



2016 Summer Survey
Survey of the Clackmannanshire Citizens' Panel

Report

by



For further information contact:

Jim Patton

Director

Hexagon Research and Consulting

Suite 401

47 Timber Bush

Edinburgh

EH6 6QH

e-mail: jim@hexagonresearch.co.uk

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1. Introduction

This document presents the key findings to emerge from the Summer 2016 survey of members of the Clackmannanshire Citizens' Panel (The Clacks 1,000) for the Clackmannanshire Community Planning Partnership.

The background to the Citizens' Panel is initially presented in Section 2 while Section 3 provides a summary of key survey findings. The Partnership agreed that the survey should include questions on Panel members' attitudes to a range of issue based on the Single Outcome Agreement 2013-23 nine priority outcomes:

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

Many of the questions in the survey have been asked in previous surveys of the Clacks 1,000 and a comparison with the results from these earlier findings is made where applicable. A copy of the questionnaire is attached at Appendix 1 while Appendix 2 provides more details of the Clacks 1,000. The survey also took the opportunity to ask Panel members if they would be willing to attend focus groups over the next year to discuss important issues to their communities. A total of 123 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 was boosted to 1,258 members, with 431 in the regeneration areas and 827 in the rest of Clackmannanshire. However, three years after this refresh the number of members has fallen to 1,175. 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 July 2016 and by late August responses had been received from 740 Panel members (63%). 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	740	202	538
Sampling error	± 3.6%	± 6.9%	± 4.2%

As illustrated above, results for the sample as a whole will have sampling errors limited to only ±3.6%. 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 46.4% to 53.6%. The sampling errors for the regeneration areas and the rest of Clackmannanshire rise marginally to only ± 6.9% and ± 4.2% respectively.

3. Summary of Key Findings

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

- In relation to perceptions of Clackmannanshire and its attractiveness to people and business, positive views were recorded among a high proportion of Panel members for Clackmannanshire has good access to nature and open spaces (96%), is a good place to live (91%), has good cycle networks (82%) and has a good physical environment (74%)
- Conversely, the most negative perceptions focused on two key issues: Clackmannanshire does not have good job prospects (59%) and does not have a good choice of shopping facilities (29%)
- Significantly, of the thirteen indicators which were measured in 2015, only three have seen an improvement in public perception, with the most notable being Clackmannanshire has good job prospects (up from 48% in 2015 to 59% in 2016). Seven indicators are lower in comparison to 2015, but typically by only 2-4% (and therefore statistically insignificant)
- Despite a slight rise to 93% in 2015, the proportion satisfied with Clackmannanshire as a place to live has stabilised once again at 91%, demonstrating a consistently high level of satisfaction with Clackmannanshire as a place to live over a ten 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 93% by 2014. The current survey has shown this has risen slightly once again, to 95% (the same as in 2015)

Section 5: Our communities are more cohesive and inclusive

- Almost half of Panel members (49%) agree Clackmannanshire has a strong sense of community (a fall from the 60% recorded in 2015). A higher proportion (59%) agree people in Clackmannanshire help their neighbours (similar to 2015) while only 39% agree that people get involved in community groups/activities (compared to 52% in 2015)

- Fewer than one in five (19%) of Panel members said they had read The Clackmannanshire View online. However, more than three quarters (77%) said they would like to read an annual report showing what the Council has done if it was delivered to their home
- Mixed views were recorded on Panel members' perceptions of the Council. For example, just under half (47%) agreed they were satisfied with the way the Council runs things, while 33% agreed the Council meets or exceeds expectations in communicating with them. However, 49% felt that they should be consulted more on how local services are delivered. Compared to 2015, there is a decline across all of these indicators
- In relation to preferred methods of consultation, almost three quarters (74%) said they would like to receive a letter along with a paper survey, while 27% would prefer to complete surveys on line at Clacksweb, the same two consultation methods identified in 2015

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

- The perception of public educational services in Clackmannanshire is very positive, with 99% saying that nursery schools are good, while 98% rate Forth Valley college as good, 94% primary schools and 91% secondary schools
- However, there are more negative views on economic and employment prospects in Clackmannanshire. For example, only 19% said Clackmannanshire is benefitting from economic revival (down from 30% in 2015) and 39% agree with the statement that there are relatively few job opportunities
- Awareness among respondents in employment or seeking work of the services to help people find jobs is mixed, with awareness highest for: Jobcentre Plus (72%), Skills Development Scotland (38%), Council/Clackmannanshire Works (30%) and the Triage/Work Programme (16%). However, all four services show a lower level of awareness compared to 2015

Section 7: Our communities are safer

- There has been a slight fall in the proportion of Panel members satisfied with how crime and anti social behaviour is being tackled. For example, satisfaction with tackling crime

fell from 64% in 2015 to 59% in 2016. Similar falls in satisfaction were also recorded for tackling anti social behaviour and improving road safety

- Panel members' experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (100% for the Fire Service and 78% for Police Scotland), while a range of Council services scored from 82% for street lighting to 43% for Roads (with 57% feeling Roads were 'poor'). Over a third (34%) also felt Criminal Justice was poor
- A very high proportion of Panel members feel 'very safe' (65%) or 'quite safe' (34%) walking in their neighbourhood during the day, similar to the findings in 2015. Slightly fewer Panel members feel safe at night (90%)
- Only 14% of Panel members said they were fearful about becoming a victim of crime in the last year, similar to the 2015 finding (12%)

Section 8: Vulnerable people and families are supported

- The majority of Panel members agree that voluntary organisations and charities (64%) and public agencies (53%) work well to support vulnerable people and families in Clackmannanshire
- Knowledge of the Government's Welfare Reform programme remains low, with only 9% saying they have enough information (down from 19% in 2015)
- More than half of all Panel members (60%) said they did not know where to access money advice services locally, similar to the proportion measured in 2015

Section 9: Substance misuse and its effects are reduced

- Almost half of Panel members (40%) believe alcohol use in their community is more common now than it was five years ago (with 30% feeling it is "a lot more common"). A higher proportion (47%) believes drug use is more common.
- The vast majority of Panel members said alcohol and drug misuse leads to public disorder (80%), violence (77%) and financial difficulties (74%) and family problems

(74%). However, only 8% said misuse had a negative impact on their family in the last year

- Only 7% of Panel members smoke, down from 14% in 2014, with almost half of this group wanting to give up or cut down. Awareness among smokers of how to access stop smoking sessions locally is high at 85%, a rise of 15% from 2015 and 29% since 2014
- Confirming the low rates of smoking, the vast majority of households (89%) have no smokers while 90% said they live in a house which is wholly smoke free

Section 10: Health is improving and health inequalities are reducing

- Panel members' experience of most health related public services is very good. For example, 94% felt Forth Valley Royal Hospital was good, with 93% recorded for Clackmannanshire Community Health Centre, 89% for the GP service and 80% for Community Care (up from 71% in 2015 and 57% in 2014)
- Panel members' attitudes to their current health and well being continue to be very positive, with the vast majority (89%) describing their health as "good" or "fairly good" (although lower than the level in 2015)

