

Corporate Policy and Strategy Committee

10am, Tuesday, 12 April 2016

2015 Edinburgh People Survey Headline Results

Item number 7.1
Report number
Executive/routine
Wards

Executive summary

This report and its appendices summarise the results of the 2015 Edinburgh People Survey. The key findings of the survey include:

- Satisfaction with the Council's management of the city and neighbourhoods is improving long-term, but remains slightly below the highest ever figures recorded in 2013;
- Improving perception of the way the Council manages its finances – by changing the opinion of those who are currently unsure or hold no strong views – has the greatest potential to improve overall satisfaction with the Council's management of the city;
- More individuals reported contacting the Council using the website (to request a service, pay a bill, or find information) than the telephone for the first time;
- Perception of personal financial circumstances has improved significantly over the previous five years, reflecting general economic recovery. However more vulnerable adults are still reporting worsening personal finances;

Links

Coalition pledges	P15 , P24 , P31 , P33 , P35 , P44 , P49
Council outcomes	CO8 , CO9 , CO15 , CO17 , CO18 , CO19 , CO20 , CO21 , CO22 , CO23
Single Outcome Agreement	SO1 , SO2 , SO3 , SO4

- Individuals' feelings of safety in their neighbourhood after dark remain long-term positive, reflecting a decrease in reported crime in Edinburgh of around a third over the previous ten years. However perception of some antisocial issues, in particular dog fouling, continue to worsen; and
- Satisfaction with refuse collection and recycling are improved from the 2014 lows, but remain below long-term averages. Satisfaction with road and pavement maintenance is showing a long-term decline.

Perception information gathered by the survey is integrated within the performance management systems for the Council, localities and neighbourhood partnerships. Strategy and Insight will continue to communicate findings and work with services throughout the year and identified areas for improvement will be addressed through the appropriate business and service planning processes. The Implementation Plan within the Council's Business Plan will be updated at the mid-term review in September 2016 to reflect actions and improvements in relation to these issues.

.

2015 Edinburgh People Survey Headline Results

Recommendations

- 1.1 It is recommended that the Corporate Policy and Strategy Committee:
 - 1.1.1 notes the 2015 Edinburgh People Survey headline results;
 - 1.1.2 refers the headline results report to the Edinburgh Partnership Board for information.

Background

- 2.1 The Edinburgh People Survey (EPS) is an annual survey of Edinburgh residents aged 16 and over, asking questions about local government services, quality of life issues and perception of the Council.
- 2.2 The EPS is the largest face-to-face satisfaction survey undertaken by any UK local authority and provides data at sub-city geographies, which is not possible using the Scottish Household Survey (SHS). In 2015, a total of 5,170 adults were interviewed as part of the EPS, compared to 1,620 in the most recent year of the SHS (2014).
- 2.3 In 2015, at least 300 interviews were undertaken with Edinburgh residents in each of the 17 multi-member wards. Those individuals were randomly selected for interview, within the requirements of a quota which ensures each ward's sample is proportionately the same as the population of that ward.
- 2.4 Results from the EPS are used to enhance business and customer insight while improving performance and outcome monitoring across the Council and with partner organisations.
- 2.5 The areas for improvement highlighted within this report are reflected within the Council Business Plan. The mid-term review in September 2016 will provide an update on actions and improvements taken.

Main report

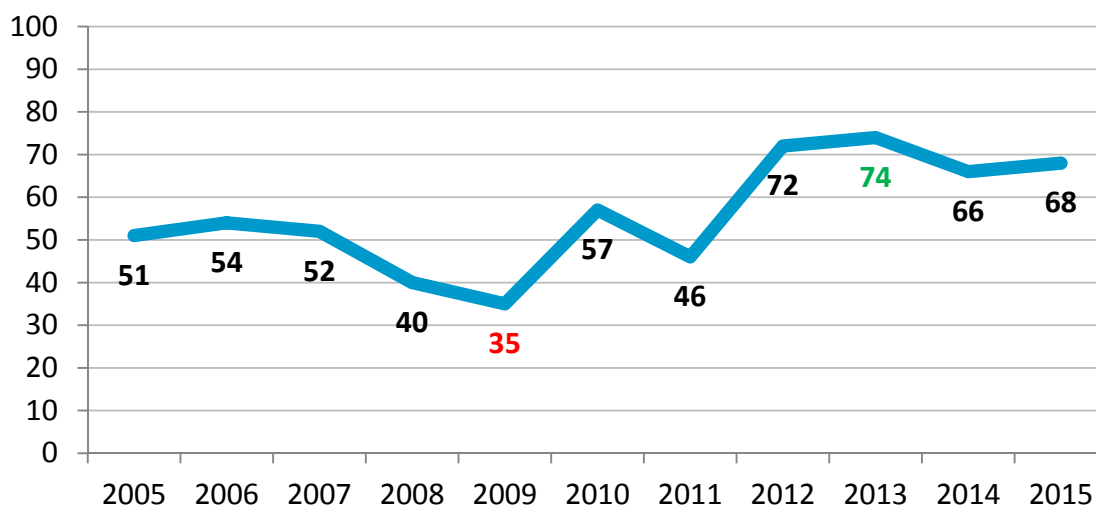
- 3.1 Overall, perceptions of the Council have improved significantly from the recent low in 2014, but several important indicators remain below their long-term averages.
- 3.2 Results relating to perception of the city's economy, cultural participation and physical activity remain positive, reflecting decreases in unemployment and attendance at festivals measured in other ways.

- 3.3 Areas of lower satisfaction continue to be strongly related to the physical environment (roads, pavements, street cleaning, dog fouling) and to services which residents receive more directly (refuse collection, recycling). These services strongly inform perception of how well the Council is performing overall and monitoring these is an important part of managing the Council's reputation.
- 3.4 This report provides a high-level summary of indicators with organisation-wide importance or large reputational impact.
- 3.5 A concise summary of key indicators tracked over the previous five years is included as an appendix to this document (see Appendix One).
- 3.6 Most question responses are summarised at city-level and ward-level in the full report in PowerPoint format (see Appendix Two).
- 3.7 All responses to the 2015 survey are shown at city-level as a marked-up questionnaire (see Appendix Three).

Overall satisfaction with Council management and the city

- 3.8 68% of participants were satisfied with the way the Council was managing the city, around the same as in 2014 (66%), but slightly below the highest recorded figure of 74% in 2013. Changes in this indicator from 2005 to 2015 are summarised in the graph below.

Chart 1 – Satisfaction with the way the Council is managing the city



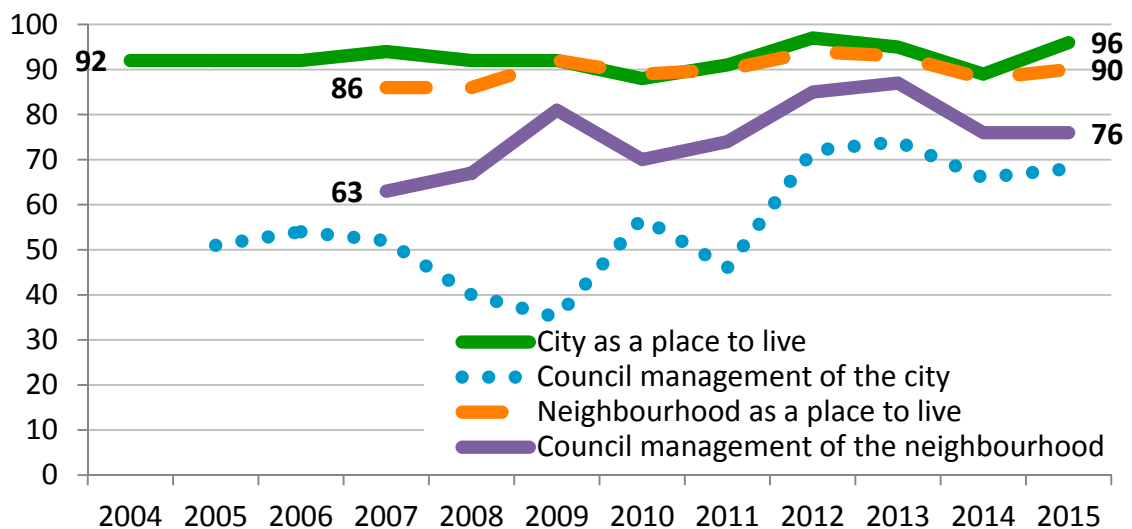
- 3.9 Key drivers of satisfaction with city management in 2015 were:
 - Satisfaction with management of the respondent's neighbourhood (37%);
 - Belief that the Council displays sound financial management (27%);
 - Belief that the Council cares about the environment (16%). Statistical analysis indicates this question is a summary of the quality of the local environment and its maintenance, rather than a summary of the Council's sustainability or ecological credentials;
 - Satisfaction with the city as a place to live (11%);
 - Whether or not a query or issue was resolved in the most recent contact with the Council (9%);

- These factors are consistent with those identified in previous years. Taken together they form a model that explains 53% of the change in satisfaction with management of the city.

3.10 Four of these five drivers had a satisfaction level above 70%, while belief that the Council displays sound financial management was 29% in 2015 (up from the 2009 low of 16%). Those who felt the Council manages its finances well were 88% satisfied with management of the city; by contrast those who feel finances are poorly managed are only 40% satisfied with city management. As 45% of all respondents stated “don’t know” or “neither / nor” in relation to financial management, this driver has the greatest potential to improve perception of the Council as a whole. If all 45% in uncertain or undecided groups were convinced the Council was effectively managing its finances, overall satisfaction with city management would increase by an estimated 8%, all else being equal.

3.11 Satisfaction with management of the city shows much greater variation over time than other high-level indicators, as can be seen in the chart below. Indicators such as city as a place to live and neighbourhood as a place to live have been stable over the long term, indicating that satisfaction with living in Edinburgh is, and is likely to remain, high; and that how participants feel about Council management has little impact on how people experience the city.

Chart 2 – Satisfaction with the way the Council is managing the city and selected comparisons



3.12 People most satisfied with Edinburgh as a place to live are students (98%) and retired people (96%). Satisfaction with the city as a place to live has a strong association with socioeconomic group – those classed as A (higher managerial, administrative or professional) were 64% “very satisfied”, compared to those in group E (state pensioners or widows, casual or lowest grade workers) who were only 46% “very satisfied”.

3.13 Key drivers of satisfaction with the city as a place to live were:

- Satisfaction with neighbourhood as a place to live (26%);
- Belief that the Council cares about the environment (16%);

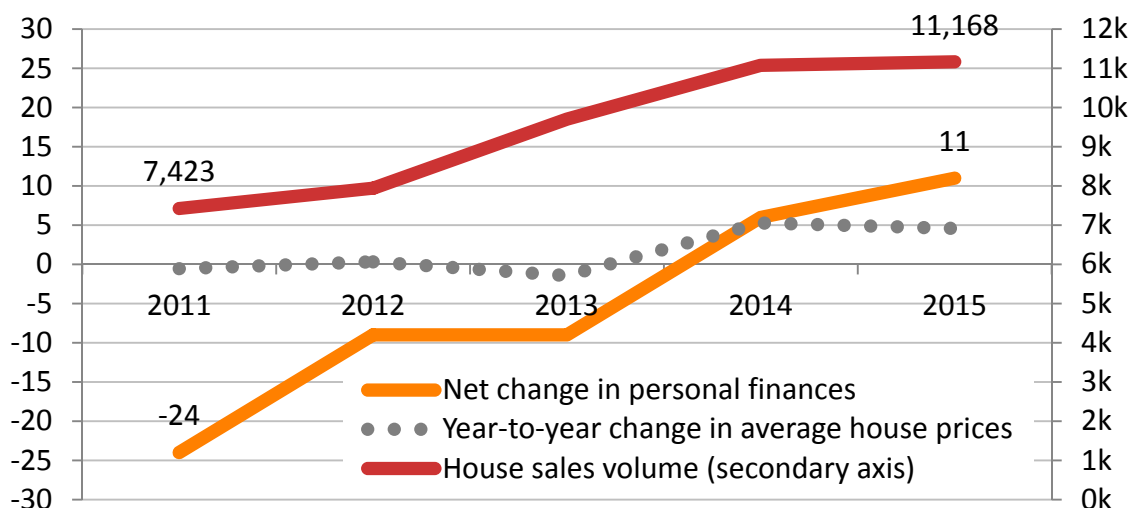
- Current and future job and career prospects (15%);
- Belief that the participant's neighbourhood is a place where people from different backgrounds can get on well together (14%);
- Feeling safe in the neighbourhood after dark (10%);
- Satisfaction with library services (8%);
- Satisfaction with public transport (6%); and
- Whether or not respondents have children (5%) – not having children is associated with higher satisfaction with Edinburgh.

3.14 76% of participants were satisfied with the way the Council was managing their neighbourhood – the same level of satisfaction was measured in 2014. Although lower levels of satisfaction were reported by those who were unemployed (63%) and those with a disability or long-term illness (69%), there were few variations in satisfaction linked to demographics.

Economic indicators

3.15 Since 2011 the EPS has monitored Edinburgh residents' perception of the finances and future career prospects in the city. While career prospects have maintained a strong positive position over the last five years, perception of finances has seen a significant improvement as shown in the following graph. Net figures are calculated on the basis of all those who said their circumstances improved, minus all those who said their circumstances worsened, and excludes those who said they had experienced no change.

Chart 3 – NET change in personal finances in the last year, compared against year-on-year house price changes (2015 part year to November) and house price volumes (2015 part year to November)



3.16 2014 was the first year where more participants felt their personal financial situation had improved than had worsened (net, +6%). This situation has improved further in 2015 to a net of +11%. Over the same period, employed residents as percentage of all working age residents has increased from 69% (July 2011) to 74% (July 2015), with corresponding decreases in workless households from 21% (2011) to 16% (2014, most recent available data). However the most obvious correlation is in house sales volumes and house

price increases – both of those indicators also reflecting the improved finances and optimism of the average resident.

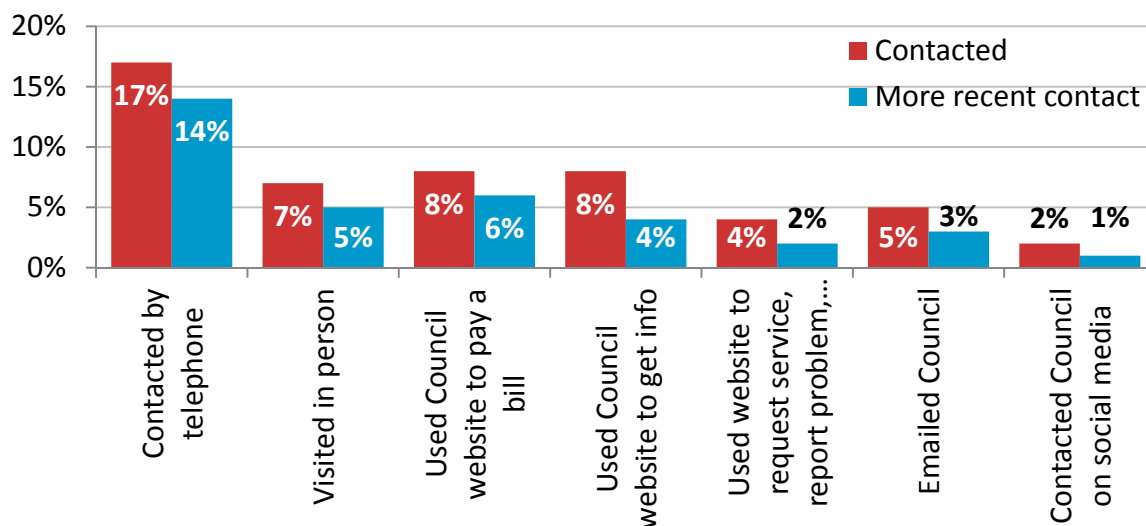
3.17 However in contrast to the views of the general population, vulnerable individuals continue to experience worsening personal finances overall. Amongst those *without* any disability or long term illness net change in personal finances was +13%. Amongst participants *with* a disability or illness net change was -6%. Looking only at participants who described their health as poor or very poor (recorded for the first time in 2015), their net perceived change in personal finances in the previous 12 months was -24%. This reflects a national picture of an unequal economic recovery and the continuing impacts of changes to benefit levels and entitlements.

Contacting the Council

3.18 Participants tend to have a narrow understanding of “the Council” as a service provider. When asked if they have contacted the Council in the previous 12 months, only 38% reported that they had. However some 45% separately reported that they had visited a library in their neighbourhood in the previous 12 months. Including all types of service contact monitored in the survey, and eliminating duplication, reveals that at least 64% of participants had actually contacted a Council service.

3.19 Looking only at the 38% who identified themselves as having contacted the Council, contact methods are summarised in the graph below.

Chart 4 – Methods of contacting the Council

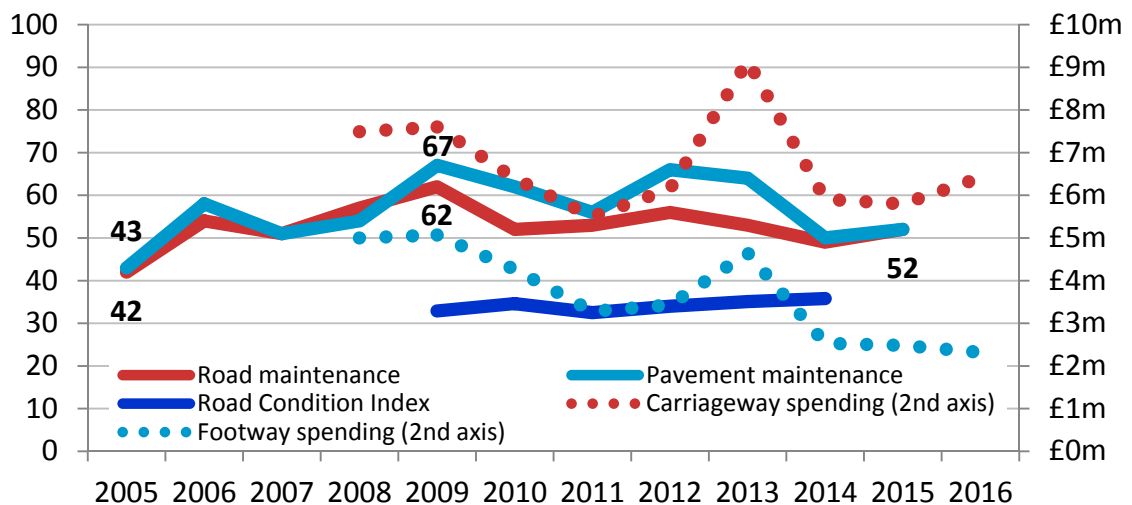


3.20 While contacting the Council by telephone remains the single most used method of getting in touch, for the first time it is possible to say that more individuals are using online methods of contacting the Council than use the telephone. Combining all those who used the website to get information, pay a bill, or request a service – and eliminating duplication – reveals that 17.4% of residents had contacted the Council using the website. This compares to only 16.6% who had contacted by telephone. Contacting the Council by social media remains relatively unusual.

Road and pavement maintenance

- 3.21 Satisfaction with road and pavement maintenance improved from 2014 to 2015, both indicators rising to 52%. However, longer term, satisfaction is flat or declining relative to every comparison year except 2005 when satisfaction with these services was first measured.
- 3.22 Comparing satisfaction with maintenance spending appears to show correlation and this is summarised in the graph below.

Chart 5 – Road and pavement maintenance, satisfaction and spending; road condition index

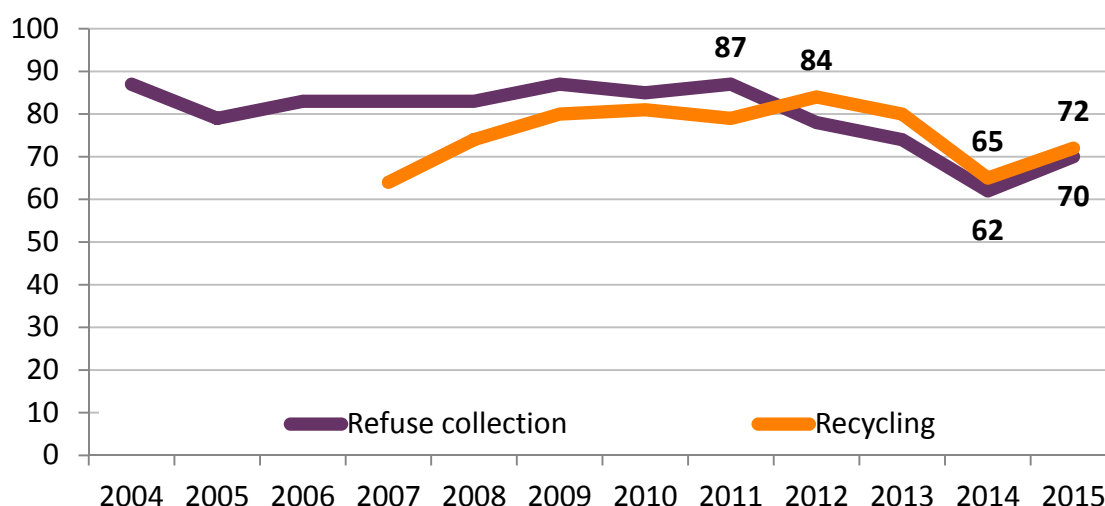


- 3.23 Excluding the one-off additional £12m of spending allocated to road and pavement maintenance in 2013, the highest level of spending on road and pavement coincided with the highest level of satisfaction with the condition of road and pavements – this occurred in 2009. From 2009, generally decreasing levels of maintenance spending (roads: £7.6m in 2009 to £5.8m in 2015; pavements: £5.1m in 2009 to £2.5m in 2015) have been accompanied by lower levels of satisfaction (roads: 62% in 2009 to 52% in 2015; pavements: 67% in 2009 to 52% in 2015).
- 3.24 The annual Road Condition Index, which measures the proportion of streets which are in need of maintenance, has increased from 33% in 2009 to 36% in 2014 (most recent data available). This means that more of Edinburgh’s streets are in need of maintenance and matches with declining public perceptions.

Refuse collection and recycling

- 3.25 Satisfaction with refuse collection and recycling increased significantly from 2014 to 2015, but remains well below historic levels for either service. Long term satisfaction is summarised in the graph below.

Chart 6 – Refuse collection and recycling satisfaction



3.26 Combining satisfaction information for the EPS with route information from Confirm enables, for the first time, assessment of customer satisfaction by refuse collection and recycling type. This information is summarised in the following table.

Satisfaction	All Communal	All Individual	Mixed	Other
Refuse collection	68%	73%	68%	67%
Recycling	64%	79%	65%	72%

3.27 Participants from post code areas where individual collection of waste predominated had satisfaction ratings with recycling that were 15% higher than those from communal recycling areas, and 5% higher in relation to refuse collection satisfaction. There were no significant differences in satisfaction between communal and mixed collection areas.

Street cleaning

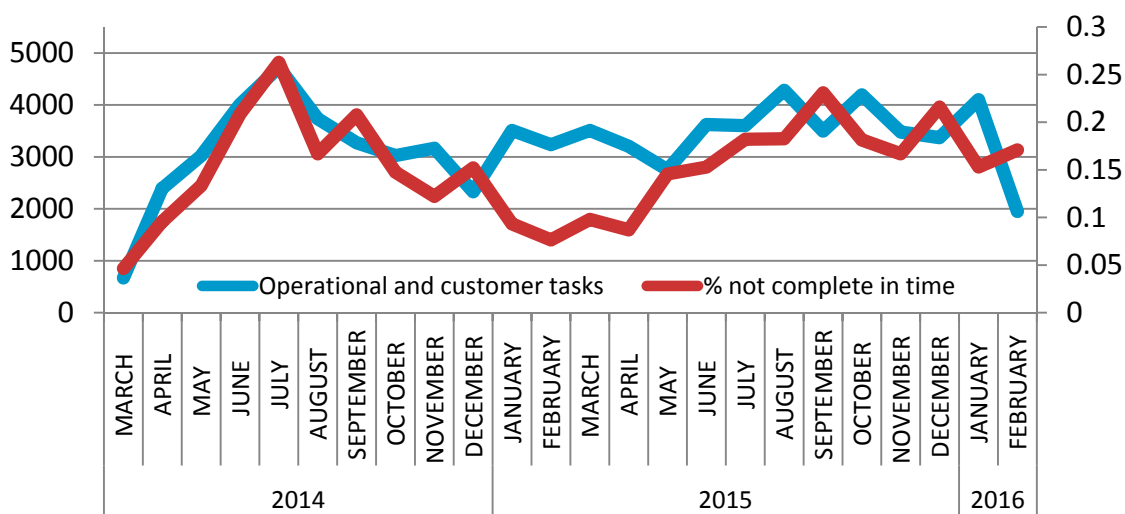
3.28 Satisfaction with street cleaning increased from 58% in 2014 to 64% in 2015, broadly comparable to levels of satisfaction from 2004 to 2008, but significantly below more recent levels of satisfaction. This is summarised in the following graph.

Chart 7 – Satisfaction with street cleaning



3.29 Information on Task Force activities was recorded from March 2014. This information is summarised in the chart below (NB – March 2014 and February 2016 are based on partial data). Confirm shows that combined operational (generally planned) and customer (generally reactive) tasks have increased significantly. From July 2015 to January 2016 there were 22,910 individual tasks, compared to 19,925 for the previous six months and 19,035 for the six months prior to that.

Chart 8 – Task Force volumes and response times



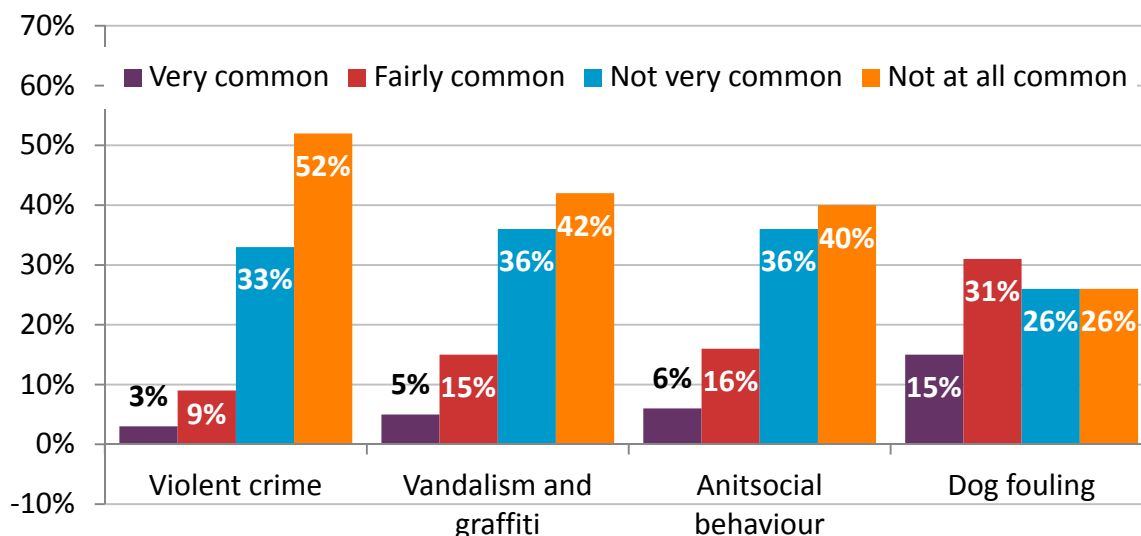
3.30 Task Force work volumes are strongly linked to the tasks being completed within the timescales set by the service. The more tasks the service has, the greater the likelihood that a task will not be completed within timescales.

