

Culture and Communities Committee

10.00am, Tuesday, 10 September 2019

2018 Edinburgh People Survey - Culture Results

Executive/routine

Wards

All

Council Commitments

[46](#)

1. Recommendations

- 1.1 The Committee note the findings of the 2018 Edinburgh People Survey in response to a request for an annual report agreed at the [11 September 2018](#) Culture and Communities Committee.

Paul Lawrence

Executive Director of Place

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2018 Edinburgh People Survey - Culture Results

2. Executive Summary

- 2.1 This report summarises the culture results of the 2018 Edinburgh People Survey (EPS) which includes both Festivals and attendance at other venues/events in Edinburgh.
- 2.2 The EPS is the largest face-to-face survey undertaken by any UK local authority on residents' perception of council services and quality of life issues. A locally representative sample of 5,170 residents were interviewed between September and December 2018.
- 2.3 The results from the EPS are used to improve performance, strategy development 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 experience of Council services.
- 2.4 Key findings of the report are summarised in section 4.

3. Background

- 3.1 The EPS is a 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 has been designed to give reliable results at ward and locality level. A copy of the questionnaire is included at Appendix 2.
- 3.2 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 be within 1.4% of those reported, if all residents were surveyed in the same way.
- 3.3 Representative quotas for the sample are set at ward level for age and gender, and citywide level for working status. Quotas are also set at ward and citywide level for ethnicity.

- 3.4 The results from the EPS are used to enhance business and customer insight required for improving performance, strategy development and outcome monitoring across the Council and with partner organisations. It allows the Council to track the impact of major initiatives, control costs by providing an omnibus-type survey for the Council, and evidence performance to regulatory and government bodies. It provides a robust, reliable and consistent methodology and produces data which is future-proofed and reusable for a range of purposes. The survey contributes to the Council's understanding of communities and their experience of our services.
- 3.5 At the committee meeting held on [11 September 2018](#), it was requested that a report on the 2018 culture results are presented to the Culture and Communities Committee in 2019. Culture results include attendance at Edinburgh Festivals as well as cultural engagement outside of Festivals.
- 3.6 It should be noted that the EPS data relate only to cultural activities which Edinburgh residents have been engaged with in Edinburgh. Some residents will also have engaged in cultural activity outside of Edinburgh. Data from the Scottish Household Survey (SHS) has been used to address this gap, which samples around 750 Edinburgh residents each year and asks about all cultural engagement within and out with Edinburgh.

4. Main report

- 4.1 Edinburgh residents remain satisfied with Edinburgh (95%) and their neighbourhoods (89%) as a place to live. 65% of participants are satisfied with the way the Council is managing the city, lower than in 2017 (69%), and trending downward since 2013 (74%). A similar pattern is seen across local authorities throughout the UK. The Local Government Association (LGA), in October 2018, reported 60% of British adults were satisfied overall with the way their local council runs things. 73% of Edinburgh residents were satisfied with Council management of the neighbourhood. 90% of residents were satisfied with the City Centre for leisure.
- 4.2 The proportion of residents who have attended an Edinburgh Festival in the previous two years is unchanged from 2017 (66%). Residents were asked whether they feel the Festivals make Edinburgh a better or worse place to live, with 72% saying better and 7% of residents saying worse.
- 4.3 78% attended a cultural event or venue in the last year, which included cinema, museum, theatre, live music/concert or art gallery. This is similar to the 2017 level.
- 4.4 Findings from the SHS reflect a higher level of cultural engagement amongst Edinburgh citizens (96%) compared to Scotland as a whole (93%). It should be noted, however, that the SHS monitors a considerably wider range of activities as part of its indicator "engaged in culture", including visiting historical sites or archives, going to the library and being in a book group. It also monitors attendance outside of Edinburgh.

- 4.5 Participation in cultural activity appears to be strongly driven by economic factors, age and health. There is also a strong relationship between Festival and non-Festival cultural activity. In 2018, of those who had attended a cultural activity outside of a Festival (excluding cinema), over 80% had also attended a Festival in the previous two years.
- 4.6 While overall engagement in both Festivals and non-Festival cultural activity shows an upward trend, there remain 22% of Edinburgh adults in 2018 who had neither been to a festival in the previous two years, nor a live music event, theatre, museum or gallery in the previous year.

Demographic breakdown

Attendance at Festivals

- 4.7 The highest levels of attendance at Festivals were noted amongst socio-economic group (SEG) A respondents, with 87% having attended in the last two years. This dropped for each subsequent group with SEG E having the lowest level of attendance at 36%. SEG groupings are based on the chief wage earner's occupation in the household. The standard categories include:
- A and B: Higher & intermediate managerial, administrative, professional occupations.
 - C1: Supervisory, clerical & junior managerial, administrative, professional occupations.
 - C2: Skilled manual occupations.
 - D and E: Semi-skilled & unskilled manual occupations, unemployed and lowest grade occupations.
- 4.8 Those aged 25 to 44 years had the highest attendance (74%) and 65+ respondents had the lowest (48%). Attendance was also higher among self-employed residents (77%), those working full time (76%) and students (71%).
- 4.9 Attendance levels were also lower for unemployed people (38%), and people with a disability or long-term illness (48%).

Festivals make Edinburgh a better place

- 4.10 Those who were most likely to believe that the Festivals make Edinburgh a better place were self-employed people (80%), those in full time employment (75%) students (74%), SEGs A and B (both 79%) and people without a disability (74%).
- 4.11 Unemployed people were less positive, with 52% considering Edinburgh to be a better place and 14% saying the Festivals make Edinburgh worse. Others more likely to think Festivals made Edinburgh worse were those aged 65+ (12%), SEG E (12%) and those with a long-term health problem/disability (11%).

Attendance at other cultural events/venues

- 4.12 A mix of cultural events and venues have been visited by Edinburgh residents, most commonly the cinema (59%), then museums (39%), theatre (38%), live music or concert (38%), and galleries (31%).

- 4.13 Those with children were more likely to have attended the listed events/venues (82% v 77%), as were students (90%) and 16 to 24 year olds (89%).
- 4.14 Non-participation levels were highest amongst those from SEG E (57% had visited no event / venues) and unemployed respondents (50% none). People with a health problem/disability were also more likely to not have visited any of these events/venues (40%) compared to those without a disability (17%). 25% of men had not visited any of these events / venues, compared to 18% of women.
- 4.15 A summary of the survey findings in relation to culture is provided in the Appendix. The full set of results are published on the [Council website](#).

5. Next Steps

- 5.1 Actions taken by services and partners to address issues raised in this report will be embedded throughout the Council's strategic planning framework. Progress towards the delivery of services in these areas will be monitored and reported regularly through the Council's performance management framework.

6. Financial impact

- 6.1 The EPS was commissioned via competitive tender. This was the first year it was commissioned via the Scottish Government led Market Research Framework Agreement.
- 6.2 An independent market research company, Progressive Partnership Ltd, were appointed to conduct the fieldwork, with an optional extension to be considered annually up until 2022. The value of the awarded contract was £58,960 (excluding VAT) per annum with a caveat over the four-year term to limit any future increases. Increases will only be accepted if costs can be proven to have increased for the supplier.
- 6.3 The next EPS will be in 2020.

7. Stakeholder/Community Impact

- 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.
- 7.2 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 to meet all demands.
- 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

- 8.1 Further information and results of the Edinburgh People Survey can be found on the [Council website](#).
- 8.2 Local Government Association polling on resident satisfaction with councils in Britain. [October 2018](#).
Scottish Household Survey. [September 2018](#).

9. Appendices

- 9.1 Summary of Edinburgh People Survey 2018 – Culture results.
- 9.2 Marked up questionnaire.



Edinburgh People Survey

2018

• EDINBURGH •

THE CITY OF EDINBURGH COUNCIL

Background

- The Edinburgh People Survey is an annual tracking study to monitor the attitudes of residents towards the quality of life in Edinburgh and satisfaction with Council services.
- 2018 represents the 12th wave of the study.
- The survey consults over 5,000 residents annually and is the largest of its kind run by any local authority in Scotland.

