



**East Ayrshire  
Community Planning Partnership  
Residents' Panel**

**Child Protection Survey**

**2007**

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# 1 Summary of Results

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In mid May 2007 survey forms were sent by post to 285 residents who had expressed an interest in health and community safety. The response rate of 47% was good. An over representation of private home owners and people over 45 reflects the composition of the residents panel and a higher response rate for these two groups.

The response rate was higher for females who accounted for 60% of all the forms returned.

When asked "*How would you rate your knowledge of Child Protection Services in East Ayrshire?*" 61% of residents rated their knowledge of Child Protection as Poor or Very Poor with only 10% rating their knowledge as Very Good.

38% of respondents, but only 26% of males, had seen information on Child Protection in East Ayrshire. Of those who had seen such information the most common location was Health Centre/GP Surgery.

72% of respondents had access to the Internet with the highest rates amongst younger age groups. Of these 63% would use the Internet to search for Child Protection information. 56% of those without Internet access said that they did not know where they could find information on Child Protection.

When asked "*Who would you contact if you were concerned about a child?*", the most frequent responses were Police and Social Work

Respondents were asked "*What do you think stops people reporting concerns about the care of a child?*" The answers revealed a strong element of underlying uncertainty and worry in reporting.

When asked "*If you knew of a child or young person being left on their own at home what would you do?*", most respondents said they would contact the Police or Social Work.

In an effort to define the limits of what people consider to be child abuse, panellists were asked "*If you saw a child being hit on the head by an adult would you see this as abuse?*" The question proved difficult to interpret with many of those who said it definitely was abuse ticking other answers as well. Of those who did NOT regard hitting per se as abuse 55% regarded hitting by a stranger as abuse and 33% regarded hitting more than once as abuse.

90% of respondents said they were confident enough to report worries about a child, with females being more confident. 22% said they had reported concerns about a child with 26% of females and 17% of males saying they had reported concerns. 10% had had cause to use Child Protection Services in the past, and of these 77% said they were satisfied or very satisfied with the service.

## **2 Background and Methodology**

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### **2.1 Background**

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One of the aims of the community plan is to promote child protection. The community safety plan deals with public safety which includes the protection of children.

### **2.2 Purpose of Research**

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The survey was conducted to identify the level of knowledge of Child Protection issues amongst East Ayrshire Residents.

The results will be used by the East Ayrshire Child Protection Committee and the Public Engagement and Information Group as a benchmark of current knowledge and attitudes, and to influence future planning.

### **2.3 Questionnaire Development**

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The questionnaire was developed by listing all questions then grouping these to reduce text and simplify responses. The whole form, which was produced on a double sided sheet of A4 paper, was designed to be quick and easy to complete. Most questions involved simple box ticking, with space for additional free text information.

The forms were tested by staff in the participating organisations and refined by consultation with the Community Planning and Partnership team. Chapter 5 shows the survey form.

### **2.4 Methodology**

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To reduce the form length and avoid asking questions such as age, sex, and occupation which were already recorded for each member of the residents' panel, each form was individually numbered to identify the respondent prior to being sent out.

