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REPORT TO: Members Library Service

MEETING DATE:

BY: Depute Chief Executive - Partnerships and
Community Services

SUBJECT: 2017 East Lothian Residents Survey

1 PURPOSE

- 1.1 To present a summary of the main findings of the 2017 East Lothian Residents Survey and to identify some of the planned and potential uses of the survey data.

2 RECOMMENDATIONS

- 2.1 That members note the main findings of the 2017 Residents Survey presented in this report, as well as the availability of further data at both East Lothian wide and ward level.
- 2.2 That members note how the data generated by the Residents Survey is being used.

3 BACKGROUND

- 3.1 East Lothian Council, on behalf of East Lothian Partnership, commissioned Research Resource to carry out the 2017 Residents Survey. Face to face interviews were carried out with a representative sample of 1,565 local residents during March 2017. Interviews were spread across the whole of East Lothian, with the number of interviews designed to provide robust data within each ward (margin of error between 5.90% and 6.08%), At East Lothian level the numbers interviewed ensured a robust and representative data set (\pm 2.45% margin of error).
- 3.2 Topics covered in the Survey included: Neighbourhood and Quality of Life; Community Safety; Health and Wellbeing; Perceptions of the Council / Public Services and Local Priorities.
- 3.3 The questions included were designed to establish the public's views on general and specific aspects of life in East Lothian, but also to gather

data to help inform the development of the East Lothian Plan, Local Outcome Improvement Plans and Council Plan.

- 3.4 The Survey findings are also of potential use to individual Council services and partner organisations. Colleagues are encouraged to contact the Council's Policy Team for further information and advice, but also to enable the Team to capture details of how the data is being used.
- 3.5 A copy of the final report and individual reports for each ward will be available on the Council website. Some of the key findings are outlined below.

Neighbourhood and Quality of Life

- 3.6 Respondents expressed very high levels of satisfaction with living in East Lothian, with 99% identifying that East Lothian was either a 'very good' (72%) or 'fairly good' (27%) place to live. These results were consistent with the last East Lothian Residents Survey carried out in 2011 (98%).
- 3.7 The majority of respondents (88%) felt very or fairly strongly that they belonged to their immediate neighbourhood.
- 3.8 Respondents were shown a list of factors that might help make somewhere a good place to live and asked to identify which they felt were most important - the top choices were:
 - Health services – 61% (+27% from 2011 Survey)
 - Affordable decent house – 47% (+4%)
 - Primary and secondary schools – 47% (+12%)
 - The level of crime – 44% (-6%)
 - Affordable decent housing - 43% (+4%)
 - Jobs for local people – 40% (+3%)
- 3.9 A follow up question, using the same list, asked what most needed improved in respondents' local areas. Significantly fewer respondents suggested improvements than in the 2011 Survey, with 37% saying there was nothing in their neighbourhood they felt needed improving (compared to 28% in 2011). The top responses were:
 - Road and pavement repairs – 16% (-15% from 2011 Survey)
 - Health services – 11% (+6%)
 - Shopping facilities – 10% (same as 2011 Survey)
 - Activities for teenagers – 8% (-18%)

Community Safety

- 3.10 The majority of respondents (55%) said they did not feel threatened by crime 'at all' in their neighbourhood, a further 38% said they did not feel threatened 'very much'. This was a slight change from 2011 when 67% said they didn't feel threatened at all and 30% said they did not feel threatened very much.
- 3.11 85% of respondents said they felt very safe (51%) or very safe (34%) walking alone in their local neighbourhood after dark.
- 3.12 81% of respondents felt crime had stayed about the same in their local neighbourhood in the last 2 years, 9% felt it had increased and 1% felt it had decreased. The percentage who thought crime had increased was significantly lower than the Scottish average of 20%.¹
- Interestingly, when asked the same question about the crime rate for the whole of East Lothian, respondents were more inclined to think crime had increased (17%).
- 3.13 79% said their level of confidence in the Police being able to respond to crime being reported had 'stayed the same' in the last 2 years, 3% felt more confident, 7% were less confident and 11% were unsure.

Health and Wellbeing

- 3.14 When asked to rate their general health, 52% reported that their health was 'very good', 30% said it was good and 12% rated it as fair. The proportion of East Lothian respondents rating their health as very good was significantly higher than the Scottish average of 34%.²
- 3.15 Over half of respondents said that they do not take part in any vigorous exercise (53%). Where respondents did take part in exercise the most common types of activities were swimming (17%), gym activities (17%) and organised sport such as football / badminton (11%).
- 3.16 When asked about their support networks, 94% agreed or strongly agreed that in an emergency, such as a flood, they would offer help to people in the neighbourhood who might not be able to cope so well. 93% said that if their home was empty they could count on family or friends to keep an eye on it.

Perceptions of the Council and Public Services

- 3.17 Respondents were asked the extent to which they agreed or disagreed with a set of statements about the Council:

¹ Scottish Crime and Justice Survey 2014/15

² 2015 Scottish Surveys Core Questions

- My Council does the best it can with the money available (79% agreed)
- My Council provides high quality services (72% agreed)
- My local Council designs services around the needs of the people who use them (70% agreed)

3.18 The survey asked about people's satisfaction with a range of public services – the percentages of those (who expressed a view) saying they were 'very' or 'fairly satisfied' are detailed below:

- Dental services – 95%
- Parks, gardens and open spaces – 94%
- Fire Service – 93%
- Police – 92%
- Hospital outpatients – 90%
- Local schools – 90%
- Waste & recycling services – 90%
- Hospital A&E – 88%
- Swimming pools / sports centres – 85%
- GP services – 85%
- Support for frail and elderly people to stay in their own home – 85%
- Council house repair service – 75%
- Road maintenance – 69%

Local Priorities

3.19 Respondents were asked how important they thought each of the Council's current priorities was. They were then asked a similar question about East Lothian Partnership's current outcomes. High levels of support were expressed for both sets of priorities.

3.20 Over 70% of respondents rated all four of the Council's priorities as 'very important'

- Growing our economy – 70%
- Growing our communities – 72%
- Growing our people – 77%
- Reducing inequalities – 74%

3.21 In terms of East Lothian Partnership outcomes, all ten outcomes were rated as 'very important' by at least 70% of respondents and as 'important' by at least 20% of respondents. This meant that all of the Partnership's outcomes were rated either very important or important by between 95% and 99% of respondents.

The outcome rated as 'very important' by the highest percentage of respondents was 'East Lothians children have the best start in life and are ready to succeed' (79%), whilst the lowest was 'We are able to adapt to climate change and reduce finite natural resources', which was still very high at 70%.

3.22 The survey included a list of some of the ways in which the Council could meet the growing demand for services while budgets continue to reduce. The vast majority were in agreement (or strong agreement) with all of the options listed, but strongest support was expressed for:

- 'Focus on prevention and early intervention – taking action as soon as possible to tackle social problems before they become more difficult to turn around' (69% strongly agreed, 28% agreed)
- 'Focus resources on areas of East Lothian where the need is greatest (58% strongly agreed, 37% agreed).

3.23 Respondents were shown a list of characteristics and asked which most closely matched their hopes for East Lothian in the future, the most popular choices were – Prosperous (59%), Community Minded (51%), Fair (45%), Welcoming (42%).

When asked to pick just one of the options as their top priority, the most popular were Community Minded (31%), Prosperous (29%) and Fair (13%).

4 POLICY IMPLICATIONS

4.1 Data generated by the 2017 East Lothian Residents Survey will be used to help inform the development of the Council Plan, East Lothian Plan and Local Outcome Improvement Plans.

5 INTEGRATED IMPACT ASSESSMENT

5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy

6 RESOURCE IMPLICATIONS

- 6.1 Financial - The total cost of the survey was £15,000, this was met from the East Lothian Partnership budget
- 6.2 Personnel - none
- 6.3 Other – none

7 BACKGROUND PAPERS

- 7.1 East Lothian Residents Survey 2017 (appended)

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EAST LoTHIAN RESIDENTS SURVEY 2017

April 2017

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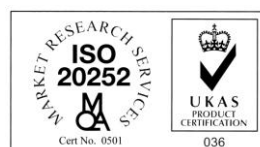
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East Lothian

Residents Survey 2017

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Date: 27/04/2017

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Date: 02/05/2017

EXECUTIVE SUMMARY

INTRODUCTION

- A total of 1565 face to face interviews with a representative sample of East Lothian residents were carried out between the 20th February 2017 and the 31st March 2017. The survey was carried out in order to meet the following objectives:
 - To establish the public's views on general and specific aspects of Life in East Lothian
 - To establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
 - To establish the customer experience when contacting the Council
 - To strengthen the evidence base which will support and inform the development of East Lothian's Single Outcome Agreement
- Interviews were spread across all areas of East Lothian, with the number of interviews designed to provide robust data within each Ward (in the region of +/-6%). At the East Lothian level the survey has provided a robust and representative data set (+/-2.45% margin of error).
- In line with best practice in research, the survey data has been weighted to ensure that it is representative of the East Lothian population on the basis of Ward, age and gender. The percentages reported in this report are therefore weighted percentages.
- The profile of respondents is very much in line with the 2011 survey.
- This executive summary highlights the key findings from this programme of research.

KEY FINDINGS

- Generally, the 2017 survey has been a positive one for East Lothian Council. In the main, satisfaction with Council services has remained consistent with the results reported in 2011.
- Perceptions of the Council and the role that it plays has seen significant improvements in terms of being able to influence decisions affecting the local area and the level of interest in becoming more involved in the decisions that the Council makes that affect the local area.
- Respondents feel that East Lothian and their neighbourhood are good places to live in and the results remain consistent with those reported in 2011.
- In terms of priorities for improvement to the local area, survey respondents considered roads and pavement repairs to be most important, followed by health services and shopping facilities.

- Perceptions of feeling of safety in the local area has changed in a positive way. However, when asked about the change in the amount of crime in East Lothian and in the local neighbourhood, whilst still being the minority, the proportion of respondents who believed there is now more crime than 2 years ago has increased.

NEIGHBOURHOOD AND QUALITY OF LIFE

- Just under three quarters (74%), were of the opinion their neighbourhood was a very good place to live, 24% said it was fairly good and 2% said it was very or fairly poor.
- Less than 8 in 10 respondents (79%) believed that their local neighbourhood had stayed the same over the last 3 years, 9% felt it had got a little or much better, 7% said it had got a little or much worse and the remaining 5% were unsure.
- The majority of respondents (88%) felt very or fairly strongly that they belong to their immediate neighbourhood compared to 11% who did not feel very strongly or not at all strongly.
- Almost all respondents (99%) rated East Lothian as a very good (72%) or fairly good place to live (27%).
- All respondents were asked to select from a list of options, which were most important in making somewhere a good place to live. The top three things that were rated as being most important to East Lothian residents were health services (61%), followed by affordable and decent housing (47%) and primary and secondary schools (47%).
- Following on from this, respondents were asked what they felt most needs improving in the local area. The top response was road and pavement repairs (16%), followed by health services (11%) and shopping facilities (10%).

COMMUNITY SAFETY

- Over 8 in 10 East Lothian respondents (85%) said they felt very safe (51%) or fairly safe (34%) walking alone in their local neighbourhood after dark compared to 8% who felt a bit (6%) or very unsafe (2%).
- The majority of respondents (55%) said they did not feel threatened by crime at all in their neighbourhood these days. A further 38% said they did not feel threatened very much, 4% said they felt threatened a fair amount and 1% said they felt threatened a great deal.
- Over 8 in 10 respondents (81%) felt the crime rate in their local area has stayed about the same in the last 2 years. On the other hand, 9% felt it had increased and 1% considered it to have declined.
- Just under 8 in 10 respondents (79%) said their confidence in the Police being able to respond to any crime being reported has stayed about the same over the last 2

years. On the other hand, 3% said they were feeling more confident, 7% were less confident and 11% were unsure.

- Just under 7 in 10 respondents (69%) felt that the overall amount of crime in East Lothian as a whole has stayed about the same over the past 2 years, 17% felt there is now more crime and 1% said there was now less crime. The remaining 12% were unsure.

HEALTH AND WELLBEING

- All respondents were asked to rate their general health. Over half (52%) felt their health was very good, 30% said it was good and 12% rated it as fair. On the other hand, 5% said their health was bad and 1% felt it was very bad.
- 15% of survey respondents answered that they have a physical or mental health condition or illness lasting or expected to last 12 months or more.
- Over half of survey respondents have never smoked (51%). A further 31% said they used to smoke and have now stopped, 8% said they have cut down the number of cigarettes they smoke with a plan to give up, 4% have cut down the number of cigarettes they smoke with no plan to give up and 5% said they smoke and do not plan to give up.
- Over half of respondents said they do not take part in any vigorous exercise (53%). Where respondents did take part in exercise the most common types of activities were swimming (17%), gym activities (17%) and organised sport such as football and badminton (11%).
- When asked about support networks, the vast majority of respondents were in agreement (either strongly agreed or tended to agree) with the following statements:
 - 94% agreed that in an emergency, such as a flood, they would offer help to people in their neighbourhood who might not be able to cope well;
 - 93% agreed if their home was empty, they could count on one of their friends or relatives in their neighbourhood to keep an eye on their home;
 - 91% agreed if they were alone and needed help they could rely on one of their friends/ relatives in their neighbourhood to help them;
 - 88% agreed they could turn to friends or relatives in their neighbourhood for advice or support.

PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

- All respondents were asked to what extent they agreed or disagreed with various statements about the Council. The level of agreement was highest for the following statements:
 - My local Council does the best it can with the money available (79% agreed)

- My local Council provides high quality services (72%)
- My local Council designs its services around the needs of the people who use them (70%)

On the other hand, the level of disagreement was highest with regards to:

- I would like to be more involved in the decisions my Council makes that affect my local area (59% disagree)
- I can influence decisions affecting my local area (26%)
- My Council is good at listening to local people's views before it takes decisions (13%)

- All respondents were asked how satisfied or dissatisfied they were with various public services provided by East Lothian Council. The vast majority of respondents were in general either very or fairly satisfied with the services provided by East Lothian Council. The proportion of respondents who were very satisfied was highest with regards to:

- Parks, gardens and open spaces (63% very satisfied)
- Local bus service (49%)
- Swimming pools and sports centres (48%)

On the other hand, the proportion of respondents who were dissatisfied (either very or fairly dissatisfied) was highest with regards to:

- Roads maintenance (15% very or fairly dissatisfied)
- GP services (9%)

LOCAL PRIORITIES

- The survey asked respondents to rate how important or unimportant they considered East Lothian Council's current priorities. The vast majority were in agreement with these priorities with:
 - 77% stating **growing our people** was very important and a further 22% stating it was important;
 - 74% stating **reducing inequalities** was very important and a further 24% stating it was important
 - 72% stating **growing the communities** was very important and a further 24% stating it was important;
 - 70% stating **growing the economy** was very important and a further 26% stating it was important.
- Following on from this, respondents were asked to rate how important or unimportant they considered East Lothian Partnership's current priorities. The proportion of respondents who rated these priorities as very important was highest for the

statement “East Lothian’s children have the best start in life and are ready to succeed” (79%) and was lowest regarding the statement “we are able to adapt to climate change and reduce finite natural resources” (70%).

- Respondents were asked to select the three characteristics which they felt most closely match their hopes for East Lothian in the future. The top response was for East Lothian to be ‘prosperous’ which was selected as one of three characteristics of 59% of survey respondents. This was followed by being ‘community minded’ and ‘fair’ (45%).
- Following on from this, respondents were then asked to specify out of the three characteristics they had selected, which would be their top priority. The top priority for all respondents was to be ‘community minded’ (31%).
- Respondents were provided with a list of some of the ways the Council are looking to meet the growing demand for its services while budgets continue to be reduced, and were asked to state the extent to which they agreed or disagreed with these statements. The vast majority of respondents were in agreement (or strong agreement) with all of these options. The options which received the highest level of agreement (i.e. highest proportion stating strongly agree) were:
 - **Focus on prevention and early intervention** – taking action as soon as possible to tackle social problems before they become more difficult to turn around (69% agreed strongly);
 - **Focus resources on those areas of East Lothian where the need is greatest** (58% agreed strongly)

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Introduction

This report represents and discusses the findings to emerge from East Lothian Council's 2017 Resident Satisfaction Survey which was undertaken by Research Resource. Similar surveys have been undertaken in 2011, 2009 and in 2005.

