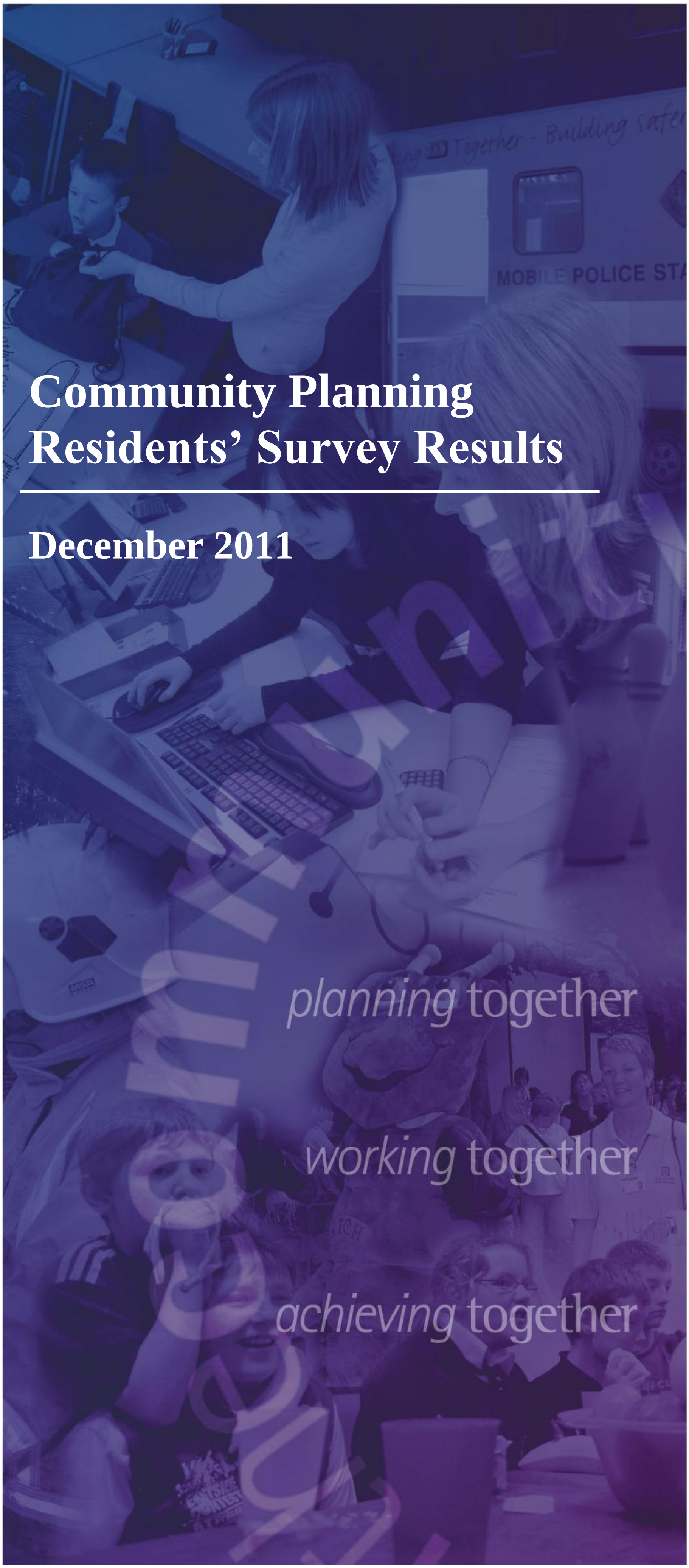
Community Planning Residents' Survey Results

December 2011



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1.0 INTRODUCTION

This report details the findings to emerge from a programme of research carried out by Lowland Market Research on behalf of the East Ayrshire Community Planning Partnership, investigating a range of issues of importance to the residents of East Ayrshire. The current survey, carried out in autumn 2011, will enable comparisons to be made with the results of previous surveys undertaken in 2005 and 2008.

1.1 Background

Community Planning is about a range of partners in the public and voluntary sectors working together to better plan, resource and deliver quality services that meet the needs of people who live and work in East Ayrshire. Community Planning puts local people at the heart of delivering services. It is not just about creating a plan or a vision but about jointly tackling major issues such as health, transport, employment, housing, education and community safety. These issues need a shared response from, and the full involvement of, not only public sector agencies but also local businesses, voluntary organisations and especially local people.

The Community Planning Partners in East Ayrshire are committed to working together to make a real difference to the lives of all people in the area. The Partnership has already achieved much through joint working. Together those who deliver services and those who live in the communities of East Ayrshire will build on previous success, and on existing partnerships and strategies, to create a shared understanding of the future for East Ayrshire.

1.2 Purpose of Research

The primary purpose of the research is to:

- gain increased information on the demographics of the East Ayrshire population;
- gain an increased understanding of local priorities and views of residents on public service provision/satisfaction; and
- collect data for, and undertake a comparison with, the findings of the Residents' Surveys carried out in 2005 and 2008, which will inform the Community Plan's thematic Action Plans and the ongoing development of the Single Outcome Agreement and associated activity.

1.3 Questionnaire Development

The questionnaire was developed by the East Ayrshire Community Planning Partnership. Each of the partners was consulted with regard to the type of questions to be included and the wording of these questions. The questionnaire on the whole contains the same questions as those used in 2005 and 2008, thus facilitating a comparison with the previous surveys.

1.4 Methodology and Respondent Profile

In order to provide suitable depth and breadth of responses, a face-to-face methodology was employed. In total, 2,000 face-to-face interviews were conducted with a cross-section of the population of East Ayrshire. Following discussion with representatives of the Community Planning Partners, a quota based methodology was developed. This quota was designed to ensure that a suitable number of interviews were conducted within various geodemographic variables thus allowing meaningful analysis of the responses by these variables.

Key variables upon which the quota was based were as follows:

- Multi-Member Wards
- Gender
- Age
- Working status
- 0-30% datazones.

The following tables summarise the number of interviews conducted by some of the main geodemographic variables.

Multi-Member Wards	Number of Interviews	Percentage of Survey Interviews	Percentage that the area accounts for of the total East Ayrshire population
Annick	200	10%	9%
Ballochmyle	240	12%	12%
Cumnock and New Cumnock	240	12%	12%
Doon Valley	200	10%	10%
Irvine Valley	240	12%	13%
Kilmarnock East and Hurlford	240	12%	13%
Kilmarnock North	200	10%	9%
Kilmarnock South	200	10%	9%
Kilmarnock West and Crosshouse	240	12%	13%

The proportion of interviews conducted in the datazones in a multi-member ward predominantly reflects the number of people living in these areas. As the table below highlights, the actual numbers of people interviewed in the datazone within each multi-member ward are limited. Analysis of responses should in the main be confined to groups of responses with a minimum of 250 responses and ideally with upwards of 400 responses. On an East Ayrshire wide basis, the numbers of interviews and proportions are significantly more robust.

Multi-Member Wards	Number of Interviews 0-15% datazones	Number of Interviews 15%- 30% datazones	Number of Interviews Remaining datazones
Annick	0	40	160
Ballochmyle	60	80	100
Cumnock and New Cumnock	25	115	100
Doon Valley	48	52	100
Irvine Valley	60	60	120
Kilmarnock East and Hurlford	0	120	120
Kilmarnock North	80	20	100
Kilmarnock South	40	100	60
Kilmarnock West and Crosshouse	40	60	140

Other Demographic Variables

The following tables summarise the key demographic variables of the sample of East Ayrshire residents interviewed in the survey.

Age and Gender	Number of Interviews	Percentage of Survey Interviews*	Percentage that the demographics account for of the total East Ayrshire population
Male	986	49%	48%
Female	1014	51%	52%
16-24 years	333	17%	15%
25-34 years	286	14%	13%
35-44 years	365	18%	19%
45-54 years	356	18%	17%
55-64 years	407	20%	16%
65+ years	253	13%	20%

*Percentages have been rounded to the nearest whole number.

Do you consider yourself to have a disability?

Yes	13%
No	87%

Households with children

0 - 4 years	11%
5 – 8 years	11%
9 – 11 years	7%
12 – 17 years	10%
None under 18 years	72%

*The total in the above table is 111% due to the fact that some households will have children in more than one age group.

Households with older people

60 – 74 years	19%
75 – 84 years	4%
85+ years	2%
None aged 60+ years	76%

Housing Tenure

Home owner (Owned outright)	27%
Home owner (Mortgage)	30%
Council tenant	31%
Housing Association tenant	4%
Renting from a private landlord	9%

Working Status

Employed (Full Time)	38%
Employed (Part Time/Job Share)	11%
Self Employed	9%
Unemployed	7%
Student	3%
Permanently sick/disabled	10%
Looking after the home	6%
Retired	16%

Ethnic Origin

White Scottish	94%
White Other British	5%
Irish	0.5%
Other Ethnic background	0.5%

1.5 Margins of Error

All sample surveys are subject to a degree of random error. It has become customary to provide an indication of the error margin by calculating the 95% confidence intervals for a simple random sample of the same size. These are provided in the table below. The magnitude of the error depends on the number of completed questionnaires and the results percentage.

As indicated on page 3, the analysis of the responses should be confined to groupings of responses with a minimum of 250 completed questionnaires and ideally when there are in excess of 400 responses. As the table below shows, when there are 250 responses the margin of error is +/-7%. For example, 55% of respondents stated that they had heard of a Home Fire Safety visit. Taking into consideration the margin of error, this 55% could actually be 53.3% or 56.7%, that is 1.7% below or 1.7% above the 55% response. This margin of error increases as the number of respondents decreases. As the table below shows, when analysis is conducted with 100 respondents, the margin of error rises to +/-10%.

95% Confidence Intervals

Number of Respondents	Margin of Error
2000	+/- 1.7%
1000	+/- 3%
400	+/-5%
250	+/-7%
100	+/-10%

Note: The table above shows the 95% confidence interval, sometimes called a margin of error. The table has been calculated on the basis of simple random sampling.

The table below provides examples of actual responses and how the margins of error may affect the results.

	Number of respondents	Margin of error	Variance
Have you heard of a Home Fire Safety visit?	2,000 respondents (55%, state yes)	+/-1.7%	53.3% to 56.7%

2.0 RESEARCH OUTPUTS

2.1 Community Planning Partners

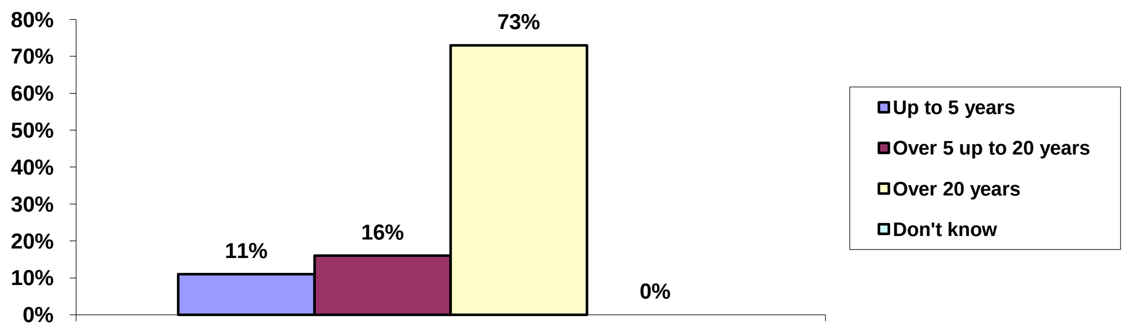
Seventy-three percent of respondents indicated that they had lived in East Ayrshire for over 20 years. A further 16% had lived in the area for between 5 and 20 years and 11% had lived in the area for up to 5 years. As may be anticipated, it is the older respondents who are most likely to have lived in the East Ayrshire area the longest length of time, 89% of respondents aged 65+ years stated they had lived in East Ayrshire for over 20 years.

The length of time that people have lived in East Ayrshire remains fairly similar across the three study years.

How long have you lived in East Ayrshire?

	2005	2008	**2011**
Up to 5 years	9%	11%	**11%**
Over 5 up to 20 years	19%	16%	**16%**
Over 20 years	70%	72%	**73%**
Don't know	2%	1%	**0%**

Base: 2000



Just over a third (37%) of all respondents said that they have lived at their current address for up to 5 years. A further 30% have lived at their current address for between 5 and 20 years and 34% have lived there for over 20 years.

How long have you lived at your current address?

	2011
Up to 5 years	37%
Over 5 up to 20 years	30%
Over 20 years	34%

Base: 2000

As the table below highlights, the Community Planning Partner that the largest number of respondents feel either fairly or very informed about is NHS Ayrshire and Arran, 81% of respondents stated this, up from 65% in 2008. This peaks at 84% among respondents aged 55-59 years and drops to a low of 76% for respondents aged 16-24 years.

Following this are East Ayrshire Council and Strathclyde Police, with 69% and 52% of respondents respectively feeling either fairly or very informed about these organisations. Strathclyde Partnership for Transport and Strathclyde Fire and Rescue follow closely behind with figures of 52% and 47% respectively. In contrast, respondents were less inclined to state that they felt informed about the Third Sector (24%) and Scottish Enterprise (19%).

Across the three study years, respondents generally seem to have become better informed with regard to the Community Planning Partners. For instance, the number of respondents stating that they were very or fairly informed with regard to NHS Ayrshire and Arran has increased from 42% in 2005 through 65% in 2008 to 81% in 2011. We see a similar pattern for East Ayrshire Council rising from 56% in 2005 to 69% in 2011, Strathclyde Police – 33% in 2005 to 52% in 2011, Strathclyde Partnership for Transport – 40% in 2005 to 52% in 2011 and Strathclyde Fire and Rescue – 31% in 2005 to 47% in 2011.

How well informed do you feel about the following Community Planning Partners- Very/Fairly Informed?

	2005	2008	**2011**
NHS Ayrshire and Arran	42%	65%	**81%**
East Ayrshire Council	56%	67%	**69%**
Strathclyde Police	33%	57%	**52%**
Strathclyde Partnership for Transport	40%	48%	**52%**
Strathclyde Fire and Rescue	31%	54%	**47%**
Colleges and Universities	--	--	**46%**
Third Sector (Community and Voluntary Organisations)	--	--	**24%**
Scottish Enterprise	19%	33%	**19%**

Base: 2000

How well informed do you feel about the following Community Planning Partners?

	Very informed	Fairly informed	Neither/ Nor	Fairly uninformed	Very uninformed
East Ayrshire Council	14%	55%	13%	14%	4%
Scottish Enterprise	6%	13%	23%	28%	30%
NHS Ayrshire and Arran	21%	60%	8%	8%	4%
Strathclyde Police	12%	40%	29%	15%	5%
Strathclyde Fire and Rescue	11%	36%	33%	15%	5%
Strathclyde Partnership for Transport	8%	44%	21%	17%	11%
Colleges and Universities	7%	39%	24%	16%	14%
Third Sector (Community and Voluntary Organisations)	5%	19%	30%	23%	23%

Base: 2000

Two thirds (66%) of all respondents said that they know how and where to contact each of the Community Planning Partners. This rose to 73% among respondents aged 60-64 years and dropped to 55% among people aged 16-24 years.

Do you know how and where to contact each of the Community Planning Partners?

