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<b>Report To:</b>	<b>Policy and Resources Committee</b>	<b>Date:</b>	<b>20 June 2017</b>
<b>Report By:</b>	<b>Head of Inclusive Education, Culture and Corporate Policy</b>	<b>Report No:</b>	<b>PR/10/17/KB</b>
<b>Contact Officer:</b>	<b>Karen Barclay, Corporate Policy Officer</b>	<b>Contact No:</b>	<b>01475 712065</b>
<b>Subject:</b>	<b>Results from the Citizens' Panel Autumn 2016 Survey</b>		

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## **1.0 PURPOSE**

1.1 The purpose of this report is to inform the Committee of the headline results from the Citizens' Panel Autumn 2016 Survey. Additional information is provided in the Appendix.

Appendix

## **2.0 SUMMARY**

2.1 The Survey focused on the following topics:

- priority outcomes for Inverclyde
- community justice
- Inverclyde Council's performance.

2.2 Throughout the report, commentaries on the results are included from the appropriate Council Service.

2.3 A number of significant points emerged from the Autumn 2016 Survey:

- almost three quarters (74%) of Panel members said they would be interested in finding out more about the new Outcome Improvement Plan 2017/22;
- 41% of respondents think, on balance, community justice should make a difference in Inverclyde; and
- 93% of Panel members find it easy to access Council buildings.

## **3.0 RECOMMENDATIONS**

3.1 It is recommended that the Committee:

- a. notes the main findings from the Autumn 2016 Citizens' Panel Survey; and
- b. takes account of the results when reviewing service delivery, as appropriate.

**Wilma Bain, Corporate Director – Education, Communities and Organisational Development**

## 4.0 BACKGROUND

- 4.1 The Citizens' Panel was established in 2007 to enable the Council to regularly consult with Inverclyde residents on a wide range of issues and to obtain feedback to improve and develop services to meet the needs of local people. The Panel comprises 1,000 local residents, with membership refreshed annually by one third.
- 4.2 The return rate of 67% for the Autumn 2016 Survey is one of the highest response rates we have received.
- 4.3 An abbreviated version of this report – covering the sections around priority outcomes for Inverclyde and community justice only – was considered by the Inverclyde Alliance Board at its meeting on 19 June 2017.

## 5.0 SURVEY TOPICS, FINDINGS AND COMMENTARIES

### 5.1 Priority outcomes for Inverclyde

- 5.2 The first section of the Survey began with a brief overview of the community planning process, followed by a description of the role and remit of the Inverclyde Alliance Board. Panel members were then advised that, as the current SOA expires this year, we wished to seek their views on the important issues they think should be addressed in the new Outcome Improvement Plan 2017/22.

The first question asked what respondents liked most about living in Inverclyde and the top five responses were:

- |                                       |      |
|---------------------------------------|------|
| • Environment – countryside and coast | 64%  |
| • Location                            | 54%  |
| • Good transport linkages             | 38%  |
| • Local hospital                      | 34%  |
| • Nice people                         | 24%. |

Other responses to this question are included in the Appendix.

- 5.3 The second question in this section of the Survey asked what Panel members think are the key issues that should be tackled to encourage people to stay in Inverclyde and the top five responses were:

- |                                         |      |
|-----------------------------------------|------|
| • Employment opportunities              | 88%  |
| • Opportunities for young people        | 65%  |
| • Crime and anti-social behaviour       | 53%  |
| • Shopping facilities                   | 53%  |
| • Transport system in/across Inverclyde | 33%. |

Other issues that respondents think should be tackled to encourage people to stay in Inverclyde are included in the Appendix.

- 5.4 The next question asked if Panel members had heard of the SOA 2013/17. Eighteen per cent of respondents said they had heard of the document. When we asked how people had become aware of it, the responses were:

- |                                   |     |
|-----------------------------------|-----|
| • Local media                     | 40% |
| • Council website                 | 29% |
| • Council newspaper <i>InView</i> | 25% |
| • SOA publications                | 8%  |
| • Community engagement events     | 4%. |

Other ways that respondents had heard of the SOA 2013/17 included via the national media and from the Scottish Government.

5.5 We then asked Panel members if they would be interested in finding out more about the new Outcome Improvement Plan 2017/22 when it has been finalised; almost three quarters (74%) said they would like to learn more about the new Plan.

5.6 The next part of this section of the Survey asked about the eight Outcomes in the SOA 2013/17. Panel members were asked to consider the Outcomes and indicate which ones were most important and which were least important by ranking them on a scale of 1-8 (1 = most important and 8 = least important).

The top three Outcomes that respondents gave a ranking of 1, 2 or 3 to were:

- The health of local people is improved, combating health inequality and promoting healthy lifestyles 51%
- The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential 45%
- A nurturing Inverclyde gives all our children and young people the best possible start in life 43%.

In contrast, the Outcomes which respondents gave a ranking of 8 (least important) to were:

- Inverclyde's population is stable with a good balance of socio-economic groups 23%
- Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life 23%
- A positive culture change will have taken place in Inverclyde in attitudes to alcohol, resulting in fewer associated health problems, social problems and reduced crime rates 21%.

5.7 The next question asked what other outcomes Panel members thought are important for Inverclyde. These are outlined in the Appendix, grouped under a number of themes including:

- employment issues
- crime and anti-social behaviour
- transport and parking
- healthcare provision.

5.8 When asked if they thought the Outcome Improvement Plan 2017/22 should include an outcome focussed on supporting older people, 82% of respondents agreed that such an outcome should be included in the new Plan. The next question asked Panel members what they thought are the main issues for older people in Inverclyde; a number of themes emerged (outlined in the Appendix), including:

- social isolation
- transport and parking
- personal safety
- healthcare provision.

5.9 The next question asked how successful Panel members thought the Inverclyde Alliance has been in delivering the eight Outcomes during the last three years. The five Outcomes that respondents thought the Alliance had successfully or very successfully delivered are:

- A nurturing Inverclyde gives all our children and young people the best possible start in life 40%
- Our public services are high quality, continually improving, efficient and responsive to local people's needs 40%
- Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life 29%
- All children, citizens and communities in Inverclyde play an active role in nurturing the environment to make the area a sustainable and desirable place to live and visit 27%
- The health of local people is improved, combating health inequality and promoting healthy lifestyles 25%.

5.10 In contrast, the two Outcomes that Panel members thought the Alliance had not been successful in delivering were:

- A positive culture change will have taken place in Inverclyde in attitudes to alcohol, resulting in fewer associated health problems, social problems and reduced crime rates 28%
- The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential 27%.

5.11 The next question asked what Panel members think are the three most important priorities that will help Inverclyde to be a great place to live, work and visit. These are outlined in the Appendix, grouped under a number of themes including:

- regeneration
- employment
- healthcare provision
- amenities.

5.12 We then asked what improvements Panel members had seen in Inverclyde in the last five years. These are outlined in the Appendix, grouped under a number of themes including:

- schools
- regeneration
- amenities
- environmental improvements.

5.13 The next question asked what respondents think are the main challenges and barriers for achieving positive outcomes in Inverclyde. These are outlined in the Appendix, grouped under a number of themes including:

- community spirit and attitude
- finance
- employment
- housing.

5.14 We then asked Panel members what strengths, skills and abilities exist in their communities which could help achieve positive outcomes. These are outlined in the Appendix, grouped under a number of themes including:

- community spirit and attitude
- employment
- regeneration
- environmental issues.

5.15 For the penultimate question in this section of the Survey, we provided a list of around 20 aspects that potentially make somewhere a good place to live. Respondents indicated that the top five most important aspects that make somewhere a good place to live are:

- |                              |      |
|------------------------------|------|
| • Health services            | 54%  |
| • Job prospects              | 51%  |
| • Affordable, decent housing | 44%  |
| • The level of crime         | 39%  |
| • Education provision        | 35%. |

5.16 The final question in this part of the questionnaire asked Panel members to choose five aspects – from the list mentioned at section 5.15 – that most need improving in Inverclyde; the top five aspects were:

- |                             |      |
|-----------------------------|------|
| • Job prospects             | 53%  |
| • The level of crime        | 41%  |
| • Road and pavement repairs | 38%  |
| • Shopping facilities       | 35%  |
| • Health services           | 31%. |

Respondents provided a number of other suggestions about things that most need improving in Inverclyde and these are listed in the Appendix.

