Corporate Policy and Strategy Committee

10.00am, Tuesday, 12 May 2015

Follow-up report: 2014 Edinburgh People Survey

Item number	7.3
Report number	
Executive/routine	
Wards	All

Executive summary

This report presents further analysis and performance information relating to issues identified by the 2014 Edinburgh People Survey (EPS) and was created in consultation with senior and service managers in relevant service areas.

The report highlights actions being taken by services to address known issues in recycling and communal waste collection. In addition, the significantly expanded role of Environmental Wardens and the increase in partnership working to manage community safety issues where operational performance in recent years is more positive than general public perceptions, is highlighted.

Changes in the Edinburgh People Survey in relation to "facilities for older people" and community safety questions will be consulted on with partners and introduced for the 2015 survey.

While the Council has made and continues to make real improvements to engagement and consultation activities in the city, social and cultural preferences make it unlikely that general public perception of engagement with local authority services will change in anything but the longer term.

Links

Coalition pledges	P33, P44, P49
Council outcomes	CO15, CO17, CO18, CO19, CO21, CO23
Single Outcome Agreement	SO2, SO4

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Report

Follow-up report: 2014 Edinburgh People Survey

Recommendations

1.1   It is recommended that the Committee:

    1.1.1   Note the content of this report;

    1.1.2   Note the changes being made to the Edinburgh People Survey in relation to questions around services for older people (3.40) and community safety (3.42); and

    1.1.3   Note the actions being taken to improve performance against the indicators highlighted in this report.

Background

2.1   The 2014 Edinburgh People Survey results were reported to the Corporate Policy and Strategy Committee in March 2015. These results highlighted long term improvement on a range of indicators, steady long term perception on other indicators, and some areas of long term negative performance.

2.2   From this initial report to committee, Business Intelligence identified nine areas where further investigation was warranted, either due to the data, or from the committee's deliberation.

2.3   This report presents the results of those analyses, the performance position of services relative to perception, and summarises those actions which are already under way or proposed.

2.4   This report was prepared in consultation with senior and service managers in relevant service areas of Services for Communities.

Main report

3.1   Nine areas were identified for further analysis and reporting from the 2014 Edinburgh People Survey. Those nine areas were:

- Feeling able to have a say;
- Satisfaction with street cleaning;
- Satisfaction with rubbish collection;
- Satisfaction with recycling;
- Satisfaction with facilities for older people;

- Satisfaction with the way the Council is managing antisocial behaviour issues;
- Satisfaction with the way the Council is managing vandalism and graffiti issues;
- Satisfaction with the way the Council is managing dog fouling issues; and
- Satisfaction with the way the Council is managing violent crime issues.

Feeling able to have a say

3.2 Residents of Edinburgh have been roughly evenly divided in the long term over response to this question, with around a third of respondents indicating that they feel able to have a say, around a third indicating they do not feel able to have a say, and a third indicating that they do not know. These figures have varied from year to year, but have tended to return to these approximate proportions in the long term.

3.3 Where indicators show large 'don't know' percentages this uncertainty can relate to a number of aspects – the question itself, the response scale, or the concept being tested. In this case results of the 2010 Edinburgh People Survey – which asked whether respondents actually wanted to be involved in local decision-making and if so, how they would like to be involved – indicate that respondents do not want to be involved in local decision-making or control of services. Where respondents did want to be involved their preferred choice of involvement was to complete a survey, rather than attend any events.

3.4 Statistical analysis of previous EPS results showed that there was a low correlation between the extent to which they felt able to influence decisions and the extent to which they felt the Council took the views of others into account when making decisions. This would indicate that individuals cannot easily be convinced the Council would listen to them, by learning that the Council listened to others.

3.5 Stronger associations have been shown amongst particular types of individual. Analysis of responses using Mosaic types reveal that better-off individuals (A and B Mosaic groups who earn more, have larger homes and live in less deprived areas of the city) generally feel more able to have a say. By contrast those in older and less well off Mosaic groups felt less able to have a say.

3.6 But it is also likely that life-stage is a significant influencer. Respondents generally feel more able to influence decisions when they are settling in a community and raising children. This may reflect emotional or financial commitment to an area which younger and more transient respondents do not share. Because of Edinburgh's very high number of more transient residents, driven substantially by a very high student population and its success as major European financial and commercial centre, it is likely that engagement and local control of service will continue to be challenging to achieve.

