



2013 Summer Survey

Tenth Survey of the Clackmannanshire Citizens' Panel

Report

by



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1. Introduction

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

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

- Clackmannanshire and the Local Area (Section 4)
- Crime/Fear of Crime (Section 5)
- Health (Section 6)
- Clackmannanshire's Attractions and Heritage (Section 7)
- Sustainability (Section 8)
- Employment and Training (Section 9)

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 182 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 late June 2013 and by late July responses had been received from 889 Panel members (71%). 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

	Clackmannanshire	Regeneration Areas	Remainder of Clackmannanshire
Sample achieved	889	316	573
Sampling error	± 3.3%	± 5.5%	± 4.1%

As illustrated above, results for the sample as a whole will have sampling errors limited to only ±3.3%. This means, for example, that if 50% of Panel members say they shop in Alloa town centre, the "real" figure will be in a narrow range, from only 46.7% to 53.3%. The sampling errors for the regeneration areas and the rest of Clackmannanshire rise marginally to only ± 5.5% and ± 4.1% respectively.

3. Summary of Key Findings

Section 4: Clackmannanshire and the Local Area

- Positive views were recorded among Panel members for Clackmannanshire being a good place to stay (89%), having a strong sense of community (70%) and being a safe community (57%)
- Conversely, negative perceptions related to one key issue; Clackmannanshire did not have good job prospects (61%)
- 88% of Panel members are satisfied with Clackmannanshire as a place to live, confirming a consistently high satisfaction rating over the previous seven year period
- 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 90% in 2012, a figure which has been repeated in 2013
- Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value. Good neighbours (75%), friendly people (71%), a good outlook/view (68%), and a quiet and peaceful area (66%) were the most important factors to emerge, the same factors which scored highly in 2012
- Residents were also asked to indicate what they particularly dislike about their local neighbourhood. The most significant issues to emerge include 38% have problems with dogs and litter/rubbish, 37% dislike fast/speeding traffic in their neighbourhood and 36% dislike young people hanging around
- Encouraging people to be more environmentally friendly emerged as the community planning priority with the highest satisfaction rating (72%), while 56% were satisfied with tackling crime and just under half with creating a better physical environment (49%), improving road safety (45%) and promoting health and well being (44%). Conversely, dissatisfaction is highest for getting people back to work (35% dissatisfied)
- Compared to 2012, the most significant rise in satisfaction was for tackling crime (a 22% rise)

- The vast majority (91%) rated their experience of public services as either 'very good' or 'fairly good', a rise on the 83% recorded by Panel members in 2012
- The individual services scoring the highest satisfaction ratings included refuse collection/recycling (96%), primary schools (95%), secondary schools (92%), libraries (92%), GP services (90%) and hospitals (86%)
- Conversely, the services which had the highest proportion of users stating these were poor included social services (31% of users felt this was poor), street cleaning (26%), housing services (26%), Police (25%) and sport and leisure (23%)
- The topics which should be included in the Council Tax booklet included information on Council Tax band charges for the new financial year (47%) and details of the Council's budget (42%)
- Mixed views were recorded on Panel members' perceptions of the Council. For example, just over half (51%) were satisfied with the way the Council runs things while 46% agreed that they should be consulted more on how local services are delivered
- Awareness of local community and representative groups is relatively high, peaking at 54% for Community Councils, 48% for tenants' or residents' associations and 34% for the Ochils Landscape Partnership

Section 5: Crime/Fear of Crime

- A very high proportion of Panel members feel 'very safe' (59%) or 'quite safe' (37%) walking in their neighbourhood during the day, similar to the findings in 2012
- Fewer Panel members feel safe at night (82%), although this represents an improvement on 2012. There has also been a rise among those living in regeneration areas who feel safe after dark
- Just under a quarter of Panel members (22%) said they were fearful about becoming a victim of crime in the last year, a fall of 11% since 2012. In the regeneration areas the fall has been even more significant rise (down 20%)

Section 6: Health

- Panel members' attitudes to their current health and well being are very positive, with the vast majority (86%) describing their health as "good" or "fairly good"
- The gap in perceptions of good health between those living in the regeneration areas and elsewhere has closed. For example, the proportion of Panel members in the regeneration areas describing their health as "not good" in 2012 (29%) has now fallen to 13%, similar to the level recorded in 2011
- Almost half of Panel members (47%) believe alcohol use in their community is more common now than it was five years ago (with 28% feeling it is "a lot more common")
- A similar proportion (50%) believes drug use is also more common
- The vast majority of Panel members (86%) said alcohol and drug misuse leads to public disorder (76%), family problems (74%) and violence (73%)

Section 7: Clackmannanshire's Attractions and Heritage

- The majority of Panel members agree that Clackmannanshire has good access to open spaces and nature (91%), attractive places to visit and things to do (78%) and has good sports and leisure facilities (55%)
- However, the most negative aspects of Clackmannanshire's image relate to not having a good choice of activities/facilities for teenagers (only 12% agreed), while just over a quarter agreed Clackmannanshire has a good choice of activities/facilities for families (26%) and older people (28%)
- With the Ochil Hills an important destination for Panel members, it is not surprising that the vast majority (93%) said they were important to them, with 71% stating they were 'very important'
- Awareness of the work that the Ochils Landscape Partnership does in Clackmannanshire was relatively low when it was measured in 2011 but improved slightly by 2012. Awareness has risen marginally once more with typically between a third and half of Panel members aware of specific activities of the Partnership. This

peaks at 48% for conservation of the natural environment but falls to 18% for the provision of training opportunities

- Only 24% feel there is enough opportunity to learn about the nature, built and cultural heritage of the Ochil Hills and Hillfoots villages. There is therefore significant interest in seeing improvements to the visitor information centre (65%), web site (49%) as well as posters/leaflets in each town and village (49%)

Section 8: Sustainability

- More than half of Panel members say they know 'a lot' or 'a fair amount' about climate change (62%) and Fairtrade (60%) while a slight power proportion claimed a similar level of knowledge of sustainability (44%) and biodiversity (39%). Three quarters also said they bought Fairtrade products regularly or sometimes
- Between half and three quarters of Panel members said they have installed double glazing, draught proofing, insulation and upgraded their central heating system, while 76% also said they have turned down the heating thermostat in their home
- Although only 5% have installed microgeneration technologies, 29% said they will consider doing so in the future
- Other changes made to improve sustainability include turning off the lights when they aren't needed (92%), buying energy efficient appliances (88%) and recycling things that can't be reused (85%)

Section 9: Employment and Training

- The majority of respondents (60%) feel there are relatively few job opportunities in Clackmannanshire, a significant rise on the 37% originally recorded in 2008. Almost two thirds of respondents (61%) feel local jobs tend to be part time while 46% feel they are poorly paid and 44% that they are not in the right occupations
- The most significant barriers to getting a job are a lack of relevant job opportunities (24%) and a lack of job opportunities with decent pay (21%). These were also the two main factors preventing Panel members from getting a better job

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- Among Panel members there is support for action aimed at bringing more jobs to the area (73%) creating more apprenticeships (41%), getting more adults into work (38%) and getting more young people into work (31%)
- Knowledge of the Government's Welfare Reform programme is low, with only 19% saying they have enough information. Consequently, almost a third (31%) are not sure if the reforms will have an impact on their household income while 14% felt there would be 'some' or a 'substantial' impact

Section 4: Clackmannanshire and the Local Area

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

- Clackmannanshire is a good place to stay (89%)
- It has a strong sense of community (70%)
- It is a safe community (57%)

Conversely, negative perceptions related to one key issue; Clackmannanshire does not have good job prospects (61%).

In addition, a lower proportion of respondents from the regeneration areas agreed Clackmannanshire had a good sense of community (51%, compared to 74% in the rest of Clackmannanshire) and that Clackmannanshire was a good place to stay (77%, compared to 91% in the rest of Clackmannanshire).

