



**2012 Autumn Survey
Ninth Survey of the Clackmannanshire Citizens' Panel**

Report

by



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1. Introduction

This document presents the key findings to emerge from the ninth survey of members of the Clackmannanshire Citizens' Panel (The Clacks 1,000) for the Clackmannanshire Community Planning Partnership.

The background to the Citizens' Panel is initially presented in Section 2 while Section 3 provides a summary of key survey findings. The Partnership agreed that the survey should include questions on Panel members' attitudes to a range of issues, including:

- Clackmannanshire and the Local Area (Section 4)
- Crime/Fear of Crime (Section 5)
- Health (Section 6)
- Clackmannanshire's Image (Section 7)
- Employment and Training (Section 8)

Many of the questions in the survey have been asked in previous surveys of the Clacks 1,000 and a comparison with the results from these earlier findings is made where applicable. A copy of the questionnaire is attached at Appendix 1 while Appendix 2 provides more details of the Clacks 1,000.

The survey also took the opportunity to ask Panel members if they would be willing to attend focus groups over the next year to discuss important issues which their communities. A total of 86 Panel members agreed to this.

2. Background to the Clackmannanshire Citizens' Panel

The Clackmannanshire Community Planning Partnership recognises that developing and delivering services which meet local needs requires effective and genuine community engagement. Central to this is the need to ensure that the views of the most disadvantaged communities are heard to help deliver solutions that contribute to sustainable community regeneration.

An important part of the Partnership's strategy for effective community consultation has been to develop a Citizens' Panel of 1,000 members who are broadly representative of the adult population of Clackmannanshire (a summary of the Panel recruitment process is contained in Appendix 2).

The Partnership agreed the questionnaire for the survey which issued to Panel members in mid October 2012 and by late November responses had been received from 521 Panel members (52%). This level of response means that the results can be used with confidence and in the knowledge that sampling errors are relatively low. For example, the table overleaf illustrates the high level of accuracy that can be attributed to the results derived from this response overall, as well as for the two main sub areas.

Survey Response

	Clackmannanshire	Regeneration Areas	Remainder of Clackmannanshire
Sample achieved	521	141	380
Sampling error	± 4.3%	± 8.2%	± 5.0%

As illustrated above, results for the sample as a whole will have sampling errors limited to only ±4.3%. This means, for example, that if 50% of Panel members say they shop in Alloa town centre, the "real" figure will be in a narrow range, from only 45.7% to 54.3%. The sampling errors for the regeneration areas and the rest of Clackmannanshire rise marginally to only ± 8.2% and ± 5.0% respectively.

3. Summary of Key Findings

Section 4: Clackmannanshire and the Local Area

- In relation to perceptions of Clackmannanshire, positive views were recorded among Panel members for improving its accessibility (72%), a cost effective living and business location (57%) and that it has a strong sense of community (54%)
- Conversely, the most negative perceptions related to it not benefitting from economic revival (31%)
- The proportion of respondents satisfied with Clackmannanshire as a place to live has risen slightly, to 86%, and those satisfied with their neighbourhood has also risen slightly, to 90%
- Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value. A quiet and peaceful area (66%), a good outlook/view (64%), good neighbours (64%), friendly people (63%) and good air quality (63%) were the most important factors to emerge from Clackmannanshire as a whole, the same factors which scored highly in 2011
- Residents were also asked to indicate what they particularly dislike about their local neighbourhood; 49% said they dislike young people hanging around, rising to 59% of respondents from regeneration areas, 36% dislike fast/speeding traffic in their neighbourhood, 30% have problems with dogs and 29% are concerned about drug abuse/dealing
- Overall, encouraging people to be more environmentally friendly emerged as the community planning priority with the highest satisfaction rating (70%), while 47% were also satisfied with improving road safety and 44% each satisfied with improving transport and promoting health and well being. Conversely, dissatisfaction is highest for getting people back to work (36% dissatisfied)
- Of the thirteen issues Panel members were asked to comment on, most have seen a rise in levels of satisfaction since 2011, particularly a 15% rise in satisfaction with improving housing and encouraging people to be more environmentally friendly

- Satisfaction has fallen for only one of the community planning priorities, a 13% fall in satisfaction with how crime and the fear of crime was being tackled.
- Over three quarters (83%) rated their experience of public services in Clackmannanshire as either 'very good' or 'fairly good', a slight rise on the 78% of Panel members recorded in 2011
- Panel members' experiences of the individual public services they have used in the last year provide very positive ratings for most services, primary schools (95%), refuse collection / recycling (93%) and hospitals (92%)
- Conversely, the services which had the highest proportion of users stating these services were poor included social services (36% of users felt this was poor), street cleaning (35%) and housing services (34%)
- There is significant interest in receiving information on several areas of the Council's performance, particularly Council finances and efficiencies being made (80% rate this as 'very important' or 'quite important') and what the Council has done to improve its performance and how they are going to improve it further (79%)
- Mixed views were recorded on Panel members' perceptions of the Council. For example, more than half (52%) agreed that they should be consulted more on how local services are delivered while almost half (48%) agreed they were satisfied with the way the Council runs things
- Compared to 2011, the most notable change in these indicators is a 16% rise in the proportion of Panel members who said they were satisfied with the way the Council runs things (up from 32% to 48%)

Section 5: Crime/Fear of Crime

- A very high proportion of Panel members said they feel either 'very safe' (59%) or 'quite safe' (35%) walking in their neighbourhood during the day, similar to the findings of a Clacks 1,000 survey in 2010. However, fewer Panel members feel safe at night; only 20% feel 'very safe' and 57% feel 'quite safe', although this represents an improvement on 2011

- In 2011 over a third of those living in regeneration areas (36%) said they did not feel safe walking in their neighbourhood after dark. However, this has now risen to 50% while there has been a fall among those living in the rest of Clackmannanshire, from 37% to only 18%
- A significant proportion of Panel members (33%) said they were fearful about becoming a victim of crime in the last year. This is only marginally lower than the result measured in 2011 (30%). However, there has been a significant rise in the proportion of Panel members in the regeneration areas who are fearful of being a victim of crime (up from 28% to 46%)

Section 6: Health

- Panel members' attitudes to their current health and well being are very positive, with the vast majority (88%) describing their health as "good" or "fairly good"
- Relatively few residents (only 12%) stated that their health and well being is "not good". However, it is significant that the gap in perceptions of good health between those living in the regeneration areas and elsewhere has widened
- A 2011
survey asked respondents about alcohol and drug use in their community and over half (58%) believed these were more common in their community compared to a year ago. However, by 2012, this has now risen to 64%

Section 7: Clackmannanshire's Image

- The majority of Panel members agree that Clackmannanshire has good access to open spaces and nature (88%), has attractive places to visit and things to do (72%). Just over half also agreed it is a great place to live and work (54%) and good sports and leisure facilities (54%)
- However, the most negative aspects of Clackmannanshire's image relates to a perception very few believe it has good job prospects (only 4% agreed)
- There has been a decline in the proportion of Panel members agreeing that Clackmannanshire's natural, built and cultural heritage is being adequately cared for

- With the Ochil Hills being an important destination for Panel members, it is not surprising that the vast majority (96%) said they were important to them, with 76% stating they were 'very important'
- Awareness of the work of the Ochils Landscape Partnership does in Clackmannanshire was relatively low when it was measured in 2011 and has not improved significantly by 2012. Typically between a quarter and a third of Panel members are aware of specific activities of the Partnership, peaking at only 42% for conservation of the natural environment and falling to 9% for the provision of employment opportunities
- More than half of all Panel members (56%) are aware of the industrial heritage of the Ochils but only 13% feel there is enough opportunity to learn about the nature, built and cultural heritage of the area. Consequently, there is significant interest in seeing improvements, particularly a visitor information centre (68%)

Section 8: Employment and Training

- The majority of respondents (66%) feel that there are relatively few job opportunities in Clackmannanshire, a significant rise on the 37% recorded in 2008. Conversely, only 2% of Panel members feel that there are a lot of job opportunities for people in Clackmannanshire
- Almost two thirds of respondents feel local jobs tend to be part time while 52% feel they are poorly paid and 42% that they are not in the right occupations
- Among respondents in employment or seeking work, the most significant barriers to getting a job or securing a better job are a lack of relevant job opportunities (51%, but up significantly on the 27% recorded in 2008) and a lack of job opportunities with decent pay (37%)
- Awareness of the Government's Welfare Reform programme is low, with just over a quarter (27%) saying they are 'very aware' or 'quite aware'. Conversely, 64% stated they are 'not very aware' or 'not at all aware'

Section 4: Clackmannanshire and the Local Area

In relation to perceptions of Clackmannanshire, positive views were recorded among Panel members for:

- Improving its accessibility (72%)
- A cost effective living and business location (57%)
- It has a strong sense of community (54%)

Conversely, the most negative perceptions related to it not benefitting from economic revival (31% agreed but with 36% disagreeing). In addition, significantly fewer respondents from the regeneration areas agreed Clackmannanshire was a safe community (29%, compared to 55% in the rest of Clackmannanshire). However, more agreed it provided good opportunities for community based adult learning (61%, compared to 46% in the rest of Clackmannanshire).