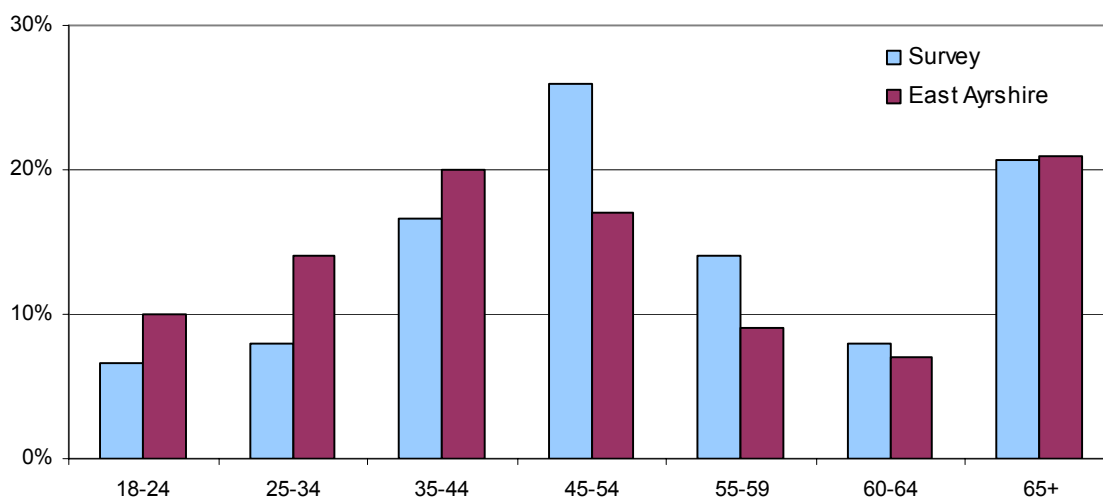
Reply paid envelopes were included with all survey forms, which were sent out on 17<sup>th</sup> May to 285 members of the Resident's Panel who had expressed an interest in health and community safety.

## 2.5 Respondent Profile

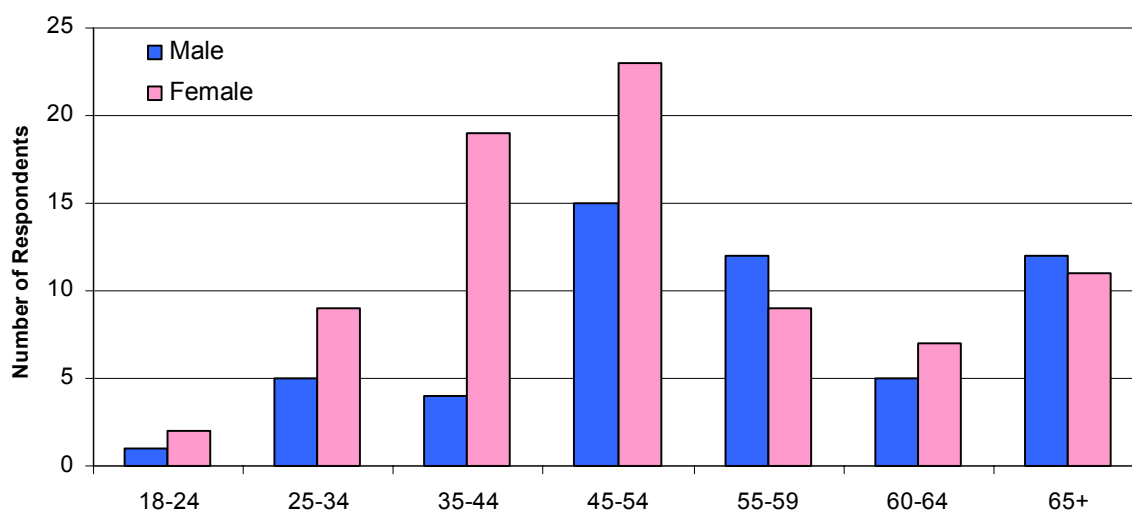
In total 134 forms were received by the 21<sup>st</sup> June cut off date. The response rate of 47% is reasonably good for a postal survey, but perhaps not as good as would be expected from a panel who had expressed an interest in this area of work.

Compared to the East Ayrshire population the survey produced an excess of females and respondents in the 45 to 59 age groups. The main under representation was in the age groups below 45. These differences reflect the composition of the residents panel itself and a lower rate of response amongst younger age groups. Of particular concern was the low male response rate which was largely explained by a particularly poor response from males in the 35-44 age range. Overall only 40% of respondents were male.