Yes	66%
No	34%

When asked “How did you last contact any of the Community Planning Partners?”, 39% of respondents stated by telephone, followed by 8% in person and 4% by email or through the website. Just under half (46%) of all respondents stated that they have never contacted any partner/cannot remember how they made contact. Respondents least likely to have contacted any of the Community Planning Partners are those aged 16-24 years, 53% stating that they have not contacted a partner. In contrast, 42% of people aged 65+ years said that they had not contacted a partner.

The overall trend when contacting the Community Planning Partners is a steady decline in contacting a partner at all. The number of people who never contacted any Community Planning Partner has increased from 32% in 2005 to 46% in 2011. When contacting a Community Planning Partner, the number of people doing so in person at an office has declined from 19% in 2005 to 8% in 2011.

How did you last contact the Community Planning Partners?

	2005	2008	**2011**
In person at an office	19%	14%	**8%**
By letter	4%	4%	**1%**
Through email	0%	1%	**2%**
Via the website	1%	2%	**2%**
By telephone	44%	42%	**39%**
Never contacted any partner/Cannot remember	32%	37%	**46%**

Base: 2000

The preferred means of contacting the Community Planning Partners is by telephone, 75% of respondents stated this, followed by 12% who would like to contact the partners in person at an office and 8% via the website or through email. Contacting the Community Planning Partners by email or through the Internet peaks at 12% among respondents aged 25-34 years and drops to 4% among respondents aged 60+ years.

What is your preferred method of contact with Community Planning Partners?

	2005	2008	**2011**
By telephone	63%	61%	**75%**
In person at an office	22%	23%	**12%**
Via the website	5%	9%	**5%**
By letter	3%	6%	**2%**
Through email	1%	1%	**3%**
Other	6%	0%	**3%**

Base: 1071

The three main reasons respondents gave for contacting a Community Planning Partner were as follows:

- To request a service 35%
- To make an enquiry 23%
- To request action 21%

Respondents aged 25-34 years of age are most likely to contact the Community Planning Partners to request a service. Female respondents are also more likely to request a service (37%) compared to male respondents (32%).

What was your main reason for contacting the Community Planning Partners?

	2005	2008	**2011**
To request a service	36%	46%	**35%**
To make an enquiry	19%	14%	**23%**
To request action	21%	22%	**21%**
To get information or advice about a service	4%	5%	**4%**
To make a payment	6%	4%	**2%**
To make a complaint about a service	5%	3%	**2%**
To make a complaint about something else (e.g. a noisy neighbour)	4%	2%	**2%**
To get general information or advice	2%	2%	**2%**
To make an application (e.g. for housing benefit)	1%	1%	**1%**
On a business-related matter	1%	0%	**1%**
In response to a communication	1%	1%	**0%**

Base: 1071

The specific reasons for contacting the Community Planning Partners were many and varied. Some of the main reasons included:

- Housing repair and maintenance issues
- Planning applications and enquiries
- Special uplift
- Application for licences
- Job applications
- Reporting a fire
- Contact regarding health services such as making a GP or hospital appointment
- Potholes in the road
- Renewing library books
- Paying a bill or fine
- Reporting an issue to the Police.

In general, most people were either very or fairly satisfied with the treatment they received on their most recent contact with the Community Planning Partners, almost three quarters (74%) of respondents stating this. A further 7% stated that they were neither satisfied nor dissatisfied and 19% said they were dissatisfied.

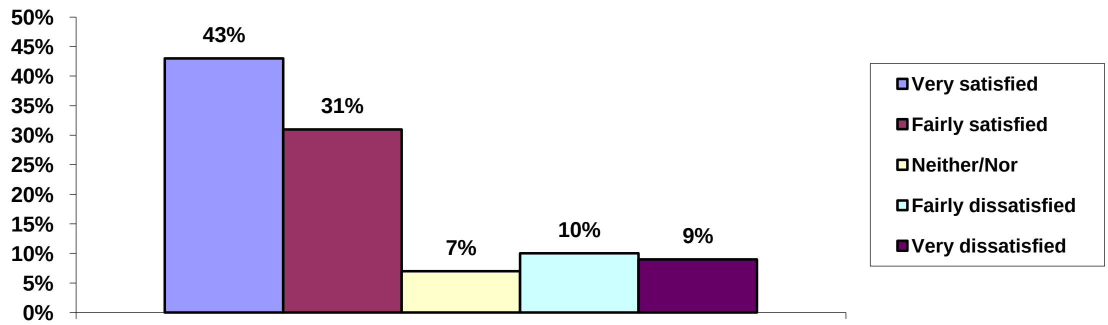
Younger respondents are most likely to be satisfied with the treatment they received on their most recent contact with the Community Planning Partners, 81% stating this. In contrast, older respondents aged 65+ years were most likely to be dissatisfied with 23% stating this.

When contacting a Community Planning Partner, the number of people who were very satisfied with the treatment they received is up significantly over the three survey years rising from 26% in 2005 to 43% in 2011.

How satisfied or dissatisfied were you with the treatment you received on your most recent contact with Community Planning Partners?

	2005	2008	**2011**
Very satisfied	26%	26%	**43%**
Fairly satisfied	49%	40%	**31%**
Neither/Nor	5%	8%	**7%**
Fairly dissatisfied	9%	8%	**10%**
Very dissatisfied	11%	18%	**9%**

Base: 1069



Ninety-two percent of respondents stated that it was very or fairly easy to contact the Community Planning Partners. This view remained fairly constant across the main age groups of respondents. Only 4% of respondents thought that contacting the Community Planning Partners was not easy.

How easy was/is it for you to contact Community Planning Partners?

	2005	2008	**2011**
Very easy	50%	35%	**55%**
Fairly easy	42%	51%	**37%**
Neither/Nor	3%	9%	**4%**
Not easy	2%	2%	**3%**
Not at all easy	3%	3%	**1%**

Base: 1069

Respondents were asked to consider a range of services provided by the Community Planning Partners and to state how satisfied or dissatisfied they were with them. Respondents were then asked to rank their top five services. The tables summarising the responses are on pages 13 to 15.

In general, satisfaction levels for many of the services were high. The top ten services with the highest levels of satisfaction were as follows:

% of respondents being either Very Satisfied or Fairly Satisfied

	2005	2008	2011
• Fire service (Base: 770)	72%	72%	**97%**
• Ambulance service (Base: 833)	73%	80%	**96%**
• Hospitals (Base: 1532)	80%	89%	**95%**
• Local doctor (GP) (Base: 1812)	90%	90%	**90%**
• Libraries (Base: 1136)	74%	81%	**90%**
• Colleges and Universities (Base:715)	--	--	**89%**
• Adult Education (Base: 518)	42%	49%	**87%**
• Primary schools (Base: 753)	67%	75%	**85%**
• Environmental Health (Base: 588)	43%	37%	**85%**
• Recycling (glass, paper, etc.) (Base: 1675)	79%	75%	**84%**

Satisfaction levels throughout the many services asked about have risen steadily over the three survey periods. For instance, satisfaction with the Fire service and the Ambulance service have risen from 72% and 73% respectively in 2005 to 97% and 96% respectively in 2011.

Other significant increases in satisfaction included Adult Education rising from 42% in 2005 to 87% in 2011, Environmental Health – 43% in 2005 to 85% in 2011, Cemeteries – 42% in 2005 to 83% in 2011 and Museum and Arts – 33% in 2005 to 71% in 2011.

In contrast, the services which respondents are most likely to feel dissatisfied with are as follows:

% of respondents being either Fairly Dissatisfied or Very Dissatisfied

	2005	2008	2011
1. Winter road treatment	26%	18%	**61%**
2. Dog fouling/warden	49%	47%	**60%**
3. Youth clubs/groups/services	46%	55%	**53%**
4. Training and employment initiatives	8%	9%	**51%**
5. Addiction Support	--	8%	**39%**

Over the period 2005 to 2011, the number of people stating they are fairly or very dissatisfied with a variety of services has increased significantly. The two most obvious being training and employment initiatives where dissatisfaction has risen from 8% in 2005 to 51% in 2011, and in winter road treatment which has seen a rise in dissatisfaction from 26% in 2005 to 61% in 2011.

Both of these services will have particular mitigating circumstances. The world has been going through a significant economic crisis over the past two to three years which is now percolating through to significantly higher jobless figures and other employment issues. Respondents will now be more aware and attuned to the need for training and employment initiatives than they were in either 2008 or 2005.

People's opinions on the winter road treatment service will also be impacted by the very severe weather that they experienced at the end of November and into December in 2010. During this time much of Scotland experienced significant falls of snow and temperatures dropping to minus 18 degrees Celsius. Winter road treatment during that period was often inadequate to cope with the severe weather conditions.

The top five services that respondents thought were the most important were as follows:

	2005	2008	2011
• Local doctor (GP)	36%	44%	**65%**
• Hospitals	45%	63%	**60%**
• Policing	44%	42%	**42%**
• Ambulance service	33%	29%	**32%**
• Fire service	30%	38%	**22%**

The top five services that people thought were most important have remained fairly stable over the time period 2005 to 2011. They are primarily the medical and emergency services. The importance of a local doctor (GP) and hospital have grown steadily since 2005, rising from 36% and 45% respectively in 2005 to 65% and 60% respectively in 2011.

In addition, just outside the top five services is public transport at number six. The percentage of people stating that this is an important service has increased from 10% in 2005 to 21% in 2011.

The tables on pages 13 and 14 highlight significant increases in satisfaction levels for a variety of services, including adult education, environmental health, cemeteries, protection of the environment, trading standards, after school childcare, museums and arts and children’s hearings. The main factor influencing this is that, in 2011, respondents had the opportunity to answer no contact/not applicable. This option was not available in the 2005 or 2008 questionnaires.

Having the no contact/not applicable option in the 2011 questionnaire will have improved the quality of the responses on each service and the analysis of the data. In previous years, people with no contact or where it was not applicable either left the answer row blank, or because there was no option for ‘no contact’, often answered neither/nor rather than leaving the row blank. This will have resulted in many respondents with limited or no knowledge of the service or activity responding to the question by ticking neither/nor as a substitute for don’t know/not applicable, when they should have left it blank.

When we look at the data more closely for this year, and the 2005 and 2008 responses, we see that for the services in question we have very high levels of neither/nor responses. This ‘sitting on the fence’ response is normally an indication of not knowing how good or bad the service is rather than genuinely being in the middle.

We see this drop in neither/nor across almost all of the services. The neither/nor responses seen in the 2005 and 2008 questionnaire have now (2011) translated primarily into fairly satisfied. The very satisfied responses remain fairly constant across the three study years as do the dissatisfied responses.

How satisfied or dissatisfied are you with the following? – Very or Fairly Satisfied

	2005	2008	**2011**
Fire service (Base: 770)	72%	72%	**97%**
Ambulance service (Base: 833)	73%	80%	**96%**
Hospitals (Base: 1532)	80%	89%	**95%**
Local doctor (GP) (Base: 1812)	90%	90%	**90%**
Libraries (Base: 1136)	74%	81%	**90%**
Colleges & Universities (Base:715)	--	--	**89%**
Adult education (Base: 518)	42%	49%	**87%**
Primary schools (Base: 753)	67%	75%	**85%**
Environmental Health (Base: 588)	43%	37%	**85%**
Recycling (glass, paper, etc.) (Base: 1675)	79%	75%	**84%**
Sewerage (Base: 672)	72%	61%	**84%**
Cemeteries (Base: 530)	42%	44%	**83%**
Street lighting (Base: 1743)	80%	79%	**82%**
Refuse collection (Base: 1847)	77%	69%	**82%**
Protection of the environment (Base: 572)	40%	42%	**82%**
Trading Standards (Base: 142)	21%	20%	**81%**
Policing (Base: 1276)	59%	55%	**80%**
Nursery/Early Years (Base:432)	--	--	**80%**
Council Local Offices (Base: 1259)	71%	75%	**79%**
Home Care (Base: 543)	--	--	**79%**
Public transport (Base: 1234)	74%	69%	**77%**
Secondary schools (Base: 774)	56%	64%	**76%**
Housing (council or housing associations) (Base: 819)	51%	61%	**75%**
Protection of children and vulnerable adults (Base: 293)			**73%**
Housing (benefits) (Base: 619)	41%	64%	**72%**
After school childcare (Base: 218)	29%	36%	**72%**
Street cleaning/removal of litter/fly tipping (Base: 1363)	67%	63%	**71%**
Museums & Arts (Base: 776)	33%	57%	**71%**
Social Work (Base: 520)	---	53%	**71%**
Services for older people (Base: 703)	56%	54%	**70%**
Road safety (Base: 1276)	59%	49%	**69%**
Council Tax (Benefits) (Base:832)	--	--	**69%**
Care for people with disabilities (Base: 563)	---	57%	**67%**
My Bus (formerly Dial a Bus and Ring and Ride) (Base: 252)	--	--	**66%**
Parks, Playparks, Open Spaces (Base: 1286)	34%	55%	**62%**
Recreation & sports facilities (Base: 1210)	39%	44%	**60%**
Children's Hearings (Base: 98)	---	18%	**59%**
Housing (repairs - council or housing associations) (Base: 686)	48%	55%	**56%**
Addiction Support (Base: 82)	---	21%	**55%**
Community Safety including CCTV (Base: 715)	--	--	**55%**
Swimming pools/Leisure facilities (Base: 1269)	37%	43%	**54%**
Education & training for people with disabilities (Base: 264)	34%	34%	**53%**
Repairs to roads, footpaths and cycle paths (Base: 1700)	44%	32%	**42%**
Training & employment initiatives (Base: 398)	25%	19%	**31%**
Youth clubs, groups, services (Base: 586)	19%	14%	**24%**
Winter road treatment (e.g. snow clearing, gritting) (Base: 1747)	44%	56%	**21%**
Support to local businesses (Base: 263)	22%	13%	**21%**
Dog Fouling/Warden (Base: 572)	15%	13%	**18%**

How satisfied or dissatisfied are you with the following?