Do you agree or disagree with the following statements about Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire has a strong sense of community	48%	24%	56%	13%	54%	15%
Public agencies work well together in Clackmannanshire	36%	19%	31%	15%	32%	14%
It is benefiting from economic revival	35%	30%	30%	36%	31%	36%
It is improving its accessibility	70%	11%	72%	8%	72%	8%
It is a cost effective living and business location	39%	26%	61%	10%	57%	12%
It is a safe community	29%	37%	55%	17%	51%	21%
It is a community where health is improving	27%	31%	35%	15%	34%	18%
It has good opportunities for community based adult	61%	9%	46%	11%	49%	11%

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Balancing % 'Neither agree nor disagree' or 'Not Stated'

There have been very few significant changes in perceptions of Clackmannanshire compared to the results from a survey in 2011, but with the most notable including:

- Clackmannanshire has a strong sense of community (up from 47% in 2011 to 54% in 2012)
- Good opportunities for community based adult learning (down from 56% in 2011 to 49% in 2012)

Do you agree with the following statements about Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Clackmannanshire has a strong sense of community	44%	48%	48%	56%	47%	54%
Public agencies work well together in Clackmannanshire	32%	36%	30%	31%	30%	32%
It is benefiting from economic revival	31%	35%	28%	30%	29%	31%
It is improving its accessibility	61%	70%	67%	72%	66%	72%
It is a cost effective living and business location	43%	39%	56%	61%	54%	57%
It is a safe community	45%	29%	48%	55%	47%	51%
It is a community where health is improving	32%	27%	28%	35%	29%	34%
It has good opportunities for community based adult learning	51%	61%	57%	46%	56%	49%

Base: % of Panel members who 'strongly agree' or 'agree'

In the first Clacks 1,000 survey conducted in early 2006, Panel members were asked to state how satisfied they were with Clackmannanshire as a place to live. Overall, 76% said they were satisfied and when this was repeated in 2007, a satisfaction rating of 80% was recorded. An even higher result was recorded in 2010, with 90% of Panel members stating they are satisfied, although this fell to 81% in 2011. In the current survey, the estimate has risen slightly again, to 86%, demonstrating that the results over a seven year period show a consistently high satisfaction rating with Clackmannanshire as a place to live. Nevertheless, the 2012 results also show a rise in dissatisfaction among Panel members living in the regeneration areas, from 8% to 15%.

Overall satisfaction with Clackmannanshire as a place to live

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Very satisfied	25%	16%	21%	28%	22%	26%
Quite satisfied	52%	58%	61%	60%	59%	60%
Neither satisfied nor dissatisfied	15%	11%	10%	5%	11%	6%
Quite dissatisfied	7%	15%	7%	4%	7%	6%
Very dissatisfied	1%	0%	1%	3%	1%	2%

Panel members were also asked to rate their neighbourhood as a place to live. In 2010 and in 2011, 89% felt this was either ‘fairly good’ or ‘very good’ and which has risen marginally to 90% in 2012. However, the proportion of Panel members from the regeneration areas rating their neighbourhood as poor rose from 15% to 27%.

Neighbourhood as a place to live

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Very good	40%	27%	43%	53%	42%	49%
Fairly good	44%	45%	47%	41%	47%	41%
Fairly poor	8%	18%	6%	3%	6%	6%
Very poor	7%	9%	4%	3%	5%	4%
No opinion	1%	1%	0%	0%	0%	0%

Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value. A quiet and peaceful area (66%), a good outlook/view (64%), good neighbours (64%), friendly people (63%) and good air quality (63%) were the most important factors to emerge from Clackmannanshire as a whole, the same factors which scored highly in 2011.

There are also some significant variations between the regeneration areas and the rest of Clackmannanshire. For example, significantly fewer respondents from regeneration areas felt their neighbourhood was:

- A safe area/low crime (19%, compared to 52% from the rest of Clackmannanshire)
- Quiet/peaceful (39% compared to 68% elsewhere)
- Had friendly people (28% compared to 72%)
- Had good neighbours (39% compared to 69%)
- Clean/tidy (16% compared to 49%)
- Had good air quality (22% compared to 71%)

Conversely, the three areas which Panel members from the regeneration areas rated more highly included:

- Good public transport (53%, compared to 36% elsewhere)

- Good local shops (49%, compared to 26% elsewhere)
- Good local leisure facilities (42%, compared to 19% elsewhere)

Aspects of neighbourhood you particularly like

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Area well maintained	41%	34%	44%	46%	43%	44%
Good public transport	50%	53%	44%	36%	45%	39%
Safe area/low crime	44%	19%	51%	52%	49%	46%
Good outlook/view	52%	28%	64%	72%	62%	64%
Quiet/peaceful	55%	33%	63%	73%	61%	66%
Friendly people	65%	39%	70%	68%	69%	63%
Convenient shop/amenities	55%	47%	48%	47%	50%	47%
Good local shops	40%	49%	35%	26%	36%	30%
Good local leisure facilities	24%	42%	24%	19%	24%	28%
Good local schools	54%	44%	57%	56%	56%	54%
Good facilities for children/young people	12%	9%	16%	13%	15%	12%
Good neighbours	71%	39%	71%	69%	71%	64%
Good sense of community	24%	18%	25%	31%	25%	29%
No/little traffic	22%	9%	28%	28%	27%	25%
Safe/slow traffic	16%	6%	23%	18%	22%	16%
Clean/tidy place to live	37%	16%	45%	49%	43%	44%
Good air quality	59%	22%	68%	71%	66%	63%

Residents were also asked to indicate what they particularly dislike about their local neighbourhood. The most significant issues to emerge include:

- 49% of all respondents dislike young people hanging around, rising to 59% of respondents from regeneration areas
- 36% dislike fast/speeding traffic in their neighbourhood
- 30% have problems with dogs
- 29% are concerned about drug abuse/dealing

Aspects of neighbourhood particularly dislike

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Area poorly maintained	26%	44%	25%	18%	25%	23%
Poor public transport	17%	9%	26%	30%	24%	27%
Problems with neighbours	9%	35%	6%	6%	6%	11%
Problems with dogs	30%	43%	27%	27%	27%	30%
Unsafe area/crime	14%	45%	12%	18%	12%	23%
Poor local shops	18%	14%	28%	19%	26%	18%
Poor local leisure facilities	29%	7%	33%	33%	32%	29%
Poor local schools	4%	5%	3%	3%	3%	4%
Alcohol abuse	32%	47%	25%	23%	27%	27%
Nowhere for children to play	21%	35%	18%	24%	18%	25%
Young people hanging around/nothing to do	52%	59%	45%	47%	46%	49%
Parking problems	21%	41%	23%	30%	23%	31%
Too much traffic	22%	23%	16%	12%	17%	14%
Fast speeding traffic	38%	47%	35%	34%	35%	36%
Vandalism and graffiti	18%	36%	18%	16%	18%	19%
Litter and rubbish	45%	72%	39%	31%	40%	38%
Drug abuse and dealing	23%	47%	17%	26%	18%	29%
Environmental noise	18%	16%	9%	7%	10%	8%
Poor air quality	10%	16%	5%	3%	6%	5%
No sense of community	19%	35%	14%	9%	15%	13%

In 2011, Panel members were asked a series of questions on their attitudes to community planning priorities and the current survey provides an opportunity to evaluate the extent to which Panel members' views have changed on the delivery of these priorities.

Overall, encouraging people to be more environmentally friendly emerged with the highest satisfaction rating in 2012 (70%), while 47% were also satisfied with improving road safety and 44% each satisfied with improving transport and promoting health and well being. Conversely, dissatisfaction is highest for getting people back to work (36% dissatisfied).

Of the thirteen issues that Panel members were asked to comment on, most have seen a rise in levels of satisfaction since 2011, particularly:

- There has been a 15% rise in satisfaction with improving housing and encouraging people to be more environmentally friendly
- There has been a 13% rise in satisfaction with developing children and young people
- There has been a 12% rise in satisfaction with involving and engaging young people

Satisfaction has fallen for only one of the community planning priorities, a 13% fall in satisfaction with how crime and the fear of crime was being tackled.

