



Edinburgh People Survey

2018

◆ EDINBURGH ◆
THE CITY OF EDINBURGH COUNCIL

Background

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

Objectives

- The key areas covered by the survey included:
 - Perceptions of the local neighbourhood in terms of factors such as social cohesion, feelings of safety, crime, antisocial behaviour, and overall satisfaction
 - Satisfaction with various council services delivered locally including; refuse collection, recycling, maintenance of roads and pavements, street cleaning and public transport
 - Frequency of visiting Edinburgh City Centre and satisfaction with the centre for shopping, leisure and public transport
 - Satisfaction with facilities for children and teenagers in Edinburgh
 - Usage of local and online library services and satisfaction with these
 - Satisfaction with City of Edinburgh Council in terms of factors including care for the environment, the provision of information, protection and support for vulnerable people and financial management
 - Levels of contact with the Council, how the contact was made and satisfaction with the way queries were handled
 - Overall satisfaction with Edinburgh as a place to live
 - Overall satisfaction with how the City of Edinburgh Council is managing the city.

Method

- In order to ensure data was comparable to previous years it was critical that the method of data collection was consistent.
- Data was collected and processed by Progressive Partnership Ltd.
- Interviews were conducted face to face, either in street or in home.
- In total, 5,170 interviews were conducted. Between 300 and 316 interviews were conducted in each of the 17 wards across the city.
- Quotas were set on age, gender, ethnicity and working status.
- Each interview lasted approximately 16 minutes.
- Fieldwork was conducted between 14th September and 10th December 2018.
- Full method details can be found in the Technical Appendix.

Sample

WARD	2018	WARD	2018
Edinburgh	5,170	Fount. / Craig.	302
Almond	310	Morningside	301
Pentland Hills	302	City Centre	301
Drumbrae / Gyle	300	Leith Walk	305
Forth	310	Leith	301
Inverleith	303	Craigen. / Dudd.	303
Corstor. / Murray	301	South. / New.	301
Sighthill / Gorgie	306	Liberton / Gil.	301
Colinton / Fair.	307	Porto. / Craig.	316

Key Research Findings

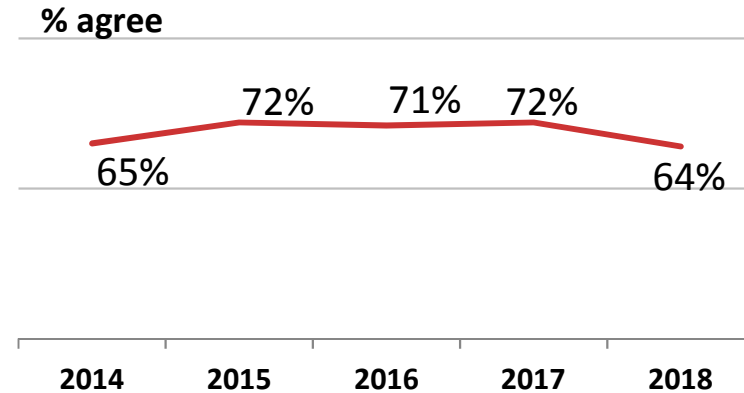
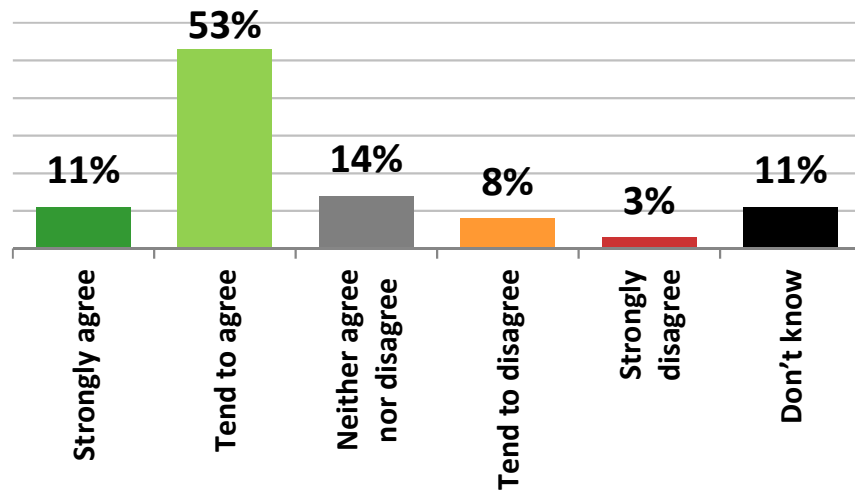


Edinburgh People Survey

2018

The Council and the city

64% agree that the Council cares about the environment

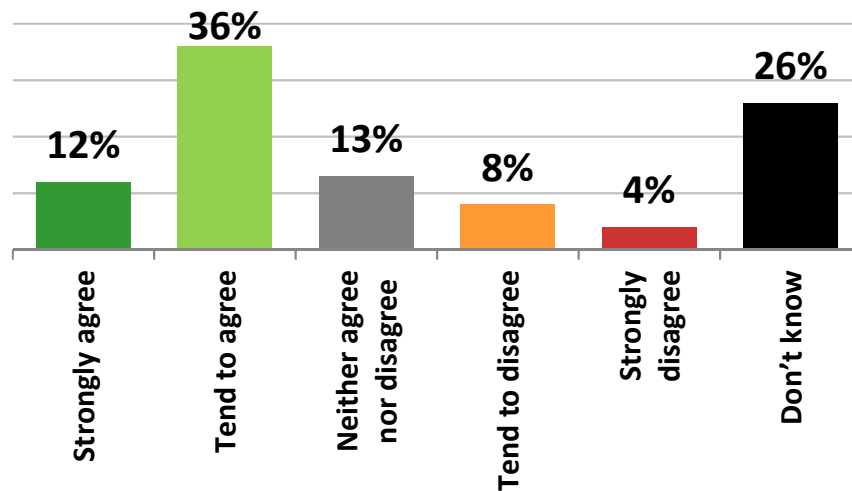
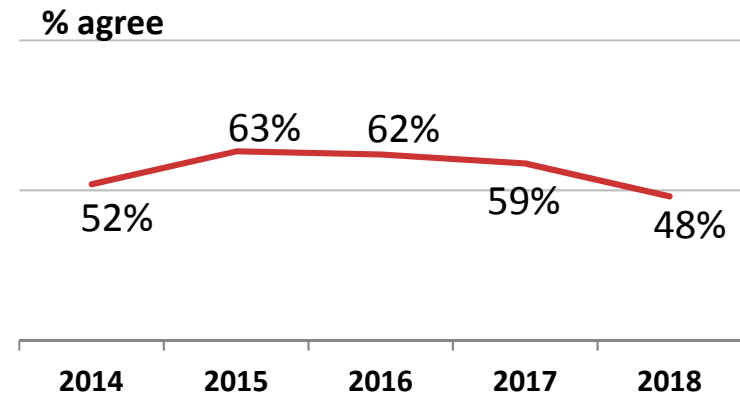


- Groups most likely to disagree that the Council cares about the environment were: people aged 65+ (16%) and those with a health problem or disability (15%).
- Groups least likely to disagree were: those aged 16-24 (6% disagreed); students (5%) and ethnic minority/non-UK citizens (6%).
- Unemployed people were less likely to agree (49%) than other groups.

% agreeing the Council cares for the environment

	13/15	14/16	15/17	16/18	A:18
Edinburgh	72%	69%	72%	69%	64%
North West	70%	68%	72%	68%	62%
Almond Ward	77%	70%	69%	63%	55%
Corstorphine / Murrayfield Ward	71%	76%	77%	74%	70%
Drumbrae / Gyle Ward	72%	70%	74%	70%	62%
Forth Ward	58%	55%	67%	64%	60%
Inverleith Ward	71%	69%	73%	69%	61%

48% agree that the Council provides protection & support for vulnerable people

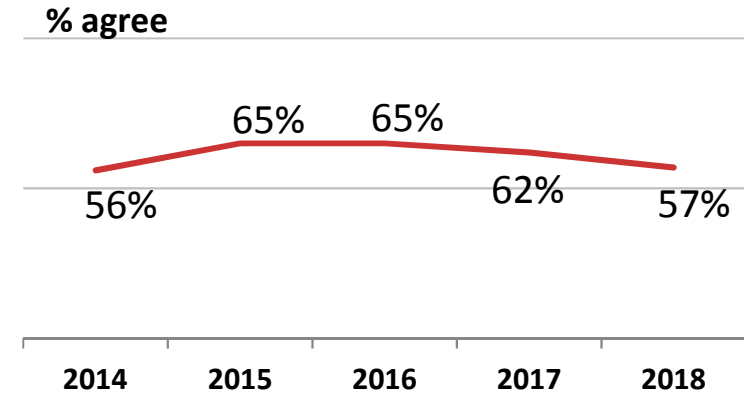
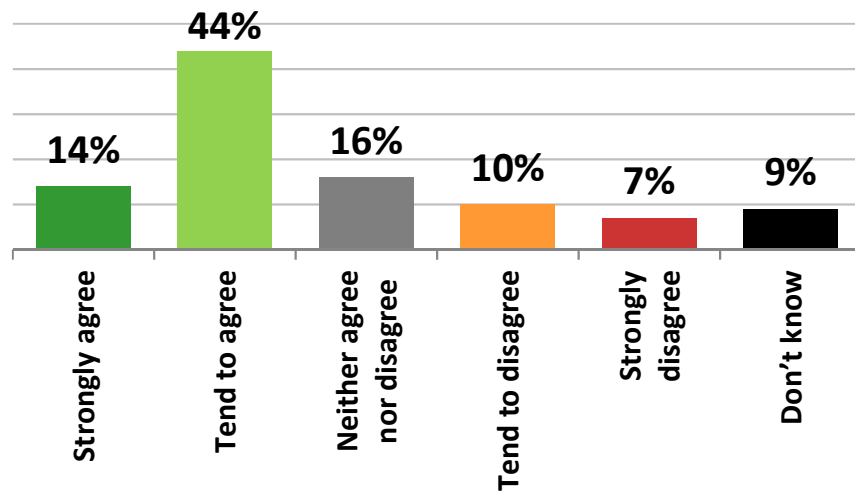


- The youngest age group (16-24 year olds) were the least likely to agree that the council provides protection and support for vulnerable people (37%).
- Lower levels of agreement were also noted among unemployed people (40% agreed) and students (36%), which compares to 52% of those employed part time and 53% of people in full time work.
- Non-ethnic minority/UK citizens were more likely to disagree (13%), as were people with a long-term illness or disability (19%).

% agreeing the Council provides protection & support for vulnerable people

	13/15	14/16	15/17	16/18	A:18
Edinburgh	58%	59%	61%	56%	48%
North West	58%	57%	60%	54%	47%
Almond Ward	59%	51%	51%	47%	41%
Corstorphine / Murrayfield Ward	62%	69%	67%	61%	56%
Drumrae / Gyle Ward	63%	62%	64%	59%	53%
Forth Ward	48%	49%	57%	52%	46%
Inverleith Ward	53%	56%	59%	52%	39%

57% agree that they receive information from the Council in a form that suits them

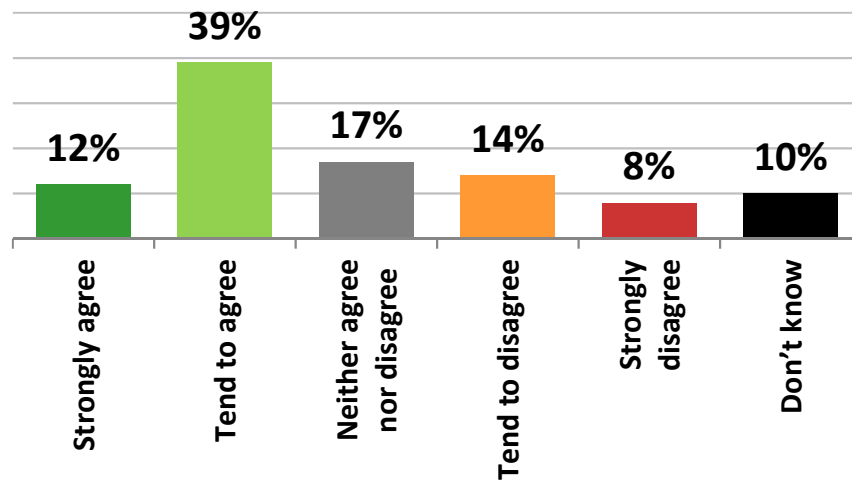
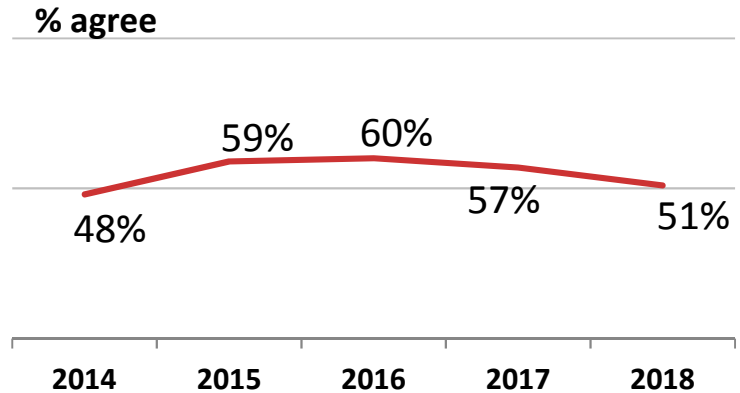


- Younger respondents (aged 16-24) were considerably less likely to agree that they receive information in a form that suits them (35%) and were also more likely to say they 'don't know' (27%), than those in older age groups. Those aged 45+ showed the highest level of agreement (65%).
- Unemployed people (48%) and students (34%) were least likely to agree; and were also more likely to state 'don't know' than other sub-groups (12% of unemployed respondents and 28% of students said they 'don't know').
- Ethnic minority respondents were less likely to agree (52%) than non-ethnic minority/UK citizens (58%), and were also more likely to state they 'don't know' (15% compared to 9%).
- Respondents with a health problem/disability were more likely to disagree (21%) than those without a health problem (16%). **12**

% agreeing they receive info in a form that suits them

	13/15	14/16	15/17	16/18	A:18
Edinburgh	62%	62%	64%	61%	57%
North West	60%	59%	64%	62%	58%
Almond Ward	56%	52%	55%	58%	60%
Corstorphine / Murrayfield Ward	70%	69%	71%	65%	61%
Drumbrae / Gyle Ward	65%	63%	69%	64%	56%
Forth Ward	53%	50%	60%	58%	55%
Inverleith Ward	57%	58%	64%	63%	59%

51% agree that the Council keeps them informed about the services it provides

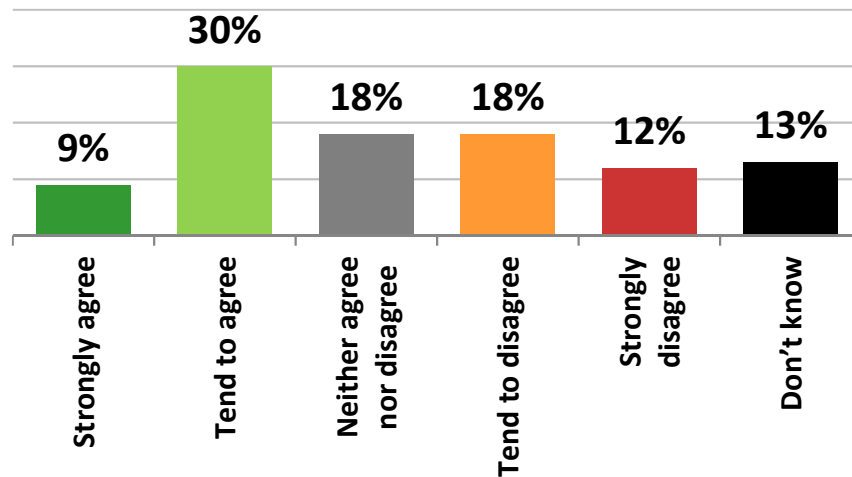
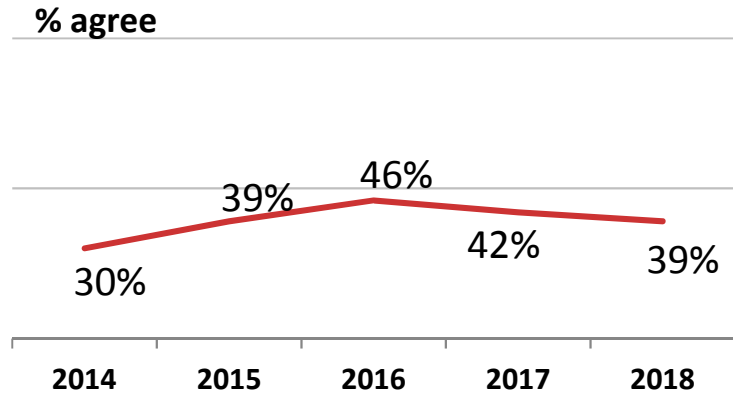


- Agreement was higher for those who were retired (61%) and lower amongst students (29%), who also had a relatively high proportion of people stating they 'don't know' (29%).
- Levels of agreement for the youngest respondents (aged 16-24) were similar to those for students, with 32% agreement and 27% of this group saying they 'don't know'.
- A lower proportion (47%) of ethnic minorities/non-UK citizens agreed than others, although they were also more likely to say they didn't know (15%).
- Those with a health problem/disability were more likely than others to disagree that they were kept informed (26%).

% agreeing the Council keeps them informed about services

	13/15	14/16	15/17	16/18	A:18
Edinburgh	55%	56%	58%	56%	51%
North West	52%	53%	58%	57%	53%
Almond Ward	46%	46%	47%	51%	54%
Corstorphine / Murrayfield Ward	65%	64%	66%	60%	55%
Drumbrae / Gyle Ward	59%	58%	65%	61%	53%
Forth Ward	46%	45%	54%	53%	48%
Inverleith Ward	49%	51%	58%	58%	54%

39% agree that the Council keeps them informed about its spending & saving proposals

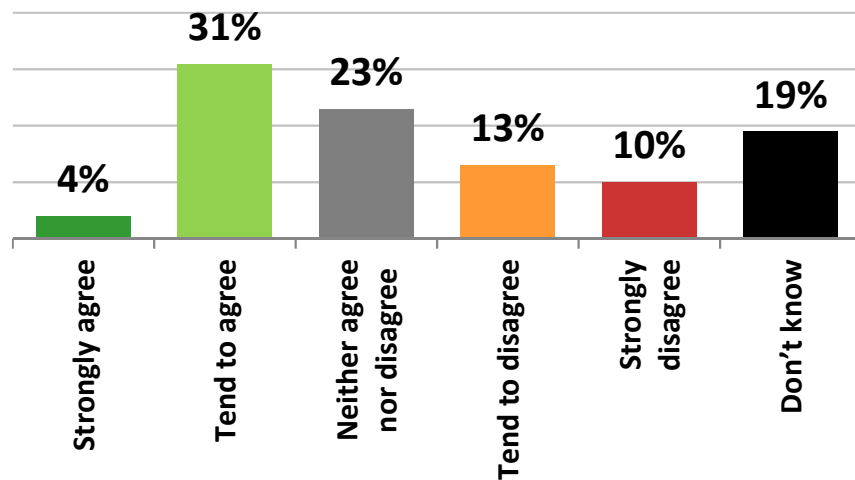
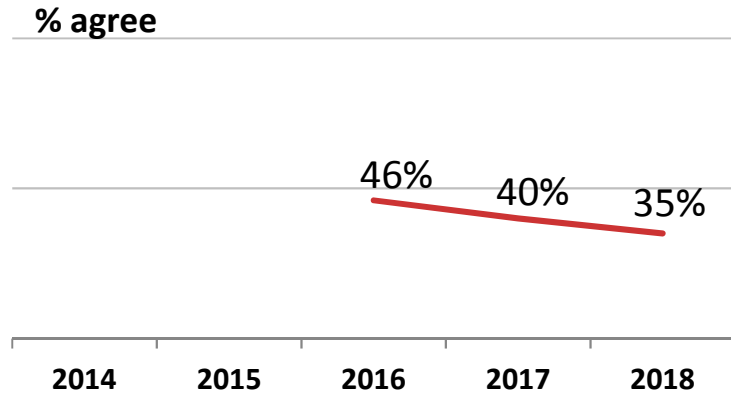


- Again, agreement was lower for students and those aged 16-24, and both these groups were also more likely to answer that they 'don't know'.
- Unemployed people also had lower than average agreement (31%).
- Across ethnic minority groups, there were higher than average levels of those who were unsure, with 19% saying 'don't know'.
- Those with a disability/health problem were more likely than others to disagree (36%), and those with children were more likely to disagree (33%) than those without (30%).

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

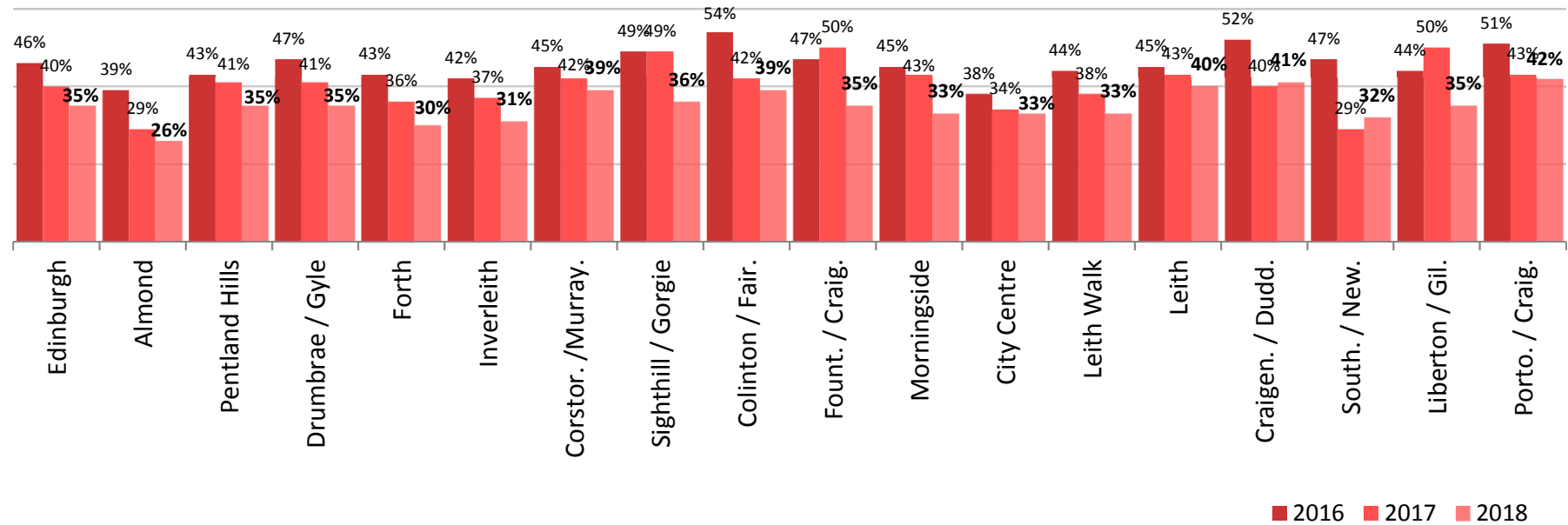
	13/15	14/16	15/17	16/18	A:18
Edinburgh	35%	38%	42%	42%	39%
North West	33%	35%	41%	42%	39%
Almond Ward	30%	33%	33%	36%	39%
Corstorphine / Murrayfield Ward	45%	45%	49%	47%	42%
Drumbrae / Gyle Ward	39%	36%	44%	44%	39%
Forth Ward	31%	34%	40%	37%	34%
Inverleith Ward	24%	30%	38%	44%	40%

35% agree that the Council provides value for money

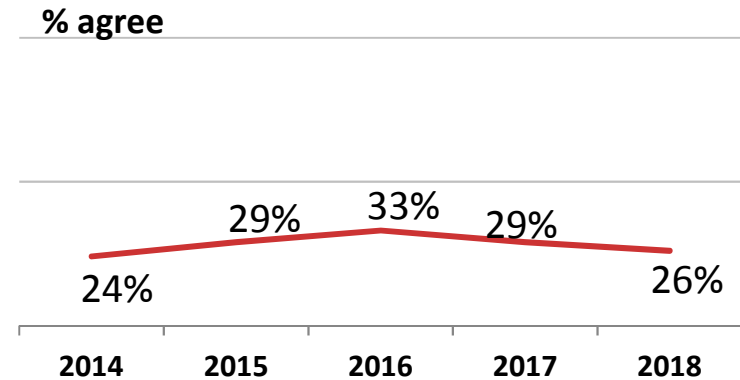
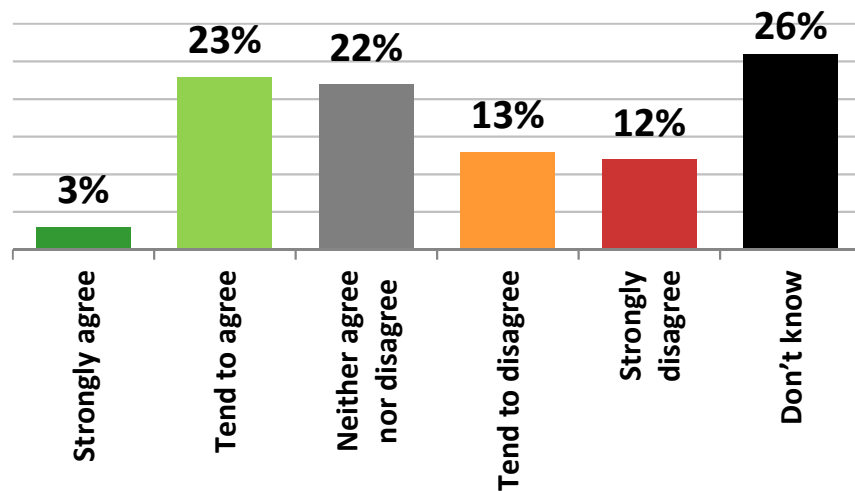


- A similar pattern of response was evident for this statement: agreement on value for money was lower for unemployed people, students and those aged 16-24 (between 26% and 28%).
- Students were much less likely to disagree (8%), but more likely to say they 'don't know' (43%), as were people aged 16-24 (9% disagree; 41% 'don't know'). Unemployed people did not have below average levels of disagreement, but rates of 'don't know' responses were high for this group (24%).
- Ethnic minority/non-UK citizen respondents were also more likely to say they 'don't know' (26%).
- Those more likely to disagree were people with a long-term health problem or disability (29%) and those aged 45+ (29%).

Agreement Council provides value for money by Ward



26% agree that the Council displays sound financial management



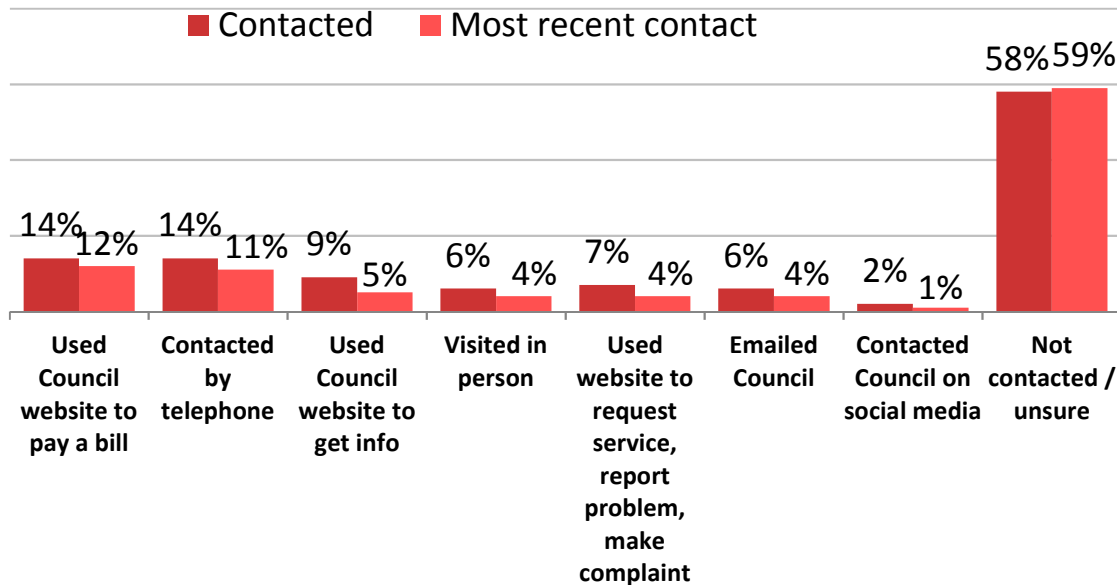
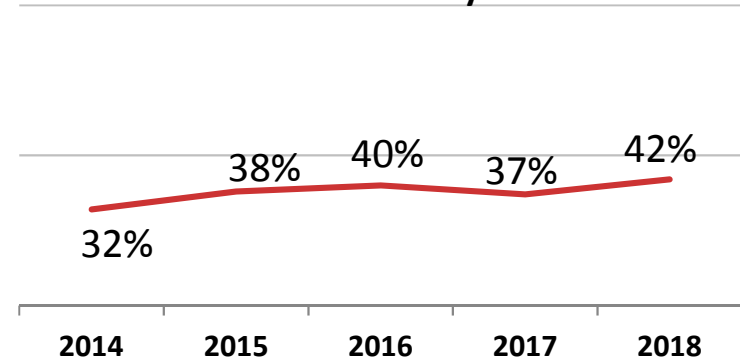
- 16-24 year olds were the least likely to agree (21%) that the Council displays sound management, but were also the least likely to disagree (9%) – ‘don’t know’ responses for this age group were 47%.
- Students were also unsure, being more likely than all other groups to say they ‘don’t know’ (49%).
- Ethnic minorities/non-UK citizens also had higher rates of ‘don’t know’ responses (38% compared to 25% of non-ethnic minority/UK citizens) and were less likely to disagree with the statement (13% compared to 27%).
- Those with a long term health problem or disability were more likely to disagree (32%), as were those from SEG E (31% compared to 23-28% for other socio economic groups).

