



Peoples Panel 2020 Action Plan

Our Peoples Panel survey and focus group results are used by various groups within the Community Planning Partnership as well as individual partners to help develop services and gauge our performance.

Some of the results are tracked over time and are used in our public performance reporting. Other questions are included in the survey that vary year on year to allow partners to gain the views of local people in order to tailor services to fit local need and ambition.

Our six Locality Partnerships also consider the results of the survey and focus groups. Due to the lockdown Locality Partnership meetings have been postponed. This local analysis will now take place over the summer with Locality Partnerships considering how this influences the prioritisation of their work when they meet in September.

The full survey results along with trend information are available here: <http://northayrshire.community/about-us/reports-and-research/>

Some specific examples of how the results will be used by key partners are outlined below, including any impact from the recent Covid-19 pandemic.

Strategic Priority	Topic	Trend	Action/s and Comparative Information	Key Partner
Safer North Ayrshire (LOIP) Environment (FFA)	Tenant Participation	<p>A quarter (24%) of all respondents stated that they would be interested in taking part in tenancy participation activities, this is up from 20% in the 2018 Panel survey.</p> <p>This rises slightly to 30% among respondents from the 15% Most Disadvantaged Areas and drops to 20% with people from the rest of North Ayrshire.</p>	<p>North Ayrshire Tenant Participation are looking at developing digital methods for participation to encourage a wider group of people to get involved. The survey results reinforce that there is an appetite for people to get involved.</p> <p>As a result of Covid-19 they expanded engagement via welfare calls to tenants over 60 and invited them to take part in future participation activities.</p>	North Ayrshire Tenant Participation
Environment (FFA)	Council performance	When asked about how they would rate North Ayrshire Council for keeping them informed about its performance, respondents are split between good and	The survey results show that there is a need to find new and improved ways of communicating performance information. In response to this the Corporate Policy and Performance Team are, as part of their communication plan around the publication of the Annual Public	North Ayrshire Corporate Policy &

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		<p>poor. Thirty seven percent of respondents said that North Ayrshire Council was either very or fairly good, whilst 22% said they were either fairly or very poor. The remaining 42% were neutral.</p> <p>Just over half of all respondents (51%) said that they were aware that the council publishes an annual report. This is down from 63% in 2018.</p> <p>Among those respondents that were aware that the Council published an annual report, 43% indicated that they found the report informative and contained all the information they would expect. Fifty percent said they had not read the report and 7% said it did not contain all the information they would expect.</p>	<p>Performance Report, exploring existing communication channels within services to reach more residents and businesses directly. This directly addresses the 44% of respondents who would prefer to receive performance information by email. In addition they continue to develop performance reporting in a reader friendly “magazine” format, are currently looking to address the way annual performance data is displayed on the North Ayrshire Council website and plan to work with young people to explore innovative new methods to make reporting relevant to them. The recent Best Value Audit report highlights how the team have worked hard to communicate and engage with more and more residents and how they have tried to engage with a younger audience. The team will, over the coming year, be looking at new and innovative ways to communicate and engage with residents.</p> <p>The Corporate Policy, Performance & Elections Team has not published a report since the Covid-19 pandemic began in March 2020 but have contributed to national data returns. The Team are currently working on the Q4 (End Year) Performance report and Annual Public Performance Report. Given the massive increase in the Council’s Social Media following and impressions during the pandemic, these reports will be visible to even more residents.</p>	<p>Performance Team</p>
<p>Environment (FFA) Safer North Ayrshire (LOIP)</p>	<p>Neighbourhood Issues</p>	<p>Since 2015, there have been notable declines in almost all the issues asked about. The most significant declines being with people being attacked or harassed (-10%), dog fouling (-9%), people using or dealing drugs (-9%), young people hanging around on the street (-9%) and anti-social tenants (-8%).</p> <p>Seventy one percent of respondents are satisfied with the way in which open spaces in their neighbourhood are looked after. This has declined from 78% in 2015 and 75% in 2018.</p>	<p>NAC Streetscene have been running a OB-litter-ATE campaign which tackles lunchtime litter from schools, and have initiated an enforcement campaign in partnership with housing services to address fly tipping and litter in housing estates.</p> <p>A growing concern was identified regarding abandoned cars, over the last 6 months they have reshaped the approach to these service requests and as a result cases are being actioned within the week.</p> <p>Covid-19 guidelines on isolation had an impact on the number of employees available to carry out non-essential tasks. The initial closure of amenity sites resulted in a sharp increase of fly tipping which was</p>	<p>North Ayrshire Streetscene</p>