Satisfaction with how the following issues are being tackled

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Tackling crime or fear of crime	27%	44%	37%	20%	34%	18%
Improving housing	36%	33%	41%	13%	40%	17%
Creating a better physical environment	24%	43%	41%	14%	38%	18%
Improving road safety	49%	28%	47%	21%	47%	22%
Encouraging people to be more environmentally friendly	57%	14%	73%	9%	70%	10%
Improving transport	36%	13%	44%	20%	44%	19%
Getting people back to work	11%	59%	7%	32%	8%	36%
Promoting health and wellbeing	38%	33%	46%	12%	44%	15%
Tackling poverty	14%	46%	10%	23%	11%	27%
Raising educational attainment & promoting lifelong learning	36%	15%	39%	16%	38%	16%
Developing our children & young people	35%	20%	43%	18%	41%	19%
Involving & engaging young people	18%	26%	30%	24%	28%	24%
Involving & engaging communities	20%	26%	27%	19%	26%	20%

Balancing percentage: Respondents who stated 'neither satisfied not dissatisfied' or 'unsure'

Satisfaction with how the following issues are being tackled: 2011 and 2012

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Tackling crime or fear of crime	43%	27%	48%	37%	47%	34%
Improving housing	27%	36%	25%	41%	25%	40%
Creating a better physical environ.	34%	24%	37%	41%	36%	38%
Improving road safety	40%	49%	39%	47%	39%	47%
Encouraging people to be more environmentally friendly	50%	57%	56%	73%	55%	70%
Improving transport	44%	36%	43%	44%	43%	44%
Getting people back to work	8%	11%	7%	7%	8%	8%
Promoting health and wellbeing	34%	38%	37%	46%	36%	44%
Tackling poverty	9%	14%	9%	10%	9%	11%
Raising educational attainment & promoting life long learning	36%	36%	36%	39%	36%	38%
Developing our children & young people	28%	35%	28%	43%	28%	41%
Involving & engaging young people	18%	18%	16%	30%	16%	28%
Involving & engaging communities	15%	20%	18%	27%	17%	26%

Base: respondents 'satisfied'

Panel members were asked a series of questions to establish their opinion of public services in Clackmannanshire and initially asked how they would rate their experience of public services in general in the last year. As indicated below, over three quarters (83%) rated their experience as either 'very good' or 'fairly good', a slight rise on the 78% recorded by Panel members in 2011.

How would you rate Clackmannanshire public services in general?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Very good	12%	15%	9%	12%	9%	13%
Fairly good	69%	70%	69%	70%	69%	70%
Quite poor	14%	7%	17%	15%	17%	13%
Fairly poor	4%	8%	5%	3%	5%	4%

Base: All respondents using public services in last year

In addition to measuring Panel members' experiences of public services overall, they were asked to indicate how they rated their experience of individual public services in the last year. The table below presents the views of Panel members who have used each service in the last year and which demonstrates very positive ratings for most services, particularly the following:

- Primary schools (95%)
- Refuse collection / recycling (93%)
- Hospitals (92%)
- GP services (90%)
- Secondary schools (90%)
- Street lighting (86%)
- Libraries (91%)

Conversely, the services which had the highest proportion of users stating these services were poor included:

- Social services (36% of users felt this was poor)
- Street cleaning (35%)
- Housing services (34%)

- Planning (27%)
- Sport and Leisure (24%)
- Police (20%)

The most significant differences geographically relate to more Panel members in the regenerations rating social services (58% compared to 27% elsewhere) and hospitals (31% compared to 7% elsewhere) as poor.

Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
GP Services	83%	17%	92%	8%	90%	10%
Hospitals	69%	31%	93%	7%	92%	8%
Libraries	100%	0%	74%	26%	79%	21%
Police	76%	24%	82%	18%	80%	20%
Sport and Leisure	91%	9%	73%	27%	76%	24%
Primary schools	98%	2%	95%	5%	95%	5%
Secondary schools	86%	14%	91%	9%	90%	10%
Social services	42%	58%	73%	27%	64%	36%
Housing services	60%	40%	70%	30%	66%	34%
Planning	63%	37%	75%	25%	73%	27%
Street cleaning	54%	46%	67%	33%	65%	35%
Refuse collection/recycling	86%	14%	94%	6%	93%	7%
Street lighting	80%	20%	88%	12%	86%	14%

Base: Respondents using each service

Across Clackmannanshire as a whole, two services have recorded the highest rise since 2011 in the proportion of Panel members who have rated them as good; a 14% rise for Planning and

a 12% rise for sport and leisure. The two services which have seen the highest fall in the proportion of users who perceive them to be good were libraries (down 12%) and social services (down 10%).

Change in perception of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
GP Services	95%	83%	95%	92%	95%	90%
Hospitals	89%	69%	90%	93%	90%	92%
Libraries	94%	100%	90%	74%	91%	79%
Police	78%	76%	80%	82%	80%	80%
Sport and Leisure	66%	91%	64%	73%	64%	76%
Primary schools	96%	98%	97%	95%	97%	95%
Secondary schools	91%	86%	89%	91%	90%	90%
Social services	70%	42%	75%	73%	74%	64%
Housing services	56%	60%	58%	70%	58%	66%
Planning	53%	63%	60%	75%	59%	73%
Street cleaning	62%	54%	64%	67%	64%	65%
Refuse collection/recycling	88%	86%	90%	94%	90%	93%
Street lighting	86%	80%	87%	88%	86%	86%

Base: Respondents saying each service is 'very good' or 'quite good'

Panel members were asked how important it was to receive information on nine aspects of the Council's performance. As illustrated overleaf, there is significant interest in receiving information on several of these but particularly the following:

- Council finances and efficiencies being made (80% rate this as 'very important' or 'quite important')

- What the Council has done to improve its performance and how they are going to improve it further (79%)
- Council customer performance against previous years (66%)

How important to you is it to receive information on:

	Very Important		Quite Important		Not Very Important		Not Important at all		Not sure	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
Overall council performance in meeting its objectives and targets	19%	25%	44%	42%	23%	22%	11%	8%	3%	3%
Overall council performance against previous years' performance	16%	24%	47%	42%	27%	23%	7%	8%	3%	3%
Overall council performance compared with other Councils	17%	18%	42%	41%	27%	27%	8%	10%	6%	4%
What has the Council done to improve its performance/what are we going to do to improve it further	30%	34%	50%	45%	12%	13%	3%	5%	5%	3%
Council finances and efficiencies being made	34%	29%	52%	51%	8%	11%	3%	5%	3%	4%
Council customer performance i.e. how quickly we answer phones, resolve complaints etc	23%	30%	49%	45%	20%	17%	5%	6%	3%	2%
Council internal performance i.e. recruitment, health and safety etc	19%	13%	33%	39%	27%	34%	14%	9%	7%	5%
Results and feedback of consultations	23%	26%	47%	44%	18%	21%	6%	6%	6%	3%
Community Planning and the joint performance of	28%	19%	42%	44%	17%	25%	6%	6%	7%	6%

all partners working in Clackmannanshire										
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As one possible means to communicate more effectively with the public, just over a quarter of Panel members (28%) said they use a smart phone.

Do you use a smart phone?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	27%	28%	28%
No	73%	72%	72%

Mixed views were recorded on Panel members' perceptions of the Council. For example, more than half (52%) agreed that they should be consulted more on how local services are delivered while almost half (48%) agreed they were satisfied with the way the Council runs things.

Do you agree or disagree with the following statements about the Council?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire Council meets or exceeds expectations in communicating with me	33%	21%	27%	16%	28%	17%
I feel that I should be consulted more on how local services are delivered	44%	4%	54%	6%	52%	5%
Taking everything into account, I am satisfied with the way the Council runs things	47%	18%	49%	22%	48%	21%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	24%	20%	28%	34%	28%	31%
Overall, I am satisfied with the information that the Council provides on its own	27%	18%	30%	27%	29%	26%

performance						
Overall, I am satisfied with the information that is provided on the performance of other partners	21%	26%	29%	18%	28%	19%

Balancing % 'Neither agree nor disagree'

Compared to 2011, the most notable change in these indicators is a 16% rise in the proportion of Panel members who said they were satisfied with the way the Council runs things (up from 32% to 48%).

Changes in perception of the Council

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Clackmannanshire Council meets or exceeds expectations in communicating with me	26%	33%	24%	27%	25%	28%
I feel that I should be consulted more on how local services are delivered	47%	44%	55%	54%	53%	52%
Taking everything into account, I am satisfied with the way the Council runs things	25%	47%	33%	49%	32%	48%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	25%	24%	22%	28%	23%	28%
Overall, I am satisfied with the information that the Council provides on its own performance	27%	27%	26%	30%	26%	29%
Overall, I am satisfied with the information that is provided on the performance of other partners	17%	21%	20%	29%	19%	28%

Base: Panel members who 'strongly agree' or 'agree'

Awareness of a local community and representative groups is relatively high (56% for tenants' or residents' associations and 58% for Community Councils). Awareness for other community groups falls to 23% for the Ochils Landscape Partnership and to under 10% for the

Clackmannanshire Third Sector Interface (CTSI) and Inner Forth landscape Initiative. The level of involvement in these organisations is relatively low, at typically under 5%, although Panel members also referred to other groups they were members of including Tullicoultry Action Group, CWA, Wee County Harriers, St Serp's Parent Council, Citizens' Advice and the Tullibody history group.