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire has a strong sense of community	51%	18%	74%	6%	70%	8%
Public agencies work well together in Clackmannanshire	34%	12%	44%	7%	42%	8%
Clackmannanshire is a good place to stay	77%	10%	91%	2%	89%	4%
Clackmannanshire has a good availability of affordable housing	44%	23%	48%	14%	47%	15%
Clackmannanshire is a great place to work	39%	17%	33%	18%	34%	18%
Clackmannanshire has good job prospects	6%	65%	5%	60%	5%	61%
Clackmannanshire is a cost effective business location	20%	14%	33%	7%	30%	8%
Clackmannanshire is a safe community	49%	23%	59%	13%	57%	15%
Clackmannanshire is a community where health is improving	33%	23%	38%	15%	37%	17%
Clackmannanshire has good opportunities for community based adult learning	42%	5%	52%	9%	50%	9%

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

There have been some significant changes in perceptions of Clackmannanshire compared to the results from a survey in 2012, with the most notable including:

- Clackmannanshire has a strong sense of community (up from 54% in 2012 to 70% in 2013)

- Good availability of affordable housing (up from 26% in 2012 to 47% in 2013)
- Public agencies work well together (up from 32% in 2012 to 42% in 2013)

Do you agree with the following statements about Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Clackmannanshire has a strong sense of community	48%	51%	56%	74%	54%	70%
Public agencies work well together in Clackmannanshire	36%	34%	31%	44%	32%	42%
Clackmannanshire has good availability of affordable housing	29%	44%	26%	48%	26%	47%
Clackmannanshire has good job prospects	12%	6%	3%	5%	4%	5%
Clackmannanshire is a safe community	29%	49%	55%	59%	51%	57%
Clackmannanshire is a community where health is improving	27%	33%	35%	38%	34%	37%
Clackmannanshire has good opportunities for community based adult learning	61%	42%	46%	52%	49%	50%

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

In the first Clacks 1,000 survey conducted in early 2006, Panel members were asked to state how satisfied they were with Clackmannanshire as a place to live. Overall, 76% said they were satisfied and this level has risen slightly in repeated surveys since then. For example, in the 2012 survey, the estimate had increased to 86% and the 2013 survey now shows a satisfaction

rating of 88%, demonstrating over a seven year period a consistently high level of satisfaction with Clackmannanshire as a place to live.

Overall satisfaction with Clackmannanshire as a place to live

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very satisfied	16%	27%	28%	42%	26%	39%
Quite satisfied	58%	48%	60%	50%	60%	49%
Neither satisfied nor dissatisfied	11%	12%	5%	2%	6%	4%
Quite dissatisfied	15%	5%	4%	4%	6%	4%
Very dissatisfied	0%	7%	3%	1%	2%	3%
Not sure	0%	1%	0%	1%	0%	1%

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 90% in 2012, a figure which has been repeated in 2013. However, the proportion of Panel members from the regeneration areas rating their neighbourhood as good remains lower, at 79%.

Neighbourhood as a place to live

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very good	27%	31%	53%	59%	49%	54%
Fairly good	45%	48%	41%	33%	41%	36%
Fairly poor	18%	10%	3%	7%	6%	7%
Very poor	9%	10%	3%	1%	4%	2%
No opinion	1%	1%	0%	0%	0%	1%

Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value. Good neighbours (75%), friendly people (71%), a good outlook/view

(68%), and a quiet and peaceful area (66%) were the most important factors to emerge from Clackmannanshire as a whole, the same factors which scored highly in 2012.

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

- A safe area/low crime (37%, compared to 58% from the rest of Clackmannanshire)
- Quiet/peaceful (46% compared to 71% elsewhere)
- Had friendly people (54% compared to 75%)
- Had good neighbours (60% compared to 79%)
- Had good local schools (45% compared to 64%)
- Had a good sense of community (28% compared to 48%)
- Clean/tidy (29% compared to 50%)

Aspects of neighbourhood you particularly like

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Area well maintained	34%	44%	46%	54%	44%	52%
Good public transport	53%	60%	36%	53%	39%	55%
Safe area/low crime	19%	37%	52%	58%	46%	54%
Good outlook/view	28%	46%	72%	74%	64%	68%
Quiet/peaceful	33%	46%	73%	71%	66%	66%
Friendly people	39%	54%	68%	75%	63%	71%
Convenient shop/amenities	47%	66%	47%	63%	47%	64%
Good local shops	49%	46%	26%	40%	30%	41%
Good local leisure facilities	42%	36%	19%	35%	28%	35%
Good local schools	44%	45%	56%	64%	54%	60%
Good facilities for children/young people	9%	22%	13%	25%	12%	24%
Good neighbours	39%	60%	69%	79%	64%	75%
Good sense of community	18%	28%	31%	48%	29%	44%
No/little traffic	9%	26%	28%	24%	25%	25%
Safe/slow traffic	6%	26%	18%	29%	16%	28%
Clean/tidy place to live	16%	29%	49%	50%	44%	46%
No pollution/fresh air	22%	41%	71%	62%	63%	58%
Affordable house prices	N/A	33%	N/A	43%	N/A	41%

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

- 38% have problems with dogs and litter/rubbish
- 37% dislike fast/speeding traffic in their neighbourhood
- 36% of all respondents dislike young people hanging around

Aspects of neighbourhood particularly dislike

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Area poorly maintained	44%	28%	18%	19%	23%	21%
Poor public transport	9%	8%	30%	19%	27%	17%
Problems with neighbours	35%	19%	6%	5%	11%	18%
Problems with dogs	43%	38%	27%	38%	30%	38%
Unsafe area/crime	45%	22%	18%	12%	23%	14%
Poor local shops	14%	16%	19%	23%	18%	22%
Poor local leisure facilities	7%	22%	33%	27%	29%	26%
Poor local schools	5%	7%	3%	7%	4%	7%
Alcohol abuse	47%	43%	23%	23%	27%	27%
Nowhere for children to play	35%	26%	24%	13%	25%	16%
Young people hanging around/nothing to do	59%	39%	47%	36%	49%	36%
Parking problems	41%	30%	30%	27%	31%	27%
Too much traffic	23%	24%	12%	14%	14%	16%
Fast speeding traffic	47%	33%	34%	37%	36%	37%
Vandalism and graffiti	36%	24%	16%	18%	19%	19%
Litter and rubbish	72%	46%	31%	36%	38%	38%
Drug abuse and dealing	47%	38%	26%	23%	29%	26%
Environmental noise	16%	16%	7%	10%	8%	11%
Poor air quality	16%	8%	3%	2%	5%	3%
No sense of community	35%	22%	9%	5%	13%	8%
Poverty/no jobs	N/A	43%	N/A	31%	N/A	34%
Bad reputation/rough area	N/A	36%	N/A	12%	N/A	16%

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In 2012, Panel members were asked a series of questions on their attitudes to community planning priorities and the current survey provides an opportunity to evaluate the extent to which Panel members' views have changed on the delivery of these priorities.

Overall, encouraging people to be more environmentally friendly emerged with the highest satisfaction rating in 2013 (72%), while 56% were satisfied with tackling crime and just under half with creating a better physical environment (49%), improving road safety (45%) and promoting health and well being (44%). Conversely, dissatisfaction is highest for getting people back to work (35% dissatisfied).

Of the twelve issues that Panel members were asked to comment on, there has been a significant rise in levels of satisfaction for:

- Tackling crime (a 22% rise since 2012)
- Creating a better physical environment (an 11% rise)

Satisfaction has fallen marginally for some of the community planning priorities, peaking at 9% for involving and engaging young people.

Satisfaction with how the following issues are being tackled

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Tackling crime	44%	14%	59%	14%	56%	14%
Improving housing	33%	22%	39%	14%	39%	16%
Creating a better physical environment	31%	20%	53%	13%	49%	15%
Improving road safety	38%	24%	47%	19%	45%	20%
Encouraging people to be more environmentally friendly	64%	16%	74%	8%	72%	10%
Improving transport	40%	10%	37%	17%	37%	16%
Getting people back to work	11%	43%	11%	33%	11%	35%
Promoting health and wellbeing	43%	13%	44%	9%	44%	10%
Tackling poverty	12%	30%	9%	25%	10%	26%
Raising educational attainment & promoting lifelong learning	28%	22%	36%	18%	35%	19%
Involving & engaging young people	18%	22%	20%	26%	19%	25%
Involving & engaging communities	17%	17%	28%	17%	25%	17%

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

Satisfaction with how the following issues are being tackled: 2012 and 2013

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
*Tackling crime or fear of crime	27%	44%	37%	59%	34%	56%
Improving housing	36%	33%	41%	39%	40%	39%
Creating a better physical environ.	24%	31%	41%	53%	38%	49%
Improving road safety	49%	38%	47%	47%	47%	45%
Encouraging people to be more environmentally friendly	57%	64%	73%	74%	70%	72%
Improving transport	36%	40%	44%	37%	44%	37%
Getting people back to work	11%	11%	7%	11%	8%	11%
Promoting health and wellbeing	38%	43%	46%	44%	44%	44%
Tackling poverty	14%	12%	10%	9%	11%	10%
Raising educational attainment & promoting life long learning	36%	28%	39%	36%	38%	35%
Involving & engaging young people	18%	18%	30%	20%	28%	19%
Involving & engaging communities	20%	17%	27%	28%	26%	25%

Base: respondents 'satisfied' *Tackling crime or fear of crime in 2012

Panel members were asked a series of questions to establish their opinion of public services in Clackmannanshire and initially asked how they would rate their experience of public services in general in the last year. As indicated below, the vast majority (91%) rated their experience as either 'very good' or 'fairly good', a rise on the 83% recorded by Panel members in 2012.

