



North Ayrshire  
Community Planning Partnership

## PEOPLE'S PANEL QUESTIONNAIRE 2022

### 1. DIGITAL ACCESS

**Q1.1 Do you currently have access to e-mail or the internet?**

Yes.....  **Please go to Q1.2**

No.....  **Please go to Q2.1**

**Q1.2 If yes, where? Please select all that apply.**

Work.....

Community learning centre.....

Community centre.....

Internet cafe.....

Local library.....

College / university.....

From home.....

Other community facility.....

School.....

Mobile phone.....

Other (please say where below).....



## 2. FAIR FOR ALL

The current economic crisis, linked partly to the COVID-19 pandemic, has had a huge impact on residents in North Ayrshire. At the start of lockdown, the number of people claiming Universal Credit in North Ayrshire increased by 30%. This emphasises that things are sometimes outwith our own control – and that poverty can have an impact on anyone at any time.

Just some of the work taking place across North Ayrshire by the Council and partners to address poverty and inequality is outlined below.

- Tackling the issue of holiday hunger by delivering an award winning Holiday School Meal programme.
- Delivering a Cost of the School Day initiative with £500,000 funding aimed directly at supporting vulnerable parents and their children.
- Being the first local authority in Scotland to exempt Care Experienced young people from paying Council Tax.
- Running an enhanced ‘birth to potty’ reusable nappy scheme, saving families up to £1300 per child.
- Tackling food poverty in North Ayrshire via the network of community larders.
- Working to improve the energy efficiency of our housing stock having set aside £5million for a sustainability and affordable warmth fund.
- Tackling food poverty in North Ayrshire via the network of community larders.
- Is the first Scottish local authority to join the Wellbeing Economic Alliance dedicated to developing wellbeing economies with a focus on social justice and environmental change.
- Providing free sanitary products in all secondary schools

**Q2.1** In your view, what else could the North Ayrshire Community Planning Partners do to address poverty and inequality in North Ayrshire?



**Q2.2 Thinking of how accessible food for good health is in your immediate local area, please say whether you agree or disagree with each of the following statements.**

	Agree	Disagree
I have access to lots of food	<input type="checkbox"/>	<input type="checkbox"/>
Food is available but too expensive	<input type="checkbox"/>	<input type="checkbox"/>
I have access to some food	<input type="checkbox"/>	<input type="checkbox"/>
I physically can't access food but have support to do so	<input type="checkbox"/>	<input type="checkbox"/>
I have no access to food	<input type="checkbox"/>	<input type="checkbox"/>
I physically can't access food and have limited support to do so	<input type="checkbox"/>	<input type="checkbox"/>
I eat food which I grow myself	<input type="checkbox"/>	<input type="checkbox"/>
I don't grow my own food but would like to learn	<input type="checkbox"/>	<input type="checkbox"/>

**Q2.3 Please say whether you agree or disagree with the following statements relating to cooking, with regard to you and your household.**

	Agree	Disagree
I can cook home-made meals from raw ingredients and do so regularly	<input type="checkbox"/>	<input type="checkbox"/>
I use ready meals but would like to learn to cook more home-made meals	<input type="checkbox"/>	<input type="checkbox"/>
I can cook home-made meals but I use ready meals and am not interested in cooking home-made meals	<input type="checkbox"/>	<input type="checkbox"/>
I mostly eat ready meals	<input type="checkbox"/>	<input type="checkbox"/>
I can cook home-made meals but don't have time	<input type="checkbox"/>	<input type="checkbox"/>
I don't have a kitchen to prepare home-made meals	<input type="checkbox"/>	<input type="checkbox"/>

**Community Larders are based in our communities, run by community organisations and open to individuals and households with limited incomes that live in North Ayrshire. Larders go beyond the food bank approach, creating a sustainable and long-term solution to food poverty. Members pay a small weekly fee, typically £3 to £6, for which you can self-choose at least ten items of food each week.**

**Q2.4 Do you know how to access your local community larder?**

Yes.....