1.2. Background and objectives

The specific research objectives of the 2017 Residents and Customer Survey were as follows.

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of East Lothian's Single Outcome Agreement

1.3. Methodology

A total of 1,565 interviews were carried out with a representative sample of East Lothian residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2009 and 2011 surveys. This involved a disproportionate sampling methodology where a sample size yielding $\pm 6\%$ level of accuracy at Ward level was targeted. The "disproportionate" sampling approach was used previously and involves delivering the same number of interviews in each Ward, regardless of the actual population size of the Ward. This ensures the data for each Ward can be directly compared (with the same level of accuracy). The alternative – a "proportionate" sample, would see the number of interviews varying per Ward (e.g. More interviews conducted in Musselburgh and fewer interviews conducted in Dunbar & East Linton), resulting in varying levels of statistical accuracy between Wards. The "disproportionate" aspect is eliminated in the results by applying appropriate statistical reweighting to balance the total East Lothian survey data to be balanced and reflective of the entire population.

Within each Ward, a total of 26 sampling points were selected in order to ensure representation across Census output areas. Thereafter, interviewers followed a 'random route' approach to sample selection, achieving a total of 10 interviews per sample point. Interviewing was scheduled over day time, evening and week end 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:

Figure 1: Survey response and confidence intervals			
Electoral Ward	Sample Base 2017 Survey	Population (adults aged 18+ years)	Confidence Interval (at 95%)
Dunbar & East Linton	258	11070	6.03%
Haddington & Lammermuir	255	13873	6.08%
Musselburgh	271	16682	5.90%
North Berwick Coastal	261	11133	5.99%
Preston Seton Gosford	259	14852	6.04%
Tranent, Wallyford & Macmerry	261	16525	6.02%
Total East Lothian	1565	84,135	+/- 2.45%

The 2017 questionnaire was developed from the 2011 survey questionnaire, revising the questionnaire to ensure that it reflected current issues. A copy of the final questionnaire for 2017 is available in Appendix 1.

1.4. 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 (one at overall East Lothian level, and PowerPoint presentations for each of the Council's Wards).

Due to the fact that the sample was designed on a disproportionate basis within Wards, to ensure the data was representative at both East Lothian 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 GROS population projections for East Lothian. 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 East Lothian population who live in that Ward. Please note that two respondents to the survey refused to provide their age, therefore throughout the report the unweighted base referred to 1563 rather than 1565 as these two individuals have been excluded from the weighting calculation.

1.5. Presentation and interpretation of results

This report details the findings of the survey for East Lothian Council overall and includes some comparisons of Ward level results, drawing out headline findings from the Wards. To allow for more in depth analysis at Ward level, separate PowerPoint reports have also been prepared for each of the 6 Multi-Member Ward areas.

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 East Lothian being interviewed, therefore, all results are subject to sampling tolerances and not all differences will be statistically significant.
- Results have been compared to the previous 2011 East Lothian Survey as appropriate, but in comparing results, it should be noted that:
 - The demographics of the area may have changed in this period.
 - The 2017 survey was carried out during early spring whereas the 2011 survey was carried out during early summer.
- The MMW boundaries have changed since the 2011 survey and have gone from seven Multi-Member Wards to six. Three of the MMW wards are unchanged from previous surveys, namely Dunbar & East Linton, Preston Seton Gosford and North Berwick Coastal.

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 respondents 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 respondents, this is because respondents may be 'routed' past some questions if they are not applicable. The percentages reported are weighted percentages. Where categories have been added together and referenced in the text of the report, these percentages have been calculated using the counts achieved to each option rather than adding together rounded percentages.

2. PROFILE OF RESPONDENTS

2.1. Introduction

Details on the profile of East Lothian residents cover the following topics:

- Age and gender
- Household composition
- Home ownership
- Car ownership
- Internet access
- Place of work
- Mode of travel to work

2.2. Age and gender (Q29/30)

Over half of survey respondents were female (53%) and the rest were male (47%). In terms of the age profile of survey respondents 25% were aged 16-34, 51% were aged 35-64 and 24% were aged 65 and over.

Figure 2: Age and gender profile			
Unweighted base: n=1563	Overall	Male	Female
16-24	4%	4%	3%
25-34	22%	21%	22%
35-44	14%	13%	15%
45-54	19%	21%	18%
55-59	10%	10%	10%
60-64	8%	8%	8%
65-74	15%	15%	15%
75+	9%	7%	10%

2.3. Working status (Q31)

With regards to working status, just under 6 in 10 respondents (59%) were working full or part time, 28% were retired and 5% were at home looking after the home or family.

Figure 3: Working status	
Base: n=1563	%
Working - full time (35+ hrs)	44%
Working - part time (16-34 hrs)	14%
Working - part time (less than 16 hours)	1%
Working - zero hours contract	0%
Self-employed	2%
Unemployed/ Seeking work	1%
Permanently retired from work	28%
Looking after home/ family	5%
Permanently sick or disabled	3%
Student	1%
Other	1%
Refused	0%

2.4. Household composition (Q32-35)

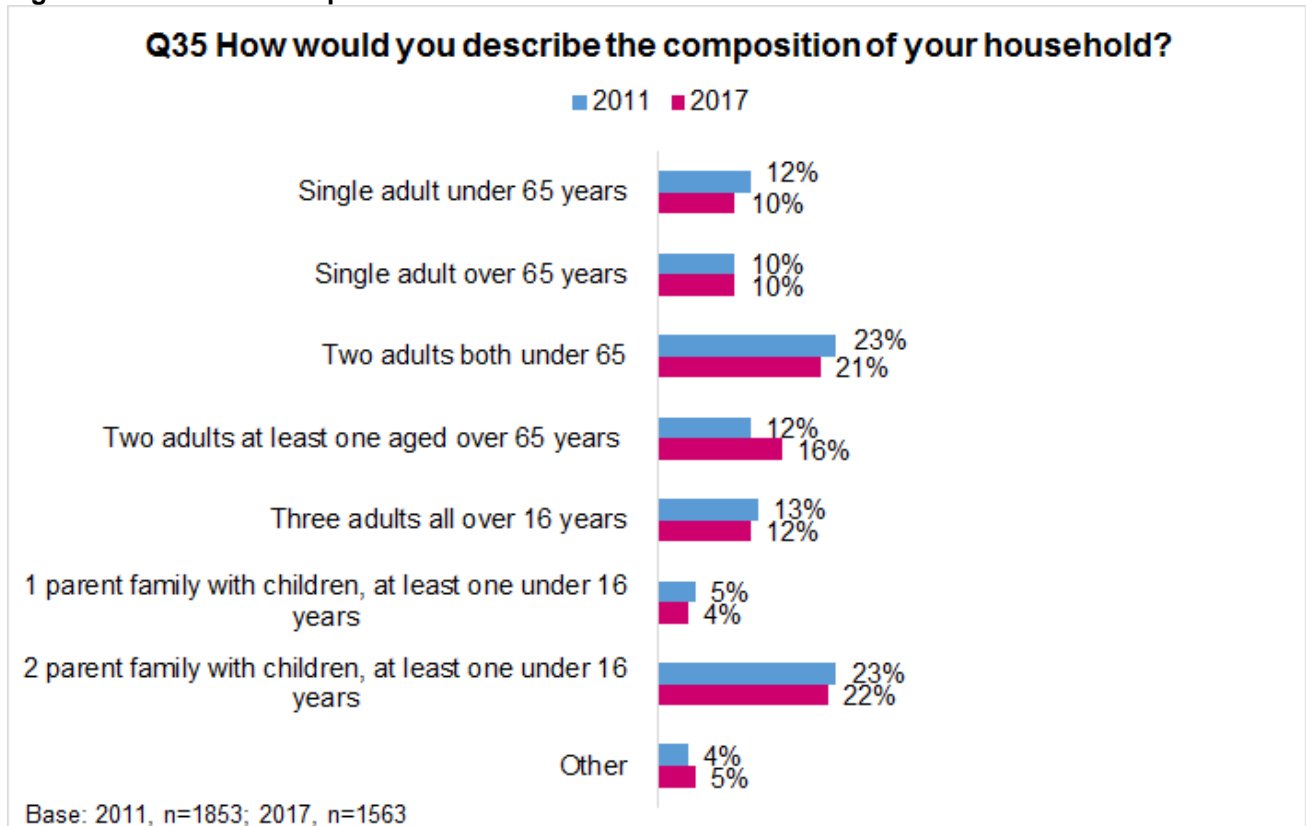
The table below shows the number of adults and children in the household. As can be seen below, over 3 in 10 respondents (31%) lived in households with at least one young person under the age of 16. The remaining 69% of households comprised of adults only.

Figure 4: No. of adults and children in the household

	No of adults (age 16+) in household	No of young people (under 16) in household
0	-	69%
1	25%	17%
2	58%	12%
3	13%	1%
4	4%	0%
5+	0%	0%

A more detailed profile of household composition is shown in the chart below. This shows that one in five households comprise single adults (20%), 36% were households with 2 adults, 12% were 3 or more adult households, 4% were 1 parent families and 22% were 2 parent families. This profile is in line with the profile achieved in the 2011 survey.

Figure 5: Household composition



Analysis by Ward reveals that significantly more 2 parent families were interviewed from Dunbar and East Linton (43%) than all other areas. Single adults under 65 were most common in Musselburgh (22%) and three adult households were most common in North Berwick Coastal (24%).

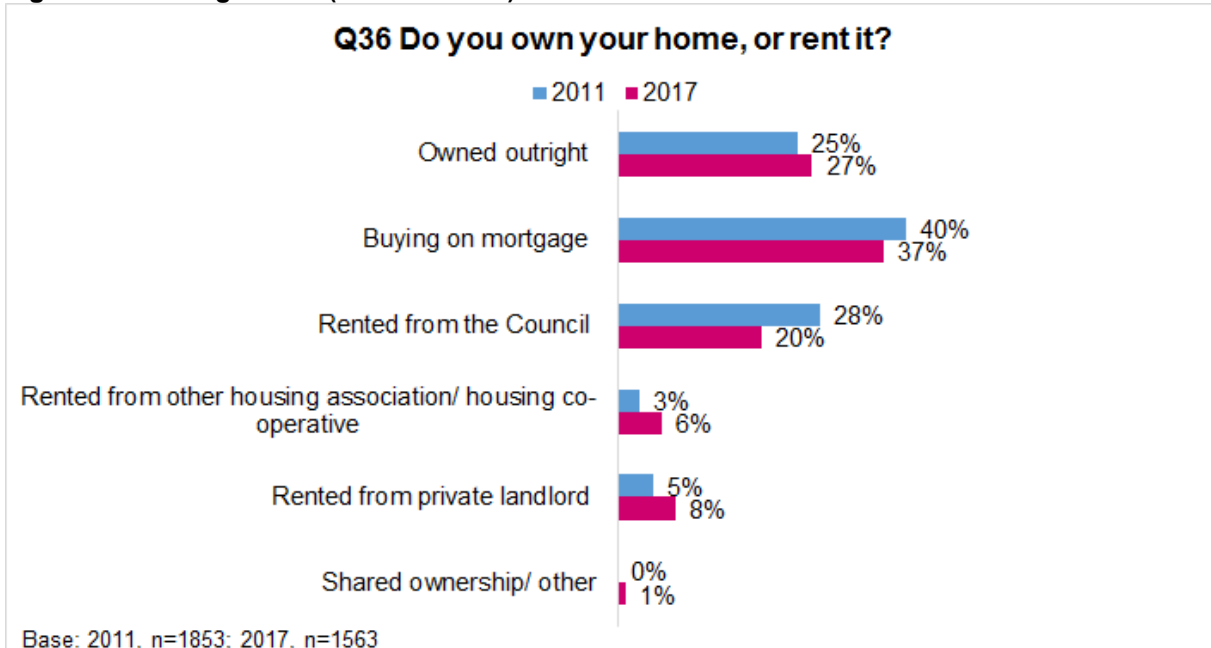
Figure 6: Household composition analysed by Ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted	1563	258	255	271	259	259	261
Single adult under 65 years	10%	4%	8%	22%	5%	7%	9%
Single adult over 65 years	10%	5%	10%	15%	12%	11%	9%
Two adults both under 65	21%	11%	24%	22%	22%	22%	19%
Two adults at least one aged over 65 years	16%	18%	20%	15%	16%	15%	11%
Three adults all over 16 years	12%	10%	12%	7%	24%	12%	12%
1 parent family with children, at least one under 16 years	4%	6%	3%	5%	3%	6%	4%
2 parent family with children, at least one under 16 years	22%	43%	20%	11%	17%	18%	29%
Other	5%	2%	4%	2%	1%	10%	8%

2.5. Tenure (Q36)

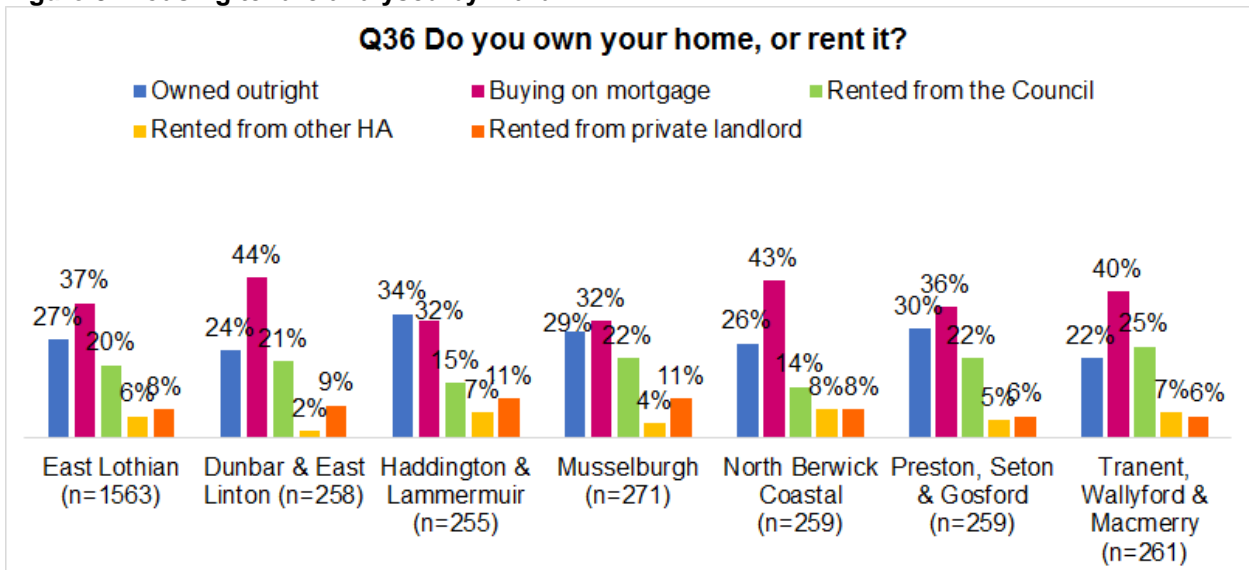
The chart below shows the tenure profile of survey respondents. Over 1 in 4 respondents (27%) owned their property outright and a further 37% were purchasing their home with a mortgage. One in five respondents rented their home from the Council (20%), 6% rented from another social landlord and 8% rented their home from a private landlord.

Figure 7: Housing tenure (2011 vs. 2017)



Analysis by Ward reveals that those who lived in Dunbar and East Linton (44%) and in North Berwick Coastal (43%) were most likely to be buying their home with a mortgage. Those who lived in Haddington and Lammermuir were most likely to own their property outright (34%). Tranent, Wallyford and Macmerry had the highest proportion of Council tenants (25%) and those who lived in Haddington and Lammermuir (15%) and in North Berwick Coastal (14%) had the least.

Figure 8: Housing tenure analysed by Ward



2.6. Academic qualifications (Q37)

In terms of the highest level of academic qualifications in East Lothian households, the chart below reveals that less than 3 in 10 households (28%) have no person with any formal qualifications. This is consistent with the 2011 survey (29%). However, this is higher than the results for the 2015 Scottish Household Survey where 17% of Scottish respondents said their household had no formal qualifications as detailed in the table below. On the other hand, 19% of households had group 4 qualifications (first degree or higher) compared to 18% in 2011. A further 18% of respondents had group 3 qualifications (HND, HNC etc.) compared to 10% in 2011.

