East Lothian Council

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REPORT TO: Members' Library Service

MEETING DATE:

BY: Depute Chief Executive – Partnerships and Community Services

SUBJECT: East Lothian Citizens' Panel – Summer 2014 Survey

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1 PURPOSE

1.1 To present the findings of the Summer 2014 Citizens' Panel Survey.

2 RECOMMENDATIONS

2.1 To note the contents of this report.

3 BACKGROUND

3.1 The East Lothian Citizens' Panel was developed to provide a cost effective method of consulting a cross section of the population on a regular basis. The establishment of an East Lothian Citizen's Panel helps East Lothian Council and its community planning partners to meet some of their consultation.

3.2 Recruitment to the Citizens' Panel took place in spring 2014. 1,233 people signed up as members. Invitations to join the Citizens' Panel were sent to a sample of the population (selected from the Electoral Register). In addition to direct invitations, Panel membership was also promoted via a range of media and individuals were targeted via various organisations / networks. Recruitment to the Citizens' Panel is ongoing.

3.3 The Summer 2014 Citizens' Panel Survey covered a range of topics including travel, physical activity, use of greenspaces, community cohesion and involvement, antisocial behaviour, contact with the Council, fire safety, recycling and financial inclusion. A total of 858 responses were received – equating to a 70% response rate – this is regarded as a good response rate for a Panel survey.

3.4 The data presented in the Survey Findings Report (Appendix A) has been weighted by age and ward to help minimise the impact of any bias as a result of the profile of those who responded. Headline figures from the survey include:

- 99% rated East Lothian as a Very Good (72%) or Good (28%) place to live
- 96% rated their neighbourhood as a Very Good (59%) or Good (37%) place to live
- 60% said that roads and pavement repairs is one of the top five things that need improving in their neighbourhood; the other four top issues were: activities for teenagers (35%), clean streets (30%), jobs for local people (28%) and shopping facilities (24%)
- When asked about how common antisocial behaviour issues are in their neighbourhood, 60% said dog fouling is either very common (29%) or fairly common (31%) and rubbish or litter lying around was the next most common problem – 14% said it is very common and 29% said it is a fairly common problem
- Satisfaction levels with contact with the council were fairly high – 87% of respondents were satisfied with the length of time taken to answer their call and with how their call was dealt with.

3.5 The Summer 2014 Panel data cannot be directly compared to the results from the 2011 East Lothian Residents Survey due to the different methodologies used. However, the 2014 Panel survey provides baseline data for a number of the East Lothian Partnership's Single Outcome Agreement indicators and replication of questions in future Panel surveys will allow comparisons to be made and trends identified.

3.6 The 2014 Winter Survey is now underway (surveys were distributed mid November) and covers issues including the Council's budget, community safety, antisocial behaviour, responsible dog ownership, fire safety, health and wellbeing and caring responsibilities. Data from the Winter Survey will be reported early in 2015.

4 POLICY IMPLICATIONS

4.1 The findings of the Citizens' Panel surveys provide data for Single Outcome Agreement indicators (as well as potentially for other indicators in the future). Data from Panel surveys can also be useful in terms of measuring customer satisfaction and to help inform future policy and service development.

5 EQUALITIES IMPACT ASSESSMENT

5.1 This Report is not applicable to the wellbeing of equalities groups and an Equalities Impact Assessment is not required. However, the methodology used in the recruitment of the Panel will ensure that the membership is representative of the general population, reflecting demographic factors including gender, age and ethnicity.

6 RESOURCE IMPLICATIONS

6.1 Financial – none

6.2 Personnel – none

6.3 Other – none

7 BACKGROUND PAPERS

7.1 Appendix A - East Lothian Citizens' Panel – Summer 2014 Survey Findings

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DATE	25th November 2014	

Appendix A

East Lothian Citizens' Panel
Summer 2014 Survey Findings

Contents

Introduction and Background

Initial recruitment to the East Lothian Citizens' Panel took place during the spring of 2014, with the first Panel questionnaire distributed at the end of June 2014. Responses were received throughout June, July and August. Data input took place during September and analysis during early October – both of these tasks were undertaken by an external company.

Following the initial recruitment Panel membership stood at 1,233. At recruitment stage, 39% of recruits opted to complete paper questionnaires sent via the post and the remaining 61% chose to complete an online questionnaire.

858 Panel members completed the 2014 Summer Citizens' Panel Questionnaire, equating to a 70% response rate.

Efforts were taken at recruitment stage to help ensure that the Panel was as representative as possible in relation to the wider East Lothian population. On analysis, however, certain demographic groups were found to be underrepresented in the Panel membership achieved, including the younger age groups and two of the ward areas.

The survey data presented in this report has been weighted by age and ward area to help minimise the impact of any bias in the profile of those who responded.