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		<p>92% of people rate their neighbourhood as either a very good or fairly good place to live. The percentage of people stating that their neighbourhood is very good has increased from 32% in 2015 to 50% in 2020.</p>	<p>investigated and actioned by Streetscene's proactive enforcement team.</p>	
<p>Safer North Ayrshire (LOIP) Environment (FFA)</p>	<p>Community Safety</p>	<p>The percentage of respondents who say they feel very safe when outside in their neighbourhood after dark has risen significantly from 18% in 2015 to 31% in 2020.</p> <p>People who live in more deprived areas are slightly more likely to feel unsafe when outside in their neighbourhood after dark (23% compared to 19% of people in the rest of North Ayrshire). This gap has narrowed significantly since 2015.</p>	<p>Locality police officers and response officers are well briefed and have local knowledge to patrol effectively to make all public feel as safe as can be achieved in communities across North Ayrshire. Since the start of the pandemic, they have had in place a robust 'Patrol Matrix' which directs resources driven by current community concerns or tensions.</p> <p>Local Police have highlighted that the public have been very proactive in reporting anti-social behaviour throughout this period. This could be a positive going forward if willingness to engage with police and report community concerns is maintained.</p> <p>Covid-19 has impacted on all our daily lives but as call demand was initially slightly lower there was more opportunity for officers to be proactive on patrol, focus on specific areas as crime and anti-social reports highlighted. In line with vulnerable premises, location and people identified patrols were and continue to be focussed to reduce any concerns in our communities.</p> <p>Police are running the 'Shut Out Scammers' campaign to raise awareness of the risks of scams on the doorstep, phone or on-line. All local Police events have been postponed due to Covid19, the main one being 'Safe T in the Park' which was scheduled for 24th May.</p>	<p>Police Scotland</p>
<p>Safer North Ayrshire (LOIP)</p>	<p>Fire Safety</p>	<p>Four percent of respondents said that they have concerns about fire safety in their home. This percentage remains similar across respondents in both the most deprived areas and the rest of North Ayrshire. The types of concerns people had</p>	<p>While the percentage levels are low the survey shows that there are local concerns that CPP partners should be working to address. Scottish Fire and Rescue Service (SFRS) have had a Domestic Fire Safety Plan in place for several years which has targeted home fire safety in Ayrshire. This is usually reviewed every 3 years and the latest edition will be published in 2020.</p>	<p>Scottish Fire and Rescue Service</p>

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		<p>included not having smoke alarms, issues with neighbours and not being able to escape their house if it was on fire.</p>	<p>SFRS have run multiple campaigns on radio, television, billboard and online to make all members of the public aware of the dangers of fire (and a number of other safety issues) and of the availability of Home Fire Safety Visits, which include advice on the avoidance of fire and plans on what to do if one should occur, including an escape plan. These, and the fitting of any necessary smoke detection, are available and free of charge for all and SFRS continues to advertise the availability of this resources on many platforms.</p> <p>SFRS also runs four TAPS (thematic action plans) over the course of each year and many of these (including every Winter edition) focus on domestic fire safety. These are publicised across Ayrshire using adverts, posters and leaflet drops.</p> <p>Whilst Covid-19 has had an impact on the ability to conduct Home Fire Safety Visits, the service is available to very high-risk households and fire safety advice is given to all of those on the pending list currently awaiting a visit. SFRS also continue to put smoke detection into properties without it and replace defective smoke detectors and have developed and circulated Covid specific measures, procedures and advice.</p>	
<p>Safer North Ayrshire Thriving, North Ayrshire (LOIP) Children (FFA)</p>	<p>Abuse/ Neglect</p>	<p>8% of people now say that they have been worried that a child is, or might be, being abused or neglected. This is down from 14% in 2015 and 13% in 2018.</p> <p>In 2015, 8% of respondents stated that they had ever been worried that a vulnerable adult was, or might be, being abused or neglected. This was maintained at 8% in 2018 and has dropped slightly to 6% in 2020.</p>	<p>An increase in the proportion of people referring to schools has been noted by North Ayrshire Child Protection Committee, potentially partly due to increasing awareness of the Named Person in schools and their role in supporting children’s wellbeing.</p> <p>The survey findings highlight a continuing need to promote the importance of the public reporting concerns. The Committee makes efforts to ‘piggyback’ on community events to promote child protection awareness. They also created a Twitter page which is continuously developed. Covid-19 means that community events are unlikely to happen for the foreseeable future, however they are</p>	<p>North Ayrshire Child Protection Committee, North Ayrshire Adult Protection</p>

