# **Corporate Policy and Strategy Committee**

# 10am, Tuesday, 26 February 2013

# Edinburgh People Survey 2012 Headline Results

ltem number Report number	7.2
Wards	All
Links	
Coalition pledges	<u>P24, P33, P44, P46</u>
Council outcomes	<u>CO9, CO10, CO15, CO17, CO18, CO19, CO20,</u> <u>CO21, CO22, CO23, CO24, CO25</u>
Single Outcome Agreement	<u>SO1, SO2, SO3, SO4</u>

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# Edinburgh People Survey 2012 Headline Results

# Summary

This report provides a summary of the headline results and priorities for improvement indicated by the most recent Council annual citizen survey, conducted in the autumn of 2012. The results are compared with previous survey data over a five year period (2008-2012).

In summary the key findings show:

- High levels of satisfaction with Edinburgh and neighbourhoods as a place to live.
- Improved performance of the whole Council compared to previous years this includes management of the city, management of neighbourhoods, delivering value for money and displaying sound financial management.
- Continuous improvement in the quality of local services over the past five years. The most improved services include recycling, street cleaning, parks and greenspace, pavement maintenance and community safety.
- High levels of satisfaction with nursery, primary and secondary schools (excluding those who stated 'don't know').
- Improved satisfaction with the way the Council communicates with customers and "puts customers first".
- Lower satisfaction with refuse collection and how the Council is tackling dog fouling. Road maintenance has stayed the same.
- Reduced feeling of ability to have a say on local issues and services.

#### Recommendations

It is recommended that Committee:

- notes the main report and next steps;
- notes Council's commitment to address local issues and priorities;
- notes the planned programme of briefings and communications; and
- refers the findings to key stakeholders as described in the report.

#### **Measures of success**

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.

Following discussions with senior management teams and staff, further research might be required to explore issues and prioritise areas for improvement.

# **Financial impact**

The total cost of the Edinburgh People Survey 2012/13 was £45,935 (excluding VAT). This was under the £55,000 budget and less than the cost for 2011/12, of £49,300. The survey was awarded following competitive tender to ensure best value. All costs were funded from within existing budgets.

# **Equalities impact**

The survey methodology ensures statistically representative results at neighbourhood partnership 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. Questions about landlord services asked of council tenants in previous surveys have been taken out and moved to the Council's Tenant Survey which will be carried out in Spring 2013.

#### Sustainability impact

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 social justice and economic wellbeing.

#### **Consultation and engagement**

The core questions used in the survey remain similar over time to monitor satisfaction trends. The survey questions are reviewed each year in consultation with the Corporate Management Team and service managers to ensure the information is being used effectively for service planning and policy and strategy development.

#### **Background reading / external references**

A two-page summary of the results of the Edinburgh People Survey from the previous five years is included at Appendix 1 of this report.

# Edinburgh People Survey 2012 Headline Results

# 1. Background

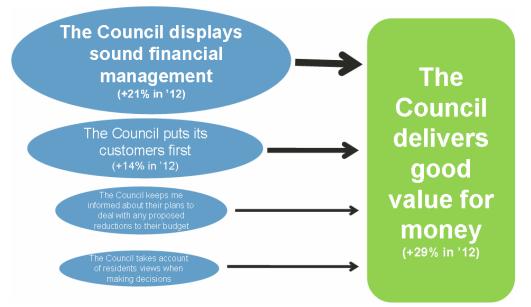
- 1.1 The Edinburgh People Survey (EPS) is the Council's annual citizen survey, measuring satisfaction with the Council and its services, identifying areas for improvement and gathering information about residents which is not available through other sources or at neighbourhood level.
- 1.2 The survey is undertaken through face-to-face interviews with around 5,000 residents each year, conducted in the street and door-to-door. In 2012, interviewing took place from 28<sup>th</sup> September to 9<sup>th</sup> November.
- 1.3 The survey methodology ensures a sample that is statistically representative at ward and neighbourhood partnership level. Data accuracy at Neighbourhood Partnership level is to +/- 5%. This is the market research industry standard for a survey of this kind. At the city level, the sample size provides data accurate to  $\pm 1.38\%$ .
- 1.4 The survey is refined each year to take account of Council priorities and to support service planning and strategies. In addition to key performance indicators, residents were asked topical questions in 2012 in relation to travel and road safety, financial wellbeing, Edinburgh festivals, internet access, sport and fitness, and property conservation.

