Citizen Survey 2019

CRA Report

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Dundee City Council

Citizen Survey 2019 – CRA Report

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1. EXECUTIVE SUMMARY

INTRODUCTION

This report focuses on the interviews undertaken in the community regeneration areas (CRA). A total of 500 interviews were undertaken with CRA participants providing data accurate to ±4.36%. This summary details the key findings under each of the research themes, noting significant differences between community regeneration areas (CRA) and non-community regeneration areas (non CRA). Subsequent chapters of this report include analysis in further detail.

KEY FINDINGS

- CRA respondents were more likely to have mentioned their neighbours as the **best aspect of their neighbourhood** (41%) than those living in non-community regeneration areas (32%). They were less likely to have said the neighbourhood was a pleasant or nice area (13% for CRA respondents compared to 24% of non CRA respondents).
- When thinking about the **worst aspects of their neighbourhood**, respondents living in community regeneration areas were less likely to state that there was nothing that they did not like about living in their neighbourhood (64% of CRA compared to 69% of non CRA respondents). Aside from this, the responses from those living in community regeneration areas versus those who lived in all other areas were slightly more likely to mention that they least liked the fact that their area was littered or dirty (8% for CRA compared to 5% for non CRA).
- When asked about any **change in the neighbourhood**, the proportion of respondents stating the neighbourhood has gotten better was slightly higher amongst those living in community regeneration areas (6%) than those who lived in all other areas (4%).
- CRA respondents (94%) were significantly more likely to rate the **general condition of their home** as very or fairly good than non CRA respondents (87%).
- CRA respondents were less likely to be 'very satisfied' with **local services** than non CRA respondents for all services, with the exception of public transport, where 83% of CRA respondents were very satisfied compared to 81% of non-CRA respondents. Services which revealed the greatest disparities in terms of those who were 'very satisfied' included:
    - Community warden service: 73% non CRA vs. 10% CRA;
    - Local youth facilities: 57% non CRA vs. 33% CRA;
    - Employment and advice services: 51% non CRA vs. 29% CRA.
- When considering the **physical environment** in their neighbourhood, respondents in community regeneration areas were less likely to be very satisfied with most aspects of the physical environment. However, CRA respondents were more satisfied in terms of:
    - The built environment (e.g. buildings, heritage etc): 74% CRA vs. 69% non CRA;
    - The natural environment (e.g. parks, open spaces, countryside etc): 79% CRA v. 70% non CRA.

- CRA respondents were less likely to be 'very satisfied' with the **quality of life in their neighbourhood** (67%) than non CRA respondents (73%). They were also less likely to say they were 'very satisfied' with the **quality of life in Dundee** (71%) than non CRA participants (76%).
- There is no significant difference between the proportion of respondents who said their **most regular commute** was to work whether respondents lived in a community regeneration area (53%) or a non-community regeneration area (52%). However, CRA respondents were more likely to say they commute to work inside Dundee (44%) than non CRA respondents (39%), while non CRA respondents (13%) were more likely to say they commute to work outside of Dundee than CRA respondents (9%).
- The same proportion of CRA (49%) and non CRA (49%) respondents said the main way they travel on their **most regular commute** is by car. CRA respondents were more likely to say the main way they commute is by walking (22%) than non CRA respondents (14%), while non CRA respondents (34%) were more likely to travel by bus than CRA respondents (27%).
- CRA respondents were significantly less likely to say they **visit Dundee City Centre** at least once a week or more (41%) than non CRA respondents (53%).
- Respondents living in CRA areas were less likely to use **public transport** on a weekly basis (41%) than those living in non CRA areas (45%).
- When asked about the **ability to influence decisions**, those who live in a non-community regeneration area (47%) were significantly more likely to agree that they can influence decisions affecting their local area than those who do live in a community regeneration area (34%). Those who live in a non-community regeneration area (54%) were also more likely to agree that people can influence decisions affecting their local area than those who live in a community regeneration area (44%).
- When respondents were asked their opinion of their general **health**, CRA respondents were more likely to rate their health as very good or good (79%) than non CRA respondents (76%).
- With regards to **physical activity,** CRA respondents (26%) were slightly more likely to say they never undertake moderate physical activity than non CRA respondents (24%).
- In terms of **smoking habit**, 19% of CRA respondents were current smokers compared to 25% of those living in all other areas. CRA respondents were more likely to say that they vape (17%) than non CRA respondents (11%).
- With regards to statements about **healthy eating and weight**, CRA respondents (59%) were significantly more likely to agree they know they need to do something to eat more healthily than non CRA respondents (47%). CRA respondents (25%) were more likely to *disagree* that they were a healthy weight for their height than non CRA respondents (17%).
- In terms of **support networks**, CRA respondents (47%) were less likely to strongly agree with the statement "I could turn to friends or relatives in this neighbourhood for support" than non CRA respondents (54%).
- There is no significant difference between the results for CRA and non CRA respondents in terms of how safe respondents feel their **neighbourhood is as a place**

to live. However, CRA respondents were more likely to say they feel 'very safe' alone in their home during the day and at night, as well being more likely to feel 'very safe' walking alone in their neighbourhood during the day. Non CRA respondents were more likely to say they feel 'very safe' walking alone in their neighbourhood after dark.

- Those living in non CRA areas (21%) cited alcohol/ drugs as the **main factor which contributes to crime** in their neighbourhood, however this was cited to a lesser extent than for those living in CRA areas (29%). Those living in non CRA areas were more likely to state that 'this is a good area/ quiet/ no trouble' (17%) than those in CRA areas (11%).
- In terms of the proportion of household income which comes from **welfare benefits**, those living in CRA areas were more likely to state that some or all of their income comes from welfare benefits (35%) than those living in non CRA areas (28%).
- CRA respondents were more likely to have **home contents insurance** (60%) than non CRA respondents (54%). 33% of non CRA respondents said they did not have home contents insurance compared to 29% of those in CRA areas.
- In terms of **financial management**, CRA respondents were less likely to say they were 'managing very well' (9%) than non CRA respondents (18%). Similar proportions of those living in both CRA and non CRA areas stated that they either 'don't manage very well, have some financial difficulties or are in deep financial trouble'. 11% of those living in CRA areas and 10% of those living in non CRA areas stated this.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from the community regeneration areas of Dundee City Council's Citizen Survey 2019, 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

This report focuses on the interviews undertaken in the community regeneration areas and details the findings in respect of the subject areas pertaining to the City Plan.

The population for all community regeneration areas is 46,772 for those aged 16 and over who were eligible for interview. Where available, appropriate and notable, variations in findings are provided on the basis of outcomes for CRA versus those for the general population of Dundee (i.e. the City average).

A total of 500 interviews were undertaken with CRA respondents providing data accurate to ±4.36%. The profile of interviews achieved per CRA is shown below:

CRA Interview profile			
	No. of interviews	Population	Data accuracy
Ardler, St Mary's and Kirkton	100	7983	±9.74%
Beechwood, Lochee, Menzieshill and Charleston (this figure also includes Dryburgh)	100	9464	±9.75%
Coldside and Maryfield	100	15393	±9.77%
Fintry, Whitfield and Mill O Mains	100	4761	±9.70%
Mid Craigie, Linlathen and Douglas	100	9171	±9.75%
TOTAL	**500**	**46,772**	**±4.36%**

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 2019.

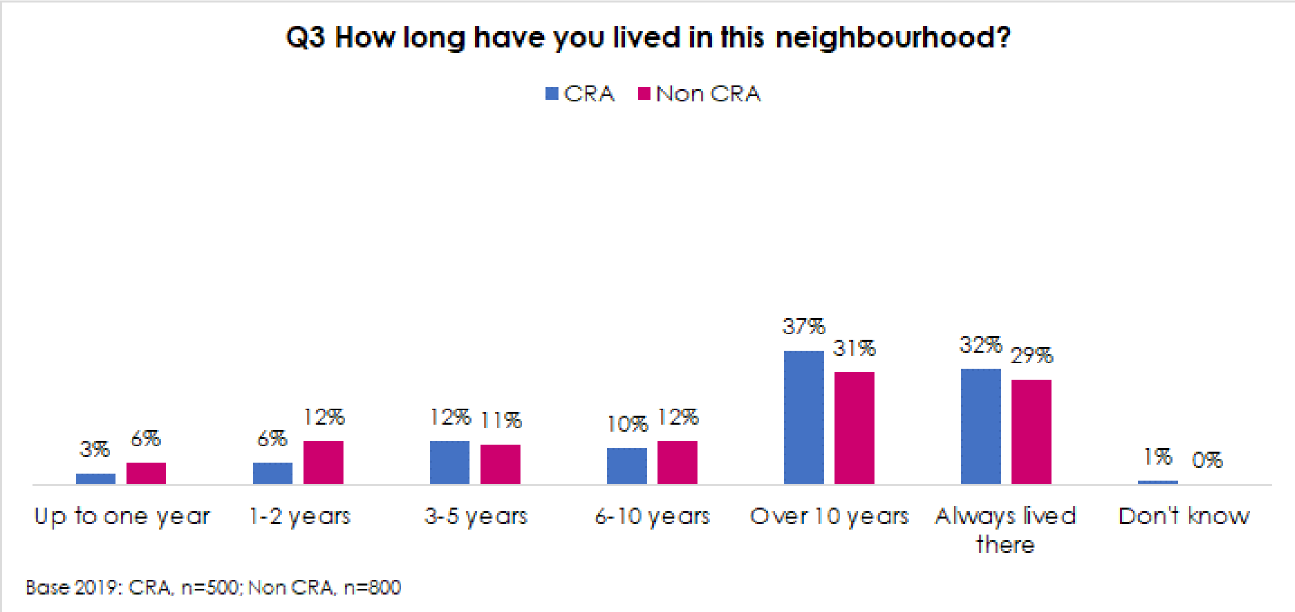
All interviews were completed in accordance with our ISO20252 accredited policies and procedures and in accordance with the Market Research Society Code of Conduct.

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

3. YOUR HOME AND NEIGHBOURHOOD

3.1 Length of stay in neighbourhood (Q3)

With regards to the length of stay in the neighbourhood, 9% of CRA respondents had lived in their neighbourhood for 2 years or less, 22% have lived in their neighbourhood between 3 and 10 years and 69% said they have lived in their neighbourhood for more than 10 years or have always lived there.



NB Proportion of respondents living in their home for two years or less for CRA respondents equates to 10% and not 11% due to rounding.

CRA Vs Non CRA

CRA respondents were marginally more likely to have said they had 'always' lived in the neighbourhood (32%) than non CRA respondents (29%).

Variations by CRA

Fintry, Whitfield and Mill O Mains (42%) and Ardler, St Mary's and Kirkton (40%) respondents were most likely to say they had always lived in their neighbourhood, while Coldside and Maryfield (21%) had the highest proportion of respondents who have lived in their neighbourhood for 2 years or less.

Variances through time

The proportion of respondents who stated they have either always lived here or lived here for over 10 years has risen in community regeneration areas from 62% in 2018 to 69% in 2019.

How long have you lived in this neighbourhood?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Up to one year	4%	4%	0%	3%	6%	-3%	-1%
1-2 years	7%	9%	-2%	6%	12%	-6%	-1%
3-5 years	13%	13%	0%	12%	11%	1%	-1%
6-10 years	13%	14%	-1%	10%	12%	-2%	-3%
Over 10 years	28%	33%	-5%	37%	31%	6%	9%
Always lived there	34%	25%	9%	32%	29%	3%	-2%

3.2 Best aspects of neighbourhood (Q1)

When asked, unprompted, what they liked best about living within their neighbourhood, the top three reasons given by CRA respondents were:

- Neighbours (41%);
- Quiet/ peaceful (26%);
- Convenient location (13%).

What do you like best about living in this neighbourhood? (unprompted)	CRA 2019	Non CRA 2019
Unweighted	**500**	**800**
Neighbours	41%	32%
Quiet/ peaceful	26%	27%
Convenient location	13%	13%
Pleasant/ nice	13%	24%
Close to/ quality of shops and amenities	14%	8%
Familiar with/ know area	12%	8%
Central location	2%	2%
Nothing	1%	1%

CRA Vs Non CRA

CRA respondents were more likely to have mentioned their neighbours as the best aspect of their neighbourhood (41%) than those living in non-community regeneration areas (32%). They were less likely to have said the neighbourhood was a pleasant or nice area (13% for CRA respondents compared to 24% of non CRA respondents).

Variations by CRA

The results to this question vary significantly by community regeneration area. The biggest differences can be seen with regards to:

- Friendly people/ neighbours/ family and friends: 62% for Mid Craigie, Linlathen and Douglas compared to 32% for Coldside and Maryfield.
- Quiet/ peaceful: 31% for Beechwood, Lochee, Menzieshill and Charleston and Fintry, Whitfield and Mill O Mains compared to 22% for Coldside and Maryfield.
- Convenient location: 22% for Mid Craigie, Linlathen and Douglas compared to 6% for Fintry, Whitfield and Mill O Mains.
- Pleasant/ nice area: 19% for Ardler, St Mary's and Kirkton compared to 6% for Beechwood, Lochee, Menzieshill and Charleston.
- Close to shops/ quality of shops/ amenities: 28% for Coldside and Maryfield compared to 7% for Ardler, St Mary's and Kirkton and Fintry, Whitfield and Mill O Mains.

Variances through time

The table below shows that the proportion of CRA respondents who said the best thing about their neighbourhood was their neighbours has increased from 24% in 2018 to 41% in 2019.

What do you like best about living in this neighbourhood? (unprompted)	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Neighbours	24%	27%	-3%	41%	32%	9%	17%
Quiet/ peaceful	23%	32%	-9%	26%	27%	-1%	3%
Convenient location	14%	14%	0%	13%	13%	0%	-1%
Pleasant/ nice	13%	20%	-7%	13%	24%	-11%	0%
Close to/ quality of shops and amenities	7%	6%	1%	14%	8%	6%	7%
Familiar with/ know area	12%	8%	4%	12%	8%	4%	0%
Central location	2%	3%	-1%	2%	2%	0%	0%
Nothing	3%	1%	2%	1%	1%	0%	-2%

3.3 Worst aspects of neighbourhood (Q2)

In terms of the worst aspects of the neighbourhood, the majority of CRA respondents stated that there was 'nothing' that they did not like about their neighbourhood (64% for CRA respondents). 8% of respondents mentioned litter or dirt and 4% mentioned drug problems.

Q2 What do you like least about living in this neighbourhood? (unprompted)		
	CRA 2019	Non CRA 2019
Unweighted	**500**	**800**
Littering/ dirty	8%	5%
Difficult/ poor parking	1%	1%
Drug problems	4%	3%
Lack of facilities for youths/ children	1%	0%
Anti-social neighbours	2%	3%
Youths/ gangs causing trouble	0%	1%
None/ nothing	64%	69%

CRA Vs Non CRA

When thinking about the worst aspects of the neighbourhood, respondents living in community regeneration areas were less likely to state that there was nothing that they did not like about living in their neighbourhood (64% of CRA compared to 69% of non CRA respondents).

Aside from this, the responses from those living in community regeneration areas versus those who lived in all other areas were slightly more likely to mention that they least liked the fact that their area was littered or dirty (8% for CRA compared to 5% for non CRA).

Variations by CRA

Coldside and Maryfield (12%) and Fintry, Whitfield and Mill O Mains (13%) respondents were most likely to say littering and the neighbourhood being dirty was a problem in their area. Those who lived in Fintry, Whitfield and Mill O Mains (8%) and Mid Craigie, Linlathen and Douglas (9%) were most likely to say drugs problem were present in their neighbourhood with Fintry, Whitfield and Mill O Mains respondents (7%) also being the most likely to cite anti-social behaviour as an issue.

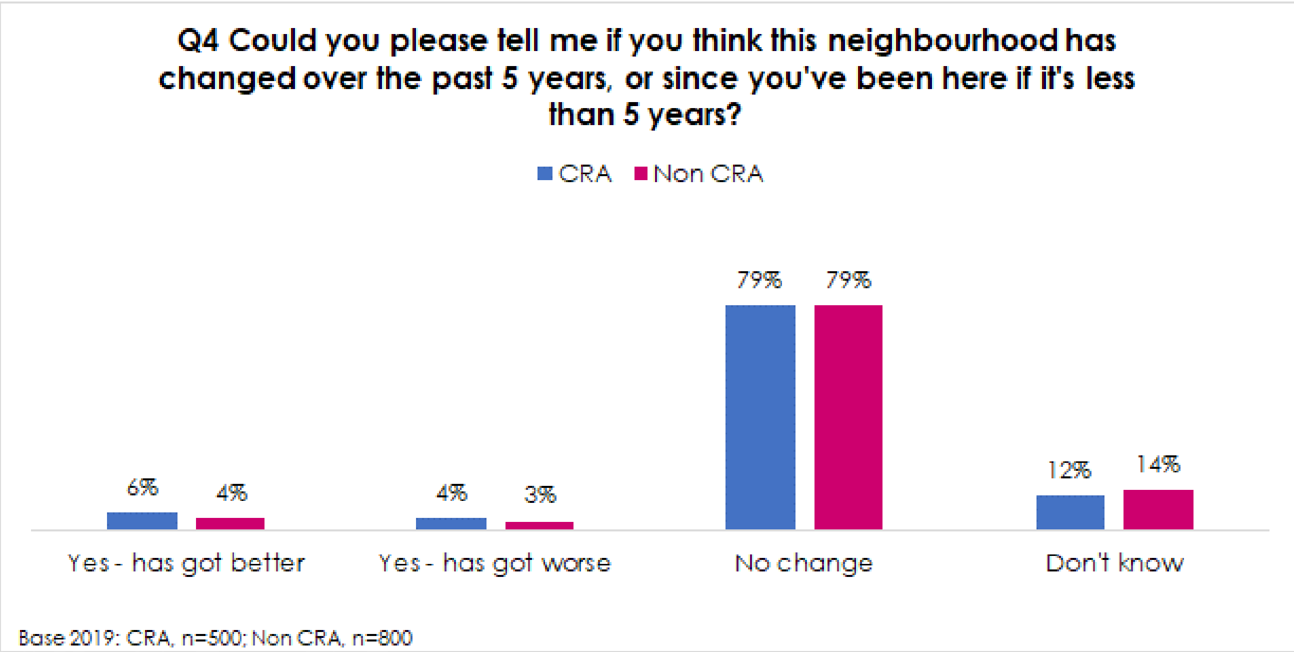
Variances through time

The proportion of respondents living in CRA areas who said there was nothing they disliked about their neighbourhood has increased from 56% in 2018 to 64% in 2019.

What do you like least about living in this neighbourhood? (unprompted)	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Littering/ dirty	5%	3%	2%	8%	5%	3%	3%
Difficult/ poor parking	2%	1%	1%	1%	1%	0%	-1%
Drug problems	5%	3%	2%	4%	3%	1%	-1%
Lack of facilities for youths/ children	3%	0%	3%	1%	0%	1%	-2%
Anti social neighbours	4%	2%	2%	2%	3%	-1%	-2%
Youths/ gangs causing trouble	0%	0%	0%	0%	1%	-1%	0%
None/ nothing	56%	66%	-10%	64%	69%	-5%	8%

3.4 Change in the neighbourhood (Q4/5)

The majority of CRA respondents were of the opinion that their neighbourhood has not changed over the past 5 years (79%). Slightly more CRA respondents said the neighbourhood had got better (6%) than got worse (4%).



CRA Vs Non CRA

The proportion of respondents stating the neighbourhood has got better was slightly higher amongst those living in community regeneration areas (6%) than those who lived in all other areas (4%).

Variations by CRA

Respondents who lived in Beechwood, Lochee, Menziehill and Charleston (8%) and Fintry, Whitfield and Mill O Mains (8%) were the most likely to have said that their neighbourhood has improved over the last 5 years. Those living in Mid Craigie, Linlathen and Douglas (8%) and Ardler, St Mary's and Kirkton (7%) were most likely to have said the neighbourhood has gotten worse.

Variances through time

The proportion of CRA respondents who were of the opinion that their neighbourhood has not changed over the last 5 years has increased from 72% in 2018 to 79% in 2019.

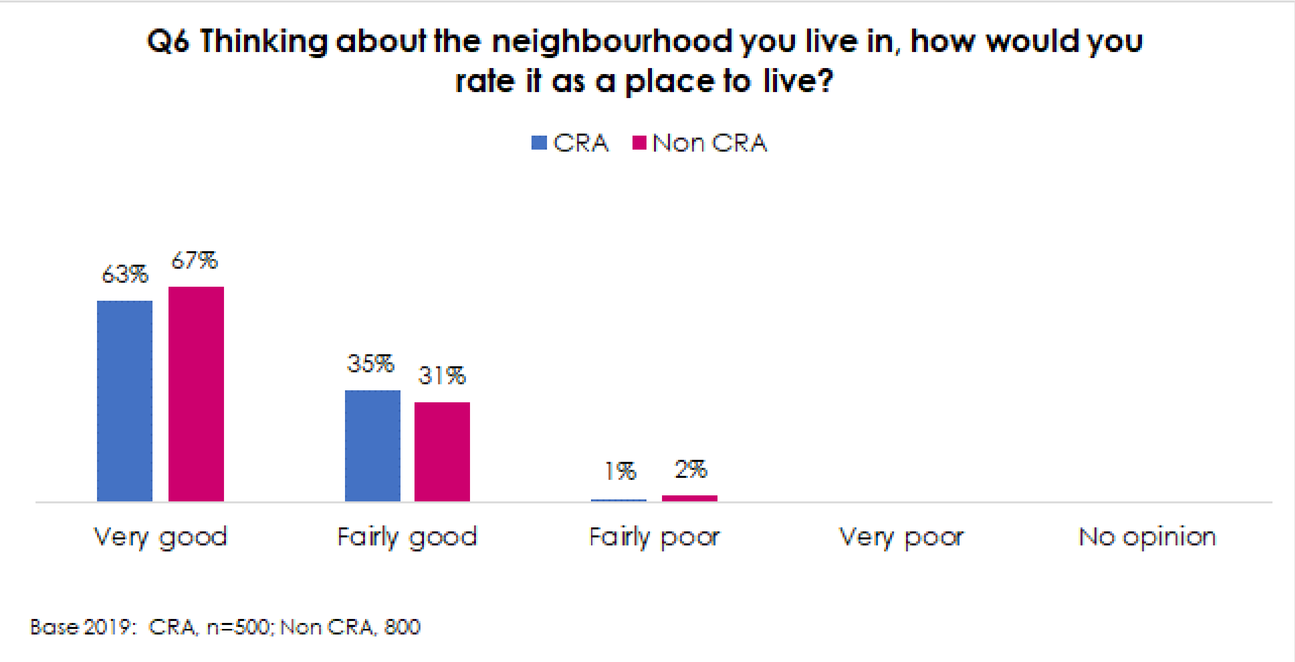
Could you please tell me if you think this neighbourhood has changed over the past 5 years, or since you've been living here if it's less than 5 years?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Yes - has got better	9%	5%	4%	6%	4%	2%	-3%
Yes - has got worse	5%	4%	1%	4%	3%	1%	-1%
No change	72%	75%	-3%	79%	79%	0%	7%
Don't know	14%	15%	-1%	12%	14%	-2%	-2%

Respondents were then asked to explain why they thought their neighbourhood had gotten better or worse over the past five years. However, as the base numbers for this question are very low the results would not be statistically significant.

3.5 Neighbourhood as a place to live (Q6)

Almost two thirds of respondents living in CRA areas rated their neighbourhood as a very good place to live (63%), 35% rated their neighbourhood as a fairly good place to live and 1% rated their neighbourhood as a fairly poor place to live.



CRA Vs Non CRA

Respondents living in CRA areas were less likely to state that their neighbourhood was a very good place to live (63%) than those living in non CRA areas where 67% rated their neighbourhood as a very good place to live.

