



Citizen Survey 2015 Research Report November 2015

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Dundee City Council

Citizen Survey 2015

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EXECUTIVE SUMMARY

INTRODUCTION

This report represents and discusses the findings to emerge from Dundee City Council's Citizen Survey 2015. This survey has also been carried out for a number of years previously, most recently in 2014.

The specific research objectives of the 2015 Citizen Survey were as follows.

- To establish the public's views on general and specific aspects of life in Dundee, including:
 - The home and neighbourhood
 - Health
 - Education and employment
 - 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 Single Outcome Agreement.

A total of 1817 interviews were carried out with a representative sample of Dundee residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the previous survey. This involved a disproportionate sampling methodology where:

- 800 interviews were completed with the general population of Dundee (100 in each of the 8 wards)
- 1,000 interviews were carried out within community regeneration areas (200 in each of the 5 regeneration areas)

The following summarises the key findings under each of the research themes, noting significant changes that have been seen over the last 3 years of surveys since 2012. Subsequent chapters of the report analyse this in further detail.

KEY FINDINGS

- The best aspects of living in **the neighbourhood** have remained consistent over the last 4 years with the neighbourhood being quiet and peaceful and the neighbours being the top two reasons provided. Similarly, the majority of respondents, as has been the case over the last 4 years, believed that there has been no change in the neighbourhood.
- With regard to the **local area and services**, satisfaction has remained consistently high, maintaining satisfaction levels in the high 90%'s with the exception of local youth facilities (83%).
- When thinking about the **accessibility of local services**, again, the level of accessibility of universal services such as the fire service, local health service, local shops, police service and refuse collection have remained consistently high with almost all respondents stating they find it easy to access these. At the other end of the scale, accessibility of services falls, as may be expected, when it comes to services which are not universal such as the community warden service, social care and social work services and local youth facilities. Access to local phone boxes, social care/ social work services, local youth facilities, local schools and community wardens have seen a decrease since 2014.
- Satisfaction with the neighbourhood in terms of the **physical environment** has remained fairly consistent since 2012.

- **Quality of life** in the neighbourhood has remained consistently high, maintaining the overall satisfaction levels since 2012. However, the proportion of respondents who were *very satisfied* with the quality of life in their neighbourhood has decreased from 73% in 2014 to 61% in 2015. This trend was also seen in the question which asked respondents about the quality of life in Dundee with 72% of respondents being very satisfied in 2014 to 62% in 2015.
- When asked about their **participation profile**, the levels of volunteering has decreased from 9% in 2014 to 8% in 2015.
- 40% of respondents felt that they could **influence decisions** affecting their local area. The proportion of respondents who felt they could influence decisions affecting their local area has increased by 3 percentage points since the 2012 survey.
- In relation to **health**, whilst there has been a marginal variance in self-reported health over the last 3 years, this variation has not been statistically significant, with the underlying trend since 2012 rising only 2 percentage points.
- The proportion of respondents who stated that they have never **smoked** has been subject to marginal variance since 2012, however the trend has seen no significant change since 2012.
- **Feelings of safety** in the neighbourhood have remained fairly consistent, with respondents most likely to feel safe walking alone in their neighbourhood during the day, and in their home at night. The results have not changed significantly when compared to those reported in 2012, varying by no more than 3 percentage points. In terms of walking alone at night, the proportion of respondents stating that they feel safe has increased by 11 percentage points since the 2012 survey.
- The vast majority of respondents were of the opinion that the amount of **crime** has remained the same over the last year. This has decreased from 73% in 2012 to 70% in 2015.
- In terms of **financial profile**, the proportion of respondents who have a bank or building society account has not seen any significant change since 2012, with the vast majority of respondents having a bank or building society account. However, there has been a significant increase in the proportion of respondents reporting that they have home contents insurance (rising from 70% in 2012 to 78% in 2015).
- When considering **financial management**, the proportion of respondents who said their household is managing quite well or very well has increased significantly from 42% in 2012 to 56% in 2015 (this question was introduced in 2012). The biggest financial concerns for respondents were the cost of food and domestic energy bills. However the proportion of respondents stating that they were having difficulty in affording these has continued to decrease from 2012 to 2015.
- In relation to the **method of contact** used when respondents are contacting the Council over the last year, the majority have contacted the Council by telephone over the four year period.
- **Satisfaction with the contact** has increased in relation to complaints where there has been a significant increase in satisfaction rising from 40% in 2012 to 70% in 2015. However, satisfaction with the response to service requests has remained consistent with the findings from 2012, while satisfaction with information requests has decreased from 91% in 2012 to 89% in 2014.
- When asked to consider their **priorities for the Council**, there has been some variance in relation to the extent to which they are priorities. However, three out of four of the top priorities reported in 2015 have remained consistent since 2012; providing an efficient service, providing services which are value for money and providing a good quality service. Tackling important issues for the future of the area and ensuring sustainable use of resources and care for the

environment have both seen an increase in priority since 2012 (increased by 15 and 7 percentage points respectively). On the other hand, having friendly, polite, helpful, well informed employees and promoting its services well have both decreased in priority (decreased by 12 and 5 percentage points respectively).

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1 Introduction

This report represents and discusses the findings to emerge from Dundee City Council's Citizen Survey 2015 which was undertaken by Research Resource. This survey has also been carried out for a number of years previously, most recently in 2014.

1.2 Objectives

The specific research objectives of the 2015 Citizen Survey were as follows.

- To establish the public's views on general and specific aspects of life in Dundee, including:
 - The home and neighbourhood
 - Health
 - Education and employment
 - 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 Single Outcome Agreement.

1.3 Methodology

A total of 1817 interviews were carried out with a representative sample of Dundee residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the previous survey. This involved a disproportionate sampling methodology where:

- 800 interviews were completed with the general population of Dundee (A target of 100 in each of the 8 wards)
- 1,000 interviews were carried out within community regeneration areas (200 in each of the 5 regeneration areas)

The "disproportionate" sampling approach was used previously and involves delivering the same number of interviews in each Ward or regeneration area, regardless of the actual population size of the area. This ensures the data for each Ward or regeneration area can be directly compared (with the same level of accuracy). The "disproportionate" aspect is eliminated in the results by applying appropriate statistical reweighting to balance survey data to be reflective of the entire population.

Within each area, a random sample was drawn to ensure coverage across each area. Interviewing was scheduled over day time, evening and weekends to ensure all segments of the working and non working population had the opportunity to participate.

The table below illustrates the final number of interviews achieved, by Ward, and the margin of error associated with the data collected:

Electoral Ward	Sample Base 2015 Survey	Population (adults aged 16+ years)	Confidence Interval (at 95%)
Dundee City West End	101	18657	+/- 9.7%
Dundee City - Maryfield	202	14499	+/- 6.9%
Dundee City - The Ferry	100	16380	+/- 9.8%
Dundee City - Coldside	200	17651	+/- 6.9%
Dundee City - Lochee	302	15751	+/- 5.6%
Dundee City - East End	301	13243	+/- 5.6%
Dundee City - North East	310	11954	+/- 5.5%
Dundee City - Strathmartine	301	15429	+/- 5.6%
Total Dundee	1817	123564	+/- 2.3%

The 2015 questionnaire was developed from the 2014 survey questionnaire. The 2014 questionnaire was revised and just one amendment was agreed at Q10/11, Community Centre/ Library being merged into one code as this is how the statistics are reported in the SOA.

1.4 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 5th October and the 6th November.

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

Upon completion of interviews, completed questionnaires are manually edited, checking for quality and consistency of interviews. As a further validation, 10% of each 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.

1.5 Data analysis

A SNAP database was designed to conduct the data processing and analysis. SNAP Data Entry software was used to enter the data which ensures accuracy of response and reduces data entry operator error. Once the data was entered, appropriate range and logic checks were applied and open-ended questions were coded. Data tables were then produced for each of the different levels of reports required (overall Dundee level, for wards, and for regeneration areas).

Due to the fact that the sample was designed on a disproportionate basis within wards, to ensure the data was representative at both Dundee and ward level, weighting figures were used during the data analysis. The data was weighted by age, gender and ward. The profile figures used in the weighting calculations were based upon Scotland's Census 2011. In particular this was carried out in order to ensure that the results on a ward basis were proportionately represented in the results in relation to the proportion of the Dundee population who live in that ward.

1.6 Presentation and Interpretation of Results

This report details the findings of the survey for the Dundee Council area overall and includes some comparisons between different groups where appropriate and statistically significant. To allow for more in depth analysis at Ward and regeneration area level, separate top line reports have also been prepared for each of the multi-member ward and regeneration areas and are available under a separate cover of Appendix 2.

In reading these reports, a number of points should be noted:

- The findings are based upon a sample of residents, rather than the whole population of Dundee being interviewed, therefore, all results are subject to sampling tolerances. At the overall Dundee level the margin of error associated with the results is +/-2.3%. This is a body of data which should be considered robust and Dundee City Council and Dundee Partnership should have confidence in.
- Results have been compared to the previous 2011, 2012 ,2013 and 2014 Dundee Citizen Surveys as appropriate, but in comparing results, it should be noted that:
 - Not all differences between the 2011, 2012, 2013 and 2014 surveys will be statistically significant.
 - The demographics of the area may have changed in this period.

When reporting the data in this document, in general, percentages in tables have been rounded to the nearest whole number. Responses greater than 0% but less than 0.5% are shown as 0% and responses between 0.5% and less than 1% are rounded to 1%. Columns may not add to 100% because of rounding or where multiple responses to a question are possible. The total number of participants to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of participants, this is because participants may be 'routed' past some questions if they are not applicable. The percentages reported are weighted percentages.

1.7 Report structure

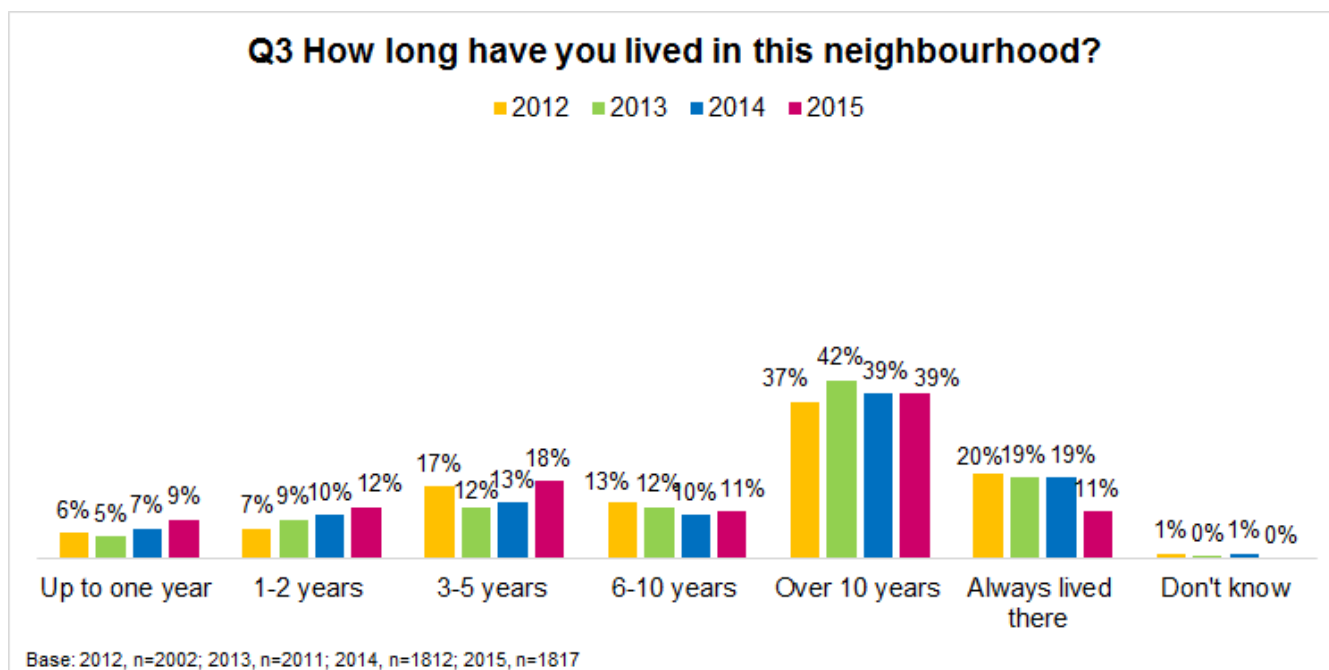
This document details the key findings to emerge from the survey. The structure of the report is as follows:

CHAPTER 2.	THE HOME AND NEIGHBOURHOOD
CHAPTER 3.	LOCAL AREA AND SERVICES
CHAPTER 4.	HEALTH
CHAPTER 5.	EDUCATION
CHAPTER 6.	COMMUNITY SAFETY
CHAPTER 7.	MONEY MATTERS
CHAPTER 8.	CONTACTING YOUR COUNCIL
CHAPTER 9.	VIEWS ABOUT THE COUNCIL
CHAPTER 10.	HOUSEHOLD DETAILS

2. THE HOME AND NEIGHBOURHOOD

2.1 Length of stay in neighbourhood (Q3)

The majority of participants to the survey had lived in their neighbourhood for a significant period of time with half of participants stating they have lived in their current neighbourhood for more than 10 years. Compared to the previous year, the proportion of respondents stating that they have lived in their current neighbourhood for more than 10 years has fallen from 58% in 2014 to 50%.



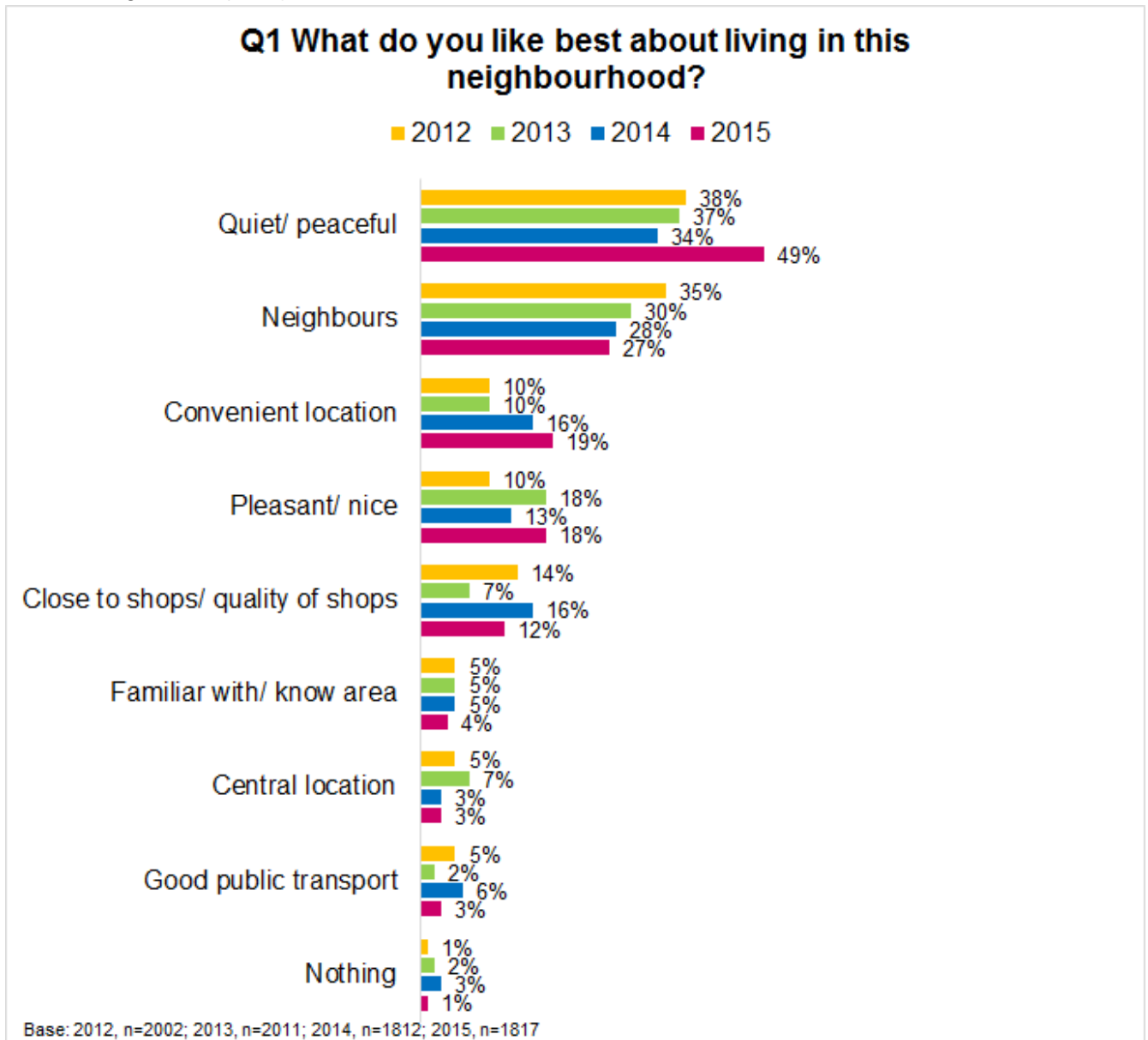
Perhaps unsurprisingly, older participants were the most likely to have lived in their neighborhood for a greater period of time, with 90% of participants aged 65 and over having lived in their neighbourhood for more than 10 years.

Significantly more participants who lived in Strathmartine (62%) had lived in their neighbourhood for more than 10 years than those who lived in West End where 32% had lived in their neighbourhood for more than 10 years.

2.2 Best aspects of neighbourhood (Q1)

When asked, unprompted what they like best about their neighbourhood, the top two reasons were as was the case in 2012, 2013 and 2014, were:

- Quiet/ peaceful (49%)
- Neighbours (27%)



Analysis by age shows that:

- Those aged 16-34 were the least likely to state that the best thing about living in their neighbourhood was that it was **quiet or peaceful** (44%). Participants aged 55-64 were the most likely (57%).
- The proportion of participants citing **neighbours** as the best thing about living in their neighbourhood increased with age, i.e. 22% of participants aged 16-34 compared to 24% of participants aged 34-54, 30% aged 55-64 and 38% aged 65 and over.
- Younger respondents were most likely to say the best thing about living in their neighbourhood was that it was a **convenient location** (26%), those aged 65 and over were the least likely to say this (10%).

- The neighbourhood being **close to shops and amenities** was cited more by those aged 35-54 (15%) than those aged 55-64 (9%).

Analysis by tenure reveals that:

- Participants that own their own home (31%) or rent their home from a registered social landlord (34%) were the most likely to cite **neighbours** as being the best thing about living in their neighbourhood than those who rent from a private landlord (12%).
- Owners were also significantly more likely to say their neighbourhood is **quiet or peaceful** (54%) than tenants who lived in private rented accommodation (40%).
- More respondents who lived in private rented accommodation said the best thing about their neighbourhood was that it was a **convenient location** (37%). This is significantly higher than those who lived in housing rented from a registered social landlord (10%) or housing rented from the Council (14%).
- **Being close to the shops/ quality of shops and amenities** was cited by more respondents who were Council tenants (19%) than those who owned their home (8%).

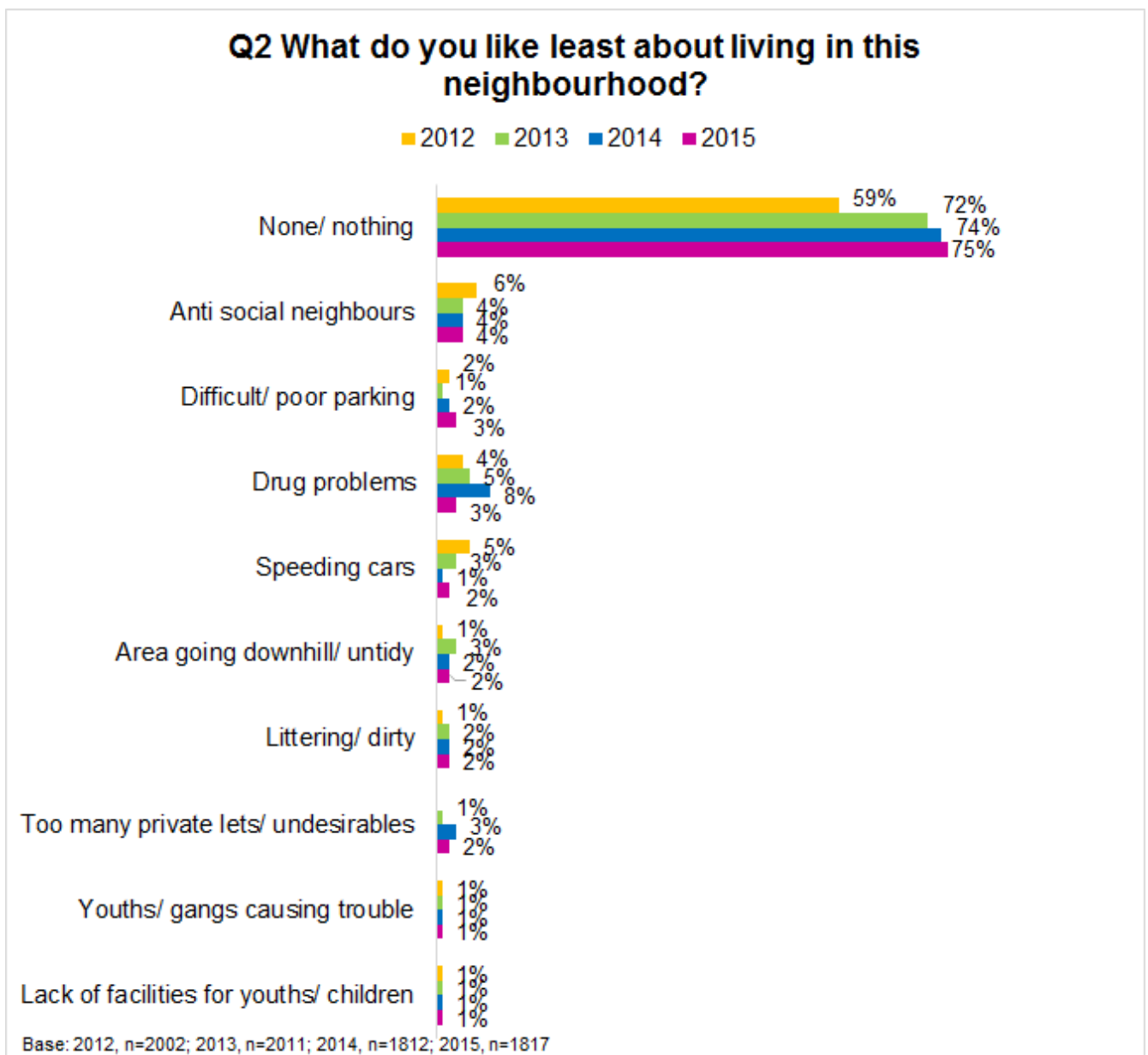
The biggest differences when analysed were as follows:

- Those who lived in East End (20%), Maryfield (18%) and Coldside (18%) were the most likely to have commented on living **close to shops or the quality of shops and amenities** than those who lived in the West End (7%), The Ferry (7%) and the North East (9%).
- Significantly more respondents who lived in the Ferry (30%) commented that the area was a **pleasant or nice area** to live than those who lived in Maryfield (13%) and the East End (13%).
- Respondents who lived Strathmartine (56%) and the West End (59%) were more likely to say their neighbourhood was **quiet or peaceful** than those who lived in Maryfield (36%) and Lochee (40%).
- Maryfield (36%) and the West End (32%) respondents were more likely to say their neighbourhood was a convenient location than those who lived in The Ferry (10%) and Strathmartine (9%).

Those who lived in the most deprived neighbourhoods were less likely to say the best thing about their neighbourhood was that it was a pleasant or nice area (14%) than residents who lived in all other areas (22%).

2.3 Worst aspects of neighbourhood (Q2)

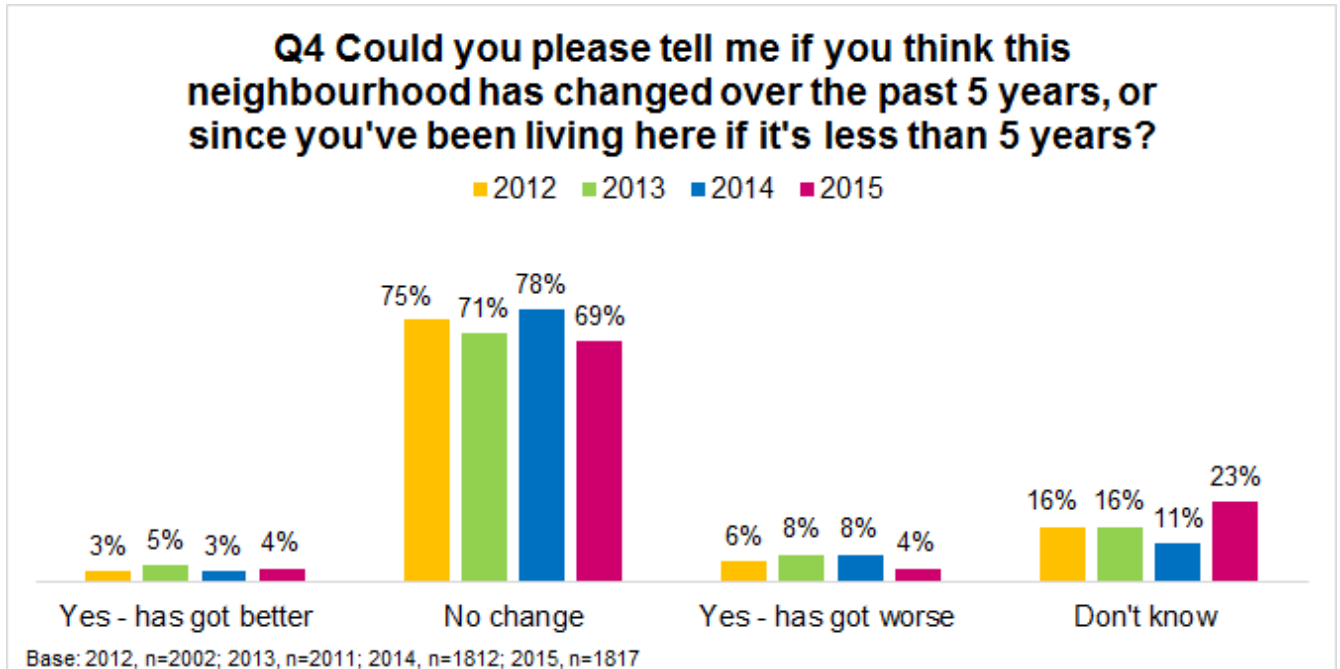
In terms of the worst aspects of the neighbourhood, the majority of participants stated that there was 'nothing' that they did not like about their neighbourhood (75%) which is consistent with the findings from 2014 (74%). The most popular responses given for those who were able to provide examples of what they disliked about their neighbourhood included, drug problems (3%) and anti-social neighbours (4%) and difficult or poor parking (3%).



Those who lived in the most deprived areas were less likely to have said there was **nothing** they disliked about their neighbourhood (72%) than participants who lived in all other areas (77%). Those who were aged 65 and over (79%), lived in the Ferry (82%), owned their home (78%) or rented from a private landlord (77%) were most likely to say that there was nothing they disliked about their neighbourhood.

2.4 Change in the neighbourhood (Q4/5)

When asked about the change in the neighbourhood over the past 5 years, just under seven in ten participants of the survey were of the opinion that the neighbourhood had remained unchanged (69%). On the other hand, just 4% of participants said the neighbourhood had improved and 4% said it had worsened.



Analysis by age revealed that participants aged 16-34 were significantly more likely to have answered don't know to this question (43%). On the other hand those aged 35-54 were the most likely to have said the neighbourhood has got worse (6%).

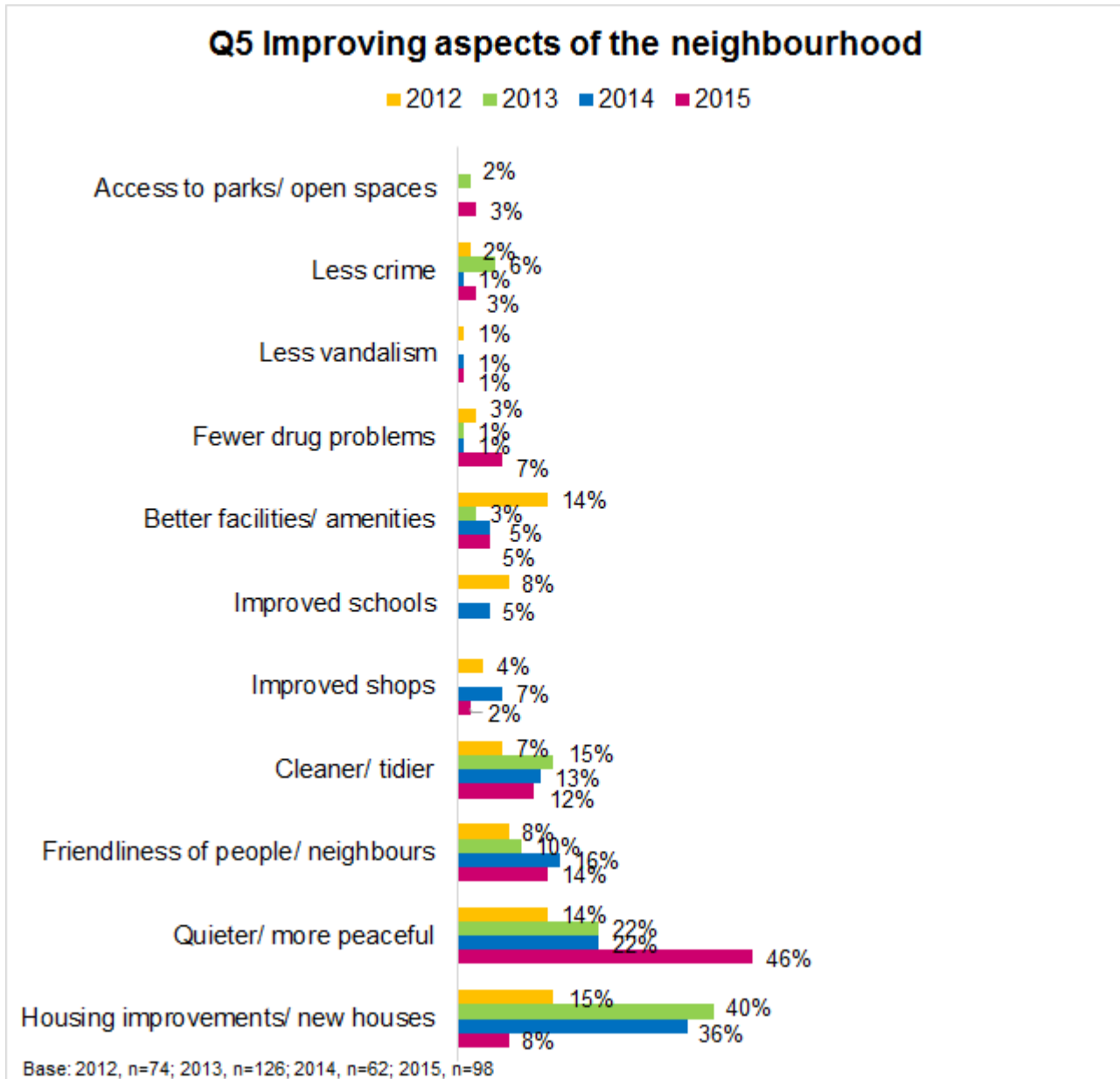
Those who lived in the most deprived areas were more likely to have said that the neighbourhood has changed over the past 5 years. For example, 7% of participants in the most deprived areas said the neighbourhood has improved compared to 2% of participants who lived elsewhere. Furthermore, 6% of participants who lived in the most deprived areas were of the opinion that the area has worsened compared to 3% of tenants who lived in other areas. Those who lived in Strathmartine (7%) and North East (8%) were the most likely to have said their neighbourhood has improved while East End residents were the most likely to say their neighbourhood has worsened (7%).

Analysis by tenure indicates that Council tenants were most likely to say their neighbourhood has got worse (7%).

Where participants believed the neighbourhood had improved, they were asked the main reasons for feeling this way. Care should be taken when reading these percentages due to the small number of participants who stated they believed the neighbourhood had improved. The main reasons given are illustrated in the chart below and were:

- Quieter/ more peaceful (46%)
- Friendliness of people/ neighbours (14%)
- Cleaner/ tidier (12%)

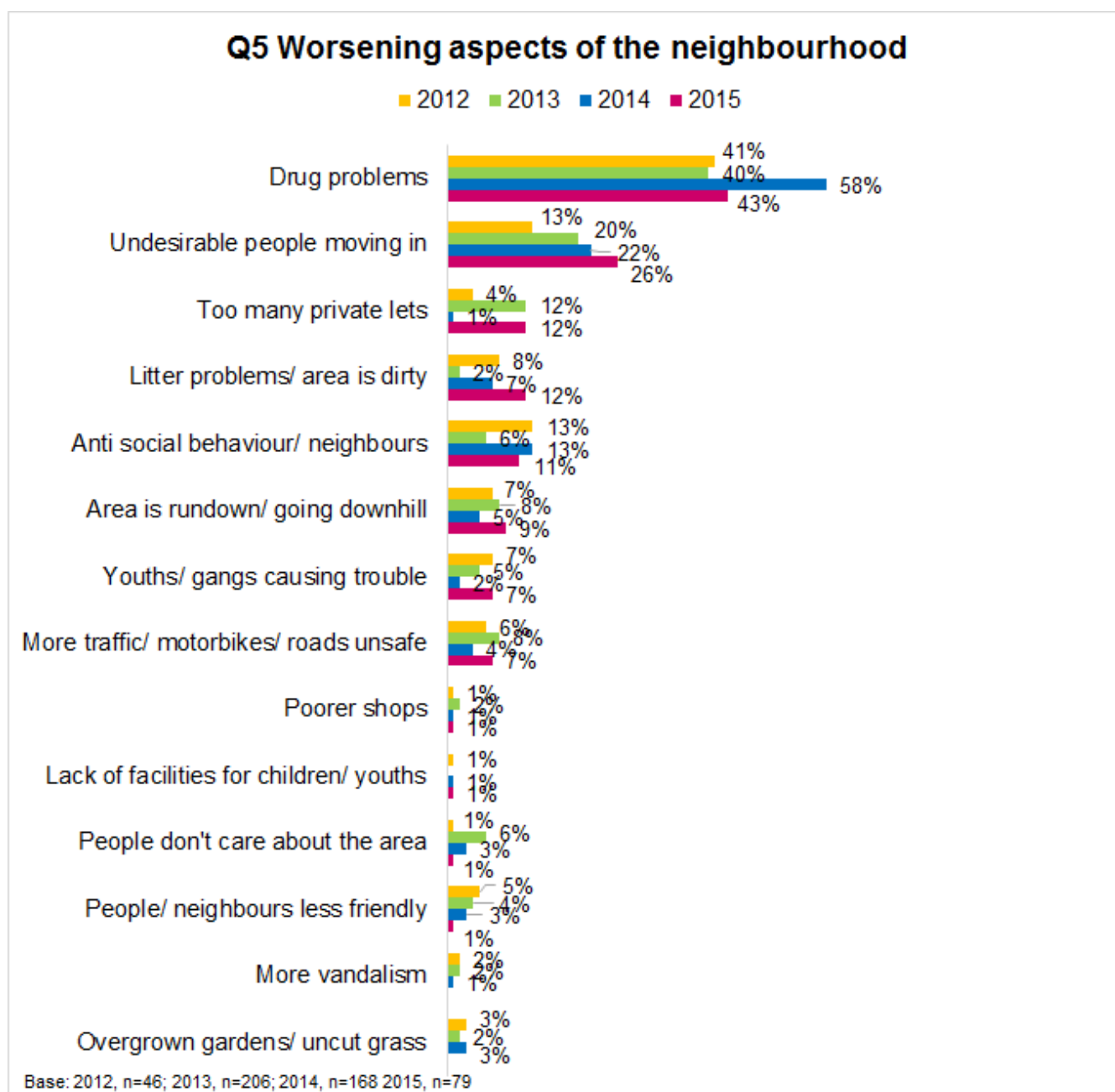
In 2014 the top two reasons for feeling that the neighbourhood has improved were due to housing improvements and the neighbourhood being quieter or more peaceful. This was followed by the neighbourhood being cleaner or tidier.



Those who stated their neighbourhood had worsened over the past 5 years were asked to explain why they felt this way. Care should be taken when reading these percentages due to the small number of participants who stated that they believed their neighbourhood to have worsened. The main reasons given were:

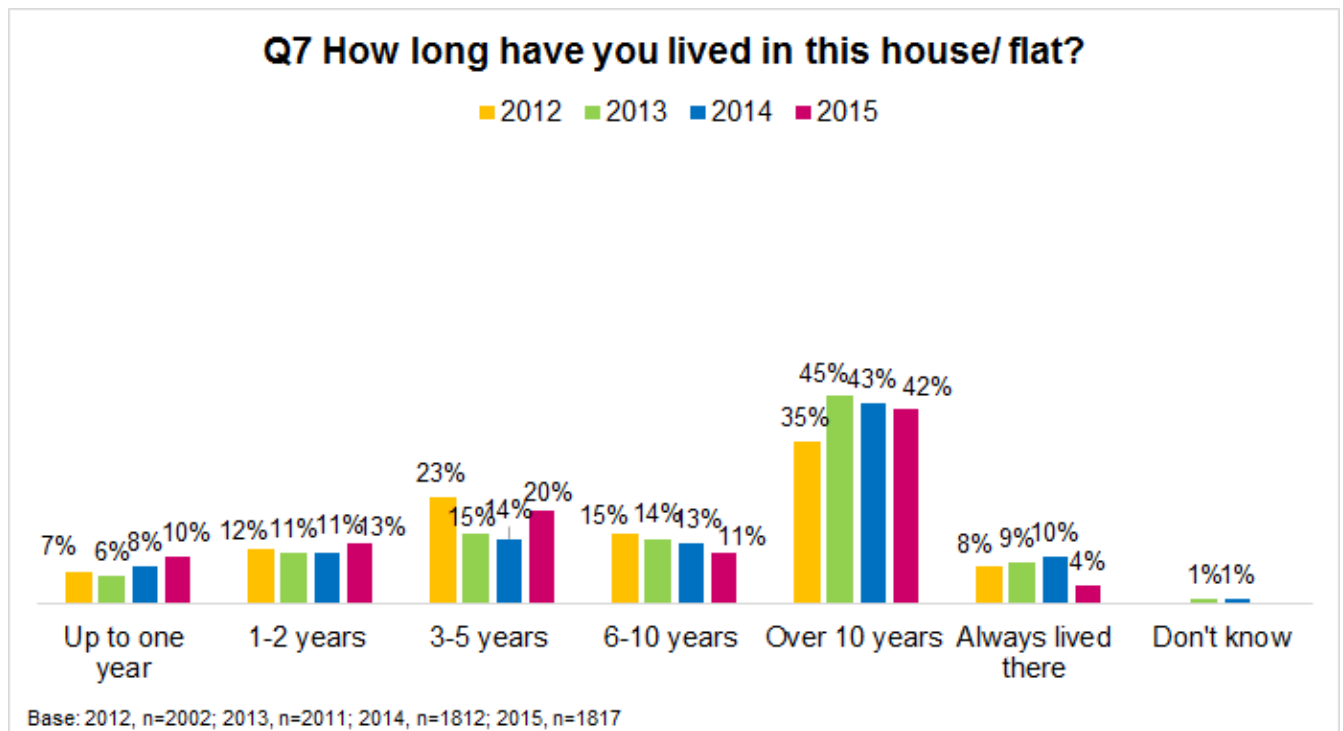
- Drug problems (43%)
- Undesirable people moving in (26%)
- Too many private lets (12%)

The problem of drugs has been the main reason for stating that the neighbourhood has worsened since 2012.



2.5 Length of stay in house (Q7)

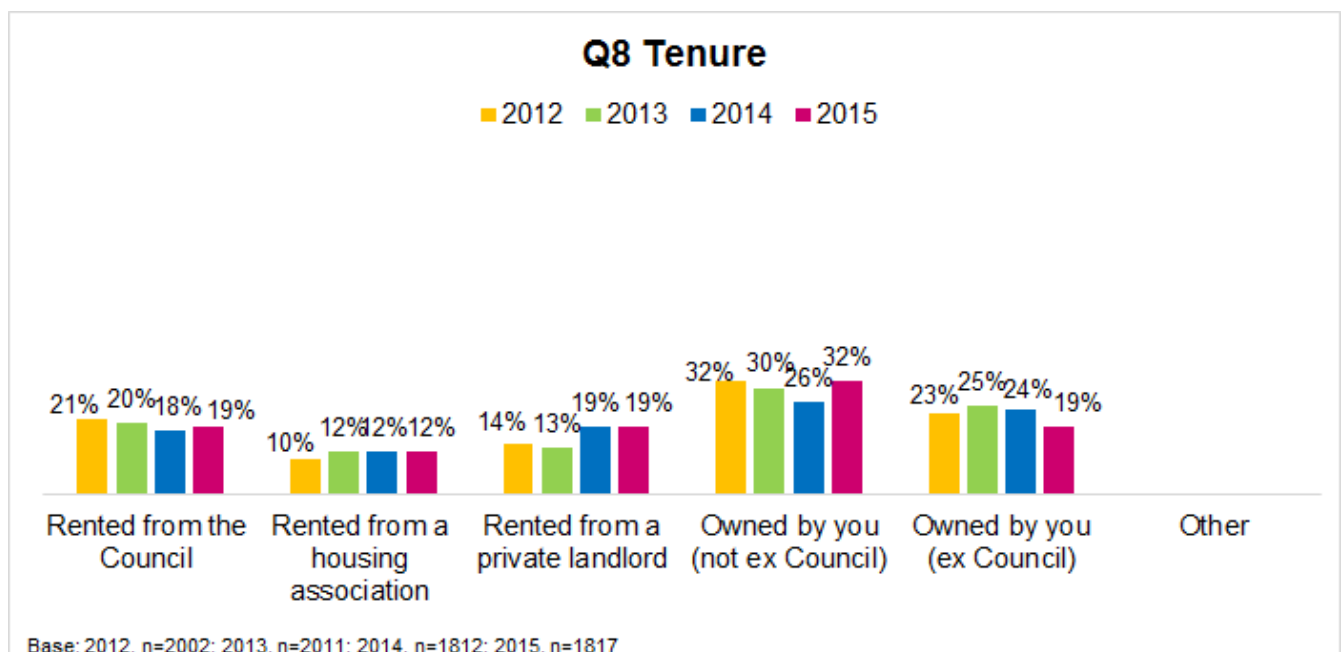
Turning now to the home, just under half of participants (46%) had lived in their home for over 10 years. This is less than 2014 where 53% had lived in their home for more than ten years.



As age increases the length of stay in the current home also increases for example, 11% of respondents aged 16-34 had lived in their current home for more than 10 years compared to 89% of respondents aged 65 and over.

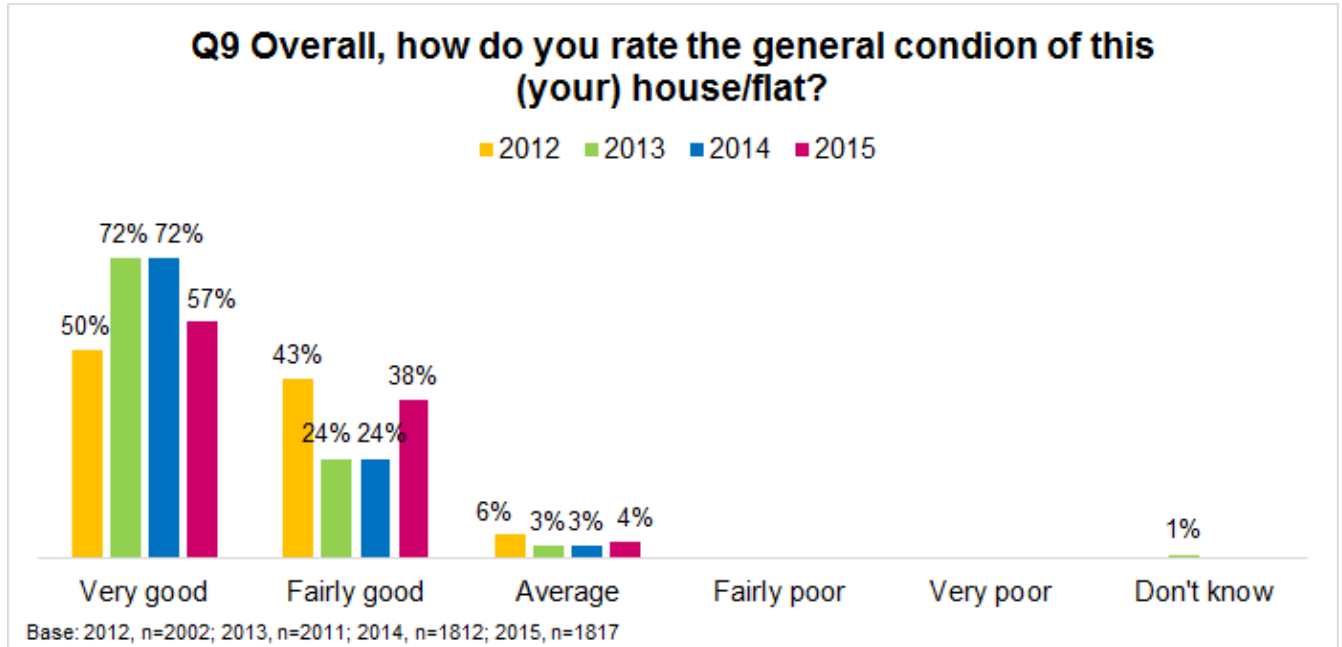
2.6 Tenure (Q8)

In relation to the tenure profile, over half of participants (51%) were owner occupiers, 19% rented from the Council, 12% rented from a Housing Association and 19% rented from a private landlord. These figures are consistent with the 2014 results.



2.7 Satisfaction with the home (Q9)

The vast majority of participants said the general condition of their home was very or fairly good (96%). The remaining 4% said the general condition of their home was average. The results are consistent with the findings from 2014.



The proportion of participants who were of the opinion that their home was “very good” was highest amongst those who owned their home (68%) and was lowest amongst those who lived in a privately rented property (39%).

Participants who lived in North East were the most likely to be of the opinion that the condition of their home is ‘very good’ (81%). On the other hand those who live in West End were least likely to feel this way (13%).

3. LOCAL AREA AND SERVICES

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

In relation to local services and facilities, satisfaction is very high, with 100% satisfaction in terms of fire services, local schools and social care or social work services.

Local Area and Services - Satisfaction		
(Excludes % stating 'doesn't exist'/'never used')	2014 %satisfied	2015 %satisfied
Fire service	100%	100%
Local schools	100%	100%
Access to free cash machine/ auto teller	99%	99%
Local health services	99%	98%
Local shops	99%	97%
Police service	99%	98%
Social care/social work services	99%	100%
Refuse collection	98%	99%
Community centre/ library	-	98%
Parks and open spaces	97%	97%
Street cleaning	97%	97%
Local phone boxes	96%	95%
Public transport	95%	95%
Sports and leisure facilities	95%	96%
Community warden service	93%	93%
Social housing	93%	93%
Employment and advice services	92%	93%
Local youth facilities	84%	83%

Compared to the 2014 survey, results do not vary by more than 3 percentage points.

Satisfaction with local services varies significantly by ward. The biggest variances in satisfaction were regarding:

- **Local health services:** 87% satisfaction in the East End compared to 100% in the West End, Maryfield, Collieston, Lochee, North East and Strathmartine.
- **Social Housing:** 73% satisfaction in the West End compared to 99% in Collieston and the North East.
- **Employment and advice services:** 70% satisfaction in the East End compared to 100% in the West End.
- **Street Cleaning:** 85% satisfaction in the East End compared to 100% in the West End and the North East.
- **Sport and leisure facilities:** 88% satisfaction in the Ferry compared to 100% satisfaction in Strathmartine and Maryfield.
- **Community centre/ library:** 90% satisfaction in the East End compared to 100% in the West End, Maryfield, Lochee and Strathmartine.
- **Local phone boxes:** 72% satisfaction in the East End compared to 100% in Maryfield and Lochee
- **Local youth facilities:** 67% satisfaction in The Ferry compared to 98% satisfaction in Maryfield.

- **Local shops:** 87% satisfaction in the East End compared to 100% satisfaction in Maryfield and The Ferry.
- **Community warden service:** 65% satisfaction in the West End compared to 98% satisfaction in Coldside and the East End.

Analysis by age reveals the following variances in satisfaction:

- **Social Housing:** Those aged 16-34 were the least likely to be satisfied (85%) compared to those aged 35-54 (96%), 55-64 (95%) and 65 and over (100%).
- **Local youth facilities:** Those aged 35-54 were the least likely to be satisfied (76%) compared to those aged 16-34 (81%), 55-64 (95%) and those aged 65 plus (91%).
- **Community warden service:** Those aged 55-64 were the least likely to be satisfied (88%) compared to those aged 16-34 (90%), 35-54 (95%) and those aged 65 and over (98%).

The biggest difference when analysed by tenure are as follows:

- **Social housing:** 60% of respondents who rented their home from a private landlord were satisfied with social housing compared to 99% of respondents who rented their home from the Council and a registered social landlord.
- **Employment and advice services:** 86% of respondents who rented their home from the Council were satisfied with the employment and advice services compared to 98% of respondents who owned their home.
- **Public Transport:** 88% of respondents who rented their home from the local authority were satisfied with public transport compared to 97% of respondents who owned their home.
- **Community warden service:** 88% of respondents who rented their home from a private landlord were satisfied with the community warden service compared to 96% of respondents who rented their home from the Council.

In relation to accessibility, participants were asked how easy it was to access a range of local facilities and services. Where participants stated that they did not use a facility or where a facility was not available these respondents were included in the analysis. As shown in the table below respondents were most likely to consider, local health services, refuse collection (99%), the fire service, the police service, local shops and street cleaning (98%) to be easy to access. On the other hand services which were less likely to be easy to access included the community warden service (32%), social care/ social work services (33%), local youth facilities (35%) and local phone boxes (37%). On the other hand access to free cash/ auto teller, employment and advice services, local phone boxes, local schools, local youth facilities and social care/ social work services have seen a decrease since 2014.

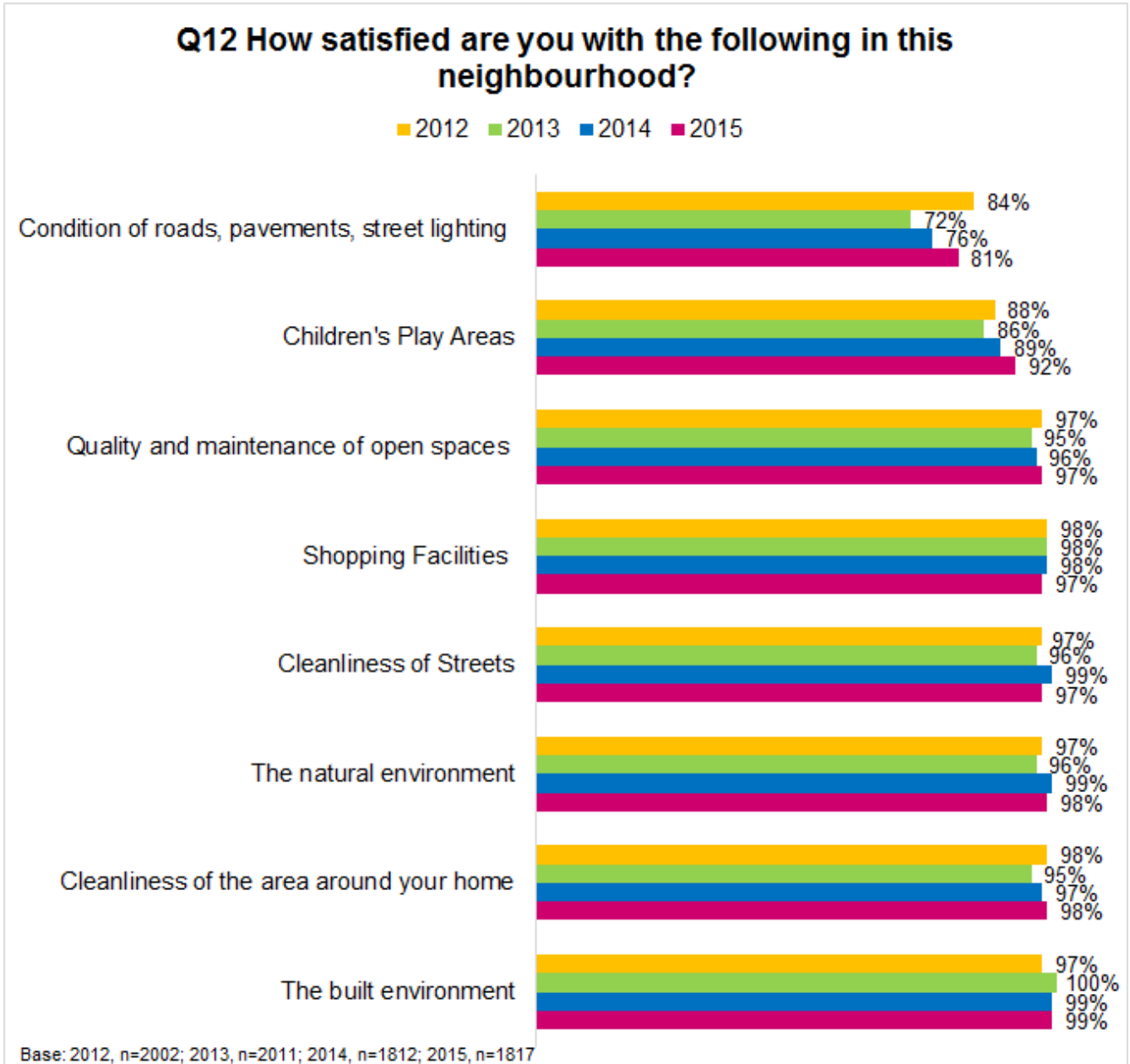
Local Area and services – ease of access				
(Includes % stating 'doesn't exist'/ 'never used')	Ease of access to facilities and services (very/ fairly easy)			
	2012	2013	2014	2015
Access to free cash/ auto teller	89%	83%	97%	92%
Community Centre/ library	-	-	-	92%
Community Warden Service	44%	43%	35%	32%
Employment and advice services	53%	35%	48%	43%
Fire service	89%	97%	98%	98%
Local Health services	95%	97%	98%	99%
Local phone boxes	54%	38%	49%	37%
Local Schools	96%	70%	82%	67%
Local shops	96%	96%	98%	98%
Local youth facilities	58%	42%	46%	35%
Parks and open spaces	95%	95%	95%	94%
Police service	89%	97%	98%	98%
Public transport	94%	93%	95%	94%
Refuse collection	98%	96%	98%	99%
Social care/social work services	46%	30%	44%	33%
Social housing	50%	41%	48%	47%
Sports and leisure facilities	81%	70%	78%	77%
Street cleaning	96%	89%	97%	98%

Satisfaction with aspects of the neighbourhood (Q12)

Satisfaction with different aspects of the neighbourhood is high, and above 90% for all aspects with the exception of the condition of road, pavements and street lighting where 81% were satisfied. The highest levels of satisfaction were in regards to:

- The built environment (99%)
- Cleanliness of the area around your home (98%)
- The natural environment (98%)

The results do not vary significantly when compared to the 2014 results.

