

ITEM No ...3.....

REPORT TO: POLICY AND RESOURCES COMMITTEE - 24 FEBRUARY 2020

REPORT ON: ANNUAL CITIZEN SURVEY 2019

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 62-2020

1. PURPOSE OF REPORT

This report summarises findings from the 2019 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.
- (ii) note that the key results for each Local Community Planning Partnership area will be sent to the LCPP Chairs and Communities Officers so they can discuss any particular issues for their localities and follow up with actions as necessary.
- (iii) remit 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.
- (iv) remit officers to invite tenders from market research companies to conduct the annual citizen survey for the next three years.

3. FINANCIAL IMPLICATIONS

Tenders to conduct the survey for the next three years will be reported to Committee for approval. Provision has been made for this in the Chief Executive's Service Revenue Budget.

4. BACKGROUND

4.1 The Dundee Partnership and City Council jointly commission an annual citizen survey to help evaluate progress towards achieving the objectives set out in the City Plan and Council Plan.

4.2 The survey covers issues such as neighbourhoods, housing, community involvement, health, employment, community safety and money matters. The survey also focuses on Community Regeneration Areas, highlighting any variations from the city-wide results. A number of the questions are asked to provide performance indicators on targets included in the City Plan. Results on all of these issues will be reported to the Dundee Partnership Management Group, and to the Partnership's Executive Boards, and are included in the full copy of the research report referred to below.

Notable results include:

- length of stay in neighbourhood - 62% of respondents said they have lived in their current neighbourhood for more than ten years. This has increased from 60% in 2018, 55% in 2017 and 45% in 2016.

- influence - 42% of respondents said they can influence decisions affecting their local area. This % has gradually increased from 37% in 2016 to 38% in 2017 and 41% in 2018 to this year's figure of 42%.
- internet access - 84% of respondents said they had access to the internet, the same as last year's figure. Almost 2/3rds of respondents access the internet from mobile phones.
- voluntary activity - the percentage of people saying they had participated in voluntary activity in the past year decreased from 21% in 2018 to 16% in 2019.
- vulnerable people - there was a high level of awareness of who to contact if a vulnerable adult was at risk of harm (79%) or a child at risk of being abused (81%), although the figures are lower than in 2018 (87% and 92% respectively).
- money matters - the % of respondents who said their household is managing very well or quite well financially has decreased to the lowest level since 2016, with those people who have difficulty most likely to mention energy bills and the cost of food.
- active travel - the Council Plan includes a performance indicator to increase active travel to 40%. This survey shows that 18% currently travel actively (walk 16% and cycle 2%). Analysing this figure further, by removing the people who said their regular commute was to work outside Dundee, shows that 22% of those who travel to a Dundee location as their regular commute do so by active travel (20% walk, 2% cycle).
- accessibility of services - the survey asked how often people travel into the city centre and 80% do so at least once a month, 70% at least once a fortnight and 49% at least once a week. This means that facilities in the city centre are accessible by the vast majority of residents as they are already visiting for some reason on a regular basis.
- quality of life - 98% of respondents said they were very satisfied or satisfied with the quality of life in their neighbourhood, although the % very satisfied fell in 2019 from 85% the previous year to 71%. This trend is also seen in the question which asked respondents about the quality of life in Dundee, with 100% being very satisfied or satisfied but the % very satisfied falling from 80% in 2018 to 75% in 2019.

The % of respondents who said that the quality of life in their neighbourhood was very good was just 31% in 2008 when we started to use this question as a measure of building stronger communities. Even with the minor dip in 2019, the Council can claim to have significantly contributed to doubling the amount of people over the past ten years who rate their neighbourhood as a very good place to live. Over that time, there have been community regeneration schemes, three cycles of local community planning partnerships, local improvement plans and major investment in the school estate and housing stock, as well as investment in parks and open spaces. Across the Council, services can point to a positive contribution to this result.

4.3 From the Council's point of view, a specific 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, and satisfaction with local facilities and aspects of the local environment, with a number of questions in the survey being used as Council Plan performance indicators:

- 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.

