

# Corporate Policy and Strategy Committee

10.00am, Tuesday, 15 May 2018

## 2017 Edinburgh People Survey Headline Results

Item number	8.3
Report number	
Executive/routine	
Wards	

### Executive Summary

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This report summarises the results of the 2017 Edinburgh People Survey (EPS). The EPS is the largest face-to-face survey undertaken by any local authority on its services, its reputation and quality of life issues.

In 2017, the EPS successfully surveyed a representative sample of 300 residents aged 16 and over in each council ward between September and November.

Key findings of the report are summarised at section 3.2.

The appendices of the report include the full survey findings for the city and for each ward.

### Links

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Coalition Pledges	<a href="#">P15, P24, P31, P33, P35, P44, P49</a>
Council Priorities	<a href="#">CO8, CO9, CO15, CO17, CO18, CO19, CO20, CO21, CO22, CO23</a>
Single Outcome Agreement	<a href="#">SO1, SO2, SO3, SO4</a>

## 2017 Edinburgh People Survey Headline Results

### 1. Recommendations

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- 1.1 The Committee notes the findings of the 2017 Edinburgh People Survey.
- 1.2 The Committee notes that service briefings have taken place and that services are expected to mainstream any actions taken in response to the EPS findings as part of the strategic planning framework.
- 1.3 Refer the findings to the four Locality Committees for information.

### 2. Background

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- 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. It is the largest face-to-face satisfaction survey undertaken by any UK local authority and is designed to give reliable results at ward and locality level.
- 2.2 Each multi-member ward in the city has a representative sample of 300 participants interviewed in the street or in their home. This combines to provide a sample of at least 5,100 interviews across the city each year. This sample size means that a 1.4% general confidence interval (or margin of error) applies to this survey. Results for all Edinburgh residents should usually be within 1.4% of those reported, if all residents were surveyed in the same way.

#### **Reporting of survey results and actions taken**

- 2.3 Actions taken by services and partners to address issues raised in this report will be embedded throughout the Council's strategic planning framework, as described in the Council Business Plan 2016-20.
- 2.4 Progress towards the delivery of services in these areas will be monitored and reported regularly to committee through the Council's performance management framework.
- 2.5 In addition to the Council Leadership Team, services with particular relevance to EPS results have received advance briefings with greater detail on their questions.
- 2.6 As in previous years, a press release and communications to colleagues will be coordinated at the time of committee and briefings will be offered to all political groups. Individual service actions will continue to form part of each service's communications with its customers.

### 3. Main report

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- 3.1 The 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. The survey emphasises the Council's commitment to listening to residents and contributes to the Council's understanding of communities and their needs.
- 3.2 In summary, the key findings at a citywide level show:
- 3.2.1 Edinburgh residents remain satisfied with Edinburgh (95%) and their neighbourhoods (89%) as a place to live, and satisfied with the Council's management of the city (69%) and their neighbourhood (76%);
  - 3.2.2 High level of feeling safe in their neighbourhood after dark (84%) and equally strong agreement that neighbourhoods are a place where people from different backgrounds can get on well together (85%);
  - 3.2.3 Satisfaction with refuse collection and recycling has increased from 2016 to 2017, and is improving relative to the national comparator, but remains below long-term averages for Edinburgh;
  - 3.2.4 10% of residents do not recycle any household waste, with 30% not recycling food waste. In general, those served by individual collection methods are slightly more likely to recycle every type of waste than those served by communal collection methods;
  - 3.2.5 The proportion of residents who have attended an Edinburgh Festival in the previous two years has increased to 67% – the highest figure recorded for this indicator. However 6% of residents feel the Festivals make Edinburgh a worse place to live – also the highest figure recorded.
  - 3.2.6 When contacting the Council, in the last year as many residents used the website (18%) as used the telephone (17%). 7% emailed the Council, 6% visited in person and only 1% used social media;
  - 3.2.7 Of those who contacted the Council, 79% said they were fairly treated – down from around 84% measured in 2016 and 2015. 69% said their query was resolved in the most recent contact – this is similar to previous years.
  - 3.2.8 Support for the introduction of 20mph zones in Edinburgh has decreased slightly from 59% in 2016 to 55% in 2017. Though the majority of people in all age groups supported 20mph zones, those who drove most frequently were most likely to be opposed, with 52% of those who drove a car or van every day opposed to these measures;
  - 3.2.9 40% of participants felt the Council provided value for money, lower than the 46% who felt this was the case in 2016.
- 3.3 Full results of the survey broken down by locality, neighbourhood partnership and ward can be found on the [Council's website](#).

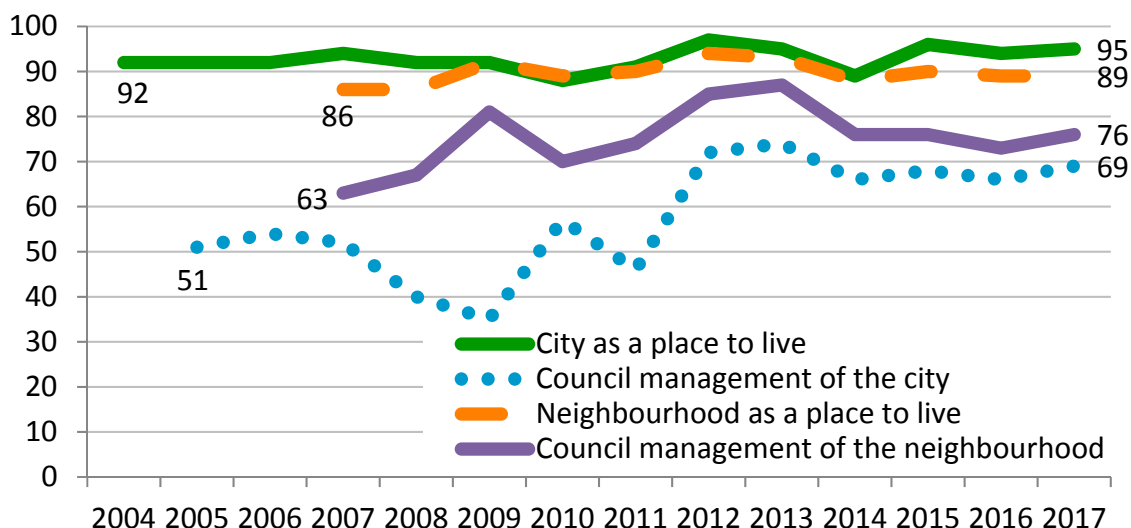
3.4 Across Scotland and the UK, benchmarking information indicates that overall satisfaction with local government is falling overall and in relation to a range of service-specific indicators of satisfaction.

**Council indicators**

3.5 Perception of Council performance, and particularly neighbourhood management, is strongly influenced by the performance of environmental services, which are seen as core Council services.

3.6 While consistently lower than neighbourhood management, satisfaction with city management is influenced by the same environmental factors, plus perceived value for money.

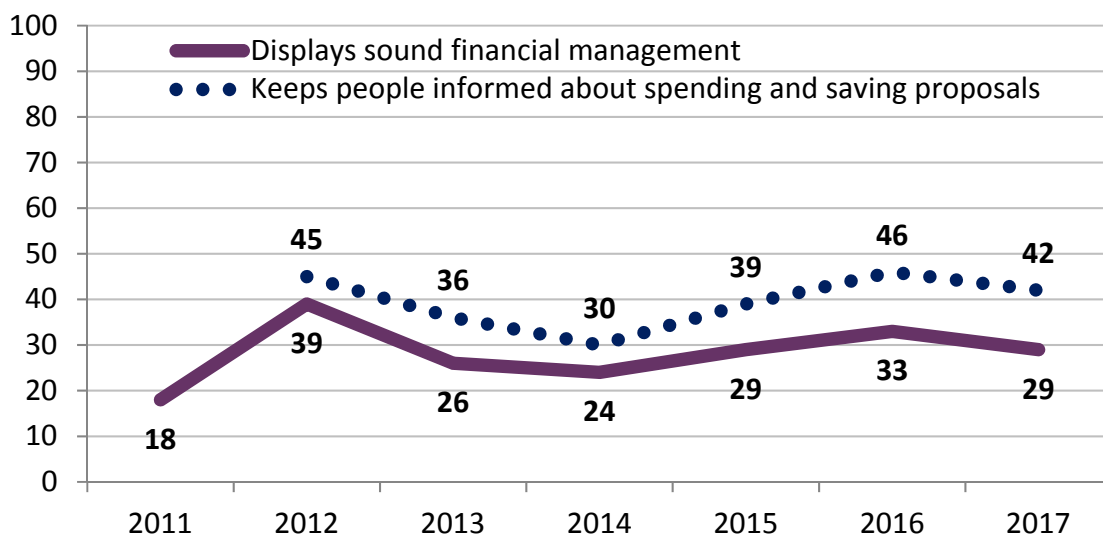
**Chart 1 – Satisfaction with the way the Council is managing the city and selected comparators**



3.7 In 2017, 40% of participants agreed that the Council provided value for money, while 24% disagreed. Compared to 2016, the proportion of participants who agreed is down (from 46%), while the proportion who disagreed is unchanged (23%). The best available comparator for this question comes from the Local Government Association’s survey of all British households, which show that 50% believe their local Council provides value for money.

3.8 Longer term measures of the perception of the Council’s financial performance indicate some year-to-year variation, but little net change.

**Chart 2 – Financial management and spending and saving proposals**



**Contact with the Council**

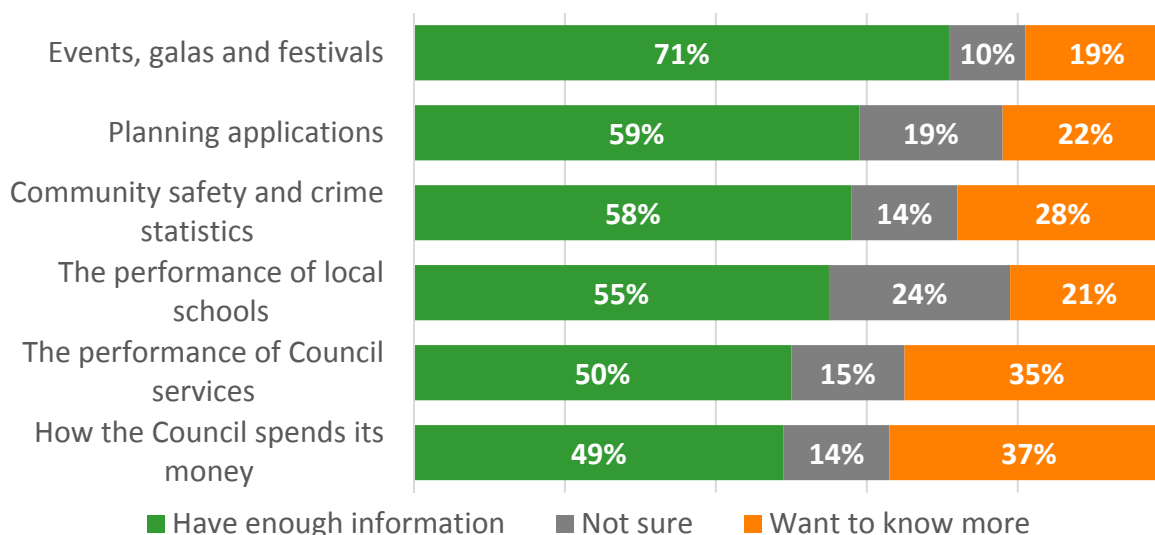
- 3.9 When asked if they have contacted the Council in the previous 12 months, 39% of participants said they had. This figure is lower than the actual number who have contacted the Council, as people do not perceive receiving Council services such as libraries or schools as a contact with the Council in the same way as making a Council Tax enquiry.
- 3.10 In the last year as many residents used the website (18%) as used the telephone (17%). Telephone use is unchanged, while the 2016 figure for any use of the website was 15%. In addition, 7% emailed the Council, and 6% visited in person, while only 1% used social media – these figures are broadly unchanged from previous years.
- 3.11 The proportion of those who feel they were well treated during their most recent contact with the Council was lower in 2017 (79%) from the level measured in 2016 (84%). The proportion who felt their query or issue was resolved during their most recent contact (69%) was unchanged from 2016 (68%) but lower than 2015 (74%).

**Citizenship and communities**

- 3.12 39% of participants feel they are able to have a say on things happening or how services are run in their area. While this is the highest figure recently recorded for this indicator, there is year-to-year variation. The best national comparator comes from the 2016 Scottish Household Survey, where 23% feel able to influence local services – in Edinburgh and nationally – and this figure shows little change over the previous ten years.
- 3.13 Nationally and locally there is a clear link between feeling able to influence decisions, being assured of local government performance, and feeling informed. In order to better understand the needs and preferences of Edinburgh’s communities, participants in the 2017 survey were asked whether they felt they had enough information about a range of local issues, summarised in chart three.

3.14 While most participants felt they knew enough about most issues, more than a third wanted to have more information about how the Council spends its money and the performance of Council services. While those aged under 25 were most likely to feel they had enough information, they were also the least likely to want to know more – this likely reflects generally lower engagement with the Council and different priorities of this age group. Participants in the 65+ age group were most likely to feel they had enough information on all topics.

**Chart 3 – How informed residents feel**

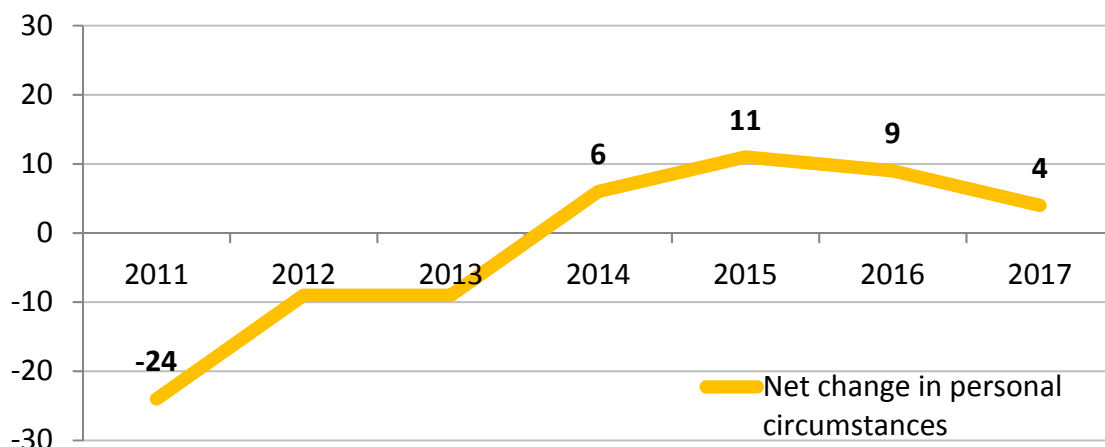


3.15 In 2017, 85% of participants felt their neighbourhood was a place where people from different backgrounds could get on well together. This figure is unchanged from the previous year and minority groups are within the margin of error for this figure.

**Quality of life**

3.16 From 2011 to 2013, more participants reported that their financial circumstances were getting worse than reported they were improving. 2014 was the first year in which a positive result was recorded, reflecting an overall more positive economy. While 2017’s results still show a net positive figure, this is significantly reduced from previous years and likely reflects stagnating wages against growing inflation resulting in widespread real decline in incomes. (See Chart 4).

**Chart 4 – NET change in personal financial circumstances**

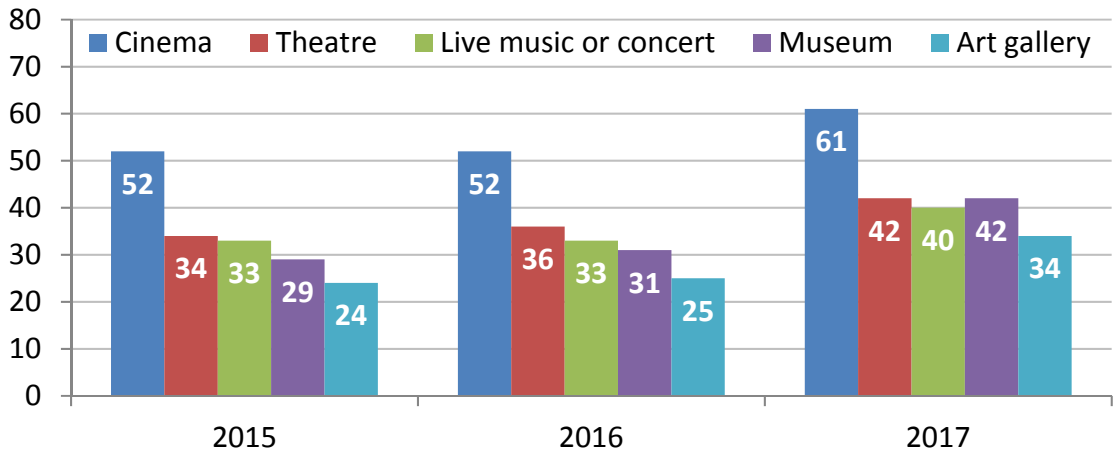


- 3.17 34% of participants reported that they were meeting the standard of 30 minutes of exercise at least five days a week, while 76% had exercised on at least one day in the previous week. These figures are both improved from 2016, and reflect a long-term increase in physical activity and participation in sport in Edinburgh.
- 3.18 Satisfaction with sport and leisure facilities provided by Edinburgh Leisure was unchanged with 68% satisfaction in 2017 compared to 69% in 2016 and 70% in 2015.

### **Cultural participation**

- 3.19 The Edinburgh Festivals are the main way that most Edinburgh residents engage in cultural activity, with 67% of participants reporting they had been to one or more festivals in the last two years. This is the highest figure recorded for this indicator.
- 3.20 By contrast, 6% of participants now believe the Festivals make Edinburgh a *worse* place to live. This indicator has increased each year for the last five years, from less than half of one percent when it was first measured. Growing negativity towards the Festivals and Edinburgh's tourism economy is also observable in the feedback to the Council's budget engagements, and public perception of the Festivals may have reached a level where it represents a strategic risk to the long-term success of the city region.
- 3.21 Reflecting a general increase in cultural participation, attendance at activities outside of festivals increased across the board (see Chart 5).

**Chart 5 – Attendance at cultural activities outside of festivals**

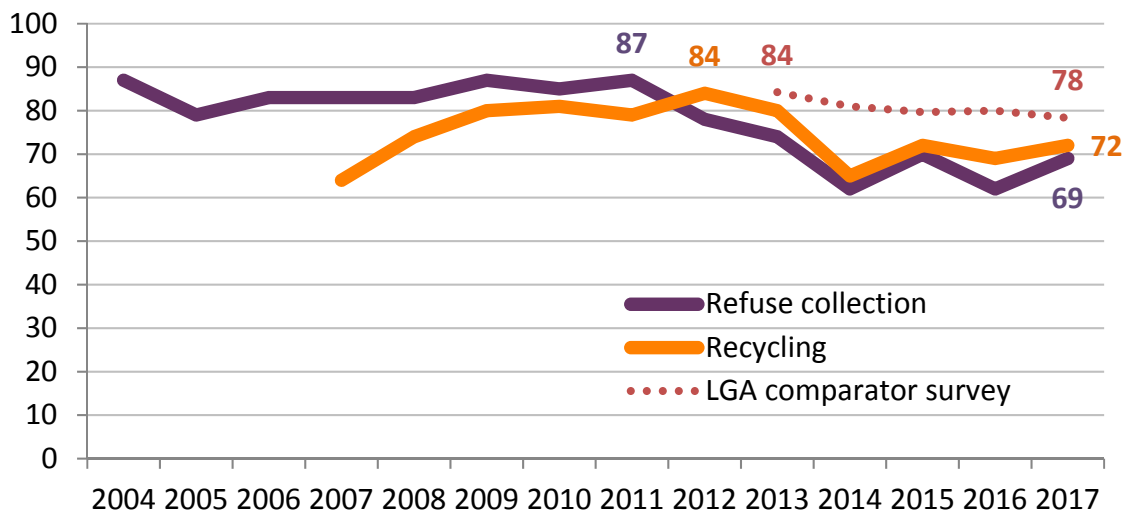


3.22 Engagement with the library service is broadly unchanged over the previous three years. In 2017, 47% of participants had visited their local library in the previous 12 months, 21% had used the online library service, while 23% had used a library computer or the free WiFi service. As in previous years, use of the online service complimented rather than replaced local library use, with 96% of online service users also visiting their local library in the same year.

**Environment and infrastructure**

3.23 Refuse collection and recycling are key drivers of perception of the Council’s performance. Satisfaction with refuse collection has been measured by the Council since 2004 and remained broadly consistent until the introduction of fortnightly collections of residual waste.

**Chart 6 – Satisfaction with refuse collection and recycling**

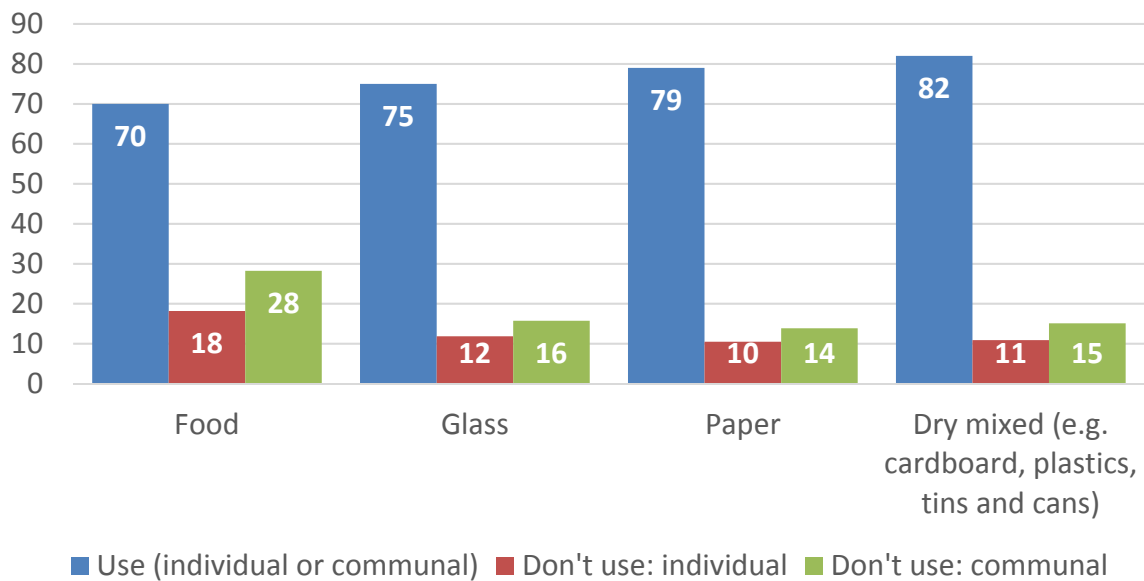


3.24 Overall satisfaction with refuse collection and recycling have increased from 2016 to 2017. While these figures are still below the long-term, pre-2012 averages, recycling in particular appears to be making a sustained recovery.



- 3.25 The Local Government Association's triannual survey of all British residents reveals that satisfaction with refuse collection may be in a long-term decline, possibly reflecting the widespread introduction of waste and recycling practices which are less convenient for residents than previous methods.
- 3.26 In 2017, the EPS included several additional questions to assist understanding of the issues and causes of lower satisfaction in relation to waste collection.
- 3.27 14% of participants had complained about the refuse collection or recycling service in the previous twelve months. Those who had complained reported 37% satisfaction with refuse collection, compared to 51% satisfaction with recycling, and amongst those who had not complained satisfaction with both services was 75%.
- 3.28 However, only 36% of those who said they were dissatisfied or very dissatisfied with the refuse collection service had complained about it in the previous twelve months. This combination of data indicates that most waste issues may be chronic rather than acute, and in relation to collective issues where individuals feel little responsibility to act, rather than individual delivery of service – such as missed bins.
- 3.29 All 1,226 participants who expressed dissatisfaction were asked what their reasons for dissatisfaction were, and these were coded into broad categories.
- 473 participants reported the capacity of their bins or the frequency of their collection was an issue. This issue was relevant to all age groups, but much less common amongst those aged 75+, who for a range of reasons are likely to be creating less residual waste, and those aged under 25.
  - 285 participants cited collections being late or missed. This was the biggest issue for older participants (aged 65+) and of much lesser importance for those aged under 35. This is likely due to long-term expectation of services and the need for residents to collect bins from the roadside in a timely manner.
  - 187 participants were dissatisfied due to a lack of local facilities. This was the biggest issue for under 25s, and a significant issue for under 35s. This issue is strongly linked to communal collection, with many specific mentions about the distance between collection points, the number of points, and the relocation of communal bins to less accessible locations.
  - 180 participants mentioned mess following collections, which was an issue for those aged 25-44. A further 165 mentioned overflowing bins, which was one of the largest issues for those aged under 45, and was an issue for those with communal bins.
- 3.30 In general, it is therefore possible to say that households served by communal bins are concerned about the location of on-street bins for waste and recycling materials, and are negatively impacted by the behaviour of other users. By contrast, households with individual collections are concerned about capacity, litter left in the street, and (for older participants) the timeliness of collection.

**Chart 7 – Recycling use by item type, and recycling non-use amongst those with individual and communal facilities. NB – figures do not sum.**



- 3.31 The majority of participants recycled all major types of waste. 70% recycled food waste, while 82% recycled cardboard, plastics and cans.
- 3.32 The survey asked whether households who had access to either individual or communal collection methods actually used those methods to recycle their household waste. Participants were least likely to recycle food waste, with more than a quarter of those in communal food collection households not recycling food waste. Across all collection methods, participants were always less likely to recycle if their household was served by a communal collection method than an individual method.
- 3.33 10% of participants reported they did not use any home recycling collection at all, for any type of waste. Satisfaction with the recycling service was lowest amongst this group – only 46% were satisfied, compared to 74% of those who had used one or more home recycling collections. It is unclear to what extent these participants found services unsatisfactory in some way, or were opposed to recycling in general.
- 3.34 The introduction of collection charges for garden waste in 2018 is expected to have a further negative impact on overall satisfaction with this service area.
- 3.35 Satisfaction with road and pavement maintenance shows little change over the previous five years, and is in-line with national figures measured by the Local Government Association. In 2017, 51% of participants were satisfied with road maintenance, while 53% were satisfied with pavement maintenance.
- 3.36 The Council's approved budget for 2017/18 reflects significant additional investment in pavement and road repairs, waste services and tenement recycling, complementing service improvement plans developed within these areas.
- 3.37 In 2016 the EPS recorded the overall level of support for the introduction of 20mph zones across Edinburgh, and a clear majority (59% of adults aged 16+) were in

favour. Support for 20mph zones has decreased slightly to 55% in 2017. Though the majority of people in all age groups still support 20mph zones, frequent car drivers were most likely to be opposed, with 52% of those who drove a car or van every day opposed to these measures. Frequency of public transport use did not impact on overall perception of 20mph zones.

### **Community safety**

- 3.38 84% of survey participants reported that they felt safe in their neighbourhood after dark. This figure is unchanged from 2016 and shows a long term positive trend. The best comparison figure from the Local Government Association's survey indicates that Edinburgh residents feel safer than the average British resident.
- 3.39 Satisfaction with the way the Council was managing antisocial behaviour and vandalism and graffiti have not changed significantly over the ten years these issues have been monitored. However, satisfaction with dog fouling issues has decreased by 10% from 53% in 2008 to 43% in 2017. Nationally, the Scottish Household Survey reports that animal nuisance is increasingly perceived as a problem, though a higher proportion of Edinburgh residents cite animal nuisance as a problem than the average for all Scotland.

## **4. Measures of success**

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- 4.1 Detailed analysis of the results at service and locality 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, locality management teams and colleagues, further research might be required to explore issues and prioritise areas for improvement.

## **5. Financial impact**

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- 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 £58,960 (excluding VAT).

## **6. Risk, policy, compliance and governance impact**

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- 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.

## **7. Equalities impact**

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- 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.

## **8. Sustainability impact**

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- 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.

## 9. Consultation and engagement

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- 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.
- 9.2 A significant change to the 2016 wave of the EPS was the introduction of mental health and wellbeing questions to address an information gap between waves of the Scottish Health Survey and provide better information to support the work of the Integrated Joint Board.

## 10. Background reading/external references

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- 10.1 Further information on and results of [Edinburgh People Survey](#).
- 10.2 Local Government Association polling on satisfaction with councils in England and Wales – [October 2016 wave and historical comparisons](#).
- 10.3 Scottish Household Survey [2015 results for Edinburgh](#) with national comparisons.

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## 11. Links

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<b>Coalition Pledges</b>	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
<b>Council Priorities</b>	CO8:	Edinburgh's economy creates and sustains job opportunities
	CO9:	Edinburgh residents are able to access job opportunities
	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
<b>Single Outcome Agreement</b>	SO1:	Edinburgh's Economy Delivers increased investment, jobs and opportunities for all
	SO2:	Edinburgh's citizens experience improved health and wellbeing, with reduced inequalities in health
	SO3:	Edinburgh's children and young people enjoy their childhood and fulfil their potential
	SO4:	Edinburgh's communities are safer and have improved physical and social fabric
<b>Appendices</b>		1 A3 Summary sheet
		2 Marked-up questionnaire with topline results
		3 PowerPoint report, 2017 Edinburgh People Survey









City of Edinburgh Council  
Edinburgh People Survey 2017  
Topline Findings Report - 7th December 2017

		2017	2016	2015	2014	2013
<b>A - Sex</b>						
	<b>Base</b>	5180	5226	5170	5125	5000
	Male	47%	48%	46%	47%	47%
	Female	53%	52%	54%	53%	53%
<b>B - Age</b>						
	<b>Base</b>	5180	5226	5170	5125	5000
	16-24	15%	17%	18%	17%	15%
	25-34	19%	20%	20%	19%	16%
	35-44	19%	18%	18%	18%	22%
	45-54	16%	16%	15%	15%	13%
	55-59	8%	7%	7%	7%	7%
	60-64	6%	6%	7%	8%	9%
	65-74	11%	12%	10%	11%	13%
	75+	5%	5%	5%	6%	5%
<b>C - Working status:</b>						
	<b>Base</b>	5180	5226	5170	5125	5000
	Working - Full time (30+ hrs)	41%	40%	42%	37%	42%
	Working - Part-time (9-29 hrs)	12%	12%	12%	11%	11%
	Self employed	7%	7%	5%	3%	2%
	Unemployed	4%	3%	4%	11%	5%
	Not working - retired	15%	16%	15%	21%	24%
	Not working - looking after house/children	4%	3%	3%	5%	4%
	Not working - invalid/disabled	3%	3%	3%	2%	3%
	Not working – carer	1%	1%	1%	1%	0%
	Student	13%	14%	14%	10%	9%
	Other (please specify)	1%	1%	0%	0%	0%
<b>G - Which of these best describes the ownership of your home?</b>						
	<b>Base</b>	5180	5226	5170	5125	5000
	Buying with a loan/mortgage	27%	26%	29%	26%	48%
	Owned without any loan outstanding	23%	23%	20%	22%	19%

Rented from Council	17%	19%	18%	22%	11%
Rented from housing association	7%	6%	6%	7%	6%
Rented from private landlord	22%	22%	23%	20%	16%
Temporary Accommodation	1%	0%	0%	1%	0%
Tied Accommodation	0%	0%	0%	0%	0%
Student Accommodation	2%	2%	3%	1%	0%
Other (STATE)	1%	1%	1%	1%	0%

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

	Base	5180	5226	5170	5125	5000
Less than 2 years		25%	26%	26%	25%	15%
2 years – less than 5 years		21%	21%	20%	18%	20%
5 years – less than 10 years		17%	17%	18%	20%	20%
10 years or more		37%	37%	35%	37%	44%

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

	Base	5180	5226	5170	5125	5000
Scottish		76%	79%	80%	75%	86%
English		5%	4%	4%	4%	1%
Welsh		0%	0%	0%	0%	0%
Northern Irish		1%	0%	0%	1%	0%
British		10%	8%	7%	9%	1%
Irish		1%	1%	1%	1%	1%
Gypsy/Traveller	-	-	-	-	0%	0%
Polish		2%	2%	2%	2%	3%
Other European Union Group (Please write in)		2%	2%	2%	2%	2%
Any other white ethnic group (Please write in)		1%	1%	1%	1%	1%
Other mixed or multiple ethnic group (Please write in)		0%	0%	0%	0%	0%
Pakistani, Pakistani Scottish or Pakistani British		0%	1%	1%	1%	1%
Indian, Indian Scottish or Indian British		0%	0%	1%	1%	1%
Bangladeshi, Bangladeshi Scottish or Bangladeshi		0%	0%	0%	0%	0%
Chinese, Chinese Scottish or Chinese British		0%	0%	0%	1%	1%
Asian Other (Please write in)		0%	0%	-	0%	0%
African, African Scottish or African British		0%	1%	1%	0%	1%
Caribbean, Caribbean Scottish or Caribbean British		0%	0%	0%	0%	0%
Black, Black Scottish or Black British	-	-	0%	0%	0%	0%
African, Caribbean or Black other (Please write in)	-	-	0%	-	0%	0%
Arab		0%	0%	0%	0%	0%
Other (Please write in)		0%	0%	-	0%	0%
Prefer not to say	-	-	-	0%	0%	0%

#### Ethnicity (summarised)

	Base	5180	5226	5170	5125	5000
Scottish		76%	79%	80%	75%	86%
English		5%	4%	4%	4%	1%
Welsh		0%	0%	0%	0%	0%
Northern Irish		1%	0%	0%	1%	0%
British		10%	8%	7%	9%	1%
Ethnic Minority		8%	9%	9%	11%	11%
Refused	-	-	-	0%	0%	-

#### Q1 - Thinking of your neighbourhood, how satisfied or dissatisfied are you with this area as a place to live?

	Base	5180	5226	5170	5125	5000
	Mean	1.72	1.73	1.66	1.71	
Very satisfied		46%	45%	50%	48%	58%
Fairly satisfied		43%	45%	40%	40%	35%
Neither satisfied nor dissatisfied		5%	5%	4%	6%	3%
Fairly dissatisfied		4%	4%	3%	3%	2%
Very dissatisfied		2%	2%	2%	2%	0%
No opinion		0%	0%	0%	0%	2%

**Q3 - For each of the following things, can you say whether you have enough information about what is happening in your**

**Q3a - Events, galas and festivals**

	<b>Base</b>	5180
Have enough information		71%
Want to know more		19%
Not sure		10%

**Q3b - Community safety and crime statistics**

	<b>Base</b>	5180
Have enough information		58%
Want to know more		28%
Not sure		14%

**Q3c - Planning applications**

	<b>Base</b>	5180
Have enough information		59%
Want to know more		22%
Not sure		19%

**Q3d - How the Council spends its money**

	<b>Base</b>	5180
Have enough information		49%
Want to know more		37%
Not sure		14%

**Q3e - The performance of Council services**

	<b>Base</b>	5180
Have enough information		50%
Want to know more		35%
Not sure		15%

**Q3f - The performance of local schools**

	<b>Base</b>	5180
Have enough information		55%
Want to know more		21%
Not sure		24%

**Q4 - Do you feel that you are able to have a say on things happening or how Council services are run in your**

	<b>Base</b>	5180	5226	5170	5125	5000
Yes		39%	37%	33%	37%	34%
No		42%	39%	37%	38%	23%
Not sure		20%	24%	30%	25%	43%

**Q5 - How much do you agree or disagree with the following statement. "My neighbourhood is a place where people from different backgrounds can get on well together?"**

	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	1.75	1.80	1.82	1.92	
Strongly agree		41%	36%	36%	31%	30%

Tend to agree	44%	50%	47%	50%	55%
Neither agree nor disagree	7%	7%	9%	11%	9%
Tend to disagree	3%	4%	3%	4%	2%
Strongly disagree	1%	1%	1%	1%	1%
Don't know	3%	3%	4%	3%	5%

#### Q6 - In the last four weeks, have you done any of the activities listed?

	Base	4960	5226	5170	5125	5000
Aquatics (swimming and diving)		14%	12%	13%	12%	12%
Athletics (track and field sports)		2%	2%			
Cricket		0%	0%			
Football		7%	7%	6%	7%	6%
Gymnastics		1%	2%			
Racquet sports		3%	2%			
Rugby		2%	1%	1%		
Walking (at least 30 minutes for recreational purpose)		49%	44%	55%		
Cycling		12%	10%	9%	8%	7%
Running / jogging		14%	12%	11%	11%	4%
Keep fit / aerobics		11%	12%	11%	11%	11%
Multi-gym use / weight training		14%	12%	12%	11%	7%
Other (please specify)		6%	4%	2%		
None of these		28%	32%	28%	56%	40%

#### Q7 - In the past week, on how many days have you done a total of 30 mins or more of physical activity?

	Base	4960	5226
Mean		3.32	2.93
0		24%	27%
1		5%	6%
2		12%	15%
3		13%	14%
4		11%	11%
5		10%	10%
6		3%	2%
7		21%	16%

#### Q8 - Have there been any new buildings or public spaces developed in your neighbourhood in the last five years?

	Base	5180	5226	5170	5125
Yes		52%	46%	46%	44%
No		34%	39%	38%	39%
Don't know		15%	15%	16%	17%

#### Q9 - Do you think these buildings or public spaces improved the overall appearance of your neighbourhood?

	Base	2679	2425	2366	2279
Yes		66%	74%	72%	70%
No		24%	19%	19%	22%
Don't know		9%	7%	10%	8%

#### Q10 - How satisfied or dissatisfied are you with the following services in your local neighbourhood?

##### Q10a - Maintenance of roads

	Base	5180	5226	5170	5125	5000
Mean		2.87	2.96	2.88	2.90	
Very satisfied		10%	7%	8%	8%	8%
Satisfied		41%	42%	44%	40%	44%
Neither satisfied nor dissatisfied		13%	10%	13%	17%	16%
Dissatisfied		23%	25%	23%	21%	22%
Very dissatisfied		12%	14%	12%	12%	7%
Don't know		1%	1%	1%	3%	3%

##### Q10b - Maintenance of pavements / footpaths

Base	5180	5226	5170	5125	5000
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	<b>Mean</b>	2.83	2.85	2.84	2.84	
Very satisfied		9%	9%	8%	8%	13%
Satisfied		44%	44%	44%	42%	51%
Neither satisfied nor dissatisfied		13%	11%	13%	17%	16%
Dissatisfied		23%	24%	23%	21%	16%
Very dissatisfied		11%	12%	11%	11%	3%
Don't know		0%	1%	1%	1%	1%

#### Q12 - How satisfied or dissatisfied are you with the following services in your local neighbourhood?

##### Q12a - Street cleaning

	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.50	2.73	2.53	2.60	
Very satisfied		12%	10%	14%	12%	33%
Satisfied		54%	47%	50%	46%	51%
Neither satisfied nor dissatisfied		11%	11%	12%	17%	8%
Dissatisfied		17%	20%	14%	18%	7%
Very dissatisfied		6%	10%	8%	7%	1%
Don't know		1%	0%	0%	0%	1%

##### Q12b - Rubbish collection service

	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.40	2.60	2.38	2.51	
Very satisfied		14%	11%	17%	16%	25%
Satisfied		55%	51%	53%	46%	50%
Neither satisfied nor dissatisfied		11%	12%	10%	15%	12%
Dissatisfied		15%	16%	12%	16%	11%
Very dissatisfied		5%	9%	7%	6%	2%
Don't know		1%	1%	1%	0%	1%

##### Q12c - Recycling

	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.33	2.39	2.26	2.37	
Very satisfied		14%	14%	19%	16%	26%
Satisfied		57%	56%	53%	49%	54%
Neither satisfied nor dissatisfied		10%	12%	12%	17%	10%
Dissatisfied		12%	12%	10%	11%	7%
Very dissatisfied		4%	5%	4%	5%	2%
Don't know		2%	1%	2%	3%	2%

#### Q14 - In the last twelve months have you contacted the Council to complain about rubbish collection or recycling?

	<b>Base</b>	5180
Yes		14%
No		86%
Not sure		0%

#### Q15a - For each of the following types of recycling, can you say whether your house has an individual collection service, or a communal collection service, or if you have no service?