How would you rate Clackmannanshire public services in general?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very good	15%	20%	12%	23%	13%	23%
Fairly good	70%	66%	70%	69%	70%	68%
Quite poor	7%	11%	15%	6%	13%	7%
Fairly poor	8%	3%	3%	2%	4%	2%

Base: All respondents using public services in last year

In addition to measuring Panel members' experiences of public services overall, they were asked to indicate how they rated their experience of individual public services in the last year. The table 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 (96%)
- Primary schools (95%)
- Secondary schools (92%)
- Libraries (92%)
- GP services (90%)
- Hospitals (86%)

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

- Social services (31% of users felt this was poor)
- Street cleaning (26%)
- Housing services (26%)
- Police (25%)
- Sport and Leisure (23%)

The most significant differences geographically relate to more Panel members in the regeneration areas rating housing services as poor (39% compared to 22% elsewhere) and the Council's contact centre as poor (30% compared to 11% elsewhere).

Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
GP Services	94%	6%	89%	11%	90%	10%
Hospitals	88%	12%	86%	14%	86%	14%
Libraries	93%	7%	92%	8%	92%	8%
Police	74%	26%	75%	25%	75%	25%
Fire and Rescue	98%	2%	99%	1%	99%	1%
Sport and Leisure	88%	12%	75%	25%	77%	23%
Primary schools	92%	8%	96%	4%	95%	5%
Secondary schools	92%	8%	92%	8%	92%	8%
Social services	76%	24%	68%	32%	69%	31%
Housing services	61%	39%	78%	22%	76%	26%
Street cleaning	65%	35%	77%	23%	74%	26%
Refuse collection/recycling	93%	7%	97%	3%	96%	4%
Roads	50%	50%	49%	51%	49%	51%
Street lighting	87%	13%	87%	13%	87%	13%
Parks and open spaces	77%	23%	91%	9%	88%	12%
Community centres	66%	34%	83%	17%	80%	20%
Community access points	83%	17%	87%	13%	87%	13%
Council Contact Centre	70%	30%	89%	11%	85%	15%

Base: Respondents using each service

Since 2012, three services have recorded the highest rise in the proportion of Panel members who have rated them as good; a 13% rise for libraries, a 10% rise for housing services and a 9% rise for street cleaning.

Change in perception of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
GP Services	83%	94%	92%	89%	90%	90%
Hospitals	69%	88%	93%	86%	92%	86%
Libraries	100%	93%	74%	92%	79%	92%
Police	76%	74%	82%	75%	80%	75%
Sport and Leisure	91%	88%	73%	75%	76%	77%
Primary schools	98%	92%	95%	96%	95%	95%
Secondary schools	86%	92%	91%	92%	90%	92%
Social services	42%	76%	73%	68%	64%	69%
Housing services	60%	61%	70%	78%	66%	76%
Street cleaning	54%	65%	67%	77%	65%	74%
Refuse collection/recycling	86%	93%	94%	97%	93%	96%
Street lighting	80%	87%	88%	87%	86%	87%

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

In previous surveys, Panel members had been critical of the Planning service and it was felt this did not reflect the feedback received by the service. It was agreed to ask respondents separate questions on their experience of using the service (rather than ask for feedback as part of a large group of services as in the table above). Very few respondents (6%) said they had used the Planning service in the last year and the main reasons for doing so included submitting a planning application (44% of this group) and seeking planning advice (36%). Overall, the experience of service users is very positive with 88% saying it was 'very good' or 'quite good'. However, these views need to be treated with caution as they are based on a very small subsample.

Used Clackmannanshire Council Planning Services in last 12 months

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	7%	6%	6%
No	93%	94%	94%

What did you use the Planning Service for?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Planning advice	58%	30%	36%
Submitting a planning application	36%	47%	44%
Viewing a planning application	36%	33%	33%
Commenting on or objecting to a planning application	27%	36%	34%
Viewing Local Development Plan	46%	12%	19%
Other	27%	7%	11%

Base: respondents using the planning service

Rate experience of the Planning Services used

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Very good	73%	47%	54%
Quite good	18%	40%	34%
Quite poor	9%	7%	7%
Very poor	0%	6%	5%

Base: respondents using the planning service

Almost all Panel members (89%) said they received a copy of The Clackmannanshire View and most of this group (88%) have read it. However, relatively few (14%) have accessed Council services as a result.

Experience of some of the ways the Council communicates with residents

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Yes	Sometimes	Yes	Sometimes	Yes	Sometimes
Do you receive a copy of the Council's publication, the Clackmannanshire View, which is delivered four times a year to households?	68%	19%	72%	18%	71%	18%
Do you read the Clackmannanshire View?	67%	15%	76%	14%	74%	14%
Have you accessed Council services as a result of reading the Clackmannanshire View?	7%	8%	10%	4%	9%	5%
Do you use the Council's website, Clacksweb?	44%	25%	50%	22%	49%	23%
Did you find the information that you were looking for on Clacksweb?	66%	11%	68%	12%	68%	12%
Are you aware of the Council's social media pages on Facebook and Twitter?	33%	1%	32%	1%	33%	1%
Do you use social media (Facebook or Twitter) to engage with the Council?	11%	5%	10%	3%	10%	3%
Do you use a hand held device such as a mobile phone or tablet to access Clacksweb or the Council's Facebook and Twitter pages?	23%	3%	21%	9%	21%	8%

Balancing % is 'No'

Almost three quarters (72%) have also used the Council's website, Clacksweb, with most of this group (80%) finding the information they were looking for. Conversely, just over a third (34%) is

aware of the Council's social media pages on Facebook and Twitter, with only 13% using these pages to engage with the Council.

Just under half of all Panel members (45%) said they have read their annual Council Tax booklet, with another 33% saying they read it 'sometimes'. Only 17% said they would like to receive the Council Tax booklet in a different format.

Annual Council Tax Booklet

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	Yes	No	Sometimes	Yes	No	Sometimes	Yes	No	Sometimes
Do you read your annual Council Tax booklet?	42%	28%	30%	46%	34%	20%	45%	33%	22%

Annual Council Tax Booklet format

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Yes	No	Yes	No	Yes	No
Would you like to receive the Council Tax booklet in a different format? E.g. wall planner with calendar on the opposite side	18%	82%	16%	84%	17%	83%

Panel members were asked which of a number of topics were important to them and whether they should be covered in the Council Tax booklet. The most significant to emerge included:

- Details of the Council's budget (61% said this was important to them and 42% wanted information on it included in the Council Tax booklet)
- Information on Council Tax band charges for the new financial year (60% and 47% respectively)
- Details on the planned budget spend for the following year (58% and 41% respectively)

Important topics

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Welfare Reform Changes	43%	31%	33%
Performance information on how the council did last year	48%	51%	51%
Performance summaries advising how the council compares from previous year	44%	49%	48%
Details of the Council's budget	52%	63%	61%
Details on planned budget spend for the following year	51%	60%	58%
Details on money spent on Council Housing	42%	42%	42%
Details on money spent in other areas within the Council	45%	51%	50%
Information on Council Tax Band charges for the new financial year	60%	60%	60%
Details on how to pay your Council Tax	35%	41%	40%
Details of useful contact numbers within and out with the Council e.g. Regional Assessor	43%	42%	42%

Would like information in Council Tax Booklet

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Welfare Reform Changes	26%	29%	29%
Performance information on how the council did last year	34%	44%	42%
Performance summaries advising how the council compares from previous year	31%	42%	39%
Details of the Council's budget	35%	44%	42%
Details on planned budget spend for the following year	37%	42%	41%
Details on money spent on Council Housing	36%	34%	34%
Details on money spent in other areas within the Council	34%	38%	38%
Information on Council Tax Band charges for the new financial year	40%	49%	47%
Details on how to pay your Council Tax	41%	34%	35%
Details of useful contact numbers within and out with the Council e.g. Regional Assessor	47%	39%	41%

Mixed views were recorded on Panel members' perceptions of the Council. For example, just over half (51%) agreed they were satisfied with the way the Council runs things while 46% agreed that they should be consulted more on how local services are delivered. Compared to 2012, there has been a 10% rise in the proportion of Panel members who agree Clackmannanshire Council meets or exceeds expectations in communicating with them and that they are satisfied with the information that the Council provides on its own performance. In terms of preferred methods of consultation on Council services, the largest group (59%) would prefer a letter with a paper survey to complete.