### **Priority outcomes for Inverclyde – Service Commentary**

The Citizens' Panel provided a wealth of information that will help inform the development of the Outcome Improvement Plan 2017/22. Respondents told us that the environment (countryside and coast) and our location were the top two things that they like most about living in Inverclyde. Additionally, employment opportunities, as well as opportunities for young people, are the top two key issues that Panel members think should be tackled to encourage people to stay in the area.

The majority of respondents (82%) agreed that the new Plan should include an outcome focussed on supporting older people; Panel members also provided information on what they think are the main issues for older people in the area.

It is pleasing to note that almost three quarters (74%) of Panel members said they would be interested in finding out more about the new Outcome Improvement Plan 2017/22 when it has been finalised.

In terms of the Single Outcome Agreement 2013/17, Panel members told us that the Outcomes around health, economic regeneration and children and young people were most important to them. They also said that the Inverclyde Alliance had been most successful in delivering Outcomes around children and young people; high quality public services; stronger and responsible communities; the environment; and local people's health.

The Appendix includes feedback from Panel members around what improvements they had seen in Inverclyde in the last five years; for example, it is encouraging to note that the Council's significant investment in our educational establishments is acknowledged and appreciated by respondents. A number of positive comments were also made about the new retail opportunities in Port Glasgow.

A recurring theme throughout the survey responses is concern about local healthcare facilities, in particular the future of Inverclyde Royal Hospital; additionally, Panel members told us that health services were the most important aspect that makes somewhere a good place to live.

The responses from the questionnaire will be used to inform the development of the Local Outcome Improvement Plan for Inverclyde, feeding into the agreement of priorities for the area.

## 6.0 COMMUNITY JUSTICE

6.1 We introduced the second section of the Survey by explaining that community justice is a new model being implemented as part of the community planning process. For information, we provided details of the membership of the Inverclyde Community Justice Partnership, and advised that it aims to deliver key national community justice outcomes including:

- people from local communities understand and participate in how community justice is delivered in their community;
- the agencies responsible for delivering community justice work more closely together to plan local services;
- there is a range of high quality interventions available to prevent and reduce further offending, including interventions delivered in communities and those delivered in custody; and
- people who have committed offences are able to access local services including health, housing and developing skills to secure employment opportunities.

6.2 The first question in this part of the Survey asked Panel members about their awareness of community justice and their responses were:

- |                              |      |
|------------------------------|------|
| • I am not aware of it       | 61%  |
| • I think I have heard of it | 23%  |
| • I am aware of it           | 16%. |

6.3 The second question asked whether respondents had seen information about community justice, for example, on the public information screens in health centres and other public service buildings. Just under a fifth (18%) of Panel members said they had seen information about community justice in these venues.

6.4 We then asked Panel members to indicate whether they thought a list of statements were part of community justice; the top three statements were:

- |                                                                                                                                                                       |      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| • Supporting families affected by crime (both the family of those who have committed an offence and families of victims and witnesses)                                | 71%  |
| • Improving life opportunities including housing, education, employment and health for people who have committed offences to help them move on from further offending | 63%  |
| • Unpaid work projects in the community                                                                                                                               | 58%. |

In contrast, the statement that the largest number of people disagreed is part of community justice was:

- Supporting people in custody and when they return to their community 14%.

6.5 The next question in this section of the Survey asked Panel members how confident they were that community justice will make a difference in Inverclyde; the responses were:

- On balance, I think it should make a difference 41%
- Not at all confident 28%
- Slightly confident 27%
- I think it will make a significant difference 4%.

6.6 The last question in this part of the Survey asked Panel members in what ways they are most likely to get involved in community justice in Inverclyde; the top five responses were:

- Read articles in the local media 53%
- Respond to surveys 40%
- Receive an e-newsletter 19%
- Read about it on Inverclyde Council's website 16%
- Participate in local discussions 10%.

### Community justice – Service commentary

One of the key outcomes in the National Strategy for Community Justice 2016 is 'communities will improve their understanding and participate in community justice'. The Inverclyde Community Justice Partnership was pleased to have the opportunity to include questions in the Citizens' Panel survey to establish a baseline against which we can benchmark in future years.

There are several key messages from the Panel's responses that will assist us with future engagement with communities. In particular, we are encouraged to see the three statements (at section 6.4) that respondents said were part of community justice.

It is pleasing to note that people from the local area are open to community justice making a difference and we recognise the importance of being able to demonstrate this.

Finally, it is helpful to note that more than half of the Panel members would be interested in reading articles in the local media about community justice, while 40% have indicated that they would respond to surveys around the topic. Feedback from respondents will inform the future direction of travel for the Inverclyde Community Justice Partnership.

## 7.0 INVERCLYDE COUNCIL'S PERFORMANCE

7.1 The final section of the Survey asked about some areas that the Council measures its performance against. Panel members' responses are outlined below, together with the results from when the questions were last asked in 2012 and 2014.

### 7.2 Council services

#### Overall, how satisfied are you with the services provided by the Council?

	Very or fairly satisfied %
2012	61
2014	87
2016	68

#### Overall, do you think the services are good value for money?

	Very or fairly good value for money %
2012	54
2014	78
2016	60

### 7.3 Influencing decisions

**How satisfied are you with the way Inverclyde Council takes residents' views into account when making decisions that affect the local area?**

	<b>Very or fairly satisfied %</b>
2012	34
2014	48
2016	40

**I can influence decisions affecting my local area**

	<b>Strongly agree or agree %</b>
2012	38
2014	47
2016	37

**By working together, local people can influence decisions that affect the local area**

	<b>Strongly agree or agree %</b>
2012	53
2014	74
2016	72

### 7.4 Access to Council buildings

**Have you visited the main Council buildings in the last 12 months?**

	<b>Yes %</b>
2012	29
2014	41
2016	36

**How easy did you find it to access the Council buildings?**

	<b>Very or fairly easy to access %</b>
2012	79
2014	88
2016	93

### 7.5 Sport and leisure

**Do you participate in any kind of sport or leisure activity at least every two weeks?**

	<b>Yes %</b>
2012	57
2014	58
2016	60

### 7.6 Carers

**Do you look after, or give any help or support to family members, friends, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age?**

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	Yes %
2012	28
2014	41
2016	34

### Do you feel you receive enough support in your role as a carer?

	Yes %
2012	55
2014	53
2016	46

## Inverclyde Council's performance – Service commentary

### Council services

Following a peak in 2014, the number of Panel members who are satisfied with the Services provided by the Council has returned to above the 2012 level; a similar trend has emerged regarding whether respondents think Council services are good value for money.

### Influencing decisions and customer feedback

Forty per cent of Panel members said they are very or fairly satisfied with the way the Council takes residents' views into account when making decisions that affect the local area. While the 2016 result for this question is down slightly from the 2014 response, our most recent figure is still 6% more than it was in 2012. In terms of the number of people who feel they can influence decisions affecting their local area, following a spike in 2014, the percentage response rate has almost returned to that reported in 2012.

It is encouraging to note that a high number (72%) of Panel members think that, by working together, local people can influence decisions that affect the local area; although down slightly (by 2%) since 2014, the 2016 response is 19% more than when the question asked in 2012.

### Access to Council buildings

Rather than a measure of performance, the first question regarding access to Council buildings is simply a measure of the number of visits. Between 2014 and 2016, there was an increase of 5% in the number of Panel members who found it very or fairly easy to access Council buildings. The Council's office modernisation/rationalisation programme has resulted in improved accommodation and we are encouraged that the results around the second question have improved from an already high level in 2012. We will continue to upgrade our buildings over the next few years.

### Sport and leisure

There was a small increase (2%) in the number of Panel members who stated that they participate in a sport or leisure activity at least every two weeks. The response of 60% is just 1% short of the highest ever figure for this measure.

### Carers

The percentage of carers who feel they receive enough support in their role as a carer has dropped to its lowest level since 2008. It should be noted, however, that membership of the Citizens' Panel is refreshed by a third every year. It follows therefore, that, when the question is included about whether carers feel they receive enough support in their caring role, the composition of the Panel will be different from each of the previous reporting years.