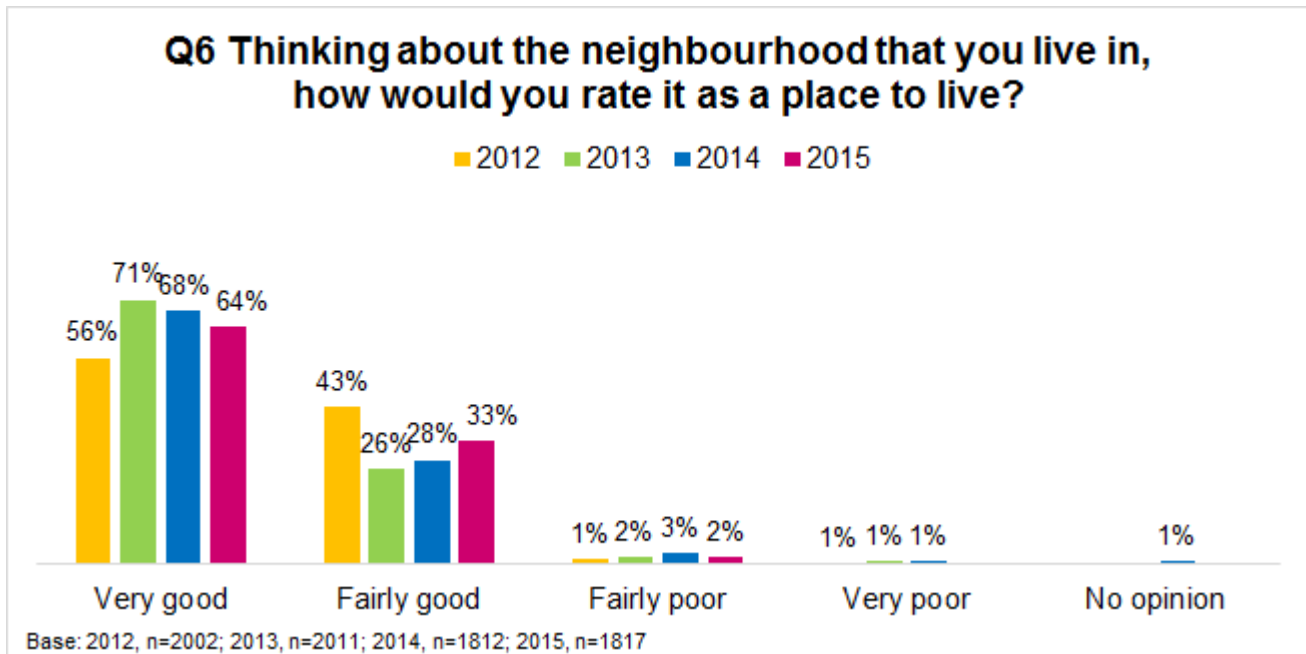


Analysis by area shows that satisfaction varies most in terms of the following:

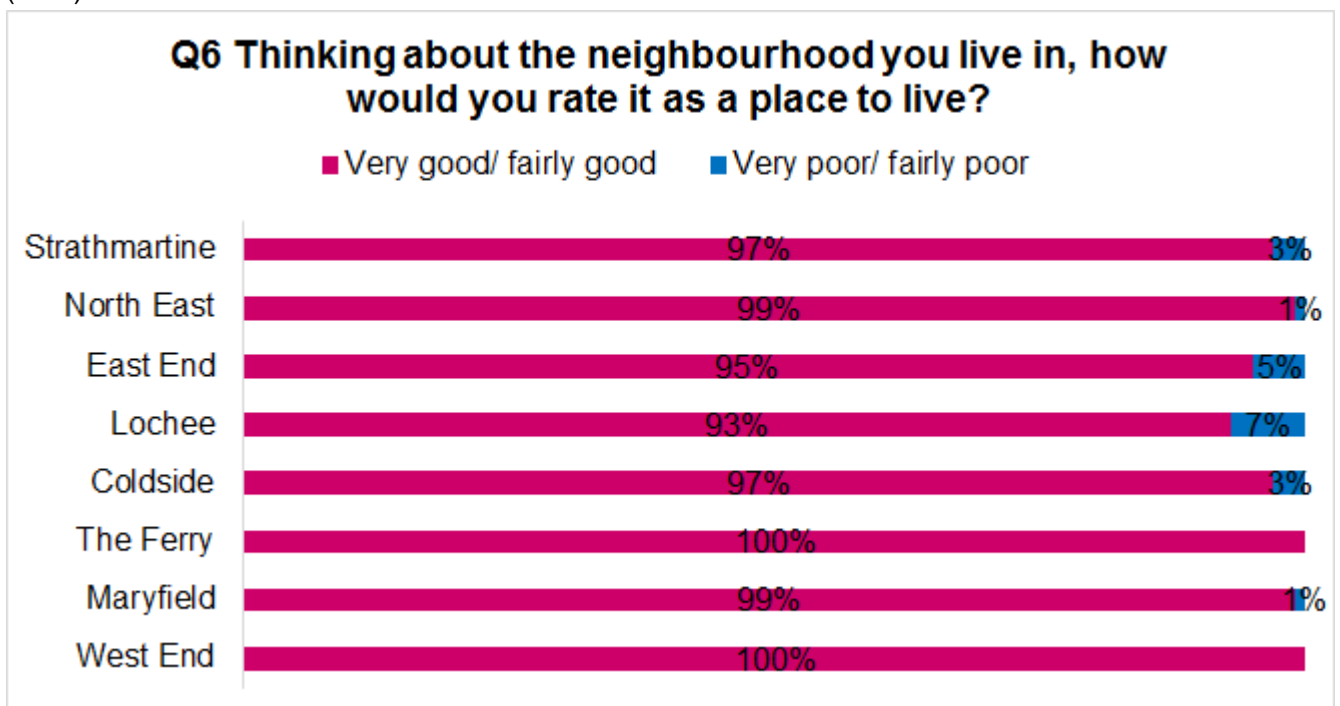
- **Cleanliness of streets:** 100% of those who lived in Maryfield were satisfied with this compared to 87% of participants who lived in the East End.
- **Shopping facilities:** 89% satisfaction in the North East compared to 100% satisfaction in the West End, The Ferry and Strathmartine.
- **Condition of roads, pavements and street lighting:** 71% satisfaction in Lochee compared to 88% satisfaction in the West End.

3.2 Satisfaction with neighbourhood as a place to live in (Q6)

Participants were then asked to rate how satisfied they were with their neighbourhood as a place to live. 97% of respondents said their neighbourhood was a very or fairly good place to live. This is consistent with the 2014 results where 96% of participants rated their neighbourhood as a very or fairly good place to live.



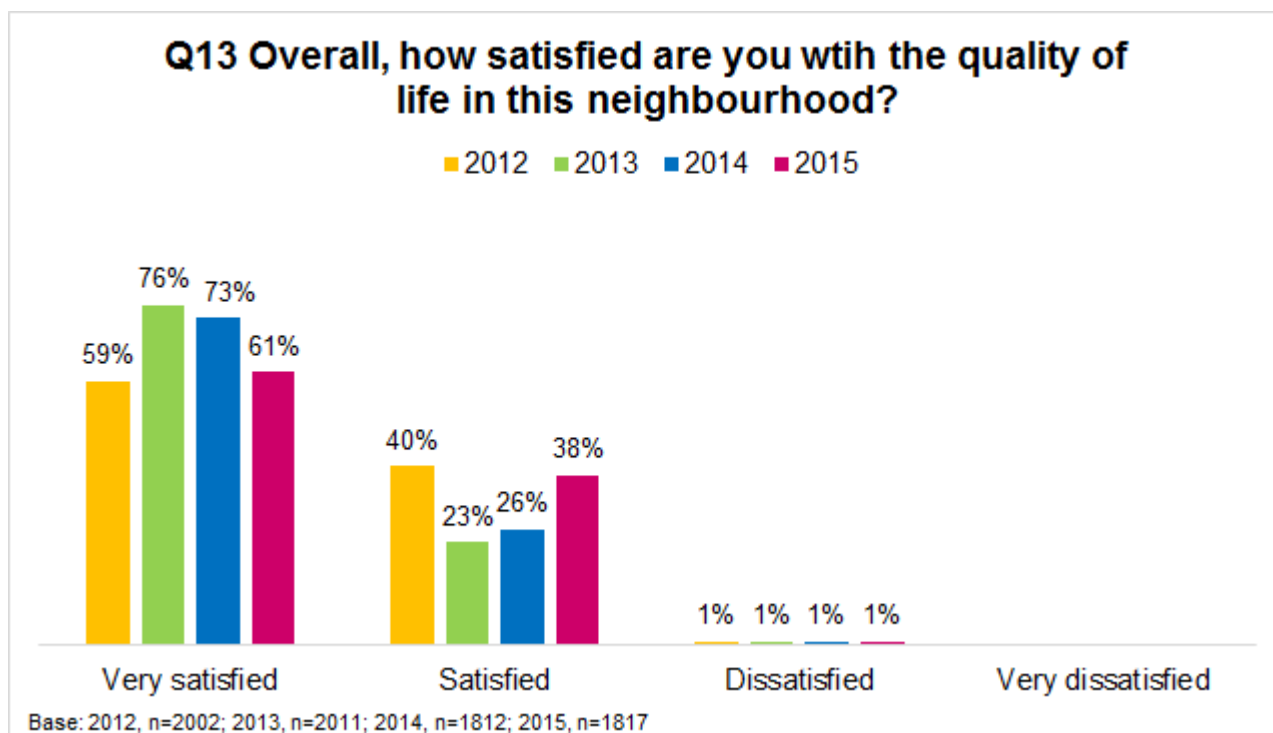
Analysis by area revealed that participants who lived in The Ferry (100%) and the West End (100%) were the most satisfied with their neighbourhood. Those who lived in Lochee were the least satisfied (93%).



Analysis by tenure did not reveal any significant differences in satisfaction.

3.3 Neighbourhood quality of life (Q13)

In terms of quality of life, overall satisfaction is high with almost all participants stating they were very or fairly satisfied with their quality of life in their neighbourhood (99%), compared to 1% who were dissatisfied. Overall satisfaction with the quality of life in the neighbourhood has remained consistent with the 2014 survey results.

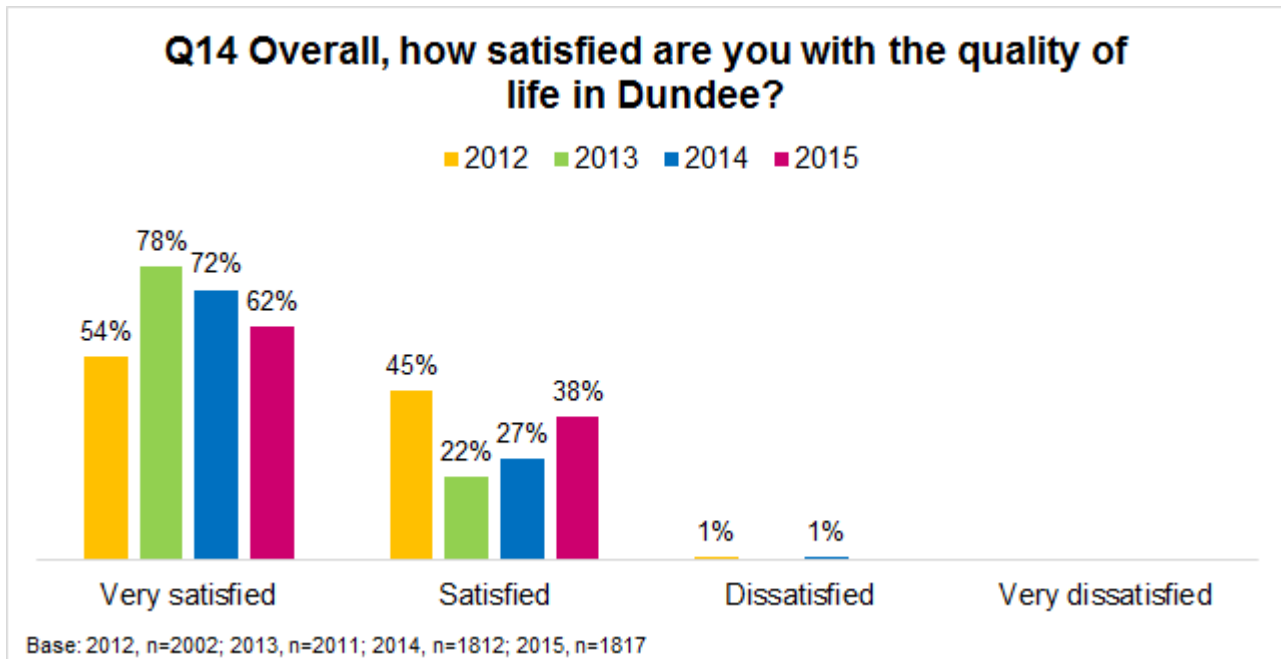


Analysis by area reveals that participants from Strathmartine were most likely to say they were very satisfied with the quality of life of their neighbourhood (82%). On the other hand, West End residents were least likely to be very satisfied (27%).

Overall, how satisfied are you with the quality of life in this neighbourhood?								
	West End	Mary-field	The Ferry	Coldside	Lochee	East End	North East	Strath-martine
Base	99	200	100	197	302	297	310	301
Very satisfied	27%	71%	46%	73%	69%	51%	77%	82%
Satisfied	73%	29%	54%	26%	26%	46%	22%	16%
Dissatisfied	-	-	-	1%	4%	2%	-	2%
Very dissatisfied	-	-	-	-	-	-	-	-

3.4 Dundee quality of life (Q14)

Overall satisfaction with the quality of life in Dundee is high, with all respondents (100%) stating they were very or fairly satisfied. The proportion of respondents who stated very satisfied has decreased 10 percentage points from 72% in 2014 to 62% in 2015.



3.5 Providing voluntary/ unpaid help (Q16/17)

Just under 1 in 10 respondents (8%) said they had undertaken some form of work or activity on a voluntary basis in the last 12 months. The level of volunteering was greatest within the following groups:

- 35-54 (9%)
- Owned their home (10%)
- Live in Coldsides (11%)
- Have children in the household (11%)

Conversely, the incidence of volunteering was lowest in the following groups:

- 16-34 (6%)
- Rented their home from a private landlord (5%), a RSL (5%) or local authority (4%)
- Lived in the West End (3%)
- Have no children (6%)

3.6 Community activities (Q15)

Participants to the survey were read out a list of activities and asked which of these they were aware of. Awareness was highest regarding organized sporting activities (48%), organized social/ leisure activities (42%) and after school/ children's clubs (37%). Just under 7 in 10 respondents (68%) were aware of at least one activity. The number of respondents aware of community festivals/ gala days has decreased significantly since the 2014 survey, from 44% to 19%. On the other hand the proportion of respondents aware of after school/ children's clubs has increased from 17% in 2014 to 37% in 2015.

Q15 I am going to read out some examples of community activities and organisations. Which of these are you aware of?				
	2012	2013	2014	2015
After school/children's clubs	42%	21%	17%	37%
Youth clubs/projects or drop-in centres	12%	5%	6%	10%
Voluntary Youth Organisations	17%	10%	9%	18%
Youth Information Services	8%	3%	6%	3%
Other Youthwork activities	9%	6%	7%	4%
Organised Sporting activities/ classes/clubs	38%	29%	26%	48%
Organised Social/Leisure activities/classes/clubs	33%	20%	16%	42%
Learning groups or adult education classes	20%	7%	6%	18%
Self-help or social care groups	11%	5%	4%	11%
Community Festivals/ Events eg Gala Day	46%	46%	44%	19%
Community Council or Neighbourhood Group	19%	10%	11%	11%
Community Regeneration Forum or Group	8%	3%	5%	4%
Local Consultation Activities and Events	7%	4%	5%	6%
None of these	20%	24%	28%	32%

Following on from this, participants were asked how often they or a member of their household had taken part in each of these activities. The table below shows the proportion of participants who said they or a household member takes part in these activities on a daily or weekly basis. The most popular activities were organised sporting activities (64%), after school/ children's clubs (58%) and organised social/ leisure clubs (34%). In 2014 organised sporting activities was also the activity most likely to be undertaken on a daily or weekly basis.

Q15 Community/ voluntary activities participation profile (% daily/ weekly)				
	2012	2013	2014	2015
Organised Sporting activities/ classes/clubs	16%	42%	64%	64%
After school/children's clubs	7%	22%	60%	58%
Organised Social/Leisure activities/classes/clubs	11%	35%	33%	34%
Voluntary Youth Organisations	5%	20%	8%	29%
Youth clubs/projects or drop-in centres	3%	32%	9%	8%
Learning groups or adult education classes	3%	12%	3%	3%
Other Youthwork activities	3%	12%	8%	2%
Self-help or social care groups	2%	10%	4%	1%
Community Council or Neighbourhood Representative Structure	0%	2%	6%	0%
Youth Information Services	1%	4%	2%	0%
Community Festivals and Events	1%	-	1%	0%
Community Regeneration Forum	0%	1%	0%	0%
Local Consultation Activities or Events	0%	2%	0%	-

3.7 Cultural activities and events (Q18)

Participants were shown a list of cultural activities and events such as films, exhibitions, plays, museums and classes and asked whether they had taken part in or visited any of these activities in Dundee in the last 12 months. The vast majority of participants (81%) said they had taken part or visited at least one of these activities or events in the last 12 months. This has increased since the 2014 survey where 73% of respondents said they had taken part or visited any of these activities in Dundee. The most popular activities were attending the cinema (56%) and visiting the library (37%). Those who were most likely to have attended these events:

- Were aged 16-34 (91%)
- Had children in their household (86%)
- Rented their home from a private landlord (92%)
- Lived in the Ferry (88%)

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

- Were aged 65 and over (65%)
- Had no children in the household (79%)
- Rented their home from a registered social landlord (69%)
- Lived in Lochee (65%)

Q18 In the last 12 months have you been to any of these events or places in Dundee? (2015)	
Activity	%
Cinema	56%
Library, including mobile or online	37%
Theatre e.g. pantomime, musical or play	25%
Live music event e.g. traditional music, rock concert, jazz event	24%
Museum	23%
None	19%
Gallery	15%
Culturally specific festival e.g. mela/ Feis/ local Gala days	6%
Historical place e.g. castle, stately home and grounds, battle or archaeology site	6%
Dance show/ event e.g. ballet	3%
Exhibition including art, photography or crafts	2%
Street arts (art in everyday surroundings like streets, parks or shopping centre)	1%
Book festival or reading group	1%
Classical music performance or opera	1%
Archive or records office	1%

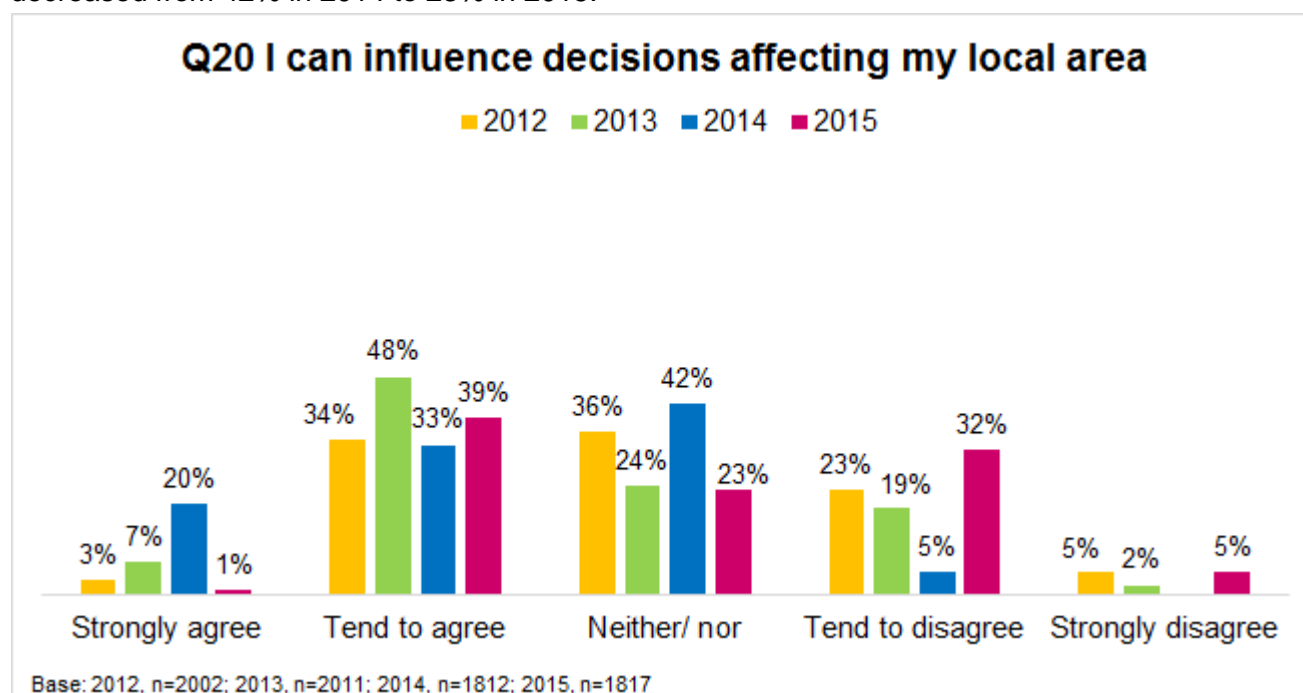
3.8 Reasons for not taking part in community activities, organisations or events (Q19)

Those who had not taken part in any community activities or organisations were asked to provide reasons why this was the case. Over half of respondents (55%) who did not take part in any community activities or organisations said they were simply not interested, 18% said they found it difficult to find the time and 17% said their health was not good enough.

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?	
	%
Not really interested	55%
It's difficult to find the time	18%
Health isn't good enough	17%
Never occurred to me	11%
It costs too much	8%
I wouldn't enjoy it	1%
I don't know enough about it	1%
I don't have anyone to go with	1%
I might feel uncomfortable or out of place	0%
Other	1%

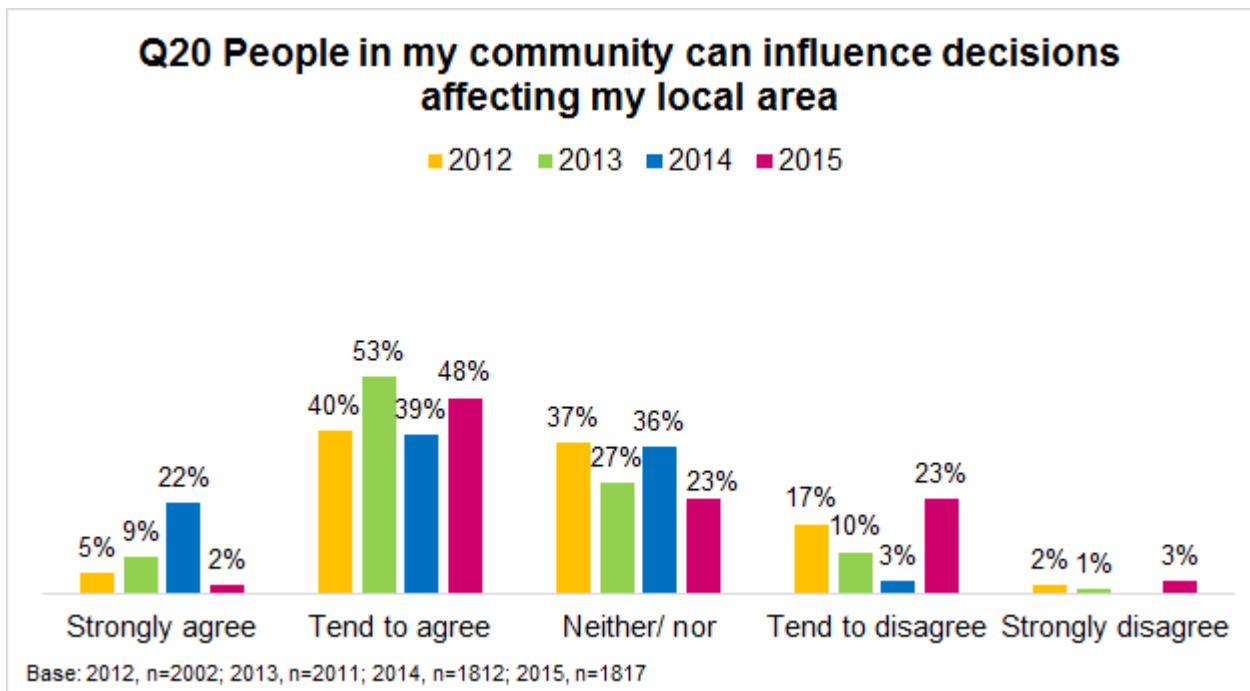
3.9 Influencing decisions (Q20a/b)

Participants were asked the extent to which they felt that they had an influence over decisions which affect their neighbourhood. 4 in 10 respondents (40%) agreed that they could influence decisions that affect their local area compared to 37% who disagreed and 23% who neither agreed nor disagreed. The overall level of agreement for this question has decreased since the 2014 survey from 53% in 2014 to 40% in 2015. The proportion of respondents who disagreed has increased significantly from 5% in 2014 to 37% in 2015 and the proportion of respondents who neither agreed nor disagreed has decreased from 42% in 2014 to 23% in 2015.



Those who lived in The Ferry and Strathmartine were significantly more likely to agree that they can influence decisions (59%) than participants from the North East who were least likely to agree (42%).

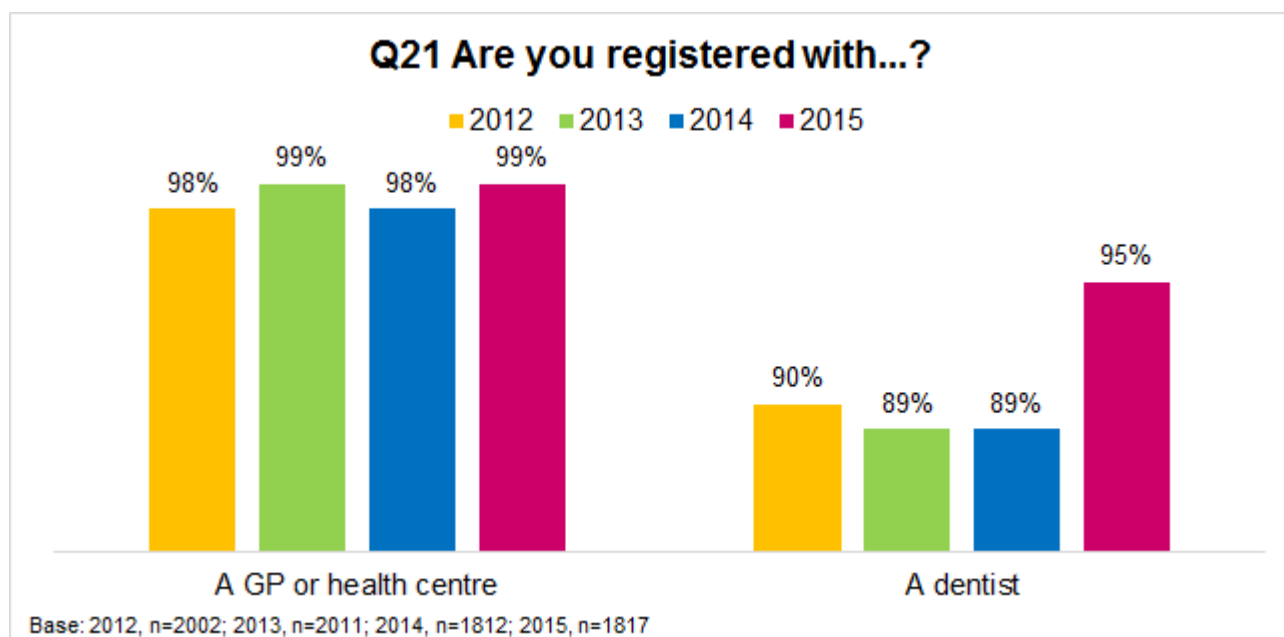
Half of respondents (50%) were in agreement that people in their local community can influence decisions affecting the local area compared to 26% who disagreed and 23% who neither agreed nor disagreed. The proportion of respondents who neither agreed nor disagreed with this statement has decreased since 2014 (from 36% in 2014 to 23% in 2015) and the proportion who disagreed has increased significantly from 3% in 2014 to 26% in 2015. The proportion of respondents who disagreed with this statement is at its highest level to date compared to 2014 (3%), 2013 (11%) and 2012 (19%).



4. HEALTH

4.1 Registered with GP or health centre/ dentist (Q21)

Almost all respondents (99%) were registered with a GP or health centre. Fewer respondents (95%) were registered with a dentist. The proportion of respondents registered with a dentist has increased from 89% in 2014 to 95% in 2015. The number of participants registered with a dentist is at its highest level to date compared to 2012 (90%), 2013 (89%) and 2014 (89%).

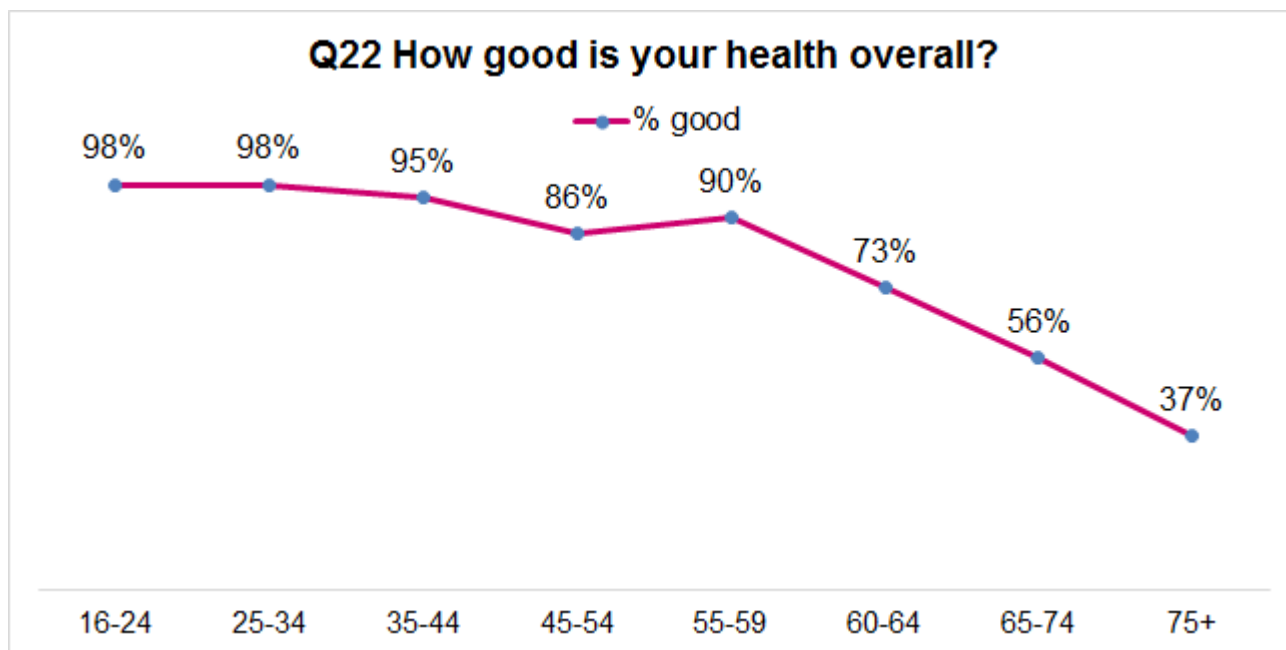


Respondents from Lochee were the least likely to be registered with a dentist (90%). Analysis by age reveals that respondents aged 65 and over were the least likely to be registered with a dentist (93%).

4.2 Rating of health overall (Q22)

84% of respondents rated their health good or very good compared to 12% who said it was fair and 5% who said it was very or fairly poor. The proportion of tenants rating their health good or very good has continued to rise and is at the highest level to date, compared to 2014 (83%), 2013 (82%) and 2012 (77%).

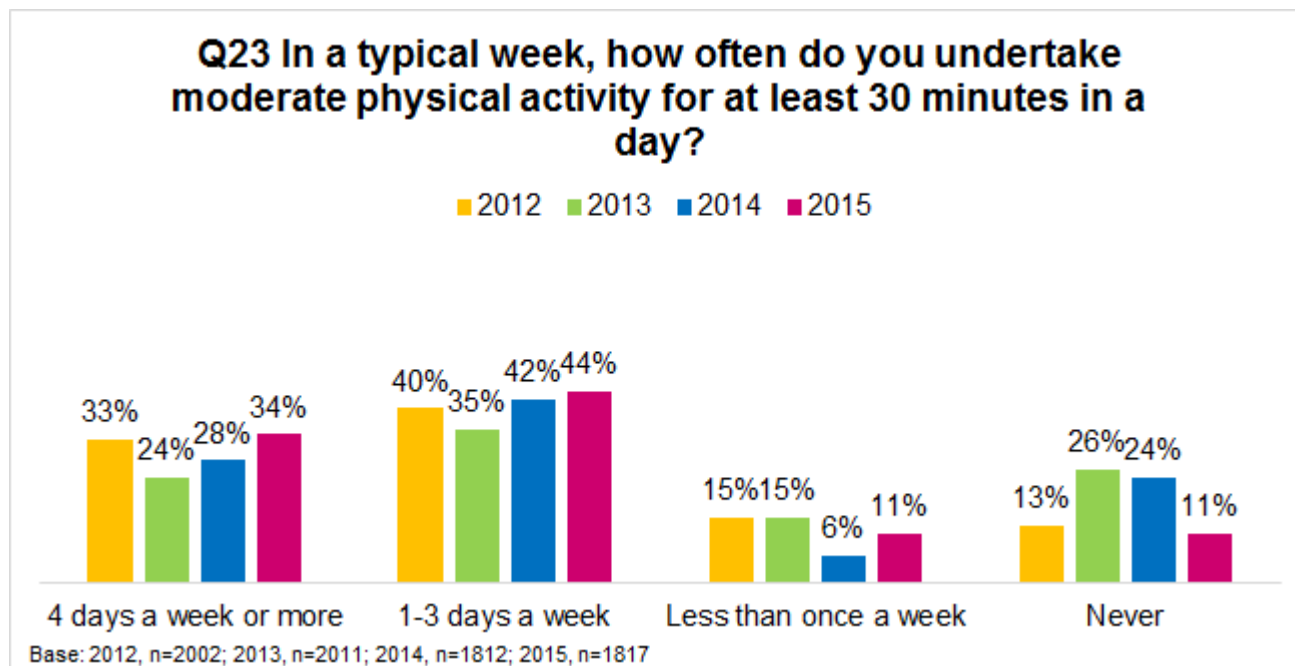
As shown below, participants rating of health decreases dramatically as age increases.



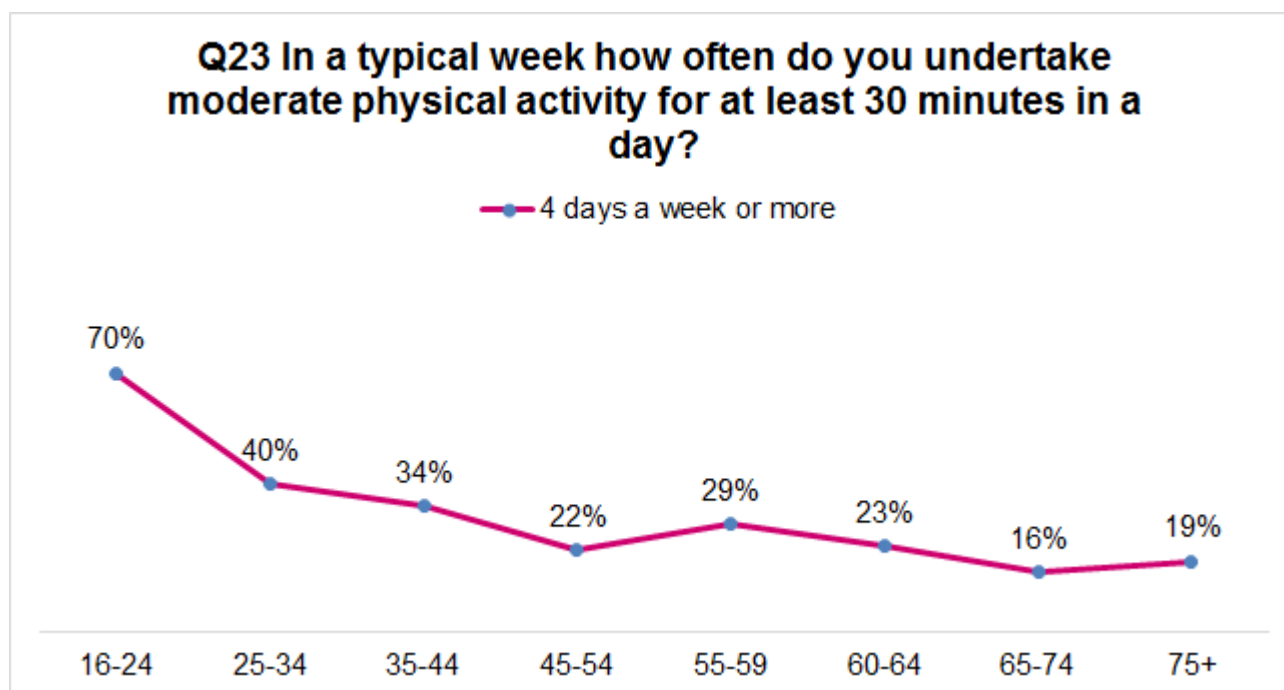
Analysis by ward reveals that those who lived in The Ferry (70%) were least likely to have rated their health as good or very good and those who lived in the North East (88%) and Strathmartine (89%) were the most likely.

4.3 Moderate physical activity (Q23)

Just over 3 in 10 respondents (34%) undertook moderate physical exercise for at least 30 minutes in a day, 4 days a week or more. 44% said they undertook moderate exercise 1-3 days per week, 11% said less than once a week and 11% of respondents said they never undertake moderate physical activity. The proportion of respondents stating that they never take part in moderate physical activity for at least 30 minutes in a day has decreased significantly since the 2014 survey, from 24% in 2014 to 11% in 2015, this is the lowest level to date compared to 2014 (24%), 2013 (26%) and 2012 (13%).



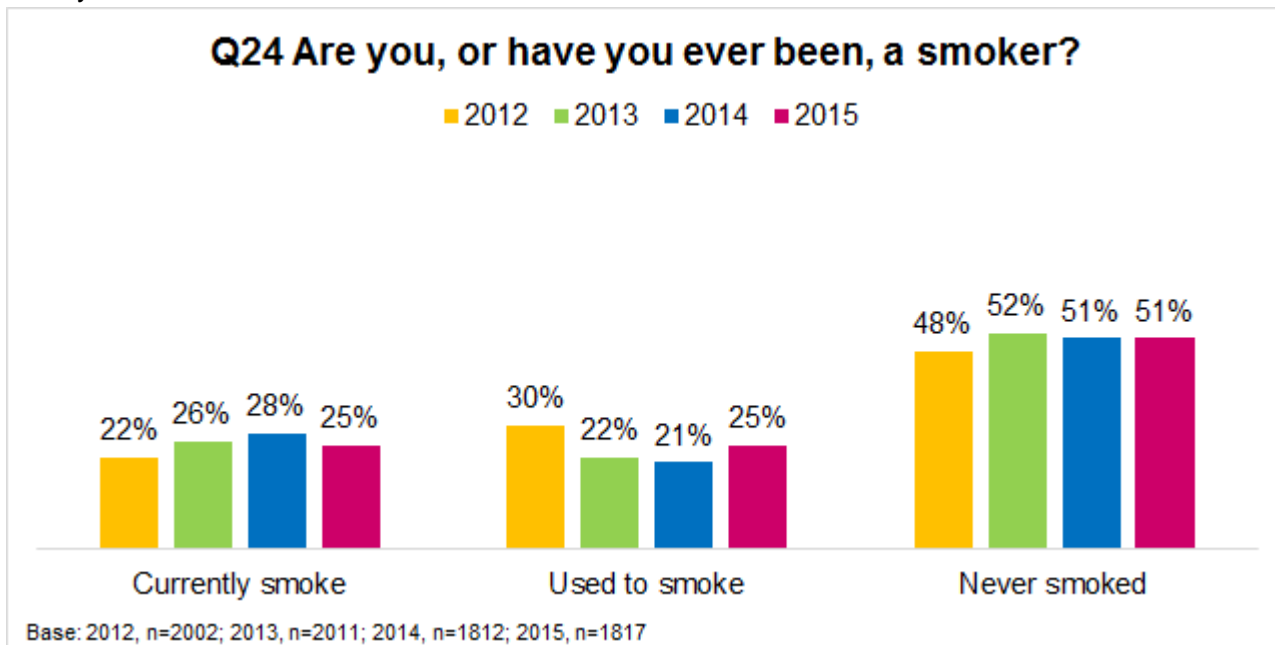
Similarly to health, as age increases the proportion of participants undertaking moderate physical activity for at least 30 minutes a day for 4 days a week or more decreases, with younger participants more likely to be active for 4 days a week or more, for example 70% of respondents aged 16-24 being active compared to 16% of those aged 65-74. Although physical activity decreases with age, the proportion of respondents active for 4 days or more a week has increased since the 2014 survey.



Respondents who lived in the most deprived areas were the least likely to undertake physical activity 4 days a week or more (19%) than respondents from other areas (46%).

4.4 Smoking habit (Q24)

Just under 3 in 10 respondents (25%) said that they currently smoke, 25% said that they used to smoke and over half (51%) said they have never smoked. The results are consistent with the 2014 survey.

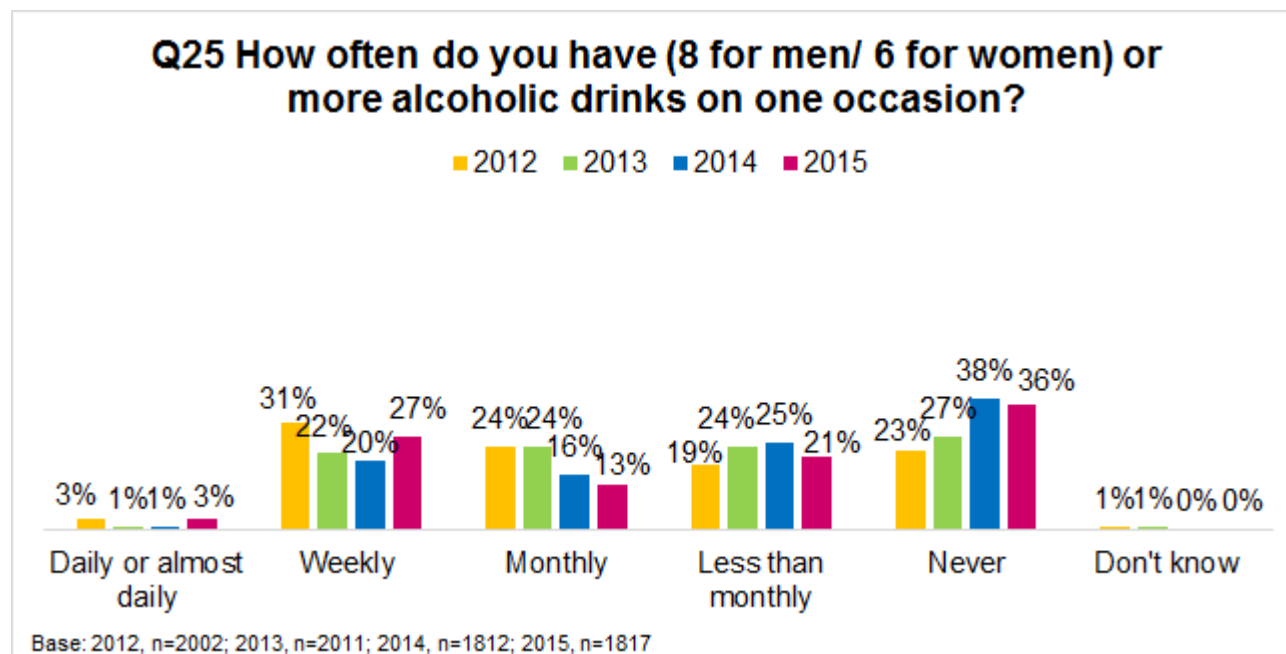


Those who lived in the most deprived areas (30%) were more likely to currently smoke than those who lived in other areas (20%). Furthermore those who lived in the East End (31%) and Strathmartine (30%) were the most likely to smoke, while those in The Ferry were the least likely (16%).

Analysis by age reveals that 32% of respondents aged 35-54 currently smoke compared to just 12% of respondents who were aged 65 and over. Males were more likely to smoke (31%) than females (19%).

4.5 Alcohol consumption (Q25)

Participants were asked about their alcohol consumption. 3 in 10 respondents (30%) said that they drink the recommended alcohol allowance (8 units for men/ 6 for women) or more at least once a week. On the other hand 36% of participants said they never drink the recommended alcohol allowance. The proportion of respondents stating they never drink the recommended allowance has remained consistent with the 2014 survey results.



Analysis by age reveals that participants aged 65 and over were the most likely to say that they never drink the recommended alcohol allowance (53%), while respondents aged 35-54 were least likely to say this (30%). Furthermore, females were more likely to have said they do not drink over the recommended allowance (43%) than males (28%).

Those who live in the most deprived areas were less likely to consume more than the recommended alcohol allowance at least once a week (23%) than all other respondents (35%).

The Ferry respondents were most likely to consume more than the recommended alcohol allowance at least once a week (52%), while those who lived in Lochee were most likely to have said they never consume more than the recommended allowance (50%).

4.6 Statements about mental wellbeing (Q26)

The Warwick-Edinburgh Mental Well-being Scale (WEMWBS) was developed by researchers at the Universities of Warwick and Edinburgh to enable the measurement of mental wellbeing of adults in the UK.

WEMWBS is a 14 item scale of mental well-being covering subjective well-being and psychological functioning, in which all items are worded positively and address aspects of positive mental health. The question used is shown below:

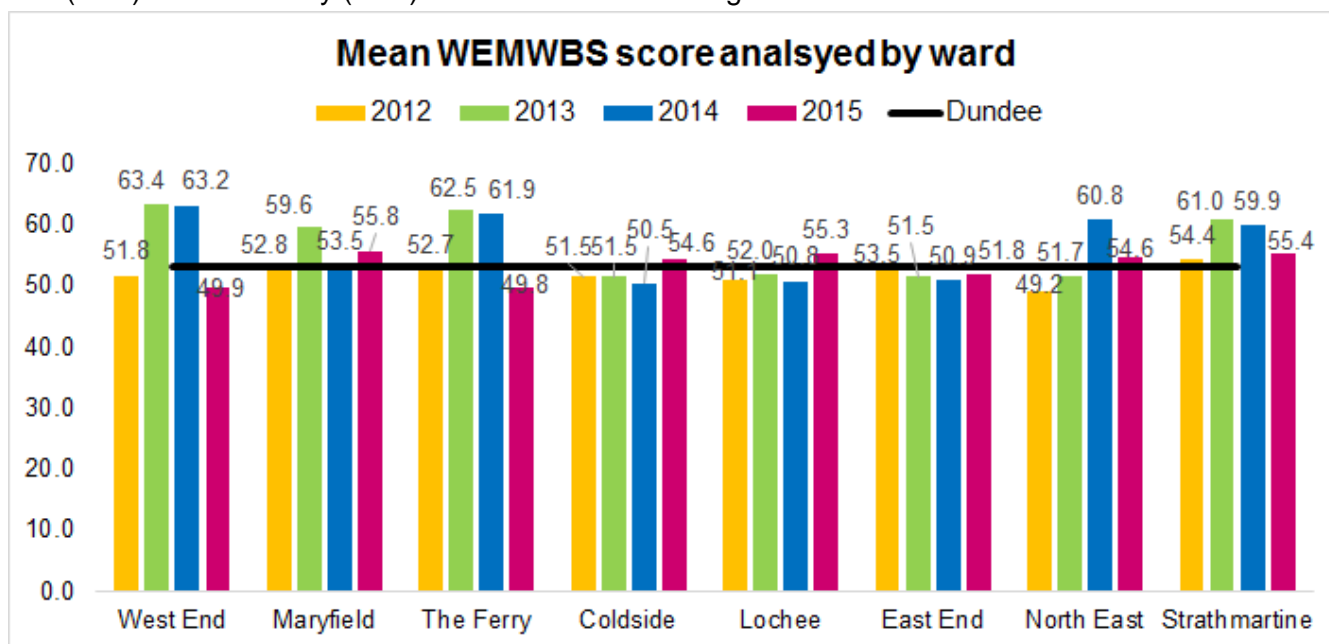
Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of each over the last 2 weeks

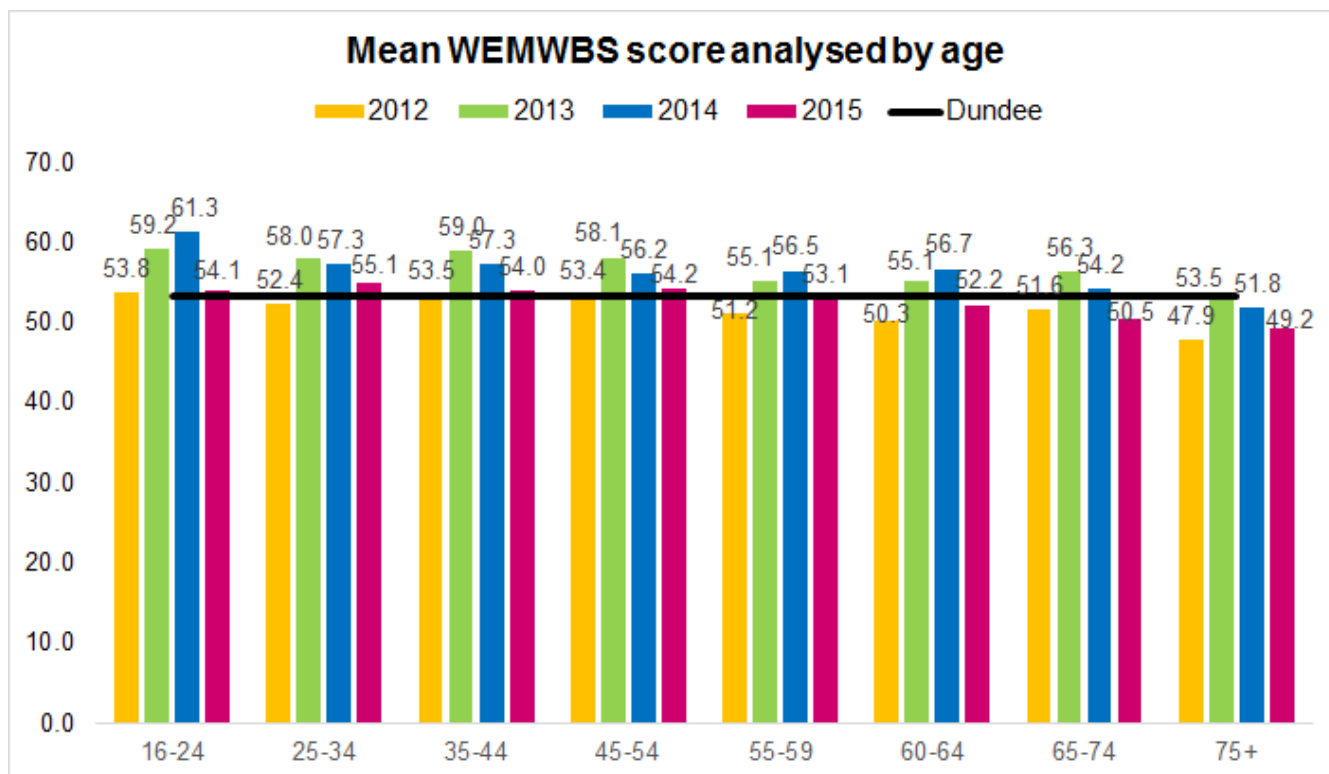
STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing well with problems	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	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 14 (if each of the items is scored 1 'none of the time') and the maximum score is 70 (if each of the items is scored 5 'all of the time').