Purpose and benefits

- Meet the data needs of the organisation
- Track the impact of major initiatives
- Control costs by providing an omnibus survey model
- Evidence our performance to regulators and government
- Provide a robust, reliable and consistent methodology
- Provide data which is future-proofed and reusable for a range of purposes

Method

- Consistent with previous years
- Data collected and processed by Progressive Partnership Ltd.
- Face-to-face interviews, in-street or in-home
- Interview lasted an average of 16 minutes
- Fieldwork was conducted between 14th September and 10th December 2018

Sample

- Over 5,000 face-to-face interviews, in-street or in-home
- A sample of 300 recruited from each electoral ward
 - (no more than 150 in-home interviews per ward, except in the City Centre where up to 200 can be conducted in-home).
- Representative quotas set at ward level for age and gender, and citywide level for working status (based on 2011 Census data)
- Quotas set at citywide level for ethnicity (10% of total)
- Socio-Economic Group breakdown: A/B – 21%, C/D – 67%, E – 9%
- Minimum of three sampling points within each ward – maximum 100 interviews conducted at each.

Sample

WARD	2018
Edinburgh	5,170
Almond	310
Pentland Hills	302
Drumbrae / Gyle	300
Forth	310
Inverleith	303
Corstor. / Murray	301
Sighthill / Gorgie	306
Colinton / Fair.	307

WARD	2018
Fount. / Craig.	302
Morningside	301
City Centre	301
Leith Walk	305
Leith	301
Craigen. / Dudd.	303
South. / New.	301
Liberton / Gil.	301
Porto. / Craig.	316

Key findings

- Sustained very high levels of satisfaction with Edinburgh and neighbourhoods as a place to live, feeling that people from different backgrounds get on well together, parks and greenspace, public transport provision, feeling safe in neighbourhoods after dark.
- Edinburgh residents report a high level of satisfaction with Edinburgh City Centre for shopping, culture and leisure activities and public transport to and within the City Centre.

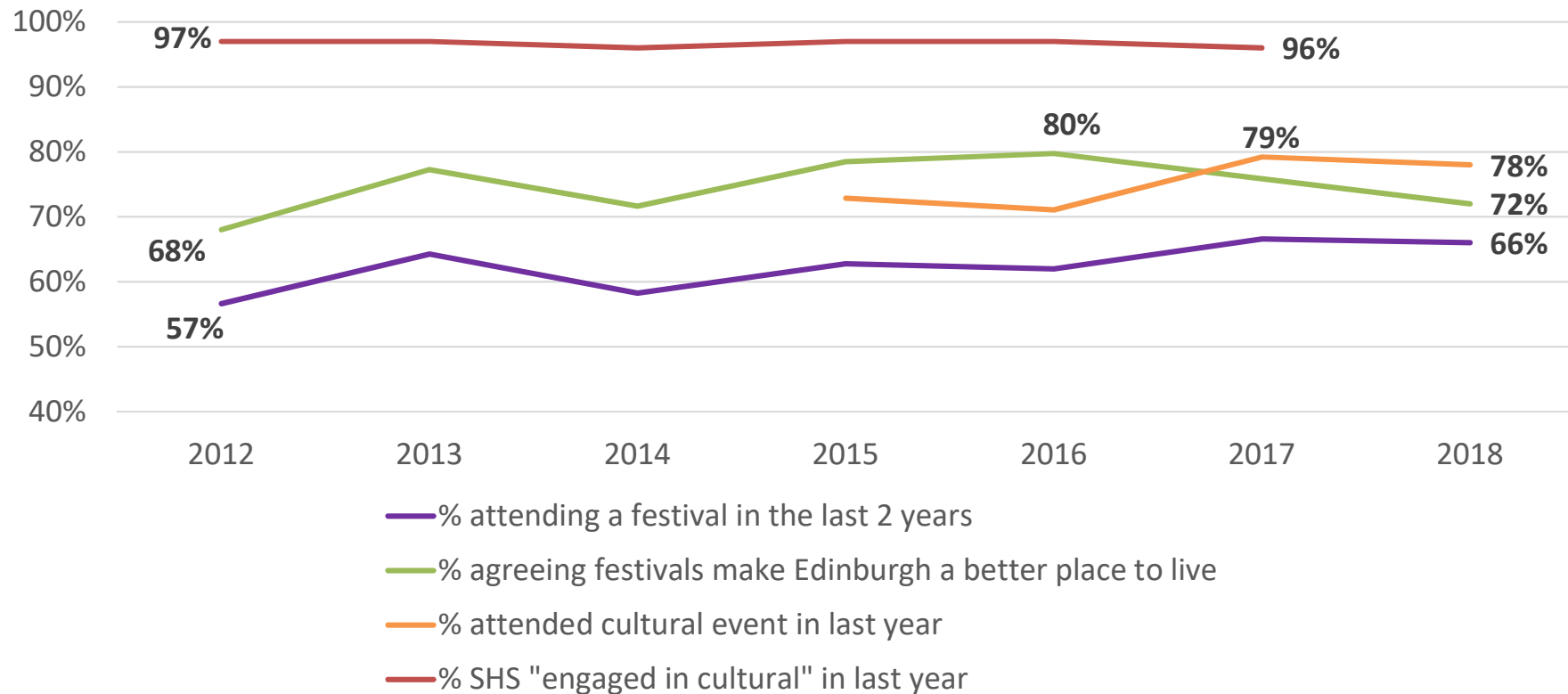


Edinburgh People Survey

2018

Culture

Festivals and cultural events – Edinburgh



66%

attended a festival
in Edinburgh in the
last two years

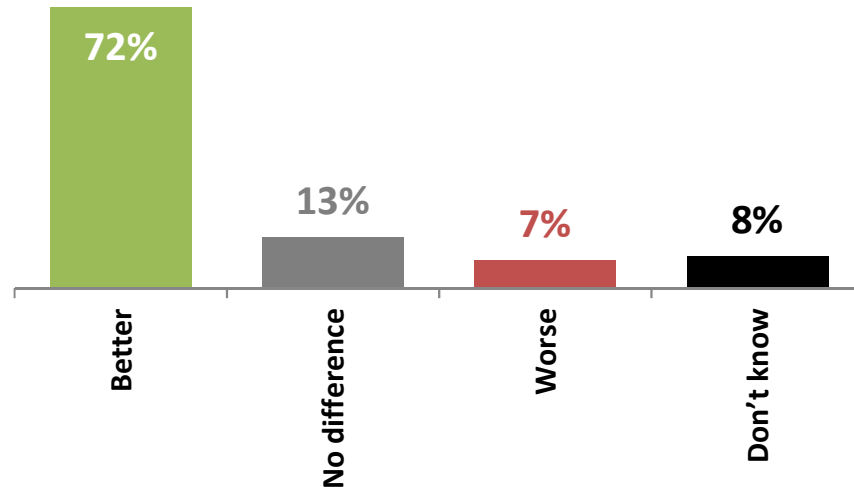
		Socio-economic group (SEG)						
Age		A	B	C1	C2	D	E	All
Male	16-24		67%	71%	72%	68%	56%	69%
			22	132	39	38	14	255
	25-44	100%	86%	83%	75%	65%	48%	76%
		13	168	231	181	108	30	754
	45-64	79%	84%	73%	64%	48%	28%	63%
		15	126	103	126	62	19	461
	65+	87%	67%	49%	31%	40%	33%	47%
		13	55	41	26	22	19	178
	All	85%	81%	74%	65%	57%	38%	67%
		45	371	507	372	230	82	1648
Female		A	B	C1	C2	D	E	All
	16-24		79%	65%	73%	65%	40%	64%
			22	148	24	32	10	265
	25-44	90%	86%	82%	65%	60%	37%	72%
		26	177	292	102	105	25	749
	45-64	83%	85%	78%	64%	50%	38%	69%
		20	129	189	68	69	18	502
	65+	100%	71%	59%	48%	27%	27%	49%
		10	69	91	29	19	29	250
	All	88%	82%	73%	62%	52%	33%	66%
		60	397	720	223	225	82	1766
All		A	B	C1	C2	D	E	All
		87%	81%	74%	64%	54%	36%	66%
		105	768	1227	597	455	164	3416