Aware of the following community and representative groups in Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Tenants and Residents Association	63%	67%	57%	55%	58%	56%
Community Councils	63%	47%	69%	60%	68%	58%
Clackmannanshire Third Sector Interface (CTSI)	8%	12%	10%	9%	10%	9%
Ochils Landscape Partnership	N/A	11%	N/A	25%	N/A	23%
Inner Forth Landscape Initiative	N/A	6%	N/A	5%	N/A	5%
Another community group in your area/any other voluntary organisations serving Clackmannanshire	25%	18%	36%	22%	34%	22%

Involved in any of the following community and representative groups in Clackmannanshire?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Tenants and Residents Association	5%	4%	4%
Community Councils	1%	4%	3%
Clackmannanshire Third Sector Interface (CTSI)	1%	1%	1%
Ochils Landscape Partnership	0%	1%	1%
Inner Forth Landscape Initiative	0%	Under 1%	Under 1%
Another community group in your area/any other voluntary organisations serving Clackmannanshire	0%	9%	8%

Although direct involvement in the organisations listed in the table above is low, over a third of Panel members (36%) said they would like to be involved in community planning and have a say in the way services are delivered in Clackmannanshire.

Would you like to be involved in Community Planning and have a say in the way that services are delivered in Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012

Yes	28%	24%	36%	39%	35%	36%
No	72%	76%	64%	61%	65%	64%

Just under a quarter of all Panel members (23%) say they undertake work or activities on a voluntary basis, a slight fall on the 28% recorded in 2011. Volunteers work with a wide range of groups; with children/young people (38%), adult care (25%) and sport/leisure (23%) representing the three main themes of their volunteering some 'other' themes included poppy collection, CAB and a mental health charity). Helping local groups (56%) and feeling more involved in the community (55%) were the two main reasons cited for volunteering. However, a few respondents added the importance of voluntary work to help keeps them fit and active, that it showed their children, by example, the importance of community involvement and that it allowed them to use their skills from former training.

Currently undertake work or activities on a voluntary basis

Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
2007	2011	2012	2007	2011	2012	2007	2011	2012
18%	23%	21%	27%	29%	24%	25%	28%	23%

What best describes the nature of the volunteering work?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Children/young people	30%	35%	41%	39%	39%	38%
Adult care	22%	33%	19%	23%	19%	25%
Environment	17%	0%	10%	11%	11%	9%
Sport/leisure	17%	0%	13%	27%	14%	23%
Heritage	4%	17%	4%	3%	4%	5%
Education or learning	4%	0%	8%	21%	7%	18%
Other	N/A	12%	N/A	20%	N/A	19%

Base: Panel members involved in volunteering

Benefits of Voluntary work

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Helps local groups	71%	53%	56%
Helps me to meet people	22%	38%	36%
Develops my skills	6%	20%	18%
Gives me work experience	0%	6%	5%
Makes me feel involved in my community	47%	57%	55%
Other	0%	8%	7%

Base: Panel members involved in volunteering

Section 5: Crime/Fear of Crime

A very high proportion of Panel members said they feel either 'very safe' (59%) or 'quite safe' (35%) walking in their neighbourhood during the day, similar to the findings of a Clacks 1,000 survey in 2010. However, fewer Panel members feel safe at night; only 20% feel 'very safe' and 57% feel 'quite safe', although this represents an improvement on 2011.

Attitudes to safety walking in your neighbourhood during the day

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Very safe	48%	35%	50%	64%	50%	59%
Quite safe	44%	50%	44%	31%	44%	35%
Not very safe	5%	15%	4%	3%	4%	5%
Not safe at all	2%	0%	2%	2%	2%	1%
Not sure	1%	0%	0%	0%	0%	0%

Attitudes to safety walking in the neighbourhood after dark

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Very safe	12%	9%	16%	22%	15%	20%
Quite safe	48%	41%	46%	60%	46%	57%

Not very safe	21%	43%	28%	15%	27%	19%
Not safe at all	15%	7%	9%	3%	10%	4%
No opinion	4%	0%	1%	0%	2%	0%

In 2011 over a third of those living in regeneration areas (36%) said they did not feel safe walking in their neighbourhood after dark. However, this has now risen to 50% while there has been a fall among those living in the rest of Clackmannanshire, from 37% to only 18%..

As illustrated in the table below, a significant proportion of Panel members (33%) said they were fearful about becoming a victim of crime in the last year. This is only marginally lower than the result measured in 2011 (30%). However, there has been a significant rise in the proportion of Panel members in the regeneration areas who are fearful of being a victim of crime (up from 28% to 46%).

Of those feeling fearful, the majority (65%) stated that this concern was felt “only occasionally”. However, 27% said that they felt fearful of becoming a victim of crime “quite often”, and 7% ‘most of the time’.

Ever felt fearful about becoming a victim of crime in the past year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Yes	28%	46%	30%	30%	30%	33%
No	64%	53%	65%	56%	65%	55%
Not sure	8%	1%	5%	14%	5%	12%

Frequency of feeling fearful in the past year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Most of the time	4%	5%	4%	7%	4%	7%

Quite often	25%	44%	25%	22%	25%	27%
Only occasionally	68%	51%	71%	70%	70%	65%
Not sure	3%	0%	0%	1%	1%	1%

Base: Respondents who have felt fearful about becoming a victim of crime

Panel members who had felt fearful about becoming a victim of crime were asked what effect this had on them taking part in a series of activities. As illustrated in the tables below, the activities that are least affected include taking part in community activities (70% of those fearful of crime said it had not stopped them taking part in community activities) and visiting friends and family (60%). Conversely, almost three quarters (72%) said this had often or sometimes stopped them staying out later at night. In a similar vein, just over half (57%) said that their fear of crime had sometimes or often stopped them using public transport or stopped them from taking their normal route home (54%).

Fear of crime has stopped you from taking part in community activities

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2007	2012	2007	2012	2007	2012
No	52%	55%	68%	75%	64%	70%
Sometimes	26%	42%	17%	24%	19%	29%
Often	3%	3%	3%	1%	3%	1%

Base: Respondents who have felt fearful about becoming a victim of crime

Fear of crime has stopped you from visiting friends or family

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2007	2012	2007	2012	2007	2012
No	42%	55%	70%	61%	64%	60%
Sometimes	36%	32%	18%	31%	22%	31%
Often	3%	13%	3%	8%	3%	9%

Base: Respondents who have felt fearful about becoming a victim of crime

Fear of crime has stopped you from taking your usual route home

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2007	2012	2007	2012	2007	2012
No	34%	41%	42%	47%	40%	46%
Sometimes	44%	41%	43%	32%	43%	34%
Often	9%	18%	9%	21%	9%	20%

Base: Respondents who have felt fearful about becoming a victim of crime

Fear of crime has stopped you staying out later at night

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2007	2012	2007	2012	2007	2012
No	13%	11%	28%	33%	25%	28%
Sometimes	47%	60%	47%	34%	47%	41%
Often	40%	29%	22%	33%	26%	31%

Base: Respondents who have felt fearful about becoming a victim of crime

Fear of crime has stopped you using public transport

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2007	2012	2007	2012	2007	2012
No	32%	53%	39%	40%	38%	43%
Sometimes	32%	24%	34%	46%	34%	40%

Often	23%	23%	16%	14%	17%	17%
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Base: Respondents who have felt fearful about becoming a victim of crime

Section 6: Health

Panel members' attitudes to their current health and well being are very positive, with the vast majority (88%) describing their health as "good" or "fairly good". Relatively few residents (only 12%) stated that their health and well being is "not good". However, it is significant that the gap in perceptions of good health between those living in the regeneration areas and elsewhere has widened. For example, in 2012 the proportion of Panel members in the regeneration areas describing their health as "not good" (29%) is 13% higher than that recorded in 2011 and also 21% higher than the 2012 figure for those living outwith the regeneration areas.

Your health in the last 12 months

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2009	2011	2012	2009	2011	2012	2009	2011	2012
Good	43%	48%	41%	51%	50%	52%	50%	50%	50%
Fairly Good	37%	36%	30%	35%	37%	40%	36%	37%	38%
Not Good	20%	16%	29%	13%	13%	8%	14%	13%	12%
Not Stated	0%	0%	0%	1%	0%	0%	0%	0%	0%

In 2009, almost three quarters of Panel members (71%) described their general mental or emotional well being as either 'very happy' or 'fairly happy'. By 2011, this has risen significantly to 85% and it has remained at this level in 2012. A similar proportion (88%) also describe their overall quality of life as 'very good' or 'fairly good'.