3.31 As a less severe but similar pattern of satisfaction changes was observed in relation to parks over the same period, some relationship between perception of parks and perception of streets exists. Cleanliness of both of these areas falls within Task Force operations. However it remains unclear what factors were responsible for the large decrease in satisfaction from 2013 to 2014.

Community safety and crime perception

3.32 New questions were introduced to the EPS in 2015 to assess the extent to which residents perceived problems in their area. The city-wide response is shown in the graph below.

Chart 9 – Perceived commonality of crime and antisocial issues

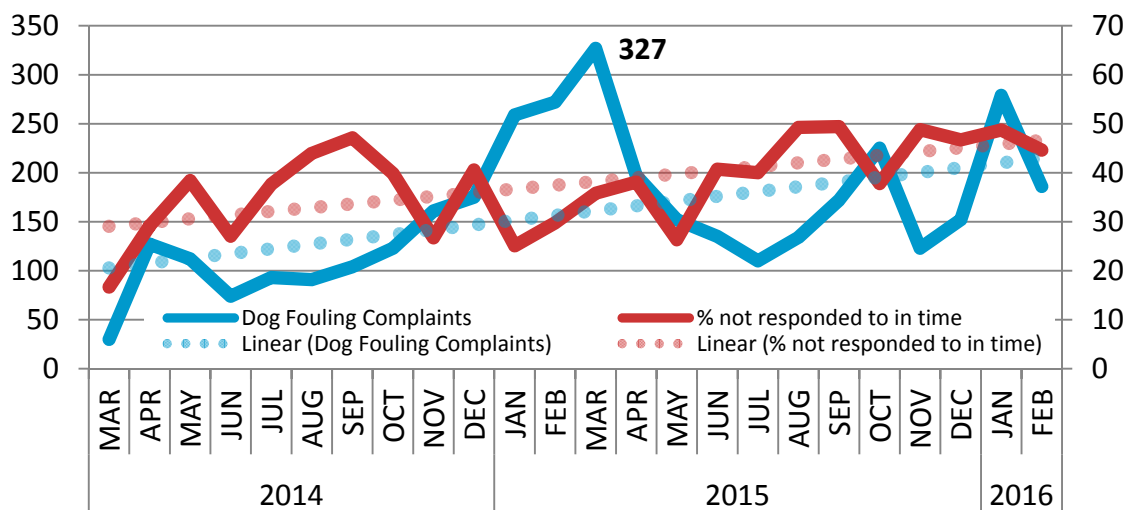


3.33 Violent crime, vandalism and graffiti, and antisocial behaviour were all perceived as more of a problem in areas of multiple deprivation and by residents of the City Centre ward. Dog fouling was similar, in that residents of all areas of multiple deprivation perceived it to be more serious, but it was also a bigger issue in Leith Walk and less of an issue in the City Centre. Perception of dog fouling as a problem is increasing nationally according to the Scottish Household Survey, with 23% of respondents feeling it was a problem in their area in 2010, rising to 31% in 2014.

3.34 The percentage of participants who feel safe in their neighbourhood after dark maintains a long term positive trend, increasing from 75% in 2008 to 88% in 2015. This may reflect a large reduction in recorded crime – both Edinburgh and Scotland as a whole experienced a decrease of 36% in the number of crimes recorded per year between 2004 and 2014.

3.35 In relation to dog fouling, satisfaction with the way the Council is managing the issue continues to decrease. In 2015 satisfaction was 45%; the last result directly comparable with the current question was 2011 when satisfaction was 56%. As well as participants believing dog fouling is more of an issue, residents are making more contacts with the Council about dog fouling, as shown by the following chart with Task Force data from Confirm.

Chart 10 – Confirm data on dog fouling and clean-up response time

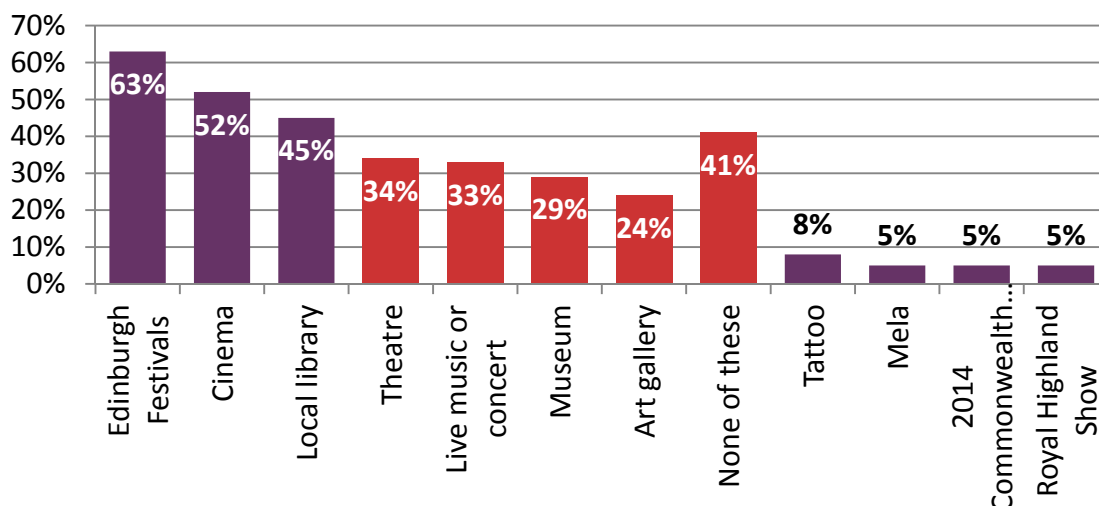


3.36 Over the previous two years, the average number of dog fouling incidents being responded to by Task Force has doubled from 100 to 200. Correspondingly, as service volumes have increased, the percentage of individual incidents not being responded to within target has increased to almost half. While a higher prevalence of dog fouling on streets is not corroborated by assessments as part of the Cleanliness Monitoring Index System (CMIS), it is clear that the perception of an increased problem is translating through directly to increased service workload.

Festivals and other cultural attendance

3.37 The following chart summarises attendance at cultural events or activities by survey participants. NB – in line with previous years’ reporting the “none of these” indicator applies only to those activities in red.

Chart 11 – Cultural activities



3.38 Almost two thirds of participants had attended one of the Edinburgh Festivals in the last two years – this is consistent with findings from previous years. Attending a festival is strongly linked to believing festivals make Edinburgh a better place to live, it is also associated with more positive feelings about the city

- 3.39 41% of residents had been to none of the activities shown in red – this is the same figure as in previous years. As with festivals, attending any of these cultural activities was associated with having a more positive view of Edinburgh – the positive impact ranged from +10% to +17% more “very satisfied” with the city as a place to live. Those who had been to none of those activities were around 13% less “very satisfied”.
- 3.40 Non-participation in cultural activities was associated with older age groups and lower socioeconomic groups and were less likely to be working. Around 13% of participants had not undertaken any cultural activity in the last year.

Measures of success

- 4.1 Detailed analysis of the results at corporate and neighbourhood partnership level will be essential to understanding the reasons underlying the changes in satisfaction, and for developing appropriate measures for sustaining performance, as well as addressing issues and areas for improvement.
- 4.2 Following discussions with senior management teams and staff, further research might be required to explore issues and prioritise areas for improvement.

Financial impact

- 5.1 The Edinburgh People Survey was commissioned via competitive tender. The independent market research company Progressive Partnership Ltd were appointed to conduct the fieldwork and the value of the awarded contract was £54,120 (excluding VAT).

Risk, policy, compliance and governance impact

- 6.1 The Edinburgh People Survey provides perception information which provides insight on operational and financial performance to provide a more rounded view of how services are being delivered and received by citizens. The survey also helps to identify any issues which may be a reputational or service planning risk to the organisation.

Equalities impact

- 7.1 The survey methodology ensures statistically representative results at ward level in terms of age and gender and at citywide level for age, gender and ethnicity. The survey is a key tool for understanding how services are received by all citizens.

Sustainability impact

- 8.1 The survey provides evidence on citizen perceptions and priorities which will enable services to adapt, to be delivered more efficiently and to understand customer and community needs. Through this improved understanding, it is expected that the survey will have a positive impact on actions around social justice and economic wellbeing.

Consultation and engagement

- 9.1 The priorities for the survey each year are compatible with previous years and relevant to current priorities. Each year consultation takes place with users and potential users to ensure questions are relevant and meaningful. However limited space within the survey means it is never possible or desirable to meet all demands.

Andrew Kerr

Chief Executive

David F Porteous, Senior Business Intelligence Officer

E-mail: david.porteous@edinburgh.gov.uk | Tel: 0131 529 7127

Davina Fereday, Corporate Manager, Business Intelligence

E-mail: davina.fereday@edinburgh.gov.uk | Tel: 0131 529 7040

Links

Coalition pledges	P15:	Work with public organisations, the private sector and social enterprise to promote Edinburgh to investors
	P24:	Maintain and embrace support for our world-famous festivals and events
	P31:	Maintain our City's reputation as the cultural capital of the world by continuing to support and invest in our cultural infrastructure
	P33:	Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used
	P35:	Continue to develop the diversity of services provided by our libraries
	P44:	Prioritise keeping our streets clean and attractive
	P49:	Continue to increase recycling levels across the city and reducing the proportion of waste going to landfill

Council outcomes	<p>CO8: Edinburgh's economy creates and sustains job opportunities</p> <p>CO9: Edinburgh residents are able to access job opportunities</p> <p>CO15: The public is protected</p> <p>CO17: Clean - Edinburgh's streets and open spaces are clean and free of litter and graffiti</p> <p>CO18: Green - We reduce the local environmental impact of our consumption and production</p> <p>CO19: Attractive Places and Well Maintained – Edinburgh remains an attractive city through the development of high quality buildings and places and the delivery of high standards and maintenance of infrastructure and public realm</p> <p>CO20: Culture, sport and major events – Edinburgh continues to be a leading cultural city where culture and sport play a central part in the lives and futures of citizens</p> <p>CO21: Safe – Residents, visitors and businesses feel that Edinburgh is a safe city</p> <p>CO22: Moving efficiently – Edinburgh has a transport system that improves connectivity and is green, healthy and accessible</p> <p>CO23: Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community</p>
Single Outcome Agreement	<p>SO1: Edinburgh's Economy Delivers increased investment, jobs and opportunities for all</p> <p>SO2: Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health</p> <p>SO3: Edinburgh's children and young people enjoy their childhood and fulfil their potential</p> <p>SO4: Edinburgh's communities are safer and have improved physical and social fabric</p>
Appendices	<p>Appendix One – Summary of key indicators</p> <p>Appendix Two – Research report on 2014 Edinburgh People Survey</p> <p>Appendix Three – Marked-up 2014 Edinburgh People Survey Questionnaire</p>

2015 edinburgh people survey

Selected results from the City of Edinburgh Council's Edinburgh People Survey 2009 to 2015. For more information on the Edinburgh People Survey go to the Council's website.

	Edinburgh as a place to live					Council management of the city					Neighbourhood as a place to live					Council management of neighbourhood					People from different backgrounds get on well together in this neighbourhood					Feel able to have a say on local issues and services								
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014
Edinburgh	91%	97%	95%	89%	96%	46%	72%	74%	67%	68%	90%	94%	93%	88%	90%	74%	85%	87%	76%	76%	81%	90%	84%	81%	83%	50%	34%	33%	37%	33%				
South East	92%	98%	98%	94%	96%	48%	77%	82%	69%	67%	90%	93%	96%	86%	91%	81%	87%	91%	73%	77%	84%	91%	89%	82%	84%	52%	33%	29%	33%	34%				
South West	93%	95%	93%	91%	96%	41%	70%	67%	69%	70%	92%	98%	89%	88%	91%	72%	84%	83%	77%	77%	82%	92%	82%	82%	83%	49%	41%	33%	38%	31%				
North West	88%	98%	96%	85%	95%	40%	66%	72%	61%	67%	88%	94%	94%	90%	91%	71%	82%	88%	76%	79%	78%	86%	84%	82%	82%	48%	31%	38%	42%	37%				
North East	94%	97%	94%	90%	95%	56%	79%	74%	68%	67%	91%	93%	93%	88%	88%	72%	90%	86%	75%	70%	82%	91%	82%	78%	81%	54%	37%	32%	35%	28%				
Almond	88%	98%	99%	95%	96%	33%	67%	71%	67%	63%	91%	97%	97%	95%	94%	75%	84%	91%	81%	77%	78%	87%	89%	85%	89%	51%	33%	43%	34%	34%				
City Centre	91%	98%	97%	93%	96%	44%	81%	83%	68%	59%	93%	88%	96%	92%	92%	86%	84%	92%	71%	74%	81%	95%	90%	83%	86%	55%	37%	18%	31%	31%				
Craigen. / Dudd.	94%	96%	94%	94%	98%	44%	84%	74%	75%	79%	95%	96%	93%	94%	92%	75%	93%	85%	80%	80%	81%	91%	84%	82%	86%	58%	34%	31%	34%	28%				
Forth	85%	98%	88%	62%	92%	55%	61%	69%	45%	57%	76%	93%	84%	81%	66%	82%	77%	59%	67%	68%	90%	72%	77%	75%	35%	26%	25%	59%	34%					
Inverleith	92%	98%	98%	85%	96%	39%	77%	79%	63%	63%	89%	86%	98%	95%	94%	72%	83%	91%	78%	84%	83%	88%	83%	90%	78%	46%	27%	34%	38%	32%				
Leith	89%	97%	93%	90%	96%	34%	71%	73%	67%	64%	84%	88%	92%	88%	92%	62%	85%	80%	74%	70%	84%	93%	81%	74%	80%	39%	31%	32%	32%	26%				
Liberton / Gil.	90%	97%	97%	91%	93%	38%	66%	74%	65%	65%	84%	94%	95%	70%	80%	76%	87%	91%	64%	69%	82%	86%	87%	75%	80%	44%	26%	26%	32%	28%				
Pentlands	94%	93%	96%	92%	96%	35%	66%	64%	70%	73%	93%	97%	94%	90%	95%	76%	83%	91%	80%	82%	86%	93%	87%	85%	88%	58%	49%	32%	44%	35%				
Porto. / Craig.	98%	98%	96%	85%	91%	92%	82%	77%	63%	62%	95%	95%	94%	83%	76%	80%	93%	93%	74%	62%	82%	90%	82%	83%	81%	65%	46%	34%	40%	32%				
South Central	94%	98%	99%	97%	97%	64%	83%	88%	75%	72%	93%	97%	96%	96%	97%	81%	91%	90%	83%	82%	91%	93%	91%	87%	85%	58%	35%	41%	35%	37%				
South West	91%	97%	90%	91%	96%	47%	74%	69%	68%	67%	92%	98%	83%	85%	87%	68%	85%	75%	74%	72%	79%	92%	76%	79%	79%	41%	33%	33%	31%	27%				
Western	88%	97%	96%	90%	96%	38%	59%	69%	66%	75%	94%	97%	96%	89%	93%	67%	77%	89%	82%	83%	86%	81%	88%	78%	83%	56%	37%	47%	39%	42%				

	Street cleaning					Refuse collection					Recycling					Parks and green spaces					Street Lighting					Public transport				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Edinburgh	72%	86%	84%	58%	64%	86%	78%	75%	62%	70%	79%	84%	80%	65%	72%	80%	93%	91%	78%	82%	84%	89%	94%	87%	88%	85%	73%	83%	88%	
South East	83%	95%	88%	68%	71%	85%	94%	75%	62%	69%	70%	95%	79%	63%	68%	89%	97%	96%	88%	85%	88%	92%	97%	88%	91%	93%	83%	87%	91%	
South West	74%	85%	71%	57%	66%	83%	72%	72%	62%	73%	79%	80%	77%	66%	76%	79%	87%	83%	72%	81%	86%	89%	92%	87%	89%	81%	74%	86%	86%	
North West	69%	87%	82%	56%	64%	87%	76%	75%	58%	72%	78%	83%	80%	67%	76%	79%	92%	91%	74%	82%	83%	88%	92%	87%	82%	80%	69%	77%	87%	
North East	68%	83%	88%	59%	59%	88%	78%	76%	65%	65%	83%	83%	80%	64%	66%	81%	95%	91%	85%	81%	83%	89%	95%	88%	97%	90%	77%	88%	91%	
Almond	74%	92%	95%	67%	68%	92%	86%	80%	63%	75%	88%	91%	82%	65%	80%	81%	97%	96%	74%	76%	87%	91%	95%	84%	73%	71%	46%	71%	70%	
City Centre	83%	95%	89%	64%	60%	85%	97%	78%	59%	61%	76%	95%	81%	58%	54%	91%	95%	95%	85%	80%	89%	93%	97%	86%	92%	93%	84%	87%	85%	
Craigen. / Dudd.	74%	83%	92%	65%	73%	88%	79%	82%	70%	74%	78%	85%	83%	71%	78%	82%	98%	89%	91%	88%	88%	92%	96%	91%	93%	89%	76%	90%	93%	
Forth	67%	80%	70%	34%	48%	89%	70%	64%	33%	58%	74%	75%	75%	38%	61%	77%	86%	84%	44%	76%	75%	84%	93%	81%	88%	92%	83%	47%	89%	
Inverleith	73%	89%	93%	60%	73%	83%	79%	83%	56%	77%	75%	84%	87%	69%	80%	85%	92%	93%	78%	88%	86%	92%	98%	88%	82%	86%	77%	79%	84%	
Leith	53%	87%	85%	52%	52%	78%	84%	73%	61%	62%	72%	85%	82%	61%	60%	67%	96%	86%	84%	84%	63%	78%	94%	88%	98%	90%	73%	88%	90%	
Liberton / Gil.	85%	100%	86%	69%	72%	86%	99%	73%	64%	69%	67%	99%	75%	67%	69%	90%	100%	97%	89%	85%	89%	93%	96%	89%	90%	96%	87%	88%	93%	
Pentlands	74%	80%	76%	56%	72%	87%	71%	82%	56%	77%	85%	74%	85%	63%	83%	76%	83%	91%	73%	82%	87%	89%	92%	85%	86%	74%	73%	80%	79%	
Porto. / Craig.	77%	79%	88%	65%	56%	98%	71%	73%	66%	62%	99%	80%	76%	64%	65%	94%	92%	98%	79%	67%	98%	97%	95%	84%	99%	91%	81%	87%	90%	
South Central	81%	90%	88%	70%	75%	84%	88%	76%	63%	73%	66%	90%	82%	66%	74%	86%	96%	96%	90%	87%	86%	91%	96%	89%	90%	91%	78%	85%	92%	
South West	74%	90%	66%	59%	61%	80%	74%	63%	69%	70%	73%	86%	69%	69%	69%	82%	92%	75%	72%	81%	85%	88%	92%	88%	92%	88%	75%	92%	93%	
Western	61%	83%	65%	59%	66%	80%	66%	68%	69%	76%	73%	78%	76%	81%	79%	73%	90%	88%	87%	85%	82%	82%	82%	92%	89%	73%	81%	93%	95%	

	Road maintenance					Pavement maintenance					Libraries (excluding "don't know" responses)					Sport and leisure facilities run by Edinburgh Leisure				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Edinburgh	53%	56%	53%	48%	51%	56%	66%	64%	50%	53%	91%	85%	93%	83%	93%	64%	77%	71%	63%	70%
South East	63%	73%	61%	46%	56%	67%	84%	75%	54%	61%	91%	92%	80%	89%	93%	73%	89%	82%	65%	69%
South West	48%	52%	51%	49%	51%	54%	65%	62%	49%	52%	91%	80%	82%	88%	93%	61%	71%	66%	57%	66%
North West	51%	53%	49%	43%	49%	53%	63%	59%	45%	48%	88%	84%	98%	78%	92%	66%	74%	71%	63%	70%
North East	53%	58%	58%	53%	50%	57%	64%	64%	55%	52%	94%	89%	98%	84%	92%	59%	82%	76%	69%	74%
Almond	56%	49%	46%	43%	44%	56%	69%	68%	48%	51%	90%	94%	99%	88%	90%	58%	75%	62%	54%	60%
City Centre	68%	56%	56%	49%	56%	71%	85%	72%	57%	53%	92%	97%	90%	88%	93%	76%	91%	78%	62%	70%
Craigen. / Dudd.	55%	71%	64%	59%	55%	57%	71%	71%	62%	58%	94%	76%	100%	91%	91%	76%	70%	72%	69%	81%
Forth	60%	55%	39%	34%	48%	58%	57%	47%	34%	42%	82%	70%	99%	48%	92%	67%	70%	76%	47%	73%
Inverleith	54%	77%	58%	47%	54%	57%	70%	67%	47%	56%	91%	68%	99%	72%	89%	68%	65%	72%	65%	69%
Leith	30%	51%	54%	48%	49%	40%	58%	65%	52%	49%	93%	95%	95%	81%	93%	43%	92%	69%	71%	72%
Liberton / Gil.	62%	90%	62%	41%	53%	66%	91%	77%	51%	63%	92%	93%	77%	89%	91%	75%	98%	86%	63%	67%
Pentlands	45%	55%	51%	43%	43%	52%	59%	63%	42%	47%	95%	85%	96%	91%	93%	58%	62%	70%	50%	62%
Porto. / Craig.	76%	52%	56%	59%	47%	75%	63%	55%	55%	50%	95%	95%	100%	82%	92%	59%	84%	87%	68%	71%
South Central	60%	74%	64%	47%	57%	64%	77%	77%	54%	64%	90%	85%	74%	89%	94%	69%	77%	81%	68%	71%
South West	50%	50%	51%	55%	59%	57%	72%	60%	55%	57%	87%	75%	68%	85%	94%	64%	80%	61%	65%	70%
Western	31%	34%	54%	46%	49%	38%	55%	50%	47%	47%	88%	98%	94%	90%	95%	74%	84%	79%	76%	74%

	Feel safe in neighbourhood after dark					Street drinking or alcohol-related disorder are not problems in this neighbourhood					Management of antisocial behaviour issues					Management of vandalism and graffiti issues					Management of dog fouling issues					Management of violent crime issues								
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015				
Edinburgh	77%	88%	91%	83%	84%	72%	82%	79%	70%	75%	68%				63%	71%				65%	56%				46%	71%				69%				60%
South East	87%	90%	97%	90%	90%	72%	70%	77%	75%	72%	68%				56%	71%				58%	69%				42%	69%							60%	
South West	82%	89%	90%	83%	84%	77%	81%	82%	74%	80%	61%				69%	63%				70%	49%				50%	59%							75%	
North West	74%	89%	91%	86%	86%	73%	86%	81%	72%	81%	71%				67%	73%				68%	58%				48%	74%							72%	
North East	73%	86%	86%	78%	77%	68%	83%	72%	65%	67%	66%				58%	70%				60%	47%				39%	70%							66%	
Almond	85%	87%	99%	93%	92%	76%	89%	91%	83%	84%	74%				62%	77%				63%	63%				44%	72%							68%	
City Centre	85%	85%	97%	85%	85%	67%	59%	89%	59%	49%	83%				55%	88%				60%	82%				42%	87%							66%	
Craigen. / Dudd.	77%	87%	87%	82%	91%	73%	89%	86%	72%	82%	67%				69%	72%				70%	50%				44%	79%							76%	
Forth	40%	89%	75%	75%	70%	54%	90%	65%	35%	62%	63%				53%	65%				55%	53%				35%	66%							61%	
Inverleith	79%	88%	94%	85%	87%	78%	80%	91%	78%	86%	77%				67%	74%				71%	68%				52%	77%							72%	
Leith	71%	85%	81%	76%	70%	56%	78%	57%	63%	63%	42%				55%	51%				59%	37%				36%	43%							66%	
Liberton / Gil.	89%	94%	98%	93%	92%	74%	70%	72%	84%	79%	62%				45%	65%				48%	66%				34%	61%							47%	
Pentlands	86%	93%	94%	86%	88%	75%	87%	89%	81%	90%	63%				76%	67%				79%	52%				57%	60%							81%	
Porto. / Craig.	73%	85%	90%	80%	76%	76%	82%	74%	62%	57%	89%				52%	87%				53%	53%				38%	89%							56%	
South Central	88%	92%	96%	92%	92%	74%	81%	70%	81%	80%	60%				61%	61%				63%	60%				46%	60%							64%	
South West	78%	86%	87%	81%	80%	78%	75%	76%	67%	71%	60%				62%	60%				62%	46%				44%	58%							70%	
Western	86%	91%	92%	89%	90%	81%	86%	73%	84%	86%	67%				76%	73%				76%	47%				56%	81%							79%	