72%

believe the Festivals
make Edinburgh a
better place to live

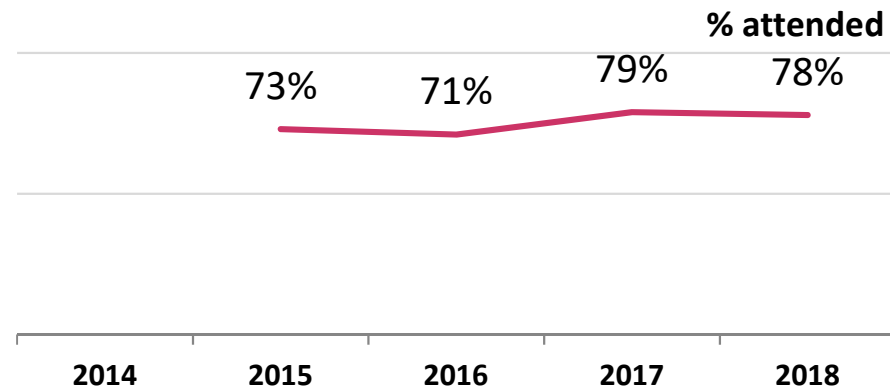
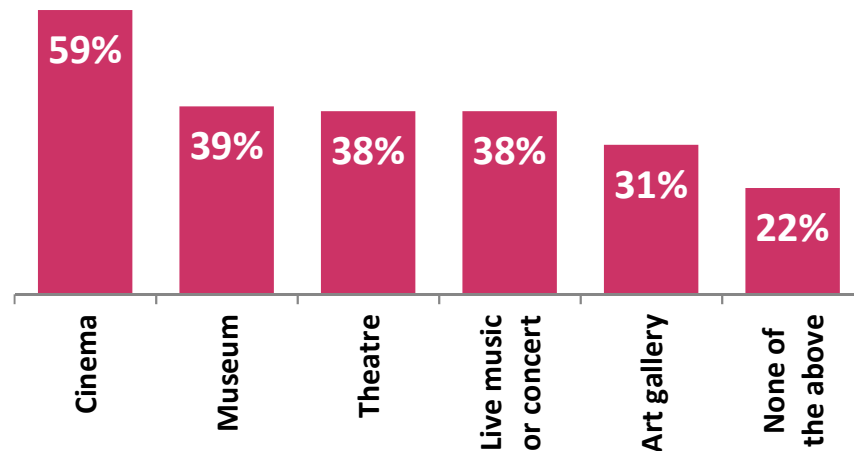
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			25	136	34	42	18	265
	25-44	92%	86%	81%	76%	66%	50%	75%
		12	167	224	182	111	31	749
	45-64	68%	84%	73%	79%	60%	49%	71%
		13	126	103	154	77	34	521
Female	65+	87%	70%	69%	63%	62%	46%	63%
		13	57	57	52	34	26	241
	All	77%	82%	76%	74%	65%	51%	72%
		41	375	520	422	264	109	1776
Age		A	B	C1	C2	D	E	All
Male	16-24		75%	74%	67%	59%	52%	70%
			21	170	22	29	13	289
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	45-64	79%	79%	77%	78%	63%	60%	73%

7% believe Festivals make Edinburgh a worse place



- Strong association between “Festivals” and “tourism” – likely that these views reflect negative externalities of tourism in general
- Proportion with negative views has increased each year
- Negative views are highest with residents of the City Centre, then in neighbouring areas
- 11% of people with a long term illness / disability thought Festivals made Edinburgh a worse place to live
- 52% of unemployed people thought Festivals made Edinburgh a better place to live, while 14% thought they made it worse

78%
attended a cultural
event in the last year



- Those least likely to have attended any of the listed events/venues were those from SEG E (57%) and unemployed respondents (50%).
- People with a health problem/disability were less likely to have visited any of these (40%) than those without (17%)
- Those with children were more likely to have attended events (82%) than those without (77%)

went to the cinema
in Edinburgh outside
of Festivals in the
last year

59%

		Socio-economic group (SEG)						
		A	B	C1	C2	D	E	All
Male	Age							
	16-24		76%	74%	80%	73%	56%	74%
			25	136	43	41	14	274
	25-44	77%	74%	68%	65%	57%	27%	64%
		10	144	189	156	96	17	634
Male	45-64		63%	60%	42%	43%	16%	47%
			94	85	82	55	11	343
	65+	80%	40%	37%	20%			28%
		12	33	31	17			107
	All	68%	64%	64%	52%	49%	23%	55%
		36	296	441	298	200	48	1358
Female		A	B	C1	C2	D	E	All
	16-24		82%	80%	85%	78%	48%	78%
			23	184	28	38	12	321
	25-44	72%	73%	72%	71%	63%	52%	69%
		21	151	258	112	110	35	715
Female	45-64	75%	76%	66%	57%	50%	23%	62%
		18	116	161	61	70	11	450
	65+		66%	51%	43%	24%	19%	43%
			64	78	26	17	20	217
	All	75%	73%	69%	63%	54%	32%	63%
		51	354	681	227	235	78	1703
All		A	B	C1	C2	D	E	All
		72%	69%	67%	56%	52%	27%	59%
		87	650	1122	526	435	126	3062

39%

visited a museum in
Edinburgh outside
of Festivals in the
last year

		Socio-economic group (SEG)						
Age		A	B	C1	C2	D	E	All
Male	16-24			37%		27%		28%
				69		15		104
	25-44		53%	48%	28%	23%	23%	38%
			104	134	68	39	14	375
	45-64	53%	59%	40%	23%	20%		33%
	10	88	57	45	26		241	
	65+	80%	49%	37%	19%	20%		32%
		12	40	31	16	11		121
	All	55%	52%	42%	24%	22%	15%	34%
		29	240	291	137	91	32	841
		A	B	C1	C2	D	E	All
Female	16-24		50%	51%		29%		42%
			14	117		14		174
	25-44	83%	61%	49%	34%	31%	19%	44%
		24	125	174	53	54	13	458
	45-64	54%	66%	47%	44%	27%	21%	45%
	13	101	114	47	37	10	331	
	65+		61%	47%	33%	27%	21%	40%
			59	72	20	19	22	204
	All	72%	62%	49%	36%	29%	21%	43%
		49	299	477	129	124	52	1167
		A	B	C1	C2	D	E	All
	All	64%	57%	46%	28%	26%	18%	39%
		78	539	768	266	215	84	2008

38%

visited a **theatre** in
Edinburgh outside
of Festivals in the
last year

Socio-economic group (SEG)								
Age	A	B	C1	C2	D	E	All	
Male	16-24		33%		20%		25%	
	25-44	54%	35%	24%	16%		30%	
	45-64	61%	38%	17%	19%		31%	
	65+	73%	59%	42%	17%	24%	21%	36%
	All	45%	54%	36%	20%	19%	12%	30%
Female	16-24		40%		20%		32%	
	25-44	62%	67%	43%	32%	27%	19%	41%
	45-64	67%	80%	55%	53%	35%		53%
	65+		73%	59%	48%	38%	32%	52%
	All	65%	71%	48%	40%	30%	23%	45%
All	56%	63%	43%	28%	25%	18%	38%	

went to live music /
concert in Edinburgh
outside of Festivals
in the last year

38%

		Socio-economic group (SEG)					
		A	B	C1	C2	D	E
Male	Age						
	16-24		33%	53%	50%	30%	40%
	25-44		47%	51%	46%	41%	16%
	45-64		49%	40%	26%	23%	
	65+	67%	39%	28%			
All		45%	45%	47%	34%	29%	15%
		24	208	320	197	119	33
		169	442	234	81	926	
Female	Age						
	16-24		57%	43%	36%	35%	
	25-44	69%	53%	46%	34%	28%	18%
	45-64	63%	63%	46%	35%	27%	
	65+		42%	36%	20%		13%
All		65%	54%	44%	32%	26%	15%
		44	263	428	114	111	36
		161	421	310	138	1030	
All		56%	50%	45%	33%	27%	15%
		68	471	748	311	230	69
		1956					

visited an **art gallery**
in Edinburgh outside
of Festivals in the
last year **31%**

		Socio-economic group (SEG)						
Age		A	B	C1	C2	D	E	All
Male	16-24			30%		20%		21%
				56		11		79
	25-44		46%	36%	17%	19%		28%
			90	100	40	31		283
	45-64		55%	35%	15%	14%		27%
			83	50	30	18		198
	65+	67%	44%	30%				26%
		10	36	25				98
	All	47%	46%	34%	14%	17%	11%	27%
		25	213	231	83	69	23	658
		A	B	C1	C2	D	E	All
Female	16-24			33%				26%
				75				107
	25-44	66%	54%	40%	23%	20%		35%
		19	111	142	36	35		360
	45-64	71%	61%	42%	43%	24%	23%	42%
		17	93	103	46	33	11	310
	65+		62%	46%	23%	17%	18%	37%
			60	71	14	12	19	189
	All	69%	56%	40%	28%	20%	17%	36%
		47	272	391	102	88	41	966
		A	B	C1	C2	D	E	All
	All	60%	51%	37%	20%	19%	14%	31%
		72	485	622	185	157	64	1624