##### Q15a.1 - Food

	<b>Base</b>	5180
Individual		52%
Communal		33%
No Service		11%
Not sure		3%

##### Q15a.2 - Glass

	<b>Base</b>	5180
Individual		48%
Communal		37%
No Service		12%
Not sure		3%

Q15a.3 - Garden		
	<b>Base</b>	5180
Individual		51%
Communal		26%
No Service		17%
Not sure		6%

Q15a.4 - Paper		
	<b>Base</b>	5180
Individual		49%
Communal		39%
No Service		9%
Not sure		3%

Q15a.5 - Dry mixed (e.g. cardboard, plastics, tins and cans)		
	<b>Base</b>	5180
Individual		52%
Communal		41%
No Service		5%
Not sure		2%

Q15b - And do you use these collection services for recycling?		
	<b>Base</b>	5180
Food		70%
Glass		75%
Garden		61%
Paper		79%
Dry mixed (e.g. cardboard, plastics, tins and cans)		82%
No, I don't use any of these		10%

Q16 - Thinking about the rest of your rubbish, which cannot be recycled, how is that collected?		
	<b>Base</b>	5180
Individual		51%
Communal		44%
No service		2%
Not sure		2%

Q17 - How satisfied or dissatisfied are you with the following services in your local neighbourhood?						
Q17a - Parks or other green spaces						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	1.87	2.03	2.00	2.04	
Very satisfied		34%	25%	26%	27%	53%
Satisfied		52%	57%	56%	51%	38%
Neither satisfied nor dissatisfied		6%	8%	9%	12%	3%
Dissatisfied		6%	6%	6%	6%	1%
Very dissatisfied		1%	3%	2%	2%	0%
Don't know		1%	2%	2%	2%	5%

Q17b - Public transport						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	1.61	1.69	1.75	1.77	
Very satisfied		48%	44%	39%	40%	44%
Satisfied		42%	45%	49%	43%	29%
Neither satisfied nor dissatisfied		4%	4%	5%	8%	3%
Dissatisfied		3%	3%	3%	4%	2%
Very dissatisfied		1%	2%	1%	1%	0%
Don't know		3%	3%	3%	4%	22%

**Q17c - Sport and leisure facilities run by Edinburgh Leisure**

	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	1.95	1.99	1.98	2.10	
Very satisfied		25%	22%	21%	19%	37%
Satisfied		43%	47%	49%	44%	34%
Neither satisfied nor dissatisfied		10%	8%	8%	13%	2%
Dissatisfied		4%	3%	3%	4%	2%
Very dissatisfied		1%	2%	1%	2%	0%
Don't know		17%	17%	17%	17%	25%

**Q17d - Facilities for young children (up to the age of 12 years)**

	<b>Base</b>	5180	5226		
	<b>Mean</b>	2.52	2.51		
Very satisfied		8%	7%		
Satisfied		24%	31%		
Neither satisfied nor dissatisfied		11%	9%		
Dissatisfied		8%	8%		
Very dissatisfied		3%	4%		
Don't know		45%	41%		

**Q17e - Facilities for teenagers (13-17 year olds)**

	<b>Base</b>	5180	5226		
	<b>Mean</b>	2.78	2.65		
Very satisfied		6%	6%		
Satisfied		19%	27%		
Neither satisfied nor dissatisfied		12%	9%		
Dissatisfied		9%	9%		
Very dissatisfied		5%	5%		
Don't know		49%	43%		

Q18 - Have you visited a library in your neighbourhood in the last 12 months?						
	Base	5180	5226	5170	5125	5000
Yes		47%	47%	45%	42%	34%
No		53%	53%	55%	57%	66%
Not sure		0%	0%	0%	0%	0%

Q19 - Have you used the online library service in the last 12 months?						
	Base	5180	5226	5170	5125	5000
Yes		21%	24%	21%	16%	9%
No		79%	76%	79%	84%	89%
Not sure		0%	0%	0%	0%	2%

Q20 - Have you used any library computer or the free WiFi service in the last 12 months?						
	Base	5180	5226	5170		
Yes		23%	25%	22%		
No		77%	74%	77%		
Not sure		0%	0%	0%		

Q21 - Overall, how satisfied or dissatisfied are you with the library service?						
	Base	5180	5226	5170	5125	5000
	<b>Mean</b>	1.52	1.49	1.47	1.65	
Very satisfied		37%	39%	38%	32%	29%
Fairly satisfied		20%	17%	19%	18%	8%
Neither satisfied nor dissatisfied		4%	5%	4%	10%	2%
Fairly dissatisfied		1%	1%	1%	1%	1%
Very dissatisfied		0%	0%	0%	0%	0%
No opinion		37%	37%	39%	39%	61%

Q22 - How common would you say the following things are in your neighbourhood?						
Q22a - Violent crime						
	Base	5180	5226	5170		
	<b>Mean</b>	3.39	3.46	3.43		
Very common		2%	3%	3%		
Fairly common		8%	8%	9%		
Not very common		36%	32%	33%		
Not at all common		50%	55%	52%		
Don't know		4%	2%	3%		

Q22b - Vandalism and graffiti						
	Base	5180	5226	5170		
	<b>Mean</b>	3.11	3.15	3.21		
Very common		5%	5%	5%		
Fairly common		17%	16%	15%		
Not very common		39%	39%	36%		
Not at all common		37%	38%	42%		
Don't know		2%	1%	2%		

Q22c - Antisocial behaviour						
	Base	5180	5226	5170		
	<b>Mean</b>	3.02	3.09	3.18		
Very common		6%	6%	6%		
Fairly common		20%	18%	16%		
Not very common		37%	40%	36%		
Not at all common		35%	35%	40%		
Don't know		2%	2%	3%		

Q22d - Dog fouling						
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	<b>Base</b>	5180	5226	5170
	<b>Mean</b>	2.54	2.58	2.68
Very common		19%	18%	15%
Fairly common		29%	29%	31%
Not very common		28%	30%	26%
Not at all common		22%	21%	26%
Don't know		2%	1%	1%

**Q23 - How satisfied or dissatisfied are you with the way the following are dealt with in your local neighbourhood at present?**

**Q23a - Violent crime**

	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.14	2.06	2.07	2.40	
Very satisfied		20%	25%	24%	10%	13%
Satisfied		48%	49%	45%	26%	21%
Neither satisfied nor dissatisfied		11%	9%	9%	11%	4%
Dissatisfied		6%	6%	5%	5%	1%
Very dissatisfied		3%	4%	4%	4%	1%
Don't know		11%	7%	13%	7%	6%
Not an issue in your neighbourhood					37%	54%

Q23b - Vandalism and graffiti						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.32	2.25	2.21	2.53	
Very satisfied		18%	22%	23%	10%	13%
Satisfied		46%	47%	42%	28%	27%
Neither satisfied nor dissatisfied		12%	9%	10%	13%	6%
Dissatisfied		11%	10%	8%	8%	2%
Very dissatisfied		4%	6%	5%	5%	1%
Don't know		9%	6%	12%	5%	5%
Not an issue in your neighbourhood					31%	47%

Q23c - Antisocial behaviour						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.44	2.32	2.26	2.63	
Very satisfied		16%	21%	22%	10%	13%
Satisfied		43%	45%	41%	26%	30%
Neither satisfied nor dissatisfied		13%	10%	11%	14%	6%
Dissatisfied		14%	11%	9%	9%	3%
Very dissatisfied		6%	7%	5%	6%	1%
Don't know		9%	6%	12%	6%	5%
Not an issue in your neighbourhood					29%	42%

Q23d - Dog fouling						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.98	2.91	2.82	3.34	
Very satisfied		12%	16%	17%	6%	10%
Satisfied		31%	32%	28%	20%	26%
Neither satisfied nor dissatisfied		12%	10%	12%	16%	13%
Dissatisfied		22%	21%	21%	21%	13%
Very dissatisfied		15%	17%	13%	19%	9%
Don't know		7%	5%	8%	3%	3%
Not an issue in your neighbourhood					15%	26%

Q24 - Is street drinking or alcohol related disorder a problem in your neighbourhood?						
	<b>Base</b>	5180	5226	5170	5125	5000
Yes		19%	19%	20%	20%	10%
No		76%	77%	75%	70%	79%
Not sure		5%	4%	6%	10%	11%

Q25 - How safe do you feel in your neighbourhood after dark?						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	1.8	1.79	1.80	1.82	
Very safe		38%	39%	40%	37%	51%
Fairly safe		46%	47%	44%	47%	41%
A bit unsafe		10%	9%	10%	10%	4%
Very unsafe		4%	4%	5%	4%	1%
Don't know		2%	1%	1%	2%	4%

Q26 - To what extent are you satisfied or dissatisfied with the way the Council is managing your neighbourhood?						
	<b>Base</b>	5180	5226	5170	5125	5000
	<b>Mean</b>	2.18	2.20	2.10	2.13	
Very satisfied		18%	20%	23%	19%	37%
Fairly satisfied		57%	53%	52%	56%	51%
Neither satisfied nor dissatisfied		12%	13%	13%	14%	5%
Fairly dissatisfied		7%	9%	6%	6%	2%
Very dissatisfied		3%	3%	2%	2%	0%
No opinion		2%	2%	2%	2%	6%

Q27a - Which of the following forms of transport have you used to get around Edinburgh in the last month?						
	<b>Base</b>	4818	5226			

Bus or coach	74%	68%
Drive car or van	43%	41%
Passenger in car or van	23%	18%
Motorcycle, scooter or moped	1%	1%
Taxi or minicab	18%	13%
Train	10%	8%
Tram	11%	5%
Bicycle	12%	10%
On foot	59%	51%
None of these – have not travelled around Edinburgh	0%	0%

**Q27b - And how many days in the last week have you travelled in this way?**

	Mean Days
Q27b.1 - Bus or coach	3.37
Q27b.2 - Drive car or van	4.30
Q27b.3 - Passenger in car or van	2.04
Q27b.4 - Motorcycle, scooter or moped	2.79
Q27b.5 - Taxi or minicab	1.07
Q27b.6 - Train	1.00
Q27b.7 - Tram	1.31
Q27b.8 - Bicycle	3.14
Q27b.9 - On foot	5.62

**Q28 - As a cyclist, how safe do you feel using the roads in Edinburgh?**

	Base	597	522
	Mean	2.55	2.41
Very safe		12%	18%
Fairly safe		35%	35%
A bit unsafe		37%	35%



edinburgh people survey

2017

◆ 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.
- 2017 represents the 11<sup>th</sup> wave of the study.
- The research is used to inform both local and strategic service planning and decision making.
- The survey consults over 5,000 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 facilities for children and teenagers 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, 5,180 interviews were conducted. Between 300 and 320 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 16 minutes.
- Fieldwork was conducted between 12<sup>th</sup> September and 27<sup>th</sup> November 2017.
- Full method details can be found in the Technical Appendix.

# Sample

WARD	2017	WARD	2017
Edinburgh	5,180	Fount. / Craig.	309
Almond	301	Morningside	301
Pentland Hills	302	City Centre	307
Drumbrae / Gyle	308	Leith Walk	301
Forth	301	Leith	300
Inverleith	300	Craigen. / Dudd.	307
Corstor. / Murray	303	South. / New.	304
Sighthill / Gorgie	301	Liberton / Gil.	307
Colinton / Fair.	320	Porto. / Craig.	308



# Key Research Findings

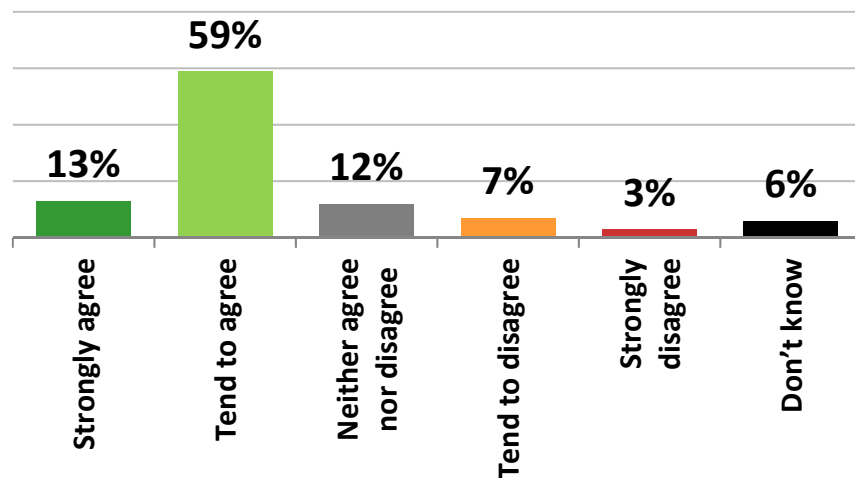


edinburgh people survey

2017

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 remained stable compared to 2016 (71%) and 2015 (72%), following an increase from 2014 (65%). One in ten (10%) disagreed in 2017.
- Groups least likely to disagree that the Council cares about the environment were: those aged 16-24 (6% disagreed); students (4%) and ethnic minority/non-UK citizens (4%)
- Groups most likely to disagree were: people aged 65+ (13%); those with a health problem or disability (14%).
- Unemployed people were less likely to agree (58%) than other groups.

## % agreeing the Council cares for the environment

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>75%</b>	<b>72%</b>	<b>69%</b>	<b>72%</b>	<b>72%</b>
North East	80%	72%	69%	70%	71%
Craightinny / Duddingston NP	82%	78%	75%	75%	74%
Leith NP	78%	71%	68%	70%	71%
Portobello / Craigmillar NP	80%	70%	65%	67%	68%
Craightinny / Duddingston Ward	82%	78%	75%	75%	74%
Leith Ward	75%	69%	68%	71%	73%
Leith Walk Ward	82%	73%	68%	68%	69%
Portobello / Craigmillar Ward	80%	70%	65%	67%	68%

## % agreeing the Council cares for the environment

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>75%</b>	<b>72%</b>	<b>69%</b>	<b>72%</b>	<b>72%</b>
North West	73%	70%	68%	72%	71%
Almond NP	81%	77%	70%	69%	68%
Forth NP	62%	58%	55%	67%	65%
Inverleith NP	75%	71%	69%	73%	71%
Western Edinburgh NP	68%	72%	73%	75%	75%
Almond Ward	81%	77%	70%	69%	68%
Corstorphine / Murrayfield Ward	67%	71%	76%	77%	77%
Drumrae / Gyle Ward	70%	72%	70%	74%	73%
Forth Ward	62%	58%	55%	67%	65%
Inverleith Ward	75%	71%	69%	73%	71%

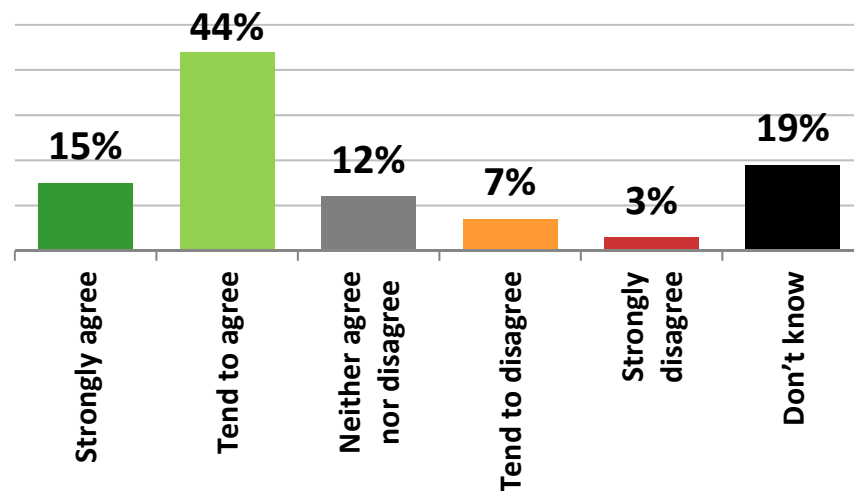
## % agreeing the Council cares for the environment

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>75%</b>	<b>72%</b>	<b>69%</b>	<b>72%</b>	<b>72%</b>
South East	79%	75%	71%	71%	72%
City Centre NP	77%	70%	66%	65%	64%
Liberton / Gilmerton NP	82%	76%	72%	71%	71%
South Central NP	79%	77%	74%	74%	76%
City Centre Ward	77%	70%	66%	65%	64%
Liberton / Gilmerton Ward	71%	67%	64%	68%	71%
Morningside Ward	82%	76%	74%	73%	75%
Southside / Newington Ward	76%	79%	74%	75%	78%

## % agreeing the Council cares for the environment

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>75%</b>	<b>72%</b>	<b>69%</b>	<b>72%</b>	<b>72%</b>
South West	73%	70%	72%	74%	75%
Pentlands NP	76%	73%	73%	74%	74%
South West NP	69%	67%	71%	74%	77%
Colinton/Fairmilehead Ward	77%	72%	74%	74%	73%
Fountainbridge/Craiglockhart Ward	77%	76%	78%	80%	83%
Pentland Hills Ward	75%	74%	72%	75%	74%
Sighthill/Gorgie Ward	62%	59%	65%	69%	72%

# 59% agree that the Council provides protection & support for vulnerable people



- Agreement dipped slightly from 2016 (62%) and 2015 (63%), following an increase from 2014 (52%) and 2013 (58%).
- There was no clear pattern in terms of gender or age, although the youngest age group (16-24) were most likely to say they didn't know.
- Lower levels of agreement were noted among unemployed people (49% agreed, compared to 62% of those employed full time) and self-employed people (51%).
- Non-ethnic minority/UK citizens were more likely to disagree (11%), as were people with a long term illness or disability (17%).



## % agreeing the Council provides protection & support for vulnerable people

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>61%</b>	<b>58%</b>	<b>59%</b>	<b>61%</b>	<b>59%</b>
North East	67%	60%	62%	62%	57%
Craightinny / Duddingston NP	69%	68%	67%	67%	64%
Leith NP	63%	56%	60%	60%	54%
Portobello / Craigmillar NP	71%	60%	61%	61%	57%
Craightinny / Duddingston Ward	69%	68%	67%	67%	64%
Leith Ward	64%	59%	62%	63%	54%
Leith Walk Ward	63%	53%	58%	58%	54%
Portobello / Craigmillar Ward	71%	60%	61%	61%	57%

## % agreeing the Council provides protection & support for vulnerable people

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>61%</b>	<b>58%</b>	<b>59%</b>	<b>61%</b>	<b>59%</b>
North West	58%	58%	57%	60%	56%
Almond NP	67%	59%	51%	51%	48%
Forth NP	48%	48%	49%	57%	54%
Inverleith NP	54%	53%	56%	59%	57%
Western Edinburgh NP	57%	62%	66%	66%	61%
Almond Ward	67%	59%	51%	51%	48%
Corstorphine / Murrayfield Ward	53%	62%	69%	67%	56%
Drumbrae / Gyle Ward	60%	63%	62%	64%	65%
Forth Ward	48%	48%	49%	57%	54%
Inverleith Ward	54%	53%	56%	59%	57%

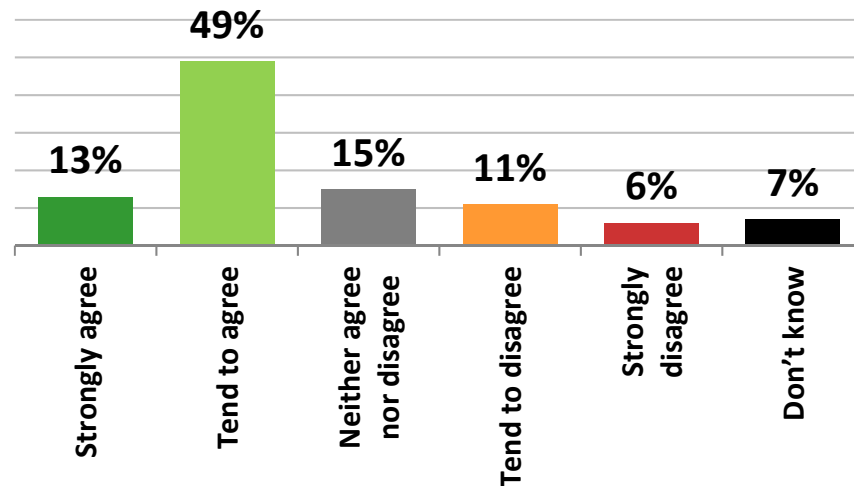
## % agreeing the Council provides protection & support for vulnerable people

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>61%</b>	<b>58%</b>	<b>59%</b>	<b>61%</b>	<b>59%</b>
South East	65%	57%	55%	57%	56%
City Centre NP	60%	49%	53%	54%	50%
Liberton / Gilmerton NP	75%	62%	55%	56%	59%
South Central NP	60%	58%	57%	59%	58%
City Centre Ward	60%	49%	53%	54%	50%
Liberton / Gilmerton Ward	55%	52%	55%	57%	59%
Morningside Ward	75%	62%	55%	56%	56%
Southside / Newington Ward	45%	55%	58%	61%	61%

## % agreeing the Council provides protection & support for vulnerable people

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>61%</b>	<b>58%</b>	<b>59%</b>	<b>61%</b>	<b>59%</b>
South West	61%	59%	61%	66%	66%
Pentlands NP	64%	62%	61%	65%	64%
South West NP	59%	56%	61%	66%	68%
Colinton/Fairmilehead Ward	64%	63%	65%	68%	64%
Fountainbridge/Craiglockhart Ward	66%	59%	67%	72%	68%
Pentland Hills Ward	63%	60%	57%	63%	64%
Sighthill/Gorgie Ward	52%	54%	56%	61%	67%

# 62% agree that they receive information from the Council in a form that suits them



- There has been a slight drop in agreement from 2016 and 2015 (both 65%), although this is still higher than in 2014 (56%).
- Ethnic minority respondents were more likely to say 'don't know' (11%) than non-ethnic minority/UK citizens (6%).
- Younger respondents (aged 16-24) were considerably less likely to agree (46%) and more likely to state 'don't know' (17%), than those in older age groups. Those aged 65+ showed the highest level of agreement (67% agreed).
- Unemployed people and students had the lowest levels of agreement and were also more likely to state 'don't know' than other sub-groups.
- Respondents with a health problem/disability were more likely to disagree (19%) than those without a health problem (16%).

## % agreeing they receive info in a form that suits them

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>67%</b>	<b>62%</b>	<b>62%</b>	<b>64%</b>	<b>62%</b>
North East	74%	67%	66%	64%	61%
Craightinny / Duddingston NP	75%	73%	72%	70%	67%
Leith NP	76%	68%	65%	62%	55%
Portobello / Craigmillar NP	71%	62%	62%	63%	65%
Craightinny / Duddingston Ward	75%	73%	72%	70%	67%
Leith Ward	78%	71%	68%	66%	60%
Leith Walk Ward	73%	66%	62%	58%	50%
Portobello / Craigmillar Ward	71%	62%	62%	63%	65%

## % agreeing they receive info in a form that suits them

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>67%</b>	<b>62%</b>	<b>62%</b>	<b>64%</b>	<b>62%</b>
North West	65%	60%	59%	64%	61%
Almond NP	68%	56%	52%	55%	54%
Forth NP	59%	53%	50%	60%	57%
Inverleith NP	64%	57%	58%	64%	67%
Western Edinburgh NP	65%	68%	66%	70%	63%
Almond Ward	68%	56%	52%	55%	54%
Corstorphine / Murrayfield Ward	64%	70%	69%	71%	61%
Drumbrae / Gyle Ward	66%	65%	63%	69%	65%
Forth Ward	59%	53%	50%	60%	57%
Inverleith Ward	64%	57%	58%	64%	67%

## % agreeing they receive info in a form that suits them

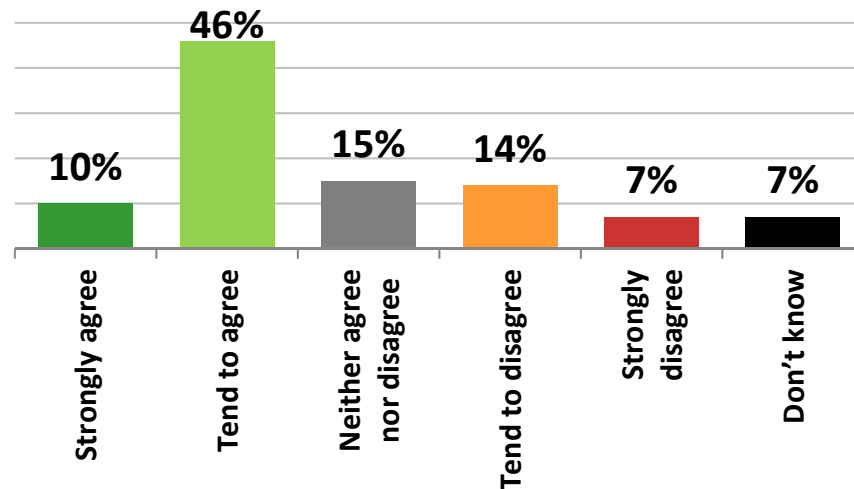
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>67%</b>	<b>62%</b>	<b>62%</b>	<b>64%</b>	<b>62%</b>
South East	70%	63%	59%	61%	59%
City Centre NP	66%	54%	49%	48%	47%
Liberton / Gilmerton NP	75%	66%	61%	68%	75%
South Central NP	70%	68%	64%	64%	58%
City Centre Ward	66%	54%	49%	48%	47%
Liberton / Gilmerton Ward	60%	56%	61%	67%	75%
Morningside Ward	75%	66%	63%	64%	58%
Southside / Newington Ward	66%	70%	64%	63%	57%



## % agreeing they receive info in a form that suits them

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>67%</b>	<b>62%</b>	<b>62%</b>	<b>64%</b>	<b>62%</b>
South West	66%	62%	65%	67%	66%
Pentlands NP	69%	66%	65%	66%	65%
South West NP	63%	58%	64%	68%	66%
Colinton/Fairmilehead Ward	68%	66%	70%	69%	62%
Fountainbridge/Craiglockhart Ward	65%	59%	69%	73%	66%
Pentland Hills Ward	69%	66%	61%	64%	68%
Sighthill/Gorgie Ward	61%	56%	60%	64%	67%

# 57% agree that the Council keeps them informed about the services it provides



- Agreement that the Council keeps residents informed has dropped slightly from 60% in 2016 and 59% in 2015, although is higher than 2014 (48%).
- Again, agreement was lower amongst unemployed people (48% agreed) and students (43%). The unemployed group had a relatively high level of disagreement (28%), whilst amongst students 19% disagreed and a further 19% did not know.
- The youngest respondents (aged 16-24) were least likely to agree (43%) and most likely to say they didn't know (17%).
- Those with a health problem/disability were more likely than others to disagree (25%). A lower proportion (51%) of ethnic minorities/non UK citizens agreed, although they were more likely to say they didn't know (12%).

## % agreeing the Council keeps them informed about services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>59%</b>	<b>55%</b>	<b>56%</b>	<b>58%</b>	<b>57%</b>
North East	65%	59%	60%	59%	55%
Craightinny / Duddingston NP	64%	63%	62%	64%	63%
Leith NP	67%	59%	59%	57%	50%
Portobello / Craigmillar NP	65%	57%	58%	58%	56%
Craightinny / Duddingston Ward	64%	63%	62%	64%	63%
Leith Ward	68%	62%	62%	62%	55%
Leith Walk Ward	66%	57%	56%	53%	46%
Portobello / Craigmillar Ward	65%	57%	58%	58%	56%

## % agreeing the Council keeps them informed about services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>59%</b>	<b>55%</b>	<b>56%</b>	<b>58%</b>	<b>57%</b>
North West	55%	52%	53%	58%	56%
Almond NP	56%	46%	46%	47%	47%
Forth NP	51%	46%	45%	54%	51%
Inverleith NP	54%	49%	51%	58%	62%
Western Edinburgh NP	58%	62%	61%	65%	59%
Almond Ward	56%	46%	46%	47%	47%
Corstorphine / Murrayfield Ward	58%	65%	64%	66%	57%
Drumbrae / Gyle Ward	58%	59%	58%	65%	61%
Forth Ward	51%	46%	45%	54%	51%
Inverleith Ward	54%	49%	51%	58%	62%

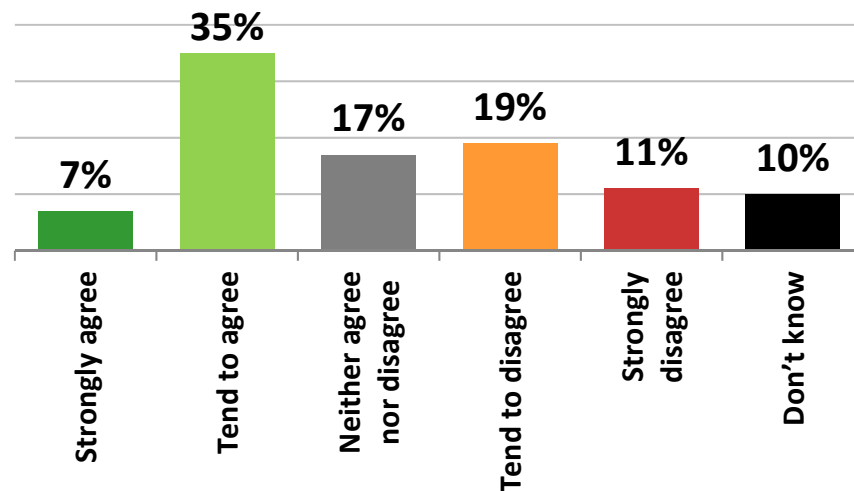
## % agreeing the Council keeps them informed about services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>59%</b>	<b>55%</b>	<b>56%</b>	<b>58%</b>	<b>57%</b>
South East	64%	56%	53%	55%	55%
City Centre NP	59%	48%	46%	45%	43%
Liberton / Gilmerton NP	70%	60%	56%	63%	72%
South Central NP	64%	60%	56%	57%	53%
City Centre Ward	59%	48%	46%	45%	43%
Liberton / Gilmerton Ward	54%	50%	56%	62%	72%
Morningside Ward	70%	60%	56%	57%	54%
Southside / Newington Ward	57%	60%	56%	56%	52%

## % agreeing the Council keeps them informed about services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>59%</b>	<b>55%</b>	<b>56%</b>	<b>58%</b>	<b>57%</b>
South West	57%	55%	58%	62%	61%
Pentlands NP	60%	58%	59%	61%	59%
South West NP	53%	51%	58%	63%	62%
Colinton/Fairmilehead Ward	60%	58%	62%	63%	57%
Fountainbridge/Craiglockhart Ward	59%	54%	60%	65%	61%
Pentland Hills Ward	61%	58%	55%	60%	62%
Sighthill/Gorgie Ward	48%	49%	56%	60%	64%

# 42% agree that the Council keeps them informed about its spending & saving proposals



- Agreement has fallen slightly from 2016 (46%), following previous increases (39% in 2015, 30% in 2014 and 36% in 2013).
- A similar pattern of response was evident for this statement; agreement was lower for unemployed people, students and those aged 16-24.
- Across young people and ethnic minority groups, there were higher than average levels of those who were unsure, rather than higher than average disagreement. For unemployed people, both disagreement and 'unsure' was above average.
- Those with a disability/health problem were more likely than others to disagree (38%).

## % agreeing the Council keeps them informed about spending & saving proposals

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>37%</b>	<b>35%</b>	<b>38%</b>	<b>42%</b>	<b>42%</b>
North East	41%	40%	41%	45%	43%
Craightinny / Duddingston NP	43%	45%	44%	50%	49%
Leith NP	38%	37%	41%	44%	41%
Portobello / Craigmillar NP	42%	39%	41%	43%	44%
Craightinny / Duddingston Ward	43%	45%	44%	50%	49%
Leith Ward	36%	41%	44%	49%	44%
Leith Walk Ward	41%	32%	37%	40%	37%
Portobello / Craigmillar Ward	42%	39%	41%	43%	44%



## % agreeing the Council keeps them informed about spending & saving proposals

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>37%</b>	<b>35%</b>	<b>38%</b>	<b>42%</b>	<b>42%</b>
North West	34%	33%	35%	41%	41%
Almond NP	33%	30%	33%	33%	30%
Forth NP	31%	31%	34%	40%	35%
Inverleith NP	35%	24%	30%	38%	52%
Western Edinburgh NP	40%	42%	40%	46%	45%
Almond Ward	33%	30%	33%	33%	30%
Corstorphine / Murrayfield Ward	38%	45%	45%	49%	44%
Drumbrae / Gyle Ward	41%	39%	36%	44%	46%
Forth Ward	31%	31%	34%	40%	35%
Inverleith Ward	35%	24%	30%	38%	52%

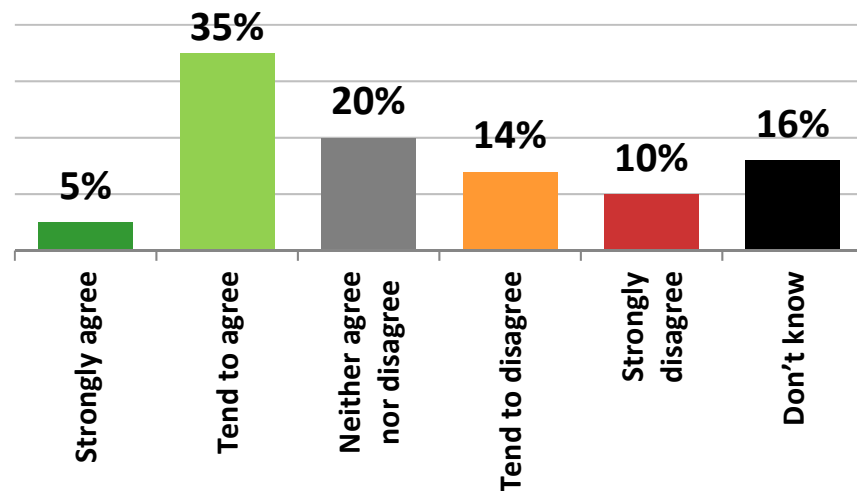
## % agreeing the Council keeps them informed about spending & saving proposals

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>37%</b>	<b>35%</b>	<b>38%</b>	<b>42%</b>	<b>42%</b>
South East	43%	32%	34%	37%	37%
City Centre NP	38%	24%	28%	29%	30%
Liberton / Gilmerton NP	51%	37%	37%	46%	56%
South Central NP	41%	35%	36%	37%	31%
City Centre Ward	38%	24%	28%	29%	30%
Liberton / Gilmerton Ward	34%	33%	40%	45%	56%
Morningside Ward	51%	37%	35%	38%	38%
Southside / Newington Ward	31%	33%	37%	36%	25%

## % agreeing the Council keeps them informed about spending & saving proposals

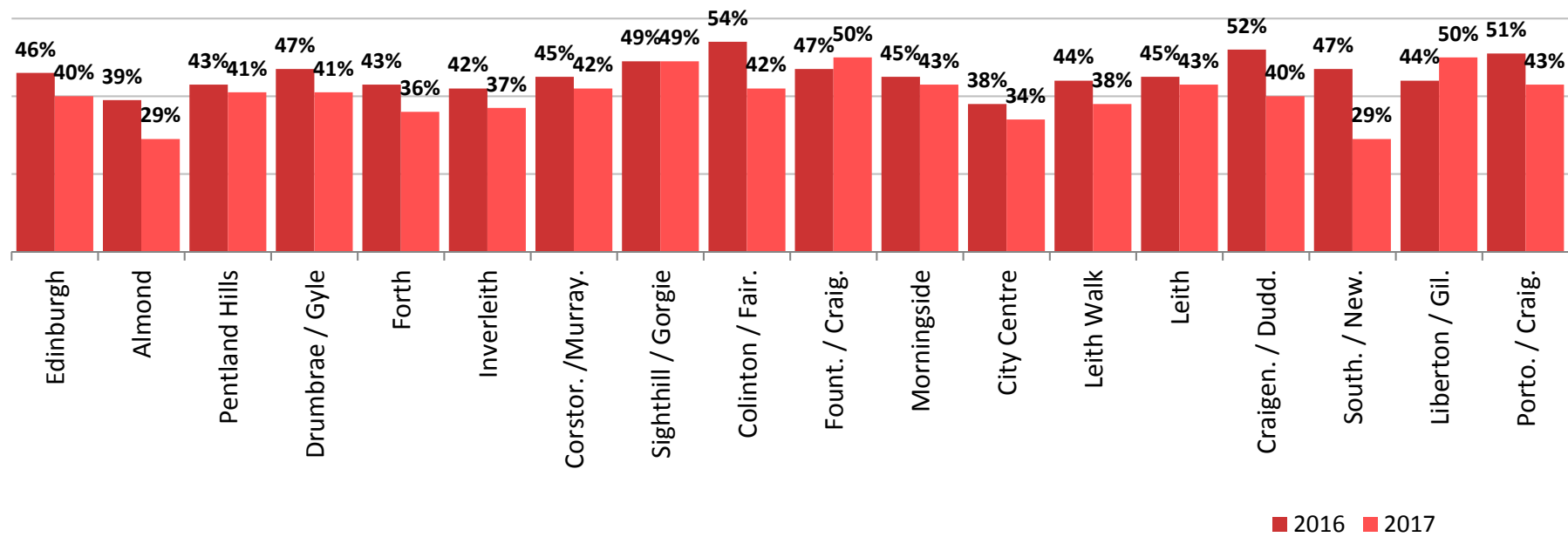
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>37%</b>	<b>35%</b>	<b>38%</b>	<b>42%</b>	<b>42%</b>
South West	36%	36%	40%	45%	46%
Pentlands NP	37%	38%	38%	44%	45%
South West NP	35%	35%	42%	47%	47%
Colinton/Fairmilehead Ward	32%	37%	38%	44%	44%
Fountainbridge/Craiglockhart Ward	39%	39%	45%	51%	48%
Pentland Hills Ward	41%	38%	39%	44%	45%
Sighthill/Gorgie Ward	30%	31%	39%	43%	46%

# 40% agree that the Council provides value for money

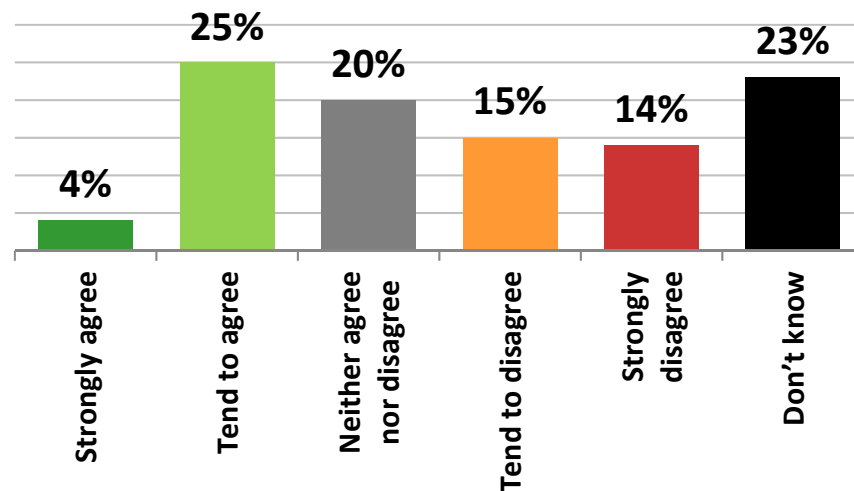


- Four in ten (40%) agreed that the Council provides value for money; slightly lower than in 2016 (46%).
- Unemployed respondents were less likely than others to agree with this statement.
- Students were much less likely to disagree (6%), but more likely to say 'don't know' know. Young people aged 16-24 were also less likely to disagree (9%), but more likely to say they didn't know (30%). Ethnic minority/non-UK citizen respondents were also less likely to disagree (11%), and more likely to say 'don't know' (27%).
- People with a health problem or disability were more likely to disagree (30%) than those without (22%).

# Agreement Council provides value for money by Ward



# 29% agree that the Council displays sound financial management



- Agreement fell to 29% following a peak of 33% in 2016 and is now in line with 2015 (29%). However, agreement was still higher than in 2014 (24%) and 2013 (26%).
- Those working part time (32%) were more likely than self-employed and unemployed people (both 22%) to agree with this. Students were more likely than all other groups to say they did not know (42%).
- Those aged 45-64 and 65+ were more likely than the younger age groups to disagree, although the youngest group were most likely to say they did not know.
- Ethnic minorities/non-UK citizens were less likely to disagree but more likely than other groups to say they did not know.

## % agreeing the Council displays sound financial management

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>30%</b>	<b>27%</b>	<b>29%</b>	<b>30%</b>	<b>29%</b>
North East	35%	32%	33%	34%	29%
Craightinny / Duddingston NP	36%	37%	38%	40%	32%
Leith NP	32%	30%	30%	31%	28%
Portobello / Craigmillar NP	37%	31%	34%	34%	30%
Craightinny / Duddingston Ward	36%	37%	38%	40%	32%
Leith Ward	27%	34%	33%	34%	30%
Leith Walk Ward	38%	26%	27%	27%	25%
Portobello / Craigmillar Ward	37%	31%	34%	34%	30%

## % agreeing the Council displays sound financial management

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>30%</b>	<b>27%</b>	<b>29%</b>	<b>30%</b>	<b>29%</b>
North West	27%	25%	27%	29%	28%
Almond NP	26%	24%	24%	24%	21%
Forth NP	25%	25%	27%	31%	27%
Inverleith NP	34%	21%	23%	24%	28%
Western Edinburgh NP	24%	29%	31%	34%	32%
Almond Ward	26%	24%	24%	24%	21%
Corstorphine / Murrayfield Ward	24%	29%	32%	34%	30%
Drumbrae / Gyle Ward	24%	29%	30%	34%	33%
Forth Ward	25%	25%	27%	31%	27%
Inverleith Ward	34%	21%	23%	24%	28%



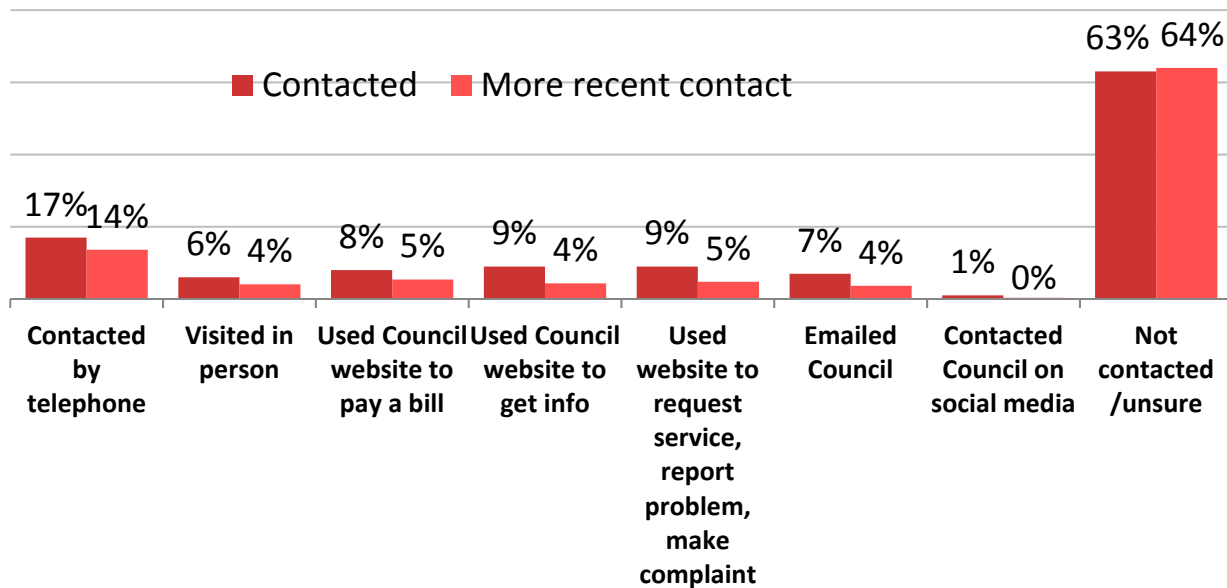
## % agreeing the Council displays sound financial management

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>30%</b>	<b>27%</b>	<b>29%</b>	<b>30%</b>	<b>29%</b>
South East	38%	25%	26%	26%	25%
City Centre NP	33%	17%	20%	21%	21%
Liberton / Gilmerton NP	46%	28%	29%	32%	36%
South Central NP	36%	28%	27%	26%	22%
City Centre Ward	33%	17%	20%	21%	21%
Liberton / Gilmerton Ward	22%	21%	30%	34%	36%
Morningside Ward	46%	28%	26%	26%	26%
Southside / Newington Ward	26%	27%	29%	27%	18%

## % agreeing the Council displays sound financial management

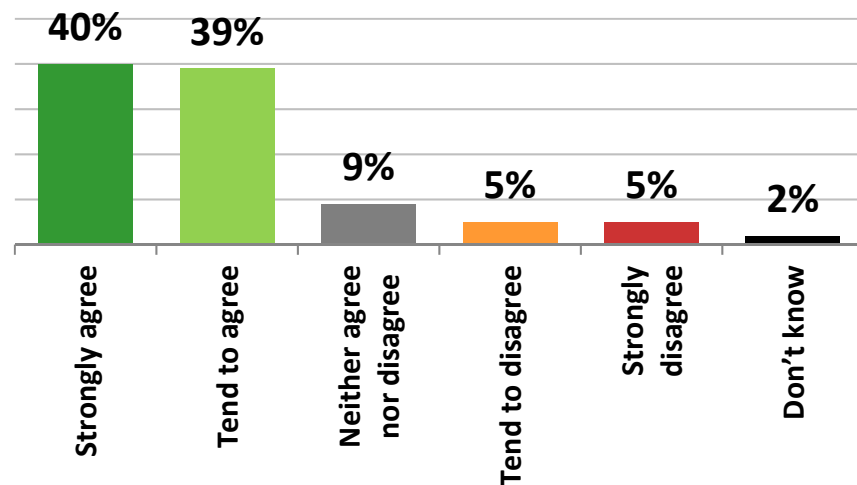
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>30%</b>	<b>27%</b>	<b>29%</b>	<b>30%</b>	<b>29%</b>
South West	27%	26%	29%	32%	34%
Pentlands NP	27%	25%	26%	29%	32%
South West NP	27%	27%	32%	35%	37%
Colinton/Fairmilehead Ward	25%	27%	27%	31%	32%
Fountainbridge/Craiglockhart Ward	28%	28%	33%	36%	35%
Pentland Hills Ward	30%	23%	24%	28%	31%
Sighthill/Gorgie Ward	26%	26%	31%	35%	39%

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



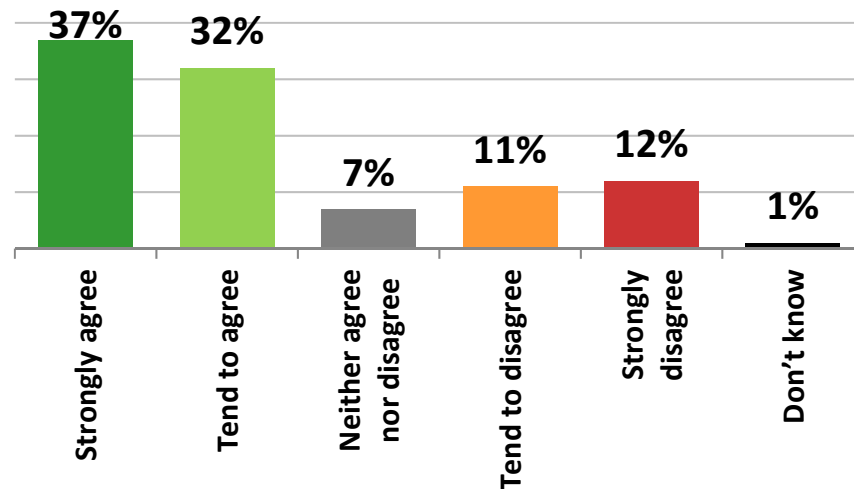
- Around four in ten respondents (37%) had contacted the Council in the last year, which is broadly consistent with 2016 (40%) and 2015 (38%).
- Those most likely to have contacted the Council included women (38%) and households with children (40%).
- Students (22%) and retired respondents (31%) were least likely to have contacted the Council. Likewise, the youngest (24% of 16-24s) and oldest age groups (30% of those aged 65+) were least likely to have made contact.

