

# Our Place Our Future

## Inverclyde

2017



# Our Place Our Future Summary Information

The Our Place Our Future survey used the Scottish Government/NHS Health Scotland/Architecture and Design Scotland's Place Standard survey to gather the views of people across Inverclyde.

The Inverclyde Alliance would like to thank all those who took part.

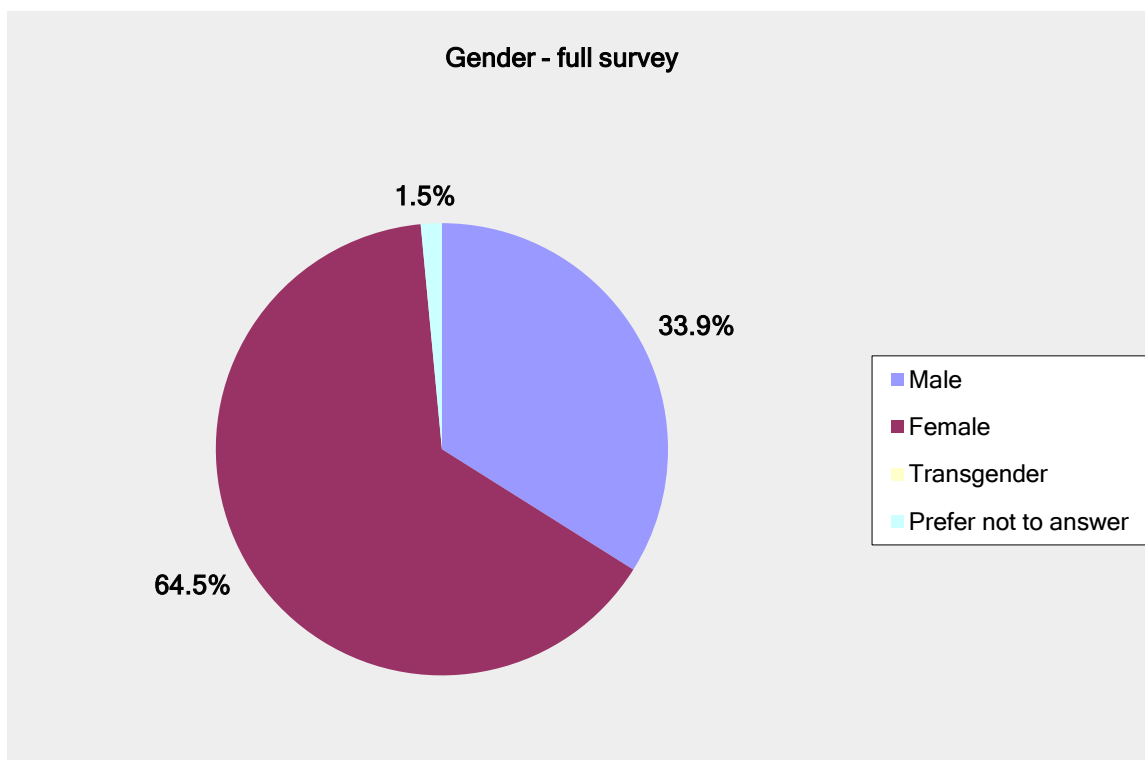
1310 people completed the survey, with 83 young people responding to an adapted survey featuring some of the same questions. This represents 1.7% of the total population of Inverclyde and is the highest number of respondents Inverclyde Alliance has ever had to an engagement process.

This report summarises the results for the whole of Inverclyde, and is an initial analysis. In addition to this, part 2 of the report provides an overview of the results for each locality within Inverclyde as we recognise there are large differences from area to area. This information, which sets out the geographical issues, will inform the locality plans.

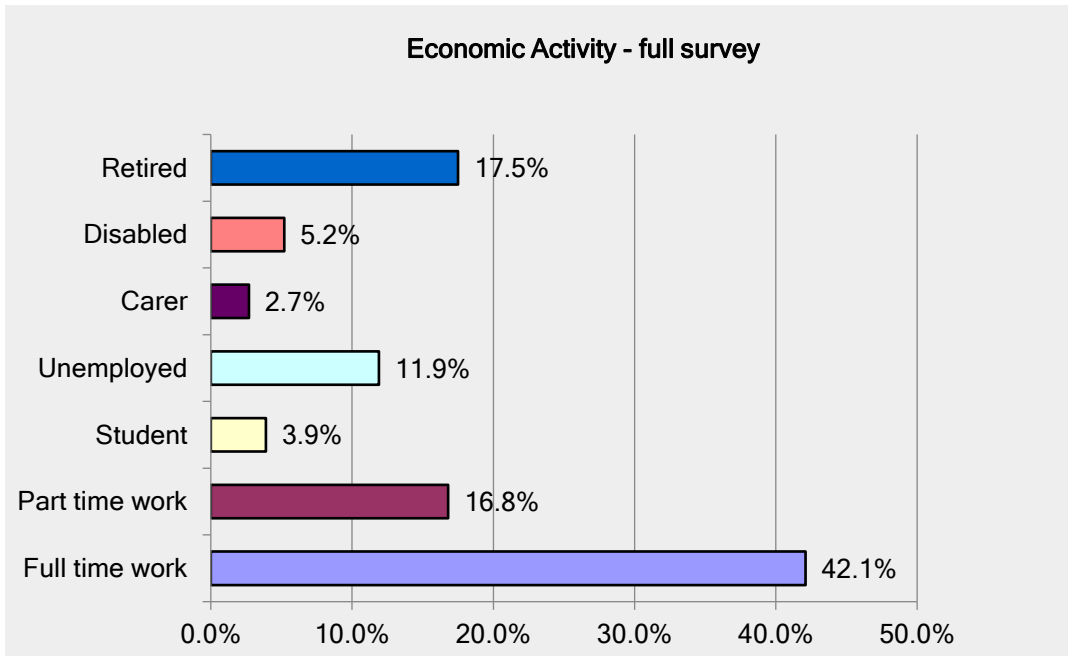
The information in this report, along with a Strategic Needs Assessment using data about Inverclyde, will be used to draft the new Local Outcome Improvement Plan (LOIP) for Inverclyde. The LOIP is a high level strategic document which the Community Planning Partnership, Inverclyde Alliance have to publish, setting out the vision and outcomes for all the community planning partners in Inverclyde to work together on achieving.

## 1. Demographics

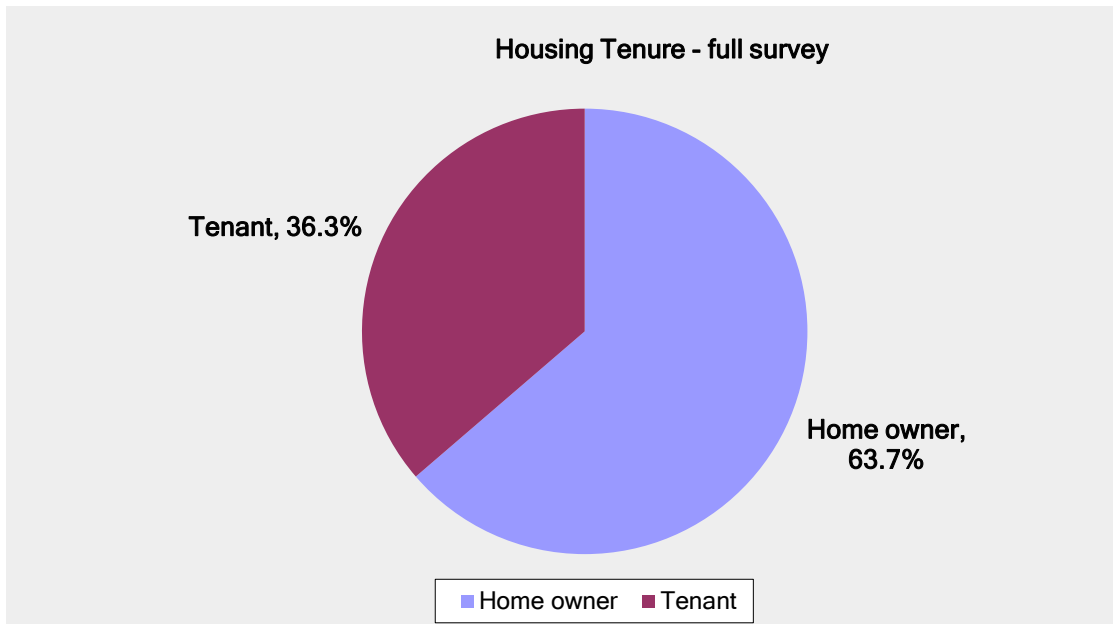
64.5% of respondents were female, 33.9% were male and only 1.5% preferred not to answer this question. Similar proportions of young males and females answered the young people's survey.



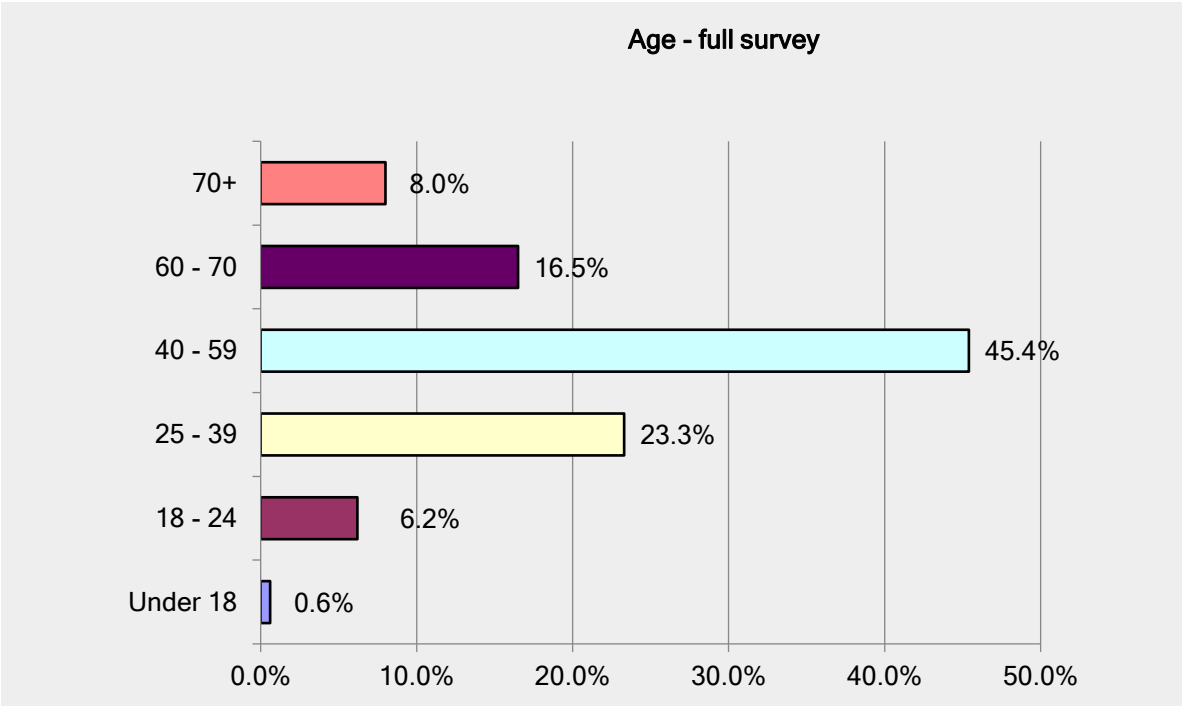
The majority of respondents were in full time work (42%), with retired people being the next largest category of people to complete the survey at 17.5%. Part time workers were the next largest group (16.8%) followed by unemployed people (11.9%). Disabled people, students and carers made up the rest of respondents.