	Nursery schools (excluding "don't know" reponses)					Primary schools (excluding "don't know" reponses)					Secondary schools (excluding "don't know" reponses)					Agree "the Council keeps me informed about the services it provides"					Agree "the Council keeps me informed about spending and saving proposals" (from 2011)					Agree "the Council displays sound financial management"						
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015		
Edinburgh	82%	86%	95%	72%	86%	84%	89%	96%	77%	87%	77%	87%	97%	76%	87%	61%	71%	57%	48%	59%				45%	36%	30%	39%	18%	39%	26%	24%	29%
South East	79%	83%	94%	63%	74%	83%	92%	98%	70%	78%	77%	92%	98%	72%	78%	62%	81%	63%	49%	58%				71%	32%	28%	36%	19%	65%	26%	23%	25%
South West	82%	79%	93%	78%	87%	90%	83%	94%	82%	90%	83%	80%	94%	78%	90%	61%	67%	53%	50%	61%				39%	38%	30%	41%	15%	34%	24%	24%	30%
North West	79%	86%	95%	70%	88%	82%	88%	96%	74%	89%	76%	87%	98%	74%	88%	62%	67%	58%	40%	57%				41%	37%	25%	36%	15%	32%	27%	22%	28%
North East	89%	91%	95%	76%	88%	89%	91%	95%	82%	89%	80%	89%	97%	82%	88%	62%	78%	62%	56%	60%				44%	46%	32%	43%	26%	42%	36%	27%	34%
Almond	82%	97%	98%	67%	76%	82%	97%	98%	75%	79%	78%	95%	98%	73%	78%	59%	70%	54%	43%	42%				36%	31%	30%	29%	12%	29%	26%	22%	24%
City Centre	77%	95%	99%	54%	64%	69%	94%	97%	59%	66%	70%	95%	99%	56%	67%	56%	79%	52%	45%	48%				71%	19%	25%	26%	12%	64%	16%	19%	16%
Craigen. / Dudd.	85%	79%	99%	83%	96%	91%	82%	98%	87%	96%	91%	76%	98%	88%	96%	62%	71%	63%	58%	68%				42%	56%	31%	49%	13%	39%	42%	26%	44%
Forth	86%	81%	96%	40%	89%	91%	84%	97%	43%	89%	80%	83%	98%	43%	88%	73%	69%	61%	23%	53%				39%	37%	17%	41%	27%	33%	28%	15%	31%
Inverleith	67%	70%	98%	70%	87%	81%	73%	97%	72%	89%	71%	74%	98%	74%	87%	55%	70%	50%	43%	54%				54%	26%	26%	22%	7%	52%	24%	25%	16%
Leith	83%	98%	88%	72%	89%	81%	97%	90%	79%	90%	76%	95%	94%	78%	88%	58%	84%	63%	55%	59%				47%	39%	29%	42%	14%	38%	34%	26%	30%
Liberton / Gil.	79%	79%	89%	65%	71%	91%	95%	97%	75%	77%	81%	94%	98%	80%	78%	65%	92%	67%	51%	61%				82%	42%	30%	38%	22%	77%	34%	26%	25%
Pentlands	82%	75%	94%	78%	87%	90%	80%	96%	82%	89%	87%	75%	96%	76%	90%	70%	68%	61%	51%	63%				39%	43%	28%	42%	13%	33%	28%	20%	26%
Porto. / Craig.	98%	95%	97%	79%	80%	95%	95%	98%	83%	82%	73%	94%	98%	84%	80%	67%	79%	59%	58%	55%				44%	43%	38%	37%	51%	48%	31%	31%	30%
South Central	80%	77%	94%	69%	81%	90%	88%	99%	78%	84%	80%	88%	99%	80%	84%	64%	72%	69%	50%	61%				60%	34%	29%	40%	24%	53%	29%	25%	29%
South West	82%	84%	93%	78%	86%	89%	87%	92%	82%	91%	80%	86%	93%	79%	90%	52%	66%	45%	49%	60%				40%	32%	32%	40%	16%	34%	20%	27%	34%
Western	80%	91%	89%	88%	93%	75%	94%	91%	90%	94%	75%	93%	97%	90%	94%	64%	57%	71%	45%	68%				36%	55%	28%	43%	14%	18%	29%	24%	34%

	Agree "the Council cares about the environment"					Agree "the Council provides protection and support for vulnerable people"					Agree "I receive information from the Council in a form that suits me"				
	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015	2011	2012	2013	2014	2015
Edinburgh	72%	83%	77%	65%	72%	39%	73%	58%	52%	63%	63%	79%	67%	56%	65%
South East	76%	88%	78%	72%	74%	48%	84%	61%	51%	59%	61%	85%	70%	55%	64%
South West	74%	81%	68%	69%	74%	42%	73%	59%	52%	66%	62%	78%	61%	58%	66%
North West	69%	81%	79%	59%	73%	38%	65%	61%	49%	63%	63%	77%	71%	46%	64%
North East	76%	89%	82%	68%	68%	36%	84%	62%	57%	63%	63%	84%	71%	66%	65%
Almond	68%	87%	87%	71%	73%	35%	77%	75%	48%	53%	62%	83%	74%	46%	50%
City Centre	70%	89%	77%	65%	68%	25%	88%	45%	46%	57%	59%	89%	58%	51%	52%
Craigen. / Dudd.	72%	90%	80%	75%	78%	28%	75%	66%	66%	71%	62%	81%	70%	74%	75%
Forth	68%	83%	74%	30%	69%	47%	61%	55%	28%	60%	73%	76%	73%	27%	60%
Inverleith	68%	85%	82%	58%	73%	36%	63%	51%	48%	60%	58%	80%	59%	52%	61%
Leith	61%	89%	80%	66%	67%	37%	84%	54%	52%	62%	65%	88%	75%	64%	66%
Liberton / Gil.	81%	96%	76%	75%	76%	61%	97%	76%	54%	56%	63%	93%	75%	56%	66%
Pentlands	78%	83%	74%	70%	75%	48%	72%	67%	51%	66%	67%	75%	69%	62%	67%
Porto. / Craig.	96%	89%	86%	64%	59%	44%	91%	66%	57%	56%	61%	82%	68%	64%	55%
South Central	77%	81%	82%	74%	77%	58%	66%	61%	52%	61%	63%	75%	78%	58%	69%
South West	69%	79%	62%	68%	73%	36%	74%	51%	52%	66%	56%	81%	54%	54%	65%
Western	74%	66%	71%	68%	76%	37%	55%	55%	60%	72%	60%	66%	77%	52%	75%



edinburgh people survey

2015

◆ EDINBURGH ◆

THE CITY OF EDINBURGH COUNCIL

Background

- The Edinburgh People Survey is an annual tracking study run by City of Edinburgh Council to monitor the attitudes of residents towards the quality of life in Edinburgh and satisfaction with Council services.
- 2015 represents the 9th wave of the study.
- The research is used to inform both local and strategic service planning and decision making.
- The survey consults over 5000 residents annually and is the largest of its kind run by any local authority in Scotland.

Objectives

- The key areas covered by the survey included:
 - Perceptions of the local neighbourhood in terms of factors such as social cohesion, feelings of safety, crime, antisocial behaviour, and overall satisfaction
 - Satisfaction with various council services delivered locally including refuse collection, recycling, maintenance of roads and pavements, street cleaning and public transport
 - Satisfaction with nursery, primary and secondary education in Edinburgh
 - Usage of local and online library services and satisfaction with these
 - Satisfaction with City of Edinburgh Council in terms of factors including care for the environment, the provision of information, protection and support for vulnerable people and financial management
 - Levels of contact with the Council, how the contact was made, and satisfaction with the way queries were handled
 - Overall satisfaction with Edinburgh as a place to live
 - Overall satisfaction with how the City of Edinburgh Council is managing the city

Method

- In order to ensure data was comparable to previous years it was critical that the method of data collection was consistent.
- Data was collected and processed by Progressive Partnership Ltd.
- Interviews were conducted face to face, either in street or in home.
- In total, 5,170 interviews were conducted. Between 300 and 318 interviews were conducted in each of the 17 wards across the city.
- Quotas were set on age, gender, ethnicity and working status.
- Each interview lasted approximately 10 to 12 minutes.
- Fieldwork was conducted between 12th September and 6th December 2015.
- Full method details can be found in the Technical Appendix.

Sample

WARD	2015	WARD	2015
Edinburgh	5,170	Fount. / Craig.	306
Almond	302	Mead. / Morn.	303
Pentland Hills	303	City Centre	302
Drumbrae / Gyle	304	Leith Walk	307
Forth	300	Leith	302
Inverleith	304	Craigen. / Dudd.	301
Corstor. / Murray	304	South. / New.	318
Sighthill / Gorgie	302	Liberton / Gil.	302
Colinton / Fair.	307	Porto. / Craig.	303

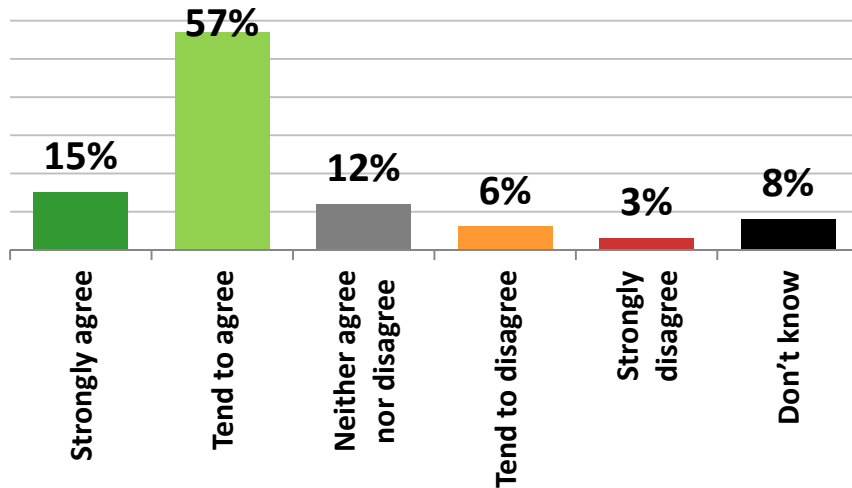
Key Research Findings



edinburgh people survey

2015
the council and the city

72% agree that the Council cares about the environment

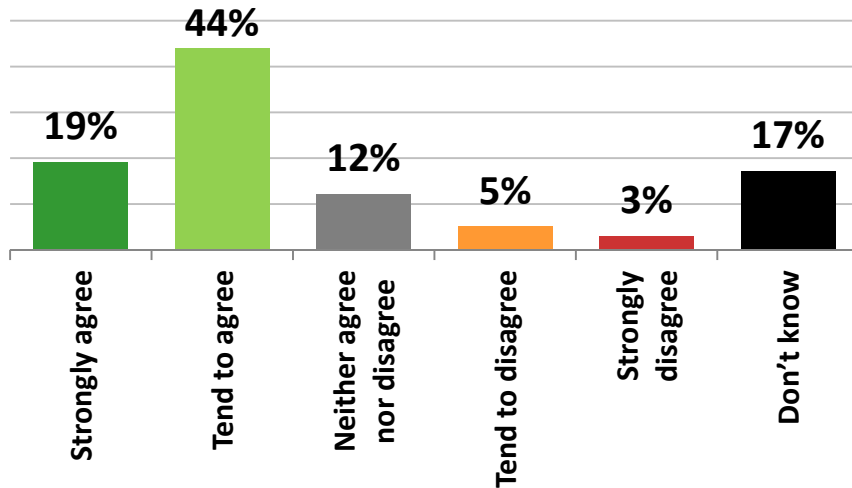


- The proportion agreeing that the Council cares about the environment has increased in 2015 (72%) compared to 2014 (65%).
- Agreement was broadly consistent across age and gender. Unemployed people (54%) and those not working due to illness/disability (56%) were less likely to agree than other categories of working status. These respondents demonstrated higher levels of disagreement (17% and 19% respectively).

% agree that the Council cares about the environment

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	58%	64%	71%	72%	72%		Fount. / Craig.	57%	70%	78%	76%	78%	
Almond	57%	57%	68%	77%	73%	▼	Mead. / Morn.	77%	81%	86%	76%	76%	▼
Pentland Hills	53%	54%	65%	74%	76%		City Centre	65%	69%	77%	70%	68%	
Drumbrae / Gyle	44%	55%	62%	72%	74%		Leith Walk	60%	67%	76%	73%	65%	▼
Forth	51%	61%	58%	58%	69%	▲	Leith	53%	52%	65%	69%	68%	
Inverleith	61%	65%	73%	71%	73%		Craigen. / Dudd.	67%	67%	77%	78%	78%	
Corstor. / Murray	52%	55%	67%	71%	77%		South. / New.	54%	76%	78%	79%	77%	
Sighthill / Gorgie	50%	57%	63%	59%	67%		Liberton / Gil.	53%	59%	69%	67%	69%	
Colinton / Fair.	51%	56%	68%	72%	75%		Porto. / Craig.	74%	84%	74%	70%	59%	▼

63% agree that the Council provides protection & support for vulnerable people

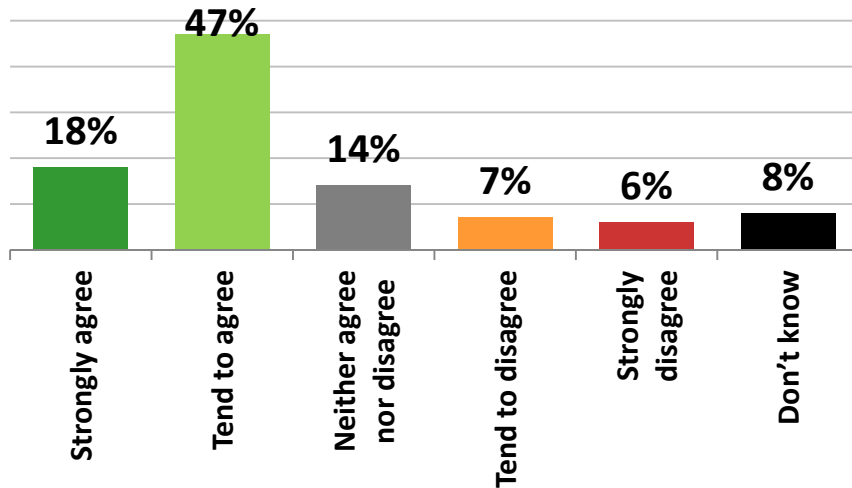


- There has been an increase in agreement in 2015 (63%) compared to 2014 (52%) and 2013 (58%).
- The highest levels of agreement were amongst older age groups. Lower levels of agreement were noted amongst unemployed people (53% agree), those who were not working due to illness/disability (51%) and ethnic minorities/non-UK citizens (57% agree, compared to 64% of non-ethnic/UK citizens). These groups tended to state 'don't know' rather than disagreeing.
- People with a long term illness or disability were more likely to disagree (13%) than those without any condition (7%).

% agree that the Council provides care and support for vulnerable people

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	52%	57%	61%	58%	63%		Fount. / Craig.	52%	57%	61%	59%	71%	▲
Almond	54%	62%	67%	59%	53%	▼	Mead. / Morn.	54%	62%	67%	62%	56%	▼
Pentland Hills	57%	67%	63%	60%	61%		City Centre	57%	67%	63%	49%	57%	
Drumbrae / Gyle	50%	54%	60%	63%	68%		Leith Walk	50%	54%	60%	53%	57%	▼
Forth	48%	54%	48%	48%	60%	▲	Leith	48%	54%	48%	59%	67%	
Inverleith	47%	50%	54%	53%	60%		Craigen. / Dudd.	47%	50%	54%	68%	71%	
Corstor. / Murray	38%	43%	53%	62%	75%	▲	South. / New.	38%	43%	53%	55%	67%	▲
Sighthill / Gorgie	44%	45%	52%	54%	62%	▲	Liberton / Gil.	44%	45%	52%	52%	59%	
Colinton / Fair.	49%	58%	64%	63%	71%		Porto. / Craig.	49%	58%	64%	60%	56%	▼

65% agree that they receive information from the Council in a form that suits them

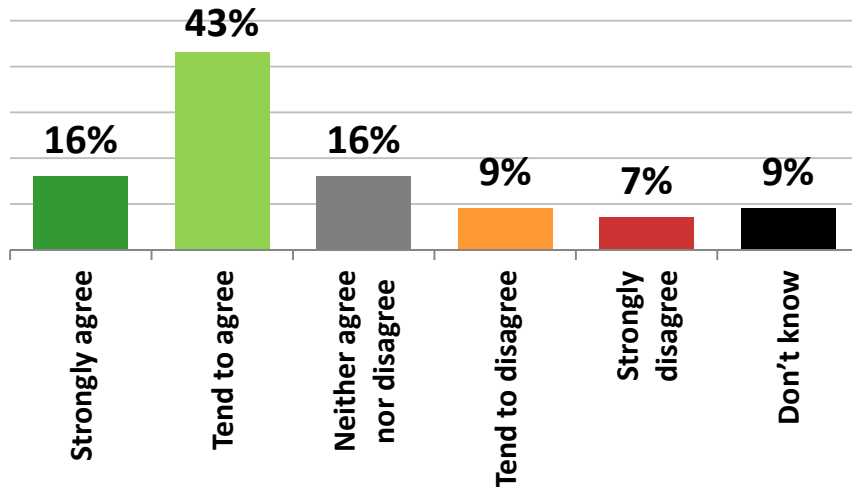


- There has been an increase in agreement in 2015 compared to 2014 (56%).
- Unemployed people, students and ethnic minorities/non-UK citizens had the lowest levels of agreement – these groups were more likely to state ‘don’t know’ than other sub-sample groups.
- Younger respondents (aged under 25 years) were less likely to agree and more likely to state ‘don’t know’ than those in older age groups. The over 65 year olds showed the highest level of agreement (74% agree).

% agree that they receive information from the Council in a form that suits them

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	68%	70%	67%	62%	65%		Fount. / Craig.	67%	69%	65%	59%	71%	▲
Almond	77%	73%	68%	56%	50%		Mead. / Morn.	70%	77%	75%	66%	66%	
Pentland Hills	64%	75%	69%	66%	64%		City Centre	70%	68%	66%	54%	52%	
Drumbrae / Gyle	62%	69%	66%	65%	70%		Leith Walk	57%	75%	73%	66%	65%	▼
Forth	64%	74%	59%	53%	60%		Leith	78%	77%	78%	71%	67%	
Inverleith	72%	66%	64%	57%	61%		Craigen. / Dudd.	75%	71%	75%	73%	75%	
Corstor. / Murray	51%	65%	64%	70%	80%	▲	South. / New.	57%	67%	66%	70%	71%	
Sighthill / Gorgie	61%	59%	61%	56%	60%		Liberton / Gil.	71%	64%	60%	56%	63%	
Colinton / Fair.	62%	66%	68%	66%	70%		Porto. / Craig.	72%	70%	71%	62%	55%	▼

59% agree that the Council keeps them informed about the services it provides

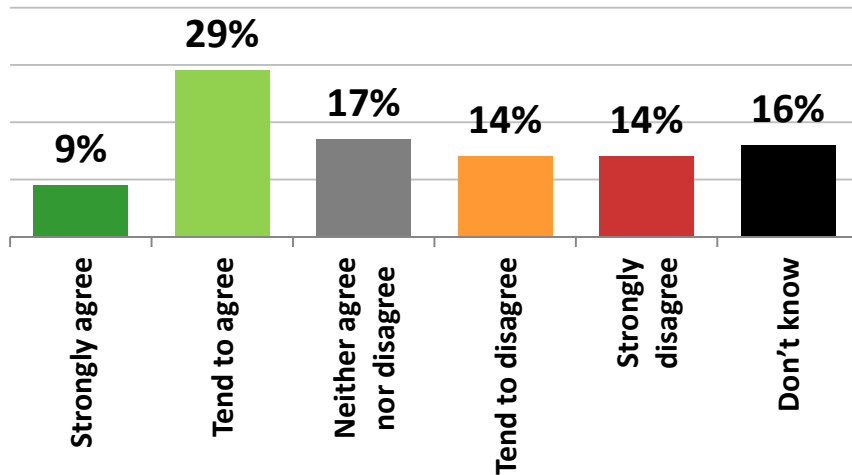


- Agreement that the Council keeps them informed has increased in 2015 compared to 2014 (48%).
- Again, agreement was lower amongst unemployed people (46% agree) and students (45% agree). The unemployed group had a relatively high level of disagreement (23% disagree), whilst amongst students 13% disagreed and 27% were unsure.
- A lower proportion (49%) of ethnic minorities/non UK citizens agreed. This group showed a higher than average proportion responding 'don't know' (20%).
- Agreement increases with age – however, younger age groups are more likely than older respondents to respond 'don't know' (18% of under 35s).

% agree that the Council keeps them informed about the services it provides

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	64%	63%	59%	55%	59%		Fount. / Craig.	65%	63%	59%	54%	66%	▲
Almond	69%	61%	56%	46%	42%		Mead. / Morn.	71%	75%	70%	60%	61%	
Pentland Hills	63%	71%	61%	58%	60%		City Centre	65%	62%	59%	48%	48%	
Drumbrae / Gyle	60%	65%	58%	59%	64%	▲	Leith Walk	53%	67%	66%	57%	56%	▼
Forth	62%	67%	51%	46%	53%	▲	Leith	74%	69%	68%	62%	63%	
Inverleith	64%	58%	54%	49%	54%		Craigen. / Dudd.	71%	65%	64%	63%	68%	▲
Corstor. / Murray	49%	63%	58%	65%	73%	▲	South. / New.	53%	62%	57%	60%	61%	
Sighthill / Gorgie	52%	46%	48%	49%	54%	▲	Liberton / Gil.	67%	57%	54%	50%	58%	▲
Colinton / Fair.	61%	62%	60%	58%	66%	▲	Porto. / Craig.	73%	68%	65%	57%	55%	

39% agree that the Council keeps them informed about its spending & saving proposals

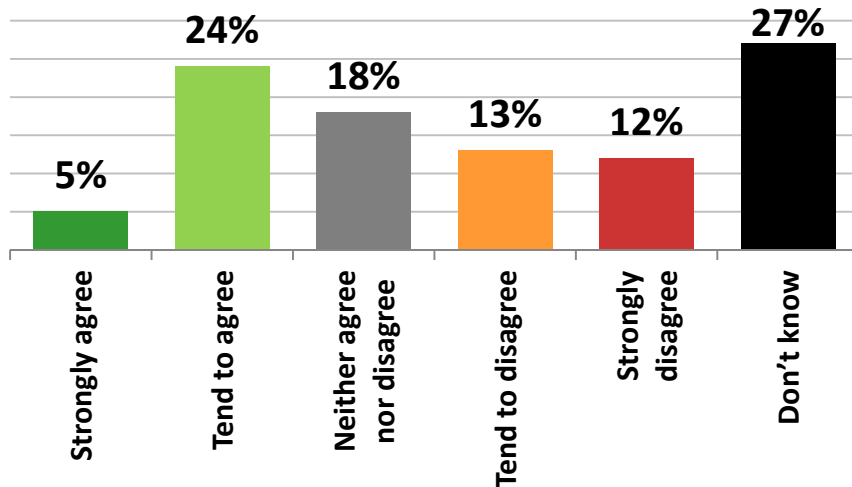


- Agreement has increased in 2015 compared to 2013 (36%) and 2014 (30%).
- A similar pattern of response was evident for this statement; agreement was lower for unemployed people, those not working due to illness or disability, students and ethnic minorities/non-UK citizens. Younger respondents were also less likely to agree than older respondents. Across all of these groups there were higher than average levels of those who were unsure, rather than higher than average disagreement.

% agree that the Council keeps them informed about spending and saving proposals (from 2012)

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	37%	35%	39%	▲	Fount. / Craig.	-	-	39%	39%	50%	▲
Almond	-	-	33%	30%	29%		Mead. / Morn.	-	-	51%	37%	38%	▲
Pentland Hills	-	-	41%	38%	42%	▲	City Centre	-	-	38%	24%	26%	▲
Drumbrae / Gyle	-	-	41%	39%	38%		Leith Walk	-	-	41%	32%	36%	▲
Forth	-	-	31%	31%	41%	▲	Leith	-	-	36%	41%	48%	▲
Inverleith	-	-	35%	24%	22%		Craigen. / Dudd.	-	-	43%	45%	49%	▲
Corstor. / Murray	-	-	38%	45%	49%	▲	South. / New.	-	-	31%	33%	42%	▲
Sighthill / Gorgie	-	-	30%	31%	31%		Liberton / Gil.	-	-	34%	33%	35%	
Colinton / Fair.	-	-	32%	37%	42%	▲	Porto. / Craig.	-	-	42%	39%	37%	

29% agree that the Council displays sound financial management

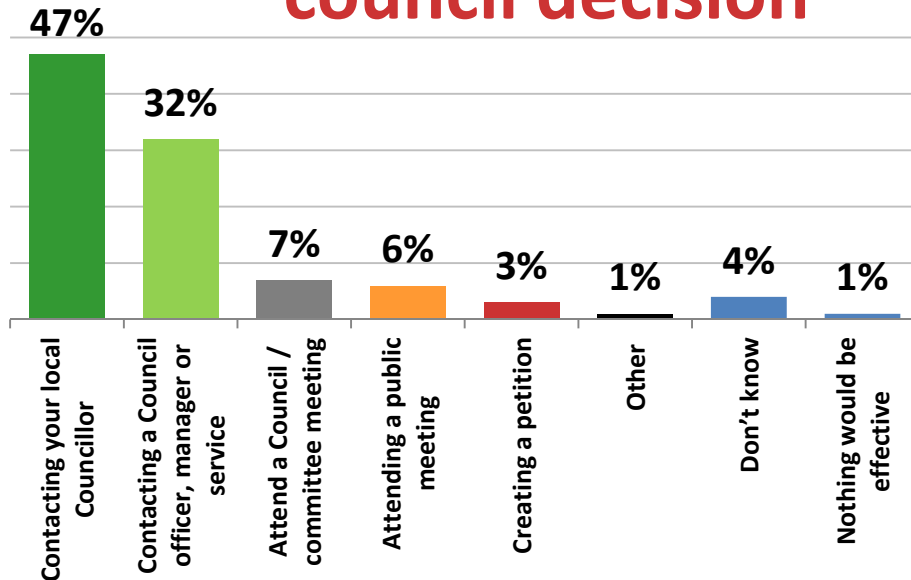


- Agreement slightly higher in 2015 (29%) compared to 2014 (24%) and 2013 (26%).
- Those not working due to illness or disability (33%) and part time workers (31%) were the most likely to disagree with this statement.
- Respondents aged 55 to 64 years old were also more likely than other age groups to disagree with the statement (35% disagree).
- Students, younger respondents and ethnic minorities / non-UK citizens were more likely than other groups to respond 'don't know'.

