

Culture and Communities Committee

10am, Thursday, 29 February 2024

Edinburgh Partnership Survey 2023

Executive/routine
Wards

All

1. Recommendations

- 1.1 Note the contents of the Edinburgh Partnership Survey 2023.
- 1.2 Note the draft forward plan for the Edinburgh Partnership Board meetings.
- 1.2 Refer this report to the Policy and Sustainability Committee for information.

Deborah Smart

Executive Director Corporate Services

Contact: David Porteous, Strategy Manager (Insight)

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

Edinburgh Partnership Survey 2023

2. Executive Summary

- 2.1 This report summarises the results of the first Edinburgh Partnership Survey, undertaken in 2023, with specific focus on the results of the survey that are relevant to the City of Edinburgh Council.

3. Background

- 3.1 The Edinburgh Partnership jointly funded and commissioned a survey of Edinburgh residents to support monitoring of the Local Outcome Improvement Plan. This is a shared goal between partners which lacked monitoring information against several indicators.
- 3.2 The survey is broad in scope, covering many aspects of perceived Council performance – especially in relation to neighbourhood services and the experience of living in Edinburgh – alongside themes that are of interest to all partners, such as education and skills, financial hardship, and community cohesion. The outputs of the survey will support the development of partner and Council strategic planning.
- 3.3 The Edinburgh Partnership Survey (the survey) cost £60,000 and interviewed 3,736 residents aged 16 and over. The Council paid £20,000 of this cost and provided support in procuring, designing, managing, and reporting the survey results.
- 3.4 Fieldwork was undertaken between July and September 2023.
- 3.5 The survey used the same methodology as the 2018 (and previous years) Edinburgh People Survey; using in-street interviewing at locations in all wards, to obtain a roughly equal sample from each of the four localities. Each locality sample was representative in terms of age and gender, and classification by the Scottish Index of Multiple Deprivation (SIMD). 522 individuals interviewed were from the 20% most deprived SIMD areas in Scotland. 640 individuals interviewed were from ethnic minority (non-white Scottish / British) backgrounds.
- 3.6 Data from the survey is jointly owned by the partners. Results have been communicated to the Edinburgh Partnership Board and published on the Edinburgh Partnership Website, and will be reported to Local Community Planning Partnerships in January and February 2024. A news release was issued in

December 2023 to share results with members of the public. Results will be promoted to colleagues through internal communication channels.

4. Main report

Neighbourhood and services

- 4.1 Results showed that residents have a positive experience of living in Edinburgh and in their neighbourhood. Satisfaction with neighbourhood was 91%, compared to 89% in the 2018 Edinburgh People Survey. Satisfaction with the city as a place to live was 94%, compared to 95% in the 2018 Edinburgh People Survey. There is no real change in either of these indicators.
- 4.2 The most recent national figures are from the 2022 Scottish Household Survey. 96% of Edinburgh residents rated their area as very or fairly good. The figure for the whole of Scotland was 96%. Rural local authorities tend to score higher (e.g. Western Isles – 98%; Orkney Islands – 99%), while urban local authorities tend to score lower (e.g. Dundee City – 92%; Glasgow City – 92%).
- 4.3 The most important factors influencing satisfaction with neighbourhood were, in order: the cleanliness of the neighbourhood; management of antisocial behaviour; parks and green / blue spaces; and sports, leisure and community facilities.
- 4.4 Residents were generally satisfied with their neighbourhood's public transport (91% satisfied); parks and other green or blue spaces (90%); and that it was easy to walk, cycle or wheel around (95%).
- 4.5 Residents were less satisfied with road safety (80% satisfied); cleanliness of the neighbourhood (77%); management of antisocial behaviour (72%); sports, leisure and community facilities (82%); and health services (83%).
- 4.6 Figures were similar across all localities, and there was no locality which was consistently seen as performing better or worse across a range of services and outcomes.
- 4.7 Only 67% of residents felt that services in their neighbourhood took account of the needs of people like them. This was higher amongst those aged 65+ (77%) and those from an ethnic minority background (74%), and lower amongst those from the 20% most deprived SIMD areas (49%) and those who were unemployed (35%).
- 4.8 In most cases, satisfaction with all local services and facilities was substantially lower for residents living in the 20% most deprived SIMD areas. Satisfaction with management of antisocial behaviour was 44%, compared to 76% for those in less deprived areas. Satisfaction with cleanliness was 53%, compared to 81% for those in less deprived areas. Overall satisfaction with the neighbourhood was 68%, compared to 95% for those in less deprived areas.
- 4.9 The impact of living in the most deprived SIMD areas was generally much larger than any differences observed against other demographics. Unemployed residents and those not working due to a disability also showed consistently lower satisfaction

with services. Both of these groups were much more likely to be living in a more deprived SIMD area.