22%

attended 'none of these' in Edinburgh outside of Festivals in the last year

		Socio-economic group (SEG)						
Age		A	B	C1	C2	D	E	All
Male	16-24			11%				12%
				20				43
	25-44		8%	13%	15%	21%	60%	18%
			15	36	37	35	37	177
	45-64		10%	19%	39%	40%	67%	32%
			15	27	76	52	46	231
	65+		17%	36%	60%	51%	75%	44%
			14	30	50	28	43	167
	All		10%	16%	29%	30%	62%	25%
			48	113	168	123	131	618
Female		A	B	C1	C2	D	E	All
	16-24			7%			48%	11%
				17			12	44
	25-44		5%	10%	18%	21%	39%	14%
			11	34	28	36	26	150
	45-64			15%	17%	32%	58%	19%
			37	18	44	28	138	
	65+		10%	22%	26%	49%	60%	32%
			10	33	16	35	64	164
	All		6%	12%	18%	28%	53%	18%
			28	121	65	121	130	496
		A	B	C1	C2	D	E	All
All		8%	8%	14%	25%	29%	57%	22%
		10	76	234	234	244	261	1115

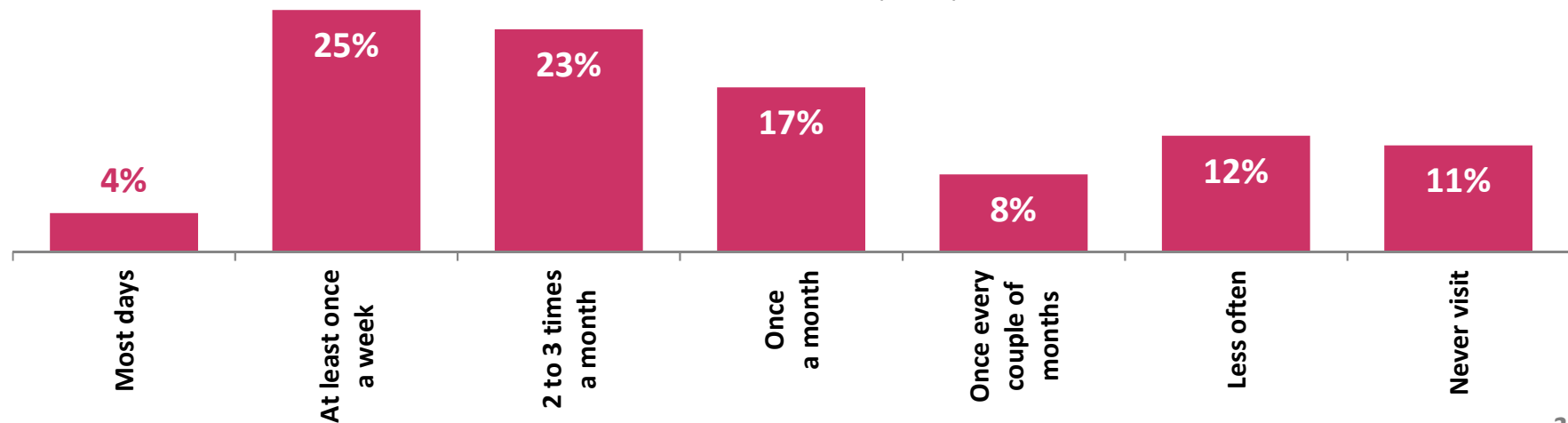
Participation overlap

	Festivals	Theatre	Live music or concert	Museum	Art gallery	Cinema
Festivals		84% 1655	87% 1709	82% 1645	84% 1364	78% 2398
Theatre	48% 1655		62% 1209	64% 1295	74% 1195	49% 1515
Live music or concert	50% 1709	61% 1209		57% 1149	63% 1017	50% 1519
Museum	48% 1645	66% 1295	59% 1149		85% 1377	51% 1560
Art gallery	40% 1364	61% 1195	52% 1017	69% 1377		41% 1268
Cinema	70% 2398	77% 1515	78% 1519	78% 1560	78% 1268	

- 48% of Festival attendees also visited the theatre in Edinburgh in the last year
- 84% of theatre-goers also attended a Festival in the last two years

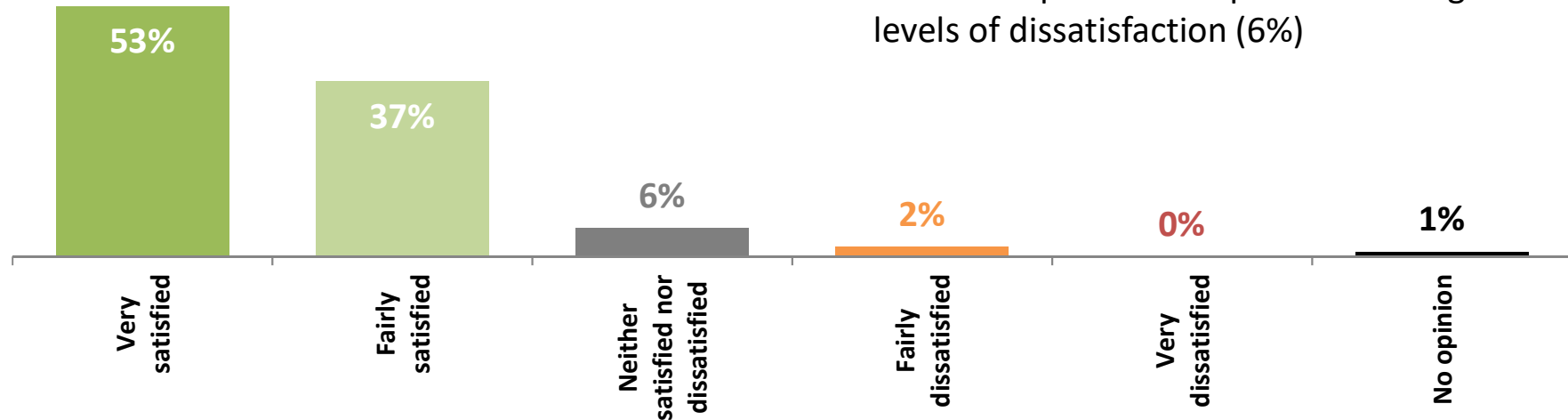
29% make at least weekly City Centre leisure visits

- Least likely to visit were those from SEG E (33%), those with a health problem / disability (25%), retired (24%), aged 65+ (23%) and unemployed (23%)
- 16-24 year olds visited most, 5% going most days and 41% going at least once a week
- SEGs A (36%) and B (33%) were more likely to visit, as were ethnic minority/non-UK citizens (31%).



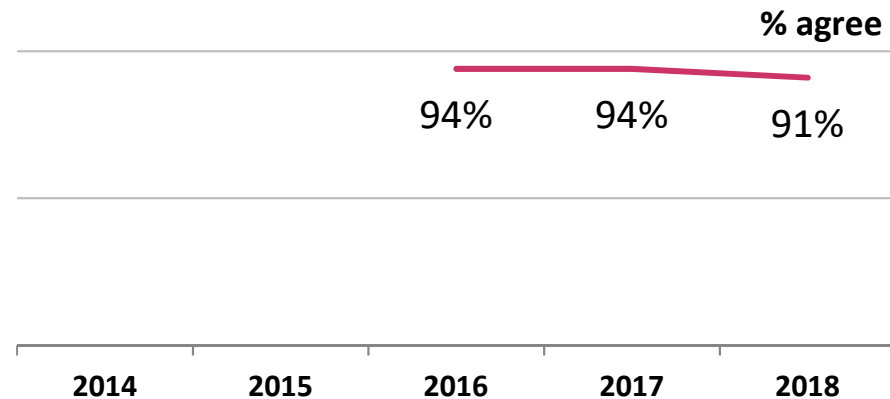
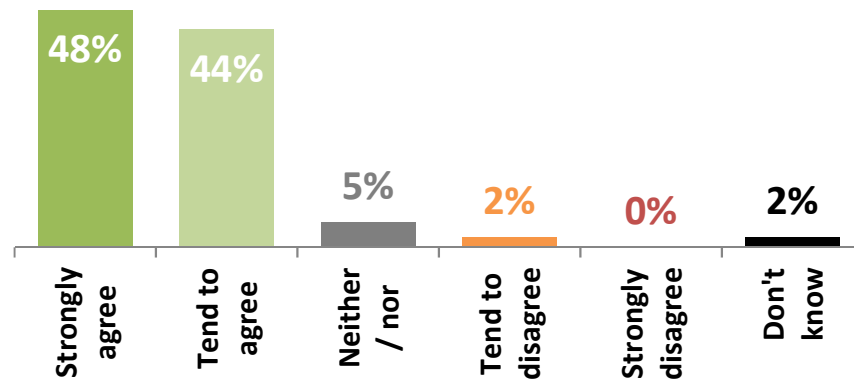
90%

satisfied with City Centre for leisure



- Satisfaction consistent between those under 45 (93%) and over 45s (87%)
- Satisfaction lower amongst those with a long-term health problem / disability (84%), those who were unemployed or retired (both 85%) and those from SEG E (86% – this compares to 91% for SEG C1, 93% for SEG B, and 94% for SEG A)
- Retired respondents expressed the highest levels of dissatisfaction (6%)