**Age Profile - Survey and East Ayrshire**

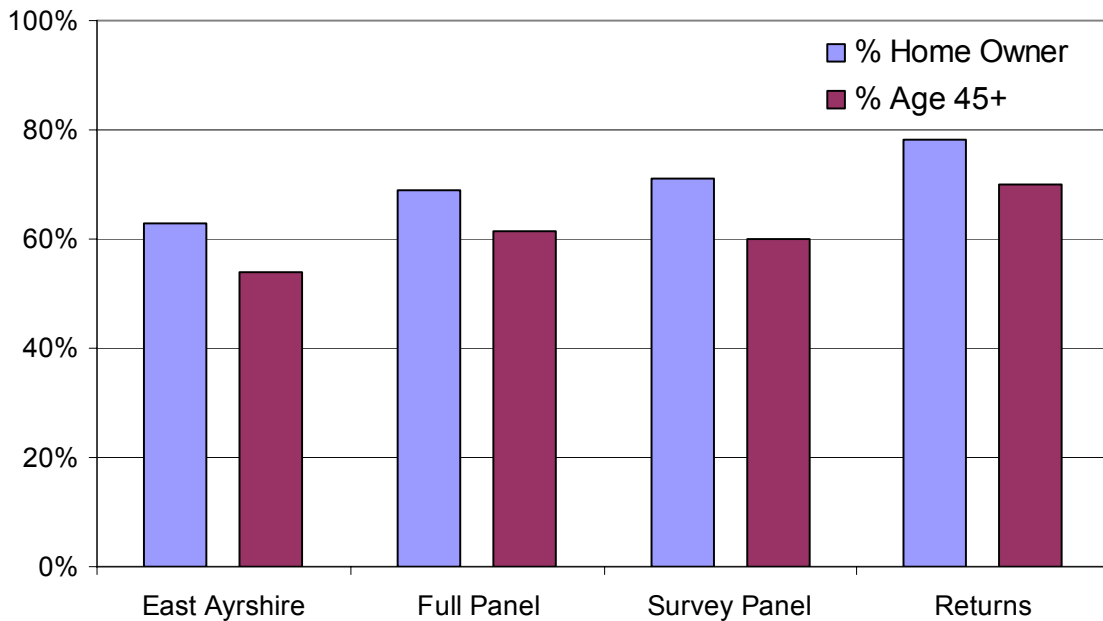


**Survey Sex and Age Profile**



A higher than expected proportion of returns were from home owners and people over 45. The residents' panel contains a higher proportion of these groups, both of which had a higher response rate to the survey.

### Population & Survey - Tenure and Age



## 2.6 Data Coding

Data was coded into a spreadsheet with a single column for each response box.

Additional data on each member of the panel was already held and the following values were added to the spreadsheet :-

Post Code; Council Ward Number; Datazone Deprivation Category; Local committee area; Gender; Age Group; Employment Status; Occupation; Industry; Ethnic Group; Disability (mobility, hearing, vision, other); Property Type; Living Time; Tenure

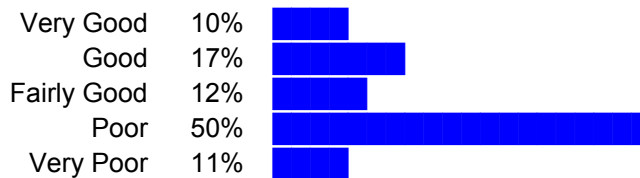
### 3 Survey Results

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#### 3.1 Knowledge of Child Protection Services in East Ayrshire

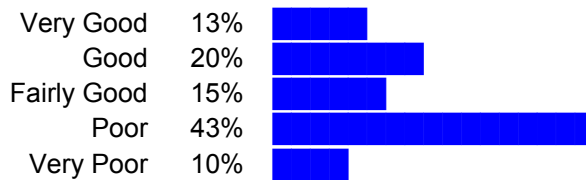
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When asked “How would you rate your knowledge of Child Protection Services in East Ayrshire?”, 61% of residents rated their knowledge of Child Protection as Poor or Very Poor with only 10% rating their knowledge as Very Good.

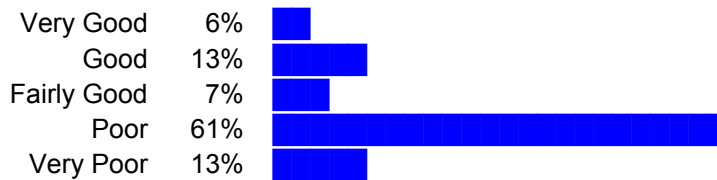


There was a notable difference between the sexes with a higher proportion of males rating their knowledge Poor and Very Poor.