Community and belonging

- 4.10 91% of residents felt they belonged in their neighbourhood. This was lower for residents from an ethnic minority background (84%). 90% of residents felt people from different backgrounds got on well together in their neighbourhood, and here there were no differences between white Scottish / British residents and those from ethnic minority backgrounds. In 2018, the same question asked in the Edinburgh People Survey showed 83% felt people from different backgrounds got on well together, indicating this issue has improved over the last five years.
- 4.11 30% of residents felt they knew how to influence decisions affecting their neighbourhood, 31% disagreed, and the rest were unsure or had no strong view. When asked what, if anything, prevented them from participating in local decision making 33% said “nothing,” 15% said “don’t know,” 18% said they were “too busy,” and 7% were “not interested.”

Safety

- 4.12 Residents reported feeling safe in their neighbourhood during the day (93%), but less safe at night (72%) and online (77%). All groups felt less safe at night, but larger differences between day and night safety were seen for women (68% safe at night) and those aged 65+ (65% safe at night).
- 4.13 When asked what would make them feel safer, 51% wanted more police, 24% better streetlighting, 20% more CCTV, and 30% wanted more action to tackle antisocial behaviour. Lower feelings of being safe online were strongly related to age, with 93% of those aged 16-24 feeling safe, compared to 41% of those aged 65+.

Skills, housing and poverty issues

- 4.14 92% of residents had access to a device which could connect to the internet, 91% had the internet at home, and 89% had the skills to use the internet in their daily life. Of those who did not, almost all were retired and aged 65+. 44% of those aged 65+ felt they did not have the skills required to use the internet, and 36% did not have a device which could connect to the internet.
- 4.15 In the last five years, 10% of residents had a new boiler or heating system fitted, 6% had new double or triple glazing, 5% had new insulation, and 5% had new draft proofing. 44% of residents had a new integrate smoke and heat alarm installed. Those aged 16-24 were most likely (36%) to be unsure which, if any, of these things had been installed in their home.
- 4.16 In the last 12 months, 19% of residents had paid a household bill using credit, 13% had been unable or decided not to pay a household bill, and 11% had got help from a foodbank. Unemployed residents were most likely to have taken these actions – 79% had done one or more of these things. All these actions were less likely amongst those aged 65+, with those aged 25-44 being most likely to do all three.

Satisfaction with life

- 4.17 90% of residents were satisfied with their life and this was similar across all demographics, but much lower for those living in the most deprived areas (76%) and unemployed people (61%).
- 4.18 Self-perception of physical health generally declined with age. Those aged 16-24 were most likely to say their physical health was “very good” (53%), compared to only 18% of those aged 65+. Of those who were currently working full-time 94% described their physical health as “very good” or “fairly good”, compared to only 88% of those in part-time employment, and 60% of those who were unemployed.
- 4.19 Self-perception of mental health had a less significant link with aging, but of those aged 16-24 44% said their mental health was “very good”, compared to 30% of those aged 65+. Those who were unemployed were significantly less likely to describe their mental health as “very good” (11%).
- 4.20 In the last 12 months, 15% of residents said they had “often” or “some of the time” felt lonely. This was much higher for those who were unemployed (29%) and those not working due to illness or disability (33%). There was no strong link between age and loneliness, but those aged 65+ were least likely (27%) to say they were “never” lonely, compared to 33% of all residents.

Satisfaction with public bodies

- 4.21 Residents were asked for their satisfaction with various Edinburgh partners, including: Edinburgh Council (72% satisfied); Police Scotland (71%); Scottish Fire and Rescue (82%); NHS Lothian (82%); University of Edinburgh (62% satisfied, but 33% said “don’t know”); and Edinburgh College (56% satisfied, but 38% said “don’t know”).
- 4.22 Those most satisfied with the Council were those from ethnic minority backgrounds (80%); students (78%); people living in the South East (79%); and those working full-time (75%). Those least satisfied were those living in the South West (66%); those living in the 20% most deprived SIMD areas (60%); and unemployed people (55%).
- 4.23 Although the questions are not directly comparable, in 2018, the Edinburgh People Survey identified that 65% of residents were satisfied with the way the Council was managing the city and 73% were satisfied with the way it was managing their neighbourhood.

5. Next Steps

- 5.1 Summary findings and data has been shared with all community planning partners and partners have been asked for feedback on how data has helped contribute to strategic planning. Following committee, results will be promoted to colleagues through internal communication channels so that data can be used to inform Council policy and strategy. Topics in the survey cover a broad range of council and

partner operations. It is anticipated that results could help understand perception and attitudes towards key priorities in the Council Business Plan and inform Council strategies including but not limited to the 20 minute Neighbourhoods Strategy, End Poverty Delivery Plan, and the Edinburgh Climate Strategy.