# 2. Main report

- 2.1 Perceptions of the Council and the city
  - Edinburgh continues to be highly regarded as a **place to live** with 97% expressing satisfaction, continuing a year-on-year increase since 2010.
  - Satisfaction with **city management** has varied over the past 5 years from a low of 35% in 2009 to its highest satisfaction score of 72% in 2012.
  - When asked why they were satisfied with the way the Council is managing the city, 72% said "everything seems to run well", "Council doing their best/good job", "nice place to live", "good city", "good services", "never had any problems", "no complaints" and "trams".
  - Reasons for dissatisfaction also included "trams" (17% reduced from 37% in 2011), "mismanagement" and "poor use of funds" (5% reduced from 17%) and roads/pavements (4%).

- Analysis was carried out to identify the types of issues that are having an impact on satisfaction. The Council delivering good value for money was identified as having the strongest influence on satisfaction with city management, up from 31% in 2011 to 60% in 2012.
- The analysis links this with four key drivers (see Figure 1): the Council displaying sound financial management and putting customers first being most improved indicators and strongest drivers.

Figure 1 Drivers of agreement with the 'Council delivers good value for money' (and % improvements in 2012)



- 2.2 Management of neighbourhoods
  - 86% satisfied with the way the Council is managing neighbourhoods, a 19% rise on 2008. Satisfaction with this indicator has improved for all 12 neighbourhoods (see Appendix 1).
  - Asked why they held a positive view, 76% said "no complaints/council doing a good job", "nice place to live/quiet area", "clean area", or "Council doing their best/good services". Of the 9% who expressed dissatisfaction or were neither satisfied nor dissatisfied, the most frequently mentioned issues were "Council could do more", "clean up area", and "improve roads/maintenance/repairs".
  - Analysis also links street cleaning and feeling of safety as important in driving up or down satisfaction with neighbourhood management.
  - Satisfaction with **neighbourhoods as place to live** has stayed very high at 94%, up by 8% since 2008.
- 2.3 Quality of local service delivery
  - Over the past five years there is an overall positive upward trend in satisfaction with environmental services, community safety and community facilities. (See Tables 1-3, below).

- At a local level, improvements can be seen in all neighbourhoods particularly the South West, Forth, Leith and Portobello and Craigmillar. Forth and Pentlands generally fall below the city average but show significant improvements since 2011. Appendix 1 contains a breakdown of results by neighbourhood partnership area.
- Areas for attention, where satisfaction has reduced, include refuse collection (78%) and dog fouling (48%).
- Road maintenance has a lower satisfaction score than other services (56%), staying about the same over the five year period.
- Citizens' **top five priorities** for improvement included road improvements and safety (1); street cleaning and refuse collection (2); activities for children/young people (3); tackling dog fouling (4) and more shopping facilities and entertainment (5). However, a majority (62%) said they were happy with their neighbourhood and that no improvements were required.

% satisfied with:	5 yr trend	2012	2011	2010	2009	2008
Refuse collection	5%়়↓	78%	87%	85%	87%	83%
Recycling facilities	10%↑	84%	79%	81%	80%	74%
Street cleaning	16%↑	86%	72%	80%	84%	70%
Parks and greenspace	23%↑	93%	80%	75%	79%	70%
Maintenance of roads	No change	56%	53%	52%	62%	57%
Maintenance of pavements	12%↑	66%	56%	62%	67%	54%

#### Table 1 Satisfaction with environmental services

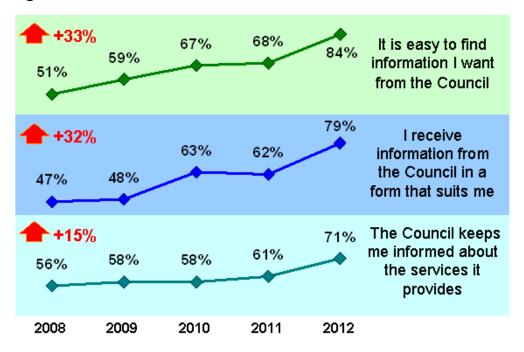
#### Table 2 Satisfaction with community safety issues

% satisfied with:	5 yr trend	2012	2011	2010	2009	2008
Vandalism and graffiti	15%↑	80%	71%	76%	83%	65%
Anti-social behaviour	16%↑	76%	67%	64%	75%	60%
Dog fouling	5%↓	48%	56%	61%	69%	53%
Street drinking is not a problem	11%↑	82%	72%	65%	72%	71%
Feel safe in area after dark	13%↑	88%	77%	81%	81%	75%