91%
feel Edinburgh is
welcoming to all ages



- No differences across gender or ethnic groups
- Unemployed people least likely to feel Edinburgh is welcoming and accessible (81%)
- While proportions remain very low, those most likely to disagree that Edinburgh is welcoming were unemployed participants (6%) and those aged 55-64 (4%)



City of Edinburgh Council
Edinburgh People Survey 2018
Topline Findings Report - 12th December 2018

		2018	2017	2016	2015	2014	2013
A - Sex							
	Base	5170	5180	5226	5170	5125	5000
	Male	48%	47%	48%	46%	47%	47%
	Female	52%	53%	52%	54%	53%	53%
	Other	0%					

B - Age							
	Base	5170	5180	5226	5170	5125	5000
	16-24	15%	15%	17%	18%	17%	15%
	25-34	21%	19%	20%	20%	19%	16%
	35-44	19%	19%	18%	18%	18%	22%
	45-54	15%	16%	16%	15%	15%	13%
	55-59	7%	8%	7%	7%	7%	7%
	60-64	5%	6%	6%	7%	8%	9%
	65-74	11%	11%	12%	10%	11%	13%
	75+	6%	5%	5%	5%	6%	5%

C - Working status:							
	Base	5170	5180	5226	5170	5125	5000
	Working - Full time (30+ hrs)	42%	41%	40%	42%	37%	42%
	Working - Part-time (9-29 hrs)	12%	12%	12%	12%	11%	11%
	Self employed	6%	7%	7%	5%	3%	2%
	Unemployed	4%	4%	3%	4%	11%	5%
	Not working - retired	14%	15%	16%	15%	21%	24%
	Not working - looking after house/children	2%	4%	3%	3%	5%	4%
	Not working - invalid/disabled	3%	3%	3%	3%	2%	3%
	Not working – carer	1%	1%	1%	1%	1%	0%
	Student	14%	13%	14%	14%	10%	9%
	Other (please specify)	1%	1%	1%	0%	0%	0%

G - Which of these best describes the ownership of your home?							
	Base	5170	5180	5226	5170	5125	5000
	Buying with a loan/mortgage	27%	27%	26%	29%	26%	48%
	Owned without any loan outstanding	22%	23%	23%	20%	22%	19%

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

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

	Base	5170	5180	5226	5170	5125	5000
Less than 2 years		24%	25%	26%	26%	25%	15%
2 years – less than 5 years		22%	21%	21%	20%	18%	20%
5 years – less than 10 years		15%	17%	17%	18%	20%	20%
10 years or more		38%	37%	37%	35%	37%	44%

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

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

Ethnicity (summarised)

	Base	5170	5180	5226	5170	5125	5000
Scottish		76%	76%	79%	80%	75%	86%
English		5%	5%	4%	4%	4%	1%
Welsh		0%	0%	0%	0%	0%	0%
Northern Irish		0%	1%	0%	0%	1%	0%
British		9%	10%	8%	7%	9%	1%
Ethnic Minority		10%	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	5170	5180	5226	5170	5125	5000
	Mean	1.74	1.72	1.73	1.66	1.71	
Very satisfied		44%	46%	45%	50%	48%	58%
Fairly satisfied		45%	43%	45%	40%	40%	35%
Neither satisfied nor dissatisfied		6%	5%	5%	4%	6%	3%
Fairly dissatisfied		3%	4%	4%	3%	3%	2%
Very dissatisfied		2%	2%	2%	2%	2%	0%
No opinion		0%	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							
	Base	5170	5180				
Have enough information		71%	71%				
Want to know more		19%	19%				
Not sure		9%	10%				
Q3b - Community safety and crime statistics							
	Base	5170	5180				
Have enough information		58%	58%				
Want to know more		28%	28%				
Not sure		14%	14%				
Q3c - Planning applications							
	Base	5170	5180				
Have enough information		57%	59%				
Want to know more		24%	22%				
Not sure		18%	19%				
Q3d - How the Council spends its money							
	Base	5170	5180				
Have enough information		50%	49%				
Want to know more		34%	37%				
Not sure		16%	14%				
Q3e - The performance of Council services							
	Base	5170	5180				
Have enough information		51%	50%				
Want to know more		32%	35%				
Not sure		16%	15%				
Q3f - The performance of local schools							
	Base	5170	5180				
Have enough information		56%	55%				
Want to know more		20%	21%				
Not sure		24%	24%				
Q4 - Do you feel that you are able to have a say on things happening or how Council services are run in your neighbourhood?							
	Base	5170	5180	5226	5170	5125	5000
Yes		36%	39%	37%	33%	37%	34%
No		44%	42%	39%	37%	38%	23%
Not sure		20%	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?"							
	Base	5170	5180	5226	5170	5125	5000
	Mean	1.83	1.75	1.80	1.82	1.92	
Strongly agree		36%	41%	36%	36%	31%	30%

Tend to agree	46%	44%	50%	47%	50%	55%
Neither agree nor disagree	10%	7%	7%	9%	11%	9%
Tend to disagree	3%	3%	4%	3%	4%	2%
Strongly disagree	1%	1%	1%	1%	1%	1%
Don't know	3%	3%	3%	4%	3%	5%

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

	Base	5170	4960	5226	5170	5125	5000
Aquatics (swimming and diving)		11%	14%	12%	13%	12%	12%
Athletics (track and field sports)		2%	2%	2%			
Cricket		0%	0%	0%			
Football		7%	7%	7%	6%	7%	6%
Gymnastics		1%	1%	2%			
Racquet sports		3%	3%	2%			
Rugby		2%	2%	1%	1%		
Walking (at least 30 minutes for recreational purp		49%	49%	44%	55%		
Cycling		9%	12%	10%	9%	8%	7%
Running / jogging		14%	14%	12%	11%	11%	4%
Keep fit / aerobics		10%	11%	12%	11%	11%	11%
Multi-gym use / weight training		14%	14%	12%	12%	11%	7%
Other (please specify)		3%	6%	4%	2%		
None of these		28%	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	5170	4960	5226
Mean		3.15	3.32	2.93
0		24%	24%	27%
1		5%	5%	6%
2		12%	12%	15%
3		16%	13%	14%
4		13%	11%	11%
5		11%	10%	10%
6		3%	3%	2%
7		17%	21%	16%

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

	Base	5170	5180	5226	5170	5125
Yes		50%	52%	46%	46%	44%
No		36%	34%	39%	38%	39%
Don't know		14%	15%	15%	16%	17%

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

	Base	2591	2679	2425	2366	2279
Yes		67%	66%	74%	72%	70%
No		23%	24%	19%	19%	22%
Don't know		9%	9%	7%	10%	8%

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

Q10a - Maintenance of roads

	Base	5170	5180	5226	5170	5125	5000
Mean		3.15	2.87	2.96	2.88	2.90	
Very satisfied		6%	10%	7%	8%	8%	8%
Satisfied		36%	41%	42%	44%	40%	44%
Neither satisfied nor dissatisfied		12%	13%	10%	13%	17%	16%
Dissatisfied		27%	23%	25%	23%	21%	22%
Very dissatisfied		18%	12%	14%	12%	12%	7%
Don't know		1%	1%	1%	1%	3%	3%

Q10b - Maintenance of pavements / footpaths

	Base	5170	5180	5226	5170	5125	5000
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	Mean	2.98	2.83	2.85	2.84	2.84	
Very satisfied		8%	9%	9%	8%	8%	13%
Satisfied		40%	44%	44%	44%	42%	51%
Neither satisfied nor dissatisfied		13%	13%	11%	13%	17%	16%
Dissatisfied		25%	23%	24%	23%	21%	16%
Very dissatisfied		14%	11%	12%	11%	11%	3%
Don't know		1%	0%	1%	1%	1%	1%

Q10c - Street cleaning

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.76	2.50	2.73	2.53	2.60	
Very satisfied		9%	12%	10%	14%	12%	33%
Satisfied		47%	54%	47%	50%	46%	51%
Neither satisfied nor dissatisfied		13%	11%	11%	12%	17%	8%
Dissatisfied		21%	17%	20%	14%	18%	7%
Very dissatisfied		10%	6%	10%	8%	7%	1%
Don't know		0%	1%	0%	0%	0%	1%

