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**Report to: CLACKMANNANSHIRE COUNCIL**

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**Date of Meeting: 22 OCTOBER 2015**

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**Subject: CLACKMANNANSHIRE ALLIANCE UPDATE**

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**Report by: HEAD OF STRATEGY AND CUSTOMER SERVICES**

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## **1.0 Purpose**

- 1.1 The purpose of this report is to update Council on recent Community Planning developments in Clackmannanshire, relating to governance arrangements and the most recent data from the 2015 Clacks 1000 citizens panel.

## **2.0 Recommendations**

- 2.1. It is recommended that Council;
- 2.1.1. note proposals for the Alliance board and Alliance Executive transition agreed by the Alliance in September 2015 including the Alliance's revised Memorandum of Understanding (attached at Appendix 1);
- 2.1.2. agree that the Leader and Depute Leader of the Administration, and the Leader and Depute Leader of the Main Opposition should be the Council's representation on the Alliance board as set out in the Alliance's revised Memorandum of Understanding;
- 2.1.3. note, challenge and comment on the latest findings from the Clacks 1000 Citizens Panel survey.

## **3.0 Considerations**

### Governance Arrangements

- 3.1. Council considered a consultation paper on Clackmannanshire Alliance governance arrangements in May 2015. The Council's position was subsequently fed back and accepted in full by the Alliance when it met in June 2015.
- 3.2. With new governance arrangements agreed, work is now being progressed to put the new Alliance non-executive board and executive arrangements in place, an important element being a revised Memorandum of Understanding (MoU) reflecting these.

- 3.3. The MoU, attached at Appendix 1, was agreed by the Alliance on 4 September 2015, signalling the end of previous governance arrangements. The MoU sets out Alliance membership. Elected members will form the majority of Alliance membership, which will increase from the current two members to four, these being: Leader of the Council and Leader of the main Opposition as per the previous arrangement, plus, the Depute Leader of the Council and the Depute Leader of the main Opposition.
- 3.4. Composition of the board was agreed by the Alliance as follows:
- Membership of the Alliance is restricted to partners operating primarily within the Clackmannanshire and Forth Valley geographies. Core membership of the Clackmannanshire Alliance is:
    - Clackmannanshire Council: Leader and Deputy Leader of Council Administration and Leader and Deputy Leader of Council Main Opposition;
    - NHS FV - Chair of the Board or nominee;
    - CTSI - Chair of the Board or nominee
    - Board Member Forth Valley College
    - Board Member Clacks Business
  - The Alliance can appoint additional members outwith established partner organisations by mutual agreement. Such members are likely to have knowledge or skills outwith the current membership that would help advance the aims and objectives of the Single Outcome Agreement.
- 3.5. The Alliance Executive can extend its composition to include any local, regional or national bodies, as they deem necessary. Core membership is as follows:
- Chief Executive, Clackmannanshire Council or nominee (Chair);
  - Chief Executive, NHS FV or nominee (Depute Chair);
  - Forth Valley Divisional Commander, Police Scotland;
  - Local Senior Officer, Scottish Fire & Rescue Service;
  - Chief Officer, Clackmannanshire Third Sector Interface;
  - Associate Principal, Forth Valley College.
  - Chair, Joint Community Council Forum or nominee
  - Chair, Tenants & Residents Federation or nominee

- 3.6. The new Alliance board will convene for its first meeting on 4 December 2015, with the Alliance Executive scheduled to meet in its new format the last week in October.
- 3.7. As agreed previously by Council, scrutiny of the overall effectiveness of community planning arrangements will remain the role of Council's Resources & Audit Sub-committee as defined by its current remit

#### Clacks 1000 Panel 2015 Survey Results

- 3.6 The Clacks 1000 is a residents survey panel which was established in 2006 and which consults on a broad range of Community Planning themes annually. The panel which is managed by Hexagon Consultants is commissioned by the Alliance. The panel has 1258 participants from all over Clackmannanshire, providing a statistically robust sampling base.
- 3.7 The most recent survey was carried out over June and July 2015 with a focus on the priorities set out in the Single Outcome Agreement. Key findings from the latest survey show overall continued positive trends across a wide range of indicators, but particularly relating to perceptions of Clackmannanshire as a place to live; its attractiveness to people and business; positive perceptions of public services and perceptions of safety in the community. One of the most significant features is the continued closing gap between regeneration areas and the rest of Clackmannanshire.
- 3.8 The full set of results from the Clacks 1000 survey is included at Appendix 2, however, some key points are highlighted as follows:
  - In the first Clacks 1,000 survey conducted in 2006, 76% said they were satisfied with Clackmannanshire as a place to live. Satisfaction has risen in surveys since then. In the 2013 survey, it had increased to 88% and the 2014 survey showed a satisfaction rating of 91%. In the current survey this has risen again, to 93%, demonstrating a consistently high level of satisfaction with Clackmannanshire as a place to live over an nine year period.
  - When panel members were 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', rising to 93% by 2014. The current survey has shown this has risen again, to 95%.
  - There are however more mixed views on economic and employment prospects in Clackmannanshire. For example, while 30% said Clackmannanshire is benefitting from economic revival, 25% disagree and 49% also disagree with the statement that there are a lot of job opportunities.
  - A very high proportion of Panel members feel 'very safe' (69%) or 'quite safe' (30%) walking in their neighbourhood during the day, similar to the findings in 2014. Slightly fewer Panel members however, feel safe at night (88%). In 2014 there was a 15% gap between those living in regeneration areas and

elsewhere in Clackmannanshire who said they felt 'very safe' after dark (28% and 43% respectively). This has now closed to 7%.

- However, almost half of Panel members (46%) believe alcohol use in their community is more common now than it was five years ago (with 31% feeling it is "a lot more common"). A higher proportion (56%) believe drug use is more common.
- Panel members' experience of most health related public services is very good. Views have improved in relation to Social Work Community Care, which 71% of service users rate as good, up from 57% in 2014.
- Panel members were asked how they would rate their experience of public services in general. The vast majority (94%) rated their experience as either 'very good' or 'fairly good', similar to the figure recorded in 2014 and 2013.

### **Conclusions**

- 3.9 In transitioning to new governance arrangements, Clackmannanshire Alliance has taken a significant step forward in meeting commitments agreed in the Statement of Ambition.
- 3.10 Despite a period of ongoing significant public sector transitions and budget reductions in Clackmannanshire, there is strong statistical evidence that citizens recognise and acknowledge that significant improvements are being made and sustained across a wide range of key Single Outcome Agreement priority areas affecting their quality of life. Though there are substantially more mixed views on economic and employment prospects, there are also signs of increasing optimism in an area that continues to be particularly challenging for Clackmannanshire.

### **Sustainability Implications**

- 3.8. There are no sustainability implications arising from this report.

### **4.0 Resource Implications**

#### *4.1. Financial Details*

- 4.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes
- 4.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes
- 4.4. *Staffing - Administration of the proposed model is covered in the revised Memorandum of Understanding and will be delivered from existing budgets.*

### **5.0 Exempt Reports**

5.1. Is this report exempt? Yes  (please detail the reasons for exemption below) No

## 7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box )

The area has a positive image and attracts people and businesses	<input checked="" type="checkbox"/>
Our communities are more cohesive and inclusive	<input checked="" type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input checked="" type="checkbox"/>
Our communities are safer	<input checked="" type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>
Substance misuse and its effects are reduced	<input checked="" type="checkbox"/>
Health is improving and health inequalities are reducing	<input checked="" type="checkbox"/>
The environment is protected and enhanced for all	<input checked="" type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input checked="" type="checkbox"/>

(2) **Council Policies** (Please detail)

## 8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?  
Yes  No

## 9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

## 10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix 1 - Revised Memorandum of Understanding

Appendix 2 - Clacks 1000 Panel Survey Results 2015

## 11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)  
Yes  (please list the documents below) No

Clackmannanshire Alliance & Alliance Executive Transition Arrangements and Memorandum of Understanding.

Clacks 1000 Results 2015

**Author(s)**

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**Approved by**

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Stuart Crickmar	Head of Strategy & Customer Services	Signed: S Crickmar
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**CLACKMANNANSHIRE COMMUNITY PLANNING PARTNERSHIP**

**GOVERNANCE FRAMEWORK &  
MEMORANDUM OF UNDERSTANDING (DRAFT)**

Revised in August 2015

## INTRODUCTION

The Local Government in Scotland Act 2003 places a legal duty on local councils to lead community planning. The same Act places a legal duty on the NHS, the police and fire services to participate in community planning.

Community planning is about organisations and communities working together to achieve shared outcomes which will improve people's lives and provide better public services. Community planning partnerships should provide the partnership framework which enables organisations to work together to improve local outcomes.

The two main aims of Community Planning are:

- Making sure people and communities are genuinely engaged in the decisions made on public services which affect them; allied to
- A commitment from organisations to work together, not apart, in providing better public services

In aiming to achieve these broad aims, this document sets out:

- the objectives of the Partnership.
- the commitment of partners to participate in community planning in line with this agreement
- the structures and mechanisms for progressing community planning.

The document was agreed by the Clackmannanshire Alliance on 4 September 2015.

Councillor Sharp  
Chair of Clackmannanshire Alliance  
August 2015



## **A GOVERNANCE FRAMEWORK & MEMORANDUM OF UNDERSTANDING**

### **1.0 Partnership Ethos & Accountabilities**

1.1 In carrying out their functions, members of the partnership should recognise and give effect to the following principles:

- all partners have committed to the principles of Community Planning and decisions reached should reflect this commitment.
- each partner member should take decisions in his/her capacity as a member of the partnership in such a way as he/she considers will best further the interests of Clackmannanshire and/or the community planning partnership.
- partners should commit effort and resources to facilitate and promote community planning.
- partners should support partnership development and capacity building.

1.2 Partners have shared accountabilities to support the achievement of the priority outcomes contained in *Working Together for Clackmannanshire 2010/20* and the partnership's Single Outcome Agreement 2013/23.

1.3 Although members of the partnership, partners bodies remain autonomous organisations and membership of the partnership does not alter individual accountabilities or functional responsibilities of each member organisation.

## 2.0 Partnership Policy & Planning Framework

2.1 The Partnership's joint vision is set out in 'Working Together for Clackmannanshire', the Alliance's Community Plan. In pursuit of our shared ambition, we have identified our priority outcomes and the cross-cutting principles which guide our work:

<b>CLACKMANNANSHIRE ALLIANCE PRIORITY OUTCOMES</b>		
The area has a positive image and attracts people and business	Our communities are, and feel, safer	Our environment is protected and enhanced
People are better skilled, trained and ready for learning and employment	Substance misuse and its effects are reduced	Health is improving
Our public services are improving	Communities are more inclusive and cohesive	Vulnerable people and families are supported
<b>CROSS-CUTTING PRINCIPLES</b>		
<p>The following 6 areas of inequality are integral to our priority outcome areas;</p> <p>Early Years and Early Intervention            Outcomes for Older People            Employment            Economic Recovery and Growth            Health Improvement            Safer and Stronger Communities</p>		

2.2 The partnership has an integrated planning framework as follows to support the achievement of these priority outcomes:

<b>Community Plan</b>	⇒	Long term vision aims and outcomes; partnership commitments
<b>Single Outcome Agreement</b>	⇒	Links to national performance framework; outcome indicators and targets; strategic 'plan' for Partnership
<b>Partnership Strategies</b>	⇒	Contribution to CPP outcomes: specific strategies in partnership/ collaborative areas of action
<b>Partner Corporate Plans</b>	⇒	Contribution to CPP outcomes; measurement of SOA indicators & targets

- 2.3 The statutory Community Planning Partners in Clackmannanshire and other members of the Clackmannanshire Alliance are jointly committed to, and mutually accountable for, the achievement of shared outcomes.
- 2.4 Partners will be held, and will be able to hold each other to account for the delivery of specific commitments they make to enable the delivery of the agreed outcomes.
- 2.5 Progress in achieving local outcomes and meeting local targets will be scrutinised by Clackmannanshire Council's Resources and Audit Sub-Committee.
- 2.6 Performance management arrangements will be in place at partnership and individual agency level to monitor the delivery of agreed outcomes and the achievement of agreed targets.
- 2.7 Partners and partnership teams will report on a regular basis in line with an agreed performance reporting framework. This will include reporting to the Clackmannanshire Alliance and appropriate committees at Clackmannanshire Council.
- 2.8 Key partnership and strategic plans of individual agencies will provide a clear line of sight to contributions to shared outcomes.
- 2.9 Partnership strategies, plans, projects and interventions will demonstrate partnership commitment to early intervention and prevention, integration of services and use of collective resources to achieve best value public services.

### **3.0 Community Planning Partnership Structures In Clackmannanshire**

3.1 The community planning partnership in Clackmannanshire comprises a number of structures within a broad operational framework. The key structures are :

- Clackmannanshire Alliance
- Alliance Executive
- Partnership Teams

3.2 The role and remits of these structures are summarised below and described in detail in later sections of this document.