Variations by CRA

Overall, the proportion of respondents who stated their neighbourhood was a very or fairly good place to live was high for all CRA areas, ranging from 95% to 100%. Respondents who lived in Beechwood, Lochee, Menziehill and Charleston (86%) were most likely to say their neighbourhood is a very good place to live, while those living in Mid Craigie, Linlathen and Douglas (29%) were least likely.

Variances through time

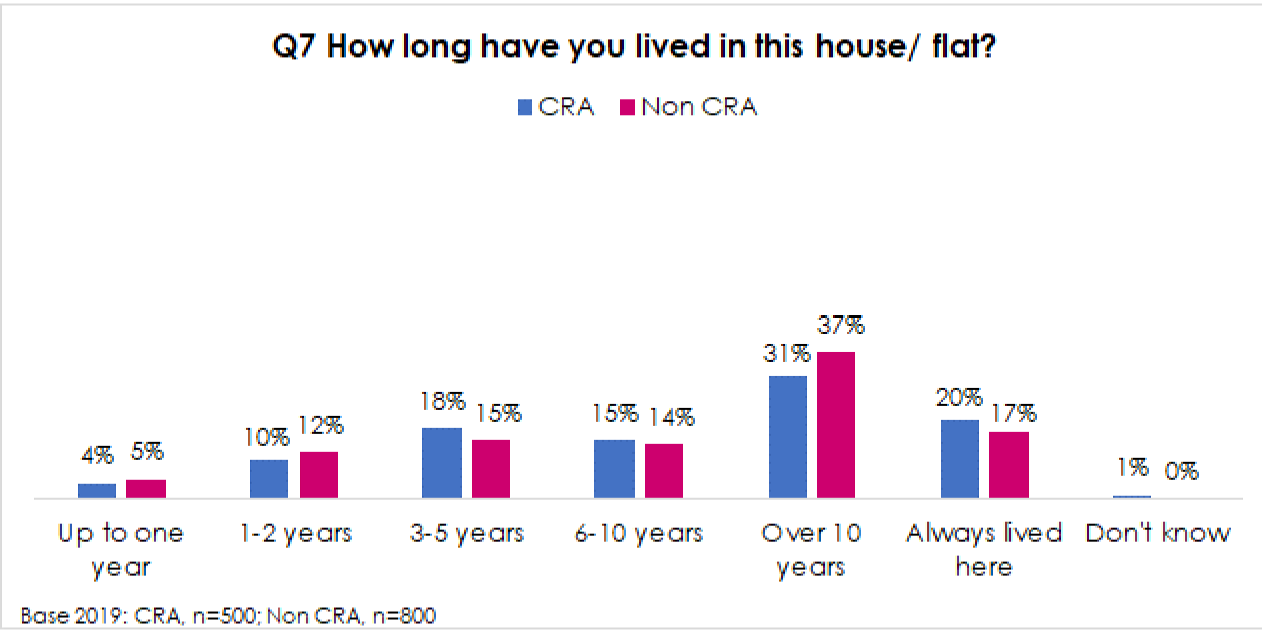
The proportion of CRA respondents who were of the opinion that their neighbourhood is a very good place to live has fallen from 70% in 2018 to 63% in 2019.

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

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very good	70%	85%	-15%	63%	67%	-4%	-7%
Fairly good	27%	14%	13%	35%	31%	4%	8%
Fairly poor	1%	0%	1%	1%	2%	-1%	0%
Very poor	1%	1%	0%	0%	0%	0%	-1%

3.6 Length of stay in house (Q7)

Turning to the home, 14% of CRA respondents have lived in their home for 2 years or less, 33% between 3 and 10 years and 51% have lived in their home for 10 years or more.



CRA Vs Non CRA

The results to this question, show that those living in non CRA areas were more likely to state that they have lived in their home for over 10 years than those living in CRA areas (37% for non CRA areas compared to 31% in CRA areas.

Variations by CRA

Respondents who lived in Beechwood, Lochee, Menzieshill and Charleston (17%) were most likely to have always lived at their home, while respondents who lived in Ardler, St Mary's and Kirkton (3%) and Fintry, Whitfield and Mill O Mains (4%) were least likely to have always lived in their current home (4%).

Variances through time

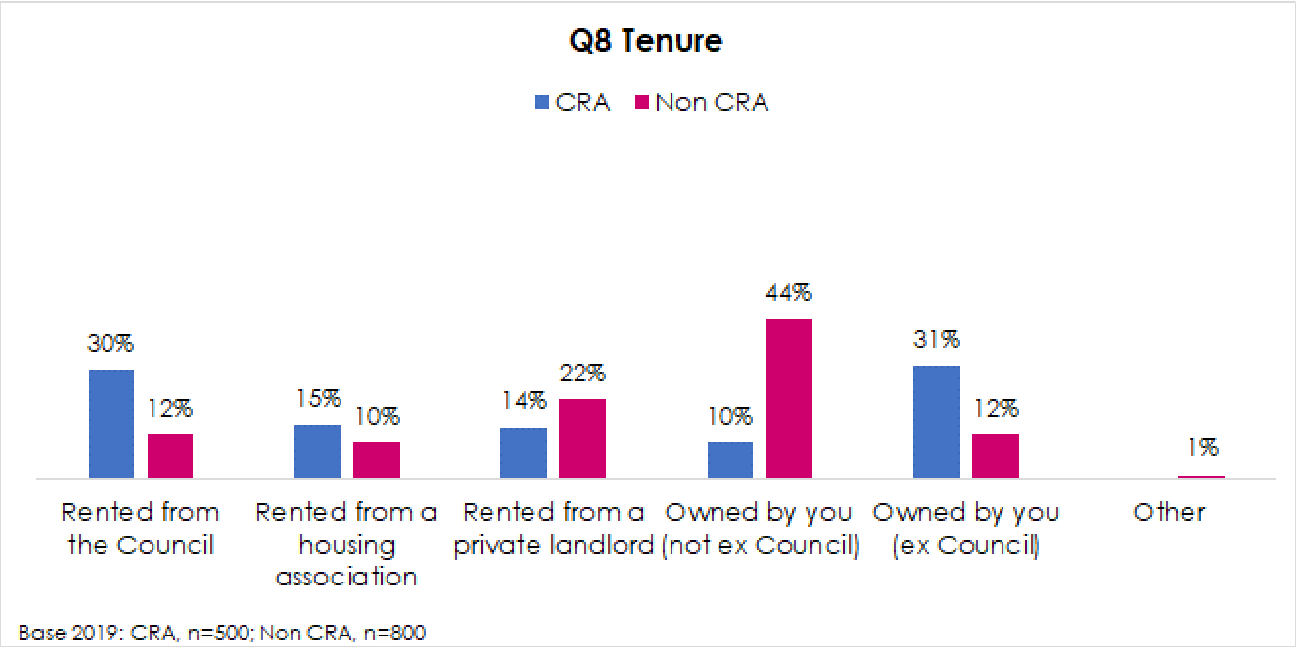
The proportion of CRA respondents who said they had lived in their home for more than 10 years has increased from 31% in 2018 to 43% in 2019.

How long have you lived in this house?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Up to one year	4%	5%	-1%	4%	5%	-1%	0%
1-2 years	10%	12%	-2%	9%	16%	-7%	-1%
3-5 years	18%	15%	3%	17%	13%	4%	-1%
6-10 years	15%	14%	1%	18%	15%	3%	3%
Over 10 years	31%	37%	-6%	43%	36%	7%	12%
Always lived there	20%	17%	3%	8%	14%	-6%	-12%

3.7 Tenure (Q8)

In relation to the tenure profile of CRA respondents, 30% rented from the Council, 15% rented from a Housing Association, 14% rented from a private landlord and 41% of respondents owned their home.



CRA Vs Non CRA

Significantly more CRA respondents were:

- Council tenants (30% of CRA respondents compared to 12% for non CRA);
- Rented their home from a housing association (15% of CRA respondents compared to 10% for non CRA);
- Owned a property that was previously owned by the Council (31% of CRA respondents compared to 12% for non CRA).

On the other hand, significantly more non CRA respondents owned a non ex-council property (44% for non CRA respondents compared to 10% of CRA respondents) and rented from a private landlord (22% of non CRA respondents compared to 14% of non CRA respondents).

Variations by CRA

- Council tenants: Significantly more respondents who lived in Beechwood, Lochee, Menziehill and Charleston (47%) were Council tenants than in Fintry, Whitfield and Mill O Mains (11%).
- Renting from a housing association: Fintry, Whitfield and Mill O Mains (23%) had the highest proportion of respondents who rented their home from a housing association while Ardler, St Mary's and Kirkton (9%) had the lowest.
- Renting from a private landlord: Fintry, Whitfield and Mill O Mains (27%) also had the highest proportion of respondents who rented from a private landlord, while Mid Craigie, Linlathen and Douglas (4%) had the lowest.
- Owner (not ex Council): Significantly more respondents who lived in Ardler, St Mary's and Kirkton (23%) were owners of non ex-Council properties than Mid Craigie, Linlathen and Douglas (1%).
- Owner (ex-Council): Fintry, Whitfield and Mill O Mains (41%) had the highest proportion of respondents who were owners of ex-Council properties, while Coldside and Maryfield (9%) had the lowest.

Variances through time

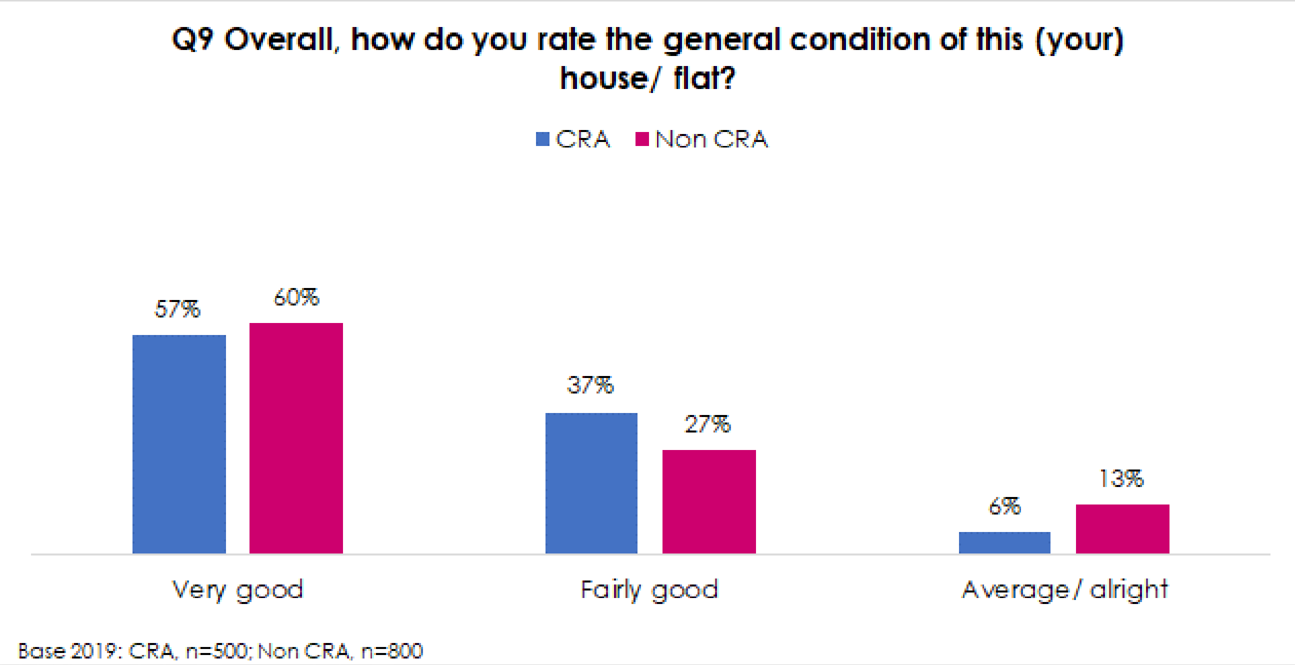
Less CRA respondents lived in social rented accommodation (either Council or RSL) in 2019 (45%) than in 2018 (49%). The proportion of CRA respondents who own their home has increased since the previous survey, from 37% in 2018 to 41% in 2019.

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

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
RSL / Council	49%	21%	28%	45%	22%	23%	-4%
Rented from a private landlord	15%	21%	-6%	14%	22%	-8%	-1%
Private owned	37%	58%	-21%	41%	56%	-15%	4%

3.8 Satisfaction with the home (Q9)

Almost all respondents who lived in community regeneration areas said the general condition of their house or flat was very good or good (94%).



CRA Vs Non CRA

CRA respondents were less likely to rate their home as 'very good' (57%) than non CRA respondents (60%). However, CRA respondents (94%) were significantly more likely to rate the general condition of their home as good (very and fairly combined) than non CRA respondents (87%).

Variations by CRA

Those who lived in Ardler, St Mary's and Kirkton (71%) were most likely to rate the condition of their home 'very good' while those who lived in Mid Craigie, Linlathen and Douglas (29%) were least likely.

Variations through time

The proportion of CRA respondents who rated the general condition of their home as 'very good' has decreased by 13 percentage points, from 70% in 2018 to 57% in 2019. However, this is not confined to CRA respondents, as the proportion of non CRA respondents who rated their home as very good has also decreased by 24 percentage points, from 84% in 2018 to 60% in 2019.

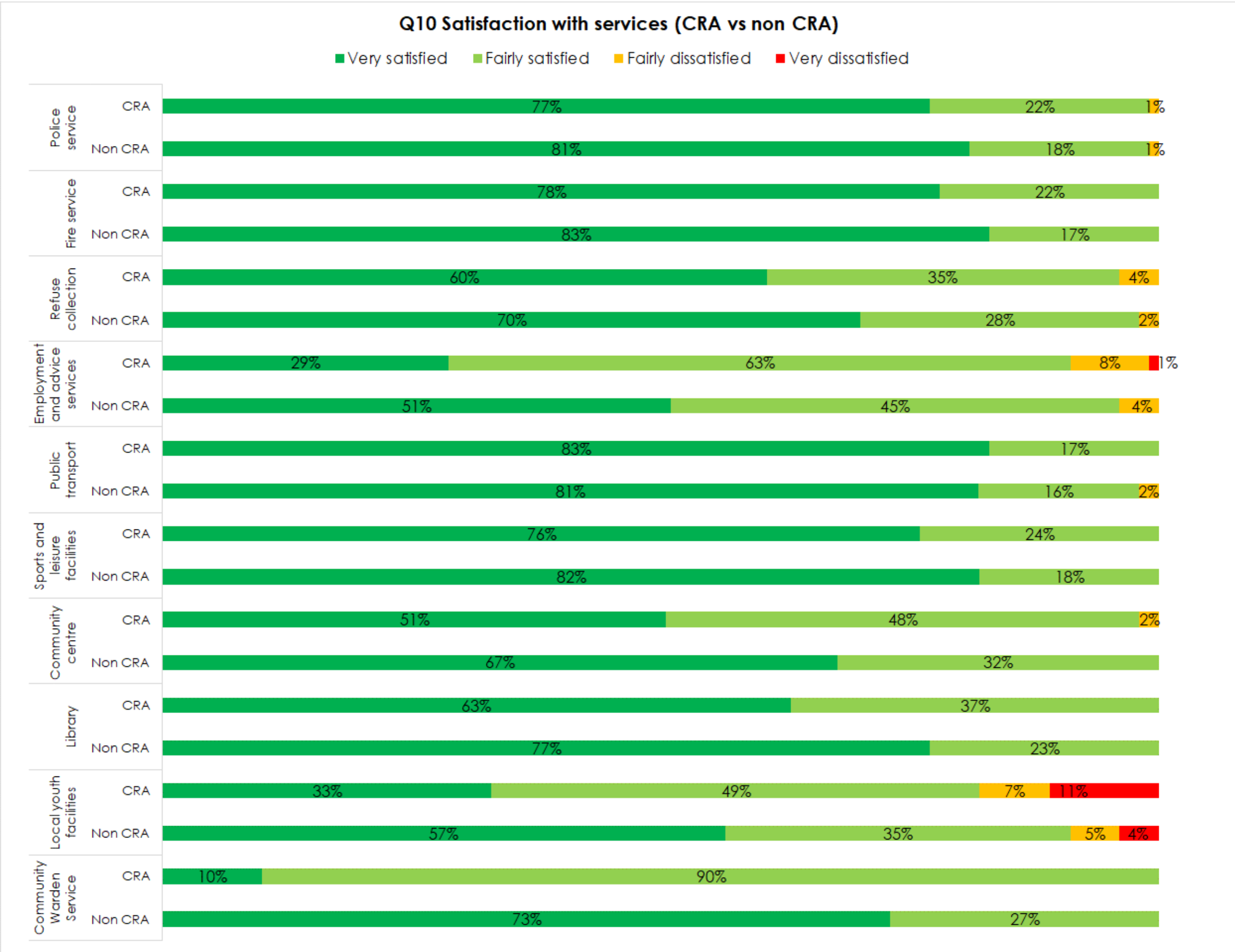
How satisfied or dissatisfied are you with your house or home/ condition of house or flat?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very good	70%	84%	-14%	57%	60%	-3%	-13%
Fairly good	25%	11%	14%	37%	27%	10%	12%
Average	4%	4%	0%	6%	13%	-7%	2%
Fairly poor	0%	0%	0%	0%	0%	0%	0%
Very poor	0%	1%	-1%	0%	0%	0%	0%

4. LOCAL AREA AND SERVICES

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

In relation to local services and facilities, overall satisfaction was very high for CRA respondents. Those who answered 'doesn't exist'/ 'never use' have been excluded from the analysis for questions 10 and 11. Analysis of the proportion of CRA respondents who were 'very satisfied' with these local services was highest in terms of public transport (83%), the fire service (78%), the police service (77%) and sports and leisure facilities (76%). In contrast, CRA respondents were least likely to be very satisfied with the community warden service (10%), employment and advice services (29%) and local youth facilities (33%).



CRA Vs Non CRA

CRA respondents were less likely to be 'very satisfied' with local services than non CRA respondents for all services, with the exception of public transport, where 83% of CRA respondents were very satisfied compared to 81% of non-CRA respondents. Services which revealed the greatest disparities included:

- Community warden service: 73% non CRA vs. 10% CRA;
- Local youth facilities: 57% non CRA vs. 33% CRA;
- Employment and advice services: 51% non CRA vs. 29% CRA.

Variations by CRA

In general, those living in Beechwood, Lochee, Menziehill and Charleston were most likely to be very satisfied with services with respondents living in this area having the highest proportion of respondents being very satisfied for 8 out of the 10 services. On the other hand, Mid Craigie, Linlathen and Douglas were least likely to be very satisfied with respondents living in this area having the lowest percentage of respondents being very satisfied with 6 out of the 10 services. The biggest variations by community regeneration area are illustrated below:

- Refuse collection: 89% of Ardler, St Mary's and Kirkton and Beechwood, Lochee, Menziehill and Charleston respondents were 'very satisfied' compared to 0% in Mid Craigie, Linlathen and Douglas;
- Employment and advice services: 81% of Beechwood, Lochee, Menziehill and Charleston respondents were 'very satisfied' compared to 4% in Mid Craigie, Linlathen and Douglas;
- Local youth facilities: 88% of Beechwood, Lochee, Menziehill and Charleston respondents were 'very satisfied' compared to 8% in Mid Craigie, Linlathen and Douglas and 9% in Ardler, St Mary's and Kirkton;
- Community Warden Service: 100% of Beechwood, Lochee, Menziehill and Charleston 'very satisfied' compared to 0% in Ardler, St Mary's and Kirkton, Fintry, Whitfield and Mill O Mains and Mid Craigie, Linlathen and Douglas.

Variances through time

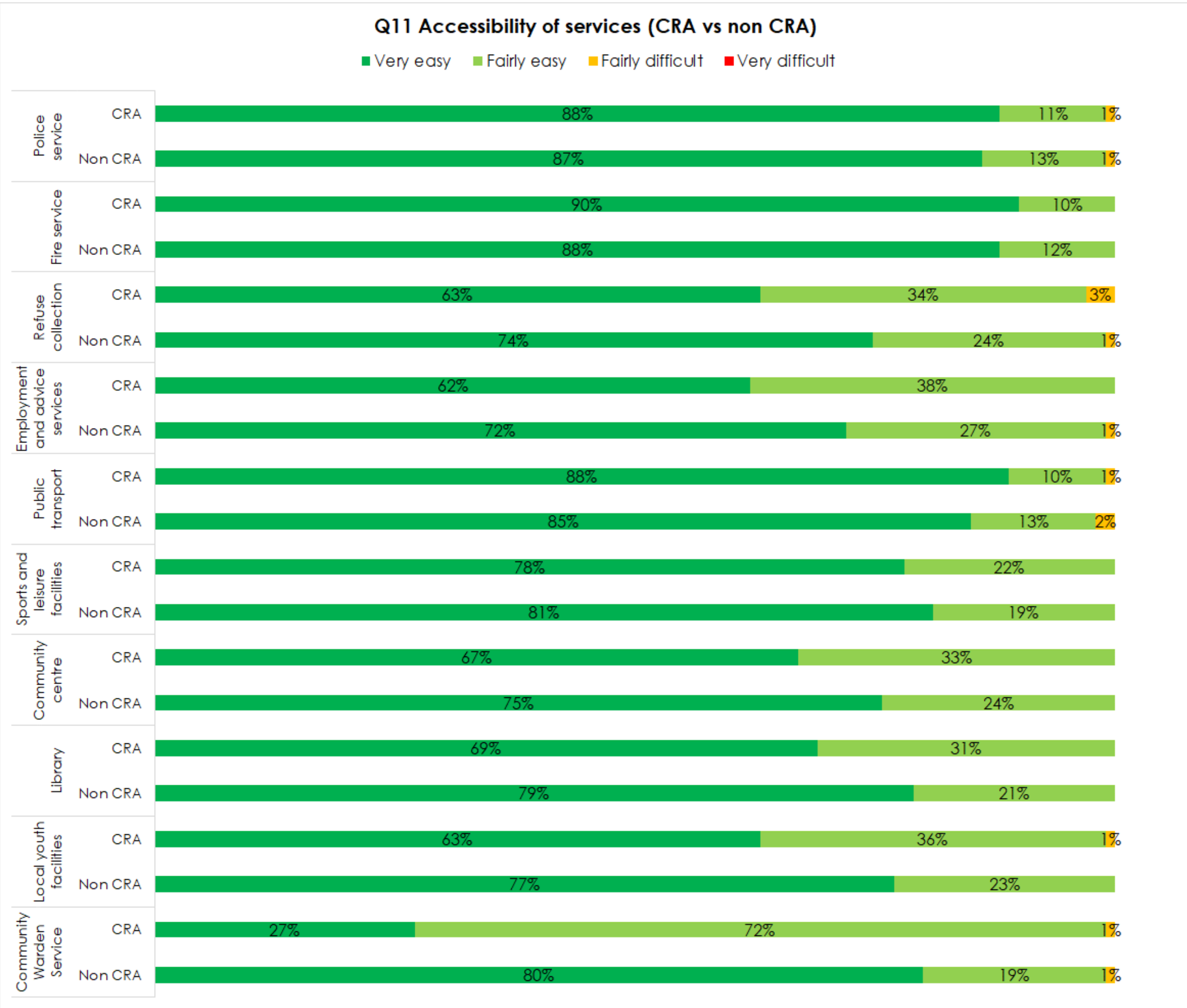
There have been significant increases in the proportion of CRA respondents who were very satisfied with the police service (+10%), the fire service (+10%), public transport (+6%) and sports and leisure facilities (+4%). On the other hand, several services have seen significant decreases in the proportion of CRA respondents who were very satisfied, specifically, refuse collection (-7%), employment and advice services (-29%), local youth facilities (-28%) and the community warden service (-46%).