% satisfied with:	5 yr trend	2012	2011	2010	2009	2008
Nursery schools	4%↑	86%	81%	79%	88%	82%
Primary schools	4%↑	89%	84%	80%	90%	85%
Secondary schools	7%↑	87%	77%	80%	87%	80%
Library services	10%↑	97%	90%	85%	87%	87%
Social and leisure	20%↑	77%	65%	66%	73%	57%
Public transport	3%↑	85%	88%	72%	85%	82%

#### Table 3 Satisfaction with community facilities

- In relation to satisfaction with schools, more than a third of respondents answered 'don't know or not applicable' to the question - perhaps nonusers of the service. More than half gave no opinion on libraries services. If "don't know" responses are excluded, figures show consistently high levels of satisfaction with all schools and libraries, as summarised in Table 3, above.
- 2.4 Information and community engagement
  - There are significant improvements in the **provision of and access to information** from the Council. (See Figure 2, below.)
  - Of those who had recently contacted the Council, 88% said they were treated well and 82% said their query was resolved. These figures are an increase on previous years.
  - 45% agree that the Council keeps them **informed about budget** reductions. Following the survey, public and stakeholder consultation was carried out on the budget proposals which received a relatively high response. Going forward there will be a programme of ongoing engagement to inform budget planning.



#### Figure 2 Satisfaction with information services

- Just over a third feel they are **able to have a say** on things happening or how services are run in their area. This has varied over the last five years from 32% in 2010 to 50% in 2011. 55% are satisfied that the Council takes account of their views when making decisions.
- 90% agree that within their neighbourhood people from different backgrounds can **get on well together**, a significant increase of 25% since 2009.

#### 2.5 Volunteering

• One in ten (10%) had undertaken **voluntary work** in the past 12 months, a significant reduction of 14% since 2011. The main types of activities included church groups, children's activities (groups and associated with schools) and youth groups. The majority of people involved in volunteering (70%) do so up to 5 hours per week.

#### 2.6 Next Steps

- Stakeholder engagement the findings will be considered by elected members, the Corporate Management Team; Neighbourhood Partnership Boards; Neighbourhood Managers Implementation Board; and external partners.
- Service planning a detailed analysis of the results by neighbourhood partnership level will be discussed with senior management teams and staff to identify local issues, examples of best practice and areas for further work. Actions will be developed and linked with service planning and strategy development.
- **Customer engagement** the results and actions taken will be communicated to customers in the form of 'you said, we're doing' feedback, using a variety of channels.

• Staff engagement – the results will be communicated to staff to stimulate discussions on service planning and also to recognise where services are valued by customers.

# 3. Recommendations

- 3.1 It is recommended that Committee:
  - 3.1.1 notes the main report and next steps;
  - 3.1.2 noted the Council's commitment to address local issues and priorities;
  - 3.1.3 notes the planned programme of briefings and communications; and
  - 3.1.4 refers the findings to key stakeholders as described in the report.

#### Alastair Maclean

Director of Corporate Governance

#### Links

Coalition pledges	P24 - Maintain and embrace support for our world-famous festivals and events
	P33 - Strengthen Neighbourhood Partnerships and further involve local people in decisions on how Council resources are used
	P44 - Prioritise keeping our streets clean and attractive
	P46 - Consult with a view to extending the current 20mph traffic zones
Council outcomes	CO9 - Edinburgh residents are able to access job opportunities
	CO10 - Improved health and reduced inequalities
	CO15 - The public is protected
	CO17 - Clean - Edinburgh's streets and open spaces are clean and free of litter and graffiti
	CO18 - Green - We reduce the local environmental impact of our consumption and production
	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
	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
	CO21 - Safe – Residents, visitors and businesses feel that Edinburgh is a safe city
	CO22 - Moving efficiently – Edinburgh has a transport system that improves connectivity and is green, healthy and accessible

	CO23 - Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community CO24 - The Council communicates effectively internally and externally and has an excellent reputation for customer care CO25 - The Council has efficient and effective services that deliver on objectives
Single Outcome Agreement	<ul> <li>SO1 - Edinburgh's Economy Delivers increased investment, jobs and opportunities for all</li> <li>SO2 - Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health</li> <li>SO3 - Edinburgh's children and young people enjoy their childhood and fulfil their potential</li> <li>SO4 - Edinburgh's communities are safer and have improved physical and social fabric</li> </ul>
Appendices	1 – EPS Five Year Summary

#### Summary of Edinburgh People Survey Indicators for 2008 to 2012 (page 1 of 2)

This table shows thirty-seven indicators taken from the Edinburgh People Survey and previous surveys. The table shows the results in each of the five years and the change over five years. Cells highlighted bright green show a statistically significant increase. Cells highlighted red show a statistically significantly below the city average. Cells highlighted faint green show an area significantly above the city average.