#### The Clackmannanshire Alliance

3.3 The Alliance is the overarching body of the partnership. It sets strategic direction and priorities of the partnership through the production of the Clackmannanshire Community Plan and the Single Outcome Agreement. It is the strategic body that:

- assumes overall responsibility for Community Planning and the achievement of shared outcomes
- agrees the Single Outcome Agreement
- agrees joint resourcing arrangements to ensure effective delivery
- scrutinises the Executive on its plans and their execution, to deliver better outcomes

3.4 Membership and the operating framework for the Alliance is set out in Section B of this document.

#### Alliance Executive

3.5 The Alliance Executive has responsibility for delivery of the agreed SOA and respective underpinning actions plans.

3.6 The Alliance Executive is directly accountable to the Alliance.

3.7 Membership and the operating framework for the Alliance Executive is set out in Section C of this document.

#### Partnership Teams

3.8 The Alliance Executive has the power to establish Partnership Teams, the focus of which is delivering the long term priority outcomes in the Single Outcome Agreement.

- 3.9 Partnership Teams have strategic responsibility to develop, resource and monitor strategies and interventions to deliver the outcomes set out in the SOA. Partnership Teams will enhance and improve partnership working in Clackmannanshire by collaborating across agency and service boundaries.
- 3.10 The functions and framework for the Partnership Teams are set out in Section D of this document.

#### **4.0 Administrative Support**

- 4.1 It is recognised that all partners contribute to the operation of the partnership overall.
- 4.2 The Head of Strategy & Customer Services, Clackmannanshire Council, will be administrative lead, overseeing planning, performance and scrutiny processes, whilst the Head of Resources & Governance, Clackmannanshire Council will assist the development of strategic financial, asset and workforce planning.

##### **Scrutiny**

- 4.3 The overall effectiveness of community planning arrangements to improve outcomes, including the role of the Alliance, its Executive and subgroups, is scrutinised by the Council's Resources & Audit Sub-committee as defined by its current remit.
- 4.4 To enable effective scrutiny, each partnership must have in place an approved annual plan, with realistic objectives and defined KPIs clearly aligned with SOA outcome targets. These will be approved by the Alliance in March of each year.

## **B CLACKMANNANSHIRE ALLIANCE - OPERATING FRAMEWORK & ARRANGEMENTS**

### **1.0 Membership**

- 1.1 Membership of the Alliance will be reviewed at least annually or at the request of any member.
- 1.2 Membership of the Alliance is restricted to partners operating primarily within the Clackmannanshire and Forth Valley geographies Core membership of the Clackmannanshire Alliance is:
- Clackmannanshire Council: Leader and Deputy Leader of Council Administration and Leader and Deputy Leader of Council Opposition;
  - NHS FV - Chair of the Board or nominee;
  - CTSI - Chair of the Board or nominee
  - Board Member Forth Valley College
  - Board Member Clacks Business
- 1.3 The Alliance can appoint additional members outwith established partner organisations by mutual agreement. Such members are likely to have knowledge or skills outwith the current membership, that would help advance the aims and objectives of the SOA.
- 1.4 Representatives are expected to:
- attend meetings on a regular and consistent basis;
  - bring to the partnership the views of their respective sectors and organisations;
  - feed back to their respective sectors information about partnership decisions;
  - contribute to decision-making;
  - abide by the agreed partnership Code of Conduct (see Part E of this document).
- 1.5 To facilitate decision-making and partnership progress, members may appoint some other individual as a substitute to attend and participate in decision-making at meetings if the member is unable to attend in person. The Chair of the Alliance should be notified in advance of the name and position of any substitute.
- 1.6 An Alliance member who fails to attend two consecutive meetings without reasonable excuse and without sending apologies may be expelled by a resolution to the effect, passed by majority vote at the meeting of the Alliance which next follows.

- 1.7 An individual ceases to be an Alliance member if the nominating body withdraws his/her nomination.

## **2.0 Appointment / Role of Chair**

- 2.1 Given the statutory lead the Council has for community planning, the Leader of Clackmannanshire Council shall chair the Clackmannanshire Alliance.
- 2.2 The role of the Chair will be to ensure the efficient conduct of each meeting of the Alliance, to ensure that the procedures are adhered to, to preserve order, to ensure fairness between Members and to determine all questions of order and competence. The ruling of the Chair shall be final.
- 2.3 In the absence of the Chair, the Alliance will nominate one of its members to chair the meeting. Substitutes attending (as per paragraph 1.5) are not eligible for nomination to the chair.

## **3.0 Quorum**

- 3.1 The quorum for the Alliance is 50% (rounded down) of the core members plus one; a substitute appointed under the provisions set out above shall, if the Alliance member who appointed him/her is not present, be counted in determining whether a quorum is present.

## **4.0 Frequency of Meetings**

- 4.1 Meetings of the Alliance will be held at least quarterly, with provision for special meetings to be convened as required. The Chair of the Alliance will determine whether or not a special meeting will be convened.

## **5.0 Decision-Making**

- 5.1 The Alliance, and any sub-groups, will use their best efforts to operate by broad consensus; should broad consensus on any issue not be achievable, decisions will be made by a simple majority of those core members (see paragraph 1.2 of this section). The Chair of the meeting has the casting vote in the event of an equal number of votes being cast.
- 5.2 A member who has declared a conflict of interest may not be involved in or vote on decisions which relate to that interest (see Part E of this document).

## **6.0 Sub-groups**

- 6.1 The Alliance may form sub-groups to report and make recommendations to the Alliance in relation to defined areas; the precise remit for each sub-group and the membership of each sub-group will be as determined by the Alliance.
- 6.2 Each sub-group shall conduct its proceedings in accordance with any guidance and remit from the Alliance.

## **7.0 Notice of Meetings**

- 7.1 A full set of papers (including an agenda) will normally be issued to Alliance members 5 working days prior to each meeting. Papers will normally be



issued in electronic format unless this is not accessible to any partnership member.

- 7.2 Any partner or Alliance member wishing to submit a paper to the Alliance should ensure that it is provided to the Alliance Secretariat at least 3 days before the papers are due to be issued.
- 7.3 Papers may be issued outwith the normal timescale at the discretion of the Chair but Alliance members may decide not to consider them if they feel that they have had insufficient time to study them.
- 7.4 Papers relating to Partnership Team issues should normally be submitted to the Partnership Team for consideration and not to the Alliance. Partnership Team leaders should report relevant matters to the Alliance Executive (see Part C of this document).

## **8.0 Openness & Confidentiality**

- 8.1 Papers submitted to the Alliance should in most cases be public and will only be restricted in cases of commercial confidentiality, where there would be an impact on personal privacy, or where exceptional circumstances apply.
- 8.2 Regular meetings of the Alliance will be open to the public to observe. Unless specifically invited to contribute by the Chair of the Alliance, no member of the public may participate in the meeting.
- 8.3 The Chair of the Alliance may direct members of the public to leave the meeting if he/she considers that:
  - It is required for the proper conduct of the business of the meeting;
  - items of business are being discussed by the Alliance where there is an element of commercial confidentiality or personal privacy;
  - exceptional circumstances apply.
- 8.4 Special meetings of the Alliance may be convened from time to time outwith the regular schedule. The Chair will determine whether these meetings should be open to the public, taking into account the nature of the business to be discussed at any such meeting.

## **9.0 Business To Be Considered**

- 9.1 Each Alliance meeting shall consider:
  - Minutes of previous Alliance meetings;
  - Reports from Partnership Teams;
  - Reports submitted by any partner.

- 9.2 The Alliance shall prepare reports for scrutiny to the Councils Resources and Audit committee. These reports will update on progress and performance of delivery of the Single Outcome Agreement.
- 9.3 The Alliance and appropriate Council committee shall also consider quarterly reports from each partnership team. These reports will update on progress of key action areas.
- 9.4 All other business will be considered as deemed appropriate by the Chair.

## **10.0 Record of Meetings**

- 10.1 Clackmannanshire Council will service the Clackmannanshire Alliance.
- 10.2 This support will include the issuing of agendas and papers and the taking and circulating of minutes of meetings.
- 10.3 Minutes of each meeting will be circulated as soon as possible and certainly in advance of the subsequent meeting (in line with 7.1 above).
- 10.4 Minutes of meetings, once approved by the Alliance will be in the public domain and be available for inspection.

## **11.0 Members' Conduct**

- 11.1 All Alliance members will observe and abide by the conflict of interest rules, code of conduct and any other rules relating to conduct as prescribed by the Alliance from time to time.

## **12.0 Amendments to this Framework**

- 12.1 Any proposal for amendment to this Framework must be formally approved by a two thirds majority of members of the Clackmannanshire Alliance.

## **C ALLIANCE EXECUTIVE - REMIT & ARRANGEMENTS**

### **1.0 ROLE**

- 1.1 The role of the Alliance Executive is to provide support in managing and developing the business of the Alliance.
- 1.2 The Alliance Executive may create and revise structures to reflect changing priorities and contexts.

### **2.0 REMIT**

- 4.5 In exercising its responsibilities, the Alliance Executive has to develop planning, delivery and reporting arrangements for effective:
  - integrated public protection and community justice services;
  - integrated prevention, wellbeing and employment services;
  - integrated children's services;
  - integrated health and social care services;
  - joint financial, asset management and workforce planning in support of SOA objectives

### **3.0 MEETING FREQUENCY**

- 3.1 The Alliance Executive will meet at least on a quarterly basis or by means of 'virtual' meetings, as appropriate.

### **4.0 MEMBERSHIP**

- 4.1 Given its responsibilities and accountabilities, officers on the Alliance Executive will generally be the most senior officer for their respective organisations or area of responsibility in Clackmannanshire.
- 4.2 The Alliance Executive can extend its composition to include any local, regional or national bodies, as they deem necessary. Core membership is as follows:
  - Chief Executive, Clackmannanshire Council or nominee (Chair);
  - Chief Executive, NHS FV or nominee (Depute Chair);
  - Forth Valley Divisional Commander, Police Scotland;

- Local Senior Officer, Scottish Fire & Rescue Service;
- Chief Officer, CTSI;
- Associate Principal, Forth Valley College.
- Chair, JCCF or nominee
- Chair, Tenants & Residents Federation or nominee

4.3 Other officers may attend in an advisory role, or for the purposes of scrutiny as required by the Executive. These may include, for example

- Chief Officer, Integrated Health & Social Care Service;
- Chief Officer, Community Justice Authority;
- Representative, Public Protection Forum;
- Strategic Lead: Community Well-being Partnership Team;
- Strategic Lead: Business Jobs & Skills Partnership Team;
- Strategic Lead: Children & Young People's Strategic Group

#### **4.4 D CLACKMANNANSHIRE ALLIANCE - PARTNERSHIP TEAMS GENERIC REMIT & ARRANGEMENTS**

##### **1.0 Partnership Teams: overall purpose**

1.1 On behalf of the Alliance, Partnership Teams have a strategic responsibility to:

- a) develop, resource and monitor strategies and interventions that will support the achievement of community planning outcomes and key action areas in the Single Outcome Agreement;
- b) enhance and improve partnership working in Clackmannanshire by collaborating across agency and service boundaries and removing barriers to improvement.

##### **2.0 Partnership Teams: functions and responsibilities**

- i) To develop and monitor Partnership strategies and plans in relevant areas and to contribute to related joint strategies in pursuit of overall outcomes
- ii) To develop delivery plans setting out planned workstreams and resources to deliver the key actions areas in the SOA. These plans should make clear what resources will be required, milestone achievements and targets. The plans should be approved by the Alliance.
- iii) To advise the Alliance on specific policy issues; to contribute to joint responses on policy issues on behalf of the Alliance and to overall policy cohesion
- iv) To manage resources and provide the appropriate skills, knowledge and capacity to deliver to meet agreed outcomes and priorities
- v) To maximise and make the best use of sources of funding in pursuit of partnership outcomes and priorities
- vi) To share information to further the aims of the Alliance across Partnership Teams, between and within individual agencies
- vii) To contribute to the development of an effective evidence base in areas relating to relevant partnership strategies

- viii) To carry out consultation and engagement as part of Alliance's overall strategy and in role specific areas as appropriate
- ix) To collaborate with other Partnership Teams in identified cross cutting priorities and initiatives
- x) To prepare quarterly reports on progress of approved plans for consideration by the Alliance and appropriate Council committees.
- xi) To develop, resource and lead appropriate task groups (short term working groups or long term groups) to take forward delivery of Partnership Team plans.

2.1 In carrying out their functions, Partnership Teams will ensure their activities are underpinned by the Alliance's cross cutting principles of:

- Promoting equality and diversity;
- Involvement and engagement;
- Consideration of the environmental and social effects of actions.

### **3.0 Operating Arrangements**

3.1 Each Partnership Team will be chaired by a lead agency, as determined by the Alliance. The Team will appoint a Vice-Chair from a different partner agency.

3.2 The Chair will agree with members of the Partnership Team, an appropriate Partnership Team operating framework and structure to support delivery of specific strategic priorities. This will include a delivery plan and appropriate tasking groups.

3.3 The Chair of each Partnership Team will identify resources to enable team co-ordination at policy and strategy level and to provide administration support including minute-taking.

3.4 Approved Partnership Team minutes will be in the public domain and published on Clacksweb and partners' websites as appropriate.

3.5 Membership of Partnership Teams will be determined by Single Outcome Agreement and related partnership strategic priorities; membership review will be carried out on a regular basis.

3.6 Members of Partnership Teams will act as representatives of their service, agency or sector and as such will have responsibility to represent the views of

their service, agency or sector and disseminate information to their colleagues as a result of their participation in a Partnership Team.