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		<p>Thirty six percent of respondents who have ever been worried that a child is, or might be, being abused or neglected did not report this to anyone or any organisation (24% in 2015 and 20% in 2018). Twenty seven percent did not report their concern regarding a vulnerable adult (20% in 2015 and 19% in 2018).</p>	<p>making progress in terms of building a Twitter presence and sharing this with professionals to reach communities. A slight increase in the number of child protection referrals coming directly from the public in the past few weeks has been noted. This is possibly because of national campaigns on the television, such as the NSPCC campaign. The Committee are also sending out resources directly to the community hubs to provide to members of the community.</p> <p>The Child Protection Committee Business Plan 2020-23 now includes the following outcome: “90% of people surveyed from the People’s Panel survey will report concerns to the Health and Social Care Partnership if they are worried that a child might be abused or being neglected.”</p> <p>In terms of Adult Protection, there is an on-going programme of ASP training available to any groups in North Ayrshire – free of charge. This training is currently being revised to ensure that it can be delivered safely whilst the pandemic continues. At the start of lockdown additional information and guidance was provided to various groups of staff – especially those redeployed to work in posts they were not normally used to working in – to remind them of their responsibilities in relation to Adults at Risk of Harm and to ensure they were familiar with what action to take, should they be concerned about an adult.</p> <p>North Ayrshire are just about to join up with East and South Ayrshire for an Ayrshire wide Public Protection campaign to raise awareness in relation to Adult Support and Protection across the general public – this will include radio advertising and social media platforms. This will encourage members of the public in North Ayrshire to be alert to Adults at Risk of Harm and to report their concerns.</p>	
Healthier North	Mental Health, Inequalities	The average score for panel members is broadly in line with the national average figures for Scotland as a whole. Across the	The Ayrshire and Arran Public Mental Health and Wellbeing strategy (2015-2027) focuses on the three areas of sustaining inner resources; increasing social connectedness, relationships and trust in families and	NHS Ayrshire & Arran,