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	40%	14%	47%	12%	38%	12%
I feel that I should be consulted more on how local services are delivered	44%	10%	46%	9%	46%	9%
Taking everything into account, I am satisfied with the way the Council runs things	53%	16%	51%	13%	51%	14%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	34%	18%	35%	18%	34%	18%
Overall, I am satisfied with the information available on results and feedback of consultations	37%	13%	37%	17%	37%	16%
Overall, I am satisfied with the information that the Council provides on its own performance	35%	14%	39%	10%	39%	11%

Balancing % 'Neither agree nor disagree'

Changes in perception of the Council

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Clackmannanshire Council meets or exceeds expectations in communicating with me	33%	40%	27%	47%	28%	38%
I feel that I should be consulted more on how local services are delivered	44%	44%	54%	46%	52%	46%
Taking everything into account, I am satisfied with the way the Council runs things	47%	53%	49%	51%	48%	51%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	24%	34%	28%	35%	28%	34%
Overall, I am satisfied with the information that the Council provides on its own performance	27%	35%	30%	39%	29%	39%

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

Prefer to be consulted on Council Services

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Public meetings	26%	24%	24%
Letter to residents with paper survey to complete	61%	58%	59%
Information on Clacksweb with online survey to complete	29%	37%	36%
Information in View with feedback form to complete	30%	29%	29%
Small focus groups	21%	14%	15%
Telephone survey	8%	4%	5%

Awareness of local community and representative groups is relatively high, peaking at 54% for Community Councils, 48% for tenants' or residents' associations and 34% for the Ochils Landscape Partnership. The level of involvement in these organisations is relatively low, at typically less than 5%.

Are you aware of the following community and representative groups in Clackmannanshire?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Tenants and Residents Association	67%	58%	55%	46%	56%	48%
Community Councils	47%	43%	60%	56%	58%	54%
Clackmannanshire Third Sector Interface (CTSI)	12%	13%	9%	17%	9%	16%
Ochils Landscape Partnership	11%	22%	25%	37%	23%	34%
Inner Forth Landscape Initiative	6%	8%	5%	11%	5%	11%
Another community group in your area/any other voluntary organisations serving Clackmannanshire	18%	11%	22%	12%	22%	12%

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Tenants and Residents Association	5%	6%	4%	3%	4%	4%
Community Councils	1%	2%	4%	3%	3%	3%
Clackmannanshire Third Sector Interface (CTSI)	1%	4%	1%	1%	1%	2%
Ochils Landscape Partnership	0%	4%	1%	1%	1%	2%
Inner Forth Landscape Initiative	0%	4%	Under 1%	1%	Under 1%	1%
Another community group in your area/any other voluntary organisations serving Clackmannanshire	0%	1%	9%	5%	8%	4%

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

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Yes	24%	36%	39%	36%	36%	36%
No	76%	64%	61%	64%	64%	64%

Just under a third of all Panel members (31%) say they undertake work or activities on a voluntary basis, a slight rise on the 23% recorded in 2012. Volunteers work with a wide range of groups, with children/young people (58%) and sport/leisure (25%) representing the two main themes of their volunteering. Feeling more involved in the community (58%), helping local

groups (50%) and helping local people (49%) were the three main reasons cited for volunteering.

Currently undertake work or activities on a voluntary basis

Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
2011	2012	2013	2011	2012	2013	2011	2012	2013
23%	21%	23%	29%	24%	33%	28%	23%	31%

What best describes the nature of the volunteering work?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Children/young people	35%	54%	39%	58%	38%	58%
Adult care	33%	23%	23%	16%	25%	17%
Environment	0%	10%	11%	12%	9%	11%
Sport/leisure	0%	13%	27%	27%	23%	25%
Heritage	17%	18%	3%	13%	5%	14%
Education or learning	0%	15%	21%	18%	18%	18%
Other	12%	26%	20%	18%	19%	19%

Base: Panel members involved in volunteering

Benefits of Voluntary work

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Helps local groups	71%	41%	53%	52%	56%	50%
Helps local people	N/A	59%	N/A	48%	N/A	49%
Helps me to meet people	22%	36%	38%	27%	36%	28%
Develops my skills	6%	56%	20%	17%	18%	23%
Gives me work experience	0%	39%	6%	5%	5%	10%
Helps funding	N/A	21%	N/A	14%	N/A	15%
Makes me feel involved in my community	47%	69%	57%	56%	55%	58%
Other	0%	5%	8%	7%	7%	7%

Base: Panel members involved in volunteering

Section 5: Crime/Fear of Crime

A very high proportion of Panel members feel 'very safe' (59%) or 'quite safe' (37%) walking in their neighbourhood during the day, similar to the findings in 2012. Fewer Panel members feel safe at night (82%), although this represents a slight improvement on 2012. There has also been a more significant rise among those living in regeneration areas who feel safe after dark (from 50% to 74%).

Attitudes to safety walking in your neighbourhood during the day

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very safe	35%	49%	64%	61%	59%	59%
Quite safe	50%	42%	31%	37%	35%	37%
Not very safe	15%	8%	3%	2%	5%	3%
Not safe at all	0%	1%	2%	0%	1%	1%
Not sure	0%	0%	0%	0%	0%	0%

Attitudes to safety walking in the neighbourhood at night

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very safe	9%	21%	22%	33%	20%	30%
Quite safe	41%	53%	60%	51%	57%	52%
Not very safe	43%	17%	15%	12%	19%	13%
Not safe at all	7%	6%	3%	3%	4%	4%
No opinion	0%	3%	0%	1%	0%	1%

As illustrated in the table below, just under a quarter of Panel members (22%) said they were fearful about becoming a victim of crime in the last year, a fall of 11% since 2012. In the regeneration areas the fall has been even more significant (down 20%).

Of those feeling fearful, the majority (83%) stated this concern was felt “only occasionally”. However, 15% said that they felt fearful of becoming a victim of crime “quite often”, and 2% ‘most of the time’.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Yes	46%	26%	30%	21%	33%	22%
No	53%	67%	56%	75%	55%	73%
Not sure	1%	7%	14%	4%	12%	5%

Frequency of feeling fearful in the past year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Most of the time	5%	0%	7%	2%	7%	2%
Quite often	44%	28%	22%	12%	27%	15%
Only occasionally	51%	72%	70%	86%	65%	83%
Not sure	0%	0%	1%	0%	1%	0%

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 (79% of those fearful of crime said it had not stopped them taking part in community activities) and visiting friends and family (63%). Conversely, more than a third (37%) said feeling fearful had often or always

stopped them staying out later at night. Finally, just over a quarter of Panel members (28%) said they knew who their local community police team are.

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

	Never	Rarely	Often	Always
Taking part in community activities	79%	16%	4%	1%
Visiting friends or family	63%	29%	7%	8%
Taking your usual route home	46%	37%	13%	4%
Staying out later at night	36%	27%	28%	9%
Using public transport	45%	30%	21%	4%

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

Know your local community police team?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	23%	29%	28%
No	77%	71%	72%

Section 6: Health

Panel members' attitudes to their current health and well being are very positive, with the vast majority (86%) describing their health as "good" or "fairly good". Relatively few residents (only 14%) stated that their health and well being is "not good". However, it is significant that the gap in perceptions of good health between those living in the regeneration areas and elsewhere has closed. For example, the proportion of Panel members in the regeneration areas describing their health as "not good" in 2012 (29%) has fallen to 13%, similar to the level recorded in 2011.

