



Argyll and Bute Citizens' Panel Autumn 2009 Survey

Report

by



For further information contact:

Jim Patton

Director

Hexagon Research and Consulting

Suite 401

47 Timber Bush

Edinburgh EH6 6QH

Tel: 0131 657 1693

e-mail: jim@hexagonresearch.co.uk

January 2010

Contents

	Page
Summary of Key Findings	3
Section 1: Introduction	6
Section 2: Background and Objectives	7
Section 3: Your Area	9
Section 4: Argyll and Bute Council	13
Section 5: Strathclyde Fire and Rescue	19
Section 6: Concluding Comments	23
Appendix 1: Autumn 2009 questionnaire	24
Appendix 2: Argyll and Bute Citizens' Panel	32

Summary of Key Findings

Section 3: Your Area

- Four key services emerged as most important in making somewhere a good place to live; health services (55%), education provision (49%), affordable decent housing (43%) and the level of crime (43%)
- In Helensburgh and Lomond, a higher proportion of respondents felt a number of services were more important including clean streets (18% higher than the overall average), the level of crime (12% higher) and sports and leisure facilities (also 12% higher)
- In Mid Argyll, Kintyre and Islay, 12% more respondents regarded job prospects as important while the level of crime was seen as less important (17% fewer than the overall average)
- In Oban, Lorn and the Isles, 14% more respondents felt affordable decent housing was important and 10% more said wage levels and the local cost of living was important
- The single most important improvement that respondents felt was needed in their local area was road and pavement repairs (quoted by 63% as the improvement 'most needed')

Section 4: Argyll and Bute Council

- Satisfaction levels with Council services varied significantly but with satisfaction particularly high for refuse collection (83%, rising to 91% in Bute and Cowal), local tips/household waste recycling centre (69%, rising to 80% in Helensburgh and Lomond), libraries (58%, rising to 71% in Bute and Cowal) and doorstep recycling (56%, rising to 68% in Helensburgh and Lomond)
- The lowest satisfaction scores were recorded for roads – only 16% of respondents stated they were satisfied with this service and fewer than one in five respondents were satisfied with information about meetings of area committees (18%) or Council meetings (19%)

- While 32% of respondents were satisfied with sports and leisure facilities, a higher proportion (37%) were dissatisfied, a figure that rises to 63% in Helensburgh and Lomond
- More than twice as many Panel members (39%) do not feel the Council provides value for money in comparison to the proportion which feels they do provide value for money (18%)
- A more even position was found when Panel members were asked how satisfied with the way the Council runs things, with 30% satisfied and 33% dissatisfied
- Overall the majority of Panel members (61%) do not feel well informed about local public services, while just over a third (34%) say they are well informed. When Panel members were asked about specific types of information on public services, a similar pattern emerged particularly in relation to how well local public services are performing (67% not well informed), what to do in the event of a large scale emergency (64%) and what standards of service they should expect from local services (61%)
- 69% of those expressing a view said they were treated with respect and consideration by the Council 'all of the time' or 'most of the time'. Only 6% said they were only treated this way 'rarely' or 'never'

Section 5: Strathclyde Fire and Rescue

- Panel members were asked to state the importance of each of seven activities carried out by Strathclyde Fire and Rescue. By far the most significant, quoted by 73%, was responding to fires
- The single largest group of Panel members (31%) do not know how their local fire station is crewed (rising to 57% of those in Helensburgh and Lomond)
- Four services in particular were identified as key priorities for Strathclyde Fire and Rescue; raising awareness of Strathclyde Fire and Rescue with the general public (27%), free home visits by Firefighters to households to give advice (23%), school

campaigns and visits (18%) and free visits to residential care homes to give advice to staff (16%)

- Respondents were asked to comment through an open ended question on the actions they would like to see implemented to reduce casualties caused by road traffic collisions across Argyll and Bute. Of those making comments, the principal issues included; improve road maintenance/quality of the road surfaces (39% of those commenting), better driver training, especially for the young (16%), better road signs (14%), traffic calming measures/average speed cameras/ 20 mph in built up areas (11%), stronger enforcement of bad/dangerous driving by Police (11%) and improve opportunities to overtake slow cars/tourists (8%)

1. Introduction

This document presents the findings to emerge from the Autumn 2009 survey of the Argyll and Bute Citizens' Panel. The survey focused on Panel members' attitudes to their local area, how well they think Argyll and Bute Council is performing and what they think about the role and work of Strathclyde Fire and Rescue. A questionnaire was agreed with the CPP covering these three main themes and is attached at Appendix 1.