Note on Methodology and Reporting

1. In some instances 2012 Scottish Household Survey and 2011 East Lothian Residents Survey findings are shown alongside the Citizens' Panel data - these are for interest / information only - each of these data sets were gathered using different methodologies so cannot be used for direct comparison.

2. Survey frequencies given in this report are based on the number of responses received in relation to each individual question – base numbers vary depending on the number of people who answered the question.

3. Where analysis by age is presented the lower age group is stated as 'under 45' – this is because the number of respondents under 45 was too small to allow further breakdown.

4. Confidence intervals cannot be applied to Panel-type surveys as they are not based on a random survey sample.

About You

Main income earner's work location

The largest proportion of respondents (42%) reported that their household's main income earner worked **outside East Lothian**. 27% of respondents reported that the main income earner worked **within East Lothian** (including those who worked from home). 27% said the main income earner was retired or unable to work (reflecting the older age bias in the Panel membership).

Where does your household's main income earner work?		836
Commutes to work outside East Lothian	42%	352
Does not work (retired / unable to work)	27%	224
Works within East Lothian	23%	192
Works from home	4%	30
Currently out of work	2%	16
Other (please specify)	3%	23

Type of transport usually used to get to work

The majority of respondents (60%) reported that their household's main income earner usually travelled to work by car, this was followed by 11% travelling by bus and 9% by train. A much lower proportion walked (7%), cycled (3%) or car shared (3%).

The 2011 Census identified 62.2% of working population in East Lothian travelled to work by car, either as a driver, passenger, as part of a car pool or in a taxi – this is broadly consistent with the 63% of respondents saying they travelled to work either in a car or a shared car.

What type of transport does the main income earner usually use to get to work? (figure for those in work only)		622
Car	60%	376
Bus	11%	69
Train	9%	53
Walk	7%	42
Shared car	3%	18
Bicycle	3%	19
Other (please specify)	7%	44

Travel to local amenities

Walking was the most common way to travel to the majority of locations, although the car was the most common method used to travel to Council offices, sports centres, shopping centres / supermarkets and hospitals (local and those out with East Lothian). Similar numbers of respondents travelled to their GP by car (46%) as walked (47%).

Few respondents reported using any form of public transport to travel to the locations listed – the highest use of public transport was in relation to travelling to hospitals out with East Lothian (13%), to secondary schools (11%) and to local hospitals (9%)

More people reported walking to most of these destinations on the list than they did in the 2011 East Lothian Residents Survey.

How do you usually travel to your nearest…..*	Walk	Car	Train	Cycle	Bus	Taxi	Other
Local shop	72% (598)	24% (199)	-	2% (15)	1% (5)	< 1% (2)	1% (6)
Post office	62% (505)	33% (270)	<1% (4)	2% (14)	1% (11)	<1% (2)	1% (8)
GP	47% (387)	46% (382)	<1% (2)	2% (15)	3% (27)	<1% (4)	1% (9)
Chemist or pharmacy	55% (444)	40% (328)	<1% (2)	2% (14)	2% (17)	-	1% (9)
Public transport facility (e.g. train station / bus stop)	67% (511)	27% (207)	<1% (5)	<1% (6)	4% (30)	<1% (4)	<1% (5)
Bank or Cashpoint	53% (439)	41% (343)	<1% (3)	<1% (8)	3% (21)	<1% (3)	1% (11)
Council offices	32% (208)	60% (389)	<1% (3)	<1% (2)	6% (37)	-	1% (9)
Library	58% (390)	37% (248)	<1% (1)	1% (7)	3% (22)	-	<1% (6)
Sports centre	41% (271)	52% (341)	<1% (4)	2% (14)	4% (26)	-	<1% (3)
Park / open space	83% (611)	15% (111)	<1% (2)	1% (10)	<1% (2)	-	<1% (3)
Primary school	75% (277)	21% (79)	-	2% (7)	1% (5)	<1% (1)	<1% (1)
Secondary school	48% (137)	38% (110)	1% (2)	2% (6)	10% (30)	<1% (1)	<1% (1)
Local hospital	8% (54)	80% (546)	<1% (3)	<1% (3)	9% (58)	1% (9)	1% (8)
Hospital out with East Lothian	1% (9)	84% (624)	2% (17)	<1% (1)	11% (84)	<1% (3)	<1% (7)
Shopping centre / supermarket (for main food shop)	11% (90)	81% (662)	<1% (3)	<1% (4)	5% (39)	<1% (3)	1% (11)

(* Figures only shown for those travelling to these destinations)

Physical Activity

Levels of physical activity

Respondents were asked how often they were physically active for 30 minutes or more daily – it was suggested that this could be broken down into 10 minute sessions throughout the day and that ‘physically active’ meant activity that made them feel a little warmer and where their heart beats faster and they get mildly out of breath.