Yet again, the gap between the regeneration areas and elsewhere in Clackmannanshire is significant. For example, just over a quarter (26%) of those in the regeneration areas said they were unhappy compared to only 6% in the rest of Clackmannanshire, a gap of 20%. Only 3% of

those outwith the regeneration areas described their overall quality of life as 'very poor' or 'fairly poor' compared to 26% of respondents from the regeneration areas.

Your general mental or emotional well being

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2009	2011	2012	2009	2011	2012	2009	2011	2012
Very happy	18%	30%	43%	21%	31%	38%	20%	33%	39%
Fairly happy	43%	53%	20%	53%	54%	51%	51%	52%	46%
Neither happy nor unhappy	25%	10%	11%	19%	11%	5%	20%	10%	6%
Fairly unhappy	10%	4%	24%	6%	2%	4%	7%	3%	7%
Very unhappy	1%	3%	2%	1%	2%	2%	1%	2%	2%

Your overall quality of life

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Very good	32%	34%	33%
Fairly good	40%	58%	55%
Neither good nor poor	2%	5%	5%
Fairly poor	17%	3%	5%
Very poor	9%	0%	2%
Not sure	0%	0%	0%

The 2011 survey took the opportunity to ask Panel members for the first time to describe their experience of the last two weeks against fourteen statements (the Warwick-Edinburgh Well Being Scale). These have been measured again in 2012 and the most positive views were expressed in relation to the following:

- I have been able to make up my own mind about things (76% said they experienced this 'often' or 'all the time')
- I've been feeling loved (79%)
- I've been thinking clearly (67%)

Conversely, less positive views were expressed in relation to:

- I've had energy to spare (only 25% said they experienced this 'often' or 'all the time')
- I've been feeling relaxed (36%)
- I've been feeling optimistic about the future (46%)

Which of the following statements best describe your experience in the last 2 weeks?

	None of the time		Rarely		Some of the time		Often		All of the time	
	2011	2012	2011	2012	2011	2012	2011	2012	2011	2012
I've been feeling optimistic about the future	3%	2%	15%	18%	39%	34%	35%	39%	8%	7%
I've been feeling useful	2%	2%	8%	7%	34%	29%	45%	41%	11%	21%
I've been feeling relaxed	1%	4%	11%	11%	43%	49%	39%	29%	6%	7%
I've been feeling interested in other people	1%	1%	8%	10%	35%	29%	46%	42%	10%	18%
I've had energy to spare	7%	10%	26%	24%	42%	41%	23%	20%	2%	5%
I've been dealing with problems well	1%	1%	8%	6%	31%	40%	50%	37%	10%	16%
I've been thinking clearly	0%	1%	5%	4%	26%	28%	53%	43%	16%	24%
I've been feeling good about myself	1%	1%	8%	6%	36%	32%	43%	43%	12%	17%
I've been feeling close to other people	2%	1%	6%	4%	34%	31%	43%	39%	15%	26%

I've been feeling confident	1%	1%	8%	7%	33%	32%	46%	46%	12%	14%
I've been able to make up my own mind about things	1%	7%	3%	2%	16%	15%	47%	44%	33%	32%
I've been feeling loved	2%	1%	3%	2%	22%	17%	41%	37%	32%	42%
I've been interested in new things	2%	2%	9%	8%	34%	30%	35%	39%	20%	21%
I've been feeling cheerful	1%	2%	5%	5%	33%	29%	48%	47%	13%	17%

In a 2010 survey of the Clacks 1,000, almost two thirds of Panel members (65%) said alcohol use in their community was more common now than it was five years ago (with 48% feeling it was “a lot more common”). A 2011 survey asked respondents about both alcohol and drug use in their community and a slightly lower proportion (58%) believed these were more common in their community. However, this has now risen again to 64%, reflecting 2010 levels of concern.

Alcohol and drug use in your community

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2010	2011	2012	2010	2011	2012	2010	2011	2012
A lot more common	58%	46%	60%	46%	40%	40%	48%	41%	43%
A little more common	17%	18%	2%	17%	17%	24%	17%	17%	21%
No real change	16%	19%	29%	21%	24%	23%	20%	23%	24%
A little less common	3%	4%	0%	3%	5%	3%	3%	5%	2%
A lot less common	1%	2%	0%	1%	3%	1%	1%	3%	1%
Don't know	5%	11%	9%	12%	11%	9%	11%	11%	9%

N.B. 2010 figures are for alcohol use

The vast majority of Panel members (86%) said alcohol and drug use has an impact on people's parenting skills but only 12% said alcohol/substance misuse has a negative impact on their family. Among this group, there is a reasonably high level of awareness of the drug and alcohol services locally (51%).

Alcohol and Drugs Misuse

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Alcohol and drug use has an impact on people's parenting skills	N/A	78%	N/A	87%	N/A	86%
Alcohol/Substance misuse has a negative impact on your family	16%	18%	15%	11%	15%	12%
Know where to access alcohol/drugs services locally *	64%**	63%	68%**	49%	68%**	51%

* Respondents who state alcohol/substance misuse has a negative impact on their family

**The 2011 figures are for alcohol services only

Section 7: Clackmannanshire's Image

The majority of Panel members agree that Clackmannanshire:

- Has good access to open spaces and nature (88%)
- Has attractive places to visit and things to do (72%)
- Just over half also agreed it is a great place to live and work (54%) and good sports and leisure facilities (54%)

However, the most negative aspects of Clackmannanshire's image relate to the following:

- Only 4% agreed Clackmannanshire has good job prospects
- Just over a quarter (26%) agreed Clackmannanshire has good availability of affordable housing and a good choice of activities/facilities for young children

In 2011, there was a strong perception that Clackmannanshire's built and natural features were being adequately cared for. For example, 73% felt the natural heritage was being adequately cared for, while 64% and 61% respectively agreed the built heritage and cultural heritage were being cared for. However, there has been a decline in the proportion of Panel members agreeing with these views. For example,

- The proportion feeling the natural heritage was being adequately cared for has fallen from 73% to 50%

- 49% now agree the built heritage was being adequately cared for, compared to 64% in 2011
- There has been a 20% fall in the proportion of Panel members feeling the cultural heritage was being cared for

Do you agree or disagree with the following statements about Clackmannanshire?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Not sure
Clackmannanshire is a great place to live and work	6%	48%	34%	10%	2%	0%
Clackmannanshire has good job prospects	1%	3%	23%	51%	14%	8%
Clackmannanshire has attractive places to visit and things to do	10%	62%	18%	6%	4%	0%
Clackmannanshire has good shopping facilities	4%	36%	19%	28%	13%	0%
Clackmannanshire has good access to nature and open spaces	29%	59%	7%	4%	1%	0%
Clackmannanshire has good sports and leisure facilities	5%	49%	31%	9%	4%	2%
Clackmannanshire has a good availability of affordable housing	2%	24%	31%	18%	10%	15%
Clackmannanshire has a good choice of activities/facilities for young children	2%	26%	33%	14%	12%	13%
Clackmannanshire has a good choice of activities/facilities for teenagers	0%	11%	27%	30%	17%	15%

Clackmannanshire has a good choice of activities/facilities for families	1%	21%	36%	16%	14%	12%
Clackmannanshire has a good choice of activities/facilities for older people	1%	24%	34%	13%	4%	24%
Clackmannanshire has a good community activities/facilities	0%	22%	47%	14%	5%	12%

Do you feel that Clackmannanshire's built and natural features are being adequately cared for?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
The Ochil Hills/Hillfoots	N/A	58%	N/A	56%	N/A	57%
Natural heritage (habitat, species, land formation)	78%	56%	72%	48%	73%	50%
Built heritage (buildings, walls, archaeology that display the past)	73%	52%	63%	48%	64%	49%
Cultural heritage (music, dance, language skills, photographs)	65%	44%	60%	40%	61%	41%

As illustrated in the tables above and below, the 2012 the survey has shown that more than half (57%) believe the Ochil Hills/Hillfoots are being adequately cared for and the same proportion said they have visited the area in the last year. A slightly higher proportion have visited natural spaces in Clackmannanshire while 25% have visited sites or buildings for their historic or architectural value and 14% have visited sites, buildings or museums for their cultural value. Some Panel members provided details of the places they had visited and the most common included:

- Gartmore dam

- Alva glen
- Alloa tower
- Dumyat hillfoots
- Clackmannan tower
- Dollar glen
- Ochil hills
- Sauchie tower
- Dollar museum
- Tilly Glen
- Castle Campbell
- Devon way

Visited the following in the last year

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
The Ochil Hills/Hillfoots	24%	65%	57%
Open natural spaces in Clackmannanshire	27%	68%	62%
Sites or buildings in Clackmannanshire for their historic or architectural value	8%	29%	25%
Sites, buildings or museums in Clackmannanshire for their cultural value	8%	16%	14%

With the Ochil Hills being an important destination for Panel members, it is not surprising that the vast majority (96%) said they were important to them, with 76% stating they were ‘very important’.

