

# Policy and Sustainability Committee

10:00, Tuesday 20 April 2021

## Capital Residents Survey

Executive/routine  
Wards  
Council Commitments

### 1. Recommendations

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1.1 The Committee notes the findings of the Capital Residents Survey Results.

**Andrew Kerr**

Chief Executive

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## Capital Residents Survey

### 2. Executive Summary

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- 2.1 This report summarises the results of the Capital Residents Survey (CRS), which took place between 12 October and 2 December 2020. The survey was jointly funded with NHS Lothian and focused on resident experience of services during Covid-19 and areas of mutual interest to both organisations, such as alternative service delivery mechanisms.
- 2.2 The CRS was conducted by telephone with 1,005 residents of Edinburgh interviewed. The findings of the survey aid understanding of how residents of Edinburgh were affected by changes to service provision during this period and will help the Council prioritise and focus resources during the recovery period.
- 2.3 Whereas previous large-scale Council surveys have been undertaken face-to-face and both in-home and in-street, the circumstances of the pandemic meant that a telephone survey method was the best option to reach a diverse and representative group of residents.
- 2.4 Since March 2020, when the UK first went into lockdown, 80% of Edinburgh residents said they were satisfied with the services provided by the Council.
- 2.5 One third of respondents reported that they had contacted the Council since lockdown began, with 67% satisfied with the service they received.
- 2.6 The results also demonstrated positive impacts of lockdown, with over half of the participants (53%) walking for leisure more than before, 45% increasing the time spent talking to friends and family and a third (33%) upping their general exercise. Two thirds of respondents generally felt satisfied with life nowadays.
- 2.7 When asked about future provision of services, three quarters of respondents agreed it would be more convenient if libraries, community centres and advice services were all available in the same place. The majority of people who took part (58%) said it would make sense to have all public services delivered from one location.
- 2.8 14% of respondents were dissatisfied in general with Council services; with the main reasons being roads, communication problems, street cleaning and refuse collection.

- 2.9 The Council will continue to explore co-funding opportunities with Edinburgh partners to ensure any future citizen surveys deliver value for money and address partnership priorities efficiently.

### 3. Background

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- 3.1 The onset of the Covid-19 pandemic in early 2020 had wide ranging impacts on all aspects of life. This included a significant interruption in the provision of local government and healthcare services, as local councils and health boards dealt with the effects of Covid-19 restrictions.
- 3.2 City of Edinburgh Council and NHS Lothian identified a need to understand how residents of Edinburgh were affected by these changes to service provision, to help prioritise and focus resources during the recovery period. Identifying new ways to deliver services that people need and want is essential to ensure residents continue to get improving services that meet their needs, improve overall outcomes and are value for money.
- 3.3 In addition, ongoing research to gather national statistics has been interrupted by necessary safety measures relating to Covid-19, making it more important than ever for local services to have robust, local data collection.
- 3.4 The Capital Residents Survey (CRS) took place between 12 October and 2 December 2020. The survey was conducted by telephone, with 1,005 residents of Edinburgh interviewed.
- 3.5 In conducting the survey, quotas were set for the CRS based on age, gender and geographical location to ensure coverage of both central and outer Edinburgh. The findings therefore provide good data at city level and by key demographics. However, ward and locality data are not available on this occasion and this is something that will be explored in future and when the restrictions of lockdown no longer apply.

### 4. Main report

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- 4.1 The key findings at a citywide level show:
- Contact with services**
- 4.2 Since March 2020, when the UK first went into lockdown, 80% of Edinburgh residents were satisfied with the services provided by the Council compared to 14% who said they were dissatisfied.
- 4.3 Respondents who said they were dissatisfied with services were asked what the main reason for their dissatisfaction was. The main sources of dissatisfaction were issues around roads, followed by communications problems, such as the council not following up when promised, and street cleaning/refuse collection concerns.

- 4.4 One in ten respondents had visited a Council office in the past year, 5% had received social care / social work services and 21% had visited their local library.
- 4.5 33% of respondents reported that they had contacted the Council since lockdown began in March 2020, with 67% saying they were satisfied with the service they had received. For those who were dissatisfied, the key reasons were not receiving a response (25%) and their issue remaining unresolved (22%).
- 4.6 Whilst respondents reported a range of reasons for contacting the Council, many related to waste, refuse and bin collections. 48% used the website to contact the Council, while just over a third telephoned and/or emailed.
- 4.7 Men (56%) were more likely than women (40%) to use online methods to contact the Council, while women preferred to use the telephone (42%, compared to 30% of men). In addition, respondents from socio-economic groups<sup>1</sup> C2DE were more likely to prefer contact via telephone (54%, compared to 27% ABC1).
- 4.8 90% of respondents said they felt confident using the internet. Those less likely to be confident internet users were respondents aged 65+ (22% not confident) and respondents from socio-economic groups DE (18%).

#### **Future access to services**

- 4.9 Three quarters of respondents agreed that it would be more convenient if libraries, community centres and advice services were all available in the same place. Agreement that services could be more conveniently provided in one place was generally consistent across the demographic profile of the sample.
- 4.10 Approximately three quarters also agreed that they would be comfortable using sports and leisure facilities at a local school. The key concern for those who disagreed was worry about spreading or catching Covid during the pandemic. While there were very few differences in opinion about using school sports facilities by age or socio-economic groups, men (82%) tended to be more comfortable with the idea than women (71%).
- 4.11 The majority (58%) of respondents agreed that it would make sense to have all public services available in one location, while 30% disagreed and 12% were unsure. Reasons for disagreement were concerns that it would not work practically (20%), and/or felt it was unnecessary to consolidate services in one location (16%). Younger respondents and socio-economic group DE were more likely to agree to co-location of public services (66% aged 16-24, 65% group DE).

#### **Impact of pandemic on individuals**

- 4.12 During the pandemic, 58% of respondents have been working from home. For most of these respondents it had been all of the time (64%). When asked about

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<sup>1</sup> Socioeconomic Groups (SEG) are a commonly used definition of individuals based on their employment status. The groups are approximately: A – senior managerial / professionals; B – managerial / professionals; C1 – supervisory / administrative / clerical; C2 – skilled manual occupations; D – semi-skilled and unskilled manual occupations; E – unemployed and retired. SEG is generally considered less disclosive than salary and is therefore easier to obtain in survey data.

preferences for working after the pandemic, 55% would like to work always or mostly at home and 41% would prefer to work always or mostly away from home.

- 4.13 The pandemic has had a positive impact on some aspects of people's lives in Edinburgh. 53% of respondents reported that they were walking for leisure more, 36% were visiting parks more and 39% were reading / listening to audio books more. 33% of respondents were also exercising more, although 26% reported they were exercising less. Many were also talking more to friends, family and neighbours.
- 4.14 Scottish Government has been monitoring public attitudes to the Coronavirus pandemic in Scotland using established questions about wellbeing from the Annual Population Survey conducted by the Office of National Statistics since 2010. While the CRS used all four wellbeing questions, the YouGov survey used by Scottish Government only monitored levels of anxiety and happiness. During 20-21 October, 51% of respondents reported high levels of happiness and 39% reported feeling high levels of anxiety the previous day.
- 4.15 Of those responding to the CRS, the majority reported high or very high levels of happiness, with 70% saying they had felt happy yesterday – significantly above the October YouGov rating for Scotland. When asked how anxious people had felt the previous day, 26% of respondents reported high levels of anxiety, significantly lower than the whole Scotland score.
- 4.16 Of those responding to the CRS, 67% generally felt satisfied with life nowadays, although 1 in 10 reported low levels of satisfaction. 75% of respondents felt the things they do in life are worthwhile.
- 4.17 In general, respondents of the CRS from lower socio-economic groups, those living with a health condition, and / or living alone were more likely to report lower levels of wellbeing.

## **5. Next Steps**

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- 5.1 The findings of the CRS will be shared with the Adaptation and Renewal Programme's officer working groups to inform understanding of resident experience of services, assist with prioritising resource and future service provision, and to help the Council deliver the Business Plan Outcomes.
- 5.2 The Council will seek further cooperation from city partners to fund citizen surveys in future.

## **6. Financial impact**

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- 6.1 The independent market research company, Progressive Partnership Ltd was appointed to conduct the fieldwork on our behalf. The value of the awarded contract is £33,340 (excluding VAT) with the cost shared equally with NHS Lothian.

## **7. Stakeholder/Community Impact**

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- 7.1 The survey methodology ensures statistically representative results at city level in terms of age and gender and at geographical level for central and outer Edinburgh. The survey is a key tool for understanding resident experience of services during Covid-19 and views on alternative service delivery mechanisms.
- 7.2 NHS Lothian was consulted on survey design to ensure questions were relevant and meaningful to their interests.
- 7.3 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, as well as on satisfaction with council services.

## **8. Background reading/external references**

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- 8.1 [Public attitudes to Coronavirus: November update \(YouGov weekly Scotland survey\)](#)


## **9. Appendices**

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- 9.1 Summary of Capital Resident Survey results.



progressive



City of Edinburgh Council &  
NHS Lothian  
Capital Residents Survey 2020  
January 2021



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Views on options for future development of services



Impact of pandemic on work, leisure and wellbeing



Summary and conclusions

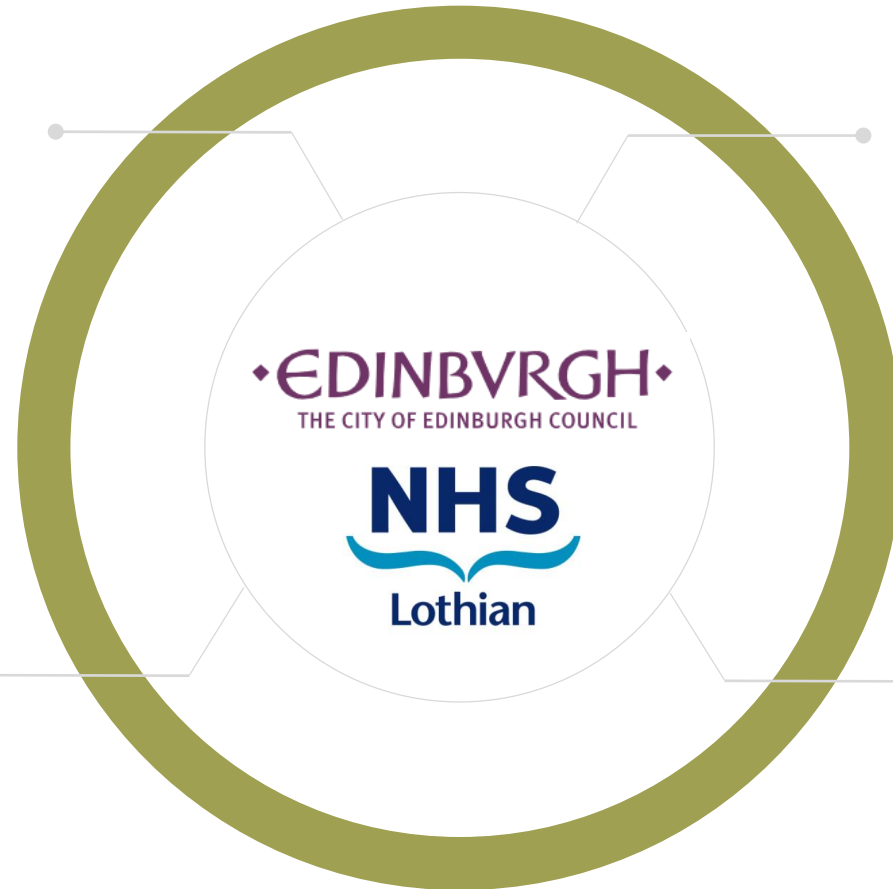


# Project background



The onset of the Covid-19 pandemic in early 2020 had wide ranging impacts on all aspects of life. This included a significant interruption in the provision of local government and healthcare services, as health boards and local councils dealt with the effects of Covid-19 restrictions. These challenges, including the financial impact of the pandemic, came at the end of a long period of austerity in the public sector, providing a difficult back-drop to service provision and a continuing need to deliver best value.

City of Edinburgh Council (CEC) and NHS Lothian identified a need to **understand how residents of Edinburgh were affected by these changes to service provision**, to help prioritise and focus resources during the recovery period. They also wished to **identify new ways to deliver services that people need and want**, to ensure that residents get the best possible value from their contributions.






In addition, ongoing research to gather national statistics will have been interrupted by necessary safety measures relating to Covid-19, making it more important than ever for local services to have robust, local data collection.

CEC and NHS Lothian therefore commissioned Progressive to conduct research with Edinburgh residents in order to gather their views and experiences in relation to the pandemic, and on future provision of services in the capital.

## Method and sample

- Research conducted by Computer Aided Telephone Interviewing (CATI).
- Target sample: residents of Edinburgh.
- Quotas were set for age and gender, and data was weighted to ensure the sample was representative of the population of Edinburgh (though minimal weighting was required).
- Quota were also set on geographical location to ensure coverage of both central and outer Edinburgh.
- Fieldwork conducted between 12<sup>th</sup> October and 2<sup>nd</sup> December 2020.
- Target sample size was 1,000, final achieved sample was 1,005.
- Sample provides a dataset with a margin of error of between  $\pm 0.62\%$  and  $\pm 3.09\%$ , calculated at the 95% confidence level.

## Analysis and reporting notes

- The data set was weighted to ensure it was representative of the population of Edinburgh. Weighting was based on interlocking age and gender, and location.
- Only statistically significant differences are reported – differences significant at the 95% confidence level indicated with red and green circles; dotted lines indicate significance at 90% confidence level.  
- Where base sizes are low a caution sign is shown. These results must be read with caution. 
- Where figures do not add to 100% this is due to multi-coded responses or rounding.
- Figures for 1% and 2% are not shown on charts for ease of reading.

# Sub-samples used in analysis



- Data for sub-samples are included in this report. These sub-samples and the unweighted base sizes for each are shown below. All bases shown in this report are the unweighted base sizes.
- It should be noted that base sizes for routed questions will be lower and the margin of error on these data will be higher.

Age	No.
16 – 24	119
25 – 44	357
45 – 64	303
65+	200

Gender	No.
Male	453
Female	523
Other	3

Socio-economic group	No.
AB	308
C1	280
C2	126
DE	218

Ethnicity / nationality	No.
BAME/non-UK nationality	150
Non-BAME/UK nationality	807


\* For analysis BAME/non-UK nationality includes Black, Asian, minority ethnic groups and respondents who identified themselves as non-UK origin/nationality.

Long term illness, disability	No.
Yes	289
No	663

Children in household	No.
Yes	223
No	756

Household	No.
Single adult household	174
Single parent household	22
More than 1 adult, no children	582
More than 1 adult, with children	201

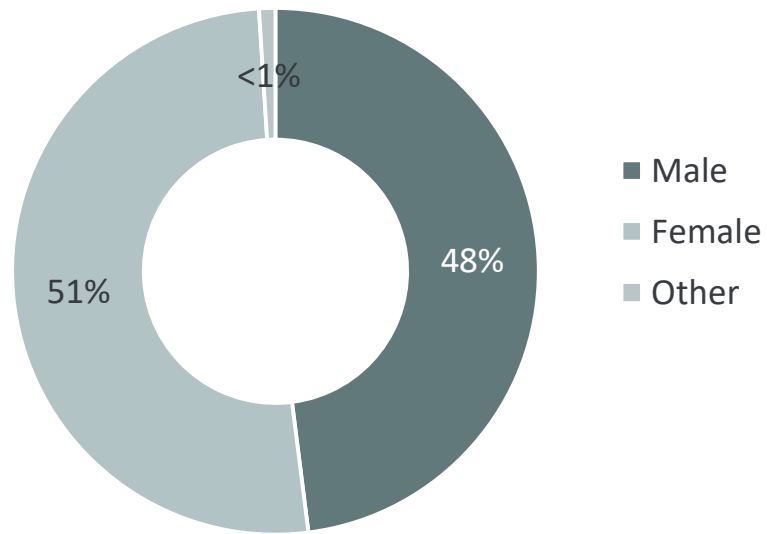
Data from sub-samples with low base sizes should be treated with caution.