Section 11: Our environment is protected and enhanced by all

- Over two thirds of Panel members (67%) visited the Ochil Hills/Hillfoots in the last year while 73% visited open, natural spaces in Clackmannanshire in the last year. Just over a quarter (27%) visited sites or buildings for their historic or architectural value and 18% sites, buildings or museums for their cultural value
- More than two thirds of Panel members have installed insulation and double glazing and have turned down the heating thermostat in their home. Over half have also upgraded their central heating system and installed draught proofing. Although only 11% have installed microgeneration technologies, this is up from 5% in 2015 and 28% said they will do this or consider doing so in the future

Section 12: Public agencies are improving

- The vast majority of Panel members (86%) rated their experience of public agencies as either 'very good' or 'fairly good', slightly lower than the 94% recorded in 2015. Likewise, there has been a slight fall in the proportion of Panel members who agree that public agencies work well together in Clackmannanshire (from 42% to 34%), with this fall concentrated outwith the Regeneration areas
- Very positive ratings were also recorded for individual services, particularly refuse collection / recycling (92%), libraries (92%), community access points (87%), parks and open spaces (87%) and the Council's contact centre (86%)
- Dissatisfaction with services is relatively low, rising to over 20% for only three services: Street cleaning (23% rated this as 'poor'), Sport and leisure (21%) and Housing services (21%)

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

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

- Clackmannanshire has good access to nature and open spaces (96%)
- Clackmannanshire is a good place to live (91%)
- Clackmannanshire has good cycle networks (82%)
- Clackmannanshire has a good physical environment (74%)

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

- Clackmannanshire does not have good job prospects (59%)
- Clackmannanshire does not have a good choice of shopping facilities (29%)

Across most indicators, the views of respondents from the regeneration areas are similar to those living in the rest of Clackmannanshire with the main exception of Clackmannanshire being a great place to work (59%, compared to 37% in the rest of Clackmannanshire) and that Clackmannanshire has good shopping facilities (62%, compared to 49%).

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire is a good place to live	85%	3%	93%	1%	91%	1%
Clackmannanshire has a good availability of affordable housing	54%	27%	51%	15%	52%	17%
Clackmannanshire has a good physical environment	74%	8%	74%	2%	74%	3%
Clackmannanshire is a great place to work.	59%	11%	37%	13%	40%	12%
Clackmannanshire has good job prospects	9%	59%	7%	59%	7%	59%
Clackmannanshire is a cost effective business location	39%	13%	47%	7%	44%	8%
Clackmannanshire has a good public transport provision	71%	5%	68%	16%	69%	14%
Clackmannanshire has good cycle networks	82%	5%	82%	3%	82%	3%
Clackmannanshire has attractive places to visit and things to do	65%	18%	68%	3%	68%	6%
Clackmannanshire has a good choice of shopping facilities	62%	27%	49%	30%	51%	29%
Clackmannanshire has a good access to nature and open spaces.	91%	1%	96%	1%	96%	1%
Clackmannanshire has good sports and leisure facilities.	59%	12%	56%	16%	57%	15%
Clackmannanshire has good community activities and facilities.	58%	8%	58%	8%	58%	8%

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

Significantly, of the thirteen indicators which were measured in 2015, only three have seen an improvement in public perception, with the most notable being Clackmannanshire has good job prospects (up from 48% in 2015 to 59% in 2016). Seven indicators are lower in comparison to 2015, but typically by only 2-4% (and therefore statistically insignificant).

Changes in perception 2015-16

	Agree		Disagree	
	2015	2016	2015	2016
Clackmannanshire is a good place to live	93%	91%	1%	1%
Clackmannanshire has a good availability of affordable housing	59%	52%	14%	17%
Clackmannanshire has a good physical environment	73%	74%	5%	3%
Clackmannanshire is a great place to work.	51%	40%	11%	12%
Clackmannanshire has good job prospects	13%	7%	48%	59%
Clackmannanshire is a cost effective business location	49%	44%	10%	8%
Clackmannanshire has good public transport provision	70%	69%	17%	14%
Clackmannanshire has good cycle networks	80%	82%	5%	3%
Clackmannanshire has attractive places to visit and things to do	82%	68%	6%	6%
Clackmannanshire has good shopping facilities	44%	51%	33%	29%
Clackmannanshire has good access to nature and open spaces	92%	96%	1%	1%
Clackmannanshire has good sports and leisure facilities	58%	57%	19%	15%
Clackmannanshire has good community activities/facilities	57%	58%	9%	8%

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

In the first Clacks 1,000 survey conducted in early 2006, 76% said they were satisfied with Clackmannanshire as a place to live and this level has risen in surveys since then. For example, the 2013 survey and the 2014 survey showed a satisfaction rating of 91%. Despite a slight rise to 93% in 2015, this has now stabilised once again at 91%, demonstrating a consistently high level of satisfaction with Clackmannanshire as a place to live over a ten year period.

Overall satisfaction with Clackmannanshire as a place to live

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very satisfied	28%	30%	40%	37%	38%	36%
Quite satisfied	64%	51%	53%	56%	55%	55%
Neither satisfied nor dissatisfied	3%	12%	4%	5%	3%	6%
Quite dissatisfied	1%	6%	3%	1%	3%	2%
Very dissatisfied	4%	1%	0%	1%	1%	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 93% by 2014. The current survey has shown this has risen slightly once again, to 95% (the same as in 2015).

Neighbourhood as a place to live

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very good	33%	35%	53%	55%	50%	52%
Fairly good	50%	48%	44%	42%	45%	43%
Fairly poor	10%	12%	2%	2%	3%	4%
Very poor	7%	5%	1%	1%	2%	1%

Respondents were asked to indicate which aspects of their immediate neighbourhood they particularly like or value. Friendly people (95%), quiet/peaceful (95%), good outlook (91%), and a safe area/low crime (88%) were the most important factors to emerge from Clackmannanshire

as a whole (largely reflecting the views measured in 2015). Typically respondents from the regeneration areas scored these factors less favourably, apart from good public transport (which 85% liked compared to 74% in the rest of Clackmannanshire), good local shops (72%, compared to 56%) and leisure facilities (55% compared to 48%).