No.....



**Q2.5 Which of the following types of outlet do you use regularly for food shopping? Please select all that apply.**

- Locally owned shops (e.g. greengrocers, butchers) .....
- Supermarket chains (e.g. Tesco, Asda).....
- Convenience stores (e.g. petrol stations, Spar).....
- Community Larders or Pantries (e.g. The Wee Shoap, Choices Community Shop) ....

**Q2.6 And which of these do you use MOST OFTEN for food shopping? Please select one option only.**

- Locally owned shops (e.g. greengrocers, butchers) .....
- Supermarket chains (e.g. Tesco, Asda).....
- Convenience stores (e.g. petrol stations, Spar).....
- Community Larders or Pantries (e.g. The Wee Shoap, Choices Community Shop) ....

**Q2.7 Approximately how many portions of fruit and vegetables do you eat in a typical day?**

**Examples of a portion of fruit and vegetables are: 1 banana, 2 plums, 3 heaped tablespoons of beans. Fruit and vegetables can be either fresh, frozen, tinned, dried or juiced.**

- I eat no portions of fruit and vegetables per day .....
- I eat 1-2 portions of fruit and vegetables per day .....
- I eat 3-4 portions of fruit and vegetables per day .....
- I eat 5 or more portions of fruit and vegetables per day .....

**Q2.8 We have listed below the major food groups. Please say which of these food groups you would typically eat from in a typical day. Please select all that apply.**

- Fruit and vegetables .....
- Starchy foods (such as potatoes, breads, cereals, rice and pasta) .....
- Milk and dairy foods.....
- Pulses (such as beans, peas or lentils) .....
- Proteins (such as fish, eggs and meat) .....
- Fats (such as oils and spreads).....



**Q2.9** Approximately how often do you eat food from takeaways? Please select one option only.

- Every day .....
- Every few days .....
- Every week .....
- A few times a month .....
- Every month .....
- Less often than that .....
- Never .....

**Q2.10** Have you ever accessed any free period products from our local community or council buildings in North Ayrshire?

- Yes .....  Please go to Q2.11
- No .....  Please go to Q3.1

**Q2.11** If yes, which of our products have you used?

- Pads .....
- Tampons .....

**Q2.12** Did the selection of products meet your needs?

- Yes .....
- No .....

**Q2.13** Please detail any other products you think should be available to those in need.

**Q2.14** Were the products for?

- Yourself .....
- A family member .....
- Someone you care for .....
- Other (please give brief details) .....



**Q2.15** If relevant, please tell us where you accessed the products from. Please select all that apply.

- Council building .....
- School .....
- Community centre / hall .....
- Food larder / food bank .....
- Other (please give brief details).....

**Q2.16** Should you wish, please use the space below to suggest any additional or alternative sites where you think free period products should be available from.

**Q2.17** Should you wish, please use the space below to make any suggestions for improving the distribution of free period products, recognising the need to do this in a way that ensures people’s dignity and avoids any possible embarrassment.

### 3. WELLBEING AND SAFETY

The Community Planning Partnership is keen to assess and monitor the mental wellbeing of the North Ayrshire population. The Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) is a 14 item scale in which individuals respond to questions about their thoughts and feelings. Incorporating WEMWBS into the People’s Panel Survey allows the Community Planning Partnership to assess the mental health of the North Ayrshire population.



**Q3.1 The WEMWBS questions and scale are outlined below.**

**Please select the box that best describes your experience of each over the last 2 weeks.**

	None of the time	Rarely	Some of the time	Often	All the time
I've been feeling optimistic about the future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling relaxed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been interested in other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've had energy to spare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been dealing with problems well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been thinking clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling good about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling close to other people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling confident	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been able to make up my own mind about things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling loved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been interested in new things	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I've been feeling cheerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3.2 Please look at the following statement and choose the option which best describes how you feel.**

**During the last week I have felt lonely...**

- None of the time .....
- Almost none of the time.....
- Some of the time .....
- Most, almost all, or all of the time .....