How satisfied or dissatisfied you are with the following services and facilities in your local area? (% very satisfied)	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Police service	67%	76%	-9%	77%	81%	-4%	10%
Fire service	68%	80%	-12%	78%	83%	-5%	10%
Refuse collection	67%	72%	-5%	60%	70%	-10%	-7%
Employment and advice services	58%	58%	0%	29%	51%	-22%	-29%
Public transport	77%	74%	3%	83%	81%	2%	6%
Sports and leisure facilities	72%	84%	-12%	76%	82%	-6%	4%
Local youth facilities	61%	58%	3%	33%	57%	-24%	-28%
Community warden service	56%	56%	0%	10%	73%	-63%	-46%

In previous surveys the library and the community centre were combined into the same category, whereas they have now been separated into two separate categories and therefore direct comparison to 2018 levels of satisfaction is not possible. 69% of CRA respondents were very satisfied with the community centre and library in 2018. In 2019, 51% were very satisfied with the community centre and 63% were very satisfied with the library.

Please note, the proportion of respondents who stated 'doesn't exist/ never used' has been omitted from these results. Therefore, the base numbers provided for certain services are very small, e.g. the base number for CRA respondents who answered about the community warden service was only 104 and this may explain why the large variation in the proportion of respondents being very satisfied with this service compared to the results for previous years. It should also be noted that while, the proportion of CRA respondents being very satisfied appears to fluctuate when compared to the 2018 results, the proportion of respondents who were very satisfied combined with those who were fairly satisfied has not changed significantly.

In relation to accessibility, respondents were asked how easy it was to access a range of local facilities and services. The proportion of CRA respondents who stated 'doesn't exist/ never used' has been excluded from these results. Services which were most highly rated as being 'very easy to access' were the fire service (90%), the police service (88%) and public transport (88%). On the other hand, the proportion of respondents who said the Community Warden Service was very easy to access (27%) was lower in relation to all other services.



CRA Vs Non CRA

CRA respondents were marginally more likely to say access to the police service, fire service and public transport were very easy. For example:

- The police service: 88% of CRA respondents compared to 87% non CRA respondents;
- The fire service: 90% of CRA respondents compared to 88% non CRA respondents;
- Public transport: 88% of CRA respondents compared to 85% non CRA respondents.

On the other hand, CRA respondents were less likely to rate the following services as being very easy to access than those living in non CRA areas:

- Refuse collection: 74% non CRA vs. 63% CRA;
- Employment and advice services: 72% non CRA vs. 62% CRA;
- Sports and leisure facilities: 81% non CRA vs. 78% CRA;
- Community centre: 75% non CRA vs. 67% CRA;
- Library: 79% non CRA vs. 69% CRA;
- Local youth facilities: 77% non CRA vs. 63% CRA;
- Community Warden Service: 80% non CRA vs. 27% CRA.

Variations by CRA

The proportion of respondents rating each of these services as 'very easy' to access varies most significantly in terms of:

- Employment and advice services: 95% of Ardler, St Mary's and Kirkton respondents compared to 4% of Mid Craigie, Linlathen and Douglas respondents;
- Sports and leisure facilities: 99% of Ardler, St Mary's and Kirkton respondents compared to 21% of Mid Craigie, Linlathen and Douglas respondents;
- Community centre: 98% of Ardler, St Mary's and Kirkton respondents compared to 12% of Mid Craigie, Linlathen and Douglas respondents;
- Library: 89% of Fintry, Whitfield and Mill O Mains respondents compared to 22% of Mid Craigie, Linlathen and Douglas respondents.

Variances through time

The proportion of CRA respondents who stated it was 'very easy' to access these services has increased with regards to the police service (+15%), the fire service (+17%), public transport (+3%) and sports and leisure facilities (+1%). In contrast, the proportion of CRA respondents who said it was very easy to access these services has decreased with regards to refuse collection (-11%), employment and advice services (-14%), local youth facilities (-11%) and the community warden service (-39%).

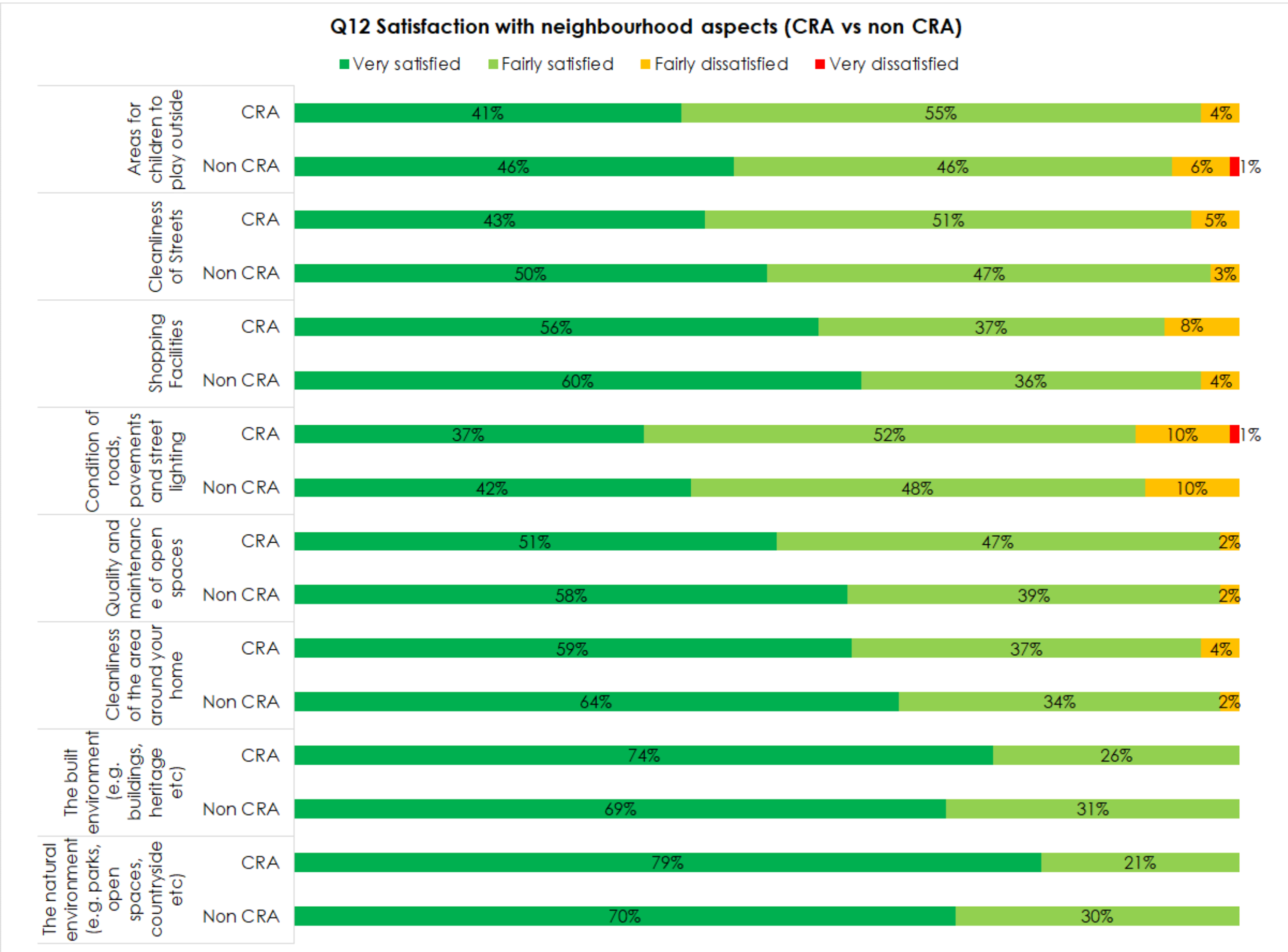
Direct comparison is not possible with regards to the library and community centre as they were previously combined into the same category. In 2018, 77% of CRA respondents said it was very easy to access the library and community centre. In 2019, 69% said it was very easy to access to the library and 67% said it was very easy to access the community centre.

Accessibility of local facilities and services (% very easy)	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Police service	73%	85%	-12%	88%	87%	1%	15%
Fire service	73%	85%	-12%	90%	88%	2%	17%
Refuse collection	74%	82%	-8%	63%	74%	-11%	-11%
Employment and advice services	76%	77%	-1%	62%	72%	-10%	-14%
Public transport	85%	87%	-2%	88%	85%	3%	3%
Sports and leisure facilities	77%	86%	-9%	78%	81%	-3%	1%
Local youth facilities	74%	79%	-5%	63%	77%	-14%	-11%
Community warden service	66%	81%	-15%	27%	80%	-53%	-39%

Care should be taken when interpreting the results for 2019 compared to 2018 due to the smaller numbers involved in analysis as the proportion who stated 'doesn't exist/ never used' was excluded from the results. For example, the base values varied from 126 for CRA respondents who answered about the Community Warden Service to 497 for refuse collection in 2019.

4.2 Satisfaction with aspects of the neighbourhood (Q12)

In terms of neighbourhood aspects, CRA respondents were most likely to be very satisfied with the natural environment (79%) and the built environment (74%) of their neighbourhood.



Please note, those who answered don't know to this question have been excluded from this analysis.

CRA Vs Non CRA

In general, satisfaction with various aspects of the neighbourhood is higher for non CRA respondents than those living in CRA areas. For example:

- Areas for children to play outside: 46% non CRA vs. 41% CRA;
- Cleanliness of Streets: 50% non CRA vs. 43% CRA;
- Shopping Facilities: 60% non CRA vs. 56% CRA;
- Condition of roads, pavements and street lighting: 42% non CRA vs. 37% CRA;
- Quality and maintenance of open spaces: 58% non CRA vs. 51% CRA;
- Cleanliness of the area around your home: 64% non CRA vs. 59% CRA.

In contrast, CRA respondents were more likely to be very satisfied with the following aspects:

- The built environment (e.g. buildings, heritage etc): 74% CRA vs. 69% non CRA;
- The natural environment (e.g. parks, open spaces, countryside etc): 79% CRA v. 70% non CRA.

Variations by CRA

In general, those living in Beechwood, Lochee, Menziehill and Charleston were most likely to be very satisfied with all services, while those living in Mid Craigie, Linlathen and Douglas were least likely. For example:

- Cleanliness of streets: 83% of Beechwood, Lochee, Menziehill and Charleston respondents were very satisfied compared to 1% of respondents living in Mid Craigie, Linlathen and Douglas.
- Condition of roads, pavements and street lighting: 72% of Beechwood, Lochee, Menziehill and Charleston respondents were very satisfied compared to 2% of respondents living in Mid Craigie, Linlathen and Douglas.
- Quality and maintenance of open spaces: 84% of Beechwood, Lochee, Menziehill and Charleston respondents were very satisfied compared to 7% of respondents living in Mid Craigie, Linlathen and Douglas.

Variances through time

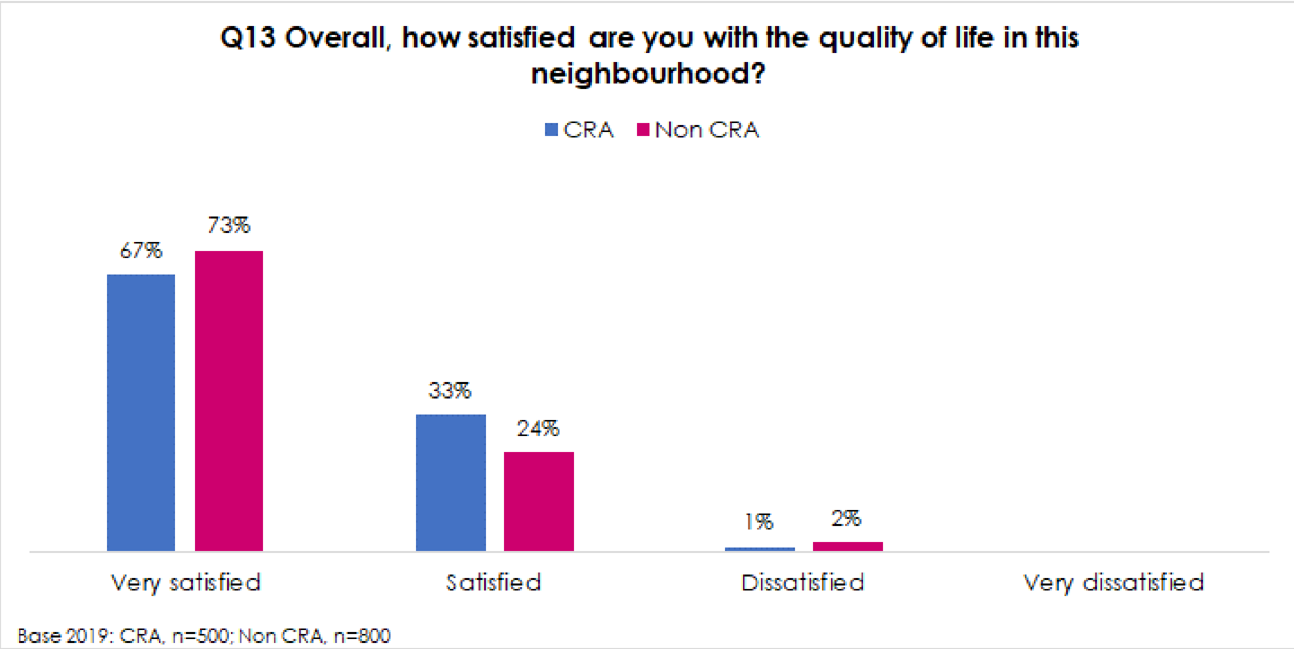
The proportion of CRA respondents who were very satisfied with each neighbourhood aspect has decreased for almost all aspects since 2018, with the exception of the built environment and natural environment which have increased since the previous survey. The largest decreases can be seen regarding the cleanliness of streets (-18%), the condition of roads, pavements and street lighting (-18%) and the quality and maintenance of open spaces (-16%). This decrease in satisfaction levels is not limited to CRA respondents however, as the proportion of non-CRA respondents who were very satisfied has decreased for all aspects since the 2018 survey.

CRA respondents were more likely to be very satisfied with the built environment (-4%) and the natural environment (+8%) of their neighbourhood, compared to the 2018 results. While these aspects seen significant decreases for non CRA respondents, decreasing by 12 percentage points for the built environment and 14% for the natural environment since the previous survey.

How satisfied are you with the following in this neighbourhood? (% very satisfied)	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Areas for children to play outside	52%	59%	-7%	41%	46%	-5%	-11%
Cleanliness of Streets	61%	67%	-6%	43%	50%	-7%	-18%
Shopping Facilities	66%	66%	0%	56%	60%	-4%	-10%
Condition of roads, pavements and street lighting	55%	50%	5%	37%	42%	-5%	-18%
Quality and maintenance of open spaces	67%	76%	-9%	51%	58%	-7%	-16%
Cleanliness of the area around your home	66%	77%	-11%	59%	64%	-5%	-7%
The built environment	70%	81%	-11%	74%	69%	5%	4%
The natural environment	71%	84%	-13%	79%	70%	9%	8%

4.3 Neighbourhood quality of life (Q13)

With regards to the quality of life in their neighbourhood, 99% of CRA respondents were satisfied in this respect.



CRA Vs Non CRA

CRA respondents were less likely to be 'very satisfied' with the quality of life in their neighbourhood (67%) than non CRA respondents (73%).

Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (80%) were more likely to be 'very satisfied' with the quality of life in their neighbourhood than those who live in Mid Craigie, Linlathen and Douglas (44%).

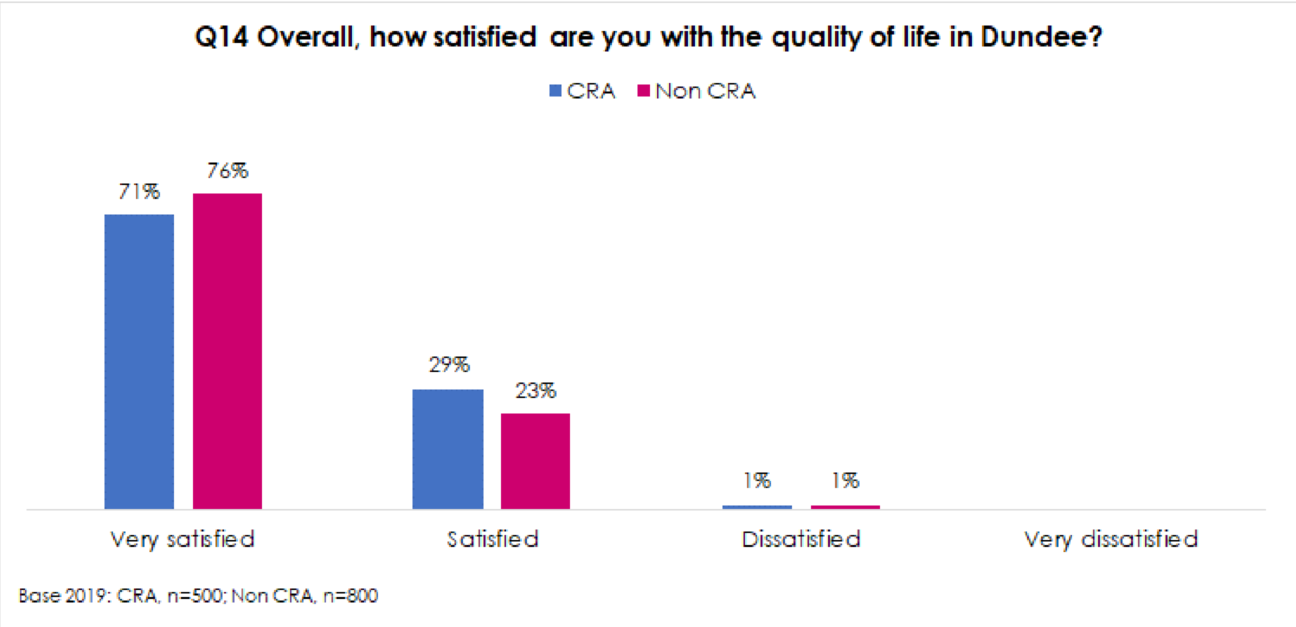
Variations through time

The proportion of CRA respondents who were very satisfied with the quality of life in their neighbourhood has decreased by 10 percentage points, from 77% in 2018 to 67% in 2018. However, non CRA respondents who were very satisfied with the quality of life in their neighbourhood has also decreased by 15 percentage points, from 88% in 2018 to 73% in 2019.

Overall, how satisfied are you with the quality of life in this neighbourhood							
	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very satisfied	77%	88%	-11%	67%	73%	-6%	-10%
Satisfied	23%	11%	12%	33%	24%	9%	10%
Dissatisfied	0%	0%	0%	1%	2%	-1%	1%
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%

4.4 Dundee quality of life (Q14)

In terms of the quality of life in Dundee, overall satisfaction is high, with 99% of CRA respondents stating they were very satisfied or satisfied with the quality of life in Dundee.



CRA Vs Non CRA

CRA respondents were less likely to state they were 'very satisfied' with the quality of life in Dundee (71%) than non CRA respondents (76%).

Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (84%) and Beechwood, Lochee, Menziehill and Charleston (83%) were most likely to be 'very satisfied' with the quality of life in Dundee while those who live in Mid Craigie, Linlathen and Douglas (47%) were least likely.

Variances through time

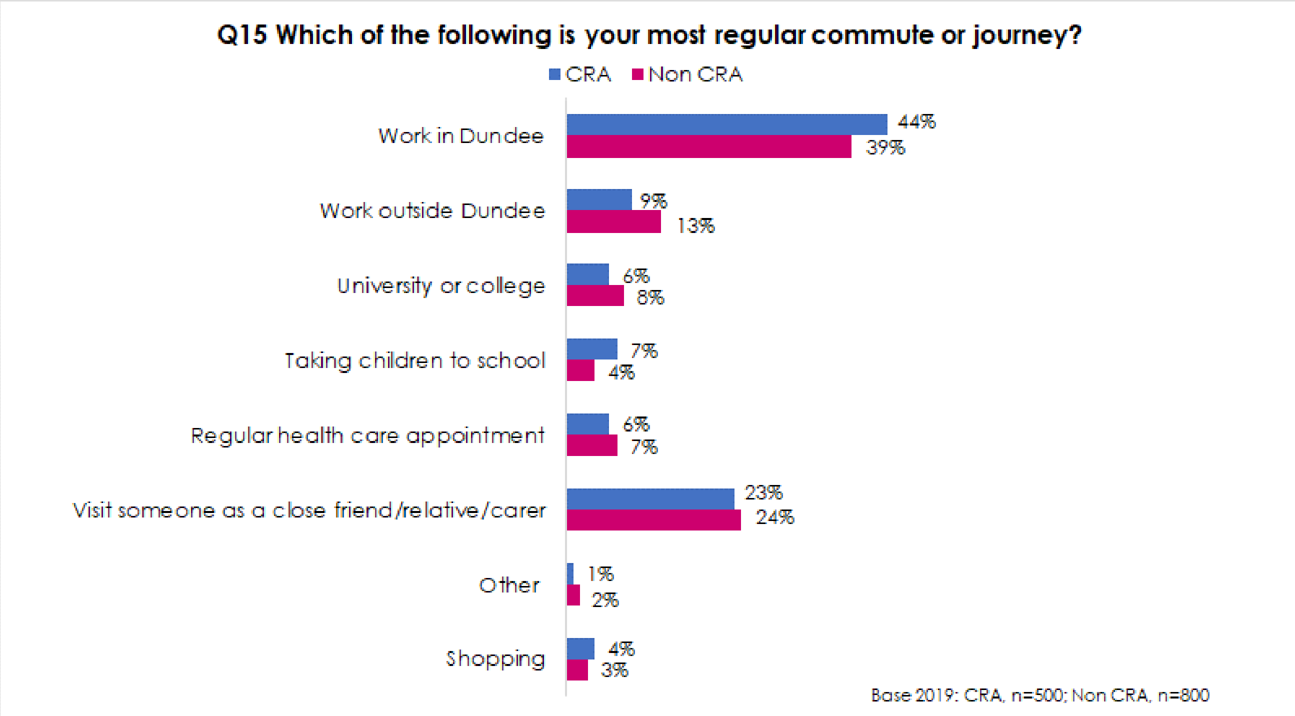
The proportion of respondents who were very satisfied with the quality of life in Dundee has decreased for both CRA (-8%) and non CRA (-13%) respondents since the 2018 survey.

Overall, how satisfied are you with the quality of life in Dundee?							
	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very satisfied	79%	89%	-10%	71%	76%	-5%	-8%
Satisfied	20%	10%	10%	29%	23%	6%	9%
Dissatisfied	1%	1%	0%	1%	1%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%	0%	0%

5. TRAVEL AND TRANSPORT

5.1 Most regular commute (Q15)

When asked about their most regular commute or journey, CRA respondents were most likely to say this was to travel to work in Dundee (44%) or to visit someone such as a friend or relative (23%).



CRA Vs Non CRA

There is no significant difference between the proportion of respondents who said their most regular commute was to work whether respondents lived in a community regeneration area (53%) or a non-community regeneration area (52%). However, CRA respondents were more likely to say they commute to work inside Dundee (44%) than non CRA respondents (39%), while non CRA respondents (13%) were more likely to say they commute to work outside of Dundee than CRA respondents (9%).

