

DUNDEE CITY COUNCIL

Citizens' Survey 2019

What did we do?

1300
INTERVIEWS

We spoke to 1300 Dundee residents across Dundee 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

75% ▼ -11%



felt that they have a good quality of life in their neighbourhood

77% ▼ -6%



felt their general health was good

55% ▼ -8%



felt they were managing alright financially

17% ▼ -1%



stated all their income comes from Welfare Benefits

42% ▲ +1%



have no insurance for the contents of their house

Lack of employment



was the most common issue people felt there was for children and young people in their area

Arrows show % change since the 2018 Citizen Survey with green arrows showing positive change, red arrows showing negative change and results remaining the same are shown with amber arrows.

DUNDEE CITY COUNCIL

Citizens' Survey 2019

100
WEST END
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 100 of these interviews took place in the West End. 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?

75% ▼ -3%



were satisfied with public transport

86% ◀▶ 0%



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

96% ▲ +1%



were satisfied with the cleanliness of streets

84% ▲ +6%



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

52% ▼ -3%



were satisfied with areas for children to play outside

44% ▼ -2%



agreed people in their community can influence decisions affecting the area

95% ▼ -4%



said their neighbourhood was a safe place to live

99% ▲ +5%



were satisfied with the natural environment in their neighbourhood

97% ▲ +1%



were satisfied with the quality and maintenance of open spaces

95% ◀▶ 0%



felt their neighbourhood was a good place to live

94% ▼ -3%



felt that they have a good quality of life in their neighbourhood

69% ▼ -23%



felt their general health was good

75% ▼ -16%



felt they were managing alright financially

20% ▲ +5%



stated all their income comes from Welfare Benefits

54% ▲ +11%



have no insurance for the contents of their house

Lack of facilities



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

145
MARYFIELD
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 145 of these interviews took place in Maryfield. 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?

99% ▲ +1%



were satisfied with public transport

86% ▼ -14%



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

96% ▲ +4%



were satisfied with the cleanliness of streets

95% ▲ +3%



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

73% ▲ +9%



were satisfied with areas for children to play outside

14% ▼ -18%



agreed people in their community can influence decisions affecting the area

100% ▲ +1%



said their neighbourhood was a safe place to live

100% ▲ +1%



were satisfied with the natural environment in their neighbourhood

96% ▼ -3%



were satisfied with the quality and maintenance of open spaces

98% ▲ +4%



felt their neighbourhood was a good place to live

100% ◀▶ 0%



felt that they have a good quality of life in their neighbourhood

91% ▲ +2%



felt their general health was good

88% ▼ -10%



felt they were managing alright financially

3% ▼ -9%



stated all their income comes from Welfare Benefits

21% ▼ -6%



have no insurance for the contents of their house

Lack of money/
cost of living



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

100
THE FERRY
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 100 of these interviews took place in The Ferry. 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?

96% ▲ +38%



were satisfied with public transport

86% ▼ -14%



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

100% ◀ 0%



were satisfied with the cleanliness of streets

100% ▲ +18%



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

60% ▼ -15%



were satisfied with areas for children to play outside

45% ▼ -16%



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

100% ◀ 0%



were satisfied with the quality and maintenance of open spaces

100% ◀ 0%



felt their neighbourhood was a good place to live

100% ◀ 0%



felt that they have a good quality of life in their neighbourhood

75% ◀ 0%



felt their general health was good

86% ▼ -9%



felt they were managing alright financially

19% ▲ +2%



stated all their income comes from Welfare Benefits

38% ▲ +4%



have no insurance for the contents of their house

Lack of employment



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

155
COLDSIDE
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 155 of these interviews took place in Coldside. 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?

91% ▲ +11%



were satisfied with public transport

100% ▲ +2%



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

98% ▲ +4%



were satisfied with the cleanliness of streets

93% ▲ +2%



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

73% ▲ +13%



were satisfied with areas for children to play outside

37% ▲ +10%



agreed people in their community can influence decisions affecting the area

99% ▲ +1%



said their neighbourhood was a safe place to live

100% ▲ +4%



were satisfied with the natural environment in their neighbourhood

99% ▲ +7%



were satisfied with the quality and maintenance of open spaces

99% ◀▶ 0%



felt their neighbourhood was a good place to live

100% ◀▶ 0%



felt that they have a good quality of life in their neighbourhood

80% ▲ +3%



felt their general health was good

86% ▼ -8%



felt they were managing alright financially

7% ▼ -19%



stated all their income comes from Welfare Benefits

32% ◀▶ 0%



have no insurance for the contents of their house

Lack of employment



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

200
LOCHEE
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 200 of these interviews took place in Lochee. 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?