It should also be noted that the return rate for the Autumn 2016 Citizens' Panel Survey was 67%, therefore the responses represent the opinions of around 670 local people, of whom 34% told us they look after, or give any help or support to family members, friends, neighbours or others because of long term physical or mental ill health or disability, or

problems related to old age.

## 8.0 IMPLICATIONS

### 8.1 Financial implications - one-off costs:

Cost centre	Budget heading	Budget year	Proposed spend this report	Virement from	Other comments
n/a	n/a	n/a	n/a	n/a	n/a

### Financial implications - annually recurring costs/(savings):

Cost centre	Budget heading	With effect from	Annual net impact	Virement from	Other comments
n/a	n/a	n/a	n/a	n/a	n/a

8.2 Human Resources: There are no direct human resources implications arising from this report.

8.3 Legal: There are no direct legal implications arising from this report.

8.4 Equalities: There are no direct equalities implications arising from this report.

8.5 Repopulation: Provision of Council Services which are subject to close scrutiny with the aim of delivering continuous improvement for current and potential citizens of Inverclyde support the Council's aim of retaining and enhancing the area's population.

## 9.0 CONSULTATION

9.1 The appropriate Council Services were consulted on the development of the Autumn 2016 Citizens' Panel Survey. Commentaries on the results of Survey from the respective Council Service are included in this report.

## 10.0 CONCLUSION

10.1 The results of the Citizens' Panel Autumn 2016 questionnaire are presented for the Committee's consideration, with the recommendation that they are taken into account when reviewing service delivery, as appropriate.

## 11.0 BACKGROUND PAPERS

11.1 Citizens' Panel Autumn 2016 Survey.

**Q1**

**What do you like most about living in Inverclyde? Other. *Please state.***

- Lovely neighbours
- This area has an untapped wealth of community spirit, let's use this
- It is my home. I have lived here all my life. I don't want to live anywhere else.
- Spectacular scenery
- Mild weather, boating – river
- I would not live in Inverclyde if I had a choice
- Like living in Wemyss Bay and like living on the River Clyde
- It's where my family live
- Born and bred in Greenock
- Tradition, always lived here
- It's home to me
- The view over the River Clyde
- Home town
- Local hospital good but services there being cut

**Q2**

**What do you think are the key issues that should be tackled to encourage people to stay in Inverclyde? Other. *Please state.***

Parking and transport

- Parking issues
- Parking
- Transport from Inverclyde to Glasgow
- Condition of main road through Inverclyde

Employment

- Manufacturing jobs and use more local people on Government/Council capital spends

Environmental issues

- Better parks, Murdieston Dam needs paths renewed, also need to add more bins
- West Blackhall Street needs attention, bad pavement etc

Businesses

- Cutting small business rates so that business can take hold. Rates are prohibitive to me setting up the business I want to.
- Promote the business environment

Miscellaneous

- Catch vandals
- Greenock shopping (Oak Mall) is failing as Port Glasgow is increasing
- Maintaining full hospital amenities

**Q7**

**What other outcomes do you think are important for Inverclyde? *Please state.***

Drug and alcohol abuse

- Tackling the massive drugs problem in Inverclyde instead of trying to ignore it
- Dealing positively with the drug culture in Inverclyde. A positive change is needed rather than Methadone top-ups.
- As well as changing culture on alcohol, drug taking should also be included
- Moves to stamp out drugs and dealers

Employment issues

- We need jobs and we need to reduce the budget spend on the long-term employed where the salaries are much greater than starting salaries and to reduce the maximum salary levels. For example, as a policeman gains on salary only up to two years apart from inflation, only promotion then to increase salary.
- Increased emphasis on encouraging more employment opportunities
- More apprentices and jobs for school leavers
- Cutting benefits to people who could work but choose not to. The area seems to be full of them. There is no excuse. Doing voluntary jobs to obtain more.
- Very best is done for our children with good jobs to keep them here
- Positive destinations for young people leaving school and attainment in the early years
- Stop creating ghettos for young unemployable people and driving down house prices in these areas
- Creating jobs or work opportunities for 16-19 year olds

Miscellaneous

- Good relationship with towns and villages with not too much emphasis on towns
- Everyone being treated equally and fairly
- People should be treated with respect
- To take a lead in teaching diversity and good citizenship to young people in school
- More services available to everyone. Less conditionality.
- Change of government at Holyrood, COSLA standing up to SNP
- Pride in the homes that they live in, gardens, any areas around their homes
- A Council that is an alliance, not Party motivated
- Promotion of tourism
- Sharing resources better, for example, between schools
- Develop tourism
- Regeneration - derelict buildings left standing, targets for arson
- Promote the existing strengths of the area, for example, tourism, heritage
- Housing is more affordable and at better quality
- Education is improved to increase the number of life chances
- Transparency in local government. Far better, less bureaucratic planning department.
- A positive feeling is nurtured and a pride in Inverclyde promoted

#### Charging for services

- Stop giving away free services - football, swimming etc

#### Businesses

- Maintaining the Oak Mall as a shopping centre
- More business for the town
- Availability of land and building for industry

#### Crime and anti-social behaviour

- Keep on top of crime, the courts are too lenient on offenders, community paybacks are a joke
- More Police on the beat
- Ensure crime is constantly under control and improved
- Reduction in crime/violence
- Anti-social behaviour
- An outcome of having our area better policed and more localised

#### Transport and parking

- Specific outcome for transport and road maintenance
- Main road arteries in and out kept clear of road works and renewed
- Transport, roads
- Transport links
- Transport - parking, roads, flooding
- Improve parking
- Parking situation improved

#### Healthcare provision

- Secure the future of Inverclyde Royal Hospital
- Local hospital needs to be a priority
- Protection of the existing infrastructure, hospital, court buildings etc
- Health provision
- Keeping all facilities at our local hospital
- Better facilities for carers
- An outcome of having our local hospital kept open
- Hospital

#### Amenities

- Bring people to Inverclyde - better recreational/family facilities that are indoors - meaning families don't need to leave Inverclyde for a day out. Interactive science or hands on museum/cultural day out (although indoors).
- Improve shopping
- Bringing more big names in shopping to the area

#### Older people

- It is important not to forget the needs of the older generation when working on future outcomes. This is a growing demographic and will continue to grow in the years ahead.
- More support for elderly in our community
- The overall health of the elderly, to ensure social contact and the physical well-being of those people who are capable of keeping fit and active. Little seems to be done to help this group of people.

Environmental issues

- Environmental provision
- Educational schemes to encourage certain persons to be more caring in their town (for example, dropping litter, discarded carry outs etc)
- Tackling litter, vandalism, graffiti, derelict buildings
- Litter in all areas to be dealt with
- Increased awareness of environmental issues. Waste recycling, less street litter and more re-use and energy generation from waste and renewable energy (for example, hydro and tidal)
- Respect for the environment (pride in the environment)

**Q8b**

**What do you think are the main issues for older people in Inverclyde? *Please state.***

Social isolation

- Isolation
- Social contact
- Inclusion in local issues, loneliness and isolation
- Place to go and keep minds active
- Places to go to, to meet others. We have got to face facts that we have an age problem in Inverclyde.
- Social activities
- A lot of community groups focus on elderly/young people or mums, 50-65 years old age groups are often missed. I know a few people who are isolated at this age.
- Mobility - too many elderly people are confined to their place of residence
- Being lonely, maybe not seeing anyone for days at a time, suffering from dementia or Alzheimer's
- Loneliness (4 responses)
- Social isolation
- Loneliness, there should be voluntary buddy charities offering company/activities for older people
- Activities
- Loneliness, more social inclusion
- Monitoring of the elderly (loneliness)
- Loneliness is a problem, walking groups are great and keep fit classes are well attended too
- Not a lot of people bother with older ones. More so at Christmas, people should open doors to older ones.
- Inclusion in the community, especially those living alone
- Probably loneliness and a feeling of being overlooked. Older opinions should count and be of value.
- Loneliness. No support – short carer time. Social groups are full.
- Social opportunities
- More promotion of clubs etc designed for older people
- Loneliness, lack of activities relating to their age and stage
- Isolation
- Loneliness, lack of care (community) and activities for them
- Social activity through community help. Provision of clubs which provide social, mental and physical activities.
- Depression/loneliness
- Meeting places, there does not seem to be anywhere catering solely for older people apart from bingo or a pub, club etc
- Loneliness, the ability to remain independent if preferred and keeping healthy/active
- Groups should be set up so that they visit pensioners' homes to check on them to see if they are fine and some places are available to meet other pensioners



### Heating

- Heating bills
- Warm homes
- Monitoring of the elderly (heat)

### Finance

- Deprivation, poverty
- Better pensions
- Poverty (2 responses)
- Financial
- Monitoring of the elderly (food)
- Money
- Finance

### Transport and parking

- Transport (12 responses)
- Getting out and about (2 responses)
- Better public transport for the West end which has almost none now
- Transport problems
- Parking
- Transportation
- Personal mobility
- Better public transport, especially rurally
- Lack of evening public transport
- Transport
- Assistance with access to transport to medical appointments
- Transport issues
- Transport facilities
- Travel
- Public transport
- Disabled parking. Lidl's parking lot is dangerous for disabled people and the elderly.
- Traffic control, more pedestrian crossings
- Getting about, health appointments
- How they are treated on public transport
- Mobility
- Difficulty in getting parking spaces. Having to walk too far from parking areas.