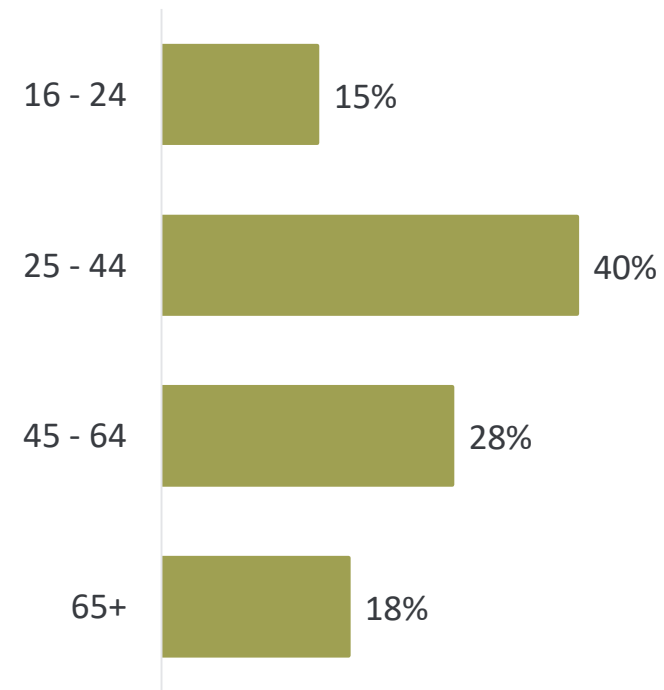
# Sample profile

Data was weighted by age and gender to match the profile of residents living in Edinburgh. Weighting factors were based on Census data.

Gender (weighted)



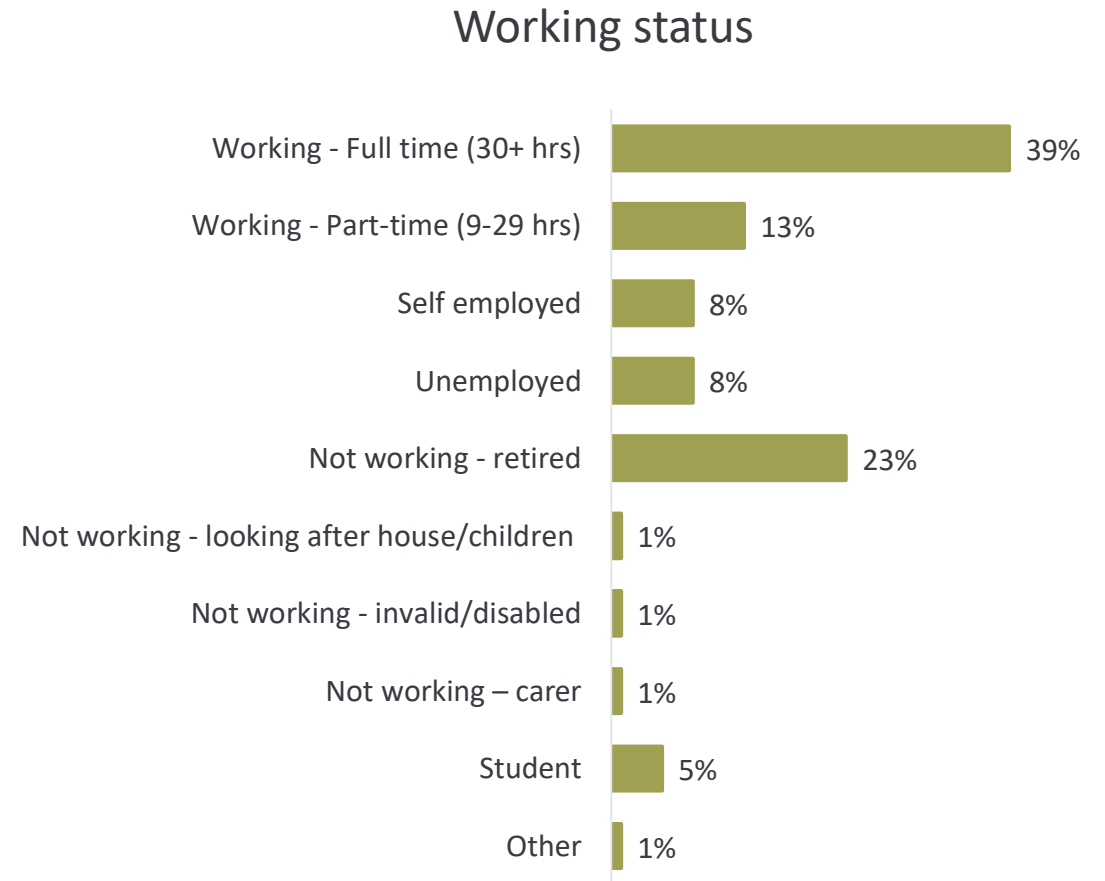
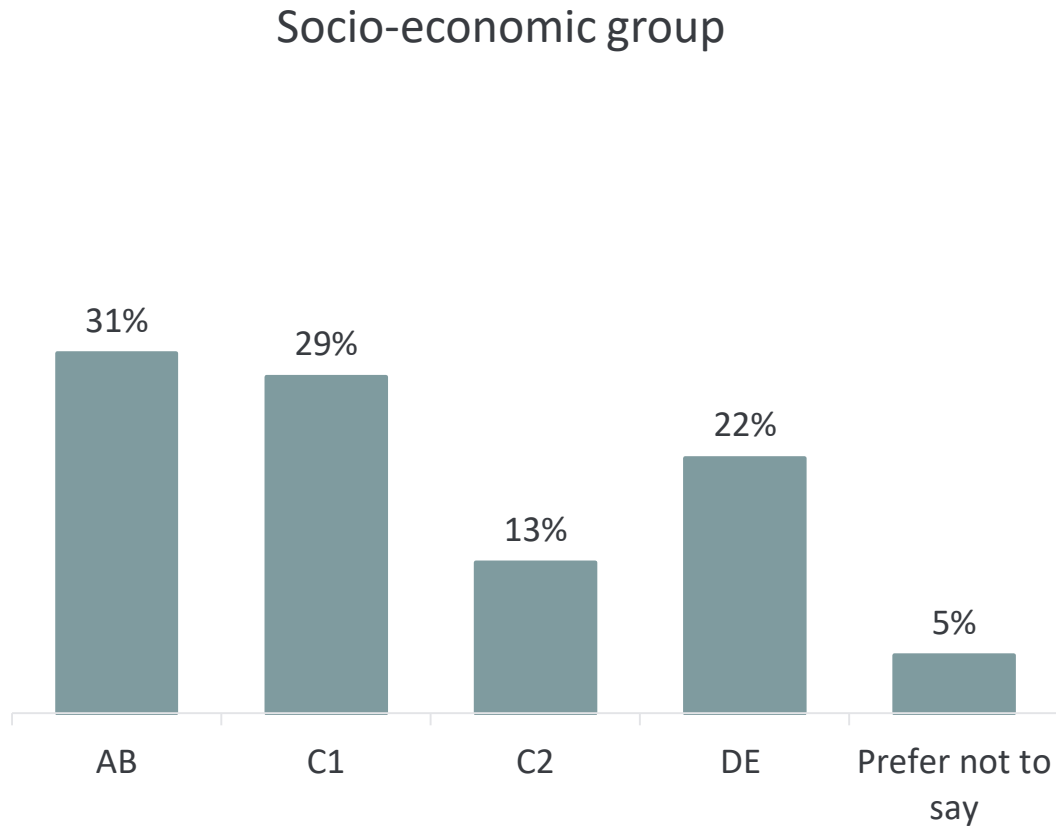
Age (weighted)



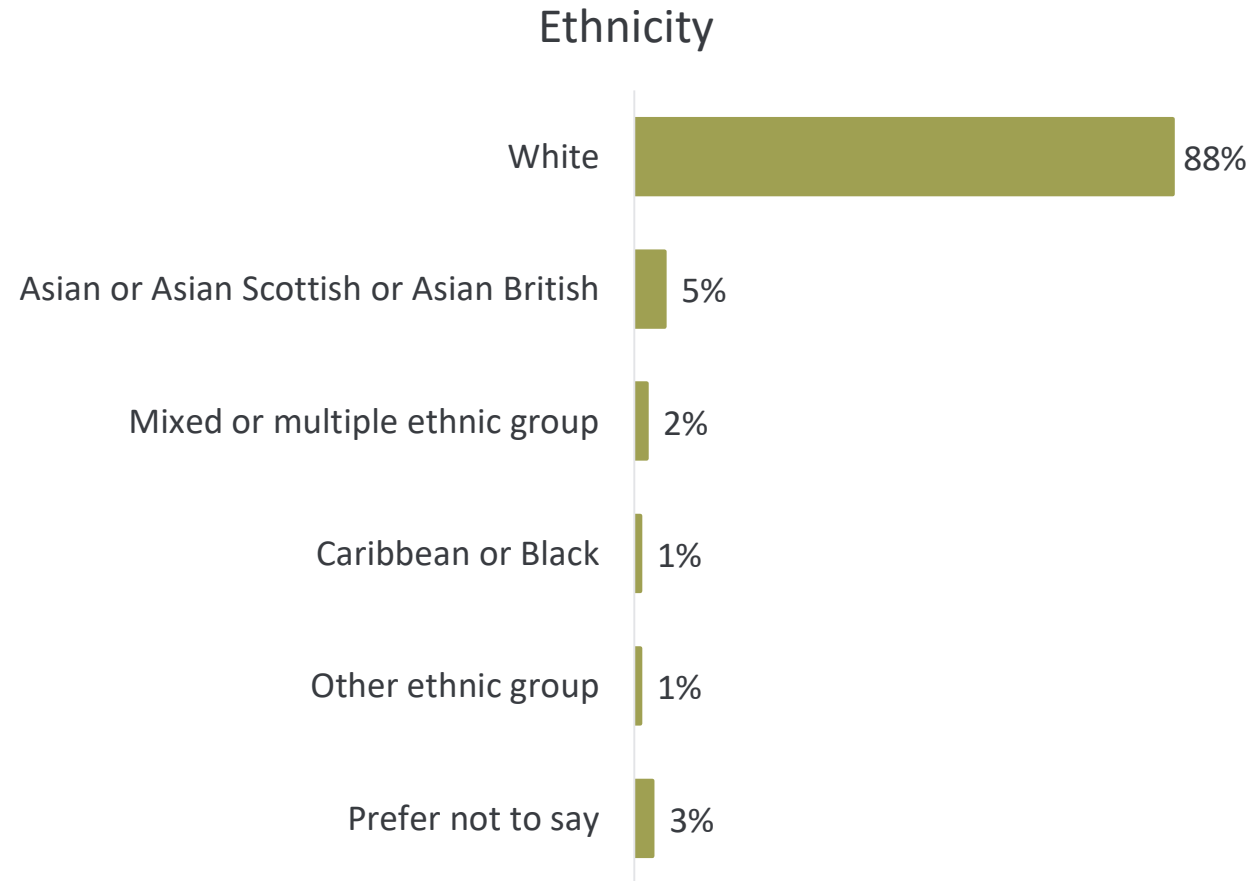
SQ4: How would you identify your gender?  
SQ5: How old are you?

Unweighted data for age and gender are detailed in the appendices.

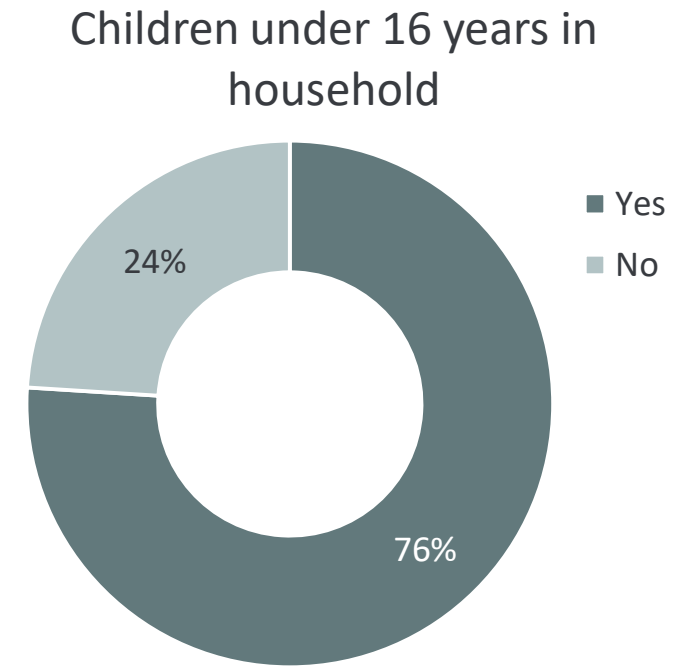
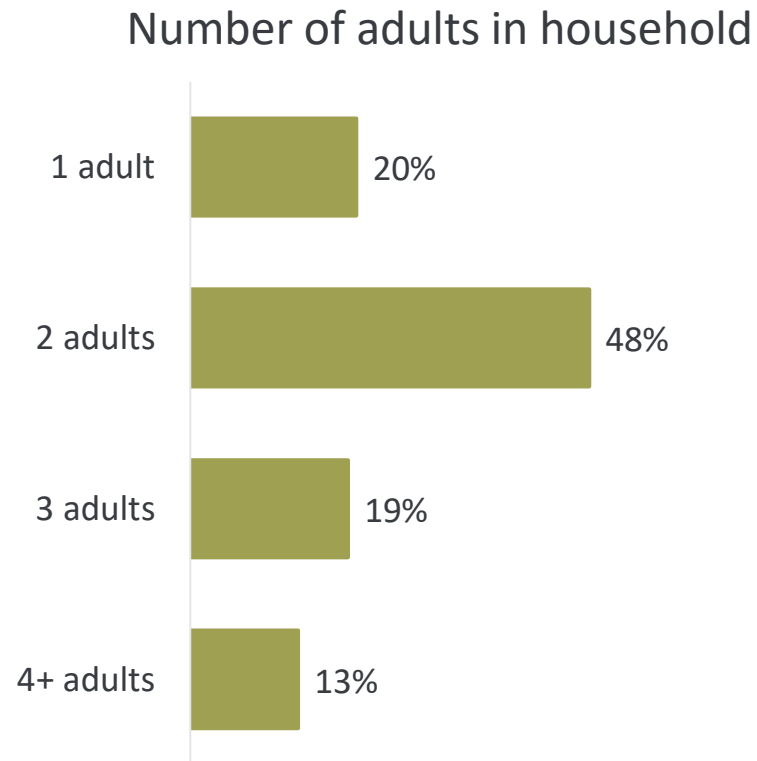
The majority of the sample was within the more affluent AB and C1 socio-economic groups. Six in ten were working, while almost a quarter were retired.



Almost one in ten respondents identified as belonging to a Black, Asian or minority ethnic group.



Almost half of respondents lived in a household with two adults, while one in five lived in a one adult household. Three quarters of respondents reported having children in the household.