% agree that the Council displays sound financial management

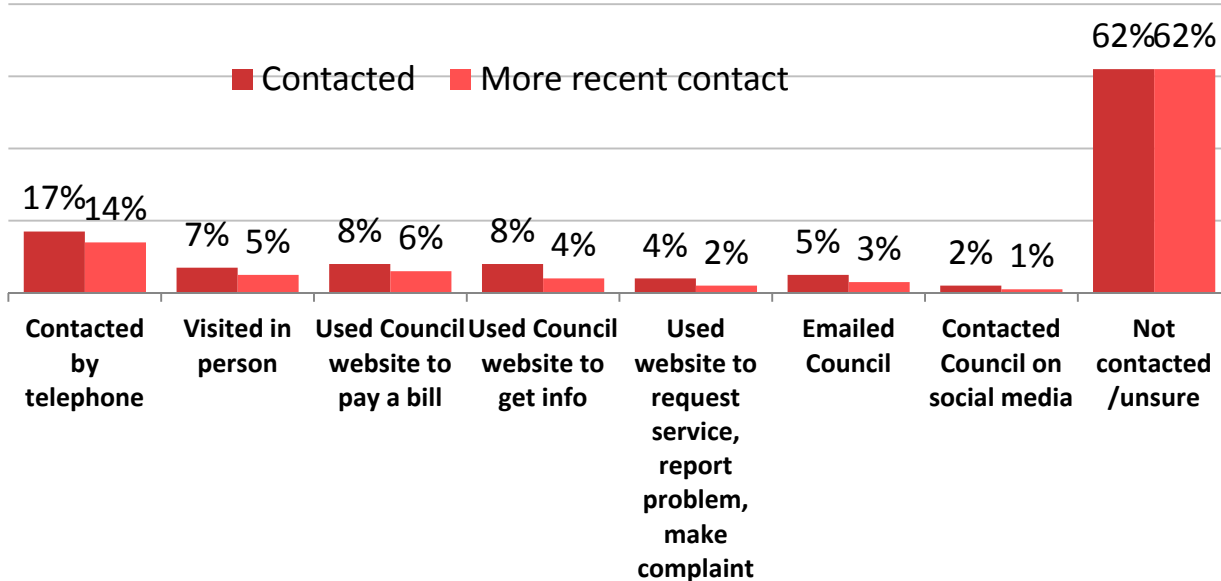
WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	29%	28%	30%	27%	29%		Fount. / Craig.	31%	24%	28%	28%	43%	▲
Almond	32%	22%	26%	24%	24%		Mead. / Morn.	39%	44%	46%	28%	25%	▼
Pentland Hills	27%	28%	30%	23%	22%		City Centre	38%	31%	33%	17%	16%	▼
Drumbrae / Gyle	26%	22%	24%	29%	30%	▲	Leith Walk	27%	35%	38%	26%	25%	▼
Forth	29%	29%	25%	25%	31%	▲	Leith	23%	22%	27%	34%	36%	▲
Inverleith	29%	28%	34%	21%	16%	▼	Craigen. / Dudd.	33%	31%	36%	37%	44%	▲
Corstor. / Murray	15%	18%	24%	29%	39%	▲	South. / New.	30%	27%	26%	27%	34%	▲
Sighthill / Gorgie	23%	22%	26%	26%	25%		Liberton / Gil.	21%	19%	22%	21%	31%	▲
Colinton / Fair.	18%	22%	25%	27%	30%		Porto. / Craig.	42%	43%	37%	31%	30%	

47% would contact local councillor in order to influence a council decision



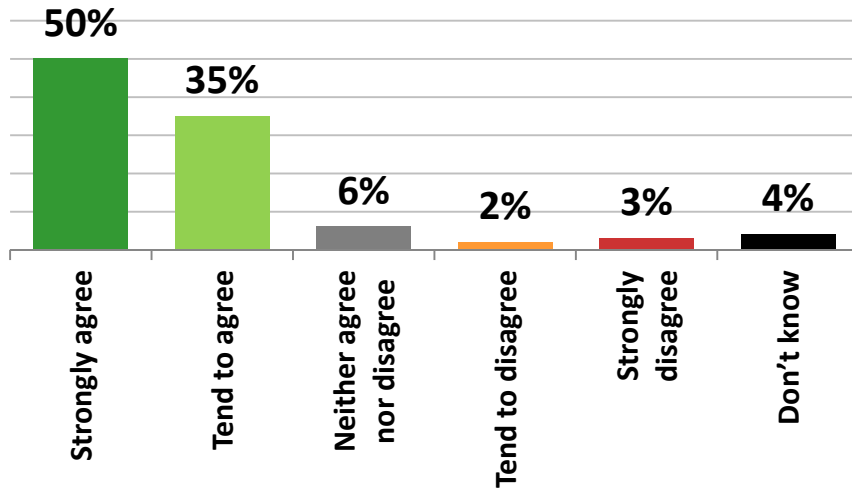
- Contacting their local councillor, or a Council officer, manager or service were the key ways in which respondents would anticipate trying to influence a Council decision. More people mentioned contacting their local councillor in 2015 (47%) than in 2014 (42%), however, fewer mentioned a Council officer, manager or service (32% in 2015; 37% in 2014).
- These preferences were broadly consistent across the sample, however, contacting the local Councillor was more likely to be mentioned by retired people (56%).
- Ethnic minorities / non-UK citizens were less likely to state their local councillor than other ethnic groups.

17% have contacted the Council by telephone in the last year



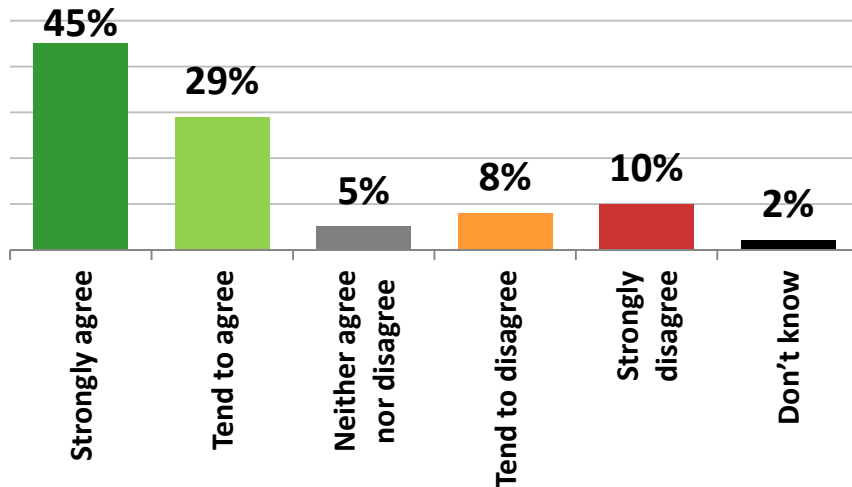
- Over one third of respondents (38%) had contacted the Council in the last year, which is slightly more than in 2014 (32%).
- Those most likely to have contacted the Council were households with children (46%), people with a disability (44%), self-employed (47%) and people not working due to illness or disability (55%).

84% agree that they were well treated when they last contacted the Council



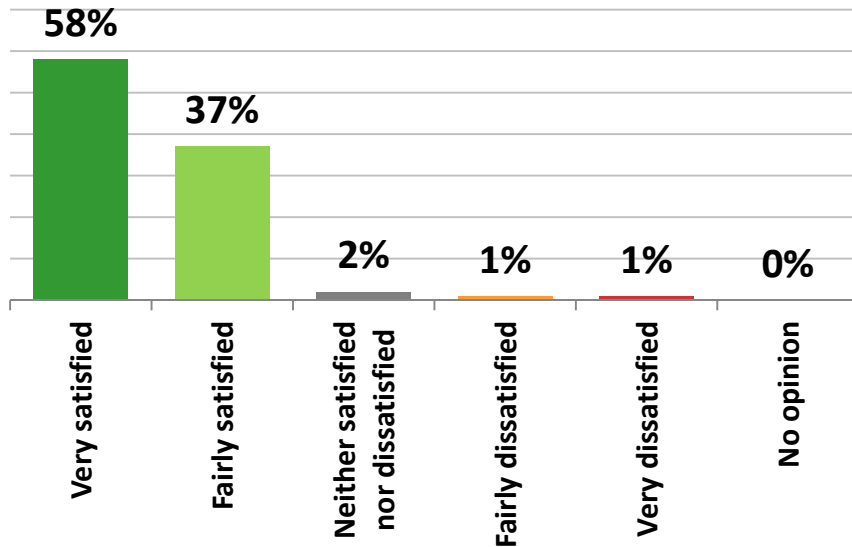
- The overall proportion agreeing was similar to 2014 (83%), however, more agreed strongly in 2015 (50%) than in 2014 (45%).
- The older the respondent, the more likely they were to agree 'strongly'.

74% agree that their query/issue was resolved when they last contacted the Council



- There has been an improvement in resolution of queries since 2014 when 64% reported that it was resolved.
- Respondents who had a disability (24%) were more likely to disagree than those with no impairment or long term illness (18%). Disagreement was also slightly higher amongst people aged 45 years or older (22%) than amongst under 45 year olds (16%).
- Working people were more likely than average to report their query was resolved (77% of full time/part time employed).

96% are satisfied with Edinburgh as a place to live

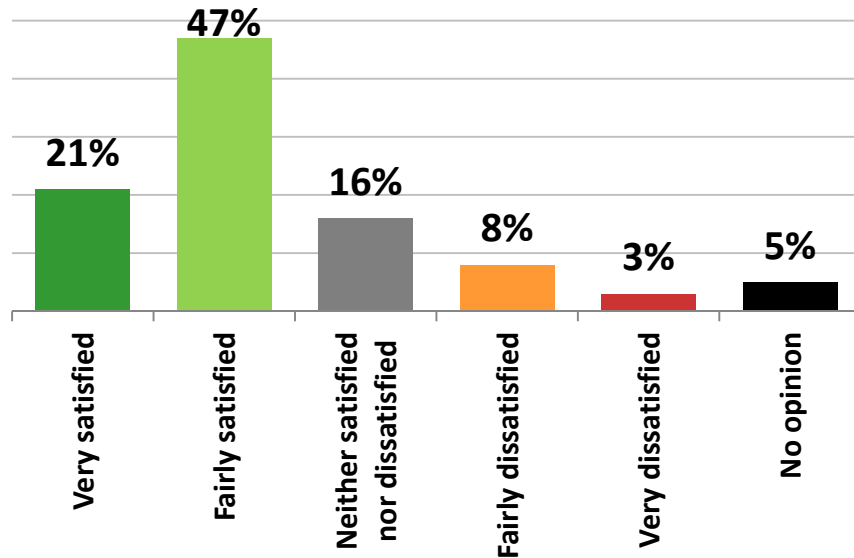


- Following a slight decrease in 2014 (89%), the proportion satisfied with Edinburgh has increased to levels similar to 2013 (95%) and 2012 (97%).
- The most satisfied were younger (61% of 16 to 24s were 'very satisfied') and older respondents (64% of over 65s were 'very satisfied'). People with no children in the household were also more likely to be 'very satisfied' (60%) than those with children (53%).
- Students (63%) and retired people (62%) were the most likely working status groups to state they were 'very satisfied'.
- The lowest level of satisfaction was amongst unemployed people (36% 'very satisfied').

% satisfaction with Edinburgh as a place to live

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	92%	95%	94%	93%	96%		Fount. / Craig.	96%	95%	96%	96%	98%	▲
Almond	93%	95%	97%	97%	96%		Mead. / Morn.	96%	97%	98%	97%	97%	
Pentland Hills	86%	94%	91%	94%	96%		City Centre	94%	95%	96%	95%	96%	
Drumbrae / Gyle	87%	93%	94%	94%	96%		Leith Walk	83%	94%	96%	96%	97%	
Forth	92%	90%	83%	81%	92%	▲	Leith	94%	92%	91%	90%	95%	▲
Inverleith	93%	96%	94%	93%	96%		Craigen. / Dudd.	96%	95%	95%	95%	98%	▲
Corstor. / Murray	90%	95%	96%	95%	96%		South. / New.	88%	97%	98%	98%	97%	
Sighthill / Gorgie	89%	90%	89%	88%	93%	▲	Liberton / Gil.	94%	95%	95%	94%	93%	
Colinton / Fair.	88%	95%	97%	96%	96%		Porto. / Craig.	97%	97%	93%	91%	91%	

68% are satisfied with the way the Council is managing the city



- Satisfaction with the way the Council is managing the city is similar in 2015 to 2014 (67%).
- The lowest levels of satisfaction were amongst unemployed people (57% satisfied) and people not working due to illness/disability (54%).
- Ethnic minority/non-UK citizens tended to be more satisfied than average (33% 'very satisfied').

% satisfaction with Council management of the city

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	58%	64%	71%	69%	68%		Fount. / Craig.	57%	70%	78%	74%	74%	▼
Almond	57%	57%	68%	67%	63%		Mead. / Morn.	77%	81%	86%	79%	71%	▼
Pentland Hills	53%	54%	65%	65%	69%		City Centre	65%	69%	77%	70%	59%	▼
Drumbrae / Gyle	44%	55%	62%	69%	72%		Leith Walk	60%	67%	76%	71%	64%	▼
Forth	51%	61%	58%	57%	57%		Leith	53%	52%	65%	65%	64%	
Inverleith	61%	65%	73%	68%	63%		Craigen. / Dudd.	67%	67%	77%	76%	79%	
Corstor. / Murray	52%	55%	67%	71%	79%	▲	South. / New.	54%	76%	78%	78%	73%	▼
Sighthill / Gorgie	50%	57%	63%	63%	61%		Liberton / Gil.	53%	59%	69%	68%	65%	
Colinton / Fair.	51%	56%	68%	72%	77%		Porto. / Craig.	74%	84%	74%	67%	62%	▼

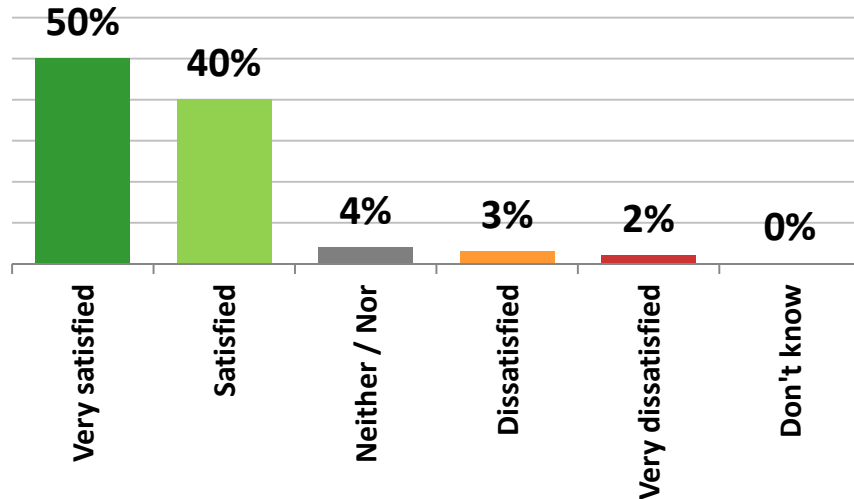


edinburgh people survey

2015

neighbourhoods and communities

90% satisfied with their neighbourhood as a place to live

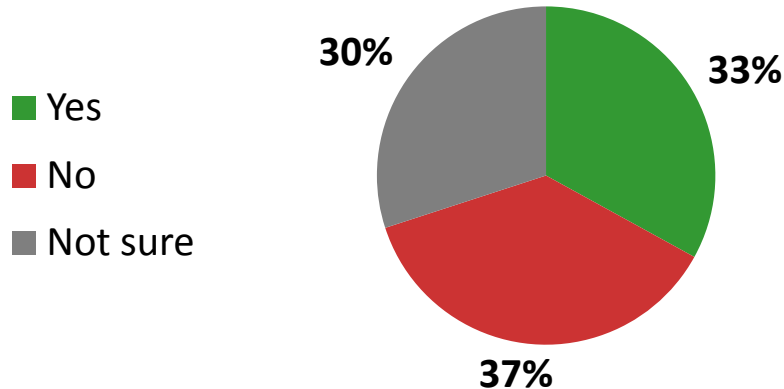


- Satisfaction with neighbourhoods is at a very similar level in 2015 (90%) as it was in 2014 (88%).
- There was broad consistency in this finding across factors such as age and gender.
- Unemployed people (77%) and those not working due to illness/disability (76%) were the least likely to be satisfied.
- People with a disability or long term illness were slightly less satisfied (9% dissatisfied) than those with none (4% dissatisfied).

% satisfaction with their neighbourhood as a place to live

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	91%	92%	92%	91%	90%		Fount. / Craig.	97%	97%	96%	95%	94%	
Almond	93%	95%	96%	95%	94%		Mead. / Morn.	97%	96%	96%	97%	99%	▲
Pentland Hills	96%	97%	94%	94%	96%	▲	City Centre	91%	92%	92%	93%	92%	
Drumbrae / Gyle	90%	95%	93%	91%	91%		Leith Walk	85%	89%	88%	91%	93%	
Forth	84%	84%	85%	81%	81%		Leith	86%	87%	90%	90%	90%	
Inverleith	87%	91%	93%	95%	94%		Craigen. / Dudd.	95%	94%	94%	93%	92%	
Corstor. / Murray	91%	96%	95%	95%	95%		South. / New.	91%	95%	97%	96%	95%	
Sighthill / Gorgie	88%	84%	82%	76%	80%		Liberton / Gil.	90%	91%	86%	82%	80%	
Colinton / Fair.	94%	93%	94%	92%	94%		Porto. / Craig.	93%	95%	91%	84%	76%	▼

33% feel that they have a say on local issues and services

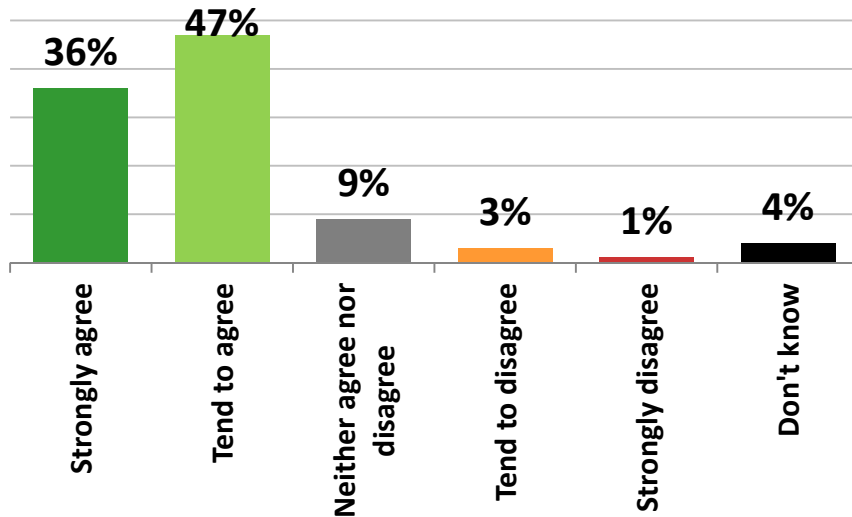


- Although slightly lower than 2014 (37%), there has consistently been about one third of residents stating that they feel they have a say since 2011.
- Respondents within middle and older age groups were more likely to feel that they have a say than those in the younger age groups – 37% of those aged 35 +, compared to 26% of those under 35.
- Lower levels were also noted for unemployed people (23%), and ethnic minorities/non-UK citizens (25%).
- In terms of working status, retired people (40%) and self-employed people (38%) were the most likely to feel they have say.

% agree that they have a say on local issues and services

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	39%	39%	35%	34%	33%		Fount. / Craig.	34%	40%	37%	33%	28%	▼
Almond	47%	42%	36%	37%	34%		Mead. / Morn.	51%	49%	41%	42%	45%	
Pentland Hills	51%	52%	46%	40%	40%		City Centre	38%	37%	29%	27%	31%	
Drumbrae / Gyle	42%	49%	42%	41%	37%		Leith Walk	27%	35%	31%	31%	28%	
Forth	25%	29%	37%	39%	34%	▼	Leith	39%	33%	33%	29%	23%	▼
Inverleith	32%	36%	33%	35%	32%		Craigen. / Dudd.	51%	41%	33%	31%	28%	
Corstor. / Murray	30%	45%	40%	45%	48%		South. / New.	37%	40%	33%	34%	30%	
Sighthill / Gorgie	34%	31%	28%	27%	26%		Liberton / Gil.	32%	32%	28%	29%	28%	
Colinton / Fair.	37%	41%	37%	35%	30%	▼	Porto. / Craig.	48%	48%	40%	35%	32%	

83% agree that their neighbourhood is a place where people of different backgrounds get along

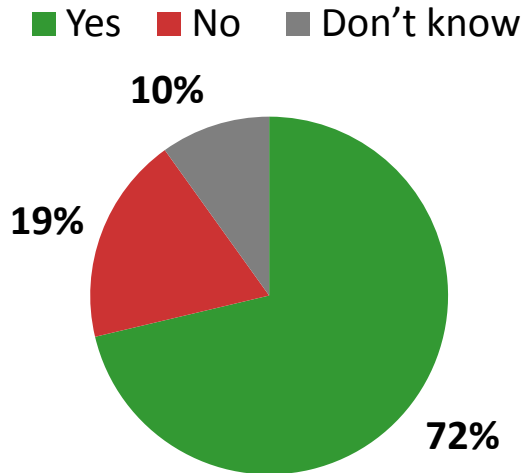


- The proportion agreeing is broadly consistent with recent waves of the research study – 84% in 2013 and 81% in 2014.
- This finding was broadly consistent across sub-groupings within the sample. Unemployed people (66% agree), however, demonstrated a lower level of agreement.
- The overall level of agreement was also similar between ethnic minorities (82%) and non-ethnic minorities (83%). Ethnic minorities/non-UK citizens were, however, more likely to 'strongly agree' (44%) than other respondents (35%).

% agree that their neighbourhood is a place where people of different backgrounds can get along

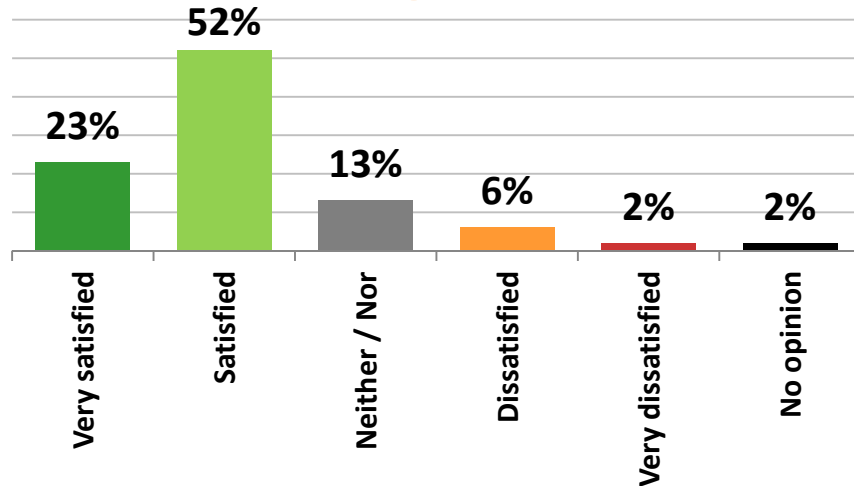
WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	81%	85%	85%	83%	83%		Fount. / Craig.	88%	90%	90%	88%	87%	
Almond	83%	85%	87%	88%	89%		Mead. / Morn.	92%	96%	93%	88%	83%	▼
Pentland Hills	78%	92%	89%	88%	88%	▼	City Centre	89%	88%	89%	87%	86%	
Drumbrae / Gyle	81%	86%	82%	82%	82%		Leith Walk	69%	88%	86%	81%	81%	▼
Forth	77%	77%	80%	75%	75%		Leith	88%	84%	80%	76%	78%	
Inverleith	82%	85%	87%	84%	78%	▼	Craigen. / Dudd.	86%	85%	85%	84%	86%	
Corstor. / Murray	76%	84%	82%	84%	84%		South. / New.	83%	88%	88%	87%	88%	
Sighthill / Gorgie	81%	74%	74%	68%	71%		Liberton / Gil.	78%	85%	83%	81%	80%	
Colinton / Fair.	71%	85%	88%	85%	87%	▼	Porto. / Craig.	79%	85%	85%	82%	81%	▼

72% believe that new buildings and spaces have improved the appearance of their neighbourhood



- In total, 46% of respondents reported that new buildings or public spaces had been developed in their neighbourhood in the last 5 years.
- Of these, 72% saw these developments as an improvement to the area.
- These findings are very similar to 2014 data – 44% aware of new buildings and 70% saw them as an improvement.
- The perception that new developments have been an improvement was highest amongst students (82%).
- Respondents in middle and older age group tended to be less positive (67% of 35+) than younger respondents (81% of under 35s).

76% satisfied with the way the Council is managing their neighbourhood



- Satisfaction with Council management of the neighbourhood is the same in 2015 as it was in 2014 (76%) but lower than in 2012 (85%) and 2013 (87%).
- There was no strong correlation with age, gender or children in the household.
- Satisfaction was lower amongst unemployed people (63%) and those not working to look after children (64%) or due to illness/disability (66%).
- Satisfaction was also slightly lower amongst people with a disability or long term illness (69% satisfied) than other respondents (77% satisfied).