**Q3.3 If you do often feel lonely, what within your community could help with this?**



Green Health Partnerships have been established across Scotland to demonstrate how better cross-sectoral coordination can increase physical activity and improve mental health through engagement with the natural environment. Led by local health boards and local authorities, these partnerships bring together the health, social care, environment, leisure, sport and active travel sectors in order to make more use of local green space as a health-promoting resource.

**Q3.4 Are you aware that North Ayrshire has a Green Health Partnership?**

Yes.....

No.....

**Q3.5 Approximately how often do you take part in any of these green health activities? Please select one option in each row.**

	Daily	Weekly	Monthly	Rarely
Organised outdoor walks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking / step challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using local Green Gyms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor volunteering, such as planting or litter picking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor exercise classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor learning sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3.6 Do you sometimes choose to walk or cycle to a destination instead of using other forms of transport?**

Yes.....  Please go to Q3.7

No.....  Please go to Q3.8

**Q3.7 If so, how often?**

Daily.....

Weekly.....

Monthly.....

Rarely.....

**Q3.8 What stops you using “active travel” options (i.e. walking and cycling) more often?**





Gambling, is the act of betting or staking something of value (in most cases money) on the possible outcome of a future event (for example, backing the winning team of a football match, or predicting the lottery numbers). Although there is no widely accepted classification, gambling forms that are usually recognised include lotteries, scratch cards, sports and horse betting, bingo, electronic gambling machines, card games, and chance-based casino table games such as roulette and craps.

**Q3.9** Have you spent money on any gambling activity in the past 12 months?  
Yes .....  Please go to Q3.10  
No.....  Please go to Q3.13

**Q3.10** How often do you engage in gambling activity? Please select one option only.  
Daily.....   
Weekly.....   
Monthly.....   
Less often than this .....

**Q3.11** When you lose money gambling, how often do you gamble further to try to win your money back? Please select one option only.  
Every time.....   
Most of the time .....   
Some of the time .....   
Never.....

**Q3.12** Approximately what proportion of your gambling activity is online (including online betting on sports as well as things like online poker and other games)? Please select one option only.  
All online .....   
Most online .....   
Some online .....   
None online .....

**Q3.13** How safe or unsafe do you feel when you are outside in your neighbourhood after dark?  
Very Safe.....  Please go to Q3.15  
Fairly Safe .....  Please go to Q3.15  
A Bit Unsafe .....  Please go to Q3.14  
Very Unsafe.....  Please go to Q3.14



**Q3.14 Please give brief reasons as to why you sometimes feel unsafe.**

**Q3.15 In your neighbourhood, how much of an issue are each of the following? Please select one option in each row.**

	Very Big Issue	Fairly Big Issue	Minor Issue	Not an Issue
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adults hanging around on the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people hanging around on the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People drinking in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying in the street	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti or other deliberate damage to property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being attacked or harassed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abandoned or burnt-out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discarded needles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Antisocial residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grass / bin fires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aggressive dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please give brief details below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3.16 Do you have any concerns about fire safety in your home?**

Yes .....  Please go to Q3.17  
 No.....  Please go to Q3.18



**Q3.17** If yes, please tell us what your concerns are.

**Q3.18** Are you aware of the new law in Scotland regarding the requirement for interlinked fire alarms in each household?

Yes.....

No.....

**You can find out more at <https://www.mygov.scot/home-fire-safety>**

**Q3.19** Are you aware of how to minimise the risk of falls in your own home, or the homes of family members who may be at risk?

Yes.....

No.....

**Q3.20** Have you ever been worried that a child is, or might be, being abused or neglected?

Yes.....

No.....

**Q3.21** Have you ever been worried that a vulnerable adult is or might be, being harmed? (e.g. physical, neglect, psychological, self-harm, self-neglect, financial or sexual)

Yes.....

No.....