### Amenities

- Availability of shops
- More seating areas in the town centre
- Shopping facilities locally
- Easy access to all amenities
- Seats in all shops and shopping areas
- Access to services/local shops
- Amenities
- Continue to provide facilities for older people

Personal safety

- Needing a safe environment to live their daily lives
- More help to remain at home if not well
- Safety outdoors (fear of mugging)
- Better choice of housing for old people who are not frail or mobility impaired
- Some of them feel stuck in their homes especially during Winter months due to anti-social behaviour on the streets
- They need to be safe in their own homes without drug addicts and alcoholics being housed beside them
- Safety
- Feeling safe in their homes and anti-social behaviour
- Feeling safe
- Not feeling able to go out at night
- Security, support
- Better street lighting and more Police on the beat
- Security
- Housing where private landlords have moved in to what used to be quiet areas and causing all sorts of problems for older people who just want a quiet life
- Fear of crime
- Fear of anti-social behaviour
- Quality of pavements - damaged - difficulty walking
- A safe environment to live

Healthcare provision

- Poor health due to dementia. Living at home, not enough care for the elderly. Wrong type of person (at times) caring for elderly - not enough training.
- Health issues
- Waiting time at IRH
- Healthcare and home helps
- Cold, wet, indifferent support from professionals. Lack of family support.
- Lack of elderly care facilities, both day care and residential and access to hospital
- Care in the home service is not adequate, more staff needed to ensure they spend more time with clients
- Hospitals
- Assistance with care
- Getting help for staying in their homes and also more help needed for getting them into care
- Healthcare
- Health (six responses)
- Care promotion
- Dementia, local healthcare
- Health and support services
- Healthcare (good but could be better)
- Healthcare
- Care
- Access to full range of local NHS services or free transport if needed to travel to these services
- Adequate care support and provision of local care homes
- Hospital services gone outside town. More local service at Inverclyde Royal Hospital required.
- Lack of qualified NHS workers, low wages
- Health, local hospital, access to GP's

- Better quality of care
- Difficulty in getting a doctor's appointment i.e. not many house calls

Miscellaneous

- Lack of single level sheltered housing like Monkton Place in Port Glasgow to give a better quality of life
- Lack of community activities, physical access
- Secure housing for elderly only, more facilities for rising dementia population
- Present arrangements are very good – continue
- Support for carers of middle aged relatives juggling childcare with ageing parents. Good communities where older people are supported to stay at home.
- Facilities to remain in their own home
- Accommodation
- Lack of social care
- Care facilities
- Housing
- Quality of life
- Ability to stay in own home
- Helping elderly to feel valued
- Being cared for in the community
- Houses needing adapted/old age
- Shortage of social services
- Cost/availability of care
- Care in the community. Good, quality homes (care). Support to return to their homes.
- Availability of health service and care when required
- More private housing
- More help for disabled pensioners to enable them to continue living in their own homes

**Q10**

**What do you think are the three most important priorities that will help Inverclyde to be a great place to live, work and visit? *Please state.***

Regeneration

- Regeneration
- Removal/upgrade of Wemyss Bay Hotel
- Energising communities to be able to change and get what they need
- Tourism
- Continue with regeneration programme
- Expand cruise terminal to encourage more departures from Greenock
- Events
- Improved tourist attractions and facilities
- Attract more industry
- Attracting investment/jobs
- Buy out Peel Holdings and develop the waterside area
- Move the Pottery Street Recycling Centre away and open up the area for redevelopment
- Industry, what industry? We require an active unit to go out into the industrial world and seek new employers.
- Economic regeneration to improve health and employment
- Attractive waterfront developments to encourage a variety of visitors
- Hold sport events and summer festivals
- Maintaining the good work on roads and links, for example, the regeneration of Gourock
- Attractive to tourists
- To make sure all our heritage is accessible for people to go and visit
- Regeneration of Greenock Town Centre
- More hotel accommodation
- More events to attract visitors
- Strong economy
- Upgrade of the town
- Provision of some sort of maritime museum to promote Inverclyde's shipbuilding heritage
- Strong communities and employers who support citizens
- Increased economic vibrancy
- Revitalisation of our run down areas
- Redevelopment of industrial areas
- Promotion of the area to attract jobs and opportunities
- Development of brownfield sites
- Development of the waterfront with leisure and entertainment facilities
- Regeneration of abandoned areas
- Development of run down areas
- Economic growth
- Economic regeneration
- Regeneration of derelict sites/undeveloped sites to attract new business prospects and future employment opportunities

- Continued investment to attract businesses to further invest in the use of our surrounding natural environment
- Possibly move the Container Terminal so liners have sole use of Princes Pier. Open up useful shops that will keep the passengers here.
- More on the waterfront in Gourrock, for example

#### Housing

- More housing
- More affordable housing

#### Employment

- Work in the area
- New jobs
- Jobs (11 responses)
- Work
- Ensuring jobs and employment that add value and enriches workers' lives, not just that offered by big names
- Prospects for youth, no-one is left behind , not just college and university but apprenticeship
- More jobs
- More work places for those out of work
- Employment (10 responses)
- Lowering the unemployment figures
- More employment opportunities
- Job availability
- Increase employment opportunities
- Put greater emphasis on getting young people to work
- More job opportunity for people aged over 45 years
- Employment opportunities
- More jobs
- More jobs
- More jobs means more money to spend, less people 'on the dole', less people just 'hanging around'
- Helping small businesses to grow, employing more staff and generating a more positive view of the area
- Job opportunities, especially for young people
- Seek to create jobs constantly
- Encourage new business to the area, creating jobs
- Employment opportunities
- Greater economic activity/jobs
- Employment chances
- More employment
- More job opportunities
- Employment opportunities for youth
- Securing quality employment opportunities
- More opportunity for older people to find work
- Employment opportunities
- Attract more employment
- Good quality permanent job opportunities
- More and better paid jobs
- Employment opportunities for teenagers
- More employment opportunities

- Various employers
- Job creation
- The permanent jobs are getting less and less and wages need to be changed
- Bringing employment to the area
- Increase in employment opportunities
- More local jobs
- Keep major employers in area
- Work opportunities for young people
- Improve employment opportunities
- More employment opportunities
- More high quality jobs - not call centres
- More jobs
- More investment in professional businesses
- Job opportunities
- Industry and commerce
- To bring in useful business for employment. Get rid of card shops and pound shops. Create employment sustainability.
- Increase in employment
- More employment (young people etc)
- More training: apprenticeships for school leavers

#### Finance

- Budget reductions to necessary areas

#### Healthcare provision

- Long term future of local hospitals and healthcare
- Health services
- Healthcare
- Care for the elderly
- Keep Inverclyde Royal Hospital open
- Keeping Inverclyde Royal Hospital
- Better links to NHS services especially GP's
- Keep Inverclyde Royal Hospital
- Keeping the local hospital
- Waiting times at Inverclyde Royal Hospital to be reduced
- Healthcare
- Healthcare provided at our local Hospital
- Stop drug addicts being taken by hand
- Improving the Hospital and clinic
- Local Hospital
- Totally improve drug and alcohol abuse
- Confidence in the future of Inverclyde Royal Hospital
- Medical/Hospital
- Secure Hospital services
- Reduced drug abuse in the whole area, also alcohol
- Health
- Action on drug and alcohol abuse
- Healthcare facilities
- High standard of healthcare for all
- Healthcare

