ITEM No …5………..

REPORT TO: **POLICY AND RESOURCES COMMITTEE - 12 FEBRUARY 2018**

REPORT ON: **ANNUAL CITIZEN SURVEY 2017**

REPORT BY: **CHIEF EXECUTIVE**

REPORT NO: **26-2018**

1. PURPOSE OF REPORT

This report summarises the main findings from the 2017 citizen survey and explains their use.

2. RECOMMENDATIONS

It is recommended that members:-

(i) note the results contained in this report and note that any issues raised will continue to be addressed as part of the Council's commitment to performance management and continuous improvement using the Public Sector Improvement Framework model.

(ii) note that the key results for each Local Community Planning Partnership area will be sent to the Chairs and Communities Officers for each LCPP so they can discuss any particular issues for their localities and follow up with actions as necessary.

(iii) authorise officers to publish the full survey report on the Council's website and make copies available on request as part of the Council's commitment to Public Performance Reporting.

3. FINANCIAL IMPLICATIONS

None.

4. BACKGROUND

4.1 The Council commissions an annual survey to help evaluate progress towards achieving the objectives set out in the Council Plan. The main purpose of the survey is to track over time a core set of questions relating to customer satisfaction and the public's overall perception of the Council as an organisation. In addition, the survey asks about community safety; satisfaction with information provided by the Council, including on its website; and satisfaction with local facilities, aspects of the local environment and how good neighbourhoods are as places to live.

4.2 The survey is just one of the ways in which the Council gathers and reports on feedback from its customers, other examples being the annual report on Improving Services Through Listening to Customers and the annual report on Complaints. During last year, we also reported on 'Engage Dundee', an extensive process to seek the views of local people about ways in which the quality of life could be improved in their area, which was carried out to inform the development of the new Local Community Plans, City Plan and Council Plan.

4.3 The annual survey is conducted by an independent market research company, currently Research Resource. A total of 1,300 interviews were carried out by them with a representative sample of Dundee residents between 9 October and 16 November 2017. This sample size is designed to allow analysis for each Local Community Planning Partnership and Community Regeneration Area. At the city-wide level, it provides a highly robust level of confidence.

4.4 A full copy of the research report has been passed to the Group Leaders and the Lord Provost. There is significantly more detail in the full report than can be summarised here and this report focusses on those questions which have been used as Council Plan performance indicators. From the current Council Plan, these are:

- Customer satisfaction with telephone customer service.
- Customer satisfaction with face-to-face customer service.
- Customer satisfaction with the Council's website.
- Percentage of residents who feel their neighbourhood is a safe place to live.
- Percentage of citizens very satisfied and fairly satisfied with refuse collection.
- Percentage of residents very satisfied and fairly satisfied with public transport.
- Percentage of citizens satisfied with the cleanliness of streets.
- Percentage of citizens satisfied with the quality and maintenance of open spaces.
- Percentage of citizens satisfied with the condition of roads, pavements and street lighting.
- Percentage of social rented households who feel the condition of their home is very good or good.

There are indicators in the new Council Plan relating to walking and cycling to work and to a range of health and care issues on which we will ask questions in future surveys.

4.5 To achieve efficiency savings through economies of scale, the Council's annual survey was again carried out in conjunction with a wider survey on behalf of the Dundee Partnership, which covers issues such as neighbourhoods, housing, community involvement, health, employment, community safety and money matters, and focuses in particular on Community Regeneration Areas, although city-wide results are also analysed for comparative purposes. A number of the questions are asked to provide performance indicators on progress with the City Plan. Results on all of these issues will be reported to the Dundee Partnership Management Group, and are included in the full copy of the research report referred to above.

Interesting results from this wider survey include:

- length of stay in neighbourhood - 55% of respondents said they have lived in their current neighbourhoods more than ten years, increased from 45% in 2016.
- quality of life - almost all respondents said they are very or fairly satisfied with the quality of life in their neighbourhood.
- internet access - 86% of respondents said they had access to the internet, with 66% doing so from a mobile phone.
- community/cultural activities - 85% of respondents said they were aware of at least one community activity and 91% had taken part in a cultural activity in the past year.
- vulnerable people - there was a high level of awareness of who to contact if a vulnerable adult was at risk of harm (90%) or a child at risk of being abused (96%).