Your health in the last 12 months

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Good	48%	41%	56%	50%	52%	54%	50%	50%	55%
Fairly Good	36%	30%	31%	37%	40%	32%	37%	38%	31%
Not Good	16%	29%	13%	13%	8%	14%	13%	12%	14%

In 2009, almost three quarters of Panel members (71%) described their general mental or emotional well being as either 'very happy' or 'fairly happy'. By 2011, this has risen significantly to 85% and it has remained around this level in 2012 (85%) and in 2013 (81%). A similar proportion (87%) also described their overall quality of life as 'very good' or 'fairly good'.

Yet again, the gap between the regeneration areas and elsewhere in Clackmannanshire has 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 2013, the gap had closed to only 2%, similar to the position in 2011.

Your general mental or emotional well being

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
Very happy	30%	43%	43%	31%	38%	41%	33%	39%	41%
Fairly happy	53%	20%	40%	54%	51%	40%	52%	46%	40%
Neither happy nor unhappy	10%	11%	7%	11%	5%	13%	10%	6%	11%
Fairly unhappy	4%	24%	6%	2%	4%	6%	3%	7%	6%
Very unhappy	3%	2%	2%	2%	2%	Under 1%	2%	2%	1%
Not sure	0%	0%	2%	0%	0%	Under 1%	0%	0%	1%

Your overall quality of life

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very good	32%	39%	34%	39%	33%	38%
Fairly good	40%	42%	58%	50%	55%	49%
Neither good nor poor	2%	9%	5%	5%	5%	6%
Fairly poor	17%	4%	3%	5%	5%	5%
Very poor	9%	6%	0%	1%	2%	2%

Almost half of Panel members (47%) believe alcohol use in their community is more common now than it was five years ago (with 28% feeling it is “a lot more common”). However, this represents a fall of 17% since 2012. A similar proportion (50%) believes drug use is also more common. The vast majority of Panel members (86%) said alcohol and drug misuse leads to public disorder (76%), family problems (74%) and violence (73%). However, only 6% said misuse had a negative impact on their family in the last year. Among this group, awareness of the drug and alcohol services locally is low (17%), although this figure needs to be treated with caution as it is based on a very small sample size.

Alcohol use in your community

	Regeneration Areas			Rest of Clackmannanshire			Clackmannanshire		
	2011	2012	2013	2011	2012	2013	2011	2012	2013
A lot more common	46%	60%	40%	40%	40%	25%	41%	43%	28%
A little more common	18%	2%	13%	17%	24%	20%	17%	21%	19%
No real change	19%	29%	35%	24%	23%	29%	23%	24%	30%
A little less common	4%	0%	2%	5%	3%	7%	5%	2%	6%
A lot less common	2%	0%	1%	3%	1%	2%	3%	1%	1%
Don't know	11%	9%	9%	11%	9%	17%	11%	9%	16%

Drug use in your community

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
A lot more common	40%	38%	38%
A little more common	18%	10%	12%
No real change	24%	23%	23%
A little less common	4%	7%	6%
A lot less common	1%	1%	1%
Don't know	13%	21%	20%

Consequences of drug and alcohol misuse

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Violence	75%	72%	73%
Public disorder	80%	75%	76%
Loss of employment	39%	43%	42%
Ill health	53%	60%	58%
Family problems	71%	75%	74%
Difficulties with parenting skills	61%	63%	62%
Financial difficulties	71%	68%	69%
Litter	43%	47%	46%
Other	4%	1%	2%

Alcohol and Drugs Misuse

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Alcohol/Substance misuse has a negative impact on your family in the past year**	18%	5%	11%	6%	12%	6%
Know where to access alcohol/drugs services locally *	63%	33%	49%	15%	51%	17%

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

**The 2012 figures do not relate solely to the last year

Section 7: Clackmannanshire's Attractions and Heritage

The majority of Panel members agree that Clackmannanshire:

- Has good access to open spaces and nature (91%)
- Has attractive places to visit and things to do (78%)
- Approximately half also agreed it has good sports and leisure facilities (55%) and good shopping facilities (46%)

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

- Only 12% agreed it has a good choice of activities/facilities for teenagers
- Just over a quarter agreed Clackmannanshire has a good choice of activities/facilities for families (26%) and older people (28%)

Compared to 2012, there has been:

- A 16% fall in the proportion disagreeing Clackmannanshire has a good choice of activities for teenagers
- A 13% fall in the proportion disagreeing Clackmannanshire has a good choice of activities for families
- A 10% fall in the proportion disagreeing that Clackmannanshire has good shopping facilities and a good choice of activities for young children

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 attractive places to visit and things to do	20%	58%	15%	5%	1%	1%
Clackmannanshire has good shopping facilities	8%	28%	22%	24%	7%	1%
Clackmannanshire has good access to nature and open spaces	34%	57%	7%	1%	1%	0%
Clackmannanshire has good sports and leisure facilities	11%	44%	29%	12%	2%	2%
Clackmannanshire has a good choice of activities/facilities for young children	8%	26%	26%	10%	6%	24%
Clackmannanshire has a good choice of activities/facilities for teenagers	3%	9%	29%	20%	11%	28%
Clackmannanshire has a good choice of activities/facilities for families	4%	22%	36%	12%	6%	20%
Clackmannanshire has a good choice of activities/facilities for older people	1%	27%	26%	11%	5%	30%
Clackmannanshire has good community activities/facilities	2%	27%	38%	10%	5%	18%

Clackmannanshire 2012 and 2013

	Agree		Disagree	
	2012	2013	2012	2013
Clackmannanshire has attractive places to visit and things to do	72%	78%	10%	6%
Clackmannanshire has good shopping facilities	40%	46%	41%	31%
Clackmannanshire has good access to nature and open spaces	88%	91%	5%	2%
Clackmannanshire has good sports and leisure facilities	54%	55%	13%	14%
Clackmannanshire has a good choice of activities/facilities for young children	28%	34%	26%	16%
Clackmannanshire has a good choice of activities/facilities for teenagers	11%	12%	47%	31%
Clackmannanshire has a good choice of activities/facilities for families	21%	26%	31%	18%
Clackmannanshire has a good choice of activities/facilities for older people	25%	28%	17%	16%
Clackmannanshire has good community activities/facilities	22%	29%	19%	15%

N.B. Balancing % includes those who neither agree nor disagree or not sure

In 2012, 57% felt the natural heritage of the Ochil Hills/Hillfoots was being adequately cared for, a view which has now risen to 67%. There has been little change in Panel members' views regarding the natural and built heritage while 12% fewer respondents feel the cultural heritage was being cared for.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
The Ochil Hills/Hillfoots	58%	61%	56%	69%	57%	67%
Natural heritage (habitat, species, land formation)	56%	42%	48%	55%	50%	53%
Built heritage (buildings, walls, archaeology that display the past)	52%	38%	48%	46%	49%	44%
Cultural heritage (music, dance, language skills, photographs)	44%	23%	40%	30%	41%	29%

Two thirds of Panel members have visited the Ochil Hills/Hillfoots in the last year while 58% have visited open, natural spaces in Clackmannanshire, 28% have visited sites or buildings for their historic or architectural value and 14% have visited sites, buildings or museums for their cultural value. Some Panel members provided details of the places they had visited and the most common included:

- Gartmorn dam
- Dollar museum
- Alva Glen
- Menstrie Castle
- Alloa Tower
- Dumyat
- Clackmannan Tower
- Dollar Glen
- Ochil Hills
- Devon Way

Visited the following in the last year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
The Ochil Hills/Hillfoots	24%	44%	65%	72%	57%	66%
Open natural spaces in Clackmannanshire	27%	48%	68%	60%	62%	58%
Sites or buildings in Clackmannanshire for their historic or architectural value	8%	15%	29%	31%	25%	28%
Sites, buildings or museums in Clackmannanshire for their cultural value	8%	9%	16%	15%	14%	14%

More than half of all Panel members (57%) said they visited the Gartmorn Dam Nature Park in the last year. Those not visiting the site said they were not interested (22%) while some open ended comments indicated that some respondents were too busy or that they had forgotten the park was there. Of those visiting the park, 35% also visited the sunken garden, citing reasons such as they liked the quiet space (54% of this group), that children like it (27%) and that it was a sun trap (24%). However, the majority of those visiting the park (65%) did not visit the sunken garden with most of this group (58%) saying they did not know about it.