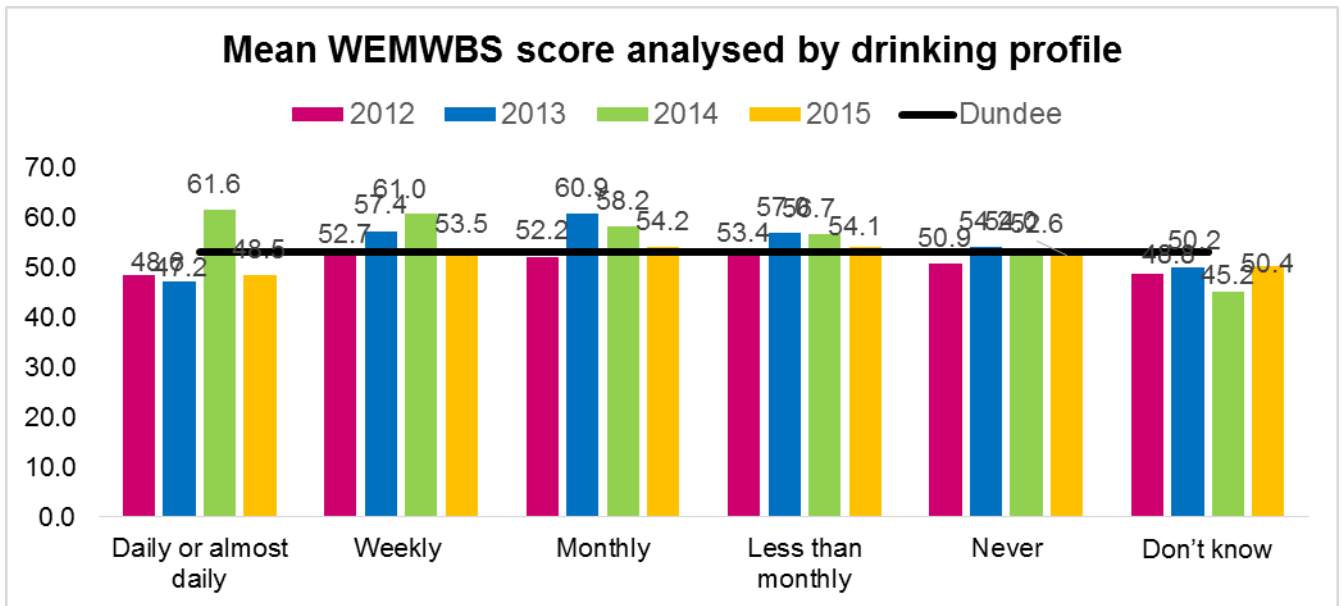
For Dundee as a whole, the mean score for WEMWBS is 53.3. The mean score for Dundee in 2014 was 56.8, in 2013 was 57.1 and in 2012 was 52.2. The chart below shows the mean WEMWBS scores for each ward. This reveals that participants living in Maryfield (55.8), Lochee (55.3) and Strathmartine (55.4) had a higher than average WEMWBS score while participants living in the West end (49.9) and The Ferry (49.8) had a lower than average WEMWBS score.



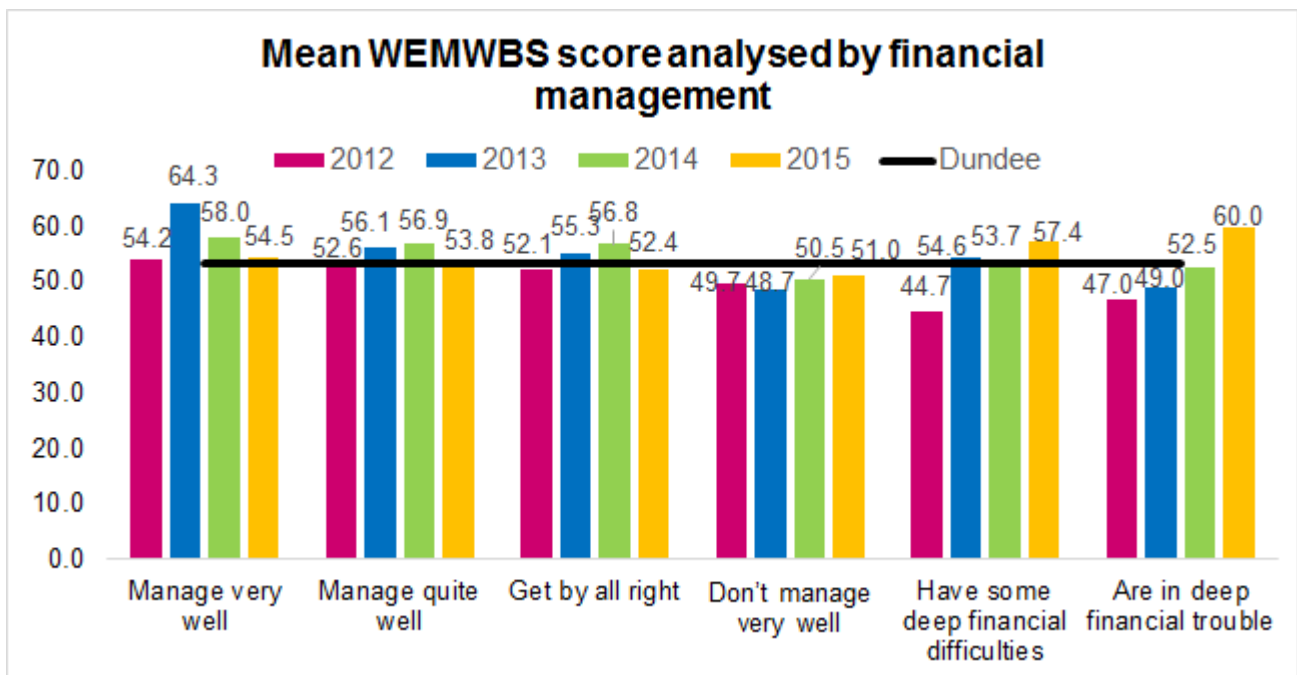
Analysis by age indicates that in general, the WEMWBS score decreases with age from 54.7 for respondents aged 16 to 24 to 49.2 for those aged 75 and over.



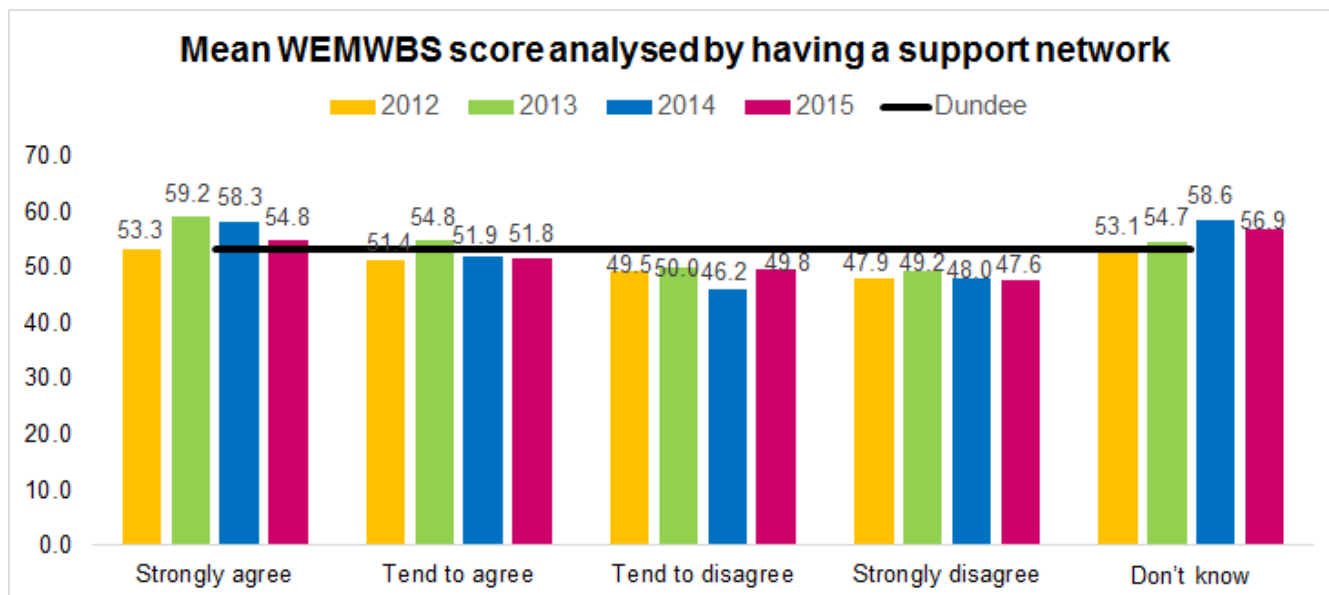
The chart below shows the mean WEMWBS score analysed by the participant's self-assessment of their own health. Those who said their health was very good had a significantly higher score (56.1) than those who rated their health very poor (46.0).



With regards to financial management, those who said they were managing very well financially had a higher WEMWBS score (54.5) than participants who said they were in deep financial didn't manage very well (51.0).

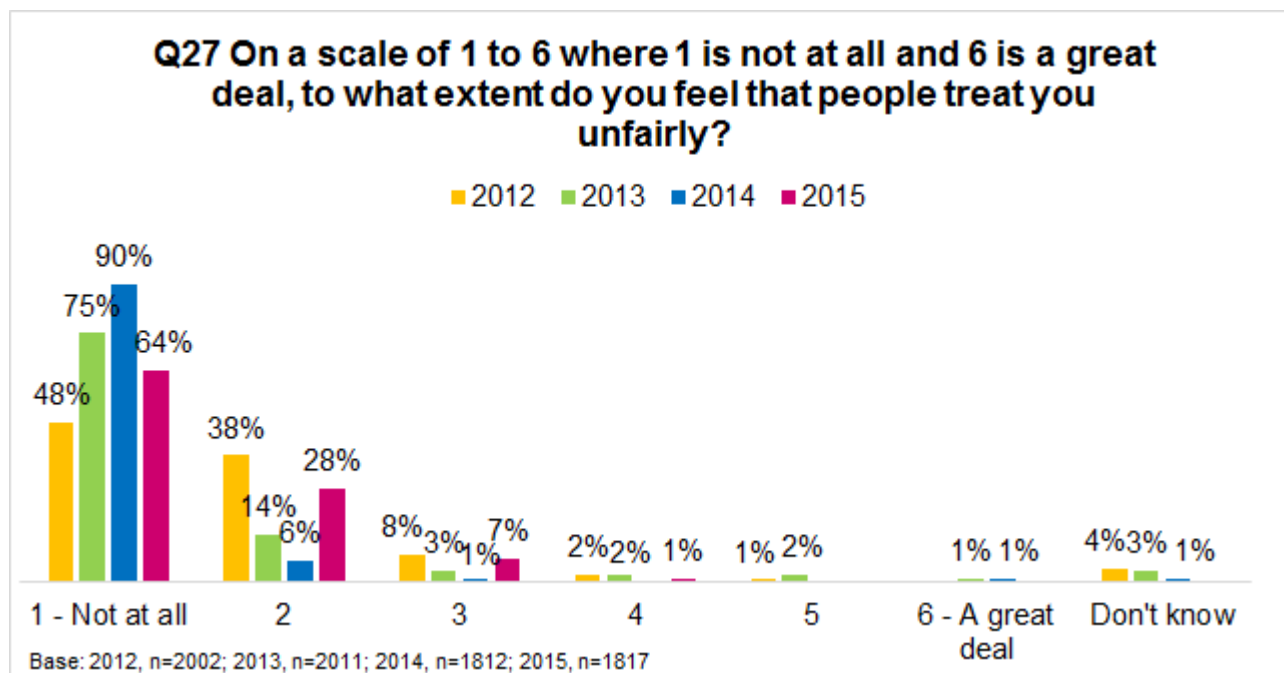


The chart below shows that respondents who strongly agreed that they could turn to friends or relatives in the neighbourhood for support had a higher WEMWBS score (54.7) than respondents who strongly disagreed with this statement (47.6).



4.7 Being treated fairly (Q27)

The survey asked participants to rate the extent to which they felt that people treated them unfairly where 1 was not at all and 6 was a great deal. 64% of respondents answered not at all to this question, which is a significant decrease since the 2014 survey where 90% of respondents held this opinion. The mean score for those who gave an opinion (i.e. excluding those who said 'don't know') was 1.44.

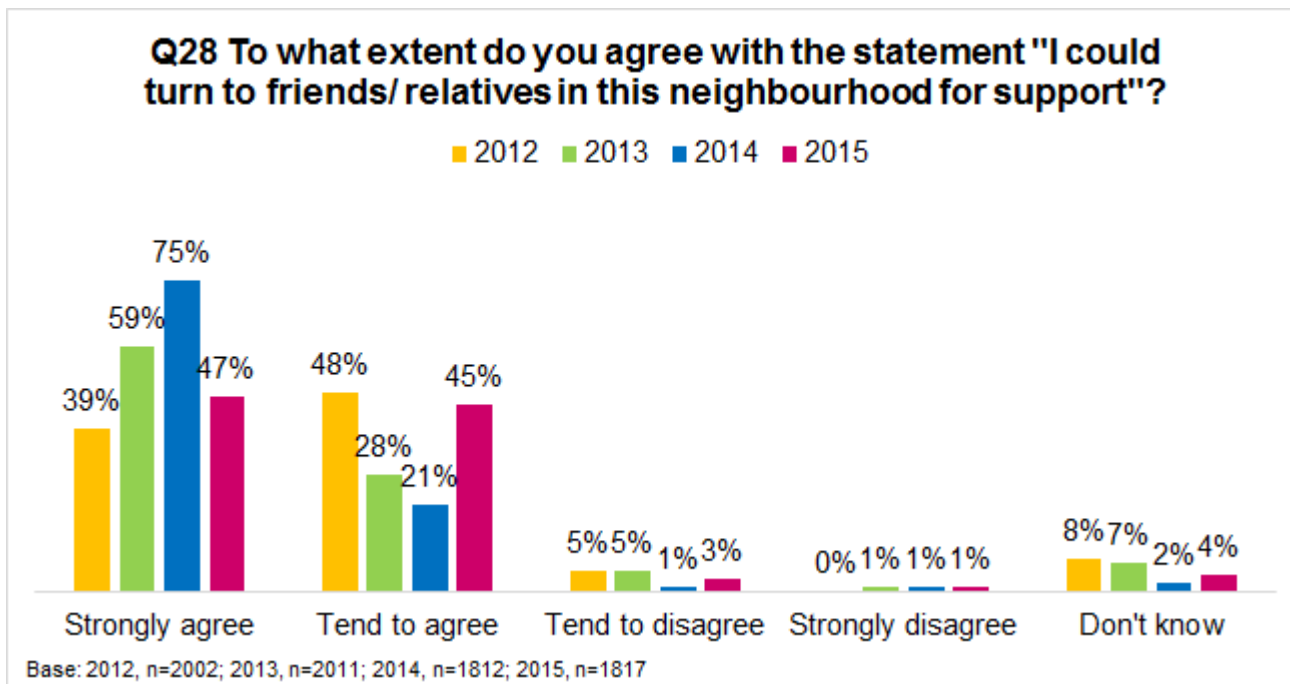


Analysis by age revealed that the mean score was lower for participants aged 35-54 (1.38) than those aged 65 and over (1.53). Furthermore, those who lived in the most deprived areas had lower scores (1.27) than respondents who lived in all other areas (1.58). Analysis by ward reveals that those who

lived in The Ferry had the highest scores (2.06), while respondents who lived in Strathmartine had the lowest score (1.17).

4.8 Support network (Q28)

92% of participants agreed that they could turn to friends or relatives in the neighbourhood for support, compared to 4% who disagreed and 4% who answered don't know. The proportion of tenants who agreed strongly with this statement has seen a significant decrease since the 2014 survey from 75% to 45%.



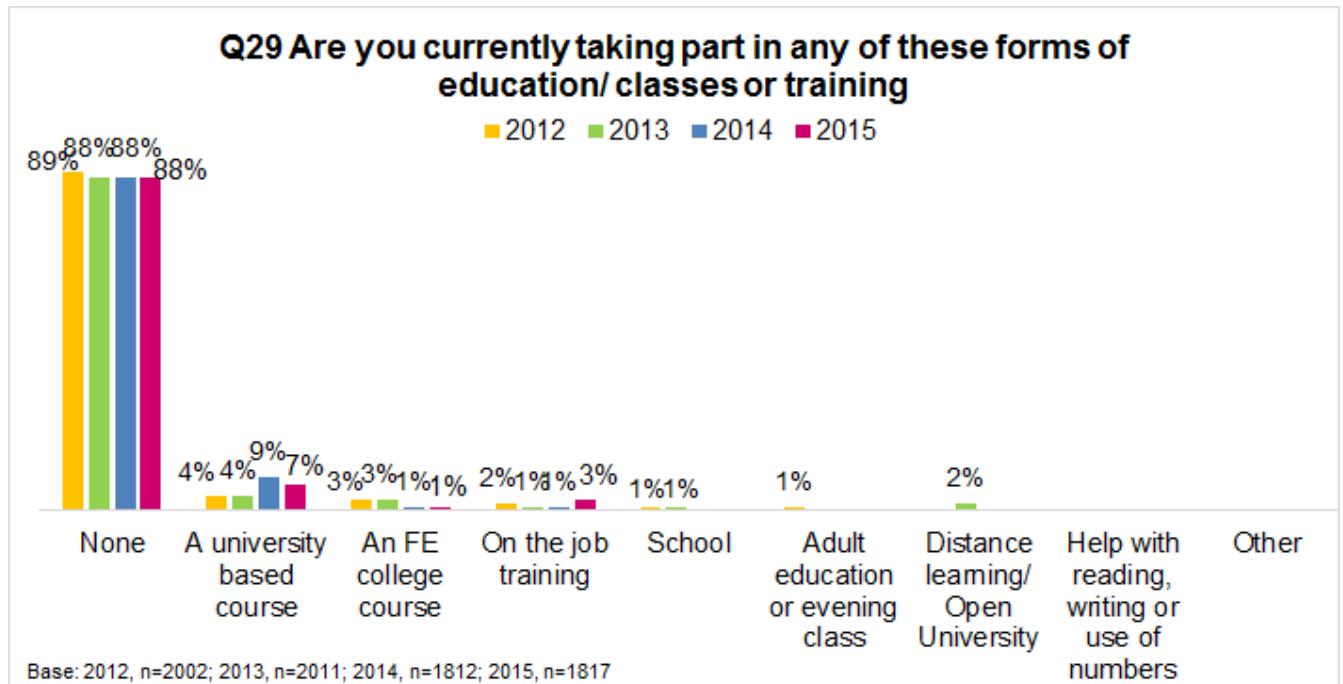
Females were more likely to strongly agree with this statement (49%) than males (45%). Analysis by age indicates that as age increases, the proportion of respondents who strongly agreed with this statement also increases from 42% for those aged 16 to 34 to 50% for respondents aged 65 and over, those aged 55-64 (54%) were the most likely to strongly agree with this statement.

Analysis by ward reveals that those who lived in the West End (18%) were the least likely to strongly agree with this statement. On the other hand, respondents residing in Strathmartine (70%) and in the Lochee (63%) were most likely to strongly agree. Furthermore, those who lived in the most deprived areas were more likely to strongly agree (61%) than those who lived in all other areas (36%).

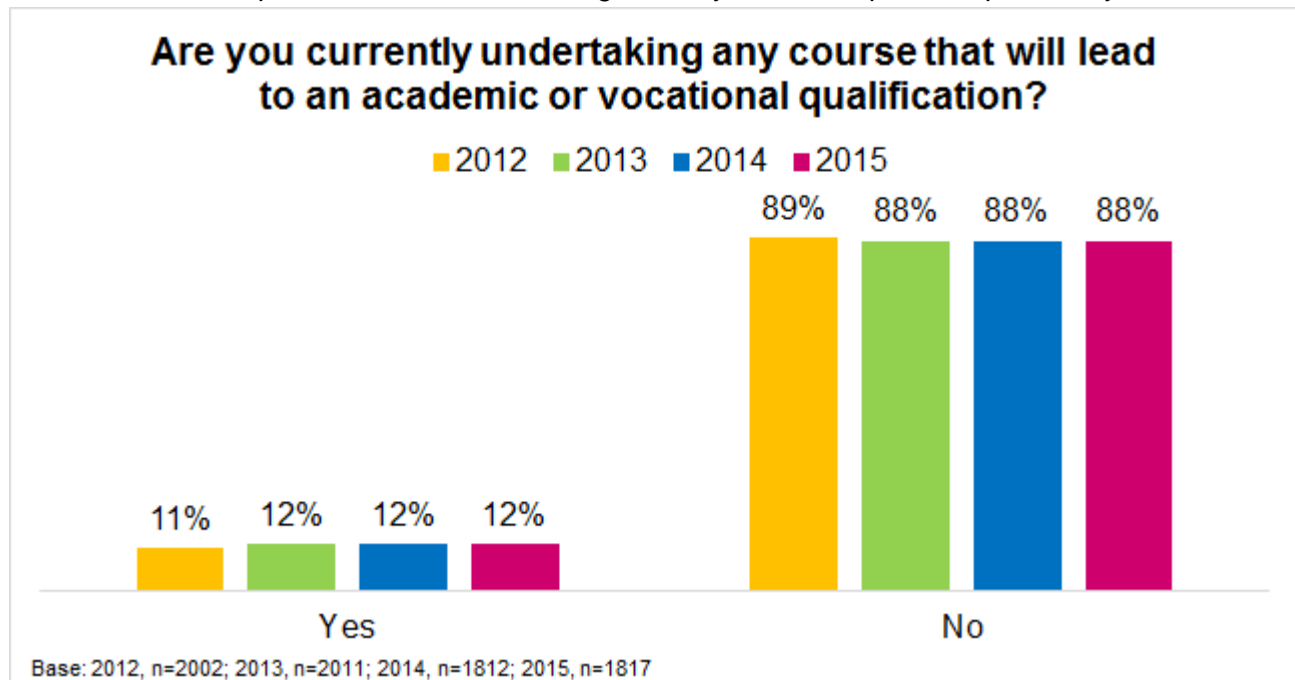
5. EDUCATION

5.1 Currently undertaking education or training (Q29)

12% of participants said they were currently taking part in some form of education or class which is consistent with the 2014 results (12%) with the most popular form of education being a university based course.



The results to this question have not varied significantly when compared to previous years.

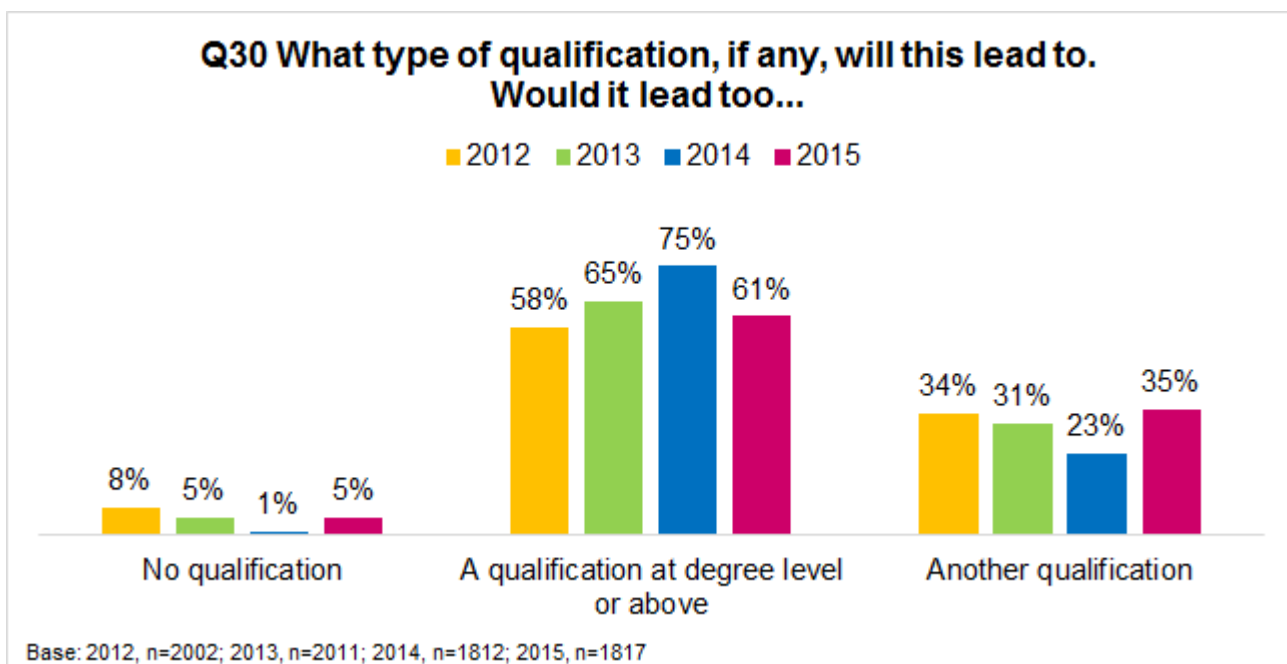


Perhaps unsurprisingly, younger respondents aged 16 to 34 were most likely to be taking part in some form of education or training (27%), while those aged 65 and over were least likely (1%). Analysis by tenure reveals that those who lived in private rented accommodation were significantly more likely than all other participants to be in some form of education or training (33%).

Those who lived in the most deprived areas were significantly less likely to be in education or training (5%) than participants who lived in all other areas (17%). Furthermore, analysis by ward revealed that those who lived in the West End were most likely to be in education or training (40%), while those who lived in Lochee (3%), Strathmartine (4%), the North East (4%) and the East End (3%) were least likely.

5.2 Type of qualification (Q30)

Those who said they were undertaking some form of training were asked to specify the type of qualification this would lead to. Only 5% said that this would not lead to a qualification, 61% said this would lead to a qualification at degree level or above and 35% said it would lead to another qualification. Compared to 2014, the proportion of those stating their training would lead to a degree level or above qualification has decreased from 75% to 61%.

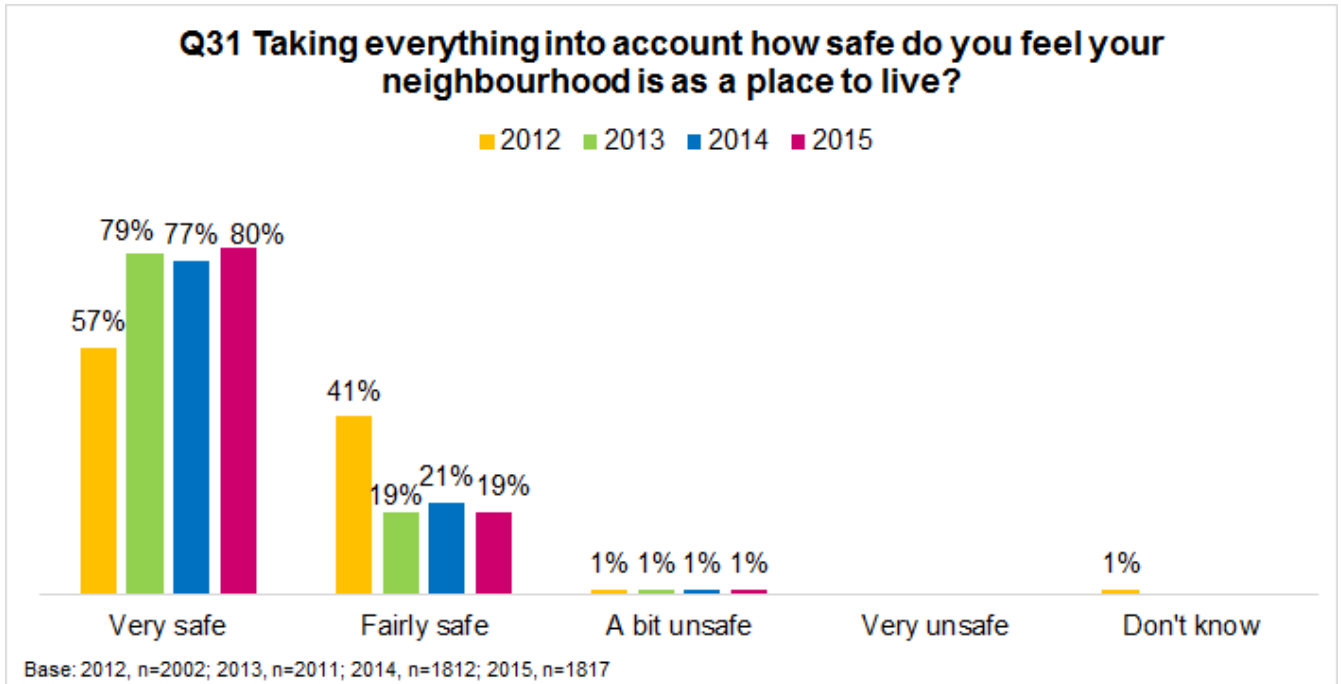


Younger participants aged 16 to 34 were the most likely to have said that the training will lead to a qualification at degree level or above (77%). The single respondent aged 55-64 said their training would lead to a qualification at degree level or above.

6. COMMUNITY SAFETY

6.1 Safety in the neighbourhood (Q31)

Almost all participants (99%) said their neighbourhood was a very or fairly safe place to live, compared to 1% who said it was a bit unsafe. The results are consistent with the 2014 survey where 98% of respondents said their neighbourhood was very or fairly safe.

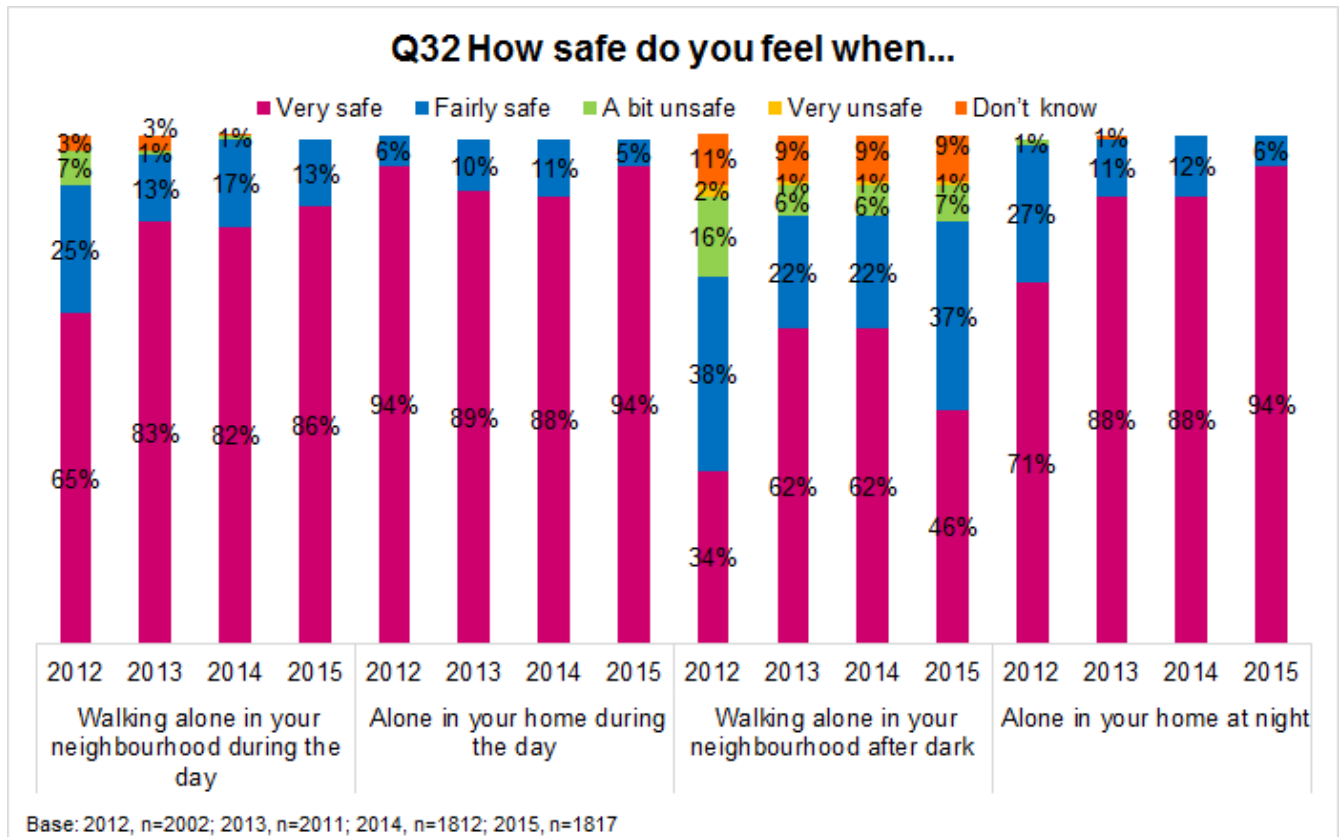


Respondents who lived in the most deprived areas were less likely to say their neighbourhood was a very safe place to live (75%) than all other respondents (85%). Analysis by ward indicates that those who lived in the North East (95%) were most likely to feel very safe. On the other hand participants who lived in the East End were least likely to feel this way (61%).

6.2 Safety during the day and at night (Q32)

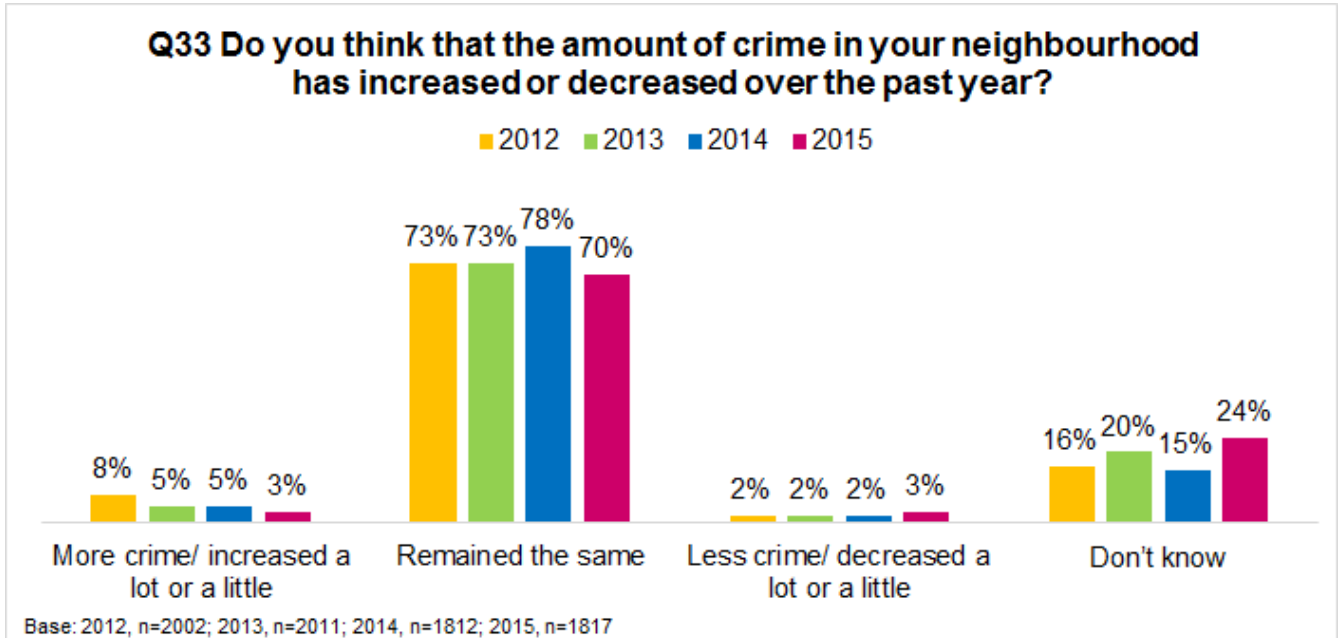
Participants were asked how safe they felt in different circumstances:

- 100% felt very safe or fairly safe when walking alone in their neighbourhood during the day (99% in 2014).
- 100% felt very safe or fairly safe alone in their home during the day (99% in 2014).
- 83% felt very safe or fairly safe when walking alone in their neighbourhood after dark (84% in 2014)
- 100% felt very safe or fairly safe alone in their home at night (100% in 2014).

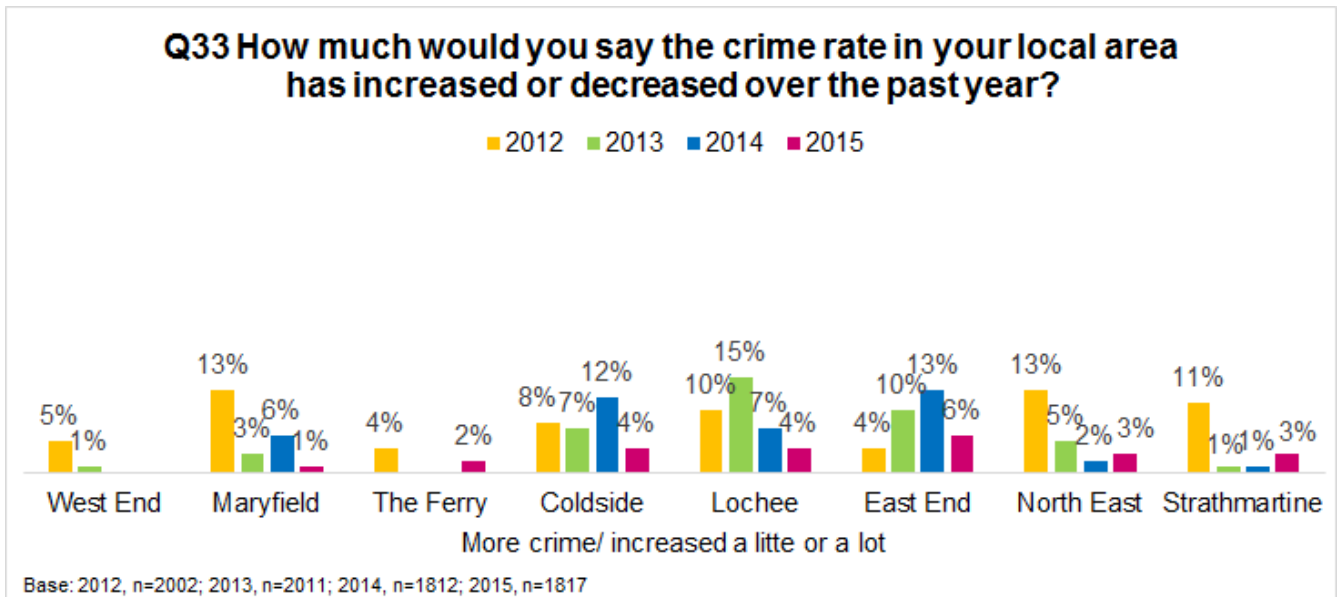


6.3 Change in the level of crime (Q33/34)

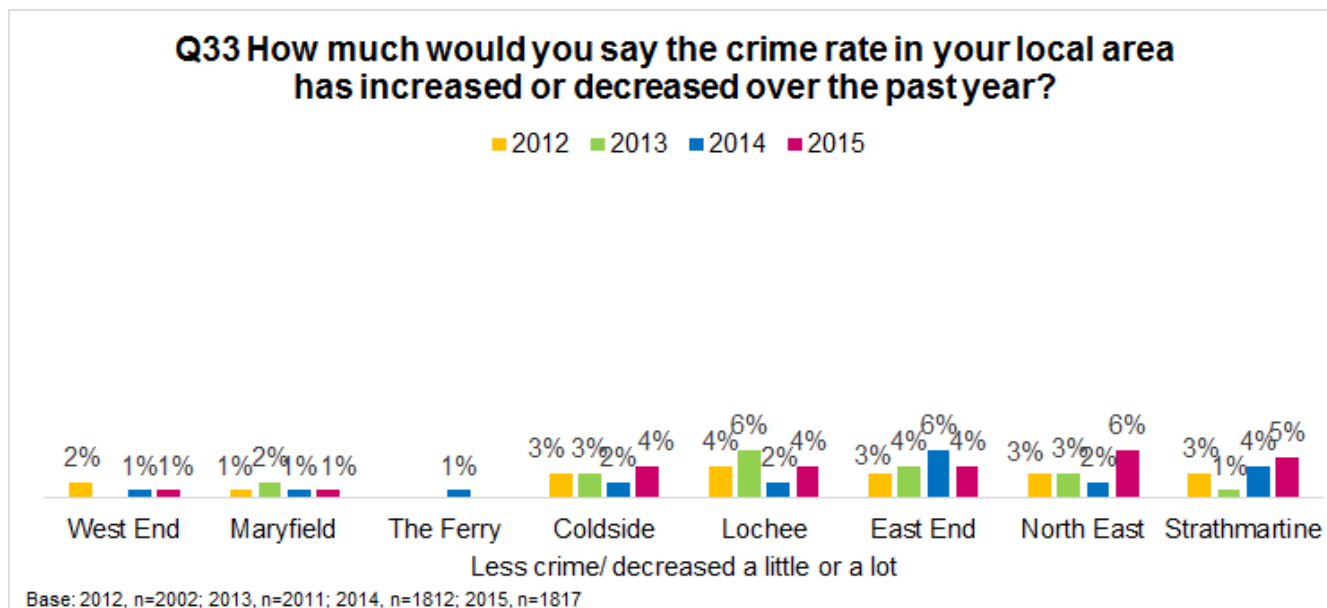
When asked about the changes in crime level over the past year, the vast majority (70%) were of the opinion that the level of crime had remained the same over the past year, which is lower than the results reported in 2014 (78%). On the other hand, 3% of respondents said there had been an increase in the level of crime (5% in 2014) and 3% said the level of crime had decreased (2% in 2014).



Analysis by ward shows that those who lived in the East End (6%), Lochee (4%) and Coldside (4%) were the most likely to have said the level of crime has increased. In the East End the proportion of respondents who said the level of crime has increased has decreased from 13% in 2014 to 6%. The proportion of respondents from Coldside stating the level of crime has increased has also decreased from 12% in 2014 to 4% in 2015.



The North East has the highest proportion of respondents who were of the opinion that the level of crime in their area has decreased.



Those who said that the level of crime in their neighbourhood had increased were asked about the factors which have influenced their opinion. The main factor which appears to have influenced opinion is word of mouth with 87% of participants stating that talking to people in their area has been the biggest influence on their opinion. This was also the most common answer given in 2013 and 2014.

Q33 If you feel crime has increased in your neighbourhood, what has influenced your opinion?			
Base: 2013, n=135; 2014, n= ; 2015, n=62	2013	2014	2015
Talking to people in the area	75%	51%	87%
Media - television, radio, paper	34%	22%	14%
Personal experience of crime	7%	27%	12%
Experience of family or friends	11%	20%	5%
Social media internet sites e.g. Facebook, Twitter	2%	0%	3%
Other	1%	0%	2%
Internet sites	0%	0%	1%
Police or Council publications	5%	43%	1%

6.4 Factors which contribute to crime level (Q35)

Participants were asked what they identified as being the main factor which contributes most to the level of crime in the neighbourhood. The most popular responses to this question were:

- Alcohol/ Drugs (34%)
- Gangs/ youths (4%)

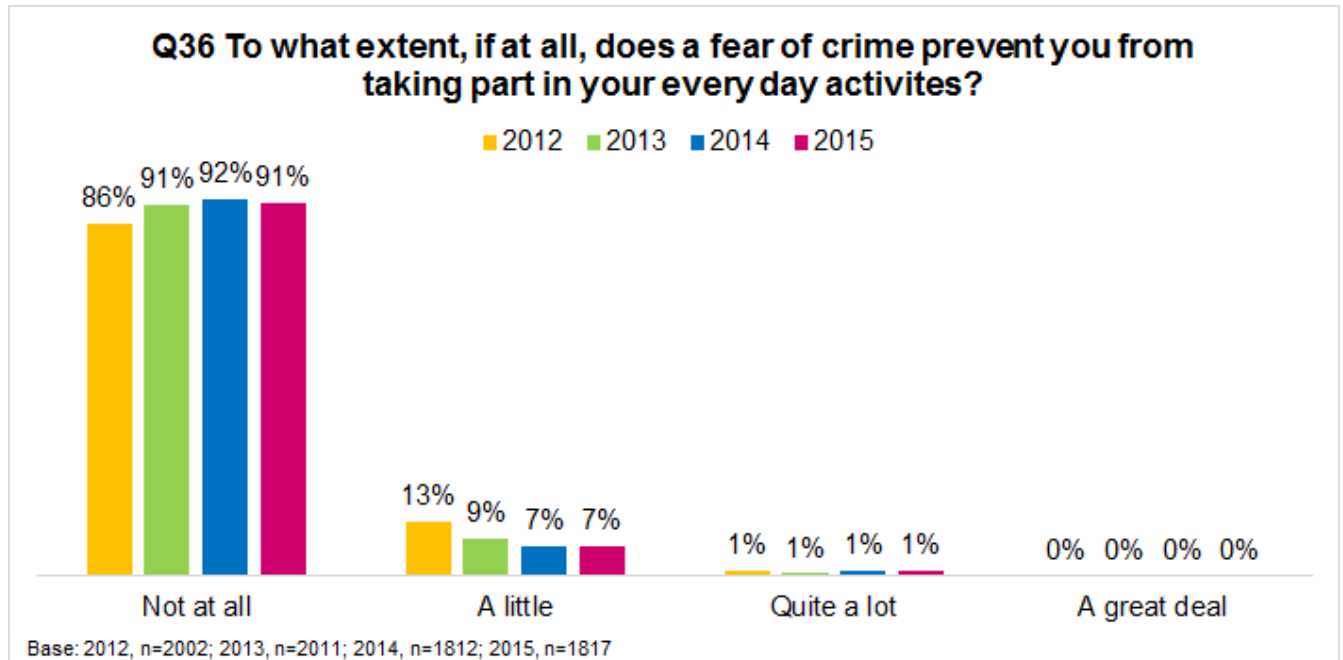
These were also the most popular responses given in 2013 and 2014.

Just over 3 in 10 respondents (34%) were unable to answer this question, 3% said nothing contributes to the level of crime in their neighbourhood and 17% said they lived in a good neighbourhood where they do not have a lot of trouble.

What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?			
Base: 2013, n=2011; 2014, n=1812; 2015, n=1817	2013	2014	2015
Alcohol/ Drugs	36%	54%	34%
Don't know	38%	30%	34%
This is a good area/ neighbourhood/ quiet/ no trouble	18%	16%	17%
Nothing	3%	4%	3%
Gangs/ youths	3%	2%	4%
Unemployment	4%	2%	3%
Anti social behaviour	0%	1%	0%
Boredom/ nothing to do/ lack of facilities	2%	1%	3%
Lack of money/ poverty	1%	1%	3%
Crime e.g. Break ins/ burglary/ vandalism	1%	0%	2%
Lack of discipline/ parental control	1%	0%	0%
Lack of policing/ wardens	0%	0%	1%
New people/ undesirables moving into area/ not knowing who your neighbours are	1%	0%	0%
Opportunists/ some people can't help themselves	1%	0%	2%
Driving offences/ speeding/ motorbikes	0%	-	0%
Immigrants	0%	-	0%
Prostitution	0%	-	0%
Other	1%	2%	2%

6.5 Extent to which fear of crime prevents them from taking part in everyday activities (Q36)

The vast majority (91%) of respondents said that the fear of crime does not prevent them at all from taking part in everyday activities. 7% said it prevents them a little, and 1% said it prevented them quite a lot or a great deal. The results are consistent with the 2014 results.



Analysis by ward indicates that those who live in the West End (78%) were least likely to say that the fear of crime does not prevent them at all from taking part in everyday activities, than those living in Maryfield (98%) and the North East (98%).

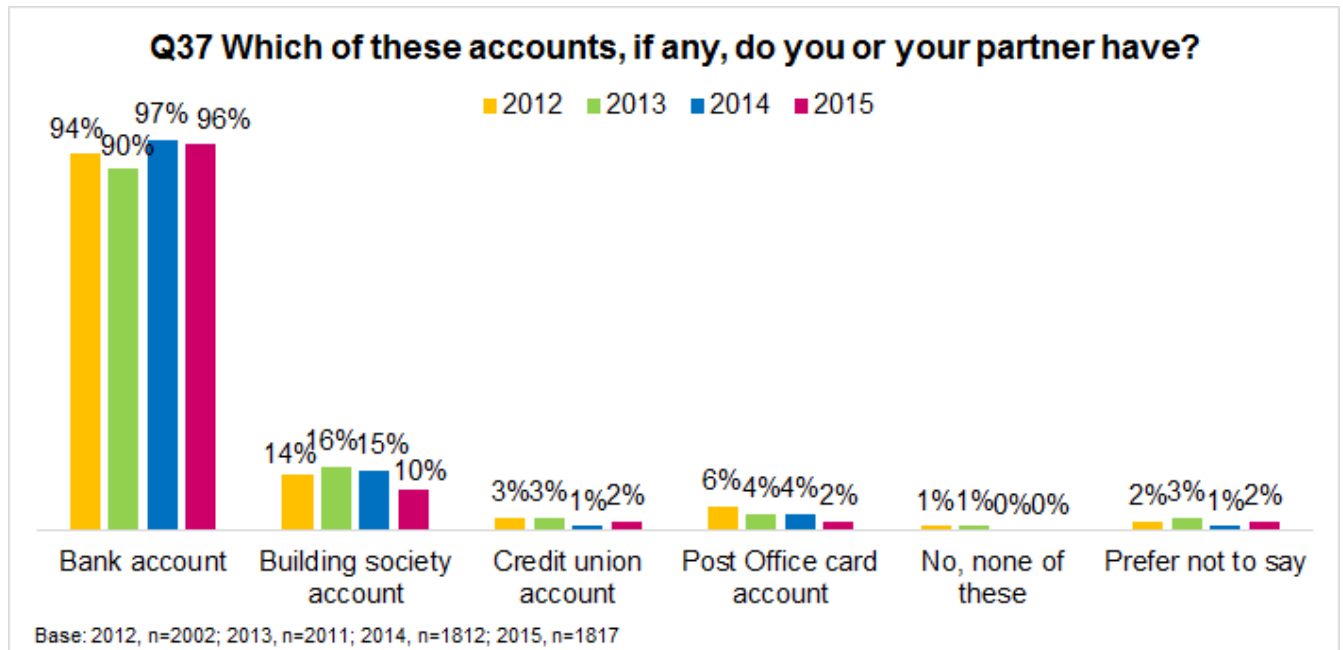
Participants who lived in private rented accommodation (94%) were more likely to have said the fear of crime does not prevent them at all than those who rented their home from a registered social landlord (84%).

Those who lived in the most deprived areas (93%) were marginally more likely to say the fear of crime does not affect them at all than respondents from other areas (90%).

7. MONEY MATTERS

7.1 Bank or building society account and Contents Insurance (Q37/38)

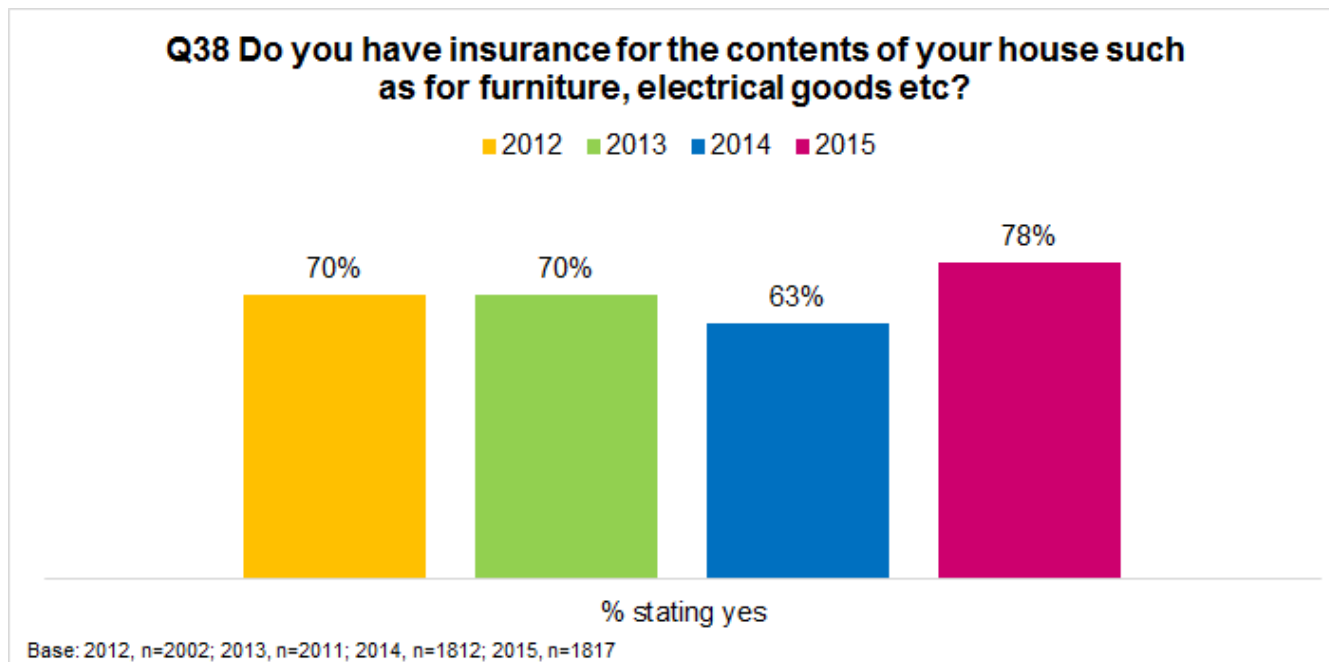
The vast majority (96%) of participants had a bank account, 10% had a building society account, 2% had a post office card account and 2% had a credit union account. The proportion of respondents with bank accounts has remained consistent with the 2014 results.