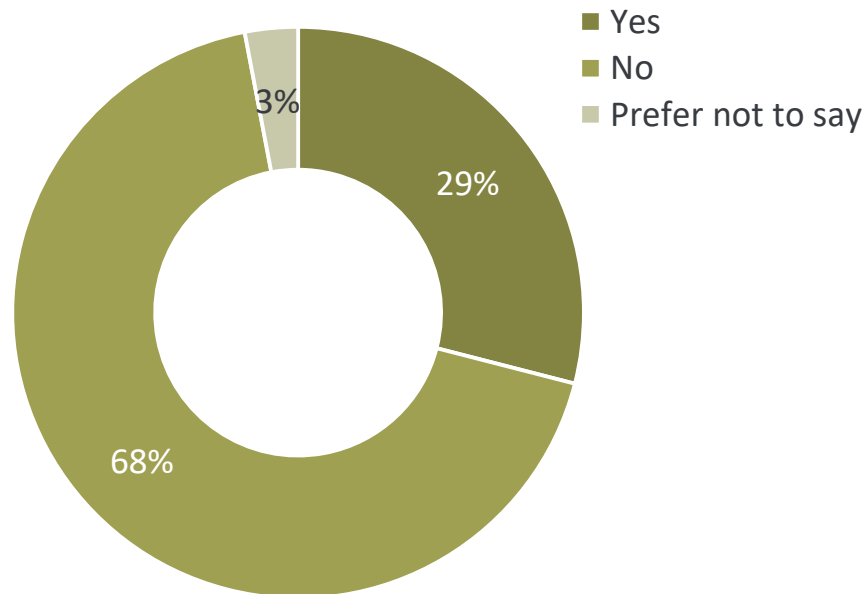




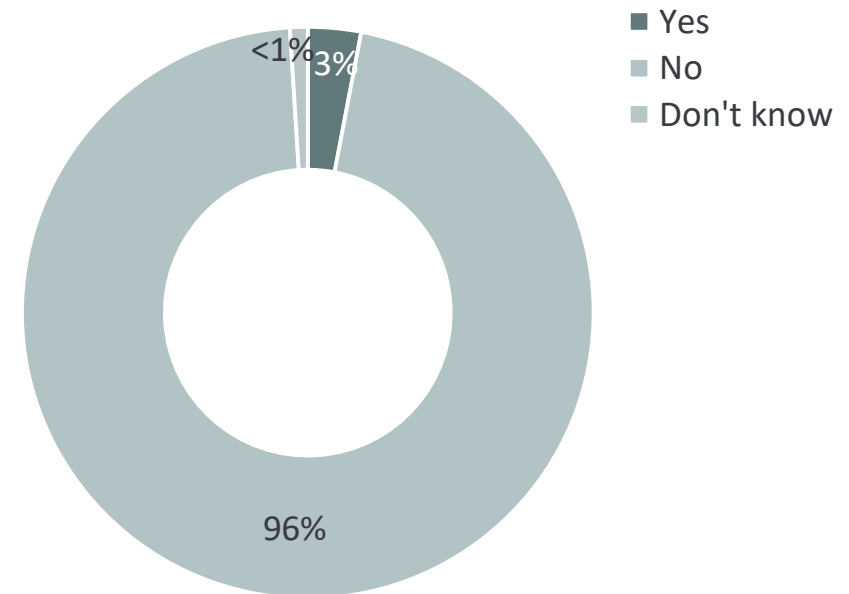


Three in ten respondents reported that they have a long term illness, health problem or disability. Only a very small proportion of 3% reported that they or someone in their household had been diagnosed with Covid-19. This is in line with the national average of 3%.

Long term illness, health problem or disability

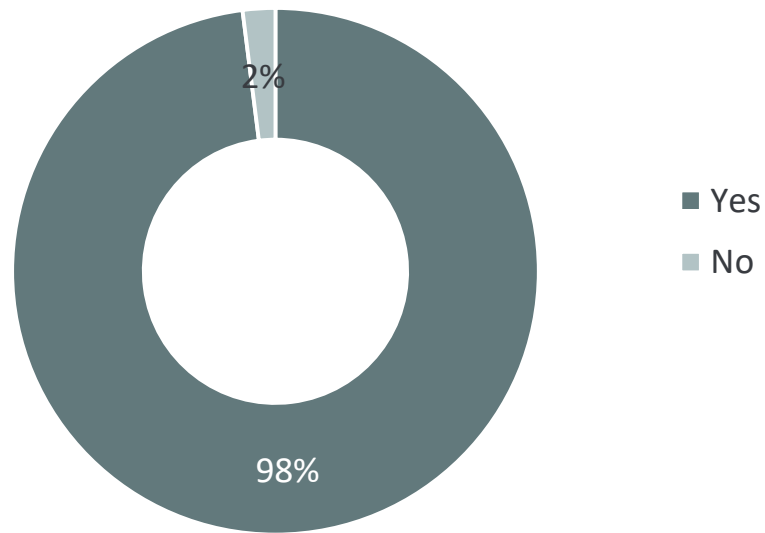


Have you or someone in your household had Covid-19?

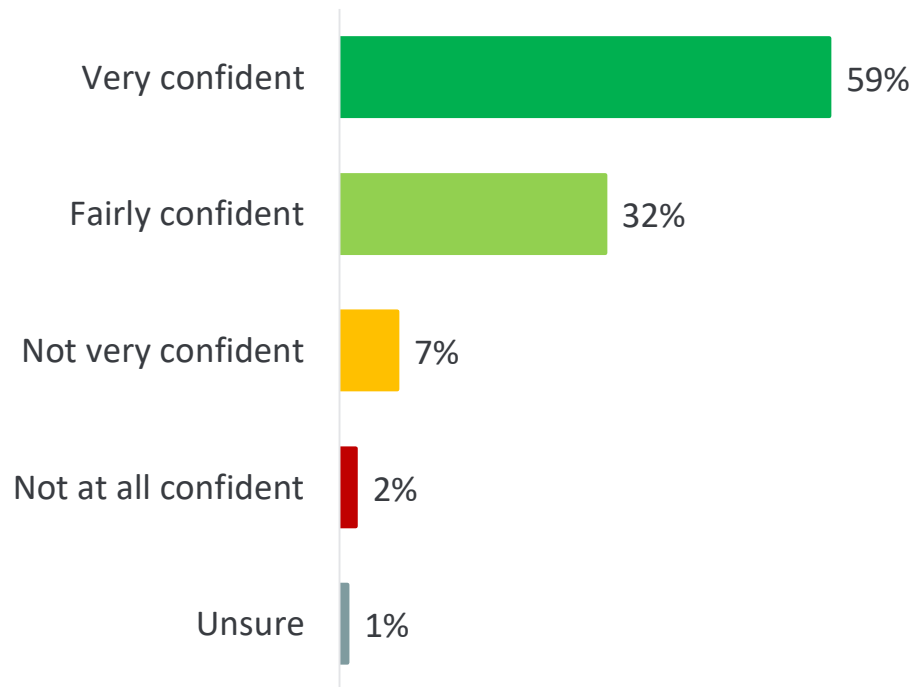


Almost all respondents reported having access to the internet at home and the vast majority (90%) claimed to be confident internet users. Almost 1 in 10 however, did not feel confident using the internet.

Internet access at home?



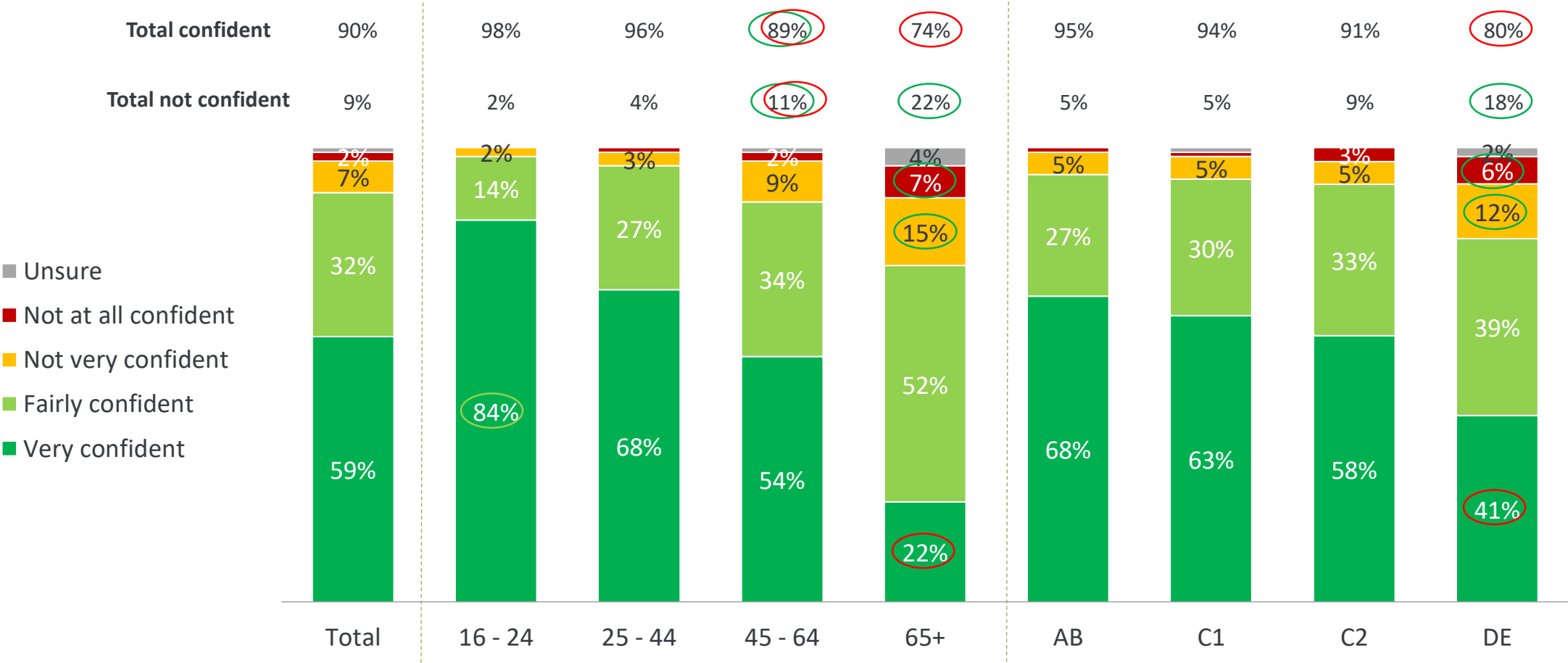
Confidence using the internet



Q31: Do you have internet access at home – through a computer, mobile phone or other device?  
Q32: Overall, how confident are you as an internet user?



Confidence using the internet varied with age and socio-economic group. In particular confidence decreases significantly the older the respondent. Those within the least affluent DE socio-economic group were also less likely to be confident using the internet.

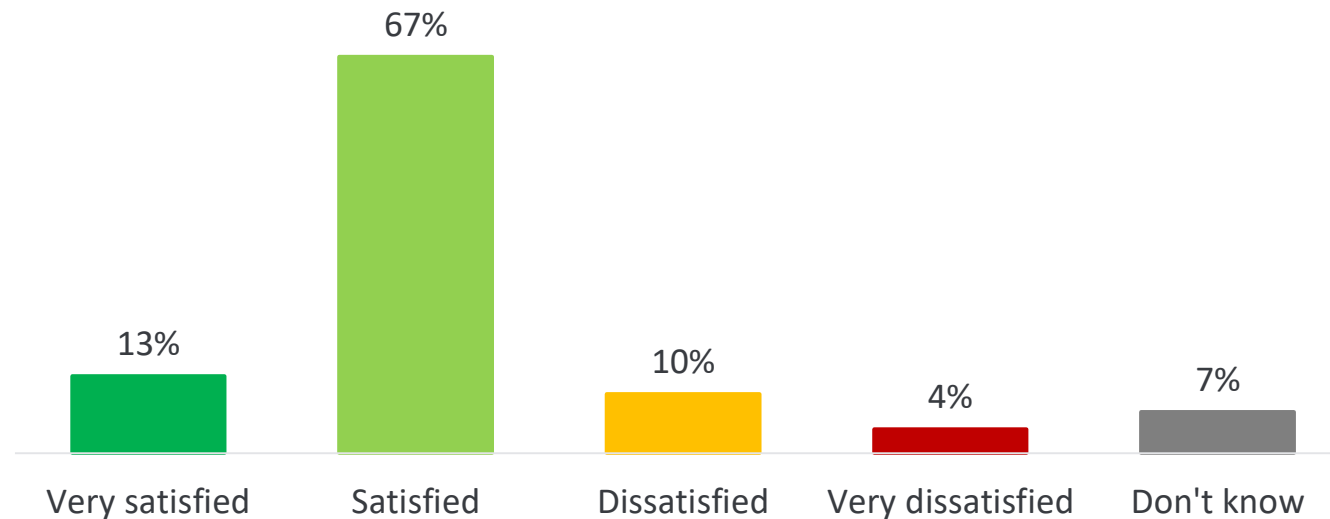




# City of Edinburgh Council services

In total, four fifths of respondents were satisfied with the services provided by Edinburgh Council in the last few months; 14% were dissatisfied.

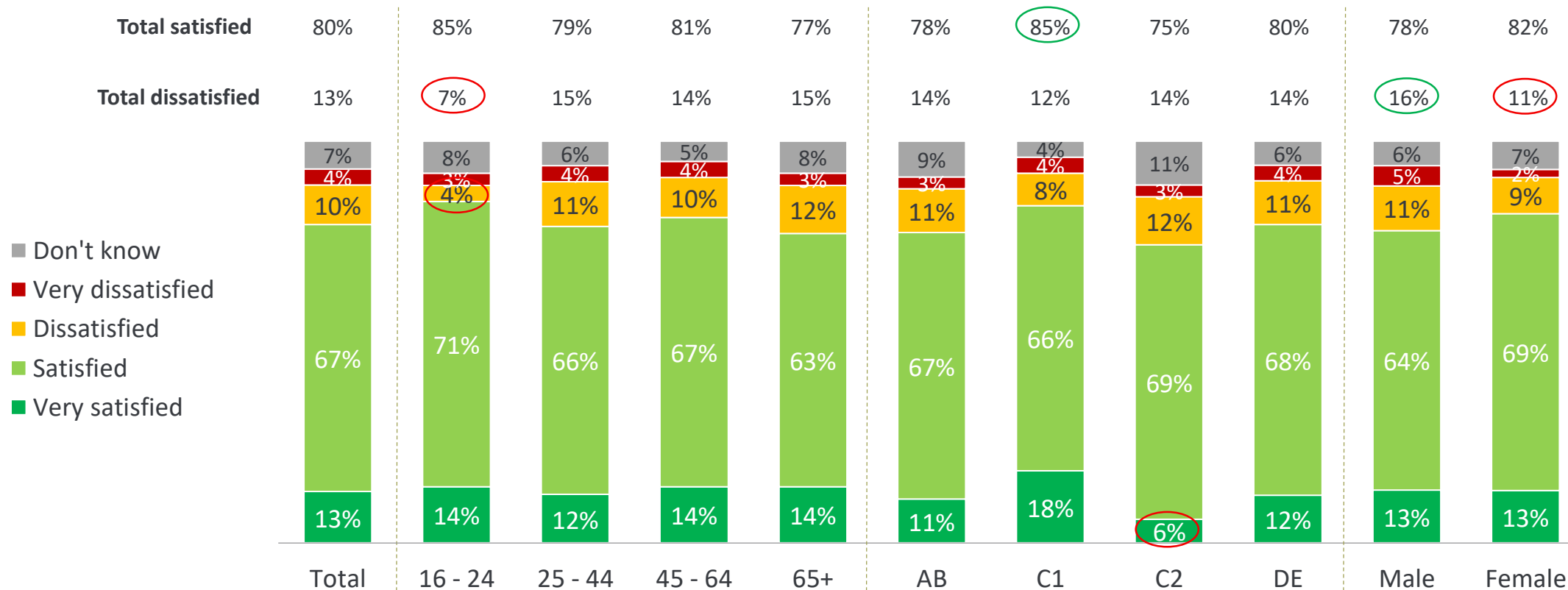
Overall satisfaction with services provided by City of Edinburgh Council





Satisfaction was generally consistent across the demographic profile, although 16 to 24 year olds and women were less likely to say they were dissatisfied and C1s tended to more satisfied.