					Per	rceptio	ons of	City								Pe	rceptio	ons of	Neighb	ourho	od										Co	mmuni	ty and	Enga	gemer	nt					
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Edinburgh	92%	92%	88%	91%	97%	5%	40%	35%	57%	46%	72%	32%	86%	92%	89%	90%	94%	8%	67%	81%	70%	74%	86%	19%	65%	82%	73%	82%	90%	25%		43%	32%	50%	34%	-9%	18%	5%	13%	24%	10% -8
City Centre			95%	91%	98%	4%			70%	44%	81%	11%	90%	89%	92%	93%	88%	-2%	74%	88%	79%	86%	84%	10%	73%	92%	90%	80%	95%	22%		34%	22%	54%	37%	3%	26%	2%	6%	35%	4% -22
Craig / Dud.			99%	94%	96%	-3%			74%	44%	84%	10%	76%	87%	94%	95%	96%	20%	57%	74%	82%	75%	93%	36%	69%	81%	86%	81%	91%	22%		15%	61%	58%	34%	19%	20%	1%	10%	24%	7% -13
Porto. / Craig.			96%	98%	98%	3%			47%	92%	82%	36%	84%	93%	89%	95%	95%	11%	64%	84%	65%	79%	93%	29%	67%	85%	65%	82%	90%	23%		56%	33%	64%	46%	-10%	16%	2%	8%	13%	10% -6
Libert. / Gilm.			94%	90%	97%	3%			55%	38%	66%	11%	82%	92%	90%	84%	94%	12%	67%	82%	67%	76%	87%	20%	59%	91%	65%	81%	86%	27%		64%	27%	44%	26%	-38%	7%	2%	14%	14%	18% 11
South Central			84%	94%	98%	14%			50%	64%	83%	33%	95%	95%	92%	93%	97%	2%	75%	85%	55%	81%	90%	15%	64%	79%	79%	91%	93%	29%		44%	38%	58%	35%	-9%	27%	9%	8%	43%	13% -14
South West			89%	91%	97%	8%			40%	47%	5 74%	34%	80%	89%	88%	92%	98%	18%	64%	83%	71%	68%	85%	21%	70%	83%	83%	79%	92%	22%		48%	27%	41%	33%	-15%	10%	3%	8%	27%	3% -7
Pentlands			74%	94%	93%	19%			55%	35%	66%	11%	92%	93%	94%	94%	97%	5%	69%	71%	80%	76%	83%	14%	70%	84%	45%	86%	93%	23%		44%	24%	58%	49%	5%	17%	10%	22%	18%	10% -7
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Almond			94%	88%	98%	4%			70%	33%	67%	-3%	95%	97%	90%	91%	97%	2%	81%	95%	78%	75%	84%	3%	66%	83%	83%	78%	87%	21%		54%	59%	51%	33%	-21%	21%	2%	15%	32%	10% -11
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Inverleith			88%	92%	98%	10%			67%	39%	5 77%	10%	93%	92%	87%	88%	86%	-7%	76%	73%	74%	72%	83%	7%	67%	75%	75%	83%	88%	21%		41%	24%	46%	27%	-14%	17%	12%	13%	22%	11% -6
Leith			79%	89%	97%	18%			65%	34%	71%	6%	81%	91%	85%	84%	88%	7%	60%	74%	67%	62%	85%	25%	61%	64%	58%	84%	93%	32%		20%	28%	39%	31%	11%	17%	6%	27%	20%	8% -9