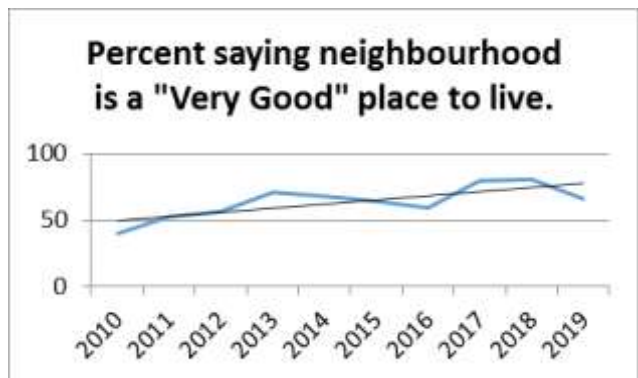
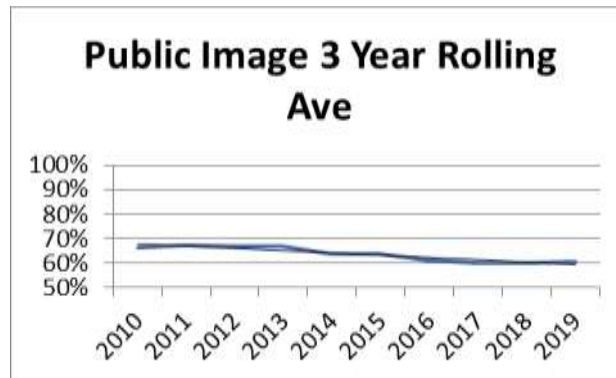
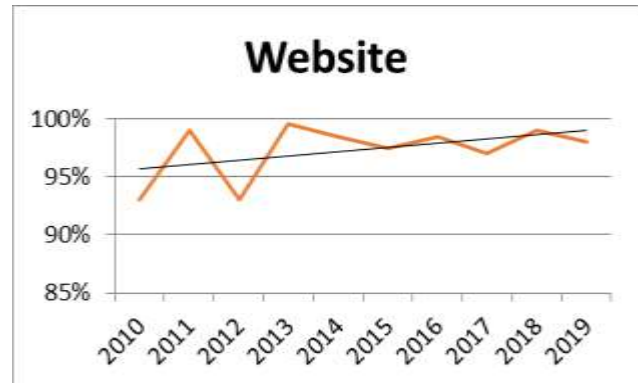
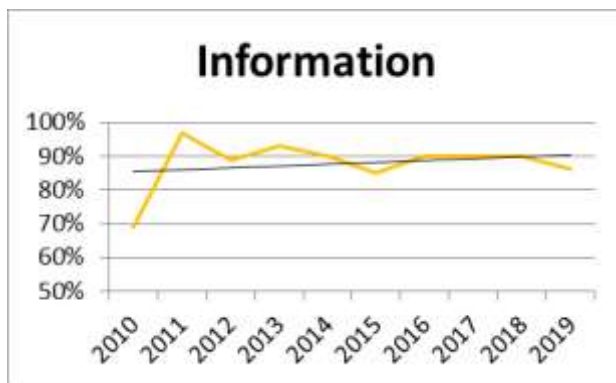
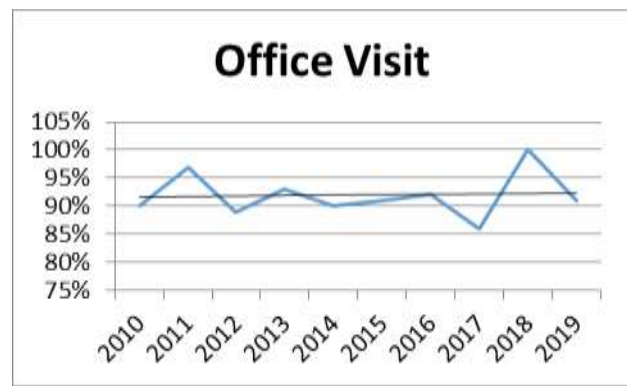
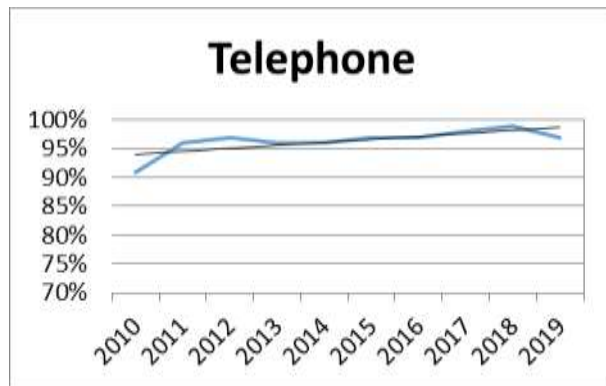
- Percentage of citizens very satisfied and fairly satisfied with refuse collection.
- Percentage of residents very satisfied and fairly satisfied with public transport.
- Percentage of citizens satisfied with the cleanliness of streets.
- Percentage of citizens satisfied with the quality and maintenance 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.

Long-term trends on some of these key issues are set out in Section 5 below and detailed results are given in Appendix Two.

- 4.4 The 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 during October and November 2019. This sample size is designed to provide robust results with a high level of confidence and to allow analysis for each Local Community Planning Partnership and Community Regeneration Area. A full copy of the research report has been passed to the Group Leaders, Councillor Murray and the Lord Provost.
- 4.5 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 they will be asked to provide feedback on any actions identified. In particular, the 2019 survey results show generally lower levels of satisfaction in a number of areas in the East End Ward, and the East End LCPP will be asked to investigate and respond. The survey results will also be made available to Community Regeneration Forums to help inform their decisions on funding priorities.
- 4.6 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. The survey also forms a key part of the Council's Performance Management Framework.