% satisfaction on the way that the Council is managing the neighbourhood

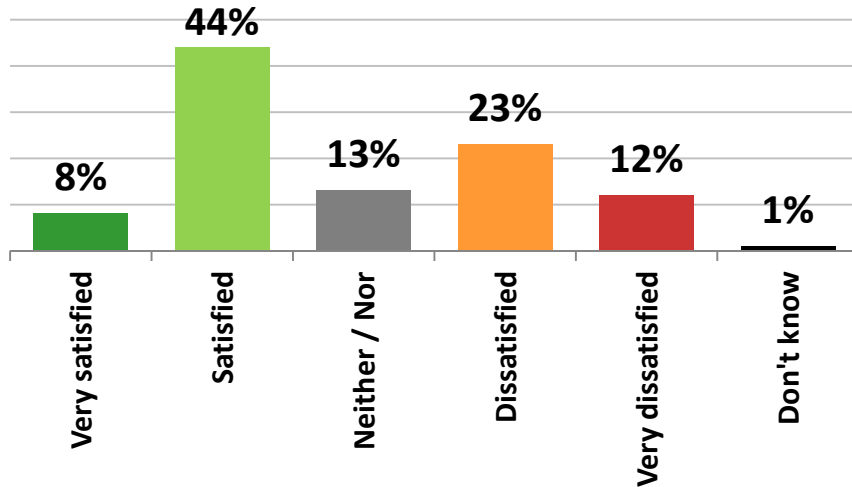
WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	76%	82%	83%	80%	76%	▼	Fount. / Craig.	85%	87%	88%	84%	80%	
Almond	79%	83%	85%	83%	77%	▼	Mead. / Morn.	85%	89%	89%	84%	80%	▼
Pentland Hills	81%	87%	85%	84%	81%		City Centre	83%	87%	82%	79%	74%	
Drumbrae / Gyle	58%	75%	78%	83%	81%	▼	Leith Walk	73%	82%	83%	77%	70%	▼
Forth	71%	75%	73%	68%	67%		Leith	69%	69%	77%	73%	70%	
Inverleith	76%	82%	84%	84%	84%		Craigen. / Dudd.	83%	85%	86%	82%	80%	
Corstor. / Murray	73%	81%	87%	86%	84%	▼	South. / New.	65%	85%	87%	87%	84%	▼
Sighthill / Gorgie	65%	65%	68%	64%	64%		Liberton / Gil.	77%	84%	80%	74%	69%	▼
Colinton / Fair.	78%	80%	85%	84%	82%		Porto. / Craig.	79%	89%	87%	76%	62%	▼



edinburgh people survey

2015
citizen services

51% satisfied with maintenance of roads

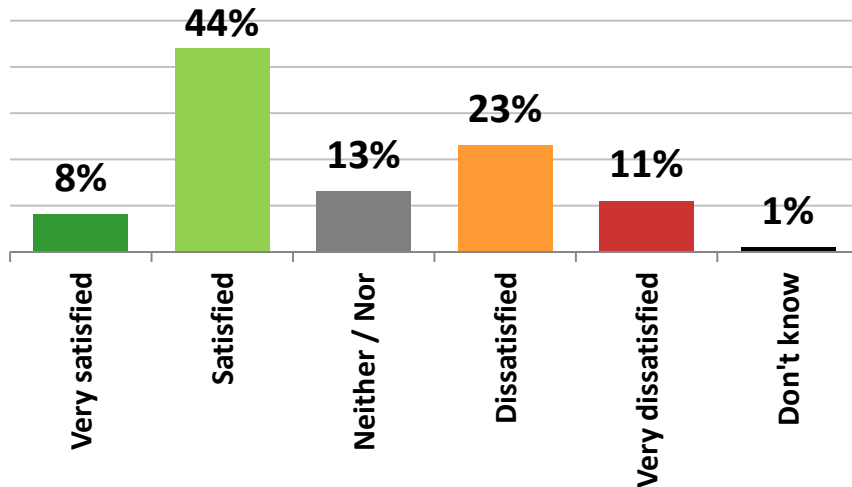


- Satisfaction with road maintenance was slightly higher in 2015 (51%) than in 2014 (48%).
- The lowest levels of satisfaction were expressed by self-employed people (38% satisfied; 43% dissatisfied) and retired people (40% satisfied; 48% dissatisfied).
- Ethnic minority/non-UK citizens were significantly more satisfied (71% satisfied; 18% dissatisfied) than other respondents (49% satisfied; 37% dissatisfied).

% satisfaction with maintenance of roads

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	54%	54%	52%	50%	51%		Fount. / Craig.	59%	53%	53%	56%	62%	▲
Almond	57%	50%	46%	44%	44%		Mead. / Morn.	72%	71%	64%	52%	53%	
Pentland Hills	39%	45%	42%	37%	33%	▼	City Centre	57%	60%	54%	54%	56%	
Drumbrae / Gyle	39%	40%	46%	53%	54%		Leith Walk	42%	58%	58%	52%	47%	▼
Forth	61%	51%	43%	40%	48%	▲	Leith	36%	32%	44%	49%	52%	▲
Inverleith	64%	63%	61%	53%	54%		Craigen. / Dudd.	60%	63%	65%	59%	55%	▼
Corstor. / Murray	29%	39%	43%	46%	44%		South. / New.	58%	61%	59%	60%	61%	
Sighthill / Gorgie	51%	47%	51%	54%	55%		Liberton / Gil.	49%	48%	44%	44%	51%	▲
Colinton / Fair.	45%	56%	57%	55%	53%	▼	Porto. / Craig.	59%	61%	55%	54%	47%	▼

53% satisfied with maintenance of pavements and footpaths

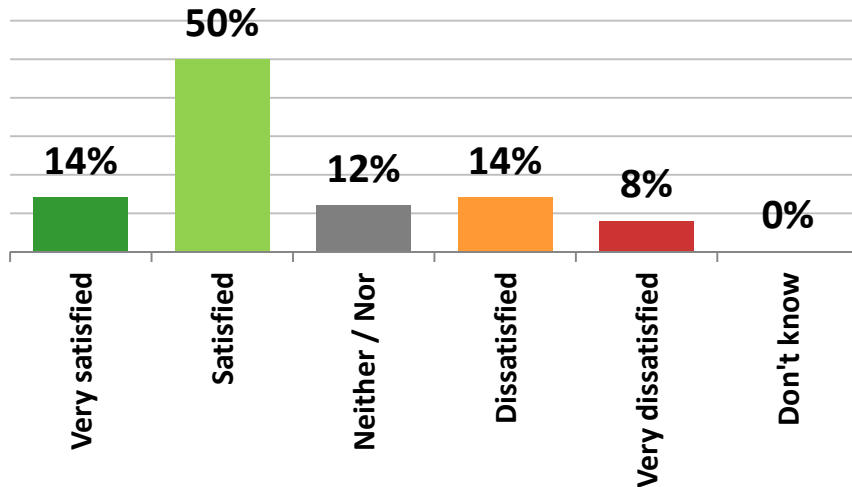


- Satisfaction with maintenance of pavements was slightly higher than 2014 (50%) but was lower compared to years previous to 2014.
- The older the respondent the less likely they were to state that they were satisfied – 41% of over 55 year olds, compared to 65% of under 35 year olds.
- Similarly, retired people were less likely than average to be satisfied (39%).
- Interestingly, people with a disability or long term health issues were less satisfied (40%) than those with no such issues (55%).

% satisfaction with maintenance of pavements and footpaths

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	61%	62%	60%	55%	53%		Fount. / Craig.	73%	67%	64%	57%	62%	
Almond	65%	64%	61%	56%	51%		Mead. / Morn.	76%	78%	73%	64%	63%	
Pentland Hills	40%	52%	48%	45%	43%		City Centre	77%	76%	71%	61%	53%	▼
Drumbrae / Gyle	51%	50%	54%	51%	51%		Leith Walk	45%	63%	63%	56%	48%	▼
Forth	60%	54%	46%	41%	42%		Leith	47%	46%	54%	55%	51%	
Inverleith	66%	65%	61%	57%	56%		Craigen. / Dudd.	70%	66%	68%	64%	58%	
Corstor. / Murray	36%	46%	48%	45%	42%	▼	South. / New.	61%	67%	65%	66%	64%	
Sighthill / Gorgie	58%	59%	61%	58%	52%	▼	Liberton / Gil.	60%	59%	56%	56%	54%	
Colinton / Fair.	51%	64%	62%	57%	52%	▼	Porto. / Craig.	69%	64%	58%	53%	50%	

64% satisfied with street cleaning

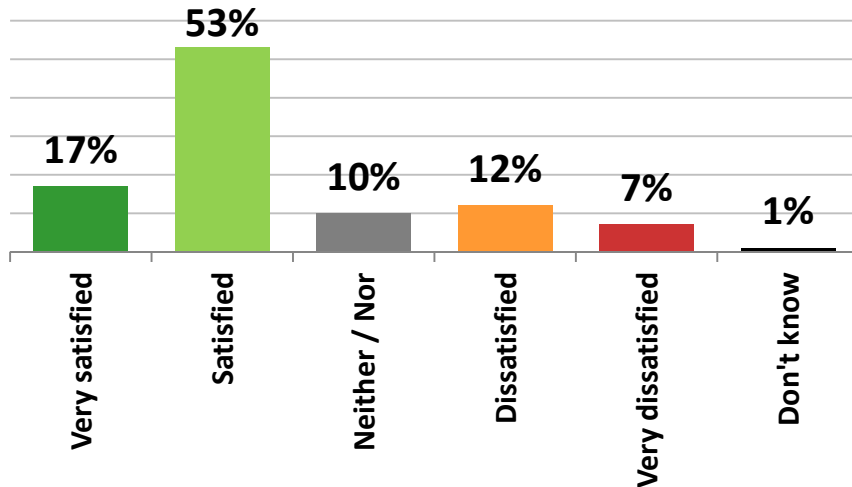


- Satisfaction with street cleaning has increased in 2015 compared to 2014 (58%), however, the proportion satisfied remains lower than years previous to 2014 (86% in 2012; 84% in 2013).
- Those least likely to be satisfied with street cleaning were unemployed (54%), retired (56%) or not working due to illness/disability (56%).
- Older respondents were also less likely to be satisfied – 60% of over 45 year olds, compared to 70% of under 35 year olds.
- Satisfaction was higher amongst students (74%) and ethnic minorities /non-UK citizens (73%).

% satisfaction with street cleaning

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	79%	80%	76%	69%	64%		Fount. / Craig.	87%	80%	76%	67%	66%	
Almond	85%	87%	84%	77%	68%	▼	Mead. / Morn.	87%	90%	85%	76%	72%	▼
Pentland Hills	67%	74%	61%	61%	67%	▲	City Centre	90%	89%	82%	71%	60%	▼
Drumbrae / Gyle	73%	76%	72%	64%	64%		Leith Walk	60%	78%	74%	60%	47%	▼
Forth	73%	72%	62%	51%	48%		Leith	74%	72%	76%	66%	58%	▼
Inverleith	82%	85%	80%	75%	73%		Craigen. / Dudd.	83%	83%	80%	77%	73%	
Corstor. / Murray	62%	63%	66%	63%	69%		South. / New.	76%	82%	81%	80%	78%	
Sighthill / Gorgie	78%	74%	67%	57%	56%		Liberton / Gil.	84%	82%	74%	68%	62%	
Colinton / Fair.	74%	79%	80%	75%	77%		Porto. / Craig.	84%	81%	77%	70%	56%	▼

70% satisfied with the refuse collection

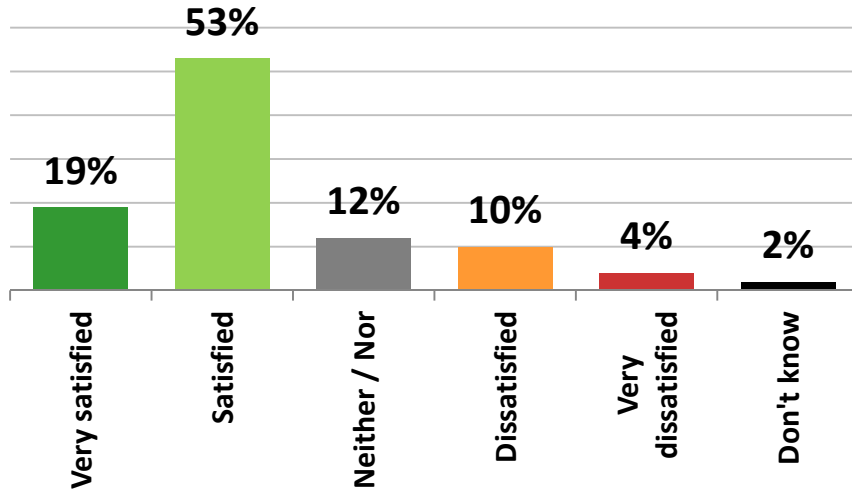


- Satisfaction with refuse collection has increased in 2015 compared to 2014 (62%), however, the proportion satisfied remains lower than years previous to 2014 (78% in 2012; 75% in 2013).
- Levels of satisfaction are broadly consistent across a number of sub-groups. However, younger respondents (73% of under 35 year olds) and older respondents (71% of over 65s) tended to express higher levels of satisfaction than the middle age groups (67% of 35 to 64s).
- The least satisfied were unemployed people (58% satisfied; 30% dissatisfied) and those not working to look after children (61% satisfied; 27% dissatisfied).

% satisfaction with refuse collection

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	83%	80%	72%	69%	70%		Fount. / Craig.	84%	77%	73%	71%	73%	
Almond	90%	86%	76%	73%	75%		Mead. / Morn.	90%	86%	78%	69%	69%	
Pentland Hills	72%	82%	68%	70%	76%	▲	City Centre	91%	86%	78%	66%	61%	
Drumbrae / Gyle	71%	68%	64%	69%	78%	▲	Leith Walk	66%	81%	73%	63%	53%	▼
Forth	82%	74%	56%	52%	58%	▲	Leith	84%	76%	73%	68%	72%	
Inverleith	85%	82%	73%	72%	77%	▲	Craigen. / Dudd.	87%	83%	77%	75%	74%	
Corstor. / Murray	75%	75%	71%	73%	74%		South. / New.	77%	79%	73%	73%	77%	▲
Sighthill / Gorgie	77%	67%	64%	63%	67%		Liberton / Gil.	87%	81%	72%	69%	66%	
Colinton / Fair.	74%	78%	71%	73%	78%	▲	Porto. / Craig.	88%	80%	70%	67%	62%	

72% satisfied with recycling

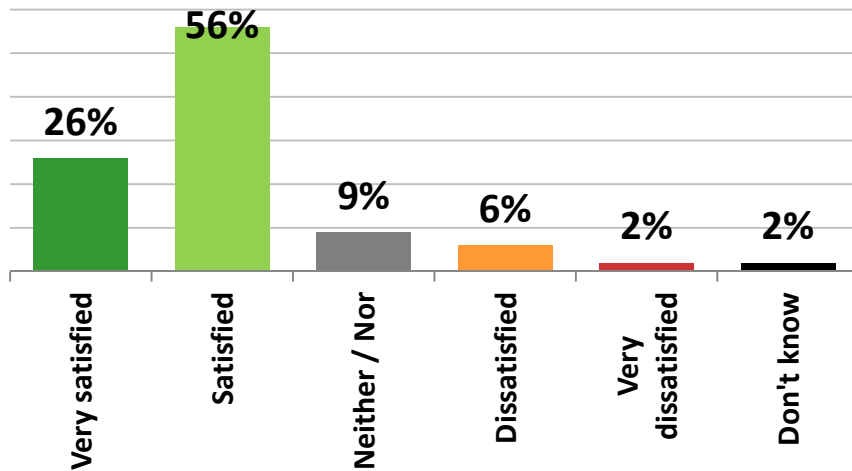


- Again an increase in satisfaction is apparent in 2015 (72%) compared to 2014 (65%), however, the total remains lower than years previous (84% in 2013; 80% in 2013).
- There was very little variance in this finding across the sample. Older respondents were, however, more likely to state that they are satisfied (76% of over 65s) than those from the younger age groups.
- Unemployed people (64% satisfied) were less satisfied than other working status groups.

% satisfaction with recycling

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	81%	81%	76%	72%	72%		Fount. / Craig.	84%	81%	80%	74%	69%	
Almond	89%	87%	79%	76%	80%	▲	Mead. / Morn.	76%	80%	80%	70%	69%	▼
Pentland Hills	70%	84%	73%	76%	79%		City Centre	88%	84%	78%	64%	54%	▼
Drumbrae / Gyle	72%	70%	74%	74%	80%		Leith Walk	63%	83%	77%	69%	59%	▼
Forth	78%	75%	63%	58%	61%	▲	Leith	81%	76%	75%	67%	62%	
Inverleith	79%	82%	80%	79%	80%		Craigen. / Dudd.	86%	82%	80%	78%	78%	
Corstor. / Murray	76%	81%	82%	83%	79%		South. / New.	72%	79%	78%	78%	78%	
Sighthill / Gorgie	79%	71%	69%	63%	69%		Liberton / Gil.	86%	80%	74%	73%	74%	
Colinton / Fair.	75%	79%	75%	78%	87%	▲	Porto. / Craig.	91%	85%	73%	68%	65%	

82% satisfied with parks or other green spaces

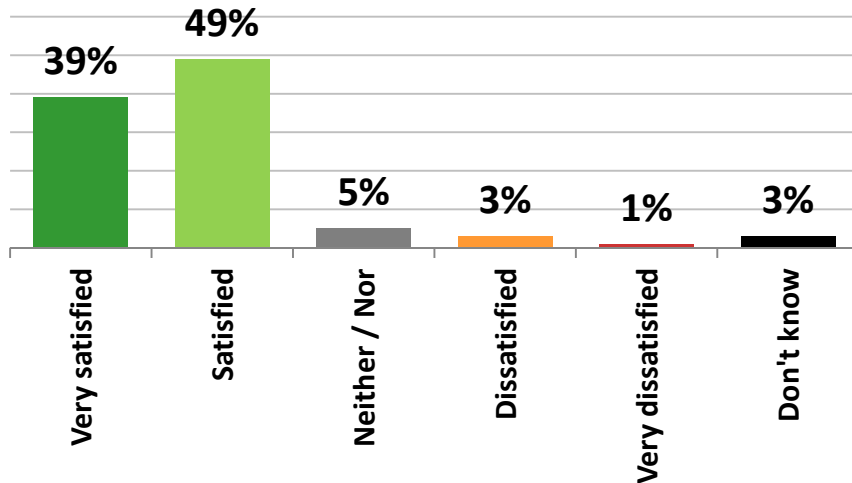


- There has been a slight increase in satisfaction in 2015 compared to 2014 (78%).
- Satisfaction was consistent across age, gender, disability and presence of children in household.
- Lower levels of satisfaction were noted amongst people not working due to illness/disability (71%) or to look after children (75%).

% satisfaction with parks and green spaces

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	82%	88%	87%	83%	82%		Fount. / Craig.	90%	88%	85%	85%	88%	▲
Almond	88%	91%	89%	82%	76%	▼	Mead. / Morn.	95%	95%	95%	90%	85%	▼
Pentland Hills	67%	81%	75%	79%	79%		City Centre	89%	94%	92%	87%	80%	▼
Drumbrae / Gyle	74%	85%	89%	85%	83%	▼	Leith Walk	66%	86%	90%	87%	86%	▼
Forth	79%	83%	72%	68%	76%	▲	Leith	80%	80%	88%	84%	82%	
Inverleith	84%	90%	88%	86%	88%		Craigen. / Dudd.	89%	90%	93%	89%	88%	
Corstor. / Murray	78%	83%	88%	88%	88%		South. / New.	81%	90%	93%	92%	89%	▼
Sighthill / Gorgie	81%	77%	74%	67%	73%		Liberton / Gil.	75%	85%	85%	80%	78%	
Colinton / Fair.	78%	86%	89%	85%	85%	▼	Porto. / Craig.	89%	94%	90%	81%	67%	▼

88% satisfied with public transport

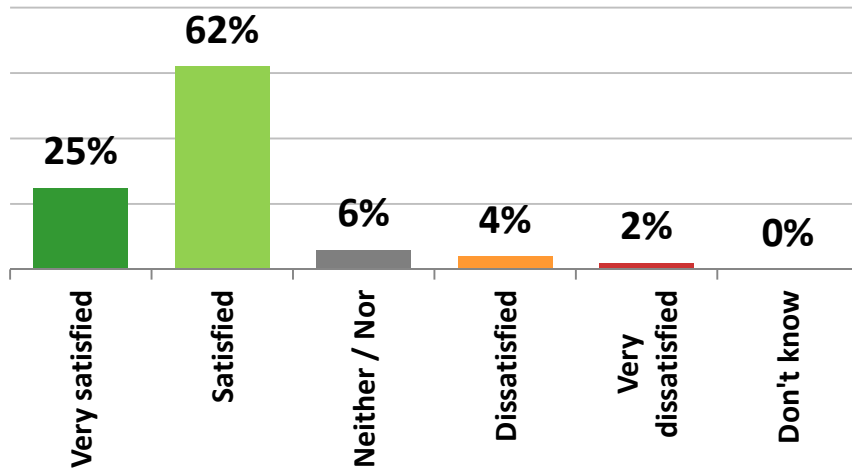


- 2015 saw a further increase in satisfaction with public transport – from 73% in 2013, to 83% in 2014 to 88% in 2015.
- Those most likely to express satisfaction were younger respondents (90% of 16 to 24s), older respondents (91% of over 65s) and retired people (91%).
- People with children in the household were slightly less satisfied (85%) than those with no children (89%).

% satisfaction with public transport

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	82%	82%	81%	81%	88%		Fount. / Craig.	94%	92%	93%	93%	92%	
Almond	73%	63%	63%	62%	70%	▲	Mead. / Morn.	92%	91%	90%	89%	93%	
Pentland Hills	63%	73%	70%	72%	71%		City Centre	89%	90%	88%	85%	85%	
Drumbrae / Gyle	73%	78%	81%	89%	95%	▲	Leith Walk	86%	92%	91%	88%	90%	▼
Forth	90%	88%	74%	73%	89%	▲	Leith	88%	82%	77%	80%	90%	▲
Inverleith	77%	82%	81%	80%	84%		Craigen. / Dudd.	88%	86%	85%	86%	93%	▲
Corstor. / Murray	76%	84%	84%	91%	96%	▲	South. / New.	89%	82%	80%	81%	92%	▲
Sighthill / Gorgie	85%	77%	77%	81%	93%	▲	Liberton / Gil.	78%	82%	81%	77%	81%	
Colinton / Fair.	74%	82%	81%	82%	86%		Porto. / Craig.	80%	90%	86%	86%	90%	

87% satisfied with street lighting

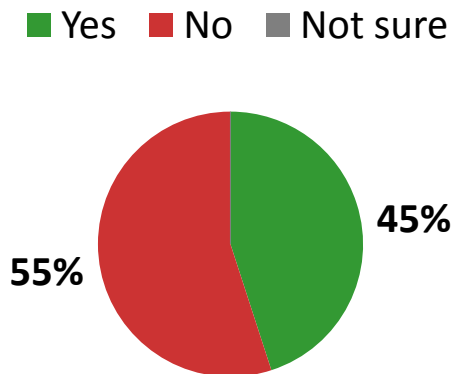


- This question was not asked in 2014. Comparing the data to 2013 (94%) shows a decline in satisfaction, however, 2015 data is similar to years previous to 2013 (ave. for 2009 to 2012 = 86%).
- Older respondents (84% of over 55 year olds) were slightly less satisfied than younger respondents (89% of under 55 year olds).
- Students (91% satisfied) and full time workers (89% satisfied) were more satisfied with street lighting than people in other working status groups.

% satisfaction with street lighting

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	86%	89%	92%	91%	87%	▼	Fount. / Craig.	90%	89%	90%	91%	92%	
Almond	89%	91%	93%	90%	84%	▼	Mead. / Morn.	90%	93%	94%	93%	89%	▼
Pentland Hills	79%	91%	93%	90%	84%	▼	City Centre	92%	93%	95%	92%	86%	▼
Drumbrae / Gyle	79%	85%	87%	90%	90%	▼	Leith Walk	63%	82%	88%	89%	85%	▼
Forth	80%	84%	89%	87%	81%	▼	Leith	75%	74%	84%	92%	90%	▲
Inverleith	87%	92%	95%	93%	88%	▼	Craigen. / Dudd.	92%	92%	94%	94%	91%	
Corstor. / Murray	75%	79%	76%	84%	94%	▲	South. / New.	80%	89%	93%	93%	89%	▼
Sighthill / Gorgie	83%	88%	90%	89%	84%	▼	Liberton / Gil.	92%	92%	94%	91%	85%	▼
Colinton / Fair.	81%	88%	88%	87%	86%	▼	Porto. / Craig.	98%	97%	96%	90%	84%	▼

45% have visited neighbourhood library in the past 12 months

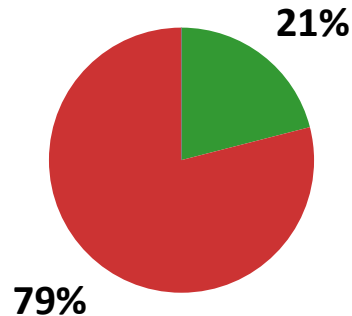


- A similar proportion of residents visited their neighbourhood library in 2015 compared to 2014 (42%).
- Library visits were highest amongst females (48%), ethnic minority/non-UK citizens (55%), part time workers (48%), students (57%), unemployed (50%) and retired people (49%).
- People with children at home were also more likely to have visited a library (52%) than those who did not have children in the household (43%).
- People with a disability or long term illness were more likely to have visited a library (50%) than those without such issues (44%).

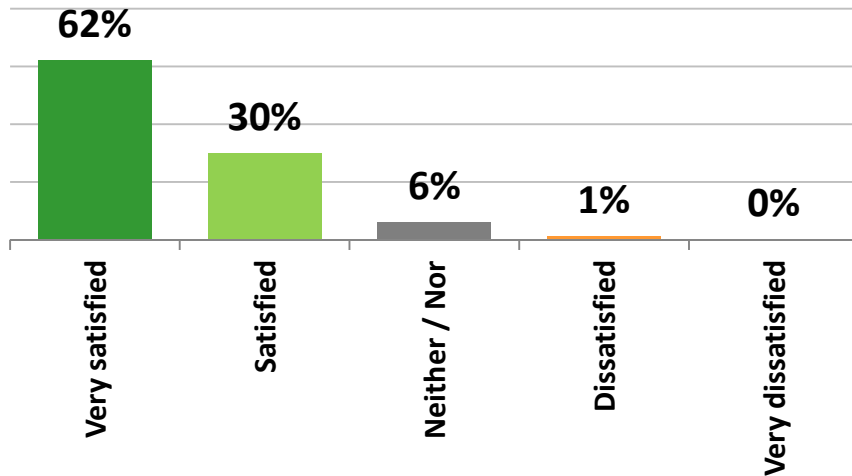
21% have used the online library service in the past 12 months

- There has been an increase in the proportion using the online library service since 2014 (16%).
- Usage of the online library service was highest amongst students (35%), unemployed (28%), ethnic minorities/non-UK citizens (33%) and 16 to 24 year olds (30%).

■ Yes ■ No ■ Not sure



93% satisfied with the library service (excluding 'don't know')



- Satisfaction with the library service has increased in 2015 compared to 2014 (83%), and is at a similar level to 2013 (93%).
- Satisfaction with library services was consistently high across age, gender, ethnicity and working status.
- However, students (96%) tended to be even more satisfied than average.