The survey findings on each of these issues are presented in Sections 3-5 respectively. Initially, however, Section 2 describes the background to the recruitment of the Argyll and Bute Citizens' Panel and our approach to this survey.

2. Background to the Survey

2.1 The Argyll and Bute Citizens' Panel

The Argyll and Bute Community Planning Partnership (CPP) was set up in 1999 and includes most of the public agencies delivering services in the area. The CPP has a duty to consult the public on key decision making processes and to support this established a Citizens' Panel in 2001 as a key mechanism in eliciting the views of residents on a range of issues.

In March 2008, Hexagon Research and Consulting were commissioned to recruit and manage a new Panel on behalf of the CPP with two key objectives in mind:

- The Panel should reflect the views of citizens across Argyll and Bute as a whole
- It should be representative of the population, ideally by location, gender, age, employment status, tenure, ethnic origin and disability issues

The brief required the recruitment of 1,000 Panel members and by May 2008, this had been exceeded with 1,286 residents agreeing to join the Panel. Overall, the characteristics of the Panel closely reflect those of the Argyll and Bute population as a whole. However, to ensure survey findings are robust, the response to the survey has been reweighted to remove any element of bias. The recruitment process is described in more detail in Appendix 2

2.2 The Autumn 2009 Survey

The CPP decided that the survey should focus on attitudes to the local area, perceptions of Argyll and Bute Council and the work of Strathclyde Fire and Rescue.

The postal questionnaire was sent to Panel members in mid November 2009 and by mid December responses had been received from 886 Panel members. This represents a response rate of 69% and, as illustrated in the table below, the response was consistently high across all four administrative areas. This level of response also means that sampling errors as a whole can be restricted to only $\pm 3.3\%$ and to between $\pm 6\%$ and $\pm 7\%$ at an area level.

Response to the Spring/Summer 2009 Survey

Area	Total no. of Panel Members	Response to Survey	Response Rate	Sampling Error
Oban, Lorn and the Isles	282	206	73%	± 6.8%
Bute and Cowal	342	255	74%	± 6.1%
Helensburgh and Lomond	369	233	63%	± 6.4%
Mid Argyll, Kintyre and Islay	293	192	66%	± 7.0%
Argyll and Bute	1,286	886	69%	± 3.3%

3. The Local Area

Respondents were asked to indicate which of a series of twenty one services or facilities were most important in making somewhere a good place to live. Four key services emerged, quoted by approximately half of all respondents:

- Health services (55%)
- Education provision (49%)
- Affordable decent housing (43%)
- The level of crime (43%)

A third of respondents (33%) felt public transport was important with many of the remaining services being regarded as important by approximately a quarter of respondents. However, three services recorded low levels of support for being important:

- Race relations (2%)
- The level of traffic congestion (7%)
- The level of pollution (7%)

Some significant variations arose by area. For example:

- In Helensburgh and Lomond, a higher proportion of respondents felt a number of services were more important including clean streets (18% higher than the overall average), the level of crime (12% higher) and sports and leisure facilities (also 12% higher). However, 19% fewer respondents felt affordable decent housing was important and 13% fewer thought job prospects were important
- In Mid Argyll, Kintyre and Islay, 12% more respondents regarded job prospects as important while the level of crime was seen as less important (17% fewer than the overall average)
- In Oban, Lorn and the Isles, 14% more respondents felt affordable decent housing was important and 10% more said wage levels and the local cost of living was important
- The response for Bute and Cowal tended to reflect the Argyll and Bute average position