Overall satisfaction with services provided by City of Edinburgh Council



Q1: I want to ask you about your overall opinion of public services over the last few months, since March 2020, when the UK went into lockdown. Overall, how satisfied or dissatisfied are you with the services provided by Edinburgh Council?

The main sources of dissatisfaction were issues around roads, followed by communications problems, such as the council not following up when promised, and street cleaning/refuse collection concerns. There were some perceptions of the council not caring or being unaccountable. Some of these concerns related to changes and adaptations in relation to roads, refuse collection, etc. during lockdown and the covid pandemic generally.

### Reasons for dissatisfaction



\*Responses of 1% or less not shown

*Roads have been disrupted. Cycle lanes should be designed in a better way as they are confusing right now. Dissatisfied with the tip.*

*Due to the roads and cycle ways, traffic isn't very good.*

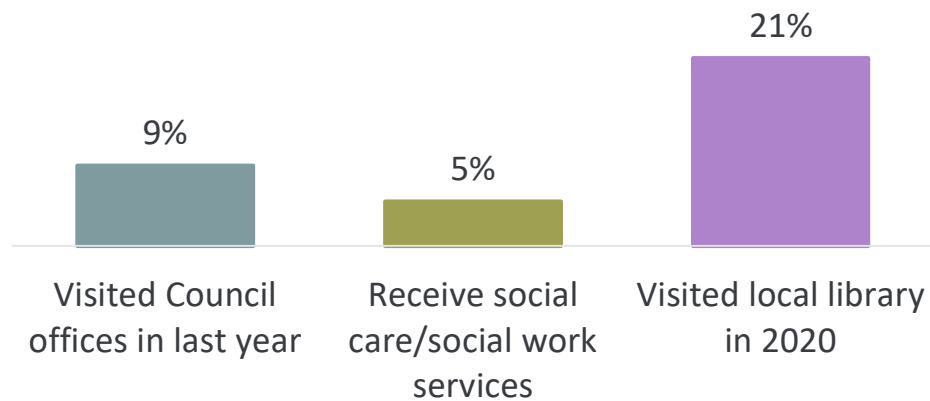
*Seems like there's no bin men around and face masks everywhere, lots of rubbish. They've stalled the bus night service.*

*Rubbish has been horrendous, rubbish has piled up into the street.*

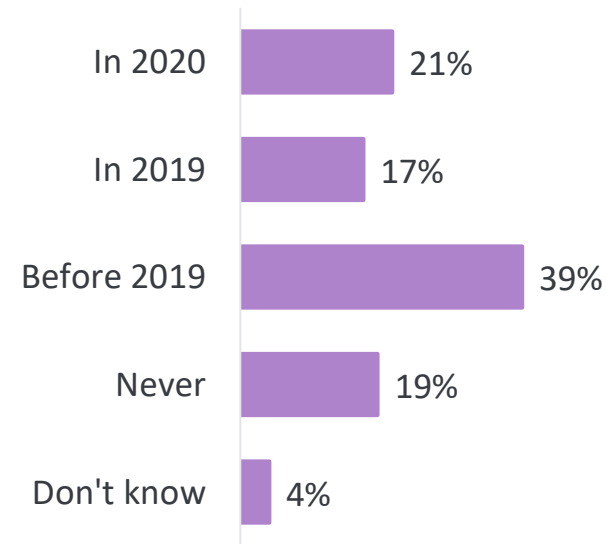
*Because they have brought in policies using covid as an excuse, if they want to change road networks they need traffic order (temporary traffic order) where its in public interest or safety they have brought in multiple road traffic orders with out consulting public and using covid as a way of getting around this.*

One in ten respondents had visited Council offices in the past year and 1 in 5 had visited their local library. In total, three quarters of respondents had ever visited their local library. Library use was highest amongst women, people aged over 35 and people with children.

### Use of Council services



### Last time visited local library



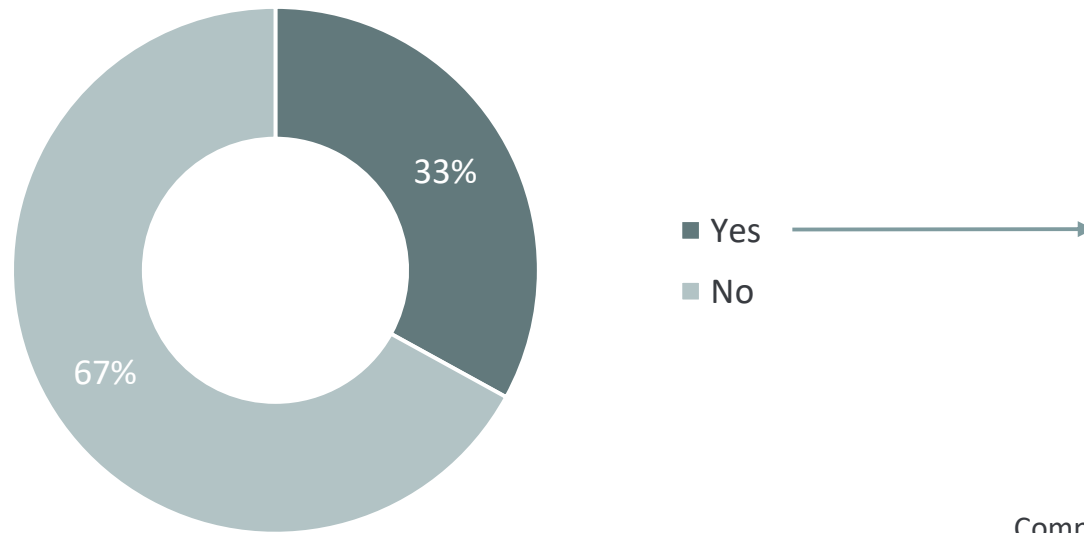
- Women (25%) were more likely to have visited a library in 2020 than men (17%).
- Respondents aged under 35 years old were less likely to have visited a library in 2020 (11%) than those aged over 35 (24%).
- People with children (28%) were also more likely to have visited a library in 2020 than those without (18%).

Q8: Do you or anyone else in your household currently receive any social care or social work services?  
 Q9: In the last year, have you visited a Council office for any reason?  
 Q10: When was the last time you visited your local library?



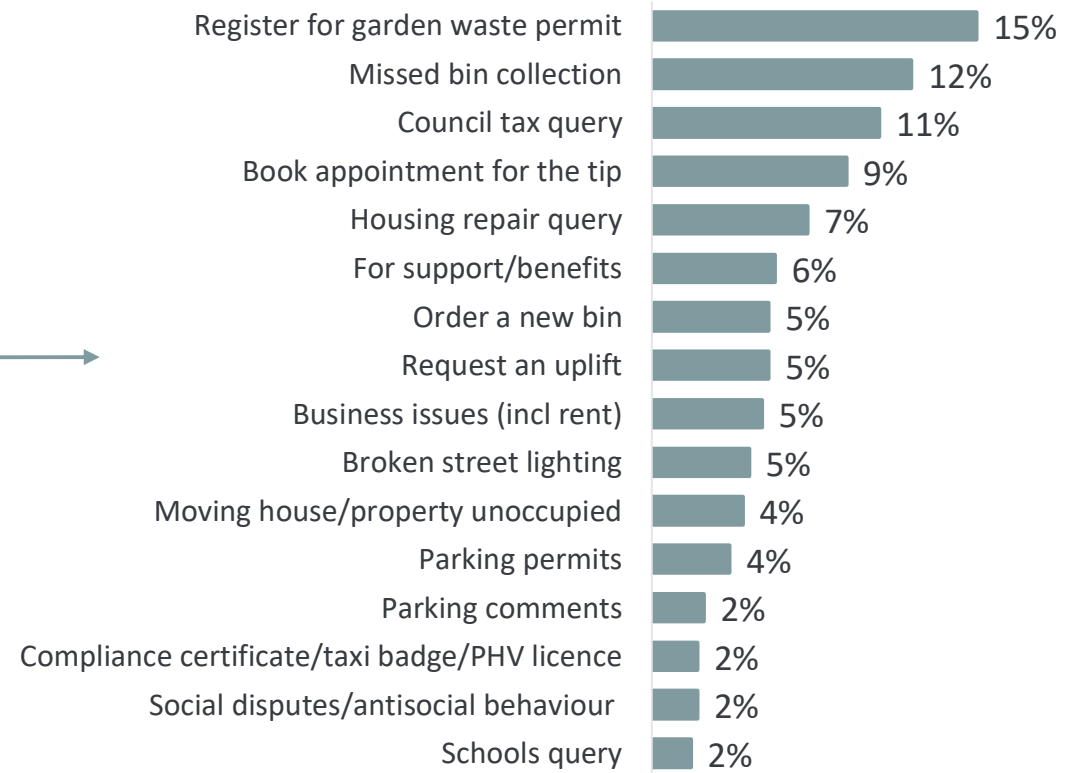
One third of respondents reported that they had contacted City of Edinburgh Council since lockdown began in March 2020. These respondents reported a range of reasons – with many relating to waste, refuse and bin collections.

Contacted City of Edinburgh Council since March?



• Respondents aged under 35 were less likely to have contacted the council (21%) than those aged 35 or older (37%).

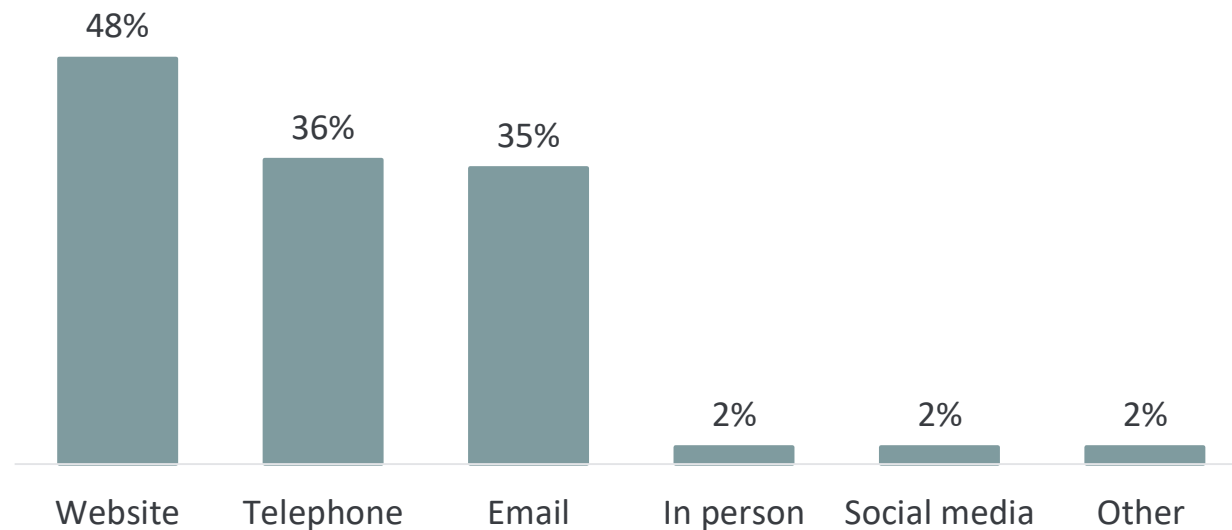
Reason for contact



\*Responses of 1% or less not shown

Almost half of those who had contacted City of Edinburgh Council since March used the website, while just over a third telephoned and/or emailed. Some differences in contact preferences were noted between men and women and across socio-economic groups.

Method of contact with Council

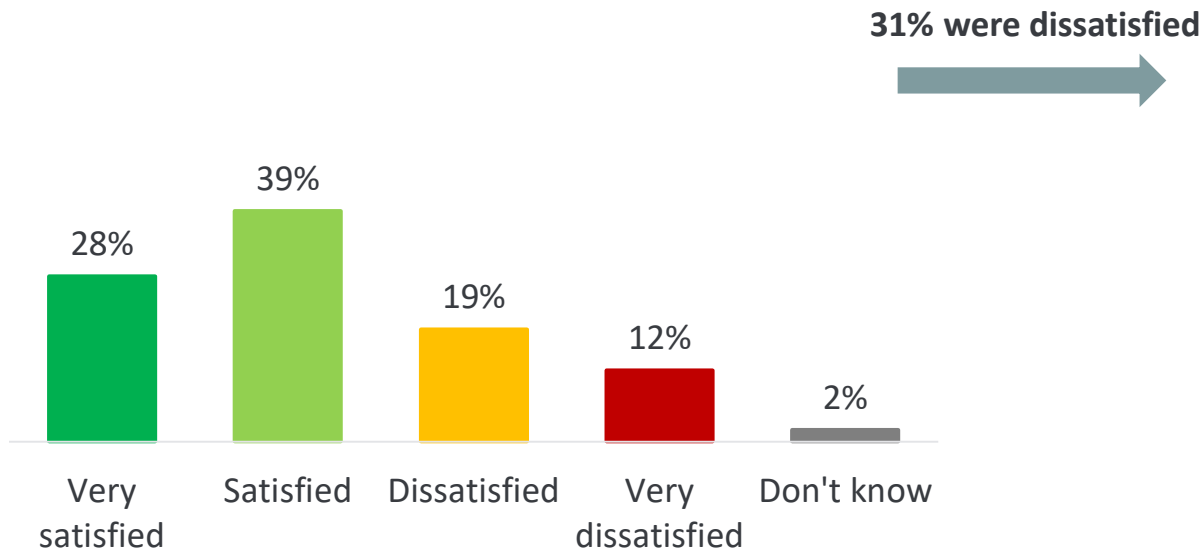


- Men (56%) were more likely than women (40%) to use the website, while women were more likely to prefer to telephone (42%, compared to 30% of men).
- People within the ABC1 socio-economic groups tended to prefer contact via the website (58%, compared to 32% of C2DE) while those within the C2DE group tended to prefer telephone (54%, compared to 27% ABC1).