% agreeing the Council displays sound financial management

	13/15	14/16	15/17	16/18	A:18
Edinburgh	27%	29%	30%	29%	26%
North West	25%	27%	29%	28%	23%
Almond Ward	24%	24%	24%	23%	20%
Corstorphine / Murrayfield Ward	29%	32%	34%	30%	28%
Drumbrae / Gyle Ward	29%	30%	34%	32%	23%
Forth Ward	25%	27%	31%	28%	23%
Inverleith Ward	21%	23%	24%	26%	21%

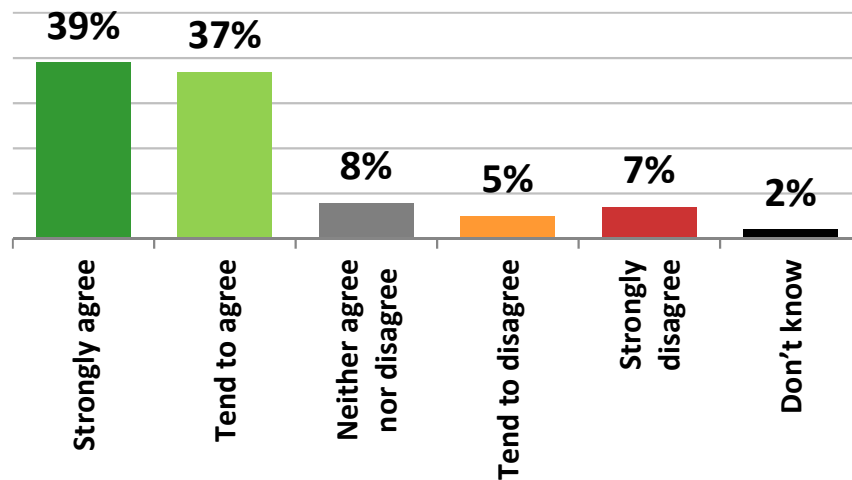
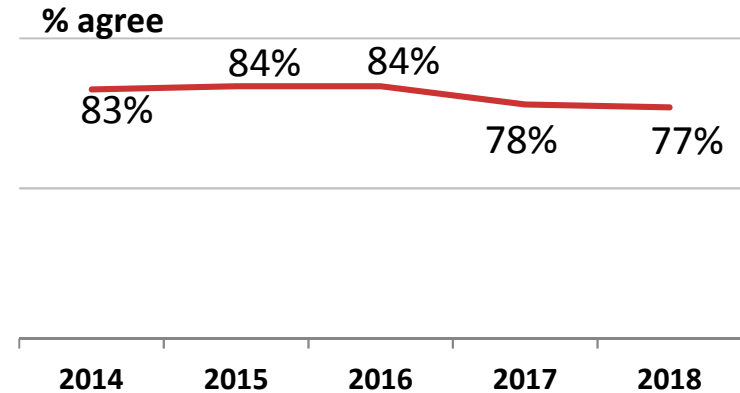
42% have contacted the Council in the last year – 14% paying a bill online, 14% by phone

% contacted Council in last year



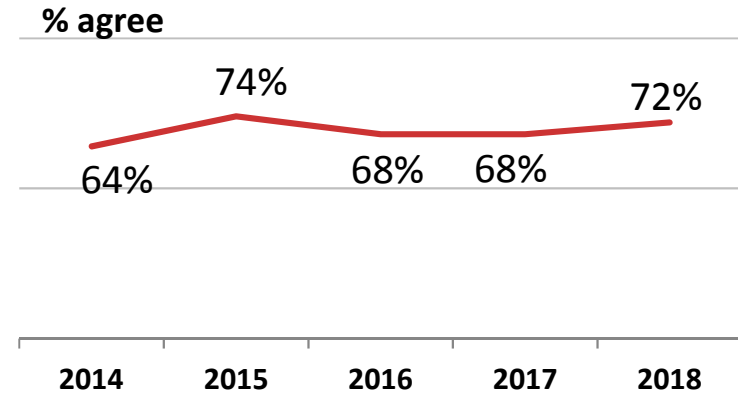
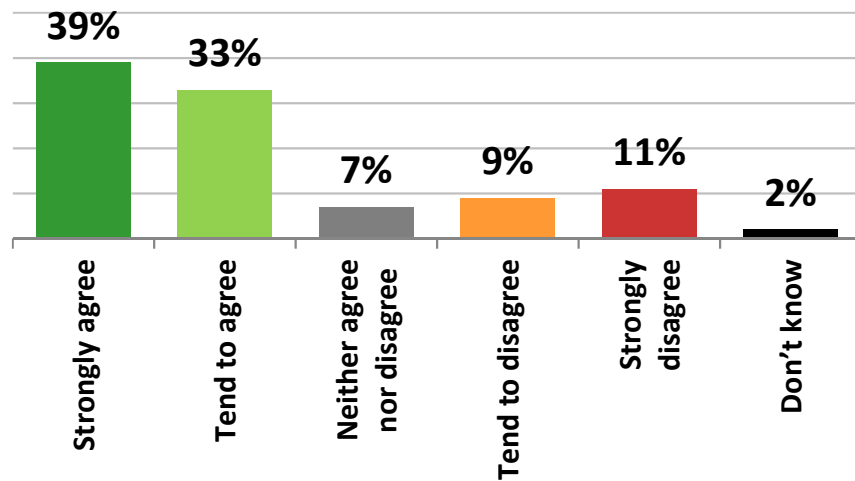
- Those most likely to have contacted the Council in at least one of these ways included women (44%), households with children (49%), self-employed respondents (51%) and those classed as being in SEG B (54%).
- Students and the youngest respondents were least likely to have made contact (76% of both groups had not contacted the council in the last year).

77% agree that they were well treated when they last contacted the Council



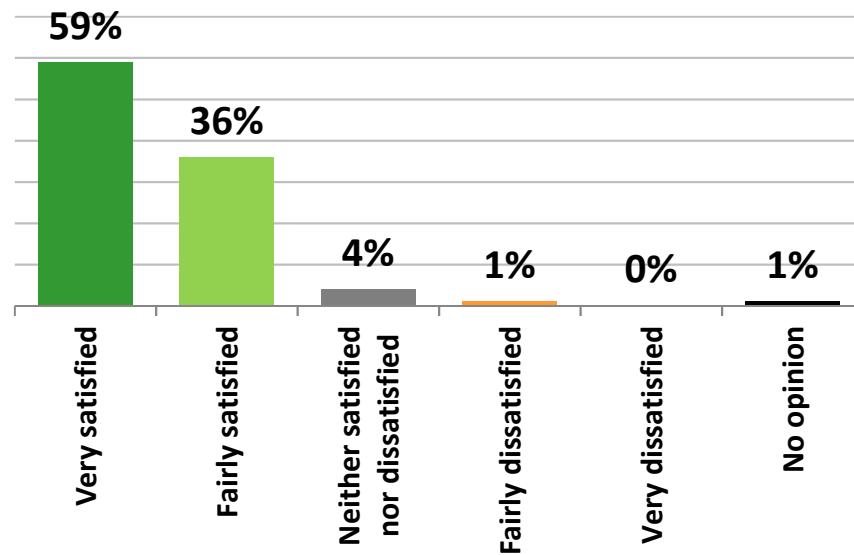
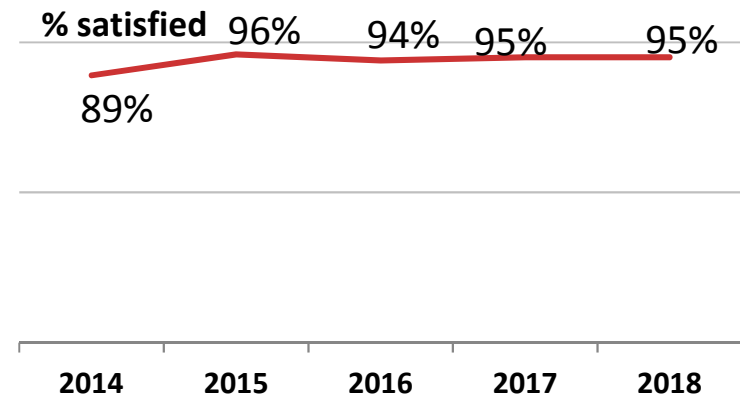
- Agreement was highest among students and self-employed respondents (both 85%).
- Those who did not have a health problem/disability were more likely to agree they had been treated well (78%) than those who did (72%). Those with a health problem/disability were also more likely to disagree that they were well treated (18% disagreed, compared to 11% of other respondents).
- Other groups more likely to disagree were non-ethnic minorities/UK citizens (13%), retired people (20%) and those classed as being from SEG A, of whom 28% disagreed.

72% agree that their query/issue was resolved when they last contacted the Council



- Those most likely to report that their query was resolved were students (85%) and self-employed respondents (82%).
- Ethnic minority/non-UK citizens were more likely to agree than others (79% compared to 71% of non-ethnic minority/UK citizens), as were those without a health problem/disability (74% compared to 64% of those with a health problem/disability) and men (74% v 70% of women).
- Those with the lowest levels of agreement that their query had been resolved were unemployed respondents and those from SEG E (both 58%). Those aged 45+ were also less likely to agree their query had been resolved (67% compared to 76% of those under 45).

95% are satisfied with Edinburgh as a place to live

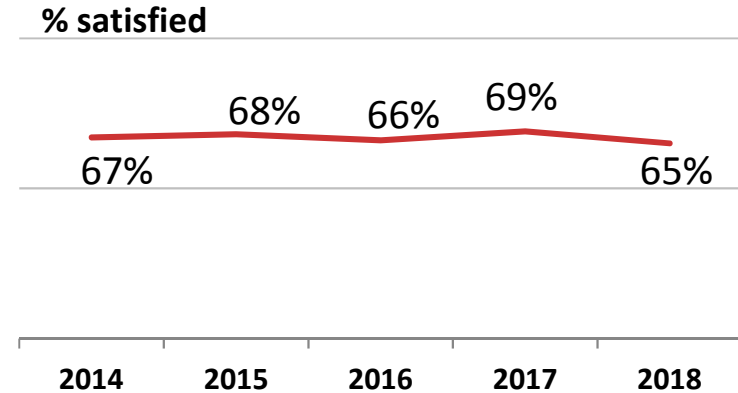
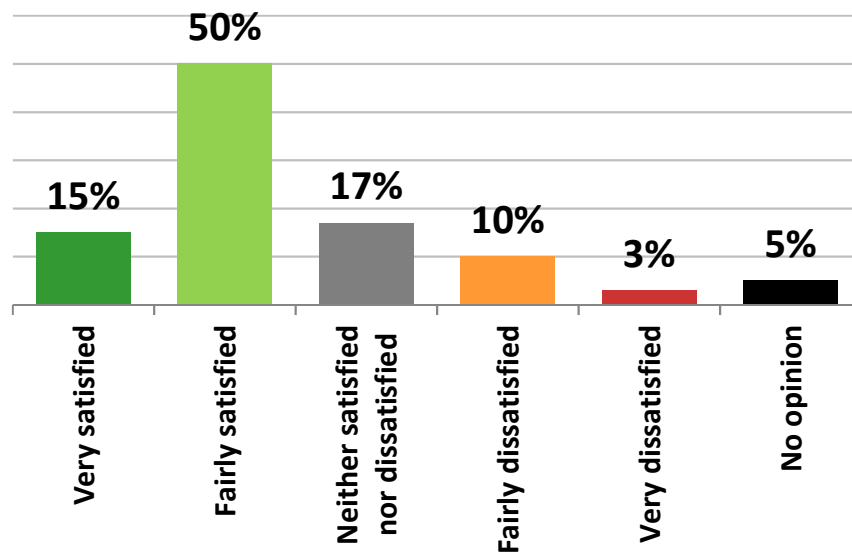


- The most satisfied groups were: those from SEG A (99% were satisfied compared to 92% of SEGs D and E), ethnic minority/non-UK citizens (98%), retired people (97%), and the oldest respondents (97% of 65+ respondents were satisfied).
- The lowest level of satisfaction was found amongst unemployed people (84% of this group said they were satisfied with Edinburgh as a place to live and 7% were dissatisfied).

% satisfaction with edinburgh as a place to live

	13/15	14/16	15/17	16/18	A:18
Edinburgh	93%	93%	95%	95%	95%
North West	92%	90%	93%	93%	93%
Almond Ward	97%	95%	95%	95%	97%
Corstorphine / Murrayfield Ward	95%	94%	95%	94%	92%
Drumrae / Gyle Ward	94%	93%	94%	92%	90%
Forth Ward	81%	79%	88%	87%	90%
Inverleith Ward	93%	91%	95%	95%	97%

65% are satisfied with the way the Council is managing the City



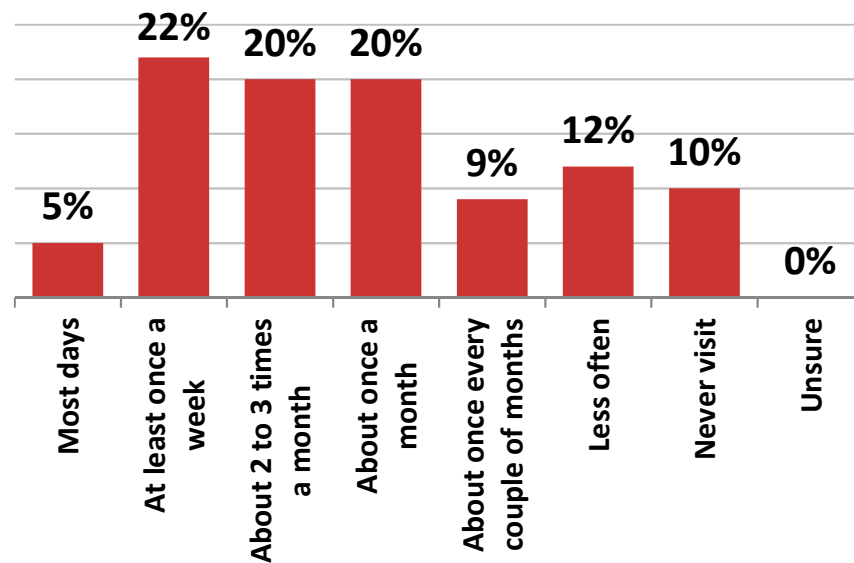
- The highest satisfaction levels with how the council manages the City were amongst ethnic minority/non-UK citizens (74%).
- Those without a health problem/disability (66%) were more likely to be satisfied than those with a health problem/disability (62%). Those with a disability also had higher than average levels of dissatisfaction (16%).
- The lowest levels of satisfaction were seen amongst unemployed people (55% were 'very' or 'fairly' satisfied compared to the sample average of 65%).
- Women were more likely to say they were dissatisfied with the way the Council manages the city (14% v 11% of men), as were those aged 45+ (17% compared to 11% of 25-44 year olds and just 5% of 16-24 year olds).

% satisfaction with Council management of the City

	13/15	14/16	15/17	16/18	A:18
Edinburgh	69%	67%	68%	67%	65%
North West	67%	63%	66%	64%	63%
Almond Ward	67%	62%	63%	62%	60%
Corstorphine / Murrayfield Ward	71%	73%	72%	69%	70%
Drumbrae / Gyle Ward	69%	66%	68%	64%	59%
Forth Ward	57%	51%	60%	61%	61%
Inverleith Ward	68%	63%	65%	66%	65%

27% visit the City Centre for shopping at least weekly

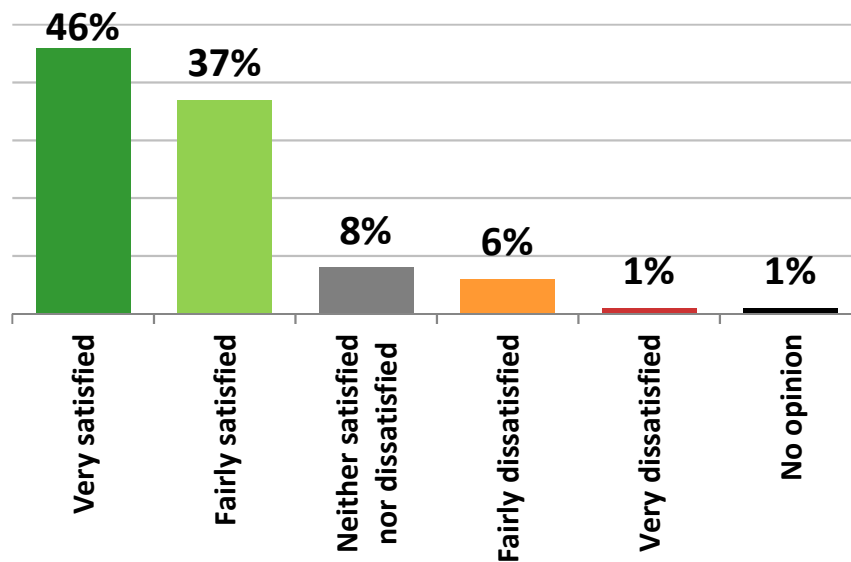
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new question in 2018



- Those least likely to ever visit the City Centre for shopping were those from SEG E (27%), those with a health problem/disability (21%), unemployed people (20%), retired people (20%) and those aged 65+ (19%).
- Men were more likely to say they never visited for shopping (12%) than women (9%) and were less likely to be amongst the most frequent visitors (4% visit most days compared to 6% of women and 19% visit at least once a week compared to 25% of women).
- Those without children were more likely to be frequent visitors than those with, with 5% visiting most days and 23% at least once a week (3% of those with children said they visit most days and 19% at least once a week).
- 16-24 year olds were the most likely to visit the City Centre for shopping at least once a week (27%), which compares to 19-23% across other age groups.

83% are satisfied with the City Centre for shopping

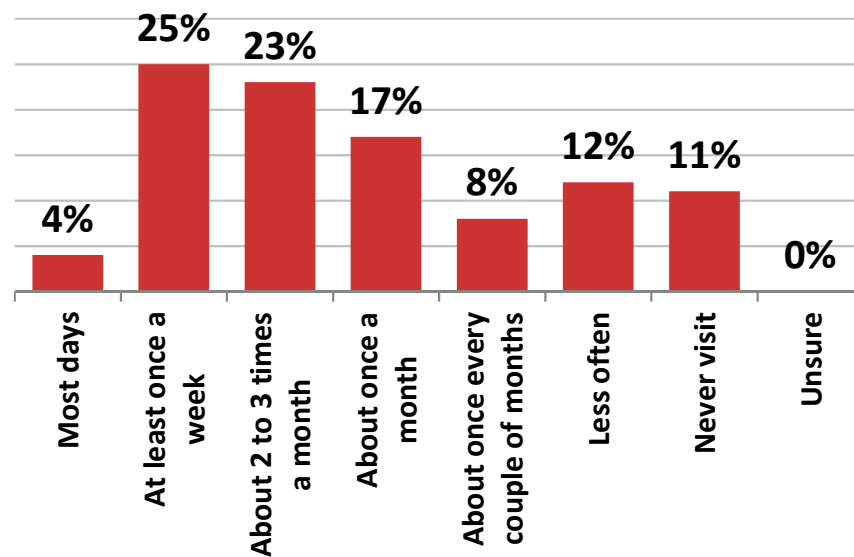
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- Satisfaction with City centre shopping was highest amongst students and those aged between 16 and 24 (both 91%).
- Ethnic minority/non-UK citizens were more likely to be satisfied than others (87% compared to 83% of non-ethnic minority/UK citizens).
- Those without a health problem/disability were also more likely to be satisfied (85% compared to 77% for respondents who do have a health problem or disability).
- Dissatisfaction was highest amongst retired respondents (14%), those aged 45+ (11%) and women (10%).

29% visit the City Centre for leisure at least weekly

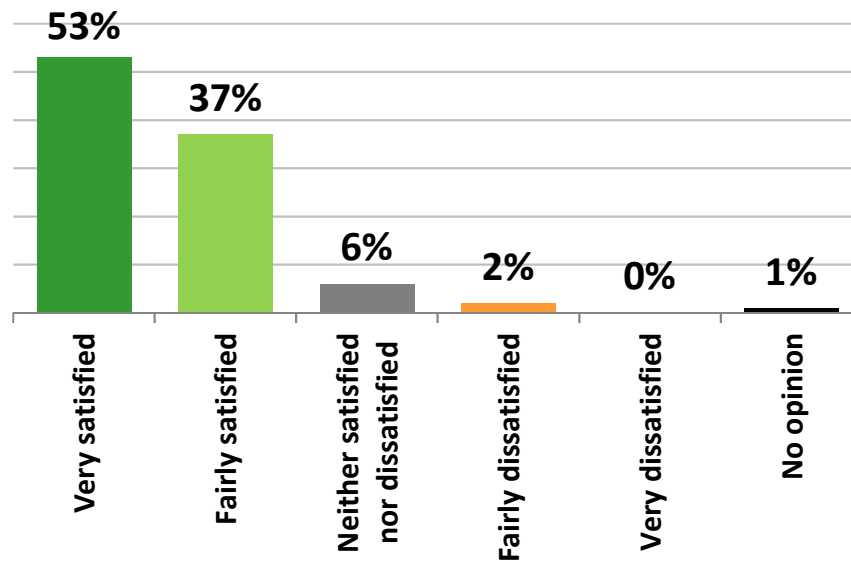
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- Those least likely to visit the City Centre for leisure were those from SEG E (33%), those with a health problem/disability (25%), retired people (24%), those aged 65+ (23%) and respondents who were unemployed (23%).
- 16-24 year olds visited most frequently, with 5% going most days and 41% going at least once a week.
- Those from SEGs A and B were also more likely to visit the centre for leisure at least once a week (SEG A = 36%, SEG B = 33%) than other groups, as were ethnic minority/non-UK citizens (31%).

90% are satisfied with the City Centre for leisure

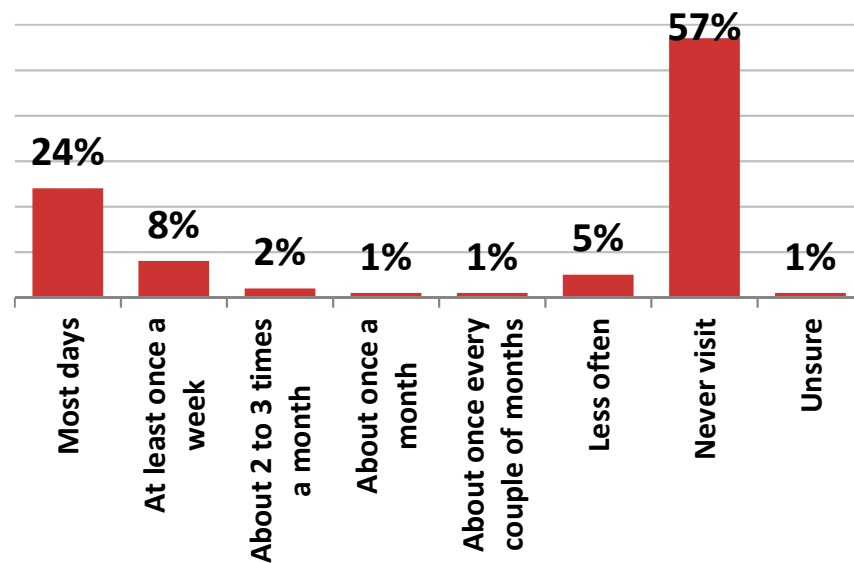
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new question in 2018



- Satisfaction with the City Centre for leisure was higher amongst those under 45 (93%) than older respondents (87% of over 45s were satisfied with leisure options in the City Centre).
- Those least likely to rate satisfaction highly were those with a long-term health problem/disability (84% satisfaction), those who were unemployed or retired (both 85%) and those from SEG E (86% – this compares to 91% for those from SEG C1, 93% from SEG B and 94% SEG A).
- Retired respondents expressed the highest levels of dissatisfaction (6%).

32% visit the City Centre for work at least weekly

Historical data unavailable –
new question in 2018



- Unsurprisingly, retired and unemployed respondents were least likely to visit the City Centre for work.
- Those in working full time were more likely to visit most days (42%) as were the 25-44 aged group (33%) and ethnic minority/non-UK citizens (32%).
- 91% of respondents from SEG E said they never visit the City Centre for work (just 1% of this group visit it for work most days).
- Those with a long-term health problem or disability were also less likely to visit the City Centre for work: 74% never do so.
- Women were more likely to never visit than men (62% compared to 51%) as were those without children (58% compared to 52% of respondents with children) and respondents who were non-ethnic minority/UK citizens (57% compared to 50%).

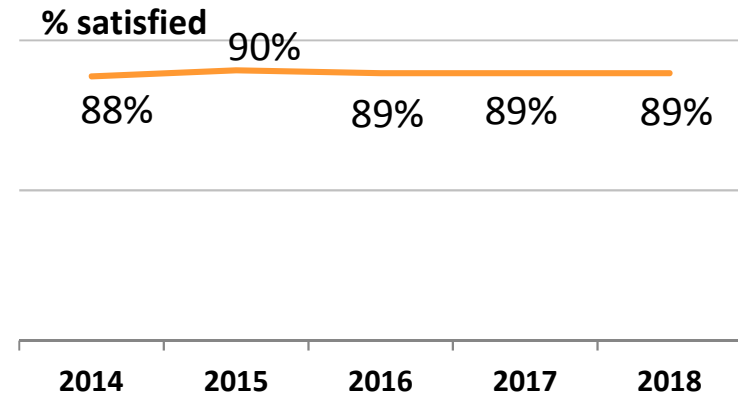
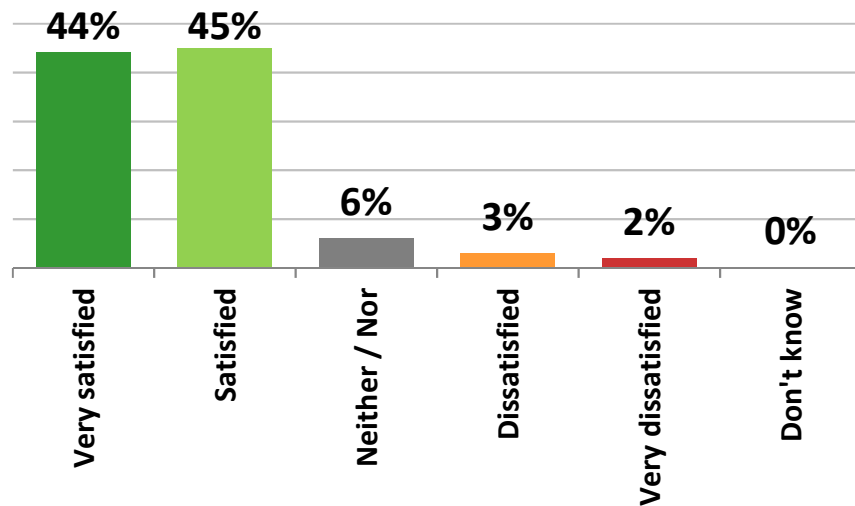


Edinburgh People Survey

2018

Neighbourhoods and communities

89% satisfied with their neighbourhood as a place to live

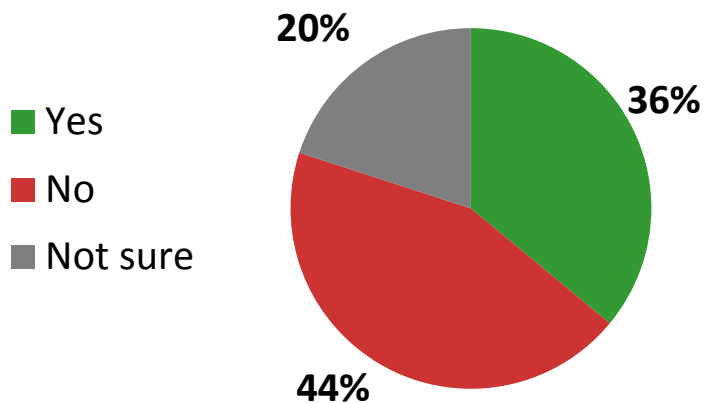


- Unemployed people were the least likely to be satisfied with their neighbourhood as a place to live (79%), and the most likely to be dissatisfied (12%).
- People with a disability or long-term illness were also less likely to say they were satisfied (84%) than those without (90%) and were more likely to be dissatisfied with their neighbourhood (8% compared to 4% of those without a health problem/disability).
- Respondents classed as SEGs D (83%) and E (82%) had lower satisfaction compared to those from SEG A (92%), B (96%) or C1 (92%).
- Satisfaction was also higher for those without children (90%) than those with (87%).