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	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т
Edinburgh	70%	84%	80%	72%	86%	16%	83%	87%	85%	87%	78%	-5%	74%	80%	81%	79%	84%	10%	70%	79%	75%	80%	93%	23%	57%	62%	52%	53%	56%	-1%	54%	67%	62%	56%	66%	12%	82%	85%	72%	88%	85%	3%
City Centre	69%	93%	93%	82%	95%	26%	66%	91%	92%	85%	97%	31%	53%	85%	94%	76%	95%	42%	77%	84%	80%	91%	95%	18%	61%	78%	47%	68%	56%	-5%	58%	80%	76%	70%	85%	27%	84%	93%	83%	91%	93%	9%
Craig / Dud.	69%	75%	92%	74%	83%	14%	89%	88%	95%	88%	79%	-10%	80%	82%	96%	78%	85%	5%	68%	91%	88%	83%	98%	30%	52%	82%	55%	55%	71%	19%	52%	79%	82%	57%	71%	19%	82%	98%	82%	93%	89%	7%
Porto. / Craig.	77%	90%	96%	77%	79%	2%	85%	90%	96%	97%	71%	-14%	71%	85%	94%	99%	80%	9%	72%	88%	80%	93%	92%	20%	70%	73%	49%	76%	52%	-18%	67%	79%	69%	75%	63%	-4%	87%	94%	50%	99%	91%	4%
Libert. / Gilm.	42%	93%	98%	74%	80%	38%	89%	94%	94%	91%	75%	-14%	85%	86%	92%	87%	77%	-8%	56%	90%	66%	65%	93%	37%	52%	78%	44%	52%	49%	-3%	34%	83%	70%	55%	54%	20%	90%	84%	50%	88%	95%	5%
South Central	73%	83%	73%	80%	90%	17%	83%	78%	80%	83%	88%	5%	68%	68%	65%	67%	90%	22%	83%	75%	81%	86%	96%	13%	67%	56%	60%	60%	74%	7%	64%	62%	66%	64%	77%	13%	88%	80%	90%	90%	91%	3%
South West	78%	87%	84%	74%	90%	12%	84%	90%	88%	79%	74%	-10%	75%	84%	86%	72%	86%	11%	69%	84%	84%	81%	92%	23%	72%	79%	65%	50%	50%	-22%	68%	82%	67%	56%	72%	4%	84%	84%	88%	92%	88%	4%
Pentlands	67%	73%	57%	75%	80%	13%	80%	72%	61%	87%	71%	-9%	75%	71%	60%	84%	74%	-1%	52%	63%	58%	86%	83%	31%	46%	54%	26%	45%	55%	9%	42%	51%	26%	52%	59%	17%	78%	77%	46%	85%	74%	-4%
Western Ed.	71%	82%	59%	62%	83%	12%	88%	90%	72%	80%	66%	-22%	82%	80%	72%	73%	78%	-4%	75%	77%	65%	73%	90%	15%	52%	47%	37%	31%	34%	-18%	50%	56%	37%	38%	55%	5%	81%	86%	62%	89%	73%	-8%
Almond	90%	89%	90%	74%	92%	2%	93%	96%	92%	92%	86%	-7%	86%	93%	88%	88%	91%	5%	74%	74%	85%	81%	97%	23%	53%	64%	67%	56%	49%	-4%	53%	64%	69%	56%	69%	16%	72%	77%	77%	73%	71%	-1%
Forth	54%	87%	71%	67%	80%	26%	74%	93%	87%	89%	70%	-4%	64%	92%	86%	74%	75%	11%	51%	81%	74%	77%	86%	35%	53%	69%	68%	60%	55%	2%	43%	80%	65%	58%	57%	14%	75%	97%	91%	88%	92%	17%
Inverleith	75%	81%	85%	74%	89%	14%	81%	84%	92%	82%	79%	-2%	70%	55%	78%	74%	84%	14%	80%	83%	74%	85%	92%	12%	64%	23%	62%	54%	77%	13%	63%	39%	71%	57%	70%	7%	69%	81%	64%	82%	86%	17%
Leith	68%	66%	60%	53%	87%	19%	81%	78%	62%	78%	84%	3%	74%	75%	61%	72%	85%	11%	79%	57%	56%	66%	96%	17%	39%	45%	36%	30%	51%	12%	47%	45%	40%	40%	58%	11%	88%	71%	73%	98%	90%	2%