Neighbourhood likes

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Area well maintained	68%	56%	80%	75%	78%	72%
Good public transport	79%	85%	76%	74%	76%	76%
Safe area/low crime	78%	75%	94%	91%	91%	88%
Good outlook/view	74%	74%	88%	95%	86%	91%
Quiet/peaceful	78%	67%	88%	91%	86%	95%
Friendly people	82%	86%	96%	97%	94%	95%
Good local shops	60%	72%	65%	56%	64%	60%
Leisure facilities in the neighbourhood	N/A	55%	N/A	48%	N/A	49%
Good local schools	77%	84%	96%	95%	92%	93%
Facilities for children and young people	N/A	48%	N/A	53%	N/A	52%
Good sense of community	61%	61%	86%	79%	81%	76%
Safe/slow traffic	54%	58%	64%	58%	62%	58%
Clean/tidy place to live	63%	60%	73%	72%	71%	70%

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

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

- 51% disliked the leisure facilities
- 48% disliked the facilities for children and young people
- 42% disliked fast/speeding traffic
- 40% disliked local shops

Neighbourhood dislikes

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Area well maintained	32%	44%	20%	25%	22%	29%
Good public transport	21%	15%	24%	27%	24%	24%
Safe area/low crime	22%	25%	6%	10%	9%	12%
Good outlook/view	26%	26%	12%	5%	14%	9%
Quiet/peaceful	22%	33%	12%	9%	14%	14%
Friendly people	18%	14%	4%	3%	6%	5%
Good local shops	40%	28%	35%	44%	36%	40%
Leisure facilities in the neighbourhood	N/A	45%	N/A	52%	N/A	51%
Good local schools	23%	16%	4%	5%	8%	7%
Facilities for children and young people	N/A	52%	N/A	47%	N/A	48%
Good sense of community	39%	39%	14%	21%	19%	24%
Safe/slow traffic	46%	42%	36%	42%	38%	42%
Clean/tidy place to live	37%	40%	27%	28%	29%	30%

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

Section 5: Our communities are more cohesive and inclusive

Almost half of Panel members (49%) agree Clackmannanshire has a strong sense of community (a fall from the 60% recorded in 2015). A higher proportion (59%) agree people in Clackmannanshire help their neighbours (similar to 2015) while only 39% agree that people get involved in community groups/activities (compared to 52% in 2015).

Cohesive and inclusive communities

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire has a strong sense of community	55%	12%	48%	9%	49%	10%
People in Clackmannanshire help their neighbours	68%	16%	57%	6%	59%	8%
People in Clackmannanshire get involved in community groups/activities	39%	13%	39%	7%	39%	8%

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

Change in perception 2015-2016

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Clackmannanshire has a strong sense of community	50%	55%	62%	48%	60%	49%
People in Clackmannanshire help their neighbours	51%	68%	64%	57%	62%	59%
People in Clackmannanshire get involved in community groups/activities	49%	39%	53%	39%	52%	39%

Base: % agreeing with each statement

Over a third of all Panel members (33%) say they undertake work or activities on a voluntary basis, similar to the level recorded over the previous four years. The main reasons cited for volunteering include that it helps make them feel happy (63%), that volunteering gives them a purpose (57%), it makes them feel more involved in the community (54%) and they can help local groups (42%) and local people (50%).

Currently undertake work or activities on a voluntary basis

Regeneration Areas					Rest of Clackmannanshire					Clackmannanshire				
2016	2015	2014	2013	2012	2016	2015	2014	2013	2012	2016	2015	2014	2013	2012
23%	21%	27%	23%	21%	35%	38%	33%	33%	24%	33%	35%	32%	31%	22%

Benefits of voluntary work

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Helps local groups	66%	52%	60%	40%	61%	42%
Helps local people	41%	44%	35%	51%	35%	50%
Helps me to meet people	36%	22%	32%	31%	33%	30%
Develops my skills	36%	9%	24%	18%	26%	16%
Gives me work experience	38%	7%	6%	9%	10%	8%
Helps funding	30%	13%	29%	15%	29%	14%
Gives me a purpose	53%	69%	33%	56%	35%	57%
Makes me feel happy	75%	68%	43%	63%	46%	63%
Makes me feel involved in my community	50%	38%	27%	57%	29%	54%
Other	6%	6%	8%	1%	7%	2%

Base: Panel members involved in volunteering

Fewer than one in five (19%) of Panel members said they had read The Clackmannanshire View online. However, more than three quarters (77%) said they would like to read an annual report showing what the Council has done if it was delivered to their home. A slightly lower proportion (68%) have used Clacksweb and most of this group (86%) said they found the information they were looking for. Awareness of the Council's social media pages on Facebook and Twitter is relatively high (40%), while 16% have used these to engage with the Council.

Experience of some of the ways the Council communicates with residents

	2015		2016	
	Yes	Sometimes	Yes	Sometimes
Have you read the Clackmannanshire View online?	53%*	18%*	12%	7%
Would like to read an annual report showing what the Council has done if it was delivered to their home?	14%	4%	67%	10%
Do you use the Council's website, Clacksweb?	55%	19%	43%	25%
Did you find the information that you were looking for on Clacksweb?	65%	14%	86%	12%
Are you aware of the Council's social media pages on Facebook and Twitter?	45%	1%	39%	1%
Do you use social media (Facebook or Twitter) to engage with the Council?	20%	2%	8%	8%

Balancing % is 'No'

*2015 figures are for reading the Clackmannanshire View

Mixed views were recorded on Panel members' perceptions of the Council. For example, just under half (47%) agreed they were satisfied with the way the Council runs things, while 33% agreed the Council meets or exceeds expectations in communicating with them. However, 49% felt that they should be consulted more on how local services are delivered. Overall, relatively few Panel members are dissatisfied with how the Council communicates or consults with them, peaking at 23% for the information available on results and feedback of consultations. Compared to 2015, there is a decline across all indicators.

In relation to preferred methods of consultation, almost three quarters (74%) said they would like to receive a letter along with a paper survey, while 27% would prefer to complete surveys on line at Clacksweb, the same two consultation methods identified in 2015.

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	47%	22%	30%	21%	33%	21%
I feel that I should be consulted more on how local services are delivered	52%	9%	49%	10%	49%	10%
Taking everything into account, I am satisfied with the way the Council runs things	55%	18%	45%	19%	47%	19%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	29%	29%	30%	19%	30%	21%
Overall, I am satisfied with the information available on results and feedback of consultations	33%	30%	28%	21%	29%	23%
Overall, I am satisfied with the information that the Council provides on its own performance	31%	23%	30%	19%	30%	20%

Balancing % 'Neither agree nor disagree'

Changes in perception of the Council

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Clackmannanshire Council meets or exceeds expectations in communicating with me	49%	47%	42%	30%	44%	33%
I feel that I should be consulted more on how local services are delivered	34%	52%	40%	49%	40%	49%
Taking everything into account, I am satisfied with the way the Council runs things	52%	55%	56%	45%	55%	47%
Overall, I am satisfied with the opportunities for participation in local decision making by the Council	36%	29%	39%	30%	39%	30%
Overall, I am satisfied with the information available on results and feedback of consultations	31%	33%	42%	28%	40%	29%
Overall, I am satisfied with the information that the Council provides on its own performance	47%	31%	43%	30%	44%	30%

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

Prefer to be consulted on Council Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Public meetings	25%	26%	21%	19%	22%	21%
Letter to residents with paper survey to complete	69%	80%	71%	72%	70%	74%
Information on Clacksweb with online survey to complete	35%	32%	37%	26%	37%	27%
Information in View with feedback form to complete	17%	26%	11%	20%	12%	21%
Small focus groups	21%	12%	12%	14%	14%	14%
Telephone survey	8%	6%	5%	5%	6%	5%

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

The perception of public educational services in Clackmannanshire is very positive, with 99% saying that nursery schools are good, while 98% rate Forth Valley college as good, 94% primary schools and 91% secondary schools. These views largely reflect those recorded in 2015.