Most important in making a good place to live

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Access to nature	13%	30%	31%	25%	25%
Activities for teenagers	25%	30%	27%	19%	26%
Affordable decent housing	53%	24%	45%	57%	43%
Clean streets	21%	46%	23%	13%	28%
Community activities	13%	22%	11%	19%	17%
Cultural facilities	13%	29%	12%	9%	18%
Education provision	46%	44%	58%	50%	49%
Facilities for young children	8%	23%	17%	16%	17%
Facilities for older people	16%	21%	22%	17%	19%
Health services	63%	43%	64%	56%	55%
Job prospects	28%	15%	40%	33%	28%
The level of crime	43%	55%	26%	40%	43%
The level of pollution	5%	8%	4%	9%	7%
The level of traffic congestion	4%	5%	4%	14%	7%
Parks and open spaces	7%	15%	3%	14%	11%
Public transport	38%	31%	34%	29%	33%
Race relations	1%	2%	3%	2%	2%
Road and pavement repairs	23%	23%	24%	29%	25%
Shopping facilities	18%	36%	21%	14%	24%
Sports and leisure facilities	15%	32%	20%	9%	20%
Wage levels and local cost of living	21%	7%	11%	25%	15%
Other	2%	1%	3%	5%	3%

Respondents were then asked to think of their local area in the context of these twenty one services and facilities and asked to state which ones most needed to be improved. The main conclusions of this were that:

- The single most important improvement identified by respondents was road and pavement repairs (quoted by 63% as the improvement 'most needed'), a view that was consistently high across all four areas
- Just over half (53%) said activities for teenagers needed to be improved, which was again found throughout the four administrative areas
- Over a third (37%) identified the need to improve job prospects
- 36% saw affordable decent housing as a service that most needed to be improved, rising to 58% of respondents from Oban, Lorn and the Isles

Other significant variations by area included:

- A significantly higher proportion of respondents from Helensburgh and Lomond regard sports and leisure facilities as needing to be improved (44%, 18% higher than the average for Argyll and Bute) as well as health services (32%, 13% higher than the average)
- In Oban, Lorn and the Isles, more respondents believe there is a need for the level of traffic congestion and wages and the cost of living to be improved (22% and 15% respectively higher than the Argyll and Bute average). Conversely, fewer respondents from this area felt shopping facilities and sports and leisure facilities needed to be improved (15% and 18% fewer respectively)

What most needs improved in your local area

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Access to nature	2%	3%	3%	7%	3%
Activities for teenagers	56%	60%	45%	49%	53%
Affordable decent housing	29%	28%	31%	58%	36%
Clean streets	17%	17%	17%	10%	16%
Community activities	12%	11%	21%	10%	13%
Cultural facilities	12%	6%	12%	12%	10%
Education provision	3%	3%	6%	5%	4%
Facilities for young children	15%	15%	14%	9%	13%
Facilities for older people	21%	12%	27%	21%	20%
Health services	17%	32%	10%	9%	19%
Job prospects	39%	30%	44%	39%	37%
The level of crime	12%	18%	6%	11%	13%
The level of pollution	4%	2%	3%	9%	4%
The level of traffic congestion	3%	10%	5%	21%	10%
Parks and open spaces	10%	9%	11%	4%	9%
Public transport	29%	21%	34%	27%	27%
Race relations	2%	12%	1%	1%	5%
Road and pavement repairs	68%	54%	62%	71%	63%
Shopping facilities	22%	34%	22%	8%	23%
Sports and leisure facilities	22%	44%	21%	8%	26%
Wage levels and local cost of living	23%	10%	14%	34%	19%
Other	5%	2%	4%	4%	4%

4. Argyll and Bute Council

Panel members were asked a series of questions on Argyll and Bute Council and their role as a key provider of public services. Initially, they were asked to say how satisfied or dissatisfied they were with each of a range of sixteen services provided by the Council.

Satisfaction levels varied significantly across the services but with satisfaction particularly high for some Environmental services as well as libraries:

- Refuse collection (83%, rising to 91% in Bute and Cowal)
- Local tips/household waste recycling centre (69%, rising to 80% in Helensburgh and Lomond)
- Libraries (58%, rising to 71% in Bute and Cowal)
- Doorstep recycling (56%, rising to 68% in Helensburgh and Lomond)

Many of the remaining services scored satisfaction levels of between 30% to 50% but five scored below 30%:

- Roads (not trunk roads) – only 16% of respondents stated they were satisfied with this service (mirroring the figures from Section 3 which showed road and footpath repairs was the service most respondents felt needed to be improved). Conversely, almost three quarters (73%) said they were dissatisfied (rising to 87% in Mid Argyll, Kintyre and Islay and in Oban, Lorn and the Isles)
- Fewer than one in five respondents were satisfied with information about meetings of area committees (18%) or Council meetings (19%), with 30% and 28% respectively dissatisfied (rising to 37% and 38% respectively in Helensburgh and Lomond)
- Only 21% were satisfied with community centres, with a similar proportion (24%) dissatisfied (rising to 30% in Mid Argyll, Kintyre and Islay and to 28% in Helensburgh and Lomond)
- While only 27% were satisfied with bill payments other than Council tax collection, the level of dissatisfaction is very low (at only 4%), with most respondents stating they were 'neither satisfied nor dissatisfied'

Satisfaction with services provided by Argyll and Bute Council

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping public land clear of litter and refuse	6%	48%	20%	18%	8%	1%
Refuse collection	35%	48%	6%	8%	3%	0%
Doorstep recycling	21%	35%	14%	20%	9%	2%
Local tips/Household waste recycling centre	23%	46%	16%	9%	5%	1%
Local transport information	7%	39%	33%	12%	4%	5%
Local bus services	10%	33%	23%	17%	6%	10%
Sport/leisure facilities	5%	27%	24%	23%	14%	7%
Libraries	20%	38%	29%	7%	3%	2%
Entertainment venues	5%	34%	37%	13%	5%	5%
Parks and open spaces	10%	41%	32%	10%	5%	2%
Roads (not trunk roads)	0%	16%	10%	32%	41%	1%
Council tax collection	10%	37%	45%	3%	3%	2%
Other bill payments	5%	22%	53%	2%	2%	16%
Community centres	2%	19%	39%	14%	10%	16%
Information about Council meetings	2%	17%	42%	18%	10%	11%
Information about meetings of area committees	2%	16%	40%	19%	11%	12%

In addition, while 32% of respondents were satisfied with sports and leisure facilities, a higher proportion (37%) were dissatisfied, a figure that rises to 63% in Helensburgh and Lomond, confirming the views expressed in Section 3 that this is a service that many respondents in the area feel needs to be improved.

Respondents were asked about the frequency with which they use public services provided or supported by Argyll and Bute Council. Those used by the highest proportion of respondents on a daily or weekly basis are local tips/household waste recycling centres (35%) and parks and open spaces (also 35%). On the other hand, between a quarter and a third of Panel members said that four of the services were either never used or used more than a year ago:

- Sports and leisure facilities (30% have never used these or used them over a year ago)
- Libraries (29%)
- Entertainment venues (28%)
- Local bus services (23%)

Frequency of service use

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Does not apply/Don't know
Local tips/Household waste recycling centres	5%	30%	37%	22%	3%	2%	2%	1%
Local transport information	6%	9%	24%	30%	8%	5%	8%	10%
Local bus services	8%	11%	16%	26%	8%	7%	16%	9%
Sport/leisure facilities	7%	17%	11%	15%	6%	15%	15%	13%
Libraries	0%	12%	25%	18%	9%	17%	12%	7%
Entertainment venues	1%	5%	15%	29%	14%	16%	12%	8%
Parks and open spaces	14%	21%	22%	14%	8%	7%	4%	11%

More than twice as many Panel members (39%) do not feel the Council provides value for money in comparison to the proportion which feels they do provide value for money (18%). This trend was even more pronounced in Oban, Lorn and the Isles where only 11% feel they

provide value for money and 48% do not. The most positive response was found among Panel members living in Bute and Cowal; 30% believe the Council provides value for money with 24% saying they do not.

Argyll and Bute Council provides value for money

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Strongly agree	6%	1%	0%	1%	2%
Tend to agree	24%	11%	19%	10%	16%
Neither agree or disagree	38%	42%	35%	38%	39%
Tend to disagree	19%	33%	37%	36%	31%
Strongly disagree	5%	10%	6%	12%	8%
Don't know	10%	2%	3%	4%	4%

A more even position was found when Panel members were asked how satisfied with the way the Council runs things, with 30% satisfied and 33% dissatisfied. Yet again, the most positive viewpoint is held by respondents from Bute and Cowal (40% satisfied and 22% dissatisfied) while the other three areas produced dissatisfaction levels slightly higher than the average for Argyll and Bute as a whole.