- Preserve/improve NHS services and do not centralise in Glasgow
- Local Hospital must be maintained
- A large and successful hospital for all, including maternity
- Fully functioning hospital
- Maintain existing health services
- Good health and social services
- Promotion of a healthy lifestyle

#### Transport and parking

- Good transport links
- Transport links
- Evening public transport
- Something needs to be done about the roads into Greenock from the M8 - Pottery Street. More consideration to drivers before closing a lane to repair a footpath.
- Deal with traffic problems
- Road links
- Better public transport
- Transport (6 responses)
- Improvement to poor road and pavement conditions
- Good transport links
- Parking
- Solving the flooding issues which affect the A8 through Greenock and Port Glasgow would help
- Improve the state of roads and pavements
- Transport links - roads in and out
- Improved roads and flooding issues
- Better road maintenance
- Good transport links
- Cheaper bus services/rail links and reliable/open main roads
- Sort out various transport issues
- Better parking
- Good travel links
- Sort out flooding problem areas
- Better parking
- Better parking facilities
- Do away with parking restrictions. I haven't visited shops in Gourock since the restrictions and never will. I picked up my wife from Gourock Station after a visit to England. She paid £100 for her fare. I had to pay £3 to pick her up.
- Available parking for residents and visitors

#### Amenities

- Improved shopping/retail outlets
- Better choice of shops
- Continue with good local services
- Entertainment - leisure
- Bars and restaurants
- Filling all the empty shops
- Good shopping mall and shops
- Improve the Oak Mall. Lower rent and rates to encourage businesses.
- Quality of local services
- Fill the empty units in the Oak Mall

- Better access to all paid for services (leisure). Too expensive - not affordable for all.
- Leisure activities
- Demolish the Oak Mall and the Bull Ring Roundabout and replace with an attractive area to congregate/shop
- More good shops
- More places for old and young
- The Mall, what a disaster, high rent and rates, poor companies taking up residence, no future
- Bright and cheerful town centre
- Better shopping areas
- Services
- A thriving town centre
- Shopping facilities in Greenock
- Have a recreational indoor area i.e. bowling that is not a small one so people come to Greenock/Port Glasgow from other areas
- Inverclyde is going the right way. Tourism and the shopping centre could be improved.
- Shops that are better than the ones we have. No more games shops or pound shops.
- Better quality leisure offering in terms of restaurants and night life
- Nice shops
- Nice eating places
- Range of outdoor activities, helping with health
- Good shopping facilities, for example, doing something good with the Oak Mall
- Maintenance and improvement of the Waterfront Leisure Centre
- Oak Mall regeneration with lower rent and parking problems to be tackled
- Better shopping facilities
- Improve town centre
- Educational programmes for vulnerable people
- Social activities for children/youths
- Leisure activities
- Support groups for the elderly/disabled
- Greatly improved shopping provision
- Leisure activities for all/varied options
- Retail shopping/more choice
- Investment in retail
- A real shopping centre
- Better shopping
- Regeneration of the shopping centre/Oak Mall
- Tourist facilities
- Re-establish the town centre shopping (including the far end of West Blackhall Street)
- Inverclyde has good bus services too and new shops in Port Glasgow will be a boon for us, I hope
- A vibrant shopping centre in Greenock
- Toilets
- Increase in shopping outlets
- Increase in events/attractions
- Good shops
- Advertising local events
- Sporting opportunities
- Improved shopping
- Improved leisure amenities
- Better shopping facilities including better parking



- More leisure activities to draw in people from other areas
- Keep major retailers in the area
- A hotel at Pierhead
- A putting green on the front at Gourrock
- Centre for under 18's
- Improved amenities, for example, shopping facilities and sport
- Improve the town centre, especially shopping
- Shopping
- Better shops in The Oak Mall
- A vibrant shopping centre, with free parking
- More social activities for young people
- Improve or remove the Oak Mall
- Shopping
- Leisure facilities
- Encouraging the elderly by providing sport they can be involved to seek greater social contact and sports they can actively enjoy
- Better use of the Oak Mall
- Leisure, parks etc
- Sort the Oak Mall and the shops in West Blackhall Street
- Broad range of leisure activities
- Have a family history centre, museums aimed at people arriving in Inverclyde. Boats sitting in the basin just like Inverary and Dundee.
- More information regarding visitors' centre and guides
- Improved shopping mall

#### Crime and anti-social behaviour

- Crack down on anti-social behaviour
- Reduction of crime, far stiffer penalties for criminals
- Low crime rate
- More Police supervision at night
- Crime reduction
- Less crime and anti-social behaviour
- More Police on patrol around selective areas
- Have another look at cycle paths (gangs gathering)
- Crime prevention
- Less crime, drug and alcohol abuse
- Low crime
- Less crime
- Anti-social behaviour
- Low crime rate
- More Police presence
- Less anti-social behaviour
- Reduce crime and drug/alcohol use
- Tackling anti-social behaviour
- Less crime – crack down on Police turning a blind eye to our drug problems
- Less crime – judges need to hand out stiffer sentences to thugs and knife carriers – far too soft
- Low crime rates

Miscellaneous

- Weather
- Friendly
- No discrimination
- Schools
- When the Council Tax increases, it should be across all Bands and the money used very wisely
- Welcoming all people no matter their creed or colour
- Have a children's council - so they can help create a future Inverclyde. Great ideas come from the mouths of children.
- Excellent schools
- Good Council services
- Caring place - where carers feel supported, for example, of older adults, kids, adults with special needs
- Tolerance/respect
- High standard of education and facilities for children
- Greater sense of community
- Improve educational attainment
- Being honest would be a starting place
- Taking better control over the way they do things
- Stop cutting back on services
- Education
- Inverclyde is moving with changes too which is very hopeful for all, especially teenagers
- Maintain local services
- Education
- Good schools
- Welcoming visitors
- Promote the positives, for example, the heritage of area
- Increased quality of education, both primary and secondary
- Sensible, efficient, less bureaucratic planning
- Continuing improvement in school education
- Nurturing Inverclyde to give younger people the best possible start in life
- Tolerance
- Quality education establishments
- Beautiful area to live in
- Improved roads

Environmental issues

- Ensure rubbish collection is efficient
- Tidy up town centre areas – what was once BB cinema is a prime example
- Clean
- Make parks better, improve pathways, put new seating and bins
- Some areas of Greenock need a big clean up
- Rather than just tidying up areas that people from cruise ships see, how about concentrating on the communities outwith?
- Seagulls. Certain times of year. Never a statement from Inverclyde Council.
- Local environment
- Tidy streets
- Keep our streets clean and free from rubbish
- More open spaces (parkland)

- The environment
- Maintenance of open spaces
- Clean and attractive town
- Improve and tidy the shore line from Western Ferries with more seating and picnic areas
- Tidy, clean streets
- Tidy vacant sites tidy (for example, Brachelston Street, at the former swimming pool)
- Large areas of Inverclyde have overgrown shrubbery with trees requiring to be cut back
- Beautiful countryside and access to other places over the river
- Cleaner streets
- Local environment
- Tidy up central areas such as Baker Street and Drumfrochar Road which are dreadful
- Our recycling and bin empties are great compared to other counties and road sweepers are seen often too
- The environment
- Nice areas where you can go out and about in safety
- The state of some pavements and the litter are a disgrace and would put people off
- Litter cleaning up
- The environment
- Clean environment
- Maintain and increase levels of general housekeeping - roads and cleaning etc
- Clean streets

#### Housing

- Housing, you pass areas in Cumberland Road, new homes with nice gardens and the residents use it as a tip, get them out
- Housing (8 responses)
- Continuation of supply of affordable multi-tenure housing
- Improved social housing
- Decent housing
- Good housing (5 responses)
- Quality housing
- New housing to rent at affordable prices
- More affordable housing, more social housing
- Get rid of River Clyde Homes
- Put the Council in charge of housing
- More housing
- Affordable housing (social, if possible) for young families
- Available housing both private and rented
- Good housing available, social and private