Analysis by tenure reveals that respondents who rent their home from a registered social landlord were least likely to have a bank account (93%), while owners and those who rent their home from the Council were most likely (both 97%).

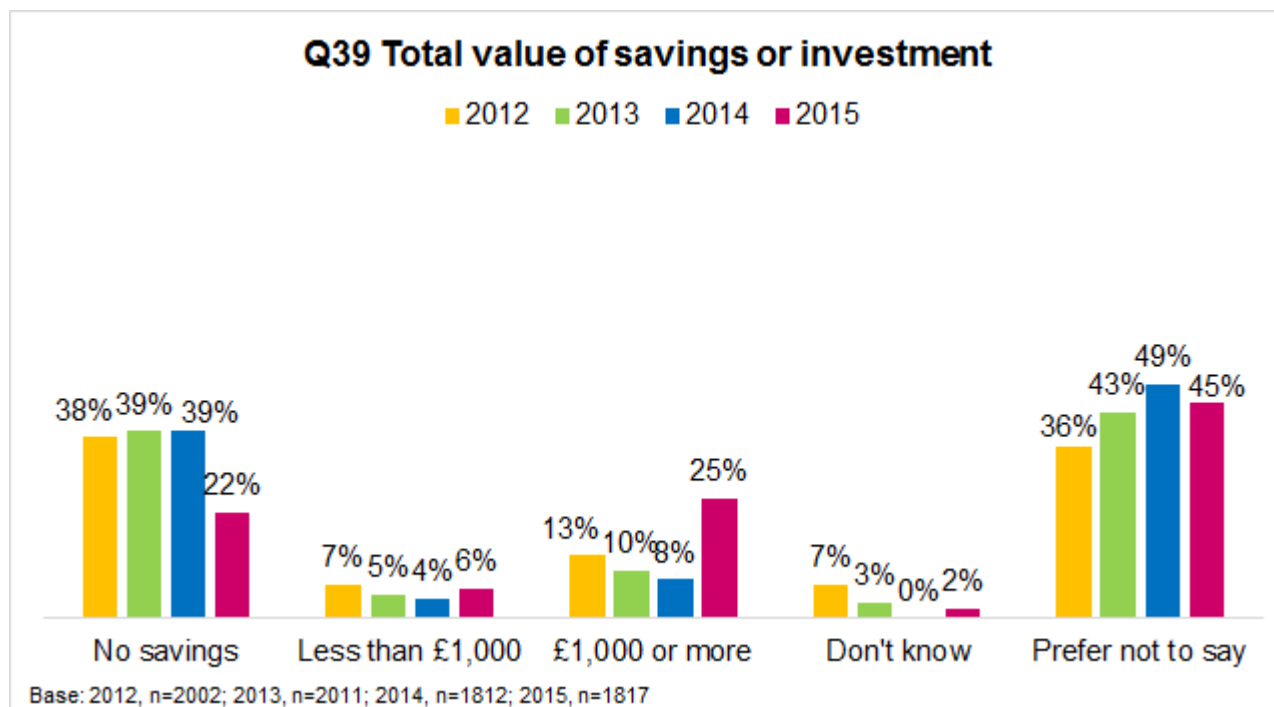
Those who lived in the most deprived areas (98%) were more likely to have a bank account than all other respondents (94%). Furthermore, analysis by ward indicates that, those living in the West End (88%) were the least likely to have a bank account, while those living in Strathmartine were the most likely (100%).

Just under 8 in 10 respondents said they had contents insurance (78%). This has increased significantly since the 2014 results from 63% to 78%. The proportion of respondents stating they have contents insurance is at its highest level to date compared to 63% in 2014, 70% in 2013 and 70% in 2012.



7.2 Total value of savings (Q39)

Participants were asked about any savings or investments that they had. 31% of participants said they had investments or savings. The proportion of respondents who had savings or investments has increased significantly from 12% in 2014 to 31%. This is the highest proportion of respondents with savings to date, compared to 12% in 2014, 15% in 2013 and 20% in 2012.



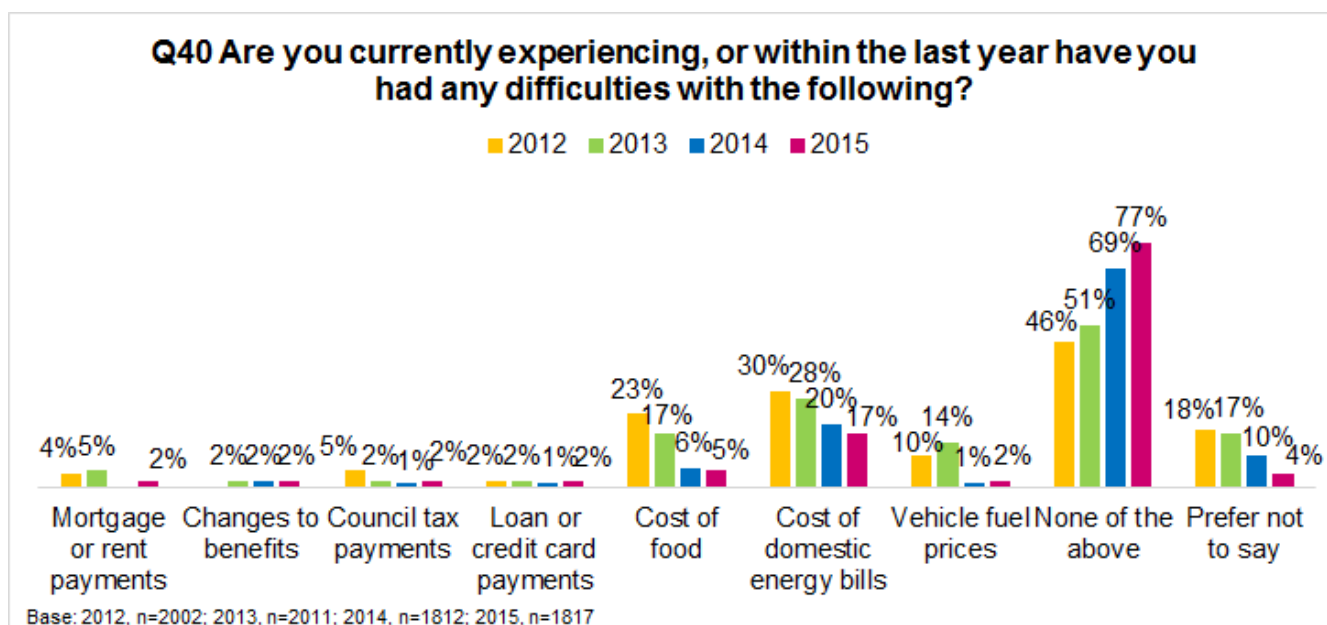
Younger participants were more likely to have no savings (39%) and those aged 65 and over were less likely (9%).

Perhaps unsurprisingly, those who owned their home (39%) were more likely to have savings than those who rented their home from the Council (18%).

Participants who lived in the most deprived areas were less likely to have savings (26%) than participants who lived in other areas (35%). Analysis by ward reveals that participants who lived in Maryfield (44%) were most likely to have savings while those who lived in the Ferry were least likely (16%).

7.3 Financial difficulties (Q40)

Just under 8 in 10 respondents (77%) said they were not experiencing any financial difficulty, 17% said they were experiencing difficulty with the cost of domestic bills and 5% were struggling to afford the cost of food. The results show that Dundee residents are less likely to be experiencing financial difficulties than in previous years, for example the proportion of respondents who are not having difficulty with any of these issues has continued to increase since 2012.



Analysis by age reveals that in general, those aged 65 and over were least likely to be experiencing financial difficulties with the following issues while younger respondents aged 16 to 34 were most likely. For example,

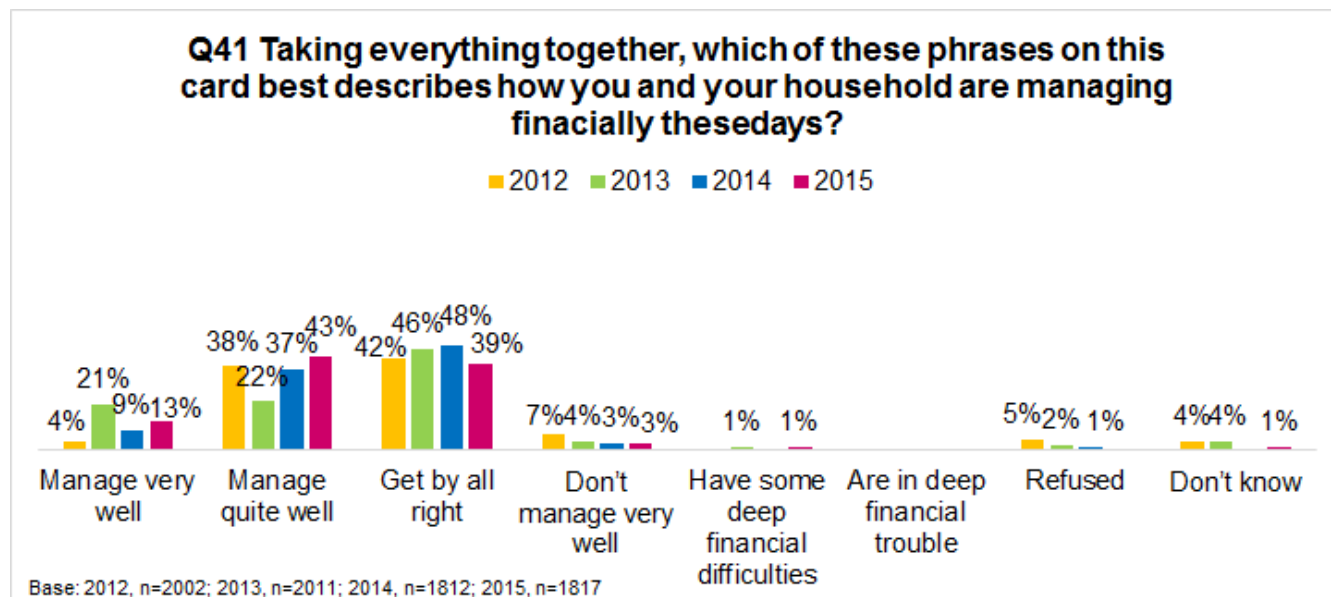
- **Cost of food:** 11% of respondents aged 16-34 said they were experiencing difficulty affording this compared to 1% of respondents aged 65 and over.
- **Domestic energy bills:** 26% of respondents aged 16-34 said they were experiencing difficulty affording this compared to 9% of respondents aged 65 and over.

Analysis of the most deprived areas reveals that they too are more likely to be struggling to afford the cost of food and domestic energy bills:

- **Cost of food:** 7% of respondents living in the most deprived areas said they were experiencing difficulty affording this compared to 4% of respondents living in all other areas.
- **Domestic energy bills:** 20% of respondents living in the most deprived areas said they were experiencing difficulty affording this compared to 15% of respondents living in all other areas.

7.4 Financial management (Q41)

The survey asked the extent to which participants were managing financially. Just under 6 in 10 respondents (56%) said they were managing very or quite well, 39% said they get by all right and 4% said they were not managing very well. The proportion of respondents who said their household is managing very or quite well has increased significantly since the 2014 survey (46%). The proportion of respondents stating they manage very well has also increased from 9% in 2014 to 13% in 2015.



As age increases, the proportion of respondents who said they were managing very well also increases, for example from 7% for respondents aged 16 to 34 to 18% for those aged 65 and over.

Participants who owned their home were most likely to have said they were managing very well financially (19%) compared to 5% of respondents who rent their home from the Council and 5% for RSL tenants.

Those who lived in the most deprived areas were more likely to have said they were managing very or quite well financially (60%) than those who lived in all other areas (53%). This has changed significantly since the 2014 survey where respondents who lived in the most deprived areas were less likely to say they were managing well financially compared to those living in all other areas.

Analysis by ward indicates that those who lived in Coldside were most likely to have said they were managing very well financially (29%). On the other hand, 10% of Maryfield respondents said they were not managing very well.

8. CONTACTING YOUR COUNCIL

8.1 Reason for contact (Q42)

Compared to the 2014 survey there has been an increase in the percentage of participants who had contacted the Council, increasing from 32% in 2014 to 46% in 2015. Of those who made contact, 7% had contacted to make a complaint, 31% were looking for information, 61% were requesting a service and 1% made contact to make a suggestion.

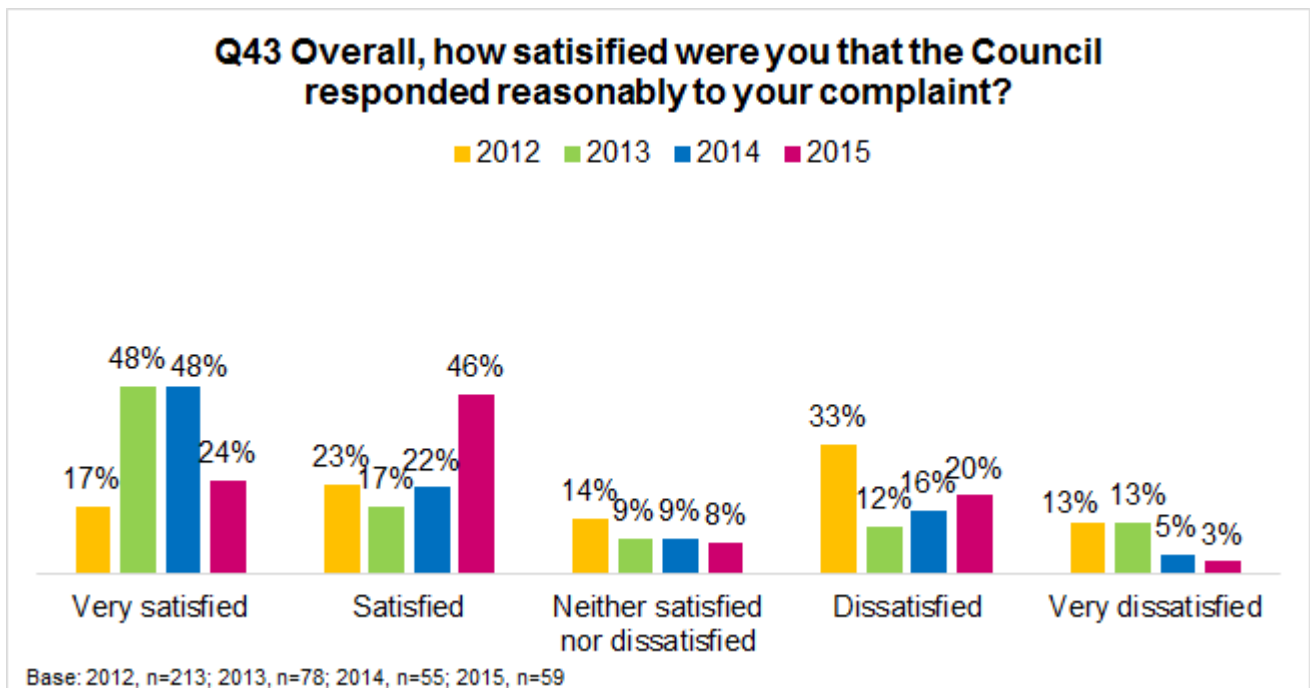
8.2 Method of contact (Q47)

The majority of respondents (79%) contacted the Council by telephone. This was also the most popular method in 2012, 2013 and 2014, with the proportion of respondents contacting the Council by telephone decreasing significantly from 2014 (91%). The proportion of participants who have made personal visits to the Council's office has increased from 6% in 2014 to 9% in 2015. Furthermore the proportion of respondents visiting the Council's website has increased from 1% in 2014 to 6% in 2015.

Was your most recent contact ...				
Base: 2012, n=667; 2013, n=730; 2014, n=608; 2015, n=818	2012	2013	2014	2015
By a telephone call to the Council	84%	73%	91%	79%
By a personal visit to a Council office	8%	11%	6%	9%
By visiting the Council's website	5%	15%	1%	6%
By a letter	2%	0.30%	1%	1%
By e-mail	1%	0.30%	1%	5%

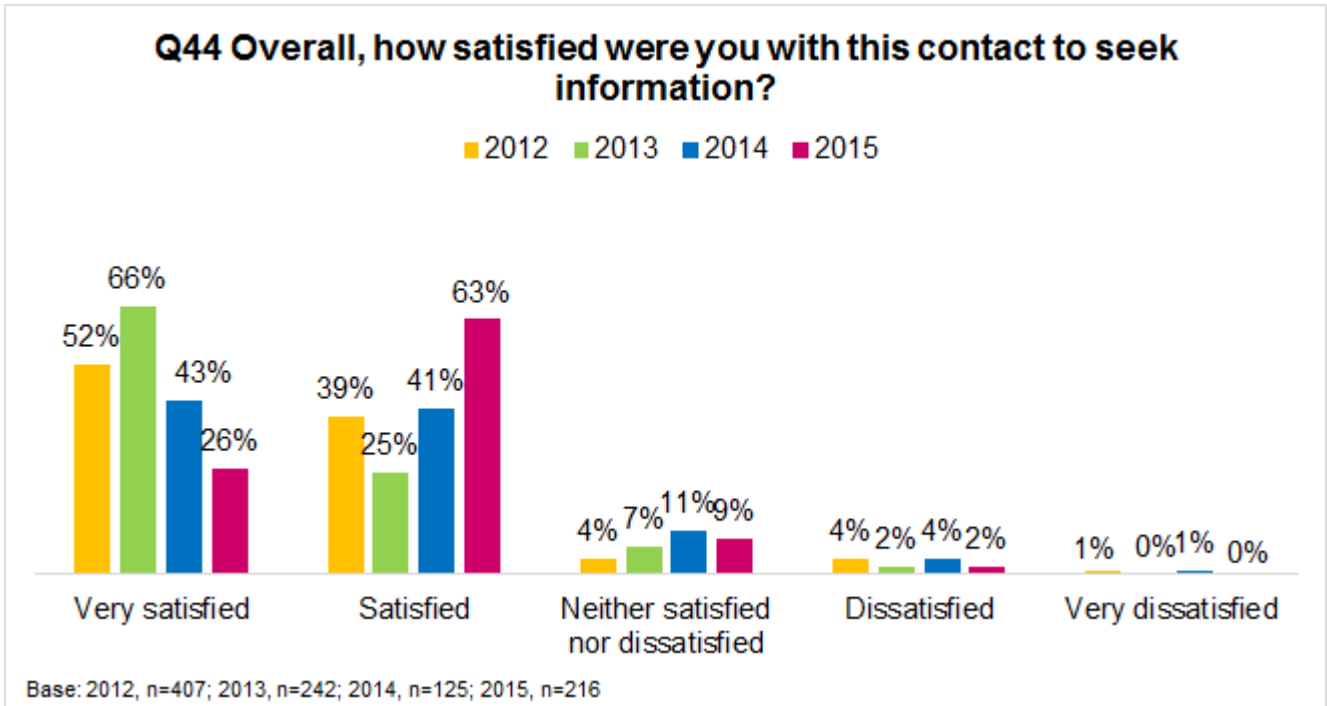
8.3 Satisfaction with responding to complaints (Q43)

Those who contacted the Council to make a complaint were asked how satisfied they were that the Council responded to their complaint. More respondents were satisfied (70%) than dissatisfied (23%) with the Council in this respect. The proportion of respondents who were satisfied has remained consistent with the 2014 results.



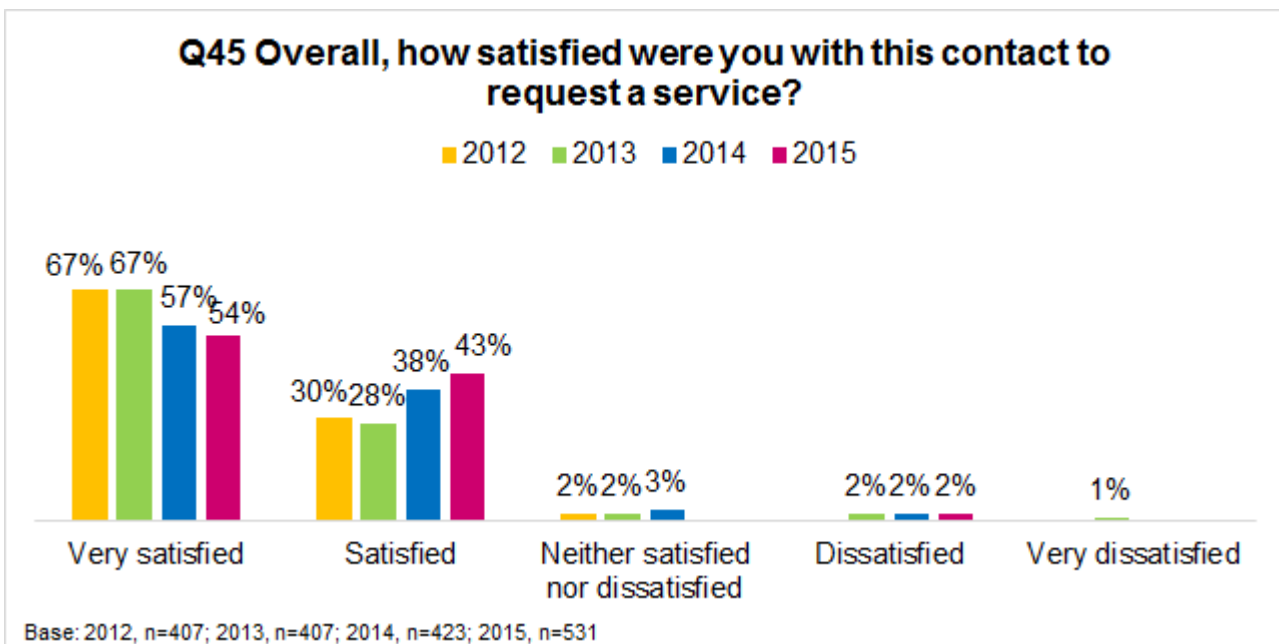
8.4 Satisfaction with responding to information requests (Q44)

Those who contacted the Council looking for information were asked how satisfied they were with the response that they received. 89% said they were very or satisfied with this contact to seek information compared to 2% who were dissatisfied. Overall satisfaction has seen an increase from 84% in 2014 to 89% in 2015.



8.5 Satisfaction with responding to service requests (Q45)

Those who contacted the Council to request a service were asked how satisfied they were with this contact. 97% said they were very satisfied or satisfied with the contact to receive a service compared to 2% who were dissatisfied. Overall satisfaction has not changed significantly since the 2014 survey. However, the proportion of respondents who were very satisfied has decreased from 57% in 2014 to 54% in 2015.



8.6 Experience of contacting the Council (Q46)

More than nine in ten participants said they got what they needed when they contacted the Council (91%). This is slightly more than the 2014 survey where 86% said they got what they needed on the most recent occasion.

Analysis by contact method revealed that those who contacted the Council by email (94%), by telephone (93%) or by letter (93%) were most likely to say they got what they needed on the most recent contact. On the other hand, 24% of participants who contacted the Council using their website said they had to contact the Council about the same issue again. Please note the base numbers for some of the contact types are very low, in particular contact by letter and by email.

On your most recent contact with the Council, did you...? (analysed by contact method)						
	Overall	By a letter	By a telephone call to the Council	By a personal visit to a Council office	By e-mail	By visiting the Council's website
Base	818	6	680	55	25	52
Get what you need at that contact	91%	93%	93%	81%	94%	76%
Have to contact the Council again about the same issue	9%	7%	7%	19%	6%	24%

The table below reveals that those who contacted the Council to make a complaint (64%) were least likely to have said they got what they needed at that contact. Those who contacted to make a suggestion were the most likely to have said they got what they needed at that contact (100%). Again please note the low base numbers to this question, particularly with regards to the number of participants who contacted the Council to make a suggestion.

On your most recent contact with the Council, did you...? (analysed by nature of contact)					
	Overall	Make a complaint	Seek information	Request a service	Make a suggestion
Base	818	59	216	531	12
Get what you need at that contact	91%	64%	90%	94%	100%
Have to contact the Council again about the same issue	9%	36%	10%	6%	-

8.7 Satisfaction with telephone contact (Q48)

Participants who contacted the Council by telephone were asked to rate the Council's telephone system. Satisfaction levels ranged from 94% in terms of how quickly the phone was answered and the outcome of the contact to 99% in terms of the overall helpfulness of the staff member who dealt with the call. Satisfaction levels are consistent with those reported in the 2014 survey.

How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following:				
Telephone contact % satisfied (Base: 2012, n=550; 2013, n=561; 2014, n=537; 2015, n=680)	2012	2013	2014	2015
How easy it was for you to find the right number to call	98%	99%	98%	98%
How quickly the phone was answered	99%	98%	98%	94%
How easy it was to get through to someone who could help	98%	96%	98%	98%
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	98%	96%	96%	99%
How well the staff understood what you wanted	97%	96%	96%	98%
The outcome of your contact	91%	92%	91%	94%

8.8 Satisfaction with office contact (Q49)

Satisfaction with office visits was high with 100% satisfaction in terms of how easy it was to get to the office. Satisfaction was lowest in terms of the outcome of the contact (78%), however this indicator has seen an increase from the 2014 survey where 67% were satisfied. The suitability of the office has seen a decrease in satisfaction from 100% in 2014 to 87% in 2015.

How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?				
Personal visit % satisfied (Base: 2012, n=55; 2013, n=79; 2014, n=51; 2015, n=55)	2012	2013	2014	2015
How easy it was to get to the office	97%	100%	96%	100%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	96%	100%	100%	87%
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	91%	96%	95%	96%
How well the staff understood what you wanted	89%	94%	88%	92%
The outcome of your contact	71%	75%	67%	78%

8.9 Satisfaction with written/ email contact (Q50)

31 participants had contacted the Council by letter or email. 94% of participants said they were satisfied with the extent to which the first reply they received answered their query and the outcome of their contact, while 93% were satisfied with how quickly they received a reply to their email or letter. Please note that due to the small base numbers to this question, the results compared to previous years are not statistically significant.

How would you rate your most recent contact with the Council in terms of the following?				
Base: 2012, n=22; 2013, n=6; 2014, n=14; 2015, n=31	2012	2013	2014	2015
How quickly you received a reply to your e-mail/ letter	95%	79%	72%	93%
The extent to which the first reply you received answered your query	91%	79%	72%	94%
The outcome of your contact	86%	79%	65%	94%

8.10 Satisfaction with visiting the website (Q51/52)

Just over 4 in 10 participants (42%) said they had used the Council's website. This is significantly more than was reported in 2014 (24%).

Have you ever used the Council's website?				
Base: 2012, n=1968; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
Yes	18%	28%	24%	42%

Those who had visited the website were asked to rate how satisfied they were with obtaining information and the amount of information that was available. 98% were satisfied with how easily they managed to find the information they wanted and 97% were satisfied with the amount of information provided on the website.

How would you rate the website in terms of the following? (% satisfied)				
Base: 2012, n=457; 2013, n=465; 2014, n=468; 2015, n=778	2012	2013	2014	2015
How easily you managed to find the information you wanted	94%	99%	99%	98%
The amount of information provided on the website	92%	100%	98%	97%

8.11 Amount of information provided about the Council and its services (Q53)

8 in 10 participants (85%) were of the opinion that they received enough information about the Council and the services it provides. This is marginally less than 2014 where 90% said they received enough information.

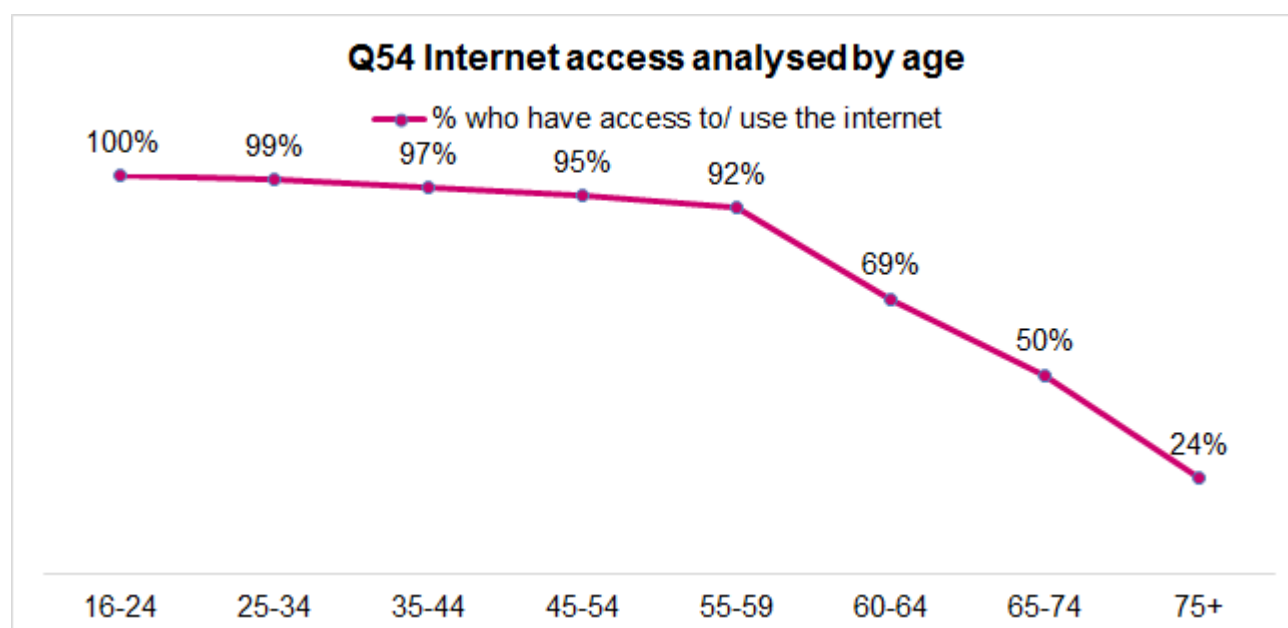
Generally, do you feel that you receive enough information about the Council and the services it provides?				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
Yes	89 %	93%	90%	85%

8.12 Internet access (Q54)

Over eight in ten participants (84%) said that they access the internet in some way with 77% stating they have internet access at home, 54% stating they access the internet via a mobile phone, 29% having internet access at work and 7% stating they access the internet through public access. Compared to the 2014 results there has been an increase in the proportion of participants who had internet access, increasing from 76% in 2014 to 84% in 2015.

Do you or your household access the internet in any of the following ways...				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
Internet access at home	57%	64%	71%	77%
Internet access via a mobile phone	18%	27%	32%	54%
Internet access at work	10%	11%	7%	29%
Internet access through public access e.g. at library	5%	4%	2%	7%
Access the internet in some other way	4%	5%	1%	3%
None of these - I do not access the internet	32%	29%	26%	16%

Analysis by age reveals that the proportion of participants who had any internet access decreases with age, for example from 100% of those aged 16-24 to 24% of those aged 75 and over. Compared to the 2014 survey the proportion of older participants accessing the internet in some way has increased significantly for example 6% of participants aged 75 and over stated they had access to the internet in some way in 2014 compared to 24% of participants in 2015.



In terms of geography, participants who lived in the West End were the most likely to have access to and use the internet (93%) and those who lived in Lochee were the least likely (76%).

8.13 Vulnerable Adults (Q55)

Participants were asked for their opinions on a couple of statements regarding vulnerable adults. 35% were aware that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm, which is significantly less than what was reported in 2014 (68%). Just under six in ten participants (57%) said they would know who to contact if they had concerns that a vulnerable adult was at risk of being abused, which is a significant decrease since the 2014 results (85%) and the lowest to date.

Vulnerable adults (% stating yes)			
Base: 2013, n=2011; 2014, n=1812, 2015, n=1817	2013	2014	2015
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	58%	68%	35%
Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	71%	85%	57%

Analysis by age reveals that participants aged 35-54 were most likely to be aware of the Council's procedures in place to respond to situations where vulnerable adults might be at risk of harm (41%). This age group was also the most likely to know who to contact should they have any concerns about a vulnerable adult (64%).

Those who lived in accommodation rented from a private landlord were the least likely to be aware of the Council's procedures to respond to situations (19%). This group was also the least likely to know who to contact should they have any concerns about a vulnerable adult (42%). Council tenants were the most likely to be aware of the Council's procedures to respond to situations where vulnerable adults may be at risk of harm (40%) and they were the most likely to know who to contact if they have any concerns about a vulnerable adult (66%).

In terms of area, those who live in the most deprived areas (42%) were more likely to be aware of the Council's procedures than those who live in all other areas (29%). Participants living in the most deprived areas were also significantly more likely to know who to contact if they had concerns about a vulnerable adult (66%) than those from all other areas (49%).

9. VIEWS ABOUT THE COUNCIL

9.1 Statements about the Council - most important (Q56)

Participants were asked to select from a list of statements about their local council which three they considered most important. This revealed that the following were considered to be most important for survey participants:

- Providing an efficient service (49%)
- Providing good quality service (49%)
- Providing services which are value for money (48%)

The proportion of participants who said that providing good quality service was a priority has seen an increase of 12 percentage points since 2014.

I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you.				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1912; 2015, n=1817	2012	2013	2014	2015
Providing an efficient service	37%	52%	56%	49%
Providing services which are value for money	51%	50%	52%	48%
Tackling important issues for the future of the area	30%	32%	48%	45%
Offering a good range of services	39%	47%	44%	42%
Providing good quality services	40%	60%	37%	49%
Listening to complaints	11%	14%	20%	16%
Ensuring sustainable use of resources and care for the environment	11%	9%	17%	18%
Communicating well with the public	7%	9%	12%	7%
Having friendly, polite, helpful, well informed employees	29%	18%	9%	17%
Promoting its services well	14%	5%	4%	9%

The table below shows the top priority for each area. Providing a good quality service was the top priority for those who lived in the West End and the Ferry. Participants residing in the North East, Strathmartine, and Maryfield selected tackling important issues for the future of the area as their top priority, while participants from Coldside and Lochee selected providing services which are value for money as their top priority. Those who lived in the East End rated both tackling important issues for the future of the area and providing services which are value for money as their top priority.

Top priority per ward		
Ward	Priority	%
West End	Providing good quality services	73%
North East	Tackling important issues for the future of the area	56%
Strathmartine	Tackling important issues for the future of the area	58%
The Ferry	Providing good quality services	75%
East End	Tackling important issues for the future of the area	57%
	Providing services which are value for money	57%
Coldside	Providing services which are value for money	56%
Lochee	Providing services which are value for money	50%
Maryfield	Tackling important issues for the future of the area	56%

Analysis by age reveals that

- **Providing an efficient service** was more important for those aged 55-64 (54%) than those aged 35-54 (46%) and 65 and over (46%).
- **Providing services which are value for money** was significantly more important for those aged 65 and over (56%) than those aged 16-34 (43%)
- **Tackling important issues for the future of the area** was more important for those aged 16-34 (49%) than those aged 65 and over (40%)

The main differences by tenure were:

- **Providing services which are value for money:** Most important for respondents who rent their home from the Council (55%) and least important for private rented tenants.
- **Providing good quality services:** Most important for home owners (53%) and least important for Council tenants (38%)
- **Offering a good range of services:** Most important for respondents who lived in private rented accommodation (47%) and least important for tenants of RSL (36%).

9.2 Agreement with statements about the Council (Q57)

Following on from this, participants were asked to state the extent to which they agreed or disagreed with various statements about the Council. Participants were most likely to agree with the following statements:

- Offers a good range of services (77%)
- Provides an efficient service (67%)
- Provides good quality services (67%)

The level of agreement with offers a good range of services has increased by 8 percentage points since the 2014 survey. As well as an increase in levels of agreement a number of statements have also seen a decrease since the 2014 survey. The largest decreases can be seen in terms of:

- Tackles important issues for the future of the area (decreased by 7 percentage points)
- Provides services which are value for money (decreased by 6 percentage points)
- Listens to complaints (decreased by 8 percentage points)

Agreement with statements about your local Council (% agree)				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
Offers a good range of services	77%	84%	69%	77%
Provides an efficient service	66%	81%	66%	67%
Provides good quality services	73%	79%	66%	67%
Has friendly, polite, helpful, well informed employees	63%	69%	63%	64%
Ensures sustainable use of resources and care for the environment	56%	60%	62%	51%
Provides services which are value for money	57%	72%	62%	56%
Tackles important issues for the future of the area	55%	61%	62%	55%
Promotes its services well	55%	60%	60%	52%
Communicates well with the public	52%	61%	59%	60%
Listens to complaints	46%	58%	57%	49%

Participants aged 16 to 34 were the least likely to agree with all statements. The proportion of participants who agreed with these statements varied most significantly in terms of the following:

- **Provides an efficient service:** 60% of 16 to 34 year olds in agreement compared to 79% of those aged 65 and over.
- **Ensures sustainable use of resources and care for the environment:** 42% of 16 to 34 year olds in agreement compared to 61% of those aged 55-64.
- **Provides good quality services:** 59% of 16 to 34 year olds in agreement compared to 77% of those aged 65 and over.

The results vary significantly by those who lived in the most deprived areas. The biggest differences can be seen with regards to the following statements:

- **Offers a good range of services:** 69% of respondents who live in the most deprived areas agreed with this statement compared to 83% for all other respondents.
- **Tackles important issues for the future of the area:** 61% of respondents who live in the most deprived areas agreed with this statement compared to 51% for all other respondents.
- **Promotes its services well:** 57% of respondents who live in the most deprived areas agreed with this statement compared to 48% for all other respondents.
- **Ensures sustainable use of resources and care for the environment:** 56% of respondents who live in the most deprived areas agreed with this statement compared to 47% for all other respondents.

Participants who rented their home from a private landlord were the least likely to agree with all statements. The largest differences can be seen with regards to the following statements:

- **Listens to complaints:** The level of agreement ranged from 32% for those living in private rented accommodation to 64% for Council tenants.
- **Tackles important issues for the future of the area:** The level of agreement ranged from 35% for those living in private rented accommodation to 65% for Council tenants.
- **Has friendly, polite, helpful, well informed employees:** The level of agreement ranged from 47% for those living in private rented accommodation to 76% for Council tenants.

10. HOUSEHOLD DETAILS

10.1 Number of adults/ children (Q58)

The table below shows the number of children and adults in the household. 73% of households interviewed did not have any children under the age of 16. This is consistent with the 2014 survey where 76% of households had no children.

Could I just check how many adults and children there are in the household including you?								
Base: 2012, n=2012; 2013, n=2011; 2014, n=1812; 2015, n=1817	Adults				Children			
	2012	2013	2014	2015	2012	2013	2014	2015
0	-	-	-	-	65%	74%	76%	73%
1	27%	28%	29%	26%	18%	18%	13%	16%
2	62%	56%	56%	61%	15%	7%	9%	9%
3	8%	11%	10%	9%	1%	1%	2%	2%
4	3%	5%	4%	3%	0%	0%	0%	0%
5+	0%	0%	0%	1%	0%	0%	0%	0%

10.2 Ages of children (Q59)

Following on from this, participants were asked to specify the number of children within different age bands. 40% of households with children said they had at least one child who was under three years old, 31% of households had at least one child between the ages of 3 and 5 and 47% said they had at least one child between the ages of 6 and 15.

How many children are there in the household in each age group?												
Base: 2012, n=2012; 2013, n=2011; 2014, n=1812; 2015, n=1817	Less than 3 years				3-5 years				6-15 years			
	2012	2013	2014	2015	2012	2013	2014	2015	2012	2013	2014	2015
0	57%	61%	73%	60%	54%	72%	69%	63%	62%	50%	36%	53%
1	35%	36%	25%	36%	38%	26%	24%	32%	29%	37%	45%	33%
2	8%	3%	2%	4%	8%	2%	7%	5%	9%	12%	16%	13%
3	0%	-	-	0%	0%	-	0%	0%	1%	1%	2%	1%
4	0%	-	-	0%	0%	-	-	0%	0%	0%	0%	0%
5	0%	-	-	0%	0%	-	-	0%	0%	-	-	0%

10.3 Access to personal transport (Q61)

Participants were asked about their access to personal transport. Just under seven in ten participants said their household had access to at least one motor vehicle for their personal use (69%). The proportion of participants who had access to a motor vehicle for personal use has increased from 59% in 2014 to 69% in 2015.

How many motor vehicles does your household have access to for personal use?				
Base: 2012, n=2012; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
1	46%	43%	42%	49%
2	14%	15%	15%	17%
3	1%	2%	2%	3%
4 or more	0%	0%	0%	0%
None	40%	40%	41%	31%

10.4 Ethnicity (Q65)

In terms of ethnicity, 85% of participants were Scottish. The proportion of participants stating they were Scottish has decreased from the 2014 results where 93% of respondents said they were Scottish.

Which of the groups on this card do you consider you belong to?				
Base: 2012, n=2002; 2013, n=2011; 2015, n=1817	2012	2013	2014	2015
Scottish	96.4%	94.6%	93.2%	85.0%
Other British	1.6%	1.6%	2.5%	6.0%
Irish	0.3%	0.3%	0.4%	0.0%
Gypsy/ Traveller	0.0%	0.1%	-	0.0%
Polish	0.6%	1.4%	1.4%	3.0%
Any other white ethnic group	0.5%	0.5%	1.1%	1.0%
Any mixed or multiple ethnic groups	0.0%	0.0%	0.1%	0.0%
Pakistani, Pakistani Scottish or Pakistani British	0.2%	0.5%	0.2%	1.0%
Indian, Indian Scottish or Indian British	0.0%	0.2%	0.1%	0.0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0.0%	0.1%	0.0%	0.0%
Chinese, Chinese Scottish or Chinese British	0.0%	0.1%	0.1%	0.0%
Other	0.1%	0.3%	0.3%	1.0%
African, African Scottish or African British	0.1%	0.2%	0.1%	0.0%
Caribbean, Caribbean Scottish or Caribbean British	0.0%	0.0%	0.1%	0.0%
Black, Black Scottish or Black British	0.1%	0.0%	-	0.0%
Other	0.0%	0.0%	-	0.0%
Arab	0.0%	0.0%	0.0%	1.0%
Any other background	0.0%	0.1%	-	0.0%
Refused	0.0%	0.0%	0.2%	0.0%
Don't know	0.0%	0.0%	0.2%	0.0%

10.5 Health and disability status (Q62/63)

17% of households had at least one member who had some form of long term health problem or disability which is less than in 2014 (18%). The majority said this was regarding a mobility or physical disability (75%).

What is the nature of the disability?				
Base: 2012, n=429; 2013, n=487; 2014, n=351; 2015, n=286	2012	2013	2014	2015
Mobility/ physical disabilities	78%	85%	67%	75%
Mental health condition	9%	6%	14%	10%
Difficulties with sight	3%	4%	1%	4%
Difficulties with hearing	1%	3%	5%	2%
Developmental disorder (eg Autistic Spectrum Disorder or Asperger's syndrome)	1%	1%	0%	2%
Learning difficulties (eg dyslexia)	1%	1%	2%	1%
Learning disability (eg Down's Syndrome)	0%	-	1%	0%
Other condition	14%	6%	11%	14%
Refused	-	2%	3%	1%

10.6 Religion (Q64)

In terms of religion, 28% were Church of Scotland and 13% Roman Catholic. A further 53% said they did not belong to any religion.

What is your religion?				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
None	49%	58%	62%	53%
Church of Scotland	30%	23%	19%	28%
Roman Catholic	18%	16%	16%	13%
Other Christian	1%	1%	1%	2%
Muslim	0%	1%	0%	3%
Hindu	0%	0%	0%	0%
Buddhist	0%	0%	0%	0%
Another religion	0%	1%	1%	1%
Would rather not say	2%	0%	1%	0%

10.7 Income (Q66)

The table below shows the weekly and annual income for households. 46% of participants refused to answer this question and 10% were unsure.

Which group the annual household falls. Please use net income from all sources ie after deductions of income tax, national insurance and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings				
Base: 2012, n=2002; 2013, n=2011; 2014, n=1812; 2015, n=1817	2012	2013	2014	2015
Less than £100 per week / £5,299 per year	2%	2%	2%	1%
£100-199 per week / £5,300 - £10,399 per year	6%	8%	7%	5%
£200-299 per week / £10,400-£15,599 per year	8%	7%	6%	8%
£300-399 per week / £15,600-£20,799 per year	7%	5%	8%	6%
£400-£499 per week / £20,800 - £25,999 per year	3%	6%	6%	8%
£500-£599 per week / £26,000 - £31,199 per year	2%	5%	3%	6%
£600 or more per week / £31,200 or more per year	6%	7%	8%	10%
Don't Know	22%	13%	10%	10%
Would rather not say	45%	46%	51%	46%

Appendix 1

Multi Member Ward and CRA Analysis



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	1% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	99% None

SQ2	Ward
	West End
	100%
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 7% Close to shops/ quality of shops/ amenities
- 0% Always lived here/ familiar with/ know area
- 21% Pleasant/ nice area
- 16% Friendly people/ neighbours/ family and friends
- 59% Quiet/ peaceful
- 32% Convenient location
- 7% Central location
- 3% Other
- 0% None/ nothing
- 0% Don't know
- 0% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 4% Safe
- 0% Good public transport
- 0% Everything
- 4% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 0% Littering/ dirty/ dog fouling
- 7% Difficult/ poor parking
- 0% Drug problems
- 0% Lack of facilities for youths/ children
- 8% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 2% Other
- 80% None/ nothing
- 0% Lack of security
- 0% Don't know
- 2% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 2% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 23% Up to one year
- 17% 1-2 years
- 22% 3-5 years
- 5% 6-10 years
- 27% Over 10 years
- 5% Always lived there
- 0% Don't know

Q4 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?

- 1% Yes - has got better
- 2% Yes - has got worse
- 57% No change
- 40% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 100% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 0% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 0% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 0% Drug/ alcohol problems
- 45% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 0% Litter problems/ area is dirty
- 55% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 39% Very good
- 60% Fairly good
- 0% Fairly poor
- 0% Very poor
- 1% No opinion

Q7 How long have you lived in this house/ flat?

- 24% Up to one year
- 16% 1-2 years
- 26% 3-5 years
- 4% 6-10 years
- 28% Over 10 years
- 1% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 9% Rented from the Council
- 14% Rented from a housing association
- 38% Rented from a private landlord
- 32% Owned by you (not ex Council)
- 8% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 13% Very good
- 75% Fairly good
- 11% Average
- 0% Fairly poor
- 0% Very poor
- 1% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	12%	88%	0%	0%	0%
Police service	10%	88%	0%	0%	2%
Fire service	7%	90%	0%	0%	3%
Refuse collection	1%	96%	1%	1%	1%
Local Schools	0%	62%	0%	0%	38%
Social care/ social work services	0%	17%	0%	0%	83%
Social housing	0%	24%	2%	7%	67%
Employment and advice services	0%	52%	0%	0%	48%
Public transport	6%	90%	0%	0%	4%
Street cleaning	0%	100%	0%	0%	0%
Sports and leisure facilities	0%	80%	4%	0%	16%
Community centre/ library	1%	96%	0%	0%	3%
Parks and open spaces	2%	90%	3%	0%	5%
Local phone boxes	0%	34%	0%	1%	65%
Local youth facilities	0%	33%	11%	2%	55%
Local shops	12%	85%	2%	0%	1%
Community Warden Service	0%	17%	4%	5%	73%
Access to free cash machine/ auto teller	1%	84%	0%	0%	15%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	3%	97%	0%	0%	0%
Police service	4%	95%	0%	0%	1%
Fire service	4%	96%	0%	0%	0%
Refuse collection	2%	95%	2%	0%	1%
Local Schools	3%	62%	0%	0%	35%
Social care/ social work services	1%	23%	0%	0%	76%
Social housing	1%	21%	3%	7%	68%
Employment and advice services	1%	52%	0%	0%	47%
Public transport	7%	89%	0%	0%	4%
Street cleaning	1%	99%	0%	0%	0%
Sports and leisure facilities	1%	78%	3%	0%	18%
Community centre/ library	1%	95%	0%	0%	4%
Parks and open spaces	4%	90%	1%	0%	5%
Local phone boxes	1%	35%	0%	1%	63%
Local youth facilities	1%	34%	6%	3%	56%
Local shops	10%	89%	1%	0%	0%
Community Warden Service	1%	16%	3%	6%	73%
Access to free cash machine/ auto teller	4%	81%	0%	0%	15%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	2%	56%	7%	0%	35%
Cleanliness of Streets	0%	99%	1%	0%	0%
Shopping Facilities	3%	97%	0%	0%	0%
Condition of roads, pavements and street lighting	0%	88%	12%	0%	0%
Quality and maintenance of open spaces	0%	97%	3%	0%	0%
Cleanliness of the area around your home	1%	98%	1%	0%	0%
The built environment (e.g. buildings, heritage etc)	1%	99%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	1%	95%	2%	0%	2%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	27% Very satisfied
	73% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	26% Very satisfied
	74% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	9% After school/ children's club
	3% Youth clubs/ projects or drop-in centres
	11% Voluntary Youth Organisations
	0% Youth Information Services
	4% Other Youthwork activities
	17% Organised Sporting activities/ classes/ clubs
	15% Organised Social/ Leisure activities/ classes/ clubs
	4% Learning groups or adult education classes
	1% Self-help or social care groups
	2% Community Festivals/ Events e.g. Gala Day
	1% Community Council or Neighbourhood Group
	1% Community Regeneration Forum or Group
	2% Local Consultation Activities or Events
	66% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	0%	43%	0%	12%	44%
Youth clubs/ projects or drop-in centres	0%	0%	0%	0%	100%
Voluntary Youth Organisations	27%	44%	0%	0%	29%
Youth Information Services	0%	0%	0%	0%	0%
Other Youthwork activities	0%	75%	0%	0%	25%
Organised Sporting activities/ classes/ clubs	12%	57%	0%	7%	24%
Organised Social/ Leisure activities/ classes/ clubs	0%	50%	0%	8%	42%
Learning groups or adult education classes	0%	26%	49%	0%	25%
Self-help or social care groups	0%	100%	0%	0%	0%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	100%	0%
Community Council or Neighbourhood Group	0%	0%	0%	0%	100%
Community Regeneration Forum or Group	0%	0%	0%	100%	0%
Local Consultation Activities or Events	0%	42%	0%	58%	0%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

3% Yes
97% No

Q17 Looking at this showcard, can you tell me if you 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?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 70% Cinema
- 2% Exhibition including art, photography or crafts
- 4% Book festival or reading group
- 38% Theatre e.g. pantomime, musical or play
- 0% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 8% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 18% Live music event e.g. traditional music, rock concert, jazz event
- 5% Dance show/ event e.g. ballet
- 35% Museum
- 20% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 27% Gallery
- 38% Library, including mobile or online
- 0% Archive or records office
- 15% None

Q19	If you have not taken part in any community activities or organisations, can you tell me why this is?	
	16%	It costs too much
	0%	I don't know enough about it
	0%	Never occurred to me
	52%	Not really interested
	0%	I don't have anyone to go with
	0%	I wouldn't enjoy it
	0%	Not enough facilities close to where I live
	7%	Health isn't good enough
	0%	I might feel uncomfortable or out of place
	0%	Lack of transport/ I can't easily get to it
	0%	Poor access to venues (e.g. no disabled ramps)
	0%	Not enough information on what is available
	0%	Didn't enjoy it last time
	25%	It's difficult to find the time
	0%	I would feel unsafe going to/ from the activity/ event
	0%	I would feel unsafe at the activity/ event
	0%	Other

Q20	Please tell me to what extent you agree or disagree with the following statements?					
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	37%	16%	31%	0%	17%
People in my community can influence decisions affecting my local area	0%	49%	8%	27%	0%	17%

Q21	First of all could you tell me whether you are registered with.... a GP or health centre?	
	99%	Yes
	1%	No
	0%	Don't know

Q21	First of all could you tell me whether you are registered with.... a dentist?	
	94%	Yes
	6%	No
	0%	Don't know

Q22	How good is your health overall?	
	31%	Very good
	56%	Good
	10%	Fair
	3%	Poor
	0%	Very poor
	0%	Don't know

Q23 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

- 83% 4 days a week or more
- 14% 1-3 days a week
- 1% Less than once a week
- 2% Never

Q24 Are you, or have you ever been, a smoker?

- 21% Currently smoke
- 22% Used to smoke
- 57% Never smoked

Q25 How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?

- 2% Daily or almost daily
- 47% Weekly
- 13% Monthly
- 12% Less than monthly
- 26% Never
- 0% Don't know

Q26 Please say which option best describes your experience over the last 2 weeks.

