Citizen Survey 2019

Research Report

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Dundee City Council

Citizen Survey 2019

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1. EXECUTIVE SUMMARY

INTRODUCTION

This report represents and discusses the findings to emerge from Dundee City Council's 2019 Citizens' Survey. This survey has also been carried out for a number of years previously, most recently in 2018.

The specific research objectives of the 2019 Citizens' Survey were as follows.

- To establish the public's views on general and specific aspects of life in Dundee, including:
    - The home and neighbourhood
    - Travel and transport
    - Community participation
    - Health
    - 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 City Plan.

A total of 1300 interviews were carried out with a representative sample of Dundee residents. A disproportionate sampling methodology was used where:

- 800 interviews were carried out among the general population of Dundee (100 in each of the 8 wards)
- 500 interviews were carried out among in community regeneration areas (100 in each of 5 areas)

At the overall Dundee level, the margin of error associated with the results is ±2.7%. This is a body of data which should be considered robust and Dundee City Council and Dundee Partnership should have confidence in.

The following summarises the key findings under each of the research themes, noting significant changes that have been seen since 2015. 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 surveys 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, rated their neighbourhood as a very or fairly good place to live.
- Regarding the **local area and services**, overall satisfaction has remained consistently high, with satisfaction levels generally being in the high 90%'s. The proportion of respondents stating very satisfied varies significantly from 44% in terms of employment and advice services to 82% in terms of public transport.
- When thinking about the **accessibility of local services**, respondents were most likely to consider the fire service (89%), police service (87%) and public transport (86%) to be very easy to access.
- Overall **satisfaction with aspects of your neighbourhood** was high, however the proportion of respondents stating very satisfied was highest in terms of the natural; environment (73%) and the built environment (71%). The proportion of respondents stating very satisfied has decreased for all neighbourhood aspects since the 2018 survey.
- **Quality of life** in the neighbourhood has remained consistently high, maintaining overall satisfaction of between 98% and 100% since 2016. However, the proportion of respondents being very satisfied with the quality of life in the neighbourhood has decreased from 85% in 2018 to 71% in 2019. This trend was also seen in the question which asked respondents about the quality of life in Dundee. 86% of respondents said they were very satisfied in this respect in 2018, compared to 75% in 2019.
- When asked about the main way respondents **travel** on their most regular commute or journey, respondents were most likely to travel by car (49%), followed by bus (32%), walking (16%) and cycling (2%). Analysis of respondents most regular commute reveals respondents who travel outside of Dundee for work were most likely to do so by car (89%), university or college students were most likely to travel to campus by bus (59%) and the majority of those who regularly took children to school did so by walking (79%).
- When asked about the frequency of use of **public transport**, 43% of respondents use public transport at least once a week, while 41% use it less frequently. The proportion of respondents who said they never use public transport has more than halved since the previous survey, from 34% in 2018 to 15% in 2019. The majority of respondents said they did not experience any barriers in using public transport (83%). However, the proportion of respondents who did experience some form of barrier in using public transport has increased from 8% in 2018 to 17% in 2019.
- 42% 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 gradually increased from 37% in 2016, to 38% in 2017, 41% in 2018 and 42% in 2019.
- Just over three quarters of respondents (77%) rated their **health** as very or fairly good. The proportion of respondents rating their health as very good has continued to decrease since 2017, from 61% in 2017, to 57% in 2018 and 48% in 2019. This is the first

time the proportion of respondents stating their health was very good has dropped below 50%.

- Less than one fifth (17%) of all respondents undertook moderate **physical activity** for at least 30 minutes in a day. 4 days a week or more. 40% said they undertook moderate exercise 1-3 days per week, 19% said less than once a week and 24% 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 decreased from 27% in 2018 to 24% in 2019.
- A new question was introduced with the aim of understanding Dundee residents' perceptions of **healthy eating and obesity**. 1 in 2 respondents (50%) agreed they know they need to do something to eat more healthily, while 47% felt they are a healthy weight for their height.
- The proportion of respondents who stated that they never drink the recommended **alcohol allowance** has decreased significantly since the 2016 survey (56%) and is at its lowest level across the 2016 to 2019 survey period with 22% of respondents stating they never drink the recommended allowance.
- The proportion of respondents who said they feel very **safe** at home alone during the day (88%), at night (84%) and walking alone in your neighbourhood during the day (86%) are at its lowest levels since 2016. The proportion of respondents who said they felt very safe walking alone in their neighbourhood after dark (57%) has decreased since the 2018 survey (60%) but remains higher than the proportion reported in 2016 (50%).
- When asked about the changes in **crime** levels over the past year, the majority (77%) were of the opinion that the level of crime has remained the same over the past year, an increase from the 68% reported in 2016 and 70% reported in 2017 and 2018.
- The proportion of respondents who said their household is managing very or quite well **financially** has decreased significantly since the 2018 survey (63%) and is at its lowest level since 2016. The proportion who are not managing very well or have some/ are in deep financial difficulty has doubled from 5% in 2018 to 10% in 2019. This is the highest level recorded since the question was first asked in 2012. Respondents who were experiencing difficulty were most likely to say this was in relation to the cost of domestic energy bills (17%) and the cost of food (14%).
- **Satisfaction with contacting the Council** has decreased in relation to complaints from 67% being very satisfied in 2018 to 43% in 2019. The proportion of respondents who were very satisfied with their contact to seek information has decreased since the 2017 survey, decreasing from 86% in 2017 to 77% in 2018 and then decreasing to 69% in 2019. The proportion of respondents very satisfied with the contact to request a service or make a payment has decreased from 92% in 2017 to 88% in 2018 and then further decreasing to 66% in 2019.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Dundee City Council's 2019 Citizens' Survey which was undertaken by Research Resource. This survey has also been carried out for a number of years previously, most recently in 2018.

2.2 Objectives

The specific research objectives of the 2019 Citizens' Survey were as follows.

- To establish the public's views on general and specific aspects of life in Dundee, including:
  - The home and neighbourhood
  - Travel and transport
  - Community participation
  - Health
  - 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 City Plan.

2.3 Methodology

A total of 1300 interviews were carried out with a representative sample of Dundee residents. A disproportionate sampling methodology was used. We achieved:

- 800 among the general population of Dundee (100 in each of the 8 wards)
- 500 in community regeneration areas (100 in each of 5 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 daytime, 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 2019 Survey	Population (adults aged 16+ years)	Confidence Interval (at 95%)
Dundee City - West End	100	18527	±9.77
Dundee City - Maryfield	145	16452	±8.1
Dundee City - The Ferry	100	17127	±9.77
Dundee City - Coldside	155	16053	±7.83
Dundee City - Lochee	200	15787	±6.89
Dundee City - East End	200	12549	±6.87
Dundee City - North East	200	12509	±6.87
Dundee City - Strathmartine	200	15730	±6.89
Total Dundee	**1300**	**124734**	**±2.7**

The 2019 questionnaire was developed from the 2018 survey questionnaire. The 2019 questionnaire was revised, and the following amendments were agreed:

- Q10/11: Library and community centre are now two separate categories.
- Q15-Q18: Additional questions added regarding active travel and travel to the city centre.
- Removal of Dundee Decides question added in 2018.
- Q21: Shortened version with reduced categories.
- Q23: Shortened version with reduced categories.
- Q24: Shortened version with reduced categories.
- Q32: Additional questions regarding perception of healthy eating and weight in order to meet Partnership priorities.
- Q34: An abbreviated version of WEBWBS question.
- Removal of education section.
- Removal of question regarding assistance with benefits applications online.
- Removal of questions regarding banking accounts and total savings and investments.
- Removal of question regarding top three priorities for Dundee City Council.
- Removal of question regarding net income.

2.4 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 1st October and 20th November.

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 interviewer's 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.

2.5 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 2016 Population Estimates. 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.

2.6 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 in a separate report.

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 +/-2.7%. 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 2016, 2017 and 2018 Dundee Citizen Surveys as appropriate, but in comparing results, it should be noted that:
    - Not all differences between the 2016, 2017 and 2018 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.

2.7 Report structure

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

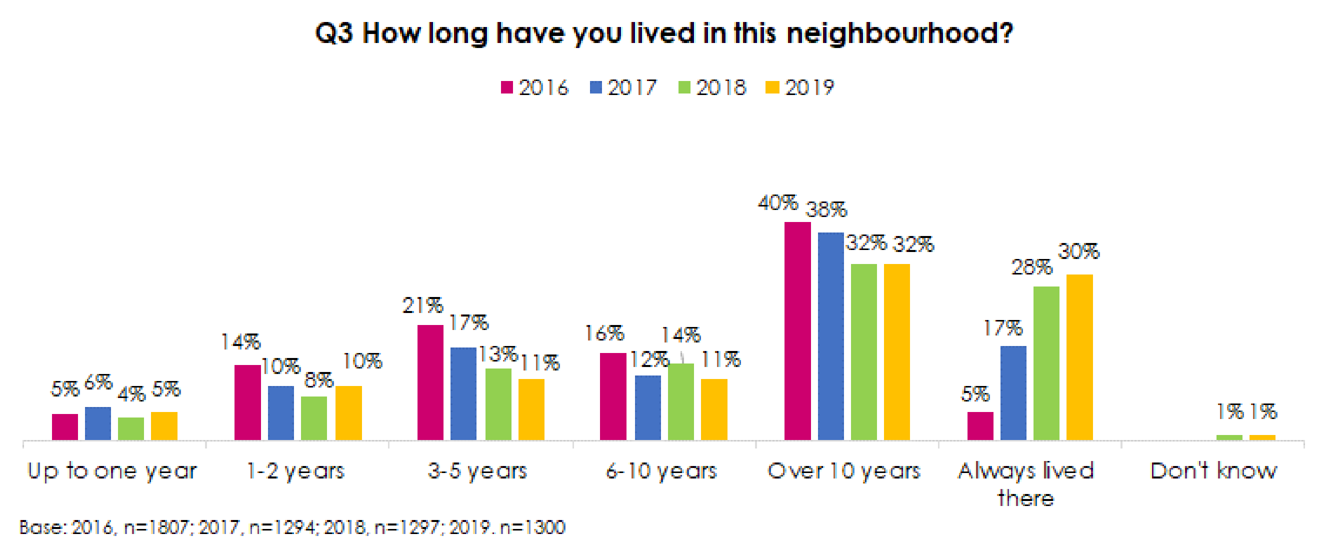
CHAPTER 3.	YOUR HOUSE AND NEIGHBOURHOOD
CHAPTER 4.	LOCAL AREA AND SERVICES
CHAPTER 5.	TRAVEL AND TRANSPORT
CHAPTER 6.	COMMUNITY PARTICIPATION
CHAPTER 7.	HEALTH
CHAPTER 8.	COMMUNITY SAFETY
CHAPTER 9.	MONEY MATTERS
CHAPTER 10.	CONTACTING YOUR COUNCIL
CHAPTER 11.	VIEWS ABOUT THE COUNCIL
CHAPTER 12.	HOUSEHOLD DETAILS

APPENDIX 1:	SURVEY QUESTIONNAIRE
APPENDIX 2:	TECHNICAL REPORT

3. YOUR HOUSE AND NEIGHBOURHOOD

3.1 Length of stay in neighbourhood (Q3)

More than six in ten respondents (62%) said they had lived in their neighbourhood for more than 10 years. The proportion of respondents who have lived in their neighbourhood for more than 10 years has continually increased over the past four surveys conducted in 2016 (45%), 2017 (55%), 2018 (60%) and 2019 (62%).



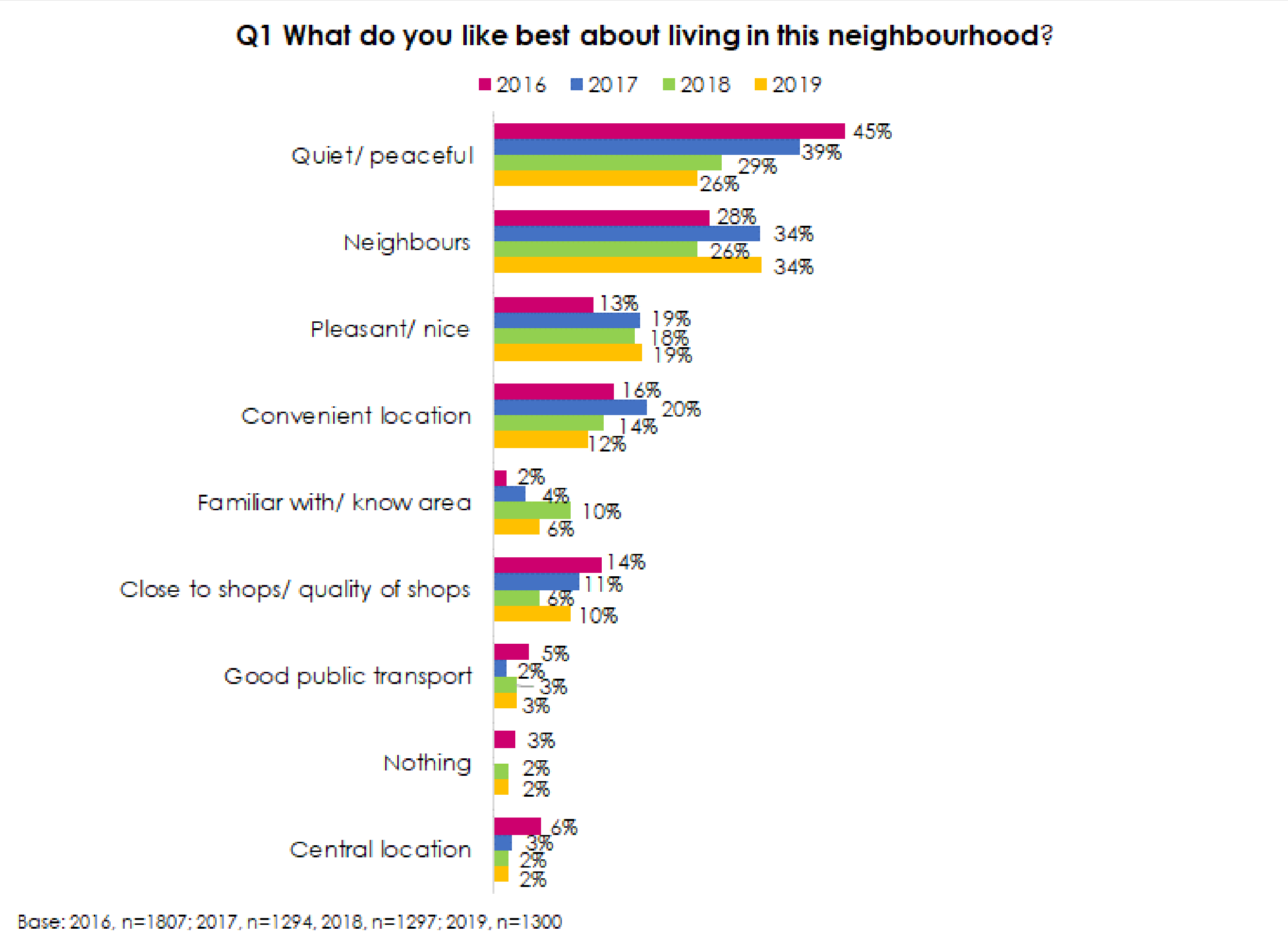
Analysis by age reveals the majority of respondents aged 55-64 (90%) and 65 and over (90%) have lived in their neighbourhood for the more than 10 years, compared to 37% of respondents aged 16-34 and 61% of those aged 35-54.

North East (44%) and The Ferry (44%) respondents were most likely to say they have always lived in their neighbourhood, while the West End (11%) had the highest proportion of respondents who had lived in the neighbourhood after less than one year.

Respondents who rent their accommodation from a registered social landlord (78%) were the most likely to have lived in their neighbourhood for more than 10 years, followed by owner-occupiers (75%), Council tenants (64%) and those who rent on the private market (18%).

3.2 Best aspects of neighbourhood (Q1)

When asked, unprompted what they like best about living in their neighbourhood, the top two reasons provided by respondents was neighbours (34%) and that the neighbourhood is quiet and peaceful (26%). This was also the case in 2016, 2017 and 2018.



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** (19%). Respondents aged 65 and over were the most likely (37%).
- Younger respondents were also least likely to have said that good **neighbours** were the best thing about the neighbourhood (28%), although there has been a significant increase in this response since 2018 for this age group (19%). Respondents aged 65 and over were the most likely to provide this reason (37%).
- Convenience is more important to younger respondents than older, with 18% of respondents aged 16-34 stating the **convenient location** and 15% mentioning being **close to shops and amenities** as being the best thing about their neighbourhood, more than any other age group.

Analysis by tenure reveals that:

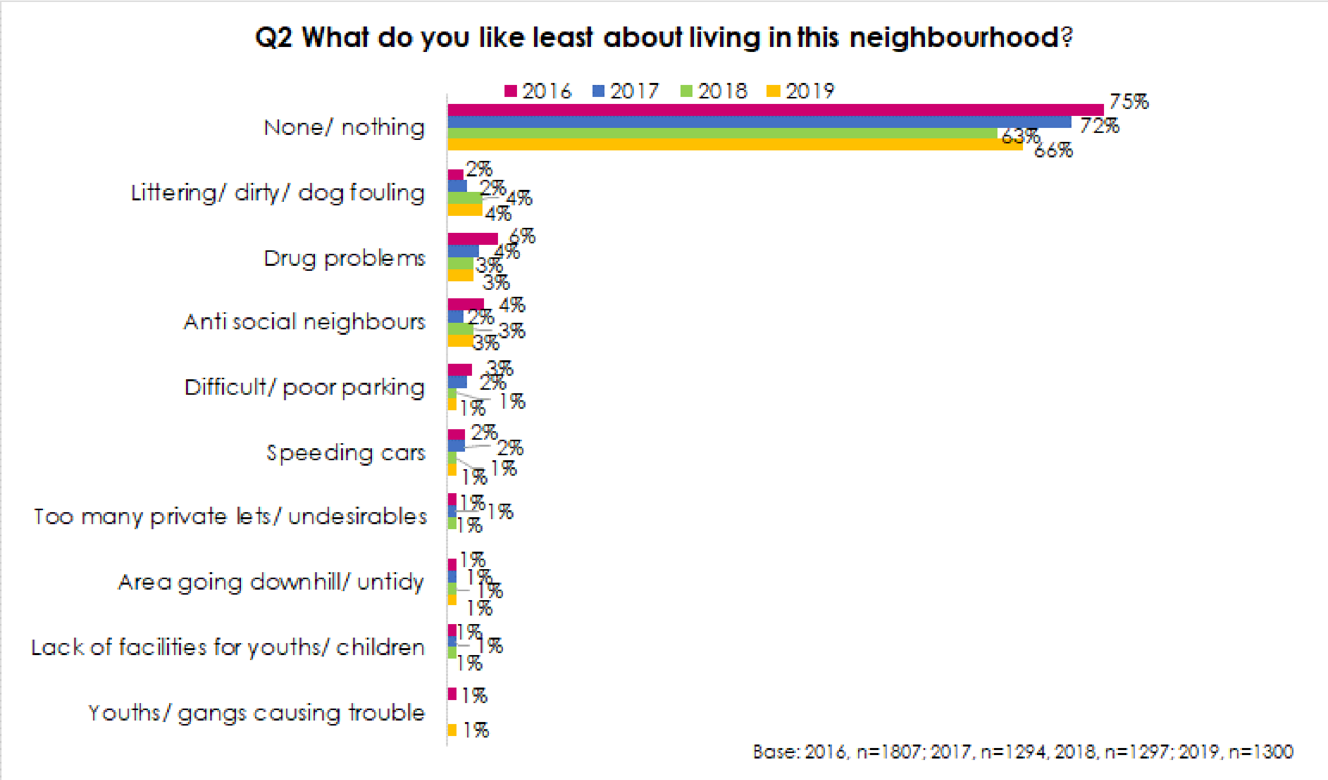
- Council tenants (42%), Registered Social Landlord tenants (37%) and homeowners (37%) were the most likely to state **neighbours** as being the best thing about living in their neighbourhood. On the other hand, private rented tenants were least likely to have said this (21%, compared to 12% in 2018).
- Homeowners (32%) were significantly more likely to state their neighbourhood was **quiet and peaceful** than those who rent their home from an RSL (25%), from the Council (20%) or privately (20%).
- More respondents who lived in private rented accommodation said the best thing about their neighbourhood was that it was a **convenient location** (23%). This is significantly higher than those who lived in Council housing (14%), in social rented accommodation (12%) and owner occupiers (9%).
- Owner-occupiers (29%) were significantly more likely to say their neighbourhood is **pleasant and a nice area**, than respondents who rent privately (14%), from an RSL (10%) or from the Council (8%).

The biggest differences when analysed by ward were as follows:

- Respondents who lived in The Ferry (37%) were the most likely to say their neighbourhood is **pleasant and a nice area**, while respondents who lived in East End (6%) were the least likely.
- More than half (56%) of East End respondents cited **neighbours** as the best thing about their neighbourhood, compared to 22% of West End respondents.
- Respondents who lived in The Ferry (7%) were the least likely to say their neighbourhood **is quiet and peaceful**, while respondents who lived in North East (33%) were the most likely.
- More than one fifth of Maryfield (23%) and East End (21%) respondents said their neighbourhood was in a **convenient location**. On the other hand, The Ferry (5%) and North East (6%) respondents were least likely to have said this.
- Furthermore, more than one third of Maryfield respondents (36%) said their neighbourhood was **close to shops and amenities**, which is significantly higher than any other area in Dundee. Specifically, with regards to The Ferry where only 2% of respondents cited this as the best thing about their neighbourhood.

3.3 Worst aspects of neighbourhood (Q2)

In terms of the worse aspects of the neighbourhood, the majority of participants (66%) stated that there was nothing that they did not like about their neighbourhood which is consistent with previous years. The most popular responses given for those who were able to provide examples of what they disliked about their neighbourhood included littering (4%), drug problems (3%) and anti-social neighbours (3%). This, however, was the case for a very small proportion of residents.



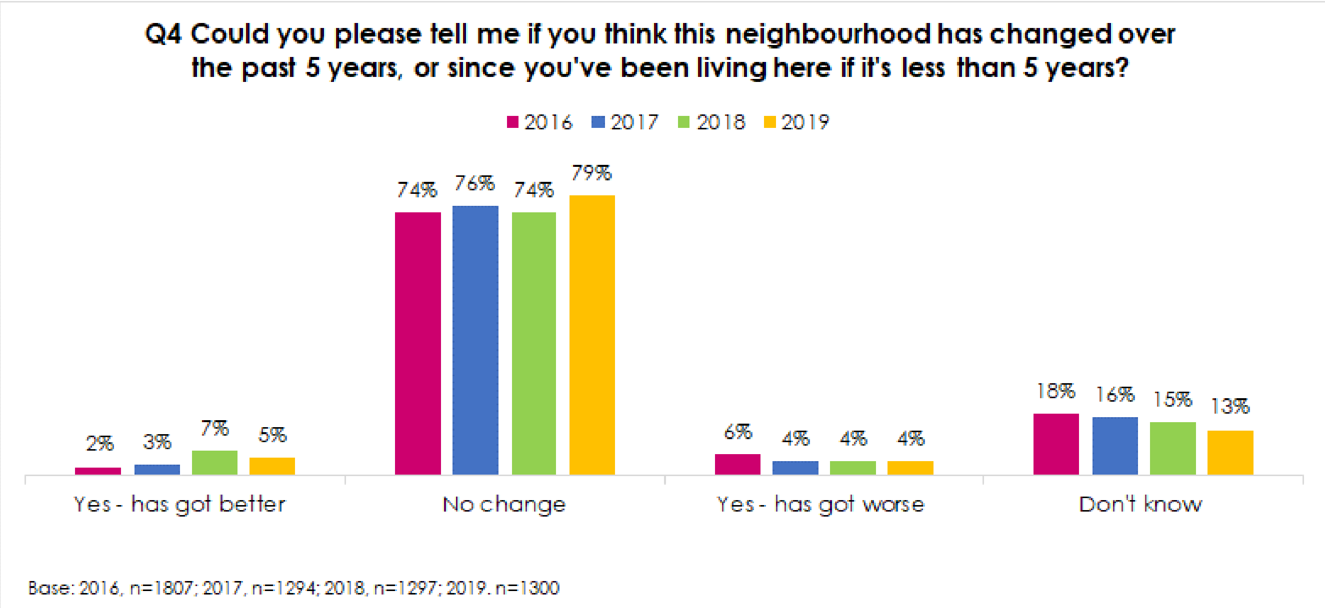
NB Chart shows the top reasons given

Those who lived in East End (77%) were the most likely to state that there was nothing that they did not like in their neighbourhood. This indicates a significant change in attitude since the previous survey undertaken in 2018, where East End respondents were the least likely to have said this (49%). However, more than 1 in 10 East End respondents (12%) cited drug problems as being an issue in their neighbourhood, while 11% of Maryfield respondents mentioned littering and dog fouling as an issue.

Analysis by tenure revealed Council tenants were most likely to have said the thing they dislike most about their neighbourhood was drug problems (9%) followed by RSL tenants (7%). Anti-social behaviour was cited as an issue for those who rented their accommodation from an RSL (6%), the Council (5%) and privately (4%) more than it was for owner-occupiers (1%).

3.4 Change in the neighbourhood (Q4/5)

When asked about the change in the neighbourhood over the past 5 years, more than three quarters of participants (77%) were of the opinion that the neighbourhood has remained unchanged, an increase of 5 percentage points since 2018 (74%). On the other hand, 5% of participants said the neighbourhood has improved and 4% said it has got worse, consistent with the 2017 and 2018 surveys.



Analysis by age revealed younger respondents aged 16-34 (66%) were least likely to say there has been no change in their neighbourhood over the past 5 years, compared to those aged 35-54 (83%), 55-64 (89%) and 65 and over (87%). However, younger respondents aged 16-34 (28%) were significantly more likely to answer 'don't know' to this question than respondents aged 35-54 (8%), 55-64 (1%) and 65 and over (4%).

More than 1 in 10 East End respondents (11%) said their neighbourhood has gotten worse within the last 5 years, which is a significant increase from the 2% reported in 2018. On the other hand, 11% of The Ferry respondents said their neighbourhood has gotten better in the last 5 years, which is significantly higher than any other area.

Analysis by tenure indicates that those who rented their home from a Registered Social Landlord were most likely to have said their neighbourhood has declined (11%). This indicates a significant change from the 2018 survey, where RSL tenants were the most likely to say their neighbourhood had improved.

Where participants believed their neighbourhood had improved, they were asked the main reasons for feeling this way. The main reasons given were:

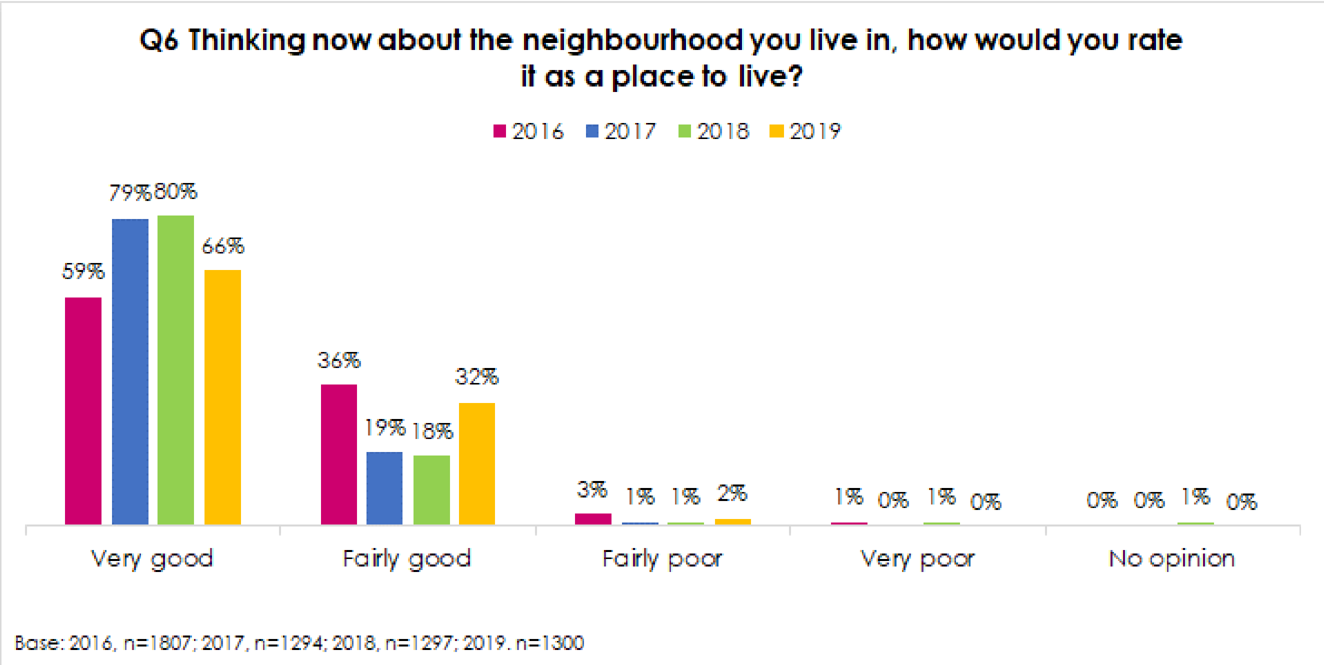
- The area has been regenerated.
- The area is cleaner/ tidier.
- The friendliness or people/ neighbours.

Those who stated the neighbourhood had got worse over the past 5 years were asked to explain why they felt this way. The main reasons given were:

- Drug and alcohol problems.
- Anti-social behaviour.
- Youths/ gangs causing trouble.

3.5 Rating of neighbourhood (Q6)

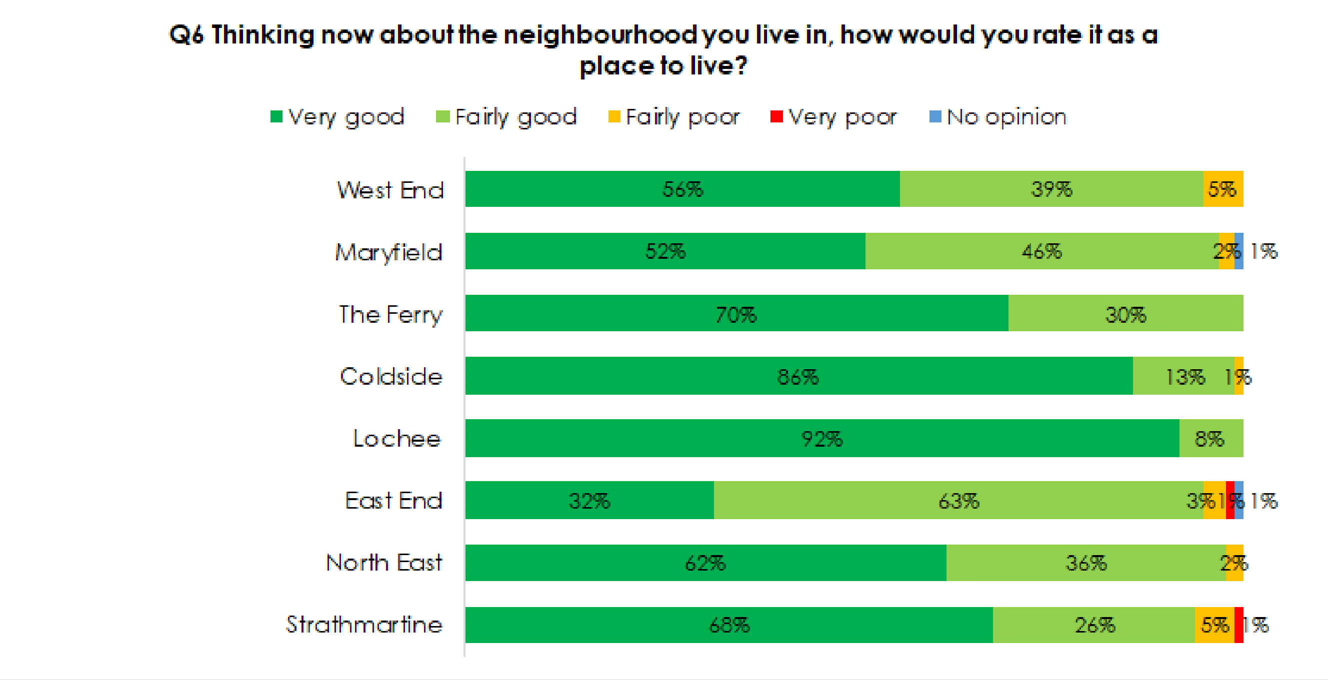
The vast majority of respondents (98%) rated their neighbourhood as a very or fairly good place to live. While this overall rating is consistent with the 2018 results (98%), the proportion of respondents who rated their neighbourhood as very good (66%) fell by 14 percentage points while the proportion of tenants who rated their neighbourhood as fairly good increased by 14 percentage points.



Further analysis reveals the proportion of respondents who rated their neighbourhood as a very good place to live increased with age. Just over half of respondents aged 16-34 (53%) rated their neighbourhood as very good, compared to those aged 35-54 (72%), 55-64 (74%) and 65 and over (74%).

Owner-occupiers (77%) were significantly more likely to rate their neighbourhood as a very good place to live than those who rented their accommodation from the Council (55%), an RSL (53%) or from a private landlord (52%). Furthermore, owner-occupiers (not ex-Council) (81%) were significantly more likely to rate their neighbourhood as very good than owner-occupiers (ex-Council) (71%).

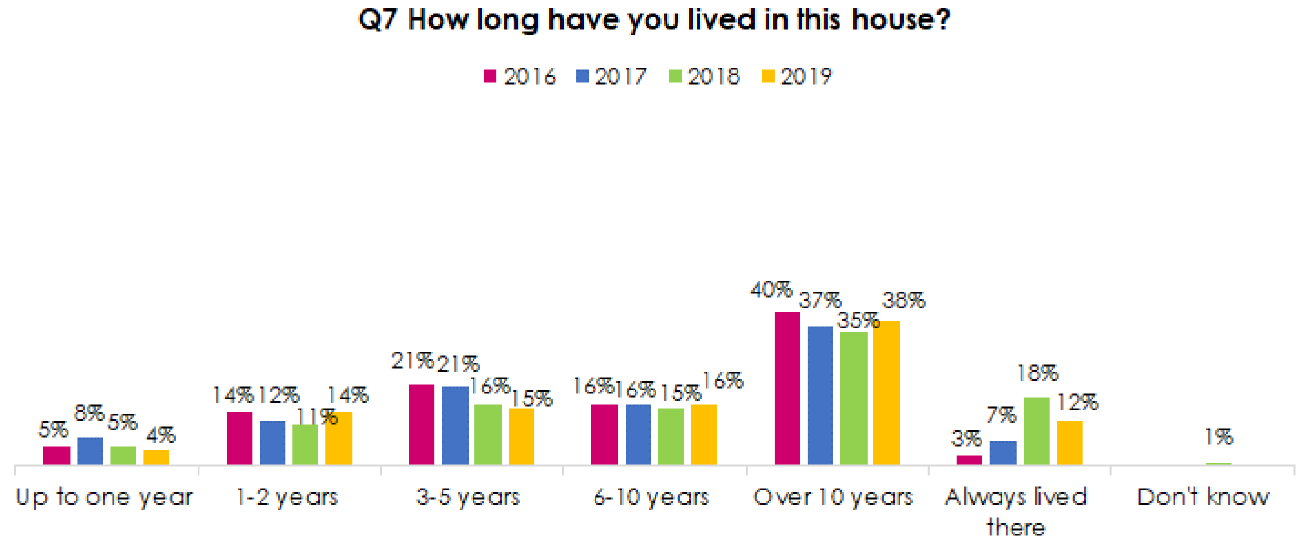
Lochee (92%) and Coldside (86%) residents were the most likely to rate their neighbourhood as a very good place to live, while East End (32%) respondents were the least likely.



Participants who had lived in their home for up to one year were least likely to rate their neighbourhood as a very good place to live (42%, compared to 34% in 2018), while those who had lived in their home for over 10 years (excluding those who had always lived in the same neighbourhood) were most likely to say their neighbourhood was very good (73%, compared to 86% in 2018).

3.6 Length of stay at current address (Q7)

Turning now to the home, 5 in 10 residents (50%) had lived in their home for over 10 years. This is less than was reported in the 2018 survey (53%). On the other hand, just under one fifth of respondents (18%) had lived in their home for 2 years or less (16% in 2018).



Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019. n=1300

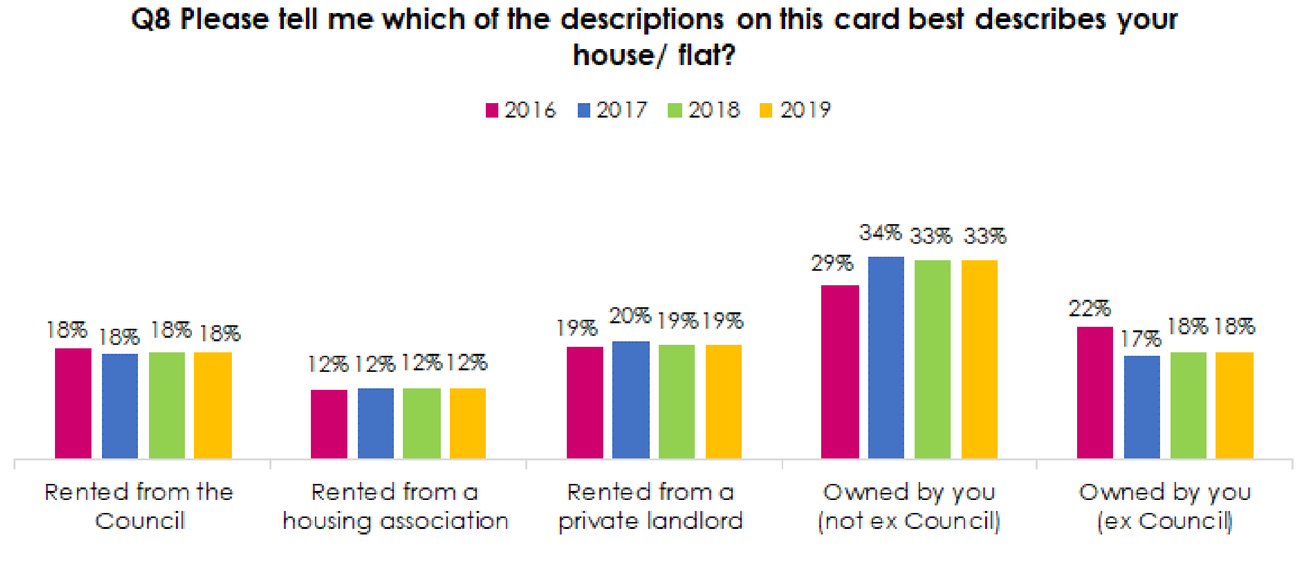
The proportion of respondents who have lived in their current home for 10 years or more increases significantly with age, from 17% of those aged 16-34 to 83% of those aged 65 and over. The proportion of respondents aged 16-34 who have lived in their current property for 10 years or more has nearly halved since the 2018 survey, from 30% in 2018 to 17% in 2019.

Further analysis reveals West End (71%) and Maryfield (56%) were the only areas to have more than half of respondents living at their current address for 10 years or less.

Analysis by tenure reveals nearly two thirds of respondents who rent their home from a private landlord (64%) had lived at their current address for less than 3 years. This is a significant increase from the 47% reported in 2018. In contrast, 6% of RSL tenants, 7% of owner-occupiers and 10% of Council tenants have lived at their current address for less than 3 years.

3.7 Tenure (Q8)

In relation to the tenure profile, just over half of participants (51%) were owner occupiers, 19% rented from a private landlord, 18% rented from the Council and 12% rented from a housing association. These figures are consistent with previous surveys.



Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019. n=1300

Analysis by age reveals:

- One fifth of respondents aged 16-34 (20%) are Council tenants, followed by those aged 35-54 and 65 and over (both 17%) and 55-64 (14%).
- Older tenants aged 65 and over (15%) were most likely to rent their accommodation from a registered social landlord, while those aged 35-54 (10%) were the least likely.
- The proportion of respondents who rent from a private landlord was significantly higher for participants aged 16-34 (35%) than those 35-54 (15%), 55-64 (10%) and 65 and over (5%).
- Perhaps unsurprisingly, respondents aged 16-34 (34%) were least likely to be owner-occupiers, while respondents aged 55-64 (65%) were the most likely.