Public educational services in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Nursery schools	98%	2%	100%	0%	99%	1%
Primary schools	98%	2%	93%	7%	94%	6%
Secondary schools	91%	9%	91%	9%	91%	9%
Forth Valley College	100%	0%	97%	3%	98%	2%

Base: Excludes respondents not using services in last year

Change in perception of schools and colleges

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Nursery schools	98%	98%	100%	100%	99%	99%
Primary schools	98%	98%	94%	93%	95%	94%
Secondary schools	86%	91%	91%	91%	90%	91%
Forth Valley college	97%	100%	99%	97%	99%	98%

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

However, there are more negative views on economic and employment prospects in Clackmannanshire. For example, only 19% said Clackmannanshire is benefitting from economic revival (down from 30% in 2015) and 39% agree with the statement that there are relatively few job opportunities.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Clackmannanshire is benefitting from economic revival	34%	18%	16%	34%	19%	31%
There are a lot of local job opportunities for people in Clackmannanshire	10%	48%	4%	49%	5%	49%
There are some job opportunities for people in Clackmannanshire	37%	22%	42%	12%	41%	14%
There are relatively few job opportunities for people in Clackmannanshire	39%	14%	39%	11%	39%	11%
Clackmannanshire has good opportunities for adult based learning	36%	8%	34%	7%	34%	7%

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

Change between 2015 and 2016

	Agree	
	2015	2016
Clackmannanshire is benefitting from economic revival	30%	19%
There are a lot of job opportunities for people in Clackmannanshire	4%	5%
There are some job opportunities in Clackmannanshire	39%	41%
There are relatively few job opportunities in Clackmannanshire	43%	39%
Clackmannanshire has good opportunities for adult based learning	42%	34%

There is a slight improvement in the perception that local jobs are poorly paid (43%, down from 51% in 2015). However, most Panel members agree local jobs tend to be part time (56%) and not in the right occupations (47%, up from 35%). Most (85%) also disagree there are more job opportunities compared to a year ago (a rise of 15% since 2015).

Attitudes to local jobs in Clackmannanshire

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Local jobs are poorly paid	55%	51%	50%	41%	51%	43%
Local jobs tend to be part time	62%	56%	57%	56%	58%	56%
Local jobs are not in the right occupations	45%	60%	33%	44%	35%	47%

Base: all respondents

More job opportunities this year?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	23%	26%	32%	12%	30%	15%
No	77%	75%	68%	88%	70%	85%

Almost half of respondents (49%) are in employment or seeking work and while 50% of this group said they were not looking for a job, for the remainder the most significant barriers to getting a job are:

- A lack of relevant job opportunities (6%)
- A lack of job opportunities with decent pay (4%)

These were also the two main factors preventing Panel members from getting a better job; a lack of relevant opportunities (20%) and a lack of job opportunities with decent pay (21%).

Barriers to getting a job

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Lack of training	5%	0%	4%	0%	4%	0%
Lack of qualifications	6%	0%	4%	0%	5%	0%
Lack of affordable childcare	1%	2%	4%	0%	4%	1%
Transport problems	6%	3%	4%	1%	5%	2%
Lack of relevant job opportunities	6%	4%	6%	6%	6%	6%
Lack of job opportunities with decent pay	5%	6%	5%	3%	5%	4%
Lack of confidence	7%	0%	7%	1%	7%	1%

Base: respondents in employment or seeking work

Securing a better job

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Lack of training	1%	1%	8%	4%	6%	3%
Lack of qualifications	15%	1%	5%	5%	7%	4%
Lack of affordable childcare	7%	1%	11%	6%	10%	5%
Transport problems	2%	6%	11%	10%	9%	9%
Lack of relevant job opportunities	40%	17%	25%	21%	28%	20%
Lack of job opportunities with decent pay	24%	13%	21%	23%	21%	21%
Lack of confidence	1%	1%	3%	2%	2%	2%

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 (72%)
- Skills Development Scotland (38%)
- Council/Clackmannanshire Works (30%)
- Triage/Work Programme (16%)

However, all four services show a lower level of awareness compared to 2015. In addition, awareness falls to under 10% for the other services listed in the table below.

Awareness of services to help people find jobs

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Council / Clackmannanshire Works	44%	42%	45%	26%	45%	30%
Jobcentre Plus	84%	85%	79%	69%	80%	72%
Skills Development Scotland	44%	49%	41%	35%	42%	38%
Triage / Work Programme	27%	29%	15%	12%	18%	16%
Council / Young Parents Project	2%	14%	6%	7%	6%	8%
Council / Activity Agreements	6%	11%	10%	7%	9%	8%
PACE Redundancy Support	8%	10%	6%	7%	6%	7%

Base: respondents in employment or seeking work

Among all Panel members, there is support for action aimed at bringing more jobs to the area (58%), getting more young people into work (48%), creating more apprenticeships (32%) and getting more adults into work (31%).

Which of the following do you think are important actions?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Getting more young people into work	47%	56%	48%	46%	48%	48%
Getting more adults into work	28%	41%	26%	29%	27%	31%
Bringing jobs to the area	69%	58%	66%	58%	67%	58%
Creating more apprenticeships	35%	32%	36%	32%	36%	32%
Assistance with starting up your own business	17%	20%	20%	13%	19%	14%

Base: Respondents stating each is the most important priority

Section 7: Our Communities are Safer

There has been a slight fall in the proportion of Panel members satisfied with how crime and anti social behaviour is being tackled. For example, satisfaction with tackling crime fell from 64% in 2015 to 59% in 2016. Similar falls in satisfaction were also recorded for tackling anti social behaviour and improving road safety.

Satisfaction with how the following issues are being tackled

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Tackling crime	68%	50%	60%	63%	64%	59%
Tackling anti social behaviour	55%	42%	54%	50%	54%	49%
Improving road safety	59%	64%	60%	44%	60%	47%

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

Panel members' experience of the public services which contribute to making communities safer is very positive. Both of the emergency services scored highly (100% for the Fire Service and 78% for Police Scotland), while a range of Council services scored from 82% for street lighting to 43% for Roads (with 57% feeling Roads were 'poor'). Over a third (34%) also felt Criminal Justice was poor.

These findings largely reflect those recorded in 2015 although satisfaction with Trading Standards has fallen by 12% and Roads by 8%.

Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Police Service	85%	15%	77%	23%	78%	22%
Fire Service	100%	0%	100%	0%	100%	0%
Social Services	72%	28%	76%	24%	76%	24%
Street lighting	81%	19%	82%	18%	82%	18%
Roads	60%	40%	40%	60%	43%	57%
Environmental Health	68%	37%	85%	15%	81%	19%
Trading Standards	70%	32%	68%	32%	70%	30%
Criminal Justice	70%	30%	68%	32%	66%	34%

Base: Respondents using each service

Change in perception of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Police Service	84%	85%	77%	77%	78%	78%
Fire Service	100%	100%	96%	100%	97%	100%
Social Services	N/A	72%	N/A	76%	N/A	76%
Street lighting	80%	81%	88%	82%	86%	82%
Roads	51%	60%	51%	40%	51%	43%
Environmental Health	82%	63%	86%	85%	85%	81%
Trading Standards	88%	68%	83%	68%	82%	70%
Criminal Justice	75%	70%	56%	68%	63%	66%

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

A very high proportion of Panel members feel 'very safe' (65%) or 'quite safe' (34%) walking in their neighbourhood during the day, similar to the findings in 2015. Slightly fewer Panel members feel safe at night (90%).