##### Females

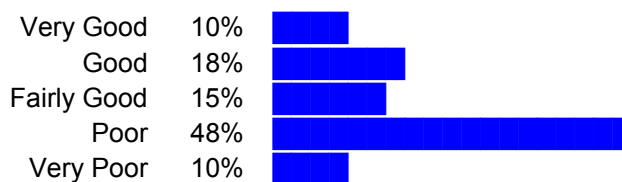


##### Males

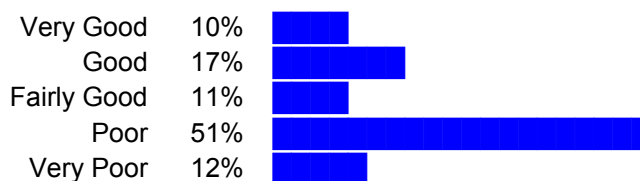


Age did not play a great part in knowledge of Child Protection Services with under 45’s showing a similar response to older people

##### Under 45



##### 45 and over



### 3.2 Sources of Information on Child Protection

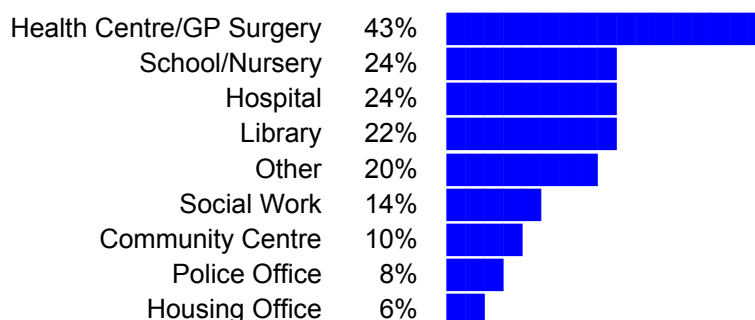
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38% of respondents, but only 26% of males, had seen information on Child Protection in East Ayrshire.

Have you seen any information about child protection in East Ayrshire?



Of those who had seen such information the most common location was Health Centre/GP Surgery accounting for 43% of those who had seen Child Protection information, or 16% of all respondents.

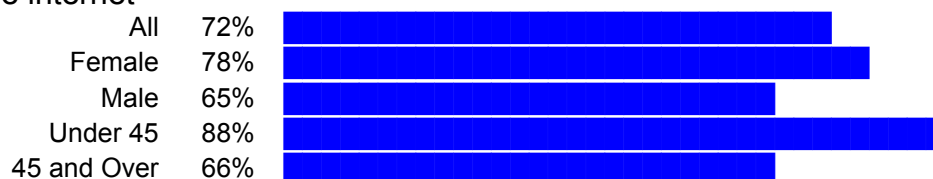


### 3.3 Use of the Internet as an Information Source

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72% of respondents had access to the Internet, and of these 63% would use the Internet to search for Child Protection information. Internet access was greater amongst females, at least in part because there were low number of younger male respondents and younger age groups had higher Internet access.

Percent with access to the internet



The latest UK figures from April 2006 suggest that 57% of households have access to the Internet. An annual 3% increase does not entirely explain the discrepancy with survey results, which must be partly due to the bias in the composition of the panel where 50% of tenants and 76% of home owners had Internet access.