3.7 There will be significant challenges in improving this indicator over the long term without a change in: a) Edinburgh's demographics; and / or b) wider social attitudes towards influencing local decision-making.

3.8 An area where significant efforts have been made to engage in the delivery of local services is through Neighbourhood Partnerships (NPs). NPs enable citizens and service providers to work collaboratively to achieve better, more efficient and targeted outcomes for communities. Meaningful engagement is core to the NP approach. A snapshot of community engagement activity across the NPs in 2013 for example, showed in excess of 20,000 contacts were made using a variety of channels.

3.9 Of particular note was the development of the Local Community Plans 2014-2017 which were published in October 2014 for each NP. These set out the ambitions for each neighbourhood, identifying the outcomes, measures and multi-agency action needed to make change happen and were informed by over 31,000 contributions from intelligence and information across City of Edinburgh Council and partner engagement research. This was supplemented by 7,663 contributions from a dedicated neighbourhood engagement programme which focused on face to face contact and dialogue to gather a deeper understanding of community aspirations and target groups and individuals that might otherwise find it difficult to engage or feel they have no part to play in helping shape future plans.

3.10 Opportunities to contribute were publicised via local newsletters and papers, the NP and partner websites and via social media channels, with individual tweets reaching in excess of 28,000 accounts.

3.11 Engagement activities include:

- Surveys, events and themed meetings;
- Voting boxes in libraries allowing individuals to vote for suggested priorities;
- Engagement activities with primary and secondary school pupils;
- A stall in the St James Centre during school holidays. Citizens, in particular young people, families and carers were encouraged to put sticky dots on a number of priorities;
- Attendance at a food bank breakfast club on a Sunday morning to obtain views of attendees; and
- Targeted efforts to ensure people with protected characteristics were given an opportunity to participate, with activity targeted on people with disabilities, ethnic minority groups, young people, parents and families and carers.

3.12 A new performance framework has been put in place for NPs which will provide a consistent and planned approach to performance management across the NPs, demonstrate the value of the approach and provide a mechanism for monitoring delivery of the outcome of the local community plans.

3.13 Residents engage with a wide range of service across the Council which will impact on their feelings of engagement and control. Delivery of the locality model

through the Council's Transformation Programme will further build on the Council's experience of neighbourhood service delivery and enhance opportunities for citizens to influence services.

3.14 The Council has introduced a Consultation Framework to provide guidance on when and how consultation should be undertaken. The Council's Consultation Hub provides a single reference point for all service areas to host their consultations and to record both the results of consultations and the actions taken by services; demonstrating how decision-making processes are influenced by public involvement.

Street cleaning

3.15 Satisfaction with street cleaning showed a significant decline between 2012 and 2014, with most of this fall coming in the 2014 results. Further analysis of wards and demographics has shown a high degree of consistency with all household types and most wards showing a fall in satisfaction of around the average of 28% over this period.

3.16 A quarterly independent assessment of Edinburgh's street cleanliness is undertaken by Keep Scotland Beautiful (KSB). Performance in Edinburgh has been stable between 2012 and 2014 and has consistently been above the national standard of cleanliness which is a score of 67.

3.17 A number of changes have recently been introduced to the service to help improve performance and responsiveness to customers, including:

- a new IT system allowing real time allocation of enquiries to frontline operatives. This is linked to a number of online forms which will increase the opportunity for customers to report issues;

- a new approach has been introduced to focus on bringing a consistent approach to street cleansing operations and identifying best practise to improve services;

- a performance framework has been developed to allow local issues and trends to be monitored and assist in identifying ways to improve the service through changes to operations or campaigns; and

- a number of initiatives are underway to improve street cleanliness including projects relating to trade waste, fly-tipping and communal bin refurbishments.

Rubbish collection and recycling

3.18 Satisfaction with rubbish collection and satisfaction with recycling are closely related, both in terms of absolute satisfaction and in movements – as one increases, the other tends to increase; as one decreases, the other tends to decrease.