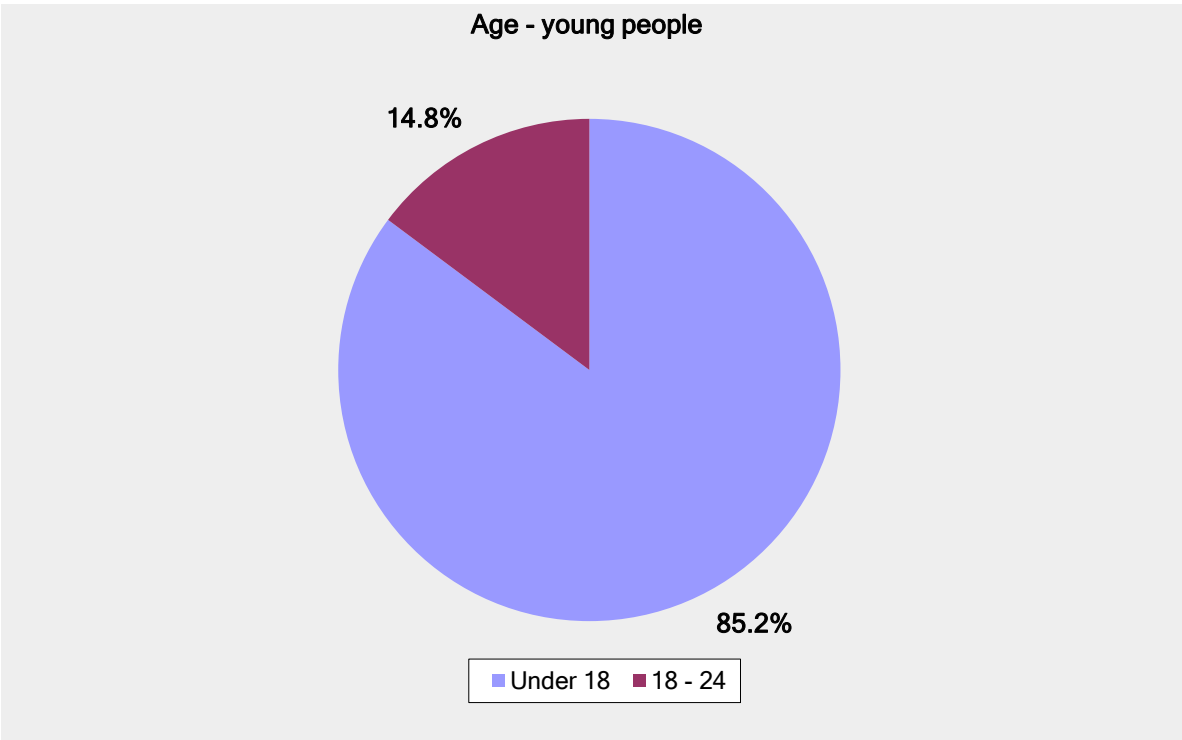
The majority of respondents were homeowners (63.7%) with the remainder, 36.3%, being tenants.



The majority of respondents were aged 40 to 59 years, with 25 – 39 year olds being the next highest proportion of respondents.



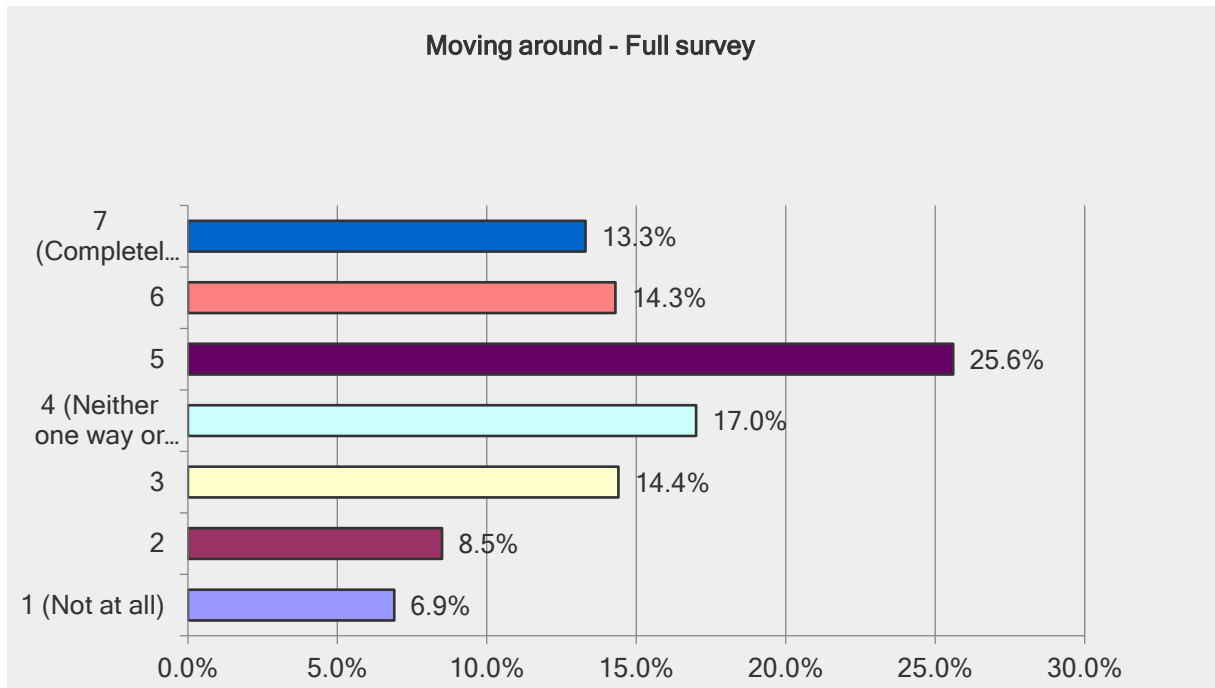
85.2% of young people who responded were under 18 years, and 14.8% were aged 18 -24 years.



## 2. Moving around

Can I easily walk and cycle around using good quality routes? Are there safe, accessible, good quality pathways and routes for walking and cycling?

The average score for this question was 4.4.



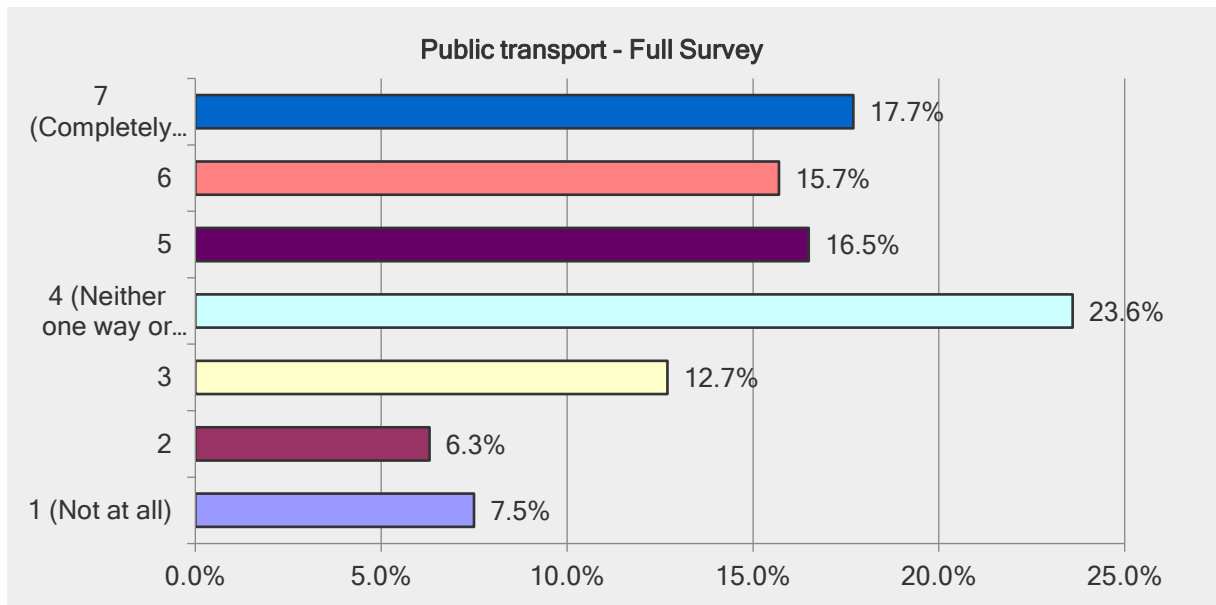
Just over 50% of respondents were largely satisfied about moving around in Inverclyde, 17% were neutral about it but just under 30% were not satisfied. Key comments about moving around included:

- Pot holes are a problem in a number of places
- Dog fouling is an issue
- Broken glass on cycle paths is a problem
- Not all the cycle paths are joined up and provision is better in some areas than others
- Respondents would like to see more cycle path provision, although some thought that the current provision was very good
- Disabled access at some of the stations could be improved and uneven surfaces are hazardous for those who are mobility impaired
- Cars parked on pavements is problematic
- There are still issues re pavement and road resurfacing
- Many respondents felt that groups of people hanging around on paths could be intimidating
- Busy traffic on the roads puts many people off cycling, cycle lanes on main roads would help with this
- Some routes are over grown and overhanging vegetation can be an issue.

### 3. Public Transport

Does public transport meet your needs? Is it accessible, frequent, reliable and affordable?

The average score for this question was 4.5.

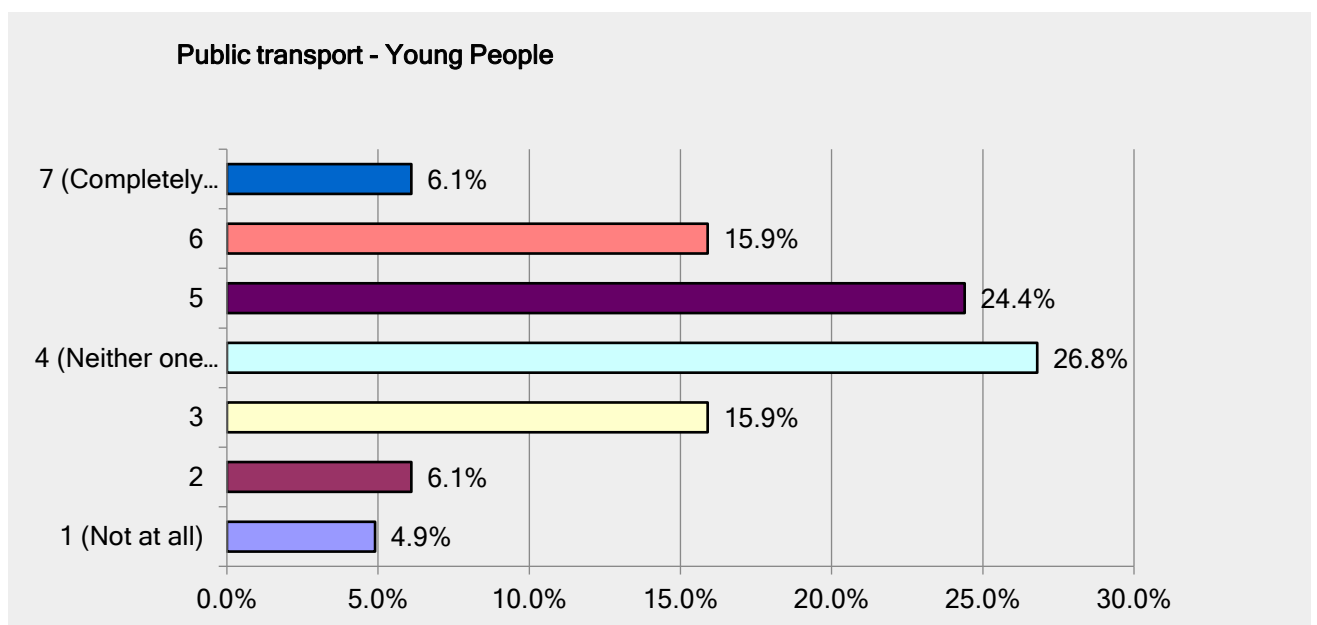


23.8% of respondents were neutral about public transport, but of those who did have an opinion (mainly because they do not use public transport), the majority of respondents were satisfied at just under 50%, with 26.4% not satisfied.

Key issues raised about public transport across Inverclyde included:

- Bus services too expensive, not enough service after 6pm and can be unreliable
- Monopoly of bus provision concerns many respondents
- No weekend bus service that goes to the hospital
- There are not enough through routes across Inverclyde requiring respondents to take two buses to get from one end of the area to another

Young people's responses were:



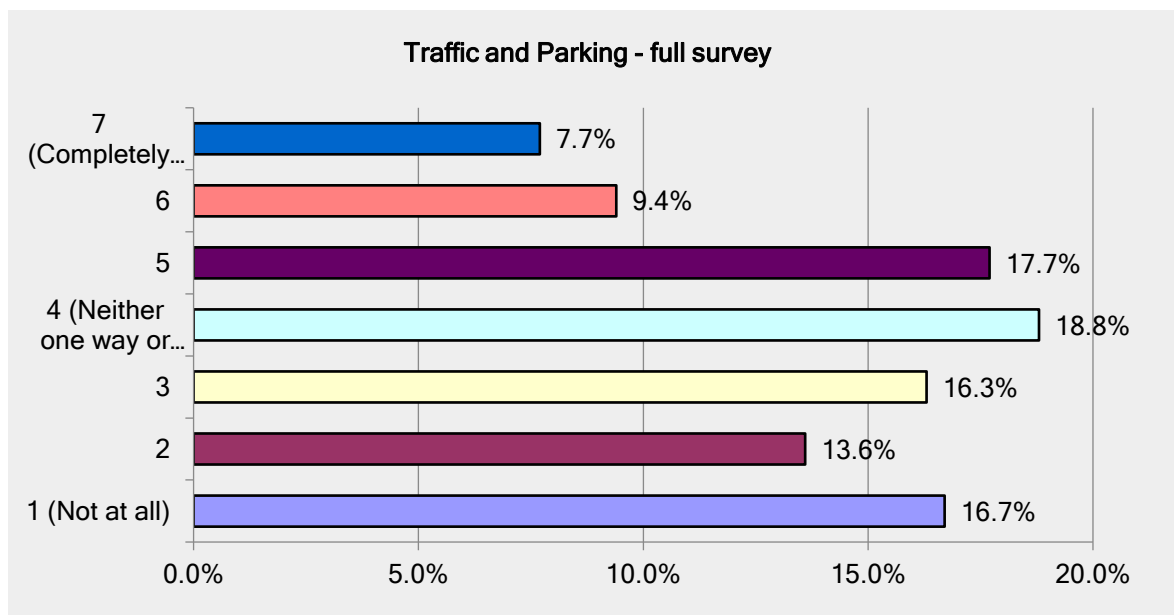
Key issues raised by young people were:

- Many respondents said that the buses don't run on time
- Buses are too expensive
- Trains are more reliable.