### 3.4 Information Sources for those without Internet Access

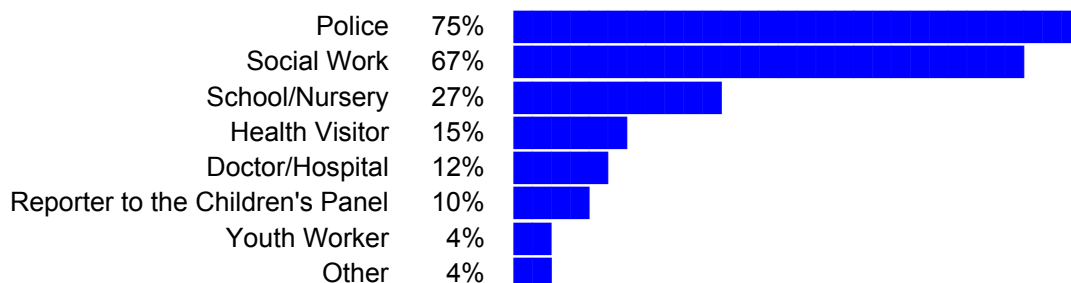
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Those without Internet access were asked if they knew where they could find information on Child Protection. 56% said they did not know where to find this information.

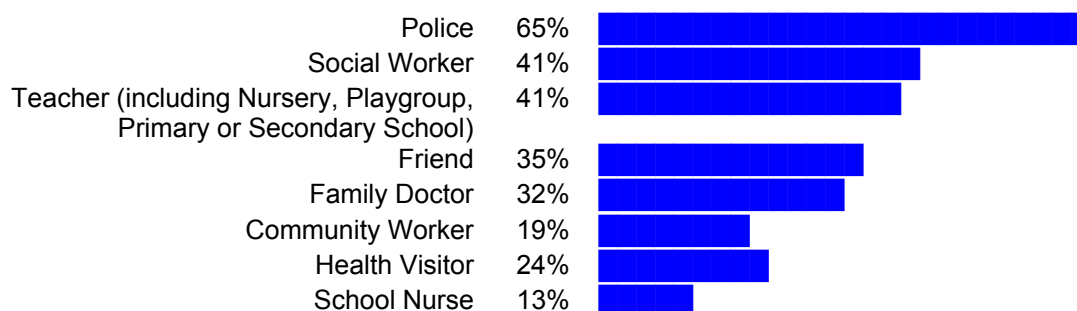


### 3.5 Who to Contact if Concerned about a Child?

When asked “*Who would you contact if you were concerned about a child?*” the most frequent responses were Police and Social Work

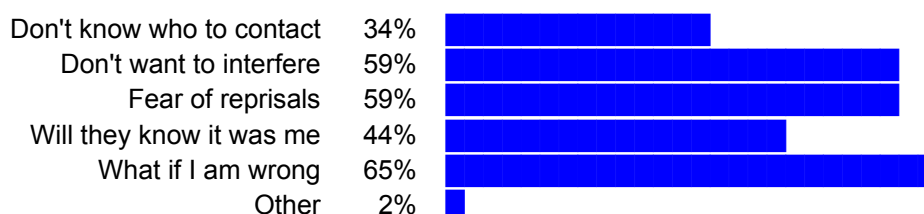


This ties in reasonably well, at least in response order, with results from a survey of 541 residents by Angus Council in 2005 who were asked “*Who would you talk to about a child whose well being or protection you were concerned about?*”



### 3.6 What Stops People Reporting Concerns about a Child?

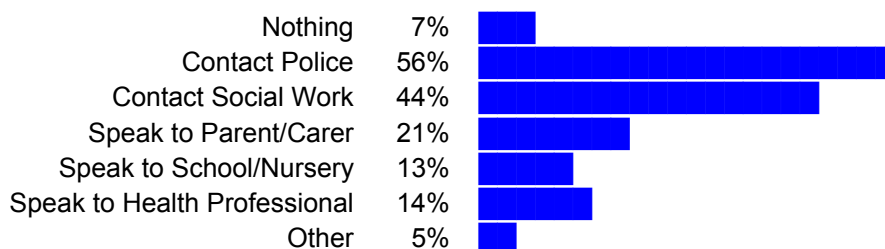
Respondents were asked “*What do you think stops people reporting concerns about the care of a child?*” The answers revealed a strong element of uncertainty and worry in reporting, but these doubts were not sufficient to destroy confidence in reporting (see section 3.9)



### 3.7 What to do About Children Left Alone at Home?

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When asked “If you knew of a child or young person being left on their own at home what would you do?”, most respondents said they would contact the Police or Social Work.