3.19 Satisfaction with both indicators has fallen significantly. From 2012 to 2014 satisfaction with rubbish collection decreased by 17% overall, while satisfaction

with recycling fell by 18% overall. The decrease in satisfaction with rubbish collection began with the introduction of fortnightly residual waste collection.

3.20   The initial decrease in satisfaction with refuse collection (2012 relative to 2011) was linked strongly to household type – with households containing children experiencing a reduction in satisfaction that was around twice the level of decrease seen by households without children. This suggested that capacity was an issue as households with children were expected to produce more waste overall than households without children.

3.21   Subsequent analysis of changes to satisfaction since 2012 has revealed a more complex picture. From 2012, the groups that have shown the largest changes in satisfaction with refuse collection are students and other people under the age of 25 (-21%) and people age 25-64, living in two-person households with no children (-20%). The results for recycling satisfaction are similar.

3.22   However there was even more substantial variation by ward, with the City Centre, Meadows / Morningside and Forth all having decreases in satisfaction with both refuse collection and recycling that were around twice as large as the city average. It should be noted that because wards have smaller sample sizes than the demographic groups considered, greater variation by ward may partially be attributed to larger margins of error. It should be noted that against a backdrop of overall decreases in satisfaction – Corstorphine / Murrayfield and Drum Brae / Gyle wards show improved satisfaction from 2012 to 2014.

3.23   A new recycling and waste collection service is in the process of being rolled out to approximately 140,000 households. This will simplify and increase the range of materials that can be recycled while reducing the capacity for waste to be sent to landfill. 60,000 customers now receive the new service, with full rollout being scheduled for October 2015. Alongside the introduction of the service, Council officers have been conducting ad-hoc surveys of residents to gain feedback. Around four fifths of residents contacted through these surveys have reported that the new system will make it easier for them to recycle, but these surveys have also noted that residents feel the Council is "forcing [them] to recycle".

3.24   Much of the satisfaction information available can only be linked to types of people, types of household, or particular geographies. Results from the Edinburgh People Survey cannot be directly attributed to a level of service provided – this means that where a decrease in satisfaction is the result of poor service or a service failure, this would not necessarily show up in any demographic analysis. The large volume of complaints received for this service (though small in relation to total service volume) would indicate that many residents feel they have received a poor service or experienced service failure.

3.25   Overall the analysis suggests that there are likely to be multiple factors contributing to decreases in satisfaction. These factors are suggested to be: a) a period of adjustment to change; b) capacity to deal with recycling; and c) level of service provided.

3.26   Changes to waste collection systems may have disrupted long-established behaviours. However dissatisfaction due to this does not necessarily mean satisfaction levels will recover to previous norms – the level of effort being required by residents has permanently changed; therefore residents' perception of a return or benefit would need to increase before satisfaction increased.

3.27   Because of the strong geographic component of satisfaction change, it is likely that household capacity is an issue. It is generally the case that areas with higher proportions of tenemental properties have had larger decreases, while areas of the city with other housing types have seen satisfaction levels increase (wards identified previously) or decrease by far less than the city average (Colinton / Fairmilehead, Liberton / Gilmerton, Portobello / Craigmillar, Craigentinny / Duddingston). It may be that households which are physically larger or have access to outside space are more able to cope with having multiple waste stores for different kinds of recycling.

3.28   It is also possible that current shared waste and recycling facilities are not meeting the needs of residents in densely populated areas of the city. The geographic and younger demographic profile of poor satisfaction levels does suggest a potential linkage with the communal waste collection service for tenemental properties.

3.29   Waste Services has been experiencing issues with the reliability of the specialist vehicles which are required to service many communal bins. This has led to delays in service and in turn resulted in overflowing bins at some locations. In order to overcome this issue in the future, Waste Services is currently working to procure new vehicles as part of the wider fleet procurement plan.

3.30   In order to enhance and expand communal recycling provision in the high density and tenemental housing areas of the city two approaches to communal recycling are being piloted, to simplify and increase capacity for recycling. This will also standardise collection services across the city, ensuring that all residents are provided with the opportunity to recycle the same range of items. Following evaluation of these pilots, it is intended to roll out the new service across the city.