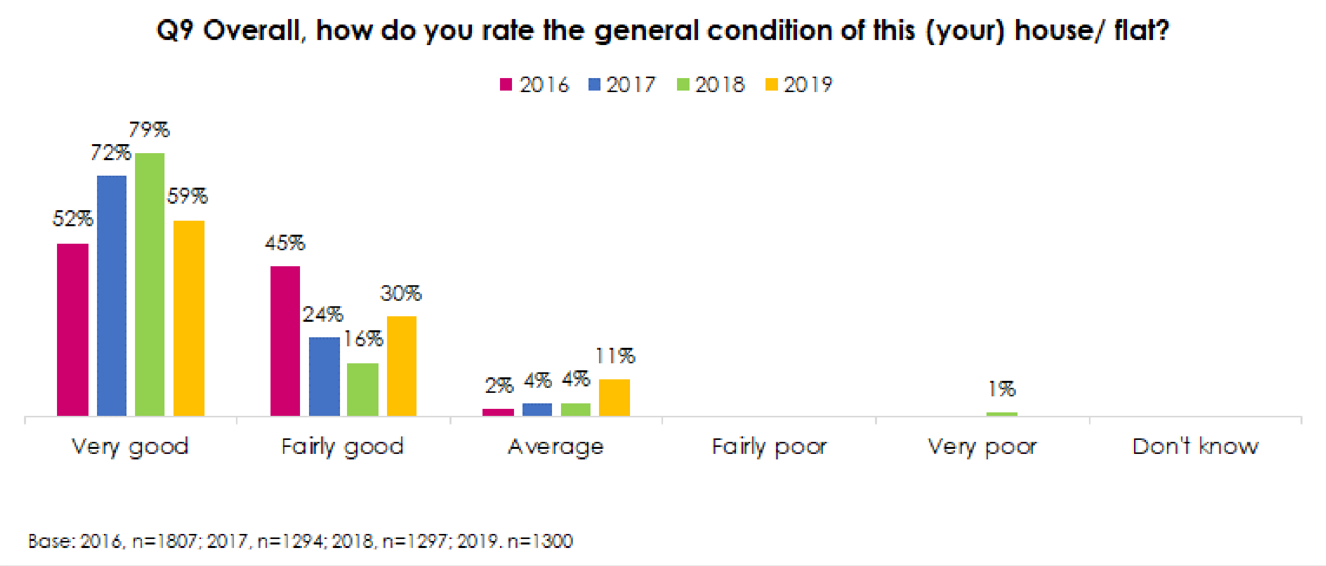
Analysis by area reveals:

- East End (37%), Lochee (32%) and Coldside (24%) had the highest proportion of respondents who rented from the Council.
- North East (27%) and Maryfield (17%) had the highest proportion of respondents who rented from a registered social landlord.
- West End (40%), Maryfield (37%) and Coldside (25%) had highest proportion of respondents who rented from a private landlord.
- The Ferry (78%) and Strathmartine (63%) had highest proportion of owner-occupiers.

3.8 Satisfaction with the home (Q9)

Just under 9 in 10 respondents (89%) said the general condition of their home was very or fairly good, a decrease of 6 percentage points since the 2018 survey (95%). Furthermore, the proportion of respondents who stated their home was in very good condition has decreased significantly, from 79% in 2018 to 59% in 2019.

More than 1 in 10 respondents (11%) said their home was in average condition, which is nearly double the amount reported in 2018 (4%).



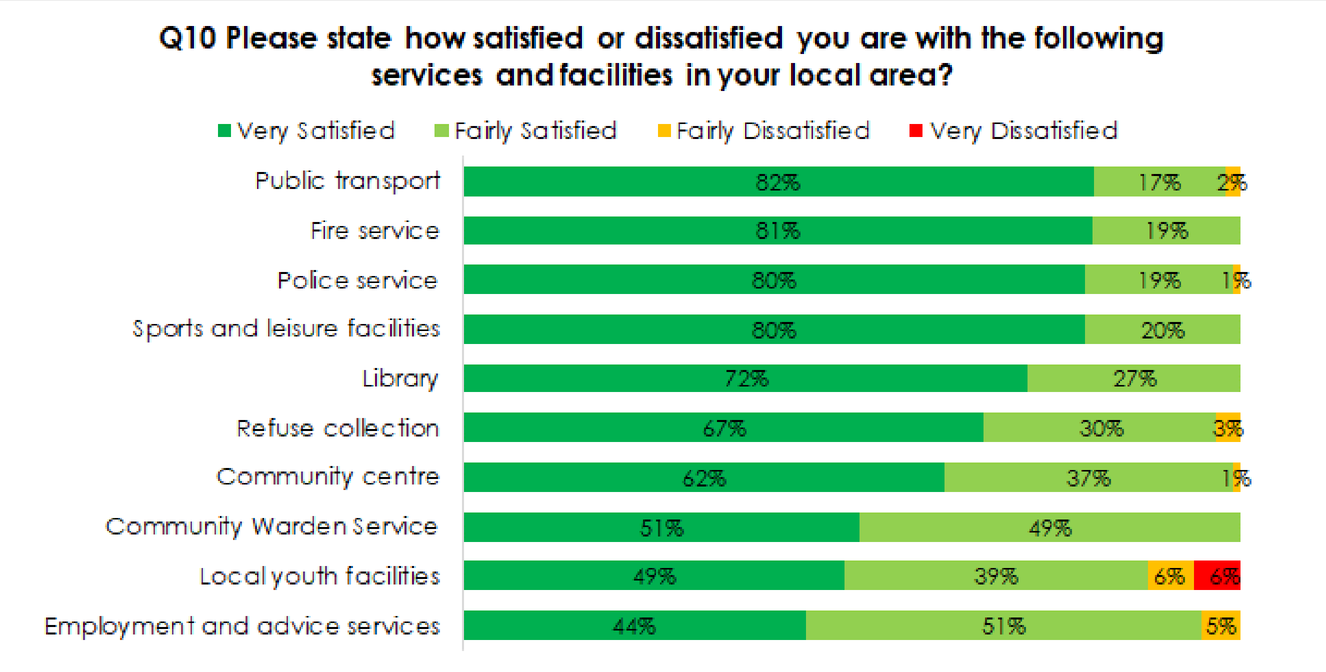
The proportion of participants who were of the opinion that their home was in very good condition was highest amongst those who owned their property (78%, compared to 92% in 2018) and was lowest amongst those who lived in private rented accommodation (30%, compared to 45% in 2018).

Participants who lived in Coldside (80%) and Lochee (79%) were the most likely to be of the opinion that the condition of their home is very good while East End respondents (28%) were the least likely to feel this way.

4. LOCAL AREA AND SERVICES

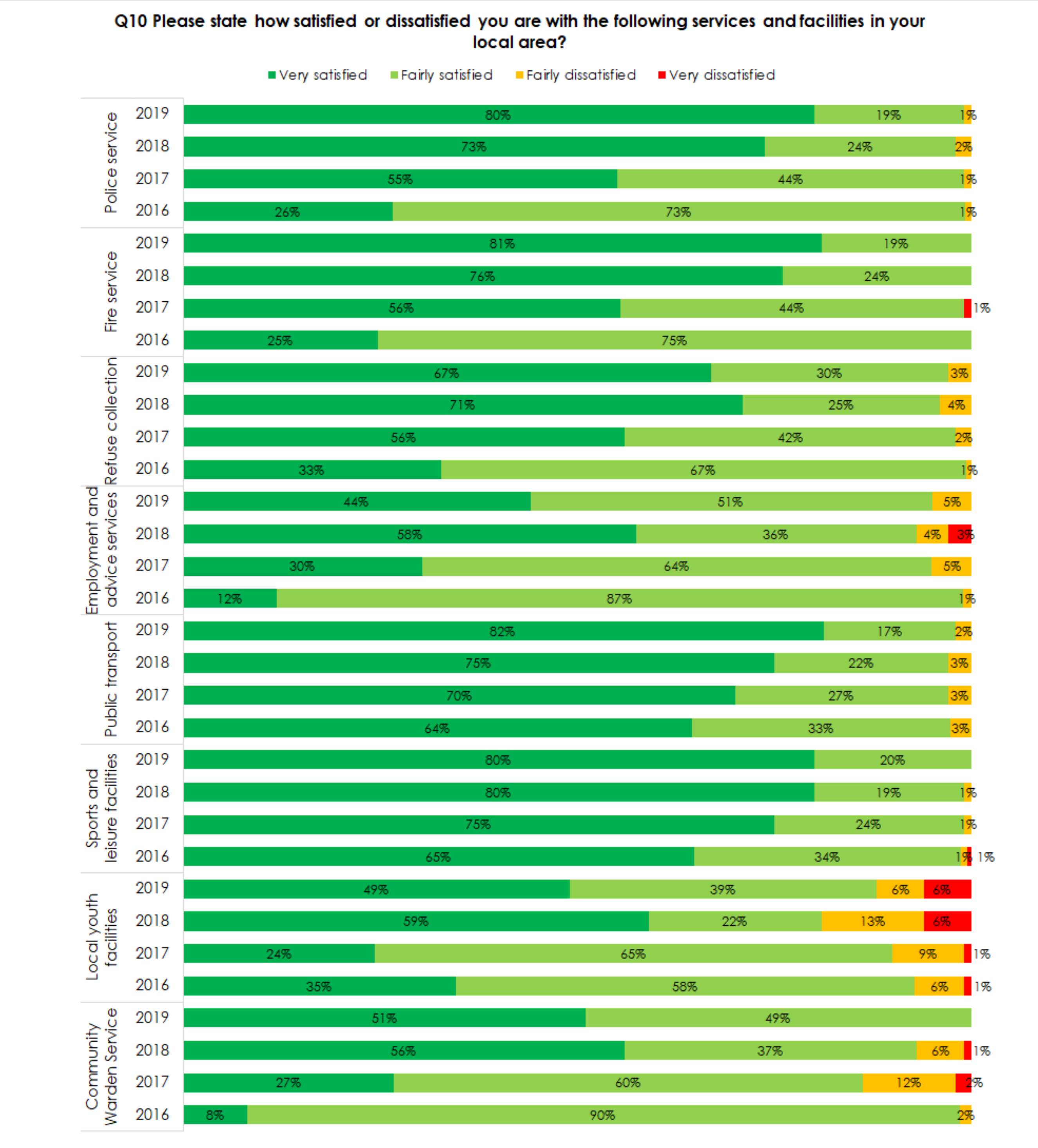
4.1 Satisfaction with and ease of accessing local services (Q10/11)

In relation to local services and facilities, the proportion of respondents stating, 'very satisfied' ranges from 44% in terms of employment and advice services to 82% in terms of public transport. Please note those who answered, 'doesn't exist/ never used' have been removed from the analysis.



Please note that because those who said the service doesn't exist or have never used the service have been excluded from the results the base numbers for certain services are very small. For example, for the community warden service, 83% of respondents overall said they had not used this service or that the service did not exist in their area. The base number for those who were able to comment on the community warden service in 2019 is therefore only 217.

As shown in the following chart, the proportion of participants stating 'very satisfied' has increased in terms of satisfaction with the police service, fire service and public transport. Satisfaction remains unchanged with regards to sports and leisure facilities, and has decreased in terms of refuse collection, employment and advice services, local youth facilities and the community warden service. Please note that while there are large variances in the proportion of respondents being very satisfied with these services, overall satisfaction (i.e. very satisfied and fairly satisfied combined) has not changed significantly since 2018 for all services with the exception of local youth facilities and the community warden service where overall satisfaction has increased by 7 percentage points for each service.



Previous Citizen Survey's combined the community centre and library into one category, whereas the 2019 survey asked for satisfaction of these services as two separate categories. The proportion of respondents who were very satisfied with both the community centre and library continually increased over the past three surveys undertaken in 2016 (63%), 2017 (68%) and 2018 (73%). Satisfaction with the library remains high in 2019 with 72% stating they were very satisfied, while 62% were very satisfied with the community centre.

Analysis by ward reveals that satisfaction levels were highest in Maryfield, The Ferry, Coldside, Lochee and East End where overall satisfaction was above 90% for all services.

Areas where overall satisfaction was lowest included:

- **West End**: 68% of West End respondents were satisfied with the local youth facilities while 87% were satisfied with employment and advice services.
- **North East**: only 28% of North East respondents were satisfied with the local youth facilities, while 76% were satisfied with employment and advice services.
- **Strathmartine**: 46% of Strathmartine respondents were satisfied with the local youth facilities, 60% were satisfied with employment and advice services and 88% were satisfied with the community centre.

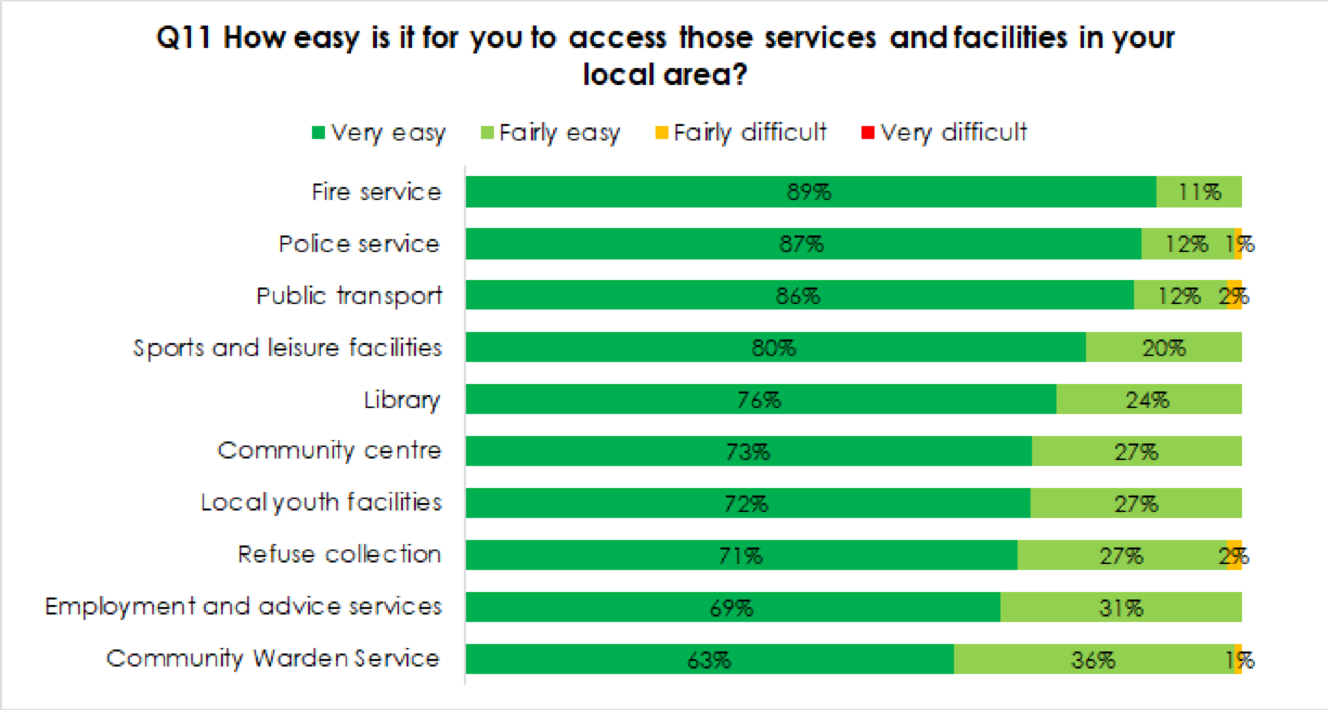
In terms of age, the biggest variations in those stating 'very satisfied' were as follows:

- **Police service:** Participants aged 55-64 (94%) were significantly more likely to be very satisfied with the police service than participants aged 16-34 (65%).
- **Fire service:** Respondents aged 55-64 (95%) were significantly more likely to be very satisfied with the fire service than participants aged 16-34 (66%).
- **Employment and advice services**: Respondents aged 65 and over (65%) were most likely to be very satisfied with employment and advice services while respondents aged 35-54 (36%) were the least likely to be very satisfied.

Analysis by tenure reveals the following:

- **Police service:** 90% of owner-occupiers were very satisfied with the police service, compared to only 57% of those who rented from a private landlord.
- **Fire service**: 91% of owner-occupiers were satisfied with the fire service, compared to 58% of those who rented from a private landlord.
- **Local youth facilities:** Respondents who rented from a private landlord (60%) were most likely to be very satisfied with local youth facilities while RSL (35%) and Council tenants (31%) were least likely to be very satisfied.
- **Community warden service:** only 8% of RSL tenants were very satisfied with their community warden service, compared to 75% of those who rent their home from a private landlord.

In terms of accessibility, participants were asked how easy it was to access a range of local facilities and services. Please note where a service was not available or those who stated that they did not use a service have been removed from analysis. As shown in the following chart, respondents were most likely to consider the fire service (89%), police service (87%) and public transport (86%) 'very easy' to access. In contrast, the proportion of respondents stating these services or facilities were very easy to access was lowest in relation to the Community Warden service (63%) and employment and advice services (69%).



As shown in the following chart, the proportion of participants stating access is 'very easy' has increased since 2018 in terms of:

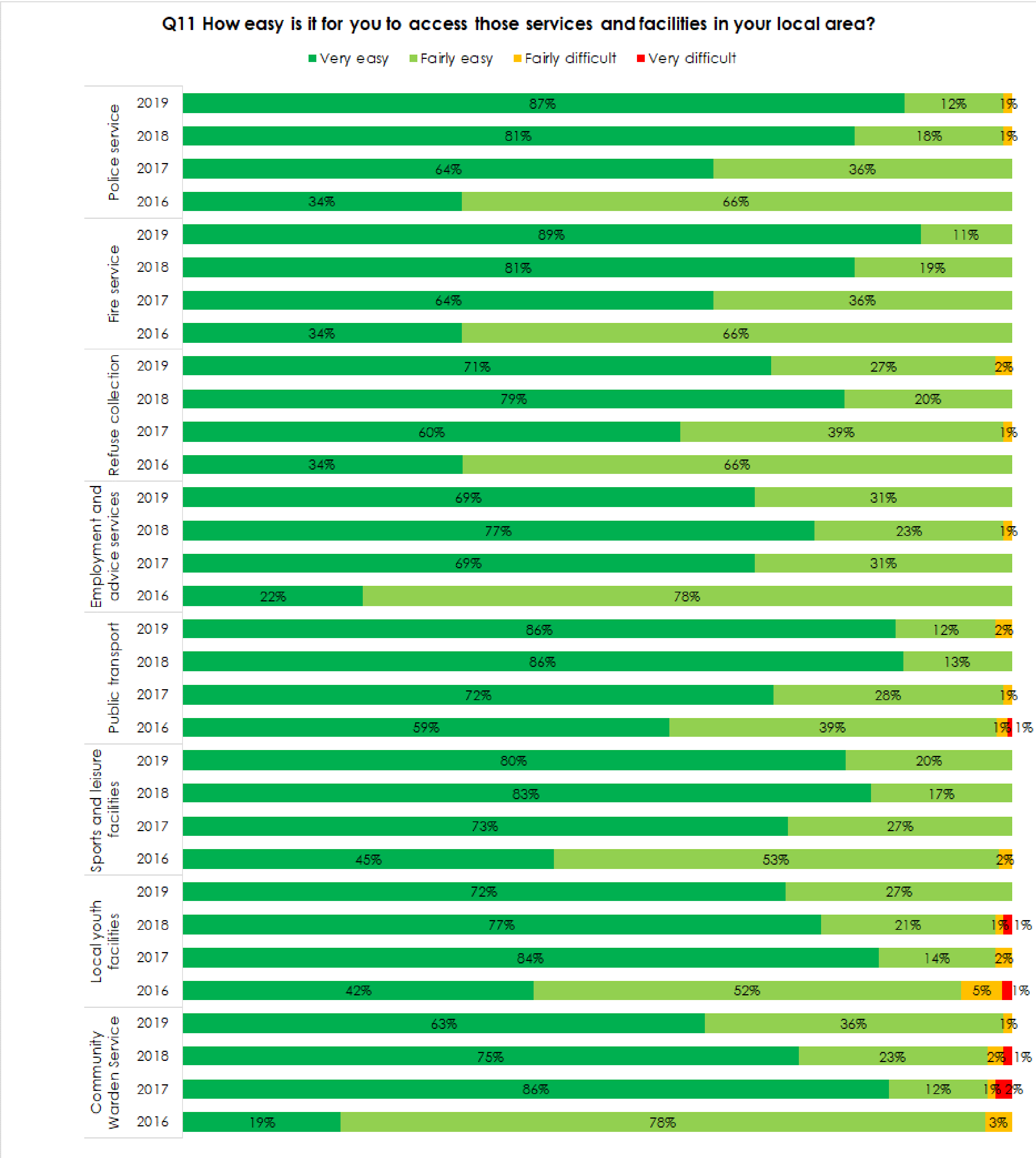
- Police service (+6%)
- Fire service (+8%)

Remained unchanged with regards to public transport (86%) and decreased in terms of:

- Refuse collection (-8%)
- Employment and advice services (-8%)
- Sports and leisure facilities (-3%)
- Local youth facilities (-5%) and
- Community warden service (-12%).

The proportion of respondents who stated access to both the community centre and library was 'very easy' continually increased over the past three surveys undertaken in 2016 (40%), 2017 (70%) and 2018 (80%). As the two services are now analysed in separate categories, the 2019 survey finds 73% of respondents found the community centre very easy to access while 76% said the library was very easy to access.

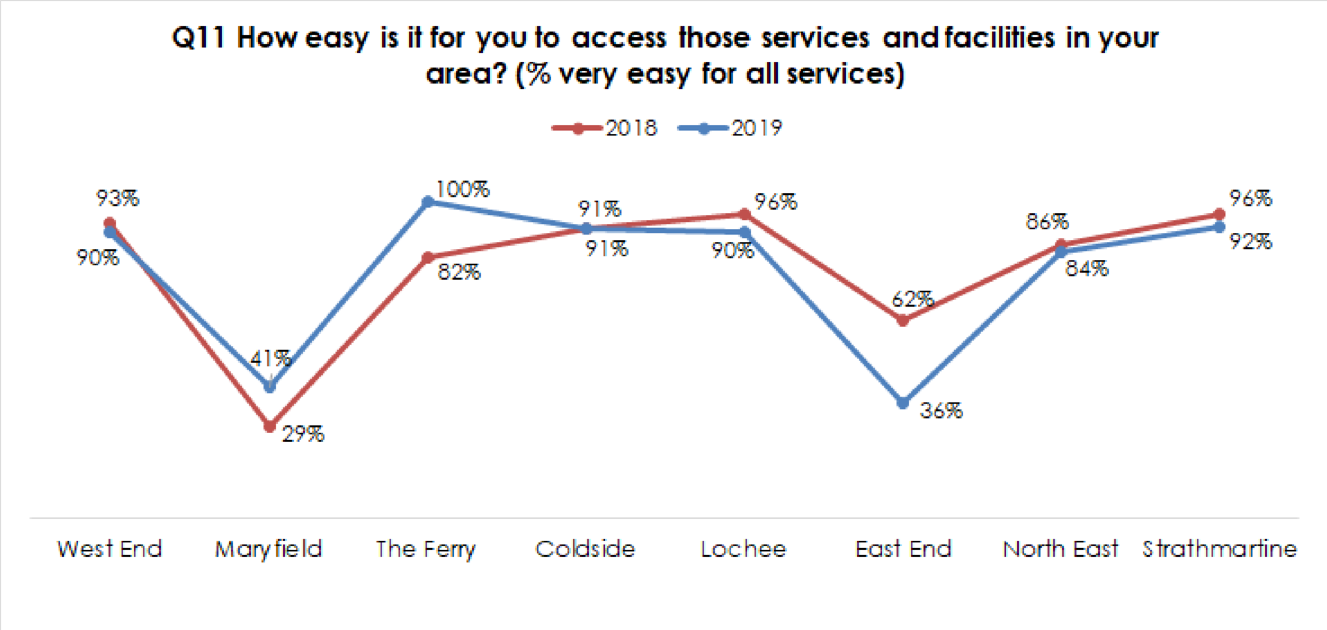
Please note that while there are large variances in the proportion of respondents being very satisfied with these services, overall level of access (i.e. very easy and fairly easy combined) has not changed significantly since 2018 for all services.



It is interesting to note that households with at least one member who has a long-term illness or disability were less likely to say they find it very easy to access the following services:

- **Public transport**: 72% for households with members who have a health problem or disability compared to 91% of other households.
- **Community Warden Service**: 48% for households with members who have a health problem or disability compared to 68% of other households.

The below chart shows the average of respondents who said it was very easy to access services and facilities in their area. There has been a significant increase in the proportion of respondents who said it was very easy to access services and facilities in Maryfield (+12%) and The Ferry (+18%) while there has been a significant decrease for East End (-26%).



Further analysis reveals the biggest increases in Maryfield were in relation to the police service (+45% stating very easy), the fire service (+46%) and public transport (+28%). The biggest increases in The Ferry were in relation to refuse collection (+20%), employment and advice services (+25%), local youth facilities (+27%) and the community warden service (+24%). On the other hand, the biggest decreases in East End were in relation to refuse collection (-55% stating very easy), employment and advice services (-58%), sports and leisure facilities (-53%), local youth facilities (-44%) and the community warden service (-38%).

In terms of age, the biggest variations in those stating ‘very easy’ to access were as follows:

- **Fire service:** 95% of respondents aged 55-64 said it was very easy to access the fire service, compared to only 81% of those aged 16-34.
- **Employment and advice services:** 78% of respondents aged 65 and over said it was very easy to access employment and advice services, compared to only 62% of those aged 35-54.
- **Community Centre:** Respondents aged 65 and over (80%) were the most likely to say it was very easy to access the community centre, while respondents aged 35-54 were the least likely (64%).
- **Local youth facilities:** Respondents aged 65 and over (81%) were significantly more likely to say local youth facilities were very easy to access than respondents aged 35-54.

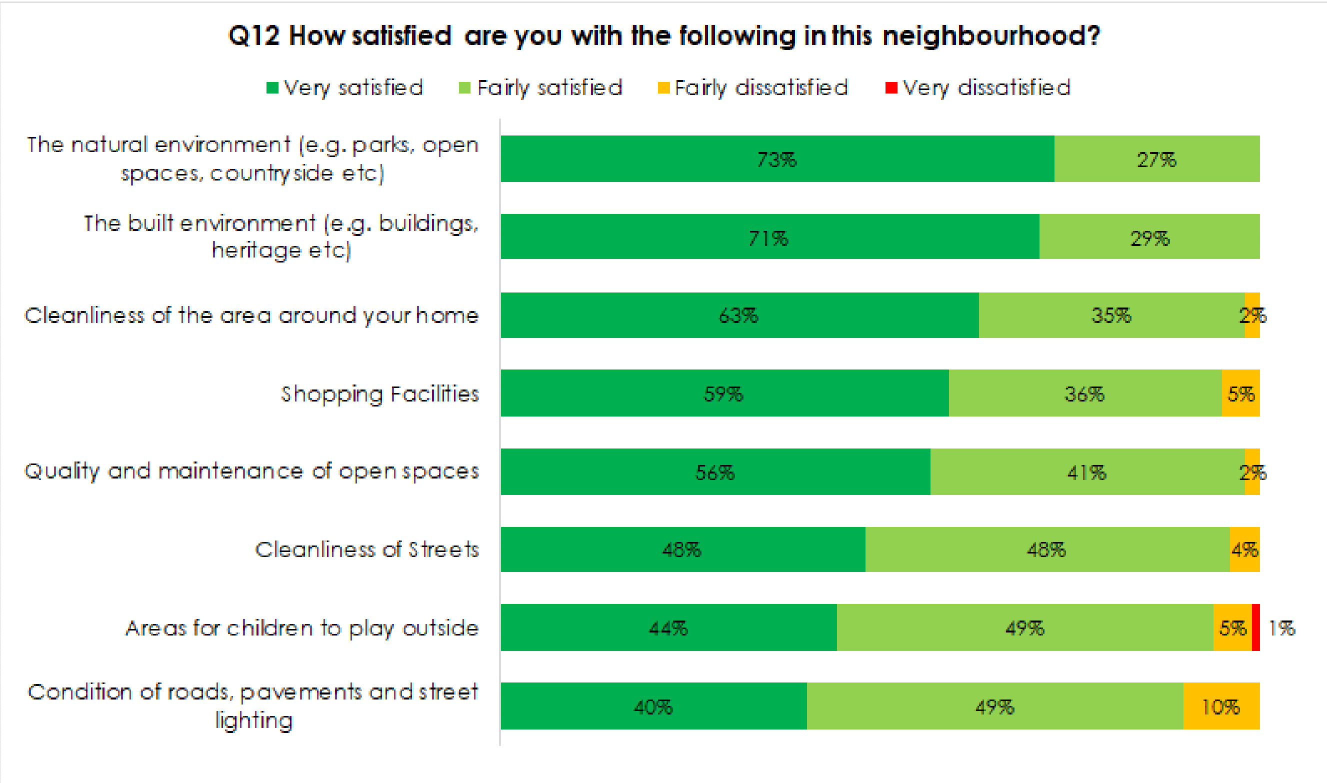
Analysis by tenure reveals the following:

- **Police and fire service:** Private renters were the least likely to say it was very easy to access the police (75%) and fire (76%) service, while owner-occupiers were the most likely (94% and 95% respectively).
- **Local youth facilities:** Council tenants (55%) were the least likely to say local youth facilities were very easy to access, while those who rent their accommodation from a private landlord were most likely (87%).
- **Community warden service:** 83% of those who rented on the private market said it was very easy to access community warden services, compared to only 33% of those who rent from the Council.

4.2 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 who answered, '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:

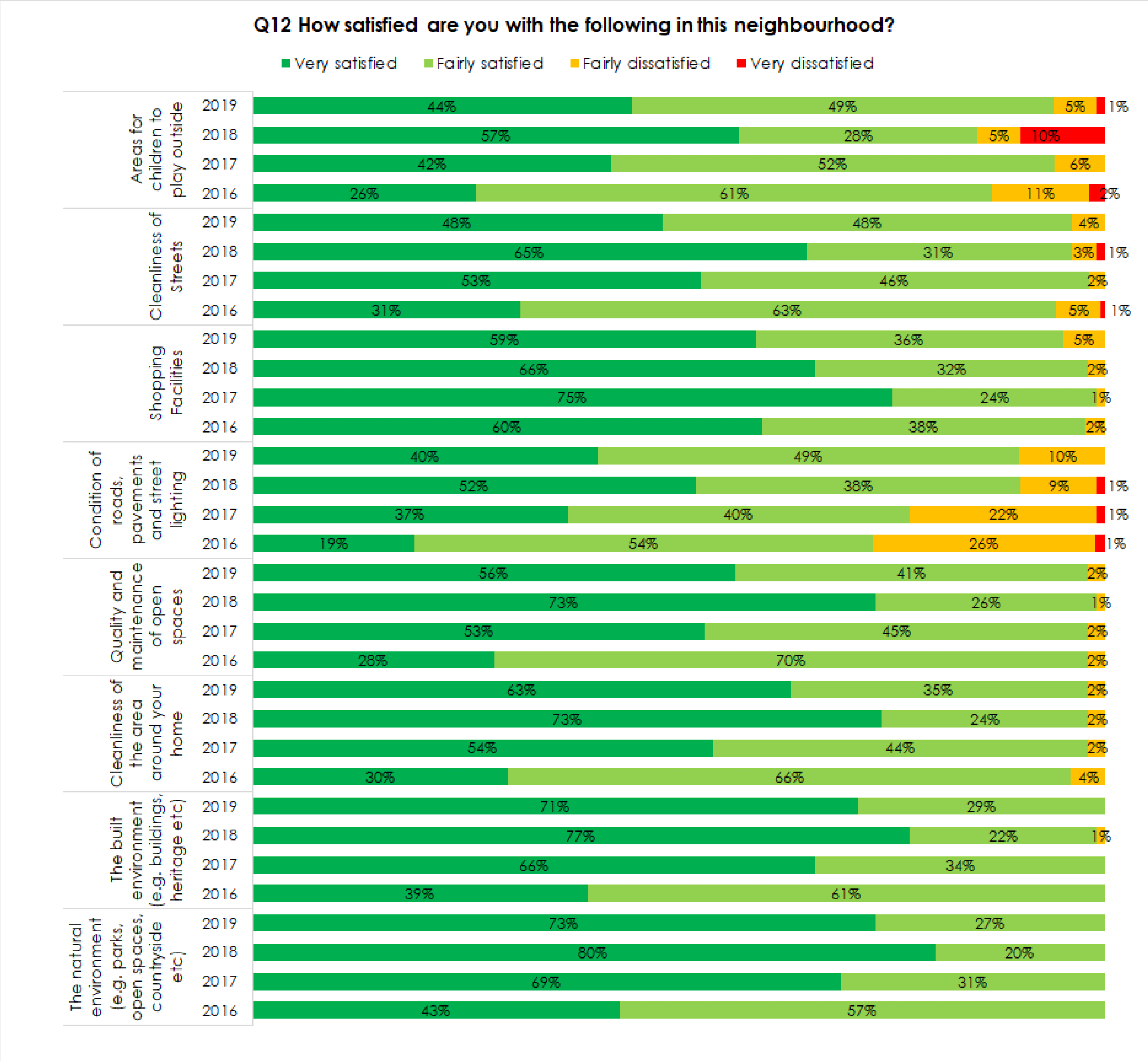
- The natural environment (73% stating very satisfied)
- The built environment (71%)
- Cleanliness of the area around the home (63%).



The proportion of respondents who were very satisfied has decreased for all neighbourhood aspects since the 2018 survey. Most significantly in terms of:

- Cleanliness of streets (-17%)
- Quality and maintenance of open spaces (-17%)
- Areas for children to play outside (-13%)
- Condition of roads, pavements and streets (-12%)
- Cleanliness of the area around the home (-10%).

In terms of overall satisfaction (i.e. very satisfied and fairly satisfied combined) there has been no significant changes, with the exception of areas for children to play outside which has increased by 8 percentage points, from 85% in 2018 to 93% in 2019.

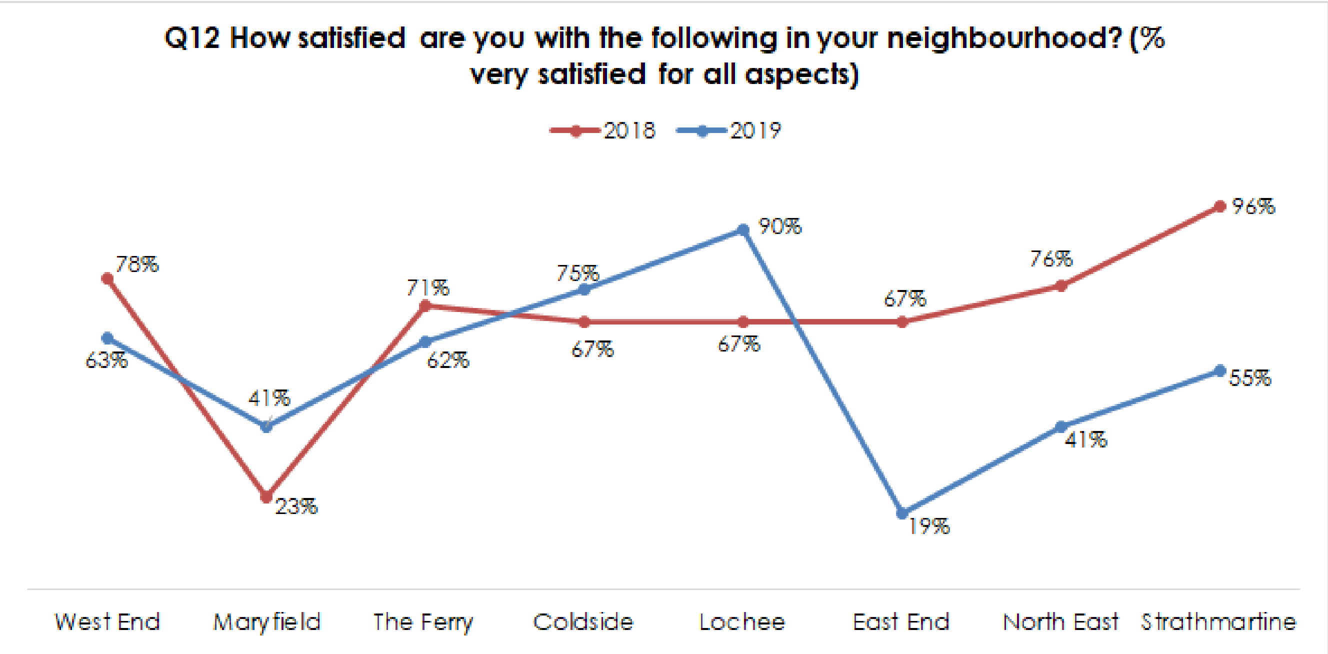


Further analysis reveals there has been a decrease in the proportion of respondents very satisfied with all neighbourhood aspects across all age groups.

The same can be said for tenure, where the proportion of those who are very satisfied has decreased since 2018 for all neighbourhood aspects across all tenures, with the exception of shopping facilities for Council tenants where there has been no change since 2018 and private renters who are very satisfied with areas for children to play outside where again, there has been no change since 2018.

The below chart shows the average of respondents who are very satisfied across all neighbourhood aspects for each ward. Lochee respondents (90%) were most likely to be very satisfied, while East End respondents were the least likely (19%).

Comparative analysis with the 2018 results reveals great disparities in terms of the proportion of respondents who are very satisfied with various aspects of their neighbourhood. Lochee (+23%) has experienced the highest increase, with increases also evident for Maryfield (+18%) and Coldside (+8%). On the other hand, the proportion of respondents very satisfied with various aspects of their neighbourhood has decreased by 48 percentage points for East End to just 19%, with decreases also evident in Strathmartine (-41%), North East (-35%), West End (-15%) and The Ferry (-9%).

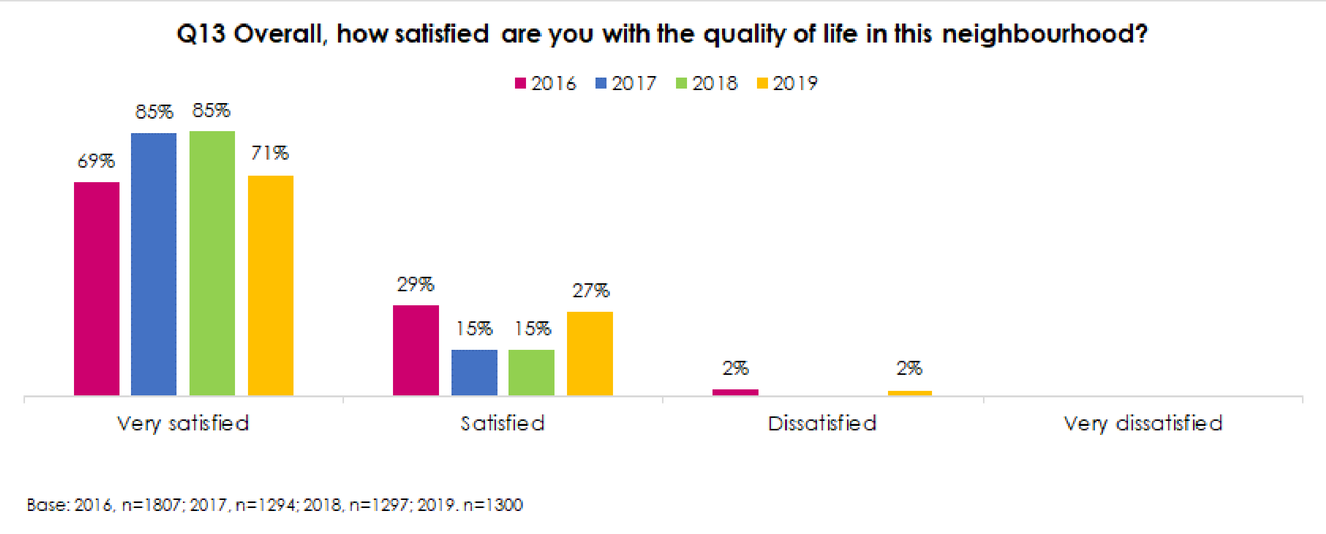


The table below shows the difference between the 2018 and 2019 results for the proportion of respondents who were very satisfied with each neighbourhood aspect, i.e. the 2018 results have been subtracted from the 2019 results to reach each sum below. For example, since 2018 the proportion of respondents in West End who were very satisfied with areas for children to play outside has fallen by 13%. This analysis reveals the proportion of respondents who were 'very satisfied' has decreased since 2018 for all neighbourhood aspects in West End, East End, North East and Strathmartine. In contrast, the proportion of respondents who were 'very satisfied' with each neighbourhood aspect has increased in Coldside and Lochee.