Visited Gartmorn Dam Nature Park in the last year

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	60%	56%	57%
No	40%	44%	43%

Why have you not visited Gartmorn Dam Nature Park in the last year?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Not interested	41%	18%	22%
Lack of Transport	14%	7%	8%
Lack of Information	21%	13%	14%
Other	19%	36%	33%

Base: respondents not visiting Gartmorn Dam Nature Park in last year

Visited the sunken garden at Gartmorn Dam Nature Park

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	23%	38%	35%
No	77%	62%	65%

Base: respondents who have visited Gartmorn Dam Nature Park in last year

Why did you visit the sunken garden at Gartmorn Dam Nature Park

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Sun trap	9%	27%	24%
Plenty of seating	13%	20%	20%
Quiet space	57%	54%	54%
Children like it	22%	27%	27%
Picnic area	44%	8%	13%
Close to the car part	9%	15%	14%
Other	9%	23%	21%

Base: respondents visiting the sunken garden

Why did you not visit the sunken garden at Gartmorn Dam Nature Park

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Not interested	5%	7%	6%
Don't know about it	60%	57%	58%
Don't know where it is	27%	19%	21%
It is unattractive	4%	9%	8%
Other	8%	9%	8%

Base: respondents not visiting the sunken garden

With the Ochil Hills being an important destination for Panel members, it is not surprising that the vast majority (93%) said they were important to them, with 71% stating they were 'very important'.

How important are the Ochil Hills to you?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Very important	64%	70%	78%	71%	76%	71%
Quite important	24%	26%	20%	22%	20%	22%
Not important	6%	4%	2%	1%	2%	2%
Not sure	6%	0%	0%	6%	2%	5%

Awareness of the work that the Ochils Landscape Partnership does in Clackmannanshire was relatively low when it was measured in 2011 but improved slightly by 2012. As illustrated overleaf, awareness has risen marginally once more with typically between a third and half of Panel members aware of specific activities of the Partnership. This peaks at 48% for conservation of the natural environment and falls to 18% for the provision of training opportunities. However, awareness of all nine aspects of the work of the Partnership has risen since 2012.

Summer 2013 Survey

More than half of all Panel members (58%) are aware of the industrial heritage of the Ochils but only 24% feel there is enough opportunity to learn about the nature, built and cultural heritage of the Ochil Hills and Hillfoots villages. Consequently, there is significant interest in seeing the following improved:

- Visitor information centre (65%)
- Web site (49%)
- Posters/leaflets in each town and village (49%)
- Newsletter (43%)
- Newspaper advertisements (41%)
- Community participation events (31%)

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Conservation of the natural environment	21%	31%	46%	52%	42%	48%
Conservation of the built environment	12%	20%	22%	37%	20%	34%
Providing volunteering opportunities	24%	23%	29%	38%	28%	35%
Providing employment opportunities	8%	14%	9%	22%	9%	20%
Providing training opportunities	14%	12%	12%	20%	13%	18%
Engagement with local communities	10%	21%	33%	38%	29%	34%
Running events for all the family	31%	33%	24%	33%	26%	33%
Getting involved with schools in Clackmannanshire	28%	23%	18%	34%	20%	32%
Running the Ochils Festival	8%	22%	16%	31%	14%	29%

Aware of the industrial heritage of the Ochils

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Yes	26%	39%	62%	63%	56%	58%
No	60%	45%	22%	23%	28%	27%
Not sure	14%	16%	16%	14%	16%	15%

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Yes	9%	12%	14%	27%	13%	24%
No	38%	57%	50%	40%	48%	43%
Not sure	53%	31%	36%	33%	39%	33%

What would you like to see improved

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Visitor Information Centre	62%	74%	69%	63%	68%	65%
Newsletter	36%	45%	35%	43%	35%	43%
Web site	33%	52%	51%	48%	48%	49%
Community participation events	26%	26%	36%	32%	35%	31%
Posters / leaflets in each town and village	31%	51%	48%	49%	45%	49%
Radio advertisements	14%	18%	17%	15%	16%	15%
Television advertisements	26%	23%	24%	14%	25%	16%
Newspaper advertisements	55%	49%	44%	39%	46%	41%

8. Sustainability

More than half of Panel members say they know 'a lot' or 'a fair amount' about climate change (62%) and Fairtrade (60%) while a slight power proportion claimed a similar level of knowledge of sustainability (44%) and biodiversity (39%). Three quarters also said they bought Fairtrade products regularly or sometimes.

Know about 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	15%	47%	34%	4%	Under 1%
Fairtrade	15%	45%	34%	5%	1%
Sustainability	14%	30%	33%	20%	3%
Biodiversity	10%	29%	35%	20%	6%

How often do you buy Fairtrade products?

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Regularly	17%	25%	23%
Sometimes	52%	52%	52%
Rarely	14%	17%	17%
Never	9%	3%	4%
Not sure	8%	3%	4%

Between half and three quarters of Panel members said they have installed double glazing, draught proofing, insulation and upgraded their central heating system, while 76% also said they have turned down the heating thermostat in their home. Although only 5% have installed microgeneration technologies, 29% said they will consider doing so in the future. Other changes Made to improve sustainability include:

- Turn off the lights when they aren't needed (92%)
- Buy energy efficient appliances (88%)
- Recycle things that can't be reused (85%)
- Avoid wasting food (83%)
- Buy items that will last (82%)

Heating and insulation of your home

	I have done this	I will do this	I will consider doing this	I will not do this	Don't know/NA
Upgrade the heating system in your home	46%	8%	18%	12%	16%
Install microgeneration technologies in your home (e.g. solar water heating, biomass boilers, heat pumps)	5%	1%	29%	39%	26%
Install insulation in your home	66%	3%	14%	5%	12%
Install draught proofing in your home	56%	5%	17%	7%	15%
Install double glazing in your home	72%	1%	6%	7%	14%
Turn down the heating thermostat in your home	76%	6%	9%	6%	3%

Changes to improve sustainability

	I have done this	I will do this	I will consider doing this	I will not do this	Don't know/NA
Buy energy efficient appliances, light bulbs, TVs or other products	88%	3%	6%	2%	1%
Turn off lights when they aren't needed	92%	3%	1%	4%	0%
Avoid leaving things on standby	73%	8%	14%	4%	1%
Fill up the washing machine or tumble dryer instead of running half loads	85%	3%	7%	3%	2%
Walk, cycle or use public transport instead of using the car	58%	6%	19%	13%	4%
Drive more efficiently, following 'eco-drive' principles	47%	10%	18%	8%	17%
Use alternatives to flying where practical	27%	6%	21%	17%	29%
Avoid wasting food	83%	9%	6%	1%	1%
Eat a healthy diet, high in fruit and vegetables	78%	13%	8%	1%	0%
Avoid buying over-packaged goods	50%	13%	29%	3%	5%
Choose items that will last	82%	7%	9%	1%	1%
Re-use or refurbish old items	59%	10%	21%	5%	5%
Recycle things that can't be reused	85%	5%	7%	1%	2%

9. Employment and Training

The majority of respondents (60%) feel there are relatively few job opportunities in Clackmannanshire, a significant rise on the 37% originally recorded in 2008. Almost two thirds of respondents (61%) feel local jobs tend to be part time while 46% feel they are poorly paid and 44% that they are not in the right occupations.

Attitudes to local job opportunities in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
There are a lot of job opportunities for people in Clackmannanshire	2%	1%	1%	0%	2%	0%
There are some job opportunities	21%	20%	19%	20%	20%	20%
There are relatively few job opportunities	64%	60%	67%	60%	66%	60%
Not sure	13%	19%	13%	20%	12%	20%

Base: all respondents

Attitudes to local jobs in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Local jobs are poorly paid	41%	58%	54%	43%	52%	46%
Local jobs tend to be part time	61%	73%	66%	58%	65%	61%
Local jobs are not in the right occupations	45%	50%	41%	43%	42%	44%

Base: all respondents

More than half of respondents (57%) are in employment or seeking work and this group said the most significant barriers to getting a job are a lack of relevant job opportunities (24%) and a lack of job opportunities with decent pay (21%). These were also the two main factors preventing Panel members from getting a better job.