- 5.2 Data from the survey provides a baseline that could be used to monitor performance and progress to achieving outcomes which will be measured through an integrated performance framework. Findings from the survey will support the Local Outcome Improvement Plan activity in the following way:

LOIP 1:

- Inform the refreshed Affordable Credit Action Plan which includes preventing problem debt.
- Provide a baseline to measure progress and improvement in critical areas such as debt.
- Include relevant key findings within Money Counts training and keep raising the awareness of the need to support people promptly with problem debt.
- Support the commissioning specification for the mapping of crisis services and support within LOIP 1's Cash-First programme.

LOIP 2:

- Inform the refreshed LOIP 2 Local Employability Partnership Delivery Plan for 2024-2026 which is being drawn together with an action plan by Rocket Science.
- Support the commissioning of services and support through funds dedicated to LOIP 2 areas, including No One Left Behind and UK Shared Prosperity Funding.
- Target resourcing into communicating messages better and increasing engagement and effectiveness of services, for example with The Edinburgh Guarantee messaging.
- Understand the shared challenges of client groups across the three LOIPs and spot opportunities for better collaboration, for example around digital exclusion.
- Ensure services are informed and shaped by the communities we support, including addressing locality and accessibility.
- Provide a baseline to measure progress and improvement in critical areas.

LOIP 3:

- Support development of refreshed actions for LOIP 3 building on survey findings
- Provide a baseline across key areas of LOIP 3 activity to enable measurement of progress

- Identify role of LOIP 3, working alongside the other LOIP priority groups, in collaborating on the cross-cutting themes identified
 - Identifying ways to enhance community participation and feeling of involvement and inclusion using the data to identify groups and communities who reported they found this more difficult
 - Build on existing test site work, evaluating current projects, to enable roll out of successful models elsewhere using the data to identify particular communities
- 5.3 A joint session between LOIP delivery group members and Strategic Partnership Leads is being planned for February to discuss how findings can inform community planning activity and individual organisational strategy.
- 5.4 Locality data will be presented and discussed at each Locality Community Planning Partnership and locality profiles will be updated so data can be used to help inform and monitor future Locality Improvement Plans.
- 5.5 Where appropriate community planning groups will be asked to identify actions to address findings from the survey.
- 5.6 Progress on any actions taken to address issues will be monitored and reported to the September meeting of the Edinburgh Partnership Board. A draft forward plan of the Edinburgh Partnership is available in appendix 1. Feedback will be sought from partners and strategic partnerships so that a business case can be developed for future rounds of fieldwork.

6. Financial impact

- 6.1 No decision has been made on whether and when to conduct future waves of the survey, but future waves would likely have similar financial implications for the Council, with costs shared amongst Edinburgh Partnership members.

7. Background reading/external references

- 7.1 Scottish Household Survey 2022 Key Findings. Supporting documents include results for individual local authorities – [Supporting documents - Scottish Household Survey 2022: Key Findings - gov.scot \(www.gov.scot\)](#)
- 7.2 Summary of all questions from the survey have been published online – [Edinburgh Partnership Survey Results](#)

8. Appendices

Full data tables are provided for reference.

Appendix 1 – Draft Forward Plan for the Edinburgh Partnership Board

Appendix 1 – Draft Forward Plan for the Edinburgh Partnership Board



Report/Strategy	Purpose	Date
Ending Poverty-Related Hunger in Edinburgh	Annual Report on Progress	5 March
Edinburgh Transformation and Improvement Programme	Update on T&I Programme	5 March
Edinburgh Partnership Performance Framework	Update on development of EP Performance framework	5 March
UK Shared Prosperity Fund	Annual Report on Progress	11 June
Edinburgh Transformation and Improvement Programme	Update on T&I Programme	11 June
LOIP	Annual Report on Progress	TBC September
Community Justice Outcome Activity Local Area Annual Return	Annual Report on Progress	TBC September
Community Safety Strategy	Annual Report on Progress	TBC September
Edinburgh Partnership Survey update	Report on feedback around the EP Survey	TBC September
Edinburgh Transformation and Improvement Programme	Agree T&I Plan	TBC September
End Poverty Edinburgh Annual Report	Annual Report on Progress	TBC December
Children Services Plan	Agree The Edinburgh Children's Partnership Plan 2023-2026	TBC
Edinburgh 2030 Climate Strategy	Annual Report on Progress	TBC
Community Learning and Development Plan	Agree new CLD Plan	TBC
LIP (s)	Agree new LIPs	TBC