- 3.7 Members of Partnership Teams will lead or participate in Alliance task or working groups as appropriate.
- 3.8 Partnership Teams will agree and publicise a regular schedule of meetings which will occur no less than four times in a year; meeting dates should take account of the Alliance meeting schedule and other relevant joint working initiatives.
- 3.9 Members of Partnership Teams are subject to the Alliance's Code of Conduct.

## **E CLACKMANNANSHIRE COMMUNITY PLANNING PARTNERSHIP - CODE OF CONDUCT**

### **1.0 Introduction to the Code of Conduct**

- 1.1 As a member of a Clackmannanshire Community Planning Partnership, it is your responsibility to make sure that you are familiar with, and that your actions comply with, the provisions of this Code of Conduct.
- 1.2 You must observe the rules of conduct contained in this Code. You must not at any time advocate or encourage any action contrary to the Code of Conduct.
- 1.3 The Code has been developed in line with the key principles listed in section 2, below, and provides additional information on how the principles should be interpreted and applied in practice. No code can provide for all circumstances and if you are uncertain about how the rules apply, you should seek advice from Alliance support staff.
- 1.4 This Code applies to any member of any of the Clackmannanshire Community Planning Partnership structures/groups.
- 1.5 Individuals who feel they cannot comply with the code of conduct should not seek nomination to the partnership.
- 1.6 If a member breaches this code of conduct, the Alliance may remove them from the partnership. In that event, the Alliance shall seek the nomination of a new member from the same sector from which the original member had come.

### **2.0 Principles of Code of Conduct**

#### ***Public Service***

You have a duty to act in the interests of the Clackmannanshire Community Planning Partnership of which you are a member and in accordance with the core tasks of that body.

#### ***Selflessness***

You have a duty to take decisions solely in terms of public interest. You must not act in order to gain financial or other material benefit for yourself, family or friends.

#### ***Integrity***

You must not place yourself under any financial, or other, obligation to any individual or organisation that might reasonably be thought to influence you in the performance of your duties.



### ***Objectivity***

You must make decisions solely on merit when carrying out your duties.

### ***Accountability and Stewardship***

You are accountable for your decisions and actions to the public. You have a duty to consider issues on their merits, taking account of the views of others.

### ***Openness***

You have a duty to be as open as possible about your decisions and actions, giving reasons for your decisions and restricting information only when the wider public interest clearly demands.

### ***Honesty***

You have a duty to act honestly. You must declare any private interests relating to your public duties and take steps to resolve any conflicts arising in a way that protects the public interest.

### ***Leadership***

You have a duty to promote and support these principles by leadership and example, to maintain and strengthen the public's trust and confidence in the integrity of the Clackmannanshire Community Planning Partnership and its members in conducting public business.

### ***Respect***

You must respect fellow members of the Clackmannanshire Community Planning Partnership and support staff and the role they play, treating them with courtesy at all times.

## **3.0 Gifts and Hospitality**

- 3.1 You must never canvass or seek gifts or hospitality in relation to your role in the community planning partnership.
- 3.2 You are responsible for your decisions connected with the offer or acceptance of gifts or hospitality and for avoiding the risk of damage to public confidence in the Clackmannanshire Community Planning Partnership. As a general guide, it is usually appropriate to refuse offers except:
  - (a) isolated gifts of a trivial character or inexpensive seasonal gifts such as a calendar or diary, or other simple items of office equipment of modest value;

(b) normal hospitality associated with your duties and which would reasonably be regarded as inappropriate to refuse; or

(c) gifts received on behalf of the Clackmannanshire Community Planning Partnership.

3.3 You must not accept any offer by way of gift or hospitality which could give rise to a reasonable suspicion of influence on your part to show favour, or disadvantage, to any individual or organisation. You should also consider whether there may be any reasonable perception that any gift received by your spouse or co-habitee or by any company in which you have a controlling interest, or by a partnership of which you are a partner, can or would influence your judgement. The term “gift” includes benefits such as relief from indebtedness, loan concessions, or provision of services at a cost below that generally charged to members of the public. You must not accept repeated hospitality from the same source.

3.4 You must not accept any offer of a gift or hospitality from any individual or organisation which stands to gain or benefit from a decision your body may be involved in determining, or who is seeking to do business with your organisation, and which a person might reasonably consider could have a bearing on your judgement.

#### **4.0 Confidentiality**

4.1 There may be times when you will be required to treat discussions, documents or other information relating to the work of the Clackmannanshire Community Planning Partnership in a confidential manner. You may receive information of a private nature which is not yet public, or which perhaps would not be intended to be public. There are provisions in legislation on the categories of confidential and exempt information and you must always respect and comply with the requirement to keep such information private.

4.2 It is unacceptable to disclose any information to which you have privileged access, for example derived from a confidential document, either orally or in writing. In the case of other documents and information, you are requested to exercise your judgement as to what should or should not be made available to outside bodies or individuals. In any event, such information should never be used for the purpose of personal or financial gain, or used in such a way as to bring the public body into disrepute.

#### **5.0 Registration of Interests**

5.1 All members of the partnership will be required to complete a register of interests and to declare any conflict of interest which may arise. Conflicts of interests might include:

- (a) situations where an individual's personal interests may benefit from a partnership decision;
- (b) situations where an individual's personal or professional loyalty may be compromised by contributing to a partnership decision.

5.2 Members who feel they may have a conflict of interest relating to an item of business should declare so at the outset of the discussion.

5.3 A member who declares a conflict of interest may not be involved in or vote on decisions which relate to that interest.

## **6.0 Lobbying & Canvassing**

6.1 In order for the Clackmannanshire Community Planning Partnership to fulfil its commitment to being open and accessible, it needs to encourage participation by organisations and individuals in the decision-making process. Clearly however, the desire to involve the public and other interest groups in the decision-making process must take account of the need to ensure transparency and probity in the way in which the Community Planning Partnership conducts its business.

6.2 You will need to be able to consider evidence and arguments advanced by a wide range of organisations and individuals in order to perform your duties effectively. Some of these organisations and individuals will make their views known directly to individual members. The rules in this Code set out how you should conduct yourself in your contacts with those who would seek to influence you. They are designed to encourage proper interaction between members of the Community Planning Partnership, those they represent and interest groups.

6.3 You must not, in relation to contact with any person or organisation who lobbies, do anything which contravenes this Code of Conduct or any other relevant rule of the Community Planning Partnership.

6.4 You must not, in relation to contact with any person or organisation who lobbies, act in any way which could bring discredit upon the Clackmannanshire Community Planning Partnership.

6.5 Where any individual or organisation approaches and/or attempts to influence any decisions or recommendations that the Community Planning Partnership has to make, you should inform management support staff.

6.6 You should not use your position as a member of the partnership to influence decision-making processes outwith the partnership structure, unless with the authority of the partnership.

- 6.7 If you have concerns about the approach or methods used by any person or organisation in their contacts with you, you must seek the guidance from management support staff.
  
- 6.8 Representation of sectoral or organisational interests as part of the partnership and within partnership structures does not constitute lobbying or canvassing.



**2015 Summer Survey**  
**Survey of the Clackmannanshire Citizens' Panel**

**Report**  
**by**



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## Contents

	Page
<b>Section 1: Introduction</b>	<b>2</b>
<b>Section 2: Background to the Clackmannanshire Citizens' Panel</b>	<b>3</b>
<b>Section 3: Summary of Key Findings</b>	<b>4</b>
<b>Section 4: Clackmannanshire has a positive image and attracts people and business</b>	<b>9</b>
<b>Section 5: Our communities are more cohesive and inclusive</b>	<b>18</b>
<b>Section 6: People are better skilled, trained and ready for learning and employment</b>	<b>25</b>
<b>Section 7: Our communities are safer</b>	<b>32</b>
<b>Section 8: Vulnerable people and families are supported</b>	<b>38</b>
<b>Section 9: Substance misuse and its effects are reduced</b>	<b>44</b>
<b>Section 10: Health is improving and health inequalities are reducing</b>	<b>48</b>
<b>Section 11: Our environment is protected and enhanced by all</b>	<b>52</b>
<b>Section 12: Public agencies are improving</b>	<b>57</b>
<b>Appendix 1: Questionnaire</b>	<b>60</b>
<b>Appendix 2: The Clackmannanshire Citizens' Panel</b>	<b>85</b>

## **1. Introduction**

This document presents the key findings to emerge from the eleventh 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 issue based on the Single Outcome Agreement 2013-23 nine priority outcomes:

- Clackmannanshire has a positive image and attracts people and business (Section 4)
- Our communities are more cohesive and inclusive (Section 5)
- People are better skilled, trained and ready for learning and employment (Section 6)
- Our communities are safer (Section 7)
- Vulnerable people and families are supported (Section 8)
- Substance misuse and its effects are reduced (Section 9)
- Health is improving and health inequalities are reducing (Section 10)
- Our environment is protected and enhanced by all (Section 11)
- Public agencies are improving (Section 12)

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 to their communities. A total of 136 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. In March 2013 it was agreed to refresh the Clacks 1,000 with the aim of attracting new members and boosting the size of the Panel in the regeneration areas. The Panel now stands at 1,258 members, with 431 in the regeneration areas and 827 in the rest of Clackmannanshire. A summary of the Panel recruitment process is contained in Appendix 2.

The Partnership agreed the questionnaire for the survey which was issued to Panel members in early June 2015 and by mid July responses had been received from 828 Panel members (66%). 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 below 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**

	<b>Clackmannanshire</b>	<b>Regeneration Areas</b>	<b>Remainder of Clackmannanshire</b>
Sample achieved	828	234	594
Sampling error	± 3.4%	± 6.4%	± 4.0%

As illustrated above, results for the sample as a whole will have sampling errors limited to only ±3.4%. 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 46.6% to 53.4%. The sampling errors for the regeneration areas and the rest of Clackmannanshire rise marginally to only ± 6.4% and ± 4.0% respectively.



### 3. Summary of Key Findings

#### Section 4: Clackmannanshire has a positive image and attracts people and business

- In relation to perceptions of Clackmannanshire and its attractiveness to people and business, positive views were recorded among Panel members for Clackmannanshire has good walking networks (94%), is a good place to live (93%) and has good access to nature and open spaces (92%)
- Conversely, the most negative perceptions focused on two key issues: Clackmannanshire does not have good job prospects (48%) nor a good choice of shopping facilities (33%)
- Significantly, of fourteen indicators which were measured in 2014, eleven have seen an improvement in public perception. The most notable improvements include: Clackmannanshire is a great place to work (up from 42% in 2014 to 51% in 2015), Clackmannanshire is a cost effective business location (up from 40% to 49%) and there are attractive places to visit and things to do (up from 75% to 82%)
- In the first Clacks 1,000 survey conducted in early 2006, 76% said they were satisfied with Clackmannanshire as a place to live and this level has risen in surveys since then, peaking at 93% in 2015 and demonstrating a consistently high level of satisfaction with Clackmannanshire as a place to live over a nine year period

#### Section 5: Our communities are more cohesive and inclusive

- The majority of Panel members (60%) agree Clackmannanshire has a strong sense of community (similar to the finding of 58% in 2014 but a fall from the 70% recorded in 2013)
- A similar proportion also agree people in Clackmannanshire help their neighbours (62%) and get involved in community groups/activities (52%)
- However, a slightly lower proportion (34%) agreed that Clackmannanshire is an area where equalities and diversity is promoted

- Mixed views were recorded on Panel members' perceptions of the Council. For example, just over half (55%) agreed they were satisfied with the way the Council runs things, while 44% agreed the Council meets or exceeds expectations in communicating with them
- However, 40% felt that they should be consulted more on how local services are delivered
- Overall, relatively few Panel members are dissatisfied with how the Council communicates or consults with them, peaking at 20% for the opportunities for participation in local decision making

### **Section 6: People are better skilled, trained and ready for learning and employment**

- The perception of public educational services in Clackmannanshire is very positive, with 99% saying that nursery schools and Forth Valley college are good, 95% feel primary schools are good while 90% stated that secondary schools are good
- There are more mixed views on economic and employment prospects in Clackmannanshire. For example, while 30% said Clackmannanshire is benefitting from economic revival, 25% disagree and 49% also disagree with the statement that there are a lot of job opportunities
- Awareness among respondents in employment or seeking work of the services to help people find jobs is mixed, with awareness highest for Jobcentre Plus (80%, up from 75% in 2014), Council/Clackmannanshire Works (45%, up from 37%) and Skills Development Scotland (42%, up from 34%)
- Experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (97% for the Fire service and 78% for Police Scotland), while a range of Council services scored from 86% for street lighting to 51% for roads (with 49% feeling roads were 'poor')
- A very high proportion of Panel members feel 'very safe' (69%) or 'quite safe' (30%) walking in their neighbourhood during the day, similar to the findings in 2014. Slightly fewer Panel members feel safe at night (88%)

### **Section 7: Our communities are safer**

- Experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (97% for the Fire service and 78% for Police Scotland), while a range of Council services scored from 86% for street lighting to 51% for roads (with 49% feeling roads were 'poor')
- A very high proportion of Panel members feel 'very safe' (69%) or 'quite safe' (30%) walking in their neighbourhood during the day, similar to the findings in 2014. Slightly fewer Panel members feel safe at night (88%)
- Only 12% of Panel members said they were fearful about becoming a victim of crime in the last year, a slight fall from 2014 (18%)
- Of those feeling fearful, the majority (61%) stated this concern was felt "only occasionally". However, 32% said that they felt fearful of becoming a victim of crime "quite often", and 3% 'most of the time'