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly dissatisfied	Very dissatisfied
Addiction Support (Base:82)	28%	27%	6%	21%	18%
Adult education (Base: 518)	18%	69%	7%	4%	3%
After school childcare (Base: 218)	16%	56%	20%	4%	4%
Ambulance service (Base: 833)	46%	50%	2%	0%	1%
Care for people with disabilities (Base: 563)	23%	44%	24%	5%	3%
Cemeteries (Base: 530)	23%	60%	14%	1%	2%
Children’s Hearings (Base: 98)	10%	49%	35%	2%	4%
Colleges & Universities (Base: 715)	19%	70%	7%	3%	1%
Community Safety, including CCTV (Base: 715)	9%	46%	34%	7%	4%
Council Local Offices (Base: 1259)	13%	66%	15%	4%	3%
Council Tax (Benefits) (Base: 832)	17%	52%	23%	4%	4%
Dog Fouling/Warden (Base: 572)	5%	13%	22%	23%	37%
Education & training for people with disabilities (Base: 264)	14%	39%	33%	10%	4%
Environmental Health (Base: 588)	13%	72%	9%	4%	2%
Fire service (Base: 770)	41%	56%	3%	0%	0%
Home Care (Base: 543)	22%	57%	17%	2%	2%
Hospitals (Base: 1532)	41%	54%	3%	1%	1%
Housing (council or housing associations) (Base: 819)	13%	62%	15%	5%	5%
Housing (benefits) (Base: 619)	15%	57%	18%	5%	5%
Housing (repairs - council or housing associations) (Base: 686)	9%	47%	15%	14%	15%
Libraries (Base: 1136)	24%	66%	8%	1%	1%
Local doctor (GP) (Base: 1812)	35%	55%	5%	2%	3%
Museums & Arts (Base: 776)	12%	59%	27%	1%	1%
My Bus (formerly Dial a Bus and Ring and Ride) (Base: 252)	29%	37%	26%	2%	6%
Nursery / Early years (Base: 432)	33%	47%	14%	3%	3%
Parks, Playparks, Open Spaces (Base: 1286)	10%	52%	16%	17%	6%
Policing (Base: 1276)	18%	62%	12%	5%	3%
Primary schools (Base:753)	32%	53%	12%	2%	1%
Protection of children and vulnerable adults (Base: 293)	16%	57%	21%	2%	4%
Protection of the environment (Base: 572)	12%	70%	10%	4%	3%
Public transport (Base: 1234)	23%	54%	12%	5%	6%
Recreation & sports facilities (Base: 1210)	12%	48%	17%	16%	6%
Recycling (glass, paper, etc.) (Base: 1675)	22%	62%	10%	4%	2%
Refuse collection (Base: 1847)	19%	63%	9%	5%	3%
Repairs to roads, footpaths and cycle paths (Base: 1700)	6%	36%	22%	23%	14%
Road safety (Base: 1276)	8%	61%	20%	7%	4%
Secondary schools (Base: 774)	17%	59%	20%	3%	1%
Services for older people (Base: 703)	12%	58%	20%	7%	3%
Sewerage (Base: 672)	24%	60%	13%	2%	1%
Social Work (Base: 520)	12%	59%	22%	3%	3%
Street cleaning/removal of litter/fly tipping (Base: 1363)	11%	60%	20%	7%	2%
Street lighting (Base: 1743)	12%	70%	9%	5%	3%
Swimming pools/Leisure facilities (Base: 1269)	10%	44%	19%	17%	10%
Support to local businesses (Base: 263)	5%	16%	63%	11%	5%
Trading Standards (Base: 142)	18%	63%	13%	4%	4%
Training & employment initiatives (Base: 398)	2%	29%	18%	41%	10%
Winter road treatment (e.g. snow clearing, gritting) (Base: 1747)	1%	20%	18%	39%	22%
Youth clubs, groups, services (Base: 586)	4%	20%	23%	41%	12%

Which services do you think are most important?

	2005	2008	**2011**
Local doctor (GP)	36%	44%	**65%**
Hospitals	45%	63%	**60%**
Policing	44%	42%	**42%**
Ambulance service	33%	29%	**32%**
Fire service	30%	38%	**22%**
Public transport	10%	13%	**21%**
Refuse collection	16%	24%	**20%**
Winter road treatment (e.g. snow clearing, gritting)	12%	4%	**18%**
Repairs to roads, footpaths and cycle paths	14%	20%	**14%**
Primary schools	12%	18%	**13%**
Swimming pools/Leisure facilities	7%	5%	**12%**
Housing (council or housing associations)	8%	17%	**9%**
Recycling (glass, paper, etc.)	8%	8%	**9%**
Secondary schools	9%	11%	**8%**
Housing (repairs - council or housing associations)	10%	9%	**8%**
Parks, Playparks, Open Spaces	14%	7%	**8%**
Care for people with disabilities	---	11%	**6%**
Services for older people	---	7%	**6%**
Recreation & sports facilities	8%	6%	**6%**
Street lighting	5%	5%	**6%**
Home Care	9%	---	**6%**
Colleges and Universities	---	---	**6%**
Road safety	12%	20%	**5%**
Environmental Health	12%	7%	**5%**
Youth clubs, groups, services	11%	5%	**5%**
Libraries	4%	4%	**5%**
Training & employment initiatives	4%	1%	**5%**
Council Local Offices	5%	---	**5%**
Community Safety, including CCTV	---	---	**4%**
Nursery/Early Years	---	---	**4%**
Street cleaning/removal of litter/fly tipping	7%	7%	**3%**
Dog fouling/Warden	11%	6%	**3%**
Museums & Arts	2%	5%	**3%**
Protection of the environment	12%	3%	**3%**
Adult education	4%	2%	**3%**
Housing (benefits)	3%	2%	**3%**
Council Tax (Benefits)	---	---	**3%**
Education & care for people with disabilities	6%	4%	**2%**
After school childcare	4%	3%	**2%**
Sewerage	3%	2%	**2%**
Social Work	---	3%	**2%**
Protection of children and vulnerable adults	---	---	**2%**
Cemeteries	3%	2%	**1%**
Addiction Support	---	1%	**1%**
Trading Standards	1%	1%	**1%**
My Bus (formerly Dial a Bus and Ring and Ride)	---	---	**1%**
Support to local businesses	4%	1%	**0%***
Children's Hearings	---	---	**0%***

Base: 2000

* denotes less than 1%

2.2 Community Involvement

Twelve percent of respondents stated that they have undertaken any work or activities on a voluntary basis at any time in the past 12 months. The remaining 88% said they have not. These figures remain fairly stable over the period 2005 to 2011. Respondents aged 60-64 years are most likely to have undertaken any voluntary work, 21% doing so, compared to only 9% of respondents aged 45-54 years. Women are also more likely to have been involved in voluntary activities (13%) than men (12%).

The main activities that people stated they were involved in were as follows:

- Church/religious activities 19%
- Working with people with disabilities 19%
- Working with older people 18%
- Activities or organisations working with young people 16%
- Working with vulnerable people 12%

Church/religious activities remain the most popular activity for people to be involved in on a voluntary basis over the three study years.

What best describes your group/activity?

	2005	2008	**2011**
Church/religious activities	26%	11%	**19%**
Working with people with disabilities	17%	8%	**19%**
Working with older people	14%	8%	**18%**
Activities or organisations working with young people	11%	13%	**16%**
Working with vulnerable people	15%	10%	**12%**
Playgroups or children's activities	10%	6%	**12%**
Working in the area of health	4%	13%	**7%**
Residents/tenants groups or organisations	7%	11%	**6%**
Community Council	2%	6%	**6%**
Working in support of the environment	9%	2%	**6%**
Professional societies or organisations	7%	2%	**6%**
Parent/teacher association	3%	0%	**4%**
Local economic/employment initiatives	2%	0%	**3%**
School board	0%	1%	**1%**
Providing advice	2%	0%	**1%**
Community Safety	2%	0%	**1%**
Trade Union	1%	0%	**1%**
Political party	1%	0%	**0%**
Providing adult education	1%	0%	**0%**

Base: 249

As the table below outlines, enthusiasm to become involved in consultation or the decision making process is fairly limited. The two main means through which people would like to become involved are:

- Providing your views in surveys like this one 52%
- Receiving regular information about the decisions and activities 26%

The number of people stating that they would be interested in providing their views in surveys like this one peaked at 58% among respondents aged 60-64 years and dropped to a low of 50% among people aged 16-24 years.

The number of people stating that they would be very or fairly interested in providing their views in surveys like the Community Planning Residents' Survey has increased from 26% in 2005 through 38% in 2008 to 52% in 2011. In contrast, the percentage of people who would be very or fairly interested in being directly involved in decision making, for example, through being a member of a board or local area forum, has declined from 7% in 2005, through 6% in 2008 to 4% in 2011.

How interested are you in the following ways of becoming more involved in the Community Planning Partners decisions?

	Very interested	Fairly interested	Neither/ Nor	Not interested	Not at all interested
By becoming a residents' panel member	4%	4%	5%	36%	51%
By receiving regular information about decisions and activities	8%	18%	16%	22%	36%
By providing your views in surveys like this one	21%	31%	20%	12%	16%
By taking part in consultation exercises on specific issues e.g. through attending public meetings	3%	9%	6%	30%	53%
By being directly involved in decision-making e.g. through being a member of a board or local area forum	1%	3%	5%	30%	61%

Base: 2000

Respondents were asked "What would encourage you to become more involved in your local community?" Many people stated that nothing would encourage them to become more involved. Things that would encourage people to become more involved included:

- Seeing the benefit of their involvement
- More information and more initiatives that would allow people to become involved
- Receiving more updates regarding what is happening in the community
- More time available
- If something was directly affecting an individual
- Being paid expenses

The three most popular issues that respondents would like to be consulted about are Health (34%), Community Safety (31%) and Opportunities (for example, training, employment, business, transport, housing) (27%).

Female respondents are more likely to be interested in being consulted about health, 36% stating this, as are older respondents, 43% of respondents aged 60-64 years indicating this.

Respondents aged 55-64 years are generally most interested in being consulted about most of the topic areas. For instance, 37% of this group would like to be consulted about community safety compared to 25% of those aged 16-24 years.

Which issues would you liked to be consulted about?

	2005	2008	**2011**
Health (e.g. health services, healthy lifestyles, health at work)	30%	12%	**34%**
Community Safety (e.g. road safety, anti-social behaviour)	31%	17%	**31%**
Opportunities (e.g. training, employment, business, transport, housing)	23%	22%	**27%**
Environment (e.g. green spaces, buildings)	28%	13%	**25%**
Community Learning (e.g. access to learning opportunities, new skills, training)	23%	11%	**24%**
Eliminating Poverty (e.g. credit unions, carer support, money advice, employment opportunities)	23%	9%	**24%**
Equalities and Diversity Issues	--	--	**20%**
All of the above	14%	4%	**18%**

Base: 2000

Twenty-five percent of all respondents indicated that they would be interested in receiving a brief summary of the findings of this survey.

2.3 Promoting Lifelong Learning

2.3.1 Qualifications

Just over a third (35%) of all respondents indicated they have an Ordinary Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent; this is followed by 15% who have a Higher Grade/Higher Still/CSYS/A level, Advanced Senior Certificate or equivalent. Twenty-six percent of respondents indicated that they have none of the indicated qualifications in the table below.

Older respondents are most likely to have none of the qualifications asked about, 46% of people aged 65+ stating this compared to 14% of people aged 25-34 years. The number of people with no qualifications is also highest among respondents in the 0-15% datazones, 31% compared to 24% among respondents living outwith the datazones.

The number of people interviewed with at least one qualification has increased steadily over the period 2005 to 2011. In 2005, 41% of all respondents stated that they had none of the qualifications asked about, this has declined to 26% in 2011.

The number of people with many other qualifications also increased. Respondents with Ordinary Grade/Standard Grade increased from 29% in 2005 to 35% in 2011, respondents with Higher Grades increased from 10% in 2005 to 15% in 2011 and respondents with HNC/HND increased from 9% in 2005 to 12% in 2011.

The table below summarises the responses received regarding educational and vocational qualifications. Respondents were able to select more than one response therefore the percentages will add up to more than 100%.

Which educational/vocational qualification do you have?

	2005	2008	**2011**
Ordinary Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent	29%	24%	**35%**
Higher Grade/Higher Still/CSYS/A level, Advanced Senior Certificate or equivalent	10%	9%	**15%**
HNC, HND, SVQ Levels 4 or 5 or equivalent	9%	6%	**12%**
School Leaving Certificate, new National Qualification Access Unit	8%	7%	**10%**
GSVQ Foundation or Intermediate, SVQ Level 1 or 2, SCOTVEC Module or equivalent	5%	7%	**9%**
City and Guilds	9%	6%	**8%**
GSVQ Advanced, SVQ Level 3, ONC, OND, SCOTVEC National Diploma or equivalent	8%	5%	**8%**
First Degree, Higher Degree	4%	5%	**5%**
Professional qualifications, e.g. teaching, accountancy	7%	4%	**5%**
None of these	41%	46%	**26%**
Other	--	--	**19%**

Base: 2000

2.3.2 Employment, Training or Learning

The majority of respondents (77%) have not taken part in any training or learning experience in the past 2 years. A further 16% have, leading to a qualification, and 7% did so but this did not lead to a qualification. It is younger respondents who are most likely to have undertaken some form of training or learning, with 29% of respondents aged 16-24 years and 35% of respondents aged 25-34 years stating this compared to 9% of respondents aged 65+ years.

For those that have undertaken any training or learning, 44% stated that it took place at work, with a further 37% stating that it took place at a college/university. Younger respondents, aged 16-24 years are most likely to state this, 49% undertaking training or learning at a college or university. In contrast, respondents aged 55-59 years are most likely to have undertaken training or learning at work, 58% stating this.

Work as a location for training and learning continues to dominate and increase its lead, rising from 36% in 2005 to 44% in 2011.

Where did your training or learning take place?

	2005	2008	**2011**
Work	36%	40%	**44%**
College	47%	37%	**26%**
University			**11%**
School	6%	5%	**6%**
Local library	2%	1%	**6%**
Community Centre	4%	5%	**2%**
Community Learning Centre	3%	2%	**2%**
Other	2%	10%	**7%**

Base: 459

Respondents were asked if they were in training and how long they had been in training. Thirty-five percent of those respondents in training indicated that it had been less than 6 months, a further 20% had been in training for between 6 and 12 months, 8% had been training for between 12 and 24 months and 37% had been in training for more than 2 years. Most people stated that the reason for them leaving their last training opportunity was because the training/course ended or they started work.

Respondents indicated a variety of different learning opportunities they would like to pursue that they do not currently have access to. These included:

- Caring for older and vulnerable people
- Animal care
- Computing
- Social work
- Learning to cook
- Graphic design
- Languages
- Reading
- Floral displays
- Fitness instructor.

Respondents indicated that the main issues that prevent them from seeking employment, training or learning are ill health (18%), lack of suitable jobs (11%) and qualifications (6%). Lack of suitable jobs has increased significantly since 2008, rising from 3% to 11% in 2011, possibly reflecting the current difficulties facing the British economy.

Ill health as a barrier peaks at 32% among respondents aged 55-59 years and drops to 10% among respondents aged 16-34 years. Ill health is also highest among people living in the 0-15% datazones at 22% compared to 15% among respondents living outwith the datazones.

What issues prevent you from seeking employment, training or learning?

	2005	2008	**2011**
Ill health	14%	15%	**18%**
Lack of suitable jobs	4%	3%	**11%**
Qualifications	3%	1%	**6%**
Caring responsibilities	7%	7%	**4%**
Fear of being worse off financially	2%	1%	**3%**
Lack of affordable childcare	2%	1%	**2%**
Lack of information and advice	3%	0%	**1%**
Transport costs	1%	0%	**1%**
Lack of confidence	--	--	**1%**
Literacy/numeracy issues	1%	0%	**0%**
None	69%	75%	**53%**

Base: 2000

Eighty-seven percent of respondents stated that they are not taking part in any form of employment/education or training. Seven percent are undertaking on-the-job training, 3% are undertaking a further education college course and 2% are undertaking a university based course.

2.4 Delivering Community Regeneration

2.4.1 Travel to Work

For those people who have a job, 68% normally travel as a car driver to work, with a further 5% being a passenger in a car. Eleven percent travel by bus and 8% walk.

If you have a job, how do you normally travel to work?