Attitudes to safety walking in your neighbourhood during the day

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very safe	63%	60%	70%	67%	69%	65%
Quite safe	34%	39%	29%	33%	30%	34%
Not very safe	2%	1%	0%	0%	0%	1%
Not safe at all	1%	0%	1%	0%	1%	0%

Attitudes to safety walking in the neighbourhood at night

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very safe	37%	34%	44%	33%	43%	33%
Quite safe	40%	49%	47%	58%	45%	57%
Not very safe	12%	13%	8%	7%	9%	8%
Not safe at all	10%	4%	1%	2%	3%	2%

As illustrated in the table overleaf, only 14% of Panel members said they were fearful about becoming a victim of crime in the last year, similar to the 2015 finding (12%).

Of those feeling fearful, the majority (77%) stated this concern was felt "only occasionally", while there has been a significant fall in the proportion saying their fear was felt 'most of the time' or 'quite often' (from 35% in 2015 to 22% in 2016).

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	22%	18%	10%	14%	12%	14%
No	65%	73%	84%	82%	81%	81%
Not sure	13%	9%	6%	4%	7%	5%

Frequency of feeling fearful in the past year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Most of the time	6%	13%	2%	5%	3%	7%
Quite often	34%	13%	31%	16%	32%	15%
Only occasionally	50%	70%	66%	79%	61%	77%
Not sure	10%	4%	1%	0%	4%	1%

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

Panel members who had felt fearful about becoming a victim of crime were asked what effect this had on them taking part in a series of activities. As illustrated in the table overleaf, the activities that are least affected include taking part in community activities (55% of those fearful of crime said it had not stopped them taking part in community activities) and visiting friends and family (63%). Conversely, 51% said feeling fearful had often or always stopped them staying out later at night.

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

	Never		Rarely		Often		Always	
	2015	2016	2015	2016	2015	2016	2015	2016
Taking part in community activities	57%	55%	29%	29%	12%	11%	2%	5%
Visiting friends or family	52%	63%	30%	28%	16%	7%	1%	2%
Taking your usual route home	36%	43%	35%	31%	28%	18%	1%	8%
Staying out later at night	16%	32%	31%	17%	30%	32%	23%	19%
Using public transport	25%	45%	39%	24%	20%	16%	16%	15%

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

Only 13% of Panel members said they knew who their local community police team is. Half (50%) of respondents felt that information posted through their door would be an effective way for Police Scotland to communicate advice and information, followed by email newsletters (28%), social media (22%) and local newspapers (22%).

Know your local community police team?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	11%	12%	18%	14%	16%	13%
No	89%	88%	82%	86%	84%	87%

Effective ways for Police Scotland to communicate advice and information

	1 Very effective		2		3		4		5 Not effective at all	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Email newsletter	32%	28%	14%	18%	17%	18%	11%	10%	26%	26%
Information posted through your door	50%	50%	31%	29%	10%	14%	3%	4%	6%	3%
Local newspapers	29%	22%	25%	26%	21%	28%	10%	9%	15%	15%
Police and community meetings	13%	14%	14%	17%	31%	24%	24%	23%	19%	22%
Police Scotland website	10%	10%	15%	16%	29%	24%	22%	21%	24%	29%
Social networking sites e.g. Facebook, Twitter	18%	22%	16%	15%	18%	14%	10%	11%	38%	38%

Section 8: Vulnerable people and families are supported

The majority of Panel members agree that voluntary organisations and charities (64%) and public agencies (53%) work well to support vulnerable people and families in Clackmannanshire.

Agree or disagree with following statements about Clackmannanshire

	Strongly Agree		Agree		Neither agree nor disagree		Disagree		Strongly disagree	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Public agencies in Clackmannanshire work well to support vulnerable people and families	4%	7%	42%	46%	49%	41%	3%	5%	2%	1%
Voluntary organisations and charities in Clackmannanshire work well to support vulnerable people and families.	10%	12%	58%	52%	30%	33%	1%	2%	1%	1%

Knowledge of the Government's Welfare Reform programme remains low, with only 9% saying they have enough information (down from 19% in 2015). Consequently, more than a quarter (29%) are not sure if the reforms will have an impact on their household income, while 4% felt there would be 'some' or a 'substantial' impact. However, almost two thirds of all Panel members (63%) said they felt the programme would have no impact.

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	17%	4%	20%	10%	19%	9%
No	56%	58%	55%	61%	55%	60%
Not sure	27%	38%	25%	29%	26%	31%

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
None	61%	41%	57%	68%	58%	63%
Little	7%	3%	8%	4%	8%	4%
Some	9%	7%	9%	1%	9%	2%
Substantial	3%	6%	1%	1%	1%	2%
Not sure	20%	43%	25%	26%	24%	29%

More than half of all Panel members (60%) said they did not know where to access money advice services locally, similar to the proportion measured in 2015. The vast majority also said they have not used a food bank in Clackmannanshire (92%), although 6% know someone who has and 2% have used a food bank. Similarly, 96% said they were not at risk of homelessness, while 3% knew someone who was and 1% claimed to be at risk themselves.

Know where to access money advice services locally?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	36%	52%	45%	38%	43%	40%
No	64%	48%	55%	62%	57%	60%

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

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes, I have	4%	3%	Under 1%	2%	1%	2%
Yes, someone I know has	7%	6%	6%	6%	6%	6%
No	89%	91%	94%	92%	93%	92%

Are you or someone you know at risk of homelessness?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes, I am	0%	0%	0%	1%	0%	1%
Yes, I know someone who is	3%	7%	3%	3%	3%	3%
No	97%	93%	97%	96%	97%	96%

Almost a quarter of all respondents (24%) said they provided care for a sick, disabled or frail person.

Provide care for sick, disabled or a frail person

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	28%	33%	23%	22%	24%	24%
No	72%	67%	77%	78%	76%	76%

Relatively few Panel members (8%) said they receive home care or support with their daily living, although this has risen from 5% in 2014.

Receive home care or support with your daily living

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
No	98%	90%	90%	92%	91%	92%
Yes	2%	10%	10%	8%	9%	8%

Section 9: Substance misuse and its effects are reduced

Almost half of Panel members (40%) believe alcohol use in their community is more common now than it was five years ago (with 30% feeling it is “a lot more common”). A higher proportion (47%) believes drug use is more common.

The vast majority of Panel members said alcohol and drug misuse leads to public disorder (80%), violence (77%) and financial difficulties (74%) and family problems (74%). However, only 8% said misuse had a negative impact on their family in the last year.