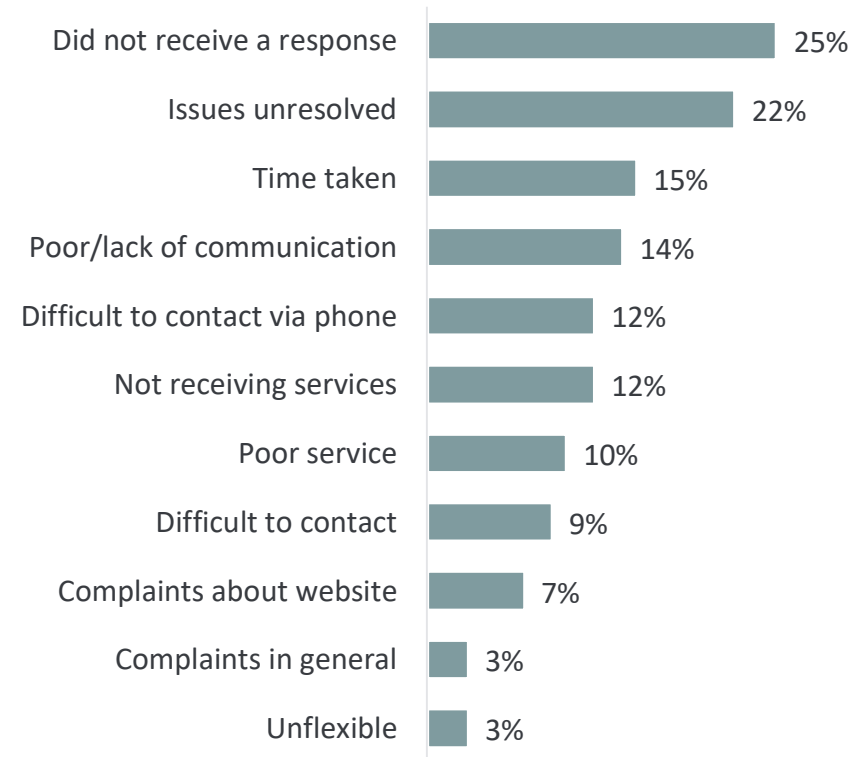
Base: (those who have contacted Council): 330

Two thirds of those who contacted the council were satisfied with the service they received. Amongst those dissatisfied, the key reasons were not receiving a response and their issue remaining unresolved.

### Overall satisfaction with service received



### Reasons for dissatisfaction

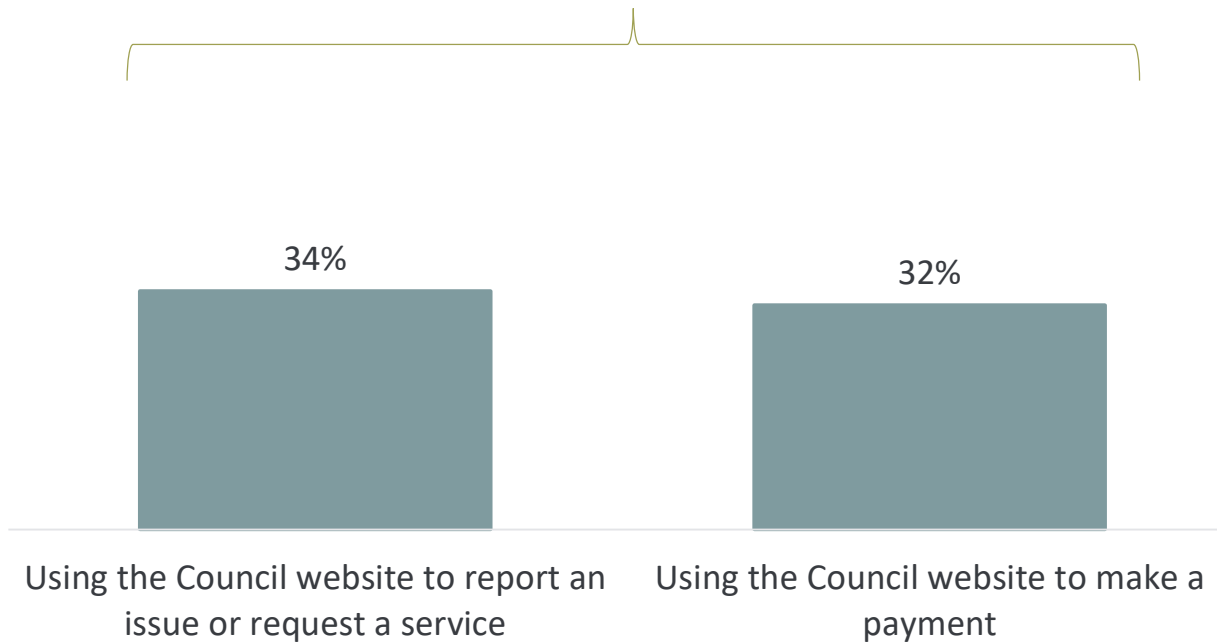


\*Responses of 1% or less not shown


Half of respondents reported that they had used the Council website in the last few months, with a third reporting an issue or requesting a service and a third making a payment. Younger respondents and those in the lower socio-economic groups were the least likely to have used the website.

### Services experienced in last few months

49% used at least one service



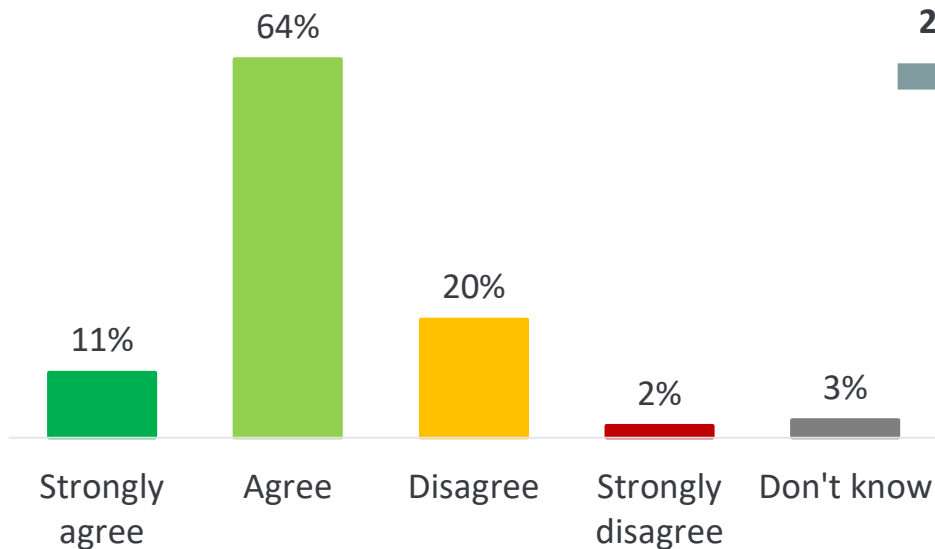
- Respondents within the AB (39%) and C1 (38%) socio-economic groups were more likely than DEs (22%) to use the website to report and issue/request a service. ABs (36%) and C1s (38%) were also more likely to make a payment via the website than DEs (25%).
- 16 to 24 year olds were the least likely to use the website (18% to report an issue/request a service; 12% to make a payment) and 45 to 64 year olds were the most likely (47% to report an issue/request a service; 47% to make a payment).



# Views on options for future development of services

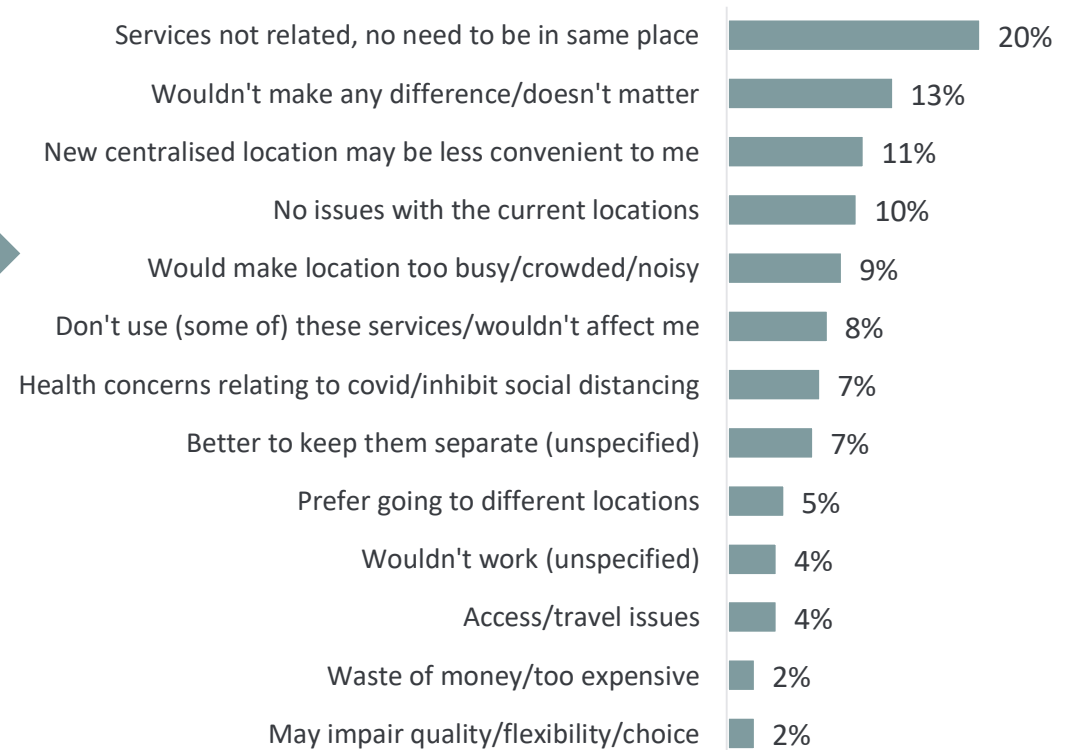
Three quarters of respondents agreed that it would be more convenient if libraries, community centres and advice services were all available in the same place. One in five disagreed, mainly because they did not see what the benefit would be and because the new location might be less convenient than current provision.

It would be more convenient for you if libraries, community centres and advice services were all available at the same place



**21% disagreed**

### Reasons for disagreeing



\*Responses of 1% or less not shown

Q41: Because of the pandemic, all public service providers have had to rethink what services they provide and how these are provided. I'm going to read out some statements and for each one I want you to say whether you strongly agree, agree, disagree, strongly disagree or don't know.

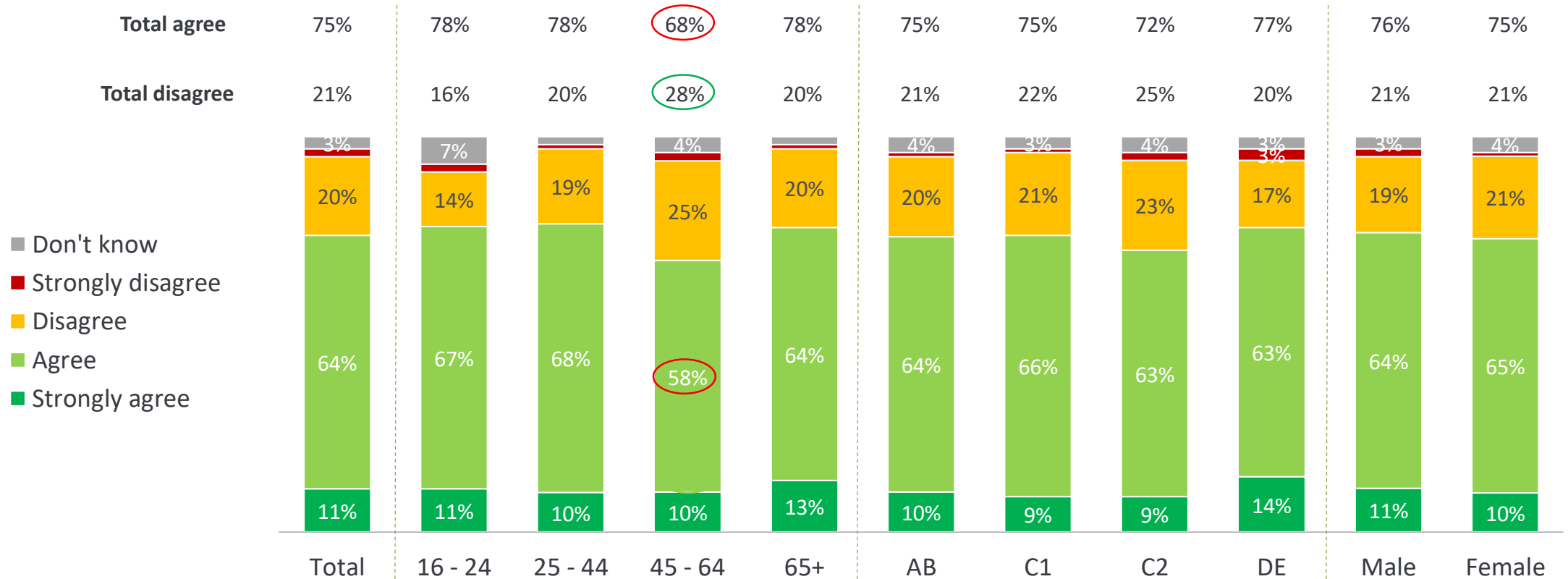
Q42: What's the main reason you say that? Open-ended

**Q41 Base (all, excluding 'no opinion/not applicable'): 811**

**Q42 Base (all disagreeing): 176**

Agreement that services could be more conveniently be provided in one place was generally consistent across the demographic profile of the sample. Respondents aged 45 to 64 tended to be slightly less in favour.

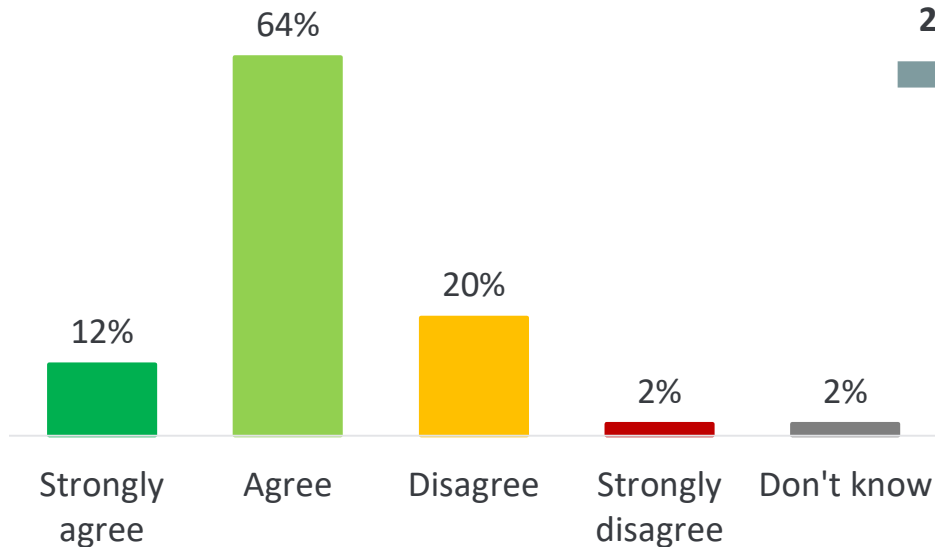
It would be more convenient for you if libraries, community centres and advice services were all available at the same place



Q41: Because of the pandemic, all public service providers have had to rethink what services they provide and how these are provided. I'm going to read out some statements and for each one I want you to say whether you strongly agree, agree, disagree, strongly disagree or don't know.