% satisfaction with libraries (excluding 'don't know')

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	87%	89%	87%	89%	93%	▲	Fount. / Craig.	96%	95%	94%	92%	93%	
Almond	93%	94%	94%	92%	90%		Mead. / Morn.	91%	88%	86%	86%	91%	▲
Pentland Hills	86%	95%	93%	93%	93%	▼	City Centre	96%	93%	92%	91%	93%	
Drumbrae / Gyle	94%	94%	95%	95%	96%		Leith Walk	87%	96%	95%	93%	95%	
Forth	83%	84%	73%	80%	92%	▲	Leith	94%	93%	86%	86%	91%	▲
Inverleith	86%	86%	80%	87%	89%	▲	Craigen. / Dudd.	89%	90%	89%	94%	91%	
Corstor. / Murray	76%	93%	93%	92%	95%		South. / New.	87%	79%	80%	86%	96%	▲
Sighthill / Gorgie	77%	59%	58%	73%	94%	▲	Liberton / Gil.	95%	95%	96%	93%	89%	
Colinton / Fair.	75%	89%	89%	94%	93%	▼	Porto. / Craig.	95%	97%	92%	91%	92%	

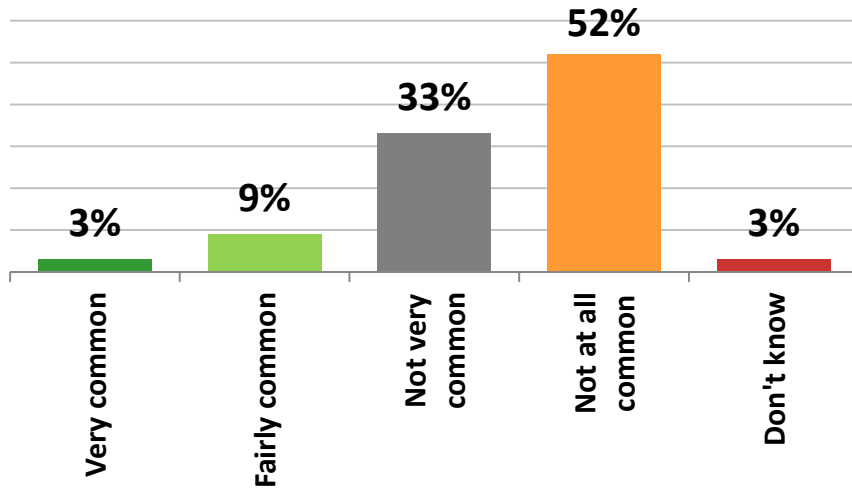


edinburgh people survey

2015

community safety

85% state that violent crime is not common in their neighbourhood

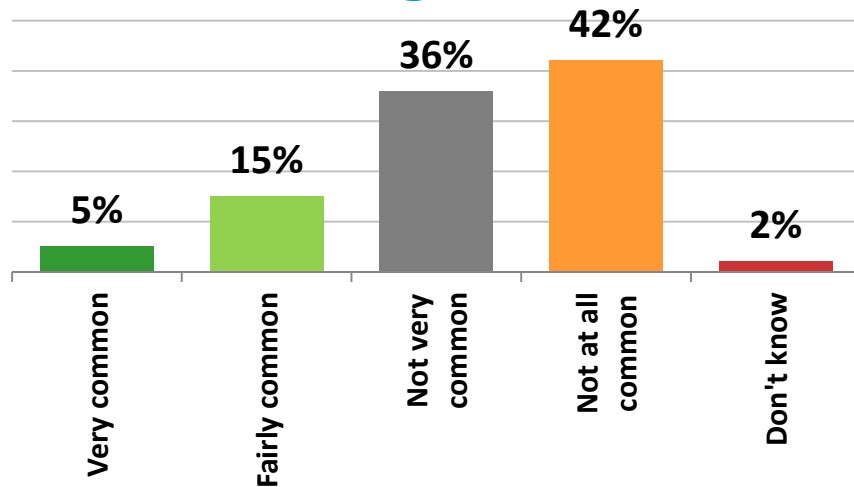


- A new set of questions was introduced in 2015 exploring perceptions of how commonplace various types of crime and anti-social behaviour are perceived to be in neighbourhoods. There is therefore no data to compare these questions to previous years.
- Perceptions of the frequency of violent crime were broadly consistent across age groups and gender.
- Unemployed people (20%) and those not working due to looking after children (19%) or due to illness/disability (25%) were more likely to perceive violent crime as common than other working status groups.

% stating that violent crime is NOT common in their neighbourhood

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	85%		Fount. / Craig.	-	-	-	-	92%	
Almond	-	-	-	-	89%		Mead. / Morn.	-	-	-	-	89%	
Pentland Hills	-	-	-	-	89%		City Centre	-	-	-	-	75%	
Drumbrae / Gyle	-	-	-	-	86%		Leith Walk	-	-	-	-	86%	
Forth	-	-	-	-	78%		Leith	-	-	-	-	79%	
Inverleith	-	-	-	-	91%		Craigen. / Dudd.	-	-	-	-	90%	
Corstor. / Murray	-	-	-	-	92%		South. / New.	-	-	-	-	90%	
Sighthill / Gorgie	-	-	-	-	77%		Liberton / Gil.	-	-	-	-	76%	
Colinton / Fair.	-	-	-	-	93%		Porto. / Craig.	-	-	-	-	71%	

78% state that vandalism & graffiti is not common in their neighbourhood

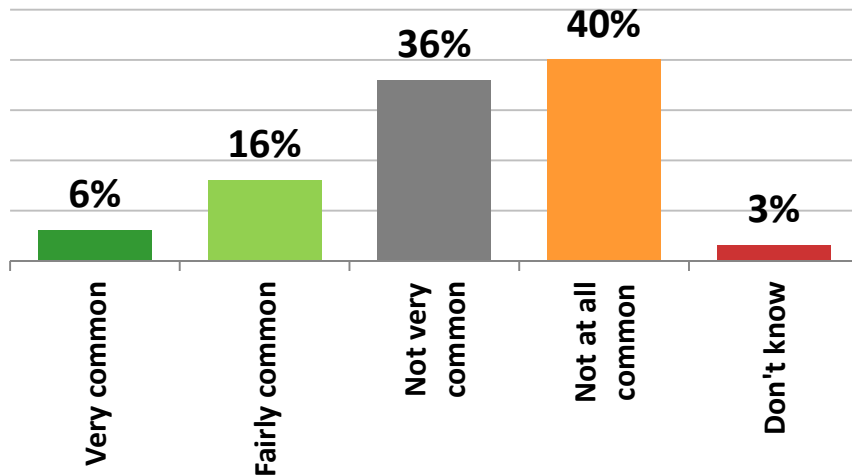


- Perceptions of frequency of vandalism and graffiti were consistent across age and gender.
- People with a disability or long term illness were more likely to describe it as common (27%) than those with no impairments (18%).
- Similarly, people not working due to illness/disability (38%) were more likely to perceive it as common than other working groups.
- Higher than average proportions of unemployed people (30%) and those not working to look after children (27%) also perceived vandalism to be common.

% stating that vandalism & graffiti is NOT common in their neighbourhood

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	78%		Fount. / Craig.	-	-	-	-	85%	
Almond	-	-	-	-	85%		Mead. / Morn.	-	-	-	-	85%	
Pentland Hills	-	-	-	-	86%		City Centre	-	-	-	-	66%	
Drumbrae / Gyle	-	-	-	-	84%		Leith Walk	-	-	-	-	76%	
Forth	-	-	-	-	65%		Leith	-	-	-	-	64%	
Inverleith	-	-	-	-	90%		Craigen. / Dudd.	-	-	-	-	82%	
Corstor. / Murray	-	-	-	-	89%		South. / New.	-	-	-	-	87%	
Sighthill / Gorgie	-	-	-	-	62%		Liberton / Gil.	-	-	-	-	74%	
Colinton / Fair.	-	-	-	-	87%		Porto. / Craig.	-	-	-	-	61%	

75% state that antisocial behaviour is not common in their neighbourhood

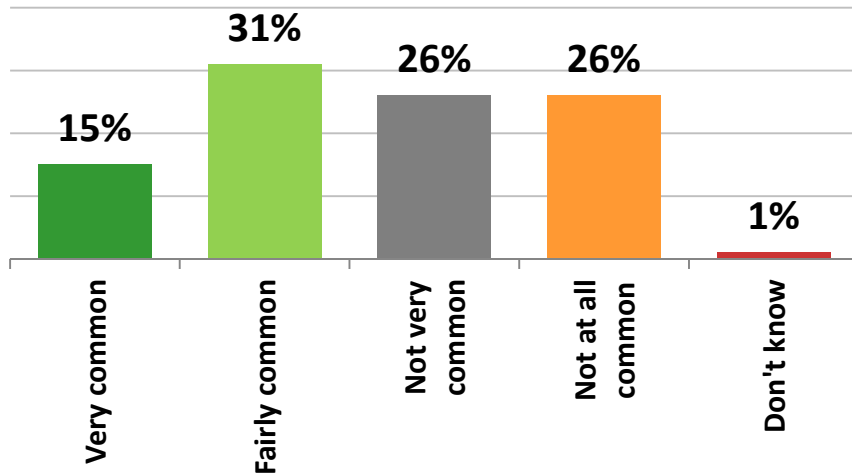


- There was a slightly higher proportion of people aged 35 to 44 years old (27%) who perceived anti-social behaviour to be common, than those in other age groups.
- People with a disability or long term illness were also more likely to describe anti-social behaviour as common (29%) than those with no impairments (20%).
- Similarly, perceptions that anti-social behaviour is common were also more prevalent amongst people not working due to illness/disability (40%) and unemployed people (36%).

% stating that antisocial behaviour is NOT common in their neighbourhood

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	75%		Fount. / Craig.	-	-	-	-	80%	
Almond	-	-	-	-	83%		Mead. / Morn.	-	-	-	-	84%	
Pentland Hills	-	-	-	-	83%		City Centre	-	-	-	-	59%	
Drumbrae / Gyle	-	-	-	-	84%		Leith Walk	-	-	-	-	67%	
Forth	-	-	-	-	65%		Leith	-	-	-	-	57%	
Inverleith	-	-	-	-	87%		Craigen. / Dudd.	-	-	-	-	81%	
Corstor. / Murray	-	-	-	-	91%		South. / New.	-	-	-	-	88%	
Sighthill / Gorgie	-	-	-	-	65%		Liberton / Gil.	-	-	-	-	68%	
Colinton / Fair.	-	-	-	-	83%		Porto. / Craig.	-	-	-	-	57%	

52% state that dog fouling is not common in their neighbourhood

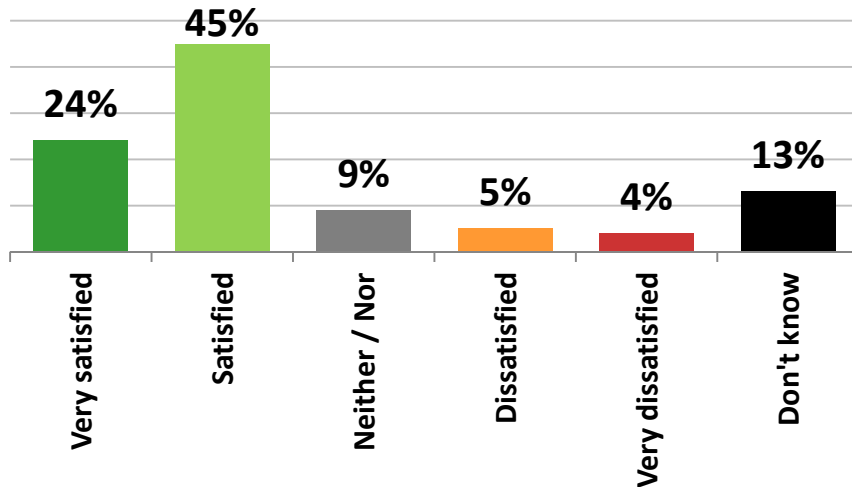


- Respondents in the 35 - 54 year old age group were more likely to perceive dog fouling as commonplace (51%) than those in younger or older age groups.
- People with a disability/long term illness were also more likely to describe dog fouling as common (54%) than other respondents (45%).
- People with children at home were more likely to notice dog fouling as an issue (51% say its common) than those with no children at home (44%).
- A higher than average proportion of part time workers (56%) and unemployed people (57%) also thought it was common.

% stating that dog fouling is NOT common in their neighbourhood

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	52%		Fount. / Craig.	-	-	-	-	68%	
Almond	-	-	-	-	57%		Mead. / Morn.	-	-	-	-	65%	
Pentland Hills	-	-	-	-	61%		City Centre	-	-	-	-	56%	
Drumbrae / Gyle	-	-	-	-	54%		Leith Walk	-	-	-	-	40%	
Forth	-	-	-	-	39%		Leith	-	-	-	-	33%	
Inverleith	-	-	-	-	64%		Craigen. / Dudd.	-	-	-	-	46%	
Corstor. / Murray	-	-	-	-	66%		South. / New.	-	-	-	-	62%	
Sighthill / Gorgie	-	-	-	-	31%		Liberton / Gil.	-	-	-	-	47%	
Colinton / Fair.	-	-	-	-	61%		Porto. / Craig.	-	-	-	-	40%	

69% satisfied with the way violent crime is dealt with

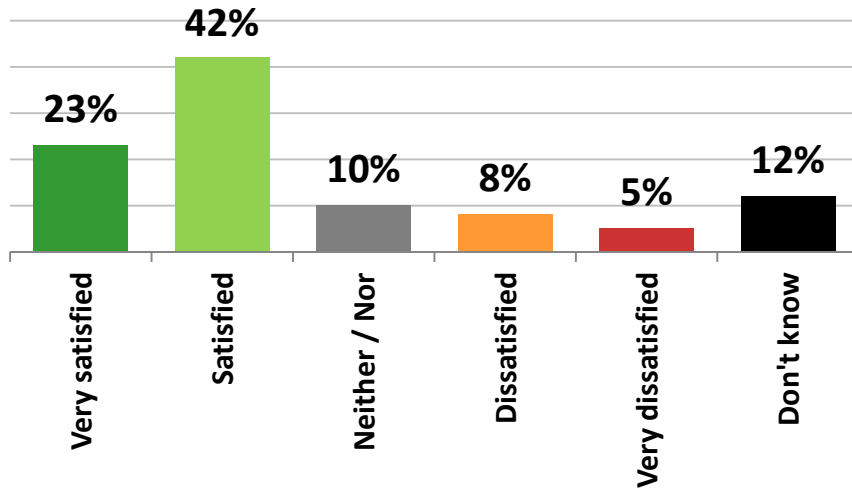


- Due to changes to response codes, comparisons to previous years are not possible for questions relating to satisfaction with how crime and anti-social behaviour is dealt with.
- Satisfaction with the way violent crime is dealt with was generally consistent across the age profile of the sample, with over 65s slightly more likely to be 'very satisfied' (30%).
- Satisfaction was, however, lower amongst unemployed people (62%) and those who were not working due to illness or disability (54%) or to look after children (61%).

% satisfied with the way that violent crime is dealt with

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	69%		Fount. / Craig.	-	-	-	-	76%	
Almond	-	-	-	-	68%		Mead. / Morn.	-	-	-	-	47%	
Pentland Hills	-	-	-	-	83%		City Centre	-	-	-	-	66%	
Drumbrae / Gyle	-	-	-	-	74%		Leith Walk	-	-	-	-	66%	
Forth	-	-	-	-	61%		Leith	-	-	-	-	66%	
Inverleith	-	-	-	-	72%		Craigen. / Dudd.	-	-	-	-	76%	
Corstor. / Murray	-	-	-	-	83%		South. / New.	-	-	-	-	80%	
Sighthill / Gorgie	-	-	-	-	63%		Liberton / Gil.	-	-	-	-	60%	
Colinton / Fair.	-	-	-	-	79%		Porto. / Craig.	-	-	-	-	56%	

65% satisfied with how vandalism and graffiti is dealt with

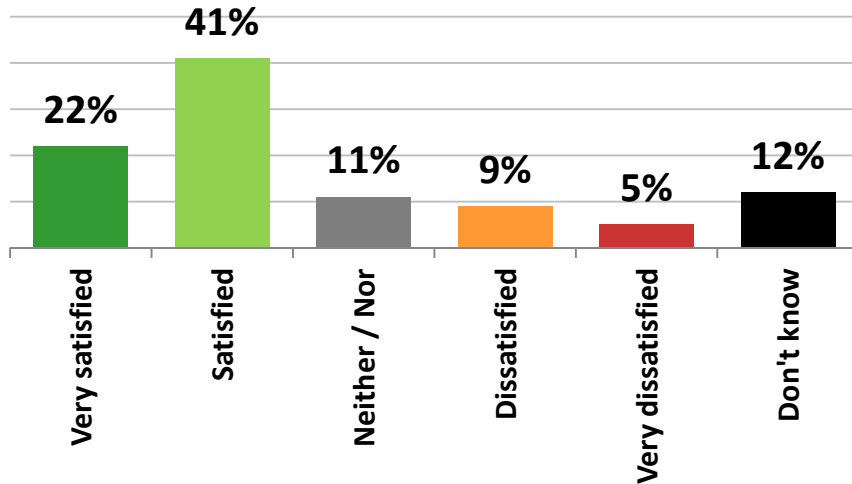


- Levels of satisfaction with how vandalism and graffiti are dealt with were broadly similar across the age groups, with older respondents slightly more likely to be satisfied (71% of over 65s).
- As previously, unemployed people (56%) and those not working due to illness/disability (50%) or to look after children (58%) were less likely to say that they are satisfied than other working status groups.

% satisfied with the way that vandalism & graffiti is dealt with

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	65%		Fount. / Craig.	-	-	-	-	70%	
Almond	-	-	-	-	63%		Mead. / Morn.	-	-	-	-	48%	
Pentland Hills	-	-	-	-	82%		City Centre	-	-	-	-	60%	
Drumbrae / Gyle	-	-	-	-	71%		Leith Walk	-	-	-	-	59%	
Forth	-	-	-	-	55%		Leith	-	-	-	-	58%	
Inverleith	-	-	-	-	71%		Craigen. / Dudd.	-	-	-	-	70%	
Corstor. / Murray	-	-	-	-	80%		South. / New.	-	-	-	-	77%	
Sighthill / Gorgie	-	-	-	-	54%		Liberton / Gil.	-	-	-	-	58%	
Colinton / Fair.	-	-	-	-	75%		Porto. / Craig.	-	-	-	-	53%	

63% satisfied with the way antisocial behaviour is dealt with

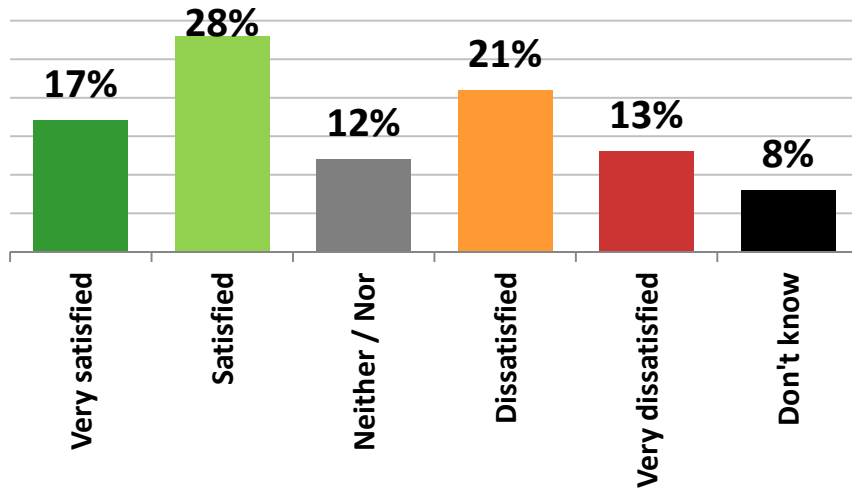


- A similar pattern of response was evident across sub-groups; those least likely to be satisfied were unemployed people (54%), and people not working due to illness (47%) or to look after children (56%).
- Again satisfaction was found to be higher amongst over 65 year old respondents (70%).

% satisfied with the way that antisocial behaviour is dealt with

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	63%		Fount. / Craig.	-	-	-	-	70%	
Almond	-	-	-	-	62%		Mead. / Morn.	-	-	-	-	45%	
Pentland Hills	-	-	-	-	76%		City Centre	-	-	-	-	55%	
Drumbrae / Gyle	-	-	-	-	71%		Leith Walk	-	-	-	-	55%	
Forth	-	-	-	-	53%		Leith	-	-	-	-	54%	
Inverleith	-	-	-	-	67%		Craigen. / Dudd.	-	-	-	-	69%	
Corstor. / Murray	-	-	-	-	80%		South. / New.	-	-	-	-	77%	
Sighthill / Gorgie	-	-	-	-	54%		Liberton / Gil.	-	-	-	-	56%	
Colinton / Fair.	-	-	-	-	75%		Porto. / Craig.	-	-	-	-	52%	

46% satisfied with the way dog fouling is dealt with



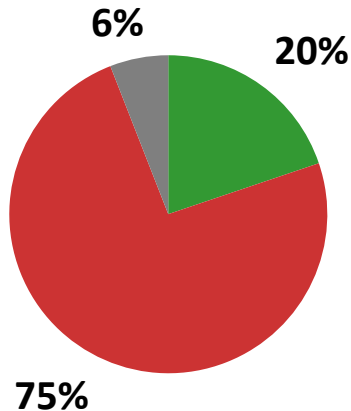
- Older respondents also tended to be slightly less satisfied than younger respondents – 44% of over 35s compared to 49% of under 35s.
- Lower levels of satisfaction were found amongst people with a disability or long term illness (37%) and people not working because they are looking after children (40%).

% satisfied with the way that dog fouling is dealt with

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	-	-	-	-	46%		Fount. / Craig.	-	-	-	-	58%	
Almond	-	-	-	-	44%		Mead. / Morn.	-	-	-	-	34%	
Pentland Hills	-	-	-	-	55%		City Centre	-	-	-	-	42%	
Drumbrae / Gyle	-	-	-	-	49%		Leith Walk	-	-	-	-	34%	
Forth	-	-	-	-	35%		Leith	-	-	-	-	38%	
Inverleith	-	-	-	-	52%		Craigen. / Dudd.	-	-	-	-	44%	
Corstor. / Murray	-	-	-	-	62%		South. / New.	-	-	-	-	58%	
Sighthill / Gorgie	-	-	-	-	29%		Liberton / Gil.	-	-	-	-	43%	
Colinton / Fair.	-	-	-	-	58%		Porto. / Craig.	-	-	-	-	38%	

75% do not consider street drinking and alcohol-related disorders to be a problem in their neighbourhood

■ Yes ■ No ■ Not sure

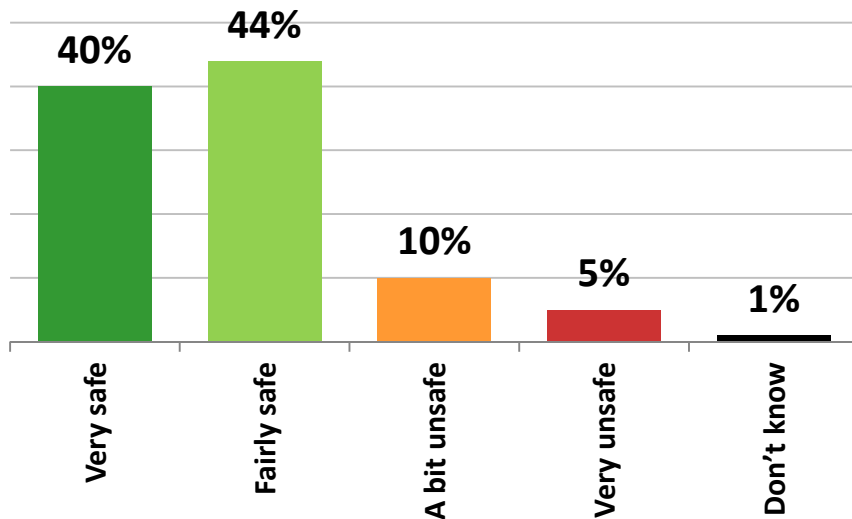


- There has been a slight increase in the proportion of people who do not see street drinking and alcohol related disorder as a problem in their neighbourhood since 2014 (70%). However, the proportion remains lower than 2012 (82%) and 2013 (79%).
- Unemployed people were more likely to report street drinking as an issue in their neighbourhood (31%) than other groups. It was also more likely to be mentioned by people whose working status was looking after family (27%) or long term sick (32%).
- Respondents aged 16 to 54 years old were more likely to mention it as a problem (22%) than those in older age groups (14% of over 55 year olds).

% agree that street drinking and alcohol related disorders are NOT issues in their neighbourhood

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	73%	78%	77%	75%	75%		Fount. / Craig.	80%	78%	73%	78%	78%	
Almond	80%	85%	87%	86%	84%		Mead. / Morn.	76%	72%	75%	78%	79%	
Pentland Hills	79%	83%	83%	86%	90%	▲	City Centre	56%	72%	69%	66%	49%	▼
Drumbrae / Gyle	78%	79%	78%	78%	83%		Leith Walk	59%	67%	68%	67%	70%	
Forth	74%	69%	63%	54%	62%	▲	Leith	59%	60%	63%	54%	57%	
Inverleith	72%	83%	83%	85%	86%		Craigen. / Dudd.	71%	83%	83%	80%	82%	
Corstor. / Murray	79%	82%	84%	84%	89%		South. / New.	84%	78%	79%	76%	81%	
Sighthill / Gorgie	73%	75%	72%	64%	64%		Liberton / Gil.	70%	81%	78%	71%	69%	▼
Colinton / Fair.	85%	84%	88%	87%	89%		Porto. / Craig.	74%	77%	73%	64%	57%	▼

84 feel safe in their neighbourhood after dark



- A similar proportion of respondents feel safe after dark in 2015 (84%) compared to 2014 (83%).
- Perceptions of safety after dark were lower amongst females (78%), unemployed people (78%), over 65 year olds (76%), people not working to look after children (75%) and people with a disability or long terms illness (70%).