Alcohol use in your community

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
A lot more common	45%	33%	28%	30%	31%	30%
A little more common	11%	10%	15%	10%	15%	10%
No real change	31%	41%	43%	32%	40%	34%
A little less common	8%	7%	8%	4%	8%	5%
A lot less common	5%	2%	6%	2%	6%	2%
Don't know	0%	7%	0%	22%	0%	19%

Drug use in your community

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
A lot more common	49%	41%	36%	31%	39%	33%
A little more common	9%	8%	18%	15%	17%	14%
No real change	28%	30%	32%	15%	31%	17%
A little less common	10%	8%	12%	3%	12%	4%
A lot less common	4%	1%	1%	1%	2%	1%
Don't know	0%	12%	0%	35%	0%	31%

Consequences of drug and alcohol misuse

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Violence	75%	85%	75%	76%	75%	77%
Public disorder	70%	80%	79%	79%	77%	80%
Loss of employment	45%	59%	43%	58%	44%	58%
Ill health	58%	69%	66%	68%	65%	68%
Family problems	65%	75%	72%	74%	71%	74%
Difficulties with parenting skills	52%	61%	64%	64%	62%	63%
Financial difficulties	66%	62%	64%	76%	64%	74%
Litter	47%	64%	48%	53%	48%	55%
Other	3%	4%	5%	6%	4%	5%

Alcohol and Substance Misuse

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Alcohol/Substance misuse has a negative impact on your family in the past year	8%	11%	6%	8%	7%	8%

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

Only 7% of Panel members smoke, down from 14% in 2014, with almost half of this group wanting to give up or cut down. Awareness among smokers of how to access stop smoking sessions locally is high at 85%, a rise of 15% from 2015 and 29% since 2014.

Confirming the low rates of smoking, the vast majority of households (89%) have no smokers while 90% said they live in a house which is wholly smoke free.

Statement that best describes current smoking behaviour

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
I smoke and have no intention of giving up or cutting down	8%	7%	2%	3%	3%	4%
I smoke and I want to give up / cut down	3%	2%	3%	3%	3%	3%
I no longer smoke but used to in the past.	27%	19%	33%	31%	32%	29%
I have never smoked	62%	72%	62%	63%	62%	64%

Aware of how to access stopping smoking sessions locally

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	53%	90%	78%	84%	70%	85%
No	47%	10%	22%	16%	30%	15%

Base: Current smokers

Number of smokers living in the home

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
0	88%	91%	89%	88%	89%	89%
1	12%	5%	11%	11%	11%	10%
2	0%	4%	0%	1%	Under 1%	1%
3	0%	0%	0%	0%	Under 1%	0%
4	0%	0%	0%	0%	0%	0%
5+	0%	0%	0%	0%	0%	0%

Whole house is smoke free

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Yes	87%	96%	95%	89%	94%	90%
No	13%	4%	5%	11%	6%	10%

Section 10: Health is improving and health inequalities are reducing

There has been no significant change in the proportion of Panel members who agree that Clackmannanshire is a community where health is improving (23%, compared to 21% in 2015). However, Panel members' experience of most health related public services is very good. For example, 94% felt Forth Valley Royal Hospital was good, with 93% recorded for Clackmannanshire Community Health Centre, 89% for the GP service and 80% for Community Care (up from 71% in 2015 and 57% in 2014).

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

	Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
	Agree		Disagree		Agree		Disagree		Agree		Disagree	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Clackmannanshire is a community where health is improving	20%	45%	33%	19%	36%	22%	18%	24%	33%	28%	21%	23%
Health is improving in the local community where I live	N/A	25%	N/A	18%	N/A	29%	N/A	23%	N/A	29%	N/A	22%

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

Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
GP Services	92%	18%	89%	11%	89%	11%
Forth Valley Royal Hospital	92%	8%	94%	6%	94%	6%
Clackmannanshire Community Health Centre	93%	7%	93%	7%	93%	7%
Social Work – Community Care	77%	23%	80%	20%	80%	20%

Base: Respondents using each service

Change in perception of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
GP Services	83%	92%	92%	89%	90%	89%
Forth Valley Royal Hospital	89%	92%	87%	94%	87%	94%
Clackmannanshire Community Health Centre	89%	93%	95%	93%	93%	93%
Social Work – Community Care	70%	77%	71%	80%	71%	80%

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

Panel members' attitudes to their current health and well being continue to be very positive, with the vast majority (89%) describing their health as "good" or "fairly good" (although lower than the level in 2015).

Your physical health in the last 12 months

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Good	61%	60%	66%	60%	65%	60%
Fairly Good	30%	26%	27%	30%	28%	29%
Not Good	9%	14%	7%	10%	7%	11%

The vast majority of Panel members (96%) described their mental health in the last year as being 'good' or 'fairly good' and 88% described their general mental or emotional well being as either 'very happy' or 'fairly happy'. The same proportion (88%) described their overall quality of life as 'very good' or 'fairly good'.

The gap in perceptions of well being which existed in 2012 between the regeneration areas and elsewhere in Clackmannanshire has remained closed. For example, in 2012 just over a quarter

(26%) of those in the regeneration areas said they were unhappy compared to only 6% in the rest of Clackmannanshire, a gap of 20%. By 2014, the gap between the two areas had closed to only 2%, and has remained at a similar level in 2016 (3%).

Your mental health in the last 12 months

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Good	74%	71%	82%	82%	80%	80%
Fairly Good	20%	24%	13%	14%	14%	16%
Not Good	6%	5%	5%	4%	6%	4%

Your general mental or emotional well being

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very happy	40%	39%	45%	45%	44%	44%
Fairly happy	41%	49%	45%	43%	44%	44%
Neither happy nor unhappy	12%	3%	4%	8%	6%	7%
Fairly unhappy	3%	5%	4%	3%	3%	4%
Very unhappy	3%	3%	2%	1%	2%	1%
Not sure	1%	1%	0%	0%	1%	0%

Your overall quality of life

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very good	38%	37%	43%	49%	42%	47%
Fairly good	44%	50%	49%	39%	48%	41%
Neither good nor poor	12%	4%	6%	9%	8%	8%
Fairly poor	5%	4%	1%	2%	1%	2%
Very poor	1%	4%	1%	1%	1%	1%
Not sure	0%	1%	0%	0%	0%	1%

Section 11: Our environment is protected and enhanced by all

Over two thirds of Panel members (67%) visited the Ochil Hills/Hillfoots in the last year, while 73% visited open, natural spaces in Clackmannanshire in the last year. Just over a quarter (27%) visited sites or buildings for their historic or architectural value and 18% sites, buildings or museums for their cultural value. Some Panel members provided details of the places they had visited and the most common included:

- Dollar Museum
- Dollar Glen
- Menstrie Castle
- Menstrie Glen
- Gartmorn Dam
- Alva Glen
- Dumyat
- The Devon Way
- Ochil Hills
- River Devon
- Path from Menstrie to Cambus
- Tillicoultry old railway
- Sauchie to Fishcross
- Sauchie to Dollar

Visited the following in the last year

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
The Ochil Hills/Hillfoots	63%	60%	73%	69%	71%	67%
Open natural spaces in Clackmannanshire	66%	61%	67%	76%	67%	73%
Sites or buildings in Clackmannanshire for their historic or architectural value	39%	24%	33%	27%	34%	27%
Sites, buildings or museums in Clackmannanshire for their cultural value	23%	24%	24%	17%	24%	18%

Between two thirds and half of Panel members say they know 'a lot' or 'a fair amount' about climate change (66%), Fairtrade (57%) and sustainability (51%), while a slightly lower proportion

claimed a similar level of knowledge of biodiversity (40%). Just over two thirds (68%) also said they bought Fairtrade products 'regularly' or 'sometimes'. These results are similar to those recorded in 2015.