Satisfaction with the way Argyll and Bute Council runs things

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Very satisfied	2%	1%	0%	0%	1%
Fairly satisfied	38%	23%	36%	21%	29%
Neither satisfied or dissatisfied	39%	40%	26%	42%	37%
Fairly dissatisfied	18%	30%	33%	27%	27%
Very dissatisfied	4%	6%	4%	9%	6%
Don't know	1%	0%	1%	1%	1%

Earlier in this Section, it was reported that satisfaction with information about meetings of area committees and Council meetings was low. This view is further reflected in the table below which shows that overall the majority of Panel members (61%) do not feel well informed about local public services, while just over a third (34%) say they are well informed.

When Panel members were asked about specific types of information on public services, a similar pattern emerged with the majority in each case saying they were not well informed. This applied particularly in relation to:

- How well local public services are performing (67% not well informed)
- What to do in the event of a large scale emergency (64%)
- What standards of service they should expect from local services (61%)

How well informed about public services

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How your council tax	3%	37%	41%	15%	5%
How you can get involved in local decision-making	2%	34%	40%	14%	10%
What standard of service you should expect from local public services	4%	27%	46%	15%	8%
How well local public services are performing	1%	24%	50%	17%	8%
How to complain about local public services	4%	35%	38%	15%	8%
What to do in the event of a large-scale emergency	3%	23%	33%	31%	10%
Overall, how well informed do you feel about local public services	2%	32%	45%	16%	5%

The final aspect of the Council which Panel members were asked about was whether they were treated with respect and consideration. Overall, this generated the most positive response of all the measures recorded in the survey about the Council, with 69% of those expressing a view saying they were treated with respect and consideration 'all of the time' or 'most of the time'. Only 6% said they were only treated this way 'rarely' or 'never'. This was a view found throughout the four areas.

Treated with respect and consideration by Argyll and Bute Council

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
All of the time	23%	24%	24%	13%	21%
Most of the time	49%	50%	51%	40%	48%
Some of the time	19%	20%	22%	40%	25%
Rarely	7%	6%	2%	5%	5%
Never	2%	0%	1%	2%	1%

Base: Excludes respondents stating 'don't know' or not expressing an opinion

5. Strathclyde Fire and Rescue

Panel members were asked to state the importance of each of seven activities carried out by Strathclyde Fire and Rescue. By far the most significant, quoted by 73%, was responding to fires, a view reflected across all of the administrative areas. Initiatives to help prevent fires and improve safety (13%) and improve road safety (9%) emerged as the second and third most important activities.

Most important activities of Strathclyde Fire and Rescue

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Fire prevention and safety initiatives	16%	13%	11%	13%	13%
Responding to calls to fires	74%	71%	80%	65%	73%
Road Safety initiatives	1%	1%	2%	2%	1%
Responding to Road Traffic Accident calls	5%	5%	6%	21%	9%
Joint working with other agencies across all activities	2%	1%	2%	4%	2%
Responding to other emergency calls e.g. flooding, vandalism	1%	12%	2%	2%	5%
Enforcement of Fire Legislation in Commercial Premises e.g. Hotels, Care Homes	2%	1%	2%	4%	2%

The single largest group of Panel members (31%) do not know how their local fire station is crewed (rising to 57% of those in Helensburgh and Lomond). In Mid Argyll, Kintyre and Islay, a

significant proportion of respondents stated their local station is staffed by retained personnel (36%) or a volunteer station (46%).

How is your local fire station crewed?

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Whole time fully crewed station	2%	25%	2%	36%	17%
Part time station staffed by retained personnel	16%	8%	36%	9%	16%
Volunteer station	39%	4%	46%	28%	26%
A combination of some of the above	15%	6%	6%	13%	10%
Don't know	27%	57%	10%	14%	31%

A range of eight priorities was listed and respondents were asked to indicate which should be targeted by Strathclyde Fire and Rescue to have maximum effect. Four services in particular were identified as key priorities:

- Raising awareness of Strathclyde Fire and Rescue with the general public (27%)
- Free home visits by Firefighters to households to give advice (23%)
- School campaigns and visits (18%)
- Free visits to residential care homes to give advice to staff (16%)