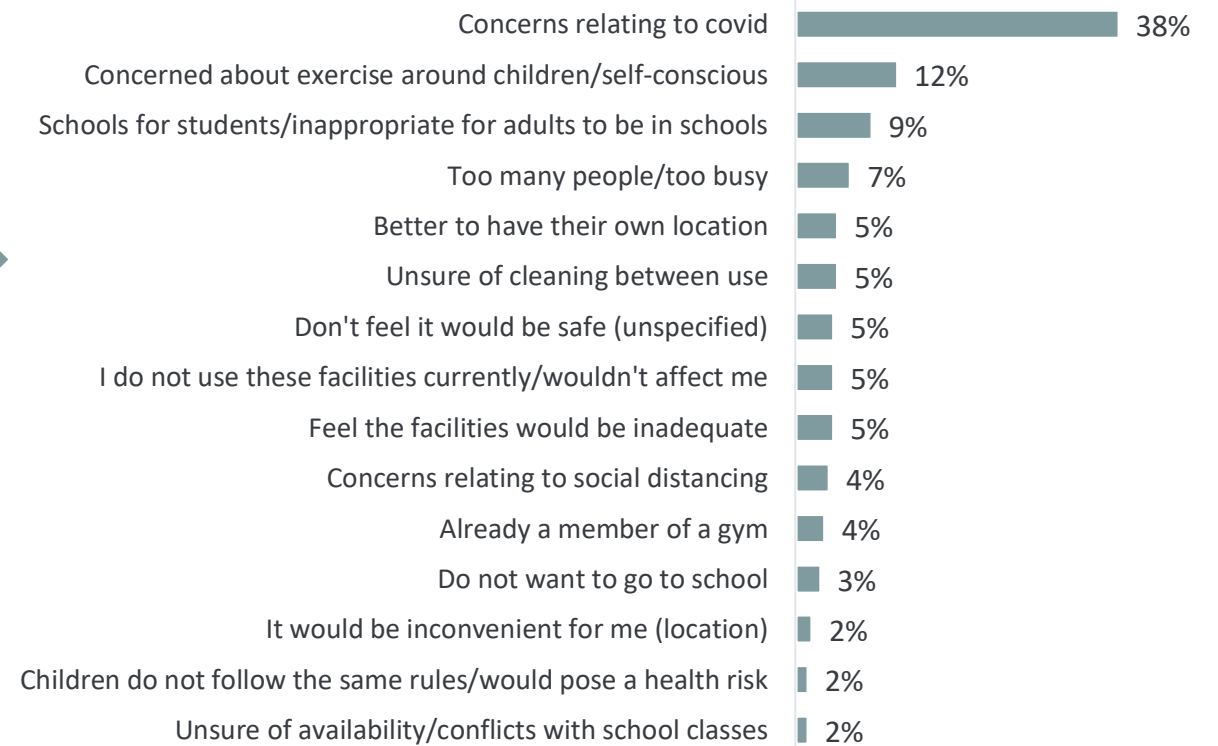
Approximately three quarters also agreed that they would be comfortable using sports and leisure facilities at a local school. The key concern for those against the idea was worry about spreading or catching Covid during the pandemic.

I would be comfortable using sport and leisure facilities at a local school if they were available to the general public.



**22% disagreed**

### Reasons for disagreeing



\*Responses of 1% or less not shown

Q43: Because of the pandemic, all public service providers have had to rethink what services they provide and how these are provided. I'm going to read out some statements and for each one I want you to say whether you strongly agree, agree, disagree, strongly disagree or don't know.

Q44: What's the main reason you say that? Open-ended

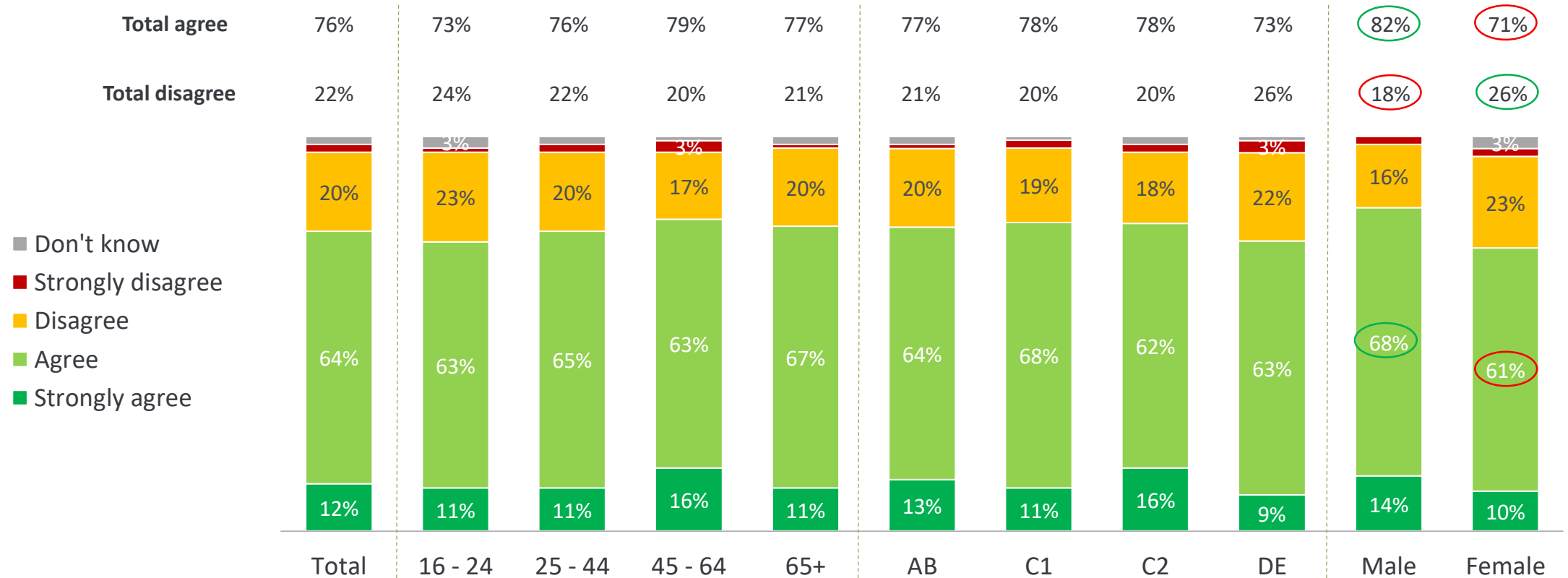
**Q43 Base (all excluding 'no opinion/not applicable'): 910**

**Q44 Base (all disagreeing): 198**



There were very few differences in opinion about using school sports facilities by age or socio-economic groups. However, men tended to be more comfortable with the idea than women.

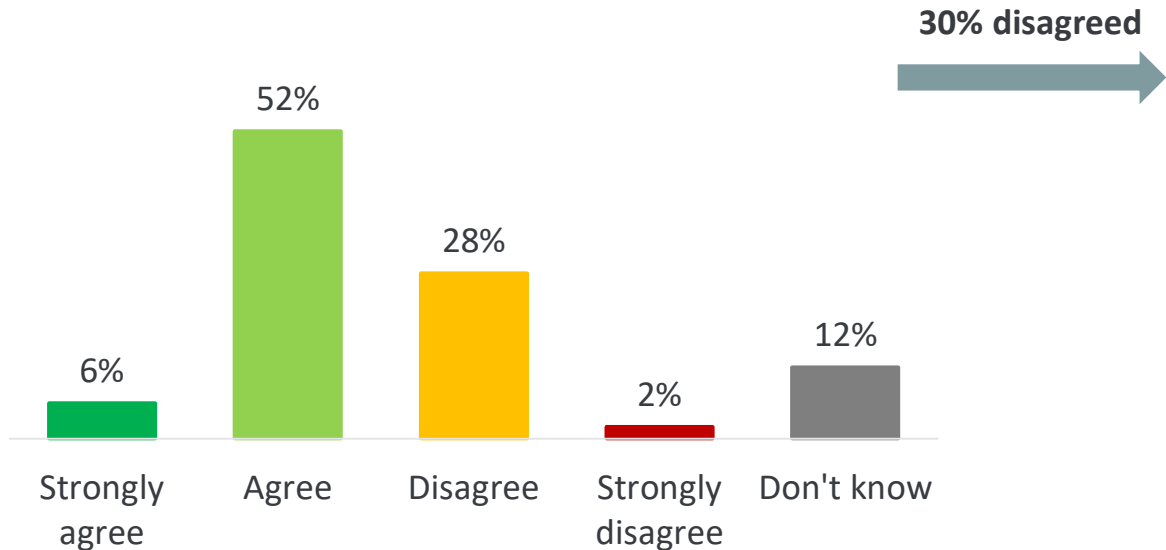
I would be comfortable using sport and leisure facilities at a local school if they were available to the general public



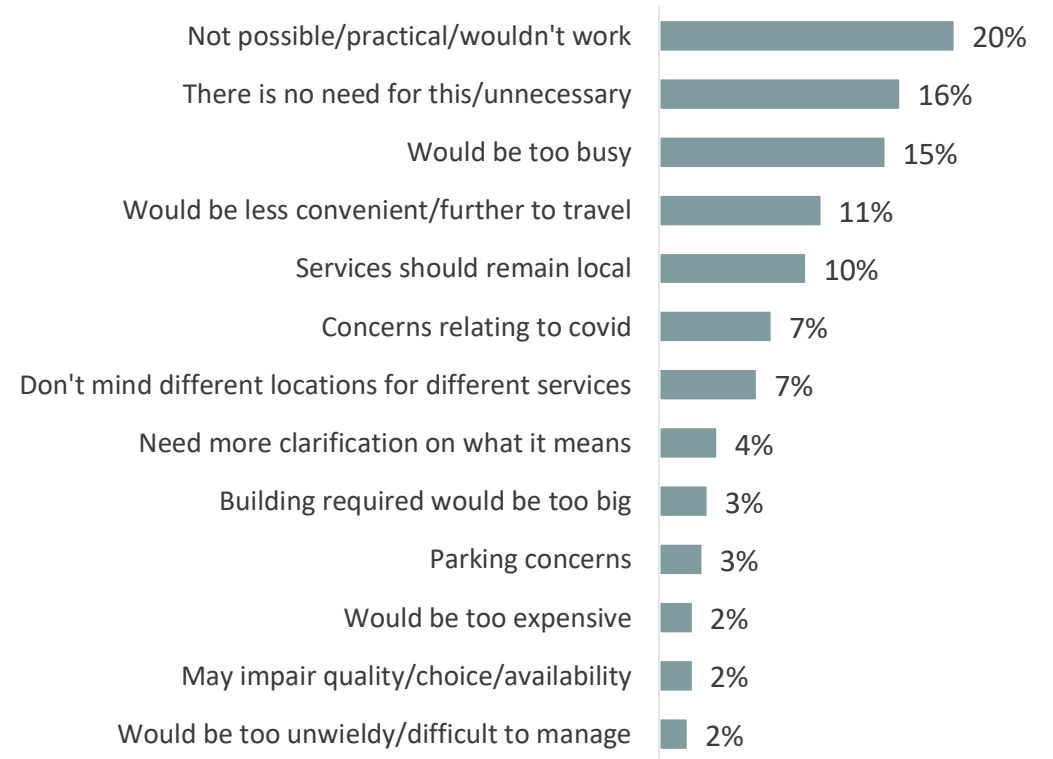
Q43: Because of the pandemic, all public service providers have had to rethink what services they provide and how these are provided. I'm going to read out some statements and for each one I want you to say whether you strongly agree, agree, disagree, strongly disagree or don't know.

The majority of respondents agreed that it makes sense to have all public services available in one location, however 3 in 10 disagreed and 12% were unsure. Those who had reservations about the concept tended to be concerned that it would not work practically, and/or felt there is no need to consolidate services in one location.

It makes sense to have all public services available at one location



Reasons for disagreeing



\*Responses of 1% or less not shown

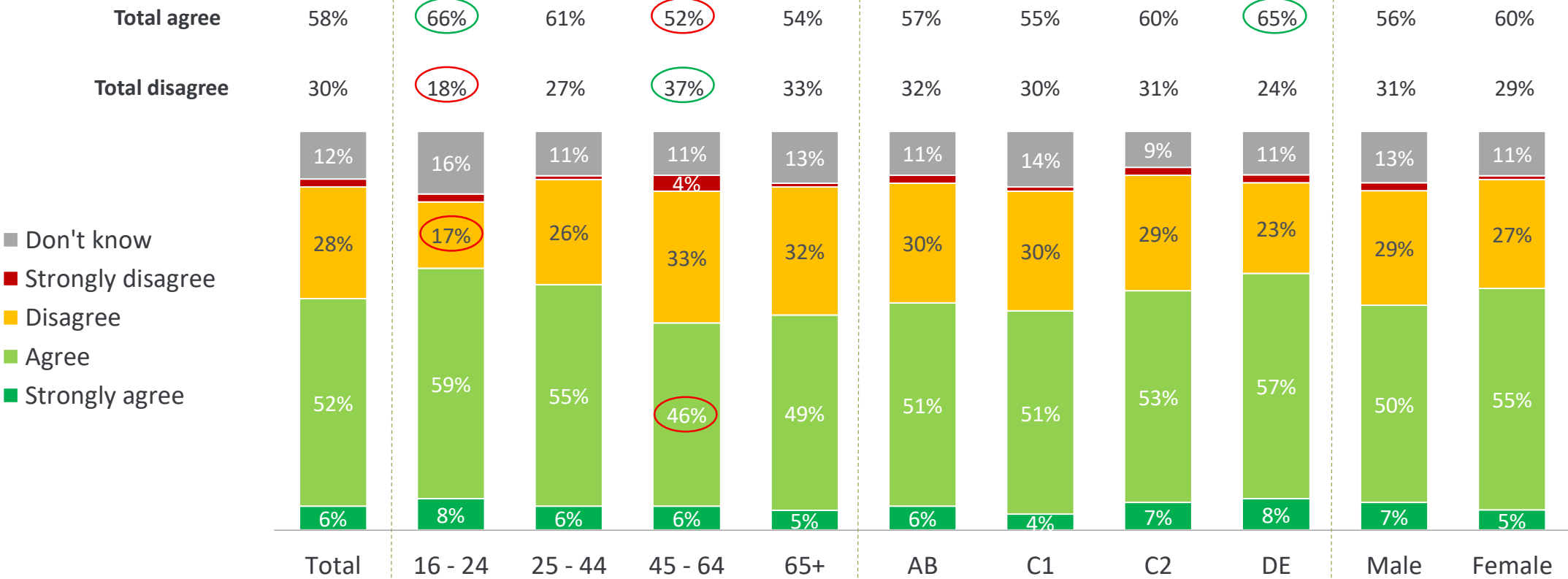
Q45: Because of the pandemic, all public service providers have had to rethink what services they provide and how these are provided. I'm going to read out some statements and for each one I want you to say whether you strongly agree, agree, disagree, strongly disagree or don't know.

Q46: What's the main reason you say that? Open-ended

Q45 Base (all): 1,005  
Q46 Base (all disagreeing): 307

Opinions of delivering public services in one location were generally consistent across the profile of the sample. Younger respondents and those in the DE socio-economic group were the most positive.

It makes sense to have all public services available at one location



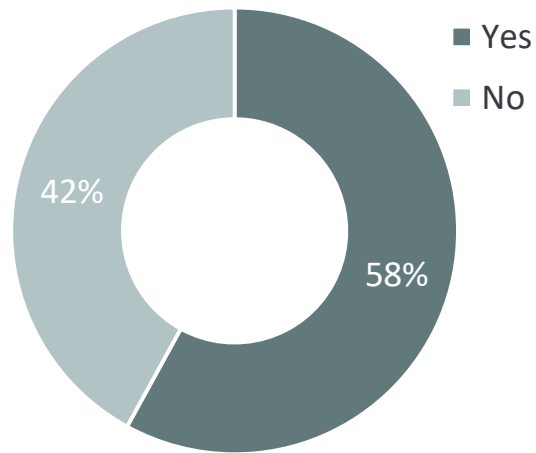
Q45: Because of the pandemic, all public service providers have had to rethink what services they provide and how these are provided. I'm going to read out some statements and for each one I want you to say whether you strongly agree, agree, disagree, strongly disagree or don't know.

A vertical yellow bar is positioned to the left of the text.