## 4. Traffic and Parking

Do traffic and parking arrangements allow people to move around safely and meet the community's needs?  
Does this allow people to move around safely and meet your community's needs? (E.g. pedestrian crossings, off street parking, levels of traffic)

The average score for this question was 3.7.



46.6% of people were unsatisfied with traffic and parking in Inverclyde compared to 34.8% of people who were satisfied. Those who were not at all satisfied were more than double those who were completely satisfied.

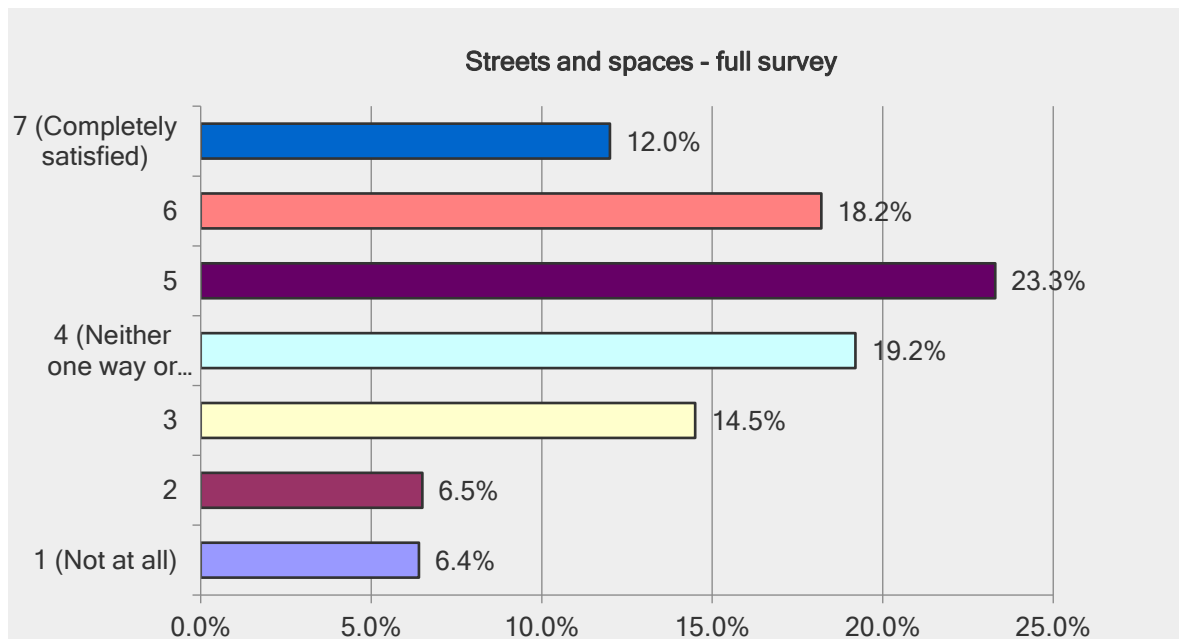
Key issues raised about traffic and parking include:

- Parking restrictions in town centres are still confusing with too much variation, making it very difficult for visitors
- Not enough car parking spaces in town centres and local, residential areas
- People parking without care and attention on pavements and at junctions cause hazards
- Enforcement for dangerous and careless parking required, particularly at junctions and corners
- More pedestrian crossings required in key areas
- Speeding cars is an issue in a number of areas
- Marking of parking bays would help to reduce random parking
- There are issues with parking around schools
- Parking restrictions mean that many people are using out of town shopping centres where there is free parking e.g. Braehead, Linwood and Clydebank
- Too many traffic lights on A8
- People parking at dropped kerbs is a major issue for mobility impaired people
- Alternative routes are required when there are closures on the A8
- Some respondents are very happy with parking in the town centres.

## 5. Streets and spaces

Do buildings, streets and public spaces create an attractive place that is easy to get around? Is this a good place to live, do you feel positive about the area and is it safe and easy to get around both night and day?

Most people who answered this question were either neutral (19.2%) or felt satisfied (53.5%) with streets and spaces, with those who were completely satisfied nearly double those who were not at all satisfied. The average score for this question was 4.5.

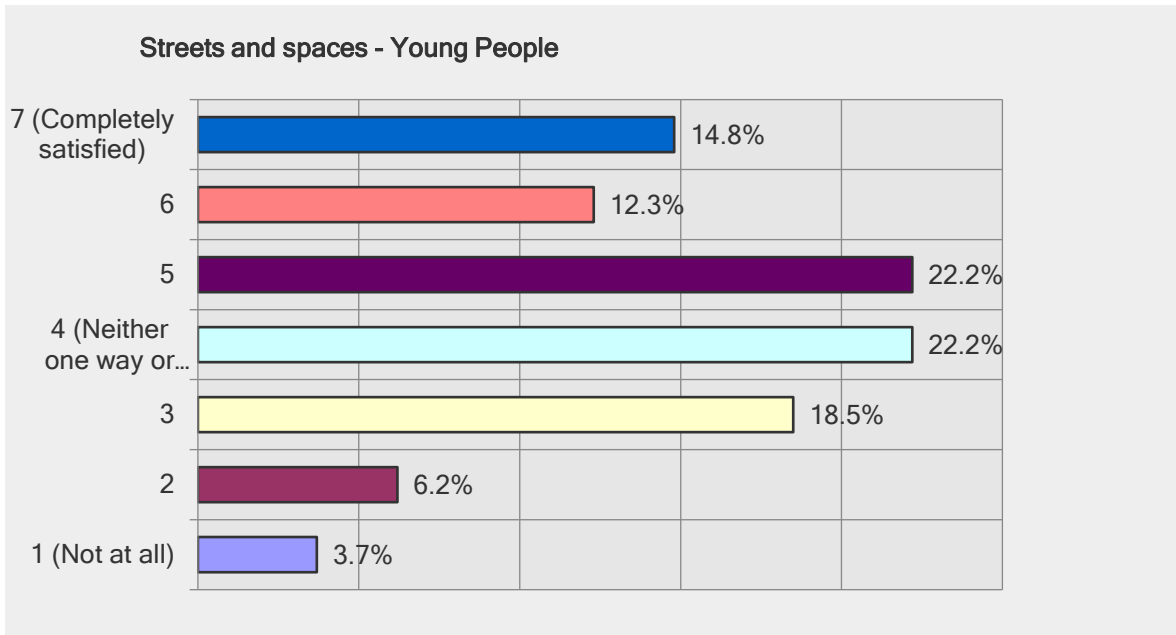


Key issues raised in regard to streets and spaces were:

- A number of people felt that the area had improved in the last 10 years
- Several people commented that they love the area they live in
- A significant proportion are wary of being out at night but feel safe during the day
- Littering and dog fouling are an issue
- There are some issues regarding poor lighting
- Some people are intimidated by groups of young people congregating
- People feel that Port Glasgow and Gourock town centres have improved, but Greenock town centre is declining, with the Oak Mall closing at night a particular issue as it cuts off the town
- There were a number of comments about the poor state of pavements
- Many people commented that Inverclyde requires investment to make the built environment more attractive, particularly derelict buildings and open spaces used for flytipping
- Quite a few people would like to see more Police and Community Wardens in their area
- Overgrown bushes and trees can make using certain footpaths dangerous or makes people feel unsafe
- People think that the waterfront area well developed for walking and access
- Anti-social neighbours are a problem in some areas
- A number of people suggested that more outdoor spaces/seating areas for people to meet and enjoy would be helpful
- A small number of people expressed concern about alcohol and drug misuse, and an increase in violent crime

Young people reflected similar concerns, particularly feeling unsafe at night. A number of young people liked their area and felt safe there, but felt other places were less safe. On the whole however, more young people who responded felt that Inverclyde had good streets and public spaces.

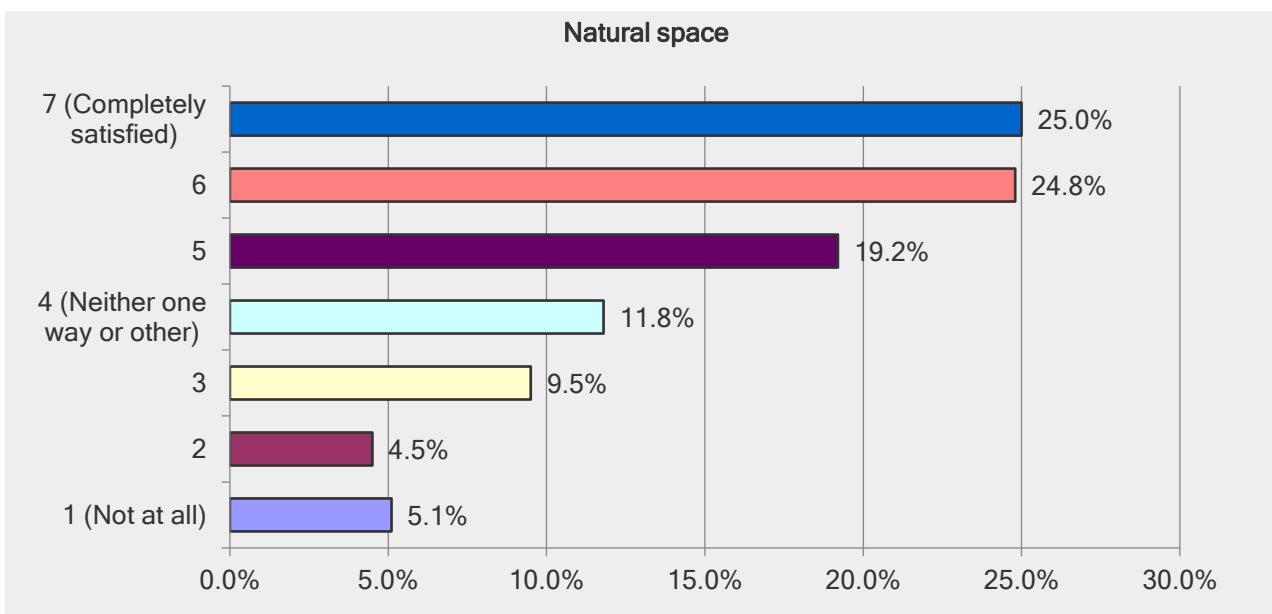




## 6. Natural space

Can you regularly experience good quality natural space? Can you easily access clean and pleasant parks and green natural spaces?

The average score for this question was 5.1.



The majority of people, 69%, who responded to this question indicated that they were satisfied on the whole with access to good quality natural green spaces in Inverclyde. The percentage who were completely satisfied is the second highest from all the questions asked.