# 78% agree that they were well treated when they last contacted the Council



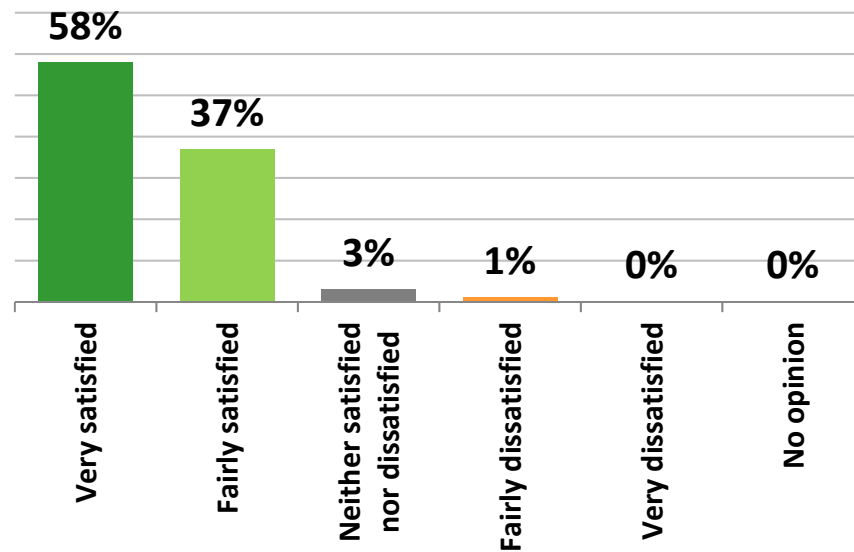
- There was a drop in agreement from 84% in 2016 to 78% in 2017 that they were well treated when they last contacted the Council.
- Agreement was very consistent across all sub-groups. although ethnic minority/non-UK citizens respondents were more likely to say they strongly agreed.
- The only exception to this was that those with a health problem/disability were more likely to disagree that they were well treated (16% disagreed, compared to 9% of other respondents).

# 68% agree that their query/issue was resolved when they last contacted the Council



- Reported resolution of queries remained at 68% this year. This was a drop from 74% in 2015, after an increase from 64% in 2014.
- Agreement was very consistent by age.
- Ethnic minority/non-UK citizens respondents were less likely than others to disagree.
- Retired respondents (64%) were less likely than those in full-time work (70%) or students (72%) to report that their query was resolved; as were those with a health problem/disability (58% v 71% of those without).

# 95% are satisfied with Edinburgh as a place to live



- The proportion satisfied with Edinburgh as a place to live remained high, and similar to recent years (2016: 94%; 2015: 96%). Satisfaction has been above 90% since 2012 with the exception of 2014 (89%).
- The most satisfied groups were: students (66% 'very satisfied'), ethnic minority/non-UK citizens (71%), oldest respondents (63% of 65+), and those with no children in the household (60%).
- The lowest level of satisfaction was amongst unemployed people (44% said they were 'very satisfied').

## % satisfaction with edinburgh as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>
North East	94%	93%	93%	95%	95%
Craightinny / Duddingston NP	95%	95%	95%	96%	96%
Leith NP	93%	93%	93%	95%	96%
Portobello / Craigmillar NP	93%	91%	90%	93%	93%
Craightinny / Duddingston Ward	95%	95%	95%	96%	96%
Leith Ward	91%	90%	90%	93%	95%
Leith Walk Ward	96%	96%	96%	96%	96%
Portobello / Craigmillar Ward	93%	91%	90%	93%	93%

## % satisfaction with edinburgh as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>
North West	93%	92%	90%	93%	94%
Almond NP	97%	97%	95%	95%	94%
Forth NP	83%	81%	79%	88%	90%
Inverleith NP	94%	93%	91%	95%	96%
Western Edinburgh NP	95%	94%	94%	95%	94%
Almond Ward	97%	97%	95%	95%	94%
Corstorphine / Murrayfield Ward	96%	95%	94%	95%	95%
Drumbrae / Gyle Ward	94%	94%	93%	94%	94%
Forth Ward	83%	81%	79%	88%	90%
Inverleith Ward	94%	93%	91%	95%	96%



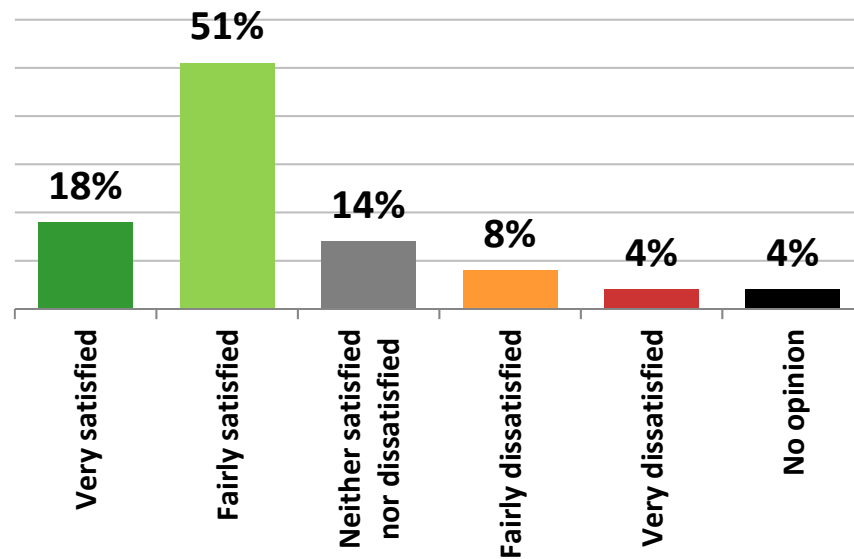
## % satisfaction with edinburgh as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>
South East	96%	96%	95%	96%	97%
City Centre NP	96%	95%	94%	95%	96%
Liberton / Gilmerton NP	95%	94%	93%	94%	95%
South Central NP	98%	98%	97%	98%	98%
City Centre Ward	96%	95%	94%	95%	96%
Liberton / Gilmerton Ward	95%	94%	93%	94%	95%
Morningside Ward	98%	97%	98%	98%	98%
Southside / Newington Ward	98%	98%	97%	97%	98%

## % satisfaction with edinburgh as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>94%</b>	<b>93%</b>	<b>93%</b>	<b>95%</b>	<b>95%</b>
South West	93%	94%	94%	95%	96%
Pentlands NP	94%	95%	95%	95%	94%
South West NP	93%	92%	93%	95%	97%
Colinton/Fairmilehead Ward	97%	96%	96%	96%	95%
Fountainbridge/Craiglockhart Ward	96%	96%	98%	99%	99%
Pentland Hills Ward	91%	94%	93%	95%	93%
Sighthill/Gorgie Ward	89%	88%	89%	92%	94%

# 69% are satisfied with the way the Council is managing the City



- Satisfaction with the way the Council is managing the city has increased from 2016 (66%) following a slight dip from 68% in 2015 and 67% in 2014.
- The most satisfied groups were: ethnic minority/non-UK citizens (30% were 'very satisfied'), students (26%), the youngest respondents (23% of 16-24s), men (20%), respondents without a disability (18%) and respondents without children in the household (19%).
- The lowest levels of satisfaction were seen amongst people aged 45-64 (16% 'very satisfied') unemployed people (57% were 'very' or 'fairly' satisfied compared to the sample average of 69%).

## % satisfaction with Council management of the City

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>69%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>
North East	74%	70%	67%	66%	65%
Craightinny / Duddingston NP	77%	76%	74%	73%	71%
Leith NP	70%	68%	65%	64%	63%
Portobello / Craigmillar NP	74%	67%	65%	66%	65%
Craightinny / Duddingston Ward	77%	76%	74%	73%	71%
Leith Ward	65%	65%	63%	63%	63%
Leith Walk Ward	76%	71%	67%	64%	62%
Portobello / Craigmillar Ward	74%	67%	65%	66%	65%

## % satisfaction with Council management of the City

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>69%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>
North West	66%	67%	63%	66%	70%
Almond NP	68%	67%	62%	63%	71%
Forth NP	58%	57%	51%	60%	70%
Inverleith NP	73%	68%	63%	65%	70%
Western Edinburgh NP	64%	70%	69%	70%	69%
Almond Ward	68%	67%	62%	63%	71%
Corstorphine / Murrayfield Ward	67%	71%	73%	72%	69%
Drumbrae / Gyle Ward	62%	69%	66%	68%	69%
Forth Ward	58%	57%	51%	60%	70%
Inverleith Ward	73%	68%	63%	65%	70%

## % satisfaction with Council management of the City

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>69%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>
South East	76%	73%	68%	68%	71%
City Centre NP	77%	70%	64%	65%	71%
Liberton / Gilmerton NP	69%	68%	62%	63%	68%
South Central NP	82%	78%	73%	72%	73%
City Centre Ward	77%	70%	64%	65%	71%
Liberton / Gilmerton Ward	69%	68%	62%	63%	68%
Morningside Ward	86%	79%	73%	72%	72%
Southside / Newington Ward	78%	78%	73%	73%	74%

## % satisfaction with Council management of the City

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>69%</b>	<b>67%</b>	<b>68%</b>	<b>69%</b>
South West	68%	69%	70%	70%	70%
Pentlands NP	66%	69%	71%	69%	66%
South West NP	70%	68%	69%	71%	74%
Colinton/Fairmilehead Ward	68%	72%	74%	72%	67%
Fountainbridge/Craiglockhart Ward	78%	74%	76%	74%	73%
Pentland Hills Ward	65%	65%	67%	66%	65%
Sighthill/Gorgie Ward	63%	63%	63%	68%	74%



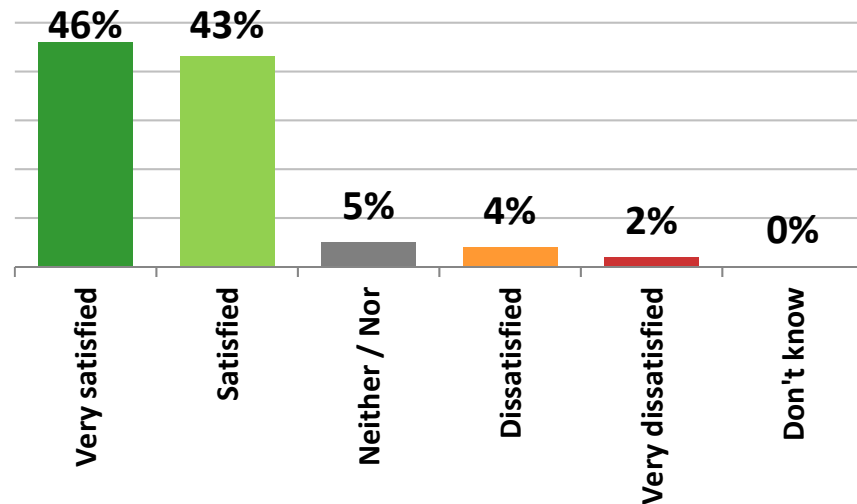
**edinburgh people survey**

**2017**

**neighbourhoods and communities**



# 89% satisfied with their neighbourhood as a place to live



- Satisfaction with neighbourhoods remains at 89%, the same as 2016 and similar to 2015 (90%) and 2014 (88%).
- There was broad consistency in this finding across variables such as age and gender.
- Unemployed people (74%) were the least likely to be satisfied with their neighbourhood as a place to live, and most likely to be dissatisfied (13%).
- People with a disability or long term illness were also less likely to say they were satisfied (84%) than those without (90%).

## % satisfaction with neighbourhood as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>92%</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>
North East	91%	90%	88%	88%	88%
Craightinny / Duddingston NP	94%	93%	89%	88%	88%
Leith NP	89%	90%	91%	91%	89%
Portobello / Craigmillar NP	91%	84%	83%	84%	86%
Craightinny / Duddingston Ward	94%	93%	89%	88%	88%
Leith Ward	90%	90%	90%	90%	89%
Leith Walk Ward	88%	91%	91%	92%	88%
Portobello / Craigmillar Ward	91%	84%	83%	84%	86%

## % satisfaction with neighbourhood as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>92%</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>
North West	92%	91%	89%	89%	88%
Almond NP	96%	95%	94%	92%	87%
Forth NP	85%	81%	80%	80%	78%
Inverleith NP	93%	95%	92%	92%	94%
Western Edinburgh NP	94%	93%	90%	90%	90%
Almond Ward	96%	95%	94%	92%	87%
Corstorphine / Murrayfield Ward	95%	95%	94%	94%	95%
Drumrae / Gyle Ward	93%	91%	86%	86%	85%
Forth Ward	85%	81%	80%	80%	78%
Inverleith Ward	93%	95%	92%	92%	94%

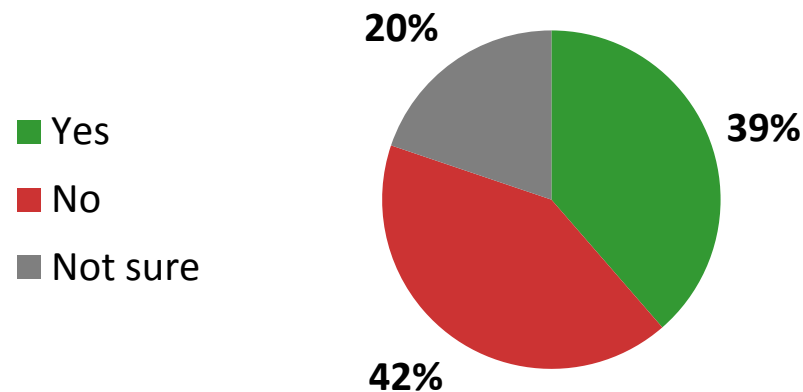
## % satisfaction with neighbourhood as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>92%</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>
South East	92%	91%	90%	92%	92%
City Centre NP	92%	93%	92%	92%	92%
Liberton / Gilmerton NP	86%	82%	77%	82%	84%
South Central NP	96%	96%	97%	97%	97%
City Centre Ward	92%	93%	92%	92%	92%
Liberton / Gilmerton Ward	86%	82%	77%	82%	84%
Morningside Ward	96%	97%	98%	98%	98%
Southside / Newington Ward	97%	96%	95%	95%	95%

## % satisfaction with neighbourhood as a place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>92%</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>
South West	91%	89%	90%	90%	88%
Pentlands NP	94%	93%	92%	91%	87%
South West NP	89%	85%	87%	89%	90%
Colinton/Fairmilehead Ward	94%	92%	93%	93%	92%
Fountainbridge/Craiglockhart Ward	96%	95%	95%	97%	98%
Pentland Hills Ward	94%	94%	91%	89%	82%
Sighthill/Gorgie Ward	82%	76%	79%	81%	81%

# 39% feel that they have a say on local issues and services



- Just under four in ten now feel they have a say on local issues and services (39%), an increase from previous years (2015: 33%; 2016: 37%).
- The youngest respondents were least likely to say 'yes' to this question (23%), and were also more likely than other groups to say they were not sure (34%) rather than saying 'no'. Over 65s were most likely to say 'yes' (46%).
- Ethnic minority/non-UK citizens were less likely to reply 'yes' to this question (30% compared with 39%).
- Lower levels of agreement were noted for unemployed people (23% said 'yes') and students (26%). However, while students were as likely to say they were 'not sure' as to say 'no' (both 37%), unemployed respondents were more likely to say 'no' (54%).
- Those with a health problem or disability were more likely than others to say 'no' (45% v 41%) but less likely to say 'not sure' (15% v 21%).

## % feel they have a say on local issues and services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>35%</b>	<b>34%</b>	<b>36%</b>	<b>36%</b>	<b>39%</b>
North East	35%	32%	32%	34%	40%
Craightonny / Duddingston NP	33%	31%	30%	32%	41%
Leith NP	32%	30%	32%	34%	40%
Portobello / Craigmillar NP	40%	35%	35%	35%	40%
Craightonny / Duddingston Ward	33%	31%	30%	32%	41%
Leith Ward	33%	29%	33%	34%	40%
Leith Walk Ward	31%	31%	31%	35%	39%
Portobello / Craigmillar Ward	40%	35%	35%	35%	40%

## % feel they have a say on local issues and services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>35%</b>	<b>34%</b>	<b>36%</b>	<b>36%</b>	<b>39%</b>
North West	37%	39%	39%	38%	40%
Almond NP	36%	37%	38%	40%	40%
Forth NP	37%	39%	42%	35%	38%
Inverleith NP	33%	35%	37%	42%	53%
Western Edinburgh NP	41%	43%	39%	37%	34%
Almond Ward	36%	37%	38%	40%	40%
Corstorphine / Murrayfield Ward	40%	45%	43%	43%	39%
Drumrae / Gyle Ward	42%	41%	34%	31%	29%
Forth Ward	37%	39%	42%	35%	38%
Inverleith Ward	33%	35%	37%	42%	53%



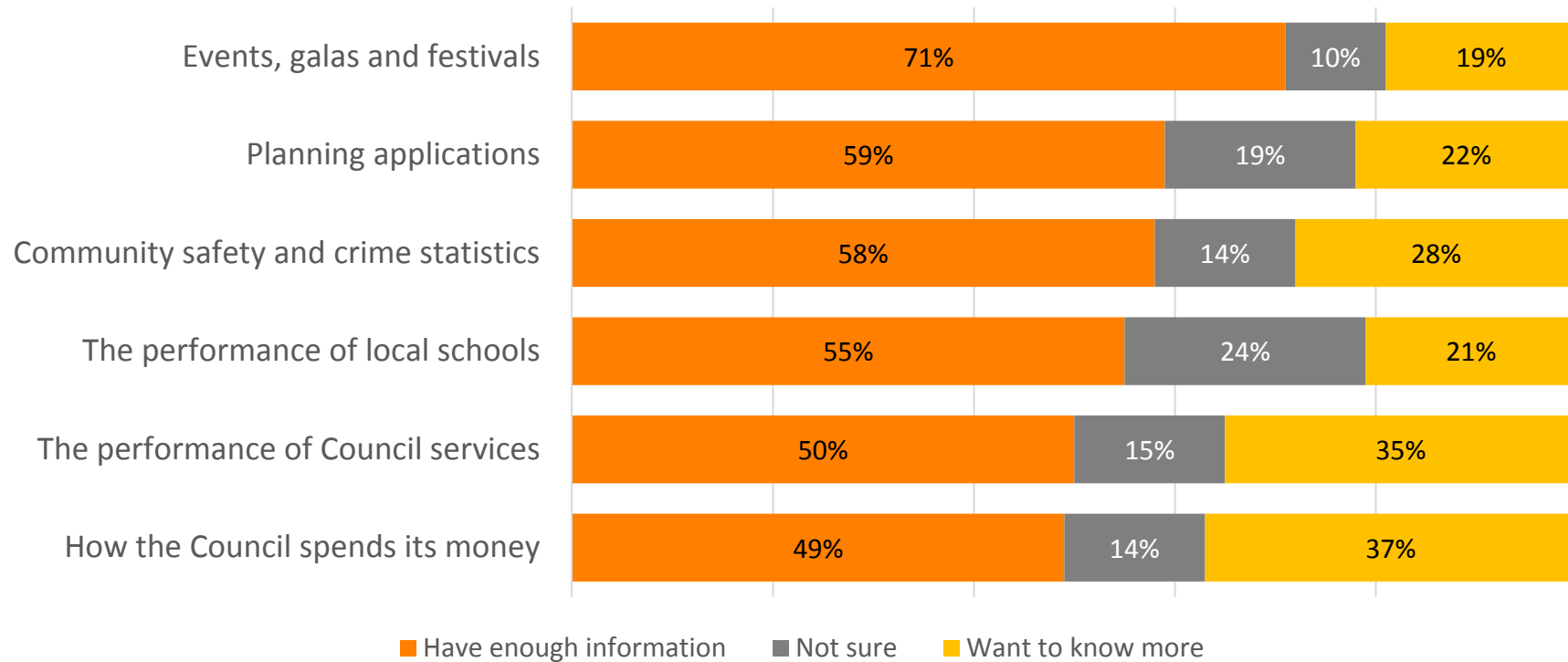
## % feel they have a say on local issues and services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>35%</b>	<b>34%</b>	<b>36%</b>	<b>36%</b>	<b>39%</b>
South East	31%	32%	35%	38%	41%
City Centre NP	29%	27%	33%	33%	31%
Liberton / Gilmerton NP	28%	29%	33%	35%	40%
South Central NP	37%	38%	38%	41%	46%
City Centre Ward	29%	27%	33%	33%	31%
Liberton / Gilmerton Ward	28%	29%	33%	35%	40%
Morningside Ward	41%	42%	43%	46%	48%
Southside / Newington Ward	33%	34%	32%	36%	45%

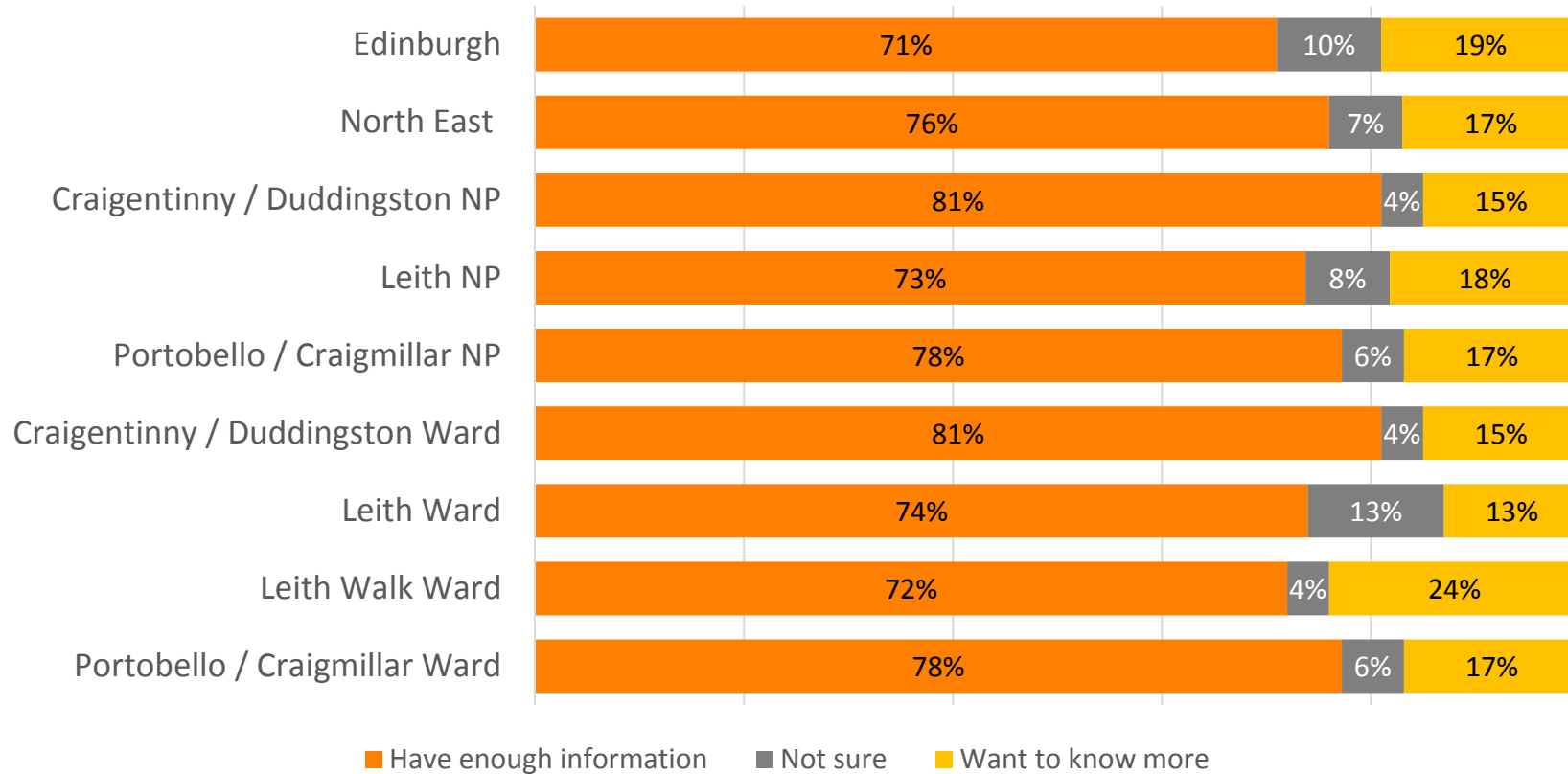
## % feel they have a say on local issues and services

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>35%</b>	<b>34%</b>	<b>36%</b>	<b>36%</b>	<b>39%</b>
South West	37%	34%	36%	34%	33%
Pentlands NP	42%	37%	40%	37%	36%
South West NP	32%	30%	31%	31%	31%
Colinton/Fairmilehead Ward	37%	35%	38%	38%	42%
Fountainbridge/Craiglockhart Ward	37%	33%	35%	36%	37%
Pentland Hills Ward	46%	40%	43%	36%	28%
Sighthill/Gorgie Ward	28%	27%	27%	26%	26%

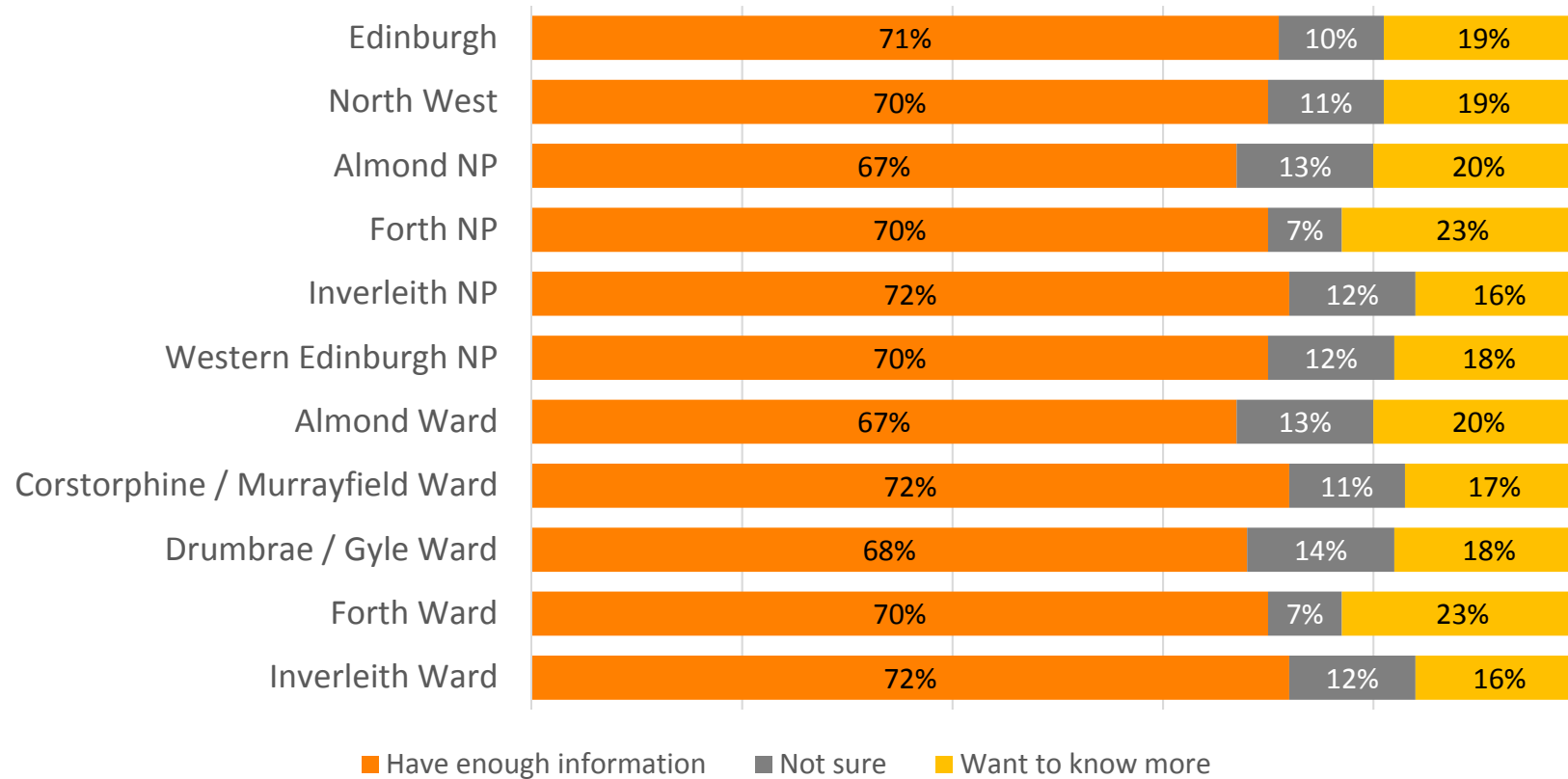
# Information about what is happening in neighbourhoods



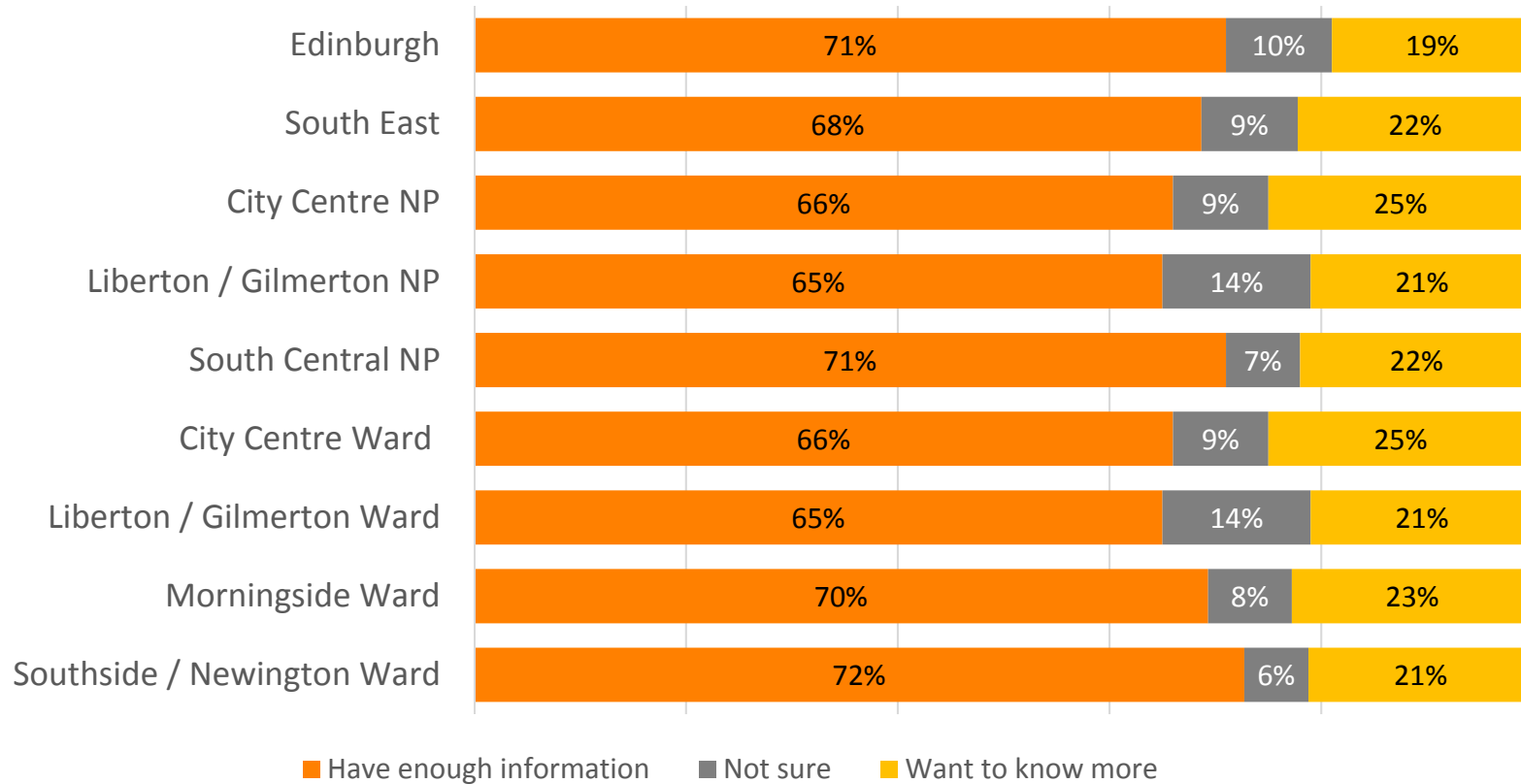
# Information about events, galas and festivals



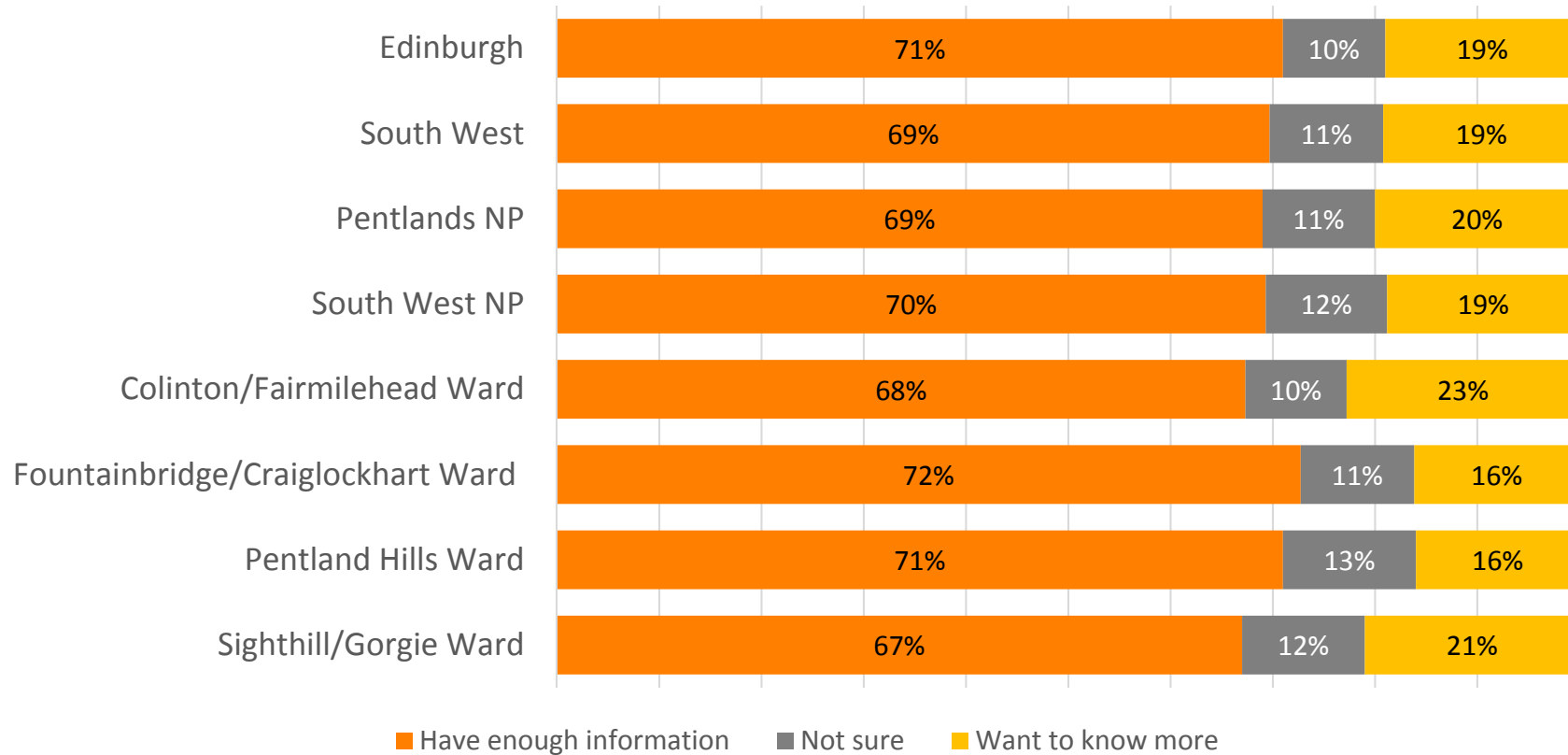
## Information about events, galas and festivals



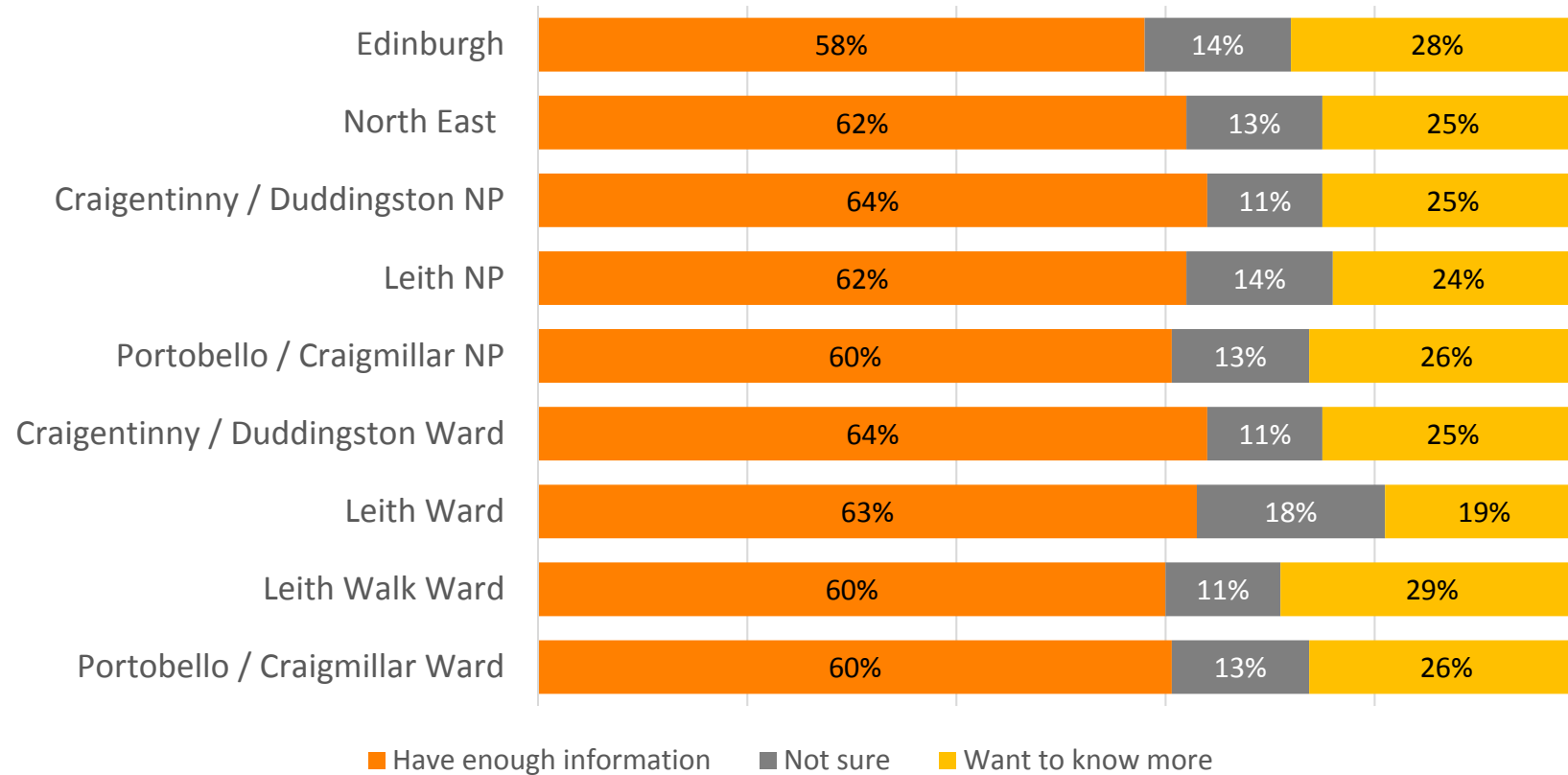
# Information about events, galas and festivals