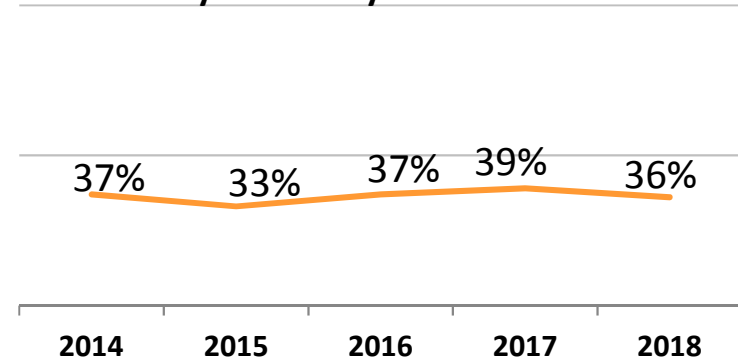
% satisfaction with neighbourhood as a place to live

	13/15	14/16	15/17	16/18	A:18
Edinburgh	91%	89%	90%	89%	89%
North West	91%	89%	89%	88%	89%
Almond Ward	95%	94%	92%	90%	90%
Corstorphine / Murrayfield Ward	95%	94%	94%	94%	94%
Drumbrae / Gyle Ward	91%	86%	86%	85%	87%
Forth Ward	81%	80%	80%	79%	78%
Inverleith Ward	95%	92%	92%	92%	94%

36% feel that they have a say on local issues and services



% feel they have a say

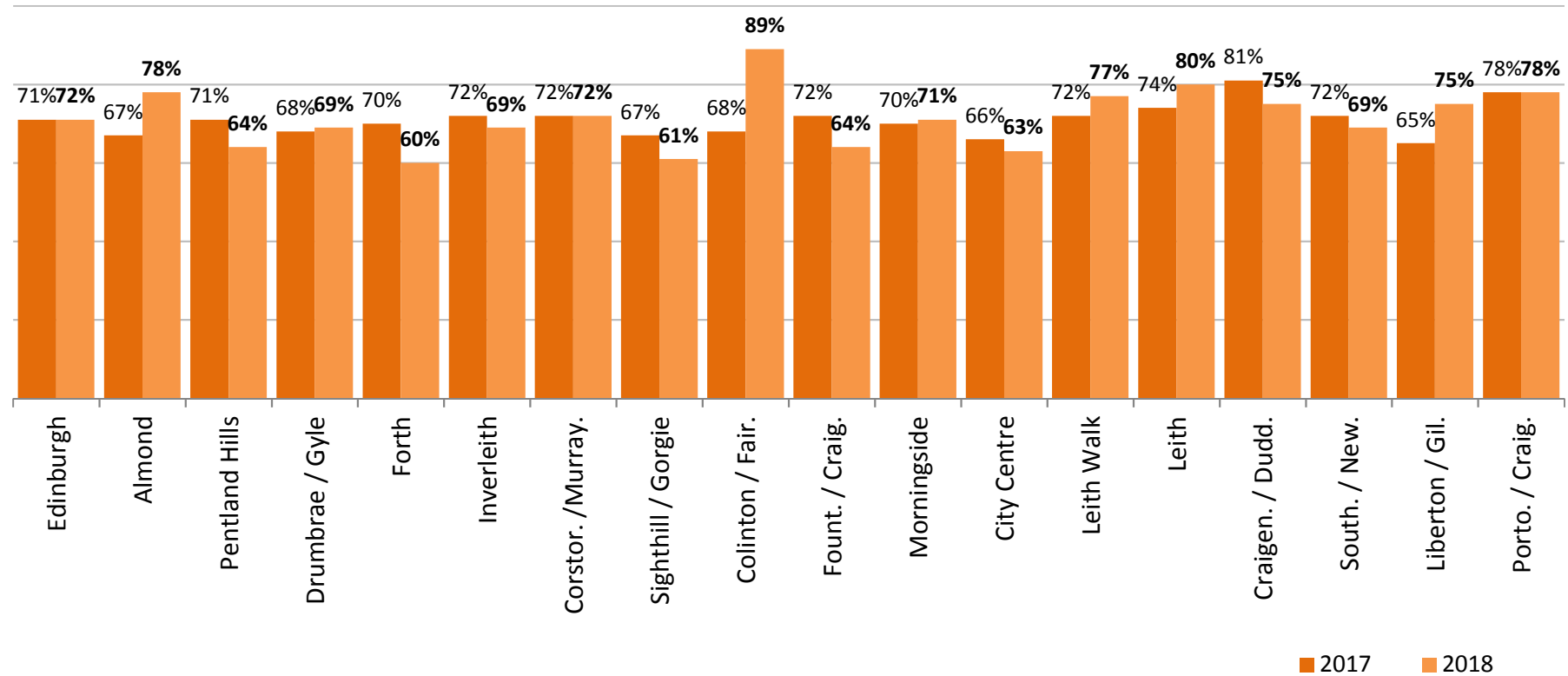


- Students (24%) and the youngest respondents (25% of those aged 16-24) were least likely to say 'yes' to this question, and were also more likely than other groups to say they were not sure (36% of students and 35% of 16-24 year olds were unsure) rather than saying 'no'.
- Unemployed respondents were also less likely to say 'yes' than others (26%) but this group were also more likely to actively disagree that they had a say, with 56% answering 'no'.
- Over 65s were the age group most likely to say 'yes' (44%), and retired respondents were also more likely to feel they have a say on local issues and services (45%).
- Ethnic minority/non-UK citizens were less likely to reply 'yes' to this question (31% compared to 36% for other respondents) and more likely to be unsure (33% v 19%).
- Those with a health problem or disability were more likely than others to say 'no' (47% v 43%), as were those with children (48% v 43%).

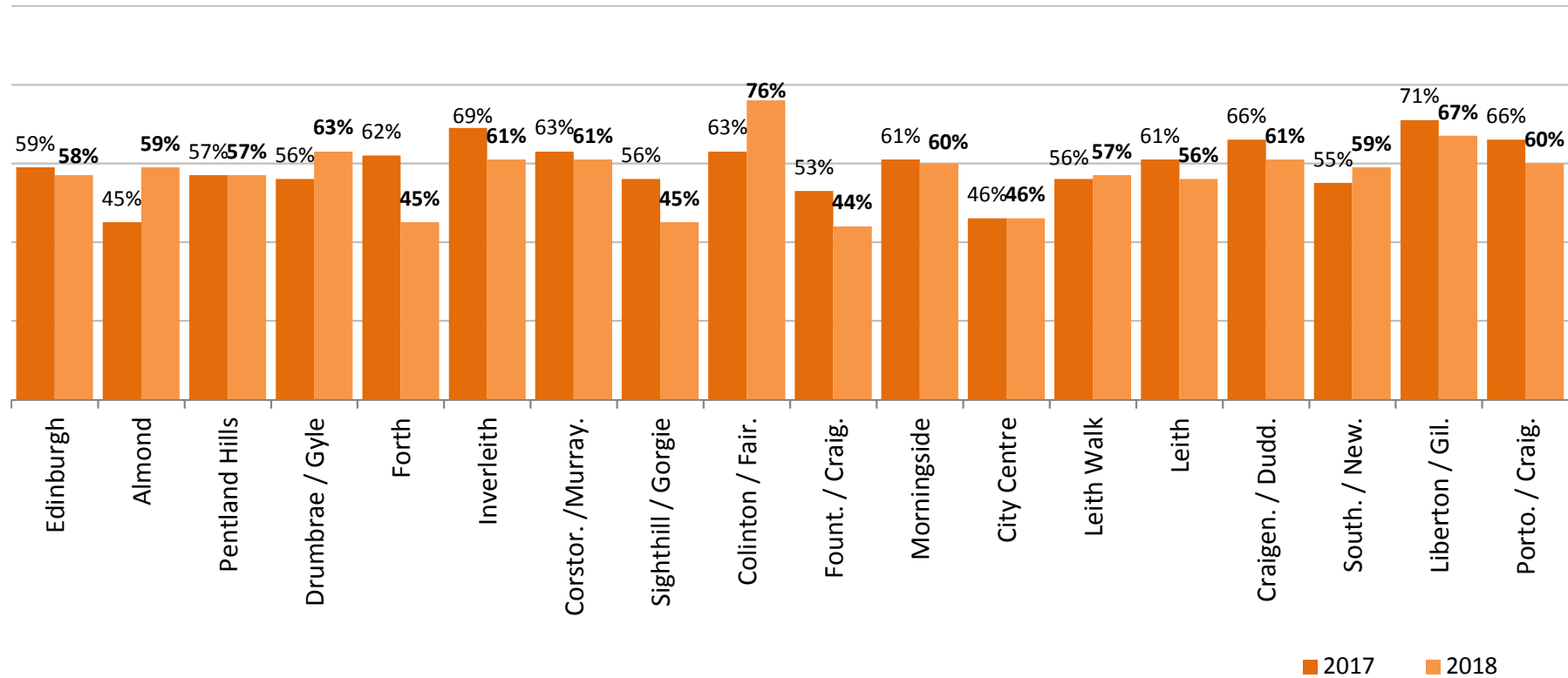
% feel they have a say on local issues and services

	13/15	14/16	15/17	16/18	A:18
Edinburgh	34%	36%	36%	37%	36%
North West	39%	39%	38%	37%	35%
Almond Ward	37%	38%	40%	41%	38%
Corstorphine / Murrayfield Ward	45%	43%	43%	41%	41%
Drumrae / Gyle Ward	41%	34%	31%	31%	37%
Forth Ward	39%	42%	35%	32%	23%
Inverleith Ward	35%	37%	42%	43%	37%

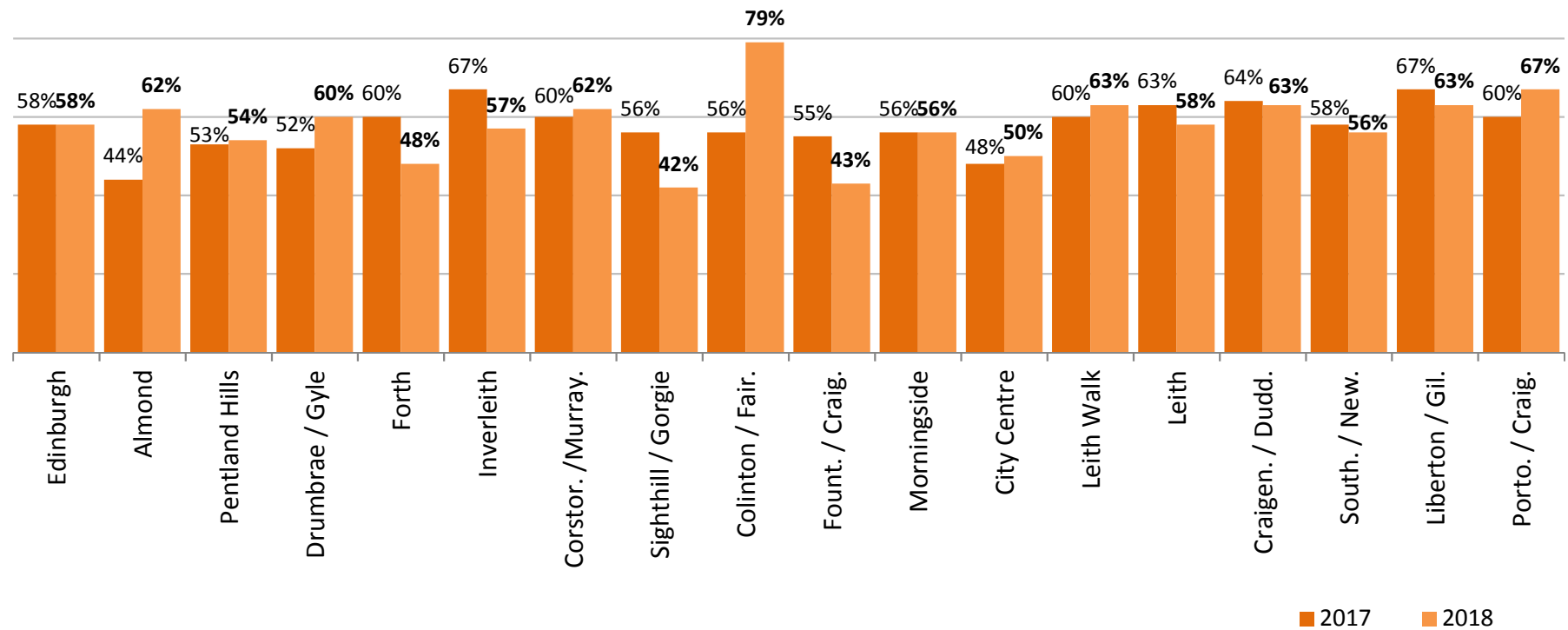
% who have enough information about events, galas and festivals



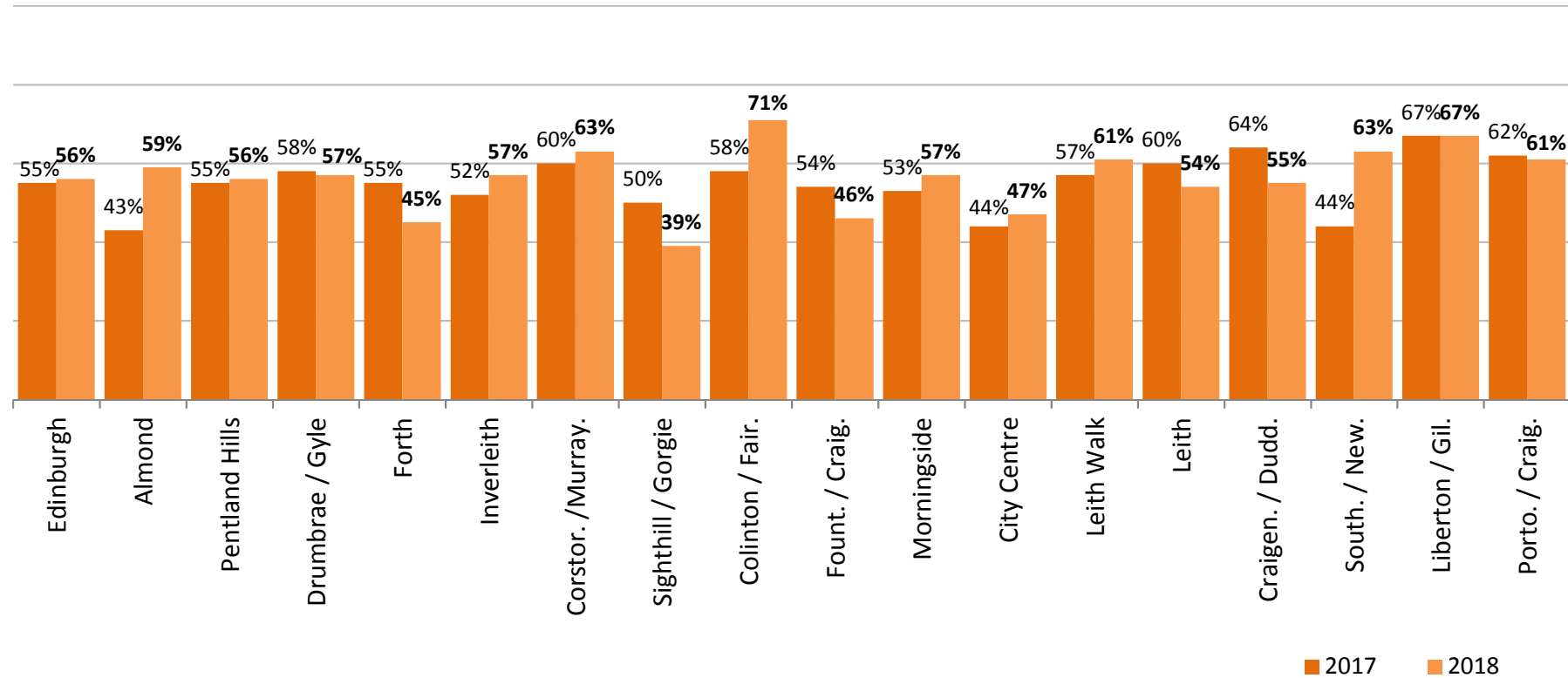
% who have enough information about planning applications



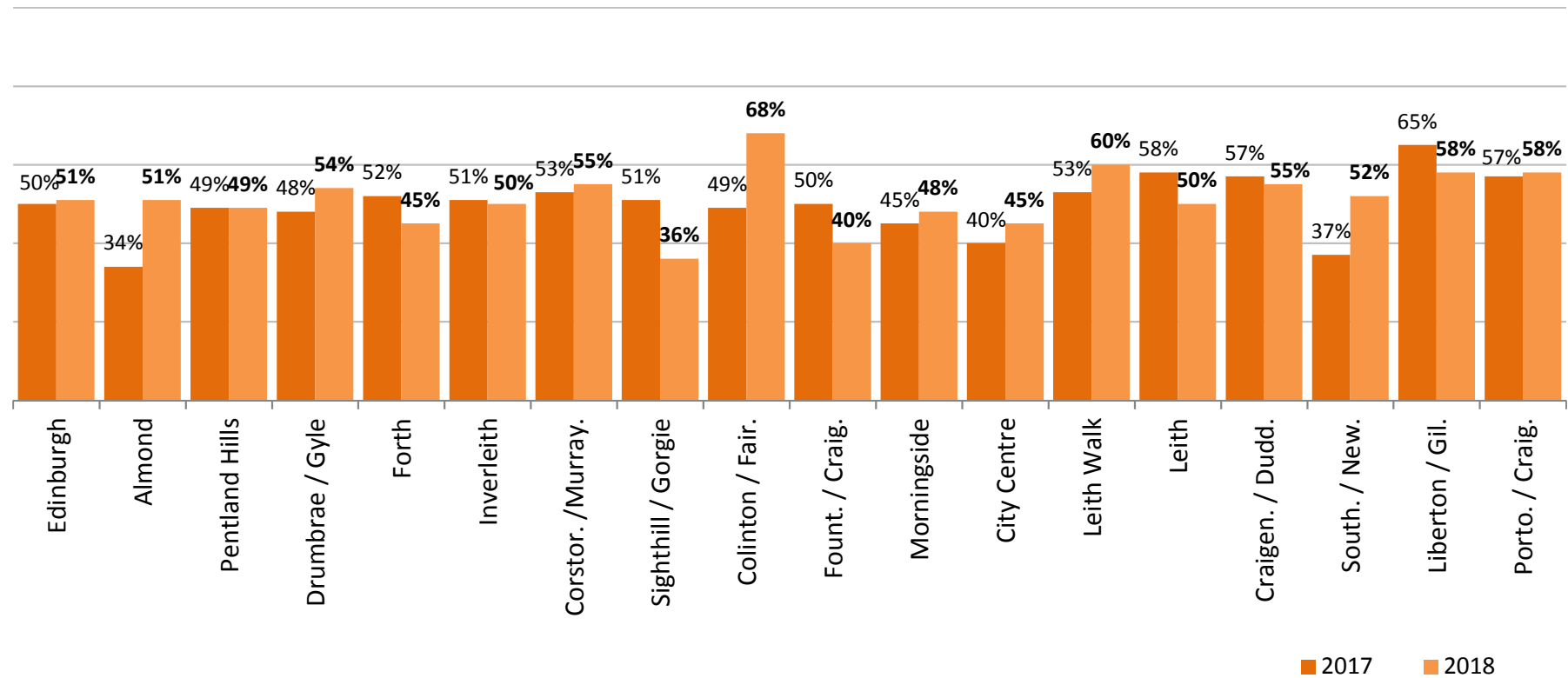
% who have enough information about community safety/crime statistics



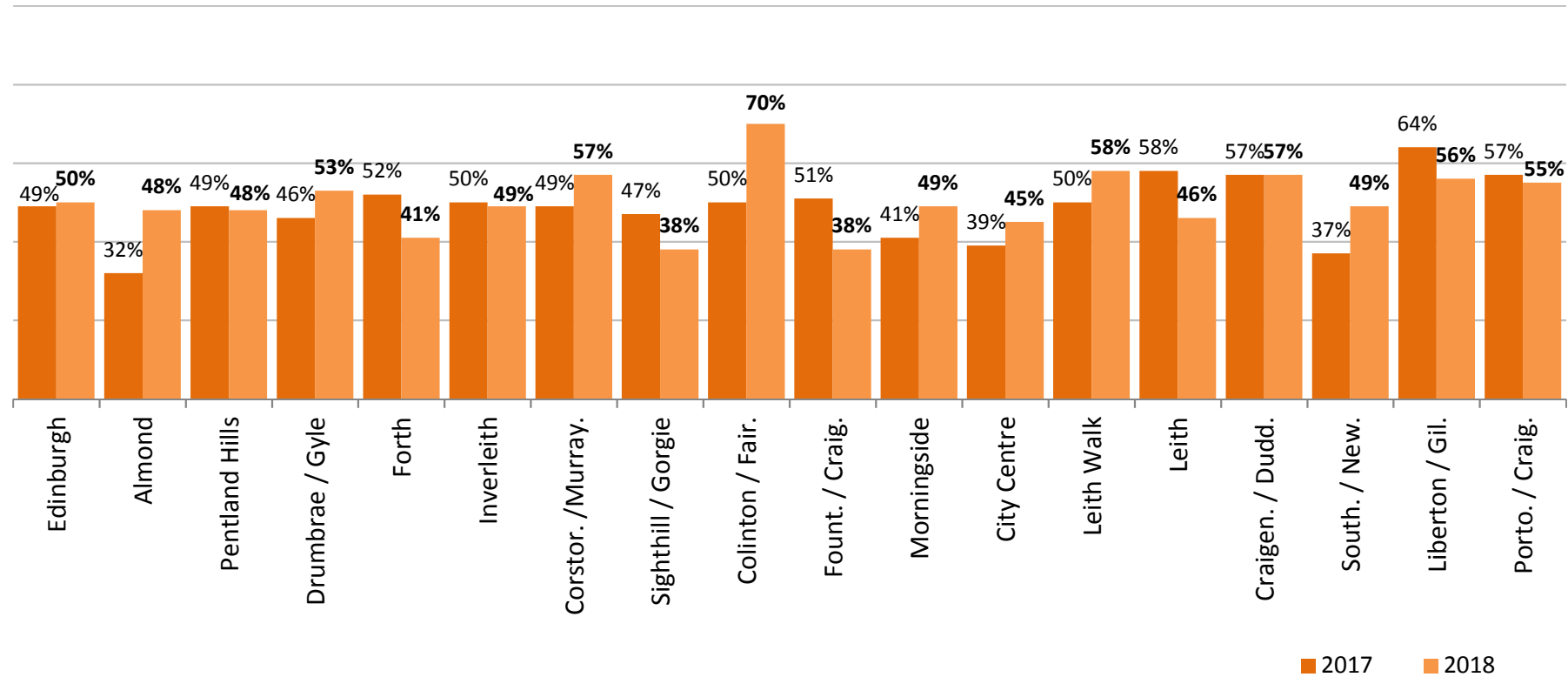
% who have enough information about performance of local schools



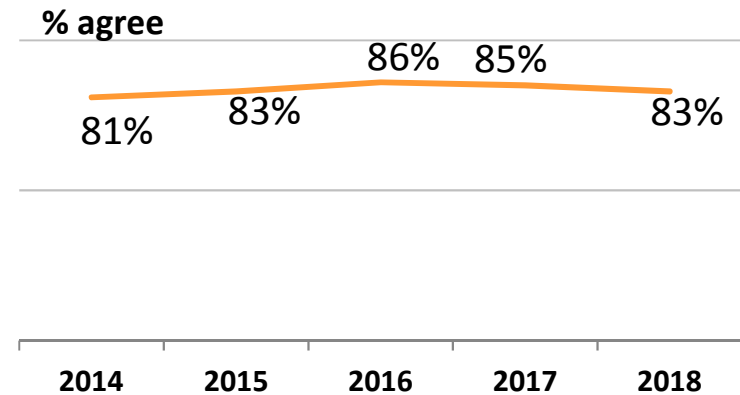
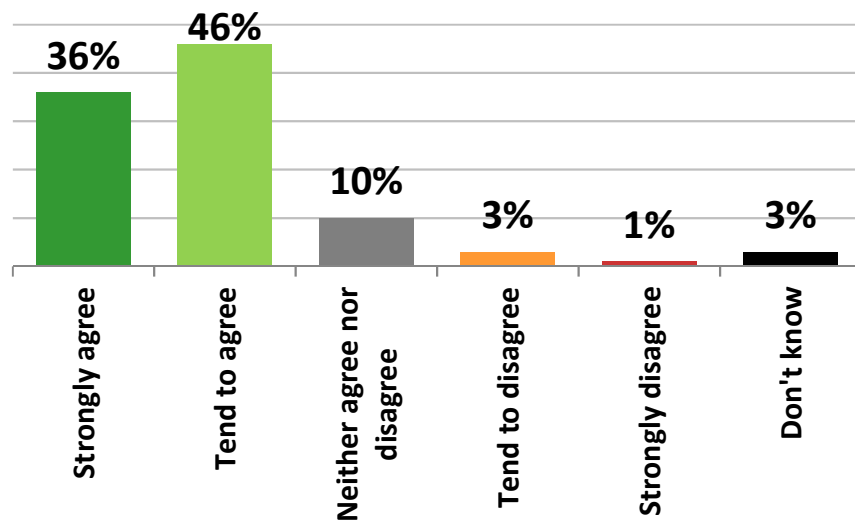
% who have enough information about performance of Council services



% who have enough information about how the Council spends its money



83% agree that their neighbourhood is a place where people of different backgrounds get along



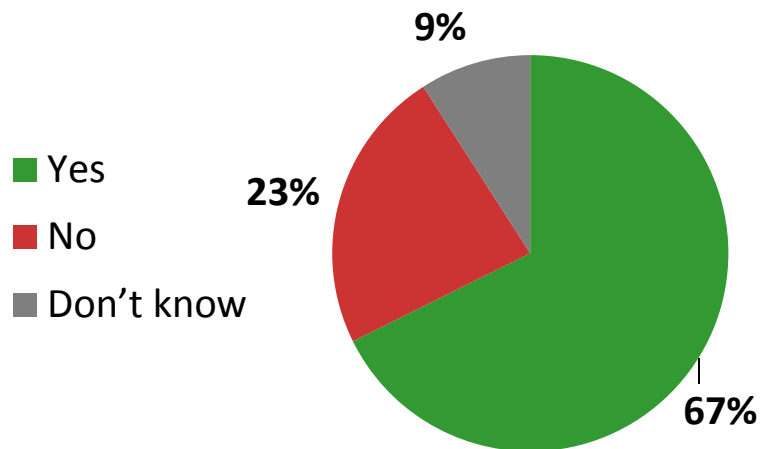
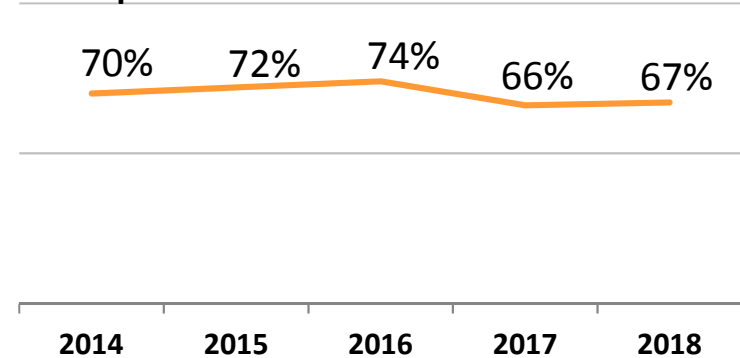
- 86% of both the 65+ age group and of retired respondents agreed with this statement.
- Ethnic minority/non-UK citizens were more likely to agree their neighbourhood was a place where people of different backgrounds could get along (86%) than non-ethnic minority/UK citizens (82%) as were women (84% v 81% of men), and those without children (83% v 80% of those with children).
- Respondents without a health problem/disability were also more likely to agree (84%), than those who had a disability (79%) and disagreement was also less common from those without a health problem/disability (7% compared to 4%).
- Unemployed respondents were less likely to agree (74%) and more likely to disagree (10%) than others.