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	5%	39%	50%	7%
I've been feeling useful	0%	6%	35%	56%	3%
I've been feeling relaxed	0%	4%	60%	35%	1%
I've been feeling interested in other people	0%	2%	50%	47%	1%
I've had energy to spare	0%	9%	65%	26%	0%
I've been dealing well with problems	0%	1%	47%	49%	3%
I've been thinking clearly	0%	0%	19%	68%	14%
I've been feeling good about myself	0%	1%	58%	35%	6%
I've been feeling close to other people	0%	3%	33%	62%	2%
I've been feeling confident	0%	5%	45%	38%	12%
I've been able to make up my mind about things	0%	0%	26%	58%	16%
I've been feeling loved	0%	2%	36%	42%	21%
I've been interested in new things	0%	6%	57%	36%	1%
I've been feeling cheerful	0%	1%	38%	57%	4%

Q27	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?
	42% 1 - Not at all
	41% 2
	14% 3
	3% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	18% Strongly agree
	74% Tend to agree
	8% Tend to disagree
	0% Strongly disagree
	1% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	61% None
	4% On the job training
	0% An FE college course
	33% A university based course
	2% Distance learning/ Open University
	0% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	5% No qualification
	84% A qualification at degree level or above
	13% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	72% Very safe
	28% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	100%	0%	0%	0%	0%
	Alone in your home at night	100%	0%	0%	0%	0%
	Walking alone in your neighbourhood during the day	76%	24%	0%	0%	0%
	Walking alone in your neighbourhood after dark	21%	55%	15%	0%	9%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 1% Decreased a little
- 50% Remained the same
- 0% Increased a little
- 0% Increased a lot
- 49% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 0% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 4% Boredom/ nothing to do/ lack of facilities
- 28% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 35% Alcohol/ Drugs
- 0% Nothing
- 12% Lack of money/ poverty
- 7% Unemployment
- 0% Prostitution
- 1% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 1% Crime e.g. Break ins/ burglary/ vandalism
- 11% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 9% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 6% Other
- 1% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 78% Not at all
- 19% A little
- 4% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 88% Bank account
- 2% Building society account
- 0% Credit union account
- 3% Post Office card account
- 0% No, none of these
- 10% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 68% Yes
- 22% No
- 4% Prefer not to say
- 7% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 16% No savings
- 4% Less than £1,000
- 30% £1,000 or more
- 3% Don't know
- 47% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 0% Council tax payments
- 0% Loan or credit card payments
- 5% Cost of food
- 22% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 71% None of the above
- 7% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 1% Manage very well
- 30% Manage quite well
- 65% Get by all right
- 5% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q42	When you last contacted Dundee City Council, was this contact to ...?
	4% Make a complaint
	24% Seek information
	18% Request a service
	1% Make a suggestion
	53% Have never contacted with Council

Q43	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	0% Very satisfied
	75% Satisfied
	0% Neither satisfied nor dissatisfied
	25% Dissatisfied
	0% Very dissatisfied

Q44	Overall, how satisfied were you with this contact to seek information?
	0% Very satisfied
	96% Satisfied
	0% Neither satisfied nor dissatisfied
	4% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to request a service?
	0% Very satisfied
	90% Satisfied
	0% Neither satisfied nor dissatisfied
	10% Dissatisfied
	0% Very dissatisfied

Q46	On your most recent contact with the Council, did you....
	92% Get what you need at that contact
	8% Have to contact the Council again about the same issue

Q47	Was your most recent contact
	4% By a letter
	55% By a telephone call to the Council
	27% By a personal visit to a Council office
	15% By e-mail
	0% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	0%	96%	4%	0%	0%	0%
How quickly the phone was answered	0%	73%	27%	0%	0%	0%
How easy it was to get through to someone who could help	4%	89%	4%	3%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	4%	92%	4%	0%	0%	0%
How well the staff understood what you wanted	4%	96%	0%	0%	0%	0%
The outcome of your contact	4%	84%	0%	8%	4%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	100%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	70%	23%	7%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	0%	93%	7%	0%	0%	0%
How well the staff understood what you wanted	0%	85%	8%	7%	0%	0%
The outcome of your contact	15%	61%	8%	15%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	89%	11%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	100%	0%	0%	0%	0%
The outcome of your contact	0%	100%	0%	0%	0%	0%

Q51 Have you ever used the Council's website?
 42% Yes
 58% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	21%	69%	5%	5%	0%	0%	0%
The amount of information provided on the website	21%	67%	7%	5%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 66% Yes
 34% No

Q54 Do you access, and use, the internet in any of the following ways...

- 87% Internet access at home
- 81% Internet access via a mobile phone
- 57% Internet access at work
- 31% Internet access through public access e.g. at library
- 0% Access the internet in some other way
- 7% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 20% Yes
 80% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 28% Yes
 72% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 44% Offering a good range of services
- 57% Providing an efficient service
- 37% Providing services which are value for money
- 73% Providing good quality services
- 11% Having friendly, polite, helpful, well informed employees
- 10% Promoting its services well
- 27% Tackling important issues for the future of the area
- 0% Listening to complaints
- 5% Communicating well with the public
- 36% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	88%	12%	0%	0%
Provides an efficient service	50%	48%	2%	0%
Provides services which are value for money	35%	63%	2%	0%
Provides good quality services	47%	53%	0%	0%
Has friendly, polite, helpful, well informed employees	77%	23%	0%	0%
Promotes its services well	29%	71%	0%	0%
Tackles important issues for the future of the area	28%	71%	1%	0%
Listens to complaints	43%	54%	3%	0%
Communicates well with the public	56%	42%	2%	0%
Ensures sustainable use of resources and care for the environment	26%	73%	1%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

30%	1
45%	2
9%	3
8%	4
7%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

79%	0
15%	1
4%	2
2%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	67%	28%	4%	0%	0%	0%
3-5years	54%	41%	5%	0%	0%	0%
6-15 years	55%	40%	5%	0%	0%	0%

Q60 Gender of respondent:

48%	Male
52%	Female

Q60 Age of respondent:

35%	16-24
24%	25-34
8%	35-44
8%	45-54
9%	55-59
4%	60-64
10%	65-74
3%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

17%	Single adult under 60
6%	Single adult 60+
22%	Two adults under 60
10%	Two adults aged 60+
1%	Two adults at least one over 60
7%	Single adult with at least one child
13%	Two adults and at least one child
23%	Three or more adults with no children
1%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

35%	1
16%	2
6%	3
1%	4 or more
43%	None

Q62 Do you or any member of your household have a disability?

15%	Yes
85%	No

Q63 What is the nature of the disability?

19%	Mental health condition
74%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
0%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
7%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0%	Difficulties with hearing
12%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 50% None
- 21% Church of Scotland
- 11% Roman Catholic
- 2% Other Christian
- 2% Buddhist
- 1% Hindu
- 0% Jewish
- 12% Muslim
- 0% Sikh
- 2% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 66% Scottish
- 9% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 0% Polish
- 4% Any other white ethnic group
- 1% Any mixed or multiple ethnic groups
- 4% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 2% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 2% Chinese, Chinese Scottish or Chinese British
- 6% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 1% Black, Black Scottish or Black British
- 1% Other
- 3% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 0% Less than £100 per week/ £5,199 per year
- 9% £100-199 per week / £5,200 - £10,399 per year
- 7% £200-299 per week / £10,400 - £15, 599 per year
- 3% £300-399 per week / £15,600 - £20,199 per year
- 3% £400-499 per week / £20,800 - £25,999 per year
- 1% £500-599 per week / £26,000 - £31,199 per year
- 8% £600 or more per week/ £31,200 or more per year
- 12% Don't know
- 56% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	53% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	47% None

SQ2	Ward
	0% West End
	100% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 18% Close to shops/ quality of shops/ amenities
- 3% Always lived here/ familiar with/ know area
- 13% Pleasant/ nice area
- 28% Friendly people/ neighbours/ family and friends
- 36% Quiet/ peaceful
- 36% Convenient location
- 8% Central location
- 2% Other
- 0% None/ nothing
- 1% Don't know
- 0% Lots for kids to do
- 6% Lots of green/ open spaces/ countryside/ nice views
- 0% Safe
- 3% Good public transport
- 0% Everything
- 8% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 7% Difficult/ poor parking
- 2% Drug problems
- 1% Lack of facilities for youths/ children
- 2% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 1% Poor shops
- 0% Vandalism
- 5% Other
- 75% None/ nothing
- 1% Lack of security
- 3% Don't know
- 0% Speeding cars/ traffic
- 2% Lack of transport/ poor public transport
- 1% Area going downhill/ untidy/ rundown
- 1% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 0% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 9% Up to one year
- 30% 1-2 years
- 20% 3-5 years
- 8% 6-10 years
- 26% Over 10 years
- 8% Always lived there
- 0% Don't know

Q4 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?

- 2% Yes - has got better
- 2% Yes - has got worse
- 70% No change
- 27% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 26% Access to parks/ open spaces
- 26% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 74% Quieter/ more peaceful
- 26% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 23% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 23% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 29% Drug/ alcohol problems
- 55% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 29% Litter problems/ area is dirty
- 0% Area is rundown/ going downhill
- 0% More houses being built
- 49% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 76% Very good
- 23% Fairly good
- 1% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 10% Up to one year
- 31% 1-2 years
- 23% 3-5 years
- 8% 6-10 years
- 24% Over 10 years
- 5% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 10% Rented from the Council
- 15% Rented from a housing association
- 37% Rented from a private landlord
- 30% Owned by you (not ex Council)
- 8% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 72% Very good
- 24% Fairly good
- 3% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	80%	20%	0%	0%	1%
Police service	64%	23%	0%	0%	13%
Fire service	65%	22%	0%	0%	13%
Refuse collection	72%	26%	1%	0%	1%
Local Schools	41%	23%	0%	0%	36%
Social care/ social work services	16%	12%	0%	0%	71%
Social housing	28%	16%	2%	4%	51%
Employment and advice services	14%	23%	5%	0%	58%
Public transport	70%	15%	7%	1%	7%
Street cleaning	58%	41%	0%	0%	1%
Sports and leisure facilities	66%	18%	1%	0%	15%
Community centre/ library	68%	19%	0%	0%	13%
Parks and open spaces	84%	15%	1%	0%	1%
Local phone boxes	24%	22%	0%	0%	54%
Local youth facilities	11%	22%	1%	0%	66%
Local shops	88%	8%	0%	0%	4%
Community Warden Service	10%	15%	1%	0%	74%
Access to free cash machine/ auto teller	82%	12%	0%	0%	5%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	71%	29%	0%	0%	1%
Police service	74%	23%	0%	0%	3%
Fire service	75%	22%	0%	0%	3%
Refuse collection	71%	27%	0%	0%	2%
Local Schools	42%	16%	0%	0%	42%
Social care/ social work services	28%	12%	0%	0%	60%
Social housing	33%	13%	2%	2%	50%
Employment and advice services	25%	17%	1%	0%	57%
Public transport	72%	22%	2%	0%	4%
Street cleaning	58%	40%	0%	0%	2%
Sports and leisure facilities	60%	20%	0%	0%	19%
Community centre/ library	67%	22%	0%	0%	11%
Parks and open spaces	65%	16%	11%	4%	3%
Local phone boxes	28%	17%	2%	3%	50%
Local youth facilities	18%	13%	1%	0%	69%
Local shops	89%	6%	1%	0%	4%
Community Warden Service	12%	14%	1%	0%	73%
Access to free cash machine/ auto teller	79%	14%	1%	0%	6%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	16%	32%	4%	1%	48%
Cleanliness of Streets	46%	53%	0%	0%	1%
Shopping Facilities	78%	17%	2%	1%	2%
Condition of roads, pavements and street lighting	37%	41%	21%	1%	1%
Quality and maintenance of open spaces	52%	46%	1%	0%	1%
Cleanliness of the area around your home	53%	46%	1%	0%	1%
The built environment (e.g. buildings, heritage etc)	64%	36%	0%	0%	1%
The natural environment (e.g. parks, open spaces, countryside etc)	65%	34%	0%	0%	1%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	71% Very satisfied
	29% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	78% Very satisfied
	22% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	39% After school/ children's club
	14% Youth clubs/ projects or drop-in centres
	13% Voluntary Youth Organisations
	2% Youth Information Services
	1% Other Youthwork activities
	52% Organised Sporting activities/ classes/ clubs
	48% Organised Social/ Leisure activities/ classes/ clubs
	24% Learning groups or adult education classes
	19% Self-help or social care groups
	24% Community Festivals/ Events e.g. Gala Day
	11% Community Council or Neighbourhood Group
	1% Community Regeneration Forum or Group
	3% Local Consultation Activities or Events
	34% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	4%	12%	0%	10%	74%
Youth clubs/ projects or drop-in centres	0%	0%	0%	4%	96%
Voluntary Youth Organisations	0%	11%	0%	0%	89%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	0%	50%	3%	11%	37%
Organised Social/ Leisure activities/ classes/ clubs	0%	34%	5%	8%	53%
Learning groups or adult education classes	0%	8%	0%	0%	92%
Self-help or social care groups	0%	2%	0%	0%	98%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	61%	39%
Community Council or Neighbourhood Group	0%	5%	0%	0%	95%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	58%	42%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

10% Yes
90% No

Q17 Looking at this showcard, can you tell me if you 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?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 2% Church, religion or faith-based group
- 1% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 96% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 61% Cinema
- 2% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 13% Theatre e.g. pantomime, musical or play
- 1% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 1% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 1% Classical music performance or opera
- 27% Live music event e.g. traditional music, rock concert, jazz event
- 4% Dance show/ event e.g. ballet
- 20% Museum
- 0% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 12% Gallery
- 38% Library, including mobile or online
- 1% Archive or records office
- 13% None

Q19	If you have not taken part in any community activities or organisations, can you tell me why this is?	
	0%	It costs too much
	0%	I don't know enough about it
	7%	Never occurred to me
	47%	Not really interested
	0%	I don't have anyone to go with
	4%	I wouldn't enjoy it
	0%	Not enough facilities close to where I live
	24%	Health isn't good enough
	0%	I might feel uncomfortable or out of place
	0%	Lack of transport/ I can't easily get to it
	0%	Poor access to venues (e.g. no disabled ramps)
	0%	Not enough information on what is available
	0%	Didn't enjoy it last time
	42%	It's difficult to find the time
	0%	I would feel unsafe going to/ from the activity/ event
	0%	I would feel unsafe at the activity/ event
	0%	Other

Q20	Please tell me to what extent you agree or disagree with the following statements?					
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	2%	23%	28%	17%	3%	26%
People in my community can influence decisions affecting my local area	4%	28%	32%	7%	2%	27%

Q21	First of all could you tell me whether you are registered with.... a GP or health centre?	
	99%	Yes
	1%	No
	0%	Don't know

Q21	First of all could you tell me whether you are registered with.... a dentist?	
	94%	Yes
	5%	No
	1%	Don't know

Q22	How good is your health overall?	
	57%	Very good
	28%	Good
	10%	Fair
	3%	Poor
	1%	Very poor
	0%	Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	20% 4 days a week or more
	54% 1-3 days a week
	12% Less than once a week
	15% Never

Q24	Are you, or have you ever been, a smoker?
	24% Currently smoke
	22% Used to smoke
	54% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	3% Daily or almost daily
	22% Weekly
	11% Monthly
	23% Less than monthly
	41% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.					
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	2%	31%	59%	8%
	I've been feeling useful	0%	0%	17%	75%	8%
	I've been feeling relaxed	0%	0%	31%	66%	2%
	I've been feeling interested in other people	0%	0%	31%	64%	5%
	I've had energy to spare	0%	3%	35%	57%	4%
	I've been dealing well with problems	0%	0%	10%	65%	24%
	I've been thinking clearly	0%	0%	9%	63%	28%
	I've been feeling good about myself	0%	0%	14%	65%	20%
	I've been feeling close to other people	0%	0%	10%	58%	32%
	I've been feeling confident	0%	0%	10%	65%	25%
	I've been able to make up my mind about things	0%	0%	7%	52%	40%
	I've been feeling loved	0%	0%	9%	58%	33%
	I've been interested in new things	0%	3%	19%	70%	8%
	I've been feeling cheerful	0%	0%	10%	82%	8%

Q27	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?
	78% 1 - Not at all
	21% 2
	1% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	52% Strongly agree
	37% Tend to agree
	1% Tend to disagree
	0% Strongly disagree
	11% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	91% None
	2% On the job training
	0% An FE college course
	6% A university based course
	0% Distance learning/ Open University
	0% School
	1% Adult education or evening class
	0% Help with reading, writing or use of numbers
	1% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	17% No qualification
	65% A qualification at degree level or above
	17% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	80% Very safe
	20% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	97%	3%	0%	0%	0%
	Alone in your home at night	97%	3%	0%	0%	0%
	Walking alone in your neighbourhood during the day	95%	5%	0%	0%	0%
	Walking alone in your neighbourhood after dark	57%	34%	3%	0%	6%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 1% Decreased a little
- 78% Remained the same
- 1% Increased a little
- 0% Increased a lot
- 19% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 100% Talking to people in the area
- 37% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 38% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 1% Immigrants
- 33% Alcohol/ Drugs
- 6% Nothing
- 1% Lack of money/ poverty
- 2% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 6% Crime e.g. Break ins/ burglary/ vandalism
- 10% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 1% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 2% Other
- 3% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 98% Not at all
- 2% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q37	Which of these accounts, if any, do you or your partner have?
	96% Bank account
	21% Building society account
	4% Credit union account
	1% Post Office card account
	0% No, none of these
	0% Prefer not to say

Q38	Do you have insurance for the contents of your house such as for furniture, electrical goods etc?
	76% Yes
	21% No
	0% Prefer not to say
	3% Don't know

Q39	Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?
	29% No savings
	10% Less than £1,000
	34% £1,000 or more
	2% Don't know
	25% Prefer not to say

Q40	Are you currently experiencing, or within the last year have you had any difficulties with the following?
	8% Mortgage or rent payments
	6% Changes to benefits
	3% Council tax payments
	5% Loan or credit card payments
	12% Cost of food
	20% Cost of domestic energy bills
	1% Vehicle fuel prices
	74% None of the above
	2% Prefer not to say

Q41	Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?
	23% Manage very well
	45% Manage quite well
	22% Get by all right
	5% Don't manage very well
	5% Have some deep financial difficulties
	0% Are in deep financial trouble
	0% Refused
	0% Don't know

Q42	When you last contacted Dundee City Council, was this contact to ...?
	2% Make a complaint
	13% Seek information
	18% Request a service
	2% Make a suggestion
	65% Have never contacted with Council

Q43	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	62% Very satisfied
	17% Satisfied
	0% Neither satisfied nor dissatisfied
	21% Dissatisfied
	0% Very dissatisfied

Q44	Overall, how satisfied were you with this contact to seek information?
	37% Very satisfied
	32% Satisfied
	32% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to request a service?
	75% Very satisfied
	25% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q46	On your most recent contact with the Council, did you....
	89% Get what you need at that contact
	11% Have to contact the Council again about the same issue

Q47	Was your most recent contact
	0% By a letter
	71% By a telephone call to the Council
	7% By a personal visit to a Council office
	1% By e-mail
	20% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	92%	8%	0%	0%	0%	0%
How quickly the phone was answered	91%	9%	0%	0%	0%	0%
How easy it was to get through to someone who could help	92%	8%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	92%	8%	0%	0%	0%	0%
How well the staff understood what you wanted	92%	8%	0%	0%	0%	0%
The outcome of your contact	91%	6%	2%	0%	2%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	100%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	80%	20%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	80%	20%	0%	0%	0%	0%
How well the staff understood what you wanted	80%	20%	0%	0%	0%	0%
The outcome of your contact	21%	20%	39%	20%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	100%	0%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	100%	0%	0%	0%	0%	0%
The outcome of your contact	100%	0%	0%	0%	0%	0%

Q51 Have you ever used the Council's website?
 41% Yes
 59% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	66%	34%	0%	0%	0%	0%	0%
The amount of information provided on the website	66%	34%	0%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 83% Yes
 17% No

Q54 Do you access, and use, the internet in any of the following ways...

- 68% Internet access at home
- 55% Internet access via a mobile phone
- 31% Internet access at work
- 6% Internet access through public access e.g. at library
- 7% Access the internet in some other way
- 15% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 42% Yes
 58% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 66% Yes
 34% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 47% Offering a good range of services
- 33% Providing an efficient service
- 37% Providing services which are value for money
- 45% Providing good quality services
- 19% Having friendly, polite, helpful, well informed employees
- 11% Promoting its services well
- 56% Tackling important issues for the future of the area
- 28% Listening to complaints
- 8% Communicating well with the public
- 15% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	65%	35%	0%	0%
Provides an efficient service	64%	36%	0%	0%
Provides services which are value for money	55%	44%	1%	0%
Provides good quality services	64%	36%	0%	0%
Has friendly, polite, helpful, well informed employees	51%	49%	0%	0%
Promotes its services well	50%	48%	2%	0%
Tackles important issues for the future of the area	58%	41%	1%	0%
Listens to complaints	45%	55%	0%	0%
Communicates well with the public	57%	42%	1%	0%
Ensures sustainable use of resources and care for the environment	54%	46%	0%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

33%	1
63%	2
5%	3
0%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

75%	0
18%	1
7%	2
1%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	51%	47%	2%	0%	0%	0%
3-5years	64%	34%	2%	0%	0%	0%
6-15 years	65%	27%	8%	0%	0%	0%

Q60 Gender of respondent:

51%	Male
49%	Female

Q60 Age of respondent:

11%	16-24
38%	25-34
13%	35-44
14%	45-54
6%	55-59
4%	60-64
9%	65-74
5%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

19%	Single adult under 60
9%	Single adult 60+
33%	Two adults under 60
8%	Two adults aged 60+
2%	Two adults at least one over 60
5%	Single adult with at least one child
19%	Two adults and at least one child
3%	Three or more adults with no children
1%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

51%	1
11%	2
0%	3
0%	4 or more
38%	None

Q62 Do you or any member of your household have a disability?

16%	Yes
84%	No

Q63 What is the nature of the disability?

3%	Mental health condition
67%	Mobility/ physical disabilities
3%	Learning difficulties (e.g. dyslexia)
9%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
9%	Difficulties with hearing
14%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 59% None
- 24% Church of Scotland
- 13% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 1% Hindu
- 0% Jewish
- 2% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 89% Scottish
- 3% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 1% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 1% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 3% Less than £100 per week/ £5,199 per year
- 8% £100-199 per week / £5,200 - £10,399 per year
- 13% £200-299 per week / £10,400 - £15,599 per year
- 6% £300-399 per week / £15,600 - £20,199 per year
- 6% £400-499 per week / £20,800 - £25,999 per year
- 8% £500-599 per week / £26,000 - £31,199 per year
- 18% £600 or more per week/ £31,200 or more per year
- 9% Don't know
- 31% Would rather not say



CITIZENS' SURVEY 2015

SQ1 Community Regeneration area:

- 0% Ardlar, St Mary's and Kirkton
- 0% Beechwood, Lochee, Menziehill and Charleston
- 0% Coldside and Maryfield
- 0% Fintry, Whitfield and Mill O Mains
- 0% Mid Craigie, Linlathen and Douglas
- 100% None

SQ2 Ward

- 0% West End
- 0% Maryfield
- 100% The Ferry
- 0% Coldside
- 0% Lochee
- 0% East End
- 0% North East
- 0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 7% Close to beach/ coast
- 0% Quality of housing
- 7% Close to shops/ quality of shops/ amenities
- 6% Always lived here/ familiar with/ know area
- 30% Pleasant/ nice area
- 25% Friendly people/ neighbours/ family and friends
- 47% Quiet/ peaceful
- 10% Convenient location
- 1% Central location
- 2% Other
- 1% None/ nothing
- 0% Don't know
- 0% Lots for kids to do
- 2% Lots of green/ open spaces/ countryside/ nice views
- 2% Safe
- 1% Good public transport
- 2% Everything
- 16% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 5% Littering/ dirty/ dog fouling
- 2% Difficult/ poor parking
- 0% Drug problems
- 0% Lack of facilities for youths/ children
- 3% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 4% Other
- 82% None/ nothing
- 0% Lack of security
- 1% Don't know
- 3% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 1% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 0% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 11% Up to one year
- 4% 1-2 years
- 13% 3-5 years
- 11% 6-10 years
- 55% Over 10 years
- 6% Always lived there
- 0% Don't know

Q4 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?

- 1% Yes - has got better
- 5% Yes - has got worse
- 75% No change
- 19% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 100% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 44% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 19% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 25% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 37% Too many private lets
- 19% Litter problems/ area is dirty
- 0% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 19% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 55% Very good
- 45% Fairly good
- 0% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 13% Up to one year
- 3% 1-2 years
- 14% 3-5 years
- 12% 6-10 years
- 54% Over 10 years
- 4% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 6% Rented from the Council
- 2% Rented from a housing association
- 15% Rented from a private landlord
- 66% Owned by you (not ex Council)
- 11% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 30% Very good
- 63% Fairly good
- 7% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	3%	94%	3%	0%	0%
Police service	1%	92%	7%	0%	0%
Fire service	1%	99%	0%	0%	0%
Refuse collection	1%	98%	1%	0%	0%
Local Schools	3%	60%	0%	0%	38%
Social care/ social work services	0%	36%	0%	0%	64%
Social housing	0%	24%	2%	3%	71%
Employment and advice services	0%	49%	2%	0%	49%
Public transport	8%	91%	1%	0%	0%
Street cleaning	2%	97%	1%	0%	0%
Sports and leisure facilities	0%	78%	9%	1%	11%
Community centre/ library	4%	93%	2%	0%	1%
Parks and open spaces	21%	78%	1%	0%	0%
Local phone boxes	0%	14%	1%	1%	84%
Local youth facilities	0%	35%	13%	4%	48%
Local shops	10%	90%	0%	0%	0%
Community Warden Service	0%	14%	1%	0%	85%
Access to free cash machine/ auto teller	7%	84%	0%	0%	10%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	3%	97%	0%	0%	0%
Police service	2%	97%	0%	1%	0%
Fire service	2%	98%	0%	0%	0%
Refuse collection	2%	97%	0%	0%	1%
Local Schools	1%	63%	0%	0%	36%
Social care/ social work services	0%	34%	0%	0%	66%
Social housing	0%	21%	1%	2%	76%
Employment and advice services	0%	45%	1%	0%	54%
Public transport	8%	89%	1%	0%	2%
Street cleaning	1%	98%	0%	0%	1%
Sports and leisure facilities	1%	77%	7%	0%	16%
Community centre/ library	5%	88%	2%	0%	5%
Parks and open spaces	18%	80%	0%	0%	2%
Local phone boxes	0%	11%	0%	0%	89%
Local youth facilities	1%	29%	11%	3%	56%
Local shops	4%	95%	0%	0%	1%
Community Warden Service	0%	15%	0%	0%	85%
Access to free cash machine/ auto teller	6%	83%	0%	0%	11%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	3%	76%	4%	0%	17%
Cleanliness of Streets	2%	97%	1%	0%	0%
Shopping Facilities	7%	93%	0%	0%	0%
Condition of roads, pavements and street lighting	0%	87%	13%	0%	0%
Quality and maintenance of open spaces	8%	92%	0%	0%	0%
Cleanliness of the area around your home	3%	97%	0%	0%	0%
The built environment (e.g. buildings, heritage etc)	2%	98%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	5%	95%	0%	0%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	46% Very satisfied
	54% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	27% Very satisfied
	73% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	20% After school/ children's club
	11% Youth clubs/ projects or drop-in centres
	4% Voluntary Youth Organisations
	3% Youth Information Services
	5% Other Youthwork activities
	31% Organised Sporting activities/ classes/ clubs
	39% Organised Social/ Leisure activities/ classes/ clubs
	6% Learning groups or adult education classes
	1% Self-help or social care groups
	7% Community Festivals/ Events e.g. Gala Day
	0% Community Council or Neighbourhood Group
	0% Community Regeneration Forum or Group
	2% Local Consultation Activities or Events
	45% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	0%	28%	0%	0%	72%
Youth clubs/ projects or drop-in centres	0%	25%	0%	10%	65%
Voluntary Youth Organisations	0%	0%	0%	0%	100%
Youth Information Services	0%	36%	0%	0%	64%
Other Youthwork activities	0%	19%	0%	0%	81%
Organised Sporting activities/ classes/ clubs	0%	39%	0%	10%	51%
Organised Social/ Leisure activities/ classes/ clubs	0%	45%	3%	11%	41%
Learning groups or adult education classes	0%	31%	0%	0%	69%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	87%	13%
Community Council or Neighbourhood Group	0%	0%	0%	0%	0%
Community Regeneration Forum or Group	0%	0%	0%	0%	0%
Local Consultation Activities or Events	0%	0%	0%	0%	100%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

8% Yes
92% No

Q17 Looking at this showcard, can you tell me if you 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?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 55% Cinema
- 5% Exhibition including art, photography or crafts
- 2% Book festival or reading group
- 50% Theatre e.g. pantomime, musical or play
- 4% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 30% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 7% Classical music performance or opera
- 17% Live music event e.g. traditional music, rock concert, jazz event
- 6% Dance show/ event e.g. ballet
- 31% Museum
- 16% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 30% Gallery
- 20% Library, including mobile or online
- 1% Archive or records office
- 13% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 0% It costs too much
- 0% I don't know enough about it
- 0% Never occurred to me
- 25% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 65% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 18% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	44%	9%	30%	0%	18%
People in my community can influence decisions affecting my local area	0%	48%	9%	25%	0%	18%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 98% Yes
- 2% No
- 0% Don't know

Q22 How good is your health overall?

- 15% Very good
- 55% Good
- 17% Fair
- 13% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	55% 4 days a week or more
	22% 1-3 days a week
	10% Less than once a week
	13% Never

Q24	Are you, or have you ever been, a smoker?
	16% Currently smoke
	28% Used to smoke
	56% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	11% Daily or almost daily
	41% Weekly
	14% Monthly
	15% Less than monthly
	19% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	7%	38%	54%	0%
I've been feeling useful	0%	7%	39%	53%	0%
I've been feeling relaxed	0%	9%	57%	35%	0%
I've been feeling interested in other people	0%	2%	37%	59%	3%
I've had energy to spare	0%	23%	58%	18%	1%
I've been dealing well with problems	0%	0%	44%	52%	4%
I've been thinking clearly	0%	0%	26%	63%	11%
I've been feeling good about myself	0%	0%	64%	32%	4%
I've been feeling close to other people	0%	1%	21%	69%	9%
I've been feeling confident	0%	8%	37%	49%	6%
I've been able to make up my mind about things	0%	0%	21%	58%	21%
I've been feeling loved	0%	1%	35%	38%	26%
I've been interested in new things	0%	10%	46%	43%	0%
I've been feeling cheerful	0%	0%	55%	39%	5%

Q27	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?
	17% 1 - Not at all
	60% 2
	23% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	23% Strongly agree
	66% Tend to agree
	8% Tend to disagree
	3% Strongly disagree
	0% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	86% None
	11% On the job training
	1% An FE college course
	0% A university based course
	1% Distance learning/ Open University
	1% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	20% A qualification at degree level or above
	80% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	85% Very safe
	15% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	99%	1%	0%	0%	0%
	Alone in your home at night	99%	1%	0%	0%	0%
	Walking alone in your neighbourhood during the day	80%	20%	0%	0%	0%
	Walking alone in your neighbourhood after dark	31%	50%	3%	0%	16%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 0% Decreased a little
- 74% Remained the same
- 2% Increased a little
- 0% Increased a lot
- 24% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 100% Talking to people in the area
- 41% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 7% Boredom/ nothing to do/ lack of facilities
- 16% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 1% Immigrants
- 35% Alcohol/ Drugs
- 0% Nothing
- 4% Lack of money/ poverty
- 6% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 34% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 3% Opportunists/ some people can't help themselves
- 3% Lack of policing/ wardens
- 2% Other
- 9% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 88% Not at all
- 11% A little
- 0% Quite a lot
- 0% A great deal
- 1% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 96% Bank account
- 1% Building society account
- 0% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 4% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 85% Yes
- 5% No
- 5% Prefer not to say
- 5% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 12% No savings
- 1% Less than £1,000
- 15% £1,000 or more
- 4% Don't know
- 69% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 0% Changes to benefits
- 3% Council tax payments
- 0% Loan or credit card payments
- 2% Cost of food
- 19% Cost of domestic energy bills
- 9% Vehicle fuel prices
- 70% None of the above
- 9% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 2% Manage very well
- 35% Manage quite well
- 59% Get by all right
- 1% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 1% Refused
- 2% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 3% Make a complaint
- 17% Seek information
- 33% Request a service
- 0% Make a suggestion
- 47% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 30% Very satisfied
- 39% Satisfied
- 30% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 0% Very satisfied
- 95% Satisfied
- 5% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 0% Very satisfied
- 97% Satisfied
- 0% Neither satisfied nor dissatisfied
- 3% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 93% Get what you need at that contact
- 7% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 2% By a letter
- 79% By a telephone call to the Council
- 12% By a personal visit to a Council office
- 6% By e-mail
- 2% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	0%	98%	0%	2%	0%	0%
How quickly the phone was answered	0%	88%	7%	4%	0%	0%
How easy it was to get through to someone who could help	0%	100%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	0%	100%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	98%	0%	0%	0%	2%
The outcome of your contact	7%	88%	0%	2%	0%	2%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	0%	100%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	0%	100%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	0%	100%	0%	0%	0%	0%
How well the staff understood what you wanted	0%	100%	0%	0%	0%	0%
The outcome of your contact	0%	72%	0%	0%	14%	14%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	100%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	100%	0%	0%	0%	0%
The outcome of your contact	0%	100%	0%	0%	0%	0%

Q51	Have you ever used the Council's website?									
		42%	Yes							
		58%	No							
Q52	How satisfied or dissatisfied would you say you are with the website in terms of the following?									
				Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
	How easily you managed to find the information you wanted	17%		81%		0%	2%	0%	0%	0%
	The amount of information provided on the website	17%		81%		0%	2%	0%	0%	0%
Q53	Generally, do you feel that you receive enough information about the Council and the services it provides?									
		85%	Yes							
		15%	No							
Q54	Do you access, and use, the internet in any of the following ways...									
		86%	Internet access at home							
		59%	Internet access via a mobile phone							
		36%	Internet access at work							
		1%	Internet access through public access e.g. at library							
		2%	Access the internet in some other way							
		13%	None of these - I do not access the internet							
Q55	Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?									
		19%	Yes							
		81%	No							
Q55	Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?									
		26%	Yes							
		74%	No							
Q56	I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...									
		39%	Offering a good range of services							
		63%	Providing an efficient service							
		54%	Providing services which are value for money							
		75%	Providing good quality services							
		11%	Having friendly, polite, helpful, well informed employees							
		3%	Promoting its services well							
		16%	Tackling important issues for the future of the area							
		4%	Listening to complaints							
		8%	Communicating well with the public							
		27%	Ensuring sustainable use of resources and care for the environment							
		0%	Don't know							

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	88%	12%	0%	0%
Provides an efficient service	66%	34%	0%	0%
Provides services which are value for money	49%	42%	10%	0%
Provides good quality services	65%	34%	1%	0%
Has friendly, polite, helpful, well informed employees	64%	36%	0%	0%
Promotes its services well	40%	59%	1%	0%
Tackles important issues for the future of the area	36%	62%	2%	0%
Listens to complaints	34%	63%	3%	0%
Communicates well with the public	53%	42%	5%	0%
Ensures sustainable use of resources and care for the environment	29%	70%	1%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

16%	1
66%	2
10%	3
6%	4
1%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

78%	0
13%	1
9%	2
1%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	64%	36%	0%	0%	0%	0%
3-5years	73%	27%	0%	0%	0%	0%
6-15 years	36%	44%	20%	0%	0%	0%

Q60 Gender of respondent:

46%	Male
54%	Female

Q60 Age of respondent:

13%	16-24
7%	25-34
14%	35-44
11%	45-54
13%	55-59
11%	60-64
19%	65-74
10%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

6%	Single adult under 60
8%	Single adult 60+
17%	Two adults under 60
25%	Two adults aged 60+
9%	Two adults at least one over 60
2%	Single adult with at least one child
14%	Two adults and at least one child
12%	Three or more adults with no children
6%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

39%	1
30%	2
8%	3
0%	4 or more
23%	None

Q62 Do you or any member of your household have a disability?

32%	Yes
68%	No

Q63 What is the nature of the disability?

9%	Mental health condition
69%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
6%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
3%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0%	Difficulties with hearing
24%	Other condition (please write in)
0%	Don't know
3%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 38% None
- 45% Church of Scotland
- 12% Roman Catholic
- 3% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 2% Muslim
- 0% Sikh
- 1% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 79% Scottish
- 14% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 1% Polish
- 2% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 2% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 1% Other
- 1% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 0% Less than £100 per week/ £5,199 per year
- 2% £100-199 per week / £5,200 - £10,399 per year
- 7% £200-299 per week / £10,400 - £15, 599 per year
- 5% £300-399 per week / £15,600 - £20,199 per year
- 8% £400-499 per week / £20,800 - £25,999 per year
- 1% £500-599 per week / £26,000 - £31,199 per year
- 11% £600 or more per week/ £31,200 or more per year
- 15% Don't know
- 50% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	56% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	44% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	100% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 18% Close to shops/ quality of shops/ amenities
- 2% Always lived here/ familiar with/ know area
- 14% Pleasant/ nice area
- 27% Friendly people/ neighbours/ family and friends
- 42% Quiet/ peaceful
- 26% Convenient location
- 3% Central location
- 5% Other
- 1% None/ nothing
- 2% Don't know
- 0% Lots for kids to do
- 2% Lots of green/ open spaces/ countryside/ nice views
- 9% Safe
- 4% Good public transport
- 1% Everything
- 13% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 2% Difficult/ poor parking
- 4% Drug problems
- 2% Lack of facilities for youths/ children
- 1% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 4% Other
- 71% None/ nothing
- 0% Lack of security
- 7% Don't know
- 2% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 4% Area going downhill/ untidy/ rundown
- 1% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 4% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 7% Up to one year
- 13% 1-2 years
- 22% 3-5 years
- 12% 6-10 years
- 38% Over 10 years
- 8% Always lived there
- 0% Don't know

Q4 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?

- 4% Yes - has got better
- 4% Yes - has got worse
- 68% No change
- 24% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 23% Friendliness of people/ neighbours
- 92% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 47% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 13% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 74% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 13% Too many private lets
- 0% Litter problems/ area is dirty
- 0% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 76% Very good
- 22% Fairly good
- 3% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 8% Up to one year
- 15% 1-2 years
- 23% 3-5 years
- 13% 6-10 years
- 36% Over 10 years
- 6% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 25% Rented from the Council
- 9% Rented from a housing association
- 22% Rented from a private landlord
- 31% Owned by you (not ex Council)
- 12% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 75% Very good
- 24% Fairly good
- 1% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	83%	15%	0%	0%	2%
Police service	75%	15%	0%	0%	10%
Fire service	74%	15%	0%	0%	11%
Refuse collection	68%	31%	1%	0%	1%
Local Schools	62%	12%	0%	0%	26%
Social care/ social work services	15%	8%	0%	0%	77%
Social housing	28%	26%	1%	0%	46%
Employment and advice services	21%	16%	2%	0%	60%
Public transport	75%	12%	6%	0%	6%
Street cleaning	47%	51%	1%	0%	1%
Sports and leisure facilities	63%	17%	4%	0%	16%
Community centre/ library	72%	14%	2%	0%	12%
Parks and open spaces	78%	17%	2%	1%	2%
Local phone boxes	26%	13%	0%	0%	62%
Local youth facilities	21%	17%	6%	0%	56%
Local shops	87%	12%	2%	0%	0%
Community Warden Service	16%	11%	0%	1%	73%
Access to free cash machine/ auto teller	82%	10%	1%	1%	6%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	69%	29%	0%	0%	2%
Police service	76%	21%	0%	0%	3%
Fire service	76%	21%	0%	0%	3%
Refuse collection	69%	31%	0%	0%	0%
Local Schools	46%	9%	0%	0%	45%
Social care/ social work services	26%	6%	0%	0%	68%
Social housing	41%	10%	1%	0%	49%
Employment and advice services	32%	9%	1%	0%	59%
Public transport	77%	14%	1%	0%	8%
Street cleaning	51%	48%	0%	0%	0%
Sports and leisure facilities	57%	15%	3%	0%	25%
Community centre/ library	70%	19%	1%	0%	10%
Parks and open spaces	67%	27%	1%	0%	5%
Local phone boxes	37%	8%	1%	1%	53%
Local youth facilities	25%	5%	1%	0%	69%
Local shops	89%	11%	0%	0%	0%
Community Warden Service	21%	4%	0%	0%	75%
Access to free cash machine/ auto teller	82%	7%	1%	1%	10%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	25%	37%	5%	0%	33%
Cleanliness of Streets	38%	61%	1%	0%	0%
Shopping Facilities	84%	14%	2%	0%	0%
Condition of roads, pavements and street lighting	34%	54%	12%	1%	0%
Quality and maintenance of open spaces	57%	40%	3%	0%	0%
Cleanliness of the area around your home	62%	35%	3%	0%	0%
The built environment (e.g. buildings, heritage etc)	64%	35%	1%	0%	1%
The natural environment (e.g. parks, open spaces, countryside etc)	64%	31%	3%	0%	2%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	73% Very satisfied
	26% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	82% Very satisfied
	17% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	45% After school/ children's club
	8% Youth clubs/ projects or drop-in centres
	23% Voluntary Youth Organisations
	1% Youth Information Services
	2% Other Youthwork activities
	61% Organised Sporting activities/ classes/ clubs
	54% Organised Social/ Leisure activities/ classes/ clubs
	23% Learning groups or adult education classes
	20% Self-help or social care groups
	17% Community Festivals/ Events e.g. Gala Day
	16% Community Council or Neighbourhood Group
	4% Community Regeneration Forum or Group
	8% Local Consultation Activities or Events
	25% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	1%	14%	0%	12%	74%
Youth clubs/ projects or drop-in centres	0%	14%	0%	19%	67%
Voluntary Youth Organisations	0%	12%	0%	2%	85%
Youth Information Services	0%	52%	0%	0%	48%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	0%	47%	4%	9%	40%
Organised Social/ Leisure activities/ classes/ clubs	0%	40%	5%	12%	43%
Learning groups or adult education classes	0%	1%	0%	2%	96%
Self-help or social care groups	0%	4%	0%	0%	96%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	72%	28%
Community Council or Neighbourhood Group	0%	0%	0%	3%	97%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	6%	0%	65%	29%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

11% Yes
89% No

Q17 Looking at this showcard, can you tell me if you 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?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 2% Church, religion or faith-based group
- 1% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 1% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 96% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 55% Cinema
- 3% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 24% Theatre e.g. pantomime, musical or play
- 1% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 1% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 1% Classical music performance or opera
- 24% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 17% Museum
- 2% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 11% Gallery
- 45% Library, including mobile or online
- 1% Archive or records office
- 19% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 4% It costs too much
- 5% I don't know enough about it
- 5% Never occurred to me
- 75% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 0% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 29% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	1%	23%	21%	32%	5%	19%
People in my community can influence decisions affecting my local area	1%	33%	25%	20%	4%	17%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 98% Yes
- 1% No
- 1% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 97% Yes
- 3% No
- 1% Don't know

Q22 How good is your health overall?

- 49% Very good
- 37% Good
- 12% Fair
- 2% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	21% 4 days a week or more
	51% 1-3 days a week
	17% Less than once a week
	11% Never

Q24	Are you, or have you ever been, a smoker?
	27% Currently smoke
	21% Used to smoke
	52% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	1% Daily or almost daily
	25% Weekly
	17% Monthly
	29% Less than monthly
	28% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.					
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	4%	32%	57%	8%
	I've been feeling useful	0%	1%	27%	70%	3%
	I've been feeling relaxed	0%	1%	36%	61%	2%
	I've been feeling interested in other people	0%	2%	30%	63%	5%
	I've had energy to spare	0%	1%	37%	57%	4%
	I've been dealing well with problems	0%	0%	14%	67%	19%
	I've been thinking clearly	0%	0%	13%	66%	22%
	I've been feeling good about myself	0%	1%	34%	50%	16%
	I've been feeling close to other people	0%	0%	14%	60%	26%
	I've been feeling confident	0%	0%	13%	69%	18%
	I've been able to make up my mind about things	0%	0%	10%	59%	32%
	I've been feeling loved	0%	0%	13%	63%	24%
	I've been interested in new things	0%	1%	21%	72%	5%
	I've been feeling cheerful	0%	0%	15%	82%	4%

Q27	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?
	71% 1 - Not at all
	26% 2
	4% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	57% Strongly agree
	37% Tend to agree
	2% Tend to disagree
	0% Strongly disagree
	4% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	91% None
	1% On the job training
	3% An FE college course
	5% A university based course
	0% Distance learning/ Open University
	1% School
	1% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	6% No qualification
	54% A qualification at degree level or above
	40% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	82% Very safe
	18% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	93%	7%	0%	0%	0%
	Alone in your home at night	92%	8%	0%	0%	0%
	Walking alone in your neighbourhood during the day	92%	8%	0%	0%	0%
	Walking alone in your neighbourhood after dark	55%	26%	6%	0%	12%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 4% Decreased a little
- 69% Remained the same
- 4% Increased a little
- 0% Increased a lot
- 23% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 100% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 3% Boredom/ nothing to do/ lack of facilities
- 45% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 30% Alcohol/ Drugs
- 4% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 2% Crime e.g. Break ins/ burglary/ vandalism
- 13% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 2% Other
- 3% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 95% Not at all
- 5% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q37	Which of these accounts, if any, do you or your partner have?
	96% Bank account
	18% Building society account
	3% Credit union account
	1% Post Office card account
	0% No, none of these
	1% Prefer not to say

Q38	Do you have insurance for the contents of your house such as for furniture, electrical goods etc?
	75% Yes
	19% No
	4% Prefer not to say
	3% Don't know

Q39	Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?
	20% No savings
	11% Less than £1,000
	27% £1,000 or more
	2% Don't know
	41% Prefer not to say

Q40	Are you currently experiencing, or within the last year have you had any difficulties with the following?
	3% Mortgage or rent payments
	1% Changes to benefits
	0% Council tax payments
	2% Loan or credit card payments
	6% Cost of food
	16% Cost of domestic energy bills
	1% Vehicle fuel prices
	78% None of the above
	4% Prefer not to say

Q41	Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?
	29% Manage very well
	44% Manage quite well
	24% Get by all right
	2% Don't manage very well
	1% Have some deep financial difficulties
	0% Are in deep financial trouble
	0% Refused
	0% Don't know

Q42	When you last contacted Dundee City Council, was this contact to ...?
	2% Make a complaint
	15% Seek information
	28% Request a service
	1% Make a suggestion
	55% Have never contacted with Council

Q43	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	100% Very satisfied
	0% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q44	Overall, how satisfied were you with this contact to seek information?
	52% Very satisfied
	41% Satisfied
	7% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to request a service?
	71% Very satisfied
	27% Satisfied
	0% Neither satisfied nor dissatisfied
	2% Dissatisfied
	0% Very dissatisfied

Q46	On your most recent contact with the Council, did you....
	85% Get what you need at that contact
	15% Have to contact the Council again about the same issue

Q47	Was your most recent contact
	0% By a letter
	88% By a telephone call to the Council
	4% By a personal visit to a Council office
	1% By e-mail
	8% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	86%	14%	0%	0%	0%	0%
How quickly the phone was answered	86%	14%	0%	0%	0%	0%
How easy it was to get through to someone who could help	86%	14%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	86%	14%	0%	0%	0%	0%
How well the staff understood what you wanted	86%	14%	0%	0%	0%	0%
The outcome of your contact	83%	11%	4%	2%	0%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	100%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	100%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	100%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	100%	0%	0%	0%	0%	0%
The outcome of your contact	68%	32%	0%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	100%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	100%	0%	0%	0%	0%	0%
The outcome of your contact	100%	0%	0%	0%	0%	0%

Q51 Have you ever used the Council's website?

36% Yes
64% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	64%	36%	0%	0%	0%	0%	0%
The amount of information provided on the website	64%	36%	0%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?

89% Yes
11% No

Q54 Do you access, and use, the internet in any of the following ways...

70% Internet access at home
45% Internet access via a mobile phone
27% Internet access at work
4% Internet access through public access e.g. at library
2% Access the internet in some other way
22% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

39% Yes
61% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

65% Yes
35% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

53% Offering a good range of services
45% Providing an efficient service
56% Providing services which are value for money
44% Providing good quality services
19% Having friendly, polite, helpful, well informed employees
10% Promoting its services well
47% Tackling important issues for the future of the area
17% Listening to complaints
6% Communicating well with the public
5% Ensuring sustainable use of resources and care for the environment
0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	78%	21%	1%	0%
Provides an efficient service	74%	26%	0%	0%
Provides services which are value for money	64%	35%	1%	0%
Provides good quality services	75%	24%	1%	0%
Has friendly, polite, helpful, well informed employees	65%	34%	1%	0%
Promotes its services well	60%	37%	3%	0%
Tackles important issues for the future of the area	70%	27%	3%	0%
Listens to complaints	57%	41%	3%	0%
Communicates well with the public	64%	33%	2%	0%
Ensures sustainable use of resources and care for the environment	57%	40%	3%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

25%	1
63%	2
10%	3
2%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

70%	0
22%	1
6%	2
2%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	60%	39%	1%	0%	0%	0%
3-5years	78%	21%	2%	0%	0%	0%
6-15 years	51%	34%	14%	2%	0%	0%

Q60 Gender of respondent:

46%	Male
54%	Female

Q60 Age of respondent:

14%	16-24
27%	25-34
11%	35-44
11%	45-54
7%	55-59
7%	60-64
16%	65-74
7%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

13%	Single adult under 60
8%	Single adult 60+
17%	Two adults under 60
20%	Two adults aged 60+
4%	Two adults at least one over 60
4%	Single adult with at least one child
22%	Two adults and at least one child
8%	Three or more adults with no children
4%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

53%	1
12%	2
2%	3
0%	4 or more
32%	None

Q62 Do you or any member of your household have a disability?

12%	Yes
88%	No

Q63 What is the nature of the disability?

14%	Mental health condition
82%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
0%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0%	Difficulties with hearing
7%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 56% None
- 25% Church of Scotland
- 15% Roman Catholic
- 1% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 2% Muslim
- 0% Sikh
- 1% Another religion (please specify)
- 1% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 85% Scottish
- 6% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 2% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 1% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 1% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 1% Less than £100 per week/ £5,199 per year
- 6% £100-199 per week / £5,200 - £10,399 per year
- 6% £200-299 per week / £10,400 - £15, 599 per year
- 6% £300-399 per week / £15,600 - £20,199 per year
- 10% £400-499 per week / £20,800 - £25,999 per year
- 7% £500-599 per week / £26,000 - £31,199 per year
- 12% £600 or more per week/ £31,200 or more per year
- 12% Don't know
- 39% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	67% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	32% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	100% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 2% Quality of housing
- 12% Close to shops/ quality of shops/ amenities
- 7% Always lived here/ familiar with/ know area
- 16% Pleasant/ nice area
- 30% Friendly people/ neighbours/ family and friends
- 40% Quiet/ peaceful
- 13% Convenient location
- 1% Central location
- 3% Other
- 4% None/ nothing
- 6% Don't know
- 1% Lots for kids to do
- 1% Lots of green/ open spaces/ countryside/ nice views
- 2% Safe
- 2% Good public transport
- 1% Everything
- 15% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 0% Littering/ dirty/ dog fouling
- 2% Difficult/ poor parking
- 6% Drug problems
- 0% Lack of facilities for youths/ children
- 3% ASB/ neighbours/ noisy
- 2% Youths/ gangs causing trouble
- 0% Poor shops
- 2% Vandalism
- 5% Other
- 65% None/ nothing
- 0% Lack of security
- 9% Don't know
- 0% Speeding cars/ traffic
- 2% Lack of transport/ poor public transport
- 5% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 2% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 3% Up to one year
- 8% 1-2 years
- 17% 3-5 years
- 10% 6-10 years
- 38% Over 10 years
- 23% Always lived there
- 0% Don't know

Q4 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?