Barriers to getting a job

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Lack of training	5%	11%	10%
Lack of qualifications	3%	10%	9%
Lack of affordable childcare	6%	11%	9%
Transport problems	5%	6%	6%
Lack of relevant job opportunities	20%	25%	24%
Lack of job opportunities with decent pay	17%	22%	21%

Base: respondents in employment or seeking work

Securing a better job

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Lack of training	11%	15%	14%
Lack of qualifications	10%	13%	12%
Lack of affordable childcare	5%	14%	12%
Transport problems	5%	4%	4%
Lack of relevant job opportunities	23%	39%	36%
Lack of job opportunities with decent pay	28%	30%	29%

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 (81%)
- Council/Clackmannanshire Works (36%)
- Skills Development Scotland (26%)

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

Awareness of services to help people find jobs

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Council / Clackmannanshire Works	28%	36%	43%	36%	41%	36%
Jobcentre Plus	84%	85%	93%	80%	92%	81%
Skills Development Scotland	24%	33%	20%	25%	20%	26%
Triage / Work Programme	47%	36%	35%	15%	37%	19%
Council / Young Parents Project	3%	1%	4%	5%	4%	4%
Council / Activity Agreements	3%	4%	7%	6%	6%	5%
PACE Redundancy Support	19%	8%	6%	5%	8%	6%

Base: respondents in employment or seeking work

Among all Panel members, there is support for action aimed at bringing more jobs to the area (73%) creating more apprenticeships (41%), getting more adults into work (38%) and getting more young people into work (31%).

Which of the following do you think are important actions?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Getting more young people into work	52%	63%	52%	48%	52%	31%
Getting more adults into work	48%	46%	38%	36%	40%	38%
Bringing jobs to the area	68%	72%	56%	73%	58%	73%
Creating more apprenticeships	59%	47%	39%	40%	42%	41%
Assistance with starting up your own business	35%	31%	28%	24%	30%	25%

Base: respondents stating each is the most important priority

Knowledge of the Government's Welfare Reform programme is low, with only 19% saying they have enough information. Consequently, almost a third (31%) are not sure if the reforms will have an impact on their household income while 14% felt there would be 'some' or a 'substantial' impact. More than half of all Panel members (54%) said they did not know where to access money advice services locally. This rose to 69% among those who said they don't know enough about the reforms and to 64% of those who were unsure of the impact on the reforms on their income.

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

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
Yes	11%	21%	19%
No	61%	52%	54%
Not sure	28%	27%	27%

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

	Regeneration Areas	Rest of Clackmannanshire	Clackmannanshire
None	36%	45%	44%
Little	13%	11%	11%
Some	9%	12%	12%
Substantial	5%	2%	2%
Not sure	37%	30%	31%

Know where to access money advice services locally

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2012	2013	2012	2013	2012	2013
Yes	48%	41%	45%	44%	46%	43%
No	52%	59%	55%	56%	54%	57%

**Appendix 1
Questionnaire**



Dear Panel Member,

Clackmannanshire Survey 2013

Enclosed with this letter is the tenth survey of the Clacks 1000 on Clackmannanshire in 2013. Your response to this survey will be important to agencies and services in planning local services to improve Clackmannanshire as a place to live.

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

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

Thank you for your participation in this important survey.

A handwritten signature in black ink, which appears to read "Gary Howersley".

COUNCILLOR HOWERSLEY
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 and Your Local Area

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

	Strongly agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire has a strong sense of community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Public agencies work well together in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a good place to stay	<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 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 is a safe community	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a community where health is improving	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good opportunities for community based adult learning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

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

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

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

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

Q4. Which, if any, of the following aspects of your immediate neighbourhood (within 1 mile) do you particularly like? Please tick all that apply.

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

Q5. Which, if any, of the following aspects of your immediate neighbourhood (within 1 mile) do you particularly dislike? Please tick all that apply.

- | | |
|-------------------------------|----------------------------|
| Area is poorly maintained | <input type="checkbox"/> 1 |
| Poor public transport | <input type="checkbox"/> 1 |
| Problems with neighbours | <input type="checkbox"/> 1 |
| Problems with dogs | <input type="checkbox"/> 1 |
| Unsafe area/crime | <input type="checkbox"/> 1 |
| Poor local shops | <input type="checkbox"/> 1 |
| Poor local leisure facilities | <input type="checkbox"/> 1 |
| Poor local schools | <input type="checkbox"/> 1 |
| Alcohol abuse | <input type="checkbox"/> 1 |
| Nowhere for children to play | <input type="checkbox"/> 1 |
| Young people hanging around | <input type="checkbox"/> 1 |
| Parking problems | <input type="checkbox"/> 1 |
| Too much traffic | <input type="checkbox"/> 1 |
| Fast/speeding traffic | <input type="checkbox"/> 1 |
| Vandalism and graffiti | <input type="checkbox"/> 1 |
| Litter and rubbish | <input type="checkbox"/> 1 |
| Drug abuse and dealing | <input type="checkbox"/> 1 |
| Environmental noise | <input type="checkbox"/> 1 |
| Poor air quality | <input type="checkbox"/> 1 |
| No sense of Community | <input type="checkbox"/> 1 |
| Poverty/no jobs | <input type="checkbox"/> 1 |
| Bad reputation / rough area | <input type="checkbox"/> 1 |

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

	Very Satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Quite dissatisfied	Very dissatisfied	Not sure
Tackling crime	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Improving housing	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
Creating a better physical environment	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
Improving road safety	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Encouraging people to be more environmentally friendly	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5	<input type="checkbox"/> 5
Improving transport	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Getting people back to work	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7	<input type="checkbox"/> 7
Promoting health & wellbeing	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8	<input type="checkbox"/> 8
Tackling poverty	<input type="checkbox"/> 9	<input type="checkbox"/> 9	<input type="checkbox"/> 9	<input type="checkbox"/> 9	<input type="checkbox"/> 9	<input type="checkbox"/> 9
Raising educational attainment & promoting lifelong learning	<input type="checkbox"/> 10	<input type="checkbox"/> 10	<input type="checkbox"/> 10	<input type="checkbox"/> 10	<input type="checkbox"/> 10	<input type="checkbox"/> 10
Involving & engaging young people	<input type="checkbox"/> 12	<input type="checkbox"/> 12	<input type="checkbox"/> 12	<input type="checkbox"/> 12	<input type="checkbox"/> 12	<input type="checkbox"/> 12
Involving & engaging communities	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 13	<input type="checkbox"/> 13

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

Very good	<input type="checkbox"/> 1
Fairly good	<input type="checkbox"/> 2
Fairly poor	<input type="checkbox"/> 3
Very poor	<input type="checkbox"/> 4
Haven't used in last year	<input type="checkbox"/> 5

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

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

Q9. Have you used Clackmannanshire Council Planning Services in the last 12 months?

- Yes 1 (go to question10)
- No 2 (go to question 12)

Q10. What did you use the Planning Service for? (tick all that apply)

- | | |
|--|----------------------------|
| Planning advice | <input type="checkbox"/> 1 |
| Submitting a planning application | <input type="checkbox"/> 1 |
| Viewing a planning application | <input type="checkbox"/> 1 |
| Commenting on or objecting to a planning application | <input type="checkbox"/> 1 |
| Viewing Local Development Plan | <input type="checkbox"/> 1 |
| Other, please specify | <input type="checkbox"/> 1 |
- _____

Q11. How would you rate your experience of the Planning Service that you used?

- | | |
|------------|----------------------------|
| Very good | <input type="checkbox"/> 1 |
| Quite good | <input type="checkbox"/> 2 |
| Quite poor | <input type="checkbox"/> 3 |
| Very poor | <input type="checkbox"/> 4 |

Q12. This question asks about your experience of some of the ways that the Council communicates with residents.

	Yes	No	Sometimes
Do you receive a copy of the Council's publication, the Clackmannanshire View, which is delivered four times a year to households?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Do you read the Clackmannanshire View?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Have you accessed Council services as a result of reading the Clackmannanshire View?	<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 Clackmannanshire View? _____			
Do you use the Council's website, Clacksweb?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Did you find the information that you were looking for on Clacksweb?	<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
Do you use a hand held device such as a mobile phone or tablet to access Clacksweb or the Council's facebook and Twitter pages?	<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 Clacksweb. _____			

Q13. What are your views on your annual Council Tax Booklet?