40% of respondents reported levels of physical activity broadly in keeping with the NHS recommended 150 minutes a week of moderate intensity aerobic activity (5 x 30 minute sessions). A further 38% reported being physically active (as defined) between 60 and 120 minutes a week. Almost a quarter (23%) reported low levels of physical activity amounting to 30 minutes or less a week.

How often are you physically active for 30 minutes or more daily?	845	845
Never or rarely	8%	68
Two or three times a month	5%	41
Once a week	10%	86
Two to four times a week	38%	317
Five or more times a week	40%	333

Analysis by age group shows that respondents that although 13% of the over the age of 65 reported that they were physically active as defined ‘never or rarely’, the same proportion (37%) reported being physically active 5 times or more a week as for the under 45 age group.

How often are you physically active for 30 minutes or more daily	**Under 45**	**45-54**	**55-64**	**65+**
Never or rarely	5%	9%	6%	13%
2 or 3 times a month	4%	8%	3%	5%
Once a week	13%	9%	4%	10%
2 to 4 times a week	40%	29%	47%	35%
5 or more times a week	37%	46%	40%	37%

Type of physical activity

The most common form of physical activity (as described above) was walking (84%), followed by housework, gardening or DIY (74%) and cycling (29%).

What type of physical activity do you take part in (tick all that apply)	837	837
Walking	84%	699
Housework, gardening or DIY	74%	615
Cycling	29%	240
Swimming	20%	170
Running or jogging	18%	154
Attending an exercise class	16%	132
Using a gym	16%	131
Organised sport (e.g. football, badminton, bowling)	13%	107
Dancing	3%	23
Other (please specify)	11%	92

What would encourage an increase in level of physical activity

Whilst over a third of respondents (37%) said they were happy with the level of physical activity, almost half (48%) said ‘having more time’ would encourage them to increase their level of physical activity. Other factors most commonly identified as potentially increasing levels of physical activity included ‘having cheaper local facilities / activities’ (24%); ‘having better local facilities which meet my needs / reflect my interests’ (20%) and ‘having more classes or activities that meet my needs / reflect my interests’ (20%).

What would encourage you to increase your level of physical activity? (tick all that apply)	809	809
Having more time	48%	386
I'm happy with my level of physical activity as it is	37%	299
Having cheaper local facilities / activities	24%	190
Having better local facilities which meet my needs / reflect my interests	20%	159
Having more classes or activities that meet my needs / reflect my interests	20%	158
Having people to exercise with	16%	128
Improvements to local parks and greenspaces to encourage me to use them more for physical activity	13%	109
Being able to get support and advice to do with fitness / physical activity	12%	99
If it was easier for me to get to leisure / sport facilities and greenspaces	6%	45

Greenspaces

Use of parks, countryside sites and open spaces in East Lothian

68% of respondents reported making use of parks, countryside sites and open spaces either daily or at least once a week – a further 15% made use of them at least once a month.

How often do you make use of parks, countryside sites and open spaces in East Lothian?	846	846
Daily	24%	199
At least once a week	44%	370
At least once a month	15%	129
Less frequently	14%	119
Never	3%	29

Satisfaction with the quality of parks, countryside sites and open spaces in East Lothian

Overall satisfaction with the quality of parks, countryside sites and open spaces was high, with 90% reporting to be either satisfied or very satisfied.

How satisfied are you with the quality of parks, countryside sites and open spaces in East Lothian?	847	847
Very satisfied	31%	266
Satisfied	59%	500
Fairly dissatisfied	-	-
Very dissatisfied	6%	49
Don't use	4%	32

Your Community

Rating of neighbourhood as a place to stay

96% of respondents identified that they would rate their neighbourhood as a 'very good' (59%) or 'fairly good' (37%) place to stay. Only 4% suggested their neighbourhood was 'fairly poor' and none suggested it was 'very poor'.

The level of satisfaction expressed in other surveys has been similarly high. The 2011 Residents Survey reported that 98% felt their neighbourhood was a very good (73%) or fairly good (25%) place to stay and the 2012 Scottish Household Survey (SHS) reported that 95% of East Lothian households judged their neighbourhood as a very good (67%) fairly good (28%) place to live.

In overall terms, how would you rate your neighbourhood as a place to stay?	848	848
Very good	59%	503
Fairly good	37%	312
Fairly poor	4%	34
Very poor	-	-

Change in neighbourhood in the past 5 years

Whilst exactly half of respondents felt their neighbourhood had stayed the same in the past 5 years, 20% thought it had got a little or much better and 19% thought it had got a little or a lot worse. The 2011 Resident Survey found fewer people reported any perceived change - 11% felt their neighbourhood had got a little / lot better and 6% thought it had got a little / a lot worse, whilst 79% felt it had stayed the same.