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Ayrshire (LOIP) Health (FFA)		<p>three study years there has been a slight increase from 50.76 in 2015 to 51.34 in 2020.</p> <p>Just over a quarter (27%) of respondents said they thought inequalities are definitely an issue in their own locality, with a further 47% saying they are somewhat of an issue. The remaining 26% thought that inequalities are definitely not an issue in their own locality.</p>	<p>communities; and increasing financial security and creating mentally healthy environments for working and learning. A key action of the strategy has been building mental health and wellbeing capacity of partners to support people to cope with life's challenges. Considering the impact of Covid-19 this will be a key area for development both nationally and locally. Tackling social Isolation and loneliness and promoting community and social cohesion and leveraging community assets have a positive impact on mental health and wellbeing and requires to be built based on the impact of Covid-19.</p> <p>Although no local surveys have been carried out recent reports on the impact of Covid-19 include the Edinburgh University Covidlife survey and COVID-19 Pandemic, financial inequality and mental health report by Mental Health Scotland. Issues with mental health have also been very apparent in the calls to the Community Support Hubs in North Ayrshire.</p> <p>Over July/August the Locality Planning Forums will undertake a reflective piece of the impact of Covid-19 and we expect that inequalities, vulnerability and mental wellbeing will be flagged as key areas of focus as a result of Covid-19. The Health and Social Care Partnership requires to develop a new strategic plan and will be undertaking virtual engagement with stakeholders until March 2021 and expect that these themes will be highlighted. The Peoples Panel survey results provide useful evidence to support the development of the plan.</p>	North Ayrshire HSCP															
Food (FFA)	Healthy Eating, Food Insecurity	<p>The results between 2018 and 2020 are broadly similar.</p> <table border="1" data-bbox="517 1214 1061 1369"> <thead> <tr> <th></th> <th>2018</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>I have access to lots of food</td> <td>86%</td> <td>88%</td> </tr> <tr> <td>I have access to some food</td> <td>11%</td> <td>9%</td> </tr> <tr> <td>I have no access to food</td> <td>1%</td> <td>1%</td> </tr> <tr> <td>I eat food which I grow myself</td> <td>12%</td> <td>15%</td> </tr> </tbody> </table>		2018	2020	I have access to lots of food	86%	88%	I have access to some food	11%	9%	I have no access to food	1%	1%	I eat food which I grow myself	12%	15%	<p>The Fair for All Commission Officer has been considering local food needs and working with providers, including the Foodbanks. The Peoples Panel results feed into this work, including the Food Growing Strategy and the work of the Food Forum.</p> <p>Questions on food insecurity were introduced into the Scottish Health Survey in 2017. In 2018, 9% of adults reported that they had been</p>	North Ayrshire HSCP, NHS Ayrshire & Arran
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		Food is available but too expensive	8%	10%	<p>worried they would run out of food at some time during the previous 12 months due to a lack of money or other resources- slightly lower than the People’s Panel figures.</p> <p>There has been significant food provision to North Ayrshire residents during the lockdown via Community Support Hubs, Foodbanks, community groups, and the free school meal model. As we move away from this way of giving food to local people we are working with groups in our communities to establish sustainable and empowering alternative models.</p> <p>With regards to the impact of Covid-19 on food access/availability, the Food Foundation have been undertaking a series of surveys on this on a UK wide basis. Findings can be accessed here: https://foodfoundation.org.uk/vulnerable_groups/new-poll-data-more-than-five-million-people-in-households-with-children-have-experienced-food-insecurity-since-lockdown-began/</p> <p>North Ayrshire are part of early adopter work for national work on a whole systems approach to healthy weight. The Peoples Panel results are a valuable source of local research to understand local challenges in eating healthily.</p>	
I physically can’t access food but have support to do so	2%	3%				
I physically can’t access food and have limited support to do so	0%	1%				
I don’t grow my own food but would like to learn	7%	8%				
Base:	1,309	1,262				
Working North Ayrshire (LOIP) Economic Growth (FFA)	Access to the internet	<p>90% of all respondents have access to email or the internet, an increase on previous results. This increase has been primarily driven by respondents living in the more deprived areas where the number of people who have access to email or the internet has risen from 79% in 2018 to 88% in 2020.</p> <p>Most respondents who currently have access to e-mail / internet indicate they have home access (92%). Just under half (49%) of</p>			<p>Libraries in North Ayrshire have kept their WIFI ‘on’ and people are still picking it up outside buildings, e.g. in April/May there were 10,891 sessions in 11 libraries. Additionally, five of these buildings are in use as Community Hubs/Health and wellbeing hubs.</p> <p>Ayrshire Leader are providing IT equipment for community groups, and Connecting Scotland are providing 180 devices to be distributed to individuals, via partners/communing groups, to make them more digitally connected.</p>	<p>TACT, North Ayrshire Libraries, North Ayrshire Connected Communities</p>

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		<p>respondents have access to e-mail / internet through their mobile phone, 28% have access through work and 20% say they currently access e-mail / internet through their local library.</p>	<p>North Ayrshire Virtual Community Centres have been offering digital support and support has been available on the Irvine Virtual Community page. Guides to NAC digital services have been made available on YouTube: https://www.youtube.com/channel/UCcZtrGUbbZDsdFIodILPzlg/video as well as producing a 'Library Links' newsletter: https://www.youtube.com/channel/UCcZtrGUbbZDsdFIodILPzlg/video and together with Harbour Arts Centre and Heritage staff a virtual 'Something for the Summer': https://www.north-ayrshire.gov.uk/Documents/CorporateServices/ChiefExecutive/Communications/hac-something-for-the-summer-programme.pdf has been developed.</p> <p>Lastly, the Library service launched a new eBook service on the 1st of April. Over 1100 people 'signed up', with over 9500 downloads in 12 weeks.</p>	