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	12%	54%	30%	4%	0%
Fairtrade	10%	47%	39%	3%	1%
Sustainability	9%	42%	37%	10%	2%
Biodiversity	8%	32%	41%	14%	5%

Change in awareness of the following terms

	2015	2016
Climate change	62%	66%
Fairtrade	59%	57%
Sustainability	50%	51%
Biodiversity	36%	40%

Base: respondents stating they know 'a lot' or 'a fair amount'

How often do you buy Fairtrade products?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Regularly	22%	10%	15%	14%	16%	13%
Sometimes	39%	47%	56%	57%	53%	55%
Rarely	17%	32%	22%	21%	21%	23%
Never	11%	5%	4%	3%	5%	4%
Not sure	11%	6%	3%	5%	5%	5%

More than two thirds of Panel members have installed insulation and double glazing and have turned down the heating thermostat in their home. Over half have also upgraded their central heating system and installed draught proofing. Although only 11% have installed microgeneration technologies, this is up from 5% in 2015 and 28% said they will do this or consider doing so in the future.

Heating and insulation of your home

	I have done this		I will do this to		I will consider doing this		I will not do this		Don't know/NA	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Upgrade the heating system in your home	46%	59%	4%	7%	24%	10%	13%	12%	13%	12%
Install microgeneration technologies in your home (e.g. solar water heating, biomass boilers, heat pumps)	5%	11%	2%	6%	24%	22%	47%	35%	22%	26%
Install insulation in your home	66%	71%	3%	2%	12%	6%	8%	8%	11%	13%
Install draught proofing in your home	56%	53%	5%	7%	13%	12%	8%	9%	18%	19%
Install double glazing in your home	71%	70%	4%	4%	5%	4%	9%	8%	11%	14%
Turn down the heating thermostat in your home	65%	69%	8%	5%	15%	11%	5%	9%	7%	6%

Section 12: Public agencies are improving

Panel members were asked how they would rate their experience of public services in general in the last year. As indicated below, the vast majority (86%) rated their experience as either 'very good' or 'fairly good', slightly lower than the 94% recorded in 2015. Likewise, there has been a slight fall in the proportion of Panel members who agree that public agencies work well together in Clackmannanshire (from 42% to 34%), with this fall concentrated outwith the Regeneration areas.

How would you rate Clackmannanshire public services in general?

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Very good	27%	22%	34%	13%	33%	15%
Fairly good	67%	57%	60%	74%	61%	71%
Quite poor	3%	17%	4%	8%	4%	10%
Fairly poor	3%	4%	2%	5%	2%	4%

Base: All respondents using public services in last year

Public agencies work well together in Clackmannanshire

	Regeneration Areas				Rest of Clackmannanshire				Clackmannanshire			
	Agree		Disagree		Agree		Disagree		Agree		Disagree	
	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016	2015	2016
Public agencies work well together in Clackmannanshire	36%	45%	9%	13%	43%	31%	12%	13%	42%	34%	11%	13%

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

In addition to measuring Panel members' experiences of public services overall, they were asked to indicate how they rated their experience of some individual public services in the last year. The table overleaf presents the views of Panel members who have used each service in

the last year and which demonstrates very positive ratings for most services, particularly the following:

- Refuse collection / recycling (92%)
- Libraries (92%)
- Community access points (87%)
- Parks and open spaces (87%)
- Council contact centre (86%)

Dissatisfaction with services is relatively low, rising to over 20% for only three services:

- Street cleaning (23% rated this as 'poor')
- Sport and leisure (21%)
- Housing services (21%)

Experience of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	Good	Poor	Good	Poor	Good	Poor
Libraries	95%	5%	92%	8%	92%	8%
Sport and Leisure	82%	18%	78%	22%	79%	21%
Housing services	84%	16%	76%	24%	79%	21%
Street cleaning	56%	44%	81%	19%	77%	23%
Refuse collection/recycling	90%	10%	92%	8%	92%	8%
Parks and open spaces	71%	29%	90%	10%	87%	13%
Community access points	84%	16%	88%	12%	87%	13%
Council Contact Centre	84%	16%	87%	13%	86%	14%

Base: Respondents using each service

Most services have recorded a similar level of satisfaction compared to 2015. However, while Parks and Open Spaces showed a significant fall in satisfaction between 2014 and 2015 (from 93% to 81%), this has risen again to 87% for 2016.

Change in perception of Public Services

	Regeneration Areas		Rest of Clackmannanshire		Clackmannanshire	
	2015	2016	2015	2016	2015	2016
Libraries	99%	95%	94%	92%	95%	92%
Sport and Leisure	89%	82%	86%	78%	87%	79%
Housing services	85%	84%	91%	76%	89%	79%
Street cleaning	73%	56%	80%	81%	78%	77%
Refuse collection/recycling	92%	90%	95%	92%	95%	92%
Parks and open spaces	84%	71%	93%	90%	81%	87%
Community access points	82%	84%	96%	88%	93%	87%
Council Contact Centre	77%	84%	82%	87%	81%	86%

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

Appendix 1 Questionnaire



Dear Panel Member,

Clackmannanshire Survey 2016

Enclosed with this letter is the eleventh survey of the Clacks 1000 on Clackmannanshire in 2016. 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, appearing to read "Bobby McGill".

Councillor Bobby McGill
Chair of Clackmannanshire Alliance

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

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

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

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is a good place to live.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good availability of affordable housing.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good physical environment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a great place to work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good job prospects.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire is a cost effective business location.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good public transport provision.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good cycle networks.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has attractive places to visit and things to do.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good choice of shopping facilities.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has a good access to nature and open spaces.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good sports and leisure facilities.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good community activities and facilities.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

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

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

Q3. How would you rate your neighbourhood (within 1 mile) as a place to live?

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

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

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

Section 2: Our Communities are more cohesive and inclusive.

Q5. 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
People in Clackmannanshire help their neighbours.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
People in Clackmannanshire get involved in community groups/activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q6. Have you undertaken any work or activities on a voluntary basis in the last 12 months?

- Yes 1 Go to Q7
- No 2 Go to Q8

Q7. Why did you become involved in this type of voluntary work? Please tick all that apply.

- Helps local groups 1
- Helps local people 1
- Helps me to meet people 1
- Develops my skills 1
- Gives me work experience 1
- Helps funding 1
- Gives me a purpose 1
- Makes me feel happy 1
- Makes me feel involved in my community 1
- Other (please specify) 1

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

Q8. This question asks about your experience of some of the ways that the Council communicates with residents.