How important are the Ochil Hills to you?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
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Very important	64%	78%	76%
Quite important	24%	20%	20%
Not important	6%	2%	2%
Not sure	6%	0%	2%

Awareness of the work of the Ochils Landscape Partnership does in Clackmannanshire was relatively low when it was measured in 2011 and has not improved significantly by 2012. As illustrated overleaf, typically between a quarter and a third of Panel members are aware of specific activities of the Partnership, peaking at only 42% for conservation of the natural environment and falling to 9% for the provision of employment opportunities.

More than half of all Panel members (56%) are aware of the industrial heritage of the Ochils but only 13% feel there is enough opportunity to learn about the nature, built and cultural heritage of the area. Consequently, there is significant interest in seeing the following improved:

- Visitor information centre (68%)
- Web site (48%)
- Newspaper advertisements (46%)
- Posters/leaflets in each town and village (45%)
- Newsletter (35%)
- Community participation events (35%)

Awareness of the work the Ochils Landscape Partnership does in Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2011	2012	2011	2012	2011	2012
Conservation of the natural environment	35%	21%	39%	46%	38%	42%
Conservation of the built environment	23%	12%	25%	22%	24%	20%
Providing volunteering opportunities	30%	24%	30%	29%	30%	28%
Providing employment opportunities	19%	8%	16%	9%	17%	9%
Providing training opportunities	17%	14%	19%	12%	19%	13%
Engagement with local communities	26%	10%	27%	33%	27%	29%
Running events for all the family	22%	31%	28%	24%	27%	26%
Getting involved with schools in Clackmannanshire	23%	28%	27%	18%	26%	20%

Running the Ochils Festival	N/A	8%	N/A	16%	N/A	14%
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Aware of the industrial heritage of the Ochils

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	26%	62%	56%
No	60%	22%	28%
Not sure	14%	16%	16%

Feel there is enough opportunity to learn about the nature, built and cultural heritage of the Ochil Hills and Hillfoot Villages

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	9%	14%	13%
No	38%	50%	48%
Not sure	53%	36%	39%

What would you like to see the following improved

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Visitor Information Centre	62%	69%	68%
Newsletter	36%	35%	35%
Web site	33%	51%	48%
Community participation events	26%	36%	35%
Posters / leaflets in each town and village	31%	48%	45%

Radio advertisements	14%	17%	16%
Television advertisements	26%	24%	25%
Newspaper advertisements	55%	44%	46%

8. Employment and Training

The majority of respondents (66%) feel that there are relatively few job opportunities in Clackmannanshire, a significant rise on the 37% recorded in 2008. Conversely, only 2% of Panel members feel that there are a lot of job opportunities for people in Clackmannanshire.

Attitudes to local job opportunities in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2008	2012	2008	2012	2008	2012
There are a lot of job opportunities for people in Clackmannanshire	17%	2%	3%	1%	6%	2%
There are some job opportunities	17%	21%	27%	19%	25%	20%
There are relatively few job opportunities	41%	64%	36%	67%	37%	66%
Not sure	27%	13%	34%	13%	33%	12%

Base: all respondents

Almost two thirds of respondents feel local jobs tend to be part time while 52% feel they are poorly paid and 42% that they are not in the right occupations.

Attitudes to local jobs in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2008	2012	2008	2012	2008	2012
Local jobs are poorly paid	48%	41%	45%	54%	45%	52%
Local jobs tend to be part time	51%	61%	45%	66%	46%	65%
Local jobs are not in the right occupations	34%	45%	35%	41%	35%	42%

Base: all respondents

Among respondents in employment or seeking work, the most significant barriers to getting a job or securing a better job are a lack of relevant job opportunities (51%, but up significantly on the 27% recorded in 2008) and a lack of job opportunities with decent pay (37%). A higher proportion of respondents from outwith the regeneration areas also cited a lack of childcare (38%).

Barriers to getting a job / securing a better job

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2008	2012	2008	2012	2008	2012
Lack of training	15%	12%	7%	16%	9%	16%
Lack of qualifications	16%	6%	7%	18%	9%	17%
Lack of affordable childcare	16%	12%	13%	38%	14%	35%
Transport problems	9%	6%	9%	15%	9%	14%
Lack of relevant job opportunities	29%	47%	27%	52%	27%	51%
Lack of job opportunities with	35%	47%	27%	35%	28%	37%

decent pay						
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Base: respondents in employment or seeking work

Awareness among respondents in employment or seeking work of services to help people find jobs is mixed, with awareness highest for:

- Jobcentre Plus (92%)
- Council/Clackmannanshire Works (41%)
- Triage/Work Programme (37%)

However, awareness falls to under 20% for the other services listed in the table overleaf.

Which of the following services help people find jobs are you aware of?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Council / Clackmannanshire Works	28%	43%	41%
Jobcentre Plus	84%	93%	92%
Skills Development Scotland	24%	20%	20%
Triage / Work Programme	47%	35%	37%
Council / Young Parents Project	3%	4%	4%
Council / Activity Agreements	3%	7%	6%
PACE Redundancy Support	19%	6%	8%

Base: respondents in employment or seeking work

Among all Panel members, there is majority support for action aimed at bringing more jobs to the area (58%) and getting more young people into work (52%) while a significant core also supports action to create more apprenticeships (42%) and getting more adults into work (40%).

Which of the following do you think are important actions?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Getting more young people into work	52%	52%	52%
Getting more adults into work	48%	38%	40%
Bringing jobs to the area	68%	56%	58%
Creating more apprenticeships	59%	39%	42%
Assistance with starting up your own business	35%	28%	30%

Awareness of the Government’s Welfare Reform programme is low, with just over a quarter (27%) saying they are ‘very aware’ or ‘quite aware’. Conversely, 64% stated they are ‘not very aware’ or ‘not at all aware’. Perhaps because of this lack of awareness, more than half of Panel members (55%) said they are unsure if the Welfare Reform programme will have an effect on their household income. Awareness of money advice services is mixed, with 46% aware but 54% not aware. However, this latter figure rises to 62% among those not sure if they will be affected by the programme.

Awareness of the Government’s Welfare Reform programme

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Very aware	9%	12%	12%
Quite aware	6%	17%	15%
Not very aware	21%	28%	27%
Not at all aware	48%	35%	37%

Not sure	16%	8%	9%
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Will the Welfare Reform programme will have an impact on household income

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	4%	7%	6%
No	14%	44%	39%
Not sure	82%	49%	55%

Know where to access money advice services locally

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	48%	45%	46%
No	52%	55%	54%

**Appendix 1
Questionnaire**



Dear Panel Member,

Clackmannanshire Survey 2012

Enclosed with this letter is the ninth survey of the Clacks 1000 on Clackmannanshire in 2012. Your response to this survey will be important to agencies and services in planning local services to improve Clackmannanshire as a place to live.

Your opinions are important to the Clackmannanshire Alliance. The response to our last surveys has been very high and the information we have gathered has provided vital feedback to local agencies. You can read reports from all the Clacks 1000 surveys on Clacksweb www.clacksweb.org.uk/community/clacks1000/

Hexagon Research and Consulting is managing the Clacks 1000 on behalf of the Alliance. Please complete the survey and return to Hexagon in the FREEPOST envelope within the next two weeks. If you have any questions about the Clacks 1000 or any of the reports produced, please contact Hexagon on 0800 032 8297 (free phone).

Thank you for your participation in this important survey, which will help prioritise and set vital outcomes for Clackmannanshire.

A handwritten signature in black ink, appearing to read "Gary Womersley".

Councillor Womersley
Chair of Clackmannanshire Alliance

* Clackmannanshire Alliance is the Community Planning Partnership responsible for co-ordinating the wide range of local services provided by public agencies including Clackmannanshire Council, NHS Forth Valley, Central Scotland Police, Central Scotland Fire and Rescue Service, Forth Valley College, Clackmannanshire Business and the Voluntary and Community Sectors.

Section 1: Clackmannanshire and Your Local Area

Q1. Do you agree or disagree with the following statements about Clackmannanshire?

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire has a strong sense of community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Public agencies work well together in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is benefiting from economic revival	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is improving its accessibility	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a cost effective living and business location	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a safe community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a community where health is improving	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good opportunities for community based adult learning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q2. Overall, how satisfied are you with Clackmannanshire as a place to live?

Very satisfied	<input type="checkbox"/> 1
Quite satisfied	<input type="checkbox"/> 2
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3
Quite dissatisfied	<input type="checkbox"/> 4
Very dissatisfied	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6

Q3. How would you rate your neighbourhood as a place to live?

Very good	<input type="checkbox"/> 1
Fairly good	<input type="checkbox"/> 2
Fairly poor	<input type="checkbox"/> 3
Very poor	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5

Q4. Which, if any, of the following aspects of your immediate neighbourhood do you particularly like?
Please tick all that apply.