5. LONG-TERM TREND ANALYSIS

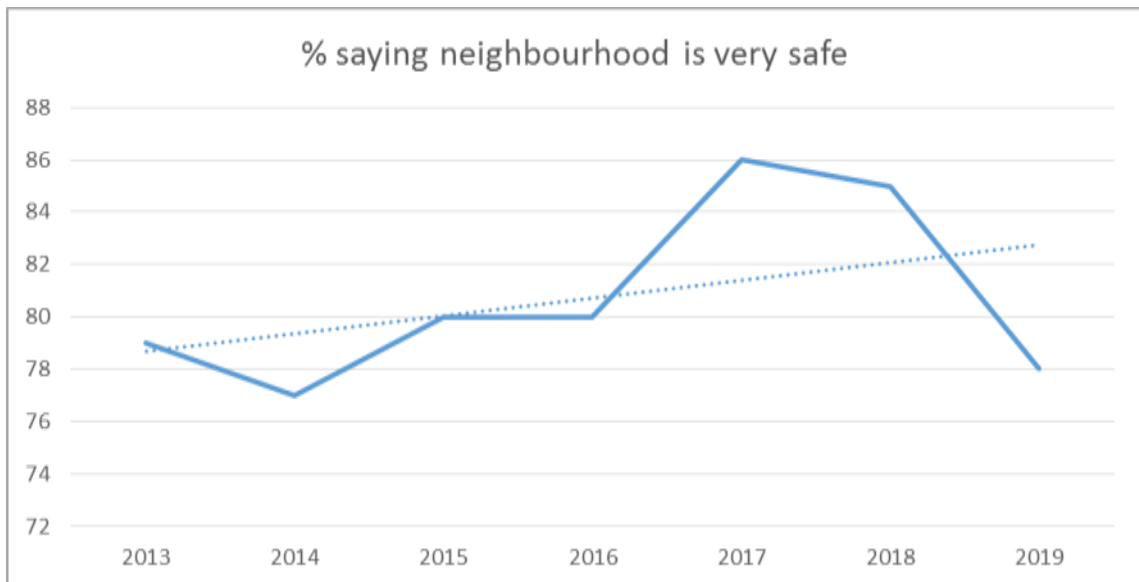
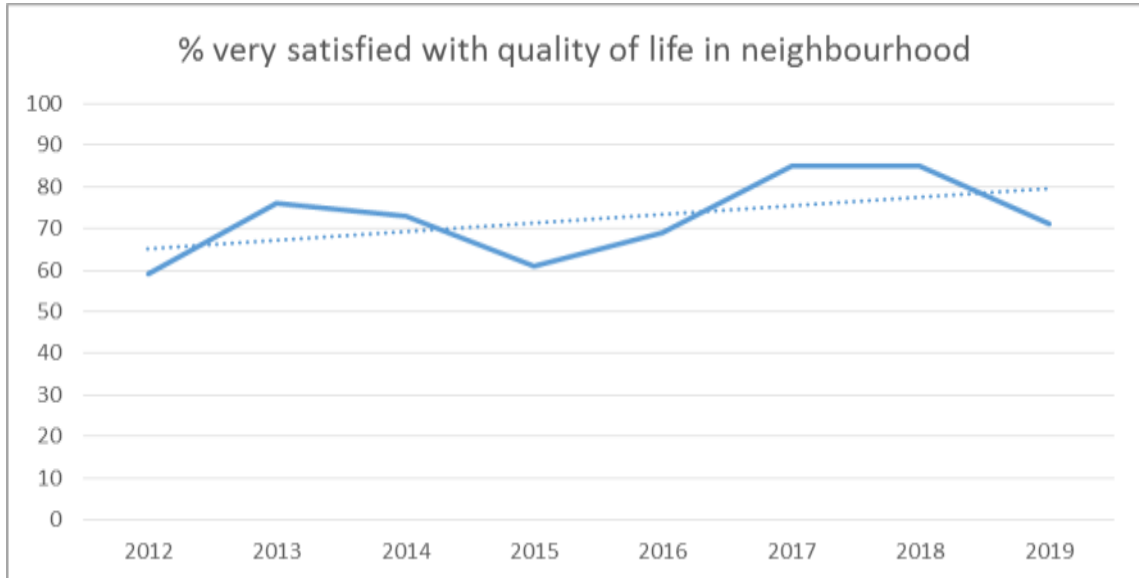
- 5.1 A key purpose of the annual survey has been to provide a longitudinal measure related to residents' perception of the Council as delivering good customer service to those who contact the Council, good communication with citizens and their overall perception of the organisation. Questions about the website were added as this became more important, and the survey also provides evidence to help evaluate the impact of strategies to improve satisfaction with neighbourhoods.
- 5.2 The graphs below show the long-term trends in these key 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 Two. (Note: the detailed 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). Some of the trends have begun to dip slightly or flatten out, but most results do show a significant improvement compared to when these questions were first asked.



5.3 The Council has now been conducting this survey, using a large sample and consistent methodology, for 22 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 97% in 2019.
- in 1997, the average 'public image profile' was 46%, compared to 64% in 2019.
- in 1997, the rating for the Council providing 'value for money' was 39%, compared to 58% in 2019.

5.4 In addition to the long-term trends showing positive growth in citizen perception of the Council as a service provider, analysis of results relating to satisfaction with homes and neighbourhoods also shows the positive results of the Council's investment over the years in housing improvements, community safety and community regeneration. The graphs below show trends over the period for which results on these questions are available. Results in individual years fluctuate but the overall trends remain positive.



6. BENCHMARKING

- 6.1 The latest results from the Scottish Household Survey were produced in August 2019, covering the results of surveys carried out in 2017 and 2018. The Scottish Household Survey is a continuous survey, commissioned by the Scottish Government, 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, significantly less than the Council's own survey.
- 6.2 None of the questions used in the Scottish Household Survey are directly comparable to the Council's own survey. However, there are a number of questions which cover broadly similar areas and provide an opportunity to benchmark the Scottish Household Survey results for Dundee with the average for Scotland as a whole. The tables in Appendix Three show results from the sections on 'perception of local authority services' and 'neighbourhoods'.

- 6.3 The results for Dundee are broadly comparable to the average for Scotland as a whole in most areas, although slightly less positive on some of the questions.

7. FUTURE RESEARCH PRIORITIES

- 7.1 When the Council began carrying out an annual citizen survey, the priorities were improving customer care, building stronger communities and improving community safety. The survey has provided evidence over the years that public perception of the Council and their neighbourhoods on these policy areas has improved. The Council now has a modern customer care approach to providing services and, for the past few years, the percentage of respondents who are satisfied with aspects of customer care has been consistently high. Over the last 20+ years, communities have been transformed with new housing, schools, community facilities and regeneration activity.
- 7.2 Our current City Plan and Council Plan, responding to public feedback, now focus on new challenges around Children and Families and integrating Health and Care. Commitments such as giving children and young people the best start in life, closing the attainment gap and making Dundee the best place to grow up are now the priorities. As well as more integrated care services in the community, the City Plan makes prevention a key priority, focusing on promoting healthy lifestyles that prolong healthy life such as mental health and wellbeing, healthy diet and activity.
- 7.3 The survey carried out in 2019 was the last in the current contract with Research Resource. It is recommended that tenders are invited from market research companies to carry out the survey in 2020, 2021 and 2022 and that the survey questions are reviewed to ensure they provide evidence on progress with the issues set out in paragraph 7.2 above.