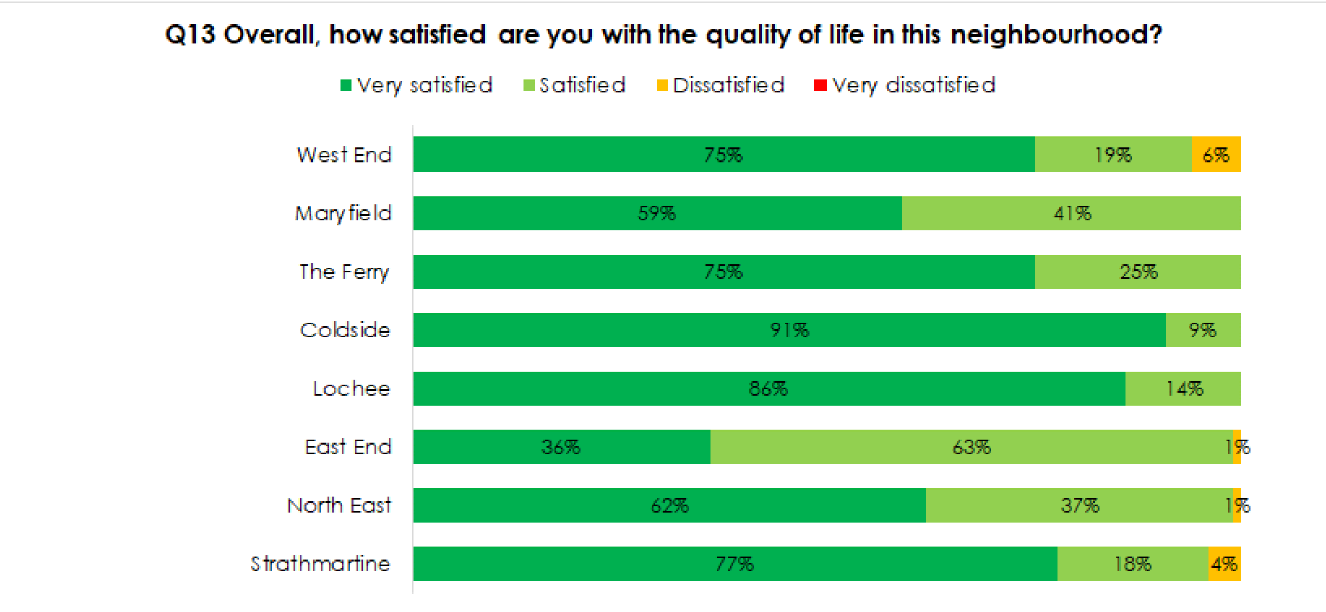
Difference of proportion of respondents who were very satisfied by ward (2018/2019 comparison)								
	West End	Maryfield	The Ferry	Coldside	Lochee	East End	North East	Strathmartine
Areas for children to play outside	-13%	4%	-31%	9%	45%	-57%	-24%	-34%
Cleanliness of Streets	-17%	-5%	-11%	8%	22%	-50%	-44%	-54%
Shopping Facilities	-16%	31%	10%	7%	39%	-17%	-61%	-66%
Condition of roads, pavements and street lighting	-13%	-1%	14%	9%	24%	-52%	-31%	-52%
Quality and maintenance of open spaces	-15%	6%	-18%	6%	16%	-70%	-38%	-37%
Cleanliness of the area around your home	-12%	23%	-18%	8%	19%	-56%	-31%	-31%
The built environment (e.g. buildings, heritage etc)	-17%	45%	-12%	8%	13%	-44%	-28%	-29%
The natural environment (e.g. parks, open spaces, countryside etc)	-20%	40%	-19%	8%	11%	-40%	-17%	-25%

4.3 Neighbourhood quality of life (Q13)

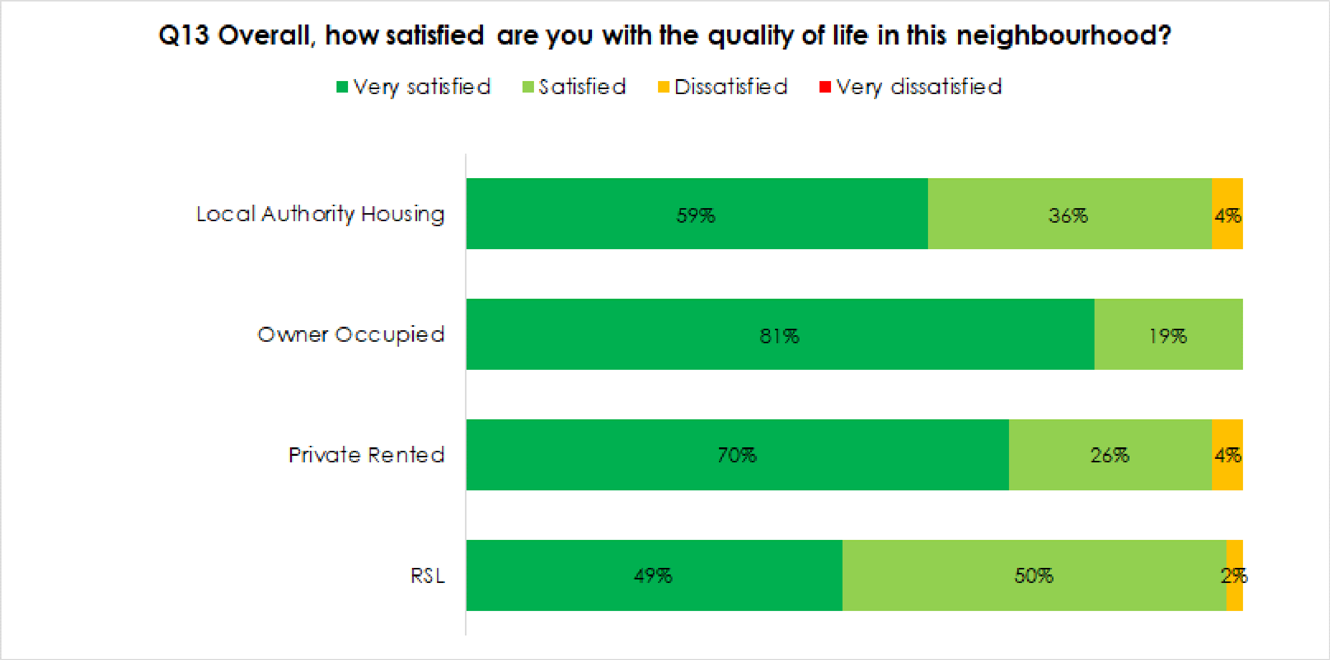
In terms of quality of life, overall satisfaction is high with almost all participants (98%) stating they were very or fairly satisfied with their quality of life in their neighbourhood. However, the proportion of respondents stating they were very satisfied (71%) has decreased since the 2018 survey, from 85% in 2018 to 71% in 2019.



Analysis by area reveals that participants from Coldside (91%) and Lochee (86%) were most likely to be very satisfied with the quality of life in their neighbourhood. On the other hand, East End residents (36%) were least likely to be very satisfied.

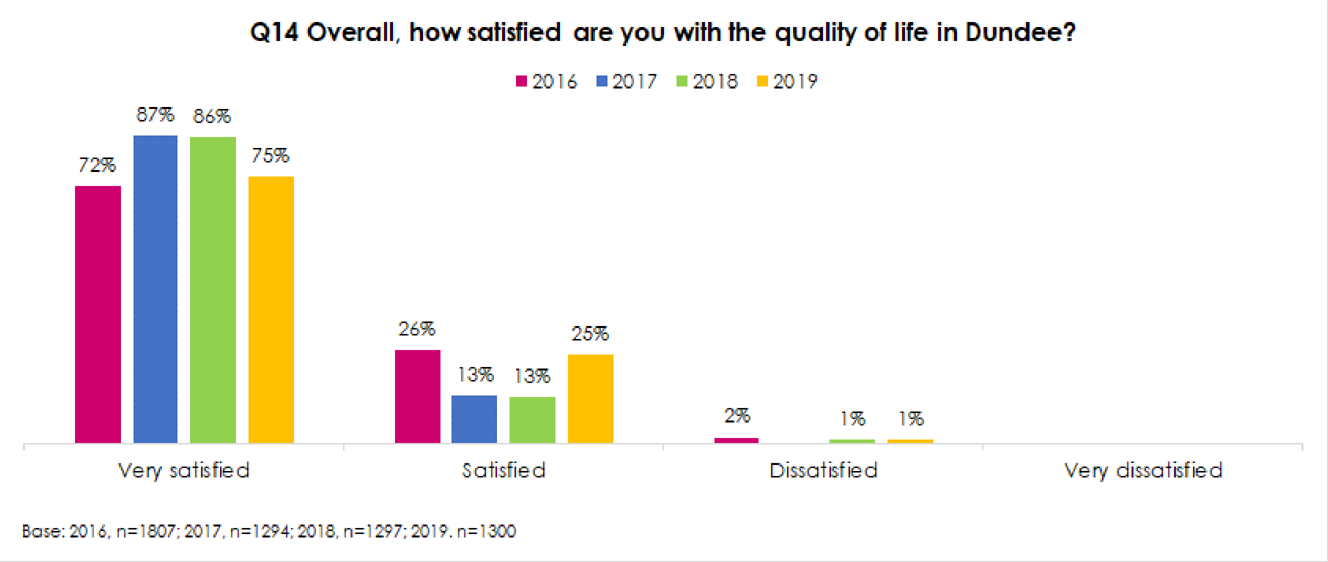


Owner-occupiers (81%) were significantly more likely to say they were very satisfied with the quality of life in their neighbourhood than respondents who rented their home from a private landlord (70%), the Council (59%) or an RSL (49%).

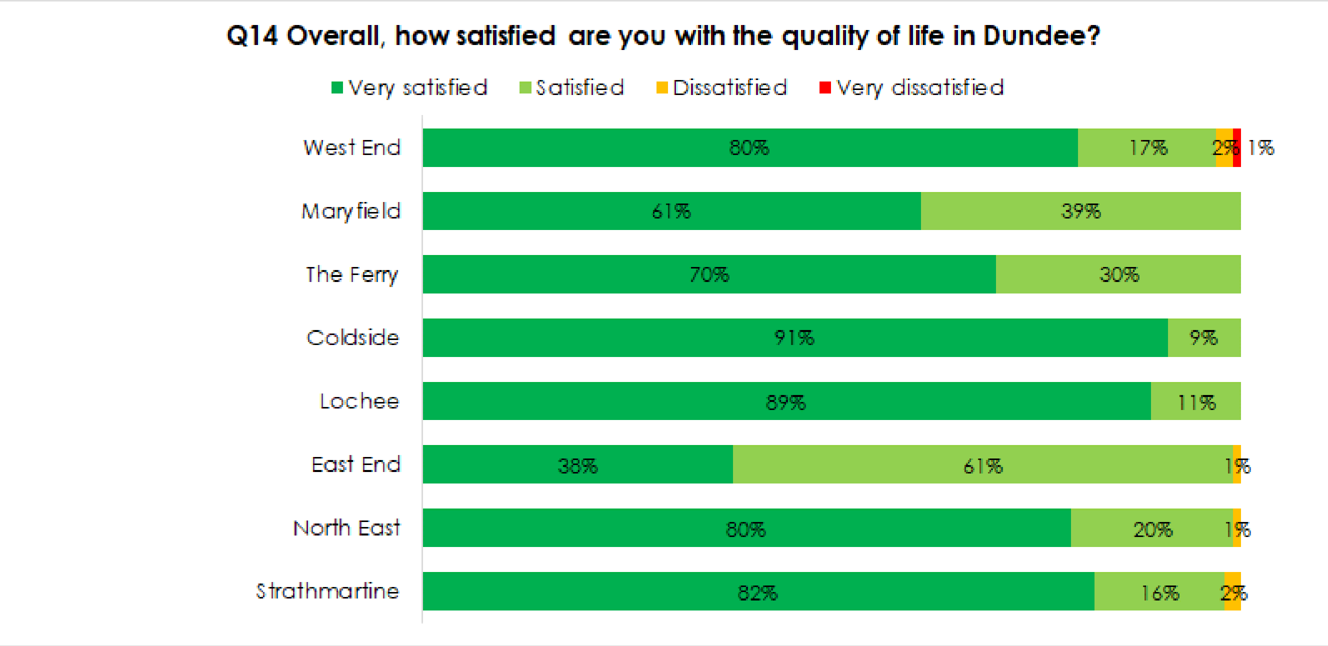


4.4 Dundee quality of life (Q14)

The proportion of respondents who said they were very satisfied with the quality of life in Dundee has decreased since the previous survey, decreasing from 86% in 2018 to 75% in 2019.



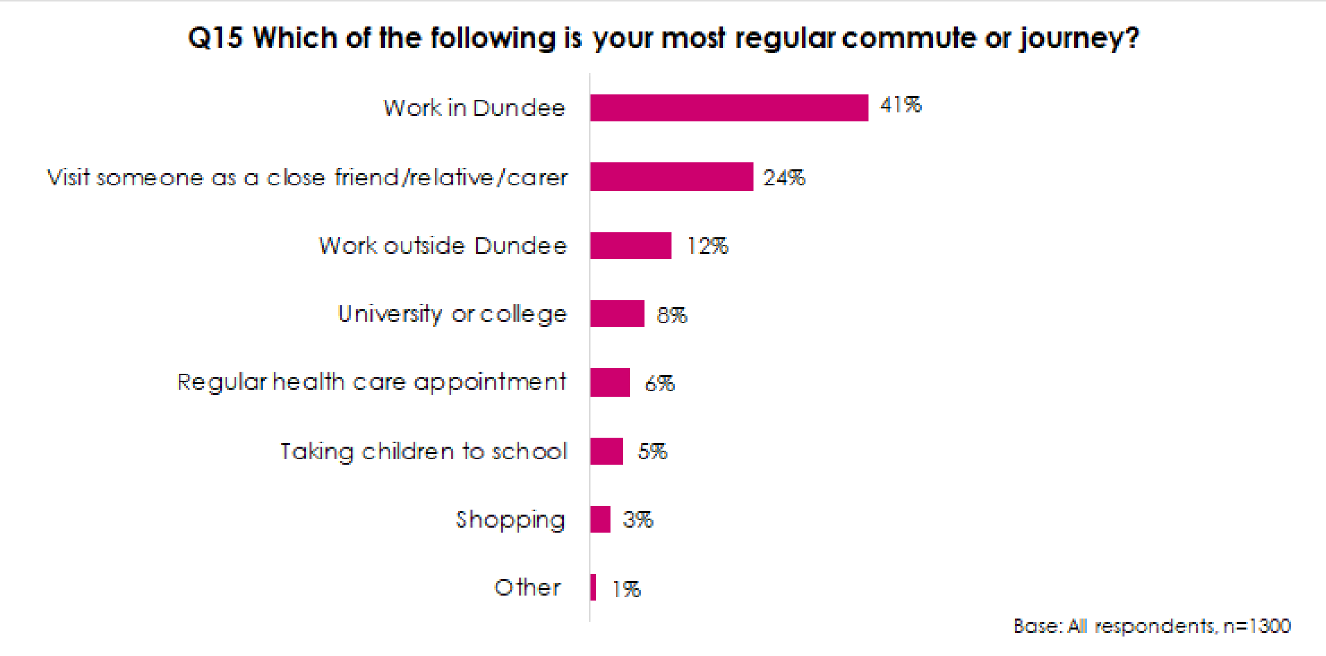
Respondents residing in Coldside (91%) and Lochee (89%) were the most likely to say they were very satisfied with the quality of life in Dundee, while East End residents were the least likely (38%).



5. TRAVEL AND TRANSPORT

5.1 Most regular commute (Q15)

The most regular commute or journey respondents make is to work in Dundee (45%), followed by visiting a close friend, relative or carer (24%).



Analysis by age reveals:

- Respondents aged 16-34 (46%), 35-54 (61%) and 55-64 (42%) were most likely to say their most regular commute is to **work in Dundee**, compared to only 5% of respondents aged 65 and over.
- Nearly one quarter (24%) of respondents aged 35-54 said their most regular commute is to **work outside of Dundee**, compared to 13% of those aged 16-34 and 5% aged 55-64.
- One fifth (20%) of respondents aged 16-34 said their most regular commute was to **university or college**.
- Nearly 1 in 10 respondents aged 16-34 (11%) said **taking children to school** was their most regular commute, compared to 4% aged 35-54 and 1% aged 65 and over.
- Participants aged 65 and over (21%) were significantly more likely to say their most regular journey was to **regular health care appointments** than participants aged 55-64 (8%), 35-54 (1%) and 16-34 (1%).
- Nearly two thirds of respondents aged 65 and over (62%) said their most regular journey was to **visit someone**, compared to 32% aged 55-64, 10% aged 35-54 and 7% aged 16-34.
- **Shopping** was cited as the most regular journey for older respondents aged 55-64 (8%) and 65 and over (9%).

Analysis by tenure shows:

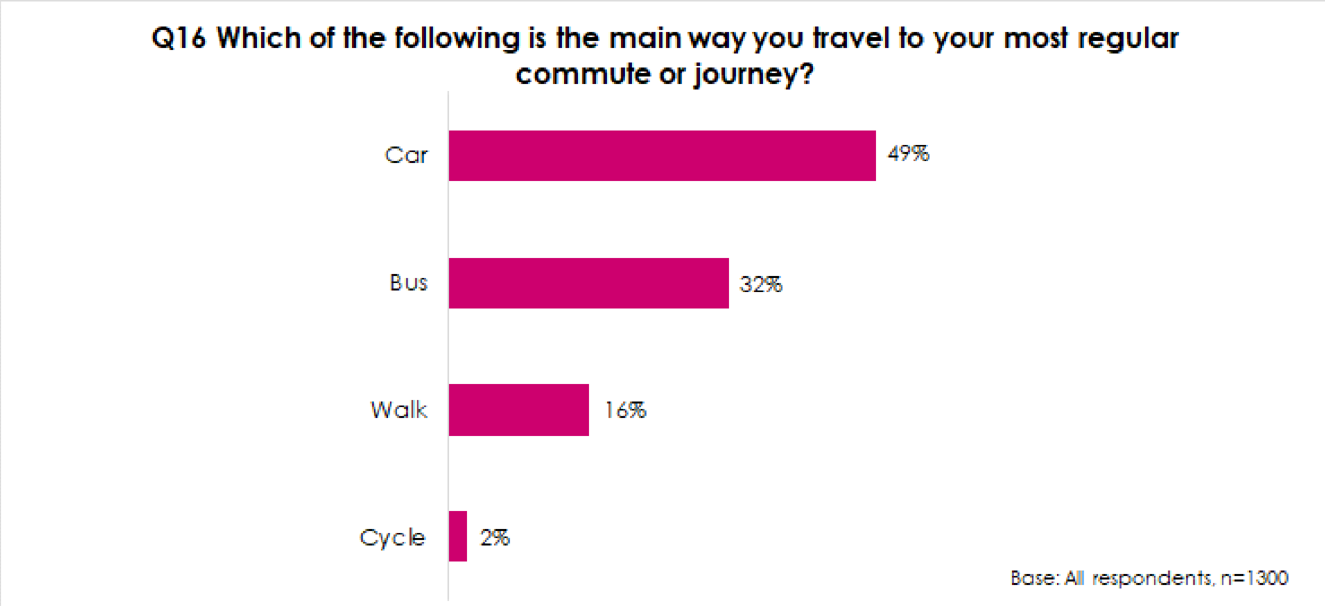
- Owner-occupiers (57%) and respondents who rent privately (54%) were significantly more likely to say their main commute was to **work** (either inside or outside of Dundee), than Council (43%) or RSL (43%) tenants.
- Private renters (26%) were significantly more likely to make their most regular journey to **university or college** than owner-occupiers (3%), RSL tenants (3%) and Council tenants (2%).
- Respondents who rent their accommodation from the Council (13%) or a registered social landlord (8%) were more likely to say **taking children to school** was their most regular journey, than private renters (4%) or owner-occupiers (2%).
- Participants who make their most regular commute to **regular health care appointments** were more likely to be Council tenants (8%) or owner-occupiers (8%) than RSL (5%) or private (2%) tenants.
- Respondents who rent from a registered social landlord (34%) were more likely to say their most regular journey was to **visit someone**, than Council tenants (26%), owner-occupiers (25%) or private renters (12%).

Further analysis by ward reveals:

- West End (63%) and The Ferry (58%) respondents were most likely to regularly travel to **work** (either inside or outside of Dundee), while Coldside (45%) respondents were least likely.
- East End (22%) and Lochee (21%) were most likely to say their most regular journey is to **work outside of Dundee**.
- More than one quarter (26%) of Maryfield respondents said they most regularly travel to **university or college**, which is significantly higher than any other area surveyed.
- East End (14%) respondents were most likely to say **taking children to school** was their most regular commute.
- Travelling to **regular health care appointments** was most common in Coldside (15%) and the Ferry (11%).
- Regularly traveling to **visit someone** was the case for East End respondents (33%) more so than it was for Lochee respondents (15%).

5.2 Main method of transport (Q16)

Dundee residents' main method of transport was most likely to be by car (49%), followed by bus (32%), walking (16%) and cycling (2%).



Analysis by age reveals:

- **Car**: Respondents aged 35-54 (66%) and 55-64 (64%) were more likely to travel by car than respondents aged 16-34 (32%) and 65 and over (46%)
- **Bus**: Younger respondents aged 16-34 (39%) and older respondents aged 65 and over (38%) were more likely to travel by bus than those aged 35-54 (22%) and 55-64 (25%).
- **Walk**: Younger respondents aged 16-34 (26%) were most likely to say they mainly travelled by walking, compared to those aged 35-54 (10%), 55-64 (10%) and 65 and over (12%).
- **Cycle**: 4% of respondents aged 16-34 said their main mode of transport was cycling, compared to 2% aged 65 and over and 1% aged 35-54.

Analysis by ward shows:

- **Car**: Strathmartine (62%) and North East (57%) had the highest proportion of regular car users, while West End (38%) and The Ferry (38%) had the lowest.
- **Bus**: The Ferry (56%) and West End (47%) had the highest proportion of respondents who said the bus was their main mode of transport, while Maryfield (12%) and East End (12%) had the lowest.
- **Walk**: Maryfield (41%) and East End (37%) respondents were significantly more likely to say they commuted mainly by walking, than those who resided in The Ferry (1%)

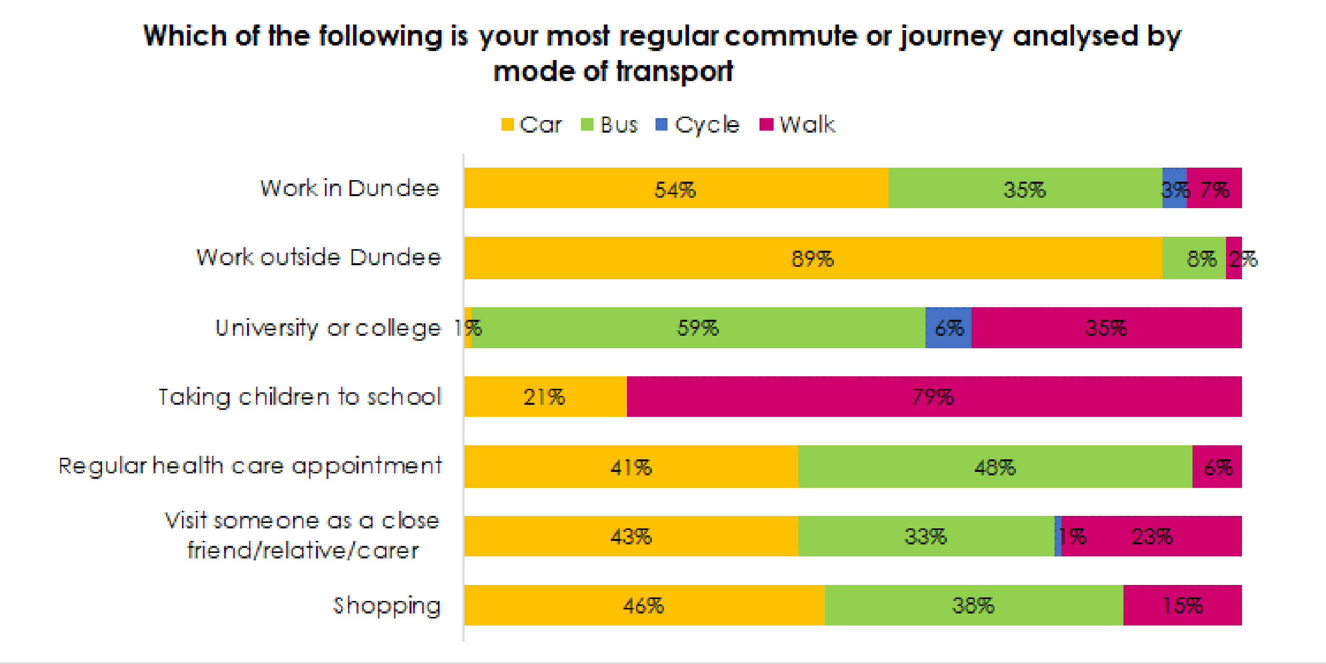
Further analysis by tenure reveals:

- **Car**: Owner-occupiers (69%) were significantly more likely to say their main mode of transport is by car, than respondents who rented from the Council (32%), an RSL (32%) or privately (22%).
- **Bus**: The bus was used more so by those who rented from a private landlord (50%) than it was for RSL tenants (32%), Council tenants (32%) or owner-occupiers (24%).

- **Walk**: Council tenants (35%) were significantly more likely to say they commuted mainly by walking, than those who rented from a registered social landlord (28%), rented from a private landlord (23%) or those who owned their property (5%).

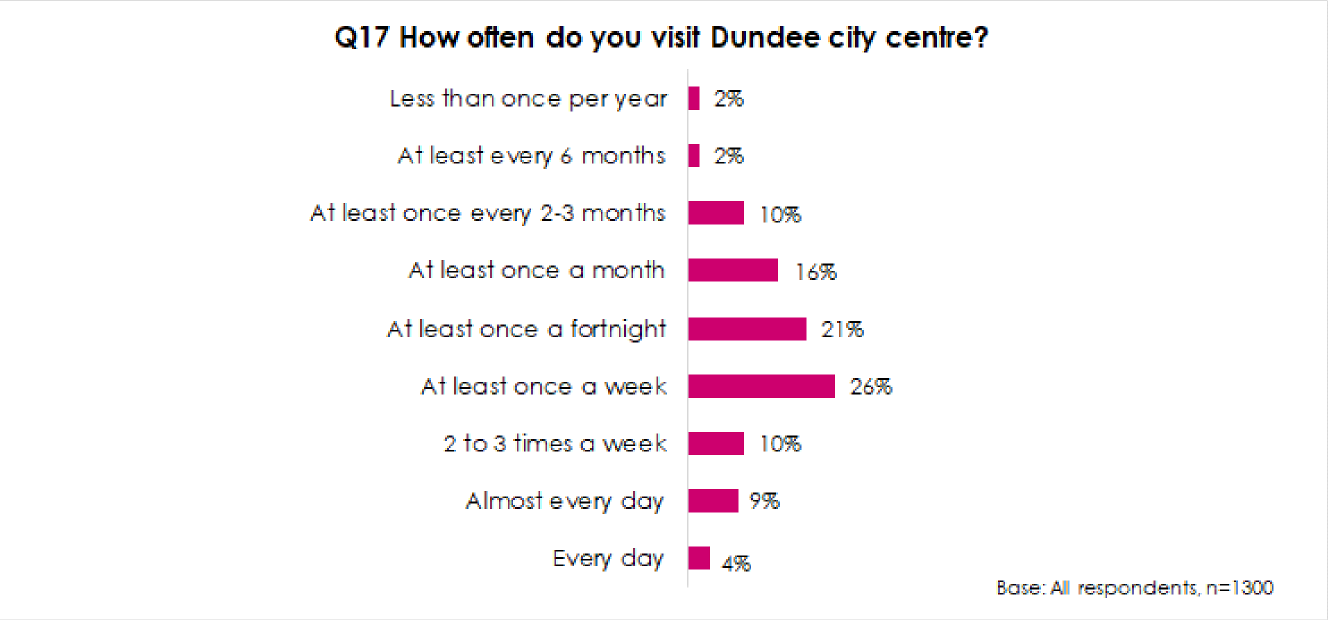
Just under half (49%) of both community regeneration areas and non-regeneration areas commuted mainly by car. Respondents who lived in a non-CRA area (34%) were more likely to regularly commute by bus than those who do live in a CRA area (27%). On the other hand, CRA respondents were more likely to say they walked as their main mode of transport (22%) than non-CRA respondents (14%).

Analysis of respondents most regular commute by their main mode of transport reveals, perhaps unsurprisingly, respondents who travel outside of Dundee for work were most likely to do so by car (89%), university or college students were most likely to travel to campus by bus (59%) and the majority of those who regularly took children to school did so by walking (79%).



5.3 Visiting Dundee City Centre (Q17)

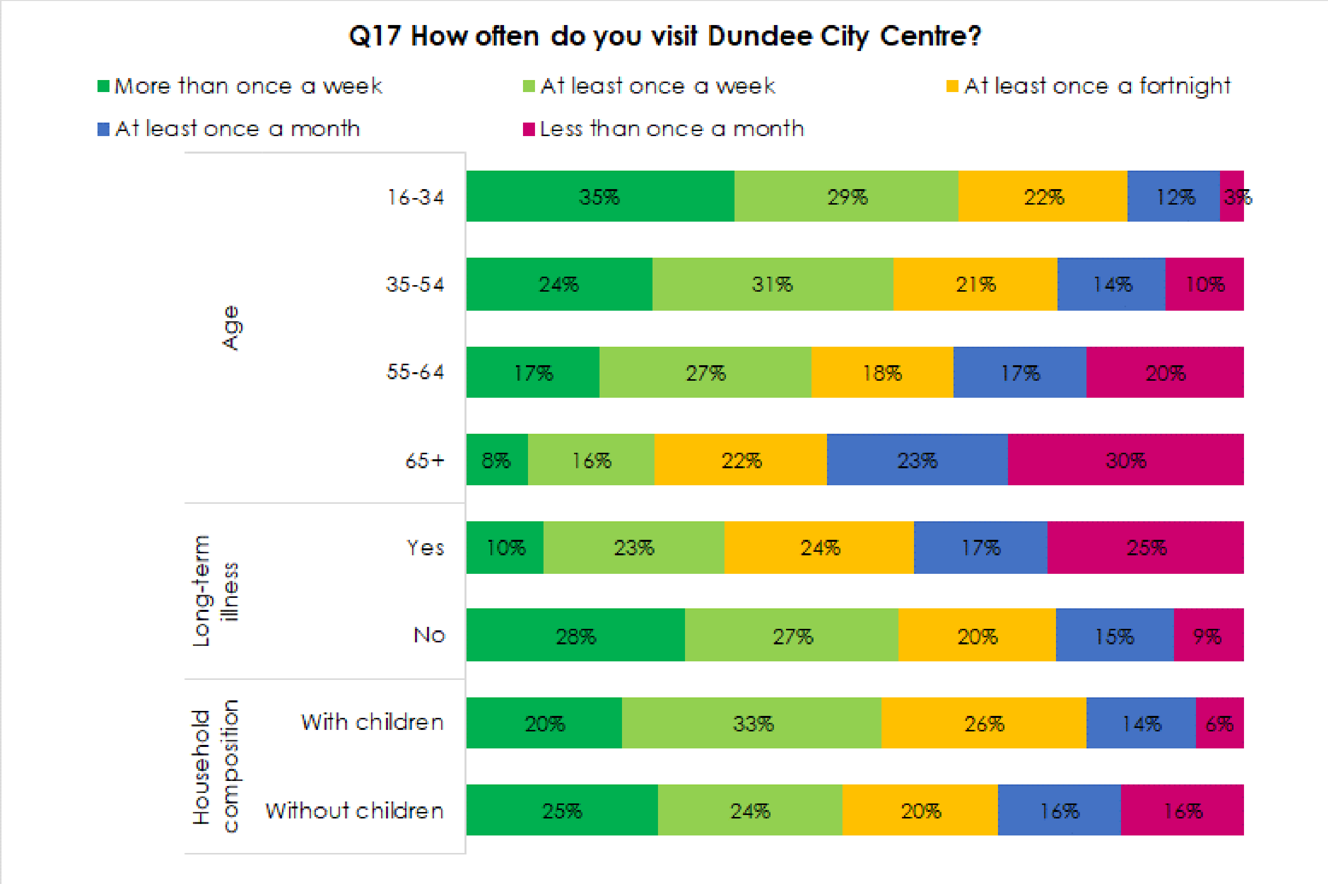
Just over one quarter (26%) of respondents said they visit Dundee City Centre at least once a week, 21% do so at least once a fortnight while 16% said they visit at least once a month.



In terms of demographics, younger respondents aged 16-34 were significantly more likely to visit Dundee City Centre more than once a week (35%) or at least once a week (29%) than respondents aged 65 and over (8% and 16% respectively).

Those without a long-term illness were significantly more likely to visit Dundee City Centre more than once a week (28%) or at least once a week (27%) than respondents with a long-term illness (10% and 23% respectively).

While households without children were most likely to visit Dundee City Centre more than once a week (25%), they were also most likely to visit the City Centre less than once a month (16%).

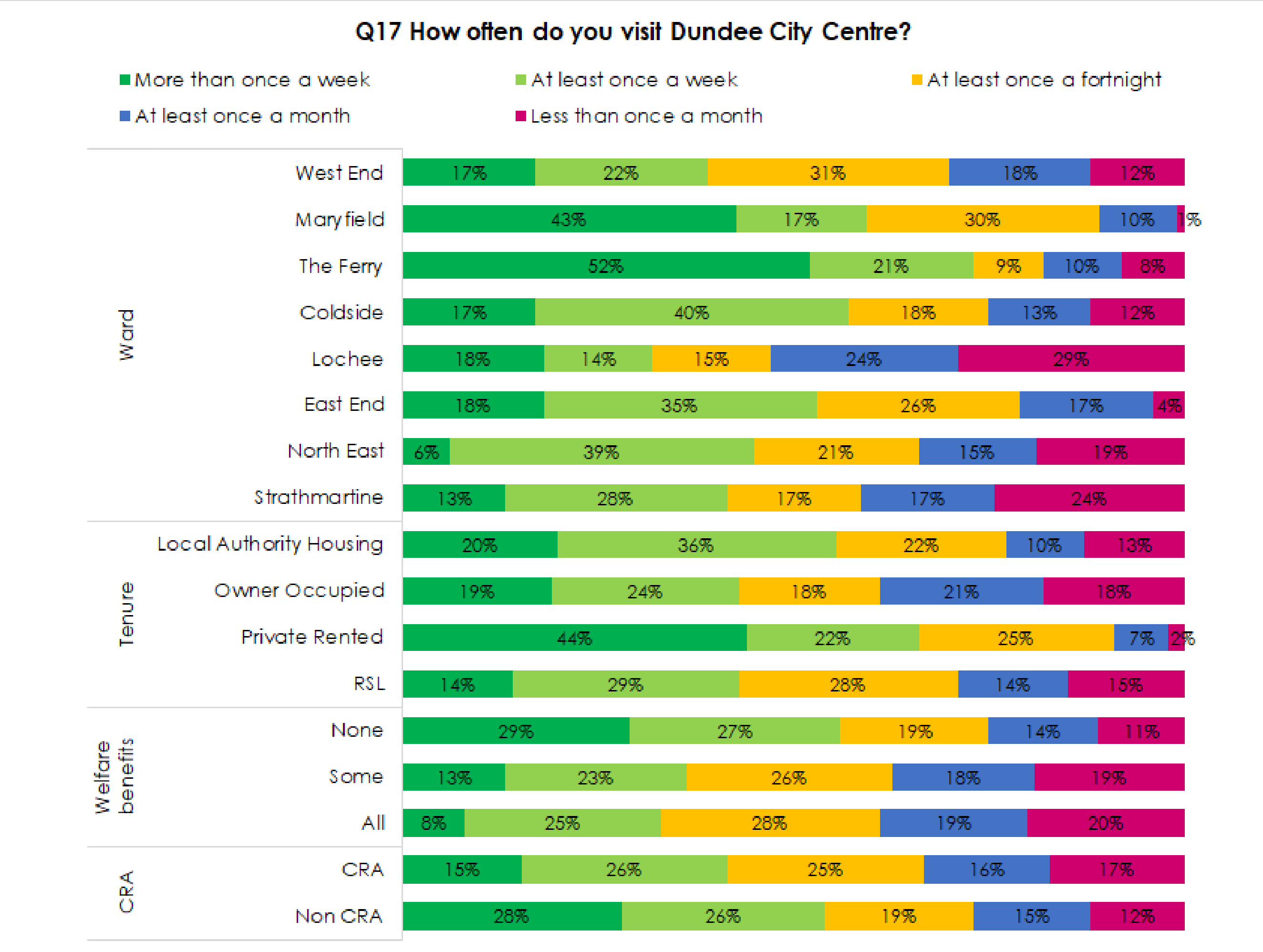


The Ferry (52%) and Maryfield (43%) respondents were most likely to visit Dundee City Centre more than once a week, while North East (6%) respondents were the least likely to do so. Lochee (29%) and Strathmartine (24%) respondents were the most likely to say they visit the City Centre less than once a month.

Those who rent their accommodation from a private landlord (44%) were most likely to say they visit Dundee City Centre more than once a week. On the other hand, those who owned their property (18%) were most likely to say they visit the City Centre less than once a month.

In terms of welfare benefits, respondents who do not receive any form of welfare benefits (29%) were the most likely visit the City Centre more than once a week, followed by those who receive some (13%) and those who receive all (8%).

Non-CRA respondents (28%) were nearly twice as likely to say they visit Dundee City Centre more than once a week than those who live in a CRA designated area (15%).

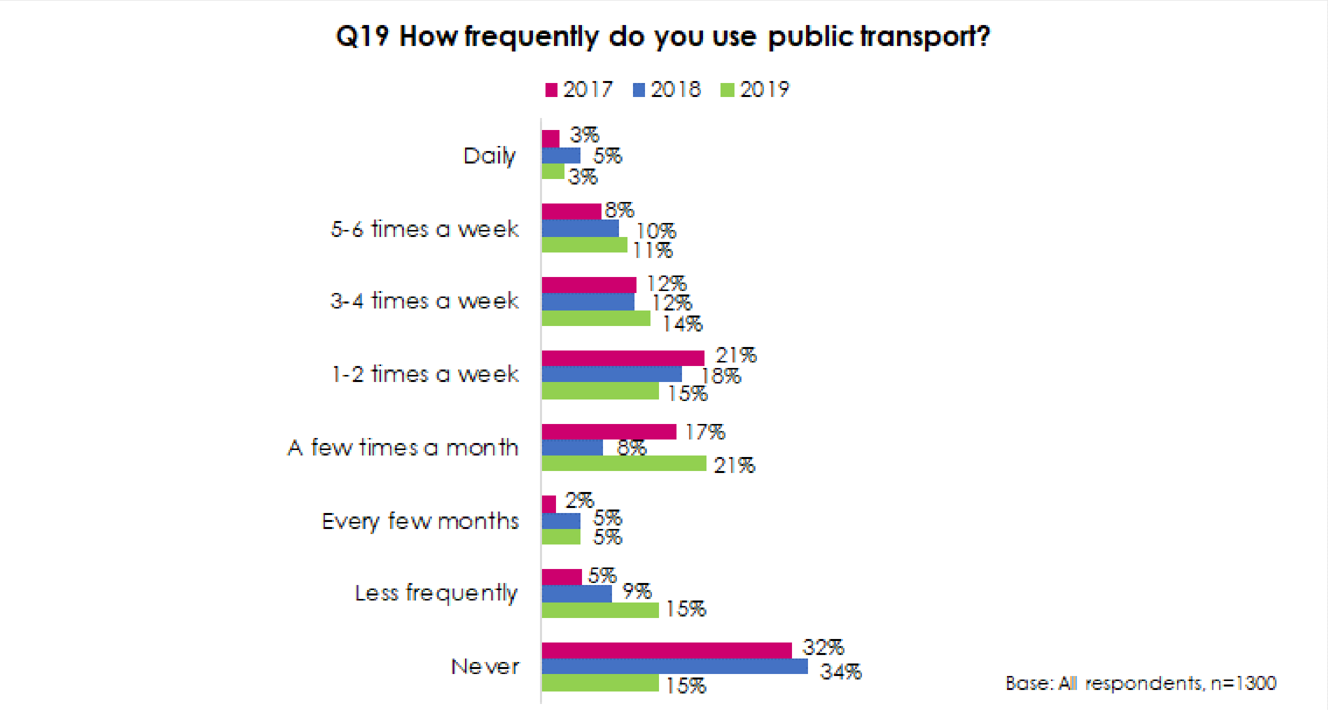

Q17 How often do you visit Dundee City Centre?
More than once a week
At least once a week
At least once a fortnight
At least once a month
Less than once a month
Ward
West End 17% 22% 31% 18% 12%
Maryfield 43% 17% 30% 10% 1%
The Ferry 52% 21% 9% 10% 8%
Coldside 17% 40% 18% 13% 12%
Lochee 18% 14% 15% 24% 29%
East End 18% 35% 26% 17% 4%
North East 6% 39% 21% 15% 19%
Strathmartine 13% 28% 17% 17% 24%
Tenure
Local Authority Housing 20% 36% 22% 10% 13%
Owner Occupied 19% 24% 18% 21% 18%
Private Rented 44% 22% 25% 7% 2%
RSL 14% 29% 28% 14% 15%
Welfare benefits
None 29% 27% 19% 14% 11%
Some 13% 23% 26% 18% 19%
All 8% 25% 28% 19% 20%
CRA
CRA 15% 26% 25% 16% 17%
Non CRA 28% 26% 19% 15% 12%

5.4 Public transport (Q18-20)

The majority of Dundee residents (94%) said they had a bus stop within a 5-minute walk from their home (95% in 2018). Those who resided in The Ferry (79%) were the least likely to answer have answered yes to this question, while all respondents (100%) in Lochee and East End answered yes. Surprisingly, The Ferry had the highest proportion of respondents (56%) who said their main mode of transport was by bus.