	2005	2008	**2011**
Car driver	65%	68%	**68%**
Car passenger	9%	10%	**5%**
Bus	10%	8%	**11%**
Train	2%	1%	**2%**
Motorcycle	0%	0%	**0%**
Bicycle	1%	2%	**1%**
Walk	13%	11%	**8%**
Other	0%	0%	**5%**

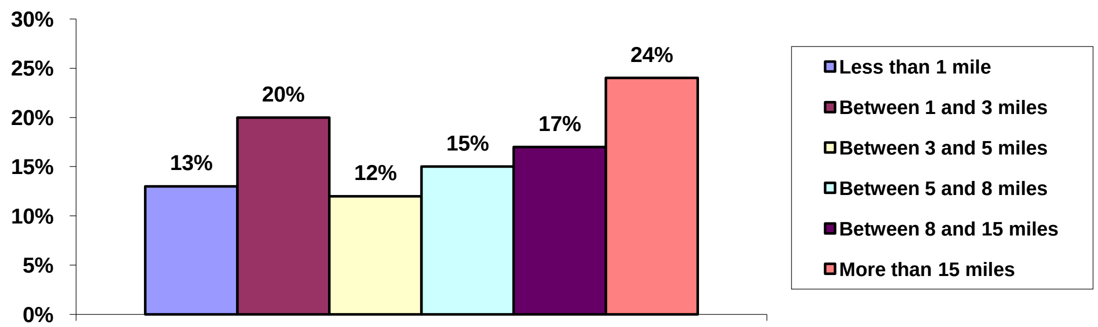
Base: 910

As the table below highlights, people who work travel a variety of different distances to work. Thirty-three percent of respondents stated they travel up to 3 miles to work. A further 12% travel between 3 and 5 miles, 15% travel between 5 and 8 miles and 17% travel between 8 and 15 miles. Finally, just under a quarter (24%) of respondents travel more than 15 miles to work.

How far do you travel?

	2005	2008	**2011**
Less than 1 mile	15%	16%	**13%**
Between 1 and 3 miles	18%	20%	**20%**
Between 3 and 5 miles	11%	12%	**12%**
Between 5 and 8 miles	16%	11%	**15%**
Between 8 and 15 miles	15%	15%	**17%**
More than 15 miles	25%	26%	**24%**

Base: 941



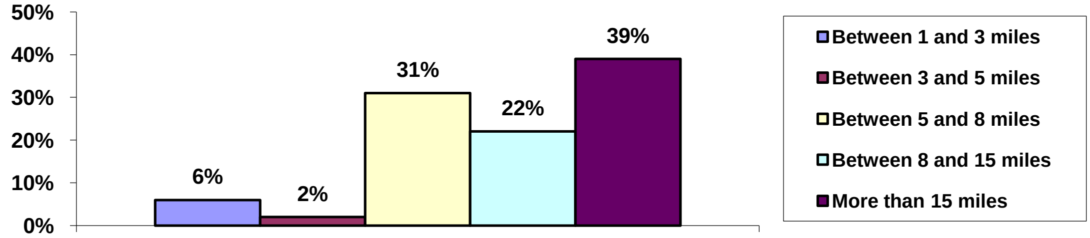
For those people who are unemployed, 8% are willing to travel up to 5 miles for work or education from their home. A further 31% are willing to travel between 5 and 8 miles, and 22% will travel between 8 and 15 miles. Just over a third (39%) will travel more than 15 miles for work or education from their home.

In 2005, 18% of people who were unemployed said that they would be willing to travel between 1 and 3 miles to work or education, this has decreased to 6% in 2011. Similarly, the number of people willing to travel between 3 and 5 miles has dropped from 23% in 2005 to 2% in 2011. At the other end of the scale, significantly larger numbers of respondents are willing to travel longer distances to work or education. Thirty-nine percent of respondents said they would travel more than 15 miles in 2011 compared to 21% in 2005.

If you are unemployed, how far are you willing to travel to work or education from your home?

	2005	2008	**2011**
Between 1 and 3 miles	18%	12%	**6%**
Between 3 and 5 miles	23%	13%	**2%**
Between 5 and 8 miles	25%	24%	**31%**
Between 8 and 15 miles	13%	19%	**22%**
More than 15 miles	21%	32%	**39%**

Base: 140



Eighty-nine percent of respondents stated that they are experiencing no barriers when travelling to and from education or work. Of those people who are experiencing barriers (128 respondents), 36% state affordability, 17% state timetabling/scheduling of public transport and 2% state reliability.

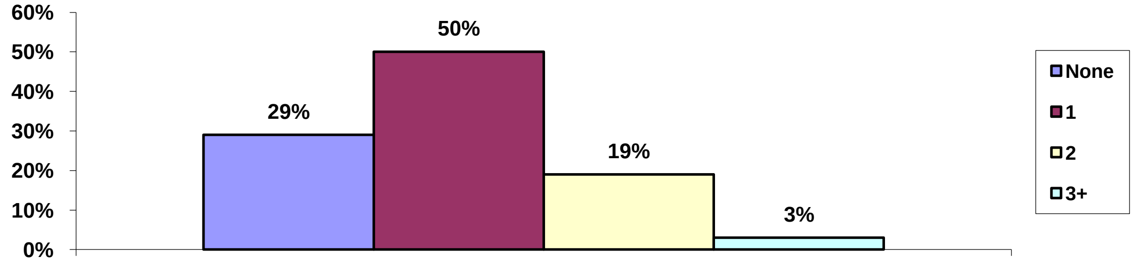
2.4.2 Access to Transport

Just over a quarter (29%) of all respondents stated that they have no vans or cars available within their household for private use. This rose to 43% of respondents who are aged 65+ years. It is also high among respondents living in the 0-15% datazones, with 38% of respondents stating this compared to 25% among respondents living outwith the datazones.

How many vans or cars do you have in your household for private use?

	2005	2008	**2011**
None	32%	34%	**29%**
1	49%	43%	**50%**
2	16%	18%	**19%**
3+	3%	5%	**3%**

Base: 2000



Ninety-four percent of respondents said that they have access to a bus stop within a 5 minute walk of their home. This figure remains fairly constant across all of the wards.

Just over a quarter (26%) of all respondents said that they have access to a train station within a 10 minute walk of their home. This peaks at 60% among respondents living in Kilmarnock West.

Thirty percent of respondents said that they require public transport to access health services. This peaks at 37% of respondents aged 65+ years.

Most people (79%) said that they were not experiencing any barriers travelling to and from health centres/hospitals/medical appointments. This dropped to 74% among respondents aged 65+ years. Four percent of respondents said that affordability was an issue and 3% said timetabling/scheduling of public transport was an issue.

Other issues raised by respondents included their health and ability to get to transport as well as on and off public transport.

Are you experiencing any barriers travelling to and from health centres/hospitals/medical appointments?

No Barriers	79%
Affordability	4%
Timetabling/Scheduling of public transport	3%
Reliability	1%
Quality i.e. safety, comfort, attractiveness	0%
Other	13%

Base: 2000

2.4.3 Childcare

Ninety-two percent of respondents indicated that they do not require childcare to let them go to work, attend training or further education. A further 6% stated they have been able to find suitable local childcare and 2% have not.

When considering the trend over the three research periods, the number of people stating that they have been able to find suitable childcare to allow them to work or attend training or further education has declined from 15% in 2005 through 12% in 2008 to 6% in 2011. A similar decline is seen among respondents who said they have not been able to find suitable childcare. People who said they do not need childcare increased from 74% in 2005 to 92% in 2011.

If you need childcare to let you work or attend training or further education, have you been able to find suitable local childcare to let you do this?

	2005	2008	**2011**
Yes	15%	12%	**6%**
No	11%	7%	**2%**
Do not need childcare	74%	81%	**92%**

Base: 2000

For those people who have found childcare, 88% state that it does meet their needs.

2.4.4 Access to Email and the Internet

Over two thirds (69%) of all respondents said that they have the use of a computer at home (2008: 57%, 2005: 47%). This peaked at 81% of respondents aged between 25 and 34 years and it dropped to a low of 36% (2008: 28%) among respondents aged 65+ years. Respondents living in the 0-15% datazones are slightly less likely to have the use of a computer at home (63%) compared to people living outwith the datazones (72%).

Overall, 67% of respondents have access to email or the Internet from home. This rises to 70% among people living outwith the datazones and drops to 60% with those respondents who live in the 0-15% datazones.

For those people who do have access to email or the Internet from home, 98% have a Broadband connection, with only 1% using Dial up and 1% using Cable. There has been a significant growth in the number of respondents having a Broadband Internet connection, rising from 63% in 2005.

What type of Internet connection do you have?

	2005	2008	**2011**
Broadband	63%	96%	**98%**
Dial up	34%	4%	**1%**
Cable	1%	0%	**1%**
Don't know	2%	--	**--**

Base: 1342

A further 34% of respondents have access to email or the Internet for personal use outside the home (2008: 22%), the majority of which (51%) said that they would normally use email or the Internet at work. This is followed by 40% who use the local library and 10% who access email or the Internet at college/university.

Where do you normally use email or the Internet?

	2005	2008*	**2011***
Work	54%	49%	**51%**
Local library	25%	27%	**40%**
College/University	13%	10%	**10%**
Community Centre	2%	7%	**2%**
School	3%	4%	**1%**
Internet cafe	1%	5%	**1%**
Community Learning Centre	2%	3%	**0%**

Base: 681

*Percentages add up to more than 100% as more than one response could be selected.

Thirty-nine percent of all respondents said that they used the Internet for information; 31% used it for purchasing items such as flights; 30% used it for leisure interests; 26% used it for learning; and 21% used it for e-business.

2.4.5 Neighbourhood Satisfaction

Just under half (44%) of respondents indicated that they would like more leisure, sports and cultural facilities developed in their town (2008: 64%). A further 27% would not like more facilities developed (2008: 13%); and 29% stated they did not know. Respondents living in Kilmarnock South and Kilmarnock East are most likely to want more leisure, sport and cultural services developed, 55% and 51% respectively stating this.

The types of facilities they would like were dominated by more facilities for young people. These included swing parks, youth clubs and other services for young people. In general, respondents would like more community centres, gyms, swimming pools and leisure centres, and football pitches. These types of facilities remain identical to those indicated in the 2008 survey.

Respondents were shown a series of faces with smiles and frowns as shown below.

The respondent was asked to indicate which best shows how proud they feel about living in their neighbourhood within East Ayrshire. The majority of respondents, 86% indicated smiley faces 1 to 3 (2008: 81%). Eight percent of respondents chose face number 4 (2008: 13%; 2005: 11%); and 5% chose faces 5 to 7 (2008: 6%; 2005: 9%). Younger people aged 16-24 years, are most likely to choose faces 5 to 7, 6% doing so. In addition, people living in the 0-15% datazones are also more likely to choose faces 5 to 7, 8% doing so compared to 3% of the respondents outwith these datazones. Cumnock and New Cumnock are also highest with 8% of respondents selecting faces 5 to 7 while only 3% of respondents in Kilmarnock North stated this.

Those respondents who selected faces 5 to 7 were asked why they felt this way. Reasons for their opinion included:

- Area (Cumnock) has become unbearable because of things like police raids, army bomb disposal and a paedophile
- Local area (Kilmarnock North) is just getting more and more run down
- Because of the things that have happened to us in this neighbourhood (Cumnock)
- The people the council are allowing into the flats (Cumnock)
- There are no jobs and the town (Kilmarnock) is a bit run down
- Because of the people who are moving next to me (Catrine)
- The drug addicts living here
- New people moving into an area, not like our old neighbours
- Like bigger house, walls are bad and windows need replaced
- No facilities for younger people
- Place has bad reputation (Onthank).

Once again, most people, when asked "How would you rate your neighbourhood as a place to bring up children", stated that it was either quite or very good, 79% of respondents stated this. A further 16% said neither/nor and 5% thought it to be quite or very bad.

On a geographic basis, respondents in Doon Valley and Irvine Valley are most likely to state that their neighbourhood is a good place to bring up children, 86% and 83% respectively stating this. In contrast, respondents staying in Kilmarnock North and Kilmarnock West are least likely to state that their area is a good place to bring up children, 71% and 73% respectively stating this.

How would you rate your neighbourhood as a place to bring up children?

	2005	2008	**2011**
Very good	32%	26%	**31%**
Quite good	47%	48%	**48%**
Neither/Nor	11%	18%	**16%**
Quite bad	5%	6%	**4%**
Very bad	2%	2%	**1%**
Don't know	3%	---	**---**

Base: 2000

The top five issues that respondents indicated they particularly liked about their neighbourhood were as follows:

	2005	2008	2011
• Friendly people	66%	53%	**62%**
• Quiet/peaceful	55%	45%	**58%**
• Good neighbours	64%	56%	**55%**
• Safe area/low crime	42%	24%	**38%**
• Convenient shop/other amenities	30%	19%	**27%**

Respondents in Cumnock and New Cumnock are most likely to state that good neighbours is an issue they particularly liked about their area, 69% stating this, while only 36% of respondents in Kilmarnock West stated this.

Public transport is an issue that shows considerable variability on an area basis. Thirty-eight percent of respondents said that good public transport was an aspect that they liked in Kilmarnock South, compared to only 19% of people in Kilmarnock West and Crosshouse who said this.

The aspects of their neighbourhood that respondents are least likely to state that they particularly like are:

	2005	2008	2011
• Good local leisure facilities	10%	5%	**5%**
• Good facilities for children	12%	7%	**6%**
• Safe/slow traffic	13%	9%	**10%**
• No/little litter/graffiti	15%	11%	**10%**
• Good local shops	23%	19%	**14%**

What aspects of this immediate neighbourhood, if any do you particularly like?

	2005	2008	**2011**
Friendly people	66%	53%	**62%**
Quiet/peaceful	55%	45%	**58%**
Good neighbours	64%	56%	**55%**
Safe area/low crime	42%	24%	**38%**
Convenient shop/other amenities	30%	19%	**27%**
Good public transport	39%	26%	**26%**
Good local schools	26%	20%	**26%**
Good street lighting	37%	27%	**24%**
Good sense of community	35%	24%	**24%**
Area well maintained	39%	26%	**23%**
Good outlook/view	29%	20%	**23%**
Nicely landscaped/open spaces	28%	17%	**16%**
No/little traffic	16%	11%	**16%**
Good local shops	23%	19%	**14%**
No/little litter/graffiti	15%	11%	**10%**
Safe/slow traffic	13%	9%	**10%**
Good facilities for children	12%	7%	**6%**
Good local leisure facilities	10%	5%	**5%**
Nothing	3%	4%	**2%**

Base: 2000

The main aspects of their immediate neighbourhood that people particularly dislike are as follows:

	2005	2008	2011
• Young people hanging about/ nothing for young people to do	43%	34%	26%
• Nothing	19%	18%	23%
• Drug abuse	21%	21%	17%
• Problems with dogs	22%	16%	16%
• Nowhere for children to play	26%	23%	13%
• Alcohol abuse	21%	18%	13%

In general, respondents living in the 0-15% and 15-30% datazones are more likely to indicate that there are issues with their neighbourhood that they particularly dislike. For instance, 28% of respondents from the 0-15% and 15-30% datazones indicated that young people hanging around was an issue, while 24% of respondents from outwith the datazones indicated this. Similarly, 16% of respondents in the 0-15% and 15-30% datazones mentioned alcohol abuse, while 9% of respondents living outwith the datazones mentioned this.

A similar pattern is evident with regard to drug abuse. Twenty-two percent of respondents living in the 0-15% and 15-30% datazones stated that drug abuse was an aspect of their immediate neighbourhood that they particularly disliked. This dropped to 11% among respondents living outwith the datazones.