																	Co	mmun	ity Safe	ety																
	Deali	ng wit	h anti-	social	behav	iour*	Str	eet drii	nking i	s not a	a probl	em		Dealin	g with	dog fo	uling*		Deali	ng with	n vand	alism a	and gra	affiti*		Dealing	g with v	violent	crime*			Fee	I safe a	after da	ark	
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Edinburgh	60%	75%	64%	67%	76%	16%	71%	72%	65%	72%	82%	11%	53%	69%	61%	56%	48%	-5%	65%	83%	76%	71%	80%	15%	78%	91%	71%	71%	77%	-1%	75%	81%	81%	77%	88%	13%
City Centre	69%	88%	75%	82%	73%	4%	70%	63%	43%	67%	59%	-11%	62%	84%	83%	82%	70%	8%	71%	92%	84%	87%	74%	3%	74%	98%	79%	87%	67%	-7%	80%	91%	80%	85%	85%	5%
Craig / Dud.	45%	72%	48%	67%	60%	15%	64%	80%	51%	73%	89%	25%	37%	60%	74%	50%	17%	-20%	57%	80%	79%	72%	79%	22%	75%	95%	89%	79%	67%	-8%	69%	77%	81%	77%	87%	18%
Porto. / Craig.	57%	77%	73%	89%	89%	32%	70%	61%	65%	76%	82%	12%	53%	71%	74%	54%	47%	-6%	64%	87%	86%	88%	90%	26%	80%	93%	75%	89%	82%	2%	77%	83%	79%	73%	85%	8%
Libert. / Gilm.	39%	78%	47%	67%	73%	34%	68%	70%	50%	73%	87%	19%	54%	80%	59%	54%	26%	-28%	65%	90%	71%	70%	82%	17%	74%	93%	46%	81%	85%	11%	60%	74%	73%	78%	83%	23%
South Central	76%	70%	71%	59%	85%	9%	83%	65%	84%	74%	81%	-2%	60%	66%	61%	60%	66%	6%	80%	82%	73%	61%	90%	10%	90%	91%	69%	60%	75%	-15%	86%	80%	88%	88%	92%	6%
South West	54%	75%	75%	60%	88%	34%	64%	76%	77%	78%	75%	11%	48%	77%	58%	47%	67%	19%	59%	85%	78%	60%	89%	30%	74%	95%	78%	57%	90%	16%	72%	83%	80%	78%	86%	14%
Pentlands	58%	69%	68%	63%	80%	22%	66%	71%	84%	75%	87%	21%	50%	70%	33%	51%	61%	11%	65%	76%	64%	67%	85%	20%	90%	95%	70%	60%	75%	-15%	80%	85%	86%	86%	93%	13%
Western Ed.	60%	69%	73%	66%	79%	19%	72%	74%	68%	81%	87%	15%	54%	58%	38%	47%	58%	4%	66%	81%	75%	73%	85%	19%	81%	81%	69%	81%	91%	10%	79%	79%	76%	86%	91%	12%
Almond	89%	91%	59%	73%	88%	-1%	80%	90%	74%	76%	89%	9%	86%	84%	78%	63%	42%	-44%	79%	92%	82%	76%	89%	10%	96%	100%	72%	72%	90%	-6%	87%	92%	86%	85%	87%	0%
Forth	34%	83%	72%	63%	32%	-2%	65%	58%	78%	54%	90%	25%	31%	76%	51%	53%	28%	-3%	44%	86%	73%	65%	33%	-11%	52%	87%	84%	65%	26%	-26%	67%	81%	74%	40%	89%	22%
Inverleith	71%	59%	60%	77%	69%	-2%	85%	82%	60%	78%	80%	-5%	58%	50%	66%	68%	61%	3%	73%	81%	81%	75%	70%	-3%	71%	77%	55%	77%	69%	-2%	86%	69%	88%	78%	88%	2%
Leith	57%	55%	48%	42%	63%	6%	65%	64%	43%	56%	78%	13%	45%	48%	46%	37%	41%	-4%	60%	56%	61%	51%	71%	11%	77%	80%	61%	43%	61%	-16%	60%	68%	76%	70%	85%	25%

Result shows a significant positive trend over five years

Result shows a significant negative trend over five years

Result is significantly higher than the average for the whole city

Result is significantly lower than the average for the whole city

\* In 2012 these questions were asked differently: for the first time respondents could say that something was "not an issue" in their neighbourhood, instead of giving a satisfaction rating. The 2012 satisfaction figures shown are calculated excluding those who did not feel there was issue - i.e. only showing the satisfaction amongst those who feel there is an issue. No data is available for this period as the question was not asked

Question was previously asked in a way that only allows city-wide figures to be fairly tracked over time.