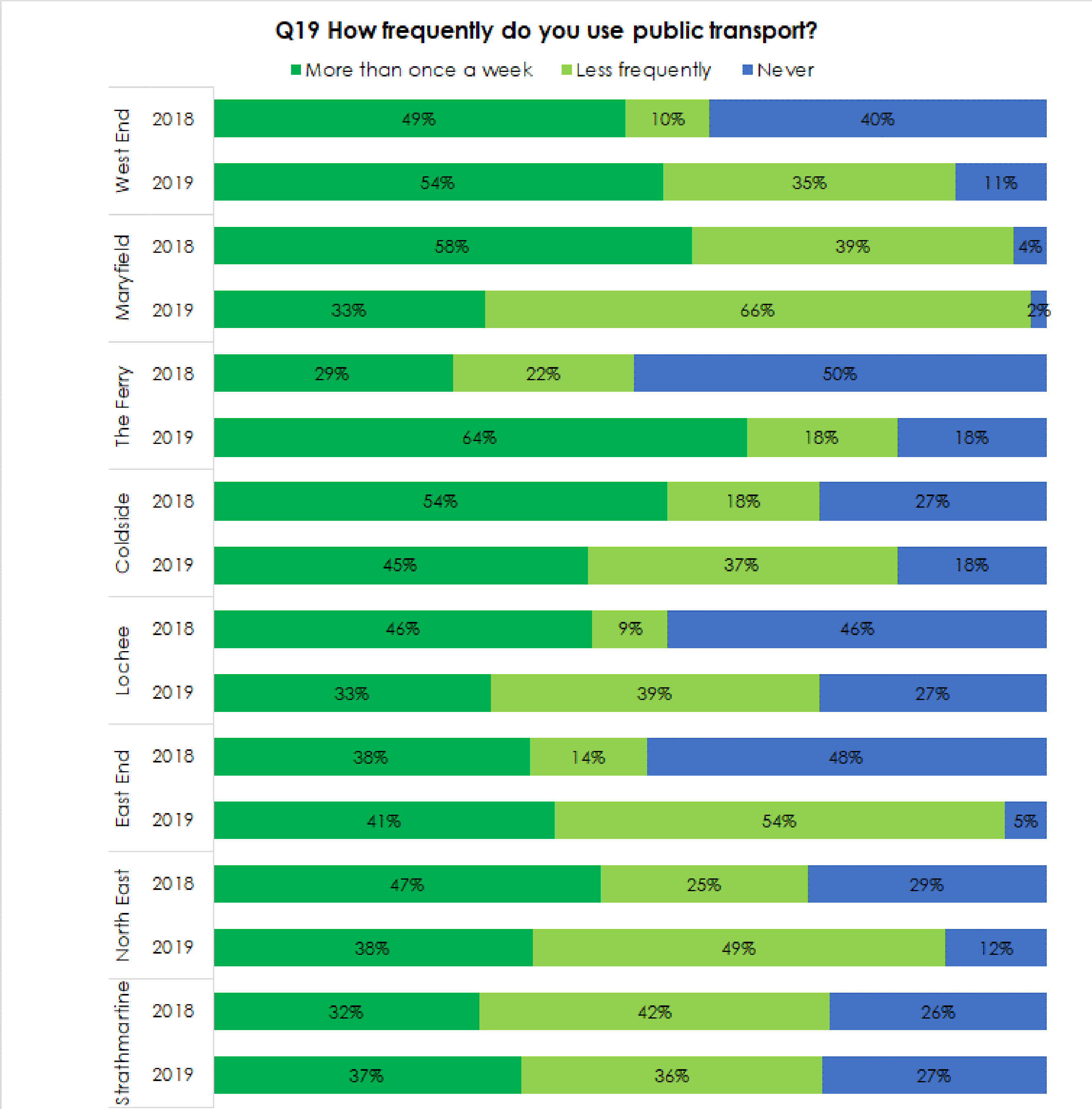
When asked about the frequency of use of public transport, 43% of respondents use public transport at least once a week (45% in 2018), while 41% use it less frequently (22% in 2018). The proportion of respondents who said they never use public transport has more than halved since the previous survey, from 34% in 2018 to 15% in 2019.

In terms of age, respondents aged 35-54 (23%) and 55-64 (21%) were the most likely to say they never use public transport. Perhaps unsurprisingly, those aged 35-54 (66%) and 55-64 (64%) were also the most likely to say their main mode of transport was by car.



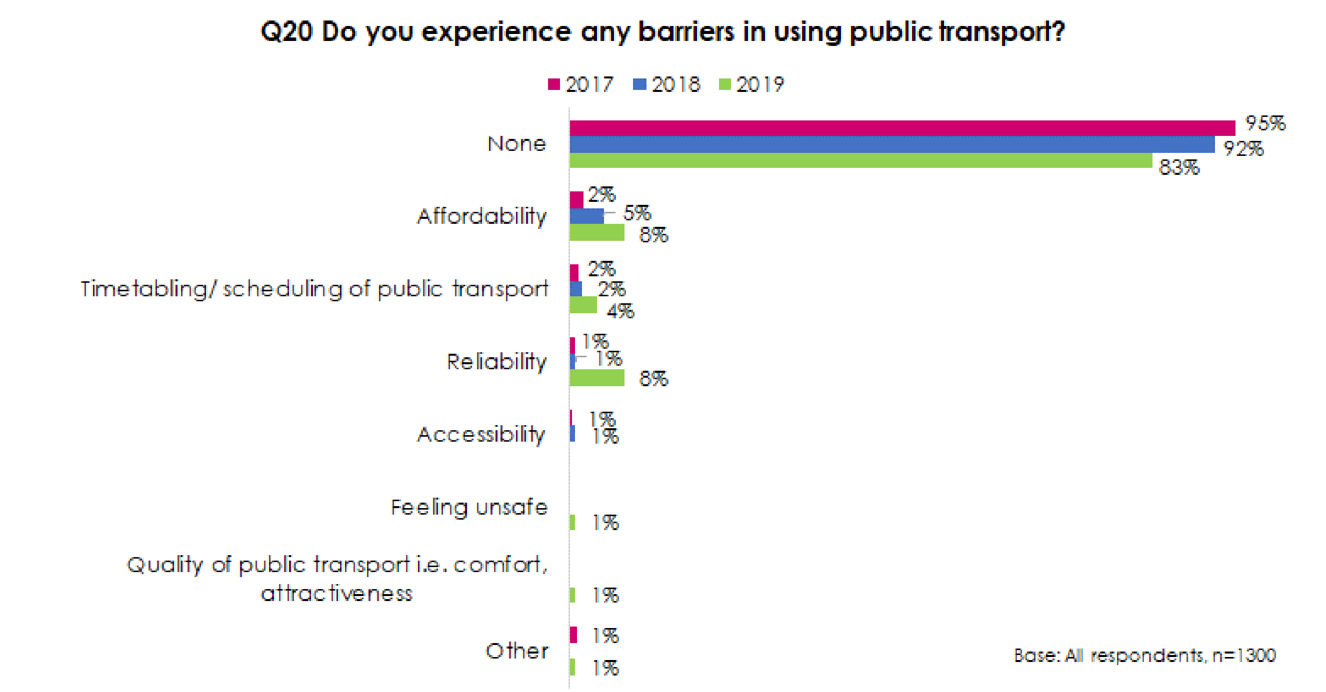
Those who lived in The Ferry (64%, compared to 29% in 2018) were the most likely to say they use public transport at least once a week. This is a significant increase since the previous survey, where The Ferry respondents were the most likely to say they never use public transport.

Since the 2018 survey, the proportion of respondents who use public transport at least once a week has increased for West End, The Ferry, East End and Strathmartine. On the other hand, the proportion of respondents who use public transport at least once a week has decreased for Maryfield, Coldside, Lochee and North East.



Q19 How frequently do you use public transport?
More than once a week
Less frequently
Never
West End
Maryfield
The Ferry
Coldside
Lochee
East End
North East
Strathmartine
2018
2019
49%
10%
40%
54%
35%
11%
58%
39%
4%
33%
66%
2%
29%
22%
50%
64%
18%
18%
54%
18%
27%
45%
37%
18%
46%
9%
46%
33%
39%
27%
38%
14%
48%
41%
54%
5%
47%
25%
29%
38%
49%
12%
32%
42%
26%
37%
36%
27%

The majority of respondents said they did not experience any barriers in using public transport (83%). However, the proportion of respondents who did experience some form of barrier in using public transport has increased from 8% in 2018 to 17% in 2019.



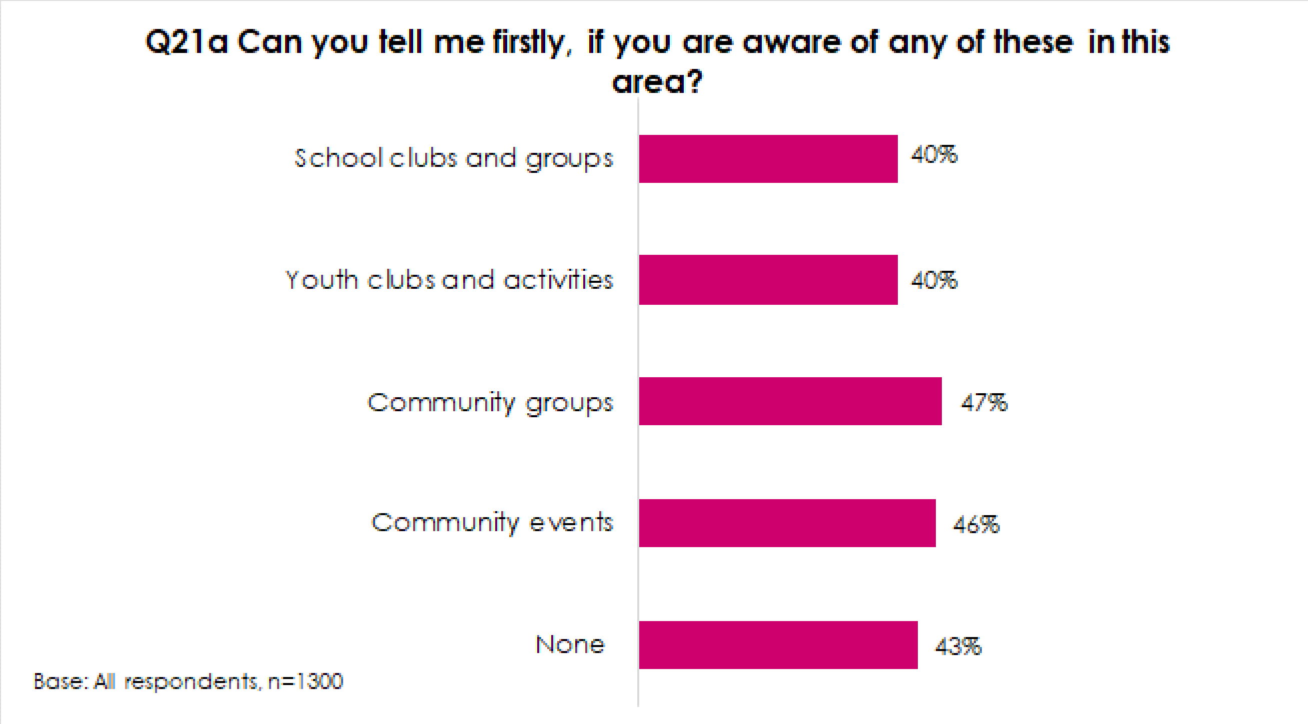
Further analysis of those who experience barriers to using public transport reveals:

- Younger respondents aged 16-34 (23%) were most likely to say they experienced some form of barrier to using public transport, followed by those aged 35-54 (15%), 55-64 (14%) and 65 and over (11%).
- 17% of respondents aged 16-34 cited affordability as an issue, which is significantly higher than respondents aged 35-54 (5%), 55-64 (4%) and 65 and over (0%).
- Nearly one quarter (23%) of respondents who walk as their main mode of transport said affordability was a barrier.
- More than one fifth of respondents who receive full welfare benefits (22%) said affordability was a barrier to using public transport.
- Respondents with a long-term illness of disability (30%) were more than twice as likely to experience some form of barrier to using public transport than those without a long-term illness or disability (12%).
- Affordability was cited as a barrier by those who are experiencing, or have experienced problems within the last year, with changes to benefits (40%), Council tax payments (26%), loan or credit card payments (30%), the cost of food (40%), the cost of domestic energy bills (38%) and vehicle fuel prices (27%).
- Affordability was also cited as barrier by single adults with at least one child (32%) and single adults under the age of 60 (33%) more so than by any other household composition.
- Those in North East (32%), West End (31%) and Strathmartine (26%) were the most likely to experience some form of barrier to using public transport, while The Ferry (4%) and Maryfield (9%) were the least likely.

6. COMMUNITY PARTICIPATION

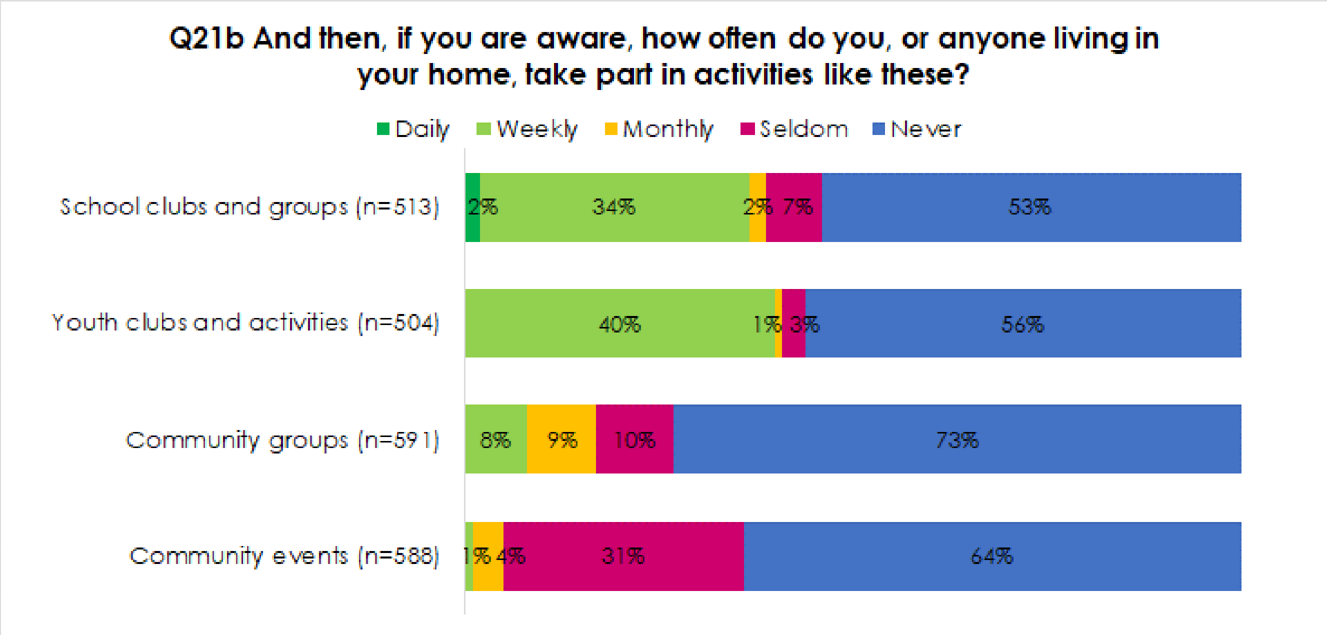
6.1 Community activities (Q21/22)

More than half of respondents (57%) were aware of at least one form of community activity or organisation in their area. Respondents were most likely to be aware of community groups (47%) and community events (46%).



Awareness was highest in East End (89%), Maryfield (81%) and The Ferry (74%). In contrast, less than half of respondents in North East (45%), Strathmartine (44%), Lochee (43%), Coldside (42%) and West End (40%) were aware of at least one form of community activity or organisation.

Respondents were then asked how often they, or anyone in their household, takes part in activities like these. Respondents were most likely to take part in school clubs or groups (47%), followed by youth clubs and activities (44%), community events (36%) and community groups (27%).



Respondents were asked whether they had given up any time to help any clubs, charities, campaigns or organisations in the last 12 months, with 16% of respondents stating yes, they had undertaken some form of work or activity on a voluntary basis in the last 12 months. This is less than reported in 2018 (21%).

Those who had undertaken some form of work or activity on a voluntary basis in the last 12 months were most likely to do so for school children e.g. school trips, sports days etc. (20%), youth groups/ children's activities outside of school (19%), children's groups e.g. playgroup (18%) or for church, religion or faith-based groups (16%).

Q22 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?

	2019
School children e.g. school trips, sports days, discos, in the classroom	20%
Youth groups/ children's activities outside of school	19%
Children's group - e.g. playgroup, mothers and toddlers	18%
Church, religion or faith-based group	16%
Coaching or organising sport or exercise	11%
Hobbies/ recreation/ arts/ social club	11%
The elderly	7%
Local community group/ neighbourhood association/ community council	4%
Health disability or social welfare group or organisation	2%
Safety/ first aid	2%
The environment/ animals	2%
Public service - e.g. school, hospital, police, local government service	1%
Professional society	1%
Wildlife protection	1%

6.2 Cultural events and activities (Q23)

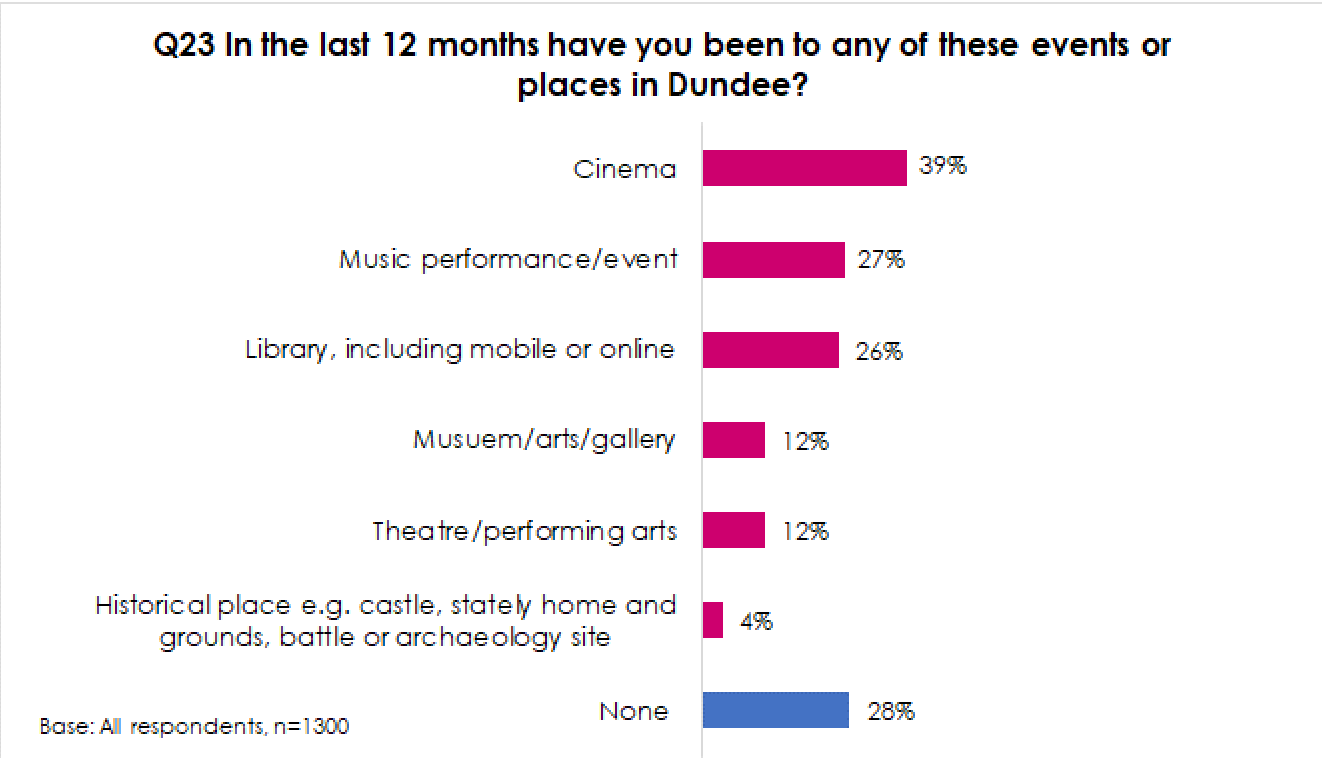
Participants were shown a list of cultural activities and events such as films, exhibitions, plays and museums and asked whether they had taken part in or visited any of these activities in Dundee in the last 12 months. Just over 7 in 10 respondents (72%) said they had taken part in or visited at least one of these activities or events in the last 12 months. This is less than was reported in 2018 (85%) and 2017 (91%).

The most popular activities were the cinema (39%), music performances and events (27%) and the library (26%). Those who were most likely to have attended these events were:

- Aged 16-34 (87%)
- Had children in their household (91%)
- Rented their home from a private landlord (77%) or owned their property (74%)
- Lived in Maryfield (97%) or East End (90%).

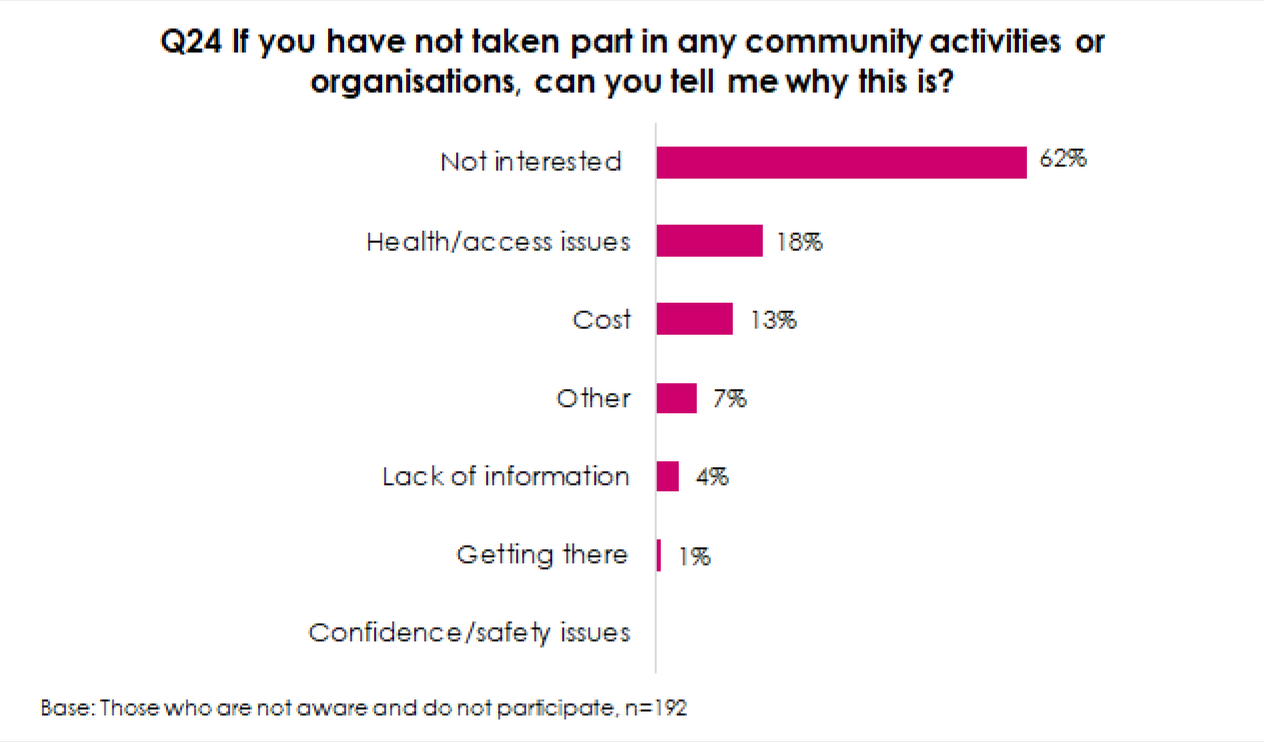
Those who were least likely to have participated in cultural events or activities were:

- Aged 65 and over (46%)
- Had no children in their household (65%)
- Rented their home from a registered social landlord (64%) or the Council (63%)
- Lived in The Ferry (57%)



6.3 Reasons for not taking part in community activities, organisations or events (Q24)

Those who were not aware of and had not taken part in any community activities or organisations were asked to provide reasons why this was the case. More than 6 in 10 respondents (62%) said they were simply not interesting, 18% said they have health or access issues while 13% said it was due to cost.



Further analysis of those who stated they did not participate due to health or access issues finds this was the case for respondents with a long-term illness or disability (33%) significantly more so than those without (2%). 40% of respondents who did not participate due to this reason have a mobility or physical disability, 30% had difficulties with hearing and 24% had difficulties with sight.

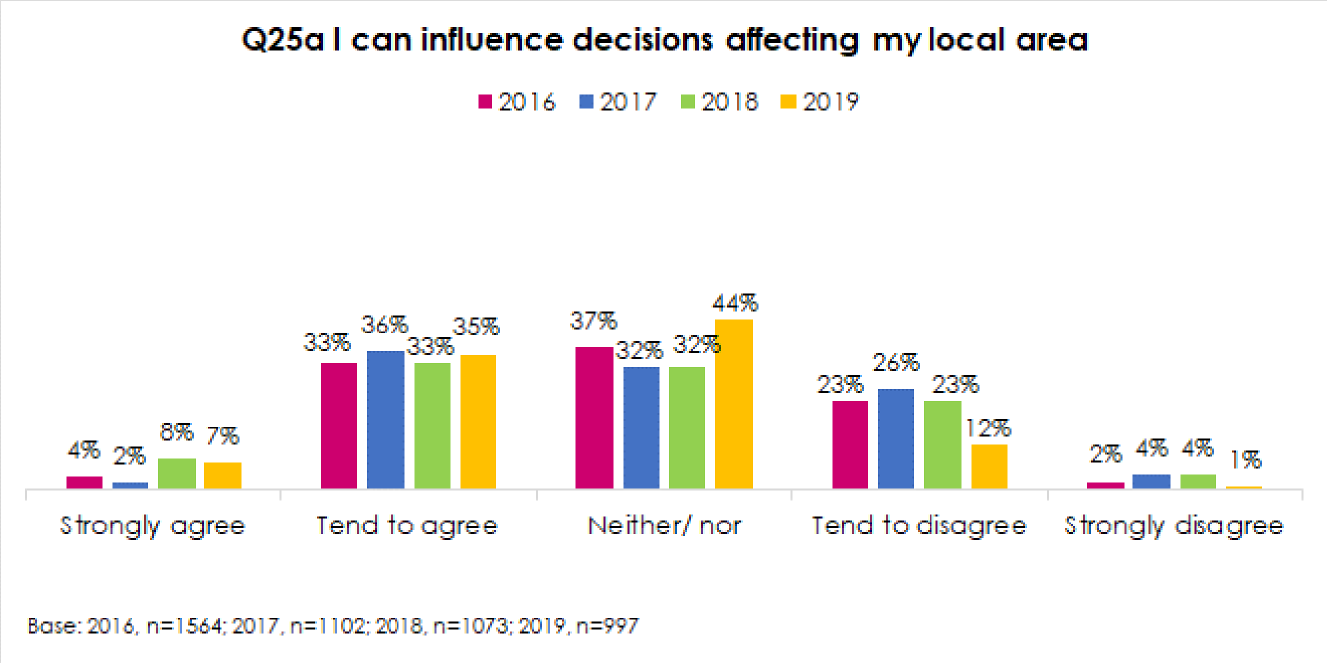
Respondents who said they do not manage very well financially (64%) or have deep financial difficulties (86%) were most likely to cite cost as a barrier to participating in community activities. Furthermore, 76% of respondents who cited cost as an issue lived in a household with children, compared to 11% who had no children in the home.

Please note there were very small base numbers for this analysis and caution should therefore be taken when interpreting these results.

6.4 Influencing decisions (Q25)

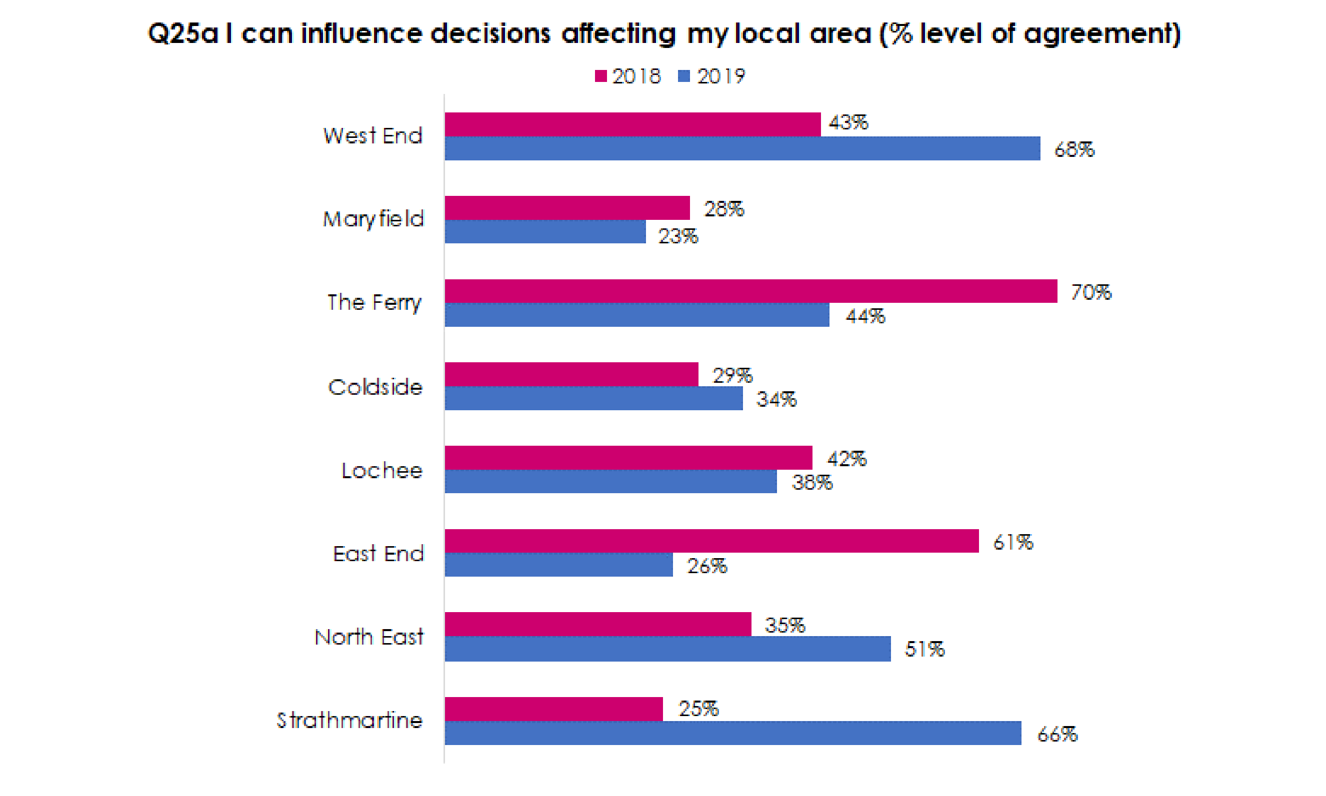
Participants were asked the extent to which they felt they had an influence over decisions that affect their local area. Please note those who said they had no opinion have been excluded from this analysis. Just over 4 in 10 respondents (42%) agreed that they could influence decisions that affect their local area compared to 13% who disagreed and 44% who neither agreed nor disagreed.

The overall level of agreement for this question has remained consistent with the 2018 survey, where 41% agreed they could influence decisions affecting their local area. The level of disagreement has decreased significantly since 2018, from 27% in 2018 to 13% in 2019, while the proportion of respondents stating they neither agreed nor disagreed has risen from 32% to 44%.



Respondents who lived in West End (68%) and Strathmartine (66%) were significantly more likely to agree they can influence decisions in their local area than respondents who lived in Maryfield (23%) or East End (26%).

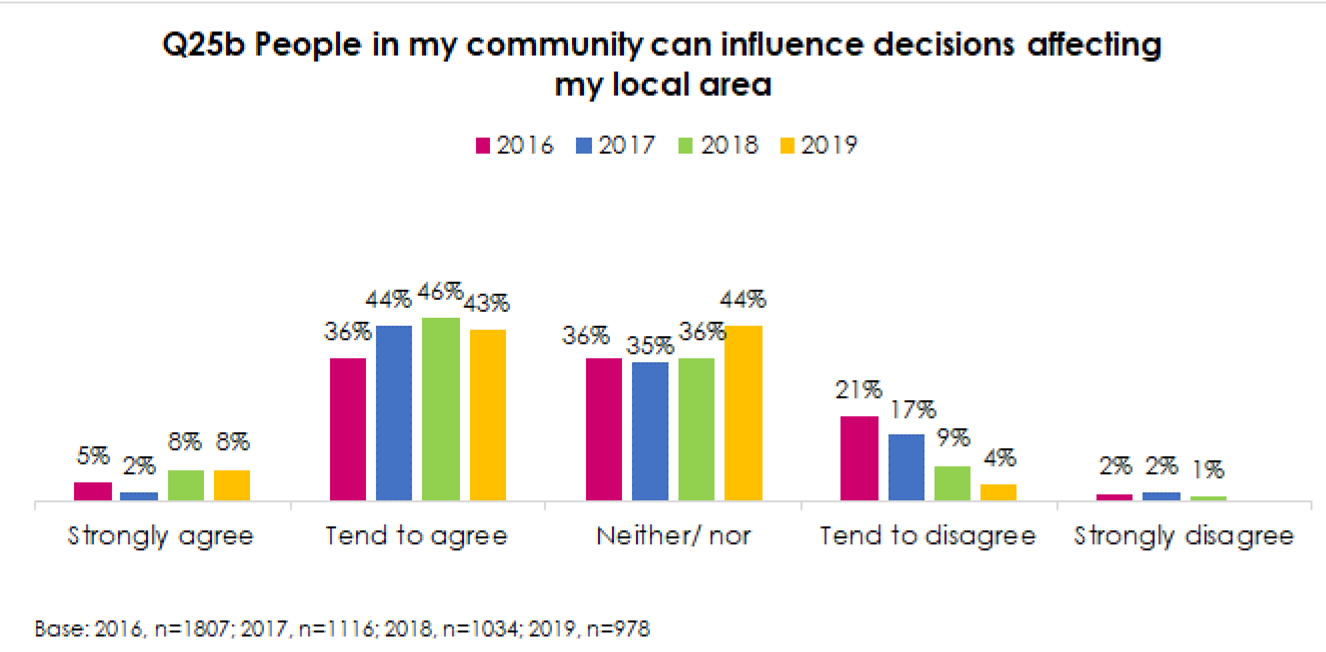
Since the previous survey, the proportion of respondents who agree they can influence decisions in their local area has increased in West End, Coldside, North East and Strathmartine and decreased for Maryfield, The Ferry, Lochee and East End.



Please note some areas had higher proportions of respondents stating, 'no opinion' and therefore have small base numbers.

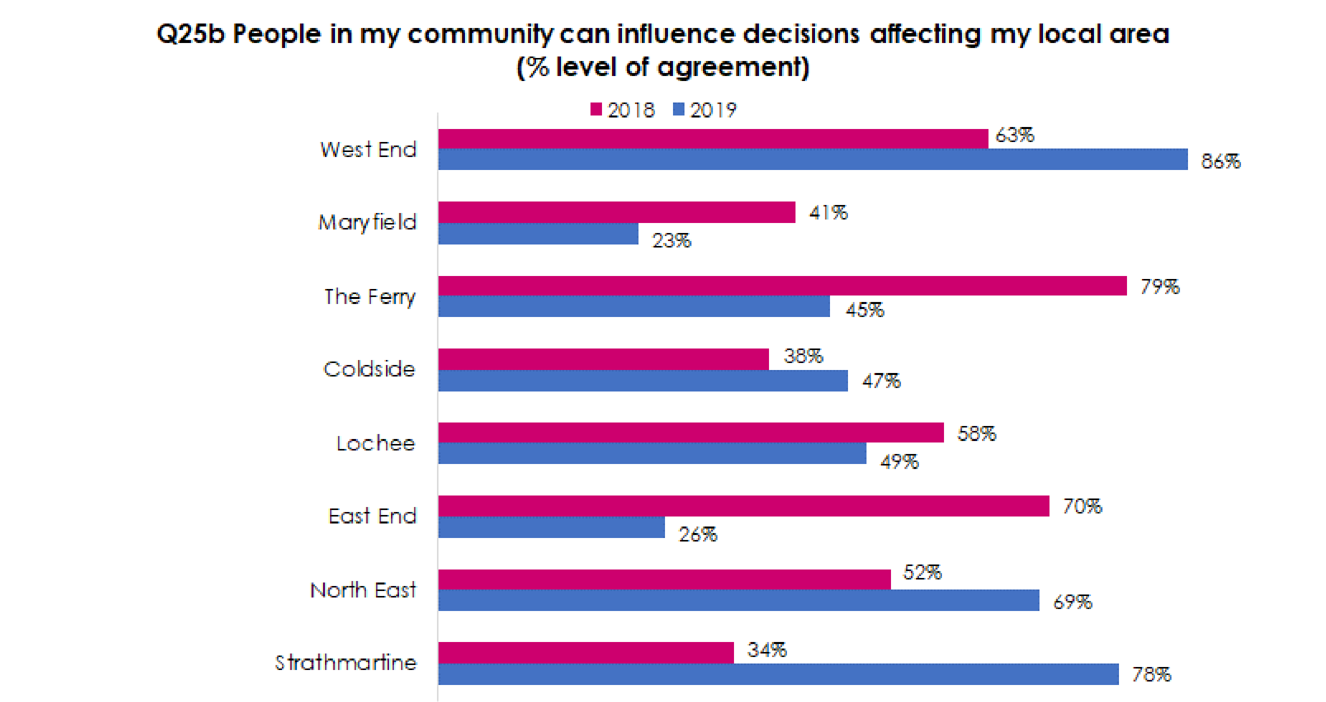
Just over half (51%) agreed that people in their local community can influence decisions affecting the local area compared to 4% who disagreed and 44% who neither agreed nor disagreed.

The proportion of respondents who agreed with this statement has decreased since the 2018 survey, decreasing from 54% to 51%. However, the proportion of respondents who disagreed has more than halved since the previous survey, from 10% in 2018 to 4% in 2018, while the proportion of respondents who neither agreed nor disagreed has risen from 36% to 44%.



West End (86%), Strathmartine (78%) and North East (69%) participants were significantly more likely to agree people in their community can influence decisions affecting their local area than Maryfield (23%) or East End (26%) participants.

Since the previous survey, the proportion of respondents who agree people in their community can influence decisions affecting their local area has increased in West End, Coldside, North East and Strathmartine and decreased in Maryfield, The Ferry, Lochee and East End.



Please note some areas had higher proportions of respondents stating, 'no opinion' and therefore have small base numbers.

6.5 Main issues for children and young people (Q26)

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:

- Lack of employment/ job opportunities (10%)
- Boredom/ nothing to do (5%)
- Lack of facilities e.g. clubs/ play areas/ football pitches (5%)
- Poverty/ lack of money (5%)

More than 4 in 10 respondents (44%) were unable to answer this question and 18% said there were no issues for young people or children in their area.

Issues such as Brexit and the current political climate (3%), climate change (1%), peer pressure (1%) and online safety or spending too much time online (1%) were cited as issues for the first time since 2016, indicating an awareness of new challenges facing children and young people.

Q26 What, in your opinion, are the main issues for children and young people in your area?				
Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	2016	2017	2018	2019
Don't know	48%	47%	53%	44%
Nothing/ no issues	8%	4%	17%	18%
Lack of employment/ job opportunities	9%	3%	6%	10%
Boredom/ nothing to do	5%	7%	8%	5%
Lack of facilities e.g. clubs/ play areas/ football pitches	2%	4%	5%	5%
Poverty/ lack of money/ cost of living	2%	5%	1%	5%
Alcohol/ drugs	20%	25%	8%	3%
Unemployment	6%	3%	5%	3%
Other	1%	2%	4%	3%
Brexit/ current political climate	-	-	-	3%
Housing	1%	1%	0%	1%
Climate change	-	-	-	1%
Online safety/ too much time spent online	-	-	-	1%
Peer pressure	-	-	-	1%
Lack of discipline/ parental control	1%	0%	0%	0%

Council (14%) and RSL (13%) tenants were more likely to have mentioned lack of employment or job opportunities than owner-occupiers (9%) and those who rented in the private sector (4%). Similarly, poverty, lack of money and the cost of living were cited more so by Council (10%) and RSL (9%) tenants than those who rent privately (4%) or owner-occupiers (9%). Alcohol and drugs were more of a problem for Council tenants (7%) than any other tenure (2-3%).

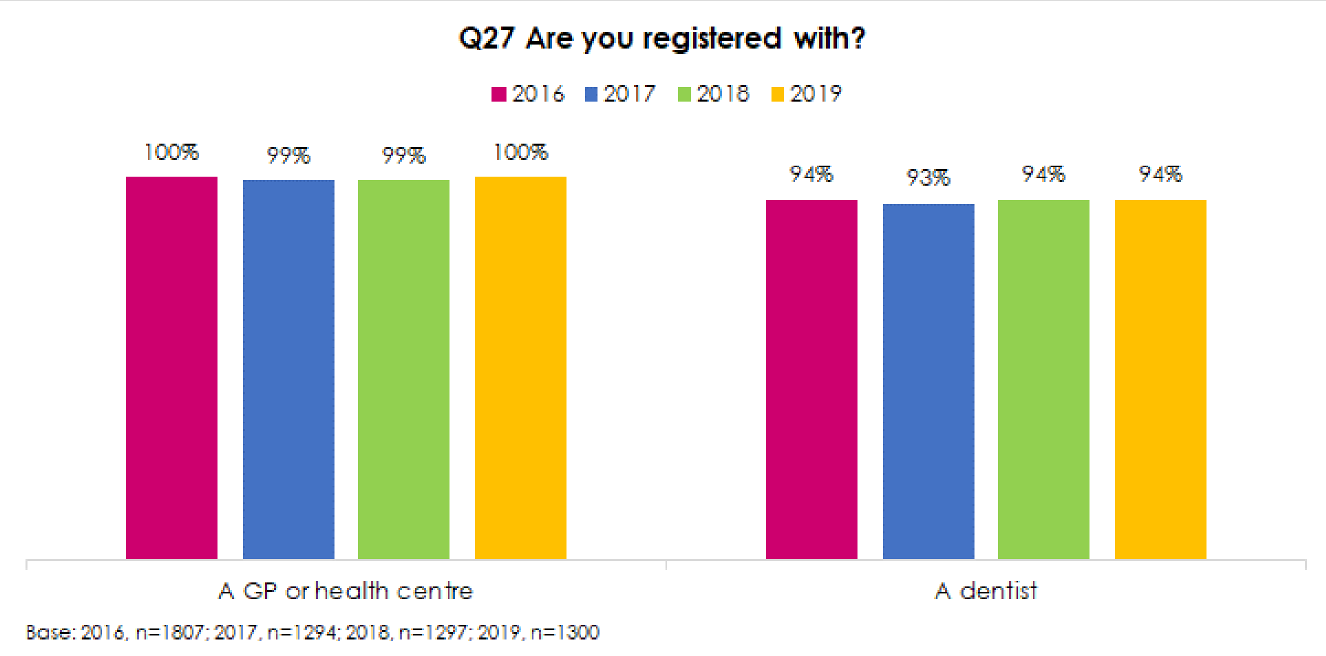
Analysis by ward reveals:

- Alcohol and drugs were perceived as being more of an issue in East End (11%) than all other areas (between 1% and 5%).
- Boredom or having nothing to do was mentioned by more respondents in West End (11%) than Maryfield (0%) or The Ferry (0%)
- Lack of facilities for young people was perceived as being more of an issue in West End (12%), Strathmartine (12%) and North East (8%) than all other areas (between 0% to 3%)
- Lack of employment and job opportunities was perceived as being a greater issue in East End (21%), Lochee (12%) and North East (12%) than all other areas (between 6% to 8%)
- Poverty, lack of money and the cost of living was a greater issue in Maryfield (24%) than the Ferry (0%).