The trend over the 2005 to 2011 period is for smaller numbers of respondents to indicate that there are particular aspects of their immediate neighbourhood that they particularly dislike. For instance, the percentage of respondents stating that young people hanging about/nothing for young people to do has decreased from 43% in 2005 to 26% in 2011. This pattern is evident across many of the issues, including alcohol abuse down from 21% in 2005 to 13% in 2011, fast/speeding traffic down from 24% in 2005 to 10% in 2011 and vandalism down from 18% in 2005 to 10% in 2011.

What aspects of the immediate neighbourhood, if any do you particularly dislike?

	2005	2008	**2011**
Young people hanging about/Nothing for young people to do	43%	34%	**26%**
Nothing	19%	18%	**23%**
Drug abuse	21%	21%	**17%**
Problems with dogs	22%	16%	**16%**
Nowhere for children to play	26%	23%	**13%**
Alcohol abuse	21%	18%	**13%**
Poor local leisure facilities	21%	14%	**11%**
Fast/speeding traffic	24%	20%	**10%**
Vandalism	18%	18%	**10%**
Poor local shops	11%	12%	**7%**
Parking problems	11%	14%	**7%**
Area poorly maintained/run down	8%	12%	**7%**
Poor street lighting	4%	5%	**7%**
Poor public transport	3%	3%	**7%**
Litter/graffiti	11%	10%	**5%**
Too much traffic	9%	10%	**5%**
Unsafe area/crime	8%	8%	**5%**
Noise	10%	12%	**4%**
Problem with neighbours	8%	9%	**4%**
Poor outlook/view	4%	5%	**4%**
Poor local schools	3%	2%	**1%**

Base: 2000

Eighty-four percent of respondents stated that, in terms of quality of life, they consider their town or village to be a good place to live; this is back up to a level seen in the 2005 survey, having dropped to 72% in 2008. A further 11% said neither/nor and 5% thought that their town or village was not a good place to live, down from 13% in 2008. People stating that the quality of life was good peaked at 92% among people living in Doon Valley and dropped to a low of 73% among respondents living in Cumnock/New Cumnock. Respondents stating that it was a poor place to live peaked at 8% for those living in Cumnock and New Cumnock.

In terms of quality of life, do you consider your town or village to be a good place to live?

	2005	2008	**2011**
Very good	32%	26%	**29%**
Fairly good	51%	46%	**55%**
Neither/Nor	8%	15%	**11%**
Fairly poor	5%	7%	**4%**
Very poor	4%	6%	**1%**

Base: 2000

Respondents indicated that the following issues should be tackled in their local community.

General requirements

- Shopping and retail areas in many communities need refurbished and tidied up
- Keeping things a bit tidier, including cutting grass and picking litter
- Removal of graffiti
- Demolish or upgrade run down buildings
- Reduce speeding traffic
- Repairs to roads and pavements
- Upgrading Council houses

Specific Issues

- Town centre of Kilmarnock needs upgrading including the Burns Mall
- Removal of derelict buildings at John Finnie Street
- The shops at Bellfield
- Town centre – John Finnie Street
- Bellfield Park
- Lack of general maintenance in some garden areas in villages
- Shops and ex Logan club
- The electricity pylons in Caprington Avenue, Shortlees
- Litter at Kirklandside Hospital
- Empty shops in Bellfield
- Local shops or housing above local shops (Bellfield).

2.4.6 Renewable Energy

Just under half of all respondents (45%) indicated that they would support the development of renewable energy schemes. A further 19% said they would not support them and 36% did not know. Support for renewable energy schemes peaks at 50% among respondents aged 25-34 years and drops to a low of 34% with those aged 65+ years.

2.4.7 Bus and Rail Improvements

The types of bus/rail improvements people would like to see in East Ayrshire were wide and varied. As a general comment, many people would like to have more bus and train services that are more frequent throughout the day and have a better service later in the evening. More specific issues included:

- Upgrade of Kilmarnock train station
- Lower bus and train fares
- Cleaner buses
- More train and bus services to Ayr, Irvine and Glasgow from Kilmarnock
- More frequent buses to Kilmarnock from the more rural areas of East Ayrshire
- More space for buggies on buses
- Railway at Ochiltree, Mauchline
- Improved transport to Troon, Auchinleck, Ardrossan
- Direct bus to Heathfield, Ayr
- Direct buses to Ayr Hospital.

2.4.8 Protected Development Areas

Twenty-three percent of respondents stated that there are areas in East Ayrshire that should be strictly protected from any new development, a further 77% said no. The main types of areas that people thought should be protected were public parks, green areas, green belt, open spaces and specifically Dean Castle Country Park. These are the same areas that respondents to the 2008 survey indicated.

2.4.9 Recycling

Respondents indicated that they had recycled a significant range of items in the last month. The three most commonly recycled items being paper/cardboard (93%), cans (92%) and bottles/glass (86%). This is followed by garden/green waste (67%) and textiles/clothing (48%). The high levels of recycling indicate success for the kerb-side recycling initiative as well as the opportunity to recycle at recycling centres and through donations to charities.

Recycling of newspapers/cardboard and cans has risen steadily over the period 2005 to 2011 from 87% and 82% respectively in 2005 to 93% and 92% respectively in 2011.

Which of these has your household recycled from home in the last month?

	2005	2008	**2011**
Paper/cardboard	87%	88%	**93%**
Cans	82%	87%	**92%**
Bottles/glass	87%	86%	**86%**
Garden/green waste	76%	71%	**67%**
Textiles/clothing	51%	57%	**48%**
Mixed Plastics/cartons	--	--	**37%**
Small electrical items	--	--	**36%**
Food waste	--	--	**35%**
Furniture	--	--	**33%**
Large household electricals e.g. fridge	--	--	**26%**
Household batteries	--	--	**24%**
Aerosols	--	--	**23%**
Household goods	42%	56%	**--**
Plastic bottles	31%	44%	**--**

Base: 2000

The question regarding recycling has changed in the 2011 questionnaire. The 2011 questionnaire asks if people have used a variety of different aspects of the recycling service including kerbside, recycling centre/point and donating to charities. The 2005 and 2008 questionnaires did not ask people to differentiate where they recycled. The figures in the above table for 2011 have been calculated by analysing and calculating the percentage of people who recycled using at least one of the methods. The figures in the 2011 column in the table above are not just a simple addition of the three columns in the table on the next page. To do a simple addition like this would result in double counting as some people will have recycled through more than one method.

As the table below highlights, it is through the kerbside recycling service that the majority of people recycle various items, including paper/cardboard (93%), cans (92%), bottles/glass (86%) and garden/green waste (67%).

Other items such as small electrical items (30%) and furniture (22%), large household electrical (20%) and mixed plastic/cartons (14%) are most likely to be recycled through a recycling centre/point, and textiles/clothing (40%) is most likely to be recycled through a charity donation.

Which of these has your household recycled from home in the last month?

	Kerbside	Recycling Centre/Point	Donate Charity/Other
Paper/cardboard	93%	1%	0%
Cans	92%	2%	0%
Bottles/glass	85%	3%	0%
Garden/green waste	67%	1%	0%
Textiles/clothing	2%	11%	40%
Mixed Plastics/cartons	25%	14%	0%
Small electrical items	3%	30%	4%
Food waste	34%	1%	0%
Furniture	4%	22%	9%
Large household electricals e.g. fridge	4%	20%	4%
Household batteries	15%	10%	0%
Aerosols	18%	5%	0%
None of these	6%	46%	57%
Other	1%	1%	1%

Base: 2000

The row entitled 'none of these' indicates the percentage of respondents who did not use a particular recycling channel to recycle any of the items mentioned. As the table above shows, only 6% of all respondents have recycled nothing through the kerbside recycling service. Forty-six percent have recycled nothing at a recycling centre/point and 57% have recycled nothing through donating to a charity.

In total, only 63 respondents stated that they do not recycle anything. The main reason that people do not recycle is that "it is easier to put items in with the rubbish" (38%). This is followed by "I don't want to" (16%) and "I don't believe items are recycled" (10%).

If you do not use the recycling services – why not?

Easier to put in with rubbish	38%
I don't want to	16%
I don't believe items are recycled	10%
Accessibility	8%
I don't have the time to sort out my wastes	6%
I don't know when my collections are	4%
Opening times	3%
Other	15%

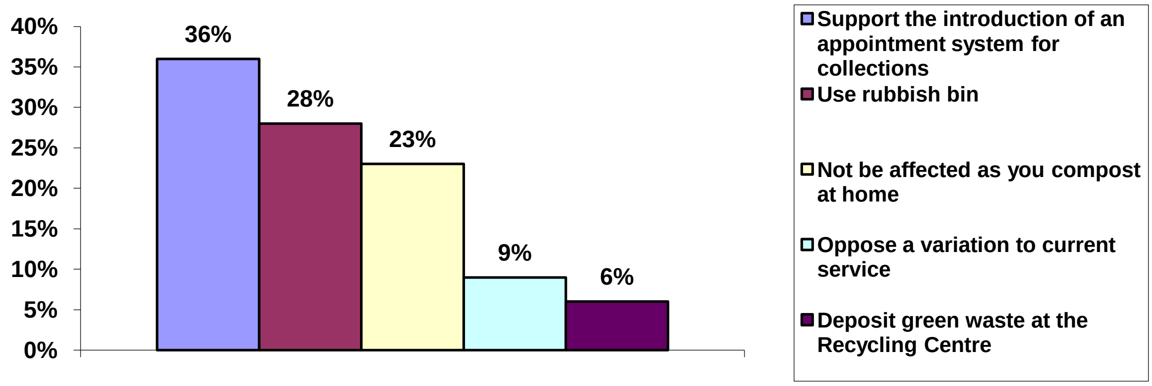
Base: 63

Thirty-six percent of respondents said that they would support the introduction of an appointment system for collections if the Council was to reduce or withdraw its green garden waste collection in the winter months. A further 28% would use the rubbish bin and 23% said they would not be affected as they compost at home. Nine percent said they opposed a variation to the current service and 6% would deposit green waste at the recycling centre.

If the Council was to reduce or withdraw its green garden waste collection in the winter months would you…

Support the introduction of an appointment system for collections?	36%
Use rubbish bin?	28%
Not be affected as you compost at home?	23%
Oppose a variation to current service?	9%
Deposit green waste at the Recycling Centre?	6%

Base: 2000



2.4.10 Roads and Transportation

When asked to rate the condition of different types of roads, between half and three quarters of all respondents said that they were fair or better. The smallest number of respondents (19%) said that town centre roads were poor. In contrast, it is the condition of rural side roads that the largest number of respondents (40%) indicated were poor.

Comparing the responses to those seen in the 2008 survey, respondents' perceptions on the condition of various roads seems to have improved. For instance, the number of people stating that town centre roads are poor drops from 41% in 2008 to 19% in 2011. Similarly, in 2008, 45% of people thought that residential/scheme roads were poor this drops to 28% in 2011.

If you drive, how would you rate the condition of the following roads?

	Excellent	Good	Satisfactory	Fair	Poor
Town centre roads	1% (1%)	17% (10%)	38% (24%)	25% (24%)	19% (41%)
Residential/scheme roads	0% (1%)	8% (9%)	32% (20%)	32% (25%)	28% (45%)
Rural main roads	1% (1%)	6% (5%)	28% (16%)	30% (24%)	35% (54%)
Rural side roads	0% (1%)	5% (4%)	24% (15%)	30% (23%)	40% (57%)

Base: 1324 (Figures in brackets are 2008 responses)

Pavements are generally thought to be in better condition than the roads, with about 85%+ of respondents stating that they were fair or better. Slightly more people (16%) state that pavements next to roads in residential areas are poor compared to pavements next to roads in town centres which are poor (10%).

How would you rate the condition of the pavements?

	Excellent	Good	Satisfactory	Fair	Poor
Pavements next to roads in town centres	1% (1%)	10% (12%)	51% (37%)	27% (33%)	10% (17%)
Pavements next to roads in residential areas	1% (1%)	10% (12%)	43% (35%)	31% (32%)	16% (20%)

Base: 2000

2.4.11 Traffic Calming

Just under half, 49% of all respondents said that they thought there should be further investment in traffic calming measures on both main routes and in residential areas (2008: 48%). In addition, 78% of respondents said that they would like to see an expansion of 'Twenty's Plenty' advisory speed limits and mandatory 20 mph speed limits around schools (2008: 71%).

Park and Ride

Seventy-one percent of respondents said that if a convenient park and ride facility was provided adjacent to the M77 to enable travel to and from Glasgow by bus, they would not use it, (2008: 84%) with a further 29% stating that they would use it. Forty-two percent of people living in Doon Valley said they would use this service, as did 40% of those living in Kilmarnock South.

As the table below highlights, with regard to bus services and the quality of bus stop facilities, about a fifth of respondents said that they feel they have improved a lot, with approximately a half of all respondents believing them to have improved a little.

If you have been a regular bus user over the last 3 years, do you think there has been any improvement to the following? (A lot/A little)

	2008	**2011**
The level and quality of bus services?	61%	**70%**
The quality of bus stop facilities with the provision of raised kerbs, new shelters and timetable cases?	60%	**75%**
Any improvement to personal security at those locations where lighting has been improved?	54%	**59%**

Base: 994

Do you think there has been any improvement to the following?

	A lot	A little	None
The level and quality of bus services?	22%	48%	30%
The quality of bus stop facilities with the provision of raised kerbs, new shelters and timetable cases?	22%	53%	25%
Any improvement to personal security at those locations where lighting has been improved?	17%	42%	41%

Base: 994

2.4.12 Winter Gritting

Winter gritting of various road types was generally not perceived as being good. Town centre roads received the best response, with 57% of respondents stating that the winter gritting was satisfactory or better. For other roads, it was around a quarter of all respondents who said that the winter gritting was satisfactory or better, most people stating that it was fair to poor.

If you drive, how would you rate winter gritting of public roads used regularly?

	Excellent	Good	Satisfactory	Fair	Poor
Town Centre Roads	2%	10%	45%	24%	20%
Residential/Scheme Roads	0%	3%	25%	28%	44%
Rural Main Roads	0%	5%	24%	27%	44%
Rural Side Roads	0%	2%	20%	24%	53%

Base: 1330

Similarly, when looking at winter gritting of pavements, it is once again the pavements in town centres that come off best, with 42% of respondents stating that they are satisfactory or better. Winter gritting of other pavements was viewed as being poorer with 23% stating that it was satisfactory or better with regard to residential areas.

How would you rate the winter gritting of pavements next to roads?

	Excellent	Good	Satisfactory	Fair	Poor
In Town Centres	0%	4%	38%	29%	29%
In Residential Areas	0%	1%	22%	26%	51%
Provision of Grit Bins	0%	2%	23%	19%	55%

Base: 1330

2.4.13 Town Centres

Fifty percent of all respondents said that they do most of their food shopping elsewhere in Kilmarnock, 32% do most of their food shopping in Kilmarnock Town Centre and 15% do so in Ayr. The figure for food shopping in Ayr rises to 54% among those respondents living in the Doon Valley.

The percentage of people using Kilmarnock Town Centre for most of their food shopping has increased from 26% in 2008 to 32% in 2011.

Where does your household do most of its food shopping?

	2008	**2011**
Elsewhere in Kilmarnock	52%	**50%**
Kilmarnock Town Centre	26%	**32%**
Ayr	15%	**15%**
Elsewhere in East Ayrshire	6%	**5%**
Silverburn Shopping Centre, Glasgow	1%	**2%**

Base: 2000 – Respondents were able to provide more than one response, figures for 2011 add up to more than 100%.