- 5% Yes - has got better
- 6% Yes - has got worse
- 73% No change
- 17% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 14% Better facilities/ amenities
- 0% Less vandalism
- 21% Housing improvements - new houses
- 0% Improved schools
- 7% Cleaner/ tidier/ less litter
- 13% Improved shops
- 20% Fewer drug problems
- 6% Friendliness of people/ neighbours
- 19% Quieter/ more peaceful
- 47% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 23% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 12% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 17% Youths/ gangs causing problems
- 30% Drug/ alcohol problems
- 7% Other
- 0% Not sure
- 6% More crime
- 0% People don't care about area
- 6% Too many private lets
- 24% Litter problems/ area is dirty
- 12% Area is rundown/ going downhill
- 0% More houses being built
- 6% Parking
- 7% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 63% Very good
- 30% Fairly good
- 5% Fairly poor
- 1% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 6% Up to one year
- 10% 1-2 years
- 20% 3-5 years
- 12% 6-10 years
- 49% Over 10 years
- 3% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 35% Rented from the Council
- 7% Rented from a housing association
- 11% Rented from a private landlord
- 15% Owned by you (not ex Council)
- 32% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 69% Very good
- 29% Fairly good
- 2% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	81%	19%	0%	0%	0%
Police service	65%	26%	1%	0%	8%
Fire service	65%	26%	0%	0%	8%
Refuse collection	66%	31%	2%	0%	0%
Local Schools	56%	21%	1%	0%	22%
Social care/ social work services	18%	11%	0%	0%	71%
Social housing	41%	25%	2%	2%	30%
Employment and advice services	14%	28%	1%	0%	56%
Public transport	56%	24%	6%	4%	11%
Street cleaning	39%	55%	4%	1%	0%
Sports and leisure facilities	49%	34%	1%	1%	15%
Community centre/ library	59%	27%	0%	0%	14%
Parks and open spaces	77%	18%	1%	0%	4%
Local phone boxes	28%	15%	1%	0%	55%
Local youth facilities	11%	24%	3%	3%	60%
Local shops	79%	19%	1%	0%	1%
Community Warden Service	21%	18%	2%	0%	60%
Access to free cash machine/ auto teller	81%	18%	1%	0%	0%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	63%	36%	1%	0%	0%
Police service	69%	31%	0%	0%	0%
Fire service	70%	30%	0%	0%	0%
Refuse collection	67%	33%	0%	0%	0%
Local Schools	54%	23%	0%	0%	24%
Social care/ social work services	36%	11%	0%	0%	54%
Social housing	50%	17%	1%	1%	31%
Employment and advice services	35%	13%	0%	0%	52%
Public transport	71%	22%	2%	0%	6%
Street cleaning	49%	49%	0%	0%	2%
Sports and leisure facilities	51%	24%	2%	0%	23%
Community centre/ library	67%	26%	0%	0%	7%
Parks and open spaces	68%	29%	0%	0%	2%
Local phone boxes	41%	9%	1%	2%	48%
Local youth facilities	29%	12%	0%	0%	59%
Local shops	86%	13%	0%	0%	1%
Community Warden Service	34%	18%	1%	1%	47%
Access to free cash machine/ auto teller	86%	13%	0%	0%	1%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	18%	46%	5%	2%	29%
Cleanliness of Streets	32%	62%	5%	1%	0%
Shopping Facilities	70%	29%	1%	0%	0%
Condition of roads, pavements and street lighting	28%	43%	27%	2%	0%
Quality and maintenance of open spaces	37%	61%	2%	0%	0%
Cleanliness of the area around your home	37%	57%	5%	1%	0%
The built environment (e.g. buildings, heritage etc)	44%	55%	1%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	49%	50%	1%	0%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	69% Very satisfied
	26% Satisfied
	4% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	73% Very satisfied
	26% Satisfied
	2% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	44% After school/ children's club
	11% Youth clubs/ projects or drop-in centres
	19% Voluntary Youth Organisations
	3% Youth Information Services
	2% Other Youthwork activities
	55% Organised Sporting activities/ classes/ clubs
	51% Organised Social/ Leisure activities/ classes/ clubs
	25% Learning groups or adult education classes
	15% Self-help or social care groups
	37% Community Festivals/ Events e.g. Gala Day
	21% Community Council or Neighbourhood Group
	13% Community Regeneration Forum or Group
	10% Local Consultation Activities or Events
	16% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	2%	5%	0%	11%	82%
Youth clubs/ projects or drop-in centres	3%	3%	0%	0%	94%
Voluntary Youth Organisations	0%	7%	0%	0%	93%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	1%	34%	1%	4%	60%
Organised Social/ Leisure activities/ classes/ clubs	0%	29%	1%	5%	65%
Learning groups or adult education classes	0%	1%	0%	0%	99%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	39%	61%
Community Council or Neighbourhood Group	0%	3%	0%	2%	95%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	6%	94%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

7% Yes
93% No

Q17 Looking at this showcard, can you tell me if you 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?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 97% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 41% Cinema
- 1% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 11% Theatre e.g. pantomime, musical or play
- 2% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 1% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 28% Live music event e.g. traditional music, rock concert, jazz event
- 1% Dance show/ event e.g. ballet
- 17% Museum
- 1% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 9% Gallery
- 30% Library, including mobile or online
- 0% Archive or records office
- 35% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 14% It costs too much
- 1% I don't know enough about it
- 20% Never occurred to me
- 55% Not really interested
- 1% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 16% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 9% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 2% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	2%	26%	17%	24%	10%	21%
People in my community can influence decisions affecting my local area	2%	34%	22%	11%	5%	27%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 0% No
- 1% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 91% Yes
- 9% No
- 0% Don't know

Q22 How good is your health overall?

- 57% Very good
- 23% Good
- 13% Fair
- 6% Poor
- 1% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	19% 4 days a week or more
	50% 1-3 days a week
	10% Less than once a week
	21% Never

Q24	Are you, or have you ever been, a smoker?
	24% Currently smoke
	26% Used to smoke
	50% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	1% Daily or almost daily
	17% Weekly
	13% Monthly
	18% Less than monthly
	50% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	4%	38%	49%	9%
I've been feeling useful	0%	1%	25%	62%	12%
I've been feeling relaxed	0%	0%	32%	61%	6%
I've been feeling interested in other people	0%	1%	36%	54%	9%
I've had energy to spare	0%	6%	34%	53%	7%
I've been dealing well with problems	0%	0%	16%	57%	27%
I've been thinking clearly	0%	0%	14%	56%	30%
I've been feeling good about myself	0%	0%	17%	61%	22%
I've been feeling close to other people	0%	1%	11%	56%	32%
I've been feeling confident	0%	0%	14%	59%	27%
I've been able to make up my mind about things	0%	0%	11%	53%	36%
I've been feeling loved	0%	1%	14%	56%	29%
I've been interested in new things	0%	4%	24%	59%	13%
I've been feeling cheerful	0%	0%	14%	74%	12%

Q27	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?
	84% 1 - Not at all
	14% 2
	2% 3
	1% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	63% Strongly agree
	31% Tend to agree
	2% Tend to disagree
	1% Strongly disagree
	3% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	97% None
	1% On the job training
	2% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	0% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	21% No qualification
	45% A qualification at degree level or above
	34% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	83% Very safe
	15% Fairly safe
	2% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	93%	7%	0%	0%	0%
	Alone in your home at night	90%	9%	1%	0%	0%
	Walking alone in your neighbourhood during the day	91%	9%	0%	0%	0%
	Walking alone in your neighbourhood after dark	52%	31%	9%	1%	8%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 4% Decreased a little
- 74% Remained the same
- 2% Increased a little
- 2% Increased a lot
- 18% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 31% Personal experience of crime
- 8% Experience of family or friends
- 54% Talking to people in the area
- 15% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 7% Police or Council publications
- 8% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 3% Boredom/ nothing to do/ lack of facilities
- 39% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 43% Alcohol/ Drugs
- 2% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 2% Crime e.g. Break ins/ burglary/ vandalism
- 9% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 8% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 94% Not at all
- 5% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 9% Building society account
- 5% Credit union account
- 4% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 73% Yes
- 23% No
- 3% Prefer not to say
- 1% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 28% No savings
- 8% Less than £1,000
- 21% £1,000 or more
- 3% Don't know
- 40% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 3% Mortgage or rent payments
- 4% Changes to benefits
- 3% Council tax payments
- 2% Loan or credit card payments
- 3% Cost of food
- 14% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 79% None of the above
- 2% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 11% Manage very well
- 50% Manage quite well
- 34% Get by all right
- 1% Don't manage very well
- 3% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 1% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 4% Make a complaint
- 9% Seek information
- 32% Request a service
- 0% Make a suggestion
- 55% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 42% Satisfied
- 17% Neither satisfied nor dissatisfied
- 32% Dissatisfied
- 9% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 45% Very satisfied
- 32% Satisfied
- 19% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 3% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 90% Very satisfied
- 9% Satisfied
- 0% Neither satisfied nor dissatisfied
- 1% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 90% Get what you need at that contact
- 10% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 1% By a letter
- 89% By a telephone call to the Council
- 4% By a personal visit to a Council office
- 1% By e-mail
- 5% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	88%	12%	0%	0%	0%	1%
How quickly the phone was answered	88%	12%	0%	0%	0%	1%
How easy it was to get through to someone who could help	86%	12%	0%	1%	0%	1%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	84%	13%	2%	0%	0%	1%
How well the staff understood what you wanted	84%	10%	3%	2%	0%	1%
The outcome of your contact	83%	8%	2%	4%	4%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	82%	18%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	82%	18%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	82%	18%	0%	0%	0%	0%
How well the staff understood what you wanted	82%	18%	0%	0%	0%	0%
The outcome of your contact	82%	18%	0%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	50%	0%	0%	50%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	0%	50%	50%	0%
The outcome of your contact	0%	50%	0%	0%	50%	0%

Q51 Have you ever used the Council's website?
 29% Yes
 71% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	51%	48%	1%	0%	0%	0%	0%
The amount of information provided on the website	51%	46%	2%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 91% Yes
 9% No

Q54 Do you access, and use, the internet in any of the following ways...

- 72% Internet access at home
- 48% Internet access via a mobile phone
- 15% Internet access at work
- 2% Internet access through public access e.g. at library
- 2% Access the internet in some other way
- 24% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 51% Yes
 49% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 71% Yes
 29% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 41% Offering a good range of services
- 41% Providing an efficient service
- 50% Providing services which are value for money
- 41% Providing good quality services
- 19% Having friendly, polite, helpful, well informed employees
- 10% Promoting its services well
- 49% Tackling important issues for the future of the area
- 26% Listening to complaints
- 6% Communicating well with the public
- 16% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	75%	25%	0%	0%
Provides an efficient service	72%	27%	1%	0%
Provides services which are value for money	63%	35%	1%	0%
Provides good quality services	72%	28%	0%	0%
Has friendly, polite, helpful, well informed employees	60%	39%	0%	0%
Promotes its services well	60%	38%	2%	0%
Tackles important issues for the future of the area	63%	35%	2%	0%
Listens to complaints	49%	49%	1%	0%
Communicates well with the public	60%	39%	1%	0%
Ensures sustainable use of resources and care for the environment	61%	39%	1%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

30%	1
60%	2
8%	3
2%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

70%	0
14%	1
14%	2
1%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	56%	39%	5%	0%	0%	0%
3-5years	62%	31%	7%	0%	0%	0%
6-15 years	53%	28%	19%	0%	0%	0%

Q60 Gender of respondent:

46%	Male
54%	Female

Q60 Age of respondent:

9%	16-24
22%	25-34
17%	35-44
15%	45-54
8%	55-59
7%	60-64
12%	65-74
11%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

10%	Single adult under 60
14%	Single adult 60+
22%	Two adults under 60
12%	Two adults aged 60+
4%	Two adults at least one over 60
6%	Single adult with at least one child
22%	Two adults and at least one child
8%	Three or more adults with no children
2%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

49%	1
12%	2
0%	3
0%	4 or more
38%	None

Q62 Do you or any member of your household have a disability?

17%	Yes
83%	No

Q63 What is the nature of the disability?

16%	Mental health condition
80%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
4%	Difficulties with sight
2%	Learning disability (e.g. Downs Syndrome)
2%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
2%	Difficulties with hearing
4%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 56% None
- 24% Church of Scotland
- 17% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 93% Scottish
- 1% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 1% Less than £100 per week/ £5,199 per year
- 5% £100-199 per week / £5,200 - £10,399 per year
- 8% £200-299 per week / £10,400 - £15, 599 per year
- 8% £300-399 per week / £15,600 - £20,199 per year
- 10% £400-499 per week / £20,800 - £25,999 per year
- 7% £500-599 per week / £26,000 - £31,199 per year
- 6% £600 or more per week/ £31,200 or more per year
- 10% Don't know
- 44% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	82% Mid Craigie, Linlathen and Douglas
	17% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	100% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 0% Quality of housing
- 20% Close to shops/ quality of shops/ amenities
- 3% Always lived here/ familiar with/ know area
- 13% Pleasant/ nice area
- 25% Friendly people/ neighbours/ family and friends
- 57% Quiet/ peaceful
- 11% Convenient location
- 0% Central location
- 3% Other
- 3% None/ nothing
- 0% Don't know
- 1% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 6% Safe
- 8% Good public transport
- 1% Everything
- 14% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 5% Difficult/ poor parking
- 6% Drug problems
- 0% Lack of facilities for youths/ children
- 7% ASB/ neighbours/ noisy
- 3% Youths/ gangs causing trouble
- 1% Poor shops
- 0% Vandalism
- 3% Other
- 72% None/ nothing
- 1% Lack of security
- 0% Don't know
- 3% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 3% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 3% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 6% Up to one year
- 7% 1-2 years
- 16% 3-5 years
- 13% 6-10 years
- 51% Over 10 years
- 7% Always lived there
- 0% Don't know

Q4 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?

- 7% Yes - has got better
- 7% Yes - has got worse
- 68% No change
- 18% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 4% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 9% Cleaner/ tidier/ less litter
- 0% Improved shops
- 4% Fewer drug problems
- 41% Friendliness of people/ neighbours
- 41% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 19% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 19% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 66% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 5% People don't care about area
- 5% Too many private lets
- 0% Litter problems/ area is dirty
- 5% Area is rundown/ going downhill
- 0% More houses being built
- 9% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 51% Very good
- 43% Fairly good
- 4% Fairly poor
- 2% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 6% Up to one year
- 8% 1-2 years
- 17% 3-5 years
- 14% 6-10 years
- 52% Over 10 years
- 2% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 38% Rented from the Council
- 7% Rented from a housing association
- 7% Rented from a private landlord
- 21% Owned by you (not ex Council)
- 27% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 52% Very good
- 38% Fairly good
- 9% Average
- 1% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	44%	43%	10%	3%	0%
Police service	39%	44%	4%	1%	12%
Fire service	41%	43%	0%	0%	15%
Refuse collection	47%	52%	1%	0%	1%
Local Schools	42%	26%	0%	0%	31%
Social care/ social work services	6%	29%	0%	0%	65%
Social housing	29%	45%	1%	1%	25%
Employment and advice services	0%	25%	5%	6%	63%
Public transport	53%	33%	8%	1%	5%
Street cleaning	4%	81%	15%	0%	0%
Sports and leisure facilities	43%	30%	3%	2%	22%
Community centre/ library	36%	43%	8%	0%	13%
Parks and open spaces	47%	41%	9%	1%	2%
Local phone boxes	0%	18%	1%	6%	75%
Local youth facilities	10%	31%	1%	1%	56%
Local shops	53%	39%	7%	0%	1%
Community Warden Service	6%	43%	1%	0%	50%
Access to free cash machine/ auto teller	50%	41%	4%	0%	5%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	20%	80%	0%	0%	0%
Police service	31%	65%	0%	0%	4%
Fire service	31%	64%	0%	0%	5%
Refuse collection	34%	65%	0%	0%	0%
Local Schools	19%	49%	0%	0%	32%
Social care/ social work services	8%	25%	0%	0%	67%
Social housing	32%	37%	0%	0%	31%
Employment and advice services	6%	28%	1%	0%	65%
Public transport	49%	41%	5%	0%	5%
Street cleaning	11%	84%	4%	0%	1%
Sports and leisure facilities	13%	53%	2%	0%	33%
Community centre/ library	14%	64%	8%	0%	13%
Parks and open spaces	19%	75%	3%	0%	4%
Local phone boxes	6%	20%	0%	0%	74%
Local youth facilities	6%	27%	1%	0%	66%
Local shops	56%	41%	2%	0%	1%
Community Warden Service	8%	38%	1%	0%	53%
Access to free cash machine/ auto teller	54%	37%	4%	0%	5%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	3%	75%	3%	0%	19%
Cleanliness of Streets	3%	84%	13%	0%	0%
Shopping Facilities	43%	50%	7%	0%	0%
Condition of roads, pavements and street lighting	1%	74%	24%	0%	0%
Quality and maintenance of open spaces	10%	81%	9%	0%	0%
Cleanliness of the area around your home	12%	83%	6%	0%	0%
The built environment (e.g. buildings, heritage etc)	18%	75%	5%	0%	1%
The natural environment (e.g. parks, open spaces, countryside etc)	19%	72%	6%	1%	1%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	51% Very satisfied
	46% Satisfied
	2% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	54% Very satisfied
	45% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	56% After school/ children's club
	16% Youth clubs/ projects or drop-in centres
	31% Voluntary Youth Organisations
	10% Youth Information Services
	13% Other Youthwork activities
	60% Organised Sporting activities/ classes/ clubs
	52% Organised Social/ Leisure activities/ classes/ clubs
	34% Learning groups or adult education classes
	20% Self-help or social care groups
	17% Community Festivals/ Events e.g. Gala Day
	7% Community Council or Neighbourhood Group
	2% Community Regeneration Forum or Group
	6% Local Consultation Activities or Events
	12% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	8%	10%	0%	0%	82%
Youth clubs/ projects or drop-in centres	4%	8%	0%	0%	88%
Voluntary Youth Organisations	0%	16%	2%	1%	81%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	20%	3%	3%	74%
Organised Sporting activities/ classes/ clubs	0%	45%	1%	1%	54%
Organised Social/ Leisure activities/ classes/ clubs	1%	33%	0%	1%	65%
Learning groups or adult education classes	0%	13%	3%	0%	84%
Self-help or social care groups	0%	10%	2%	2%	86%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	67%	33%
Community Council or Neighbourhood Group	0%	5%	0%	0%	95%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	11%	5%	16%	68%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

7% Yes
93% No

Q17 Looking at this showcard, can you tell me if you 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?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 56% Cinema
- 4% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 20% Theatre e.g. pantomime, musical or play
- 1% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 6% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 2% Classical music performance or opera
- 25% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 24% Museum
- 2% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 11% Gallery
- 37% Library, including mobile or online
- 0% Archive or records office
- 20% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 12% It costs too much
- 2% I don't know enough about it
- 0% Never occurred to me
- 67% Not really interested
- 0% I don't have anyone to go with
- 7% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 9% Health isn't good enough
- 2% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 2% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	34%	27%	26%	4%	10%
People in my community can influence decisions affecting my local area	0%	38%	25%	23%	4%	11%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 98% Yes
- 2% No
- 0% Don't know

Q22 How good is your health overall?

- 40% Very good
- 44% Good
- 11% Fair
- 4% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	28% 4 days a week or more
	46% 1-3 days a week
	16% Less than once a week
	11% Never

Q24	Are you, or have you ever been, a smoker?
	31% Currently smoke
	26% Used to smoke
	43% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	3% Daily or almost daily
	25% Weekly
	12% Monthly
	23% Less than monthly
	36% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	12%	31%	54%	3%
I've been feeling useful	1%	8%	27%	61%	3%
I've been feeling relaxed	0%	5%	29%	63%	3%
I've been feeling interested in other people	1%	7%	22%	65%	5%
I've had energy to spare	0%	11%	27%	57%	5%
I've been dealing well with problems	0%	4%	23%	65%	7%
I've been thinking clearly	0%	5%	20%	67%	7%
I've been feeling good about myself	0%	8%	25%	61%	6%
I've been feeling close to other people	0%	3%	20%	65%	12%
I've been feeling confident	1%	6%	19%	68%	6%
I've been able to make up my mind about things	0%	4%	19%	67%	10%
I've been feeling loved	0%	3%	17%	66%	15%
I've been interested in new things	0%	7%	26%	59%	7%
I've been feeling cheerful	0%	4%	20%	68%	8%

Q27	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?	
	71%	1 - Not at all
	19%	2
	5%	3
	2%	4
	1%	5
	1%	6 - A great deal
	0%	Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"	
	43%	Strongly agree
	46%	Tend to agree
	2%	Tend to disagree
	7%	Strongly disagree
	2%	Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?	
	97%	None
	2%	On the job training
	0%	An FE college course
	0%	A university based course
	0%	Distance learning/ Open University
	0%	School
	0%	Adult education or evening class
	0%	Help with reading, writing or use of numbers
	0%	Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...	
	0%	No qualification
	11%	A qualification at degree level or above
	89%	Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?	
	61%	Very safe
	36%	Fairly safe
	2%	A bit unsafe
	1%	Very unsafe
	1%	Don't know

Q32	How safe do you feel when...		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	80%	19%	1%	0%	0%	
	Alone in your home at night	78%	20%	2%	0%	0%	
	Walking alone in your neighbourhood during the day	69%	29%	1%	0%	0%	
	Walking alone in your neighbourhood after dark	32%	43%	11%	2%	12%	

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 1% Decreased a lot
- 4% Decreased a little
- 64% Remained the same
- 4% Increased a little
- 1% Increased a lot
- 26% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 23% Personal experience of crime
- 13% Experience of family or friends
- 89% Talking to people in the area
- 18% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 4% Boredom/ nothing to do/ lack of facilities
- 23% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 43% Alcohol/ Drugs
- 0% Nothing
- 4% Lack of money/ poverty
- 6% Unemployment
- 0% Prostitution
- 2% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 21% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 2% Opportunists/ some people can't help themselves
- 1% Lack of policing/ wardens
- 1% Other
- 2% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 88% Not at all
- 9% A little
- 2% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 13% Building society account
- 0% Credit union account
- 4% Post Office card account
- 0% No, none of these
- 1% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 86% Yes
- 13% No
- 0% Prefer not to say
- 1% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 27% No savings
- 2% Less than £1,000
- 15% £1,000 or more
- 1% Don't know
- 54% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 1% Changes to benefits
- 7% Council tax payments
- 7% Loan or credit card payments
- 9% Cost of food
- 25% Cost of domestic energy bills
- 2% Vehicle fuel prices
- 72% None of the above
- 3% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 6% Manage very well
- 46% Manage quite well
- 39% Get by all right
- 9% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 1% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 5% Make a complaint
- 13% Seek information
- 43% Request a service
- 0% Make a suggestion
- 39% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 64% Satisfied
- 0% Neither satisfied nor dissatisfied
- 36% Dissatisfied
- 0% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 31% Very satisfied
- 62% Satisfied
- 5% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 45% Very satisfied
- 52% Satisfied
- 2% Neither satisfied nor dissatisfied
- 1% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 90% Get what you need at that contact
- 10% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 1% By a letter
- 87% By a telephone call to the Council
- 8% By a personal visit to a Council office
- 4% By e-mail
- 1% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	39%	57%	3%	1%	0%	0%
How quickly the phone was answered	39%	57%	3%	1%	0%	0%
How easy it was to get through to someone who could help	39%	56%	3%	1%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	40%	57%	2%	1%	0%	0%
How well the staff understood what you wanted	40%	57%	2%	1%	0%	0%
The outcome of your contact	42%	51%	3%	1%	2%	1%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	8%	92%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	8%	92%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	8%	85%	7%	0%	0%	0%
How well the staff understood what you wanted	8%	85%	0%	7%	0%	0%
The outcome of your contact	22%	43%	7%	14%	7%	7%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	37%	63%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	37%	50%	0%	13%	0%	0%
The outcome of your contact	37%	37%	0%	26%	0%	0%

Q51 Have you ever used the Council's website?
 45% Yes
 55% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	27%	71%	1%	1%	0%	0%	0%
The amount of information provided on the website	27%	71%	1%	1%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 90% Yes
 10% No

Q54 Do you access, and use, the internet in any of the following ways...

- 76% Internet access at home
- 46% Internet access via a mobile phone
- 16% Internet access at work
- 0% Internet access through public access e.g. at library
- 2% Access the internet in some other way
- 22% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 34% Yes
 66% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 71% Yes
 29% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 33% Offering a good range of services
- 46% Providing an efficient service
- 57% Providing services which are value for money
- 31% Providing good quality services
- 21% Having friendly, polite, helpful, well informed employees
- 7% Promoting its services well
- 57% Tackling important issues for the future of the area
- 17% Listening to complaints
- 9% Communicating well with the public
- 21% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	57%	40%	3%	0%
Provides an efficient service	58%	38%	3%	0%
Provides services which are value for money	54%	34%	12%	0%
Provides good quality services	62%	34%	5%	0%
Has friendly, polite, helpful, well informed employees	54%	37%	9%	0%
Promotes its services well	59%	38%	3%	0%
Tackles important issues for the future of the area	54%	34%	12%	0%
Listens to complaints	51%	43%	6%	0%
Communicates well with the public	58%	35%	7%	0%
Ensures sustainable use of resources and care for the environment	56%	36%	9%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

33%	1
57%	2
8%	3
1%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

75%	0
14%	1
7%	2
2%	3
0%	4
1%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	60%	35%	5%	0%	0%	0%
3-5years	63%	29%	8%	0%	0%	0%
6-15 years	47%	38%	12%	1%	0%	1%

Q60 Gender of respondent:

45%	Male
55%	Female

Q60 Age of respondent:

7%	16-24
23%	25-34
14%	35-44
15%	45-54
12%	55-59
7%	60-64
17%	65-74
6%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

16%	Single adult under 60
12%	Single adult 60+
20%	Two adults under 60
15%	Two adults aged 60+
4%	Two adults at least one over 60
6%	Single adult with at least one child
18%	Two adults and at least one child
9%	Three or more adults with no children
1%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

47%	1
14%	2
2%	3
0%	4 or more
37%	None

Q62 Do you or any member of your household have a disability?

18%	Yes
82%	No

Q63 What is the nature of the disability?

7%	Mental health condition
76%	Mobility/ physical disabilities
2%	Learning difficulties (e.g. dyslexia)
2%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
2%	Difficulties with hearing
16%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 58% None
- 28% Church of Scotland
- 8% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 2% Muslim
- 0% Sikh
- 1% Another religion (please specify)
- 1% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 90% Scottish
- 5% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 3% Polish
- 0% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 1% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 1% Less than £100 per week/ £5,199 per year
- 6% £100-199 per week / £5,200 - £10,399 per year
- 5% £200-299 per week / £10,400 - £15, 599 per year
- 6% £300-399 per week / £15,600 - £20,199 per year
- 10% £400-499 per week / £20,800 - £25,999 per year
- 4% £500-599 per week / £26,000 - £31,199 per year
- 5% £600 or more per week/ £31,200 or more per year
- 4% Don't know
- 60% Would rather not say



CITIZENS' SURVEY 2015

SQ1 Community Regeneration area:

- 0% Ardler, St Mary's and Kirkton
- 1% Beechwood, Lochee, Menziehill and Charleston
- 0% Coldside and Maryfield
- 49% Fintry, Whitfield and Mill O Mains
- 0% Mid Craigie, Linlathen and Douglas
- 50% None

SQ2 Ward

- 0% West End
- 0% Maryfield
- 0% The Ferry
- 0% Coldside
- 0% Lochee
- 0% East End
- 100% North East
- 0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 9% Close to shops/ quality of shops/ amenities
- 4% Always lived here/ familiar with/ know area
- 19% Pleasant/ nice area
- 35% Friendly people/ neighbours/ family and friends
- 52% Quiet/ peaceful
- 12% Convenient location
- 2% Central location
- 4% Other
- 0% None/ nothing
- 3% Don't know
- 2% Lots for kids to do
- 4% Lots of green/ open spaces/ countryside/ nice views
- 7% Safe
- 3% Good public transport
- 0% Everything
- 11% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 1% Difficult/ poor parking
- 3% Drug problems
- 2% Lack of facilities for youths/ children
- 3% ASB/ neighbours/ noisy
- 1% Youths/ gangs causing trouble
- 3% Poor shops
- 1% Vandalism
- 3% Other
- 73% None/ nothing
- 0% Lack of security
- 8% Don't know
- 1% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 0% Area going downhill/ untidy/ rundown
- 1% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 5% Up to one year
- 10% 1-2 years
- 18% 3-5 years
- 19% 6-10 years
- 35% Over 10 years
- 13% Always lived there
- 0% Don't know

Q4 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?

- 8% Yes - has got better
- 3% Yes - has got worse
- 69% No change
- 20% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 8% Access to parks/ open spaces
- 8% Better facilities/ amenities
- 0% Less vandalism
- 20% Housing improvements - new houses
- 0% Improved schools
- 4% Cleaner/ tidier/ less litter
- 0% Improved shops
- 8% Fewer drug problems
- 8% Friendliness of people/ neighbours
- 36% Quieter/ more peaceful
- 16% Other
- 4% Not sure
- 4% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 11% Poorer shops
- 0% More vandalism
- 22% Undesirable people moving in
- 11% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 22% Youths/ gangs causing problems
- 34% Drug/ alcohol problems
- 11% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 11% Too many private lets
- 0% Litter problems/ area is dirty
- 0% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 79% Very good
- 20% Fairly good
- 1% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 5% Up to one year
- 11% 1-2 years
- 21% 3-5 years
- 19% 6-10 years
- 37% Over 10 years
- 7% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 13% Rented from the Council
- 29% Rented from a housing association
- 7% Rented from a private landlord
- 34% Owned by you (not ex Council)
- 17% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 81% Very good
- 18% Fairly good
- 0% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	83%	16%	0%	0%	0%
Police service	74%	19%	0%	0%	7%
Fire service	72%	19%	0%	0%	9%
Refuse collection	82%	17%	0%	0%	1%
Local Schools	68%	12%	0%	0%	19%
Social care/ social work services	13%	7%	0%	0%	79%
Social housing	40%	24%	1%	0%	36%
Employment and advice services	19%	17%	1%	0%	64%
Public transport	72%	19%	2%	1%	7%
Street cleaning	61%	38%	1%	0%	1%
Sports and leisure facilities	65%	18%	2%	1%	14%
Community centre/ library	68%	22%	0%	0%	9%
Parks and open spaces	88%	9%	2%	0%	1%
Local phone boxes	24%	5%	1%	1%	70%
Local youth facilities	22%	22%	5%	2%	48%
Local shops	70%	17%	10%	2%	0%
Community Warden Service	21%	21%	1%	0%	57%
Access to free cash machine/ auto teller	71%	24%	3%	0%	2%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	64%	36%	1%	0%	0%
Police service	67%	31%	0%	0%	1%
Fire service	68%	30%	0%	0%	1%
Refuse collection	72%	28%	0%	0%	0%
Local Schools	53%	23%	0%	0%	24%
Social care/ social work services	24%	6%	0%	0%	70%
Social housing	45%	14%	0%	0%	41%
Employment and advice services	35%	6%	0%	0%	59%
Public transport	68%	29%	0%	0%	3%
Street cleaning	60%	38%	0%	0%	1%
Sports and leisure facilities	57%	25%	2%	1%	15%
Community centre/ library	71%	25%	0%	0%	4%
Parks and open spaces	79%	18%	1%	0%	1%
Local phone boxes	32%	8%	2%	3%	56%
Local youth facilities	27%	16%	2%	1%	54%
Local shops	69%	26%	1%	0%	3%
Community Warden Service	24%	21%	1%	1%	53%
Access to free cash machine/ auto teller	67%	28%	2%	0%	3%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	28%	44%	5%	2%	21%
Cleanliness of Streets	41%	58%	2%	0%	0%
Shopping Facilities	63%	26%	10%	2%	0%
Condition of roads, pavements and street lighting	33%	52%	15%	0%	0%
Quality and maintenance of open spaces	57%	43%	0%	0%	0%
Cleanliness of the area around your home	54%	45%	1%	0%	0%
The built environment (e.g. buildings, heritage etc)	63%	37%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	70%	29%	1%	0%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	77% Very satisfied
	22% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	83% Very satisfied
	17% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	49% After school/ children's club
	9% Youth clubs/ projects or drop-in centres
	20% Voluntary Youth Organisations
	3% Youth Information Services
	4% Other Youthwork activities
	57% Organised Sporting activities/ classes/ clubs
	40% Organised Social/ Leisure activities/ classes/ clubs
	19% Learning groups or adult education classes
	8% Self-help or social care groups
	21% Community Festivals/ Events e.g. Gala Day
	16% Community Council or Neighbourhood Group
	5% Community Regeneration Forum or Group
	6% Local Consultation Activities or Events
	23% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	0%	18%	0%	11%	71%
Youth clubs/ projects or drop-in centres	0%	15%	0%	0%	85%
Voluntary Youth Organisations	0%	19%	0%	0%	81%
Youth Information Services	0%	11%	0%	0%	89%
Other Youthwork activities	0%	36%	0%	9%	55%
Organised Sporting activities/ classes/ clubs	0%	53%	1%	8%	38%
Organised Social/ Leisure activities/ classes/ clubs	0%	40%	1%	10%	50%
Learning groups or adult education classes	0%	2%	0%	2%	97%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	2%	80%	19%
Community Council or Neighbourhood Group	0%	2%	0%	2%	96%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	23%	77%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

8% Yes
92% No

Q17 Looking at this showcard, can you tell me if you 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?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 1% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 98% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 57% Cinema
- 1% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 18% Theatre e.g. pantomime, musical or play
- 2% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 1% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 24% Live music event e.g. traditional music, rock concert, jazz event
- 3% Dance show/ event e.g. ballet
- 19% Museum
- 2% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 7% Gallery
- 45% Library, including mobile or online
- 0% Archive or records office
- 19% None

Q19	If you have not taken part in any community activities or organisations, can you tell me why this is?	
	0%	It costs too much
	0%	I don't know enough about it
	22%	Never occurred to me
	51%	Not really interested
	4%	I don't have anyone to go with
	0%	I wouldn't enjoy it
	0%	Not enough facilities close to where I live
	11%	Health isn't good enough
	0%	I might feel uncomfortable or out of place
	0%	Lack of transport/ I can't easily get to it
	0%	Poor access to venues (e.g. no disabled ramps)
	0%	Not enough information on what is available
	0%	Didn't enjoy it last time
	27%	It's difficult to find the time
	0%	I would feel unsafe going to/ from the activity/ event
	0%	I would feel unsafe at the activity/ event
	0%	Other

Q20	Please tell me to what extent you agree or disagree with the following statements?					
	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	2%	27%	20%	33%	3%	16%
People in my community can influence decisions affecting my local area	2%	32%	20%	26%	1%	19%

Q21	First of all could you tell me whether you are registered with.... a GP or health centre?	
	99%	Yes
	1%	No
	0%	Don't know

Q21	First of all could you tell me whether you are registered with.... a dentist?	
	95%	Yes
	4%	No
	1%	Don't know

Q22	How good is your health overall?	
	58%	Very good
	29%	Good
	10%	Fair
	3%	Poor
	0%	Very poor
	0%	Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	19% 4 days a week or more
	58% 1-3 days a week
	14% Less than once a week
	9% Never

Q24	Are you, or have you ever been, a smoker?
	26% Currently smoke
	25% Used to smoke
	49% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	0% Daily or almost daily
	18% Weekly
	9% Monthly
	26% Less than monthly
	47% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1%	3%	33%	55%	9%
I've been feeling useful	0%	1%	32%	63%	5%
I've been feeling relaxed	0%	0%	38%	59%	2%
I've been feeling interested in other people	0%	2%	36%	59%	3%
I've had energy to spare	0%	3%	41%	53%	3%
I've been dealing well with problems	0%	0%	13%	64%	23%
I've been thinking clearly	0%	0%	11%	68%	21%
I've been feeling good about myself	0%	1%	18%	67%	14%
I've been feeling close to other people	0%	0%	10%	65%	25%
I've been feeling confident	0%	0%	9%	70%	20%
I've been able to make up my mind about things	0%	0%	8%	64%	28%
I've been feeling loved	0%	0%	10%	64%	26%
I've been interested in new things	0%	2%	25%	66%	6%
I've been feeling cheerful	0%	0%	14%	78%	7%

Q27	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?
	81% 1 - Not at all
	17% 2
	1% 3
	0% 4
	0% 5
	0% 6 - A great deal
	1% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	62% Strongly agree
	31% Tend to agree
	1% Tend to disagree
	0% Strongly disagree
	5% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	96% None
	1% On the job training
	1% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	1% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	9% A qualification at degree level or above
	91% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	95% Very safe
	5% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	97%	3%	0%	0%	0%
	Alone in your home at night	97%	3%	0%	0%	0%
	Walking alone in your neighbourhood during the day	97%	3%	0%	0%	0%
	Walking alone in your neighbourhood after dark	63%	28%	4%	1%	5%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 6% Decreased a little
- 76% Remained the same
- 3% Increased a little
- 0% Increased a lot
- 16% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 10% Experience of family or friends
- 100% Talking to people in the area
- 10% Media - television, radio, paper
- 30% Social media internet sites e.g. Facebook, Twitter
- 10% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 3% Boredom/ nothing to do/ lack of facilities
- 49% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 27% Alcohol/ Drugs
- 4% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 2% Crime e.g. Break ins/ burglary/ vandalism
- 13% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 0% Other
- 4% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 98% Not at all
- 2% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 7% Building society account
- 4% Credit union account
- 0% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 82% Yes
- 14% No
- 2% Prefer not to say
- 2% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 27% No savings
- 10% Less than £1,000
- 25% £1,000 or more
- 1% Don't know
- 38% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 1% Mortgage or rent payments
- 1% Changes to benefits
- 1% Council tax payments
- 0% Loan or credit card payments
- 2% Cost of food
- 13% Cost of domestic energy bills
- 1% Vehicle fuel prices
- 83% None of the above
- 2% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 20% Manage very well
- 49% Manage quite well
- 30% Get by all right
- 0% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 2% Make a complaint
- 5% Seek information
- 26% Request a service
- 1% Make a suggestion
- 65% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 51% Very satisfied
- 32% Satisfied
- 17% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 62% Very satisfied
- 38% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 88% Very satisfied
- 11% Satisfied
- 1% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 96% Get what you need at that contact
- 4% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 0% By a letter
- 90% By a telephone call to the Council
- 3% By a personal visit to a Council office
- 2% By e-mail
- 6% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	91%	9%	0%	0%	0%	0%
How quickly the phone was answered	89%	11%	0%	0%	0%	0%
How easy it was to get through to someone who could help	85%	15%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	86%	14%	0%	0%	0%	0%
How well the staff understood what you wanted	87%	13%	0%	0%	0%	0%
The outcome of your contact	86%	11%	2%	1%	0%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	100%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	100%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	100%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	100%	0%	0%	0%	0%	0%
The outcome of your contact	67%	33%	0%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	100%	0%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	51%	49%	0%	0%	0%	0%
The outcome of your contact	51%	49%	0%	0%	0%	0%

Q51 Have you ever used the Council's website?

50% Yes
50% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	48%	52%	0%	0%	0%	0%	0%
The amount of information provided on the website	49%	51%	0%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?

88% Yes
12% No

Q54 Do you access, and use, the internet in any of the following ways...

77% Internet access at home
45% Internet access via a mobile phone
19% Internet access at work
3% Internet access through public access e.g. at library
5% Access the internet in some other way
12% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

37% Yes
63% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

76% Yes
24% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

40% Offering a good range of services
45% Providing an efficient service
46% Providing services which are value for money
38% Providing good quality services
23% Having friendly, polite, helpful, well informed employees
10% Promoting its services well
56% Tackling important issues for the future of the area
18% Listening to complaints
12% Communicating well with the public
10% Ensuring sustainable use of resources and care for the environment
0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	79%	20%	0%	0%
Provides an efficient service	75%	25%	0%	0%
Provides services which are value for money	64%	35%	1%	0%
Provides good quality services	76%	24%	0%	0%
Has friendly, polite, helpful, well informed employees	66%	34%	0%	0%
Promotes its services well	60%	38%	2%	0%
Tackles important issues for the future of the area	70%	29%	2%	0%
Listens to complaints	58%	41%	1%	0%
Communicates well with the public	65%	34%	1%	0%
Ensures sustainable use of resources and care for the environment	67%	31%	2%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

21%	1
67%	2
10%	3
2%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

61%	0
19%	1
17%	2
3%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	71%	26%	3%	0%	0%	0%
3-5years	53%	37%	10%	0%	0%	0%
6-15 years	49%	34%	15%	2%	0%	0%

Q60 Gender of respondent:

47%	Male
53%	Female

Q60 Age of respondent:

8%	16-24
24%	25-34
13%	35-44
17%	45-54
13%	55-59
10%	60-64
13%	65-74
2%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

8%	Single adult under 60
6%	Single adult 60+
18%	Two adults under 60
15%	Two adults aged 60+
6%	Two adults at least one over 60
6%	Single adult with at least one child
28%	Two adults and at least one child
7%	Three or more adults with no children
5%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

54%	1
22%	2
2%	3
0%	4 or more
22%	None

Q62 Do you or any member of your household have a disability?

12%	Yes
88%	No

Q63 What is the nature of the disability?

0%	Mental health condition
81%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
0%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
8%	Difficulties with hearing
19%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 56% None
- 26% Church of Scotland
- 15% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 1% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 94% Scottish
- 1% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 0% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 1% Less than £100 per week/ £5,199 per year
- 3% £100-199 per week / £5,200 - £10,399 per year
- 12% £200-299 per week / £10,400 - £15, 599 per year
- 9% £300-399 per week / £15,600 - £20,199 per year
- 11% £400-499 per week / £20,800 - £25,999 per year
- 9% £500-599 per week / £26,000 - £31,199 per year
- 10% £600 or more per week/ £31,200 or more per year
- 8% Don't know
- 38% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	65% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	35% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	100% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 0% Quality of housing
- 11% Close to shops/ quality of shops/ amenities
- 7% Always lived here/ familiar with/ know area
- 19% Pleasant/ nice area
- 33% Friendly people/ neighbours/ family and friends
- 56% Quiet/ peaceful
- 9% Convenient location
- 0% Central location
- 3% Other
- 1% None/ nothing
- 1% Don't know
- 0% Lots for kids to do
- 1% Lots of green/ open spaces/ countryside/ nice views
- 5% Safe
- 2% Good public transport
- 0% Everything
- 14% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 0% Difficult/ poor parking
- 4% Drug problems
- 2% Lack of facilities for youths/ children
- 2% ASB/ neighbours/ noisy
- 1% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 2% Other
- 77% None/ nothing
- 0% Lack of security
- 7% Don't know
- 3% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 2% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 2% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 2% Up to one year
- 7% 1-2 years
- 15% 3-5 years
- 14% 6-10 years
- 47% Over 10 years
- 15% Always lived there
- 0% Don't know

Q4 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?

- 7% Yes - has got better
- 4% Yes - has got worse
- 74% No change
- 15% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 4% Housing improvements - new houses
- 0% Improved schools
- 22% Cleaner/ tidier/ less litter
- 0% Improved shops
- 9% Fewer drug problems
- 4% Friendliness of people/ neighbours
- 46% Quieter/ more peaceful
- 9% Other
- 0% Not sure
- 4% Less people hanging around street
- 14% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 16% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 15% Youths/ gangs causing problems
- 54% Drug/ alcohol problems
- 8% Other
- 0% Not sure
- 8% More crime
- 0% People don't care about area
- 8% Too many private lets
- 23% Litter problems/ area is dirty
- 16% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 31% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 79% Very good
- 17% Fairly good
- 3% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 3% Up to one year
- 8% 1-2 years
- 15% 3-5 years
- 14% 6-10 years
- 54% Over 10 years
- 6% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 17% Rented from the Council
- 13% Rented from a housing association
- 6% Rented from a private landlord
- 21% Owned by you (not ex Council)
- 43% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 80% Very good
- 20% Fairly good
- 0% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	81%	19%	0%	0%	0%
Police service	73%	16%	1%	0%	10%
Fire service	72%	17%	0%	0%	11%
Refuse collection	79%	19%	0%	0%	1%
Local Schools	67%	16%	0%	0%	16%
Social care/ social work services	12%	13%	0%	0%	75%
Social housing	26%	29%	1%	1%	43%
Employment and advice services	14%	19%	2%	0%	66%
Public transport	70%	17%	3%	0%	10%
Street cleaning	52%	45%	3%	1%	0%
Sports and leisure facilities	64%	21%	0%	0%	15%
Community centre/ library	72%	17%	0%	0%	12%
Parks and open spaces	85%	11%	3%	0%	2%
Local phone boxes	20%	8%	0%	0%	72%
Local youth facilities	13%	29%	7%	0%	51%
Local shops	82%	17%	1%	0%	0%
Community Warden Service	12%	25%	1%	0%	62%
Access to free cash machine/ auto teller	80%	18%	0%	0%	2%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	60%	39%	1%	0%	0%
Police service	68%	31%	0%	0%	2%
Fire service	68%	31%	0%	0%	2%
Refuse collection	68%	31%	0%	0%	1%
Local Schools	42%	31%	0%	0%	27%
Social care/ social work services	22%	7%	0%	0%	71%
Social housing	35%	17%	1%	1%	46%
Employment and advice services	27%	10%	0%	0%	63%
Public transport	60%	36%	0%	0%	4%
Street cleaning	56%	42%	0%	0%	2%
Sports and leisure facilities	50%	31%	0%	0%	19%
Community centre/ library	61%	35%	0%	0%	4%
Parks and open spaces	60%	38%	0%	0%	1%
Local phone boxes	37%	7%	0%	1%	55%
Local youth facilities	25%	14%	1%	0%	59%
Local shops	75%	25%	0%	0%	0%
Community Warden Service	21%	16%	2%	0%	61%
Access to free cash machine/ auto teller	83%	15%	0%	0%	2%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	23%	52%	7%	0%	18%
Cleanliness of Streets	42%	57%	1%	0%	0%
Shopping Facilities	72%	28%	0%	0%	0%
Condition of roads, pavements and street lighting	27%	51%	20%	1%	0%
Quality and maintenance of open spaces	53%	44%	3%	0%	0%
Cleanliness of the area around your home	56%	41%	2%	1%	0%
The built environment (e.g. buildings, heritage etc)	63%	37%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	66%	32%	0%	2%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	82% Very satisfied
	16% Satisfied
	2% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	87% Very satisfied
	13% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	47% After school/ children's club
	9% Youth clubs/ projects or drop-in centres
	24% Voluntary Youth Organisations
	3% Youth Information Services
	5% Other Youthwork activities
	57% Organised Sporting activities/ classes/ clubs
	48% Organised Social/ Leisure activities/ classes/ clubs
	11% Learning groups or adult education classes
	5% Self-help or social care groups
	35% Community Festivals/ Events e.g. Gala Day
	17% Community Council or Neighbourhood Group
	10% Community Regeneration Forum or Group
	9% Local Consultation Activities or Events
	22% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	1%	10%	0%	4%	85%
Youth clubs/ projects or drop-in centres	0%	11%	0%	0%	89%
Voluntary Youth Organisations	0%	4%	0%	0%	96%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	6%	0%	0%	94%
Organised Sporting activities/ classes/ clubs	0%	57%	2%	4%	38%
Organised Social/ Leisure activities/ classes/ clubs	0%	51%	2%	5%	43%
Learning groups or adult education classes	0%	18%	0%	3%	79%
Self-help or social care groups	0%	13%	0%	0%	87%
Community Festivals/ Events e.g. Gala Day	0%	2%	0%	60%	38%
Community Council or Neighbourhood Group	0%	0%	0%	4%	96%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	11%	89%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

7% Yes
93% No

Q17 Looking at this showcard, can you tell me if you 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?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 1% Church, religion or faith-based group
- 1% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 96% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 48% Cinema
- 1% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 21% Theatre e.g. pantomime, musical or play
- 1% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 0% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 28% Live music event e.g. traditional music, rock concert, jazz event
- 3% Dance show/ event e.g. ballet
- 19% Museum
- 4% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 7% Gallery
- 49% Library, including mobile or online
- 2% Archive or records office
- 18% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 2% It costs too much
- 0% I don't know enough about it
- 27% Never occurred to me
- 66% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 5% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 7% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	3%	39%	14%	17%	7%	21%
People in my community can influence decisions affecting my local area	3%	44%	15%	12%	6%	21%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 96% Yes
- 4% No
- 1% Don't know

Q22 How good is your health overall?

- 60% Very good
- 28% Good
- 9% Fair
- 2% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	11% 4 days a week or more
	66% 1-3 days a week
	11% Less than once a week
	11% Never

Q24	Are you, or have you ever been, a smoker?
	30% Currently smoke
	28% Used to smoke
	42% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	0% Daily or almost daily
	15% Weekly
	15% Monthly
	25% Less than monthly
	45% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	0%	31%	58%	10%
I've been feeling useful	0%	0%	23%	68%	9%
I've been feeling relaxed	0%	1%	26%	70%	3%
I've been feeling interested in other people	0%	0%	26%	71%	3%
I've had energy to spare	0%	1%	31%	66%	2%
I've been dealing well with problems	0%	0%	13%	66%	21%
I've been thinking clearly	0%	0%	16%	61%	23%
I've been feeling good about myself	0%	1%	20%	58%	21%
I've been feeling close to other people	0%	0%	13%	61%	26%
I've been feeling confident	0%	0%	12%	65%	24%
I've been able to make up my mind about things	0%	0%	12%	56%	32%
I've been feeling loved	0%	0%	10%	63%	28%
I've been interested in new things	0%	0%	22%	72%	6%
I've been feeling cheerful	0%	1%	11%	83%	6%

Q27	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?
	83% 1 - Not at all
	17% 2
	0% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	70% Strongly agree
	24% Tend to agree
	0% Tend to disagree
	0% Strongly disagree
	5% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	96% None
	1% On the job training
	1% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	1% School
	1% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	23% A qualification at degree level or above
	77% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	88% Very safe
	11% Fairly safe
	1% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	94%	6%	0%	0%	0%
	Alone in your home at night	93%	6%	0%	0%	0%
	Walking alone in your neighbourhood during the day	93%	7%	0%	0%	0%
	Walking alone in your neighbourhood after dark	64%	22%	7%	2%	5%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 1% Decreased a lot
- 4% Decreased a little
- 77% Remained the same
- 3% Increased a little
- 1% Increased a lot
- 14% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 9% Personal experience of crime
- 0% Experience of family or friends
- 91% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 2% Boredom/ nothing to do/ lack of facilities
- 37% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 24% Alcohol/ Drugs
- 12% Nothing
- 0% Lack of money/ poverty
- 0% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 1% Crime e.g. Break ins/ burglary/ vandalism
- 22% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 1% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 3% Other
- 3% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 96% Not at all
- 4% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 100% Bank account
- 13% Building society account
- 5% Credit union account
- 1% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 88% Yes
- 8% No
- 2% Prefer not to say
- 2% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 18% No savings
- 6% Less than £1,000
- 28% £1,000 or more
- 2% Don't know
- 46% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 2% Mortgage or rent payments
- 1% Changes to benefits
- 1% Council tax payments
- 1% Loan or credit card payments
- 2% Cost of food
- 7% Cost of domestic energy bills
- 2% Vehicle fuel prices
- 89% None of the above
- 1% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 13% Manage very well
- 52% Manage quite well
- 33% Get by all right
- 2% Don't manage very well
- 1% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 4% Make a complaint
- 11% Seek information
- 27% Request a service
- 0% Make a suggestion
- 57% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 33% Very satisfied
- 42% Satisfied
- 0% Neither satisfied nor dissatisfied
- 17% Dissatisfied
- 8% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 57% Very satisfied
- 26% Satisfied
- 11% Neither satisfied nor dissatisfied
- 6% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 82% Very satisfied
- 18% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 91% Get what you need at that contact
- 9% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 1% By a letter
- 83% By a telephone call to the Council
- 3% By a personal visit to a Council office
- 2% By e-mail
- 11% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	84%	14%	0%	2%	0%	0%
How quickly the phone was answered	85%	13%	0%	2%	0%	0%
How easy it was to get through to someone who could help	86%	12%	1%	1%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	86%	11%	1%	2%	0%	0%
How well the staff understood what you wanted	85%	11%	0%	4%	0%	0%
The outcome of your contact	82%	11%	2%	4%	1%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	75%	25%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	100%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	100%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	100%	0%	0%	0%	0%	0%
The outcome of your contact	75%	0%	25%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	74%	26%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	74%	0%	26%	0%	0%	0%
The outcome of your contact	74%	0%	0%	26%	0%	0%

Q51 Have you ever used the Council's website?
 53% Yes
 47% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	48%	51%	0%	1%	0%	0%	0%
The amount of information provided on the website	49%	50%	0%	1%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 92% Yes
 8% No

Q54 Do you access, and use, the internet in any of the following ways...

- 79% Internet access at home
- 46% Internet access via a mobile phone
- 21% Internet access at work
- 0% Internet access through public access e.g. at library
- 1% Access the internet in some other way
- 17% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 39% Yes
 61% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 65% Yes
 35% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 38% Offering a good range of services
- 53% Providing an efficient service
- 47% Providing services which are value for money
- 31% Providing good quality services
- 20% Having friendly, polite, helpful, well informed employees
- 10% Promoting its services well
- 58% Tackling important issues for the future of the area
- 25% Listening to complaints
- 6% Communicating well with the public
- 8% Ensuring sustainable use of resources and care for the environment
- 1% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	79%	21%	0%	0%
Provides an efficient service	79%	21%	0%	0%
Provides services which are value for money	73%	26%	1%	0%
Provides good quality services	78%	22%	0%	0%
Has friendly, polite, helpful, well informed employees	68%	32%	0%	0%
Promotes its services well	69%	31%	0%	0%
Tackles important issues for the future of the area	72%	26%	3%	0%
Listens to complaints	61%	36%	2%	0%
Communicates well with the public	68%	31%	1%	0%
Ensures sustainable use of resources and care for the environment	68%	32%	0%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

16%	1
72%	2
10%	3
3%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

70%	0
15%	1
12%	2
2%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	50%	42%	9%	0%	0%	0%
3-5years	55%	40%	5%	0%	0%	0%
6-15 years	64%	25%	9%	2%	0%	0%

Q60 Gender of respondent:

46%	Male
54%	Female

Q60 Age of respondent:

5%	16-24
23%	25-34
12%	35-44
15%	45-54
14%	55-59
12%	60-64
13%	65-74
6%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

3%	Single adult under 60
9%	Single adult 60+
21%	Two adults under 60
18%	Two adults aged 60+
10%	Two adults at least one over 60
5%	Single adult with at least one child
23%	Two adults and at least one child
11%	Three or more adults with no children
2%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

65%	1
20%	2
1%	3
0%	4 or more
15%	None

Q62 Do you or any member of your household have a disability?