Figure 9: Academic qualifications (2011 vs. 2017)

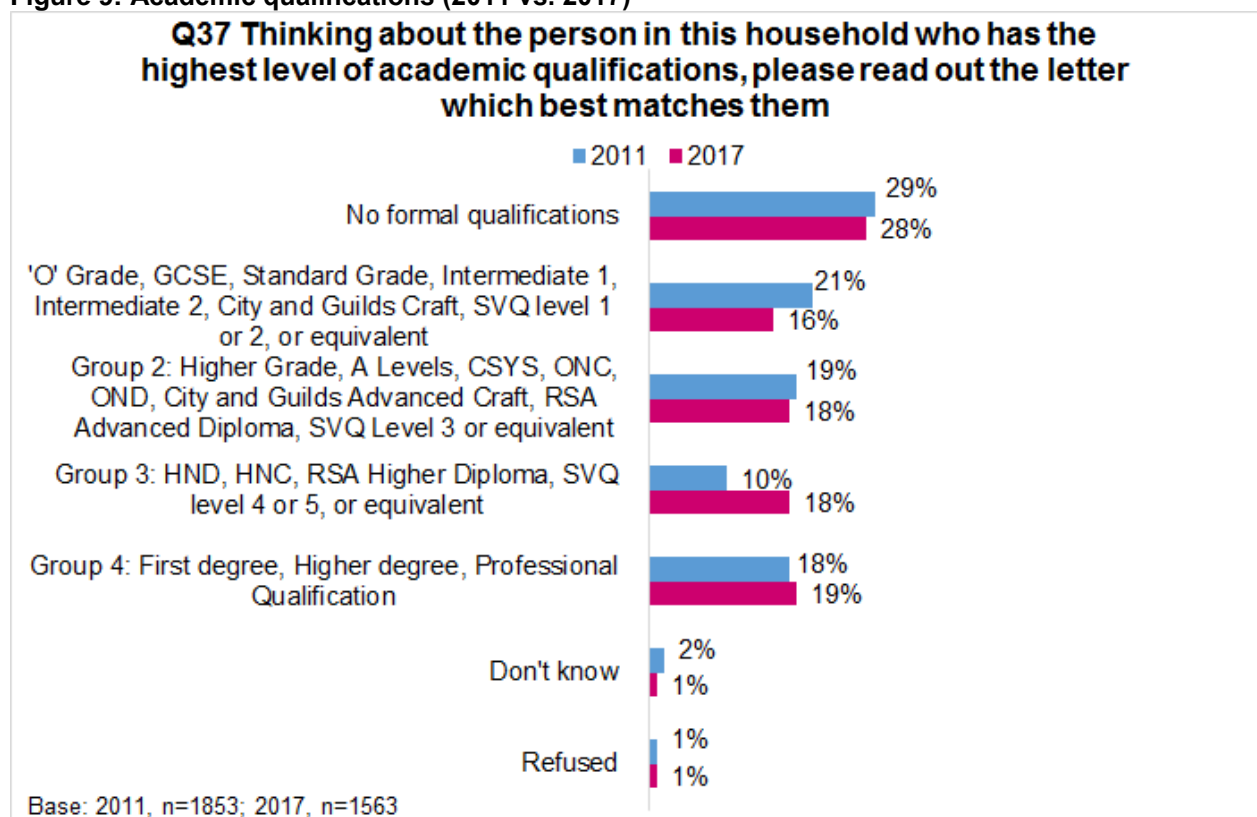


Figure 10: Academic qualifications (SHS Scotland 2015 compared to ELC Resident Survey 2017)

	SHS 2015 Scotland	ELC Residents Survey 2017
No formal qualifications	17%	28%
'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent	20%	16%
Group 2: Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ Level 3 or equivalent	17%	18%
Group 3: HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent	11%	18%
Group 4: First degree, Higher degree, Professional Qualification	29%	19%
Don't know	-	1%
Refused	-	1%

Differences across the six Multi-Member Wards were also notable showing that:

- Tranent, Wallyford and Macmerry (36%) and Musselburgh (35%) had the highest proportion of respondents with no formal qualifications and those living in Dunbar and East Linton had the smallest proportion (14%).
- Those who lived in Haddington and Lammermuir had the highest proportion of respondents with a group 1 qualification (30%). Those who lived in Tranent, Wallyford and Macmerry (3%) and in Musselburgh (5%) were least likely.

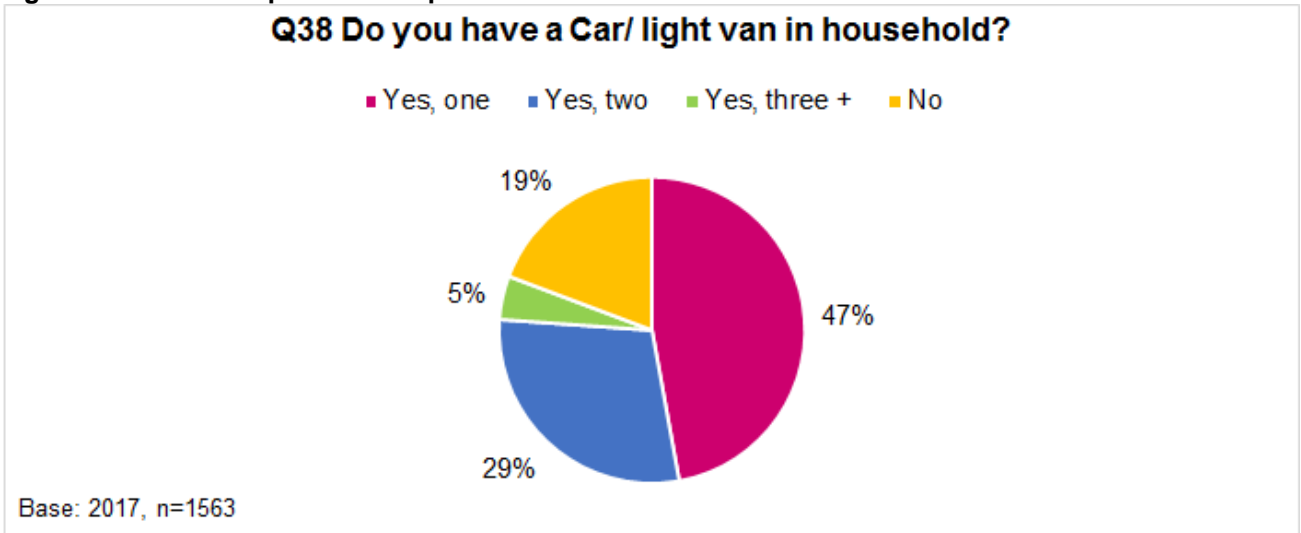
Figure 11: Academic qualifications analysed by Ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	NBC	PSG	TWM
Unweighted base	1563	258	255	271	259	259	261
No formal qualifications	28%	14%	27%	35%	26%	23%	36%
Group 1: 'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent	16%	23%	30%	5%	18%	20%	3%
Group 2: Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ Level 3 or equivalent	18%	41%	17%	7%	24%	20%	7%
Group 3: HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent	18%	5%	10%	25%	9%	20%	30%
Group 4: First degree, Higher degree, Professional Qualification	19%	12%	13%	26%	23%	14%	24%
Don't know	1%	2%	1%	2%	0%	2%	-
Refused	1%	4%	2%	1%	-	1%	-

2.7. Access to private transport (Q38)

Over 8 in 10 respondents (81%) said their household had access to at least one car or light van. In 2011, 74% of survey respondents had access to at least one vehicle.

Figure 12: Access to private transport



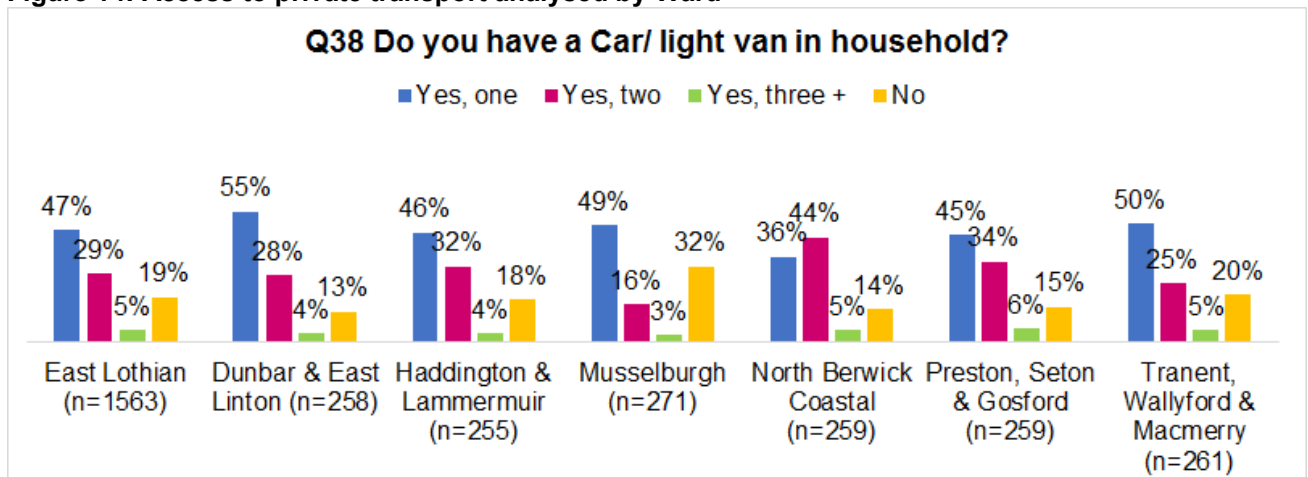
19% of survey respondents did not have access to a light car or van in the household which is less than the Scottish average reported in the 2015 Scottish Household Survey (30%).

Figure 13: Access to private transport (SHS Scotland 2015 compared to ELC Resident Survey 2017)

	SHS 2015 Scotland	ELC Residents Survey 2017
Yes, one	43%	47%
Yes, two	27%	29%
Yes, three		5%
No	30%	19%

Analysis by area reveals that Dunbar and East Linton respondents (87%) and North Berwick Coastal respondents (86%) were most likely to have access to at least one vehicle, while those who lived in Musselburgh were least likely (68%).

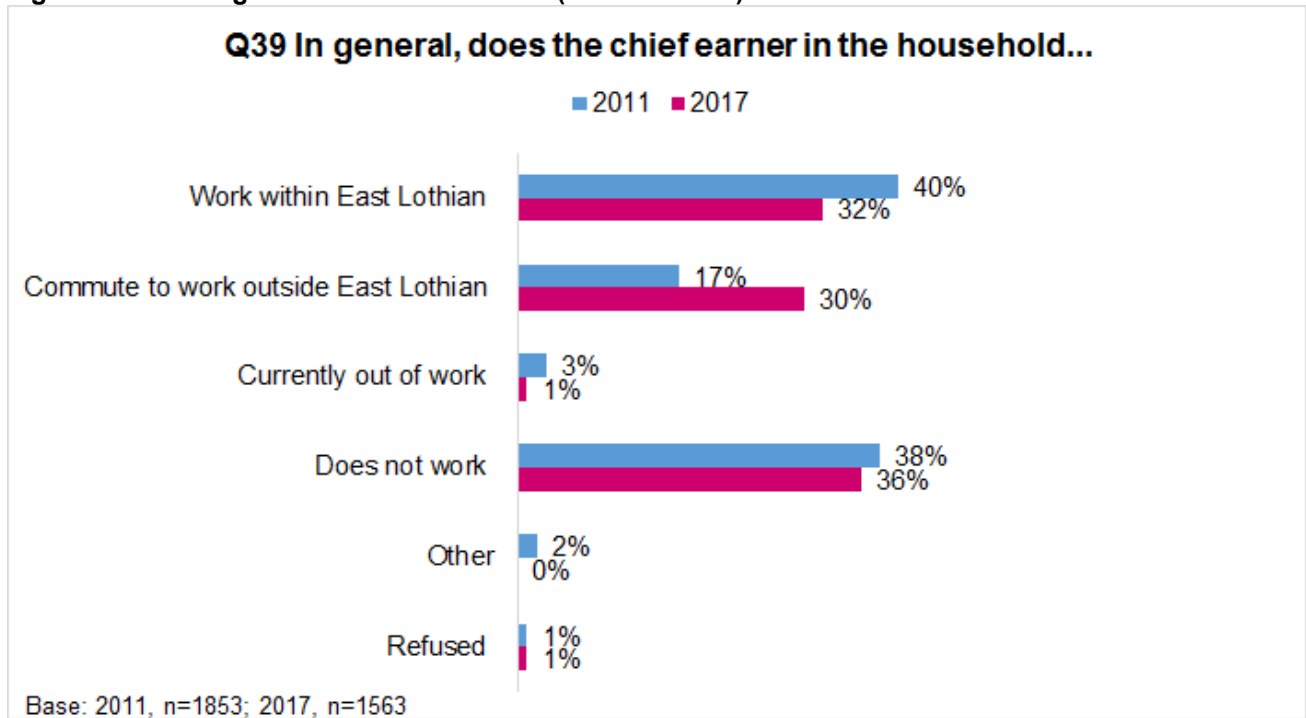
Figure 14: Access to private transport analysed by Ward



2.8. Working location of chief earner (Q39)

Over 3 in 10 respondents (32%) said the chief earner in their household works within East Lothian, 30% commute to work outside East Lothian and 37% are currently out of work or do not work. The proportion of respondents working within East Lothian has decreased from 40% in 2011 to 32% in 2017, and the percentage of respondents who are commuting to work outside East Lothian has increased from 17% in 2011 to 30% in 2017.

Figure 15: Working location of chief earner (2011 vs. 2017)

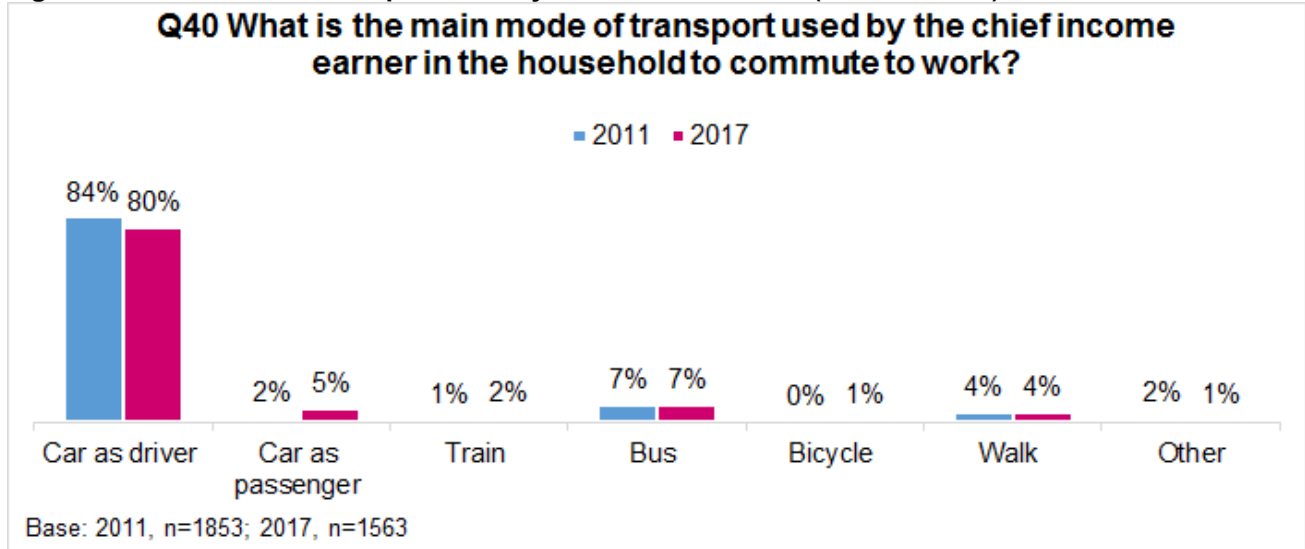


Analysis by ward reveals that those who lived in Dunbar and East Linton were most likely to have said the chief income earner works within East Lothian (56%). On the other hand, Preston, Seton and Gosford respondents were most likely to have said the chief income earner commutes to work outside East Lothian.