Comments on this question included:

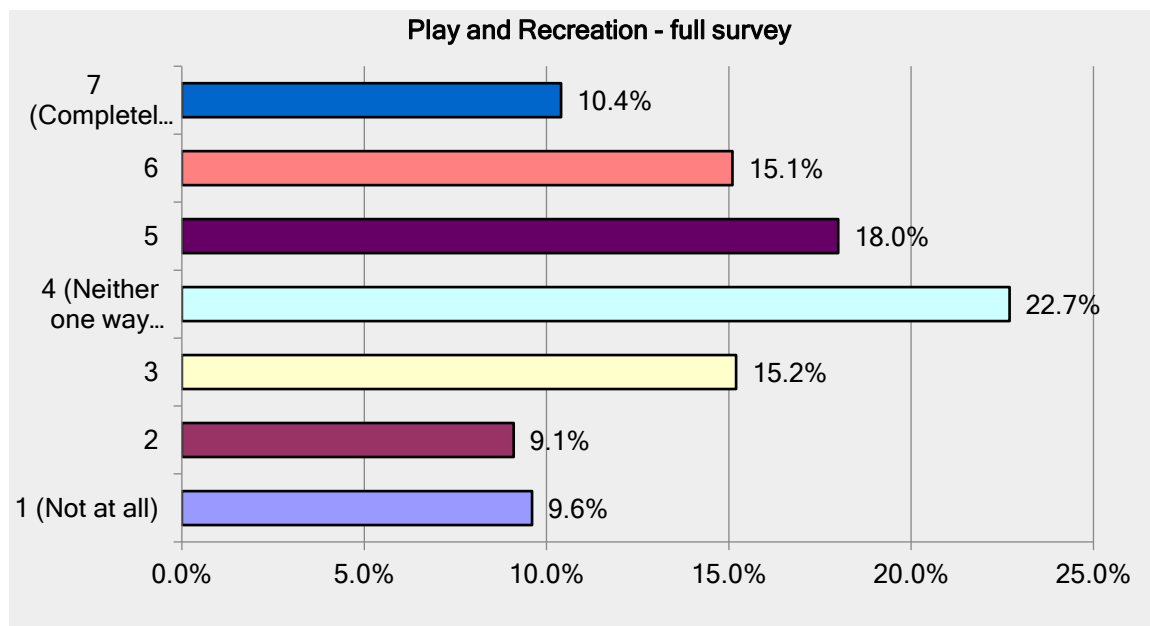
- Many people are very happy with the park provision locally
- Lots of people appreciate the views of the river and hills
- Dog fouling and litter is an issue in parks

- Some people don't feel safe in the parks
- There are concerns of anti-social behaviour in parks preventing people from using them
- Some people have to travel a distance to access natural space and this can be difficult without a car
- Access to areas such as the Greenock Cut is not possible by public transport

## 7. Play and Recreation

Is there somewhere safe for young people to hang about? Are there places where young people can meet which are free and easy to access?

The average score for this question was 4.2.



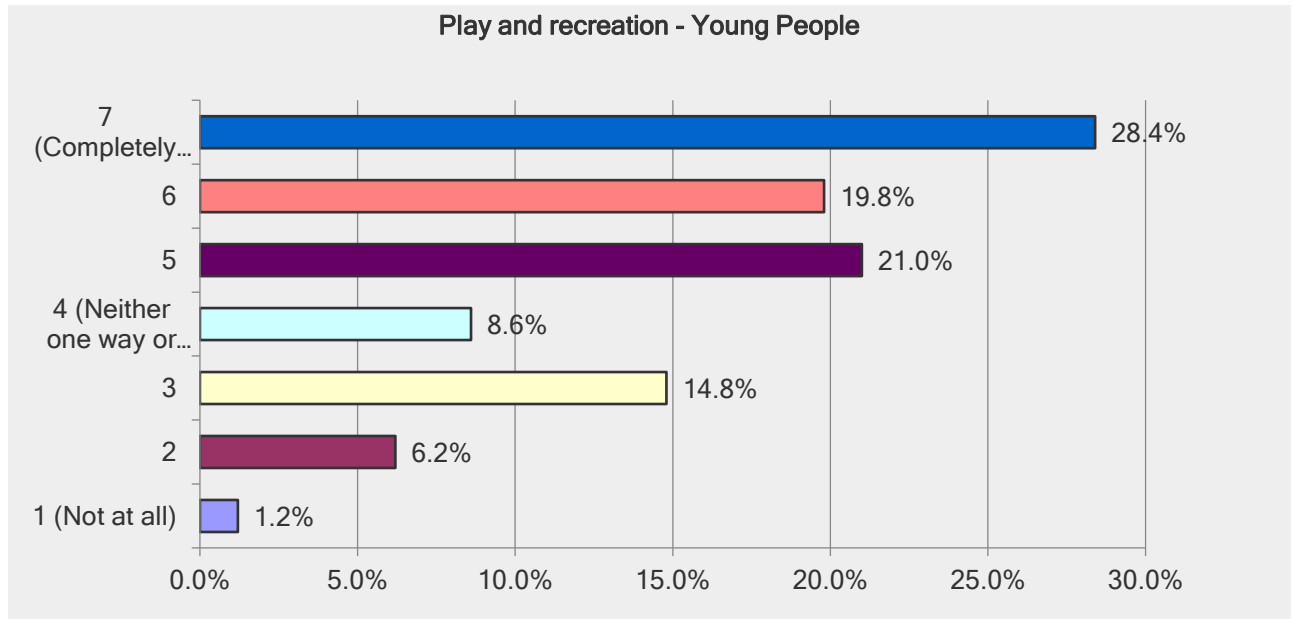
The largest response to this answer was neither one way or the other, with satisfaction levels almost 10% higher (43.5%) than dissatisfaction levels (33.9%).

Comments include:

- There is a view that there are lots of activities for young children but fewer for teenagers, whilst other respondents believe that there is more for teenagers to do
- Some people think the parks are excellent, others do not have access to local parks or feel that there could be additional play equipment
- Some parks are vandalised
- Some of the activities on offer are not affordable to many families, combined with expensive public transport
- There were a number of comments that there were not enough community spaces for older people to meet
- Views were very mixed with various comments saying there is a lot of provision for young children, teenagers and older people, and other comments saying that there isn't enough provision for each age group
- There were a number of comments from respondents wishing to see school facilities used more outwith school hours
- Many respondents suggest that more facilities are required for teenagers so that they don't hang out in groups on streets or at various hotspots around Inverclyde
- The community centres in particular areas are very good and are well used by all age groups
- As previously mentioned under other questions there is a problem with dog fouling, litter and broken glass in parks and open spaces
- Many respondents praised the I Youth Zones as good facilities for young people

- Suggestions for skate parks, cafes for young people to meet and additional mixed equipment (e.g. outdoor gym equipment) in parks were all made to improve provision
- Many people praised the range of multi-use games areas, pitches, swimming pools, gyms and I Youth Zones available across the authority

Young people's answers in regard to Play are Recreation were:

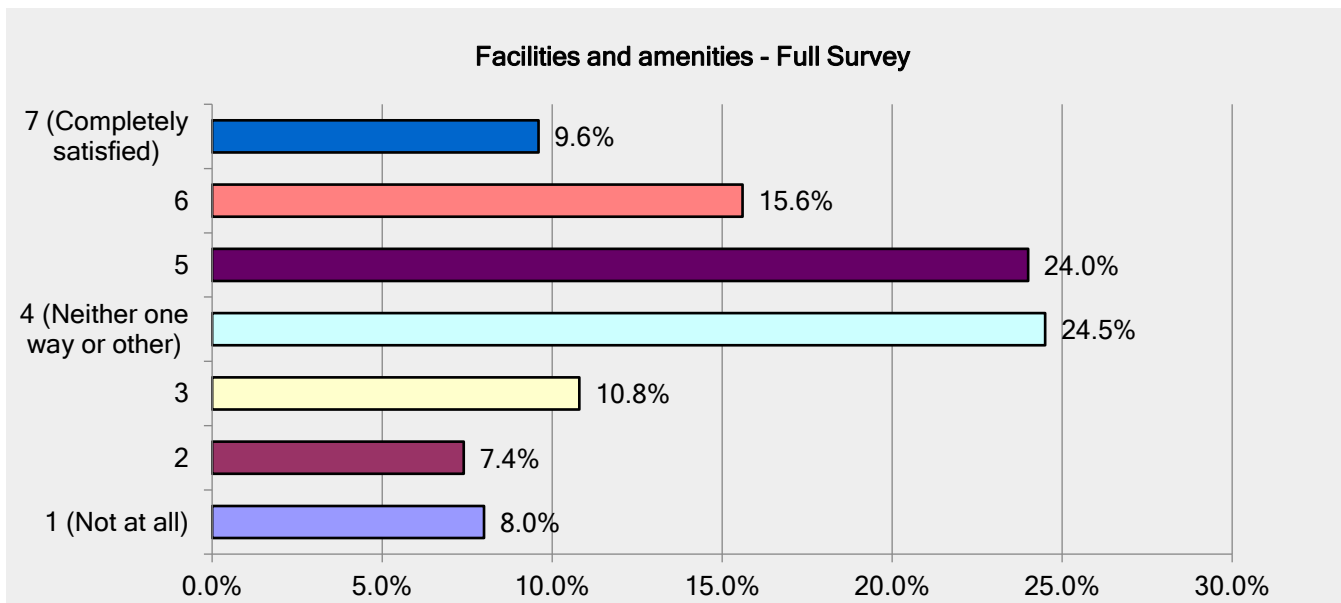


This question received the most satisfactory votes, with the numbers of people who are completely satisfied the highest for all the categories across the survey. 69.2% of young people who completed the survey were generally satisfied with play and recreation facilities, particularly the I Youth Zone facilities.

## 9. Facilities and amenities

Do local facilities and amenities meet my needs? Are they good quality, accessible and well maintained? Are they being used to their full potential?

The average score for this question was 4.3.

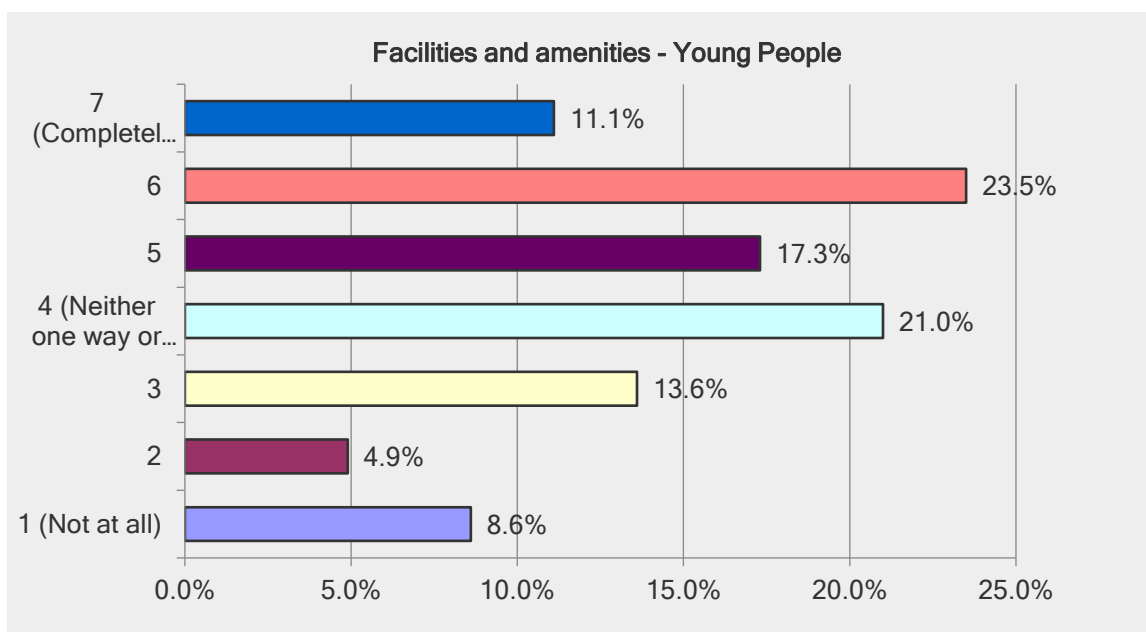


49.2% of respondents were generally positive about facilities and amenities in Inverclyde and 26.2% were not satisfied. The largest proportion of respondents had no opinion either way in response to this question.

Comments in regard to facilities and amenities included:

- Many respondents felt they didn't use facilities so therefore could not comment
- Some respondents praised the libraries services
- The need for more public toilets was an issue for some people
- A number of respondents felt that local community centres and halls weren't used to their full potential
- Better advertising of local opportunities would help people to know what is on
- Cost of gym/Inverclyde Leisure facilities too high for many people
- Many comments were made about the reduction in shops in town centres and the quality of shops that are on offer
- Many clubs/groups do not run in evenings or at weekends/weekend evenings so people who work are unable to access them
- There were a few views that football facilities are prioritised over other sports, with a particular gender inequality issue
- A number of people commented that their local community centre was well maintained and used, but could still be used to full potential
- A few people suggested separate dog parks in local parks to separate them from children, citing other areas where this is successful and well used
- Cleanliness and maintenance are an issue at some facilities and a number of respondents felt that some of the local facilities require to be upgraded
- There are a number of comments about the opening times for public toilets being too short, particularly during summer months.

The young people's survey results about facilities and amenities were somewhat similar to that of the whole survey with 51.9% satisfied, 27.1% not satisfied and 21% with no strong opinion either way.