Q10d - Rubbish collection service

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.67	2.40	2.60	2.38	2.51	
Very satisfied		10%	14%	11%	17%	16%	25%
Satisfied		49%	55%	51%	53%	46%	50%
Neither satisfied nor dissatisfied		13%	11%	12%	10%	15%	12%
Dissatisfied		18%	15%	16%	12%	16%	11%
Very dissatisfied		9%	5%	9%	7%	6%	2%
Don't know		1%	1%	1%	1%	0%	1%

Q10e - Recycling

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.50	2.33	2.39	2.26	2.37	
Very satisfied		12%	14%	14%	19%	16%	26%
Satisfied		53%	57%	56%	53%	49%	54%
Neither satisfied nor dissatisfied		14%	10%	12%	12%	17%	10%
Dissatisfied		13%	12%	12%	10%	11%	7%
Very dissatisfied		7%	4%	5%	4%	5%	2%
Don't know		2%	2%	1%	2%	3%	2%

Q10f - Parks or other green spaces

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.02	1.87	2.03	2.00	2.04	
Very satisfied		25%	34%	25%	26%	27%	53%
Satisfied		55%	52%	57%	56%	51%	38%
Neither satisfied nor dissatisfied		8%	6%	8%	9%	12%	3%
Dissatisfied		6%	6%	6%	6%	6%	1%
Very dissatisfied		2%	1%	3%	2%	2%	0%
Don't know		3%	1%	2%	2%	2%	5%

Q10g - Public transport

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

Q10h - Street lighting

Base	5170		5170	
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	Mean	2.02		1.95	
Very satisfied		25%		25%	
Satisfied		57%		62%	
Neither satisfied nor dissatisfied		9%		6%	
Dissatisfied		5%		4%	
Very dissatisfied		2%		2%	
Don't know		0%		0%	

Q10i - Sport and leisure facilities run by Edinburgh Leisure

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.06	1.95	1.99	1.98	2.10	
Very satisfied		19%	25%	22%	21%	19%	37%
Satisfied		43%	43%	47%	49%	44%	34%
Neither satisfied nor dissatisfied		9%	10%	8%	8%	13%	2%
Dissatisfied		4%	4%	3%	3%	4%	2%
Very dissatisfied		2%	1%	2%	1%	2%	0%
Don't know		23%	17%	17%	17%	17%	25%

Q10j - Facilities for young children (up to the age of 12 years)

	Base	5170	5180	5226		
	Mean	2.67	2.52	2.51		
Very satisfied		6%	8%	7%		
Satisfied		22%	24%	31%		
Neither satisfied nor dissatisfied		12%	11%	9%		
Dissatisfied		7%	8%	8%		
Very dissatisfied		5%	3%	4%		
Don't know		48%	45%	41%		

Q10k - Facilities for teenagers (13-17 year olds)

	Base	5170	5180	5226		
	Mean	2.85	2.78	2.65		
Very satisfied		5%	6%	6%		
Satisfied		19%	19%	27%		
Neither satisfied nor dissatisfied		12%	12%	9%		
Dissatisfied		8%	9%	9%		
Very dissatisfied		7%	5%	5%		
Don't know		51%	49%	43%		

Q11 - Have you visited a library in your neighbourhood in the last 12 months?							
	Base	5169	5180	5226	5170	5125	5000
Yes		36%	47%	47%	45%	42%	34%
No		64%	53%	53%	55%	57%	66%
Not sure		0%	0%	0%	0%	0%	0%

Q12 - Have you used the online library service in the last 12 months?							
	Base	5170	5180	5226	5170	5125	5000
Yes		14%	21%	24%	21%	16%	9%
No		86%	79%	76%	79%	84%	89%
Not sure		0%	0%	0%	0%	0%	2%

Q13 - Have you used any library computer or the free WiFi service in the last 12 months?							
	Base	5170	5180	5226	5170		
Yes		17%	23%	25%	22%		
No		83%	77%	74%	77%		
Not sure		1%	0%	0%	0%		

Q14 - Overall, how satisfied or dissatisfied are you with the library service?							
	Base	5170	5180	5226	5170	5125	5000
	Mean	1.67	1.52	1.49	1.47	1.65	
Very satisfied		29%	37%	39%	38%	32%	29%
Fairly satisfied		17%	20%	17%	19%	18%	8%
Neither satisfied nor dissatisfied		9%	4%	5%	4%	10%	2%
Fairly dissatisfied		1%	1%	1%	1%	1%	1%
Very dissatisfied		0%	0%	0%	0%	0%	0%
No opinion		45%	37%	37%	39%	39%	61%

Q15 - How common would you say the following things are in your neighbourhood?							
Q15a - Violent crime							
	Base	5170	5180	5226	5170		
	Mean	3.37	3.39	3.46	3.43		
Very common		3%	2%	3%	3%		
Fairly common		9%	8%	8%	9%		
Not very common		33%	36%	32%	33%		
Not at all common		50%	50%	55%	52%		
Don't know		6%	4%	2%	3%		

Q15b - Vandalism and graffiti							
	Base	5170	5180	5226	5170		
	Mean	3.05	3.11	3.15	3.21		
Very common		6%	5%	5%	5%		
Fairly common		20%	17%	16%	15%		
Not very common		33%	39%	39%	36%		
Not at all common		38%	37%	38%	42%		
Don't know		3%	2%	1%	2%		

Q15c - Antisocial behaviour							
	Base	5170	5180	5226	5170		
	Mean	3.00	3.02	3.09	3.18		
Very common		7%	6%	6%	6%		
Fairly common		22%	20%	18%	16%		
Not very common		34%	37%	40%	36%		
Not at all common		35%	35%	35%	40%		
Don't know		3%	2%	2%	3%		

Q15d - Dog fouling							
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	Base	5170	5180	5226	5170	
	Mean	2.54	2.54	2.58	2.68	
Very common		17%	19%	18%	15%	
Fairly common		33%	29%	29%	31%	
Not very common		25%	28%	30%	26%	
Not at all common		23%	22%	21%	26%	
Don't know		2%	2%	1%	1%	

Q16 - How satisfied or dissatisfied are you with the way the following are dealt with in your local neighbourhood at present?

Q16a - Violent crime

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.21	2.14	2.06	2.07	2.40	
Very satisfied		20%	20%	25%	24%	10%	13%
Satisfied		41%	48%	49%	45%	26%	21%
Neither satisfied nor dissatisfied		15%	11%	9%	9%	11%	4%
Dissatisfied		6%	6%	6%	5%	5%	1%
Very dissatisfied		4%	3%	4%	4%	4%	1%
Don't know		15%	11%	7%	13%	7%	6%
Not an issue in your neighbourhood						37%	54%

Q16b - Vandalism and graffiti							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.46	2.32	2.25	2.21	2.53	
Very satisfied		16%	18%	22%	23%	10%	13%
Satisfied		37%	46%	47%	42%	28%	27%
Neither satisfied nor dissatisfied		16%	12%	9%	10%	13%	6%
Dissatisfied		12%	11%	10%	8%	8%	2%
Very dissatisfied		5%	4%	6%	5%	5%	1%
Don't know		13%	9%	6%	12%	5%	5%
Not an issue in your neighbourhood						31%	47%

Q16c - Antisocial behaviour							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.54	2.44	2.32	2.26	2.63	
Very satisfied		15%	16%	21%	22%	10%	13%
Satisfied		36%	43%	45%	41%	26%	30%
Neither satisfied nor dissatisfied		16%	13%	10%	11%	14%	6%
Dissatisfied		14%	14%	11%	9%	9%	3%
Very dissatisfied		6%	6%	7%	5%	6%	1%
Don't know		12%	9%	6%	12%	6%	5%
Not an issue in your neighbourhood						29%	42%

Q16d - Dog fouling							
	Base	5170	5180	5226	5170	5125	5000
	Mean	3.04	2.98	2.91	2.82	3.34	
Very satisfied		11%	12%	16%	17%	6%	10%
Satisfied		26%	31%	32%	28%	20%	26%
Neither satisfied nor dissatisfied		15%	12%	10%	12%	16%	13%
Dissatisfied		24%	22%	21%	21%	21%	13%
Very dissatisfied		14%	15%	17%	13%	19%	9%
Don't know		10%	7%	5%	8%	3%	3%
Not an issue in your neighbourhood						15%	26%

Q17 - Is street drinking or alcohol related disorder a problem in your neighbourhood?							
	Base	5170	5180	5226	5170	5125	5000
Yes		19%	19%	19%	20%	20%	10%
No		73%	76%	77%	75%	70%	79%
Not sure		8%	5%	4%	6%	10%	11%