8. CONCLUSIONS

- 8.1 The annual citizen survey provides statistically reliable information on satisfaction with local facilities and neighbourhoods, and a wide range of social issues, as well as the way people access Council services and their perception of the Council. As in previous years, the issues raised by the survey results will be addressed as part of the Council's commitment to performance management and continuous improvement through consultation with service users.
- 8.2 The survey provides valuable information on trends for self-assessment as part of the Council's performance management arrangements to ensure Best Value, and the results are used in Council-wide and service specific performance monitoring. The results will be distributed amongst officers and used in performance reporting, evaluation and training courses in relevant areas.

9. 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.

10. CONSULTATIONS

The Council Management Team has been consulted in the preparation of this report.

11. BACKGROUND PAPERS

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

Citizen Survey 2019 - report prepared for Dundee City Council and the Dundee Partnership by Research Resource.

APPENDIX ONE - KEY RESULTS

DUNDEE CITY COUNCIL

Citizens' Survey 2019

1300
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents to find out how satisfied they were with their neighbourhood, health and public services. Interviews were done on a face to face basis, with respondents being selected at random. The results from the survey allow Dundee City Council and the Dundee Partnership to improve their services for customers.

What did you tell us?

98%

◆ +1%



were satisfied with
public transport

91%

◆ -6%



of social rented tenants
said the condition of
their home was good

96%

◆ 0%



were satisfied with the
cleanliness of streets

90%

◆ 0%



were satisfied with
the condition of
roads, pavements and
street lighting

94%

◆ +9%



were satisfied with
areas for children to
play outside

51%

◆ -3%



agreed people in their
community can
influence decisions
affecting the area

98%

◆ -1%



said their neighbourhood
was a safe place to live

100%

◆ 0%



were satisfied with the
natural environment in
their neighbourhood

98%

◆ -1%



were satisfied with the
quality and maintenance
of open spaces

98%

◆ -1%



felt their neighbourhood
was a good place to live

Arrows show % change since the 2018 Citizen Survey with significant increases shown in green and decreases shown in red

APPENDIX TWO - DETAILED RESULTS ON COUNCIL PLAN INDICATORS

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. It is interesting to note that a low % of people who contact the Council service now do so by a visit to an office - just 6% of those in the 2019 survey. The tables below show the results on a range of satisfaction indicators in 2019 compared to previous years. The % figures shown represent those who said they were very or fairly satisfied.

Satisfaction with Telephone Contacts

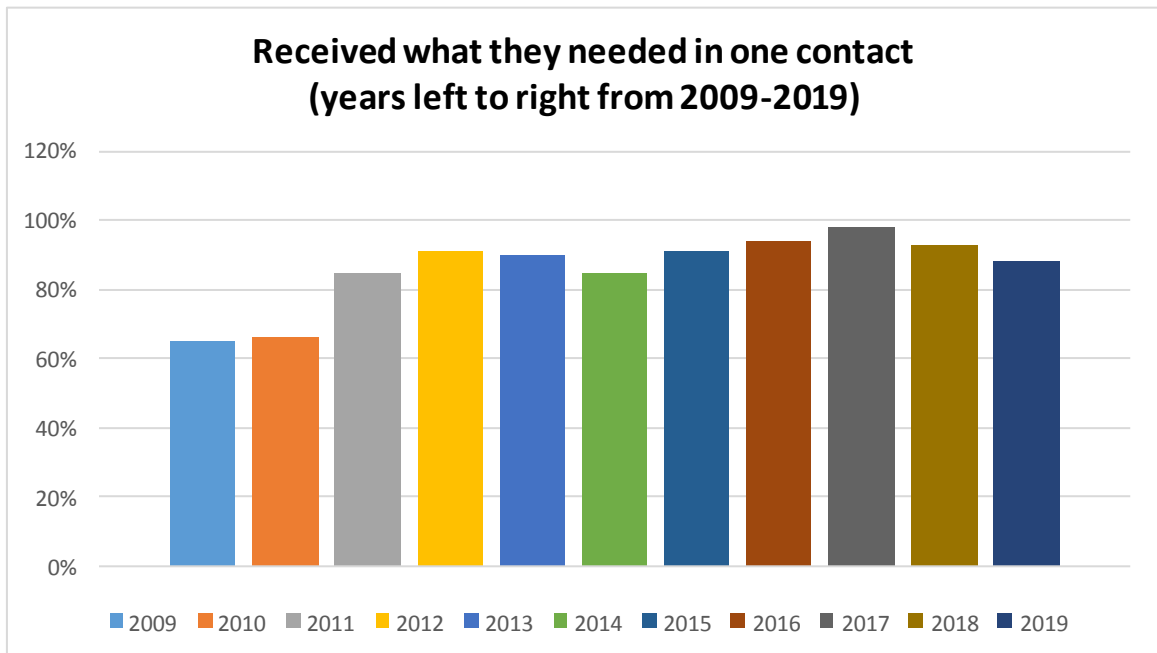
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Overall Friendliness/ Courtesy of Staff	93%	86%	95%	97%	98%	96%	96%	99%	97%	99%	100%	98%
How Quickly Phone Was Answered	94%	98%	99%	99%	99%	98%	98%	94%	98%	99%	100%	98%
How Well Staff Understood What Was Wanted	91%	83%	89%	97%	97%	96%	96%	98%	97%	99%	99%	97%
Overall Helpfulness of Staff	93%	86%	95%	97%	98%	96%	96%	99%	97%	99%	100%	98%
Ease of Getting Someone Who Could Help	93%	93%	97%	98%	98%	96%	98%	98%	98%	99%	100%	95%
Outcome of Contact	77%	71%	72%	88%	91%	92%	91%	94%	94%	96%	96%	94%
Average	90%	86%	91%	96%	97%	96%	96%	97%	97%	98%	99%	97%