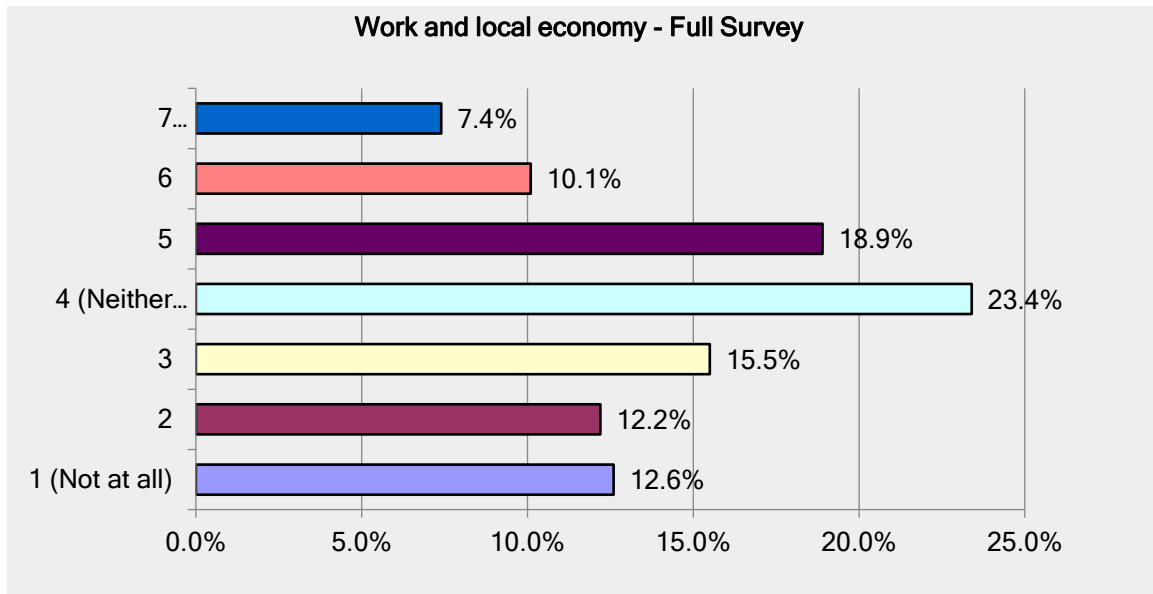


Comments from respondents to the young person's survey focussed on the lack of good shops and a view that more activities would be good.

## 10. Work and local economy

Is there an active local economy and the opportunity to access good quality work? Are there opportunities for people to gain skills for work such as education, training and volunteering? Is this something you would like more information on (e.g. local adult learning classes)?

The average score for this question was 3.8.



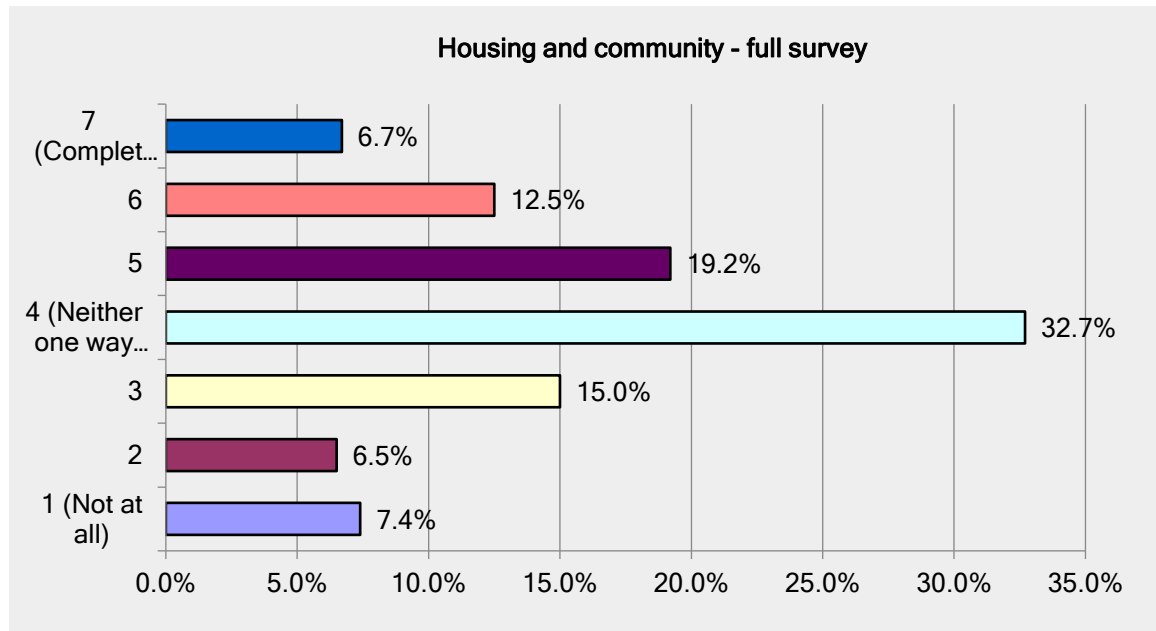
The largest proportion of respondents to this question did not feel strongly either way about work and the local economy. 36.4% were generally satisfied and 40.3% were not satisfied.

Key issues raised were:

- A large number of respondents felt that there were not good quality, well paid job opportunities locally
- Other respondents felt that it was possible to get a good job
- There were mixed views on whether there were good training opportunities with some people saying there are many and others saying there are not enough
- A number of respondents highlighted the fact that many people commute to Paisley or Glasgow for work
- There were a number of comments about lack of provision for training for people in their 40's and 50's to help them back into work – quite a few respondents felt that services catered only for young people
- Many respondents highlighted zero hour contracts as a negative thing
- A number of respondents highlighted a lack of childcare as a barrier to attending classes
- Better advertising of training and volunteering opportunities was suggested
- There were a few comments about a lack of job and training opportunities for people with disabilities
- The college is seen as a good learning resource in the area
- Provision seems to be mixed across Inverclyde with some areas better than other
- Several respondents commented on the need for more up to date IT equipment in some of the centres
- A number of respondents felt that evening classes would be beneficial for those in work who wish to upskill

## 11. Housing and community

Does available housing support the differing needs of the community and contribute to a positive environment?



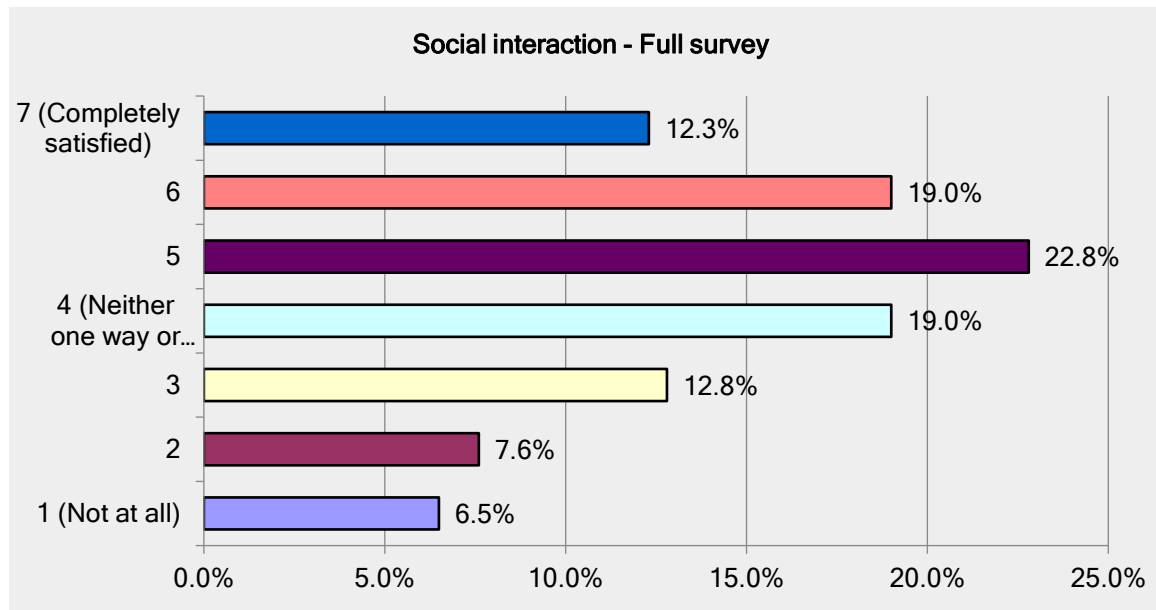
The majority (32.7%) of respondents to this question in the survey did not have any strong feelings either way about Housing and Community, being neither satisfied nor dissatisfied. 38.4% were generally satisfied and 28.9% were generally dissatisfied. The average score for this question was 4.1.

Main themes from the comments for this question include:

- There is a need for more affordable housing
- More 1 bedroom housing is needed for young people and elderly people
- More sheltered housing is needed for a growing elderly population
- Some housing is in poor condition, some in very good condition and meeting the needs of those who live there
- There is a need for more housing to suit the needs of people with disabilities
- There were a number of comments about poor condition private rented properties
- Housing stock has improved over the last 10 years
- There were a number of concerns expressed about the private rented sector and irresponsible landlords and tenants not looking after properties
- There were a few comments about people being unable to access larger properties of 3 to 4 bedrooms

## 12. Social interaction

Is there a range of spaces and opportunities to meet people? Are there attractive, safe and accessible spaces to meet people from across the community? (e.g. Centres, shops, bars, cafes, churches, parks)



The majority of respondents, 54.1% were generally satisfied with social interaction in Inverclyde, with 19% not feeling strongly either way. 26.9% of respondents were not satisfied. The average score for this question was 4.5.

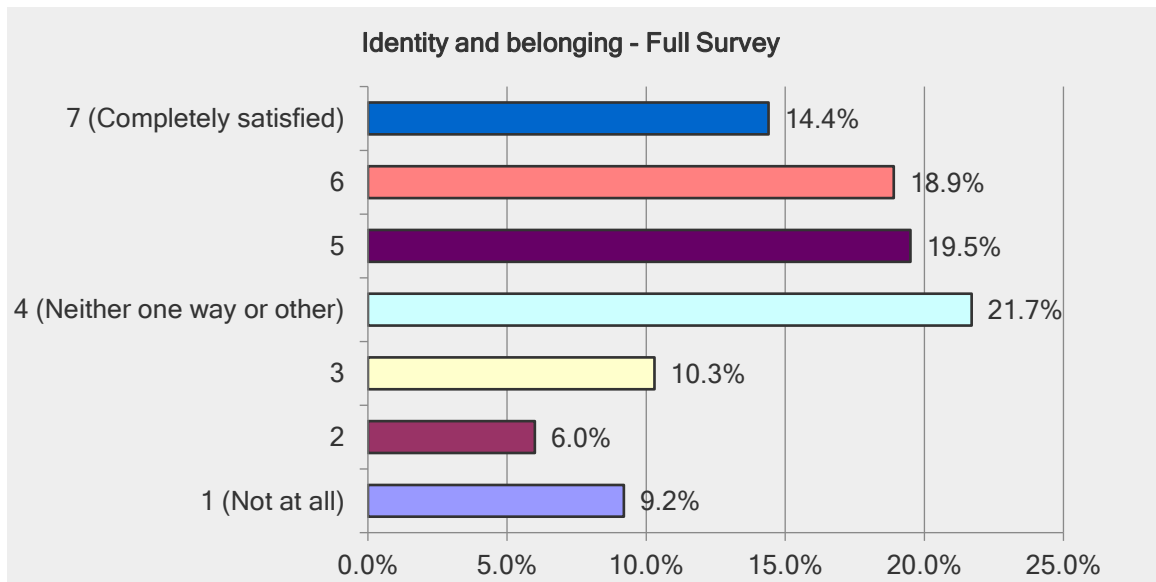
Themes from the comments on this question include:

- There are lots of spaces, but affordability of e.g. cafes may be an issue for people
- Other comments felt that there were not enough spaces in some areas
- Places opening later would be welcome e.g. cafes not just bars
- Some respondents felt that there aren't enough spaces for young people to meet
- A number of respondents would like to see more local shops in their areas, and felt that Greenock town centre in particular was declining
- Suggestions included having mixed use areas for socialising, covered areas in places like Battery Park to allow people to meet, and affordable cafes open later at night
- Many people are involved in their local churches and find this a positive interaction

## 13. Identity and belonging

Does this place have a positive identity and do you feel you belong? Do you feel you belong to the community? Are people positively engaged in their community? Are there groups and networks that help strengthen a sense of community?