2.9. Main mode of transport for work purposes (Q40)

Eight in ten respondents (80%) said the main mode of transport used by the chief income earner in the household to commute to work was by car with them personally being the driver. The results to this question have not changed significantly since the 2011 survey.

Figure 16: Main mode of transport used by chief income earner (2011 vs. 2017)

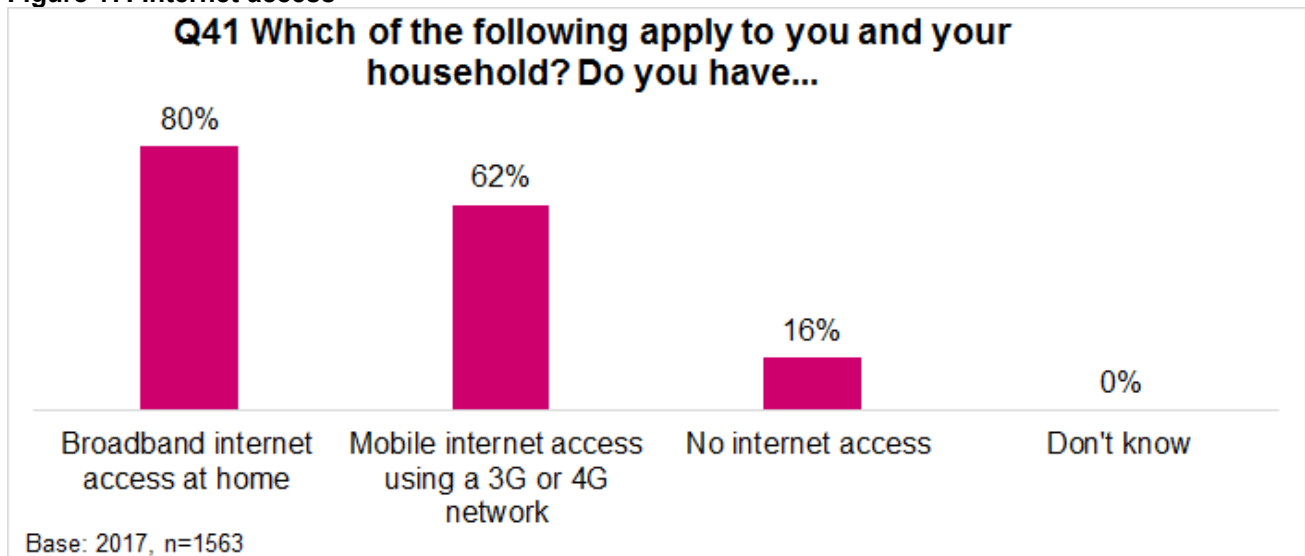


NB the options were car and shared car in 2011 instead of car as driver or car as passenger.

2.10. Access to the internet (Q41)

Eight in 10 respondents (80%) said they and their household has broadband internet access at home and a further 62% said they had mobile internet access using a 3G or 4G network. Only 16% of respondents had no internet access which is significantly less than was reported in the 2011 survey (35%). In the 2015 Scottish Household survey, 80% of Scottish respondents had internet access.

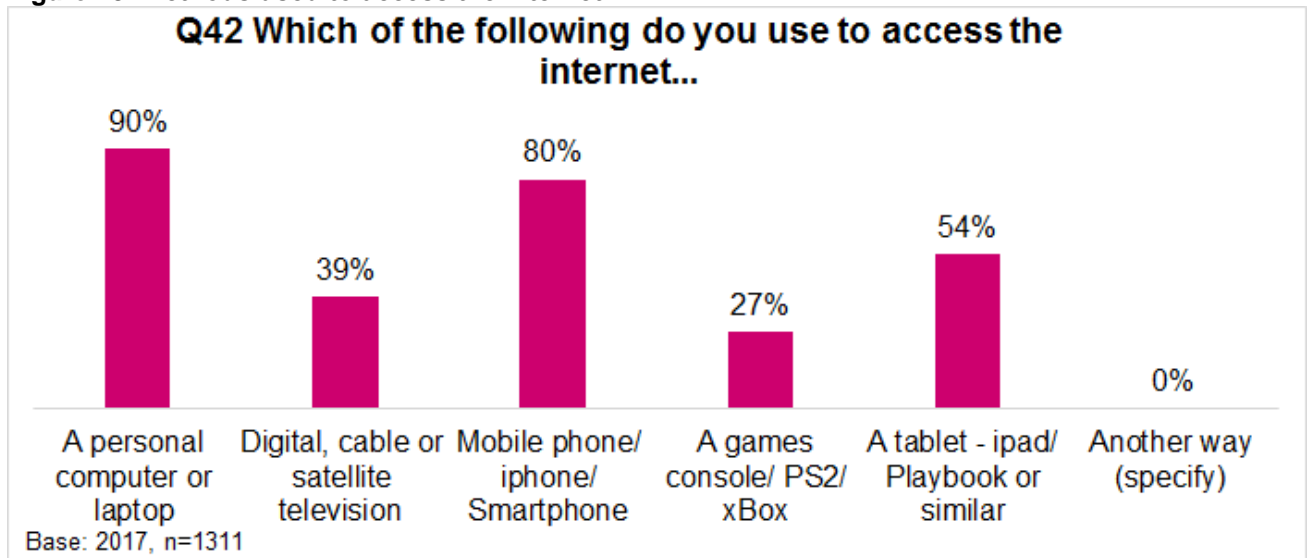
Figure 17: Internet access



2.11. Methods use to access the internet (Q42)

Those who did have access to the internet were asked to describe the methods they use to access the internet, Nine in ten respondents (90%) said they access the internet via a personal computer or laptop, 80% use a mobile phone, 54% use a tablet device, 39% use their television and 27% use a games console.

Figure 18: Methods used to access the internet



East Lothian respondents were more likely than the Scottish average, to be able to access the internet in any of these ways. This was most evident regarding internet access via digital, cable or satellite television with 39% of respondents in the ELC Residents Survey having access to the internet in this way compared to the Scottish average of 11% reported in the 2015 Scottish Household Survey.

Figure 19: Methods used to access the internet (SHS Scotland 2015 compared to ELC Resident Survey 2017)

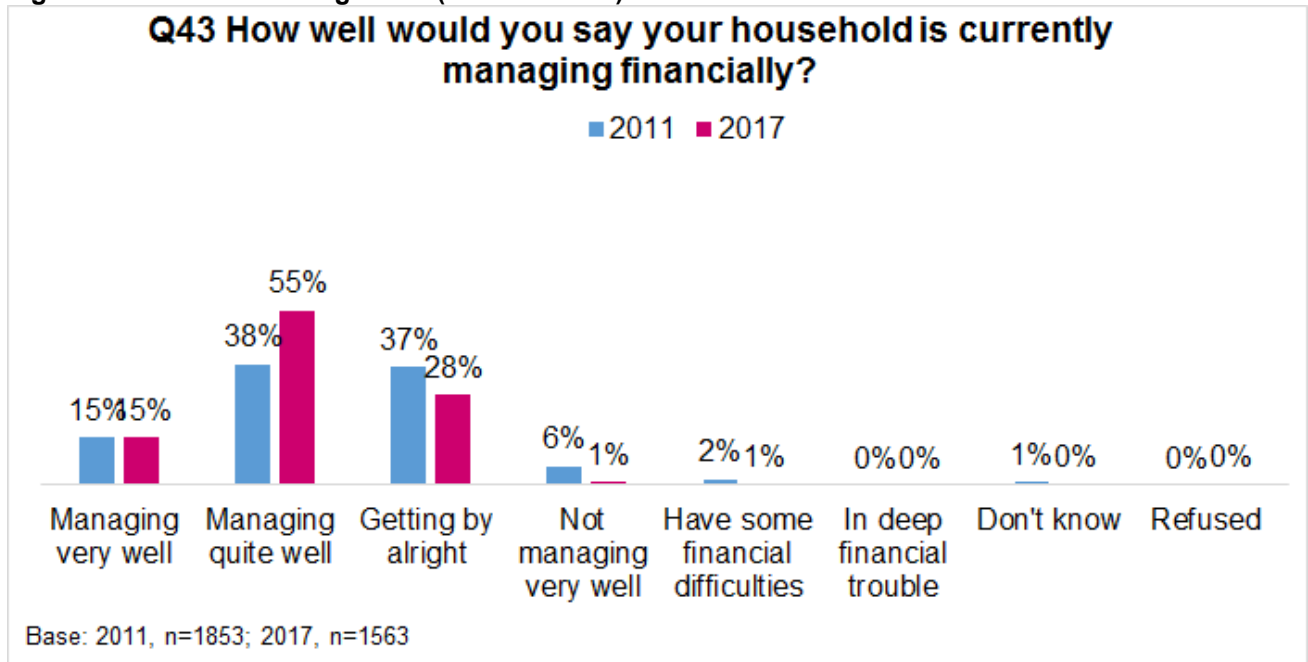
	SHS 2015 Scotland	ELC Residents Survey 2017
A personal computer or laptop	81%	90%
Digital, cable or satellite television	11%	39%
Mobile phone/ iphone/ Smartphone	69%	80%
A games console/ PS2/ xBox	10%	27%
A tablet - ipad/ Playbook or similar	48%	54%
In another way	1%	0%

3. MONEY MATTERS

3.1. Financial management (Q43)

Seven in ten respondents (70%) were managing very or quite well financially, 28% were getting by alright and only 1% of survey respondents were not managing very well, had some financial difficulties or were in deep financial trouble. The proportion of respondents who were managing very or quite well has increased considerably from 53% in 2011 to 70% in 2017.

Figure 20: Financial management (2011 vs. 2017)



Analysis by Ward reveals that those who lived in Musselburgh were most likely to be managing very or quite well (80%), while those who lived in Haddington and Lammermuir (53%) were least likely.

Figure 21: Household financial management analysed by Ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1563	258	255	271	259	259	261
Managing very/ quite well	70%	61%	53%	80%	72%	77%	72%
Getting by alright	28%	37%	45%	19%	27%	21%	25%
Not managing very well/ have some financial difficulties/ deep financial trouble	1%	2%	1%	1%	0%	1%	3%
Don't know	0%	-	1%	-	-	-	-
Refused	0%	-	1%	-	1%	1%	-

East Lothian residents appear to be managing very well financially when compared to the Scottish average, for example 70% of East Lothian respondents said they were managing very or quite well compared to 55% for the Scottish average.

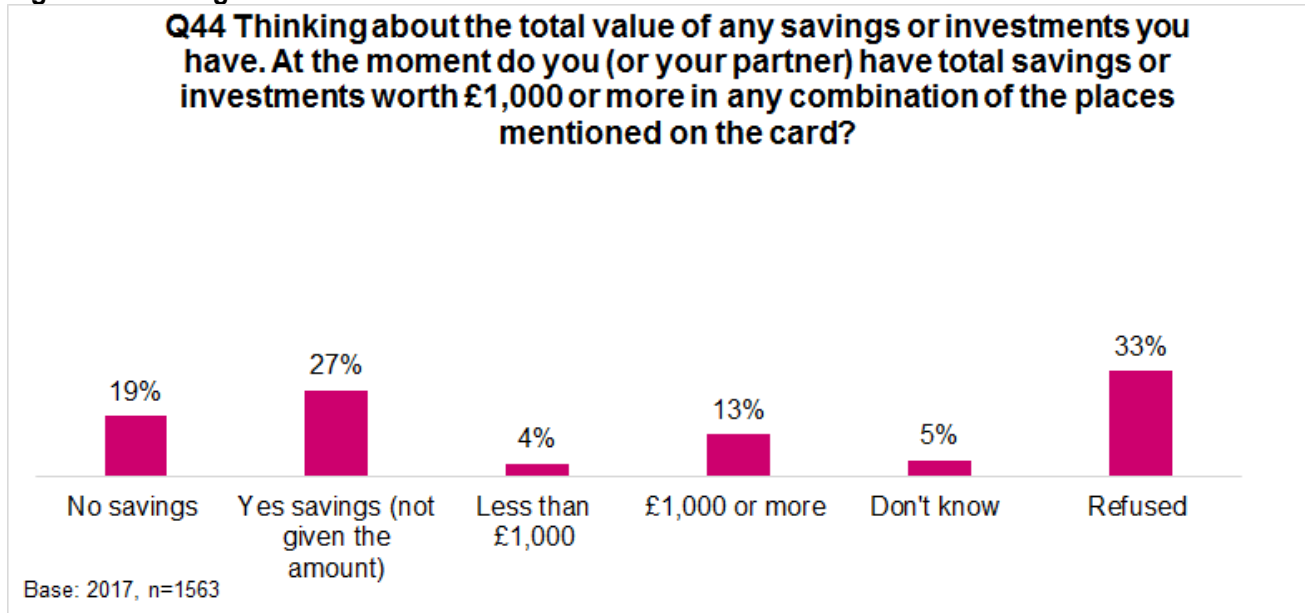
Figure 22: Household financial management (SHS Scotland 2015 compared to ELC Resident Survey 2017)

	SHS 2015 Scotland	ELC Residents Survey 2017
Managing very/ quite well	55%	70%
Getting by alright	35%	28%
Not managing very well/ have some financial difficulties/ deep financial trouble	9%	1%
Don't know	0%	0%
Refused	0%	0%

3.2. Savings (Q44)

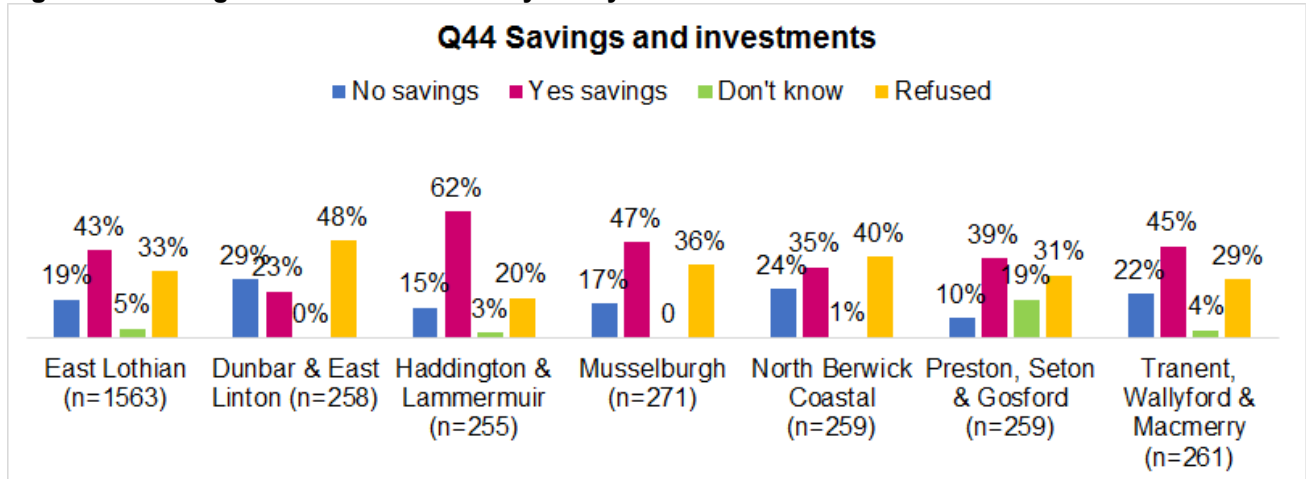
All respondents were asked about any savings or investments they may have. Just under 1 in 5 respondents (19%) said they had no savings, 27% said they had savings but did not specify the amount, 4% had savings or investments worth less than £1,000 and 13% had savings or investments worth £1,000 or more. A third of respondents (33%) refused to answer this question and 5% were unsure.

Figure 23: Savings and investments



Analysis by area indicates that those who lived in Haddington and Lammermuir were most likely to have said they have savings or investments (62%). On the other hand, those who lived in Dunbar and East Linton were most likely to have said they have no savings (29%). This area also had the highest proportion of respondents refusing to answer this question.

