

REPORT TO: POLICY AND RESOURCES COMMITTEE – 9 MARCH 2015
REPORT ON: ANNUAL SOCIAL SURVEY
REPORT BY: CHIEF EXECUTIVE
REPORT NO: 105-2015

1. PURPOSE OF REPORT

To provide further information from the annual survey commissioned by the Council and Dundee Partnership, focusing on the wider social aspects of the survey and highlighting any variations between the results for Community Regeneration Areas and the city as a whole.

2. RECOMMENDATIONS

- a) Note the results in this report and ensure all departments and other partnership groups consider any implications arising from it.
- b) Invite each Local Community Planning Partnership to consider the key results for their area which will be sent to chairs and community officers for distribution
- c) Authorise publication of the full survey and community regeneration area reports on the Council and Dundee Partnership websites and make available copies on request

3. FINANCIAL IMPLICATIONS

None.

4. BACKGROUND

4.1 For over 15 years the Council has commissioned an Annual Survey covering issues such as customer satisfaction, quality of life, satisfaction with local facilities, fear of crime and the perception of the Council as an organisation. References are made to Article III of the Policy and Resources Committee dated 9 February 2015. Reference report number 20-2015.

4.2 In more recent years, the Council survey has been combined with a wider social survey, commissioned by the Dundee Partnership, which provides valuable evidence of progress on the issues covered in Dundee's Single Outcome Agreement such as health, financial management, education and employment. This leads to separate reports to the Council, Dundee Partnership theme groups and the Local Community Planning Partnerships.

4.3 The specific research objectives of the wider survey in 2014 were as follows:

- to establish the public's views on general and specific aspects of life in Dundee, including:
 - home and neighbourhood
 - health
 - education and employment
 - community safety
 - financial issues
- to strengthen the evidence base which will support and inform the development of Dundee's Single Outcome Agreement

4.4 A total of 1,812 interviews were carried out with a representative sample of Dundee residents. The sample structure was designed to replicate the sampling methodology and structure utilised in previous surveys. This involved a disproportionate sampling methodology where:

- 800 interviews were completed with the general population of Dundee (a target of 100 in each of the 8 wards)
- 1,015 interviews were carried out within community regeneration areas (200 in each of the regeneration areas)

Within each area, a random sample was drawn to ensure coverage across each area. Interviewing was scheduled over daytime, evening and weekend to ensure all segments of the working and non working population had the opportunity to participate.

4.5 The section below summarises the key findings under each of the research themes, noting significant differences between community regeneration areas (CRA) and non community regeneration areas (non CRA).

5 KEY RESULTS

- The best aspects of **living in the neighbourhood** were consistent over both CRA and non CRA areas, with the main reasons given being that the neighbourhood is quiet and peaceful and the neighbours being the top two reasons provided. When thinking about the worst aspects of the neighbourhood, respondents living in community regeneration areas were less likely to state that there was nothing that they did not like about living in their neighbourhood (79% of non CRA compared to 65% of CRA respondents). The most common issues stated were drug problems (14%) and anti-social behaviour/neighbours (7%)
- When asked about the **change in the neighbourhood**, the majority of respondents did not perceive their neighbourhood to have changed in the last 5 years. 69% in CRA areas and 85% in non CRA areas claimed to have seen no change. Those living in community regeneration areas were significantly more likely to state that their neighbourhood had changed in the last 5 years with 4% stating the neighbourhood had improved and 13% stating it has got worse compared to 2% and 3% respectively for non CRA respondents. Participants who lived in Ardler, St Mary's and Kirkton (10%) were significantly more likely to have said their neighbourhood had improved than Coldside and Maryfield participants (1%). Those who lived in Beechwood, Lochee, Menzieshill and Charleston were more likely to have said the neighbourhood has got worse (20%) than respondents who lived in Ardler, St Mary's and Kirkton (2%)
- **Satisfaction with the home** showed that over 9 in 10 participants who lived in community regeneration areas said the general condition of their home was very good or good (93%). Those who lived in Ardler, St Mary's and Kirkton were most likely to rate the condition of their home 'very good' (94%) and those who lived in Mid Craigie, Linlathen and Douglas (16%) were least likely.
- **Satisfaction with local services** is generally very high for both CRA and non CRA respondents, with satisfaction in 90% for all services, with the exception of slightly lower levels of satisfaction for local youth services where satisfaction falls and is lower for CRA respondents (73%) than non CRA respondents (92%)
- In terms of the **accessibility of local services** CRA respondents show similarly high levels of accessibility for the universal services such as local health services, police, fire and refuse collection. Accessibility for some services has increased and are perceived to be more accessible in CRA areas: employment advice and services, social housing, sports and leisure facilities and local youth facilities all increased in satisfaction. CRA respondents were also significantly more likely to state that access to community warden services, employment and advice services, social housing and social care/social work services was easy compared to non CRA respondents
- When considering the **physical environment** in their neighbourhood, respondents in community regeneration areas had similarly high levels of satisfaction with the majority of services which were in the 90%'s. Cleanliness of streets, the built environment and the natural environment all had satisfaction levels of 99%. However, in terms of children's play

areas those who lived in community regeneration areas were less satisfied (82%) than those who lived in all other areas

- Both CRA and non CRA respondents were likely to report similarly high levels of satisfaction with the **quality of life** in their neighbourhood and Dundee (99%). However, it is interesting to note that CRA respondents were less likely to be 'very satisfied' than non CRA respondents
- The profile of **participation** in community regeneration areas (5%) is significantly lower than those living elsewhere (11%). Participants who lived in Mid Craigie, Linlathen and Douglas were more likely to provide unpaid help than those who lived in other CRAs
- The most common **community activities** that CRA participants had taken part in were community festivals or events (67%) and organised sporting activities or classes (54%)
- When asked about the **ability to influence decisions**, those living in community regeneration areas were significantly less likely to agree that they could influence decisions affecting their local area (42% for CRA respondents compared to 60% for non CRA respondents). This was also the case in terms of the ability of people in their community to influence decisions (50% of CRA respondents agreed that people in their community can influence decisions compared to 69% of non CRA respondents)
- Respondents living in community regeneration areas were less likely to rate their **health** as very good (46%) than those living in non community regeneration areas (67%). They were also less likely to have never smoked than non CRA respondents (45% of CRA respondents have never smoked compared to 56% of non CRA respondents)
- Perception of **safety in the neighbourhood** was lower for CRA respondents than non CRA respondents. Just over 6 in 10 CRA respondents (64%) indicated that they felt their neighbourhood was a very safe place to live compared to 87% for non CRA respondents. Whilst the overall levels of feeling of safety combining very safe and fairly safe were similar for both CRA and non CRA respondents when considering being at home and walking in the neighbourhood both in the day and at night, CRA respondents were less likely to feel very safe. The difference was most significant in relation to the feeling of safety when walking alone in the neighbourhood after dark where 47% of CRA respondents stated that they felt very safe compared to 81% of non CRA respondents
- When thinking about what **influences the level of crime** in their neighbourhood, CRA respondents were significantly more likely to state that alcohol or drugs was the main factor (65%) compared to non CRA respondents (47%)
- In terms of **financial management**, respondents living in community regeneration areas were significantly more likely to report that they have experienced financial difficulties in the last year (37% in community regeneration areas compared to 28% in non community regeneration areas). The most prevalent problems for CRA respondents were the cost of domestic energy bills (26%) and the cost of food (9%). These two areas were also perceived as being more of a problem for CRA respondents than non CRA respondents

6 CONCLUSIONS

The annual social survey continues to provide valuable evidence on the progress of issues covered in the Single Outcome Agreement.

Results will be reported to the Dundee Partnership Management Group for consideration and discussion. Access to detailed information from the survey allows further analysis of any key issues highlighted in the reporting progress.

7. **POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality and Impact Assessment and Risk Management. There are no major issues.

8. **CONSULTATIONS**

The Director of Corporate Services and the Head of Democratic and Legal Services have been consulted in the preparation of this report.

9. **BACKGROUND PAPERS**

Citizen Survey 2014:
Citywide and Community Regeneration Area reports by Research Resource.

David R Martin
Chief Executive

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