7. HEALTH

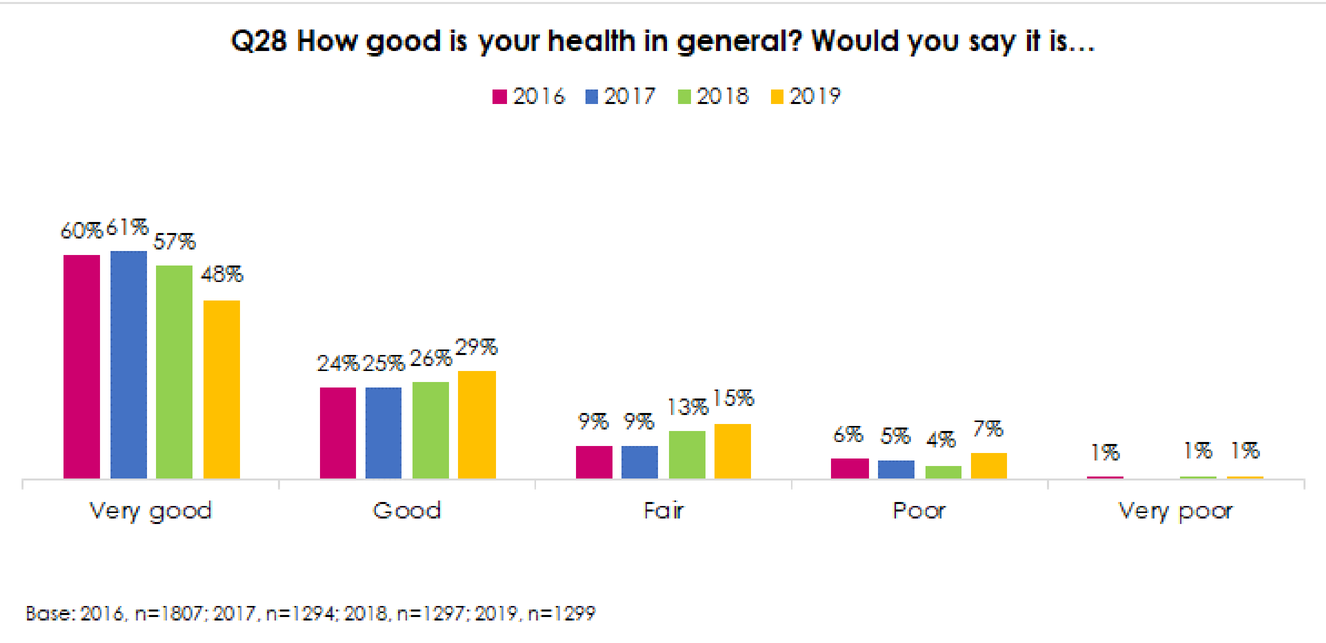
7.1 Registered with GP or health centre/ dentist (Q27)

All respondents (100%) said they were registered with a GP or health centre while 94% said they were registered with a dentist.



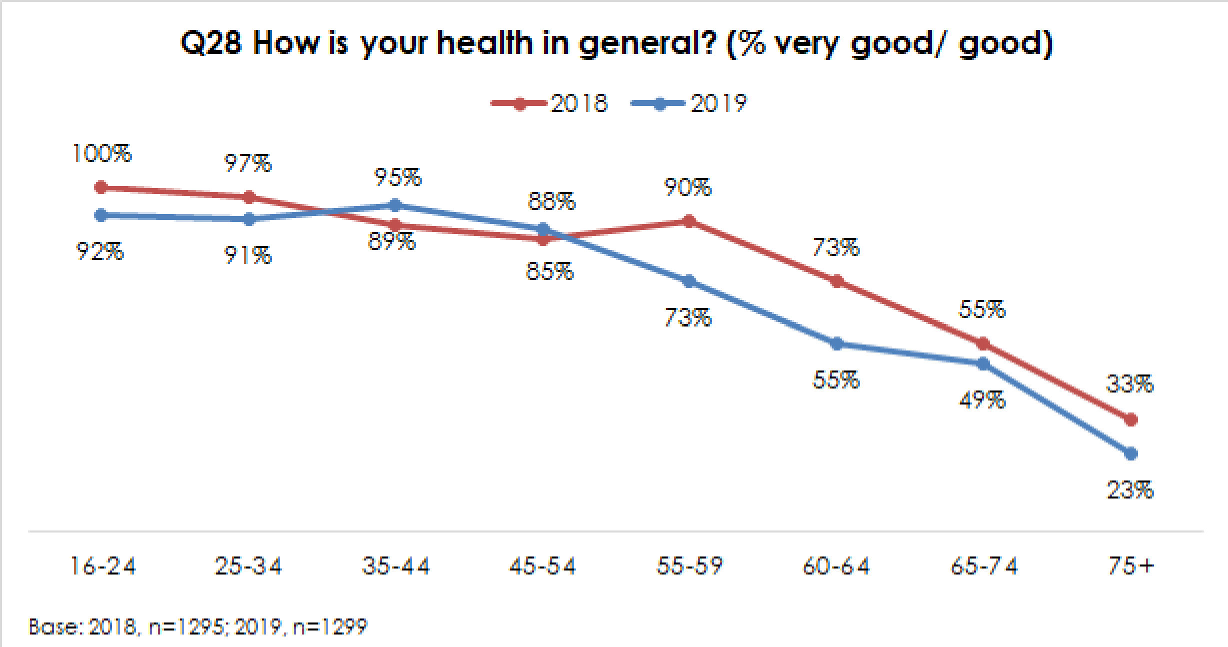
7.2 Rating of health overall (Q28)

77% of respondents rated their health as very or fairly good (83% in 2018), compared to 15% who said it was fair and 8% who said it was very or fairly poor. The proportion of respondents rating their health as very good has continued to decrease since 2017, from 61% in 2017, to 57% in 2018 and 48% in 2019. This is the first time the proportion of respondents stating their health was very good has dropped below 50%.



Please note one person who answered don't know to this question has been excluded from this analysis.

The chart below illustrates the decline of respondents rating their health as very or fairly good as age increases. Since 2018, the proportion of respondents who rated their health as very or fairly good has decreased for all age groups with the exception of respondents aged 35-44 and 45-54.



Analysis by tenure reveals tenants who rent their accommodation from a registered social landlord (62%) or from the Council (70%) were less likely to report their health being very or fairly good than respondents who owned their property (79%) or rented within the private sector (87%).

Respondents who receive full welfare benefits (31%) were significantly more likely say their health is poor, than those who receive partial benefits (12%) or none (2%).

Respondents who currently smoke (17%), regardless of whether they have cut down the number of cigarettes they smoke, were significantly more likely to rate their health in general as poor, than those who currently do not smoke (5%).

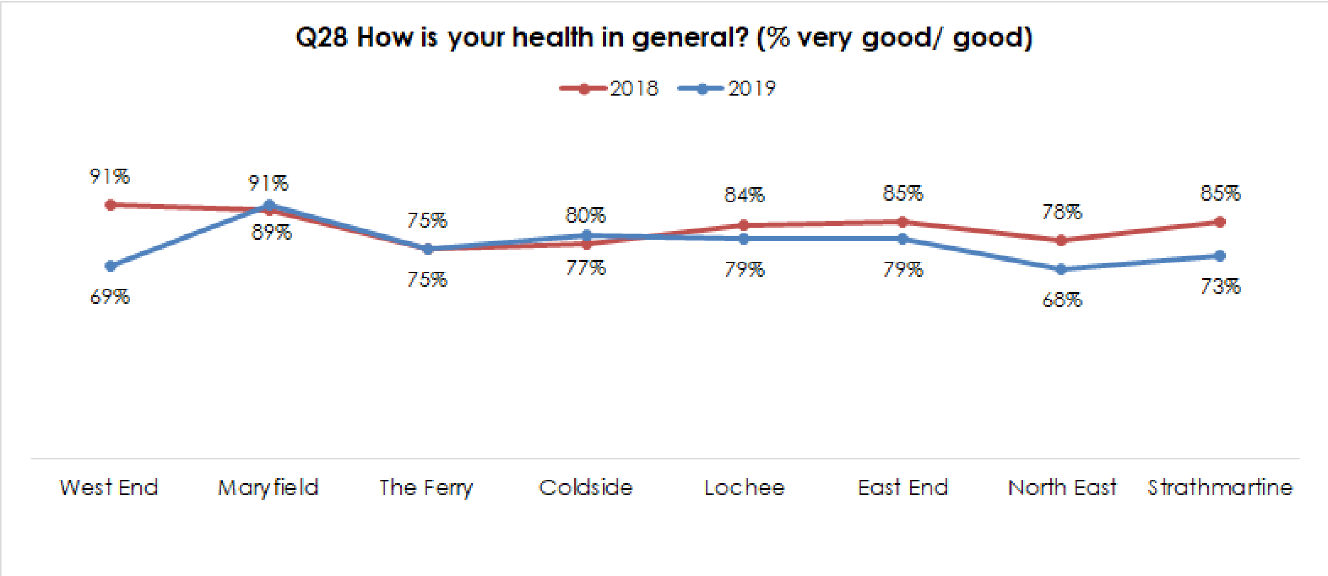
Those with a long-term illness or disability (30%) were, perhaps unsurprisingly, far more likely to rate their general health as poor than those without a long-term illness or disability (1%).

Furthermore, respondents who said they never undertook moderate physical activity for at least 30 minutes in a day were significantly more likely to rate their health as poor (24%) than those who said they do so less than once a week (9%), 1-3 days a week (2%) or 4 days a week or more (0%).

As can be seen from the chart below, West End respondents have gone from being the most likely to rate their health as very good or good in 2018 (91%) to the least likely in 2019 (69%) alongside North East respondents (68%).

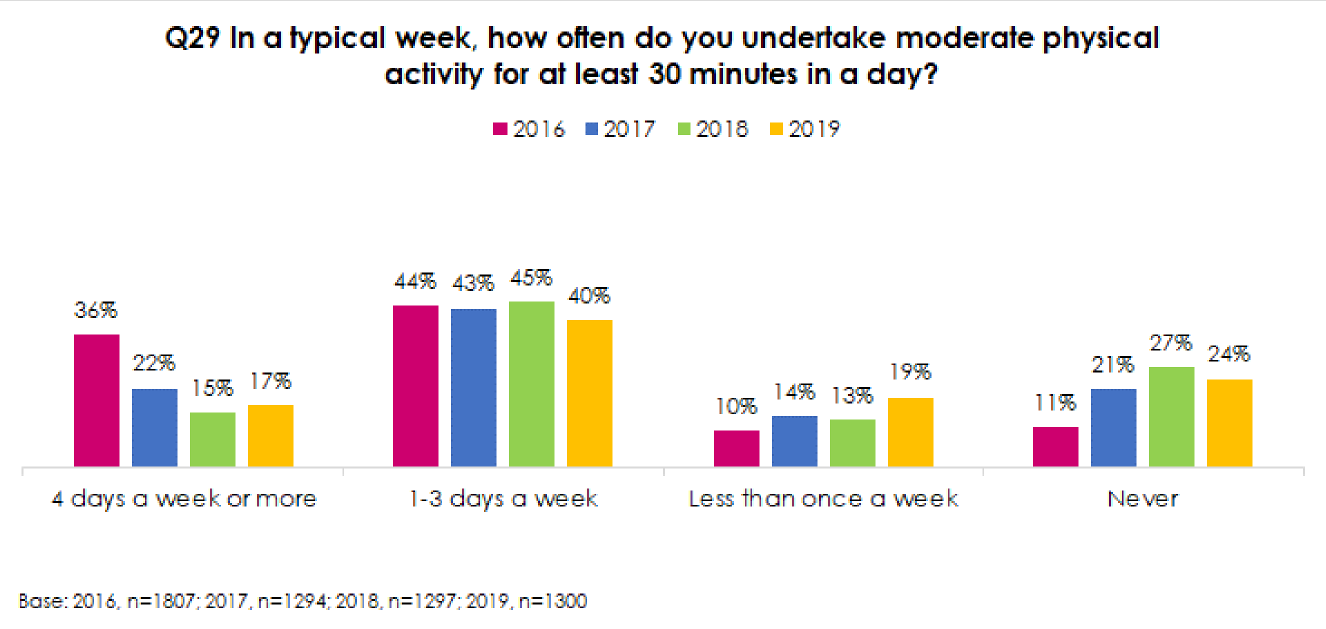
Further analysis of West End demographics reveals this area had the highest proportion of those who smoked (36%) and the highest proportion of respondents who have a long-term illness or disability (although North East and Strathmartine also had 36%). While a large proportion of West End respondents receive full benefits (20%), this was less than was recorded in East End (23%), North East (28%) and Strathmartine (27%). West End had the lowest proportion of respondents aged 65 and over (14%), much lower than the average of 21% for all areas.

Maryfield (+2%) and Coldside (+3%) were the only areas were the proportion of respondents who rated their health as very good or good has increased since 2018, although this change is marginal.

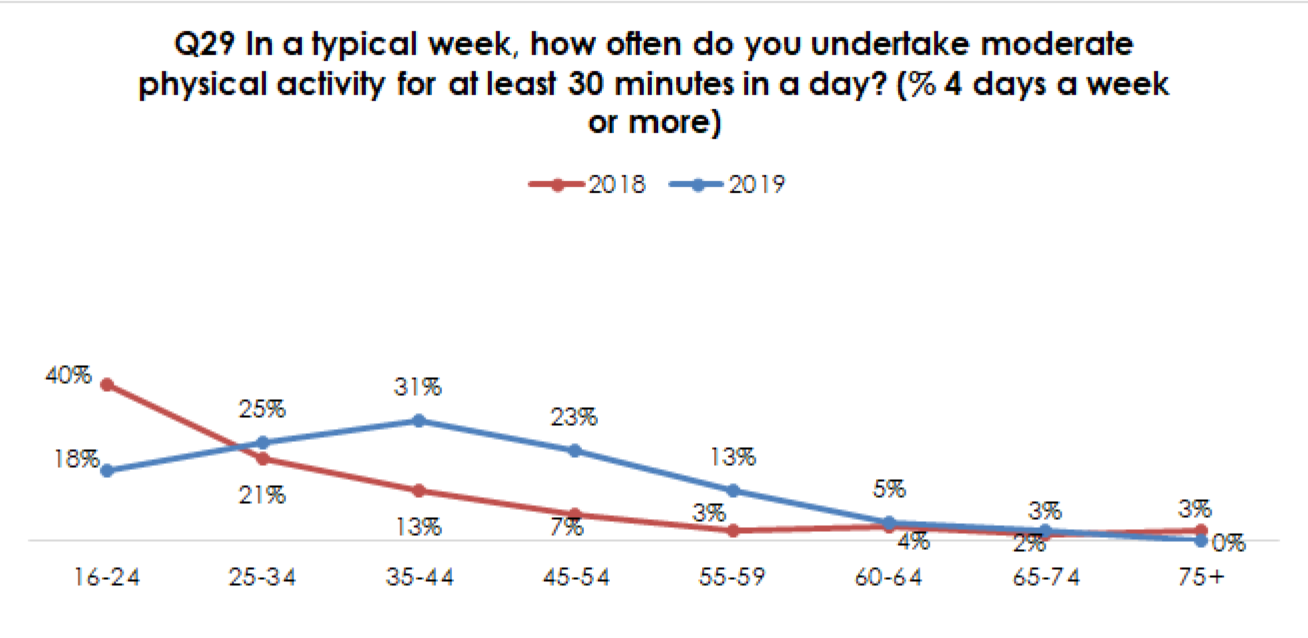


7.3 Moderate physical activity (Q29)

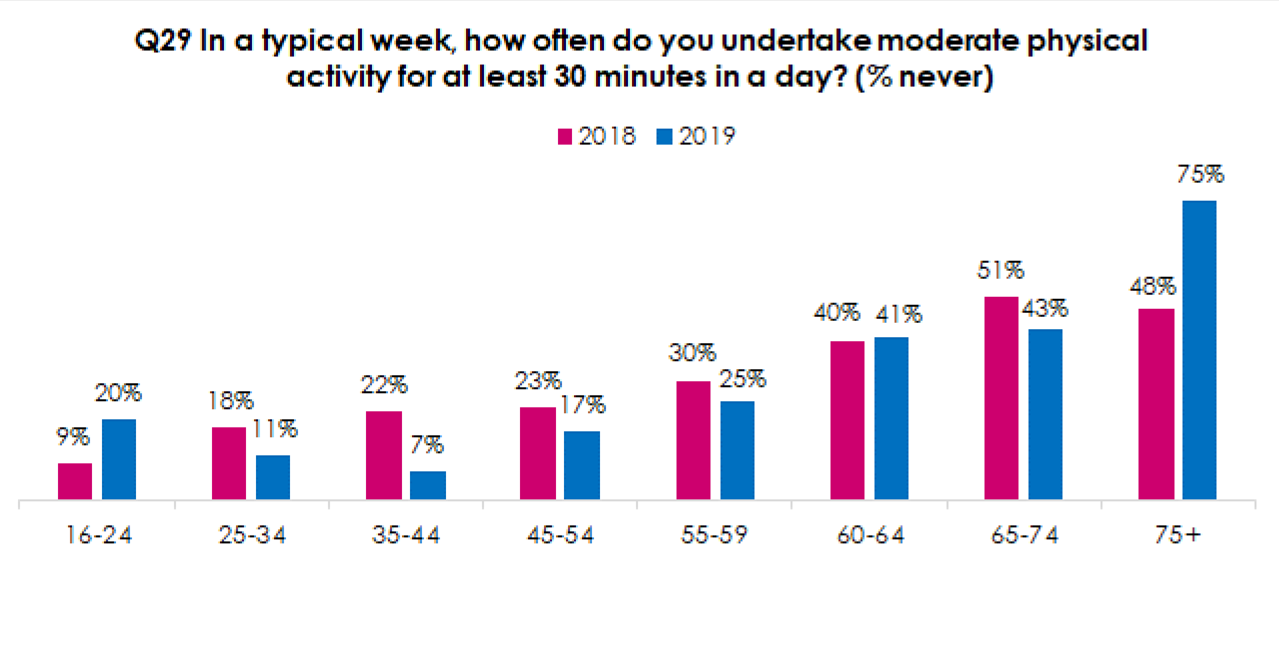
Less than one fifth (17%) of all respondents undertook moderate physical activity for at least 30 minutes in a day. 4 days a week or more. 40% said they undertook moderate exercise 1-3 days per week, 19% said less than once a week and 24% of respondents said they never take part in moderate physical activity. The proportion of respondents stating they never take part in moderate physical activity has decreased from 27% in 2018 to 24% in 2019.



As can be seen from the chart below, the proportion of respondents who said they undertook moderate physical exercise 4 days per week or more has decreased significantly for those aged 16-24, from 40% in 2018 to 18% in 2019. There has been a significant increase with regards to those aged 25-34 (+4%), 35-44 (+18%), 45-54 (+16%) and 55-59 (+10%).

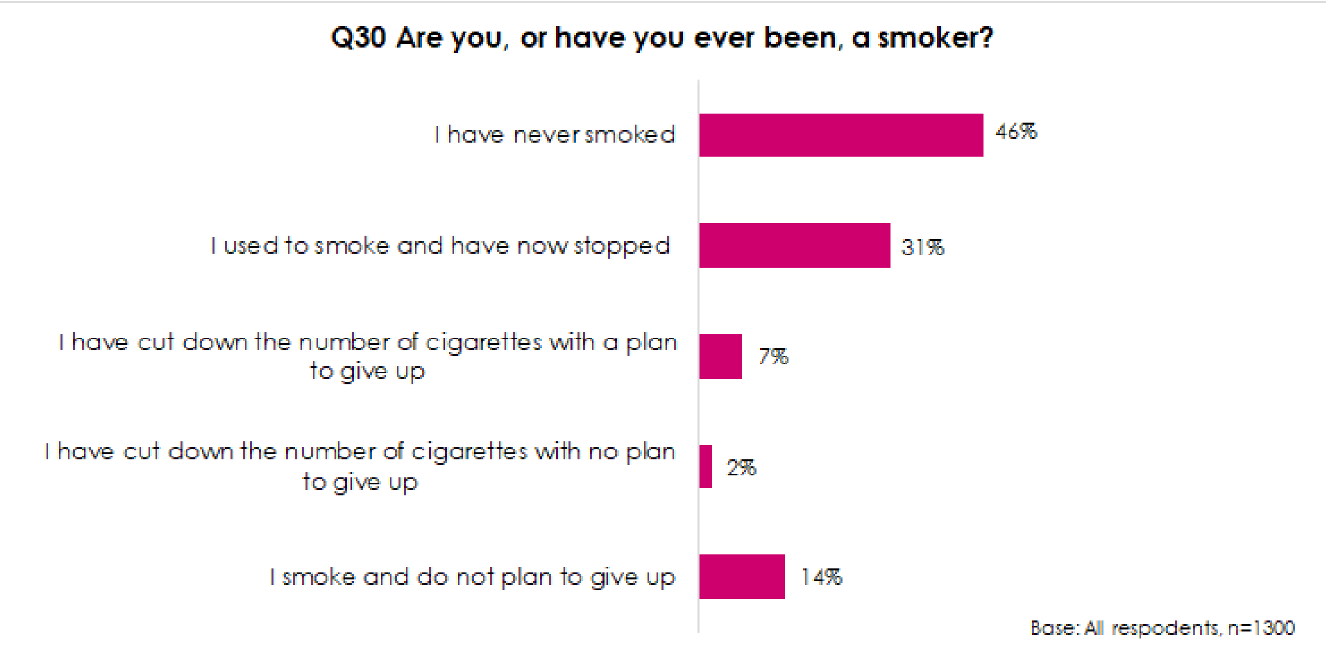


There has been a significant increase in the proportion of respondents who said they never undertake moderate physical activity for those aged 16-24 (+11%) and 75 and over (+27%). All other age groups report they are exercising more now than they did in 2018.



7.4 Smoking habit (Q30/31)

46% of respondents said they have never smoked, 31% said they used to smoke but have now stopped, 14% said they smoke and have no plans to give up, 7% said they have cut down on the number of cigarettes they smoke with a plan to give up and 2% said they have also cut down but have no plans to give up.



Overall, 23% of respondents said they currently smoke. This is more than the national average reported in the Scottish Health Survey 2018 (19%).[1]

More than 1 in 10 respondents (13%) said they vape, an increase from the 9% reported in 2018. This is also more than the national average reported in the Scottish Health Survey 2018, where 7% of the Scottish population were reported to use e-cigarettes.

Interestingly, 2% of respondents who said they have never smoked said that they vape, while 81% of respondents who said they used to smoke and have now stopped also said they vape. This indicates that many may not perceive vaping to be equivalent to smoking cigarettes.

Q30 Which of the following statements about smocking best applies to you?		
Base: All respondents, n=1300	Do you vape?	
	Yes	No
I have never smoked	2%	53%
I used to smoke and have now stopped	81%	23%
I have cut down the number of cigarettes with a plan to give up	14%	6%
I have cut down the number of cigarettes with no plan to give up	0%	2%
I smoke and do not plan to give up	3%	16%

Men (24%) were slightly more likely to say they currently smoke than women (22%), though not significantly so. Males (15%) were also more likely say they vape than females (11%).

In terms of age, younger respondents aged 16-34 (21%) and 35-54 (21%) were less likely to be current smokers than those aged 55-64 (27%) and 65 and over (26%). In contrast however, younger respondents aged 16-34 (18%) were most likely to vape, compared to those aged 35-54 (13%), 55-64 (13%) and 65 and over (4%).

Those who lived in Maryfield (9%) were significantly less likely to say they currently smoke than any other area, while West End (36%) respondents were the most likely. Interestingly, however, Maryfield respondents (22%) were significantly more likely to say they vape compared to all other areas (between 9% to 15%).

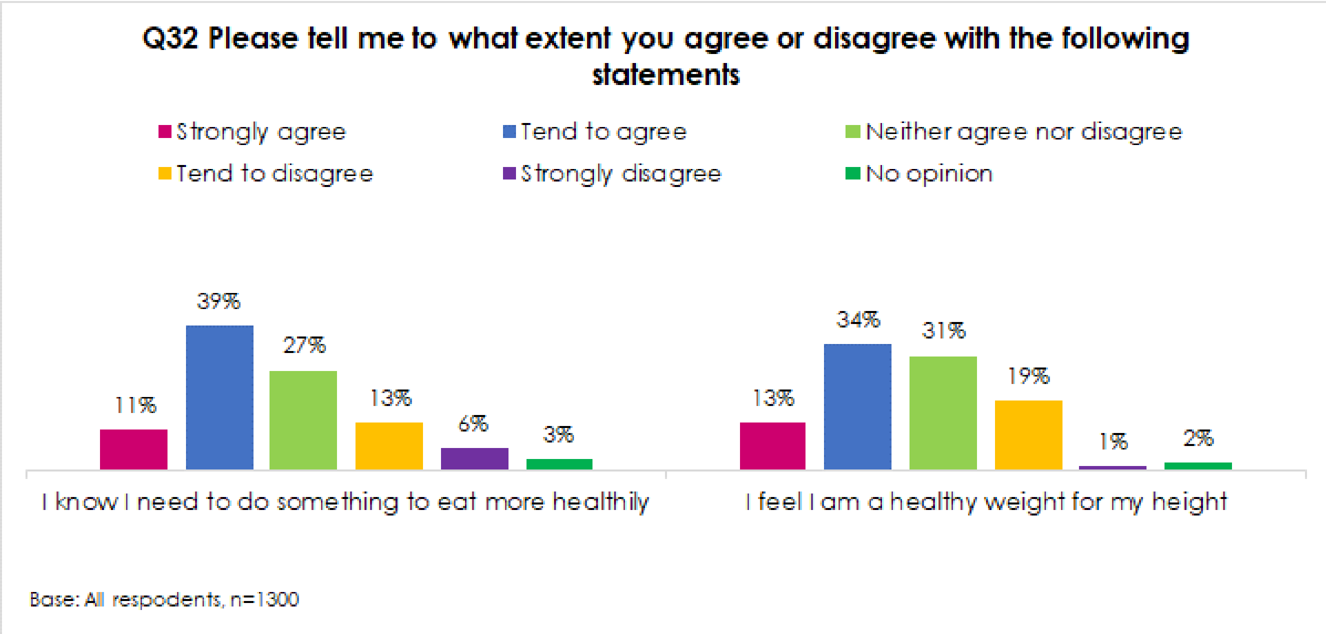
RSL tenants (31%) and those who rented their accommodation from a private landlord (30%) were significantly more likely to smoke than those who rented their accommodation from the Council (24%) or owned their property (19%).

[1] Scottish Health Survey 2018, https://www.gov.scot/publications/scottish-health-survey-2018-volume-1-main-report/pages/39/ [accessed: 06/12/2019]

7.5 Statements about healthy eating (Q32)

The Dundee City Plan 2017 – 2026 identifies key priorities Dundee City Council and its partners are working towards addressing. One of these key priorities is reducing obesity in Dundee. It is against this backdrop the below question was introduced in the 2019 survey, with the aim of understanding Dundee residents' perceptions of healthy eating and obesity.

1 in 2 respondents (50%) agreed they know they need to do something to eat more healthily, while 47% felt they are a healthy weight for their height.



Younger respondents aged 16-34 were the most likely to agree they need to do something to eat more healthily (55%) and also the most likely to agree they are a healthy weight for their height (52%). Respondents aged 35-54 (23%) were the most likely to disagree they need to do something to eat more healthily while respondents aged 65 and over (27%) were the most likely to disagree they are a healthy weight for their height.

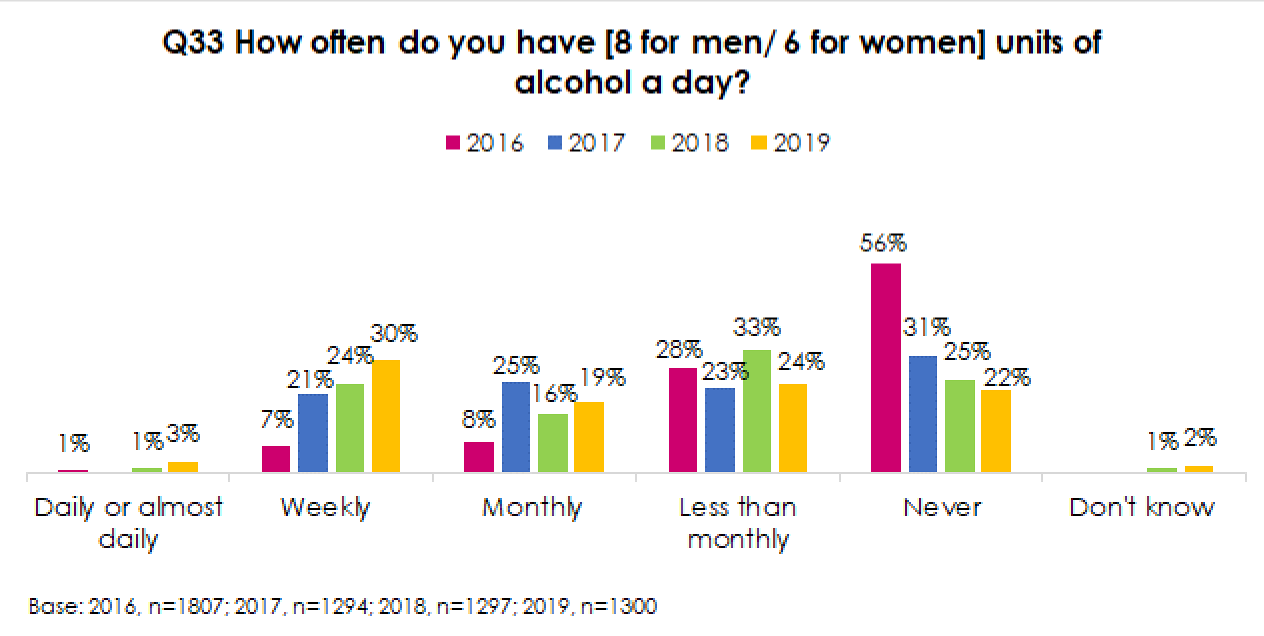
Males (55%) were more likely to agree they need to do something to eat more healthily than females (48%), and also more likely to agree they were a healthy weight for their height (50%) than females (44%).

Respondents who disagreed that they were a healthy weight for their height were significantly more likely to say they know they need to do something to eat more healthily than those who agreed they were a healthy weight for their height.

Respondents who agreed they were a healthy weight for their height were more likely to disagree they need to do something more to eat more healthily than those who did not think they were a healthy weight for their height. However, these respondents were still more likely to agree they need to do something to eat more healthily than disagree.

7.6 Alcohol consumption (Q33)

Participants were asked about their alcohol consumption. One third (33%) said they drink the recommended alcohol allowance (8 units for men/ 6 for women) or more at least once a week (compared to 25% in 2018). Just over one fifth (22%) of respondents said they never drink the recommended alcohol allowance. The proportion of participants stating they never drink the recommended alcohol allowance has continued to decrease over the past four surveys and is more than half the figure reported in 2016 (56%).



As age increases the proportion of respondents stating they never drink more than the recommended alcohol allowance also increases, for example, from 13% of those aged 16 to 34 to 49% for respondents aged 65 and over.

East End respondents (49%) were most likely to consume more than the recommended alcohol allowance at least once a week, while those who lived in Lochee (32%) were most likely to say they never consume more than the recommended allowance.

7.7 Statements about mental wellbeing (Q34)

The Warwick-Edinburgh Mental Wellbeing scale[2] was developed to enable the monitoring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. WEMWBS has 2 scales: the original 14-item scale and the short 7-item scale. In previous Dundee Citizens Surveys the 14-item scale was used, however, in this study, the shorter 7-item scale was used. This 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

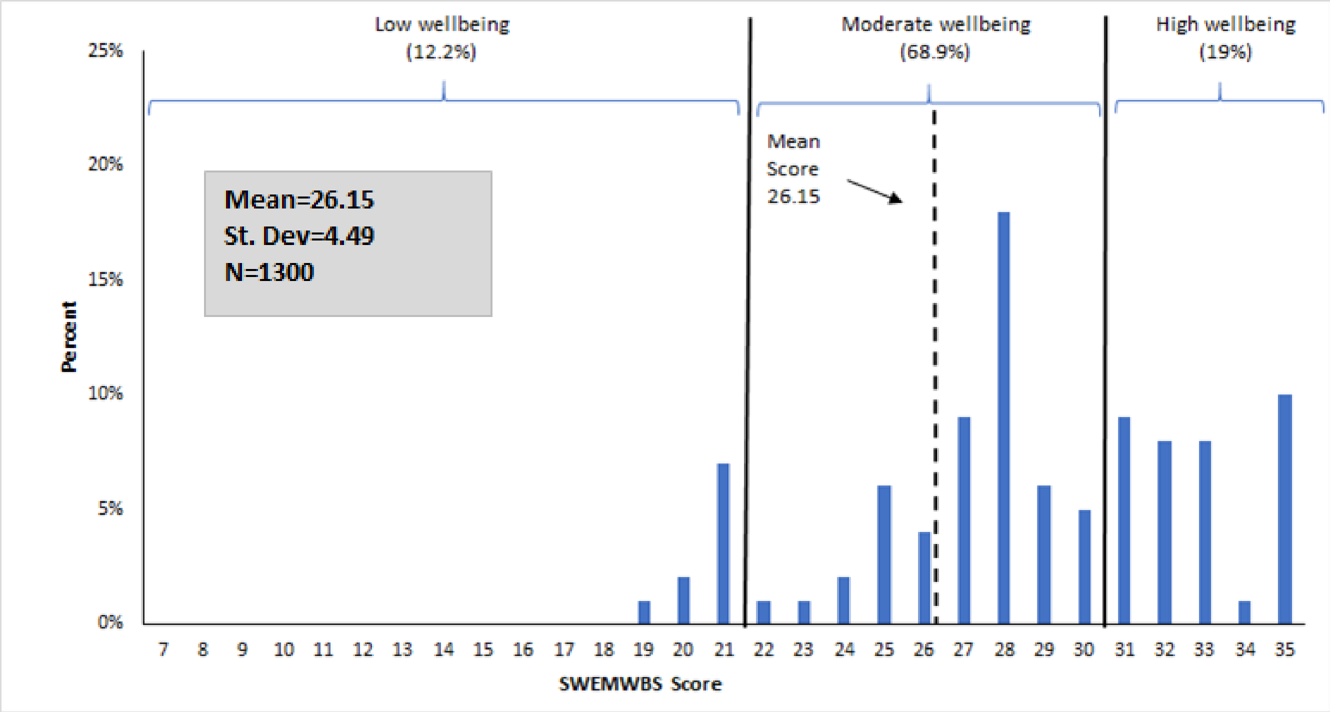
STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling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

The scale is scored by summing responses to each item answered on a 1 to 5 Likert scale. The minimum scale score is 7 (if each of the items is scored 1 'none of the time') and the maximum score is 35 (if each of the items is scored 5 'all of the time'). However, the 7-item scale WEMSBS, in order to be compared across different studies, must have the raw scores converted[3]. This has been done in order to allow for analysis of the SWEMSBS results.

<u>Distribution of scores</u>
Using the converted scores for analysis, for Dundee as a whole the mean score for SWEMWBS is **26.15.**

To analyse the data in a meaningful way, cut off points have been applied to the distribution to show high, moderate and low levels of mental wellbeing based on one standard deviation above and below the mean. Overall, 12.2% of respondents to the survey had a low level of mental wellbeing (slightly lower than 15.2% in 2018), 68.9% a moderate wellbeing (not significantly different than 68.5% in 2018), and 19.0% a high level of wellbeing as shown below (higher than 16.3% in 2018):

[2] Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) © NHS Health Scotland,
[3] https://warwick.ac.uk/fac/sci/med/research/platform/wemwbs/using/howto/

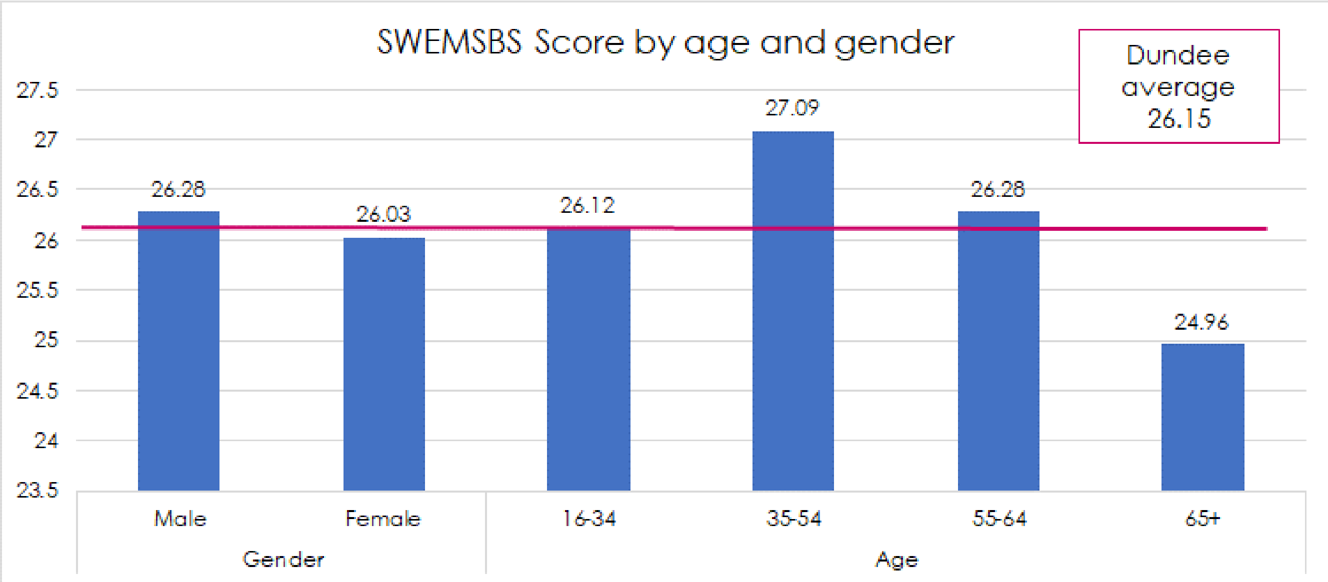


Low wellbeing
(12.2%)
Moderate wellbeing
(68.9%)
High wellbeing
(19%)
Mean=26.15
St. Dev=4.49
N=1300
Mean
Score
26.15
Percent
25%
20%
15%
10%
5%
0%
7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35
SWEMWBS Score

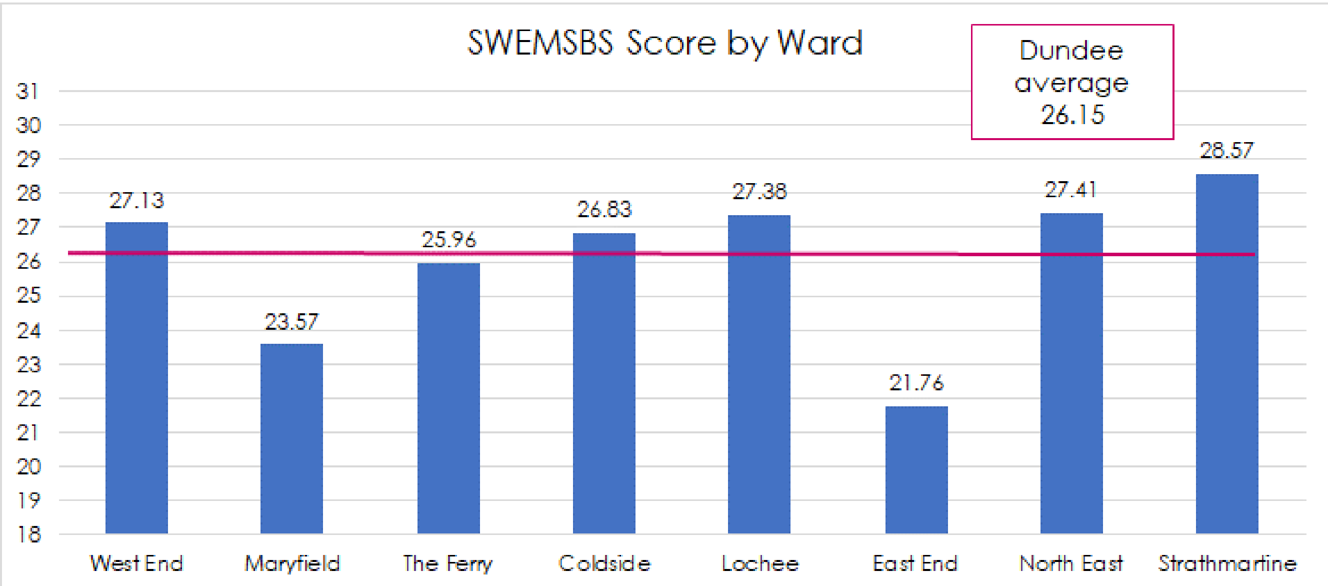
WEMWBS analysis

The chart below shows the mean WEMWBS scores for age and gender. This reveals males (26.28) have a higher than average WEMWBS score while females (26.03) have a lower than average WEMWBS score, and therefore a lower level of mental wellbeing.