	Yes	No	Sometimes
The Council's publication, Clackmannanshire View, is now published online on Clacksweb. Have you read the publication online?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Would you be likely to read an annual report showing what the Council has done if it was delivered to your house?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
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 ?			
Please let us know if there is anything else that you would like to be able to do on Clacksweb .	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Are you aware of the Council's Facebook and Twitter pages?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Do you use Facebook or Twitter to engage with the Council?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

Q9. 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

Q10. How would you prefer to be consulted on Public Services in Clackmannanshire?

- | | |
|---|----------------------------|
| Public meetings | <input type="checkbox"/> 1 |
| Letter to residents with paper survey to complete | <input type="checkbox"/> 1 |
| Information on Clacksweb with online survey to complete | <input type="checkbox"/> 1 |
| Information in View with feedback form to complete | <input type="checkbox"/> 1 |
| Small focus groups | <input type="checkbox"/> 1 |
| Telephone surveys | <input type="checkbox"/> 1 |
| Other, please specify | <input type="checkbox"/> 1 |
-

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

Q11. How would you rate your experience of the following public educational services in Clackmannanshire in the last year?

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

Q12. Do you agree or disagree with the following statements about Clackmannanshire?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is benefitting from economic revival	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
There are a lot of local job opportunities for people in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
There are some job opportunities for people in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
There are relatively few job opportunities for people in Clackmannanshire	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Clackmannanshire has good opportunities for adult based learning.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q13. Do you feel any of the following difficulties exist in Clackmannanshire? Please tick all that apply.

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

Q14. Do you think that there are more job opportunities this year, compared with last year?

- Yes 1
- No 2

Q15. Are you currently in employment or seeking work?

- Yes 1 Go to Q16
- No 2 Go to Q18

Q16. 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	<input type="checkbox"/> 1
Lack of qualifications	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Lack of affordable childcare	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Transport problems	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Lack of relevant job opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Lack of job opportunities with decent pay	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Lack of confidence in looking for, or applying for a job	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Not currently looking for a job	<input type="checkbox"/>	

Q17. 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

Q18. 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
- Getting more adults into work
- Bringing jobs to the area
- Creating more apprenticeships
- Assistance with starting up your own business

Section 4: Our Communities are Safer

Q19. 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
Tackling anti social behaviour	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
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

Q20. How would you rate your experience of the following public services in Clackmannanshire in the last year?

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
Police Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Fire Service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Services -	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Street lighting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Roads	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Environmental Health	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Criminal Justice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Housing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q21. 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

Q22. In the past year have you ever felt fearful about becoming a victim of crime?

Yes	<input type="checkbox"/> 1 Go to Q23
No	<input type="checkbox"/> 2 Go to Q25
Not sure	<input type="checkbox"/> 3 Go to Q25

Q23. How frequently have you felt fearful of becoming a victim of crime in the past year?

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

Q24. 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

Q25. 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)

Q26. Using a scale of 1 to 5 (where 1 is very effective and 5 is not effective at all), please indicate how effective the following ways would be for Police Scotland to communicate advice and information to you.

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

Section 5: Vulnerable people and families are supported

Q27. Do you agree or disagree with the following statements about Clackmannanshire?

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

Q28. Do you feel that you have enough knowledge of the Government's Welfare Reform programme?

Yes No Not sure

1 2 3

www.clacksweb.org.uk/council/welfare reforms , 01259 450000

Q29. To what extent is the Government Welfare Reform programme having an impact on your household income?

None 1

Little 2

Some 3

Substantial 4

Not sure 5

Q30. Do you know where to access money advice services locally?

Yes 1

No 2

Money advice team on 01259 450000 or moneyadvice@clacks.gov.uk

Q31. Have you, or someone you know, used a Clackmannanshire food bank in the last year?

Yes, I have 1

Yes, someone I know has 2

No 3

Q32. Are you, or someone you know, at risk of homelessness?

Yes, I have 1

Yes, someone I know has 2

No 3

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

Q33. Do you provide and regular help or care for any sick, disabled or frail person?

- Yes 1
No 2

Q34. Do you receive any home care or support to assist you with daily living?

- No 1
Yes 2
Please specify

Section 6: Substance misuse and its effects are reduced

Q35. 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 |

Q36. 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

Q37. Do you think that alcohol/substance misuse has had a negative impact on your family in the past year?

Yes 1 No 2

Alcohol/drugs help 0845 673 1774

Q38. Which of the following statements best describes your current smoking behaviour?

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

Q39. Are you aware of how to access stopping smoking sessions locally?

Yes 1 No 2

Q40. How many smokers are there living in your home?

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

Q41. Is your house smoke free (no-one smokes in any room)?

Yes 1 No 2

Section 7: Health is improving and health inequalities are reducing

Q42. Do you agree or disagree with the following statement about Clackmannanshire?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Clackmannanshire is a community where health is improving.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q43. Do you agree or disagree with the following statement about your local community?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Health is improving in the local community where I live.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q44. How would you rate your experience of the following health facilities serving Clackmannanshire in the last year?

	Very Good	Quite Good	Quite Poor	Very Poor	Haven't used in last year
GP Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Forth Valley Royal Hospital	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Clackmannanshire Community Health Centre CCHC	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Social Work - Community Care	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q45. Over the last 12 months, how would you say your health has been on the whole?

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

Q46. Which statement comes closest to describing how you feel about your general mental or emotional well being at the moment?

Very happy	<input type="checkbox"/> 1
Fairly happy	<input type="checkbox"/> 2
Neither happy nor unhappy	<input type="checkbox"/> 3
Fairly unhappy	<input type="checkbox"/> 4
Very unhappy	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6

Q47. Which statement comes closest to describing how you feel about your overall quality of life at the moment?

Very good	<input type="checkbox"/> 1
Fairly good	<input type="checkbox"/> 2
Neither good nor poor	<input type="checkbox"/> 3
Fairly poor	<input type="checkbox"/> 4
Very poor	<input type="checkbox"/> 5
Not sure	<input type="checkbox"/> 6

Section 8: Our environment is protected and enhanced for all

Q48. 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

Q49. 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

Q50. 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

Q51. 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

Section 9: The Council is effective, efficient and recognised for excellence

Q52. How would you rate your experience of public services <i>in general</i> in Clackmannanshire <i>in the last year</i>?	
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

Q53. Do you agree or disagree with the following statement about Clackmannanshire?						
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly disagree	Not sure
Public agencies work well together in Clackmannanshire.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q54. How would you rate your experience of the following Council services in Clackmannanshire in the last year?

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

Q55. Clackmannanshire Council would like to hold focus groups over the next year on important issues which affect our communities. Please let us know if you would like to be involved in taking part in these focus groups?

- Yes 1
- No 2

Thank you for taking the time to complete this questionnaire.

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

Please return this form in the enclosed FREEPOST envelope

Appendix 2
Clackmannanshire Citizens' Panel

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

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

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

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

The 2013 Clacks 1,000

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

Summer 2016 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).

Three years after the 2013 refresh, the number of members has fallen to 1,175.