Satisfaction with Office Visits

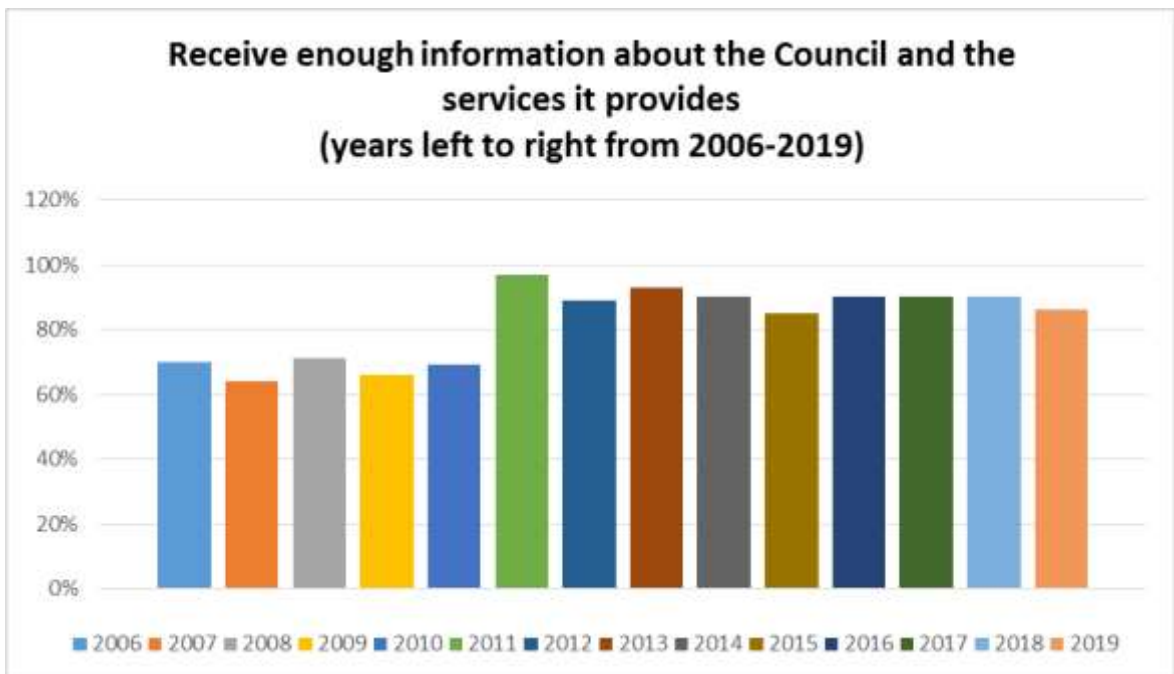
	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Ease of Getting To Office	96%	98%	98%	99%	97%	100%	96%	100%	100%	100%	100%	100%
Suitability of Office	89%	93%	94%	99%	96%	100%	100%	87%	100%	98%	100%	90%
Overall Helpfulness of Staff	82%	93%	91%	99%	91%	96%	95%	96%	93%	87%	100%	97%
How Well Staff Understood What Was Wanted	86%	91%	89%	99%	89%	94%	88%	92%	93%	86%	100%	90%
Outcome of Contact	56%	77%	75%	90%	71%	75%	67%	78%	72%	59%	100%	78%
Average	82%	91%	90%	97%	89%	93%	90%	91%	92%	86%	100%	91%

- 1.2 Satisfaction with contacts remains very high. The survey again included a question about how easy it was to find the right number to call. 98% of respondents were satisfied with this, compared to 98% in 2018 and 99% in 2017.
- 1.3 Of those who had recently contacted the Council, 54% of respondents said that their last contact was to request a service and 66% of these were very satisfied, compared to 88% in 2018, 92% in 2017, 74% in 2016 and 54% in 2015. 40% said their contact was to seek information and 69% of these were very satisfied, compared to 77% in 2018, 86% in 2017, 79% in 2016 and 26% in 2015.
- 1.4 The proportion saying that their contact was to make a complaint was low at 5%. Of those, 43% said they were very satisfied that the Council responded reasonably to the complaint, compared to 67% in 2018, 51% in 2017, 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 asked about the information on how to make a complaint, treatment by staff, time taken, clarity of information etc.