Variations by CRA

The results to this question vary significantly by community regeneration area. The biggest differences can be seen with regards to:

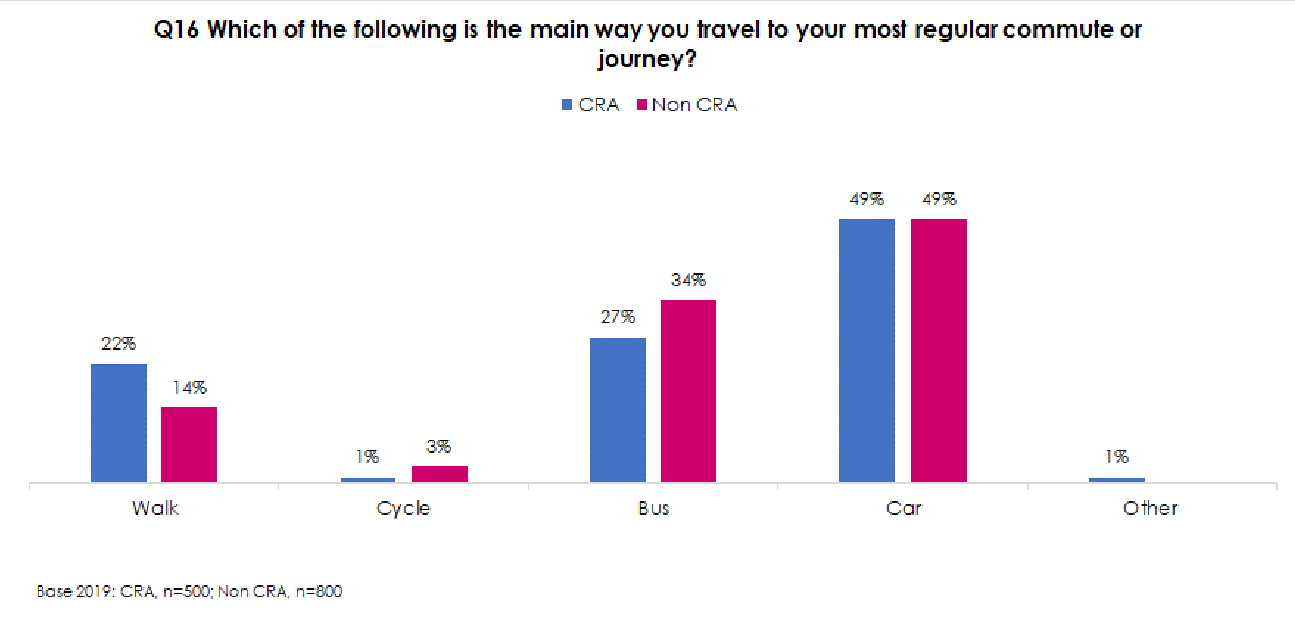
- Commuting to work (both inside and outside of Dundee): 57% for Ardler, St Mary's and Kirkton compared to 49% for Mid Craigie, Linlathen and Douglas;
- University or college: 12% for Coldside and Maryfield compared to 0% for Mid Craigie, Linlathen and Douglas;
- Visiting someone: 33% in Mid Craigie, Linlathen and Douglas compared to 15% in Beechwood, Lochee, Menziehill and Charleston;

Variances through time

This is the first time this question has been asked and therefore comparisons to previous results is not possible.

5.2 Main method of transport (Q16)

CRA respondents were most likely to say the main way they travel on their most regular commute is by car (49%), followed by bus (27%), walking (22%) and cycling (1%).



CRA Vs Non CRA

The same proportion of CRA (49%) and non CRA (49%) respondents said the main way they travel on their most regular commute is by car. CRA respondents were more likely to say the main way they commute is by walking (22%) than non CRA respondents (14%), while non CRA respondents (34%) were more likely to travel by bus than CRA respondents (27%).

Analysis of most regular commute by method of commute reveals further disparities. Most significantly in relation to:

- Those who lived in a community regeneration area were more than twice as likely to say they walk to their work (25%) than those who lived in a non-community regeneration area (12%);
- Respondents who lived in a non CRA area (26%) were more likely to get the bus to visit someone than those who lived in a CRA area (18%).

Variations by CRA

The results to this question vary significantly by community regeneration area. The biggest differences can be seen with regards to:

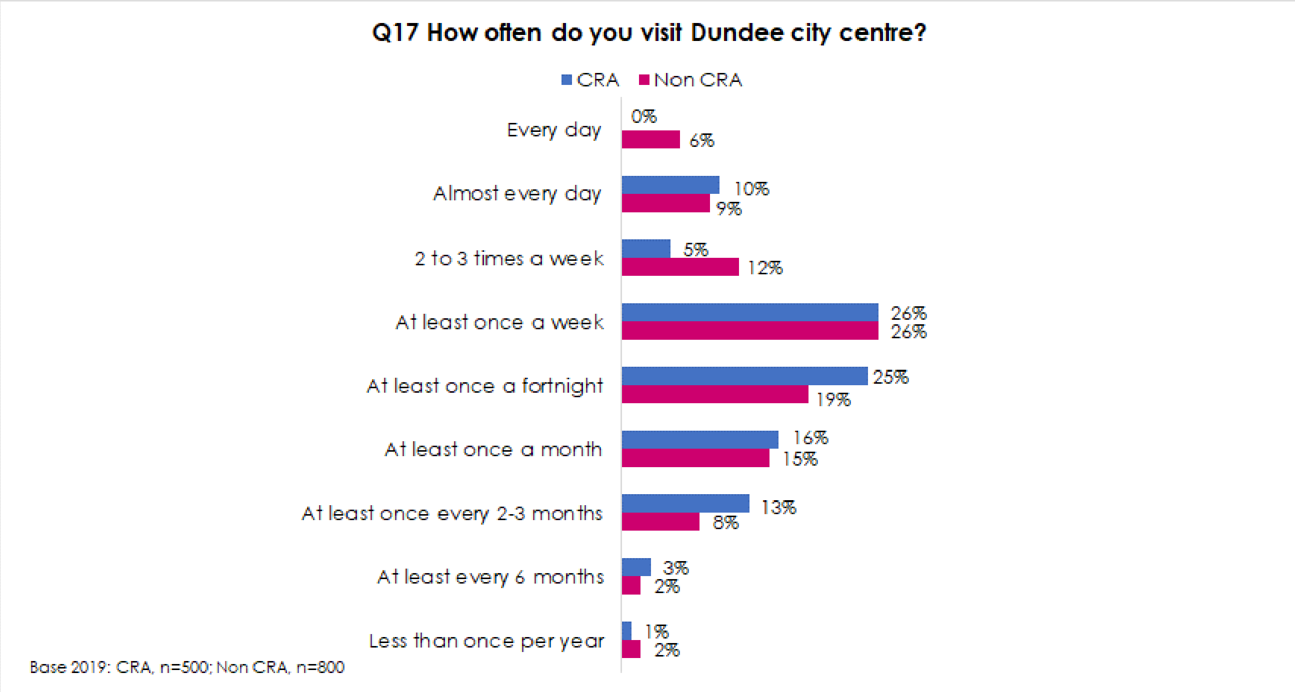
- Walking: Significantly more Mid Craigie, Linlathen and Douglas respondents (43%) said they make their most regular commute by walking than Ardler, St Mary's and Kirkton respondents (11%);
- Bus: Beechwood, Lochee, Menziehill and Charleston respondents (38%) were significantly more likely to say they make their most regular commute by bus than Mid Craigie, Linlathen and Douglas respondents (4%);
- Car: Fintry, Whitfield and Mill O Mains respondents (61%) were most likely to make their most regular journey by car, while Beechwood, Lochee, Menziehill and Charleston respondents (40%) were least likely.

Variances through time

This is the first time this question has been asked and therefore comparisons to previous results is not possible.

5.3 Visiting Dundee City Centre (Q17)

When asked how often they visit Dundee City Centre, CRA respondents were most likely to say at least once a week (26%), at least once a fortnight (25%) or at least once a month (16%).



CRA Vs Non CRA

CRA respondents were significantly less likely to say they visit Dundee City Centre at least once a week or more (41%) than non CRA respondents (53%).

Variations by CRA

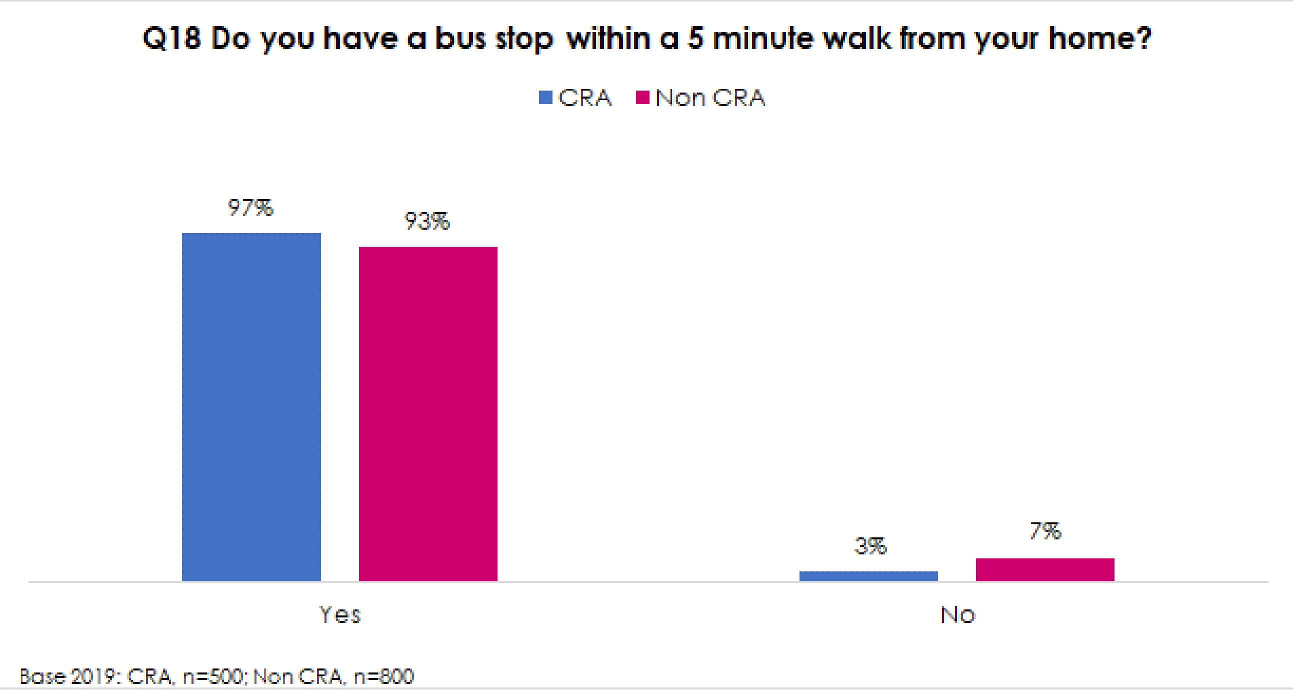
More than half of Coldside and Maryfield respondents (52%) said they visit Dundee City Centre at least once a week or more. This is significantly more than any other CRA area (ranging from 36% to 38%).

Variances through time

This is the first time this question has been asked and therefore comparisons to previous results is not possible.

5.4 Public transport (Q18-20)

Respondents were then asked a number of questions on the topic of public transport. Firstly, when asked if they have a bus stop within a 5-minute walk from their home, 97% of respondents living in CRA areas stated 'yes' compared to 93% of those living in non CRA areas.



Variations by CRA

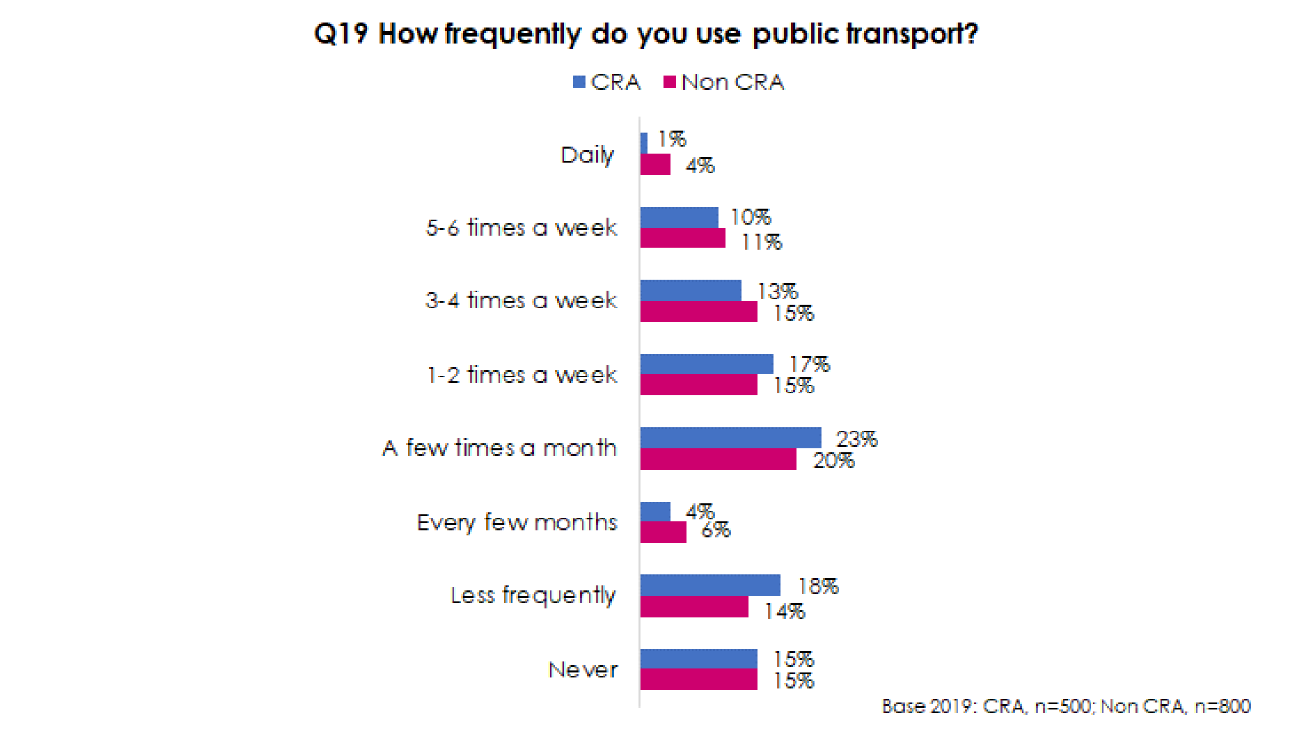
Ardler, St Mary's and Kirkton (92%) were least likely to say they had a bus stop within a 5-minute walk from their home, while Mid Craigie, Linlathen and Douglas (100%) were the most likely.

Variances through time

The results of this question have not changed significantly since the 2018 survey.

Do you have a bus stop within a 5 minute walk from your home?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2018	CRA 2018/2019 Difference
Yes	98%	94%	4%	97%	93%	4%	-1%
No	2%	6%	-4%	3%	7%	-4%	1%

Respondents living in CRA areas were less likely to use public transport on a weekly basis (41%) than those living in non CRA areas (45%).



Variations by CRA

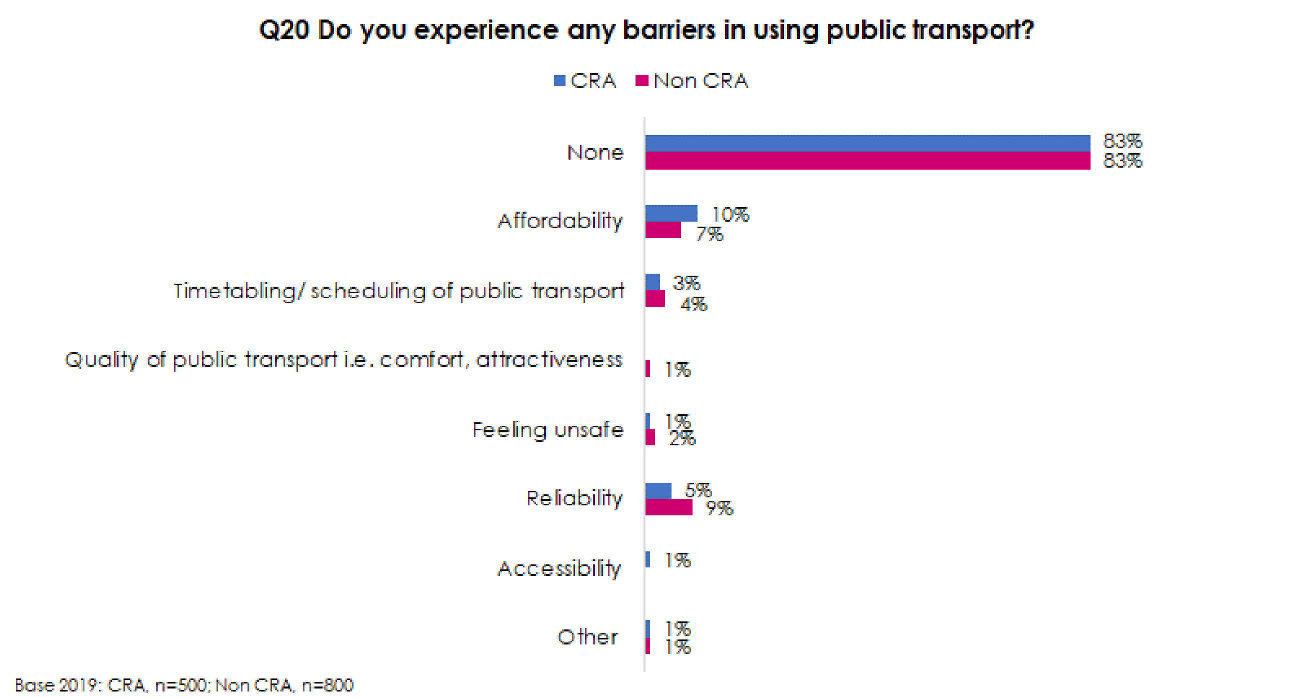
Those living in Coldside and Maryfield (51%) were the most likely to use public transport on a weekly basis while Mid Craigie, Linlathen and Douglas respondents (26%) were least likely. Respondents in Ardler, St Mary's and Kirkton (27%) were most likely to say they never use public transport, while Mid Craigie, Linlathen and Douglas respondents (8%) were the least likely.

Variances through time

The proportion of CRA respondents who used public transport at least once a week has decreased significantly, from 56% in 2018 to 41% in 2019.

How frequently do you use public transport?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Daily	5%	5%	0%	1%	4%	-3%	-4%
5-6 times a week	12%	9%	3%	10%	11%	-1%	-2%
3-4 times a week	19%	8%	11%	13%	15%	-2%	-6%
1-2 times a week	20%	17%	3%	17%	15%	2%	-3%
A few times a month	7%	8%	-1%	23%	20%	3%	16%
Every few months	3%	6%	-3%	4%	6%	-2%	1%
Less frequently	6%	11%	-5%	18%	14%	4%	12%
Never	28%	36%	-8%	15%	15%	0%	-13%

In terms of barriers to usage of public transport, respondents were most likely to cite affordability (10% of those living in CRA areas and 7% of those living in non CRA areas) and reliability (5% of those living in CRA areas and 9% of those living in non CRA areas) as issues.



Variations by CRA

The affordability of public transport was considered to be more of a barrier for those living in Mid Craigie, Linlathen and Douglas (12%), Ardler, St Mary's and Kirkton (11%) and Coldside and Maryfield (10%) and Beechwood, Lochee, Menziehill and Charleston (9%) than in Fintry, Whitfield and Mill O Mains (6%). Reliability was of most concern in Fintry, Whitfield and Mill O Mains (14%) and least concern in Mid Craigie, Linlathen and Douglas (0%).

Variances through time

The proportion of respondents who stated they experience no barriers to usage of public transport has decreased by 10% for CRA respondents and 9% for non-CRA respondents since the 2018 survey.

Do you experience any barriers in using public transport?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
None	93%	92%	1%	83%	83%	0%	-10%
Affordability	4%	5%	-1%	10%	7%	3%	6%
Timetabling/ scheduling of public transport	1%	2%	-1%	3%	4%	-1%	2%
Quality of public transport i.e. comfort, attractiveness	0%	0%	0%	0%	1%	-1%	0%
Feeling unsafe	0%	0%	0%	1%	2%	-1%	1%
Reliability	1%	1%	0%	5%	9%	-4%	4%
Accessibility (please explain)	1%	1%	0%	1%	0%	1%	0%
Other	0%	0%	0%	1%	1%	0%	1%

6. COMMUNITY PARTICIPATION

6.1 Community activities (Q21/22)

Respondents were then asked whether they were aware of community activities and organisations and whether they take part in these activities or organisations. As can be seen from the table below, there was no significant difference in terms of the proportion of respondents who stated they were not aware of any community activity or organisation regardless of whether respondents lived in a CRA (44%) or non CRA area (43%).

Q21a Can you tell me firstly, if you are aware of any of these in this area?		
	CRA 2019	Non CRA 2019
Unweighted base	500	800
School clubs and groups	39%	41%
Youth clubs and activities	39%	40%
Community groups	46%	47%
Community events	44%	47%
None	44%	43%

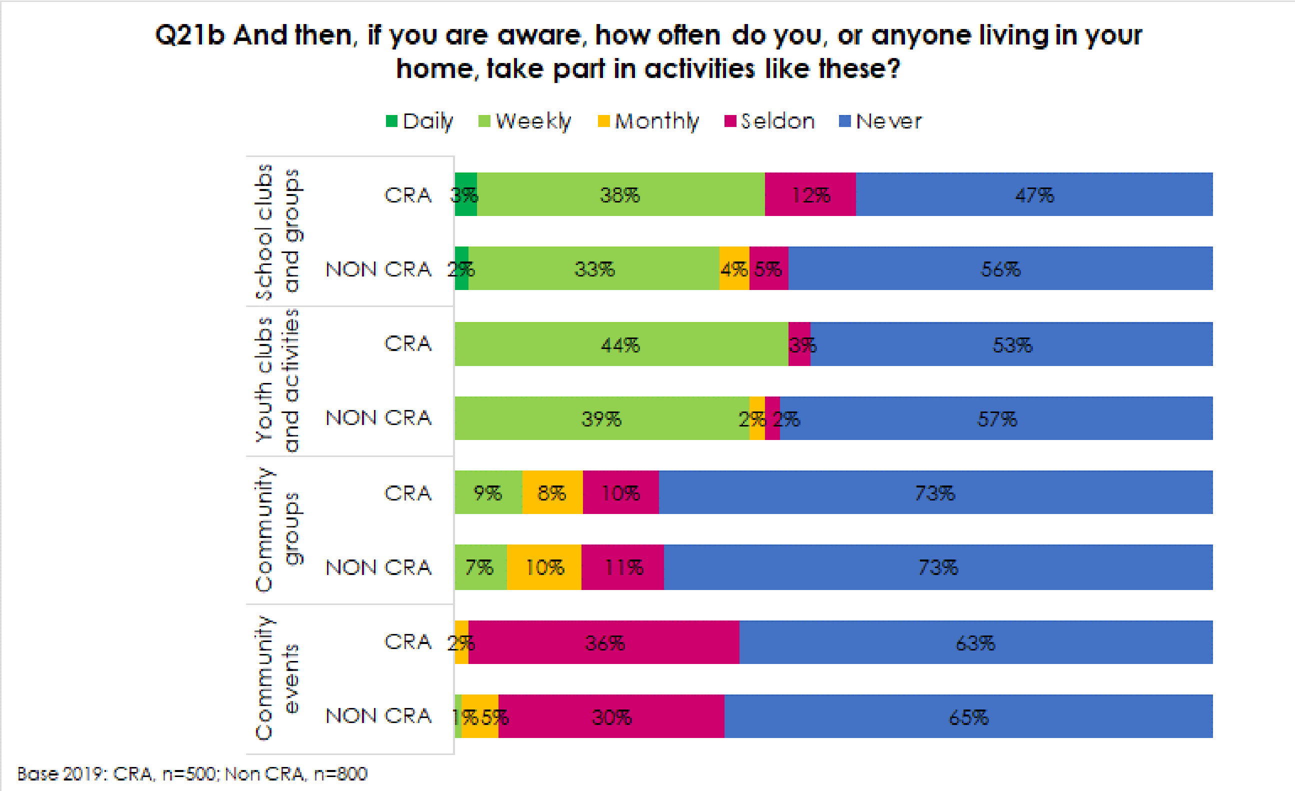
Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (62%) were significantly more likely to say they were unaware of any of these community activities or organisations than those who lived in Mid Craigie, Linlathen and Douglas (6%).