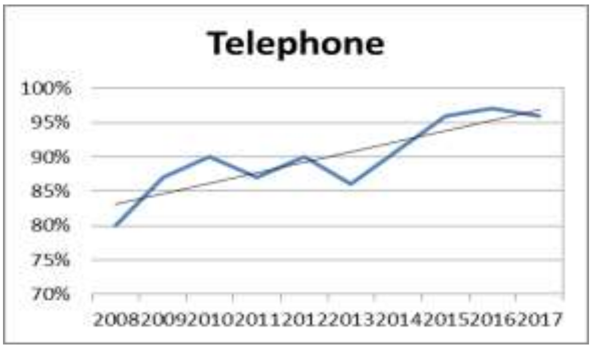
4.6 A summary of key results for each ward will be sent to the Chair and Communities Officer for each Local Community Planning Partnership so that any local issues can be discussed and we will ask them to provide feedback on any actions identified. The survey results will also be made available to Community Regeneration Forums to help inform their decisions on funding priorities.

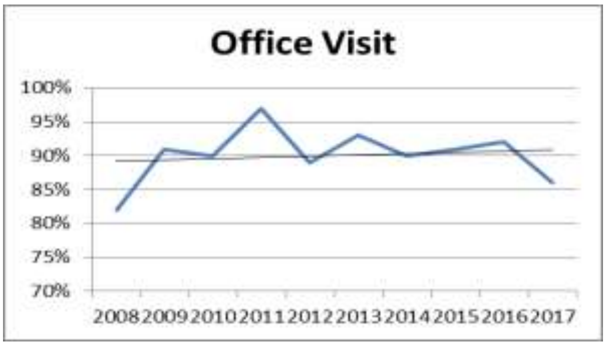
5. LONG-TERM TREND ANALYSIS

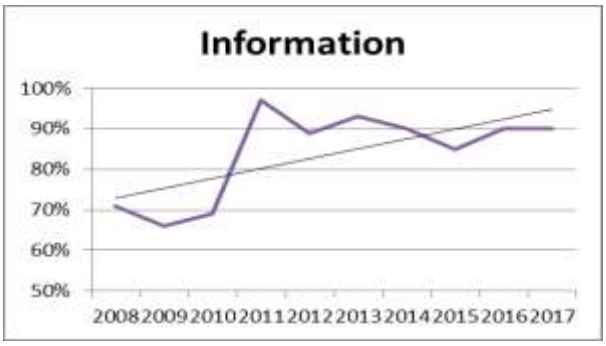
5.1 The key purpose of the annual survey is to provide a longitudinal measure related to residents' perception of the Council as delivering good customer service to those who contact the Council, good communication with citizens and their overall perception of the organisation. Questions about the website have been added as this has become more important, and the survey also provides support to the Local Community Planning Partnerships' strategies to improve satisfaction with neighbourhoods.

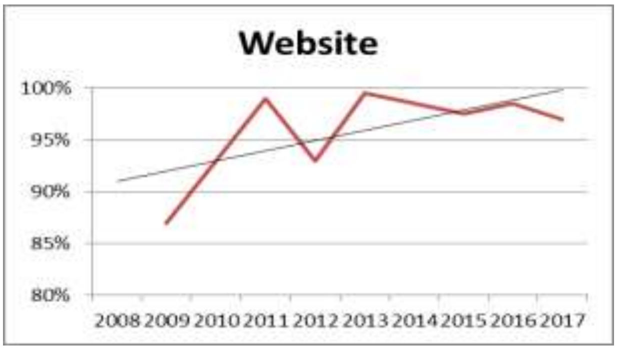
5.2 The graphs below show the ten year trends in these main corporate performance areas, at the same time as financial and efficiency savings have been delivered. The detailed figures on each topic are set out in Appendix 1. Some of the trends have begun to dip slightly or flatten out, but most results do show a significant improvement compared to ten years ago.