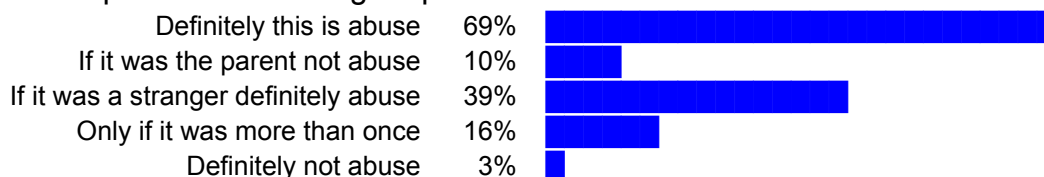


### 3.8 Defining Abuse

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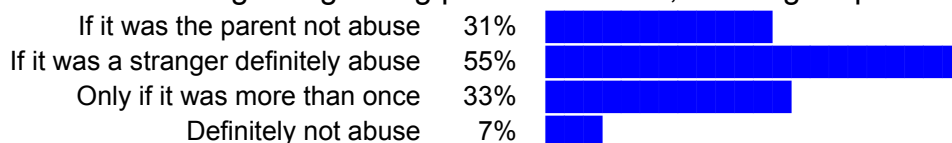
In an effort to define the limits of what people consider to be child abuse, panellists were asked “If you saw a child being hit on the head by an adult would you see this as abuse?” The question proved difficult to interpret with many of those who said it definitely was abuse ticking other answers as well. Overall 3% of respondents said that hitting a child on the head was definitely NOT abuse.

Percent of all panellists marking response as true



Of those who did not regard hitting per se as abuse 55% regarded hitting by a stranger as abuse and 33% regarded hitting more than once as abuse.

Percent of those not regarding hitting per se as abuse, marking response as true



### 3.9 Confident Enough to Report Concerns

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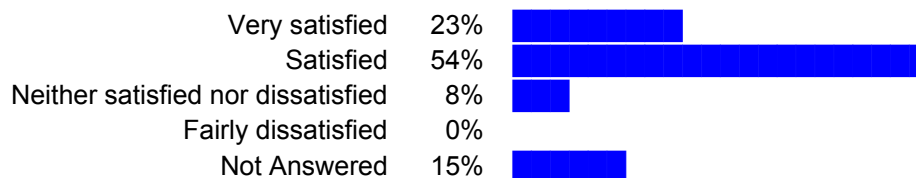
In spite of the concerns in reporting abuse revealed above, 90% of respondents said they were confident enough to report worries about a child, with 94% of females and 83% of males saying they were confident enough to report concerns.

### 3.10 Use of and Satisfaction with Child Protection Services

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22% said they had reported concerns about a child with 26% of females and 17% of males saying they had reported concerns. 10% had had cause to use Child Protection Services in the past, and of these 77% said they were satisfied or very satisfied with the service.

Percent satisfaction of those who had used Child Protection Services



## 4 References

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Lowland Market Research; East Ayrshire Community Planning Residents' Survey 2005, December 2005. [www.east-ayrshire.gov.uk/online/consultation/documents/FinalResidentsSurveyResultsReport.pdf](http://www.east-ayrshire.gov.uk/online/consultation/documents/FinalResidentsSurveyResultsReport.pdf)

Angus Child Protection Committee Residents Survey 2005, July 2005. [www.angus.gov.uk/bestvalue/consultation/objectives/ACPRESULTS0705.pdf](http://www.angus.gov.uk/bestvalue/consultation/objectives/ACPRESULTS0705.pdf)

UK National Statistics, Households with access to the Internet, August 2006, <http://www.statistics.gov.uk/cci/nugget.asp?id=8>

## 5 Survey Form



### Residents' Panel – Child Protection Survey

Community Planning Partners are committed to promoting child protection. The East Ayrshire Child Protection Committee is made up of representatives from Educational and Social Services, Health, Police, Housing, Children's Panel, Scottish Children's Reporter Administration and Procurator Fiscals. The Child Protection Committee is responsible for ensuring that children in East Ayrshire are kept safe from harm. Part of the work of the Child Protection Committee is to raise the awareness of child protection ensuring that everyone within East Ayrshire is aware of their responsibility to ensure that children are protected from harm and able to grow up in a safe environment.