### **Section 8: Vulnerable people and families are supported**

- The majority of Panel members agree that voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families (68%) and 46% agree that public agencies in Clackmannanshire work well to support vulnerable people and families
- Knowledge of the Government's Welfare Reform programme remains low, with only 19% saying they have enough information (similar to the 2014 measure). Consequently, almost a quarter (24%) are not sure if the reforms will have an impact on their household income
- In relation to fuel costs, most respondents said they can achieve a balance between keeping their home warm and managing costs (87%). However, awareness of where to access advice on tackling fuel debt and high energy costs, as well as grants, is mixed (for example, 44% are aware while 32% are unaware of advice)

- While only 9% of Panel members have used the Council's home energy advice service, 75% of this group are satisfied with the service (rising to 91% of service users in the regeneration areas)

#### **Section 9: Substance misuse and its effects are reduced**

- Almost half of Panel members (46%) believe alcohol use in their community is more common now than it was five years ago (with 31% feeling it is "a lot more common"). A higher proportion (56%) believes drug use is more common
- Only 6% of Panel members smoke, down from 14% in 2014, with half of this group wanting to give up or cut down. Awareness among smokers of how to access stop smoking sessions locally is high at 70%, a rise of 14% since 2014

#### **Section 10: Health is improving and health inequalities are reducing**

- Panel members' experience of most health related public services is very good. For example, 93% stated that Clackmannanshire Community Health Centre is good, 90% feel their GP service is good and 87% felt Forth Valley Royal Hospital was good. Views have also improved in relation to Social Work Community Care, which 71% of service users rate as good, up from 57% in 2014
- Panel members' attitudes to their current health and well being continue to be very positive, with the vast majority (93%) describing their health as "good" or "fairly good" (slightly higher than the level in 2014)
- The vast majority of Panel members (80%) also described their mental health in the last year as being 'good' or 'fairly good' and 88% described their general mental or emotional well being as either 'very happy' or 'fairly happy'

#### **Section 11: Our environment is protected and enhanced by all**

- Almost three quarters of Panel members have visited the Ochil Hills/Hillfoots (71%) while 67% have visited open, natural spaces in Clackmannanshire in the last year
- Approximately two thirds of Panel members say they know 'a lot' or 'a fair amount' about climate change (62%) and Fairtrade (59%), while a slightly lower proportion claimed a similar level of knowledge of sustainability (50%) and biodiversity (36%)

- Approximately half to two thirds of Panel members said they have installed double glazing, draught proofing, insulation and upgraded their central heating system, while 65% also said they have turned down the heating thermostat in their home
- Other changes made to improve sustainability include turning off the lights when they aren't needed (92%), recycling things that can't be reused (87%) and to avoid wasting food (87%)

**Section 12: Public agencies are improving**

- The vast majority of Panel members (94%) rated their experience of public services as either 'very good' or 'fairly good', similar to the figure recorded in 2014 and 2013
- The services which scored highest included refuse collection / recycling (95%), Libraries (95%) and Community access points (93%). Conversely, the 22% regarded the street cleaning service as poor

## **Section 4: Clackmannanshire has a positive image and attracts people and business**

In relation to perceptions of Clackmannanshire and its attractiveness to people and business, positive views were recorded among Panel members for:

- Clackmannanshire has good walking networks (94%)
- Clackmannanshire is a good place to live (93%)
- Clackmannanshire has good access to nature and open spaces (92%)

Conversely, the most negative perceptions focused on two key issues:

- Clackmannanshire does not have good job prospects (48%)
- Clackmannanshire does not have a good choice of shopping facilities (33%)

Across most indicators, the views of respondents from the regeneration areas are more negative than those living in the rest of Clackmannanshire with the main exception of Clackmannanshire having good sports and leisure facilities (69%, compared to 55% in the rest of Clackmannanshire). However, significantly fewer agreed it has a good physical environment (63%, compared to 78%) or that it has attractive places to visit or things to do (70%, compared to 85%).

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire is a good place to live	88%	5%	94%	1%	93%	1%
Clackmannanshire has a good availability of affordable housing	55%	15%	60%	14%	59%	14%
Clackmannanshire has a good physical environment	63%	7%	78%	4%	73%	5%
Clackmannanshire is a great place to work.	44%	18%	52%	10%	51%	11%
Clackmannanshire has good job prospects	13%	59%	13%	46%	13%	48%
Clackmannanshire is a cost effective business location	44%	21%	50%	7%	49%	10%
Clackmannanshire has a good public transport provision	71%	20%	70%	17%	70%	17%
Clackmannanshire has good cycle networks	71%	3%	83%	6%	80%	5%
Clackmannanshire has good walking networks	86%	3%	96%	1%	94%	1%
Clackmannanshire has attractive places to visit and things to do	70%	10%	85%	4%	82%	6%
Clackmannanshire has a good choice of shopping facilities	48%	38%	44%	32%	44%	33%
Clackmannanshire has a good access to nature and open spaces.	84%	4%	94%	1%	92%	1%
Clackmannanshire has good sports and leisure facilities.	69%	11%	55%	21%	58%	19%
Clackmannanshire has good community activities and facilities.	56%	6%	57%	9%	57%	9%

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

Significantly, of these fourteen indicators which were measured in 2014, eleven have seen an improvement in public perception. The most notable improvements include:

- Clackmannanshire is a great place to work (up from 42% in 2014 to 51% in 2015)
- Clackmannanshire is a cost effective business location (up from 40% to 49%)
- Attractive places to visit and things to do (up from 75% to 82%)



**Changes in perception 2014-2015**

	Agree		Disagree	
	2015	2014	2015	2014
Clackmannanshire is a good place to live	93%	5%	1%	2%
Clackmannanshire has a good availability of affordable housing	59%	54%	14%	19%
Clackmannanshire has a good physical environment	73%	75%	5%	5%
Clackmannanshire is a great place to work.	51%	42%	11%	19%
Clackmannanshire has good job prospects	13%	5%	48%	54%
Clackmannanshire is a cost effective business location	49%	40%	10%	9%
Clackmannanshire has good public transport provision	70%	69%	17%	14%
Clackmannanshire has good cycle networks	80%	78%	5%	8%
Clackmannanshire has good walking networks	94%	89%	1%	2%
Clackmannanshire has attractive places to visit and things to do	82%	75%	6%	7%
Clackmannanshire has good shopping facilities	44%	42%	33%	36%
Clackmannanshire has good access to nature and open spaces	92%	94%	1%	1%
Clackmannanshire has good sports and leisure facilities	58%	60%	19%	8%
Clackmannanshire has good community activities/facilities	57%	50%	9%	8%

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

In the first Clacks 1,000 survey conducted in early 2006, 76% said they were satisfied with Clackmannanshire as a place to live and this level has risen in surveys since then. For example, in the 2013 survey, the estimate had increased to 88% and the 2014 survey showed a satisfaction rating of 91%. In the current survey this has risen again, to 93%, demonstrating a

consistently high level of satisfaction with Clackmannanshire as a place to live over an nine year period.

**Overall satisfaction with Clackmannanshire as a place to live**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Very satisfied	28%	19%	40%	33%	38%	31%
Quite satisfied	64%	68%	53%	58%	55%	60%
Neither satisfied nor dissatisfied	3%	9%	4%	7%	3%	7%
Quite dissatisfied	1%	3%	3%	2%	3%	2%
Very dissatisfied	4%	1%	0%	0%	1%	0%

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’, rising marginally to 93% by 2014. The current survey has shown this has risen slightly once again, to 95%.

**Neighbourhood as a place to live**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Very good	33%	30%	53%	50%	50%	47%
Fairly good	50%	52%	44%	45%	45%	46%
Fairly poor	10%	14%	2%	4%	3%	6%
Very poor	7%	4%	1%	1%	2%	1%

Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value. Friendly people (91%), good local schools (92%), and a safe area/low crime (91%) were the most important factors to emerge from Clackmannanshire as a whole (reflecting the views measured in 2014). Typically respondents from the regeneration areas scored these factors less favourably, apart from good public transport which 79% liked compared to 76% in the rest of Clackmannanshire.

**Neighbourhood likes**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Area well maintained	68%	70%	80%	74%	78%	74%
Good public transport	79%	76%	76%	68%	76%	70%
Safe area/low crime	78%	69%	94%	83%	91%	81%
Good outlook/view	74%	76%	88%	91%	86%	88%
Quiet/peaceful	78%	73%	88%	85%	86%	83%
Friendly people	82%	83%	96%	94%	94%	92%
Good local shops	60%	61%	65%	58%	64%	59%
Good local schools	77%	89%	96%	91%	92%	91%
Good sense of community	61%	67%	86%	76%	81%	75%
Safe/slow traffic	54%	59%	64%	56%	62%	56%
Clean/tidy place to live	63%	62%	73%	70%	71%	68%

Base: respondents stating they 'liked' each aspect of their neighbourhood

Residents were also asked to indicate what they particularly dislike about their local neighbourhood and three issues in particular emerged:

- 38% dislike fast/speeding traffic
- 36% dislike the local shops
- 29% dislike the cleanliness/tidiness of the area

**Neighbourhood dislikes**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Area well maintained	32%	30%	20%	26%	22%	26%
Good public transport	21%	23%	24%	32%	24%	30%
Safe area/low crime	22%	31%	6%	17%	9%	19%
Good outlook/view	26%	24%	12%	10%	14%	12%
Quiet/peaceful	22%	27%	12%	15%	14%	17%
Friendly people	18%	17%	4%	6%	6%	8%
Good local shops	40%	39%	35%	42%	36%	41%
Good local schools	23%	11%	4%	9%	8%	9%
Good sense of community	39%	33%	14%	24%	19%	25%
Safe/slow traffic	46%	42%	36%	44%	38%	44%
Clean/tidy place to live	37%	38%	27%	30%	29%	32%

Base: respondents stating they 'disliked' each aspect of their neighbourhood

Panel members were asked to indicate whether they would recommend eight Clackmannanshire attractions to tourists. The Ochil Hills was the most highly recommended, with 73% saying they would highly recommend them to tourists, while approximately half would also highly recommend Gartmorn Dam (55%) and Castle Campbell (51%). Only a small proportion of Panel members said they would not recommend or barely recommend any of the attractions, peaking at only 13% for Sterling Mills shopping outlet.

**As a local resident, would you recommend these attractions to tourists?**

	Not recommend		Barely recommend		Unsure		Fairly recommend		Highly recommend	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Ochil Hills/hill walking	Under 1%	1%	0%	2%	3%	2%	24%	24%	73%	71%
Castle Campbell	Under 1%	1%	1%	2%	13%	18%	35%	33%	51%	46%
Alloa Tower	1%	1%	5%	4%	18%	21%	35%	43%	41%	31%
Gartmorn Dam	1%	1%	2%	4%	8%	6%	34%	35%	55%	54%
Sterling Mills Shopping Outlet	2%	3%	11%	10%	9%	9%	47%	51%	31%	27%
Golf Clubs	2%	1%	4%	9%	30%	34%	31%	32%	33%	24%
Cycle networks	1%	1%	2%	5%	21%	15%	35%	48%	41%	31%
Glen trails	5%	1%	2%	2%	17%	13%	37%	46%	39%	38%

When asked what they considered to be the best family tourist experience in Clackmannanshire, the most common responses strongly reflected those found in 2014, including:

- Walking in the Ochil hills
- Other walking networks
- Gartmorn dam
- Sterling Mills Outlet
- Castle Campbell
- Hillfoots area
- Cycle networks

Nevertheless, despite the positive view on most of these specific attractions, almost two thirds of all Panel members (61%) felt there was a need to make improvements to tourist attractions across Clackmannanshire. Very few respondents commented on what improvements were needed, with the main issues including a need for better cafes and restaurants, better toilet facilities and clearer information on tourist facilities.

**Improvements needed to tourist attractions**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	44%	50%	65%	61%	61%	59%
No	56%	50%	35%	39%	39%	41%

## Section 5: Our communities are more cohesive and inclusive

The majority of Panel members (60%) agree Clackmannanshire has a strong sense of community (similar to the finding of 58% in 2014 but a fall from the 70% recorded in 2013). A similar proportion also agree people in Clackmannanshire help their neighbours (62%) and get involved in community groups/activities (52%). A slightly lower proportion (34%) agreed that Clackmannanshire is an area where equalities and diversity is promoted. Relatively minor change was found between 2014 and 2015.

### Cohesive and inclusive communities

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire has a strong sense of community	50%	9%	62%	8%	60%	8%
Clackmannanshire is an area where equalities and diversity is promoted	30%	12%	35%	11%	34%	11%
People in Clackmannanshire help their neighbours	51%	13%	64%	4%	62%	5%
People in Clackmannanshire get involved in community groups/activities	49%	16%	53%	8%	52%	9%

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

**Change in perception 2014-2015**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Clackmannanshire has a strong sense of community	50%	54%	62%	58%	60%	58%
Clackmannanshire is an area where equalities and diversity is promoted	30%	38%	35%	39%	34%	39%
People in Clackmannanshire help their neighbours	51%	53%	64%	56%	62%	56%
People in Clackmannanshire get involved in community groups/activities	49%	43%	53%	51%	52%	50%

Base: % agreeing with each statement

Over a third of all Panel members (35%) say they undertake work or activities on a voluntary basis, similar to the level recorded in 2014 but a consistent rise on the 23% measured in 2012. Helping local groups (61%), helping local people (35%) and that volunteering gives them a purpose (35%), were the three main reasons cited for volunteering.