Variances through time

This question has been abbreviated for the 2019 survey, and therefore direct comparison to previous survey results is not possible.

In terms of taking part in these activities and organisations, participants who lived in a community regeneration area were more likely to take part in school clubs and groups (41%), youth clubs and activities (44%) and community groups (9%) on a daily or weekly basis than non-CRA participants (35%, 39% and 7% respectively).



Variations by CRA

Analysis by CRA area revealed the following disparities in terms of the proportion of respondents who said they take part in these activities or organisations on a daily or weekly basis:

- School clubs and groups: 57% for Fintry, Whitfield and Mill O Mains compared to 24% in Beechwood, Lochee, Menziehill and Charleston;
- Youth clubs and activities: 81% for Fintry, Whitfield and Mill O Mains compared to 25% for Coldside and Maryfield;
- Community groups: 37% for Ardler, St Mary's and Kirkton compared to 2% for Coldside and Maryfield.

Please note the base numbers for this analysis are very low and caution should be taken when interpreting these results.

Variances through time

This question has been abbreviated for the 2019 survey, and therefore direct comparison to previous survey results is not possible.

Respondents were then asked whether they have given up any time, unpaid, to work for or help any groups or organisations in the last 12 months. As can be seen from the table below, 17% of CRA respondents answered yes to this question, compared to 16% of non CRA respondents. The results to this question have not changed significantly since the 2018 survey.

Have you provided voluntary/unpaid help to any organisations/individuals within the last 12 months?							
	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Yes	17%	23%	-6%	17%	16%	1%	0%
No	83%	77%	6%	83%	84%	-1%	0%

Variations by CRA

The proportion of respondents who said they had given up time to work for unpaid or help a group or organisation in the last 12 months ranged from 11% for Coldside and Maryfield to 27% for Mid Craigie, Linlathen and Douglas.

In terms of the types of groups or organisations participants had given their time to, CRA respondents were most likely to say this was for children's groups (22%),

Q22 Have undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?			
	Average	CRA	Non CRA
Unweighted base	**221**	**89**	**132**
School children e.g. school trips, sports days, discos, in the classroom	20%	17%	22%
Youth groups/ children's activities outside of school	19%	15%	22%
Children's group - e.g. playgroup, mothers and toddlers	18%	22%	16%
Church, religion or faith-based group	16%	13%	18%
Coaching or organising sport or exercise	11%	11%	11%
Hobbies/ recreation/ arts/ social club	11%	12%	11%
The elderly	7%	6%	7%
Local community group/ neighbourhood association/ community council	4%	2%	5%
Health disability or social welfare group or organisation	2%	2%	1%
Safety/ first aid	2%	1%	2%
The environment/ animals	2%	2%	2%
Public service - e.g. school, hospital, police, local government service	1%	-	1%
Professional society	1%	-	2%
Wildlife protection	1%	-	2%
None	0%	1%	-

Please note small base numbers for this analysis.

6.2 Cultural activities and events (Q22)

CRA respondents were most likely to say they have been to the cinema (37%), the library (30%) or a music performance or event (29%) in Dundee.

Q23 In the last 12 months have you been to any of these events or places in Dundee?			
	Average	CRA	Non CRA
Unweighted base	**1300**	**500**	**800**
Cinema	39%	37%	40%
Museum/arts/gallery	12%	16%	11%
Theatre/performing arts	12%	15%	10%
Historical place e.g. castle, stately home and grounds, battle or archaeology site	4%	1%	5%
Music performance/event	27%	29%	27%
Library, including mobile or online	26%	30%	24%
None	28%	27%	29%

CRA Vs Non CRA

CRA respondents (73%) were slightly more likely to say they have been to at least one of the listed place or events in Dundee than non CRA respondents (71%). The biggest difference can be seen regarding visiting the library with 30% of CRA respondents stating they have been to the library compared to 24% of non CRA respondents.

Variations by CRA

Analysis by CRA area reveals Mid Craigie, Linlathen and Douglas respondents (94%) were most likely to say they have been to at least one place or event in Dundee while Beechwood, Lochee, Menziehill and Charleston (58%) were the least likely.

Variations through time

This question has been abbreviated for the 2019 survey, and therefore direct comparison to previous survey results is not possible.

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

Those who had not taken part in any community activities or organisations were asked to provide reasons why this was the case. The main reasons given by CRA respondents were that they were simply not interested (66%), followed by health or access issues (19%).

Please note very low base numbers for this analysis.

Q24 If you have not taken part in any community activities or organisations, can you tell me why this is?			
	Average	CRA	Non CRA
Unweighted base	**192**	**78**	**114**
Cost	13%	7%	17%
Getting there	1%	1%	1%
Not interested	62%	66%	60%
Lack of information	4%	4%	3%
Health/access issues	18%	19%	17%
Confidence/safety issues	0%	1%	-
Other	7%	7%	7%

CRA Vs Non CRA

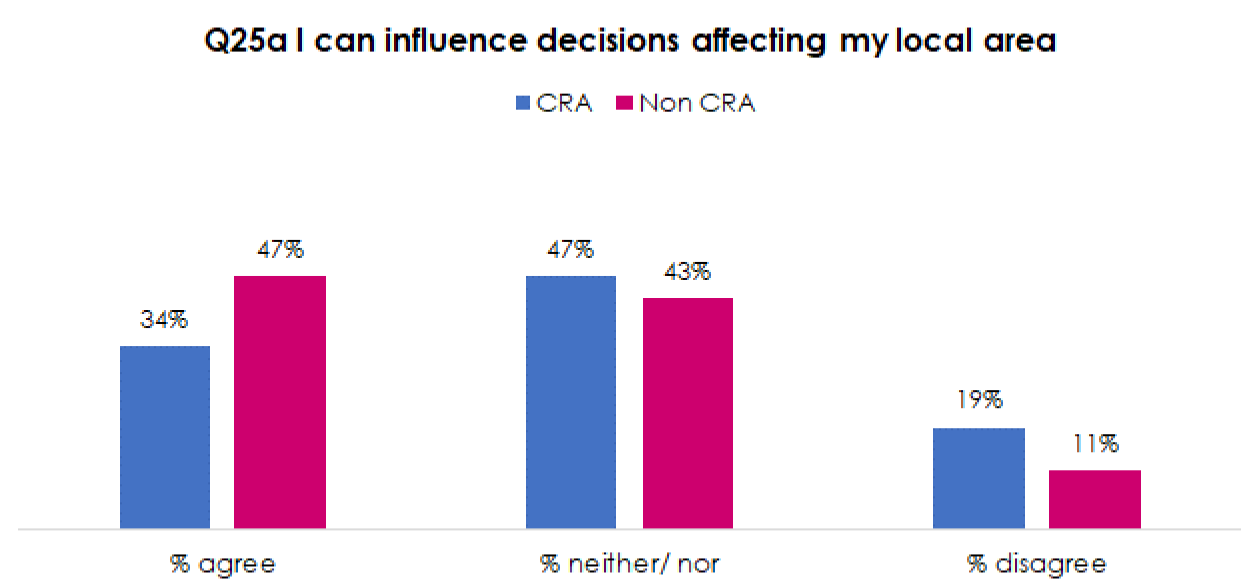
As can be seen from the table above, cost was cited by more non CRA respondents (17%) than CRA respondents (7%) while health and access issues were slightly more of a concern for CRA respondents (19%) than non-CRA respondents (17%).

Variations by CRA

As base numbers for this question are very low, analysis by CRA areas would not be statistically significant.

6.4 Influencing decisions (Q25)

Respondents were asked the extent to which they felt that *they* had an influence over decisions which affect their local area. 34% of CRA respondents agreed that they can influence decisions affecting their local area, compared to 47% who neither agreed nor disagreed. And 19% who disagreed. Please note respondents who stated they had no opinion have been omitted from this analysis.



Base 2019: CRA, n=384; Non CRA, n=613

CRA Vs Non CRA

Those who live in a non-community regeneration area (47%) were significantly more likely to agree that they can influence decisions affecting their local area than those who do live in a community regeneration area (34%).

Variations by CRA

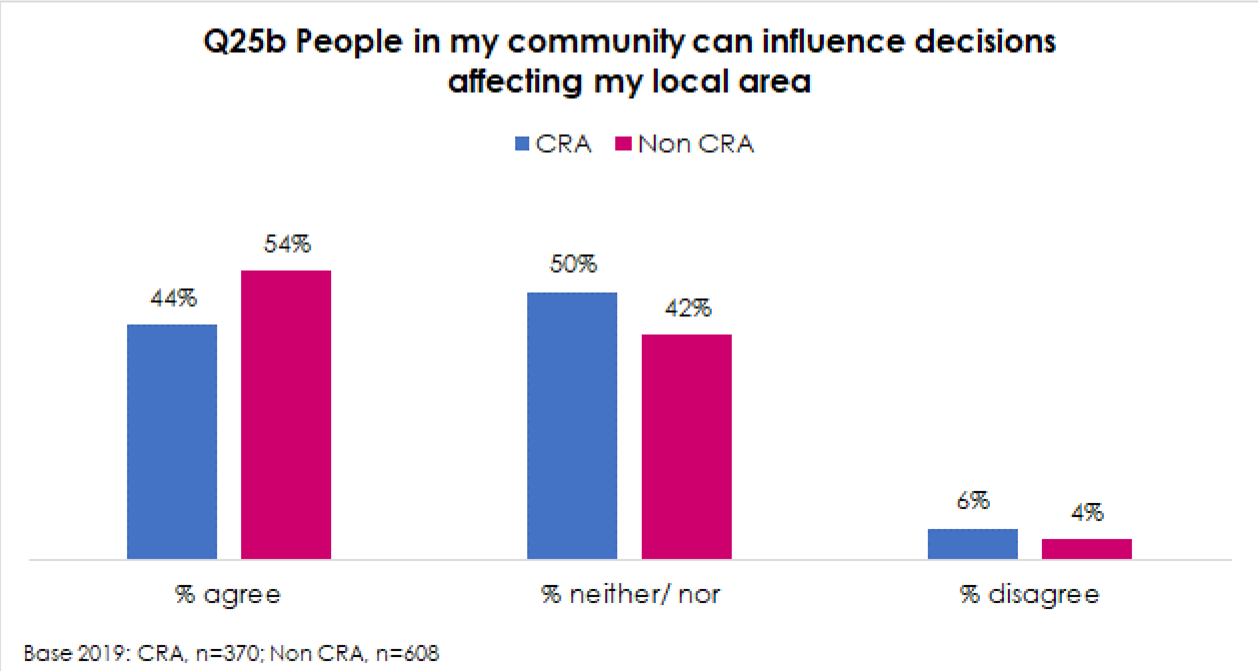
Respondents who lived in Ardler, St Mary's and Kirkton (61%) were most likely to agree with this statement while those who lived in Mid Craigie, Linlathen and Douglas (8%) were least likely.

Variances through time

The proportion of CRA respondents who agreed with this statement has decreased from 40% in 2018 to 34% in 2019.

I can influence decisions affecting my local area	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Strongly agree/ tend to agree	40%	42%	-2%	34%	47%	-13%	-6%
Neither agree nor disagree	31%	32%	-1%	47%	43%	4%	16%
Strongly disagree/ tend to disagree	28%	27%	1%	19%	11%	8%	-9%

Following on from this, respondents were asked to state the extent to which they agreed or disagreed that *people* in their community can influence decisions affecting their local area. 44% of CRA respondents agreed that people in their community were able to influence decisions compared to 50% who neither agreed nor disagreed and 6% who disagreed. Please note respondents who stated they had no opinion have been omitted from this analysis.



CRA Vs Non CRA

Those who live in a non-community regeneration area (54%) were significantly more likely to agree that they can influence decisions affecting their local area than those who do live in a community regeneration area (44%).

Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (78%) were most likely to agree with this statement while those who lived in Mid Craigie, Linlathen and Douglas (8%) were least likely.

Variances through time

The proportion of CRA respondents who agreed with this statement has decreased from 52% in 2018 to 44% in 2019. The gap between CRA respondents and non CRA respondents who agreed with this statement has increased from -4% in 2018 to -10% in 2019.

People in my community can influence decisions affecting my local area

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Strongly agree/ tend to agree	52%	56%	-4%	44%	54%	-10%	-8%
Neither agree nor disagree	36%	36%	0%	50%	42%	8%	14%
Strongly disagree/ tend to disagree	13%	8%	5%	6%	4%	2%	-7%

6.5 Main issues for children and young people (Q26)

Respondents were then asked what they believed to be the main issues for children and young people in their area. CRA respondents were most likely to say they did not know (43%), there were no issues (14%) and lack of employment or job opportunities (11%).

Q25 What, in your opinion, are the main issues for children and young people in your area?			
	Average	CRA	Non CRA
Unweighted base	**1300**	**500**	**800**
Don't know	45%	43%	45%
Nothing/ no issues	18%	14%	19%
Lack of employment/ job opportunities	10%	11%	9%
Boredom/ nothing to do	5%	5%	5%
Lack of facilities e.g. clubs/ play areas/ football pitches	5%	5%	5%
Poverty/ lack of money/ cost of living	5%	8%	4%
Alcohol/ drugs	3%	3%	3%
Unemployment	3%	5%	2%
Other	3%	3%	3%
Brexit/ current political climate	3%	2%	3%
Housing	1%	2%	1%
Climate change	1%	1%	1%
Online safety/ too much time spent online	1%	1%	1%
Peer pressure	1%	1%	1%
Lack of discipline/ parental control	0%	-	0%

CRA Vs Non CRA

The biggest differences between CRA and non CRA responses included:

- Nothing/ no issues: 14% of CRA respondents compared to 19% of non CRA respondents;
- Poverty/ lack of money/ cost of living: 8% of CRA respondents compared to 4% of non CRA respondents.

Variations by CRA

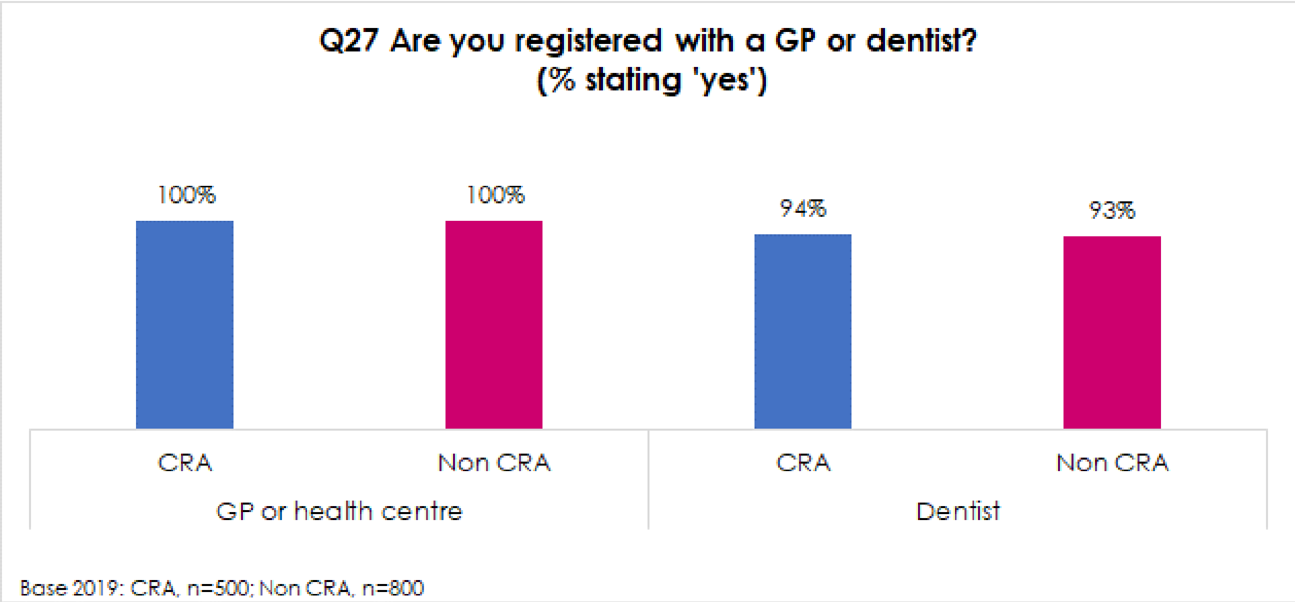
The results to this question vary significantly by community regeneration area. The biggest differences can be seen with regards to:

- Unemployment: 12% in Mid Craigie, Linlathen and Douglas and 8% in Coldside and Maryfield compared to 0% to 1% for other areas;
- Lack of facilities e.g. clubs/ play areas: 11% in Ardler, St Mary's and Kirkton and 10% in Fintry, Whitfield and Mill O Mains compared to 0% to 3% elsewhere;
- Lack of employment/ job opportunities: 21% in Mid Craigie, Linlathen and Douglas compared to 6% to 10% for other areas;
- Poverty/ lack of money/ cost of living: 14% in Coldside and Maryfield and 11% for Mid Craigie, Linlathen and Douglas compared to 2% to 5% for other areas.

7. HEALTH

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

100% of CRA respondents said they were registered with a GP and 94% said they were registered with a dentist.



CRA Vs Non CRA

The 2019 results to this question do not vary significantly for CRA respondents versus non CRA respondents.

Variations by CRA

The percentage of respondents registered with a GP or health centre does not vary significantly when analysed by the five community regeneration areas. However, all respondents living in Mid Craigie, Linlathen and Douglas (100%) said they were registered with a dentist compared to 88% in Ardler, St Mary's and Kirkton and 87% in Fintry, Whitfield and Mill O Mains.

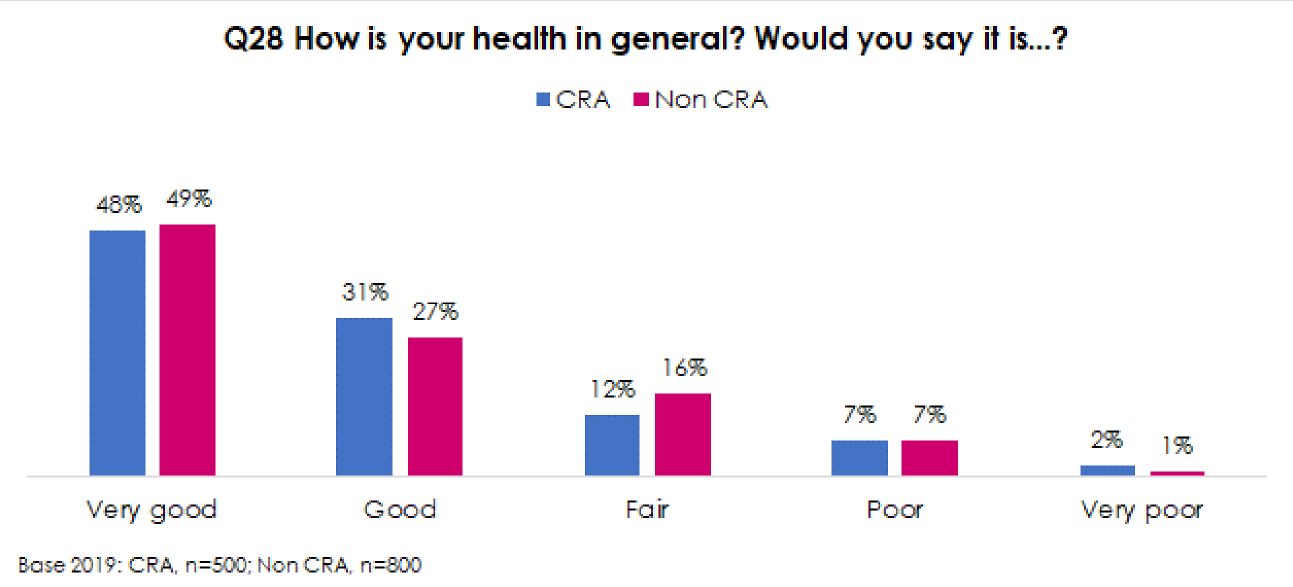
Variances through time

The proportion of CRA respondents registered with a GP/ health centre or with a dentist has not changed significantly since 2018 and neither has the gap between CRA and non CRA respondents who are registered with a GP or dentist.

Are you registered with...	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
A GP or health centre	99%	99%	0%	100%	100%	0%	1%
A dentist	94%	94%	0%	94%	93%	1%	0%

7.2 Rating of health overall (Q28)

Just under 8 in 10 CRA respondents (79%) rated their health as good or very good. This is compared to 12% who rated their health fair and 9% who rated their health as poor or very poor.



CRA Vs Non CRA

CRA respondents were more likely to rate their health as very good or good (79%) than non CRA respondents (76%).

Variations by CRA

Respondents who lived in Fintry, Whitfield and Mill O Mains (56%) were most likely to rate their health as 'very good' while respondents who lived in Mid Craigie, Linlathen and Douglas (39%) were the least likely.

Variances through time

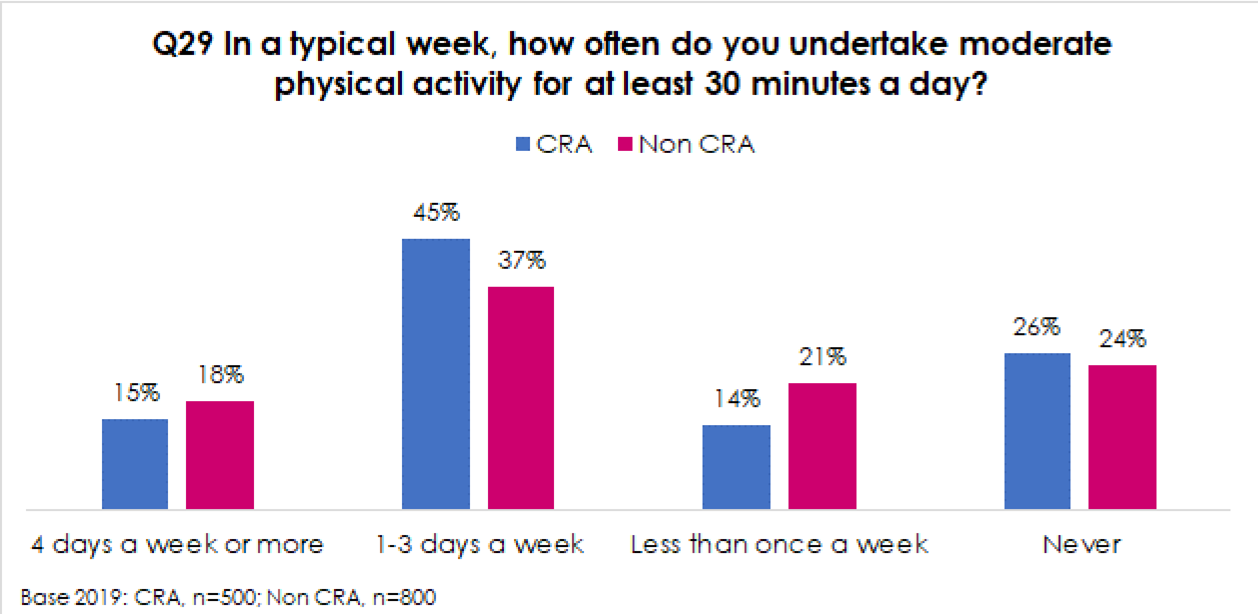
The proportion of CRA respondents rating their health 'very good' has decreased from 52% in 2018 to 48% in 2019. However, the proportion of non CRA respondents who rated their health as very good has also decreased, from 59% in 2018 to 49% in 2019. The gap between CRA respondents and non CRA respondents who rated their health as 'very good' has decreased from -7% in 2018 to -1% in 2019.