Respondents are also more likely to do most of their shopping for large household items such as furniture, DIY and electricals elsewhere in Kilmarnock, 47% stating this. A further 33% purchase these items in Kilmarnock Town Centre and 24% do so in Ayr.

The use of shops elsewhere in Kilmarnock and in Kilmarnock Town Centre for large household items has increased from 42% and 26% respectively in 2008 to 47% and 33% respectively in 2011. The use of Silverburn Shopping Centre for large household items has increased dramatically from 1% in 2008 to 8% in 2011.

Where does your household do most of its shopping for large household items e.g. furniture, DIY, electricals?

	2008	**2011**
Elsewhere in Kilmarnock	42%	**47%**
Kilmarnock Town Centre	26%	**33%**
Ayr	23%	**24%**
Elsewhere in Glasgow	4%	**8%**
Elsewhere in East Ayrshire	3%	**4%**
Silverburn Shopping Centre, Glasgow	1%	**8%**
Braehead Shopping Centre	1%	**6%**

Base: 2000 – Respondents were able to provide more than one response, figures for 2011 add up to more than 100%.

Similarly to the shopping patterns for food and large household items, the largest number of people (38%), an increase from 21% in 2008, stated that they do most of their shopping for small household items such as clothes and footwear elsewhere in Kilmarnock, this is followed by Kilmarnock Town Centre (36%) and Ayr (26%).

Silverburn Shopping Centre shows a significant increase in the number of people using it when shopping for small household items, for example, clothes, footwear, increasing from 2% in 2008 to 15% in 2011.

Where does your household do most of its shopping for small household items e.g. clothes, footwear and gifts?

	2008	**2011**
Elsewhere in Kilmarnock	21%	**38%**
Kilmarnock Town Centre	35%	**36%**
Ayr	27%	**26%**
Silverburn Shopping Centre, Glasgow	2%	**15%**
Elsewhere in Glasgow	5%	**11%**
Braehead Shopping Centre	2%	**6%**
Elsewhere in East Ayrshire	8%	**2%**

Base: 2000 – Respondents were able to provide more than one response, figures for 2011 add up to more than 100%.

Only 9% of respondents said that they always shop in retail parks within Kilmarnock (e.g. Queens Drive, Glencairn Retail Park). A further 29% said that they frequently shop there and 32% said sometimes. Just under a third (29%) of all respondents said that they either rarely or never shopped in retail parks within Kilmarnock.

How often do you shop in retail parks within Kilmarnock (e.g. Queens Drive, Glencairn Retail Park)?

	2008	**2011**
Always	7%	**9%**
Frequently	31%	**29%**
Sometimes	28%	**32%**
Rarely	16%	**20%**
Never	18%	**9%**

Base: 2000

Eight percent of respondents said that they either always or frequently take the opportunity to visit the town centre when shopping in retail parks. Forty-six percent, up from 29% in 2008, say they sometimes do this and a further 46%, down from 64% in 2008, say they either rarely or never take the opportunity to visit the town centre when shopping in retail parks.

When shopping in retail parks, do you also take the opportunity to visit the Town Centre?

	2008	**2011**
Always	3%	**2%**
Frequently	4%	**6%**
Sometimes	29%	**46%**
Rarely	32%	**27%**
Never	32%	**19%**

Base: 2000

Thirteen percent of respondents said that they would rate the attractiveness or general appearance of Kilmarnock Town Centre as being good or excellent. A further 58% said that it was fair or satisfactory and 29% said it was poor.

The number of people rating Kilmarnock Town Centre as satisfactory or better increased from 27% in 2005, rising to 32% in 2008 and peaking at 48% in 2011.

How would you rate Kilmarnock Town Centre in terms of attractiveness or general appearance?

	2005	2008	**2011**
Excellent	1%	0%	**1%**
Good	7%	6%	**12%**
Satisfactory	19%	26%	**35%**
Fair	27%	22%	**23%**
Poor	41%	46%	**29%**
Don't know	5%	---	**---**

Base: 2000

Four percent of respondents said that they would rate the attractiveness or general appearance of Cumnock Town Centre as being good or excellent. A further 28% said that it was fair or satisfactory and 23% said it was poor. Just under half (46%) of all respondents did not know.

How would you rate Cumnock Town Centre in terms of attractiveness or general appearance?

	2011
Excellent	2%
Good	2%
Satisfactory	7%
Fair	21%
Poor	23%
Don't know	46%

Base: 2000

A similar pattern emerges when respondents are asked to rate the range of shops within Kilmarnock. Seventeen percent of respondents said that they would rate the range of shops in Kilmarnock Town Centre as being good or excellent. A further 55% said that it was fair or satisfactory and 28% said it was poor.

The number of respondents who rated the range of shops available within Kilmarnock Town Centre as being satisfactory or better increased from 22% in 2005 through 28% in 2008 up to 47% in 2011.

How would you rate the range of shops available within Kilmarnock Town Centre?

	2005	2008	**2011**
Excellent	0%	0%	**2%**
Good	5%	5%	**15%**
Satisfactory	17%	23%	**30%**
Fair	25%	21%	**25%**
Poor	46%	51%	**28%**
Don't know	7%	---	**---**

Base: 2000

One percent of respondents said that they would rate the range of shops in Cumnock Town Centre as being good or excellent. A further 25% said that it was fair or satisfactory and 26% said it was poor. Just under half (48%) of all respondents did not know.

How would you rate the range of shops available within Cumnock Town Centre?

	2011
Excellent	0%
Good	1%
Satisfactory	5%
Fair	20%
Poor	26%
Don't know	48%

Base: 2000

Sixty-two percent of respondents said that compared to 2-3 years ago, they shop in Kilmarnock Town Centre about the same amount. Thirty percent said that they shop there less often and 4% said more often.

Compared to 2-3 years ago, would you say you now shop in Kilmarnock Town Centre?

	2008	**2011**
More often	3%	**4%**
Less often	41%	**30%**
About the same	42%	**62%**
Not applicable	14%	**4%**

Base: 2000

Forty-six percent of respondents said that compared to 2-3 years ago, they shop in Cumnock Town Centre about the same amount. Sixteen percent said that they shop there less often and 1% said more often.

Compared to 2-3 years ago, would you say you now shop in Cumnock Town Centre?

	2011
More often	1%
Less often	16%
About the same	46%
Not applicable	37%

Base: 2000

The top three improvements that would make respondents visit Kilmarnock Town Centre more are as follows:

- If it had a better range of shops 69%
- If it had a more pleasant environment 42%
- If it had better parking 33%

When comparing the responses from the 2008 data, almost all of the issues enquired about exhibit an increase in the number of people stating that they would visit Kilmarnock Town Centre more often if these improvements were undertaken.

For instance, 69% of respondents in 2011 said they would visit Kilmarnock Town Centre more if it had a better range of shops rising from 65% in 2008. Similarly 42% of respondents said they would visit Kilmarnock Town Centre more often if had a more pleasant environment rising from 37% in 2008. The improvement with the largest increase was if Kilmarnock Town Centre had more cafes/restaurants/public houses, 19% stated this in 2011 from 8% in 2008.

What would make you visit Kilmarnock Town Centre more?

	2005	2008	**2011**
If it had a better range of shops	73%	65%	**69%**
If it had a more pleasant environment	47%	37%	**42%**
If it had better parking	43%	31%	**33%**
More cafes/restaurants/public houses	---	8%	**19%**
If it had better leisure/entertainment facilities	37%	14%	**17%**
If it had better public transport	18%	12%	**16%**
Feeling safer	---	---	**14%**

Base: 2000

The most important factor that would encourage people to visit Cumnock Town Centre more often is "If it had a better range of shops" (35%). This is followed by "If it had a more pleasant environment" (18%) and "More cafes/restaurants/public houses" (9%).

What would make you visit Cumnock Town Centre more?

	2011
If it had a better range of shops	35%
If it had a more pleasant environment	18%
More cafes/restaurants/public houses	9%
Feeling safer	7%
If it had better parking	4%
If it had better leisure/entertainment facilities	4%
If it had better public transport	3%

Base: 2000

2.5 Improving Community Safety

2.5.1 Police Service

Seventy-seven percent of respondents stated that they believed the Police were doing a fair or better job in their local community. Six percent of respondents thought that the Police were doing a poor or very poor job in their local community; this is down from 22% in 2008.

The two areas where the greatest number of respondents indicated that the Police were doing a poor or very poor job was Ballochmyle (10%) and Cumnock/New Cumnock (9%).

In your opinion, how good a job do you think the police are doing in your local community?

	2005	2008	**2011**
Excellent	4%	3%	**2%**
Good	26%	22%	**43%**
Fair	44%	38%	**32%**
Poor	11%	14%	**5%**
Very poor	7%	8%	**1%**
Don't know	8%	15%	**16%**

Base: 2000

2.5.2 Crime and Fear of Crime

Respondents were asked to consider a variety of different crimes and to indicate how worried they are about them. The top five crimes that people are slightly or very worried about are as follows:

	2005	**2008**	**2011**
• Having your home broken into	49%	39%	**35%**
• Being robbed	45%	34%	**30%**
• Being the victim of property crime (not car related)	47%	34%	**30%**
• Having your car damaged by vandals	42%	27%	**25%**
• Having things stolen from your car	39%	26%	**21%**

Across the three phases of the research, fear of crime for all of the crimes asked about has dropped by between 7 and 20 percentage points. The largest decline in the number of people worried about a particular crime is those very or fairly worried about having their car stolen dropping from 40% in 2005 to 20% in 2011. Other crimes such as having their home broken into have a fear rating dropping from 49% in 2005 to 35% in 2011. Being robbed dropped from 45% in 2005 to 30% in 2011 and being the victim of a property crime dropped from 47% in 2005 to 30% in 2011.

Female respondents are generally more likely to be worried about the various crimes enquired about than male respondents. For instance, 41% of female respondents are worried about having their home broken into compared to 29% of male respondents. Similarly, 37% of female respondents are worried about being robbed compared to 24% of male respondents.

Readers should bear in mind that the question asks "Most of us worry at some time or other about being the victim of crime. Can you tell me how worried you are about the following in your area?" It does not ask how likely the respondent feels that they may be a victim of crime.

How worried are you about the following? – Very or Slightly Worried

	2005	2008	**2011**
Having your home broken into	49%	39%	**35%**
Being robbed	45%	34%	**30%**
Being the victim of property crime (not car related)	47%	34%	**30%**
Having your car damaged by vandals	42%	27%	**25%**
Having things stolen from your car	39%	26%	**21%**
Drug/alcohol fuelled attack/anti social behaviour	---	---	**21%**
Personal safety of your children	37%	28%	**20%**
Being physically attacked by strangers	35%	27%	**20%**
Personal safety of vulnerable groups other than children	38%	28%	**20%**
Having your car stolen	40%	26%	**20%**
Anti-social behaviour/nuisance neighbours	27%	24%	**20%**
Being insulted or pestered by anybody while in the street or any other public place	30%	27%	**19%**
Being subject to a physical attack	31%	25%	**19%**
Being sexually assaulted or raped	26%	18%	**15%**
Race/Gender/Age/Religion/Sexuality/Disability related crime	19%	14%	**11%**

Base: 2000

How worried are you about the following?

	Very worried	Slightly worried	Not at all worried	Don't know
Having your home broken into	6%	29%	62%	3%
Being robbed	5%	25%	67%	3%
Being the victim of property crime (not car related)	5%	25%	67%	4%
Having your car stolen	3%	17%	61%	19%
Having things stolen from your car	3%	18%	59%	19%
Having your car damaged by vandals	5%	20%	57%	18%
Being sexually assaulted or raped	3%	12%	81%	5%
Being physically attacked by strangers	3%	17%	77%	3%
Being insulted or pestered by anybody while in the street or any other public place	4%	15%	79%	3%
Being subject to a physical attack	3%	16%	78%	3%
Race/Gender/Age/Religion/Sexuality/Disability related crime	2%	9%	86%	3%
Personal safety of your children	6%	14%	69%	12%
Personal safety of vulnerable groups other than children	4%	16%	71%	9%
Anti-social behaviour/nuisance neighbours	6%	14%	77%	3%
Drug/alcohol fuelled attack/anti social behaviour	6%	15%	73%	5%

Base: 2000

Forty-eight percent of respondents stated that they last saw a police officer in their neighbourhood at least once a week or more often. This takes us back towards the 2005 response of 50% and significantly up on the 37% response in 2008. The number of respondents who stated that they have not seen a police officer in the past 12 months declined from 11% in 2005 to 7% in 2011.

The incidence of seeing a police officer most days peaks at 21% among respondents in Cumnock/New Cumnock and drops to 8% in Kilmarnock North and Kilmarnock West. Seeing a police officer at least once a week peaks at 42% among respondents in Doon Valley whereas this drops to 25% among respondents in Irvine Valley.

The area where respondents are least likely to have seen a police officer on a regular basis is the Irvine Valley, 22% stating that they see a police officer less than once every 2-3 months or less often and respondents from Kilmarnock North where 21% of respondents stated this.

When did you see a police officer on foot/in a patrol car/at a community meeting or surgery in this neighbourhood?

	2005	2008	**2011**
Most days	14%	13%	**13%**
At least once a week	36%	24%	**35%**
At least once a month	18%	20%	**25%**
At least once every 2-3 months	8%	16%	**11%**
Less frequently than once every 2-3 months	10%	17%	**10%**
Have not seen one in the last 12 months	11%	10%	**7%**
Don't know	3%	---	**---**

Base: 2000

Despite the fact that respondents indicated they were worried about experiencing particular crimes, a significantly lower number of people actually feel threatened by crime in their neighbourhood these days. Overall, 11% of respondents said that they feel threatened by crime either a fair amount or a great deal, down from 18% in 2008.

Female respondents are more inclined to feel threatened by crime than male respondents. Twelve percent of female respondents indicated that they feel threatened by crime either a great deal or a fair amount compared to 9% of male respondents.

The number of people feeling threatened by crime either a great deal or a fair amount peaks at 18% among respondents living in Kilmarnock North, followed by 16% of people living in Annick and Kilmarnock South.

The area in which the greatest number of respondents said that they do not feel at all threatened by crime is Irvine Valley where 49% of respondents indicated this.

To what extent do you feel threatened by crime in this neighbourhood these days?

	2005	2008	**2011**
A great deal	4%	4%	**2%**
A fair amount	14%	14%	**9%**
Not very much	44%	38%	**49%**
Not at all	36%	43%	**40%**
Don’t know	2%	1%	**0%**

Base: 2000

The main thing that respondents said would improve safety in their street/neighbourhood is more police on the streets (64%). This is followed by more police mobile patrols (41%) and more CCTV coverage (26%).

What do you think would improve safety in your street/neighbourhood?

More police on the streets	64%
More police mobile patrols	41%
More CCTV coverage	26%
Improved street lighting	19%
More diversionary activities	12%
More ASBOs issued	9%
More restrictions in selling alcohol/licensing	7%

Base: 2000

The number of people who have actually been a victim of crime is again even lower than those who have a fear of the various crimes. Two percent of respondents (33 people) stated that they personally have been a victim of any kind of physical assault, attack or mugging in this neighbourhood in the past year. Eighty-two percent of those who had experienced this type of crime reported it to the police or local council. Eighteen percent of people (6 individuals, one person gave 2 reasons) who experienced this type of crime did not report it.