**Currently undertake work or activities on a voluntary basis**

Regeneration Areas					Rest of Clackmannanshire					Clackmannanshire				
2015	2014	2013	2012	2011	2015	2014	2013	2012	2011	2015	2014	2013	2012	2011
21%	27%	23%	21%	23%	38%	33%	33%	24%	29%	35%	32%	31%	23%	28%



**Benefits of voluntary work**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Helps local groups	66%	59%	60%	61%	61%	61%
Helps local people	41%	61%	35%	64%	35%	63%
Helps me to meet people	36%	23%	32%	31%	33%	30%
Develops my skills	36%	16%	24%	22%	26%	21%
Gives me work experience	38%	23%	6%	5%	10%	8%
Helps funding	30%	21%	29%	18%	29%	18%
Gives me a purpose	53%	21%	33%	41%	35%	38%
Makes me feel happy	75%	64%	43%	46%	46%	49%
Makes me feel involved in my community	50%	48%	27%	61%	29%	59%
I wanted to repay support I have received	50%	23%	12%	14%	16%	15%
Other	6%	2%	8%	3%	7%	3%

Base: Panel members involved in volunteering

Almost three quarters of Panel members (70%) said they seen a copy of The Clackmannanshire View and most of this group (72%) have read it. However, relatively few (18%) have accessed Council services as a result. Just under three quarters (74%) have also used Clacksweb and most of this group (79%) said they found the information they were looking for. Awareness of the Council's social media pages on Facebook and Twitter is relatively high (46%), while 22% have used these to engage with the Council.

**Experience of some of the ways the Council communicates with residents**

	2015		2014	
	Yes	Sometimes	Yes	Sometimes
Have you seen a copy of the Council's publication, the Clackmannanshire View, which is published quarterly on the Council's website and is available in Council offices?	59%	11%	N/A	N/A
Do you read the Clackmannanshire View?	53%	18%	70%	19%
Have you accessed Council services as a result of reading the Clackmannanshire View?	14%	4%	13%	8%
Do you use the Council's website, Clacksweb?	55%	19%	51%	21%
Did you find the information that you were looking for on Clacksweb?	65%	14%	65%	19%
Are you aware of the Council's social media pages on Facebook and Twitter?	45%	1%	43%	1%
Do you use social media (Facebook or Twitter) to engage with the Council?	20%	2%	15%	4%

Balancing % is 'No'

Mixed views were recorded on Panel members' perceptions of the Council. For example, just over half (55%) agreed they were satisfied with the way the Council runs things, while 44% agreed the Council meets or exceeds expectations in communicating with them. However, 40% felt that they should be consulted more on how local services are delivered. Overall, relatively few Panel members are dissatisfied with how the Council communicates or consults with them, peaking at 20% for the opportunities for participation in local decision making. Compared to 2014, only minor changes were recorded across all indicators.

In relation to preferred methods of consultation, more than two thirds (70%) said they would like to receive a letter along with a paper survey, while 37% would prefer to complete surveys on line at Clacksweb.

**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	49%	14%	42%	15%	44%	14%
I feel that I should be consulted more on how local services are delivered	39%	12%	40%	10%	40%	11%
Taking everything into account, I am satisfied with the way the Council runs things	52%	12%	56%	18%	55%	17%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	36%	25%	39%	19%	39%	20%
Overall, I am satisfied with the information available on results and feedback of consultations	31%	21%	42%	18%	40%	19%
Overall, I am satisfied with the information that the Council provides on its own performance	47%	15%	43%	15%	44%	15%
Overall, I am satisfied with the information that the Council provides on income and expenditure	45%	14%	41%	12%	42%	12%

Balancing % 'Neither agree nor disagree'

**Changes in perception of the Council**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Clackmannanshire Council meets or exceeds expectations in communicating with me	49%	45%	42%	40%	44%	41%
I feel that I should be consulted more on how local services are delivered	34%	29%	40%	49%	40%	44%
Taking everything into account, I am satisfied with the way the Council runs things	52%	52%	56%	57%	55%	56%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	36%	28%	39%	36%	39%	35%
Overall, I am satisfied with the information available on results and feedback of consultations	31%	35%	42%	41%	40%	39%
Overall, I am satisfied with the information that the Council provides on its own performance	47%	41%	43%	40%	44%	40%

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

**Prefer to be consulted on Council Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Public meetings	25%	18%	21%	25%	22%	24%
Letter to residents with paper survey to complete	69%	65%	71%	55%	70%	57%
Information on Clacksweb with online survey to complete	35%	33%	37%	34%	37%	34%
Social media (Facebook/Twitter)	17%	N/A	11%	N/A	12%	N/A
Small focus groups	21%	12%	12%	13%	14%	13%
Telephone survey	8%	2%	5%	3%	6%	2%

## Section 6: People are better skilled, trained and ready for learning and employment

The perception of public educational services in Clackmannanshire is very positive, with 99% saying that nursery schools and Forth Valley college are good, 95% feel primary schools are good while 90% stated that secondary schools are good. These views largely reflect those also recorded in 2014.

### Public educational services in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Nursery schools	98%	2%	100%	0%	99%	1%
Primary schools	98%	2%	94%	6%	95%	5%
Secondary schools	86%	14%	91%	9%	90%	10%
Forth Valley College	97%	3%	99%	1%	99%	1%

Base: Excludes respondents not using services in last year

### Change in perception of primary and secondary schools

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Nursery schools	98%	100%	100%	94%	99%	95%
Primary schools	98%	98%	94%	94%	95%	95%
Secondary schools	86%	95%	91%	86%	90%	87%
Forth Valley college	97%	98%	99%	94%	99%	95%

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

However, there are more mixed views on economic and employment prospects in Clackmannanshire. For example, while 30% said Clackmannanshire is benefitting from economic revival, 25% disagree and 49% also disagree with the statement that there are a lot of job opportunities. The most positive indicator in the table below relates to Clackmannanshire having good opportunities for adult based learning (42%). Where direct comparisons with 2014 are possible, only minor changes have been recorded.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire is benefitting from economic revival	27%	30%	31%	24%	30%	25%
There are a lot of local job opportunities for people in Clackmannanshire	6%	64%	3%	45%	4%	49%
There are some job opportunities for people in Clackmannanshire	40%	28%	38%	15%	39%	18%
There are relatively few job opportunities for people in Clackmannanshire	49%	23%	41%	9%	43%	12%
Clackmannanshire has good opportunities for adult based learning	45%	5%	41%	7%	42%	6%

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

**Do you agree with the following statements about Clackmannanshire?**

	Agree	
	2015	2014
Clackmannanshire is benefitting from economic revival	30%	35%
There are a lot of job opportunities for people in Clackmannanshire	4%	4%
There are some job opportunities in Clackmannanshire	39%	52%
There are relatively few job opportunities in Clackmannanshire	43%	57%
Clackmannanshire has good opportunities for adult based learning	42%	49%

There is a continued perception that local jobs are poorly paid (51%), tend to be part time (58%) and not in the right occupations (35%). Most (70%) also feel there are not more job opportunities compared to a year ago.

**Attitudes to local jobs in Clackmannanshire**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Local jobs are poorly paid	55%	64%	50%	45%	51%	49%
Local jobs tend to be part time	62%	56%	57%	54%	58%	54%
Local jobs are not in the right occupations	45%	44%	33%	43%	35%	43%

Base: all respondents



**More job opportunities this year?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	23%	26%	32%	29%	30%	28%
No	77%	74%	68%	71%	70%	72%

Half of respondents (50%) are in employment or seeking work and this group said the most significant barriers to getting a job are a lack of confidence (7%) and relevant job opportunities (6%). The two main factors preventing Panel members from getting a better job were a lack of relevant opportunities (28%) and job opportunities with decent pay (21%).

**Barriers to getting a job**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Lack of training	5%	1%	4%	3%	4%	2%
Lack of qualifications	6%	4%	4%	3%	5%	3%
Lack of affordable childcare	1%	4%	4%	1%	4%	2%
Transport problems	6%	1%	4%	5%	5%	4%
Lack of relevant job opportunities	6%	11%	6%	5%	6%	6%
Lack of job opportunities with decent pay	5%	10%	5%	5%	5%	5%
Health issues	6%	N/A	5%	N/A	5%	N/A
Lack of confidence	7%	N/A	7%	N/A	7%	N/A

Base: respondents in employment or seeking work

**Securing a better job**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Lack of training	1%	2%	8%	5%	6%	5%
Lack of qualifications	15%	5%	5%	4%	7%	5%
Lack of affordable childcare	7%	4%	11%	7%	10%	6%
Transport problems	2%	1%	11%	8%	9%	6%
Lack of relevant job opportunities	40%	14%	25%	28%	28%	25%
Lack of job opportunities with decent pay	24%	28%	21%	23%	21%	24%
Health issues	2%	N/A	1%	N/A	1%	N/A
Lack of confidence	1%	N/A	3%	N/A	2%	N/A

Base: respondents in employment or seeking work

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

- Jobcentre Plus (80%, up from 75% in 2014)
- Council/Clackmannanshire Works (45%, up from 37%)
- Skills Development Scotland (42%, up from 34%)
- Triage/Work Programme (18%, down from 27%)

However, awareness falls to under 10% for the other services listed in the table overleaf.

**Awareness of services to help people find jobs**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Council / Clackmannanshire Works	44%	45%	45%	35%	45%	37%
Jobcentre Plus	84%	84%	79%	73%	80%	75%
Skills Development Scotland	44%	40%	41%	32%	42%	34%
Triage / Work Programme	27%	34%	15%	25%	18%	27%
Council / Young Parents Project	2%	1%	6%	5%	6%	4%
Council / Activity Agreements	6%	1%	10%	5%	9%	4%
PACE Redundancy Support	8%	4%	6%	9%	6%	8%

Base: respondents in employment or seeking work

Among all Panel members, there is support for action aimed at bringing more jobs to the area (67%), getting more young people into work (48%), creating more apprenticeships (36%) and getting more adults into work (27%).

**Which of the following do you think are important actions?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Getting more young people into work	47%	42%	48%	44%	48%	44%
Getting more adults into work	28%	33%	26%	24%	27%	23%
Bringing jobs to the area	69%	67%	66%	73%	67%	72%
Creating more apprenticeships	35%	31%	36%	32%	36%	32%
Assistance with starting up your own business	17%	20%	20%	19%	19%	19%

Base: Respondents stating each is the most important priority

## Section 7: Our Communities are Safer

There has been no significant change in the proportion of Panel members satisfied with how crime and anti social behaviour is being tackled. However, there has been a slight increase in satisfaction with improving road safety (up 7% to 60%).

### Satisfaction with how the following issues are being tackled: 2014 and 2015

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Tackling crime	68%	65%	60%	64%	64%	64%
Tackling anti social behaviour	55%	56%	54%	52%	54%	53%
Improving road safety	59%	60%	60%	52%	60%	53%

Base: respondents 'very satisfied' or 'quite satisfied'

Experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (97% for the Fire service and 78% for Police Scotland), while a range of Council services scored from 86% for street lighting to 51% for roads (with 49% feeling roads were 'poor'). Over a third (37%) also felt criminal justice was poor.

These findings largely reflect those recorded in 2014 although satisfaction with Criminal Justice has seen a 10% rise and street lighting has seen a 9% rise. Conversely, there has been a 9% fall for Trading Standards.

**Experience of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Police Service	84%	16%	77%	23%	78%	22%
Fire Service	100%	0%	96%	4%	97%	3%
Social Services – Child Protection	72%	28%	69%	31%	70%	30%
Social Services – Adult Protection	70%	30%	83%	17%	79%	21%
Street lighting	80%	20%	88%	12%	86%	14%
Roads	51%	49%	51%	49%	51%	49%
Environmental Health	82%	18%	86%	14%	85%	15%
Trading Standards	88%	22%	83%	17%	82%	18%
Criminal Justice	75%	25%	56%	44%	63%	37%

Base: Respondents using each service

**Change in perception of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Police Service	84%	81%	77%	79%	78%	79%
Fire Service	100%	97%	96%	99%	97%	99%
Social Services – Child Protection	72%	62%	69%	67%	70%	66%
Social Services – Adult Protection	70%	78%	83%	77%	79%	77%
Street lighting	80%	72%	88%	78%	86%	77%
Roads	51%	50%	51%	47%	51%	48%
Environmental Health	82%	82%	86%	89%	85%	87%
Trading Standards	88%	83%	83%	93%	82%	91%
Criminal Justice	75%	46%	56%	55%	63%	53%

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

A very high proportion of Panel members feel 'very safe' (69%) or 'quite safe' (30%) walking in their neighbourhood during the day, similar to the findings in 2014. Slightly fewer Panel members feel safe at night (88%). In 2014 there was a 15% gap between those living in regeneration areas and elsewhere in Clackmannanshire who said they felt 'very safe' after dark (28% and 43% respectively). This has now closed to only 7%.