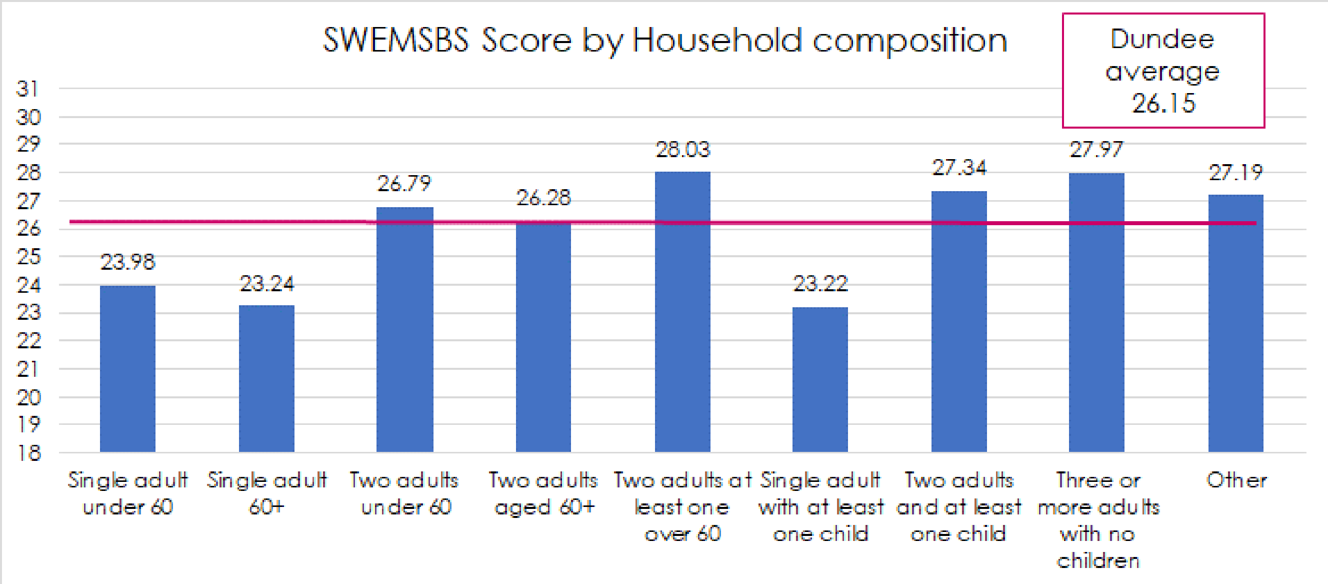
Analysis by age indicates respondents aged 35-54 (27.09) had the highest level of mental wellbeing, while respondents aged 65 and over (24.96) had the lowest level.



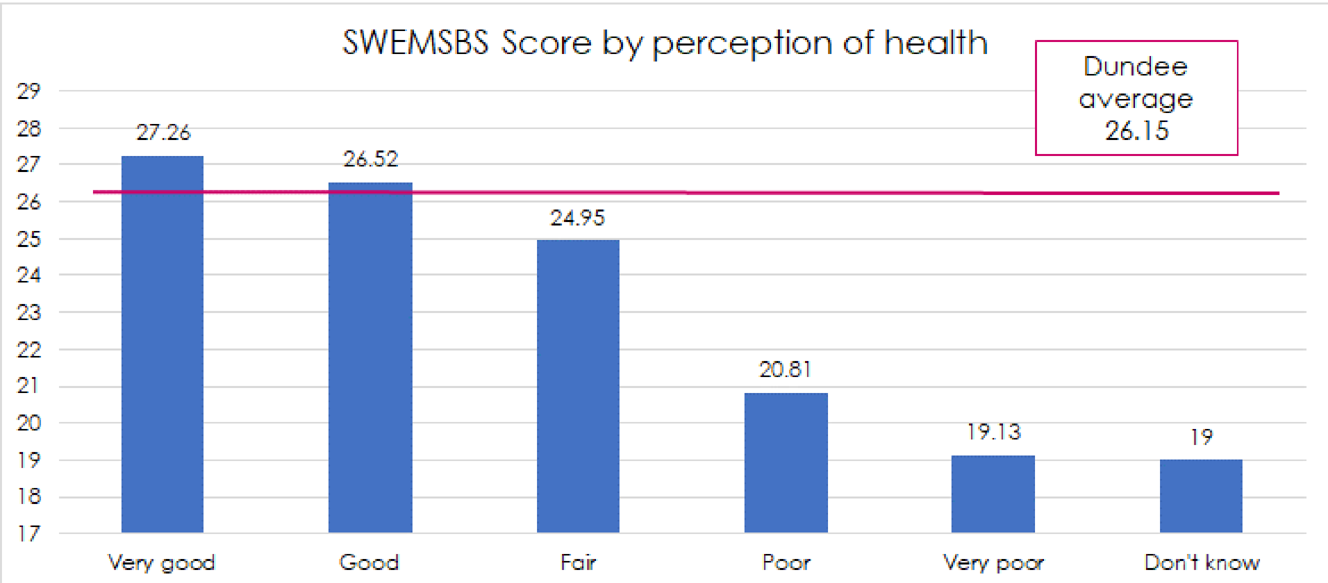
Analysis by ward reveals that participants living in the West End (27.13), Coldside (26.83), Lochee (27.38), North East (27.41) and Strathmartine (28.57) had a higher than average WEMWBS score while participants living in Maryfield (23.57), The Ferry (25.96) and East End (21.76) had lower than average WEMWBS scores, and therefore a lower level of mental wellbeing.



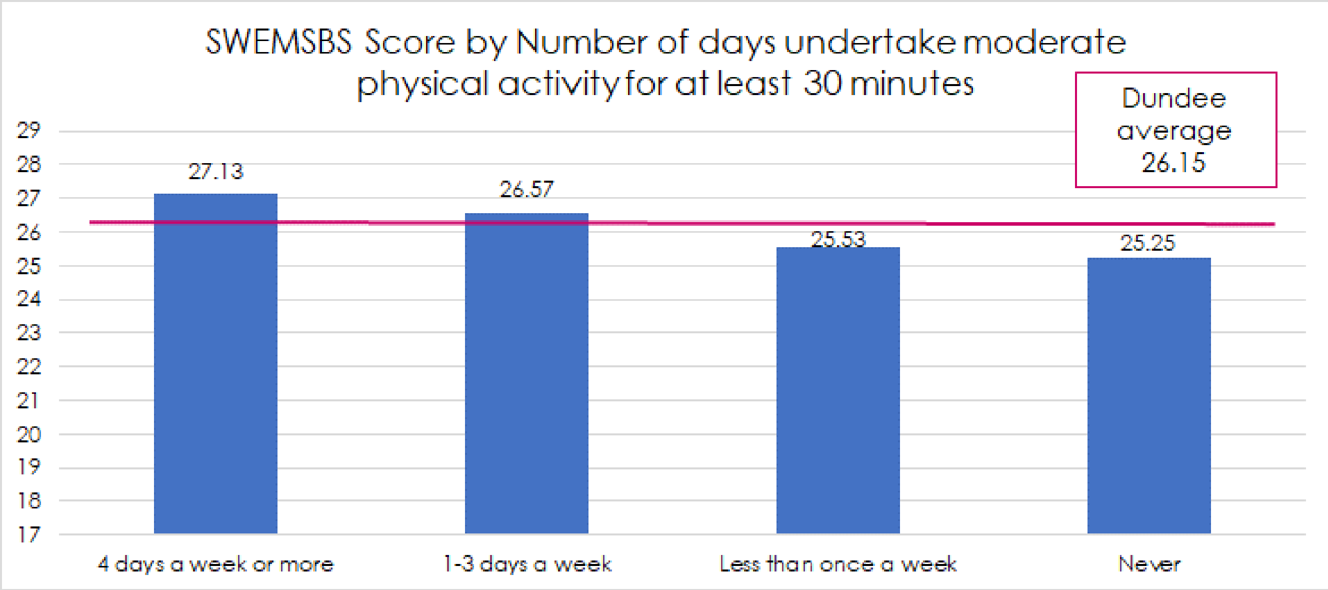
Analysis by household composition reveals single adults under 60 (23.98), over 60 (23.24) and single adults with at least one child (23.22) were the only household compositions to have lower than average WEBWBS scores, indicating a significantly lower mental wellbeing than households with one or more adults in the home.



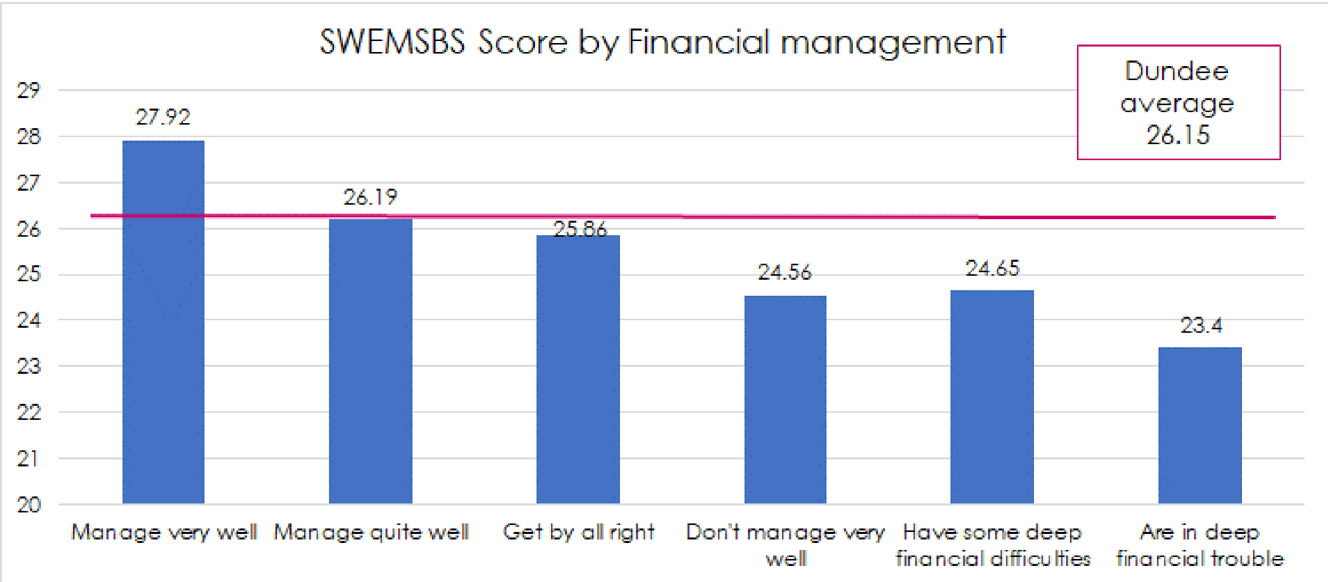
Further analysis indicates mental wellbeing is linked to participants perception of their own health. For example, those who perceived their health to be very good (27.26) had the highest mental wellbeing score while those who perceived their health to be very poor (19.13) had the lowest mental wellbeing score.



Respondents who undertook regular exercise either 4+ days a week (27.13) or 1-3 days per week (26.57) had a higher than average WEMWBS score while those who undertook exercise either less than once a week (25.53) or never (25.25) had a lower than average WEMWBS score.

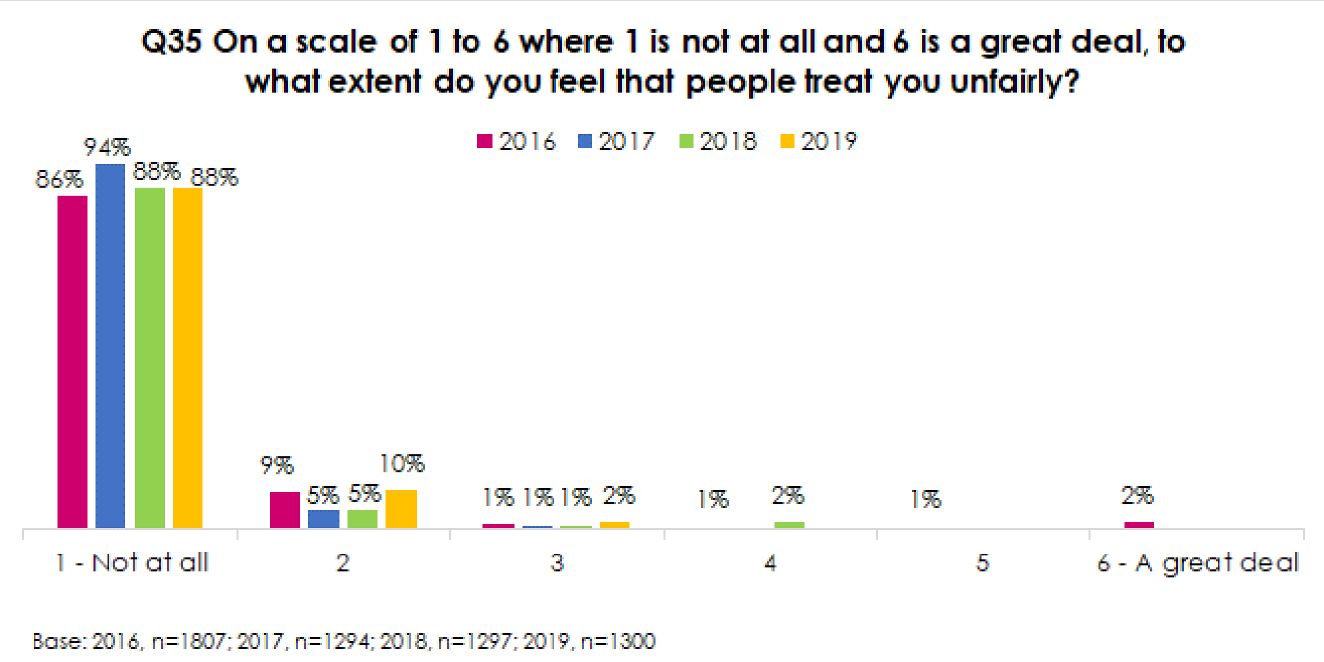


Perhaps unsurprisingly, respondents who were in deep financial trouble had a significantly lower WEMWBS score than all other respondents (23.4).



7.8 Being treated fairly (Q35)

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. 88% of respondents answered not at all to this question, which is consistent with the 2018 survey results (88%). The mean score for those who gave an opinion was 1.15. This is also consistent with the 2018 survey results (1.18).



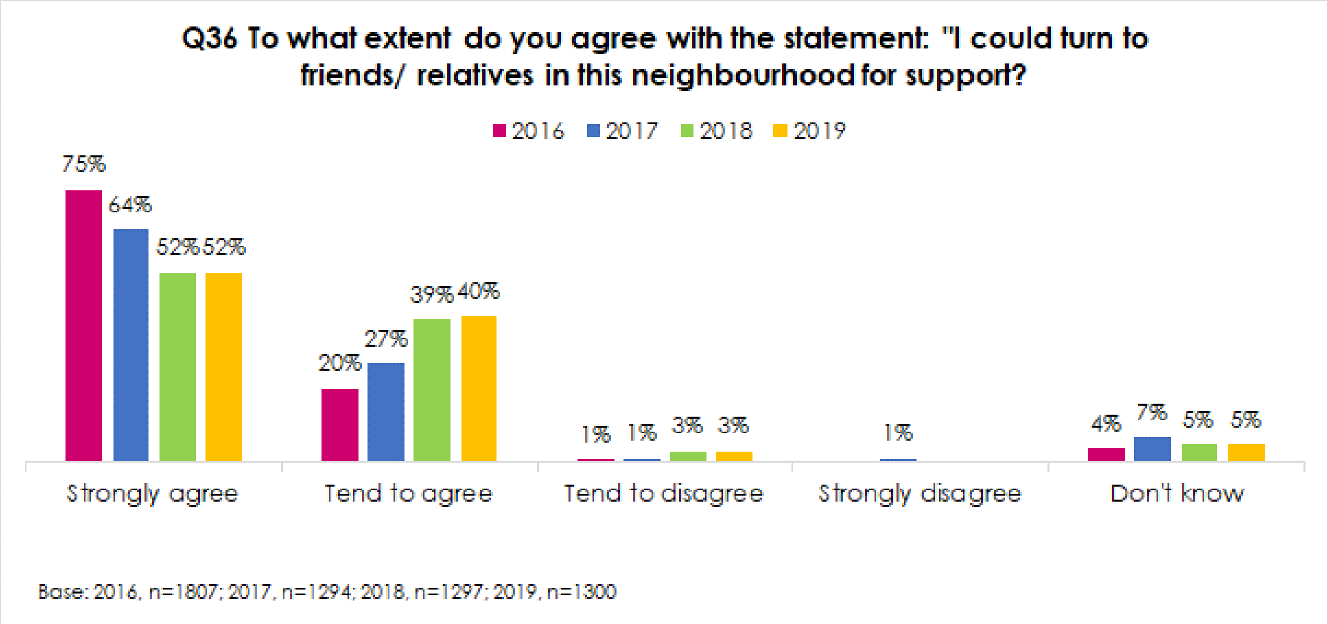
Analysis by ward reveals that those who lived in East End (1.51) had the highest score and therefore felt that people treat them unfairly to a higher extent than respondents who lived in Lochee (1.02) who had the lowest score.

Average score per ward	
Ward	**Average score**
East End	1.51
Maryfield	1.19
West End	1.18
North East	1.18
The Ferry	1.11
Strathmartine	1.07
Coldside	1.04
Lochee	1.02

Analysis by tenure reveals Council tenants (1.27), RSL tenants (1.26) and private renters (1.18) had a higher average score than owner-occupiers (1.08) and are therefore more likely to feel people treat them unfairly.

7.9 Support network (Q36)

92% of participants agreed that they could turn to friends and family for support, compared to 3% who disagreed and 5% who answered don't know. The proportion of respondents who said they strongly agreed with this statement has remained consistent with the 2018 survey results.



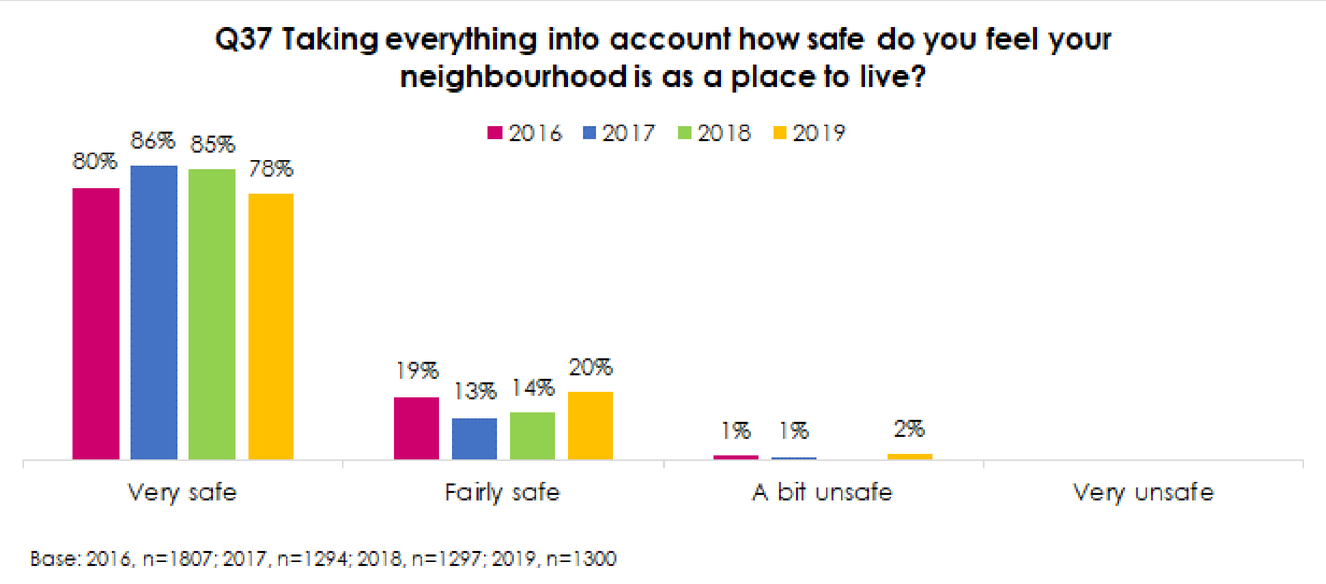
Females were significantly more likely to strongly agree with this statement (57%) than males (46%). Interestingly, analysis by age revealed respondents aged 65 and over (55%) were most likely to strongly agree that they could turn to friends and relatives in the neighbourhood for support, when they were the least likely to strongly agree in 2018 (49%).

Analysis by ward reveals that those who lived in The Ferry (70%) and Maryfield (63%) were most likely to strongly agree with this statement, while those who lived in Lochee (25%) were the least likely to strongly agree. The proportion of Lochee respondents who strongly agreed with this statement has decreased significantly since the previous survey, where 66% strongly agreed and were the most likely to do so of all areas surveyed.

8. COMMUNITY SAFETY

8.1 Safety in the neighbourhood (Q37)

Almost all participants (98%) said their neighbourhood was a very or fairly safe place to live, compared to 2% who said it was a bit unsafe. The proportion of respondents who said their neighbourhood was very safe has decreased since the previous survey, from 85% in 2018 to 78% in 2019.



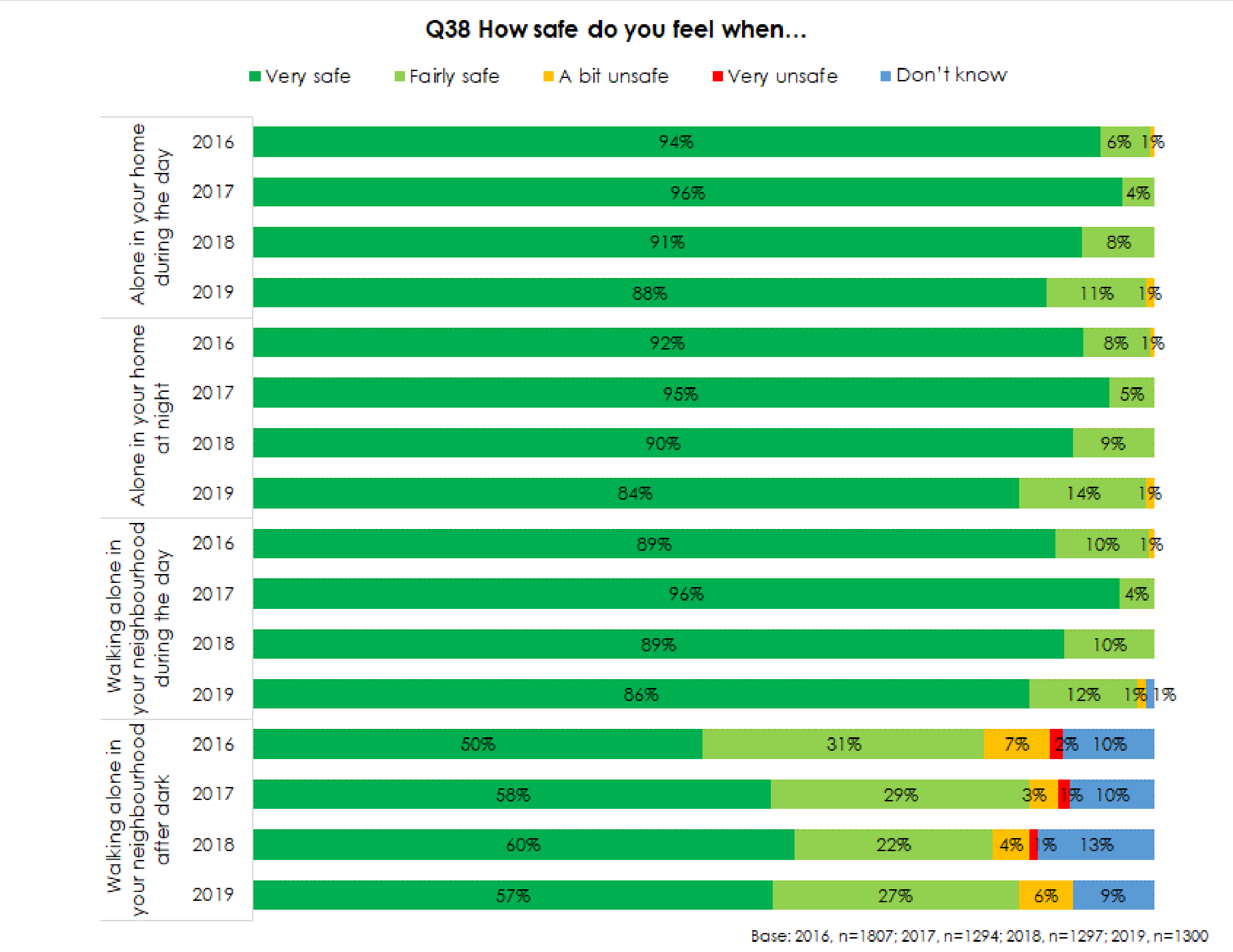
Respondents who lived in Coldside (94%) and Lochee (94%) were the most likely to rate their neighbourhood as a very safe place to live, while those who lived in Maryfield (63%) and East End (69%) were the least likely to have said their neighbourhood is a very safe place to live.

8.2 Safety during the day and at night (Q38)

Participants were asked how safe they felt in different circumstances:

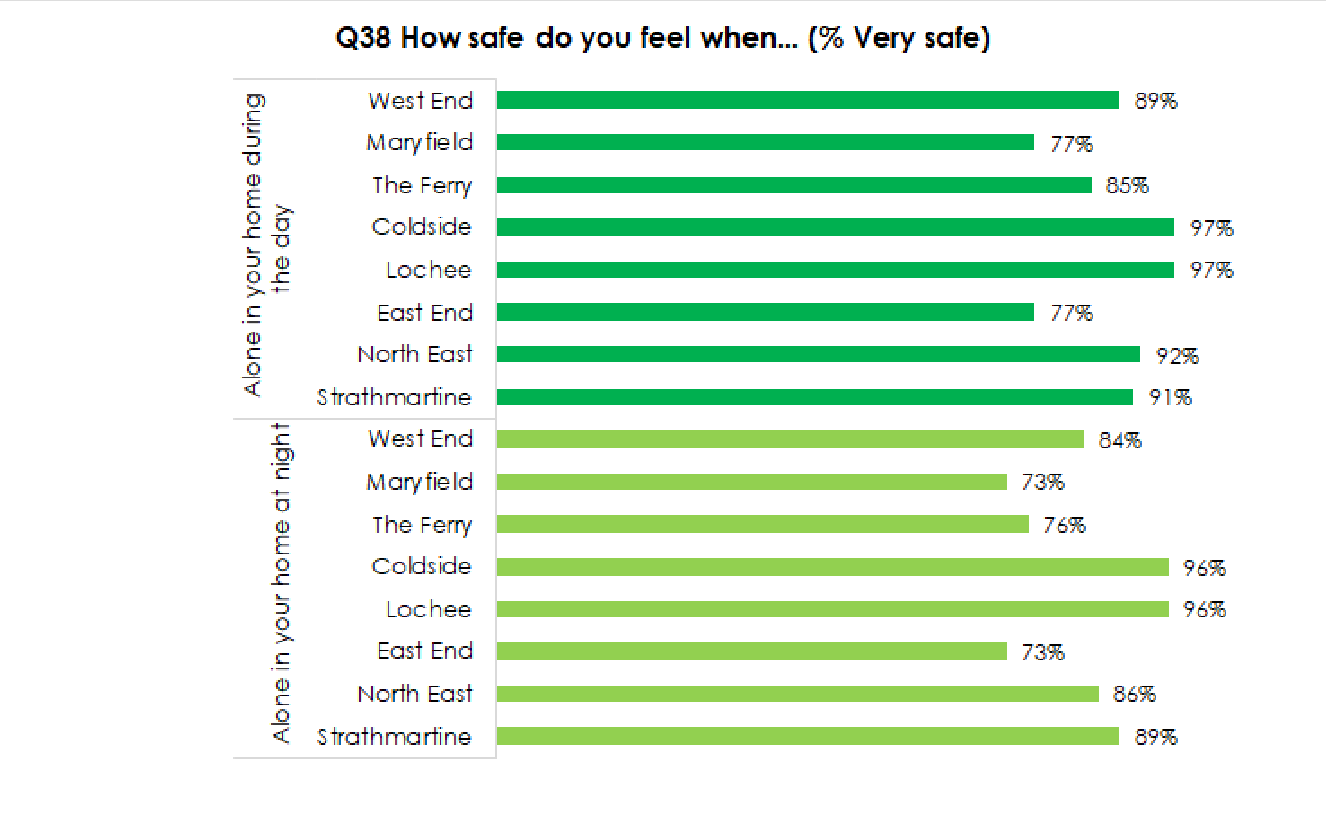
- 88% felt very safe alone in their home during the day (91% in 2018).
- 84% felt very safe alone in their home at night (90% in 2018).
- 86% felt very safe when walking alone in their neighbourhood during the day (89% in 2018).
- 57% felt very safe when walking alone in their neighbourhood after dark (60% in 2018)

The proportion of respondents who said they feel very safe has decreased for all circumstances, most significantly with regards to feeling safe alone in their home at night which has decreased by 6 percentage points from 90% in 2018 to 84% in 2019.

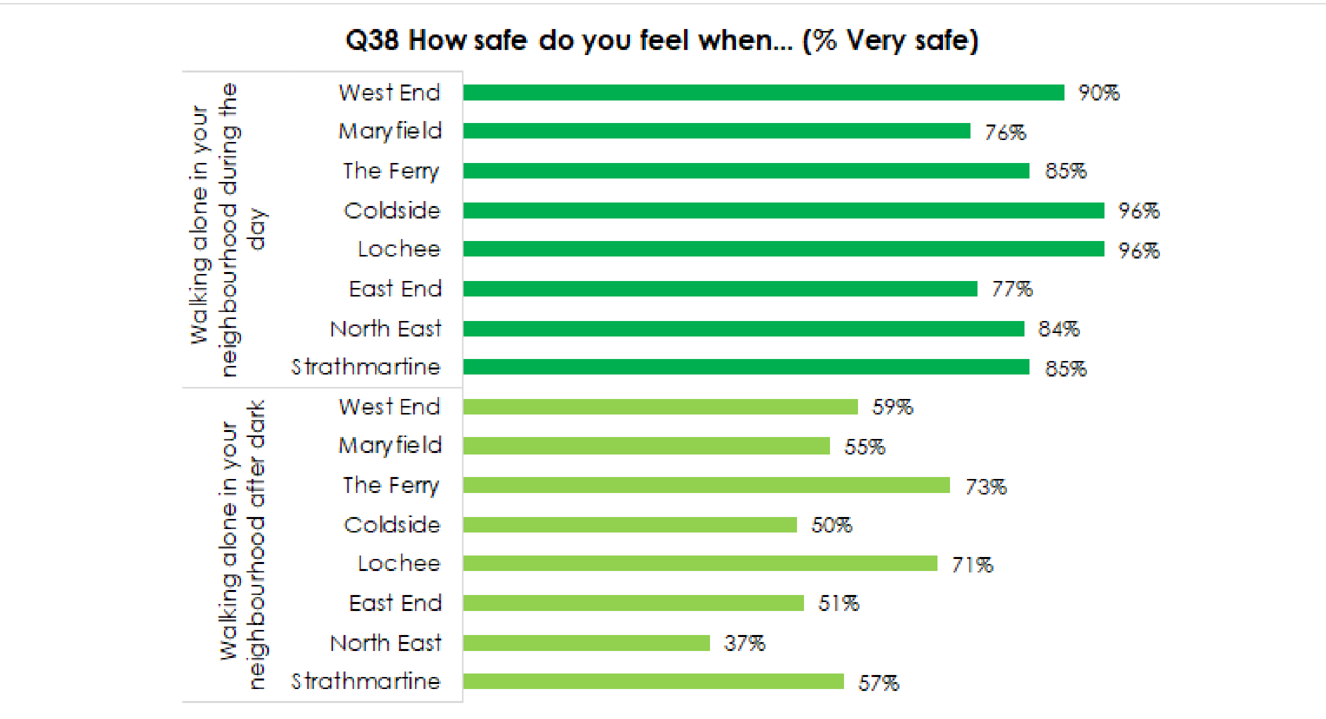


Analysis by age reveals respondents aged 65 and over were the least likely to feel very safe in all circumstances. Furthermore, there was no significant variances in terms of gender with regards to feeling very safe at home alone during the day or at night and walking alone in your neighbourhood during the day. However, women were less likely to say they feel very safe walking alone in your neighbourhood after dark (55%) than men (60%).

The chart below shows Maryfield and East End respondents were the least likely to feel very safe alone in their home during the day (77% for both) and at night (73% for both). On the other hand, Coldside and Lochee respondents were the most likely to feel very safe alone in their home during the day (97% for both) and at night (96% for both).

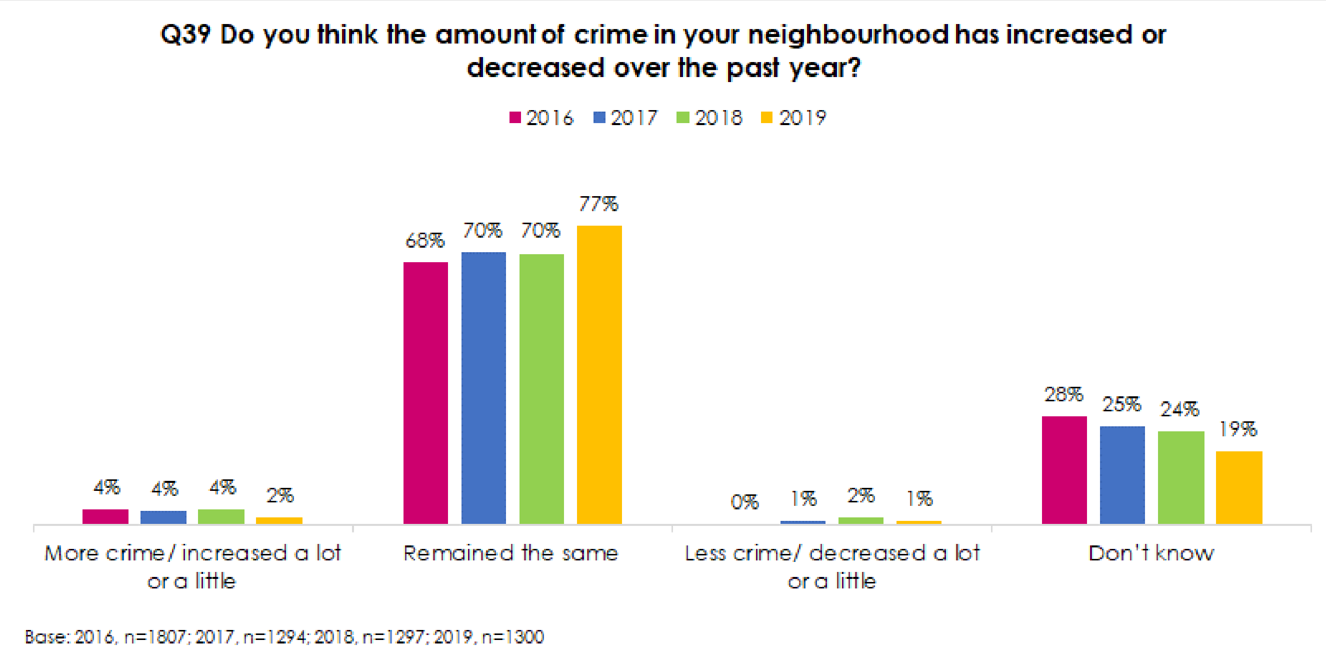


Those who lived in Maryfield (76%) and East End (77%) were the least likely to say they feel very safe walking alone in their neighbourhood during the day, while North East (37%) respondents were least likely to feel very safe walking alone in their neighbourhood after dark.

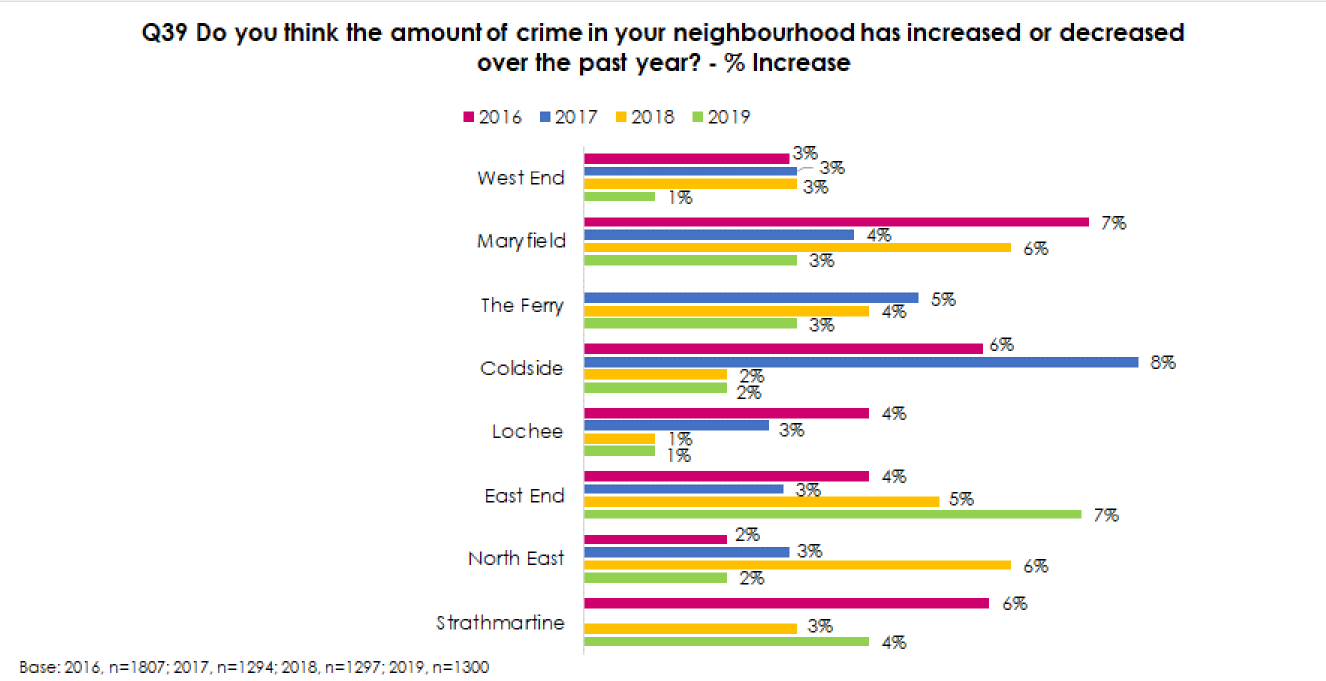


8.3 Change in the level of crime (Q39/40)

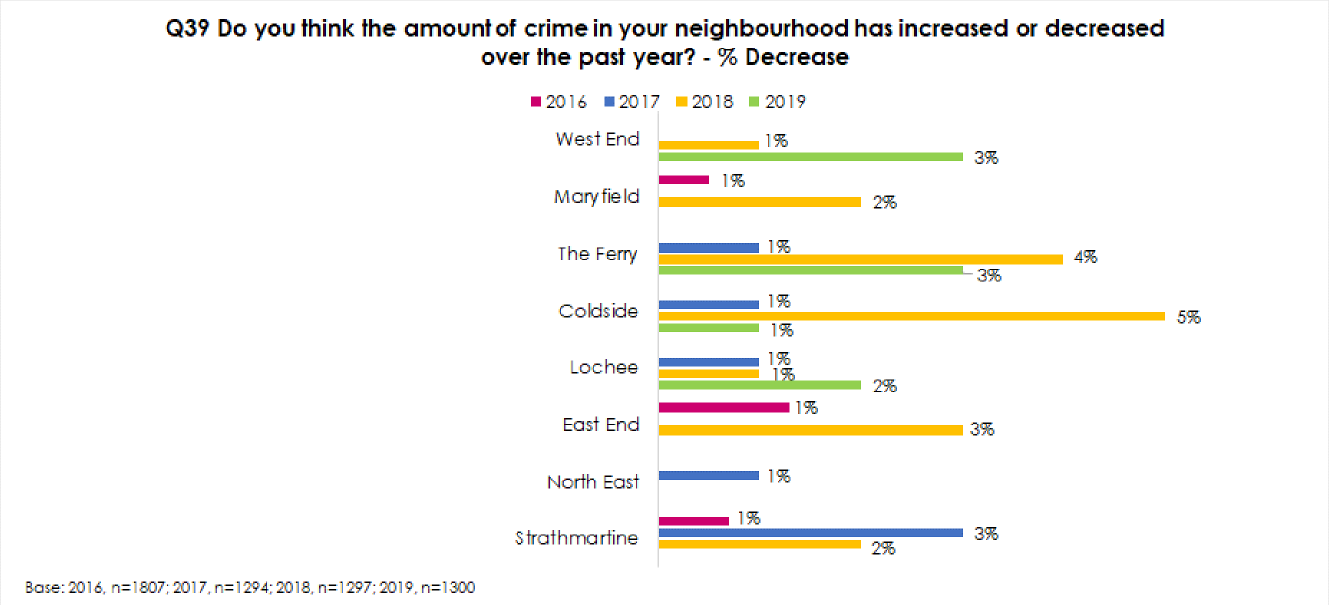
When asked about the changes in crime levels over the past year, the majority (77%) were of the opinion that the level of crime has remained the same over the past year, an increase from the 70% reported in 2018. 2% of respondents said there had been an increase in the level of crime (this is the first time this figure has decreased since 2016) and 1% said the level of crime had decreased (2% in 2018).