## Information about events, galas and festivals

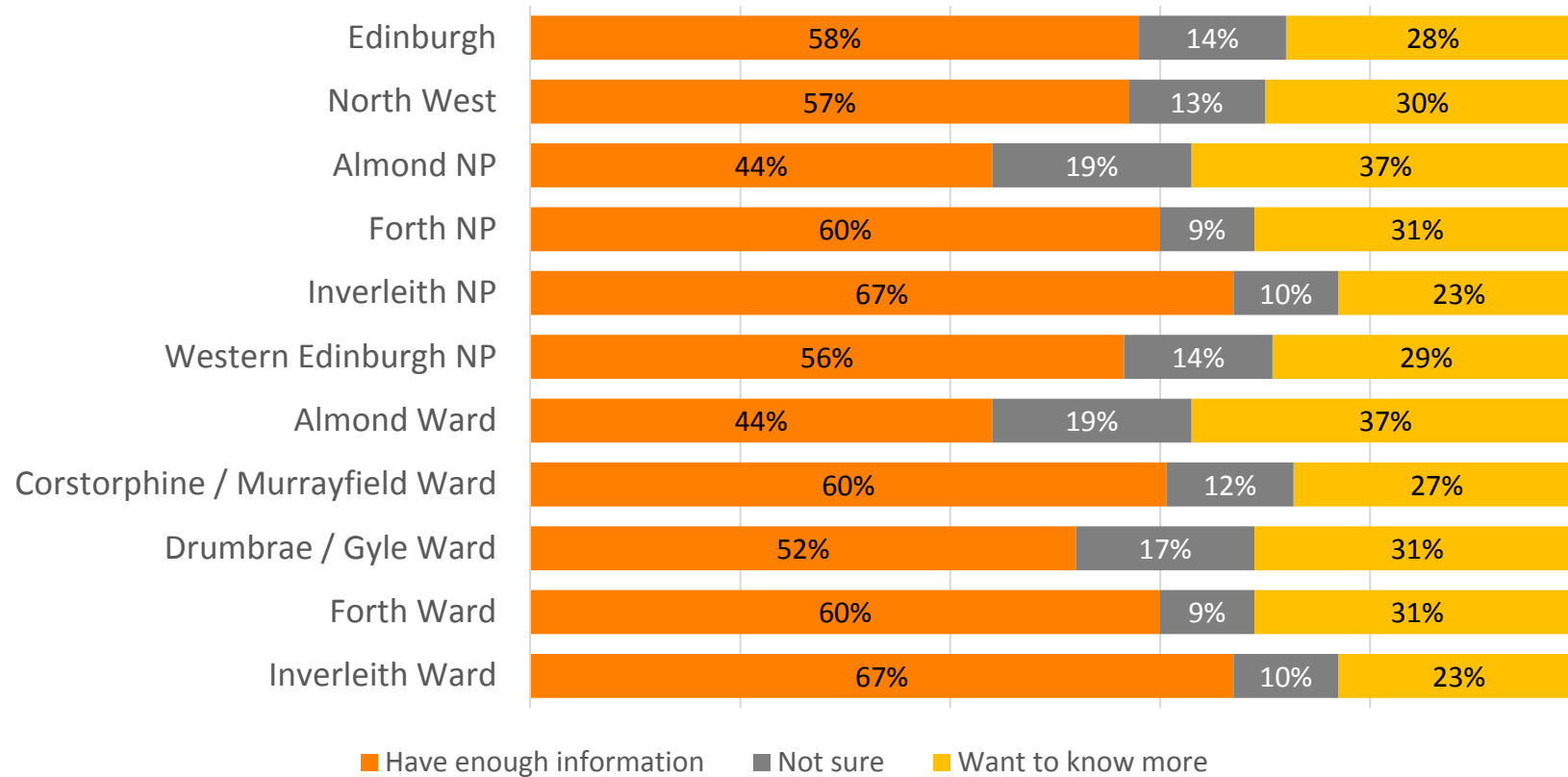


# Information about community safety and crime statistics

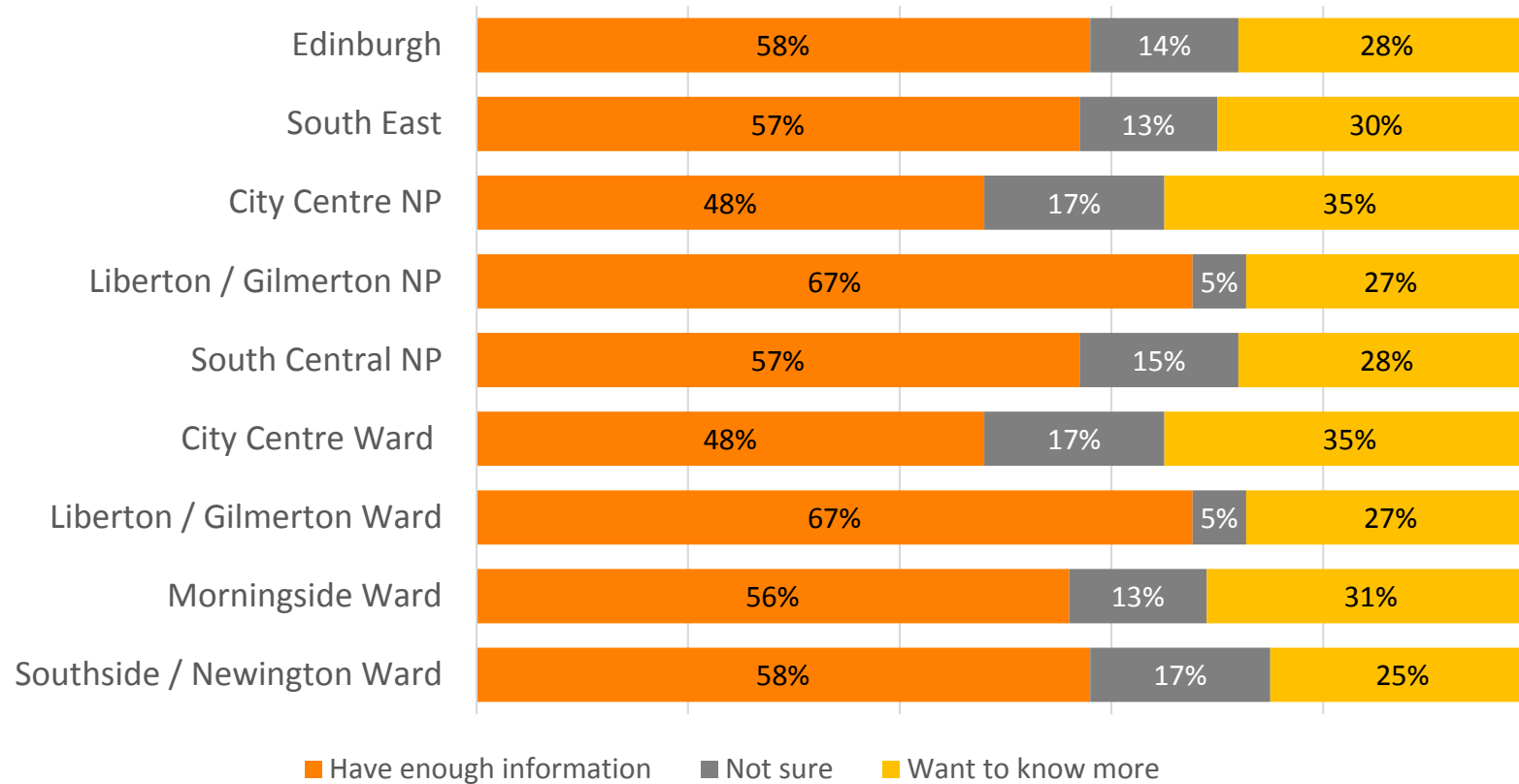




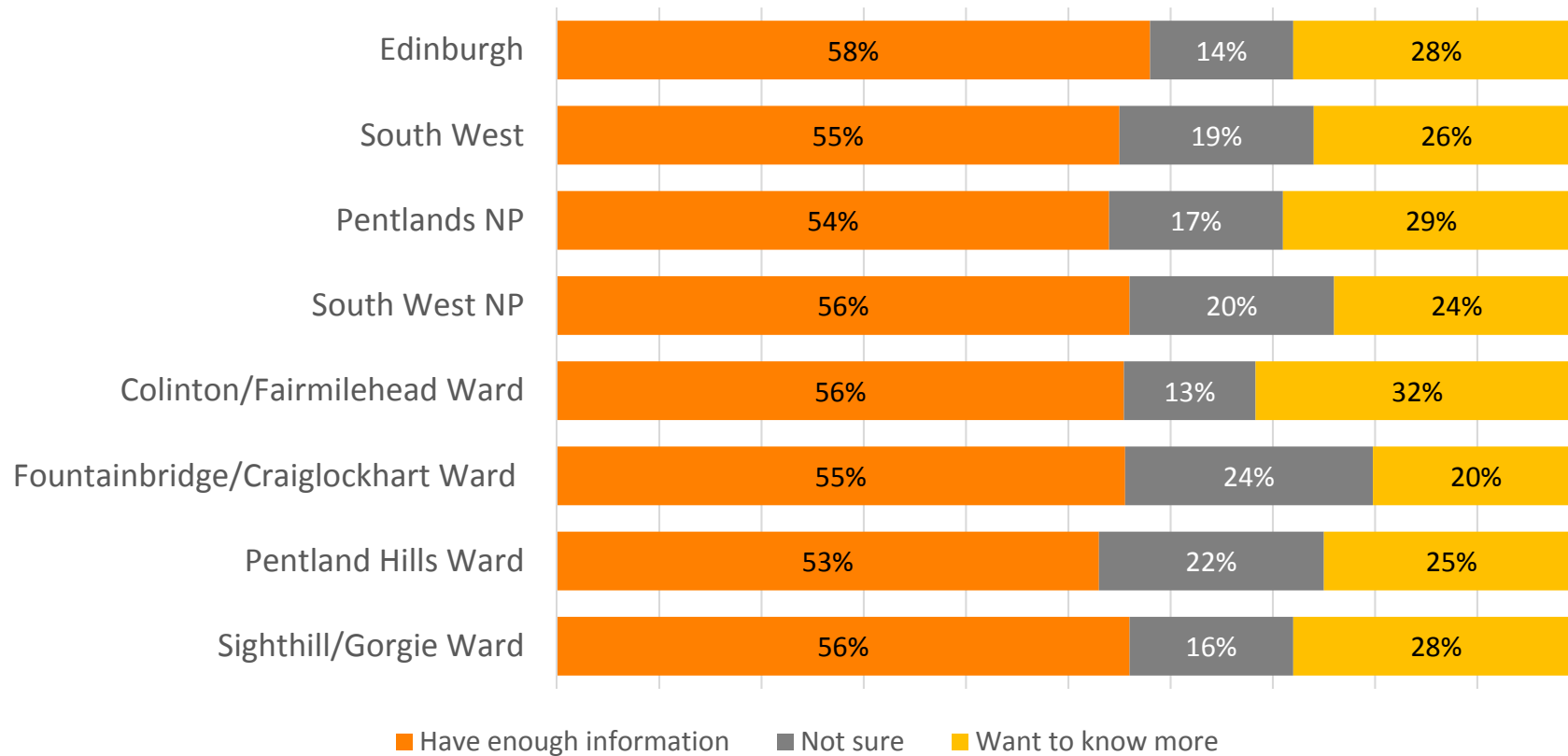
# Information about community safety and crime statistics



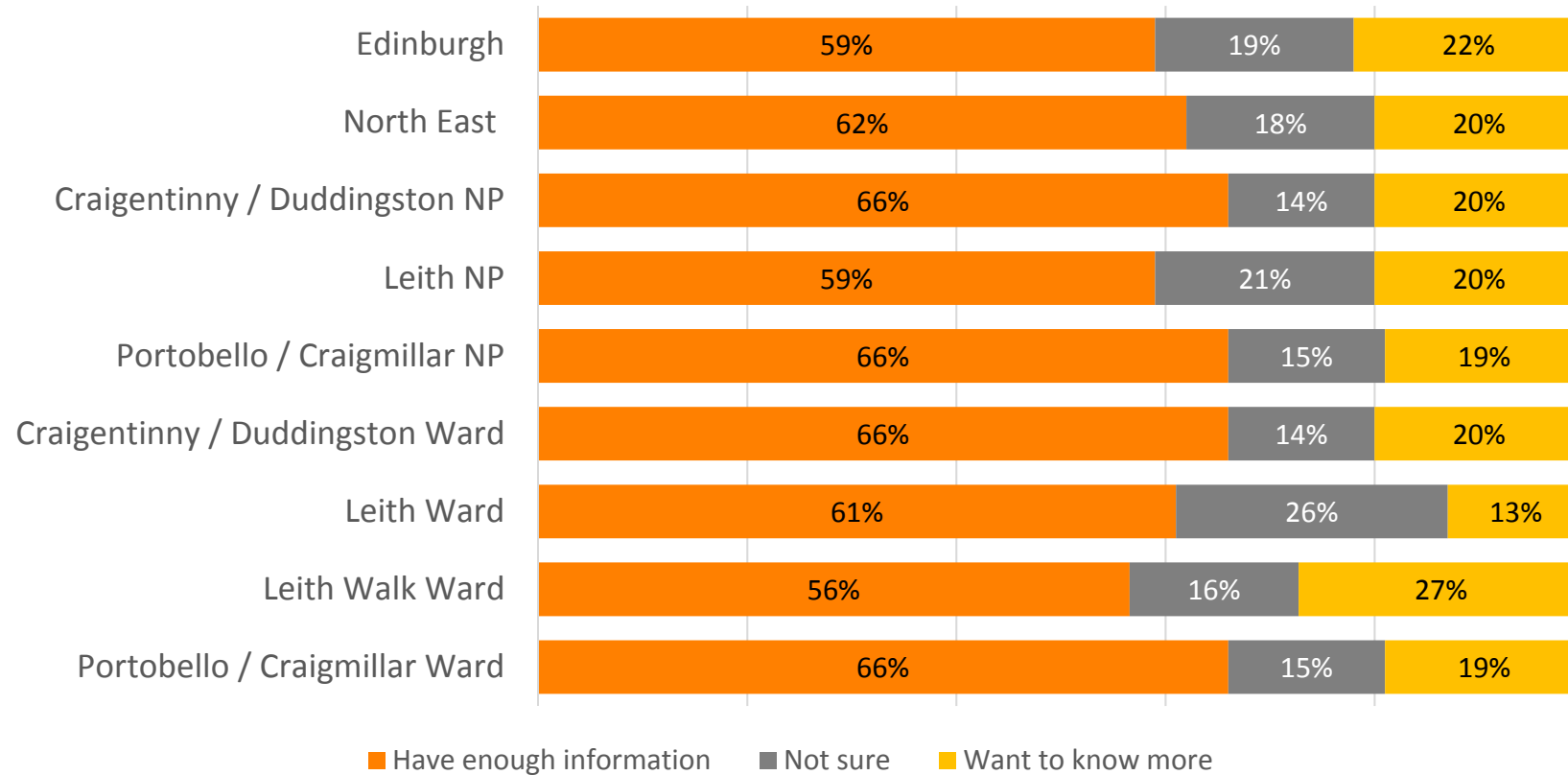
# Information about community safety and crime statistics



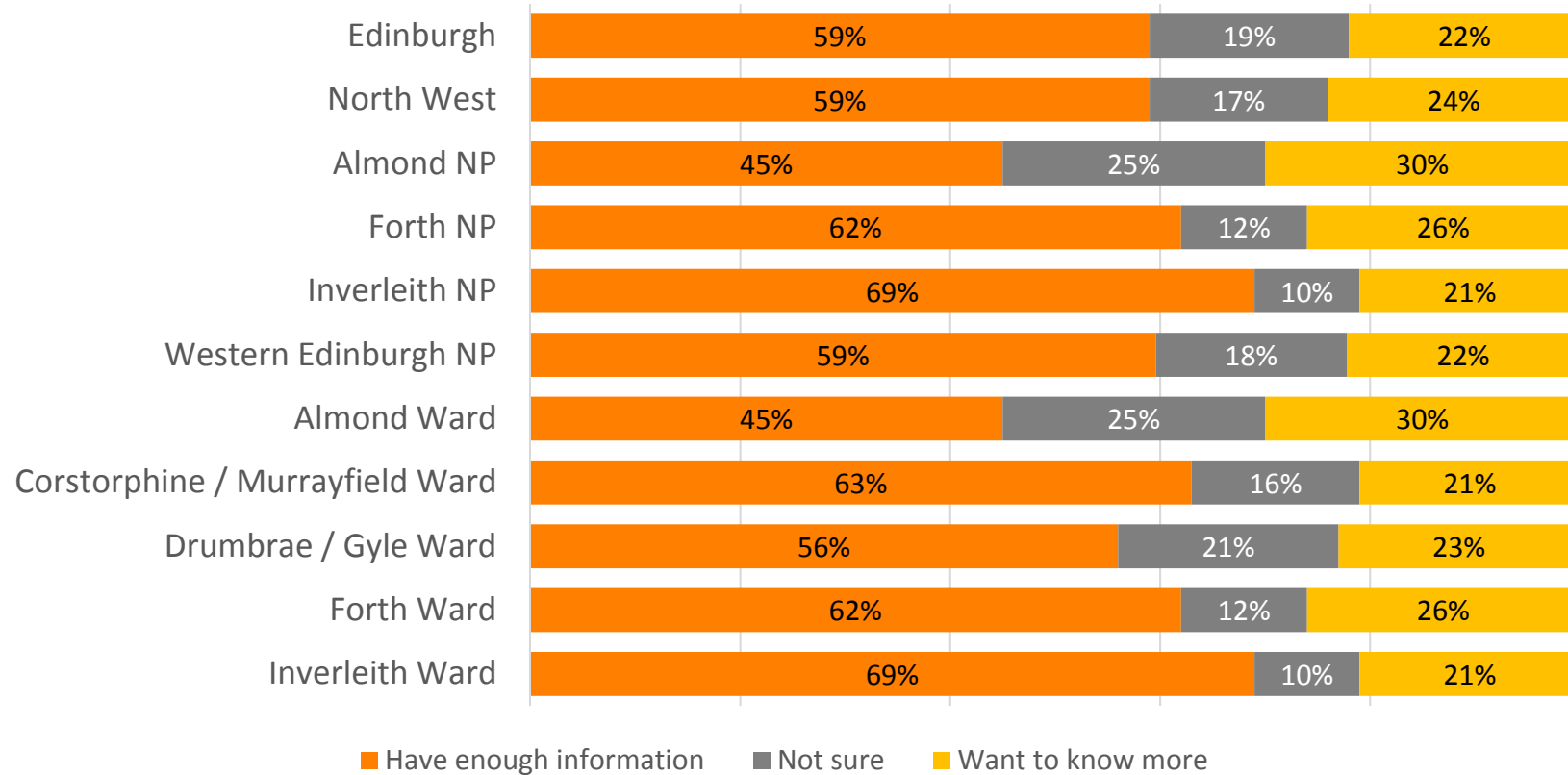
# Information about community safety and crime statistics



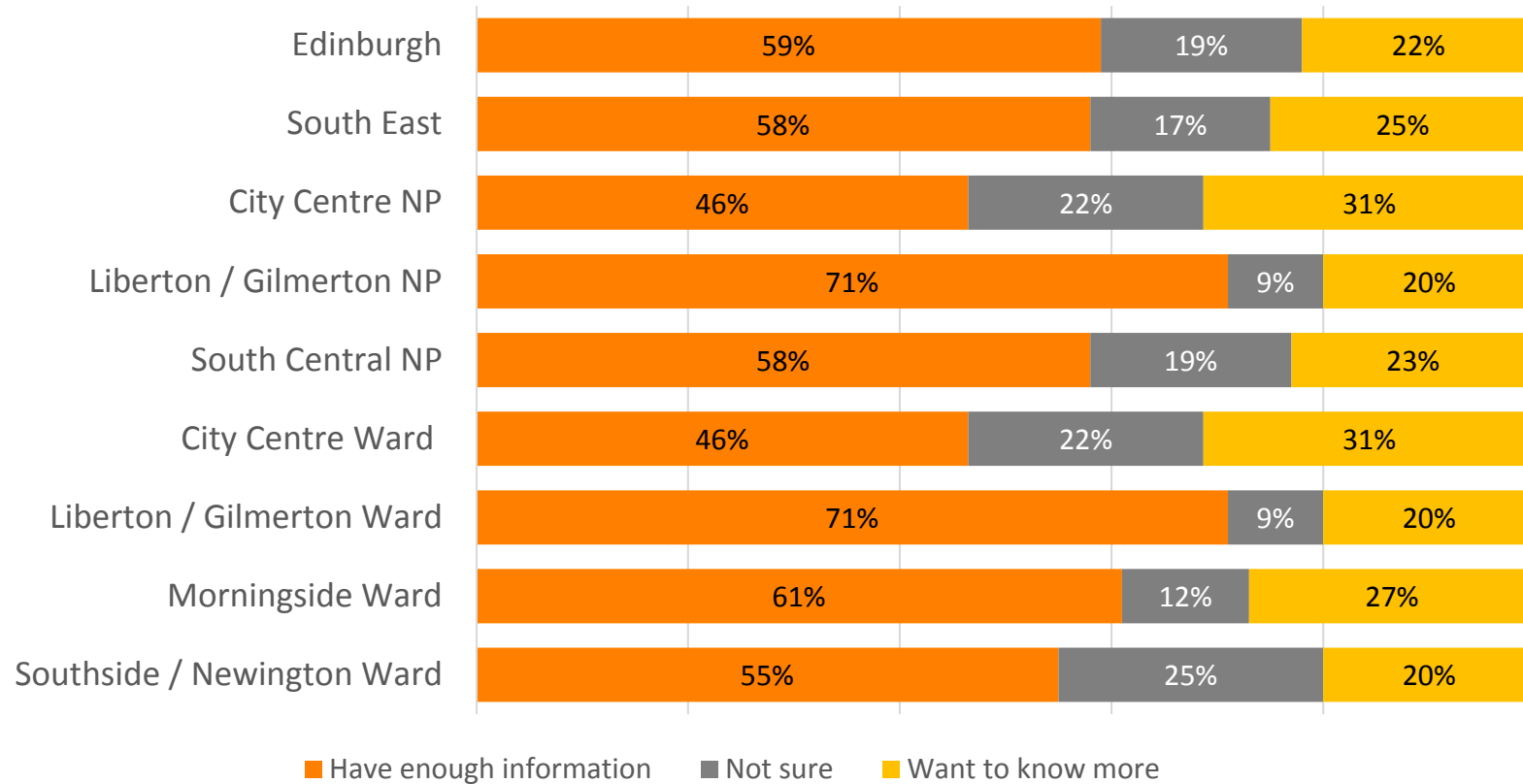
# Information about planning applications



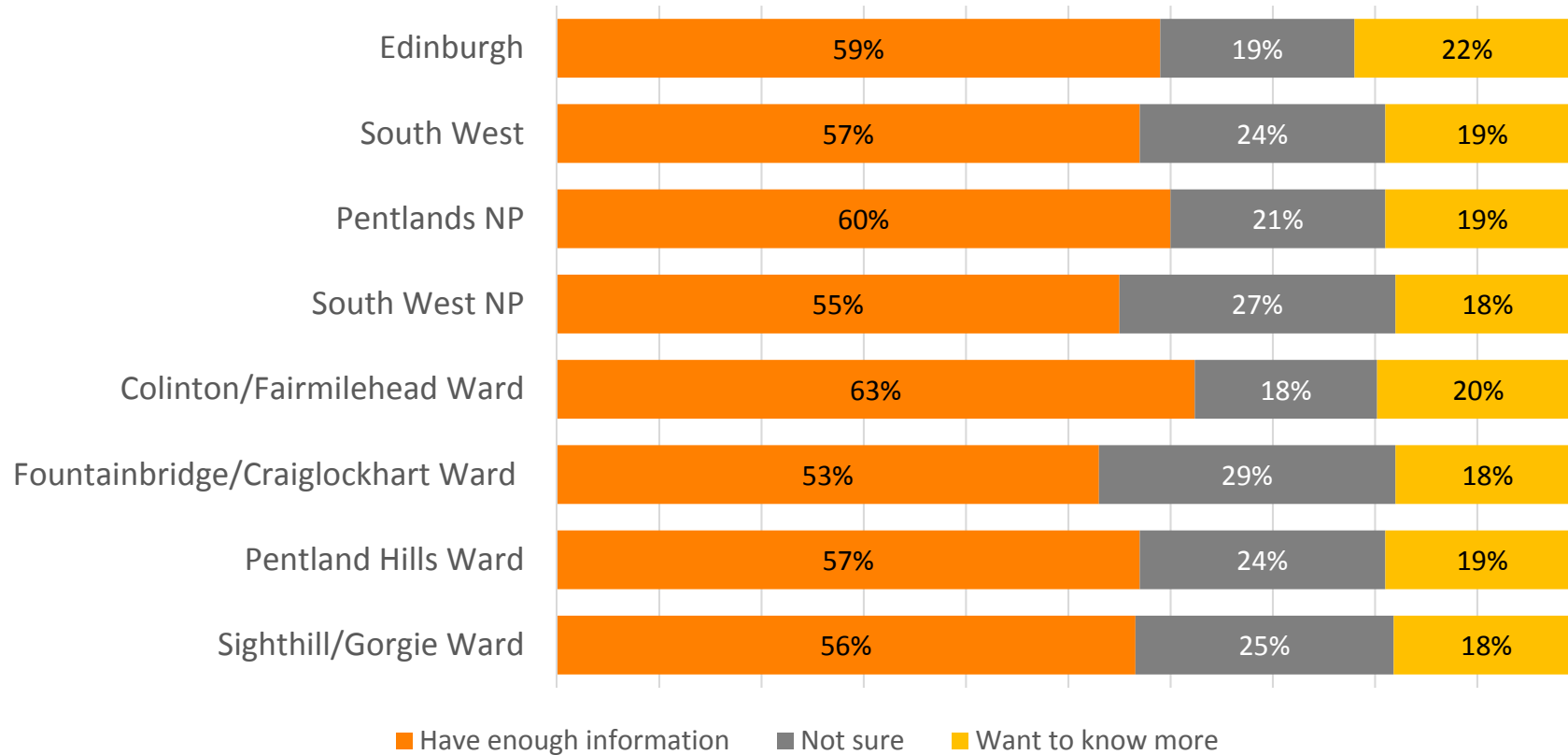
# Information about planning applications



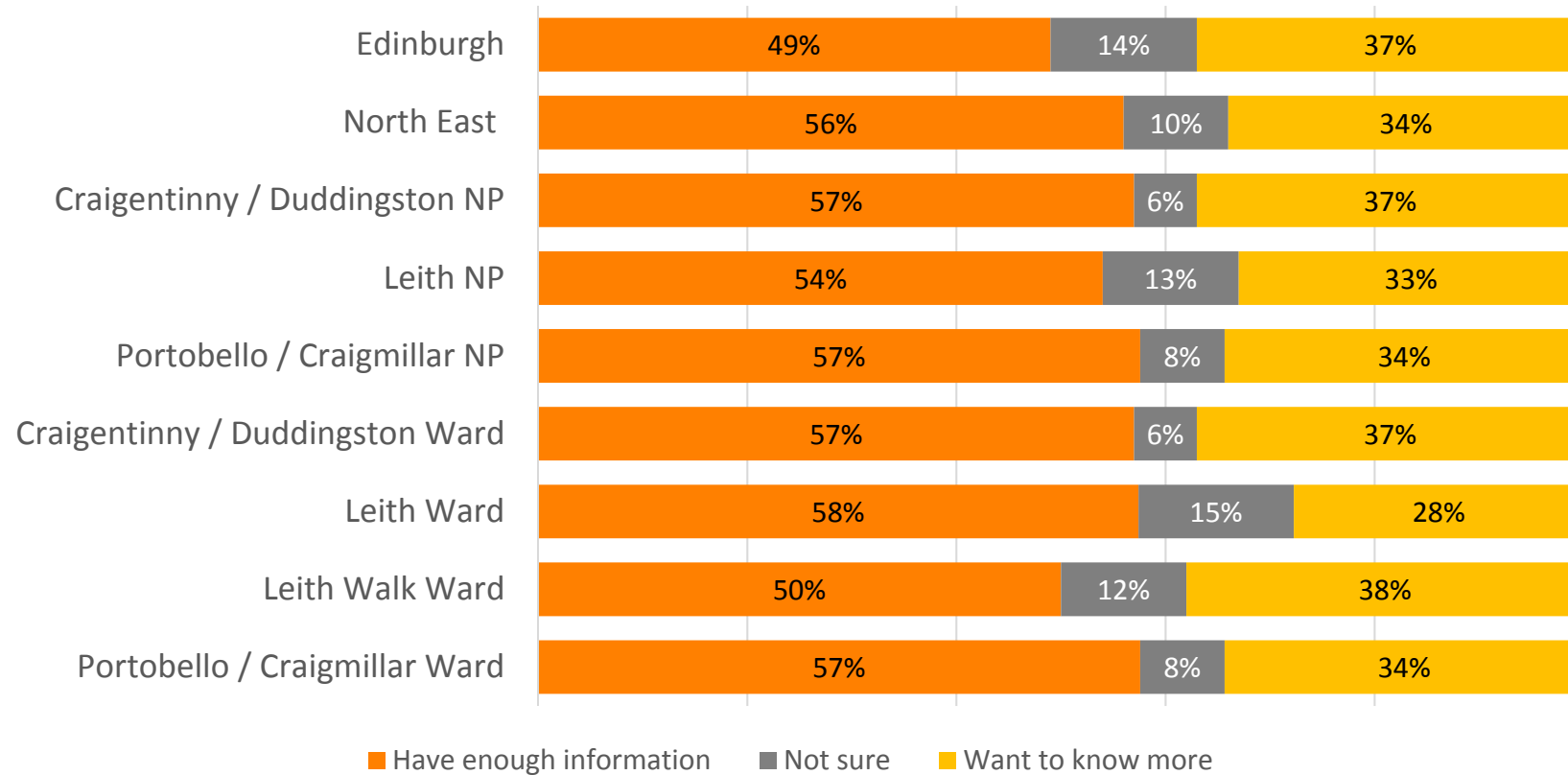
# Information about planning applications



# Information about planning applications

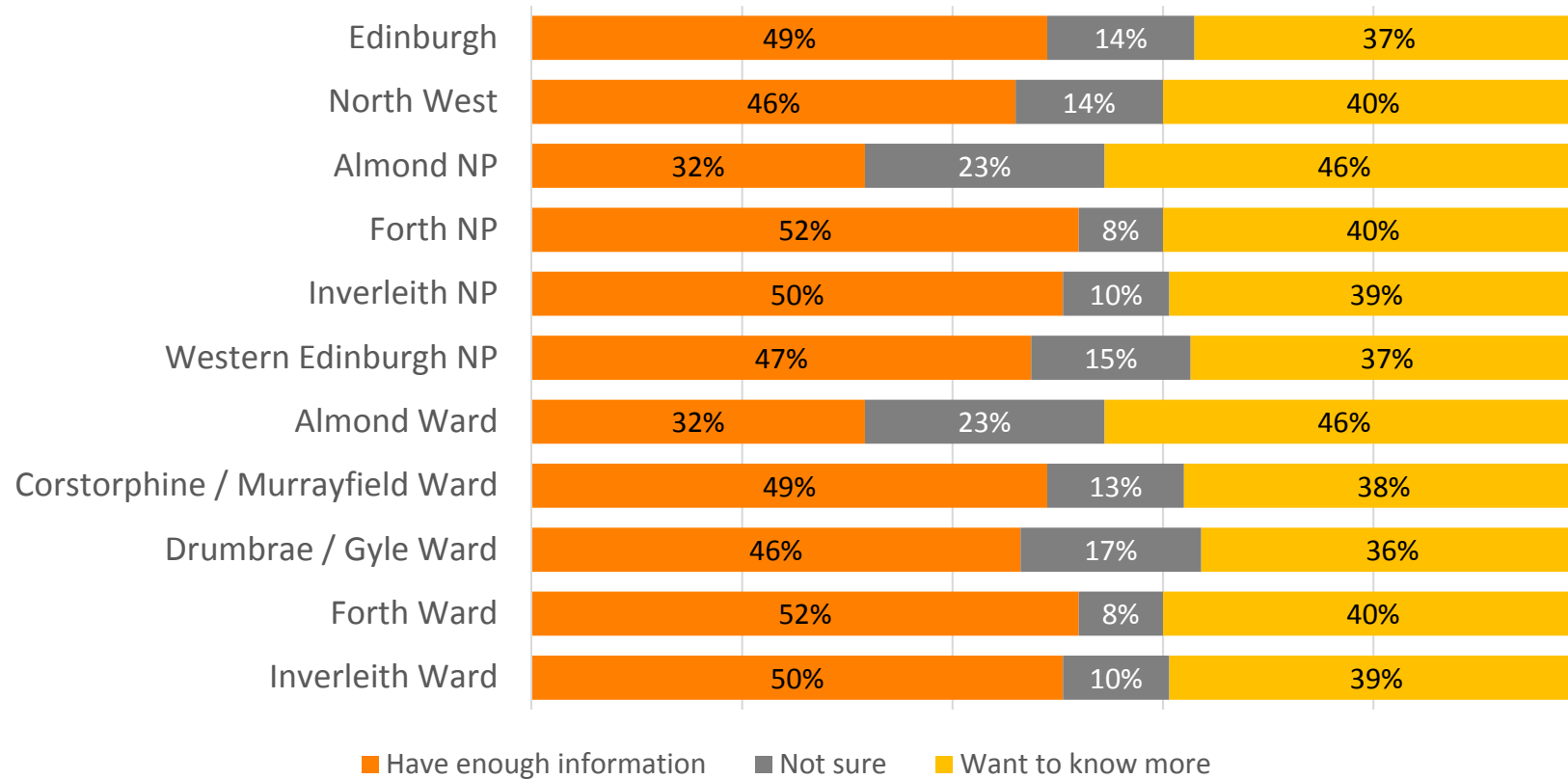


## Information about how the Council spends its money

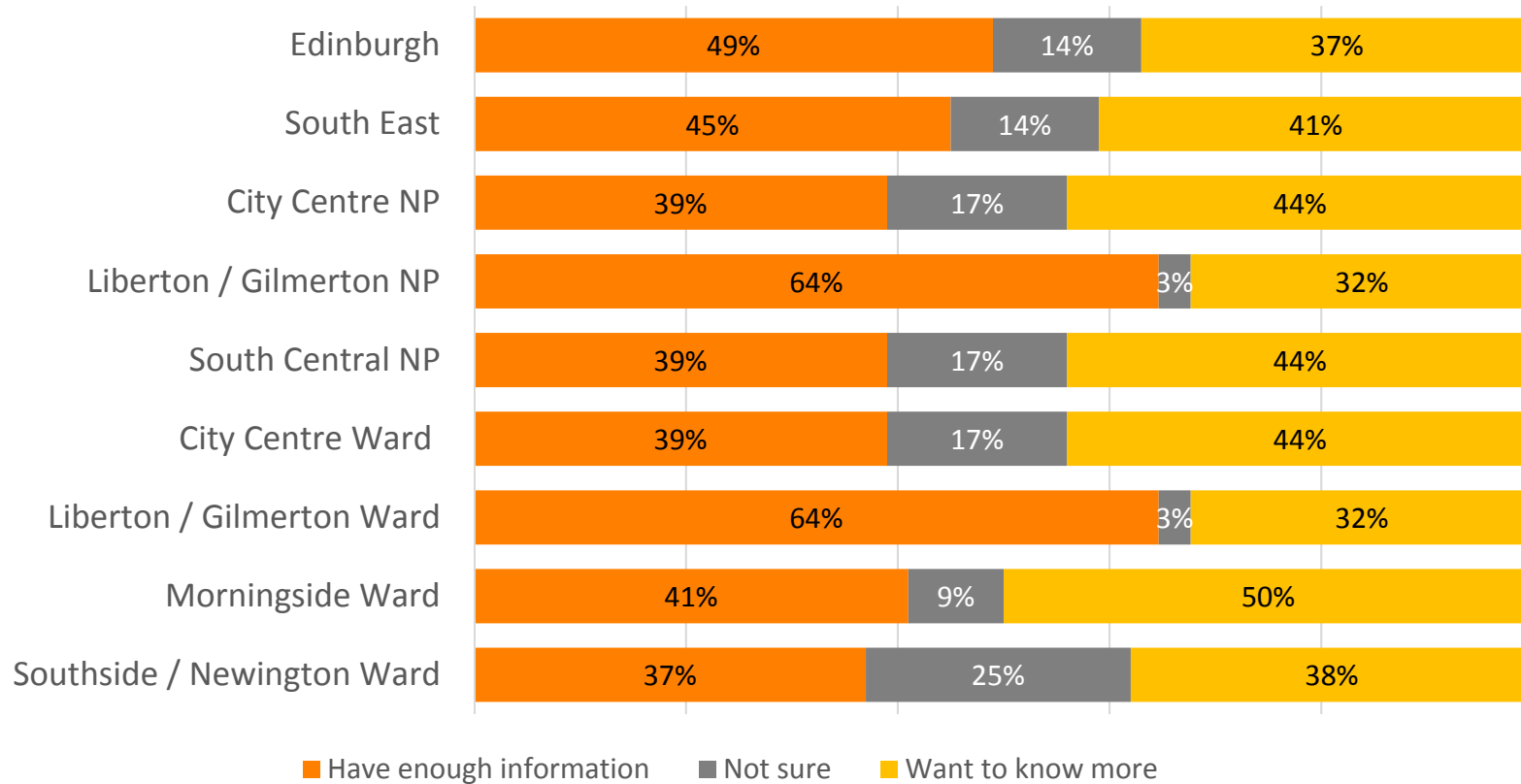




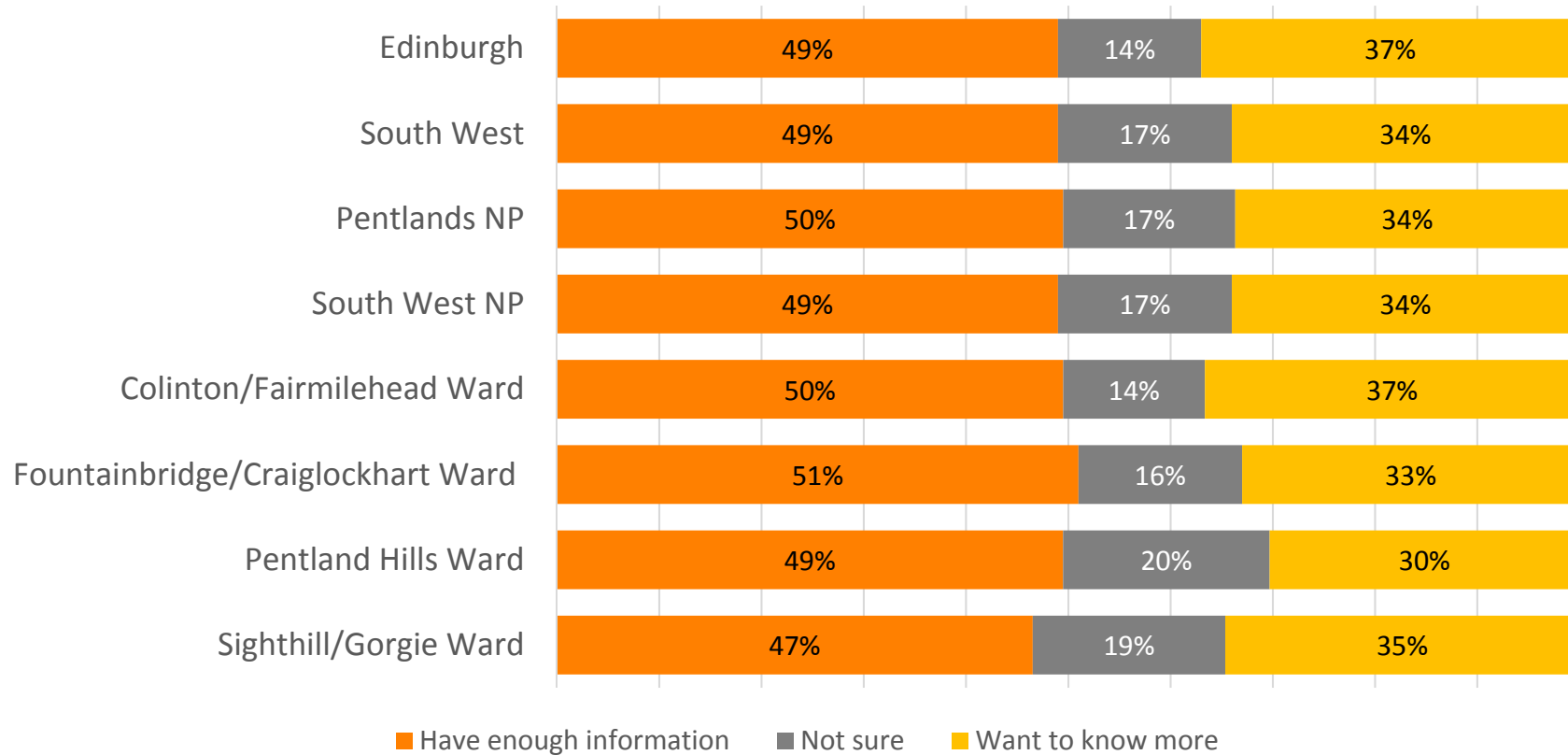
## Information about how the Council spends its money



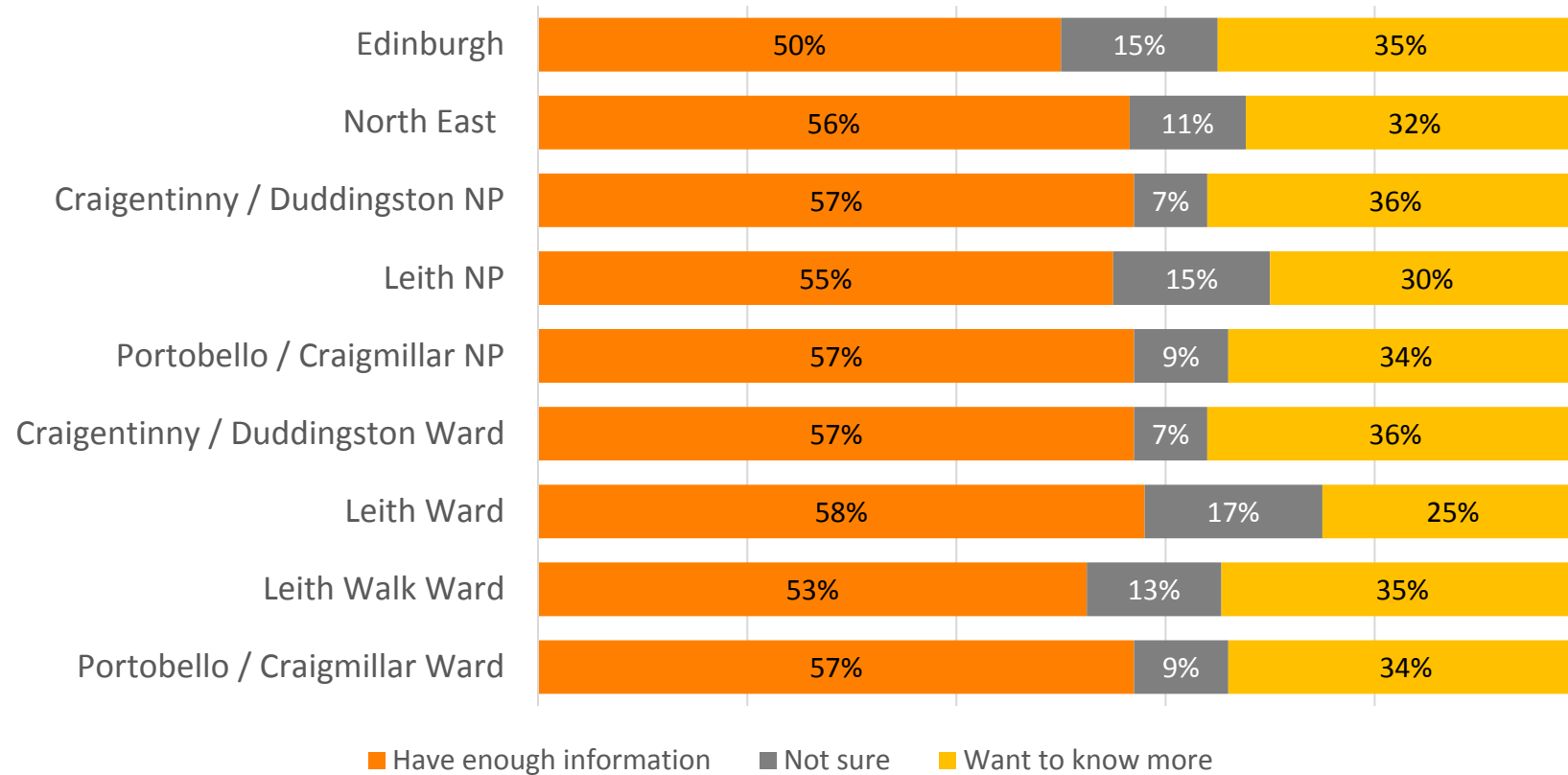
# Information about how the Council spends its money



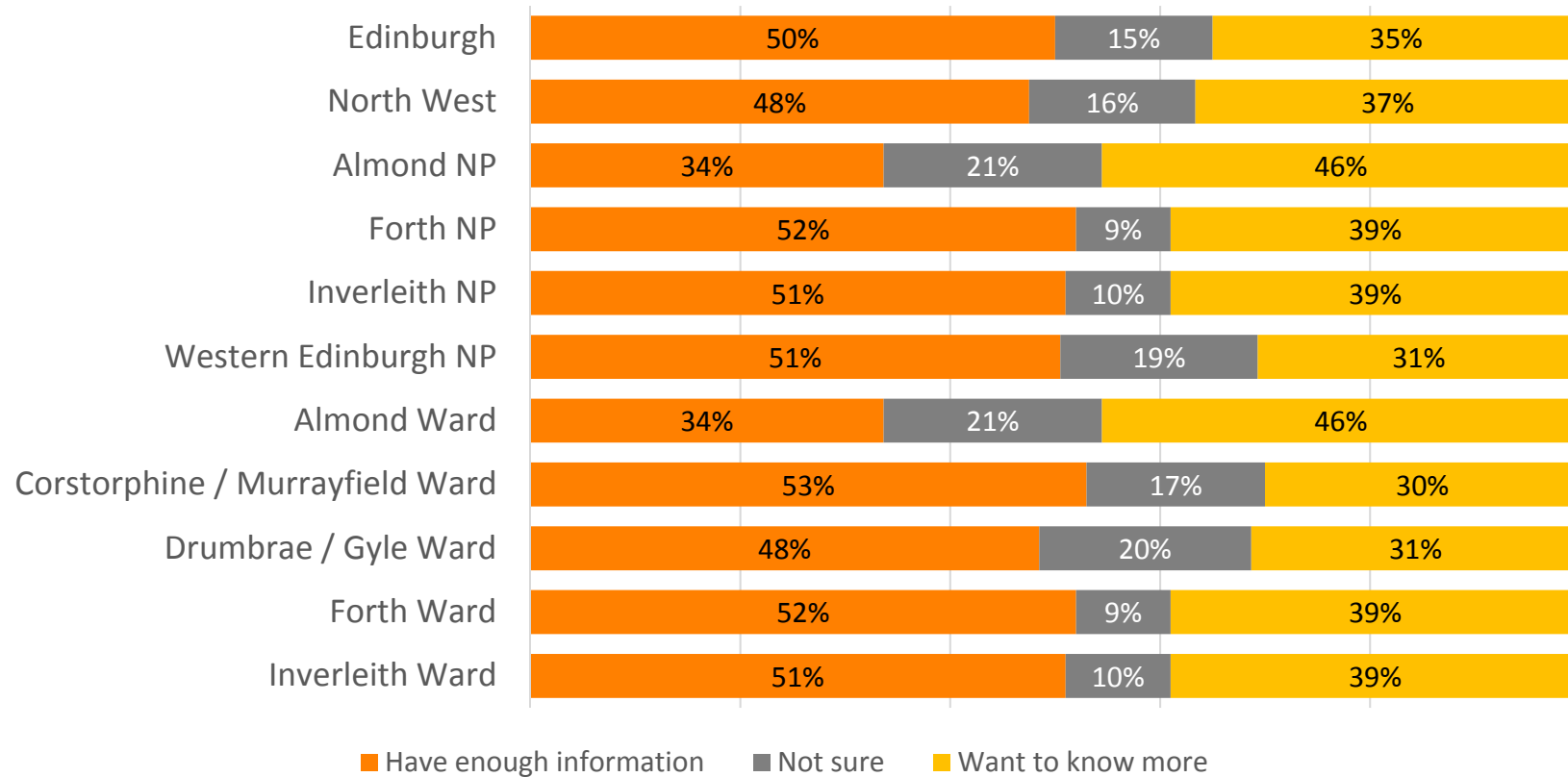
# Information about how the Council spends its money