**Attitudes to safety walking in your neighbourhood during the day**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Very safe	63%	51%	70%	69%	69%	66%
Quite safe	34%	45%	29%	30%	30%	33%
Not very safe	2%	4%	0%	1%	0%	1%
Not safe at all	1%	0%	1%	0%	1%	0%

**Attitudes to safety walking in the neighbourhood at night**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Very safe	37%	28%	44%	43%	43%	40%
Quite safe	40%	56%	47%	42%	45%	44%
Not very safe	12%	11%	8%	13%	9%	13%
Not safe at all	10%	5%	1%	2%	3%	3%

As illustrated in the table below, only 12% of Panel members said they were fearful about becoming a victim of crime in the last year. Overall, this reflects a slight fall from 2014 (18%).

Of those feeling fearful, the majority (61%) stated this concern was felt “only occasionally”. However, 32% said that they felt fearful of becoming a victim of crime “quite often”, and 3% ‘most of the time’.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	22%	18%	10%	19%	12%	18%
No	65%	71%	84%	78%	81%	77%
Not sure	13%	11%	6%	3%	7%	5%

**Frequency of feeling fearful in the past year**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Most of the time	6%	3%	2%	14%	3%	12%
Quite often	34%	32%	31%	26%	32%	27%
Only occasionally	50%	61%	66%	56%	61%	57%
Not sure	10%	4%	1%	4%	4%	4%

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 table overleaf, the activities that are least affected include taking part in community activities (57% of those fearful of crime said it had not stopped them taking part in community activities) and visiting friends and family (52%). Conversely, 53% said feeling fearful had often or always stopped them staying out later at night.



**Has fear of becoming a victim stopped you from undertaking activities?**

	Never		Rarely		Often		Always	
	2015	2014	2015	2014	2015	2014	2015	2014
Taking part in community activities	57%	71%	29%	14%	12%	14%	2%	1%
Visiting friends or family	52%	67%	30%	22%	16%	11%	1%	0%
Taking your usual route home	36%	33%	35%	52%	28%	6%	1%	9%
Staying out later at night	16%	22%	31%	19%	30%	50%	23%	9%
Using public transport	25%	50%	39%	25%	20%	17%	16%	8%

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

Only 16% of Panel members said they knew who their local community police team is. Half (50%) of respondents felt that information posted through their door would be an effective way for Police Scotland to communicate advice and information, followed by email newsletters (32%) and local newspapers (29%).

**Know your local community police team?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	11%	12%	18%	14%	16%	14%
No	89%	88%	82%	86%	84%	86%

**Effective ways for Police Scotland to communicate advice and information**

	<b>1</b>		<b>2</b>		<b>3</b>		<b>4</b>		<b>5</b>	
	<b>Very effective</b>								<b>Not effective at all</b>	
	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>
Email newsletter	32%	34%	14%	13%	17%	16%	11%	14%	26%	23%
Information posted through your door	50%	48%	31%	24%	10%	18%	3%	4%	6%	6%
Local newspapers	29%	26%	25%	25%	21%	26%	10%	12%	15%	11%
Police and community meetings	13%	14%	14%	16%	31%	25%	24%	29%	19%	16%
Police Scotland website	10%	13%	15%	14%	29%	28%	22%	16%	24%	29%
Social networking sites e.g. Facebook, Twitter	18%	19%	16%	13%	18%	15%	10%	18%	38%	35%

## Section 8: Vulnerable people and families are supported

The majority of Panel members agree that voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families (68%) and 46% agree that public agencies in Clackmannanshire work well to support vulnerable people and families. Conversely, only 25% agree that benefits applications are administered fairly and efficiently.

### Agree or disagree with following statements about Clackmannanshire

	Strongly Agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Public agencies in Clackmannanshire work well to support vulnerable people and families	4%	5%	42%	44%	49%	42%	3%	7%	2%	2%
Voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families.	10%	9%	58%	51%	30%	36%	1%	3%	1%	1%
Benefits applications are administered fairly and efficiently	4%	3%	21%	13%	53%	57%	12%	9%	10%	18%

Knowledge of the Government's Welfare Reform programme remains low, with only 19% saying they have enough information (similar to the 2014 measure). Consequently, almost a quarter (24%) are not sure if the reforms will have an impact on their household income, while 10% felt there would be 'some' or a 'substantial' impact. However, more than half of all Panel members (58%) said they felt the programme would have no impact.

**Have enough knowledge of the Government's Welfare Reform programme?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	17%	15%	20%	21%	19%	20%
No	56%	60%	55%	51%	55%	53%
Not sure	27%	25%	25%	28%	26%	27%

**What extent will the Welfare Reform programme have an impact on household income**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
None	61%	43%	57%	66%	58%	61%
Little	7%	7%	8%	6%	8%	6%
Some	9%	8%	9%	7%	9%	7%
Substantial	3%	6%	1%	1%	1%	2%
Not sure	20%	36%	25%	21%	24%	24%

Almost half of all Panel members (43%) said they did not know where to access money advice services locally, the same proportion measured in 2014. The vast majority also said they have not used a food bank in Clackmannanshire (93%), although 6% know someone who has and 1% have used a food bank. Similarly, 97% said they were not at risk of homelessness, while 3% knew someone who was.

**Know where to access money advice services locally?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	36%	52%	45%	41%	43%	43%
No	64%	48%	55%	59%	57%	57%

**You or someone you know has used a food bank in Clackmannanshire?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes, I have	4%	1%	Under 1%	1%	1%	1%
Yes, someone I know has	7%	14%	6%	7%	6%	8%
No	89%	85%	94%	92%	93%	91%

**Are you or someone you know at risk of homelessness?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes, I am	0%	0%	0%	0%	0%	0%
Yes, I know someone who is	3%	9%	3%	7%	3%	7%
No	97%	91%	97%	93%	97%	93%

Almost a quarter of all respondents (24%) said they provided care for a sick, disabled or frail person. In almost half of these cases (37%), the person cared for was the respondent's parent.

**Provide care for sick, disabled or a frail person**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	28%	21%	23%	24%	24%	23%
No	72%	79%	77%	76%	76%	77%

**Relationship with the person you care for**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Parent	24%	20%	41%	53%	37%	48%
Son/Daughter	16%	13%	8%	10%	10%	10%
Husband/Wife/ Partner	30%	40%	26%	19%	27%	22%
Friend	14%	10%	9%	7%	10%	7%
Neighbour	0%	3%	4%	2%	3%	3%
Other	16%	14%	12%	9%	13%	10%

Base: respondents who are carers

Relatively few Panel members (9%) said they receive home care or support with their daily living, although this has risen from 5% in 2014.

**Receive home care or support with your daily living**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
No	98%	98%	90%	95%	91%	95%
Yes	2%	2%	10%	5%	9%	5%

In relation to fuel costs, the tables overleaf highlight that:

- Most respondents can achieve a balance between keeping their home warm and managing costs (87%)
- Only 6% said their family's health had deteriorated due to heating and fuel costs
- Awareness of where to access advice on tackling fuel debt and high energy costs, as well as grants, is mixed (for example, 44% are aware while 32% are unaware of advice)
- While only 9% of Panel members have used the Council's home energy advice service, 75% of this group are satisfied with the service (rising to 91% of service users in the regeneration areas)

**Do you agree or disagree with the following statements?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
I feel I can achieve a balance between keeping my home warm and managing costs	77%	15%	89%	4%	87%	6%
I, or someone I know, struggles to pay fuel bills and keep the home affordably warm	29%	46%	30%	50%	29%	49%
Me, or my family's, physical health has deteriorated due to heating and fuel costs	10%	76%	5%	92%	6%	81%
I have considered moving house because my home is too expensive to heat and power	11%	80%	7%	87%	8%	85%

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

**Do you agree or disagree with the following statements?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
I know where to access advice on tackling fuel debt and high energy bills	51%	33%	44%	32%	44%	32%
I am aware of grants and support to reduce fuel bills and keep my home affordably warm	37%	47%	44%	36%	43%	38%
I have used Clackmannanshire Council's home energy advice service	9%	77%	9%	72%	9%	72%
I am satisfied with Clackmannanshire Council's home energy advice service (based on service users)	91%	9%	71%	4%	75%	5%
I have applied for grants or financial support for renewable energy	9%	73%	3%	77%	4%	76%

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



## Section 9: Substance misuse and its effects are reduced

Almost half of Panel members (46%) believe alcohol use in their community is more common now than it was five years ago (with 31% feeling it is “a lot more common”). A higher proportion (56%) believes drug use is more common.

The vast majority of Panel members said alcohol and drug misuse leads to public disorder (77%), violence (75%) and family problems (71%). However, only 7% said misuse had a negative impact on their family in the last year.

### Alcohol use in your community

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
A lot more common	45%	47%	28%	33%	31%	36%
A little more common	11%	12%	15%	16%	15%	15%
No real change	31%	23%	43%	25%	40%	25%
A little less common	8%	6%	8%	6%	8%	6%
A lot less common	5%	1%	6%	2%	6%	2%
Don't know	0%	11%	0%	18%	0%	16%

**Drug use in your community**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
A lot more common	49%	51%	36%	36%	39%	39%
A little more common	9%	9%	18%	12%	17%	12%
No real change	28%	22%	32%	22%	31%	22%
A little less common	10%	4%	12%	4%	12%	4%
A lot less common	4%	2%	1%	3%	2%	2%
Don't know	0%	12%	0%	23%	0%	21%

**Consequences of drug and alcohol misuse**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Violence	75%	75%	75%	71%	75%	72%
Public disorder	70%	86%	79%	79%	77%	81%
Loss of employment	45%	42%	43%	48%	44%	47%
Ill health	58%	63%	66%	56%	65%	58%
Family problems	65%	73%	72%	72%	71%	72%
Difficulties with parenting skills	52%	56%	64%	62%	62%	61%
Financial difficulties	66%	69%	64%	67%	64%	67%
Litter	47%	47%	48%	50%	48%	49%
Other	3%	3%	5%	2%	4%	2%

**Alcohol and Substance Misuse**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Alcohol/Substance misuse has a negative impact on your family in the past year	8%	9%	6%	6%	7%	6%

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

Only 6% of Panel members smoke, down from 14% in 2014, with half of this group wanting to give up or cut down. Awareness among smokers of how to access stop smoking sessions locally is high at 70%, a rise of 14% since 2014.

Confirming the low rates of smoking, the vast majority of households (89%) have no smokers while 94% said they live in a house which is wholly smoke free.

**Statement that best describes current smoking behaviour**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
I smoke and have no intention of giving up or cutting down	8%	6%	2%	4%	3%	5%
I smoke and I want to give up / cut down	3%	10%	3%	9%	3%	9%
I no longer smoke but used to in the past.	27%	24%	33%	26%	32%	25%
I have never smoked	62%	60%	62%	61%	62%	61%

**Aware of how to access stopping smoking sessions locally**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	53%	83%	78%	49%	70%	56%
No	47%	17%	22%	51%	30%	44%

Base: Current smokers

**Number of smokers living in the home**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
0	88%	86%	89%	79%	89%	81%
1	12%	13%	11%	18%	11%	17%
2	0%	1%	0%	2%	Under 1%	2%
3	0%	0%	0%	Under 1%	Under 1%	Under 1%
4	0%	0%	0%	0%	0%	0%
5+	0%	0%	0%	0%	0%	0%

**Whole house is smoke free**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Yes	87%	88%	95%	87%	94%	87%
No	13%	12%	5%	13	6%	13%

## Section 10: Health is improving and health inequalities are reducing

There has been no significant change in the proportion of Panel members who agree that Clackmannanshire is a community where health is improving (21%, compared to 22% in 2014). However, Panel members' experience of most health related public services is very good. For example, 93% stated that Clackmannanshire Community Health Centre is good, 90% feel their GP service is good and 87% felt Forth Valley Royal Hospital was good. Views have also improved in relation to Social Work Community Care, which 71% of service users rate as good, up from 57% in 2014.

### Do you agree or disagree with the following statement about Clackmannanshire?

	Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
	Agree		Disagree		Agree		Disagree		Agree		Disagree	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Clackmannanshire is a community where health is improving	20%	27%	33%	29%	36%	28%	18%	21%	33%	28%	21%	22%

Balancing % stated 'neither agree nor disagree'. Excludes 'don't know' responses

### Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
GP Services	83%	17%	92%	8%	90%	10%
Forth Valley Royal Hospital	89%	11%	87%	13%	87%	13%
Clackmannanshire Community Health Centre	89%	11%	95%	5%	93%	7%
Social Work – Community Care	70%	30%	71%	29%	71%	29%

Base: Respondents using each service

**Change in perception of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
GP Services	83%	83%	92%	87%	90%	86%
Forth Valley Royal Hospital	89%	88%	87%	82%	87%	83%
Clackmannanshire Community Health Centre	89%	90%	95%	86%	93%	87%
Social Work – Community Care	70%	83%	71%	50%	71%	57%

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

Panel members' attitudes to their current health and well being continue to be very positive, with the vast majority (93%) describing their health as "good" or "fairly good" (slightly higher than the level in 2014).

**Your physical health in the last 12 months**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Good	61%	63%	66%	56%	65%	57%
Fairly Good	30%	26%	27%	33%	28%	32%
Not Good	9%	11%	7%	11%	7%	11%

The vast majority of Panel members (80%) described their mental health in the last year as being 'good' or 'fairly good' and 88% described their general mental or emotional well being as either 'very happy' or 'fairly happy'. A similar proportion (90%) described their overall quality of life as 'very good' or 'fairly good'.