Area is well maintained	<input type="checkbox"/>	1
Good public transport	<input type="checkbox"/>	1
Safe area/low crime	<input type="checkbox"/>	1
Good outlook/view	<input type="checkbox"/>	1
Quiet/peaceful	<input type="checkbox"/>	1
Friendly people	<input type="checkbox"/>	1
Convenient shop/other amenities	<input type="checkbox"/>	1
Good local shops	<input type="checkbox"/>	1
Good local leisure facilities	<input type="checkbox"/>	1
Good local schools	<input type="checkbox"/>	1
Good facilities for children and young people	<input type="checkbox"/>	1
Good neighbours	<input type="checkbox"/>	1
Good sense of community	<input type="checkbox"/>	1
No/little traffic	<input type="checkbox"/>	1
Safe/slow traffic	<input type="checkbox"/>	1
Clean/tidy place to live	<input type="checkbox"/>	1
Good air quality	<input type="checkbox"/>	1

Q5. Which, if any, of the following aspects of your immediate neighbourhood do you particularly dislike?
Please tick all that apply.

Area is poorly maintained	<input type="checkbox"/>	1
Poor public transport	<input type="checkbox"/>	1
Problems with neighbours	<input type="checkbox"/>	1
Problems with dogs	<input type="checkbox"/>	1
Unsafe area/crime	<input type="checkbox"/>	1
Poor local shops	<input type="checkbox"/>	1
Poor local leisure facilities	<input type="checkbox"/>	1
Poor local schools	<input type="checkbox"/>	1
Alcohol abuse	<input type="checkbox"/>	1
Nowhere for children to play	<input type="checkbox"/>	1
Young people hanging around/nothing for young people to do	<input type="checkbox"/>	1
Parking problems	<input type="checkbox"/>	1
Too much traffic	<input type="checkbox"/>	1
Fast/speeding traffic	<input type="checkbox"/>	1
Vandalism and graffiti	<input type="checkbox"/>	1
Litter and rubbish	<input type="checkbox"/>	1
Drug abuse and dealing	<input type="checkbox"/>	1
Environmental noise	<input type="checkbox"/>	1
Poor air quality	<input type="checkbox"/>	1
No sense of Community	<input type="checkbox"/>	1

Q6. How satisfied are you with the way each of these is being tackled in Clackmannanshire?

	Very Satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied	Not sure
Tackling crime or fear of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Creating a better physical environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving road safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging people to be more environmentally friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting people back to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promoting health & wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling poverty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raising educational attainment & promoting lifelong learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing our children & young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving & engaging young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving & engaging communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. How would you rate your experience of public services *in general* in Clackmannanshire *in the last year*?

- Very good 1
- Fairly good 2
- Fairly poor 3
- Very poor 4
- Haven't used in last year 5

Q8. How would you rate your experience of the following public services in Clackmannanshire in the last year?

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
GP Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Hospitals	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Police	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sport and Leisure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Primary Schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Secondary Schools	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Housing Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Planning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Street Cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Refuse Collection/recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q9. How important to you is it to receive information on:

	Very Important	Quite Important	Not very important	Not important at all	Not sure
Overall council performance in meeting its objectives and targets	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall council performance against previous years' performance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall council performance compared with other Councils.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
What the Council has done to improve its performance and what they are going to do to improve it further	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Council finances and efficiencies being made	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Council customer performance i.e. how quickly we answer phones, resolve complaints etc	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Council internal performance i.e. recruitment, health and safety etc	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Results and feedback of consultations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Community Planning and the joint performance of all partners working in Clackmannanshire.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Other please state	_____				

Q10. Do you use a smart phone?

Yes 1

No 2

Q11. Do you agree or disagree with the following statements about the Council?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree
Clackmannanshire Council meets or exceeds expectations in communicating with me.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I feel that I should be consulted more on how local services are delivered	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Taking everything into account, I am satisfied with the way the Council runs things	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall I am satisfied with the information that the Council provides on its own performance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall I am satisfied with the information that is provided on the performance of partner agencies	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q12. Are you aware of the following community and representative groups in Clackmannanshire? Please tick all that apply.

Tenant and Residents Associations	<input type="checkbox"/> 1
Community Councils	<input type="checkbox"/> 1
Clackmannanshire Third Sector Interface (CTSI)	<input type="checkbox"/> 1
Ochils Landscape Partnership	<input type="checkbox"/> 1
Inner Forth Landscape Initiative	<input type="checkbox"/> 1
Another community group in your area or any other voluntary organisations serving Clackmannanshire	<input type="checkbox"/> 1

Q13. Are you involved in any local community groups in Clackmannanshire? Please tick all that apply.

Tenant and Residents Associations	<input type="checkbox"/> 1
Community Councils	<input type="checkbox"/> 1
Clackmannanshire Third Sector Interface (CTSI)	<input type="checkbox"/> 1
Ochils Landscape Partnership	<input type="checkbox"/> 1
Inner Forth Landscape Initiative	<input type="checkbox"/> 1
Another community group in your area or any other voluntary organisations serving Clackmannanshire	<input type="checkbox"/> 1
Please specify _____	<input type="checkbox"/> 1

Q14. Would you like to be involved in Community Planning and have a say in the way that services are delivered in Clackmannanshire?

Yes 1

No 2

You can find out more by visiting our website www.clacksweb.org.uk/community/community-engagement

Q15. Do you currently undertake any work or activities on a voluntary basis?

Yes 1 Go to Q16

No 2 Go to Q18

Q16. What best describes the nature of this voluntary work? Please tick all that apply.

Children/young people 1

Adult/care 1

Environment 1

Sport/Leisure 1

Heritage 1

Education/Learning 1

Other (please specify) 1

Q17. What is the benefit of this voluntary work? Please tick all that apply.

Helps local groups 1

Helps me to meet people 1

Develops my skills 1

Gives me work experience 1

Makes me feel involved in my community 1

Other (please specify) 1

Section 2: Crime/Fear of Crime

Q18. How safe or unsafe do you feel in your neighbourhood?

	During the day	At night
Very safe	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Quite safe	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Not very safe	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Not safe at all	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5	<input type="checkbox"/> 5

Q19. In the past year have you ever felt fearful about becoming a victim of crime?

Yes	<input type="checkbox"/> 1 Go to Q20
No	<input type="checkbox"/> 2 Go to Q22
Not sure	<input type="checkbox"/> 3 Go to Q21

Q20. How frequently have you felt fearful in the past year?

Most of the time	<input type="checkbox"/> 1
Quite often	<input type="checkbox"/> 2
Only occasionally	<input type="checkbox"/> 3
Not at all	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5

Q21. Has the fear of becoming a victim of crime stopped you from doing any of the following in the last year?

	No	Sometimes	Often
Taking part in community activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Visiting friends or family	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Taking your usual route home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Staying out later at night	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Using public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Section 3: Health

Q22. Over the last 12 months, how would you say your health has been on the whole?

- Good 1
- Fairly good 2
- Not Good 3

Q23. Which statement comes closest to describing how you feel about your general mental or emotional well being at the moment?

- Very happy 1
- Fairly happy 2
- Neither happy nor unhappy 3
- Fairly unhappy 4
- Very unhappy 5
- Not sure 6

Q24. Which statement comes closest to describing how you feel about your overall quality of life at the moment?

- Very good 1
- Fairly good 2
- Neither good nor poor 3
- Fairly poor 4
- Very poor 5
- Not sure 6

Q25. Which of the following statements best describe your experience in the last 2 weeks?

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling useful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling relaxed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling interested in other people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've had energy to spare	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been dealing with problems well	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been thinking clearly	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling good about myself	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling close to other people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling confident	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been able to make up my own mind about things	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling loved	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been interested in new things	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
I've been feeling cheerful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Warwick-Edinburgh Mental Well-being Scale (WEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh 2006, all rights reserved.

Q26. Do you feel that alcohol and drug use in your community is more or less common compared to five years ago?

A lot more common	<input type="checkbox"/> 1
A little more common	<input type="checkbox"/> 2
No real change	<input type="checkbox"/> 3
A little less common	<input type="checkbox"/> 4
A lot less common	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6

Q27. Please answer the questions below in relation to alcohol and drug misuse.

Do you feel that alcohol and drug use has an impact on people's parenting skills? Yes 1 No 2 Not sure 3

Do you consider that alcohol/substance misuse has a negative impact on your family? Yes 1 No 2
Continue Go To Q28

Do you know where to access alcohol/drugs services locally? Yes 1 No 2
(Helpline number 0845 673 1774)

Section 4: Clackmannanshire's Image

Q28. Do you agree or disagree with the following statements about Clackmannanshire?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is a great place to live and work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good job prospects	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has attractive places to visit and things to do	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good shopping facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good access to nature and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good sports and leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good availability of affordable housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for young children	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for teenagers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for older people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good community activities/facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q29. Do you feel that Clackmannanshire's built and natural features are being adequately cared for?