**Q11**

**What improvements have you seen over the last five years in Inverclyde? *Please state.***

Schools

- New schools (5 responses)
- Terrific schools built and improved
- Improved schools
- Schools provision
- Investment in new/improved schools
- Schools, new builds
- Education improvements
- Fantastic schools
- Schools (5 responses)
- New school buildings
- Better schools
- Improved education/schools
- School buildings
- School buildings have improved greatly
- New and improved schools
- School improvements
- School estate
- Modern school buildings
- Improved/new schools
- Refurbishment and new schools being built
- Education buildings
- New improved schools
- School estate
- School improvement plans/buildings
- Development of schools
- Better schools
- New school building
- School regeneration very successful
- Better school buildings
- Considerable investment in schools
- Better schools
- Many new schools
- New schools programme (buildings)

Regeneration

- Upgraded décor at Wemyss Bay station
- Electric plug in for electric cars in Wemyss Bay
- New community centre in Inverkip
- Gourock town planning
- Port Glasgow regeneration town centre

- Shopping area in Port Glasgow - Gallagher retail park
- Gourock's town improvements
- Opening of sports facilities at Rankin Park
- Gourock and Port Glasgow town improvements
- Community centre in Kilmacolm
- Ravenscraig Centre
- Gourock Pool
- Rankin Park cycling section
- Area at the waterfront has improved - still need development near the Police Station
- Economic development in Greenock and Port Glasgow
- Investment around cruise ship visitor areas
- Gourock town centre (long last)
- Kempock Street improvement
- Gourock front
- Port Glasgow shop
- Redevelopment of town centres
- Gourock centre
- Coastal walkway
- Major improvements to infrastructure in Gourock
- Gourock Station
- Gourock Pierhead redevelopment
- Gourock Pool and Gym development
- Regeneration of Gourock and Port Glasgow town centres
- Opening up of waterfront areas
- Regeneration
- Gourock Pierhead
- Gourock, great improvement, money well spent
- Away from the town centre, some new housing and new shops
- Gourock town centre improvements
- Old buildings removed or improved
- Greenock waterfront
- Changes to Gourock
- Gourock Pierhead area
- Re building
- Regeneration of Gourock town centre
- Gourock Pierhead
- Regeneration of industrial area (Fergusons)
- Gourock and Port Glasgow are doing better through investment
- Development of the waterfront in Greenock
- Regeneration of ship building
- Better walkways for river views
- Redevelopment of Inverclyde
- River side looks great (but would prefer industry to leisure)
- Kempock Street
- Gourock statue 'Wee Annie'
- Pierhead parking
- Regeneration of Gourock
- Regeneration of key areas
- Bringing in more tourists through more cruise ships
- Redevelopment of brown site land

- Partial regeneration of some waterfront sites
- Improvement to Gourock town centre
- Gourock Train Station refurbishment
- Gourock waterfront apart from parking
- Cruise traffic increasing
- Improvements to Gourock town centre, roads etc
- Waterfront access walks etc

#### Amenities

- Free swimming
- The library has got new PC's
- The library at Wallace Place is excellent
- Increase in leisure areas/sports fields
- Public toilet facilities are good
- Good leisure facilities
- Libraries
- Lidl, Aldi, Tesco all improving their service
- Port Glasgow Park, shopping
- Services
- Shopping (Port Glasgow)
- Development of retail stores and new jobs at Port Glasgow
- Free swimming encourages children to stay active
- Community events, for example, Battery Park concerts, fireworks etc
- Huge improvements in outdoor leisure facilities
- Lots of new shops (Port Glasgow set up is fabulous)
- Opening of the Beacon Arts Centre
- Easier and more affordable gym access
- Port Glasgow shopping park
- Multi stores choice
- Port Glasgow shopping centre
- Eateries
- Better shops in Port Glasgow
- Great support for libraries, kids' arts events
- The Beacon
- Leisure facilities
- Retail (Port Glasgow - ongoing)
- Port Glasgow retail
- Improved outdoor leisure areas
- New shopping estate
- Beacon Arts Centre
- Sports and recreational facilities
- The Oak Mall - shops closing and not filling up. Quite sad, not all are on the internet and shopping is a good pick me up.
- Better sports facilities
- An amazing theatre inclusive of all
- Our cruise ship business is expanding greatly, with wonderful welcomes by wonderful volunteers
- Sport facilities
- Better sporting facilities
- Play areas for children

- Retail park at Port Glasgow
- The new retail park in Port Glasgow
- Shopping facilities in Port Glasgow
- Community centre, Inverkip
- Better and more competitive gyms
- Improved recreational facilities
- Port Glasgow retail park
- Port Glasgow - industrial park is fantastic
- Park Run (free, weekly, 5 km timed runs) – positive for health
- Park facilities
- New shopping/retail park at Port Glasgow
- Port Glasgow retail park
- Like Dundee, there should be a place for visitors to look at the history of the area
- The Beacon Arts Centre
- Port Glasgow new shops

#### Transport and parking

- Less flooding on the main road
- The West Station got new drains
- The roads are starting to be much better
- The parking in the town area is much improved
- Slightly better road surfaces
- Bus service very good
- Transport
- Roads and pavements in some areas
- Car parking facilities
- Transport links
- One way system in Gourock
- Traffic calming measures
- One way system through Gourock
- Improved road traffic and parking in Gourock
- Roads layout changed, Gourock parking changed
- Transport
- Some improvement in road conditions - but a long way to go
- Cleaning road signs - but lots more need doing
- Lots more cars - more car parks needed
- Gourock town centre/road improvements
- Cleaner transport on trains and buses
- Deal better when bad weather occurs (roads)

#### Environmental improvements

- Regeneration of the environment
- Cleansing
- Would like to see even more areas cleared of overcrowding bushes and trees
- Recycling of waste
- The environment (2 responses)
- Recycling facilities
- Better recycling
- Gourock waterfront development, for example, around Gourock Station - landscaping
- Environmental changes

- Generally tidy on streets
- Environment - pavement art etc
- Recycling is great
- Better recycling
- Recycling initiatives i.e. kerbside, Pottery Street
- Gap sites - fewer/better looking , better pavements in places
- Grass cutting (Inverclyde Council) improvements
- Some environments have improved
- Environment - scenically speaking, it would be hard to improve
- Excellent recycling facilities
- Recycling improvements
- Cleaner to live in

#### Healthcare

- Health and health education

#### Housing

- More housing for the public
- Housing improvement
- Much better housing
- Boxy, shoddy housing estates, nasty not good
- Oak Tree Housing Association Limited developments at Earnhill Gardens and Finnart Street
- Better housing either new or regenerated
- New heating systems, cheaper for people to run
- Big improvements in the East end of Greenock but building nice new flats in Belville Street next to a block of old flats and shops which are run down, should have got rid of them and built more new flats there
- Lots of new houses
- Provision of more social housing
- Housing (4 responses)
- Port Glasgow former ship yards supplying good housing
- Better housing i.e. more new homes
- Demolition of poor housing
- New homes being built and filled up but we still need more
- Gas central heating in lots of former Council houses and great improvements to former Council houses
- Getting rid of high rise flats
- New housing
- Upgrading of former Council housing
- New housing being built
- Homes being knocked down or boarded up. Regenerate the area quickly to retain or help to bring people to the area.