% agree that they feel safe in their neighbourhood after dark

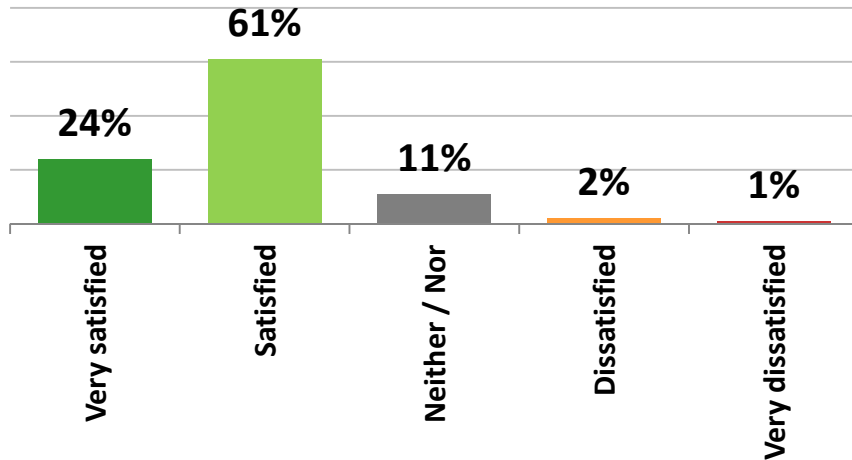
WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	82%	85%	87%	86%	84%		Fount. / Craig.	89%	89%	87%	88%	85%	
Almond	86%	91%	93%	95%	92%	▼	Mead. / Morn.	91%	93%	95%	94%	92%	
Pentland Hills	93%	94%	89%	88%	90%		City Centre	83%	89%	89%	89%	85%	▼
Drumbrae / Gyle	84%	88%	88%	88%	88%		Leith Walk	75%	80%	82%	80%	78%	
Forth	68%	68%	80%	73%	70%	▼	Leith	79%	78%	79%	71%	63%	▼
Inverleith	85%	87%	89%	89%	87%		Craigen. / Dudd.	82%	84%	85%	87%	91%	▲
Corstor. / Murray	85%	91%	94%	92%	91%	▼	South. / New.	88%	91%	92%	92%	92%	
Sighthill / Gorgie	73%	77%	81%	77%	75%		Liberton / Gil.	78%	86%	86%	86%	83%	
Colinton / Fair.	84%	88%	92%	91%	87%	▼	Porto. / Craig.	79%	82%	85%	82%	76%	▼



edinburgh people survey

2015
our schools

86% satisfied with nursery schools (excl. 'don't know')

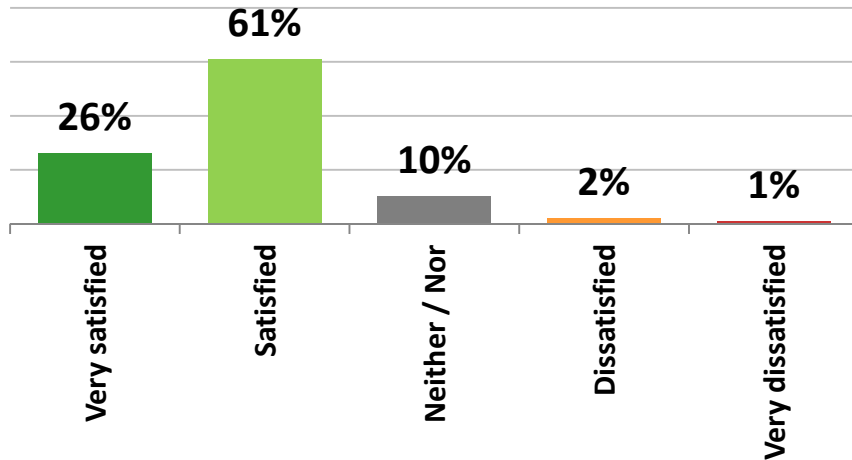


- There has been an increase in the proportion stating that they are satisfied with nursery schools in 2015 compared to 2014 (72%). The proportion satisfied is lower than 2013 (95%) but very similar to years previous (ave. for 2009 to 2012 is 84%).
- The highest levels of satisfaction were amongst females (88%) and people with children at home (88%).

% satisfaction with nursery schools (excluding 'don't know')

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	82%	88%	85%	84%	86%		Fount. / Craig.	95%	96%	90%	84%	81%	
Almond	83%	92%	87%	80%	76%	▼	Mead. / Morn.	84%	82%	78%	75%	71%	
Pentland Hills	64%	78%	75%	85%	92%	▲	City Centre	89%	90%	82%	72%	64%	
Drumbrae / Gyle	82%	86%	88%	90%	92%		Leith Walk	75%	92%	88%	84%	89%	
Forth	87%	88%	72%	75%	89%	▲	Leith	91%	87%	84%	81%	88%	▲
Inverleith	78%	78%	80%	85%	87%	▲	Craigen. / Dudd.	80%	88%	87%	93%	96%	▲
Corstor. / Murray	77%	87%	90%	90%	94%		South. / New.	74%	85%	82%	88%	92%	▲
Sighthill / Gorgie	73%	77%	80%	87%	92%	▲	Liberton / Gil.	87%	91%	90%	85%	80%	▼
Colinton / Fair.	77%	89%	90%	88%	83%	▼	Porto. / Craig.	94%	97%	90%	85%	80%	▼

87% satisfied with primary schools (excl. 'don't know')

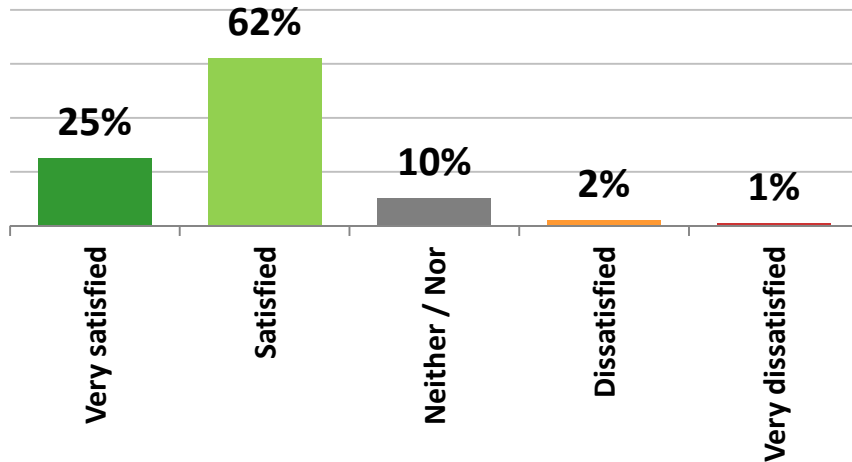


- There has been an increase in the proportion stating that they are satisfied with primary schools in 2015 compared to 2014 (77%). The proportion satisfied is lower than 2013 (96%) but very similar to years previous (ave. for 2009 to 2012 is 85%).
- The highest levels of satisfaction were again amongst females (89%) and people with children in the household (90%).

% satisfaction with primary schools (excluding 'don't know')

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	84%	90%	87%	87%	87%		Fount. / Craig.	96%	97%	92%	89%	88%	
Almond	84%	92%	90%	84%	79%	▼	Mead. / Morn.	95%	94%	89%	83%	77%	
Pentland Hills	70%	85%	78%	86%	92%	▲	City Centre	86%	87%	83%	74%	66%	▼
Drumbrae / Gyle	82%	86%	89%	90%	94%		Leith Walk	72%	90%	91%	88%	90%	▼
Forth	89%	90%	74%	76%	89%	▲	Leith	91%	89%	87%	85%	89%	
Inverleith	84%	84%	81%	86%	89%	▲	Craigen. / Dudd.	83%	90%	89%	94%	96%	
Corstor. / Murray	76%	88%	94%	93%	94%	▼	South. / New.	79%	90%	87%	91%	91%	
Sighthill / Gorgie	79%	82%	82%	88%	95%	▲	Liberton / Gil.	86%	90%	91%	86%	79%	▼
Colinton / Fair.	79%	93%	93%	92%	86%	▼	Porto. / Craig.	95%	96%	92%	88%	82%	▼

87% satisfied with secondary schools (excl. 'don't know')



- Again, the majority are satisfied with secondary schools in 2015. The proportion satisfied is higher than in 2014 (76%) and lower than 2013 (96%) but similar to previous years.
- Similar to previous findings, the highest levels of satisfaction were amongst females (88%) and people with children living at home (89%).

% satisfaction with secondary schools (excluding 'don't know')

WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	81%	87%	87%	87%	87%		Fount. / Craig.	94%	95%	91%	87%	89%	
Almond	84%	90%	89%	83%	78%	▼	Mead. / Morn.	91%	91%	90%	85%	78%	▼
Pentland Hills	67%	81%	73%	84%	93%	▲	City Centre	87%	88%	83%	74%	67%	
Drumbrae / Gyle	81%	87%	91%	93%	94%		Leith Walk	68%	86%	89%	86%	88%	▼
Forth	85%	87%	75%	76%	88%	▲	Leith	91%	91%	89%	87%	89%	
Inverleith	81%	81%	82%	86%	87%	▲	Craigen. / Dudd.	82%	88%	87%	94%	96%	▲
Corstor. / Murray	76%	89%	95%	94%	95%	▼	South. / New.	76%	87%	87%	90%	91%	
Sighthill / Gorgie	71%	77%	81%	87%	92%	▲	Liberton / Gil.	85%	88%	91%	86%	80%	▼
Colinton / Fair.	77%	91%	92%	90%	86%	▼	Porto. / Craig.	87%	88%	92%	87%	80%	▼

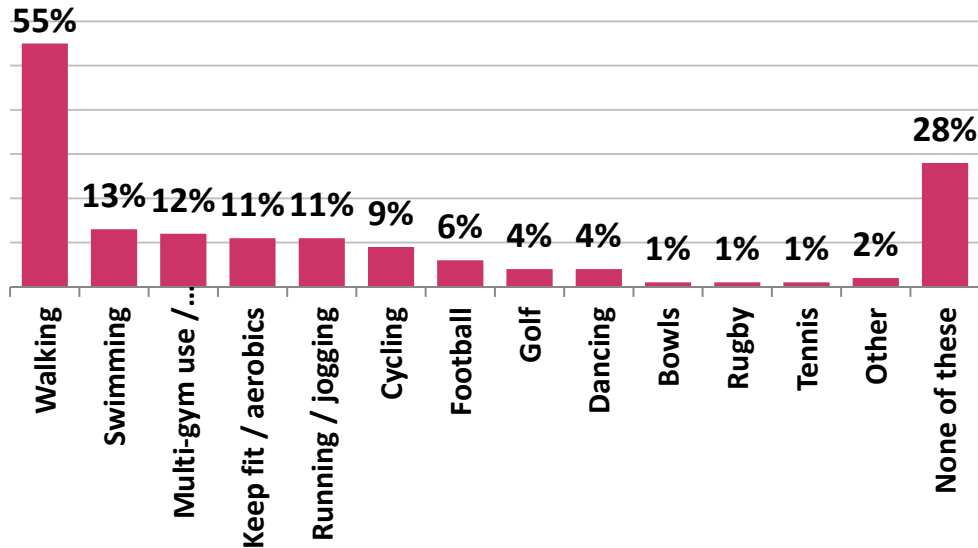


edinburgh people survey

2015

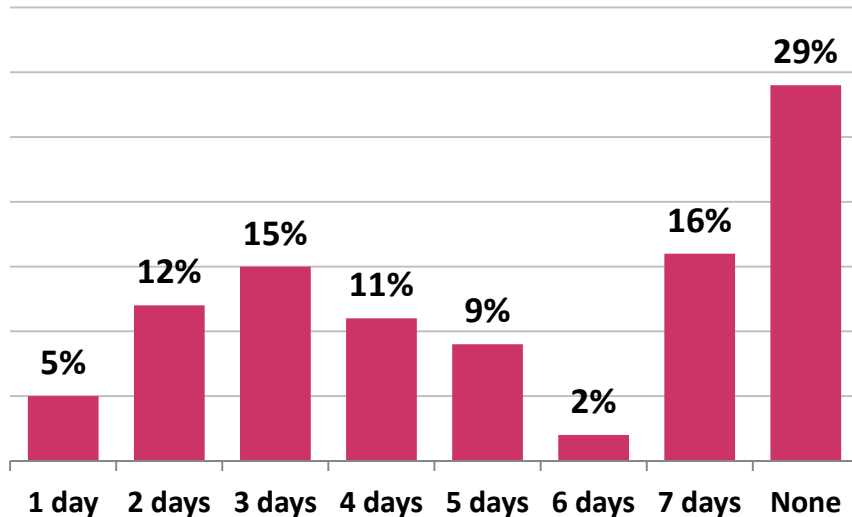
culture and sport

72% have engaged in at least one of the activities in last 4 weeks



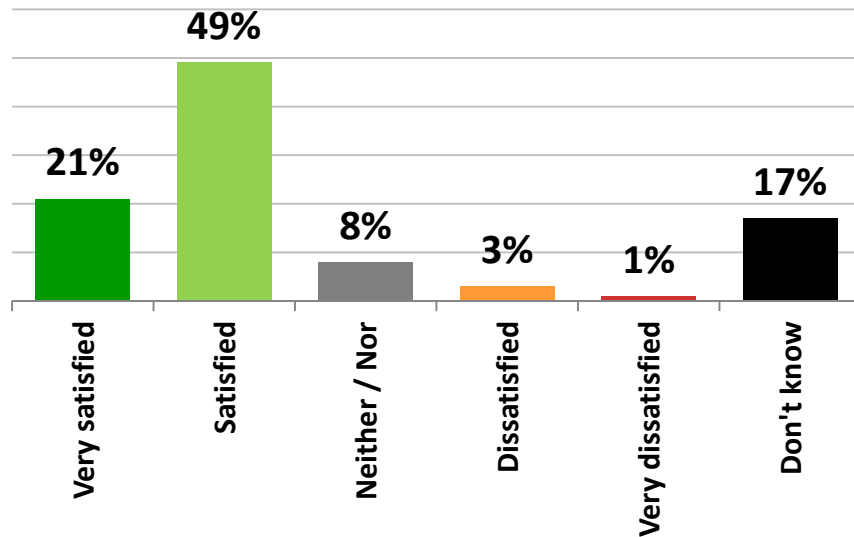
- The most common activities were walking, swimming, keep fit, multi-gym use and running.
- Participation in activities was highest amongst males (75%), younger respondents (79% of under 45s) and those with no disabilities or long term illnesses (76%).
- Lower levels of activity were evident amongst females (70%), older respondents (52% of over 65s), unemployed people (59%), retired people (55%) and people with a disability or long term illness (54%).

71% have undertaken physical activity in last week



- 71% of respondents had undertaken physical activity for at least 30 minutes on at least one day in the last week. This is a similar proportion to 2014 (69%).
- The average number of days spent exercising across the total sample was 2.9.
- Those most likely to have exercised in the last week were younger respondents (78% of under 45s), people with children at home (74%) and ethnic minorities/non-UK citizens (78%).
- Those least likely to have exercised were people with a disability or long term illness (49%), older respondents (49% of over 65s), retired people (50%) and unemployed people (55%).

70% satisfied with sports and leisure facilities run by Edinburgh Leisure

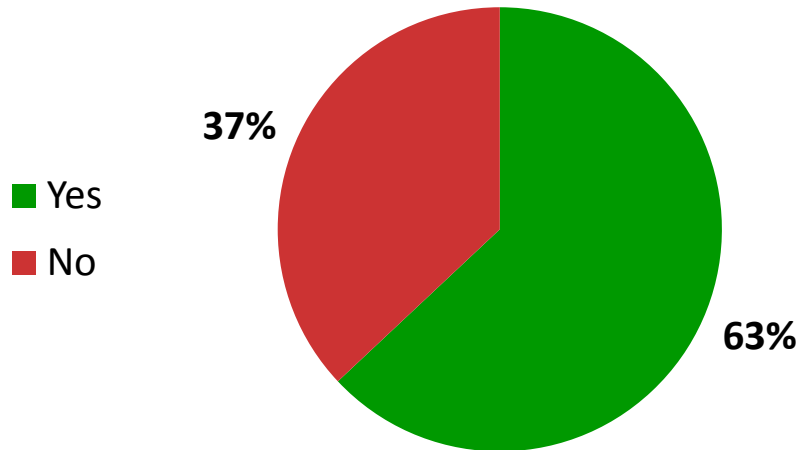


- Satisfaction with sports and leisure facilities is higher in 2015 compared to 2014 (63%) but at a similar level to years previous (2009 to 2013 average is 70%).
- Amongst those who expressed an opinion (excluding 'don't know'), 85% were satisfied.
- There was very little variance in this finding across the profile of the sample.
- Unemployed people (79%, excluding DK) and people who were not working in order to look after family (73% excluding DK) were less satisfied than other working status groups.

% satisfaction with sports and leisure facilities run by Edinburgh Leisure

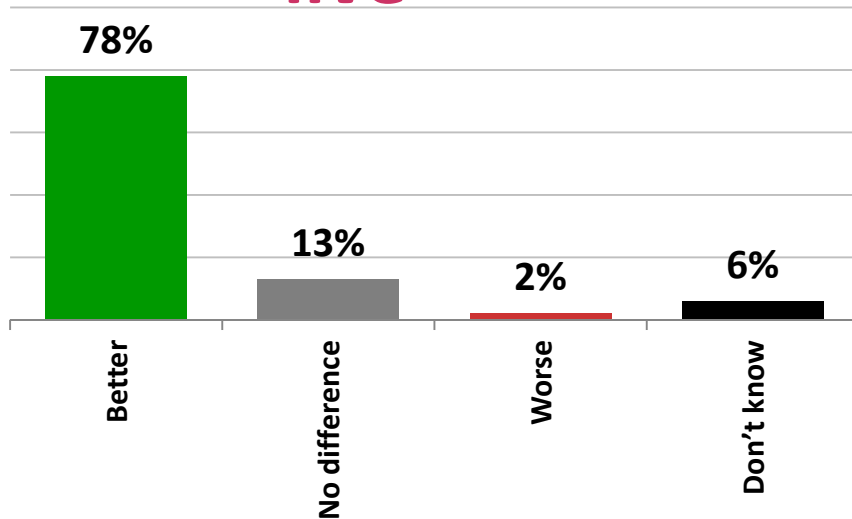
WARD	10/12	11/13	12/14	13/15	A:15	PRF	WARD	10/12	11/13	12/14	13/15	A:15	PRF
Edinburgh	69%	71%	71%	68%	70%		Fount. / Craig.	83%	83%	81%	75%	73%	
Almond	70%	65%	64%	58%	60%		Mead. / Morn.	83%	86%	82%	72%	67%	▼
Pentland Hills	43%	60%	57%	59%	56%		City Centre	85%	82%	77%	70%	70%	
Drumbrae / Gyle	78%	84%	83%	78%	76%	▼	Leith Walk	68%	75%	80%	71%	70%	▼
Forth	69%	71%	64%	65%	73%	▲	Leith	65%	61%	75%	70%	75%	
Inverleith	66%	68%	67%	68%	69%		Craigen. / Dudd.	75%	73%	70%	74%	81%	▲
Corstor. / Murray	64%	74%	76%	75%	72%	▼	South. / New.	66%	65%	69%	75%	75%	
Sighthill / Gorgie	63%	54%	56%	56%	67%	▲	Liberton / Gil.	64%	65%	65%	60%	67%	
Colinton / Fair.	61%	67%	65%	62%	67%		Porto. / Craig.	65%	76%	79%	75%	71%	▼

63% attended a festival in Edinburgh last 2 years



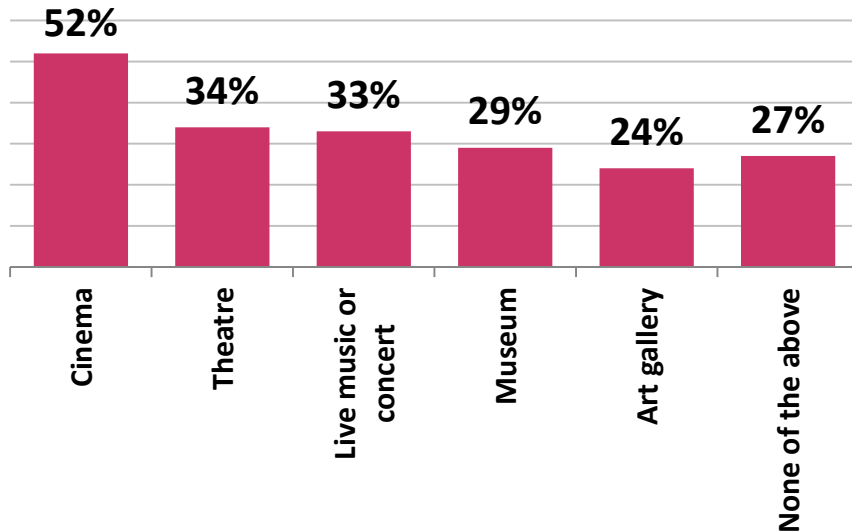
- There has been a slight increase in the proportion stating they had attended a festival compared to 2014 (58%).
- The highest levels of attendance at festivals were noted amongst 25 to 44 year olds (72%).
- Attendance was also higher amongst full time (73%) and part time (66%) workers, self employed (72%) and students (64%).
- Attendance levels were lower for unemployed people (38%) and people with a disability or long term illness (41%).

78% believe the festivals make Edinburgh a better place to live



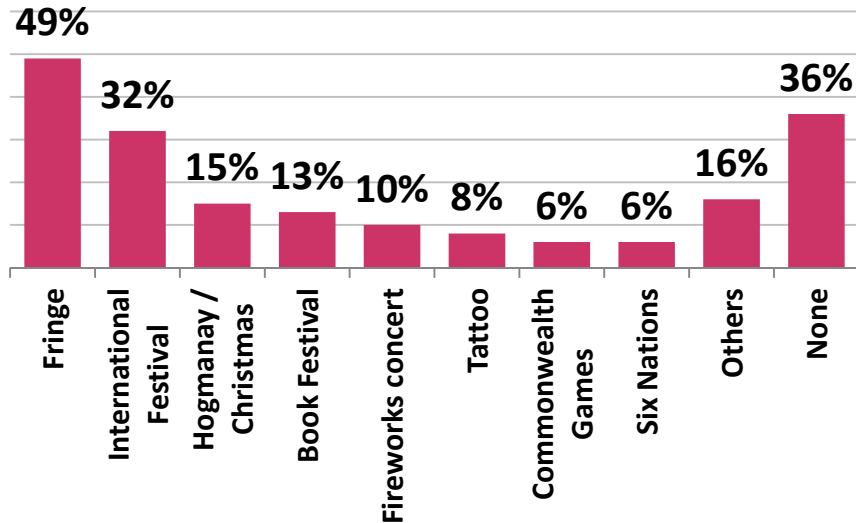
- A slightly higher proportion feel that the festivals make Edinburgh better in 2015 (78%) than in 2014 (72%).
- Those who were most likely to believe that Edinburgh is a better place because of the festivals were people in employment (81%) and students (82%).
- Unemployed people tended to be more ambivalent, with 61% considering Edinburgh to be a better place and 25% considering the festivals to make no difference.

73% have attended a cultural event or venue in the last year



- A mix of cultural events and venues have been visited by Edinburgh residents.
- These events and venues were less likely to have been visited by unemployed people (48% visited), older age groups (50% of over 65s visited) and people with a disability (52% visited).

64% have attended at least one of the events listed



- Almost two thirds of respondents had visited at least one of the specific events listed. The Fringe was the most popular (49% had been), followed by the International Festival (32% had been).
- Overall, people in the 25 to 44 year old age groups were the most likely to have attended the events (73% had been to at least one).

Summary of Key Findings

The Council and the City

- Overall, two thirds of respondents were satisfied with the way the Council is managing the city, with 16% neither satisfied nor dissatisfied and 11% dissatisfied (5% stated no opinion). This overall level of satisfaction is consistent with 2014.
- The majority also agreed that the Council cares for the environment (72% agree), provides support and protection for vulnerable people (63% agree) and provides information in a form that suits people (65% agree).
- There were lower levels of agreement, however, that the Council keeps people informed of its spending and saving proposals (39%) and that it displays sound financial management (29%).
- There have been improvements in all of these measures of satisfaction since the research conducted in 2014.
- Agreement with statements tended to be lower amongst unemployed people, students, ethnic minorities / non-UK citizens and those with long term illness or disability. These groups were more likely to state 'don't know' rather than disagree.

Summary of Key Findings

Neighbourhoods and Communities

- Satisfaction with neighbourhoods was very high; in total, 90% of respondents were satisfied with their neighbourhood as a place to live.
- The majority (83%) also agreed that their neighbourhood is a place where people from different backgrounds get along.
- However, only one third reported that they feel they have a say on local issues and services.
- People are also very happy with the way in which the Council is managing their neighbourhood – 76% were satisfied; 13% were neither satisfied nor dissatisfied and 8% were dissatisfied (2% expressed no opinion).
- These findings were consistent with findings from the 2014 Edinburgh People Survey.
- Satisfaction tended to be consistent across the profile of the sample, but slightly lower for unemployed people. Satisfaction was also lower in Forth, Sighthill/Gorgie, Liberton / Gilmerton and Portobello / Craigmillar.

Summary of Key Findings

Citizen Services

- The highest levels of satisfaction were found for public transport (88% satisfied), street lighting (87%) and parks and green spaces (82%).
- Cleaning services also attracted positive ratings; the majority were satisfied with recycling (72%), refuse collection (70%) and street cleaning (64%).
- Lower levels of satisfaction were found for road maintenance (51%), and maintenance of pavements and footpaths (53%).
- There have been improvements in all of these measures since the research conducted in 2014.
- Older respondents tended to be less satisfied than younger age groups with the street environment, including road and pavement maintenance, street cleaning and street lighting.
- Almost half of the total sample (45%) had visited a neighbourhood library in the last 2 years. Satisfaction with library services was very high – 93% of those who stated an opinion were satisfied.

Summary of Key Findings

Community Safety

- The majority of respondents reported that crime and anti-social behaviour was not commonplace in their neighbourhood - violent crime (85% not common), vandalism and graffiti (78% not common) or antisocial behaviour (75% not common).
- The majority were also satisfied with the way in which these crimes are being dealt with locally - violent crime (80% satisfied), vandalism and graffiti (74% satisfied) or antisocial behaviour (71% satisfied).
- However, 46% were concerned that dog fouling was an issue in their neighbourhood, and only 50% were satisfied with the way in which it is being dealt with.
- Those most concerned about dog fouling were people with children at home and people with a long term illness or disability. The wards where dog fouling is perceived to be most commonplace were Sighthill/Gorgie (68% common), Leith (65%), Leith Walk (57%), Forth (59%) and Portobello/Craigmillar (59%).
- Respondents also tend to feel safe when out after dark in their neighbourhood – 84% reporting feeling safe.

Summary of Key Findings

Our Schools

- Satisfaction with education services was consistently high across nursery schools (86% satisfied), primary schools (87% satisfied) and secondary schools (87% satisfied).
- Satisfaction across all of these measures has increased since 2014.
- The highest levels of satisfaction were noted amongst females and people with children within the household.

Summary of Key Findings

Culture and Sport

- The majority of respondents were physically active – 72% had participated in at least one of the activities/sports listed in the past 4 weeks, and 71% had undertaken physical activity in the last week.
- Satisfaction with sports and leisure activities run by Edinburgh Leisure was high – 85% of those who expressed an opinion were satisfied.
- Participation in cultural activities was also high – 63% had attended a festival in the last 2 years; 73% had attended a cultural event or venue in the last year; and 64% had attended at least one of the events listed.
- People aged 25 to 44 years old and working people were the most likely to attend cultural events and venues.
- Overall, 96% of respondents were satisfied with Edinburgh as a place to live.