	Yes	No	Not sure
The Ochil Hills/Hillfoots	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Natural heritage (habitat, species, land formation)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Built heritage (buildings, walls, archaeology that displays the past)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Cultural heritage (language, photographs, art, music, dance)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q30. Have you visited any of the following in the last year?

	Yes (please state where)	No
The Ochil Hills/Hillfoots	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2
Open natural spaces in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Sites or buildings in Clackmannanshire for their historic or architectural value	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Sites, buildings or museums in Clackmannanshire for their cultural value (language, photographs, art, music, dance)	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2

Q31 How important are the Ochil Hills to you?

Very important	<input type="checkbox"/> 1
Quite important	<input type="checkbox"/> 2
Not important	<input type="checkbox"/> 3
Not sure	<input type="checkbox"/> 4

Q32. Are you aware of the following work that the Ochils Landscape Partnership does in Clackmannanshire?

	Aware	Not aware
Conservation of the natural environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Conservation of the built environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing volunteering opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing employment opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Providing training opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Engagement with local communities	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Running events for all the family	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Getting involved with schools in Clackmannanshire.	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Running the Ochils Festival	<input type="checkbox"/> 1	<input type="checkbox"/> 2

Q33. Are you aware of the industrial heritage of the Ochils?

Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Not sure	<input type="checkbox"/> 3

Q34. Do you feel there is enough opportunity to learn about the nature, built and cultural heritage content of the Ochil Hills and Hillfoot Villages?

- Yes 1
No 2
Not sure 3

Q35. Would you like to see this improve? Please tick all that apply.

- Visitor Information Centre 1
Newsletter 1
Web site 1
Community participation events 1
Posters / leaflets in each town and village 1
Radio advertisements 1
Television advertisements 1
Newspaper advertisements 1

Section 5: Employment and Training

Q36. Overall, which of the statements below do you agree with in relation to local job opportunities in Clackmannanshire?

- There are a lot of job opportunities for people in Clackmannanshire 1
There are some job opportunities 2
There are relatively few job opportunities 3
Not sure 4

Q37. Do you feel any of the following difficulties exist in Clackmannanshire? Please tick all that apply.

- Local jobs are poorly paid 1
Local jobs tend to be part time 1
Local jobs are not in the right occupations 1

Q38. Are you currently in employment or seeking work?

- Yes 1 Go to Q39
No 2 Go to Q41

Q39. Are any of the following barriers to getting a job or securing a better job? Please tick all that apply.

Lack of training	<input type="checkbox"/>	1
Lack of qualifications	<input type="checkbox"/>	1
Lack of affordable childcare	<input type="checkbox"/>	1
Transport problems	<input type="checkbox"/>	1
Lack of relevant job opportunities	<input type="checkbox"/>	1
Lack of job opportunities with decent pay	<input type="checkbox"/>	1

Q40. Which of the following services that help people find jobs are you aware of? Please tick all that apply.

Council / Clackmannanshire Works	<input type="checkbox"/>	1
Jobcentre Plus	<input type="checkbox"/>	1
Skills Development Scotland	<input type="checkbox"/>	1
Triage / Work Programme	<input type="checkbox"/>	1
Council / Young Parents Project	<input type="checkbox"/>	1
Council / Activity Agreements	<input type="checkbox"/>	1
PACE Redundancy Support	<input type="checkbox"/>	1

Q41. Which of the following do you think are important actions? Please rate 1-5 with 1 being the most important.

Getting more young people into work	<input type="checkbox"/>
Getting more adults into work	<input type="checkbox"/>
Bringing jobs to the area	<input type="checkbox"/>
Creating more apprenticeships	<input type="checkbox"/>
Assistance with starting up your own business	<input type="checkbox"/>

Q42. Are you aware of the Government's Welfare Reform programme?

Very aware	Quite aware	Not very aware	Not at all aware	Not sure
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q43. Will the Welfare Reform programme have an impact on your household income?	
Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Not sure	<input type="checkbox"/> 3

Q44. Do you know where to access money advice services locally?	
Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2
Money advice team on 01259 450000 or moneyadvice@clacks.gov.uk	

Q45. Clackmannanshire Council would like to hold focus groups over the next year on important issues which affect our communities. Please let us know if you would like to be involved in taking part in these focus groups?	
Yes	<input type="checkbox"/> 1
No	<input type="checkbox"/> 2

Thank you for taking the time to complete this questionnaire.

If you have any further comments on any questions in this survey, please use the box below.

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Please return this form in the enclosed FREEPOST envelope

Appendix 2
Clackmannanshire Citizens' Panel

The Clackmannanshire Citizens' Panel was recruited with the following aims:

- To be representative of local residents and willing to be surveyed on a regular basis about the policies and services of the community planning partners
- To recruit Panel members from the regeneration areas and across the rest of Clackmannanshire
- To allow these views to be fed into the decision-making processes of the community planning partners
- To keep Panel members informed of the actions taken by community planning partners in response to the views expressed

The Panel recruitment exercise was conducted by postal recruitment in two phases. In Phase 1, recruitment questionnaires were sent out to 6,000 residents drawn from the edited version of the Clackmannanshire Electoral Register. This included all adults on the register living in the regeneration areas and the balance from the rest of Clackmannanshire.

Phase 2 involved sending recruitment questionnaires to non respondents in the regeneration areas and to a fresh sample of 6,000 residents in the wider Clackmannanshire area.

This two stage approach has produced a total of 1,014 Panel members, with 708 in the wider Clackmannanshire area and 306 in the regeneration areas.

Given the relatively small population in the regeneration areas, the 306 Panel members here will still allow robust reporting of results, with sampling errors limited to only $\pm 5.3\%$. The bigger sample for the wider area allows sampling errors to fall to only $\pm 3.7\%$.

Appendix 3
Open Ended Comments

For several years I have brought to the attention of the police and local authority about the dangers of speed and motorists going through the mini roundabout at Fishcross, its confusion and dangerous to day the least. I have personally witnessed at least a dozen accidents but nothing ever seems to get done and never any police there to monitor motorists. As with the Coalsnaughton main road, there will be a major accident soon at both these locations and there will be major regret, but as always it will just be ignored.

Entry to Alva Glen is a disgrace

Will I receive notification of the survey's findings and on the focus groups, a councillor in attendance from the ruling administration to here the group's feelings, and feedback would make the groups more worthwhile.

Please provide more wheeled sports opportunities for young people. They currently travel to a neighbouring authority (Stirling Kings Park). Wheeled sports are currently very popular and lack of local facilities is causing a community safety issue. – Great chance to enhance community cohesion, also local spend.

Claremont is the longest street in Alloa and its fast and busy with traffic. Why are there no speed bumps. Also the street lighting is poor, and well as drainage problems.

Work preparation training for youngsters leaving school/college and confidence building – these would support youngsters in a challenging labour market

Disappointed that Council dropped the "Care and repair". It helped older people choose reputable tradesmen – now its hit and miss. Have to ask around to get recommended skilled tradesmen. Don't trust yellow pages. "It was a community service" much valued.

I feel more police should be walking about the streets when the children are on their lunch breaks; the amount of litter dropped is terrible.

Rarely hear of local progress developments

Traffic is problematic. Where I live a lot of it due to 4x4 mums who cannot walk the length of themselves bringing their children up in the same belief.

I travel around central Scotland a lot and find that Sauchie main street is probably the most untidy (litter, bottles etc) I come across, with too many youngsters hanging around late at night.

Roads and pavements in the country are in a terrible condition

Our house and garden are in constant danger of flooding from Cochrane Park in Alva, nothing has been done about it.

Drains on main roads need clearing out more often, which would prevent so much water just lying around. Surely road departments should be checking this, but it seems not!

Traffic calming in Cambus – awful. Cars finding it hard to get over – Seem to be too big or not good condition. Large lorries break them up

I would like better information of events happening in Clackmannanshire and surrounding areas with easy travel distance

Interesting that there are questions on care of the natural amenities of the beautiful Ochils area. No mention of tourism – walkers, climbers, fishers etc and horrendous pylons marching across this beauty – threatening necessary tourism. This is so resented in this county!!

When the planning dept gives consent for housing developments, they should insist that some of the houses are suitable for older people – e.g. bungalows near bus routes and shops. Not all 4 bedroom large houses. Otherwise we will end up with an ageing population in houses that are too big and unsuitable for their needs.

Communication and engagement with communities needs to be improved to ensure partnership working is a success.

I rang 01259 450000 recently about bin collections. The woman was most unhelpful, almost rude. I am a busy person and did not want to spend ages trawling through the website to find out how to complain. It seems so trivial but for many this number is the 1st port of call and all staff should be polite and helpful. Thank you!