13%	Yes
87%	No

Q63 What is the nature of the disability?

5%	Mental health condition
79%	Mobility/ physical disabilities
5%	Learning difficulties (e.g. dyslexia)
3%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
5%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
3%	Difficulties with hearing
5%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 55% None
- 28% Church of Scotland
- 17% Roman Catholic
- 0% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 91% Scottish
- 4% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 0% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 0% Less than £100 per week/ £5,199 per year
- 4% £100-199 per week / £5,200 - £10,399 per year
- 7% £200-299 per week / £10,400 - £15, 599 per year
- 6% £300-399 per week / £15,600 - £20,199 per year
- 10% £400-499 per week / £20,800 - £25,999 per year
- 12% £500-599 per week / £26,000 - £31,199 per year
- 12% £600 or more per week/ £31,200 or more per year
- 5% Don't know
- 45% Would rather not say

Ardler, St Mary and Kirkton



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	Ardler, St Mary's and Kirkton
	100%
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	0% East End
	0% North East
	100% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 14% Close to shops/ quality of shops/ amenities
- 10% Always lived here/ familiar with/ know area
- 14% Pleasant/ nice area
- 31% Friendly people/ neighbours/ family and friends
- 48% Quiet/ peaceful
- 10% Convenient location
- 0% Central location
- 4% Other
- 2% None/ nothing
- 2% Don't know
- 0% Lots for kids to do
- 1% Lots of green/ open spaces/ countryside/ nice views
- 3% Safe
- 2% Good public transport
- 1% Everything
- 15% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 0% Difficult/ poor parking
- 5% Drug problems
- 2% Lack of facilities for youths/ children
- 2% ASB/ neighbours/ noisy
- 1% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 3% Other
- 74% None/ nothing
- 0% Lack of security
- 5% Don't know
- 5% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 3% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 3% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 1% Up to one year
- 10% 1-2 years
- 13% 3-5 years
- 10% 6-10 years
- 47% Over 10 years
- 19% Always lived there
- 0% Don't know

Q4 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?

- 10% Yes - has got better
- 6% Yes - has got worse
- 70% No change
- 14% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 0% Less vandalism
- 5% Housing improvements - new houses
- 0% Improved schools
- 15% Cleaner/ tidier/ less litter
- 0% Improved shops
- 11% Fewer drug problems
- 5% Friendliness of people/ neighbours
- 48% Quieter/ more peaceful
- 11% Other
- 0% Not sure
- 5% Less people hanging around street
- 16% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 8% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 16% Youths/ gangs causing problems
- 59% Drug/ alcohol problems
- 8% Other
- 0% Not sure
- 9% More crime
- 0% People don't care about area
- 8% Too many private lets
- 25% Litter problems/ area is dirty
- 17% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 33% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 77% Very good
- 18% Fairly good
- 5% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 2% Up to one year
- 11% 1-2 years
- 13% 3-5 years
- 10% 6-10 years
- 58% Over 10 years
- 5% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 18% Rented from the Council
- 15% Rented from a housing association
- 8% Rented from a private landlord
- 10% Owned by you (not ex Council)
- 50% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 80% Very good
- 20% Fairly good
- 0% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	75%	25%	0%	0%	0%
Police service	67%	20%	1%	1%	12%
Fire service	67%	21%	0%	0%	12%
Refuse collection	74%	25%	0%	0%	1%
Local Schools	70%	19%	0%	0%	11%
Social care/ social work services	11%	16%	0%	0%	73%
Social housing	26%	33%	1%	1%	39%
Employment and advice services	15%	23%	3%	0%	59%
Public transport	66%	21%	3%	1%	9%
Street cleaning	45%	50%	3%	1%	1%
Sports and leisure facilities	70%	23%	0%	0%	7%
Community centre/ library	64%	21%	0%	0%	15%
Parks and open spaces	81%	13%	4%	1%	3%
Local phone boxes	19%	12%	0%	0%	69%
Local youth facilities	12%	36%	11%	0%	41%
Local shops	87%	11%	2%	0%	0%
Community Warden Service	12%	35%	2%	0%	52%
Access to free cash machine/ auto teller	81%	18%	1%	0%	1%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	55%	44%	2%	0%	0%
Police service	60%	37%	0%	0%	3%
Fire service	60%	37%	0%	0%	3%
Refuse collection	62%	37%	0%	0%	2%
Local Schools	42%	35%	0%	0%	22%
Social care/ social work services	25%	4%	0%	0%	71%
Social housing	40%	14%	0%	1%	44%
Employment and advice services	33%	6%	0%	0%	61%
Public transport	60%	39%	0%	0%	1%
Street cleaning	54%	45%	0%	0%	1%
Sports and leisure facilities	56%	29%	0%	0%	15%
Community centre/ library	60%	36%	0%	0%	4%
Parks and open spaces	60%	40%	0%	0%	1%
Local phone boxes	38%	5%	0%	0%	57%
Local youth facilities	30%	13%	2%	0%	55%
Local shops	83%	17%	0%	0%	0%
Community Warden Service	27%	21%	3%	0%	50%
Access to free cash machine/ auto teller	90%	9%	1%	0%	1%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	22%	55%	9%	1%	14%
Cleanliness of Streets	34%	65%	1%	0%	0%
Shopping Facilities	78%	22%	1%	0%	0%
Condition of roads, pavements and street lighting	30%	45%	25%	1%	0%
Quality and maintenance of open spaces	44%	51%	5%	0%	0%
Cleanliness of the area around your home	50%	46%	3%	1%	0%
The built environment (e.g. buildings, heritage etc)	57%	43%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	60%	38%	0%	3%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	80% Very satisfied
	17% Satisfied
	3% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	87% Very satisfied
	12% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	51% After school/ children's club
	11% Youth clubs/ projects or drop-in centres
	24% Voluntary Youth Organisations
	5% Youth Information Services
	7% Other Youthwork activities
	63% Organised Sporting activities/ classes/ clubs
	51% Organised Social/ Leisure activities/ classes/ clubs
	10% Learning groups or adult education classes
	4% Self-help or social care groups
	48% Community Festivals/ Events e.g. Gala Day
	22% Community Council or Neighbourhood Group
	15% Community Regeneration Forum or Group
	14% Local Consultation Activities or Events
	17% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	2%	10%	0%	4%	84%
Youth clubs/ projects or drop-in centres	0%	9%	0%	0%	91%
Voluntary Youth Organisations	0%	4%	0%	0%	96%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	7%	0%	0%	93%
Organised Sporting activities/ classes/ clubs	0%	57%	2%	5%	36%
Organised Social/ Leisure activities/ classes/ clubs	0%	48%	3%	5%	45%
Learning groups or adult education classes	0%	21%	0%	5%	74%
Self-help or social care groups	0%	11%	0%	0%	89%
Community Festivals/ Events e.g. Gala Day	0%	2%	0%	60%	38%
Community Council or Neighbourhood Group	0%	0%	0%	5%	95%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	11%	89%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

8% Yes
92% No

Q17 Looking at this showcard, can you tell me if you 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?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 1% Church, religion or faith-based group
- 1% The elderly
- 0% Health disability or social welfare group or organisation
- 1% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 97% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 48% Cinema
- 1% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 19% Theatre e.g. pantomime, musical or play
- 1% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 0% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 38% Live music event e.g. traditional music, rock concert, jazz event
- 4% Dance show/ event e.g. ballet
- 18% Museum
- 5% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 7% Gallery
- 49% Library, including mobile or online
- 1% Archive or records office
- 20% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 3% It costs too much
- 0% I don't know enough about it
- 7% Never occurred to me
- 82% Not really interested
- 0% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 3% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 7% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	3%	41%	13%	13%	9%	20%
People in my community can influence decisions affecting my local area	4%	46%	13%	11%	9%	17%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 100% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 96% Yes
- 4% No
- 0% Don't know

Q22 How good is your health overall?

- 70% Very good
- 23% Good
- 4% Fair
- 2% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	10% 4 days a week or more
	77% 1-3 days a week
	5% Less than once a week
	8% Never

Q24	Are you, or have you ever been, a smoker?
	36% Currently smoke
	25% Used to smoke
	40% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	0% Daily or almost daily
	14% Weekly
	17% Monthly
	30% Less than monthly
	39% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.					
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	0%	26%	60%	14%
	I've been feeling useful	0%	0%	18%	70%	12%
	I've been feeling relaxed	0%	1%	27%	67%	4%
	I've been feeling interested in other people	0%	0%	24%	74%	3%
	I've had energy to spare	0%	2%	27%	69%	3%
	I've been dealing well with problems	0%	0%	11%	62%	27%
	I've been thinking clearly	0%	0%	11%	58%	31%
	I've been feeling good about myself	0%	0%	13%	56%	31%
	I've been feeling close to other people	0%	0%	11%	56%	33%
	I've been feeling confident	0%	0%	9%	59%	32%
	I've been able to make up my mind about things	0%	0%	11%	51%	38%
	I've been feeling loved	0%	0%	9%	61%	30%
	I've been interested in new things	0%	0%	21%	72%	7%
	I've been feeling cheerful	0%	0%	9%	84%	6%

Q27	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?
	86% 1 - Not at all
	14% 2
	0% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	79% Strongly agree
	16% Tend to agree
	0% Tend to disagree
	0% Strongly disagree
	6% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	94% None
	2% On the job training
	1% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	1% School
	2% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	23% A qualification at degree level or above
	77% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	86% Very safe
	13% Fairly safe
	2% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	92%	8%	1%	0%	0%
	Alone in your home at night	91%	8%	1%	0%	0%
	Walking alone in your neighbourhood during the day	89%	10%	1%	0%	0%
	Walking alone in your neighbourhood after dark	71%	22%	2%	2%	4%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 1% Decreased a lot
- 6% Decreased a little
- 75% Remained the same
- 3% Increased a little
- 1% Increased a lot
- 13% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 100% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 1% Boredom/ nothing to do/ lack of facilities
- 40% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 30% Alcohol/ Drugs
- 3% Nothing
- 0% Lack of money/ poverty
- 0% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 23% This is a good area/ neighbourhood/ quiet/ no trouble
- 2% Lack of discipline/ parental control
- 2% Opportunists/ some people can't help themselves
- 1% Lack of policing/ wardens
- 4% Other
- 4% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 94% Not at all
- 5% A little
- 1% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

100%	Bank account
18%	Building society account
8%	Credit union account
1%	Post Office card account
0%	No, none of these
0%	Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

83%	Yes
12%	No
1%	Prefer not to say
3%	Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

22%	No savings
8%	Less than £1,000
19%	£1,000 or more
2%	Don't know
48%	Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

2%	Mortgage or rent payments
1%	Changes to benefits
1%	Council tax payments
1%	Loan or credit card payments
2%	Cost of food
8%	Cost of domestic energy bills
3%	Vehicle fuel prices
87%	None of the above
2%	Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

10%	Manage very well
54%	Manage quite well
33%	Get by all right
2%	Don't manage very well
1%	Have some deep financial difficulties
0%	Are in deep financial trouble
0%	Refused
0%	Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 5% Make a complaint
- 13% Seek information
- 25% Request a service
- 0% Make a suggestion
- 57% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 32% Very satisfied
- 45% Satisfied
- 0% Neither satisfied nor dissatisfied
- 23% Dissatisfied
- 0% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 42% Very satisfied
- 35% Satisfied
- 15% Neither satisfied nor dissatisfied
- 8% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 72% Very satisfied
- 28% Satisfied
- 0% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 90% Get what you need at that contact
- 10% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 1% By a letter
- 76% By a telephone call to the Council
- 4% By a personal visit to a Council office
- 2% By e-mail
- 16% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	80%	19%	0%	2%	0%	0%
How quickly the phone was answered	83%	16%	0%	2%	0%	0%
How easy it was to get through to someone who could help	83%	16%	0%	2%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	83%	14%	0%	3%	0%	0%
How well the staff understood what you wanted	81%	14%	0%	5%	0%	0%
The outcome of your contact	77%	15%	3%	3%	2%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	75%	25%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	100%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	100%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	100%	0%	0%	0%	0%	0%
The outcome of your contact	75%	0%	25%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	65%	35%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	65%	0%	35%	0%	0%	0%
The outcome of your contact	65%	0%	0%	35%	0%	0%

Q51 Have you ever used the Council's website?
 59% Yes
 41% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	42%	57%	0%	1%	0%	0%	0%
The amount of information provided on the website	43%	56%	0%	1%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 91% Yes
 9% No

Q54 Do you access, and use, the internet in any of the following ways...

- 86% Internet access at home
- 58% Internet access via a mobile phone
- 19% Internet access at work
- 0% Internet access through public access e.g. at library
- 1% Access the internet in some other way
- 10% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 40% Yes
 60% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 62% Yes
 38% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 37% Offering a good range of services
- 57% Providing an efficient service
- 37% Providing services which are value for money
- 35% Providing good quality services
- 9% Having friendly, polite, helpful, well informed employees
- 9% Promoting its services well
- 67% Tackling important issues for the future of the area
- 31% Listening to complaints
- 2% Communicating well with the public
- 10% Ensuring sustainable use of resources and care for the environment
- 2% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	72%	28%	1%	0%
Provides an efficient service	72%	28%	0%	0%
Provides services which are value for money	69%	30%	2%	0%
Provides good quality services	71%	29%	0%	0%
Has friendly, polite, helpful, well informed employees	63%	37%	0%	0%
Promotes its services well	61%	39%	1%	0%
Tackles important issues for the future of the area	63%	33%	4%	0%
Listens to complaints	58%	38%	4%	0%
Communicates well with the public	63%	36%	1%	0%
Ensures sustainable use of resources and care for the environment	58%	42%	0%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

10%	1
75%	2
12%	3
4%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

65%	0
16%	1
15%	2
3%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	46%	42%	11%	0%	0%	0%
3-5years	54%	40%	6%	0%	0%	0%
6-15 years	68%	22%	7%	3%	0%	0%

Q60 Gender of respondent:

48%	Male
52%	Female

Q60 Age of respondent:

7%	16-24
25%	25-34
14%	35-44
17%	45-54
13%	55-59
11%	60-64
9%	65-74
3%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

3%	Single adult under 60
2%	Single adult 60+
22%	Two adults under 60
16%	Two adults aged 60+
10%	Two adults at least one over 60
5%	Single adult with at least one child
27%	Two adults and at least one child
13%	Three or more adults with no children
2%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

72%	1
14%	2
0%	3
0%	4 or more
14%	None

Q62 Do you or any member of your household have a disability?

6%	Yes
94%	No

Q63 What is the nature of the disability?

9%	Mental health condition
65%	Mobility/ physical disabilities
9%	Learning difficulties (e.g. dyslexia)
9%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
0%	Difficulties with hearing
9%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 57% None
- 24% Church of Scotland
- 18% Roman Catholic
- 0% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 91% Scottish
- 3% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 6% Polish
- 0% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 0% Less than £100 per week/ £5,199 per year
- 3% £100-199 per week / £5,200 - £10,399 per year
- 3% £200-299 per week / £10,400 - £15, 599 per year
- 6% £300-399 per week / £15,600 - £20,199 per year
- 12% £400-499 per week / £20,800 - £25,999 per year
- 15% £500-599 per week / £26,000 - £31,199 per year
- 11% £600 or more per week/ £31,200 or more per year
- 6% Don't know
- 44% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	100% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	2% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	97% Lochee
	0% East End
	1% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 13% Close to shops/ quality of shops/ amenities
- 7% Always lived here/ familiar with/ know area
- 16% Pleasant/ nice area
- 32% Friendly people/ neighbours/ family and friends
- 36% Quiet/ peaceful
- 11% Convenient location
- 1% Central location
- 2% Other
- 4% None/ nothing
- 5% Don't know
- 2% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 1% Safe
- 2% Good public transport
- 1% Everything
- 18% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 0% Littering/ dirty/ dog fouling
- 2% Difficult/ poor parking
- 7% Drug problems
- 0% Lack of facilities for youths/ children
- 4% ASB/ neighbours/ noisy
- 2% Youths/ gangs causing trouble
- 0% Poor shops
- 3% Vandalism
- 6% Other
- 67% None/ nothing
- 0% Lack of security
- 7% Don't know
- 1% Speeding cars/ traffic
- 0% Lack of transport/ poor public transport
- 5% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 4% Up to one year
- 11% 1-2 years
- 15% 3-5 years
- 10% 6-10 years
- 31% Over 10 years
- 28% Always lived there
- 0% Don't know

Q4 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?

- 5% Yes - has got better
- 9% Yes - has got worse
- 69% No change
- 18% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 11% Better facilities/ amenities
- 0% Less vandalism
- 31% Housing improvements - new houses
- 0% Improved schools
- 10% Cleaner/ tidier/ less litter
- 0% Improved shops
- 30% Fewer drug problems
- 0% Friendliness of people/ neighbours
- 29% Quieter/ more peaceful
- 40% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 22% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 6% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 16% Youths/ gangs causing problems
- 22% Drug/ alcohol problems
- 6% Other
- 0% Not sure
- 5% More crime
- 0% People don't care about area
- 0% Too many private lets
- 17% Litter problems/ area is dirty
- 34% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 6% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 57% Very good
- 35% Fairly good
- 7% Fairly poor
- 1% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 7% Up to one year
- 12% 1-2 years
- 20% 3-5 years
- 14% 6-10 years
- 43% Over 10 years
- 4% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 41% Rented from the Council
- 9% Rented from a housing association
- 12% Rented from a private landlord
- 2% Owned by you (not ex Council)
- 36% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 62% Very good
- 36% Fairly good
- 2% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	76%	24%	0%	0%	0%
Police service	61%	32%	1%	0%	6%
Fire service	63%	32%	0%	0%	6%
Refuse collection	64%	35%	1%	0%	0%
Local Schools	58%	26%	0%	0%	16%
Social care/ social work services	17%	11%	0%	0%	72%
Social housing	48%	27%	1%	2%	22%
Employment and advice services	13%	31%	2%	0%	53%
Public transport	56%	24%	7%	2%	11%
Street cleaning	33%	61%	4%	1%	1%
Sports and leisure facilities	47%	38%	2%	1%	13%
Community centre/ library	54%	31%	0%	0%	15%
Parks and open spaces	75%	21%	1%	0%	2%
Local phone boxes	33%	18%	2%	0%	48%
Local youth facilities	14%	25%	4%	4%	53%
Local shops	81%	14%	2%	0%	3%
Community Warden Service	18%	22%	2%	0%	58%
Access to free cash machine/ auto teller	81%	17%	1%	0%	0%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	62%	37%	1%	0%	0%
Police service	66%	34%	0%	0%	0%
Fire service	67%	33%	0%	0%	0%
Refuse collection	67%	33%	0%	0%	0%
Local Schools	55%	23%	0%	0%	21%
Social care/ social work services	40%	11%	0%	0%	49%
Social housing	61%	17%	1%	1%	21%
Employment and advice services	39%	14%	0%	0%	47%
Public transport	76%	19%	1%	0%	4%
Street cleaning	48%	49%	0%	0%	2%
Sports and leisure facilities	51%	24%	2%	0%	23%
Community centre/ library	65%	26%	0%	0%	9%
Parks and open spaces	66%	32%	0%	0%	2%
Local phone boxes	43%	8%	1%	1%	48%
Local youth facilities	36%	9%	0%	0%	55%
Local shops	91%	8%	0%	0%	1%
Community Warden Service	37%	17%	1%	1%	44%
Access to free cash machine/ auto teller	90%	9%	0%	0%	1%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	18%	49%	4%	1%	28%
Cleanliness of Streets	28%	66%	5%	1%	1%
Shopping Facilities	73%	26%	0%	0%	0%
Condition of roads, pavements and street lighting	25%	46%	26%	2%	0%
Quality and maintenance of open spaces	32%	65%	2%	0%	0%
Cleanliness of the area around your home	32%	61%	6%	1%	0%
The built environment (e.g. buildings, heritage etc)	38%	61%	1%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	44%	55%	1%	0%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	67% Very satisfied
	27% Satisfied
	5% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	72% Very satisfied
	27% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	49% After school/ children's club
	15% Youth clubs/ projects or drop-in centres
	22% Voluntary Youth Organisations
	4% Youth Information Services
	2% Other Youthwork activities
	64% Organised Sporting activities/ classes/ clubs
	57% Organised Social/ Leisure activities/ classes/ clubs
	28% Learning groups or adult education classes
	15% Self-help or social care groups
	42% Community Festivals/ Events e.g. Gala Day
	23% Community Council or Neighbourhood Group
	18% Community Regeneration Forum or Group
	13% Local Consultation Activities or Events
	10% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	1%	7%	0%	8%	84%
Youth clubs/ projects or drop-in centres	4%	4%	0%	0%	93%
Voluntary Youth Organisations	0%	7%	0%	0%	93%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	1%	30%	2%	6%	61%
Organised Social/ Leisure activities/ classes/ clubs	0%	26%	2%	7%	65%
Learning groups or adult education classes	0%	0%	0%	0%	100%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	39%	61%
Community Council or Neighbourhood Group	0%	4%	0%	2%	94%
Community Regeneration Forum or Group	0%	0%	0%	11%	89%
Local Consultation Activities or Events	0%	0%	0%	18%	82%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

7% Yes
93% No

Q17 Looking at this showcard, can you tell me if you 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?

- 2% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 97% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 43% Cinema
- 0% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 9% Theatre e.g. pantomime, musical or play
- 0% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 0% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 33% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 14% Museum
- 1% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 8% Gallery
- 30% Library, including mobile or online
- 0% Archive or records office
- 32% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 22% It costs too much
- 2% I don't know enough about it
- 16% Never occurred to me
- 55% Not really interested
- 2% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 11% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 9% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 2% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	1%	28%	18%	23%	13%	18%
People in my community can influence decisions affecting my local area	1%	35%	19%	10%	6%	29%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 0% No
- 1% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 92% Yes
- 7% No
- 0% Don't know

Q22 How good is your health overall?

- 59% Very good
- 22% Good
- 11% Fair
- 7% Poor
- 1% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	18% 4 days a week or more
	51% 1-3 days a week
	9% Less than once a week
	22% Never

Q24	Are you, or have you ever been, a smoker?
	27% Currently smoke
	27% Used to smoke
	46% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	1% Daily or almost daily
	18% Weekly
	16% Monthly
	17% Less than monthly
	47% Never
	1% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.					
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	5%	41%	45%	9%
	I've been feeling useful	0%	1%	23%	59%	16%
	I've been feeling relaxed	0%	0%	35%	61%	4%
	I've been feeling interested in other people	0%	2%	36%	56%	6%
	I've had energy to spare	0%	3%	35%	57%	5%
	I've been dealing well with problems	0%	0%	20%	54%	26%
	I've been thinking clearly	0%	0%	18%	52%	30%
	I've been feeling good about myself	0%	0%	19%	58%	23%
	I've been feeling close to other people	0%	1%	13%	56%	31%
	I've been feeling confident	0%	0%	14%	58%	28%
	I've been able to make up my mind about things	0%	0%	15%	49%	36%
	I've been feeling loved	0%	1%	13%	56%	30%
	I've been interested in new things	0%	2%	26%	60%	12%
	I've been feeling cheerful	0%	0%	13%	74%	12%

Q27	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?
	81% 1 - Not at all
	16% 2
	2% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	67% Strongly agree
	30% Tend to agree
	1% Tend to disagree
	0% Strongly disagree
	2% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	95% None
	3% On the job training
	2% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	0% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	54% No qualification
	18% A qualification at degree level or above
	28% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	80% Very safe
	16% Fairly safe
	3% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	94%	6%	0%	0%	0%
	Alone in your home at night	89%	10%	1%	0%	0%
	Walking alone in your neighbourhood during the day	92%	8%	0%	0%	0%
	Walking alone in your neighbourhood after dark	55%	28%	8%	1%	7%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 6% Decreased a little
- 68% Remained the same
- 3% Increased a little
- 3% Increased a lot
- 19% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 31% Personal experience of crime
- 8% Experience of family or friends
- 54% Talking to people in the area
- 15% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 7% Police or Council publications
- 8% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 2% Boredom/ nothing to do/ lack of facilities
- 36% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 1% Immigrants
- 49% Alcohol/ Drugs
- 1% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 3% Crime e.g. Break ins/ burglary/ vandalism
- 7% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 8% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 92% Not at all
- 6% A little
- 2% Quite a lot
- 0% A great deal
- 0% Don't know

Q37	Which of these accounts, if any, do you or your partner have?
	98% Bank account
	11% Building society account
	6% Credit union account
	6% Post Office card account
	0% No, none of these
	0% Prefer not to say

Q38	Do you have insurance for the contents of your house such as for furniture, electrical goods etc?
	67% Yes
	28% No
	4% Prefer not to say
	1% Don't know

Q39	Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?
	33% No savings
	6% Less than £1,000
	15% £1,000 or more
	5% Don't know
	41% Prefer not to say

Q40	Are you currently experiencing, or within the last year have you had any difficulties with the following?
	3% Mortgage or rent payments
	5% Changes to benefits
	4% Council tax payments
	3% Loan or credit card payments
	3% Cost of food
	18% Cost of domestic energy bills
	0% Vehicle fuel prices
	76% None of the above
	1% Prefer not to say

Q41	Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?
	7% Manage very well
	48% Manage quite well
	37% Get by all right
	2% Don't manage very well
	4% Have some deep financial difficulties
	1% Are in deep financial trouble
	0% Refused
	1% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 6% Make a complaint
- 9% Seek information
- 37% Request a service
- 0% Make a suggestion
- 47% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 55% Satisfied
- 8% Neither satisfied nor dissatisfied
- 29% Dissatisfied
- 8% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 48% Very satisfied
- 31% Satisfied
- 21% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 88% Very satisfied
- 10% Satisfied
- 0% Neither satisfied nor dissatisfied
- 1% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 87% Get what you need at that contact
- 13% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 1% By a letter
- 92% By a telephone call to the Council
- 4% By a personal visit to a Council office
- 1% By e-mail
- 3% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	86%	13%	0%	0%	0%	1%
How quickly the phone was answered	86%	13%	0%	0%	0%	1%
How easy it was to get through to someone who could help	85%	14%	0%	0%	0%	1%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	83%	15%	1%	0%	0%	1%
How well the staff understood what you wanted	83%	12%	3%	1%	0%	1%
The outcome of your contact	81%	11%	0%	3%	5%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	74%	26%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	74%	26%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	74%	26%	0%	0%	0%	0%
How well the staff understood what you wanted	74%	26%	0%	0%	0%	0%
The outcome of your contact	74%	26%	0%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	50%	0%	0%	50%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	0%	50%	50%	0%
The outcome of your contact	0%	50%	0%	0%	50%	0%

Q51 Have you ever used the Council's website?
 33% Yes
 67% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	47%	51%	1%	0%	0%	0%	0%
The amount of information provided on the website	48%	49%	3%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 92% Yes
 8% No

Q54 Do you access, and use, the internet in any of the following ways...

- 78% Internet access at home
- 54% Internet access via a mobile phone
- 14% Internet access at work
- 4% Internet access through public access e.g. at library
- 2% Access the internet in some other way
- 17% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 53% Yes
 47% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 69% Yes
 31% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 41% Offering a good range of services
- 37% Providing an efficient service
- 48% Providing services which are value for money
- 39% Providing good quality services
- 19% Having friendly, polite, helpful, well informed employees
- 8% Promoting its services well
- 55% Tackling important issues for the future of the area
- 32% Listening to complaints
- 4% Communicating well with the public
- 15% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	76%	24%	0%	0%
Provides an efficient service	74%	26%	0%	0%
Provides services which are value for money	66%	33%	1%	0%
Provides good quality services	74%	26%	0%	0%
Has friendly, polite, helpful, well informed employees	65%	35%	0%	0%
Promotes its services well	62%	35%	3%	0%
Tackles important issues for the future of the area	64%	33%	3%	0%
Listens to complaints	51%	47%	2%	0%
Communicates well with the public	62%	37%	1%	0%
Ensures sustainable use of resources and care for the environment	62%	37%	1%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

32%	1
56%	2
9%	3
3%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

66%	0
16%	1
17%	2
1%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	58%	39%	3%	0%	0%	0%
3-5years	62%	33%	6%	0%	0%	0%
6-15 years	48%	32%	21%	0%	0%	0%

Q60 Gender of respondent:

46%	Male
54%	Female

Q60 Age of respondent:

11%	16-24
25%	25-34
18%	35-44
17%	45-54
8%	55-59
5%	60-64
9%	65-74
7%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

12%	Single adult under 60
13%	Single adult 60+
22%	Two adults under 60
7%	Two adults aged 60+
3%	Two adults at least one over 60
7%	Single adult with at least one child
25%	Two adults and at least one child
9%	Three or more adults with no children
3%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

46%	1
12%	2
0%	3
0%	4 or more
42%	None

Q62 Do you or any member of your household have a disability?

17%	Yes
83%	No

Q63 What is the nature of the disability?

17%	Mental health condition
83%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
6%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
3%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
3%	Difficulties with hearing
0%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 61% None
- 16% Church of Scotland
- 20% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 0% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 93% Scottish
- 1% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 5% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 1% Less than £100 per week/ £5,199 per year
- 5% £100-199 per week / £5,200 - £10,399 per year
- 10% £200-299 per week / £10,400 - £15, 599 per year
- 12% £300-399 per week / £15,600 - £20,199 per year
- 11% £400-499 per week / £20,800 - £25,999 per year
- 7% £500-599 per week / £26,000 - £31,199 per year
- 5% £600 or more per week/ £31,200 or more per year
- 10% Don't know
- 40% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	100% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	46% Maryfield
	0% The Ferry
	54% Coldside
	0% Lochee
	0% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 0% Quality of housing
- 23% Close to shops/ quality of shops/ amenities
- 2% Always lived here/ familiar with/ know area
- 13% Pleasant/ nice area
- 26% Friendly people/ neighbours/ family and friends
- 38% Quiet/ peaceful
- 30% Convenient location
- 5% Central location
- 2% Other
- 1% None/ nothing
- 3% Don't know
- 0% Lots for kids to do
- 4% Lots of green/ open spaces/ countryside/ nice views
- 5% Safe
- 5% Good public transport
- 0% Everything
- 12% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 2% Littering/ dirty/ dog fouling
- 4% Difficult/ poor parking
- 5% Drug problems
- 3% Lack of facilities for youths/ children
- 1% ASB/ neighbours/ noisy
- 0% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 3% Other
- 75% None/ nothing
- 0% Lack of security
- 5% Don't know
- 1% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 4% Area going downhill/ untidy/ rundown
- 1% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 2% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 7% Up to one year
- 20% 1-2 years
- 21% 3-5 years
- 10% 6-10 years
- 36% Over 10 years
- 7% Always lived there
- 0% Don't know

Q4 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?

- 5% Yes - has got better
- 3% Yes - has got worse
- 70% No change
- 22% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 9% Access to parks/ open spaces
- 9% Better facilities/ amenities
- 0% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 0% Fewer drug problems
- 11% Friendliness of people/ neighbours
- 91% Quieter/ more peaceful
- 9% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 52% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 17% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 66% Drug/ alcohol problems
- 14% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 14% Litter problems/ area is dirty
- 0% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 74% Very good
- 23% Fairly good
- 3% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 8% Up to one year
- 20% 1-2 years
- 23% 3-5 years
- 13% 6-10 years
- 33% Over 10 years
- 3% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 16% Rented from the Council
- 13% Rented from a housing association
- 31% Rented from a private landlord
- 30% Owned by you (not ex Council)
- 10% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 69% Very good
- 28% Fairly good
- 4% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	78%	21%	0%	0%	1%
Police service	64%	26%	0%	0%	10%
Fire service	65%	26%	0%	0%	10%
Refuse collection	61%	38%	0%	0%	1%
Local Schools	55%	23%	0%	0%	22%
Social care/ social work services	18%	15%	0%	0%	67%
Social housing	29%	28%	1%	4%	37%
Employment and advice services	20%	23%	5%	0%	52%
Public transport	75%	11%	8%	0%	5%
Street cleaning	49%	49%	1%	0%	1%
Sports and leisure facilities	63%	22%	4%	0%	12%
Community centre/ library	66%	20%	2%	0%	13%
Parks and open spaces	85%	12%	2%	1%	1%
Local phone boxes	24%	22%	0%	0%	54%
Local youth facilities	18%	28%	4%	0%	50%
Local shops	89%	9%	2%	0%	0%
Community Warden Service	12%	18%	1%	1%	69%
Access to free cash machine/ auto teller	81%	13%	1%	1%	4%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	69%	30%	0%	0%	1%
Police service	69%	28%	0%	0%	3%
Fire service	69%	28%	0%	0%	3%
Refuse collection	63%	35%	0%	0%	1%
Local Schools	49%	14%	0%	0%	37%
Social care/ social work services	28%	11%	0%	0%	61%
Social housing	41%	16%	1%	1%	41%
Employment and advice services	31%	14%	1%	0%	54%
Public transport	80%	14%	0%	0%	6%
Street cleaning	53%	46%	0%	0%	1%
Sports and leisure facilities	57%	16%	2%	0%	25%
Community centre/ library	65%	23%	0%	0%	12%
Parks and open spaces	73%	22%	1%	0%	5%
Local phone boxes	33%	11%	0%	1%	55%
Local youth facilities	26%	11%	1%	0%	62%
Local shops	92%	8%	0%	0%	0%
Community Warden Service	17%	10%	1%	0%	71%
Access to free cash machine/ auto teller	82%	11%	1%	1%	6%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	20%	42%	5%	0%	32%
Cleanliness of Streets	40%	59%	1%	0%	0%
Shopping Facilities	85%	14%	2%	0%	0%
Condition of roads, pavements and street lighting	35%	43%	20%	2%	0%
Quality and maintenance of open spaces	56%	40%	4%	0%	0%
Cleanliness of the area around your home	60%	37%	4%	0%	0%
The built environment (e.g. buildings, heritage etc)	65%	35%	1%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	64%	32%	3%	0%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	64% Very satisfied
	34% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	73% Very satisfied
	26% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	48% After school/ children's club
	17% Youth clubs/ projects or drop-in centres
	24% Voluntary Youth Organisations
	2% Youth Information Services
	1% Other Youthwork activities
	60% Organised Sporting activities/ classes/ clubs
	56% Organised Social/ Leisure activities/ classes/ clubs
	23% Learning groups or adult education classes
	18% Self-help or social care groups
	28% Community Festivals/ Events e.g. Gala Day
	11% Community Council or Neighbourhood Group
	2% Community Regeneration Forum or Group
	8% Local Consultation Activities or Events
	29% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	2%	16%	0%	11%	71%
Youth clubs/ projects or drop-in centres	0%	4%	0%	12%	84%
Voluntary Youth Organisations	0%	11%	0%	2%	87%
Youth Information Services	0%	28%	0%	0%	72%
Other Youthwork activities	0%	0%	0%	0%	100%
Organised Sporting activities/ classes/ clubs	0%	38%	4%	13%	45%
Organised Social/ Leisure activities/ classes/ clubs	0%	31%	5%	16%	48%
Learning groups or adult education classes	0%	7%	0%	2%	91%
Self-help or social care groups	0%	4%	0%	0%	96%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	71%	29%
Community Council or Neighbourhood Group	0%	4%	0%	0%	96%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	6%	0%	72%	21%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

9% Yes
91% No

Q17 Looking at this showcard, can you tell me if you 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?

- 1% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 2% Church, religion or faith-based group
- 1% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 97% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 54% Cinema
- 3% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 18% Theatre e.g. pantomime, musical or play
- 1% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 1% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 1% Classical music performance or opera
- 29% Live music event e.g. traditional music, rock concert, jazz event
- 1% Dance show/ event e.g. ballet
- 15% Museum
- 2% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 9% Gallery
- 38% Library, including mobile or online
- 1% Archive or records office
- 15% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 5% It costs too much
- 5% I don't know enough about it
- 6% Never occurred to me
- 57% Not really interested
- 0% I don't have anyone to go with
- 4% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 18% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 34% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	2%	25%	24%	25%	6%	18%
People in my community can influence decisions affecting my local area	3%	32%	26%	16%	4%	18%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 1% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 96% Yes
- 4% No
- 1% Don't know

Q22 How good is your health overall?

- 49% Very good
- 38% Good
- 8% Fair
- 3% Poor
- 1% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	18% 4 days a week or more
	56% 1-3 days a week
	12% Less than once a week
	14% Never

Q24	Are you, or have you ever been, a smoker?
	28% Currently smoke
	22% Used to smoke
	50% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	3% Daily or almost daily
	27% Weekly
	14% Monthly
	21% Less than monthly
	35% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	5%	32%	57%	6%
I've been feeling useful	0%	1%	24%	69%	6%
I've been feeling relaxed	0%	1%	31%	67%	2%
I've been feeling interested in other people	0%	1%	25%	72%	2%
I've had energy to spare	0%	2%	30%	65%	3%
I've been dealing well with problems	0%	0%	15%	66%	18%
I've been thinking clearly	0%	0%	14%	66%	20%
I've been feeling good about myself	0%	1%	27%	56%	16%
I've been feeling close to other people	0%	0%	14%	60%	26%
I've been feeling confident	0%	0%	15%	68%	17%
I've been able to make up my mind about things	0%	0%	11%	55%	33%
I've been feeling loved	0%	0%	12%	65%	23%
I've been interested in new things	0%	1%	20%	75%	3%
I've been feeling cheerful	0%	0%	16%	81%	4%

Q27	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?
	70% 1 - Not at all
	25% 2
	4% 3
	0% 4
	0% 5
	0% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	58% Strongly agree
	35% Tend to agree
	1% Tend to disagree
	0% Strongly disagree
	7% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	95% None
	1% On the job training
	0% An FE college course
	3% A university based course
	0% Distance learning/ Open University
	1% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	18% No qualification
	57% A qualification at degree level or above
	26% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	73% Very safe
	27% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	92%	8%	0%	0%	0%
	Alone in your home at night	92%	8%	0%	0%	0%
	Walking alone in your neighbourhood during the day	91%	8%	0%	0%	0%
	Walking alone in your neighbourhood after dark	55%	30%	5%	0%	10%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 5% Decreased a little
- 75% Remained the same
- 3% Increased a little
- 0% Increased a lot
- 17% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 0% Experience of family or friends
- 100% Talking to people in the area
- 0% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 3% Boredom/ nothing to do/ lack of facilities
- 45% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 1% Immigrants
- 35% Alcohol/ Drugs
- 2% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 0% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 2% Crime e.g. Break ins/ burglary/ vandalism
- 10% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 5% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 96% Not at all
- 4% A little
- 0% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 97% Bank account
- 19% Building society account
- 4% Credit union account
- 2% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 71% Yes
- 23% No
- 2% Prefer not to say
- 4% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 26% No savings
- 11% Less than £1,000
- 28% £1,000 or more
- 2% Don't know
- 33% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 7% Mortgage or rent payments
- 5% Changes to benefits
- 1% Council tax payments
- 5% Loan or credit card payments
- 10% Cost of food
- 22% Cost of domestic energy bills
- 0% Vehicle fuel prices
- 74% None of the above
- 0% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 26% Manage very well
- 45% Manage quite well
- 21% Get by all right
- 4% Don't manage very well
- 4% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 1% Make a complaint
- 18% Seek information
- 25% Request a service
- 1% Make a suggestion
- 56% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 70% Very satisfied
- 0% Satisfied
- 0% Neither satisfied nor dissatisfied
- 30% Dissatisfied
- 0% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 33% Very satisfied
- 47% Satisfied
- 21% Neither satisfied nor dissatisfied
- 0% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 60% Very satisfied
- 38% Satisfied
- 0% Neither satisfied nor dissatisfied
- 2% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 82% Get what you need at that contact
- 18% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 0% By a letter
- 77% By a telephone call to the Council
- 8% By a personal visit to a Council office
- 1% By e-mail
- 14% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	84%	16%	0%	0%	0%	0%
How quickly the phone was answered	84%	16%	0%	0%	0%	0%
How easy it was to get through to someone who could help	84%	16%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	84%	16%	0%	0%	0%	0%
How well the staff understood what you wanted	84%	16%	0%	0%	0%	0%
The outcome of your contact	81%	13%	3%	2%	1%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	100%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	87%	13%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	87%	13%	0%	0%	0%	0%
How well the staff understood what you wanted	87%	13%	0%	0%	0%	0%
The outcome of your contact	33%	28%	26%	13%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	100%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	100%	0%	0%	0%	0%	0%
The outcome of your contact	100%	0%	0%	0%	0%	0%

Q51 Have you ever used the Council's website?
 41% Yes
 59% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	64%	36%	0%	0%	0%	0%	0%
The amount of information provided on the website	64%	36%	0%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 86% Yes
 14% No

Q54 Do you access, and use, the internet in any of the following ways...

- 70% Internet access at home
- 54% Internet access via a mobile phone
- 23% Internet access at work
- 5% Internet access through public access e.g. at library
- 4% Access the internet in some other way
- 17% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 46% Yes
 54% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 64% Yes
 36% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 45% Offering a good range of services
- 43% Providing an efficient service
- 44% Providing services which are value for money
- 44% Providing good quality services
- 15% Having friendly, polite, helpful, well informed employees
- 10% Promoting its services well
- 55% Tackling important issues for the future of the area
- 28% Listening to complaints
- 6% Communicating well with the public
- 12% Ensuring sustainable use of resources and care for the environment
- 0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	75%	24%	1%	0%
Provides an efficient service	72%	28%	0%	0%
Provides services which are value for money	60%	39%	1%	0%
Provides good quality services	72%	28%	1%	0%
Has friendly, polite, helpful, well informed employees	65%	35%	0%	0%
Promotes its services well	57%	40%	3%	0%
Tackles important issues for the future of the area	66%	31%	3%	0%
Listens to complaints	55%	42%	3%	0%
Communicates well with the public	63%	35%	2%	0%
Ensures sustainable use of resources and care for the environment	53%	44%	2%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

25%	1
68%	2
6%	3
1%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

66%	0
24%	1
8%	2
2%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	55%	43%	2%	0%	0%	0%
3-5years	68%	29%	3%	0%	0%	0%
6-15 years	63%	23%	13%	2%	0%	0%

Q60 Gender of respondent:

49%	Male
51%	Female

Q60 Age of respondent:

12%	16-24
34%	25-34
14%	35-44
11%	45-54
6%	55-59
6%	60-64
12%	65-74
6%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

13%	Single adult under 60
7%	Single adult 60+
22%	Two adults under 60
13%	Two adults aged 60+
4%	Two adults at least one over 60
5%	Single adult with at least one child
28%	Two adults and at least one child
6%	Three or more adults with no children
1%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

53%	1
12%	2
1%	3
0%	4 or more
34%	None

Q62 Do you or any member of your household have a disability?

14%	Yes
86%	No

Q63 What is the nature of the disability?

3%	Mental health condition
78%	Mobility/ physical disabilities
3%	Learning difficulties (e.g. dyslexia)
0%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
3%	Difficulties with hearing
12%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 56% None
- 24% Church of Scotland
- 17% Roman Catholic
- 1% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 2% Muslim
- 0% Sikh
- 0% Another religion (please specify)
- 1% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 85% Scottish
- 5% Other British
- 1% Irish
- 0% Gypsy/ Traveller
- 6% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 1% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 1% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 3% Less than £100 per week/ £5,199 per year
- 5% £100-199 per week / £5,200 - £10,399 per year
- 7% £200-299 per week / £10,400 - £15, 599 per year
- 7% £300-399 per week / £15,600 - £20,199 per year
- 13% £400-499 per week / £20,800 - £25,999 per year
- 8% £500-599 per week / £26,000 - £31,199 per year
- 11% £600 or more per week/ £31,200 or more per year
- 12% Don't know
- 34% Would rather not say

Fintry, Whitfield and Mill O Mains



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardlar, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	100% Fintry, Whitfield and Mill O Mains
	0% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	1% Lochee
	1% East End
	98% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 1% Quality of housing
- 12% Close to shops/ quality of shops/ amenities
- 7% Always lived here/ familiar with/ know area
- 14% Pleasant/ nice area
- 40% Friendly people/ neighbours/ family and friends
- 51% Quiet/ peaceful
- 10% Convenient location
- 0% Central location
- 2% Other
- 1% None/ nothing
- 4% Don't know
- 3% Lots for kids to do
- 2% Lots of green/ open spaces/ countryside/ nice views
- 3% Safe
- 5% Good public transport
- 0% Everything
- 12% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 3% Littering/ dirty/ dog fouling
- 0% Difficult/ poor parking
- 4% Drug problems
- 1% Lack of facilities for youths/ children
- 1% ASB/ neighbours/ noisy
- 1% Youths/ gangs causing trouble
- 4% Poor shops
- 1% Vandalism
- 1% Other
- 73% None/ nothing
- 0% Lack of security
- 8% Don't know
- 0% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 1% Area going downhill/ untidy/ rundown
- 1% Roads/ pavements/ winter gritting/ snow clearing
- 0% Bin uplifts/ refuse collection
- 1% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 1% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 5% Up to one year
- 9% 1-2 years
- 14% 3-5 years
- 18% 6-10 years
- 36% Over 10 years
- 18% Always lived there
- 0% Don't know

Q4 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?

- 9% Yes - has got better
- 3% Yes - has got worse
- 69% No change
- 19% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 15% Access to parks/ open spaces
- 14% Better facilities/ amenities
- 0% Less vandalism
- 28% Housing improvements - new houses
- 0% Improved schools
- 0% Cleaner/ tidier/ less litter
- 0% Improved shops
- 14% Fewer drug problems
- 7% Friendliness of people/ neighbours
- 22% Quieter/ more peaceful
- 21% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 20% Poorer shops
- 0% More vandalism
- 19% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 0% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 20% Youths/ gangs causing problems
- 41% Drug/ alcohol problems
- 19% Other
- 0% Not sure
- 0% More crime
- 0% People don't care about area
- 0% Too many private lets
- 0% Litter problems/ area is dirty
- 0% Area is rundown/ going downhill
- 0% More houses being built
- 0% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 74% Very good
- 24% Fairly good
- 1% Fairly poor
- 0% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 6% Up to one year
- 10% 1-2 years
- 16% 3-5 years
- 18% 6-10 years
- 43% Over 10 years
- 6% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 25% Rented from the Council
- 31% Rented from a housing association
- 8% Rented from a private landlord
- 19% Owned by you (not ex Council)
- 17% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 74% Very good
- 26% Fairly good
- 1% Average
- 0% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	73%	26%	1%	0%	0%
Police service	64%	29%	1%	1%	6%
Fire service	60%	31%	0%	0%	9%
Refuse collection	68%	29%	1%	0%	2%
Local Schools	64%	23%	1%	1%	12%
Social care/ social work services	13%	8%	1%	0%	78%
Social housing	44%	34%	1%	0%	21%
Employment and advice services	8%	27%	2%	0%	62%
Public transport	65%	29%	2%	0%	4%
Street cleaning	45%	52%	1%	0%	1%
Sports and leisure facilities	63%	26%	3%	0%	7%
Community centre/ library	52%	37%	1%	0%	11%
Parks and open spaces	85%	10%	2%	0%	2%
Local phone boxes	19%	7%	1%	0%	73%
Local youth facilities	19%	31%	9%	2%	39%
Local shops	49%	27%	19%	4%	0%
Community Warden Service	22%	35%	1%	1%	40%
Access to free cash machine/ auto teller	50%	42%	6%	1%	1%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	50%	49%	1%	0%	0%
Police service	57%	42%	0%	0%	1%
Fire service	57%	42%	0%	0%	1%
Refuse collection	62%	38%	0%	0%	0%
Local Schools	50%	30%	0%	0%	20%
Social care/ social work services	25%	3%	0%	0%	72%
Social housing	53%	17%	0%	0%	30%
Employment and advice services	26%	5%	0%	0%	69%
Public transport	67%	32%	0%	0%	1%
Street cleaning	48%	50%	0%	0%	2%
Sports and leisure facilities	52%	29%	2%	0%	17%
Community centre/ library	63%	31%	0%	0%	6%
Parks and open spaces	76%	23%	0%	0%	1%
Local phone boxes	29%	3%	0%	0%	68%
Local youth facilities	35%	16%	1%	0%	47%
Local shops	53%	40%	1%	0%	6%
Community Warden Service	34%	28%	1%	0%	37%
Access to free cash machine/ auto teller	52%	43%	3%	0%	1%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	23%	53%	6%	0%	19%
Cleanliness of Streets	23%	74%	3%	0%	0%
Shopping Facilities	43%	35%	19%	3%	0%
Condition of roads, pavements and street lighting	23%	56%	21%	0%	0%
Quality and maintenance of open spaces	40%	60%	0%	0%	0%
Cleanliness of the area around your home	37%	61%	2%	0%	0%
The built environment (e.g. buildings, heritage etc)	50%	50%	0%	0%	0%
The natural environment (e.g. parks, open spaces, countryside etc)	60%	39%	1%	0%	0%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	77% Very satisfied
	22% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	86% Very satisfied
	14% Satisfied
	0% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	57% After school/ children's club
	15% Youth clubs/ projects or drop-in centres
	28% Voluntary Youth Organisations
	5% Youth Information Services
	6% Other Youthwork activities
	74% Organised Sporting activities/ classes/ clubs
	54% Organised Social/ Leisure activities/ classes/ clubs
	26% Learning groups or adult education classes
	12% Self-help or social care groups
	33% Community Festivals/ Events e.g. Gala Day
	25% Community Council or Neighbourhood Group
	10% Community Regeneration Forum or Group
	11% Local Consultation Activities or Events
	7% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	0%	20%	0%	15%	65%
Youth clubs/ projects or drop-in centres	0%	12%	0%	0%	88%
Voluntary Youth Organisations	0%	21%	0%	0%	79%
Youth Information Services	0%	13%	0%	0%	87%
Other Youthwork activities	0%	33%	0%	11%	56%
Organised Sporting activities/ classes/ clubs	0%	53%	0%	8%	39%
Organised Social/ Leisure activities/ classes/ clubs	0%	33%	0%	10%	57%
Learning groups or adult education classes	0%	0%	0%	2%	98%
Self-help or social care groups	0%	0%	0%	0%	100%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	79%	21%
Community Council or Neighbourhood Group	0%	3%	0%	3%	95%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	0%	0%	23%	77%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

8% Yes
92% No

Q17 Looking at this showcard, can you tell me if you 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?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 1% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 1% Environmental protection
- 99% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 62% Cinema
- 1% Exhibition including art, photography or crafts
- 1% Book festival or reading group
- 16% Theatre e.g. pantomime, musical or play
- 0% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 1% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 0% Classical music performance or opera
- 34% Live music event e.g. traditional music, rock concert, jazz event
- 4% Dance show/ event e.g. ballet
- 17% Museum
- 1% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 5% Gallery
- 53% Library, including mobile or online
- 0% Archive or records office
- 17% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 0% It costs too much
- 0% I don't know enough about it
- 18% Never occurred to me
- 64% Not really interested
- 12% I don't have anyone to go with
- 0% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 15% Health isn't good enough
- 0% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 12% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	3%	31%	20%	30%	1%	14%
People in my community can influence decisions affecting my local area	3%	39%	20%	26%	1%	11%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 1% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 95% Yes
- 5% No
- 0% Don't know

Q22 How good is your health overall?