The gap in perceptions of well being which existed in 2012 between the regeneration areas and elsewhere in Clackmannanshire has remained closed. For example, in 2012 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%. By 2014, the gap had closed to only 2%, and has now closed completely .

**Your mental health in the last 12 months**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Good	74%	80%	82%	80%	80%	80%
Fairly Good	20%	17%	13%	12%	14%	13%
Not Good	6%	3%	5%	8%	6%	7%

**Your general mental or emotional well being**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Very happy	40%	46%	45%	39%	44%	41%
Fairly happy	41%	41%	45%	51%	44%	49%
Neither happy nor unhappy	12%	8%	4%	6%	6%	6%
Fairly unhappy	3%	4%	4%	3%	3%	3%
Very unhappy	3%	1%	2%	1%	2%	1%
Not sure	1%	0%	0%	0%	1%	0%

**Your overall quality of life**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Very good	38%	41%	43%	42%	42%	42%
Fairly good	44%	46%	49%	50%	48%	50%
Neither good nor poor	12%	8%	6%	5%	8%	5%
Fairly poor	5%	4%	1%	2%	1%	2%
Very poor	1%	1%	1%	1%	1%	1%

A range of services and organisations are used to help with health and social issues, including Tullibody Healthy Living (25%), Clackmannan Healthy Lives (16%) and Keep Well (15%).

**Used local services/organisations to help with health or social issues**

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Clackmannanshire Healthier Lives	21%	22%	22%
Tullibody Healthy Living	38%	28%	31%
Keep Well	7%	21%	16%
Sauchie Active 8	31%	14%	20%
Coalsnaughton Cafe Society	0%	5%	3%
Community House	3%	0%	1%
Other	0%	10%	7%



## Section 11: Our environment is protected and enhanced by all

Almost three quarters of Panel members have visited the Ochil Hills/Hillfoots (71%) while 67% have visited open, natural spaces in Clackmannanshire in the last year. Just over a third (34%) have visited sites or buildings for their historic or architectural value, 26% cycling/walking paths and 24% 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:

- Tillicoultry to Alva
- Gartmorn Dam
- Railway cycle path from Menstrie to Cambus
- Tillicoultry old railway
- Sauchie to Fishcross
- All cycling paths
- Devon Way
- Old line Dollar
- Menstrie
- Tillicoultry to Dollar
- Sauchie to Dollar
- Sauchie to Devon village
- Dollar

### Visited the following in the last year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
The Ochil Hills/Hillfoots	63%	64%	73%	59%	71%	60%
Open natural spaces in Clackmannanshire	66%	61%	67%	69%	67%	67%
Sites or buildings in Clackmannanshire for their historic or architectural value	39%	20%	33%	34%	34%	32%
Sites, buildings or museums in Clackmannanshire for their cultural value	23%	16%	24%	17%	24%	17%
Clackmannanshire's cycling/walking paths	32%	N/A	25%	N/A	26%	N/A

Approximately two thirds of Panel members say they know ‘a lot’ or ‘a fair amount’ about climate change (62%) and Fairtrade (59%), while a slightly lower proportion claimed a similar level of knowledge of sustainability (50%) and biodiversity (36%). Just over two thirds (69%) also said they bought Fairtrade products ‘regularly’ or ‘sometimes’.

**Know about following terms**

	<b>A lot</b>	<b>A fair amount</b>	<b>Just a little</b>	<b>Nothing - have only heard of the term</b>	<b>Nothing - have never heard of it</b>
Climate change	13%	49%	34%	3%	1%
Fairtrade	12%	47%	36%	4%	1%
Sustainability	12%	38%	38%	10%	2%
Biodiversity	8%	28%	40%	13%	11%

**Change in awareness 2014-2015**

	<b>2015</b>	<b>2014</b>
Climate change	62%	68%
Fairtrade	59%	64%
Sustainability	50%	46%
Biodiversity	36%	37%

Base: respondents stating they know ‘a lot’ or ‘a fair amount’

**How often do you buy Fairtrade products?**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Regularly	22%	18%	15%	20%	16%	20%
Sometimes	39%	48%	56%	56%	53%	54%
Rarely	17%	17%	22%	18%	21%	18%
Never	11%	12%	4%	3%	5%	5%
Not sure	11%	5%	3%	3%	5%	3%

Approximately half to two thirds of Panel members said they have installed double glazing, draught proofing, insulation and upgraded their central heating system, while 65% also said they have turned down the heating thermostat in their home. Although only 5% have installed microgeneration technologies, 26% said they will do this or consider doing so in the future. Other changes made to improve sustainability include:

- Turn off the lights when they aren't needed (92%)
- Recycle things that can't be reused (87%)
- Buy energy efficient appliances (85%)
- Avoid wasting food (87%)
- Buy energy efficient appliances (85%)
- Eat a healthy diet (82%)
- Choose items that will last (80%)

**Heating and insulation of your home**

	I have done this		I will do this to		I will consider doing this		I will not do this		Don't know/NA	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Upgrade the heating system in your home	46%	51%	4%	5%	24%	17%	13%	9%	13%	18%
Install microgeneration technologies in your home (e.g. solar water heating, biomass boilers, heat pumps)	5%	6%	2%	6%	24%	23%	47%	42%	22%	23%
Install insulation in your home	66%	71%	3%	1%	12%	9%	8%	5%	11%	14%
Install draught proofing in your home	56%	51%	5%	4%	13%	23%	8%	5%	18%	17%
Install double glazing in your home	71%	69%	4%	2%	5%	5%	9%	4%	11%	20%
Turn down the heating thermostat in your home	65%	64%	8%	9%	15%	13%	5%	7%	7%	7%

**Changes to improve sustainability**

	I have done this		I will do this to		I will consider doing this		I will not do this		Don't know/NA	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Buy energy efficient appliances, light bulbs, TVs or other products	85%	87%	5%	4%	6%	5%	2%	2%	2%	2%
Turn off lights when they aren't needed	92%	92%	5%	4%	3%	3%	0%	1%	0%	0%
Avoid leaving things on standby	66%	91%	9%	9%	19%	14%	6%	5%	0%	1%
Fill up the washing machine or tumble dryer instead of running half loads	72%	84%	5%	5%	10%	6%	11%	2%	2%	3%
Walk, cycle or use public transport instead of using the car	46%	48%	12%	13%	22%	17%	16%	15%	4%	7%
Drive more efficiently, following 'eco-drive' principles	52%	50%	9%	12%	13%	14%	11%	7%	15%	16%
Use alternatives to flying where practical	31%	25%	10%	10%	20%	21%	21%	19%	18%	25%
Avoid wasting food	87%	85%	5%	8%	8%	6%	0%	1%	0%	0%
Eat a healthy diet, high in fruit and vegetables	82%	74%	10%	12%	7%	14%	0%	0%	1%	0%
Avoid buying over-packaged goods	63%	54%	12%	16%	18%	25%	4%	3%	3%	2%
Choose items that will last	80%	75%	9%	16%	9%	7%	1%	1%	1%	1%
Re-use or refurbish old items	65%	66%	11%	8%	15%	15%	5%	7%	4%	5%
Recycle things that can't be reused	87%	90%	4%	4%	7%	4%	0%	1%	2%	1%

## Section 12: Public agencies are improving

Panel members were asked how they would rate their experience of public services in general in the last year. As indicated below, the vast majority (94%) rated their experience as either 'very good' or 'fairly good', similar to the figure recorded in 2014 and 2013. Likewise, there has been no change in the proportion of Panel members who agree that public agencies work well together in Clackmannanshire (42%).

### How would you rate Clackmannanshire public services in general?

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2015	2014	2013	2015	2014	2013	2015	2014	2013
Very good	27%	21%	20%	34%	19%	23%	33%	19%	23%
Fairly good	67%	73%	66%	60%	74%	69%	61%	74%	68%
Quite poor	3%	4%	11%	4%	7%	6%	4%	6%	7%
Fairly poor	3%	2%	3%	2%	0%	2%	2%	1%	2%

Base: All respondents using public services in last year

### Public agencies work well together in Clackmannanshire

	Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
	Agree		Disagree		Agree		Disagree		Agree		Disagree	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
Public agencies work well together in Clackmannanshire	36%	34%	9%	9%	43%	43%	12%	12%	42%	42%	11%	12%

Balancing % stated 'neither agree nor disagree'. Excludes 'don't know' responses

In addition to measuring Panel members' experiences of public services overall, they were asked to indicate how they rated their experience of some individual public services in the last year. The table overleaf 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:

- Refuse collection / recycling (95%)
- Libraries (95%)
- Community access points (93%)

The perception of two services (Planning and Housing) was based on very small sub samples and these results should be treated with caution (and perhaps not measured in this way in future). However, the sub sample for the street cleaning service was more robust, indicating that 22% of Panel members regard it as poor.

#### Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Libraries	99%	1%	94%	6%	95%	5%
Sport and Leisure	89%	11%	86%	14%	87%	13%
Housing services	85%	15%	91%	9%	89%	11%
Planning Services	82%	18%	69%	31%	74%	26%
Street cleaning	73%	27%	80%	20%	78%	22%
Refuse collection/recycling	92%	8%	95%	5%	95%	5%
Parks and open spaces	84%	16%	93%	7%	81%	19%
Community access points	82%	18%	96%	14%	93%	7%
Council Contact Centre	77%	23%	82%	18%	81%	19%

Base: Respondents using each service

Discounting Planning and Housing because of their low sub sample of service users, most services have recorded a similar level of satisfaction as that measured in 2014. Only one service, Parks and Open Spaces, shows a statistically significant fall in satisfaction (from 93% to 81%).

**Change in perception of Public Services**

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2014	2015	2014	2015	2014
Libraries	99%	99%	94%	93%	95%	94%
Sport and Leisure	89%	88%	86%	91%	87%	91%
Housing services	85%	63%	91%	83%	89%	76%
Planning Services	82%	54%	69%	69%	74%	69%
Street cleaning	73%	82%	80%	80%	78%	80%
Refuse collection/recycling	92%	94%	95%	97%	95%	96%
Parks and open spaces	84%	89%	93%	94%	81%	93%
Community access points	82%	90%	96%	98%	93%	96%
Council Contact Centre	77%	81%	82%	87%	81%	85%

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



## **Appendix 1 Questionnaire**





Dear Panel Member,

**Clackmannanshire Survey 2015**

Enclosed with this letter is the eleventh survey of the Clacks 1000 on Clackmannanshire in 2015. 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/](http://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.

A handwritten signature in black ink, which has been partially obscured by a black rectangular redaction box.

Councillor Sharp  
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, Police Scotland, Scottish Fire and Rescue Service, Forth Valley College, Clackmannanshire Business and the Voluntary and Community Sectors.

## Section 1: Clackmannanshire has a positive image and attracts people and businesses

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 is a good place to live.	<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 physical environment	<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 great place to 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 is a cost effective 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 has a good public transport provision.	<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 cycle networks.	<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 walking networks	<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 a good choice of 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 a 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 good community activities and 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

**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 (within 1 mile) 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 (within 1 mile) do you particularly like or dislike? Please tick all that apply.**

- |   | Like                       | Dislike                    |
|---|----------------------------|----------------------------|
| How your neighbourhood is maintained              | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Availability of public transport                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The safety of your neighbourhood                  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| Your outlook/view                                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The noise levels in your neighbourhood            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The friendliness of people in your neighbourhood  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The shops in your neighbourhood                   | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The local schools in your neighbourhood           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The sense of community in your neighbourhood      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The speed/safety of traffic in your neighbourhood | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| The cleanliness/tidiness of your neighbourhood    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

**Q5. As a local resident, would you recommend these attractions to tourists?**

	Not recommended	Barely recommended	Unsure	Fairly recommended	Highly recommended
Ochil Hills/hill walking	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Castle Campbell	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Alloa Tower	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Gartmorn Dam	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sterling Mills Shopping Outlet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Golf Clubs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Cycle networks	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Glen trails	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q6. As a local resident, what do you consider to be the best family tourist experience in Clackmannanshire?**

Please specify-----

**Q7. Do you think that improvements are needed to tourist attractions in Clackmannanshire?**

- Yes  1 Please specify what improvements are needed  
-----
- No  2

**Section 2: Our Communities are more cohesive and inclusive.**

**Q8. 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
Clackmannanshire is an area where equalities and diversity is promoted	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
People in Clackmannanshire help their neighbours.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
People in Clackmannanshire get involved in community groups/activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q9. Have you undertaken any work or activities on a voluntary basis in the last 12 months?**

- Yes  1 Go to Q10
- No  2 Go to Q11

**Q10. Why did you become involved in this type of voluntary work? Please tick all that apply.**

- Helps local groups  1
- Helps local people  1
- Helps me to meet people  1
- Develops my skills  1
- Gives me work experience  1
- Helps funding  1
- Gives me a purpose  1
- Makes me feel happy  1
- Makes me feel involved in my community  1
- I wanted to repay support that I have received  1
- Other (please specify)  1  
\_\_\_\_\_

You can find out more about local volunteering opportunities by contacting Clackmannanshire Third Sector Interface CTSI on 01259 213840 [www.ctsi.org.uk](http://www.ctsi.org.uk)