% agreement people from different backgrounds get on in neighbourhood

	13/15	14/16	15/17	16/18	A:18
Edinburgh	83%	83%	85%	85%	83%
North West	82%	82%	83%	83%	81%
Almond Ward	88%	88%	89%	87%	81%
Corstorphine / Murrayfield Ward	84%	86%	87%	87%	82%
Drumrae / Gyle Ward	82%	79%	80%	81%	83%
Forth Ward	75%	76%	75%	75%	73%
Inverleith Ward	84%	84%	84%	87%	87%

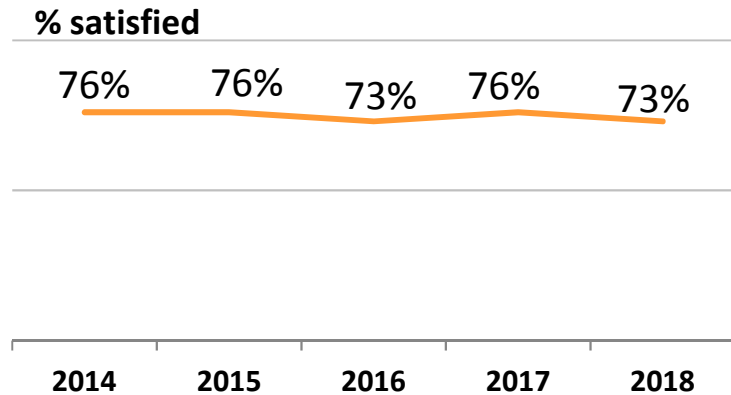
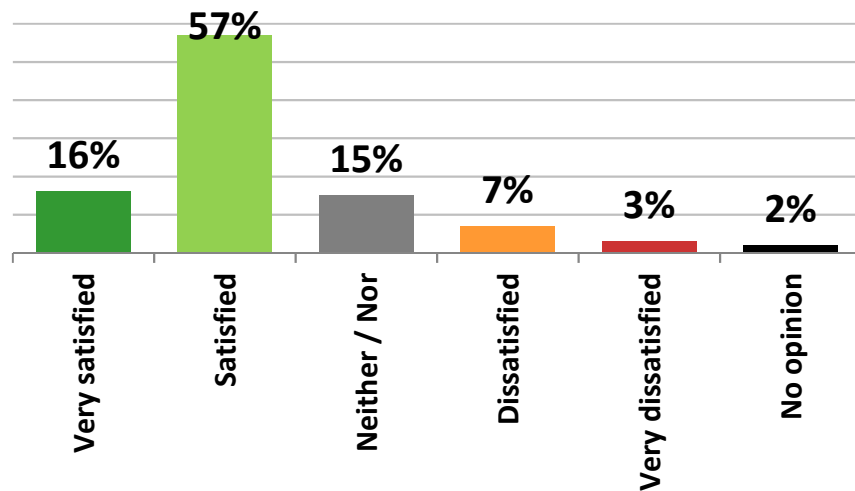
67% believe that new buildings and spaces have improved the appearance of their neighbourhood

% improved



- In total, 50% of respondents reported that new buildings or public spaces had been developed in their neighbourhood in the last 5 years; two thirds of these said development had improved their neighbourhood.
- Men were more likely to be positive (71% compared to 64% of women).
- Respondents in the younger two age groups also tended to be more positive – 74% of 16-24s and 71% of 25-34s said ‘yes’, compared to 60% of 55-64s and 61% of over 65s.
- Retired people were the most likely to be negative, with 39% saying ‘no’ compared to 9% of students and 11% of unemployed respondents.

73% satisfied with the way the Council is managing their neighbourhood



- Satisfaction was lower amongst unemployed people (61%) than students (77%), retired respondents (74%) and those in full time employment (74%).
- Satisfaction was also lower amongst people with a disability or long-term illness (68% satisfied) than other respondents (75% satisfied) and was lower for those from SEGs D and E (both 67%), than SEG ABC1 (77%).
- Dissatisfaction was lower amongst young people (7% for the 16-24 age group) and was also lower for students (6%).
- Those more likely to say they were dissatisfied were those with a long-term health problem or disability (14% v 9% of those without) and those with children (13%). Women were also more likely to be dissatisfied (11%) than men (9%).

% satisfaction with Council management of neighbourhood

	13/15	14/16	15/17	16/18	A:18
Edinburgh	80%	75%	75%	74%	73%
North West	81%	75%	75%	72%	72%
Almond Ward	83%	75%	73%	70%	65%
Corstorphine / Murrayfield Ward	86%	83%	81%	80%	79%
Drumbrae / Gyle Ward	83%	77%	77%	75%	75%
Forth Ward	68%	62%	62%	62%	67%
Inverleith Ward	84%	78%	79%	76%	76%



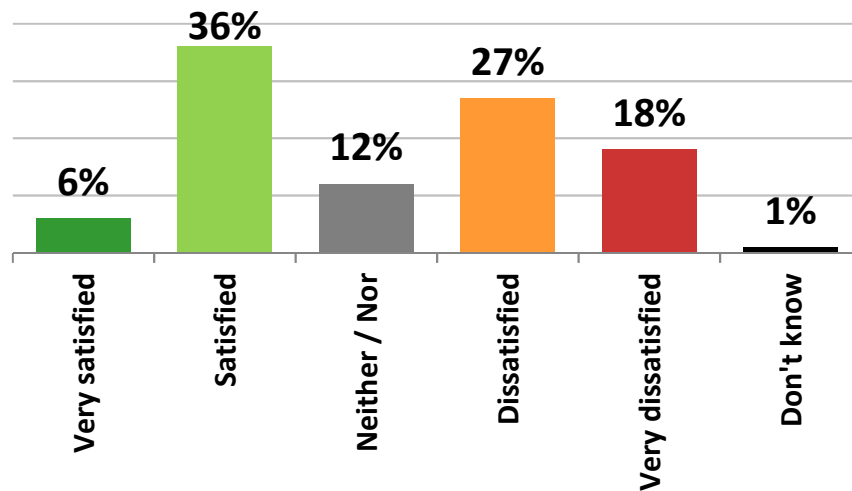
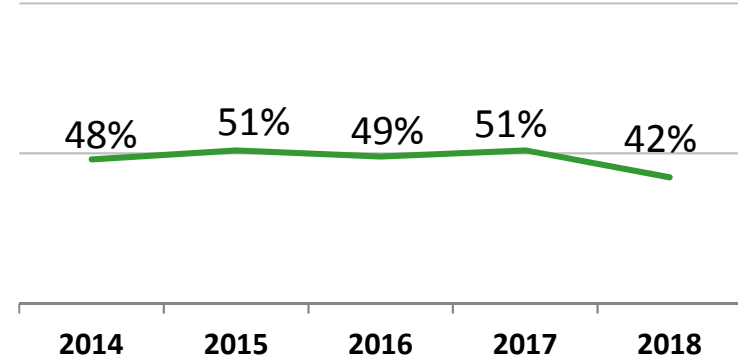
Edinburgh People Survey

2018

Citizen services

42% satisfied with maintenance of roads

% satisfied

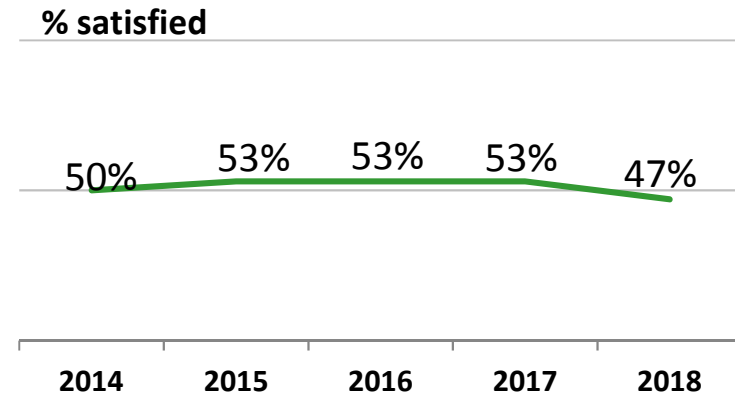
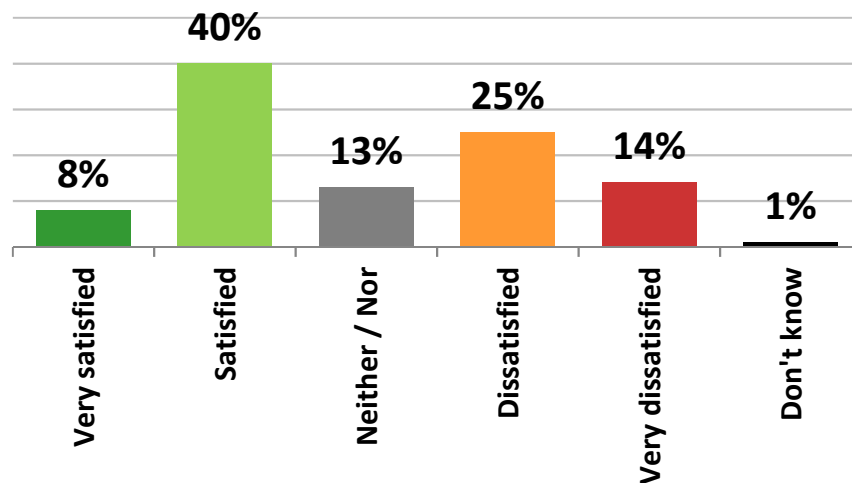


- The lowest levels of satisfaction with road maintenance were expressed by retired people (27% satisfied) and highest satisfaction was evident among students (64%).
- Ethnic minority/non-UK citizens were more satisfied (54%) than others (41%) and those with a long-term health problem or disability were less satisfied (36%) than those without (43%).
- Dissatisfaction increased with age (20% of 16-24s were dissatisfied, compared to 60% of over 65s).
- Others more likely to be dissatisfied were those from SEG A or B (52% were dissatisfied) and women (47% compared to 42% of men).

% satisfaction with road maintenance

	13/15	14/16	15/17	16/18	A:18
Edinburgh	50%	49%	51%	47%	42%
North West	47%	45%	47%	42%	34%
Almond Ward	44%	40%	39%	35%	32%
Corstorphine / Murrayfield Ward	46%	42%	45%	38%	24%
Drumrae / Gyle Ward	53%	50%	52%	45%	33%
Forth Ward	40%	45%	50%	46%	37%
Inverleith Ward	53%	48%	48%	44%	42%

47% satisfied with maintenance of pavements and footpaths



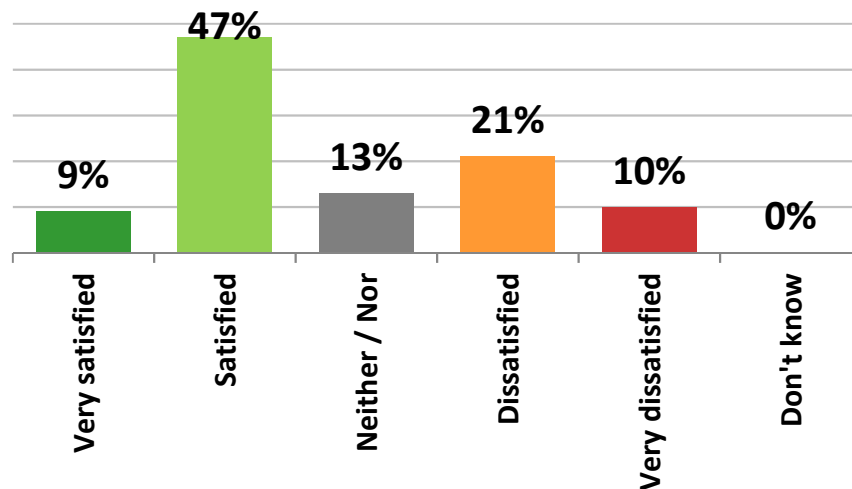
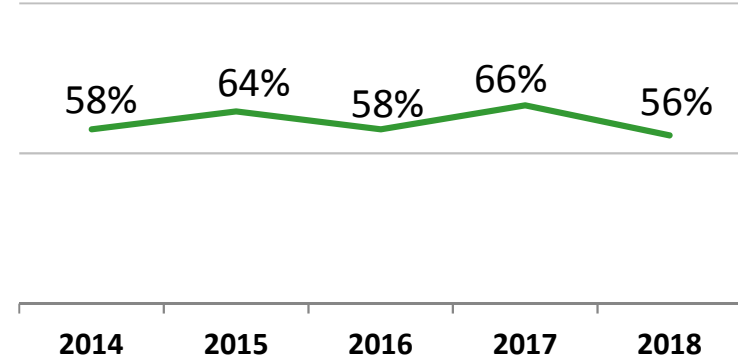
- Satisfaction with pavement and footpath maintenance decreased with age: those aged 16-24 had the highest levels of satisfaction (67%), while only 31% of those over 65 were satisfied.
- Students (68%) were more likely to be satisfied than other groups and men were more likely to be satisfied (49%) than women (45%). Ethnic minorities/non-UK citizens also had higher levels of satisfaction than non-ethnic minorities/UK citizens (61% v 46%).
- Rates of dissatisfaction were highest for retired respondents (61%), and those with a long-term health problem or disability (51%).

% satisfaction with pavement maintenance

	13/15	14/16	15/17	16/18	A:18
Edinburgh	55%	52%	53%	51%	47%
North West	51%	46%	48%	44%	38%
Almond Ward	56%	46%	43%	38%	35%
Corstorphine / Murrayfield Ward	45%	43%	45%	41%	31%
Drumrae / Gyle Ward	51%	50%	51%	47%	38%
Forth Ward	41%	44%	49%	49%	42%
Inverleith Ward	57%	50%	51%	47%	45%

56% satisfied with street cleaning

% satisfied

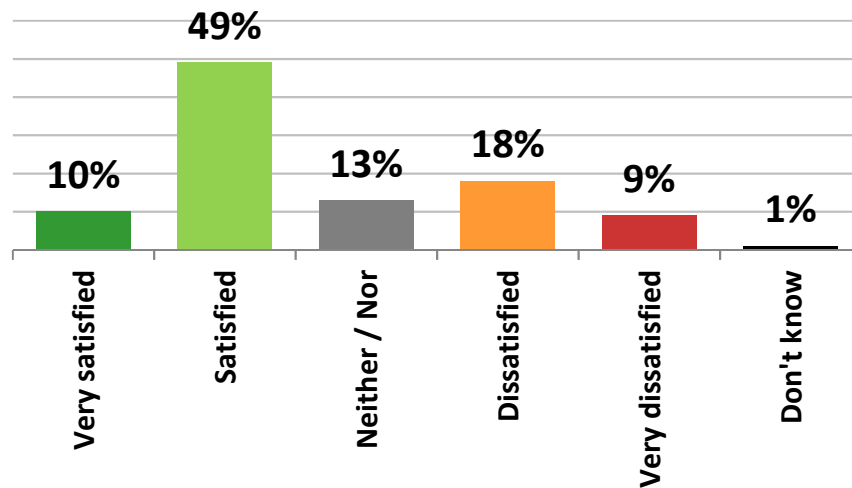
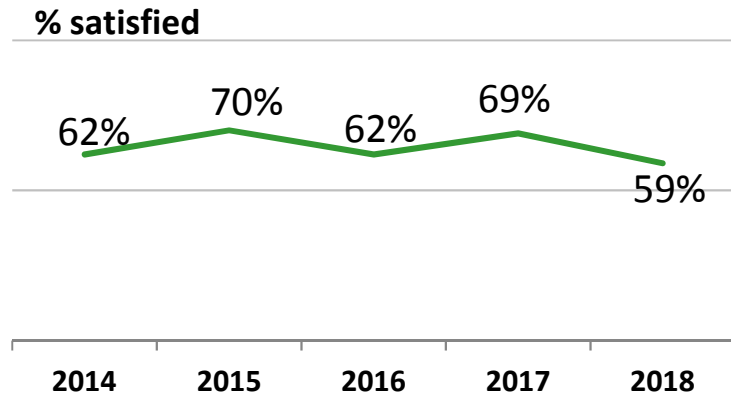


- As with pavement and footpath maintenance, satisfaction with street cleaning decreased with age (67% of 16-24 year olds were satisfied compared to 45% of those over 65).
- Again, students were more likely to be satisfied than other groups (67%) and less likely to feel any dissatisfaction (17%).
- Men were also more satisfied with street cleaning (57%) than women (54%) as were ethnic minorities/non-UK citizens (62% v 55% of others).
- Respondents with a long-term health problem or disability had higher rates of dissatisfaction (38%) than those without (29%) and retired respondents were also more likely to be dissatisfied (43%).

% satisfaction with street cleaning

	13/15	14/16	15/17	16/18	A:18
Edinburgh	69%	60%	63%	60%	56%
North West	67%	59%	62%	59%	54%
Almond Ward	77%	63%	65%	60%	56%
Corstorphine / Murrayfield Ward	63%	66%	67%	62%	53%
Drumbrae / Gyle Ward	64%	58%	61%	58%	54%
Forth Ward	51%	44%	53%	51%	44%
Inverleith Ward	75%	63%	65%	62%	62%

59% satisfied with the refuse collection

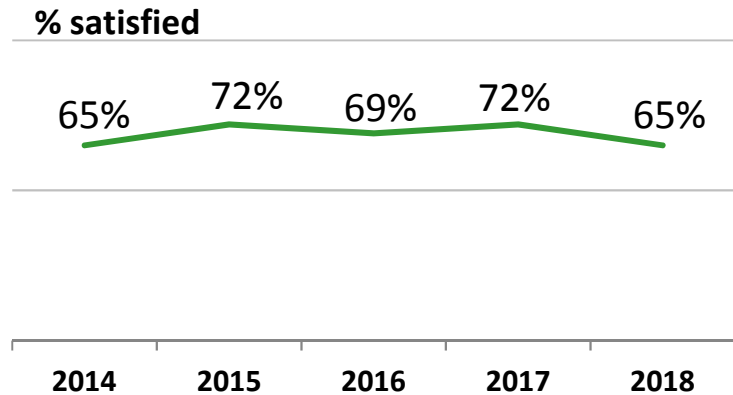
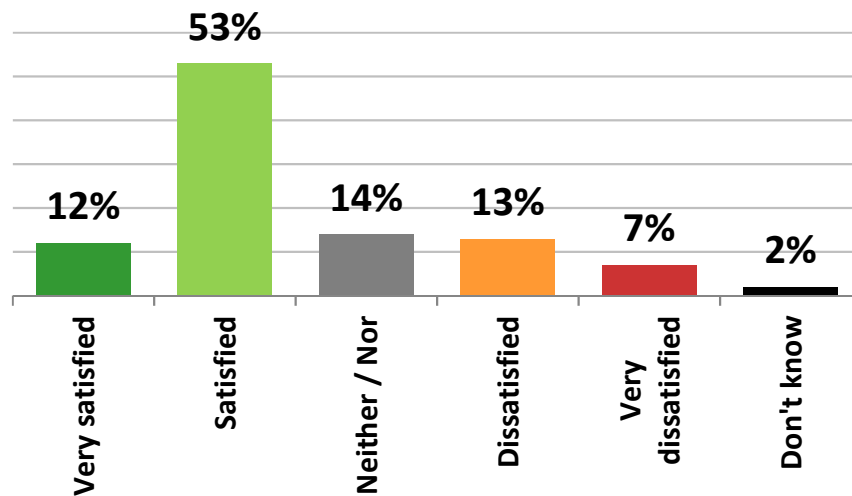


- Satisfaction with rubbish collection was highest for students (67%), 16-24 year olds (68%) and for ethnic minorities/non-UK citizens (64% v 58% of non-ethnic minorities/UK citizens).
- Those with children were less likely to be satisfied (55%) than those without (60%) as were those with a long-term health problem or disability (55% v 60% of those without).
- Women had higher level of dissatisfaction with rubbish collections (29%) than men (25%).

% satisfaction with refuse collection

	13/15	14/16	15/17	16/18	A:18
Edinburgh	69%	65%	67%	64%	59%
North West	68%	65%	69%	64%	58%
Almond Ward	73%	66%	68%	64%	63%
Corstorphine / Murrayfield Ward	73%	75%	76%	74%	67%
Drumbrae / Gyle Ward	69%	71%	74%	68%	58%
Forth Ward	52%	50%	59%	57%	51%
Inverleith Ward	72%	64%	67%	59%	52%

65% satisfied with recycling

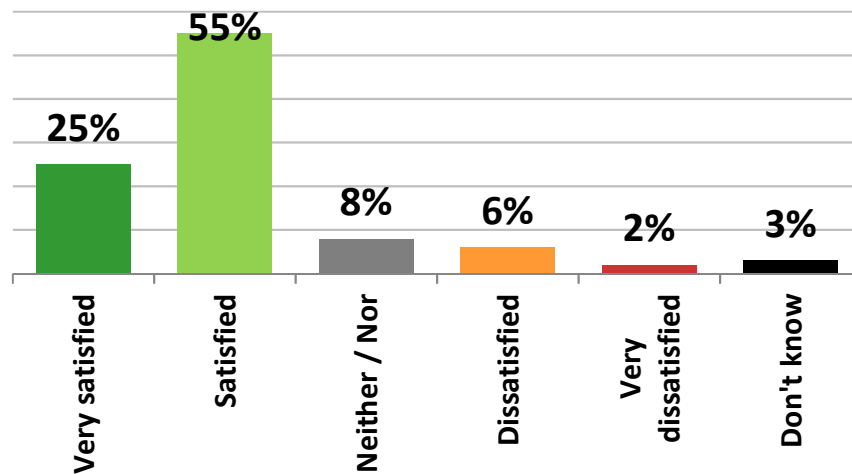
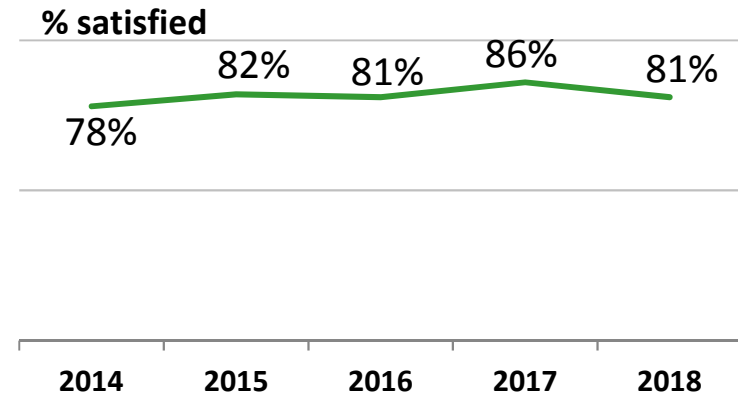


- Self-employed respondents were least likely to be satisfied with recycling (58%), with 24% of this group also stating they were dissatisfied.
- Respondents aged 65+ had higher satisfaction levels (69%) than those aged 45-64 (63%) and 25-44 (64%).
- Dissatisfaction was higher for women (22%), than men (18%) and also for those who have a long-term health problem/disability (23%) compared with those who do not (19%).

% satisfaction with recycling

	13/15	14/16	15/17	16/18	A:18
Edinburgh	72%	69%	71%	69%	65%
North West	74%	72%	75%	72%	67%
Almond Ward	76%	74%	77%	75%	72%
Corstorphine / Murrayfield Ward	83%	84%	82%	82%	78%
Drumbrae / Gyle Ward	74%	79%	80%	76%	68%
Forth Ward	58%	54%	65%	65%	63%
Inverleith Ward	79%	72%	70%	62%	56%

81% satisfied with parks or other green spaces

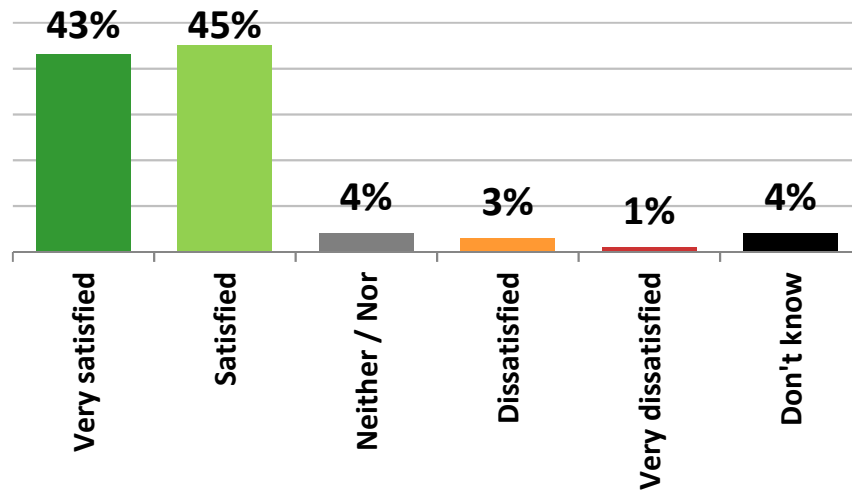
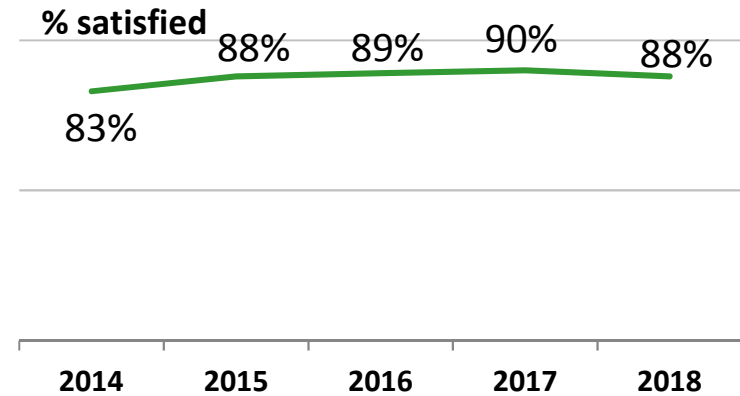


- There was little difference in ratings of satisfaction with parks and green spaces across age and gender.
- Unemployed respondents (73%) were less likely to be satisfied than students (84%), the self-employed (84%) and those working full time (82%). Satisfaction was also lower amongst people from SEG DE (76%) compared to SEGs B (85%) and C1 (83%).
- Ethnic minorities/non-UK citizens rated satisfaction with green spaces and parks more highly (84%) than non-ethnic minorities/UK citizens (80%).
- Dissatisfaction was highest for those with children (12%) and for those with a long-term health problem/disability (10%).

% satisfaction with parks and green spaces

	13/15	14/16	15/17	16/18	A:18
Edinburgh	83%	80%	83%	83%	81%
North West	82%	78%	82%	80%	78%
Almond Ward	82%	73%	75%	71%	65%
Corstorphine / Murrayfield Ward	88%	90%	90%	87%	81%
Drumbrae / Gyle Ward	85%	83%	84%	83%	79%
Forth Ward	68%	63%	74%	75%	77%
Inverleith Ward	86%	81%	84%	85%	89%

88% satisfied with public transport

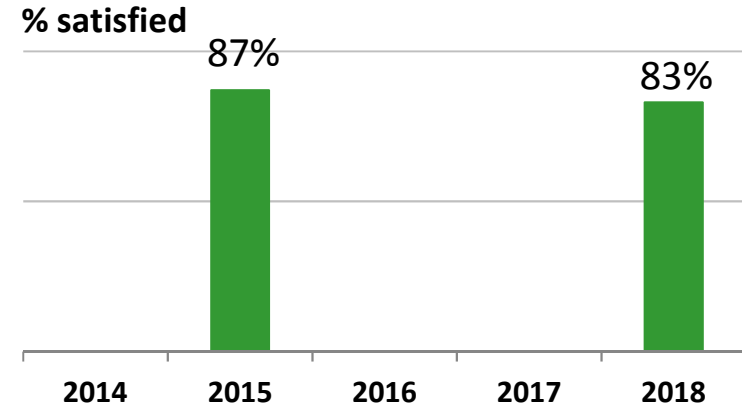
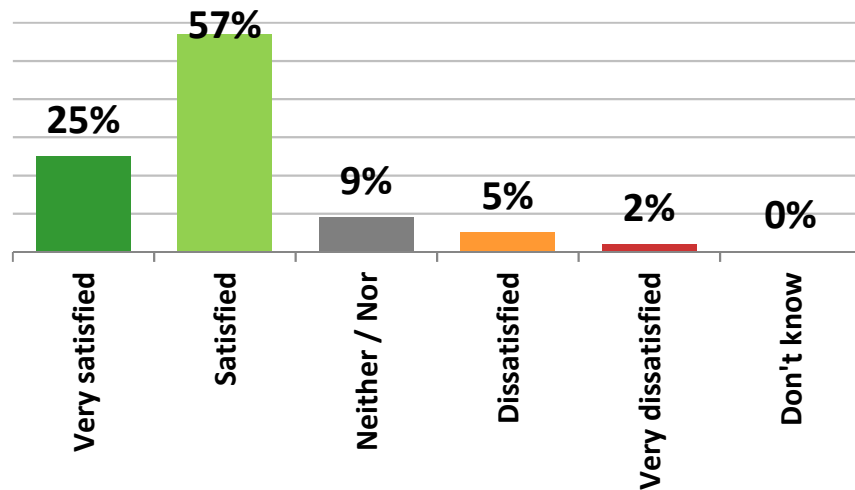


- Satisfaction with public transport was highest among the over 65 age group (90% compared to 86% of those aged 45-64). Those from SEG E also had higher satisfaction (93% compared to 87-89% for other socio economic groups).
- Self-employed respondents were least likely to be satisfied with public transport (84%, which compares to 91% of both retired and unemployed respondents).