The chart below shows the proportion of respondents within each of the eight wards who said the level of crime in their local area has increased. This shows that those who lived in East End (7%) and Strathmartine (4%) were most likely to have said the amount of crime in their neighbourhood has increased.



The proportion of respondents who said the level of crime had decreased is very low across all areas, with respondents living in The Ferry (3%) and West End (3%) being the most likely to say the level of crime had decreased.



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 factors which appear to have influenced opinion are personal experience of crime, word of mouth and media such as television, radio and newspapers.

8.4 Factors which contribute to crime level (Q41)

Participants were asked what they identified as being the main factor which contributes most to the level of crime in their neighbourhood. The most popular response to this question was alcohol and/ or drugs (18%). This has been the most common response in all surveys conducted since 2016, however the 2019 response of 18% is the lowest level reported since 2016.

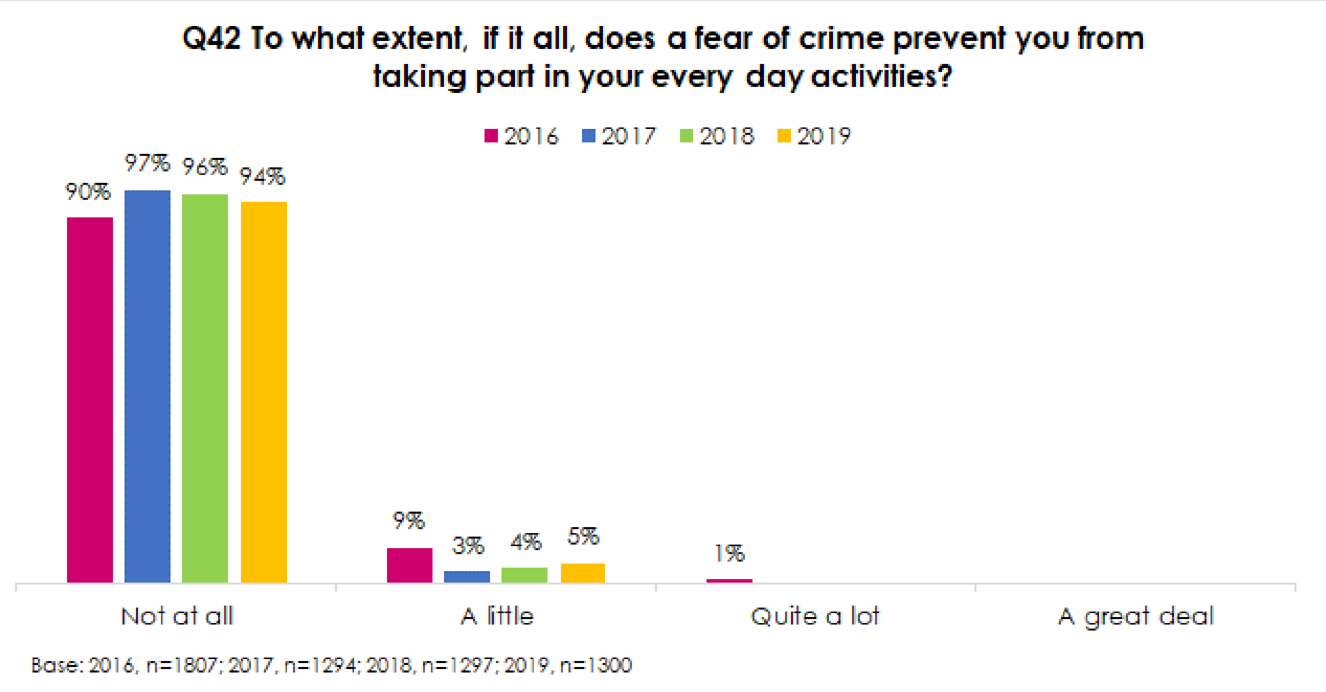
Just under half of respondents (47%) were unable to answer this question and 12% said they lived in a good neighbourhood where they do not have a lot of trouble.

The proportion of respondents who said lack of money or poverty is the main factor which contributes to the most level of crime in their neighbourhood has increased significantly since the previous survey, from 1% in 2018 to 8% in 2019.

Q41 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?				
Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	**2016**	**2017**	**2018**	**2019**
Don't know	37%	39%	41%	47%
Alcohol/ Drugs	36%	32%	24%	18%
This is a good area/ neighbourhood/ quiet/ no trouble	16%	12%	15%	12%
Lack of money/ poverty	2%	5%	1%	8%
Nothing	9%	3%	10%	5%
Other	1%	3%	2%	4%
Crime e.g. Break ins/ burglary/ vandalism	1%	2%	2%	2%
Boredom/ nothing to do/ lack of facilities	1%	1%	1%	2%
Gangs/ youths	1%	1%	3%	1%
Opportunists/ some people can't help themselves	1%	2%	1%	1%
Unemployment	1%	1%	1%	1%
Anti-social behaviour	0%	0%	0%	0%
Driving offences/ speeding/ motorbikes	0%	0%	0%	0%
Immigrants	0%	0%	0%	0%
Lack of discipline/ parental control	0%	0%	0%	0%
Lack of policing/ wardens	0%	1%	0%	0%
New people/ undesirables moving into area/ not knowing who your neighbours are	0%	1%	0%	0%
Prostitution	0%	0%	0%	0%

8.5 Extent to which fear of crime prevents them from taking part in everyday activities (Q42)

The vast majority (94%) of respondents said that the fear of crime does not prevent them at all from taking part in everyday activities, while 5% said it prevents them a little. These results are consistent with the 2018 survey. Please note this analysis does not sum to 100% due to rounding.



Analysis by age reveals 1 in 10 (10%) of participants aged 65 and over said fear or crime prevents them from taking part in their every-day activities a little or quite a lot. This is higher than respondents aged 55-64 (6%), 35-54 (4%) and 16-34 (4%).

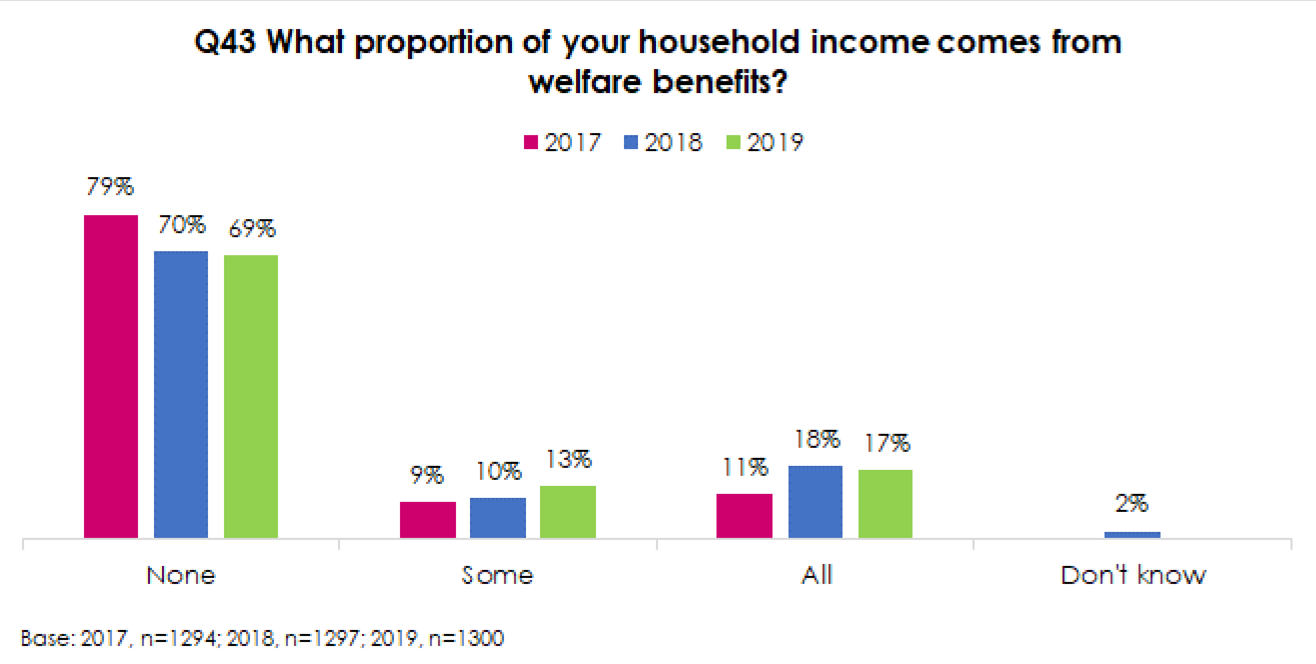
The proportion of respondents in North East (10%), Strathmartine (9%) and The Ferry (9%) who said fear or crime prevents them from taking part in their every-day activities a little or quite a lot was higher than in West End (6%), East End (6%), Maryfield (3%), Coldside (3%) and Lochee (1%).

Respondents who rent their accommodation from a registered social landlord (11%) were more likely to say fear or crime prevents them from taking part in their every-day activities a little or quite a lot than Council tenants (7%), private renters (5%) and owner-occupiers (4%).

9. MONEY MATTERS

9.1 Welfare Benefits/ Universal Credit (Q43/44)

Participants were asked about the proportion of their household income generated from welfare benefits. Just under 7 in 10 respondents (69%) said that none of their household income comes from welfare benefits (70% in 2018), 13% said that some of it comes from welfare benefits (10% in 2018) and 17% said all of their household income comes from welfare benefits (18% in 2018).



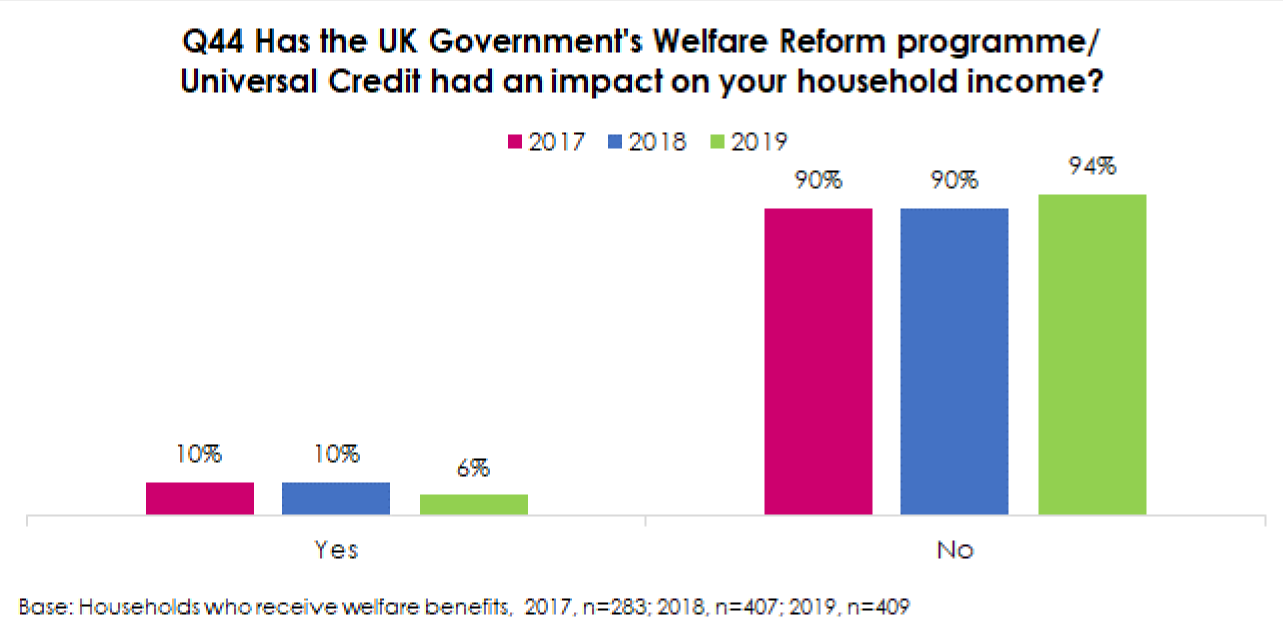
Those who were <u>most</u> likely to have said all of their income comes from welfare benefits were:

- Living in the most deprived areas (19%, down from 26% in 2018)
- Aged 65 and over (36%, up from 28%)
- Were Council (39%, down from 46%) or RSL (39%, up from 37%) tenants.
- Living in the North East (28%, down from 29%) and in Strathmartine (27%, up from 6%)
- Somebody in the household with a long term disability or health problem (48% up from 45%).

On the other hand, those who were <u>least</u> likely to have said all of their income comes from welfare benefits were:

- Not living in the most deprived areas (16%, up from 14% in 2018)
- Aged 35-54 (7%, down from 15%)
- Were owner-occupiers (7%, up from 6%) or private renters (11% down from 12%).
- Living in Coldside (7%), Maryfield (8%) and Lochee (9%) (down from 26%, 12% and 21% respectively)
- Nobody in household with a long term disability or health problem (7%, down from 12%).

6% of households in receipt of welfare benefits said that the UK Government's Welfare Reform programme/ Universal Credit has had an impact on their household income, a decrease from the 10% reported in 2018. Respondents aged 16-34 (12%) were most likely to have answered yes to this question.



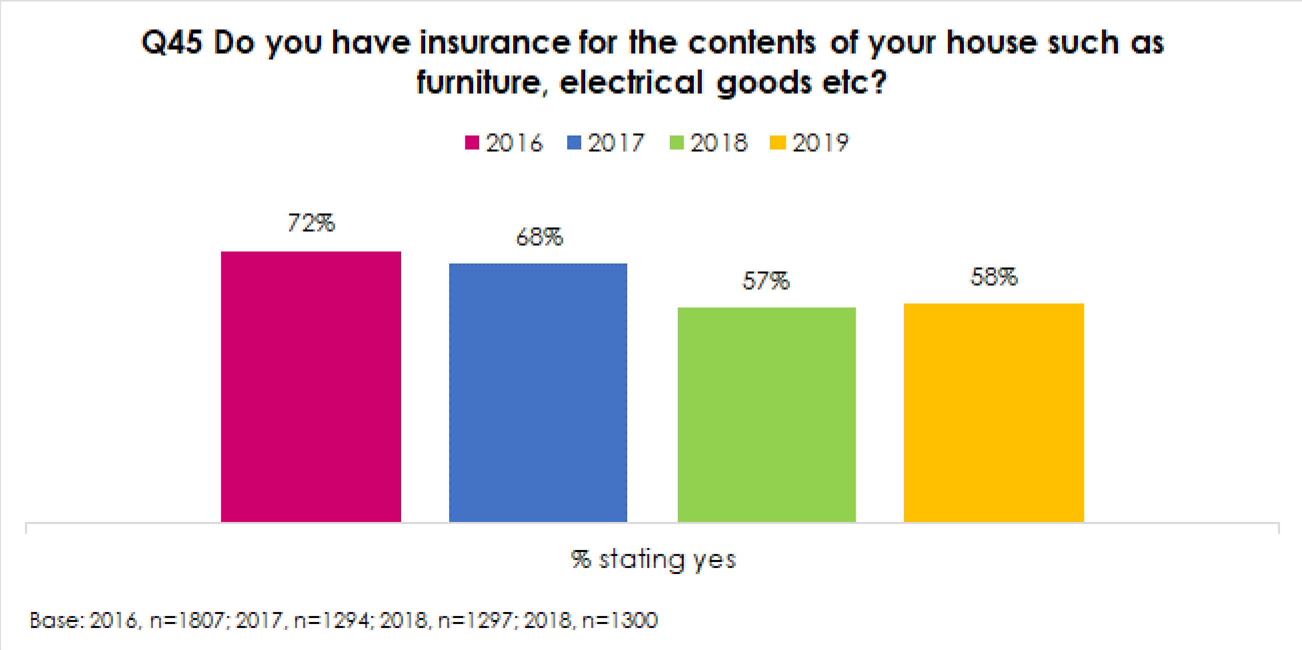
Those who had said they had been affected by the Welfare Reform programme were asked to provide further details regarding how they had been affected. Their comments are listed below:

- *Universal credit.*
- *Universal credit.*
- *They just mess you about, if anything goes wrong it's a nightmare to get sorted.*
- *It's mixed up because I have a zero-hour contract. Nightmare.*
- *Just messed about when hours change.*
- *Knocked off the sick but it's sorted now but it put me in a bit of a mess.*
- *They just mess you about, you need to keep calling constantly.*
- *It's settled now but they put me off the sick and I had to appeal which took ages and left me in debt. But it's sorted now, and I got it back dated.*
- *Universal credit.*
- *I've been sanctioned for turning up late because my mother wasn't well, and it mucked up my rent.*
- *Delay in benefit money.*
- *It took too long to get my benefits sorted out.*

- *I can't take a job as they would mess me about, and I will lose my flat. The last time I took a temporary job it nearly left me out on the street because they stopped my money and took too long to get it up and running again.*
- *It did last year. It took ages to come through but it's alright now.*
- *I was knocked off the sick and it took ages to sort it out. I had to use a food bank.*
- *I was sanctioned and it left me in serious rent arrears.*
- *Not having family in the area meant that the move to Universal Credit hurt for a bit but I managed.*
- *Universal credit.*
- *Universal credit.*
- *Delay, but not sorted.*
- *They just mix it up and it takes ages to sort out.*
- *They mess you about and take ages to deal with it.*
- *I was left with no money when I first moved here.*
- *They just mess you about. I split up with my partner and ended up having to use a food bank to feed my kids.*
- *I am not sure. I have heard mum moaning if I get a job then she will have to pay full rent, and it all gets mixed up.*
- *It took a while for my benefits to get sorted out.*
- *It can be difficult to access the journal for universal credit as it is online.*
- *I've been messed about. I have mental health issues and they made me try to get a job.*

9.2 Contents Insurance (Q45)

Just under 6 in 10 respondents said they had contents insurance (58%). This is consistent with the results of the 2018 survey.



Younger respondents aged 16-34 (37%) were significantly less likely to have contents insurance than older respondents aged 35-54 (68%), 55-64 (69%) and 65 and over (73%).

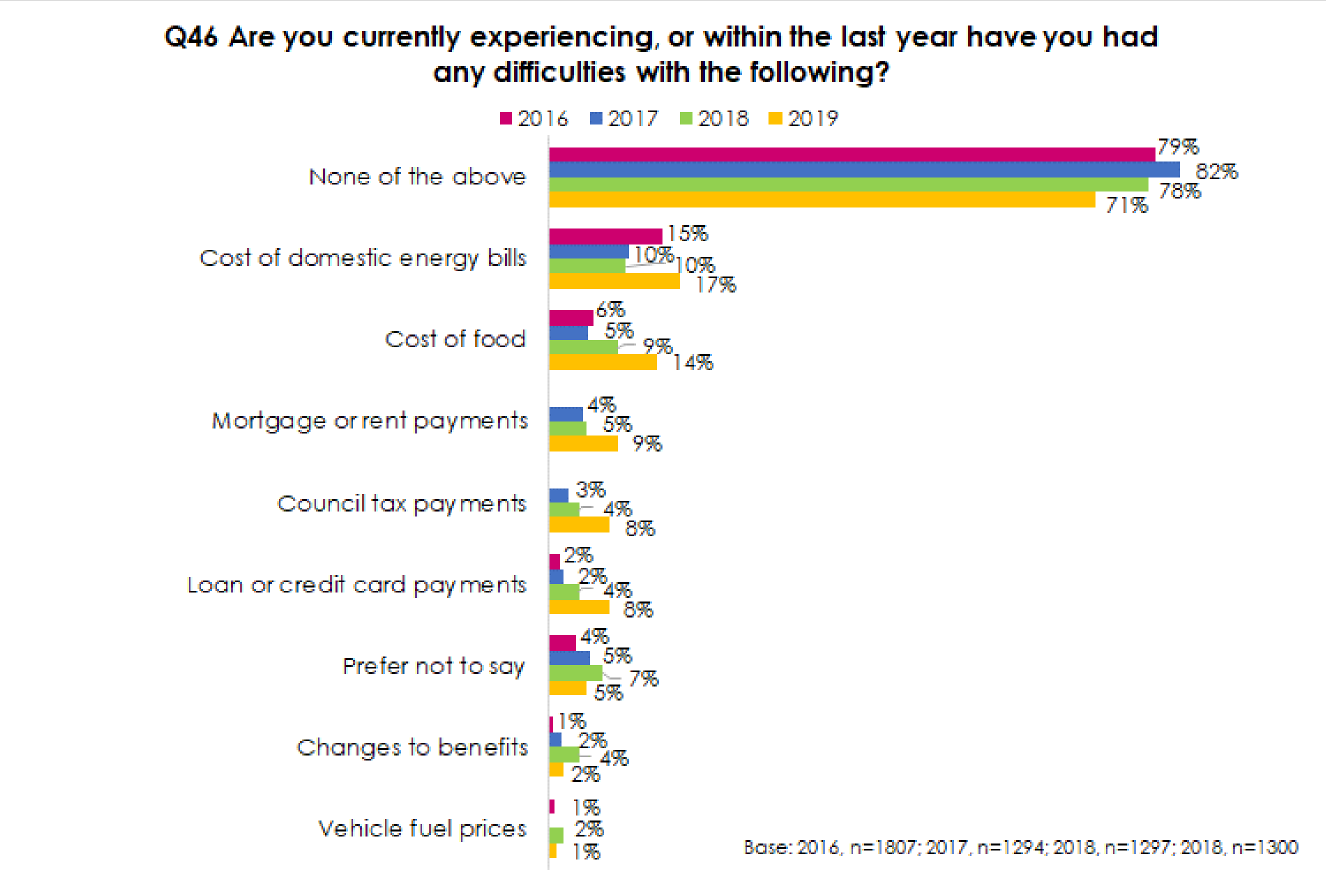
Those who lived in The Ferry (31%) were the least likely to have contents insurance, while East End respondents (80%) were the most likely.

Owner-occupiers (74%) were significantly more likely to have contents insurance than those who rented their accommodation from a private landlord (33%), the Council (45%) or a registered social landlord (49%).

9.3 Financial difficulties (Q46)

Just over 7 in 10 respondents (71%) said they were not experiencing any financial difficulty, a significant decrease from 78% in 2018.

Respondents who were experiencing difficulty were most likely to say this was in relation to the cost of domestic energy bills (17%) and the cost of food (14%).



Analysis by age reveals younger respondents aged 16-34 (50%) were significantly less likely to say they were not experiencing any financial difficulties than those aged 35-54 (83%), 55-64 (80%) and 65 and over (86%).

The proportion of respondents aged 16-34 who said they are not experiencing financial difficulties has decreased significantly since the previous survey, from 68% in 2018 to 50% in 2019. More than one third of respondents aged 16-34 (34%) said they were struggling with the cost of domestic energy bills, 28% with the cost of food and 18% with mortgage or rent payments, Council tax payments and loan or credit card payments. In contrast, between 0% and 8% of all other age groups said they were struggling financially with a certain type of bill or payment.

Those who rent their accommodation from a private landlord (46%) were significantly less likely to say they were not experiencing financial difficulties than those who rented from an RSL (62%), the Council (66%) or owned their property (84%).

Analysis by ward reveals:

- Lochee respondents (94%) were the most likely to say they were not experiencing any financial difficulties. In contrast, West End respondents (45%) were the least likely to have said this.
- The cost of domestic energy bills was of greatest concern to West End (32%) and Maryfield (30%) respondents. On the other hand, 4% of Lochee respondents said they were struggling with the cost of domestic energy bills.
- West End (28%) and Maryfield (26%) respondents were also the most likely to say they were experiencing financial difficulties with the cost of food, while Lochee (3%) and The Ferry (4%) respondents were the least likely.

Further analysis reveals West End had the highest proportion of younger respondents aged 16-34 (23%) and those who rented their accommodation from a private landlord (31%), while Maryfield had the second highest proportion of those aged 16-34 (17%) and private renters (26%). Given these two demographics are experiencing the most financial difficulty this may explain why these two areas have a higher proportion of respondents who are experiencing financial difficulties.

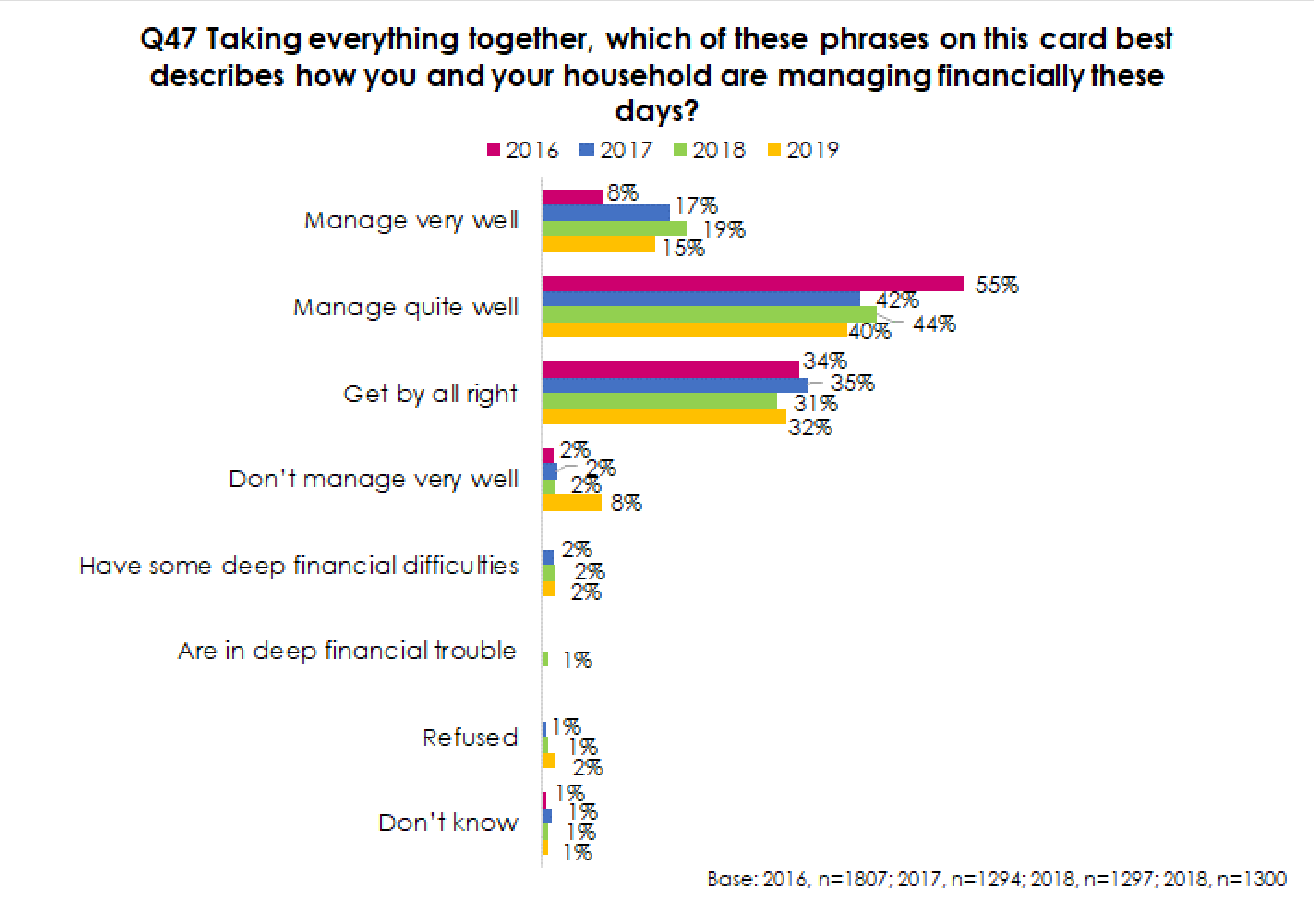
Furthermore, households with someone who has a long-term illness of disability (64%) were significantly less likely to say they were not experiencing financial difficulties than households without (73%).

Those who receive all of their household income from welfare benefits (46%) were least likely to say they were not experiencing any financial difficulties, compared to 68% who receive partial benefits and 78% who receive none.

9.4 Financial management (Q47)

The survey asked the extent to which participants were managing financially. Just over half of respondents (55%) said they were managing very or quite well, 32% said they get by all right and 10% said they were not managing very well or have some deep financial difficulties.

The proportion of respondents who said their household is managing very or quite well has decreased significantly since the 2018 survey (63%) and is at its lowest level since 2015. The proportion who are not managing very well or have some/ are in deep financial difficulty has doubled from 5% in 2018 to 10% in 2019. This is the highest level recorded since the question was first asked in 2012.

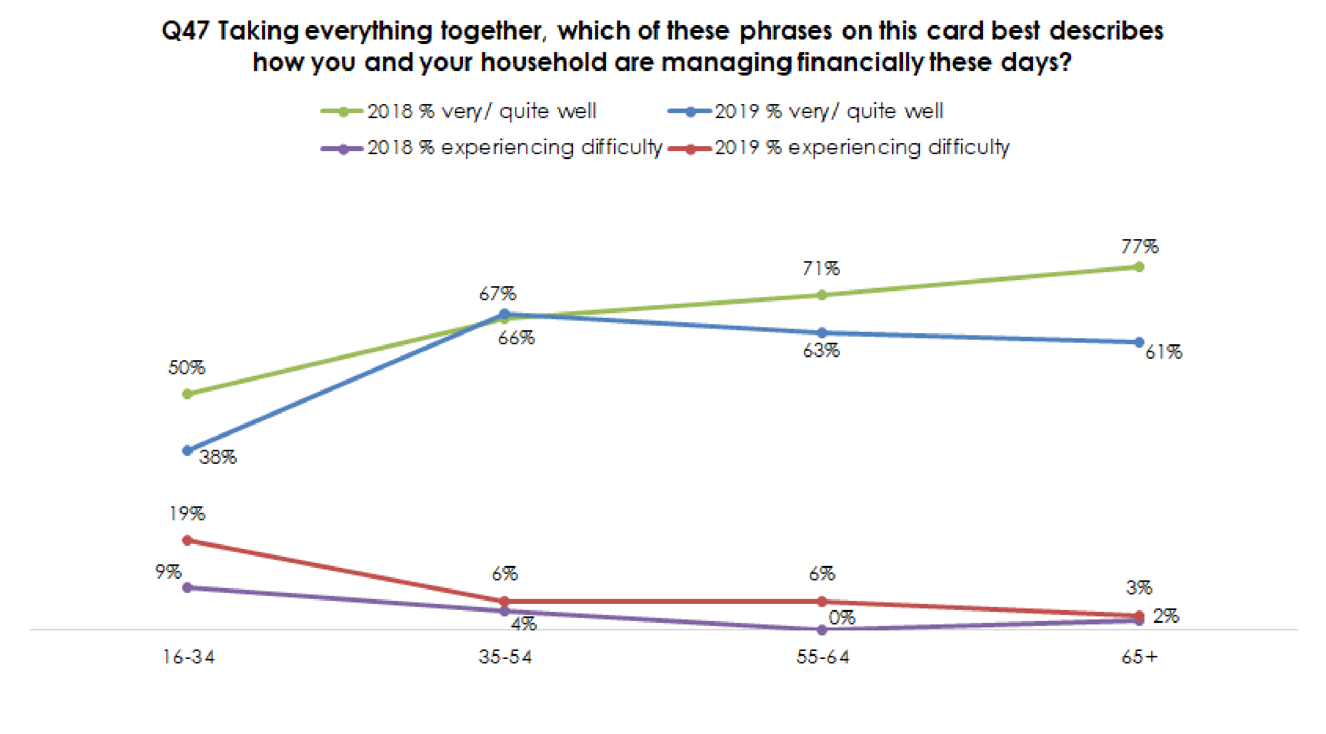


More than 7 in 10 owner-occupiers (71%) said they were managing very or quite well financially, which is significantly higher than those who rent their accommodation from a private landlord (30%), an RSL (41%) or from the Council (43%). 1 in 5 RSL tenants (20%) said they were experiencing financially difficulty, followed by those who rent privately (19%) or from the Council (16%). In contrast, only 3% of owner-occupiers said they were experiencing financial difficulty to some extent.

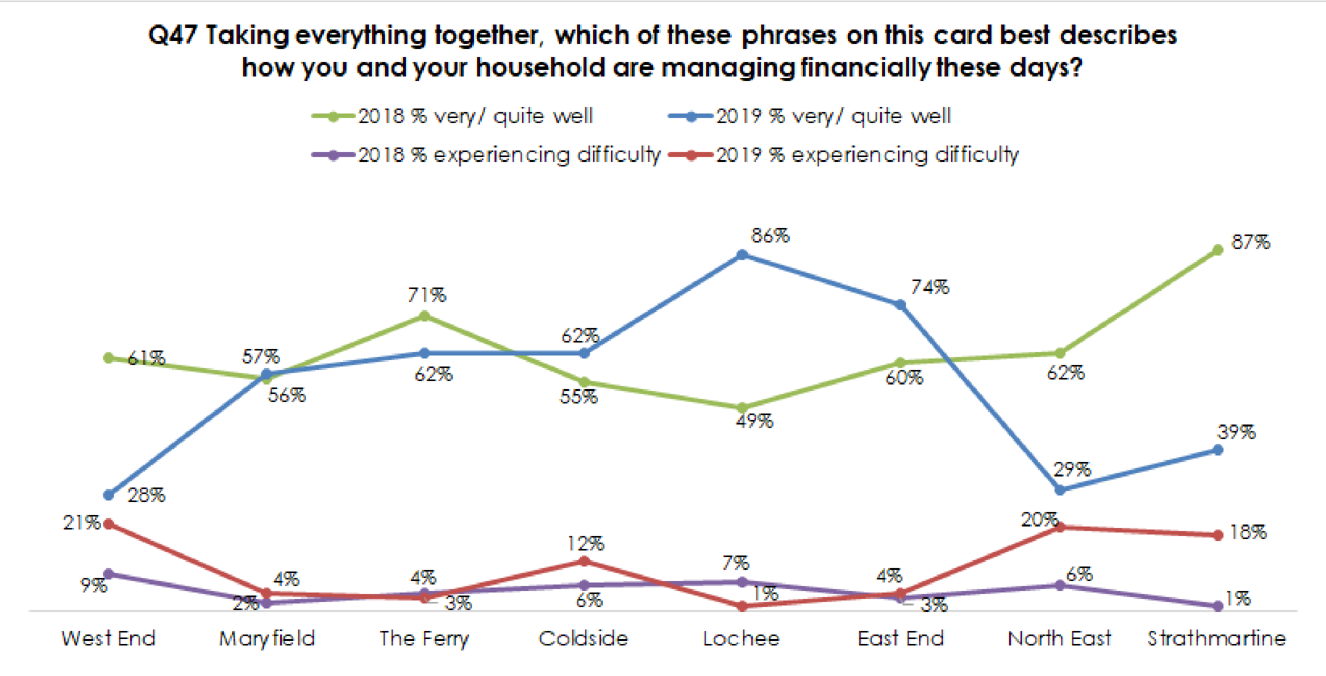
Furthermore, households with someone with a long-term illness or disability (15%) were nearly twice as likely to say they were struggling financially than those without (8%).

28% of respondents who receive full benefits said they were experiencing financial difficulty, compared to 10% of those who receive partial benefits and 6% who receive none.

Analysis by age reveals the proportion of respondents who said they are managing very or quite well financially has decreased across all groups with the exception of those aged 35-54 which has increased by 1 percentage point since 2018. Unsurprisingly therefore, the proportion of respondents who said they are experiencing financial difficulty has increased across all age groups, most significantly for those aged 16-34 which has increased by 10 percentage points since 2018.



Analysis by ward indicates that respondents living in West End (21%), North East (20%) and Strathmartine (18%) were most likely to say they were experiencing financial difficulty to some extent. The proportion of respondents experiencing difficulty in each of these wards has increased by 12%, 14% and 17% respectively.



In terms of household composition, single adults with at least one child (34%) were significantly more likely to say they were not managing well financially, were having some deep financial difficulty or are in deep financial trouble than any other household composition. Single adults aged under 60 (22%) and two adults aged under 60 (13%) were also most likely to say they were not managing well financially, while households comprising of two adults aged 60 and over (1%) were the least likely.

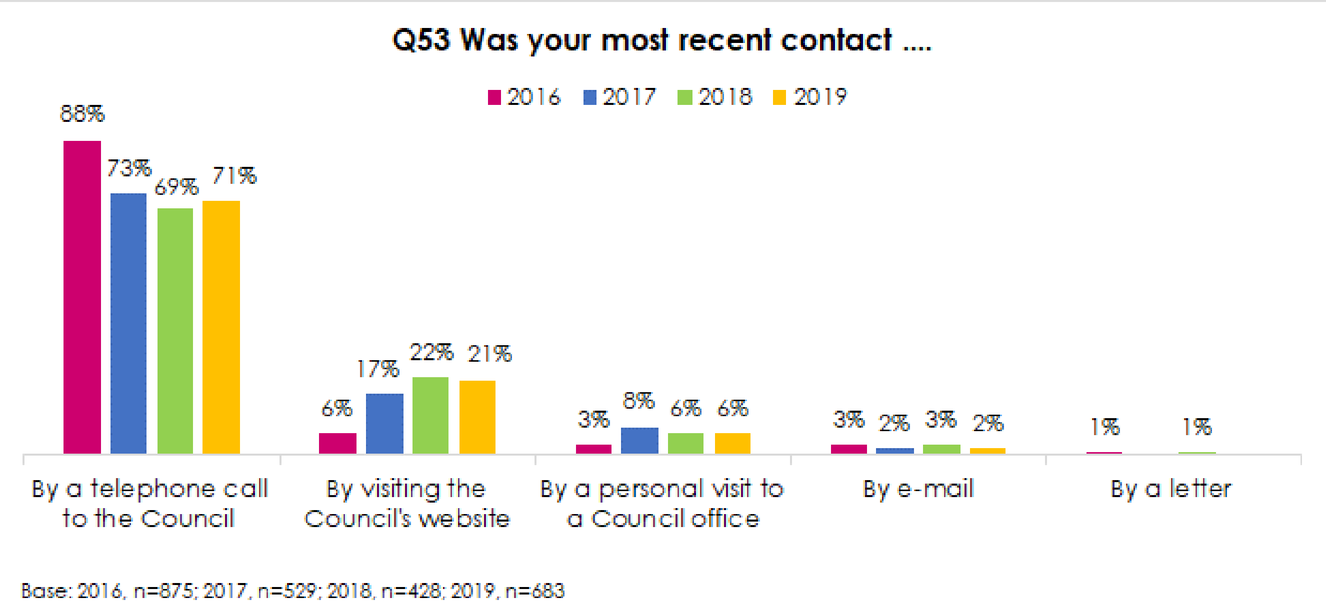
10. CONTACTING YOUR COUNCIL

10.1 Reason for contact (Q48)

50% of respondents in 2019 said they had contacted the Council in the last 12 months (33% in 2018). Of those who made contact, 5% had contacted to make a complaint, 40% were looking for information, 54% were requesting a service and 1% contacted the Council to make a suggestion. This is consistent with the results from 2018.