#### Summary of Edinburgh People Survey Indicators for 2008 to 2011 (page 2 of 2)

												Com	munit	y Facil	ities																			Scho	ools								
		Li	brary	service	es			Pr	ovisio	n of s	hoppir	ig area	s	Spo		leisur inburg			ın by		Facili	ties for	older p	eople			N	ursery	school	s			Pr	imary	schoo	ls			Se	condary	y scho	ols	
	'08	'09	'10	'11	'12	1	1	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т
Edinburgh	87%	87%	85%	90%	979	% 10	0%	81%	88%	83%	83%	92%	11%	57%	73%	66%	65%	77%	6 <mark>20%</mark>	28%	32%	24%	42%	34%	6%	82%	88%	79%	81%	86%	4%	85%	90%	80%	84%	89%	4%	80%	87%	80%	77%	87%	7%
City Centre	84%	90%	98%	91%	899	<mark>%</mark> !	5%	88%	97%	98%	95%	97%	9%	76%	88%	87%	76%	91%	6 15%	22%	34%	30%	45%	26%	4%	78%	90%	96%	77%	95%	17%	79%	92%	96%	68%	94%	15%	76%	90%	96%	70%	95%	19%
Craig / Dud.	85%	85%	98%	94%	1009	% 1	5%	86%	87%	95%	89%	96%	10%	47%	62%	79%	76%	70%	23%	27%	27%	25%	35%	25%	-2%	82%	92%	75%	86%	79%	-3%	86%	94%	76%	91%	82%	-4%	76%	90%	80%	91%	76%	0%
Porto. / Craig.	83%	86%	95%	94%	979	% 14	4%	78%	95%	86%	97%	94%	16%	50%	71%	52%	59%	84%	34%	34%	34%	21%	38%	35%	1%	78%	95%	89%	98%	95%	17%	80%	96%	95%	95%	95%	15%	77%	92%	94%	73%	94%	17%
Libert. / Gilm.	91%	88%	99%	89%	999	%	8%	76%	96%	87%	88%	93%	17%	59%	80%	52%	58%	81%	6 22%	41%	33%	23%	40%	49%	8%	92%	90%	87%	79%	95%	3%	94%	93%	88%	76%	95%	1%	90%	92%	89%	68%	96%	6%
South Central	96%	78%	91%	90%	989	%	2%	92%	83%	94%	90%	97%	5%	72%	72%	77%	69%	77%	5%	29%	24%	14%	42%	29%	0%	86%	83%	76%	80%	77%	-9%	90%	80%	78%	90%	89%	-1%	87%	75%	76%	81%	88%	1%
South West	83%	93%	98%	88%	1009	% 1	7%	72%	95%	85%	79%	97%	25%	59%	76%	75%	64%	80%	6 21%	23%	27%	42%	34%	28%	5%	69%	90%	87%	82%	84%	15%	70%	91%	87%	90%	86%	16%	71%	90%	83%	79%	85%	14%
Pentlands	78%	78%	61%	95%	979	% 1	9%	67%	70%	47%	81%	76%	9%	53%	67%	37%	58%	62%	9%	37%	48%	19%	54%	44%	7%	82%	77%	55%	83%	75%	-7%	86%	78%	54%	90%	80%	-6%	74%	76%	55%	87%	75%	1%
Western Ed.	84%	84%	67%	88%	989	% 14	4%	74%	84%	64%	75%	92%	18%	64%	81%	55%	74%	84%	6 20%	28%	32%	27%	41%	34%	6%	87%	94%	70%	80%	91%	4%	92%	94%	70%	75%	94%	2%	87%	89%	69%	75%	93%	6%
Almond	91%	96%	94%	90%	989	%	7%	89%	77%	87%	74%	88%	-1%	39%	63%	75%	58%	75%	6 36%	34%	44%	23%	51%	39%	5%	97%	98%	71%	81%	97%	0%	98%	98%	73%	82%	97%	-1%	93%	98%	78%	78%	95%	2%
Forth	83%	92%	96%	82%	99%	% 10	5%	67%	96%	82%	66%	87%	20%	40%	75%	68%	67%	70%	30%	18%	29%	36%	32%	30%	12%	69%	87%	94%	85%	81%	12%	75%	91%	94%	90%	84%	9%	69%	88%	94%	79%	83%	14%
Inverleith	85%	96%	99%	90%	93%	%	8%	92%	92%	89%	87%	95%	3%	61%	79%	66%	68%	65%	4%	19%	22%	15%	45%	32%	13%	83%	95%	97%	67%	70%	-13%	85%	97%	98%	81%	73%	-12%	83%	97%	99%	71%	74%	-9%
Leith	94%	83%	76%	93%	92%	<mark>%</mark> -:	2%	89%	88%	77%	71%	99%	10%	64%	71%	65%	44%	92%	5 <mark>28%</mark>	18%	28%	11%	25%	38%	20%	83%	69%	64%	83%	98%	15%	84%	70%	63%	79%	97%	13%	85%	65%	63%	73%	95%	10%