3.31   In November 2011, the Transport and Environment Committee agreed to phase out the collection of waste in sacks and introduce communal bins across the World Heritage Site. This was in response to the problems associated with gulls and other vermin spreading waste and litter. Following significant consultation with partners and residents, the roll out of the new service is nearing completion. The transition to the new service may have caused a dip in satisfaction levels, however, some households in initial phases of the programme which chose to move to using Gull Proof Sacks as a collection method have recently been re-balloted (after residents requests) and have chosen to now move to communal bin collections. This suggests a growing acceptance of the new service.

3.32   In addition, perceptions regarding satisfaction with refuse collection and recycling in City Centre locations may have been influenced by the presence of

Trade Waste. A new Trade Waste Strategy was approved by Transport and Environment Committee on 28 October 2014, which aims to minimise trade waste permanently stored, or presented for collection, on public space through the use of clear guidelines on storing/presenting waste, education for businesses on meeting legal obligations, the removal of general waste containers from areas, and effective enforcement to embed changes. The new requirements will mean a significant change for businesses in Edinburgh and trade waste carriers will need to adjust their collection schedules to fall in line with the collection windows. However through better controlling waste there will be a decrease in burst bags, nuisance animals, and smells. This will have a positive effect on the environment across Edinburgh. The roll-out of the new strategy will be phased over 18 months and has started in the City Centre as of 1 April 2015.

3.33 A new IT system has also been introduced to provide more proactive management of complaints and to identify and rectify repeat issues. The system is linked to new online forms, therefore providing greater opportunities for customers to report issues. It will also allow for a more responsive service to our customers, with more real-time allocation of work to collection crews and automated updates to customers.

Facilities for older people

3.34 Satisfaction with facilities for older people shows little variation over time.

3.35 It is suggested that this question has several problematic underlying assumptions, but most importantly: a) that there is a common understanding of the term "older people"; b) that there is a common understanding of the term "facilities"; and c) that there is a common understanding of which "facilities" are specifically for "older people". It is likely that none of these are true.

3.36 As part of the City for All Ages Strategy, the Council gave its definition of older people as those aged 50 and over. This definition has statutory precedence, dating from the first Friendly Societies Act. However this act was passed in 1875, when the average life expectancy at birth was less than 50. The United Nations and the World Health Organisation have no fixed definition (though recognise that societies generally consider older people to be 60 and over), recognising that cultural and economic differences are more important in usefully defining age, especially in the developing world.

3.37 The label "old" is applied differently by people of different age groups and is not free of stigma, due to associations with infirmity, reducing capacity and curtailed independence which, although true of the whole population in the long term, are undesirable stereotypes for individuals.

3.38 Therefore when we ask about facilities for older people this is different group depending on the age of the respondent, and it is a group to which many people would not necessarily wish to belong. This has contributed to a high level of uncertainty around how anyone should respond to this question and to how those responses should be interpreted.

3.39   It is proposed that this question be removed from the Edinburgh People Survey in 2015 and replaced with another question which will be developed in consultation with Community Planning and Health and Social Care.

General note on community safety questions

3.40   It should be noted that the community safety questions which address antisocial behaviour, vandalism and graffiti, dog fouling and violent crime are not primarily measures of the *incidence* of these. In all cases respondents are asked how satisfied or dissatisfied they are with the way the Council is managing these issues in their neighbourhood. It is therefore possible that incidence of an issue could remain unchanged, but satisfaction would fall if the Council were perceived to be doing less or being less effective in dealing with an issue.

3.41   While respondents can say that something is "not an issue" in their neighbourhood at the moment, information may be clearer if "incidence" and "management" are split into two separate questions. It is proposed that this change will take effect in the 2015 Edinburgh People Survey and Police partners will be consulted on the new language.

3.42   It should further be noted that the remit of the Environmental Wardens service was originally an education and enforcement role covering dog fouling, flytipping, littering, tables and chairs permits, abandoned vehicles and trade and domestic waste. This has expanded over recent years to include activities such as Control of Dogs Notices, an increased role around trade waste enforcement and some public health duties including external overflows, overgrown gardens and tree nuisance.