How good is your health overall?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very good	52%	59%	-7%	48%	49%	-1%	-4%
Good	29%	25%	4%	31%	27%	4%	2%
Fair	12%	13%	-1%	12%	16%	-4%	0%
Poor	6%	3%	3%	7%	7%	0%	1%
Very poor	1%	1%	0%	2%	1%	1%	1%

7.3 Moderate physical activity (Q29)

15% of CRA respondents said they undertake moderate physical activity for at least 30 minutes 4 days a week or more, 45% did this between 1 and 3 days a week and 14% did this less than once a week. On the other hand, 26% of CRA respondents never undertook this amount of physical activity.



CRA Vs Non CRA

CRA respondents (26%) were slightly more likely to say they never undertake moderate physical activity than non CRA respondents (24%).

Variations by CRA

Respondents who lived in Beechwood, Lochee, Menziehill and Charleston (38%) were significantly more likely to say they never undertake moderate physical activity than Mid Craigie, Linlathen and Douglas respondents (1%).

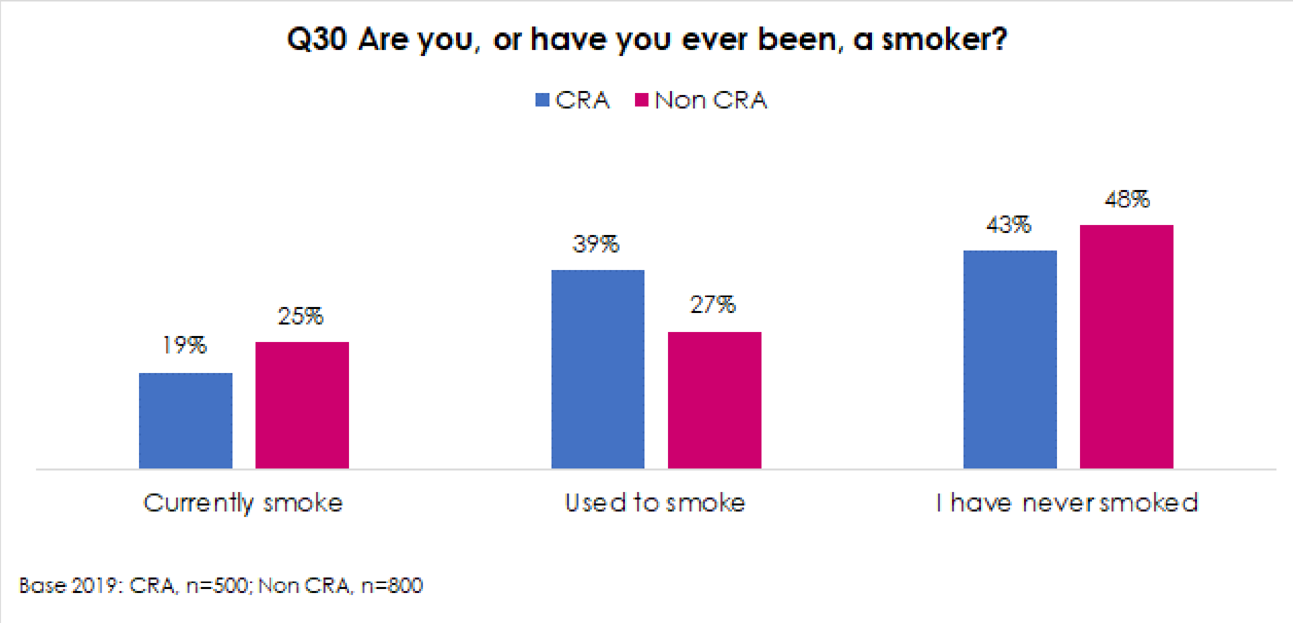
Variations through time

The proportion of CRA respondents stating they never undertake moderate physical activity at least once a week is unchanged since the 2018 survey.

In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
4 days a week or more	17%	14%	3%	15%	18%	-3%	-2%
1-3 days a week	44%	46%	-2%	45%	37%	8%	1%
Less than once a week	13%	13%	0%	14%	21%	-7%	1%
Never	26%	27%	-1%	26%	24%	2%	0%

7.4 Smoking habit (Q30/31)

Just under one in five CRA respondents (19%) were current smokers, 39% used to smoke and 43% said they have never smoked.



CRA Vs Non CRA

CRA respondents (19%) were less likely to current smoke than non CRA respondents (25%).

Variations by CRA

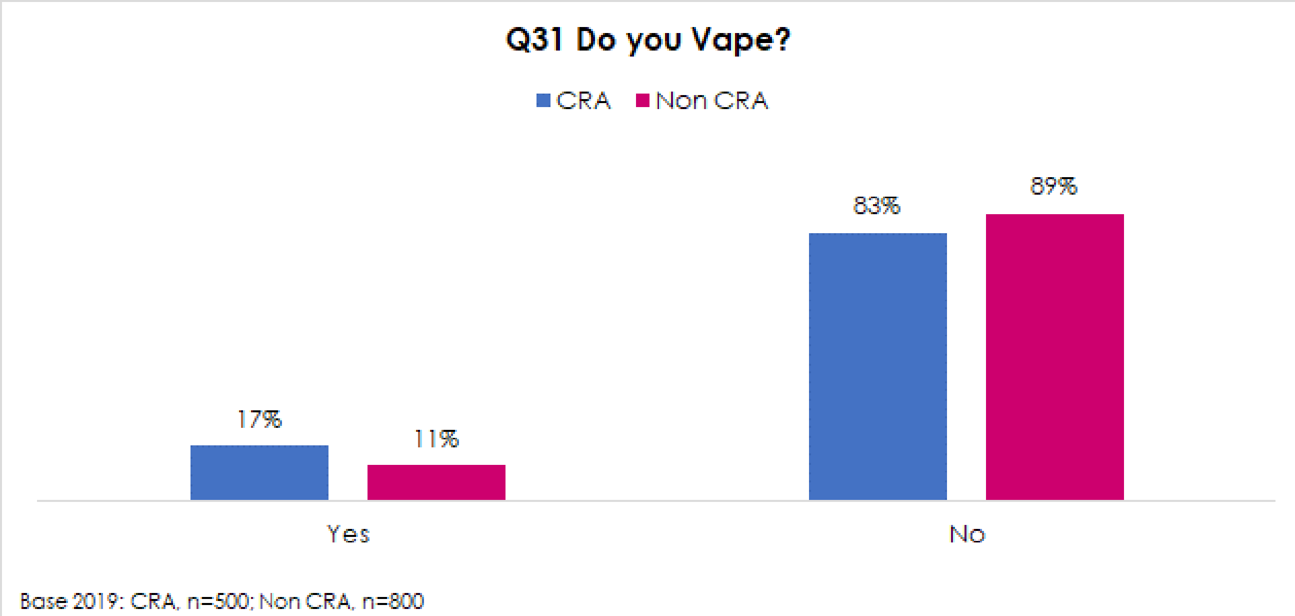
Those who lived in Fintry, Whitfield and Mill O Mains (25%) and Ardler, St Mary's and Kirkton (23%) were significantly more likely to currently smoke than those who live in Beechwood, Lochee, Menziehill and Charleston (18%), Mid Craigie, Linlathen and Douglas (17%) and Coldside and Maryfield (14%).

Variances through time

The proportion of CRA respondents who currently smoke has decreased from 22% in 2018 to 19% in 2019.

Are you, or have you ever been, a smoker?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Currently smoke	22%	25%	-3%	19%	25%	-6%	-3%
Used to smoke	24%	23%	1%	39%	27%	12%	15%
Never smoked	54%	53%	1%	43%	48%	-5%	-11%

17% of CRA respondents stated they vape, which is significantly higher than the proportion of non CRA respondents (11%) who said they vape.



Variations by CRA

Respondents who lived in Coldside and Maryfield were the most likely to say that they vape compared to other community regeneration areas (between 11% to 16%).

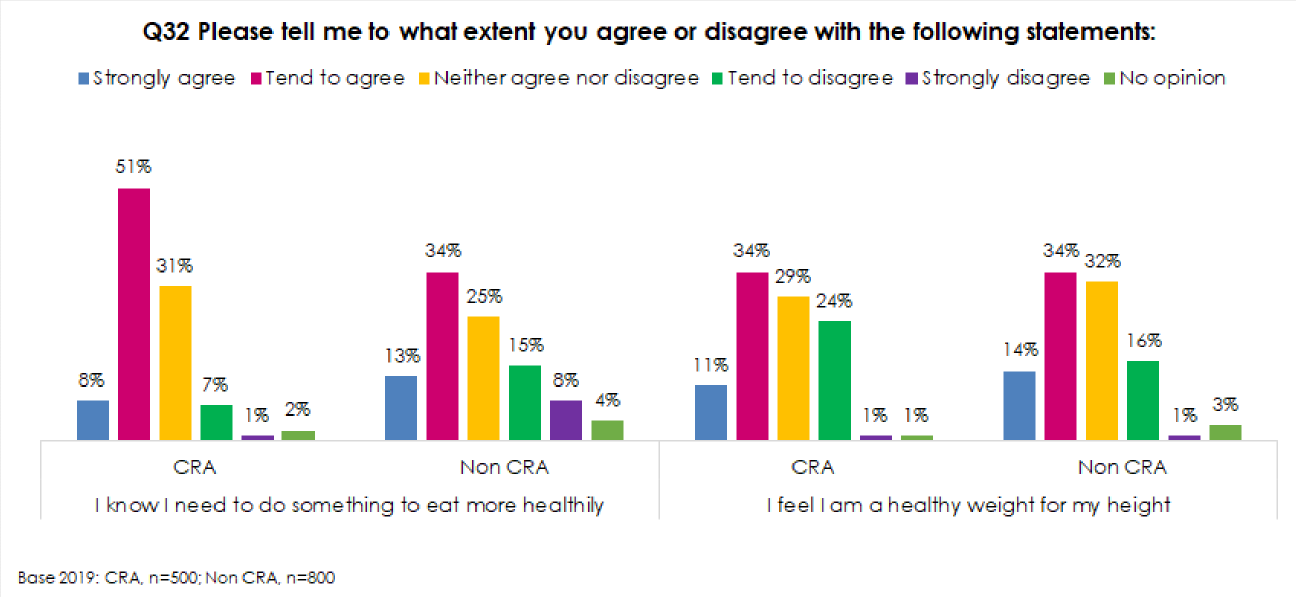
Variations through time

The proportion of CRA respondents who vape has increased significantly from 9% in 2018 to 17% in 2019. The gap between CRA respondents and non CRA respondents who stated that they vaped has increased from 0% in 2018 to 6% in 2019.

Do you vape?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Yes	9%	9%	0%	17%	11%	6%	8%
No	91%	91%	0%	83%	89%	-6%	-8%

7.5 Perceptions of healthy eating and weight (Q32)

Just under 6 in 10 CRA respondents (59%) agreed they know they need to do something to eat more healthily, while 45% said they felt they were a healthy weight for their height.



CRA Vs Non CRA

CRA respondents (59%) were significantly more likely to agree they know they need to do something to eat more healthily than non CRA respondents (47%). CRA respondents (25%) were also significantly more likely to *disagree* that they were a healthy weight for their height than non CRA respondents (17%).

Variations by CRA

Those who lived in Beechwood, Lochee, Menziehill and Charleston (71%) were most likely to agree they know they need to do something to eat more healthily, while Fintry, Whitfield and Mill O Mains (43%) were the least likely to agree with this statement.

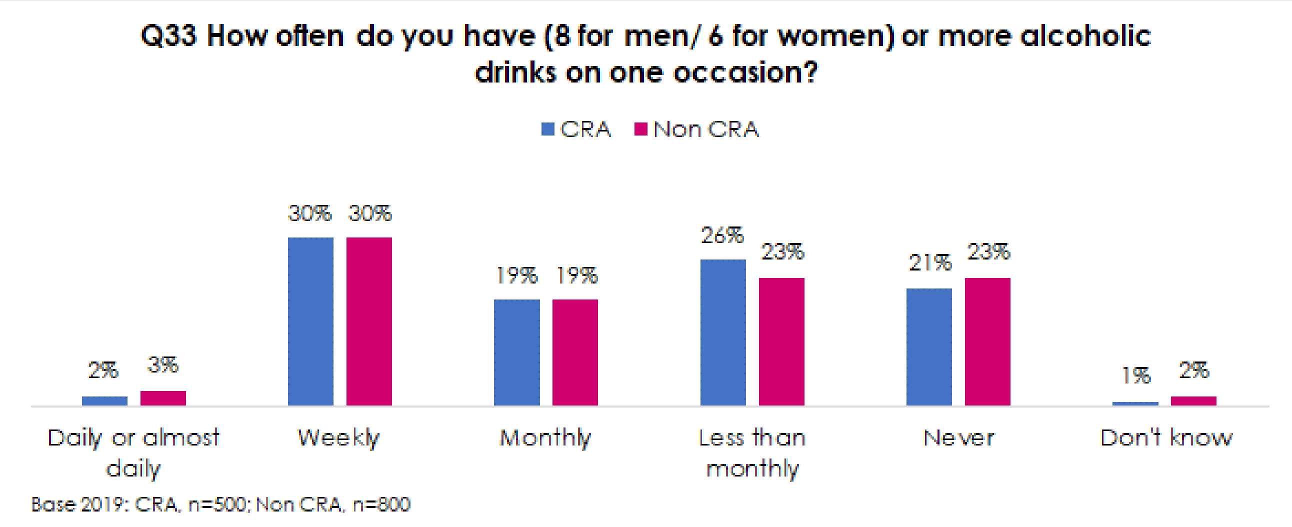
Coldside and Maryfield (41%) and Mid Craigie, Linlathen and Douglas (37%) respondents were more likely to *disagree* that they were a healthy weight for their height than was reported in Fintry, Whitfield and Mill O Mains (15%), Beechwood, Lochee, Menziehill and Charleston (14%) and Ardler, St Mary's and Kirkton (11%).

Variances through time

This is the first time this question has been asked and therefore comparison to previous survey results is not possible.

7.6 Alcohol consumption (Q33)

Just under one third of CRA respondents (32%) said they consumed more than the recommended amount of alcohol on a daily or weekly basis, 19% said they did this on a monthly basis, 26% said they consumed this amount of alcohol less than once a month and 21% said they never drank this amount of alcohol. The results are not significantly different for those reported for non CRA respondents.



Variations by CRA

Those who lived in Fintry, Whitfield and Mill O Mains (43%) were most likely to consume the recommended alcohol allowance at least once a week. In contrast, respondents who lived in Beechwood, Lochee, Menziehill and Charleston (28%) were the most likely to say they never consume the recommended alcohol allowance.

Variations through time

The proportion of CRA respondents who stated that they never consume more than the recommended alcohol allowance, has decreased from 25% in 2018 to 21% in 2019.

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

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Daily or almost daily	0%	1%	-1%	2%	3%	-1%	2%
Weekly	24%	24%	0%	30%	30%	0%	6%
Monthly	14%	17%	-3%	19%	19%	0%	5%
Less than monthly	35%	32%	3%	26%	23%	3%	-9%
Never	25%	25%	0%	21%	23%	-2%	-4%
Don't know	2%	1%	1%	1%	2%	-1%	-1%

7.7 Statements about mental wellbeing (Q34)

The Warwick-Edinburgh Mental Wellbeing scale[1] 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[2]. This has been done in order to allow for analysis of the SWEMSBS results.

CRA Vs Non CRA

The mean score for CRA respondents was 26.04 which was less than the score for non CRA respondents (26.20).

WEMWBS Score			
	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019
Mean Score	26.04	26.20	-0.2

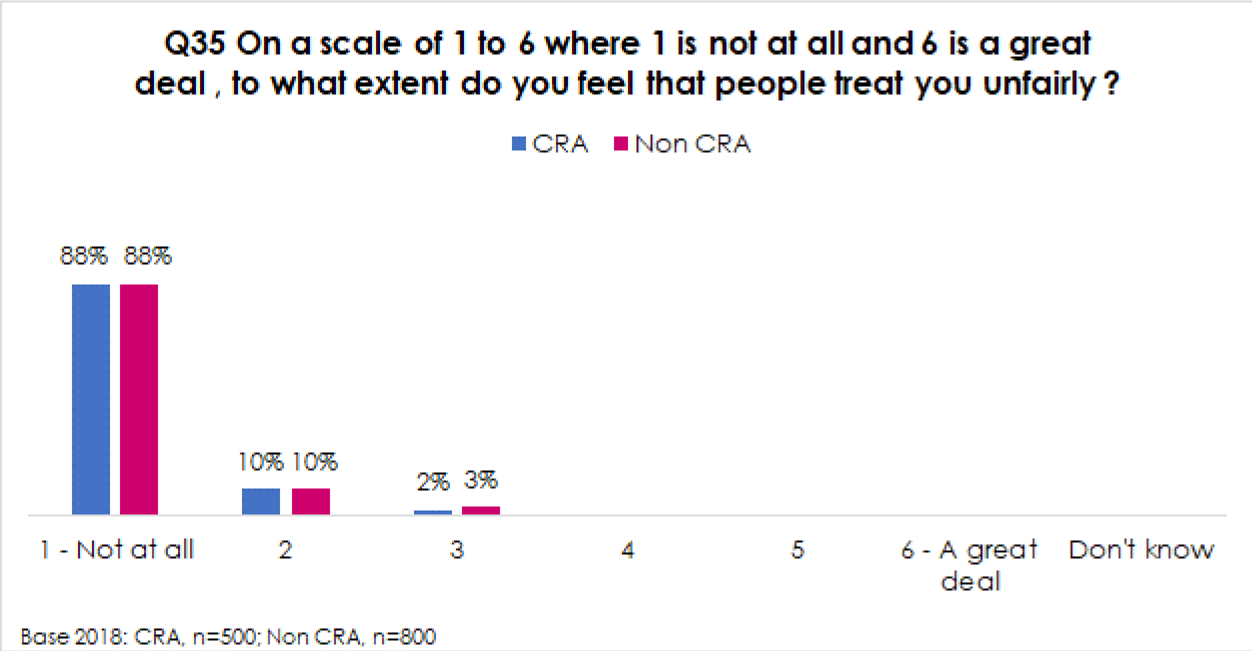
Variations by CRA

Ardler, St Mary's and Kirkton (28.44) had the highest WEMWBS score, followed by Fintry, Whitfield and Mill O Mains (27.62), Beechwood, Lochee, Menziehill and Charleston (26.84), Coldside and Maryfield (25.61) and Mid Craigie, Linlathen and Douglas (21.27)

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

7.8 Being treated fairly (Q35)

Respondents were asked to rate on a scale of 1 to 6 where 1 is not at all and 6 is a great deal, the extent to which they feel people treat them unfairly. Just under 9 in 10 CRA respondents answered not at all to this question (88%). The mean score for CRA respondents was 1.14.



CRA vs. Non CRA

The mean score for this question was 1.14 for CRA respondents and 1.16 for non CRA respondents.

Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (1.04) and Beechwood, Lochee, Menziehill and Charleston (1.04) had the lowest means score. On the other hand, those who lived in Coldside and Maryfield (1.22) and Mid Craigie, Linlathen and Douglas (1.22) had the highest scores.

Variations through time

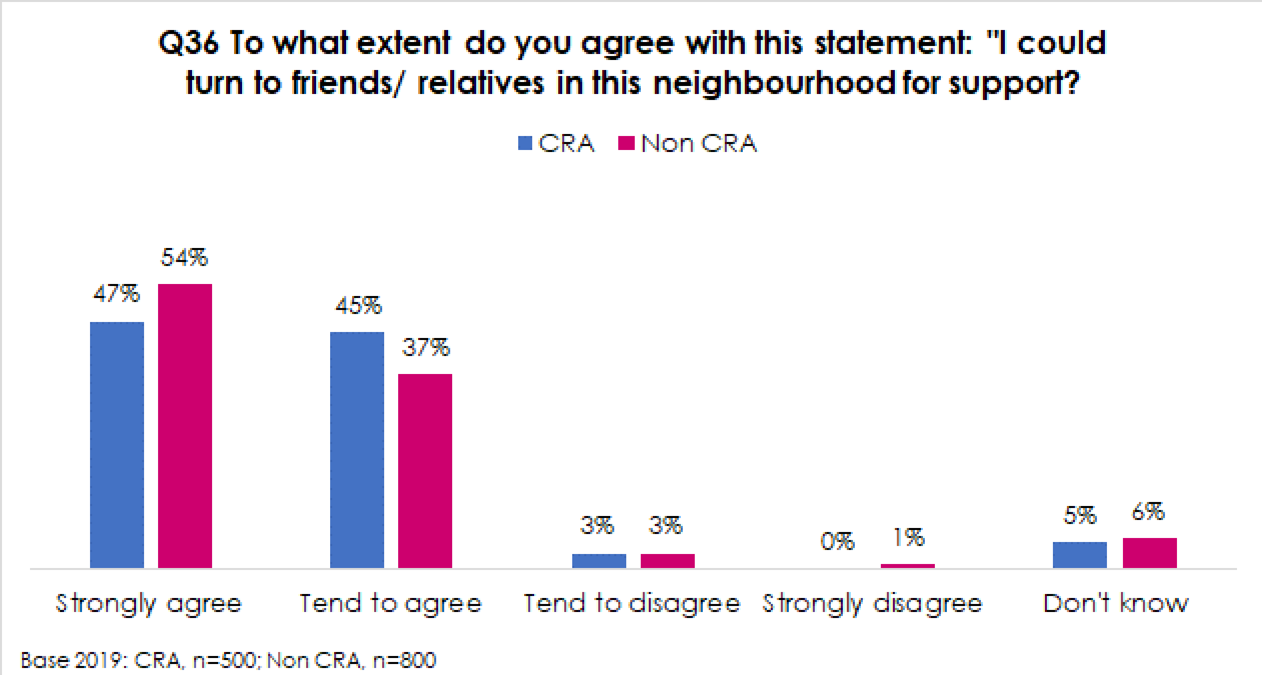
The has been no significant changes to the results of this question since the previous survey conducted in 2018.

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?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
1 - Not at all	88%	88%	0%	88%	88%	0%	0%
2	9%	8%	1%	10%	10%	0%	1%
3	1%	1%	0%	2%	3%	-1%	1%
4	2%	2%	0%	0%	0%	0%	-2%
5	0%	0%	0%	0%	0%	0%	0%
6 - A great deal	0%	0%	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	0%
Mean Score	1.19	1.18	0.01	1.14	1.16	-0.02	-0.05

7.9 Support network (Q36)

Just over 9 in 10 CRA respondents (92%) agreed that they could turn to friends or relatives in their neighbourhood for support.



CRA Vs Non CRA

CRA respondents (47%) were less likely to strongly agree with this statement than non CRA respondents (54%).

Variations by CRA

Respondents who lived in Mid Craigie, Linlathen and Douglas (82%) were most likely to strongly agree with this statement. On the other hand, those who lived in Beechwood, Lochee, Menziehill and Charleston (33%) were the least likely.

Variations through time

The proportion of CRA respondents who strongly agreed with this statement has decreased from 50% in 2018 to 47% in 2019. Furthermore, the gap between CRA respondents and non CRA respondents who strongly agreed with this statement has increased from -3% in 2018 to -7% in 2019.