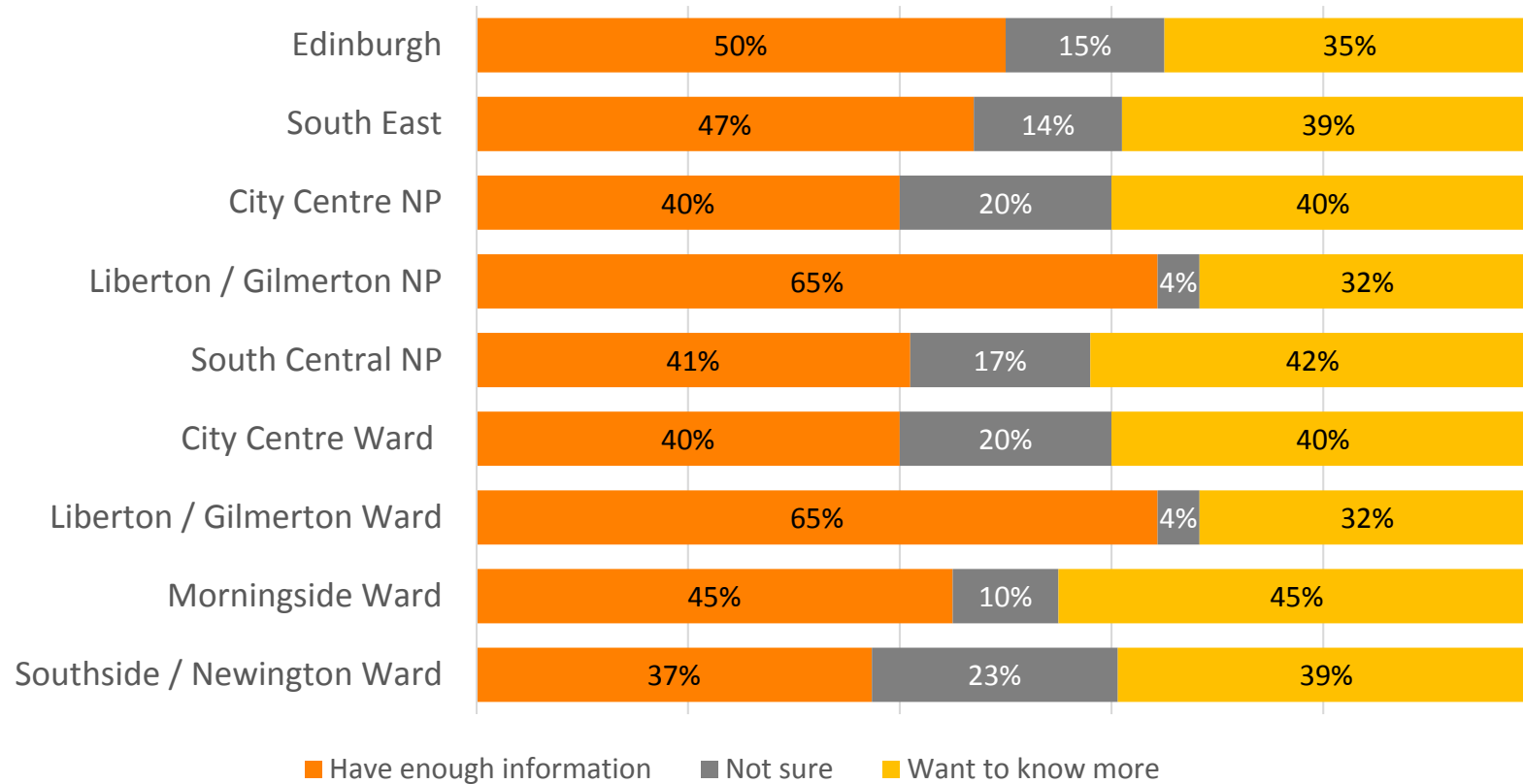
# Information about the performance of Council services



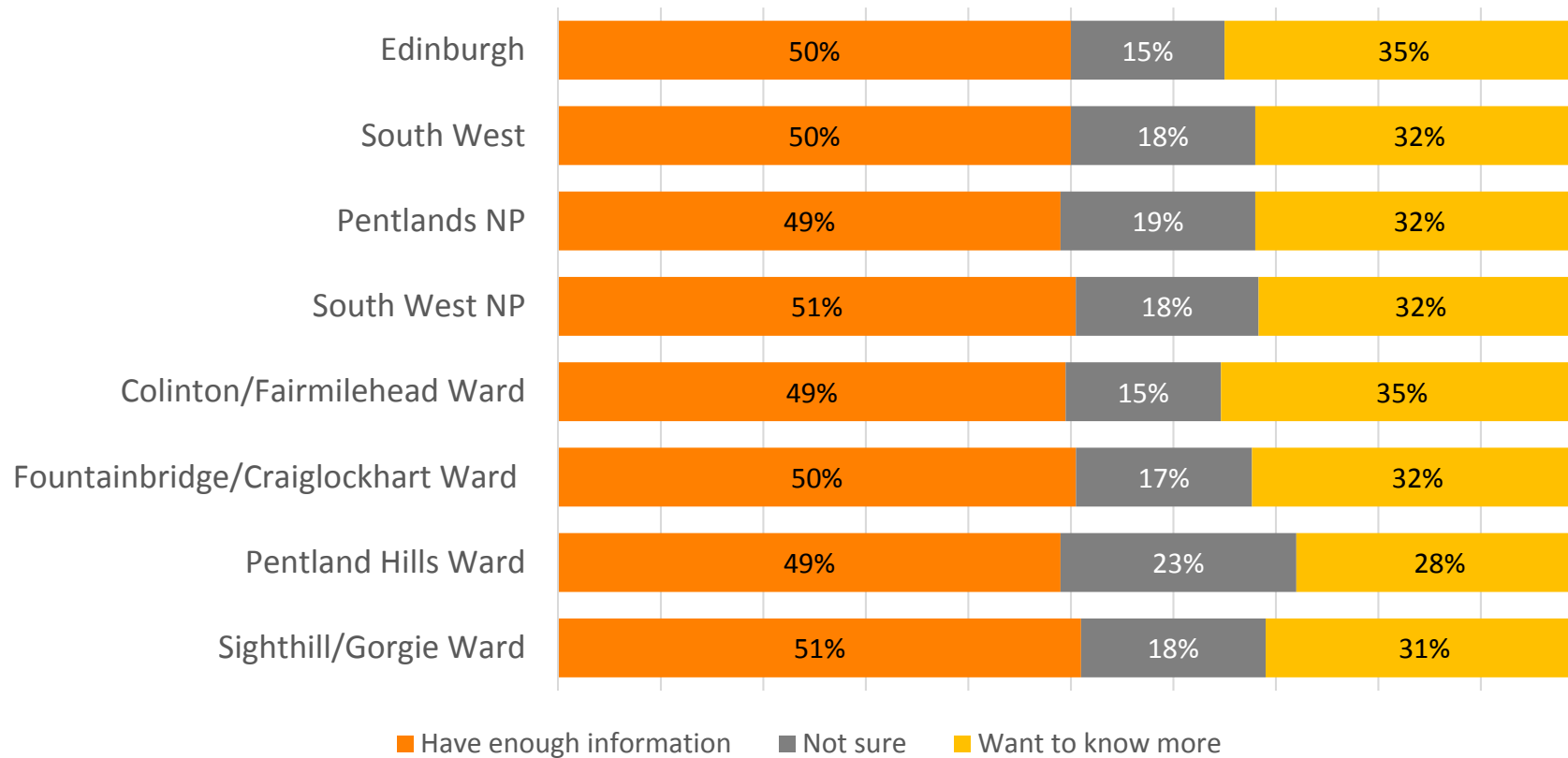
# Information about the performance of Council services



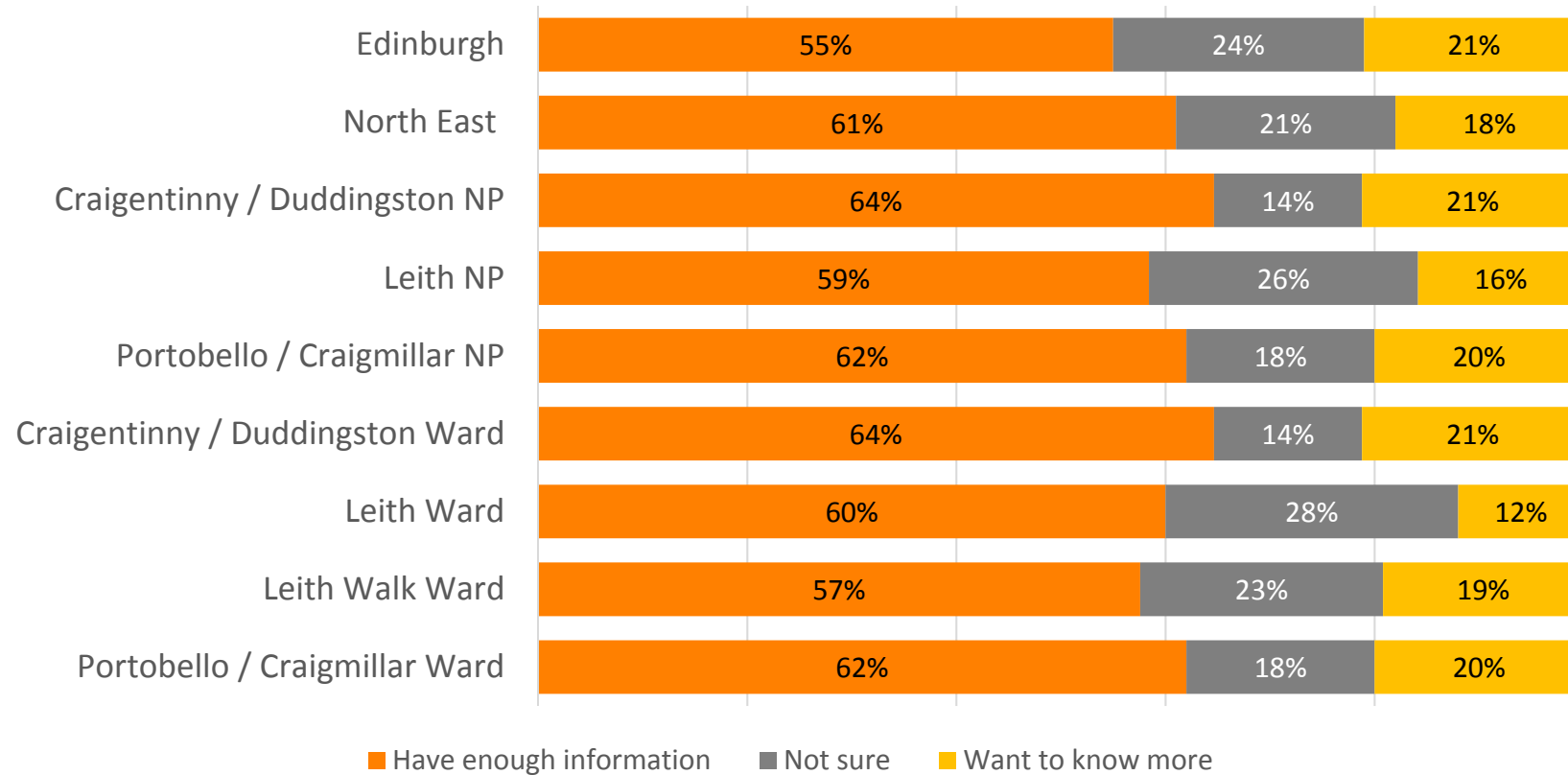
# Information about the performance of Council services



## Information about the performance of Council services

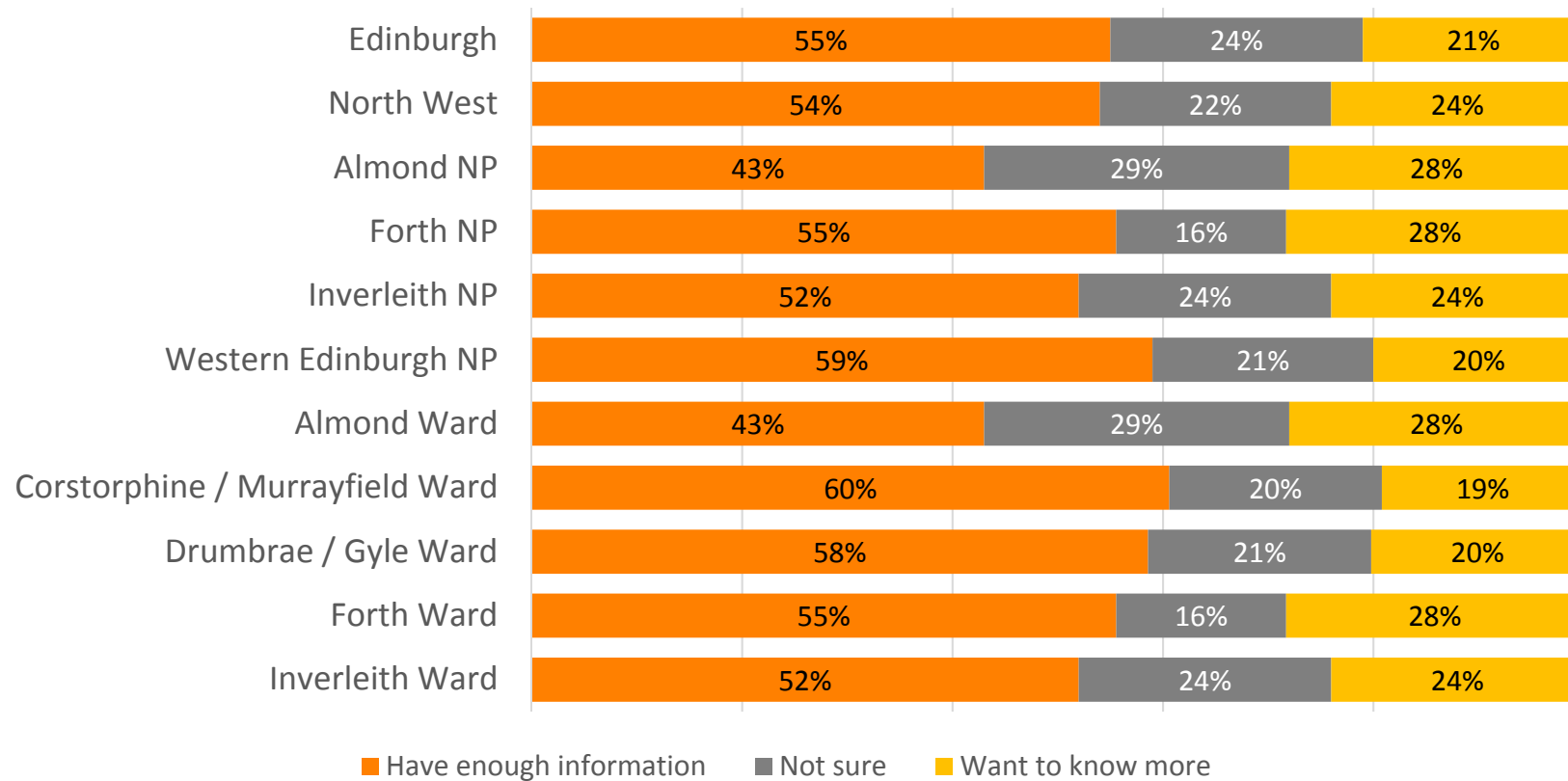


## Information about the performance of local schools

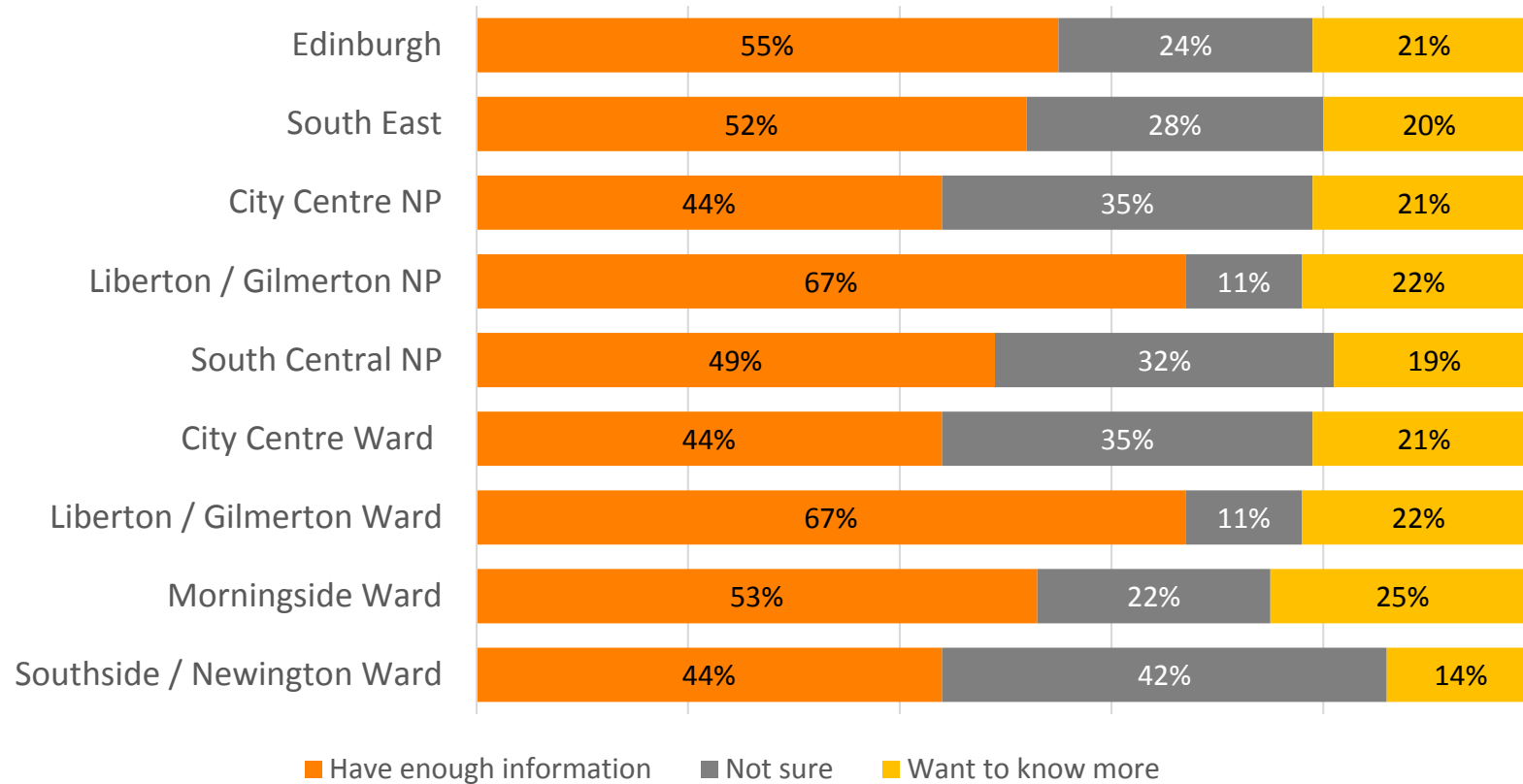




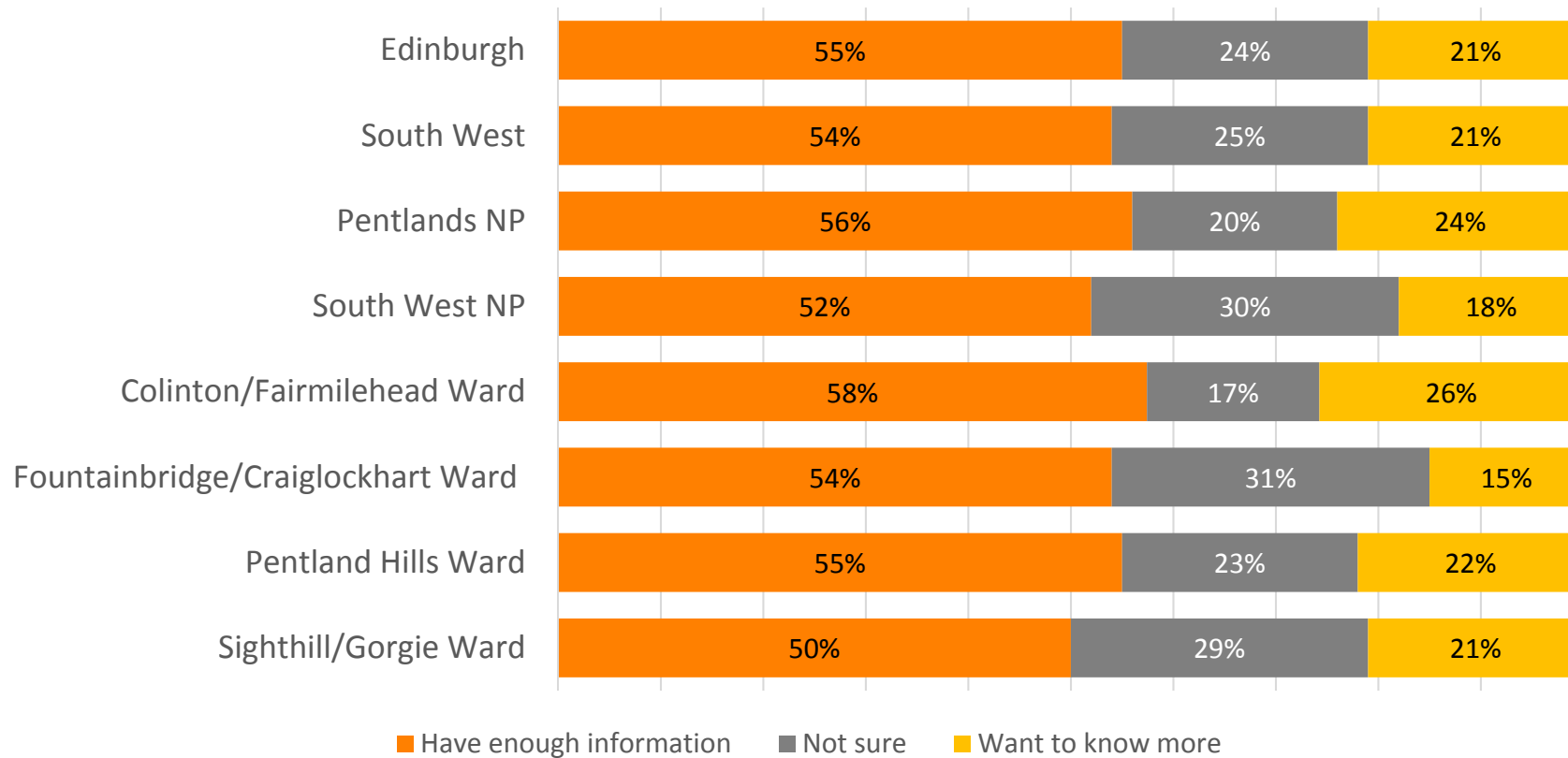
## Information about the performance of local schools



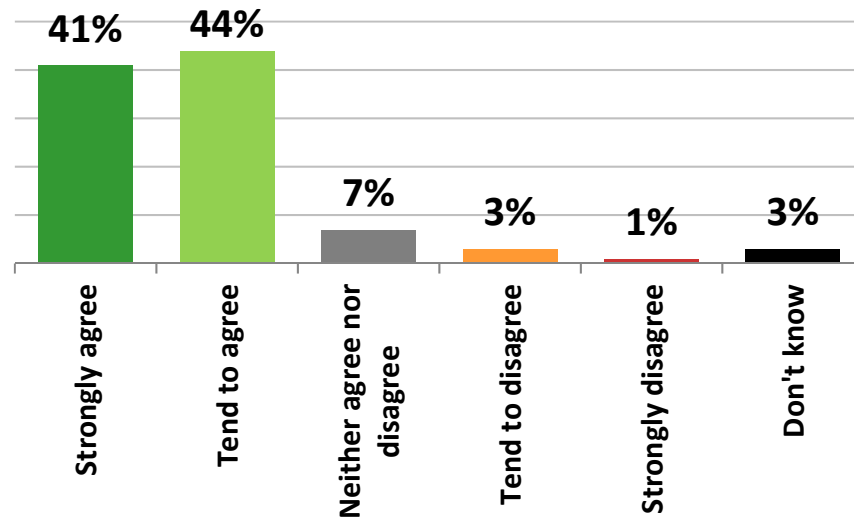
## Information about the performance of local schools



## Information about the performance of local schools



**85%** agree that their neighbourhood is a place where people of different backgrounds get along



- The proportion agreeing is similar to 2016 (86%), and is higher than 2015 (83%) and 2014 (81%).
- This finding was broadly consistent across age and gender. Unemployed people, however, demonstrated a lower level of agreement (73% – although they were also more likely to say they didn't know: 11% said this).
- The overall level of agreement was similar between ethnic minority and non-ethnic minority respondents.
- Respondents without a health problem/ disability were also more likely to agree (86%), than those who had a disability (82%).

## % agreement people from different backgrounds get on in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>85%</b>
North East	84%	81%	82%	84%	85%
Craightinny / Duddingston NP	85%	84%	83%	85%	86%
Leith NP	83%	78%	81%	84%	86%
Portobello / Craigmillar NP	85%	82%	83%	82%	81%
Craightinny / Duddingston Ward	85%	84%	83%	85%	86%
Leith Ward	80%	76%	79%	84%	85%
Leith Walk Ward	86%	81%	82%	85%	86%
Portobello / Craigmillar Ward	85%	82%	83%	82%	81%

## % agreement people from different backgrounds get on in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>85%</b>
North West	84%	82%	82%	83%	84%
Almond NP	87%	88%	88%	89%	89%
Forth NP	80%	75%	76%	75%	74%
Inverleith NP	87%	84%	84%	84%	89%
Western Edinburgh NP	82%	83%	82%	84%	83%
Almond Ward	87%	88%	88%	89%	89%
Corstorphine / Murrayfield Ward	82%	84%	86%	87%	88%
Drumrae / Gyle Ward	82%	82%	79%	80%	79%
Forth Ward	80%	75%	76%	75%	74%
Inverleith Ward	87%	84%	84%	84%	89%

## % agreement people from different backgrounds get on in neighbourhood

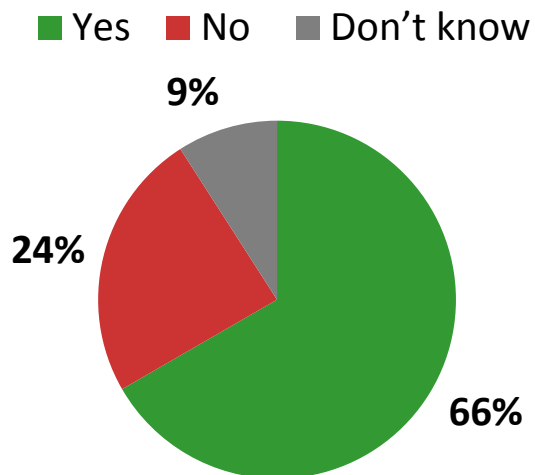
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>85%</b>
South East	87%	85%	85%	87%	88%
City Centre NP	89%	87%	86%	87%	87%
Liberton / Gilmerton NP	83%	81%	79%	83%	85%
South Central NP	90%	88%	88%	89%	90%
City Centre Ward	89%	87%	86%	87%	87%
Liberton / Gilmerton Ward	83%	81%	79%	83%	85%
Morningside Ward	93%	88%	87%	88%	89%
Southside / Newington Ward	88%	87%	88%	89%	91%

## % agreement people from different backgrounds get on in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>85%</b>	<b>83%</b>	<b>83%</b>	<b>85%</b>	<b>85%</b>
South West	85%	82%	83%	85%	86%
Pentlands NP	88%	87%	86%	86%	85%
South West NP	82%	78%	80%	83%	88%
Colinton/Fairmilehead Ward	88%	85%	87%	86%	84%
Fountainbridge/Craiglockhart Ward	90%	88%	87%	88%	89%
Pentland Hills Ward	89%	88%	86%	86%	85%
Sighthill/Gorgie Ward	74%	68%	74%	78%	86%

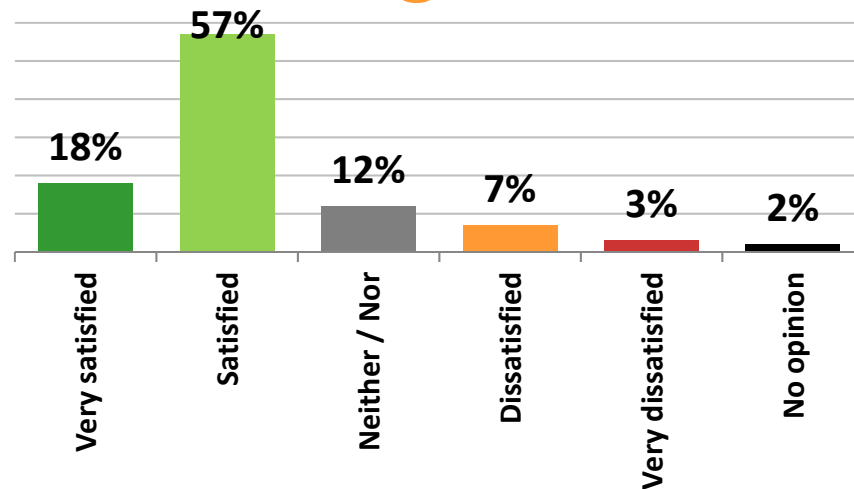


# 66% believe that new buildings and spaces have improved the appearance of their neighbourhood



- In total, 52% of respondents reported that new buildings or public spaces had been developed in their neighbourhood in the last 5 years. Of these, 66% saw these developments as an improvement to the area.
- This is a higher proportion reporting new developments than in 2016 (46% aware of new buildings) but a drop in those reporting they were an improvement (74%).
- Men were more likely to be positive (69%), compared with 64% of women.
- Respondents in the younger two age groups tended to be more positive than those in older age groups – 78% of 16-24s and 70% of 25-34s said 'yes', compared to 60% of 55-64s and 58% of over 65s. Students tend to be positive, with 77% saying 'yes'.
- Retired people were most likely to be negative with 36% saying 'no'.

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



- Satisfaction with Council management of the neighbourhood saw an increase from 73% in 2016, following a drop from previous years (2015 and 2014 both 76%; 85% in 2012, 87% in 2013).
- There was little difference in satisfaction levels by age, gender or ethnic group, but dissatisfaction was lower among young people, at 7% for aged 16-24.
- Satisfaction was lower amongst unemployed people (62%), and was lower for households with children (72%) than for those without (77%).
- Satisfaction was also lower amongst people with a disability or long term illness (68% satisfied) than other respondents (77% satisfied).

## % satisfaction with Council management of neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>83%</b>	<b>80%</b>	<b>75%</b>	<b>75%</b>	<b>76%</b>
North East	84%	77%	72%	71%	73%
Craightinny / Duddingston NP	86%	82%	77%	75%	75%
Leith NP	80%	75%	71%	70%	71%
Portobello / Craigmillar NP	87%	76%	70%	71%	74%
Craightinny / Duddingston Ward	86%	82%	77%	75%	75%
Leith Ward	77%	73%	70%	70%	72%
Leith Walk Ward	83%	77%	72%	70%	69%
Portobello / Craigmillar Ward	87%	76%	70%	71%	74%

## % satisfaction with Council management of neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>83%</b>	<b>80%</b>	<b>75%</b>	<b>75%</b>	<b>76%</b>
North West	82%	81%	75%	75%	74%
Almond NP	85%	83%	75%	73%	75%
Forth NP	73%	68%	62%	62%	59%
Inverleith NP	84%	84%	78%	79%	80%
Western Edinburgh NP	83%	85%	80%	79%	79%
Almond Ward	85%	83%	75%	73%	75%
Corstorphine / Murrayfield Ward	87%	86%	83%	81%	82%
Drumbrae / Gyle Ward	78%	83%	77%	77%	76%
Forth Ward	73%	68%	62%	62%	59%
Inverleith Ward	84%	84%	78%	79%	80%

## % satisfaction with Council management of neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>83%</b>	<b>80%</b>	<b>75%</b>	<b>75%</b>	<b>76%</b>
South East	84%	80%	75%	77%	79%
City Centre NP	82%	79%	72%	73%	75%
Liberton / Gilmerton NP	80%	74%	65%	66%	69%
South Central NP	88%	85%	82%	83%	86%
City Centre Ward	82%	79%	72%	73%	75%
Liberton / Gilmerton Ward	80%	74%	65%	66%	69%
Morningside Ward	89%	84%	83%	84%	87%
Southside / Newington Ward	87%	87%	82%	82%	85%

## % satisfaction with Council management of neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>83%</b>	<b>80%</b>	<b>75%</b>	<b>75%</b>	<b>76%</b>
South West	81%	79%	77%	77%	77%
Pentlands NP	85%	84%	80%	78%	75%
South West NP	78%	74%	74%	76%	78%
Colinton/Fairmilehead Ward	85%	84%	80%	78%	77%
Fountainbridge/Craiglockhart Ward	88%	84%	82%	82%	83%
Pentland Hills Ward	85%	84%	79%	78%	73%
Sighthill/Gorgie Ward	68%	64%	67%	69%	73%

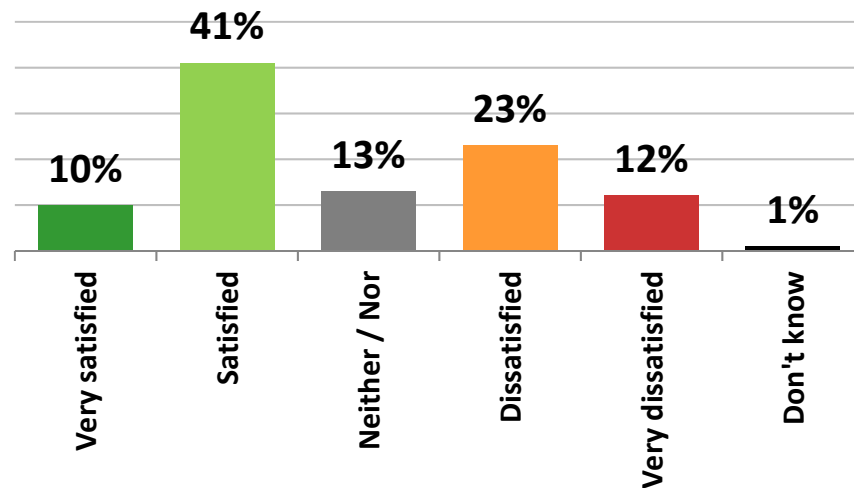


edinburgh people survey

# 2017

citizen services

# 51% satisfied with maintenance of roads



- Satisfaction with road maintenance rose again from 49% in 2016 and is now consistent with 2015 (51%).
- The lowest levels of satisfaction were expressed by retired people (41% satisfied) and self-employed people (45%), and highest satisfaction was evident among students (72%).
- Satisfaction declined with age (70% of 16-24s were satisfied, compared to 44% of over 65s); respondents with a disability/health problem (44%) were less likely than others (53%) to be satisfied.
- Ethnic minority/non-UK citizens (62%) were more satisfied than others (50%).



## % satisfaction with road maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>52%</b>	<b>50%</b>	<b>49%</b>	<b>51%</b>	<b>51%</b>
North East	56%	54%	53%	51%	47%
Craightinny / Duddingston NP	65%	59%	57%	53%	48%
Leith NP	51%	50%	50%	50%	46%
Portobello / Craigmillar NP	55%	54%	55%	51%	49%
Craightinny / Duddingston Ward	65%	59%	57%	53%	48%
Leith Ward	44%	49%	52%	53%	51%
Leith Walk Ward	58%	52%	48%	46%	40%
Portobello / Craigmillar Ward	55%	54%	55%	51%	49%

## % satisfaction with road maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>52%</b>	<b>50%</b>	<b>49%</b>	<b>51%</b>	<b>51%</b>
North West	49%	47%	45%	47%	49%
Almond NP	46%	44%	40%	39%	41%
Forth NP	43%	40%	45%	50%	50%
Inverleith NP	61%	53%	48%	48%	47%
Western Edinburgh NP	45%	50%	46%	48%	53%
Almond Ward	46%	44%	40%	39%	41%
Corstorphine / Murrayfield Ward	43%	46%	42%	45%	51%
Drumbrae / Gyle Ward	46%	53%	50%	52%	54%
Forth Ward	43%	40%	45%	50%	50%
Inverleith Ward	61%	53%	48%	48%	47%

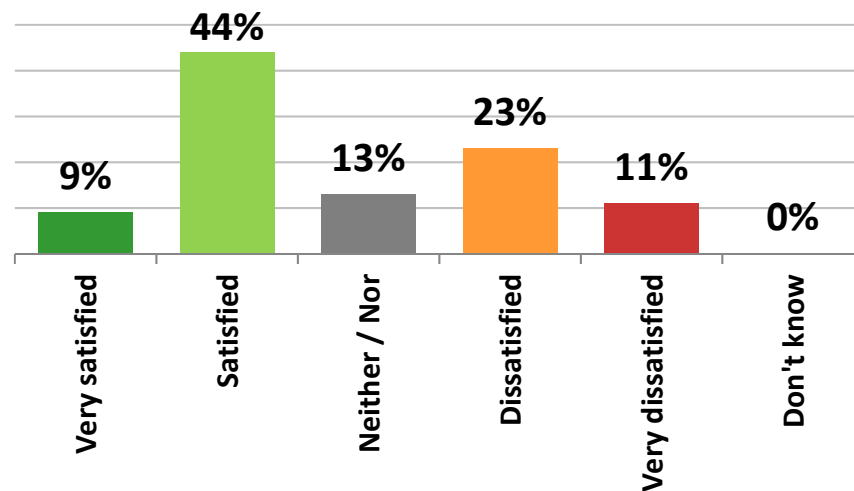
## % satisfaction with road maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>52%</b>	<b>50%</b>	<b>49%</b>	<b>51%</b>	<b>51%</b>
South East	60%	54%	51%	53%	52%
City Centre NP	54%	54%	53%	57%	62%
Liberton / Gilmerton NP	64%	52%	47%	48%	45%
South Central NP	62%	56%	52%	53%	51%
City Centre Ward	54%	54%	53%	57%	62%
Liberton / Gilmerton Ward	44%	44%	46%	47%	45%
Morningside Ward	64%	52%	47%	50%	49%
Southside / Newington Ward	59%	60%	56%	56%	53%

## % satisfaction with road maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>52%</b>	<b>50%</b>	<b>49%</b>	<b>51%</b>	<b>51%</b>
South West	51%	50%	50%	53%	56%
Pentlands NP	50%	46%	43%	46%	53%
South West NP	52%	55%	57%	59%	60%
Colinton/Fairmilehead Ward	57%	55%	49%	47%	45%
Fountainbridge/Craiglockhart Ward	53%	56%	56%	59%	60%
Pentland Hills Ward	42%	37%	36%	45%	61%
Sighthill/Gorgie Ward	51%	54%	59%	60%	60%

# 53% satisfied with maintenance of pavements and footpaths



- Satisfaction with maintenance of pavements was the same as in 2015 and 2016, which was slightly higher than 2014 (50%) but lower than years previous to 2014.
- Men (56%) were more likely to be satisfied than women (51%).
- The older the respondent the less likely they were to be satisfied – e.g. 42% of those aged 65+ were satisfied, compared to 73% of 16-24s. Similarly, retired people were less likely than average to be satisfied (40%) and students were more likely to be satisfied (76%).
- Residents with a disability or long term health issue were less satisfied (43%) than those with no such issues (55%).

## % satisfaction with pavement maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>55%</b>	<b>52%</b>	<b>53%</b>	<b>53%</b>
North East	61%	57%	55%	53%	49%
Craightinny / Duddingston NP	68%	64%	59%	55%	50%
Leith NP	58%	55%	53%	51%	46%
Portobello / Craigmillar NP	58%	53%	56%	55%	53%
Craightinny / Duddingston Ward	68%	64%	59%	55%	50%
Leith Ward	54%	55%	54%	54%	52%
Leith Walk Ward	63%	56%	52%	48%	41%
Portobello / Craigmillar Ward	58%	53%	56%	55%	53%

## % satisfaction with pavement maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>55%</b>	<b>52%</b>	<b>53%</b>	<b>53%</b>
North West	56%	51%	46%	48%	49%
Almond NP	61%	56%	46%	43%	40%
Forth NP	46%	41%	44%	49%	49%
Inverleith NP	61%	57%	50%	51%	50%
Western Edinburgh NP	51%	48%	46%	48%	53%
Almond Ward	61%	56%	46%	43%	40%
Corstorphine / Murrayfield Ward	48%	45%	43%	45%	51%
Drumbrae / Gyle Ward	54%	51%	50%	51%	55%
Forth Ward	46%	41%	44%	49%	49%
Inverleith Ward	61%	57%	50%	51%	50%

## % satisfaction with pavement maintenance

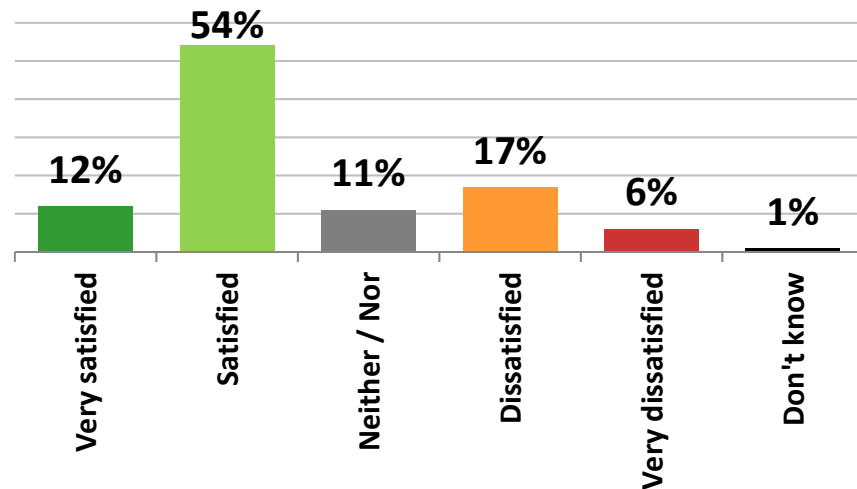
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>55%</b>	<b>52%</b>	<b>53%</b>	<b>53%</b>
South East	71%	63%	57%	57%	56%
City Centre NP	71%	61%	54%	57%	65%
Liberton / Gilmerton NP	73%	64%	54%	53%	49%
South Central NP	69%	65%	60%	60%	55%
City Centre Ward	71%	61%	54%	57%	65%
Liberton / Gilmerton Ward	56%	56%	49%	50%	49%
Morningside Ward	73%	64%	58%	59%	53%
Southside / Newington Ward	65%	66%	61%	61%	56%



## % satisfaction with pavement maintenance

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>55%</b>	<b>52%</b>	<b>53%</b>	<b>53%</b>
South West	59%	54%	51%	55%	59%
Pentlands NP	55%	51%	45%	49%	55%
South West NP	62%	57%	58%	60%	63%
Colinton/Fairmilehead Ward	62%	57%	52%	51%	50%
Fountainbridge/Craiglockhart Ward	64%	57%	59%	63%	63%
Pentland Hills Ward	48%	45%	38%	47%	60%
Sighthill/Gorgie Ward	61%	58%	56%	57%	62%

# 66% satisfied with street cleaning



- Satisfaction with street cleaning has increased since 2016 (58%) and is more similar to 2015 (64%). However, the proportion satisfied remains lower than years prior to 2014 (86% in 2012; 84% in 2013).
- Satisfaction was highest among students (77%).
- The youngest respondents were most likely to be satisfied (e.g. 74% of 16-24 year olds, compared to 65% of those aged 65+).
- Satisfaction was also higher amongst ethnic minorities/non-UK citizens (70%).
- Satisfaction was lower among those with a disability (62%) than those without (67%).