Overall, how would you say your neighbourhood has changed in the past 5 years?	841	841
Got much better	5%	43
Got a little better	15%	122
Stayed the same	50%	419
Got a little worse	15%	129
Got a lot worse	4%	30
Don't know / can't say	12%	100

Rating of East Lothian as an area to live

99% of respondents rated East Lothian as a whole to be a 'very good' (72%) or 'fairly good' (28%) area to live – this was even higher than the proportion rating their neighbourhood positively (96%). The 2011 Residents Survey reported similarly high levels of satisfaction, with 97% identifying East Lothian as 'very good' (64%) or 'fairly good' (33%) place to live.

In overall terms, how would you rate East Lothian as an area to live?	839	839
Very good	72%	600
Fairly good	28%	232
Fairly poor	1%	6
Very poor	0.2%	2

Sense of belonging to immediate neighbourhood

Two-thirds of respondents (67%) said they felt they belonged to their immediate neighbourhood 'very strongly' (21%) or 'strongly' (46%).

How strongly do you feel you belong to your immediate neighbourhood?	846	846
Very strongly	21%	179
Strongly	46%	387
Not very strongly	29%	241
Not at all strongly	5%	39

Perception of community cohesion

84% agreed or strongly agreed that they could count on someone in the neighbourhood to keep an eye on their home if it was empty. 78% agreed or strongly agreed that if they were alone and needed help they could rely on someone in their neighbourhood to help them, a similar percentage (77%) said the agreed / strongly agreed that people in their neighbourhood would assist in responding to extreme weather events. A lower proportion (68%) felt they could turn to someone in their neighbourhood for advice or support.

How strongly do you agree or disagree with the following statements?	Strongly agree	Agree	Disagree	Strongly disagree	Not sure / can't say
If I was alone and needed help I could rely on someone in my neighbourhood to help me	32% (272)	46% (386)	10% (84)	3% (29)	9% (73)
If my home was empty, I could count on someone in my neighbourhood to keep an eye on my home	39% (331)	45% (373)	8% (65)	3% (28)	5% (43)
I feel I could turn to someone in my neighbourhood for advice or support	26% (219)	42% (354)	16% (138)	5% (42)	11% (88)
People in my neighbourhood would assist in responding to extreme weather events (e.g. clearing snow from footpaths)	32% (266)	45% (375)	11% (91)	4% (36)	9% (72)

Things most needing improved in neighbourhood

The top 5 issues identified as most needing improving in people's neighbourhoods were roads and pavements, activities for teenagers, clean streets, jobs for local people and shopping facilities. (The top 5 issues mentioned by the 2011 Residents Survey were jobs for local people, road and pavement repairs, activities for teenagers, wage levels and the local cost of living and affordable decent housing.) Roads and pavements were identified as needing improving by significantly more respondents than any other issue (60%).

Thinking about your neighbourhood, which of the things below do you think most need improving? (please tick up to 5)	843	843	Ranking
Roads and pavement repairs	60%	508	1
Activities for teenagers	35%	296	2
Clean streets	30%	249	3
Jobs for local people	28%	239	4
Shopping facilities	28%	234	5
Public transport	24%	204	6
Affordable decent housing	22%	188	7
The level of traffic congestion	22%	189	8
Care of the elderly	21%	179	9
Facilities for young children	20%	166	10
Sense of community	19%	161	11
Health services	18%	148	12
Wage levels and local cost of living	17%	142	13
The level of crime	14%	120	14
Other (please specify)	8%	64	15
None of these	3%	24	16

Voluntary help given to clubs, community centres / village halls, charities, campaigns or other organisations

Generally speaking, Citizens' Panels tend to have a reasonably high level of volunteer and community group activism across their membership and this was found to be the case with the East Lothian Panel. A fairly large proportion (58%) reported having given time voluntarily to help clubs, community centres / village halls, charities, campaigns or other organisations over the last 12 months, although only 28% did this on a fairly regular basis (a few hours a month or more).

The SHS 2011 reported that 32% of East Lothian households provided unpaid help to organisations / groups on a fairly regular basis – this could be seen to broadly reflect the Panel findings.

A similar question was asked in the 2011 Resident Survey, although the wording was different – respondents were asked whether they'd provided some form of unpaid help to any organisation of individual in East Lothian within the last 12 months and were given a list of the types of things they might have been involved in – 86% said they had not provided unpaid help of any sort – at the time this was felt to be lower than would be expected.