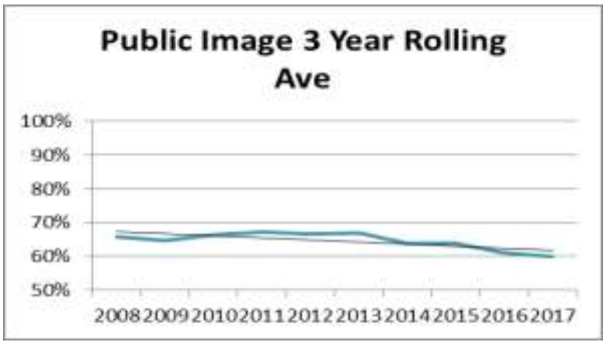
<u>Ten Year Trends on Key Indicators</u>

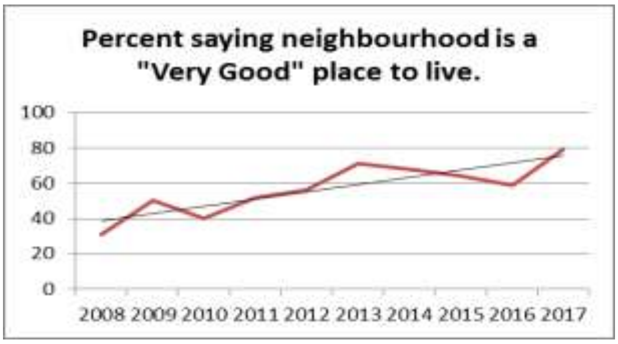












(Note: the wording of the neighbourhood question was changed in 2011 but results from the previous question on quality of life in neighbourhoods have been included in the graph).

5.3 The Council has actually been conducting this survey for 20 years and it is interesting to note how some of the results have changed over those years eg:-

- in 1997, the average satisfaction rating for telephone contacts was 76% compared to 98% in 2017.

- in 1997, the average 'public image profile' was 46% compared to 61% in 2017.

- in 1997, the rating for the Council providing ‘value for money’ was 39%, compared to 60% in 2017.

6. BENCHMARKING

6.1 The latest results from the Scottish Household Survey were produced in August 2017, covering the results of surveys carried out in 2015 and 2016. The Scottish Household Survey is a continuous survey based on a random sample of the population across the whole of Scotland. It aims to provide evidence on the composition, characteristics, attitudes and behaviours of individuals and households, and covers topics such as travel, health, employment, finances, neighbourhoods and education, as well as the perception of local government and local services. For Dundee, the results are available every two years and are based on a sample of around 500 respondents during the previous two years.

6.2 This is an entirely separate survey, commissioned by the Scottish Government, and none of the questions used are directly comparable to the Council's own survey. However, there are a number of questions which cover broadly similar areas to those covered in the Council's own survey and provide an opportunity to benchmark the Scottish Household Survey results for Dundee with the average for Scotland as a whole. Tables 9, 10, 11 and 12 in Appendix Two show results from the sections on 'perception of local authority services' and 'neighbourhoods'.

6.3 The results on perception of the Council are encouraging, with all ‘very good’ or ‘strongly agree plus tend to agree’ results improved since 2015 and most results better than the average for Scotland as a whole.

7. CONCLUSIONS

7.1 The annual survey continues to provide information on residents’ perception of the Council and satisfaction with local facilities and neighbourhoods, as well as the way people access our services. As in previous years, the issues raised by the survey results will continue to be addressed as part of the Council’s commitment to performance management and continuous improvement through consultation with service users.

7.2 The survey provides information on trends for self-assessment under the Public Sector Improvement Framework, which is part of the Council’s performance management arrangements to ensure Best Value, and used in Council-wide and service specific performance monitoring. The results will be distributed amongst officers and used in performance reporting and training courses in relevant areas.

8. POLICY IMPLICATIONS

This report has been screened for any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. There are no major issues.

9. CONSULTATIONS

The Council Management Team has been consulted in the preparation of this report and agrees with its content.

10. BACKGROUND PAPERS

The following background paper was relied upon in the preparation of this report:

Citizen Survey 2017 - report prepared for Dundee City Council and the Dundee Partnership by Research Resource.

David R Martin
Chief Executive

31 January 2018

APPENDIX ONE - DETAILED RESULTS

1. Customer Contact

1.1 A key objective of the survey is to gauge the levels of customer satisfaction perceived by citizens who contact a Council service, either by phone or by visit to an office. Tables 1 and 2 below show the results on a range of satisfaction indicators in 2017 compared to previous years. The % figures shown represent those who said they were very or fairly satisfied.