We want to know about your knowledge and experience of child protection issues so that we can tailor our work to those who need help and information. The survey should take only a few minutes to complete. Most questions need a single tick

Please use space below the questions or the other side of the paper to give us any other information you think is relevant.

1. How would you rate your knowledge of Child Protection Services in East Ayrshire?	<input type="checkbox"/> Very Good <input type="checkbox"/> Fairly Good <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Very Poor
2. Have you seen any information about child protection in East Ayrshire?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. If so where did you find this information? ( <input checked="" type="checkbox"/> tick all that apply)	<input type="checkbox"/> Social Work <input type="checkbox"/> Police Office <input type="checkbox"/> Health Centre/ GP surgery <input type="checkbox"/> Hospital <input type="checkbox"/> School/Nursery <input type="checkbox"/> Community Centre <input type="checkbox"/> Library <input type="checkbox"/> Housing Office <input type="checkbox"/> Other
4. Do you have access to the internet?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. If yes would you consider searching for local child protection information on the internet?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. If you do not have access to the internet, do you know where you could find information on Child Protection?	<input type="checkbox"/> Yes <input type="checkbox"/> No

7. Who would you contact if you were concerned about a child? ( <input checked="" type="checkbox"/> tick all that apply)	<input type="checkbox"/> Police <input type="checkbox"/> Social Work <input type="checkbox"/> Reporter to the Children's Panel <input type="checkbox"/> School/Nursery <input type="checkbox"/> Doctor/Hospital <input type="checkbox"/> Health Visitor <input type="checkbox"/> Youth Worker <input type="checkbox"/> Other
8. What do you think stops people reporting concerns about the care of a child? ( <input checked="" type="checkbox"/> tick all that apply)	<input type="checkbox"/> Don't know who to contact <input type="checkbox"/> Don't want to interfere <input type="checkbox"/> Fear of reprisals <input type="checkbox"/> Will they know it was me <input type="checkbox"/> What if I am wrong <input type="checkbox"/> Other
9. If you knew of a child or young person being left on their own at home what would you do? ( <input checked="" type="checkbox"/> tick all that apply)	<input type="checkbox"/> Nothing <input type="checkbox"/> Contact the Police <input type="checkbox"/> Contact Social Work <input type="checkbox"/> Speak to the Parent/Carer <input type="checkbox"/> Speak to School/Nursery <input type="checkbox"/> Speak to Health professional <input type="checkbox"/> Other
10. If you saw a child being hit on the head by an adult would you see this as abuse? ( <input checked="" type="checkbox"/> tick all that apply)	<input type="checkbox"/> Definitely this is abuse <input type="checkbox"/> If it was the parent not abuse <input type="checkbox"/> If it was a stranger definitely abuse <input type="checkbox"/> Only if it was more than once <input type="checkbox"/> Definitely not abuse
11. If you were worried about a child would you be confident enough to report it?	<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Have you ever reported concerns about a child?	<input type="checkbox"/> Yes <input type="checkbox"/> No
13. Have you had cause to use Child Protection Services in the past?	<input type="checkbox"/> Yes <input type="checkbox"/> No
14. If yes, overall, how satisfied were you with the service provided?	<input type="checkbox"/> Very Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neither Satisfied nor Dissatisfied <input type="checkbox"/> Fairly Dissatisfied <input type="checkbox"/> Very Dissatisfied

Thank you for answering these questions. Please return the form in the pre-paid envelope provided to Community Planning and Partnership Unit, Barrhill Road, Cumnock, KA18 1PG.

If you have problems completing this form please contact Dianne Burns, Child Protection Co-ordinator on 01563 576935