Figure 24: Savings and investments analysed by ward



The level of savings and investments varies when compared to the Scottish Household Survey with the Scottish average being 70% for households who have savings overall compared to 43% of our survey respondents. However, more respondents in the East Lothian residents survey answered don't know or refused to answer this question.

Figure 25: Savings and investments (SHS Scotland 2015 compared to ELC Resident Survey 2017)		
	SHS 2015 Scotland	ELC Residents Survey 2017
No savings	22%	19%
Yes, savings	70%	43%
Don't know	1%	5%
Refused	7%	33%

3.3. Total household income (Q45)

In terms of household income, 71% of East Lothian respondents refused to answer this question. Nine percent of survey respondents said their annual household income was less than £15,500, 6% said it was between £15,500 and £24,999, 8% said it was between £25,000 and £39,999 and 6% said it was £40,000 or over.

Figure 26: Household annual income analysed by Ward

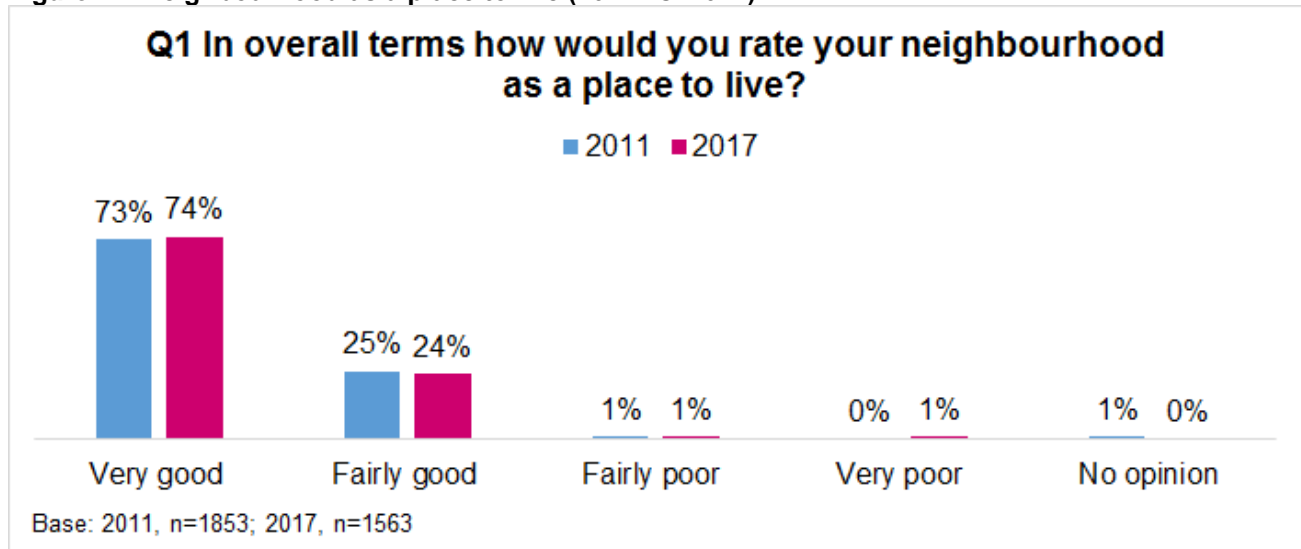
	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	NBC	PSG	TWM
Unweighted base	1563	258	255	271	259	259	261
Under £4,500	0%	-	-	-	-	1%	-
£4,500 - £6,499	0%	0%	-	-	-	1%	1%
£6,500 - £7,499	1%	2%	0%	2%	1%	-	1%
£7,500 - £9,499	1%	4%	2%	0%	1%	-	2%
£9,500 - £11,499	2%	5%	3%	1%	-	1%	2%
£11,500 - £13,499	3%	6%	4%	0%	2%	5%	0%
£13,500 - £15,499	2%	6%	2%	-	1%	3%	1%
£15,500 - £17,499	2%	5%	6%	-	3%	2%	0%
£17,500 - £24,999	4%	6%	6%	2%	2%	4%	4%
£25,000 - £29,999	4%	7%	4%	3%	5%	4%	2%
£30,000 - £39,999	4%	4%	8%	2%	3%	5%	3%
£40,000 - £49,999	2%	4%	5%	0%	4%	2%	-
£50,000 - £74,999	2%	4%	2%	-	2%	6%	2%
£75,000 - £99,999	0%	1%	0%	-	-	1%	0%
£100,000+	0%	1%	0%	-	1%	1%	-
Refused	71%	47%	55%	90%	77%	66%	83%

4. NEIGHBOURHOOD AND QUALITY OF LIFE

4.1. Neighbourhood as a place to live (Q1)

The survey opened by asking respondents how they would rate their neighbourhood as a place to live. Just under three quarters (74%) were of the opinion their neighbourhood was a very good place to live, 24% said it was fairly good and 2% said it was very or fairly poor. The results are consistent with those reported in 2011.

Figure 27: Neighbourhood as a place to live (2011 vs. 2017)



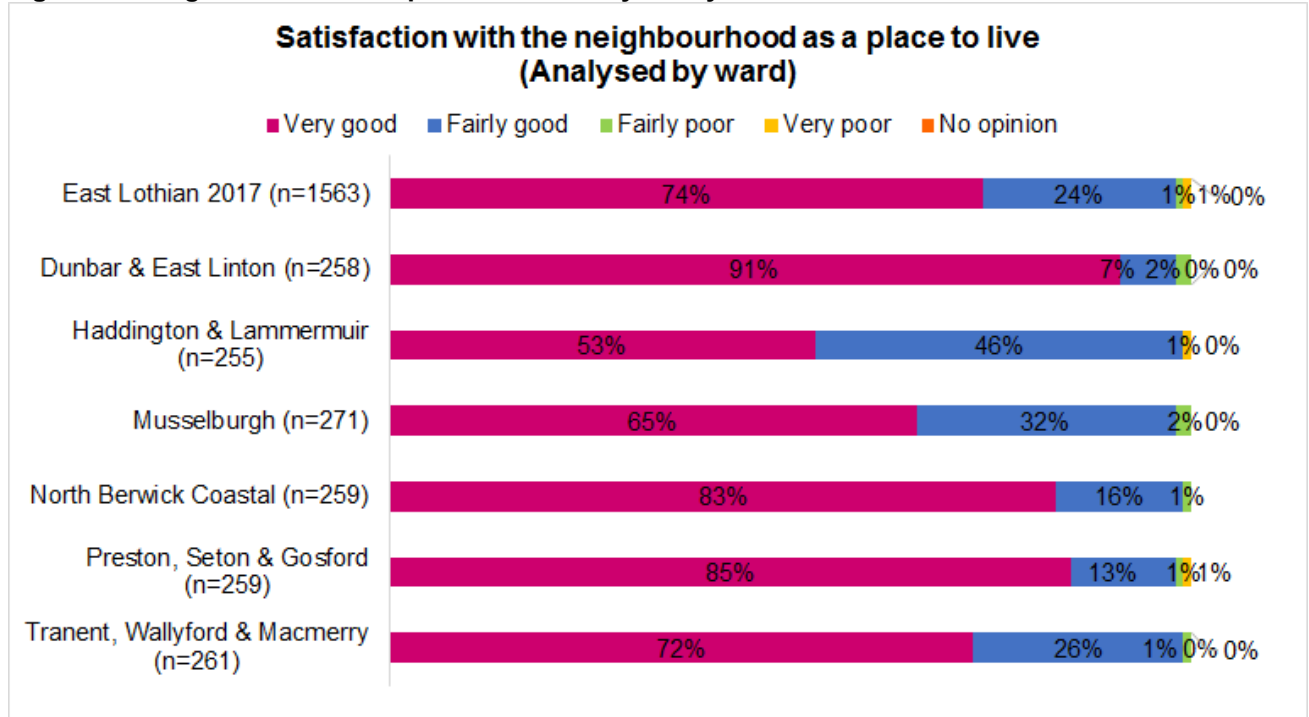
The table below compares these results to those reported for Scotland overall in the Scottish Household Survey. As can be seen below, East Lothian respondents were significantly more likely to rate their local neighbourhood a very good place to live (74%) than the Scottish average (56%).

Figure 28: Neighbourhood as a place to live (SHS Scotland 2015 compared to ELC Resident Survey 2017)

	SHS 2015 Scotland	ELC Residents Survey 2017
Very good	56%	74%
Fairly good	38%	24%
Fairly poor	4%	1%
Very poor	1%	1%
No opinion	0%	0%

Analysis by Ward reveals that those who lived in Dunbar and East Linton were most likely to rate their neighbourhood as a very good place to live (91%). On the other hand, Haddington and Lammermuir residents were least likely (53%).

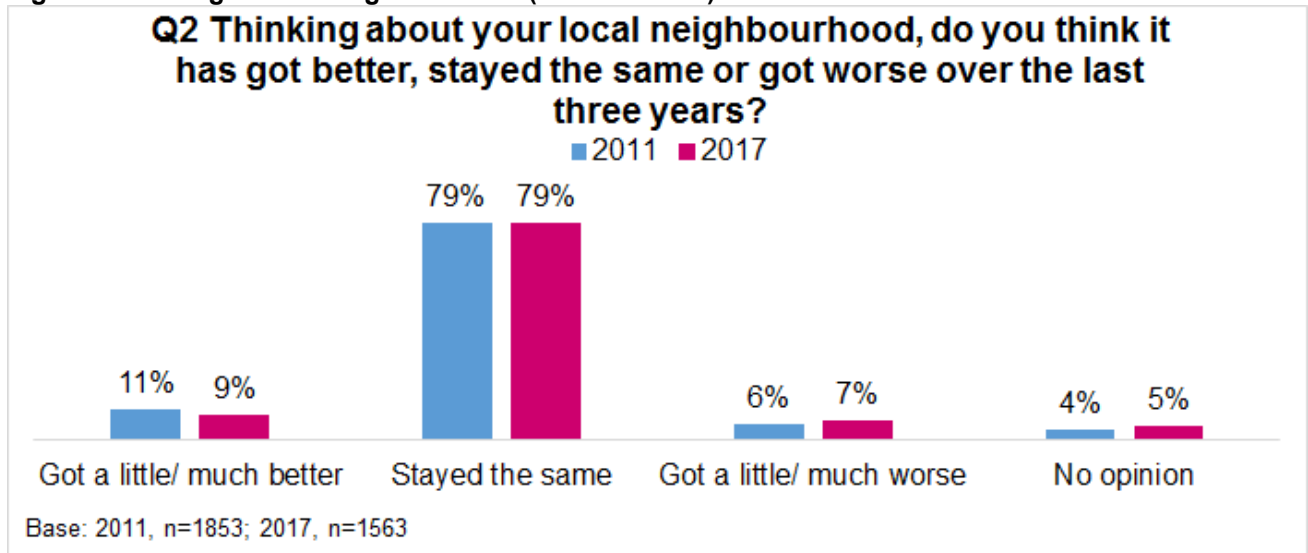
Figure 29: Neighbourhood as a place to live analysed by Ward



4.2. Change in the neighbourhood (Q2)

Less than 8 in 10 respondents (79%) believed that their local neighbourhood had stayed the same over the last 3 years, 9% felt it had got a little or much better, 7% said it had got a little or much worse and the remaining 5% were unsure. The results are not statistically different from those reported in 2011.

Figure 30: Change in the neighbourhood (2011 vs. 2017)

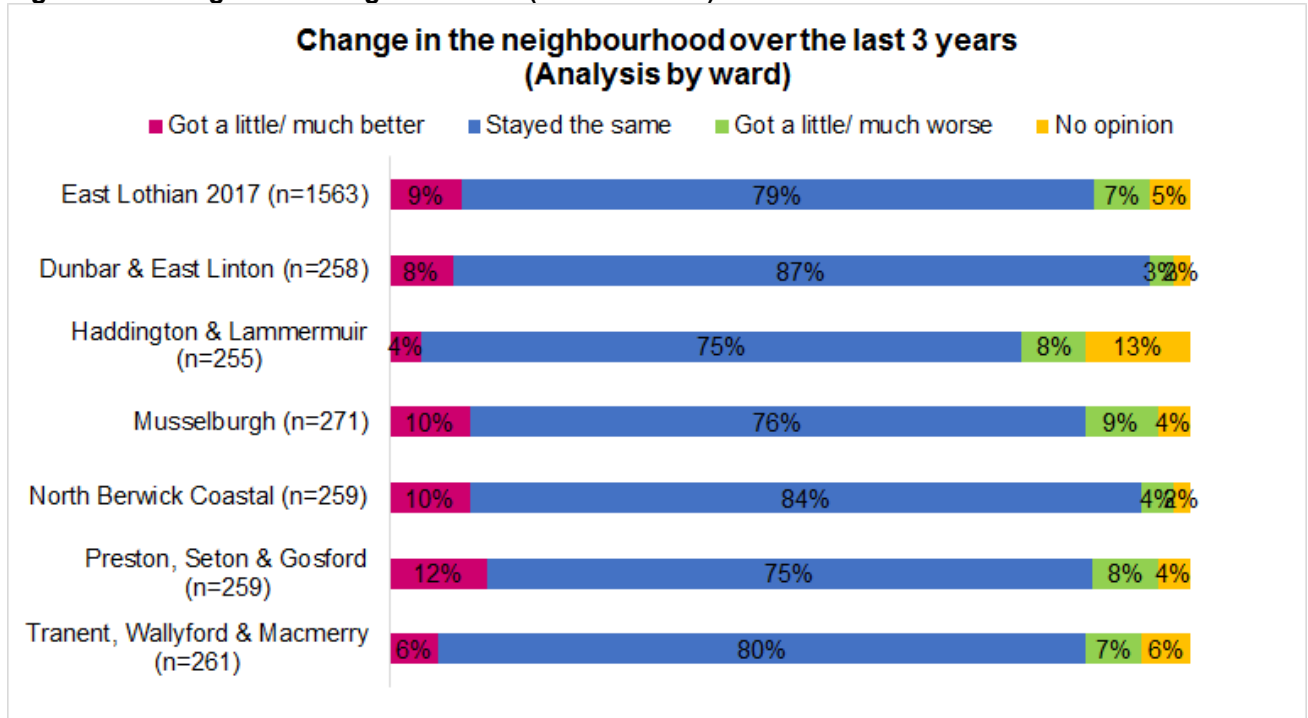


As can be seen in the table below, fewer East Lothian respondents were of the opinion that their neighbourhood had improved (9%) over the last 3 years than the Scottish average (15%, as reported in the 2015 Scottish Household Survey).

Figure 31: Change in the neighbourhood (SHS Scotland 2015 compared to ELC Resident Survey 2017)		
	SHS 2015 Scotland	ELC Residents Survey 2017
Got a little/ much better	15%	9%
Stayed the same	65%	79%
Got a little/ much worse	14%	7%
No opinion	6%	5%

Ward based analysis indicates that those who lived in Preston, Seton and Gosford were most likely to have said their neighbourhood had improved over the last 3 years (12%). Conversely, those who lived in Musselburgh (9%) were most likely to have said it had worsened.