Table 1: Satisfaction with Telephone Contacts

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Overall Friendliness/ Courtesy of Staff	87%	93%	86%	95%	97%	98%	96%	96%	99%	97%	99%
How Quickly Phone Was Answered	94%	94%	98%	99%	99%	99%	98%	98%	94%	98%	99%
How Well Staff Understood What Was Wanted	92%	91%	83%	89%	97%	97%	96%	96%	98%	97%	99%
Overall Helpfulness of Staff	87%	93%	86%	95%	97%	98%	96%	96%	99%	97%	99%
Ease of Getting Someone Who Could Help	88%	93%	93%	97%	98%	98%	96%	98%	98%	98%	99%
Outcome of Contact	72%	77%	71%	72%	88%	91%	92%	91%	94%	94%	96%
Average	87%	90%	86%	91%	96%	97%	96%	96%	97%	97%	98%

Table 2: Satisfaction with Office Visits

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Ease of Getting To Office	94%	96%	98%	98%	99%	97%	100%	96%	100%	100%	100%
Suitability of Office	91%	89%	93%	94%	99%	96%	100%	100%	87%	100%	98%
Overall Friendliness/ Courtesy of Staff	89%	82%	93%	91%	99%	91%	96%	95%	96%	93%	87%
Overall Helpfulness of Staff	89%	82%	93%	91%	99%	91%	96%	95%	96%	93%	87%
How Well Staff Understood What Was Wanted	94%	86%	91%	89%	99%	89%	94%	88%	92%	93%	86%
Outcome of Contact	76%	56%	77%	75%	90%	71%	75%	67%	78%	72%	59%
Average	89%	82%	91%	90%	97%	89%	93%	90%	91%	92%	86%

1.2 Satisfaction with telephone contacts remains very high. We also asked this year about how easy it was to find the right number to call and 99% of respondents were satisfied with this. Satisfaction with office visits shows a decrease in a number of areas. Detailed analysis of the survey results show that a fairly small number of people said they had contacted the Council by visit to an office. As more services are accessed online or by phone, it may be that a higher proportion of office visits are for less straighforward issues which are more difficult to resolve. A relatively high percentage of those expressing any dissatisfaction with office visits also identified as having long-term health conditions which may give rise to complex issues.

1.3 Of those who had recently contacted the Council, 51% of respondents said that their last contact was to request a service and 92% of these were very satisfied, up from 74% in 2016 and 54% in 2015. 43% said their contact was to seek information and 86% of these were very satisfied, up from 79% in 2016 and 26% in 2015.

1.4 The proportion saying that their contact was to make a complaint was 6%. Of those, 51% said they were very satisfied that the Council responded reasonably to the complaint, compared to 39% in 2016 and 24% in 2015. We also carry out quarterly surveys of everyone who has made a complaint in the previous three months, and report in detail to Scrutiny Committee on the responses to questions about the information on how to make a complaint, treatment by staff, time taken, clarity of information etc.

1.5 Respondents who had contacted the Council were asked if they got what they needed in one contact. The percentage saying that they did so, in 2017 and in each of the previous years in which this question has been asked, was:-

Customer received what they needed in one contact								
2009	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
65%	66%	85%	91%	90%	85%	91%	94%	98%

1.6 The survey asks respondents whether they receive enough information about the Council and the services it provides. Results for 2017 and the previous years in which this question has been asked are:-

Received enough information about the Council and the services it provides												
2005	**2006**	**2007**	**2008**	**2009**	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
69%	70%	64%	71%	66%	69%	97%	89%	93%	90%	85%	90%	90%

1.7 The survey asks about use of, and satisfaction with, the Council's website. Results for 2017 and the previous years in which these questions have been asked are:-

Website	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
Used website	27%	18%	18%	28%	24%	42%	44%	48%
Satisfied with how easily you managed to find information wanted	93%	99%	94%	99%	99%	98%	98%	97%
Satisfied with amount of information provided on the website	93%	99%	92%	100%	98%	97%	99%	97%

90% of people in the age group 55-59 say they have access to the internet, with even higher figures than this for all younger age groups. (100% among 16-34 year olds and 97% in the 35-44 and 45-54 age groups). Although access to the internet decreases with older age groups, 16% of respondents aged 75+ said they had access. This information will be taken into account when implementing the Council's digital strategy.