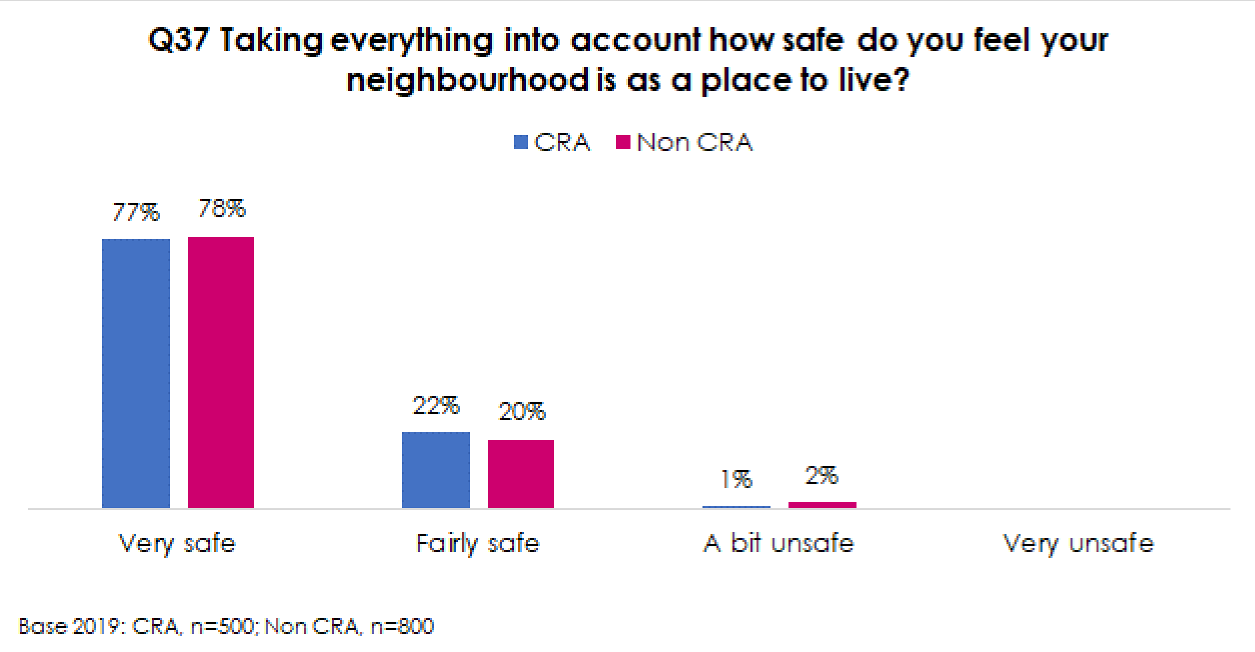
To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support"

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Strongly agree	50%	53%	-3%	47%	54%	-7%	-3%
Tend to agree	44%	37%	7%	45%	37%	8%	1%
Tend to disagree	2%	3%	-1%	3%	3%	0%	1%
Strongly disagree	0%	1%	-1%	0%	1%	-1%	0%
Don't know	4%	6%	-2%	5%	6%	-1%	1%

8. COMMUNITY SAFETY

8.1 Safety in the neighbourhood (Q37)

With regards to how safe the neighbourhood is as a place to live, the vast majority of CRA respondents said their neighbourhood was a very (77%) or fairly (22%) safe place to live.



CRA Vs Non CRA

There is no significant difference between the results for CRA and non CRA respondents.

Variations by CRA

Respondents who lived in Fintry, Whitfield and Mill O Mains (68%) were least likely to consider their neighbourhood to be 'very safe' while those who lived in Beechwood, Lochee, Menziehill and Charleston (88%) were the most likely.

Variations through time

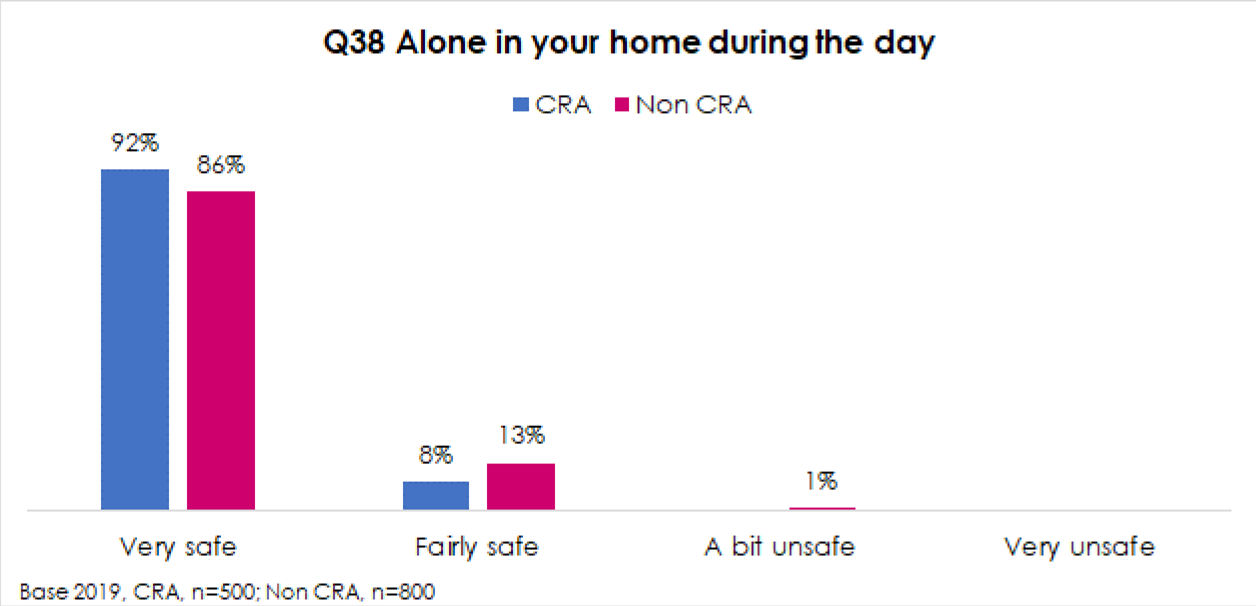
The proportion of CRA respondents who rated their neighbourhood as a very safe place to live has not changed significantly since the 2018 survey.

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

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very safe	79%	88%	-9%	77%	78%	-1%	-2%
Fairly safe	21%	11%	10%	22%	20%	2%	1%
A bit unsafe	0%	0%	0%	1%	2%	-1%	1%
Very unsafe	0%	0%	0%	0%	0%	0%	0%

8.2 Safety during the day and at night (Q38)

All CRA respondents (100%) said that they felt very or fairly safe alone in their home during the day.



CRA Vs Non CRA

More CRA respondents (92%) said they felt 'very safe' alone in their home during the day than non CRA respondents (86%).

Variations by CRA

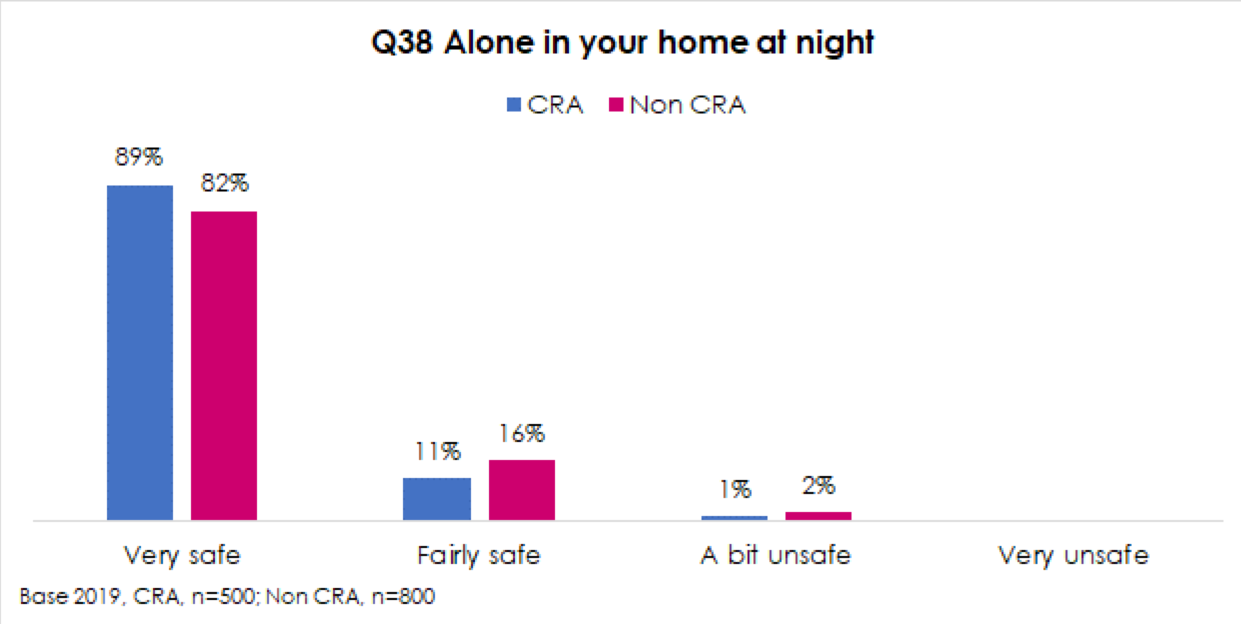
Respondents who lived in Ardler, St Mary's and Kirkton (95%) were most likely to consider it to be 'very safe' in their home alone during the day, and those who lived in Mid Craigie, Linlathen and Douglas were least likely (89%).

Variances through time

The proportion of CRA respondents who said they felt very safe in their home during the day has increased marginally from 89% in 2018 to 92% in 2019.

Alone in your home during the day	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very safe	89%	93%	-4%	92%	86%	6%	3%
Fairly safe	11%	7%	4%	8%	13%	-5%	-3%
A bit unsafe	0%	0%	0%	0%	1%	-1%	0%
Very unsafe	0%	0%	0%	0%	0%	0%	0%

89% of CRA respondents felt very safe alone in their home at night, while 11% felt fairly safe.



CRA Vs Non CRA

CRA respondents were more likely to state that they felt 'very safe' alone in their home at night (89%) than non CRA respondents (82%).

Variations by CRA

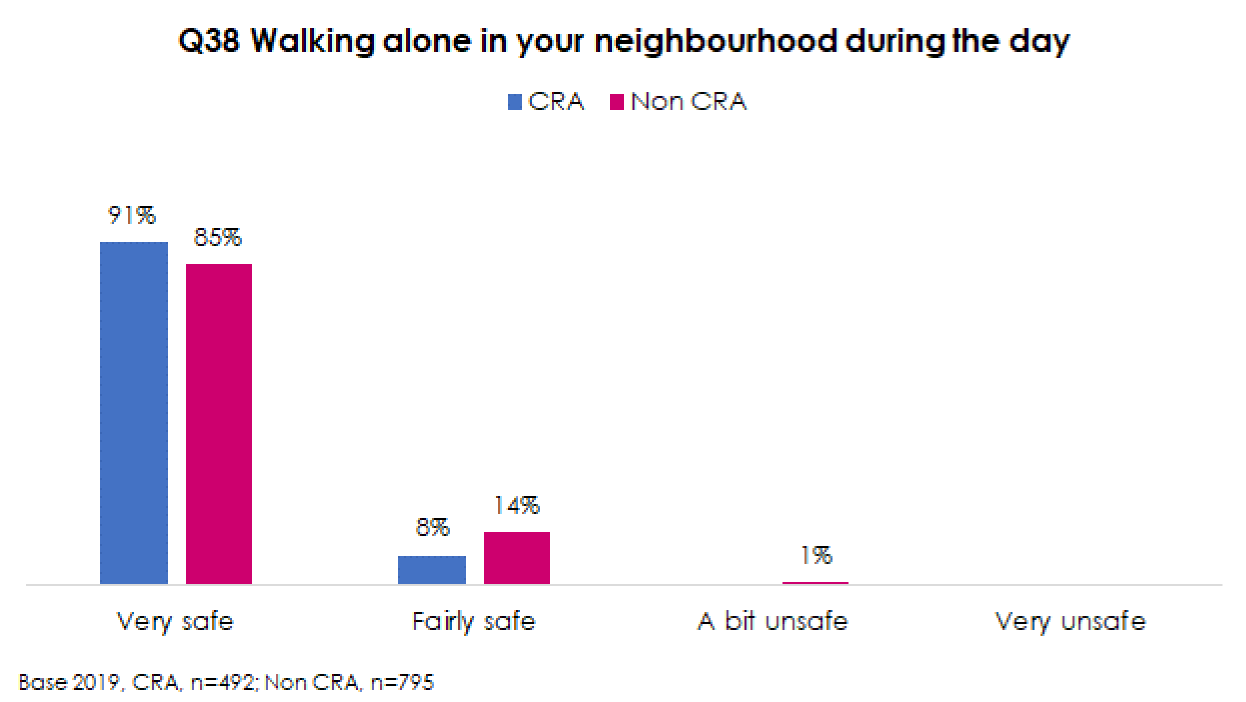
Respondents who lived in Ardler, St Mary's and Kirkton (93%) and Beechwood, Lochee, Menziehill and Charleston (93%) were most likely to consider it to be 'very safe' alone in their home at night and those who lived in Mid Craigie, Linlathen and Douglas were least likely (84%).

Variances through time

There has been a marginal increase in the proportion of CRA respondents who said that they feel 'very safe' in their home at night (from 86% in 2018 to 89% in 2019. In contrast, there has been a significant decrease in the proportion of non CRA respondents who said that they feel 'very safe' in their home at night (from 93% in 2018 to 82% in 2019).

Alone in your home at night	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very safe	86%	93%	-7%	89%	82%	7%	3%
Fairly safe	14%	7%	7%	11%	16%	-5%	-3%
A bit unsafe	0%	0%	0%	1%	2%	-1%	1%
Very unsafe	0%	0%	0%	0%	0%	0%	0%

All CRA respondents (100%) felt very or fairly safe walking alone in their neighbourhood during the day.



CRA Vs Non CRA

CRA respondents (91%) were significantly more likely to say they felt 'very safe' walking alone in their neighbourhood during the day than non CRA respondents (85%).

Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (92%) and Beechwood, Lochee, Menziehill and Charleston (92%) were most likely to feel 'very safe' while walking alone in their neighbourhood and those who lived in Fintry, Whitfield and Mill O Mains were least likely (86%).

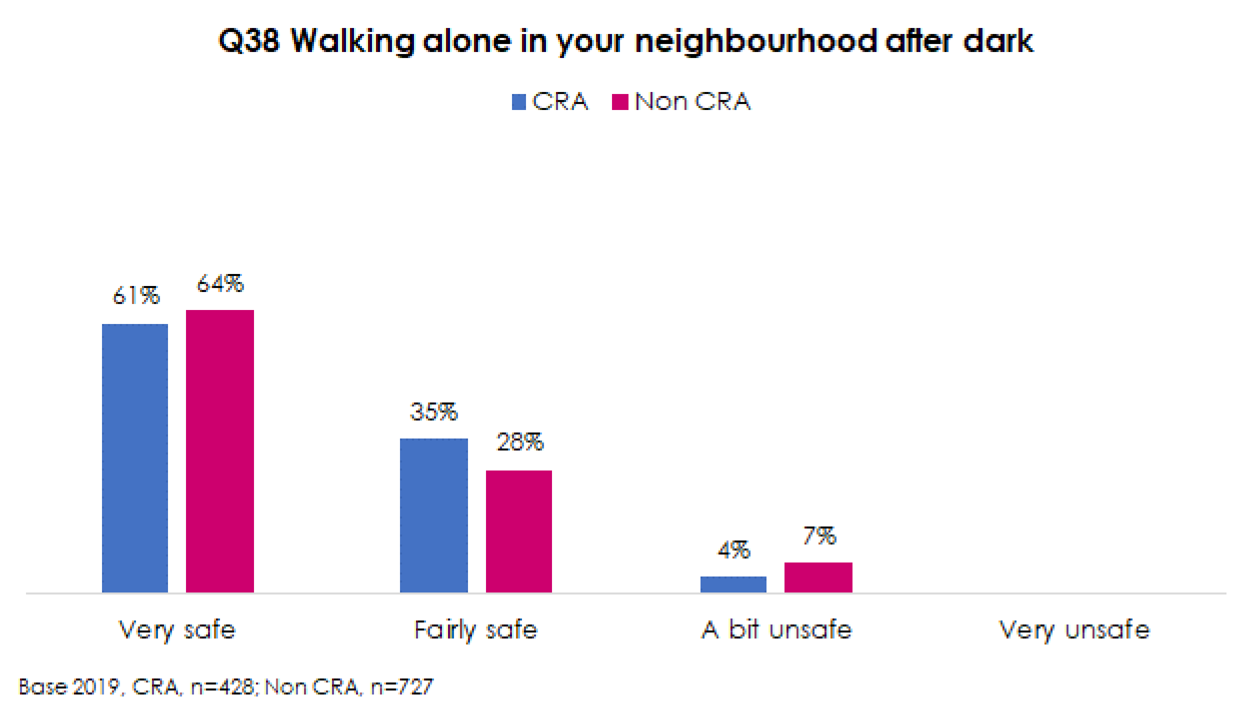
Variances through time

The proportion of respondents living in CRA areas who state that they feel 'very safe' walking alone in their neighbourhood during the day has increased significantly, by 8 percentage points, from 83% in 2018 to 91% in 2019.

Walking alone in your neighbourhood during the day

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Very safe	83%	92%	-9%	91%	85%	6%	8%
Fairly safe	16%	7%	9%	8%	14%	-6%	-8%
A bit unsafe	0%	0%	0%	0%	1%	-1%	0%
Very unsafe	0%	0%	0%	0%	0%	0%	0%

61% of CRA respondents felt very safe walking alone in their neighbourhood after dark, 35% felt fairly safe, 4% felt a bit unsafe.



CRA Vs Non CRA

CRA respondents were less likely in 2019 to feel 'very safe' walking alone in their neighbourhood after dark (61%) than non CRA respondents (64%).

Variations by CRA

Respondents who lived in Beechwood, Lochee, Menziehill and Charleston (62%) were most likely to consider it to be 'very safe' walking alone in their neighbourhood after dark and those who lived in Fintry, Whitfield and Mill O Mains were least likely (43%).

Variances through time

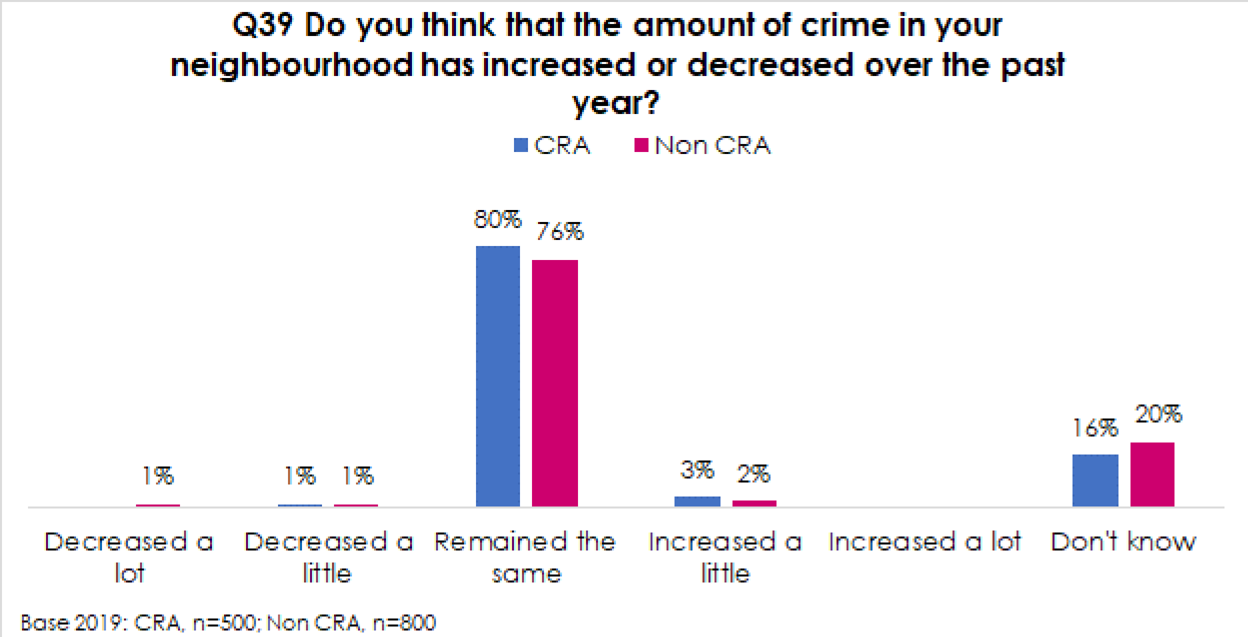
The proportion of CRA respondents who felt 'very safe' walking alone in their neighbourhood after dark has decreased only marginally from 64% in 2018 to 61% in 2019. The proportion of non CRA respondents who said they felt 'very safe' has also decreased, falling from 72% in 2018 to 64% in 2019.

Walking alone in your neighbourhood after dark (excluding 'don't know')

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2018	CRA 2017/2018 Difference
Very safe	64%	72%	-8%	61%	64%	-3%	-3%
Fairly safe	29%	24%	5%	35%	28%	7%	6%
A bit unsafe	5%	4%	1%	4%	7%	-3%	-1%
Very unsafe	1%	0%	1%	0%	0%	0%	-1%

8.3 Change in the level of crime (Q39)

The majority of CRA respondents (80%) said the crime rate in their local area has remained the same over the last year. On the other hand, 3% said it had increased, 2% said it had decreased and 16% were unsure.



NB percentage of respondents stating crime had increased (either a little or a lot) equates to 5% not 6% due to rounding.

CRA Vs Non CRA

There was not a significant difference between CRA and non CRA respondents with 76% of non CRA respondents stating the amount of crime has remained the same over the last year, 2% stating it has decreased and 2% stating it had decreased. This was very similar to those living in CRA areas. The proportion of respondents answering don't know to this question was higher for non CRA respondents (20%) than CRA respondents (16%).

Variations by CRA

Those who lived in Coldside and Maryfield (4%) were marginally more likely to have said the level of crime in the neighbourhood has increased in their neighbourhood whereas those living in Beechwood, Lochee, Menziehill and Charleston least likely with none of them saying that.

Variations through time

The results to this question for CRA respondents, in general, do not vary significantly for 2019 results compared to those reported in 2018. The proportion stating that crime had increased in their neighbourhood has decreased slightly for those living in CRA areas, falling from 6% in 2018 to 3% in 2019.

Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?							
	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Decreased a lot	0%	0%	0%	0%	1%	-1%	0%
Decreased a little	2%	2%	0%	1%	1%	0%	-1%
Remained the same	74%	68%	6%	80%	76%	4%	6%
Increased a lot	5%	3%	2%	3%	2%	1%	-2%
Increased a little	1%	0%	1%	0%	0%	0%	-1%
Don't know	18%	27%	-9%	16%	20%	-4%	-2%

8.4 Factors which contribute to crime level (Q41)

An open-ended question was included in the questionnaire which asked respondents what they believed to be the biggest factor which contributes the most to the level of crime in their neighbourhood. Alcohol and drugs (29%) were the main factors which CRA respondents believed contribute most to the level of crime in their area.

What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?		
	CRA 2018	Non CRA 2018
Base	**500**	**797**
Don't know	38%	42%
Alcohol/ Drugs	29%	21%
Nothing	12%	9%
This is a good area/ neighbourhood/ quiet/ no trouble	11%	17%
Gangs/ youths	3%	3%
Lack of money/ poverty	2%	1%
Crime e.g. Break ins/ burglary/ vandalism	2%	2%
Boredom/ nothing to do/ lack of facilities	1%	1%
Lack of discipline/ parental control	1%	0%
Opportunists/ some people can't help themselves	1%	1%
Lack of policing/ wardens	1%	0%
Other	1%	2%
Driving offences/ speeding/ motorbikes	0%	-
Unemployment	0%	2%
Anti-social behaviour	0%	0%
New people/ undesirables moving into area/ not knowing who your neighbours are	-	1%

CRA Vs Non CRA

Those living in non CRA areas (21%) cited alcohol/ drugs as the main factor which contributes to crime in their neighbourhood, however this was cited to a lesser extent than for those living in CRA areas (29%). Those living in non CRA areas were more likely to state that 'this is a good area/ quiet/ no trouble' (17%) than those in CRA areas (11%).

Variations by CRA

The proportion of respondents who stated that alcohol or drugs was the main factor which contributes to crime in their neighbourhood was greatest in Mid Craigie, Linlathen and Douglas where 47% stated this was a key issue. This was followed by lack of money/ poverty (21%). Respondents living in Fintry, Whitfield and Mill O Mains were also more likely to report alcohol/ drugs as an issue (33%) as were those living in Ardler, St Mary's and Kirkton (30%).