#### Crime and anti-social behaviour

- The break-ins to houses and shops
- Less gangs congregating
- Crime



Miscellaneous

- Safer and a good lot better than you are giving credit for
- Sense of community among people
- Jobs (Fergusons)
- More elderly care
- Jobs in shipbuilding
- Better community feeling, particularly on social media
- Fergusons
- Jobs
- Community interaction in creating improvements
- Accepting refugees
- Ferguson shipbuilders improvements
- Bring in businesses to take on school, college students on day release schemes
- Mainly a gradual way of tackling improvements
- New Council offices at Clyde Square

Limited improvements

- Very little
- Not a lot of improvement
- Still the same (good)
- None, anti-English is rife. Worse since the Referendum.
- Not very much, Greenock is being left behind
- Not much if any
- None at all apart from extra shops in Port Glasgow

Q12

**What do you think are the main challenges and barriers for achieving positive outcomes in Inverclyde? *Please state.***

Miscellaneous

- Planning for the future of our children
- Boosting the area and making it an attractive place to live
- Quango type control of money for investment
- Too great a proportion of Council budget on staff, too highly paid for their actual roles
- Local political and government staff too interested in their salaries and careers instead of ideologies and exciting opportunities being brought here
- Being down the coast from Glasgow – Glasgow attracting investment and living etc
- General economic problems
- Lack of direction from Holyrood
- Inequality of people
- Discrimination
- Lack of ethnic diversity
- Poor education legacy
- Little communication to ordinary people
- Discussion meetings at wrong time. People at work etc
- Loss of young people
- Need more Council workers involvement
- Council
- Politicians are not always the answer
- Welfare state
- Helping people, sometimes it's not accessible to everyone
- Cuts to Council and other public services
- Unhealthy lifestyles
- Education - children to be good citizens and take a pride in Inverclyde
- Lack of educated workforce
- Education level within poorer areas
- A sensible, forward-looking Council
- Local council
- Council quangos
- Get rid of present SNP government
- Lack of collaborative working in public services
- Competing with similar areas in the West of Scotland
- Barriers - Councillors who steal and misuse property
- Population decline
- Main challenge could be changed by getting rid of government to a more fair one
- Socio-economic issues
- Cuts in local services
- Elected Councillors not working together
- We need a vital and interested local council
- Support
- Poor public services

- UK, Scottish and local cuts to services
- Failure to employ enough teachers at all levels
- Deprivation, long rooted
- Cut down on powers abused by Councillors
- Cut down on Police incompetence and corruption
- Initiatives that matter
- Continuing migration of the populace
- Petty political point scoring
- Local government attitudes – too bureaucratic
- Keep involving the public in decision making
- Education (not just academic but technical etc)

#### Community spirit and attitude

- Give people a reason or hope to live here
- Cultural stubbornness and a history of under achieving
- Communities feeling disenfranchised
- Lack of motivation
- Victim culture (not our fault mantra)
- Engaging the disillusioned and making them proud to live in Inverclyde
- Inbred negative attitudes
- Forget the past, move progressively forward
- Perception
- To help everyone to be nice and pleasant
- Changing people's attitudes to our area
- Apathy among the community
- Apathy in some parts of the community
- Lack of confidence amongst the population
- People don't like changes
- Getting people to change
- Demoralisation of the population
- Unfortunately, the attitude of many residents
- Lacklustre residents
- Lack of belief
- Poverty of aspiration
- Getting those who just don't care about their town to be more interested in doing more
- People with no pride in their area/street/home/self
- To be a friendly place
- Mind set of people
- Local media promote the negatives more than the positives
- Reputation of the area out with Inverclyde
- Apathy
- People's apathy
- People's attitude to change
- Lack of interest
- Changing the mind set of most of the population
- Initiative
- Support of the people
- Small minded attitudes
- Reputation of the area

- Nobody listens and takes heed

### Finance

- Funding (4 responses)
- Finances
- Money
- Increase in Council Tax
- Budget reductions
- Budget cuts
- Local and national funding
- Financial resources need to be accurately targeted to the most deserving causes and none wasted
- Stricter controls on resources spent on unjustified demands by non-tax payers
- Economy
- Government cuts and higher taxes
- Poverty (3 responses)
- National and international political and economic uncertainty
- Lack of funds from central government
- Economy
- Inability to raise our own finance
- Lack of funding from the Scottish Parliament
- Lack of financial resources
- Lack of funding
- Lack of investment
- Cost
- Stopping cuts
- Decline in government funding
- Main challenge is the government doing nothing for local councils. More funds needed to help all.
- Cuts from SNP government
- Economic downturn in British economy
- Cost
- Reduced access to development funds due to Brexit
- Finance
- Financial, especially with the Scottish Government cutting budgets for local authorities
- Proper financing
- Money

### Drugs and alcohol

- Drug misuse
- Cutting down the Methadone drug problem
- Drugs
- Tackle drugs and alcohol problem
- Drugs, drink, violence
- Tackling addiction - none of the current strategies appear to work for drugs or alcohol
- Alcohol abuse
- Drug abuse
- Problems with drugs and alcohol
- Attitudes to alcohol and drugs are a major challenge
- Substance/alcohol misuse

- Drink and drugs culture
- Alcohol and drugs
- Amount of drug/alcohol abuse
- Cultural issues/alcohol use for example
- Drug problems
- Drug abuse
- Poor attitudes to drugs and alcohol
- Alcohol and drug addiction

#### Crime and anti-social behaviour

- Violent crime
- Less crime (knife attack and domestics)
- Vandalism (2 responses)
- Crime reduction
- Tackling crime and anti-social behaviour
- Drink related offenders
- Crime and anti-social behaviour
- Crime (3 responses)
- Anti-social behaviour (2 responses)
- Crime - alcohol and drug related in particular
- Lack of interest in removing anti-social elements
- Lack of good, high quality education which makes it less likely to decrease crime and anti-social behaviour
- Crime rates

#### Employment

- Employment opportunities
- Securing regular employment
- Lack of employment opportunities
- Lack of jobs
- Lack of employment
- Jobs (2 responses)
- Support for employers
- Unemployment
- Lack of job prospects
- Unemployment (but unemployment rates in the UK are falling)
- Lack of job opportunities locally
- Attracting employers in the long term
- People with talent moving away
- Bringing new employers into the area
- Providing choice and variety for school leavers
- Lack of work
- Lack of employment
- Employment (3 responses)
- Youth unemployment, unemployment generally
- Lack of quality employment
- One of the main challenges is getting more people into work
- Lack of training, job opportunities

- Jobs for all
- Lack of job opportunities
- Growing small local businesses
- More chances for teenagers and employment too
- Poor employment opportunities
- Low wages
- No opportunities for people with high skills/qualifications to stay in the area due to lack of quality employment
- High unemployment
- Bringing employers into the area
- Jobs for young people (Living Wage)
- Encouraging new companies to come to Inverclyde
- Job security
- Meaningful employment and quality employers
- Employers taking on school kids on day release to see what they are good at for future employment
- More employment chances for young people
- Encourage firms to open businesses

#### Roads and transport

- Review of car parking restrictions
- Road conditions to be improved
- The main road in and out of Inverclyde
- Dreadful over-regulated main road access with dismal view to both sides
- Safety around schools, too many irresponsible drivers
- Car parking, for example, town centre private car parks (ex library area)
- Larger parking lots
- Reliable road links/congestion at peak times
- Sort out various transport issues
- We need our roads kept in top condition

#### Housing

- Young people are having difficulty getting mortgages – private landlords are taking advantage of this factor
- Council (registered social landlord) houses need more repairs (neglected)
- Appreciation of what residents receive i.e. new homes
- More social housing required
- Housing for all
- Lack of housing
- Housing
- Private landlords who get away with putting in people who do not care about the area. It puts people off moving to some areas.
- Social housing much needed (Gourock)
- Housing (improved)

#### Older people

- Older people
- Ageing population

### Amenities

- The (Oak) Mall used to be such a nice place to walk now it is getting crowded with stalls, they need to be in the empty units
- Improve town centre
- Oak Mall problems
- Bringing in better shops
- Poor shopping centre in Greenock
- No new shops in the Oak Mall, others closing
- Less betting shops
- Better shops (quality shops)
- If more shops move out of Greenock to Port Glasgow, then Inverclyde has achieved nothing
- Encouraging decent shops to the Oak Mall
- Do something with Greenock town centre

### Regeneration

- Demolish the BB cinema and the building on West Blackhall Street/Dalrymple Street beside the tree that covers the pavement. This is a tourist area.
- Economic
- Industrial development, let's get back to work
- Unused land - what has happened to the compulsory purchase order? Take it off those holding the land rights.
- Keep what you have and build on it, big shipbuilding is not coming back
- Retired businessmen/women could help in a major way
- Improving the town centre area
- Improve all facilities (catering, entertainment, organised sight-seeing etc) for passengers when they come ashore from luxury liners
- Establish Inverclyde as a worthwhile tourist (and incidentally for local inhabitants) establishment
- Regeneration of abandoned areas
- Lack of expertise at the Council to promote business/tourism/health
- Suitable factory space, office accommodation and workshops to be available
- Area being branded the 'knife capital'; aim plans at kids young enough to get them involved in the right things
- Try to get rid of old decrepit buildings