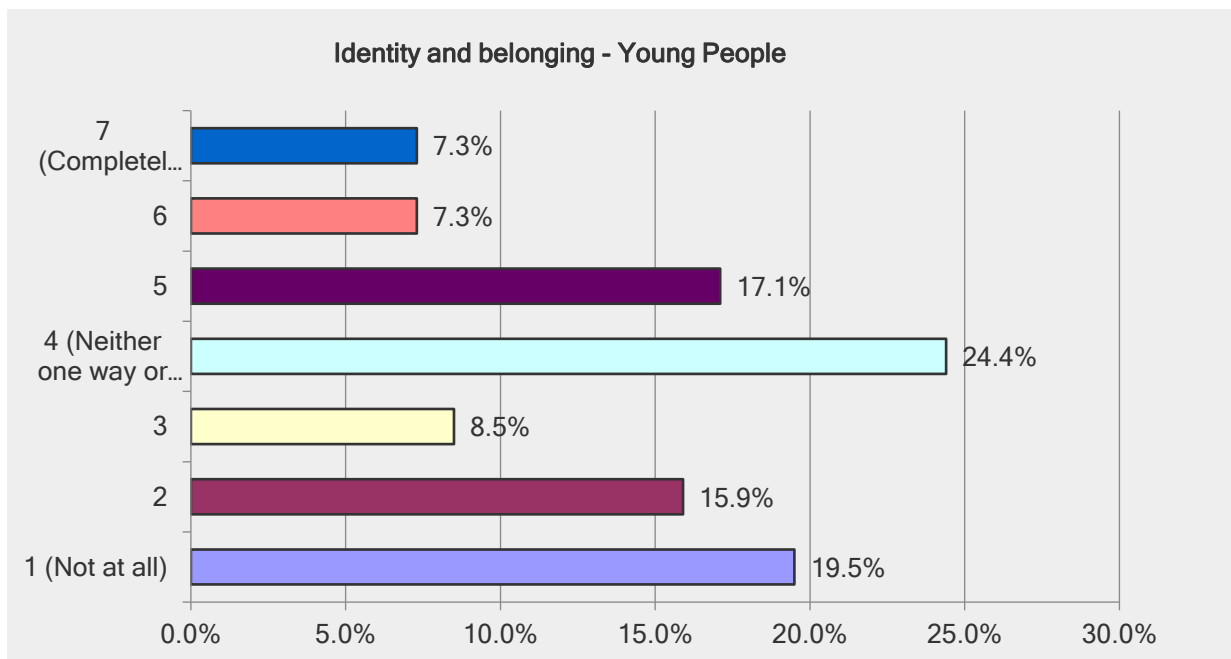
52.8% of respondents felt generally satisfied that they had an identity of place in Inverclyde and felt that they belong. 21.7% were neither satisfied nor dissatisfied. 26.6% were generally dissatisfied with identity and belonging in Inverclyde. The average score for this question was 4.5.



Key themes from the comments included:

- Very mixed responses with lots of people commenting they felt they belonged and other that they didn't feel any community spirit
- There were a few suggestions to improve advertising of opportunities so that people can be more involved
- A number of respondents felt that a campaign to improve 'pride in Inverclyde' would help
- The image of Inverclyde from outwith the area was mentioned several times, with respondents suggesting that more be done to promote the positives of the area
- Many people were unaware of any groups or networks in their area
- Many people said they were proud to be from Inverclyde
- There are opportunities for a lot of respondents within schools, community groups and youth groups to be involved and feel sense of belonging
- A sense of identity and belonging is closely linked to the area that respondents live in rather than to the whole of Inverclyde

Young people's answers about identity and belonging were:





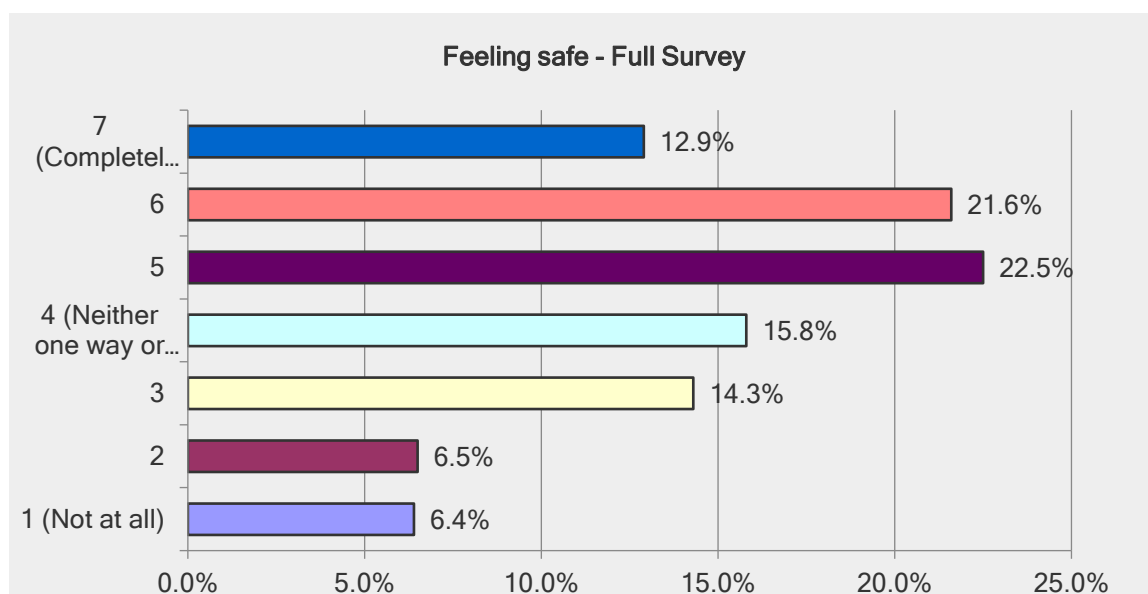
Fewer of the respondents to the young people's questionnaire felt a sense of identity and belonging in Inverclyde compared to the full survey. Only 31.7% felt satisfied, compared to 43.9% who were generally dissatisfied with a feeling of identify and belonging.

A number of young people stated that they felt that they were looked on negatively by older people, assuming that all young people are trouble makers.

## 14. Feeling safe

Do you feel safe? Do you feel safe both at home and when out and about? Is the area safe for all regardless of age, gender, ethnicity, religious belief, sexual orientation or disability?

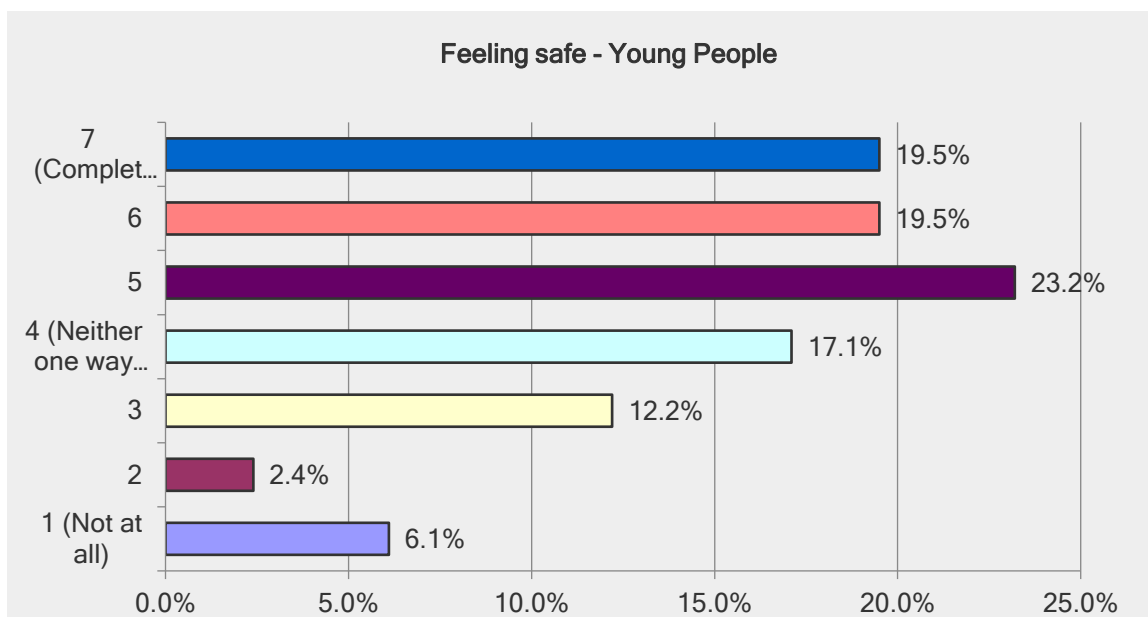
57% of respondents to the full survey were satisfied with safety, 15.8% did not feel strongly either way, and 27.2% were dissatisfied with safety. The average score for this question was 4.6.



Key themes from the comments left on this section included:

- Different areas in Inverclyde are/feel safer than others
- Walking at night is an area of concern with a number of comments saying that respondents don't go out at night
- A number of comments pointed out that the local press does not help with feelings of safety
- Some respondents would like to see more police or community wardens out and about
- There were a number of concerns expressed of drug users in local areas making people feel less safe
- Respondents generally feel safe at home, but a smaller number of respondents do not feel safe during the day and in their own homes
- Some respondents commented that groups of people hanging around make them feel unsafe
- A number of respondents mentioned the large gatherings of young people which have been taking place, and the associated anti-social behaviour
- There were some comments regarding road and pavement safety for those with disabilities

Young people’s answers about feeling safe were:

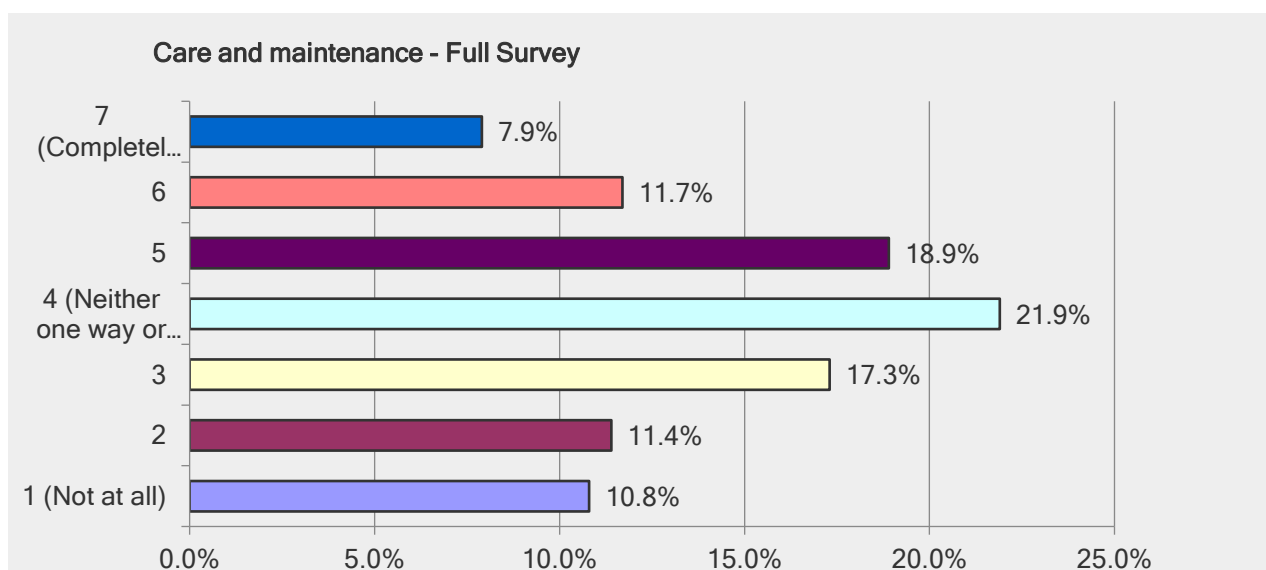


The majority of respondents to the young person’s survey feel safe in Inverclyde, with 62.2% saying they were satisfied. 17.1% did not feel strongly either way, and 20.7% were dissatisfied.

Key themes from the comments made by the young people who responded included that they felt safe at home but not necessarily when out and about. Some young people felt safe at school while others did not.

## 15. Care and maintenance

Are buildings and spaces well cared for? Are there any specific problems in the area, such as litter, vandalism or dog fouling? Do local authorities, housing associations, landlords and residents all know their roles and responsibilities? Is action taken when necessary? Is there a local residents association? Is it effective?



In regards to care and maintenance views were very mixed. 38.5% were mostly satisfied, only 1% more were dissatisfied and 21.9% did not feel strongly either way.