## % satisfaction with street cleaning

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>69%</b>	<b>60%</b>	<b>63%</b>	<b>66%</b>
North East	77%	68%	58%	59%	63%
Craightinny / Duddingston NP	80%	77%	65%	66%	68%
Leith NP	75%	63%	52%	55%	61%
Portobello / Craigmillar NP	77%	70%	62%	60%	61%
Craightinny / Duddingston Ward	80%	77%	65%	66%	68%
Leith Ward	76%	66%	56%	59%	65%
Leith Walk Ward	74%	60%	49%	52%	57%
Portobello / Craigmillar Ward	77%	70%	62%	60%	61%

## % satisfaction with street cleaning

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>69%</b>	<b>60%</b>	<b>63%</b>	<b>66%</b>
North West	75%	67%	59%	62%	66%
Almond NP	84%	77%	63%	65%	70%
Forth NP	62%	51%	44%	53%	60%
Inverleith NP	80%	75%	63%	65%	68%
Western Edinburgh NP	69%	64%	62%	64%	66%
Almond Ward	84%	77%	63%	65%	70%
Corstorphine / Murrayfield Ward	66%	63%	66%	67%	66%
Drumbrae / Gyle Ward	72%	64%	58%	61%	66%
Forth Ward	62%	51%	44%	53%	60%
Inverleith Ward	80%	75%	63%	65%	68%

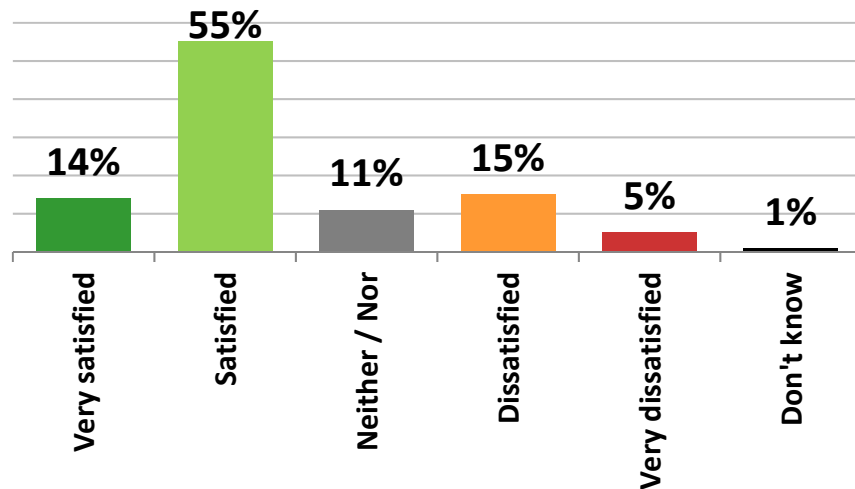
## % satisfaction with street cleaning

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>69%</b>	<b>60%</b>	<b>63%</b>	<b>66%</b>
South East	83%	75%	65%	65%	66%
City Centre NP	82%	71%	59%	60%	69%
Liberton / Gilmerton NP	85%	76%	62%	58%	56%
South Central NP	83%	78%	71%	71%	70%
City Centre Ward	82%	71%	59%	60%	69%
Liberton / Gilmerton Ward	74%	68%	52%	54%	56%
Morningside Ward	85%	76%	70%	69%	66%
Southside / Newington Ward	81%	80%	72%	73%	74%

## % satisfaction with street cleaning

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>69%</b>	<b>60%</b>	<b>63%</b>	<b>66%</b>
South West	71%	65%	62%	66%	69%
Pentlands NP	71%	68%	63%	67%	67%
South West NP	72%	62%	61%	65%	72%
Colinton/Fairmilehead Ward	80%	75%	73%	70%	63%
Fountainbridge/Craiglockhart Ward	76%	67%	65%	70%	78%
Pentland Hills Ward	61%	61%	52%	63%	71%
Sighthill/Gorgie Ward	67%	57%	56%	60%	66%

# 69% satisfied with the refuse collection



- Satisfaction with refuse collection has increased from 62% in 2016 and is now in line with the peak seen in 2015 (70%). However, the proportion satisfied remains lower than years prior to 2014 (78% in 2012; 75% in 2013).
- Younger respondents (75% of 16-24 year olds) and older respondents (74% of 65+) tended to express higher levels of satisfaction than the middle age groups (66% of 25-44s and 68% of 45-64s).
- Satisfaction was also higher among students (76%), and lowest among those employed full-time (66%).

## % satisfaction with refuse collection

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>69%</b>	<b>65%</b>	<b>67%</b>	<b>69%</b>
North East	73%	69%	64%	64%	66%
Craightinny / Duddingston NP	77%	75%	70%	70%	69%
Leith NP	73%	66%	59%	60%	64%
Portobello / Craigmillar NP	70%	67%	66%	65%	65%
Craightinny / Duddingston Ward	77%	75%	70%	70%	69%
Leith Ward	73%	68%	64%	65%	67%
Leith Walk Ward	73%	63%	55%	56%	61%
Portobello / Craigmillar Ward	70%	67%	66%	65%	65%



## % satisfaction with refuse collection

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>69%</b>	<b>65%</b>	<b>67%</b>	<b>69%</b>
North West	70%	68%	65%	69%	69%
Almond NP	76%	73%	66%	68%	68%
Forth NP	56%	52%	50%	59%	61%
Inverleith NP	73%	72%	64%	67%	65%
Western Edinburgh NP	68%	71%	73%	75%	75%
Almond Ward	76%	73%	66%	68%	68%
Corstorphine / Murrayfield Ward	71%	73%	75%	76%	76%
Drumrae / Gyle Ward	64%	69%	71%	74%	75%
Forth Ward	56%	52%	50%	59%	61%
Inverleith Ward	73%	72%	64%	67%	65%

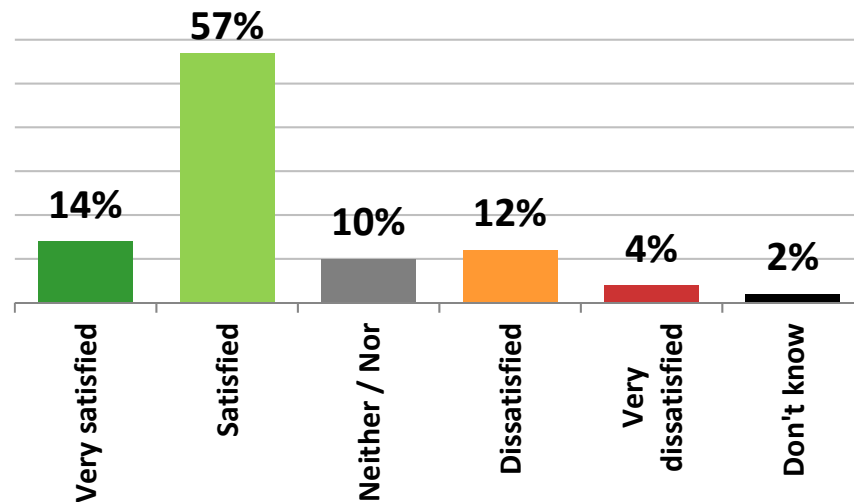
## % satisfaction with refuse collection

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>69%</b>	<b>65%</b>	<b>67%</b>	<b>69%</b>
South East	77%	69%	63%	67%	72%
City Centre NP	78%	66%	58%	61%	68%
Liberton / Gilmerton NP	78%	69%	64%	69%	79%
South Central NP	76%	71%	66%	69%	70%
City Centre Ward	78%	66%	58%	61%	68%
Liberton / Gilmerton Ward	72%	69%	63%	67%	79%
Morningside Ward	78%	69%	65%	66%	65%
Southside / Newington Ward	73%	73%	67%	71%	75%

## % satisfaction with refuse collection

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>69%</b>	<b>65%</b>	<b>67%</b>	<b>69%</b>
South West	69%	69%	66%	69%	72%
Pentlands NP	69%	72%	65%	69%	69%
South West NP	69%	67%	68%	70%	75%
Colinton/Fairmilehead Ward	71%	73%	69%	71%	67%
Fountainbridge/Craiglockhart Ward	73%	71%	69%	73%	78%
Pentland Hills Ward	68%	70%	60%	68%	71%
Sighthill/Gorgie Ward	64%	63%	67%	67%	72%

# 72% satisfied with recycling



- There has been an increase in satisfaction with recycling from 69% in 2016 and is now the same as in 2015 (72%).
- Satisfaction is still higher than 2014 (65%), although it remains lower than previous years (84% in 2013; 80% in 2013).
- Older respondents were more likely to state that they are satisfied (76% of 65+ and 73% of 45-64s) than those from the younger age groups (70% of 16-24s and 69% of 25-44s).
- Similarly, retired people (76%) were more satisfied than other groups.

## % satisfaction with recycling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>72%</b>	<b>69%</b>	<b>71%</b>	<b>72%</b>
North East	76%	70%	67%	68%	69%
Craightinny / Duddingston NP	80%	78%	73%	74%	76%
Leith NP	76%	68%	62%	64%	65%
Portobello / Craigmillar NP	73%	68%	69%	71%	70%
Craightinny / Duddingston Ward	80%	78%	73%	74%	76%
Leith Ward	75%	67%	63%	65%	68%
Leith Walk Ward	77%	69%	62%	62%	61%
Portobello / Craigmillar Ward	73%	68%	69%	71%	70%

## % satisfaction with recycling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>72%</b>	<b>69%</b>	<b>71%</b>	<b>72%</b>
North West	77%	74%	72%	75%	74%
Almond NP	79%	76%	74%	77%	75%
Forth NP	63%	58%	54%	65%	69%
Inverleith NP	80%	79%	72%	70%	65%
Western Edinburgh NP	78%	79%	81%	81%	80%
Almond Ward	79%	76%	74%	77%	75%
Corstorphine / Murrayfield Ward	82%	83%	84%	82%	79%
Drumbrae / Gyle Ward	74%	74%	79%	80%	81%
Forth Ward	63%	58%	54%	65%	69%
Inverleith Ward	80%	79%	72%	70%	65%

## % satisfaction with recycling

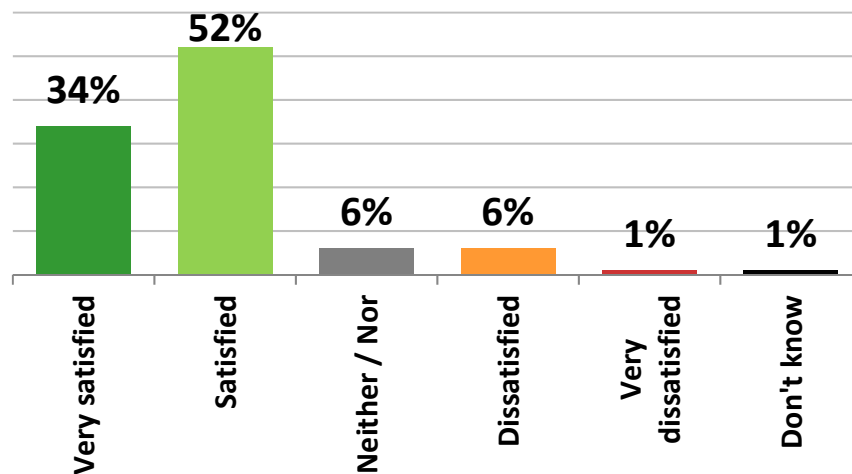
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>72%</b>	<b>69%</b>	<b>71%</b>	<b>72%</b>
South East	79%	70%	64%	66%	68%
City Centre NP	78%	64%	56%	55%	57%
Liberton / Gilmerton NP	80%	70%	67%	72%	82%
South Central NP	79%	74%	68%	68%	66%
City Centre Ward	78%	64%	56%	55%	57%
Liberton / Gilmerton Ward	74%	73%	69%	74%	82%
Morningside Ward	80%	70%	68%	66%	60%
Southside / Newington Ward	78%	78%	68%	70%	71%

## % satisfaction with recycling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>76%</b>	<b>72%</b>	<b>69%</b>	<b>71%</b>	<b>72%</b>
South West	75%	73%	71%	74%	75%
Pentlands NP	74%	77%	72%	75%	72%
South West NP	75%	69%	70%	73%	78%
Colinton/Fairmilehead Ward	75%	78%	77%	77%	72%
Fountainbridge/Craiglockhart Ward	80%	74%	70%	74%	80%
Pentland Hills Ward	73%	76%	67%	73%	73%
Sighthill/Gorgie Ward	69%	63%	70%	71%	75%



# 86% satisfied with parks or other green spaces



- Satisfaction with parks and green spaces has increased over recent years (2014: 78%, 2015: 82%, 2016: 81%).
- Satisfaction was highest among students (91%) and those employed full time (87%).
- Lower levels of satisfaction were seen among respondents with children in the household (82% were satisfied, compared to 88% of those without children).
- Again, ethnic minority/non-UK citizens (91%) were more satisfied than other respondents (86%).
- Those without a health problem or disability were more satisfied (87%) than those with a disability (82%).

## % satisfaction with parks and green spaces

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>83%</b>	<b>80%</b>	<b>83%</b>	<b>86%</b>
North East	91%	86%	83%	83%	85%
Craightinny / Duddingston NP	93%	89%	88%	87%	90%
Leith NP	89%	85%	84%	84%	83%
Portobello / Craigmillar NP	90%	81%	77%	78%	82%
Craightinny / Duddingston Ward	93%	89%	88%	87%	90%
Leith Ward	88%	84%	84%	82%	82%
Leith Walk Ward	90%	87%	85%	85%	85%
Portobello / Craigmillar Ward	90%	81%	77%	78%	82%

## % satisfaction with parks and green spaces

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>83%</b>	<b>80%</b>	<b>83%</b>	<b>86%</b>
North West	86%	82%	78%	82%	84%
Almond NP	89%	82%	73%	75%	79%
Forth NP	72%	68%	63%	74%	78%
Inverleith NP	88%	86%	81%	84%	88%
Western Edinburgh NP	89%	87%	86%	87%	88%
Almond Ward	89%	82%	73%	75%	79%
Corstorphine / Murrayfield Ward	88%	88%	90%	90%	89%
Drumbrae / Gyle Ward	89%	85%	83%	84%	87%
Forth Ward	72%	68%	63%	74%	78%
Inverleith Ward	88%	86%	81%	84%	88%

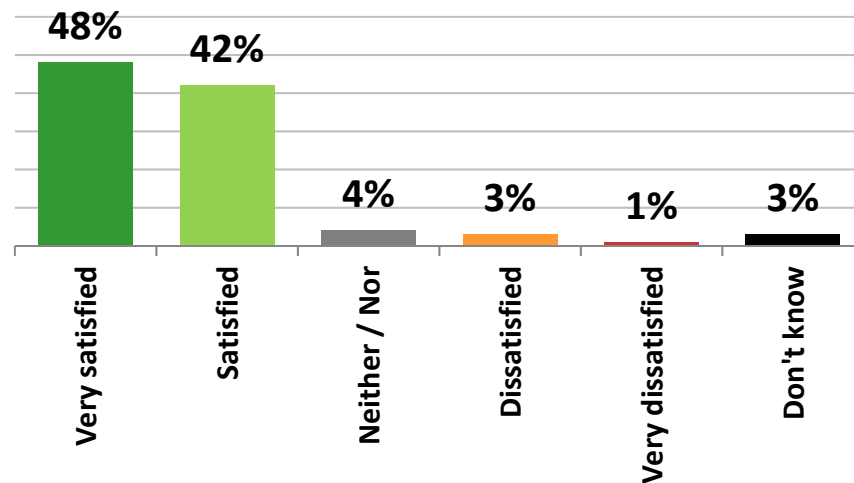
## % satisfaction with parks and green spaces

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>83%</b>	<b>80%</b>	<b>83%</b>	<b>86%</b>
South East	94%	90%	86%	86%	89%
City Centre NP	92%	87%	84%	86%	91%
Liberton / Gilmerton NP	95%	90%	81%	77%	78%
South Central NP	94%	91%	89%	90%	93%
City Centre Ward	92%	87%	84%	86%	91%
Liberton / Gilmerton Ward	85%	80%	71%	75%	78%
Morningside Ward	95%	90%	88%	90%	94%
Southside / Newington Ward	93%	92%	90%	90%	92%

## % satisfaction with parks and green spaces

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>83%</b>	<b>80%</b>	<b>83%</b>	<b>86%</b>
South West	81%	79%	78%	83%	87%
Pentlands NP	82%	82%	78%	82%	84%
South West NP	79%	76%	78%	84%	89%
Colinton/Fairmilehead Ward	89%	85%	84%	84%	85%
Fountainbridge/Craiglockhart Ward	85%	85%	84%	90%	93%
Pentland Hills Ward	75%	79%	72%	80%	84%
Sighthill/Gorgie Ward	74%	67%	73%	79%	86%

# 90% satisfied with public transport



- Satisfaction with public transport has been increasing over the years (2013: 73%, 2014: 83%, 2015: 88%, 2016: 89%) and is now at 90%.
- There were no real differences in satisfaction by age, gender or ethnicity.
- Satisfaction rates were slightly higher for those who were unemployed (95%).

## % satisfaction with public transport

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>81%</b>	<b>81%</b>	<b>87%</b>	<b>89%</b>	<b>90%</b>
North East	85%	85%	91%	92%	92%
Craightinny / Duddingston NP	85%	86%	92%	93%	93%
Leith NP	84%	84%	91%	91%	91%
Portobello / Craigmillar NP	86%	86%	90%	92%	92%
Craightinny / Duddingston Ward	85%	86%	92%	93%	93%
Leith Ward	77%	80%	89%	92%	90%
Leith Walk Ward	91%	88%	92%	91%	92%
Portobello / Craigmillar Ward	86%	86%	90%	92%	92%

## % satisfaction with public transport

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>81%</b>	<b>81%</b>	<b>87%</b>	<b>89%</b>	<b>90%</b>
North West	75%	77%	83%	86%	87%
Almond NP	63%	62%	67%	66%	68%
Forth NP	74%	73%	75%	90%	90%
Inverleith NP	81%	80%	84%	86%	85%
Western Edinburgh NP	82%	90%	94%	95%	94%
Almond Ward	63%	62%	67%	66%	68%
Corstorphine / Murrayfield Ward	84%	91%	95%	95%	94%
Drumrae / Gyle Ward	81%	89%	93%	94%	94%
Forth Ward	74%	73%	75%	90%	90%
Inverleith Ward	81%	80%	84%	86%	85%



## % satisfaction with public transport

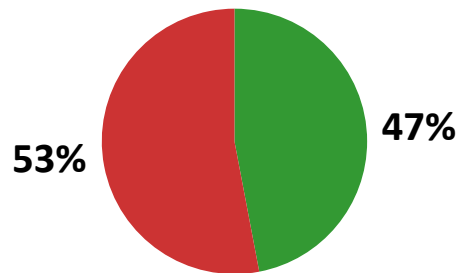
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>81%</b>	<b>81%</b>	<b>87%</b>	<b>89%</b>	<b>90%</b>
South East	88%	87%	88%	90%	91%
City Centre NP	88%	85%	87%	88%	90%
Liberton / Gilmerton NP	90%	89%	89%	91%	93%
South Central NP	85%	85%	89%	91%	91%
City Centre Ward	88%	85%	87%	88%	90%
Liberton / Gilmerton Ward	81%	77%	84%	87%	93%
Morningside Ward	90%	89%	89%	90%	90%
Southside / Newington Ward	80%	81%	89%	92%	92%

## % satisfaction with public transport

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>81%</b>	<b>81%</b>	<b>87%</b>	<b>89%</b>	<b>90%</b>
South West	80%	82%	87%	89%	92%
Pentlands NP	76%	77%	81%	85%	90%
South West NP	85%	87%	92%	93%	95%
Colinton/Fairmilehead Ward	81%	82%	85%	89%	95%
Fountainbridge/Craiglockhart Ward	93%	93%	92%	92%	93%
Pentland Hills Ward	70%	72%	77%	80%	84%
Sighthill/Gorgie Ward	77%	81%	93%	94%	96%

# 47% have visited neighbourhood library in the past 12 months

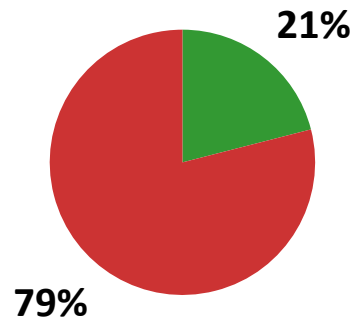
■ Yes ■ No ■ Not sure



- The proportion of residents visiting their neighbourhood library remained at 47%. This is an increase compared to 2014 (42%) and 2015 (45%).
- Library visits were higher among women (53%) than men (41%).
- Those most likely to have visited the library included part time workers (55%), students (54%), retired people (50%), and people with a health problem or disability (50%).
- People with children at home were also more likely to have visited a library (57%) than those who did not have children in the household (44%).

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

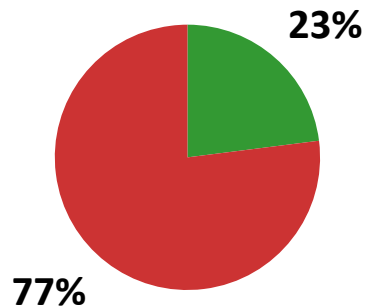
■ Yes ■ No ■ Not sure



- The proportion using the online library service dropped from 24% in 2016, following an increase from 2015 (21%) and 2014 (16%).
- Use of the online library service was highest amongst students (33%) and part-time employees (22%); ethnic minorities/non-UK citizens (29%), 16-24 year olds (26%), those with children in the household (24%) and those without a health problem/disability (22%).
- Use of the online library service was lowest amongst older respondents (13% of those aged 65+, and 19% of those aged 45-64), retired residents (13%), self-employed people (17%) and those with a health problem/disability (17%).

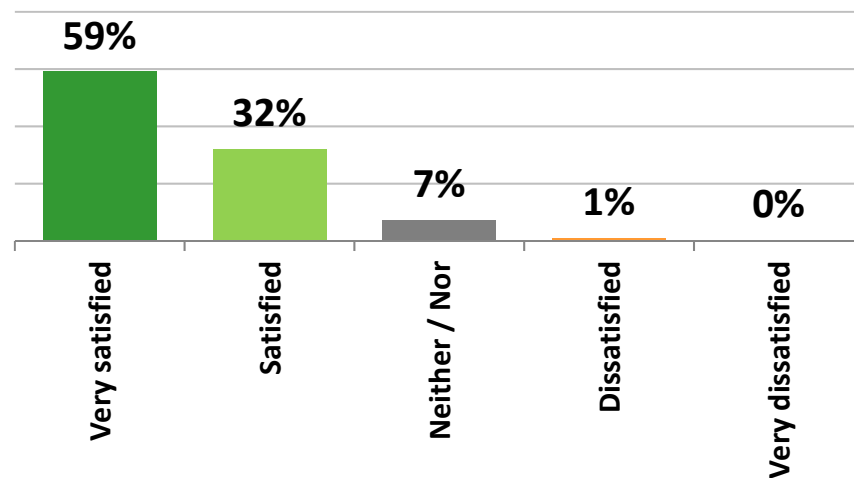
# 23% have used a library computer or free WiFi service

■ Yes ■ No ■ Not sure



- Just under a quarter of respondents (23%) had used a library computer or free Wi-Fi service; slightly lower than in 2016 (25%).
- Use of library computers or the free Wi-Fi service was most common among students (43%), 16 to 24 year olds (36%), ethnic minorities/non-UK citizens (31%), and those without a health problem/disability (24%).
- Use by unemployed people is in-line with the average at 25% (this is different to last year's results where unemployed people were more likely than average to use this service).
- Those least likely to have used a computer or free Wi-Fi included the oldest respondents (13% of those aged 65+), retired respondents (11%), self-employed people (18%) and those with a health problem/disability (19%).

# 91% satisfied with the library service (excluding 'don't know')



- Satisfaction with the library service rose slightly from 90% in 2016, following a dip from 93% in 2015.
- Satisfaction with library services was consistently high across age, gender, ethnicity and working status.
- The very highest levels of satisfaction were seen among ethnic minority respondents (95%), those aged 65+ (94%) and students (93%).

## % satisfaction with library service (excl. DK)

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>89%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>
North East	90%	91%	88%	90%	87%
Craightinny / Duddingston NP	89%	94%	92%	90%	85%
Leith NP	90%	90%	87%	89%	87%
Portobello / Craigmillar NP	92%	91%	88%	90%	90%
Craightinny / Duddingston Ward	89%	94%	92%	90%	85%
Leith Ward	86%	86%	84%	88%	86%
Leith Walk Ward	95%	93%	90%	90%	89%
Portobello / Craigmillar Ward	92%	91%	88%	90%	90%

## % satisfaction with library service (excl. DK)

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>89%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>
North West	86%	89%	86%	91%	93%
Almond NP	94%	92%	88%	90%	93%
Forth NP	73%	80%	72%	87%	95%
Inverleith NP	80%	87%	82%	89%	93%
Western Edinburgh NP	94%	93%	93%	94%	93%
Almond Ward	94%	92%	88%	90%	93%
Corstorphine / Murrayfield Ward	93%	92%	93%	94%	92%
Drumrae / Gyle Ward	95%	95%	93%	94%	93%
Forth Ward	73%	80%	72%	87%	95%
Inverleith Ward	80%	87%	82%	89%	93%



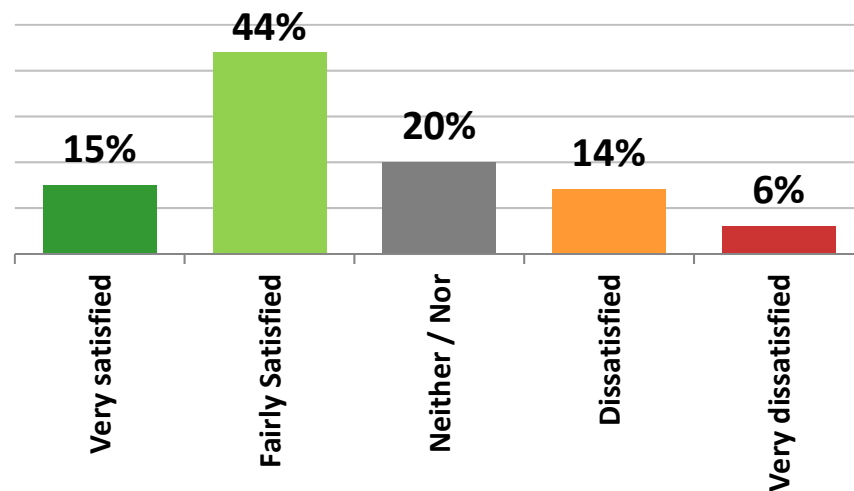
## % satisfaction with library service (excl. DK)

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>89%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>
South East	87%	87%	91%	92%	92%
City Centre NP	92%	91%	89%	89%	88%
Liberton / Gilmerton NP	86%	86%	89%	90%	92%
South Central NP	83%	86%	92%	93%	93%
City Centre Ward	92%	91%	89%	89%	88%
Liberton / Gilmerton Ward	96%	93%	89%	90%	92%
Morningside Ward	86%	86%	90%	91%	91%
Southside / Newington Ward	80%	86%	94%	96%	95%

## % satisfaction with library service (excl. DK)

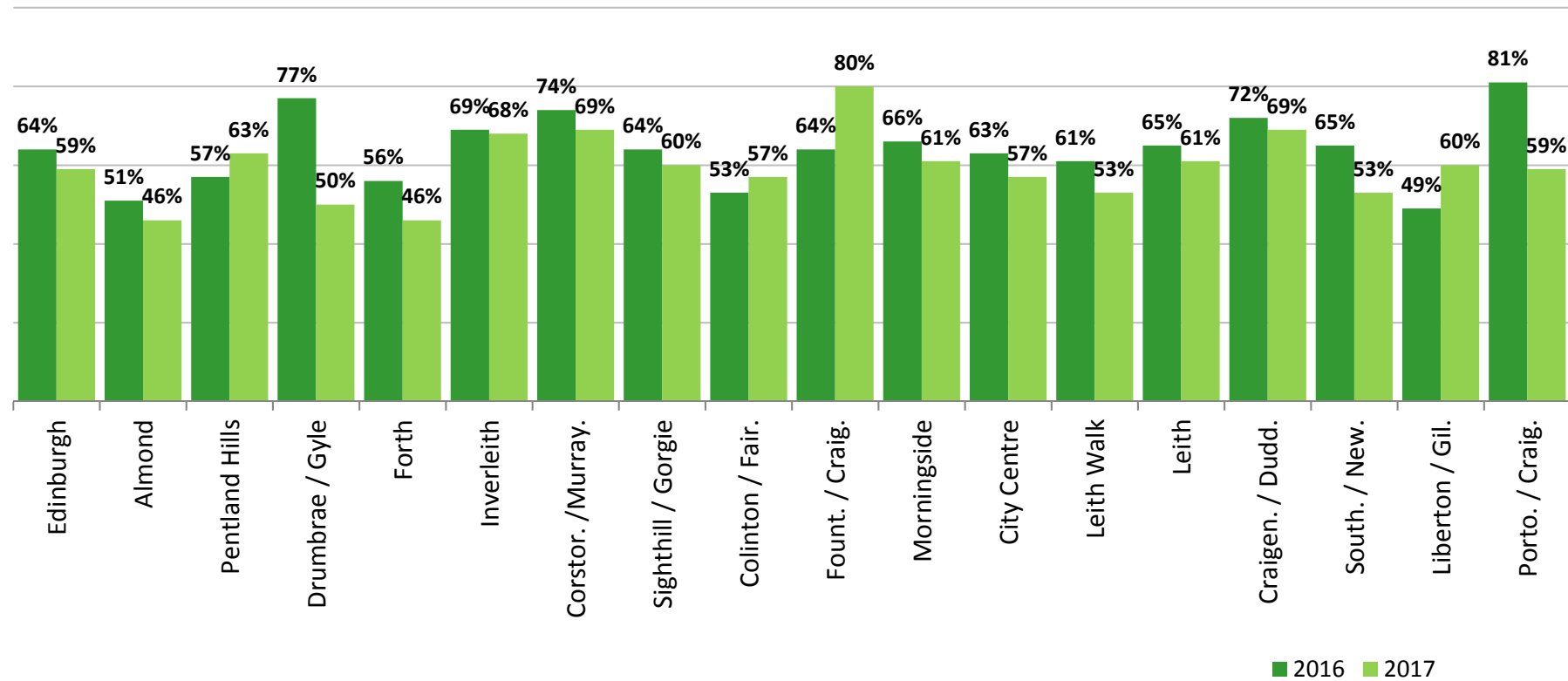
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>89%</b>	<b>89%</b>	<b>91%</b>	<b>91%</b>
South West	83%	88%	92%	93%	92%
Pentlands NP	91%	93%	94%	94%	93%
South West NP	76%	83%	90%	93%	92%
Colinton/Fairmilehead Ward	89%	94%	93%	94%	95%
Fountainbridge/Craiglockhart Ward	94%	92%	91%	93%	94%
Pentland Hills Ward	93%	93%	94%	94%	90%
Sighthill/Gorgie Ward	58%	73%	89%	92%	90%

# 59% satisfied with facilities for young children (excl. 'don't know')

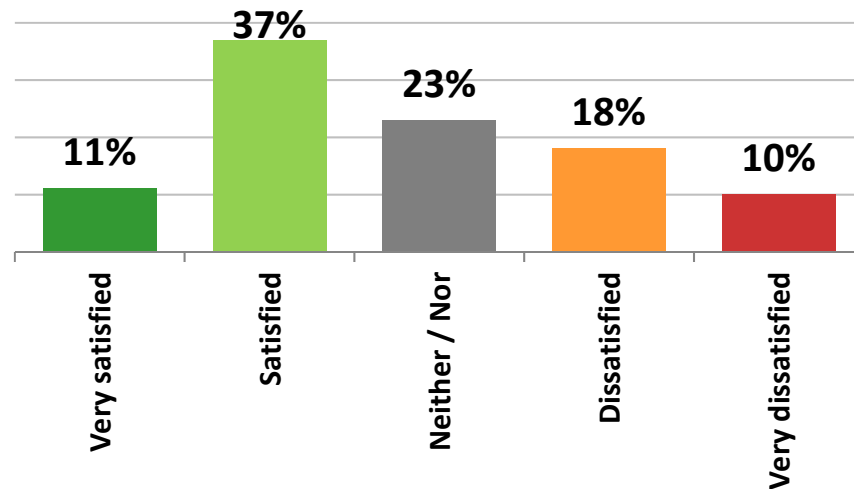


- Among those who felt able to say, 59% were satisfied with facilities for young children. This is a drop from 64% in 2016.
- Satisfaction was generally consistent across demographic groups although retired respondents (54%) were least likely to say they were satisfied and those with a health problem or disability were less satisfied (48%) than those without (62%).
- Households containing young children were more likely to be satisfied than those without (63% compared with 57%)
- Young people aged 16-24 (13%) and minority ethnic groups (15%) were less likely to be dissatisfied

## % satisfied with facilities for young children by Ward (excl. DK)

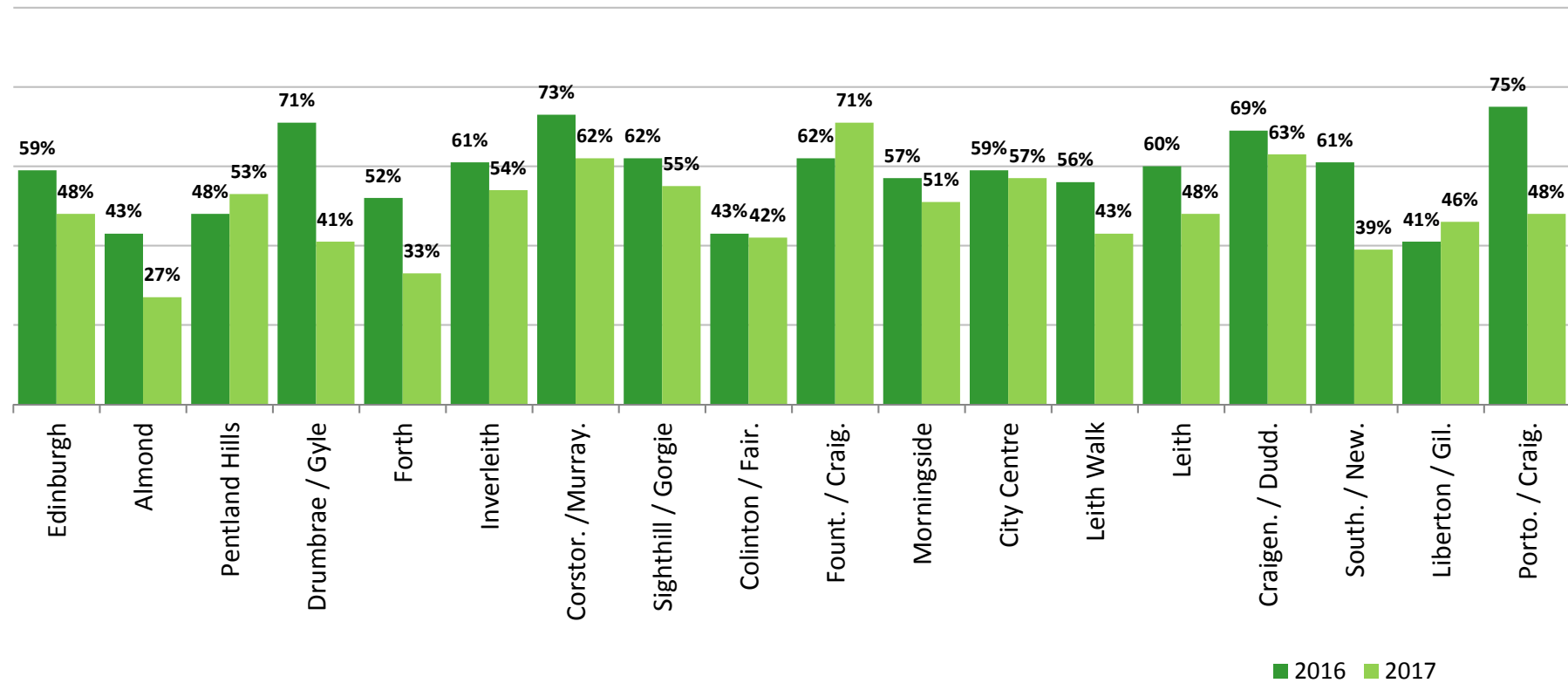


# 48% satisfied with facilities for teenagers (excl. 'don't know')



- Among those who felt able to say, 48% were satisfied with facilities for teenagers. This was lower than the equivalent figure in 2016 (59%).
- Again, findings were generally consistent across demographic groups, although retired respondents were least likely to say they were satisfied (43%) and students were most likely to be satisfied (55%).
- Those with a health problem or disability (36%) were less satisfied than others (51%).

## % satisfied with facilities for teenagers by Ward (excl. DK)



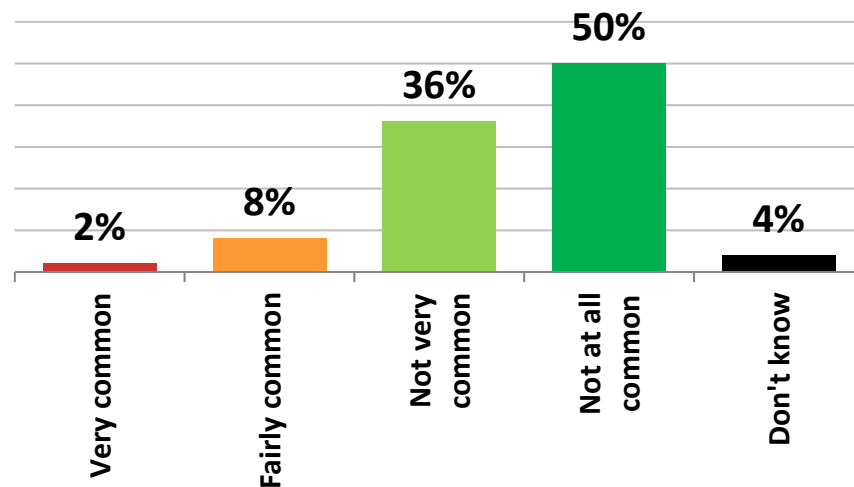


edinburgh people survey

2017

community safety

# 86% state that violent crime is not common in their neighbourhood



- In total, 86% stated that violent crime is not common in their neighbourhood – consistent with 2016 (86%) and 2015 (85%).
- Those more likely to say violent crime was common in their neighbourhood were people aged 25-44 (12%, compared to 8% of 65+ and 9% of 16-24s); unemployed people (16%), compared with students (5%) or retired people (7%); respondents with children in the household (14%) compared with those without (9%); and people with a health problem/disability (16%).
- Ethnic minority respondents were less likely to report violent crime was common than other groups (7% compared to 11%)



## % stating violent crime is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>85%</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>
North East		82%	85%	84%	83%
Craightinny / Duddingston NP		90%	91%	89%	86%
Leith NP		83%	81%	81%	82%
Portobello / Craigmillar NP		71%	78%	80%	84%
Craightinny / Duddingston Ward		90%	91%	89%	86%
Leith Ward		79%	77%	78%	80%
Leith Walk Ward		86%	85%	84%	83%
Portobello / Craigmillar Ward		71%	78%	80%	84%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating violent crime is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>85%</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>
North West		87%	87%	87%	87%
Almond NP		89%	92%	90%	87%
Forth NP		78%	74%	74%	73%
Inverleith NP		91%	88%	89%	91%
Western Edinburgh NP		89%	91%	92%	92%
Almond Ward		89%	92%	90%	87%
Corstorphine / Murrayfield Ward		92%	95%	95%	95%
Drumbrae / Gyle Ward		86%	88%	88%	89%
Forth Ward		78%	74%	74%	73%
Inverleith Ward		91%	88%	89%	91%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating violent crime is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>85%</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>
South East		82%	85%	85%	87%
City Centre NP		75%	81%	82%	83%
Liberton / Gilmerton NP		76%	74%	78%	85%
South Central NP		89%	91%	91%	89%
City Centre Ward		75%	81%	82%	83%
Liberton / Gilmerton Ward		76%	74%	78%	85%
Morningside Ward		89%	90%	91%	92%
Southside / Newington Ward		90%	92%	91%	87%

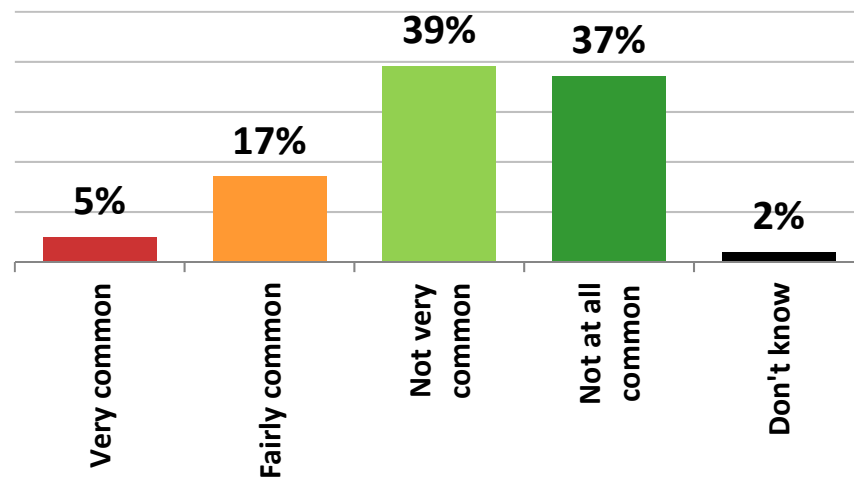
Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating violent crime is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>85%</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>
South West		88%	86%	86%	86%
Pentlands NP		91%	90%	88%	85%
South West NP		84%	86%	86%	87%
Colinton/Fairmilehead Ward		93%	89%	89%	87%
Fountainbridge/Craiglockhart Ward		92%	92%	92%	92%
Pentland Hills Ward		89%	91%	88%	83%
Sighthill/Gorgie Ward		77%	79%	80%	82%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

# 76% state that vandalism & graffiti is not common in their neighbourhood



- The proportion saying vandalism and graffiti is not common in their neighbourhood is consistent with 2016 (77%) although slightly lower than 2015 (78%).
- Those aged 25-64 were the most likely to report that vandalism is common (24%, compared to 19% of 16-24s and 16% of those aged 65+).
- People with a disability or long term illness were more likely to describe it as common (29%) than those with no health issue/disability (20%).
- Vandalism was also perceived to be more common among unemployed people (30%) and those with children in the household (25%).