### Environmental issues

- Encouraging people to get involved/interested in their own environment
- With a changing climate, more resources directed at water courses and flood areas to ensure best drainage
- Make more of the outlying areas cleaner and tidier (lots of areas are a mess)
- Tackling litter at shops etc and young people drinking (minority)
- Legal areas for graffiti artists to ply their art without repercussions
- Clear eyesore gaps and spaces

### Healthcare

- Healthcare
- Lack of will to maintain health services
- Loss of services at the local hospital

- Keeping our hospital
- Lack of Cognitive Behavioural Therapy/therapy options
- Artificial split between Highland Health Board/Greater Glasgow and Clyde Health Board - closer working
- Uncertainty over the shape of hospital services
- More doctors in Wemyss Bay
- Being supportive of carers, disabilities
- Attention to health issues
- We need to keep that hospital and maternity (Inverclyde Royal Hospital)
- More services required to assist the most vulnerable



**Q13**

**What strengths, skills and abilities exist in your community which could help achieve positive outcomes? *Please state.***

Community spirit and attitude

- When they have to, most decent people band together
- Core community and friendly people - can expect to welcome visitors
- Separated towns allowing each community to grow and deal with their own issues
- The fact that most people know each other - community spirit
- Good network
- People
- To set targets for everyone to aim at
- Community spirit and educated population
- Community orientated groups
- We have a great community spirit at Broomhill
- People are generally welcoming, helpful and caring
- A sense of identity
- Sense of community
- Nice people who care about each other
- Desire for improvement
- Strong sense of community
- Positive, cheery people
- Willingness to keep the area great
- Most people in our community not employed, for example, retired - are involved in charity groups
- True community spirit
- Experience
- The will to make things better
- Use older people with talents and skills to train younger generation
- Tolerance
- Community help
- Many good people live here
- People in general are willing
- People who live here
- Stop telling people what to do and start asking how
- A sense of fairness
- Pride in the local area
- People who would volunteer to visit the lonely once a week
- In my community, we help with food banks, starter packs for families etc
- Inverclyde communities are kind and generous and open for help to lots of people
- Good community spirit
- Willingness from the community
- I am impressed by the attendances and dedication of the kids and parents of Ardgowan Football Development in Wemyss Bay

- The people themselves
- Creative talents of the community
- Sense of community
- A want to actually stay in the area
- Ability to rally round causes
- Great community spirit
- Commitment of the public to engage in community services
- Thriving voluntary sector
- Involve the community more in decision-making
- Willing to volunteer
- Adults guiding young people
- Community groups doing great work

#### Employment

- I work with special needs and the skilled people do wonders
- Basic willingness to work, just jobs needed
- Facilities that enable people to advance in their life, such as colleges, Skills Development Scotland etc
- Readily available workforce
- Companies like Fergusons starting more apprentices. Only the ones that want to work.
- Engineers, we were shipbuilders, engineers, let's get going again, let's manufacture
- A versatile workforce that can adapt to any work offered
- There is a strong work ethic
- Lots of capable young people
- Strong work ethic
- Unemployed people who can still contribute/have skills
- Mentors with skills to assist younger members with guidance
- Lots of people travelling to work outside Inverclyde, bring skills back
- More use made of retired shipyard workers, welders. In fact, more use made of retired people, should they wish.
- More use made of the knowledge of older people
- More use made of younger people to pass on their great knowledge of computers to the generation who missed out
- Wealth of professionals get on trains to Glasgow every day, find them jobs here
- Younger generation - provide opportunities
- Few strengths now due to the ever reducing employment opportunities
- There seems to be a general willingness to be employed
- Those who have retired who have skills and trades that can be used to train younger people to take up
- Retired teachers and Council employees

#### Regeneration

- Land, areas for development such as Spango Valley
- Our area is very run down
- Demolish Angus Road/Nairn Road shops and flats
- Harness economic power in Kilmacolm
- Builders, give the barren industrial land and build
- A hard-working, caring population will achieve collective improvements provided their money and skills are channelled correctly

- There must be a wealth of various people with technical skills to advise
- Building
- Develop coastline amenities
- Income from re-usable energy to be used to develop jobs/recreational facilities
- Empty industrial units to be better used to train dying trades. Using the industrial units can bring in younger people to learn these skills, may pay a small fee to help the costs. Possible income maker.

#### Miscellaneous

- A strong and dedicated council
- Ability to listen to what people want
- The focusing on schools and our young people
- Good council supervision
- Good education levels
- Positive council
- Are there any that won't be blocked by the Planning Department or SNP/labour Councillors?
- There are a wide range of skills and abilities
- Talented people but not co-ordinated in any specific role
- Good education
- Empathetic community workers
- None
- Education
- Continued support to farming
- Distance from Glasgow - how to attract but keep existing/new people in skills mix needed
- Educated people
- Good education standards
- Maintenance of local services
- The Council should actively collate this information and use the expertise of the community for the benefit of the community
- Number of people who stay here with a good level of education
- Listen to constructive criticism and accept their legitimate concerns
- Before spending hundreds of thousands of pounds on a project (for example, Rankin Park), listen to people who know local conditions instead of so-called experts
- Good education facilities, teachers, resources
- Our young people, high school pupils - very enthusiastic

#### Environmental issues

- Keep the area litter free, not enough cleansing
- Good provision of bin collections
- Good provision for gritting and snow clearing
- Great scenery
- Environment is being protected
- Location
- Pride in environment, local scenery
- Make housing associations keep property in good condition i.e. make sure grounds are kept in good order
- Care of our village from residents

#### Healthcare

- Step Up Programme after hospitalisation is excellent, expand if necessary
- Better and faster ambulance attendance
- We try hard to look after our ageing community
- Our nurses and doctors

#### Amenities

- Sport - tennis
- Cycling
- Maximise opportunities from new schools
- Local schools
- Further education college
- Good amenities
- Commitment to local community centre
- Free events such as fireworks and the Highland Games
- People are more likely to get involved in things that involve whole family – family-related activities are most effective.
- Depth of talent and interest in sport and the arts
- Good community outreach and councils
- We have a good community council who do a great job
- Church organisations/groups
- Interested about local events
- Sporting abilities
- Sports
- Good recreational facilities

#### Housing

- Low house prices
- We have a good relationship with the Housing Association

#### Roads and transport

- Good transport links
- Better bus/transport facilities

#### Crime and anti-social behaviour

- Policing
- Many areas have a strong sense of community but are let down by crime figures
- Good police force
- No crime
- Policing in the area
- More Community Wardens
- Community Wardens
- More Police on foot
- Encourage people to report things more

#### Drugs and alcohol

- More support for alcoholics and addicts

Finance

- More power and budgets devolved to where they can have the biggest impact
- Funds could be made available to match Council funds

**Q14b**

**And thinking about Inverclyde, which of the things (from the 20 aspects mentioned at section 5.15 of the covering report) do you think most need improving? Other. Please state.**

- Development of unique attractions for Inverclyde, especially tourist-related. The Sugar Sheds could be developed to a world class art destination and a Titan Crane restaurant and viewing platform to rival the London Eye. We need to be on the world stage.
- Parking for residents in and around the town centre
- Town centre parking. Current strategy doesn't work. A multi-storey car park is needed urgently.
- Lack of aspiration/belief in young people. Greenock town centre/Oak Mall.
- Cutting back of bushes/trees which cover up road signs. Unreadable in lots of areas.
- Buses are too expensive for short trips
- Sports facilities for pensioners that are affordable, for example, indoor bowling

**Q19**

**In what way(s) are you most likely to get involved in community justice in Inverclyde?  
*Please tick all that apply.***

- Literacy and numeracy support for offenders
- Public servant so already supply services to current and previous offenders
- As a local JP. The lack of a JP within the partnership is a glaring omission.

**Q24b**

**If you stated either *Fairly difficult* or *Very difficult* (regarding how easy it is to access the Council buildings), what was the reason for this? *Please state.***

- The automatic door didn't open (at the Customer Services Centre)!! Got to press a button that's not near the door.
- Parking access for drivers and general pedestrian access
- The door had to be opened from the inside
- Disabled and sight impaired – the Council don't think out this when doing access
- I notice a number of people stopping me in the Oak Mall looking for directions to Council buildings, could be better signposted from all entrances
- I am disabled and can never get a parking space due to constant Portakabins parked in the square. This is appalling and has gone on for years.