**Q11. This question asks about your experience of some of the ways that the Council communicates with residents.**

	Yes	No	Sometimes
Have you seen a copy of the Council's publication, the <b>Clackmannanshire View</b> , which is published quarterly on the Council's website and is available at Council offices?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Do you read the <b>Clackmannanshire View</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Have you accessed any Council services as a result of reading the <b>Clackmannanshire View</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Please let us know of any changes that you would like made to the <b>Clackmannanshire View</b> ? _____			
Do you use the Council's website, <b>Clacksweb</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Did you find the information that you were looking for on <b>Clacksweb</b> ?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Are you aware of the Council's social media pages on Facebook and Twitter?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Do you use social media (Facebook or Twitter) to engage with the Council?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Please let us know if there is anything else that you would like to be able to do on <b>Clacksweb</b> . _____			



**Q12. 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 available on 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
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 the Council publishes on income and expenditure	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q13. How would you prefer to be consulted on Public Services in Clackmannanshire?**

Public meetings	<input type="checkbox"/> 1
Letter to residents with paper survey to complete	<input type="checkbox"/> 1
Information on Clacksweb with online survey to complete	<input type="checkbox"/> 1
Social media (Facebook/Twitter)	<input type="checkbox"/> 1
Small focus groups	<input type="checkbox"/> 1
Telephone surveys	<input type="checkbox"/> 1
Other, please specify	<input type="checkbox"/> 1

### Section 3: People are better skilled, trained and ready for learning and employment

**Q14. How would you rate your experience of the following public educational services in Clackmannanshire in the last year?**

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
Nursery Schools	<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
Forth Valley College	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q15. 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 benefitting 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
There are a lot of local job opportunities for people 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
There are some job opportunities for people 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
There are relatively few job opportunities for people 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 has good opportunities for adult based 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

**Q16. Do you feel any of the following difficulties exist in Clackmannanshire? Please tick all that apply.**

- |   |                          |   |
|---|--------------------------|---|
| Local jobs are poorly paid                  | <input type="checkbox"/> | 1 |
| Local jobs tend to be part time             | <input type="checkbox"/> | 1 |
| Local jobs are not in the right occupations | <input type="checkbox"/> | 1 |
| Other, please state<br>_____                | <input type="checkbox"/> | 1 |

**Q17. Do you think that there are more job opportunities this year, compared with last year?**

- |     |                          |   |
|-----|--------------------------|---|
| Yes | <input type="checkbox"/> | 1 |
| No  | <input type="checkbox"/> | 2 |

**Q18. Are you currently in employment or seeking work?**

- |     |                          |   |           |
|-----|--------------------------|---|-----------|
| Yes | <input type="checkbox"/> | 1 | Go to Q19 |
| No  | <input type="checkbox"/> | 2 | Go to Q21 |

**Q19. Are any of the following barriers to you getting a job or securing a better job? Please tick all that apply.**

- |   | Getting a job            | Securing a better job    |
|---|--------------------------|--------------------------|
| Lack of training                          | <input type="checkbox"/> | <input type="checkbox"/> |
| Lack of qualifications                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Lack of affordable childcare              | <input type="checkbox"/> | <input type="checkbox"/> |
| Transport problems                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Lack of relevant job opportunities        | <input type="checkbox"/> | <input type="checkbox"/> |
| Lack of job opportunities with decent pay | <input type="checkbox"/> | <input type="checkbox"/> |
| Health issues                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Lack of confidence                        | <input type="checkbox"/> | <input type="checkbox"/> |

**Q20. Are you aware of the following services in Clackmannanshire that help people to find jobs? 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 (Partnership Action for Continuing Employment) Redundancy Support | <input type="checkbox"/> | 1 |

**Q21. 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"/> |

### Section 4: Our Communities are Safer

**Q22. 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                 | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3         | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Tackling anti social behaviour | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3         | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Improving road safety          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3         | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

**Q23. 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
Police Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fire Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Services - Child Protection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Services - Adult Protection	<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
Roads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Environmental Health	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Trading Standards	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Criminal Justice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q24. 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

**Q25. In the past year have you ever felt fearful about becoming a victim of crime?**

Yes	<input type="checkbox"/> 1 Go to Q26
No	<input type="checkbox"/> 2 Go to Q28
Not sure	<input type="checkbox"/> 3 Go to Q28

**Q26. How frequently have you felt fearful of becoming a victim of crime in the past year?**

- Most of the time  1
- Quite often  2
- Only occasionally  3
- Not at all  4
- Not sure  5

**Q27. Has the fear of becoming a victim of crime stopped you from doing any of the following in the last year?**

	Never	Rarely	Often	Always
Taking part in community activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Visiting friends or family	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Taking your usual route home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Staying out later at night	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Using public transport	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

**Q28. Do you know who your local community police team are?**

- Yes  1
- No  2

More information on your local police team can be found at [www.scotland.police.uk/your community](http://www.scotland.police.uk/your community)

**Q29. Using a scale of 1 to 5 (where 1 is very effective and 5 is not effective at all), please indicate how effective the following ways would be for Police Scotland to communicate advice and information to you.**

	1 Very effective	2	3	4	5 Not effective at all
Email newsletter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Information posted through your door	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Local newspapers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Police and community meetings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Police Scotland website	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social networking sites e.g. Facebook, Twitter	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

## Section 5: Vulnerable people and families are supported

**Q30. Do you agree or disagree with the following statements about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Public agencies in Clackmannanshire work well to support vulnerable people and 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
Voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and 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
Benefits applications are administered fairly and efficiently	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q31. Do you feel that you have enough knowledge of the Government's Welfare Reform programme?**

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

[www.clacksweb.org.uk/council/welfarereforms](http://www.clacksweb.org.uk/council/welfarereforms)

**Q32. To what extent is the Government Welfare Reform programme having an impact on your household income?**

None	<input type="checkbox"/> 1
Little	<input type="checkbox"/> 2
Some	<input type="checkbox"/> 3
Substantial	<input type="checkbox"/> 4
Not sure	<input type="checkbox"/> 5

**Q33. 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](mailto:moneyadvice@clacks.gov.uk)

**Q34. Have you, or someone you know, used a Clackmannanshire food bank in the last year?**

- Yes, I have  1  
Yes, someone I know has  2  
No  3

**Q35. Are you, or someone you know, at risk of homelessness?**

- Yes, I am  1  
Yes, I know someone who is  2  
No  3

Housing support service 01259 450000 or housingsupportteam@clacks.gov.uk

**Q36. Do you provide any regular help or care for any sick, disabled or frail person?**

- Yes  1  
No  2

**Q37. What is your relationship with the person that you help or care for?**

- Parent  1  
Son/Daughter  2  
Husband/Wife/Partner  3  
Friend  4  
Neighbour  5  
Other (please specify)  6  
\_\_\_\_\_

**Q38. Do you receive any home care or support to assist you with daily living?**

- No  1  
Yes  2  
Please specify  
\_\_\_\_\_



**Q39. Do you agree or disagree with the following statements?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
I feel I can achieve a balance between keeping my home warm and managing costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I, or someone I know, struggles to pay fuel bills and keep the home affordably warm.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Me, or my family's, physical health has deteriorated due to heating and fuel costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I have considered moving house because my home is too expensive to heat and power.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

**Q40. Do you agree or disagree with the following statements?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
I know where to access advice on tackling fuel debt and high energy bills	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I am aware of grants and support to reduce fuel bills and keep my home affordably warm.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I have used Clackmannanshire Council's home energy advice service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I am satisfied with Clackmannanshire Council's home energy advice service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
I have applied for grants or financial support for renewable energy.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

## Section 6: Substance misuse and its effects are reduced

**Q41. Do you feel that alcohol and drug use in your community is more or less common compared to five years ago?**

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

**Q42. What do you consider are the main consequences of drug and alcohol misuse in Clackmannanshire? Please tick all that apply**

Violence	<input type="checkbox"/> 1
Public disorder	<input type="checkbox"/> 1
Loss of employment	<input type="checkbox"/> 1
Ill health	<input type="checkbox"/> 1
Family problems	<input type="checkbox"/> 1
Difficulties with parenting skills	<input type="checkbox"/> 1
Financial difficulties	<input type="checkbox"/> 1
Litter	<input type="checkbox"/> 1
Other, please specify	<input type="checkbox"/> 1

**Q43. Do you think that alcohol/substance misuse has had a negative impact on your family in the past year?**

Yes  1      No  2

**Alcohol/drugs help 0845 673 1774**

**Q44. Which of the following statements best describes your current smoking behaviour?**

I smoke and have no intention of giving up or cutting down	<input type="checkbox"/> 1
I smoke and I want to give up / cut down	<input type="checkbox"/> 2
I no longer smoke but used to in the past.	<input type="checkbox"/> 3
I have never smoked	<input type="checkbox"/> 4

**Q45. Are you aware of how to access stopping smoking sessions locally?**

Yes  1      No  2

Smokeline 0800 84 84 84 or [www.canstopsmoking.com](http://www.canstopsmoking.com)

**Q46. How many smokers are there living in your home?**

0	<input type="checkbox"/> 1
1	<input type="checkbox"/> 2
2	<input type="checkbox"/> 3
3	<input type="checkbox"/> 4
4	<input type="checkbox"/> 5
5+	<input type="checkbox"/> 6

**Q47. Is your house smoke free (no-one smokes in any room)?**

Yes  1      No  2

Keep your family safe from second hand smoke - if you choose to smoke, please go outside.

## Section 7: Health is improving and health inequalities are reducing

**Q48. Do you agree or disagree with the following statement about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
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

**Q49. How would you rate your experience of the following health facilities serving 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
Forth Valley Royal Hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Clackmannanshire Community Health Centre CCHC	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Work - Community Care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q50. Over the last 12 months, how would you say your health has been on the whole?**

	Physical health	Mental Health
Good	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Fairly good	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Not Good	<input type="checkbox"/> 3	<input type="checkbox"/> 3

**Q51. 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

**Q52. 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

**Q53. Have you used any of the following local services/organisations to help you with health or social issues?**

- Clackmannanshire Healthier Lives  1
  - Tullibody Healthy Living  2
  - Keep Well  3
  - Sauchie Active 8  4
  - Coalsnaughton Cafe Society  5
  - Community House  6
  - Other (please specify)  7
- \_\_\_\_\_

## Section 8: Our environment is protected and enhanced for all

**Q54. 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
Clackmannanshire's cycle/walking paths	<input type="checkbox"/> 1 _____	<input type="checkbox"/> 2

**Q55. How much, if anything, would you say you know about the following terms?**

	A lot	A fair amount	Just a little	Nothing - have only heard of the term	Nothing - have never heard of it
Climate change	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fair trade	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sustainability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Biodiversity	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q56. How often do you buy Fairtrade products?**

Regularly	Sometimes	Rarely	Never	Not sure
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q57. Which of the following have you done, or would consider doing?**

	I have done this	I will do this	I will consider doing this	I will not do this	Don't know / not applicable
Upgrade the heating system in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install microgeneration technologies in your home (e.g. solar water heating, biomass boilers, heat pumps)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install insulation in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install draught proofing in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Install double glazing in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Turn down the heating thermostat in your home	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q58. Which of the following do you do, or would consider doing?**

	I do this	I will do this	I will consider doing this	I will not do this	Don't know / not applicable
Buy energy efficient appliances, light bulbs, TVs or other products	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Turn off lights when they aren't needed	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Avoid leaving things on standby	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fill up the washing machine or tumble dryer instead of running half loads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Walk, cycle or use public transport instead of using the car	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Drive more efficiently, following 'eco-drive' principles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Use alternatives to flying where practical	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Avoid wasting food	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Eat a healthy diet, high in fruit and vegetables	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Avoid buying over-packaged goods	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Choose items that will last	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Re-use or refurbish old items	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Recycle things that can't be reused	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Section 9: Public Agencies are Improving**

**Q59. 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



**Q60. Do you agree or disagree with the following statement about Clackmannanshire?**

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
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

**Q61. How would you rate your experience of the following Council services in Clackmannanshire in the last year?**

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Sport and Leisure 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 Services	<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
Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Community Access Points CAPs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Council Contact Centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Q62. 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  1
- No  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.***

***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 original Panel had a total of 1,014 Panel members, with 708 in the wider Clackmannanshire area and 306 in the regeneration areas. In March 2013, it was agreed to refresh the Panel and to boost the number of members in the regeneration areas.

A total of 754 new Panel members were recruited to replace the 705 who had not responded to recent survey exercises. Added to the 504 existing active members, the refreshed Panel now has 1,258 members. Of these 431 are from the Regeneration areas and 827 from elsewhere in Clackmannanshire.

#### **The 2013 Clacks 1,000**

- **Total number of Panel members – 1,258**
- **Panel members from Regeneration areas – 431**
- **Panel members from elsewhere in Clackmannanshire – 827**

A comparison of the 2012 Clacks 1,000 and the newly refreshed 2013 Panel indicates the profile has remained largely unchanged. For example, there has only been a slight rise in Panel members who are owner occupiers (from 70% to 75.8%) and a fall in Council renters from 19.2% to 13.2%, while the proportion of pensioner households has risen marginally, from 26.4% to 29.2%.

Compared to the 2011 Census, the 2013 Panel also contains a higher proportion of those aged 60-74 (29.7% compared to 21.7%). However, this reflects a common trend of a higher than expected response from older residents and is rectified at the re-weighting stage for each survey (when the response is weighted to reflect the actual profile of the age population within the two areas; the Regeneration areas and elsewhere in Clackmannanshire).