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	ı	he Cou	incil ca enviro		out th	e		Council upport					It is		o find i om the			want	l rec	eive infe in a	ormatio form th			ouncil			ncil kee le servi					out pla	ns to c		inforn ith bud			sidents		account hen makin Is	
	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10 '1	1 '12	Т
Edinburgh	58%	58%	64%	73%	83%	25%			44%	40%	73%	73%	51%	59%	67%	68%	84%	3 <mark>3%</mark>	47%	6 48%	63%	62%	79%	32%	56%	58%	58%	61%	71%	15%					45%	N/A				55%	N/A
City Centre			69%	70%	89%	20%			49%	25%	88%	39%			69%	62%	6 91%	5 <mark>22</mark> %			62%	59%	89%	27%			62%	56%	79%	18%					71%	N/A				72%	N/A
Craig / Dud.			76%	72%	90%	14%			68%	28%	75%	8%			90%	68%	88%	5 -2%			81%	62%	81%	0%			80%	62%	71%	-9%					42%	N/A				51%	N/A
Porto. / Craig.			79%	96%	89%	11%			56%	44%	91%	35%			79%	79%	88%	5 <mark>9%</mark>			74%	61%	82%	8%			73%	67%	79%	6%					44%	N/A				69%	N/A
Libert. / Gilm.			74%	72%	80%	7%			43%	43%	69%	26%			83%	70%	5 79%	5 -4%			69%	70%	75%	6%			69%	61%	71%	2%					37%	N/A				45%	N/A
South Central			59%	77%	81%	22%			29%	58%	66%	37%			52%	72%	82%	3 <b>0%</b>			52%	63%	75%	23%			51%	64%	71%	20%					59%	N/A				69%	N/A
South West			62%	69%	79%	17%			44%	36%	74%	30%			68%	61%	84%	5 <mark>16%</mark>			55%	56%	81%	26%			59%	52%	66%	7%					40%	N/A				59%	N/A
Pentlands			40%	78%	83%	43%			40%	48%	72%	32%			47%	69%	5 <mark>78%</mark>	31%			47%	67%	75%	28%			48%	70%	68%	20%					39%	N/A				56%	N/A
Western Ed.			47%	74%	66%	19%			41%	37%	55%	14%			45%	64%	5 <mark>73%</mark>	28%			45%	60%	66%	21%			41%	64%	57%	16%					36%	N/A				44%	N/A
Almond			71%	68%	87%	16%			51%	35%	77%	26%			83%	68%	89%	6%			87%	62%	83%	-4%			78%	59%	70%	-8%					36%	N/A				45%	N/A
Forth			62%	68%	83%	21%			35%	47%	61%	26%			50%	74%	82%	32%			42%	73%	76%	34%			45%	73%	69%	24%					39%	N/A				43%	N/A
Inverleith			73%	68%	85%	12%			44%	36%	63%	19%			77%	65%	83%	6%			78%	58%	80%	2%			66%	55%	70%	4%					54%	N/A				60%	N/A
Leith			53%	61%	89%	36%			30%	37%	84%	54%			51%	68%	6 93%	6 42%			49%	65%	88%	39%			48%	58%	84%	36%					47%	N/A				51%	N/A

							F	Percep	tions o	of the C	Counci	I						
	The C	ounci	l puts i	ts cus	tomers	first	The C		l delive ey for i			e for	The C		displa manag			ancial
	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т	'08	'09	'10	'11	'12	Т
Edinburgh	28%	27%	41%	37%	50%	22%	31%	32%	42%	31%	60%	29%	17%	16%	31%	18%	39%	22%
City Centre			44%	32%	70%	26%			55%	32%	84%	29%			38%	12%	64%	26%
Craig / Dud.			55%	33%	50%	-5%			65%	37%	60%	-5%			48%	13%	39%	-9%
Porto. / Craig.			36%	76%	69%	33%			48%	70%	70%	22%			26%	51%	48%	22%
Libert. / Gilm.			23%	39%	45%	22%			44%	22%	43%	-1%			13%	16%	33%	20%
South Central			37%	45%	66%	29%			28%	39%	76%	48%			27%	24%	53%	26%
South West			48%	39%	42%	-6%			39%	29%	67%	28%			31%	16%	34%	3%
Pentlands			34%	33%	46%	12%			23%	24%	49%	26%			20%	13%	33%	13%
Western Ed.			42%	31%	31%	-11%			32%	26%	47%	15%			30%	14%	18%	-12%
Almond			59%	32%	43%	-16%			54%	23%	61%	7%			55%	12%	29%	-26%
Forth			46%	42%	38%	-8%			29%	33%	49%	20%			26%	27%	33%	7%
Inverleith			26%	22%	60%	34%			42%	14%	69%	27%			27%	7%	52%	25%
Leith			37%	24%	50%	13%			36%	24%	51%	15%			23%	14%	38%	15%

Result shows a significant positive trend over five years

Result shows a significant negative trend over five years

Result is significantly higher than the average for the whole city

Result is significantly lower than the average for the whole city

# In 2012 this question was changed to specifically mention Edinburgh Leisure. Previously this question has been asked as "Sport and Leisure" and "Social and Leisure."



No data is available for this period as the question was not asked

Question was previously asked in a way that only allows city-wide figures to be fairly tracked over time.