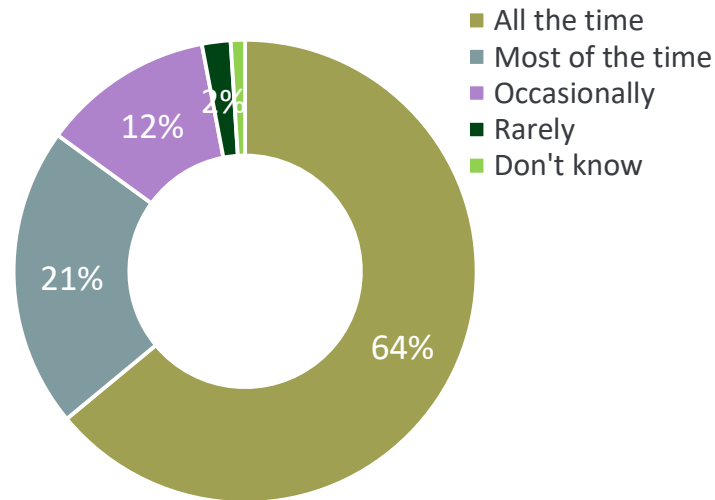
# Impact of pandemic on work, leisure and wellbeing

Over half of all employed respondents reported that they had been working from home during the pandemic, and for most of these this has been all of the time. Opinion was split on whether they would like this to continue in the future – 55% would like to work always or mostly at home, and 41% would prefer to work always or mostly away from home.

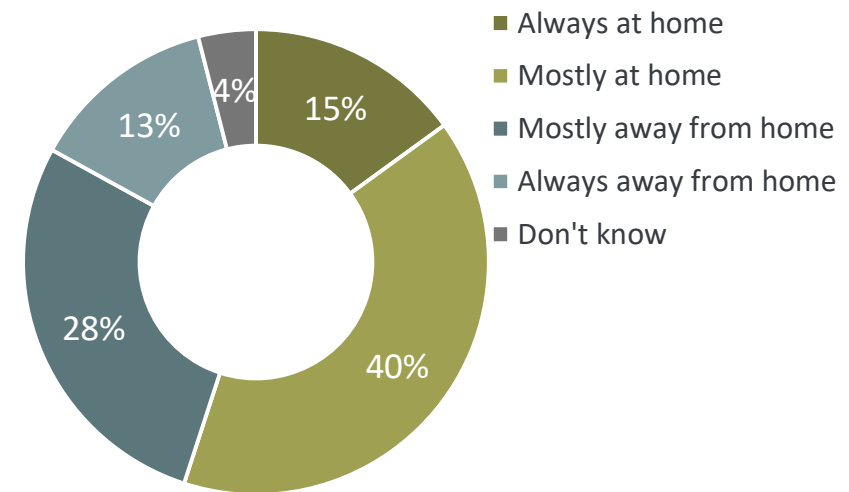
Have you been working from home?



Amount of time working from home?

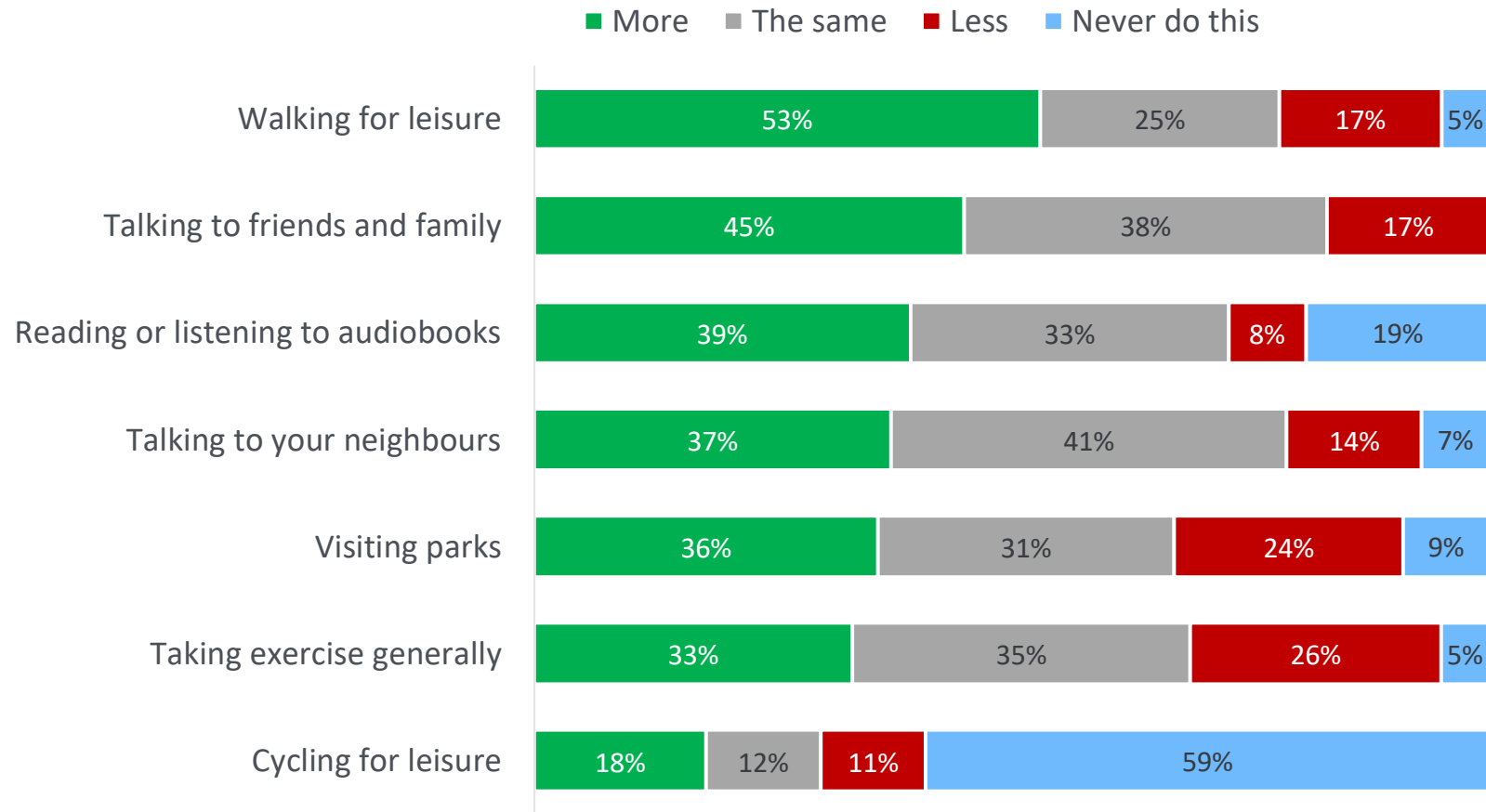


Where would you like to work after pandemic?

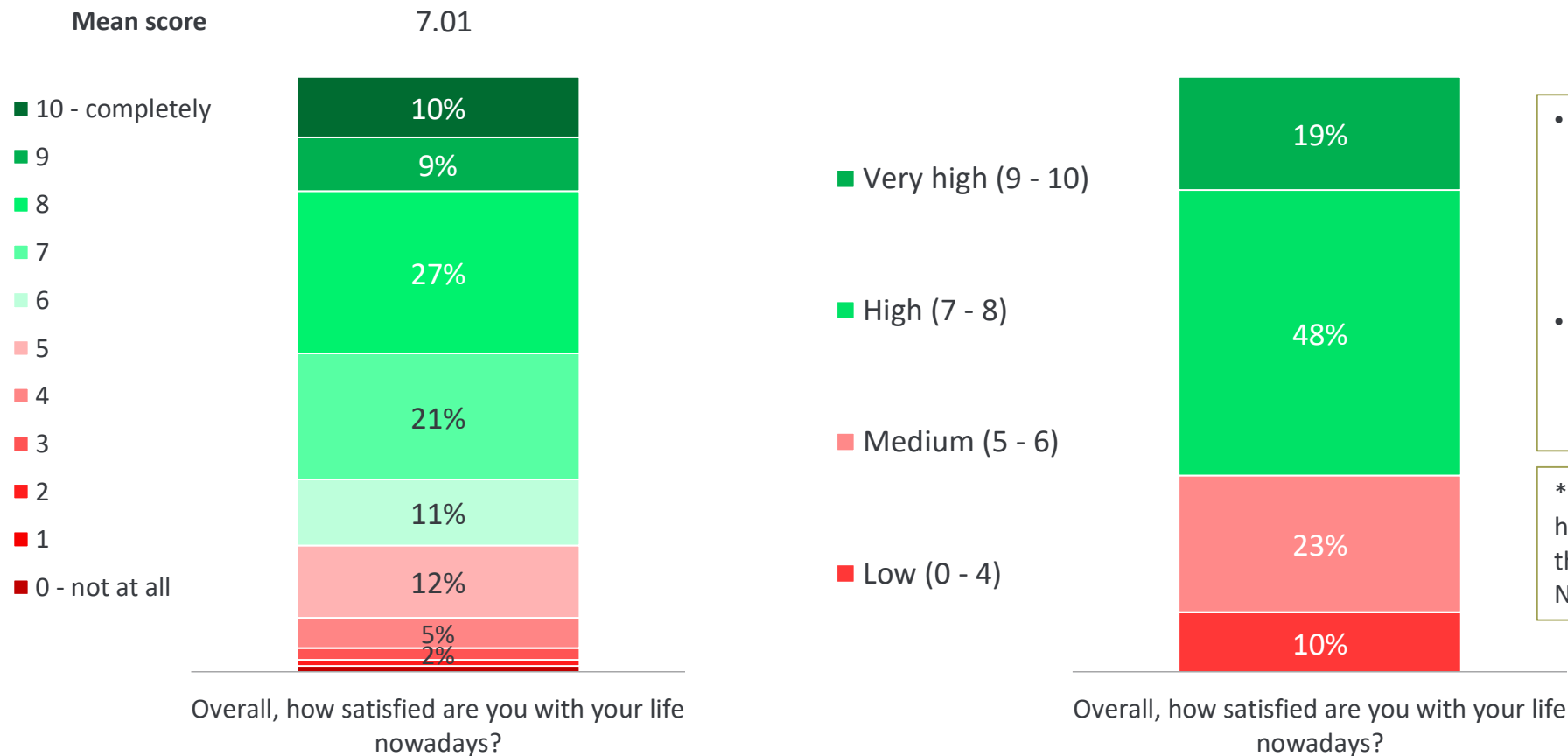


Q26: The next few questions are about working during the Covid-19 pandemic. Have you been working from home at all during the pandemic?  
 Q27: About how much of your time have you been working from home... Would you say all the time, most of the time, occasionally or rarely?  
 Q28: If you had the choice, where would you like to work when the pandemic is over?

The pandemic has had a positive impact on some aspects of people’s lives in Edinburgh. More than half of respondents reported that they are walking more than they used to. One third are also exercising more, although a quarter are exercising less. Many are also talking more to friends, family and neighbours and reading or listening to audiobooks.



Two thirds of respondents reported being generally satisfied with their life nowadays, although 1 in 10 reported low levels of satisfaction. Those reporting low satisfaction with their life were more likely to be in lower socio-economic groups, living with a health condition or living alone.

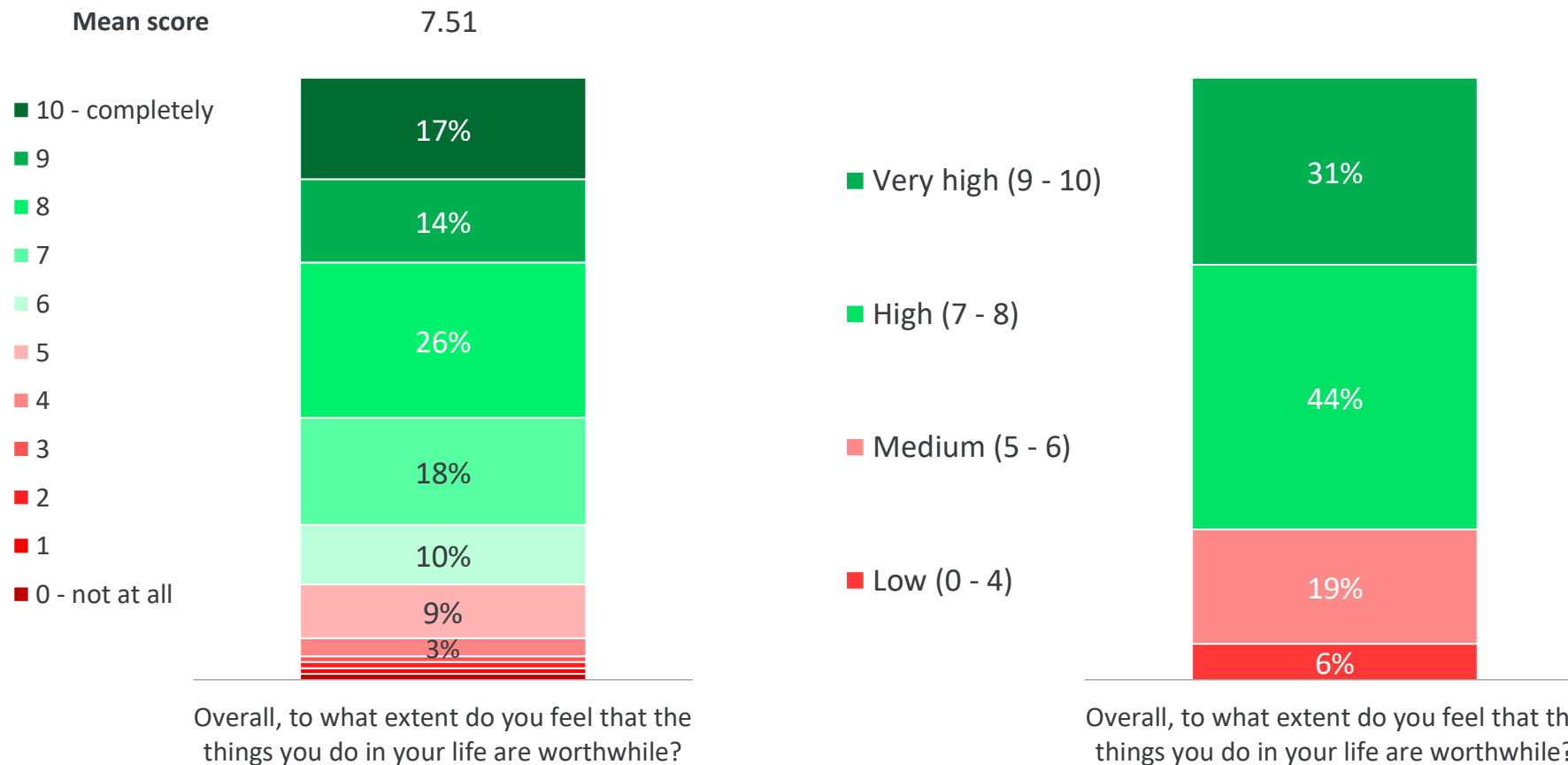


- Respondents in the DE (16%) socio-economic group, those living alone (15%) and those with a health problem (16%) were the most likely to score low (0 – 4 out of 10).
- A high score (7 – 8) was more prevalent amongst AB (52%) and C1 (52%) socio-economic groups than DE (41%).

\*Grouped scores for low, medium, high and very high are based on those used by the Office for National Statistics.

Q29a: The next few questions are widely used to determine a person’s general wellbeing. There are no right or wrong answers. For each of these questions give an answer on a scale of 0 to 10, where 0 is ‘not at all’ and 10 is ‘completely’.

