



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%					

		2018	2017	2016	2015	2014	2013
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%

		2018	2017	2016	2015	2014	2013
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%

		2018	2017	2016	2015	2014	2013
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
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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	5000
	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	5170	5125	5000
	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
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