Priorities for Strathclyde Fire and Rescue

	Bute and Cowal	Helensburgh and Lomond	Mid Argyll, Kintyre and Islay	Oban, Lorn and the Isles	Argyll and Bute
Free home visits by Firefighters to households to give advice	17%	28%	18%	25%	23%
Free visits to residential care homes to give advice to staff	14%	19%	15%	14%	16%
Raising awareness of Strathclyde Fire and Rescue with the general public	33%	25%	23%	26%	27%
Specifically focused themes e.g. chip pan fires, chimney fires	12%	10%	11%	10%	11%
Specifically timed themes e.g. fireworks campaigns	3%	2%	3%	5%	3%
Caravan and camping sites campaigns and visits	2%	1%	1%	1%	1%
School campaigns and visits	19%	15%	25%	15%	18%
Road Safety campaigns	4%	2%	10%	14%	7%

Finally, respondents were asked to comment through an open ended question on the actions they would like to see implemented to reduce casualties caused by road traffic collisions across Argyll and Bute.

A total of 630 respondents made comments, with the principal issues presented below:

- Improve road maintenance/quality of the road surfaces (39% of those commenting)
- Better driver training, especially for the young (16%)
- Better road signs (14%)
- Traffic calming measures/average speed cameras/ 20 mph in built up areas (11%)
- Stronger enforcement of bad/dangerous driving by Police (11%)
- Improve opportunities to overtake slow cars/tourists (8%)

6. Concluding Comments

The Autumn 2009 survey of the Argyll and Bute Citizens' Panel has illustrated a number of key findings against its three main themes:

- **The Local Area** – although four key services emerged as most important in making somewhere a good place to live; health services (55%), education provision (49%), affordable decent housing (43%) and the level of crime (43%), the most significant demand for improvements to be made to services related to road and footpath maintenance (63%)
- **Argyll and Bute Council** – Satisfaction with some individual Council services was very high (particularly Environmental services and libraries. However, the lowest satisfaction scores were recorded for roads – only 16% of respondents stated they were satisfied with this service.

There was a generally negative response from respondents in relation to perceptions of the Council providing value for money and how well informed they felt about services. A more even view was recorded on how well the Council was running things, with similar proportions satisfied and dissatisfied. However, the most positive view was found in terms of the Council treating the public with respect and consideration

- **Strathclyde Fire and Rescue** – By far the most significant service provided by Strathclyde Fire and Rescue, quoted by 73%, was responding to fires. However, four services were identified as key priorities; raising awareness of Strathclyde Fire and Rescue with the general public (27%), free home visits by Firefighters to households to give advice (23%), school campaigns and visits (18%) and free visits to residential care homes to give advice to staff (16%).

To reduce casualties caused by road traffic collisions, the single largest group of respondents would like to see improved road maintenance/quality of the road surfaces (39%)

Appendix 1
The Autumn 2009 Questionnaire



Dear Panel Member

Welcome to the Autumn 2009 survey of the Argyll and Bute Citizens' Panel.

The response to recent surveys was excellent; nearly three quarters of all Panel members completed the questionnaires.

The questions in this survey are centred around three themes:

- Your local area and what is important to you? Which things do you think need improving?
- How well do you think Argyll and Bute Council is doing?
- What you know and think about the role and work of Strathclyde Fire and Rescue.

The answers you provide will help inform policy-makers working in these areas.

As always, your responses will be treated in strictest confidence. Your continued input is of great value to us.

Please return your completed questionnaire in the freepost envelope enclosed, to reach us within the next two weeks.

My thanks in advance for your help.

Yours faithfully

A handwritten signature in blue ink that reads "Dick Walsh".

Councillor Dick Walsh
Chair of the Argyll and Bute Community Planning Partnership

Section 1: Your Area

Throughout the questionnaire we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15 to 20 minutes drive time from your home.

Q1. Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE LEFT HAND COLUMN BELOW

Q2. And thinking about your local area, which of the things below, if any, do you think most need improving? PLEASE TICK ✓ UP TO FIVE BOXES ONLY IN THE RIGHT HAND COLUMN BELOW

	Q1 Most important	Q2 Most needs improving
Access to nature	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Activities for teenagers.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Affordable decent housing	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Clean streets.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Community activities.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Cultural facilities (e.g. libraries, museums).....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Education provision.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Facilities for young children	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Facilities for older people.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Health services	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Job prospects.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
The level of crime.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
The level of pollution.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
The level of traffic congestion.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Public transport.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Race relations	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Road and pavement repairs	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Shopping facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Sports and leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Wage levels and local cost of living.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Q1 - Other (PLEASE TICK BOX AND WRITE IN BELOW).....	<input type="checkbox"/> 1	
.....		
Q2 - Other (PLEASE TICK BOX AND WRITE IN BELOW).....		<input type="checkbox"/> 1
.....		