% satisfaction with public transport

	13/15	14/16	15/17	16/18	A:18
Edinburgh	81%	87%	89%	89%	88%
North West	77%	83%	86%	85%	84%
Almond Ward	62%	67%	66%	66%	69%
Corstorphine / Murrayfield Ward	91%	95%	95%	92%	88%
Drumbrae / Gyle Ward	89%	93%	94%	92%	88%
Forth Ward	73%	75%	90%	90%	89%
Inverleith Ward	80%	84%	86%	87%	87%

83% satisfied with street lighting



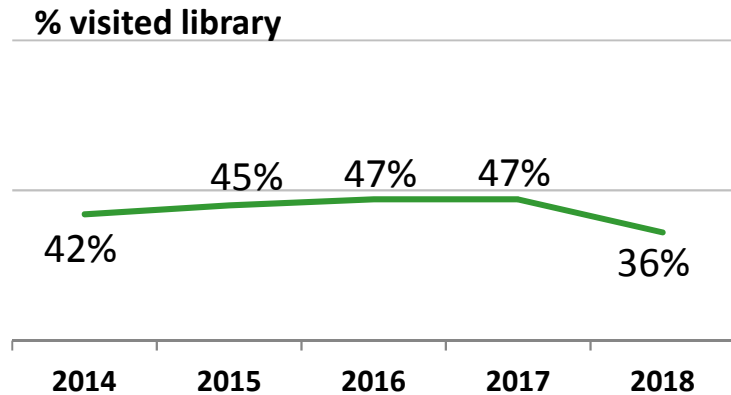
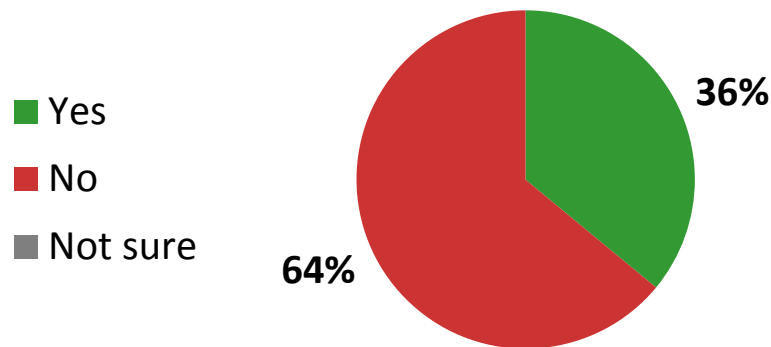
Limited historical data – question last asked in 2015

- Students and self-employed respondents had the highest satisfaction with street lighting (85%) with just 4% of students reporting any dissatisfaction with this.
- Younger age groups were more satisfied (84% for 16-24 year olds and 85% for 25-44 year olds) than those aged 45+ (80%).
- 12% of those with a long-term health problem/disability were dissatisfied with street lighting (compared to 7% of others).
- Women were also more likely to say they were dissatisfied (10%) than men (6%).

% satisfaction with street lighting

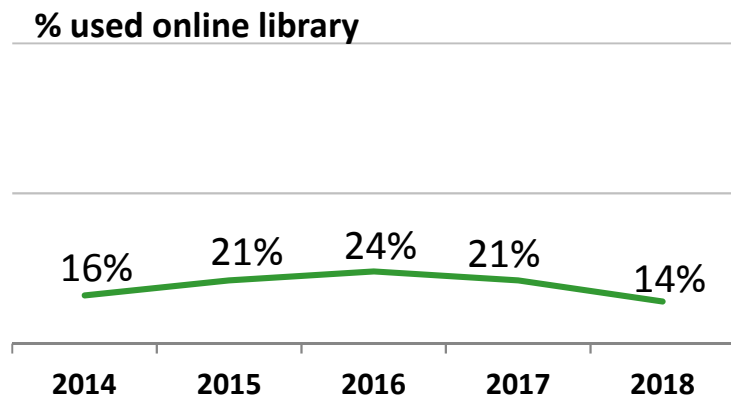
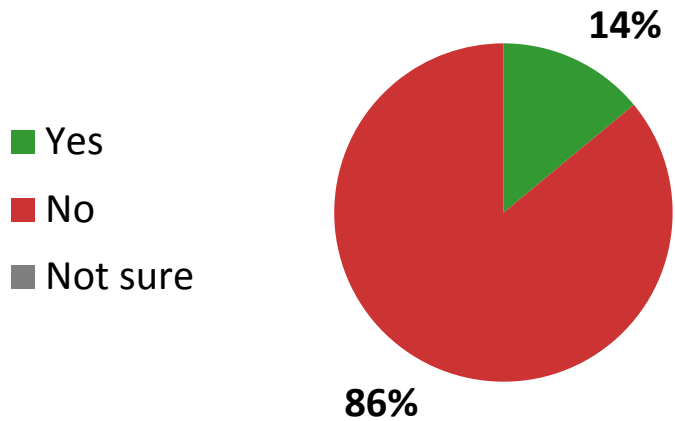
	13/15	14/16	15/17	16/18	A:18
Edinburgh	91%	87%	87%	83%	83%
North West	90%	87%	87%	81%	81%
Almond Ward	90%	84%	84%	77%	77%
Corstorphine / Murrayfield Ward	84%	94%	94%	87%	87%
Drumbrae / Gyle Ward	90%	90%	90%	78%	78%
Forth Ward	87%	81%	81%	79%	79%
Inverleith Ward	93%	88%	88%	83%	83%

36% have visited neighbourhood library in the past 12 months



- Those most likely to have visited their local library in the past year were retired people (45%) part time workers (42%), those with children (45%), ethnic minorities/non-UK citizens (42%), those with a long-term health problem/disability (43%) and women (42%).
- The likelihood of having visited increased with age, with 28% of 16-24 year olds having done so compared to 43% of the over 65s.
- Those least likely to have visited in the last 12 months were those in full time employment (70%) and those from socio economic groups C2 (72%) and D (70%).

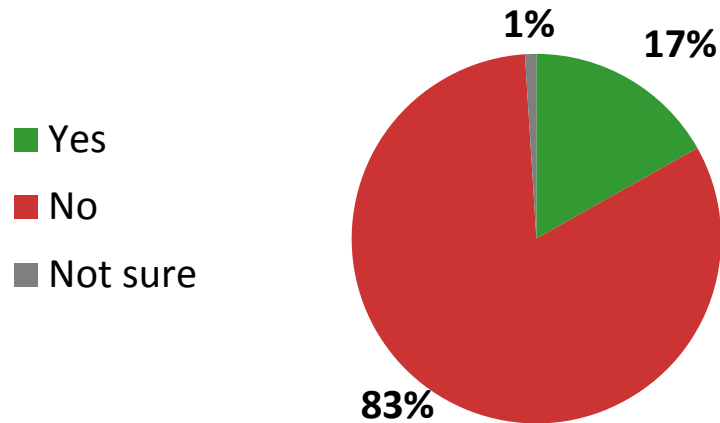
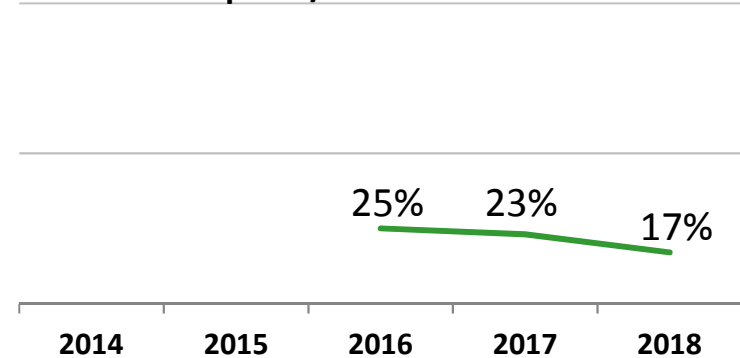
14% have used the online library service in the past 12 months



- Online library use was above average for students and unemployed respondents (both 18%).
- SEGs A and B also had above average use (21% of SEG A and 19% of SEG B had used the online library service in the past 12 months).
- Women were also more likely to have used the service (15% compared to 13% of men), as were ethnic minorities/non-UK citizens (19%), and those with a long-term health problem/disability (16%).

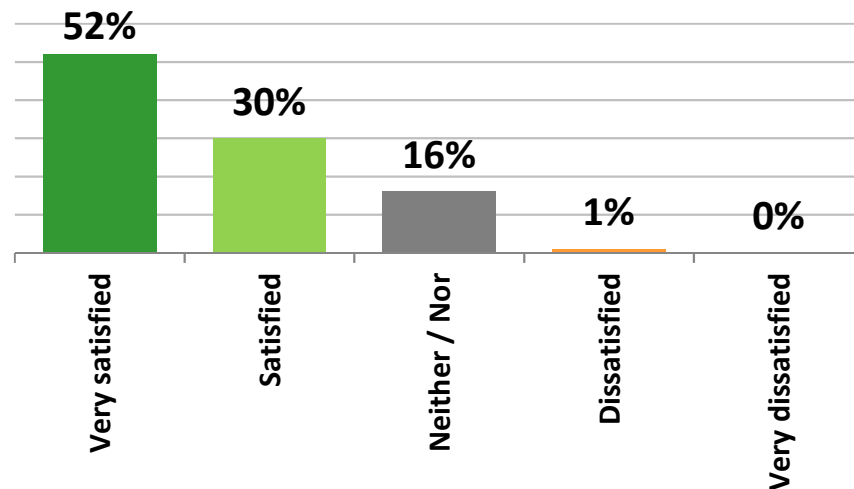
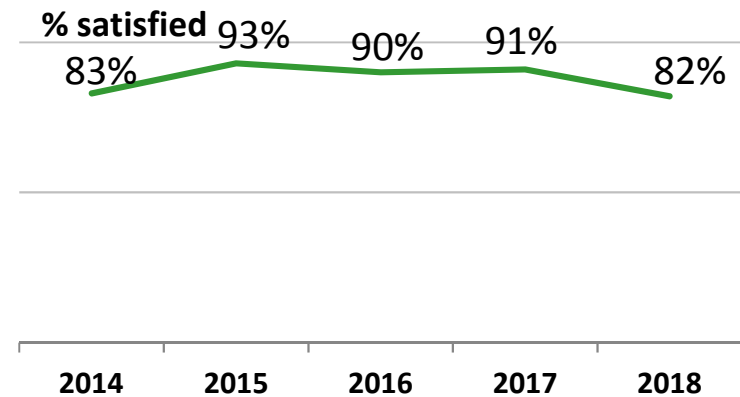
17% have used a library computer or free WiFi service

% used computer/WiFi



- Groups with higher use of library computers or Wi-Fi facilities were similar to those with higher levels of online library use: students (27%) and unemployed respondents (25%) had the highest use, with more use also reported from ethnic minorities/non-UK citizens (26%), people with children (20%), people with a long-term health problem or disability (20%) and women (18%).
- Younger respondents were also more likely to use these facilities: 22% of 16-24 year olds and 19% of 25-44 year olds had made use of them compared to 15% for the 45-64 age group and 10% for those aged 65+.

82% satisfied with the library service (excluding 'don't know')

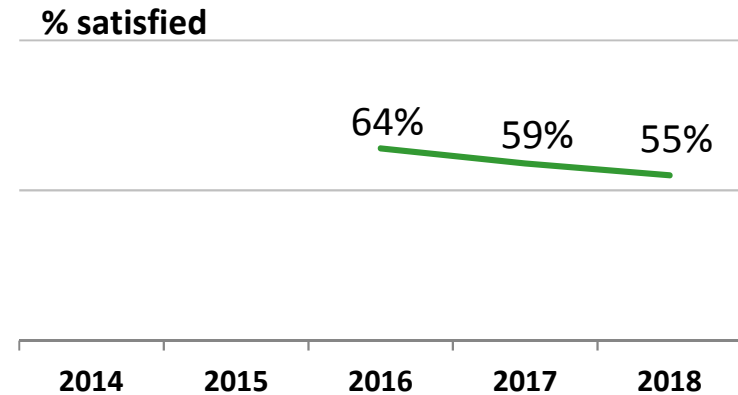
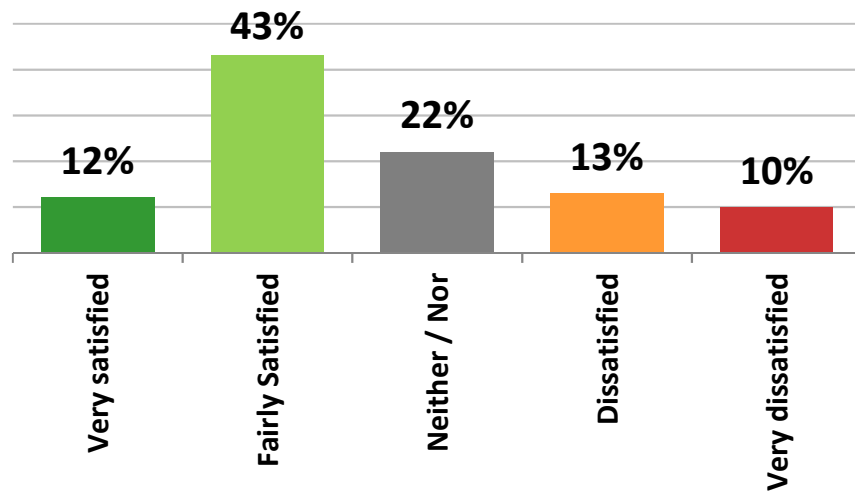


- Satisfaction with library services was highest for retired respondents (90%) and those aged 65+ (89%), while those in the 16-24 age band had below average levels of satisfaction (76% of these respondents were satisfied).
- Those with a long-term health problem/disability were more likely to be satisfied than those without (88% compared to 81%), as were ethnic minorities/non-UK citizens (87% v 82% others) and women (84% v 80% of men).

% satisfaction with library service (excl. DK)

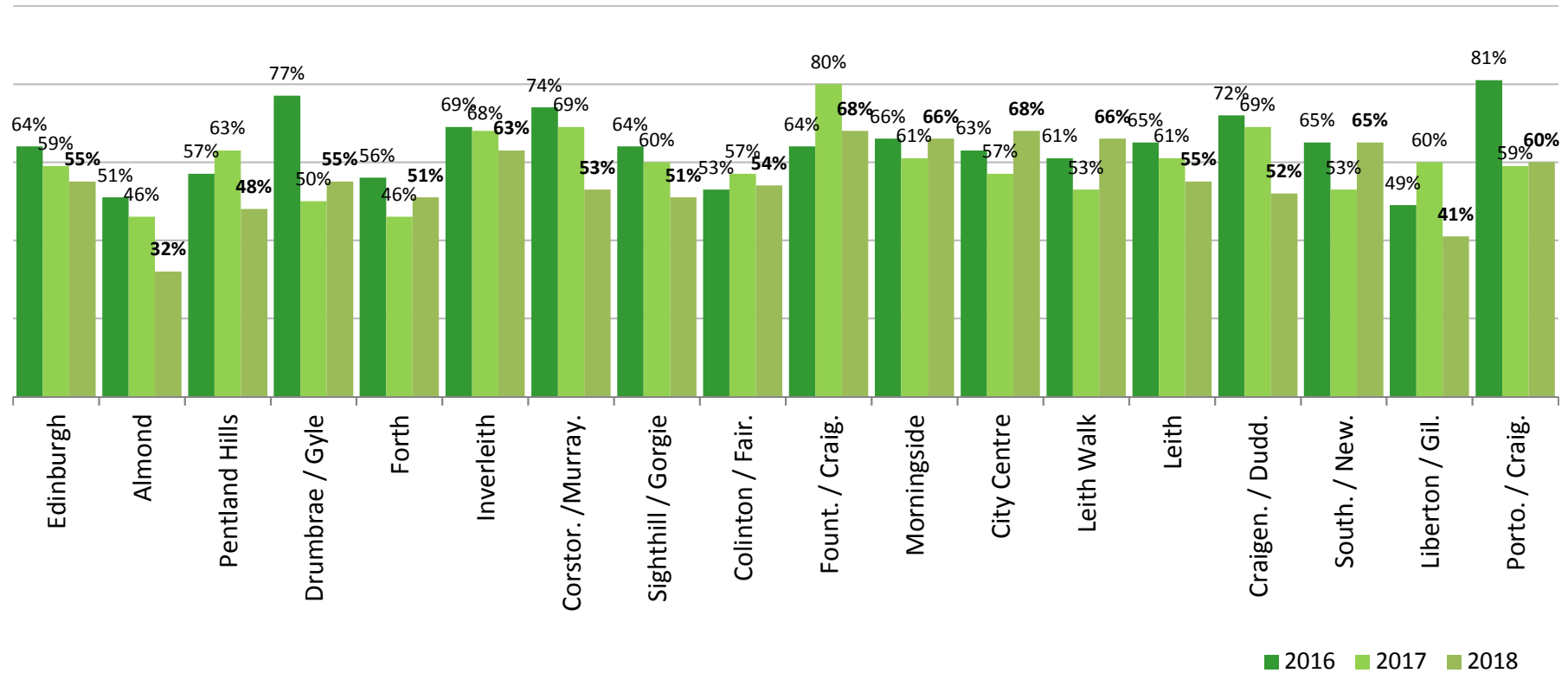
	13/15	14/16	15/17	16/18	A:18
Edinburgh	89%	89%	91%	88%	82%
North West	89%	86%	91%	88%	82%
Almond Ward	92%	88%	90%	87%	80%
Corstorphine / Murrayfield Ward	92%	93%	94%	93%	91%
Drumbrae / Gyle Ward	95%	93%	94%	87%	73%
Forth Ward	80%	72%	87%	84%	81%
Inverleith Ward	87%	82%	89%	88%	86%

55% satisfied with facilities for young children (excl. 'don't know')

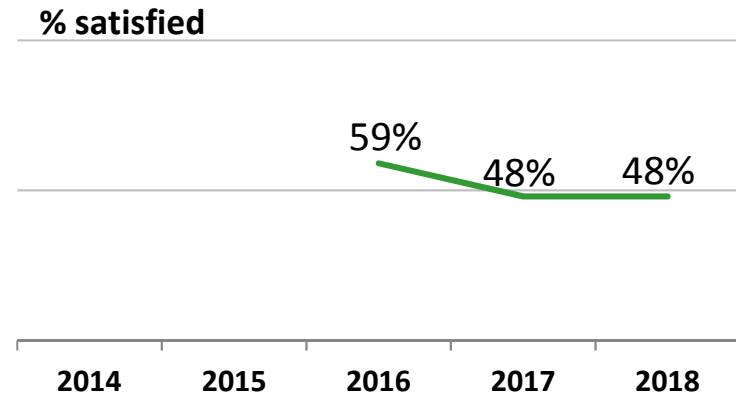
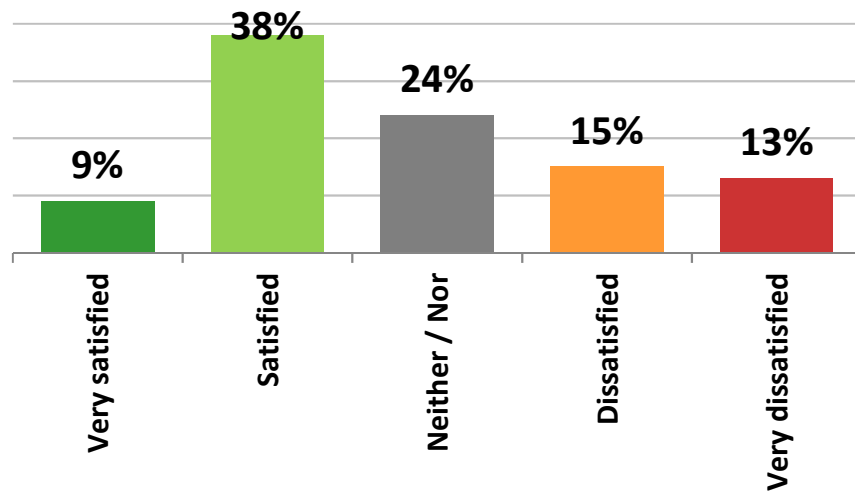


- Respondents from SEG A were more likely to be satisfied with facilities for young children (70%), as were self-employed people (67%), those aged 16-24 (61%), and students (63%).
- Levels of dissatisfaction were higher among those from socio economic groups D (29%) and E (31%), as well as amongst those with a long-term health problem or disability (32% compared to 21% of those without).
- Those with children were also more likely to be dissatisfied with facilities for young children (30%) than those without (19%).

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

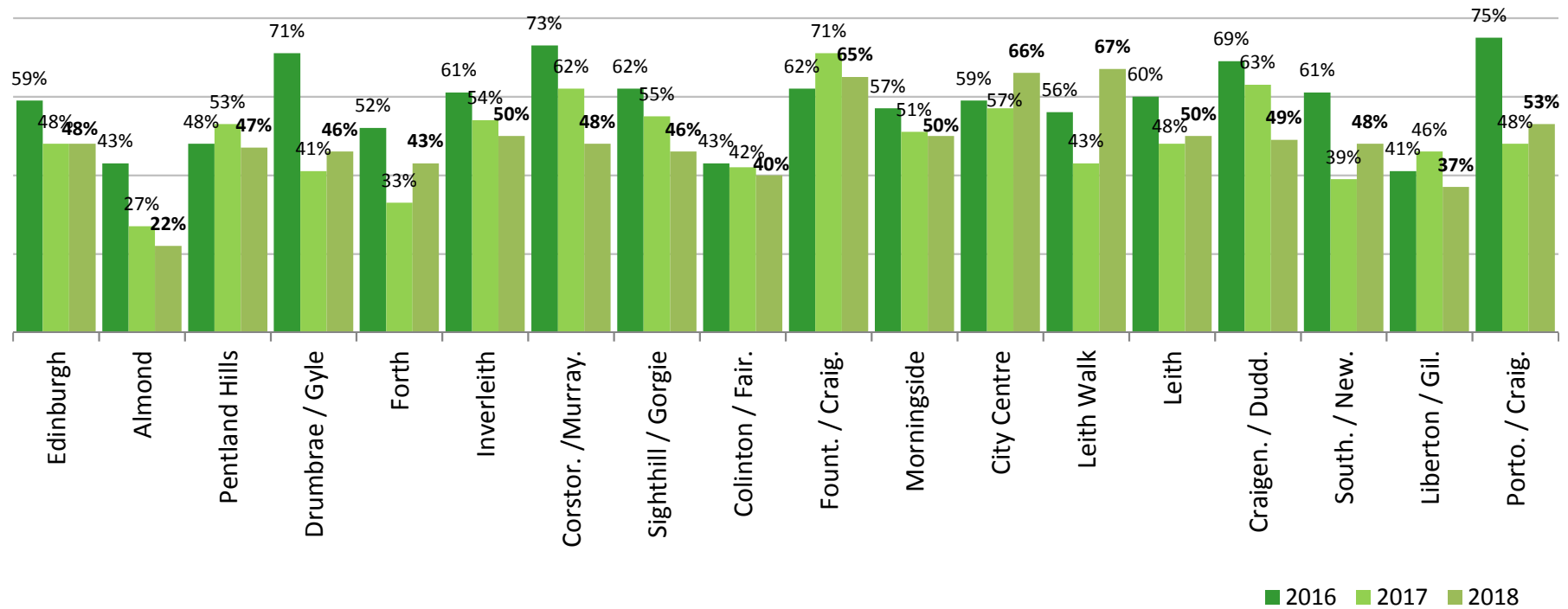


48% satisfied with facilities for teenagers (excl. 'don't know')



- As with satisfaction with facilities for younger children, facilities for teenagers received the highest satisfaction ratings from self-employed respondents (62%), students (60%), those from SEG A (58% compared to 42% of groups D and E) and from the 16-24 age group (56% satisfaction, v 44-47% for other ages).
- The highest levels of dissatisfaction were recorded by those with children, 37% of whom were dissatisfied (compared to 24% of respondents without children).
- Other groups more likely to be dissatisfied were: those with a long-term health problem or disability (35%), those aged between 45 and 64 (34%), women (32%) and non-ethnic minorities/UK citizens (29% compared to 20% of ethnic minorities/non-UK citizens).

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



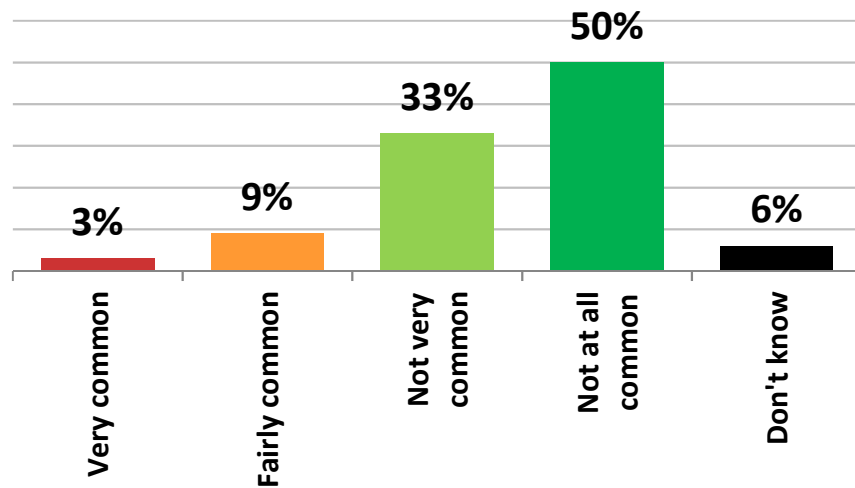


Edinburgh People Survey

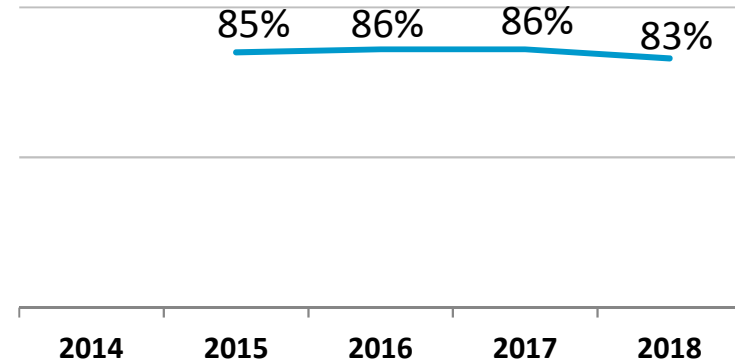
2018

Community safety

83% state that violent crime is not common in their neighbourhood



% uncommon

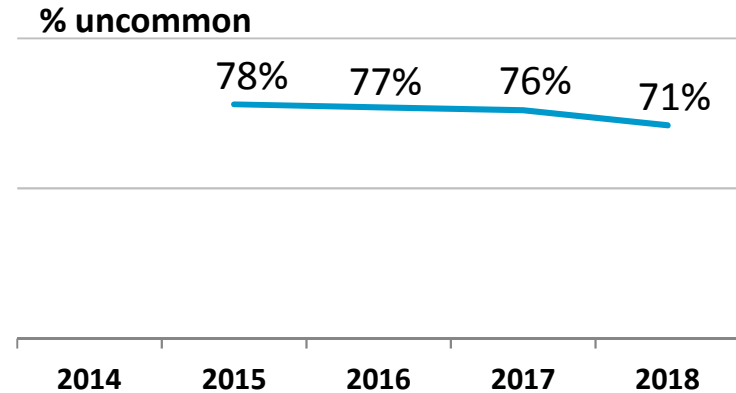
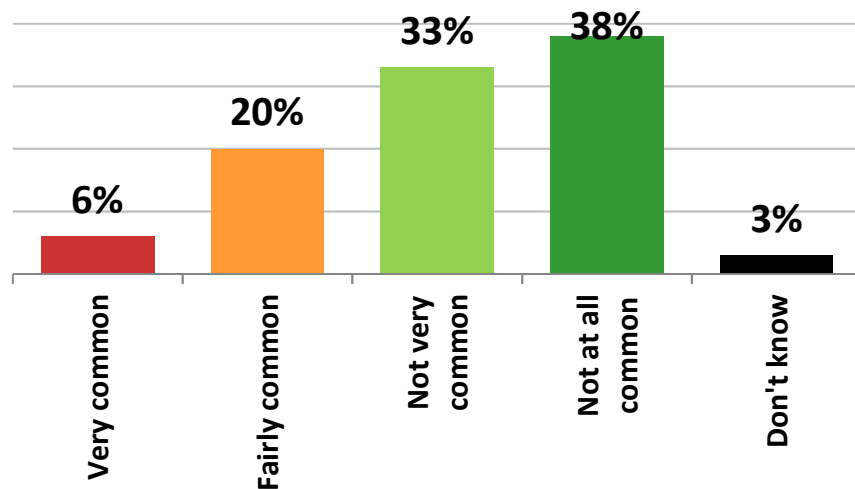


- People less likely to say crime was common in their area were those aged 65+ (7% v 11% of 16-24 year olds, 14% of 25-44 year olds and 12% of 45-64 year olds) and those without children (11% v 15% of those with children).
- People more likely to say crime was common in their area were people with a long-term health problem or disability (17% v 11% of those without), unemployed people (19% v 6% of people who were retired, 11% of students and 12% of those in full time employment) people from SEGs C2, D or E (14% of SEG C2 said violent crime was common, as did 16% of SEG D and 15% of SEG E. In contrast 7% of those from SEG A, 8% from SEG B and 10% from SEG C1 said it was common).