Technical Appendix

Methodology:

- The data for the 2015 Edinburgh People Survey was collected and processed by Progressive Partnership Ltd.
- The data was collected by face to face interviews – in street and in-home
- The target group for this research study was residents of City of Edinburgh Council.
- The target sample size was 5100, and the final achieved sample size was 5170.
- Fieldwork was undertaken between 12th September and 6th December 2015.
- Respondents were selected using a stratified random sampling technique, whereby interviewers worked to specified quota controls on key sample criteria, and selected respondents randomly within these quotas.
- Quotas were set on age, gender, working status and ethnicity.

Technical Appendix

- In total, 38 interviewers worked on data collection.
- Each interviewer's work is validated as per the requirements of the international standard ISO 20252. Validation was achieved by re-contacting (by telephone) a minimum of 10% of the sample to check profiling details and to re-ask key questions from the survey. Where telephone details were not available re-contact may have been made by post. All interviewers working on the study were subject to validation on their work.
- Quota controls were used to guide sample selection for this study. This means that we cannot provide statistically precise margins of error or significance testing as the sampling type is non-probability. The margins of error outlined below should therefore be treated as indicative, based on an equivalent probability sample. The overall sample size of 5,170 provides a dataset with an approximate margin of error of between $\pm 0.27\%$ and $\pm 1.36\%$, calculated at the 95% confidence level (market research industry standard). Each ward sub sample of 300 provides a dataset with an approximate margin of error of between $\pm 1.13\%$ and $\pm 5.67\%$.
- All research projects undertaken by Progressive comply fully with the requirements of ISO 20252.

City of Edinburgh Council
Edinburgh People Survey 2015
Topline Findings Report - 9th December 2015

		2015	2014	2013
A - Sex				
Base	Unweighted	5170	5125	5000
	Weighted			
	Male	46%	47%	47%
	Female	54%	53%	53%
B - Age				
Base	Unweighted	5170	5125	5000
	Weighted			
	16-24	18%	17%	15%
	25-34	20%	19%	16%
	35-44	18%	18%	22%
	45-54	15%	15%	13%
	55-59	7%	7%	7%
	60-64	7%	8%	9%
	65-74	10%	11%	13%
75+	5%	6%	5%	
C - Working status:				
Base	Unweighted	5170	5125	5000
	Weighted			
	Working - Full time (30+ hrs)	42%	37%	42%
	Working - Part-time (9-29 hrs)	12%	11%	11%
	Self employed	5%	3%	2%
	Unemployed	4%	11%	5%
	Not working - retired	15%	21%	24%
	Not working - looking after house/children	3%	5%	4%
	Not working - invalid/disabled	3%	2%	3%
	Not working – carer	1%	1%	0%
	Student	14%	10%	9%
	Other (please specify)	0%	0%	0%
G - Which of these best describes the ownership of your home?				
Base	Unweighted	5170	5125	5000
	Weighted			
	Buying with a loan/mortgage	29%	26%	48%
	Owned without any loan outstanding	20%	22%	19%
	Rented from Council	18%	22%	11%
	Rented from housing association	6%	7%	6%
	Rented from private landlord	23%	20%	16%
	Temporary Accommodation	0%	1%	0%
	Tied Accommodation	0%	0%	0%
	Student Accommodation	3%	1%	0%
Other (STATE)	1%	1%	0%	

F - Which of the following ethnic groups do you consider you belong to?

Base	Unweighted	5170	5125	5000
	Weighted			
	Scottish	80%	75%	86%
	English	4%	4%	1%
	Welsh	0%	0%	0%
	Northern Irish	0%	1%	0%
	British	7%	9%	1%
	Irish	1%	1%	1%
	Gypsy/Traveller	-	0%	0%
	Polish	2%	2%	3%
	Other European Union Group (specify)	2%	2%	2%
	Any other white ethnic group ((specify)	1%	1%	1%
	Other mixed or multiple ethnic group (specify)	0%	0%	0%
	Pakistani, Pakistani Scottish or Pakistani British	1%	1%	1%
	Indian, Indian Scottish or Indian British	1%	1%	1%
	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0%	0%	0%
	Chinese, Chinese Scottish or Chinese British	0%	1%	1%
	Asian Other(specify)	-	0%	0%
	African, African Scottish or African British	1%	0%	1%
	Caribbean, Caribbean Scottish or Caribbean British	0%	0%	0%
	Black, Black Scottish or Black British	0%	0%	0%
	African, Caribbean or Black other (specify)	-	0%	0%
	Arab	0%	0%	0%
	Other (specify)	-	0%	0%
	Prefer not to say	0%	0%	0%

ETHNICITY

Base	Unweighted	5170	5125
	Weighted		
	Scottish	80%	75%
	English	4%	4%
	Welsh	0%	0%
	Northern Irish	0%	1%
	British	7%	9%
	Ethnic Minority	9%	11%
	Refused	0%	0%

Q1 - Thinking of your neighbourhood area, by which I mean the area within a 15 minute walk of your home, how satisfied or dissatisfied

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.66	1.71	
	Very satisfied	50%	48%	58%
	Fairly satisfied	40%	40%	35%
	Neither satisfied nor dissatisfied	4%	6%	3%
	Fairly dissatisfied	3%	3%	2%
	Very dissatisfied	2%	2%	0%
	No opinion	0%	0%	2%

Q3 - Do you feel that you are able to have a say on things happening or how Council services are run in your local area (neighbourhood o

Base	Unweighted	5170	5125	5000
	Weighted			
	Yes	33%	37%	34%
	No	37%	38%	23%
	Not sure	30%	25%	43%

Q4 - How much do you agree or disagree with the following statement. "My neighbourhood within a 15/20 minute walk of my home is a

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.82	1.92	
	Strongly agree	36%	31%	30%
	Tend to agree	47%	50%	55%
	Neither agree nor disagree	9%	11%	9%
	Tend to disagree	3%	4%	2%
	Strongly disagree	1%	1%	1%
	Don't know	4%	3%	5%

Q5 - In the last four weeks, have you done any of the activities listed on this screen?

Base	Unweighted	5170	5125	5000
	Weighted			
	Walking (at least 30 minutes for recreation)	55%		
	Swimming	13%	12%	12%
	Football	6%	7%	6%
	Cycling	9%	8%	7%
	Keep fit / aerobics	11%	11%	11%
	Multi-gym use / weight training	12%	11%	7%
	Rugby	1%		
	Tennis	1%		
	Golf	4%	4%	5%
	Running / jogging	11%	11%	4%
	Dancing	4%	4%	2%
	Bowls	1%	1%	1%
	Other (specify)	2%		
None of these	28%	56%	40%	

Q7 - Have there been any new buildings or public spaces developed in your neighbourhood in the last five years?

Base	Unweighted	5170	5125
	Weighted		
	Yes	46%	44%
	No	38%	39%
	Don't know	16%	17%

Q8 - Do you think these buildings or public spaces improved the overall appearance of your neighbourhood?

Base	Unweighted	2366	2279	
	Weighted			
	Yes	72%	70%	
	No	19%	22%	
	Don't know	10%	8%	

Q9a - Maintenance of roads

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.88	2.9	
	Very satisfied	8%	8%	8%
	Satisfied	44%	40%	44%
	Neither satisfied nor dissatisfied	13%	17%	16%
	Dissatisfied	23%	21%	22%
	Very dissatisfied	12%	12%	7%
	Don't know	1%	3%	3%

Q9b - Maintenance of pavements / footpaths

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.84	2.84	
	Very satisfied	8%	8%	13%
	Satisfied	44%	42%	51%
	Neither satisfied nor dissatisfied	13%	17%	16%
	Dissatisfied	23%	21%	16%
	Very dissatisfied	11%	11%	3%
	Don't know	1%	1%	1%

Q9c - Street cleaning

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.53	2.6	
	Very satisfied	14%	12%	33%
	Satisfied	50%	46%	51%
	Neither satisfied nor dissatisfied	12%	17%	8%
	Dissatisfied	14%	18%	7%
	Very dissatisfied	8%	7%	1%
	Don't know	0%	0%	1%

Q9d - Rubbish collection service

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.38	2.51	
	Very satisfied	17%	16%	25%
	Satisfied	53%	46%	50%
	Neither satisfied nor dissatisfied	10%	15%	12%
	Dissatisfied	12%	16%	11%
	Very dissatisfied	7%	6%	2%
	Don't know	1%	0%	1%

Q9e - Recycling				
Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.26	2.37	
	Very satisfied	19%	16%	26%
	Satisfied	53%	49%	54%
	Neither satisfied nor dissatisfied	12%	17%	10%
	Dissatisfied	10%	11%	7%
	Very dissatisfied	4%	5%	2%
	Don't know	2%	3%	2%
Q9f - Parks or other green spaces				
Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.00	2.04	
	Very satisfied	26%	27%	53%
	Satisfied	56%	51%	38%
	Neither satisfied nor dissatisfied	9%	12%	3%
	Dissatisfied	6%	6%	1%
	Very dissatisfied	2%	2%	0%
	Don't know	2%	2%	5%
Q9g - Public transport				
Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.75	1.77	
	Very satisfied	39%	40%	44%
	Satisfied	49%	43%	29%
	Neither satisfied nor dissatisfied	5%	8%	3%
	Dissatisfied	3%	4%	2%
	Very dissatisfied	1%	1%	0%
	Don't know	3%	4%	22%
Q9h - Street lighting				
Base	Unweighted	5170		
	Weighted			
	Mean	1.95		
	Very satisfied	25%		
	Satisfied	62%		
	Neither satisfied nor dissatisfied	6%		
	Dissatisfied	4%		
	Very dissatisfied	2%		
	Don't know	0%		
Q9i - Sport and leisure facilities run by Edinburgh Leisure				
Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.98	2.1	
	Very satisfied	21%	19%	37%
	Satisfied	49%	44%	34%
	Neither satisfied nor dissatisfied	8%	13%	2%
	Dissatisfied	3%	4%	2%
	Very dissatisfied	1%	2%	0%
	Don't know	17%	17%	25%
Q9? - Facilities for older people				
Base	Unweighted		5125	5000
	Weighted			
	Mean		2.5	
	Very satisfied		6%	13%

Satisfied		25%	25%
Neither satisfied nor dissatisfied		15%	3%
Dissatisfied		5%	1%
Very dissatisfied		3%	0%
Don't know		45%	58%

Q9j - Nursery schools

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.94	2.13	
	Very satisfied	13%	12%	27%
	Satisfied	33%	30%	25%
	Neither satisfied nor dissatisfied	6%	13%	2%
	Dissatisfied	1%	2%	1%
	Very dissatisfied	1%	1%	0%
	Don't know	46%	42%	46%

Q9k - Primary schools

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.91	2.07	
	Very satisfied	15%	14%	29%
	Satisfied	35%	34%	26%
	Neither satisfied nor dissatisfied	6%	12%	1%
	Dissatisfied	1%	2%	1%
	Very dissatisfied	0%	1%	0%
	Don't know	43%	37%	43%

Q9l - Secondary schools

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.92	2.07	
	Very satisfied	14%	14%	29%
	Satisfied	35%	33%	25%
	Neither satisfied nor dissatisfied	6%	12%	1%
	Dissatisfied	1%	2%	0%
	Very dissatisfied	1%	1%	0%
	Don't know	43%	38%	44%

Q10 - Have you visited a library in your neighbourhood in the last 12 months?

Base	Unweighted	5170	5125	5000
	Weighted			
	Yes	45%	42%	34%
	No	55%	57%	66%
	Not sure	0%	0%	0%

Q11 - Have you used the online library service in the last 12 months?

Base	Unweighted	5170	5125	5000
	Weighted			
	Yes	21%	16%	9%
	No	79%	84%	89%
	Not sure	0%	0%	2%

Q12 - Have you used any library computer or the free WiFi service in the last 12 months?

Base	Unweighted	5170		
	Weighted			
	Yes	22%		
	No	77%		
	Not sure	0%		

Q13 - Overall, how satisfied or dissatisfied are you with the library service?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.47	1.65	
	Very satisfied	38%	32%	29%
	Fairly satisfied	19%	18%	8%
	Neither satisfied nor dissatisfied	4%	10%	2%
	Fairly dissatisfied	1%	1%	1%
	Very dissatisfied	0%	0%	0%
	No opinion	39%	39%	61%

Q14a - Frequency of Violent crime

Base	Unweighted	5170
	Weighted	
	Mean	3.43
	Very common	3%
	Fairly common	9%
	Not very common	33%
	Not at all common	52%
	Don't know	3%

Q14b - Frequency of Vandalism and graffiti

Base	Unweighted	5170
	Weighted	
	Mean	3.21
	Very common	5%
	Fairly common	15%
	Not very common	36%
	Not at all common	42%
	Don't know	2%

Q14c - Frequency of Antisocial behaviour

Base	Unweighted	5170
	Weighted	
	Mean	3.18
	Very common	6%
	Fairly common	16%
	Not very common	36%
	Not at all common	40%
	Don't know	3%

Q14d - Frequency of Dog fouling

Base	Unweighted	5170
	Weighted	
	Mean	2.68
	Very common	15%
	Fairly common	31%
	Not very common	26%
	Not at all common	26%
	Don't know	1%

Q15a - Violent crime

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.07	2.4	
	Very satisfied	24%	10%	13%
	Satisfied	45%	26%	21%
	Neither satisfied nor dissatisfied	9%	11%	4%
	Dissatisfied	5%	5%	1%
	Very dissatisfied	4%	4%	1%
	Don't know	13%	7%	6%

Not an issue in your neighbourhood		37%	54%
------------------------------------	--	-----	-----

**Q15b - Vandalism and graffiti
Base**

Unweighted	5170	5125	5000
Weighted			
Mean	2.21	2.53	
Very satisfied	23%	10%	13%
Satisfied	42%	28%	27%
Neither satisfied nor dissatisfied	10%	13%	6%
Dissatisfied	8%	8%	2%
Very dissatisfied	5%	5%	1%
Don't know	12%	5%	5%
Not an issue in your neighbourhood		31%	47%

**Q15c - Antisocial behaviour
Base**

Unweighted	5170	5125	5000
Weighted			
Mean	2.26	2.63	
Very satisfied	22%	10%	13%
Satisfied	41%	26%	30%
Neither satisfied nor dissatisfied	11%	14%	6%
Dissatisfied	9%	9%	3%
Very dissatisfied	5%	6%	1%
Don't know	12%	6%	5%
Not an issue in your neighbourhood		29%	42%

Q15d - Dog fouling

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.82	3.34	
	Very satisfied	17%	6%	10%
	Satisfied	28%	20%	26%
	Neither satisfied nor dissatisfied	12%	16%	13%
	Dissatisfied	21%	21%	13%
	Very dissatisfied	13%	19%	9%
	Don't know	8%	3%	3%
	Not an issue in your neighbourhood		15%	26%

Q16 - Is street drinking or alcohol related disorder a problem in your neighbourhood?

Base	Unweighted	5170	5125	5000
	Weighted			
	Yes	20%	20%	10%
	No	75%	70%	79%
	Not sure	6%	10%	11%

Q17 - How safe do you feel in your neighbourhood after dark?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.8	1.82	
	Very safe	40%	37%	51%
	Fairly safe	44%	47%	41%
	A bit unsafe	10%	10%	4%
	Very unsafe	5%	4%	1%
	Don't know	1%	2%	4%

Q18 - To what extent are you satisfied or dissatisfied with the way the Council is managing your neighbourhood?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.1	2.13	
	Very satisfied	23%	19%	37%
	Fairly satisfied	52%	56%	51%
	Neither satisfied nor dissatisfied	13%	14%	5%
	Fairly dissatisfied	6%	6%	2%
	Very dissatisfied	2%	2%	0%
	No opinion	2%	2%	6%

Q19 - Do you work or study in Edinburgh?

Base	Unweighted	3803	3082
	Weighted		
	Work	76%	79%
	Study	20%	19%
	Neither work nor study in Edinburgh	6%	6%
	Don't know	-	0%

Q20 - Which of the following best describes you?

Base	Unweighted	3803	3082
	Weighted		
	Work or study mainly at home	5%	7%
	Work mostly at one place which is not my home	88%	85%
	No fixed place of work or study	7%	7%
	Don't know	0%	1%

Q21 - How do you usually travel to your main place of work or study (including school)?

Base	Unweighted	3619	2834
	Weighted		

Driving a car or van	33%	36%
Passenger in a car or van	4%	3%
On foot	20%	20%
Bus, minibus or coach	37%	34%
Train	1%	1%
Taxi	0%	0%
Bicycle	3%	5%
Motorcycle, scooter or moped	0%	0%
Tram	1%	0%
Other	0%	0%

Q22 - How has your personal financial situation changed over the last 12 months?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.87	2.93	
	Much better	4%	3%	0%
	Better	16%	16%	6%
	No change	68%	64%	64%
	Worse	8%	11%	13%
	Much worse	1%	2%	2%
	Don't know / prefer not to say	3%	4%	15%

Q23 - How confident are you about your current and future job / career prospects in Edinburgh?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.93	2.03	
	Very confident	21%	17%	18%
	Fairly confident	45%	41%	39%
	Not very confident	9%	10%	8%
	Not at all confident	3%	5%	3%
	Not applicable	21%	28%	32%

Q24 - Have you attended any Festival in Edinburgh in the last two years?

Base	Unweighted	5170	5125	5000
	Weighted			
	Yes	63%	58%	64%
	No [PROMPT – Including the whole, year round programr	37%	41%	35%
	Don't know [PROMPT – Including the whole, year round p	0%	0%	1%

Q25 - Do you believe the Festivals make Edinburgh a better or worse place to live?

Base	Unweighted	5170	5125	5000
	Weighted			
	Better	78%	72%	77%
	No difference	13%	21%	6%
	Worse	2%	2%	1%
	Don't know	6%	5%	16%

Q26 - In the last two years, what major events have you attended in Edinburgh?

Base	Unweighted	5170
	Weighted	
	2014 Commonwealth Games	6%
	Hogmanay/Christmas	15%
	Tour of Britain	0%
	Queen's Baton Relay	2%
	Field of Light in St Andrew Sq	1%
	Armed Forces Day	1%
	Red Bull Hill Chasers	0%
	Britain From The Air	0%
	Gumball Rally	0%
	Forth Bridges Festival	1%

Moonwalk	1%
The Edinburgh International Festival	32%
The Fringe	49%
Book Festival	13%
Fireworks Concert	10%
Edinburgh Mela Festival	5%
The Royal Edinburgh Military Tattoo	8%
The Royal Highland Show	5%
Six Nations Rugby matches	6%
Other (specify)	3%
None	36%

Q27 - Outside of the Festivals, have you been to any of the following in Edinburgh in the last year?

Base	Unweighted	5170	5125	5000
	Weighted			
	Theatre	34%	33%	30%
	Live music or concert	33%	33%	34%
	Museum	29%	31%	19%
	Art gallery	24%	23%	14%
	Cinema	52%		
	None of the above	27%	41%	41%

Q28 - To what extent do you agree or disagree that Edinburgh is welcoming and accessible to people o

Base	Unweighted	5170		
	Weighted			
	Mean	1.49		
	Strongly agree	56%		
	Tend to agree	40%		
	Neither agree nor disagree	2%		
	Tend to disagree	1%		
	Strongly disagree	0%		
	Don't know	1%		

Q29a - The Council cares about the environment

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.17	2.26	
	Strongly agree	15%	14%	21%
	Tend to agree	57%	51%	57%
	Neither agree nor disagree	12%	19%	9%
	Tend to disagree	6%	6%	2%
	Strongly disagree	3%	3%	0%
	Don't know	8%	8%	11%

Q29b - The Council provides protection and support for vulnerable people

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.14	2.27	
	Strongly agree	19%	16%	16%
	Tend to agree	44%	36%	43%
	Neither agree nor disagree	12%	18%	8%
	Tend to disagree	5%	6%	2%
	Strongly disagree	3%	2%	0%
	Don't know	17%	22%	32%

Q29c - I receive information from the Council in a form that suits me

Base	Unweighted	5170	5125	5000
	Weighted			

Mean	2.3	2.44	
Strongly agree	18%	15%	22%
Tend to agree	47%	41%	45%
Neither agree nor disagree	14%	20%	13%
Tend to disagree	7%	10%	4%
Strongly disagree	6%	5%	0%
Don't know	8%	10%	16%

Q29d - The Council keeps me informed about the services it provides

Base	Unweighted	5170	5125	
	Weighted			
	Mean	2.42	2.67	
	Strongly agree	16%	11%	
	Tend to agree	43%	37%	
	Neither agree nor disagree	16%	21%	
	Tend to disagree	9%	13%	
	Strongly disagree	7%	8%	
	Don't know	9%	10%	

Q29e - The Council keeps me informed about their spending and saving proposals

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.94	3.17	
	Strongly agree	9%	6%	8%
	Tend to agree	29%	23%	29%
	Neither agree nor disagree	17%	22%	18%
	Tend to disagree	14%	18%	14%
	Strongly disagree	14%	16%	6%
	Don't know	16%	14%	26%

Q29f - The Council displays sound financial management

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	3.04	3.18	
	Strongly agree	5%	3%	3%
	Tend to agree	24%	21%	23%
	Neither agree nor disagree	18%	25%	23%
	Tend to disagree	13%	14%	11%
	Strongly disagree	12%	13%	5%
	Don't know	27%	23%	35%

Q30 - If you wanted to influence a Council decision, which one of these things do you think would be most effective?

Base	Unweighted	5170	5125	5000
	Weighted			
	Contacting your local Councillor	47%	42%	21%
	Contacting a Council officer, manager or service	32%	37%	32%
	Creating a petition	3%	3%	1%
	Attending a public meeting	6%	6%	5%
	Attend a Council / committee meeting	7%	5%	2%
	Other (specify)	1%	3%	1%
	[Spontaneous] Don't know	4%	2%	30%
	[Spontaneous] Do not feel anything would be effective	1%	1%	7%

Q31 - From this list, please say if you have done any of the following things in the last year?

Base	Unweighted	5170	5125	5000
	Weighted			
	Used the Council website to pay a bill	8%	7%	2%
	Used the Council website to request a service, report a problem	4%		
	Used the Council website to get information	8%		
	Contacted the Council on social media to request a service	2%		
	Visited the Council in person	7%	9%	9%
	Contacted the Council by telephone	17%	19%	21%
	Emailed the Council	5%	7%	2%
	Written to the Council		2%	1%
	Other – please specify	0%	1%	0%
	Don't remember	2%	4%	3%
	Have not contacted in the last 12 months	62%	63%	73%

Q32 - And which of these contacts was the most recent?

Base	Unweighted	1854	1646	
	Weighted			
	Used the Council website to pay a bill	16%		
	Used the Council website to request a service, report a problem	7%	11%	5%
	Used the Council website to get information	12%		
	Contacted the Council on social media to request a service	3%		
	Visited the Council in person	15%	23%	16%
	Contacted the Council by telephone	38%	48%	69%
	Emailed the Council	8%	14%	5%
	Written to the Council		2%	2%
	Other – please specify	0%	1%	0%
	Don't remember	1%	0%	1%

Q29? - And thinking about your most recent contact, if you could have contacted the Council about this in any way, which contact method would you use?

Base	Unweighted	1646		
	Weighted			
	In person at an office		25%	15%
	In person at a library		3%	1%
	In person at another location		1%	0%
	Telephone		47%	71%
	Email		18%	7%
	Letter		1%	3%
	Online using a smart phone		2%	0%
	Online using a tablet		1%	2%
	Online in any other way		2%	1%
	Through social media, such as Twitter or Facebook		0%	0%
	Other – please specify		0%	0%

Q33a - I was well treated

Base	Unweighted	1841	1646	
	Weighted			
	Mean	1.7	1.81	
	Strongly agree	50%	45%	42%
	Tend to agree	35%	38%	51%
	Neither agree nor disagree	6%	8%	3%
	Tend to disagree	2%	4%	2%
	Strongly disagree	3%	3%	0%
	Don't know	4%	2%	2%

Q33b - My query / issue was resolved

Base	Unweighted	1841	1646	
	Weighted			
	Mean	2.08	2.36	
	Strongly agree	45%	36%	31%
	Tend to agree	29%	28%	48%
	Neither agree nor disagree	5%	10%	9%
	Tend to disagree	8%	12%	7%
	Strongly disagree	10%	12%	2%
	Don't know	2%	2%	3%

Q31? - Have you ever requested a service from the Council, reported a problem or paid a Council bill on the internet?

Base	Unweighted		5125	
	Weighted			
	Yes			22%
	No			78%
	Don't know			1%

Q32? - Were you aware that the Council has neighbourhood specific Facebook pages and Twitter accounts for a range of services?

Base	Unweighted		5125	5000
	Weighted			
	Yes		24%	31%
	No		76%	69%

Q34 - Thinking about Edinburgh as a whole, how satisfied or dissatisfied are you with it as a place to live?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	1.48	1.54	
	Very satisfied	58%	58%	63%
	Fairly satisfied	37%	31%	33%
	Neither satisfied nor dissatisfied	2%	8%	2%
	Fairly dissatisfied	1%	1%	1%
	Very dissatisfied	1%	1%	0%
	No opinion	0%	0%	1%

Q35 - To what extent are you satisfied or dissatisfied with the way the Council is managing the city?

Base	Unweighted	5170	5125	5000
	Weighted			
	Mean	2.23	2.25	
	Very satisfied	21%	18%	31%
	Fairly satisfied	47%	48%	43%
	Neither satisfied nor dissatisfied	16%	19%	9%
	Fairly dissatisfied	8%	7%	8%
	Very dissatisfied	3%	3%	1%
	No opinion	5%	5%	7%

Q37 - Do you own a personal computer, tablet or smart phone?

Base	Unweighted	5170		
	Weighted			
	Mean	1.15		
	Yes	85%		
	No	15%		
	Don't know	-		

Q38 - Do you regularly carry out day-to-day transactions online, such as shopping and banking?

Base	Unweighted	5170		
	Weighted			
	Mean	1.3		
	Yes	70%		

No	30%
Don't know	0%

D1 - Do you have any long-term illness, health problem or disability?

Base	Unweighted	5170	5125	5000
	Weighted			
	Yes	15%	17%	14%
	No	85%	83%	86%

D2 - How good is your health in general?

Base	Unweighted	5170
	Weighted	
	Very good	46%
	Good	39%
	Fair	12%
	Bad	3%
	Very bad	0%

H - How long have you been in your current home?

Base	Unweighted	5170	5125	5000
	Weighted			
	Less than 2 years	26%	25%	15%
	2 years – less than 5 years	20%	18%	20%
	5 years – less than 10 years	18%	20%	20%
	10 years or more	35%	37%	44%

I - Number of cars or light vans in household: showing (mean)

Base	Unweighted	0.8	0.7
	Weighted		
	Mean	0.8	0.7

are you wit

r communit

a place whe

id would yo