	Yes	No	Sometimes
Do you read your annual Council Tax booklet?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Would you like to receive the Council Tax booklet in a different format? E.g. wall planner with calendar on the opposite side	<input type="checkbox"/> 1	<input type="checkbox"/> 2	
If yes, please specify what format you would like _____			

Q14. Are the following topics important to you and would you like to see information on these topics in your Council Tax booklet?

	Important	Like information in Council Tax booklet
Welfare Reform Changes	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Performance information on how the council did last year	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Performance summaries advising how the council compares from previous year	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Details of the Councils budget	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Details on planned budget spend for the following year	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Details on money spent on Council Housing	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Details on money spent in other areas within the Council	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Information on Council Tax Band charges for the new financial year	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Details on how to pay your Council Tax	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Details of useful contact numbers within and out with the Council e.g. Regional Assessor	<input type="checkbox"/> 1	<input type="checkbox"/> 1

Q15. Are there any other topics that you would you like to receive information on in your Council Tax booklet? Please specify.

Q16. 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

Q17. How would you prefer to be consulted on Council Services?

- Public meetings 1
- Letter to residents with paper survey to complete 1
- Information on Clacksweb with online survey to complete 1
- Information in View with feedback form to complete 1
- Small focus groups 1
- Telephone survey 1
- Other, please specify _____

The council has a new consultation system called Citizen Space. For more information on consultations please visit www.clackmannanshire.citizenspace.com

Q18. Are you aware of, or involved in, any of the following community and representative groups in Clackmannanshire? Please tick all that apply.

	Aware	Involved
Tenant and Residents Associations	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Community Councils	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Clackmannanshire Third Sector Interface (CTSI)	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Ochils Landscape Partnership	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Inner Forth Landscape Initiative	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Another voluntary organisation, charity or community group serving Clackmannanshire. Please specify _____	<input type="checkbox"/> 1	<input type="checkbox"/> 1

Q19. Would you like to be involved in community activities to have a say in the way that services are delivered in Clackmannanshire?

- Yes 1
- No 2

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

Q20. Have you undertaken any work or activities on a voluntary basis in the last 12 months?

- Yes 1 Go to Q21
- No 2 Go to Q23

Q21. What best describes the nature of this voluntary work? Please tick all that apply.

- | | | |
|------------------------|--------------------------|---|
| Children/young people | <input type="checkbox"/> | 1 |
| Adult/care | <input type="checkbox"/> | 1 |
| Environment | <input type="checkbox"/> | 1 |
| Sport/Leisure | <input type="checkbox"/> | 1 |
| Heritage | <input type="checkbox"/> | 1 |
| Education/Learning | <input type="checkbox"/> | 1 |
| Other (please specify) | <input type="checkbox"/> | 1 |
- _____

Q22. Why did you become involved in this type of voluntary work? Please tick all that apply.

- | | | |
|--|--------------------------|---|
| Helps local groups | <input type="checkbox"/> | 1 |
| Helps local people | <input type="checkbox"/> | 1 |
| Helps me to meet people | <input type="checkbox"/> | 1 |
| Develops my skills | <input type="checkbox"/> | 1 |
| Gives me work experience | <input type="checkbox"/> | 1 |
| Helps funding | <input type="checkbox"/> | 1 |
| Makes me feel involved in my community | <input type="checkbox"/> | 1 |
| Other (please specify) | <input type="checkbox"/> | 1 |
- _____

You can find out more about local volunteering opportunities by contacting Clackmannanshire Third Sector Interface CTSI on 01259 213840 www.ctsi.org.uk

Section 2: Crime/Fear of Crime

Q23. 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 |

Q24. In the past year have you ever felt fearful about becoming a victim of crime?

- Yes 1 Go to Q25
- No 2 Go to Q27
- Not sure 3 Go to Q26

Q25. 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

Q26. 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

Q27. 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)

Section 3: Health

Q28. Over the last 12 months, how would you say your health has been on the whole?

- Good 1
- Fairly good 2
- Not Good 3

Q29. 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

Q30. 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

Q31. 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

Q32. 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

Q33. Do you think that alcohol/substance misuse has had a negative impact on your family in the past year?

Yes 1 No 2

Go To Q34 Go To Q35

Q34. Do you know where to access alcohol/drugs services locally? (Helpline number 0845 673 1774)

Yes 1 No 2

Section 4: Clackmannanshire's Attractions and Heritage

Q35. 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 attractive places to visit and things to do	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good shopping facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good access to nature and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good sports and leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for young children (0-12)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for teenagers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for families	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of activities/facilities for older people	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good community activities/facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q36. Do you feel that Clackmannanshire's built and natural features are being adequately cared for?

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

Q37. 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

Q38. Have you visited Gartmorn Dam Nature Park in the last Year?

Yes 1 No 2
 Go To Q40 Go To Q39

Q39. Why have you not visited Gartmorn Dam Nature Park in the last year?

- Not interested 1
 - Lack of Transport 1
 - Lack of Information 1
 - Other, please specify 1
- _____

Please go to Q43

Q40. Did you visit the sunken garden at Gartmorn Dam Nature Park?

Yes 1 No 2
 Go To Q41 Go To Q42

Q41. Why did you visit the sunken garden at Gartmorn Dam Nature Park?

- | | |
|-----------------------|----------------------------|
| Sun trap | <input type="checkbox"/> 1 |
| Plenty of seating | <input type="checkbox"/> 1 |
| Quiet space | <input type="checkbox"/> 1 |
| Children like it | <input type="checkbox"/> 1 |
| Picnic area | <input type="checkbox"/> 1 |
| Close to the car part | <input type="checkbox"/> 1 |
| Other, please specify | <input type="checkbox"/> 1 |
-

Please go to Q43

Q42. Why did you not visit the sunken garden at Gartmorn Dam Nature Park?

- | | |
|------------------------|----------------------------|
| Not interested | <input type="checkbox"/> 1 |
| Don't know about it | <input type="checkbox"/> 1 |
| Don't know where it is | <input type="checkbox"/> 1 |
| It is unattractive | <input type="checkbox"/> 1 |
| Other, please specify | <input type="checkbox"/> 1 |
-

Please go to Q43

Q43 How important are the Ochil Hills to you?

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

Q44. Are you aware of the following work that the Ochils Landscape Partnership does in Clackmannanshire?

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

Q45. Are you aware of the industrial heritage of the Ochils?

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

Q46. Do you feel there is enough opportunity to learn about the nature, built and cultural heritage content of the Ochil Hills and Hillfoot Villages?

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

Q47 How would you like to see this improve? Please tick all that apply.

Visitor Information Centre	<input type="checkbox"/> 1
Newsletter	<input type="checkbox"/> 1
Web site	<input type="checkbox"/> 1
Community participation events	<input type="checkbox"/> 1
Posters / leaflets in each town and village	<input type="checkbox"/> 1
Radio advertisements	<input type="checkbox"/> 1
Television advertisements	<input type="checkbox"/> 1
Newspaper advertisements	<input type="checkbox"/> 1

Section 5: Sustainability

Q48. 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

Q49. 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

Q50. 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

Q51. 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 6: Employment and Training

Q52. Overall, which of the statements below do you agree with in relation to local job opportunities in Clackmannanshire?

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

Q53. 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
_____ | <input type="checkbox"/> | 1 |

Q54. Are you currently in employment or seeking work?

- | | | | |
|-----|--------------------------|---|-----------|
| Yes | <input type="checkbox"/> | 1 | Go to Q55 |
| No | <input type="checkbox"/> | 2 | Go to Q57 |

Q55. 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"/>	1
Lack of qualifications	<input type="checkbox"/>	1
Lack of affordable childcare	<input type="checkbox"/>	1
Transport problems	<input type="checkbox"/>	1
Lack of relevant job opportunities	<input type="checkbox"/>	1
Lack of job opportunities with decent pay	<input type="checkbox"/>	1

Q56. 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 |

Q57. 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"/> |

Q58. 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/

Q59. To what extent will the Welfare Reform programme have 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 |

Q60. 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

Q61. Clackmannanshire Council would like to hold focus groups over the next year on important issues which affect our communities. Please let us know if you would like to be involved in taking part in these focus groups?

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

Thank you for taking the time to complete this questionnaire.

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

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**

Summer 2013 Survey

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).