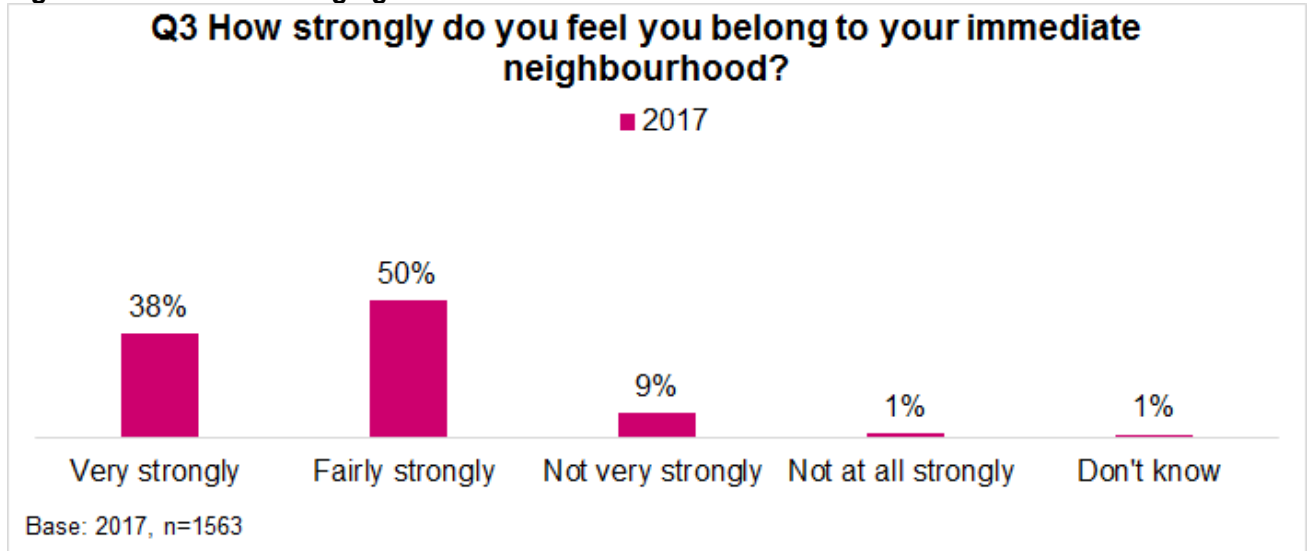
Figure 32: Change in the neighbourhood (2011 vs. 2017)



4.3. Sense of belonging (Q3)

The majority of respondents (88%) felt very or fairly strongly that they belong to their immediate neighbourhood compared to 11% who did not feel very strongly or not at all strongly.

Figure 33: Sense of belonging



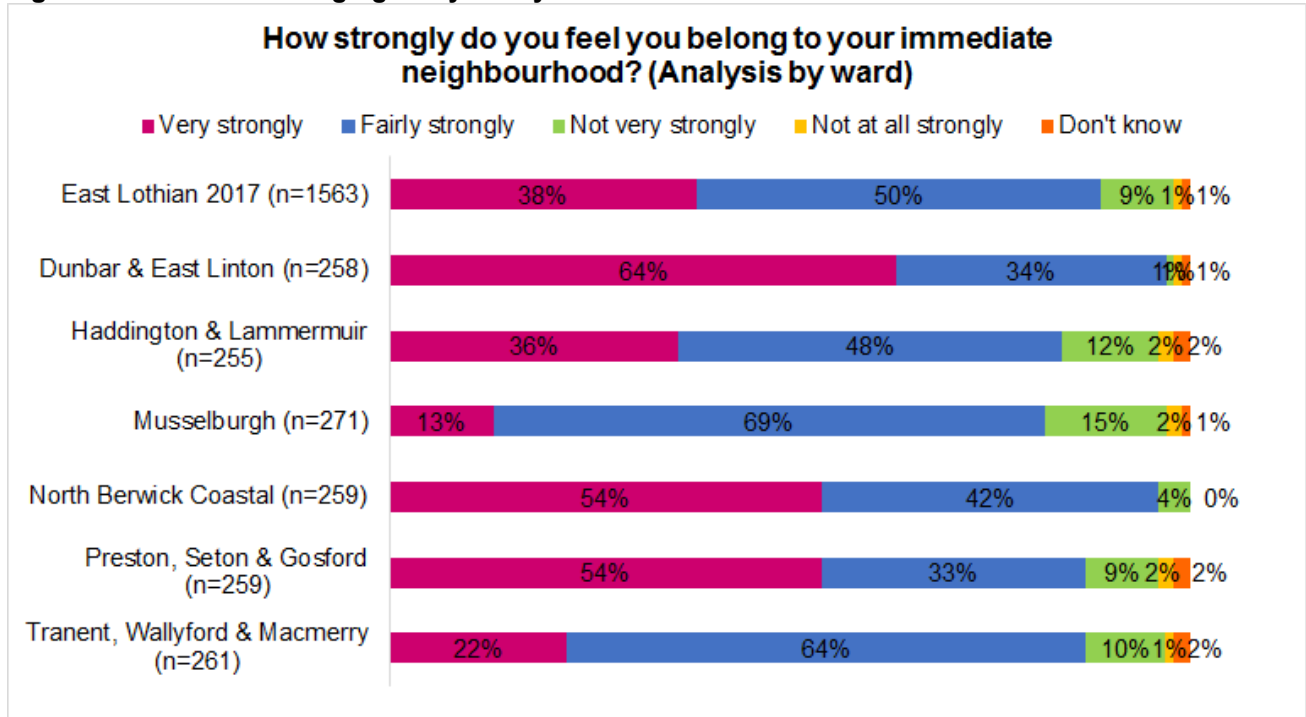
NB percentages stated in text varies from the sum of percentages shown in the chart due to rounding.

The proportion of respondents who said they felt very or fairly strongly that they belong to their immediate neighbourhood was higher for East Lothian respondents (88%) than the Scottish average (77%, as reported in the 2015 Scottish Household Survey).

Figure 34: Sense of belonging (SHS Scotland 2015 compared to ELC Resident Survey 2017)		
	SHS 2015 Scotland	ELC Residents Survey 2017
Very strongly	34%	38%
Fairly strongly	43%	50%
Not very strongly	16%	9%
Not at all strongly	6%	1%
Don't know	1%	1%

Respondents who lived in Dunbar and East Linton were significantly more likely than all other areas to feel very strongly that they belonged to their immediate neighbourhood (64%). On the other hand, those who lived in Musselburgh (13%) were least likely to feel this way.

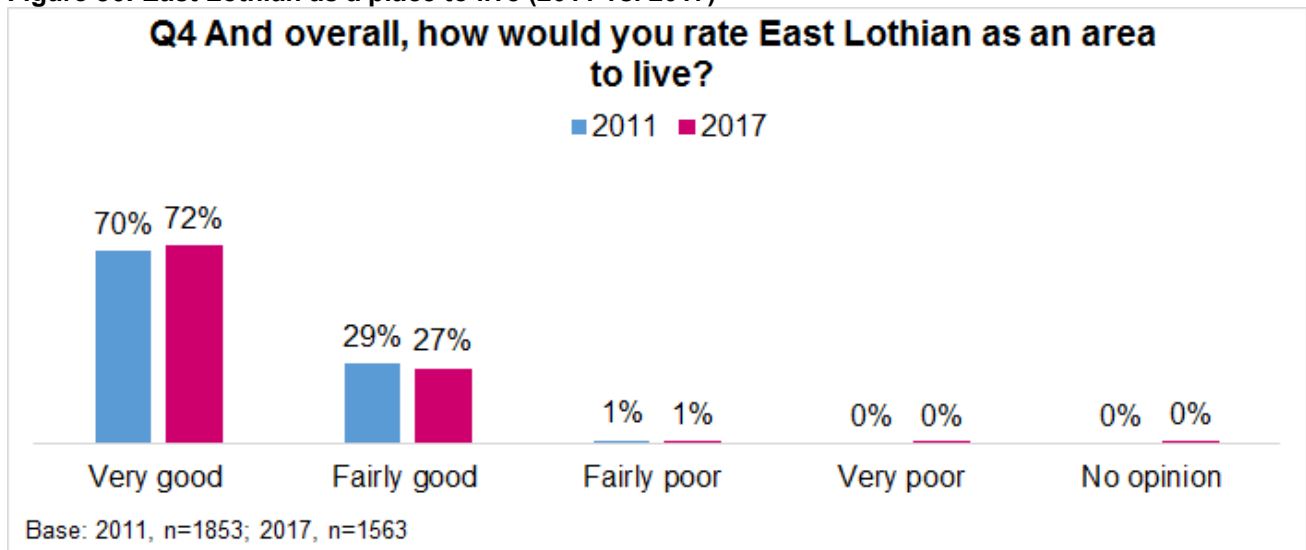
Figure 35: Sense of belonging analysed by Ward



4.4. East Lothian as a place to live (Q4)

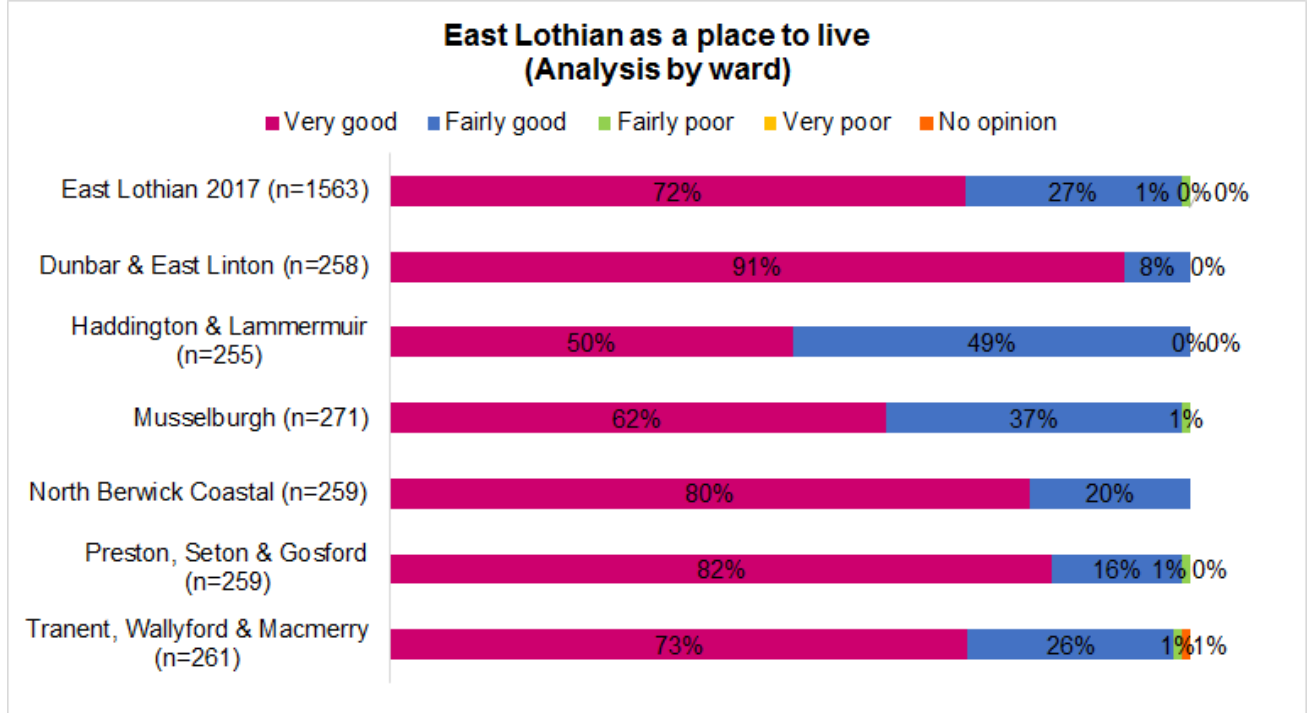
Almost all respondents (99%) rated East Lothian as a very good (72%) or fairly good place to live (27%).

Figure 36: East Lothian as a place to live (2011 vs. 2017)



Respondents who lived in Dunbar and East Linton were significantly more likely to have rated East Lothian as a very good place to live (91%) than those who lived in Haddington and Lammermuir (50%).

Figure 37: East Lothian as a place to live analysed by Ward



4.5. Priorities for making somewhere a good place to live (Q5)

All respondents were asked to select from a list of options, which were most important in making somewhere a good place to live. The top three things that were rated as being most important to East Lothian residents were health services (61%), followed by affordable and decent housing (47%) and primary and secondary schools (47%).

In 2011, the top three priorities were the level of crime followed by affordable and decent housing and jobs for local people. Compared to 2011, the proportion of respondents who stated health services were important in making somewhere a good place to live has increased by 27 percentage points. Public transport has seen an increase of 14 percentage points, primary and secondary schools and shopping facilities have both increased by 12 percentage points.

Figure 38: Priorities for making somewhere a good place to live (2011 vs. 2017)

	East Lothian 2011 (1853)	East Lothian 2017 (1563)	Change (2011 to 2017)
Health services	34%	61%	+27%
Affordable decent housing	43%	47%	+4%
Primary & Secondary Schools	35%	47%	+12%
Jobs for local people	40%	43%	+3%
Public transport	27%	41%	+14%
The level of crime	44%	38%	-6%
Shopping facilities	25%	37%	+12%
Sense of community	22%	26%	+4%
Clean streets	19%	18%	-1%
Road and pavement repairs	14%	18%	+4%
Access to the outdoors, parks and open spaces (separate questions in 2017)	12%	17%	+5%
Sport and leisure facilities	4%	17%	+13%
Care of the elderly	14%	16%	+2%
Wage levels and local cost of living	19%	12%	-7%
The level of traffic congestion	7%	10%	+3%
Activities for teenagers	15%	8%	-7%
Facilities for young children	9%	6%	-3%
None of these	1%	0%	-

Health services was considered the top priority in making somewhere a good place to live for all Wards, with the exception of Haddington and Lammermuir and Tranent, Wallyford and Macmerry. Haddington and Lammermuir respondents selected shopping facilities as their top priority and affordable, decent housing was top priority for those who lived in Tranent, Wallyford and Macmerry. The results vary most significantly by Ward in terms of the following aspects:

- **Primary & Secondary Schools:** This was selected as a priority for 75% of Dunbar and East Linton respondents compared to 25% of Preston, Seton and Gosford respondents. This is in line with the finding that Dunbar and East Linton has the highest proportion of households with children;
- **Affordable decent housing:** 68% of Musselburgh respondents and 69% of Tranent, Wallyford and Macmerry respondents selected this as a priority compared to 27% of Dunbar and East Linton respondents;
- **Sense of community:** 48% of Haddington and Lammermuir respondents said this was a priority compared to 8% of Dunbar and East Linton respondents;
- **Jobs for local people:** Just under two thirds of Musselburgh respondents (65%) said jobs for local people was a priority compared to 25% of respondents who lived in Haddington and Lammermuir.

Figure 39: Priorities for making somewhere a good place to live analysed by Ward

	East Lothian 2017	Dunbar & East Linton	Haddington & Lammermuir	Musselburgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Base	1563	258	255	271	259	259	261
Primary & Secondary Schools	47%	75%	35%	46%	61%	25%	48%
Wage levels and local cost of living	12%	25%	13%	4%	25%	13%	1%
Jobs for local people	43%	51%	25%	65%	49%	28%	39%
Health services	61%	78%	50%	70%	69%	54%	49%
Care for older people	16%	42%	10%	8%	21%	20%	6%
The level of traffic congestion	10%	8%	8%	4%	13%	23%	6%
Public transport	41%	35%	43%	55%	25%	41%	40%
Road and pavement repairs	18%	36%	32%	6%	14%	20%	6%
Clean streets	18%	28%	28%	4%	13%	33%	7%
Access to outdoors, parks and open spaces	17%	7%	38%	6%	24%	18%	11%
The level of crime	38%	26%	47%	50%	30%	22%	45%
Activities for teenagers	8%	6%	7%	4%	9%	16%	8%
Affordable decent housing	47%	27%	30%	68%	41%	33%	69%
Sense of community	26%	8%	48%	27%	32%	10%	29%
Shopping facilities	37%	21%	54%	54%	22%	31%	34%
Sports and leisure facilities	17%	8%	11%	29%	15%	8%	26%
Facilities for young children	6%	7%	8%	3%	4%	7%	6%
Other	1%	1%	2%	-	0%	3%	1%
None of these	0%	-	-	-	-	0%	1%
Don't know	1%	0%	-	0%	3%	1%	4%

4.6. Priorities for improvement in the local area (Q6)

Following on from this, respondents were asked what they felt most needs improving in the local area. The top response was road and pavement repairs (16%), followed by health services (11%) and shopping facilities (10%). In 2011, the top priority was jobs for local people, followed by road and pavement repairs and activities for teenagers. Just under 4 in 10 respondents (37%) said there was nothing in their neighbourhood that they felt required improving. This is an increase on the 2011 survey where 28% had this opinion.