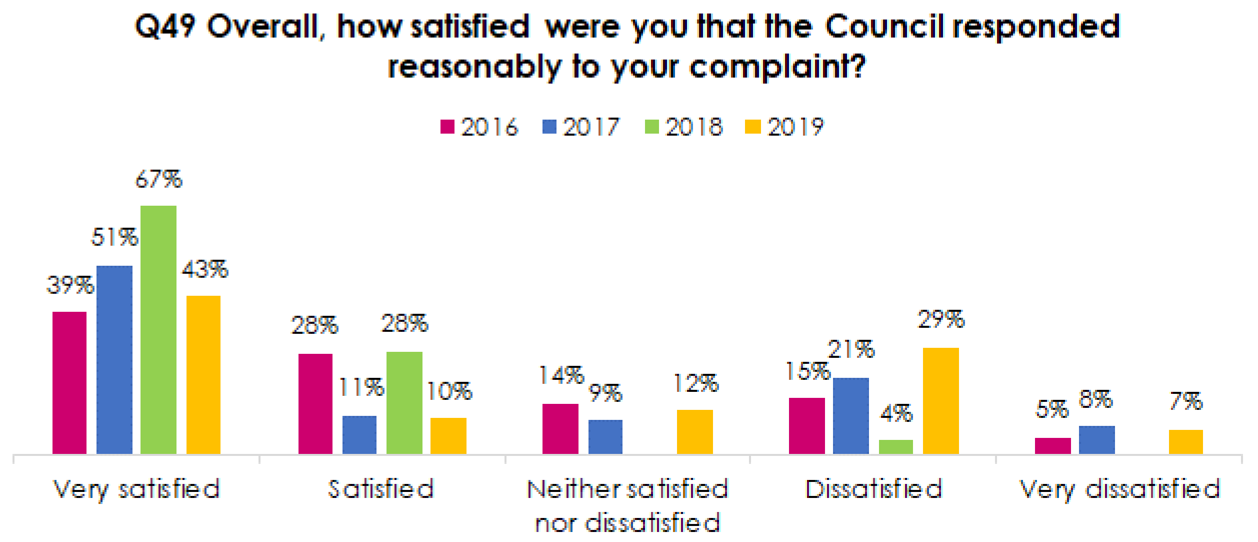
10.2 Method of contact (Q53)

The majority of respondents (71%) contacted the Council by telephone. This was also the most popular method in previous years. Just over one fifth made contact by visiting the Council's website, 6% visited a Council office and 2% e-mailed



10.3 Satisfaction with responding to complaints (Q49)

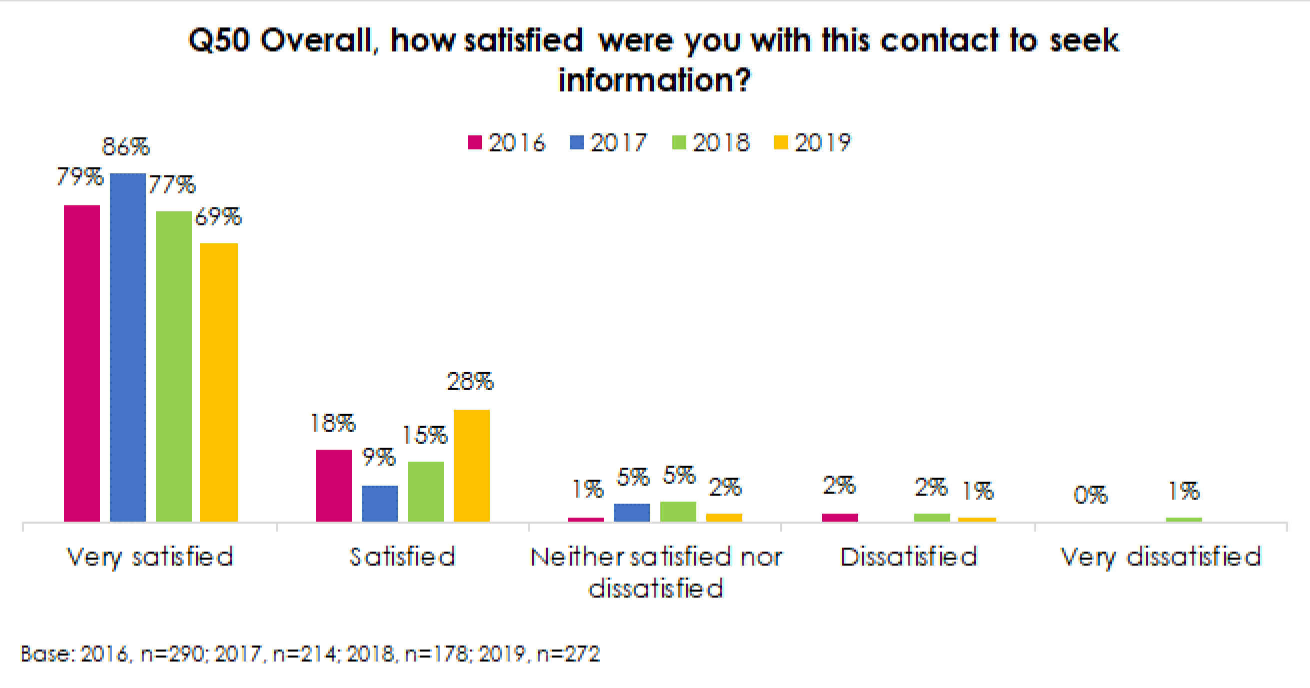
Those who contacted the Council to make a complaint were asked how satisfied they were with how the Council reasonably responded to their complaint. Of the 24 individuals who had made a complaint, 53% were very satisfied or satisfied, 12% were neither satisfied nor dissatisfied and 36% were dissatisfied or very dissatisfied. The proportion of respondents who were dissatisfied has increased significantly since the previous survey, from 4% in 2018 to 36% in 2019.



Base: 2016, n=32; 2017, n=35; 2018, n=21; 2018, n=24

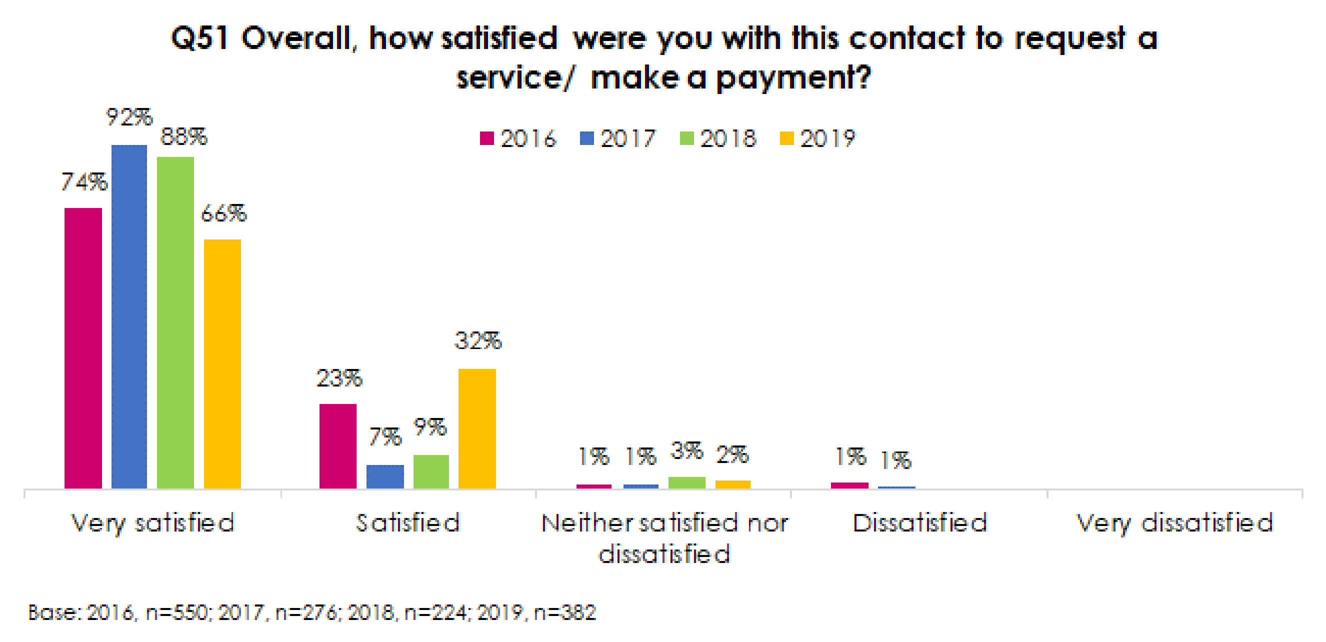
10.4 Satisfaction with responding to information requests (Q50)

Those who contacted the Council looking for information were asked how satisfied they were with the response that they received. The majority of these respondents (97%) were very satisfied or satisfied in this respect, compared to 2% who were neither satisfied nor dissatisfied and 1% who were dissatisfied. Overall satisfaction has increased since the previous survey, from 92% in 2018 to 97% in 2019.



10.5 Satisfaction with responding to service requests (Q51)

Those who contacted the Council to request a service or make a payment were asked how satisfied they were with this contact. The vast majority (98%) were very satisfied or satisfied with the contact to request a service or make a payment, compared to 2% who were neither satisfied nor dissatisfied. The proportion of respondents who were satisfied has not changed significantly from the 97% reported in 2018.



10.6 Experience of contacting the Council (Q52)

Just under nine in ten participants in 2019 (88%) said they got what they needed when they contacted the Council (91% in 2018).

Analysis by contact method revealed that those who contacted the Council by letter (100%), visiting the Council's website (98%) and email (95%) were most likely to say they got what they needed on the most recent contact. On the other hand, those who contacted the Council by visiting the Council office (22%) or by telephone (15%) were the most likely to say they had to contact the Council again about the same issue. Please note small base numbers for this analysis.

Q52 On your most recent contact with the Council, did you...? (analysed by contact method)						
	Overall	By letter	By a telephone call to the Council	By a personal visit to a Council office	By email	By visiting the Council's website
Base	683	1	485	36	16	145
Get what you need at that contact	88%	100%	85%	78%	95%	98%
Have to contact the Council again about the same issue	12%	-	15%	22%	5%	2%

The table below reveals that those who contacted the Council to make a complaint (47%) were least likely to have said they got what they needed at that contact while those who contacted to make a suggestion (100%) were most likely. 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.

Q52 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 payment	Make a suggestion
Base	683	24	272	382	5
Get what you need at that contact	88%	47%	89%	90%	100%
Have to contact the Council again about the same issue	12%	53%	11%	10%	-

10.7 Satisfaction with telephone contact (Q54)

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 98% in terms of how easy it was to find the right number to call, how quickly the phone was answered and the overall helpfulness of staff. Satisfaction levels are consistent with those reported in the 2018 survey.

Q54 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following:				
Telephone contact % satisfied: Base	2016	2017	2018	2019
	769	412	289	485
How easy it was for you to find the right number to call	99%	99%	98%	98%
How quickly the phone was answered	98%	99%	100%	98%
How easy it was to get through to someone who could help	98%	99%	100%	95%
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	97%	99%	100%	98%
How well the staff understood what you wanted	97%	99%	99%	97%
The outcome of your contact	94%	96%	96%	94%

10.8 Satisfaction with office contact (Q55)

Satisfaction with office visits was high in terms of how easy it was to get to the office (100%), the overall helpfulness of staff (97%), the suitability of the office (90%) and how well the staff understood what you wanted (90%). Satisfaction with the outcome of the contact has decreased significantly since the previous survey, from 100% in 2018 to 78% in 2019.

Q55 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?				
Personal visit % satisfied: Base	2016	2017	2018	2019
	30	37	30	36
How easy it was to get to the office	100%	100%	100%	100%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc.	100%	98%	100%	90%
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	93%	87%	100%	97%
How well the staff understood what you wanted	93%	86%	100%	90%
The outcome of your contact	72%	59%	100%	78%

10.9 Satisfaction with written/ email contact (Q56)

17 participants had contacted the Council by letter or email, with the majority (95%) stating they were satisfied with the speed of reply to their email/ letter, the extent to which the first reply answered their query and the outcome of the contact. Please note that due to the small base numbers to this question, the results compared to previous years are not statistically significant.

Q56 How would you rate your most recent contact with the Council in terms of the following?				
Contact by email/letter % satisfied: Base	2016	2017	2018	2019
	25	13	18	17
How quickly you received a reply to your e-mail/ letter	92%	92%	100%	95%
The extent to which the first reply you received answered your query	92%	92%	100%	95%
The outcome of your contact	88%	83%	100%	95%

10.10 Satisfaction with visiting the website (Q57/58)

More than four in ten respondents (43%) said they had used the Council's website which is more than was reported in 2018 (40%). Analysis by age reveals that younger respondents aged 16-34 (52%) and 35-54 (53%) were significantly more likely to have visited the Council's website than older respondents aged 55-64 (36%) or 65 and over (12%).

Q57 Have you ever used the Council's website?				
Base:	2016	2017	2018	2019
	1807	1294	1297	1300
Yes	44%	48%	40%	43%

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. Almost all respondents (98%) were satisfied with both of these aspects of the website.

Q58 How would you rate the website in terms of the following? (% satisfied)				
Base:	2016	2017	2018	2019
	830	642	532	572
How easily you managed to find the information you wanted	98%	97%	99%	98%
The amount of information provided on the website	99%	97%	99%	98%

10.11 Amount of information provided about the Council and its services (Q59)

The majority of participants (86%) were of the opinion that they received enough information about the Council and the services it provides. This is a 4 percent decrease from the 90% reported in 2018.

Analysis by age reveals respondents aged 16-34 (81%) were least likely to feel they receive enough information about the Council and the services it provides compared to those aged 35-54 (90%), 55-64 (90%) and 65 and over (88%).

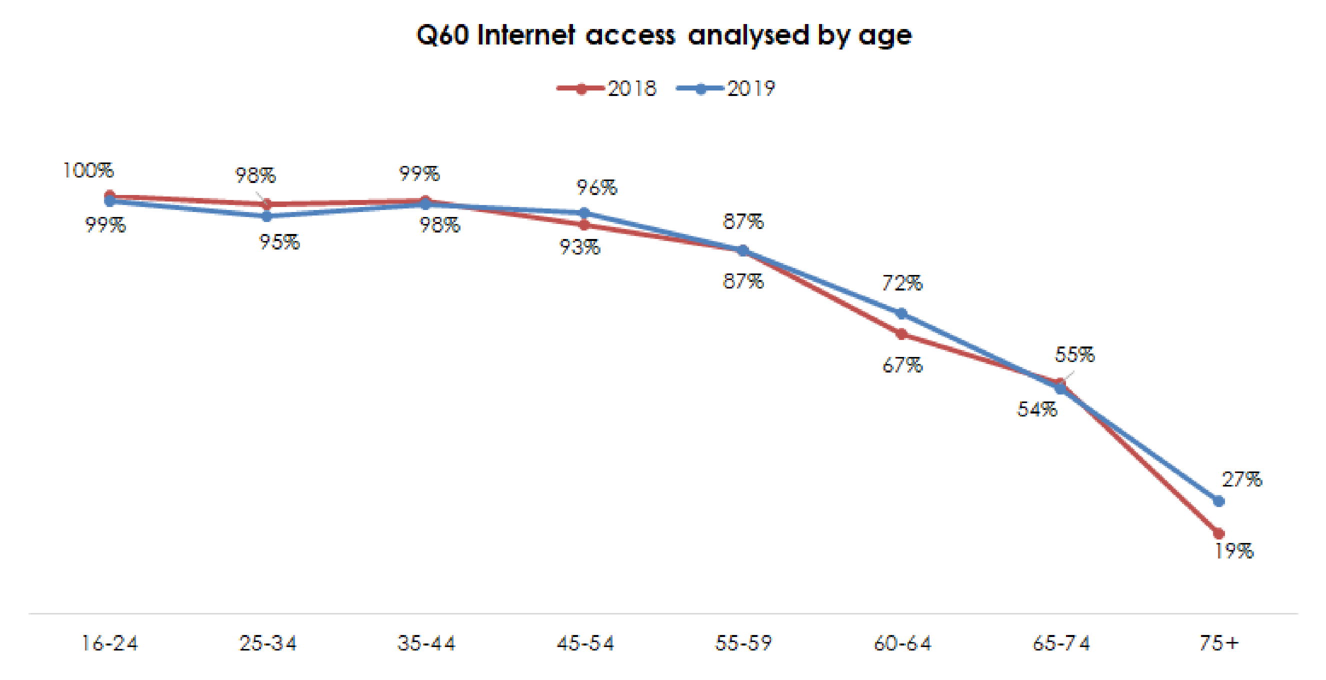
Q59 Generally, do you feel that you receive enough information about the Council and the services it provides?				
Base:	2016	2017	2018	2019
	1807	1294	1297	1300
Yes	90%	90%	90%	86%

10.12 Internet access (Q60)

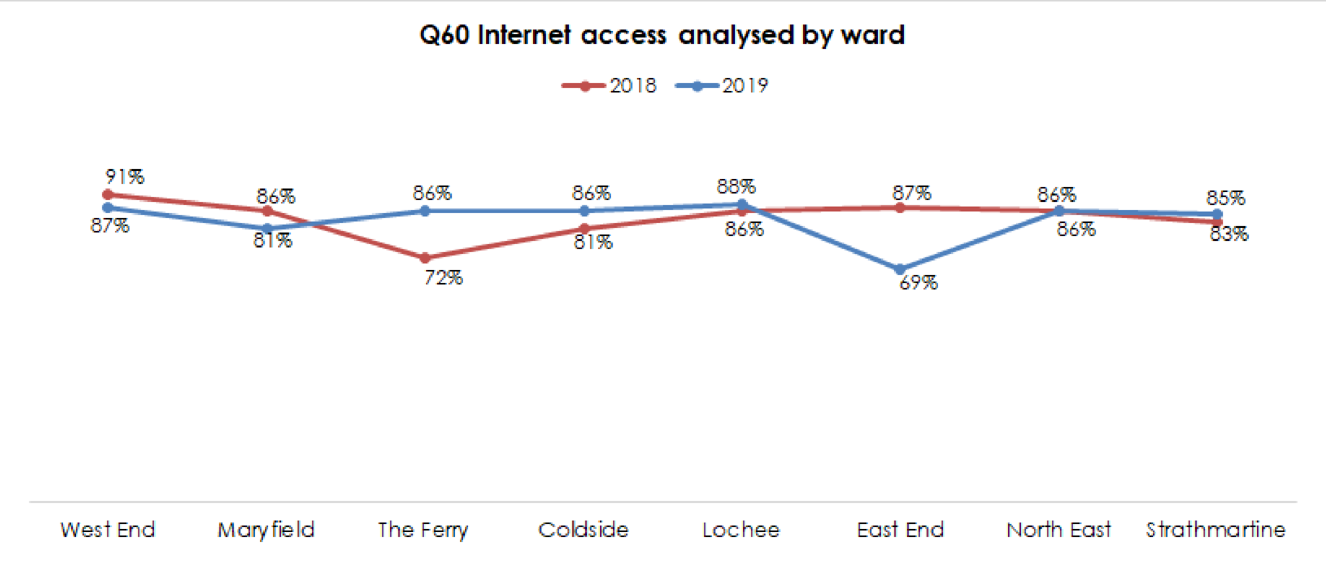
Just over eight in ten participants (84%) said that they access the internet in some way with 71% stating they have internet access at home, 63% stating they access the internet via a mobile phone, 27% having internet access at work and 9% stating they access the internet through public access. These findings are consistent with the 2018 results.

Q60 Do you or your household access the internet in any of the following ways…				
Base:	2016	2017	2018	2019
	1807	1294	1297	1300
Internet access at home	78%	76%	67%	71%
Internet access via a mobile phone	63%	66%	63%	63%
Internet access at work	17%	21%	25%	27%
Internet access through public access e.g. at library	5%	1%	4%	9%
Access the internet in some other way	2%	7%	10%	2%
None of these - I do not access the internet	19%	14%	16%	16%

Analysis by age reveals that the proportion of participants who had any form of internet access decreases with age, for example from 99% of those aged 16-24 to 27% of those aged 75 and over. While those who are aged 75 and over are still the least likely to have internet access, there has been a significant increase in the proportion of those who have internet access since the previous survey, from 19% in 2018 to 27% in 2019.



In terms of geography, participants who lived in Lochee (88%) were the most likely to have access to and use the internet while those in East End (69%) least likely. The proportion of those with internet access in East End has decreased significantly since the previous survey, from 87% in 2018 to 69% in 2019. On the other hand, The Ferry has witnessed the greatest increase, from 72% in 2018 to 86% in 2019.



Those who access the internet via the library were most likely to rent their home from a private landlord (21%, 10% in 2018) and be aged 16-34 (20%, 9% in 2018).

10.13 Vulnerable Children and Adults (Q61)

Participants were asked whether they were aware about certain procedures the Council has in place for vulnerable children and adults. There has been a significant decrease in awareness of these procedures since the previous survey. Just over half of respondents (55%) said they knew the Council has procedures in place to respond to situations where vulnerable adults might be at risk from harm, a decrease of 17 percentage points from the 72% reported in 2018. 79% of respondents said they would know who to contact if they had concerns that a vulnerable adult was a risk of being abused, a decrease of 8 percentage points from the 87% reported in 2018. 81% of respondents said they would know who to contact if they had concerns that a child was at risk of being abused, a decrease of 11 percentage points from the 92% reported in 2018.

Q61 Vulnerable children and adults (% stating yes)				
Base:	2016	2017	2018	2019
	1807	1294	1297	1300
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	30%	46%	72%	55%
Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	83%	90%	87%	79%
Would you know who to contact if you had concerns that a child was at risk of being abused?	88%	94%	92%	81%

Analysis by age reveals respondents aged 16-34 (52%) and 55-64 (52%) were least likely to know that the Council has procedures in place to respond to situation where vulnerable adults might be at risk of harm. Respondents aged 55-64 were also the least likely to know who to contact if they had concerns that a vulnerable adult (68%) or child (70%) were at risk of being abused.

Q61 Vulnerable children and adults (% stating yes)				
Base:	16-34	35-54	55-64	65+
	463	337	229	271
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	52%	59%	52%	55%
Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	82%	83%	68%	77%
Would you know who to contact if you had concerns that a child was at risk of being abused?	86%	85%	70%	78%

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 where vulnerable adults might be at risk from harm (34%). RSL tenants were the least likely to know who to contact if they had concerns that a vulnerable adult (74%) or child (78%) were at risk of being abused.

Q61 Vulnerable children and adults (% stating yes)				
Base:	Local Authority	Owner-occupier	Private rented	RSL
	266	660	206	164
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	68%	58%	34%	54%
Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	87%	78%	77%	74%
Would you know who to contact if you had concerns that a child was at risk of being abused?	90%	80%	79%	78%

Analysis by ward revealed:

- Maryfield (39%) and West End (47%) respondents were the least likely to know the Council has procedures to respond to situations where vulnerable adults might be at risk from harm
- North East (67%) and Lochee (69%) respondents were the least likely to know who to contact if they had concerns that a vulnerable adult was at risk of being abused.
- North East (72%) and Strathmartine (72%) respondents were the least likely to know who to contact if they had concerns that a vulnerable child was at risk of being abused.

11. VIEWS ABOUT THE COUNCIL

11.1 Statements about the Council (Q62)

Participants were asked whether 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 (76%)
- Provides good quality services (73%)
- Provides an efficient service (71%)

The top three statements (in terms of the level of agreement) have remained unchanged since 2016.

Q62 Agreement with statements about your local Council (% agree)				
Base: 2015, n=1817; 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	2016	2017	2018	2019
Offers a good range of services	75%	76%	75%	76%
Provides good quality services	67%	70%	67%	73%
Provides an efficient service	71%	72%	68%	71%
Has friendly, polite, helpful, well informed employees	54%	56%	58%	65%
Communicates well with the public	52%	53%	53%	64%
Tackles important issues for the future of the area	53%	58%	54%	61%
Promotes its services well	52%	54%	54%	61%
Ensures sustainable use of resources and care for the environment	60%	63%	53%	59%
Provides services which are value for money	59%	60%	59%	58%
Listens to complaints	46%	48%	50%	55%

Respondents who lived in Maryfield, Coldside, Lochee, East End, North East and Strathmartine were most likely to agree Dundee City Council offers a good range of services. Those who lived in West End were most likely to agree the Council provides an efficient service while those who lived in The Ferry were most likely to agree the Council tackles important issues for the future of the area. Participants who lived in The Ferry (43%) were least likely to agree with all statements, while those who lived in East End (80%) were the most likely.

Analysis by age reveals that all age groups were most likely to agree Dundee City Council offers a good range of services (66% to 86%). Respondents aged 16-64 were least likely to agree the Council listens to complaints (42% to 65%) while those aged 65 and over were least likely to agree Dundee City Council provides services which are value for money (62%).
In terms of overall agreement for all statements, respondents aged 16-34 (57%) were significantly less likely to agree with each statement than those aged 35-54 (74%), 55-64 (76%) and 65 and over (72%).

Analysis by tenure reveals those living in Council Housing (92%), RSL Housing (86%) and owner-occupiers (78%) were most likely to agree Dundee City Council offers a good range of services. Respondents who rent their accommodation from a private landlord were most likely to agree the Council provides good quality services (54%). In terms of overall levels of agreement, private renters (47%) were significantly less likely to agree with each statement than RSL tenants (69%), owner-occupiers (70%) and Council tenants (80%).

12. HOUSEHOLD DETAILS

12.1 Number of adults/ children (Q63)

The table below shows the number of children and adults in the household. 73% of households interviewed did not have any children under the age of 16, a decrease of 4 percentage points from the 77% reported in 2018.

Q63 Could I just check how many adults and children there are in the household including you?								
Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	Adults				Children			
	2016	2017	2018	2019	2016	2017	2018	2019
0	-	-	-	-	78%	76%	77%	73%
1	32%	27%	24%	25%	16%	14%	12%	14%
2	57%	66%	55%	62%	5%	8%	10%	11%
3	8%	8%	18%	11%	1%	1%	1%	1%
4	2%	2%	4%	2%	0%	0%	0%	0%
5+	1%	0%	0%	0%	0%	0%	0%	0%

12.2 Age of children (Q64)

Following on from this, participants who had children in the household were asked to specify the number of children within different age bands. 23% of households with children said they had at least one child who was under three years old (27% in 2018), 33% of households had at least one child between the ages of 3 and 5 years old (40% in 2018) and 69% said they had at least one child between the ages of 6 and 15 (58% in 2018).

Q64 How many children are there in the household in each age group?												
Base: 2016,n=408; 2017,n=317; 2018, n=312; 2019, n=368	Less than 3 years				3-5 years				6-15 years			
	2016	2017	2018	2019	2016	2017	2018	2019	2016	2017	2018	2019
0	60%	70%	72%	77%	70%	63%	60%	67%	56%	43%	42%	30%
1	38%	30%	26%	22%	27%	33%	32%	28%	29%	39%	39%	49%
2	2%	0%	1%	1%	3%	4%	8%	5%	14%	17%	19%	20%
3	-	-	-	-	-	-	-	-	1%	0%	0%	-
4	-	-	-	-	-	-	-	-	0%	-	-	-
5	-	-	-	-	-	-	-	-	0%	-	0%	-

12.3 Access to personal transport (Q66/67)

Participants were asked about their access to personal transport. 65% of respondents said their household had access to at least one motor vehicle for their personal use, an increase from 61% in 2018.

Q66 How many motor vehicles does your household have access to for personal use?				
Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	**2016**	**2017**	**2018**	**2019**
1	44%	39%	29%	39%
2	14%	24%	28%	24%
3	1%	2%	3%	2%
4 or more	0%	0%	1%	0%
None	41%	34%	39%	35%

A new question was introduced in the 2018 questionnaire which asked respondents whether they would consider buying a plug-in electric car or van. One fifth (20%) of respondents said they would consider buying an electric car or van, an increase of 7 percentage points from 2018 (13%). However, the proportion of respondents who said they would not consider buying an electric car or van has also increased since the previous survey, from 25% in 2018 to 29% in 2019.

Q67 Would you consider buying a plug-in electric car or van?		
Base: 2018, n=811; 2019, n=864	**2018**	**2019**
I already own an electric car or van	0%	1%
I am thinking about buying an electric car or van quite soon	2%	2%
I would consider buying an electric car or van in the future	13%	20%
I would not consider buying an electric car or van	25%	29%
I don't drive/ need a car	10%	11%
No opinion (don't know or haven't thought about it – spontaneous only)	50%	38%

12.4 Health and disability status (Q68/69)

Just over one quarter of households (26%) had at least one member who had some form of long-term health problem or disability. This is a significant increase from the figures reported in 2018 (18%), 2017 (18%) and 2016 (18%).

The majority of households with at least one member who had some form of long-term health problem or disability said this was regarding a mobility or physical disability (69%). This is a significant increase from the 56% reported in 2018. There has also been an increase of those with a mental health condition, from 15% in 2018 to 22% in 2019. This is the highest reported figure for mental health conditions since 2016.

Q69 What is the nature of the disability?				
Base: n=332; 2017, n=232; 2018, n=248; 2019, n=340	**2016**	**2017**	**2018**	**2019**
Mobility/ physical disabilities	74%	73%	56%	69%
Mental health condition	15%	11%	15%	22%
Difficulties with sight	1%	4%	3%	3%
Difficulties with hearing	1%	8%	10%	8%
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)	2%	2%	4%	2%
Learning difficulties (e.g. dyslexia)	2%	1%	1%	1%
Learning disability (e.g. Down's Syndrome)	0%	-	-	1%
Other condition	13%	12%	14%	14%
Refused	1%	-	4%	1%

12.5 Unpaid care or support (70-72)

Households that had at least one member who had some form of long-term health problem or disability were then asked about unpaid care and support. 23% of these respondents said there was at least one member of their household who provides unpaid care and support for someone else or each other. This is a significant increase from the 4% of households reported in 2018.

Of the households where someone provides unpaid care, the majority said this person who provides care of support was aged 18 or over (99%, 89% in 2018). 40% said they or others in their household have accessed information, services or support to help them manage their caring role. This is consistent with the 2018 survey results (41%).

12.6 Religion (Q73)

In terms of religion, 28% were Church of Scotland and 17% Roman Catholic. More than 4 in 10 (45%) said they did not belong to any religion, a decrease from the 52% reported in 2018.

Q73 What is your religion?				
Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	**2016**	**2017**	**2018**	**2019**
None	57%	53%	52%	45%
Church of Scotland	23%	24%	24%	28%
Roman Catholic	14%	18%	18%	17%
Other Christian	2%	2%	2%	3%
Muslim	2%	2%	0%	1%
Would rather not say	1%	1%	2%	5%
Hindu	1%	0%	0%	0%
Jewish	0%	0%	0%	0%
Sikh	0%	0%	1%	0%
Buddhist	0%	0%	0%	0%
Another religion	1%	0%	0%	0%

12.7 Ethnicity (Q74)

In terms of ethnicity, 88% of participants were Scottish. The proportion of participants stating they were Scottish has remained consistent with the 2018 survey.

Q74 Which of the groups on this card do you consider you belong to?				
Base: 2016, n=1807; 2017, n=1294; 2018, n=1297; 2019, n=1300	**2016**	**2017**	**2018**	**2019**
Scottish	86%	87%	90%	88%
Other British	3%	3%	2%	3%
Irish	0%	0%	0%	0%
Gypsy/ Traveller	-	-	-	-
Polish	3%	4%	2%	3%
Any other white ethnic group	3%	2%	0%	0%
Any mixed or multiple ethnic groups	0%	-	1%	0%
Pakistani, Pakistani Scottish or Pakistani British	1%	2%	1%	2%
Indian, Indian Scottish or Indian British	2%	1%	1%	1%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0%	-	-	-
Chinese, Chinese Scottish or Chinese British	1%	1%	1%	1%
African, African Scottish or African British	-	0%	1%	1%
Caribbean, Caribbean Scottish or Caribbean British	0%	-	0%	0%
Black, Black Scottish or Black British	-	-	1%	0%
Arab	0%	-	-	-
Any other background	-	0%	-	-
Refused	0%	-	1%	-
Don't know	-	-	0%	0%

Appendix 1

Survey Questionnaire

Project number	**P1053**
Project name	**Dundee Citizen Survey 2019**

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	

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	1	2	3	4	5	1	2	3	4	5
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 dissatisfie d	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: TRAVEL AND TRANSPORT

15. **SHOWCARD** Which of the following is your most regular commute or journey? SELECT ONE ONLY

Work in Dundee	1	**GO TO Q16**
Work outside Dundee	2	
University or college	3	
Taking children to school	4	
Regular health care appointment	5	
Visit someone as a close friend/ relative/ carer	6	
Other (please specify)	7	

16. **SHOWCARD** Which of the following is the main way you travel to your most regular commute or journey? SELECT ONE ONLY

Walk	1	**GO TO Q17**
Cycle	2	
Bus	3	
Car	4	
Other (please specify)	5	

17. **SHOWCARD** How often do you visit Dundee city centre?

Every day	1	**GO TO Q18**
Almost every day	2	
2 to 3 times a week	3	
At least once a week	4	
At least once a fortnight	5	
At least once a month	6	
At least once every 2-3 months	7	
At least every 6 months	8	
Less than once per year	9	

18. **INTERVIEWER READ OUT FULL QUESTION:** Do you have a bus stop within a **5 minute walk** from your home?

Yes	1	**GO TO Q19**
No	2	

19. **SHOWCARD** How frequently do you use public transport?

Daily	1	**GO TO Q20**
5-6 times per week	2	
3-4 times per week	3	
1-2 time per week	4	
A few times a month	5	
Every few months	6	
Less frequently	7	
Never	8	

20. **SHOWCARD** Do you experience any barriers in using public transport? MULTI

None	1	**GO TO Q21**
Affordability	2	
Timetabling/ scheduling of public transport	3	
Quality of public transport i.e. comfort, attractiveness	4	
Feeling unsafe	5	
Reliability	6	
Accessibility (please explain)	7	
Other (please explain)	8	

SECTION 3: COMMUNITY PARTICIPATION

21. 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**
School clubs and groups	1	1	2	3	4	5
Youth clubs and activities	2	1	2	3	4	5
Community groups	3	1	2	3	4	5
Community events	4	1	2	3	4	5
None	5					

22. **READ OUT AND USE SHOWCARD:** 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. **Looking at this showcard and t**hinking back over the last 12 months, have you given up any time to work for or 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]**. I mean in an unpaid capacity.

Yes	1	**GO TO Q23**
No	2	

SHOWCARD

Children's group – e.g. playgroup, mothers and toddlers	1	
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	

23. **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	**INTERVIEWER:** IF RESPONDENT **NOT** TAKEN PART IN ANY COMMUNITY ACTIVITIES, ORGANISATIONS OR EVENTS/ PLACES AT Q21 to Q23 **ASK Q24, OTHERWISE GO TO Q25**
Museum/ arts/ gallery	2	
Theatre/ performing arts	3	
Historical place e.g. castle, stately home and grounds, battle or archaeology site	4	
Music performance/ event	5	
Library, including mobile or online	6	
None	7	

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

Cost	1	**GO TO Q25**
Getting there	2	
Not interested	3	
Lack of information	4	
Health/ access issues	5	
Confidence/ safety issues	6	
Other, specify	7	

25. **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 decisions affecting my local area	1	2	3	4	5	6

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

	GO TO Q27

<u>SECTION 4: HEALTH</u>

27. 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

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

Very good	1	**GO TO Q29**
Good	2	
Fair	3	
Poor	4	
Very poor	5	
Don't know	6	

29. **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 Q30**
1-3 days a week	2	
Less than once a week	3	
Never	4	

30. Which of the following statements about smoking best applies to you? SINGLE

I have never smoked	1	**GO TO Q31**
I used to smoke and have now stopped.	2	
I have cut down the number of cigarettes with a plan to give up	3	
I have cut down the number of cigarettes with no plan to give up	4	
I smoke and do not plan to give up	5	

31. Do you Vape?

Yes	1	**GO TO Q32**
No	2	

32. **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 know I need to do something to eat more healthily	1	2	3	4	5	6
I feel I am a healthy weight for my height	1	2	3	4	5	6

33. **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 Q34**
Weekly	2	
Monthly	3	
Less than monthly	4	
Never	5	
Don't know	6	

34. **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 dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5

35. **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 Q36**
2	2	
3	3	
4	4	
5	5	
6 – A great deal	6	
Don't know	7	

36. **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 Q37**
Tend to agree	2	
Tend to disagree	3	
Strongly disagree	4	
Don't know	5	

SECTION 5: COMMUNITY SAFETY

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

Very safe	1	**GO TO Q38**
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
Don't know	5	

38. **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

39. 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 Q41**
Decreased a little	2	
Remained the same	3	
Increased a little	4	**GO TO Q40**
Increased a lot	5	
Don't know	6	**GO TO Q41**

40. If you feel crime has increased in your neighbourhood, what has influenced your opinion?

Personal experience of crime	1	GO TO Q41
Experience of family or friends	2	
Talking to people in the area	3	
Media – television, radio, paper	4	
Social media internet sites e.g. Facebook, Twitter	5	
Internet sites	6	
Police or Council publications	7	
Other (Please specify)	8	

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

	GO TO Q42

42. 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 Q43**
A little	2	
Quite a lot	3	
A great deal	4	

SECTION 6: 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. This section also looks at welfare reform and aims to understand the extent to which Dundee residents have been affected. Please be assured that your responses to the survey are completely confidential.

43. **SHOWCARD** What proportion of your household income comes from welfare benefits?

None	1	**GO TO Q45**
Some	2	**GO TO Q44**
All	3	
Don't know	4	

44. Has the UK Government's Welfare Reform programme/ Universal Credit had an impact on your household income?

Yes (what has affected you?)	1	**GO TO Q45**
No	2	

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

Yes	1	**GO TO Q46**
No	2	
Prefer not to say	3	
Don't know	4	

46. **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 Q47**
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	

47. **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 Q48**
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 7: CONTACTING YOUR COUNCIL

48. When you last contacted Dundee City Council, was this contact to …? **READ OUT LIST. SINGLE CODE**?

Make a complaint	1	**GO TO Q49**
Seek information	2	**GO TO Q50**
Request a service / make a payment	3	**GO TO Q51**
Make a suggestion	4	**GO TO Q52**
Have never contacted the Council	5	**GO TO Q57**

49. **SHOWCARD** Overall, how satisfied were you that the Council responded reasonably to your complaint?

Very satisfied	1	**GO TO Q52**
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

50. **SHOWCARD** Overall, how satisfied were you with this contact to seek information?

Very satisfied	1	**GO TO Q52**
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

51. **SHOWCARD** Overall, how satisfied were you with this contact to request a service/ make a payment?

Very satisfied	1	**GO TO Q52**
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

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

Get what you need at <u>that</u> contact	1	**GO TO Q53**
Have to contact the Council again about the same issue	2	

53. Was your <u>most recent</u> contact …. **READ OUT LIST. SINGLE CODE**

By a letter	1	**GO TO Q56**
By a telephone call to the Council	2	**GO TO Q54**
By a personal visit to a Council office	3	**GO TO Q55**
By e-mail	4	**GO TO Q56**
By visiting the Council's website	5	**GO TO Q58**

54. **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 Q57

55. **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 Q57

56. **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

57. Have you ever used the Council's website?

Yes	1	**GO TO Q58**
No	2	**GO TO Q59**

58. **SHOWCARD .** 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 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

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

Yes	1	**GO TO Q60**
No	2	

60. **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 Q61**
Internet access via a mobile phone	2	
Internet access at work	3	
Internet access through public access e.g. at library	4	
Access the internet in some other way	5	
None of these – I do not access the internet	6	

61.

	YES	NO	
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	**GO TO Q62**
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 8: VIEWS ABOUT THE COUNCIL

62. **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	
Offers a good range of services	1	2	3	**GO TO Q63**
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 9: HOUSEHOLD DETAILS

63. 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 Q65

64. 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+

65. 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.										

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

1	1	**GO TO Q67**
2	2	
3	3	
4 or more	4	
None	5	

67. Would you consider buying a plug in electric car or van?

I already own an electric car or van	1	**GO TO Q68**
I am thinking about buying an electric car or van quite soon	2	
I would consider buying an electric car or van in the future	3	
I would not consider buying an electric car or van	4	
I don't drive/ need a car	5	
No opinion (don't know or haven't thought about it – spontaneous only)	6	

68. 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 Q69**
No	2	**GO TO Q73**

69. **SHOWCARD .** What is the nature of the disability? **(MULTI CODE)**

Mental health condition	1	**GO TO Q70**
Mobility/ physical disabilities	2	
Learning difficulties (e.g. dyslexia)	3	
Difficulties with sight	4	
Learning disability (e.g. Down's Syndrome)	5	
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)	6	
Difficulties with hearing	7	
Other condition (please write in)	8	
Don't know	9	

70. How many members of your household provide unpaid care or support for someone else or each other?

0	1	**GO TO Q73**
1	2	**GO TO Q71**
2	3	
3 or more (please specify)	4	

71. How many are under 18 who provide care?

0	1	**GO TO Q72**
1	2	
2	3	
3 or more (please specify)	4	

72. Have you or others in your household accessed any information, services or support to help you manage your caring role?

Yes	1	**GO TO Q73**
No	2	

73. **SHOWCARD .** Can you please look at this card and specify what is your religion? **SINGLE CODE**

None	1	**GO TO Q74**
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	

74. **SHOWCARD .** Which of the groups on this card do you consider you belong to?
SINGLE CODE ONLY

White		GO TO Q75
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	

75. **We may be holding a small number of focus groups to discuss some of the key findings of the survey in more depth. Would you be interested in being recontacted about these?**

Yes	1	**THANK AND CLOSE**
No	2	

Appendix 2

Technical Report Summary

researchresource

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<table>
<tr><td>Project number</td><td>P1053</td></tr>
<tr><td>Project name</td><td>Dundee Citizens' Survey 2019</td></tr>
<tr><td>Objectives of the research</td><td>The specific research objectives of the 2019 Citizens' Survey were as follows.
- To establish the public's views on general and specific aspects of life in Dundee, including:
  - The home and neighbourhood
  - Travel and transport
  - Community participation
  - Health
  - 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 City Plan.</td></tr>
<tr><td>Target group</td><td>Those who live in Dundee Council area</td></tr>
<tr><td>Target sample size</td><td>1300 interviews</td></tr>
<tr><td>Achieved sample size</td><td>
<table>
<tr><th>Electoral Ward</th><th>Sample Base
2019 Survey</th><th>Population
(adults aged 16+ years)</th><th>Confidence Interval
(at 95%)</th></tr>
<tr><td>Dundee City - West End</td><td>100</td><td>18527</td><td>±9.77</td></tr>
<tr><td>Dundee City - Maryfield</td><td>145</td><td>16452</td><td>±8.1</td></tr>
<tr><td>Dundee City - The Ferry</td><td>100</td><td>17127</td><td>±9.77</td></tr>
<tr><td>Dundee City - Coldside</td><td>155</td><td>16053</td><td>±7.83</td></tr>
<tr><td>Dundee City - Lochee</td><td>200</td><td>15787</td><td>±6.89</td></tr>
<tr><td>Dundee City - East End</td><td>200</td><td>12549</td><td>±6.87</td></tr>
<tr><td>Dundee City - North East</td><td>200</td><td>12509</td><td>±6.87</td></tr>
<tr><td>Dundee City - Strathmartine</td><td>200</td><td>15730</td><td>±6.89</td></tr>
<tr><td>Total Dundee</td><td>1300</td><td>124734</td><td>±2.7</td></tr>
</table>
</td></tr>
<tr><td>Date of fieldwork</td><td>1st October to the 20th November 2019.</td></tr>
<tr><td>Sampling method</td><td>A total of 1,300 interviews were completed with a representative sample of Dundee residents. A disproportionate sampling methodology will be used where we achieved:
- 800 among the general population of Dundee (100 in each of the 8 wards)
- 500 in community regeneration areas (100 in each of 5 areas)

Quota control guidelines were given to ensure that a spread of ages and</td></tr>
</table>

	genders is achieved, with interviewing conducted equally during daytime, early evening and weekend daytime. This ensured a representative cross-section of Dundee population. It is noted that this approach to sampling is *disproportionate* and that the final achieved sample has been weighted in line with the *proportionate* population of Dundee.
Data collection method	Face to face methodology
Response rate and definition and method of how calculated	N/A
Any incentives?	No
Number of interviewers	7
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)	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 2016 Population Estimates. 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.
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 +/-2.7%. (based upon a 50% estimate at the 95% level of confidence).