The reasons for not reporting it were as follows:

- The offence was too trivial and not worth reporting 2 people
- Police couldn't have done anything 2 people
- It was a private matter 1 person
- Dealt with the matter myself 1 person
- Reported it to the authorities (e.g. superiors or company security) 1 person

2.5.3 Fire Safety

Strathclyde Fire and Rescue compiled the following questions to reflect national priorities of reducing fire casualties, death and accidental fires in dwelling houses.

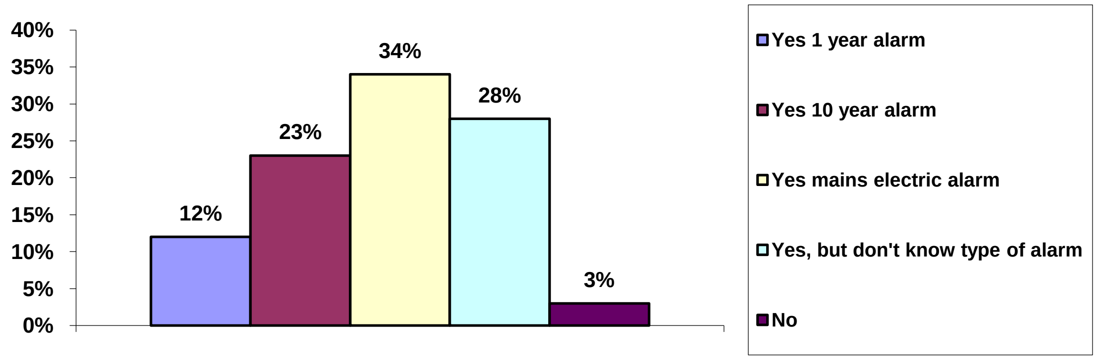
Fifty-five percent of respondents have heard of a Home Fire Safety Visit. Of those people that had heard of the Home Fire Safety Visit, 76% were aware that they were free of charge. Thirty-two percent of people said that they had had a Home Fire Safety Visit.

Ninety-seven percent of respondents indicated that they have a smoke alarm in their property. The types of alarm vary, with 12% of respondents having a 1-year alarm, 23% having a 10-year alarm and 34% having a mains electric alarm.

Do you have a smoke alarm within your property?

	2005	2008	**2011**
Yes 1-year alarm	26%	28%	**12%**
Yes 10-year alarm	17%	19%	**23%**
Yes mains electric alarm	33%	33%	**34%**
Yes, but don't know type of alarm	20%	18%	**28%**
No	4%	2%	**3%**

Base: 2000



When asked “How often do you test your smoke alarm?”, 2% of respondents stated daily, 10% weekly and 62% monthly. Twenty-six percent of respondents said that they never test their smoke alarm. For those people who stated that their smoke alarm is battery operated, 68% stated that there was a battery fitted at this moment in time, a further 2% said there was no battery fitted and 30% did not know.

Seventy-two percent of respondents stated that they know what a fire plan is, 28% said they do not know what a fire plan is. Of those who know what a fire plan is, 76% have made one and the members of their household are aware of what they should do in the event of a fire. Readers should bear in mind that a respondent’s fire plan will probably in reality be no more than an indication to members of the family to evacuate the house should there be a fire.

Nineteen percent (36% in 2008, 42% in 2005) of respondents said that they have a chip pan in their home that they use regularly (2008: 36%; 2005: 42%). Respondents living in 0-15% and 15-30% datazones are most likely to have a chip pan, 21% having one. This is compared to 17% of people outwith the datazones who state they have a chip pan. Eighty-nine percent of respondents stated that they know the general rules for safe frying.

Most people (97%) feel that their house is either very or fairly safe from the risk of fire. This figure has remained fairly constant since 2005 (98%) and 2008 (95%). Only 14 respondents thought that they were either fairly or very unsafe. The reasons given for this were: older residents (2 respondents); lack of mobility (3 respondents); alcohol (3 respondents); prescribed medication (2 respondents); and smoking (9 respondents). There are 19 responses in total from the 14 respondents.

How safe do you personally consider your home to be from the risk of fire?

	2005	2008	**2011**
Very safe	47%	42%	**37%**
Fairly safe	51%	53%	**60%**
Neither/Nor	1%	4%	**2%**
Fairly unsafe	1%	1%	**1%**
Very unsafe	0%	0%	**0%**

Base: 2000

2.6 Improving Health and Wellbeing

2.6.1 General Health

When asked "How would you say your health has been on the whole, over the last 12 months?", 58% of respondents said that it was good, with a further 25% stating that it was fairly good. Seventeen percent of respondents said that in their opinion, their health over the past 12 months was not good. Larger numbers of respondents tend to state their health has not been good as the respondent gets older. For instance, only 12% of respondents aged 16-24 years said their health was not good, while 28% of respondents aged 65+ years stated this.

How would you say your health has been on the whole, over the last 12 months?

	2005	2008	**2011**
Good	56%	50%	**58%**
Fairly good	28%	29%	**25%**
Not good	16%	21%	**17%**

Base: 2000

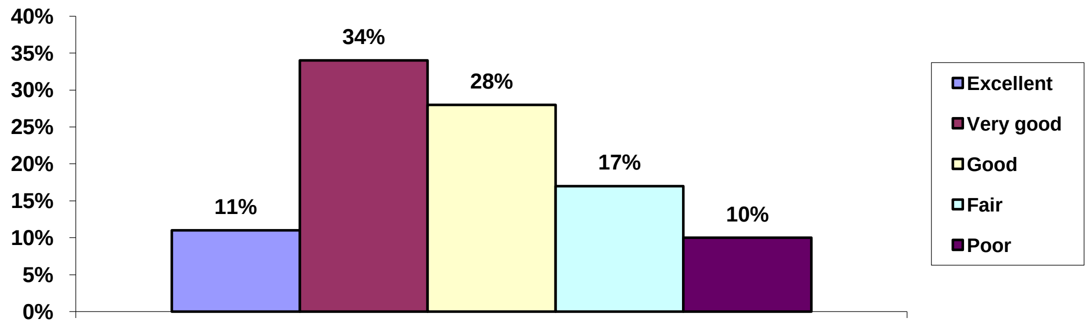
Twenty-eight percent of all respondents indicated that they have a long term illness or disability which limits their daily activities or work they can do. Once again, age is a significant determining factor in this. Younger respondents aged 16-24 years are less likely to have a limiting illness, 20% stating this. In contrast, 49% of respondents aged 65+ years state they have a long term limiting illness.

Overall, 73% of respondents said that in general their health is good or better, a further 17% said that it was fair and 10% indicated that it was poor. Older respondents are again more likely to state that their health is poor, 14% of respondents aged 65+ years stating this compared to only 6% of people aged 16-24 years.

In general how would you say your health is?

	2005	2008	**2011**
Excellent	19%	17%	**11%**
Very good	30%	28%	**34%**
Good	26%	25%	**28%**
Fair	15%	16%	**17%**
Poor	10%	14%	**10%**

Base: 2000



Almost three quarters of all respondents (73%) stated that their health did not limit them at all from doing moderate activities such as moving a table, pushing a vacuum cleaner, bowling or playing golf. Fourteen percent of respondents said that their health limited them a little and a further 12% said that their health limited them a lot. Once again, it is the age of the respondent that influences this, 18% of respondents aged 16-24 years state that their health limits them either a little or a lot. This is compared to 53% of respondents aged 65+ years.

Does your health now limit you from moderate activities, such as moving a table, pushing a vacuum cleaner, bowling or playing golf?

	2005	2008	**2011**
Yes, limited a lot	11%	14%	**12%**
Yes, limited a little	17%	14%	**14%**
No, not limited at all	72%	72%	**73%**

Base: 2000

A similar number of respondents stated that their health limits them from climbing several flights of stairs. Seventy-two percent of people said that they were not limited at all from climbing several flights of stairs, 15% were limited a little and 13% were limited a lot.

Does your health now limit you from climbing several flights of stairs?

	2005	2008	**2011**
Yes, limited a lot	11%	15%	**13%**
Yes, limited a little	17%	16%	**15%**
No, not limited at all	72%	69%	**72%**

Base: 2000

Twenty-three percent of respondents indicated that they have accomplished less than they would like with their work or other regular daily activities as a result of their physical health. Fourteen percent of people aged 16-24 years stated this rising to 42% of those aged 65+ years.

The same number of respondents (23%) said that they were limited in the kind of work or other activities as a result of their physical health. Once again, this rose from 15% of respondents aged 16-24 years and peaked at 42% of respondents aged 65+ years.

With regard to issues relating to emotional problems, 15% of respondents said that they have accomplished less than they would have liked to as a result of emotional problems. Eleven percent of respondents aged 16-24 years stated this, rising to 25% of respondents aged 65+ years.

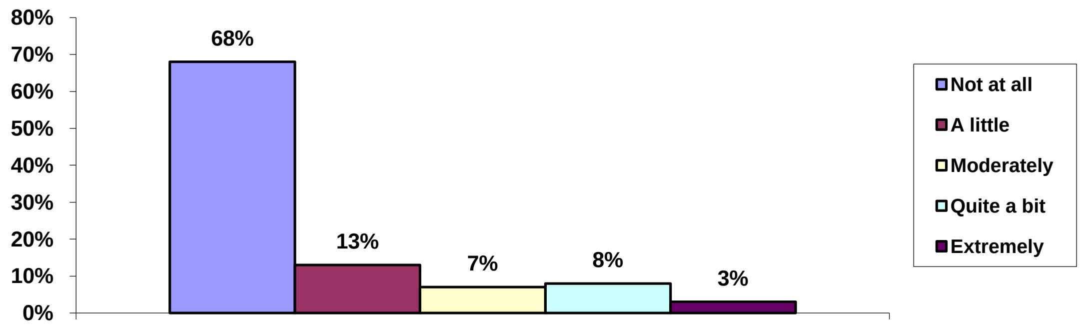
A similar number of respondents (12%) indicated that they did not do work or other activities as carefully as usual as a result of emotional problems.

Just over two thirds of all respondents (68%) stated that pain did not interfere at all with their normal work (including both work outside the home and housework). Twenty-three percent of younger respondents, aged 16-24 years, said that pain interfered with their normal work in some way, this rose to 55% of respondents aged 65+ years.

How much did pain interfere with your normal work?

	2005	2008	**2011**
Not at all	65%	68%	**68%**
A little	14%	13%	**13%**
Moderately	8%	8%	**7%**
Quite a bit	7%	8%	**8%**
Extremely	6%	3%	**3%**

Base: 2000



Just over half of respondents (59%) said that they have felt calm and peaceful either most of the time or all of the time over the past 4 weeks. Thirty-five percent of respondents stated they have felt calm and peaceful a good bit or some of the time and 7% have felt calm and peaceful either a little or none of the time.

Just under half of all respondents (46%) said that they had a lot of energy either most of the time or all of the time, 19% said they had a lot of energy either a little or none of the time.

Only 2% of respondents said that they felt downhearted and blue either most or all of the time. In general, 82% of respondents said they felt downhearted and blue either a little of the time or none of the time.

Seventy-six percent of respondents in both 2011 and 2008 said that they felt calm and peaceful a good bit of the time or more often. The percentage of respondents who stated that they have a lot of energy a good bit of the time or more often rose from 60% in 2008 to 64% in 2011.

The percentage of respondents stating that they have felt downhearted and blue none of the time has reduced from 59% in 2008 to 49% on 2011.

How much of the time in the past 4 weeks… (2011)

	All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time
Have you felt calm and peaceful?	18%	41%	17%	18%	5%	2%
Did you have a lot of energy?	16%	30%	18%	19%	13%	6%
Have you felt downhearted and blue?	1%	1%	4%	11%	33%	49%

Base: 2000

How much of the time in the past 4 weeks… (2008)

	All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time
Have you felt calm and peaceful?	15%	44%	17%	15%	6%	3%
Did you have a lot of energy?	12%	33%	15%	17%	12%	11%
Have you felt downhearted and blue?	3%	3%	4%	13%	18%	59%

Base: 2000

Most people (71%) said that their physical health or emotional problems did not interfere with their social activities. This rose to 81% of respondents aged 16-24 years and dropped to 57% of respondents aged 65+ years. At the other end of the scale, 4% of respondents said that their physical health or emotional problems interfered with their social activities either most or all of the time.

How much of the time has your physical health or emotional problems interfered with your social activities?

	2005	2008	**2011**
All of the time	3%	3%	**2%**
Most of the time	3%	4%	**2%**
A good bit of the time	3%	4%	**4%**
Some of the time	7%	12%	**6%**
A little time	12%	10%	**14%**
None of the time	72%	67%	**71%**

Base: 2000

2.6.2 Smoking

Just under a third (30%) of all respondents indicated that they smoked at all nowadays (2008: 36%; 2005: 35%). This figure was at its highest among respondents aged 35-44 years (34%) compared to 19% of respondents aged 65+ years. Thirty-one percent of respondents aged 16-24 years indicated that they smoke, this has dropped from 41% in 2008 and 40% in 2005.

Smoking is most prevalent among people living in the 0-15% datazones, 35% smoking (2008: 43%), compared to 32% among people living in the 15-30% datazones (2008: 39%), and 28% among those living outwith these datazones (2008: 32%).

Half of the people who smoke (50%) say that they want to cut down or stop smoking. The top three initiatives that would encourage or enable people to cut down or stop smoking are as follows:

- Stronger personal motivation/ Willpower 57%
- Encouragement and support from family and friends 35%
- Treatments prescribed by your doctor (e.g. Nicotine patches or gum, Zyban) 26%

What would encourage you or enable you to cut down or stop smoking?

	2005	2008	**2011**
Stronger personal motivation/ Willpower	75%	48%	**57%**
Encouragement and support from family and friends	13%	14%	**35%**
Treatments prescribed by your doctor (e.g. Nicotine patches or gum, Zyban)	24%	14%	**26%**
Other members of family quitting	7%	4%	**24%**
Advice from your doctor or health professional	10%	17%	**19%**
More tax on cigarettes and other tobacco	9%	21%	**13%**
One-to-one support by an advisor/ counsellor	4%	7%	**6%**
Alternative treatments (e.g. hypnosis, acupuncture)	8%	4%	**6%**
Telephone help line/ Quit line/ Advice line	2%	1%	**4%**
Join an organised group	6%	4%	**2%**
Media campaigns to quit smoking - television, billboards, etc.	2%	1%	**2%**
Ban on advertising	2%	2%	**2%**
Encouragement and support at work	2%	1%	**2%**
Resources (e.g. booklets, videos, Internet) offering advice and practical tips	2%	1%	**0%**

Base: 302

Thirteen percent of people who do not smoke said that as a non smoker they are affected by passive smoking/living with smokers. This rises to 17% among respondents living in the 15-30% datazones and drops to 11% among respondents living outwith the datazones. Women are also more likely to state that they are affected by passive smoking/living with smokers, 15% stating this compared to 12% of men.

Sixteen percent of respondents aged 45-54 years indicated that they are affected by passive smoking/living with smokers, dropping to 8% of people aged 55-59 years.