2. Community Safety

2.1 In 2012, a new community safety question was introduced - 'Taking everything into account, how safe do you feel your neighbourhood is as a place to live?' The results since are:-

	2012	**2013**	**2014**	**2015**	**2016**	**2017**
Very safe	57%	79%	77%	80%	80%	86%
Fairly safe	41%	19%	21%	19%	19%	13%
A bit unsafe	1%	1%	1%	1%	1%	1%

2.2 The survey also includes a question which asks respondents if they feel the crime rate in their local area has changed in the last two years. Results are:-

	2012	2013	2014	2015	2016	2017
More crime	8%	5%	5%	3%	4%	4%
About the same	73%	73%	78%	70%	68%	70%
Less crime	2%	2%	2%	3%	0%	1%
Don't know	16%	20%	15%	24%	28%	25%

Asked about the factors which contribute most to the level of crime in their neighbourhood, the only sizable response was Alcohol/Drugs at 32%. 39% of respondents said ‘don’t know’.

3. Public Image Profile

3.1 The survey includes a list of ten factors which seek to assess respondents' overall impression of the Council. The full list of factors is shown in Table 3 below, along with the percentage of interviewees who responded positively in 2017 and previous years. Some of the factors have changed over time but the main aim is to use the overall index number which averages all of the factors. This is shown also as a three year rolling average to smooth out blips potentially caused by timing of the survey and change of factors included in the profile.

Table 3: Public Image Profile

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
Good Range of Services	72%	77%	74%	77%	85%	77%	84%	69%	77%	75%	76%
Friendly Employees	73%	77%	77%	80%	82%	63%	69%	63%	64%	54%	56%
Good Quality Services	66%	74%	67%	74%	81%	73%	79%	66%	67%	67%	70%
Efficient Services	62%	70%	65%	67%	81%	66%	81%	66%	67%	71%	72%
Communicates Well	57%	67%	55%	61%	66%	52%	61%	59%	60%	52%	53%
Promotes Services Well	54%	70%	58%	61%	71%	55%	60%	60%	52%	52%	54%
Value For Money	51%	65%	48%	58%	74%	57%	72%	62%	56%	59%	60%
Listens to Complaints	61%	68%	64%	68%	63%	46%	58%	57%	49%	46%	48%
Tackles Important Issues for the future of the city	55%	65%	53%	54%	68%	55%	61%	62%	55%	53%	58%
Ensures Sustainable Use of Resources and Care for the Environment	N/A	66%	59%	63%	65%	56%	60%	62%	51%	60%	63%
Average	61%	70%	62%	66%	74%	60%	68%	63%	60%	59%	61%
Three year rolling average	**61%**	**66%**	**64%**	**66%**	**67%**	**67%**	**67%**	**64%**	**64%**	**61%**	**60%**

3.2 The average score for the public image of the Council across all indicators in 2017 was up by 2% compared to 2016, with small increases in all of the factors.

3.3 The figures on employees and listening to complaints may appear to be at variance with those in Section 1 above. However the earlier results reflect the actual experience of those who have made a complaint or contacted the Council, rather than a general public perception. This type of difference is commonly found in research on public services, with those who use services generally rating them more highly than non-users.

4. Local Facilities and Quality of Life

4.1 The survey asks about satisfaction with a range of local facilities, ease of accessing those facilities, satisfaction with aspects of the local environment and how good the neighbourhood is as a place to live. Overall results are set out in Tables 4, 5, 6 and 7 below.

4.2 Regarding satisfaction with local services, in previous years we have aggregated together the percentages of respondents who were very satisfied and fairly satisfied. On this basis, satisfaction levels were always extremely high (at or near 100%), so we took the view last year that it would be more useful to present a more detailed breakdown of responses, and have repeated that again this year. The levels of satisfaction with the local services asked about in 2017, along with data from the last three years for comparison, are shown below.