Section 2: Argyll and Bute Council

Q3. Argyll and Bute Council is a key provider of public services locally, so we would like your views on some of the services it provides. How satisfied or dissatisfied are you with each of the following services provided or supported by Argyll and Bute Council?

PLEASE TICK ✓ ONE BOX ONLY FOR EACH SERVICE

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Refuse collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Doorstep recycling	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Local tips/Household waste recycling centre	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Local transport information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Local bus services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Sport/leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Entertainment venues (e.g. Corran Halls; Victoria Halls)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Roads (not trunk roads)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Council tax collection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Other bill payments	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Community centres	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Information about Council meetings	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Information about meetings of area committees	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q4. Please indicate how frequently you have used the following public services provided or supported by Argyll and Bute Council. PLEASE TICK ✓ ONE BOX FOR EACH SERVICE

	Almost every day	At least once a week	About once a month	Within the last 6 months	Within the last year	Longer ago	Never used	Does not apply/ Don't know
Local tips/Household waste recycling centres	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Local transport information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Local bus services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Sport/leisure facilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Entertainment venues (e.g. Corran Halls; Victoria Halls)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8
Parks and open spaces	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7	<input type="checkbox"/> 8

Q5. To what extent do you agree or disagree that Argyll and Bute Council provides value for money? PLEASE TICK ✓ ONE BOX

Strongly Agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q6. And now taking everything into account, how satisfied or dissatisfied are you with the way Argyll and Bute Council runs things? PLEASE TICK ✓ ONE BOX

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q7. How well informed do you feel about each of the following? PLEASE TICK ✓ ONE BOX ONLY FOR EACH STATEMENT

	Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't know
How your council tax is spent	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How you can get involved in local decision-making	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
What standard of service you should expect from local public services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How well local public services are performing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How to complain about local public services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
What to do in the event of a large-scale emergency e.g. flooding, human pandemic flu	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Overall, how well informed do you feel about local public services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q8. In the last year would you say that you have been treated with respect and consideration by Argyll and Bute Council? PLEASE TICK ✓ ONE BOX ONLY

All of the time	Most of the time	Some of the time	Rarely	Never	Don't know/no opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3. Strathclyde Fire and Rescue

The role of Strathclyde Fire and Rescue expanded as a consequence of the Fire (Scotland) Act 2005 and as a result we are keen to know what people perceive this role to be.

Q9. What do you believe is the most important activity that Strathclyde Fire and Rescue carries out in Argyll and Bute? Please number the following in order of importance, with 1 being most important.

- | | |
|--|--------------------------|
| Fire prevention and safety initiatives | <input type="checkbox"/> |
| Responding to calls to fires | <input type="checkbox"/> |
| Road Safety initiatives | <input type="checkbox"/> |
| Responding to Road Traffic Accident calls | <input type="checkbox"/> |
| Joint working with other agencies across all activities | <input type="checkbox"/> |
| Responding to other emergency calls e.g. flooding, vandalism | <input type="checkbox"/> |
| Enforcement of Fire Legislation in Commercial Premises e.g. Hotels, Care Homes | <input type="checkbox"/> |

Q10. How is your local fire station crewed? Please tick one.

- | | |
|---|----------------------------|
| Whole time fully crewed station | <input type="checkbox"/> 1 |
| Part time station staffed by retained personnel | <input type="checkbox"/> 2 |
| Volunteer station | <input type="checkbox"/> 3 |
| A combination of some of the above | <input type="checkbox"/> 4 |
| Don't know | <input type="checkbox"/> 5 |

Q11. Where do you think Strathclyde Fire and Rescue should target its resources to have maximum effect? Please number the following in order of priority with 1 being the highest.