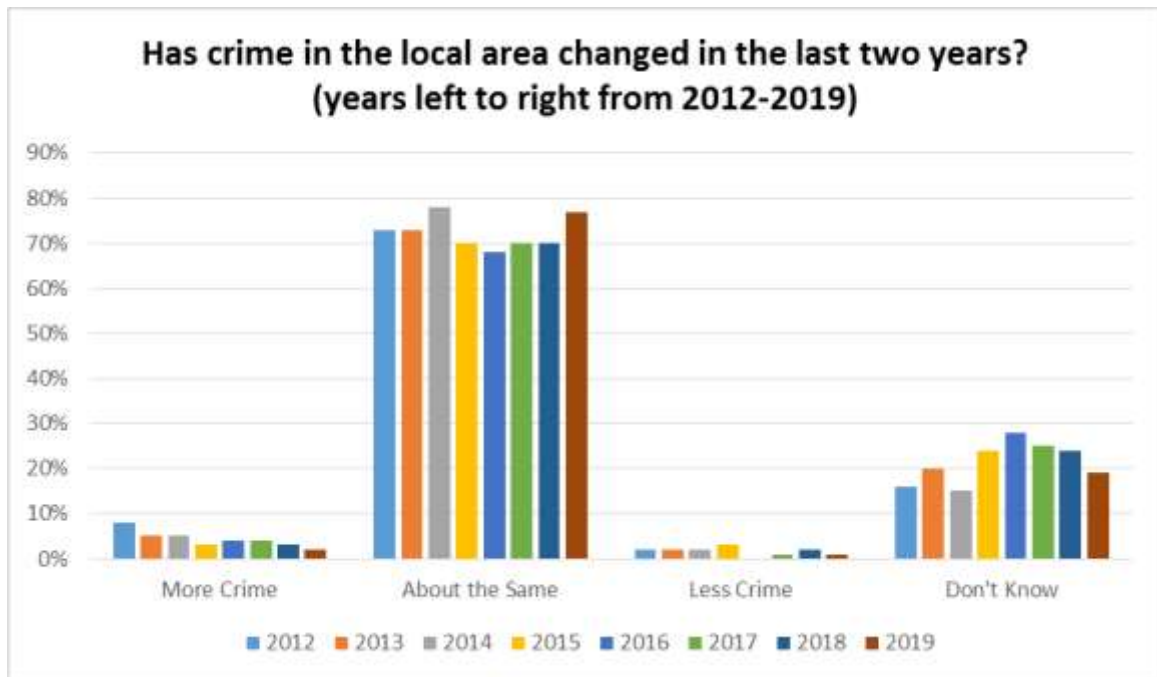
1.5 Respondents who had contacted the Council were asked if they received what they needed in one contact. The percentage saying that they did so, in 2019 and in each of the previous years in which this question has been asked, was:-



1.6 The survey asks respondents if they receive enough information about the Council and the services it provides. Results for 2019 and the previous years in which this question has been asked are:-



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



Asked about the factors which contribute most to the level of crime in their neighbourhood, the only sizable response was Alcohol/Drugs at 18%. 47% of respondents said 'don't know', while 12% said there were no issues.

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 the table below, along with the percentage of interviewees who responded positively in 2019 and the previous years. The overall index number, which averages all of the factors, is shown also as a three year rolling average to smooth out blips potentially caused by the timing of the survey.

Public Image Profile

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Good Range of Services	77%	74%	77%	85%	77%	84%	69%	77%	75%	76%	75%	76%
Friendly Employees	77%	77%	80%	82%	63%	69%	63%	64%	54%	56%	58%	65%
Good Quality Services	74%	67%	74%	81%	73%	79%	66%	67%	67%	70%	67%	73%
Efficient Services	70%	65%	67%	81%	66%	81%	66%	67%	71%	72%	68%	71%
Communicates Well	67%	55%	61%	66%	52%	61%	59%	60%	52%	53%	53%	64%
Promotes Services Well	70%	58%	61%	71%	55%	60%	60%	52%	52%	54%	54%	61%
Value For Money	65%	48%	58%	74%	57%	72%	62%	56%	59%	60%	59%	58%
Listens to Complaints	68%	64%	68%	63%	46%	58%	57%	49%	46%	48%	50%	55%
Tackles Important Issues for the future of the city	65%	53%	54%	68%	55%	61%	62%	55%	53%	58%	54%	61%
Ensures Sustainable Use of Resources and Care for the Environment	66%	59%	63%	65%	56%	60%	62%	51%	60%	63%	53%	59%
Overall Index	70%	62%	66%	74%	60%	68%	63%	60%	59%	61%	59%	64%

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Three year rolling average	66%	64%	66%	67%	67%	67%	64%	64%	61%	60%	60%	61%

3.2 The average score for the public image of the Council across all indicators in 2019 was similar to the last 3 years. It should be noted that there is very low disagreement with any of the statements (at most 2%). The vast majority of people who do not say that they positively 'agree' choose the 'neither agree nor disagree' option.

3.3 The figures on employees and listening to complaints may appear to be at variance with those in Section 1 above. However the results reported earlier 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 actually 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 the tables below.

4.2 Regarding satisfaction with local services, in previous years the report has 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 have taken the view that it is more useful to present a more detailed breakdown of responses. The levels of satisfaction with the local services asked about in 2019, along with data from the last five years for comparison, are shown below. The results are based on those who expressed an opinion, excluding those who say they have never used the service.

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
	2018	71	25	4	0
	2019	67	30	3	0
Fire service	2014	77	23	0	0
	2015	52	48	0	0
	2016	25	75	0	0
	2017	56	44	0	0
	2018	77	23	0	0
	2019	81	19	0	0
Police service	2014	76	24	0	0
	2015	52	46	2	0
	2016	26	73	1	0
	2017	55	44	1	0
	2018	73	24	3	0
	2019	80	19	1	0
Sports and leisure	2014	58	37	4	1

facilities	2015	49	46	4	1
	2016	65	34	1	1
	2017	75	24	1	0
	2018	80	19	1	0
	2019	80	20	0	0
Public transport	2014	76	19	4	1
	2015	52	43	4	1
	2016	64	33	3	0
	2017	70	27	3	0
	2018	75	22	3	0
	2019	82	17	2	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
	2018	58	36	4	2
	2019	44	51	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
	2018	57	38	5	0
	2019	51	49	0	0
Local youth facilities	2014	50	34	10	6
	2015	23	59	14	4
	2016	35	58	6	1
	2017	24	65	9	1
	2018	61	22	14	6
	2019	49	39	6	6
Community centre/ library	2015	50	48	2	0
	2016	63	37	1	0
	2017	68	31	1	0
	2018	73	25	2	0
	2019	62/72	37/27	1/0	0/0

Levels of dissatisfaction remain very low.

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.