Antisocial behaviour

3.43   Analysis of changes to satisfaction with the way antisocial behaviour issues are managed by the Council reveals no significant and substantial variation in satisfaction either by demographics or geography. Most groups have experienced a broadly similar level of decrease in satisfaction (-25%) from 2012 to 2014. Only respondents in households with children had a decrease in satisfaction that was larger than other groups.

3.44   From 2012 to 2014, antisocial behaviour was perceived to be an issue by more residents – particularly students and those aged under 25, two-person households, and multi-adult households with no children.

3.45   The total number of antisocial behaviour complaints received by the Council has fallen by 51% over the past four years.

3.46   The Council continues to work with Police Scotland and its partners to tackle antisocial behaviour, through initiatives such as Stronger North and the Total Neighbourhood projects to improve joint working to tackle specific neighbourhood issues.

3.47   A new performance framework for community safety indicators will be implemented for 2015/16 to provide a fuller picture of the performance of this

service. In addition, a new Antisocial Behaviour Strategy 2016-19 is being developed in partnership with Police Scotland, with consultation commencing with key stakeholders from summer 2015.

3.48 The Council have recently developed and implemented a new Anti Social Behaviour Policy to support its ASB strategy. This policy sets out the Council's approach to tackling ASB whilst supporting those who have suffered from its impacts. A new initiative focused on the most serious and complex ASB cases, as well as repeat offenders, was established in 2013, in line with the Capital Coalition Pledge. This is a multi agency group, which meets regularly to review such cases with a view to resolution. The group includes, as necessary, other Council services such as Children and Families and Health and Social Care, and Police Scotland, and third party organisations.

3.49 The Council also funds Police Scotland £2.6m per annum for the provision of community police officers, based locally. This commitment to funding extra police resources emphasis the importance the Council places on tackling ASB and crime. Police officers, alongside Council staff, carry out regular joint patrols and visits, where a hotspot has been identified and also develop local initiatives where a trend has been established.

Vandalism and graffiti

3.50 Analysis of changes to satisfaction with the way vandalism and graffiti issues are managed by the Council is similar to that of antisocial behaviour issues and reveals no significant and substantial variation in satisfaction either by demographics or geography. Most groups have experienced a broadly similar level of decrease in satisfaction (-26%) from 2012 to 2014. However respondents in households with children had a decrease in satisfaction that was larger than other groups, while multi-adult households had a smaller decrease in satisfaction than the average.

3.51 From 2012 to 2014, vandalism and graffiti was perceived to be an issue by more residents – particularly students and those aged under 25, two-person households, and multi-adult households with no children.

3.52 Complains regarding vandalism have remained constant throughout this period.

Dog fouling

3.53 Satisfaction with the way dog fouling issues are being managed by the Council has fallen each year in the last five years. While a few wards have a flat long-term trend in relation to this indicator, no ward has seen satisfaction increase over the last five years.

3.54 Residents living in households with children have shown the largest decrease in satisfaction from 2012 to 2014, while multi-adult households have shown the smallest decrease in satisfaction. From 2012 to 2014 there has been substantial ward-level variation in satisfaction with the largest decreases in satisfaction being observed in Pentland Hills, Fountainbridge / Craiglockhart, Meadows /

Morningside, Drum Brae / Gyle, Inverleith and the City Centre. Some areas have seen improvements (Craigentinny / Duddingston) or no real change (Southside / Newington, Almond, Liberton / Gilmerton). There is no obvious pattern to the ward-level changes in satisfaction.

3.55 Existing performance information for the service contrasts strongly with general public perceptions gathered through the EPS:

- Dog fouling complaints received by the Council have decreased annually for each of the last three years. This is despite introducing new ways of reporting dog fouling through the 'Report It' forms on the Council website and campaigns such as 'Dish the Dirt' which actively encouraged residents to report dog fouling.

- Customer satisfaction surveys are undertaken with customers who have reported dog fouling and amongst those who have actually reported an issue there has been an increase in satisfaction of over 10% over the past three years.

- As part of the quarterly independent assessment of street cleanliness undertaken by Keep Scotland Beautiful, incidents of dog fouling are showing a generally decreasing trend, from 10% of streets surveyed in March 2012 to 4% of streets surveyed in March 2015.