Q18 - How safe do you feel in your neighbourhood after dark?							
	Base	5170	5180	5226	5170	5125	5000
	Mean	1.81	1.80	1.79	1.80	1.82	
Very safe		37%	38%	39%	40%	37%	51%
Fairly safe		47%	46%	47%	44%	47%	41%
A bit unsafe		10%	10%	9%	10%	10%	4%
Very unsafe		4%	4%	4%	5%	4%	1%
Don't know		2%	2%	1%	1%	2%	4%

Q19 - To what extent are you satisfied or dissatisfied with the way the Council is managing your neighbourhood?							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.22	2.18	2.20	2.10	2.13	
Very satisfied		16%	18%	20%	23%	19%	37%
Fairly satisfied		57%	57%	53%	52%	56%	51%
Neither satisfied nor dissatisfied		15%	12%	13%	13%	14%	5%
Fairly dissatisfied		7%	7%	9%	6%	6%	2%
Very dissatisfied		3%	3%	3%	2%	2%	0%
No opinion		2%	2%	2%	2%	2%	6%

Q20a - Which of the following forms of transport have you used to get around Edinburgh in the last month?							
	Base	5170	4818	5226			

Bus or coach	72%	74%	68%
Drive car or van	41%	43%	41%
Passenger in car or van	18%	23%	18%
Motorcycle, scooter or moped	1%	1%	1%
Taxi or minicab	15%	18%	13%
Train	10%	10%	8%
Tram	9%	11%	5%
Bicycle	9%	12%	10%
On foot	53%	59%	51%
None of these – have not travelled around Edinburgh	1%	0%	0%

Q20b - And how many days in the last week have you travelled in this way?

	Mean Days	
Q20b.1 - Bus or coach	3.50	3.37
Q20b.2 - Drive car or van	4.70	4.30
Q20b.3 - Passenger in car or van	2.20	2.04
Q20b.4 - Motorcycle, scooter or moped	3.00	2.79
Q20b.5 - Taxi or minicab	1.00	1.07
Q20b.6 - Train	0.90	1.00
Q20b.7 - Tram	1.20	1.31
Q20b.8 - Bicycle	3.10	3.14
Q20b.9 - On foot	5.60	5.62

Q21 - As a cyclist, how safe do you feel using the roads in Edinburgh?

	Base	465	597	522
	Mean	2.52	2.55	2.41
Very safe		12%	12%	18%
Fairly safe		39%	35%	35%
A bit unsafe		32%	37%	35%
Very unsafe		16%	15%	12%
Don't know		1%	1%	0%

Q22 - How satisfied or dissatisfied are you with the maintenance of off-road cycle paths?

	Base	465
	Mean	2.39
Very satisfied		17%
Fairly satisfied		46%
Neither satisfied nor dissatisfied		13%
Fairly dissatisfied		12%
Very dissatisfied		6%
No opinion		6%

Q23 - To what extent do you support or oppose 20MPH speed limits in Edinburgh?

	Base	5170	4818	5226
	Mean	2.61	2.61	2.44
Strongly support		19%	20%	21%
Support		36%	35%	38%
Neither support nor oppose		14%	15%	14%
Oppose		15%	13%	11%
Strongly oppose		11%	12%	9%
Don't know		4%	5%	7%

Q24 - How has your personal financial situation changed over the last 12 months?

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.93	2.95	2.89	2.87	2.93	
Much better		2%	2%	3%	4%	3%	0%
Better		17%	13%	17%	16%	16%	6%
No change		65%	71%	66%	68%	64%	64%
Worse		10%	10%	10%	8%	11%	13%
Much worse		2%	2%	1%	1%	2%	2%
Don't know / prefer not to say		3%	2%	2%	3%	4%	15%

Q25 - How confident are you about your current and future job / career prospects in Edinburgh?							
	Base	5170	5180	5226	5170	5125	5000
	Mean	1.93	1.95	1.95	1.93	2.03	
Very confident		21%	20%	21%	21%	17%	18%
Fairly confident		46%	46%	43%	45%	41%	39%
Not very confident		9%	9%	11%	9%	10%	8%
Not at all confident		3%	3%	3%	3%	5%	3%
Not applicable		22%	23%	22%	21%	28%	32%

Q26 - Have you attended any Festival in Edinburgh in the last two years?							
	Base	5170	5180	5226	5170	5125	5000
Yes		66%	67%	62%	63%	58%	64%
No		34%	33%	38%	37%	41%	35%
Don't know		0%	0%	0%	0%	0%	1%

Q27 - Do you believe the Festivals make Edinburgh a better or worse place to live?							
	Base	5170	5180	5226	5170	5125	5000
Better		72%	76%	80%	78%	72%	77%
No difference		13%	15%	13%	13%	21%	6%
Worse		7%	6%	4%	2%	2%	1%
Don't know		8%	4%	4%	6%	5%	16%

Q28 - Outside of the Festivals, have you been to any of the following in Edinburgh in the last year?							
	Base	5170	5180	5226	5170	5125	5000
Theatre		38%	42%	36%	34%	33%	30%
Live music or concert		38%	40%	33%	33%	33%	34%
Museum		39%	42%	31%	29%	31%	19%
Art gallery		31%	34%	25%	24%	23%	14%
Cinema		59%	61%	52%	52%		
None of these		22%	21%	29%	27%	41%	41%

Q29 - How frequently do you visit Edinburgh city centre for the following activities?

Q29a - Shopping							
	Base	5170					
Most days		5%					
At least once a week		22%					
About 2 to 3 times a month		20%					
About once a month		20%					
About once every couple of months		9%					
Less often		12%					
Never visit		10%					
Unsure		0%					

Q29b - Leisure, e.g. restaurants, bars, cinema, theatre, etc.

	Base	5170					
Most days		4%					
At least once a week		25%					
About 2 to 3 times a month		23%					
About once a month		17%					
About once every couple of months		8%					
Less often		12%					
Never visit		11%					
Unsure		0%					

Q29c - Work

	Base	5170					
Most days		24%					
At least once a week		8%					

About 2 to 3 times a month	2%
About once a month	1%
About once every couple of months	1%
Less often	5%
Never visit	57%
Unsure	1%

Q30 - How satisfied or dissatisfied are you with Edinburgh city centre for the following activities?

Q30a - Shopping

	Base	4625
	Mean	1.79
Very satisfied		46%
Fairly satisfied		37%
Neither satisfied nor dissatisfied		8%
Fairly dissatisfied		6%
Very dissatisfied		1%
No opinion		1%

Q30b - Leisure, e.g. restaurants, bars, cinema, theatre, etc.

	Base	4571
	Mean	1.58
Very satisfied		53%
Fairly satisfied		37%
Neither satisfied nor dissatisfied		6%
Fairly dissatisfied		2%
Very dissatisfied		0%
No opinion		1%

Q31 - How often do you use public transport to travel to, from or within Edinburgh city centre?

	Base	4828
Most days		30%
At least once a week		28%
About 2 to 3 times a month		11%
About once a month		8%
About once every couple of months		4%
Less often		10%
Never		10%
Unsure		0%

Q32 - Generally, how satisfied or dissatisfied are you with public transport to and within Edinburgh city centre?

	Base	4318
	Mean	1.47
Very satisfied		61%
Fairly satisfied		32%
Neither satisfied nor dissatisfied		4%
Fairly dissatisfied		2%
Very dissatisfied		1%
No opinion		1%

Q33 - To what extent do you agree or disagree that Edinburgh is welcoming and accessible to people of all ages?

	Base	5170	5180	5226	5170
	Mean	1.61	1.51	1.56	1.49
Strongly agree		48%	55%	50%	56%
Tend to agree		44%	40%	44%	40%
Neither agree nor disagree		5%	3%	3%	2%
Tend to disagree		2%	1%	1%	1%
Strongly disagree		0%	0%	0%	0%
Don't know		2%	1%	1%	1%

Q34 - To what extent do you agree or disagree with the following statements about the Council?