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

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
	2018	79	21	0	0
	2019	71	27	2	0
Fire service	2014	77	23	0	0
	2015	48	52	0	0
	2016	34	66	0	0
	2017	64	36	0	0
	2018	81	19	0	0
	2019	89	11	0	0
Police service	2014	77	23	0	0
	2015	48	52	0	0
	2016	34	66	0	0
	2017	64	36	0	0
	2018	81	18	1	0
	2019	87	12	1	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
	2018	83	17	0	0
	2019	80	20	0	0
Public transport	2014	80	19	1	0
	2015	52	47	1	0
	2016	59	39	1	1
	2017	72	28	0	0
	2018	86	14	0	0
	2019	86	12	2	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
	2018	76	24	0	0
	2019	69	31	0	0

Community warden service	2014	49	46	4	1
	2015	43	51	3	3
	2016	19	78	3	0
	2017	85	12	1	2
	2018	74	23	3	0
	2019	63	36	1	0
Local youth facilities	2014	71	25	3	1
	2015	41	49	8	2
	2016	42	52	5	1
	2017	84	14	2	0
	2018	78	22	0	0
	2019	72	27	0	0
Community centre/ library	2015	46	52	2	0
	2016	40	58	1	0
	2017	70	30	0	0
	2018	80	20	0	0
	2019	73/76	27/24	0/0	0/0

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

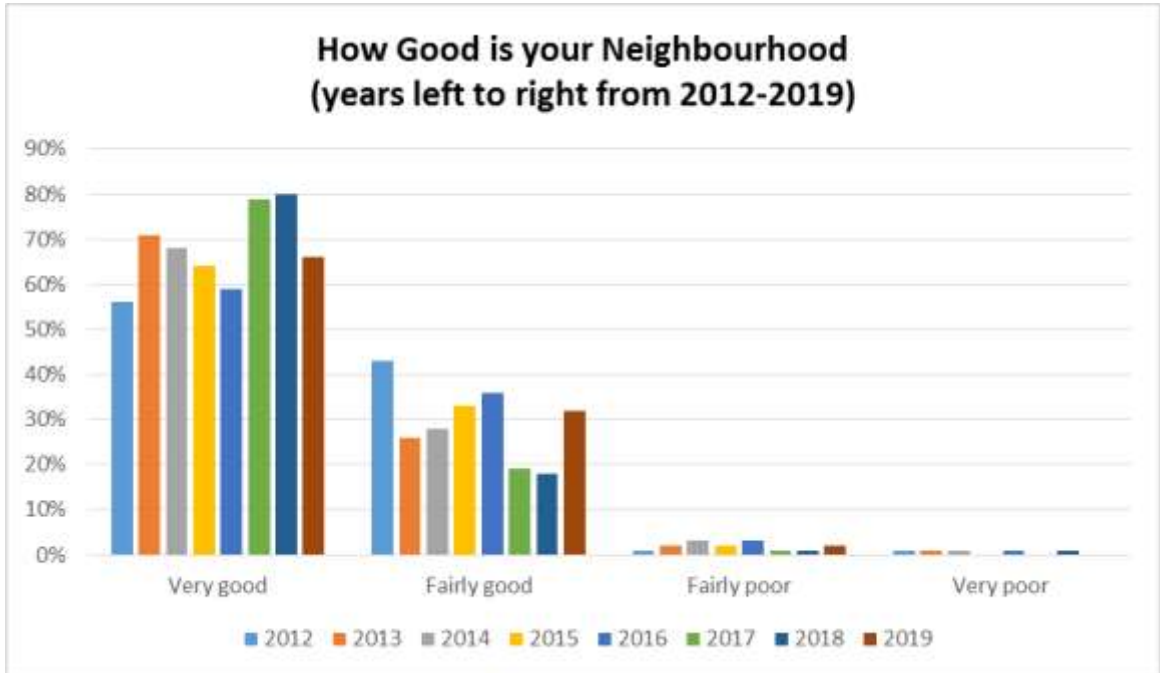
4.5 Satisfaction levels with aspects of the local environment remain high, as shown in the table below:-

Local Environment

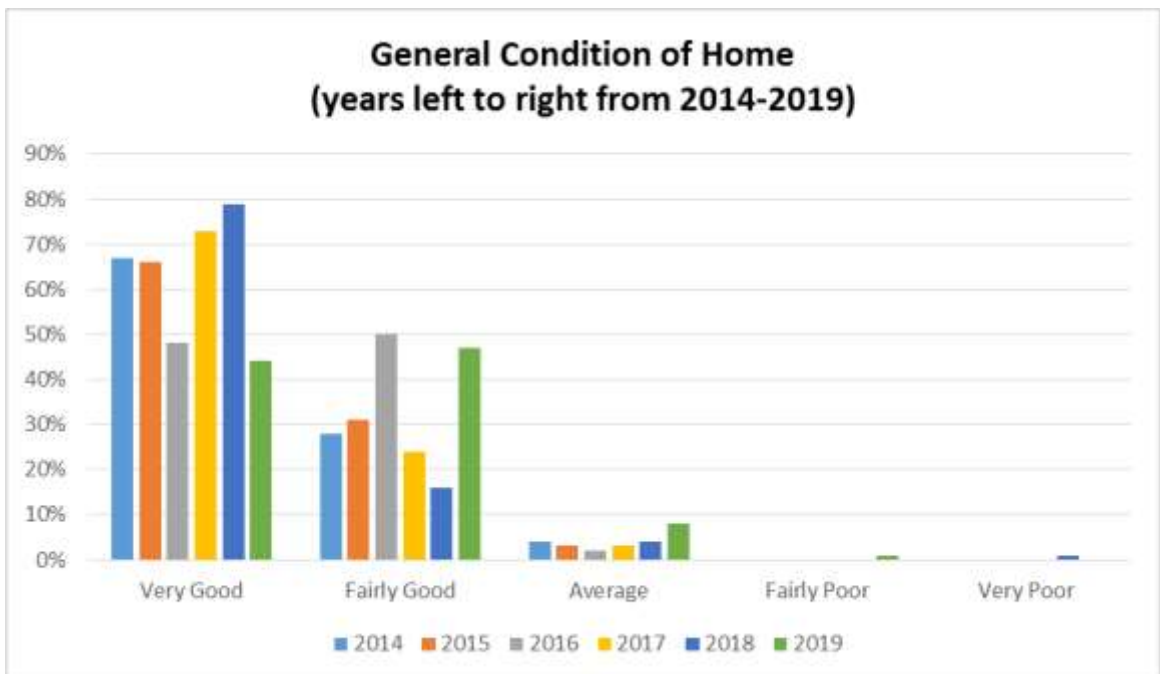
	% Satisfied										
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Shopping Facilities	87%	94%	97%	98%	98%	98%	97%	98%	99%	99%	95%
Cleanliness of area around home	91%	93%	97%	98%	95%	97%	98%	96%	98%	98%	98%
Cleanliness of streets	91%	94%	97%	97%	96%	99%	97%	94%	98%	96%	96%
Quality and maintenance of open spaces	88%	91%	97%	97%	95%	96%	97%	98%	98%	98%	97%
Condition of roads, pavements and streetlighting	80%	88%	89%	84%	72%	76%	81%	73%	77%	90%	89%
Areas for children to play	68%	55%	88%	88%	86%	89%	92%	87%	94%	85%	93%