Table 4: Satisfaction with Local Services

Service	Year	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Refuse collection	2014	70	27	2	1
	2015	50	49	1	0
	2016	33	67	1	0
	2017	50	49	1	0
Fire service	2014	77	23	0	0
	2015	52	48	0	0
	2016	25	75	0	0
	2017	56	44	0	0
Police service	2014	76	24	0	0
	2015	52	46	2	0
	2016	26	73	1	0
	2017	55	44	1	0
Sports and leisure facilities	2014	58	37	4	1
	2015	49	46	4	1
	2016	65	34	1	1
	2017	75	24	1	0
Public transport	2014	76	19	4	1
	2015	52	43	4	1
	2016	64	33	3	0
	2017	70	27	3	0
Employment and advice services	2014	35	57	6	2
	2015	23	70	5	2
	2016	12	87	1	0
	2017	30	64	5	0
Community warden service	2014	36	58	5	2
	2015	32	61	4	3
	2016	8	90	2	0
	2017	27	60	12	2

Service	Year	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied
Local youth facilities	2014	50	34	10	6
	2015	23	59	14	4
	2016	35	58	6	1
	2017	24	65	9	1
Community centre/ library	2015	50	48	2	0
	2016	63	37	1	0
	2017	68	31	1	0

The % of respondents saying they were ‘very’ satisfied has increased from 2016 to 2017 for all services except local youth facilities.

Levels of dissatisfaction remain low but have increased for employment and advice services, community warden services and local youth facilities.

4.3 Drilling down into the results shows there is significant variation between the results for different wards. The full results will be sent to the Chairs and Communities Officers for each Local Community Planning Partnership so that they can consider issues for their localities and the Chief Executive’s service will collate feedback on action taken.

4.4 Results for ease of access to services are set out in the table below:-

Table 5: Ease of access to services

Service	Year	Very easy	Fairly easy	Fairly difficult	Very difficult
Refuse collection	2014	75	25	0	0
	2015	46	53	0	0
	2016	34	66	0	0
	2017	60	39	1	0
Fire service	2014	77	23	0	0
	2015	48	52	0	0
	2016	34	66	0	0
	2017	64	36	0	0
Police service	2014	77	23	0	0
	2015	48	52	0	0
	2016	34	66	0	0
	2017	64	36	0	0
Sports and leisure facilities	2014	62	34	3	1
	2015	44	53	3	0
	2016	45	53	2	0
	2017	73	27	0	0

Public transport	2014	80	19	1	0
	2015	52	47	1	0
	2016	59	39	1	1
	2017	72	28	0	0
Employment and advice services	2014	58	41	1	0
	2015	45	54	1	0
	2016	22	78	0	0
	2017	69	31	0	0
Community warden service	2014	49	46	4	1
	2015	43	51	3	3
	2016	19	78	3	0
	2017	86	12	1	2
Local youth facilities	2014	71	25	3	1
	2015	41	49	8	2
	2016	42	52	5	1
	2017	84	14	2	0
Community centre/ library	2015	46	52	2	0
	2016	40	58	1	0
	2017	70	30	0	0

The % of respondents saying that access to these services was 'very easy' has increased from 2016 to 2017 for all services.

There are very low levels of dissatisfaction with ease of access to any of the services.

4.5 Satisfaction levels with aspects of the local environment are shown in the table below:-

Table 6: Local Environment

	% Satisfied									
	2008	**2009**	**2010**	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**
Shopping Facilities	80%	87%	94%	97%	98%	98%	98%	97%	98%	99%
Cleanliness of area around home	79%	91%	93%	97%	98%	95%	97%	98%	96%	98%
Cleanliness of streets	78%	91%	94%	97%	97%	96%	99%	97%	94%	98%
Quality and maintenance of open spaces	80%	88%	91%	97%	97%	95%	96%	97%	98%	98%
Condition of roads, pavements and streetlighting	61%	80%	88%	89%	84%	72%	76%	81%	73%	77%
Children's play areas	52%	68%	55%	88%	88%	86%	89%	92%	87%	94%

The results in Table 6 remain positive, showing high levels of satisfaction with aspects of the local environment.