## % stating vandalism is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>78%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>
North East		71%	77%	76%	74%
Craightinny / Duddingston NP		82%	79%	78%	77%
Leith NP		70%	70%	71%	73%
Portobello / Craigmillar NP		61%	69%	70%	72%
Craightinny / Duddingston Ward		82%	79%	78%	77%
Leith Ward		64%	66%	68%	71%
Leith Walk Ward		76%	74%	74%	74%
Portobello / Craigmillar Ward		61%	69%	70%	72%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating vandalism is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>78%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>
North West		83%	79%	78%	76%
Almond NP		85%	84%	83%	81%
Forth NP		65%	61%	59%	56%
Inverleith NP		90%	83%	82%	80%
Western Edinburgh NP		87%	86%	85%	82%
Almond Ward		85%	84%	83%	81%
Corstorphine / Murrayfield Ward		89%	89%	88%	87%
Drumbrae / Gyle Ward		84%	83%	81%	78%
Forth Ward		65%	61%	59%	56%
Inverleith Ward		90%	83%	82%	80%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating vandalism is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>78%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>
South East		78%	78%	77%	77%
City Centre NP		66%	71%	73%	77%
Liberton / Gilmerton NP		74%	69%	68%	68%
South Central NP		86%	84%	83%	81%
City Centre Ward		66%	71%	73%	77%
Liberton / Gilmerton Ward		74%	69%	68%	68%
Morningside Ward		85%	84%	84%	86%
Southside / Newington Ward		87%	85%	82%	77%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

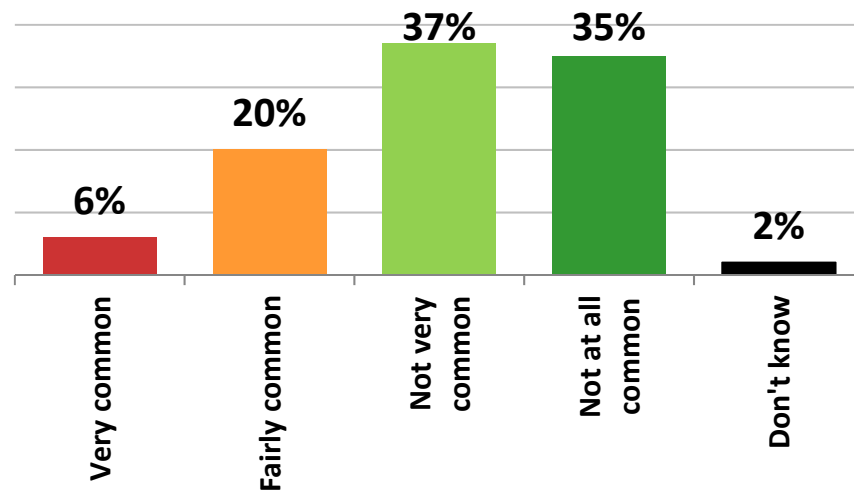


## % stating vandalism is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>78%</b>	<b>78%</b>	<b>77%</b>	<b>76%</b>
South West		80%	77%	77%	78%
Pentlands NP		87%	86%	83%	77%
South West NP		74%	77%	78%	78%
Colinton/Fairmilehead Ward		87%	85%	84%	82%
Fountainbridge/Craiglockhart Ward		85%	87%	87%	87%
Pentland Hills Ward		86%	86%	82%	73%
Sighthill/Gorgie Ward		62%	67%	68%	69%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

# 72% state that antisocial behaviour is not common in their neighbourhood



- 72% said that antisocial behaviour is not common in their area; this was slightly lower than in 2016 and 2015 (both 75%).
- Antisocial behaviour was more frequently reported by the middle age groups (30% of 45-54s) than by the older group (20% of those aged 65+).
- People with a disability were also more likely to describe antisocial behaviour as common (35%) than were those with no health issues/disability (24%).
- Unemployed respondents were more likely than those of any other working status to say this was common (43%).
- Respondents with children in the household were also more likely to perceive antisocial behaviour to be common (30%) than those without children (25%).

## % stating antisocial behaviour is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>75%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>
North East		66%	72%	71%	70%
Craightinny / Duddingston NP		81%	78%	77%	76%
Leith NP		62%	64%	65%	67%
Portobello / Craigmillar NP		57%	65%	66%	68%
Craightinny / Duddingston Ward		81%	78%	77%	76%
Leith Ward		57%	59%	62%	70%
Leith Walk Ward		67%	69%	68%	64%
Portobello / Craigmillar Ward		57%	65%	66%	68%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating antisocial behaviour is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>75%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>
North West		82%	78%	76%	71%
Almond NP		83%	83%	80%	74%
Forth NP		65%	58%	56%	52%
Inverleith NP		87%	82%	81%	79%
Western Edinburgh NP		88%	86%	83%	75%
Almond Ward		83%	83%	80%	74%
Corstorphine / Murrayfield Ward		91%	91%	88%	83%
Drumbrae / Gyle Ward		84%	81%	77%	68%
Forth Ward		65%	58%	56%	52%
Inverleith Ward		87%	82%	81%	79%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating antisocial behaviour is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>75%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>
South East		75%	76%	74%	72%
City Centre NP		59%	65%	68%	74%
Liberton / Gilmerton NP		68%	65%	61%	54%
South Central NP		86%	84%	83%	80%
City Centre Ward		59%	65%	68%	74%
Liberton / Gilmerton Ward		68%	65%	61%	54%
Morningside Ward		84%	83%	84%	85%
Southside / Newington Ward		88%	86%	82%	75%

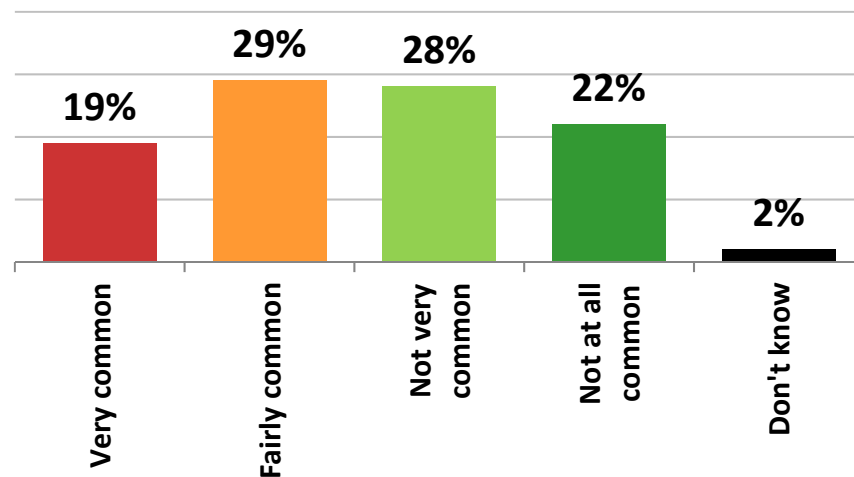
Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating antisocial behaviour is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>75%</b>	<b>75%</b>	<b>74%</b>	<b>72%</b>
South West		78%	74%	74%	75%
Pentlands NP		83%	83%	80%	75%
South West NP		72%	73%	74%	74%
Colinton/Fairmilehead Ward		83%	83%	81%	78%
Fountainbridge/Craiglockhart Ward		80%	82%	83%	85%
Pentland Hills Ward		83%	84%	79%	71%
Sighthill/Gorgie Ward		65%	65%	64%	63%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

# 50% state that dog fouling is not common in their neighbourhood



- Half (50%) of respondents reported that dog fouling is not common in their neighbourhood. This is similar to 2016 (51%) and a slight drop from 2015 (52%).
- Dog fouling was perceived to be more common by women (52%, compared to 45% of men). It was also more likely to be reported as common by the middle age groups (53% of 45-64s, 51% of 25-44s) than the younger and older groups (34% of 16-24s, 46% of those aged 65+).
- People with a disability/long term illness were also more likely to describe dog fouling as common (55%) than other respondents (47%).
- People with children in the household were more likely to report dog fouling is common (58%) than those without (45%).
- A higher than average proportion of unemployed people (60%) and part time workers (59%) also thought it was common. This compares with just 27% of students.

## % stating dog fouling is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>52%</b>	<b>52%</b>	<b>51%</b>	<b>50%</b>
North East		40%	46%	46%	45%
Craightinny / Duddingston NP		46%	44%	45%	46%
Leith NP		36%	39%	40%	43%
Portobello / Craigmillar NP		40%	41%	43%	47%
Craightinny / Duddingston Ward		46%	44%	45%	46%
Leith Ward		33%	36%	39%	46%
Leith Walk Ward		40%	42%	41%	41%
Portobello / Craigmillar Ward		40%	41%	43%	47%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.



## % stating dog fouling is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>52%</b>	<b>52%</b>	<b>51%</b>	<b>50%</b>
North West		56%	57%	54%	48%
Almond NP		57%	58%	57%	53%
Forth NP		39%	39%	36%	31%
Inverleith NP		64%	57%	58%	61%
Western Edinburgh NP		60%	58%	54%	47%
Almond Ward		57%	58%	57%	53%
Corstorphine / Murrayfield Ward		66%	65%	61%	55%
Drumbrae / Gyle Ward		54%	52%	47%	38%
Forth Ward		39%	39%	36%	31%
Inverleith Ward		64%	57%	58%	61%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating dog fouling is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>52%</b>	<b>52%</b>	<b>51%</b>	<b>50%</b>
South East		57%	55%	56%	60%
City Centre NP		56%	60%	63%	69%
Liberton / Gilmerton NP		47%	42%	40%	34%
South Central NP		63%	65%	66%	69%
City Centre Ward		56%	60%	63%	69%
Liberton / Gilmerton Ward		47%	42%	40%	34%
Morningside Ward		65%	67%	68%	69%
Southside / Newington Ward		62%	63%	65%	68%

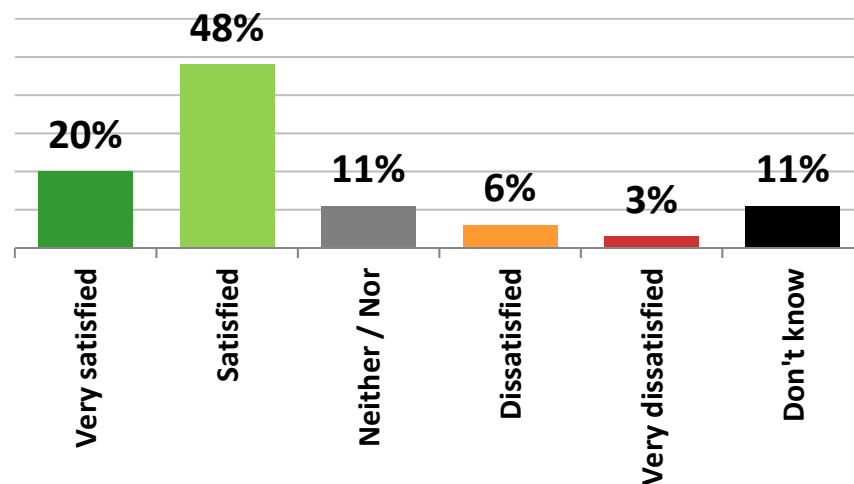
Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

## % stating dog fouling is not common in neighbourhood

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>52%</b>	<b>52%</b>	<b>51%</b>	<b>50%</b>
South West		56%	49%	48%	48%
Pentlands NP		61%	60%	56%	47%
South West NP		50%	49%	48%	48%
Colinton/Fairmilehead Ward		61%	59%	55%	46%
Fountainbridge/Craiglockhart Ward		68%	65%	64%	61%
Pentland Hills Ward		61%	60%	57%	49%
Sighthill/Gorgie Ward		31%	32%	33%	35%

Question was introduced in 2015 to assess the extent to which residents perceived problems in their area.

# 68% satisfied with the way violent crime is dealt with



- There has been a decrease in the proportion satisfied with how violent crime is dealt with (from 74% in 2016) following an increase from 2015 (69%).
- Satisfaction with the management of violent crime was higher among the oldest age group (73% of those aged 65+ were satisfied) and students (72%).
- Satisfaction was, however, lower amongst people from ethnic groups (62%) and among those with children in the household (66%, compared to 69% of those with children).
- Satisfaction was also lower among those with a health problem (64%) than others (70%).

## % satisfaction with management of violent crime

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>69%</b>	<b>72%</b>	<b>71%</b>	<b>68%</b>
North East		66%	70%	69%	66%
Craightinny / Duddingston NP		76%	79%	76%	72%
Leith NP		66%	68%	68%	68%
Portobello / Craigmillar NP		56%	66%	62%	55%
Craightinny / Duddingston Ward		76%	79%	76%	72%
Leith Ward		66%	67%	69%	72%
Leith Walk Ward		66%	69%	67%	64%
Portobello / Craigmillar Ward		56%	66%	62%	55%

Historical data unavailable due to changes in question wording

## % satisfaction with management of violent crime

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>69%</b>	<b>72%</b>	<b>71%</b>	<b>68%</b>
North West		72%	73%	72%	70%
Almond NP		68%	71%	72%	74%
Forth NP		61%	61%	59%	54%
Inverleith NP		72%	73%	72%	72%
Western Edinburgh NP		79%	80%	78%	74%
Almond Ward		68%	71%	72%	74%
Corstorphine / Murrayfield Ward		83%	81%	80%	78%
Drumbrae / Gyle Ward		74%	78%	75%	70%
Forth Ward		61%	61%	59%	54%
Inverleith Ward		72%	73%	72%	72%

Historical data unavailable due to changes in question wording

## % satisfaction with management of violent crime

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>69%</b>	<b>72%</b>	<b>71%</b>	<b>68%</b>
South East		60%	64%	65%	69%
City Centre NP		66%	68%	68%	69%
Liberton / Gilmerton NP		60%	61%	60%	70%
South Central NP		64%	66%	67%	68%
City Centre Ward		66%	68%	68%	69%
Liberton / Gilmerton Ward		60%	61%	64%	70%
Morningside Ward		47%	57%	60%	64%
Southside / Newington Ward		80%	75%	74%	72%

Historical data unavailable due to changes in question wording

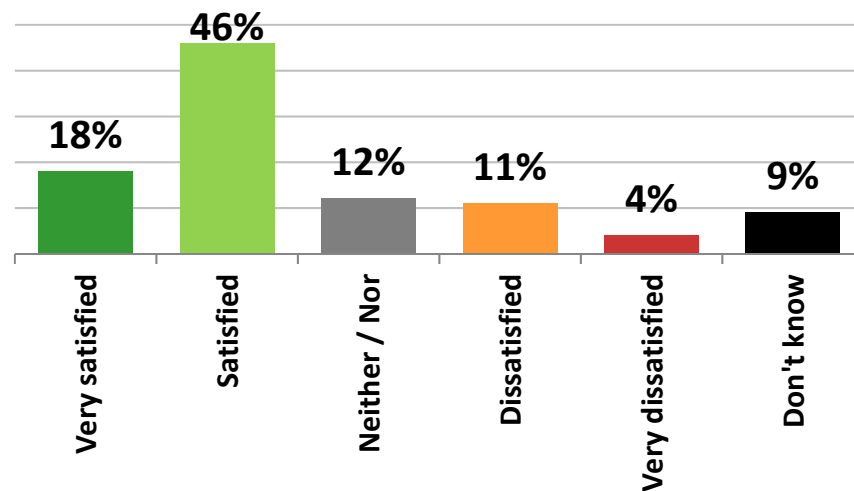
## % satisfaction with management of violent crime

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>69%</b>	<b>72%</b>	<b>71%</b>	<b>68%</b>
South West		75%	78%	75%	69%
Pentlands NP		81%	81%	76%	65%
South West NP		70%	75%	75%	74%
Colinton/Fairmilehead Ward		79%	78%	72%	58%
Fountainbridge/Craiglockhart Ward		76%	81%	78%	73%
Pentland Hills Ward		83%	84%	80%	72%
Sighthill/Gorgie Ward		63%	70%	72%	75%

Historical data unavailable due to changes in question wording



# 63% satisfied with how vandalism and graffiti is dealt with



- There has been a decrease in the proportion satisfied with the management of vandalism and graffiti (from 69% in 2016 and 65% in 2015).
- Levels of satisfaction with how vandalism and graffiti are dealt with were higher among the oldest age group (70% of the 65+ group were satisfied).
- Those from ethnic minority groups/non-UK citizens were less likely to be satisfied (56%, compared to 64% of non-ethnic minority/UK citizens).
- Part-time workers, self-employed, and unemployed people (all 61%) were less likely than the average to say that they are satisfied. Those with children in the household were less likely than those without to say they were satisfied (61%, compared to 64%).
- Again, satisfaction was lower among those with a health problem or disability (59%) compared to those without (65%).

## % satisfaction with management of vandalism / graffiti

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>65%</b>	<b>67%</b>	<b>66%</b>	<b>63%</b>
North East		60%	63%	63%	61%
Craightinny / Duddingston NP		70%	72%	70%	67%
Leith NP		59%	60%	61%	63%
Portobello / Craigmillar NP		53%	61%	58%	53%
Craightinny / Duddingston Ward		70%	71%	70%	67%
Leith Ward		58%	59%	62%	69%
Leith Walk Ward		59%	61%	60%	57%
Portobello / Craigmillar Ward		53%	61%	58%	53%

Historical data unavailable due to changes in question wording

## % satisfaction with management of vandalism / graffiti

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>65%</b>	<b>67%</b>	<b>66%</b>	<b>63%</b>
North West		68%	69%	67%	64%
Almond NP		63%	65%	67%	70%
Forth NP		55%	56%	53%	47%
Inverleith NP		71%	71%	68%	63%
Western Edinburgh NP		76%	76%	74%	70%
Almond Ward		63%	65%	67%	70%
Corstorphine / Murrayfield Ward		80%	78%	76%	73%
Drumrae / Gyle Ward		71%	74%	72%	67%
Forth Ward		55%	56%	53%	47%
Inverleith Ward		71%	71%	68%	63%

Historical data unavailable due to changes in question wording

## % satisfaction with management of vandalism / graffiti

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>65%</b>	<b>67%</b>	<b>66%</b>	<b>63%</b>
South East		58%	60%	61%	62%
City Centre NP		60%	62%	63%	64%
Liberton / Gilmerton NP		58%	57%	57%	57%
South Central NP		63%	64%	64%	64%
City Centre Ward		60%	62%	63%	64%
Liberton / Gilmerton Ward		58%	57%	57%	57%
Morningside Ward		48%	56%	58%	63%
Southside / Newington Ward		77%	71%	69%	66%

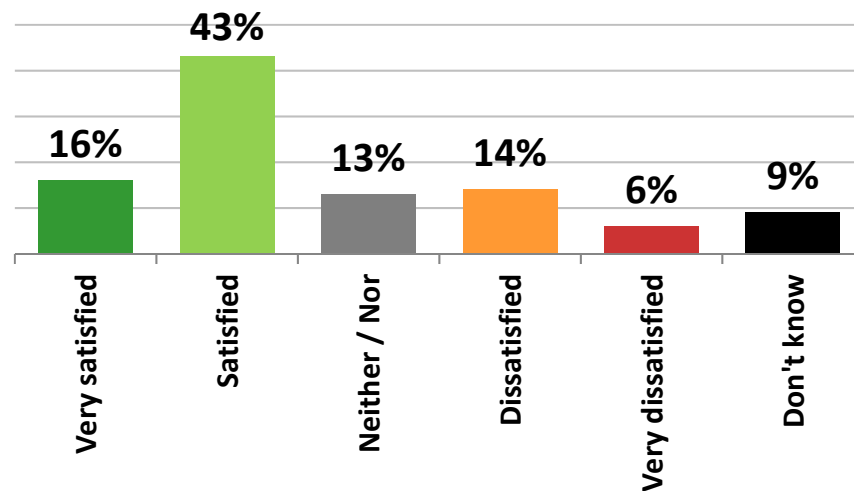
Historical data unavailable due to changes in question wording

## % satisfaction with management of vandalism / graffiti

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>65%</b>	<b>67%</b>	<b>66%</b>	<b>63%</b>
South West		70%	74%	71%	66%
Pentlands NP		79%	79%	73%	61%
South West NP		62%	69%	69%	70%
Colinton/Fairmilehead Ward		75%	76%	69%	56%
Fountainbridge/Craiglockhart Ward		70%	76%	75%	72%
Pentland Hills Ward		82%	83%	77%	66%
Sighthill/Gorgie Ward		54%	62%	64%	68%

Historical data unavailable due to changes in question wording

# 59% satisfied with the way antisocial behaviour is dealt with



- Just under six in ten (59%) are satisfied with the way antisocial behaviour is dealt with, a decrease from 2016 (66%) and 2015 (63%).
- The age groups most likely to be satisfied were the youngest (63% of 16-24 year olds) and the oldest (65% of 65+).
- Those least likely to be satisfied were those from ethnic minority groups/non-UK citizens unemployed people (54%), those with children in the household (55%) and people with a health problem/disability (53%).

## % satisfaction with management of antisocial behaviour

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>63%</b>	<b>65%</b>	<b>63%</b>	<b>59%</b>
North East		58%	61%	60%	58%
Craightinny / Duddingston NP		69%	71%	69%	64%
Leith NP		55%	57%	58%	59%
Portobello / Craigmillar NP		52%	60%	57%	50%
Craightinny / Duddingston Ward		69%	71%	69%	64%
Leith Ward		54%	57%	60%	66%
Leith Walk Ward		55%	58%	56%	51%
Portobello / Craigmillar Ward		52%	60%	57%	50%

Historical data unavailable due to changes in question wording

## % satisfaction with management of antisocial behaviour

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>63%</b>	<b>65%</b>	<b>63%</b>	<b>59%</b>
North West		67%	67%	64%	59%
Almond NP		62%	62%	62%	62%
Forth NP		53%	53%	50%	44%
Inverleith NP		67%	68%	66%	61%
Western Edinburgh NP		76%	76%	71%	63%
Almond Ward		62%	63%	63%	62%
Corstorphine / Murrayfield Ward		80%	78%	75%	69%
Drumbrae / Gyle Ward		71%	73%	68%	57%
Forth Ward		53%	53%	50%	44%
Inverleith Ward		67%	68%	66%	61%

Historical data unavailable due to changes in question wording



## % satisfaction with management of antisocial behaviour

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>63%</b>	<b>65%</b>	<b>63%</b>	<b>59%</b>
South East		56%	58%	58%	59%
City Centre NP		55%	57%	59%	63%
Liberton / Gilmerton NP		45%	51%	49%	46%
South Central NP		61%	62%	63%	63%
City Centre Ward		55%	57%	59%	63%
Liberton / Gilmerton Ward		56%	56%	53%	46%
Morningside Ward		45%	54%	56%	61%
Southside / Newington Ward		77%	70%	69%	65%

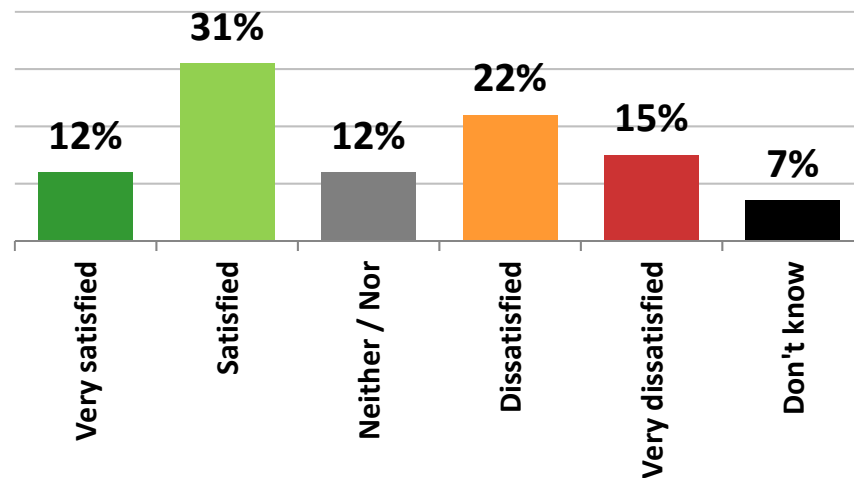
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## % satisfaction with management of antisocial behaviour

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>63%</b>	<b>65%</b>	<b>63%</b>	<b>59%</b>
South West		69%	71%	68%	62%
Pentlands NP		76%	76%	70%	59%
South West NP		62%	66%	66%	66%
Colinton/Fairmilehead Ward		75%	75%	68%	56%
Fountainbridge/Craiglockhart Ward		70%	73%	72%	70%
Pentland Hills Ward		76%	77%	72%	62%
Sighthill/Gorgie Ward		54%	59%	60%	62%

Historical data unavailable due to changes in question wording

# 43% satisfied with the way dog fouling is dealt with



- Satisfaction with management of dog fouling has dropped from 47% in 2016 and 46% in 2015.
- The oldest and youngest age groups were most likely to be satisfied (53% of 16-24s, and 48% of 65+) compared to the middle age groups (45-64s were least positive, with 39% saying they were satisfied).
- Those least likely to be satisfied were people employed part-time (35%), and those with children in the household (37%) and people with a health problem/disability (38%).
- Respondents from ethnic minority backgrounds/non-UK citizens were less likely than others to say they were dissatisfied (28% compared to 39%), but more likely to say they did not know.

## % satisfaction with management of dog fouling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>46%</b>	<b>47%</b>	<b>45%</b>	<b>43%</b>
North East		39%	40%	40%	39%
Craightinny / Duddingston NP		44%	44%	43%	40%
Leith NP		36%	36%	37%	40%
Portobello / Craigmillar NP		38%	42%	41%	39%
Craightinny / Duddingston Ward		44%	44%	43%	40%
Leith Ward		38%	35%	39%	47%
Leith Walk Ward		34%	38%	36%	32%
Portobello / Craigmillar Ward		38%	42%	41%	39%

Historical data unavailable due to changes in question wording

## % satisfaction with management of dog fouling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>46%</b>	<b>47%</b>	<b>45%</b>	<b>43%</b>
North West		48%	49%	47%	42%
Almond NP		44%	47%	48%	49%
Forth NP		35%	38%	35%	29%
Inverleith NP		52%	51%	51%	51%
Western Edinburgh NP		56%	55%	50%	41%
Almond Ward		44%	47%	48%	49%
Corstorphine / Murrayfield Ward		62%	59%	56%	49%
Drumrae / Gyle Ward		49%	50%	44%	33%
Forth Ward		35%	38%	35%	29%
Inverleith Ward		52%	51%	51%	51%

Historical data unavailable due to changes in question wording

## % satisfaction with management of dog fouling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>46%</b>	<b>47%</b>	<b>45%</b>	<b>43%</b>
South East		42%	45%	47%	50%
City Centre NP		42%	47%	51%	59%
Liberton / Gilmerton NP		34%	35%	34%	33%
South Central NP		46%	50%	51%	55%
City Centre Ward		42%	47%	51%	59%
Liberton / Gilmerton Ward		43%	40%	38%	33%
Morningside Ward		34%	45%	47%	51%
Southside / Newington Ward		58%	54%	55%	58%

Historical data unavailable due to changes in question wording

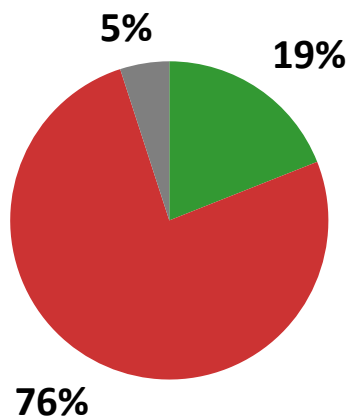
## % satisfaction with management of dog fouling

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>		<b>46%</b>	<b>47%</b>	<b>45%</b>	<b>43%</b>
South West		50%	50%	47%	41%
Pentlands NP		57%	55%	50%	39%
South West NP		44%	44%	44%	43%
Colinton/Fairmilehead Ward		58%	57%	49%	34%
Fountainbridge/Craiglockhart Ward		58%	56%	55%	53%
Pentland Hills Ward		55%	55%	52%	45%
Sighthill/Gorgie Ward		29%	33%	33%	33%

Historical data unavailable due to changes in question wording

# 76% do not consider street drinking and alcohol-related disorder to be a problem in their neighbourhood

■ Yes ■ No ■ Not sure



- Just over three quarters (76%) say street drinking and alcohol-related disorder is not a problem in their neighbourhood – broadly consistent with 2016 (77%) and 2015 (75%), and higher than 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 (27%) than other groups, as were households containing children (22%).
- Those aged 65+ were less likely than any other age group to say this is a problem (9%), while those aged 25-34 were more likely than any other group to say it is an issue (23%).
- Respondents with a disability/health problem were also more likely than others to report street drinking and alcohol-related disorder as being a problem (24%, compared to 18% of those without a health problem).



## % saying street drinking and alcohol-related disorder not an issue

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>77%</b>	<b>75%</b>	<b>74%</b>	<b>76%</b>	<b>76%</b>
North East	73%	68%	67%	69%	71%
Craightinny / Duddingston NP	83%	80%	77%	80%	83%
Leith NP	66%	61%	62%	62%	63%
Portobello / Craigmillar NP	73%	64%	66%	71%	75%
Craightinny / Duddingston Ward	83%	80%	77%	80%	83%
Leith Ward	63%	54%	59%	60%	66%
Leith Walk Ward	68%	67%	66%	64%	60%
Portobello / Craigmillar Ward	73%	64%	66%	71%	75%

## % saying street drinking and alcohol-related disorder not an issue

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>77%</b>	<b>75%</b>	<b>74%</b>	<b>76%</b>	<b>76%</b>
North West	80%	78%	78%	81%	81%
Almond NP	87%	86%	86%	86%	84%
Forth NP	63%	54%	53%	67%	76%
Inverleith NP	83%	85%	81%	84%	87%
Western Edinburgh NP	81%	81%	86%	85%	79%
Almond Ward	87%	86%	86%	86%	84%
Corstorphine / Murrayfield Ward	84%	84%	90%	88%	82%
Drumrae / Gyle Ward	78%	78%	82%	82%	77%
Forth Ward	63%	54%	53%	67%	76%
Inverleith Ward	83%	85%	81%	84%	87%

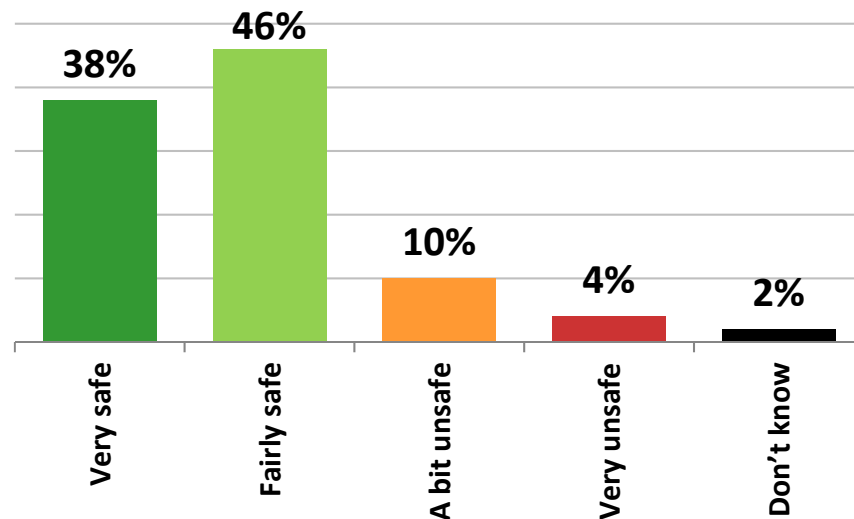
## % saying street drinking and alcohol-related disorder not an issue

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>77%</b>	<b>75%</b>	<b>74%</b>	<b>76%</b>	<b>76%</b>
South East	74%	75%	74%	73%	72%
City Centre NP	69%	66%	57%	60%	65%
Liberton / Gilmerton NP	75%	78%	79%	74%	68%
South Central NP	77%	77%	80%	79%	78%
City Centre Ward	69%	66%	57%	60%	65%
Liberton / Gilmerton Ward	78%	71%	69%	71%	68%
Morningside Ward	75%	78%	81%	80%	81%
Southside / Newington Ward	79%	76%	79%	78%	75%

## % saying street drinking and alcohol-related disorder not an issue

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>77%</b>	<b>75%</b>	<b>74%</b>	<b>76%</b>	<b>76%</b>
South West	79%	79%	78%	79%	78%
Pentlands NP	85%	86%	86%	85%	78%
South West NP	73%	71%	71%	74%	77%
Colinton/Fairmilehead Ward	88%	87%	87%	86%	81%
Fountainbridge/Craiglockhart Ward	73%	78%	76%	80%	85%
Pentland Hills Ward	83%	86%	85%	84%	75%
Sighthill/Gorgie Ward	72%	64%	65%	68%	69%

# 84% feel safe in their neighbourhood after dark



- A similar proportion of respondents feel safe after dark in 2017 (84%) compared to 2016 (85%), 2015 (84%) and 2014 (83%).
- Rates of feeling safe after dark were lowest among women (78%), people aged 65+ (77%), unemployed people (69%), retired people (77%), and people with a disability or long term illness (71%).
- Rates were highest among students (90%), men (90%) and people aged 16-24 (85%).

## % who feel safe in their neighbourhood after dark

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>	<b>84%</b>
North East	83%	80%	79%	82%	85%
Craightinny / Duddingston NP	85%	87%	86%	88%	87%
Leith NP	81%	75%	75%	78%	82%
Portobello / Craigmillar NP	85%	82%	81%	83%	88%
Craightinny / Duddingston Ward	85%	87%	86%	88%	87%
Leith Ward	79%	71%	71%	74%	80%
Leith Walk Ward	82%	80%	80%	81%	83%
Portobello / Craigmillar Ward	85%	82%	81%	83%	88%

## % who feel safe in their neighbourhood after dark

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>	<b>84%</b>
North West	89%	88%	86%	85%	83%
Almond NP	93%	95%	91%	90%	88%
Forth NP	80%	73%	71%	70%	70%
Inverleith NP	89%	89%	85%	87%	91%
Western Edinburgh NP	91%	90%	90%	88%	84%
Almond Ward	93%	95%	91%	90%	88%
Corstorphine / Murrayfield Ward	94%	92%	93%	92%	91%
Drumrae / Gyle Ward	88%	88%	87%	85%	77%
Forth Ward	80%	73%	71%	70%	70%
Inverleith Ward	89%	89%	85%	87%	91%

## % who feel safe in their neighbourhood after dark

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>	<b>84%</b>
South East	92%	92%	89%	88%	86%
City Centre NP	89%	89%	86%	84%	79%
Liberton / Gilmerton NP	95%	94%	88%	83%	79%
South Central NP	93%	93%	92%	92%	93%
City Centre Ward	89%	89%	86%	84%	79%
Liberton / Gilmerton Ward	86%	86%	79%	80%	79%
Morningside Ward	95%	94%	94%	93%	93%
Southside / Newington Ward	92%	92%	91%	91%	92%



## % who feel safe in their neighbourhood after dark

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>84%</b>	<b>84%</b>
South West	88%	86%	84%	83%	81%
Pentlands NP	91%	89%	87%	85%	81%
South West NP	84%	83%	81%	81%	81%
Colinton/Fairmilehead Ward	92%	91%	89%	86%	84%
Fountainbridge/Craiglockhart Ward	87%	88%	86%	88%	90%
Pentland Hills Ward	89%	88%	85%	84%	78%
Sighthill/Gorgie Ward	81%	77%	76%	75%	72%

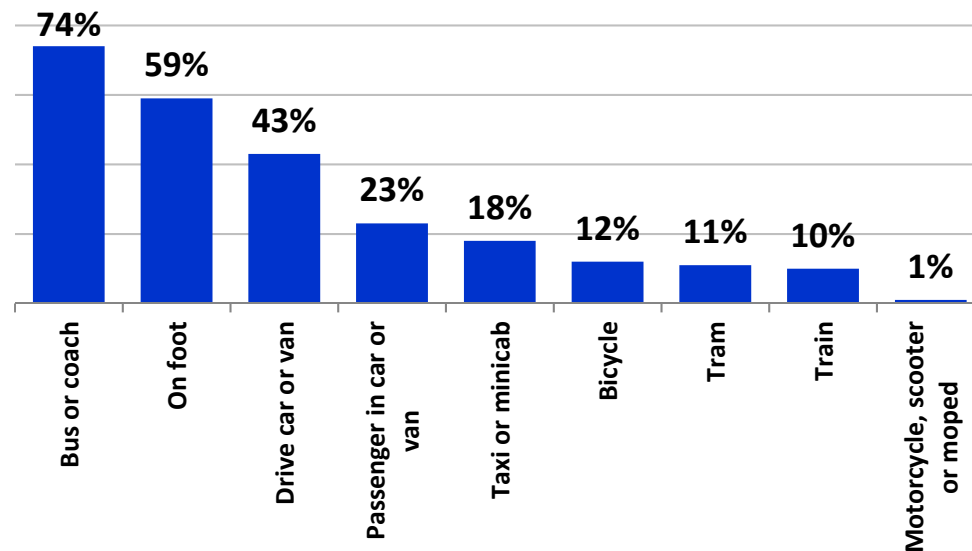


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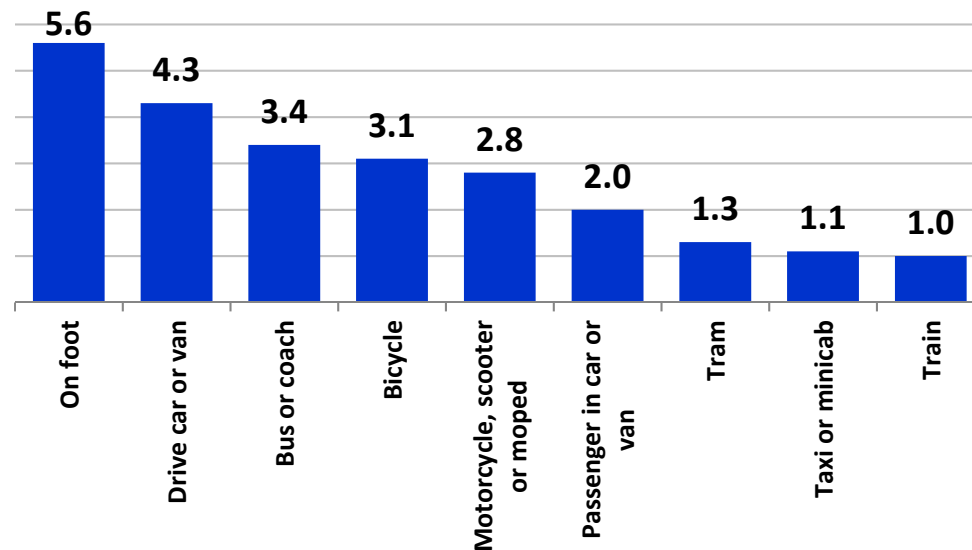
travel in the city

# 74% had used the bus to get around Edinburgh in the last month



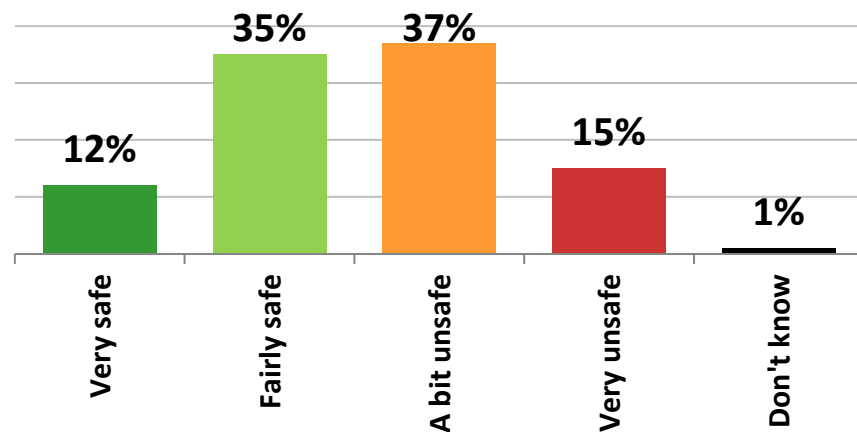
- The most common form of transport was bus: 74% of residents had used the bus to get around Edinburgh in the last month. This is an increase from 2016 (68%).
- Bus use was highest amongst retired people (83%), the oldest and youngest age groups (82% of those aged 65+ and 79% of 16-24s), part-time workers (81%), students (80%), people with a health problem/disability (78%), and women (77%).
- People in households with children are less likely than others to use the bus (68% compared with 75%).

## 5.6 days a week was the average for travel on foot



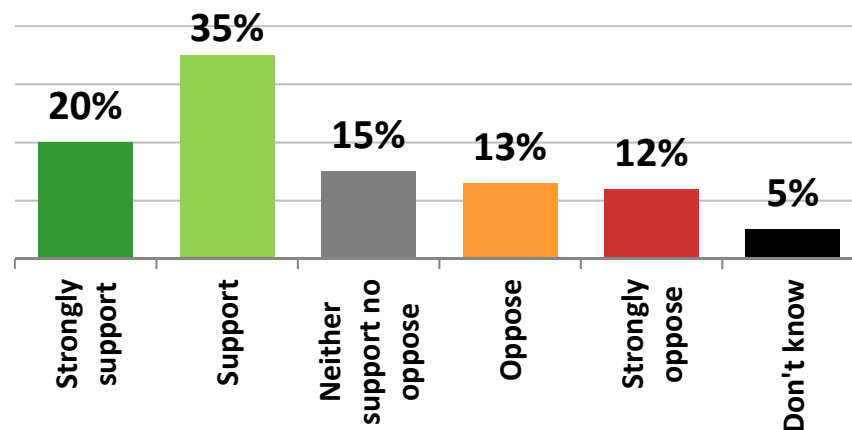
- Respondents tended to travel on foot most frequently (an average of 5.6 days a week for those who ever did this), following by driving (4.3 days a week).
- Although a greater proportion had travelled by bus in the last month, those who used this mode of transport tended to do so a little less frequently (3.4 days a week).
- Taxi, train and tram were used the least frequently.

