

RESULTS OF 7TH QUESTIONNAIRE TO CITIZENS' PANEL

The report on the results of the 7th Questionnaire to the Citizens' Panel as well as comparative data between the 1st and 7th Questionnaires was distributed to all Partners on 24 May 2004. The attached slides briefly summarise the findings of the Questionnaire.

As each Partner has been afforded the opportunity to distribute and discuss the results within their respective organisations, the discussions at the CPP meeting will centre around what the results mean for each organisation as well as how each organisation will be using the results to inform and improve service delivery.

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June 2004

Argyll and Bute Community Planning Partnership

Priorities/Issues for Argyll & Bute
(Revisited 1st Questionnaire)

Housing
Community Safety

Lowland
Market Research

Panel Profile and Response Rates

• Bute	80	49%
• Cowal	172	58%
• Helensburgh and Lomond	291	67%
• Isla, Jura, Colonsay, Gigha	39	72%
• Lorn	170	69%
• Mid Argyll and kintyre	200	57%
• Mull, Coll, Tiree, Lismore	59	76%

Lowland
Market Research

Methods of Receiving Information

»	Present	Preferred
• Local Newspapers	88%	40%
• Word of mouth	54%	7%
• Newsletters	41%	38%
• Information Leaflets	38%	32%
• Community Councils	26%	14%
• Councillors	19%	12%
• Radio	16%	11%
• Website	14%	22%
– Website 2001 – 6% present, 14% preferred		

Active Involvement and Access to Internet

- 49% would like to become more active in decision making process (56% - 2001)
- Access to internet at home – 64% (47%)
- Access to internet at work – 31% (20%)

Satisfaction & Dissatisfaction with Services

»	2004	2001
SATISFIED WITH SERVICES		
• Refuse collection	85%	73%
• Local doctor (GP)	83%	79%
• Fire service	81%	67%
• Post offices	81%	77%
• Access to woodlands and forests	76%	69%
DISSATISFIED WITH SERVICES		
• Repairs to roads, footpaths, cycle paths	79%	76%
• Recreation and sports facilities	45%	40%
• Street cleaning/removal of litter	41%	46%
• Road safety	33%	33%
• Hospitals	33%	17%

Informed regarding Organisations

»	2004	2001
MOST INFORMED		
• Argyll and Bute Council	67%	57%
• Strathclyde Police	58%	48%
• NHS Argyll and Clyde	54%	36%
• Tourist Board	53%	46%
• Caledonian MacBrayne	52%	44%
LEAST INFORMED		
• Communities Scotland	53%	45%
• Argyll CVSservice	52%	56%
• Scottish Enterprise Dunbartonshire	47%	42%
• SEPA	45%	44%
• Argyll and the Islands Enterprise	45%	47%

Statements Describing Argyll and Bute

• Attractive	64%	68%
• Remote	49%	44%
• Safe	47%	49%
• Stuck in the past	30%	34%
• Accessible	26%	31%
• Rundown	25%	25%
• Prosperous	17%	14%
• Enterprising	14%	14%
• Dull	11%	11%
• Caring	10%	11%
• Unfriendly	5%	4%
• Dangerous	2%	1%

How has the area changed

- Stayed the same 29% 32%
- Improved 24% 42%
- Got Worse 46% 26%
- Reasons given include empty shops, litter, young people hanging about, lack of investment, too many holiday homes

Issues of Importance

• Top 5 Issues	2004	2001
• Health	51%	53%
• Jobs	48%	56%
• Roads-Infrastructure	40%	33%
• Education	36%	46%
• Crime	32%	28%

Priorities for Argyll & Bute

- Promoting Health and Well Being
– 2004- 93%, 2001- 95%
- Improving Opportunities for Learning, Employment and Skills Development
– 2004 – 94%, 2001 – 97%
- Sustaining and Developing Argyll & Bute's Communities, Culture and Environment
– 2004 – 92%, 2001 – 93%

Community Planning Priorities

- Promoting Health and Wellbeing
- Improving Opportunities for Learning, Employment and Skills Development
- Sustaining and Developing Argyll and Bute's Communities, Culture and Environment
– Strong agreement regarding issues under each priority

Additional Priorities & Issues

Promoting Health and Well-being

- More Police officers
- Drug and alcohol education
- Public transport to and from hospitals
- Good local hospital provision

Improving Opportunities for learning

- Improved road transport
- Promotion of rural business areas
- Encourage tourism all year round

Sustaining Argyll and Bute's communities

- Improved facilities for recycling
- Affordable housing for local people
- Facilities for young people
- Adding to forestry
- Repair roads and pavements

Housing Strategy

- Issues raised include affordability, 50% holiday homes and unimaginative properties
- “To secure an adequate supply of good quality, affordable housing to help sustain the development of all the communities that we serve”.- 92% agreement

Housing Themes

- Securing access to an adequate supply of affordable housing to meet current and future needs
- Addressing issues of quality and condition in all housing tenures
- Promoting community development, regeneration and sustainability
- Addressing the housing and support needs of vulnerable people and people with special needs
 - 90%+ agreement with these themes

Top 5 Strategic Objectives

- Building strong, safe and attractive communities.
- Increasing housing choice by promoting and enabling a mix of housing tenures, types and sizes.
- Addressing issues of condition, quality and sustainability in the social rented housing sector .
- Supporting economic development.
- Addressing issues of fuel poverty and energy efficiency.

Other Issues or Problems

- Houses sold as holiday homes
- Having like minded people living together- families, older people, people with disabilities
- Resources to bring housing up to a better standard
- Reduce scattered housing development
- More investment in social rented housing
- Brown field developments
- Enable independent living for vulnerable people

Housing Supply

- Housing to be built to satisfy needs of new households – 72% stating yes, with some built within main towns and some built in other areas
- Shortage of affordable housing – yes in all areas (35%), yes in some areas (44%)
- 61% state that private developers should have the responsibility for providing more affordable housing

Care and Support

- 88% agree that there is a need to increase the support available to enable people to stay in their own homes

Community Safety

TOP 5 ISSUES

- Community Policing 57%
- Vandalism 52%
- Youth disorder 47%
- Road safety 47%
- Underage drinking 39%