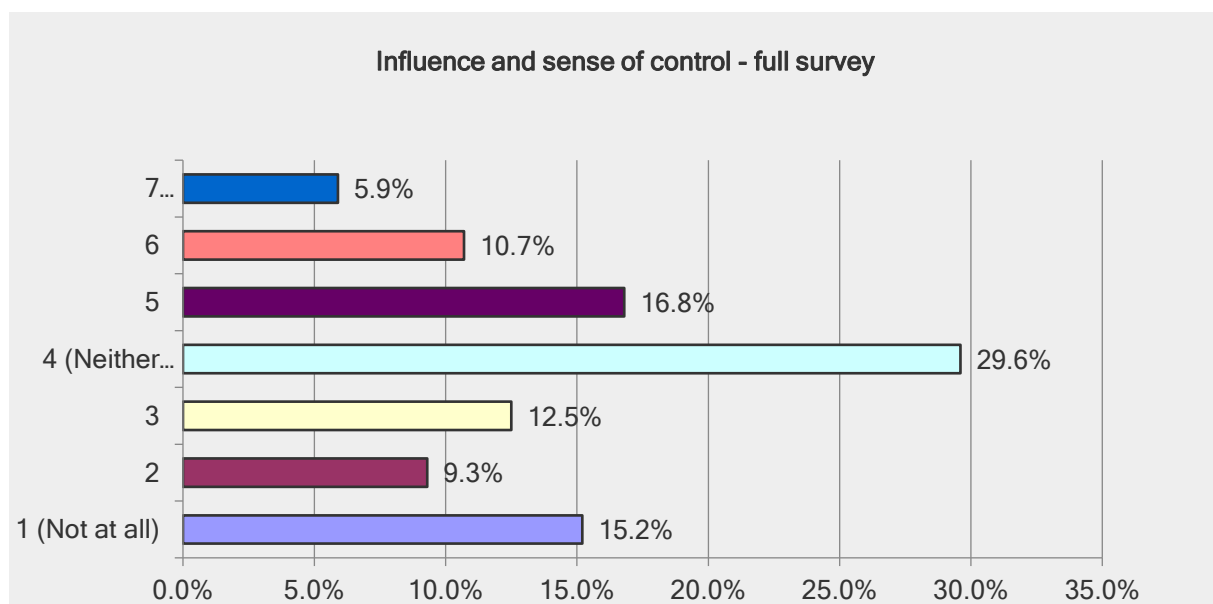
The average score for this question was 3.9.

Key themes from the comments on this question were:

- The large majority of comments focus on dog fouling as a big problem all over Inverclyde – people need to take responsibility for cleaning up after their dogs
- Many respondents called for more dog waste bins
- Litter, vandalism and fly tipping are also a problem
- Grounds maintenance is not currently good in some areas e.g. lack of grass cutting etc
- A number of Tenants and Residents Associations (TARAs) were praised by respondents as helping residents have their voices heard
- Quite a few respondents were not aware of any community or residents groups in their area
- There were a number of comments regarding the upkeep of derelict buildings
- There are run down factories and buildings in some areas.

## 16. Influence and sense of control

Do you feel able to participate in decisions and help change things for the better? Do you feel listened to? Do organisations such as local authorities, health services and housing associations actively work with the community to understand their needs? Are local community services/groups open to people getting involved?



33.4% of people were generally satisfied with their ability to influence and have a sense of control, while 29.6% did not feel strongly either way. 37% were not satisfied.

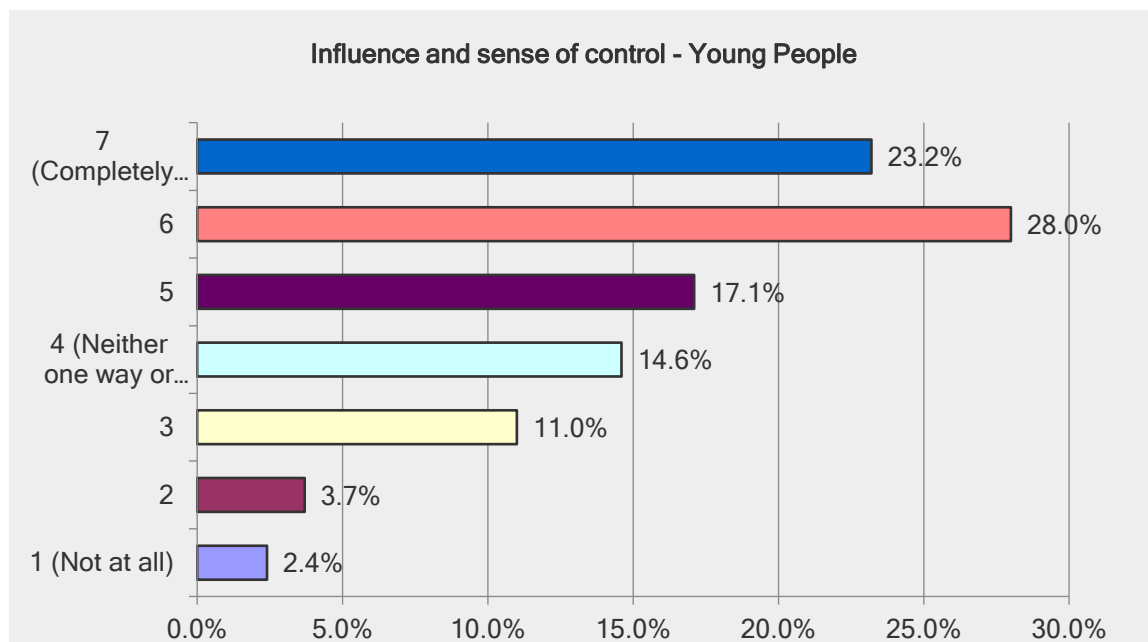
The average score for this question was 3.8.

Key themes from the comments left by respondents included:

- There were very mixed views with some respondents saying they felt listened to and involved, and others not at all
- Some people felt they were not consulted by the NHS and GPs while others did
- Some housing associations are very good at engaging with residents and others don't

- Those involved in community groups felt more able to influence and have a sense of control
- Many people felt that the Council, NHS and Housing association did not act on engagement
- However many people felt that Education services/schools listened
- A number of respondents recognised that some things can't be progressed due to limited budgets, but some felt this was used as an excuse
- Some respondents felt that their local councillors were very helpful, while others felt that party politics meant that their voices weren't listened to
- Many people felt that their voices were not heard in regard to protecting the local hospital

Young People's answers in regard to influence and sense of control were:

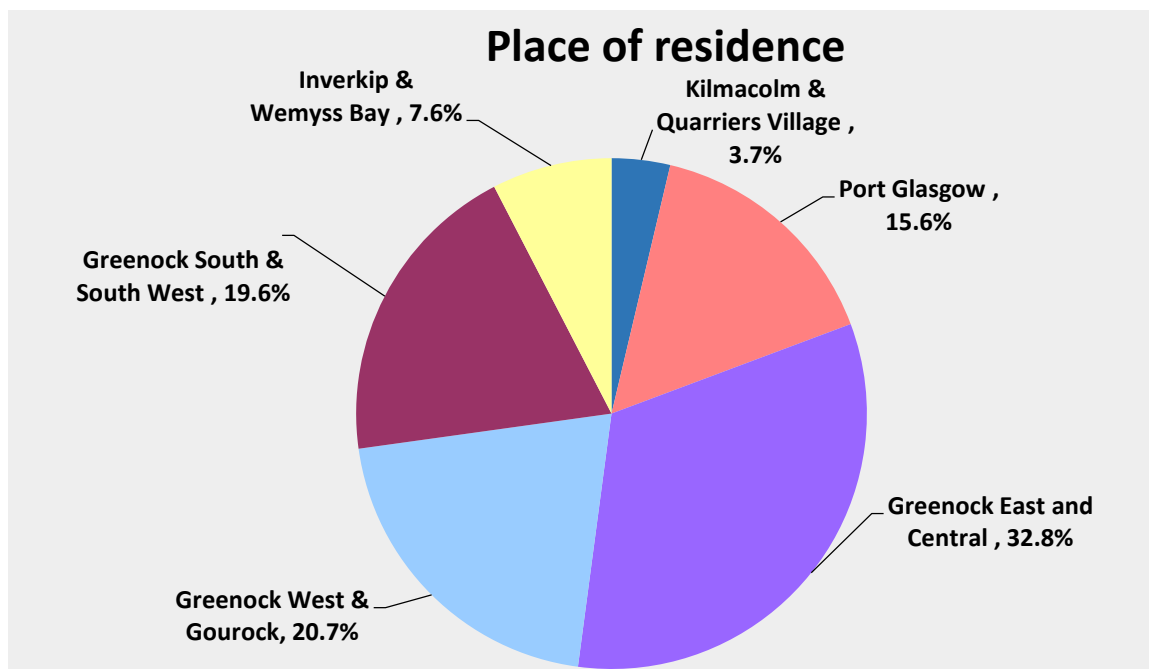


The majority of the young people who responded to the survey felt that they had influence and a sense of control with 68.3% being largely satisfied. Only 14.6% did not feel strongly and 17.1% were dissatisfied in regard to this question.

Many respondents felt that engaging with youth work was very positive, yet some others commented that they did not feel listened to or understood.

## Part 2: Locality Responses

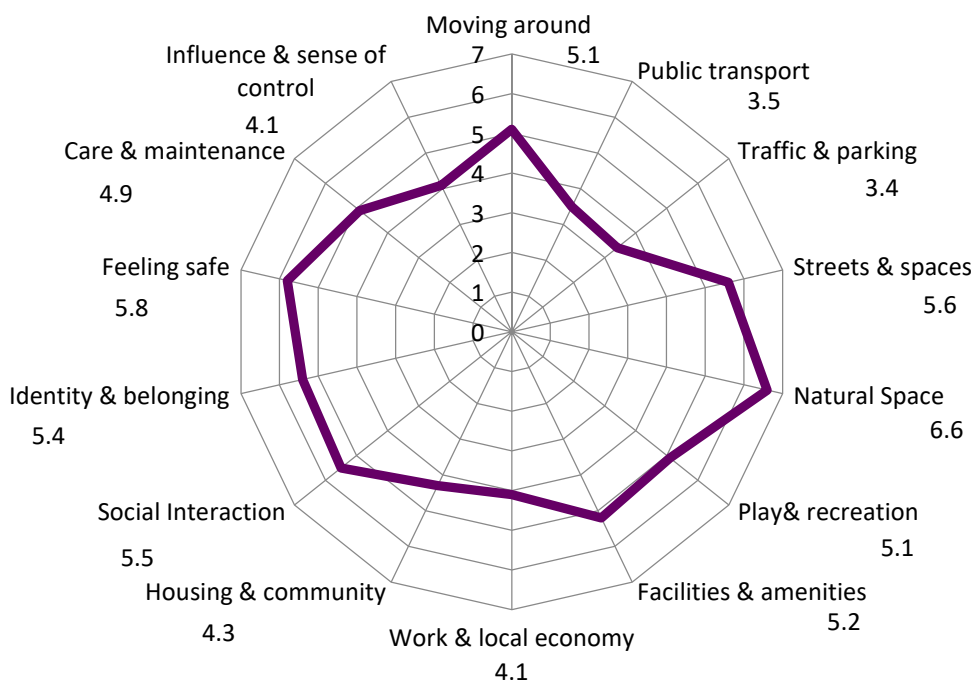
The pie chart below shows the place of residence of survey respondents. The highest number of responses came from residents with a Greenock East and Central postcode (32.8%). The lowest number of responses came from residents with a Kilmacolm and Quarriers Village postcode (3.7%).