Figure 40: Priorities for improvement to the local area (2011 vs. 2017)

	East Lothian 2011 (1853)	East Lothian 2017 (1563)	Change (2011 to 2017)
Road and pavement repairs	31%	16%	-15%
Health services	5%	11%	6%
Shopping facilities	10%	10%	0%
Activities for teenagers	26%	8%	-18%
Affordable decent housing	12%	8%	-4%
Jobs for local people	32%	7%	-25%
Public transport	11%	7%	-4%
Clean streets	6%	6%	0%
The level of traffic congestion	5%	5%	0%
Facilities for young children	10%	5%	-5%
Wage levels and local cost of living	14%	4%	-10%
Care for older people	5%	4%	-1%
Primary & Secondary Schools	2%	3%	1%
The level of crime	5%	3%	-2%
Sports and leisure facilities	2%	3%	1%
Sense of community	3%	2%	-1%
Access to outdoors, parks and open spaces	2%	1%	-1%
None of these	28%	37%	9%
Don't know	5%	5%	0%

Those who lived in Dunbar and East Lothian (28%) and in Musselburgh (20%) said that road and pavement repairs was their top priority, shopping facilities was the top priority for Haddington and Lammermuir and Preston, Seton and Gosford respondents, activities for teenagers was most important for North Berwick Coastal respondents and health services was the top priority for those who lived in Tranent, Wallyford and Macmerry.

Over half of respondents who lived in Musselburgh (56%) and North Berwick Coastal (53%) said nothing required improvement in their local area.

Figure 41: Priorities for improvement to the local area analysed by Ward							
	East Lothian 2017	Dunbar & East Linton	Haddington & Lammermuir	Musselburgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Base	1563	258	255	271	259	259	261
Road and pavement repairs	16%	28%	23%	20%	7%	15%	8%
Health services	11%	12%	4%	8%	6%	11%	22%
Shopping facilities	10%	12%	27%	1%	3%	16%	2%
Activities for teenagers	8%	10%	8%	2%	11%	15%	5%
Affordable decent housing	8%	17%	13%	3%	7%	11%	1%
Jobs for local people	7%	15%	11%	4%	5%	9%	1%
Public transport	7%	13%	11%	3%	0%	12%	2%
Clean streets	6%	7%	2%	12%	1%	5%	8%
The level of traffic congestion	5%	14%	5%	2%	2%	5%	3%
Facilities for young children	5%	8%	5%	-	2%	4%	8%
Wage levels and local cost of living	4%	5%	8%	5%	5%	3%	1%
Care for older people	4%	8%	2%	3%	3%	5%	3%
Primary & Secondary Schools	3%	7%	5%	1%	1%	4%	2%
The level of crime	3%	3%	2%	5%	1%	4%	1%
Sports and leisure facilities	3%	3%	9%	1%	0%	2%	3%
Sense of community	2%	5%	1%	3%	1%	1%	0%
Parking	2%	-	0%	1%	1%	1%	5%
Access to outdoors, parks and open spaces	1%	1%	-	2%	-	1%	1%
Road safety e.g. speed bumps	1%	0%	3%	0%	0%	-	-
Dog fouling	1%	-	1%	3%	-	0%	1%
Vet tenants/ too many private lets/ anti-social tenants	1%	0%	1%	1%	1%	-	1%
Garden maintenance e.g. grass cutting/ bushes	1%	-	-	2%	-	-	1%
Refuse collection/ recycling issues	1%	-	1%	0%	-	2%	1%
Street lighting	0%	-	1%	0%	-	-	0%
More police on street	0%	-	2%	-	-	-	-
Drug problems	0%	-	-	1%	0%	-	-
Other (please write in)	2%	0%	2%	3%	2%	0%	1%
None of these	37%	29%	17%	56%	53%	16%	46%
Don't know	5%	1%	12%	1%	9%	7%	0%

The table below shows a comparison between the most important factors in making somewhere a good place to live against the extent to which respondents believe these things require improving. This indicates that although health services was the most important factor for respondents overall (61%), a small proportion (11%) felt that this required improvement in their neighbourhood.

Roads and pavements, whilst being the neighbourhood aspect that respondents felt most required improving (16%), is only perceived to being an important factor in making somewhere a good place to live (in their top five) by 18% of survey respondents.

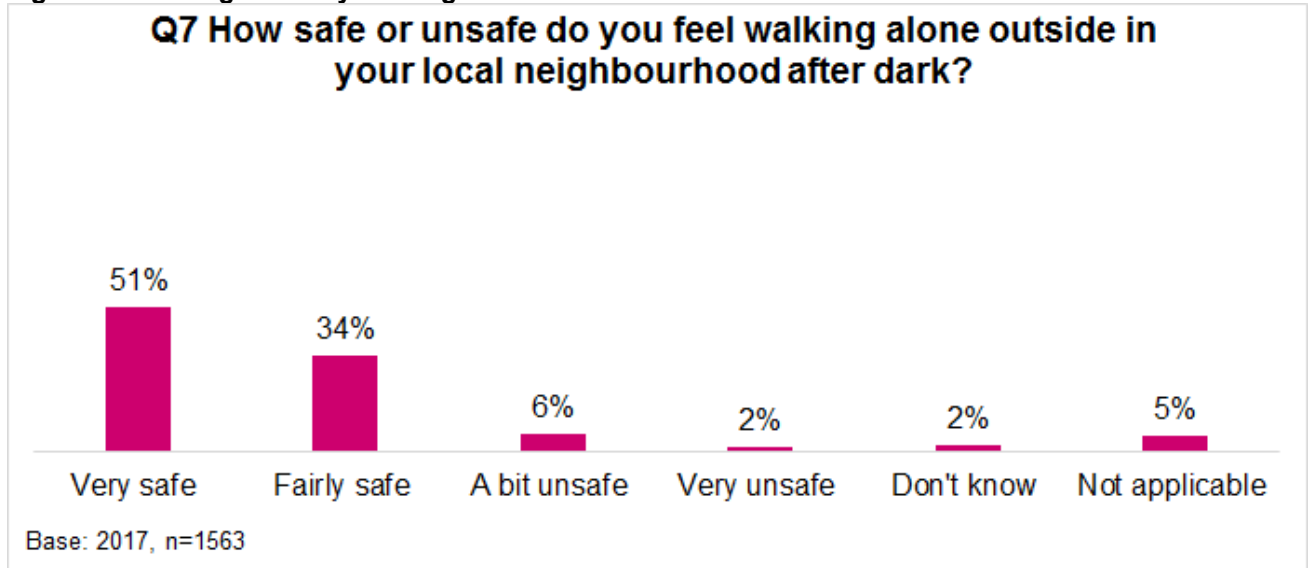
Figure 42: Comparison of key factors in making somewhere a good place to live vs. requirement for improvement		
Base: All respondents, n=1563	Most important	Needs improving
Health services	61%	11%
Affordable decent housing	47%	8%
Primary & Secondary Schools	47%	3%
Jobs for local people	43%	7%
Public transport	41%	7%
The level of crime	38%	3%
Shopping facilities	37%	10%
Sense of community	26%	2%
Clean streets	18%	6%
Road and pavement repairs	18%	16%
Access to the outdoors, parks and open spaces (separate questions in 2017)	17%	1%
Sport and leisure facilities	17%	3%
Care of the elderly	16%	4%
Wage levels and local cost of living	12%	4%
The level of traffic congestion	10%	5%
Activities for teenagers	8%	8%
Facilities for young children	6%	5%

5. COMMUNITY SAFETY

5.1. Feeling of safety walking alone outside after dark (Q7)

Over 8 in 10 East Lothian respondents (85%) said they felt very safe (51%) or fairly safe (34%) walking alone in their local neighbourhood after dark compared to 8% who felt a bit (6%) or very unsafe (2%). This question was asked in 2011, however the options were very safe, fairly safe, neither safe nor unsafe, fairly unsafe, very unsafe and no opinion. In 2011, 78% of survey respondents said they felt very or fairly safe walking outside in their local neighbourhood after dark compared to 8% who felt very or fairly unsafe, 10% who felt neither safe nor unsafe and 6% had no opinion.

Figure 43: Feeling of safety walking alone in local area after dark



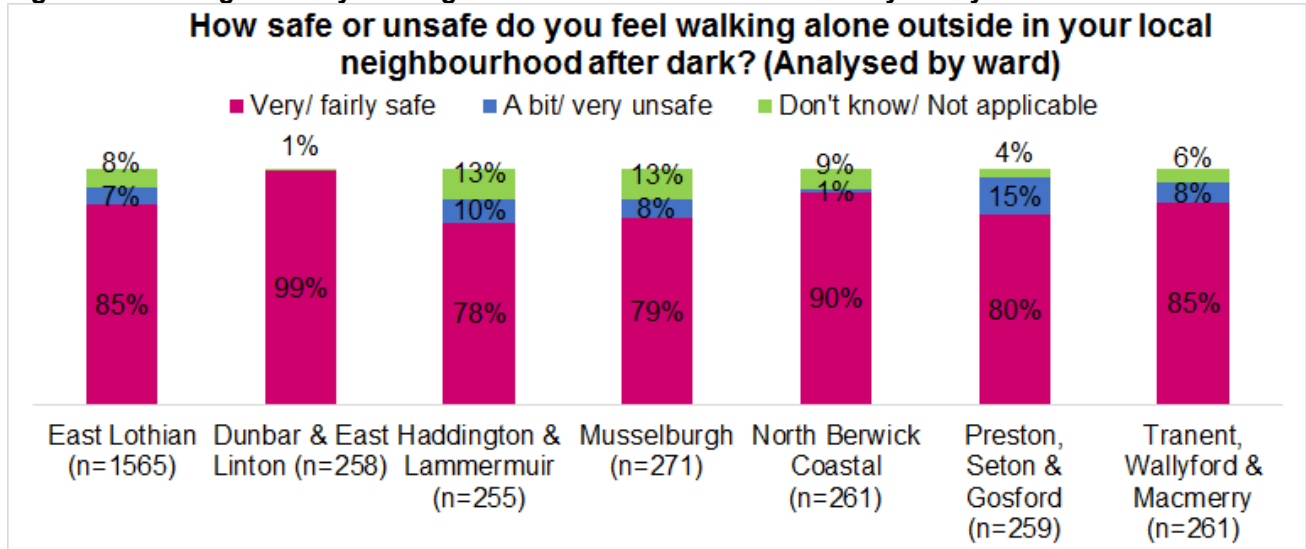
The proportion of survey respondents who felt very or fairly safe walking alone in their neighbourhood after dark is consistent with the Scottish Average reported in the 2015 Scottish Household Survey (85%). The proportion of respondents who felt very or a bit unsafe was lower for East Lothian survey respondents (8%) than the Scottish average (14%).

Figure 44: Feeling of safety walking alone in local area after dark (SHS Scotland 2015 compared to ELC Resident Survey 2017)

	SHS 2015 Scotland	ELC Residents Survey 2017
Very/ fairly safe	85%	85%
Very/ a bit unsafe	14%	8%
Don't know	1%	2%
Not applicable	-	5%

Analysis by Ward indicates that those who lived in Dunbar and East Linton were most likely to feel safe walking alone outside in their local neighbourhood after dark (99%). On the other hand, those who lived in Haddington and Lammermuir (78%) and in Musselburgh (79%) were least likely to feel this way.

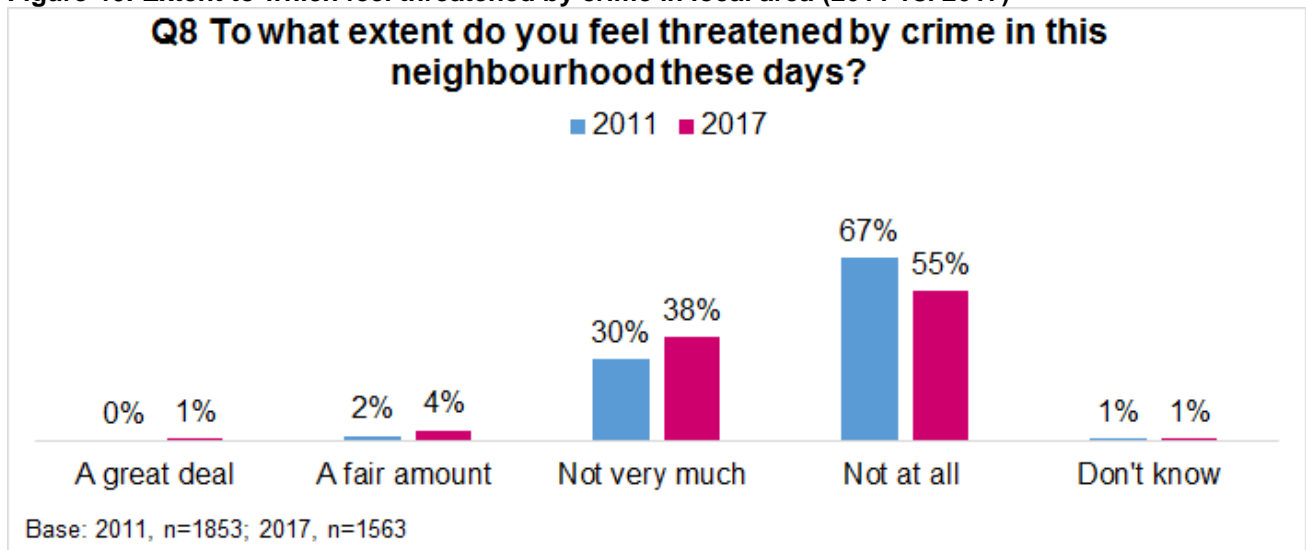
Figure 45: Feeling of safety walking alone in local area after dark analysed by Ward



5.2. Extent to which feel threatened by crime in the local area (Q8)

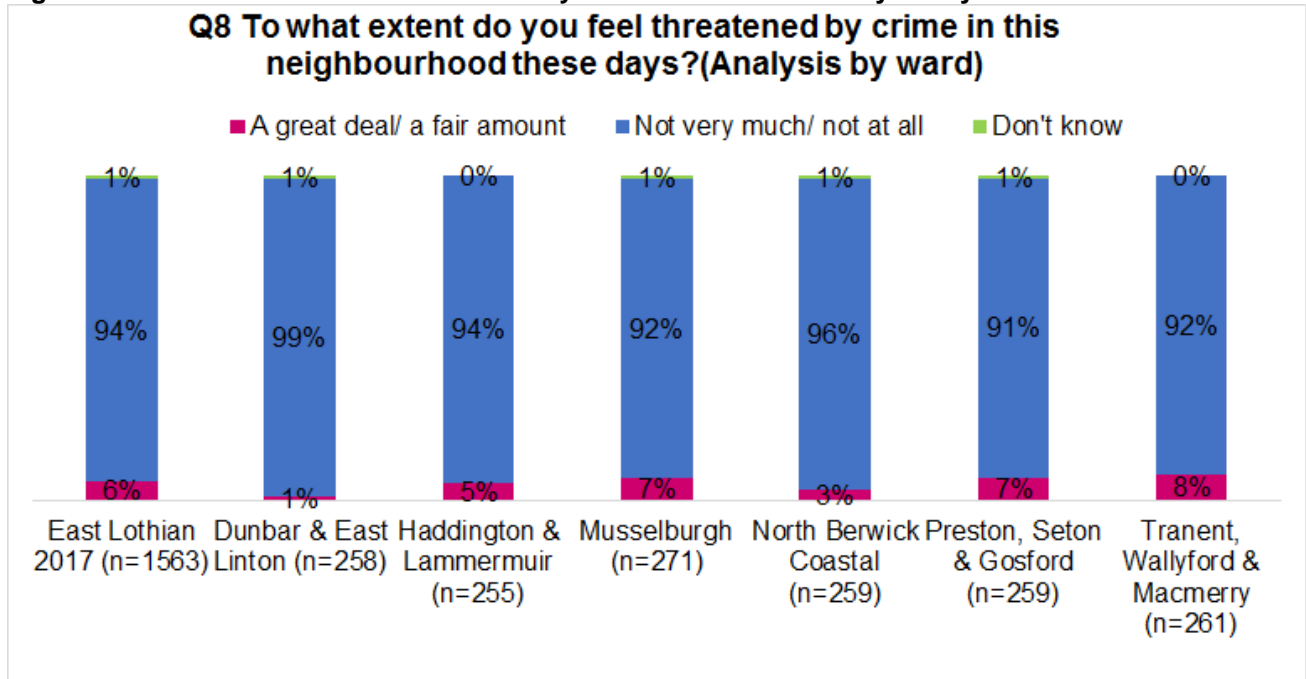
The majority of respondents (55%) said they did not feel threatened by crime at all in their neighbourhood these days. A further 38% said they did not feel threatened very much, 4% said they felt threatened a fair amount and 1% said they felt threatened a great deal. Compared to 2011, the proportion of respondents stating they did not feel threatened by crime at all in their neighbourhood has decreased considerably from 67% in 2011 to 55% in 2017.