Variations through time

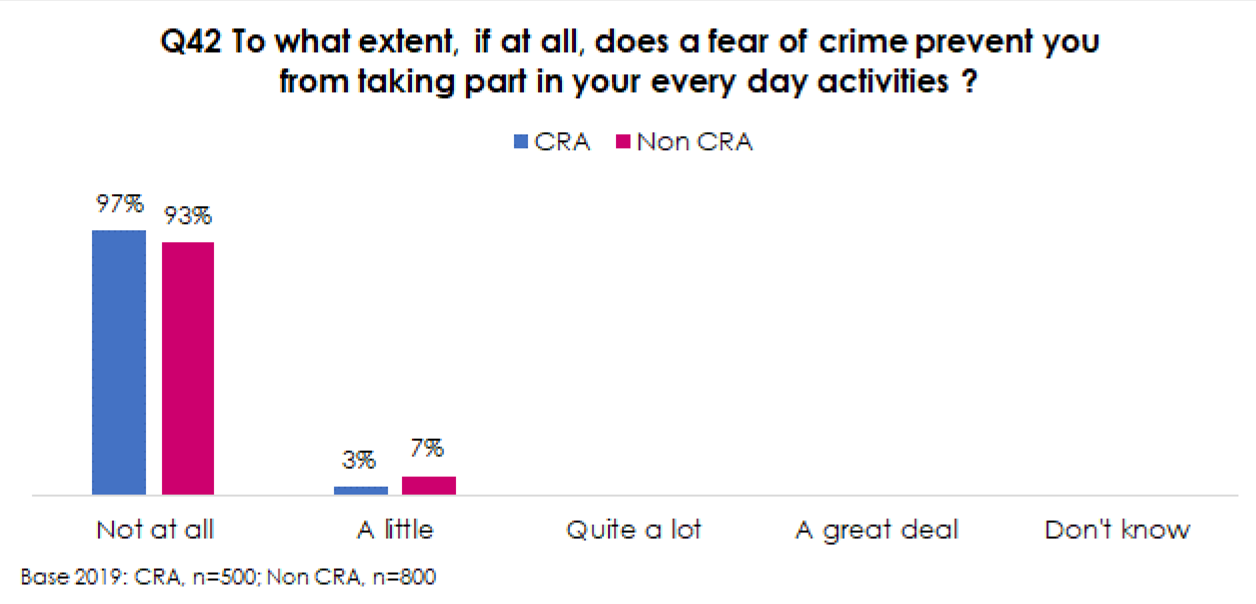
The proportion of CRA respondents who felt that alcohol or drugs was the factor which contributes most to the level of crime in their neighbourhood has decreased from 38% in 2017 to 29% in 2018.

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

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Boredom/ nothing to do/ lack of facilities	1%	1%	0%	3%	2%	1%	2%
Don't know	38%	42%	-4%	45%	47%	-2%	7%
Driving offences/ speeding/ motorbikes	0%	0%	0%	0%	0%	0%	0%
Immigrants	0%	0%	0%	0%	0%	0%	0%
Alcohol/ Drugs	29%	21%	8%	26%	14%	12%	-3%
Nothing	12%	9%	3%	5%	6%	-1%	-7%
Lack of money/ poverty	2%	1%	1%	8%	8%	0%	6%
Unemployment	0%	2%	-2%	2%	1%	1%	2%
Prostitution	0%	0%	0%	0%	0%	0%	0%
New people/ undesirables moving into area/ not knowing who your neighbours are	0%	1%	-1%	0%	0%	0%	0%
Anti social behaviour	0%	0%	0%	0%	0%	0%	0%
Crime e.g. Break ins/ burglary/ vandalism	2%	2%	0%	3%	1%	2%	1%
This is a good area/ neighbourhood/ quiet/ no trouble	11%	17%	-6%	7%	17%	-10%	-4%
Lack of discipline/ parental control	1%	0%	1%	0%	0%	0%	-1%
Opportunists/ some people can't help themselves	1%	1%	0%	1%	2%	-1%	0%
Lack of policing/ wardens	1%	0%	1%	0%	0%	0%	-1%
Other	1%	2%	-1%	1%	3%	-2%	0%
Gangs/ youths	3%	3%	0%	1%	1%	0%	-2%

8.5 Extent to which fear of crime has an impact on everyday activities (Q42)

Over 9 in 10 CRA respondents said that fear of crime does not prevent them at all from taking part in their everyday activities (97%), 3% said it prevents them a little.



CRA Vs Non CRA

Non CRA respondents were marginally more likely to say that fear of crime does prevent them taking part in daily activities a little (7%) than CRA respondents (3%).

Variations by CRA

Those living in Fintry, Whitfield and Mill O Mains (7%) were more likely to have answered 'a little' (6%) or 'a great deal (1%) to this question.

Variations through time

The results to this question have diverged since 2018 with CRA respondents now less likely to state that fear of crime prevents them taking part in everyday activities (falling from 97% in 2018 to 93% in 2019) and those living in non CRA areas now slightly more likely (increasing from 94% in 2018 to 97% in 2019).

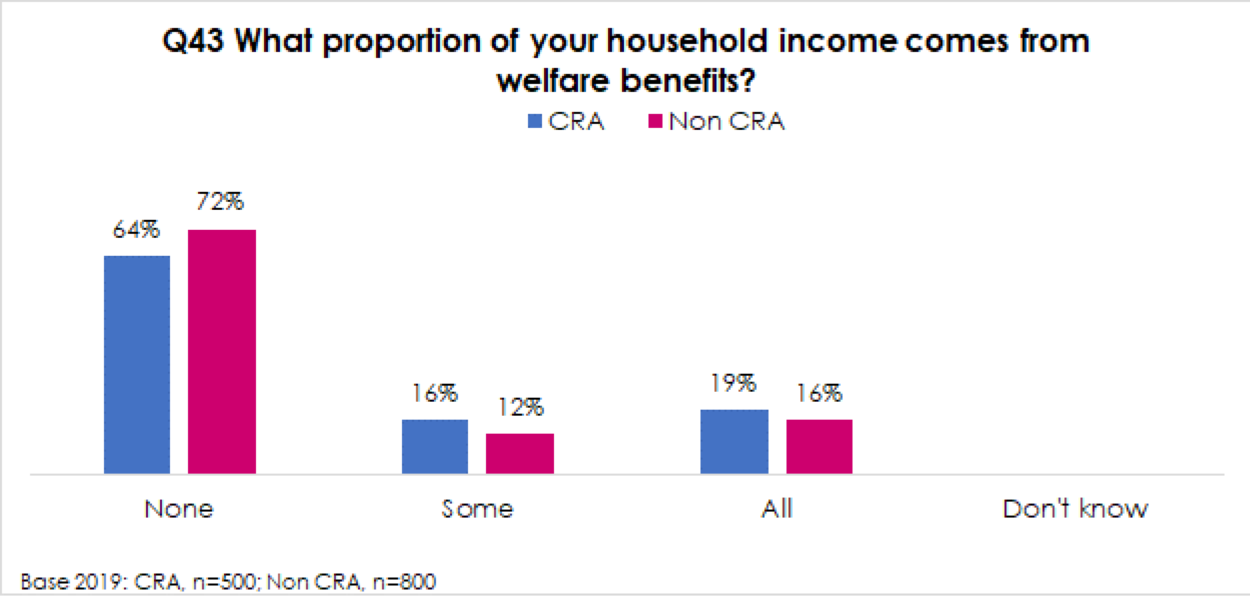
To what extent, if it all, does fear of crime prevent you from taking part in your every day activities?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Not at all	94%	97%	-3%	97%	93%	4%	3%
A little	6%	3%	3%	3%	7%	-4%	-3%
Quite a lot	0%	0%	0%	0%	0%	0%	0%
A great deal	0%	0%	0%	0%	0%	0%	0%

9. MONEY MATTERS

9.1 Welfare Benefits/ Universal Credit (Q43-44)

In terms of the proportion of household income which comes from welfare benefits, those living in CRA areas were more likely to state that some or all of their income comes from welfare benefits (35%) than those living in non CRA areas (28%).



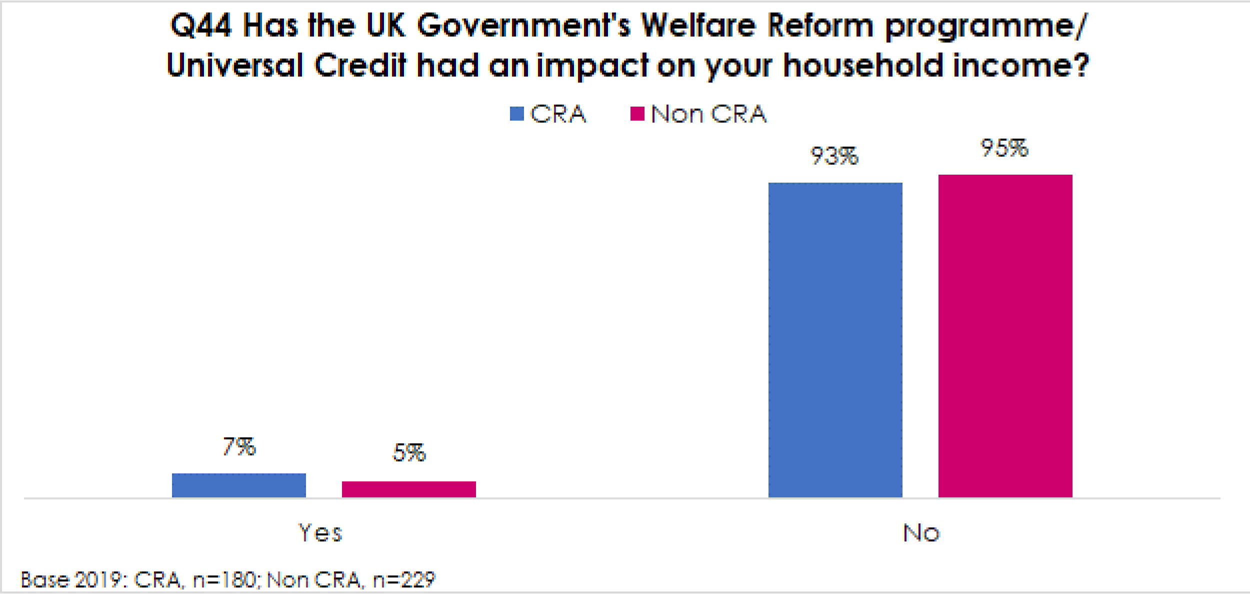
Variations through time

The proportion of CRA respondents stating that none of their household income comes from welfare benefits has not changed significantly with 63% reporting this in 2018 and 64% reporting this in 2019. This is also the case for non CRA respondents (74% in 2018 compared to 72% in 2019). The gap between CRA and non CRA respondents has decreased from -11 percentage points to -8 percentage points.

Q43 What proportion of your household income comes from welfare benefits?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
None	63%	74%	-11%	64%	72%	-8%	1%
Some	10%	10%	0%	16%	12%	4%	6%
All	26%	14%	12%	19%	16%	3%	-7%
Don't know	1%	2%	-1%	0%	0%	0%	-1%

Those that stated they receive income from welfare benefits were asked if the Government's Welfare Reform programme has had an impact on their household income. 7% in CRA areas and 5% in non CRA areas stated that it had.



Variations through time

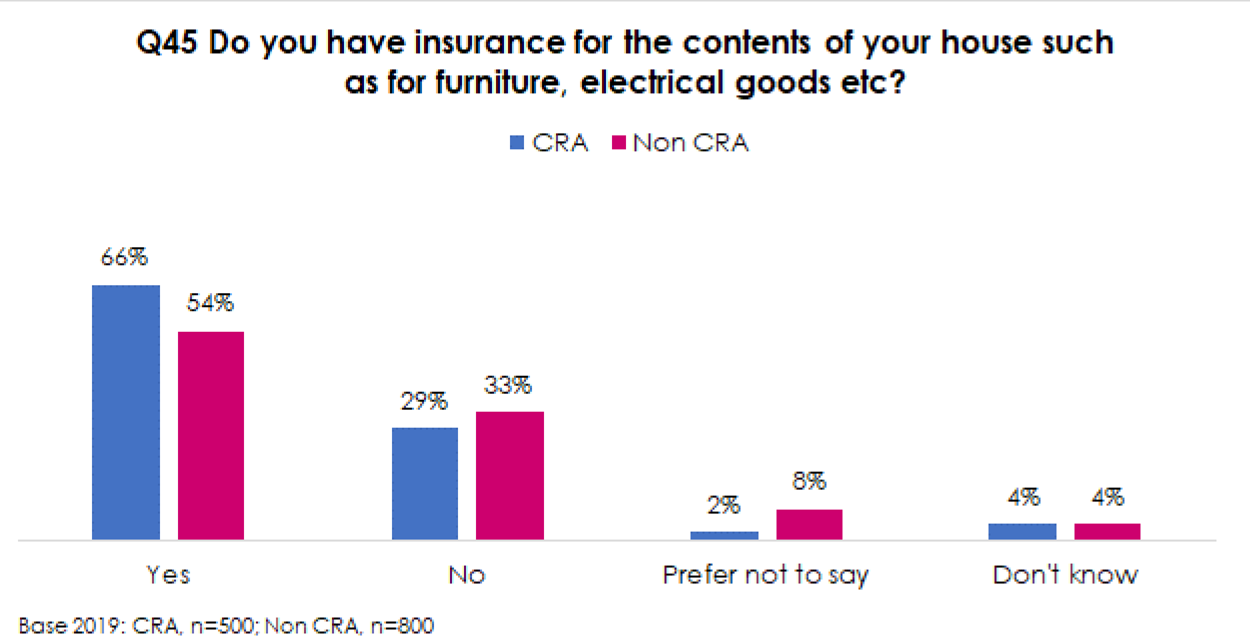
The results to this question have not changed significantly since 2018 with 9% in CRA areas stating that Welfare Reform/ Universal Credit has had an impact on their household income in 2018, decreasing marginally to 7% in 2019. However, the proportion of those living in non CRA areas who stated that they have been impacted by Welfare Reform/ Universal Credit has increased more, with 11% of non CRA respondents stating this in 2018 compared to 5% in 2019.

Q45 Has the UK Government's Welfare Reform programme/ Universal Credit had an impact on your household income?

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2018	CRA 2017/2018 Difference
Yes	9%	11%	-2%	7%	5%	2%	-2%
No	91%	89%	2%	93%	95%	-2%	2%

9.2 Contents Insurance (Q45)

Two thirds of CRA respondents (66%) had insurance for the contents of their house such as for furniture, electrical goods etc.



CRA Vs Non CRA

CRA respondents were more likely to have home contents insurance (60%) than non CRA respondents (54%). 33% of non CRA respondents said they did not have home contents insurance compared to 29% of those in CRA areas.

Variations by CRA

Respondents who lived in Mid Craigie, Linlathen and Douglas were most likely to have contents insurance (85%). On the other hand, those who lived in Beechwood, Lochee, Menzieshill and Charleston (58%) and Fintry, Whitfield and Mill O Mains (59%) were least likely.

Variations through time

The proportion of CRA respondents who had insurance for the contents of their home has increased since 2018, increasing from 51% in 2018 to 66% in 2019. However, this is more in line with the level reporting having home contents insurance in CRA areas in 2017 when 62% said they had this. Those living in non CRA areas were now less likely to state that they have home contents insurance, falling from 60% in 2018 to 54% in 2019.

Home contents insurance	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Home contents insurance	51%	60%	-9%	66%	54%	12%	15%

9.3 Financial difficulties (Q46)

Over three quarters of CRA respondents (76%) said they had not experienced any financial difficulties within the last year. On the other hand, 145 of CRA respondents said they had found it difficult to afford the cost of domestic energy bills, and 13% said they had found it difficult to afford the cost of food.

Q46 Are you currently experiencing, or within the last year have you had any difficulties with the following?		
	CRA 2019	Non CRA 2019
Unweighted base	**500**	**800**
Mortgage or rent payments	7%	9%
Changes to benefits	3%	2%
Council tax payments	4%	10%
Loan or credit card payments	7%	9%
Cost of food	13%	14%
Cost of domestic energy bills	15%	18%
Vehicle fuel prices	0%	1%
None of the above	76%	69%
Prefer not to say	2%	7%

CRA Vs Non CRA

It is interesting to note that the proportion of respondents who had not experienced any financial difficulties was marginally higher for CRA respondents (76%) than non CRA respondents (69%). However, there was a higher proportion of non CRA respondents who said they would prefer not to respond to this question (7% of non CRA respondents compared to 2% of CRA respondents. The issues experienced by non CRA respondents were similar to those experienced by CRA respondents with the cost of domestic energy bills and the cost of food most commonly cited as an issue. The cost of Council Tax payments was more likely to be an issue for those living in non CRA areas (10%) compared to those living in CRA areas (4%).

Variations by CRA

Respondents who lived in Ardler, St Mary's and Kirkton (38%) and Fintry, Whitfield and Mill O Mains (39%) were most likely to have said they were experiencing problems. Those who lived in Beechwood, Lochee, Menziehill and Charleston were least likely (88%). Affording the cost of domestic energy bills was more of an issue for those living Ardler, St Mary's and Kirkton (19%) and Fintry, Whitfield and Mill O Mains (20%). The cost of food was also more of an issue for those who lived in Ardler, St Mary's and Kirkton (19%) and Fintry, Whitfield and Mill O Mains (20%).

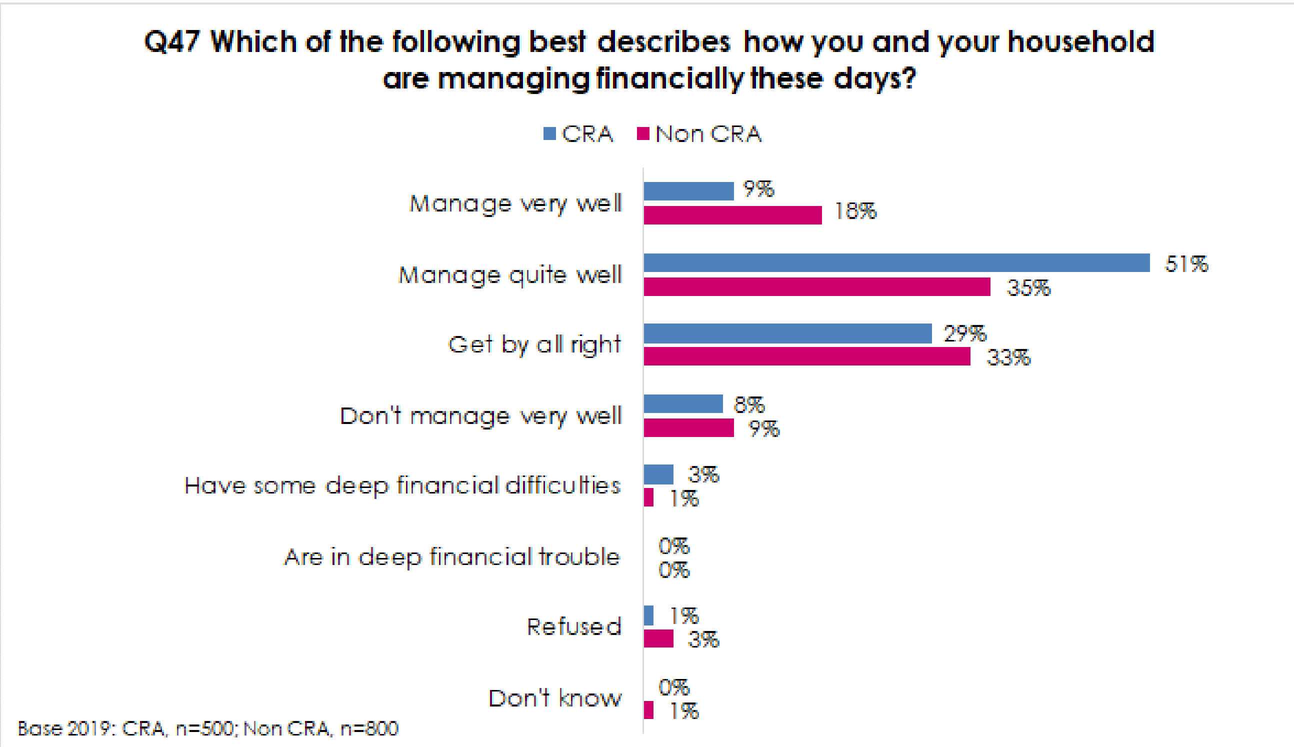
<u>Variations through time</u>

The proportion of CRA respondents who were not experiencing any difficulties with these payments has not changed significantly with 74% stating this in 2018 and 76% stating this in 2019. However, in non CRA areas, the proportion who stated that they have not experienced financial difficulties decreased from 80% in 2018 to 69% in 2019.

Are you currently experiencing, or within the last year have you had any difficulties with the following?	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Mortgage or rent payments	7%	4%	3%	7%	9%	-2%	0%
Changes to benefits	4%	4%	0%	3%	2%	1%	-1%
Council tax payments	5%	3%	2%	4%	10%	-6%	-1%
Loan or credit card payments	5%	4%	1%	7%	9%	-2%	2%
Cost of food	10%	8%	2%	13%	14%	-1%	3%
Cost of domestic energy bills	14%	8%	6%	15%	18%	-3%	1%
Vehicle fuel prices	2%	1%	1%	0%	1%	-1%	-2%
None of the above	74%	80%	-6%	76%	69%	7%	2%
Prefer not to say	5%	8%	-3%	2%	7%	-5%	-3%

9.4 Financial management (Q47)

Survey respondents were asked how their household was managing financially. Almost one in ten CRA respondents said their household was managing very well (9%), 51% said they were managing quite well and 29% were getting by alright. Just over one in ten (11%) said that they either don't manage very well, have some financial difficulties or are in deep financial trouble.



CRA Vs Non CRA

CRA respondents were less likely to say they were 'managing very well' (9%) than non CRA respondents (18%). Similar proportions of those living in both CRA and non CRA areas stated that they either 'don't manage very well, have some financial difficulties or are in deep financial trouble'. 11% of those living in CRA areas and 10% of those living in non CRA areas stated this.

Variations by CRA

Those who lived in Fintry, Whitfield and Mill O Mains were most likely to say either that they don't manage very well, are having some financial difficulties or are in deep financial trouble (22%), this was closely followed by respondents in Ardler, St Mary's and Kirkton where 20% said they were not managing well or in financial difficulty. Conversely, those living in Beechwood, Lochee, Menzieshill and Charleston were most likely to be managing very or fairly well financially (77%).

Variations through time

The proportion of CRA respondents who said they were managing financially very well has decreased marginally from 14% in 2018 to 9% in 2019. The proportion of those living in non CRA areas who stated that they were managing very well has also decreased, falling from 21% in 2018 to 18% in 2019. Moreover, the proportion who say they don't manage very well or are having financial difficulties has risen in CRA areas from 6% in 2018 to 11% in 2019. It is interesting to note that this has also risen in non CRA areas.

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

	CRA 2018	Non CRA 2018	Difference between CRA and Non CRA 2018	CRA 2019	Non CRA 2019	Difference between CRA and Non CRA 2019	CRA 2018/2019 Difference
Manage very well	14%	21%	-7%	9%	18%	-9%	-5%
Manage quite well	43%	44%	-1%	51%	35%	16%	8%
Get by all right	36%	29%	7%	29%	33%	-4%	-7%
Don't manage very well	3%	1%	2%	8%	9%	-1%	5%
Have some financial difficulties	2%	2%	0%	3%	1%	2%	1%
Are in deep financial trouble	1%	1%	0%	0%	0%	0%	-1%
Refused	1%	0%	1%	1%	3%	-2%	0%
Don't know	1%	1%	0%	0%	1%	-1%	-1%