Free home visits by Firefighters to households to give advice	<input type="checkbox"/>
Free visits to residential care homes to give advice to staff	<input type="checkbox"/>
Raising awareness of Strathclyde Fire and Rescue with the general public	<input type="checkbox"/>
Specifically focussed themes e.g. chip pan fires, chimney fires	<input type="checkbox"/>
Specifically timed themes e.g. fireworks campaigns	<input type="checkbox"/>
Caravan and camping sites campaigns and visits	<input type="checkbox"/>
School campaigns and visits	<input type="checkbox"/>
Road Safety campaigns	<input type="checkbox"/>

Q12. In order to reduce casualty and fatalities caused by road traffic collisions across Argyll and Bute what actions would you like to see implemented? Please specify below.

Thank you for taking part in this very important survey

Please return your questionnaire in the enclosed FREEPOST envelope

If you have lost the FREEPOST envelope, send it free in an envelope marked:

**FREEPOST RRZE-SGEY-KCHX
Hexagon Research and Consulting
Suite 401
47 Timber Bush
Edinburgh
EH6 6QH**

Appendix 2
The Argyll and Bute Citizens' Panel

In March 2008, Hexagon Research and Consulting were commissioned to recruit and manage a new Citizens' Panel on behalf of the CPP. Recruitment should meet two key objectives:

- It should reflect the views of citizens across Argyll and Bute as a whole
- It should be representative of the population, ideally by location, gender, age, employment status, tenure, ethnic origin and disability issues

We recommended that postal recruitment of Panel members offered many advantages over recruitment through personal interviewing. In particular:

- It is a **more cost effective** means of filtering out those who are not interested in joining the Panel and recording the basis information needed at the recruitment stage to profile Panel members
- It is a **more inclusive** approach to recruitment, allowing a larger initial sample of residents to be contacted
- It will **generate a bigger Panel**, allowing the analysis of sub groups to be carried out more robustly

A short recruitment questionnaire was agreed with the CPP which explained the purpose of the Panel and recorded basic social and demographic information on each Panel member.

To ensure the Panel was as representative as possible, a sample of 10,000 residents was drawn by random systematic sampling from the edited edition of the Electoral Register (in this way, each area within Argyll and Bute would have a sub sample in direct proportion to the size of its adult population).

The recruitment questionnaires were issued, along with return Freepost envelopes, to this sample in two phases in order to monitor the take up from residents. The first phase was issued in mid May 2008 and generated 582 residents who wished to join the Panel. The second phase was issued by mid June 2008 and by the end of June a total 1,286 residents had agreed to become Panel members, exceeding the target set for the recruitment exercise.

The Argyll and Bute Citizens' Panel

Area	% of 2006 Argyll and Bute Population	% of Argyll and Bute Panel	Size of Panel	Sampling Error
Oban, Lorn and the Isles	21.4%	21.9%	282	± 5.8%
Bute and Cowal	24.9%	26.6%	342	± 5.3%
Helensburgh and Lomond	29.6%	28.7%	369	± 5.1%
Mid Argyll, Kintyre and Islay	24.1%	22.8%	293	± 5.7%
Argyll and Bute	100.0%	100.0%	1,286	± 2.7%

The table above presents a breakdown of the Panel by Administrative area, indicating that:

- The distribution of the Panel by Administrative area closely reflects the distribution of the adult population in each area
- The size of the Panel in each area limits sampling errors to under ± 6%, allowing a robust analysis of survey findings not only for Argyll and Bute but also for each Administrative area

Panel Characteristics

Overall, the Panel reflects many of the characteristics of the Argyll and Bute adult population, with most variations being limited to only a few percentage points (a full breakdown is provided in Tables 1-5 of Appendix 2 to this report). This is particularly the case in terms of the following characteristics:

- Residents aged 30-55 (55% of the Panel compared to 51.1% in the Council's 2006 estimate)
- Gender (55% of the Panel are female compared to 50.4% in the Council's 2006 estimate)
- Residents in employment (60% of the Panel compared to 61.1% in the 2001 Census estimate)

However, the principal differences are that

- The Panel has a higher proportion of owner occupiers (85% compared to the 2001 Census estimate of 64.6%) and a lower proportion of those in social rented housing (6% compared to 10.4% in the 2001 Census estimate)
- There are more Panel members who are wholly retired from work (29% compared to the 2001 Census estimate of 16.3%)

As a result of these differences, all survey findings are re-weighted to ensure any bias in the profile of those responding to the surveys is fully corrected.