4.6 As in the previous five years, the 2017 survey asked respondents to rate how good their neighbourhood is as a place to live. Results are shown in the table below:-

Table 7: How good is your neighbourhood

	% 2012	% 2013	% 2014	% 2015	% 2016	% 2017
Very good	56%	71%	68%	64%	59%	79%
Fairly good	43%	26%	28%	33%	36%	19%
Fairly poor	1%	2%	3%	2%	3%	1%
Very poor	1%	1%	1%	0%	1%	0%

4.7 For the last few years, the survey has asked respondents how they rate the general condition of their homes. Results for the social rented sector are shown in the table below:-

Table 8: General condition of home

	% 2014	% 2015	% 2016	% 2017
Very good	67%	66%	48%	73%
Fairly good	28%	31%	50%	24%
Average	4%	3%	2%	3%
Fairly poor	0%	0%	0%	0%
Very poor	0%	0%	0%	0%

APPENDIX TWO - SCOTTISH HOUSEHOLD SURVEY RESULTS

Table 9: Agreement with statement 'My Council provides high quality services'

	Dundee						Scotland as a whole					
	2007	2009	2011	2013	2015	2017	2007	2009	2011	2013	2015	2017
Strongly agree	7%	6%	7%	5%	9%	8%	5%	5%	6%	6%	6%	6%
Tend to agree	39%	37%	37%	34%	42%	46%	38%	35%	37%	38%	41%	38%
Neither agree or disagree	16%	25%	21%	33%	21%	24%	19%	23%	20%	21%	22%	24%
Tend to disagree	20%	16%	15%	14%	13%	14%	20%	19%	18%	17%	16%	17%
Strongly disagree	12%	9%	11%	6%	8%	5%	13%	11%	11%	10%	9%	9%
No opinion	8%	6%	9%	7%	7%	4%	5%	7%	9%	8%	7%	6%

Table 10: Agreement with statement 'My Council does the best it can with the money available'

	Dundee						Scotland as a whole					
	2007	2009	2011	2013	2015	2017	2007	2009	2011	2013	2015	2017
Strongly agree	6%	5%	4%	6%	7%	6%	5%	5%	5%	6%	6%	6%
Tend to agree	29%	33%	33%	27%	37%	46%	34%	32%	32%	35%	35%	35%
Neither agree or disagree	15%	21%	21%	36%	22%	19%	17%	20%	17%	17%	18%	20%
Tend to disagree	23%	18%	22%	14%	17%	15%	21%	20%	18%	18%	18%	18%
Strongly disagree	16%	12%	10%	9%	12%	8%	15%	13%	14%	12%	11%	11%
No opinion	11%	11%	11%	8%	6%	6%	9%	11%	13%	12%	12%	10%

Table 11: Agreement with statement 'My Council is addressing the key issues affecting the quality of life in my neighbourhood'

	Dundee						Scotland as a whole					
	2007	2009	2011	2013	2015	2017	2007	2009	2011	2013	2015	2017
Strongly agree	7%	5%	5%	4%	6%	5%	4%	4%	4%	4%	4%	5%
Tend to agree	33%	32%	31%	26%	33%	38%	34%	30%	30%	31%	33%	31%
Neither agree or disagree	18%	25%	24%	38%	20%	24%	20%	23%	21%	23%	23%	25%
Tend to disagree	19%	23%	18%	16%	22%	20%	19%	20%	17%	18%	19%	19%
Strongly disagree	13%	6%	12%	7%	10%	7%	13%	12%	13%	11%	9%	10%
No opinion	11%	8%	11%	9%	9%	6%	9%	11%	15%	13%	12%	9%

Table 12: Rating of neighbourhood as a place to live

	Dundee						Scotland as a whole					
	2007	2009	2011	2013	2015	2017	2007	2009	2011	2013	2015	2017
Very good	47%	46%	43%	49%	38%	52%	51%	52%	55%	55%	56%	57%
Fairly good	44%	43%	48%	45%	50%	42%	41%	40%	38%	38%	38%	38%
Fairly poor	6%	7%	7%	3%	7%	5%	5%	5%	4%	4%	4%	4%
Very poor	2%	4%	2%	2%	4%	1%	2%	2%	2%	2%	2%	1%
No opinion	1%	4%	0%	0%	1%	0%	2%	2%	0%	0%	0%	0%