# 47% of cyclists feel safe using the roads in Edinburgh



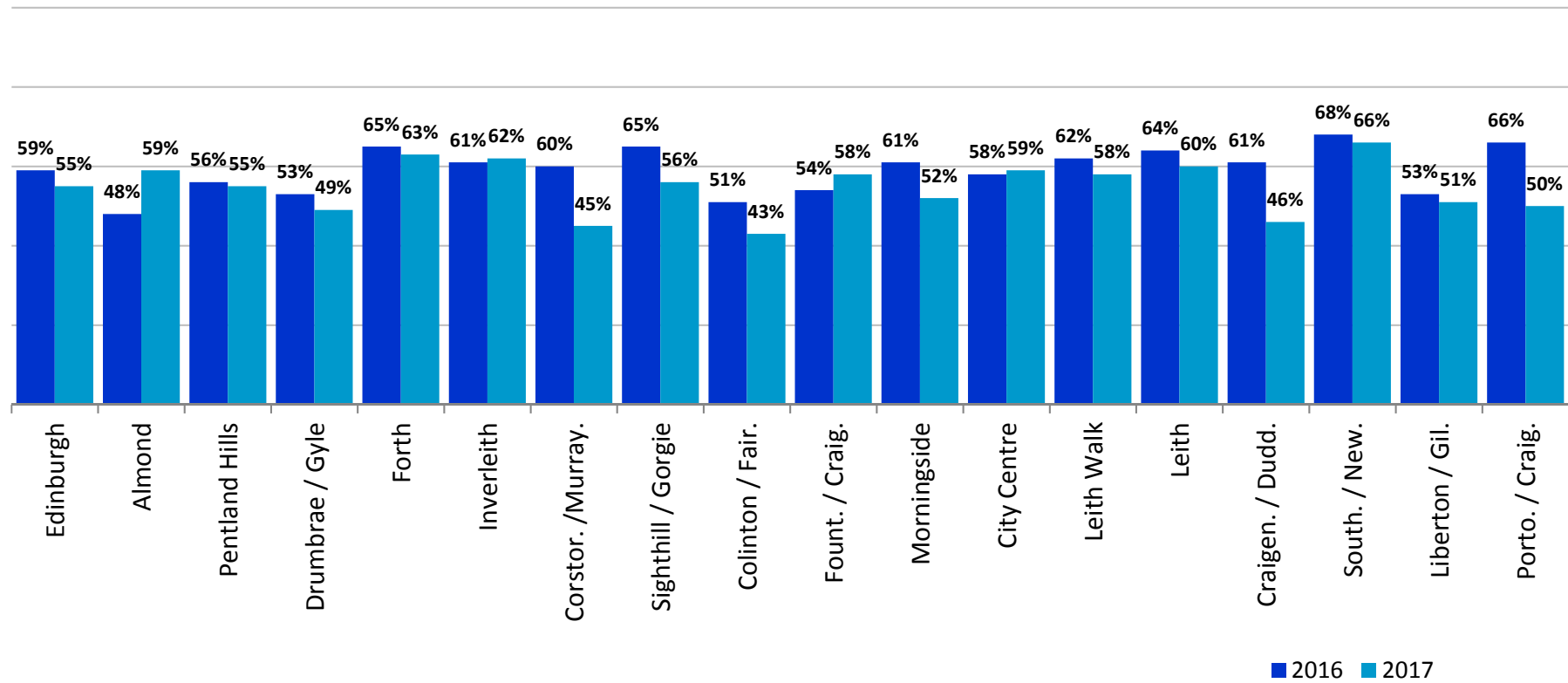
- Just under half of cyclists (47%) said they felt safe using the roads in Edinburgh – a decrease from 53% in 2016.
- No clear patterns were evident in terms of sub-groups of the sample – this was mainly due to some small base sizes, as the question was only asked of those who cycle.

# 55% support 20mph speed limits in Edinburgh



- The majority of residents (55%) support the 20mph speed limits, although this was a decrease compared to 2016 (59%).
- Support was highest among: part-time workers (61%), women (59%), the oldest respondents (58% of those aged 65+), and those with a health problem or long-term illness (58%).
- Levels of support were lowest among self-employed respondents (49% supported the speed limits).

# % supporting 20mph limits in Edinburgh by Ward





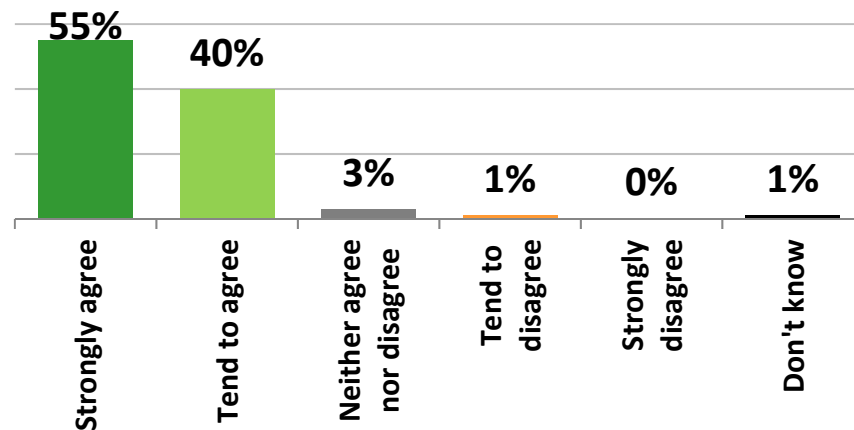
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personal wellbeing

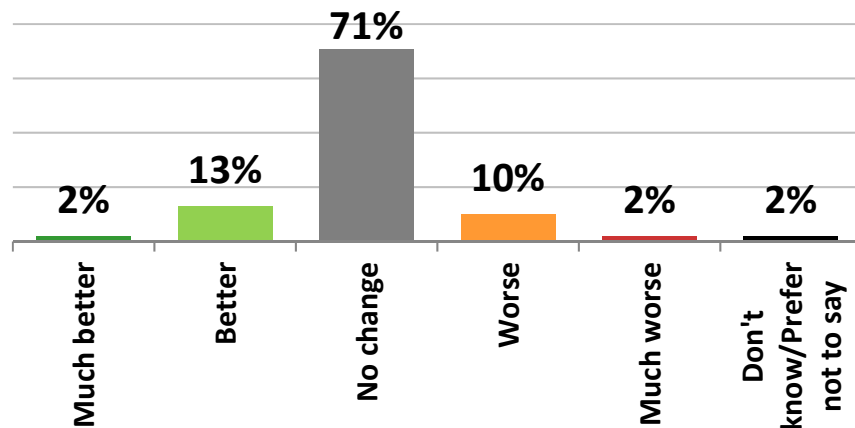


# 94% agree Edinburgh is welcoming and accessible to people of all ages



- The vast majority (94%) agree that Edinburgh is welcoming and accessible to people of all ages, the same proportion as in 2016.
- Agreement was consistently high across all working status groups, but was especially so among students (97%), and slightly lower for unemployed people (88%).
- There were no sub-group differences across age, gender or ethnic group.
- Respondents without a disability were more likely to agree (95%) than those with a health problem/disability (91%).

# 16% said their personal financial situation had got better in the last 12 months



- While seven in ten (71%) said there had been no change to their personal financial situation in the last 12 months, 16% said it had got better (a decrease from 20% in 2016).
- Those most likely to report an improvement in their financial situation were: 25-44 year olds (23%), those employed full time (23%) or self-employed (20%), ethnic minority/ non-UK citizens (21%), men (18%), and people without a disability/health problem (17%).
- The groups most likely to report a deterioration in financial circumstances those who are unemployed (37%) or self-employed (15%).
- People with children in the household were both more likely than those without to say their situation had got better (20%) and worse (14%) – i.e. they were less likely than others to have experienced no change.

## % reporting financial situation has got better

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>10%</b>	<b>15%</b>	<b>20%</b>	<b>18%</b>	<b>16%</b>
North East	8%	13%	17%	18%	16%
Craightinny / Duddingston NP	5%	11%	16%	17%	10%
Leith NP	9%	14%	21%	22%	20%
Portobello / Craigmillar NP	9%	12%	16%	16%	15%
Craightinny / Duddingston Ward	5%	11%	16%	17%	10%
Leith Ward	8%	15%	21%	23%	20%
Leith Walk Ward	9%	14%	22%	22%	20%
Portobello / Craigmillar Ward	9%	12%	16%	16%	15%

## % reporting financial situation has got better

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>10%</b>	<b>15%</b>	<b>20%</b>	<b>18%</b>	<b>16%</b>
North West	12%	17%	22%	19%	15%
Almond NP	14%	21%	24%	20%	13%
Forth NP	14%	20%	26%	18%	15%
Inverleith NP	11%	15%	20%	18%	16%
Western Edinburgh NP	9%	14%	20%	18%	15%
Almond Ward	14%	21%	24%	20%	13%
Corstorphine / Murrayfield Ward	11%	14%	18%	17%	17%
Drumrae / Gyle Ward	8%	14%	21%	20%	14%
Forth Ward	14%	20%	26%	18%	15%
Inverleith Ward	11%	15%	20%	18%	16%

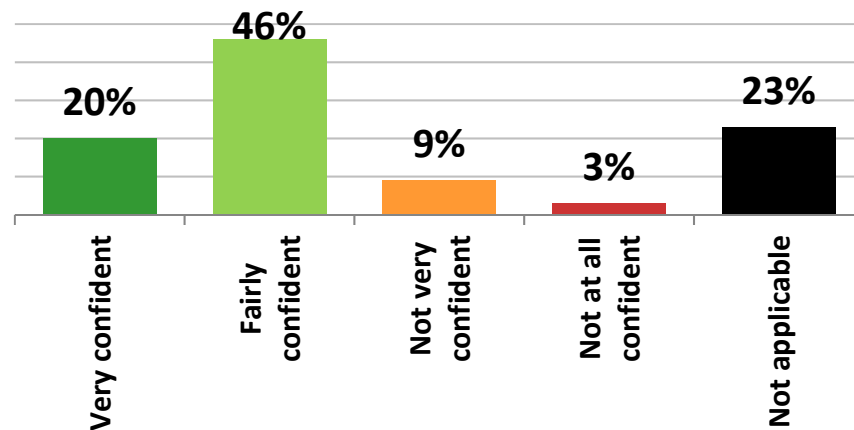
## % reporting financial situation has got better

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>10%</b>	<b>15%</b>	<b>20%</b>	<b>18%</b>	<b>16%</b>
South East	12%	16%	19%	18%	15%
City Centre NP	12%	19%	24%	22%	17%
Liberton / Gilmerton NP	8%	12%	14%	15%	14%
South Central NP	13%	16%	19%	18%	15%
City Centre Ward	12%	19%	24%	22%	17%
Liberton / Gilmerton Ward	8%	12%	14%	15%	14%
Morningside Ward	18%	21%	24%	21%	13%
Southside / Newington Ward	9%	12%	14%	14%	17%

## % reporting financial situation has got better

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>10%</b>	<b>15%</b>	<b>20%</b>	<b>18%</b>	<b>16%</b>
South West	8%	13%	19%	19%	16%
Pentlands NP	9%	12%	16%	16%	16%
South West NP	8%	15%	20%	19%	16%
Colinton/Fairmilehead Ward	7%	12%	16%	16%	14%
Fountainbridge/Craiglockhart Ward	6%	14%	21%	20%	16%
Pentland Hills Ward	11%	11%	15%	17%	18%
Sighthill/Gorgie Ward	9%	15%	19%	18%	16%

# 65% felt confident about their job prospects in Edinburgh



- Around two thirds (65%) of respondents felt confident about their job/career prospects in Edinburgh, very similar to 2016 (64%).
- Those who were most likely to say they felt ‘very confident’ or ‘fairly confident’ about their job/career prospects in the city were: people in full time employment (87%), students (84%), the younger age groups (82% of 16-24s, 80% of 25-44s), those with children in the household (80%), ethnic minority/non-UK citizens (76%), men (67%), and people without a health problem/disability (73%).
- However, just 31% of currently unemployed people said they felt confident.

## % confident about job / career prospects in Edinburgh

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>56%</b>	<b>60%</b>	<b>63%</b>	<b>65%</b>	<b>65%</b>
North East	57%	60%	62%	64%	63%
Craightinny / Duddingston NP	53%	59%	62%	63%	58%
Leith NP	60%	64%	65%	68%	69%
Portobello / Craigmillar NP	56%	53%	54%	55%	55%
Craightinny / Duddingston Ward	53%	59%	62%	63%	58%
Leith Ward	57%	62%	63%	67%	69%
Leith Walk Ward	63%	66%	67%	69%	69%
Portobello / Craigmillar Ward	56%	53%	54%	55%	55%



## % confident about job / career prospects in Edinburgh

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>56%</b>	<b>60%</b>	<b>63%</b>	<b>65%</b>	<b>65%</b>
North West	56%	61%	64%	66%	65%
Almond NP	59%	64%	63%	64%	66%
Forth NP	57%	61%	63%	63%	67%
Inverleith NP	54%	61%	63%	66%	66%
Western Edinburgh NP	52%	57%	61%	63%	63%
Almond Ward	59%	64%	63%	64%	66%
Corstorphine / Murrayfield Ward	52%	55%	61%	62%	64%
Drumrae / Gyle Ward	51%	59%	61%	64%	61%
Forth Ward	57%	61%	63%	63%	67%
Inverleith Ward	54%	61%	63%	66%	66%

## % confident about job / career prospects in Edinburgh

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>56%</b>	<b>60%</b>	<b>63%</b>	<b>65%</b>	<b>65%</b>
South East	59%	63%	63%	66%	66%
City Centre NP	65%	68%	72%	73%	69%
Liberton / Gilmerton NP	45%	50%	52%	59%	64%
South Central NP	63%	67%	68%	68%	65%
City Centre Ward	65%	68%	72%	73%	69%
Liberton / Gilmerton Ward	45%	50%	52%	59%	64%
Morningside Ward	70%	68%	68%	68%	62%
Southside / Newington Ward	57%	65%	67%	69%	69%

## % confident about job / career prospects in Edinburgh

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>56%</b>	<b>60%</b>	<b>63%</b>	<b>65%</b>	<b>65%</b>
South West	55%	57%	61%	65%	67%
Pentlands NP	53%	56%	60%	64%	65%
South West NP	57%	58%	65%	68%	69%
Colinton/Fairmilehead Ward	56%	59%	65%	67%	68%
Fountainbridge/Craiglockhart Ward	63%	64%	69%	71%	73%
Pentland Hills Ward	50%	53%	55%	61%	63%
Sighthill/Gorgie Ward	52%	52%	60%	65%	64%

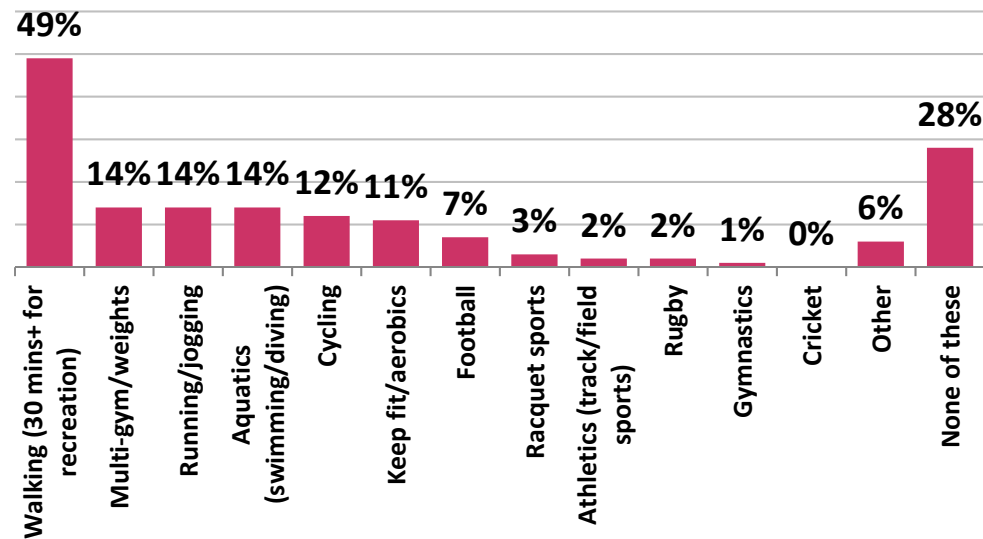


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# 2017

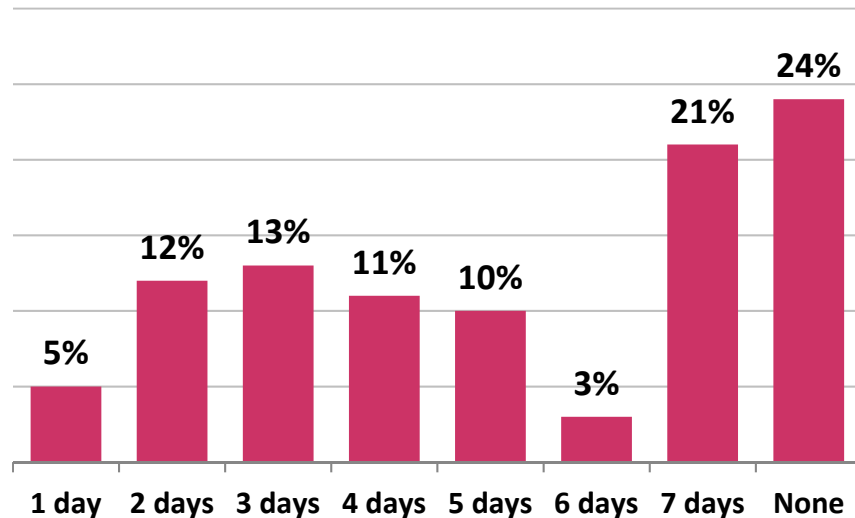
culture and sport

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



- 72% had engaged in at least one activity in the last 4 weeks, an increase from 68% in 2016.
- The most common activity was walking, followed by multi-gym use, running and aquatics (swimming/diving).
- Participation in activities in the last four weeks was highest amongst younger respondents (84% of 16-24s), students (87%), ethnic minority/non-UK citizens (84%) and those with no disabilities/long term illnesses (77%).
- Lower levels of activity were evident amongst older respondents (55% of over 65s), people who are retired (55%) or unemployed (55%), those with a disability or long term illness (51%).

# 35% undertaken at least 30 minutes of exercise 5 days / week



- Just over a third (35%) had undertaken at least 30 minutes of exercise on at least 5 days in the last week.
- The average number of days spent exercising across the total sample was 3.3.
- Those most likely to have done at least 30 minutes on 5 days in the last week were: self-employed (41%), students (39%) and full-time employed people (38%); younger people aged 16-24 years (39%); ethnic minority/non-UK citizens (40%); and those who do not have a health problem/disability (37%).
- Those least likely to have met this target were people with a disability/health problem (25%); older people 65+ (26%); and retired people (26%).

## % undertaking at least 30 minutes of exercise 5 days / week

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>20%</b>	<b>21%</b>	<b>22%</b>	<b>29%</b>	<b>35%</b>
North East	32%	32%	27%	30%	34%
Craightinny / Duddingston NP	27%	29%	23%	27%	31%
Leith NP	33%	34%	36%	35%	31%
Portobello / Craigmillar NP	32%	27%	18%	26%	40%
Craightinny / Duddingston Ward	27%	26%	19%	24%	31%
Leith Ward	27%	29%	32%	34%	25%
Leith Walk Ward	35%	37%	33%	36%	38%
Portobello / Craigmillar Ward	20%	21%	19%	28%	40%

## % undertaking at least 30 minutes of exercise 5 days / week

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>20%</b>	<b>21%</b>	<b>22%</b>	<b>29%</b>	<b>35%</b>
North West	24%	24%	27%	33%	35%
Almond NP	24%	25%	26%	29%	30%
Forth NP	37%	31%	24%	28%	37%
Inverleith NP	13%	16%	20%	31%	44%
Western Edinburgh NP	25%	25%	19%	24%	32%
Almond Ward	13%	16%	24%	28%	30%
Corstorphine / Murrayfield Ward	28%	27%	21%	26%	34%
Drumbrae / Gyle Ward	37%	31%	19%	21%	29%
Forth Ward	13%	16%	20%	29%	37%
Inverleith Ward	32%	30%	24%	32%	44%



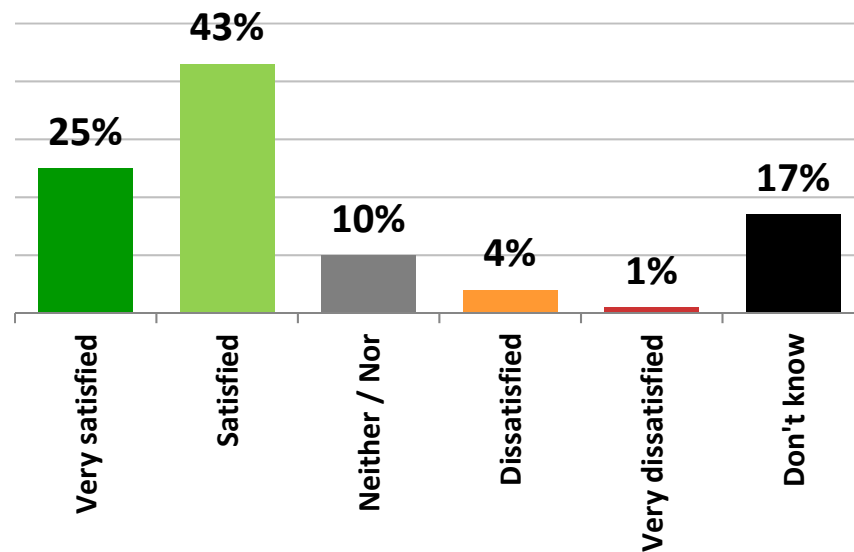
## % undertaking at least 30 minutes of exercise 5 days / week

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>20%</b>	<b>21%</b>	<b>22%</b>	<b>29%</b>	<b>35%</b>
South East	27%	28%	26%	31%	40%
City Centre NP	25%	29%	36%	37%	33%
Liberton / Gilmerton NP	17%	18%	20%	25%	39%
South Central NP	32%	32%	34%	42%	45%
City Centre Ward	31%	32%	37%	35%	33%
Liberton / Gilmerton Ward	32%	27%	17%	24%	39%
Morningside Ward	25%	29%	42%	49%	52%
Southside / Newington Ward	17%	18%	29%	34%	38%

## % undertaking at least 30 minutes of exercise 5 days / week

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>20%</b>	<b>21%</b>	<b>22%</b>	<b>29%</b>	<b>35%</b>
South West	21%	22%	24%	28%	30%
Pentlands NP	14%	17%	22%	25%	27%
South West NP	28%	28%	24%	28%	34%
Colinton/Fairmilehead Ward	27%	28%	26%	30%	32%
Fountainbridge/Craiglockhart Ward	37%	38%	31%	38%	44%
Pentland Hills Ward	18%	21%	20%	23%	21%
Sighthill/Gorgie Ward	16%	18%	19%	22%	24%

# 68% satisfied with sports and leisure facilities run by Edinburgh Leisure



- Satisfaction with sports and leisure facilities is similar to 2016 (69%) although is slightly below the 2015 figure (70%).
- Amongst those who expressed an opinion (i.e. excluding 'don't know'), 83% were satisfied.
- Findings were generally consistent across gender and ethnicity.
- Satisfaction was higher for younger people: 16-24 year olds at 74% and 25-44 years olds at 73%, compared to 65+ years at 54%.
- Those in full-time work and students (both 73%) tended to be satisfied, compared with 52% for retired people – although retired respondents were more likely to say they did not know (35%). Satisfaction rates were higher for households with children, than those without (76% compared with 65%) – though again those without children tended to say don't know (21%).
- People with a disability/health problem were less likely to be satisfied (51%) than those without (71%), but more likely to say they did not know (34% v 13%).

## % satisfaction with sports and leisure facilities run by Edinburgh Leisure

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>68%</b>
North East	76%	73%	73%	72%	65%
Craightinny / Duddingston NP	70%	74%	75%	74%	68%
Leith NP	77%	71%	73%	71%	64%
Portobello / Craigmillar NP	79%	75%	73%	71%	63%
Craightinny / Duddingston Ward	70%	74%	75%	74%	68%
Leith Ward	75%	70%	76%	74%	65%
Leith Walk Ward	80%	71%	71%	69%	63%
Portobello / Craigmillar Ward	79%	75%	73%	71%	63%

## % satisfaction with sports and leisure facilities run by Edinburgh Leisure

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>68%</b>
North West	69%	68%	67%	68%	67%
Almond NP	64%	58%	55%	53%	50%
Forth NP	64%	65%	61%	68%	66%
Inverleith NP	67%	68%	68%	72%	75%
Western Edinburgh NP	80%	76%	75%	74%	71%
Almond Ward	64%	58%	55%	53%	50%
Corstorphine / Murrayfield Ward	76%	75%	70%	69%	71%
Drumbrae / Gyle Ward	83%	78%	80%	78%	71%
Forth Ward	64%	65%	61%	68%	66%
Inverleith Ward	67%	68%	68%	72%	75%

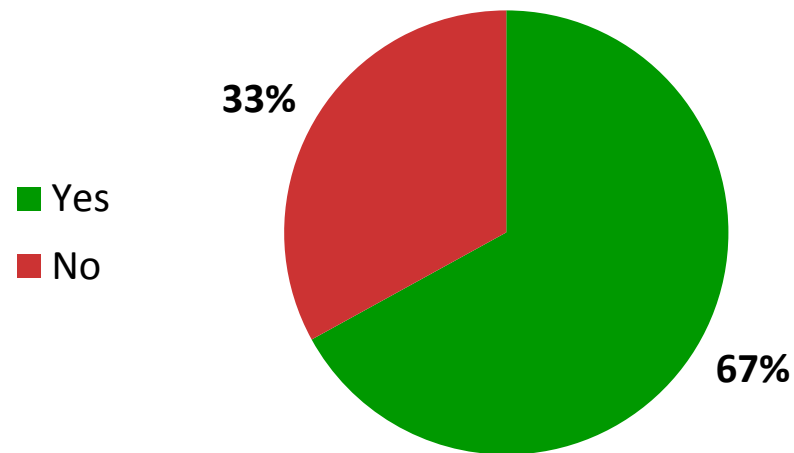
## % satisfaction with sports and leisure facilities run by Edinburgh Leisure

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>68%</b>
South East	78%	72%	67%	69%	70%
City Centre NP	77%	70%	66%	68%	67%
Liberton / Gilmerton NP	82%	72%	66%	71%	77%
South Central NP	76%	73%	68%	69%	69%
City Centre Ward	77%	70%	66%	68%	67%
Liberton / Gilmerton Ward	65%	60%	65%	71%	77%
Morningside Ward	82%	72%	64%	66%	69%
Southside / Newington Ward	69%	75%	72%	71%	69%

## % satisfaction with sports and leisure facilities run by Edinburgh Leisure

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>71%</b>	<b>68%</b>	<b>68%</b>	<b>69%</b>	<b>68%</b>
South West	65%	63%	63%	67%	70%
Pentlands NP	61%	61%	58%	65%	69%
South West NP	69%	65%	68%	70%	71%
Colinton/Fairmilehead Ward	65%	62%	62%	65%	63%
Fountainbridge/Craiglockhart Ward	81%	75%	69%	72%	76%
Pentland Hills Ward	57%	59%	54%	64%	76%
Sighthill/Gorgie Ward	56%	56%	66%	68%	67%

# 67% attended a festival in Edinburgh last 2 years



- Attendance at festivals has increased compared to 2016 (62%), 2015 (63%) and 2014 (58%).
- The highest levels of attendance at festivals were noted amongst 25 to 44 year olds (73%). Attendance was also higher among self-employed residents (77%), those working full time (75%) and students (72%).
- Those with children in the household were more likely to have attended (71%), as were people without a disability (72%).
- Attendance levels were lower for unemployed people (45%), people aged 65+ (49%) and people with a disability or long term illness (46%).



## % attending a festival in the last 2 years

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>62%</b>	<b>61%</b>	<b>64%</b>	<b>67%</b>
North East	58%	60%	59%	64%	70%
Craightinny / Duddingston NP	54%	59%	58%	62%	67%
Leith NP	66%	67%	67%	71%	76%
Portobello / Craigmillar NP	51%	49%	49%	55%	61%
Craightinny / Duddingston Ward	54%	59%	58%	62%	67%
Leith Ward	63%	66%	62%	67%	72%
Leith Walk Ward	69%	68%	71%	75%	80%
Portobello / Craigmillar Ward	51%	49%	49%	55%	61%

## % attending a festival in the last 2 years

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>62%</b>	<b>61%</b>	<b>64%</b>	<b>67%</b>
North West	58%	61%	64%	65%	62%
Almond NP	64%	69%	70%	65%	64%
Forth NP	42%	46%	45%	50%	51%
Inverleith NP	57%	62%	64%	70%	75%
Western Edinburgh NP	69%	68%	62%	62%	59%
Almond Ward	64%	69%	70%	65%	64%
Corstorphine / Murrayfield Ward	72%	70%	66%	67%	68%
Drumrae / Gyle Ward	66%	65%	57%	58%	51%
Forth Ward	42%	46%	45%	50%	51%
Inverleith Ward	57%	62%	64%	70%	75%

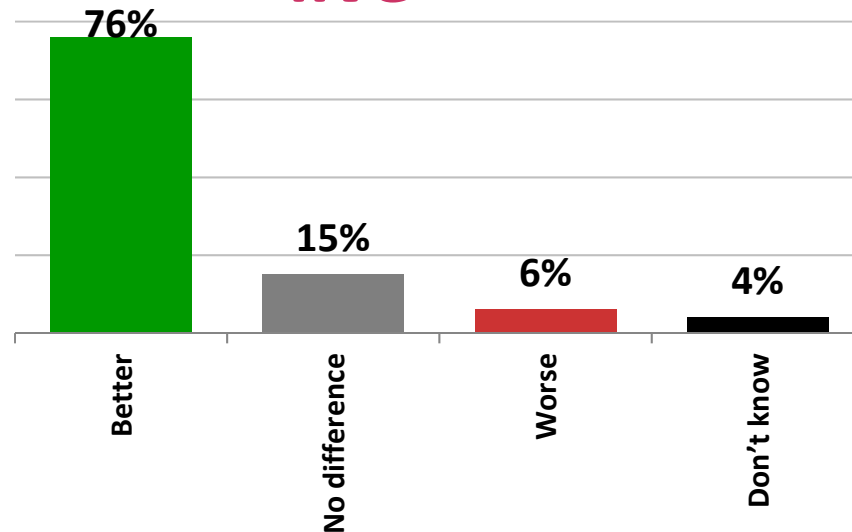
## % attending a festival in the last 2 years

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>62%</b>	<b>61%</b>	<b>64%</b>	<b>67%</b>
South East	68%	68%	63%	65%	72%
City Centre NP	80%	78%	75%	75%	75%
Liberton / Gilmerton NP	53%	51%	48%	54%	61%
South Central NP	70%	71%	71%	72%	77%
City Centre Ward	80%	78%	75%	75%	75%
Liberton / Gilmerton Ward	53%	51%	48%	54%	61%
Morningside Ward	73%	79%	78%	79%	82%
Southside / Newington Ward	67%	63%	64%	65%	72%

## % attending a festival in the last 2 years

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>60%</b>	<b>62%</b>	<b>61%</b>	<b>64%</b>	<b>67%</b>
South West	56%	59%	58%	61%	63%
Pentlands NP	55%	59%	59%	61%	61%
South West NP	57%	60%	57%	61%	66%
Colinton/Fairmilehead Ward	60%	61%	63%	63%	63%
Fountainbridge/Craiglockhart Ward	67%	68%	65%	69%	74%
Pentland Hills Ward	51%	57%	55%	58%	59%
Sighthill/Gorgie Ward	47%	51%	48%	53%	56%

# 76% believe the festivals make Edinburgh a better place to live



- The proportion who believe the festivals make Edinburgh better saw a dip this year to 76%, following increases from 72% in 2014, to 78% in 2015 and 80% in 2016.
- Those who were most likely to believe that the festivals make Edinburgh a better place were self-employed people (82%), students (81%), young people aged 16-24 (80%), and people without a disability (78%).
- Unemployed people were less positive, with 57% considering Edinburgh to be a better place and 30% saying the festivals make no difference.
- The oldest respondents were the least likely to say the festivals make Edinburgh better (71% of those aged 65+).

## % who believe the festivals make Edinburgh a better place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>76%</b>	<b>77%</b>	<b>78%</b>	<b>76%</b>
North East	72%	75%	77%	77%	75%
Craightinny / Duddingston NP	70%	79%	83%	82%	77%
Leith NP	73%	72%	77%	78%	77%
Portobello / Craigmillar NP	72%	74%	73%	73%	69%
Craightinny / Duddingston Ward	70%	79%	83%	82%	77%
Leith Ward	69%	68%	74%	76%	74%
Leith Walk Ward	78%	76%	80%	80%	80%
Portobello / Craigmillar Ward	72%	74%	73%	73%	69%

## % who believe the festivals make Edinburgh a better place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>76%</b>	<b>77%</b>	<b>78%</b>	<b>76%</b>
North West	70%	74%	75%	78%	74%
Almond NP	75%	79%	77%	77%	75%
Forth NP	54%	58%	57%	67%	61%
Inverleith NP	65%	75%	75%	80%	80%
Western Edinburgh NP	81%	81%	81%	82%	78%
Almond Ward	75%	79%	77%	77%	75%
Corstorphine / Murrayfield Ward	86%	84%	84%	86%	82%
Drumrae / Gyle Ward	76%	78%	78%	79%	74%
Forth Ward	54%	58%	57%	67%	61%
Inverleith Ward	65%	75%	75%	80%	80%

## % who believe the festivals make Edinburgh a better place to live

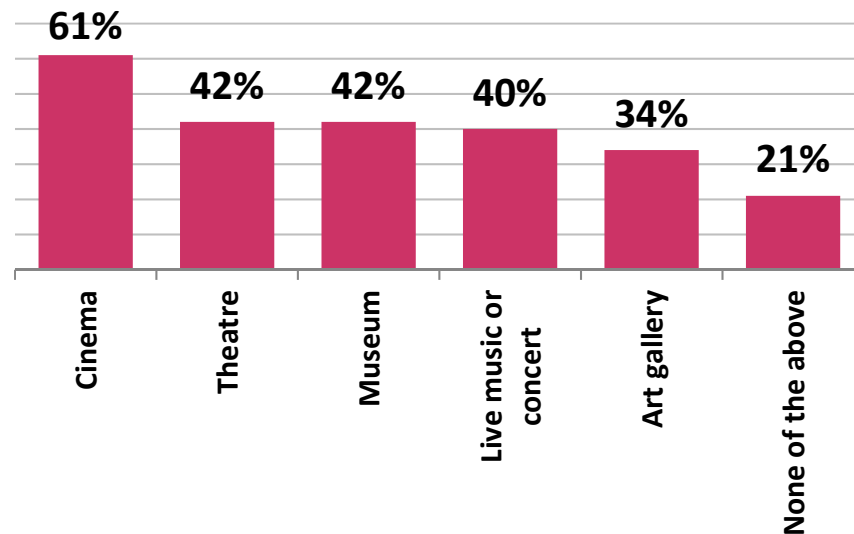
	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>76%</b>	<b>77%</b>	<b>78%</b>	<b>76%</b>
South East	79%	80%	79%	79%	79%
City Centre NP	81%	83%	81%	80%	76%
Liberton / Gilmerton NP	76%	72%	68%	69%	70%
South Central NP	80%	83%	85%	85%	84%
City Centre Ward	81%	83%	81%	80%	76%
Liberton / Gilmerton Ward	76%	72%	68%	69%	70%
Morningside Ward	82%	83%	85%	87%	86%
Southside / Newington Ward	78%	82%	84%	83%	82%



## % who believe the festivals make Edinburgh a better place to live

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>72%</b>	<b>76%</b>	<b>77%</b>	<b>78%</b>	<b>76%</b>
South West	69%	74%	78%	78%	76%
Pentlands NP	71%	74%	75%	75%	72%
South West NP	67%	73%	78%	79%	80%
Colinton/Fairmilehead Ward	72%	76%	82%	79%	77%
Fountainbridge/Craiglockhart Ward	80%	84%	85%	85%	83%
Pentland Hills Ward	70%	72%	69%	70%	67%
Sighthill/Gorgie Ward	53%	62%	70%	74%	75%

# 79% have attended a cultural event or venue in the last year



- The proportion who have attended a cultural event or venue in the last year has increased since 2016 (71%) and 2015 (73%).
- A mix of cultural events and venues have been visited by Edinburgh residents, most commonly the cinema (61%).
- Sub-groups of the sample most likely to have done any of these things included: those aged 16-24 (91% had done at least one of these activities), students (92%), minority ethnic /non-UK citizens (86%), the self-employed (87%), those employed full time (84%), people in households with children (86%) and those without a disability (84%).
- These events and venues were less likely to have been visited by retired people (66%), unemployed people (53%), older age groups (64% of those 65+) and people with a health problem/disability (59%).

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

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>39%</b>	<b>63%</b>	<b>67%</b>	<b>74%</b>	<b>79%</b>
North East	34%	58%	64%	74%	81%
Craightinny / Duddingston NP	34%	59%	61%	72%	78%
Leith NP	41%	66%	72%	80%	86%
Portobello / Craigmillar NP	24%	46%	58%	70%	74%
Craightinny / Duddingston Ward	51%	59%	61%	72%	78%
Leith Ward	55%	62%	67%	77%	82%
Leith Walk Ward	67%	71%	76%	84%	90%
Portobello / Craigmillar Ward	36%	46%	58%	70%	74%

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

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>39%</b>	<b>63%</b>	<b>67%</b>	<b>74%</b>	<b>79%</b>
North West	38%	61%	69%	74%	76%
Almond NP	38%	65%	79%	80%	80%
Forth NP	28%	44%	46%	58%	68%
Inverleith NP	42%	66%	70%	78%	87%
Western Edinburgh NP	47%	70%	64%	67%	71%
Almond Ward	58%	65%	79%	80%	80%
Corstorphine / Murrayfield Ward	77%	75%	68%	71%	75%
Drumbrae / Gyle Ward	64%	65%	60%	64%	68%
Forth Ward	42%	44%	46%	58%	68%
Inverleith Ward	64%	66%	70%	78%	87%

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

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>39%</b>	<b>63%</b>	<b>67%</b>	<b>74%</b>	<b>79%</b>
South East	46%	73%	73%	78%	86%
	54%	84%	87%	88%	89%
City Centre NP	32%	50%	53%	60%	73%
Liberton / Gilmerton NP	49%	78%	83%	89%	91%
South Central NP	81%	84%	87%	88%	89%
City Centre Ward	48%	50%	53%	60%	73%
Liberton / Gilmerton Ward	80%	85%	89%	93%	94%
Morningside Ward	68%	72%	78%	85%	88%
Southside / Newington Ward	41%	64%	67%	73%	76%

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

	12/14	13/15	14/16	15/17	A:17
<b>Edinburgh</b>	<b>39%</b>	<b>63%</b>	<b>67%</b>	<b>74%</b>	<b>79%</b>
South West	41%	64%	67%	73%	76%
Pentlands NP	41%	65%	66%	73%	77%
South West NP	41%	64%	63%	69%	74%
Colinton/Fairmilehead Ward	64%	67%	69%	76%	80%
Fountainbridge/Craiglockhart Ward	73%	75%	73%	78%	82%
Pentland Hills Ward	58%	63%	63%	71%	73%
Sighthill/Gorgie Ward	49%	53%	53%	60%	67%

# Summary of Key Findings

## The Council and the City

- Overall, 69% of respondents were satisfied with the way the Council is managing the city, with 14% neither satisfied nor dissatisfied and 12% dissatisfied (4% stated no opinion). This overall level of satisfaction has increased from 66% in 2016.
- The majority also agreed that the Council cares for the environment (72% agree), provides information in a form that suits people (62% agree) and provides support and protection for vulnerable people (59% agree).
- There were lower levels of agreement that the Council keeps people informed of its spending and saving proposals (42%) and displays sound financial management (29%) – both of these measures had declined from 2016 but are still in line or higher than then 2015 results. Four in ten (40%) agree the Council provides value for money, a drop from 46% last year.
- Consistent with previous years, agreement with these statements tended to be lower amongst unemployed people and those with long term illness or disability. Students and younger people were generally more likely to state 'don't know', as were ethnic minorities/non-UK citizens.

# Summary of Key Findings

## Neighbourhoods and Communities

- Satisfaction with neighbourhoods was very high, with 89% of respondents reporting that they were satisfied with their neighbourhood as a place to live – the same as in 2016.
- The majority (85%) also agreed that their neighbourhood is a place where people from different backgrounds get along.
- Just under four in ten now feel they have a say on local issues and services (39%), an increase from previous years (2015: 33%; 2016: 37%).
- More respondents said that they had enough information about what is happening in their neighbourhoods than said they would like to know more – although substantial minorities said they were not sure. The most commonly requested information was how the Council spends its money (37% would like more information) and the performance of Council services (35%).
- People are also generally happy with the way in which the Council is managing their neighbourhood – 76% were satisfied, 12% were neither satisfied nor dissatisfied and 10% were dissatisfied (2% expressed no opinion). Satisfaction is higher than 2016 (73%), following a drop from previous years.
- As in 2016, satisfaction was generally lower among unemployed people and respondents who have a long term health problem or disability.



# Summary of Key Findings

## **Citizen Services**

- The highest levels of satisfaction were evident for public transport (90% satisfied) and parks and green spaces (86%).
- Cleaning services also attracted relatively positive ratings – the majority were satisfied with recycling (72%), refuse collection (69%) and street cleaning (66%), and all of these ratings had increased since last year following a dip from 2015 to 2016.
- Consistent with previous years, lower levels of satisfaction were found for road maintenance (51% – although this had increased from 49% in 2016), and maintenance of pavements and footpaths (53% – the same as last year).
- In general, respondents from ethnic minority groups/non-UK citizens were more satisfied with citizen services than others. People with a disability or health problem tended to be less satisfied than those without such a health issue. Students also reported high levels of satisfaction.
- Older respondents were less satisfied than younger residents with road and pavement maintenance, refuse collection and street cleaning. However, they were more satisfied than younger residents with recycling services.
- Almost half of the total sample (47%) had visited a neighbourhood library in the last 2 years, consistent with 2016. Satisfaction with library services was very high – 91% 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 (86% not common), vandalism and graffiti (76% not common) or antisocial behaviour (72% not common). These figures were all broadly consistent with 2016 findings, although the proportion saying that antisocial behaviour was not common had fallen from 75% in the previous two years.
- The majority were also satisfied with the way in which these crimes are being dealt with locally - violent crime (68% satisfied), vandalism and graffiti (63% satisfied) or antisocial behaviour (59% satisfied) – although satisfaction had dropped across all of these measures since 2016.
- However, only 50% said that dog fouling was not common in their neighbourhood, and only 43% were satisfied with the way in which it is being dealt with – a drop since 2016 (47%).
- Those who were least satisfied with the management of dog fouling included the middle age groups and those with children in the household.
- Respondents also tend to feel safe when out after dark in their neighbourhood, with 84% reporting feeling safe (similar to 85% last year). Consistent with last year, those with the greatest concerns about safety after dark were women, unemployed people, residents aged 65+ and people with a disability or long term illness.

# Summary of Key Findings

## Transport

- The most common form of transport used to get around the City was the bus: 74% of residents had used this mode of transport to travel around Edinburgh in the last month (an increase from 68% in 2016).
- Those most likely to have used the bus included the youngest and oldest age groups, students and those with a health problem or disability.
- Respondents tended to travel on foot most frequently (an average of 5.6 days a week for those who ever did this), following by driving (4.3 days a week).
- Just under half of those who cycle (47%) said they feel safe using the roads in Edinburgh – but this had decreased compared to 2016 (53% felt safe).
- The majority of residents (55%) support the 20mph speed limits, although this had dropped from 59% in 2016 which were newly introduced last year.
- Support for the speed limits was generally highest among women, the oldest respondents, and people with a health problem or disability.

# Summary of Key Findings

## Culture and Sport

- The majority of respondents took some form of physical activity – 72% had participated in at least one of the activities/sports listed in the past 4 weeks (an increase from 68% in 2016). The most common activity was walking, followed by multi-gym use, running and aquatics (swimming/diving).
- However, only a minority (35%) reported meeting the target of undertaking at least 30 minutes of exercise on at least 5 days in the last week.
- Satisfaction with sports and leisure activities run by Edinburgh Leisure was high – 83% of those who expressed an opinion were satisfied (similar to 84% last year).
- Participation in cultural activities was also high. Two thirds (67%) had attended a festival in the last 2 years (an increase from 62% in 2016), and 79% had attended a cultural event or venue in the last year – also an increase from 71% last year.
- Those most likely to have taken part in a cultural activity included students, those employed full time or self-employed, those aged 16-24 and people without a disability.
- The majority (76%) believe the festivals make Edinburgh a better place to live, although this figure had dropped from 80% last year following steady increases over the previous years.
- Overall, 95% of respondents were satisfied with Edinburgh as a place to live.

**strategy and insight provides support across the council in:**

- analysis
- performance monitoring
- customer insight
- service planning and improvement
- research design, commissioning and project management

**please contact us for more information about this survey and our other services**

**Emma Candy**

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# Technical Appendix

## **Methodology:**

- The data for the 2017 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 5,100, and the final achieved sample size was 5,180.
- Fieldwork was undertaken between 12th September and 27th November 2017.
- 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, 33 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 5,180 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  $\pm 5.66\%$ .
- All research projects undertaken by Progressive comply fully with the requirements of ISO 20252.