Over the past 12 months have you given any time to help any clubs, community centres / village halls, charities, campaigns or other organisations?	840	840
Yes	58%	488
No	42%	352

If you ticked 'yes', how often have you helped out with this sort of thing during the last 12 months?	488	488
Once or twice	15%	72
Occasionally throughout the year	38%	183
A few hours a month	16%	76
More or less every week	19%	90
More than once a week	14%	67

Being Involved in Decision Making

Perceptions of involvement in decision making

22% of respondents agreed or strongly agreed that they could influence decisions affecting their local area. 78% said they would like to be more involved in decisions affecting their local area. This varies significantly from the 10% of 2011 Residents Survey respondents who said they would like to be more involved in influencing decisions in their local area. This difference can potentially be explained by the likelihood that members of the public who are interested in sharing their views / influencing decisions would be more inclines to join a Citizens' Panel.

The 2011 Residents Survey reported 16% agreeing or strongly agreeing that they could influence decisions in their local area, although only 10% said they would like to be more involved.

Thinking about decisions made by the range of public sector organisations providing services in your area, to what extent do you agree with the following statements?	Strongly agree	Agree	Disagree	Strongly disagree	Not sure / can't say
I can influence decisions affecting my local area	3% (22)	19% (153)	37% (303)	16% (131)	26% (215)
I would like to be more involved in decisions that are made affecting my local area	18% (146)	60% (492)	6% (45)	1% (11)	15% (122)

Membership of community groups or organisations

Over a third of respondents (35%) reported being that they were a member of at least one of the groups or organisations listed. This level of involvement in organisations is likely to be a higher than for the general population. This is at least in part due to the additional Citizens' Panel recruitment carried out via Tenants and Residents Associations, but also reflects the increased likelihood of people who are active in their communities to take part in activities such as Citizens' Panels.

Are you a member of any of the following groups or organisations? (please tick as many as apply)	858	858
A Management Committee or Board of Trustees (e.g. village hall, community centre, charity, etc)	9%	75
Tenants and Residents Association	8%	69
Parent Council	7%	58
Faith group / church council, management group or similar	6%	49
Campaign or action group	4%	35
Community Council	3%	22
Area Partnership	2%	14
Patient Involvement Group (to do with Health services)	2%	19
Other community or neighbourhood group (please specify)	9%	80
No answer	**65%**	**556**

Antisocial Behaviour

Perception of neighbourhood issues during the last year

The neighbourhood issue identified as very / fairly common by the highest proportion of respondents was dog fouling (60%), followed by rubbish or litter lying around (43%). Rowdy behaviour was identified as very / fairly common by 17%, noisy neighbours by 14%, vandalism, graffiti, etc by 12%, groups or individuals harassing you by 6% and groups or individuals harassing others by 9%.

The rates of neighbourhood issues reported in the 2011 Residents Survey were far lower – dog fouling (11%), rubbish or litter lying around (5%), rowdy behaviour (2%), noisy neighbours (2%), vandalism, graffiti, etc (2%), groups or individuals harassing you (2%) and groups or individuals harassing others (2%).
The table below shows the Panel findings alongside the 2011 Residents' Survey and the 2011 SHS findings – Panel members suggested that each of these issues were more common than suggested by Residents Survey and SHS respondents.

Demographic differences between the 2011 respondents and Panel members are unlikely to be significant enough to account for this difference. This variation is difficult to explain other than that Panel members may have a heightened sensitivity to these types of issues – the higher proportion involved in Community Councils, TRAs, Management Boards, etc may also help to explain higher levels of awareness.

How common would you say the following things are in your neighbourhood during the last year?	Very Common	Fairly common	Not very common	Not at all common	Don't know
Noisy neighbours or regular loud parties	5% (38)	9% (77)	27% (227)	58% (481)	1% (6)
Vandalism, graffiti or other deliberate damage to property	2% (17)	10% (79)	32% (265)	54% (446)	1% (12)
Groups or individuals intimidating or harassing you	1% (9)	5% (38)	17% (142)	76% (623)	1% (8)
Rowdy behaviour e.g. drunkenness, hooliganism or loutish behaviour	4% (31)	13% (106)	25% (202)	58% (474)	1% (6)
Rubbish or litter lying around	14% (113)	29% (243)	31% (253)	26% (213)	1% (4)
Dog fouling of footpaths	29% (243)	31% (263)	24% (203)	15% (126)	1% (6)
Groups or individuals harassing or intimidating others	2% (16)	7% (53)	22% (180)	63% (507)	6% (48)

How common would you say the following things are in your neighbourhood during the last year?	Very / Fairly Common Citizens' Panel 2014	Very / Fairly Common SHS 2011	Very / Fairly Common Residents Survey 2011
Noisy neighbours or regular loud parties	14%	6%	2%
Vandalism, graffiti or other deliberate damage to property	12%	7%	2%
Groups or individuals intimidating or harassing you	6%	n/a	2%
Rowdy behaviour e.g. drunkenness, hooliganism or loutish behaviour	17%	9%	2%
Rubbish or litter lying around	43%	20%	5%
Dog fouling of footpaths	60%	27%*	11%
Groups or individuals harassing or intimidating others	9%	6%	2%

* defined in SHS as 'animal nuisance such as noise or dog fouling'.

Contact with the Council

Contact with the council over the last year

Almost half of respondents had phoned the Council within the last year.

Have you phoned the Council for any reason within the last year?	846	846
Yes	48%	403
No	46%	390
Not sure/can't remember	6%	53

Satisfaction with contact with the Council

The majority of those who had contacted the Council expressed a high level of satisfaction with the customer service they received – 87% were very satisfied or satisfied with the length of time it took to answer their call and 87% were very satisfied or satisfied with the way the person answering their call dealt with it, 74% were very satisfied or satisfied with the response they received in relation to their enquiry.

If you answered 'yes', how satisfied were you with the following?	**Very satisfied**	**Satisfied**	**Dissatisfied**	**Very dissatisfied**	**Not sure / can't say**
The length of time it took to answer your call	26% (102)	61% (243)	7% (29)	3% (13)	3% (13)
The way the person answering your call dealt with it	31% (122)	56% (221)	7% (27)	4% (14)	3% (12)
The response you received in relation to your enquiry	27% (109)	47% (188)	11% (45)	9% (37)	5% (20)

Use of Council's automated switchboard service

The Council introduced an automated switchboard service in 2013 - 22% of respondents remembered using the Council's automated switchboard service.

Have you ever used East Lothian Council's automated switchboard service?	824	824
Yes	22%	182
No	64%	525
Not sure/can't remember	14%	117

Satisfaction with how automated switchboard worked

Just over half (55%) were satisfied with how the automated switchboard worked.

If 'yes', were you satisfied with how the automated switchboard worked?	180	180
Yes	55%	99
No	42%	76
Not sure/can't remember	3%	5

Use of Council's emergency out of hours line

Only a small proportion (8%) of respondents had used the Council's emergency out of hours line. 79% of those who had used the emergency out of hours line were satisfied that there problem was resolved quickly.

Have you ever used the Council's emergency out of hours line (on 01875 612828)	809	809
Yes	8%	63
No	92%	746

If ‘yes’, were we able to resolve any problem you had quickly?	59	59
Yes	79%	47
No	21%	12

Payments to the Council – current method used

The majority of respondents (83%) currently made payments to the Council via Direct Debit, whilst 14% visited a Council office to pay by card, cheque or cash. Small numbers paid via the Council’s website (6%), over the phone using a card (3%) or by sending a cheque through the post (2%).

Thinking of how you make payments to the Council (for example, Council Tax, rent, etc), which methods do you currently use? (tick all that apply)	828	828
Direct debit	83%	688
Payment via the Council’s website	6%	47
Payment over the phone using a credit or debit card	3%	25
Payment at a Council building - using a credit or debit card	6%	47
Payment at a Council building - by cheque	2%	12
Payment at a Council building - with cash	6%	46
Sending a cheque via the post	2%	14
Other	5%	41

Payments to the Council – methods willing to use in the future

Only 6% said they would not be willing to use any of the options listed to pay in the future. 31% said they would be willing to pay via the Council’s website in the future (compared to 6% who currently pay in this way) and 20% said they would be willing to pay over the phone using a card (compared to 3% currently). Although the Council doesn’t currently have self service payment kiosks, 9% said they would be willing to use these if they were introduced in the future.

Which of the following payment methods would you be willing to use in the future? (tick as many as you like)	809	809
Direct debit	85%	688
Payment via the Council’s website	31%	250
Payment over the phone using a credit or debit card	20%	160
Self-service payment kiosks in Council offices (where you make a payment using a machine)	9%	74
None of the above	6%	51

Perceptions of the Council

Less than a third of respondents (30%) agreed or strongly agreed that the Council was good at listening to local people’s views before taking decisions, 26% disagreed or strongly disagreed – notably, however, a large percentage (45%) said they were not sure or couldn’t say in relation to this question.

The majority of people (61%) agreed / strongly agreed that the Council kept people informed about the services and benefits it provides, 22% disagreed / strongly disagreed and 18% didn’t know or couldn’t say.

When asked whether they thought the Council worked with local people to design the services they need and use almost half (48%) said they didn’t know of couldn’t say, 30% strongly agreed / agreed and 22% strongly disagreed / disagreed.

Less than half (46%) said they agreed or strongly agreed that the Council was good at letting people know how well it is performing, 22% disagreed or strongly disagreed and 32% didn’t know / couldn’t say.

Thinking about East Lothian Council more generally, to what extent do you agree with the following statements?	**Strongly agree**	**Agree**	**Disagree**	**Strongly disagree**	**Not sure / can't say**
East Lothian Council is good at listening to local people's views before it takes decisions	2% (20)	28% (229)	20% (161)	6% (46)	45% (370)
East Lothian Council keeps people well informed about the services and benefits it provides	4% (33)	57% (474)	18% (144)	3% (28)	18% (146)
East Lothian Council works with local people to design the services they need and use	2% (16)	28% (225)	18% (151)	4% (33)	48% (392)
The Council is good at letting local people know how well it is performing	4% (35)	42% (344)	18% (145)	4% (35)	32% (267)

Preferred method for receiving information about Council services

The Council's newspaper 'Living' was the most commonly mentioned option for receiving information about the Council and its services (65%), followed by the Council website (41%) and leaflets sent to every household (38%). Local newspapers were also a popular option, mentioned by 35%.

What is your preferred method for receiving information about the Council and its services? (select up to 3 options)	828	828
Council newspaper ('Living')	65%	539
Council website	41%	343
Leaflets sent to every household	38%	317
Local newspapers	35%	291
Posters in Council buildings and other public places	16%	130
Facebook	14%	116
Local radio	11%	90
Leaflets in Council buildings and other public places	9%	74
Twitter	8%	65
By text alert	5%	37
By phone	1%	6

Using the Internet

Use of Internet at home and / or outside the home

Only 11% of those answering this question said they did not use the Internet (although a further 11% of overall respondents did not answer this question, suggesting the percentage may be higher).

Do you use the Internet at home and / or outside the home? (tick all that apply)	760	760
Yes, at home	51%	387
Yes, outside the home	56%	424
Don't use the Internet	11%	82

A high proportion of those accessing the Internet outside the home did so using their mobile phones – 75% used their own mobile device with 3G / 4G and 54% used their own mobile device where wifi was available. A large proportion (67%) accessed the Internet via a work computer.

If you ticked 'outside the home' please give details (tick as many as apply)	514	514
Using my own mobile device with 3G / 4G	75%	387
Using a work computer	67%	345
Using my own mobile device in a location where wifi is available (please say where)	54%	275
Using a public access computer in a library, community centre or Council office	11%	58
Using a computer provided in an internet café	3%	13

Reasons for not using Internet

62% of those not using the Internet said that it was because they did not have access and 46% said that they did not want to use the Internet. Just over a third said they lacked the confidence / skills to use the Internet. 20% were concerned about privacy and security, 20% said that the connection costs were too high and 19% said equipment costs were too high.

If you ticked 'don't use the Internet', please indicate why (tick all that apply)	88	88
Do not have access to the Internet	62%	54
Do not want to use the Internet	46%	41
Lack of confidence / skills	34%	30
Privacy and security concerns	20%	18
Connection costs (e.g. broadband) too high	20%	18
Equipment costs too high	19%	17
Poor Internet signal / no signal	8%	7
No free Internet access near me	6%	5
Physical disability	5%	5
Other (please give details)	4%	3

Fire Safety

Awareness of Fire and Rescue Service home visits

A high proportion of respondents (81%) knew about the home safety visits offered by the Fire Service, although only 52% knew who to contact to arrange such a visit.

Are you aware that the Fire and Rescue Service offers home visits where they provide home safety information and advice and can fit free smoke alarms?	846	846
Yes	81%	685
No	19%	161

Would you know how to contact the Scottish Fire & Rescue Service to arrange a home safety visit for you or for a relative or friend?	841	841
Yes	52%	433
No	49%	408

Promotion of Fire & Rescue Service home safety advice

Responses suggest that the most popular method of promoting home safety visits is by posting leaflets through front doors (57%), closely followed by displaying leaflets in local venues (50%). Advertising in the local press (45%) and handing out leaflets at local events (42%) were also popular.

What do you think are the best ways for the Fire & Rescue Service to promote the advice it provides about safety in the home? (please tick up to 3)	838	838
By posting leaflets through front doors	57%	474
By displaying leaflets in local venues (libraries, community centres, GP surgeries, etc)	50%	419
Through advertising in the local press	45%	377
By handing out leaflets at local events	42%	348
By knocking on front doors to provide instant advice to householders	25%	212
Through social media e.g. Facebook and Twitter	25%	207
Through services I already use (Day Centres, Social Work, Family Support, etc)	12%	104
Other (please give details)	4%	31

Recycling

Recycling habits

56% of respondents said they recycled everything that can be recycled and a further 35% said they recycled a lot (but not everything). A small proportion (6%) said they just recycled sometimes and only 3% said they never recycled.

Which of these statements best describes how much you recycle?	851	851
I recycle everything that can be recycled	56%	475
I recycle a lot, but not everything that can be recycled	35%	298
I recycle sometimes	6%	52
I do not recycle	3%	27

What would persuade respondents to start recycling, or to recycle more

The most popular measure that would persuade people to start recycling or to recycle more was the collection of a wider range of material (51%), followed by having wheeled bins instead of recycling boxes (46%). Incentives for recycling (30%), emptying recycling boxes more often (26%) and community rewards (23%) were also relatively popular.

What, if anything, would persuade you to start recycling, or to recycle more? (tick as many as apply)	803	803
Collection of a wider range of materials	51%	408
Having wheeled bins instead of recycling boxes	46%	367
Incentives for recycling (e.g. coupons / vouchers)	30%	237
Emptying the recycling boxes more often	26%	211
Community rewards for recycling (e.g. awards to local schools / community amenities)	23%	181
Nothing, I am happy with the service	20%	158
Better / more information about the service	18%	146
Charges for not recycling	11%	86
Better / more information on the benefits of recycling	7%	58
Nothing, I am not interested in recycling	1%	5

Whether household has space to store two additional wheeled bins for recycling

More than a quarter of respondents said that their household would not have space to store two additional wheeled bins for recycling. Analysis by property type shows that this is more likely to be an issue for respondents living in flats or terraced houses.

Would your household have space to store two additional wheeled bins for recycling?	835	835
Yes	72%	598
No	28%	236

Would your household have space to store two additional wheeled bins for recycling?	**A detached house**	**A semi detached house**	**A terraced house**	**A flat**	**Other**
Yes	83%	77%	62%	57%	64%
No	17%	23%	38%	43%	36%

Rating of waste and recycling collection service

The majority of respondents (85%) rated their waste and recycling collection service as very good or good, with a further 13% rating it as average. Very few felt the service was poor or very poor (3%).

How would you rate your waste and recycling collection service?	846	846
Very good	42%	356
Good	43%	360
Average	13%	110
Poor	2%	15
Very poor	1%	4

Money Matters

Perception of how household is managing financially

Almost a quarter of respondents (23%) felt that their household was currently managing very well financially and over half (54%) felt they were managing quite well / getting by alright – this equates to 77% suggesting they had no real financial difficulties. The flip side of this was 20% saying they did have some financial difficulties, were not managing well or were in deep financial trouble.

The 2012 SHS reported that 54% were managing very well or quite well and a further 35% said they were getting by alright – equating to 87% suggesting they had no financial difficulties. Only 11% of the SHS respondents said they had some financial difficulties, were not managing very well, or were in deep financial trouble.

The 2011 Resident Survey found that an even higher proportion reported being financially comfortable - 90% said they were managing very well, quite well or getting by alright, with 8% reporting some degree of financial difficulty.

How well would you say your household is managing financially these days?	842	842
Managing very well	23%	190
Managing quite well / getting by alright	54%	457
Have some financial difficulties	17%	146
Not managing very well	2%	17
Is in deep financial trouble	1%	5
Don't want to say	3%	27

How much of a problem household would have finding £250 to meet an unexpected expense

16% said that an unexpected expense of £250 would be a big problem or impossible to find, 34% said it would be a bit of a problem and 43% said it would be no problem. Only 9% of those responding to the 2011 Residents Survey said it would be a big problem or impossible to find and 54% said it would be no problem.

How much of a problem would it be if your household suddenly had to find £250 to meet an unexpected expense?	846	846
Impossible to find	5%	40
A big problem	11%	92
A bit of a problem	34%	284
No problem	43%	362
Don't want to say	8%	68

How much of a problem household would have finding £500 to meet an unexpected expense

Almost a third (32%) identified that an unexpected expense of £500 would be a big problem or impossible to find, 29% said this would be a bit of a problem and 30% said it would be no problem.

How about if the amount was £500? - how much of a problem would this be?	845	845
Impossible to find	12%	99
A big problem	20%	171
A bit of a problem	29%	246
No problem	30%	251
Don't want to say	9%	79

Measures taken by household to cut back on fuel use last winter due to costs

Although just under 40% said that they had taken none of the listed measures to reduce their fuel costs, many respondents had changed their habits to reduce costs. The most common way people had cut costs was by reducing the number of hours they had their heating on (46%), followed by turning off more lights than they'd wanted to (29%) and only heating part of their house / flat (21%). 19% said they had turned the heating down or off even although it was too cold in their house / flat and 3% had had fewer hot meals or hot drinks.

Did your household cut back on fuel use at home in any of these ways last winter because you could not afford the costs? (please tick as many as apply)	837	837
Cut the number of hours the heating was on to reduce fuel costs	46%	388
None of these	39%	325
Turned out more lights in my home than I / we wanted in order to try to reduce the electricity bill	29%	241
Only heated and used part of the house	21%	177
Turned heating down or off, even although it was too cold in the house / flat	19%	162
Had fewer hot meals or hot drinks than I / we needed to reduce fuel costs	3%	25
Other cut back on fuel use to reduce fuel costs	2%	16