The results remain positive, showing high levels of satisfaction with aspects of the local environment. Satisfaction with play areas has risen again after a dip in 2018. The Changing For The Future transformation project '365 Schools' is addressing making greater use of schools as community hubs, including improved access to play facilities for children, and it is hoped that this work will continue to have a positive impact on this indicator.

4.6 As in the previous seven years, the 2019 survey asked respondents to rate how good their neighbourhood is as a place to live. Results are shown in the table below:-



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:-



APPENDIX TWO - SCOTTISH HOUSEHOLD SURVEY RESULTS

Agreement with statement 'My Council provides high quality services'

	Dundee							Scotland as a whole						
	2007	2009	2011	2013	2015	2017	2019	2007	2009	2011	2013	2015	2017	2019
Strongly agree	7%	6%	7%	5%	9%	8%	7%	5%	5%	6%	6%	6%	6%	7%
Tend to agree	39%	37%	37%	34%	42%	46%	39%	38%	35%	37%	38%	41%	38%	41%
Neither agree or disagree	16%	25%	21%	33%	21%	24%	25%	19%	23%	20%	21%	22%	24%	25%
Tend to disagree	20%	16%	15%	14%	13%	14%	17%	20%	19%	18%	17%	16%	17%	13%
Strongly disagree	12%	9%	11%	6%	8%	5%	8%	13%	11%	11%	10%	9%	9%	8%
No opinion	8%	6%	9%	7%	7%	4%	4%	5%	7%	9%	8%	7%	6%	5%

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	2019	2007	2009	2011	2013	2015	2017	2019
Strongly agree	6%	5%	4%	6%	7%	6%	7%	5%	5%	5%	6%	6%	6%	8%
Tend to agree	29%	33%	33%	27%	37%	46%	36%	34%	32%	32%	35%	35%	35%	39%
Neither agree or disagree	15%	21%	21%	36%	22%	19%	22%	17%	20%	17%	17%	18%	20%	25%
Tend to disagree	23%	18%	22%	14%	17%	15%	18%	21%	20%	18%	18%	18%	18%	15%
Strongly disagree	16%	12%	10%	9%	12%	8%	9%	15%	13%	14%	12%	11%	11%	7%
No opinion	11%	11%	11%	8%	6%	6%	8%	9%	11%	13%	12%	12%	10%	6%

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	2019	2007	2009	2011	2013	2015	2017	2019
Strongly agree	7%	5%	5%	4%	6%	5%	4%	4%	4%	4%	4%	4%	5%	2%
Tend to agree	33%	32%	31%	26%	33%	38%	29%	34%	30%	30%	31%	33%	31%	31%
Neither agree or disagree	18%	25%	24%	38%	20%	24%	29%	20%	23%	21%	23%	23%	25%	31%
Tend to disagree	19%	23%	18%	16%	22%	20%	19%	19%	20%	17%	18%	19%	19%	19%
Strongly disagree	13%	6%	12%	7%	10%	7%	10%	13%	12%	13%	11%	9%	10%	10%
No opinion	11%	8%	11%	9%	9%	6%	9%	9%	11%	15%	13%	12%	9%	7%

Rating of neighbourhood as a place to live*

	Dundee							Scotland as a whole						
	2007	2009	2011	2013	2015	2017	2019	2007	2009	2011	2013	2015	2017	2019
Very good	47%	46%	43%	49%	38%	52%	43%	51%	52%	55%	55%	56%	57%	57%
Fairly good	44%	43%	48%	45%	50%	42%	47%	41%	40%	38%	38%	38%	38%	37%
Fairly poor	6%	7%	7%	3%	7%	5%	9%	5%	5%	4%	4%	4%	4%	4%
Very poor	2%	4%	2%	2%	4%	1%	1%	2%	2%	2%	2%	2%	1%	1%
No opinion	1%	4%	0%	0%	1%	0%	1%	2%	2%	0%	0%	0%	0%	0%

*It should be noted that the Council's own survey (based on a higher sample and reported more frequently) suggests higher levels of satisfactions with neighbourhoods based on a question which is worded slightly differently from that of the Scotland-wide survey.

