



Ashbrook
RESEARCH & CONSULTANCY

**FINAL REPORT
CITIZEN SURVEY 2010
December 2010**

Prepared for: The Dundee Partnership

1.0 INTRODUCTION

This report details findings to emerge from a comprehensive research exercise undertaken on behalf of the Dundee Partnership by Ashbrook Research & Consultancy Ltd.

The Dundee Partnership has been responsible for the implementation of a Regeneration Outcome Agreement (ROA) since 2005 and, in particular, has been responsible for ensuring that a range of measures are delivered across partners to close the gap in relation to issues such as community safety, improving health and raising educational attainment.

In 2006, a study was undertaken in order to determine a range of baseline measures across a number of issues (including those noted above), with this study being repeated in 2008 and 2009 in order to determine the extent of progress in relation to these baseline measures. This report details findings to emerge from the outcomes of the study when it was again repeated in 2010.

As was the case during the studies in 2006, 2008 and 2009, a comprehensive programme of interviews was undertaken in Dundee (during August to October in 2010) in order to elicit information relating to the following broad areas:

- House & Neighbourhood
- Neighbourhood & Services
- Health
- Education
- Employment
- Community Safety
- Financial Issues

In addition, the survey in 2010 also incorporated a number of questions which had been asked during the Annual Consumer Survey which has been undertaken by Dundee City Council between 1997 and 2009, with the issues covered relating to:

- Previous contacts with the Council
- Electronic contacts with the Council
- Information received from the Council
- Council priorities
- Council performance

A total of 2,000 interviews were conducted across Dundee on the following basis:

- 800 amongst the 'general population' of Dundee
- 1,000 within the Community Regeneration Areas (i.e. 200 in each of 5 Community Regeneration Areas)
- 200 in the Stobswell area

Upon completion of the interview process, a programme of post weightings was applied to the data based on the population characteristics of each of the areas noted above.

Sections 2.0 to 8.0 detail findings in respect of the subject areas pertaining to the Regeneration Outcome Agreement, whilst Sections 9.0 to 11.0 detail findings to emerge in relation to the Dundee Consumer Survey.

Sections 2.0 to 8.0 provide comparisons (where available, appropriate and notable):

- Between the surveys carried out in 2009 and 2010
- Between the ROA and non ROA areas collectively
- Within the ROA area (i.e. between the five individual ROAs)
- Between Stobswell and the City average

Sections 9.0 to 11.0 provide comparisons (again, where available, appropriate and notable) on the basis of:

- Gender

- Age
- Social classification of economically active respondents
- The status of respondents in terms of being economically active (i.e. economically active versus non economically active)

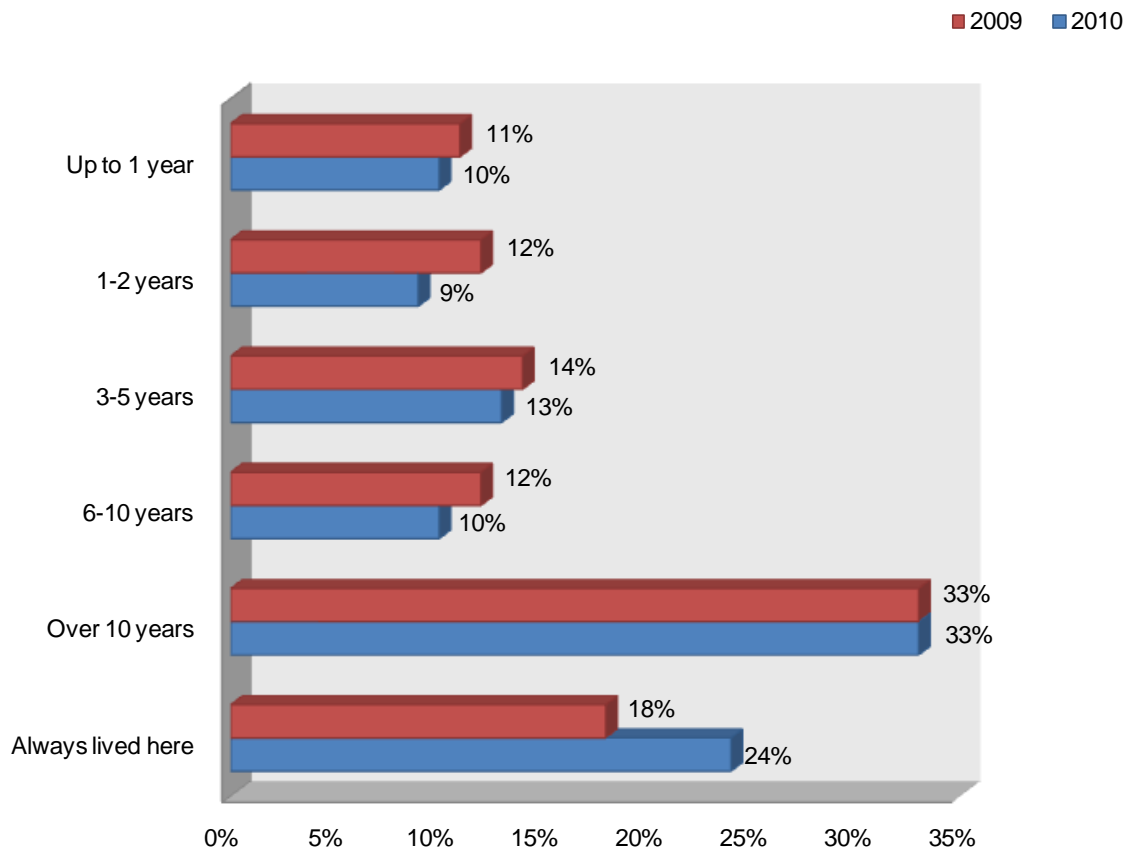
A copy of the questionnaire administered is attached as *Appendix I*.

2.0 HOUSE & NEIGHBOURHOOD

2.1 Neighbourhood Profile

“How long have you lived in this neighbourhood?”

Figure 1: Length of Residence in Neighbourhood



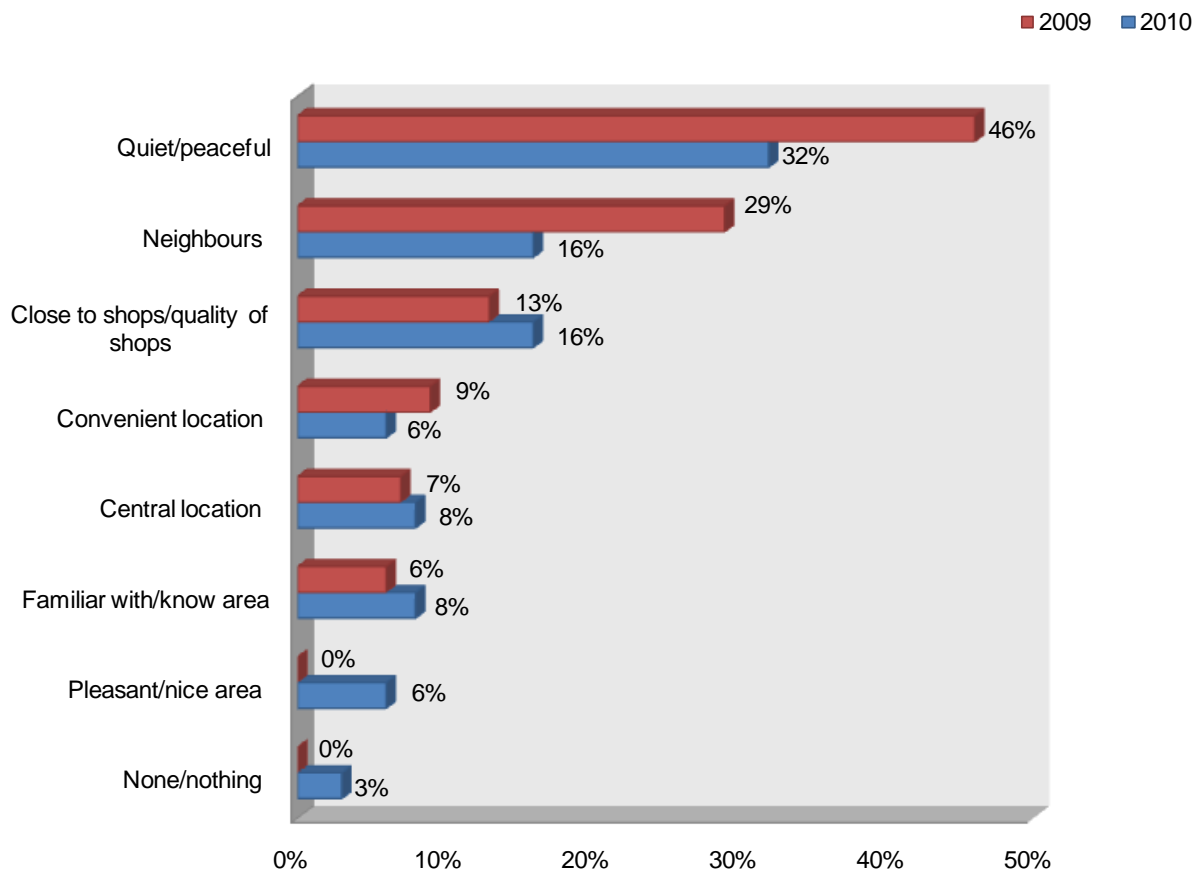
Base: All Respondents

From Figure 1 it can be seen that a third of respondents (33%) stated that they had lived in their neighbourhood for over 10 years and, thereafter, a quarter (24%) stated that they had ‘always lived’ in their neighbourhood.

In contrast, 1 in 5 respondents (19%) had stayed in their neighbourhood for two years or less i.e. up to one year (10%) or 1-2 years (9%).

“What do you like best about living in this neighbourhood?”

Figure 2: Best Aspects of Neighbourhood (Unprompted)



Base: All Respondents

From Figure 2 it can be seen that the ‘best aspect’ of neighbourhoods identified – on an unprompted basis – were that they were ‘quiet or peaceful’ (32%).

However, unprompted mention was also made of a range of other ‘best aspects’ of neighbourhoods i.e.:

- Neighbours (16%)
- Close to shops/quality of shops (16%)
- Central location (8%)
- Neighbourhood being familiar or well known to respondents (8%)
- The neighbourhood being a ‘pleasant or nice area’ (6%)
- Convenient location (6%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area made less reference to:

- Quieter or peaceful (falling from 45% to 34%)
- Neighbours (falling from 31% to 17%)

Amongst CRA respondents, greater reference was made between 2009 and 2010 to 'close to shops/quality of shops' (rising from 11% to 23%), but less mention made of 'neighbours' (falling from 30% to 14%).

Variances: CRA v Non CRA

CRA respondents were more likely to cite 'close to shops/quality of shops' (23% compared to 12% for non CRA respondents).

Variances: Within CRAs

Respondents in the following CRAs were most likely to cite:

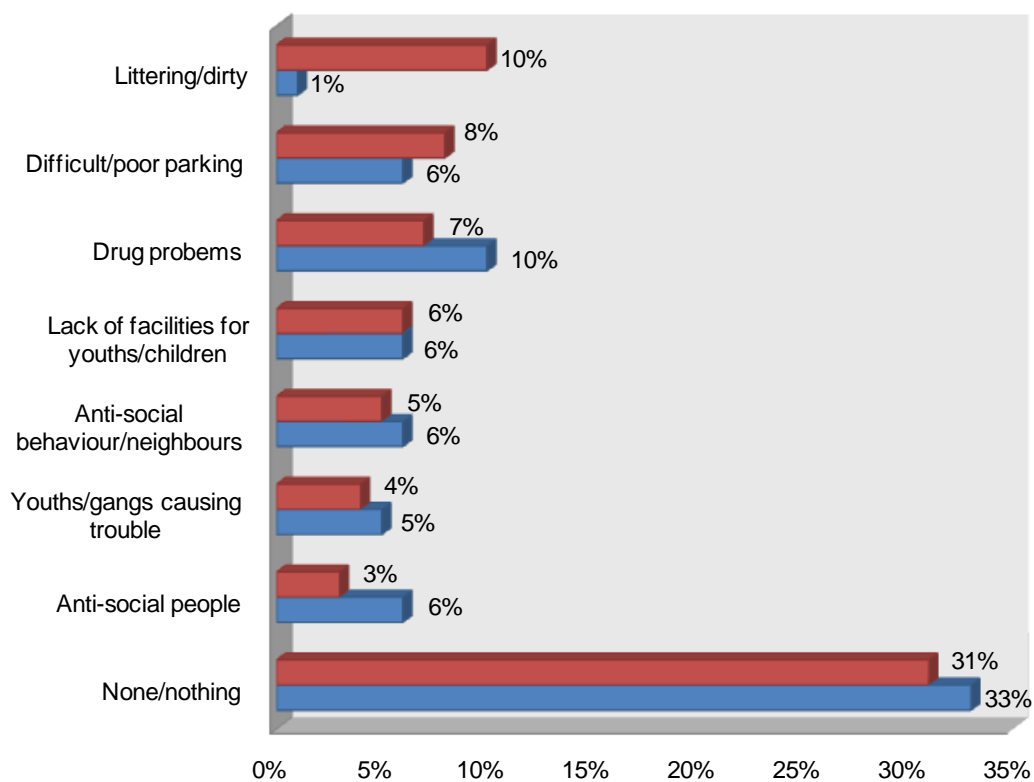
- Quiet or peaceful: Ardler/St Marys/Kirkton (41%)
- Neighbourhood being familiar or well known to respondents: Mill O'Mains/Fintry/Whitfield (22%)
- Close to shops/quality of shops: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (17% and 23% respectively)
- Central location: Stobswell/Hilltown/Fairmuir (15%)
- Good public transport: Stobswell/Hilltown/Fairmuir (12%)

Variations: Stobswell

Respondents in Stobswell were more likely to cite ‘central location’ (16% compared to 8% on average), but less likely to cite ‘neighbours’ (11% compared to 16% on average).

“What do you like least about living this neighbourhood?”

Figure 3: Worst Aspects of Neighbourhood (Unprompted) ■ 2009 ■ 2010



Base: All Respondents

Figure 3 indicates that a relatively small core of respondents identified – again, on an unprompted basis – aspects of their neighbourhood which they ‘liked least’, with these most prominently being noted as:

- Drug problems (10%)
- Difficult/poor parking (6%)
- Lack of facilities for youths/children (6%)
- Anti-social behaviour/neighbours (6%)

- Youths/gangs causing trouble (5%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area made less reference to their neighbourhood being 'dirtier or less tidy' (falling from 12% to 1%).

During the same time, respondents in the CRA area made less reference to 'youths/gangs causing trouble' (falling from 16% to 7%).

Variances: CRA v Non CRA

Respondents within the CRA area were more likely to cite 'drug problems' (14% compared to 8% for those in the non CRA area).

Variances: Within CRAs

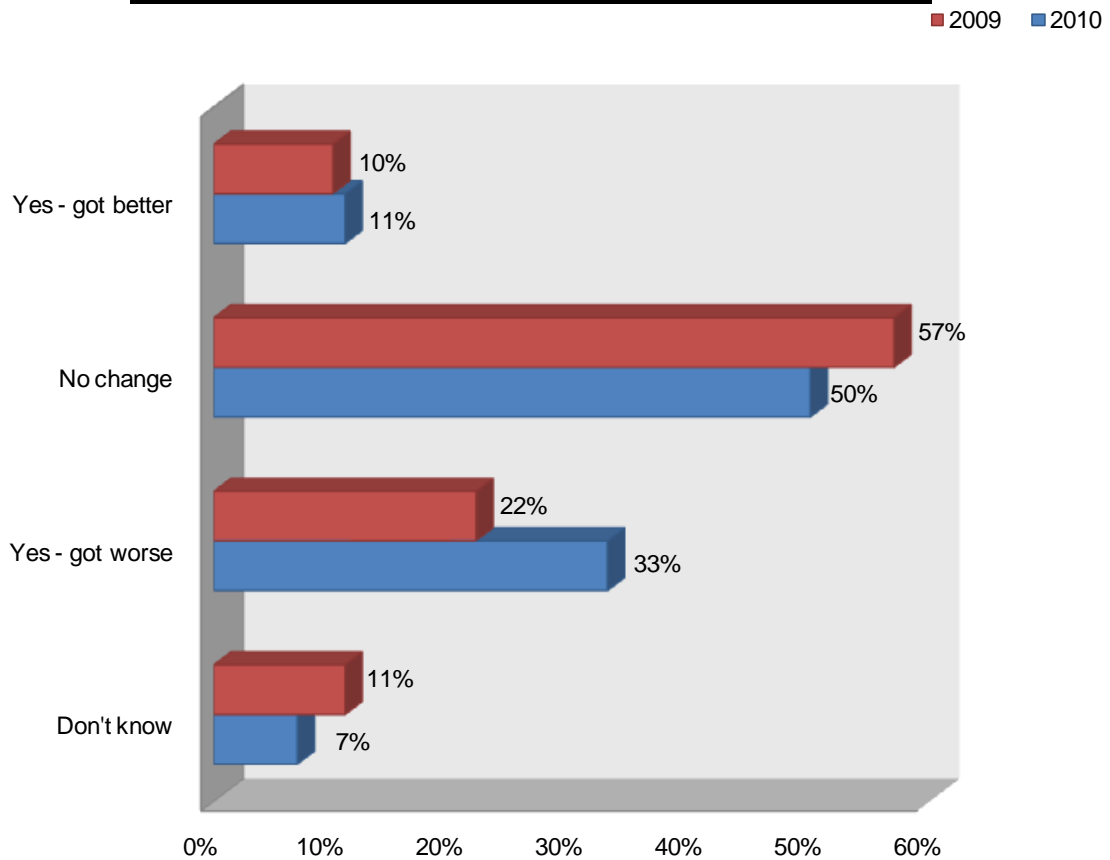
'Drug problems' were most commonly cited by respondents in Menzieshill/Charleston/Lochee/Beechwood (23%), whilst 'youths/gangs causing trouble' were most commonly cited by respondents in Mill O'Mains/Fintry/Whitfield (11%). It should also be noted that 'difficult/poor parking' was most commonly cited by respondents in Stobswell/Hilltown/Fairmuir (9%).

Variances: Stobswell

None.

“Can you please tell me if you think this neighbourhood has changed over the past five years or since you have been living here, if it is less than five years”

Figure 4: Neighbourhood Changed Over The Past 5 Years?



Base: All Respondents

Figure 4 indicates that approaching half of respondents (50%) stated that in the past five years – or since they have been living there (if resident in their neighbourhood for less than five years) – their neighbourhood had ‘not changed’. However, for those who did note change in their neighbourhood, it was more likely for them to state that it had ‘got worse’ (33%) rather than ‘better’ (11%).

Variations Through Time

Between 2009 and 2010, respondents in the CRA area were more likely to state that their neighbourhood had ‘got worse’ (rising from 25% to 44%) and were less likely to state that their neighbourhood had ‘got better’ (falling from 17% to 12%).

Variations By Area

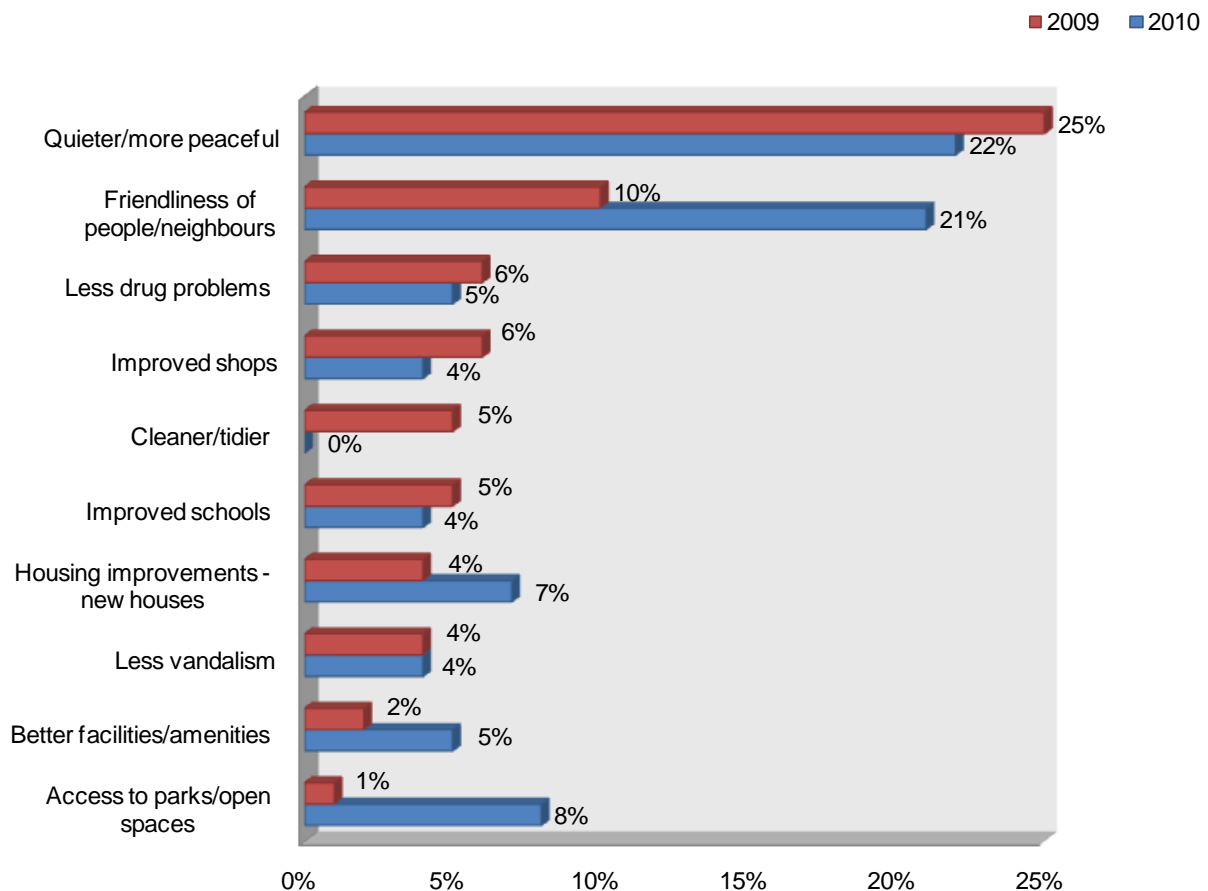
Further examination of the data indicates that the following groups of respondents were more likely to state their belief that their neighbourhood had got better:

- Respondents in the Ardler/St Marys/Kirkton area (33%)
- Respondents in the Stobswell area (23% compared to 11% on average)

It should also be noted that respondents in the respondents in the CRA area were more likely to state that their neighbourhood had got worse (54% compared to 27% for those in the non CRA area), whilst those in the Ardler/St Marys/Kirkton area were least likely to state that their neighbourhood had got worse (21%).

“In what ways do you think it has changed?”

Figure 5: Improving Aspects of Neighbourhood (Unprompted)



Base: Neighbourhood Changed For The Better

Figure 5 indicates that – amongst respondents stating that their neighbourhood had ‘got better’– the principal improvements cited (on an unprompted basis) were:

- Their neighbourhood ‘becoming quieter/more peaceful’ (22%)
- Improving friendliness of people and neighbours (21%)

Thereafter, a range of other ‘improving aspects’ were also noted here, including:

- Access to parks and open spaces (8%)
- Housing improvements including new houses (7%)
- Fewer drug problems (5%)
- Improved facilities/amenities (5%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area made greater reference here to ‘improving friendliness of people and neighbours’ (rising from 9% to 17%), but less reference to ‘fewer drug problems’ (falling from 12% to 4%).

Between 2009 and 2010, respondents in the CRA area made greater reference to ‘improving friendliness of people and neighbours’ (rising from 11% to 20%) and their neighbourhood ‘becoming quieter/more peaceful’ (rising from 18% to 24%). However, during that time, respondents in the CRA area made less reference to ‘housing improvements, including new houses’ (falling from 12% to 5%).

Variances: CRA v Non CRA

CRA respondents were more likely to cite:

- Improving friendliness of people and neighbours (27% compared to 17% for non CRA respondents)
- Lower crime/safer area (7% compared to 1%)
- Proximity to shops/quality of shops (7% compared to 1%)

- Less trouble (6% compared to 1%)

In contrast, non CRA respondents were more likely to cite:

- Better access to parks/open spaces (10% compared to 4% for CRA respondents)
- Improved facilities/amenities (8% compared to 0%)
- Location (6% compared to 0%)

Variances: Within CRAs

Respondents in the following CRAs were most likely to cite:

- Quieter/more peaceful: Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas (32% and 37% respectively)
- Friendliness of people/neighbours: Menzieshill/Charleston/Lochee/Beechwood (40%)
- House improvements, new houses: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (11% and 20% respectively)
- Cleaner/tidier: Mill O'Mains/Fintry/Whitfield, Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas (9%, 13% and 10% respectively)
- Less drug problems: Mill O'Mains/Fintry/Whitfield (17%)
- Convenience/attractiveness of location: Ardler/St Marys/Kirkton (9%)
- Becoming more pleasant/nicer area: Mill O'Mains/Fintry/Whitfield (10%)

Variances: Stobswell

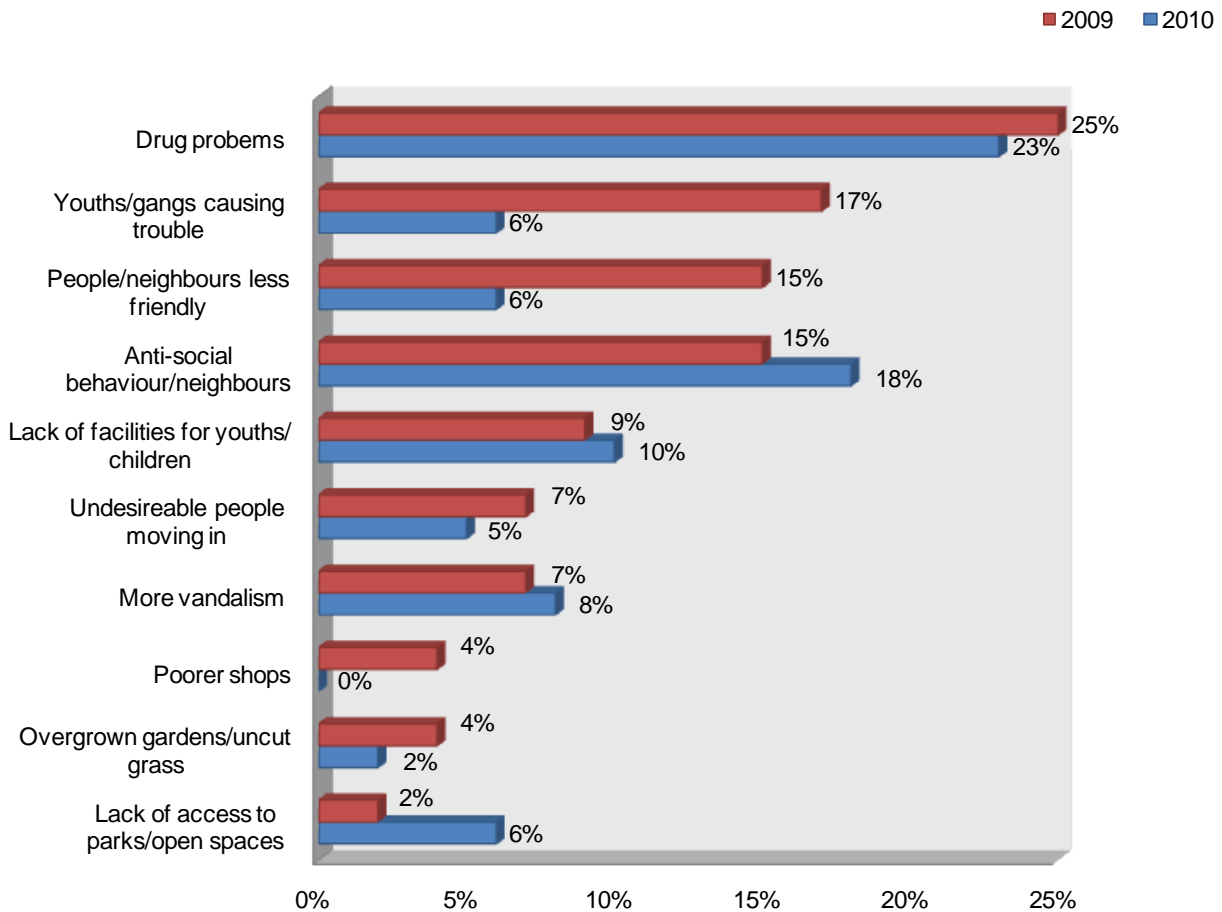
Respondents in the Stobswell area were more likely to cite:

- Quieter/more peaceful (38% compared to 22% on average)
- Cleaner/tidier (18% compared to 0%)
- Less traffic (11% compared to 1%)

In contrast, respondents in Stobswell were less likely to cite ‘friendliness of people/neighbours’ (16% compared to 21% on average).

“In what ways do you think it has changed?”

Figure 6: Worsening Aspects of Neighbourhood (Unprompted)



Base: Neighbourhood Changed For The Worse

From Figure 6 it can be seen that – amongst those who believed that their neighbourhood had ‘got worse’ – the principal ‘worsening aspects’ identified (on an unprompted basis) were:

- Drug problems (23%)
- Anti-social behaviour/neighbours (18%)

Indeed, a range of further ‘worsening aspects’ were also identified by a core of respondents here, including:

- Lack of facilities for youths/children (10%)
- More vandalism (8%)
- Youths/gangs causing trouble (6%)
- People or neighbours being less friendly (6%)
- Poorer access to parks/open spaces (6%)
- 'Undesirable' people moving into the neighbourhood (5%)

Variances Through Time

Between 2009 and 2010, non CRA respondents area made greater reference here to 'anti-social behaviour/neighbours' (rising from 11% to 20%), but made less reference to 'drug problems' (falling from 24% to 17%) and 'youths/gangs causing trouble' (falling from 19% to 10%).

Between 2009 and 2010, respondents in the CRA area made less reference here to:

- Drug problems (falling from 35% to 30%)
- People or neighbours being less friendly (falling from 10% to 5%)
- Youths/gangs causing trouble (falling from 9% to 3%)

Variances: CRA v Non CRA

CRA respondents were more likely to cite:

- Drug problems (30% compared to 17% for non CRA respondents)
- Lack of facilities for youths/children (13% compared to 7%)
- Poorer access to parks and open spaces (11% compared to 2%)

In contrast, non CRA respondents were more likely to cite:

- Youths/gangs causing trouble (10% compared to 3% for CRA respondents)
- Too many students (8% compared to 1%)

Variances: Within CRAs

Respondents in the following CRAs were most likely to cite the problems noted below:

- Drug problems: Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (44% and 51% respectively)
- People or neighbours being less friendly: Stobswell/Hilltown/Fairmuir (21%)
- Anti-social behaviour/neighbours: Ardler/St Marys/Kirkton (21%)
- Lack of facilities for youths/children: Ardler/St Marys/Kirkton (13%)
- Youths/gangs causing trouble: Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (11% and 13% respectively)
- Problem teenagers: Menzieshill/Charleston/Lochee/Beechwood (10%)
- Parking more difficult: Ardler/St Marys/Kirkton (7%)

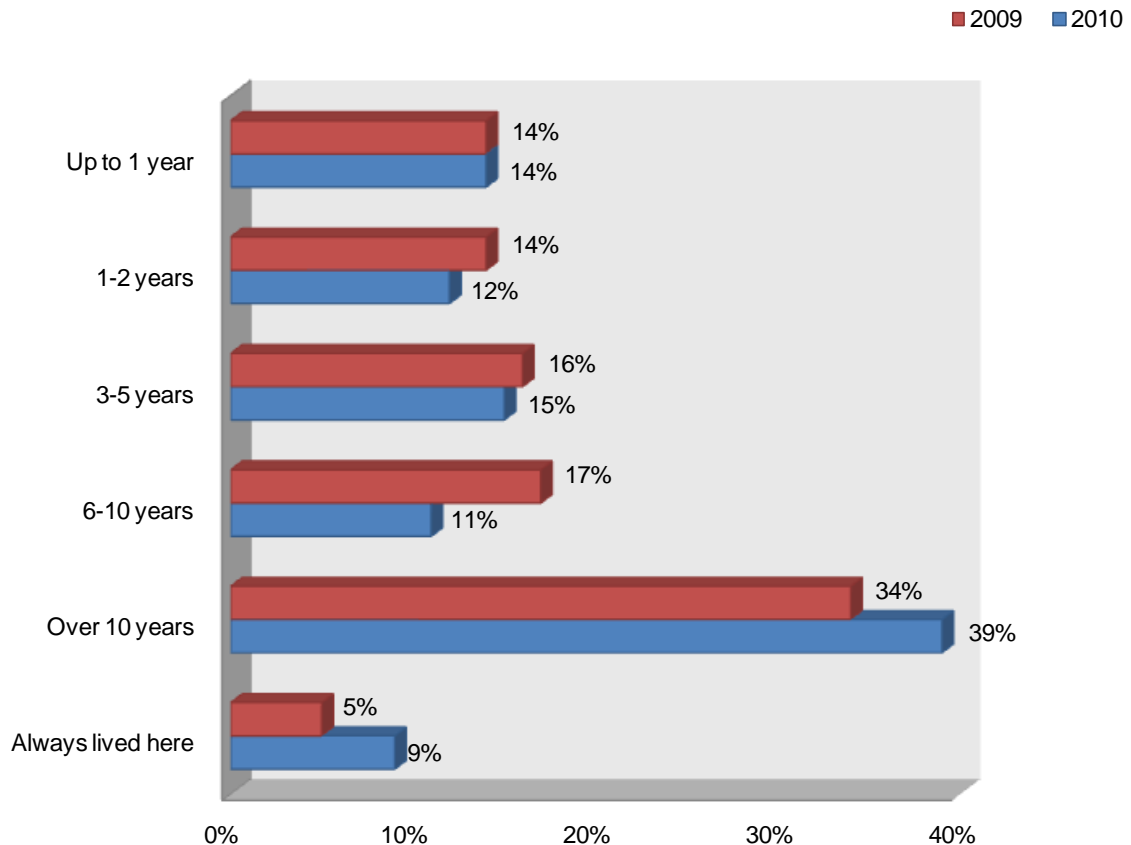
Variances: Stobswell

Respondents in Stobswell were more likely to cite 'drug problems' (34% compared to 23% on average).

2.2 House Profile

“How long have you lived in this house?”

Figure 7: Length of Residence in Current Home



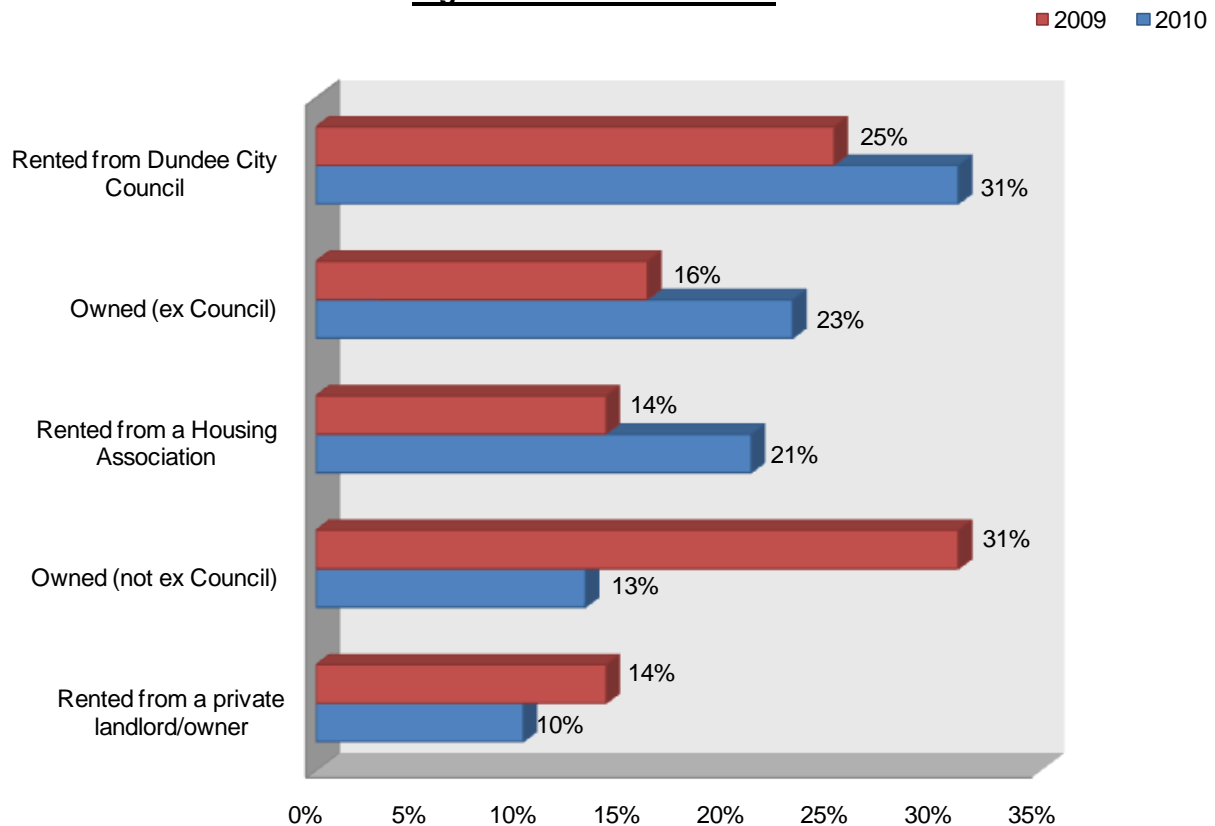
Base: All Respondents

From Figure 7 it can be seen that approaching 2 out of 5 respondents (39%) stated that they had been resident in their home for over 10 years, with a further 1 in 10 (9%) stating that they had ‘always lived’ in their current home.

In contrast, a quarter of respondents (26%) stated that they had lived in their current home for two years or less i.e. up to one year (14%), or 1-2 years (12%).

“Please tell me which of the descriptions on this card best describes your house?”

Figure 8: Nature of Tenure



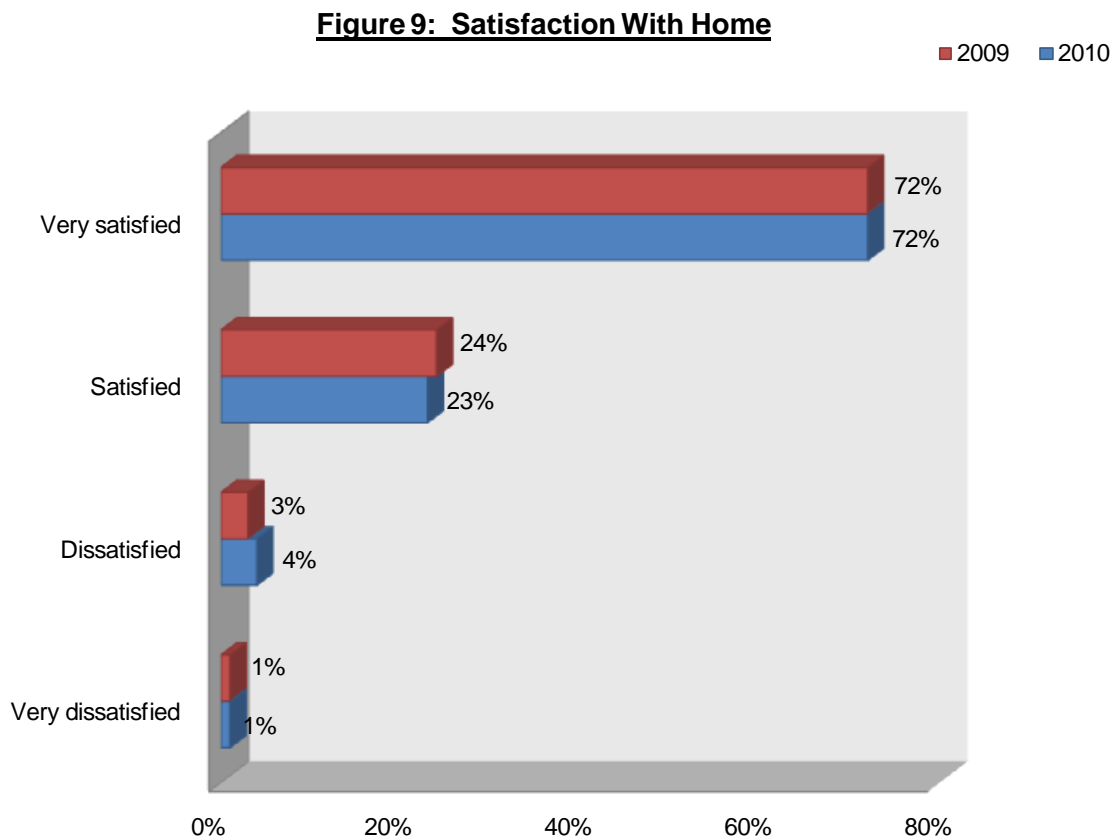
Base: All Respondents

From Figure 8 it can be seen that over a third of respondents (36%) stated that they ‘owned’ their home i.e. owned – ex Council (23%), or owned – not ex Council (13%).

Thereafter, all remaining respondents stated that their house was rented i.e.:

- Rented from Dundee City Council (31%)
- Rented from a Housing Association (21%)
- Rented from a private landlord or owner (10%)

“How satisfied/dissatisfied are you with your house or home?”



Base: All Respondents

Figure 9 indicates that almost all respondents (95%) stated that they were satisfied or very satisfied with their home and, in particular, approaching three quarters of respondents (72%) specifically stated that they were very satisfied with their house or home.

Variations Through Time

None

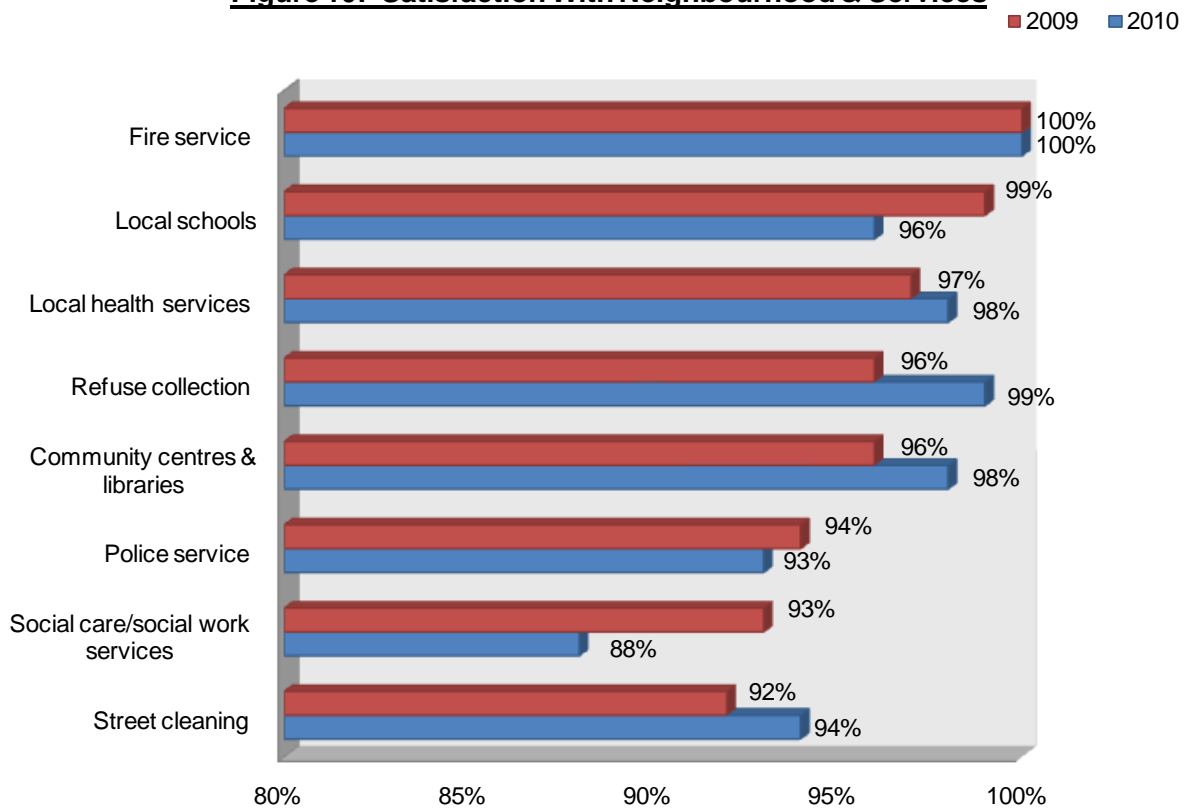
Variations By Area

None

3.0 NEIGHBOURHOOD & SERVICES

“Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in this neighbourhood”[1]

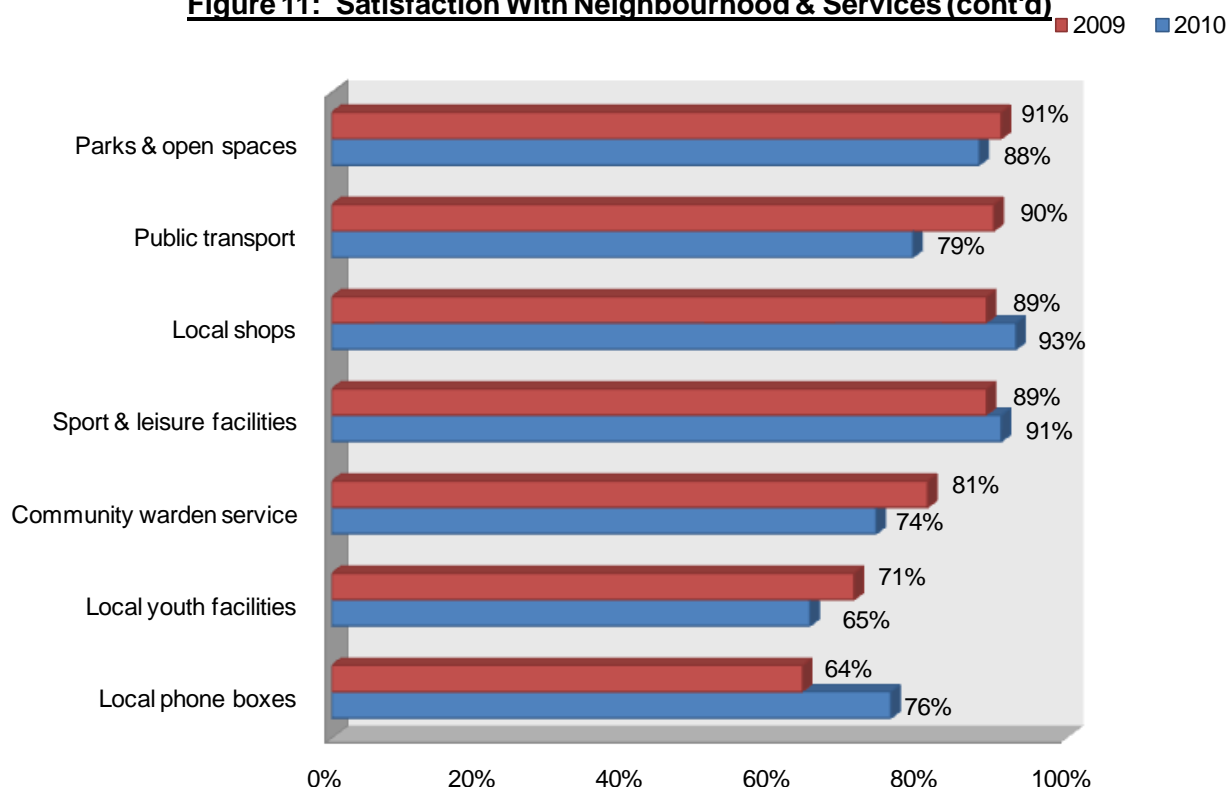
Figure 10: Satisfaction With Neighbourhood & Services



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

[1] It should be noted that the data presented in Figures 10 and 11 excludes those who stated that a service/facility 'didn't exist' in their neighbourhood or they 'never used' a service/facility in their neighbourhood.

Figure 11: Satisfaction With Neighbourhood & Services (cont'd)



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

Figures 10 and 11 provide a highly positive profile of services and facilities in neighbourhoods, on the basis that a majority – and, in many cases, a significant majority – of respondents stated that they were satisfied with each of the services and facilities under consideration and, in particular:

- Fire service (100% satisfied)
- Refuse collection (99%)
- Community centres and libraries (98%)
- Local health services (98%)
- Local schools (96%)
- Street cleaning (94%)
- Police service (93%)
- Local shops (93%)
- Sport & leisure facilities (91%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area noted lower levels of satisfaction with 'public transport' (falling from 91% to 76%). During the same time, respondents in the CRA area noted lower levels of satisfaction with:

- Social care/social work services (falling from 92% to 70%)
- Parks and open spaces (falling from 89% to 81%)
- Public transport (falling from 94% to 84%)
- Community warden service (falling from 78% to 66%)
- Local youth facilities (falling from 74% to 61%)

During the same time, however, respondents in the CRA area noted higher levels of satisfaction with 'local phone boxes' (rising from 53% to 82%).

Variances: CRA v Non CRA

Non CRA respondents were more likely to be satisfied with:

- Social care/social work services (95% compared to 70% for CRA respondents)
- Parks and open spaces (91% compared to 81%)
- Community warden service (79% compared to 66%)

In contrast, CRA respondents were more likely to be satisfied with 'public transport' (84% compared to 76% for non CRA respondents).

Variances: Within CRAs

Lowest levels of satisfaction were noted in respect of the following services/facilities in the CRAs noted:

- Police service: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (84% and 86% respectively)

- Social care/social work services: Ardler/St Marys/Kirkton (78%)
- Public transport: Menzieshill/Charleston/Lochee/Beechwood, Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (72%, 76% and 77% respectively)
- Sports and leisure facilities: Mill O'Mains/Fintry/Whitfield (71%)
- Parks and open spaces: Ardler/St Marys/Kirkton, Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (76%, 80% and 82% respectively)
- Local phone boxes: Ardler/St Marys/Kirkton, Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (48%, 44% and 50% respectively)
- Local youth facilities: Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (57% and 63% respectively)
- Local shops: Menzieshill/Charleston/Lochee/Beechwood (77%)
- Community Warden service: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (66% and 61% respectively)

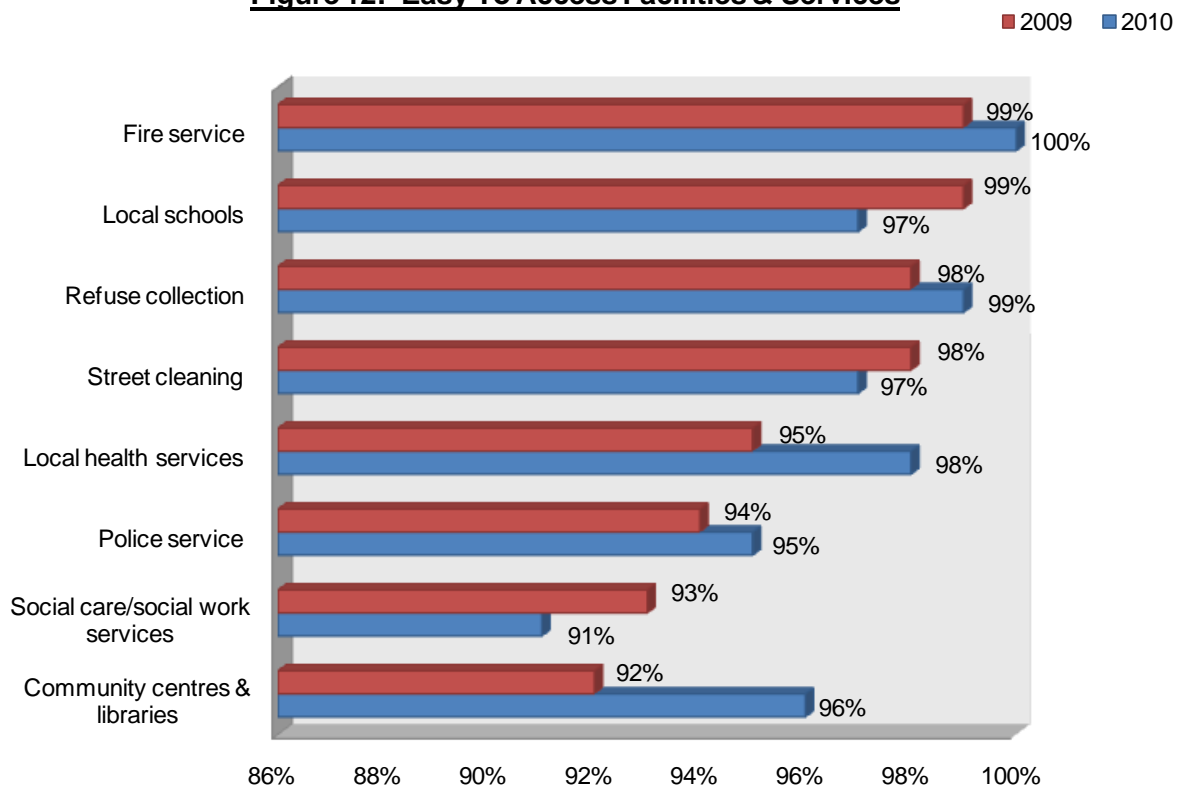
Variances: Stobswell

Respondents in Stobswell noted higher levels of satisfaction with:

- Parks and open spaces (96% compared to 87% on average)
- Public transport (94% compared to 78%)
- Local youth facilities (72% compared to 65%)
- Local phone boxes (88% compared to 76%)

“And looking at this card, how easy is it for you to access those services and facilities in this neighbourhood?”[1]

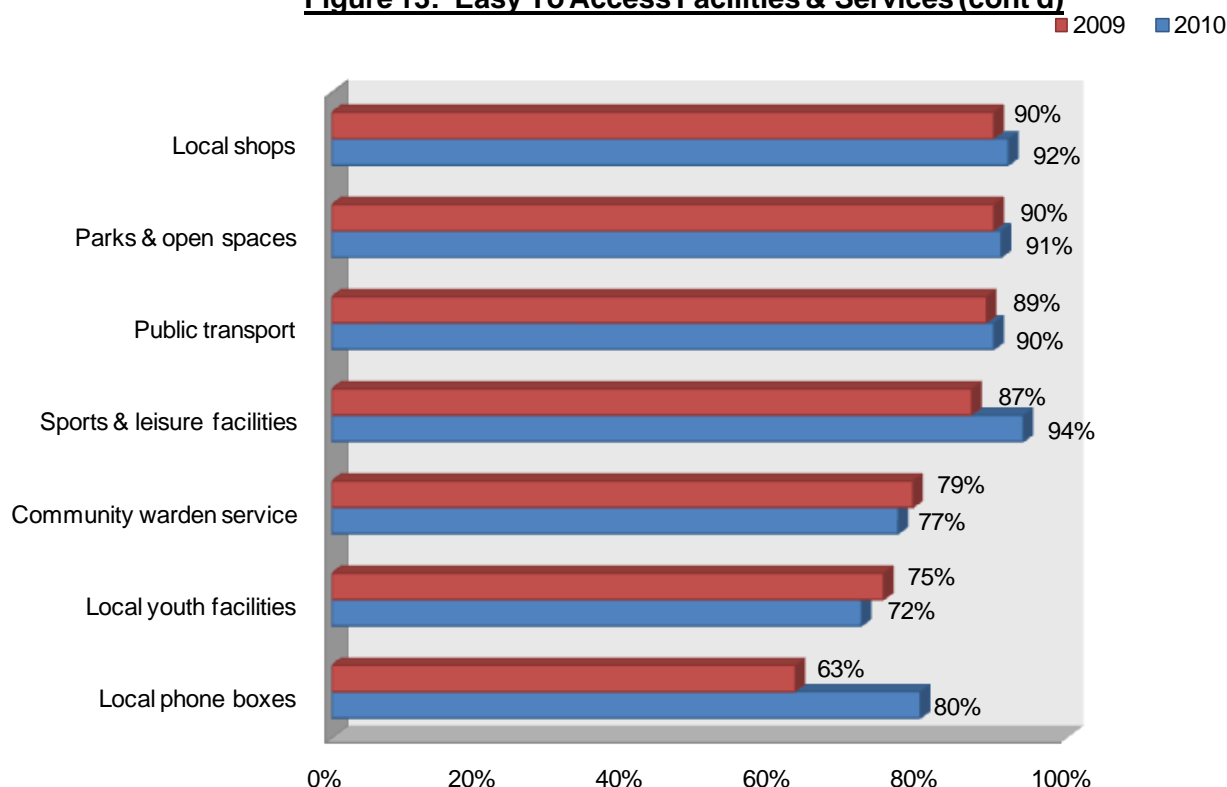
Figure 12: Easy To Access Facilities & Services



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

[1] It should be noted that the data presented in Figures 12 and 13 excludes those who stated that a service/facility 'didn't exist' in their neighbourhood or they 'never used' a service/facility in their neighbourhood.

Figure 13: Easy To Access Facilities & Services (cont'd)



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

Figures 12 and 13 also provide a very largely positive profile in terms of the extent to which respondents find it easy to access services or facilities in their neighbourhood, with particularly positive outcomes being found here in respect of ease of access to:

- Fire service (100%)
- Refuse collection (99%)
- Local health services (98%)
- Local schools (97%)
- Street cleaning (97%)
- Community centres and libraries (96%)
- Police service (95%)
- Sport & leisure facilities (94%)
- Local shops (92%)
- Parks & open spaces (91%)
- Social care/social work services (91%)

- Public transport (90%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area were more likely to state that they found it 'easy' to access:

- Sports and leisure facilities (rising from 87% to 95%)
- Local phone boxes (rising from 66% to 79%)

During the same time, however, respondents in the non CRA area were less likely to state that it was 'easy' for them to access 'local youth facilities' (falling from 77% to 69%).

Between 2009 and 2010, respondents in the CRA area were more likely to state that it was 'easy' for them to access 'local phone boxes' (rising from 63% to 83%), but less likely to state that it was 'easy' for them to access 'community warden service' (falling from 80% to 71%).

Variances: CRA v Non CRA

CRA respondents were more likely to state that they found it 'easy' to access:

- Public transport (97% compared to 86% for non CRA respondents)
- Local youth facilities (78% compared to 69%)

In contrast, non CRA respondents were more likely to state that it was 'easy' for them to access 'community warden service' (81% compared to 71% for CRA respondents).

Variances: Within CRAs

Respondents in the following CRAs were least likely to state that it was 'easy' for them to access the services/facilities noted:

- Police service: Ardler/St Marys/Kirkton (82%)
- Social care/social work services: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (82% and 85% respectively)
- Public transport: Menzieshill/Charleston/Lochee/Beechwood, Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (84%, 88% and 85% respectively)
- Sports and leisure facilities: Mill O'Mains/Fintry/Whitfield (84%)
- Local phone boxes: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (72% and 77% respectively)
- Local youth facilities: Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (64% and 72% respectively)
- Local shops: Menzieshill/Charleston/Lochee/Beechwood (77%)
- Community warden service: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (70% and 62% respectively)

Variances: Stobswell

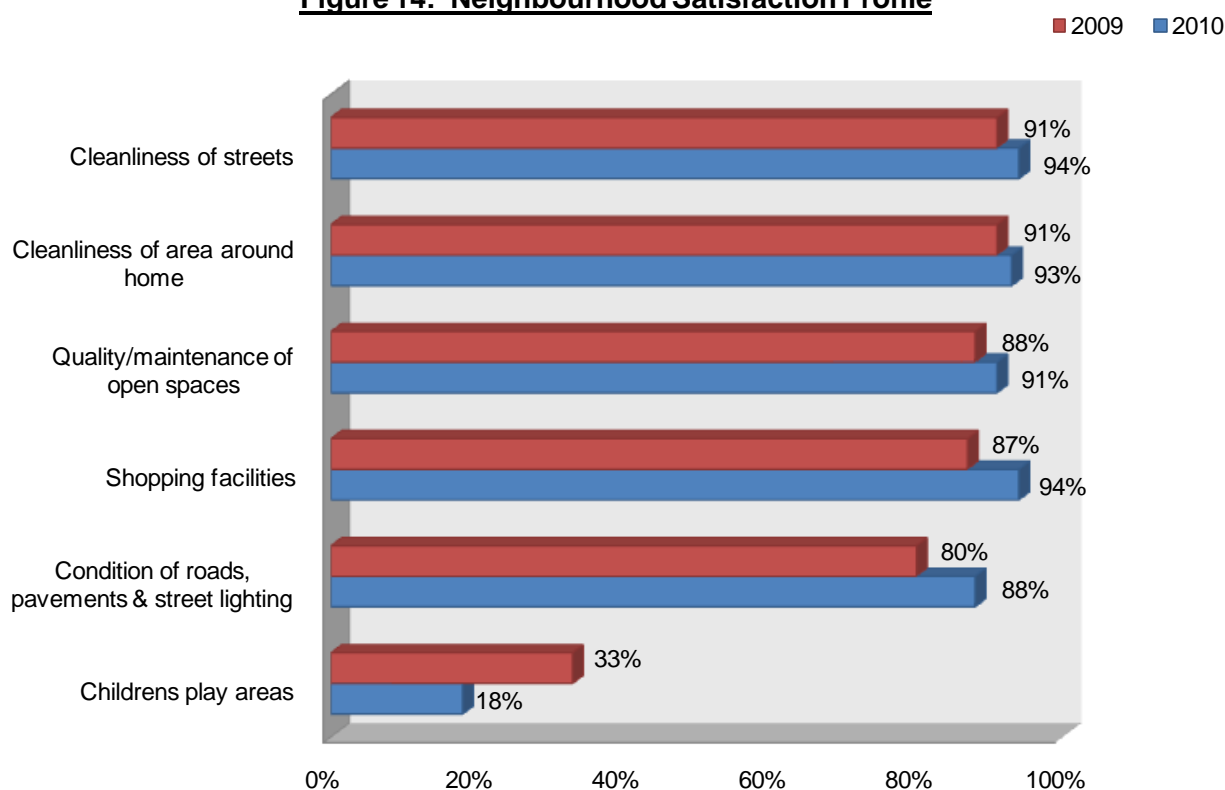
Respondents in Stobswell were more likely to state that it was 'easy' to access the following services:

- Public transport (97% compared to 90% on average)
- Local phone boxes (98% compared to 80%)

However, respondents in Stobswell were less likely to state that it was easy to access 'community warden service' (71% compared to 77% on average).

“Looking at this card, how satisfied are you with the following in this neighbourhood?”

Figure 14: Neighbourhood Satisfaction Profile



Base: All Respondents

Figure 14 provides a positive profile with respect to levels of satisfaction with a range of aspects of neighbourhoods and, in particular, a high proportion of respondents noted their satisfaction with:

- Cleanliness of streets (94% satisfied)
- Shopping facilities (94%)
- Cleanliness of the area around their home (93%)
- Quality and maintenance of open spaces (91%)
- Condition of roads, pavements and street lighting (88%)

Although almost all remaining respondents here noted their dissatisfaction with each of the elements under consideration (i.e. there were very few ‘don’t know’ responses) a significant proportion of those interviewed provided a ‘don’t know’ response regarding their satisfaction with ‘childrens play areas’. In this context,

therefore, it should be noted that over half of those who expressed an opinion (55%) noted their satisfaction with this aspect of their neighbourhood, whilst almost half of those who expressed an opinion (45%) noted their dissatisfaction.

Variances Through Time

None

Variances: CRA v Non CRA

None

Variances: Within CRAs

Respondents in the following CRAs were least likely to note their satisfaction with the following aspects of their neighbourhood:

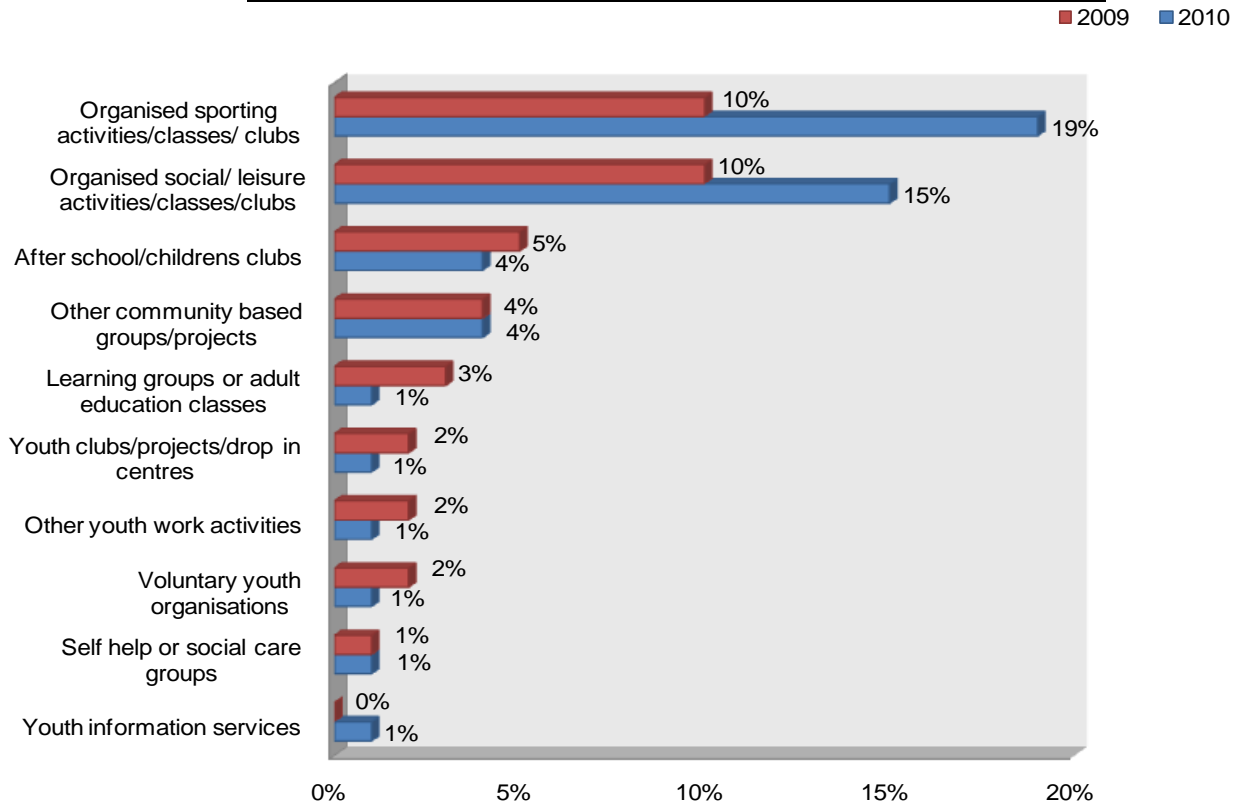
- Cleanliness of streets: Mill O'Mains/Fintry/Whitfield (82%)
- Shopping facilities: Menzieshill/Charleston/Lochee/Beechwood (80%)
- Conditions of roads, pavements and street lighting: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (73% and 64%)
- Quality and maintenance of open spaces: Mill O'Mains/Fintry/Whitfield (83%)

Variances: Stobswell

None

“I am going to read out some examples of community activities and voluntary activities. How often do you or anyone living in your home take part in activities like these?”

Figure 15: Community/Voluntary Activities Participation Profile



Base: All Respondents

From Figure 15 it can be seen that the community activities and voluntary activities most commonly participated in by respondents were:

- Organised sporting activities, classes and clubs (19%)
- Organised social, leisure activities, classes and clubs (15%)

Variances Through Time

None

Variances: CRAs v Non CRAs

None

Variations: Within CRAs

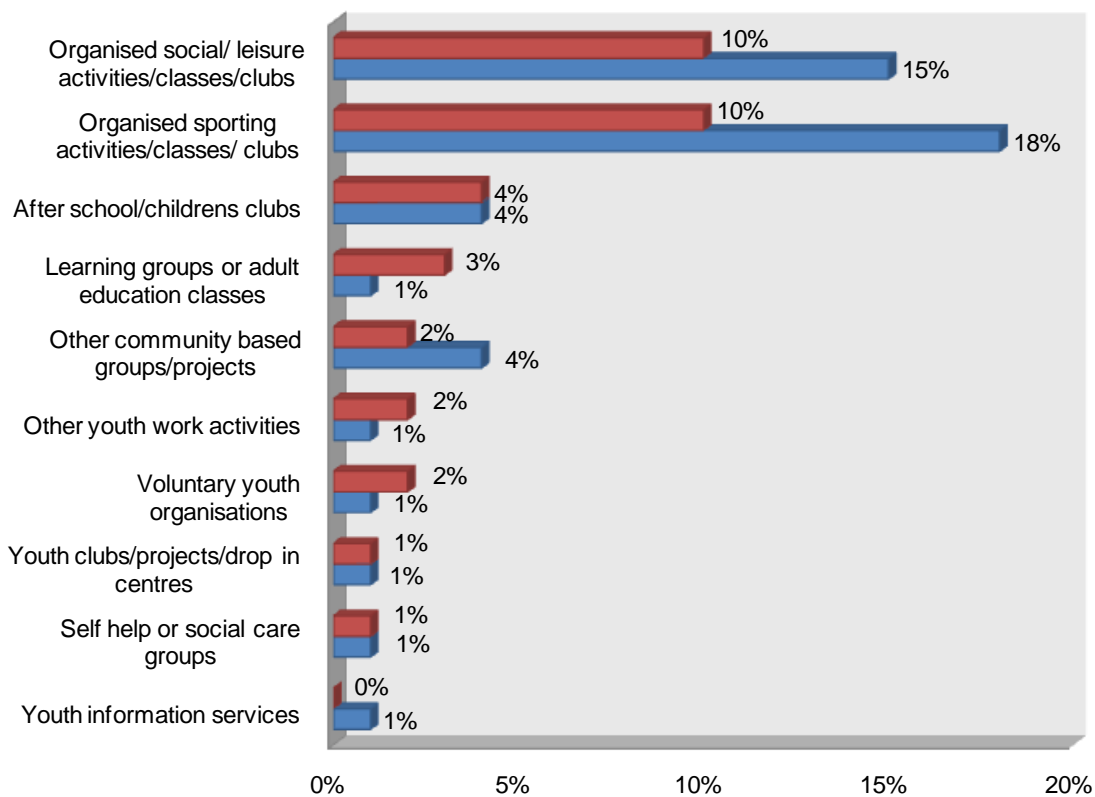
Respondents in the Ardler/St Marys/Kirkton and Mid Craigie/ Linlathen/Douglas CRA areas were most likely to take part in organised sporting activities, classes and clubs (22% and 18% respectively), whilst those in the Ardler/St Marys/Kirkton CRA were most likely to take part in organised social, leisure activities, classes and clubs (24%).

Variations: Stobswell

Respondents in the Stobswell area were more likely to take part in 'learning groups or adult education classes' (6% compared to 1% on average), but slightly less likely to take part in 'organised sporting activities, classes and clubs' (14% compared to 19% on average).

Figure 16: Community/Voluntary Activities Undertaken At Least Weekly

■ 2009 ■ 2010



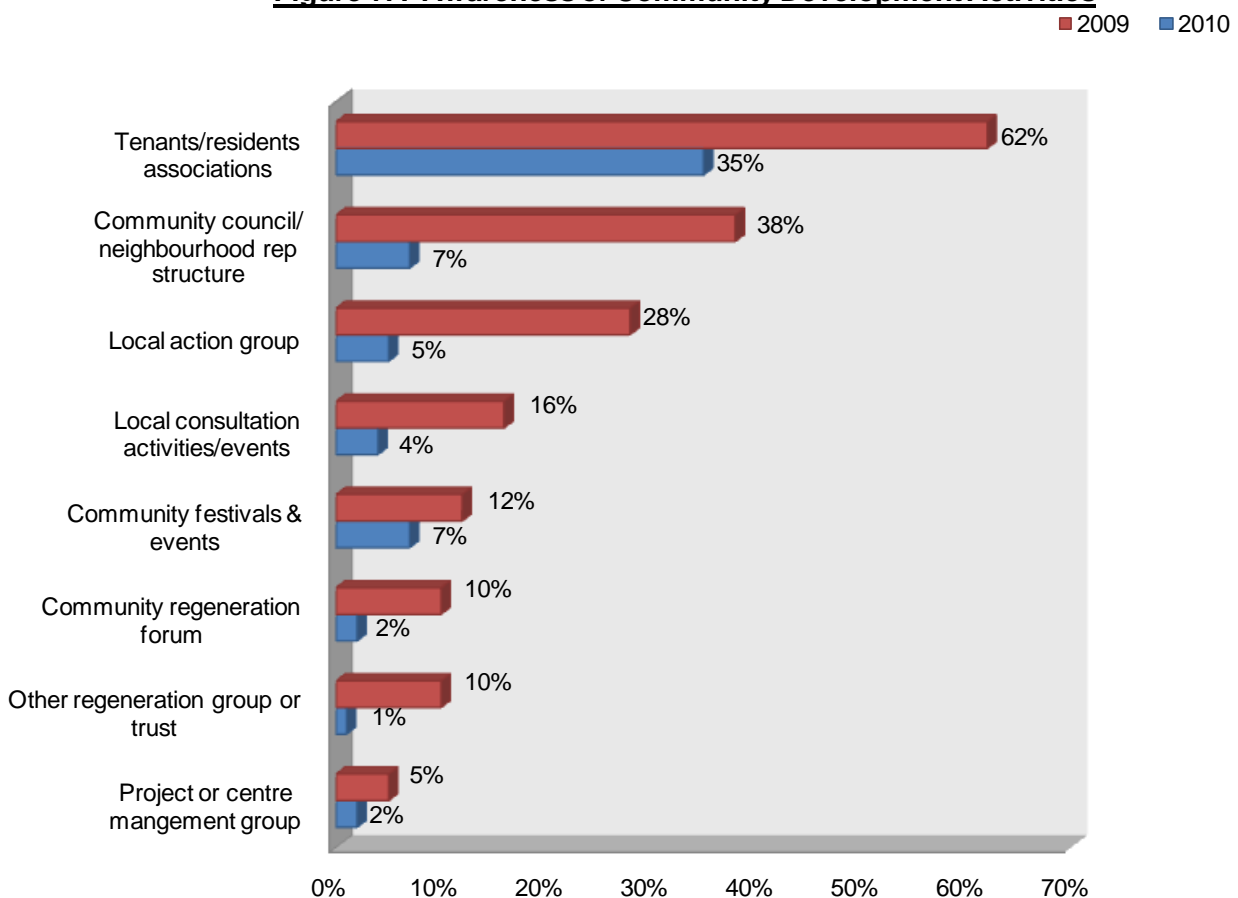
Base: All Respondents

Figure 16 also indicates that the community activities and voluntary activities most commonly undertaken at least weekly were:

- Organised sporting activities, classes and clubs (18%)
- Organised social/leisure activities, classes and clubs (15%)

“I am going to read out some examples of community development activities and organisations. Please tell me which of them you are aware of in this area?”

Figure 17: Awareness of Community Development Activities



Base: All Respondents

From Figure 17 it can be seen that highest levels of awareness of community development activities and organisations related to “*tenant or residents associations*” (35%).

Beyond the above, levels of awareness of community development activities and organisations were more limited, but most notable in respect of:

- Community Council/Neighbourhood Representative Structures (7%)
- Community festivals and events (7%)

Variances Through Time

Between 2009 and 2010, there were notable decreasing levels of awareness amongst those in the non CRA area in respect of a range of 'community development activities and organisations', with this being most apparent in relation to:

- Community Council or Neighbourhood Representative Structures (falling from 38% to 8%)
- Tenants or residents associations (falling from 63% to 35%)
- Local action groups (falling from 29% to 6%)

Between 2009 and 2010, there was also a notable decrease in levels of awareness of a range of 'community development activities and organisations' under consideration amongst those in the CRA area, with this being most notable in respect of:

- Tenants or residents associations (falling from 54% to 37%)
- Local action groups (falling from 20% to 4%)
- Community Councils or Neighbourhood Representative Structures (falling from 18% to 4%)
- Community festivals and events (falling from 17% to 6%)

Variances: CRA v Non CRA

None

Variances: Within CRAs

Respondents in the following CRAs were most likely to be aware of a range of community development activities and organisations noted:

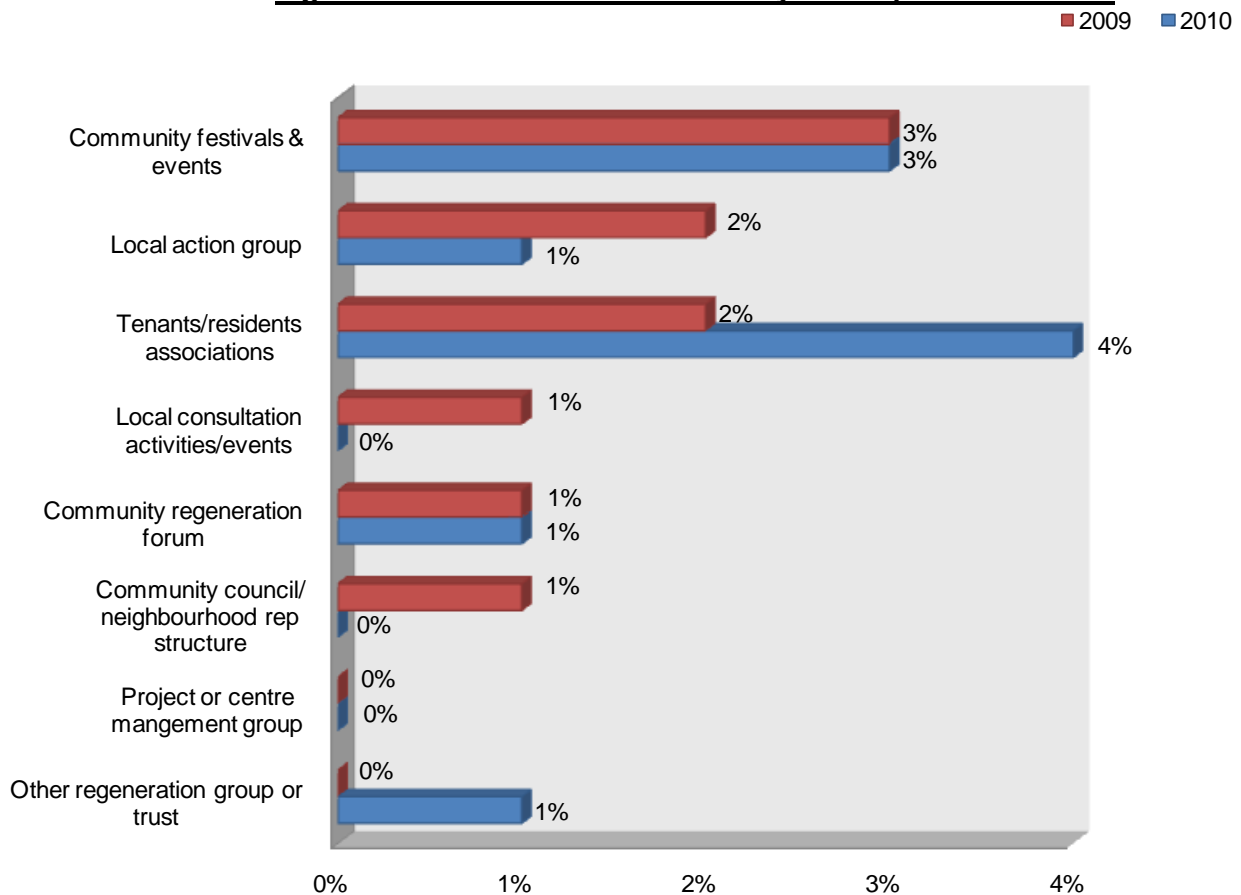
- Local consultation activities or events: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (12% and 10%)
- Community Council or Neighbourhood Representative Structure: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (15% and 18% respectively)
- Tenants or Residents Associations: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (50% and 45% respectively)
- Local Action Groups: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (10% and 13% respectively)
- Community Regeneration Forums: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (9% and 7% respectively)
- Other regeneration groups or trusts: Mill O'Mains/Fintry/Whitfield (6%)
- Project or centre management groups: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (both 7%)
- Community festivals or events: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (42% and 23% respectively)

Variances: Stobswell

Respondents in the Stobswell area were more likely to be aware of 'local consultation activities/events' (9% compared to 4% on average), but less likely to be aware of 'tenants/residents associations' (19% compared to 35% on average).

“Which community development activities and organisations have you taken part in during the last year?”

Figure 18: Involvement In Community Development Activities



Base: All Respondents

Figure 18 indicates that involvement in community development activities or organisations in the previous year was very limited i.e. ranging from 0% to 4%.

Variations Through Time

None

Variations: CRA v Non CRA

None

Variance: Within CRAs

Respondents in the following CRA areas were most likely to be involved in the community development activities or organisations indicated:

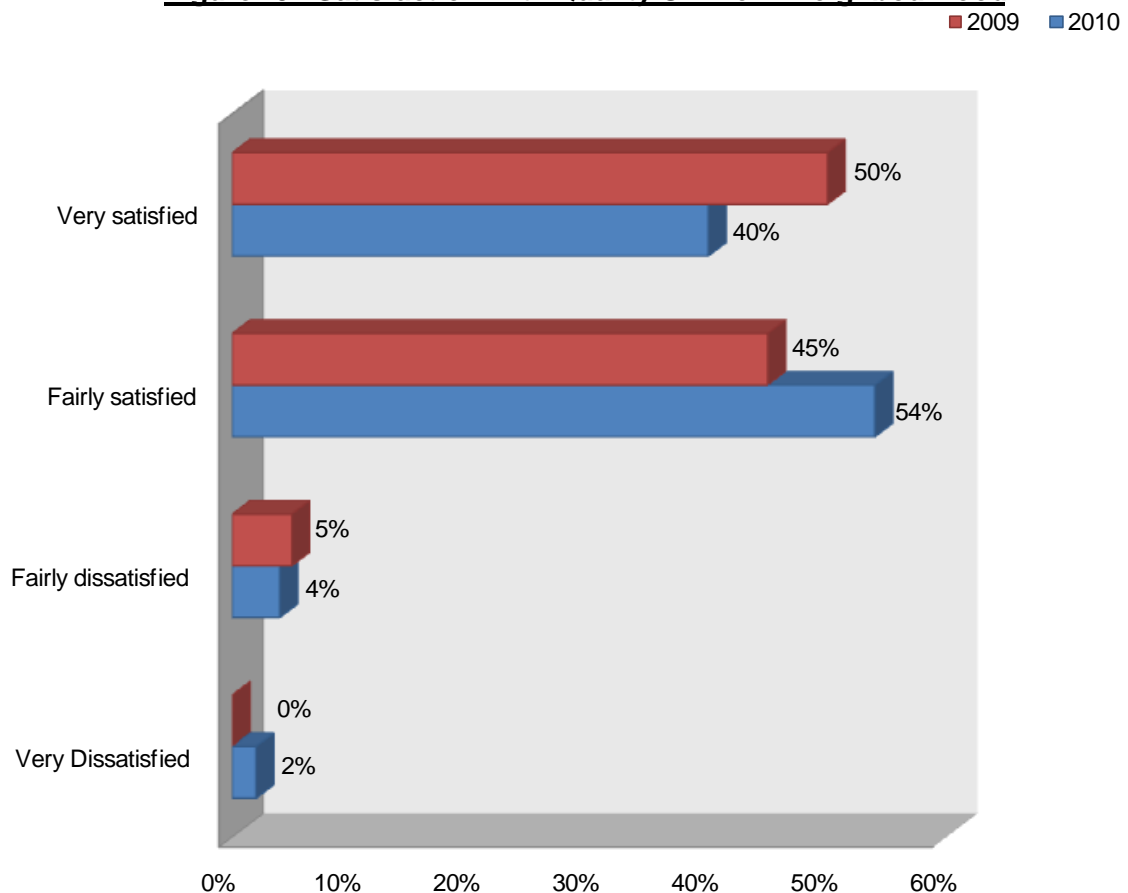
- Tenants or Residents Associations: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (7% and 8% respectively)
- Community festivals or events: Ardler/St Marys/Kirkton (21%)

Variances: Stobswell

None

“Overall, how satisfied are you with the quality of life in this neighbourhood?”

Figure 19: Satisfaction With Quality Of Life In Neighbourhood



Base: All Respondents

Figure 19 indicates that almost all respondents (94%) stated that, overall, they were either fairly satisfied or very satisfied with the quality of life in their neighbourhood, with 2 out of 5 (40%) specifically stating that they were very satisfied with the quality of life in their neighbourhood.

Variances Through Time

None

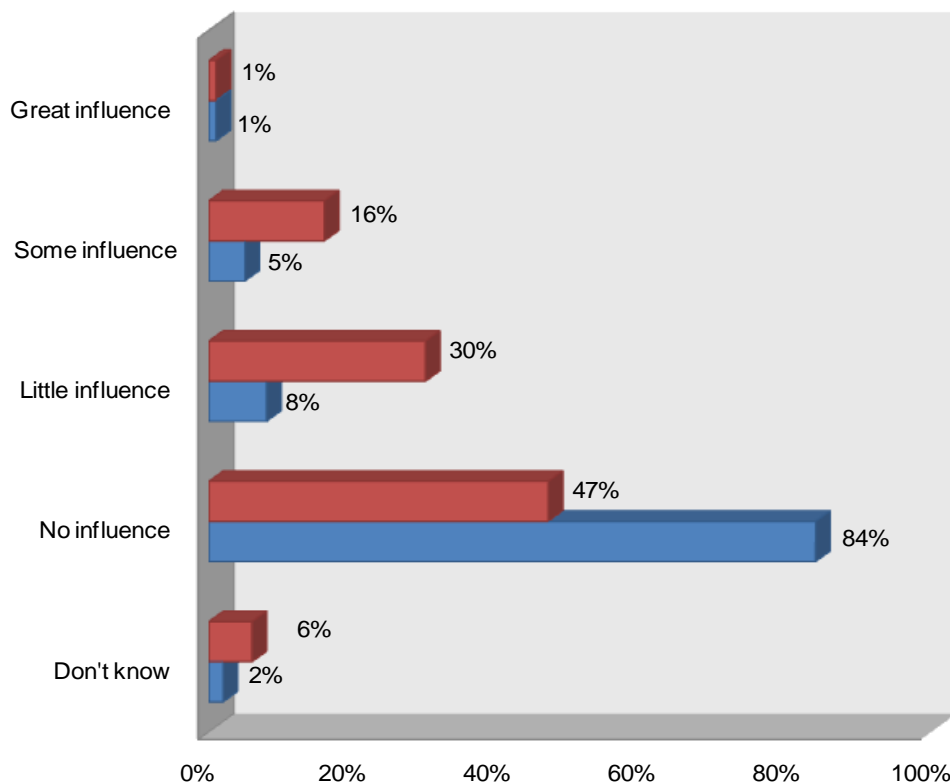
Variances By Area

None

“How much influence do you feel you have over decisions that affect this neighbourhood?”

Figure 20: Extent of Influence Over Decisions Which Affect Neighbourhood

■ 2009 ■ 2010



Base: All Respondents

From Figure 20 it can be seen that 9 out of 10 respondents (92%) believed that they had 'little or no influence' over decisions that affect their neighbourhood, with around 1 in 7 respondents (14%) believing that they have some degree of influence in this regard – although very few (only 1%) believing that they have 'great influence' over such decisions.

Variances Through Time

Between 2009 and 2010, there was an increasing likelihood of respondents in the non CRA area stating that they had 'little or no influence' over decisions that affect their neighbourhood (rising from 76% to 90%). In addition, during that time, there was an increasing likelihood of those in the CRA area specifically stating that they had no influence over such decisions (rising from 71% to 86%).

Variances: CRA v Non CRA

None.

Variances: Within CRAs

Respondents in the Mill O'Mains/Fintry/Whitfield area were most likely to state their belief that they had 'some or great influence' over decisions which affect their neighbourhood (25%).

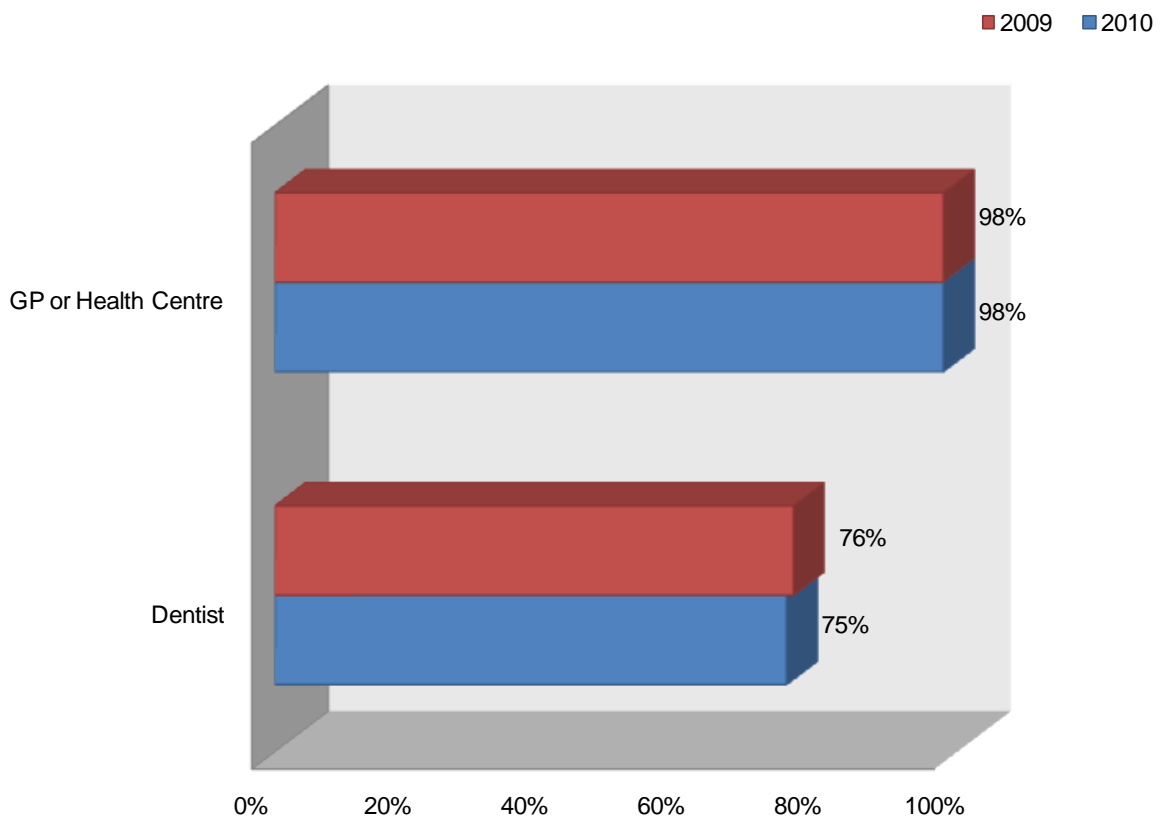
Variances: Stobswell

Respondents in the Stobswell area were more likely to state their belief that they had some degree of influence over decisions which affect their neighbourhood (21% compared to 14% on average).

4.0 HEALTH

“Can you tell me whether you are registered with a GP or a health centre and with a dentist?”

Figure 21: Registration With GP & Dentist



Base: All Respondents

From Figure 21 it can be seen that virtually all respondents (98%) stated that they were registered with a GP or a health centre, but that only three quarters (75%) stated that they were registered with a dentist.

Variations Through Time

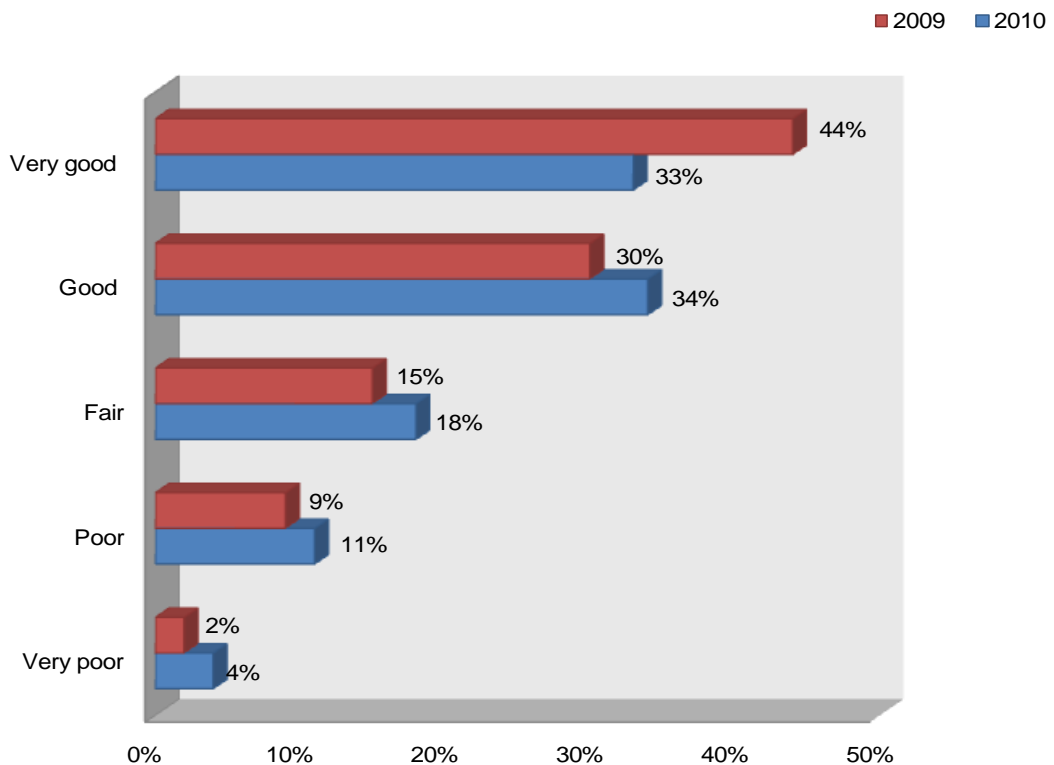
None

Variations By Area

Respondents in the Ardler/St Marys/Kirkton CRA were most likely to state that they were registered with a dentist (86%).

“How good is your health overall?”

Figure 22: Assessment of Overall Health



Base: All Respondents

Figure 22 indicates that two thirds of respondents (67%) described their overall health as being ‘good’ or ‘very good’, although only a third (33%) specifically described their overall health as being very good.

Figure 22 also indicates that 1 in 7 respondents (15%) described their overall health as being ‘poor’ or ‘very poor’.

Variations Through Time

Between 2009 and 2010, there was a decline in the extent to which respondents in the non CRA area described their overall health as being ‘good’ or ‘very good’ (falling from 73% to 65%).

Variations: CRA v Non CRA

None

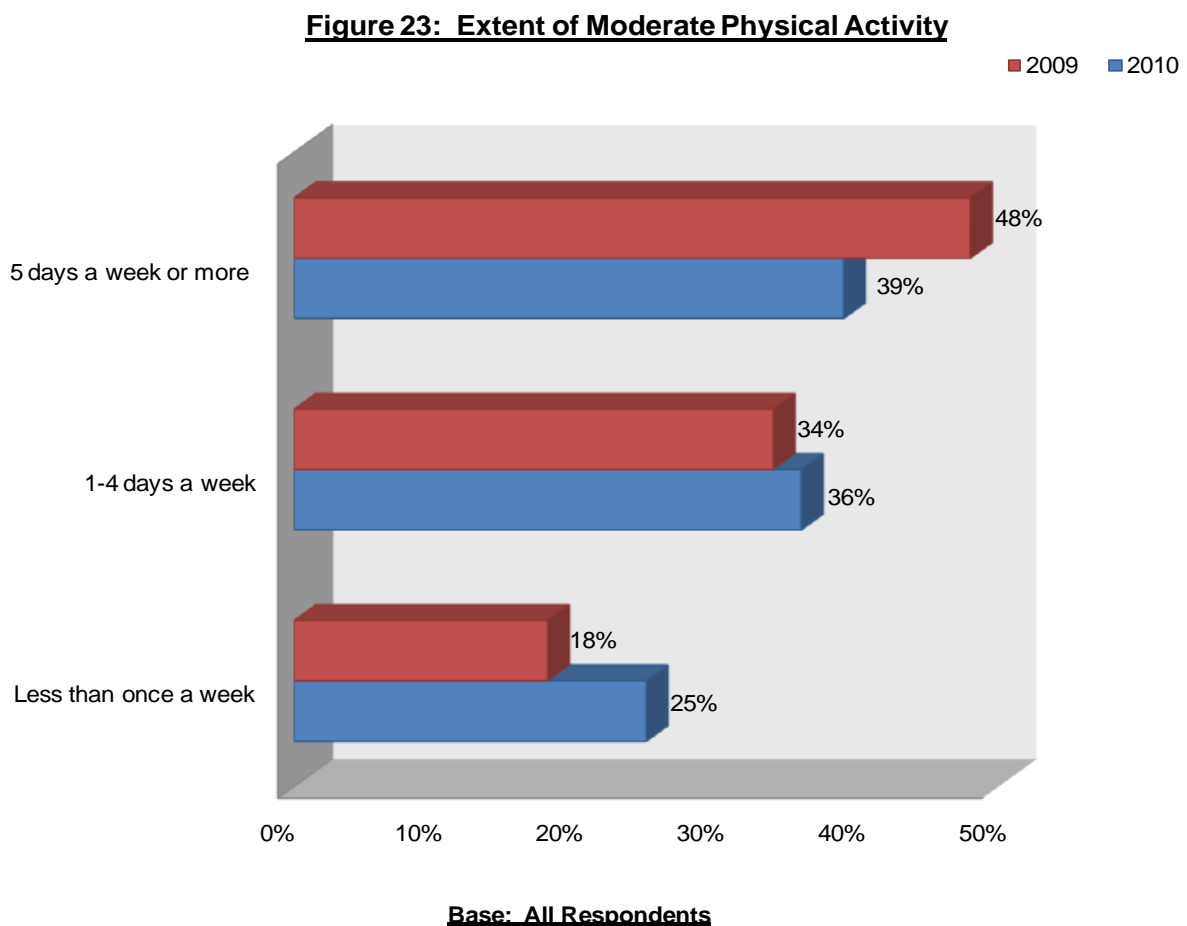
Variances: Within CRAs

Respondents in the Ardler/St Marys/Kirkton CRA were most likely to describe their health overall as being 'good' or 'very good' (76%).

Variances: Stobswell

None

"In a typical week, how often do you undertake moderate physical activity for at least 30 minutes a day?"[1]



[1] The definition of moderate physical activity provided to respondents on a Showcard is attached as *Appendix II*.

Figure 23 indicates that 2 out of 5 respondents (39%) stated that they undertook moderate physical activity for at least 30 minutes in a day '5 days a week or more' and over a third (36%) on '1-4 days a week'.

Variances Through Time

Between 2009 and 2010, there was a decrease in the extent to which respondents in the non CRA area stated that they undertook moderate physical activity for at least 30 minutes a day '5 days a week or more' (falling from 47% to 38%), and a similar fall amongst those in the CRA area (falling from 46% to 41%) amongst whom, there was an increasing likelihood of stating that they undertook such physical activity 'less than once a week' (rising from 20% to 27%).

Variances: CRA v Non CRA

None

Variances: Within CRAs

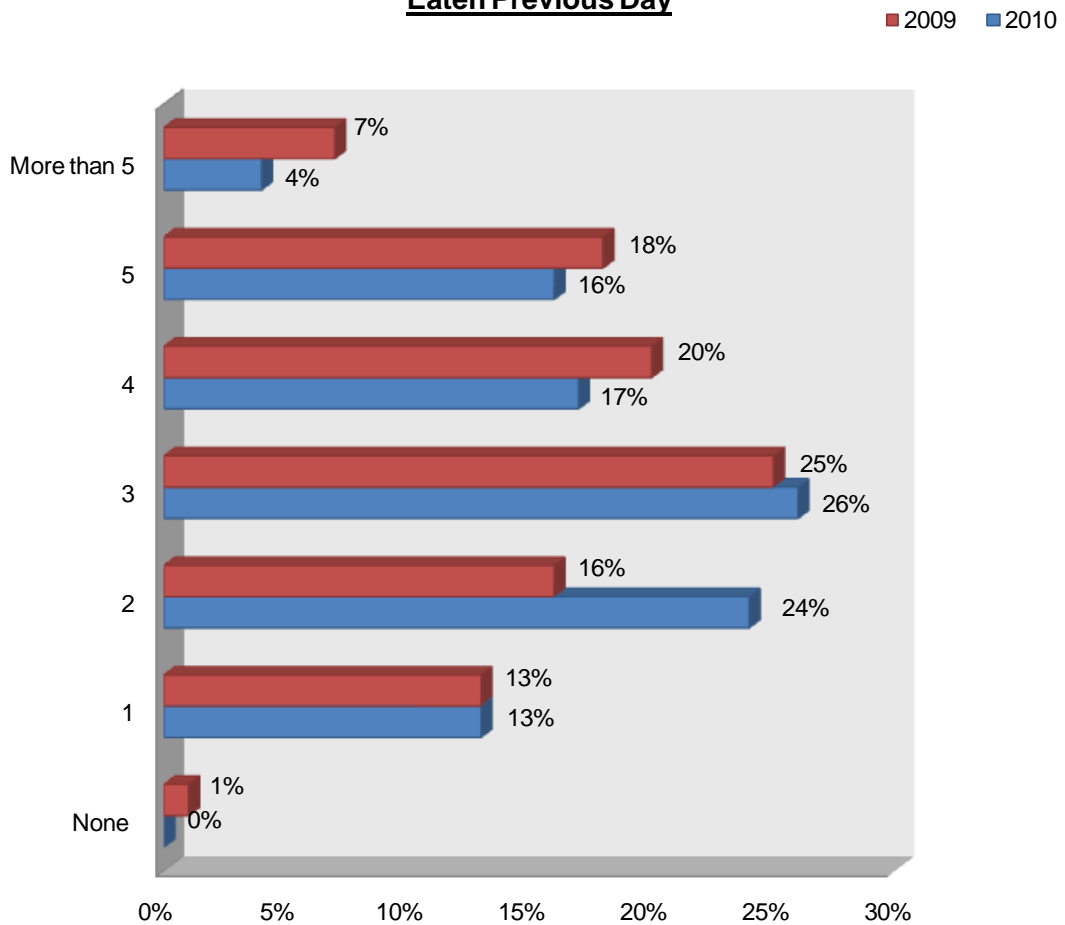
Respondents in the Stobswell/Hilltown/Fairmuir area were most likely to state that they undertake moderate physical activity for at least 30 minutes a day '5 days a week or more' (58%), whilst those in the Menzieshill/Charleston/Lochee/Beechwood CRA area were most likely to state that they undertake such physical activity 'less than once a week' (31%).

Variances: Stobswell

Respondents in the Stobswell area were more likely to state that they undertake moderate physical activity for at least 30 minutes at day '5 days a week or more' (49% compared to 39% on average) and less likely to state that they undertook such activity 'less than once a week' (16% compared to 25% on average).

“How many portions of fruit and vegetables did you eat yesterday?” [1]

Figure 24: Number of Portions of Fruit & Vegetables Eaten Previous Day



Base: All Respondents

From Figure 24 it can be seen that approaching two thirds of respondents (63%) stated that they ate ‘3 or less’ portions of fruit and vegetables on the day before they were interviewed, with over a third (37%) having eaten ‘two or less’. In contrast, 1 in 5 respondents (20%) had eaten ‘five or more’ portions of fruit and vegetables on the day before they were interviewed.

[1] The definition of portions of fruit and vegetables provided to respondents on a Showcard is attached as *Appendix II*.

Variations Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents in the CRA area stated that they had eaten '3 or less' portions of fruit or vegetables on the day before they were interviewed (rising from 54% to 69%), and a fall in the extent to which such respondents stated that they had eaten '5 or more' portions of fruit or vegetables on the day before they were interviewed (falling from 22% to 12%).

Variations: CRA v Non CRA

Respondents in the CRA area were more likely to have eaten 3 or less portions of fruit or vegetables on the day before they were interviewed (69% compared to 59% for those in the non CRA area), whilst those in the non CRA area were more likely to have eaten 5 or more portions of fruit or vegetables on that day (26% compared to 12% for those in the CRA area).

Variations: Within CRAs

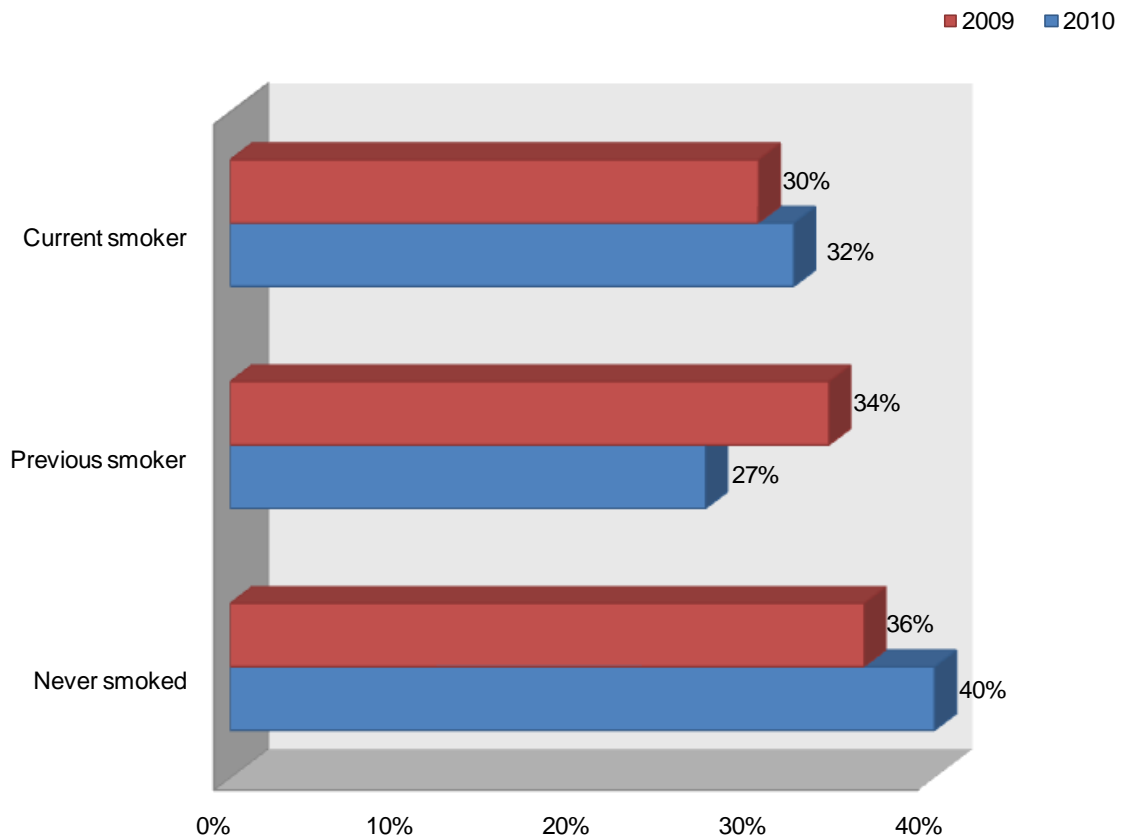
Respondents in the Stobswell/Hilltown/Fairmuir CRA were least likely to have eaten three or less portions of fruit or vegetables on the day before they were interviewed (55%).

Variations: Stobswell

Respondents in the Stobswell area were less likely to state that they had eaten 3 or less portions of fruit or vegetables on the day before they were interviewed (51% compared to 63% on average).

“Are you or have you ever been a smoker?”

Figure 25: Smoking Profile



Base: All Respondents

From Figure 25 it can be seen that approaching a third of those interviewed (32%) stated that they were ‘current smokers’, whilst a quarter (27%) were ‘previous smokers’.

Accordingly, the remaining 2 out of 5 respondents (40%) described themselves as having ‘never smoked’.

Variations Through Time

Between 2009 and 2010, there was a decline in the extent to which respondents in the non CRA area described themselves as being a ‘current smoker’ (falling from 38% to 32%), and a similar fall in the extent to which respondents in the CRA area described themselves as being a ‘current smoker’ (falling from 38% to 33%).

Variances: CRA v Non CRA

CRA respondents were more likely to state that they 'used to smoke' (33% compared to 24% for non CRA respondents), whilst non CRA respondents were more likely to state that they had 'never smoked' (44% compared to 35% for CRA respondents).

Variances: Within CRAs

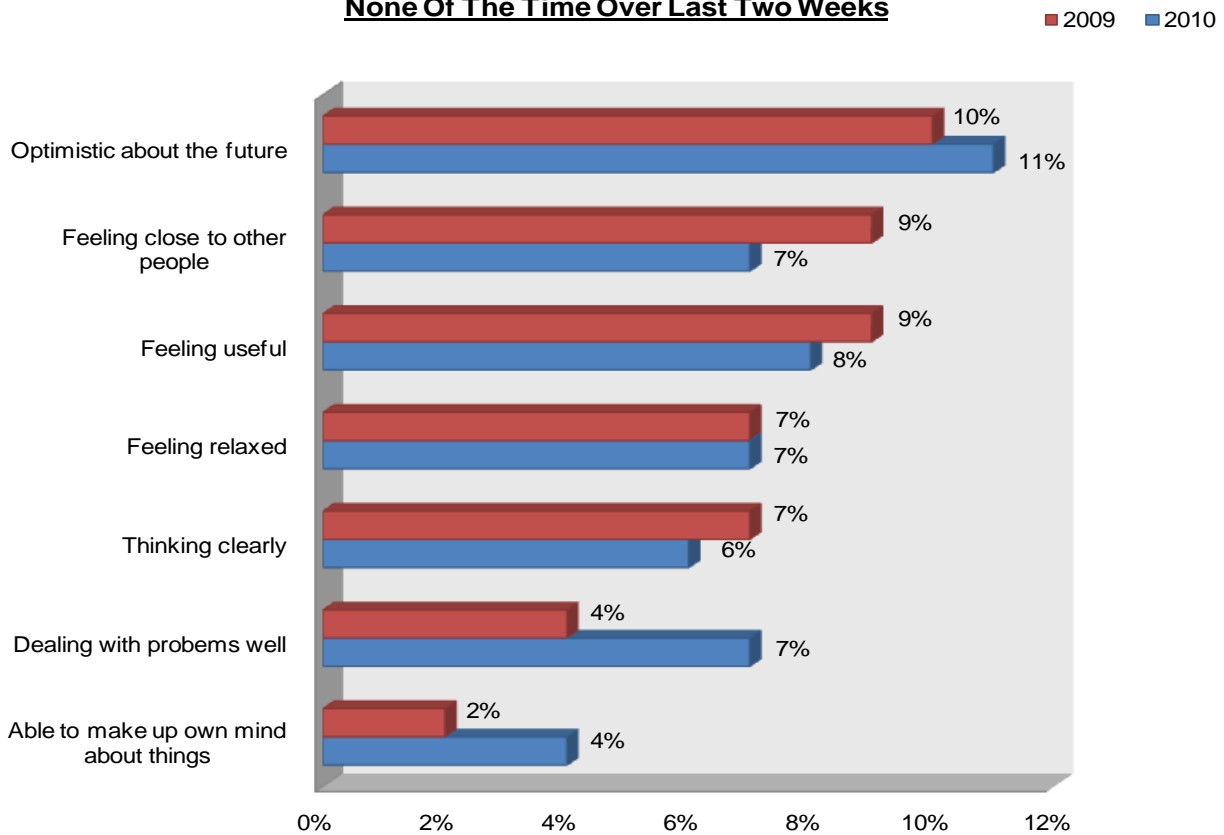
Respondents in the Ardler/St Marys/Kirkton area were least likely to be 'current smokers' (33%), whilst those in this area and the Stobswell/Hilltown/Fairmuir and Ardler/St Marys/Kirkton CRAs were most likely to have 'never smoked' (43% and 47% respectively).

Variances: Stobswell

Respondents in the Stobswell area were more likely to state that they were a 'current smoker' (41% compared to 32% on average), but were less likely to state that they were a 'previous smoker' (17% compared to 27% on average).

“On this card are some statements about feelings and thoughts. Please say which option best describes your experiences of each of the last two weeks?”

**Figure 26: Feelings & Thoughts - Experienced Rarely/
None Of The Time Over Last Two Weeks**



Base: All Respondents

From Figure 26 it can be seen that relatively few respondents stated that – over the previous two weeks – they had experienced each of the feelings and thoughts under consideration ‘none of the time or rarely’, although this was the case for around 1 in 10 respondents in respect of “I have been feeling optimistic about the future” (11%).

Variations Through Time

None

Variations: CRA v Non CRA

None

Variations: Within CRAs

Respondents in the Mill O’Mains/Fintry/Whitfield CRA were most likely to state that they had experienced the following ‘none of the time or rarely’:

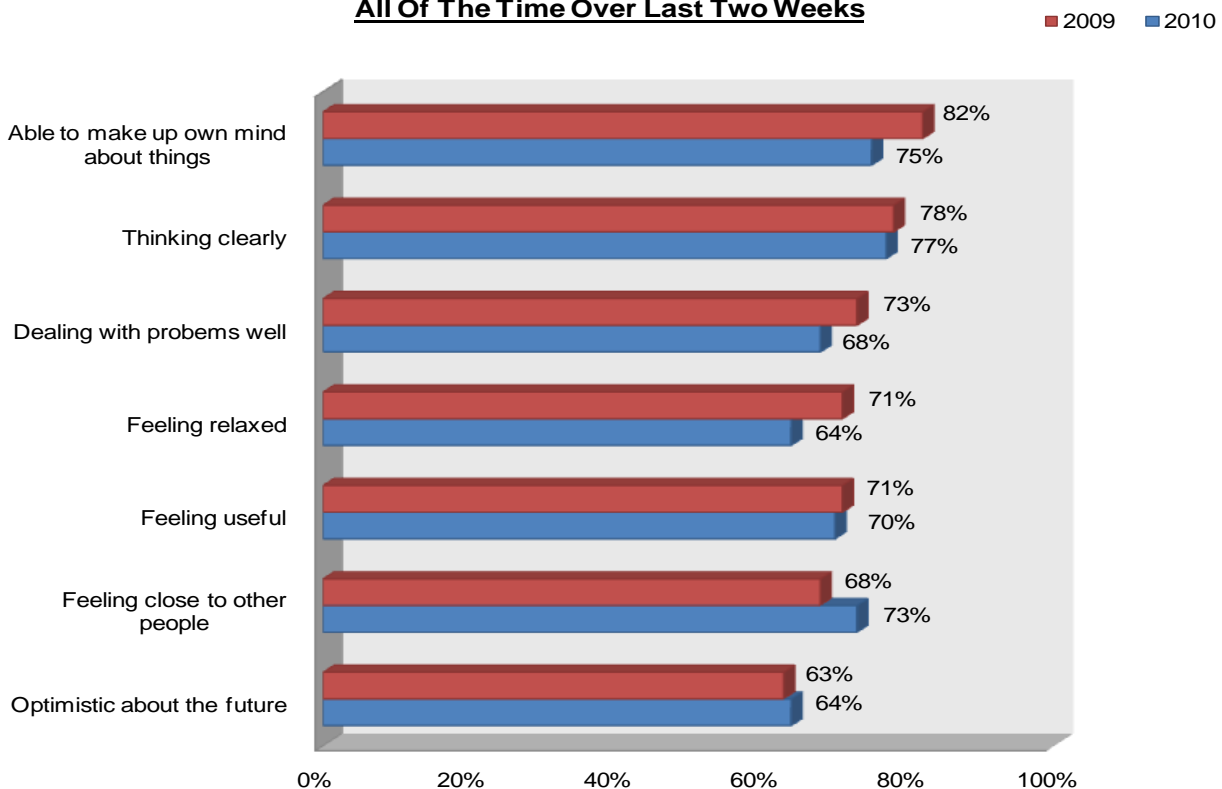
- “I have been feeling optimistic about the future” (25%)
- “I have been feeling relaxed” (20%)
- “I have been dealing with problems well” (17%)
- “I have been thinking clearly” (12%)
- “I have been feeling close to other people” (13%)

Variations: Stobswell

None

“On the card are some statements about feelings and thoughts. Please say which option best describes your experiences of each of the last two weeks?”

**Figure 27: Feelings & Thoughts - Experienced Often/
All Of The Time Over Last Two Weeks**



Base: All Respondents

From Figure 27 it can be seen that a significant majority of respondents stated that – over the previous two weeks – they had experienced each of the feelings and thoughts under consideration either ‘often or all of the time’, with this being particularly apparent in respect of:

- *“I have been thinking clearly”* (78%)
- *“I have been able to make up my own mind about things”* (75%)
- *“I have been feeling close to other people”* (73%)
- *“I have been feeling useful”* (71%)

Variances Through Time

Between 2009 and 2010, there was a decrease in the extent to which those in the CRA area stated that they had experienced the following either ‘often or all of the time’, namely:

- *“I have been able to make up my mind about things”* (falling from 81% to 74%)
- *“I have been feeling relaxed”* (falling from 69% to 53%)

Variances: CRA v Non CRA

Respondents in the non CRA area were more likely to state that they had been *“feeling relaxed”* ‘often or always’ (70% compared to 53% for CRA respondents).

Variances: Within CRAs

Respondents in the following CRA areas were least likely to state that they had – often or all of the time:

- *“Been feeling optimistic about the future”*: the Mill O’Mains/Fintry/Whitfield CRA (43%)
- *“Feeling useful”*: the Mill O’Mains/Fintry/Whitfield CRA (54%)
- *“Feeling relaxed”*: the Mill O’Mains/Fintry/Whitfield CRA (46%)

- *“Dealing with problems well”*: the Mill O’Mains/Fintry/Whitfield and Menzieshill/Charleston/Lochee/Beechwood CRAs (55% and 57% respectively)
- *“Thinking clearly”*: the Mill O’Mains/Fintry/Whitfield CRA (61%)
- *“Feeling close to other people”*: the Mill O’Mains/Fintry/Whitfield, Menzieshill/Charleston/Lochee/Beechwood and Stobswell/Hilltown/Fairmuir CRAs (66%, 65% and 66% respectively)

Variances: Stobswell

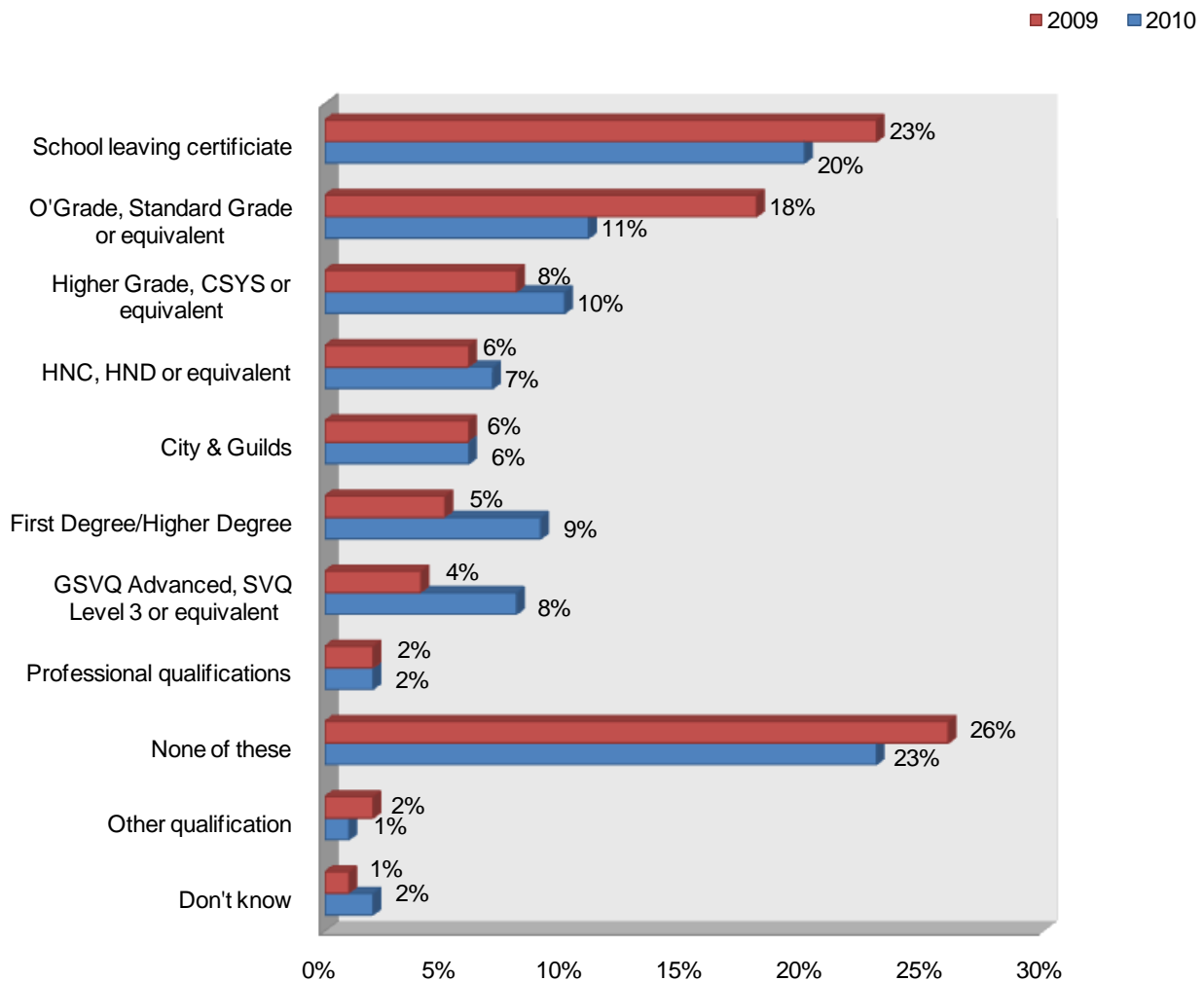
Respondents in the Stobswell area were less likely to state that they had:

- *“Been dealing with problems well”* (61% compared to 68% on average)
- *“Feeling relaxed”* (57% compared to 64%)
- *“Feeling useful”* (64% compared to 71%)
- *“Feeling close to other people”* (54% compared to 73%)

5.0 EDUCATION

“Please could you tell me which is your highest qualification?”

Figure 28: Highest Qualification



Base: All Respondents

From Figure 28 it can be seen that respondents most commonly stated that their highest qualification was a 'school leaving certificate' (20%).

Thereafter, the highest qualifications most commonly noted by respondents were:

- 'O'Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent' (11%)
- Higher Grade, CSYS or equivalent (10%)

- First Degree/Higher Degree (9%)
- GSVQ Advanced, SVQ Level 3 or equivalent (8%)

Variances Through Time

Between 2009 and 2010, there was an increasing likelihood of respondents in the non CRA area stating that their highest qualification was at 'Higher Grade/CSYS, A-Level, Advanced Senior Certificate or equivalent' (rising from 8% to 12%) but a decline in the extent to which such respondents noted their highest qualification as being at 'O'Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent' (falling from 17% to 12%). During the same time, there was a decrease in the extent to which non CRA respondents stated that their highest qualification was 'none' of those listed (falling from 30% to 17%).

Between 2009 and 2010, there was a decrease in the extent to which respondents in the CRA area noted their highest qualification as being:

- A school leaving certificate (falling from 23% to 15%)
- A GSVQ advanced, SVQ Level 3 or equivalent (falling from 15% to 10%)

During the same time, there was an increase in the extent to which non CRA respondents stated that 'none' of the qualifications listed were their highest (rising from 22% to 34%).

Variances: CRA v Non CRA

Respondents in the non CRA area were more likely to possess as their highest qualification:

- A school leaving certificate (24% compared to 15% for CRA respondents)
- Higher Grade/CSYS, A-Level, Advanced Senior Certificate or equivalent (12% compared to 5%)

It should also be noted that CRA respondents were more likely to possess 'none' of the qualifications listed (34% compared to 17% for non CRA respondents).

Variances: Within CRAs

Respondents in the following CRAs were most likely to possess the highest qualification noted:

- School Leaving Certificate: Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (27% and 29% respectively)
- O'Grades, Standard Grades, GCSE, CSE, Senior Certificate or equivalent: Mill O'Mains/Fintry/Whitfield, Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas (18%, 15% and 22% respectively)
- City & Guilds: Ardler/St Marys/Kirkton (17%)

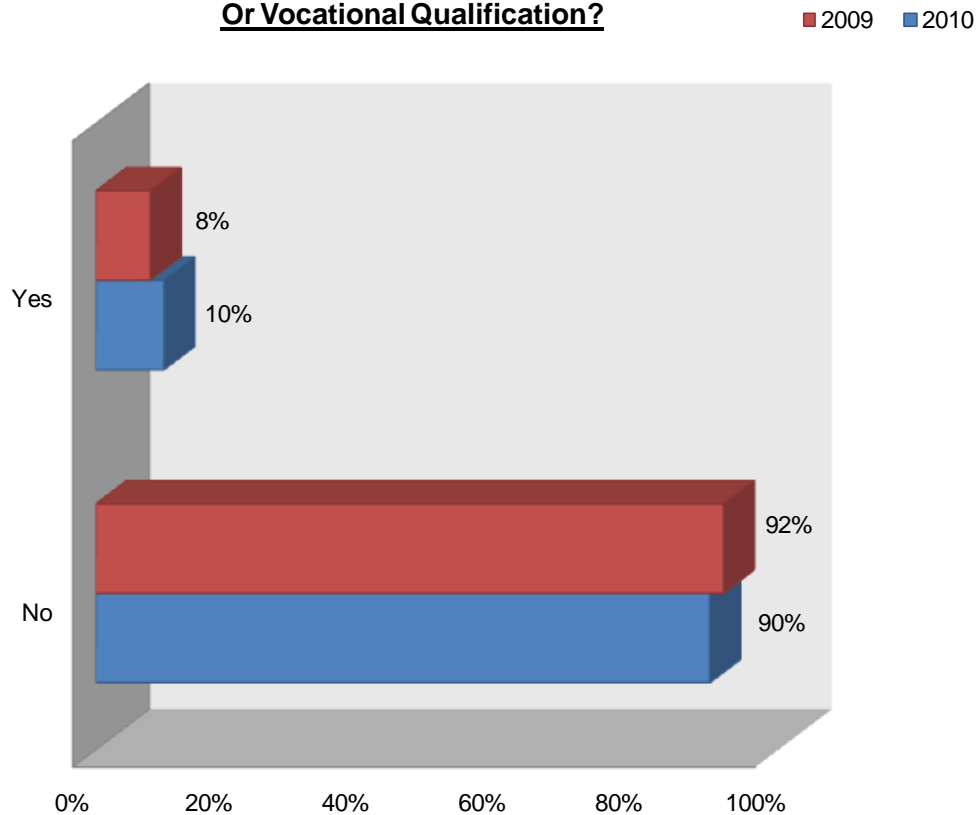
In addition, respondents in the Menzieshill/Charleston/Lochee/Beechwood and Stobswell/Hilltown/Fairmuir CRAs were most likely to state that they had none of the qualifications listed (38% and 31%).

Variances: Stobswell

Respondents in the Stobswell area were more likely to state that they had none of the qualifications listed (28% compared to 23% on average).

“Are you currently undertaking any course that will lead to an academic or vocational qualification?”

Figure 29: Undertaking Course Leading To Academic Or Vocational Qualification?



Base: All Respondents

Figure 29 indicates that 1 in 10 respondents (10%) stated that they were undertaking a course that will lead to an academic or vocational qualification.

Variances Through Time

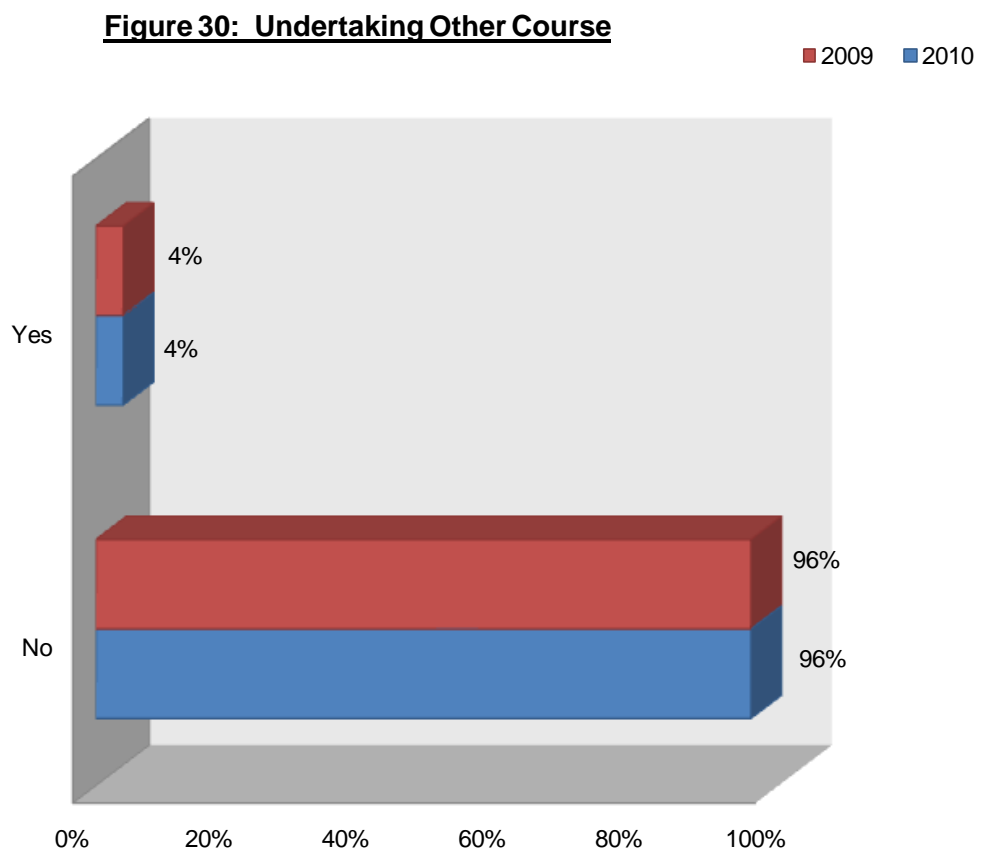
Between 2009 and 2010, there was a decrease in the extent to which respondents in the CRA area were undertaking a course that would lead to an academic or vocational qualification (falling from 10% to 5%).

Variances By Area

Respondents most likely to be undertaking a course that will lead to an academic or vocational qualification were in the following areas:

- Respondents in the non CRA area (13%)
- The Stobswell/Hilltown/Fairmuir CRA (16%)
- Stobswell (15%)

“In the last year, have you undertaken any other courses which don’t receive a formal qualification, although you may receive a certificate at the end? This may include, for example, recruitment or numeracy, literacy or IT skills.”



Base: All Respondents

Figure 30 also indicates that relatively few respondents (only 4%) stated that they were undertaking ‘other courses which did not result in the receipt of a formal qualification, but which may result in the receipt of a certificate of some kind’.

Variances Through Time

Between 2009 and 2010, there was decrease in the extent to which respondents in the CRA area stated that they were undertaking 'other courses' (falling from 9% to 4%).

Variances By Area

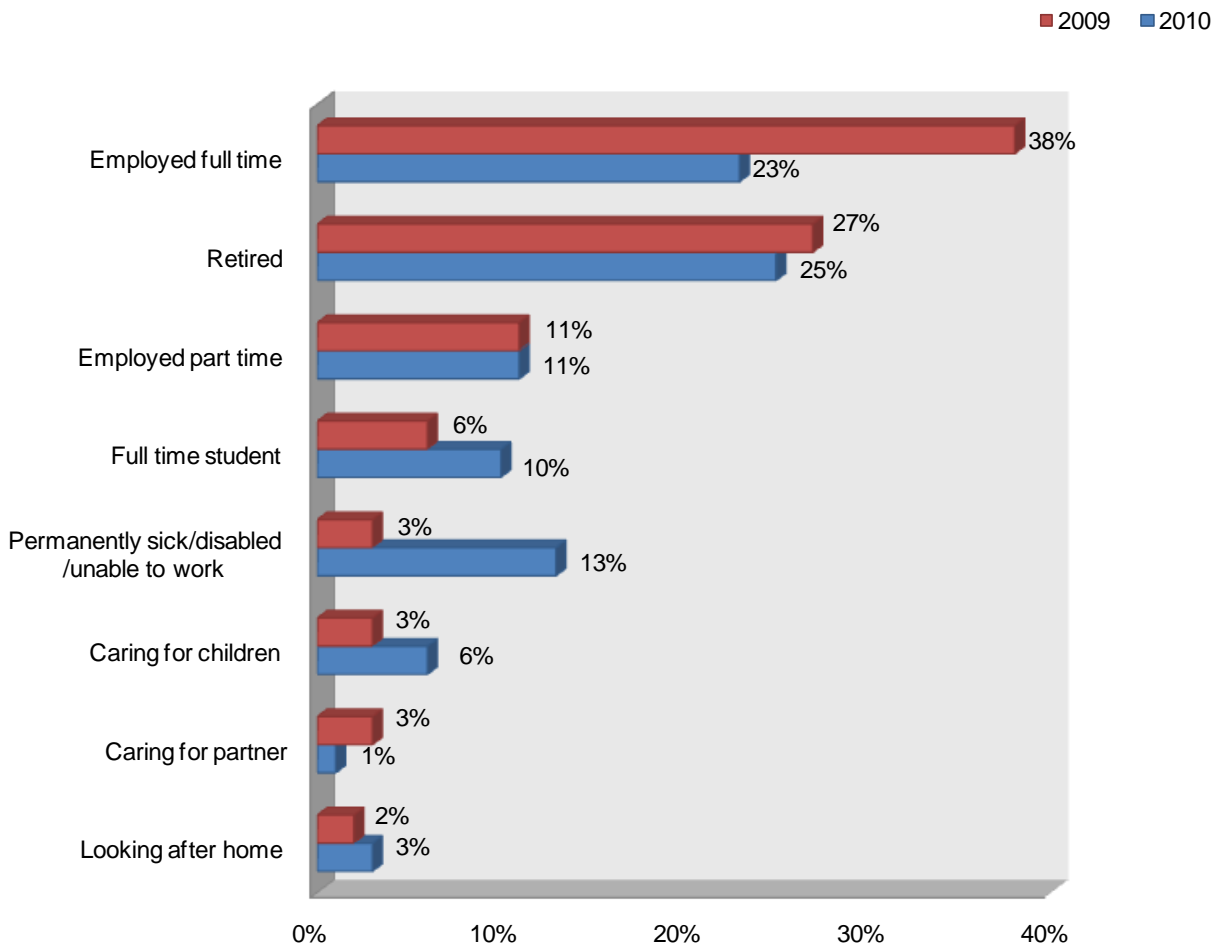
Respondents most likely to be undertaking 'other courses' were in the following areas:

- The Stobswell/Hilltown/Fairmuir and Mill O'Mains/Fintry/Whitfield CRAs (both 18%)
- Stobswell (17%)

6.0 EMPLOYMENT

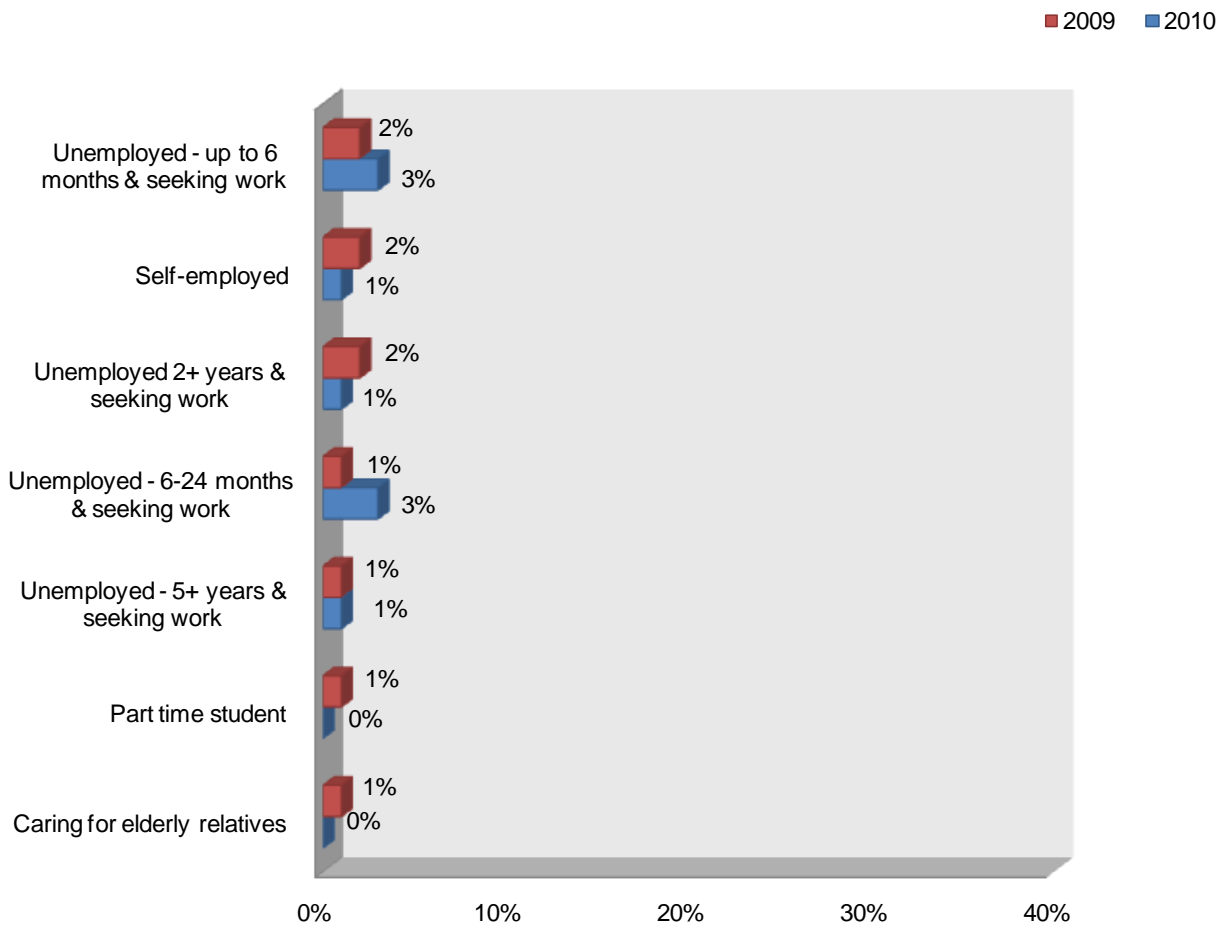
“Please could you tell me which of the phrases on this card best describes your working status?”

Figure 31: Working Status - Respondent



Base: All Respondents

Figure 32: Working Status - Respondent (cont'd)



Base: All Respondents

Figures 31 and 32 provide a profile of the working status of those who were interviewed and indicates that:

- 35% were in employment (principally full time employment – 23%)
- 25% were retired
- 8% were unemployed (all of whom who were unemployed but seeking work)
- 10% were students

Variances Through Time

Between 2009 and 2010, there was a decline in the proportion of non CRA respondents who were employed (falling from 52% to 37%), and an increase in the percentage of those in this area who were:

- Not employed and not seeking work (rising from 3% to 7%)
- Permanently sick or disabled (rising from 2% to 13%)

Between 2009 and 2010, there was a decline in the proportion of respondents in the CRA area who were employed (falling from 38% to 31%).

Variances: CRA v Non CRA

Non CRA respondents were more likely to be in employment (37% compared to 31% for CRA respondents).

Variances: Within CRAs

Only two notable variances emerged within CRAs, namely:

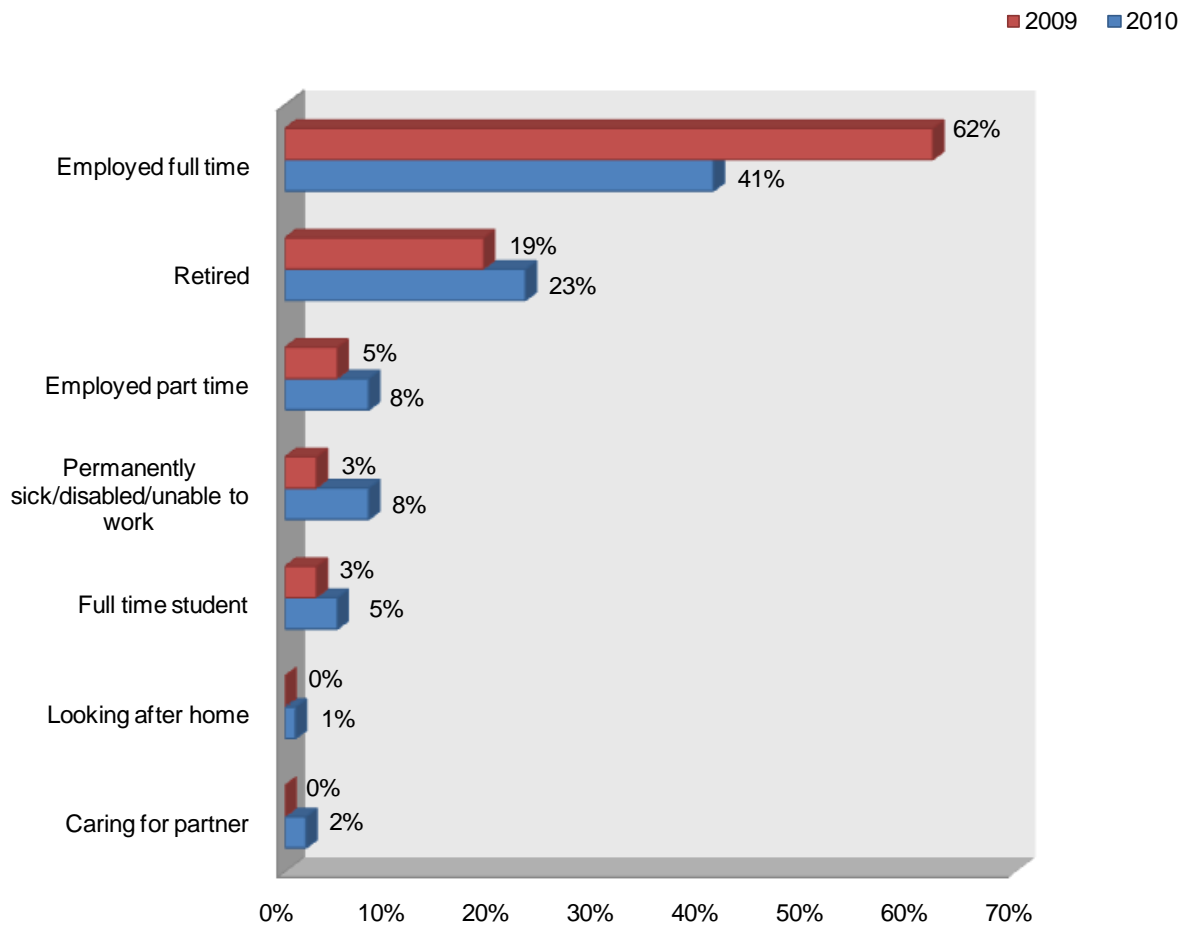
- Respondents in the Ardler/St Marys/Kirkton CRA were most likely to be in employment (45%)
- Respondents in the Mill O'Mains/Fintry/Whitfield CRA were most likely to be a 'carer' (15%)

Within Stobswell

Respondents in Stobswell were less likely to be retired (18% compared to 25% on average).

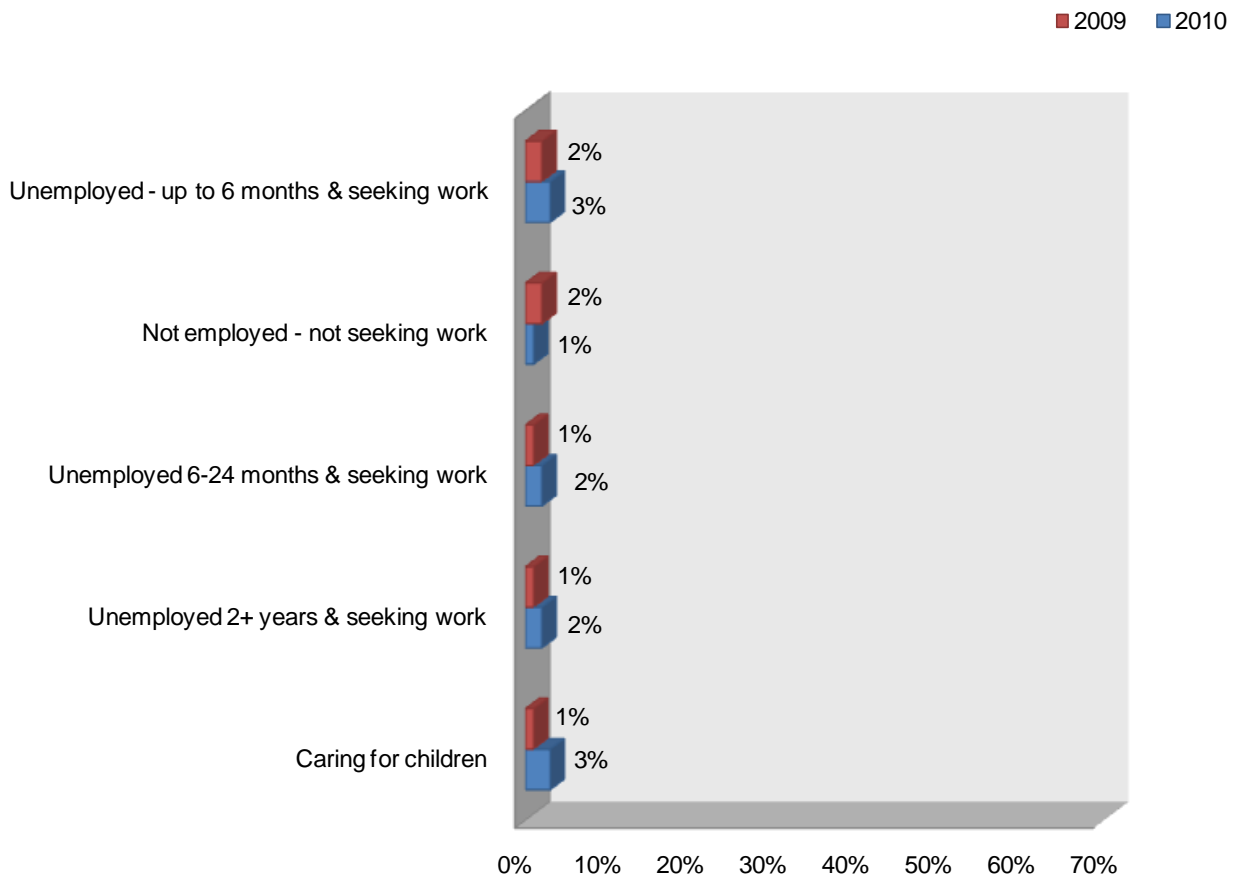
“Please would you tell me which of the phrases on this card best described the working status of the head of your household?”

Figure 33: Working Status - Head of Household



Base: All Respondents

Figure 34: Working Status - Head of Household (cont'd)

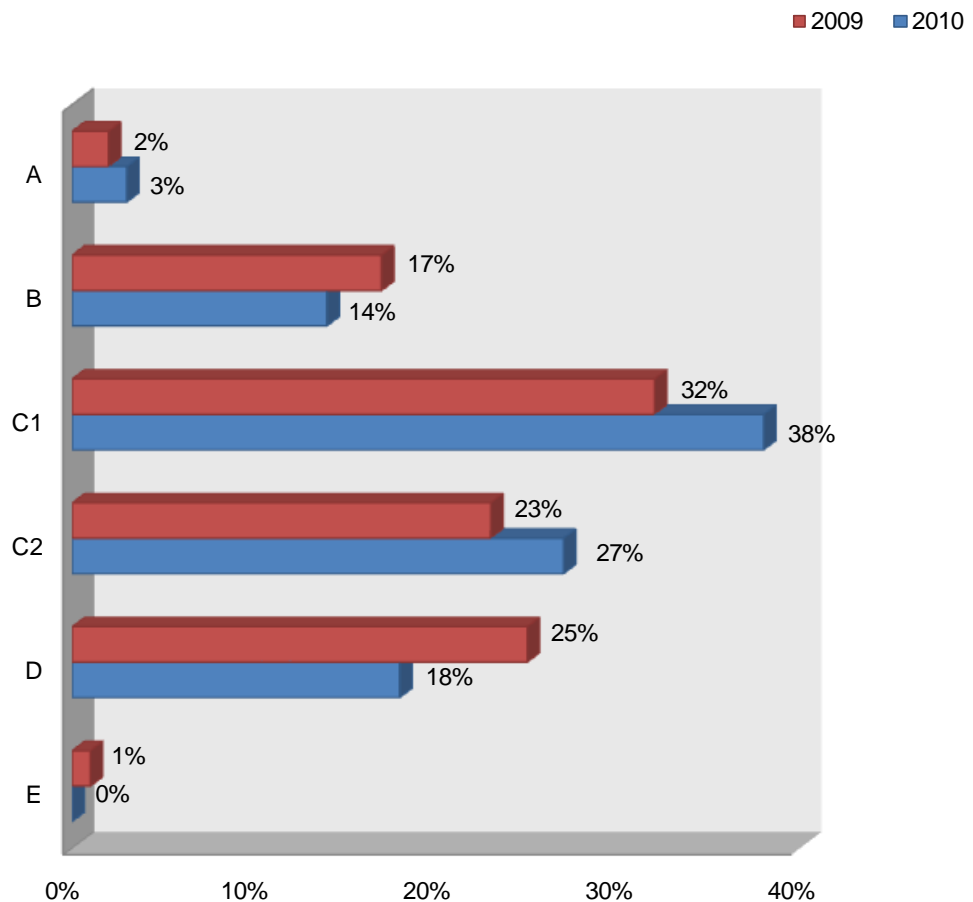


Base: All Respondents

Figures 33 and 34 provide a profile of the working status of the head of the household within which the respondent lived (if the respondent was not the head of that household), and indicates that:

- 49% were in employment (overwhelmingly full time employment – 41%)
- 8% were unemployed (including 1% who were unemployed and not seeking work)
- 23% were retired
- 5% were students

Figure 35: Social Classification Grouping of Respondent



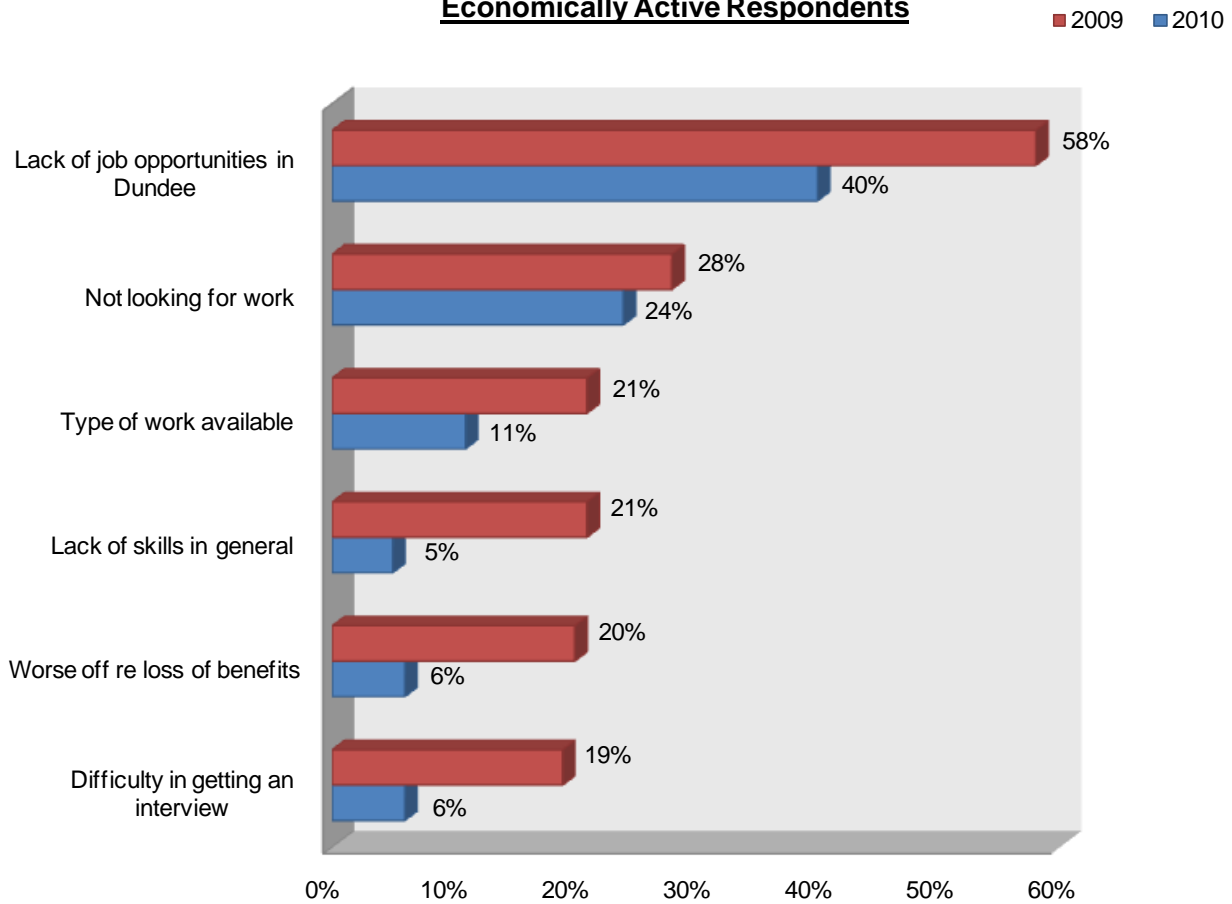
Base: Economically Active Respondents

Figure 35 indicates that the largest single proportion of economically active respondents (38%) were in the C1 social classification grouping.

Figure 35 also indicates that, overall, half of those interviewed (55%) were in the ABC1 social classification grouping. It should be noted no economically active respondents were in social classification grouping E. This was due to the fact that the classification of those who were unemployed but seeking work was based on their last occupation.

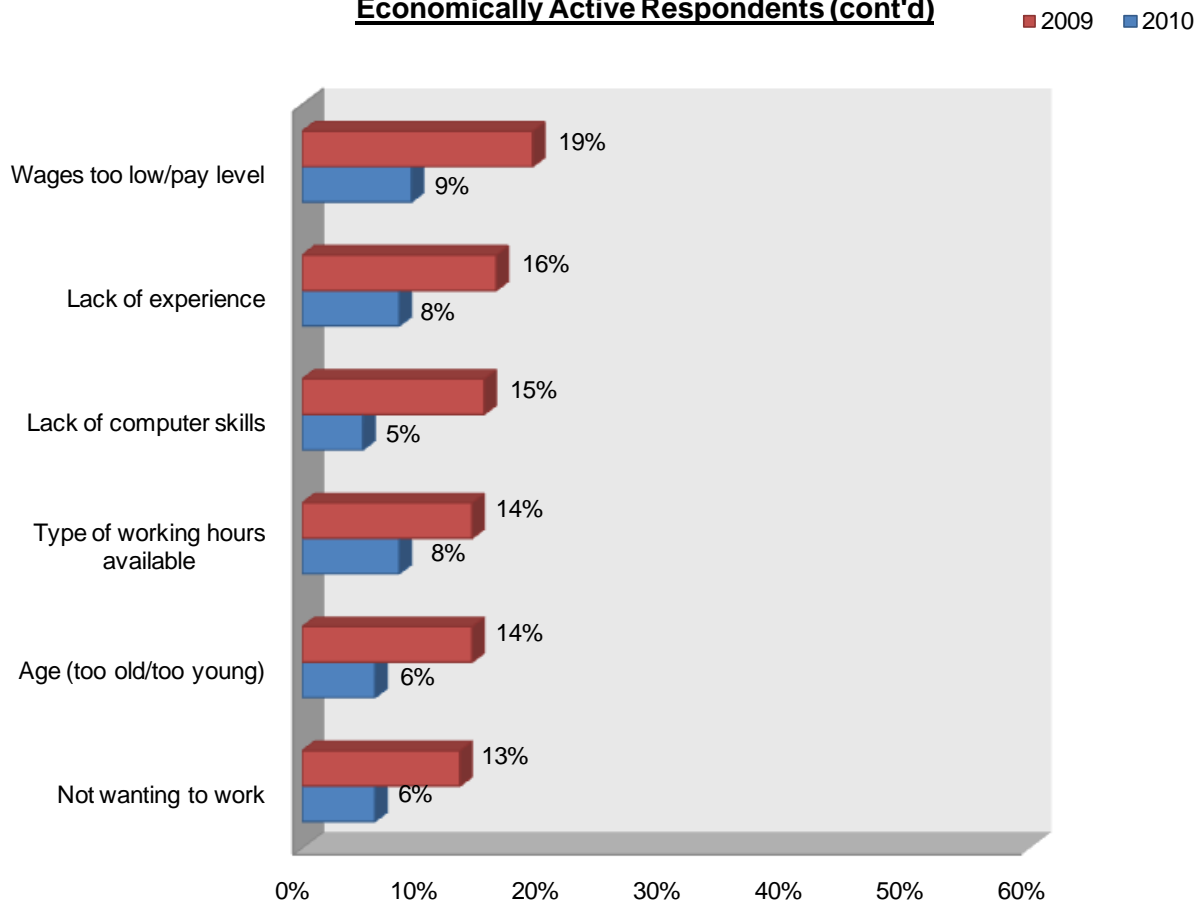
“What do you consider are the main barriers to finding a job in Dundee?”

**Figure 36: Barriers To Finding A Job In Dundee -
Economically Active Respondents**



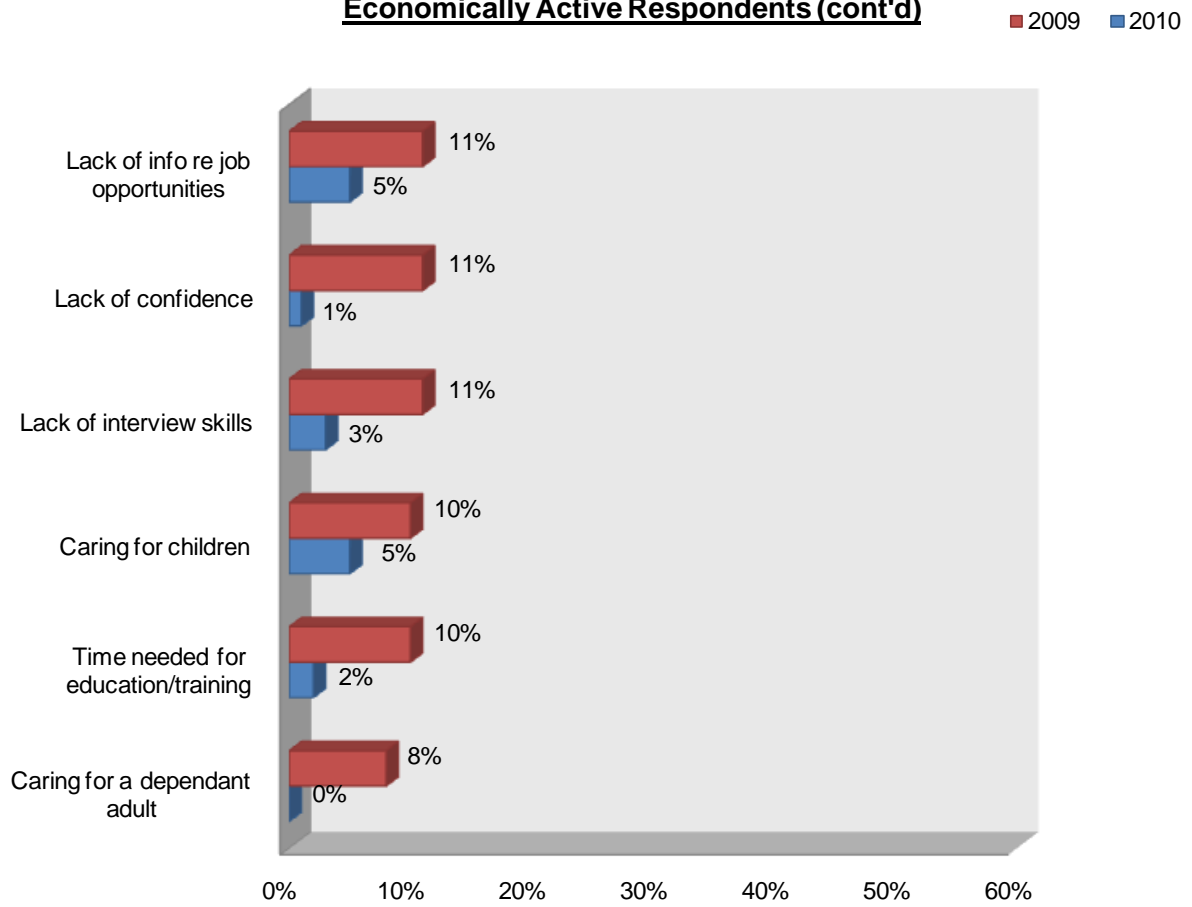
Base: All Economically Active Respondents

**Figure 37: Barriers To Finding A Job In Dundee -
Economically Active Respondents (cont'd)**



Base: All Economically Active Respondents

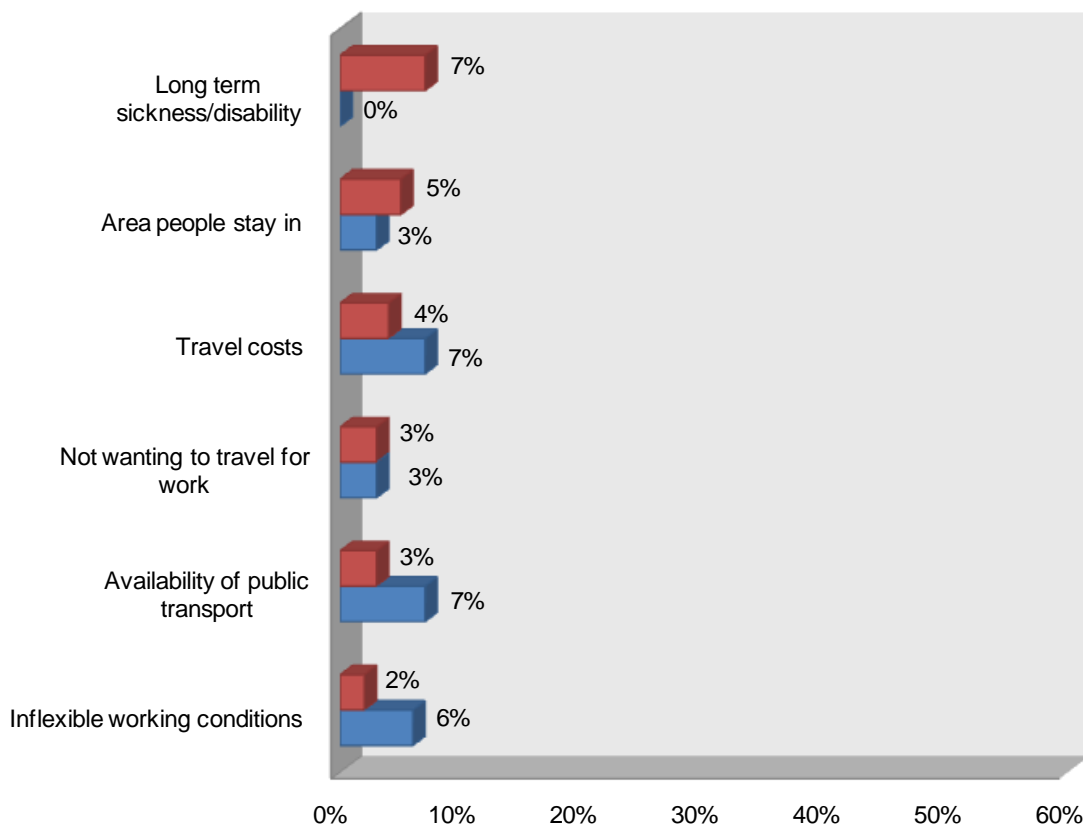
**Figure 38: Barriers To Finding A Job In Dundee -
Economically Active Respondents (cont'd)**



Base: All Economically Active Respondents

**Figure 39: Barriers To Finding A Job In Dundee -
Economically Active Respondents (cont'd)**

■ 2009 ■ 2010



Base: All Economically Active Respondents

From Figures 36 to 39 it can be seen that – amongst economically active respondents – there was a belief that the principal barrier to finding a job in Dundee was ‘lack of job opportunities in Dundee’ (40%).

However, a wide range of other barriers were also identified by a core of respondents here, including:

- People not looking for work (24%)
- The type of work available (11%)
- Wages being too low/pay levels (9%)
- Lack of experience (8%)
- Type of working hours available (8%)

Variances Through Time

Between 2009 and 2010, there was a decline in the extent to which respondents in the non CRA area cited a range of 'barriers' including:

- Lack of skills in general (falling from 22% to 6%)
- Lack of job opportunities in Dundee (falling from 58% to 37%)
- Difficulty in getting an interview (falling from 17% to 7%)
- Time needed for education or training (falling from 10% to 2%)

During the same time, however, there was a slight increase in the extent to which respondents in the non CRA area cited:

- Travel costs (rising from 3% to 9%)
- Availability of public transport (rising from 3% to 9%)

Between 2009 and 2010, there was a decline in the extent to which respondents in the CRA area cited a number of 'barriers', including:

- Lack of skills in general (falling from 31% to 5%)
- Type of work available (falling from 25% to 10%)
- Wages too low/pay level (falling from 18% to 4%)
- Difficulty in getting an interview (falling from 17% to 4%)
- People being worse off due to loss of benefits (falling from 14% to 3%)
- Lack of computer skills (falling from 16% to 2%)
- Lack of interview skills (falling from 13% to 2%)

Variances: CRA v Non CRA

Non CRA respondents were more likely to cite:

- Lack of computer skills (7% compared to 2% for CRA respondents)
- Travel costs (9% compared to 3%)

- Availability of public transport (9% compared to 4%)
- Wages too low/pay level (11% compared to 4%)
- Age (8% compared to 3%)
- People being worse off after loss of benefits (8% compared to 3%)
- Inflexible working conditions (8% compared to 1%)

In contrast, CRA respondents were more likely to cite 'lack of job opportunities in Dundee' (45% compared to 37% for non CRA respondents).

Variances: Within CRAs

The following barriers were noted most commonly in the areas indicated:

- Lack of skills in general: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (19% and 22% respectively)
- Lack of computer skills: Stobswell/Hilltown/Fairmuir (22%)
- Lack of information about job opportunities: Stobswell/Hilltown/Fairmuir (30%)
- Time needed for education or training: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (10% and 17% respectively)
- Caring for children: Mill O'Mains/Fintry/Whitfield (31%)
- Travel costs: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (22% and 27% respectively)
- Availability of public transport: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (14% and 25% respectively)
- Wages too low/pay level: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (21% and 33% respectively)
- Lack of job opportunities in Dundee: Mid Craigie/Linlathen/Douglas (69%)
- Lack of experience: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (23% and 29% respectively)
- Age: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (14% and 30% respectively)
- Not wanting to travel far for a job: Stobswell/Hilltown/Fairmuir (14%)
- Not wanting to work: Mill O'Mains/Fintry/Whitfield (23%)

- Lack of confidence: Mill O'Mains/Fintry/Whitfield (17%)
- After loss of benefits, people would be worse off: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (16% and 24% respectively)
- The area that people stay in: Stobswell/Hilltown/Fairmuir (11%)
- Difficulty in getting an interview: Stobswell/Hilltown/Fairmuir (37%)
- Lack of interview skills: Stobswell/Hilltown/Fairmuir (24%)
- Type of work available: Stobswell/Hilltown/Fairmuir (45%)
- Type of working hours available: Stobswell/Hilltown/Fairmuir (29%)
- Inflexible working conditions: Stobswell/Hilltown/Fairmuir (23%)
- People not looking for work: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (29% and 22% respectively)

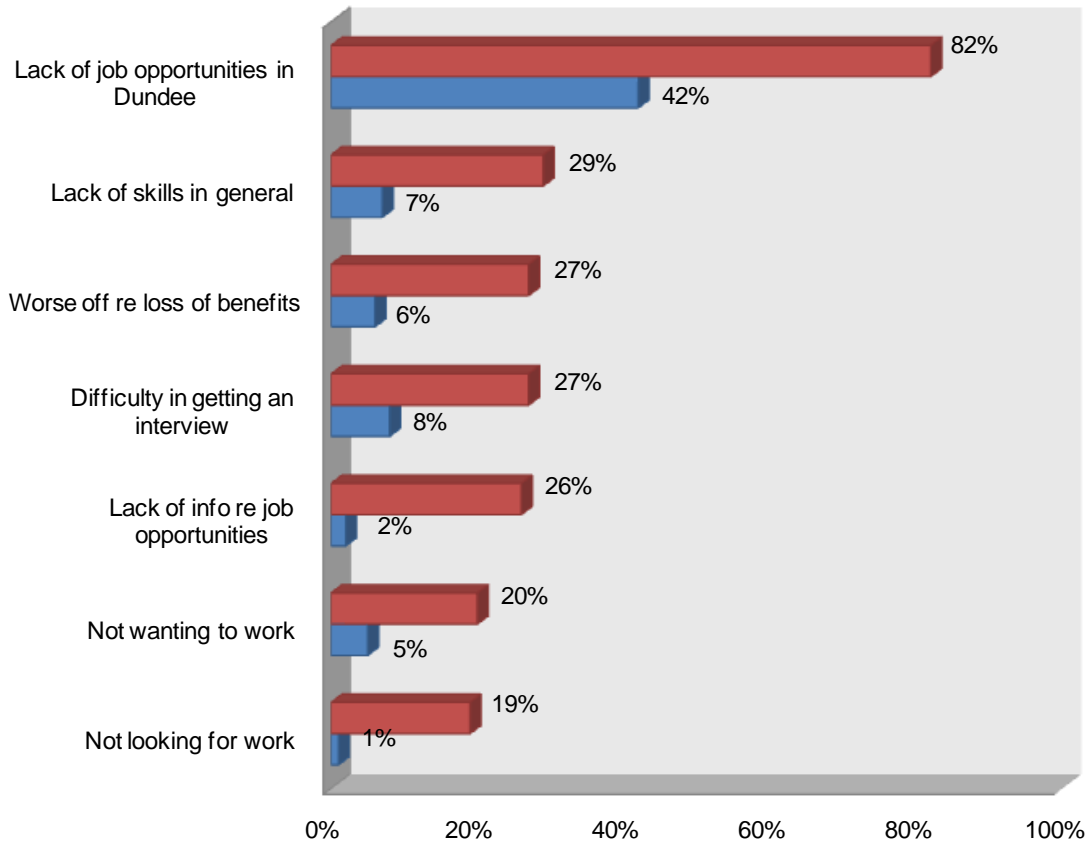
Variances: Stobswell

Respondents in the Stobswell area were more likely to cite all of the barriers under consideration, with the exception of 'not looking for work' (13% compared to 24% on average).

“What do you consider are the main barriers to finding a job in Dundee?”

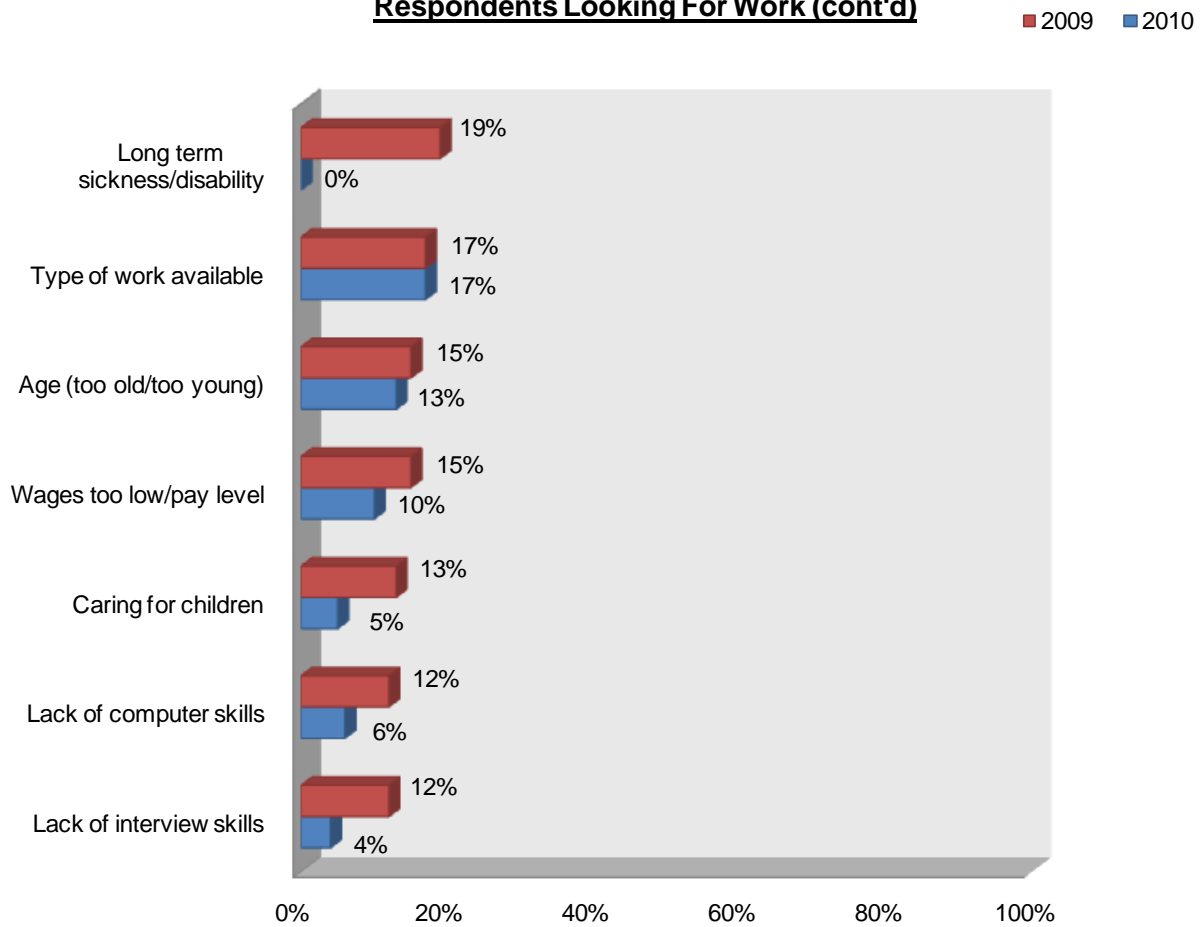
**Figure 40: Barriers To Finding A Job In Dundee -
Respondents Looking For Work**

■ 2009 ■ 2010



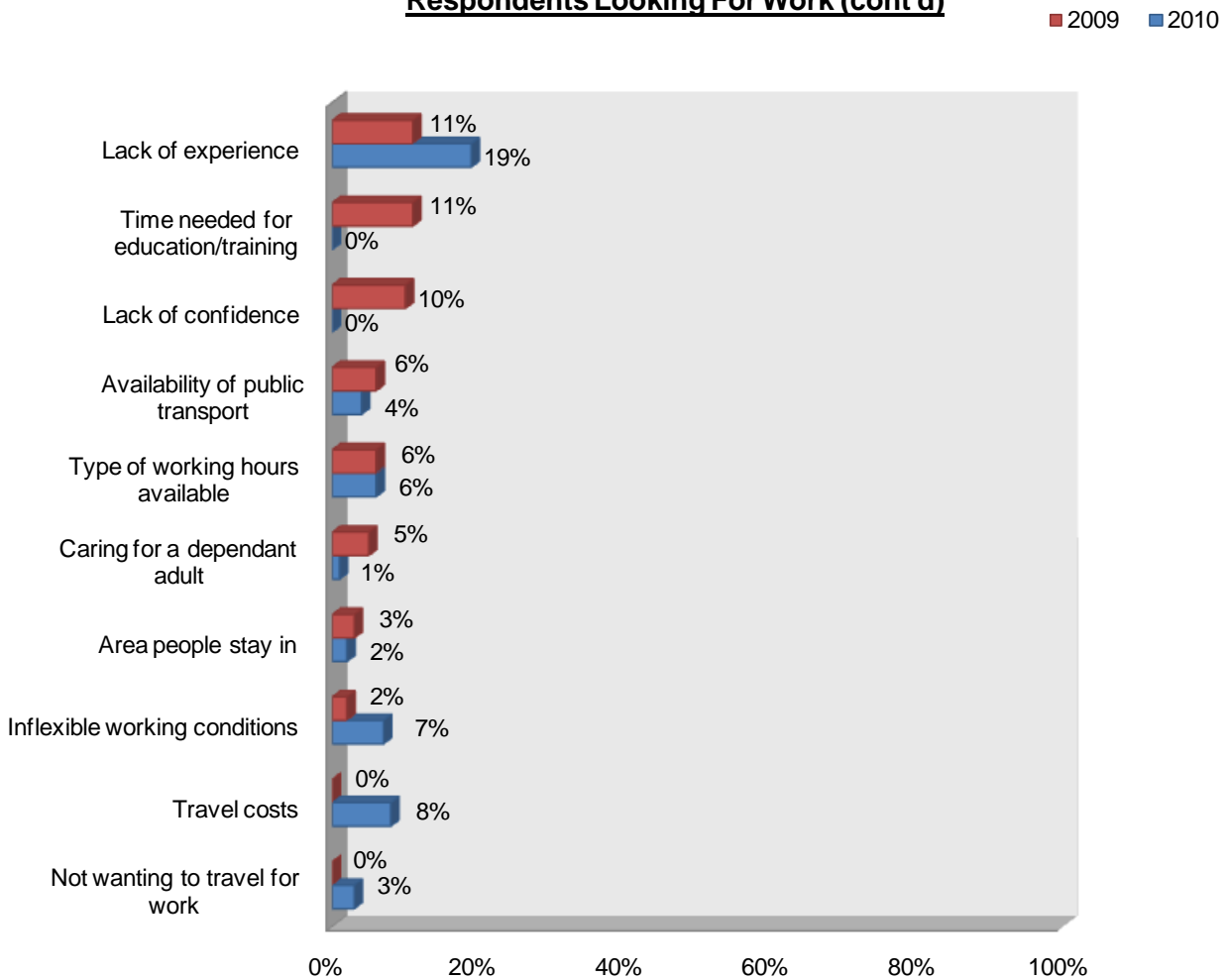
Base: All Respondents Looking For Work

**Figure 41: Barriers To Finding A Job In Dundee -
Respondents Looking For Work (cont'd)**



Base: All Respondents Looking For Work

Figure 42: Barriers To Finding A Job In Dundee - Respondents Looking For Work (cont'd)



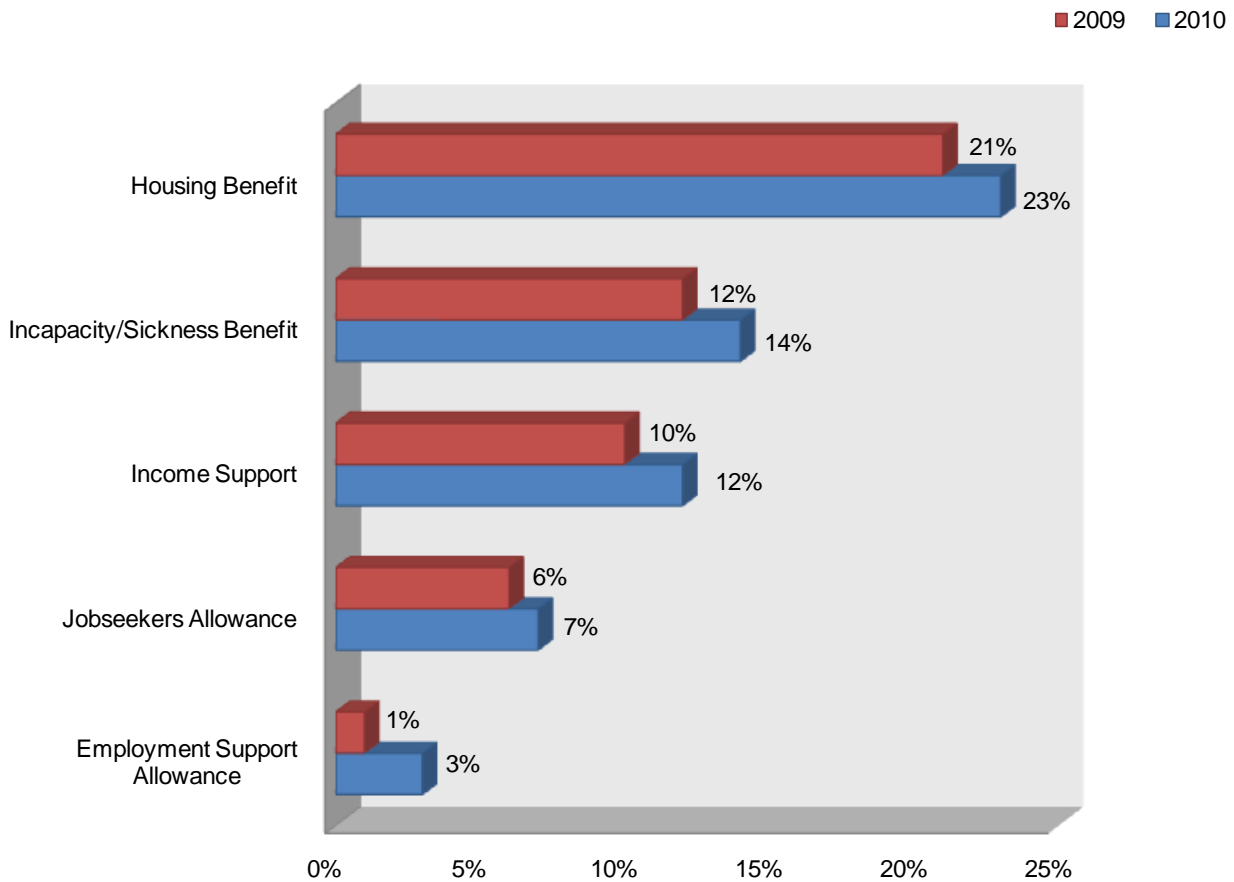
Base: All Respondents Looking For Work

From Figures 40 to 42 it can be seen that – amongst those seeking work – the principal barrier to finding a job in Dundee was seen as being ‘lack of job opportunities in Dundee’ (42%). Again, however, a range of other barriers were also cited here, with these most notably relating to:

- People not looking for work (24%)
- Lack of experience (19%)

“Does anyone in the household receive any of the following benefits?”

Figure 43: Receipt of Benefit



Base: All Respondents

From Figure 43 it can be seen that approaching a quarter of respondents (23%) stated that someone in their household received housing benefit. Thereafter, a notable core of respondents noted receipt of three further benefits by a member of their household i.e.:

- Incapacity/sickness benefit (14%)
- Income support (12%)
- Jobseekers allowance (7%)

Variations Through Time

Between 2009 and 2010, there was an increasing extent to which respondents in the CRA area noted receipt of ‘income support’ (rising from 12% to 17%), but a fall

in the extent to which such respondents noted receipt of 'housing benefit' (falling from 34% to 29%).

Variances: CRA v Non CRA

Respondents in the CRA area were more likely to be in receipt of:

- Income support (17% compared to 9% for those in the non CRA area)
- Housing benefit (29% compared to 19%)

Variances: Within CRAs

Respondents in the following areas were most likely to be in receipt of the benefits indicated:

- Income Support: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (20% and 19% respectively)
- Housing Benefit: Menzieshill/Charleston/Lochee/Beechwood, Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (32%, 34% and 35% respectively)
- Incapacity/Sickness Benefit: Stobswell/Hilltown/Fairmuir (23%)

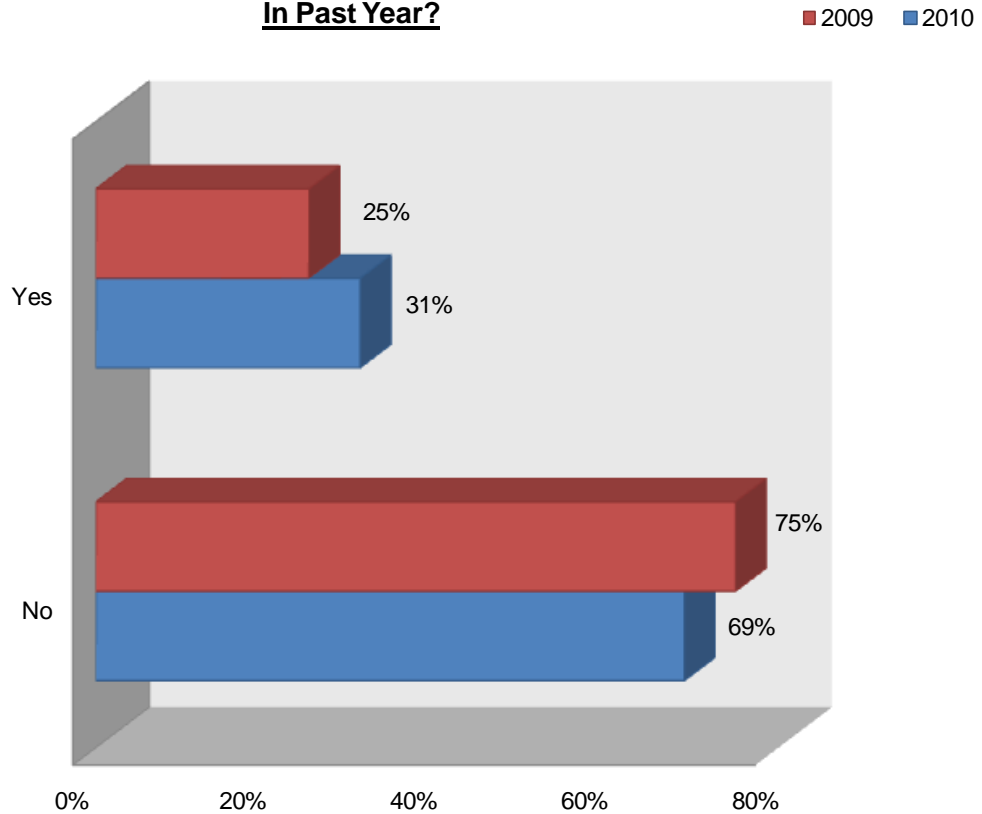
Variances: Stobswell

Respondents in Stobswell were more likely to be in receipt of 'incapacity/sickness benefit' (20% compared to 14% on average).

7.0 COMMUNITY SAFETY

“In the past year, have you ever felt fearful about becoming a victim of crime?”

**Figure 44: Fearful About Becoming A Victim Of Crime
In Past Year?**



Base: All Respondents

Figure 44 indicates that approaching a third of those interviewed (31%) stated that in the past year, they had felt fearful about becoming a victim of crime.

Variances Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents in the CRA area stated that they had been fearful about becoming a victim of crime (rising from 32% to 40%).

Variances: CRA v Non CRA

CRA respondents were more likely to have felt fearful about becoming a victim of crime (40% compared to 26% for non CRA respondents).

Variances: Within CRAs

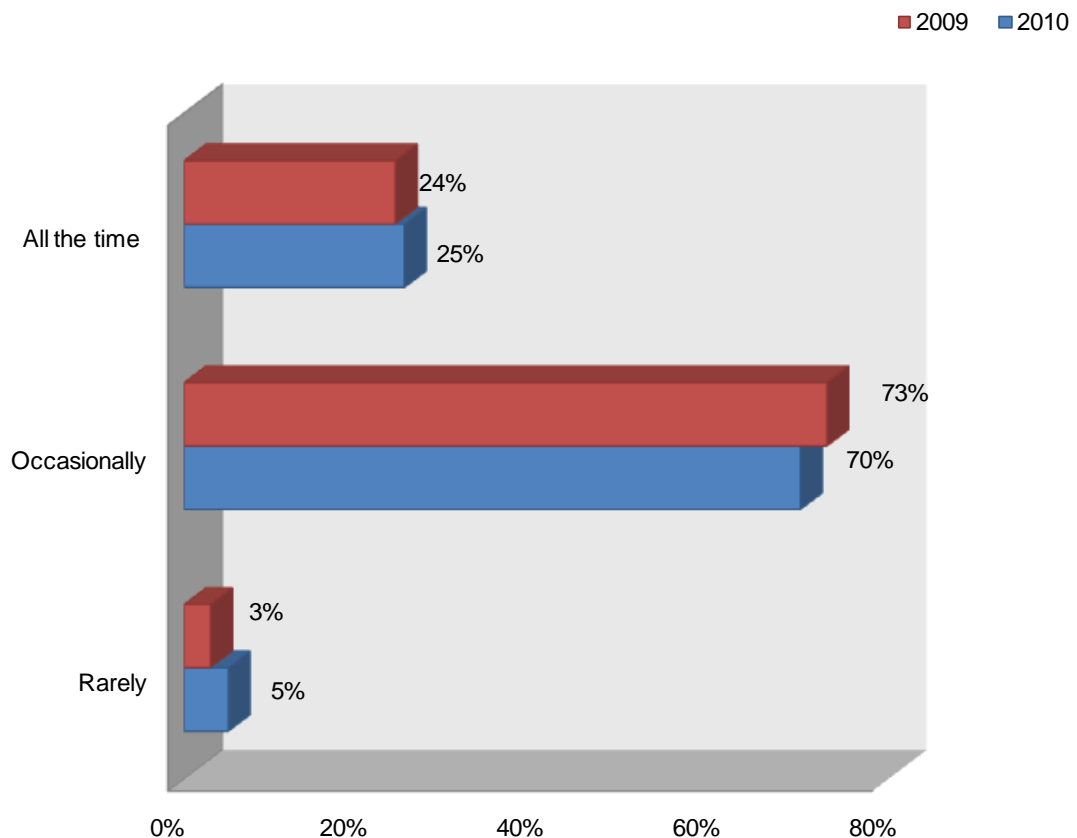
Respondents in the Stobswell/Hilltown/Fairmuir CRA were least likely to state that they had felt fearful about becoming a victim of crime in the past year (15%).

Variances: Stobswell

Respondents in Stobswell were less likely to have felt fearful about becoming a victim of crime (18% compared to 31% on average).

“How frequently have you felt fearful?”

Figure 45: Number of Times Fearful Of Crime



Base: 'Yes' in Figure 44

Figure 45 indicates that – amongst those stating that they had felt fearful about becoming a victim of crime in the past year – three quarters (75%) stated that this had been ‘occasionally or rarely’ and, indeed, almost all of these respondents (70%) specifically stated that this had been occasionally.

It should be stressed, however, that a quarter of respondents here (25%) stated that they had felt fearful all of the time.

Variances Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents here in the non CRA area stated that they had 'rarely' been fearful about being a victim of crime (rising from 3% to 9%). However, during that time, there was an increase in the extent to which respondents in the CRA area stated that they had been fearful about being a victim of crime 'all of the time' (rising from 25% to 31%).

Variances: CRA v Non CRA

CRA respondents who had felt fearful about becoming a victim of crime were more likely to state that this had been 'all of the time' (31% compared to 19% for non CRA respondents).

Variances: Within CRAs

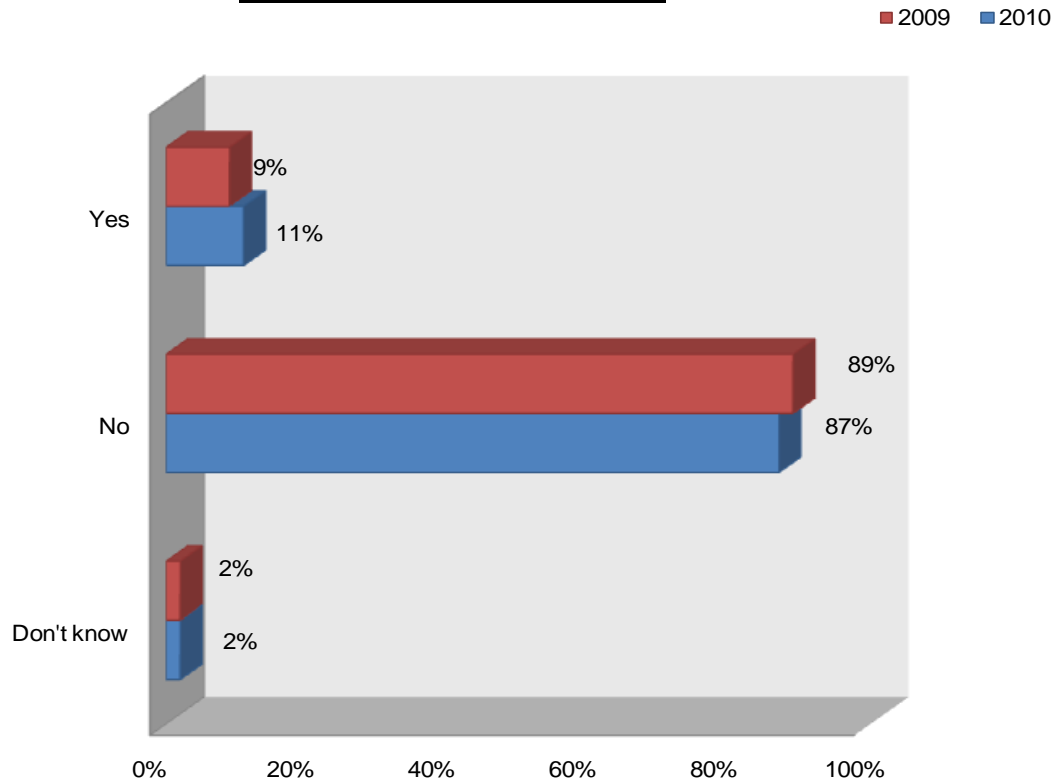
Respondents in the Menzieshill/Charleston/Lochee/Beechwood CRA who had felt fearful about becoming a victim of crime were slightly more likely to state that this had been 'all of the time' (22%).

Variances: Stobswell

None

“Have you or a member of your household been a victim of crime in the last year?”

Figure 46: Experience of Crime



Base: All Respondents

Figure 46 indicates that around 1 in 10 respondents (11%) stated that either themselves or a member of their household had been a victim of crime in the last year.

Variations Through Time

Between 2009 and 2010, there was an increasing extent to which respondents in the CRA area stated that either themselves or a member of their household had been a victim of crime in the last year (rising from 13% to 18%).

Variations: CRA v Non CRA

CRA respondents were more likely to state that either themselves or a member of their household had been a victim of crime in the last year (18% compared to 7% for non CRA respondents).

Variations: Within CRAs

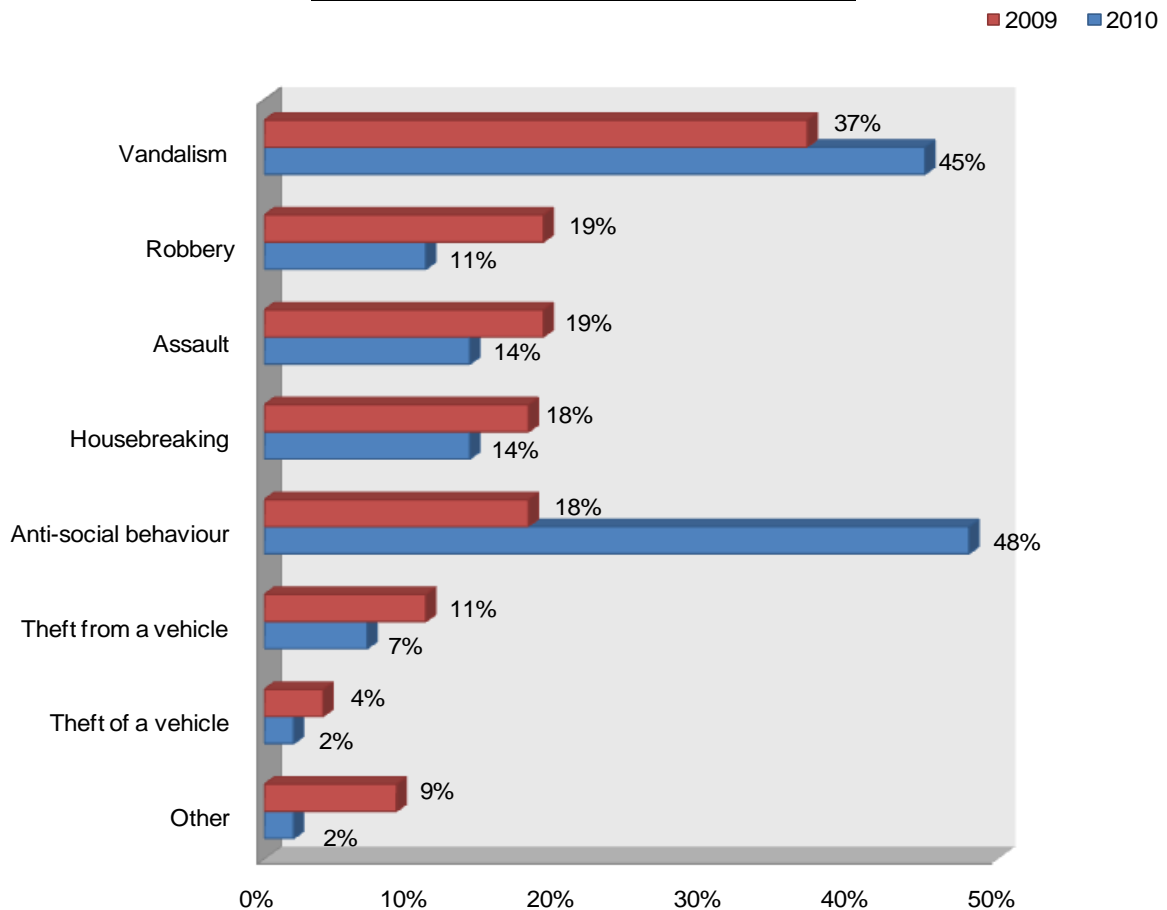
Respondents in the Menzieshill/Charleston/Lochee/Beechwood CRA were slightly more likely to have been a victim of crime (16%).

Variations: Stobswell

None

“What type of crime have you or a member of your household been a victim of in the last year?”

Figure 47: Nature of Crime Experienced



Base: 'Yes' in Figure 46

From Figure 47 it can be seen that – amongst those who themselves or a member of their household had been a victim of crime in the last year – this had most commonly been in the form of:

- Anti-social behaviour (48%)
- Vandalism (45%)

Thereafter, a core of respondents also made reference here to:

- Assault (14%)
- Housebreaking (14%)
- Robbery (11%)
- Theft from a vehicle (7%)

Variances Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents here in the non CRA area made reference to 'vandalism' (rising from 33% to 45%) and 'anti-social behaviour' (rising from 26% to 44%), but a decrease in the extent to which such respondents made reference here to 'robbery' (falling from 20% to 10%) and 'housebreaking' (falling from 22% to 16%).

Between 2009 and 2010, there was an increasing extent to which respondents here in the CRA area made reference to:

- Anti-social behaviour (rising from 19% to 50%)
- Vandalism (rising from 33% to 44%)

However, during that time, there was a decreasing extent to which respondents here in the CRA area made reference to 'assault' (falling from 20% to 12%).

Variances: CRA v Non CRA

CRA respondents here were more likely to state that they had been a victim of 'theft from a vehicle' (10% compared to 2% for non CRA respondents), whilst non CRA respondents here were more likely to state that they had been a victim of 'assault' (17% compared to 12% for CRA respondents).

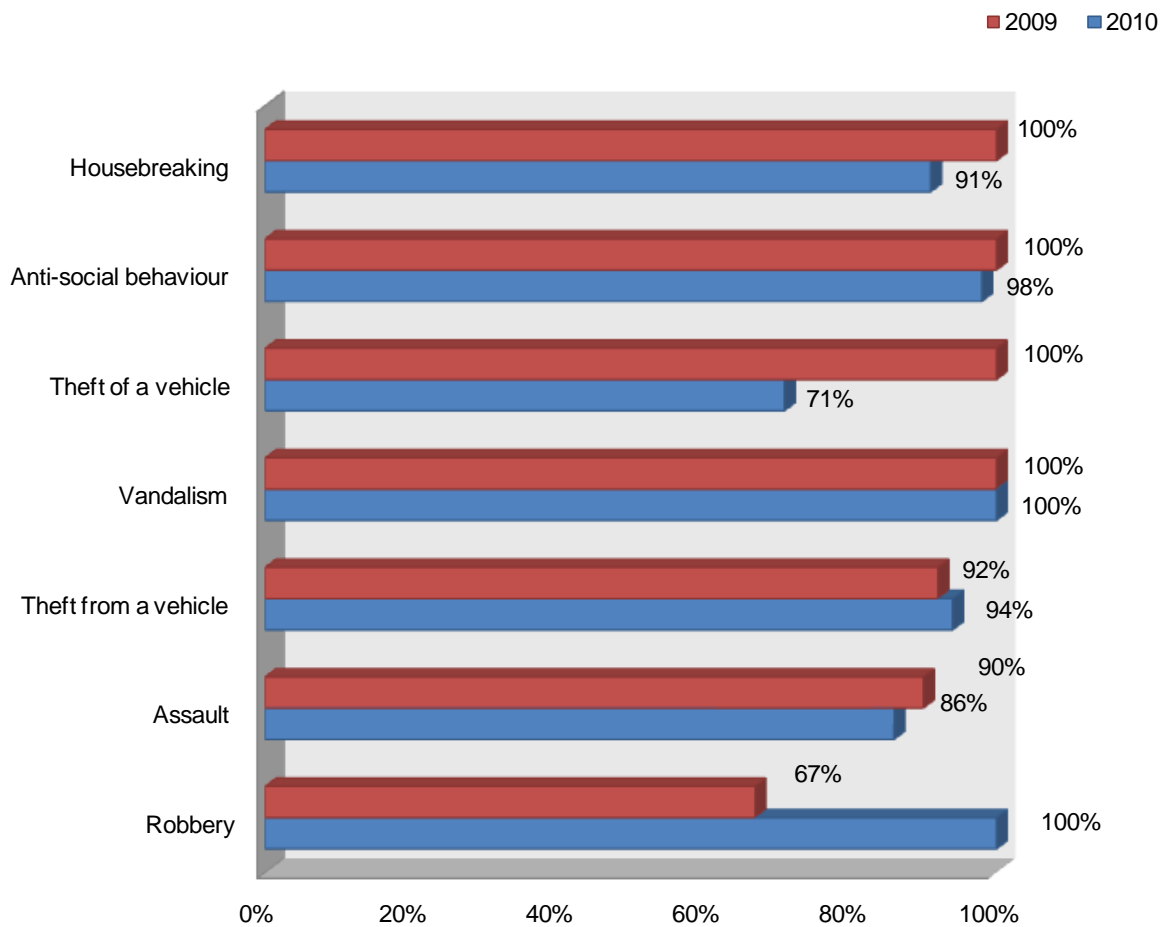
Variances: Within CRAs

Respondents in the following CRAs were more likely to state that they have been a victim of:

- Assault: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (21% and 24% respectively)
- Robbery: Mill O'Mains/Fintry/Whitfield (23%)
- House breaking: Ardler/St Marys/Kirkton (27%)
- Theft from a vehicle: Stobswell/Hilltown/Fairmuir (13%)
- Theft of a vehicle: Stobswell/Hilltown/Fairmuir (5%)
- Vandalism: Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (45% and 51% respectively)
- Anti-social behaviour: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (44% and 37% respectively)

“Where did it happen?”

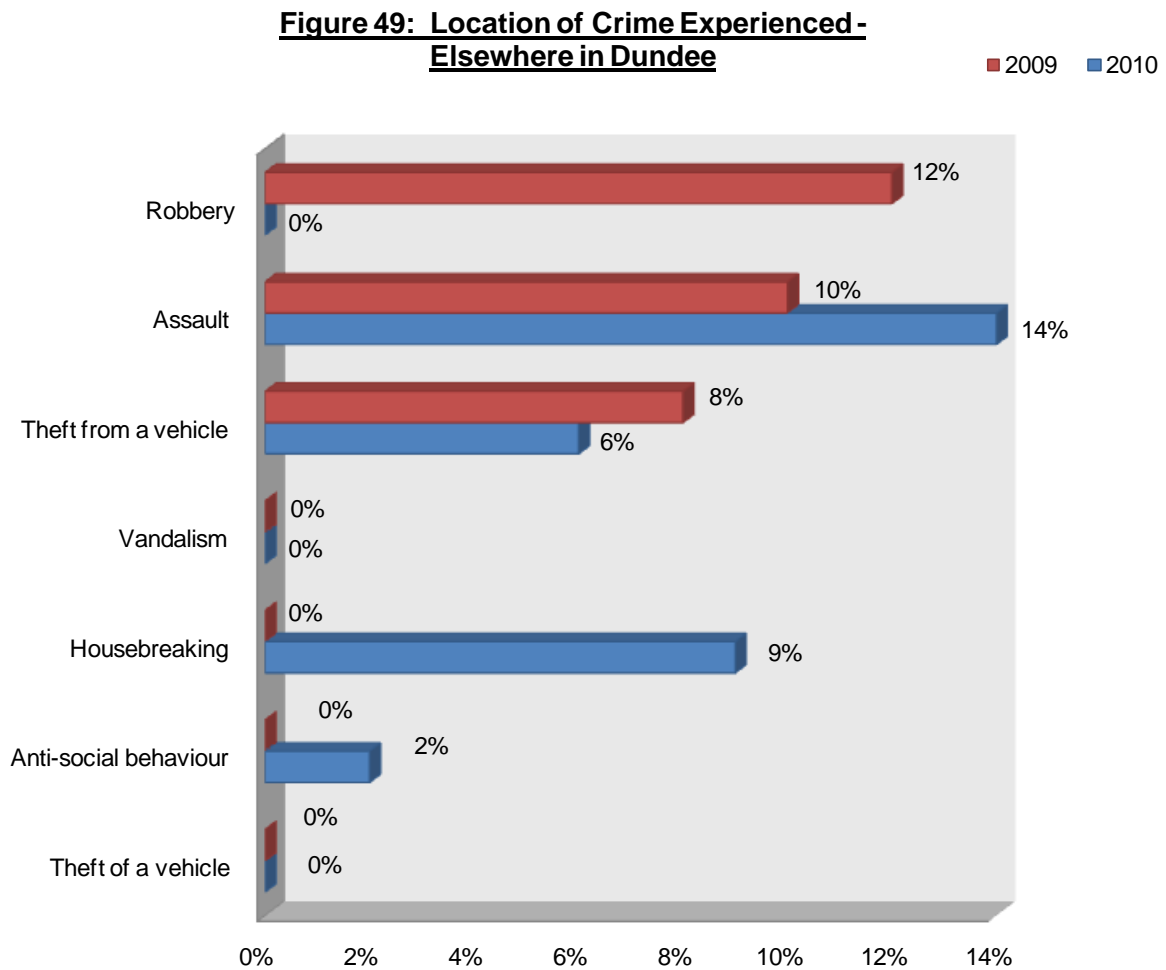
Figure 48: Location of Crime Experienced - Neighbourhood



Base: 'Yes' in Figure 46

From Figure 48 it can be seen that – with respect to each of the types of crime under consideration – all, almost all or the vast majority of those who had experienced crime stated that this had taken place in their neighbourhood – although this was least likely to be the case in respect of ‘theft of a vehicle’ (71%).

“Where did it happen?”

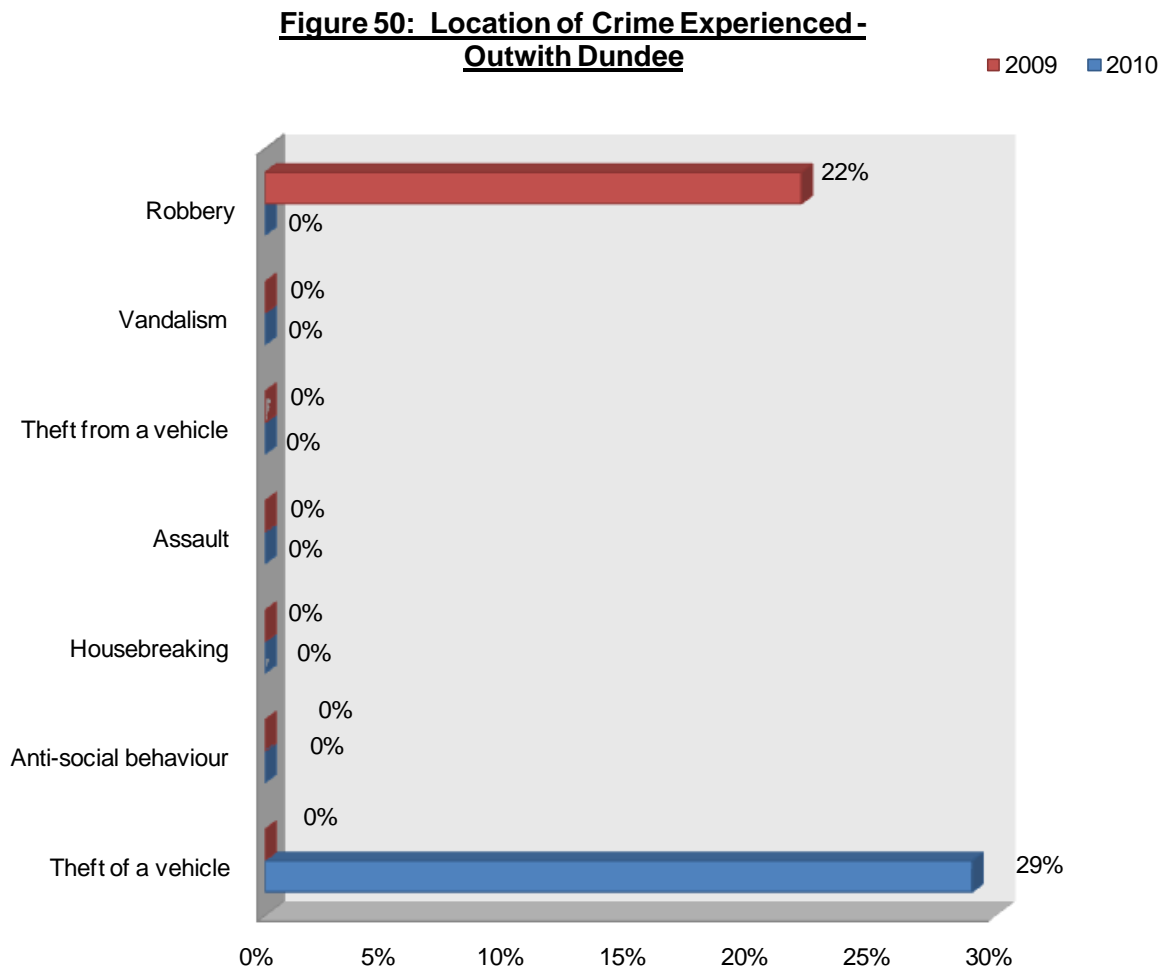


Base: 'Yes' in Figure 46

From Figure 49 it can be seen that a core of respondents experiencing crime stated that this had been 'elsewhere in Dundee', in respect of:

- Assault (14%)
- Housebreaking (9%)
- Theft from a vehicle (6%)

"Where did it happen?"



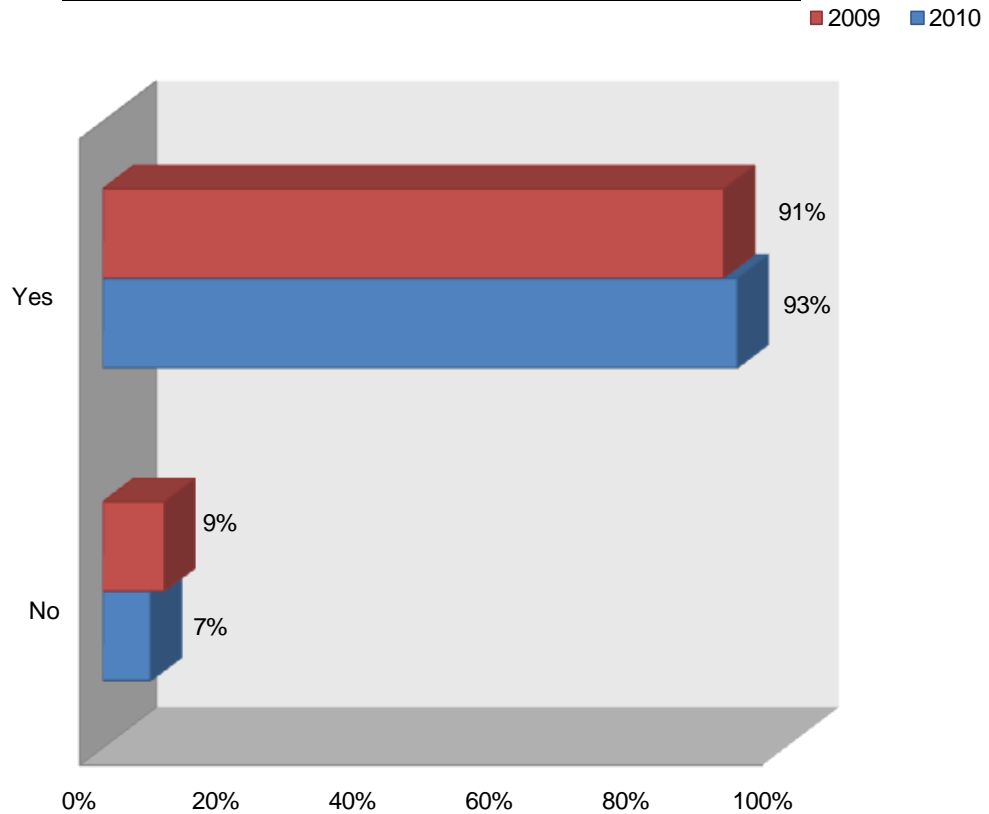
Base: 'Yes' in Figure 46

Finally, Figure 50 indicates that for respondents who had experienced crime outwith Dundee, in 3 out of 10 cases (29%) this had been in the form of 'theft of a vehicle'.

8.0 FINANCIAL QUESTIONS

“Do you or your spouse/partner have a bank or building society account?”

Figure 51: Possess Bank Or Building Society Account



Base: All Respondents

Figure 51 indicates that over 9 out of 10 respondents (93%) stated that either themselves or spouse or partner had a bank or building society account.

Variances Through Time

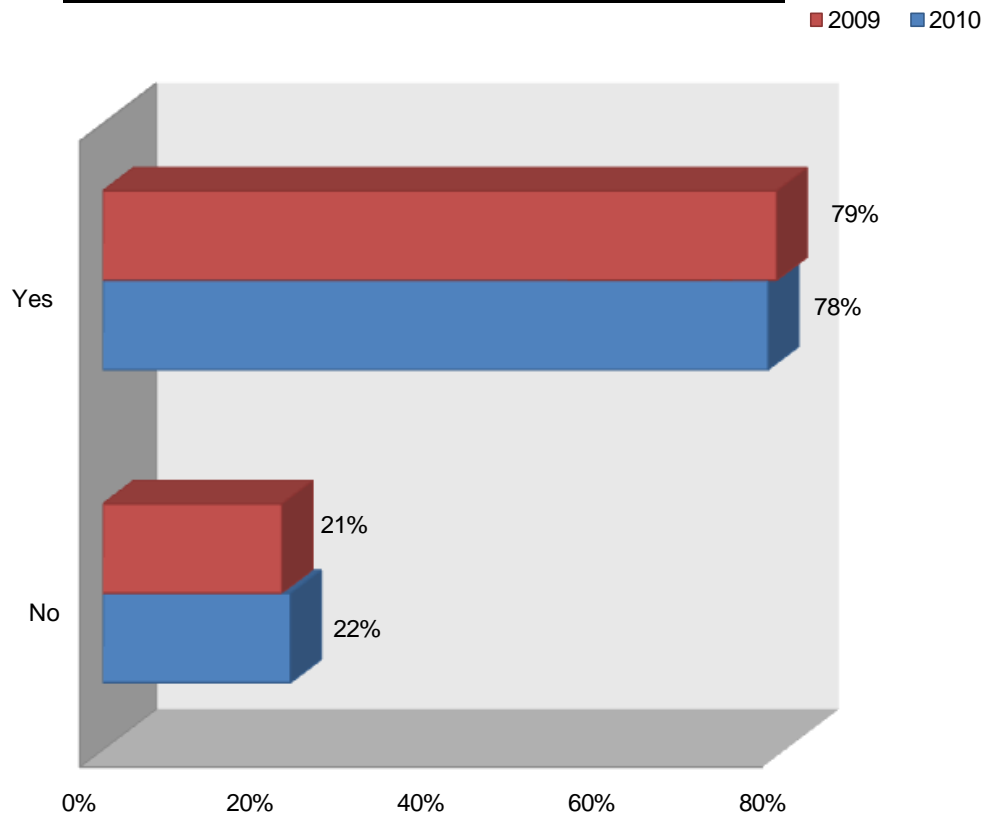
None

Variances By Area

Respondents in the Ardler/St Marys/Kirkton CRA area were most likely to state that they had a bank or building society account (98%), whilst this was less likely amongst those in the Stobswell area (80% compared to 93% on average).

“Do you have insurance for the contents of your house, such as for furniture, electrical goods etc.?”

Figure 52: Possess Insurance For Contents Of Home



Base: All Respondents

From Figure 52 it can be seen that nearly 4 out of 5 respondents (78%) stated that they have insurance for the contents of their house.

Variations Through Time

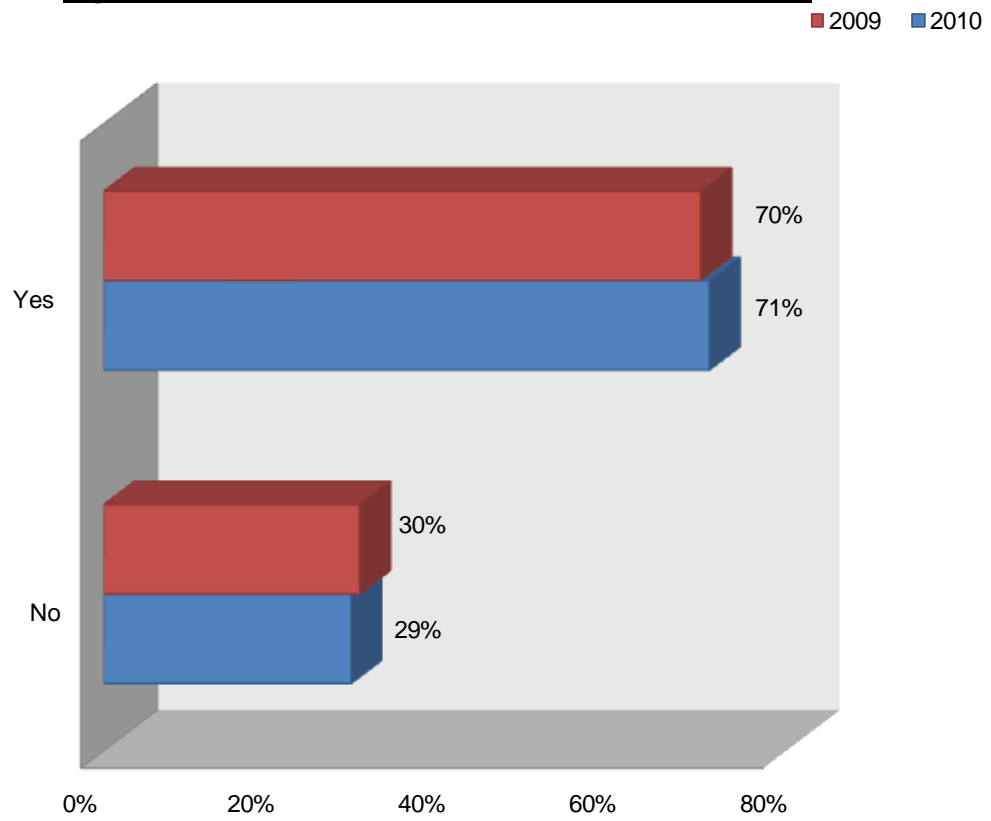
None

Variations By Area

Respondents in the Ardler/St Marys/Kirkton and Mid Craigie/Linlathen/Douglas CRA areas were most likely to have contents insurance for their house (85% and 82% respectively), whilst those in the Stobswell area were less likely to have such insurance (64% compared to 78% on average).

“If you had to get hold of £500 at short notice, would you be able to?”

Figure 53: Able To Get A Hold Of £500 At Short Notice?



Base: All Respondents

From Figure 53 it can be seen that over two thirds of respondents (71%) stated that, if they had to get hold of £500 at short notice, they would be able to do so.

Variances Through Time

None

Variances: CRA v Non CRA

Non CRA respondents were more likely to state that they could get hold of £500 at short notice (73% compared to 66% for CRA respondents).

Variations: Within CRAs

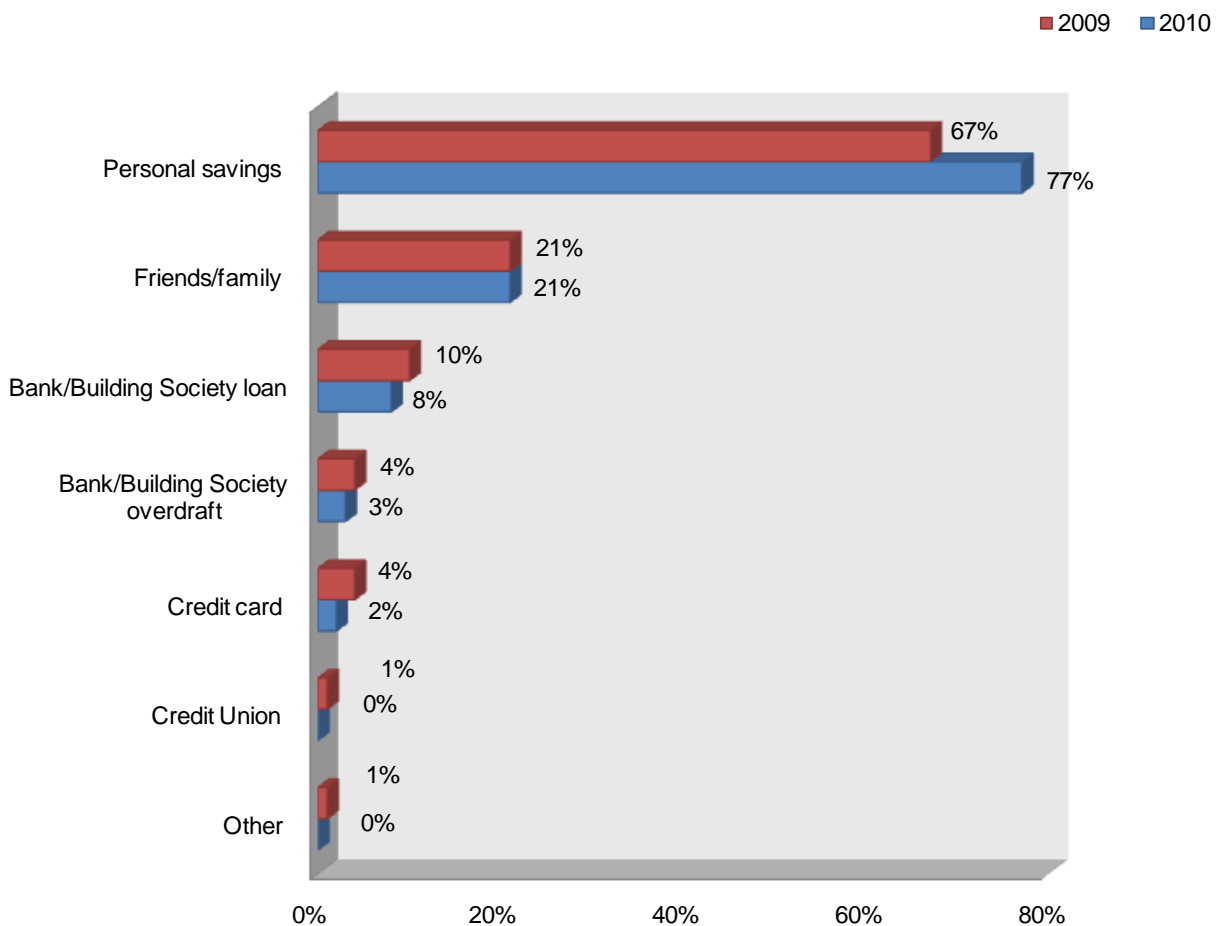
Respondents in the Mid Craigie/Linlathen/Douglas CRA were most likely to state that they could get hold of £500 at short notice (76%).

Variations: Stobswell

Respondents in Stobswell were less likely to state that they could get hold of £500 at short notice (56% compared to 71% on average).

“Where would you get this money from?”

Figure 54: Source of Short Term Borrowing



Base: 'Yes' in Figure 53

Figure 54 indicates that – amongst those who had previously stated that they would be able to get hold of £500 at short notice – this would most commonly be sourced from ‘personal savings’ (77%) and, thereafter:

- Friends and family (21%)
- A bank or building society loan (8%)

Variances Through Time

Between 2009 and 2010, there was an increasing extent to which respondents in the non CRA area here made reference to ‘personal savings’ (rising from 65% to 76%), with a dramatic rise also being apparent in this regard amongst those here in the CRA area (rising from 22% to 80%). However, during that time, there was a decrease in the extent to which respondents in the CRA area here made reference to ‘friends/family’ (falling from 65% to 15%).

Variances: CRA v Non CRA

Non CRA respondents were more likely to cite:

- Friends and family (25% compared to 15% for CRA respondents)
- Bank or building society overdraft (5% compared to 0%)

Variances: Within CRAs

Respondents in the Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas CRAs were most likely to cite ‘personal savings’ (80% and 78% respectively), those in the Mid Craigie/Linlathen/Douglas CRA were most likely to cite ‘bank or building society loan’ (15%), whilst respondents in the Stobswell/Hilltown/Fairmuir CRA were least likely to cite ‘friends/family’ (15%).

Variations: Stobswell

Respondents in Stobswell were less likely to cite 'personal savings' (69% compared to 77% on average) and 'friends and family' (11% compared to 21% on average), but more likely to cite 'a bank/building society loan' (20% compared to 8% on average).

9.0 CONTACTING YOUR LOCAL COUNCIL

It should be noted that where relevant and appropriate in Sections 9.0, 10.0 and 11.0, variations in outcomes – as has been the case in previous Dundee City Council Consumer Surveys – are noted on the basis of:

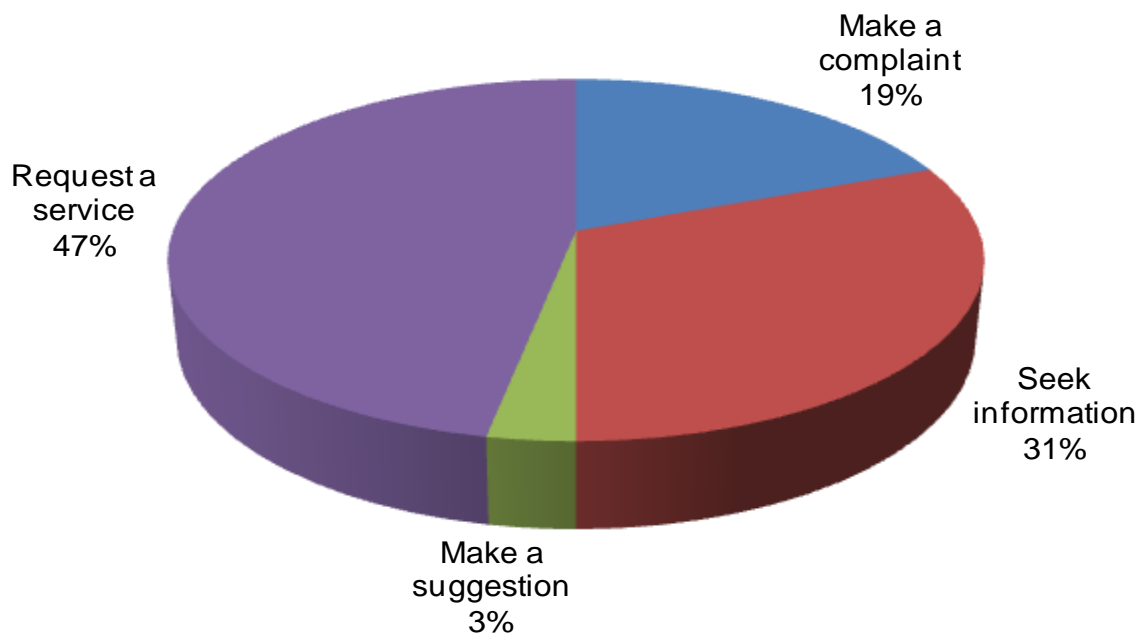
- Gender
- Age (16-24, 25-44, 45-64 and 65+)
- Social classification of economically active respondents (ABC1s versus C2DEs)
- The status of respondents in terms of being economically active (i.e. economically active versus not economically active)

9.1 Previous Contacts With The Council

In 2010, approaching two thirds of respondents (62%) had contacted the Council. This figure is very similar to those found in both 2008 and 2009 (66% and 65% respectively).

“When you last contacted Dundee City Council, was this contact to...?”

Figure 55: Nature of Most Recent Contact



Base: Contacted Council

From Figure 55 it can be seen that those who had contacted the Council had primarily done so to ‘request a service’ (47%) and, thereafter:

- To seek information (31%)
- To make a complaint (19%)

It should be noted that between 2009 and 2010, there was a notable decline in the proportion of contacts that were to ‘make a complaint’ (falling from 29% to 19%), with this following a previous fall in this regard between 2008 and 2009 (from 47% to 29%).

It should also be noted that between 2009 and 2010, there was an increase in the proportion of contacts that were to ‘request a service’ (rising from 36% to 47%), with this following a similar rise between 2008 and 2009 (from 27% to 36%).

With respect to contacts to ‘make a complaint’, the only notable variance to emerge was that this was more common amongst ABC1s (16%).

Contacts to 'seek information' were least common amongst respondents aged 65 or over (10%) and those who were not economically active (15%).

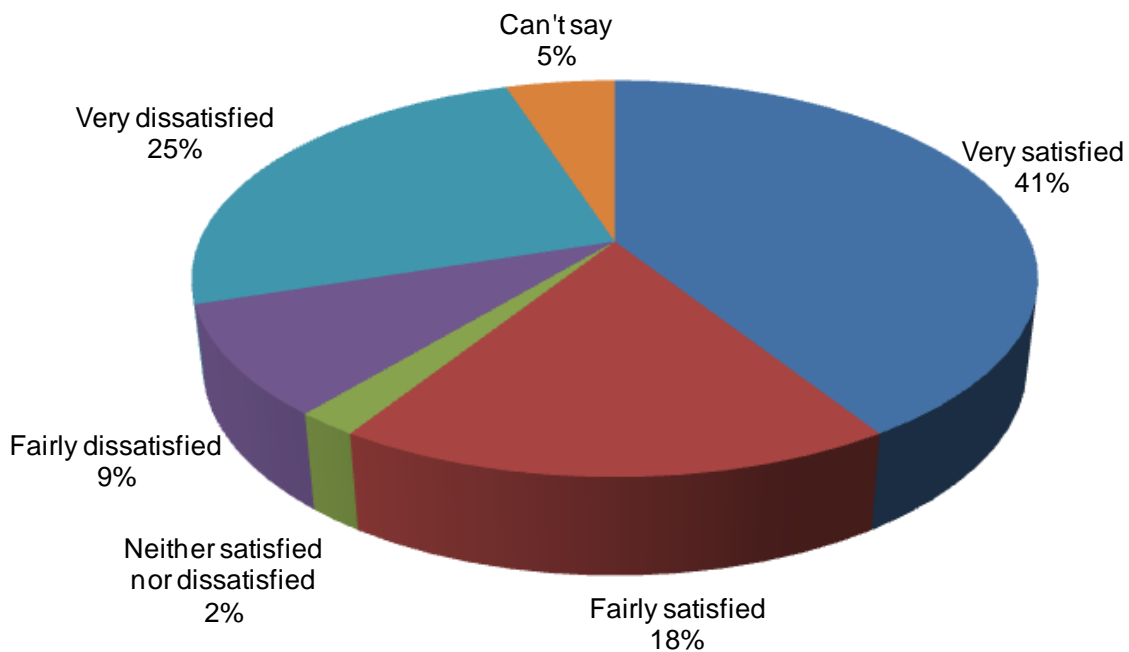
Contacts to 'request a service' were most common amongst females (31%), C2DEs (28%) and those who were not economically active (37%). In addition, likelihood of contact to 'request a service' increased with age i.e.:

- 16-24 = 18%
- 25-44 = 29%
- 45-64 = 35%
- 65 or over = 36%

Finally, it should be noted that those least likely to have contacted the Council were respondents aged 16-24 (48%) and economically active respondents (43%).

“Overall, how satisfied were you that the Council responded reasonably to your complaint?”

Figure 56: Satisfaction With Response To Complaint



Base: 'Make A Complaint' in Figure 55

From Figure 56 it can be seen that 3 out of 5 respondents (59%) stated that, overall, they were satisfied that the Council responded reasonably to their complaint, whilst a third (33%) noted their dissatisfaction in this regard. Indeed, it should be noted that a quarter of respondents here (25%) specifically stated that they were very dissatisfied with how the Council responded to their complaint.

It should be stressed here that complaints may not necessarily relate to the Council or its services, but may relate to other parties with which the Council's assistance has been requested.

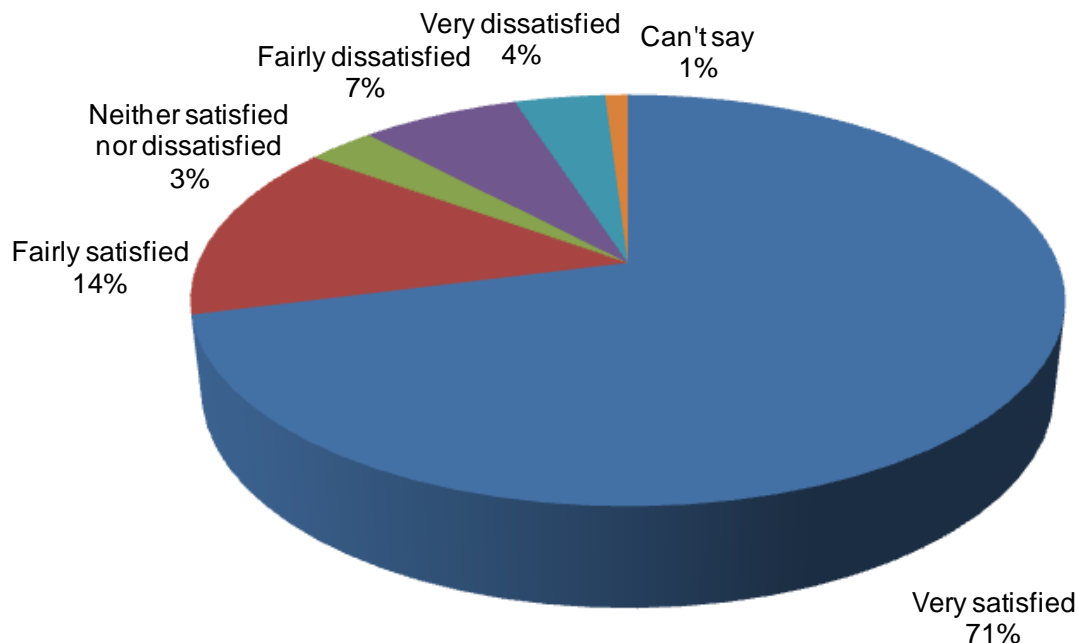
It is encouraging to note that between 2009 and 2010, there was a notable increase in the level of satisfaction noted by respondents here (rising from 39% to 59%), which was associated with a decrease in the level of dissatisfaction noted (falling from 55% to 34%). Indeed, both outcomes here are similar to those found in 2008.

Further examination of the data indicates that those most likely to be satisfied that the Council responded reasonably to their complaint were ABC1s (69%) and respondents who were not economically active (64%). In addition, satisfaction in this regard tended to decrease with age i.e.:

- 16-24 = 71%
- 25-44 = 58%
- 45-64 = 59%
- 65 or over = 55%

“Overall, how satisfied were you with this contact to seek information?”

Figure 57: Satisfaction With Response To Seek Information



Base: 'Seek Information' in Figure 55

From Figure 57 it can be seen that – amongst those whose most recent contact with the Council had been to seek information – over 4 out of 5 (85%) stated that they were satisfied with this contact, with over two thirds (71%) specifically stating that they were very satisfied with this contact.

In contrast, only around 1 in 10 respondents (11%) stated that they were dissatisfied with their contact to seek information.

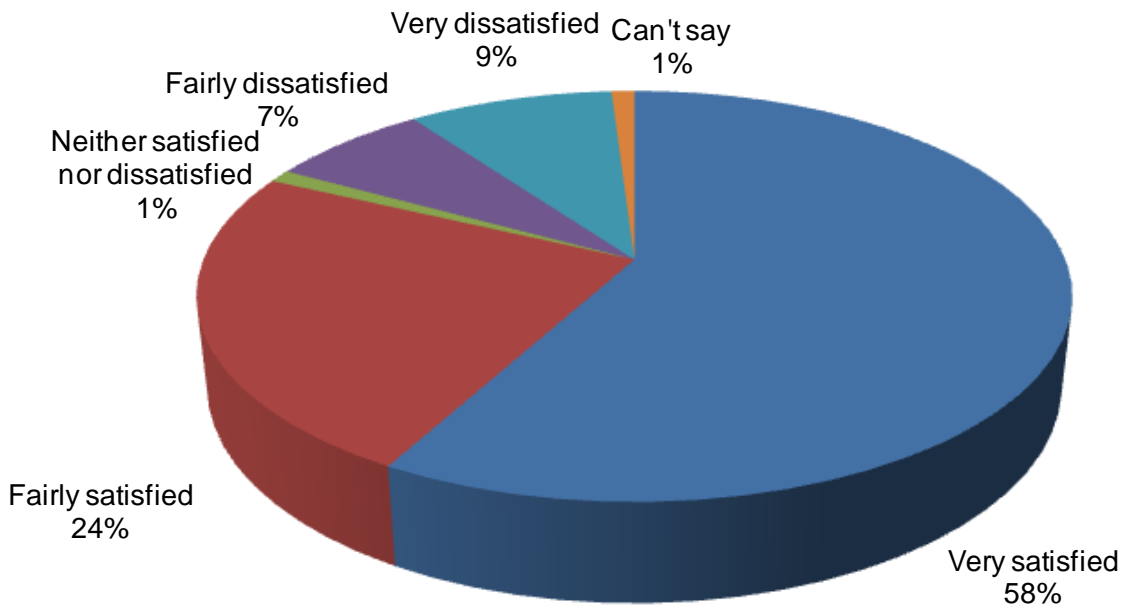
It should be noted that the levels of satisfaction and dissatisfaction noted here in 2010 were very similar to those noted in 2009 i.e.:

- Satisfied (2009 = 81%; 2010 = 81%)
- Dissatisfied (2009 = 14%; 2010 = 11%)

Further examination of the data indicates that those most likely to note their satisfaction with their contact to seek information were females (92%), ABC1s (92%) and those who were economically active (88%).

“Overall, how satisfied were you with this contact to request a service?”

Figure 58: Satisfaction With Response To Request A Service



Base: 'Request A Service' in Figure 55

Figure 58 indicates that – amongst those whose most recent contact had been to request a service – 4 out of 5 (82%) stated that they were satisfied with this contact, with approaching 3 out of 5 respondents (58%) specifically noting that they were very satisfied in this regard.

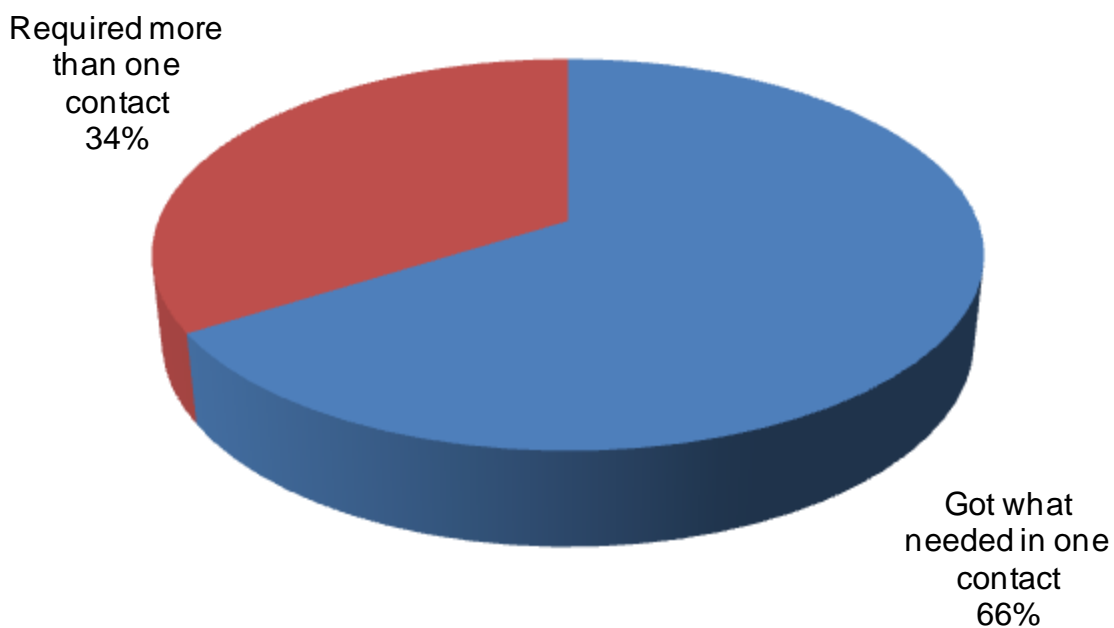
In contrast, only around 1 in 6 respondents (16%) noted dissatisfaction with their contact to request a service.

It should be noted that the levels of satisfaction in 2010 were very similar to those found in 2009 (i.e. 82% compared to 81%), whilst the levels of dissatisfaction noted in 2010 were slightly higher than those noted in 2009 (16% compared to 11%).

Further examination of the data indicates that those most likely to note their satisfaction with their contact to request a service were respondents aged 65 or over (89%), C2DEs (83%) and those who were not economically active (85%).

“On your most recent contact with the Council did you...?”

Figure 59: Resolution of Contact



Base: Contacted The Council

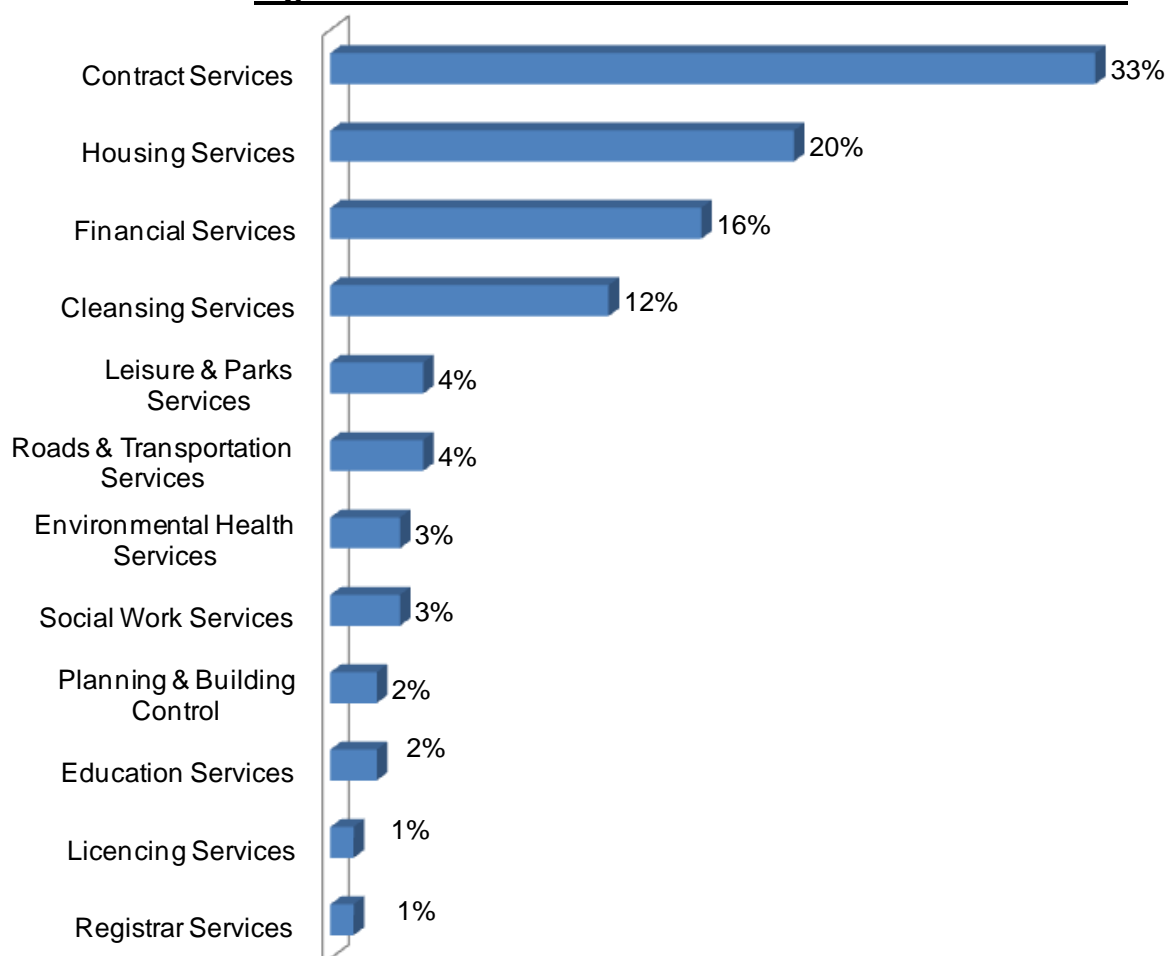
Figure 59 indicates that two thirds of those who had contacted the Council (66%) went on to state that on their most recent contact, they had *“got what they needed at that contact”*. Consequently, as a corollary of this, a third of respondents here (35%) stated that they *“had to contact the Council again about the same issue”*.

It should be noted that these outcomes are virtually identical to those found in 2009 (i.e. 2009 = 66%; 2010 = 65%).

It should also be noted that further examination of the data indicates no notable variances by respondent type here.

“With which of these services was your most recent contact?”

Figure 60: Service Contact Profile - Most Recent Contact



Base: All Respondents

Figure 60 indicates that the four services most commonly contacted by respondents were:

- Contract Services (33%)
- Housing Services (20%)
- Financial Services (16%)
- Cleansing Services (12%)

It should be noted that between 2009 and 2010, there was a notable increase in the proportion of ‘most recent contacts’ which with Contract Services (rising from 20% to 33%). However, during that time, there was a notable decrease in the

proportion of such contacts which were Financial Services (falling from 21% to 16%).

Further examination of the data indicates that those most likely to have contacted Housing Services were C2DEs (21%) and those who were not economically active (22%).

Further examination of the data also indicates that those most likely to have contacted Financial Services were ABC1s (28%) and those who were economically active (21%). In addition, most recent contacts with Financial Services tended to decline with age i.e.:

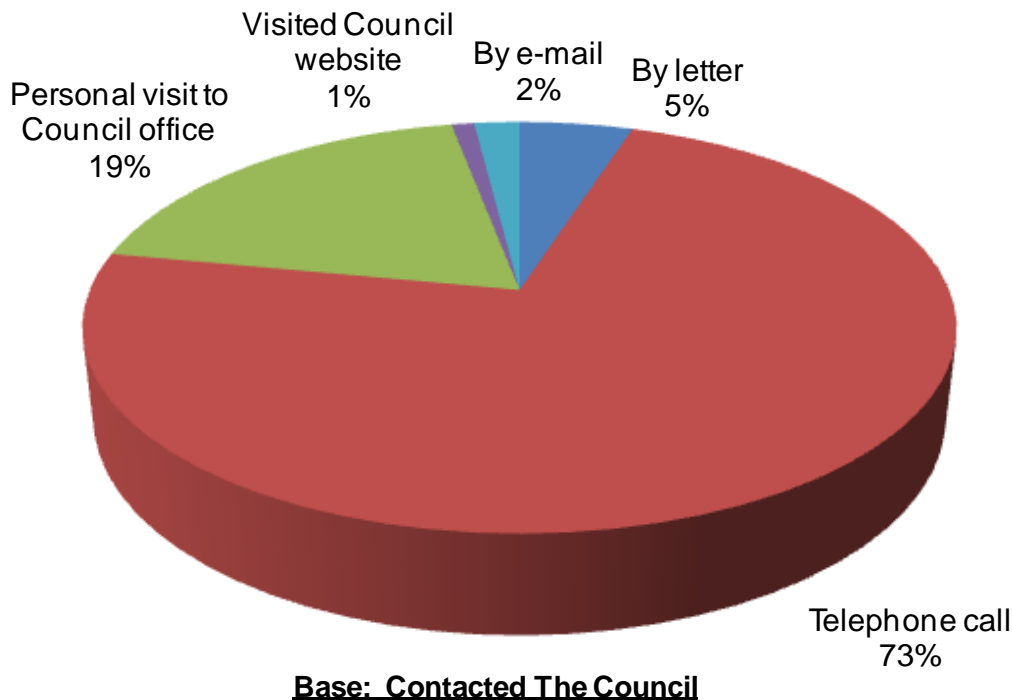
- 16-24 = 29%
- 25-44 = 18%
- 45-64 = 12%
- 65 or over = 11%

Further examination of the data indicates that those most likely to have contacted Contract Services were C2DEs (41%) and those who were not economically active (39%).

Finally, further examination of the data indicates that those most likely to have contacted Cleansing Services were ABC1s (17%).

“Was your most recent contact....”

Figure 61: Method of Most Recent Contact



From Figure 61 it can be seen that, amongst those who had contacted the Council, this was most commonly through ‘a telephone call to the Council’ (73%).

Thereafter, most remaining were in the form of:

- A personal visit to a Council office (19%)
- A letter (5%)

In particular, very few contacts were through e-mail (2%) or via the Council’s website (1%).

It should be noted that the outcomes here for 2010 were very similar to those for 2009 i.e.:

- Telephone call (2009 = 71%; 2010 = 73%)
- Personal visit to a Council office (2009 = 17%; 2010 = 19%)
- Letter (2009 = 8%; 2010 = 5%)

- E-mail (2009 = 4%; 2010 = 2%)
- Visited Council website (2009 = 0%; 2010 = 1%)

Further examination of the data indicates that each of the principal contact methods noted above were most commonly used by the groups indicated below:

- Letter: ABC1s (6%)
- Telephone call to the Council: respondents aged 45-64 (81%)
- Personal visit to a Council office: males (24%) and respondents aged 16-44 (24%)
- E-mail: no notable variances
- By visiting the Council’s website: no notable variances

“How would you rate your most recent contact with the Council in terms of the following?”

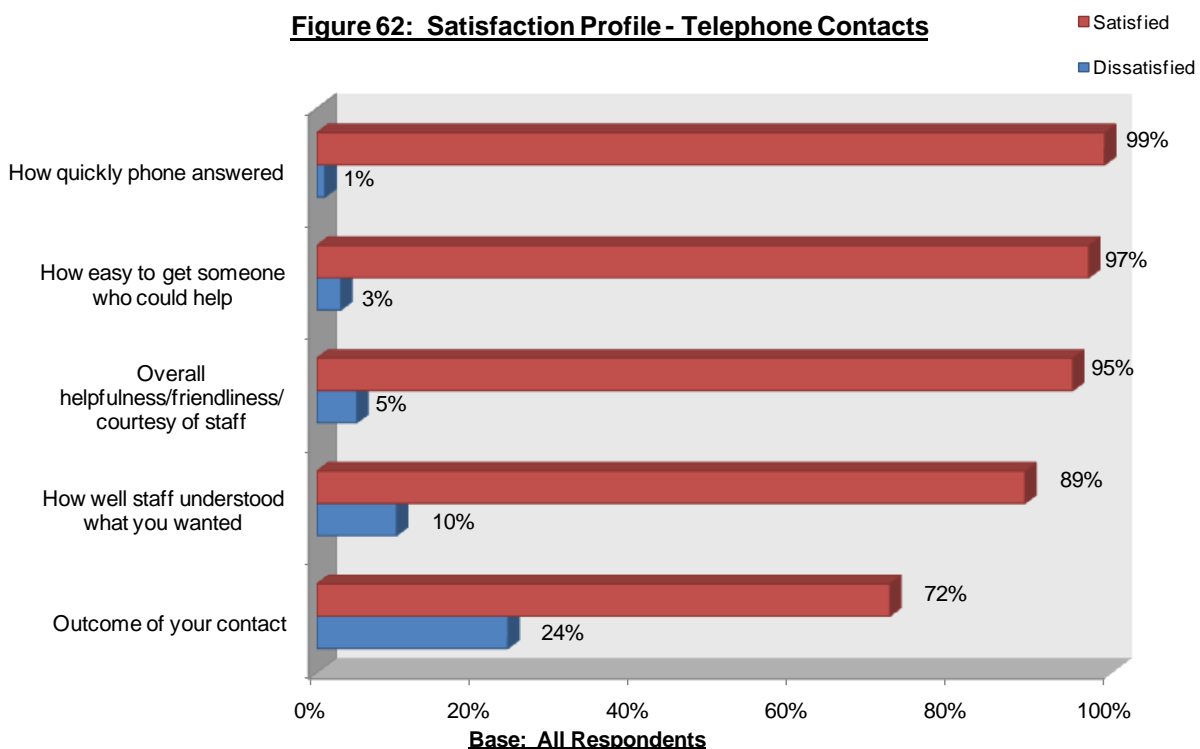


Figure 62 provides a highly positive profile of opinion amongst those whose most recent contact with the Council had been by telephone, on the basis that a significant majority of respondents noted their satisfaction with each of the five indicators under consideration, namely:

- How quickly the phone was answered (99% satisfied)
- How easy it was to get through to someone who could help (97%)
- Overall helpfulness/friendliness/courtesy of the staff they dealt with (95%)
- How well the staff understood what they wanted (89%)
- The outcome of their contact (72%)

Although levels of dissatisfaction were limited here, a core of respondents did note their dissatisfaction with two aspects of their telephone contact with the Council, namely:

- Outcome of their contact (24% dissatisfied)
- How well staff understood what they wanted (10%)

It should be noted that between 2009 and 2010, there were notable increases in levels of satisfaction for two of the indicators under consideration, namely:

- Overall helpfulness/friendliness/courtesy of the staff respondents dealt with (rising from 86% to 95%)
- How well staff understood what respondents wanted (rising from 83% to 89%)

Further examination of the data indicates that there were no notable variances here by respondent type in terms of 'how quickly the phone was answered' and 'how easy it was to get through to someone who could help'. However, respondents aged 16-24 and ABC1s were least likely to note satisfaction with the 'overall helpfulness/friendliness/courtesy of the staff they dealt with' (88% and 89% respectively), whilst respondents aged 65 or over and C2DEs were most likely to note their satisfaction with the 'outcome of their contact' (84% and 76% respectively).

Finally, it should be noted that levels of satisfaction with 'how well staff understood what they wanted' increased with age i.e.:

- 16-24 = 78%

- 25-44 = 88%
- 45-64 = 88%
- 65 or over = 98%

“How would you rate your most recent contact with the Council in terms of the following?”

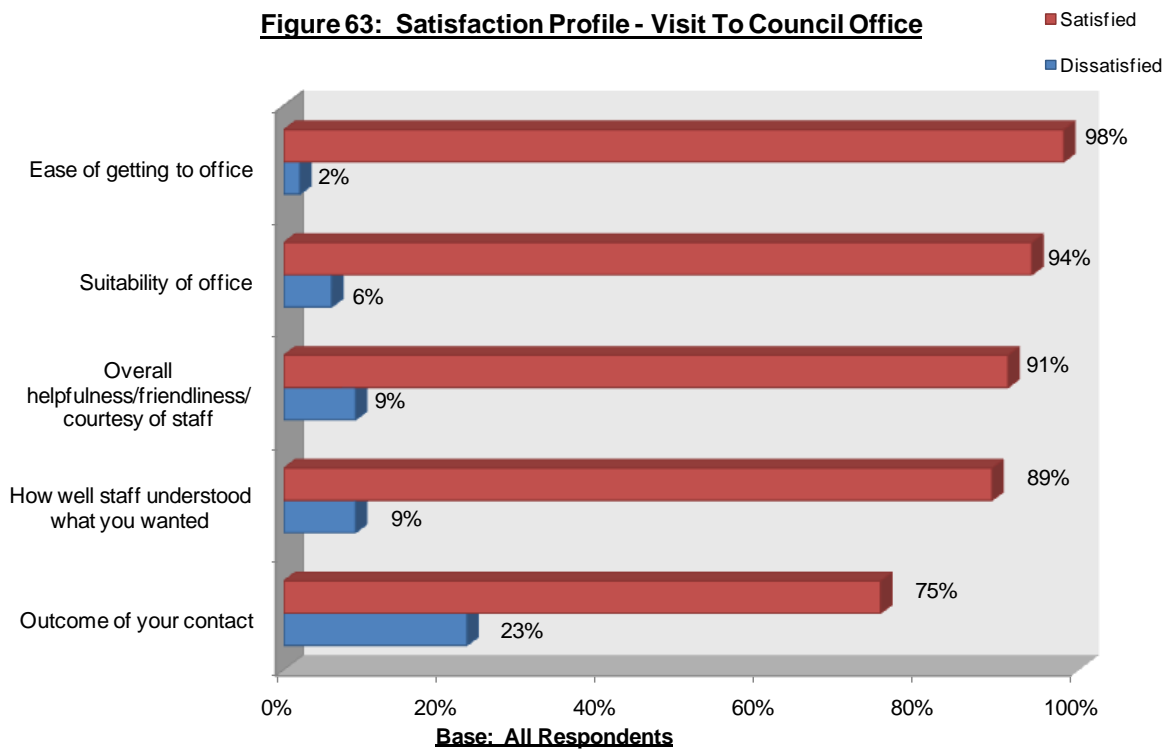


Figure 63 again provides a positive profile of opinion amongst those whose most recent contact with the Council had been through a visit to a Council office, on the basis that a significant majority of respondents noted their satisfaction with each of the five indicators under consideration, namely:

- How easy it was to get to the office (98% satisfied)
- The suitability of the office e.g. waiting areas, privacy, access for disabled people etc. (94%)
- Overall helpfulness/friendliness/courtesy of the staff they dealt with (91%)
- How well the staff understood what they wanted (89%)
- Outcome of their contact (77%)

Although levels of dissatisfaction here were limited, it should be noted that approaching a quarter of respondents (23%) stated that they were dissatisfied with the 'outcome of their contact'.

It should also be noted that across all five indicators, levels of satisfaction in 2009 and 2010 were very similar i.e.:

- How easy it was to get to the office (2009 = 98%; 2010 = 98%)
- The suitability of the office (2009 = 93%; 2010 = 94%)
- Overall helpfulness/friendliness/courtesy of staff dealt with (2009 = 93%; 2010 = 91%)
- How well the staff understood what they wanted (2009 = 91%; 2010 = 89%)
- Outcome of their contact (2009 = 77%; 2010 = 75%)

Further examination of the data indicates no notable variances here by respondent type in respect of levels of satisfaction with 'how easy it was to get to the office', but that there were variances here in respect of satisfaction with the 'suitability of the office' on the basis of age, with respondents aged 16-24 and 45-64 being most likely to be least satisfied in this regard (90% and 86% respectively).

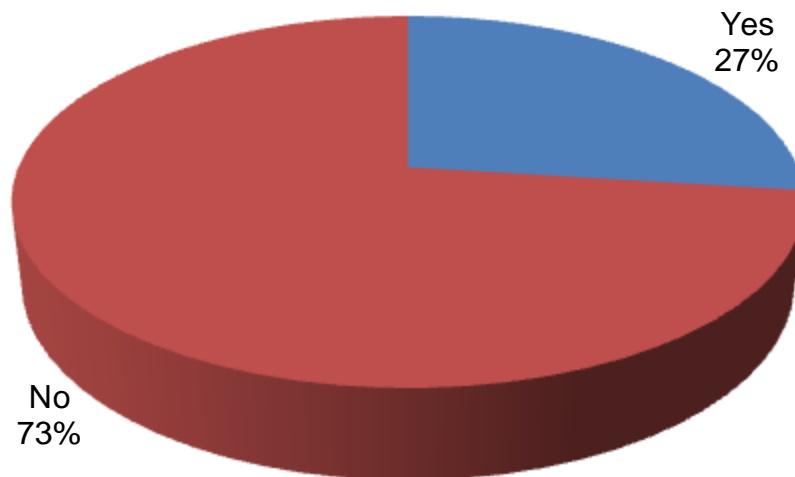
In addition, further examination of the data indicates that respondents aged 16-24 and 25-44 were most satisfied with the 'overall helpfulness/friendliness/courtesy of the staff they dealt with' (100% and 97% respectively), whilst respondents in these two age groups were also most likely to note their satisfaction with 'how well the staff understood what they wanted' (100% and 94% respectively), as were ABC1s (94%).

Finally, further examination of the data indicates that those most likely to note their satisfaction with 'the outcome of their contact' were females (80%), respondents aged 16-24 and 25-44 (78% and 82% respectively) and ABC1s (90%).

9.2 Electronic Contact With The Council

"Have you ever used the Council's website?"

Figure 64: Ever Used Council's Website?



Base: All Respondents

From Figure 64 it can be seen that over a quarter of respondents (27%) stated that they had used the Council's website. This outcome is slightly lower than that found in 2009 (31%), but higher than that found in 2008 (22%).

Further examination of the data indicates that those most likely to have used the Council's website were those who were economically active (37%). It is also of interest to note that whilst respondents aged 65 or over were far less likely to have used the Council's website than those aged under 65, respondents aged 16-24 were also less likely to have used the Council's website than those aged 25-64 i.e.:

- 16-24 = 25%
- 25-44 = 37%
- 45-64 = 33%
- 65 or over = 6%

“How would you rate the website in terms of the following?”

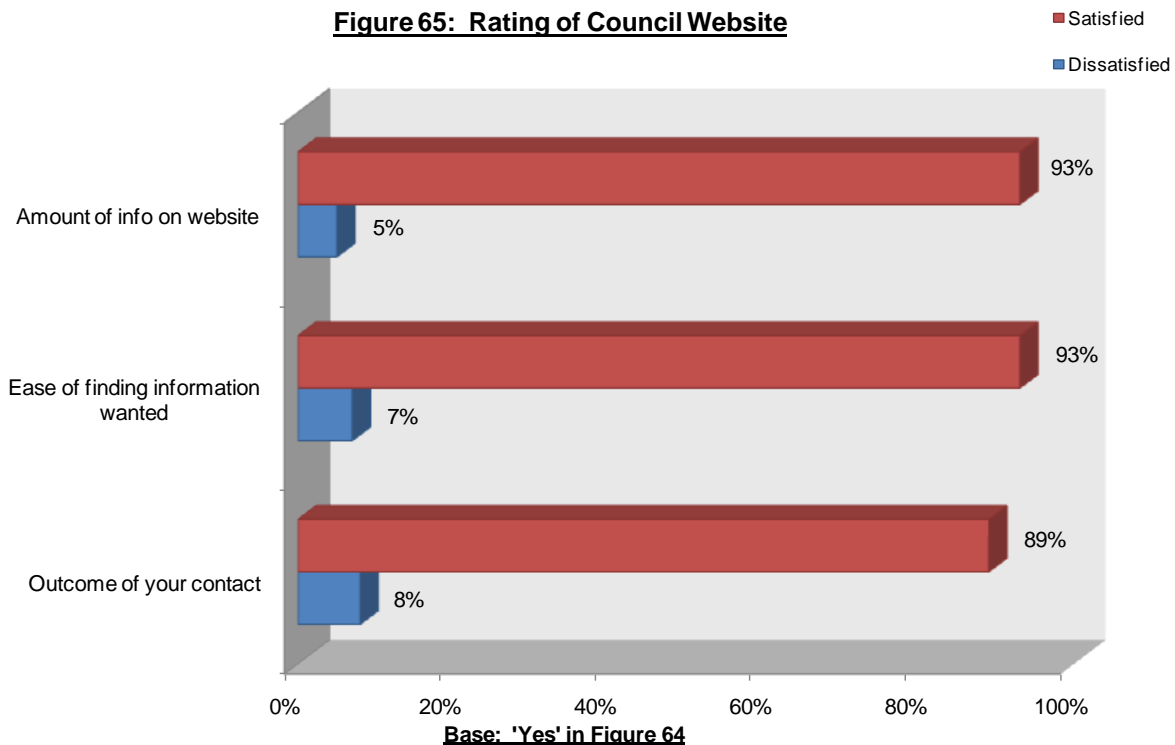


Figure 65 provides a positive rating of the Council’s website amongst respondents who had used it, on the basis that a significant majority noted their satisfaction with three key elements of the website, namely:

- The amount of information provided on the website (93% satisfied)
- How easily they managed to find the information they wanted (93%)
- The outcome of their contact (89%)

Indeed, it should be stressed that levels of dissatisfaction with these three elements of the website were limited (ranging from 5% to 8%).

It should be noted that between 2009 and 2010, there was an increase in levels of satisfaction in respect of each of the three indicators under consideration i.e.:

- The amount of information provided on the website (rising from 87% to 93%)
- How easily they managed to find the information they wanted (rising from 87% to 93%)
- The outcome of their contact (rising from 82% to 89%)

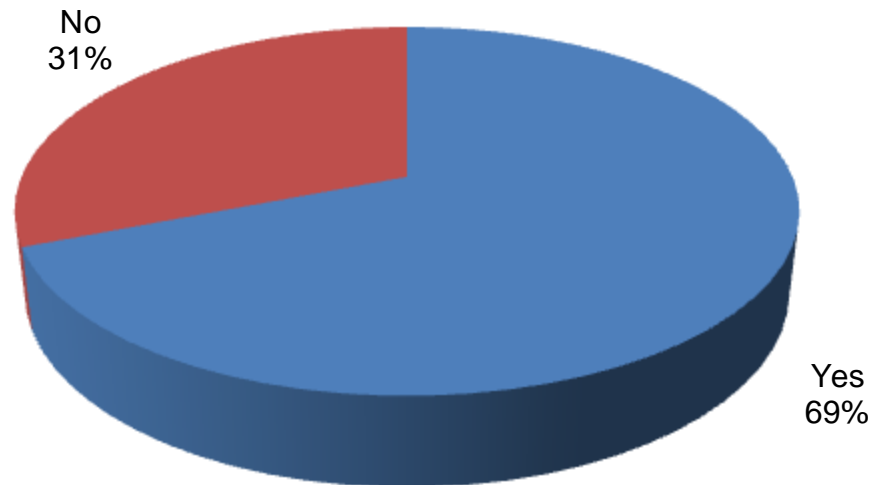
Further examination of the data indicates that the only notable variance to emerge here by respondent type was that respondents aged 65 or over noted lowest levels of satisfaction across each of the three indicators i.e.:

- The amount of information provided on the website (75%)
- How easily they managed to find the information they wanted (75%)
- The outcome of their contact (65%)

10.0 INFORMATION PROFILE

“Generally, do you feel that you receive enough information about the Council and the services it provides?”

Figure 66: Receive Enough Information About The Council & Its Services?



Base: All Respondents

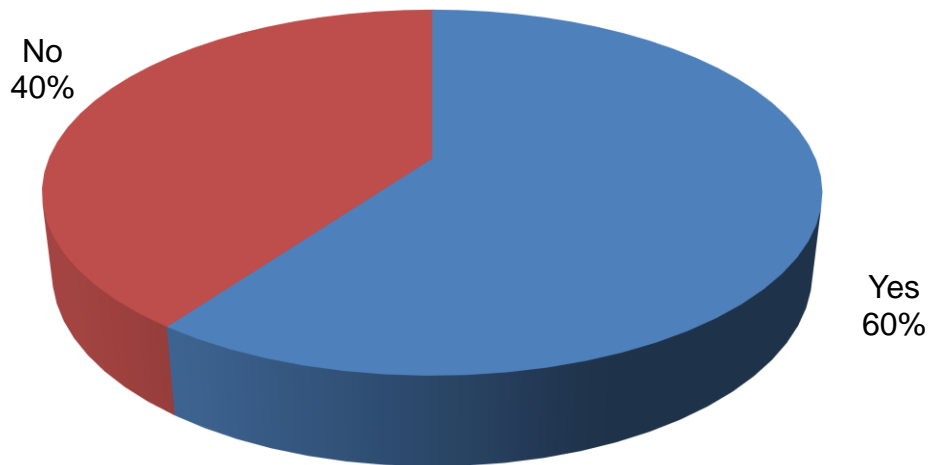
From Figure 66 it can be seen that over two thirds of those interviewed (69%) stated their belief that they receive enough information about Dundee City Council and the services it provides. This represents a slight rise since 2009 (from 66%).

Further examination of the data indicates that those least likely to state their belief that they receive enough information about the Council and the services it provides were female (66%). In addition, likelihood of stating that enough information was received increased with age i.e.:

- 16-24 = 64%
- 25-44 = 66%
- 45-64 = 70%
- 65 or over = 75%

“Do you have access to the internet at home?”

Figure 67: Have Access To Internet At Home?



Base: All Respondents

From Figure 67 it can be seen that 3 out of 5 respondents (60%) stated that they had access to the internet at home.

Further examination of the data indicates there was a distinct correlation between age of respondent and access to the internet at home i.e.:

- 16-24 = 72%
- 25-44 = 75%
- 45-64 = 60%
- 65 or over = 28%

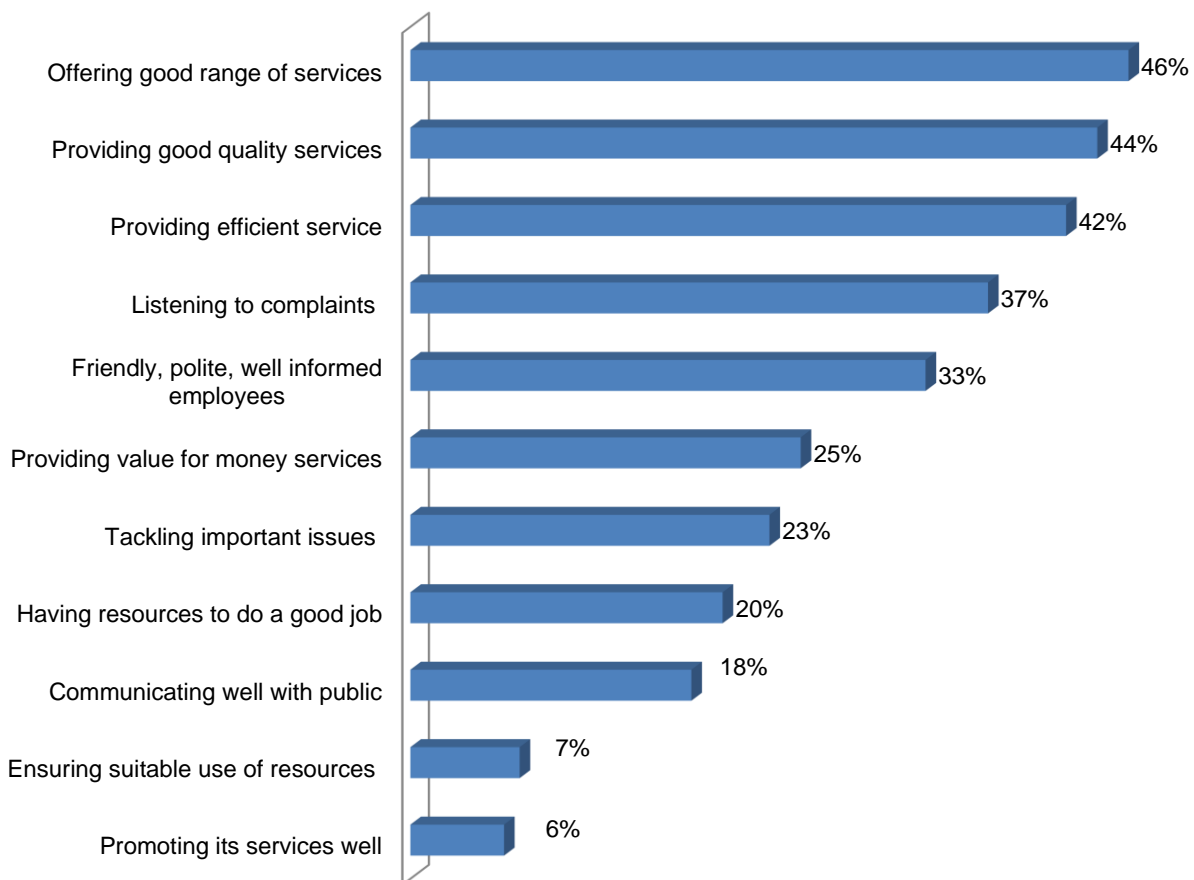
In addition, economically active respondents were far more likely to have access to the internet at home than non economically active respondents (77% compared to 42%).

11.0 COUNCIL PROFILES

11.1 Priorities

"I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of most importance to you. Dundee City Council ..."

Figure 68: Dundee City Council Priority Profile



Base: All Respondents

Figure 68 indicates that five priorities for Dundee City Council emerged as being of greatest significance to respondents, namely:

- Offering a good range of services (46%)
- Providing good quality services (44%)
- Providing an efficient service (42%)
- Listening to complaints (37%)

- Having friendly, polite, helpful, well informed employees (33%)

Thereafter, there were a notable range of secondary priorities identified, including:

- Providing services which are value for money (25%)
- Tackling important issues for the future of the area (23%)
- Having the resources to do a good job (20%)
- Communicating well with the public (18%)

It is of interest to note that the rankings of priorities in 2009 and 2010 are broadly similar and, indeed, the only notable changes during that time were increased rankings in relation to “*offering a good range of services*” (which rose from being 5th ranked in 2009 to be 1st ranked in 2010) and in relation to “*having friendly, polite, well informed employees*” (which fell from being ranked 1st in 2009 to being ranked 5th in 2010).

It is also of interest to note that between 2009 and 2010, there was an increased level of priority placed upon:

- Offering a good range of services (rising from 30% to 46%)
- Providing good quality services (rising from 37% to 44%)
- Having the resources to do a good job (rising from 12% to 20%)

It should be stressed, however, that between 2009 and 2010, there was a decrease in the level of priority placed upon “*having friendly, polite, well informed employees*” (falling from 44% to 33%).

11.2 Council Image

“I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council.....”

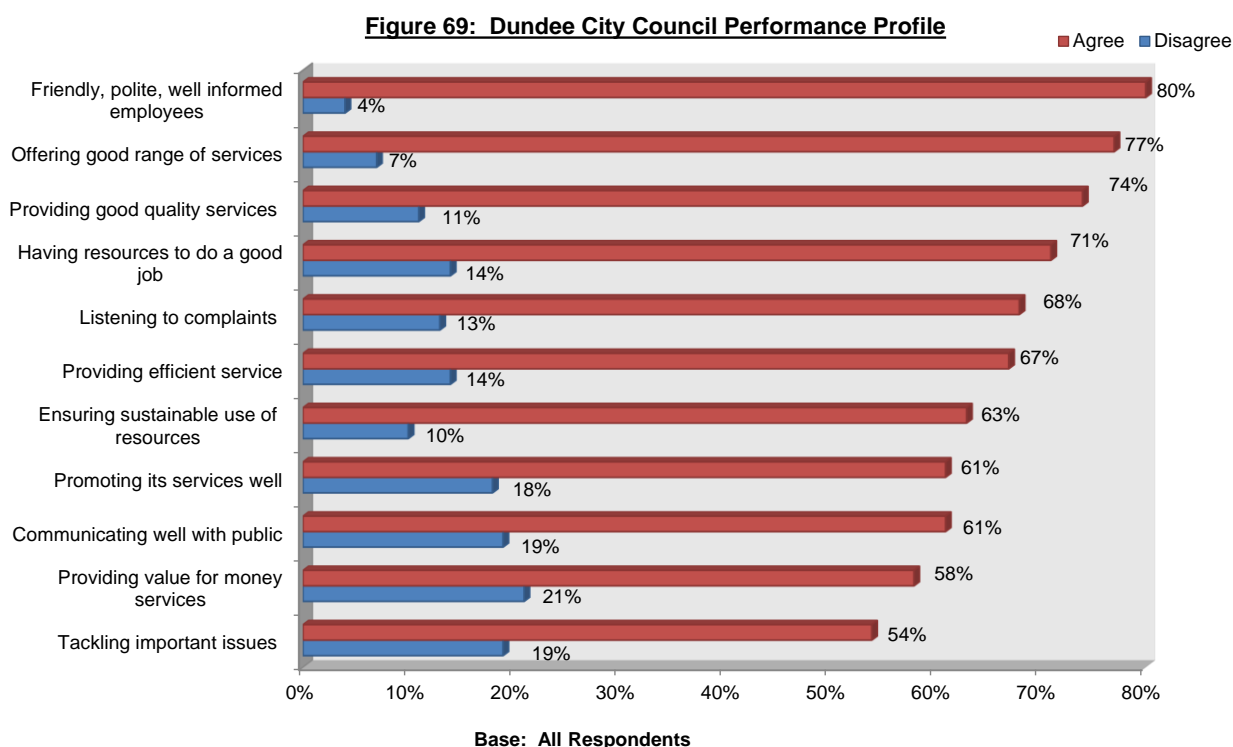


Figure 69 provides a largely positive profile of opinion in respect of a range of public image indicators for Dundee City Council, on the basis that a majority – and, in many cases, a significant majority – of respondents agreed with all of the statements under consideration, namely that the Council:

- Has friendly, polite, helpful, well informed employees (80% agreeing)
- Offers a good range of services (77%)
- Provides good quality services (74%)
- Has the resources to do a good job (71%)
- Listens to complaints (68%)
- Provides an efficient service (67%)
- Ensures sustainable use of resources and care for the environment (63%)
- Promotes its services well (61%)
- Communicates well with the public (61%)

- Provides value for money services (58%)
- Tackles important issues for the future of the area (54%)

It should be stressed that although levels of disagreement with the statements were relatively low, a notable core of respondents did note their disagreement with a number of statements and, in particular, those relating to the Council:

- Provides value for money services (21% disagreeing)
- Communicating well with the public (19%)
- Tackling important issues for the future of the area (19%)
- Promoting its services well (18%)

There is a notable degree of correlation between the ranking of priorities and performance indicators and, in particular, four of the five top ranked priorities are also ranked within the top five in terms of performance – with the exception of ‘having the resources to do a good job’ which was the 8th ranked priority but the 4th ranked in terms of performance.

It should also be noted that the performance ranking of a number of factors was also notably below their priority ranking, namely:

- Providing an efficient service (ranked 3rd in terms of priority, but 6th in terms of performance)
- Providing value for money services (ranked 6th in terms of priority, but ranked 10th in terms of performance)
- Tackling important issues for the future of the area (ranked 7th in terms of priority, but 11th in terms of performance)

It is encouraging to note that between 2009 and 2010, there were no notable decreases in agreement with any of the statements pertaining to the performance of the Council and, indeed, a number of notable increases in agreement with a number of statements were apparent, including:

- Providing good quality services (rising from 67% to 74%)
- Communicating well with the public (rising from 58% to 61%)
- Providing value for money services (rising from 48% to 58%)

These outcomes are of particular importance given the fact that between 2009 and 2010, there was an increasing perception of the Council “*having the resources to do a good job*” (rising from 64% to 71%).

Table 1

Public Image Profile	1997	1998	1999	2000	2001	2002	2003
Good range of services	48%	77%	79%	61%	68%	82%	64%
Friendly employees	75%	73%	79%	64%	64%	85%	67%
Good quality service	46%	67%	65%	54%	63%	76%	55%
Efficient service	39%	66%	69%	54%	86%	70%	54%
Communicates well	34%	61%	67%	43%	31%	28%	49%
Promotes services well	40%	59%	65%	45%	68%	64%	44%
Receives fair press coverage	52%	59%	69%	31%	37%	42%	45%
Value for money	39%	53%	57%	34%	64%	67%	45%
Listens to complaints	45%	53%	69%	46%	23%	29%	53%
Has sufficient resources	38%	52%	68%	51%	48%	23%	53%
Tackles important issues for the future	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ensures sustainable use of resources and care for the environment	N/A	N/A	N/A	N/A	N/A	66%	N/A
AVERAGE	46%	63%	69%	48%	50%	57%	53%

Public Image Profile	2004	2005	2006	2007	2008	2009	2010
Good range of services	63%	69%	81%	72%	77%	74%	77%
Friendly employees	68%	75%	76%	73%	77%	77%	80%
Good quality service	60%	64%	72%	66%	74%	67%	74%
Efficient service	58%	63%	66%	62%	70%	65%	67%
Communicates well	47%	53%	61%	57%	67%	55%	61%
Promotes services well	47%	55%	58%	54%	70%	58%	61%
Receives fair press coverage	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Value for money	49%	50%	56%	56%	65%	48%	58%
Listens to complaints	53%	55%	64%	61%	68%	64%	68%
Has sufficient resources	55%	56%	68%	60%	69%	64%	71%
Tackles important issues for the future	41%	44%	55%	55%	65%	53%	54%
Ensures sustainable use of resources and care for the environment	N/A	N/A	N/A	N/A	66%	59%	63%
AVERAGE	54%	58%	66%	62%	70%	62%	67%

The increase in a number of the performance indicators noted earlier is reflected in the fact that the average score for the public image of the Council rose notably between 2009 and 2010 (from 62% to 67%). Accordingly, this average figure continues to compare favourably with those found in the majority of survey tranches since 1997 and, indeed, is the third best average figure found during that time.

APPENDIX I
QUESTIONNAIRE

FINAL DRAFT

ASHBROOK RESEARCH & CONSULTANCY LTD
1 WOODSIDE TERRACE
GLASGOW
G3 7UY

TEL: 0141 333 1213
FAX: 0141 332 1431

PROJECT: Dundee Partnership – Citizen Survey 2010 (J677)

COLLECT RESPONDENTS DETAILS:

Explain that there is a one in ten chance that a supervisor may contact them to confirm the accuracy of the interview.

Name:

Address:

Postcode:

Tel No:

CLOSE INTERVIEW BY READING OUT STATEMENT:

“Thank you very much for your help. Can I remind you that this was a bona fide market research interview conducted within the Market Research Society code of practice by Ashbrook Research and Consultancy Limited. If you would like to check that we are a bona fide market research agency then you can call Freefone Market Research on 0500 396999.”

INTERVIEWER DECLARATION:

I declare that this interview was carried out accordingly to instructions, within the Market Research Society’s Code of Conduct and that the respondent was not previously known to me.

Job No:	6	7	7	Int. Name:	_____
	_____	_____	_____		
Int. No:				Signature	_____
	_____	_____	_____	:	_____
Que No:	_____	_____	_____	Date:	_____
Edited by:	_____	_____	_____	Coded by:	_____

INTERVIEWER - READ OUT

“Good morning/afternoon. I’m _____ from Ashbrook Research & Consultancy Ltd. We have been commissioned by the Dundee Partnership – which includes Dundee City Council, Scottish Enterprise Tayside, NHS Tayside and Tayside Police – to carry out a survey amongst people living in this area. You have been selected at random to take part in this survey. I wonder if you could around 15 minutes time to answer a few questions – your answers will, of course, be treated with the strictest confidentiality”.

YOUR HOUSE AND NEIGHBOURHOOD

[INTERVIEWER: Please code location of interview from sample sheets]

Coldside – CRA area	1	Strathmartine – non CRA area	12
Coldside – non CRA area	2	The Ferry – CRA area	13
East End – CRA area	3	The Ferry – non CRA area	14
East End – non CRA area	4	West End – CRA area	15
Lochee – CRA area	5	West End – non CRA area	16
Lochee – non CRA area	6	Ardler/St Marys/Kirkton	17
Maryfield – CRA area	7	Menzieshill/Charleston/Lochee/Beechwood	18
Maryfield – non CRA area	8	Mill O'Mains/Fintry/Whitfield	19
North East – CRA area	9	Stobswell/Hilltown/Fairmuir	20
North East – non CRA area	10	Mid Craigie/Linlathen/Douglas	21
Strathmartine – CRA area	11	Stobswell	22

Q1 The first few questions are about this neighbourhood. What do you like best about living in this neighbourhood?

Q2 What you like least about living in this neighbourhood?

Q3 How long have you lived in this neighbourhood?

Up to one year	1
1-2 years	2
3-5 years	3
6-10 years	4
Over 10 years	5
Always lived there	6
Don't know	7

Q4 How long have you lived in this house?

Up to one year	1
1-2 years	2
3-5 years	3
6-10 years	4
Over 10 years	5
Always lived there	6
Don't know	7

[SHOWCARD 1]

Q5 Please tell me which of the descriptions on this card best describes your house

Rented from the Council	1
Rented from a housing association	2
Rented from a private landlord or owner	3
Owned by you (not ex Council)	4
Owned by you (ex Council)	5
Other (please specify)	6

Q6 How satisfied/dissatisfied are you with your house or home?

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very Dissatisfied	4

Q7 Could you please tell me if you think this neighbourhood has changed over the past 5 years, or since you've been living here if it's less than 5 years?

Yes - has got better	1	Go to Q8
Yes - has got worse	2	Go to Q8
No change	3	Go to Q9
Don't know	4	Go to Q9

Q8 In what ways do you think it has changed? WRITE IN BELOW

NEIGHBOURHOOD AND SERVICES

[SHOWCARD 2]

Q9 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in this neighbourhood? **[INTERVIEWER: code in Col Q9 below]**

[SHOWCARD 3]

Q10 And, looking at this card, how easy is it for you to access those services and facilities in this neighbourhood? **[INTERVIEWER: code in Col Q10 below]**

	Q9					Q10				
	Very Satis.	Fairly Satis.	Fairly Dissatis.	Very Dissatis	Doesn't exist/ never used	Very easy	Fairly easy	Fairly difficult	Very Difficult	Doesn't exist/ never used
Local Health services	1	2	3	4	5	1	2	3	4	5
Police service	1	2	3	4	5	1	2	3	4	5
Fire service	1	2	3	4	5	1	2	3	4	5
Refuse collection	1	2	3	4	5	1	2	3	4	5
Local Schools	1	2	3	4	5	1	2	3	4	5
Social care/social work services	1	2	3	4	5	1	2	3	4	5
Public transport	1	2	3	4	5	1	2	3	4	5
Street cleaning	1	2	3	4	5	1	2	3	4	5
Sports & leisure facilities	1	2	3	4	5	1	2	3	4	5
Community centre and library	1	2	3	4	5	1	2	3	4	5
Parks and open spaces	1	2	3	4	5	1	2	3	4	5
Local phone boxes	1	2	3	4	5	1	2	3	4	5
Local youth facilities	1	2	3	4	5	1	2	3	4	5
Local shops	1	2	3	4	5	1	2	3	4	5
Community Warden Service	1	2	3	4	5	1	2	3	4	5

Q11. Do you have any other comments you would like to make about these local services and facilities? **[Probe fully. Do not prompt]**

None 1

[SHOWCARD 4]

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
Children's Play Areas	1	2	3	4	5
Cleanliness of Streets	1	2	3	4	5
Shopping Facilities	1	2	3	4	5
Condition of roads, pavements and street lighting	1	2	3	4	5
Quality and maintenance of open spaces	1	2	3	4	5
Cleanliness of the area around your home	1	2	3	4	5

Q13 Overall how satisfied are you with the quality of life in this neighbourhood?

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very dissatisfied	4

[SHOWCARD 5]

Q14 I am going to read out some examples of community activities and voluntary activities. How often do you, or anyone living in your home, take part in activities like these? Please take your answer from this card

	Daily	Weekly	Monthly	Seldom	Never
After school/children's clubs	1	2	3	4	5
Youth clubs/projects or drop-in centres	1	2	3	4	5
Voluntary Youth Organisations	1	2	3	4	5
Youth Information Services	1	2	3	4	5
Other Youthwork activities	1	2	3	4	5
Organised Sporting activities/ classes/clubs	1	2	3	4	5
Organised Social/Leisure activities/classes/clubs	1	2	3	4	5
Learning groups or adult education classes	1	2	3	4	5
Self-help or social care groups	1	2	3	4	5
Other Community-based groups/projects	1	2	3	4	5

[SHOWCARD 6]

Q15 I am going to read out some examples of community development activities and organisations. Please tell me

A which of them you are aware of, in this area? **[INTERVIEWER: code in Col Q15A below] and**

B which of them you have taken part in, during the last year? **[INTERVIEWER: code in Col Q15B below]**

[INTERVIEWER: Please ensure you insert a response for A and B]

	15A		15B	
	AWARE OF		INVOLVED	
	YES	NO	YES	NO
Local Consultation Activities or Events	1	2	1	2
Community Council or Neighbourhood Representative Structure	1	2	1	2
Tenants or Residents Association	1	2	1	2
Local Action Group (e.g. Community Safety Group)	1	2	1	2
Community Regeneration Forum	1	2	1	2
Other Regeneration Group or Trust	1	2	1	2
Project or Centre Management Group	1	2	1	2
Community Festivals and Events	1	2	1	2

Q16 How much influence do you feel you have over decisions which affect this neighbourhood?

Great influence

1

Some influence

2

Little influence

3

No influence

4

Don't know

5

HEALTH

Q17 The next few questions are about your health. First of all, could you tell me whether you are registered with a GP or health centre?

Yes	1
No	2
Don't know	3

Q18 Secondly, could you tell me whether you are registered with a dentist?

Yes	1
No	2
Don't know	3

Q19 How good is your health overall?

Very good	1
Good	2
Fair	3
Poor	4
Very poor	5
Don't know	6

[SHOWCARD 7] **[THIS CONTAINS DEFINITIONS OF PHYSICAL ACTIVITY]**

Q20 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

5 days a week or more	1
1-4 days a week	2
Less than once a week	3

[SHOWCARD 8] **[THIS CONTAINS DEFINITIONS OF PORTIONS]**

Q21 How many portions of fruit and vegetables did you eat yesterday?

1	1
2	2
3	3
4	4
5	5
More than 5	6

Q22 Are you, or have you ever been, a smoker?

Currently smoke	1
Used to smoke	2
Never smoked	3

[SHOWCARD 9]

Q23 On the card are some statements about feelings and thoughts.

Please say which option best describes your experience of each over the last 2 weeks

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5

EDUCATION

[SHOWCARD 10]

Q24 Please could you tell me which is your highest qualification?

School Leaving Certificate	1
O Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent	2
Higher Grade/CSYS, A Level, Advanced Senior Certificate or equivalent	3
GSVQ Advances, SVQ Level 3, ONC, OND SCOTVEC National Diploma or equivalent	4
City and Guilds	5
HNC, HND, SVQ Levels 4 or 5, or equivalent	6
First Degree or Higher Degree	7
Professional Qualifications e.g. teaching, accountancy	8
IT Qualification	9
None of these	10
Other	11
Don't Know	12

Q25 Are you currently undertaking any course that will lead to an academic or vocational qualification?

Yes	1
No	2

Q26 In the last year have you undertaken any other courses which don't receive a formal qualification, although you may receive a certificate at the end? This may include, for example, recruitment or numeracy, literacy or IT skills

Yes	1
No	2

EMPLOYMENT

Q27 Are you the head of household?

Yes	1	If yes, fill out column A only
No	2	If no, fill out column A <u>and</u> B

[SHOWCARD 11]

Q28 Please could you tell me which of the phrases on this card best describes your working status and [INTERVIEWER: if respondent is not head of household] the working status of the head of your household?

	Col A Respondent	Col B Head of Household	
Employed (full time 30 hours or more)	1	1	Go to Q29
Employed (part time less than 30 hours)/Job Share	2	2	Go to Q29
Self Employed	3	3	Go to Q29
Unemployed for up to 6 months - seeking work	4	4	Go to Q29
Unemployed for 6-24 months - seeking work	5	5	Go to Q29
Unemployed 2yrs + - seeking work	6	6	Go to Q29
Unemployed 5yrs + - seeking work	7	7	Go to Q29
Not employed - not seeking work	8	8	Go to Q29
Student (full-time)	9	9	Go to Q29
Student (part-time)	10	10	Go to Q29
Training - New Deal	11	11	Go to Q29
Training - other than New Deal	12	12	Go to Q29
Permanently sick/disabled - unable to work	13	13	Go to Q31
Looking after the home	14	14	Go to Q31
Caring for children	15	15	Go to Q31
Caring for elderly relatives	16	16	Go to Q31
Caring for partner	17	17	Go to Q31
Volunteer	18	18	Go to Q31
Retired	19	19	Go to Q31
Other (please write in)	20	20	Go to Q31

Q29 What is your occupation or, if you are not currently employed, what is the job you usually do? **[INTERVIEWER: Please probe for details of job title, responsibilities etc and code appropriate social classification below].**

A	Higher Managerial, Administrative or Professional	1
B	Intermediate Managerial, Administrative or Professional	2
C1	Supervisory, Clerical, Junior Administrative or Professional	3
C2	Skilled Manual Workers	4
D	Semi Skilled or Unskilled Manual Workers	5
E	State Pensioners and Casual Earners	6

[SHOWCARD 12]

Q30 What do you consider are the main barriers to finding a job in Dundee? **[Code all that apply]**

Lack of skills in general	1
Lack of computer skills	2
Lack of information about job opportunities	3
Time needed for education or training	4
Long term sickness or disability	5
Caring for children	6
Caring for a dependent adult	7
Travel costs	8
Availability of public transport	9
Wages too low/pay level	10
Lack of job opportunities in Dundee	11
Lack of experience	12
Age (too old or young)	13
Not wanting to travel far for a job	14
Not wanting to work	15
Lack of confidence	16
After loss of benefits, I/people would be worse off	17
The area that I/people stay in	18
Difficulty in getting an interview	19
Lack of interview skills	20
Type of work available	21
Type of working hours available	22
Inflexible work conditions	23
Not looking for work	24
Other (please say what)	25

Q31 Does anyone in the household receive any of the following benefits?
[INTERVIEWER: read out and code all that apply below]

	Yes	No
Income based Job Seekers' Allowance	1	2
Income support	1	2
Housing benefit	1	2
Incapacity/Sickness benefit	1	2
Employment Support Allowance	1	2

COMMUNITY SAFETY

Q32 In the past year, have you ever felt fearful about becoming a victim of crime?

Yes	1	Go to Q33
No	2	Go to Q34

Q33 How frequently have you felt fearful?

All the time	1
Occasionally	2
Rarely	3

Q34 Have you or a member of your household been a victim of crime in the last year?

Yes	1	Go to Q35
No	2	Go to Q36
Don't know	3	Go to Q36

[SHOWCARD 13]

Q35(A) What type of crime have you or a member of your household been a victim of in the last year? **[INTERVIEWER: code in Col 35A below]**

and

Q35(B) Where did it happen? **[INTERVIEWER: code in Col 35B below]**

Type of Crime	35A (please circle)	35B (please tick appropriate box)		
		Neighbourhood	Elsewhere in Dundee	Outwith Dundee
Assault	1	1	2	3
Robbery	1	1	2	3
Housebreaking	1	1	2	3
Theft from a vehicle	1	1	2	3
Theft of a vehicle	1	1	2	3
Vandalism	1	1	2	3
Anti-social behaviour	1	1	2	3
Other (specify)	1	1	2	3

MONEY MATTERS

Q36 Do you or your spouse/partner have a bank or building society account?

Yes

1

No

2

Q37 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

Yes

1

No

2

Q38 If you had to get hold of £500 at short notice, would you be able to?

Yes

1

Go to Q39

No

2

Go to Q40

[SHOWCARD 14]

Q39 Where would you get the money from? [**Code all that apply**]

Personal savings	1
Bank or Building Society loan	1
Bank or Building Society overdraft	1
Use credit card	1
Friends/family	1
Credit Union	1
Doorstep Lenders (e.g. Provident)	1
Cheque cashing shop	1
Pawnbroker	1
Unlicensed moneylender	1
Other (please specify)	1

CONTACTING YOUR LOCAL COUNCIL

Q40 When you last contacted Dundee City Council, was this contact to ... [**Code one only**]

Make a complaint	1	Go to Q41
Seek information	2	Go to Q42
Request a service	3	Go to Q43
Make a suggestion	4	Go to Q44
Have never contacted the Council	5	Go to Q51

Q41 Overall, how satisfied were you that the Council responded reasonably to your complaint?

Very satisfied	1	Go to Q44
Fairly satisfied	2	Go to Q44
Neither satisfied nor dissatisfied	3	Go to Q44
Fairly dissatisfied	4	Go to Q44
Very dissatisfied	5	Go to Q44
Can't say	6	Go to Q44

Q42 Overall, how satisfied were you with this contact to seek information?

Very satisfied	1	Go to Q44
Fairly satisfied	2	Go to Q44
Neither satisfied nor dissatisfied	3	Go to Q44
Fairly dissatisfied	4	Go to Q44
Very dissatisfied	5	Go to Q44
Can't say	6	Go to Q44

Q43 Overall, how satisfied were you with this contact to request a service?

Very satisfied	1	Go to Q44
Fairly satisfied	2	Go to Q44
Neither satisfied nor dissatisfied	3	Go to Q44
Fairly dissatisfied	4	Go to Q44
Very dissatisfied	5	Go to Q44
Can't say	6	Go to Q44

Q44 On your most recent contact with the Council, did you.....

Get what you need at <u>that</u> contact	1
Have to contact the Council again about the same issue	2

[SHOWCARD 15]

Q45 With which of these services was your most recent contact? [**Code one only**]

Financial Services (e.g. Council Tax, Housing Benefit)	1	Go to Q46
Planning and Building Control	2	Go to Q46
Education Services (e.g. schools)	3	Go to Q46
Economic Development Services (e.g. business advice)	4	Go to Q46
Social Work Services (e.g. home care, community meals, residential care)	5	Go to Q46
Housing Services	6	Go to Q46
Contract Services (e.g. Council House Repairs etc)	7	Go to Q46
Improvement Grants	8	Go to Q46
Art Galleries and Museums	9	Go to Q46
Leisure and Parks Services	10	Go to Q46
Libraries	11	Go to Q46
Communities (e.g. adult learning, youth activities)	12	Go to Q46
Cleansing Services	13	Go to Q46
Environmental Health Services (e.g. pest control, food safety)	14	Go to Q46
Trading Standards Services	15	Go to Q46
Legal Services	16	Go to Q46
Licensing Services	17	Go to Q46
Registrar Services	18	Go to Q46
Personnel Services (e.g. a job application)	19	Go to Q46
Roads and Transportation Services	20	Go to Q46
Catering Services	21	Go to Q46
Architectural Services	22	Go to Q46

Q46 Was your most recent contact [**Read out list. Code one only**]

By a letter	1	Go to Q51
By a telephone call to the Council	2	Go to Q47
By a personal visit to a Council office	3	Go to Q48
By e-mail	4	Go to Q49
By visiting the Council's website	5	Go to Q50

[SHOWCARD 16]

Q47 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS
How quickly the phone was answered	1	2	3	4	5	6
How easy it was to get through to someone who could help	1	2	3	4	5	6
Overall helpfulness/friendliness/courtesy of the staff you dealt with	1	2	3	4	5	6
How well the staff understood what you wanted	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Go to Q51

[SHOWCARD 17]

Q48 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS
How easy it was to get to the office	1	2	3	4	5	6
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	1	2	3	4	5	6
Overall helpfulness/friendliness/courtesy of the staff you dealt with	1	2	3	4	5	6
How well the staff understood what you wanted	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Go to Q51

[SHOWCARD 18]

Q49 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS
How quickly you received a reply to your e-mail	1	2	3	4	5	6
The extent to which the first reply you received answered your query	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Go to Q51

[SHOWCARD 19]

Q50 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS
How easily you managed to find the information you wanted	1	2	3	4	5	6
The amount of information provided on the website	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Go to Q53

Q51 Have you ever used the Council's website?

Yes

1

 Go to Q52

No

2

 Go to Q53

[SHOWCARD 19]

Q52 How would you rate the website in terms of the following?

	VS	FS	N/N	FD	VD	CS
How easily you managed to find the information you wanted	1	2	3	4	5	6
The amount of information provided on the website	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?

Yes

1

No

2

Q54 Do you have access to the internet at home?

Yes

1

No

2

VIEWS ABOUT THE COUNCIL

[SHOWCARD 20]

- Q55 **I am going to read out a list of statements about your local Council** and would like you to tell me which 3 are of the most importance to you. Dundee City Council...
[Code 3 only]

Offering a good range of services	1
Having the resources to do a good job	1
Providing an efficient service	1
Providing services which are value for money	1
Providing good quality services	1
Having friendly, polite, helpful, well informed employees	1
Promoting its services well	1
Tackling important issues for the future of the area	1
Listening to complaints	1
Communicating well with the public	1
Ensuring sustainable use of resources and care for the environment	1

[SHOWCARD 21]

- Q56 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council.....

	Agree	Disagree	Neither
Offers a good range of services	1	2	3
Has the resources to do a good job	1	2	3
Provides an efficient service	1	2	3
Provides services which are value for money	1	2	3
Provides good quality services	1	2	3
Has friendly, polite, helpful, well informed employees	1	2	3
Promotes its services well	1	2	3
Tackles important issues for the future of the area	1	2	3
Listens to complaints	1	2	3
Communicates well with the public	1	2	3
Ensures sustainable use of resources and care for the environment	1	2	3

HOUSEHOLD DETAILS

Q57 The final few questions are about the people who live in the household. Could I just check how many adults, aged 16 or over, are there in the household including you? and children? (INTERVIEWER: circle appropriate box for number of adults and number of children).

Number of adults	0	1	2	3	4	5+
Number of children (aged 0-15 years)	0	1	2	3	4	5+

Q58 How many children are there in the household in each age group. **[INTERVIEWER: read out age groups and circle appropriate box for number of children]**

Less than 3 years	0	1	2	3	4	5+
3-5 years	0	1	2	3	4	5+
6-15 years	0	1	2	3	4	5+

[SHOWCARD 22]

Q59 I'd like to record some basic information about the gender and age of each **adult** in the household. Firstly, can I check which of these age groups you fall into? Then could we take the other adults in turn and I'd simply like to record for each whether they are male or female and their broad age group. **[CODE DETAILS BELOW]**

Person	Gender		Age							
	Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
1. Respondent										
2.										
3.										
4.										
5.										
6.										

Q60 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

0	1
1	2
2	3
3	4
4 or more	5

[SHOWCARD 23]

Q61 Using one of the phrases on this card, please tell me how would you describe your ethnic background?

White

Scottish	1
Other British	2
Irish	3
Any other White background	4

Mixed

Any mixed background	5
----------------------	---

Asian (inc Scottish/British Asian)

Indian	6
Pakistani	7
Bangladeshi	8
Chinese	9
Any other Asian background	10

Black (incl Scottish/British/Black)

Caribbean	11
African	12
Any other Black background	13

Other Ethnic Background

Any other background	14
----------------------	----

Q62 Do you consider yourself to have a disability?

Yes

1

Go to Q63

No

2

Go to Q64

[SHOWCARD 24]

Q63 By looking at this card, could you please specify what the disability is?

Physical or Motor Impairment	1
Mental Health Issue	2
Learning disability	3
Hearing impairment - partial	4
Hearing impairment - total	5
Visual Impairment - partial	6
Visual Impairment - total	7
Communication Difficulties	8
Multiple Disabilities	9
Other Chronic illness or disability	10

[SHOWCARD 25]

Q64 Please look at this card and specify what is your religion?

None	1
Church of Scotland	2
Roman Catholic	3
Other Christian	4
Buddhist	5
Hindu	6
Jewish	7
Muslim	8
Sikh	9
Another religion (please specify)	10
Would rather not say	11

[SHOWCARD 26]

Q65 I have a card here on which various sums of money are shown grouped together. Would you mind looking at the card and tell me in which group the annual household falls. Please use net income from all sources ie after deductions of income tax, national insurance and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

A	Less than £100 per week / £5,299 per year	1
B	£100-199 per week / £5,200 - £10,399 per year	2
C	£200-299 per week / £10,400-£15,599 per year	3
D	£300-399 per week / £15,600-£20,199 per year	4
E	£400-£499 per week / £20,800 - £25,999 per year	5
F	£500-£599 per week / £26,000 - £31,199 per year	6
G	£600 or more per week / £31,200 or more per year	7
H	Don't Know	8
I	Would rather not say	9

APPENDIX II
DEFINITIONS USED

SHOWCARD 9

30 MINUTES OF MODERATE PHYSICAL ACTIVITY – NOT NECESSARILY AT ONE TIME

- WALKING OR CYCLING
 - WORK RELATED PHYSICAL TASKS E.G. DELIVERING POST, HOUSEHOLD DECORATOR
 - HOUSEWORK OR GARDENING
 - ACTIVE RECREATION OR SOCIAL SPORT E.G. BADMINTON, SWIMMING, GOING TO GYM
-

SHOWCARD 10

ONE PORTION = 80g = ANY OF THESE

- 1 APPLE, BANANA, PEAR, ORANGE OR OTHER SIMILAR SIZED FRUIT
 - 2 PLUMS OR SIMILAR SIZED FRUIT
 - ½ GRAPEFRUIT OR AVOCADO
- 1 SLICE OF LARGE FRUIT, SUCH AS MELON OR PINEAPPLE
- 3 HEAPED TABLESPOONS OF VEGETABLES, EXCLUDING POTATO (RAW, COOKED, FROZEN OR TINNED)
- 3 HEAPED TABLESPOONS OF BEANS AND PULSES (HOWEVER MUCH YOU EAT, BEANS AND PULSES COUNT AS A MAXIMUM OF ONE PORTION A DAY)
- 3 HEAPED TABLESPOONS OF FRUIT SALAD (FRESH OR TINNED IN JUICE) OR STEWED FRUIT
- 1 HEAPED TABLESPOON OF DRIED FRUIT (SUCH AS RAISINS OR APRICOTS)
 - 1 CUPFUL OF GRAPES, CHERRIES OR BERRIES
 - A DESSERT BOWL OF SALAD
- 150ml GLASS OF FRUIT JUICE (HOWEVER MUCH IS CONSUMED, FRUIT JUICE COUNTS AS A MAXIMUM OF ONE PORTION A DAY)