**IF YOU RESPONDED “NO” TO BOTH 3.20 AND 3.21 PLEASE GO STRAIGHT TO QUESTION 3.24. OTHERWISE, GO TO QUESTION 3.22.**



**Q3.22 Who did you report it to? Please select all that apply in each column that applies (i.e. whether this was a child or vulnerable adult)**

	Child	Vulnerable adult
Did not report this	<input type="checkbox"/>	<input type="checkbox"/>
Police	<input type="checkbox"/>	<input type="checkbox"/>
Social Services	<input type="checkbox"/>	<input type="checkbox"/>
Family / friends	<input type="checkbox"/>	<input type="checkbox"/>
Housing Department	<input type="checkbox"/>	<input type="checkbox"/>
Priest / Minister	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>
MP / MSP / local Councillor	<input type="checkbox"/>	<input type="checkbox"/>
GP / Doctor	<input type="checkbox"/>	<input type="checkbox"/>
Other (please say whom below)	<input type="checkbox"/>	<input type="checkbox"/>

**PLEASE ANSWER QUESTION 3.23 ONLY IF YOU DID NOT REPORT A CONCERN THAT YOU HAD. OTHERWISE, GO STRAIGHT TO QUESTION 3.24**

**Q3.23 If you did not report it, why did you not report the concern? Please select all that apply in each column whether this was a child or vulnerable adult.**

	Child	Vulnerable adult
Fear I would not remain anonymous	<input type="checkbox"/>	<input type="checkbox"/>
Fear of being wrong	<input type="checkbox"/>	<input type="checkbox"/>
Felt it was none of my business	<input type="checkbox"/>	<input type="checkbox"/>
Fear of retaliation	<input type="checkbox"/>	<input type="checkbox"/>
Didn't want to get involved	<input type="checkbox"/>	<input type="checkbox"/>
Worried that the child might be taken into care	<input type="checkbox"/>	<input type="checkbox"/>
Didn't know who to contact	<input type="checkbox"/>	<input type="checkbox"/>
Other (please give brief details below)	<input type="checkbox"/>	<input type="checkbox"/>



**Q3.24 How likely or unlikely do you think it is that the following types of sentence would make an offender less likely to commit a crime in the future?**

	Very Likely	Fairly Likely	Fairly Unlikely	Very Unlikely	Never Heard of This
Community Payback Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compensation Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deferred Sentence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Treatment & Testing Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic Tagging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3.25 What do you think the main priorities for working with offenders in the community should be? Please look at this list and rank the priorities from 1 to 3, with 1 being the most important, 2 the second most important and 3 the third most important.**

Tackling the underlying causes of crime, such as drugs and alcohol.....

Working with offenders so they can understand the impact of their crime on victims.....

Finding offenders meaningful training or employment opportunities .....

Providing stability for offenders by addressing issues such as homelessness .....

Ensuring that offenders carry out unpaid work of value to the community in order to pay something back.....

**Q3.26 Are you aware of unpaid work carried out in North Ayrshire by individuals who are sentenced to community service?**

Yes.....

No .....



**Q3.27** What do you think the main priorities should be for the type of unpaid work carried out by offenders? Please look at this list and rank the priorities from 1 to 3, with 1 being the most important, 2 the second most important and 3 the third most important.

Gardening / landscaping .....	<input type="text"/>
Litter-picking .....	<input type="text"/>
Large scale environmental work e.g. beach cleaning.....	<input type="text"/>
Painting / decorating.....	<input type="text"/>
Joinery and building work.....	<input type="text"/>
Helping with removals .....	<input type="text"/>
Other (please give brief details below) .....	<input type="text"/>
<input type="text"/>	

**Q3.28** Do you know what Community Justice is?

Yes .....  Please go to Q3.29  
No.....  Please go to Q3.32

To find out more please visit <https://www.communityjusticeayrshire.org.uk/>

**Q3.29** If you answered yes, please tell us what you know about Community Justice.

**Q3.30** Are you aware of Community Justice services and / or projects within your community?

Yes .....  Please go to Q3.31  
No.....  Please go to Q3.32

**Q3.31** If you answered yes, please tell us about these.



**Q3.32 Please say whether you agree or disagree with the following statements. Please select one option in each row.**

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't Know
People who have committed an offence should have the opportunity to pay back to the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People that have committed an offence should have the underlying causes of their behaviour addressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3.33 Which do you think is more effective at preventing re-offending?**

- Prison sentence.....
- Community sentence.....
- Both are equally effective .....
- It depends on the circumstances.....