- 71% Very good
- 22% Good
- 5% Fair
- 2% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	17% 4 days a week or more
	68% 1-3 days a week
	5% Less than once a week
	10% Never

Q24	Are you, or have you ever been, a smoker?
	26% Currently smoke
	21% Used to smoke
	53% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	1% Daily or almost daily
	11% Weekly
	9% Monthly
	23% Less than monthly
	56% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.					
		None of the time	Rarely	Some of the time	Often	All of the time
	I've been feeling optimistic about the future	0%	1%	31%	58%	10%
	I've been feeling useful	0%	0%	30%	62%	8%
	I've been feeling relaxed	0%	0%	34%	63%	3%
	I've been feeling interested in other people	0%	0%	27%	69%	3%
	I've had energy to spare	0%	3%	32%	62%	3%
	I've been dealing well with problems	0%	0%	13%	68%	18%
	I've been thinking clearly	0%	0%	11%	66%	23%
	I've been feeling good about myself	0%	0%	15%	64%	21%
	I've been feeling close to other people	0%	0%	10%	68%	23%
	I've been feeling confident	0%	0%	9%	70%	21%
	I've been able to make up my mind about things	0%	0%	10%	63%	27%
	I've been feeling loved	0%	0%	15%	65%	21%
	I've been interested in new things	0%	1%	19%	73%	6%
	I've been feeling cheerful	0%	0%	8%	84%	8%

Q27	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?
	74% 1 - Not at all
	24% 2
	1% 3
	0% 4
	0% 5
	0% 6 - A great deal
	1% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	74% Strongly agree
	25% Tend to agree
	0% Tend to disagree
	0% Strongly disagree
	1% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	95% None
	1% On the job training
	1% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	2% School
	1% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	0% A qualification at degree level or above
	100% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	91% Very safe
	9% Fairly safe
	0% A bit unsafe
	0% Very unsafe
	0% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	96%	4%	0%	0%	0%
	Alone in your home at night	96%	4%	0%	0%	0%
	Walking alone in your neighbourhood during the day	95%	5%	0%	0%	0%
	Walking alone in your neighbourhood after dark	58%	35%	1%	0%	5%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 0% Decreased a lot
- 8% Decreased a little
- 72% Remained the same
- 4% Increased a little
- 1% Increased a lot
- 16% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 0% Personal experience of crime
- 14% Experience of family or friends
- 100% Talking to people in the area
- 0% Media - television, radio, paper
- 43% Social media internet sites e.g. Facebook, Twitter
- 14% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 3% Boredom/ nothing to do/ lack of facilities
- 35% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 1% Immigrants
- 45% Alcohol/ Drugs
- 2% Nothing
- 0% Lack of money/ poverty
- 1% Unemployment
- 0% Prostitution
- 1% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 1% Crime e.g. Break ins/ burglary/ vandalism
- 13% This is a good area/ neighbourhood/ quiet/ no trouble
- 0% Lack of discipline/ parental control
- 0% Opportunists/ some people can't help themselves
- 0% Lack of policing/ wardens
- 1% Other
- 4% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 97% Not at all
- 3% A little
- 0% Quite a lot
- 0% A great deal
- 1% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- Bank account
- 100%
- 9% Building society account
- 7% Credit union account
- 1% Post Office card account
- 0% No, none of these
- 0% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 75% Yes
- 22% No
- 2% Prefer not to say
- 1% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 34% No savings
- 11% Less than £1,000
- 11% £1,000 or more
- 0% Don't know
- 44% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 1% Mortgage or rent payments
- 1% Changes to benefits
- 1% Council tax payments
- 1% Loan or credit card payments
- 5% Cost of food
- 20% Cost of domestic energy bills
- 2% Vehicle fuel prices
- 77% None of the above
- 1% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 2% Manage very well
- 57% Manage quite well
- 40% Get by all right
- 0% Don't manage very well
- 1% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 0% Don't know

Q42	When you last contacted Dundee City Council, was this contact to ...?
	2% Make a complaint
	6% Seek information
	37% Request a service
	0% Make a suggestion
	55% Have never contacted with Council

Q43	Overall, how satisfied were you that the Council responded reasonably to your complaint?
	0% Very satisfied
	66% Satisfied
	34% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q44	Overall, how satisfied were you with this contact to seek information?
	49% Very satisfied
	51% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q45	Overall, how satisfied were you with this contact to request a service?
	84% Very satisfied
	16% Satisfied
	0% Neither satisfied nor dissatisfied
	0% Dissatisfied
	0% Very dissatisfied

Q46	On your most recent contact with the Council, did you....
	94% Get what you need at that contact
	6% Have to contact the Council again about the same issue

Q47	Was your most recent contact
	0% By a letter
	94% By a telephone call to the Council
	3% By a personal visit to a Council office
	0% By e-mail
	3% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	86%	14%	0%	0%	0%	0%
How quickly the phone was answered	85%	15%	0%	0%	0%	0%
How easy it was to get through to someone who could help	79%	21%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	80%	20%	0%	0%	0%	0%
How well the staff understood what you wanted	82%	18%	0%	0%	0%	0%
The outcome of your contact	80%	17%	2%	2%	0%	0%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	100%	0%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	100%	0%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	100%	0%	0%	0%	0%	0%
How well the staff understood what you wanted	100%	0%	0%	0%	0%	0%
The outcome of your contact	50%	50%	0%	0%	0%	0%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	0%	0%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	0%	0%	0%	0%	0%	0%
The outcome of your contact	0%	0%	0%	0%	0%	0%

Q51 Have you ever used the Council's website?
 54% Yes
 46% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	31%	69%	0%	0%	0%	0%	0%
The amount of information provided on the website	31%	69%	0%	0%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?
 87% Yes
 13% No

Q54 Do you access, and use, the internet in any of the following ways...

- 89% Internet access at home
- 52% Internet access via a mobile phone
- 15% Internet access at work
- 1% Internet access through public access e.g. at library
- 0% Access the internet in some other way
- 10% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?
 32% Yes
 68% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?
 72% Yes
 28% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

- 36% Offering a good range of services
- 56% Providing an efficient service
- 46% Providing services which are value for money
- 40% Providing good quality services
- 10% Having friendly, polite, helpful, well informed employees
- 7% Promoting its services well
- 64% Tackling important issues for the future of the area
- 22% Listening to complaints
- 7% Communicating well with the public
- 11% Ensuring sustainable use of resources and care for the environment
- 1% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	73%	27%	0%	0%
Provides an efficient service	69%	31%	0%	0%
Provides services which are value for money	62%	38%	0%	0%
Provides good quality services	67%	33%	0%	0%
Has friendly, polite, helpful, well informed employees	60%	40%	0%	0%
Promotes its services well	54%	45%	1%	0%
Tackles important issues for the future of the area	60%	38%	1%	0%
Listens to complaints	50%	50%	1%	0%
Communicates well with the public	53%	46%	1%	0%
Ensures sustainable use of resources and care for the environment	58%	40%	1%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

26%	1
65%	2
6%	3
2%	4
1%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

57%	0
19%	1
20%	2
3%	3
1%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	63%	31%	6%	0%	0%	0%
3-5years	49%	42%	9%	0%	0%	0%
6-15 years	55%	27%	16%	1%	0%	0%

Q60 Gender of respondent:

45%	Male
55%	Female

Q60 Age of respondent:

8%	16-24
30%	25-34
15%	35-44
19%	45-54
11%	55-59
7%	60-64
6%	65-74
4%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

12%	Single adult under 60
6%	Single adult 60+
19%	Two adults under 60
9%	Two adults aged 60+
6%	Two adults at least one over 60
8%	Single adult with at least one child
31%	Two adults and at least one child
5%	Three or more adults with no children
4%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

60%	1
12%	2
1%	3
0%	4 or more
28%	None

Q62 Do you or any member of your household have a disability?

7%	Yes
93%	No

Q63 What is the nature of the disability?

0%	Mental health condition
91%	Mobility/ physical disabilities
0%	Learning difficulties (e.g. dyslexia)
0%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
10%	Difficulties with hearing
19%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 66% None
- 21% Church of Scotland
- 11% Roman Catholic
- 0% Other Christian
- 1% Buddhist
- 1% Hindu
- 0% Jewish
- 0% Muslim
- 1% Sikh
- 0% Another religion (please specify)
- 0% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 95% Scottish
- 0% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 1% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 0% Pakistani, Pakistani Scottish or Pakistani British
- 1% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 2% Less than £100 per week/ £5,199 per year
- 3% £100-199 per week / £5,200 - £10,399 per year
- 12% £200-299 per week / £10,400 - £15, 599 per year
- 10% £300-399 per week / £15,600 - £20,199 per year
- 15% £400-499 per week / £20,800 - £25,999 per year
- 9% £500-599 per week / £26,000 - £31,199 per year
- 4% £600 or more per week/ £31,200 or more per year
- 8% Don't know
- 37% Would rather not say



CITIZENS' SURVEY 2015

SQ1	Community Regeneration area:
	0% Ardler, St Mary's and Kirkton
	0% Beechwood, Lochee, Menziehill and Charleston
	0% Coldside and Maryfield
	0% Fintry, Whitfield and Mill O Mains
	100% Mid Craigie, Linlathen and Douglas
	0% None

SQ2	Ward
	0% West End
	0% Maryfield
	0% The Ferry
	0% Coldside
	0% Lochee
	100% East End
	0% North East
	0% Strathmartine

Q1 What do you like best about living in this neighbourhood?

- 0% Close to beach/ coast
- 0% Quality of housing
- 23% Close to shops/ quality of shops/ amenities
- 4% Always lived here/ familiar with/ know area
- 13% Pleasant/ nice area
- 24% Friendly people/ neighbours/ family and friends
- 49% Quiet/ peaceful
- 11% Convenient location
- 0% Central location
- 0% Other
- 3% None/ nothing
- 0% Don't know
- 1% Lots for kids to do
- 0% Lots of green/ open spaces/ countryside/ nice views
- 2% Safe
- 9% Good public transport
- 1% Everything
- 11% It's ok/ fine/ I like it here/ no problems

Q2 What do you like least about living in this neighbourhood?

- 3% Littering/ dirty/ dog fouling
- 5% Difficult/ poor parking
- 8% Drug problems
- 0% Lack of facilities for youths/ children
- 8% ASB/ neighbours/ noisy
- 4% Youths/ gangs causing trouble
- 0% Poor shops
- 0% Vandalism
- 3% Other
- 70% None/ nothing
- 1% Lack of security
- 0% Don't know
- 4% Speeding cars/ traffic
- 1% Lack of transport/ poor public transport
- 3% Area going downhill/ untidy/ rundown
- 0% Roads/ pavements/ winter gritting/ snow clearing
- 1% Bin uplifts/ refuse collection
- 4% Too many private lets/ undesirables moving into the area
- 0% Too many stairs/ hills
- 0% Not much for people to do in general

Q3 How long have you lived in this neighbourhood?

- 6% Up to one year
- 8% 1-2 years
- 15% 3-5 years
- 14% 6-10 years
- 49% Over 10 years
- 9% Always lived there
- 0% Don't know

Q4 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?

- 9% Yes - has got better
- 8% Yes - has got worse
- 64% No change
- 19% Don't know

Q5better In what ways do you think it has changed? (GOT BETTER)

- 0% Access to parks/ open spaces
- 0% Better facilities/ amenities
- 4% Less vandalism
- 0% Housing improvements - new houses
- 0% Improved schools
- 8% Cleaner/ tidier/ less litter
- 0% Improved shops
- 4% Fewer drug problems
- 44% Friendliness of people/ neighbours
- 39% Quieter/ more peaceful
- 0% Other
- 0% Not sure
- 0% Less people hanging around street
- 0% Less crime
- 0% More young families in the area

Q5worse Q5 In what ways do you think it has changed? (GOT WORSE)

- 0% Lack of parks/ open spaces
- 0% Overgrown gardens/ uncut grass
- 0% Poorer shops
- 0% More vandalism
- 19% Undesirable people moving in
- 0% Lack of facilities for youths/ children
- 19% ASB/ neighbours/ noisy
- 0% People/ neighbours less friendly
- 0% Youths/ gangs causing problems
- 66% Drug/ alcohol problems
- 0% Other
- 0% Not sure
- 0% More crime
- 5% People don't care about area
- 5% Too many private lets
- 0% Litter problems/ area is dirty
- 5% Area is rundown/ going downhill
- 0% More houses being built
- 9% Parking
- 0% Condition of roads/ pavements
- 0% More traffic/ motorbikes/ roads unsafe

Q6 Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

- 42% Very good
- 51% Fairly good
- 5% Fairly poor
- 2% Very poor
- 0% No opinion

Q7 How long have you lived in this house/ flat?

- 6% Up to one year
- 9% 1-2 years
- 16% 3-5 years
- 15% 6-10 years
- 50% Over 10 years
- 3% Always lived here
- 0% Don't know

Q8 Please tell me which of the descriptions on this card best describes your house/ flat?

- 45% Rented from the Council
- 9% Rented from a housing association
- 9% Rented from a private landlord
- 17% Owned by you (not ex Council)
- 20% Owned by you (ex Council)
- 0% Other (please specify)

Q9 Overall, how do you rate the general condition of this (your) house/ flat?

- 42% Very good
- 46% Fairly good
- 10% Average
- 1% Fairly poor
- 0% Very poor
- 0% Don't know

Q10 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Doesn't exist/ never used
Local Health services	34%	52%	12%	3%	0%
Police service	29%	51%	4%	1%	15%
Fire service	31%	50%	0%	0%	18%
Refuse collection	38%	61%	1%	0%	1%
Local Schools	32%	31%	0%	0%	37%
Social care/ social work services	6%	32%	0%	0%	61%
Social housing	28%	43%	1%	1%	27%
Employment and advice services	0%	24%	6%	8%	62%
Public transport	44%	40%	10%	1%	6%
Street cleaning	2%	80%	18%	0%	0%
Sports and leisure facilities	35%	33%	3%	2%	27%
Community centre/ library	37%	46%	2%	0%	14%
Parks and open spaces	37%	48%	11%	1%	2%
Local phone boxes	0%	21%	1%	8%	70%
Local youth facilities	3%	35%	1%	2%	59%
Local shops	53%	46%	0%	0%	1%
Community Warden Service	6%	40%	0%	0%	54%
Access to free cash machine/ auto teller	51%	44%	0%	0%	5%

Q11 And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Doesn't exist/ never used
Local Health services	17%	83%	0%	0%	0%
Police service	24%	71%	0%	0%	5%
Fire service	24%	70%	0%	0%	6%
Refuse collection	26%	73%	0%	0%	0%
Local Schools	17%	55%	0%	0%	28%
Social care/ social work services	9%	29%	0%	0%	61%
Social housing	32%	37%	0%	0%	31%
Employment and advice services	7%	29%	2%	0%	62%
Public transport	44%	45%	6%	0%	5%
Street cleaning	9%	84%	5%	0%	2%
Sports and leisure facilities	12%	54%	2%	0%	32%
Community centre/ library	16%	69%	2%	0%	14%
Parks and open spaces	14%	79%	3%	0%	3%
Local phone boxes	7%	24%	0%	0%	69%
Local youth facilities	6%	27%	1%	0%	66%
Local shops	58%	41%	0%	0%	1%
Community Warden Service	8%	34%	1%	0%	56%
Access to free cash machine/ auto teller	54%	41%	0%	0%	5%

Q12 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play areas	1%	75%	3%	0%	21%
Cleanliness of Streets	1%	83%	16%	0%	0%
Shopping Facilities	40%	59%	0%	0%	0%
Condition of roads, pavements and street lighting	1%	79%	20%	0%	0%
Quality and maintenance of open spaces	3%	86%	11%	0%	0%
Cleanliness of the area around your home	3%	90%	6%	0%	0%
The built environment (e.g. buildings, heritage etc)	8%	84%	6%	0%	2%
The natural environment (e.g. parks, open spaces, countryside etc)	9%	80%	8%	2%	2%

Q13	Overall, how satisfied are you with the quality of life in this neighbourhood?
	43% Very satisfied
	54% Satisfied
	2% Dissatisfied
	0% Very dissatisfied

Q14	Overall, how satisfied are you with the quality of life in Dundee?
	47% Very satisfied
	52% Satisfied
	1% Dissatisfied
	0% Very dissatisfied

Q15	Can you tell me firstly, if you are aware of any of these in this area?
	54% After school/ children's club
	19% Youth clubs/ projects or drop-in centres
	26% Voluntary Youth Organisations
	11% Youth Information Services
	15% Other Youthwork activities
	56% Organised Sporting activities/ classes/ clubs
	48% Organised Social/ Leisure activities/ classes/ clubs
	31% Learning groups or adult education classes
	17% Self-help or social care groups
	19% Community Festivals/ Events e.g. Gala Day
	5% Community Council or Neighbourhood Group
	2% Community Regeneration Forum or Group
	8% Local Consultation Activities or Events
	13% None

Q15 And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
After school/ children's clubs	10%	9%	0%	0%	80%
Youth clubs/ projects or drop-in centres	4%	6%	0%	0%	90%
Voluntary Youth Organisations	0%	9%	3%	2%	86%
Youth Information Services	0%	0%	0%	0%	100%
Other Youthwork activities	0%	16%	3%	3%	78%
Organised Sporting activities/ classes/ clubs	0%	44%	1%	1%	54%
Organised Social/ Leisure activities/ classes/ clubs	1%	27%	0%	2%	70%
Learning groups or adult education classes	0%	17%	3%	0%	81%
Self-help or social care groups	0%	14%	2%	2%	82%
Community Festivals/ Events e.g. Gala Day	0%	0%	0%	64%	36%
Community Council or Neighbourhood Group	0%	9%	0%	0%	91%
Community Regeneration Forum or Group	0%	0%	0%	0%	100%
Local Consultation Activities or Events	0%	11%	5%	16%	68%

Q16 Q16 Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

6% Yes
94% No

Q17 Looking at this showcard, can you tell me if you 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?

- 0% Children's group - e.g. playgroup, mothers and toddlers
- 0% School children e.g. school trips, sports days, discos, in the classroom
- 0% Youth groups/ children's activities outside of school
- 0% Coaching or organising sport or exercise
- 0% Church, religion or faith-based group
- 0% The elderly
- 0% Health disability or social welfare group or organisation
- 0% Local community group/ neighbourhood association/ community council
- 0% Tenants group/ residents association
- 0% Trade union activities
- 0% Public service - e.g. school, hospital, police, local government service
- 0% Professional society
- 0% Safety/ first aid
- 0% The environment/ animals
- 0% Justice/ human rights
- 0% Hobbies/ recreation/ arts/ social club
- 0% Citizens groups
- 0% Domestic animal welfare
- 0% Wildlife protection
- 0% Environmental protection
- 100% None

Q18 In the last 12 months have you been to any of these events or places in Dundee?

- 54% Cinema
- 5% Exhibition including art, photography or crafts
- 0% Book festival or reading group
- 19% Theatre e.g. pantomime, musical or play
- 2% Street arts (art in everyday surroundings like streets, parks or shopping centre)
- 7% Culturally specific festival e.g. mela/ Feis/ local Gala days
- 3% Classical music performance or opera
- 27% Live music event e.g. traditional music, rock concert, jazz event
- 2% Dance show/ event e.g. ballet
- 21% Museum
- 2% Historical place e.g. castle, stately home and grounds, battle or archaeology site
- 7% Gallery
- 31% Library, including mobile or online
- 0% Archive or records office
- 21% None

Q19 If you have not taken part in any community activities or organisations, can you tell me why this is?

- 14% It costs too much
- 3% I don't know enough about it
- 0% Never occurred to me
- 67% Not really interested
- 0% I don't have anyone to go with
- 8% I wouldn't enjoy it
- 0% Not enough facilities close to where I live
- 5% Health isn't good enough
- 3% I might feel uncomfortable or out of place
- 0% Lack of transport/ I can't easily get to it
- 0% Poor access to venues (e.g. no disabled ramps)
- 0% Not enough information on what is available
- 0% Didn't enjoy it last time
- 3% It's difficult to find the time
- 0% I would feel unsafe going to/ from the activity/ event
- 0% I would feel unsafe at the activity/ event
- 0% Other

Q20 Please tell me to what extent you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	0%	31%	30%	22%	4%	12%
People in my community can influence decisions affecting my local area	0%	36%	27%	19%	4%	13%

Q21 First of all could you tell me whether you are registered with.... a GP or health centre?

- 99% Yes
- 0% No
- 0% Don't know

Q21 First of all could you tell me whether you are registered with.... a dentist?

- 97% Yes
- 3% No
- 0% Don't know

Q22 How good is your health overall?

- 34% Very good
- 49% Good
- 14% Fair
- 4% Poor
- 0% Very poor
- 0% Don't know

Q23	In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?
	32% 4 days a week or more
	41% 1-3 days a week
	17% Less than once a week
	10% Never

Q24	Are you, or have you ever been, a smoker?
	35% Currently smoke
	26% Used to smoke
	39% Never smoked

Q25	How often do you have (8 for men/ 6 for women) or more alcoholic drinks on one occasion?
	4% Daily or almost daily
	29% Weekly
	14% Monthly
	21% Less than monthly
	32% Never
	0% Don't know

Q26	Please say which option best describes your experience over the last 2 weeks.				
	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	0%	14%	34%	48%	3%
I've been feeling useful	1%	9%	31%	57%	3%
I've been feeling relaxed	0%	6%	27%	63%	4%
I've been feeling interested in other people	1%	8%	24%	61%	6%
I've had energy to spare	0%	14%	28%	52%	6%
I've been dealing well with problems	0%	5%	26%	61%	8%
I've been thinking clearly	0%	6%	21%	63%	9%
I've been feeling good about myself	0%	9%	22%	61%	8%
I've been feeling close to other people	0%	4%	22%	60%	13%
I've been feeling confident	1%	8%	20%	64%	7%
I've been able to make up my mind about things	0%	5%	20%	64%	11%
I've been feeling loved	0%	4%	19%	61%	17%
I've been interested in new things	0%	9%	28%	54%	9%
I've been feeling cheerful	0%	5%	22%	64%	9%

Q27	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?
	79% 1 - Not at all
	11% 2
	5% 3
	3% 4
	1% 5
	2% 6 - A great deal
	0% Don't know

Q28	To what extent do you agree with the statement "I could turn to friends/ relatives in this neighbourhood for support?"
	38% Strongly agree
	48% Tend to agree
	3% Tend to disagree
	9% Strongly disagree
	3% Don't know

Q29	Are you currently taking part in any of these forms of education/ classes of training?
	96% None
	2% On the job training
	0% An FE college course
	0% A university based course
	0% Distance learning/ Open University
	0% School
	0% Adult education or evening class
	0% Help with reading, writing or use of numbers
	0% Other

Q30	What type of qualification, if any, will this lead to. Would it lead to...
	0% No qualification
	11% A qualification at degree level or above
	89% Another qualification

Q31	Taking everything into account how safe do you feel your neighbourhood is as a place to live?
	53% Very safe
	43% Fairly safe
	2% A bit unsafe
	1% Very unsafe
	1% Don't know

Q32	How safe do you feel when...					
		Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
	Alone in your home during the day	76%	23%	1%	0%	0%
	Alone in your home at night	73%	25%	2%	0%	0%
	Walking alone in your neighbourhood during the day	63%	35%	2%	0%	0%
	Walking alone in your neighbourhood after dark	24%	50%	13%	2%	10%

Q33 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

- 1% Decreased a lot
- 4% Decreased a little
- 59% Remained the same
- 5% Increased a little
- 2% Increased a lot
- 29% Don't know

Q34 If you feel crime has increased in your neighbourhood, what has influenced your opinion?

- 23% Personal experience of crime
- 13% Experience of family or friends
- 89% Talking to people in the area
- 18% Media - television, radio, paper
- 0% Social media internet sites e.g. Facebook, Twitter
- 0% Internet sites
- 0% Police or Council publications
- 0% Other

Q35 What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

- 4% Boredom/ nothing to do/ lack of facilities
- 24% Don't know
- 0% Driving offences/ speeding/ motorbikes
- 0% Immigrants
- 47% Alcohol/ Drugs
- 0% Nothing
- 5% Lack of money/ poverty
- 7% Unemployment
- 0% Prostitution
- 2% New people/ undesirables moving into area/ not knowing who your neighbours are
- 0% Anti social behaviour
- 0% Crime e.g. Break ins/ burglary/ vandalism
- 12% This is a good area/ neighbourhood/ quiet/ no trouble
- 1% Lack of discipline/ parental control
- 2% Opportunists/ some people can't help themselves
- 1% Lack of policing/ wardens
- 2% Other
- 3% Gangs/ youths

Q36 To what extent, if it all, does a fear of crime prevent you from taking part in your every day activities?

- 86% Not at all
- 11% A little
- 3% Quite a lot
- 0% A great deal
- 0% Don't know

Q37 Which of these accounts, if any, do you or your partner have?

- 98% Bank account
- 12% Building society account
- 0% Credit union account
- 5% Post Office card account
- 0% No, none of these
- 2% Prefer not to say

Q38 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

- 83% Yes
- 15% No
- 0% Prefer not to say
- 1% Don't know

Q39 Think about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investments or do you have no savings or investments at all?

- 32% No savings
- 2% Less than £1,000
- 10% £1,000 or more
- 1% Don't know
- 54% Prefer not to say

Q40 Are you currently experiencing, or within the last year have you had any difficulties with the following?

- 0% Mortgage or rent payments
- 2% Changes to benefits
- 9% Council tax payments
- 9% Loan or credit card payments
- 11% Cost of food
- 31% Cost of domestic energy bills
- 2% Vehicle fuel prices
- 65% None of the above
- 3% Prefer not to say

Q41 Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days?

- 5% Manage very well
- 37% Manage quite well
- 45% Get by all right
- 10% Don't manage very well
- 0% Have some deep financial difficulties
- 0% Are in deep financial trouble
- 0% Refused
- 1% Don't know

Q42 When you last contacted Dundee City Council, was this contact to ...?

- 6% Make a complaint
- 12% Seek information
- 48% Request a service
- 0% Make a suggestion
- 34% Have never contacted with Council

Q43 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- 0% Very satisfied
- 64% Satisfied
- 0% Neither satisfied nor dissatisfied
- 36% Dissatisfied
- 0% Very dissatisfied

Q44 Overall, how satisfied were you with this contact to seek information?

- 13% Very satisfied
- 78% Satisfied
- 6% Neither satisfied nor dissatisfied
- 3% Dissatisfied
- 0% Very dissatisfied

Q45 Overall, how satisfied were you with this contact to request a service?

- 40% Very satisfied
- 57% Satisfied
- 2% Neither satisfied nor dissatisfied
- 1% Dissatisfied
- 0% Very dissatisfied

Q46 On your most recent contact with the Council, did you....

- 89% Get what you need at that contact
- 11% Have to contact the Council again about the same issue

Q47 Was your most recent contact

- 1% By a letter
- 87% By a telephone call to the Council
- 8% By a personal visit to a Council office
- 4% By e-mail
- 0% By visiting the Council's website

Q48 How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	32%	63%	4%	1%	0%	0%
How quickly the phone was answered	32%	63%	4%	1%	0%	0%
How easy it was to get through to someone who could help	32%	63%	4%	1%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	33%	64%	2%	1%	0%	0%
How well the staff understood what you wanted	33%	63%	3%	1%	0%	0%
The outcome of your contact	36%	57%	4%	1%	2%	1%

Q49 How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	8%	92%	0%	0%	0%	0%
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	8%	92%	0%	0%	0%	0%
Overall helpfulness/ friendliness/ courtesy of the staff you dealt with	8%	85%	7%	0%	0%	0%
How well the staff understood what you wanted	8%	85%	0%	7%	0%	0%
The outcome of your contact	22%	43%	7%	14%	7%	7%

Q50 How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?						
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your email/ letter	37%	63%	0%	0%	0%	0%
The extent to which the first reply you received answered your query	37%	50%	0%	13%	0%	0%
The outcome of your contact	37%	37%	0%	26%	0%	0%

Q51 Have you ever used the Council's website?

40% Yes
60% No

Q52 How satisfied or dissatisfied would you say you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
How easily you managed to find the information you wanted	12%	85%	1%	2%	0%	0%	0%
The amount of information provided on the website	12%	85%	1%	2%	0%	0%	0%

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?

90% Yes
10% No

Q54 Do you access, and use, the internet in any of the following ways...

77% Internet access at home
46% Internet access via a mobile phone
11% Internet access at work
0% Internet access through public access e.g. at library
2% Access the internet in some other way
21% None of these - I do not access the internet

Q55 Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?

32% Yes
68% No

Q55 Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?

66% Yes
34% No

Q56 I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council...

31% Offering a good range of services
44% Providing an efficient service
54% Providing services which are value for money
30% Providing good quality services
24% Having friendly, polite, helpful, well informed employees
7% Promoting its services well
56% Tackling important issues for the future of the area
19% Listening to complaints
10% Communicating well with the public
24% Ensuring sustainable use of resources and care for the environment
0% Don't know

Q57 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council....

	Agree	Neither nor	Disagree	Don't know
Offers a good range of services	49%	47%	4%	0%
Provides an efficient service	51%	44%	4%	0%
Provides services which are value for money	46%	39%	15%	0%
Provides good quality services	55%	39%	6%	0%
Has friendly, polite, helpful, well informed employees	54%	35%	11%	0%
Promotes its services well	53%	43%	4%	0%
Tackles important issues for the future of the area	47%	39%	14%	0%
Listens to complaints	51%	42%	6%	0%
Communicates well with the public	52%	40%	8%	0%
Ensures sustainable use of resources and care for the environment	49%	41%	10%	0%

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

38%	1
51%	2
9%	3
2%	4
0%	5

Q58 Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

75%	0
13%	1
8%	2
3%	3
0%	4
0%	5+

Q59 How many children are there in the household in each group?

	0	1	2	3	4	5+
Less than 3 years	59%	35%	6%	0%	0%	0%
3-5years	59%	32%	10%	0%	0%	0%
6-15 years	49%	34%	15%	2%	0%	0%

Q60 Gender of respondent:

46%	Male
54%	Female

Q60 Age of respondent:

9%	16-24
22%	25-34
16%	35-44
15%	45-54
10%	55-59
8%	60-64
15%	65-74
6%	75+
0%	Refused

HHCOMP HOUSEHOLD COMPOSITION

19%	Single adult under 60
12%	Single adult 60+
18%	Two adults under 60
14%	Two adults aged 60+
4%	Two adults at least one over 60
7%	Single adult with at least one child
16%	Two adults and at least one child
9%	Three or more adults with no children
2%	Other

Q61 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

47%	1
9%	2
2%	3
0%	4 or more
42%	None

Q62 Do you or any member of your household have a disability?

20%	Yes
80%	No

Q63 What is the nature of the disability?

8%	Mental health condition
73%	Mobility/ physical disabilities
2%	Learning difficulties (e.g. dyslexia)
2%	Difficulties with sight
0%	Learning disability (e.g. Downs Syndrome)
0%	Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's syndrome)
2%	Difficulties with hearing
18%	Other condition (please write in)
0%	Don't know
0%	Refused

Q64 Can you please look at this card and specify what is your religion?

- 62% None
- 25% Church of Scotland
- 8% Roman Catholic
- 2% Other Christian
- 0% Buddhist
- 0% Hindu
- 0% Jewish
- 2% Muslim
- 0% Sikh
- 2% Another religion (please specify)
- 1% Would rather not say

Q65 Which of these groups on this card do you consider you belong to?

- 91% Scottish
- 3% Other British
- 0% Irish
- 0% Gypsy/ Traveller
- 4% Polish
- 0% Any other white ethnic group
- 0% Any mixed or multiple ethnic groups
- 1% Pakistani, Pakistani Scottish or Pakistani British
- 0% Indian, Indian Scottish or Indian British
- 0% Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0% Chinese, Chinese Scottish or Chinese British
- 0% Other
- 0% African, African Scottish or African British
- 0% Caribbean, Caribbean Scottish or Caribbean British
- 0% Black, Black Scottish or Black British
- 0% Other
- 0% Arab
- 0% Any other background
- 0% Refused
- 0% Don't know

Q66 Would you mind looking at the card and tell me which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance, and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

- 1% Less than £100 per week/ £5,199 per year
- 6% £100-199 per week / £5,200 - £10,399 per year
- 6% £200-299 per week / £10,400 - £15, 599 per year
- 7% £300-399 per week / £15,600 - £20,199 per year
- 9% £400-499 per week / £20,800 - £25,999 per year
- 3% £500-599 per week / £26,000 - £31,199 per year
- 0% £600 or more per week/ £31,200 or more per year
- 3% Don't know
- 65% Would rather not say

Appendix 2

Survey Questionnaire

SQ1 Community regeneration area:

Ardler, St Mary's and Kirkton	1	
Beechwood, Lochee, Menzieshill and Charleston	2	
Coldside and Maryfield	3	
Fintry, Whitfield and Mill O Mains	4	
Mid Craigie, Linlathen and Douglas	5	

SQ2 Ward

Dundee City West End	1	
Dundee City – Maryfield	2	
Dundee City - The Ferry	3	
Dundee City - Coldside	4	
Dundee City - Lochee	5	
Dundee City - East End	6	
Dundee City - North East	7	
Dundee City - Strathmartine	8	

INTERVIEWER: READ OUT Hello, my name is (show badge) I'm carrying out a survey on behalf of Dundee City Council/Dundee Partnership. You have been selected at random for this survey, and I wonder if I could ask you some questions about your satisfaction with your neighbourhood, health and public services? It should take approximately 20 minutes, and all the answers you give will be kept completely confidential. Can you spare the time just now to complete the questionnaire with me?

SECTION 1: YOUR HOUSE AND NEIGHBOURHOOD

1. The first few questions are about this neighbourhood. What do you like best about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]

2. What do you like least about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]

3. How long have you lived in this neighbourhood?

Up to one year	1	GO TO Q4
1-2 years	2	
3-5 years	3	
6-10 years	4	
Over 10 years	5	
Always lived there	6	
Don't know	7	

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

Yes - has got better	1	GO TO Q5
Yes - has got worse	2	
No change	3	GO TO Q6
Don't know	4	

5. In what ways do you think it has changed? [INTERVIEWER: PROBE FULLY]

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

Very good	1	GO TO Q7
Fairly good	2	
Fairly poor	3	
Very poor	4	
No opinion	5	

7. How long have you lived in this house/ flat?

Up to one year	1	GO TO Q8
1-2 years	2	
3-5 years	3	
6-10 years	4	
Over 10 years	5	
Always lived there	6	
Don't know	7	

8. **SHOWCARD** Please tell me which of the descriptions on this card best describes your house/ flat? **SELECT ONE ONLY**

Rented from the Council	1	GO TO Q9
Rented from a housing association	2	
Rented from a private landlord	3	
Owned by you (not ex Council)	4	
Owned by you (ex Council)	5	
Other (please specify)	6	

9. **SHOWCARD Overall, how do you rate the general condition of this (your) house / flat?**

Very good	1	GO TO Q10
Fairly good	2	
Average/ alright	3	
Fairly poor	4	
Very poor	5	
Don't know	6	

SECTION 2: LOCAL AREA AND SERVICES

10. **SHOWCARD** . Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in your local area?
11. **SHOWCARD** . And, looking at this card, how easy is it for you to access those services and facilities in your local area?

	Q10					Q11				
	Very Satis.	Fairly Satis.	Fairly Dissatis.	Very Dissatis	Doesn't exist/ never used	Very easy	Fairly easy	Fairly difficult	Very Difficult	Doesn't exist/ never used
Local Health services	1	2	3	4	5	1	2	3	4	5
Police service	1	2	3	4	5	1	2	3	4	5
Fire service	1	2	3	4	5	1	2	3	4	5
Refuse collection	1	2	3	4	5	1	2	3	4	5
Local Schools	1	2	3	4	5	1	2	3	4	5
Social care/social work services	1	2	3	4	5	1	2	3	4	5
Social housing	1	2	3	4	5	1	2	3	4	5
Employment and advice services	1	2	3	4	5	1	2	3	4	5
Public transport	1	2	3	4	5	1	2	3	4	5
Street cleaning	1	2	3	4	5	1	2	3	4	5
Sports and leisure facilities	1	2	3	4	5	1	2	3	4	5
Community centre / Library	1	2	3	4	5	1	2	3	4	5
Parks and open spaces	1	2	3	4	5	1	2	3	4	5
Local phone boxes	1	2	3	4	5	1	2	3	4	5
Local youth facilities	1	2	3	4	5	1	2	3	4	5
Local shops	1	2	3	4	5	1	2	3	4	5
Community Warden Service	1	2	3	4	5	1	2	3	4	5
Access to free cash machine/ auto teller	1	2	3	4	5	1	2	3	4	5

12. **SHOWCARD** . Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Children's Play Areas	1	2	3	4	5
Cleanliness of Streets	1	2	3	4	5
Shopping Facilities	1	2	3	4	5
Condition of roads, pavements and street lighting	1	2	3	4	5
Quality and maintenance of open spaces	1	2	3	4	5
Cleanliness of the area around your home	1	2	3	4	5
The built environment (e.g. buildings, heritage etc)	1	2	3	4	5
The natural environment (e.g. parks, open spaces, countryside etc)	1	2	3	4	5

13. **SHOWCARD** Overall, how satisfied are you with the quality of life in this neighbourhood?

Very satisfied	1	GO TO Q14
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Satisfied	2
Dissatisfied	3
Very dissatisfied	4

14. **SHOWCARD** Overall, how satisfied are you with the quality of life in Dundee?

Very satisfied	1	GO TO Q15
Satisfied	2	
Dissatisfied	3	
Very dissatisfied	4	

SECTION 3: COMMUNITY PARTICIPATION

15. I am going to read out some examples of community activities and organisations.

A) Can you tell me firstly, if you are aware of any of these in this area? **MULTI**

B) **SHOWCARD** And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these? Please take your answer from this card.

	A)	B) Take Part				
	Aware	Daily	Weekly	Monthly	Seldom	Never
After school/children's clubs	1	1	2	3	4	5
Youth clubs/projects or drop-in centres	2	1	2	3	4	5
Voluntary Youth Organisations	3	1	2	3	4	5
Youth Information Services	4	1	2	3	4	5
Other Youthwork activities	5	1	2	3	4	5
Organised Sporting activities/ classes/clubs	6	1	2	3	4	5
Organised Social/Leisure activities/classes/clubs	7	1	2	3	4	5
Learning groups or adult education classes	8	1	2	3	4	5
Self-help or social care groups	9	1	2	3	4	5
Community Festivals/ Events eg Gala Day	10	1	2	3	4	5
Community Council or Neighbourhood Group	11	1	2	3	4	5
Community Regeneration Forum or Group	12	1	2	3	4	5
Local Consultation Activities or Events	13	1	2	3	4	5

16. **READ OUT:** The next set of questions are about the kinds of things that some people do to give up their time, without pay, to help people or for the benefit of their neighbourhood or a wider area, and either through organisations or acting as individuals.

Thinking back over the last 12 months, have you given up any time to help any clubs, charities, campaigns or organisations. I mean in an unpaid capacity.

Yes	1	GO TO Q18 GO TO Q17
No	2	

17. **SHOWCARD** We often find that people forget about some of the things they have done because they only do them occasionally or wouldn't normally think of it as helping people or their community. Looking at this showcard, Have you undertaken any work or given unpaid help to any of these types of groups or organisations at any time in the past 12 months?[INTERVIEWER USE SHOWCARD AS A PROMPT FOR GROUPS/ ORGANISATIONS]

Children's group – e.g. playgroup, mothers and toddlers	1	GO TO Q18
School children e.g. school trips, sports days, discos, in the classroom	2	
Youth groups / children's activities outside of school	3	
Coaching or organising sport or exercise	4	
Church, religion or faith-based group	5	
The elderly	6	
Health disability or social welfare group or organisation	7	
Local community group / neighbourhood association / community council	8	
Tenants group / residents association	9	
Trade union activities	10	
Public service – e.g. school, hospital, police, local government service	11	
Professional society	12	
Safety / first aid	13	
The environment / animals	14	
Justice / human rights	15	
Hobbies / recreation / arts / social club	16	
Citizen's groups	17	
Domestic animal welfare	18	
Wildlife protection	19	
Environmental protection	20	
None	21	

18. **SHOWCARD** In the last 12 months have you been to any of these events or places in Dundee?
[INTERVIEWER USE SHOWCARD AS A PROMPT]

Cinema	1	Go to Q19
Exhibition including art, photography or crafts	2	
Book festival or reading group	3	
Theatre e.g. pantomime, musical or play	4	
Street arts (art in everyday surroundings like streets, parks or shopping centre)	5	
Culturally specific festival e.g. mela/ Feis/ local Gala days	6	
Classical music performance or opera	7	
Live music event e.g. traditional music, rock concert, jazz event	8	
Dance show / event e.g. ballet	9	
Museum	10	
Historical place e.g. castle, stately home and grounds, battle or archaeology site	11	
Gallery	12	
Library, including mobile or online	13	
Archive or records office	14	
None	15	

INTERVIEWER: IF RESPONDENT NOT TAKEN PART IN ANY COMMUNITY ACTIVITIES, ORGANISATIONS OR EVENTS/ PLACES AT Q15/Q16/ Q17/Q18 ASK Q19, OTHERWISE GO TO Q20

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

It costs too much	1	GO TO Q20
I don't know enough about it	2	
Never occurred to me	3	
Not really interested	4	
I don't have anyone to go with	5	
I wouldn't enjoy it	6	
Not enough facilities close to where I live	7	
Health isn't good enough	8	
I might feel uncomfortable or out of place	9	
Lack of transport/ I can't easily get to it	10	
Poor access to venues (e.g. no disabled ramps)	11	
Not enough information on what is available	12	
Didn't enjoy it last time	13	
It's difficult to find the time	14	
I would feel unsafe going to/from the activity/event	15	
I would feel unsafe at the activity/event	16	
Other, specify	17	

20. **SHOWCARD** . Please tell me to what extent you agree or disagree with the following statements (please take your response from this card):

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can influence decisions affecting my local area	1	2	3	4	5	6
People in my community can influence decisions affecting my local area	1	2	3	4	5	6

SECTION 4: HEALTH

21. The next few questions are about your health. First of all could you tell me whether you are registered with...
A)a GP or health centre? B)....a dentist?

	YES	NO	DON'T KNOW
A GP or health centre	1	2	3
A dentist?	1	2	3

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

Very good	1	GO TO Q23
Good	2	
Fair	3	
Poor	4	
Very poor	5	
Don't know	6	

23. **SHOWCARD (THIS CONTAINS DEFINITIONS OF PHYSICAL ACTIVITY)**
In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

4 days a week or more	1	GO TO Q24
1-3 days a week	2	
Less than once a week	3	
Never	4	

24. Are you, or have you ever been, a smoker?

Currently smoke	1	GO TO Q25
Used to smoke	2	
Never smoked	3	

25. **SHOWCARD – USE WHEEL IF NEED CLARIFICATION**

FOR MEN - How often do you have 8 units of alcohol a day (equivalent to 3 pints of strong beer)?

FOR WOMEN - How often do you have 6 units of alcohol a day (equivalent to 2 large glasses of wine)?

Daily or almost daily	1	GO TO Q26
Weekly	2	
Monthly	3	
Less than monthly	4	
Never	5	
Don't know	6	

26. **SHOWCARD 9.** I am going to read out statements about feelings and thoughts.

Please say which option best describes your experience over the last 2 weeks. Please take your answer from this card

	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	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 good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

27. **SHOWCARD** On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

1 - Not at all	1	GO TO Q28
2	2	
3	3	
4	4	
5	5	
6 – A great deal	6	
Don't know	7	

28. **SHOWCARD** To what extent do you agree with the statement: 'I could turn to friends/ relatives in this neighbourhood for support?'

Strongly agree	1	GO TO Q29
Tend to agree	2	
Tend to disagree	3	
Strongly disagree	4	
Don't know	5	

SECTION 5: EDUCATION

29. **SHOWCARD** Are you currently taking part in any of these forms of education/ classes or training?

None	1	GO TO Q30
On the job training	2	
An FE college course	3	
A university based course	4	
Distance learning/ Open University	5	
School	6	
Adult education or evening class	7	
Help with reading, writing or use of numbers	8	
Other	9	

30. What type of qualification, if any, will this lead to. Would it lead to....

No qualification	1	GO TO Q31
A qualification at degree level or above	2	
Another qualification	3	

SECTION 6: COMMUNITY SAFETY

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

Very safe	1	GO TO Q32
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
Don't know	5	

32. **SHOWCARD** . How safe do you feel when...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	1	2	3	4	5
Alone in your home at night	1	2	3	4	5
Walking alone in your neighbourhood during the day	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5

33. Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

Decreased a lot	1	GO TO Q35
Decreased a little	2	
Remained the same	3	
Increased a little	4	GO TO Q34
Increased a lot	5	
Don't know	6	GO TO Q35

34. If you feel crime has increased in your neighbourhood, what has influenced your

opinion?

Personal experience of crime	1	GO TO Q35
Experience of family or friends	2	
Talking to people in the area	3	
Media – television, radio, paper	4	
Social media internet sites eg Facebook, Twitter	5	
Internet sites	6	
Police or Council publications	7	
Other	8	

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

	GO TO Q36
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36. To what extent, if at all, does a fear of crime prevent you from taking part in your every day activities?

Not at all	1	GO TO Q37
A little	2	
Quite a lot	3	
A great deal	4	

SECTION 7: MONEY MATTERS

[INTERVIEWER READ OUT] The next set of questions might seem very personal, but the Council is keen to find about levels of financial inclusion and people's financial security, including their ability to 'cushion' life's unexpected problems. This includes being able to manage money effectively e.g. by having access to appropriate financial services and products. Please be assured that your responses to the survey are completely confidential

37. **SHOWCARD** Which of these accounts, if any, do you or your partner have? **MULTI**

Bank account	1	GO TO Q38
Building society account	2	
Credit union account	3	
Post Office card account	4	
No, none of these	5	
Prefer not to say	6	

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

Yes	1	GO TO Q39
No	2	
Prefer not to say	3	
Don't know	4	

39. Thinking about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investment or do you have no savings or investments at all? **SINGLE CODE**

No savings	1	GO TO Q40
Less than £1,000	2	
£1,000 or more	3	
Don't know	4	
Prefer not to say	5	

40. **SHOWCARD** Are you currently experiencing, or within the last year have you had any difficulties with the following?

Mortgage or rent payments	1	GO TO Q41
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Changes to benefits	2	
Council tax payments	3	
Loan or credit card payments	4	
Cost of food	5	
Cost of domestic energy bills	6	
Vehicle fuel prices	7	
None of the above	8	
Prefer not to say	9	

41. **SHOWCARD** Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days? **SINGLE CODE**

Manage very well	1	GO TO Q42
Manage quite well	2	
Get by all right	3	
Don't manage very well	4	
Have some deep financial difficulties	5	
Are in deep financial trouble	6	
Refused	7	
Don't know	8	

SECTION 8: CONTACTING YOUR COUNCIL

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

Make a complaint	1	GO TO Q43
Seek information	2	GO TO Q44
Request a service	3	GO TO Q45
Make a suggestion	4	GO TO Q46
Have never contacted the Council	5	GO TO Q51

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

Very satisfied	1	GO TO Q46
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

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

Very satisfied	1	GO TO Q46
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

45. **SHOWCARD** Overall, how satisfied were you with this contact to request a service?

Very satisfied	1	GO TO Q46
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

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

Get what you need at <u>that</u> contact	1	GO TO Q47
Have to contact the Council again about the same issue	2	

47. Was your most recent contact **READ OUT LIST. SINGLE CODE**

By a letter	1	GO TO Q50
By a telephone call to the Council	2	GO TO Q48
By a personal visit to a Council office	3	GO TO Q49
By e-mail	4	GO TO Q50
By visiting the Council's website	5	GO TO Q52

48. **SHOWCARD** . How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was for you to find the right number to call	1	2	3	4	5	6
How quickly the phone was answered	1	2	3	4	5	6
How easy it was to get through to someone who could help	1	2	3	4	5	6
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	1	2	3	4	5	6
How well the staff understood what you wanted	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

GO TO Q51

49. **SHOWCARD** . How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How easy it was to get to the office	1	2	3	4	5	6
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	1	2	3	4	5	6
Overall helpfulness/ friendliness/courtesy of the staff you dealt with	1	2	3	4	5	6
How well the staff understood what you wanted	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

GO TO Q51

50. **SHOWCARD** . How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your e-mail/ letter	1	2	3	4	5	6
The extent to which the first reply you received answered your query	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

GO TO Q51

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

Yes	1	GO TO Q52
No	2	GO TO Q53

52. **SHOWCARD** . How would satisfied or dissatisfied would you way you are with the website in terms of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applic
How easily you managed to find the information you wanted	1	2	3	4	5	6	7
The amount of information provided on the website	1	2	3	4	5	6	7

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

Yes	1	GO TO Q54
No	2	

54. **SHOWCARD** . Do you access, and use, the internet in any of the following ways...
CODE ALL THAT APPLY

Internet access at home	1	GO TO Q55
Internet access via a mobile phone	2	
Internet access at work	3	
Internet access through public access eg at library	4	
Access the internet in some other way	5	
None of these – I do not access the internet	6	

- 55.

	YES	NO	
Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm?	1	2	GO TO Q56
In general, would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?	1	2	

SECTION 9: VIEWS ABOUT THE COUNCIL

56. **SHOWCARD . I am going to read out a list of statements about your local Council** and would like you to tell me which 3 are of the most importance to you. Dundee City Council/ Angus Council... **CODE 3 ONLY**

Offering a good range of services	1	GO TO Q57
Providing an efficient service	2	
Providing services which are value for money	3	
Providing good quality services	4	
Having friendly, polite, helpful, well informed employees	5	
Promoting its services well	6	
Tackling important issues for the future of the area	7	
Listening to complaints	8	
Communicating well with the public	9	
Ensuring sustainable use of resources and care for the environment	10	

57. **SHOWCARD . I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Dundee City Council/ Angus Council.....**

	Agree	Neither nor	Disagree	
Offers a good range of services	1	2	3	GO TO Q58
Provides an efficient service	1	2	3	
Provides services which are value for money	1	2	3	
Provides good quality services	1	2	3	
Has friendly, polite, helpful, well informed employees	1	2	3	
Promotes its services well	1	2	3	
Tackles important issues for the future of the area	1	2	3	
Listens to complaints	1	2	3	
Communicates well with the public	1	2	3	
Ensures sustainable use of resources and care for the environment	1	2	3	

SECTION 10: HOUSEHOLD DETAILS

58. The final few questions are about the people who live in the household. Could I just check how many adults, aged 16 or over, are there in the household including you? And how many children?

Number of adults		1	2	3	4	5
Number of children (aged 0-15)	0	1	2	3	4	5+

IF NO CHILDREN, GO TO Q60

59. How many children are there in the household in each age group?

INTERVIEWER READ OUT AGE GROUPS AND CIRCLE APPROPRIATE BOX FOR NUMBER OF CHILDREN

Less than 3 years	0	1	2	3	4	5+
3-5 years	0	1	2	3	4	5+
6-15 years	0	1	2	3	4	5+

60. **SHOWCARD** . I'd like to record some basic information about the gender and age of each **adult** in the household. Firstly, can I check which of these age groups you fall into? Then could we take the other adults in turn and I'd simply like to record for each whether they are male or female and their broad age group.
CODE DETAILS BELOW

Person	Gender		Age							
	Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
1. Respondent										
2.										
3.										
4.										
5.										
6.										

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

1	1	GO TO Q62
2	2	
3	3	
4 or more	4	
None	5	

62. Do you or any member of your household have a disability? (**SINGLE CODE**)

Yes	1	GO TO Q63
No	2	GO TO Q64

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

Mental health condition	1	GO TO Q64
Mobility/ physical disabilities	2	
Learning difficulties (eg dyslexia)	3	
Difficulties with sight	4	
Learning disability (eg Down's Syndrome)	5	
Developmental disorder (eg Autistic Spectrum Disorder or Asperger's syndrome)	6	
Difficulties with hearing	7	
Other condition (please write in)	8	
Don't know	9	

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

None	1	GO TO Q65
Church of Scotland	2	
Roman Catholic	3	
Other Christian	4	
Buddhist	5	
Hindu	6	
Jewish	7	
Muslim	8	
Sikh	9	
Another religion (please specify)	10	
Would rather not say	11	

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

White		GO TO Q66
Scottish	1	
Other British	2	
Irish	3	
Gypsy/ Traveller	4	
Polish	5	
Any other white ethnic group	6	
Any mixed or multiple ethnic groups	7	
Asian, Asian Scottish or Asian British		
Pakistani, Pakistani Scottish or Pakistani British	8	
Indian, Indian Scottish or Indian British	9	
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10	
Chinese, Chinese Scottish or Chinese British	11	
Other	12	
African, Caribbean or Black		
African, African Scottish or African British	13	
Caribbean, Caribbean Scottish or Caribbean British	14	
Black, Black Scottish or Black British	15	
Other	16	
Other Ethnic Background		
Arab	17	
Any other Background	18	
Refused	19	
Don't know	20	

66. **SHOWCARD** . I have a card here on which various sums of money are shown grouped together. Would you mind looking at the card and tell me in which group your overall annual household income falls. Please use net income from all sources i.e. after deductions of income tax, national insurance and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

Less than £100 per week / £5,199 per year	1	THANK AND CLOSE
£100-199 per week / £5,200 - £10,399 per year	2	
£200-299 per week / £10,400-£15,599 per year	3	
£300-399 per week / £15,600-£20,199 per year	4	
£400-£499 per week / £20,800 - £25,999 per year	5	
£500-£599 per week / £26,000 - £31,199 per year	6	
£600 or more per week / £31,200 or more per year	7	
Don't Know	8	
Would rather not say	9	

Thank and close statement

- Thank you very much for answering my questions.
- Are you happy to sign the questionnaire to verify that you have taken part in the survey and your answers have been recorded accurately?

'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided'.

Signature	
Print name	

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P766																																								
Project name	Dundee Citizens' Survey																																								
Objectives of the research	<p>The specific research objectives of the 2015 Citizen Survey were as follows.</p> <ul style="list-style-type: none"> ■ To establish the public's views on general and specific aspects of life in Dundee, including: <ul style="list-style-type: none"> ○ The home and neighbourhood ○ Health ○ Education and employment ○ 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 Single Outcome Agreement. 																																								
Target group	Those who live in Dundee Council area																																								
Target sample size	1800 interviews																																								
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Date of fieldwork	5 th October to the 6 th of November
Sampling method	<p>The sample structure was designed to replicate the sampling methodology and structure utilised in the previous survey. This involved a disproportionate sampling methodology where:</p> <ul style="list-style-type: none"> ■ 800 interviews were completed with the general population of Dundee (100 in each of the 8 wards) ■ 1,000 interviews were carried out within community regeneration areas (200 in each of the 5 regeneration areas) <p>The “disproportionate” sampling approach was used previously and involves delivering the same number of interviews in each Ward or regeneration area, regardless of the actual population size of the area. This ensures the data for each Ward or regeneration area can be directly compared (with the same level of accuracy). The “disproportionate” aspect is eliminated in the results by applying appropriate statistical reweighting to balance survey data to be reflective of the entire population.</p> <p>Within each area, a random sample was drawn to ensure coverage across each area. Interviewing was scheduled over day time, evening and weekends to ensure all segments of the working and non working population had the opportunity to participate.</p>
Data collection method	Face to face methodology
Response rate and definition and method of how calculated	N/A
Any incentives?	No
Number of interviewers	8
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	At the overall Dundee level the margin of error associated with the results is +/-2.3%. (based upon a 50% estimate at the 95% level of confidence).