2.6.3 Alcohol

NHS Ayrshire and Arran requested that a variety of statements were read out to respondents regarding the maximum amounts of alcohol that men and women should consume in a day. These statements were as follows:

- Men should drink no more than two pints of ordinary strength beer, lager or cider, 3-4 small glasses of wine, or small pub measures of spirits per day.
- Women should drink no more than 2-3 small glasses of wine or half pints of ordinary strength beer, lager or cider or small pub measures of spirits per day.
- Pregnant women. If you have one or two drinks of alcohol (one or two units), once or twice a week, it is unlikely to harm your unborn baby. However, the exact amount that is safe is not known. Therefore, many women have little or no alcohol when they are pregnant.

When asked "How often do you drink alcohol at present?", 24% of respondents said that they never drink alcohol and a further 3% said that they have given up. The most common frequency for drinking alcohol was 1-2 days per week (31%) followed by less than once a month (22%). Only 3% of respondents said that they drank alcohol between 6 and 7 days per week.

How often do you drink alcohol at present?

	2005	2008	**2011**
I never drink alcohol	17%	28%	**24%**
I have given up	3%	3%	**3%**
Less than once a month	21%	27%	**22%**
More than once a month, but not weekly	15%	10%	**12%**
1-2 days per week	35%	25%	**31%**
3-5 days per week	7%	5%	**5%**
6-7 days per week	2%	2%	**3%**

Base: 2000

Younger respondents are least likely to state that they do not drink alcohol, 20% of respondents aged 16-24 years stating this. This is followed by male respondents, with 21% stating that they never drink alcohol. The greatest number of respondents who never drink alcohol are aged 65+ years (35%). Young people aged 16-24 years are most likely to drink alcohol at least once a week or more often, 42% stating this compared to 32% of people aged 65+ years.

Regular drinking is also more prevalent among respondents living outwith the datazones, 42% stating that they drink alcohol at least once a week or more often compared to 36% of respondents living in the 0-15% and 15-30% datazones.

Fifty-eight percent of respondents said that when they drink alcohol they remain within the recommended guidelines for consumption.

Seventy-three percent of respondents aged 65+ years stated that they remain within the recommended guidelines for consumption as do 63% of women. In contrast, 52% of men and the same for younger respondents 16-24 years old said they remained within the recommended guidelines for consumption.

Only 1% of respondents (18 people) said that they would want to cut down on their alcohol consumption. As the table below summarises, the main means by which people stated they could be encouraged or enabled to cut down on their alcohol consumption are stronger personal motivation/willpower (12 people), encouragement and support from family and friends (4 people), advice from a doctor (3 people) and resources (3 people).

What would encourage you or enable you to cut down alcohol consumption?

	2005	2008	**2011**
Stronger personal motivation/Will power	15 people	13 people	**12 people**
Encouragement and support from family and friends	5 people	10 people	**4 people**
Restrictions on advertising	---	4 people	**---**
Advice from a doctor	7 people	3 people	**3 people**
Resources (e.g. booklets, videos, Internet) offering advice and practical tips	3 people	2 people	**3 people**
More tax on alcohol	1 person	2 people	**---**
Meeting places other than pubs (e.g. cafes, leisure centres, coffee bars)	5 people	1 person	**---**
Join an organised group	2 people	---	**---**
Programmes for support and guidance at work	2 people	---	**---**
Tighter drink driving laws	2 people	---	**---**

Base: 35

2.6.4 Drugs

Two percent of respondents said that they or a member of their household have ever had a problem with drugs, either illicit or prescribed. This rises to 4% among respondents living in the 0-15% datazones. The number of respondents stating that they or a member of their household have ever had a problem with drugs, either illicit or prescribed, drops to 2% among respondents living in the 15%-30% datazones and outwith the datazones.

Four percent of respondents aged 25-34 years indicated that they or a member of their household have ever had a problem with drugs, either illicit or prescribed. Across all other age groups it is 2% dropping to 1% among respondents aged 65+ years.

Male and female respondents both have a response rate of 2% stating that they or a member of their household have ever had a problem with drugs, either illicit or prescribed.

The type of support that respondents felt might be beneficial to themselves or others were as follows:

Support from specialist addiction services e.g. NHS	58%
Support from people who have had similar experiences e.g. Narcotics anonymous (NA)	22%
Support from GP	22%
More support for families	20%
Additional help to access leisure, education, employment	18%
Support from social work services	13%

Base: 45

2.6.5 Breastfeeding

NHS Ayrshire and Arran requested that the following statement was read out to respondents regarding issues relating to breastfeeding, prior to being asked a variety of questions about breastfeeding.

Research has shown that breastfeeding provides babies with an excellent start in life and there are benefits for both mother and baby, including protection for the child against diarrhoea, eczema, chest infections and wheezing, ear infections and results in better mental development and a lower risk of diabetes. For the mother, breastfeeding lowers risk of early breast cancer and results in stronger bones in later life.

The two main issues that respondents feel would encourage women to breastfeed were:

- Support to continue to breastfeed when women return to work 21%
- Support from friends and family 20%

What do you think would encourage women to breastfeed?

	2005	2008	**2011**
Support to continue to breastfeed when women return to work	28%	8%	**21%**
Support from friends and family	48%	32%	**20%**
More information earlier in pregnancy	44%	23%	**19%**
One to one support from other women who have successfully breastfed their babies	28%	9%	**15%**
Group support from other women who have successfully breastfed their babies	26%	12%	**10%**

Base: 2000 (Female respondents 2005 and 2008 data)

Fifteen percent of female respondents said that they would consider breastfeeding their own baby in the future. Six percent said maybe and 5% said no. Seventy-one percent said that they will not be having any more children.

Would you consider breastfeeding your own baby in the future?

Yes	15%
No	5%
N/A wont be having any more children	71%
Maybe	6%
Refused	3%

Base: 1014

2.6.6 Healthy Eating

Respondents were asked to look at a card with a variety of suggestions which could encourage them to eat more healthily. Many of the suggestions centred around a communal supportive environment such as collective or communal kitchens and advice on how to budget, shop and cook meals. On the whole, there was no significant enthusiasm for any of these initiatives.

The main issue that people stated could encourage them to eat more healthily was access locally to cheap fruit and vegetables, 20% of all respondents stating this. This peaked at 23% for respondents living in the 0-15% datazones. Overall, 77% of respondents said that none of the suggested initiatives would encourage them to eat more healthily.

What would encourage you to eat more healthily?

	2005	2008	2011
More information about healthy eating available on websites, DVD or video	1%	1%	2%
More support from others such as community food workers to learn about shopping, budgeting and preparing low cost meals	2%	1%	4%
Nutrition classes run by professional dieticians	4%	1%	3%
Support and training to grow your own fruit and vegetables in community gardens	1%	1%	4%
Support to set up collective kitchens where you can come together with other people to help each other plan, shop for and prepare food in bulk to take home for your families	1%	1%	3%
Support to boost your motivation (e.g. counselling)	3%	1%	2%
Practical help or support from a professional to create a diet plan tailored to your needs	2%	1%	4%
Access locally to cheap fruit and vegetables	12%	16%	20%
Nothing, I eat healthily already	83%	82%	77%

Base: 2000

Similar responses are seen when people are asked to consider what would encourage your family to eat more healthily. Sixteen percent said access locally to cheap fruit and vegetables; and 79% said nothing, they eat healthily already.

What would encourage your family to eat more healthily?

	2011
More information about healthy eating available on websites, DVD or video	1%
More support from others such as community food workers to learn about shopping, budgeting and preparing low cost meals	2%
Nutrition classes run by professional dieticians	1%
Support and training to grow your own fruit and vegetables in community gardens	2%
Support to set up collective kitchens where you can come together with other people to help each other plan, shop for and prepare food in bulk to take home for your families	2%
Support to boost your motivation (e.g. counselling)	1%
Practical help or support from a professional to create a diet plan tailored to your needs	2%
Access locally to cheap fruit and vegetables	16%
Nothing, I eat healthily already	79%

Base: 2000

School Meals

Eighty-eight percent of respondents said that what children eat at school is either fairly or very important to their understanding of healthy eating. Ten percent said that it is neither important nor not important and 1% said it was not important.

How important do you think what children eat at school is to their understanding of healthy eating?.

Very important	54%
Fairly important	34%
Neither/nor	10%
Not important	1%
Not at all important	0%

Base: 2000

The main reasons given for respondents stating that what children eat at school is important to their understanding of healthy eating is that if children start eating healthily they will grow up still eating healthily. In addition, it may help to educate parents in healthy eating and could improve educational attainment if children are properly nourished.

2.6.7 Men's Health

Fifty-six percent of men said that they had visited their GP or practice nurse for a blood pressure check in the last 12 months; 51% have had a cholesterol check; 40% have had a testicular check; and 36% have had a prostate check.

In general, it is older respondents that have visited the doctor for these types of checks. For example, 41% of respondents aged 16-24 years have had a blood pressure check compared to 83% of those aged 65+ years. Similarly, 29% of respondents aged 16-24 years have received a testicular check in the past 12 months compared to 62% of respondents aged 65+ years. Finally, only 29% of respondents aged 16-24 years have had a prostate check, whilst 65% of those aged 65+ years have had this done.

Have you visited your GP or practice nurse for any of the following over the past 12 months…

	2005	2008	**2011**
Blood pressure check?	58%	57%	**56%**
Cholesterol check?	---	47%	**51%**
Testicular check?	30%	38%	**40%**
Prostate check?	27%	34%	**36%**

Base: 986

In general, most men stated that they would consider having these checks carried out at some time in the future. Eighty-eight percent of respondents would have a blood pressure check done in the future, 86% would have a cholesterol check, 79% would have a prostate check and 78% would have a testicular check.

Regardless of whether you have had any of the above checks carried out, would you have them done in the future? -Yes

	2005	2008	**2011**
Blood pressure check	94%	92%	**88%**
Cholesterol check	---	91%	**86%**
Testicular check	87%	91%	**79%**
Prostate check	88%	90%	**78%**

Base: 986

The main reasons that prevent people from having these checks carried out are that they feel they are too embarrassed to be examined (47%), too young to consider it (30%), and afraid to be examined (21%).

What would prevent you from having these checks carried out?

	2005	2008	**2011**
I am too embarrassed to be examined	14%	12%	**47%**
I feel that I am too young to even consider this just now	64%	26%	**30%**
I am afraid to be examined	6%	13%	**21%**
I am afraid of the possible outcomes	5%	37%	**13%**
The service is too far away	1%	10%	**7%**
I was unhappy with the process before	---	6%	**1%**

Base: 234

Seventy-six percent of respondents said that they are aware that nursing staff within their GP surgery would be able to provide information on blood pressure and checks such as prostate and testicular. Twenty-four percent of respondents said that they were not aware of this.

2.6.8 Carers

Nine percent of respondents stated that they were a carer, that is, they provide help to someone with, for example, washing, dressing and shopping. Carers are most likely to be aged 60-64 years, 15% of people this age stating that they are carers.

Of those people that are carers, 67% said that they were aware of the Carers Centre. Twenty percent of carers said they have registered with the Carers Centre.

The greatest number of carers (37%) said that they provide between 16 and 25 hours caring per week. This is followed by 20% who undertake up to 6 hours caring and 17% who provide 36+ hours per week of caring.

The majority of people who stated that they are a carer said that the person they are looking after is their partner, either husband or wife. In addition, respondents also care for elderly relatives and neighbours.

How many hours of caring do you provide per week?

6 hours or less	20%
10 to 15 hours	15%
16 to 25 hours	37%
26 to 35 hours	11%
36+ hours	17%

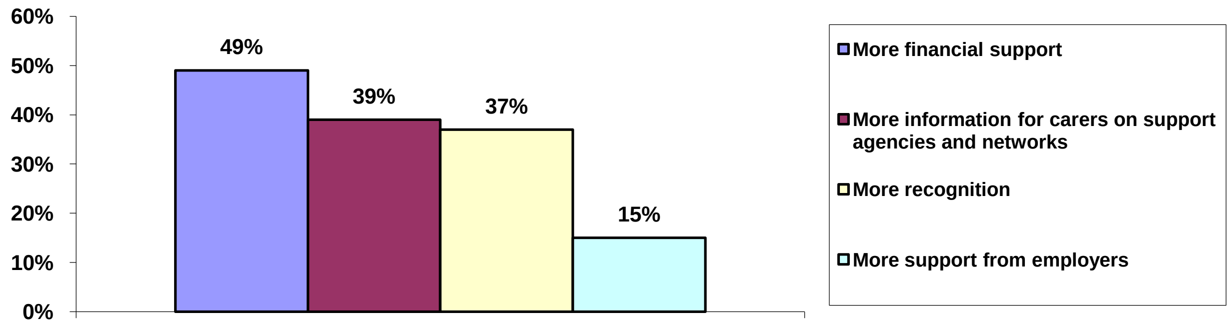
Base: 186

Forty-nine percent of all respondents indicated that they believed that more financial support would improve the quality of life for carers. A further 39% said more information for carers on support agencies and networks, 37% indicated that more recognition would be of value and 15% said more support from employers.

What do you think could be done to improve the quality of life for carers?

	2005	2008	**2011**
More financial support	59%	64%	**49%**
More information for carers on support agencies and networks	43%	38%	**39%**
More recognition	51%	53%	**37%**
More support from employers	34%	19%	**15%**

Base: 186



2.6.9 Credit Unions

Fifty-two percent of respondents said that they are aware of the services provided by Credit Unions. This rose to a high of 65% among respondents living in Kilmarnock North and Irvine Valley.

Four percent of respondents said that they currently use credit union services. This rises to 9% among respondents in Kilmarnock North and drops to a low of 1% among respondents in Kilmarnock East and Hurlford. Six percent of the respondents in the 0-15% datazones indicated that they currently used credit union services, 3% of people in the 15-30% datazones did so and 4% of people living outwith the datazones used credit union services.

For those respondents that do not currently use Credit Unions, a further 3% said that they would be interested in finding out more about them. This rises to 4% among respondents in the 0-15% and 15-30% datazones.

Seventy-nine percent of respondents said that if they required benefits advice or help with a debt problem they would know how to obtain such assistance.

Ninety-eight percent of respondents said that they have a bank or building society account (2008: 94%, 2005: 94%). This figure remains similar within and outwith the datazone areas. The main reasons for people not having a bank or building society account is that their partner has one or they use the Post Office.

Respondents were asked to indicate what their total household income was before tax and other deductions. Just over half (52%) of all respondents (66% in 2008) either refused or stated that they did not know how much their household income was. A further 14% said that their income was under £10,400.

Eighteen percent of respondents indicated that their household income was between £10,400 and £20,799 per annum and 10% said it was between £20,800 and £25,999 per annum. The remaining 6% said that their total household income was £26,000 or more.

What would you say your total household income is before tax and other deductions?

	2008	**2011**
Up to £5,199	3%	**2%**
£5,200 and up to £10,399	17%	**12%**
£10,400 and up to £15,599	6%	**7%**
£15,600 and up to £20,799	4%	**11%**
£20,800 and up to £25,999	3%	**10%**
£26,000 and up to £31,199	1%	**2%**
£31,200 and up to £36,399	0%	**1%**
£36,400 and up to £51,999	0%	**2%**
£52,000 and above	0%	**1%**
Refused	44%	**33%**
Don’t know	22%	**19%**

Base: 2000

For more information on Community Planning in East Ayrshire, log on to

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At the time of production, our Core Community Planning Partners are: