



Citizen Survey 2016 Research Report

Prepared by:

Research Resource
17b Main Street
Cambuslang
G72 7EX

Prepared for:

Dundee City Council
21 City Square
Dundee
DD1 3BY

Contact: Lorna Shaw

Contact: Jill Brash

Tel: 0141 641 6410
E-mail: Lorna.shaw@researchresource.co.uk

Tel: 01382 433224
E-mail: jill.brash@dundee.gov.uk

Dundee City Council

Citizen Survey 2016

Contents

EXECUTIVE SUMMARY	4
1. INTRODUCTION, BACKGROUND AND OBJECTIVES	7
1.1 Introduction.....	7
1.2 Objectives.....	7
1.3 Methodology	7
1.4 Interviewing and quality control.....	8
1.5 Data analysis	8
1.6 Presentation and Interpretation of Results	9
1.7 Report structure.....	9
2. THE HOME AND NEIGHBOURHOOD	10
2.1 Length of stay in neighbourhood (Q3).....	10
2.2 Best aspects of neighbourhood (Q1)	11
2.3 Worst aspects of neighbourhood (Q2)	13
2.4 Change in the neighbourhood (Q4/5).....	14
2.5 Length of stay in house (Q7).....	17
2.6 Tenure (Q8).....	17
2.7 Satisfaction with the home (Q9).....	18
3. LOCAL AREA AND SERVICES	19
3.1 Satisfaction with and ease of accessing local services (Q10/11).....	19
3.2 Satisfaction with aspects of the neighbourhood (Q12)	25
3.3 Satisfaction with neighbourhood as a place to live (Q6).....	28
3.4 Neighbourhood quality of life (Q13)	29
3.5 Dundee quality of life (Q14)	30
3.6 Providing voluntary/ unpaid help (Q16/17)	30
3.7 Community activities (Q15).....	31
3.8 Cultural activities and events (Q18)	33
3.9 Reasons for not taking part in community activities, organisations or events (Q19)	34
3.10 Influencing decisions (Q20a/b)	34
4. HEALTH	36
4.1 Registered with GP or health centre/ dentist (Q21).....	36
4.2 Rating of health overall (Q22)	36
4.3 Moderate physical activity (Q23).....	37
4.4 Smoking habit (Q24).....	38
4.5 Alcohol consumption (Q25).....	39
4.6 Statements about mental wellbeing (Q26)	40
4.7 Being treated fairly (Q27).....	43
4.8 Support network (Q28)	44
5. EDUCATION	45
5.1 Currently undertaking education or training (Q29)	45
5.2 Type of qualification (Q30).....	46
6. COMMUNITY SAFETY	47
6.1 Safety in the neighbourhood (Q31)	47
6.2 Safety during the day and at night (Q32)	48
Participants were asked how safe they felt in different circumstances:.....	48
6.3 Change in the level of crime (Q33/34)	49

6.4	Factors which contribute to crime level (Q35)	51
6.5	Main issues for children/ young people (Q36)	52
6.6	Extent to which fear of crime prevents them from taking part in everyday activities (Q37)	52
7.	MONEY MATTERS	54
7.1	Bank or building society account and Contents Insurance (Q38/39)	54
7.2	Total value of savings (Q40)	55
7.3	Financial difficulties (Q41)	56
7.4	Financial management (Q42)	57
8.	CONTACTING YOUR COUNCIL	58
8.1	Reason for contact (Q43)	58
8.2	Method of contact (Q47)	58
8.3	Satisfaction with responding to complaints (Q44)	58
8.4	Satisfaction with responding to information requests (Q45)	59
8.5	Satisfaction with responding to service requests (Q46)	59
8.6	Experience of contacting the Council (Q47)	60
8.7	Satisfaction with telephone contact (Q49)	61
8.8	Satisfaction with office contact (Q50)	61
8.9	Satisfaction with written/ email contact (Q51)	61
8.10	Satisfaction with visiting the website (Q52/53)	62
8.11	Amount of information provided about the Council and its services (Q54)	62
8.12	Internet access (Q54)	62
8.13	Vulnerable Adults (Q56)	63
9.	VIEWS ABOUT THE COUNCIL	65
9.1	Statements about the Council - most important (Q57)	65
9.2	Agreement with statements about the Council (Q58)	66
10.	HOUSEHOLD DETAILS	68
10.1	Number of adults/ children (Q59)	68
10.2	Ages of children (Q60)	68
10.3	Access to personal transport (Q62)	68
10.4	Ethnicity (Q65)	69
10.5	Health and disability status (Q62/63)	69
10.6	Religion (Q64)	70
10.7	Income (Q66)	70
Appendix 1		71
West End		72
The Ferry		114
Coldside		136
Lochee		158
East End		179
North East		201
Ardler, St Mary and Kirkton		242
Beechwood, Lochee, Menzieshill and Charleston		263
Coldside and Maryfield		285
Fintry, Whitfield and Mill O Mains		308
Mid Craigie, Linlathen and Douglas		329
Appendix 2 Questionnaire		352
Appendix 3 Technical report summary		370

EXECUTIVE SUMMARY

INTRODUCTION

This report represents and discusses the findings to emerge from Dundee City Council's Citizen Survey 2016. This survey has also been carried out for a number of years previously, most recently in 2015.

The specific research objectives of the 2016 Citizen Survey were as follows.

- To establish the public's views on general and specific aspects of life in Dundee, including:
 - The home and neighbourhood
 - Health
 - Education and employment
 - Community safety
 - Financial issues.
- To establish levels of satisfaction with public services
- To establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of Dundee's Single Outcome Agreement.

A total of 1807 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 the previous survey. This involved a disproportionate sampling methodology where:

- 800 interviews were completed with the general population of Dundee (100 in each of the 8 wards)
- 1,000 interviews were carried out within community regeneration areas (200 in each of the 5 regeneration areas)

The following summarises the key findings under each of the research themes, noting significant changes that have been seen over the last 3 years of surveys since 2013. Subsequent chapters of the report analyse this in further detail.

KEY FINDINGS

- The best aspects of living in **the neighbourhood** have remained consistent over the last 4 years with the neighbourhood being quiet and peaceful and the neighbours being the top two reasons provided. Similarly, the majority of respondents, as has been the case over the last 4 years, believed that there has been no change in the neighbourhood.
- With regard to the **local area and services**, satisfaction has remained consistently high, maintaining satisfaction levels in the high 90%'s. The proportion of respondents stating very satisfied varies significantly from 8% in terms of the Community Warden Service to 65% in terms of sports and leisure facilities.
- When thinking about the **accessibility of local services**, respondents were most likely to consider, public transport (59%), sports and leisure facilities (45%) and local youth facilities (42%) to be very easy to access.
- Overall satisfaction with the neighbourhood was high, however the proportion of respondents stating very satisfied was highest in terms of, shopping facilities (60%), the natural environment (43%) and the built environment (39%).
- **Quality of life** in the neighbourhood has remained consistently high, maintaining the overall satisfaction levels since 2013. However, the proportion of respondents who were very satisfied with the quality of life in their neighbourhood has increased from 61% in 2015 to 69% in 2016.

This trend was also seen in the question which asked respondents about the quality of life in Dundee with 62% of respondents being very satisfied in 2015 to 72% in 2016.

- When asked about their **participation profile**, the levels of volunteering has increased from 8% in 2015 to 12% in 2016.
- 37% of respondents felt that they could **influence decisions** affecting their local area. The proportion of respondents who felt they could influence decisions affecting their local area has decreased by just 3 percentage points since the 2015 survey.
- In relation to **health**, whilst there has been a marginal variance in self-reported health over the last 3 years, this variation has not been statistically significant, with the underlying trend since 2013 rising only 2 percentage points. The proportion of respondents who felt their health was very good has increased significantly since the 2015 survey, increasing from 45% to 60%.
- The proportion of respondents who stated that they have never **smoked** has been subject to marginal variance since 2013, however the trend has seen no significant change since 2013.
- The proportion of respondents who stated that they never drink the recommended **alcohol allowance** has increased significantly since the 2015 survey and it at its highest level to date with 56% of respondents stating they never drink the recommended allowance.
- **Feelings of safety** in the neighbourhood have remained fairly consistent, with respondents most likely to feel very safe walking alone in their neighbourhood during the day (89%), and in their home during the day (94%) and at night (92%). The proportion of respondents who said they felt very safe walking alone in their neighbourhood after dark has decreased from 62% in 2013 to 50% in 2016.
- The vast majority of respondents were of the opinion that the amount of **crime** has remained the same over the last year. This has decreased from 73% in 2013 to 68% in 2016.
- In terms of **financial profile**, the proportion of respondents who have a bank or building society account has not seen any significant change since 2013, with the vast majority of respondents having a bank or building society account.
- When considering **financial management**, the proportion of respondents who said their household is managing quite well or very well has increased significantly from 42% in 2013 to 63% in 2016. The biggest financial concerns for respondents were the cost of food and domestic energy bills. However the proportion of respondents stating that they were having difficulty in affording these has continued to decrease from 2013 to 2016.
- In relation to the **method of contact** used when respondents are contacting the Council over the last year, the majority have contacted the Council by telephone over the four year period.
- **Satisfaction with the contact** has remained consistent in relation to complaints over the 4 year period. However, satisfaction with contact to seek information has increased since the 2013 survey increasing from 91% in 2013 to 97% in 2016. The proportion of respondents very satisfied with the contact to request a service has increased significantly since the 2015 survey increasing from 54% to 74%.
- When asked to consider their **priorities for the Council**, there has been some variance in relation to the extent to which they are priorities. However, all four of the top priorities reported in 2016 have remained consistent since 2013; providing an efficient service, providing services which are value for money, offering a good range of services and providing a good quality service. Tackling important issues for the future of the area and ensuring sustainable use of resources and care for the environment have both seen an increase in priority since 2013 (increased by 5 and 9 percentage points respectively). On the other hand, having friendly,

polite, helpful, well informed employees and promoting its services well have both decreased in priority (decreased by 11 and 5 percentage points respectively).

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1 Introduction

This report represents and discusses the findings to emerge from Dundee City Council's Citizen Survey 2016 which was undertaken by Research Resource. This survey has also been carried out for a number of years previously, most recently in 2015.

1.2 Objectives

The specific research objectives of the 2016 Citizen Survey were as follows.

- To establish the public's views on general and specific aspects of life in Dundee, including:
 - The home and neighbourhood
 - Health
 - Education and employment
 - Community safety
 - Financial issues.
- To establish levels of satisfaction with public services
- To establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of Dundee's Single Outcome Agreement.

1.3 Methodology

A total of 1807 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 the previous survey. 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)
- 1,000 interviews were carried out within community regeneration areas (200 in each of the 5 regeneration areas)

The "disproportionate" sampling approach was used previously and involves delivering the same number of interviews in each Ward or regeneration area, regardless of the actual population size of the area. This ensures the data for each Ward or regeneration area can be directly compared (with the same level of accuracy). The "disproportionate" aspect is eliminated in the results by applying appropriate statistical reweighting to balance survey data to be reflective of the entire population.

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

The table below illustrates the final number of interviews achieved, by Ward, and the margin of error associated with the data collected:

Electoral Ward	Sample Base 2016 Survey	Population (adults aged 16+ years)	Confidence Interval (at 95%)
Dundee City West End	99	18657	+/- 9.8%
Dundee City - Maryfield	200	14499	+/- 6.9%
Dundee City - The Ferry	95	16380	+/- 10%
Dundee City - Coldside	198	17651	+/- 6.9%
Dundee City - Lochee	320	15751	+/- 5.4%
Dundee City - East End	295	13243	+/- 5.6%
Dundee City - North East	300	11954	+/- 5.6%
Dundee City - Strathmartine	300	15429	+/- 5.6%
Total Dundee	1807	123564	+/- 2.3%

The 2016 questionnaire was developed from the 2015 survey questionnaire. The 2015 questionnaire was revised and the following amendments were agreed:

- Q10/11 were reduced in size eliminating the following codes; local health facilities, local schools, social care/social work, social housing, street lighting, parks and open spaces, local phone boxes, local shops and access to free cash machines.
- Q12, children's play areas was replaced with areas for children to play outside.
- Q15, two new codes were added which were clubs and groups for pre-school age children and local school as community facility.
- A new question was introduced at Q36 asking respondents what in their opinion was the main issues for children and young people in their area.
- A new question was introduced at Q56 asking respondents if they knew who to contact if they had concerns that a child was at risk of being abused.

1.4 Interviewing and quality control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer and resident surveys for Local Authorities. Interviewing took place between the 17th October and the 20th December.

All interviews were completed in accordance with our ISO20252 accredited policies and procedures and in accordance with the Market Research Society Code of Conduct.

Upon completion of interviews, completed questionnaires are manually edited, checking for quality and consistency of interviews. As a further validation, 10% of each interviewers quota of interviews are checked through 'back checking' which involves re contacting the participant by telephone and verifying key details about the interview and ensuring that interviewers were polite, pleasant and showed identification.

1.5 Data analysis

A SNAP database was designed to conduct the data processing and analysis. SNAP Data Entry software was used to enter the data which ensures accuracy of response and reduces data entry operator error. Once the data was entered, appropriate range and logic checks were applied and open-ended questions were coded. Data tables were then produced for each of the different levels of reports required (overall Dundee level, for wards, and for regeneration areas).

Due to the fact that the sample was designed on a disproportionate basis within wards, to ensure the data was representative at both Dundee and ward level, weighting figures were used during the data analysis. The data was weighted by age, gender and ward. The profile figures used in the weighting calculations were based upon Scotland's Census 2011. In particular this was carried out in order to ensure that the results on a ward basis were proportionately represented in the results in relation to the proportion of the Dundee population who live in that ward.

1.6 Presentation and Interpretation of Results

This report details the findings of the survey for the Dundee City Council area overall and includes some comparisons between different groups where appropriate and statistically significant. To allow for more in depth analysis at Ward and regeneration area level, separate top line reports have also been prepared for each of the multi-member ward and regeneration areas and are available under a separate cover of Appendix 2.

In reading these reports, a number of points should be noted:

- The findings are based upon a sample of residents, rather than the whole population of Dundee being interviewed, therefore, all results are subject to sampling tolerances. At the overall Dundee level the margin of error associated with the results is +/-2.3%. This is a body of data which should be considered robust and Dundee City Council and Dundee Partnership should have confidence in.
- Results have been compared to the previous 2011, 2012, 2013, 2014 and 2015 Dundee Citizen Surveys as appropriate, but in comparing results, it should be noted that:
 - Not all differences between the 2011, 2012, 2013, 2014 and 2015 surveys will be statistically significant.
 - The demographics of the area may have changed in this period.

When reporting the data in this document, in general, percentages in tables have been rounded to the nearest whole number. Responses greater than 0% but less than 0.5% are shown as 0% and responses between 0.5% and less than 1% are rounded to 1%. Columns may not add to 100% because of rounding or where multiple responses to a question are possible. The total number of participants to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of participants, this is because participants may be 'routed' past some questions if they are not applicable. The percentages reported are weighted percentages.

1.7 Report structure

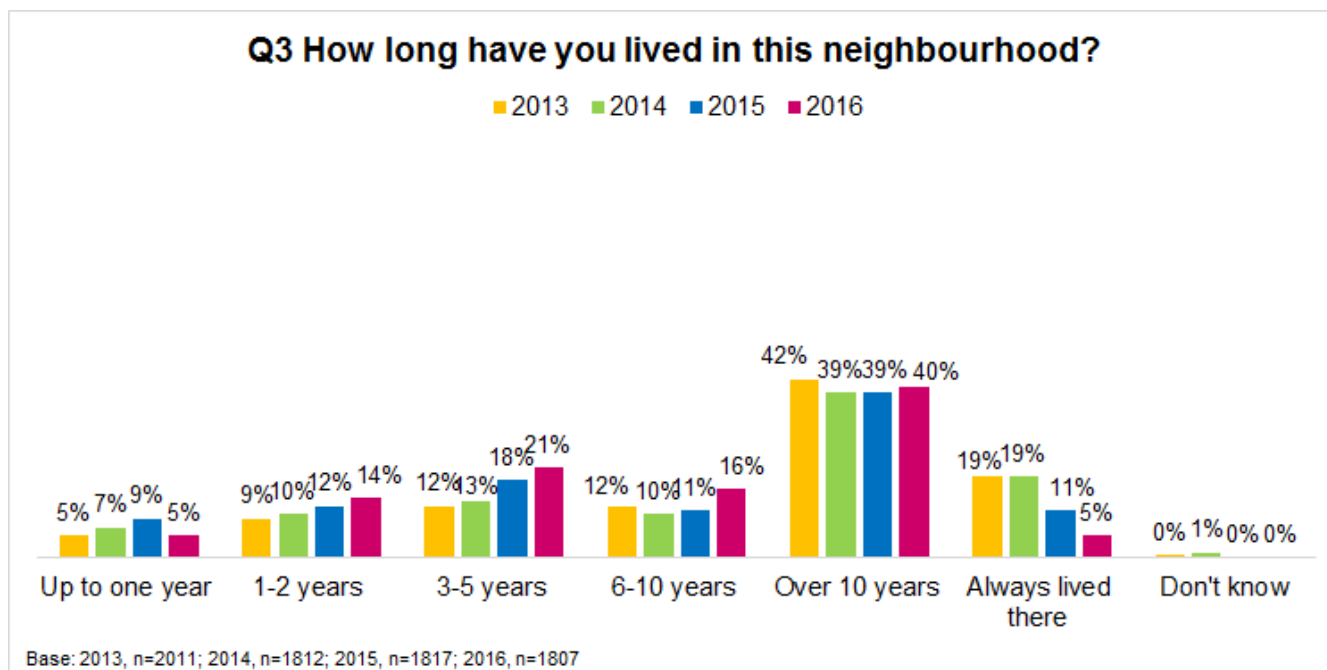
This document details the key findings to emerge from the survey. The structure of the report is as follows:

CHAPTER 2.	THE HOME AND NEIGHBOURHOOD
CHAPTER 3.	LOCAL AREA AND SERVICES
CHAPTER 4.	HEALTH
CHAPTER 5.	EDUCATION
CHAPTER 6.	COMMUNITY SAFETY
CHAPTER 7.	MONEY MATTERS
CHAPTER 8.	CONTACTING YOUR COUNCIL
CHAPTER 9.	VIEWS ABOUT THE COUNCIL
CHAPTER 10.	HOUSEHOLD DETAILS

2. THE HOME AND NEIGHBOURHOOD

2.1 Length of stay in neighbourhood (Q3)

The majority of respondents said they had lived in their neighbourhood for a significant period of time, with just under half of respondents (45%) stating they had lived in their current neighbourhood for more than 10 years. Compared to the previous year, the proportion of respondents stating they have lived in their current neighbourhood for more than 10 years has fallen from 50% in 2015 to 45% in 2016.



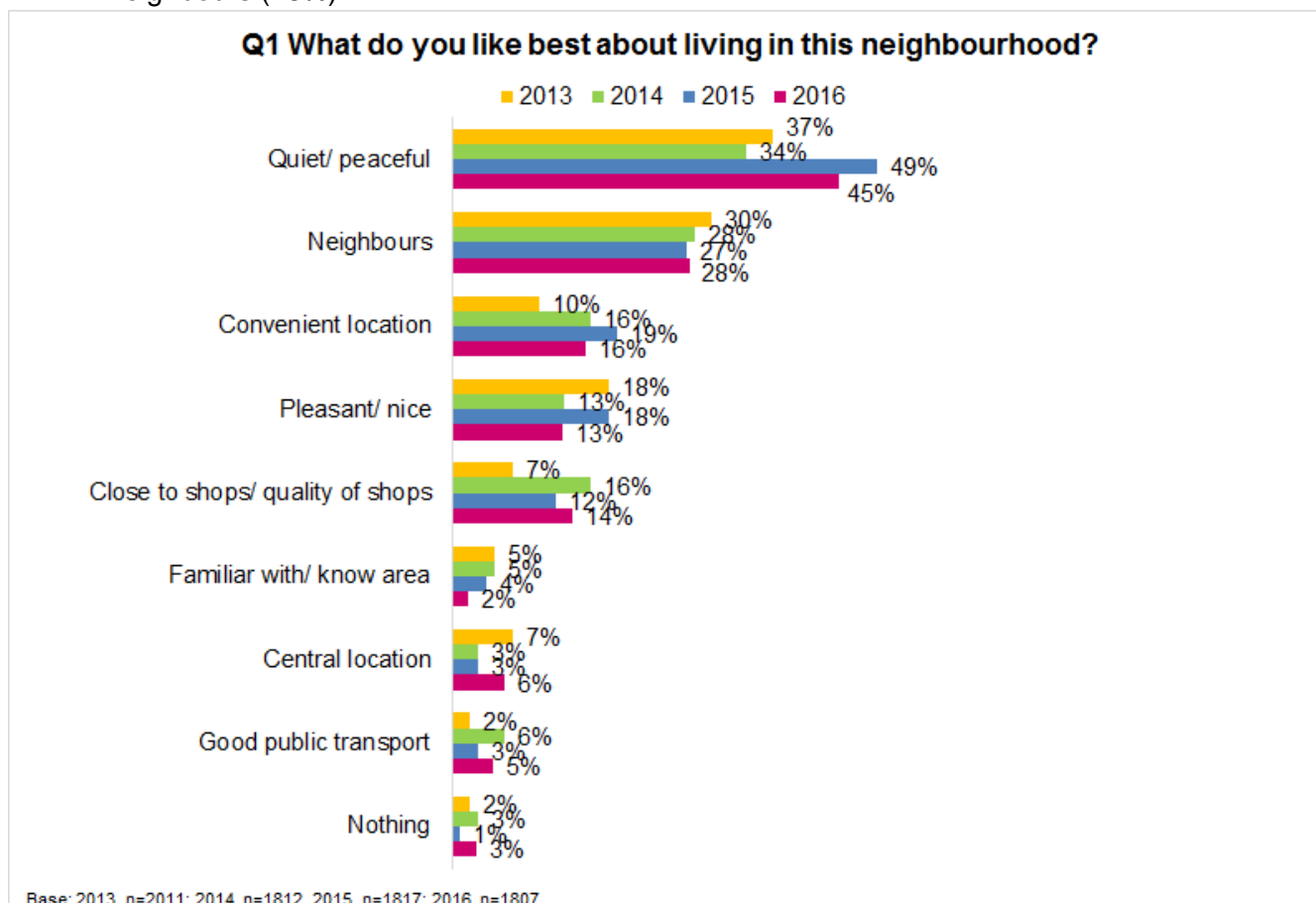
Perhaps unsurprisingly, older respondents were the most likely to have lived in their neighbourhood for a greater period of time, with 83% of respondents aged 65 and over having lived in their neighbourhood for more than 10 years.

Significantly more respondents who lived in the Ferry (66%) had lived in their neighbourhood for more than 10 years than respondents who lived in West End where 26% had lived in their neighbourhood for 10 years or more.

2.2 Best aspects of neighbourhood (Q1)

When asked, unprompted what they like best about living in their neighbourhood, the top two reasons as was the case in 2013, 2014 and 2015, were:

- Quiet and peaceful (45%)
- Neighbours (28%)



Analysis by age shows that:

- Those aged 16-34 were the least likely to state the best thing about living in their neighbourhood was that it was **quiet and peaceful** (36%). Respondents aged 65 and over were the most likely (55%).
- The proportion of respondents stating **neighbours** as the best thing about their neighbourhood increased with age, i.e. 18% of participants aged 16-34 compared to 29% of those aged 35-54, 31% aged 55-64 and 40% aged 65 and over.
- Younger respondents were the most likely to say the best thing about living in their neighbourhood was the **convenient location** (25%), those aged 65 and over were the least likely to say this (8%).
- The neighbourhood being **close to shops and amenities** was cited more by those aged 16-34 (19%) than those aged 65 and over (9%).

Analysis by tenure reveals that:

- Participants that own their own home (32%) or rent their home from a social landlord (32%) were the most likely to state **neighbours** as being the best thing about living in their neighbourhood than those who rent from a private landlord (11%).
- Respondents who rent their home from a social landlord were more likely to state their neighbourhood was **quiet or peaceful** (61%) than those who live in private rented accommodation (25%).

- More respondents who lived in private rented accommodation said the best thing about their neighbourhood was that it was a **convenient location** (37%). This is significantly higher than those who lived in housing rented from a registered social landlord (8%), or housing rented from the Council (10%).
- Being **close to shops and amenities** was cited by more respondents who rented their home from a private landlord (24%) than those who owned their own home (10%).

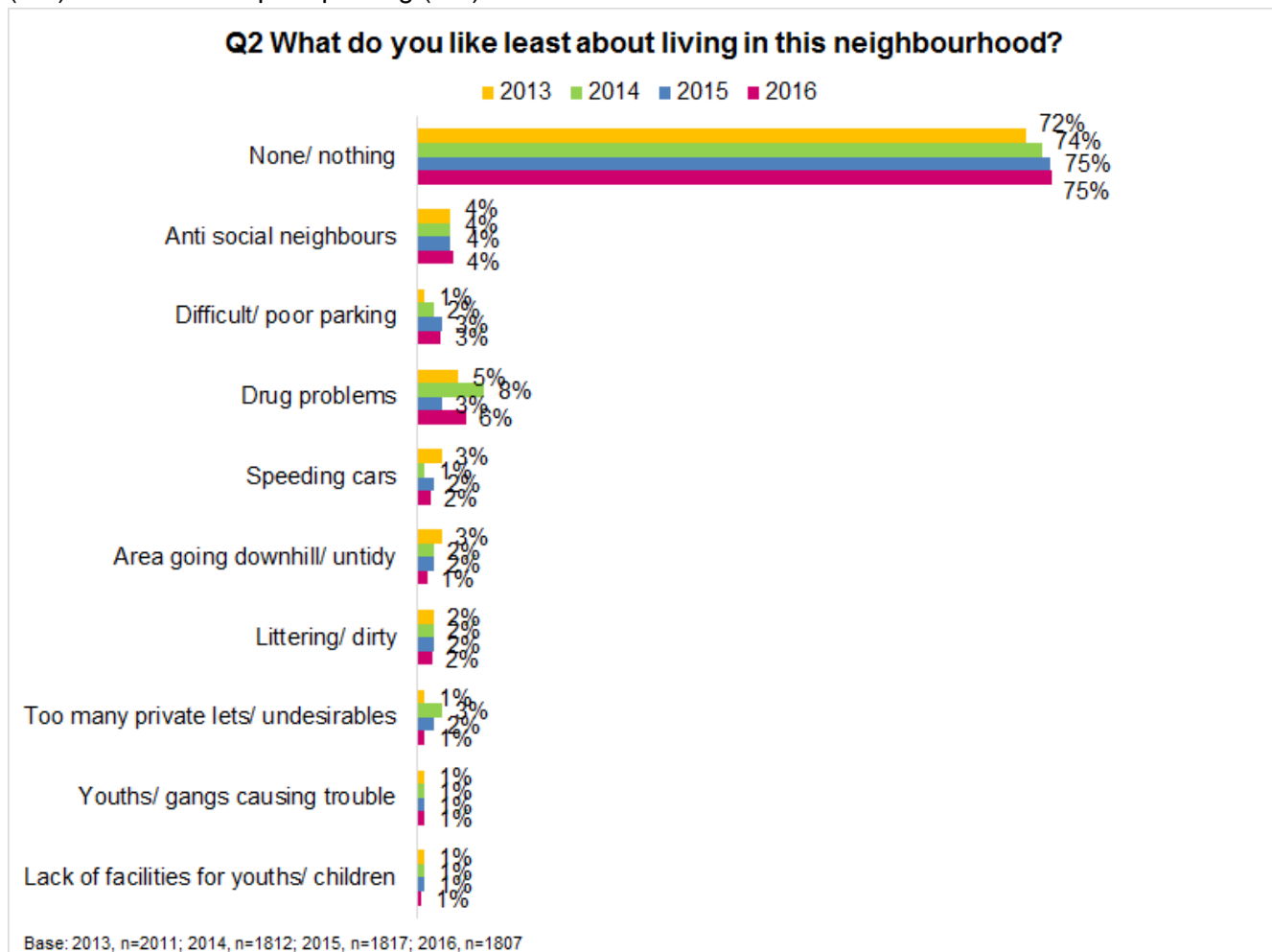
The biggest differences when analysed by ward were as follows:

- Respondents who lived in the West End (47%) were significantly more likely to state their neighbourhood was in a **convenient location**, than respondents who lived in Strathmartine (4%), Lochee (5%), The Ferry (6%) and the North East (6%).
- Significantly more respondents who lived in The Ferry (30%) commented that the area was a pleasant or nice area to live than those who lived in the West End (4%), Maryfield (8%) and Lochee (9%).
- Respondents who lived in the North East were more likely to state their neighbourhood was quiet or peaceful (67%), than those who lived in the West End (35%) and The Ferry (35%).
- Those who lived in the North East (47%) were more likely to cite neighbours as the best thing about their neighbourhood, than respondents who lived in the West End (15%) and Maryfield (19%).

Those who lived in the most deprived neighbourhoods were less likely to say the best thing about their neighbourhood was that it was a pleasant or nice area (7%) than residents who lived in other areas (17%).

2.3 Worst aspects of neighbourhood (Q2)

In terms of the worse aspects of the neighbourhood, the majority of participants stated that there was nothing that they did not like about their neighbourhood (75%) which is consistent with the findings from 2015 (75%). The most popular response given for those who were able to provide examples of what they disliked about their neighbourhood included, drug problems (6%), anti-social neighbours (4%) and difficult or poor parking (3%).



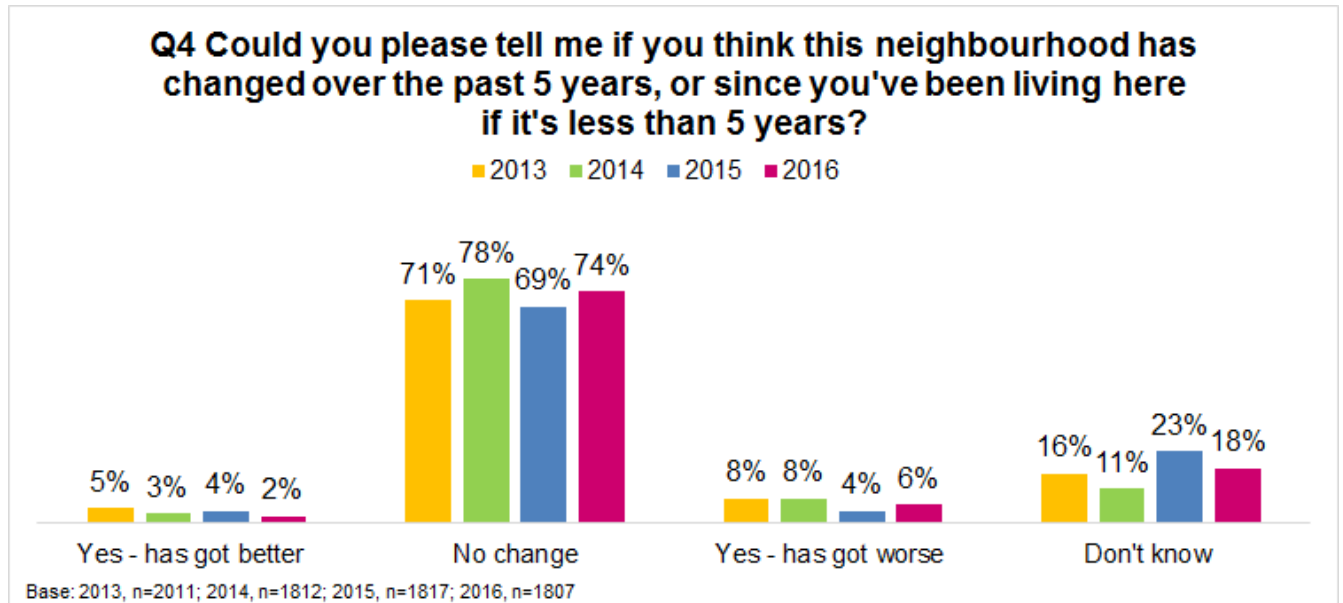
Participants living in the most deprived neighbourhoods were less likely to state there was nothing that they did not like about their area (73%) than respondents from all other areas (77%). Those who lived in the North East (84%) and The Ferry (80%) were the most likely to state that there was nothing that they did not like in their neighbourhood.

In terms of age, those aged 55-64 (77%) and 65 and over (78%) were more likely to state there was nothing that they did not like about their neighbourhood than respondents aged 16-34 (72%).

Analysis by tenure revealed that participants who owned their own home were more likely to state there was nothing that they did not like about their neighbourhood (82%) than respondents who rented their home from the Council (62%).

2.4 Change in the neighbourhood (Q4/5)

When asked about the change in the neighbourhood over the past 5 years, just under three quarters of participants (74%) were of the opinion that the neighbourhood has remained unchanged. On the other hand, just 2% of participants said the neighbourhood had improved and 6% said it had worsened.



Analysis by age revealed that participants aged 16-34 were significantly more likely to have answered don't know to this question (39%). On the other hand respondents aged 35-54 and 55-64 were the most likely to have said the neighbourhood has got worse (8%).

Those who lived in the most deprived areas were more likely to have said the neighbourhood has changed over the past 5 years. For example 10% of participants in the most deprived areas said their neighbourhood has improved or worsened compared to 6% of those from other areas. Furthermore, participants from the most deprived areas were more likely to state their neighbourhood has worsened (8%) than respondents from other areas (2%).

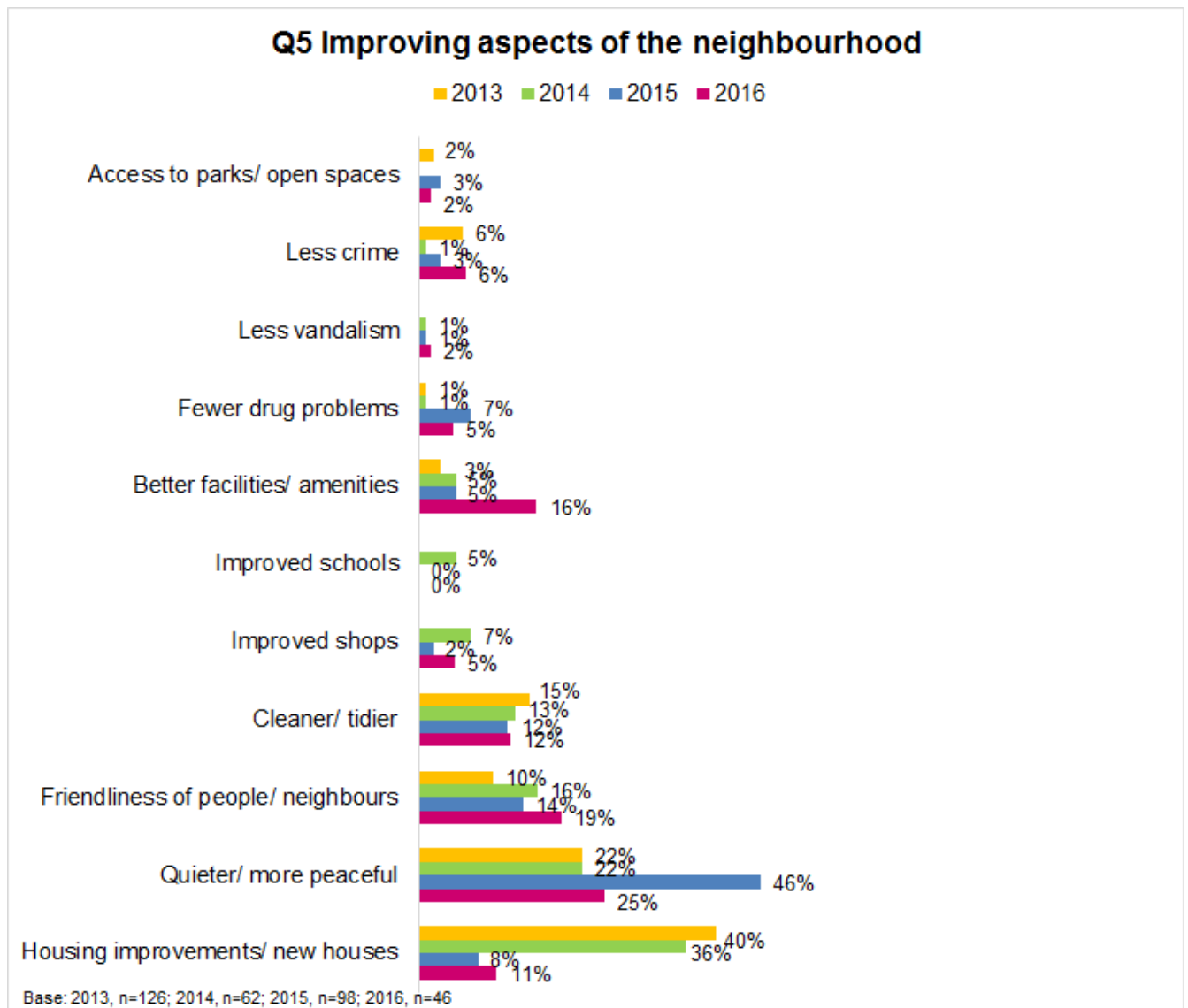
Those who lived in The Ferry (5%) and Strathmartine (5%) were the most likely to have said their neighbourhood has improved while East End (10%) and Coldsides (9%) residents were the most likely to say their neighbourhood has worsened.

Analysis by tenure indicates that Council tenants were most likely to say their neighbourhood has got worse (15%).

Where participants believed their neighbourhood had improved, they were asked the main reasons for feeling this way. Care should be taken when reading these percentages due to the small number of participants who stated they believed their neighbourhood had improved. The main reasons given are displayed in the chart below and were:

- Quieter/ more peaceful (25%)
- Friendliness of people/ neighbours (19%)
- Better facilities/ amenities (16%)

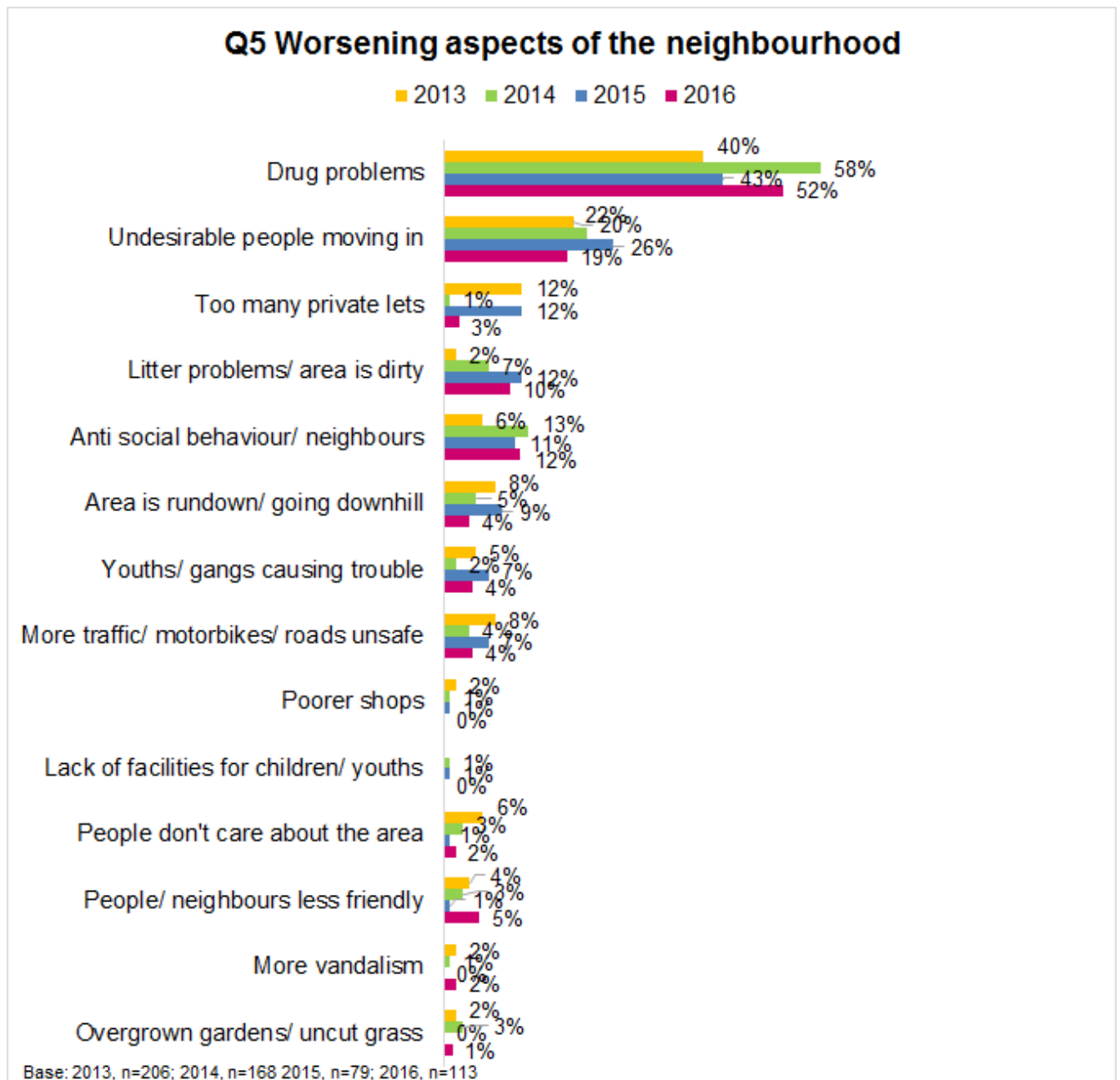
The top two reasons for feeling the neighbourhood has improved have remained unchanged since the 2015 survey. However the proportion of respondents who felt improvements to the neighbourhood had been made as a result of better facilities/ amenities has increased from 5% in 2015 to 16% in 2016.



Those who stated the neighbourhood had worsened over the past 5 years were asked to explain why they felt this way. Care should be taken when reading these percentages due to the small number of participants who stated they believed their neighbourhood to have worsened. The main reasons given were:

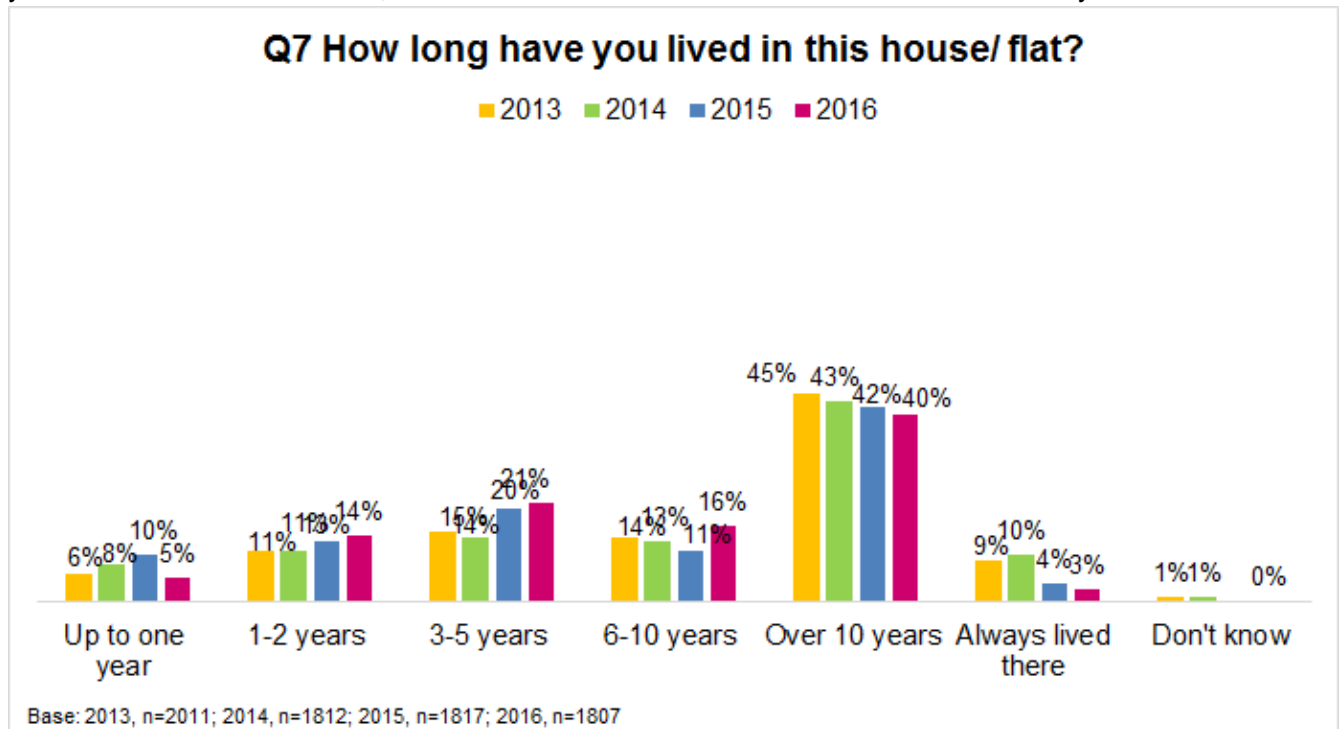
- Drug problems (52%)
- Undesirable people moving in (19%)
- Anti-social behaviour/ neighbours (12%)

The problem of drugs has been the main problem for stating the neighbourhood has worsened since 2012.



2.5 Length of stay in house (Q7)

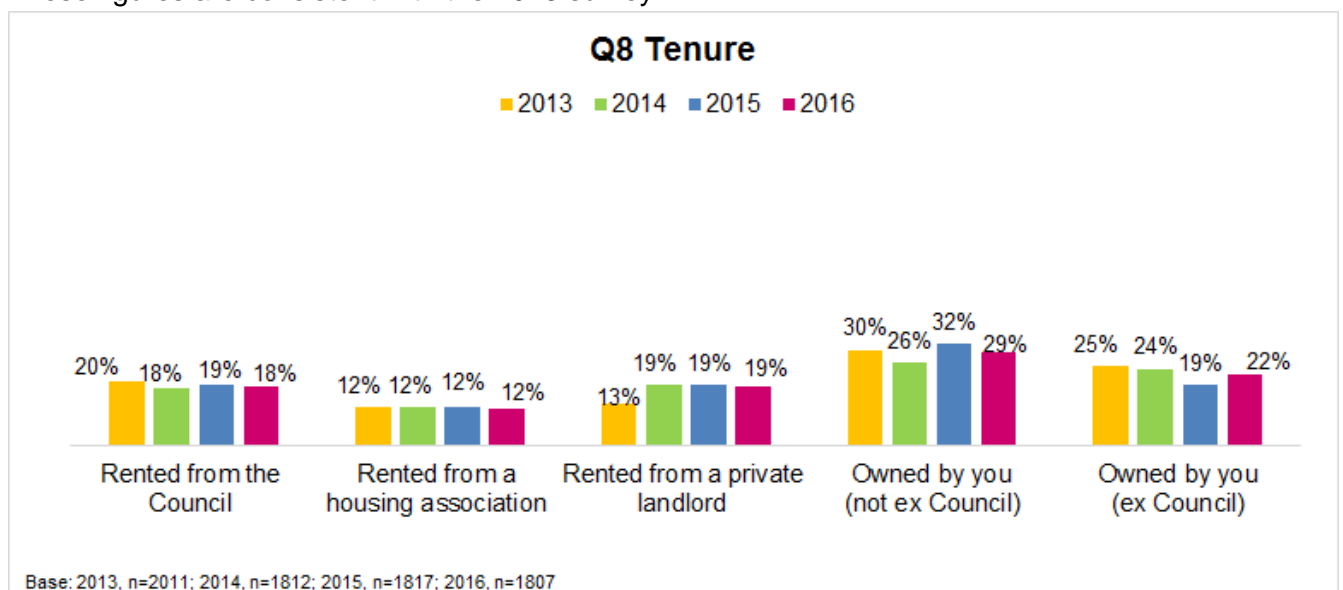
Turning now to the home, just over 4 in 10 participants (43%) had lived in their home for over 10 years. This is less than 2015, where 46% had lived in their home for more than 10 years.



Similar to length of stay in the neighbourhood, as age increases the length of stay in the current home also increases for example, 8% of respondents aged 16-34 had lived in their current home for 10 years or more compared to 83% of respondents aged 65 and over.

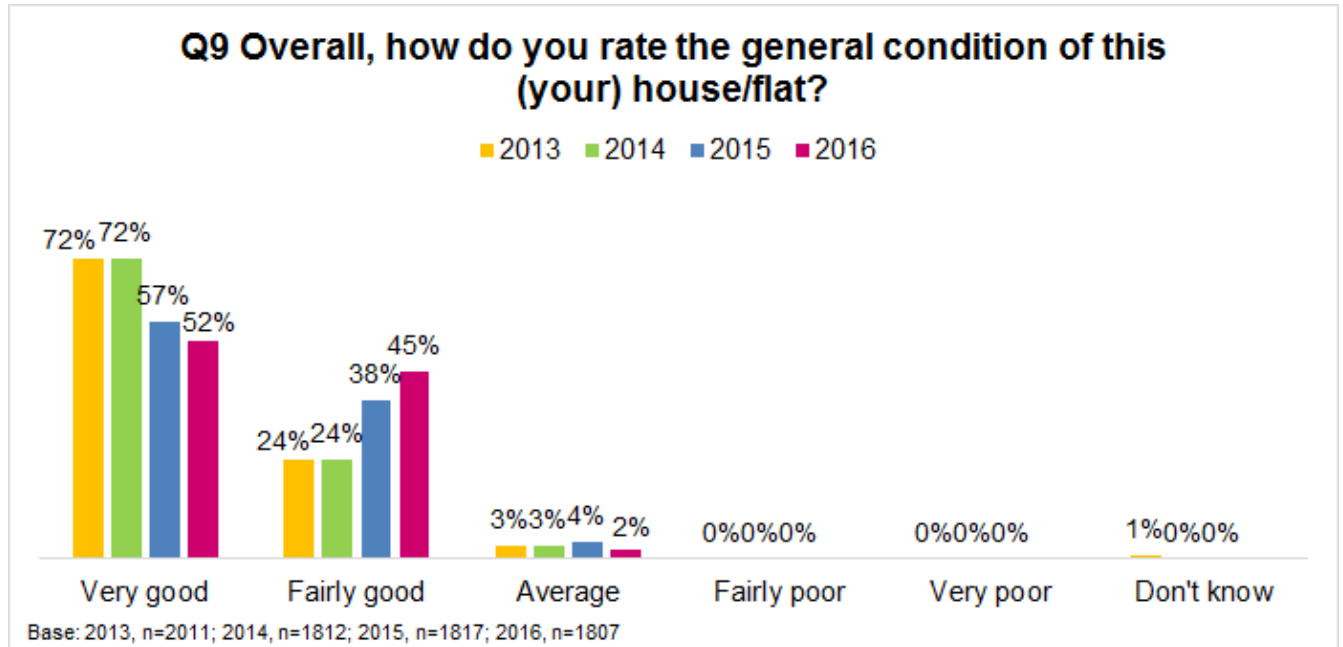
2.6 Tenure (Q8)

In relation to the tenure profile, just over half of participants (51%) were owner occupiers, 19% rented from a private landlord, 19% rented from the Council and 12% rented from a housing association. These figures are consistent with the 2015 survey.



2.7 Satisfaction with the home (Q9)

The vast majority of respondents (97%) said the general condition of their home was very or fairly good. The remaining 2% said their home was in average condition. The results are consistent with the findings from 2015, however the proportion of respondents stating their home is in very good condition has decreased from 57% to 52%.



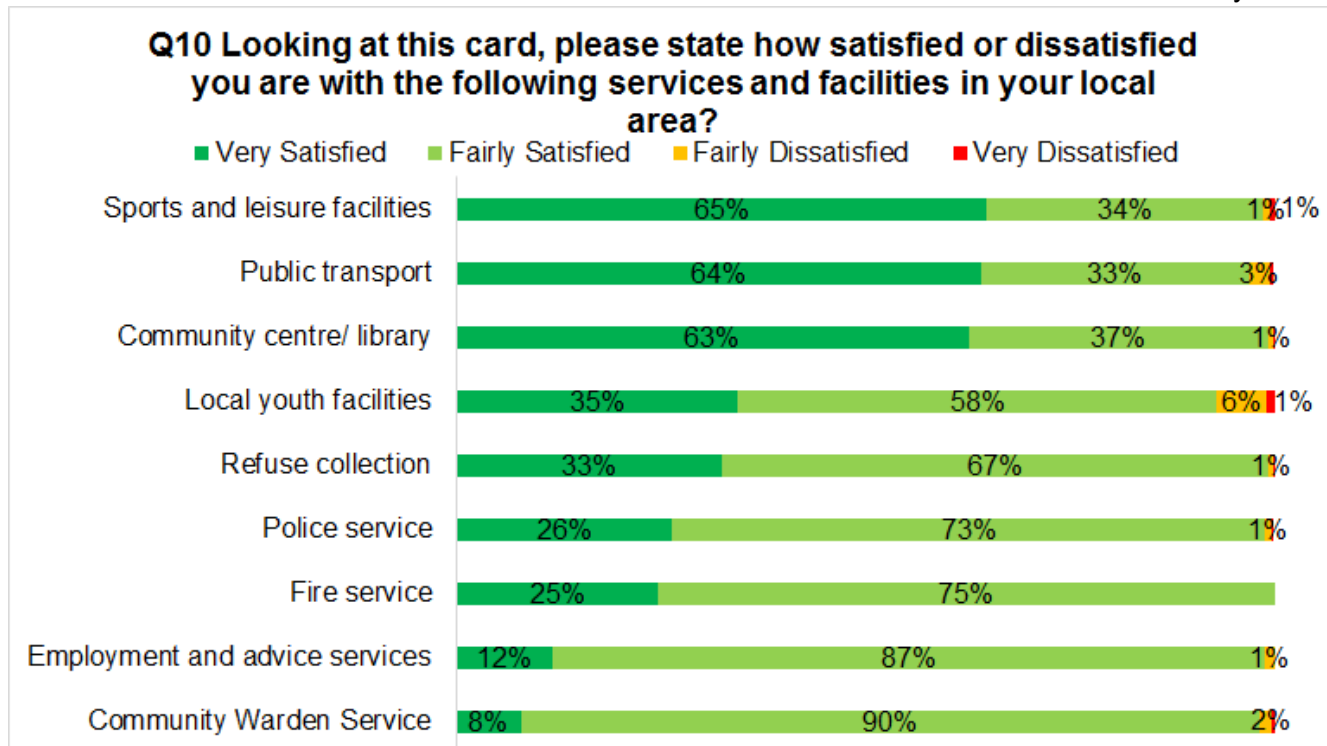
The proportion of participants who were of the opinion that their home was in very good condition was highest amongst those who owned their property (71%) and was lowest amongst those who lived in a property rented from a registered social landlord (32%).

Participants who lived in The Ferry were the most likely to be of the opinion that the condition of their home is very good (98%). On the other hand those who lived in Lochee were the least likely to feel this way (26%).

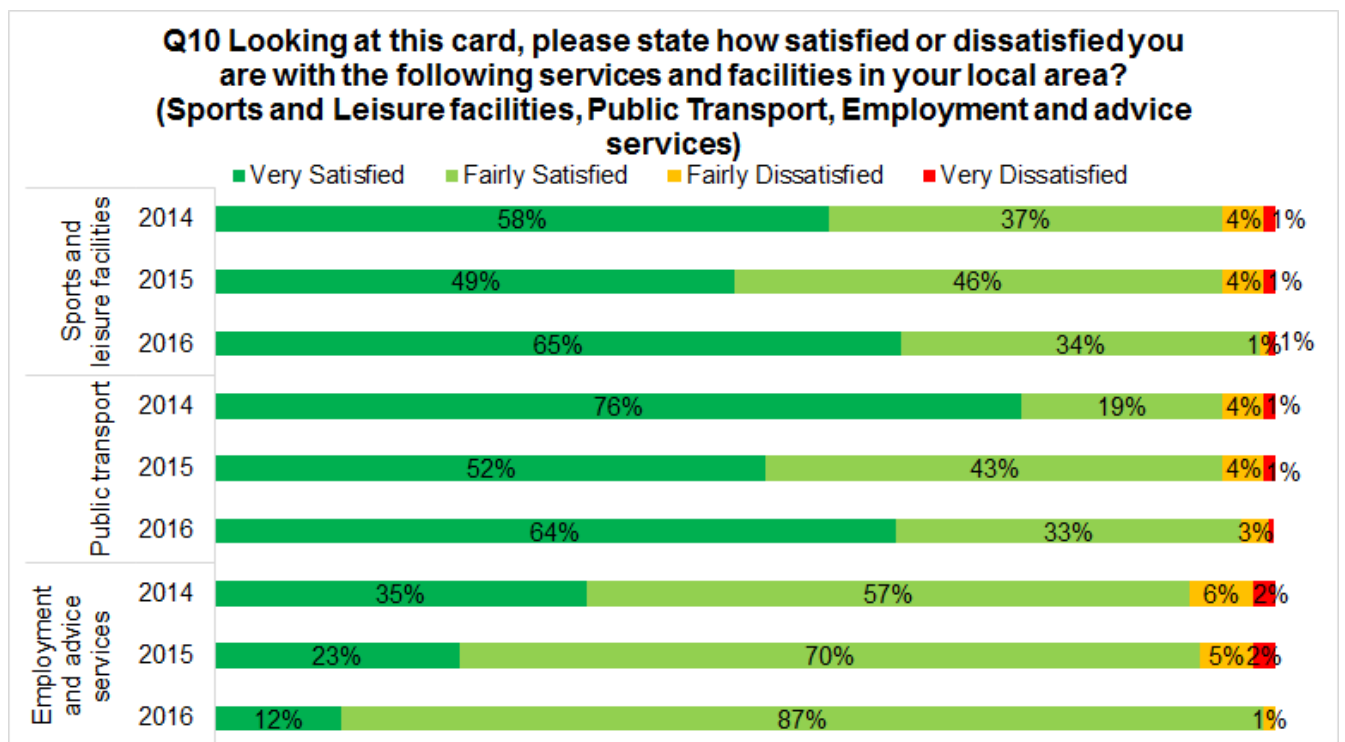
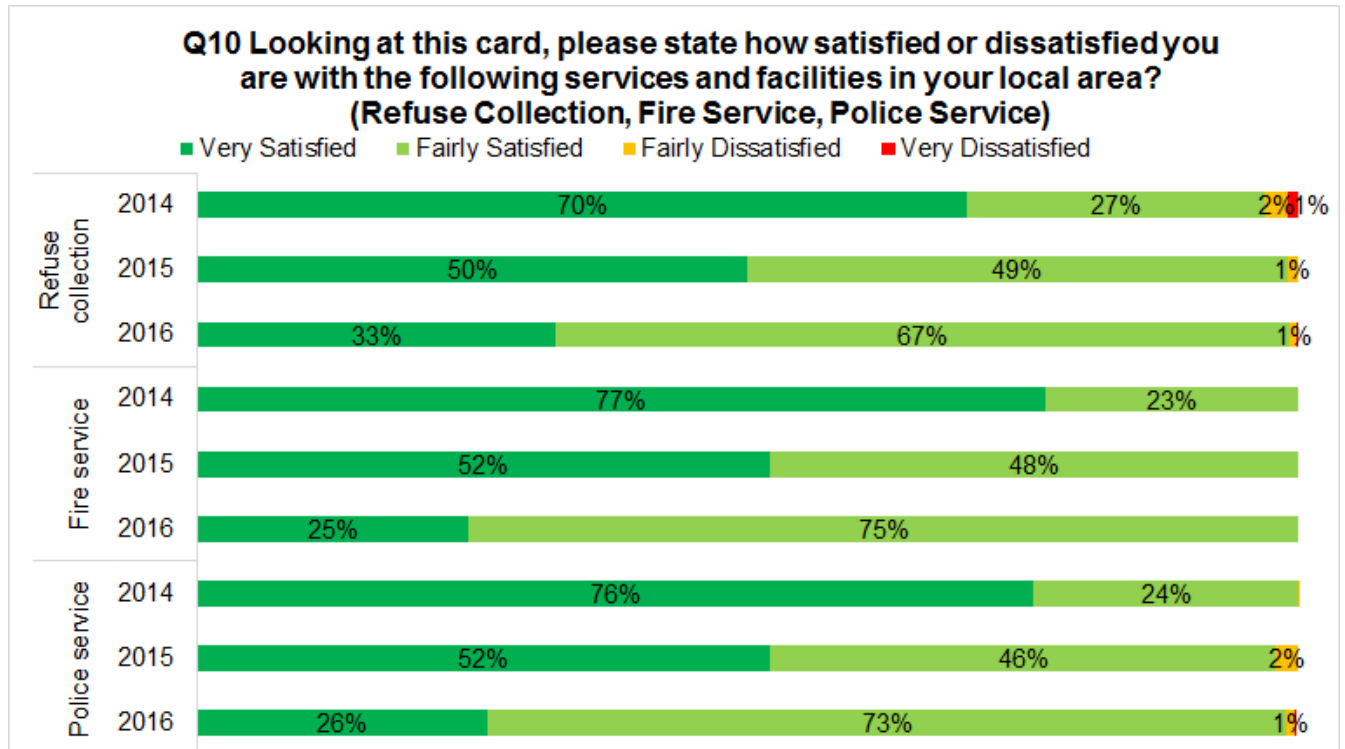
3. LOCAL AREA AND SERVICES

3.1 Satisfaction with and ease of accessing local services (Q10/11)

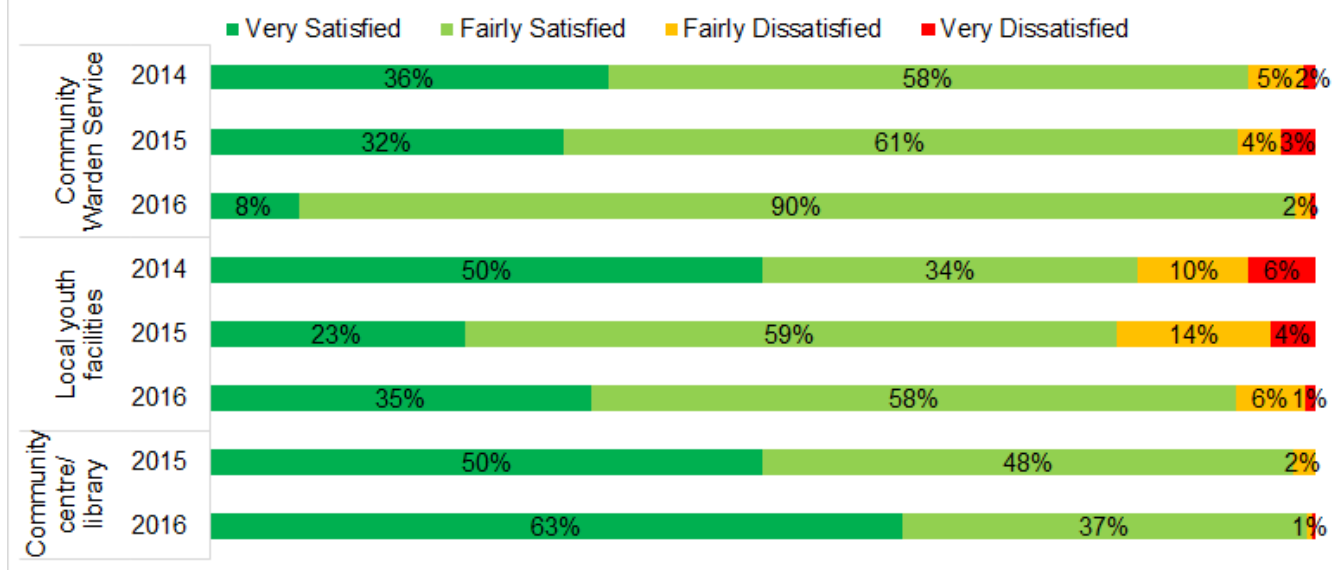
In relation to local services and facilities, the proportion of respondents stating 'very satisfied' ranges from 65% in terms of sports and leisure facilities to 8% in terms of the Community Warden Service. Please note those who answered 'doesn't exist/ never used' have been removed from the analysis.



As shown in the charts below, the proportion of participants stating 'very satisfied' has generally decreased since the 2015 survey, with the exception of sports and leisure facilities, public transport, local youth facilities and community centre/library where the proportion of participants stating 'very satisfied' has increased. The most notable increase stating 'very satisfied' can be seen with regards to sports and leisure facilities which has increased by 16 percentage points from 49% in 2015 to 65% in 2016. On the other hand the most notable decrease can be seen in terms of the fire service where the proportion of participants stating very satisfied has decreased by 27 percentage points from 52% in 2015 to 25% in 2016.



**Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?
(Community Warden Service, Local Youth facilities, Community Centre/ Library)**



Satisfaction with local services varied significantly by ward. The biggest variations stating 'very satisfied' were regarding:

- **Police Service:** Participants living in The Ferry (100%) were more likely to be very satisfied than those living in the West End (4%), Maryfield (10%) and Lochee (11%).
- **Fire Service:** 100% of participants from The Ferry stated they were very satisfied compared to 4% of respondents from the West End.
- **Refuse Collection:** Participants living in The Ferry were more likely to be very satisfied (99%) than respondents from the West End (4%), Lochee (9%) and Maryfield (11%).
- **Employment and advice services:** 91% of participants from The Ferry were very satisfied, compared to no respondents from the West End (0%) and 1% of respondents from Maryfield.
- **Public Transport:** Participants living in The Ferry (92%) were more likely to be very satisfied than those living in the North East (39%).
- **Sports and leisure facilities:** Participants living in The Ferry (99%) were more likely to be very satisfied than those living in the North East (27%).
- **Community Centre/ Library:** 98% of participants from The Ferry were very satisfied compared to 18% of respondents from the North East.
- **Local Youth Facilities:** Participants living in The Ferry were more likely to state they were very satisfied (96%) than respondents living in the North East (2%).
- **Community Warden Service:** 57% of participants from Coldside said they were very satisfied compared to no respondents from the West End (0%) or Maryfield (0%).

In terms of age, the biggest variations in those stating very satisfied were as follows:

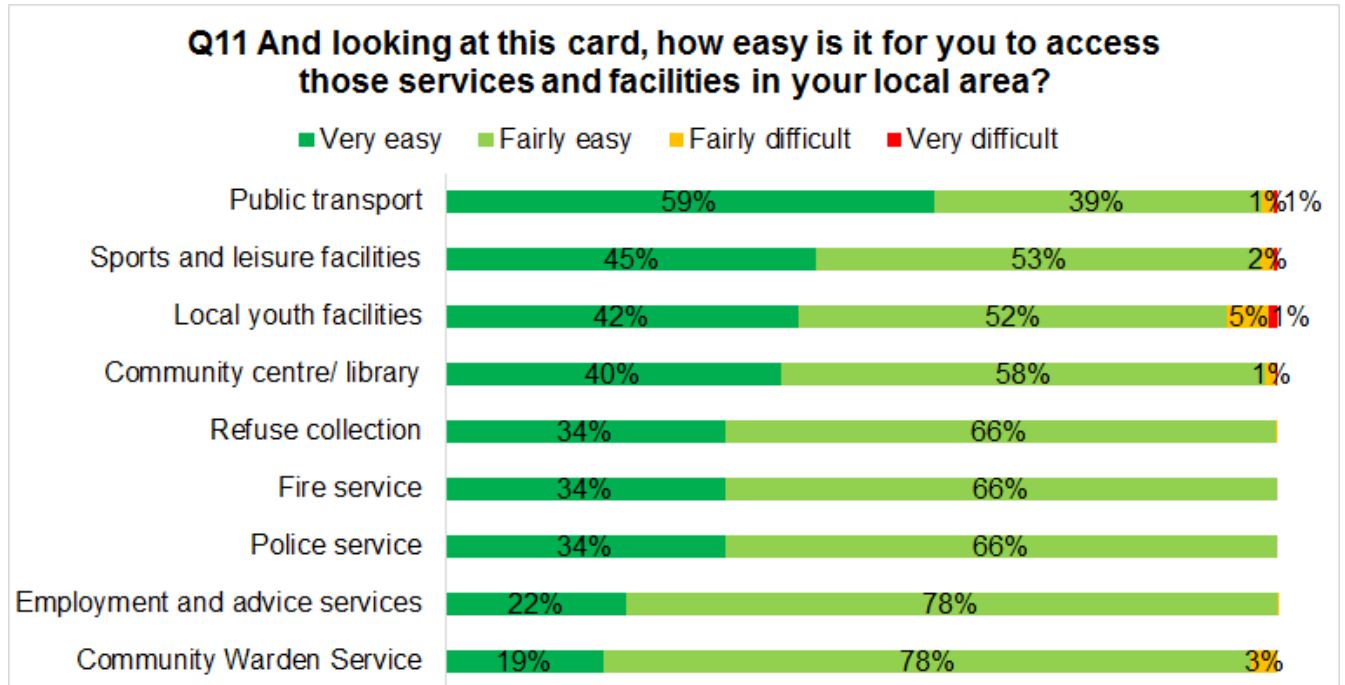
- **Police Service:** Those aged 65 and over (35%) were more likely to state they were very satisfied than those aged 16-34 (20%).
- **Fire Service:** Younger respondents (those aged 16-34) were less likely to state they were very satisfied (19%) than those aged 65 and over (34%).
- **Refuse Collection:** Younger respondents (those aged 16-34) were less likely to state they were very satisfied (26%) than those aged 65 and over (43%).
- **Employment and advice services:** Participants aged 35-54 were more likely to be very satisfied (14%) than respondents aged 65 and over (8%).

- **Public Transport:** Participants aged 16-34 were more likely to be very satisfied (68%) than respondents aged 55-64 (57%).
- **Sports and leisure facilities:** Participants aged 16-34 (68%) and 35-54 (67%) were more likely to be very satisfied than participants aged 55-64 (59%) and 65 and over (59%).
- **Community Centre/ Library:** Participants aged 35-54 (66%) were more likely to be very satisfied than respondents aged 65 and over (58%).
- **Local Youth Facilities:** Those aged 35-54 were more likely to be very satisfied (44%) than those aged 65 and over (25%).
- **Community Warden Service:** Older participants (those aged 65 and over) were more likely to be very satisfied (15%) than those aged 35-54 (3%).

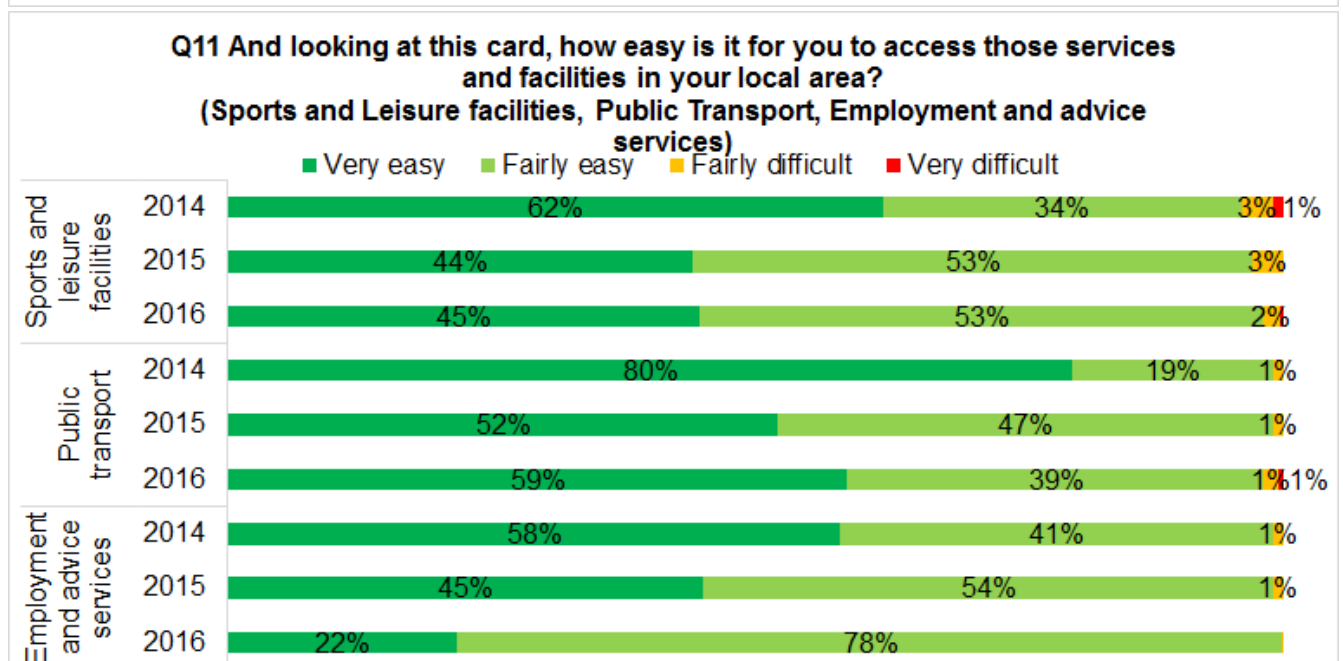
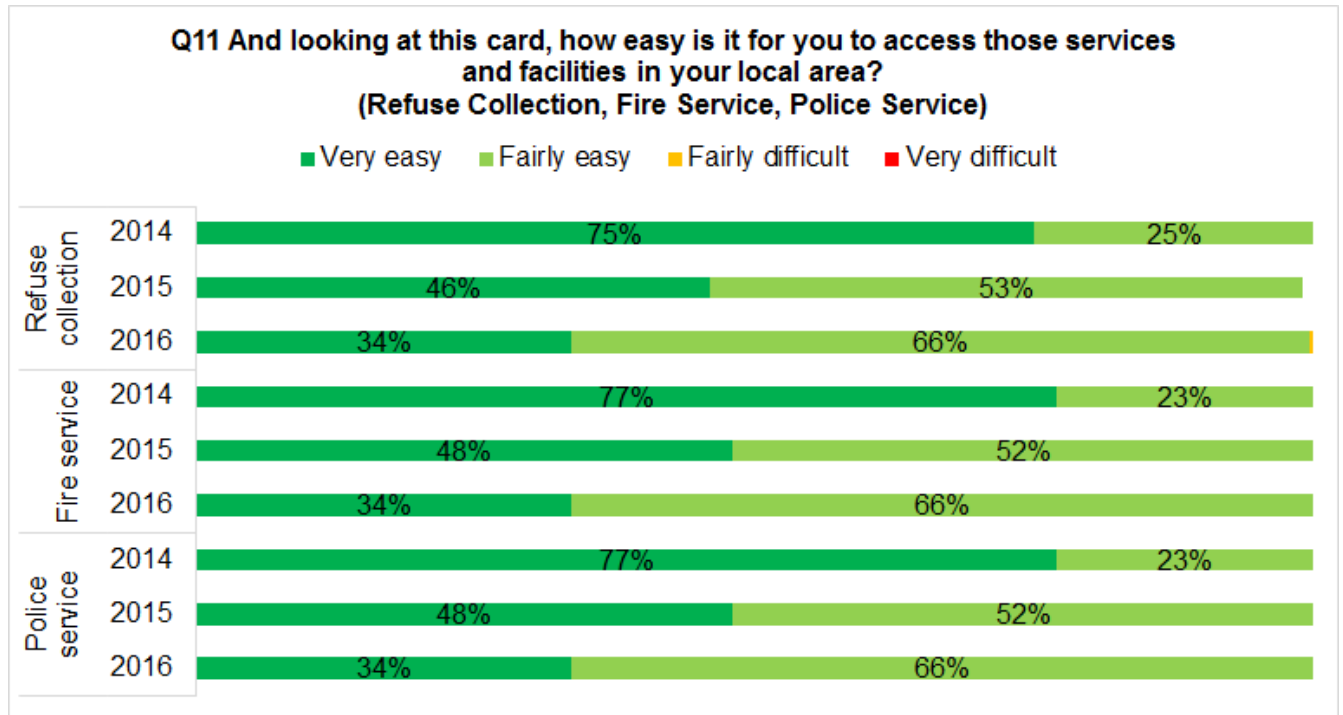
Analysis by tenure reveals the following:

- **Police Service:** 34% of respondents who owned their home were very satisfied, compared to 11% of respondents who rented their home from a registered social landlord.
- **Fire Service:** 33% of respondents who owned their home were very satisfied, compared to 11% of respondents who rented their home from a registered social landlord.
- **Refuse Collection:** 38% of respondents who owned their home were very satisfied, compared to 21% of respondents who rented their home from a registered social landlord.
- **Employment and advice services:** Participants who rented their home from the Council were more likely to be very satisfied (15%) than those who rented their home from a registered social landlord.
- **Public Transport:** 80% of respondents who rented their home from a private landlord were very satisfied, compared to 58% of respondents who owned their own home.
- **Sports and leisure facilities:** 77% of respondents who rented their home from a private landlord were very satisfied, compared to 49% of respondents who rented their home from a registered social landlord.
- **Community Centre/ Library:** 73% of respondents who rented their home from a private landlord were very satisfied, compared to 50% who rented their home from a registered social landlord.
- **Local Youth Facilities:** Participants who rented their home from the Council were more likely to be very satisfied (56%) than respondents who owned their own home (28%) or rented their home from a registered social landlord (29%).
- **Community Warden Service:** 22% of respondents who rented their home from the Council were very satisfied, compared to no respondents who rented their home from a private landlord (0%).

In relation to accessibility, participants were asked how easy it was to access a range of local facilities and services. Please note those who stated that they did not use a service or where a service was not available these respondents have been removed from analysis. As shown in the table below, respondents were most likely to consider, public transport (59% stating very easy), sports and leisure facilities (45%) and local youth facilities (42%) to be very easy to access. On the other hand the proportion of respondents stating these services or facilities was very easy to access was lower in relation to, the Community Warden Service (19%) and employment and advice services (22%).

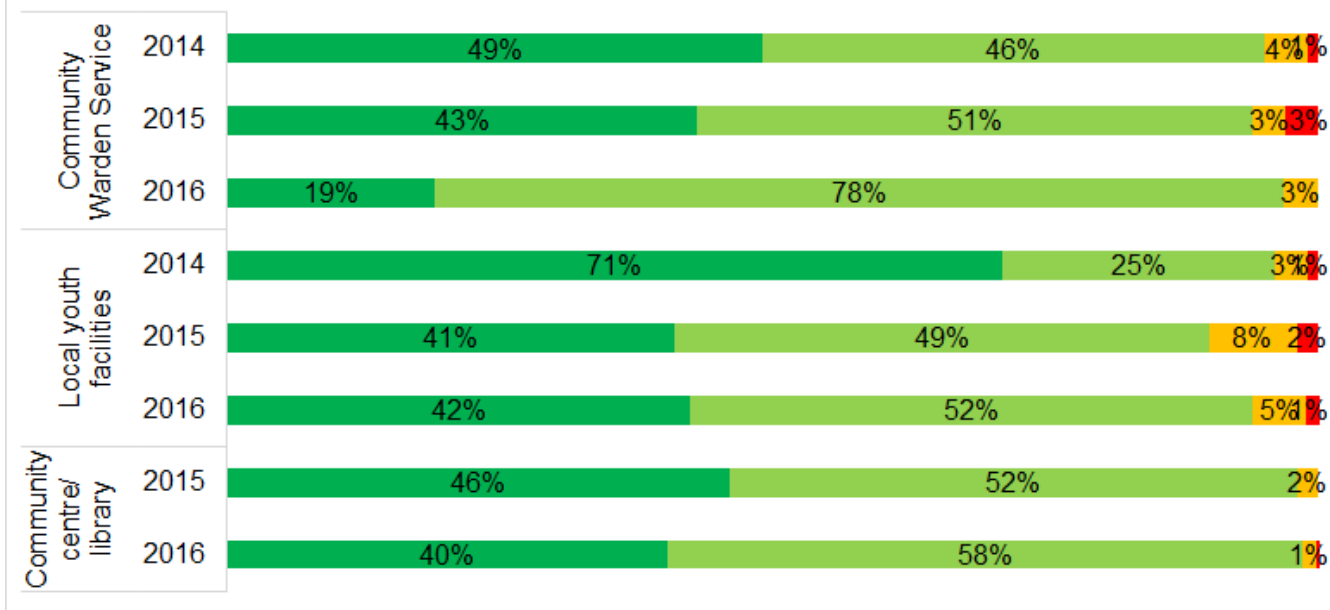


As shown in the charts below, the proportion of participants stating 'very easy' has generally decreased since the 2015 survey, with the exception of sports and leisure facilities, public transport and local youth facilities where the proportion of participants stating 'very easy' has increased. The most notable increase stating 'very easy' can be seen with regards to public transport which has increased by 7 percentage points from 52% in 2015 to 59% in 2016. On the other hand the most notable decrease can be seen in terms of the Community Warden Service where the proportion of participants stating very easy has decreased by 25 percentage points from 43% in 2015 to 19% in 2016.



**Q11 And looking at this card, how easy is it for you to access those services and facilities in your local area?
(Community Centre Library, Local Youth Facilities, Community Warden Service)**

■ Very easy ■ Fairly easy ■ Fairly difficult ■ Very difficult



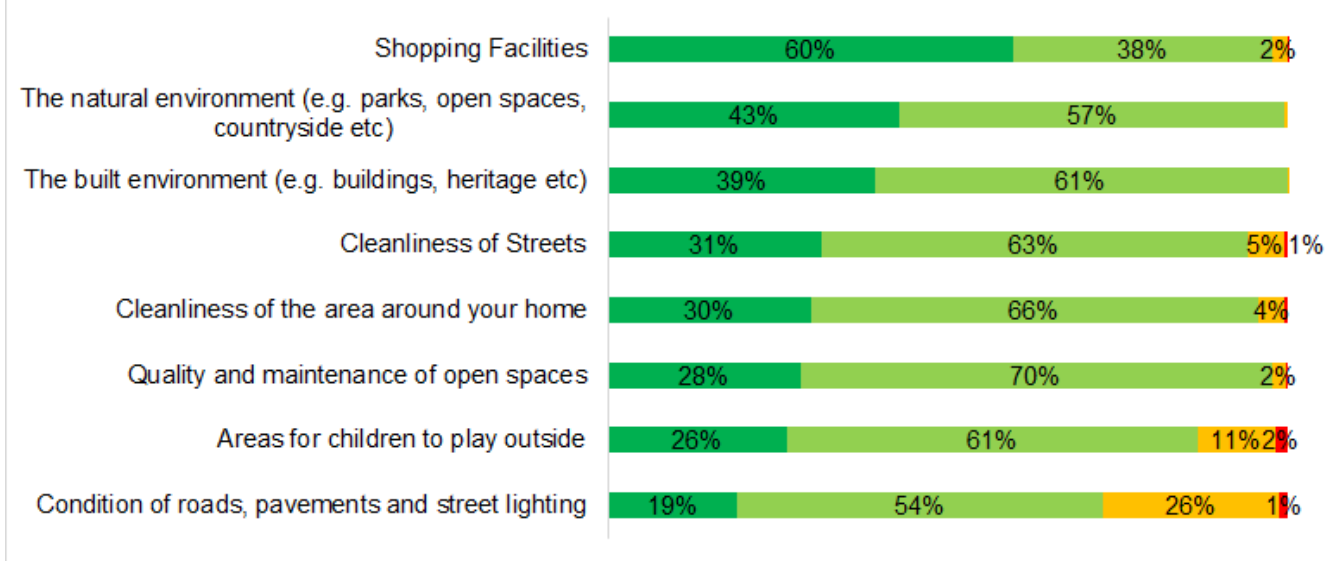
3.2 Satisfaction with aspects of the neighbourhood (Q12)

Following on from this respondents were then asked how satisfied or dissatisfied they were with various aspects of their neighbourhood. Please note the proportion of respondents answering 'don't know' to any of these options has been excluded from the analysis. The proportion of respondents stating 'very satisfied' was highest in terms of:

- Shopping facilities (60% stating very satisfied)
- The natural environment (43%)
- The built environment (39%).

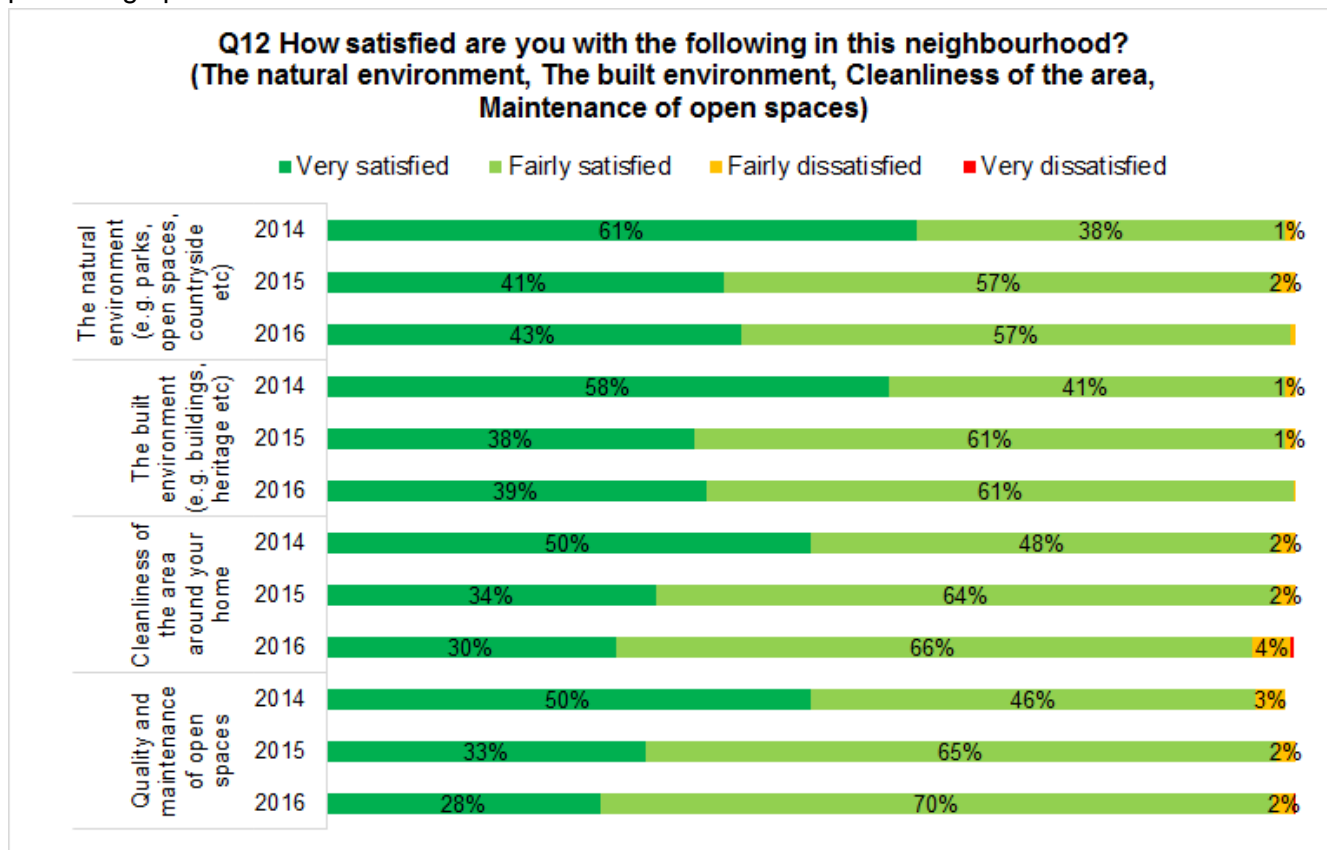
Q12 How satisfied are you with the following in this neighbourhood?

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



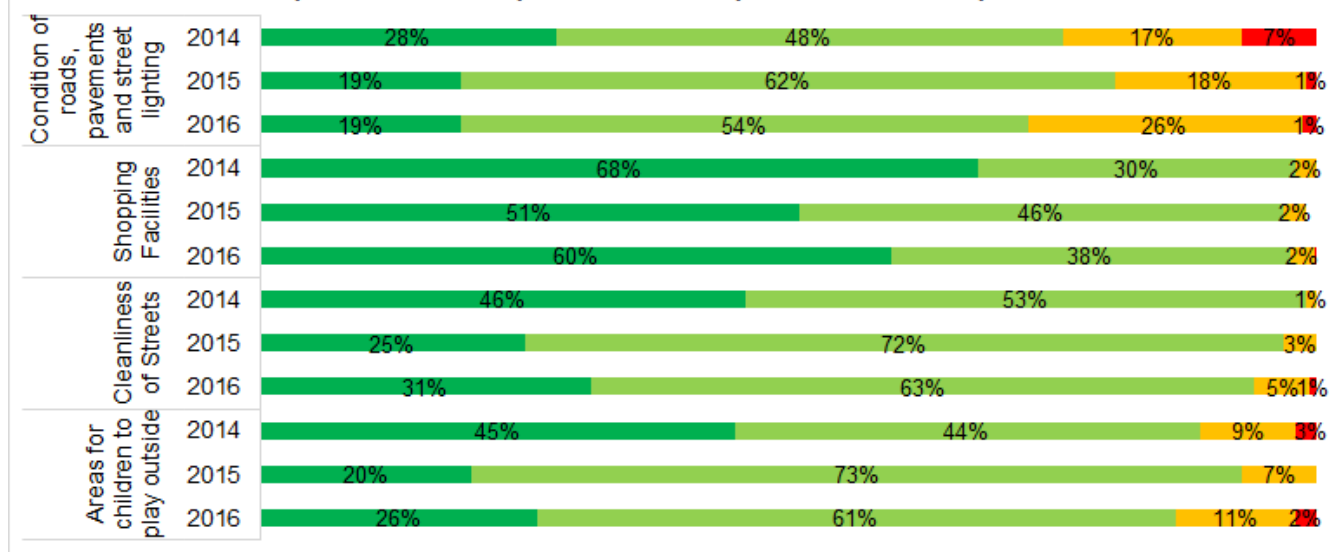
In terms of overall satisfaction, the results in general do not vary significantly compared to the 2015 survey. However, overall satisfaction has decreased in terms of the condition of roads, pavements and street lighting (decreased from 81% in 2015 to 73% in 2016) and children’s play areas (decreased from 92% to 87%).

As shown in the charts below, the proportion of participants stating ‘very satisfied’ has generally increased or remained consistent since the 2015 survey, with the exception of quality and maintenance of open spaces and the cleanliness of the area surrounding your home where the proportion of participants stating ‘very satisfied’ has decreased. The most notable decrease in the proportion of respondents stating very satisfied can be seen in terms of the quality and maintenance of open spaces where the proportion of respondents stating very satisfied has decreased by 5 percentage points.



**Q12 How satisfied are you with the following in this neighbourhood?
(Condition of roads, Shopping facilities, Cleanliness of Streets, Areas for children to play outside)**

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



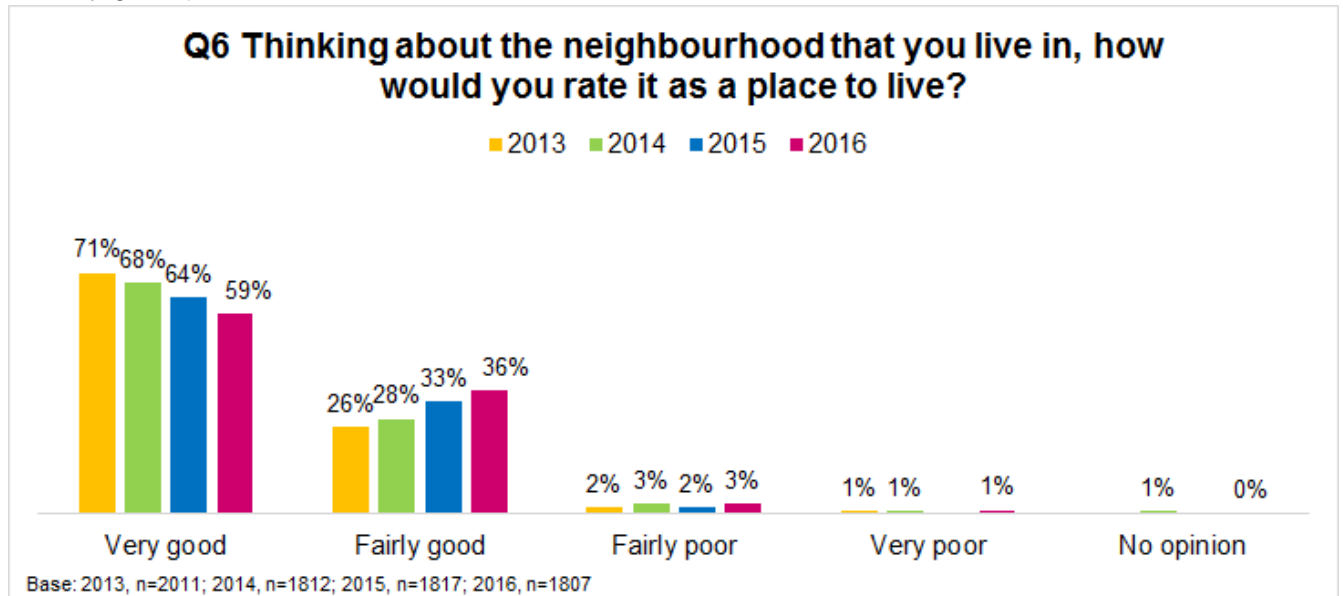
NB Overall satisfaction with children's play areas in 2015 equates to 92%, not 93% due to rounding.

Analysis by area shows that the proportion of respondents stating very satisfied varies most in terms of:

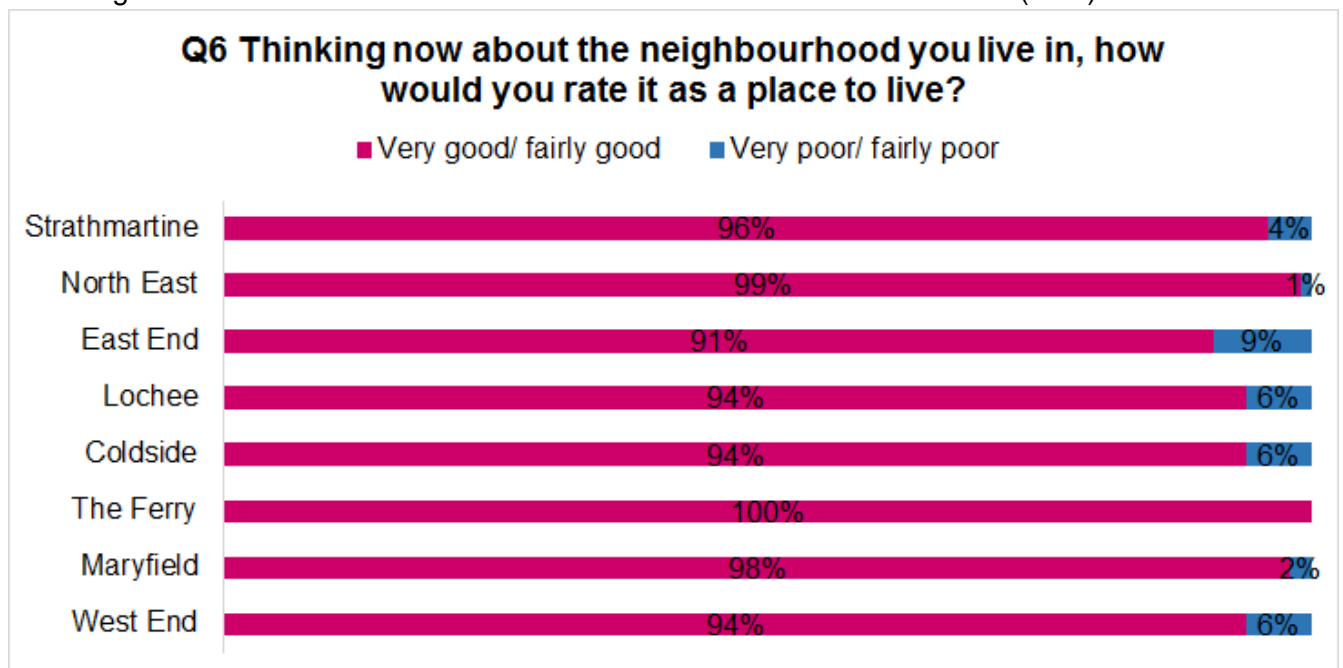
- **Cleanliness of the streets:** Participants living in The Ferry (89%) were more likely to be very satisfied than respondents living in the West End (10%) and Lochee (10%).
- **Shopping facilities:** Participants living in The Ferry (90%) were more likely to be very satisfied than respondents living in the North East (31%).
- **Condition of roads, pavements and street lighting:** Participants living in The Ferry were more likely to be very satisfied (67%) than respondents living in the West End (2%), Maryfield (5%), the North East (6%) and Lochee (7%).
- **Quality and maintenance of open spaces:** Participants living in The Ferry were more likely to be very satisfied (89%) than respondents living in Maryfield (5%).
- **Cleanliness of the area surrounding your home:** Participants living in The Ferry were more likely to be very satisfied (89%) than respondents living in Lochee (7%).
- **The built environment:** Participants living in The Ferry were more likely to be very satisfied (93%) than respondents living in Lochee (14%).
- **The natural environment:** Participants living in The Ferry were more likely to be very satisfied (93%) than respondents living in Lochee (16%).
- **Areas for children to play outside:** Participants living in The Ferry were more likely to be very satisfied (78%) than respondents living in Strathmartine (7%) and Lochee (9%).

3.3 Satisfaction with neighbourhood as a place to live (Q6)

Participants were then asked to rate how satisfied they were with their neighbourhood as a place to live. 95% of respondents said their neighbourhood was a very or fairly good place to live. This is marginally less than the 2015 survey where 97% of respondents felt their neighbourhood was a very or fairly good place to live.



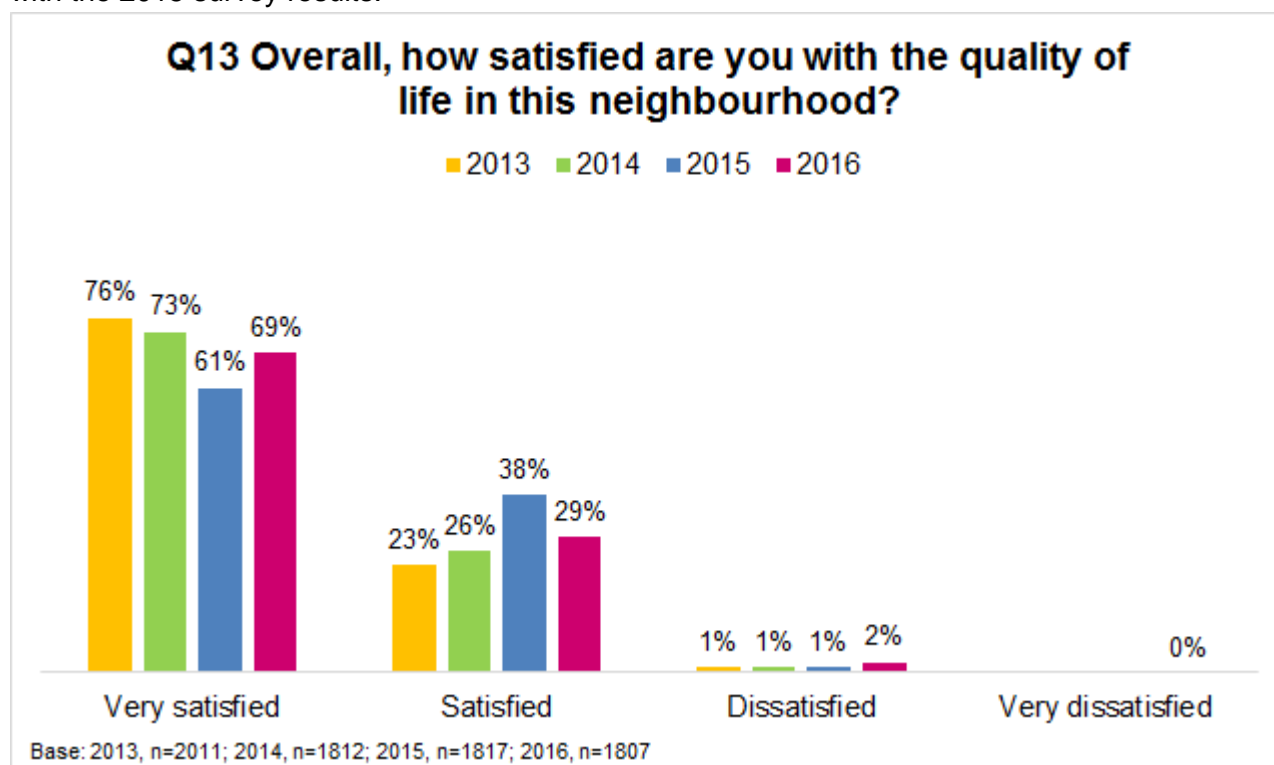
Analysis by area revealed that participants who lived in The Ferry (100%) were the most satisfied with their neighbourhood. Those who lived in the East End were the least satisfied (91%).



Analysis by tenure revealed that respondents who rented their homes from the Council were less likely to rate their neighbourhood as a very or fairly good place to live (86%) than respondents who own their own home (99%) or rent from a private landlord (98%).

3.4 Neighbourhood quality of life (Q13)

In terms of quality of life, overall satisfaction is high with almost all participants stating they were very or fairly satisfied with their quality of life in their neighbourhood (98%), compared to 2% who were dissatisfied. Overall satisfaction with the quality of life in the neighbourhood has remained consistent with the 2015 survey results.

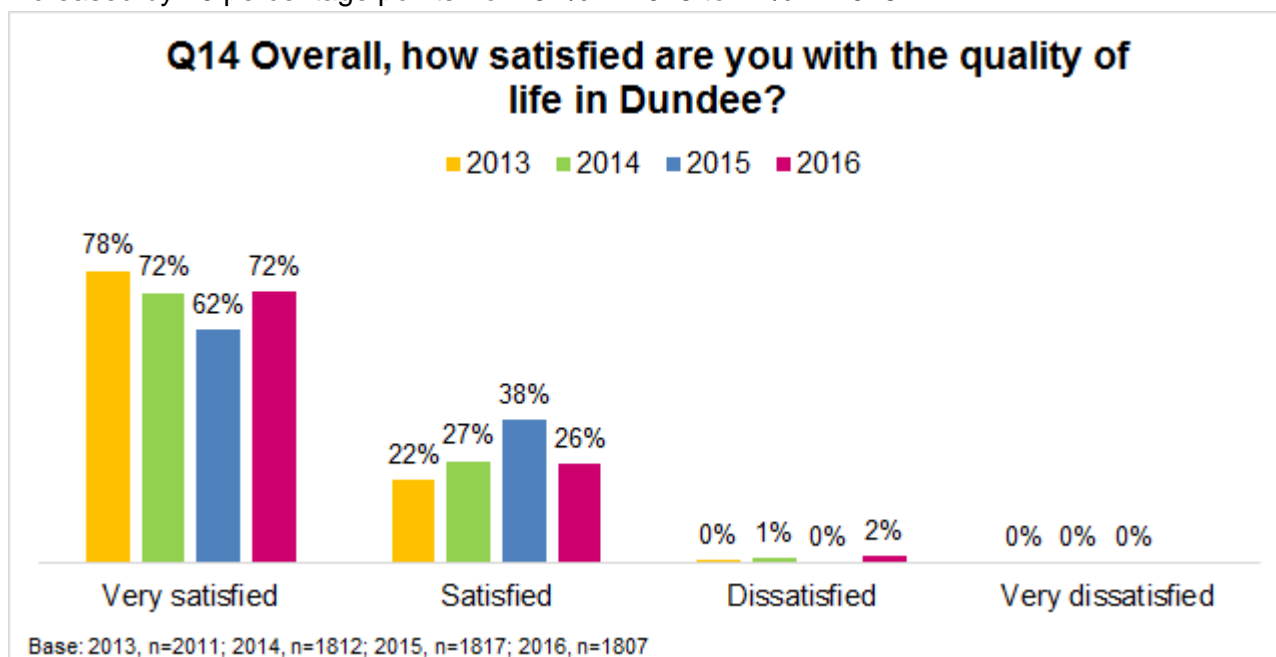


Analysis by area reveals that participants from The Ferry were most likely to be very satisfied with the quality of life in their neighbourhood (98%). On the other hand, Lochee residents were least likely to be very satisfied (46%).

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?								
	West End	Maryfield	The Ferry	Coldside	Lochee	East End	North East	Strathmartine
Base	99	200	95	198	320	295	300	300
Very satisfied	75.8%	63.3%	97.6%	74.9%	46.0%	65.1%	67.0%	54.3%
Satisfied	20.3%	35.8%	2.4%	23.6%	49.4%	30.8%	33.0%	43.1%
Dissatisfied	3.9%	0.9%	-	1.5%	4.3%	4.1%	-	2.7%
Very dissatisfied	-	-	-	-	0.3%	-	-	-

3.5 Dundee quality of life (Q14)

Overall satisfaction with the quality of life in Dundee is high, with almost all respondents (98%) stating they were very or fairly satisfied. The proportion of respondents stating they were very satisfied has increased by 10 percentage points from 62% in 2015 to 72% in 2016.



3.6 Providing voluntary/ unpaid help (Q16/17)

Respondents were asked whether they had given up any time to help any clubs, charities, campaigns or organisations in the last 12 months. We often find that people forget about some of the things they have done because they only do them occasionally or wouldn't normally think of it as helping people or their community. For this reason, those who answered no to this question were shown a list of groups and organisations and were asked whether they had undertaken any work or given unpaid help to any of these. The volunteering figure was therefore taken using a combination of the responses given to these two questions.

Just over 1 in 10 respondents (12%) said they had undertaken some form of work or activity on a voluntary basis in the last 12 months. This is an increase on the 2015 survey where (8%). The level of volunteering was greatest within the following groups:

- Rented their home from a private landlord (17%)
- Lived in The Ferry (26%)

Conversely, the incidence of volunteering was lowest in the following groups:

- Rented their home from the Council (6%) or a registered social landlord (6%)
- Lived in the Strathmartine (6%), Lochee (6%), the North East (8%) or Maryfield (7%)

3.7 Community activities (Q15)

Participants to the survey were read out a list of activities and asked which of these they were aware of. Awareness was highest regarding organised sporting activities (58%), organised social or leisure activities (46%) and community festivals or events (24%). Just over 3 in 4 respondents (76%) said they were aware of at least one activity. The number of respondents aware of after school and children's clubs has decreased significantly since the 2015 survey, from 37% to 16%. On the other hand the proportion of respondents aware of organised sporting activities has increased from 48% to 58%.

Q15 I am going to read out some examples of community activities and organisations. Which of these are you aware of?				
	2013	2014	2015	2016
After school/children's clubs	21%	17%	37%	16%
Youth clubs/projects or drop-in centres	5%	6%	10%	6%
Voluntary Youth Organisations	10%	9%	18%	15%
Youth Information Services	3%	6%	3%	1%
Other Youthwork activities	6%	7%	4%	1%
Organised Sporting activities/ classes/clubs	29%	26%	48%	58%
Organised Social/Leisure activities/classes/clubs	20%	16%	42%	46%
Learning groups or adult education classes	7%	6%	18%	14%
Self-help or social care groups	5%	4%	11%	8%
Community Festivals/ Events e.g. Gala Day	46%	44%	19%	24%
Community Council or Neighbourhood Group	10%	11%	11%	3%
Community Regeneration Forum or Group	3%	5%	4%	1%
Local Consultation Activities and Events	4%	5%	6%	1%
Clubs or groups for pre-school age children	-	-	-	15%
None of these	24%	28%	32%	24%

Following on from this, participants were asked how often they or a member of their household had taken part in each of these activities. The table below shows the proportion of participants who said they or a household member takes part in these activities on a daily or weekly basis. The most popular activities were organising sporting activities (66%), organised social or leisure activities (51%) and Community Council or Neighbourhood Groups. The proportion of respondents who said they or someone in their household attended an after school or children's club has decreased significantly since the 2015 survey, decreasing from 58% to 20%.

Q15 Community/ voluntary activities participation profile (% daily/ weekly)				
	2013	2014	2015	2016
Organised Sporting activities/ classes/clubs	42%	64%	64%	66%
After school/children's clubs	22%	60%	58%	20%
Organised Social/Leisure activities/classes/clubs	35%	33%	34%	51%
Voluntary Youth Organisations	20%	8%	29%	16%
Youth clubs/projects or drop-in centres	32%	9%	8%	11%
Learning groups or adult education classes	12%	3%	3%	7%
Other Youthwork activities	12%	8%	2%	25%
Self-help or social care groups	10%	4%	1%	7%
Community Council or Neighbourhood Group	2%	6%	0%	33%
Youth Information Services	4%	2%	0%	0%
Community Festivals and Events	-	1%	0%	1%
Community Regeneration Forum	1%	0%	0%	0%
Local Consultation Activities or Events	2%	0%	-	8%
Clubs or groups for pre-school age children	-	-	-	31%
Local Schools as a community facility	-	-	-	8%

3.8 Cultural activities and events (Q18)

Participants were shown a list of cultural activities and events such as films, exhibitions, plays, museums and classes and asked whether they had taken part in or visited any of these activities in Dundee in the last 12 months. The vast majority of participants (84%) said they had taken part in or visited at least one of these activities or events in the last 12 months. This has increased slightly since the 2015 survey where 81% of respondents said they had taken part or visited any of these activities or events. The most popular activities were visiting the cinema (53%), and visiting the library (41%). Those who were most likely to have attended these events were:

- Aged 16-34 (95%)
- Had children in their household (92%)
- Rented their home from a private landlord (95%)
- Lived in the West End (95%)

Those who were least likely to have participated in cultural events or activities were:

- Aged 65 and over (62%)
- Had no children in their household (82%)
- Rented their home from a registered social landlord (72%)
- Lived in Strathmartine (77%)

Q18 In the last 12 months have you been to any of these events or places in Dundee?		
Activity	2015	2016
Cinema	56%	53%
Library, including mobile or online	37%	41%
Theatre e.g. pantomime, musical or play	25%	18%
Live music event e.g. traditional music, rock concert, jazz event	24%	35%
Museum	23%	22%
Gallery	15%	13%
Culturally specific festival e.g. mela/ Feis/ local Gala days	6%	10%
Historical place e.g. castle, stately home and grounds, battle or archaeology site	6%	1%
Dance show/ event e.g. ballet	3%	1%
Exhibition including art, photography or crafts	2%	1%
Street arts (art in everyday surroundings like streets, parks or shopping centre)	1%	18%
Book festival or reading group	1%	1%
Classical music performance or opera	1%	1%
Archive or records office	1%	0%
None	19%	16%

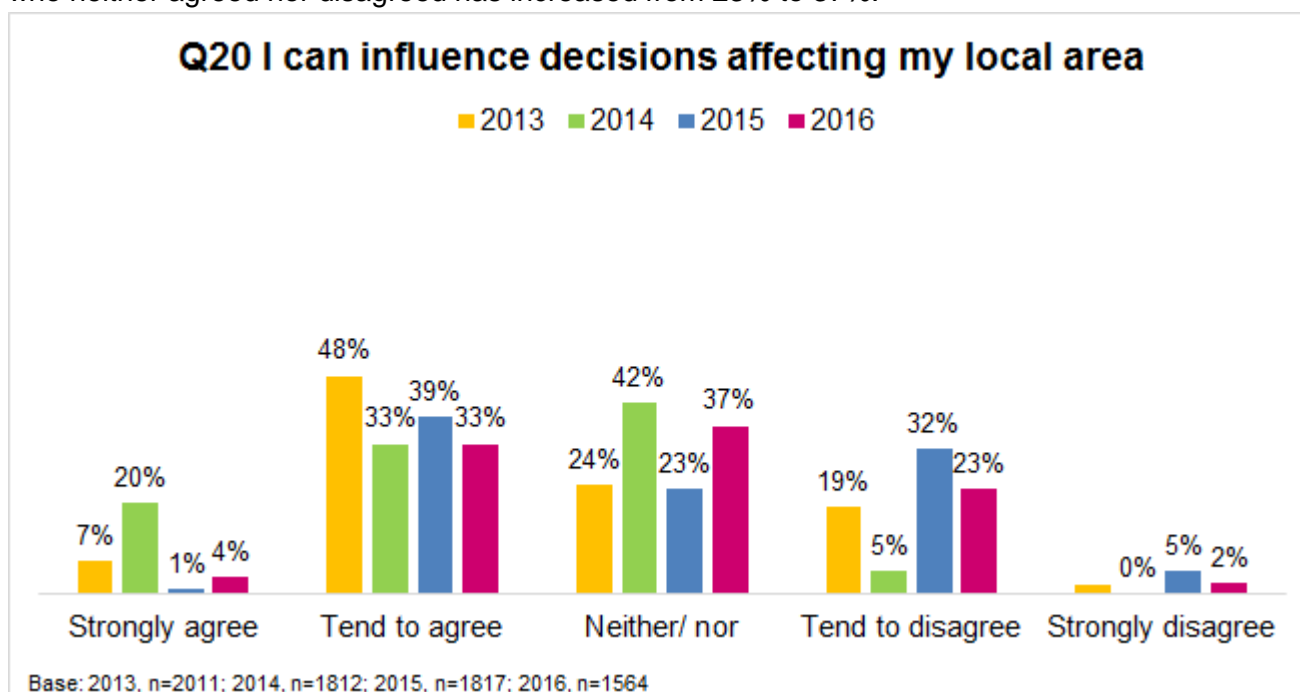
3.9 Reasons for not taking part in community activities, organisations or events (Q19)

Those who had not taken part in any community activities or organisations were asked to provide reasons why this was the case. Just over 6 in 10 respondents (62%) said they did not take part in any activities or organisations as they were simply not interested, 21% said their health was not good enough and 10% of respondents said it never occurred to them. The proportion of respondents stating they did not participate as they were simply not interested has increased since the 2015 survey, increasing from 55% to 62%.

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?		
	2015	2016
Not really interested	55%	62%
It's difficult to find the time	18%	3%
Health isn't good enough	17%	21%
Never occurred to me	11%	10%
It costs too much	8%	5%
I wouldn't enjoy it	1%	1%
I don't know enough about it	1%	1%
I don't have anyone to go with	1%	1%
I might feel uncomfortable or out of place	0%	0%
Other	1%	2%

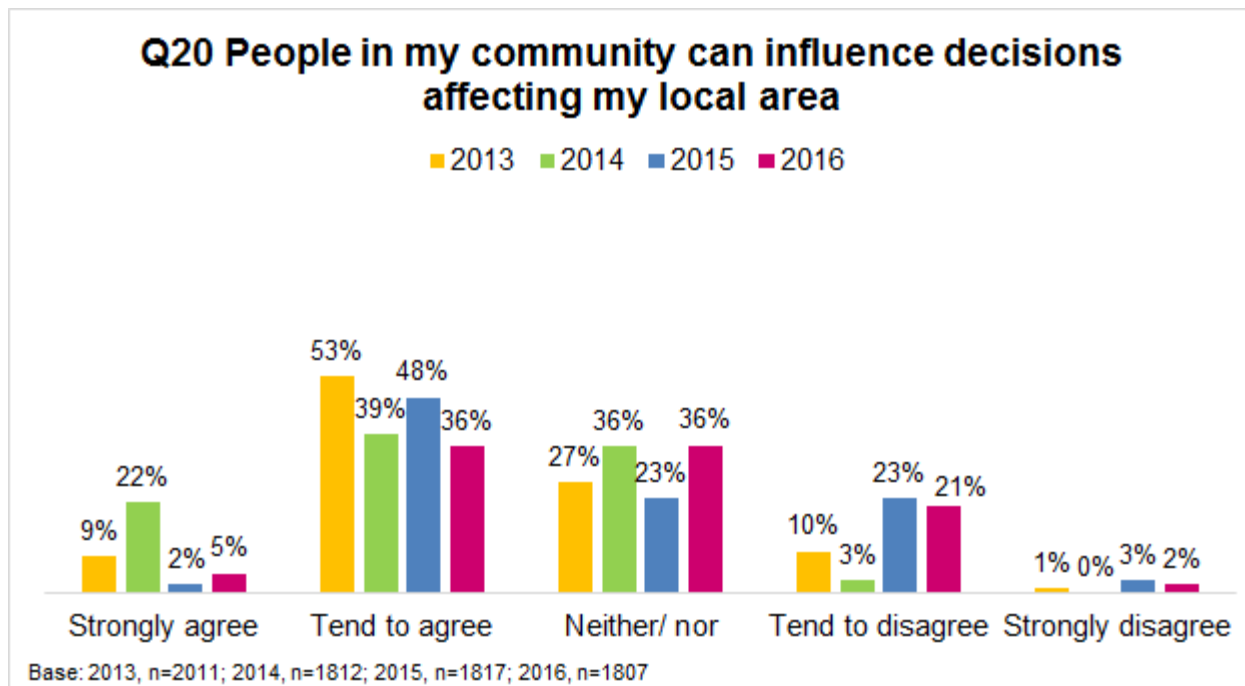
3.10 Influencing decisions (Q20a/b)

Participants were asked the extent to which they felt they had an influence over decisions which affect their neighbourhood. Please note those who answered don't know to these questions have been excluded from the analysis. Just under 4 in 10 respondents (37%) agreed that they could influence decisions that affect their local area compared to 25% who disagreed and 37% who neither agreed nor disagreed. The overall level of agreement for this question has decreased marginally since the 2015 survey from 40% in 2015 to 37% in 2016. The proportion of respondents who disagreed has decreased significantly from 37% in 2015 to 25% in 2016, subsequently the proportion of respondents who neither agreed nor disagreed has increased from 23% to 37%.



Those who lived in The Ferry were significantly more likely to agree that they can influence decisions (53%) than participants who lived in Maryfield (26%).

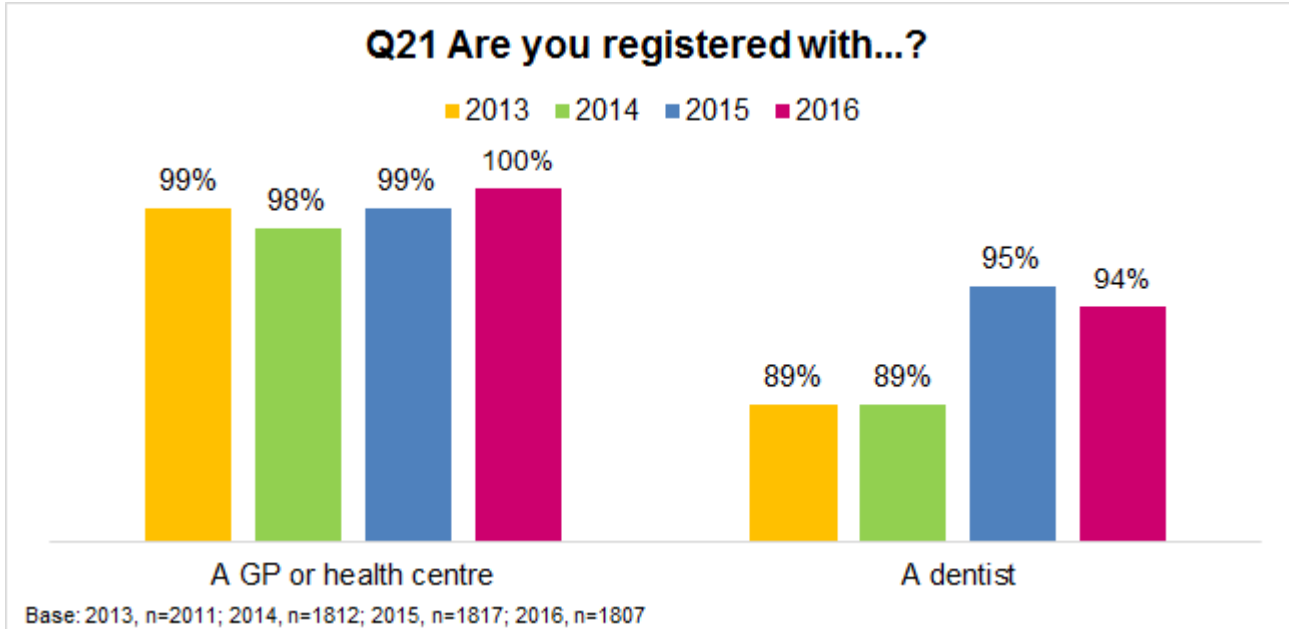
Just over 4 in 10 respondents (41%) were in agreement that people in their local community can influence decisions affecting the local area compared to 23% who disagreed and 36% who neither agreed nor disagreed. The proportion of respondents who agreed with this statement has decreased since the 2015 survey, decreasing from 50% to 41%. The proportion of respondents who neither agreed nor disagreed with this statement has increased significantly since the 2015 survey increasing from 23% to 36%.



4. HEALTH

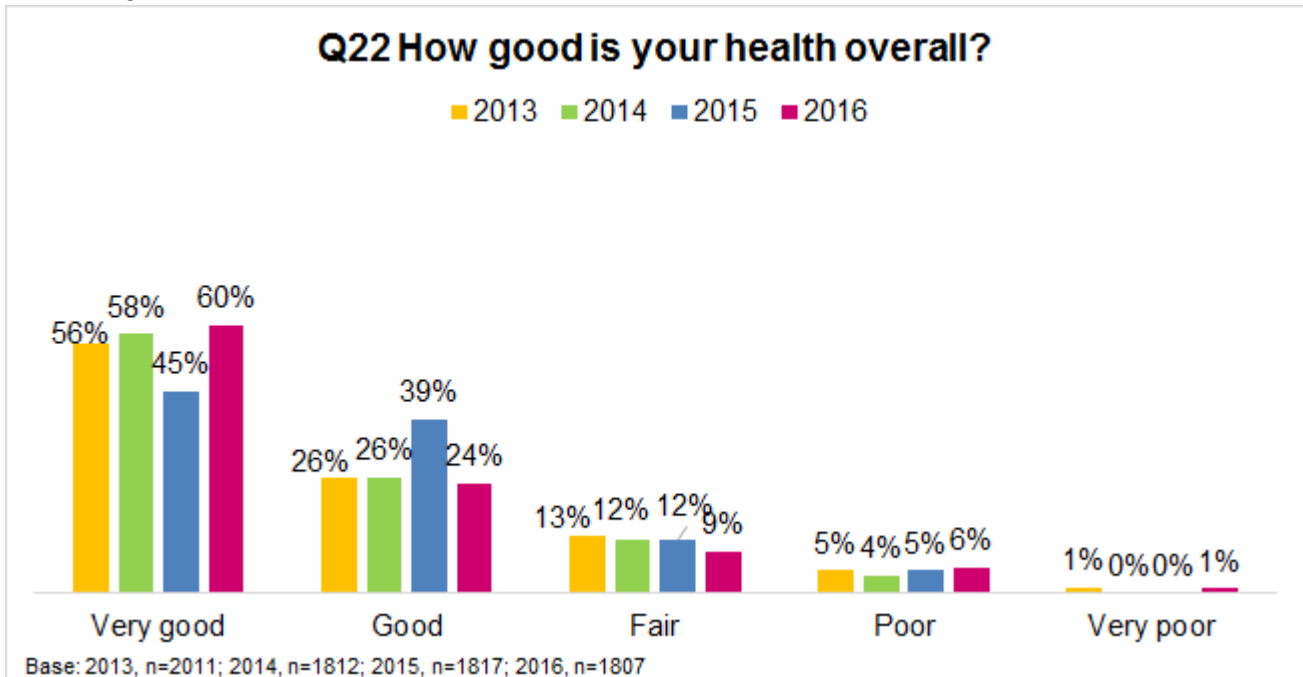
4.1 Registered with GP or health centre/ dentist (Q21)

All respondents said they were registered with a GP or health centre. Fewer respondents (94%) were registered with a dentist. The proportion of respondents registered with a dentist is consistent with the 2015 survey.

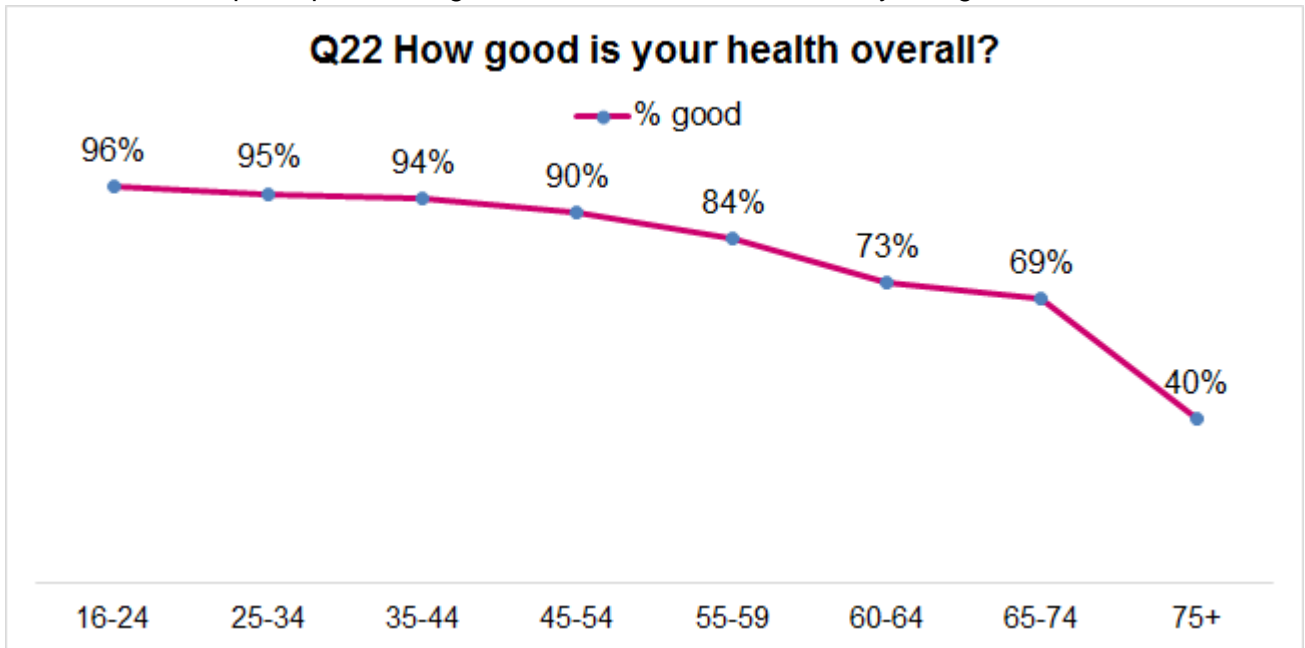


4.2 Rating of health overall (Q22)

84% of respondents rated their health very or fairly good, compared to 9% who said it was fair and 7% who said it was very or fairly poor. The proportion of respondents who said their health was very or fairly good has remained consistent with the 2015 survey results, however the proportion of participants stating their health was very good has increased significantly since the 2015 survey, increasing from 45% to 60%.



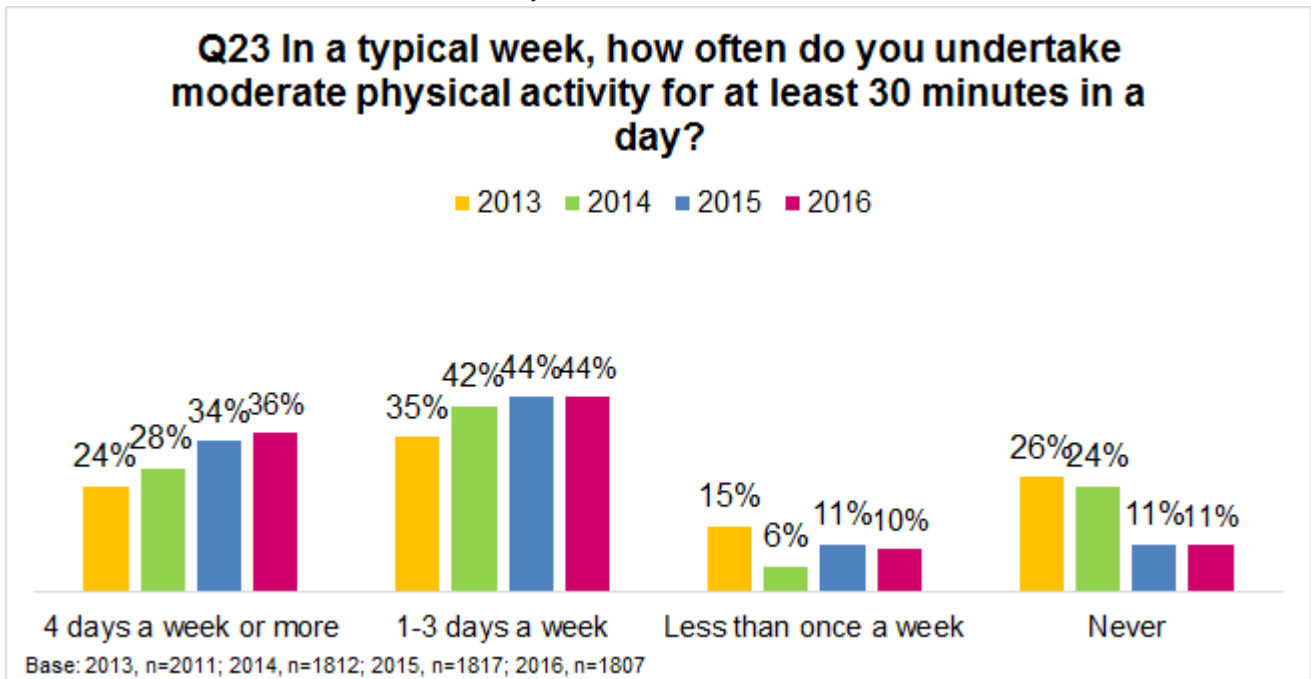
As shown below, participants rating of health decreases dramatically as age increases.



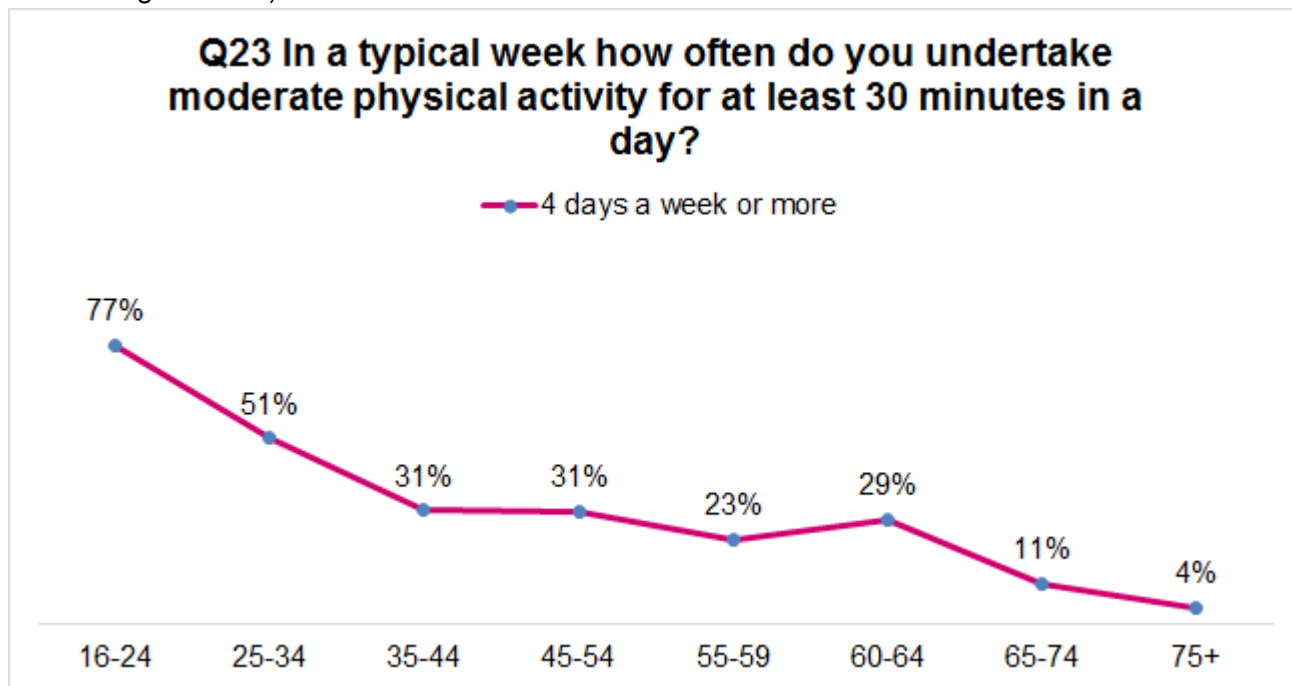
Analysis by ward reveals that those who lived in Strathmartine were least likely to have rated their health as good or very good (75%) and those who lived in the West End (95%) were the most likely.

4.3 Moderate physical activity (Q23)

Just under 4 in 10 participants (36%) undertook moderate physical exercise for at least 30 minutes in a day, 4 days a week or more. 44% said they undertook moderate exercise 1-3 days per week, 10% said less than once a week and 11% of respondents said they never take part in moderate physical activity. The proportion of respondents stating they never take part in moderate physical activity has remained consistent with the 2015 survey results.



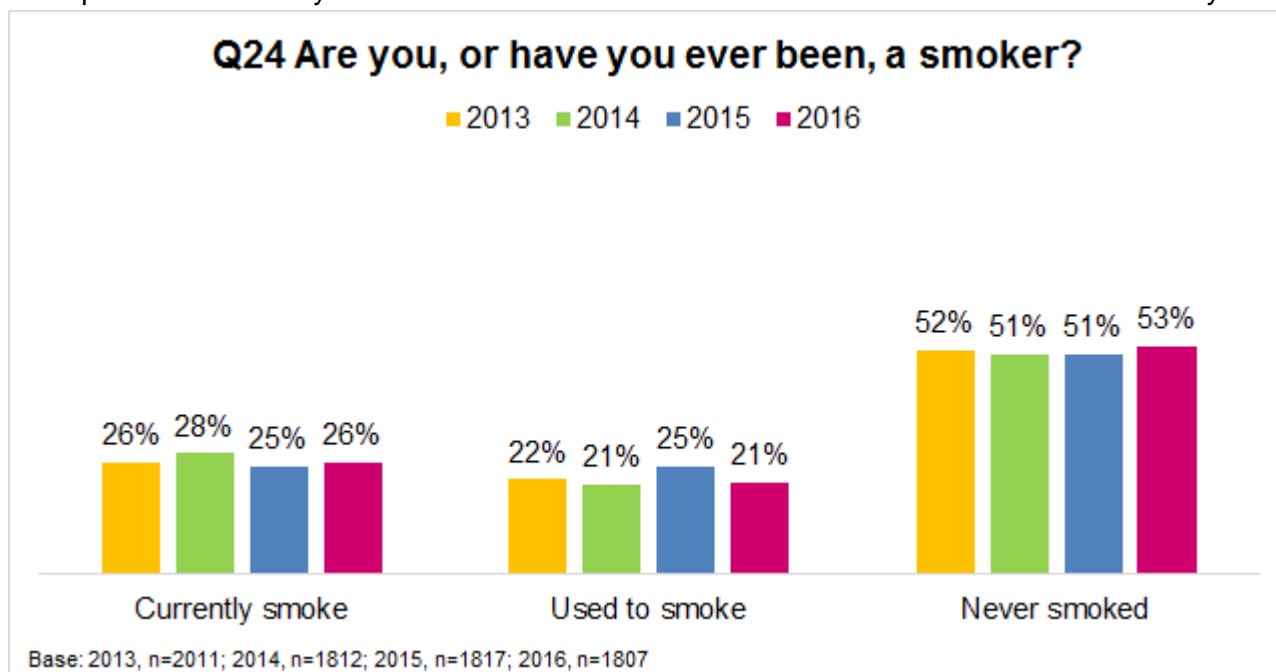
Similar to health, as age increases the proportion of participants undertaking moderate physical activity for at least 30 minutes for 4 days a week or more decreases. Younger respondents are more likely to be active for 4 days a week or more (77% of those aged 16-24) than older respondents (11% of those aged 65-74).



Respondents living in the most deprived areas were more likely to exercise at least once a week (89%) than respondents living in all other areas (72%).

4.4 Smoking habit (Q24)

Just over 1 in 4 respondents (26%) said they currently smoke, 21% said they used to smoke and 53% of respondents said they have never smoked. The results are consistent with the 2015 survey.



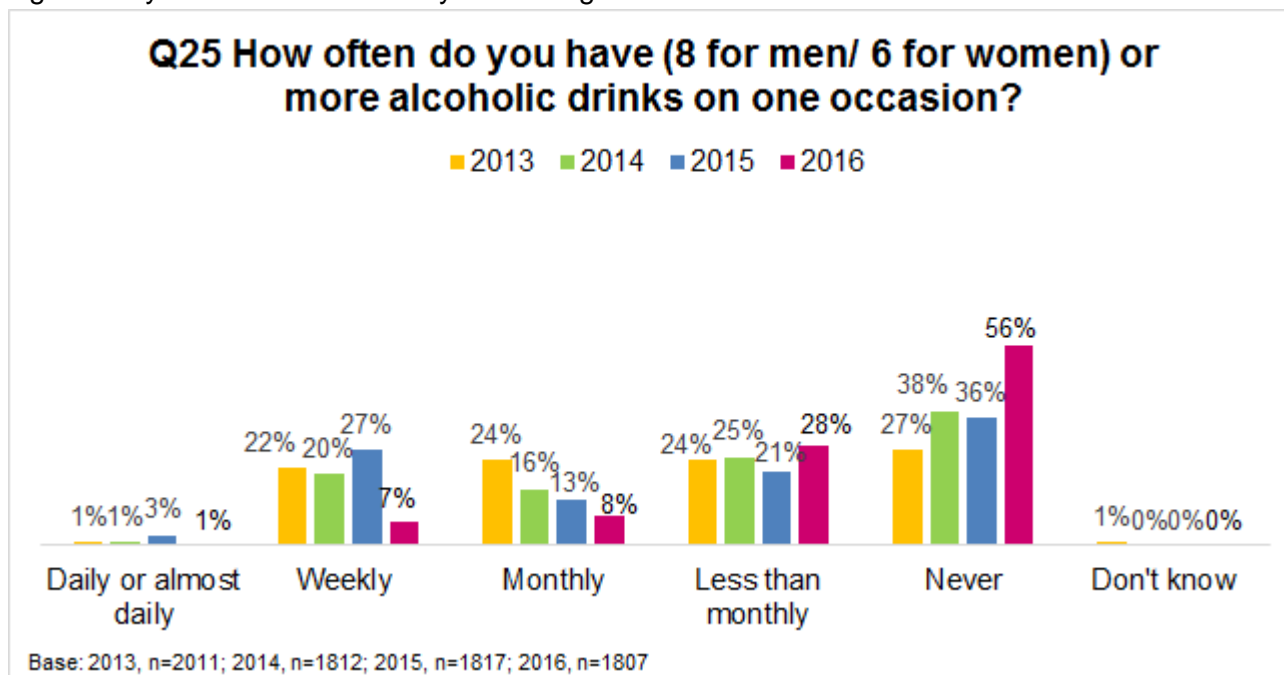
Those who lived in the most deprived areas (32%) were more likely to currently smoke than respondents from other areas (22%). Furthermore participants living in the East End (33%),

Strathmartine (30%) and Lochee (30%) were the most likely to smoke, whereas those living in The Ferry were least likely (18%).

Analysis by age reveals that respondents aged 35-54 (31%) were more likely to currently smoke than respondents aged 65 and over (10%). Males were more likely to smoke (36%) than females (17%).

4.5 Alcohol consumption (Q25)

Participants were asked about their alcohol consumption. Only 8% of respondents said they drink the recommended alcohol allowance (8 units for men/ 6 for women) or more at least once a week. On the other hand, 56% of respondents said they never drink the recommended alcohol allowance. The proportion of participants stating they never drink the recommended alcohol allowance has increased significantly since the 2015 survey increasing from 36% to 56%.



Analysis by age revealed that respondents aged 65 and over were the most likely to never drink the recommended alcohol allowance (79%), while respondents aged 16-34 were the least likely to say this (45%). Furthermore, females were more likely to have said they do not drink over the recommended allowance (66%) than males (46%).

Those who live in the most deprived areas were more likely to never drink the recommended alcohol allowance (72%) than all other respondents (44%).

Lochee respondents were most likely to consume more than the recommended alcohol allowance at least once a week (16%), while those who lived in the North East were most likely to have said they never consume more than the recommended allowance (73%).

4.6 Statements about mental wellbeing (Q26)

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS) was developed by researchers at the Universities of Warwick and Edinburgh to enable the measurement of mental wellbeing of adults in the UK.

WEMWBS is a 14 item scale of mental well-being covering subjective well-being and psychological functioning, in which all items are worded positively and address aspects of positive mental health. The question used is shown below:

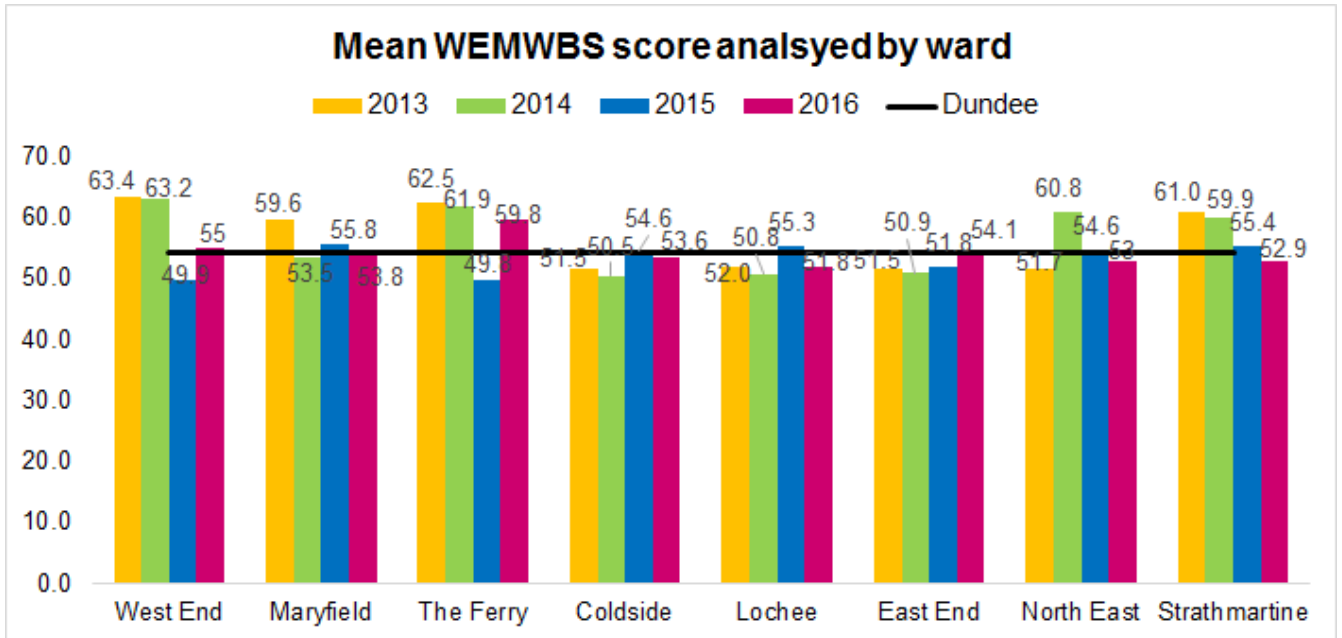
Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

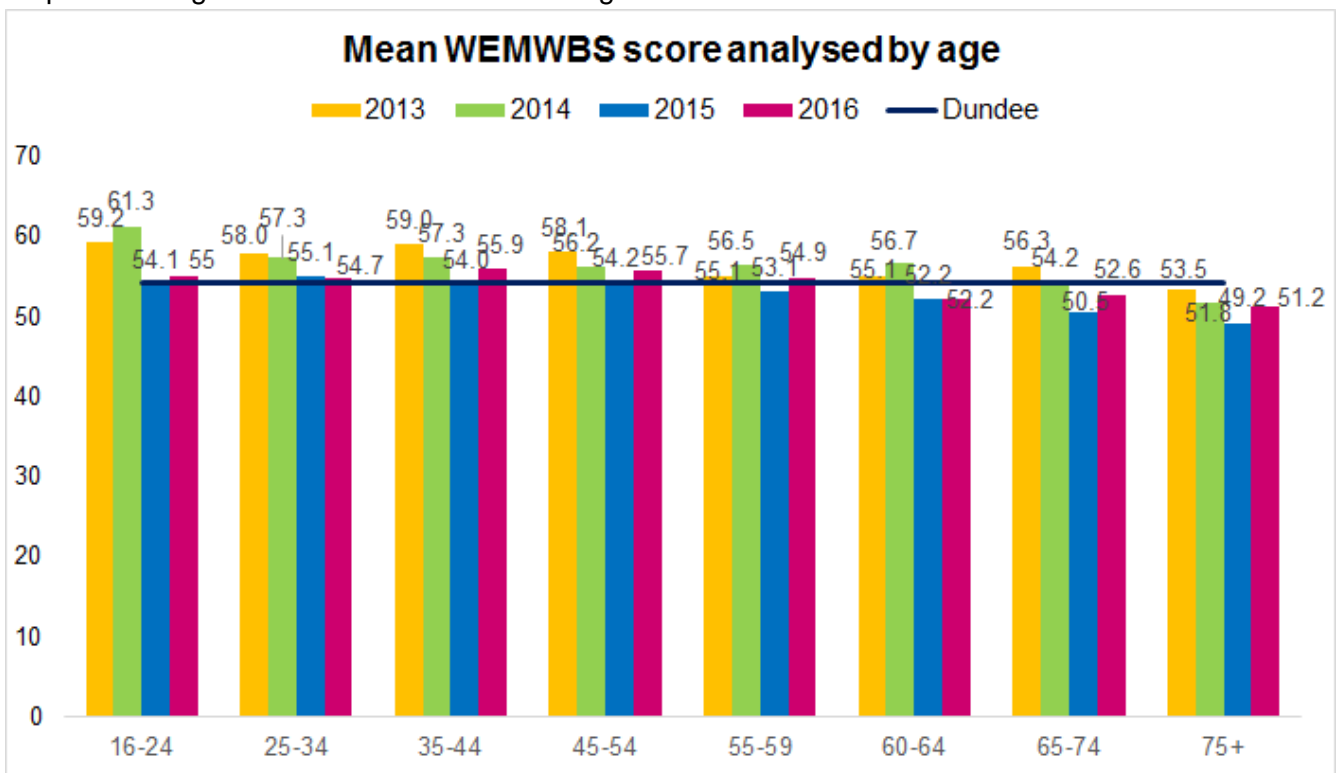
STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing well with problems	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

The scale is scored by summing responses to each item answered on a 1 to 5 Likert scale. The minimum scale score is 14 (if each of the items is scored 1 'none of the time') and the maximum score is 70 (if each of the items is scored 5 'all of the time').

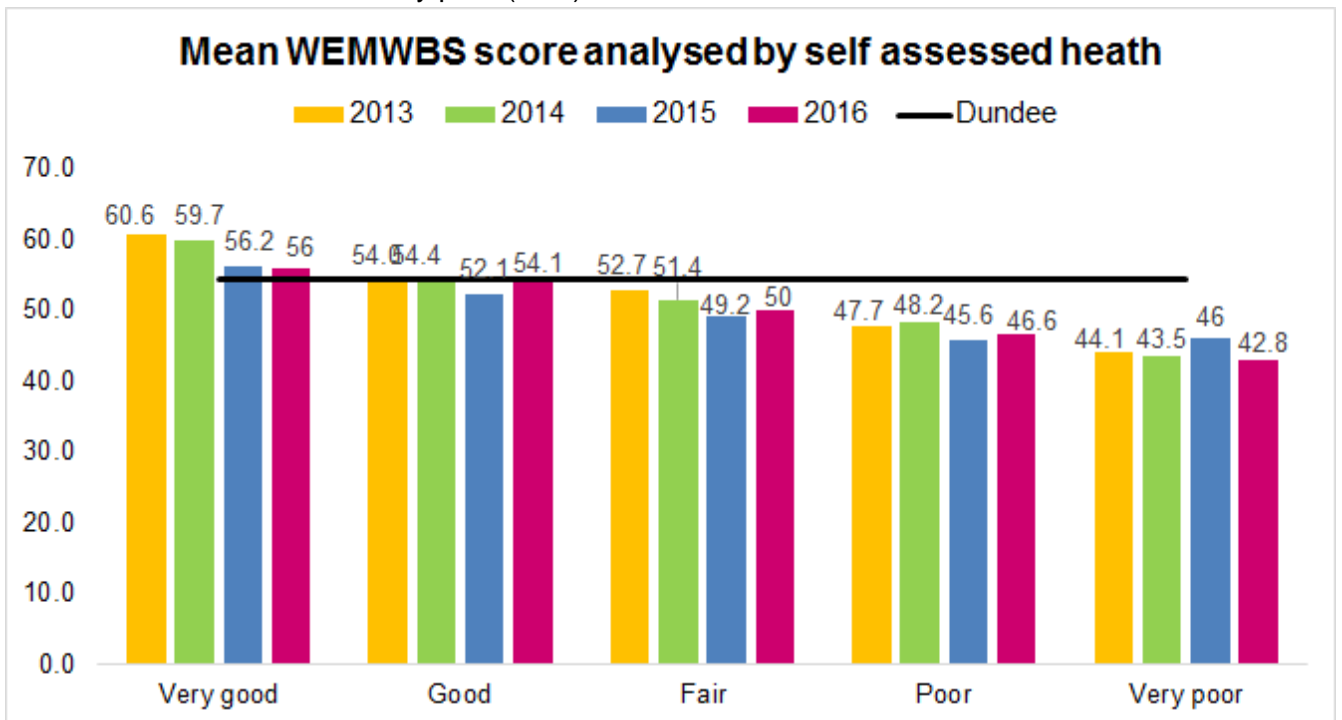
For Dundee as a whole, the mean score for WEMWBS is 54.3. The mean score for Dundee in 2015 was 53.3, in 2014 it was 56.8 and in 2013 it was 57.1. The chart below shows the mean WEMWBS scores for each ward. This reveals that participants living in The Ferry (59.8) and the West End (55) had a higher than average WEMWBS score while participants living in Maryfield (53.8), Coldside (53.6), Lochee (51.8), the North East (53) and Strathmartine (52.9) had a lower than average WEMWBS score.



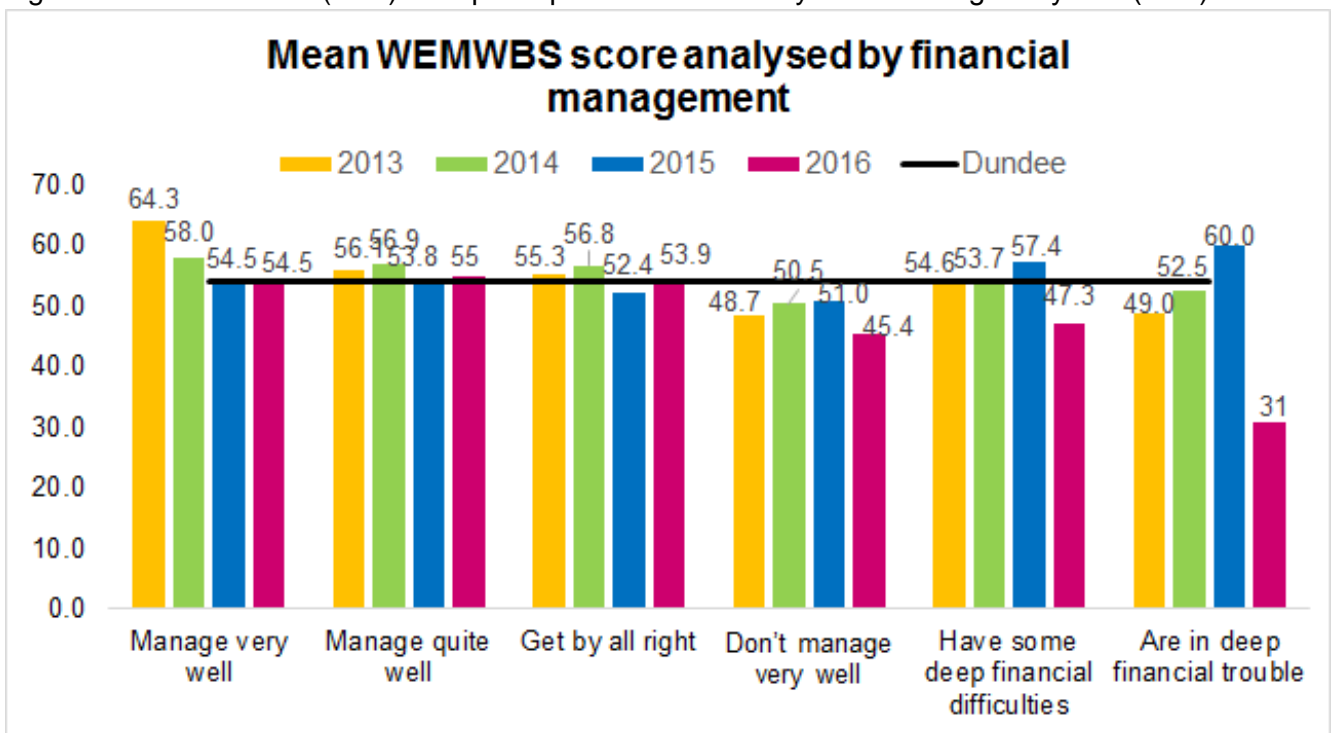
Analysis by age indicates that in general, the WEMWBS score decreases with age from 55 for respondents aged 16 to 24 to 51.2 for those aged 75 and over.



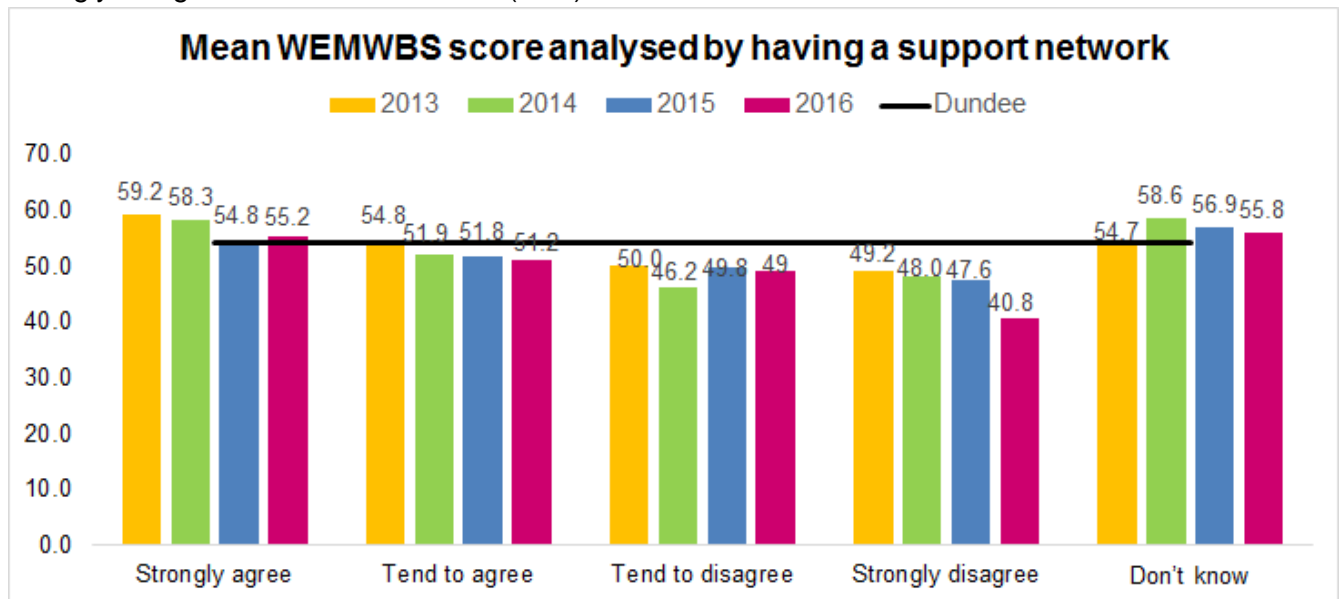
The chart below shows the mean WEMWBS score analysed by the participant's self-assessment of their own health. Those who said their health was very good had a significantly higher score (56) than those who rated their health very poor (42.8).



With regards to financial management, those who said they were managing very well financially had a higher WEMWBS score (54.5) than participants who said they didn't manage very well (45.4).

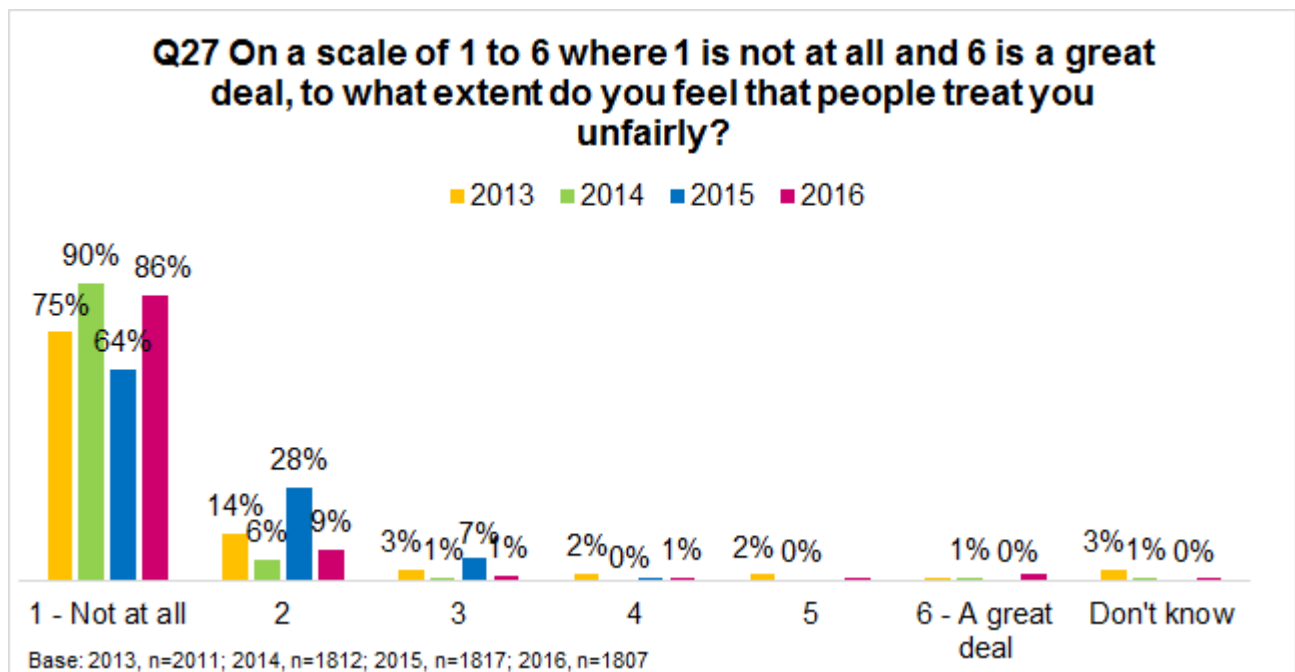


The chart below shows that respondents who strongly agreed that they could turn to friends or relatives in the neighbourhood for support had a higher WEMWBS score (55.2) than respondents who strongly disagreed with this statement (40.8).



4.7 Being treated fairly (Q27)

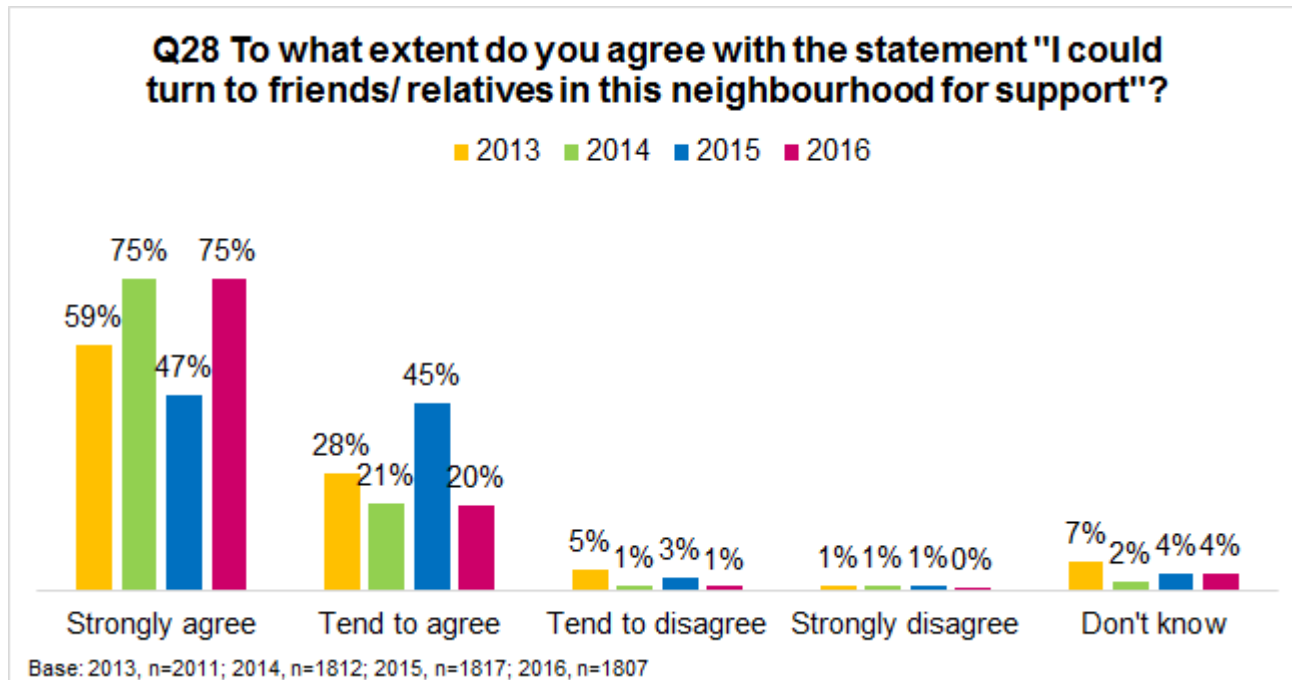
The survey asked participants to rate the extent to which they felt that people treated them unfairly where 1 was not at all and 6 was a great deal. 86% of respondents answered not at all to this question, which is a significantly increase since the 2015 survey where 64% of respondents held this opinion. The mean score for those who gave an opinion (i.e. excluding those who said 'don't know') was 1.24.



Analysis by age revealed that the mean score was lower for participants aged 16-34 (1.20) than those aged 35-54 and 65 and over (1.29). Furthermore, those who lived in the most deprived areas had lower scores (1.11) than respondents who lived in all other areas (1.35). Analysis by ward reveals that those who lived in The Ferry had the highest scores (1.85), while respondents who lived in the North East had the lowest score (1.05).

4.8 Support network (Q28)

95% of participants agreed that they could turn to friends and family for support, compared to 1% who disagreed and 4% who answered don't know. The proportion of respondents who said they strongly agreed with this statement has increased significantly since the 2015 survey increasing from 47% to 75%.



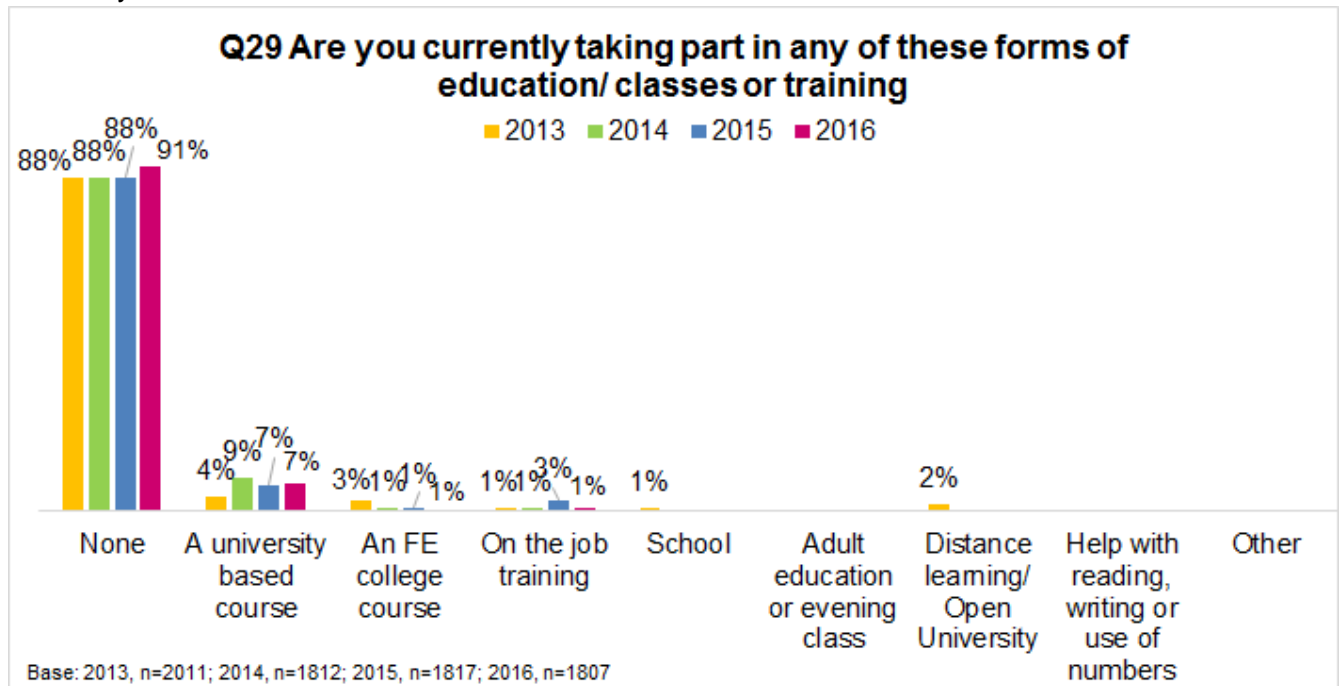
Females were significantly more likely to agree with this statement (80%) than males (69%). Furthermore, analysis by age revealed that respondents aged 35-54 were the most likely to strongly agree that they could turn to friends and relatives in the neighbourhood for support (78%). Respondents aged 65 and over on the other hand were the least likely (71%).

Respondents from the most deprived areas were more likely to strongly agree with this statement (85%) than respondents from all other areas (67%). Analysis by ward reveals that those who lived in Maryfield and the North East (92%) were the most likely to strongly agree with this statement. On the other hand, respondents residing in Coldsides were the least likely (47%).

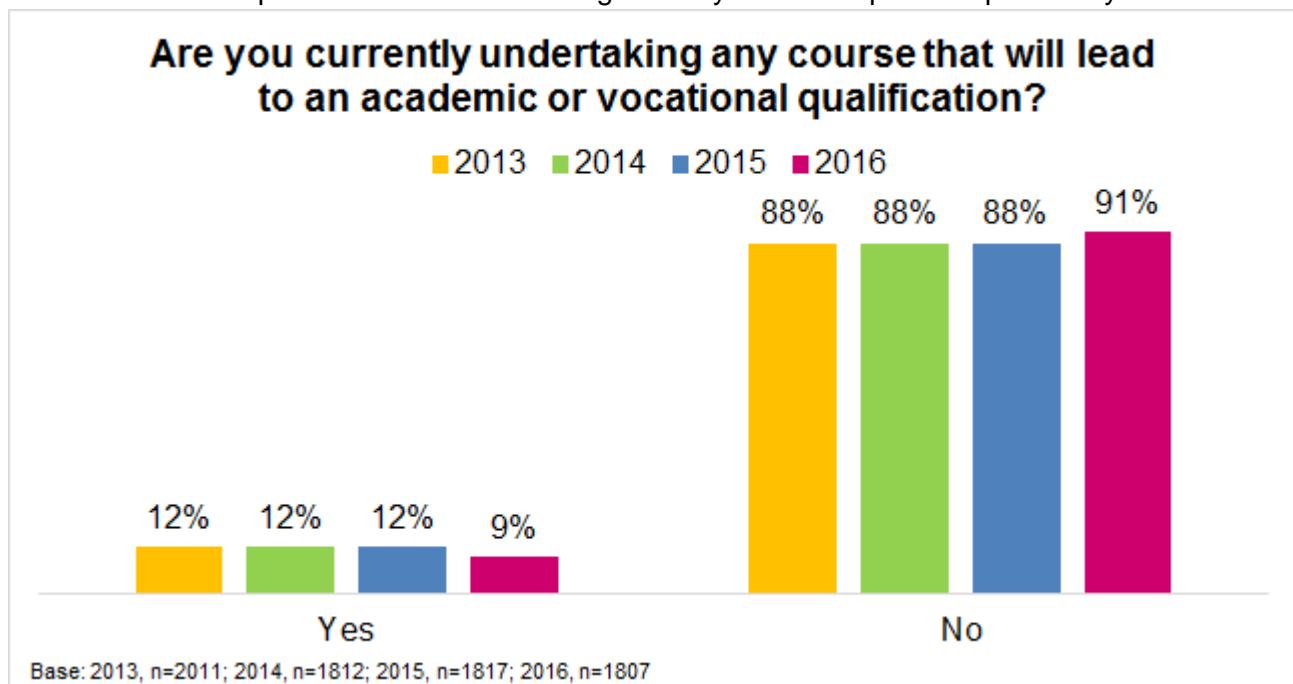
5. EDUCATION

5.1 Currently undertaking education or training (Q29)

9% of participants said they were currently taking part in some form of education or class which is slightly less than the 2015 survey results (12%) with the most popular form of education being a university based course.



The results to this question have not varied significantly when compared to previous years.



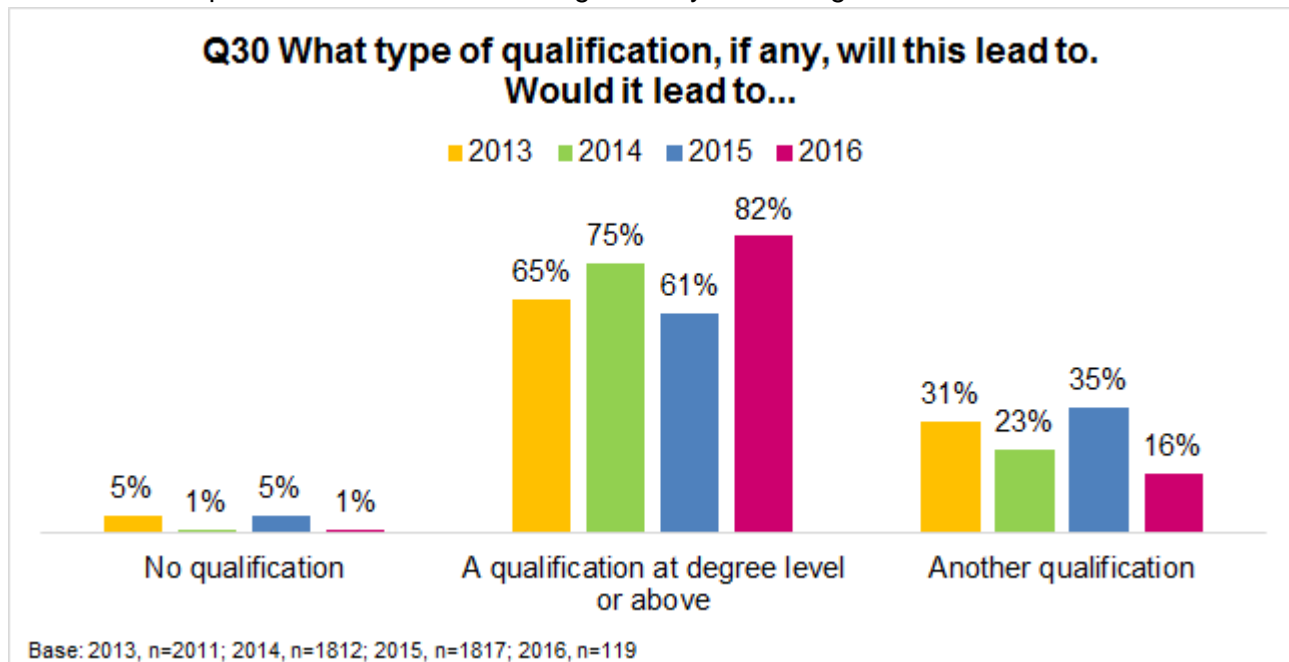
Perhaps unsurprisingly, younger respondents aged 16 to 34 were most likely to be taking part in some form of education or training (23%), while those aged 65 and over were least likely (0.2%).

Analysis by tenure reveals that those who lived in private rented accommodation were significantly more likely than all other participants to be in some form of education or training (37%).

Those who lived in the most deprived areas were significantly less likely to be in education or training (4%) than participants who lived in all other areas (14%). Furthermore, analysis by ward revealed that those who lived in the West End were most likely to be in education or training (31%), while those who lived in the North East (1%), the East End (3%), The Ferry (4%) and Strathmartine (4%) were least likely.

5.2 Type of qualification (Q30)

Those who said they were undertaking some form of training were asked to specify the type of qualification this would lead to. Only 1% said that this would not lead to a qualification, 82% said this would lead to a qualification at degree level or above and 16% said it would lead to another qualification. Compared to 2015, the proportion of those stating their training would lead to a degree level or above qualification has increased significantly increasing from 61% to 82%.

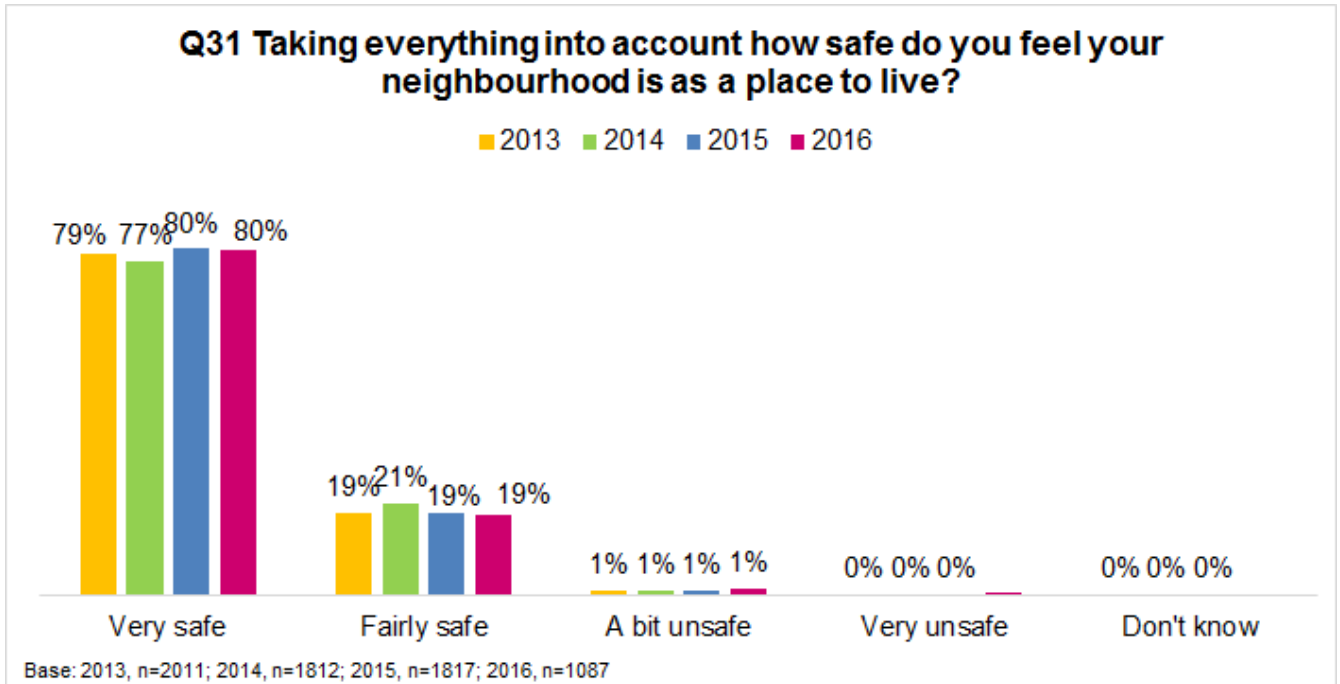


Younger participants aged 16 to 34 were the most likely to have said that the training will lead to a qualification at degree level or above (86%). Of the two respondents aged 55-64, one said their training would lead to a qualification at degree level or above and the other said it would lead to another qualification. The one respondent aged 65 and over said that the training they were undertaking would lead to another qualification.

6. COMMUNITY SAFETY

6.1 Safety in the neighbourhood (Q31)

Almost all participants (99%) said their neighbourhood was a very or fairly safe place to live, compared to 1% who said it was a bit unsafe. The results are consistent with the 2015 survey where 99% of respondents said their neighbourhood was very or fairly safe.

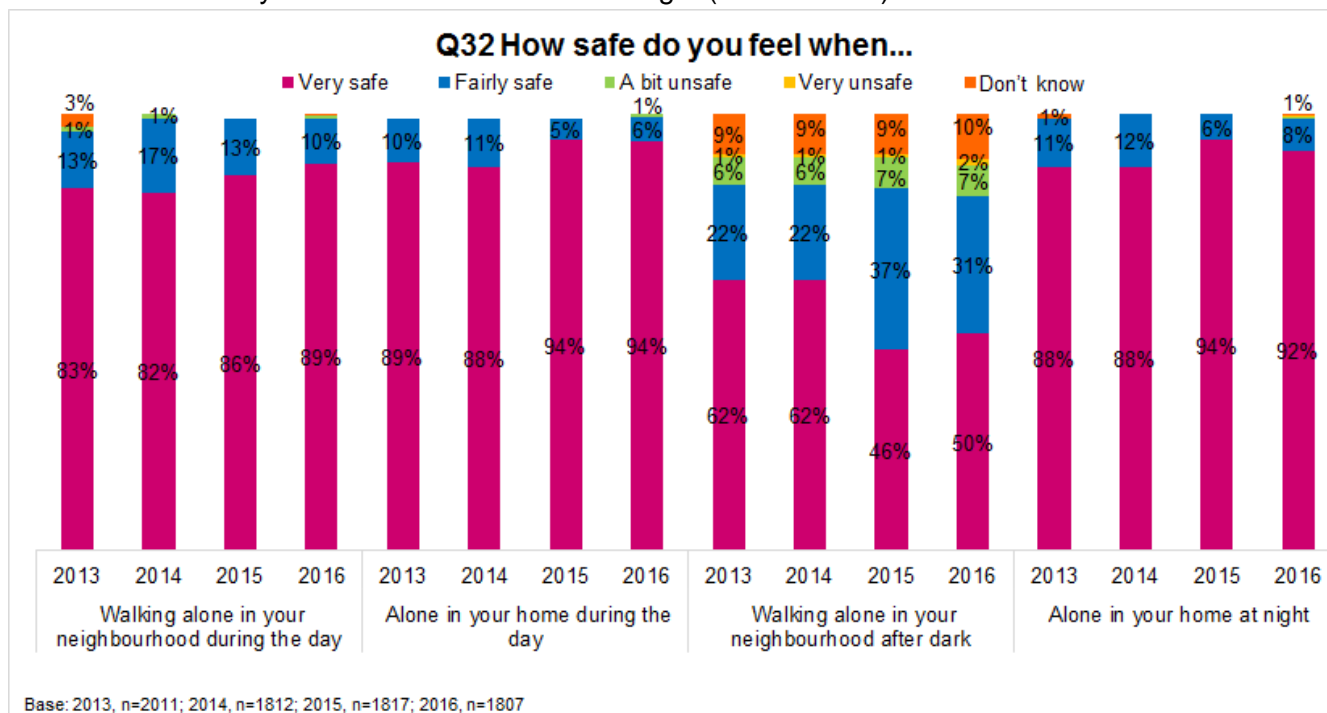


Respondents who lived in the most deprived areas were less likely to say their neighbourhood was a very safe place to live (73%) than all other respondents (85%). Analysis by ward indicates that those who lived in The Ferry (93%) were most likely to feel very safe. On the other hand participants who lived in the East End were least likely to feel this way (69%).

6.2 Safety during the day and at night (Q32)

Participants were asked how safe they felt in different circumstances:

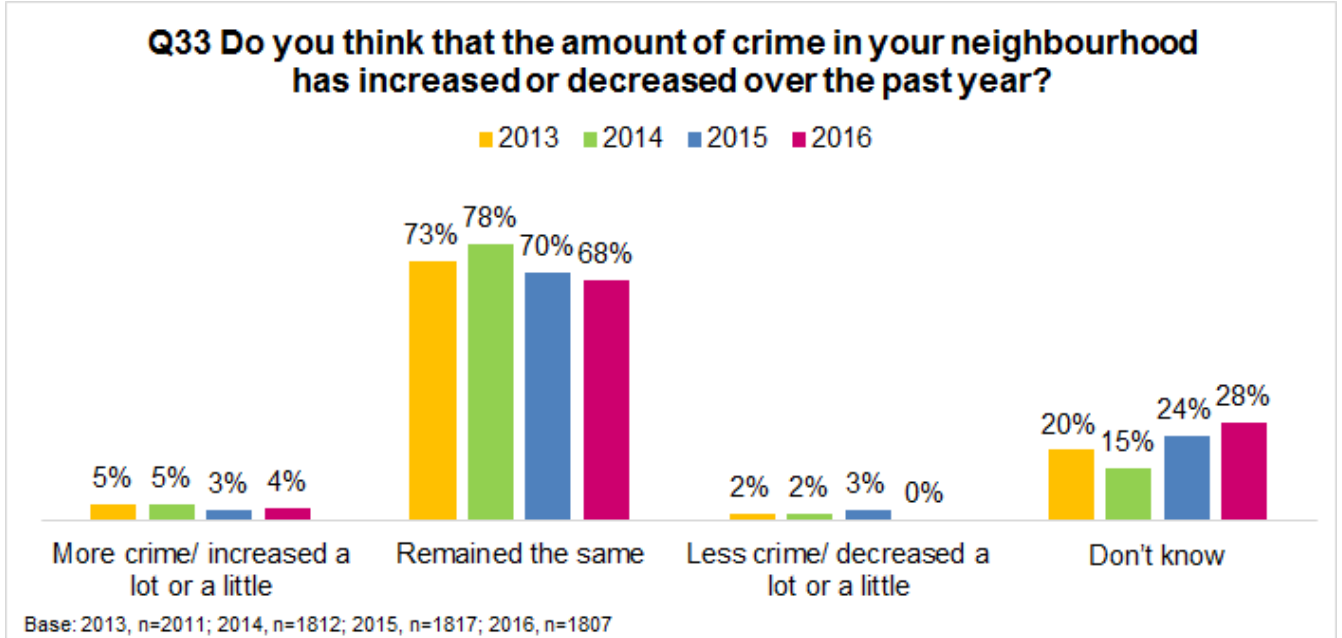
- 89% felt very safe when walking alone in their neighbourhood during the day (86% in 2015).
- 94% felt very safe alone in their home during the day (94% in 2015).
- 50% felt very safe when walking alone in their neighbourhood after dark (46% in 2015)
- 92% felt very safe alone in their home at night (94% in 2015).



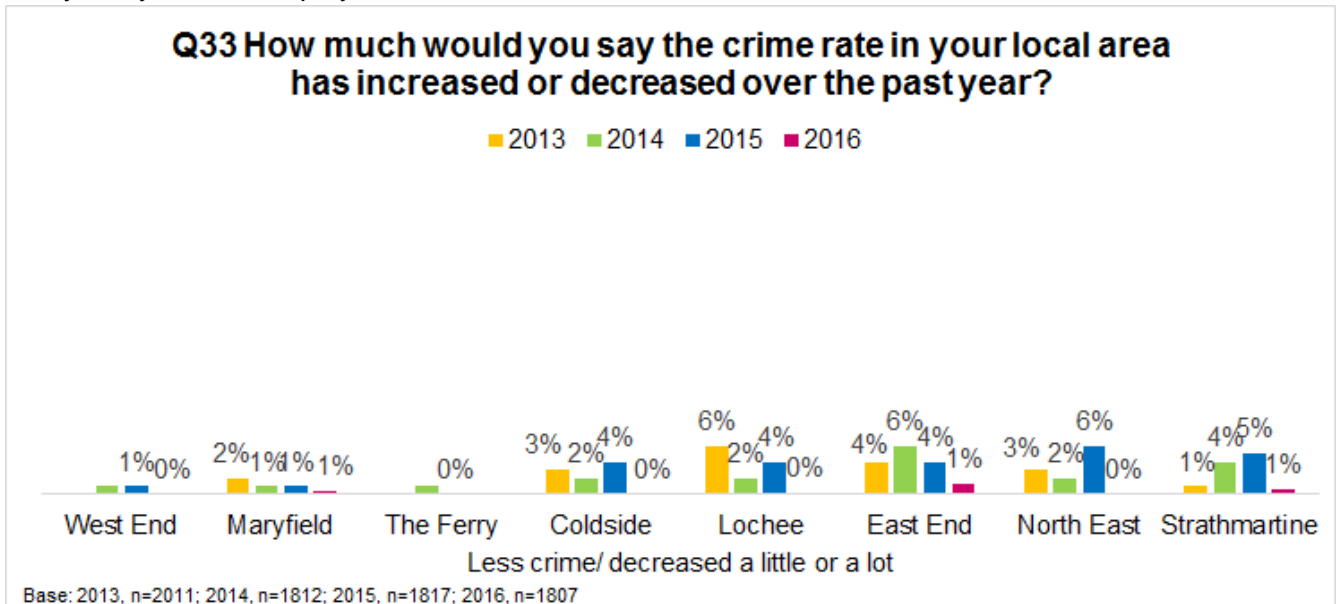
NB percentages may not add up to 100% due to rounding.

6.3 Change in the level of crime (Q33/34)

When asked about the changes in crime levels over the past year, the vast majority (68%) were of the opinion that the level of crime had remained the same over the past year, which is slightly lower than the results reported in 2015 (70%). On the other hand, 4% of respondents said there had been an increase in the level of crime (3% in 2015) and 0% said the level of crime had decreased (3% in 2014).



Analysis by ward is displayed in the table below:



Those who said that the level of crime in their neighbourhood had increased were asked about the factors which have influenced their opinion. The main factor which appears to have influenced opinion is word of mouth with 71% of participants stating that talking to people in their area has been the biggest influence on their opinion. This was also the most common answer given in 2014 and 2015.

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?				
Base: 2013, n=135; 2014, n= ; 2015, n=62; 2016, n=76	2013	2014	2015	2016
Talking to people in the area	75%	51%	87%	71%
Media - television, radio, paper	34%	22%	14%	12%
Personal experience of crime	7%	27%	12%	36%
Experience of family or friends	11%	20%	5%	14%
Social media internet sites e.g. Facebook, Twitter	2%	0%	3%	2%
Other	1%	0%	2%	1%
Internet sites	0%	0%	1%	0%
Police or Council publications	5%	43%	1%	1%

6.4 Factors which contribute to crime level (Q35)

Participants were asked what they identified as being the main factor which contributes most to the level of crime in the neighbourhood. The most popular responses to this question were alcohol and/ or drugs (37%) and lack of money/ poverty (2%). Alcohol and drugs was also the most common response in previous years.

Just under 4 in 10 respondents (37%) were unable to answer this question, 9% said nothing contributes to the level of crime in their neighbourhood and 16% said they lived in a good neighbourhood where they do not have a lot of trouble.

What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?				
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	2013	2014	2015	2016
Don't know	38%	30%	34%	37%
Alcohol/ Drugs	36%	54%	34%	36%
This is a good area/ neighbourhood/ quiet/ no trouble	18%	16%	17%	16%
Nothing	3%	4%	3%	9%
Lack of money/ poverty	1%	1%	3%	2%
Gangs/ youths	3%	2%	4%	1%
Unemployment	4%	2%	3%	1%
Boredom/ nothing to do/ lack of facilities	2%	1%	3%	1%
Crime e.g. Break ins/ burglary/ vandalism	1%	0%	2%	1%
Opportunists/ some people can't help themselves	1%	0%	2%	1%
Other	1%	2%	2%	1%
Anti-social behaviour	0%	1%	0%	0%
Lack of discipline/ parental control	1%	0%	0%	0%
Lack of policing/ wardens	0%	0%	1%	0%
New people/ undesirables moving into area/ not knowing who your neighbours are	1%	0%	0%	0%
Driving offences/ speeding/ motorbikes	0%	-	0%	0%
Immigrants	0%	-	0%	0%
Prostitution	0%	-	0%	0%

6.5 Main issues for children/ young people (Q36)

Participants were then asked what in their opinion the main issues are for children and young people in their area. The most popular responses to this question were:

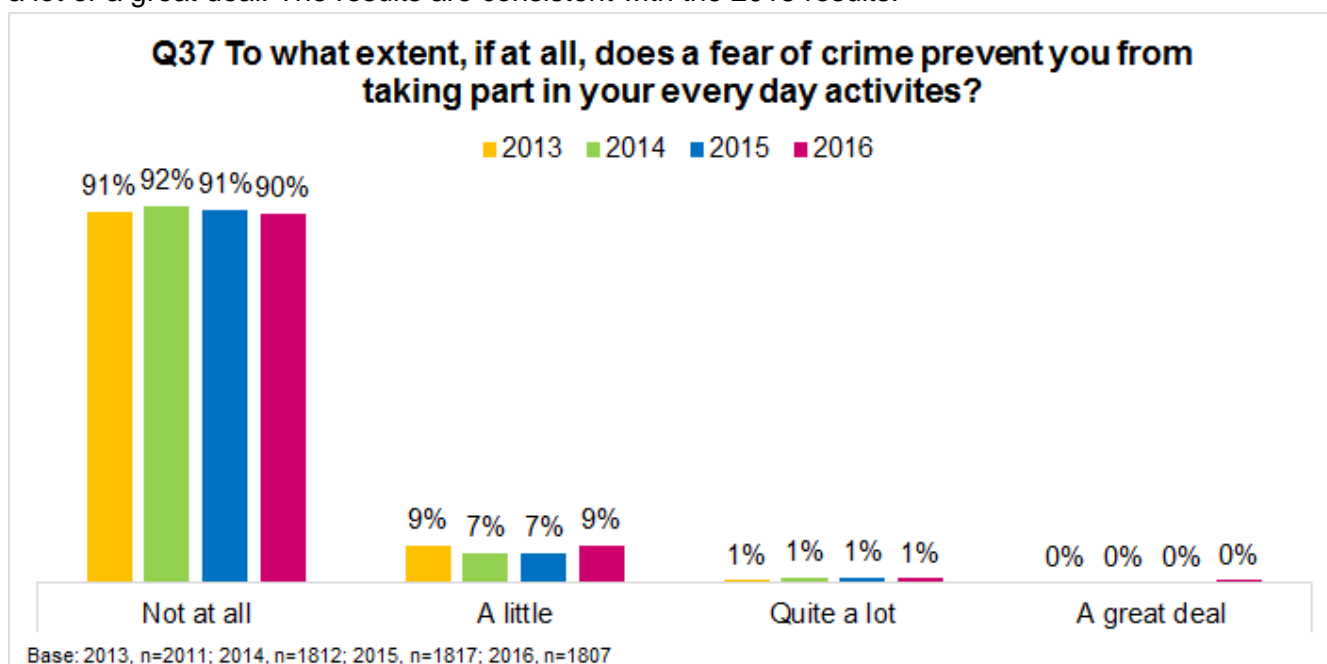
- Alcohol/ drugs (20%)
- Lack of employment/ job opportunities (9%)
- Unemployment (6%)

Just under half of respondents (48%) were unable to answer this question and 8% there was no issues for young people or children in their area.

What, in your opinion, are the main issues for children and young people in your area?	
Base: All respondents: 2016, n=1807	%
Don't know	48%
Alcohol/ drugs	20%
Lack of employment/ job opportunities	9%
Nothing/ no issues	8%
Unemployment	6%
Boredom/ nothing to do	5%
Poverty/ lack of money	2%
Lack of facilities e.g. clubs/ play areas/ football pitches	2%
Housing	1%
Other	1%
Lack of discipline/ parental control	1%

6.6 Extent to which fear of crime prevents them from taking part in everyday activities (Q37)

The vast majority (90%) of respondents said that the fear of crime does not prevent them at all from taking part in everyday activities. 9% said it prevents them a little, and 1% said it prevented them quite a lot or a great deal. The results are consistent with the 2015 results.



Analysis by ward indicates that those who live in Lochee (80%) were least likely to say that the fear of crime does not prevent them at all from taking part in everyday activities, than those living in The Ferry (100%).

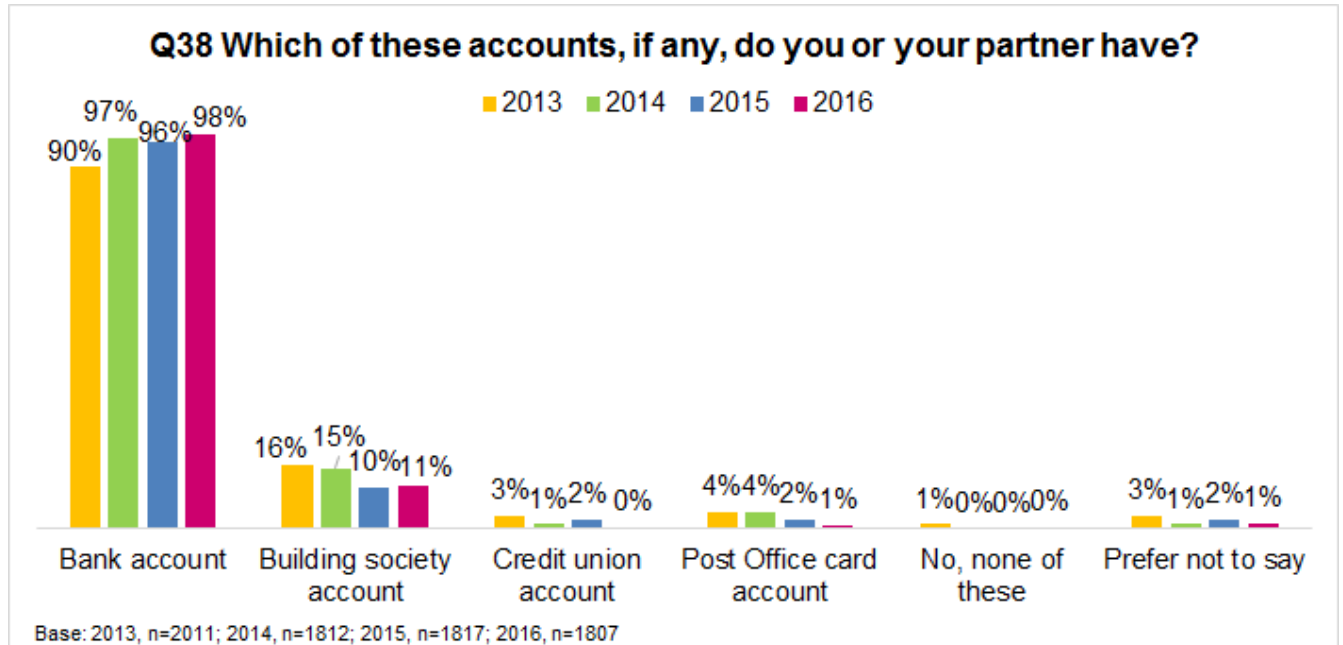
Participants who owned their own home (93%) were more likely to have said the fear of crime does not prevent them at all than those who rented their home from the Council (84%).

Those who lived in the most deprived areas (86%) were less likely to say the fear of crime does not affect them at all than respondents from other areas (93%).

7. MONEY MATTERS

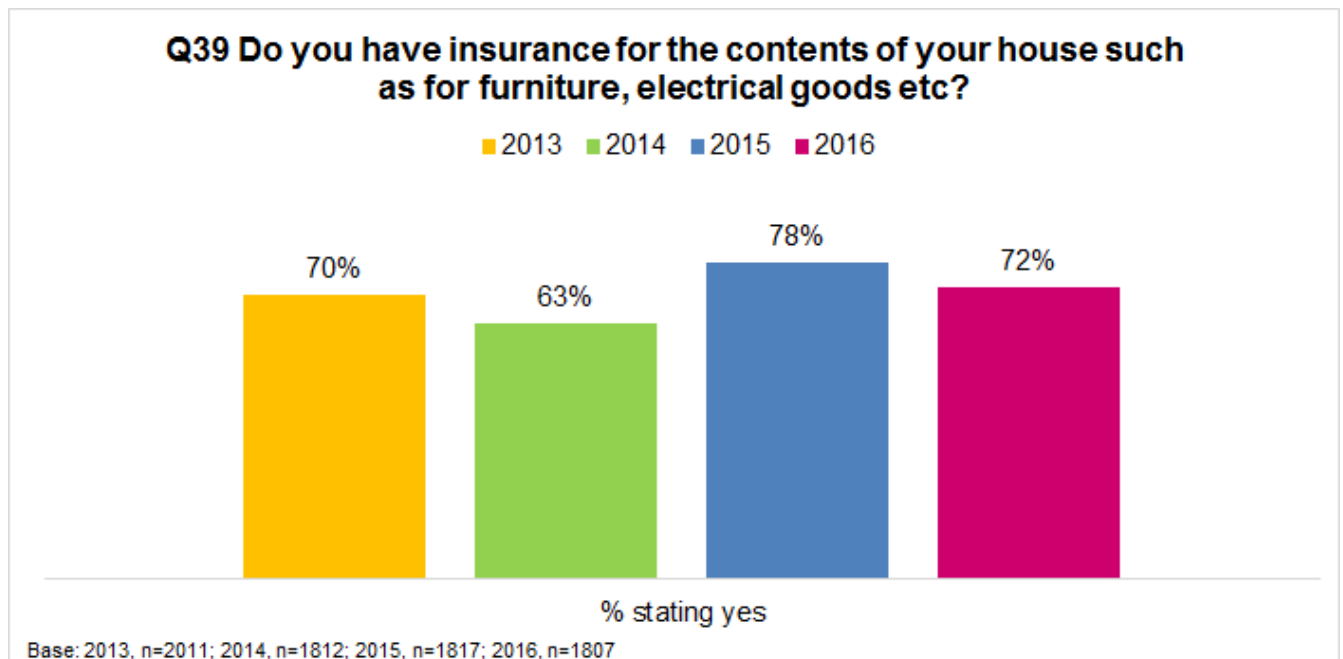
7.1 Bank or building society account and Contents Insurance (Q38/39)

The vast majority (98%) of participants had a bank account, 11% had a building society account and 1% had a post office card account. The proportion of respondents with bank accounts has remained consistent with the 2015 results.



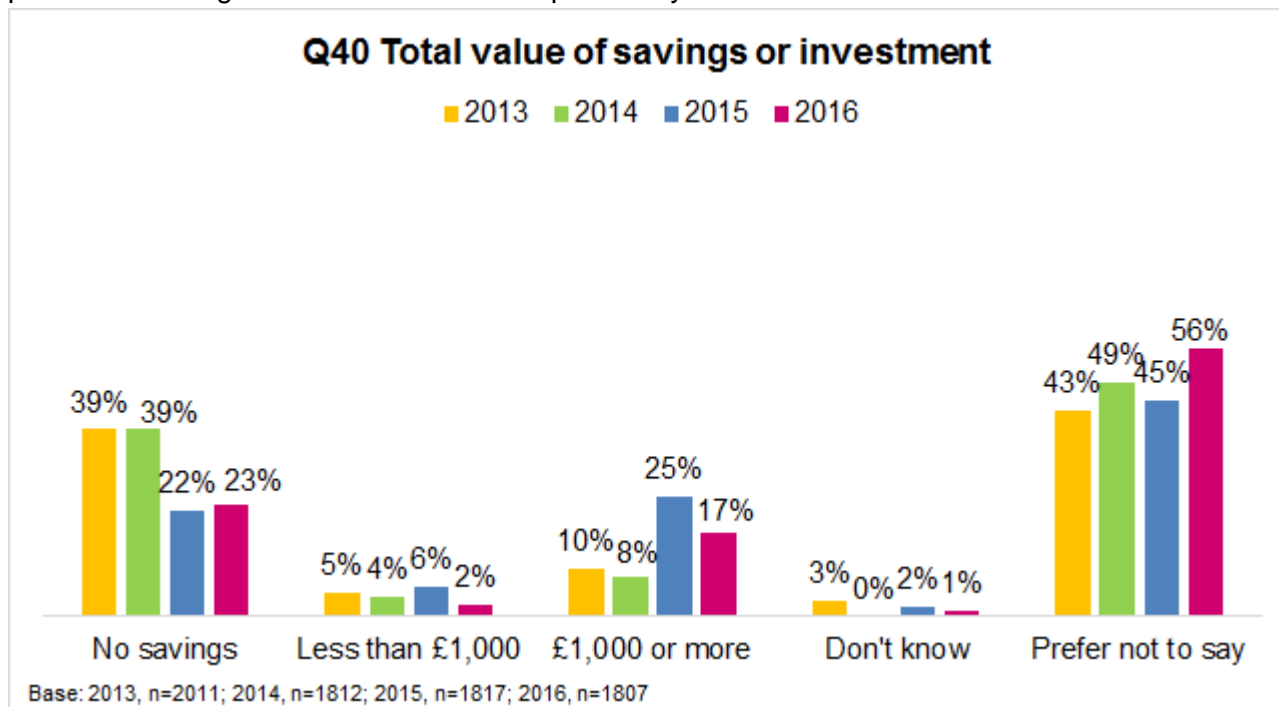
Analysis by ward reveals that respondents from Lochee were the least likely to have a bank account (95%).

Just over 7 in 10 respondents said they had contents insurance (72%). This has decreased since the 2015 results from 78% to 72%.



7.2 Total value of savings (Q40)

Participants were asked about any savings or investments that they had. 19% of participants said they had investments or savings. The proportion of respondents who had savings or investments has decreased significantly from 31% in 2015 to 19%. Significantly more respondents did say they preferred not to give this information than previous years.



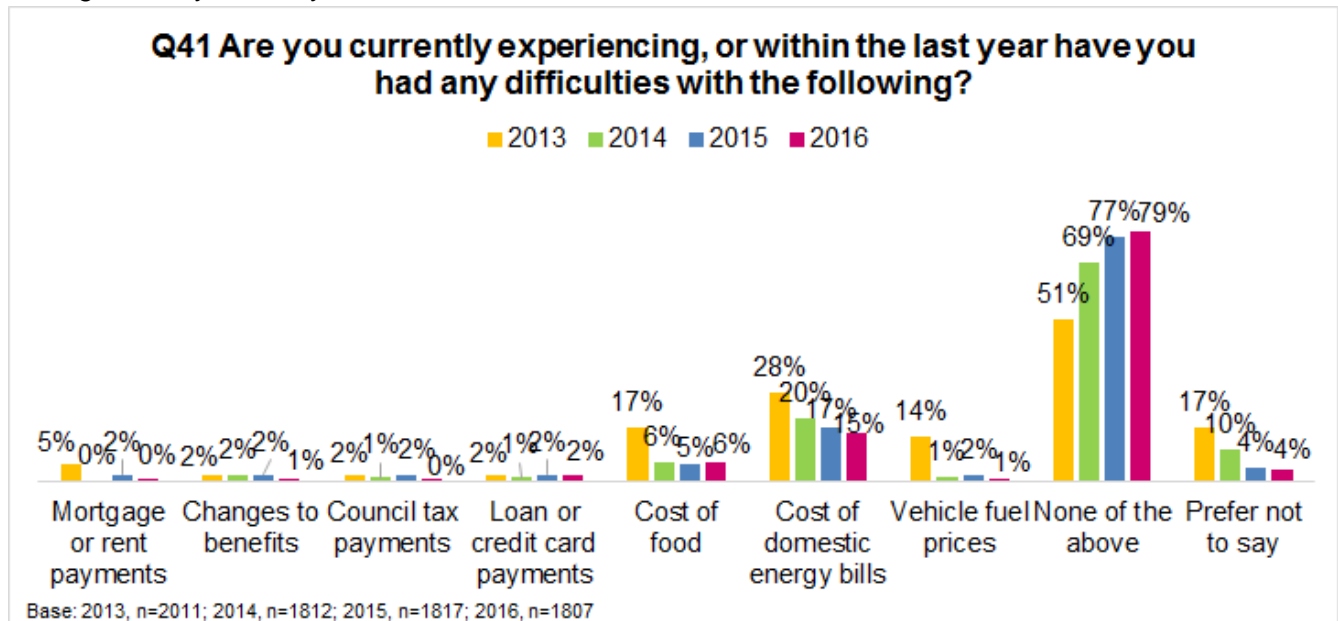
Younger participants were more likely to have no savings (44%) and those aged 65 and over were less likely (7%).

Perhaps unsurprisingly, those who owned their home (27%) were more likely to have savings than those who rented their home from the Council (10%).

Participants who lived in the most deprived areas were less likely to have savings (18%) than participants who lived in other areas (21%). Analysis by ward reveals that participants who lived in Coldside (34%) were most likely to have savings while those who lived in The Ferry (8%) and the North East (9%) were least likely. Those who lived in the Ferry (78%) and in the North East (80%) were most likely to have refused to answer this question.

7.3 Financial difficulties (Q41)

Just under 8 in 10 respondents (79%) said they were not experiencing any financial difficulty, 15% said they were experiencing difficulty with the cost of domestic energy bills and 6% were struggling to afford the cost of food. The results show that Dundee residents are less likely to be experiencing financial difficulties than in previous years, for example the proportion of respondents who are not having difficulty with any of these issues has continued to increase since 2013.



Analysis by age reveals that in general, those aged 65 and over were least likely to be experiencing financial difficulties with the following issues while younger respondents aged 16 to 34 were most likely. For example,

- **Cost of food:** 14% of respondents aged 16-34 said they were experiencing difficulty affording this compared to 1% of respondents aged 65 and over.
- **Cost of domestic energy bills:** 26% of respondents aged 16-34 said they were experiencing difficulty affording this compared to 6% of respondents aged 65 and over.

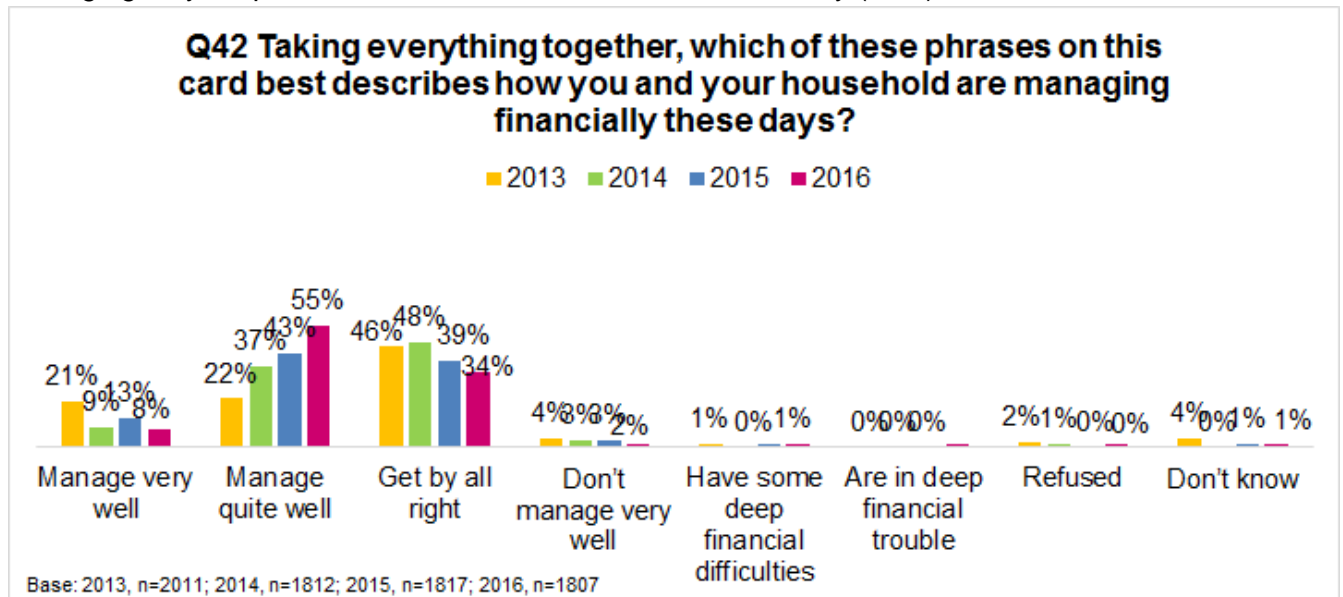
Analysis of the most deprived areas reveals that they too are more likely to be struggling to afford domestic energy bills:

- **Cost of domestic energy bills:** 18% of respondents living in the most deprived areas said they were experiencing difficulty affording this compared to 12% of respondents living in all other areas.

It is interesting to note that respondents for other areas were more likely to state that they are struggling to afford the cost of food (7%) than respondents from the most deprived areas (5%).

7.4 Financial management (Q42)

The survey asked the extent to which participants were managing financially. Just over 6 in 10 respondents (63%) said they were managing very or quite well, 34% said they get by all right and 2% said they were not managing very well. The proportion of respondents who said their household is managing very or quite well has increased since the 2015 survey (56%).



Participants aged 55-64 were the most likely to state they were managing very or quite well financially (83%). Younger respondents on the other hand were the least likely to state they were managing very or quite well financially (43%).

Those who owned their own home were more likely to be managing very or quite well financially (85%) than respondents who rent their home from the Council (39%) or rent their home from a private landlord (40%).

Analysis by ward indicates that respondents living in The Ferry were most likely to state they were managing very or quite well financially (77%). On the other hand respondents living in Lochee were least likely (53%).

8. CONTACTING YOUR COUNCIL

8.1 Reason for contact (Q43)

45% of respondents said they had contacted the Council in the last 12 months. This is consistent with the 2015 survey. Of those who made contact, 4% had contacted to make a complaint, 37% were looking for information, and 59% were requesting a service.

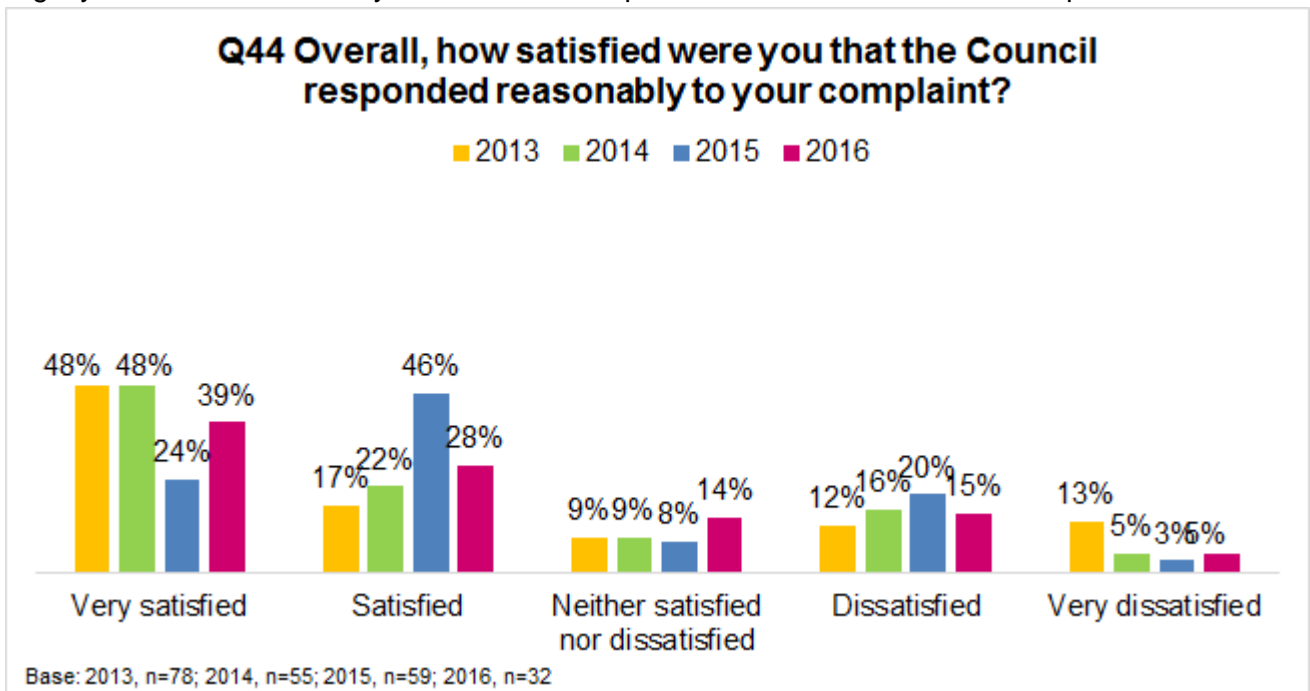
8.2 Method of contact (Q47)

The majority of respondents (88%) contacted the Council by telephone. This was also the most popular method in 2013, 2014 and 2015, with the proportion of respondents contacting the Council by telephone increasing significantly from 2015 (79%). The proportion of participants who have made personal visits to the Council's office has decreased from 9% in 2015 to 3% in 2016.

Q48 Was your most recent contact				
	2013	2014	2015	2016
Base	730	608	818	875
By a telephone call to the Council	73%	91%	79%	88%
By a personal visit to a Council office	11%	6%	9%	3%
By visiting the Council's website	15%	1%	6%	6%
By a letter	0.3%	1%	1%	1%
By e-mail	0.3%	1%	5%	3%

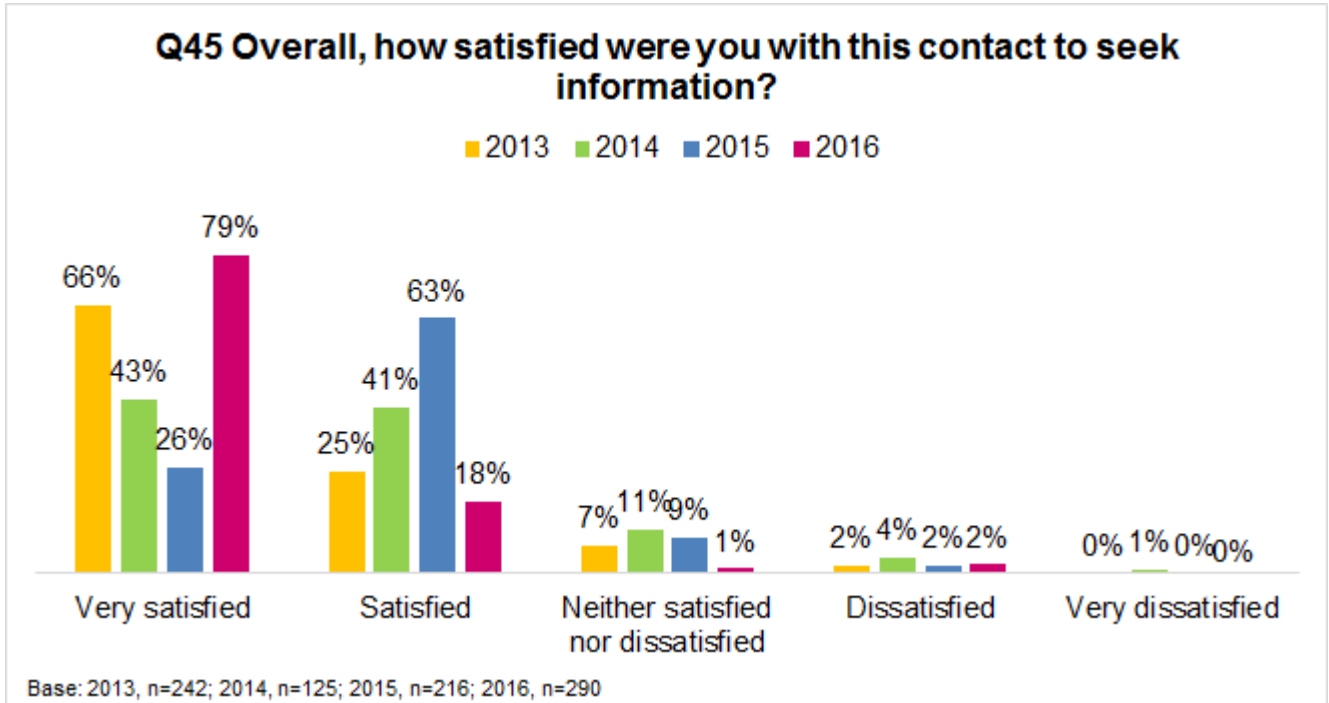
8.3 Satisfaction with responding to complaints (Q44)

Those who contacted the Council to make a complaint were asked how satisfied they were that the Council responded to their complaint. More respondents were satisfied (67%) than dissatisfied (20%) with the Council in this respect. The proportion of respondents who were satisfied has decreased slightly since the 2015 survey where 70% of respondents were satisfied in this respect.



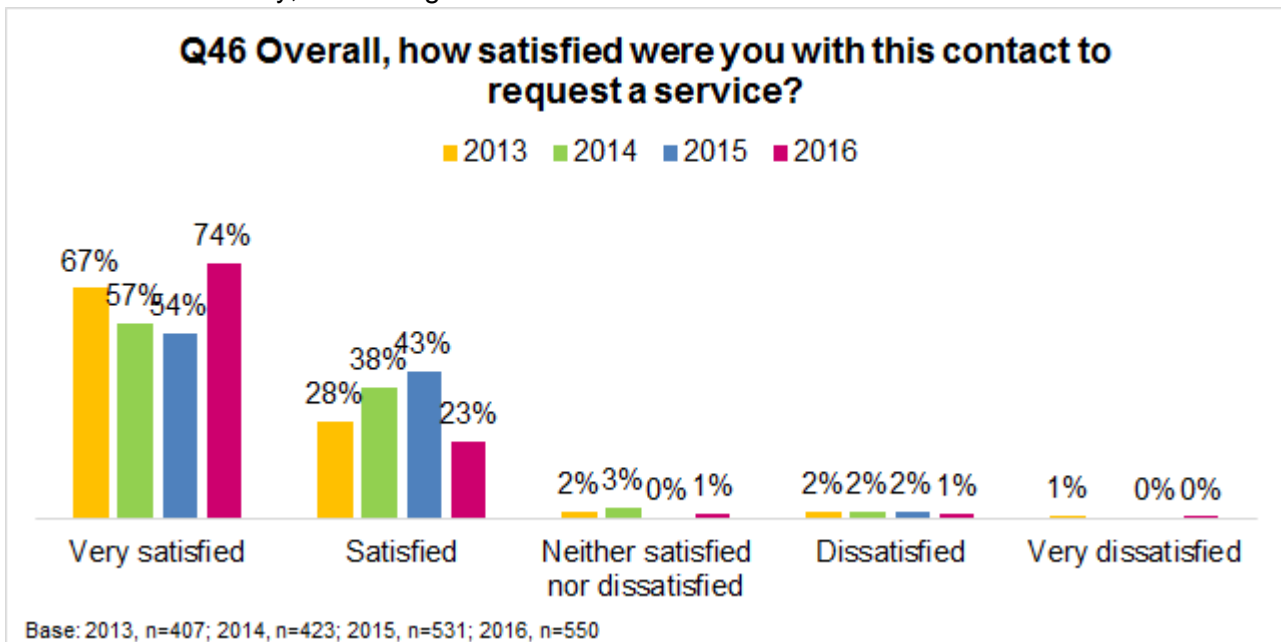
8.4 Satisfaction with responding to information requests (Q45)

Those who contacted the Council looking for information were asked how satisfied they were with the response that they received. 97% said they were very satisfied or satisfied with this contact to seek information compared to 2% who were dissatisfied. Overall satisfaction has seen an increase from 89% in 2015 to 97% in 2016. The proportion of respondents stating they were very satisfied with their contact to seek information has increased significantly, increasing from 26% to 79%.



8.5 Satisfaction with responding to service requests (Q46)

Those who contacted the Council to request a service were asked how satisfied they were with this contact. 97% said they were very satisfied or satisfied with the contact to receive a service compared to 1% who were dissatisfied. Overall satisfaction has remained consistent with the 2015 survey, however the proportion of respondents stating they were very satisfied has increased significantly since the 2015 survey, increasing from 54% to 74%.



8.6 Experience of contacting the Council (Q47)

More than nine in ten participants said they got what they needed when they contacted the Council (94%). This is slightly more than the 2015 survey where 91% said they got what they needed on the most recent occasion.

Analysis by contact method revealed that those who contacted the Council visiting their website (100%), by email (95%) and by telephone (94%) were most likely to say they got what they needed on the most recent contact. On the other hand, 40% of participants who contacted the Council by visiting their office and 12% who said they contacted the Council by letter said they had to contact the Council about the same issue again. Please note the base numbers for some of the contact types are very low, in particular contact by letter and by email.

On your most recent contact with the Council, did you...? (analysed by contact method)						
	Overall	By a letter	By a telephone call to the Council	By a personal visit to a Council office	By e-mail	By visiting the Council's website
Base	875	7	770	30	19	49
Get what you need at that contact	94%	88%	94%	60%	95%	100%
Have to contact the Council again about the same issue	6%	12%	6%	40%	5%	-

The table below reveals that those who contacted the Council to make a suggestion (67%) were least likely to have said they got what they needed at that contact. Those who contacted to request a service were the most likely to have said they got what they needed at that contact (95%). Again please note the low base numbers to this question, particularly with regards to the number of participants who contacted the Council to make a suggestion.

On your most recent contact with the Council, did you...? (analysed by nature of contact)					
	Overall	Make a complaint	Seek information	Request a service	Make a suggestion
Base	875	32	290	550	3
Get what you need at that contact	94%	76%	93%	95%	67%
Have to contact the Council again about the same issue	6%	24%	7%	5%	33%

8.7 Satisfaction with telephone contact (Q49)

Participants who contacted the Council by telephone were asked to rate the Council's telephone system. Satisfaction levels ranged from 94% in terms of the outcome of the contact to 99% in terms of how easy it was for you to find the right number to call. Satisfaction levels are consistent with those reported in the 2015 survey.

How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following:				
	2013	2014	2015	2016
Telephone contact % satisfied: Base	561	537	680	769
How easy it was for you to find the right number to call	99%	98%	98%	99%
How quickly the phone was answered	98%	98%	94%	98%
How easy it was to get through to someone who could help	96%	98%	98%	98%
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	96%	96%	99%	97%
How well the staff understood what you wanted	96%	96%	98%	97%
The outcome of your contact	92%	91%	94%	94%

8.8 Satisfaction with office contact (Q50)

Satisfaction with office visits was high with 100% satisfaction in terms of how easy it was to get to the office and the suitability of the office. Satisfaction was lowest in terms of the outcome of the contact (72%), this indicator has seen a decrease from the 2015 survey where 78% were satisfied. The suitability of the office has seen an increase in satisfaction from 87% in 2015 to 100% in 2016.

How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?				
	2013	2014	2015	2016
Personal visit % satisfied : Base	79	51	55	30
How easy it was to get to the office	100%	96%	100%	100%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc.	100%	100%	87%	100%
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	96%	95%	96%	93%
How well the staff understood what you wanted	94%	88%	92%	93%
The outcome of your contact	75%	67%	78%	72%

8.9 Satisfaction with written/ email contact (Q51)

25 participants had contacted the Council by letter or email. 92% of participants said they were satisfied with the extent to which the first reply they received answered their query and how quickly they received a reply, while 88% were satisfied with the outcome of their contact. Please note that due to the small base numbers to this question, the results compared to previous years are not statistically significant.

How would you rate your most recent contact with the Council in terms of the following?				
	2013	2014	2015	2016
Base:	6	14	31	25
How quickly you received a reply to your e-mail/ letter	79%	72%	93%	92%
The extent to which the first reply you received answered your query	79%	72%	94%	92%
The outcome of your contact	79%	65%	94%	88%

8.10 Satisfaction with visiting the website (Q52/53)

Just over 4 in 10 participants (44%) said they had used the Council's website. This is consistent with the 2015 results.

Have you ever used the Council's website?				
	2013	2014	2015	2016
Base:	2011	1812	1817	1807
Yes	28%	24%	42%	44%

Those who had visited the website were asked to rate how satisfied they were with obtaining information and the amount of information that was available. 98% were satisfied with how easily they managed to find the information they wanted and 99% were satisfied with the amount of information provided on the website.

How would you rate the website in terms of the following? (% satisfied)				
	2013	2014	2015	2016
Base:	465	468	778	830
How easily you managed to find the information you wanted	99%	99%	98%	98%
The amount of information provided on the website	100%	98%	97%	99%

8.11 Amount of information provided about the Council and its services (Q54)

9 in 10 participants (90%) were of the opinion that they received enough information about the Council and the services it provides. This is marginally more than 2015 where 85% said they received enough information.

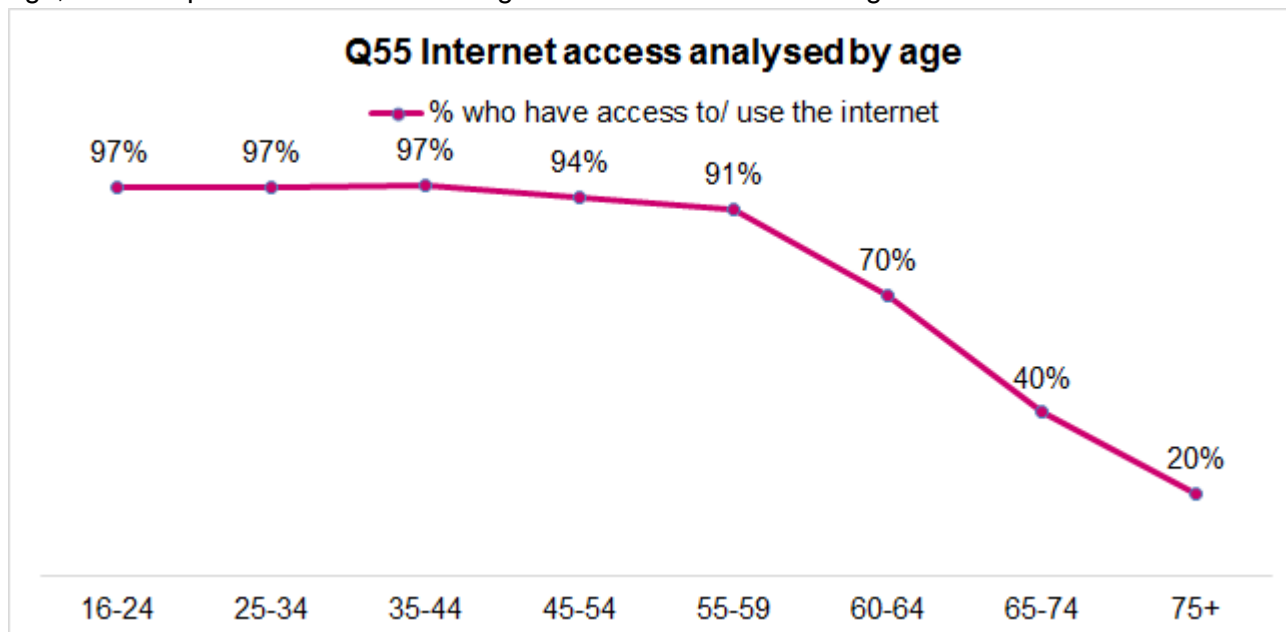
Generally, do you feel that you receive enough information about the Council and the services it provides?				
	2013	2014	2015	2016
Base:	2011	1812	1817	1807
Yes	93%	90%	85%	90%

8.12 Internet access (Q54)

Over eight in ten participants (81%) said that they access the internet in some way with 78% stating they have internet access at home, 63% stating they access the internet via a mobile phone, 17% having internet access at work and 5% stating they access the internet through public access. Compared to the 2015 results, the proportion of respondents with internet access has remained consistent.

Do you or your household access the internet in any of the following ways...				
	2013	2014	2015	2016
Base:	2011	1812	1817	1807
Internet access at home	64%	71%	77%	78%
Internet access via a mobile phone	27%	32%	54%	63%
Internet access at work	11%	7%	29%	17%
Internet access through public access e.g. at library	4%	2%	7%	5%
Access the internet in some other way	5%	1%	3%	2%
None of these - I do not access the internet	29%	26%	16%	19%

Analysis by age reveals that the proportion of participants who had any internet access decreases with age, for example from 97% of those aged 16-24 to 20% of those aged 75 and over.



In terms of geography, participants who lived in the West End were the most likely to have access to and use the internet (91%) and those who lived in the East End were the least likely (75%).

8.13 Vulnerable Adults (Q56)

Participants were asked for their opinions on a couple of statements regarding vulnerable adults. 30% were aware that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm, which is less than what was reported in 2015 (35%). Just over eight in ten participants (83%) said they would know who to contact if they had concerns that a vulnerable adult was at risk of being abused, which is a significant increase since the 2015 results (57%). Just under 9 in 10 participants (88%) said they would know who to contact if they had concerns that a child was at risk of being abused.

Vulnerable adults (% stating yes)				
	2013	2014	2015	2016
Base:	2011	1812	1817	1807
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	58%	68%	35%	30%
Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	71%	85%	57%	83%
Would you know who to contact if you had concerns that a child was at risk of being abused?	-	-	-	88%

Analysis by age reveals that participants aged 35-54 (37%) and aged 65 and over (38%) were the most likely to be aware of the Council's procedures in place to respond to situations where vulnerable adults might be at risk of harm. Respondents aged 35-54 were also the most likely to be aware of who to contact if they had concerns about a vulnerable adult was at risk of being abused (88%). Participants aged 35-54 and 55-64 were the most likely to be aware of who to contact if they had concerns that a child was at risk of being abused (93%).

Those who lived in accommodation rented from a private landlord were the least likely to be aware of the Council's procedures to respond to situations (15%). This group was also the least likely to know who to contact should they have any concerns about a vulnerable adult (73%) or about a child who they felt was at risk of being abused (79%). Council tenants were the most likely to be aware of the Council's procedures to respond to situations where vulnerable adults may be at risk of harm (39%) and they were the most likely to know who to contact if they have any concerns about a vulnerable adult (90%). Council tenants and those who owned their own home were also the most likely to know who to contact if they had concerns about a child they felt was at risk of being abused (90%).

9. VIEWS ABOUT THE COUNCIL

9.1 Statements about the Council - most important (Q57)

Participants were asked to select from a list of statements about their local council which three they considered most important. This revealed that the following were considered to be most important for survey participants:

- Offering a good range of services (69%)
- Providing services which are value for money (59%)
- Providing good quality services (47%).

In 2015, the most important service was providing an efficient service.

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.				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1912; 2015, n=1817	2013	2014	2015	2016
Providing an efficient service	52%	56%	49%	46%
Providing services which are value for money	50%	52%	48%	59%
Tackling important issues for the future of the area	32%	48%	45%	37%
Offering a good range of services	47%	44%	42%	69%
Providing good quality services	60%	37%	49%	47%
Listening to complaints	14%	20%	16%	10%
Ensuring sustainable use of resources and care for the environment	9%	17%	18%	18%
Communicating well with the public	9%	12%	7%	3%
Having friendly, polite, helpful, well informed employees	18%	9%	17%	7%
Promoting its services well	5%	4%	9%	4%

The table below shows the top priority for each area. Offering a good range of services was the top priority for those who lived in the West End, The Ferry, the East End, Coldside and Maryfield. Participants residing in the North East and Strathmartine, selected providing services which are value for money as their top priority, while participants from Lochee selected providing services which are good quality as their top priority.

Top priority per ward		
Ward	Priority	%
West End	Offering a good range of services	75%
North East	Providing services which are value for money	74%
Strathmartine	Providing services which are value for money	65%
The Ferry	Offering a good range of services	80%
East End	Offering a good range of services	78%
Coldside	Offering a good range of services	67%
Lochee	Providing good quality services	61%
Maryfield	Offering a good range of services	74%

Analysis by age reveals that

- **Tackling important issues for the future of the area:** was more important for respondents aged 16-34 (41%) than respondents aged 65 and over (30%).
- **Providing good quality services:** was more important for respondents aged 65 and over (51%) than respondents aged 16-34 (44%)
- **Offering a good range of services:** was more important for respondents aged 65 and over (72%) than respondents aged 55-64 (66%).

The main differences by tenure were:

- **Providing an efficient service:** Most important for those who own their own home (51%) and least important for those who rent their home from a private landlord (36%).
- **Tackling important issues for the future of the area:** Most important for those who rent their home from a registered social landlord (50%) and least important for those who rent their home from a private landlord (34%).
- **Providing services which are value for money:** Most important for those who rent their home from a private landlord (63%) and least important for those who rent their home from the Council (52%).
- **Providing good quality services:** Most important for those who rent their home from a private landlord (50%) and least important for those who rent their home from a registered social landlord (40%).

9.2 Agreement with statements about the Council (Q58)

Following on from this, participants were asked to state the extent to which they agreed or disagreed with various statements about the Council. Participants were most likely to agree with the following statements:

- Offers a good range of services (75%)
- Provides an efficient service (71%)
- Provides good quality services (67%)

The level of agreement with ensures sustainable use of resources and care for the environment has increased by 9 percentage points since the 2015 survey. As well as an increase in levels of agreement a number of statements have also seen a decrease since the 2015 survey. The largest decreases can be seen in terms of:

- Has friendly, polite, helpful, well informed employees (decreased by 10 percentage points)
- Communicates well with the public (decreased by 8 percentage points)

Agreement with statements about your local Council (% agree)				
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	2013	2014	2015	2016
Offers a good range of services	84%	69%	77%	75%
Provides an efficient service	81%	66%	67%	71%
Provides good quality services	79%	66%	67%	67%
Has friendly, polite, helpful, well informed employees	69%	63%	64%	54%
Ensures sustainable use of resources and care for the environment	60%	62%	51%	60%
Provides services which are value for money	72%	62%	56%	59%
Tackles important issues for the future of the area	61%	62%	55%	53%
Promotes its services well	60%	60%	52%	52%
Communicates well with the public	61%	59%	60%	52%
Listens to complaints	58%	57%	49%	46%

Participants aged 16 to 34 were the least likely to agree with all statements. On the other hand participants aged 55-64 were the most likely to agree with all the statements. The largest variations in satisfaction can be seen in terms of:

- **Provides an efficient service:** 59% of 16 to 34 year olds in agreement compared to 86% of those aged 55-64.
- **Offers a good range of services:** 64% of 16 to 34 year olds in agreement compared to 89% of those aged 55-64.

- **Tackles important issues for the future of the area:** 48% of 16 to 34 year olds in agreement compared to 69% of those aged 55-64.

The results vary by those who lived in the most deprived areas. The biggest differences can be seen with regards to the following statements:

- **Ensures sustainable use of resources and cares for the environment:** 65% of respondents who live in the most deprived areas agreed with this statement compared to 55% of respondents who live in all other areas.
- **Tackles important issues for the future of the area:** 57% of respondents who lived in the most deprived areas agreed with this statement compared to 51% of respondents from all other areas.
- **Promotes its services well:** 56% of respondents who lived in the most deprived areas agreed with this statement compared to 48% of respondents from all other areas.

Participants who rented their home from the Council were the most likely to agree with all statements. The largest differences can be seen with regards to the following statements:

- **Friendly, polite, helpful, well informed employees:** The level of agreement ranged from 33% for those living in private rented accommodation to 81% for Council tenants.
- **Provides a good quality service:** The level of agreement ranged from 42% for those living in private rented accommodation to 81% for Council tenants.
- **Listens to complaints:** The level of agreement ranged from 29% for those living in private rented accommodation to 63% for Council tenants.

10. HOUSEHOLD DETAILS

10.1 Number of adults/ children (Q59)

The table below shows the number of children and adults in the household. 78% of households interviewed did not have any children under the age of 16. This has slightly increased since the 2015 survey where 73% of households had no children.

Could I just check how many adults and children there are in the household including you?								
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	Adults				Children			
	2013	2014	2015	2016	2013	2014	2015	2016
0	-	-	-	-	74%	76%	73%	78%
1	28%	29%	26%	32%	18%	13%	16%	16%
2	56%	56%	61%	57%	7%	9%	9%	5%
3	11%	10%	9%	8%	1%	2%	2%	1%
4	5%	4%	3%	2%	0%	0%	0%	0%
5+	0%	0%	1%	1%	0%	0%	0%	0%

10.2 Ages of children (Q60)

Following on from this, participants were asked to specify the number of children within different age bands. 40% of households with children said they had at least one child who was under three years old, 37% of households had at least one child between the ages of 3 and 5 and 44% said they had at least one child between the ages of 6 and 15.

How many children are there in the household in each age group?												
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	Less than 3 years				3-5 years				6-15 years			
	2013	2014	2015	2016	2013	2014	2015	2016	2013	2014	2015	2016
0	61%	73%	60%	60%	72%	69%	63%	70%	50%	36%	53%	56%
1	36%	25%	36%	38%	26%	24%	32%	27%	37%	45%	33%	29%
2	3%	2%	4%	2%	2%	7%	5%	3%	12%	16%	13%	14%
3	-	-	0%	-	-	0%	0%	-	1%	2%	1%	1%
4	-	-	0%	-	-	-	0%	-	0%	0%	0%	0%
5	-	-	0%	-	-	-	0%	-	-	-	0%	0%

10.3 Access to personal transport (Q62)

Participants were asked about their access to personal transport. Just under six in ten participants said their household had access to at least one motor vehicle for their personal use (59%). The proportion of participants who had access to a motor vehicle for personal use has decreased from 69% in 2015 to 59% in 2016.

How many motor vehicles does your household have access to for personal use?				
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	2013	2014	2015	2016
1	43%	42%	49%	44%
2	15%	15%	17%	14%
3	2%	2%	3%	1%
4 or more	0%	0%	0%	0%
None	40%	41%	31%	41%

10.4 Ethnicity (Q65)

In terms of ethnicity, 86% of participants were Scottish. The proportion of participants stating they were Scottish has remained consistent with the 2015 survey

Which of the groups on this card do you consider you belong to?				
Base: 2013, n=2011; 2015, n=1817; 2016, n=1807	2013	2014	2015	2016
Scottish	95%	93%	85%	86%
Other British	2%	3%	6%	3%
Irish	0%	0%	0%	0%
Gypsy/ Traveller	0%	-	0%	-
Polish	1%	1%	3%	3%
Any other white ethnic group	1%	1%	1%	3%
Any mixed or multiple ethnic groups	0%	0%	0%	0%
Pakistani, Pakistani Scottish or Pakistani British	1%	0%	1%	1%
Indian, Indian Scottish or Indian British	0%	0%	0%	2%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0%	0%	0%	0%
Chinese, Chinese Scottish or Chinese British	0%	0%	0%	1%
Other	0%	0%	1%	-
African, African Scottish or African British	0%	0%	0%	-
Caribbean, Caribbean Scottish or Caribbean British	0%	0%	0%	0%
Black, Black Scottish or Black British	0%	-	0%	-
Other	0%	-	0%	-
Arab	0%	0%	1%	0%
Any other background	0%	-	0%	-
Refused	0%	0%	0%	0%
Don't know	0%	0%	0%	-

10.5 Health and disability status (Q62/63)

18% of households had at least one member who had some form of long term health problem or disability which is more than in 2015 (17%). The majority said this was regarding a mobility or physical disability (74%).

What is the nature of the disability?				
Base: 2013, n=487; 2014, n=351; 2015, n=286; 2016, n=332	2013	2014	2015	2016
Mobility/ physical disabilities	85%	67%	75%	74%
Mental health condition	6%	14%	10%	15%
Difficulties with sight	4%	1%	4%	1%
Difficulties with hearing	3%	5%	2%	1%
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)	1%	0%	2%	2%
Learning difficulties (e.g. dyslexia)	1%	2%	1%	2%
Learning disability (e.g. Down's Syndrome)	-	1%	0%	0%
Other condition	6%	11%	14%	13%
Refused	2%	3%	1%	1%

10.6 Religion (Q64)

In terms of religion, 23% were Church of Scotland and 14% Roman Catholic. A further 57% said they did not belong to any religion.

What is your religion?				
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	2013	2014	2015	2016
None	58%	62%	53%	57%
Church of Scotland	23%	19%	28%	23%
Roman Catholic	16%	16%	13%	14%
Other Christian	1%	1%	2%	2%
Muslim	1%	0%	3%	2%
Hindu	0%	0%	0%	1%
Buddhist	0%	0%	0%	0%
Another religion	1%	1%	1%	1%
Would rather not say	0%	1%	0%	1%

10.7 Income (Q66)

The table below shows the weekly and annual income for households. 61% of participants refused to answer this question and 7% were unsure.

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				
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817; 2016, n=1807	2013	2014	2015	2016
Less than £100 per week / £5,299 per year	2%	2%	1%	1%
£100-199 per week / £5,300 - £10,399 per year	8%	7%	5%	6%
£200-299 per week / £10,400-£15,599 per year	7%	6%	8%	4%
£300-399 per week / £15,600-£20,799 per year	5%	8%	6%	4%
£400-£499 per week / £20,800 - £25,999 per year	6%	6%	8%	5%
£500-£599 per week / £26,000 - £31,199 per year	5%	3%	6%	4%
£600 or more per week / £31,200 or more per year	7%	8%	10%	7%
Don't Know	13%	10%	10%	7%
Would rather not say	46%	51%	46%	61%

Appendix 1

Multi Member Ward and CRA Analysis



CITIZENS' SURVEY 2016

West End Results

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	100% None

SQ2	Ward
	100% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 0% Quality of housing
- 18% Close to shops/ quality of shops/ amenities
- 0% Always lived here/ familiar with/ know area
- 4% Pleasant/ nice area
- 15% Friendly people/ neighbours/ family and friends
- 35% Quiet/ peaceful
- 47% Convenient location
- 9% Central location
- 4% Other
- 4% None/ nothing
- 0% Don't know
- 0% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 6% Safe
- 3% Good public transport
- 0% Everything
- 7% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 1% Littering/ dirty/ dog fouling
- 4% Difficult/ poor parking
- 7% Drug problems
- 0% Lack of facilities for youths/ children
- 8% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 0% Other
- 79% None/ nothing
- 0% Lack of security
- 0% Don't know
- 1% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 3% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 13% Up to one year
- 23% 1-2 years
- 25% 3-5 years
- 13% 6-10 years
- 26% Over 10 years
- 0% Always lived there
- 0% Don't know

Q4 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?

- 0% Yes - has got better
- 8% Yes - has got worse
- 54% No change
- 38% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 0% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 25% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 12% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing trouble
- 63% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 25% Litter problems/ area is dirty
- 0% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?	
57%	Very good
37%	Fairly good
6%	Fairly poor
0%	Very poor
0%	No opinion

Q7 How long have you lived in this house/ flat?	
13%	Up to one year
23%	1-2 years
25%	3-5 years
12%	6-10 years
27%	Over 10 years
0%	Always lived here
0%	Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?	
9%	Rented from the Council
12%	Rented from a housing association
40%	Rented from a private landlord
25%	Owned by you (not ex Council)
13%	Owned by you (ex Council)
0%	Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?	
45%	Very good
51%	Fairly good
4%	Average
0%	Fairly poor
0%	Very poor
0%	Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?						
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used	
Police service	3%	75%	3%	1%	18%	
Fire service	3%	81%	0%	0%	16%	
Refuse collection	5%	93%	2%	0%	0%	
Employment and advice services	0%	64%	0%	0%	36%	
Public transport	53%	44%	2%	0%	1%	
Sports and leisure facilities	41%	38%	0%	1%	20%	
Community centre/ library	43%	35%	0%	1%	22%	
Local youth facilities	1%	3%	1%	0%	95%	
Community Warden Service	0%	16%	0%	0%	84%	

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?						
	Very easy	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	4%	80%	0%	0%	0%	16%
Fire service	4%	82%	0%	0%	0%	14%
Refuse collection	6%	92%	1%	0%	0%	1%
Employment and advice services	0%	63%	0%	0%	0%	37%
Public transport	52%	46%	1%	0%	0%	1%
Sports and leisure facilities	22%	47%	0%	1%	1%	30%
Community centre/ library	24%	50%	0%	0%	1%	26%
Local youth facilities	0%	2%	1%	1%	1%	96%
Community Warden Service	0%	12%	0%	0%	0%	88%

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	
Areas for children to play outside	9%	52%	14%	0%	0%	24%
Cleanliness of Streets	10%	80%	9%	1%	0%	0%
Shopping Facilities	43%	45%	12%	0%	0%	0%
Condition of roads, pavements and street lighting	2%	61%	37%	0%	0%	0%
Quality and maintenance of open spaces	18%	78%	4%	0%	0%	0%
Cleanliness of the area around your home	18%	75%	7%	0%	0%	0%
The built environment (e.g. buildings, heritage etc)	33%	67%	0%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	38%	61%	1%	0%	0%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
76%	Very satisfied
20%	Satisfied
4%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
79%	Very satisfied
19%	Satisfied
2%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

- 9% Clubs or groups for pre school age children
- 12% After school/ children's club
- 1% Local Schools as a community facility
- 2% Youth clubs/ projects or drop-in centres
- 4% Voluntary Youth Organisations
- 0% Youth Information Services
- 0% Other Youthwork activities
- 67% Organised Sporting activities/ classes/ clubs
- 51% Organised Social/ Leisure activities/ classes/ clubs
- 19% Learning groups or adult education classes
- 14% Self-help or social care groups
- 24% Community Festivals/ Events e.g. Gala Day
- 0% Community Council or Neighbourhood Group
- 0% Community Regeneration Forum or Group
- 0% Local Consultation Activities or Events
- 24% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	0%	11%	0%	0%	89%
After school/ children's clubs	0%	0%	0%	0%	100%
Local school as a community facility	0%	0%	0%	0%	100%
Youth clubs/ projects or drop-in centres	0%	0%	0%	0%	100%
Voluntary Youth Organisations	0%	0%	0%	0%	100%
Youth Information Services	0%	0%	0%	0%	0%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	0%	91%	0%	2%	8%
Organised Social/ Leisure activities/ classes/ clubs	0%	68%	0%	0%	32%
Learning groups or adult education classes	0%	10%	0%	0%	90%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	100%	0%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%

Local Consultation Activities or Events	0%	0%	0%	0%	0%
---	----	----	----	----	----

Q16	Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.
	17% Yes
	83% No

Q17	Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?
	0% Children's group - e.g. playgroup, mothers and toddlers
	0% School children e.g. school trips, sports days, discos, in the classroom
	1% Youth groups/ children's activities outside of school
	0% Coaching or organising sport or exercise
	0% Church, religion or faith-based group
	0% The elderly
	0% Health disability or social welfare group or organisation
	0% Local community group/ neighbourhood association/ community council
	0% Tenants group/ residents association
	0% Trade union activities
	0% Public service - e.g. school, hospital, police, local government service
	0% Professional society
	0% Safety/ first aid
	0% The environment/ animals
	0% Justice/ human rights
	0% Hobbies/ recreation/ arts/ social club
	0% Citizens groups
	0% Domestic animal welfare
	0% Wildlife protection
	0% Environmental protection
	100% None

Q18	In the last 12 months have you been to any of these events or places in Dundee?
	72% Cinema
	0% Exhibition including art, photography or crafts
	2% Book festival or reading group
	23% Theatre e.g. pantomime, musical or play
	3% Street arts (art in everyday surroundings like streets, parks or shopping centre)
	13% Culturally specific festival e.g. mela/ Feis/ local Gala days
	3% Classical music performance or opera
	57% Live music event e.g. traditional music, rock concert, jazz event
	0% Dance show/ event e.g. ballet
	33% Museum
	0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
	21% Gallery
	61% Library, including mobile or online
	0% Archive or records office
	5% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 0% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 100% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 0% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	26%	47%	17%	0%	9%
People in my community can influence decisions affecting my local area	0%	26%	47%	17%	0%	9%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 100% Yes
- 0% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

81% Very good
 14% Good
 3% Fair
 1% Poor
 1% Very poor
 0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

56% 4 days a week or more
 39% 1-3 days a week
 4% Less than once a week
 1% Never

Q24 Are you, or have you ever been, a smoker?

26% Currently smoke
 23% Used to smoke
 52% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
 0% Weekly
 7% Monthly
 26% Less than monthly
 67% Never
 0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	0%	16%	84%	0%
I've been feeling useful	0%	0%	12%	88%	0%
I've been feeling relaxed	0%	0%	23%	77%	0%
I've been feeling interested in other people	0%	0%	4%	91%	5%
I've had energy to spare	0%	0%	20%	79%	1%
I've been dealing with problems well	0%	0%	6%	88%	6%
I've been thinking clearly	0%	0%	8%	89%	3%
I've been feeling good about myself	0%	0%	31%	69%	0%

I've been feeling close to other people	0%	0%	4%	89%	7%
I've been feeling confident	0%	0%	4%	90%	6%
I've been able to make up my own mind about things	0%	0%	4%	91%	5%
I've been feeling loved	0%	0%	4%	90%	6%
I've been interested in new things	0%	0%	5%	91%	4%
I've been feeling cheerful	0%	0%	5%	91%	4%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

- 92% 1 - Not at all
- 7% 2
- 1% 3
- 0% 4
- 0% 5
- 0% 6 - A great deal
- 0% Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"

- 91% Strongly agree
- 9% Tend to agree
- 0% Tend to disagree
- 0% Strongly disagree
- 0% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 70% None
- 0% On the job training
- 0% An FE college course
- 31% A university based course
- 0% Distance learning/ Open University
- 0% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 100% A qualification at degree level or above
- 0% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 82% Very safe
- 14% Fairly safe
- 4% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	94%	5%	1%	0%	0%
Alone in your home at night	91%	8%	1%	0%	0%
Walking alone in your neighbourhood during the day	90%	9%	1%	0%	0%
Walking alone in your neighbourhood after dark	61%	28%	9%	1%	1%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 27% Remained the same
- 2% Increased a little
- 1% Increased a lot
- 70% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 100% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 46% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 31% Alcohol/ Drugs
- 2% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 20% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 1% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 0% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 10% Alcohol/ drugs
- 4% Boredom/ nothing to do
- 9% Unemployment
- 0% Housing
- 1% Lack of facilities e.g. clubs/ play areas/ football pitches
- 6% Lack of employment/ job opportunities
- 0% Lack of discipline/ parental control
- 0% Poverty/ lack of money
- 67% Don't know
- 3% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 95% Not at all
- 4% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- Bank account
- 100%
- 0% Building society account
- 0% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 67% Yes
- 33% No
- 0% Prefer not to say
- 0% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 41% No savings
- 3% Less than £1,000
- 15% £1,000 or more
- 1% Don't know
- 40% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 2% Changes to benefits
- 0% Council tax payments
- 6% Loan or credit card payments
- 17% Cost of food
- 20% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 67% None of the above
- 0% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 3% Manage very well
- 52% Manage quite well
- 45% Get by all right
- 0% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 2% Make a complaint
- 24% Seek information
- 15% Request a service
- 0% Make a suggestion
- 59% Have never contacted with Council

Q44	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	100% Very satisfied 0% Satisfied 0% Neither satisfied nor dissatisfied 0% Dissatisfied 0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to seek information?
	92% Very satisfied 0% Satisfied 0% Neither satisfied nor dissatisfied 8% Dissatisfied 0% Very dissatisfied

Q46	Overall, how satisfied were you with this contact to request a service?
	53% Very satisfied 47% Satisfied 0% Neither satisfied nor dissatisfied 0% Dissatisfied 0% Very dissatisfied

Q47	On your most recent contact with the Council, did you....
	95% Get what you need at that contact 5% Have to contact the Council again about the same issue

Q48	Was your most recent contact
	0% By a letter 93% By a telephone call to the Council 0% By a personal visit to a Council office 7% By e-mail 0% By visiting the Council's website

Q49	How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	How easy it was for you to find the right number to call	74%	21%	0%	3%	0%	3%
	How quickly the phone was answered	74%	21%	0%	3%	0%	3%
	How easy it was to get through to someone who could help	74%	21%	0%	3%	0%	3%
	Overall helpfulness/friendliness/courtesy of the staff you dealt with	74%	19%	2%	3%	0%	3%

How well the staff understood what you wanted	74%	19%	2%	3%	0%	3%
The outcome of your contact	74%	19%	0%	5%	0%	3%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	0%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	0%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	67%	33%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	67%	33%	0%	0%	0%	0%
The outcome of your contact	67%	33%	0%	0%	0%	0%

Q52 Have you ever used the Council's website?

52% Yes
48% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	72%	26%	0%	2%	0%	0%	0%
The amount of information provided on the website	72%	28%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

84% Yes
16% No

Q55 Do you access, and use, the internet in any of the following ways...

91% Internet access at home
84% Internet access via a mobile phone
24% Internet access at work
20% Internet access through public access e.g. at library
0% Access the internet in some other way
9% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

10% Yes
90% No

Q56 In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

92% Yes
8% No

Q56 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

92% Yes
8% No

Q57 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...

- 75% Offering a good range of services
- 32% Providing an efficient service
- 57% Providing services which are value for money
- 42% Providing good quality services
- 4% Having friendly, polite, helpful, well informed employees
- 3% Promoting its services well
- 48% Tackling important issues for the future of the area
- 12% Listening to complaints
- 1% Communicating well with the public
- 26% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	60%	39%	1%	0%
Provides an efficient service	59%	40%	1%	0%
Provides services which are value for money	50%	49%	1%	0%
Provides good quality services	59%	39%	2%	0%
Has friendly, polite, helpful, well informed employees	54%	45%	1%	0%
Promotes its services well	50%	49%	1%	0%
Tackles important issues for the future of the area	51%	45%	4%	0%
Listens to complaints	46%	50%	4%	0%
Communicates well with the public	49%	48%	3%	0%
Ensures sustainable use of resources and care for the environment	61%	38%	1%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

- 33% 1
- 59% 2
- 8% 3
- 0% 4
- 0% 5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
81%	0
16%	1
3%	2
0%	3
0%	4
0%	5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	36%	54%	10%	0%	0%	0%	0%
3-5years	89%	11%	0%	0%	0%	0%	0%
6-15 years	75%	20%	5%	0%	0%	0%	0%

Q61 Gender of respondent:	
48%	Male
52%	Female

Q61 Age of respondent:	
30%	16-24
29%	25-34
5%	35-44
9%	45-54
13%	55-59
2%	60-64
11%	65-74
2%	75+
0%	Refused

HHCOP Household composition	
24%	Single adult under 60
6%	Single adult 60+
31%	Two adults under 60
8%	Two adults aged 60+
5%	Two adults at least one over 60
3%	Single adult with at least one child
15%	Two adults and at least one child
7%	Three or more adults with no children
1%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)	
26%	1
12%	2
0%	3
0%	4 or more
62%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??

7% Yes
93% No

Q64 What is the nature of the disability?

44% Mental health condition
56% Mobility/ physical disabilities
0% Learning difficulties (e.g. dyslexia)
0% Difficulties with sight
0% Learning disability (e.g. Downs Syndrome)
0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0% Difficulties with hearing
0% Other condition (please write in)
0% Don't know
0% Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

0% Yes
100% No
0% Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

61% None
20% Church of Scotland
7% Roman Catholic
3% Other Christian
0% Buddhist
0% Hindu
1% Jewish
7% Muslim
0% Sikh
0% Another religion (please specify)
0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 72% Scottish
- 8% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 1% Polish
- 7% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 1% Pakistani, Pakistani Scottish or Pakistani British
- 6% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 2% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 1% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 4% Less than £100 per week/ £5,199 per year
- 14% £100-199 per week / £5,200 - £10,399 per year
- 1% £200-299 per week / £10,400 - £15, 599 per year
- 1% £300-399 per week / £15,600 - £20,199 per year
- 3% £400-499 per week / £20,800 - £25,999 per year
- 3% £500-599 per week / £26,000 - £31,199 per year
- 0% £600 or more per week/ £31,200 or more per year
- 2% Don't know
- 71% Would rather not say



CITIZENS' SURVEY 2016

Maryfield Results

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	51% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	49% None

SQ2	Ward
	0% West End
	100% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?	
0%	Close to beach/ coast
1%	Quality of housing
25%	Close to shops/ quality of shops/ amenities
1%	Always lived here/ familiar with/ know area
8%	Pleasant/ nice area
19%	Friendly people/ neighbours/ family and friends
42%	Quiet/ peaceful
24%	Convenient location
20%	Central location
5%	Other
1%	None/ nothing
0%	Don't know
0%	Lots for kids to do
6%	Lots of green/ open spaces/ countryside/ nice views
2%	Safe
8%	Good public transport
2%	Everything
6%	It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?	
2%	Littering/ dirty/ dog fouling
5%	Difficult/ poor parking
9%	Drug problems
0%	Lack of facilities for youths/ children
7%	ASB/ neighbours/ noisy
0%	Youths/ gangs causing trouble
0%	Poor shops
0%	Vandalism
2%	Other
72%	None/ nothing
1%	Lack of security
0%	Don't know
2%	Speeding cars/ traffic
0%	Lack of transport/ poor public transport
0%	Area going downhill/ untidy/ rundown
0%	Roads/ pavements/ winter gritting/ snow clearing
1%	Bin uplifts/ refuse collection
1%	Too many private lets/ undesirables moving into the area
0%	Too many stairs/ hills
0%	Not much for people to do in general

Q3 How long have you lived in this neighbourhood?	
5%	Up to one year
19%	1-2 years
34%	3-5 years
12%	6-10 years
29%	Over 10 years
1%	Always lived there
0%	Don't know

Q4 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?

- 3% Yes - has got better
- 2% Yes - has got worse
- 75% No change
- 19% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 17% Better facilities/ amenities
- 0% Less vandalism
- 19% Housing improvements - new houses
- 0% Improved schools
- 15% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 16% Friendliness of people/ neighbours
- 0% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 33% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 18% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing trouble
- 82% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 0% Litter problems/ area is dirty
- 0% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 47% Very good
- 51% Fairly good
- 1% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 5% Up to one year
- 19% 1-2 years
- 34% 3-5 years
- 12% 6-10 years
- 29% Over 10 years
- 1% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 10% Rented from the Council
- 17% Rented from a housing association
- 37% Rented from a private landlord
- 27% Owned by you (not ex Council)
- 11% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 45% Very good
- 55% Fairly good
- 0% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	10%	90%	0%	0%	0%
Fire service	10%	90%	0%	0%	0%
Refuse collection	11%	89%	0%	0%	0%
Employment and advice services	1%	83%	0%	0%	16%
Public transport	78%	20%	2%	0%	0%
Sports and leisure facilities	83%	15%	1%	0%	1%
Community centre/ library	73%	22%	1%	0%	5%
Local youth facilities	3%	20%	2%	1%	74%
Community Warden Service	0%	18%	0%	0%	82%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	9%	90%	0%	0%	1%
Fire service	9%	89%	0%	0%	1%
Refuse collection	10%	90%	0%	0%	0%
Employment and advice services	1%	80%	0%	0%	19%
Public transport	57%	33%	1%	0%	9%
Sports and leisure facilities	27%	44%	1%	0%	28%
Community centre/ library	31%	46%	2%	0%	21%
Local youth facilities	1%	12%	1%	0%	86%
Community Warden Service	0%	12%	0%	0%	88%

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
Areas for children to play outside	18%	39%	10%	1%	33%
Cleanliness of Streets	27%	68%	5%	1%	0%
Shopping Facilities	83%	17%	0%	0%	0%
Condition of roads, pavements and street lighting	5%	68%	27%	0%	0%
Quality and maintenance of open spaces	5%	93%	1%	0%	0%
Cleanliness of the area around your home	11%	85%	3%	1%	0%

The built environment (e.g. buildings, heritage etc)	21%	79%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	30%	70%	0%	0%	0%

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

63% Very satisfied
 36% Satisfied
 1% Dissatisfied
 0% Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?

70% Very satisfied
 29% Satisfied
 1% Dissatisfied
 0% Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

10% Clubs or groups for pre school age children
 8% After school/ children's club
 2% Local Schools as a community facility
 1% Youth clubs/ projects or drop-in centres
 13% Voluntary Youth Organisations
 0% Youth Information Services
 0% Other Youthwork activities
 80% Organised Sporting activities/ classes/ clubs
 62% Organised Social/ Leisure activities/ classes/ clubs
 23% Learning groups or adult education classes
 16% Self-help or social care groups
 8% Community Festivals/ Events e.g. Gala Day
 0% Community Council or Neighbourhood Group
 0% Community Regeneration Forum or Group
 0% Local Consultation Activities or Events
 17% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	0%	64%	0%	0%	36%
After school/ children's clubs	0%	31%	0%	0%	69%
Local school as a community facility	0%	0%	0%	0%	100%
Youth clubs/ projects or drop-in centres	0%	0%	0%	0%	100%
Voluntary Youth Organisations	0%	28%	0%	0%	72%
Youth Information Services	0%	0%	0%	0%	0%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	2%	72%	0%	0%	26%
Organised Social/ Leisure activities/ classes/ clubs	0%	60%	0%	0%	40%
Learning groups or adult education classes	2%	2%	0%	0%	96%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	94%	6%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

7% Yes
93% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 64% Cinema
- 0% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 13% Theatre e.g. pantomime, musical or play
- 27% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 9% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 47% Live music event e.g. traditional music, rock concert, jazz event
- 1% Dance show/ event e.g. ballet
- 32% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 23% Gallery
- 65% Library, including mobile or online
- 0% Archive or records office
- 12% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 21% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 32% Not really interested
- 0% I don't have anyone to go with
- 4% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 42% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 5% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	24%	35%	32%	2%	8%
People in my community can influence decisions affecting my local area	0%	24%	35%	32%	2%	8%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 100% Yes
- 0% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

76% Very good
9% Good
6% Fair
7% Poor
2% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

52% 4 days a week or more
41% 1-3 days a week
5% Less than once a week
2% Never

Q24 Are you, or have you ever been, a smoker?

30% Currently smoke
17% Used to smoke
54% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
0% Weekly
4% Monthly
34% Less than monthly
62% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.					
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	2%	24%	74%	0%
I've been feeling useful	0%	1%	17%	82%	0%
I've been feeling relaxed	0%	0%	23%	77%	0%
I've been feeling interested in other people	0%	0%	14%	85%	1%
I've had energy to spare	0%	0%	23%	77%	0%
I've been dealing with problems well	0%	1%	13%	86%	0%
I've been thinking clearly	0%	0%	13%	87%	0%
I've been feeling good about myself	0%	1%	22%	78%	0%
I've been feeling close to other people	0%	0%	12%	86%	2%
I've been feeling confident	0%	0%	12%	88%	0%
I've been able to make up my own mind about things	0%	0%	12%	86%	2%
I've been feeling loved	0%	0%	12%	86%	2%
I've been interested in new things	0%	0%	12%	87%	1%
I've been feeling cheerful	0%	0%	12%	88%	0%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?	
94%	1 - Not at all
6%	2
0%	3
0%	4
0%	5
0%	6 - A great deal
0%	Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"	
92%	Strongly agree
8%	Tend to agree
0%	Tend to disagree
0%	Strongly disagree
0%	Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 90% None
- 0% On the job training
- 0% An FE college course
- 10% A university based course
- 0% Distance learning/ Open University
- 0% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 95% A qualification at degree level or above
- 5% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 80% Very safe
- 19% Fairly safe
- 0% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	88%	11%	0%	0%	0%
Alone in your home at night	88%	11%	0%	0%	0%
Walking alone in your neighbourhood during the day	87%	12%	0%	0%	0%
Walking alone in your neighbourhood after dark	40%	38%	9%	1%	12%

Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 1% Decreased a little
- 68% Remained the same
- 7% Increased a little
- 0% Increased a lot
- 24% Don't know

If you feel crime has increased in your neighbourhood, what has influenced your option?

- 79% Personal experience of crime
- 0% Experience of family or friends
- 64% Talking to people in the area
- 21% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 30% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 47% Alcohol/ Drugs
- 7% Nothing
- 6% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 1% Crime e.g. Break ins/ burglary/ vandalism
- 15% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 0% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 41% Alcohol/ drugs
- 1% Boredom/ nothing to do
- 3% Unemployment
- 0% Housing
- 4% Lack of facilities e.g. clubs/ play areas/ football pitches
- 7% Lack of employment/ job opportunities
- 1% Lack of discipline/ parental control
- 6% Poverty/ lack of money
- 33% Don't know
- 4% Nothing/ no issues
- 0% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 85% Not at all
- 14% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 99% Bank account
- 0% Building society account
- 0% Credit union account
- 1% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 76% Yes
- 24% No
- 0% Prefer not to say
- 0% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 15% No savings
- 0% Less than £1,000
- 20% £1,000 or more
- 0% Don't know
- 65% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 5% Cost of food
- 14% Cost of domestic energy bills
- 0% Vehicle fuel prices
- 86% None of the above
- 0% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 8% Manage very well
- 52% Manage quite well
- 36% Get by all right
- 3% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 1% Make a complaint
- 20% Seek information
- 23% Request a service
- 0% Make a suggestion
- 56% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- Very satisfied
- 100%
- 0% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 85% Very satisfied
- 10% Satisfied
- 2% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 84% Very satisfied
- 11% Satisfied
- 0% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 2% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 93% Get what you need at that contact
- 7% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 1% By a letter
- 85% By a telephone call to the Council
- 3% By a personal visit to a Council office
- 3% By e-mail
- 7% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?							
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	How easy it was for you to find the right number to call	87%	11%	0%	1%	0%	0%
	How quickly the phone was answered	87%	11%	0%	1%	0%	0%
	How easy it was to get through to someone who could help	89%	10%	0%	1%	0%	0%
	Overall helpfulness/friendliness/courtesy of the staff you dealt with	89%	10%	0%	1%	0%	0%
	How well the staff understood what you wanted	89%	8%	1%	1%	0%	0%
	The outcome of your contact	89%	6%	3%	1%	0%	1%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?							
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	How easy it was to get to the office	65%	35%	0%	0%	0%	0%
	The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	65%	35%	0%	0%	0%	0%
	Overall helpfulness/friendliness/courtesy of the staff you dealt with	65%	0%	35%	0%	0%	0%
	How well the staff understood what you wanted	65%	0%	35%	0%	0%	0%
	The outcome of your contact	65%	0%	0%	0%	35%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	76%	24%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	76%	24%	0%	0%	0%	0%
The outcome of your contact	76%	0%	0%	24%	0%	0%

Q52 Have you ever used the Council's website?

65% Yes
35% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	81%	19%	1%	0%	0%	0%	0%
The amount of information provided on the website	81%	19%	1%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

89% Yes
11% No

Q55 Do you access, and use, the internet in any of the following ways...

87% Internet access at home
70% Internet access via a mobile phone
26% Internet access at work
6% Internet access through public access e.g. at library
0% Access the internet in some other way
13% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

13% Yes
87% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	86% Yes 14% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	86% Yes 14% No

Q57	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...
	<ul style="list-style-type: none"> 74% Offering a good range of services 40% Providing an efficient service 74% Providing services which are value for money 35% Providing good quality services 0% Having friendly, polite, helpful, well informed employees 2% Promoting its services well 50% Tackling important issues for the future of the area 8% Listening to complaints 0% Communicating well with the public 19% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	72%	28%	0%	0%
Provides an efficient service	65%	34%	0%	0%
Provides services which are value for money	54%	45%	1%	0%
Provides good quality services	63%	37%	0%	0%
Has friendly, polite, helpful, well informed employees	46%	53%	0%	0%
Promotes its services well	51%	48%	1%	0%
Tackles important issues for the future of the area	52%	47%	1%	0%
Listens to complaints	43%	56%	0%	0%
Communicates well with the public	48%	52%	0%	0%
Ensures sustainable use of resources and care for the environment	57%	42%	0%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
39%	1
58%	2
3%	3
0%	4
0%	5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
85%	0
11%	1
3%	2
1%	3
0%	4
0%	5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	46%	54%	0%	0%	0%	0%	0%
3-5years	61%	39%	0%	0%	0%	0%	0%
6-15 years	71%	13%	13%	3%	0%	0%	0%

Q61 Gender of respondent:	
51%	Male
49%	Female

Q61 Age of respondent:	
7%	16-24
41%	25-34
11%	35-44
11%	45-54
11%	55-59
5%	60-64
8%	65-74
6%	75+
0%	Refused

HHCOP Household composition	
25%	Single adult under 60
11%	Single adult 60+
36%	Two adults under 60
6%	Two adults aged 60+
3%	Two adults at least one over 60
2%	Single adult with at least one child
13%	Two adults and at least one child
3%	Three or more adults with no children
0%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)	
45%	1
6%	2
0%	3
0%	4 or more
48%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??	
13%	Yes
87%	No

Q64	What is the nature of the disability?
	9% Mental health condition
	84% Mobility/ physical disabilities
	0% Learning difficulties (e.g. dyslexia)
	0% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	15% Other condition (please write in)
	0% Don't know
	0% Refused

Q65	If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?
	0% Yes
	100% No
	0% Not applicable - someone else in the household has the disability/illness

Q66	Can you please look at this card and specify what is your religion?
	65% None
	9% Church of Scotland
	12% Roman Catholic
	2% Other Christian
	0% Buddhist
	4% Hindu
	0% Jewish
	3% Muslim
	1% Sikh
	4% Another religion (please specify)
	0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 74% Scottish
- 5% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 6% Any other white ethnic group
- 1% Any mixed or multiple ethnic groups
- 4% Pakistani, Pakistani Scottish or Pakistani British
- 4% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 1% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 0% Less than £100 per week/ £5,199 per year
- 4% £100-199 per week / £5,200 - £10,399 per year
- 5% £200-299 per week / £10,400 - £15, 599 per year
- 2% £300-399 per week / £15,600 - £20,199 per year
- 6% £400-499 per week / £20,800 - £25,999 per year
- 4% £500-599 per week / £26,000 - £31,199 per year
- 10% £600 or more per week/ £31,200 or more per year
- 3% Don't know
- 65% Would rather not say



CITIZENS' SURVEY 2016

The Ferry Results

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	100% None

SQ2	Ward
	0% West End
	0% Maryfield
	100% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 1% Close to beach/ coast
- 0% Quality of housing
- 3% Close to shops/ quality of shops/ amenities
- 2% Always lived here/ familiar with/ know area
- 30% Pleasant/ nice area
- 39% Friendly people/ neighbours/ family and friends
- 34% Quiet/ peaceful
- 6% Convenient location
- 0% Central location
- 1% Other
- 0% None/ nothing
- 0% Don't know
- 1% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 0% Safe
- 0% Good public transport
- 2% Everything
- 5% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 0% Littering/ dirty/ dog fouling
- 1% Difficult/ poor parking
- 0% Drug problems
- 1% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 4% Poor shops
- 0% Vandalism
- 3% Other
- 80% None/ nothing
- 0% Lack of security
- 7% Don't know
- 1% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 0% Area going downhill/ untidy/ rundown
- 3% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 0% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 0% Up to one year
- 5% 1-2 years
- 13% 3-5 years
- 16% 6-10 years
- 56% Over 10 years
- 10% Always lived there
- 0% Don't know

Q4 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?

- 5% Yes - has got better
- 1% Yes - has got worse
- 93% No change
- 1% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 40% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 21% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 41% Friendliness of people/ neighbours
- 0% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 19% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 100% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 100% People/ neighbours less friendly
- 0% Youths/ gangs causing trouble
- 0% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 0% Litter problems/ area is dirty
- 0% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

98% Very good
2% Fairly good
0% Fairly poor
0% Very poor
0% No opinion

Q7 How long have you lived in this house/ flat?

0% Up to one year
8% 1-2 years
14% 3-5 years
15% 6-10 years
57% Over 10 years
6% Always lived here
0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

10% Rented from the Council
5% Rented from a housing association
10% Rented from a private landlord
62% Owned by you (not ex Council)
13% Owned by you (ex Council)
0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

98% Very good
2% Fairly good
0% Average
0% Fairly poor
0% Very poor
0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	60%	0%	0%	0%	40%
Fire service	54%	0%	0%	0%	46%
Refuse collection	95%	1%	0%	0%	4%
Employment and advice services	29%	0%	3%	0%	68%
Public transport	69%	3%	3%	0%	25%
Sports and leisure facilities	76%	1%	0%	0%	23%
Community centre/ library	61%	1%	0%	0%	39%
Local youth facilities	32%	0%	1%	0%	66%
Community Warden Service	0%	0%	0%	0%	100%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	99%	0%	0%	0%	1%
Fire service	99%	0%	0%	0%	1%
Refuse collection	100%	0%	0%	0%	0%
Employment and advice services	59%	0%	0%	0%	41%
Public transport	95%	3%	0%	0%	2%
Sports and leisure facilities	96%	0%	0%	0%	4%
Community centre/ library	68%	0%	0%	0%	32%
Local youth facilities	38%	0%	0%	0%	62%
Community Warden Service	10%	0%	0%	0%	90%

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
Areas for children to play outside	70%	14%	3%	2%	11%
Cleanliness of Streets	89%	11%	0%	0%	0%
Shopping Facilities	90%	10%	0%	0%	0%
Condition of roads, pavements and street lighting	67%	14%	19%	0%	0%
Quality and maintenance of open spaces	89%	11%	0%	0%	0%
Cleanliness of the area around your home	89%	11%	0%	0%	0%

The built environment (e.g. buildings, heritage etc)	93%	7%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	93%	7%	0%	0%	0%

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

98% Very satisfied
 2% Satisfied
 0% Dissatisfied
 0% Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?

Very satisfied
 100%
 0% Satisfied
 0% Dissatisfied
 0% Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

21% Clubs or groups for pre school age children
 14% After school/ children's club
 5% Local Schools as a community facility
 5% Youth clubs/ projects or drop-in centres
 1% Voluntary Youth Organisations
 4% Youth Information Services
 1% Other Youthwork activities
 39% Organised Sporting activities/ classes/ clubs
 35% Organised Social/ Leisure activities/ classes/ clubs
 12% Learning groups or adult education classes
 5% Self-help or social care groups
 74% Community Festivals/ Events e.g. Gala Day
 12% Community Council or Neighbourhood Group
 1% Community Regeneration Forum or Group
 3% Local Consultation Activities or Events
 5% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	16%	20%	0%	0%	64%
After school/ children's clubs	15%	7%	0%	0%	78%
Local school as a community facility	0%	0%	0%	0%	100%
Youth clubs/ projects or drop-in centres	0%	0%	0%	0%	100%
Voluntary Youth Organisations	0%	0%	0%	0%	100%
Youth Information Services	0%	0%	0%	28%	72%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	5%	56%	0%	0%	39%
Organised Social/ Leisure activities/ classes/ clubs	5%	30%	3%	0%	62%
Learning groups or adult education classes	0%	0%	0%	0%	100%
Self-help or social care groups	0%	56%	0%	0%	44%
Community Festivals/ Events e.g. Gala Day	0%	1%	3%	77%	19%
Community Council or Neighbourhood Group	0%	48%	17%	19%	16%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	0%	100%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

25% Yes

75% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 1% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 9% Cinema
- 6% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 23% Theatre e.g. pantomime, musical or play
- 50% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 20% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 11% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 8% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 3% Gallery
- 4% Library, including mobile or online
- 0% Archive or records office
- 19% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?	
0%	It costs too much
0%	I don't know enough about it
0%	Never occurred to me
91%	Not really interested
0%	I don't have anyone to go with
0%	I wouldn't enjoy it
0%	Not enough facilities close to where I live
15%	Health isn't good enough
0%	I might feel uncomfortable or out of place
0%	Lack of transport/ I can't easily get to it
0%	Poor access to venues (e.g. no disabled ramps)
0%	Not enough information on what is available
0%	Didn't enjoy it last time
0%	It's difficult to find the time
0%	I would feel unsafe going to/ from the activity/ event
0%	I would feel unsafe at the activity/ event
0%	Other

Q20 Please tell me to what extent you agree or disagree with the following statements?							
		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
	I can influence decisions affecting my local area	19%	21%	34%	0%	1%	25%
	People in my community can influence decisions affecting my local area	26%	25%	23%	0%	1%	25%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?	
100%	Yes
0%	No
0%	Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?	
75%	Yes
25%	No
0%	Don't know

Q22 How is your health in general? Would you say it is...

55% Very good
31% Good
12% Fair
2% Poor
0% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

4% 4 days a week or more
50% 1-3 days a week
20% Less than once a week
26% Never

Q24 Are you, or have you ever been, a smoker?

18% Currently smoke
14% Used to smoke
67% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

1% Daily or almost daily
11% Weekly
25% Monthly
37% Less than monthly
26% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.						
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	0%	16%	45%	39%
	I've been feeling useful	0%	1%	22%	40%	37%
	I've been feeling relaxed	0%	2%	42%	52%	4%
	I've been feeling interested in other people	0%	2%	45%	42%	11%
	I've had energy to spare	0%	2%	47%	44%	7%
	I've been dealing with problems well	0%	0%	8%	32%	60%
	I've been thinking clearly	0%	1%	4%	19%	75%
	I've been feeling good about myself	0%	1%	11%	26%	63%
	I've been feeling close to other people	0%	2%	11%	21%	66%
	I've been feeling confident	0%	1%	6%	23%	70%
	I've been able to make up my own mind about things	0%	0%	7%	10%	82%
	I've been feeling loved	0%	2%	7%	11%	80%
	I've been interested in new things	0%	4%	26%	18%	51%
	I've been feeling cheerful	0%	1%	9%	48%	41%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?	
81%	1 - Not at all
0%	2
0%	3
2%	4
4%	5
12%	6 - A great deal
0%	Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	72% Strongly agree
	16% Tend to agree
	0% Tend to disagree
	0% Strongly disagree
	12% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	96% None
	0% On the job training
	2% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	0% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	2% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	52% A qualification at degree level or above
	48% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	93% Very safe
	7% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	100%	0%	0%	0%	0%
	Alone in your home at night	96%	4%	0%	0%	0%
	Walking alone in your neighbourhood during the day	99%	1%	0%	0%	0%
	Walking alone in your neighbourhood after dark	78%	6%	0%	1%	15%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 96% Remained the same
- 0% Increased a little
- 0% Increased a lot
- 4% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 0% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 33% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 30% Alcohol/ Drugs
- 16% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 19% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 3% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 2% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 2% Alcohol/ drugs
- 5% Boredom/ nothing to do
- 0% Unemployment
- 5% Housing
- 1% Lack of facilities e.g. clubs/ play areas/ football pitches
- 11% Lack of employment/ job opportunities
- 0% Lack of discipline/ parental control
- 1% Poverty/ lack of money
- 58% Don't know
- 18% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- Not at all
- 100%
- 0% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 61% Building society account
- 1% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 2% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 64% Yes
- 9% No
- 22% Prefer not to say
- 5% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 14% No savings
- 3% Less than £1,000
- 5% £1,000 or more
- 0% Don't know
- 78% Prefer not to say

Q41	Are you currently experiencing, or within the last year have you had any difficulties with the following?
	0% Mortgage or rent payments
	0% Changes to benefits
	0% Council tax payments
	1% Loan or credit card payments
	0% Cost of food
	2% Cost of domestic energy bills
	0% Vehicle fuel prices
	83% None of the above
	15% Prefer not to say

Q42	Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?
	6% Manage very well
	71% Manage quite well
	23% Get by all right
	0% Don't manage very well
	0% Have some deep financial difficulties
	0% Are in deep financial trouble
	0% Refused
	0% Don't know

Q43	When you last contacted Dundee City Council, was this contact to ...?
	1% Make a complaint
	17% Seek information
	10% Request a service
	0% Make a suggestion
	72% Have never contacted with Council

Q44	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	Very satisfied
	100%
	0% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to seek information?
	Very satisfied
	100%
	0% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q46	Overall, how satisfied were you with this contact to request a service?
	Very satisfied 100%
	Satisfied 0%
	Neither satisfied nor dissatisfied 0%
	Dissatisfied 0%
	Very dissatisfied 0%

Q47	On your most recent contact with the Council, did you....
	Get what you need at that contact 100%
	Have to contact the Council again about the same issue 0%

Q48	Was your most recent contact
	By a letter 0%
	By a telephone call to the Council 71%
	By a personal visit to a Council office 0%
	By e-mail 0%
	By visiting the Council's website 29%

Q49	How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?					
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	95%	5%	0%	0%	0%	0%
How quickly the phone was answered	95%	5%	0%	0%	0%	0%
How easy it was to get through to someone who could help	95%	5%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	95%	5%	0%	0%	0%	0%
How well the staff understood what you wanted	95%	5%	0%	0%	0%	0%
The outcome of your contact	95%	5%	0%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	0%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	0%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q52 Have you ever used the Council's website?	
20%	Yes
80%	No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?							
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	84%	16%	0%	0%	0%	0%	0%
The amount of information provided on the website	84%	16%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

82% Yes
18% No

Q55 Do you access, and use, the internet in any of the following ways...

75% Internet access at home
63% Internet access via a mobile phone
10% Internet access at work
0% Internet access through public access e.g. at library
0% Access the internet in some other way
23% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

64% Yes
36% No

Q56 In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

77% Yes
23% No

Q56 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

Yes
100%
0% No

Q57 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...

80% Offering a good range of services
73% Providing an efficient service
47% Providing services which are value for money
58% Providing good quality services
5% Having friendly, polite, helpful, well informed employees
2% Promoting its services well
5% Tackling important issues for the future of the area
0% Listening to complaints
4% Communicating well with the public
21% Ensuring sustainable use of resources and care for the environment
2% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	68%	31%	0%	2%
Provides an efficient service	66%	32%	0%	2%
Provides services which are value for money	56%	42%	0%	2%
Provides good quality services	48%	50%	0%	2%
Has friendly, polite, helpful, well informed employees	23%	75%	0%	2%
Promotes its services well	18%	81%	0%	2%
Tackles important issues for the future of the area	17%	82%	0%	2%
Listens to complaints	17%	81%	0%	2%
Communicates well with the public	18%	80%	0%	2%
Ensures sustainable use of resources and care for the environment	25%	74%	0%	2%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
20%	1
68%	2
8%	3
2%	4
2%	5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
73%	0
16%	1
10%	2
1%	3
0%	4
0%	5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	82%	18%	0%	0%	0%	0%	
3-5years	50%	42%	8%	0%	0%	0%	
6-15 years	54%	23%	23%	0%	0%	0%	

Q61	Gender of respondent:
	46% Male
	54% Female

Q61	Age of respondent:
	4% 16-24
	16% 25-34
	19% 35-44
	15% 45-54
	10% 55-59
	6% 60-64
	15% 65-74
	15% 75+
	0% Refused

P	HHCOP Household composition
	5% Single adult under 60
	12% Single adult 60+
	25% Two adults under 60
	22% Two adults aged 60+
	1% Two adults at least one over 60
	3% Single adult with at least one child
	21% Two adults and at least one child
	7% Three or more adults with no children
	5% Other

Q62	How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)
	44% 1
	28% 2
	2% 3
	0% 4 or more
	26% None

Q63	Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??
	29% Yes
	71% No

Q64	What is the nature of the disability?
	0% Mental health condition
	72% Mobility/ physical disabilities
	0% Learning difficulties (e.g. dyslexia)
	0% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	28% Other condition (please write in)
	0% Don't know
	0% Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

- 0% Yes
- 100% No
- 0% Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 19% None
- 48% Church of Scotland
- 29% Roman Catholic
- 0% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 4% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 95% Scottish
- 0% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 5% Polish
- 0% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

0%	Less than £100 per week/ £5,199 per year
3%	£100-199 per week / £5,200 - £10,399 per year
1%	£200-299 per week / £10,400 - £15, 599 per year
7%	£300-399 per week / £15,600 - £20,199 per year
8%	£400-499 per week / £20,800 - £25,999 per year
3%	£500-599 per week / £26,000 - £31,199 per year
17%	£600 or more per week/ £31,200 or more per year
6%	Don't know
54%	Would rather not say



CITIZENS' SURVEY 2016

Coldside Results

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	50% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	50% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	100% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 0% Quality of housing
- 14% Close to shops/ quality of shops/ amenities
- 0% Always lived here/ familiar with/ know area
- 10% Pleasant/ nice area
- 20% Friendly people/ neighbours/ family and friends
- 41% Quiet/ peaceful
- 15% Convenient location
- 11% Central location
- 1% Other
- 4% None/ nothing
- 0% Don't know
- 0% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 2% Safe
- 5% Good public transport
- 1% Everything
- 7% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 1% Littering/ dirty/ dog fouling
- 3% Difficult/ poor parking
- 7% Drug problems
- 0% Lack of facilities for youths/ children
- 6% ASB/ neighbours/ noisy
- 1% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 1% Other
- 63% None/ nothing
- 0% Lack of security
- 8% Don't know
- 6% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 1% Area going downhill/ untidy/ rundown
- 2% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 2% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 5% Up to one year
- 22% 1-2 years
- 27% 3-5 years
- 18% 6-10 years
- 24% Over 10 years
- 3% Always lived there
- 1% Don't know

Q4 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?

- 1% Yes - has got better
- 9% Yes - has got worse
- 61% No change
- 29% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 49% Friendliness of people/ neighbours
- 51% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 6% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 12% ASB/ neighbours/ noisy
- 6% People/ neighbours less friendly
- 0% Youths/ gangs causing trouble
- 58% Drug/ alcohol problems
- 6% Other
- 0% Not sure
- 6% More crime
- 6% People don't care about area
- 6% Too many private lets
- 0% Litter problems/ area is dirty
- 6% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 18% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 61% Very good
- 32% Fairly good
- 3% Fairly poor
- 3% Very poor
- 1% No opinion

Q7 How long have you lived in this house/ flat?

- 5% Up to one year
- 22% 1-2 years
- 27% 3-5 years
- 18% 6-10 years
- 24% Over 10 years
- 3% Always lived here
- 1% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 26% Rented from the Council
- 9% Rented from a housing association
- 23% Rented from a private landlord
- 27% Owned by you (not ex Council)
- 15% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 52% Very good
- 41% Fairly good
- 7% Average
- 1% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	29%	44%	0%	0%	27%
Fire service	24%	46%	0%	0%	30%
Refuse collection	50%	50%	0%	0%	0%
Employment and advice services	6%	37%	0%	0%	56%
Public transport	71%	20%	1%	1%	7%
Sports and leisure facilities	37%	18%	2%	2%	42%
Community centre/ library	47%	19%	1%	0%	34%
Local youth facilities	4%	9%	2%	0%	85%
Community Warden Service	6%	4%	0%	0%	90%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	43%	45%	0%	0%	12%
Fire service	44%	46%	0%	0%	10%
Refuse collection	50%	50%	0%	0%	0%
Employment and advice services	12%	42%	0%	0%	46%
Public transport	66%	27%	1%	2%	4%
Sports and leisure facilities	30%	36%	2%	1%	31%
Community centre/ library	43%	37%	0%	1%	19%
Local youth facilities	6%	5%	1%	0%	88%
Community Warden Service	7%	3%	0%	0%	90%

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
Areas for children to play outside	16%	25%	8%	2%	49%
Cleanliness of Streets	43%	52%	5%	0%	0%
Shopping Facilities	75%	25%	0%	0%	1%
Condition of roads, pavements and street lighting	27%	47%	22%	4%	1%
Quality and maintenance of open spaces	41%	58%	1%	0%	0%
Cleanliness of the area around your home	41%	55%	4%	0%	0%

The built environment (e.g. buildings, heritage etc)	54%	46%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	55%	44%	0%	0%	1%

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

75% Very satisfied
 24% Satisfied
 1% Dissatisfied
 0% Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?

80% Very satisfied
 18% Satisfied
 2% Dissatisfied
 0% Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

11% Clubs or groups for pre school age children
 15% After school/ children's club
 6% Local Schools as a community facility
 7% Youth clubs/ projects or drop-in centres
 6% Voluntary Youth Organisations
 1% Youth Information Services
 0% Other Youthwork activities
 43% Organised Sporting activities/ classes/ clubs
 30% Organised Social/ Leisure activities/ classes/ clubs
 6% Learning groups or adult education classes
 4% Self-help or social care groups
 10% Community Festivals/ Events e.g. Gala Day
 0% Community Council or Neighbourhood Group
 0% Community Regeneration Forum or Group
 0% Local Consultation Activities or Events
 45% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	5%	29%	0%	9%	57%
After school/ children's clubs	0%	10%	0%	20%	70%
Local school as a community facility	0%	9%	0%	0%	91%
Youth clubs/ projects or drop-in centres	0%	8%	0%	8%	84%
Voluntary Youth Organisations	0%	0%	0%	0%	100%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	0%	70%	4%	2%	24%
Organised Social/ Leisure activities/ classes/ clubs	0%	47%	2%	2%	49%
Learning groups or adult education classes	0%	18%	0%	18%	64%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	100%	0%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

8% Yes
92% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 1% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 2% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 1% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 1% Wildlife protection
- 0% Environmental protection
- 96% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 57% Cinema
- 1% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 12% Theatre e.g. pantomime, musical or play
- 6% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 8% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 2% Classical music performance or opera
- 27% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 16% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 7% Gallery
- 31% Library, including mobile or online
- 1% Archive or records office
- 20% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 0% It costs too much
- 0% I don't know enough about it
- 39% Never occurred to me
- 49% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 10% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 12% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 3% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	27%	29%	18%	5%	20%
People in my community can influence decisions affecting my local area	0%	28%	32%	11%	2%	27%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 94% Yes
- 4% No
- 2% Don't know

Q22 How is your health in general? Would you say it is...

46% Very good
33% Good
14% Fair
6% Poor
1% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

27% 4 days a week or more
38% 1-3 days a week
14% Less than once a week
21% Never

Q24 Are you, or have you ever been, a smoker?

20% Currently smoke
28% Used to smoke
52% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
13% Weekly
9% Monthly
28% Less than monthly
50% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	4%	39%	56%	0%
I've been feeling useful	0%	2%	24%	72%	2%
I've been feeling relaxed	0%	3%	29%	65%	3%
I've been feeling interested in other people	0%	4%	32%	58%	5%
I've had energy to spare	0%	7%	36%	56%	1%
I've been dealing with problems well	0%	1%	11%	73%	15%
I've been thinking clearly	0%	2%	13%	70%	16%
I've been feeling good about myself	0%	1%	20%	74%	5%
I've been feeling close to other people	0%	3%	12%	70%	15%
I've been feeling confident	0%	1%	11%	74%	14%
I've been able to make up my own mind about things	0%	1%	6%	70%	22%
I've been feeling loved	0%	2%	13%	69%	17%
I've been interested in new things	1%	6%	26%	63%	5%
I've been feeling cheerful	0%	2%	16%	77%	5%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

90%	1 - Not at all
6%	2
1%	3
0%	4
0%	5
0%	6 - A great deal
2%	Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	47% Strongly agree 38% Tend to agree 2% Tend to disagree 1% Strongly disagree 11% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	94% None 1% On the job training 0% An FE college course 5% A university based course 0% Distance learning/ Open University 0% School 0% Adult education or evening class 0% Help with reading, writing or use of numbers 0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	8% No qualification 77% A qualification at degree level or above 15% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	76% Very safe 23% Fairly safe 1% A bit unsafe 0% Very unsafe 0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	95%	5%	0%	0%	1%
	Alone in your home at night	91%	7%	0%	1%	2%
	Walking alone in your neighbourhood during the day	93%	6%	0%	0%	1%
	Walking alone in your neighbourhood after dark	42%	38%	9%	3%	9%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 56% Remained the same
- 5% Increased a little
- 1% Increased a lot
- 39% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 18% Personal experience of crime
- 18% Experience of family or friends
- 64% Talking to people in the area
- 8% Media - television, radio, paper
- 9% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 52% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 27% Alcohol/ Drugs
- 7% Nothing
- 0% Lack of money/ poverty
- 3% Unemployment
- 0% Prostitution
- 1% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 2% Crime e.g. Break ins/ burglary/ vandalism
- 8% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 1% Lack of policing/ wardens
- 0% Other
- 0% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 15% Alcohol/ drugs
- 4% Boredom/ nothing to do
- 9% Unemployment
- 0% Housing
- 0% Lack of facilities e.g. clubs/ play areas/ football pitches
- 4% Lack of employment/ job opportunities
- 0% Lack of discipline/ parental control
- 1% Poverty/ lack of money
- 64% Don't know
- 3% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 93% Not at all
- 6% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 97% Bank account
- 3% Building society account
- 0% Credit union account
- 2% Post Office card account
- 1% No, none of these
- 1% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 68% Yes
- 24% No
- 2% Prefer not to say
- 6% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 26% No savings
- 5% Less than £1,000
- 29% £1,000 or more
- 3% Don't know
- 36% Prefer not to say

Q41	Are you currently experiencing, or within the last year have you had any difficulties with the following?
	0% Mortgage or rent payments
	0% Changes to benefits
	1% Council tax payments
	0% Loan or credit card payments
	8% Cost of food
	20% Cost of domestic energy bills
	1% Vehicle fuel prices
	75% None of the above
	3% Prefer not to say

Q42	Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?
	25% Manage very well
	41% Manage quite well
	26% Get by all right
	2% Don't manage very well
	0% Have some deep financial difficulties
	0% Are in deep financial trouble
	2% Refused
	4% Don't know

Q43	When you last contacted Dundee City Council, was this contact to ...?
	2% Make a complaint
	8% Seek information
	31% Request a service
	0% Make a suggestion
	59% Have never contacted with Council

Q44	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	34% Very satisfied
	32% Satisfied
	0% Neither satisfied nor dissatisfied
	34% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to seek information?
	76% Very satisfied
	24% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q46	Overall, how satisfied were you with this contact to request a service?
	82% Very satisfied
	13% Satisfied
	3% Neither satisfied nor dissatisfied
	2% Dissatisfied
	0% Very dissatisfied

Q47	On your most recent contact with the Council, did you...
	91% Get what you need at that contact
	9% Have to contact the Council again about the same issue

Q48	Was your most recent contact
	1% By a letter
	88% By a telephone call to the Council
	4% By a personal visit to a Council office
	1% By e-mail
	6% By visiting the Council's website

Q49	How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	How easy it was for you to find the right number to call	78%	17%	1%	3%	0%	0%
	How quickly the phone was answered	78%	19%	1%	2%	0%	0%
	How easy it was to get through to someone who could help	78%	17%	1%	3%	0%	0%
	Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	80%	16%	1%	3%	0%	0%
	How well the staff understood what you wanted	80%	14%	3%	3%	0%	0%
	The outcome of your contact	80%	14%	3%	3%	0%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	100%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	100%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	68%	32%	0%	0%	0%	0%
How well the staff understood what you wanted	37%	63%	0%	0%	0%	0%
The outcome of your contact	37%	32%	32%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	51%	49%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	51%	49%	0%	0%	0%	0%
The outcome of your contact	51%	49%	0%	0%	0%	0%

Q52 Have you ever used the Council's website?	
36%	Yes
64%	No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?							
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	89%	11%	0%	0%	0%	0%	0%
The amount of information provided on the website	89%	11%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

88% Yes
12% No

Q55 Do you access, and use, the internet in any of the following ways...

69% Internet access at home
50% Internet access via a mobile phone
13% Internet access at work
3% Internet access through public access e.g. at library
8% Access the internet in some other way
20% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

38% Yes
62% No

Q56 In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

82% Yes
18% No

Q56 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

84% Yes
16% No

Q57 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...

67% Offering a good range of services
29% Providing an efficient service
54% Providing services which are value for money
44% Providing good quality services
25% Having friendly, polite, helpful, well informed employees
7% Promoting its services well
36% Tackling important issues for the future of the area
18% Listening to complaints
8% Communicating well with the public
13% Ensuring sustainable use of resources and care for the environment
0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	80%	20%	0%	0%
Provides an efficient service	78%	22%	0%	0%
Provides services which are value for money	69%	31%	1%	0%
Provides good quality services	80%	20%	0%	0%
Has friendly, polite, helpful, well informed employees	68%	32%	0%	0%
Promotes its services well	63%	36%	1%	0%
Tackles important issues for the future of the area	68%	30%	1%	0%
Listens to complaints	62%	37%	1%	0%
Communicates well with the public	65%	35%	0%	0%
Ensures sustainable use of resources and care for the environment	78%	22%	0%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
38%	1
50%	2
9%	3
3%	4
0%	5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
81%	0
15%	1
3%	2
1%	3
0%	4
0%	5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	53%	47%	0%	0%	0%	0%	
3-5years	87%	13%	0%	0%	0%	0%	
6-15 years	53%	29%	18%	0%	0%	0%	

Q61	Gender of respondent:
	50% Male
	50% Female

Q61	Age of respondent:
	9% 16-24
	29% 25-34
	8% 35-44
	17% 45-54
	8% 55-59
	7% 60-64
	17% 65-74
	5% 75+
	0% Refused

HHCOP	Household composition
P	
	19% Single adult under 60
	13% Single adult 60+
	25% Two adults under 60
	11% Two adults aged 60+
	3% Two adults at least one over 60
	6% Single adult with at least one child
	10% Two adults and at least one child
	7% Three or more adults with no children
	5% Other

Q62	How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)
	46% 1
	7% 2
	1% 3
	0% 4 or more
	46% None

Q63	Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??
	19% Yes
	81% No

Q64	What is the nature of the disability?
	15% Mental health condition
	81% Mobility/ physical disabilities
	10% Learning difficulties (e.g. dyslexia)
	0% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	3% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	5% Difficulties with hearing
	10% Other condition (please write in)
	0% Don't know
	3% Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

- 18% Yes
- 66% No
- 16% Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 55% None
- 19% Church of Scotland
- 16% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 1% Hindu
- 0% Jewish
- 3% Muslim
- 1% Sikh
- 2% Another religion (please specify)
- 2% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 81% Scottish
- 4% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 5% Polish
- 2% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 2% Pakistani, Pakistani Scottish or Pakistani British
- 3% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 2% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 1% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 1% Less than £100 per week/ £5,199 per year
- 5% £100-199 per week / £5,200 - £10,399 per year
- 6% £200-299 per week / £10,400 - £15, 599 per year
- 3% £300-399 per week / £15,600 - £20,199 per year
- 3% £400-499 per week / £20,800 - £25,999 per year
- 3% £500-599 per week / £26,000 - £31,199 per year
- 3% £600 or more per week/ £31,200 or more per year
- 14% Don't know
- 62% Would rather not say



CITIZENS' SURVEY 2016

Lochee Results

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	63% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	37% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	100% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?	
0%	Close to beach/ coast
2%	Quality of housing
23%	Close to shops/ quality of shops/ amenities
3%	Always lived here/ familiar with/ know area
9%	Pleasant/ nice area
29%	Friendly people/ neighbours/ family and friends
47%	Quiet/ peaceful
5%	Convenient location
4%	Central location
2%	Other
6%	None/ nothing
0%	Don't know
1%	Lots for kids to do
0%	Lots of green/ open spaces/ countryside/ nice views
4%	Safe
7%	Good public transport
2%	Everything
7%	It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?	
2%	Littering/ dirty/ dog fouling
5%	Difficult/ poor parking
8%	Drug problems
1%	Lack of facilities for youths/ children
4%	ASB/ neighbours/ noisy
1%	Youths/ gangs causing trouble
0%	Poor shops
1%	Vandalism
2%	Other
72%	None/ nothing
0%	Lack of security
0%	Don't know
0%	Speeding cars/ traffic
2%	Lack of transport/ poor public transport
2%	Area going downhill/ untidy/ rundown
1%	Roads/ pavements/ winter gritting/ snow clearing
1%	Bin uplifts/ refuse collection
2%	Too many private lets/ undesirables moving into the area
0%	Too many stairs/ hills
0%	Not much for people to do in general

Q3 How long have you lived in this neighbourhood?	
7%	Up to one year
11%	1-2 years
15%	3-5 years
10%	6-10 years
49%	Over 10 years
8%	Always lived there
0%	Don't know

Q4 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?

- 3% Yes - has got better
- 7% Yes - has got worse
- 76% No change
- 14% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 9% Better facilities/ amenities
- 0% Less vandalism
- 9% Housing improvements - new houses
- 0% Improved schools
- 19% Cleaner/ tidier/ less litter
- 27% Improved shops
- 19% Fewer drug problems
- 9% Friendliness of people/ neighbours
- 27% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 18% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 39% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 4% ASB/ neighbours/ noisy
- 13% People/ neighbours less friendly
- 0% Youths/ gangs causing trouble
- 44% Drug/ alcohol problems
- 4% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 4% Too many private lets
- 4% Litter problems/ area is dirty
- 4% Area is run down/ going downhill
- 0% More houses being built
- 4% Parking
- 4% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 38% Very good
- 56% Fairly good
- 3% Fairly poor
- 3% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 7% Up to one year
- 11% 1-2 years
- 16% 3-5 years
- 11% 6-10 years
- 51% Over 10 years
- 4% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 28% Rented from the Council
- 8% Rented from a housing association
- 11% Rented from a private landlord
- 16% Owned by you (not ex Council)
- 37% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 26% Very good
- 70% Fairly good
- 3% Average
- 1% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	11%	86%	0%	0%	2%
Fire service	11%	86%	0%	0%	2%
Refuse collection	9%	89%	2%	0%	0%
Employment and advice services	2%	62%	1%	0%	35%
Public transport	52%	35%	6%	2%	5%
Sports and leisure facilities	57%	34%	0%	0%	8%
Community centre/ library	56%	34%	1%	0%	10%
Local youth facilities	19%	34%	2%	1%	44%
Community Warden Service	1%	27%	1%	0%	71%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	16%	84%	0%	0%	1%
Fire service	16%	84%	0%	0%	1%
Refuse collection	12%	88%	1%	0%	0%
Employment and advice services	2%	61%	0%	0%	37%
Public transport	40%	45%	7%	1%	7%
Sports and leisure facilities	19%	46%	1%	0%	34%
Community centre/ library	26%	53%	3%	0%	18%
Local youth facilities	4%	27%	2%	0%	68%
Community Warden Service	1%	25%	1%	0%	74%

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
Areas for children to play outside	8%	69%	6%	2%	16%
Cleanliness of Streets	10%	82%	6%	2%	0%
Shopping Facilities	49%	50%	2%	0%	0%
Condition of roads, pavements and street lighting	7%	71%	21%	2%	0%
Quality and maintenance of open spaces	7%	90%	2%	1%	0%
Cleanliness of the area around your home	7%	88%	5%	1%	0%

The built environment (e.g. buildings, heritage etc)	14%	85%	1%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	16%	82%	1%	0%	1%

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

46% Very satisfied
 49% Satisfied
 4% Dissatisfied
 0% Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?

46% Very satisfied
 51% Satisfied
 3% Dissatisfied
 0% Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

22% Clubs or groups for pre school age children
 23% After school/ children's club
 4% Local Schools as a community facility
 7% Youth clubs/ projects or drop-in centres
 30% Voluntary Youth Organisations
 0% Youth Information Services
 2% Other Youthwork activities
 64% Organised Sporting activities/ classes/ clubs
 55% Organised Social/ Leisure activities/ classes/ clubs
 11% Learning groups or adult education classes
 11% Self-help or social care groups
 13% Community Festivals/ Events e.g. Gala Day
 3% Community Council or Neighbourhood Group
 0% Community Regeneration Forum or Group
 1% Local Consultation Activities or Events
 20% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	3%	19%	0%	0%	78%
After school/ children's clubs	4%	11%	1%	0%	84%
Local school as a community facility	18%	0%	0%	16%	66%
Youth clubs/ projects or drop-in centres	4%	17%	4%	8%	67%
Voluntary Youth Organisations	0%	13%	0%	0%	87%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	42%	20%	0%	38%
Organised Sporting activities/ classes/ clubs	1%	49%	1%	1%	48%
Organised Social/ Leisure activities/ classes/ clubs	1%	46%	1%	1%	52%
Learning groups or adult education classes	0%	14%	0%	0%	86%
Self-help or social care groups	3%	9%	0%	3%	85%
Community Festivals/ Events e.g. Gala Day	0%	0%	2%	60%	38%
Community Council or Neighbourhood Group	9%	28%	27%	9%	27%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	67%	33%	0%	0%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

6% Yes
94% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 58% Cinema
- 2% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 18% Theatre e.g. pantomime, musical or play
- 4% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 4% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 29% Live music event e.g. traditional music, rock concert, jazz event
- 0% Dance show/ event e.g. ballet
- 24% Museum
- 7% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 20% Gallery
- 41% Library, including mobile or online
- 0% Archive or records office
- 19% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 8% It costs too much
- 3% I don't know enough about it
- 6% Never occurred to me
- 58% Not really interested
- 5% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 19% Health isn't good enough
- 2% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 2% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	32%	26%	24%	3%	14%
People in my community can influence decisions affecting my local area	0%	36%	25%	22%	3%	14%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 99% Yes
- 1% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

47% Very good
33% Good
11% Fair
8% Poor
1% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

45% 4 days a week or more
42% 1-3 days a week
5% Less than once a week
8% Never

Q24 Are you, or have you ever been, a smoker?

30% Currently smoke
21% Used to smoke
49% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

3% Daily or almost daily
13% Weekly
5% Monthly
25% Less than monthly
53% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.					
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1%	2%	38%	58%	1%
I've been feeling useful	1%	2%	31%	66%	0%
I've been feeling relaxed	0%	3%	41%	56%	0%
I've been feeling interested in other people	0%	2%	30%	67%	1%
I've had energy to spare	1%	8%	38%	53%	0%
I've been dealing with problems well	0%	2%	30%	62%	6%
I've been thinking clearly	1%	0%	21%	71%	7%
I've been feeling good about myself	0%	2%	34%	59%	4%
I've been feeling close to other people	0%	1%	19%	70%	10%
I've been feeling confident	0%	3%	23%	66%	7%
I've been able to make up my own mind about things	0%	0%	16%	73%	11%
I've been feeling loved	0%	1%	21%	62%	16%
I've been interested in new things	1%	6%	30%	63%	2%
I've been feeling cheerful	1%	1%	29%	68%	2%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?	
72%	1 - Not at all
21%	2
6%	3
2%	4
0%	5
0%	6 - A great deal
0%	Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"	
67%	Strongly agree
31%	Tend to agree
2%	Tend to disagree
1%	Strongly disagree
0%	Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	92% None
	2% On the job training
	1% An FE college course
	4% A university based course
	0% Distance learning/ Open University
	1% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	4% No qualification
	46% A qualification at degree level or above
	50% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	72% Very safe
	25% Fairly safe
	2% A bit unsafe
	1% Very unsafe
	0% Don't know

Q32	How safe do you feel when...	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	92%	7%	1%	0%	0%
	Alone in your home at night	91%	7%	2%	0%	0%
	Walking alone in your neighbourhood during the day	79%	19%	2%	0%	0%
	Walking alone in your neighbourhood after dark	35%	38%	11%	2%	14%

Q33	Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?
	0% Decreased a lot
	0% Decreased a little
	74% Remained the same
	4% Increased a little
	0% Increased a lot
	22% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 38% Personal experience of crime
- 0% Experience of family or friends
- 69% Talking to people in the area
- 8% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 28% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 45% Alcohol/ Drugs
- 10% Nothing
- 6% Lack of money/ poverty
- 2% Unemployment
- 0% Prostitution
- 1% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 1% Crime e.g. Break ins/ burglary/ vandalism
- 12% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 1% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 2% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 23% Alcohol/ drugs
- 4% Boredom/ nothing to do
- 6% Unemployment
- 0% Housing
- 2% Lack of facilities e.g. clubs/ play areas/ football pitches
- 15% Lack of employment/ job opportunities
- 0% Lack of discipline/ parental control
- 5% Poverty/ lack of money
- 35% Don't know
- 10% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 80% Not at all
- 18% A little
- 2% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 95% Bank account
- 4% Building society account
- 0% Credit union account
- 1% Post Office card account
- 1% No, none of these
- 3% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 74% Yes
- 21% No
- 1% Prefer not to say
- 4% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 24% No savings
- 2% Less than £1,000
- 17% £1,000 or more
- 1% Don't know
- 57% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 1% Mortgage or rent payments
- 1% Changes to benefits
- 1% Council tax payments
- 2% Loan or credit card payments
- 7% Cost of food
- 16% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 81% None of the above
- 2% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 2% Manage very well
- 52% Manage quite well
- 40% Get by all right
- 5% Don't manage very well
- 1% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 4% Make a complaint
- 13% Seek information
- 47% Request a service
- 1% Make a suggestion
- 35% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 71% Satisfied
- 14% Neither satisfied nor dissatisfied
- 7% Dissatisfied
- 7% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 35% Very satisfied
- 60% Satisfied
- 5% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 66% Very satisfied
- 28% Satisfied
- 2% Neither satisfied nor dissatisfied
- 3% Dissatisfied
- 1% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 91% Get what you need at that contact
- 9% Have to contact the Council again about the same issue

Q48 Was your most recent contact	
1%	By a letter
89%	By a telephone call to the Council
7%	By a personal visit to a Council office
3%	By e-mail
0%	By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	61%	39%	0%	0%	0%	0%
How quickly the phone was answered	61%	38%	1%	1%	0%	0%
How easy it was to get through to someone who could help	62%	36%	1%	2%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	65%	33%	1%	1%	0%	0%
How well the staff understood what you wanted	61%	37%	1%	1%	0%	0%
The outcome of your contact	63%	27%	3%	5%	1%	1%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	35%	65%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	35%	65%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	42%	58%	0%	0%	0%	0%
How well the staff understood what you wanted	35%	65%	0%	0%	0%	0%
The outcome of your contact	21%	51%	21%	7%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?							
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	
How quickly you received a reply to your email/ letter	12%	63%	12%	0%	12%	0%	
The extent to which the first reply you received answered your query	12%	63%	12%	0%	12%	0%	
The outcome of your contact	12%	50%	12%	13%	12%	0%	

Q52 Have you ever used the Council's website?	
46%	Yes
54%	No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?							
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	58%	42%	0%	0%	0%	0%	0%
The amount of information provided on the website	58%	42%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?	
96%	Yes
4%	No

Q55 Do you access, and use, the internet in any of the following ways...	
75%	Internet access at home
57%	Internet access via a mobile phone
20%	Internet access at work
3%	Internet access through public access e.g. at library
2%	Access the internet in some other way
22%	None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	
27%	Yes
73%	No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	75% Yes 25% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	80% Yes 20% No

Q57	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...
	<ul style="list-style-type: none"> 56% Offering a good range of services 51% Providing an efficient service 56% Providing services which are value for money 61% Providing good quality services 4% Having friendly, polite, helpful, well informed employees 4% Promoting its services well 36% Tackling important issues for the future of the area 11% Listening to complaints 4% Communicating well with the public 17% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58	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	Neither nor	Disagree	Don't know
	Offers a good range of services	86%	12%	3%	0%
	Provides an efficient service	76%	20%	4%	0%
	Provides services which are value for money	61%	36%	3%	0%
	Provides good quality services	74%	23%	3%	0%
	Has friendly, polite, helpful, well informed employees	70%	28%	2%	0%
	Promotes its services well	64%	32%	4%	0%
	Tackles important issues for the future of the area	65%	33%	2%	0%
	Listens to complaints	59%	38%	4%	0%
	Communicates well with the public	67%	30%	3%	0%

Ensures sustainable use of resources and care for the environment	64%	34%	2%	0%
---	-----	-----	----	----

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	38% 1
	50% 2
	8% 3
	3% 4
	1% 5+

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	82% 0
	13% 1
	5% 2
	0% 3
	0% 4
	1% 5+

Q60	How many children are there in the household in each group?						
		0	1	2	3	4	5+
	Less than 3 years	66%	30%	3%	0%	0%	0%
	3-5years	62%	36%	2%	0%	0%	0%
	6-15 years	46%	41%	10%	2%	0%	2%

Q61	Gender of respondent:
	46% Male
	54% Female

Q61	Age of respondent:
	10% 16-24
	20% 25-34
	9% 35-44
	17% 45-54
	10% 55-59
	11% 60-64
	16% 65-74
	7% 75+
	0% Refused

HHC0M Household composition

P

17%	Single adult under 60
17%	Single adult 60+
20%	Two adults under 60
13%	Two adults aged 60+
5%	Two adults at least one over 60
4%	Single adult with at least one child
13%	Two adults and at least one child
8%	Three or more adults with no children
4%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

40%	1
13%	2
2%	3
0%	4 or more
44%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??

22%	Yes
78%	No

Q64 What is the nature of the disability?

20%	Mental health condition
66%	Mobility/ physical disabilities
3%	Learning difficulties (e.g. dyslexia)
1%	Difficulties with sight
3%	Learning disability (e.g. Downs Syndrome)
1%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
1%	Difficulties with hearing
11%	Other condition (please write in)
0%	Don't know
1%	Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

0%	Yes
100%	No
0%	Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 63% None
- 18% Church of Scotland
- 12% Roman Catholic
- 4% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 1% Muslim
- 0% Sikh
- 1% Another religion (please specify)
- 1% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 88% Scottish
- 4% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 3% Polish
- 2% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 2% Less than £100 per week/ £5,199 per year
- 7% £100-199 per week / £5,200 - £10,399 per year
- 6% £200-299 per week / £10,400 - £15, 599 per year
- 7% £300-399 per week / £15,600 - £20,199 per year
- 4% £400-499 per week / £20,800 - £25,999 per year
- 8% £500-599 per week / £26,000 - £31,199 per year
- 9% £600 or more per week/ £31,200 or more per year
- 8% Don't know
- 49% Would rather not say



CITIZENS' SURVEY 2016

East End Results

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	67% Mid Craigie, Linlathen and Douglas
	33% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	100% East End
	0% North East
	0% Strathmartine

Q1	What do you like best about living in this neighbourhood?
	0% Close to beach/ coast
	1% Quality of housing
	11% Close to shops/ quality of shops/ amenities
	4% Always lived here/ familiar with/ know area
	14% Pleasant/ nice area
	25% Friendly people/ neighbours/ family and friends
	40% Quiet/ peaceful
	9% Convenient location
	0% Central location
	1% Other
	4% None/ nothing
	1% Don't know
	0% Lots for kids to do
	0% Lots of green/ open spaces/ countryside/ nice views
	2% Safe
	7% Good public transport
	1% Everything
	13% It's ok/ fine/ I like it here/ no problems

Q2	What do you like least about living in this neighbourhood?
	2% Littering/ dirty/ dog fouling
	1% Difficult/ poor parking
	8% Drug problems
	1% Lack of facilities for youths/ children
	3% ASB/ neighbours/ noisy
	2% Youths/ gangs causing trouble
	0% Poor shops
	0% Vandalism
	0% Other
	76% None/ nothing
	1% Lack of security
	4% Don't know
	1% Speeding cars/ traffic
	0% Lack of transport/ poor public transport
	2% Area going downhill/ untidy/ rundown
	0% Roads/ pavements/ winter gritting/ snow clearing
	0% Bin uplifts/ refuse collection
	1% Too many private lets/ undesirables moving into the area
	0% Too many stairs/ hills
	0% Not much for people to do in general

Q3	How long have you lived in this neighbourhood?
	2% Up to one year
	8% 1-2 years
	17% 3-5 years
	17% 6-10 years
	44% Over 10 years
	11% Always lived there
	0% Don't know

Q4 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?

- 2% Yes - has got better
- 10% Yes - has got worse
- 79% No change
- 9% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 18% Better facilities/ amenities
- 0% Less vandalism
- 18% Housing improvements - new houses
- 0% Improved schools
- 18% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 23% Quieter/ more peaceful
- 23% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 4% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 11% More vandalism
- 7% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 21% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 11% Youths/ gangs causing trouble
- 48% Drug/ alcohol problems
- 3% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 13% Litter problems/ area is dirty
- 4% Area is run down/ going downhill
- 0% More houses being built
- 4% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 57% Very good
- 33% Fairly good
- 8% Fairly poor
- 1% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 2% Up to one year
- 9% 1-2 years
- 19% 3-5 years
- 21% 6-10 years
- 46% Over 10 years
- 3% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 35% Rented from the Council
- 7% Rented from a housing association
- 7% Rented from a private landlord
- 20% Owned by you (not ex Council)
- 31% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 51% Very good
- 47% Fairly good
- 2% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	26%	58%	1%	0%	14%
Fire service	24%	60%	0%	0%	16%
Refuse collection	39%	59%	1%	0%	1%
Employment and advice services	9%	31%	1%	0%	59%
Public transport	54%	33%	1%	0%	12%
Sports and leisure facilities	48%	33%	1%	0%	18%
Community centre/ library	42%	33%	0%	0%	25%
Local youth facilities	10%	13%	3%	0%	74%
Community Warden Service	5%	23%	0%	0%	71%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	41%	59%	0%	0%	0%
Fire service	41%	59%	0%	0%	0%
Refuse collection	43%	57%	0%	0%	0%
Employment and advice services	22%	28%	0%	0%	50%
Public transport	64%	29%	0%	0%	7%
Sports and leisure facilities	33%	33%	0%	0%	34%
Community centre/ library	26%	46%	0%	0%	27%
Local youth facilities	16%	8%	0%	0%	75%
Community Warden Service	7%	19%	1%	0%	73%

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
Areas for children to play outside	21%	37%	12%	2%	28%
Cleanliness of Streets	32%	62%	6%	0%	0%
Shopping Facilities	54%	45%	1%	0%	0%
Condition of roads, pavements and street lighting	24%	35%	39%	1%	0%
Quality and maintenance of open spaces	33%	64%	3%	0%	0%
Cleanliness of the area around your home	34%	60%	5%	0%	0%

The built environment (e.g. buildings, heritage etc)	45%	55%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	46%	53%	1%	0%	0%

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

65% Very satisfied
 31% Satisfied
 4% Dissatisfied
 0% Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?

70% Very satisfied
 27% Satisfied
 3% Dissatisfied
 0% Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

22% Clubs or groups for pre school age children
 19% After school/ children's club
 6% Local Schools as a community facility
 13% Youth clubs/ projects or drop-in centres
 15% Voluntary Youth Organisations
 4% Youth Information Services
 2% Other Youthwork activities
 50% Organised Sporting activities/ classes/ clubs
 34% Organised Social/ Leisure activities/ classes/ clubs
 7% Learning groups or adult education classes
 2% Self-help or social care groups
 40% Community Festivals/ Events e.g. Gala Day
 5% Community Council or Neighbourhood Group
 3% Community Regeneration Forum or Group
 4% Local Consultation Activities or Events
 19% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	5%	28%	0%	0%	67%
After school/ children's clubs	2%	13%	0%	7%	78%
Local school as a community facility	0%	0%	0%	0%	100%
Youth clubs/ projects or drop-in centres	0%	0%	2%	0%	98%
Voluntary Youth Organisations	0%	12%	0%	0%	88%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	0%	47%	7%	1%	45%
Organised Social/ Leisure activities/ classes/ clubs	0%	28%	3%	2%	68%
Learning groups or adult education classes	0%	0%	5%	0%	95%
Self-help or social care groups	0%	14%	0%	0%	86%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	75%	25%
Community Council or Neighbourhood Group	0%	0%	6%	5%	88%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	9%	0%	91%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

10% Yes

90% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 1% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 98% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 44% Cinema
- 0% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 22% Theatre e.g. pantomime, musical or play
- 20% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 11% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 1% Classical music performance or opera
- 36% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 18% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 8% Gallery
- 31% Library, including mobile or online
- 0% Archive or records office
- 14% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 2% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 79% Not really interested
- 0% I don't have anyone to go with
- 3% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 5% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 8% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 5% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	4%	38%	36%	8%	2%	12%
People in my community can influence decisions affecting my local area	5%	40%	33%	9%	1%	12%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 1% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 90% Yes
- 10% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

50% Very good
34% Good
12% Fair
4% Poor
0% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

13% 4 days a week or more
56% 1-3 days a week
10% Less than once a week
20% Never

Q24 Are you, or have you ever been, a smoker?

33% Currently smoke
20% Used to smoke
47% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
7% Weekly
8% Monthly
27% Less than monthly
58% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.					
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	1%	40%	47%	13%
I've been feeling useful	0%	0%	33%	55%	12%
I've been feeling relaxed	0%	1%	46%	50%	3%
I've been feeling interested in other people	0%	0%	38%	57%	6%
I've had energy to spare	0%	0%	42%	54%	4%
I've been dealing with problems well	0%	0%	22%	63%	16%
I've been thinking clearly	0%	0%	18%	57%	26%
I've been feeling good about myself	0%	0%	27%	58%	15%
I've been feeling close to other people	0%	0%	21%	60%	20%
I've been feeling confident	0%	0%	19%	62%	19%
I've been able to make up my own mind about things	0%	0%	16%	56%	28%
I've been feeling loved	0%	0%	19%	55%	26%
I've been interested in new things	0%	0%	31%	54%	15%
I've been feeling cheerful	0%	0%	22%	67%	10%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?	
86%	1 - Not at all
13%	2
1%	3
0%	4
0%	5
1%	6 - A great deal
0%	Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"	
70%	Strongly agree
25%	Tend to agree
1%	Tend to disagree
0%	Strongly disagree
4%	Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	97% None
	1% On the job training
	0% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	0% School
	1% Adult education or evening class
	0% Help with reading, writing or use of numbers
	1% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	48% A qualification at degree level or above
	52% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	69% Very safe
	28% Fairly safe
	2% A bit unsafe
	1% Very unsafe
	0% Don't know

Q32	How safe do you feel when...				
	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	89%	10%	1%	0%	0%
Alone in your home at night	85%	14%	0%	1%	0%
Walking alone in your neighbourhood during the day	84%	14%	1%	0%	0%
Walking alone in your neighbourhood after dark	49%	30%	7%	2%	12%

Q33	Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?
	0% Decreased a lot
	1% Decreased a little
	71% Remained the same
	2% Increased a little
	2% Increased a lot
	23% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 9% Personal experience of crime
- 49% Experience of family or friends
- 73% Talking to people in the area
- 27% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 9% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 35% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 45% Alcohol/ Drugs
- 6% Nothing
- 0% Lack of money/ poverty
- 2% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 11% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 1% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 15% Alcohol/ drugs
- 4% Boredom/ nothing to do
- 7% Unemployment
- 1% Housing
- 1% Lack of facilities e.g. clubs/ play areas/ football pitches
- 13% Lack of employment/ job opportunities
- 1% Lack of discipline/ parental control
- 0% Poverty/ lack of money
- 52% Don't know
- 6% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 87% Not at all
- 12% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 14% Building society account
- 3% Credit union account
- 1% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 65% Yes
- 27% No
- 6% Prefer not to say
- 2% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 29% No savings
- 3% Less than £1,000
- 13% £1,000 or more
- 2% Don't know
- 53% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 1% Mortgage or rent payments
- 0% Changes to benefits
- 1% Council tax payments
- 2% Loan or credit card payments
- 4% Cost of food
- 20% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 71% None of the above
- 5% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 5% Manage very well
- 58% Manage quite well
- 35% Get by all right
- 2% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 1% Make a complaint
- 10% Seek information
- 32% Request a service
- 0% Make a suggestion
- 57% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 36% Very satisfied
- 0% Satisfied
- 35% Neither satisfied nor dissatisfied
- 29% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 72% Very satisfied
- 28% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 70% Very satisfied
- 29% Satisfied
- 0% Neither satisfied nor dissatisfied
- 1% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 93% Get what you need at that contact
- 7% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 1% By a letter
- 91% By a telephone call to the Council
- 4% By a personal visit to a Council office
- 0% By e-mail
- 4% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?							
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	How easy it was for you to find the right number to call	74%	26%	0%	0%	0%	0%
	How quickly the phone was answered	74%	26%	0%	0%	0%	0%
	How easy it was to get through to someone who could help	73%	27%	0%	0%	0%	0%
	Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	73%	26%	2%	0%	0%	0%
	How well the staff understood what you wanted	73%	26%	2%	0%	0%	0%
	The outcome of your contact	72%	23%	3%	2%	0%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?							
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	How easy it was to get to the office	81%	19%	0%	0%	0%	0%
	The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	81%	19%	0%	0%	0%	0%
	Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	48%	33%	19%	0%	0%	0%
	How well the staff understood what you wanted	48%	33%	19%	0%	0%	0%
	The outcome of your contact	33%	29%	0%	38%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	0%	100%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	100%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	100%

Q52 Have you ever used the Council's website?

33% Yes
67% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	53%	41%	6%	0%	0%	0%	0%
The amount of information provided on the website	53%	40%	6%	0%	0%	1%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

89% Yes
11% No

Q55 Do you access, and use, the internet in any of the following ways...

71% Internet access at home
56% Internet access via a mobile phone
7% Internet access at work
1% Internet access through public access e.g. at library
0% Access the internet in some other way
25% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

41% Yes
59% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	85% Yes 15% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	92% Yes 8% No

Q57	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...
	<ul style="list-style-type: none"> 78% Offering a good range of services 53% Providing an efficient service 49% Providing services which are value for money 46% Providing good quality services 1% Having friendly, polite, helpful, well informed employees 4% Promoting its services well 34% Tackling important issues for the future of the area 11% Listening to complaints 6% Communicating well with the public 18% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	75%	23%	2%	0%
Provides an efficient service	72%	27%	1%	0%
Provides services which are value for money	52%	46%	2%	0%
Provides good quality services	66%	33%	1%	0%
Has friendly, polite, helpful, well informed employees	50%	48%	1%	0%
Promotes its services well	42%	56%	2%	0%
Tackles important issues for the future of the area	45%	51%	4%	0%
Listens to complaints	38%	58%	3%	0%
Communicates well with the public	45%	54%	2%	0%
Ensures sustainable use of resources and care for the environment	55%	43%	1%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

34% 1
 55% 2
 10% 3
 2% 4
 0% 5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

79% 0
 13% 1
 7% 2
 1% 3
 0% 4
 0% 5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	57%	40%	3%	0%	0%	0%	
3-5years	65%	25%	10%	0%	0%	0%	
6-15 years	58%	30%	11%	0%	0%	0%	

Q61 Gender of respondent:	
45%	Male
55%	Female

Q61 Age of respondent:	
6%	16-24
24%	25-34
12%	35-44
17%	45-54
11%	55-59
8%	60-64
19%	65-74
4%	75+
0%	Refused

HH COMP Household composition	
19%	Single adult under 60
11%	Single adult 60+
19%	Two adults under 60
16%	Two adults aged 60+
4%	Two adults at least one over 60
3%	Single adult with at least one child
16%	Two adults and at least one child
8%	Three or more adults with no children
3%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)	
47%	1
17%	2
1%	3
0%	4 or more
35%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??	
21%	Yes
79%	No

Q64	What is the nature of the disability?
	24% Mental health condition
	72% Mobility/ physical disabilities
	0% Learning difficulties (e.g. dyslexia)
	3% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	9% Other condition (please write in)
	0% Don't know
	0% Refused

Q65	If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?
	2% Yes
	83% No
	16% Not applicable - someone else in the household has the disability/illness

Q66	Can you please look at this card and specify what is your religion?
	58% None
	27% Church of Scotland
	15% Roman Catholic
	0% Other Christian
	0% Buddhist
	0% Hindu
	0% Jewish
	0% Muslim
	0% Sikh
	0% Another religion (please specify)
	0% Would rather not say

Q67	Which of these groups on this card do you consider you belong to?
	94% Scottish
	1% Other British
	0% Irish
	0% Gypsy/ Traveller
	4% Polish
	0% Any other white ethnic group
	0% Any mixed or multiple ethnic groups
	0% Pakistani, Pakistani Scottish or Pakistani British
	0% Indian, Indian Scottish or Indian British
	0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
	0% Chinese, Chinese Scottish or Chinese British
	0% Other
	0% African, African Scottish or African British
	0% Caribbean, Caribbean Scottish or Caribbean British
	0% Black, Black Scottish or Black British
	0% Other
	0% Arab
	0% Any other background

0% Refused
0% Don't know

Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

2% Less than £100 per week/ £5,199 per year
3% £100-199 per week / £5,200 - £10,399 per year
4% £200-299 per week / £10,400 - £15,599 per year
3% £300-399 per week / £15,600 - £20,199 per year
6% £400-499 per week / £20,800 - £25,999 per year
5% £500-599 per week / £26,000 - £31,199 per year
3% £600 or more per week/ £31,200 or more per year
9% Don't know
65% Would rather not say



CITIZENS' SURVEY 2016

North East Results

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	67% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	33% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	100% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?	
0%	Close to beach/ coast
3%	Quality of housing
7%	Close to shops/ quality of shops/ amenities
2%	Always lived here/ familiar with/ know area
18%	Pleasant/ nice area
47%	Friendly people/ neighbours/ family and friends
67%	Quiet/ peaceful
6%	Convenient location
0%	Central location
1%	Other
0%	None/ nothing
0%	Don't know
0%	Lots for kids to do
1%	Lots of green/ open spaces/ countryside/ nice views
16%	Safe
6%	Good public transport
0%	Everything
14%	It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?	
4%	Littering/ dirty/ dog fouling
1%	Difficult/ poor parking
0%	Drug problems
0%	Lack of facilities for youths/ children
3%	ASB/ neighbours/ noisy
2%	Youths/ gangs causing trouble
0%	Poor shops
0%	Vandalism
2%	Other
84%	None/ nothing
0%	Lack of security
0%	Don't know
1%	Speeding cars/ traffic
1%	Lack of transport/ poor public transport
1%	Area going downhill/ untidy/ rundown
1%	Roads/ pavements/ winter gritting/ snow clearing
0%	Bin uplifts/ refuse collection
1%	Too many private lets/ undesirables moving into the area
0%	Too many stairs/ hills
0%	Not much for people to do in general

Q3 How long have you lived in this neighbourhood?	
3%	Up to one year
6%	1-2 years
19%	3-5 years
26%	6-10 years
45%	Over 10 years
1%	Always lived there
0%	Don't know

Q4 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?

- 1% Yes - has got better
- 2% Yes - has got worse
- 90% No change
- 7% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 49% Fewer drug problems
- 51% Friendliness of people/ neighbours
- 0% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 15% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 14% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 29% Youths/ gangs causing trouble
- 0% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 14% People don't care about area
- 14% Too many private lets
- 28% Litter problems/ area is dirty
- 0% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 14% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

52% Very good
46% Fairly good
1% Fairly poor
0% Very poor
1% No opinion

Q7 How long have you lived in this house/ flat?

3% Up to one year
6% 1-2 years
19% 3-5 years
26% 6-10 years
45% Over 10 years
1% Always lived here
0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

12% Rented from the Council
27% Rented from a housing association
8% Rented from a private landlord
38% Owned by you (not ex Council)
15% Owned by you (ex Council)
0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

58% Very good
42% Fairly good
0% Average
0% Fairly poor
0% Very poor
0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	27%	73%	0%	0%	0%
Fire service	27%	73%	0%	0%	0%
Refuse collection	27%	71%	1%	1%	0%
Employment and advice services	4%	64%	0%	0%	33%
Public transport	39%	57%	3%	0%	1%
Sports and leisure facilities	23%	60%	3%	0%	15%
Community centre/ library	16%	71%	1%	0%	12%
Local youth facilities	1%	42%	2%	0%	56%
Community Warden Service	0%	18%	1%	0%	81%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	23%	73%	0%	0%	4%
Fire service	23%	73%	0%	0%	4%
Refuse collection	25%	75%	1%	0%	0%
Employment and advice services	3%	47%	0%	0%	50%
Public transport	23%	60%	0%	0%	16%
Sports and leisure facilities	2%	46%	6%	0%	47%
Community centre/ library	1%	69%	2%	0%	28%
Local youth facilities	0%	13%	1%	0%	85%
Community Warden Service	0%	10%	2%	0%	88%

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
Areas for children to play outside	10%	84%	3%	0%	3%
Cleanliness of Streets	17%	78%	5%	0%	0%
Shopping Facilities	31%	68%	0%	0%	0%
Condition of roads, pavements and street lighting	6%	79%	14%	1%	0%
Quality and maintenance of open spaces	9%	90%	1%	0%	0%
Cleanliness of the area around your home	14%	82%	4%	0%	0%

The built environment (e.g. buildings, heritage etc)	23%	77%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	27%	73%	0%	0%	0%

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

67% Very satisfied
 33% Satisfied
 0% Dissatisfied
 0% Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?

72% Very satisfied
 28% Satisfied
 0% Dissatisfied
 0% Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

19% Clubs or groups for pre school age children
 22% After school/ children's club
 2% Local Schools as a community facility
 6% Youth clubs/ projects or drop-in centres
 33% Voluntary Youth Organisations
 0% Youth Information Services
 0% Other Youthwork activities
 62% Organised Sporting activities/ classes/ clubs
 49% Organised Social/ Leisure activities/ classes/ clubs
 17% Learning groups or adult education classes
 1% Self-help or social care groups
 7% Community Festivals/ Events e.g. Gala Day
 3% Community Council or Neighbourhood Group
 0% Community Regeneration Forum or Group
 0% Local Consultation Activities or Events
 28% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	3%	28%	0%	0%	69%
After school/ children's clubs	0%	30%	0%	0%	70%
Local school as a community facility	0%	14%	0%	0%	86%
Youth clubs/ projects or drop-in centres	0%	17%	0%	0%	83%
Voluntary Youth Organisations	0%	14%	0%	0%	86%
Youth Information Services	0%	0%	0%	0%	0%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	0%	66%	0%	0%	34%
Organised Social/ Leisure activities/ classes/ clubs	0%	53%	0%	0%	47%
Learning groups or adult education classes	0%	8%	0%	0%	92%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	100%	0%
Community Council or Neighbourhood Group	0%	11%	0%	0%	89%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

7% Yes
93% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 1% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 62% Cinema
- 0% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 19% Theatre e.g. pantomime, musical or play
- 33% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 8% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 44% Live music event e.g. traditional music, rock concert, jazz event
- 0% Dance show/ event e.g. ballet
- 20% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 17% Gallery
- 56% Library, including mobile or online
- 0% Archive or records office
- 14% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 5% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 46% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 46% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 2% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	31%	23%	39%	3%	4%
People in my community can influence decisions affecting my local area	0%	31%	23%	39%	3%	4%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 100% Yes
- 0% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

69% Very good
20% Good
3% Fair
7% Poor
1% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

53% 4 days a week or more
42% 1-3 days a week
4% Less than once a week
1% Never

Q24 Are you, or have you ever been, a smoker?

22% Currently smoke
26% Used to smoke
52% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
0% Weekly
1% Monthly
26% Less than monthly
73% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	0%	31%	69%	0%
I've been feeling useful	0%	0%	25%	75%	0%
I've been feeling relaxed	0%	0%	35%	65%	0%
I've been feeling interested in other people	0%	0%	16%	84%	0%
I've had energy to spare	0%	1%	34%	65%	0%
I've been dealing with problems well	0%	0%	18%	81%	0%
I've been thinking clearly	0%	0%	17%	82%	1%
I've been feeling good about myself	0%	0%	36%	64%	0%
I've been feeling close to other people	0%	0%	15%	83%	2%
I've been feeling confident	0%	0%	17%	83%	0%
I've been able to make up my own mind about things	0%	0%	16%	82%	2%
I've been feeling loved	0%	0%	15%	84%	1%
I've been interested in new things	0%	0%	16%	83%	0%
I've been feeling cheerful	0%	0%	17%	83%	0%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

95% 1 - Not at all
5% 2
0% 3
0% 4
0% 5
0% 6 - A great deal
0% Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"

92% Strongly agree
8% Tend to agree
0% Tend to disagree
0% Strongly disagree
0% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 99% None
- 0% On the job training
- 1% An FE college course
- 1% A university based course
- 0% Distance learning/ Open University
- 0% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 51% A qualification at degree level or above
- 49% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 87% Very safe
- 13% Fairly safe
- 0% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	94%	6%	0%	0%	0%
Alone in your home at night	94%	6%	0%	0%	0%
Walking alone in your neighbourhood during the day	94%	6%	0%	0%	0%
Walking alone in your neighbourhood after dark	54%	35%	3%	0%	7%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 88% Remained the same
- 1% Increased a little
- 1% Increased a lot
- 10% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 50% Personal experience of crime
- 33% Experience of family or friends
- 83% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 37% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 22% Alcohol/ Drugs
- 10% Nothing
- 2% Lack of money/ poverty
- 0% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 42% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 31% Alcohol/ drugs
- 10% Boredom/ nothing to do
- 6% Unemployment
- 0% Housing
- 2% Lack of facilities e.g. clubs/ play areas/ football pitches
- 5% Lack of employment/ job opportunities
- 2% Lack of discipline/ parental control
- 4% Poverty/ lack of money
- 30% Don't know
- 10% Nothing/ no issues
- 0% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 94% Not at all
- 5% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 100% Bank account
- 0% Building society account
- 0% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 85% Yes
- 14% No
- 0% Prefer not to say
- 1% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 10% No savings
- 0% Less than £1,000
- 8% £1,000 or more
- 1% Don't know
- 80% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 2% Cost of food
- 10% Cost of domestic energy bills
- 0% Vehicle fuel prices
- 89% None of the above
- 0% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 7% Manage very well
- 61% Manage quite well
- 31% Get by all right
- 1% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 0% Make a complaint
- 18% Seek information
- 26% Request a service
- 0% Make a suggestion
- 56% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 0% Satisfied
- 0% Neither satisfied nor dissatisfied
- 100% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 89% Very satisfied
- 6% Satisfied
- 4% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 94% Very satisfied
- 5% Satisfied
- 0% Neither satisfied nor dissatisfied
- 1% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 95% Get what you need at that contact
- 5% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 0% By a letter
- 82% By a telephone call to the Council
- 0% By a personal visit to a Council office
- 0% By e-mail
- 18% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	90%	8%	0%	2%	0%	0%
How quickly the phone was answered	90%	8%	0%	2%	0%	0%
How easy it was to get through to someone who could help	90%	8%	0%	2%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	90%	6%	2%	3%	0%	0%
How well the staff understood what you wanted	90%	6%	1%	3%	0%	0%
The outcome of your contact	90%	6%	1%	3%	1%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	0%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	0%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	0%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q52 Have you ever used the Council's website?

56% Yes
44% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	88%	12%	0%	0%	0%	0%	0%
The amount of information provided on the website	88%	12%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

94% Yes
6% No

Q55 Do you access, and use, the internet in any of the following ways...

80% Internet access at home
61% Internet access via a mobile phone
24% Internet access at work
0% Internet access through public access e.g. at library
0% Access the internet in some other way
18% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

16% Yes
84% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	82% Yes 18% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	82% Yes 18% No

Q57	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...
	66% Offering a good range of services 55% Providing an efficient service 74% Providing services which are value for money 26% Providing good quality services 0% Having friendly, polite, helpful, well informed employees 0% Promoting its services well 52% Tackling important issues for the future of the area 11% Listening to complaints 0% Communicating well with the public 15% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58	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	Neither nor	Disagree	Don't know
	Offers a good range of services	79%	21%	1%	0%
	Provides an efficient service	73%	26%	1%	0%
	Provides services which are value for money	55%	45%	1%	0%
	Provides good quality services	62%	37%	1%	0%
	Has friendly, polite, helpful, well informed employees	42%	57%	1%	0%
	Promotes its services well	55%	44%	1%	0%
	Tackles important issues for the future of the area	61%	39%	1%	0%
	Listens to complaints	40%	60%	1%	0%
	Communicates well with the public	50%	48%	1%	0%

Ensures sustainable use of resources and care for the environment	63%	36%	1%	0%
---	-----	-----	----	----

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	29% 1
	58% 2
	12% 3
	1% 4
	0% 5+

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	73% 0
	23% 1
	4% 2
	1% 3
	0% 4
	0% 5+

Q60	How many children are there in the household in each group?						
		0	1	2	3	4	5+
	Less than 3 years	57%	43%	0%	0%	0%	0%
	3-5years	74%	26%	0%	0%	0%	0%
	6-15 years	60%	29%	9%	1%	1%	0%

Q61	Gender of respondent:
	47% Male
	53% Female

Q61	Age of respondent:
	6% 16-24
	26% 25-34
	9% 35-44
	22% 45-54
	16% 55-59
	6% 60-64
	11% 65-74
	4% 75+
	0% Refused

HH COMP	Household composition
	11% Single adult under 60
	8% Single adult 60+
	27% Two adults under 60
	9% Two adults aged 60+
	7% Two adults at least one over 60
	10% Single adult with at least one child
	15% Two adults and at least one child
	10% Three or more adults with no children
	4% Other

Q62	How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)
	54% 1
	16% 2
	1% 3
	0% 4 or more
	28% None

Q63	Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??
	11% Yes
	89% No

Q64	What is the nature of the disability?
	24% Mental health condition
	70% Mobility/ physical disabilities
	0% Learning difficulties (e.g. dyslexia)
	0% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	6% Other condition (please write in)
	0% Don't know
	0% Refused

Q65	If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?
	0% Yes
	100% No
	0% Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 76% None
- 14% Church of Scotland
- 8% Roman Catholic
- 1% Other Christian
- 0% Buddhist
- 1% Hindu
- 0% Jewish
- 1% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 94% Scottish
- 0% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 2% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 1% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 0% Less than £100 per week/ £5,199 per year
- 7% £100-199 per week / £5,200 - £10,399 per year
- 4% £200-299 per week / £10,400 - £15, 599 per year
- 2% £300-399 per week / £15,600 - £20,199 per year
- 3% £400-499 per week / £20,800 - £25,999 per year
- 3% £500-599 per week / £26,000 - £31,199 per year
- 9% £600 or more per week/ £31,200 or more per year
- 3% Don't know
- 70% Would rather not say



CITIZENS' SURVEY 2016 Strathmartine Results

SQ1	Community Regeneration area:
	67% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	33% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	100% Strathmartine

Q1	What do you like best about living in this neighbourhood?
	0% Close to beach/ coast
	1% Quality of housing
	8% Close to shops/ quality of shops/ amenities
	3% Always lived here/ familiar with/ know area
	11% Pleasant/ nice area
	32% Friendly people/ neighbours/ family and friends
	58% Quiet/ peaceful
	4% Convenient location
	2% Central location
	1% Other
	3% None/ nothing
	0% Don't know
	0% Lots for kids to do
	1% Lots of green/ open spaces/ countryside/ nice views

- 10% Safe
- 2% Good public transport
- 1% Everything
- 11% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 3% Littering/ dirty/ dog fouling
- 3% Difficult/ poor parking
- 6% Drug problems
- 1% Lack of facilities for youths/ children
- 3% ASB/ neighbours/ noisy
- 3% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 2% Other
- 78% None/ nothing
- 0% Lack of security
- 1% Don't know
- 1% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 1% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 0% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 2% Up to one year
- 9% 1-2 years
- 16% 3-5 years
- 17% 6-10 years
- 48% Over 10 years
- 8% Always lived there
- 0% Don't know

Q4 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?

- 5% Yes - has got better
- 8% Yes - has got worse
- 73% No change
- 14% Don't know

Q5 In what ways do you think it has changed? (better)

- 6% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 7% Less vandalism
- 19% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems

- 0% Friendliness of people/ neighbours
- 61% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 13% Less people hanging around street
- 7% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 4% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 13% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 13% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 8% Youths/ gangs causing trouble
- 54% Drug/ alcohol problems
- 17% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 8% Litter problems/ area is dirty
- 8% Area is run down/ going downhill
- 0% More houses being built
- 4% Parking
- 0% Condition of roads/ pavements
- 4% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 57% Very good
- 38% Fairly good
- 2% Fairly poor
- 2% Very poor
- 1% No opinion

Q7 How long have you lived in this house/ flat?

- 3% Up to one year
- 10% 1-2 years
- 16% 3-5 years
- 19% 6-10 years
- 47% Over 10 years
- 4% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?	
19%	Rented from the Council
13%	Rented from a housing association
6%	Rented from a private landlord
16%	Owned by you (not ex Council)
45%	Owned by you (ex Council)
0%	Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?	
45%	Very good
54%	Fairly good
1%	Average
0%	Fairly poor
0%	Very poor
0%	Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	17%	78%	0%	0%	6%
Fire service	15%	78%	0%	0%	7%
Refuse collection	21%	79%	0%	0%	0%
Employment and advice services	3%	62%	0%	0%	35%
Public transport	57%	37%	1%	0%	4%
Sports and leisure facilities	55%	29%	0%	0%	15%
Community centre/ library	56%	31%	0%	0%	13%
Local youth facilities	15%	33%	4%	1%	47%
Community Warden Service	1%	38%	1%	0%	61%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	18%	78%	0%	0%	3%
Fire service	19%	78%	0%	0%	3%
Refuse collection	21%	78%	0%	0%	0%
Employment and advice services	5%	60%	0%	0%	35%
Public transport	34%	57%	0%	0%	8%
Sports and leisure facilities	10%	46%	0%	0%	44%
Community centre/ library	15%	60%	0%	0%	24%
Local youth facilities	4%	21%	2%	1%	72%
Community Warden Service	1%	30%	2%	0%	67%

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
Areas for children to play outside	6%	59%	11%	2%	22%
Cleanliness of Streets	18%	76%	5%	1%	0%
Shopping Facilities	47%	51%	2%	0%	0%
Condition of roads, pavements and street lighting	10%	59%	28%	2%	1%
Quality and maintenance of open spaces	16%	81%	2%	1%	0%
Cleanliness of the area around your home	17%	78%	4%	1%	0%
The built environment (e.g. buildings, heritage etc)	24%	76%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	28%	71%	0%	0%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
54%	Very satisfied
43%	Satisfied
3%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
57%	Very satisfied
41%	Satisfied
3%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

- 12% Clubs or groups for pre school age children
- 18% After school/ children's club
- 4% Local Schools as a community facility
- 9% Youth clubs/ projects or drop-in centres
- 26% Voluntary Youth Organisations
- 0% Youth Information Services
- 1% Other Youthwork activities
- 61% Organised Sporting activities/ classes/ clubs
- 52% Organised Social/ Leisure activities/ classes/ clubs
- 20% Learning groups or adult education classes
- 7% Self-help or social care groups
- 9% Community Festivals/ Events e.g. Gala Day
- 0% Community Council or Neighbourhood Group
- 0% Community Regeneration Forum or Group
- 0% Local Consultation Activities or Events
- 32% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	0%	20%	0%	0%	80%
After school/ children's clubs	0%	38%	0%	4%	58%
Local school as a community facility	0%	18%	0%	0%	82%
Youth clubs/ projects or drop-in centres	0%	27%	4%	0%	69%
Voluntary Youth Organisations	0%	26%	1%	0%	73%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	67%	0%	0%	33%
Organised Sporting activities/ classes/ clubs	1%	50%	1%	0%	49%
Organised Social/ Leisure activities/ classes/ clubs	0%	51%	0%	1%	48%
Learning groups or adult education classes	0%	7%	0%	0%	93%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	7%	0%	85%	7%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%

Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16	Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.
	5% Yes
	95% No

Q17	Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?
	0% Children's group - e.g. playgroup, mothers and toddlers
	0% School children e.g. school trips, sports days, discos, in the classroom
	0% Youth groups/ children's activities outside of school
	0% Coaching or organising sport or exercise
	0% Church, religion or faith-based group
	0% The elderly
	0% Health disability or social welfare group or organisation
	0% Local community group/ neighbourhood association/ community council
	0% Tenants group/ residents association
	0% Trade union activities
	0% Public service - e.g. school, hospital, police, local government service
	0% Professional society
	0% Safety/ first aid
	0% The environment/ animals
	0% Justice/ human rights
	0% Hobbies/ recreation/ arts/ social club
	0% Citizens groups
	0% Domestic animal welfare
	0% Wildlife protection
	0% Environmental protection
	99% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?	
59%	Cinema
1%	Exhibition including art, photography or crafts
2%	Book festival or reading group
16%	Theatre e.g. pantomime, musical or play
8%	Street arts (art in everyday surroundings like streets, parks or shopping centre)
8%	Culturally specific festival e.g. mela/ Feis/ local Gala days
0%	Classical music performance or opera
29%	Live music event e.g. traditional music, rock concert, jazz event
2%	Dance show/ event e.g. ballet
20%	Museum
3%	Historical place e.g. castle, stately home and grounds, battle or archaeology site
10%	Gallery
41%	Library, including mobile or online
0%	Archive or records office
23%	None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?	
7%	It costs too much
0%	I don't know enough about it
10%	Never occurred to me
62%	Not really interested
0%	I don't have anyone to go with
1%	I wouldn't enjoy it
0%	Not enough facilities close to where I live
31%	Health isn't good enough
0%	I might feel uncomfortable or out of place
0%	Lack of transport/ I can't easily get to it
0%	Poor access to venues (e.g. no disabled ramps)
0%	Not enough information on what is available
0%	Didn't enjoy it last time
0%	It's difficult to find the time
0%	I would feel unsafe going to/ from the activity/ event
0%	I would feel unsafe at the activity/ event
0%	Other

Q20 Please tell me to what extent you agree or disagree with the following statements?						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	33%	21%	25%	1%	20%
People in my community can influence decisions affecting my local area	0%	34%	22%	21%	0%	22%

Q21	First of all could you tell me whether you are registered with.... a GP or health centre?
	Yes 100% No 0% Don't know 0%

Q21	First of all could you tell me whether you are registered with.... a dentist?
	99% Yes 1% No 0% Don't know

Q22	How is your health in general? Would you say it is...
	54% Very good 21% Good 11% Fair 12% Poor 2% Very poor 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	34% 4 days a week or more 45% 1-3 days a week 13% Less than once a week 8% Never

Q24	Are you, or have you ever been, a smoker?
	30% Currently smoke 20% Used to smoke 49% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	1% Daily or almost daily 9% Weekly 4% Monthly 21% Less than monthly 66% Never 0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.					
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	1%	33%	66%	0%
	I've been feeling useful	0%	2%	21%	77%	0%
	I've been feeling relaxed	0%	1%	32%	65%	1%

I've been feeling interested in other people	0%	1%	21%	74%	3%
I've had energy to spare	0%	7%	30%	62%	1%
I've been dealing with problems well	0%	1%	23%	72%	5%
I've been thinking clearly	0%	1%	17%	75%	8%
I've been feeling good about myself	0%	3%	32%	62%	3%
I've been feeling close to other people	0%	0%	14%	77%	9%
I've been feeling confident	0%	2%	19%	73%	5%
I've been able to make up my own mind about things	0%	0%	16%	74%	9%
I've been feeling loved	0%	0%	19%	72%	8%
I've been interested in new things	0%	2%	22%	74%	2%
I've been feeling cheerful	0%	0%	25%	72%	2%

Q27	On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?
	80% 1 - Not at all
	18% 2
	2% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"
	73% Strongly agree
	23% Tend to agree
	2% Tend to disagree
	1% Strongly disagree
	2% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 96% None
- 2% On the job training
- 0% An FE college course
- 1% A university based course
- 0% Distance learning/ Open University
- 1% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 39% A qualification at degree level or above
- 61% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 79% Very safe
- 20% Fairly safe
- 1% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	97%	3%	0%	0%	0%
Alone in your home at night	95%	4%	0%	0%	0%
Walking alone in your neighbourhood during the day	83%	17%	0%	0%	0%
Walking alone in your neighbourhood after dark	37%	39%	8%	2%	14%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 1% Decreased a little
- 77% Remained the same
- 4% Increased a little
- 2% Increased a lot
- 17% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 41% Personal experience of crime
- 18% Experience of family or friends
- 64% Talking to people in the area
- 12% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 6% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 30% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 42% Alcohol/ Drugs
- 10% Nothing
- 3% Lack of money/ poverty
- 2% Unemployment
- 0% Prostitution
- 1% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 1% Crime e.g. Break ins/ burglary/ vandalism
- 8% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 2% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 30% Alcohol/ drugs
- 5% Boredom/ nothing to do
- 7% Unemployment
- 0% Housing
- 2% Lack of facilities e.g. clubs/ play areas/ football pitches
- 13% Lack of employment/ job opportunities
- 1% Lack of discipline/ parental control
- 1% Poverty/ lack of money
- 31% Don't know
- 9% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 85% Not at all
- 13% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 1% Building society account
- 0% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 2% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 79% Yes
- 15% No
- 1% Prefer not to say
- 5% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 21% No savings
- 2% Less than £1,000
- 28% £1,000 or more
- 1% Don't know
- 48% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 1% Council tax payments
- 0% Loan or credit card payments
- 2% Cost of food
- 15% Cost of domestic energy bills
- 2% Vehicle fuel prices
- 81% None of the above
- 3% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 7% Manage very well
- 58% Manage quite well
- 33% Get by all right
- 1% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 2% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 2% Make a complaint
- 23% Seek information
- 31% Request a service
- 0% Make a suggestion
- 43% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 14% Very satisfied
- 0% Satisfied
- 43% Neither satisfied nor dissatisfied
- 28% Dissatisfied
- 14% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 62% Very satisfied
- 38% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 67% Very satisfied
- 31% Satisfied
- 2% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 94% Get what you need at that contact
- 6% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 1% By a letter
- 92% By a telephone call to the Council
- 2% By a personal visit to a Council office
- 4% By e-mail
- 1% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	66%	33%	0%	1%	0%	0%
How quickly the phone was answered	66%	32%	1%	1%	0%	0%
How easy it was to get through to someone who could help	65%	34%	1%	1%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	66%	32%	1%	1%	0%	0%
How well the staff understood what you wanted	65%	32%	1%	2%	0%	0%
The outcome of your contact	66%	26%	1%	6%	1%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	100%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	100%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	0%	100%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	100%	0%	0%	0%	0%
The outcome of your contact	0%	75%	0%	0%	0%	25%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	13%	74%	0%	0%	0%	13%
The extent to which the first reply you received answered your query	13%	74%	0%	0%	0%	13%
The outcome of your contact	13%	74%	0%	0%	0%	13%

Q52 Have you ever used the Council's website?

49% Yes
51% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	68%	27%	4%	1%	0%	0%	0%
The amount of information provided on the website	68%	29%	3%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

99% Yes
1% No

Q55 Do you access, and use, the internet in any of the following ways...

75% Internet access at home
55% Internet access via a mobile phone
12% Internet access at work
3% Internet access through public access e.g. at library
3% Access the internet in some other way
22% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

28% Yes
72% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	81% Yes 19% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	87% Yes 13% No

Q57	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...
	57% Offering a good range of services 41% Providing an efficient service 65% Providing services which are value for money 56% Providing good quality services 8% Having friendly, polite, helpful, well informed employees 5% Promoting its services well 39% Tackling important issues for the future of the area 10% Listening to complaints 2% Communicating well with the public 15% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58	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	Neither nor	Disagree	Don't know
	Offers a good range of services	88%	11%	1%	0%
	Provides an efficient service	84%	14%	2%	0%
	Provides services which are value for money	70%	28%	2%	0%
	Provides good quality services	81%	17%	3%	0%
	Has friendly, polite, helpful, well informed employees	74%	25%	0%	0%
	Promotes its services well	67%	30%	3%	0%
	Tackles important issues for the future of the area	67%	30%	3%	0%
	Listens to complaints	57%	39%	4%	0%
	Communicates well with the public	69%	28%	3%	0%

Ensures sustainable use of resources and care for the environment	72%	27%	1%	0%
---	-----	-----	----	----

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	28% 1
	59% 2
	9% 3
	4% 4
	0% 5+

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	71% 0
	19% 1
	7% 2
	3% 3
	0% 4
	0% 5+

Q60	How many children are there in the household in each group?					
	0	1	2	3	4	5+
Less than 3 years	70%	29%	1%	0%	0%	0%
3-5years	73%	23%	3%	0%	0%	0%
6-15 years	41%	40%	15%	5%	0%	0%

Q61	Gender of respondent:
	46% Male
	54% Female

Q61	Age of respondent:
	6% 16-24
	23% 25-34
	10% 35-44
	15% 45-54
	14% 55-59
	13% 60-64
	10% 65-74
	10% 75+
	0% Refused

HH COMP	Household composition
	8% Single adult under 60
	13% Single adult 60+
	20% Two adults under 60
	15% Two adults aged 60+
	5% Two adults at least one over 60
	7% Single adult with at least one child
	19% Two adults and at least one child
	7% Three or more adults with no children
	6% Other

Q62	How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)
	56% 1
	10% 2
	1% 3
	0% 4 or more
	33% None

Q63	Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??
	23% Yes
	77% No

Q64	What is the nature of the disability?
	10% Mental health condition
	80% Mobility/ physical disabilities
	1% Learning difficulties (e.g. dyslexia)
	3% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	6% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	6% Other condition (please write in)
	0% Don't know
	0% Refused

Q65	If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?
	0% Yes
	87% No
	13% Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 65% None
- 24% Church of Scotland
- 8% Roman Catholic
- 1% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 1% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 93% Scottish
- 2% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 2% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 1% Less than £100 per week/ £5,199 per year
- 6% £100-199 per week / £5,200 - £10,399 per year
- 6% £200-299 per week / £10,400 - £15, 599 per year
- 7% £300-399 per week / £15,600 - £20,199 per year
- 5% £400-499 per week / £20,800 - £25,999 per year
- 5% £500-599 per week / £26,000 - £31,199 per year
- 9% £600 or more per week/ £31,200 or more per year
- 6% Don't know
- 55% Would rather not say



CITIZENS' SURVEY 2016

Ardler, St Mary's and Kirkton Results

SQ1	Community Regeneration area:
	Ardler, St Mary's and Kirkton
	100%
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	100% Strathmartine

Q1 What do you like best about living in this neighbourhood?	
0%	Close to beach/ coast
1%	Quality of housing
9%	Close to shops/ quality of shops/ amenities
4%	Always lived here/ familiar with/ know area
8%	Pleasant/ nice area
33%	Friendly people/ neighbours/ family and friends
62%	Quiet/ peaceful
2%	Convenient location
0%	Central location
2%	Other
3%	None/ nothing
0%	Don't know
0%	Lots for kids to do
0%	Lots of green/ open spaces/ countryside/ nice views
14%	Safe
3%	Good public transport
1%	Everything
12%	It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?	
3%	Littering/ dirty/ dog fouling
4%	Difficult/ poor parking
9%	Drug problems
1%	Lack of facilities for youths/ children
3%	ASB/ neighbours/ noisy
4%	Youths/ gangs causing trouble
0%	Poor shops
0%	Vandalism
1%	Other
76%	None/ nothing
0%	Lack of security
0%	Don't know
1%	Speeding cars/ traffic
0%	Lack of transport/ poor public transport
1%	Area going downhill/ untidy/ rundown
0%	Roads/ pavements/ winter gritting/ snow clearing
1%	Bin uplifts/ refuse collection
0%	Too many private lets/ undesirables moving into the area
0%	Too many stairs/ hills
0%	Not much for people to do in general

Q3	How long have you lived in this neighbourhood?
	2% Up to one year
	7% 1-2 years
	15% 3-5 years
	19% 6-10 years
	50% Over 10 years
	8% Always lived there
	0% Don't know

Q4	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?
	6% Yes - has got better
	10% Yes - has got worse
	73% No change
	10% Don't know

Q5	In what ways do you think it has changed? (better)
	0% Access to parks/ open spaces
	0% Better facilities/ amenities
	8% Less vandalism
	22% Housing improvements - new houses
	0% Improved schools
	0% Cleaner/ tidier/ less litter
	0% Improved shops
	0% Fewer drug problems
	0% Friendliness of people/ neighbours
	62% Quieter/ more peaceful
	0% Other
	0% Not sure
	8% Less people hanging around street
	8% Less crime
	0% More young families in the area

Q5	In what ways do you think it has changed? (worse)
	0% Lack of park/ open spaces
	5% Overgrown gardens/ uncut grass
	0% Poorer shops
	0% More vandalism
	10% Undesirable people moving in
	0% Lack of facilities for youths/ children
	10% ASB/ neighbours/ noisy
	0% People/ neighbours less friendly
	5% Youths/ gangs causing trouble
	65% Drug/ alcohol problems
	10% Other
	0% Not sure
	0% More crime
	0% People don't care about area
	0% Too many private lets
	5% Litter problems/ area is dirty
	10% Area is run down/ going downhill
	0% More houses being built
	5% Parking
	0% Condition of roads/ pavements
	5% More traffic/ motorbikes/ roads unsafe

Q6	Thinking now about the neighbourhood you live in, how would you rate it as a place to live?
	56% Very good
	38% Fairly good
	3% Fairly poor
	3% Very poor
	1% No opinion

Q7	How long have you lived in this house/ flat?
	3% Up to one year
	8% 1-2 years
	16% 3-5 years
	21% 6-10 years
	49% Over 10 years
	3% Always lived here
	0% Don't know

Q8	Please tell me which of the descriptions on this card best describes your house/ flat?
	19% Rented from the Council
	14% Rented from a housing association
	6% Rented from a private landlord
	0% Owned by you (not ex Council)
	61% Owned by you (ex Council)
	0% Other (please specify)

Q9	Overall, how do you rate the general condition of this (your) house/ flat?
	45% Very good
	53% Fairly good
	1% Average
	1% Fairly poor
	1% Very poor
	0% Don't know

Q10	Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
		Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
	Police service	11%	87%	0%	0%	2%
	Fire service	11%	87%	0%	0%	2%
	Refuse collection	12%	88%	0%	0%	0%
	Employment and advice services	2%	66%	0%	0%	31%
	Public transport	70%	26%	1%	0%	2%
	Sports and leisure facilities	79%	15%	0%	0%	6%
	Community centre/ library	75%	17%	0%	0%	7%
	Local youth facilities	21%	31%	2%	0%	45%
	Community Warden Service	1%	47%	1%	0%	51%

Q11	And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
		Very easy	Very easy	Very easy	Very easy	Very easy
	Police service	11%	87%	0%	0%	2%
	Fire service	11%	87%	0%	0%	2%
	Refuse collection	12%	88%	0%	0%	0%
	Employment and advice services	2%	64%	0%	0%	34%
	Public transport	36%	55%	0%	0%	8%
	Sports and leisure facilities	9%	39%	0%	0%	51%
	Community centre/ library	11%	61%	0%	0%	28%
	Local youth facilities	3%	19%	1%	0%	76%
	Community Warden Service	1%	37%	2%	0%	61%

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
Areas for children to play outside	5%	65%	14%	2%	14%
Cleanliness of Streets	9%	82%	8%	1%	0%
Shopping Facilities	52%	47%	1%	0%	0%
Condition of roads, pavements and street lighting	0%	66%	32%	2%	1%
Quality and maintenance of open spaces	5%	92%	2%	1%	0%
Cleanliness of the area around your home	7%	86%	6%	1%	0%
The built environment (e.g. buildings, heritage etc)	16%	84%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	24%	76%	1%	0%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
60%	Very satisfied
36%	Satisfied
4%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
64%	Very satisfied
32%	Satisfied
4%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

- 14% Clubs or groups for pre school age children
- 23% After school/ children's club
- 5% Local Schools as a community facility
- 8% Youth clubs/ projects or drop-in centres
- 36% Voluntary Youth Organisations
- 0% Youth Information Services
- 1% Other Youthwork activities
- 80% Organised Sporting activities/ classes/ clubs
- 68% Organised Social/ Leisure activities/ classes/ clubs
- 27% Learning groups or adult education classes
- 10% Self-help or social care groups
- 12% Community Festivals/ Events e.g. Gala Day
- 0% Community Council or Neighbourhood Group
- 0% Community Regeneration Forum or Group
- 0% Local Consultation Activities or Events
- 18% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	0%	7%	0%	0%	93%
After school/ children's clubs	0%	41%	0%	0%	59%
Local school as a community facility	0%	20%	0%	0%	80%
Youth clubs/ projects or drop-in centres	0%	19%	6%	0%	75%
Voluntary Youth Organisations	0%	23%	1%	0%	75%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	0%	45%	0%	0%	55%
Organised Social/ Leisure activities/ classes/ clubs	0%	49%	0%	0%	51%
Learning groups or adult education classes	0%	2%	0%	0%	98%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	96%	4%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%

Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16	Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.
	6% Yes
	94% No

Q17	Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?
	1% Children's group - e.g. playgroup, mothers and toddlers
	0% School children e.g. school trips, sports days, discos, in the classroom
	0% Youth groups/ children's activities outside of school
	0% Coaching or organising sport or exercise
	0% Church, religion or faith-based group
	0% The elderly
	0% Health disability or social welfare group or organisation
	0% Local community group/ neighbourhood association/ community council
	0% Tenants group/ residents association
	0% Trade union activities
	0% Public service - e.g. school, hospital, police, local government service
	1% Professional society
	0% Safety/ first aid
	0% The environment/ animals
	0% Justice/ human rights
	0% Hobbies/ recreation/ arts/ social club
	0% Citizens groups
	0% Domestic animal welfare
	0% Wildlife protection
	0% Environmental protection
	98% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?	
61%	Cinema
1%	Exhibition including art, photography or crafts
1%	Book festival or reading group
17%	Theatre e.g. pantomime, musical or play
10%	Street arts (art in everyday surroundings like streets, parks or shopping centre)
10%	Culturally specific festival e.g. mela/ Feis/ local Gala days
0%	Classical music performance or opera
39%	Live music event e.g. traditional music, rock concert, jazz event
0%	Dance show/ event e.g. ballet
22%	Museum
0%	Historical place e.g. castle, stately home and grounds, battle or archaeology site
9%	Gallery
54%	Library, including mobile or online
0%	Archive or records office
20%	None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?	
13%	It costs too much
0%	I don't know enough about it
0%	Never occurred to me
55%	Not really interested
0%	I don't have anyone to go with
0%	I wouldn't enjoy it
0%	Not enough facilities close to where I live
40%	Health isn't good enough
0%	I might feel uncomfortable or out of place
0%	Lack of transport/ I can't easily get to it
0%	Poor access to venues (e.g. no disabled ramps)
0%	Not enough information on what is available
0%	Didn't enjoy it last time
0%	It's difficult to find the time
0%	I would feel unsafe going to/ from the activity/ event
0%	I would feel unsafe at the activity/ event
0%	Other

Q20 Please tell me to what extent you agree or disagree with the following statements?						
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	38%	26%	27%	0%	9%
People in my community can influence decisions affecting my local area	0%	38%	26%	27%	0%	9%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

Yes
100%
0% No
0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

Yes
100%
0% No
0% Don't know

Q22 How is your health in general? Would you say it is...

65% Very good
12% Good
8% Fair
13% Poor
2% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

29% 4 days a week or more
56% 1-3 days a week
12% Less than once a week
3% Never

Q24 Are you, or have you ever been, a smoker?

35% Currently smoke
15% Used to smoke
50% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
0% Weekly
1% Monthly
17% Less than monthly
82% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	1%	27%	72%	0%
I've been feeling useful	0%	1%	14%	85%	0%
I've been feeling relaxed	0%	0%	17%	83%	0%
I've been feeling interested in other people	0%	0%	13%	86%	2%
I've had energy to spare	0%	1%	17%	82%	0%
I've been dealing with problems well	0%	1%	12%	88%	0%
I've been thinking clearly	0%	1%	12%	86%	1%
I've been feeling good about myself	0%	1%	23%	76%	1%
I've been feeling close to other people	0%	0%	11%	87%	2%
I've been feeling confident	0%	0%	11%	87%	2%
I've been able to make up my own mind about things	0%	0%	11%	87%	2%
I've been feeling loved	0%	0%	11%	87%	2%
I've been interested in new things	0%	1%	10%	87%	2%
I've been feeling cheerful	0%	0%	11%	87%	2%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

95% 1 - Not at all
5% 2
0% 3
0% 4
0% 5
0% 6 - A great deal
0% Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"

97% Strongly agree
3% Tend to agree
0% Tend to disagree
0% Strongly disagree
0% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 99% None
- 1% On the job training
- 0% An FE college course
- 0% A university based course
- 0% Distance learning/ Open University
- 0% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 0% A qualification at degree level or above
- 100% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 83% Very safe
- 16% Fairly safe
- 1% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	95%	4%	0%	0%	0%
Alone in your home at night	93%	6%	1%	0%	0%
Walking alone in your neighbourhood during the day	94%	6%	0%	0%	0%
Walking alone in your neighbourhood after dark	44%	32%	9%	2%	13%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 73% Remained the same
- 4% Increased a little
- 3% Increased a lot
- 19% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 50% Personal experience of crime
- 22% Experience of family or friends
- 71% Talking to people in the area
- 7% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 25% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 54% Alcohol/ Drugs
- 9% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 9% This is a good area/ neighbourhood/ quiet/ no trouble
- 2% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 0% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 42% Alcohol/ drugs
- 4% Boredom/ nothing to do
- 11% Unemployment
- 0% Housing
- 2% Lack of facilities e.g. clubs/ play areas/ football pitches
- 15% Lack of employment/ job opportunities
- 1% Lack of discipline/ parental control
- 1% Poverty/ lack of money
- 24% Don't know
- 0% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 89% Not at all
- 9% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 100% Bank account
- 0% Building society account
- 0% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 78% Yes
- 20% No
- 0% Prefer not to say
- 2% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 24% No savings
- 0% Less than £1,000
- 24% £1,000 or more
- 1% Don't know
- 51% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 1% Mortgage or rent payments
- 0% Changes to benefits
- 1% Council tax payments
- 0% Loan or credit card payments
- 1% Cost of food
- 10% Cost of domestic energy bills
- 0% Vehicle fuel prices
- 90% None of the above
- 0% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 3% Manage very well
- 67% Manage quite well
- 29% Get by all right
- 1% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 1% Make a complaint
- 26% Seek information
- 31% Request a service
- 0% Make a suggestion
- 43% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 0% Satisfied
- 51% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 49% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 72% Very satisfied
- 28% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 85% Very satisfied
- 13% Satisfied
- 2% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 93% Get what you need at that contact
- 7% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 2% By a letter
- 97% By a telephone call to the Council
- 0% By a personal visit to a Council office
- 1% By e-mail
- 0% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	79%	21%	0%	0%	0%	0%
How quickly the phone was answered	79%	19%	2%	0%	0%	0%
How easy it was to get through to someone who could help	78%	21%	1%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	78%	20%	1%	1%	0%	0%
How well the staff understood what you wanted	78%	19%	1%	2%	0%	0%
The outcome of your contact	78%	13%	2%	6%	1%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	0%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	0%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	34%	32%	0%	0%	0%	34%
The extent to which the first reply you received answered your query	34%	32%	0%	0%	0%	34%
The outcome of your contact	34%	32%	0%	0%	0%	34%

Q52 Have you ever used the Council's website?

54% Yes
46% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	80%	20%	0%	0%	0%	0%	0%
The amount of information provided on the website	80%	20%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

99% Yes
1% No

Q55 Do you access, and use, the internet in any of the following ways...

76% Internet access at home
56% Internet access via a mobile phone
9% Internet access at work
1% Internet access through public access e.g. at library
0% Access the internet in some other way
22% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

27% Yes
73% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	95% Yes 5% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	95% Yes 5% No

Q57	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...
	71% Offering a good range of services 30% Providing an efficient service 65% Providing services which are value for money 50% Providing good quality services 1% Having friendly, polite, helpful, well informed employees 3% Promoting its services well 48% Tackling important issues for the future of the area 13% Listening to complaints 1% Communicating well with the public 19% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58	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	Neither nor	Disagree	Don't know
	Offers a good range of services	84%	14%	2%	0%
	Provides an efficient service	84%	14%	2%	0%
	Provides services which are value for money	70%	28%	2%	0%
	Provides good quality services	78%	19%	4%	0%
	Has friendly, polite, helpful, well informed employees	74%	25%	0%	0%
	Promotes its services well	69%	27%	4%	0%
	Tackles important issues for the future of the area	66%	30%	4%	0%
	Listens to complaints	64%	33%	4%	0%
	Communicates well with the public	68%	29%	4%	0%

Ensures sustainable use of resources and care for the environment	75%	24%	1%	0%
---	-----	-----	----	----

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	29% 1
	58% 2
	9% 3
	3% 4
	0% 5+

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	70% 0
	23% 1
	5% 2
	2% 3
	0% 4
	0% 5+

Q60	How many children are there in the household in each group?						
		0	1	2	3	4	5+
	Less than 3 years	71%	27%	2%	0%	0%	0%
	3-5years	76%	20%	3%	0%	0%	0%
	6-15 years	41%	44%	15%	0%	0%	0%

Q61	Gender of respondent:
	46% Male
	54% Female

Q61	Age of respondent:
	5% 16-24
	23% 25-34
	11% 35-44
	16% 45-54
	16% 55-59
	10% 60-64
	10% 65-74
	9% 75+
	0% Refused

HHC0M Household composition

P

8%	Single adult under 60
12%	Single adult 60+
23%	Two adults under 60
10%	Two adults aged 60+
7%	Two adults at least one over 60
9%	Single adult with at least one child
18%	Two adults and at least one child
8%	Three or more adults with no children
5%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

55%	1
6%	2
0%	3
0%	4 or more
39%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??

22%	Yes
78%	No

Q64 What is the nature of the disability?

11%	Mental health condition
75%	Mobility/ physical disabilities
2%	Learning difficulties (e.g. dyslexia)
2%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
4%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0%	Difficulties with hearing
9%	Other condition (please write in)
0%	Don't know
0%	Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

0%	Yes
84%	No
16%	Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 75% None
- 16% Church of Scotland
- 8% Roman Catholic
- 1% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 96% Scottish
- 1% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 3% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 1% Less than £100 per week/ £5,199 per year
- 4% £100-199 per week / £5,200 - £10,399 per year
- 6% £200-299 per week / £10,400 - £15, 599 per year
- 4% £300-399 per week / £15,600 - £20,199 per year
- 3% £400-499 per week / £20,800 - £25,999 per year
- 8% £500-599 per week / £26,000 - £31,199 per year
- 9% £600 or more per week/ £31,200 or more per year
- 2% Don't know
- 63% Would rather not say

Beechwood, Lochee, Menzieshill and Charleston



CITIZENS' SURVEY 2016

Beechwood, Lochee, Menzieshill and Charleston

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	100% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	100% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1	What do you like best about living in this neighbourhood?
	0% Close to beach/ coast
	2% Quality of housing
	32% Close to shops/ quality of shops/ amenities
	2% Always lived here/ familiar with/ know area
	4% Pleasant/ nice area
	30% Friendly people/ neighbours/ family and friends
	48% Quiet/ peaceful
	2% Convenient location
	5% Central location
	2% Other
	5% None/ nothing
	0% Don't know
	1% Lots for kids to do
	0% Lots of green/ open spaces/ countryside/ nice views
	4% Safe
	11% Good public transport
	3% Everything
	5% It's ok/ fine/ I like it here/ no problems

Q2	What do you like least about living in this neighbourhood?
	1% Littering/ dirty/ dog fouling
	4% Difficult/ poor parking
	9% Drug problems
	2% Lack of facilities for youths/ children
	5% ASB/ neighbours/ noisy
	2% Youths/ gangs causing trouble
	0% Poor shops
	0% Vandalism
	1% Other
	76% None/ nothing
	0% Lack of security
	0% Don't know
	0% Speeding cars/ traffic
	1% Lack of transport/ poor public transport
	1% Area going downhill/ untidy/ rundown
	0% Roads/ pavements/ winter gritting/ snow clearing
	0% Bin uplifts/ refuse collection
	1% Too many private lets/ undesirables moving into the area
	0% Too many stairs/ hills
	0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 7% Up to one year
- 12% 1-2 years
- 17% 3-5 years
- 15% 6-10 years
- 46% Over 10 years
- 3% Always lived there
- 0% Don't know

Q4 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?

- 2% Yes - has got better
- 5% Yes - has got worse
- 77% No change
- 16% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 26% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 51% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 24% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5	In what ways do you think it has changed? (worse)
	0% Lack of park/ open spaces
	0% Overgrown gardens/ uncut grass
	0% Poorer shops
	0% More vandalism
	10% Undesirable people moving in
	0% Lack of facilities for youths/ children
	10% ASB/ neighbours/ noisy
	10% People/ neighbours less friendly
	0% Youths/ gangs causing trouble
	80% Drug/ alcohol problems
	0% Other
	0% Not sure
	0% More crime
	0% People don't care about area
	0% Too many private lets
	10% Litter problems/ area is dirty
	0% Area is run down/ going downhill
	0% More houses being built
	0% Parking
	0% Condition of roads/ pavements
	0% More traffic/ motorbikes/ roads unsafe

Q6	Thinking now about the neighbourhood you live in, how would you rate it as a place to live?
	31% Very good
	64% Fairly good
	4% Fairly poor
	1% Very poor
	0% No opinion

Q7	How long have you lived in this house/ flat?
	7% Up to one year
	12% 1-2 years
	17% 3-5 years
	15% 6-10 years
	46% Over 10 years
	3% Always lived here
	0% Don't know

Q8	Please tell me which of the descriptions on this card best describes your house/ flat?
	33% Rented from the Council
	8% Rented from a housing association
	10% Rented from a private landlord
	0% Owned by you (not ex Council)
	50% Owned by you (ex Council)
	0% Other (please specify)

Q9	Overall, how do you rate the general condition of this (your) house/ flat?
	20% Very good

77% Fairly good
 3% Average
 0% Fairly poor
 0% Very poor
 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	11%	89%	0%	0%	0%
Fire service	11%	89%	0%	0%	0%
Refuse collection	9%	89%	2%	0%	0%
Employment and advice services	1%	66%	0%	0%	33%
Public transport	76%	21%	3%	0%	1%
Sports and leisure facilities	86%	13%	0%	0%	1%
Community centre/ library	86%	11%	0%	0%	3%
Local youth facilities	30%	32%	2%	0%	37%
Community Warden Service	1%	29%	0%	0%	70%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	11%	89%	0%	0%	1%
Fire service	11%	89%	0%	0%	1%
Refuse collection	9%	91%	1%	0%	0%
Employment and advice services	1%	65%	0%	0%	34%
Public transport	53%	40%	2%	0%	6%
Sports and leisure facilities	22%	39%	0%	0%	39%
Community centre/ library	36%	47%	0%	0%	18%
Local youth facilities	4%	27%	2%	0%	68%
Community Warden Service	0%	24%	1%	0%	75%

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
	Areas for children to play outside	4%	78%	4%	2%	12%
	Cleanliness of Streets	5%	88%	6%	1%	0%
	Shopping Facilities	67%	33%	1%	0%	0%
	Condition of roads, pavements and street lighting	1%	71%	27%	2%	0%
	Quality and maintenance of open spaces	0%	97%	2%	1%	0%
	Cleanliness of the area around your home	1%	94%	4%	1%	0%
	The built environment (e.g. buildings, heritage etc)	11%	88%	1%	0%	0%
	The natural environment (e.g. parks, open spaces, countryside etc)	15%	84%	0%	1%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
52%	Very satisfied
46%	Satisfied
2%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
54%	Very satisfied
44%	Satisfied
2%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

- 28% Clubs or groups for pre school age children
- 26% After school/ children's club
- 3% Local Schools as a community facility
- 7% Youth clubs/ projects or drop-in centres
- 43% Voluntary Youth Organisations
- 0% Youth Information Services
- 0% Other Youthwork activities
- 86% Organised Sporting activities/ classes/ clubs
- 74% Organised Social/ Leisure activities/ classes/ clubs
- 15% Learning groups or adult education classes
- 15% Self-help or social care groups
- 9% Community Festivals/ Events e.g. Gala Day
- 0% Community Council or Neighbourhood Group
- 1% Community Regeneration Forum or Group
- 0% Local Consultation Activities or Events
- 11% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	0%	20%	0%	0%	80%
After school/ children's clubs	0%	13%	0%	0%	87%
Local school as a community facility	0%	0%	0%	0%	100%
Youth clubs/ projects or drop-in centres	0%	14%	0%	0%	86%
Voluntary Youth Organisations	0%	11%	0%	0%	89%
Youth Information Services	0%	0%	0%	0%	0%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	0%	51%	0%	0%	49%
Organised Social/ Leisure activities/ classes/ clubs	0%	47%	1%	0%	52%
Learning groups or adult education classes	0%	6%	0%	0%	94%
Self-help or social care groups	0%	3%	0%	3%	93%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	73%	27%
Community Council or Neighbourhood Group	0%	0%	0%	0%	100%

Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16	Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.
	7% Yes
	93% No

Q17	Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?
	0% Children's group - e.g. playgroup, mothers and toddlers
	0% School children e.g. school trips, sports days, discos, in the classroom
	0% Youth groups/ children's activities outside of school
	0% Coaching or organising sport or exercise
	1% Church, religion or faith-based group
	0% The elderly
	0% Health disability or social welfare group or organisation
	0% Local community group/ neighbourhood association/ community council
	0% Tenants group/ residents association
	0% Trade union activities
	0% Public service - e.g. school, hospital, police, local government service
	0% Professional society
	0% Safety/ first aid
	0% The environment/ animals
	0% Justice/ human rights
	0% Hobbies/ recreation/ arts/ social club
	0% Citizens groups
	0% Domestic animal welfare
	0% Wildlife protection
	0% Environmental protection
	99% None

Q18	In the last 12 months have you been to any of these events or places in Dundee?
	56% Cinema
	1% Exhibition including art, photography or crafts
	0% Book festival or reading group
	17% Theatre e.g. pantomime, musical or play
	7% Street arts (art in everyday surroundings like streets, parks or shopping centre)
	5% Culturally specific festival e.g. mela/ Feis/ local Gala days
	0% Classical music performance or opera
	38% Live music event e.g. traditional music, rock concert, jazz event
	0% Dance show/ event e.g. ballet
	20% Museum
	0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
	16% Gallery

55% Library, including mobile or online
 0% Archive or records office
 16% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

13% It costs too much
 3% I don't know enough about it
 0% Never occurred to me
 44% Not really interested
 3% I don't have anyone to go with
 0% I wouldn't enjoy it
 0% Not enough facilities close to where I live
 34% Health isn't good enough
 3% I might feel uncomfortable or out of place
 0% Lack of transport/ I can't easily get to it
 0% Poor access to venues (e.g. no disabled ramps)
 0% Not enough information on what is available
 0% Didn't enjoy it last time
 0% It's difficult to find the time
 0% I would feel unsafe going to/ from the activity/ event
 0% I would feel unsafe at the activity/ event
 3% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	28%	28%	27%	4%	13%
People in my community can influence decisions affecting my local area	0%	28%	28%	27%	4%	13%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

Yes
 100%
 No
 0%
 Don't know
 0%

Q21 First of all could you tell me whether you are registered with.... a dentist?

Yes
 100%
 No
 0%
 Don't know
 0%

Q22 How is your health in general? Would you say it is...

59% Very good
26% Good
7% Fair
8% Poor
0% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

39% 4 days a week or more
53% 1-3 days a week
6% Less than once a week
1% Never

Q24 Are you, or have you ever been, a smoker?

33% Currently smoke
13% Used to smoke
54% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

1% Daily or almost daily
0% Weekly
3% Monthly
27% Less than monthly
70% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	1%	37%	62%	0%
I've been feeling useful	0%	0%	25%	75%	0%
I've been feeling relaxed	0%	1%	28%	72%	0%
I've been feeling interested in other people	0%	0%	18%	81%	1%
I've had energy to spare	0%	0%	28%	72%	0%
I've been dealing with problems well	0%	0%	21%	78%	1%
I've been thinking clearly	0%	0%	18%	82%	1%
I've been feeling good about myself	0%	0%	29%	71%	0%
I've been feeling close to other people	0%	0%	15%	84%	1%
I've been feeling confident	0%	0%	14%	84%	2%
I've been able to make up my own mind about things	0%	0%	14%	83%	3%
I've been feeling loved	0%	0%	14%	82%	4%
I've been interested in new things	0%	0%	17%	81%	1%
I've been feeling cheerful	0%	0%	17%	82%	1%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

89% 1 - Not at all
 10% 2
 1% 3
 0% 4
 0% 5
 0% 6 - A great deal
 0% Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"

83% Strongly agree
 17% Tend to agree
 0% Tend to disagree
 0% Strongly disagree
 0% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 96% None
- 1% On the job training
- 1% An FE college course
- 3% A university based course
- 0% Distance learning/ Open University
- 0% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 74% A qualification at degree level or above
- 26% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 81% Very safe
- 17% Fairly safe
- 2% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	90%	9%	1%	0%	0%
Alone in your home at night	90%	8%	2%	0%	0%
Walking alone in your neighbourhood during the day	90%	9%	1%	0%	0%
Walking alone in your neighbourhood after dark	37%	39%	8%	2%	14%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 67% Remained the same
- 4% Increased a little
- 0% Increased a lot
- 29% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 62% Personal experience of crime
- 0% Experience of family or friends
- 63% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 24% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 55% Alcohol/ Drugs
- 15% Nothing
- 4% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 2% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 0% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 29% Alcohol/ drugs
- 1% Boredom/ nothing to do
- 10% Unemployment
- 0% Housing
- 1% Lack of facilities e.g. clubs/ play areas/ football pitches
- 19% Lack of employment/ job opportunities
- 0% Lack of discipline/ parental control
- 8% Poverty/ lack of money
- 30% Don't know
- 0% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 87% Not at all
- 12% A little
- 2% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 99% Bank account
- 0% Building society account
- 0% Credit union account
- 1% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 72% Yes
- 26% No
- 1% Prefer not to say
- 2% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 27% No savings
- 1% Less than £1,000
- 17% £1,000 or more
- 0% Don't know
- 55% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 3% Cost of food
- 12% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 88% None of the above
- 0% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 2% Manage very well
- 59% Manage quite well
- 37% Get by all right
- 3% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 2% Make a complaint
- 9% Seek information
- 53% Request a service
- 1% Make a suggestion
- 35% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 60% Satisfied
- 21% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 20% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 78% Very satisfied
- 22% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 86% Very satisfied
- 12% Satisfied
- 0% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 92% Get what you need at that contact
- 8% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 1% By a letter
- 95% By a telephone call to the Council
- 3% By a personal visit to a Council office
- 1% By e-mail
- 0% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	84%	16%	0%	0%	0%	0%
How quickly the phone was answered	84%	15%	1%	0%	0%	0%
How easy it was to get through to someone who could help	85%	15%	0%	1%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	85%	13%	2%	1%	0%	0%
How well the staff understood what you wanted	85%	13%	1%	2%	0%	0%
The outcome of your contact	85%	9%	2%	4%	1%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	74%	26%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	74%	26%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	74%	26%	0%	0%	0%	0%
How well the staff understood what you wanted	74%	26%	0%	0%	0%	0%
The outcome of your contact	74%	26%	0%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	50%	0%	0%	0%	50%	0%
The extent to which the first reply you received answered your query	50%	0%	0%	0%	50%	0%
The outcome of your contact	50%	0%	0%	0%	50%	0%

Q52 Have you ever used the Council's website?

47% Yes
53% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	80%	20%	0%	0%	0%	0%	0%
The amount of information provided on the website	80%	20%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

96% Yes
4% No

Q55 Do you access, and use, the internet in any of the following ways...

74% Internet access at home
55% Internet access via a mobile phone
18% Internet access at work
2% Internet access through public access e.g. at library
0% Access the internet in some other way
26% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

27% Yes
73% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	83% Yes 17% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	83% Yes 17% No

Q57	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...
	<ul style="list-style-type: none"> 67% Offering a good range of services 45% Providing an efficient service 67% Providing services which are value for money 51% Providing good quality services 2% Having friendly, polite, helpful, well informed employees 1% Promoting its services well 39% Tackling important issues for the future of the area 13% Listening to complaints 1% Communicating well with the public 14% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	83%	14%	2%	0%
Provides an efficient service	81%	17%	2%	0%
Provides services which are value for money	69%	28%	2%	0%
Provides good quality services	79%	19%	2%	0%
Has friendly, polite, helpful, well informed employees	67%	30%	2%	0%
Promotes its services well	70%	26%	5%	0%
Tackles important issues for the future of the area	68%	29%	3%	0%
Listens to complaints	63%	35%	2%	0%
Communicates well with the public	64%	32%	4%	0%
Ensures sustainable use of resources and care for the environment	71%	27%	2%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
42%	1
49%	2
7%	3
2%	4
0%	5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
82%	0
14%	1
2%	2
1%	3
0%	4
1%	5+

Q60 How many children are there in the household in each group?						
	0	1	2	3	4	5+
Less than 3 years	63%	34%	3%	0%	0%	0%
3-5years	57%	40%	3%	0%	0%	0%
6-15 years	54%	37%	3%	3%	0%	3%

Q61	Gender of respondent:
	47% Male
	53% Female

Q61	Age of respondent:
	10% 16-24
	21% 25-34
	10% 35-44
	17% 45-54
	12% 55-59
	8% 60-64
	17% 65-74
	5% 75+
	0% Refused

HHCOP Household composition	
P	20% Single adult under 60
	17% Single adult 60+
	22% Two adults under 60
	10% Two adults aged 60+
	5% Two adults at least one over 60
	4% Single adult with at least one child
	12% Two adults and at least one child
	7% Three or more adults with no children
	3% Other

Q62	How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)
	42% 1
	5% 2
	1% 3
	0% 4 or more
	52% None

Q63	Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??
	19% Yes
	81% No

Q64	What is the nature of the disability?
	18% Mental health condition
	67% Mobility/ physical disabilities
	5% Learning difficulties (e.g. dyslexia)
	0% Difficulties with sight
	5% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	10% Other condition (please write in)
	0% Don't know
	0% Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

- 0% Yes
- 100% No
- 0% Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

- 65% None
- 16% Church of Scotland
- 13% Roman Catholic
- 4% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 1% Another religion (please specify)
- 0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 88% Scottish
- 3% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 5% Polish
- 2% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 1% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 3% Less than £100 per week/ £5,199 per year
- 6% £100-199 per week / £5,200 - £10,399 per year
- 5% £200-299 per week / £10,400 - £15, 599 per year
- 7% £300-399 per week / £15,600 - £20,199 per year
- 4% £400-499 per week / £20,800 - £25,999 per year
- 9% £500-599 per week / £26,000 - £31,199 per year
- 5% £600 or more per week/ £31,200 or more per year
- 5% Don't know
- 56% Would rather not say



CITIZENS' SURVEY 2016

Coldside and Maryfield

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	100% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	45% Maryfield
	0% The Ferry
	55% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 29% Close to shops/ quality of shops/ amenities
- 1% Always lived here/ familiar with/ know area
- 6% Pleasant/ nice area
- 18% Friendly people/ neighbours/ family and friends
- 29% Quiet/ peaceful
- 24% Convenient location
- 10% Central location
- 4% Other
- 3% None/ nothing
- 0% Don't know
- 0% Lots for kids to do
- 2% Lots of green/ open spaces/ countryside/ nice views
- 5% Safe
- 12% Good public transport
- 1% Everything
- 4% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 3% Littering/ dirty/ dog fouling
- 4% Difficult/ poor parking
- 15% Drug problems
- 0% Lack of facilities for youths/ children
- 7% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 1% Other
- 69% None/ nothing
- 1% Lack of security
- 0% Don't know
- 2% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 0% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 6% Up to one year
- 20% 1-2 years
- 31% 3-5 years
- 16% 6-10 years
- 26% Over 10 years
- 0% Always lived there
- 0% Don't know

Q4 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?

- 2% Yes - has got better
- 8% Yes - has got worse
- 62% No change
- 27% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 25% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 22% Friendliness of people/ neighbours
- 29% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 23% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 0% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 6% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing trouble
- 73% Drug/ alcohol problems
- 7% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 0% Litter problems/ area is dirty
- 0% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 14% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

33% Very good
60% Fairly good
4% Fairly poor
3% Very poor
0% No opinion

Q7 How long have you lived in this house/ flat?

6% Up to one year
20% 1-2 years
31% 3-5 years
16% 6-10 years
26% Over 10 years
0% Always lived here
0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

19% Rented from the Council
11% Rented from a housing association
37% Rented from a private landlord
17% Owned by you (not ex Council)
16% Owned by you (ex Council)
0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

23% Very good
70% Fairly good
8% Average
0% Fairly poor
0% Very poor
0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	4%	92%	1%	0%	3%
Fire service	3%	94%	0%	0%	3%
Refuse collection	2%	98%	0%	0%	0%
Employment and advice services	0%	80%	0%	0%	20%
Public transport	80%	20%	0%	0%	1%
Sports and leisure facilities	69%	20%	0%	0%	11%
Community centre/ library	67%	23%	0%	0%	10%
Local youth facilities	2%	16%	0%	0%	81%
Community Warden Service	0%	14%	0%	0%	86%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	3%	93%	0%	0%	4%
Fire service	3%	93%	0%	0%	4%
Refuse collection	2%	98%	0%	0%	0%
Employment and advice services	0%	78%	0%	0%	22%
Public transport	68%	25%	0%	0%	8%
Sports and leisure facilities	23%	43%	0%	0%	35%
Community centre/ library	28%	48%	0%	0%	24%
Local youth facilities	1%	7%	0%	0%	93%
Community Warden Service	0%	10%	0%	0%	90%

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
Areas for children to play outside	10%	39%	9%	3%	40%
Cleanliness of Streets	8%	83%	9%	0%	0%
Shopping Facilities	72%	28%	0%	0%	0%
Condition of roads, pavements and street lighting	0%	65%	35%	0%	0%
Quality and maintenance of open spaces	2%	95%	3%	0%	0%
Cleanliness of the area around your home	2%	91%	6%	0%	0%
The built environment (e.g. buildings, heritage etc)	19%	81%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	25%	75%	0%	0%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
53%	Very satisfied
46%	Satisfied
1%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
66%	Very satisfied
33%	Satisfied
1%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

- 12% Clubs or groups for pre school age children
- 13% After school/ children's club
- 7% Local Schools as a community facility
- 7% Youth clubs/ projects or drop-in centres
- 13% Voluntary Youth Organisations
- 1% Youth Information Services
- 0% Other Youthwork activities
- 78% Organised Sporting activities/ classes/ clubs
- 55% Organised Social/ Leisure activities/ classes/ clubs
- 12% Learning groups or adult education classes
- 8% Self-help or social care groups
- 10% Community Festivals/ Events e.g. Gala Day
- 0% Community Council or Neighbourhood Group
- 0% Community Regeneration Forum or Group
- 0% Local Consultation Activities or Events
- 21% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	5%	34%	0%	0%	61%
After school/ children's clubs	0%	22%	0%	0%	78%
Local school as a community facility	0%	8%	0%	0%	92%
Youth clubs/ projects or drop-in centres	0%	9%	0%	0%	91%
Voluntary Youth Organisations	0%	18%	0%	0%	82%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	0%	72%	0%	0%	28%
Organised Social/ Leisure activities/ classes/ clubs	0%	51%	0%	0%	49%
Learning groups or adult education classes	4%	9%	0%	0%	87%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	100%	0%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	0%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

10% Yes

90% No

Q17 Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 1% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 65% Cinema
- 0% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 11% Theatre e.g. pantomime, musical or play
- 13% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 9% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 1% Classical music performance or opera
- 49% Live music event e.g. traditional music, rock concert, jazz event
- 1% Dance show/ event e.g. ballet
- 24% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 14% Gallery
- 55% Library, including mobile or online
- 1% Archive or records office
- 12% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 20% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 44% Not really interested
- 0% I don't have anyone to go with
- 4% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 33% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 4% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	28%	39%	25%	2%	6%
People in my community can influence decisions affecting my local area	0%	28%	39%	25%	2%	6%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 100% Yes
- 0% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

66% Very good
20% Good
6% Fair
6% Poor
2% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

45% 4 days a week or more
44% 1-3 days a week
8% Less than once a week
2% Never

Q24 Are you, or have you ever been, a smoker?

33% Currently smoke
20% Used to smoke
48% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
0% Weekly
2% Monthly
36% Less than monthly
62% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.					
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	1%	27%	71%	0%
I've been feeling useful	0%	1%	16%	83%	0%
I've been feeling relaxed	0%	1%	21%	78%	1%
I've been feeling interested in other people	0%	1%	12%	84%	3%
I've had energy to spare	0%	1%	18%	81%	0%
I've been dealing with problems well	0%	1%	9%	89%	1%
I've been thinking clearly	0%	1%	10%	87%	2%
I've been feeling good about myself	0%	1%	20%	79%	0%
I've been feeling close to other people	0%	1%	11%	88%	1%
I've been feeling confident	0%	1%	8%	90%	1%
I've been able to make up my own mind about things	0%	1%	8%	89%	2%
I've been feeling loved	0%	1%	8%	88%	3%
I've been interested in new things	0%	1%	9%	88%	2%
I've been feeling cheerful	0%	1%	9%	89%	2%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?	
89%	1 - Not at all
10%	2
1%	3
0%	4
0%	5
0%	6 - A great deal
0%	Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"	
86%	Strongly agree
14%	Tend to agree
0%	Tend to disagree
0%	Strongly disagree
0%	Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	93% None
	0% On the job training
	0% An FE college course
	7% A university based course
	0% Distance learning/ Open University
	0% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	94% A qualification at degree level or above
	6% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	62% Very safe
	37% Fairly safe
	1% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	86%	14%	0%	0%	0%
	Alone in your home at night	84%	16%	0%	0%	0%
	Walking alone in your neighbourhood during the day	84%	15%	1%	0%	0%
	Walking alone in your neighbourhood after dark	30%	49%	11%	1%	9%

Q33	Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?
	0% Decreased a lot
	0% Decreased a little
	45% Remained the same
	8% Increased a little
	2% Increased a lot
	45% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 44% Personal experience of crime
- 6% Experience of family or friends
- 79% Talking to people in the area
- 20% Media - television, radio, paper
- 6% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 28% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 56% Alcohol/ Drugs
- 0% Nothing
- 4% Lack of money/ poverty
- 3% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 10% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 1% Lack of policing/ wardens
- 0% Other
- 0% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 37% Alcohol/ drugs
- 1% Boredom/ nothing to do
- 10% Unemployment
- 0% Housing
- 1% Lack of facilities e.g. clubs/ play areas/ football pitches
- 8% Lack of employment/ job opportunities
- 0% Lack of discipline/ parental control
- 4% Poverty/ lack of money
- 37% Don't know
- 2% Nothing/ no issues
- 0% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 83% Not at all
- 15% A little
- 2% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 0% Building society account
- 0% Credit union account
- 2% Post Office card account
- 1% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 72% Yes
- 28% No
- 0% Prefer not to say
- 0% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 26% No savings
- 0% Less than £1,000
- 17% £1,000 or more
- 0% Don't know
- 56% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 8% Cost of food
- 25% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 73% None of the above
- 1% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 3% Manage very well
- 53% Manage quite well
- 41% Get by all right
- 3% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 0% Make a complaint
- 10% Seek information
- 32% Request a service
- 0% Make a suggestion
- 58% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 0% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 72% Very satisfied
- 23% Satisfied
- 4% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 74% Very satisfied
- 22% Satisfied
- 2% Neither satisfied nor dissatisfied
- 3% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 93% Get what you need at that contact
- 7% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 2% By a letter
- 93% By a telephone call to the Council
- 2% By a personal visit to a Council office
- 0% By e-mail
- 3% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	76%	21%	1%	1%	0%	0%
How quickly the phone was answered	76%	23%	1%	0%	0%	0%
How easy it was to get through to someone who could help	77%	20%	1%	1%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	79%	19%	1%	1%	0%	0%
How well the staff understood what you wanted	79%	17%	3%	1%	0%	0%
The outcome of your contact	79%	15%	4%	1%	0%	1%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	50%	50%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	50%	50%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	50%	0%	50%	0%	0%	0%
How well the staff understood what you wanted	50%	0%	50%	0%	0%	0%
The outcome of your contact	50%	0%	0%	0%	50%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	47%	53%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	47%	53%	0%	0%	0%	0%
The outcome of your contact	47%	53%	0%	0%	0%	0%

Q52 Have you ever used the Council's website?

48% Yes
52% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	76%	23%	1%	0%	0%	0%	0%
The amount of information provided on the website	76%	23%	1%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

81% Yes
19% No

Q55 Do you access, and use, the internet in any of the following ways...

85% Internet access at home
74% Internet access via a mobile phone
15% Internet access at work
4% Internet access through public access e.g. at library
0% Access the internet in some other way
14% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

17% Yes
83% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	87% Yes 13% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	87% Yes 13% No

Q57	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...
	<ul style="list-style-type: none"> 78% Offering a good range of services 32% Providing an efficient service 67% Providing services which are value for money 39% Providing good quality services 3% Having friendly, polite, helpful, well informed employees 1% Promoting its services well 48% Tackling important issues for the future of the area 12% Listening to complaints 0% Communicating well with the public 20% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	63%	37%	0%	0%
Provides an efficient service	58%	42%	0%	0%
Provides services which are value for money	49%	50%	1%	0%
Provides good quality services	59%	40%	0%	0%
Has friendly, polite, helpful, well informed employees	46%	54%	0%	0%
Promotes its services well	47%	52%	1%	0%
Tackles important issues for the future of the area	47%	51%	3%	0%
Listens to complaints	39%	59%	2%	0%
Communicates well with the public	45%	54%	0%	0%
Ensures sustainable use of resources and care for the environment	59%	41%	0%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

43% 1
 51% 2
 5% 3
 0% 4
 0% 5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

84% 0
 13% 1
 2% 2
 1% 3
 0% 4
 0% 5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	54%	46%	0%	0%	0%	0%	0%
3-5years	77%	23%	0%	0%	0%	0%	0%
6-15 years	58%	25%	14%	3%	0%	0%	0%

Q61 Gender of respondent:	
52%	Male
48%	Female

Q61 Age of respondent:	
8%	16-24
36%	25-34
12%	35-44
17%	45-54
8%	55-59
3%	60-64
15%	65-74
2%	75+
0%	Refused

HHCOP Household composition	
28%	Single adult under 60
11%	Single adult 60+
32%	Two adults under 60
7%	Two adults aged 60+
1%	Two adults at least one over 60
4%	Single adult with at least one child
11%	Two adults and at least one child
4%	Three or more adults with no children
1%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)	
42%	1
4%	2
0%	3
0%	4 or more
54%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??	
12%	Yes
88%	No

Q64	What is the nature of the disability?
	17% Mental health condition
	74% Mobility/ physical disabilities
	0% Learning difficulties (e.g. dyslexia)
	0% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	16% Other condition (please write in)
	0% Don't know
	0% Refused

Q65	If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?
	0% Yes
	95% No
	5% Not applicable - someone else in the household has the disability/illness

Q66	Can you please look at this card and specify what is your religion?
	68% None
	9% Church of Scotland
	13% Roman Catholic
	3% Other Christian
	0% Buddhist
	2% Hindu
	0% Jewish
	3% Muslim
	0% Sikh
	2% Another religion (please specify)
	0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 79% Scottish
- 3% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 5% Polish
- 6% Any other white ethnic group
- 1% Any mixed or multiple ethnic groups
- 1% Pakistani, Pakistani Scottish or Pakistani British
- 3% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 2% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 1% Less than £100 per week/ £5,199 per year
- 6% £100-199 per week / £5,200 - £10,399 per year
- 4% £200-299 per week / £10,400 - £15, 599 per year
- 2% £300-399 per week / £15,600 - £20,199 per year
- 7% £400-499 per week / £20,800 - £25,999 per year
- 2% £500-599 per week / £26,000 - £31,199 per year
- 2% £600 or more per week/ £31,200 or more per year
- 2% Don't know
- 73% Would rather not say



CITIZENS' SURVEY 2016

Fintry, Whitfield and Mill O'Mains

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	100% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	100% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?	
0%	Close to beach/ coast
1%	Quality of housing
6%	Close to shops/ quality of shops/ amenities
2%	Always lived here/ familiar with/ know area
12%	Pleasant/ nice area
43%	Friendly people/ neighbours/ family and friends
66%	Quiet/ peaceful
6%	Convenient location
0%	Central location
2%	Other
0%	None/ nothing
0%	Don't know
0%	Lots for kids to do
1%	Lots of green/ open spaces/ countryside/ nice views
13%	Safe
6%	Good public transport
0%	Everything
15%	It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?	
6%	Littering/ dirty/ dog fouling
1%	Difficult/ poor parking
0%	Drug problems
0%	Lack of facilities for youths/ children
4%	ASB/ neighbours/ noisy
3%	Youths/ gangs causing trouble
1%	Poor shops
0%	Vandalism
3%	Other
76%	None/ nothing
0%	Lack of security
0%	Don't know
1%	Speeding cars/ traffic
2%	Lack of transport/ poor public transport
2%	Area going downhill/ untidy/ rundown
2%	Roads/ pavements/ winter gritting/ snow clearing
1%	Bin uplifts/ refuse collection
1%	Too many private lets/ undesirables moving into the area
0%	Too many stairs/ hills
0%	Not much for people to do in general

Q3 How long have you lived in this neighbourhood?	
4%	Up to one year
6%	1-2 years
18%	3-5 years
24%	6-10 years
47%	Over 10 years
1%	Always lived there
0%	Don't know

Q4 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?

- 1% Yes - has got better
- 3% Yes - has got worse
- 87% No change
- 9% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 49% Fewer drug problems
- 51% Friendliness of people/ neighbours
- 0% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 15% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 14% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 29% Youths/ gangs causing trouble
- 0% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 14% People don't care about area
- 14% Too many private lets
- 28% Litter problems/ area is dirty
- 0% Area is run down/ going downhill
- 0% More houses being built
- 0% Parking
- 14% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 35% Very good
- 63% Fairly good
- 1% Fairly poor
- 0% Very poor
- 1% No opinion

Q7 How long have you lived in this house/ flat?

- 4% Up to one year
- 6% 1-2 years
- 19% 3-5 years
- 23% 6-10 years
- 48% Over 10 years
- 1% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 12% Rented from the Council
- 40% Rented from a housing association
- 8% Rented from a private landlord
- 17% Owned by you (not ex Council)
- 22% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 42% Very good
- 58% Fairly good
- 0% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?						
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used	
Police service	19%	81%	0%	0%	0%	
Fire service	19%	81%	0%	0%	0%	
Refuse collection	19%	79%	1%	1%	0%	
Employment and advice services	4%	63%	0%	0%	33%	
Public transport	50%	45%	5%	0%	0%	
Sports and leisure facilities	24%	51%	4%	0%	21%	
Community centre/ library	19%	66%	1%	0%	14%	
Local youth facilities	1%	30%	2%	0%	67%	
Community Warden Service	0%	25%	1%	0%	74%	

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	18%	79%	0%	0%	3%
Fire service	18%	79%	0%	0%	3%
Refuse collection	17%	82%	1%	0%	0%
Employment and advice services	5%	53%	0%	0%	42%
Public transport	32%	57%	0%	0%	10%
Sports and leisure facilities	2%	37%	9%	0%	52%
Community centre/ library	0%	62%	3%	0%	34%
Local youth facilities	0%	15%	2%	0%	83%
Community Warden Service	0%	15%	2%	0%	83%

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
Areas for children to play outside	7%	87%	3%	0%	4%
Cleanliness of Streets	5%	87%	8%	0%	0%
Shopping Facilities	29%	70%	0%	1%	0%
Condition of roads, pavements and street lighting	0%	82%	17%	1%	0%
Quality and maintenance of open spaces	1%	98%	1%	0%	0%
Cleanliness of the area around your home	3%	91%	6%	0%	0%
The built environment (e.g. buildings, heritage etc)	15%	85%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	19%	81%	0%	0%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
54%	Very satisfied
46%	Satisfied
0%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
61%	Very satisfied
39%	Satisfied
0%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?

- 16% Clubs or groups for pre school age children
- 19% After school/ children's club
- 1% Local Schools as a community facility
- 5% Youth clubs/ projects or drop-in centres
- 18% Voluntary Youth Organisations
- 0% Youth Information Services
- 0% Other Youthwork activities
- 50% Organised Sporting activities/ classes/ clubs
- 37% Organised Social/ Leisure activities/ classes/ clubs
- 9% Learning groups or adult education classes
- 0% Self-help or social care groups
- 8% Community Festivals/ Events e.g. Gala Day
- 0% Community Council or Neighbourhood Group
- 0% Community Regeneration Forum or Group
- 0% Local Consultation Activities or Events
- 37% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	6%	41%	0%	0%	53%
After school/ children's clubs	0%	39%	0%	0%	61%
Local school as a community facility	0%	33%	0%	0%	67%
Youth clubs/ projects or drop-in centres	0%	30%	0%	0%	70%
Voluntary Youth Organisations	0%	30%	0%	0%	70%
Youth Information Services	0%	0%	0%	0%	0%
Other Youthwork activities	0%	0%	0%	0%	0%
Organised Sporting activities/ classes/ clubs	0%	69%	0%	0%	31%
Organised Social/ Leisure activities/ classes/ clubs	0%	62%	0%	0%	38%
Learning groups or adult education classes	0%	6%	0%	0%	94%
Self-help or social care groups	0%	0%	0%	0%	0%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	100%	0%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%

Local Consultation Activities or Events	0%	0%	0%	0%	0%
---	----	----	----	----	----

Q16	Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.
	4% Yes
	96% No

Q17	Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?
	0% Children's group - e.g. playgroup, mothers and toddlers
	0% School children e.g. school trips, sports days, discos, in the classroom
	1% Youth groups/ children's activities outside of school
	0% Coaching or organising sport or exercise
	0% Church, religion or faith-based group
	0% The elderly
	0% Health disability or social welfare group or organisation
	0% Local community group/ neighbourhood association/ community council
	0% Tenants group/ residents association
	0% Trade union activities
	0% Public service - e.g. school, hospital, police, local government service
	0% Professional society
	0% Safety/ first aid
	0% The environment/ animals
	0% Justice/ human rights
	0% Hobbies/ recreation/ arts/ social club
	0% Citizens groups
	0% Domestic animal welfare
	0% Wildlife protection
	0% Environmental protection
	100% None

Q18	In the last 12 months have you been to any of these events or places in Dundee?
	60% Cinema
	0% Exhibition including art, photography or crafts
	0% Book festival or reading group
	18% Theatre e.g. pantomime, musical or play
	35% Street arts (art in everyday surroundings like streets, parks or shopping centre)
	9% Culturally specific festival e.g. mela/ Feis/ local Gala days
	0% Classical music performance or opera
	44% Live music event e.g. traditional music, rock concert, jazz event
	0% Dance show/ event e.g. ballet
	15% Museum
	0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
	11% Gallery
	49% Library, including mobile or online
	0% Archive or records office
	17% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 6% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 49% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 43% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 3% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	31%	23%	41%	3%	2%
People in my community can influence decisions affecting my local area	0%	31%	23%	41%	3%	2%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 100% Yes
- 0% No
- 0% Don't know

Q22 How is your health in general? Would you say it is...

68% Very good
19% Good
4% Fair
8% Poor
1% Very poor
0% Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

48% 4 days a week or more
47% 1-3 days a week
3% Less than once a week
1% Never

Q24 Are you, or have you ever been, a smoker?

25% Currently smoke
22% Used to smoke
53% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
0% Weekly
1% Monthly
23% Less than monthly
76% Never
0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	0%	32%	68%	0%
I've been feeling useful	0%	0%	25%	75%	0%
I've been feeling relaxed	0%	0%	32%	68%	0%
I've been feeling interested in other people	0%	0%	18%	82%	0%
I've had energy to spare	0%	1%	30%	69%	0%
I've been dealing with problems well	0%	0%	18%	81%	0%
I've been thinking clearly	0%	0%	18%	81%	0%
I've been feeling good about myself	0%	0%	31%	69%	0%
I've been feeling close to other people	0%	0%	17%	81%	2%
I've been feeling confident	0%	0%	19%	81%	0%
I've been able to make up my own mind about things	0%	0%	18%	81%	1%
I've been feeling loved	0%	0%	17%	82%	1%
I've been interested in new things	0%	0%	18%	82%	0%
I've been feeling cheerful	0%	0%	19%	81%	0%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

93% 1 - Not at all
7% 2
0% 3
0% 4
0% 5
0% 6 - A great deal
0% Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/relatives in this neighbourhood for support?"

92% Strongly agree
8% Tend to agree
0% Tend to disagree
0% Strongly disagree
0% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

- 98% None
- 0% On the job training
- 1% An FE college course
- 1% A university based course
- 0% Distance learning/ Open University
- 0% School
- 0% Adult education or evening class
- 0% Help with reading, writing or use of numbers
- 0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

- 0% No qualification
- 51% A qualification at degree level or above
- 49% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

- 86% Very safe
- 13% Fairly safe
- 1% A bit unsafe
- 0% Very unsafe
- 0% Don't know

Q32 How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	92%	8%	0%	0%	0%
Alone in your home at night	92%	8%	0%	0%	0%
Walking alone in your neighbourhood during the day	92%	8%	0%	0%	0%
Walking alone in your neighbourhood after dark	42%	45%	4%	1%	8%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 87% Remained the same
- 2% Increased a little
- 1% Increased a lot
- 11% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your option?

- 60% Personal experience of crime
- 40% Experience of family or friends
- 80% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 39% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 28% Alcohol/ Drugs
- 3% Nothing
- 3% Lack of money/ poverty
- 0% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 42% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 33% Alcohol/ drugs
- 13% Boredom/ nothing to do
- 5% Unemployment
- 0% Housing
- 3% Lack of facilities e.g. clubs/ play areas/ football pitches
- 4% Lack of employment/ job opportunities
- 3% Lack of discipline/ parental control
- 6% Poverty/ lack of money
- 28% Don't know
- 6% Nothing/ no issues
- 0% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 93% Not at all
- 7% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 100% Bank account
- 0% Building society account
- 0% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 80% Yes
- 18% No
- 0% Prefer not to say
- 2% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 11% No savings
- 0% Less than £1,000
- 9% £1,000 or more
- 0% Don't know
- 79% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 2% Cost of food
- 12% Cost of domestic energy bills
- 0% Vehicle fuel prices
- 88% None of the above
- 1% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 0% Manage very well
- 64% Manage quite well
- 34% Get by all right
- 1% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q43 When you last contacted Dundee City Council, was this contact to ...?

- 0% Make a complaint
- 14% Seek information
- 22% Request a service
- 0% Make a suggestion
- 63% Have never contacted with Council

Q44 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 0% Satisfied
- 0% Neither satisfied nor dissatisfied
- 100% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to seek information?

- 83% Very satisfied
- 10% Satisfied
- 3% Neither satisfied nor dissatisfied
- 3% Dissatisfied
- 0% Very dissatisfied

Q46 Overall, how satisfied were you with this contact to request a service?

- 93% Very satisfied
- 5% Satisfied
- 0% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 0% Very dissatisfied

Q47 On your most recent contact with the Council, did you....

- 93% Get what you need at that contact
- 7% Have to contact the Council again about the same issue

Q48 Was your most recent contact

- 0% By a letter
- 89% By a telephone call to the Council
- 0% By a personal visit to a Council office
- 0% By e-mail
- 11% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	90%	8%	0%	3%	0%	0%
How quickly the phone was answered	90%	8%	0%	3%	0%	0%
How easy it was to get through to someone who could help	90%	8%	0%	3%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	90%	5%	1%	4%	0%	0%
How well the staff understood what you wanted	90%	5%	1%	4%	0%	0%
The outcome of your contact	90%	5%	1%	3%	1%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	0%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	0%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	0%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q52 Have you ever used the Council's website?

55% Yes
45% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	90%	10%	0%	0%	0%	0%	0%
The amount of information provided on the website	90%	10%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

93% Yes
7% No

Q55 Do you access, and use, the internet in any of the following ways...

80% Internet access at home
62% Internet access via a mobile phone
16% Internet access at work
0% Internet access through public access e.g. at library
0% Access the internet in some other way
18% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

17% Yes
83% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	84% Yes 16% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	84% Yes 16% No

Q57	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...
	69% Offering a good range of services 47% Providing an efficient service 72% Providing services which are value for money 31% Providing good quality services 1% Having friendly, polite, helpful, well informed employees 0% Promoting its services well 50% Tackling important issues for the future of the area 12% Listening to complaints 0% Communicating well with the public 17% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58	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	Neither nor	Disagree	Don't know
Offers a good range of services	74%	25%	1%	0%
Provides an efficient service	67%	33%	1%	0%
Provides services which are value for money	50%	50%	1%	0%
Provides good quality services	55%	44%	1%	0%
Has friendly, polite, helpful, well informed employees	37%	62%	1%	0%
Promotes its services well	50%	49%	1%	0%
Tackles important issues for the future of the area	55%	44%	1%	0%
Listens to complaints	36%	63%	1%	0%
Communicates well with the public	43%	56%	1%	0%

Ensures sustainable use of resources and care for the environment	56%	43%	1%	0%
---	-----	-----	----	----

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	35% 1
	53% 2
	10% 3
	2% 4
	0% 5+

Q59	Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?
	71% 0
	22% 1
	5% 2
	1% 3
	0% 4
	0% 5+

Q60	How many children are there in the household in each group?						
		0	1	2	3	4	5+
	Less than 3 years	66%	34%	0%	0%	0%	0%
	3-5years	71%	29%	0%	0%	0%	0%
	6-15 years	52%	33%	12%	2%	2%	0%

Q61	Gender of respondent:
	46% Male
	54% Female

Q61	Age of respondent:
	7% 16-24
	25% 25-34
	11% 35-44
	20% 45-54
	16% 55-59
	6% 60-64
	9% 65-74
	5% 75+
	0% Refused

HHC0M Household composition

P

14%	Single adult under 60
9%	Single adult 60+
22%	Two adults under 60
9%	Two adults aged 60+
7%	Two adults at least one over 60
12%	Single adult with at least one child
14%	Two adults and at least one child
8%	Three or more adults with no children
4%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

54%	1
10%	2
1%	3
0%	4 or more
35%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??

14%	Yes
86%	No

Q64 What is the nature of the disability?

28%	Mental health condition
66%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
0%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0%	Difficulties with hearing
7%	Other condition (please write in)
0%	Don't know
0%	Refused

Q65 If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?

0%	Yes
100%	No
0%	Not applicable - someone else in the household has the disability/illness

Q66 Can you please look at this card and specify what is your religion?

81%	None
12%	Church of Scotland
7%	Roman Catholic
1%	Other Christian
0%	Buddhist
0%	Hindu
0%	Jewish
0%	Muslim

- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 96% Scottish
- 0% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 3% Polish
- 2% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 0% Less than £100 per week/ £5,199 per year
- 10% £100-199 per week / £5,200 - £10,399 per year
- 5% £200-299 per week / £10,400 - £15, 599 per year
- 2% £300-399 per week / £15,600 - £20,199 per year
- 4% £400-499 per week / £20,800 - £25,999 per year
- 3% £500-599 per week / £26,000 - £31,199 per year
- 9% £600 or more per week/ £31,200 or more per year
- 4% Don't know
- 61% Would rather not say

Mid Craigie, Linlathen and Douglas



CITIZENS' SURVEY 2016 Mid Craigie, Linlathen and Douglas

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	100% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	100% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?	
0%	Close to beach/ coast
1%	Quality of housing
15%	Close to shops/ quality of shops/ amenities
4%	Always lived here/ familiar with/ know area
8%	Pleasant/ nice area
19%	Friendly people/ neighbours/ family and friends
47%	Quiet/ peaceful
10%	Convenient location
1%	Central location
2%	Other
6%	None/ nothing
1%	Don't know
0%	Lots for kids to do
0%	Lots of green/ open spaces/ countryside/ nice views
2%	Safe
10%	Good public transport
1%	Everything
16%	It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?	
2%	Littering/ dirty/ dog fouling
1%	Difficult/ poor parking
12%	Drug problems
0%	Lack of facilities for youths/ children
5%	ASB/ neighbours/ noisy
3%	Youths/ gangs causing trouble
0%	Poor shops
1%	Vandalism
0%	Other
72%	None/ nothing
1%	Lack of security
2%	Don't know
1%	Speeding cars/ traffic
0%	Lack of transport/ poor public transport
4%	Area going downhill/ untidy/ rundown
0%	Roads/ pavements/ winter gritting/ snow clearing
0%	Bin uplifts/ refuse collection
2%	Too many private lets/ undesirables moving into the area
0%	Too many stairs/ hills
0%	Not much for people to do in general

Q3 How long have you lived in this neighbourhood?	
3%	Up to one year
10%	1-2 years
20%	3-5 years
21%	6-10 years
44%	Over 10 years
1%	Always lived there
0%	Don't know

Q4 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?

- 1% Yes - has got better
- 14% Yes - has got worse
- 71% No change
- 14% Don't know

Q5 In what ways do you think it has changed? (better)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 100% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5 In what ways do you think it has changed? (worse)

- 0% Lack of park/ open spaces
- 4% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 11% More vandalism
- 7% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 21% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 11% Youths/ gangs causing trouble
- 48% Drug/ alcohol problems
- 3% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 13% Litter problems/ area is dirty
- 4% Area is run down/ going downhill
- 0% More houses being built
- 4% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 37% Very good
- 49% Fairly good
- 12% Fairly poor
- 1% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 3% Up to one year
- 10% 1-2 years
- 21% 3-5 years
- 22% 6-10 years
- 43% Over 10 years
- 1% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 39% Rented from the Council
- 8% Rented from a housing association
- 7% Rented from a private landlord
- 10% Owned by you (not ex Council)
- 36% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 28% Very good
- 69% Fairly good
- 3% Average
- 1% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?					
	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Police service	11%	87%	2%	1%	0%
Fire service	11%	89%	0%	0%	0%
Refuse collection	13%	86%	1%	0%	0%
Employment and advice services	0%	46%	0%	0%	54%
Public transport	57%	41%	0%	0%	2%
Sports and leisure facilities	40%	48%	1%	0%	11%
Community centre/ library	40%	49%	0%	0%	11%
Local youth facilities	6%	19%	0%	0%	75%
Community Warden Service	3%	34%	0%	1%	62%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?					
	Very easy	Very easy	Very easy	Very easy	Very easy
Police service	12%	87%	0%	1%	0%
Fire service	12%	88%	0%	0%	0%
Refuse collection	15%	85%	0%	0%	0%
Employment and advice services	0%	41%	0%	0%	59%
Public transport	52%	41%	0%	0%	7%
Sports and leisure facilities	9%	49%	0%	0%	42%
Community centre/ library	7%	69%	0%	0%	23%
Local youth facilities	2%	13%	0%	0%	85%
Community Warden Service	2%	28%	1%	0%	69%

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
Areas for children to play outside	1%	44%	18%	4%	34%
Cleanliness of Streets	6%	86%	8%	1%	0%
Shopping Facilities	35%	64%	1%	0%	0%
Condition of roads, pavements and street lighting	1%	49%	49%	2%	0%
Quality and maintenance of open spaces	7%	88%	5%	0%	0%
Cleanliness of the area around your home	7%	85%	8%	1%	0%
The built environment (e.g. buildings, heritage etc)	20%	80%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	22%	77%	1%	0%	0%

Q13 Overall, how satisfied are you with the quality of life in this neighbourhood?	
48%	Very satisfied
45%	Satisfied
6%	Dissatisfied
0%	Very dissatisfied

Q14 Overall, how satisfied are you with the quality of life in Dundee?	
56%	Very satisfied
40%	Satisfied
5%	Dissatisfied
0%	Very dissatisfied

Q15 Can you tell me firstly, if you are aware of any of these in this area?	
17%	Clubs or groups for pre school age children
18%	After school/ children's club
7%	Local Schools as a community facility
17%	Youth clubs/ projects or drop-in centres
18%	Voluntary Youth Organisations
2%	Youth Information Services
1%	Other Youthwork activities
60%	Organised Sporting activities/ classes/ clubs
39%	Organised Social/ Leisure activities/ classes/ clubs
7%	Learning groups or adult education classes
0%	Self-help or social care groups
20%	Community Festivals/ Events e.g. Gala Day
1%	Community Council or Neighbourhood Group
0%	Community Regeneration Forum or Group
1%	Local Consultation Activities or Events
25%	None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?					
	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	0%	16%	0%	0%	84%
After school/ children's clubs	0%	16%	0%	0%	84%
Local school as a community facility	0%	0%	0%	0%	100%
Youth clubs/ projects or drop-in centres	0%	0%	2%	0%	98%
Voluntary Youth Organisations	0%	14%	0%	0%	86%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	0%	48%	8%	1%	43%
Organised Social/ Leisure activities/ classes/ clubs	0%	30%	3%	1%	65%
Learning groups or adult education classes	0%	0%	8%	0%	92%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	97%	3%
Community Council or Neighbourhood Group	0%	0%	0%	0%	100%

Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	51%	0%	49%

Q16	Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.
	8% Yes
	92% No

Q17	Looking at this showcard, can you tell me if you have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?
	0% Children's group - e.g. playgroup, mothers and toddlers
	1% School children e.g. school trips, sports days, discos, in the classroom
	0% Youth groups/ children's activities outside of school
	0% Coaching or organising sport or exercise
	1% Church, religion or faith-based group
	1% The elderly
	0% Health disability or social welfare group or organisation
	0% Local community group/ neighbourhood association/ community council
	0% Tenants group/ residents association
	0% Trade union activities
	0% Public service - e.g. school, hospital, police, local government service
	0% Professional society
	0% Safety/ first aid
	0% The environment/ animals
	0% Justice/ human rights
	0% Hobbies/ recreation/ arts/ social club
	0% Citizens groups
	0% Domestic animal welfare
	0% Wildlife protection
	0% Environmental protection
	98% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 60% Cinema
- 0% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 23% Theatre e.g. pantomime, musical or play
- 0% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 10% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 1% Classical music performance or opera
- 41% Live music event e.g. traditional music, rock concert, jazz event
- 1% Dance show/ event e.g. ballet
- 22% Museum
- 1% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 12% Gallery
- 46% Library, including mobile or online
- 0% Archive or records office
- 12% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 3% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 84% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 8% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 0% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 4% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?							
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion	
I can influence decisions affecting my local area	0%	39%	40%	12%	3%	7%	
People in my community can influence decisions affecting my local area	0%	40%	40%	13%	2%	6%	

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?	
99%	Yes
1%	No
0%	Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?	
99%	Yes
1%	No
0%	Don't know

Q22 How is your health in general? Would you say it is...	
44%	Very good
39%	Good
11%	Fair
7%	Poor
0%	Very poor
0%	Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?	
20%	4 days a week or more
63%	1-3 days a week
12%	Less than once a week
5%	Never

Q24 Are you, or have you ever been, a smoker?	
31%	Currently smoke
21%	Used to smoke
48%	Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

0% Daily or almost daily
 1% Weekly
 1% Monthly
 23% Less than monthly
 76% Never
 0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	1%	47%	52%	0%
I've been feeling useful	0%	1%	36%	62%	1%
I've been feeling relaxed	0%	0%	40%	59%	0%
I've been feeling interested in other people	0%	0%	27%	70%	4%
I've had energy to spare	0%	1%	34%	65%	0%
I've been dealing with problems well	0%	0%	26%	72%	2%
I've been thinking clearly	0%	0%	23%	74%	3%
I've been feeling good about myself	0%	0%	34%	65%	2%
I've been feeling close to other people	0%	0%	21%	74%	5%
I've been feeling confident	0%	0%	22%	75%	3%
I've been able to make up my own mind about things	0%	0%	19%	76%	5%
I've been feeling loved	0%	0%	21%	73%	6%
I've been interested in new things	0%	0%	27%	70%	2%
I've been feeling cheerful	0%	0%	28%	70%	1%

Q27 On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

79% 1 - Not at all
19% 2
1% 3
1% 4
0% 5
0% 6 - A great deal
0% Don't know

Q28 To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"

67% Strongly agree
32% Tend to agree
1% Tend to disagree
0% Strongly disagree
0% Don't know

Q29 Are you currently taking part in any of these forms of education/ classes of training?

98% None
1% On the job training
0% An FE college course
0% A university based course
0% Distance learning/ Open University
0% School
0% Adult education or evening class
0% Help with reading, writing or use of numbers
0% Other

Q30 What type of qualification, if any, will this lead to. Would it lead to...

0% No qualification
40% A qualification at degree level or above
60% Another qualification

Q31 Taking everything into account how safe do you feel your neighbourhood is as a place to live?

58% Very safe
38% Fairly safe
3% A bit unsafe
1% Very unsafe
0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	84%	14%	1%	0%	0%
	Alone in your home at night	78%	21%	1%	1%	0%
	Walking alone in your neighbourhood during the day	76%	21%	2%	1%	0%
	Walking alone in your neighbourhood after dark	32%	38%	11%	2%	16%

Q33	Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?	
	1%	Decreased a lot
	1%	Decreased a little
	58%	Remained the same
	3%	Increased a little
	3%	Increased a lot
	35%	Don't know

Q34	If you feel crime has increased in your neighbourhood, what has influenced your option?	
	9%	Personal experience of crime
	49%	Experience of family or friends
	73%	Talking to people in the area
	27%	Media - television, radio, paper
	0%	Social media internet sites e.g. Facebook, Twitter
	0%	Internet sites
	9%	Police or Council publications
	0%	Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 0% Boredom/ nothing to do/ lack of facilities
- 36% Don't know
- 1% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 45% Alcohol/ Drugs
- 7% Nothing
- 0% Lack of money/ poverty
- 3% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 7% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 1% Gangs/ youths

Q36 What, in your opinion, are the main issues for children and young people in your area?

- 22% Alcohol/ drugs
- 3% Boredom/ nothing to do
- 10% Unemployment
- 0% Housing
- 1% Lack of facilities e.g. clubs/ play areas/ football pitches
- 9% Lack of employment/ job opportunities
- 1% Lack of discipline/ parental control
- 0% Poverty/ lack of money
- 50% Don't know
- 3% Nothing/ no issues
- 1% Other

Q37 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 80% Not at all
- 18% A little
- 1% Quite a lot
- 1% A great deal
- 0% Don't know

Q38 Which of these accounts, if any, do you or your partner have?

- 97% Bank account
- 1% Building society account
- 0% Credit union account
- 2% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q39 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 71% Yes
- 28% No
- 0% Prefer not to say
- 1% Don't know

Q40 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 29% No savings
- 1% Less than £1,000
- 16% £1,000 or more
- 2% Don't know
- 51% Prefer not to say

Q41 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 5% Cost of food
- 26% Cost of domestic energy bills
- 2% Vehicle fuel prices
- 71% None of the above
- 2% Prefer not to say

Q42 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 4% Manage very well
- 59% Manage quite well
- 34% Get by all right
- 3% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 1% Refused
- 0% Don't know

Q43	When you last contacted Dundee City Council, was this contact to ...?
	1% Make a complaint
	8% Seek information
	37% Request a service
	0% Make a suggestion
	54% Have never contacted with Council

Q44	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	0% Very satisfied
	0% Satisfied
	55% Neither satisfied nor dissatisfied
	45% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to seek information?
	68% Very satisfied
	32% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q46	Overall, how satisfied were you with this contact to request a service?
	62% Very satisfied
	37% Satisfied
	0% Neither satisfied nor dissatisfied
	1% Dissatisfied
	0% Very dissatisfied

Q47	On your most recent contact with the Council, did you....
	94% Get what you need at that contact
	6% Have to contact the Council again about the same issue

Q48	Was your most recent contact
	1% By a letter
	94% By a telephone call to the Council
	3% By a personal visit to a Council office
	0% By e-mail
	1% By visiting the Council's website

Q49 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	65%	35%	0%	0%	0%	0%
How quickly the phone was answered	65%	35%	0%	0%	0%	0%
How easy it was to get through to someone who could help	64%	36%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	64%	34%	2%	0%	0%	0%
How well the staff understood what you wanted	64%	34%	2%	0%	0%	0%
The outcome of your contact	63%	31%	4%	2%	0%	0%

Q50 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	63%	37%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	63%	37%	0%	0%	0%	0%
Overall helpfulness/friendliness/courtesy of the staff you dealt with	0%	63%	37%	0%	0%	0%
How well the staff understood what you wanted	0%	63%	37%	0%	0%	0%
The outcome of your contact	0%	28%	0%	72%	0%	0%

Q51 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	0%	100%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	100%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	100%

Q52 Have you ever used the Council's website?

34% Yes
66% No

Q53 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	57%	43%	0%	0%	0%	0%	0%
The amount of information provided on the website	57%	43%	0%	0%	0%	0%	0%

Q54 Generally, do you feel that you receive enough information about the Council and the services it provides?

91% Yes
9% No

Q55 Do you access, and use, the internet in any of the following ways...

72% Internet access at home
52% Internet access via a mobile phone
4% Internet access at work
1% Internet access through public access e.g. at library
0% Access the internet in some other way
26% None of these - I do not access the internet

Q56 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

26% Yes
74% No

Q56	In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	88% Yes 12% No

Q56	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
	88% Yes 12% No

Q57	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...
	<ul style="list-style-type: none"> 75% Offering a good range of services 37% Providing an efficient service 55% Providing services which are value for money 44% Providing good quality services 2% Having friendly, polite, helpful, well informed employees 5% Promoting its services well 45% Tackling important issues for the future of the area 15% Listening to complaints 3% Communicating well with the public 21% Ensuring sustainable use of resources and care for the environment 0% Don't know

Q58 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	Neither nor	Disagree	Don't know
Offers a good range of services	77%	21%	2%	0%
Provides an efficient service	73%	25%	2%	0%
Provides services which are value for money	47%	49%	3%	0%
Provides good quality services	71%	27%	2%	0%
Has friendly, polite, helpful, well informed employees	58%	40%	2%	0%
Promotes its services well	49%	47%	3%	0%
Tackles important issues for the future of the area	54%	40%	6%	0%
Listens to complaints	43%	52%	5%	0%
Communicates well with the public	52%	45%	3%	0%
Ensures sustainable use of resources and care for the environment	68%	30%	2%	0%

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
41%	1
48%	2
10%	3
1%	4
0%	5+

Q59 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?	
87%	0
11%	1
2%	2
0%	3
0%	4
0%	5+

Q60 How many children are there in the household in each group?							
	0	1	2	3	4	5+	
Less than 3 years	40%	54%	6%	0%	0%	0%	
3-5years	83%	17%	0%	0%	0%	0%	
6-15 years	63%	34%	3%	0%	0%	0%	

Q61 Gender of respondent:	
47%	Male
53%	Female

Q61 Age of respondent:	
6%	16-24
22%	25-34
11%	35-44
19%	45-54
15%	55-59
4%	60-64
19%	65-74
4%	75+
0%	Refused

HHCOP Household composition	
27%	Single adult under 60
11%	Single adult 60+
22%	Two adults under 60
14%	Two adults aged 60+
3%	Two adults at least one over 60
3%	Single adult with at least one child
9%	Two adults and at least one child
9%	Three or more adults with no children
2%	Other

Q62 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)	
50%	1
13%	2
0%	3
0%	4 or more
38%	None

Q63 Do you or any member of your household have a longterm illness, condition or disability which has lasted or is expected to last 12 months or more??	
21%	Yes
79%	No

Q64	What is the nature of the disability?
	36% Mental health condition
	66% Mobility/ physical disabilities
	0% Learning difficulties (e.g. dyslexia)
	5% Difficulties with sight
	0% Learning disability (e.g. Downs Syndrome)
	0% Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
	0% Difficulties with hearing
	2% Other condition (please write in)
	0% Don't know
	0% Refused

Q65	If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?
	3% Yes
	74% No
	24% Not applicable - someone else in the household has the disability/illness

Q66	Can you please look at this card and specify what is your religion?
	68% None
	21% Church of Scotland
	11% Roman Catholic
	0% Other Christian
	0% Buddhist
	0% Hindu
	0% Jewish
	0% Muslim
	0% Sikh
	0% Another religion (please specify)
	1% Would rather not say

Q67 Which of these groups on this card do you consider you belong to?

- 95% Scottish
- 0% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 1% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q68 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. 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.

- 3% Less than £100 per week/ £5,199 per year
- 4% £100-199 per week / £5,200 - £10,399 per year
- 5% £200-299 per week / £10,400 - £15, 599 per year
- 1% £300-399 per week / £15,600 - £20,199 per year
- 3% £400-499 per week / £20,800 - £25,999 per year
- 1% £500-599 per week / £26,000 - £31,199 per year
- 1% £600 or more per week/ £31,200 or more per year
- 10% Don't know
- 73% Would rather not say

Appendix 2

Survey Questionnaire

SQ1 Community regeneration area:

Ardler, St Mary's and Kirkton	1	
Beechwood, Lochee, Menzieshill and Charleston	2	
Coldside and Maryfield	3	
Fintry, Whitfield and Mill O Mains	4	
Mid Craigie, Linlathen and Douglas	5	

SQ2 Ward

Dundee City West End	1	
Dundee City – Maryfield	2	
Dundee City - The Ferry	3	
Dundee City - Coldside	4	
Dundee City - Lochee	5	
Dundee City - East End	6	
Dundee City - North East	7	
Dundee City - Strathmartine	8	

INTERVIEWER: READ OUT Hello, my name is (show badge) I'm carrying out a survey on behalf of Dundee City Council/Dundee Partnership. You have been selected at random for this survey, and I wonder if I could ask you some questions about your satisfaction with your neighbourhood, health and public services? It should take approximately 20 minutes, and all the answers you give will be kept completely confidential. Can you spare the time just now to complete the questionnaire with me?

SECTION 1: YOUR HOUSE AND NEIGHBOURHOOD

1. The first few questions are about this neighbourhood. What do you like best about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]

--

2. What do you like least about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]

--

3. How long have you lived in this neighbourhood?

Up to one year	1	GO TO Q4
1-2 years	2	
3-5 years	3	
6-10 years	4	
Over 10 years	5	
Always lived there	6	
Don't know	7	

4. 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 Q5
Yes - has got worse	2	
No change	3	GO TO Q6
Don't know	4	

5. In what ways do you think it has changed? [INTERVIEWER: PROBE FULLY]

6. **SHOWCARD** Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

Very good	1	GO TO Q7
Fairly good	2	
Fairly poor	3	
Very poor	4	
No opinion	5	

7. How long have you lived in this house/ flat?

Up to one year	1	GO TO Q8
1-2 years	2	
3-5 years	3	
6-10 years	4	
Over 10 years	5	
Always lived there	6	
Don't know	7	

8. **SHOWCARD** Please tell me which of the descriptions on this card best describes your house/ flat? **SELECT ONE ONLY**

Rented from the Council	1	GO TO Q9
Rented from a housing association	2	
Rented from a private landlord	3	
Owned by you (not ex Council)	4	
Owned by you (ex Council)	5	
Other (please specify)	6	

9. **SHOWCARD** Overall, how do you rate the general condition of this (your) house / flat?

Very good	1	GO TO Q10
Fairly good	2	
Average/ alright	3	
Fairly poor	4	
Very poor	5	
Don't know	6	

SECTION 2: LOCAL AREA AND SERVICES

10. **SHOWCARD** . Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

11. **SHOWCARD** . And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Q10					Q11				
	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
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
Employment and advice services	1	2	3	4	5	1	2	3	4	5
Public transport	1	2	3	4	5	1	2	3	4	5
Sports and leisure facilities	1	2	3	4	5	1	2	3	4	5
Community centre / Library	1	2	3	4	5	1	2	3	4	5
Local youth facilities	1	2	3	4	5	1	2	3	4	5
Community Warden Service	1	2	3	4	5	1	2	3	4	5

12. **SHOWCARD** . 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
Areas for children to play outside	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
The built environment (e.g. buildings, heritage etc)	1	2	3	4	5
The natural environment (e.g. parks, open spaces, countryside etc)	1	2	3	4	5

13. **SHOWCARD** Overall, how satisfied are you with the quality of life in this neighbourhood?

Very satisfied	1	GO TO Q14
Satisfied	2	
Dissatisfied	3	
Very dissatisfied	4	

14. **SHOWCARD** Overall, how satisfied are you with the quality of life in Dundee?

Very satisfied	1	GO TO Q15
Satisfied	2	
Dissatisfied	3	
Very dissatisfied	4	

SECTION 3: COMMUNITY PARTICIPATION

15. I am going to read out some examples of community activities and organisations.
 A) Can you tell me firstly, if you are aware of any of these in this area? **MULTI**
 B) **SHOWCARD** And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these? Please take your answer from this card.

	A)	B) Take Part				
	Aware	Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre school age children	1	1	2	3	4	5
After school/children's clubs	2	1	2	3	4	5
Local school as a community facility	3	1	2	3	4	5
Youth clubs/projects or drop-in centres	4	1	2	3	4	5
Voluntary Youth Organisations	5	1	2	3	4	5
Youth Information Services	6	1	2	3	4	5
Other Youthwork activities	7	1	2	3	4	5
Organised Sporting activities/ classes/clubs	8	1	2	3	4	5
Organised Social/Leisure activities/classes/clubs	9	1	2	3	4	5
Learning groups or adult education classes	10	1	2	3	4	5
Self-help or social care groups	11	1	2	3	4	5
Community Festivals/ Events eg Gala Day	12	1	2	3	4	5
Community Council or Neighbourhood Group	13	1	2	3	4	5
Community Regeneration Forum or Group	14	1	2	3	4	5
Local Consultation Activities or Events	15	1	2	3	4	5

16. **READ OUT: The next set of questions are about the kinds of things that some people do to give up their time, without pay, to help people or for the benefit of their neighbourhood or a wider area, and either through organisations or acting as individuals. Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.**

Yes	1	GO TO Q18
No	2	GO TO Q17

17. **SHOWCARD We often find that people forget about some of the things they have done because they only do them occasionally or wouldn't normally think of it as helping people or their community. Looking at this showcard, Have you undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?[INTERVIEWER USE SHOWCARD AS A PROMPT FOR GROUPS/ ORGANISATIONS]**

Children's group – e.g. playgroup, mothers and toddlers	1	GO TO Q18
School children e.g. school trips, sports days, discos, in the classroom	2	
Youth groups / children's activities outside of school	3	
Coaching or organising sport or exercise	4	
Church, religion or faith-based group	5	
The elderly	6	
Health disability or social welfare group or organisation	7	
Local community group / neighbourhood association / community council	8	
Tenants group / residents association	9	
Trade union activities	10	
Public service – e.g. school, hospital, police, local government service	11	
Professional society	12	
Safety / first aid	13	
The environment / animals	14	
Justice / human rights	15	
Hobbies / recreation / arts / social club	16	
Citizen's groups	17	
Domestic animal welfare	18	

Wildlife protection	19
Environmental protection	20
None	21

18. **SHOWCARD** In the last 12 months have you been to any of these events or places in Dundee?
[INTERVIEWER USE SHOWCARD AS A PROMPT]

Cinema	1	Go to Q19
Exhibition including art, photography or crafts	2	
Book festival or reading group	3	
Theatre e.g. pantomime, musical or play	4	
Street arts (art in everyday surroundings like streets, parks or shopping centre)	5	
Culturally specific festival e.g. mela/ Feis/ local Gala days	6	
Classical music performance or opera	7	
Live music event e.g. traditional music, rock concert, jazz event	8	
Dance show / event e.g. ballet	9	
Museum	10	
Historical place e.g. castle, stately home and grounds, battle or archaeology site	11	
Gallery	12	
Library, including mobile or online	13	
Archive or records office	14	
None	15	

INTERVIEWER: IF RESPONDENT NOT TAKEN PART IN ANY COMMUNITY ACTIVITIES, ORGANISATIONS OR EVENTS/ PLACES AT Q15 /Q16/ Q17/Q18 ASK Q19, OTHERWISE GO TO Q20

19. **If you have not taken part in any community activities or organisations, can you tell me why this is?**

It costs too much	1	GO TO Q20
I don't know enough about it	2	
Never occurred to me	3	
Not really interested	4	
I don't have anyone to go with	5	
I wouldn't enjoy it	6	
Not enough facilities close to where I live	7	
Health isn't good enough	8	
I might feel uncomfortable or out of place	9	
Lack of transport/ I can't easily get to it	10	
Poor access to venues (e.g. no disabled ramps)	11	
Not enough information on what is available	12	
Didn't enjoy it last time	13	
It's difficult to find the time	14	
I would feel unsafe going to/from the activity/event	15	
I would feel unsafe at the activity/event	16	
Other, specify	17	

20. **SHOWCARD . Please tell me to what extent you agree or disagree with the following statements (please take your response from this card):**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	1	2	3	4	5	6
People in my community can influence	1	2	3	4	5	6

decisions affecting my local area						
-----------------------------------	--	--	--	--	--	--

SECTION 4: HEALTH

21. The next few questions are about your health. First of all could you tell me whether you are registered with...
 A)a GP or health centre? B)....a dentist?

	YES	NO	DON'T KNOW
A GP or health centre	1	2	3
A dentist?	1	2	3

22. How is your health in general? Would you say it is.....

Very good	1	GO TO Q23
Good	2	
Fair	3	
Poor	4	
Very poor	5	
Don't know	6	

23. **SHOWCARD (THIS CONTAINS DEFINITIONS OF PHYSICAL ACTIVITY)**

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

4 days a week or more	1	GO TO Q24
1-3 days a week	2	
Less than once a week	3	
Never	4	

24. Are you, or have you ever been, a smoker?

Currently smoke	1	GO TO Q25
Used to smoke	2	
Never smoked	3	

25. **SHOWCARD – USE WHEEL IF NEED CLARIFICATION**

FOR MEN - How often do you have 8 units of alcohol a day (equivalent to 3 pints of strong beer)?

FOR WOMEN - How often do you have 6 units of alcohol a day (equivalent to 2 large glasses of wine)?

Daily or almost daily	1	GO TO Q26
Weekly	2	
Monthly	3	
Less than monthly	4	
Never	5	
Don't know	6	

26. **SHOWCARD 9.** I am going to read out statements about feelings and thoughts. Please say which option best describes your experience over the last 2 weeks. Please take your answer from this card

	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 feeling interested in other people	1	2	3	4	5
I've had energy to spare	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 good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

27. **SHOWCARD** On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

1 - Not at all	1	GO TO Q28
2	2	
3	3	
4	4	
5	5	
6 – A great deal	6	
Don't know	7	

28. **SHOWCARD** To what extent do you agree with the statement: 'I could turn to friends/ relatives in this neighbourhood for support?'

Strongly agree	1	GO TO Q29
Tend to agree	2	
Tend to disagree	3	
Strongly disagree	4	
Don't know	5	

SECTION 5: EDUCATION

29. **SHOWCARD** Are you currently taking part in any of these forms of education/ classes or training?

None	1	GO TO Q30
On the job training	2	
An FE college course	3	
A university based course	4	
Distance learning/ Open University	5	
School	6	
Adult education or evening class	7	
Help with reading, writing or use of numbers	8	
Other	9	

30. What type of qualification, if any, will this lead to. Would it lead to....

No qualification	1	GO TO Q31
A qualification at degree level or above	2	
Another qualification	3	

SECTION 6: COMMUNITY SAFETY

31. Taking everything into account how safe do you feel your neighbourhood is as a place to live?

Very safe	1	GO TO Q32
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
Don't know	5	

32. **SHOWCARD** . How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	1	2	3	4	5
Alone in your home at night	1	2	3	4	5
Walking alone in your neighbourhood during the day	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5

33. Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

Decreased a lot	1	GO TO Q35
Decreased a little	2	
Remained the same	3	
Increased a little	4	GO TO Q34
Increased a lot	5	
Don't know	6	GO TO Q35

34. If you feel crime has increased in your neighbourhood, what has influenced your opinion?

Personal experience of crime	1	GO TO Q35
Experience of family or friends	2	
Talking to people in the area	3	
Media – television, radio, paper	4	
Social media internet sites eg Facebook, Twitter	5	
Internet sites	6	
Police or Council publications	7	
Other	8	

35. What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

	GO TO Q36
--	------------------

36. What, in your opinion, are the main issues for children and young people in your area?

	GO TO Q37
--	------------------

37. To what extent, if at all, does a fear of crime prevent you from taking part in your every day activities?

Not at all	1	GO TO Q38
A little	2	

Quite a lot	3
A great deal	4

SECTION 7: MONEY MATTERS

[INTERVIEWER READ OUT] The next set of questions might seem very personal, but the Council is keen to find about levels of financial inclusion and people's financial security, including their ability to 'cushion' life's unexpected problems. This includes being able to manage money effectively e.g. by having access to appropriate financial services and products. Please be assured that your responses to the survey are completely confidential

38. **SHOWCARD** Which of these accounts, if any, do you or your partner have? **MULTI**

Bank account	1	GO TO Q39
Building society account	2	
Credit union account	3	
Post Office card account	4	
No, none of these	5	
Prefer not to say	6	

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

Yes	1	GO TO Q40
No	2	
Prefer not to say	3	
Don't know	4	

40. **Thinking about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investment or do you have no savings or investments at all? SINGLE CODE**

No savings	1	GO TO Q41
Less than £1,000	2	
£1,000 or more	3	
Don't know	4	
Prefer not to say	5	

41. **SHOWCARD** Are you currently experiencing, or within the last year have you had any difficulties with the following?

Mortgage or rent payments	1	GO TO Q42
Changes to benefits	2	
Council tax payments	3	
Loan or credit card payments	4	
Cost of food	5	
Cost of domestic energy bills	6	
Vehicle fuel prices	7	
None of the above	8	
Prefer not to say	9	

42. **SHOWCARD** Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days? **SINGLE CODE**

Manage very well	1	GO TO Q43
Manage quite well	2	
Get by all right	3	
Don't manage very well	4	
Have some deep financial difficulties	5	
Are in deep financial trouble	6	
Refused	7	
Don't know	8	

SECTION 8: CONTACTING YOUR COUNCIL

43. When you last contacted Dundee City Council, was this contact to ...? **READ OUT LIST. SINGLE CODE?**

Make a complaint	1	GO TO Q44
Seek information	2	GO TO Q45
Request a service	3	GO TO Q46
Make a suggestion	4	GO TO Q47
Have never contacted the Council	5	GO TO Q52

44. **SHOWCARD** Overall, how satisfied were you that the Council responded reasonably to your complaint?

Very satisfied	1	GO TO Q47
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

45. **SHOWCARD** Overall, how satisfied were you with this contact to seek information?

Very satisfied	1	GO TO Q47
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

46. **SHOWCARD** Overall, how satisfied were you with this contact to request a service?

Very satisfied	1	GO TO Q47
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

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

Get what you need at <u>that</u> contact	1	GO TO Q48
Have to contact the Council again about the same issue	2	

48. Was your most recent contact **READ OUT LIST. SINGLE CODE**

By a letter	1	GO TO Q51
By a telephone call to the Council	2	GO TO Q49
By a personal visit to a Council office	3	GO TO Q50
By e-mail	4	GO TO Q51
By visiting the Council's website	5	GO TO Q53

49. : **SHOWCARD** . How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	1	2	3	4	5	6
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 Q52

50. : **SHOWCARD** . How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
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	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 Q52

51. : **SHOWCARD** . How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your e-mail/ letter	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

52. Have you ever used the Council's website?

Yes	1	GO TO Q53
No	2	GO TO Q54

53. : **SHOWCARD** . How would satisfied or dissatisfied would you way you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applic
How easily you managed to find the information you wanted	1	2	3	4	5	6	7
The amount of information provided on the website	1	2	3	4	5	6	7

54. Generally, do you feel that you receive enough information about the Council and the _____

services it provides?

Yes	1	GO TO Q55
No	2	

55. **SHOWCARD** . Do you access, and use, the internet in any of the following ways...

CODE ALL THAT APPLY

Internet access at home	1	GO TO Q56
Internet access via a mobile phone	2	
Internet access at work	3	
Internet access through public access eg at library	4	
Access the internet in some other way	5	
None of these – I do not access the internet	6	

56.

	YES	NO	GO TO Q57
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	1	2	
In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	1	2	
Would you know who to contact if you had concerns that a child was at risk of being abused?	1	2	

SECTION 9: VIEWS ABOUT THE COUNCIL

57. **SHOWCARD** . 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	GO TO Q58
Providing an efficient service	2	
Providing services which are value for money	3	
Providing good quality services	4	
Having friendly, polite, helpful, well informed employees	5	
Promoting its services well	6	
Tackling important issues for the future of the area	7	
Listening to complaints	8	
Communicating well with the public	9	
Ensuring sustainable use of resources and care for the environment	10	

58. **SHOWCARD** . 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	Neither nor	Disagree	GO TO Q59
Offers a good range of services	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	

SECTION 10: HOUSEHOLD DETAILS

59. 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 how many children?

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

IF NO CHILDREN, GO TO Q61

60. 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+

61. **SHOWCARD** . 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.										

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

1	1	GO TO Q63
2	2	
3	3	
4 or more	4	
None	5	

63. Do you or any member of your household have a **long term illness, condition or disability which has lasted or expected to last 12 months or more?** (SINGLE CODE)

Yes	1	GO TO Q64
No	2	GO TO Q66

64. **SHOWCARD** . What is the nature of the disability? (MULTI CODE)

Mental health condition	1	GO TO Q65
Mobility/ physical disabilities	2	
Learning difficulties (eg dyslexia)	3	
Difficulties with sight	4	
Learning disability (eg Down's Syndrome)	5	
Developmental disorder (eg Autistic Spectrum Disorder or Asperger's syndrome)	6	
Difficulties with hearing	7	

Other condition (please write in)	8
Don't know	9

65. **If you yourself are experiencing illness or disability, does a person aged 18 or under have a significant role in looking after you?**

Yes	1	GO TO Q66
No	2	
Not applicable – someone else in the household has the disability/illness	3	

66. **SHOWCARD . Can you please look at this card and specify what is your religion?**
SINGLE CODE

None	1	GO TO Q67
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	

67. **SHOWCARD . Which of the groups on this card do you consider you belong to?**
SINGLE CODE ONLY

White		GO TO Q68
Scottish	1	
Other British	2	
Irish	3	
Gypsy/ Traveller	4	
Polish	5	
Any other white ethnic group	6	
Any mixed or multiple ethnic groups	7	
Asian, Asian Scottish or Asian British		
Pakistani, Pakistani Scottish or Pakistani British	8	
Indian, Indian Scottish or Indian British	9	
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10	
Chinese, Chinese Scottish or Chinese British	11	
Other	12	
African, Caribbean or Black		
African, African Scottish or African British	13	
Caribbean, Caribbean Scottish or Caribbean British	14	
Black, Black Scottish or Black British	15	
Other	16	
Other Ethnic Background		
Arab	17	
Any other Background	18	
Refused	19	
Don't know	20	

68. **SHOWCARD** . 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 your overall annual household income falls. Please use net income from all sources i.e. 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.

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

Thank and close statement

- Thank you very much for answering my questions.
- Are you happy to sign the questionnaire to verify that you have taken part in the survey and your answers have been recorded accurately?

'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided'.

Signature	
Print name	

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P862																																								
Project name	Dundee Citizens' Survey																																								
Objectives of the research	<p>The specific research objectives of the 2016 Citizen Survey were as follows.</p> <ul style="list-style-type: none"> ■ To establish the public's views on general and specific aspects of life in Dundee, including: <ul style="list-style-type: none"> ○ The home and neighbourhood ○ Health ○ Education and employment ○ Community safety ○ Financial issues. ■ To establish levels of satisfaction with public services ■ To establish the customer experience when contacting the Council ■ To strengthen the evidence base which will support and inform the development of Dundee's Single Outcome Agreement. 																																								
Target group	Those who live in Dundee Council area																																								
Target sample size	1800 interviews																																								
Achieved sample size	<p>1807 interviews</p> <table border="1"> <thead> <tr> <th>Electoral Ward</th> <th>Sample Base 2016 Survey</th> <th>Population (adults aged 16+ years)</th> <th>Confidence Interval (at 95%)</th> </tr> </thead> <tbody> <tr> <td>Dundee City West End</td> <td>99</td> <td>18657</td> <td>+/- 9.8%</td> </tr> <tr> <td>Dundee City - Maryfield</td> <td>200</td> <td>14499</td> <td>+/- 6.9%</td> </tr> <tr> <td>Dundee City - The Ferry</td> <td>95</td> <td>16380</td> <td>+/- 10%</td> </tr> <tr> <td>Dundee City - Coldsides</td> <td>198</td> <td>17651</td> <td>+/- 6.9%</td> </tr> <tr> <td>Dundee City - Lochee</td> <td>320</td> <td>15751</td> <td>+/- 5.4%</td> </tr> <tr> <td>Dundee City - East End</td> <td>295</td> <td>13243</td> <td>+/- 5.6%</td> </tr> <tr> <td>Dundee City - North East</td> <td>300</td> <td>11954</td> <td>+/- 5.6%</td> </tr> <tr> <td>Dundee City - Strathmartine</td> <td>300</td> <td>15429</td> <td>+/- 5.6%</td> </tr> <tr> <td>Total Dundee</td> <td>1807</td> <td>123564</td> <td>+/- 2.3%</td> </tr> </tbody> </table>	Electoral Ward	Sample Base 2016 Survey	Population (adults aged 16+ years)	Confidence Interval (at 95%)	Dundee City West End	99	18657	+/- 9.8%	Dundee City - Maryfield	200	14499	+/- 6.9%	Dundee City - The Ferry	95	16380	+/- 10%	Dundee City - Coldsides	198	17651	+/- 6.9%	Dundee City - Lochee	320	15751	+/- 5.4%	Dundee City - East End	295	13243	+/- 5.6%	Dundee City - North East	300	11954	+/- 5.6%	Dundee City - Strathmartine	300	15429	+/- 5.6%	Total Dundee	1807	123564	+/- 2.3%
Electoral Ward	Sample Base 2016 Survey	Population (adults aged 16+ years)	Confidence Interval (at 95%)																																						
Dundee City West End	99	18657	+/- 9.8%																																						
Dundee City - Maryfield	200	14499	+/- 6.9%																																						
Dundee City - The Ferry	95	16380	+/- 10%																																						
Dundee City - Coldsides	198	17651	+/- 6.9%																																						
Dundee City - Lochee	320	15751	+/- 5.4%																																						
Dundee City - East End	295	13243	+/- 5.6%																																						
Dundee City - North East	300	11954	+/- 5.6%																																						
Dundee City - Strathmartine	300	15429	+/- 5.6%																																						
Total Dundee	1807	123564	+/- 2.3%																																						
Date of fieldwork	17 th October to the 20 th December																																								

Sampling method	<p>The sample structure was designed to replicate the sampling methodology and structure utilised in the previous survey. This involved a disproportionate sampling methodology where:</p> <ul style="list-style-type: none"> ■ 800 interviews were completed with the general population of Dundee (100 in each of the 8 wards) ■ 1,000 interviews were carried out within community regeneration areas (200 in each of the 5 regeneration areas) <p>The “disproportionate” sampling approach was used previously and involves delivering the same number of interviews in each Ward or regeneration area, regardless of the actual population size of the area. This ensures the data for each Ward or regeneration area can be directly compared (with the same level of accuracy). The “disproportionate” aspect is eliminated in the results by applying appropriate statistical reweighting to balance survey data to be reflective of the entire population.</p> <p>Within each area, a random sample was drawn to ensure coverage across each area. Interviewing was scheduled over day time, evening and weekends to ensure all segments of the working and non working population had the opportunity to participate.</p>
Data collection method	Face to face methodology
Response rate and definition and method of how calculated	N/A
Any incentives?	No
Number of interviewers	8
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	At the overall Dundee level the margin of error associated with the results is +/-2.3%. (based upon a 50% estimate at the 95% level of confidence).