Three quarters of respondents gave a high or very high score in relation to feeling that the things they do in life are worthwhile. Ratings of this perception were highest amongst respondents aged 65+, while low ratings were again higher amongst the lower socio-economic groups, people living with a health condition and those living alone.

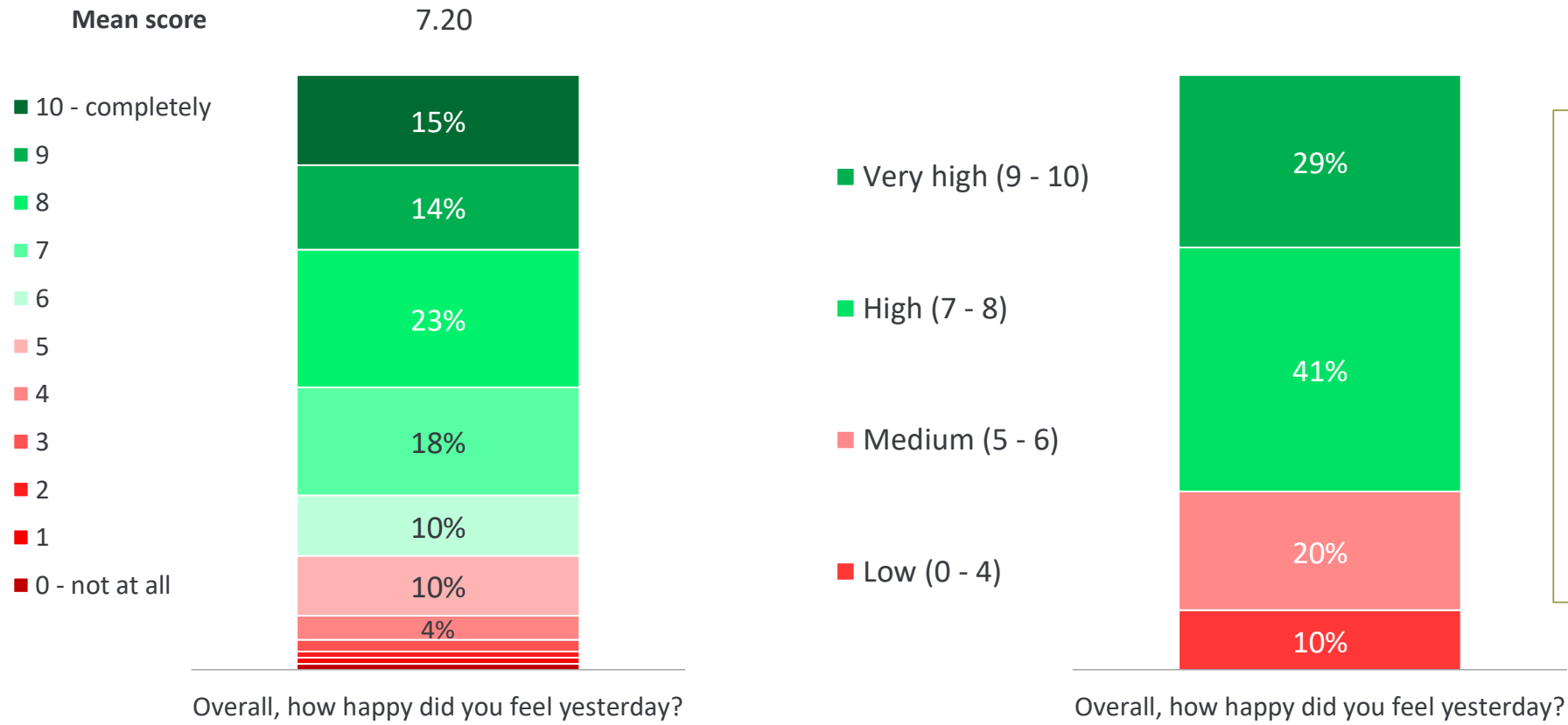


- Respondents in the DE (11%) socio-economic group, those living alone (10%) and those with a health problem (10%) were the most likely to score low (0 – 4 out of 10).
- People aged 65+ (39%) were more likely to provide a very high score than those aged 16 to 24 (23%).
- A high score (7 – 8) was more prevalent amongst AB (47%) and C1 (46%) socio-economic groups than DE (36%).

Q29b: The next few questions are widely used to determine a person’s general wellbeing. There are no right or wrong answers. For each of these questions give an answer on a scale of 0 to 10, where 0 is ‘not at all’ and 10 is ‘completely’.



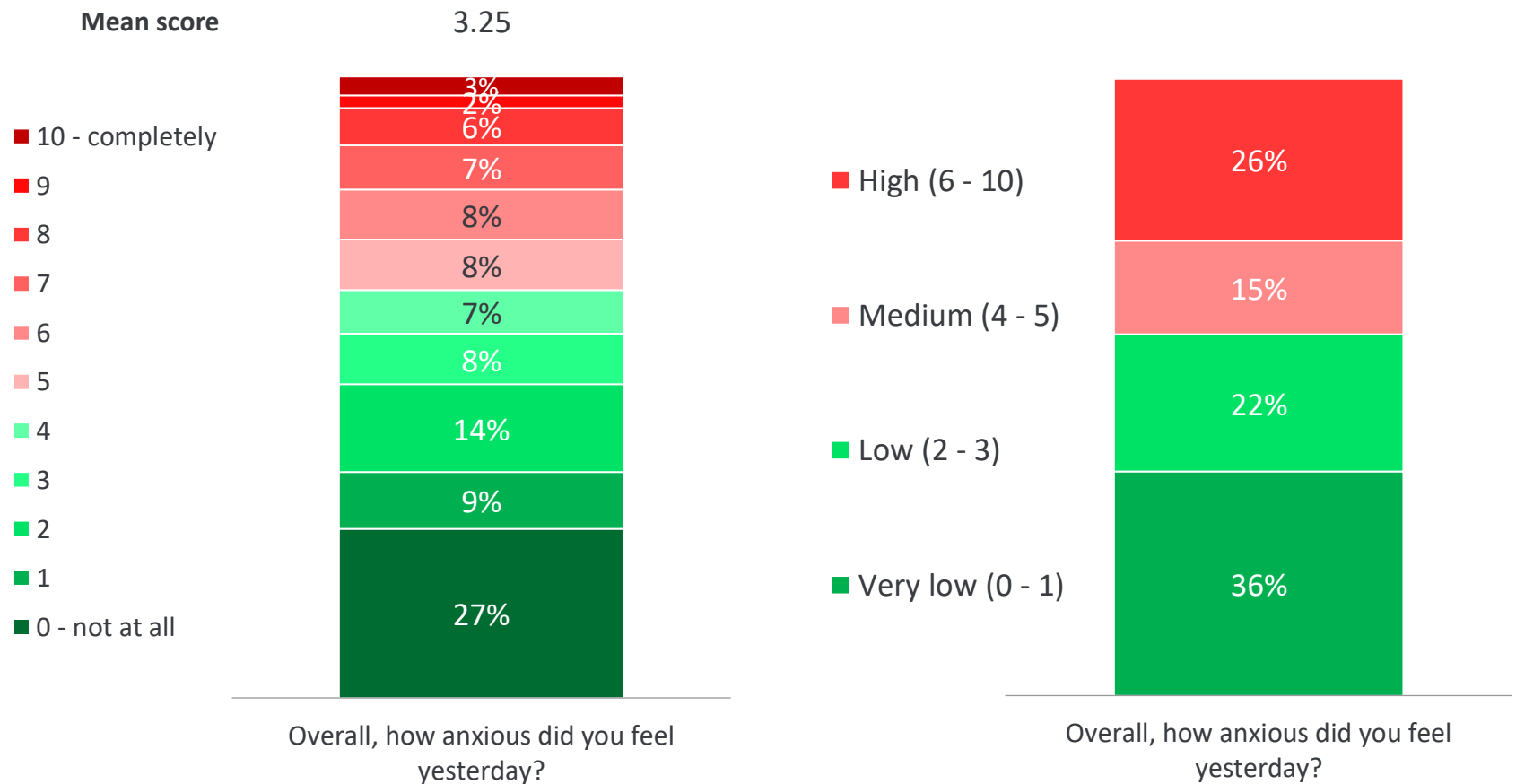
The majority of respondents (7 in 10) gave a high or very high score in relation to how happy they felt yesterday; however, 1 in 10 provided a low happiness score of less than 5. Ratings of this perception were highest amongst respondents aged 65+ and those with children in the household, while low ratings were again higher amongst the lower socio-economic groups, people living with a health condition and those living alone.



- Respondents in the DE (16%) socio-economic group, those living alone (14%) and those with a health problem (16%) were the most likely to score low (0 – 4 out of 10).
- People aged 65+ (37%) were more likely to provide a very high score than 35 to 54 year olds (24%).
- A high score (7 – 8) was more prevalent amongst people with children (48%) than those with no children (39%).

Q29c: The next few questions are widely used to determine a person’s general wellbeing. There are no right or wrong answers. For each of these questions give an answer on a scale of 0 to 10, where 0 is ‘not at all’ and 10 is ‘completely’.

Although most people gave a low score in terms of how anxious they felt yesterday, a significant proportion (4 in 10) gave a score of 5 or more. Respondents within the DE socio-economic group were the most likely to give a high score, whilst older respondents and men were more likely to provide low anxiety scores.



- Respondents in the DE (36%) socio-economic group were more likely than those in other socio-economic groups to give a high score (6 - 10 out of 10).
- Very low scores were more prevalent amongst people aged 55 to 64 (40%) and 65+ (54%).
- Men (41%) were also more likely to give a very low score than women (32%).

Q29d: The next few questions are widely used to determine a person's general wellbeing. There are no right or wrong answers. For each of these questions give an answer on a scale of 0 to 10, where 0 is 'not at all' and 10 is 'completely'.



# Summary and conclusions

# Summary and conclusions



## **City of Edinburgh Council services**

- The majority of respondents (4 out of 5) were satisfied overall with the services provided by City of Edinburgh Council. The main reasons driving dissatisfaction were concerns about roads/roadworks, communications issues, and street cleaning/refuse collection concerns.
- One third of the sample had contacted the Council since March – most commonly to register for a garden waste permit, to ask about a missed bin collection, for a council tax query or to book an appointment at the local tip.
- The majority of these respondents were satisfied with the service they had received; however, almost a third were dissatisfied. The key concerns were a lack of response, the time taken for a response, poor communications and the issue remaining unresolved.
- One half of respondents had used the Council website in the last few months to report an issue, request a service or make a payment.

## **Views on options for the future development of services**

- Respondents tended to be more positive about locating Council services, such as libraries, community centres and advice centres, in one location – three quarters agreed this could be more convenient.
- A similar proportion also agreed that they would be comfortable using sport and leisure facilities at local schools if they were open to the public.

# Summary and conclusions



## **Impact of pandemic on work, leisure and wellbeing**

- More than half of working respondents reported that they had been working from home during the pandemic, and most of these said they were working from home all or most of the time.
- There was also an appetite to continue this arrangement in some form after the pandemic is over – over half of those currently working from home would like to continue to do so all or most of the time.
- Whilst the pandemic has had many severe and negative impacts, many respondents reported that they were exercising, talking to friends, family and neighbours, and reading or listening to audiobooks more than they used to. Walking for leisure was the main activity that has increased since March 2020, followed by talking to friends and family.
- The majority of respondents provided positive wellbeing scores in terms of how satisfied they are with their life, the extent to which they feel the things they do are worthwhile, how happy they were yesterday and how anxious they felt yesterday. However, there was a significant minority who gave low scores for these wellbeing measures, and they tended to be in lower socio-economic groups, people who live alone and people with a long term health condition.



# Appendices

# Sample profile

## - Weighting



- The sample was weighted by interlocked age and gender.
- Weighting factors were based on Census data.

Gender	No.	Unweighted %	Weighted %
Male	466	46%	48%
Female	536	53%	51%
Other	3	< 1%	< 1%
<b>Base</b>	<b>1,005</b>	<b>100%</b>	<b>100%</b>

Age	No.	Unweighted %	Weighted %
16-24 years	121	12%	15%
25-34 years	129	13%	14%
35-44 years	236	23%	26%
45-54 years	103	10%	9%
55-64 years	209	21%	19%
65+ years	207	21%	18%
<b>Base</b>	<b>1,005</b>	<b>100%</b>	<b>100%</b>

# Sample profile

## - Ward



Ward	No.	Unweighted %	Weighted %
Almond	102	10%	10%
City centre	21	2%	2%
Colinton / Fairmilehead	70	7%	7%
Corstorphine / Murrayfield	56	6%	5%
Craigtinny / Duddingston	70	7%	7%
Drum Brae / Gyle	66	7%	7%
Forth	65	6%	7%
Fountainbridge / Craiglockhart	49	5%	5%
Inverleith	62	6%	6%

Ward	No.	Unweighted %	Weighted %
Leith	34	3%	3%
Leith Walk	30	3%	3%
Liberton / Gilmerton	70	7%	7%
Morningside	44	4%	4%
Pentland Hills	94	9%	9%
Portobello / Craigmillar	78	8%	8%
Sighthill / Gorgie	57	6%	6%
Southside / Newington	37	4%	4%



# Key contacts



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# Technical appendix

## Quantitative



- The data was collected by CATI interviewing.
- The target group for this research study was a representative sample of Edinburgh residents.
- The sampling frame used for this study was purchased from a trusted sample provider.
- The target sample size was 1,000 and the final achieved sample size was 1,005. The reason for the difference between these two samples was standard sampling procedures allowing for slight overage.
- Fieldwork was undertaken between 12<sup>th</sup> October and 2<sup>nd</sup> December 2020.
- Respondents were selected using a stratified random sampling technique, where interviewers worked to specified quota controls on key sample criteria, and respondents randomly selected within these quotas.
- In total, 23 interviewers worked on data collection.
- Each interviewer's work is validated as per the requirements of the international standard ISO 20252. All telephone interviews were recorded and a minimum of 10% were listened to in full for validation purposes. All interviewers working on the study were subject to validation of their work. In addition, interviewers were constantly monitored by the Telephone Unit Manager to ensure quality was maintained throughout each interview.
- The final data set was weighted to reflect the profile of the Edinburgh population. The sample bases before and after weighting are both 1,005.
- 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 should therefore be treated as indicative, based on an equivalent probability sample. The overall sample size of 1005 provides a dataset with a margin of error of between  $\pm 0.62\%$  and  $\pm 3.09\%$ , calculated at the 95% confidence level.
- Our data processing department undertakes a number of quality checks on the data to ensure its validity and integrity. For CATI questionnaires these checks include:
  - All responses logged by the interviewers are checked for completeness and sense. Any errors or omissions detected at this stage are referred back to the field department, who are required to re-contact respondents to check and if necessary, correct the data.
  - Data is entered into our analysis package SNAP and data is stored on CATI booths until imported and stored in our secure workfiles.
    - A computer edit of the data carried out prior to analysis involves both range and inter-field checks. Any further inconsistencies identified at this stage are investigated by reference back to the raw data/call recordings.
- Where 'other' type questions are used, the responses to these are checked against the parent question for possible up-coding.
- Responses to open-ended questions will normally be spell and sense checked. Where required these responses may be grouped using a code-frame which can be used in analysis.
- A SNAP programme set up with the aim of providing the client with useable and comprehensive data. Crossbreaks are discussed with the client in order to ensure that all information needs are met
- All research projects undertaken by Progressive comply fully with the requirements of ISO 20252.