**Q3.34 Should you wish, please give brief reasons for your answer to this question in the space below.**

**4. COMMUNITY**

**Q4.1 How would you rate your neighbourhood as a place to live?**

- Very Good.....  Please go to Q4.3
- Fairly Good .....  Please go to Q4.3
- Fairly Poor .....  Please go to Q4.2
- Very Poor.....  Please go to Q4.2

**Q4.2 If you rate your neighbourhood as poor or very poor as a place to live, why is this?**



**Q4.3 How satisfied or dissatisfied are you with open space maintenance in your locality, for example, large park areas and cemeteries?**

- Very Satisfied.....  Please go to Q4.5  
 Fairly Satisfied .....  Please go to Q4.5  
 Fairly Dissatisfied.....  Please go to Q4.4  
 Very Dissatisfied .....  Please go to Q4.4

**Q4.4 If you are not satisfied, please give brief reasons below.**

**Q4.5 Do you spend any time as a volunteer or organiser or attend any clubs or local community group organisations (such as bowling clubs, Scouts, Guides, play groups, school parent helper, tenants’ associations, community councils, etc.)?**

- Yes, as a volunteer / organiser .....   
 Yes, I attend as a member.....   
 No.....

**Q4.6 Are you involved in, or aware of, each of the following? Please select all that apply in each row.**

	Involved in	Aware of
Transfer of Council assets, like community centre, into community ownership	<input type="checkbox"/>	<input type="checkbox"/>
Secure funding through participatory budgeting where local people allocate money by popular vote	<input type="checkbox"/>	<input type="checkbox"/>
Take part in local decision making through locality partnerships	<input type="checkbox"/>	<input type="checkbox"/>
Participate in community organisations like community associations or community councils	<input type="checkbox"/>	<input type="checkbox"/>
Tenancy participation activities, for example taking part in the shaping of Housing Services and neighbourhoods	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>





**Q4.7** Approximately how often do you use Council facilities such as community centres and halls?

- Weekly or more often .....
- A few times a month .....
- Monthly .....
- Quarterly .....
- Once or twice a year .....
- Less often than this .....

**Q4.8** Should you wish, please use the space below to make any suggestions about how the Council could improve access to its facilities.

**Q4.9** To what extent do you consider that people from different backgrounds (for example, people of different ethnicities, religious or other social groupings) get on well together in your local area? Please tick one response from the scale below, where 1 is not at all and 5 is definitely.

- 1 - not at all .....  Please go to Q4.10
- 2 .....  Please go to Q4.10
- 3 .....  Please go to Q4.11
- 4 .....  Please go to Q4.11
- 5 - definitely .....  Please go to Q4.11

**Q4.10** If you answered '1' or '2', please give brief reasons for your answer in the space below.



**Q4.11 Thinking of your local area, how strongly would you agree or disagree with the following statements? Please select one option in each row.**

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree
This is a place where people are kind to each other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is a place where most people can be trusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are welcoming places and opportunities to meet new people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are places where people can meet up and socialise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This is a place where people take action to help improve the neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4.12 Thinking of your involvement with other people in your local area, would you agree or disagree with the following statements?**

	Agree	Disagree
I could rely on someone in my neighbourhood for help	<input type="checkbox"/>	<input type="checkbox"/>
I could rely on someone in my neighbourhood to look after my home	<input type="checkbox"/>	<input type="checkbox"/>
I could turn to someone in my neighbourhood for advice or support	<input type="checkbox"/>	<input type="checkbox"/>
I would offer help to neighbours in an emergency	<input type="checkbox"/>	<input type="checkbox"/>

**Q4.13 Would you know how / where to report it if your neighbour was struggling?**

Yes.....