Q34a - The Council cares about the environment							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.32	2.23	2.27	2.17	2.26	
Strongly agree		11%	13%	12%	15%	14%	21%
Tend to agree		53%	59%	59%	57%	51%	57%
Neither agree nor disagree		14%	12%	13%	12%	19%	9%
Tend to disagree		8%	7%	8%	6%	6%	2%
Strongly disagree		3%	3%	3%	3%	3%	0%
Don't know		11%	6%	5%	8%	8%	11%

Q34b - The Council provides protection and support for vulnerable people							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.41	2.26	2.19	2.14	2.27	
Strongly agree		12%	15%	19%	19%	16%	16%
Tend to agree		36%	44%	43%	44%	36%	43%
Neither agree nor disagree		13%	12%	11%	12%	18%	8%
Tend to disagree		8%	7%	7%	5%	6%	2%
Strongly disagree		4%	3%	3%	3%	2%	0%
Don't know		26%	19%	17%	17%	22%	32%

Q34c - I receive information from the Council in a form that suits me							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.48	2.45	2.37	2.30	2.44	
Strongly agree		14%	13%	16%	18%	15%	22%
Tend to agree		44%	49%	49%	47%	41%	45%
Neither agree nor disagree		16%	15%	12%	14%	20%	13%
Tend to disagree		10%	11%	8%	7%	10%	4%
Strongly disagree		7%	6%	8%	6%	5%	0%
Don't know		9%	7%	7%	8%	10%	16%

Q34d - The Council keeps me informed about the services it provides							
	Base	5170	5180	5226	5170	5125	
	Mean	2.65	2.59	2.52	2.42	2.67	
Strongly agree		12%	10%	14%	16%	11%	
Tend to agree		39%	46%	46%	43%	37%	
Neither agree nor disagree		17%	15%	13%	16%	21%	
Tend to disagree		14%	14%	12%	9%	13%	
Strongly disagree		8%	7%	9%	7%	8%	
Don't know		10%	7%	7%	9%	10%	

Q34e - The Council keeps me informed about their spending and saving proposals							
	Base	5170	5180	5226	5170	5125	5000
	Mean	2.94	2.93	2.86	2.94	3.17	
Strongly agree		9%	7%	10%	9%	6%	8%
Tend to agree		30%	35%	36%	29%	23%	29%
Neither agree nor disagree		18%	17%	14%	17%	22%	18%
Tend to disagree		18%	19%	17%	14%	18%	14%
Strongly disagree		12%	11%	13%	14%	16%	6%
Don't know		13%	10%	10%	16%	14%	26%

Q34f - The Council provides value for money							
	Base	5170	5180	5226			
	Mean	2.93	2.86	2.76			
Strongly agree		4%	5%	8%			
Tend to agree		31%	35%	38%			
Neither agree nor disagree		23%	20%	19%			
Tend to disagree		13%	14%	13%			
Strongly disagree		10%	10%	10%			
Don't know		19%	16%	13%			

Q34g - The Council displays sound financial management							
	Base	5170	5180	5226	5170	5125	5000
	Mean	3.11	3.12	3.03	3.04	3.18	
Strongly agree		3%	4%	5%	5%	3%	3%
Tend to agree		23%	25%	28%	24%	21%	23%
Neither agree nor disagree		22%	20%	19%	18%	25%	23%
Tend to disagree		13%	15%	15%	13%	14%	11%
Strongly disagree		12%	14%	13%	12%	13%	5%
Don't know		26%	23%	21%	27%	23%	35%

Q35 - From this list, please say if you have done any of the following things in the last year?							
	Base	5170	5180	5226	5170	5125	5000
Used the Council website to pay a bill		14%	8%	11%	8%	7%	2%
Used the Council website to request a service, request		7%	9%	5%	4%		
Used the Council website to get information		9%	9%	6%	8%		
Contacted the Council on social media to request		2%	1%	1%	2%		
Visited the Council in person		6%	6%	8%	7%	9%	9%
Contacted the Council by telephone		14%	17%	17%	17%	19%	21%
Emailed the Council		6%	7%	6%	5%	7%	2%
Written to the Council						2%	1%
Other (please specify)		1%	0%	0%	0%	1%	0%
Don't remember		3%	2%	3%	2%	4%	3%
Have not contacted in the last 12 months		55%	62%	57%	62%	63%	73%

Q36 - And which of these contacts was the most recent?							
	Base	2137	1895	2102	1854	1646	1750
Used the Council website to pay a bill		28%	15%	23%	16%	11%	5%
Used the Council website to request a service, request		11%	13%	6%	7%		
Used the Council website to get information		12%	12%	8%	12%		
Contacted the Council on social media to request		2%	1%	2%	3%		
Visited the Council in person		10%	11%	15%	15%	23%	16%
Contacted the Council by telephone		27%	37%	37%	38%	48%	69%
Emailed the Council		9%	10%	8%	8%	14%	5%
Written to the Council						2%	2%
Other (please specify)		1%	0%	1%	0%	1%	0%
Don't remember		1%	1%	0%	1%	0%	1%

Q37 - Thinking about your most recent contact, to what extent do you agree or disagree with each of these statements?							
Q37a - I was well treated							
	Base	2116	1895	2097	1841	1646	1750
	Mean	2.02	1.95	1.84	1.70	1.81	
Strongly agree		39%	40%	42%	50%	45%	42%
Tend to agree		37%	39%	43%	35%	38%	51%
Neither agree nor disagree		8%	9%	7%	6%	8%	3%
Tend to disagree		5%	5%	4%	2%	4%	2%
Strongly disagree		7%	5%	4%	3%	3%	0%
Don't know		2%	2%	1%	4%	2%	2%

Q37b - My query / issue was resolved							
	Base	2116	1895	2097	1841	1646	1750
	Mean	2.20	2.29	2.26	2.08	2.36	
Strongly agree		39%	37%	38%	45%	36%	31%
Tend to agree		33%	32%	30%	29%	28%	48%
Neither agree nor disagree		7%	7%	7%	5%	10%	9%
Tend to disagree		9%	11%	16%	8%	12%	7%
Strongly disagree		11%	12%	9%	10%	12%	2%
Don't know		2%	2%	1%	2%	2%	3%

Q38 - Thinking about Edinburgh as a whole, how satisfied or dissatisfied are you with it as a place to live?							
	Base	5170	5180	5226	5170	5125	5000
	Mean	1.48	1.48	1.57	1.48	1.54	

Very satisfied	59%	58%	52%	58%	58%	63%
Fairly satisfied	36%	37%	42%	37%	31%	33%
Neither satisfied nor dissatisfied	4%	3%	3%	2%	8%	2%
Fairly dissatisfied	1%	1%	2%	1%	1%	1%
Very dissatisfied	0%	0%	1%	1%	1%	0%
No opinion	1%	0%	0%	0%	0%	1%

Q39 - To what extent are you satisfied or dissatisfied with the way the Council is managing the city?

	Base	5170	5180	5226	5170	5125	5000
	Mean	2.33	2.26	2.33	2.23	2.25	
Very satisfied		15%	18%	19%	21%	18%	31%
Fairly satisfied		50%	51%	47%	47%	48%	43%
Neither satisfied nor dissatisfied		17%	14%	16%	16%	19%	9%
Fairly dissatisfied		10%	8%	10%	8%	7%	8%
Very dissatisfied		3%	4%	5%	3%	3%	1%
No opinion		5%	4%	3%	5%	5%	7%

Q41 - To what extent do you agree or disagree that local authorities should have the ability to introduce a local charge for visitors who stay overnight?

	Base	5170					
	Mean	2.48					
Strongly agree		28%					
Tend to agree		28%					
Neither agree nor disagree		9%					
Tend to disagree		9%					
Strongly disagree		14%					
Don't know		11%					

Q42 - Do you own a personal computer, tablet or smart phone?

	Base	5170	5180	5226	5170	
Yes		90%	88%	87%	85%	
No		10%	12%	13%	15%	
Don't know		-	-	0%	-	

Q43 - Do you regularly carry out day-to-day transactions online, such as shopping and banking?

	Base	5170	5180	5226	5170	
Yes		74%	74%	71%	70%	
No		26%	26%	29%	30%	
Don't know		0%	0%	0%	0%	

D1 - Do you have any long-term illness, health problem or disability?

	Base	5170	5180	5226	5170	5125	5000
Yes		18%	20%	18%	15%	17%	14%
No		80%	80%	81%	85%	83%	86%
Prefer not to say		2%		1%			

D2 - How good is your health in general?

	Base	5170	5180	5226	5170	
Very good		41%	40%	44%	46%	
Good		41%	43%	40%	39%	
Fair		14%	14%	14%	12%	
Bad		3%	3%	2%	3%	
Very bad		0%	0%	0%	0%	

E - People in household

	Mean					
E1 - No of adults		3.00	2.07	2.11		
E2 - No of children (aged up to 15 yrs incl.)		0.40	0.41	0.40		
E3 - Total People in household		3.40	2.48	2.51		

I - Number of cars or light vans in household

Mean

0.80

0.80

0.79

0.80

0.70