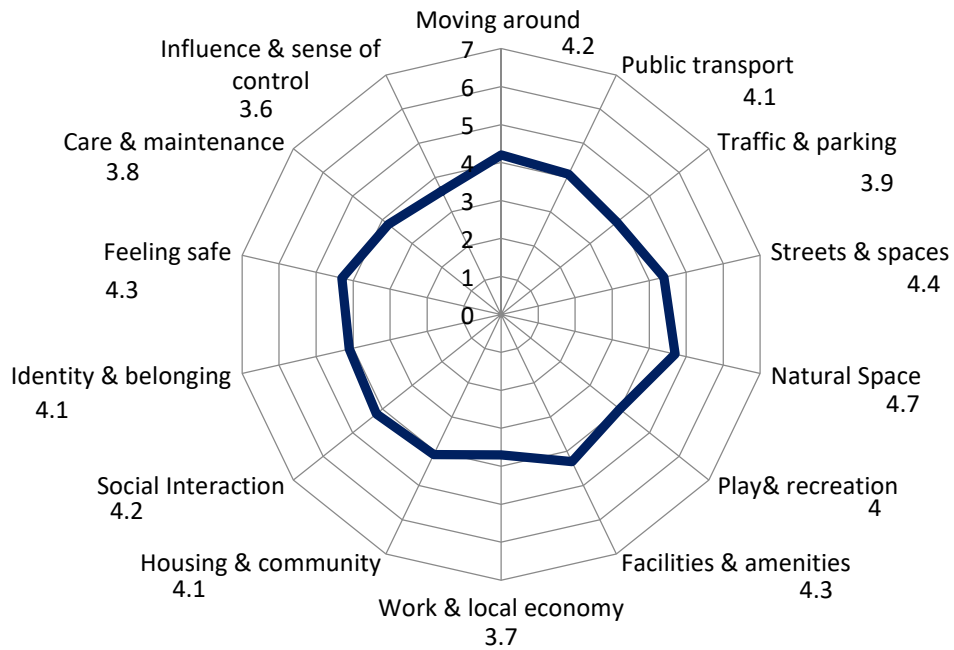
The RADAR charts below show the average scores for each aspect of the Place Standard for each of the 6 designated localities in Inverclyde. Please note that the results should be interpreted with caution due to significant differences in the number of responses between localities, e.g. 47 respondents in Kilmacolm compared to 421 responses in Greenock East and Central.

A score of 1 equals not at all satisfied and a score of 7 equals completely satisfied.

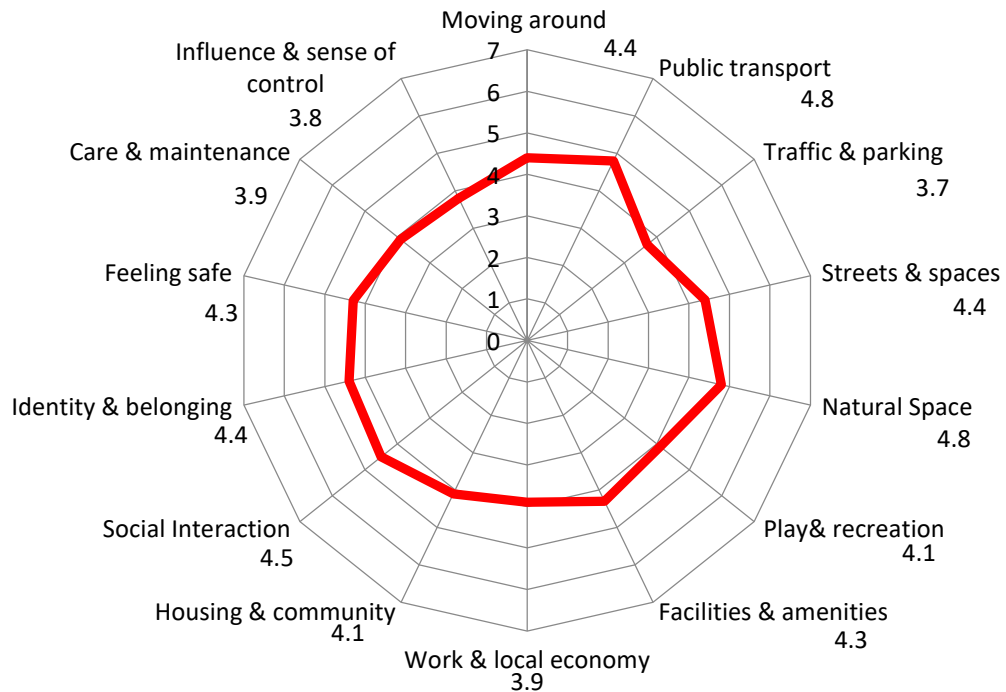
### Kilmacolm average scores



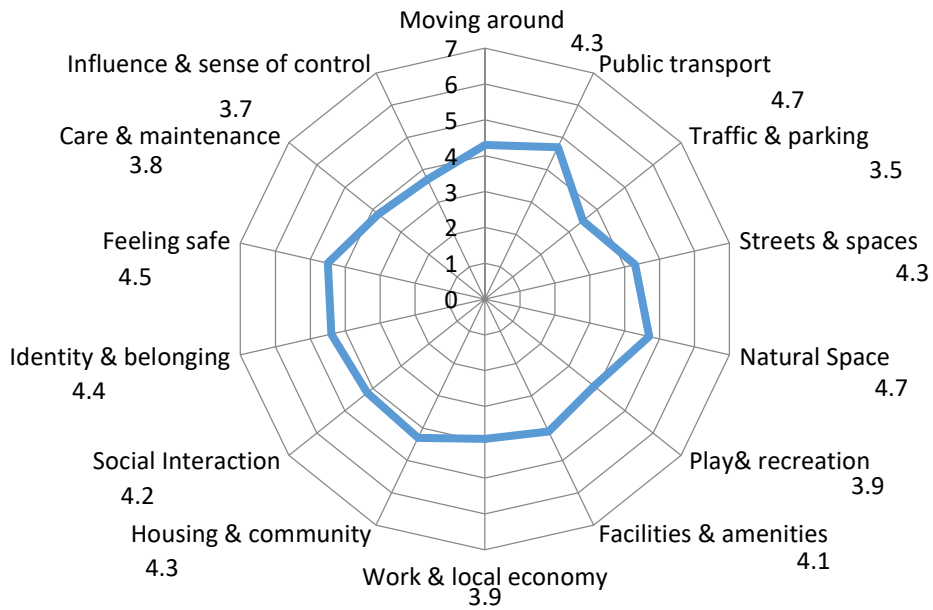
## Port Glasgow average scores



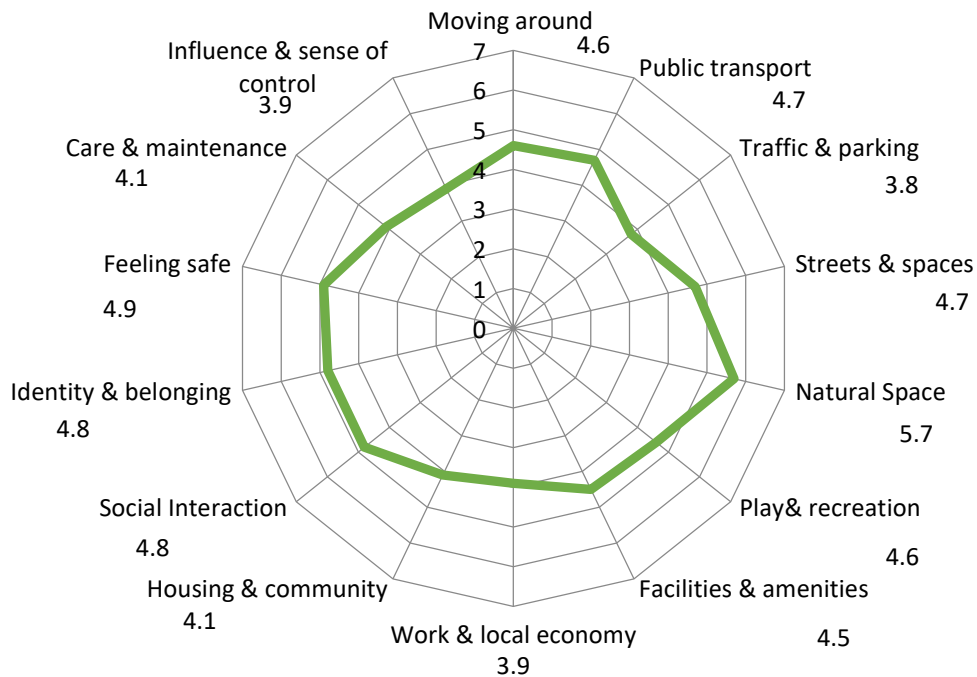
## Greenock East and Central average scores



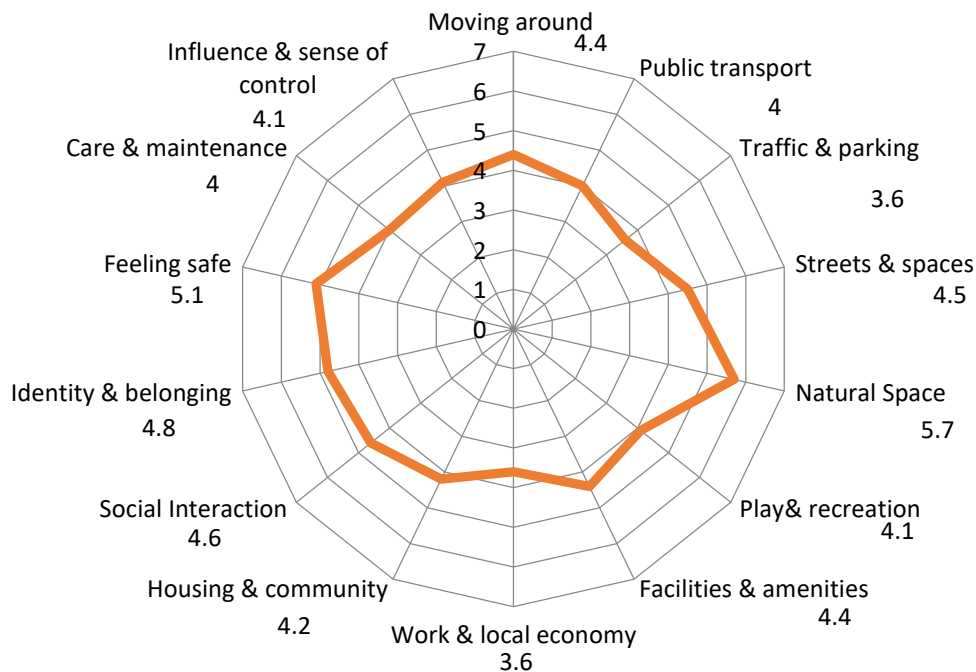
## Greenock South & South West average scores



## Greenock West & Gourock average scores



## Inverkip & Weymss Bay average scores



- Moving Around**  
 Satisfaction levels with moving around are highest in Kilmacolm and Quarriers with an average score of 5.1. Satisfaction levels were lowest in Port Glasgow with an average score of 4.2.
- Public Transport**  
 Satisfaction levels with public transport are highest in Greenock East and Central with an average score of 4.8 and lowest in Kilmacolm and Quarriers with an average score of 3.5.
- Traffic and Parking**  
 Satisfaction levels with traffic and parking are highest in Port Glasgow with an average score of 3.9 and lowest in Kilmacolm and Quarriers with an average score of 3.4.
- Streets and Spaces**  
 Satisfaction levels with streets and spaces are highest in Kilmacolm and Quarriers with an average score of 5.6 and lowest in Greenock South and South West with an average score of 4.3.
- Natural Space**  
 Satisfaction levels with natural space are highest in Kilmacolm and Quarriers with an average score of 6.6 and lowest in Port Glasgow and Greenock South and South West, both with an average score of 4.7.
- Play and Recreation**  
 Satisfaction levels with play and recreation are highest in Kilmacolm and Quarriers with an average score of 5.1 and lowest in Greenock South and South West with an average score of 3.9.
- Facilities and Amenities**  
 Satisfaction levels with facilities and amenities are highest in Kilmacolm and Quarriers with an average score of 5.2 and lowest in Greenock South and South West with an average score of 4.1.
- Work and Local Economy**  
 Satisfaction levels with work and local economy are highest in Kilmacolm and Quarriers with an average score of 4.1 and lowest in Inverkip & Wemyss Bay with an average score of 3.6.
- Housing and Community**  
 Satisfaction levels with housing and the community are highest in Kilmacolm and Quarriers and



Greenock South and South West with an average score of 4.3 and lowest in Greenock East and Central, Greenock West and Gourrock and Port Glasgow with an average score of 4.1.

- **Social Interaction**

Satisfaction levels with social interaction are highest in Kilmacolm and Quarriers with an average score of 5.5 and lowest in Port Glasgow and Greenock South and South West with an average score of 4.2.

- **Identity and belonging**

Satisfaction levels with identity and belonging are highest in Kilmacolm and Quarriers with an average score of 5.4 and lowest in Port Glasgow with an average score of 4.1.

- **Feeling Safe**

Satisfaction levels with feeling safe are highest in Kilmacolm and Quarriers with an average score of 5.8 and lowest in Port Glasgow and Greenock East and Central with an average score of 4.3.

- **Care and maintenance**

Satisfaction levels with care and maintenance are highest in Kilmacolm and Quarriers with an average score of 4.9 and lowest in Greenock South and South West and Port Glasgow with an average score of 3.8.

- **Influence and sense of control**

Satisfaction levels with influence and sense of control are highest in Kilmacolm and Quarriers and Inverkip and Weymss Bay with an average score of 4.1 and lowest in Port Glasgow with an average score of 3.6.