84% ▲ +4%



were satisfied with public transport

94% ▼ -3%



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

99% ▲ +1%



were satisfied with the cleanliness of streets

98% ▲ +14%



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

72% ▲ +12%



were satisfied with areas for children to play outside

42% ▼ -3%



agreed people in their community can influence decisions affecting the area

100% ◀▶ 0%



said their neighbourhood was a safe place to live

100% ▲ +1%



were satisfied with the natural environment in their neighbourhood

100% ▲ +2%



were satisfied with the quality and maintenance of open spaces

99% ▼ -1%



felt their neighbourhood was a good place to live

100% ◀▶ 0%



felt that they have a good quality of life in their neighbourhood

80% ▼ -4%



felt their general health was good

97% ▲ +8%



felt they were managing alright financially

9% ▼ -12%



stated all their income comes from Welfare Benefits

18% ▼ -20%



have no insurance for the contents of their house

Lack of employment



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

200
EAST END
INTERVIEWS

What did we do?

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 200 of these interviews took place in East End. 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?

99%  0%



were satisfied with public transport

88%  -9%



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

98%  -2%



were satisfied with the cleanliness of streets

91%  -8%



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

94%  +5%



were satisfied with areas for children to play outside

24%  -38%



agreed people in their community can influence decisions affecting the area

99%  0%



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

95%  -5%



felt their neighbourhood was a good place to live

99%  -1%



felt that they have a good quality of life in their neighbourhood

80%  -5%



felt their general health was good

97%  +4%



felt they were managing alright financially

23%  +1%



stated all their income comes from Welfare Benefits

19%  -8%



have no insurance for the contents of their house

Lack of employment



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

What did we do?

200
NORTH EAST
INTERVIEWS

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 200 of these interviews took place in North East. 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?

74% ▲ +1%



were satisfied with public transport

92% ▼ -6%



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

91% ▼ -8%



were satisfied with the cleanliness of streets

70% ▼ -21%



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

64% ▼ -10%



were satisfied with areas for children to play outside

48% ▲ +4%



agreed people in their community can influence decisions affecting the area

98% ▼ -1%



said their neighbourhood was a safe place to live

99% ▲ +7%



were satisfied with the natural environment in their neighbourhood

98% ▲ +3%



were satisfied with the quality and maintenance of open spaces

99% ▲ +1%



felt their neighbourhood was a good place to live

99% ▼ -1%



felt that they have a good quality of life in their neighbourhood

69% ▼ -9%



felt their general health was good

79% ▼ -17%



felt they were managing alright financially

28% ▼ -1%



stated all their income comes from Welfare Benefits

37% ▲ +9%



have no insurance for the contents of their house

Lack of employment



was the most common issue people felt there was for children and young people in their area

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DUNDEE CITY COUNCIL

Citizens' Survey 2019

What did we do?

200
STRATHMARTINE
INTERVIEWS

We spoke to 1300 Dundee residents across Dundee to find out how satisfied they were with their neighbourhood, health and public services. 200 of these interviews took place in Strathmartine. 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?

55% ▼ -39%



were satisfied with public transport

87% ▼ -11%



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

91% ▼ -8%



were satisfied with the cleanliness of streets

83% ▼ -17%



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

68% ▼ -5%



were satisfied with areas for children to play outside

51% ▲ +24%



agreed people in their community can influence decisions affecting the area

96% ▼ -3%



said their neighbourhood was a safe place to live

99% ▼ -1%



were satisfied with the natural environment in their neighbourhood

95% ▼ -5%



were satisfied with the quality and maintenance of open spaces

95% ▼ -5%



felt their neighbourhood was a good place to live

96% ▼ -3%



felt that they have a good quality of life in their neighbourhood

74% ▼ -10%



felt their general health was good

80% ▼ -15%



felt they were managing alright financially

27% ▲ +21%



stated all their income comes from Welfare Benefits

31% ▲ +28%



have no insurance for the contents of their house

Lack of facilities



was the most common issue people felt there was for children and young people in their area

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