3.56 Neighbourhood Environmental Wardens use a variety of methods in an effort to reduce dog fouling, including targeted initiatives and routine patrols which use combinations of approaches including stencilling, the use of special operations including plain clothed patrolling, and information gathering to target dog fouling in local communities. Each Neighbourhood's approach is specific to its localities, geography and distribution of dog fouling complaints.

3.57 Research and evaluation of other Dog fouling initiatives and approaches to dog fouling, both in Scotland and elsewhere continues in an effort to tackle the problem in Edinburgh. A number of specific initiatives have been and continue to be piloted across the City, with best practice findings being adopted by neighbourhood teams. As previously reported to the Transport and Environment Committee, discussions are being progressed with the Scottish Government around potential legislative changes that could support the reduction in dog fouling offences.

3.58 Further dog fouling initiatives and approaches will be established, linking into the Council's Cleansing Strategy which is currently being developed.

Violent crime

3.59 Satisfaction with the way violent crime issues are managed has fallen by 20% from 2012 to 2014. Satisfaction has fallen by more than the average amongst households with children, while satisfaction has fallen by less than the average amongst students and people aged under 25, and residents living in multi-adult households.

3.60   The data has been substantially skewed by ward-level changes in satisfaction. Seven wards show decreases in satisfaction that were far larger than observed elsewhere, in order of decrease these were Drum Brae / Gyle, Liberton / Gilmerton, Fountainbridge / Craiglockhart, Almond, Corstorphine / Murrayfield, Sighthill / Gorgie, and Southside / Newington.

3.61   It seems likely – because these wards highlighted have no particular relationship with actual violent crime, or fear of crime, that these changes in satisfaction are driven more strongly by household and life-stage type – and this it is principally people living in households with children under the age of 16 who are more concerned and less satisfied with the way the Council is managing violent crime issues.

3.62   While violent crime numbers have fallen in Edinburgh – in line with long-term national decreases in crime – the total number of crimes has recently increased due to an increase in crimes of dishonesty. As this decrease in satisfaction is most likely driven by perception rather than personal experience, it is possible that news of rising crime levels in the city has translated through a feeling that not enough is being done to tackle all kinds of crime.

3.63   A new method has been developed and implemented for the tasking and resourcing of local community police officers, funded by the Council, and council staff, in the form of Community Improvement Partnerships (CIPs). The CIPs have been established in each local neighbourhood and provide a forum for local issues to be raised in relation to specific ASB or crime and for a response to be established. The CIP model is also supported by analytical documents which provide a picture of any emerging trends or concerns, based on information provided from Police Scotland, Scottish Fire and Rescue, NHS Lothian, council data and any other partner information that is relevant.

3.64   The council also provides Transport Marshals at a number of city centre taxi ranks to ensure that people get home safely and to help with the dispersal of the night time economy.

Measures of success

4.1   Actions should result in improved satisfaction across all environmental and community safety indicators in this report.

Financial impact

5.1   All actions noted are being met within current financial planning and resources. This report was created using existing resources.

Risk, policy, compliance and governance impact

6.1　The Edinburgh People Survey provides perception information and 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 is a key tool for understanding how services are received by all citizens. While no particular equalities issues have been identified by this analysis, changes to the question that relates to services for older people will require input from other service areas to ensure that any revised question provides information which will enhance the rights of older people and enable to the Council to better respond to their needs.

Sustainability impact

8.1　This report analyses citizen perceptions and operational performance, enhancing our understanding of how services are received by citizens. 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　Consultation with partners and other service areas will take place as a result of this report.

Background reading/external references

Edinburgh People Survey 2014, report to Corporate Policy and Strategy Committee and appendices

Consulting Edinburgh – Framework and Hub

Consulting Edinburgh – 6 Month Review

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Links

Coalition pledges	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
	P49:	Continue to increase recycling levels across the city and reducing the proportion of waste going to landfill
Council outcomes	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
	CO21:	Safe – Residents, visitors and businesses feel that Edinburgh is a safe city
	CO23:	Well engaged and well informed – Communities and individuals are empowered and supported to improve local outcomes and foster a sense of community
Single Outcome Agreement	SO2:	Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health
	SO4:	Edinburgh's communities are safer and have improved physical and social fabric
Appendices		