No.....

**You can find out more about where to go if you or your neighbour are struggling at <http://northayrshire.community/covid-19-updates-for-communities/35201/>**



**Q4.14 To what extent do you think inequalities are an issue in your own locality?**

**By inequalities, we mean any measurable differences in people’s health and life expectancy, educational attainment, or employment which are caused by having a low income and savings. Socio-economically disadvantaged households have a higher risk of experiencing poor outcomes.**

- A very big issue .....
- A fairly big issue.....
- A minor issue .....
- Not an issue.....

**Q4.15 Here are some statements people have made about climate change. Which of these statements, if any, comes closest to your own view? Please select one option only**

- Climate change is an immediate and urgent problem .....
- Climate change is more of a problem for the future .....
- Climate change is not really a problem.....
- I'm still not convinced that climate change is happening .....
- None of the above .....

**Q4.16 Do you agree or disagree that you understand what actions you can take personally to help tackle climate change? Please select one option only.**

- Strongly Agree .....
- Tend to Agree .....
- Neither Agree nor Disagree .....
- Tend to Disagree .....
- Strongly Disagree .....

**5. THE COUNCIL**

**Q5.1 Overall, how satisfied or dissatisfied are you with local council services?**

- Very Satisfied.....
- Fairly Satisfied .....
- Neither Satisfied nor Dissatisfied.....
- Fairly Dissatisfied .....
- Very Dissatisfied.....



**Q5.2 In general, what is your preferred method to access the Council Services you require? Please select one option only.**

- Digital (i.e. online, e-mail) .....
- Phone .....
- Face-to-face .....

**Q5.3 Do you find accessing Council Services easy?**

- Yes .....  Please go to Q5.5
- No .....  Please go to Q5.4

**Q5.4 Should you wish, please use the space below to make any suggestions as to how your experience of accessing Council services could be made easier.**

**Q5.5 What things do you think the Council is doing well?**

**Q5.6 How would you rate North Ayrshire Council for keeping you informed about its performance?**

- Very Good .....
- Good .....
- Neither Good nor Poor .....
- Poor .....
- Very Poor .....

**Q5.7 Are you aware that North Ayrshire Council publishes an annual report?**

- Yes .....  Please go to Q5.8
- No .....  Please go to Q5.10

**Q5.8 If you answered yes, did you find the report informative and to contain all of the information you would expect?**

- Yes .....  Please go to Q5.10
- No .....  Please go to Q5.9
- Have not read the report .....  Please go to Q5.10



**Q5.9 If you answered no, what could we include in the report to do better?**

**Q5.10 What type of information would you like to receive regarding the performance of North Ayrshire Council? Please select all that apply.**

- Plans to improve services.....
- Specific service targets and progress on meeting these targets .....
- Information on the Council's partners such as Police and Health Services.....
- How well the Council is performing against other Councils .....
- Financial information (how well is the Council spending money and using resources)
- How well is Council performing against the national average.....
- Information about specific services (please give brief details below) .....

**Q5.11 What would be your preferred method(s) of receiving information about the performance of North Ayrshire Council? Please select all that apply.**

- Text message .....
- Facebook.....
- Twitter.....
- Leaflets / posters .....
- Website .....
- Local newspaper .....
- E-mail .....
- Another method (please give brief details below).....



**Thank you for taking the time to complete this survey.**

**Please put the completed survey in the enclosed Reply-Paid envelope and post it directly to IBP Strategy and Research (no stamp required) by the closing date of Friday 3rd June. If you have lost your envelope, or it has not been included, please send your completed survey free of charge to: IBP Strategy and Research Ltd  
FREEPOST RTTU-THKA-YJBR, HAMILTON, ML3 0EU.**