% stating violent crime is not common in neighbourhood

	13/15	14/16	15/17	16/18	A:18
Edinburgh	85%	86%	86%	85%	83%
North West	87%	87%	87%	86%	84%
Almond Ward	89%	92%	90%	88%	83%
Corstorphine / Murrayfield Ward	92%	95%	95%	94%	89%
Drumrae / Gyle Ward	86%	88%	88%	89%	88%
Forth Ward	78%	74%	74%	71%	71%
Inverleith Ward	91%	88%	89%	89%	92%

71% state that vandalism & graffiti is not common in their neighbourhood

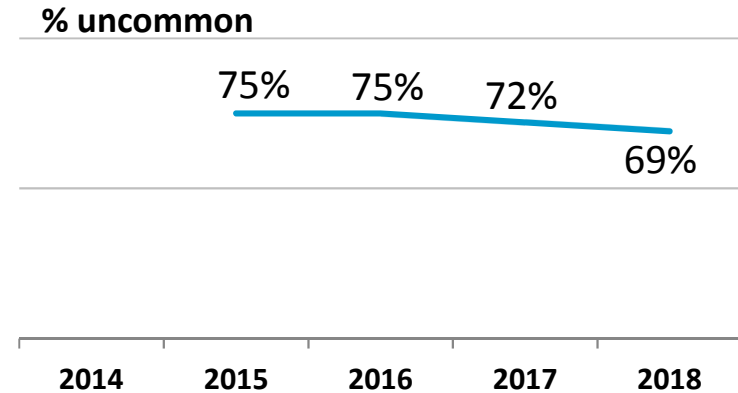
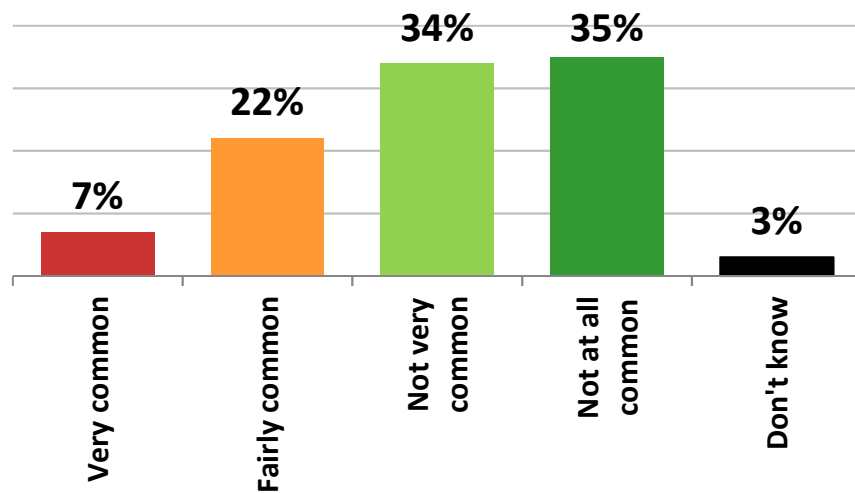


- The youngest and oldest respondents were least likely to say vandalism and graffiti is common (25% of 16-24 year olds and 18% of those aged 65+ said this, compared to 29% across the other age groups from 25-64).
- People with a disability or long term illness were more likely to describe it as common (32%) than those with no health issue/disability (25%).
- Vandalism was also perceived to be more common among those with children in the household (29%) than those without (26%).

% stating vandalism is not common in neighbourhood

	13/15	14/16	15/17	16/18	A:18
Edinburgh	78%	78%	77%	75%	71%
North West	83%	80%	79%	76%	75%
Almond Ward	85%	84%	83%	80%	75%
Corstorphine / Murrayfield Ward	89%	89%	88%	85%	80%
Drumbrae / Gyle Ward	84%	83%	81%	78%	74%
Forth Ward	65%	61%	59%	58%	61%
Inverleith Ward	90%	83%	82%	80%	83%

69% state that antisocial behaviour is not common in their neighbourhood

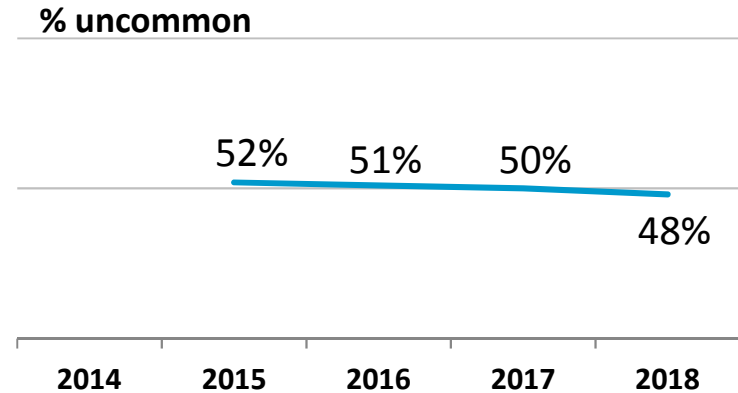
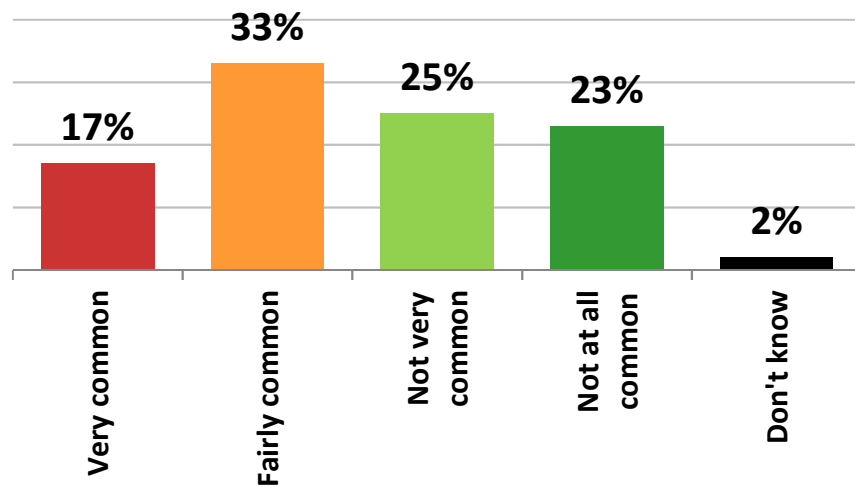


- Antisocial behaviour was more commonly reported by those with a long-term health problem or disability (36% compared with 26% of those without) and by those with children (32% v 27% of those without).
- The middle age groups were also more likely to say antisocial behaviour was common (31% of 25-44 year olds and 30% of those aged 45-64 considered it very or fairly common, compared to 26% of 16-24 year olds and 20% of the 65+ age group).
- Unemployed respondents were more likely than others to say antisocial behaviour was common (38%), as were those from socio economic groups D (33%) and E (36%).

% stating antisocial behaviour is not common in neighbourhood

	13/15	14/16	15/17	16/18	A:18
Edinburgh	75%	75%	74%	72%	69%
North West	82%	79%	77%	73%	71%
Almond Ward	83%	83%	80%	75%	69%
Corstorphine / Murrayfield Ward	91%	91%	88%	85%	81%
Drumrae / Gyle Ward	84%	81%	77%	73%	73%
Forth Ward	65%	58%	56%	53%	54%
Inverleith Ward	87%	82%	81%	79%	80%

48% state that dog fouling is not common in their neighbourhood

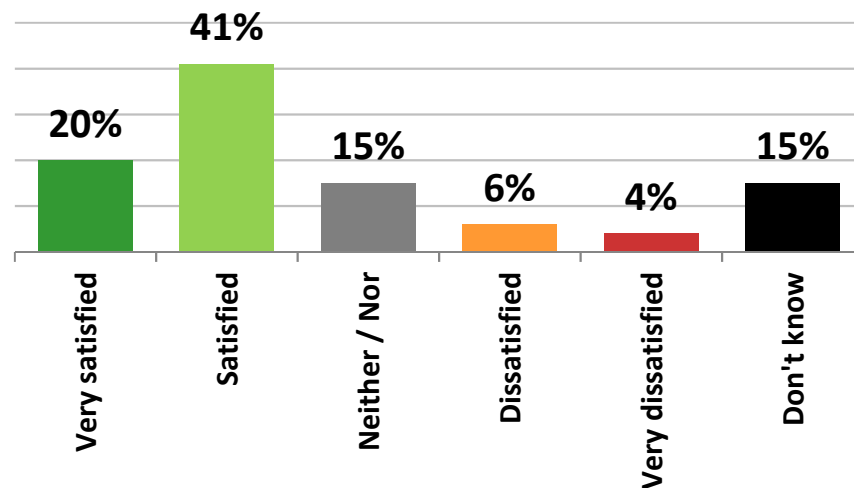
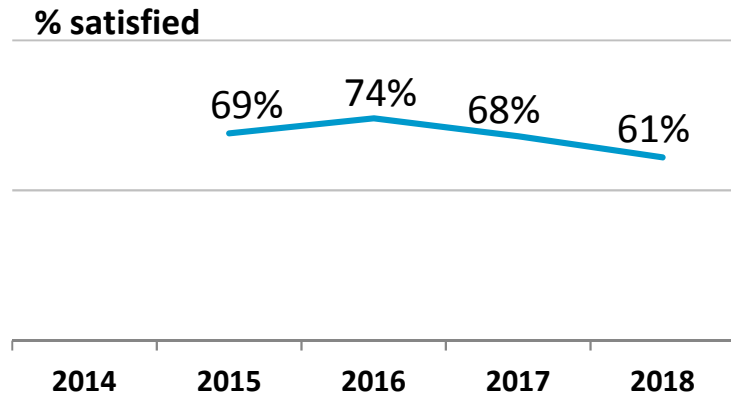


- Those working part time were more likely to say dog fouling was common (63%) while students (37%) and retired people (44%) were less likely to do so.
- Those with children were more likely to report dog fouling was common (59% compared to 47% without), as were those with a long-term health problem or disability (57%), those aged 45-64 (57%), and non-ethnic minorities/UK citizens (51% compared to 43% of ethnic minorities/non-UK citizens).
- The 16-24 age group was least likely to say dog fouling was common (37%) and 45-64 year olds were most likely to say this (57%).

% stating dog fouling is not common in neighbourhood

	13/15	14/16	15/17	16/18	A:18
Edinburgh	52%	52%	51%	50%	48%
North West	56%	54%	52%	49%	47%
Almond Ward	57%	58%	57%	52%	43%
Corstorphine / Murrayfield Ward	66%	65%	61%	59%	58%
Drumrae / Gyle Ward	54%	52%	47%	44%	45%
Forth Ward	39%	39%	36%	33%	30%
Inverleith Ward	64%	57%	58%	56%	58%

61% satisfied with the way violent crime is dealt with

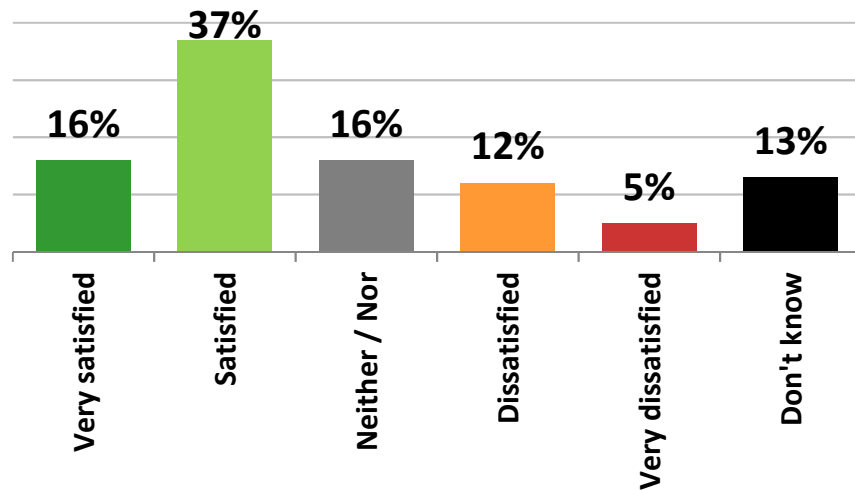
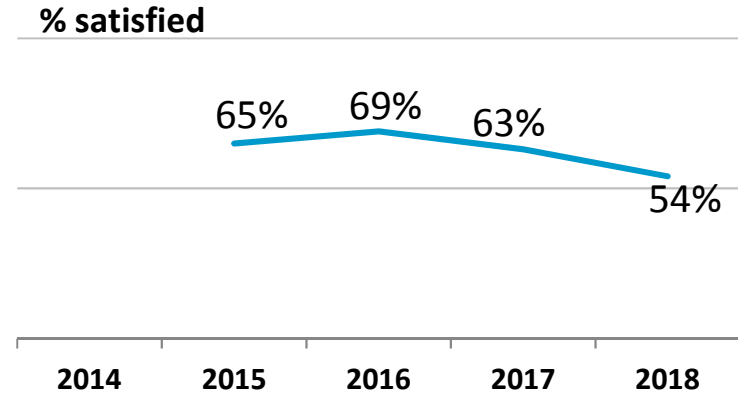


- Those likely to be more satisfied with the way violent crime is dealt with were retired people (67%), those aged 65+ (68%, v 58-60% of other age groups), men (62% v 59% of women), those without a long-term health problem/disability (62% v 55% of others), and those without children (61% v 57% of those with children).
- Satisfaction was lower for unemployed respondents (42%) and for ethnic minorities/non-UK citizens (56% compared to 61% of non-ethnic minorities/UK citizens).
- Dissatisfaction was higher among socio economic groups D (14%) and E (13%) compared to just 5% for SEG B.

% satisfaction with management of violent crime

	13/15	14/16	15/17	16/18	A:18
Edinburgh	69%	72%	71%	68%	61%
North West	72%	73%	72%	69%	62%
Almond Ward	68%	71%	72%	71%	66%
Corstorphine / Murrayfield Ward	83%	81%	80%	74%	64%
Drumbrae / Gyle Ward	74%	78%	75%	72%	65%
Forth Ward	61%	61%	59%	54%	47%
Inverleith Ward	72%	73%	72%	71%	67%

54% satisfied with how vandalism and graffiti is dealt with

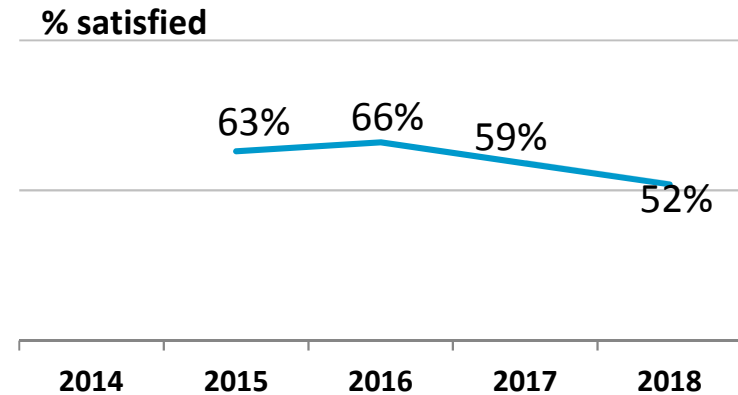
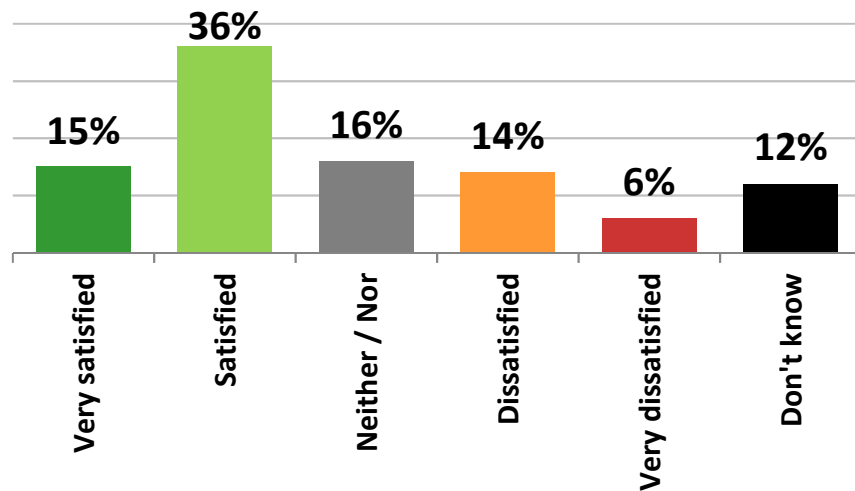


- Satisfaction with the way vandalism and graffiti is dealt with was highest for the 65+ age group (61% compared to between 50 and 54% for other age groups), and for those from SEG B (60% of this group were satisfied, v 45% of SEG A and 51-55% for other groups).
- Unemployed respondents had the lowest satisfaction with how vandalism and graffiti are dealt with (38%).
- Those with a long-term health problem/disability were more likely to be dissatisfied (22% v 17% of those without a disability) as were women (20% v 16% of men).

% satisfaction with management of vandalism / graffiti

	13/15	14/16	15/17	16/18	A:18
Edinburgh	65%	67%	66%	62%	54%
North West	68%	69%	67%	63%	55%
Almond Ward	63%	65%	67%	65%	59%
Corstorphine / Murrayfield Ward	80%	78%	76%	69%	58%
Drumbrae / Gyle Ward	71%	74%	72%	66%	55%
Forth Ward	55%	56%	53%	49%	44%
Inverleith Ward	71%	71%	68%	65%	62%

52% satisfied with the way antisocial behaviour is dealt with

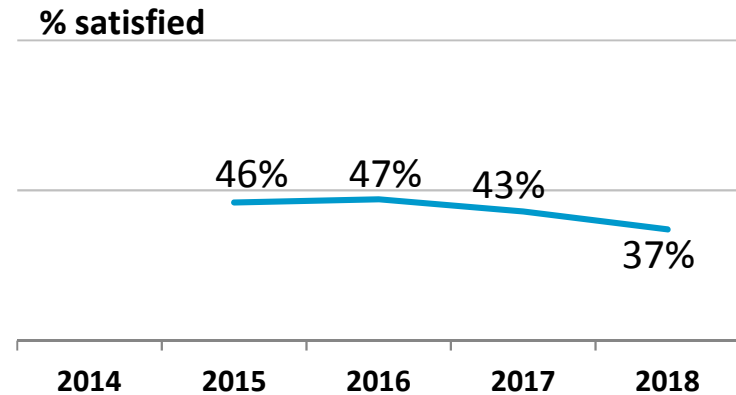
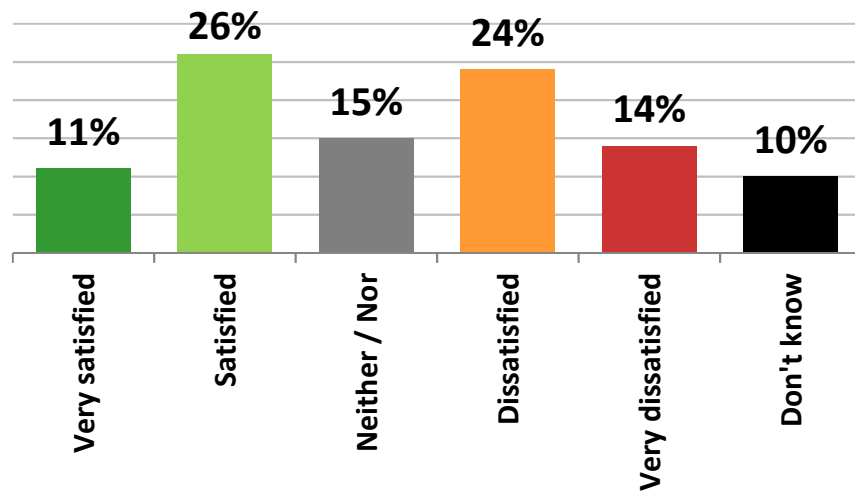


- Those most likely to be satisfied with the way antisocial behaviour is dealt with were those from SEG B (59%) and those aged 65+ (58%). Men were more likely to be satisfied with how it is dealt with (54%) than women, as were those without children (52% v 49%).
- Unemployed people had the lowest levels of satisfaction with this aspect (39%) and were also more likely to say they were dissatisfied with it (28%). This was also the case for people working part time: 45% were satisfied and 26% were dissatisfied.
- Groups with higher rates of dissatisfaction were those classed as being from SEG E (26% compared to 15% for SEG B and 19% for SEG C1) and those with a long-term health problem or disability (25% v 19% of those without).

% satisfaction with management of antisocial behaviour

	13/15	14/16	15/17	16/18	A:18
Edinburgh	63%	65%	63%	59%	52%
North West	67%	67%	64%	59%	52%
Almond Ward	62%	63%	63%	60%	55%
Corstorphine / Murrayfield Ward	80%	78%	75%	68%	58%
Drumbrae / Gyle Ward	71%	73%	68%	62%	53%
Forth Ward	53%	53%	50%	46%	40%
Inverleith Ward	67%	68%	66%	62%	56%

37% satisfied with the way dog fouling is dealt with

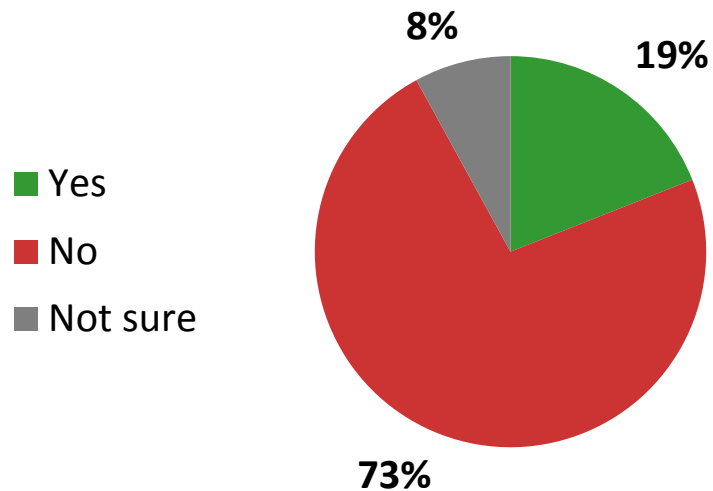
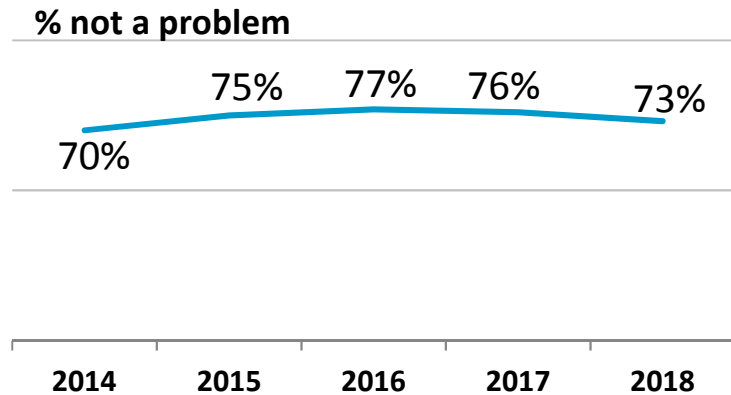


- Those most likely to be satisfied with the way dog fouling is dealt with were students and retired respondents (both 44%), those aged 16-24 (46%) and 65+ (43%, v 34% for those aged between 25 and 64) as well as those from SEG B (43%).
- Men were more likely to be satisfied than women (39% v 36%) and those without a long-term health problem/disability were more likely to be satisfied than those who did (38% v 33%).
- Unemployed respondents (26%) and those working part time (28%) were the least likely to say they were satisfied.
- Students (26%) and ethnic minorities/non-UK citizens were less likely to report being dissatisfied (31%) than others (39%).
- Those with children had higher levels of dissatisfaction (46%) than those without (36%).

% satisfaction with management of dog fouling

	13/15	14/16	15/17	16/18	A:18
Edinburgh	46%	47%	45%	43%	37%
North West	48%	49%	47%	43%	37%
Almond Ward	44%	47%	48%	44%	32%
Corstorphine / Murrayfield Ward	62%	59%	56%	51%	48%
Drumrae / Gyle Ward	49%	50%	44%	39%	35%
Forth Ward	35%	38%	35%	32%	25%
Inverleith Ward	52%	51%	51%	49%	46%

73% do not consider street drinking and alcohol-related disorder to be a problem in their neighbourhood

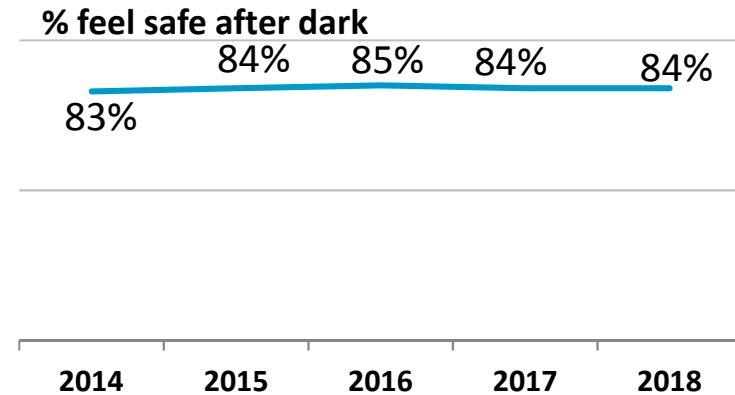
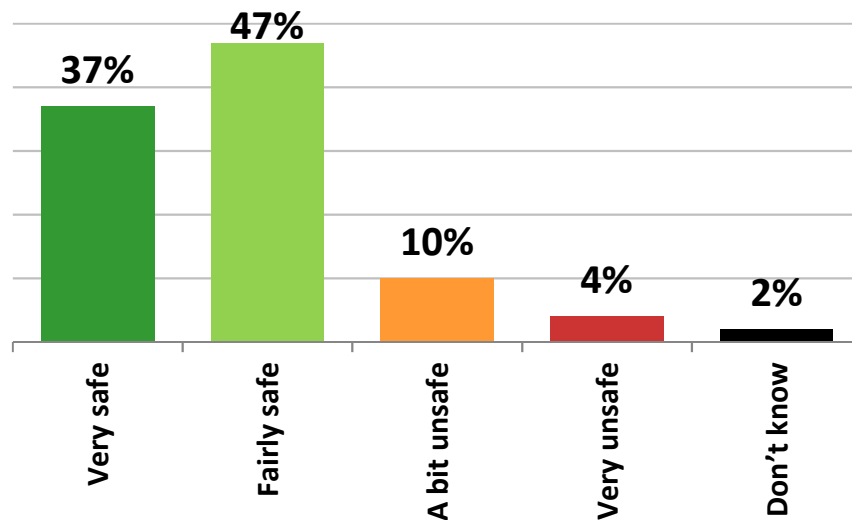


- Street drinking or alcohol related disorder was least likely to be considered a problem in their neighbourhood by those aged 65+ and retired people (both 11%).
- Those from socio economic groups D (23%) and E (25%) were most likely to say it was a problem (compared to 12-18% of others), and those with a long-term health problem/disability were more likely to consider this to be a problem in their neighbourhood (25%) than those without (17%).

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

	13/15	14/16	15/17	16/18	A:18
Edinburgh	75%	74%	76%	75%	73%
North West	78%	78%	81%	81%	80%
Almond Ward	86%	86%	86%	84%	78%
Corstorphine / Murrayfield Ward	84%	90%	88%	88%	89%
Drumrae / Gyle Ward	78%	82%	82%	80%	79%
Forth Ward	54%	53%	67%	69%	68%
Inverleith Ward	85%	81%	84%	84%	85%

84% feel safe in their neighbourhood after dark



- Rates of feeling safe after dark were well below average for those from SEG E (68%), with those from SEGs A (93%) and B (91%) by contrast well above the overall average.
- Safety was also likely to be rated lower by those with a long-term health problem or disability (70%), retired people (73%), those aged 65+ (76%), unemployed people (also 76%) and women (78%).
- Others who reported feeling unsafe in their neighbourhood after dark were those from SEG D (19% felt unsafe) and part time workers (18%).

% who feel safe in their neighbourhood after dark

	13/15	14/16	15/17	16/18	A:18
Edinburgh	86%	84%	84%	84%	84%
North West	88%	86%	85%	85%	86%
Almond Ward	95%	91%	90%	87%	85%
Corstorphine / Murrayfield Ward	92%	93%	92%	92%	90%
Drumbrae / Gyle Ward	88%	87%	85%	86%	91%
Forth Ward	73%	71%	70%	71%	74%
Inverleith Ward	89%	85%	87%	88%	90%

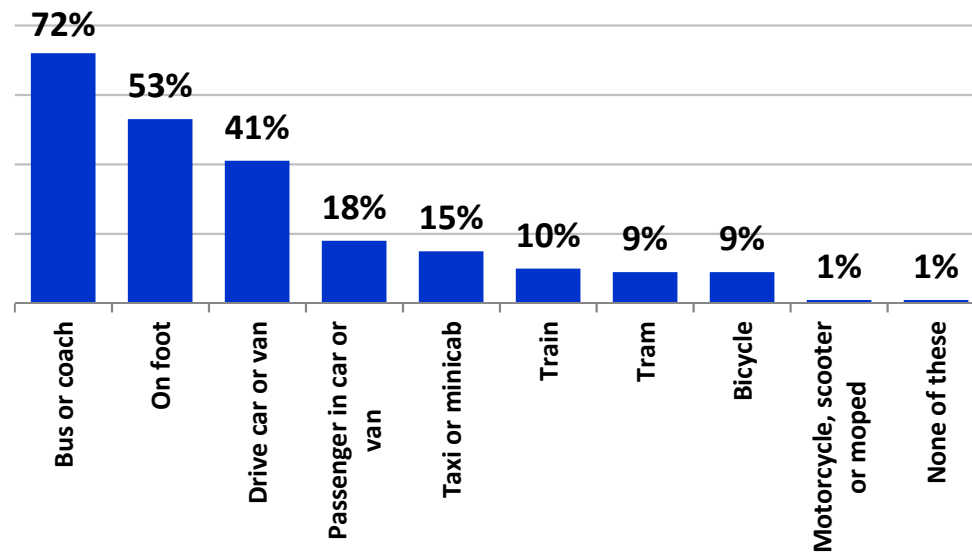


Edinburgh People Survey

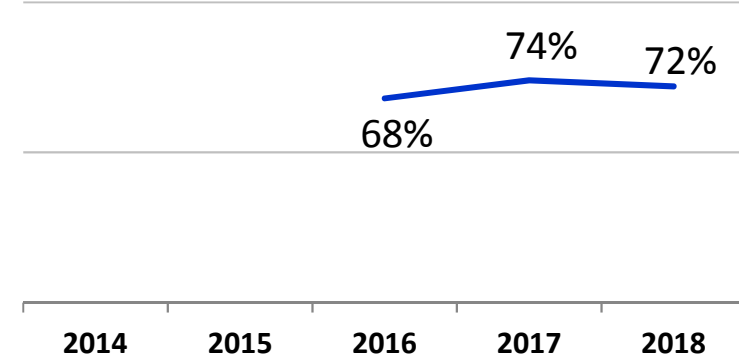
2018

Travel in the city

72% had used the bus to get around Edinburgh in the last month

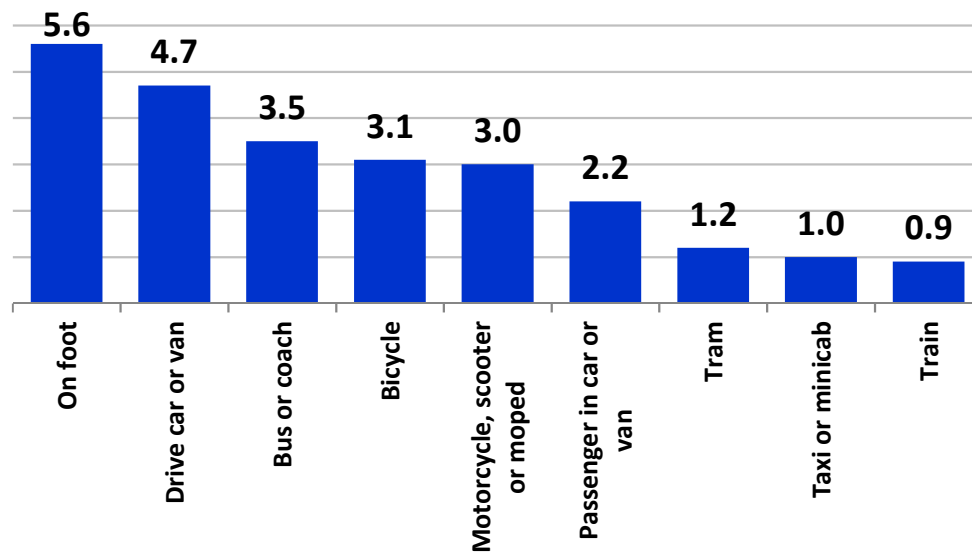


% using bus in last month



- Bus use was highest amongst retired people (83%), the oldest and youngest age groups (79% of those aged 65+ and 81% of 16-24s), students (81%), unemployed people (80%), people with a health problem/disability (78%), ethnic minorities/non-UK citizens (78%), and women (77%).
- People in households with children were less likely than others to use the bus (68% compared to 73%).

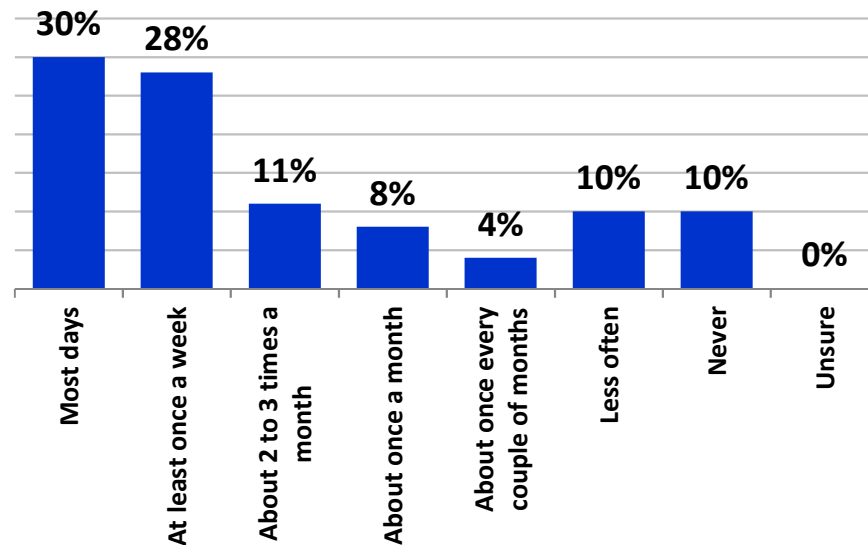
5.6 days a week was the average for travel on foot



- Respondents tended to travel on foot most frequently (an average of 5.6 days a week for those who ever did this), following by driving (4.7 days a week).
- Although a greater proportion had travelled by bus in the last month, those who used this mode of transport tended to do so a little less frequently (3.5 days a week).
- Taxi, train and tram were used the least frequently.

57% Use public transport to travel to the City Centre at least weekly

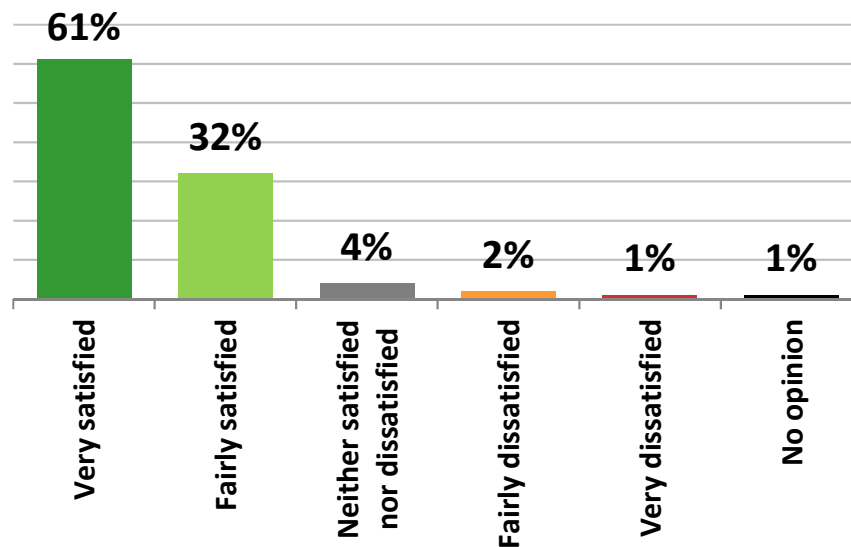
Historical data unavailable – new question in 2018



- Use of public transport for travel to the City Centre was higher for students (38%), those aged 16-24 (37%), for women (33%) and those from SEG C1 (also 33%).
- Those with a long-term health problem or disability were less likely to say they never used public transport to go to the City Centre (8%), as were those aged 65+ (5%) and retired respondents (4%).

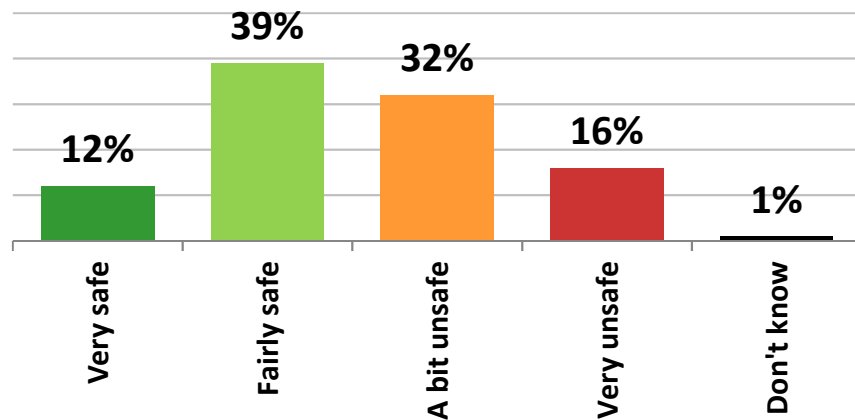
93% are satisfied with public transport to/within the City Centre

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new question in 2018

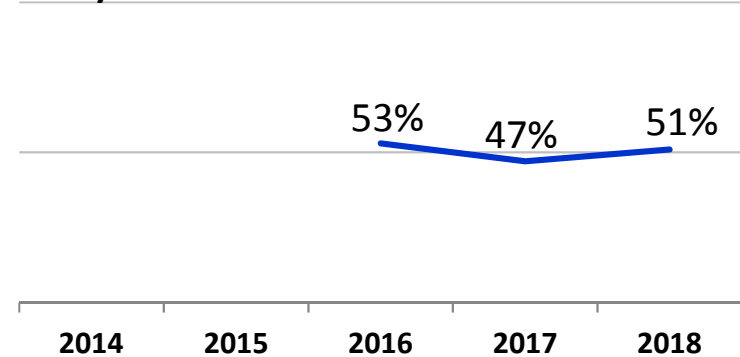


- Satisfaction with public transport was broadly consistent across demographic sub-groups.
- However, there was some variance in satisfaction ratings depending on area: 91% of South West and North West Edinburgh respondents were satisfied with public transport to and within the City Centre, while those in the East of the City scored this above sample average (94% of North East Edinburgh respondents and 96% of South East Edinburgh respondents were satisfied).

51% of cyclists feel safe using the roads in Edinburgh



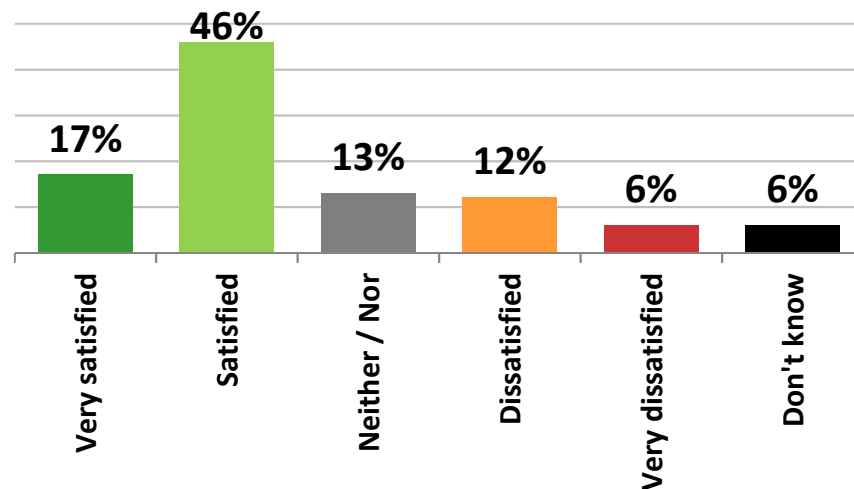
% cyclists who feel safe



- Those who said they cycled in Edinburgh were asked how safe they felt. The 16-24 age group were the most likely to say they felt safe (68% compared to 38% for those aged 45-64) and students (65%).
- Men were also more likely to say they felt safe (58%) than women (38%).

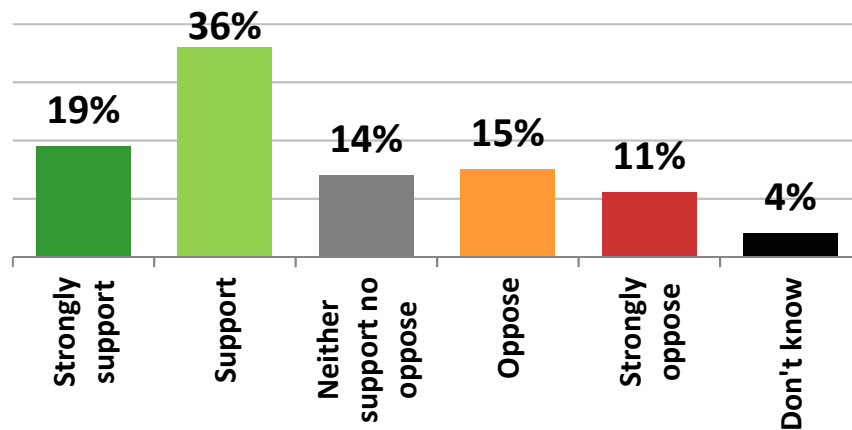
64% of cyclists are satisfied with maintenance of off-road cycle paths

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new question in 2018

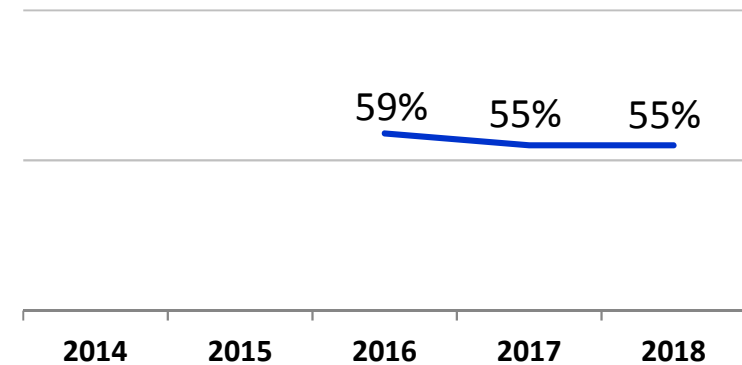


- Those most likely to be satisfied with the maintenance of cycle paths were those in full time employment (68%).
- Ethnic minorities/non-UK citizens were less likely to be satisfied (50%) than others (66%) but had higher rates of ambivalence, with 23% choosing the 'neither/nor' option.
- The 45-64 age group had higher than average rates of dissatisfaction with cycle path maintenance (23%), compared to 10% dissatisfaction for those aged 16-24.

55% support 20mph speed limits in Edinburgh

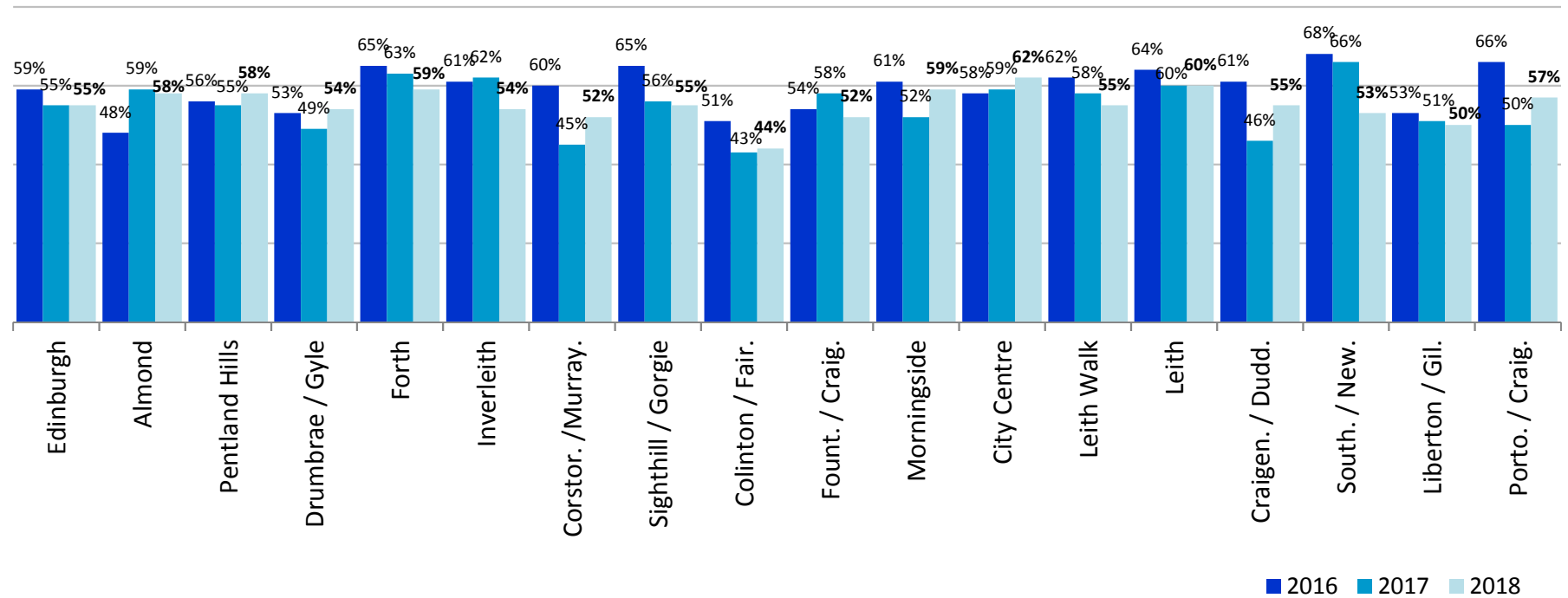


% supporting 20mph limits



- Support was highest among those from SEG E (68% v 49-57% for other socio economic groups), and part time workers (65%).
- Those with a health problem or disability were more likely to support the speed limits (62%) than those without (53%), as were women (61% v 49% of men) and those with children (59% v 54% of those without).
- There was also more support from the oldest respondents (61% of those aged 65+), and retired respondents (60%).
- Opposition was most likely to come from self-employed respondents (46% oppose the speed limits), those in full time employment and the 45-64 age group (both 30%). Non-ethnic minority respondents/UK citizens were also more likely to oppose the speed limits (27%) than others (17%).

% supporting 20mph limits in Edinburgh by Ward



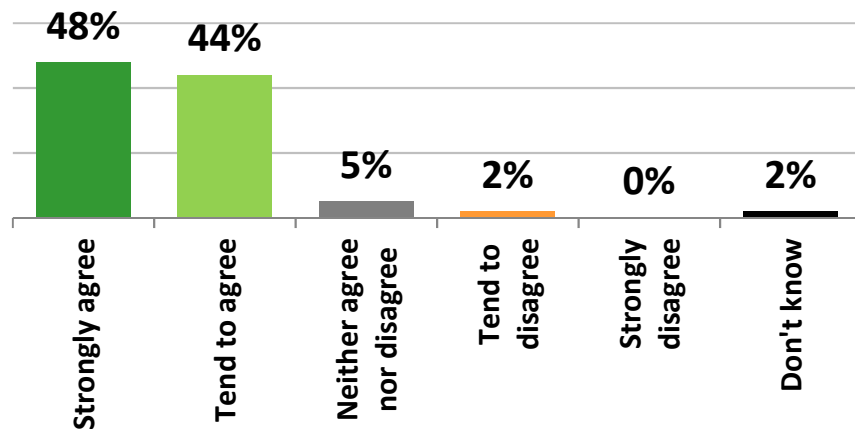
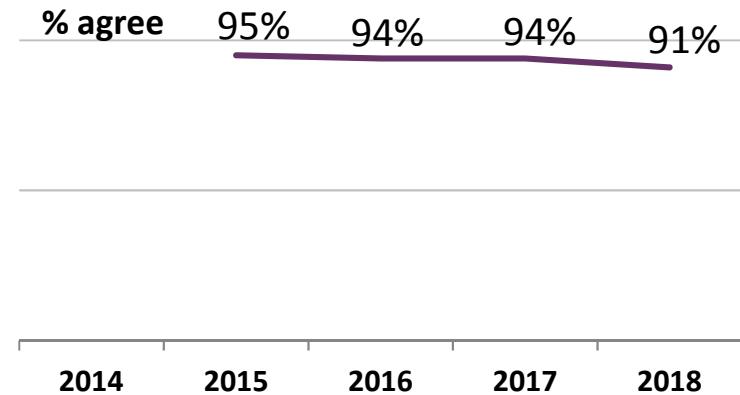


Edinburgh People Survey

2018

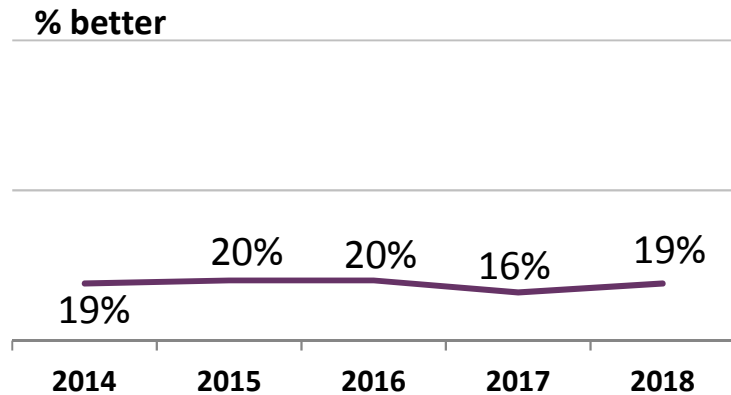
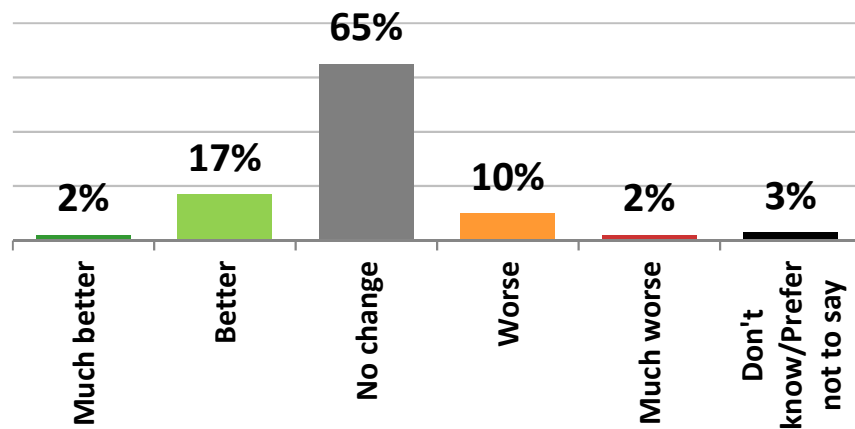
Personal wellbeing

91% agree Edinburgh is welcoming and accessible to people of all ages



- There were no sub-group differences across gender or ethnic group.
- Unemployed people were the least likely to feel Edinburgh is welcoming and accessible (81%). Those from SEG E also had lower rates of agreement (88%), as did respondents with a disability (also 88%).
- While proportions remain very low, those most likely to actively disagree that Edinburgh is welcoming were unemployed respondents (6%) and respondents aged 55-64 (4%).

19% said their personal financial situation had got better in the last 12 months

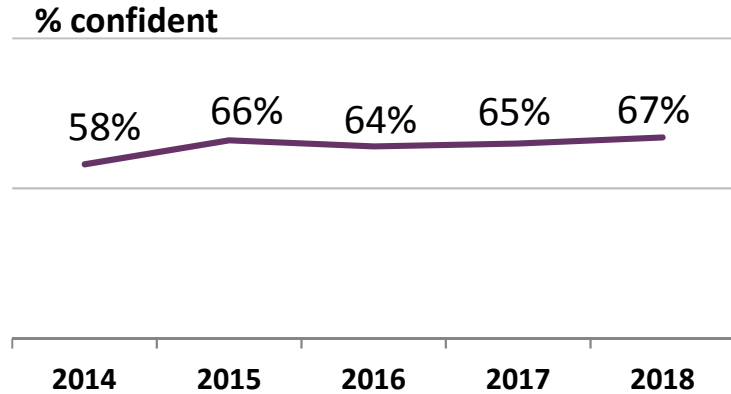
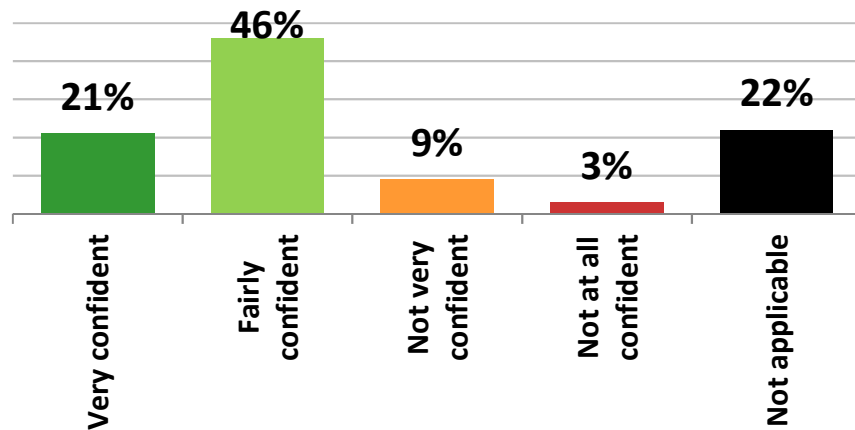


- Those most likely to report an improvement in their financial situation were: 16-24 year olds (24%), those employed full time (27%) or self-employed (27%), ethnic minority/non-UK citizens (23%), men (22%), and people without a disability/health problem (21%).
- Unemployed people were considerably more likely than others to report a deterioration in their financial circumstances in the last year – this was the case for 48% (only 6% of these respondents said they had seen an improvement). Respondents from socio economic group E also reported above average levels of deterioration in finances (25%), and those with children were also more likely to report this than those without (17% v 11%).

% reporting financial situation has got better

	13/15	14/16	15/17	16/18	A:18
Edinburgh	15%	20%	18%	18%	19%
North West	17%	22%	19%	17%	17%
Almond Ward	21%	24%	20%	17%	18%
Corstorphine / Murrayfield Ward	14%	18%	17%	14%	11%
Drumbrae / Gyle Ward	14%	21%	20%	19%	21%
Forth Ward	20%	26%	18%	18%	19%
Inverleith Ward	15%	20%	18%	17%	17%

67% felt confident about their job prospects in Edinburgh



- Those who were most likely to say they felt 'very confident' or 'fairly confident' about their job/career prospects in the city were: people in full time employment (88%), self-employed respondents (84%), students (82%), and the younger age groups (80% of 16-24s and 84% of 25-44s).
- Those with children in the household were more likely to feel confident than others (79% v 63%), as were ethnic minority/non-UK citizens (78% v 63% of other respondents), people without a health problem/disability (74% v 38% of those with a disability) and men (70% v 63% of women).
- More than half of currently unemployed people however (51%) said they felt unconfident.

% confident about job / career prospects in Edinburgh

	13/15	14/16	15/17	16/18	A:18
Edinburgh	60%	63%	65%	65%	67%
North West	61%	64%	66%	65%	65%
Almond Ward	64%	63%	64%	61%	59%
Corstorphine / Murrayfield Ward	55%	61%	62%	64%	67%
Drumbrae / Gyle Ward	59%	61%	64%	62%	63%
Forth Ward	61%	63%	63%	65%	67%
Inverleith Ward	61%	63%	66%	67%	71%



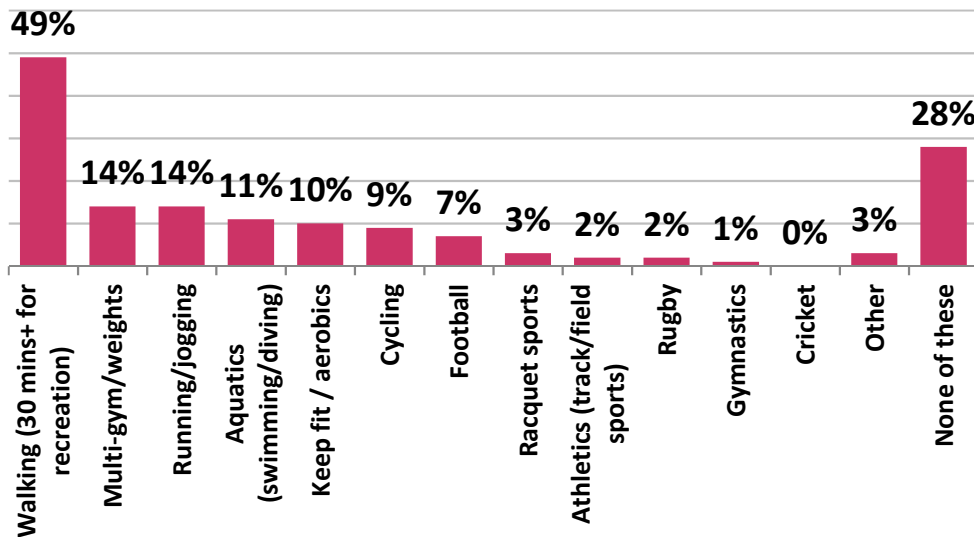
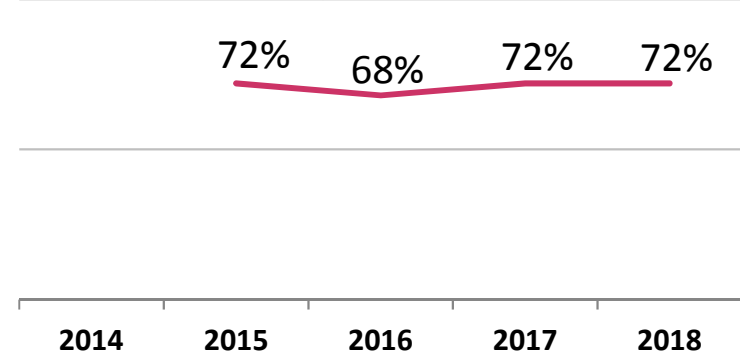
Edinburgh People Survey

2018

Culture and sport

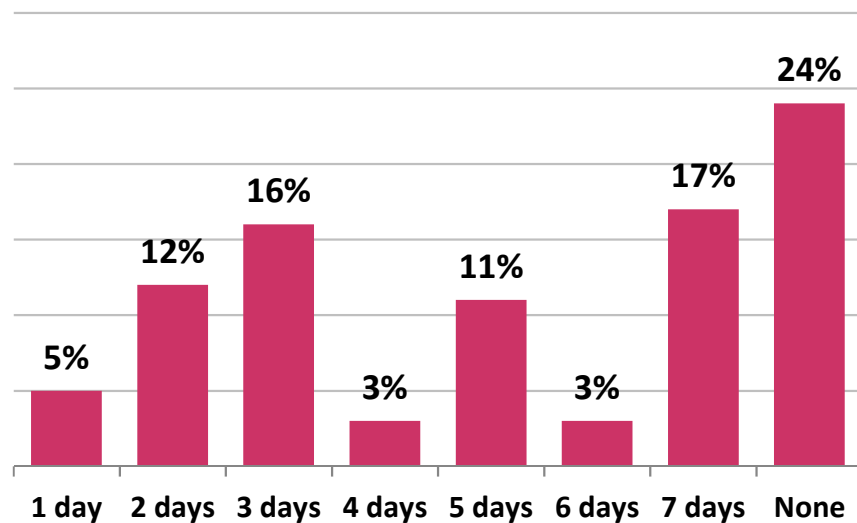
72% have engaged in at least one of the activities in last 4 weeks

% doing an activity in last 4 weeks

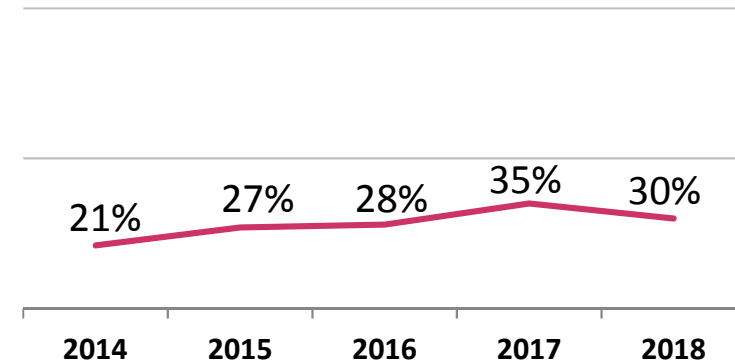


- The most common activity was walking, followed by multi-gym use, running and aquatics (swimming/diving).
- Participation in activities in the last four weeks was highest for students (82%) and decreased with age: 16-24s had above average likelihood of having taken part in an activity (82%), as did 25-44s (78%) compared to 69% of 45-64s and 54% of those aged 65+.
- Ethnic minority/non-UK citizens (79%) were more likely to have participated than others (71%) as were those with children (77% v 70%) and those with no disabilities/long term illnesses (76% v 52%).
- Lower levels of activity were evident amongst people who are retired (53%) or unemployed (58%), and those from SEG E (42%).

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



% doing 30 mins 5 days/week

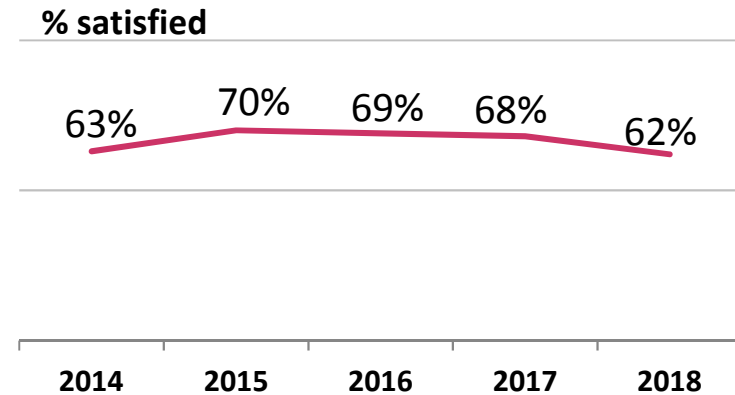
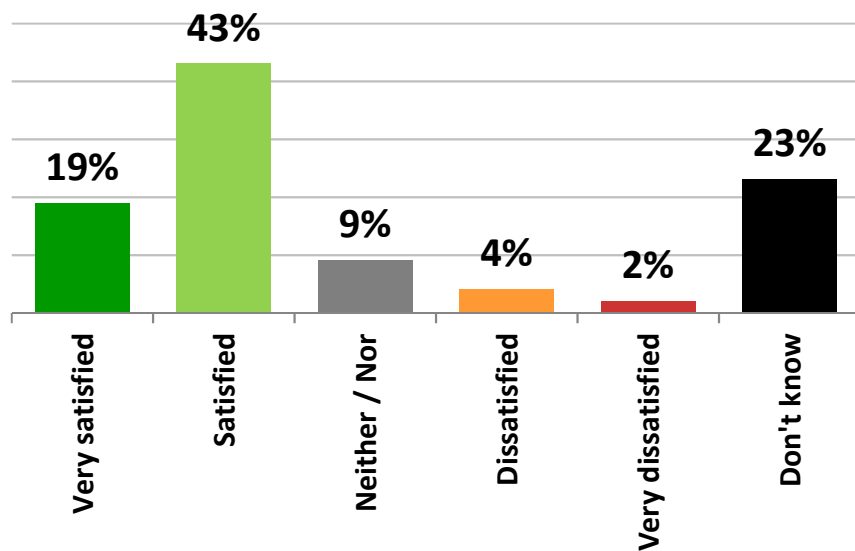


- The average number of days spent exercising across the total sample was 3.15.
- Those least likely to have exercised were those from SEG E (52% answered 'none' compared to 15-26% for other socio economic groups). SEG E respondents were also least likely to have exercised 5 or more times (18%).
- Other groups less likely to have exercised were retired (45% selected 'none'), those aged 65+ (42%) and unemployed people (35%).
- Those with children were less likely to have done no exercise (18%) than those without (26%) and men were also less likely not have exercised (22% v 26% of women).
- 16-24 year olds were the most likely age group to have exercised 5+ times (34%).

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

	13/15	14/16	15/17	16/18	A:18
Edinburgh	21%	22%	29%	31%	30%
North West	24%	27%	33%	35%	30%
Almond Ward	16%	24%	28%	31%	31%
Corstorphine / Murrayfield Ward	27%	21%	26%	28%	31%
Drumbrae / Gyle Ward	31%	19%	21%	23%	27%
Forth Ward	16%	20%	29%	31%	29%
Inverleith Ward	30%	24%	32%	35%	33%

62% satisfied with sports and leisure facilities run by Edinburgh Leisure

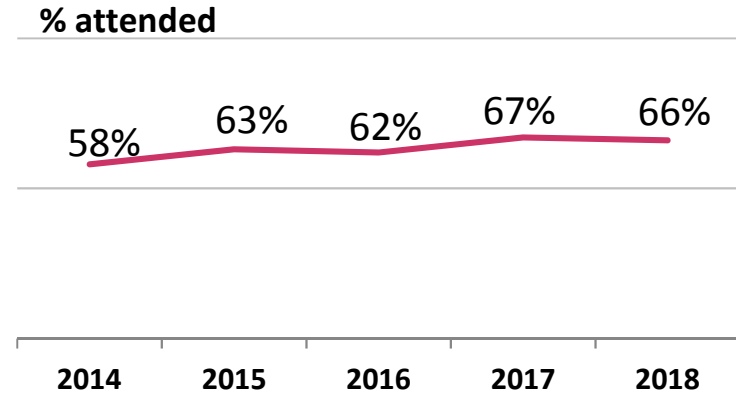
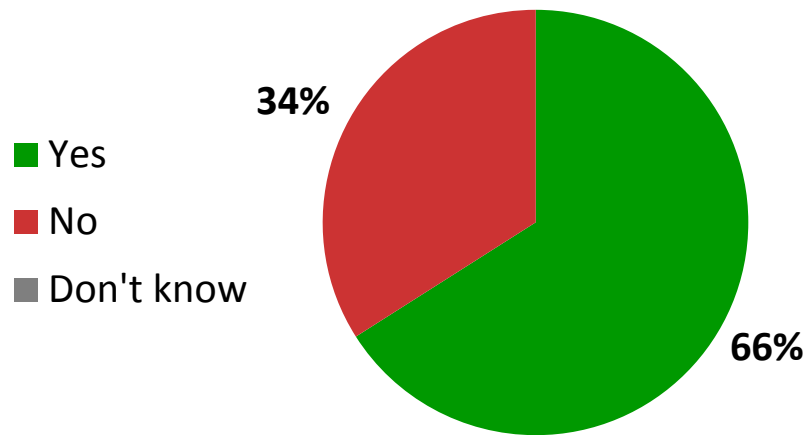


- Amongst those who expressed an opinion (i.e. excluding 'don't know'), 80% were satisfied.
- Findings were generally consistent across gender and ethnicity.
- Satisfaction was highest for those with children (73% compared to 59% for those without).
- People aged 25-44 were more likely to be satisfied with sports and leisure facilities (69%), as were those from SEG C2 (also 69%).
- Rates of satisfaction were lower amongst retired respondents (40%), those aged 65+ (43%), SEG E respondents (44%) and unemployed people (50%). People with a disability/health problem were also less likely to be satisfied (47%) than those without (66%).

% satisfaction with sports and leisure facilities run by Edinburgh Leisure

	13/15	14/16	15/17	16/18	A:18
Edinburgh	68%	68%	69%	66%	62%
North West	68%	67%	68%	65%	62%
Almond Ward	58%	55%	53%	49%	47%
Corstorphine / Murrayfield Ward	75%	70%	69%	65%	60%
Drumrae / Gyle Ward	78%	80%	78%	76%	70%
Forth Ward	65%	61%	68%	66%	66%
Inverleith Ward	68%	68%	72%	71%	67%

66% attended a festival in Edinburgh last 2 years

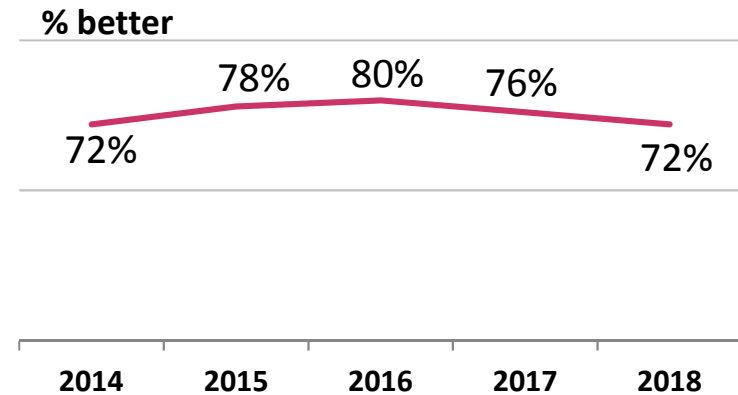
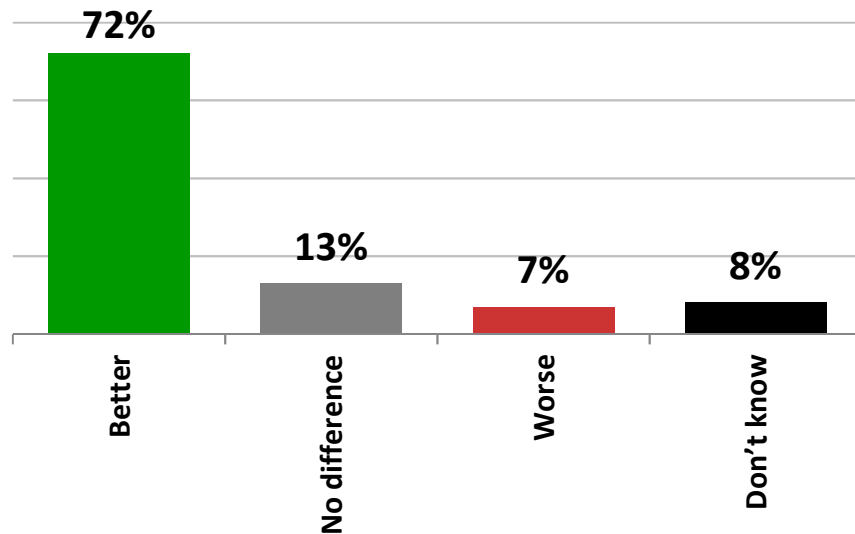


- The highest levels of attendance at festivals was noted amongst SEG A respondents, with 87% having attended in the last two years. SEGs B (81%) and C1 (74%) were also above average but attendance levels dropped for those from SEG E (36%).
- 25 to 44 year olds were the age group with the highest attendance (74%) and 65+ respondents had the lowest (48% had attended). Attendance was also higher among self-employed residents (77%), those working full time (76%) and students (71%).
- Attendance levels were also lower for unemployed people (38%), and people with a disability or long-term illness (48%).

% attending a festival in the last 2 years

	13/15	14/16	15/17	16/18	A:18
Edinburgh	62%	61%	64%	65%	66%
North West	61%	64%	65%	66%	63%
Almond Ward	69%	70%	65%	61%	59%
Corstorphine / Murrayfield Ward	70%	66%	67%	65%	65%
Drumbrae / Gyle Ward	65%	57%	58%	57%	61%
Forth Ward	46%	45%	50%	51%	55%
Inverleith Ward	62%	64%	70%	74%	77%

72% believe the festivals make Edinburgh a better place to live

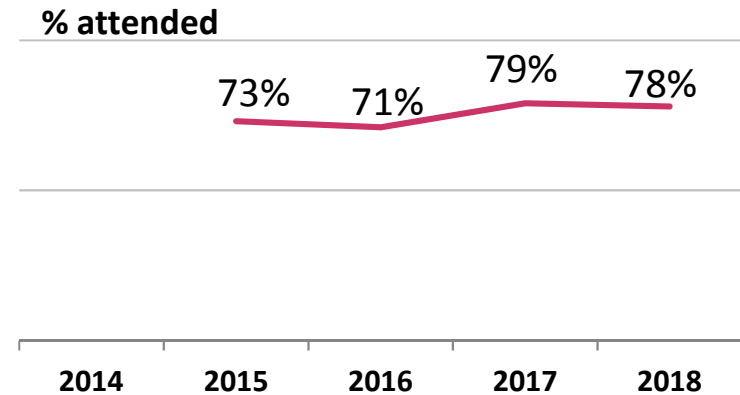
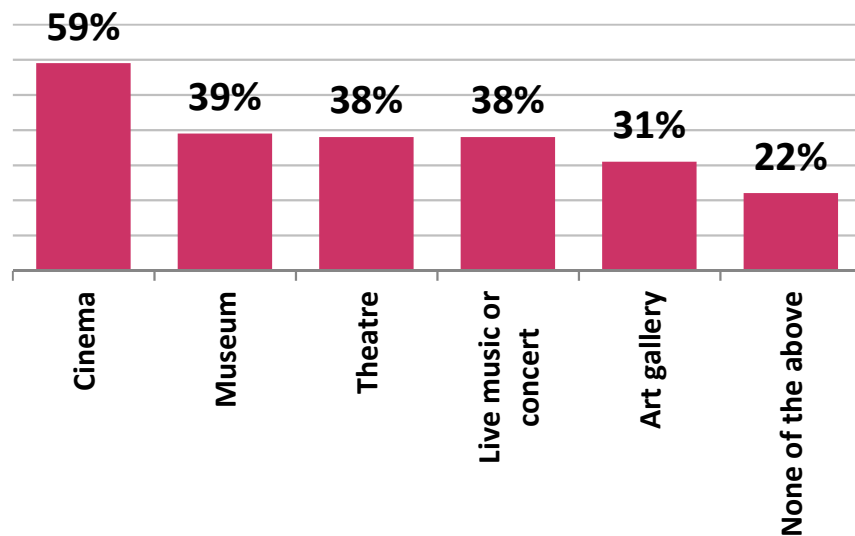


- Those who were most likely to believe that the festivals make Edinburgh a better place were self-employed people (80%), those in full time employment (75%) students (74%), SEGs A and B (both 79%) and people without a disability (74%).
- Unemployed people were less positive, with 52% considering Edinburgh to be a better place and 14% saying the festivals make Edinburgh worse.
- Retired people (68%) and the oldest respondents (66% of over 65s) were the least likely to say the festivals make Edinburgh better.
- Those more likely to think festivals made Edinburgh worse were those age 65+ (12%), SEG E (12%) and those with a long-term health problem/disability (11%).

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

	13/15	14/16	15/17	16/18	A:18
Edinburgh	76%	77%	78%	76%	72%
North West	74%	75%	78%	76%	73%
Almond Ward	79%	77%	77%	74%	74%
Corstorphine / Murrayfield Ward	84%	84%	86%	82%	76%
Drumrae / Gyle Ward	78%	78%	79%	73%	65%
Forth Ward	58%	57%	67%	65%	67%
Inverleith Ward	75%	75%	80%	81%	82%

78% have attended a cultural event or venue in the last year



- A mix of cultural events and venues have been visited by Edinburgh residents, most commonly the cinema (59%).
- Those least likely to have attended any of the listed events/venues were those from SEG E (57% answered 'none of the above') and unemployed respondents (50%).
- People with a health problem/disability were less likely to have visited these events and venues (40% had not done so) than those without (17%) as were men (25%) compared to women (18%).
- Those with children were more likely to have attended events (82% v 77%), as were students (90%) and 16-24 year olds (89%).

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

	13/15	14/16	15/17	16/18	A:18
Edinburgh	63%	67%	74%	76%	78%
North West	61%	69%	74%	78%	78%
Almond Ward	65%	79%	80%	79%	77%
Corstorphine / Murrayfield Ward	75%	68%	71%	73%	77%
Drumbrae / Gyle Ward	65%	60%	64%	67%	78%
Forth Ward	44%	46%	58%	66%	72%
Inverleith Ward	66%	70%	78%	84%	87%

Summary of Key Findings

The Council and the City

- Overall, 65% of respondents were satisfied with the way the Council is managing the city, with 17% neither satisfied nor dissatisfied and 13% dissatisfied (5% stated no opinion). This overall level of satisfaction has decreased from 69% in 2017, returning to levels recorded in 2016 (66%).
- The majority also agreed that the Council cares for the environment (64% agree), provides information in a form that suits people (57% agree) and keeps them informed about the services it provides (51% agree). These measures have declined from 2017 and are also lower than 2015 and 2016 results.
- There were lower levels of agreement that the Council provides protection and support for vulnerable people (48% – a drop from 59% last year), and that it keeps people informed of its spending and saving proposals (39%), provides value for money (35%) and displays sound financial management (26%) – again these figures represent a decrease since 2017.
- Consistent with previous years, agreement with these statements tended to be lower amongst unemployed people and those with long term illness or disability. Students and younger people were generally more likely to state 'don't know', as were ethnic minorities/non-UK citizens.

Summary of Key Findings

Neighbourhoods and Communities

- Satisfaction with neighbourhoods was very high, with 89% of respondents reporting that they were satisfied with their neighbourhood as a place to live – the same as in both 2016 and 2017.
- More than 4 out of 5 (83%) also agreed that their neighbourhood is a place where people from different backgrounds get along.
- People are generally happy with the way in which the Council is managing their neighbourhood – 73% were satisfied with the Council’s management of their neighbourhood, which compares to 65% satisfaction with the Council’s management of the City. However, satisfaction is lower than in 2017 (76%), returning to levels recorded in 2016.
- 36% said they feel they have a say on local issues and services, a decrease from 39% in 2017 and 37% in 2016, with the number of people saying they *don’t* feel they have a say also having increased, from 42% (2017) to 44%.
- As in previous years, satisfaction was generally lower among unemployed people and respondents who have a long-term health problem or disability. Satisfaction was also lower amongst those living in households with children.

Summary of Key Findings

Citizen Services

- The highest levels of satisfaction were evident for public transport (88% satisfied), street lighting (83%) and parks and green spaces (81%). Cleaning services also attracted relatively positive ratings – the majority were satisfied with recycling (65%), refuse collection (59%) and street cleaning (56%).
- Lower levels of satisfaction were found for maintenance of pavements and footpaths (47%) and of roads (42%).
- The same services were rated most and least highly as last year (with the exception of street cleaning, for which data was not collected in 2017). However, the increases in satisfaction recorded in 2017 have not been maintained and satisfaction levels have dropped for each of the measures in 2018.
- In general, respondents from ethnic minority groups/non-UK citizens were more satisfied with citizen services than others, and high levels of satisfaction were also reported by students. People with a disability or health problem tended to be less satisfied than those without such a health issue and women also tended to be less satisfied with services than men.
- Older respondents were less satisfied than younger residents with road and pavement maintenance, refuse collection and street cleaning. However, they were more satisfied than younger residents with recycling services and with public transport.
- Use of library services has decreased, with fewer people saying they had visited a local library (36%), used a computer or Wi-Fi in a library (17%) or an online library service (14%) than last year. Satisfaction with library services was high at 82%, but again has decreased compared to 2017 (91%).
- More than half of respondents were satisfied with facilities available for young children (55%) and 48% were satisfied with facilities for teenagers; however, dissatisfaction was highest amongst those with children (30% were dissatisfied with facilities for young children and 37% with facilities for teenagers).

Summary of Key Findings

Community Safety

- The majority of respondents reported that crime and antisocial behaviour was not commonplace in their neighbourhood – violent crime (83% not common), vandalism and graffiti (71% not common) and antisocial behaviour (69% not common). These figures have all decreased slightly from 2017 findings, with the greatest reduction seen in the proportion saying vandalism and graffiti were not common (76% of people felt vandalism and graffiti were not common in 2017).
- Satisfaction with the way in which these crimes are being dealt with locally has dropped across all measures for the second year running – 61% were satisfied with how violent crime is dealt with, 54% for vandalism and graffiti and 52% for antisocial behaviour.
- Less than half (48%) said that dog fouling was uncommon in their neighbourhood, and only 37% were satisfied with the way in which it is being dealt with. Those with children in the household were particularly likely to be dissatisfied with this.
- Respondents also tend to feel safe when out after dark in their neighbourhood, with 84% reporting feeling safe (the same as last year). Those with the greatest concerns about safety after dark were those from socio economic group E, those with a disability, unemployed respondents, women, retired people and those aged 65+.

Summary of Key Findings

Travel in the City

- The most common form of transport used to get around the City was the bus: 72% of residents had used this mode of transport to travel around Edinburgh in the last month (a decrease from 74% in 2017).
- Those most likely to have used the bus included the youngest and oldest age groups, students, unemployed people and those with a health problem or disability. Ethnic minorities/non-UK citizens were also more likely to have travelled by bus than others.
- Respondents tended to travel on foot most frequently (an average of 5.6 days a week for those who ever did this), following by driving (4.7 days a week).
- Over half of those who cycle (51%) said they feel safe using the roads in Edinburgh (which is an increase on last year when 47% felt safe), and 64% were satisfied with the maintenance of off-road cycle paths.
- In line with last year's findings, the majority of residents (55%) support the 20mph speed limits. Support was generally highest among respondents from socio economic group E and part time workers, as well as those with children, women, the oldest respondents, and people with a health problem or disability.

Summary of Key Findings

Personal wellbeing

- Agreement that Edinburgh is welcoming and accessible was very high (91%), though this has dropped from previous years (94% agreed in 2016 and 2017) and is lower for unemployed residents (81%), those from SEG E (88%) and those with a long-term health problem or disability (88%).
- Most people's personal financial circumstances had remained unchanged over the last year (65%); however, more people felt that their situation had improved (19%) than said it had worsened (12%), and the proportion reporting an improvement has increased from 16% last year.
- Levels of confidence about job prospects in Edinburgh also increased in 2018, with 67% feeling confident (compared to 65% in 2017). There is a notable lack of confidence amongst unemployed people however, with 51% 'not very' or 'not at all' confident.

Summary of Key Findings

Culture and Sport

- The majority of respondents took some form of physical activity – as in 2017, 72% had participated in at least one of the activities/sports listed in the previous 4 weeks. The most common activity was walking, which almost half of respondents had done, followed by multi-gym use, and running.
- However, only a minority (30%) reported meeting the target of undertaking at least 30 minutes of exercise on at least 5 days in the last week, and this has decreased from 35% in 2017.
- Satisfaction with sports and leisure activities run by Edinburgh Leisure remains high – 80% of those who expressed an opinion were satisfied (compared to 83% last year).
- Participation in cultural activities was also high. Two thirds (66%) had attended a festival in the last 2 years and 78% had attended a cultural event or venue in the last year – very consistent with findings from last year.
- Those most likely to have taken part in a cultural activity continue to include students, those employed full time or self-employed, those with children, those aged 16-24 and people without a disability.
- The majority (72%) believe the festivals make Edinburgh a better place to live, although this figure has dropped for the second year running: from 80% in 2016 and 76% in 2017.

- Overall, 95% of respondents were satisfied with Edinburgh as a place to live.

Strategy and Communications provides support across the council in:

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

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

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Technical Appendix

Methodology:

- The data for the 2018 Edinburgh People Survey was collected and processed by Progressive Partnership Ltd.
- The data was collected by face to face interviews – in street and in-home
- The target group for this research study was residents of City of Edinburgh Council.
- The target sample size was 5,100, and the final achieved sample size was 5,170.
- Fieldwork was undertaken between 14th September and 10th December 2018.
- Respondents were selected using a stratified random sampling technique, whereby interviewers worked to specified quota controls on key sample criteria, and selected respondents randomly within these quotas.
- Quotas were set on age, gender, working status and ethnicity.

Technical Appendix

- In total, 35 interviewers worked on data collection.
- Each interviewer's work is validated as per the requirements of the international standard ISO 20252. Validation was achieved by re-contacting (by telephone) a minimum of 10% of the sample to check profiling details and to re-ask key questions from the survey. Where telephone details were not available re-contact may have been made by post. All interviewers working on the study were subject to validation on their work.
- Quota controls were used to guide sample selection for this study. This means that we cannot provide statistically precise margins of error or significance testing as the sampling type is non-probability. The margins of error outlined below should therefore be treated as indicative, based on an equivalent probability sample. The overall sample size of 5,170 provides a dataset with an approximate margin of error of between $\pm 0.27\%$ and $\pm 1.36\%$, calculated at the 95% confidence level (market research industry standard). Each ward sub sample of 300 provides a dataset with an approximate margin of error of between $\pm 1.13\%$ and $\pm 5.66\%$.
- All research projects undertaken by Progressive comply fully with the requirements of ISO 20252.