Figure 46: Extent to which feel threatened by crime in local area (2011 vs. 2017)



Analysis by area reveals that respondents who lived in Tranent, Wallyford and Macmerry (8%), in Preston, Seton and Gosford (7%) and Musselburgh (7%) had higher proportions of respondents answering that they feel threatened by crime a great deal or a fair amount.

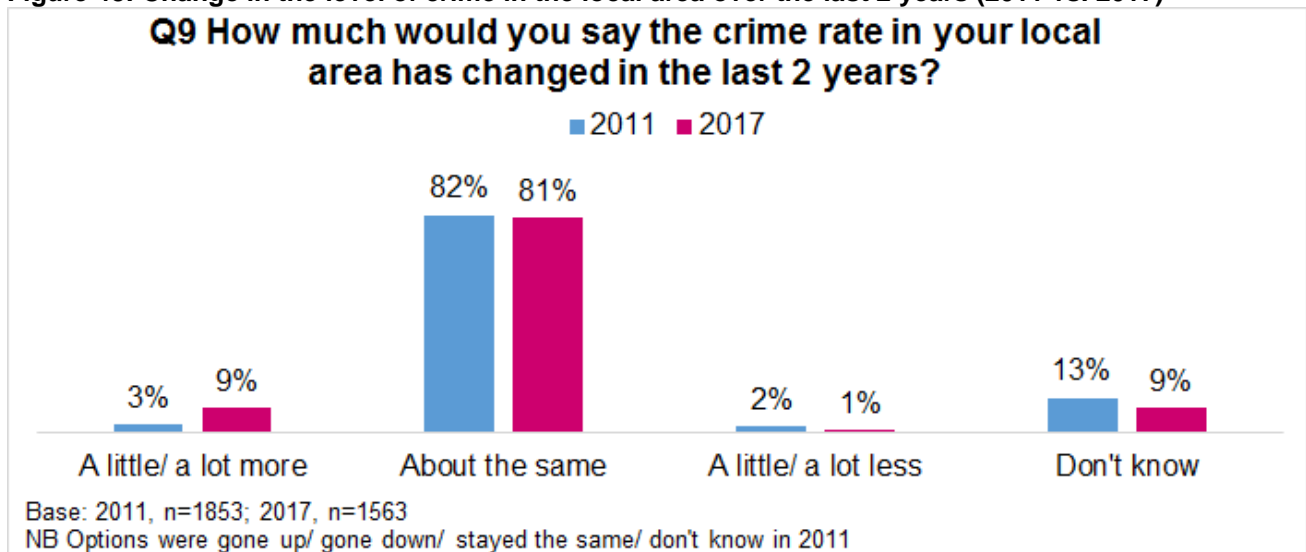
Figure 47: Extent to which feel threatened by crime in local area analysed by area



5.3. Change in the level of crime in the local area (Q9)

Over 8 in 10 respondents (81%) felt the crime rate in their local area has stayed about the same in the last 2 years. On the other hand, 9% felt it had increased and 1% considered it to have declined. The proportion of respondents answering that the level of crime has increased has gone up from 3% in 2011 to 9% in 2013.

Figure 48: Change in the level of crime in the local area over the last 2 years (2011 vs. 2017)



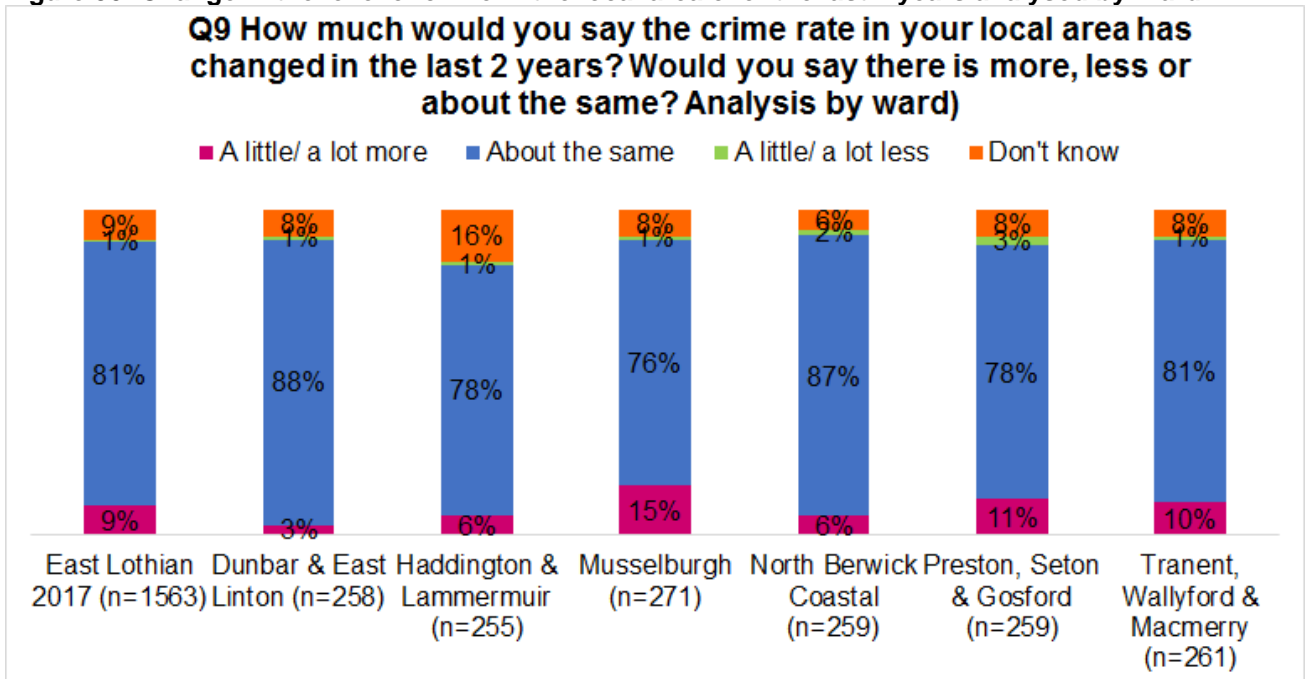
The proportion of East Lothian respondents who were of the opinion that there was a little or a lot more crime in the local area over the last 2 years was significantly less (9%) than the Scottish Average (20% reported in the Scottish Crime and Justice Survey 2014/15).

Figure 49: Change in the level of crime in local area over the last 2 years (Scottish Crime and Justice Survey 2014/15 compared to ELC Resident Survey 2017)

	Scottish Crime and Justice Survey 2014/15	ELC Residents Survey 2017
A little/ lot more	20%	9%
About the same	75%	81%
A little/ lot less		1%
Don't know	5%	9%

Analysis by Ward indicates that Musselburgh respondents were most likely to have answered that the level of crime has increased in their local area over the last 2 years (15%). Dunbar and East Linton respondents were least likely to feel this way (3%).

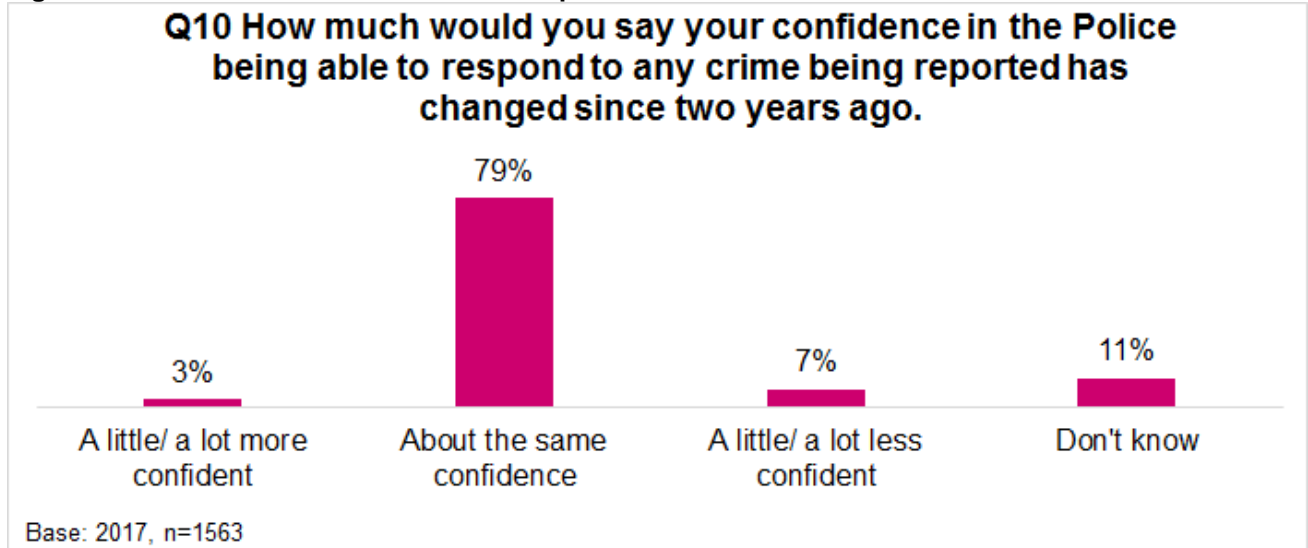
Figure 50: Change in the level of crime in the local area over the last 2 years analysed by Ward



5.4. Confidence in the abilities of the Police (Q10)

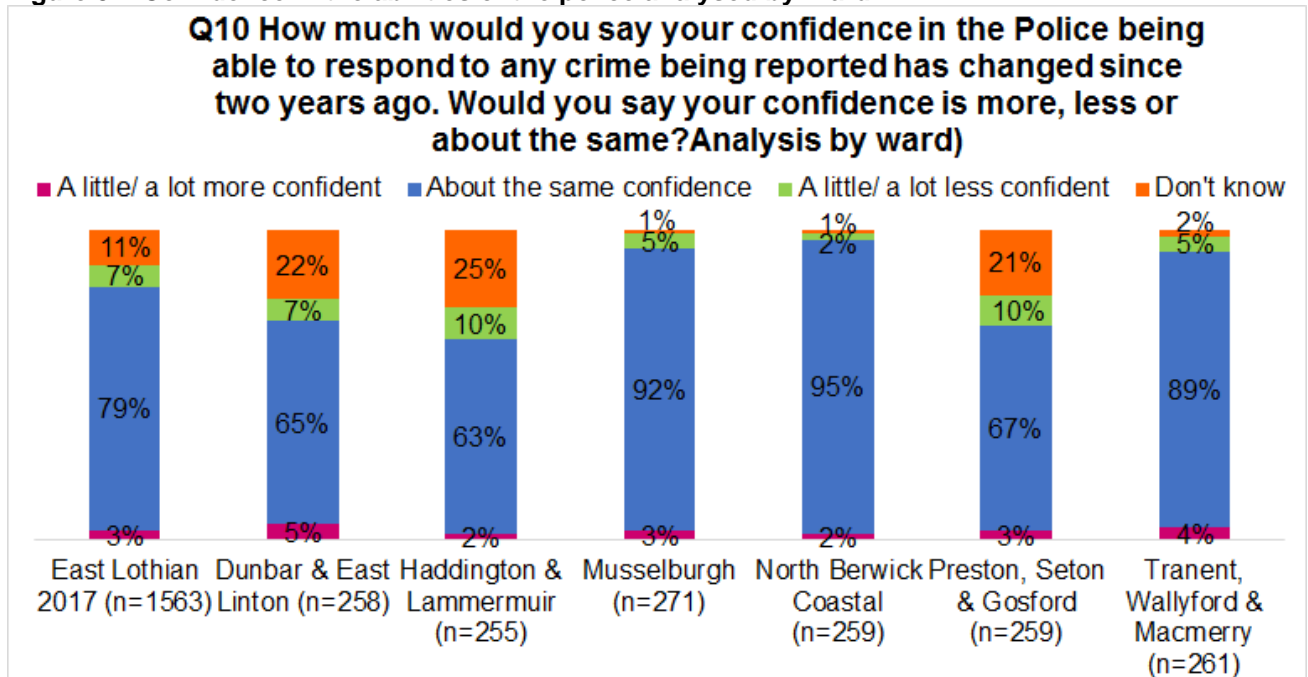
Just under 8 in 10 respondents (79%) said their confidence in the Police being able to respond to any crime being reported has stayed about the same over the last 2 years. On the other hand, 3% said they were feeling more confident, 7% were less confident and 11% were unsure.

Figure 51: Confidence in the abilities of the police



Those who lived in Haddington and Lammermuir (10%) and Preston, Seton and Gosford (10%) were most likely to have said they were now less confident in the abilities of the Police being able to respond to any incidents of crime that have been reported than they were two years ago.

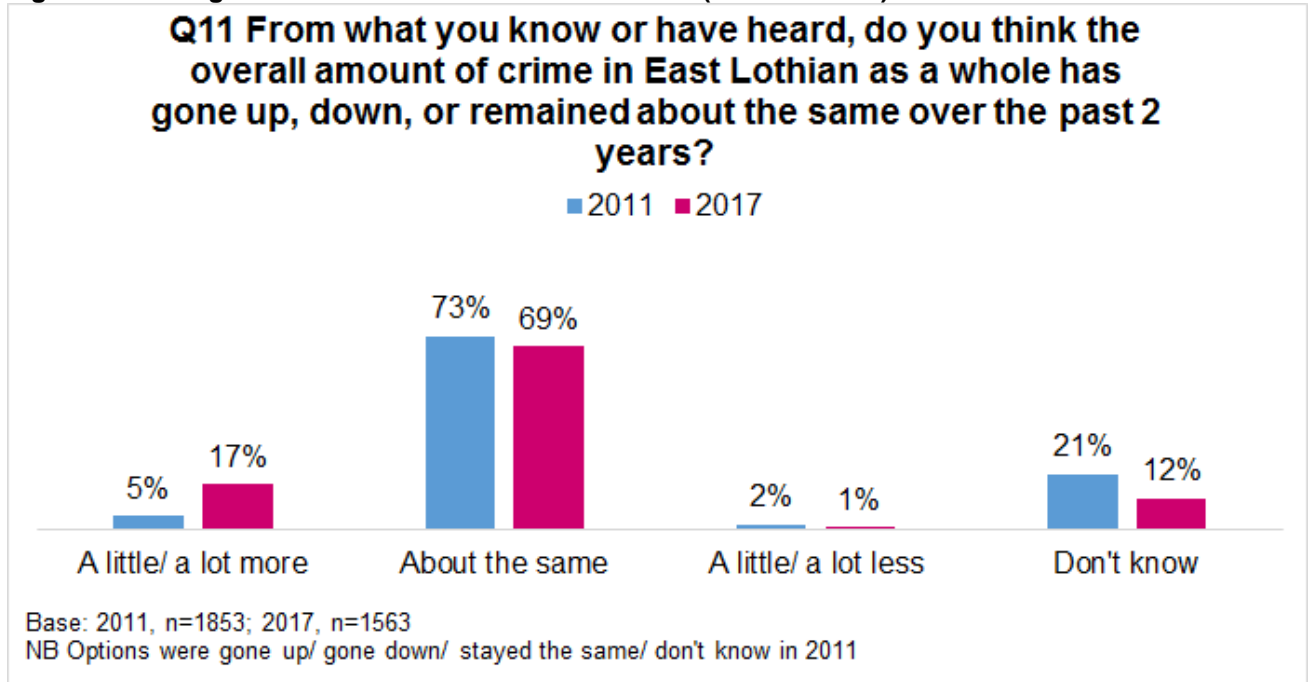
Figure 52: Confidence in the abilities of the police analysed by Ward



5.5. Change in the level of crime in East Lothian (Q11)

Just under 7 in 10 respondents (69%) felt that the overall amount of crime in East Lothian as a whole has stayed about the same over the past 2 years, 17% felt there is now more crime and 1% said there was now less crime. The remaining 12% were unsure. The proportion of respondents who felt there is now more crime in East Lothian has increased from 5% in 2011 to 17% in 2017.

Figure 53: Change in the level of crime in East Lothian (2011 vs. 2017)

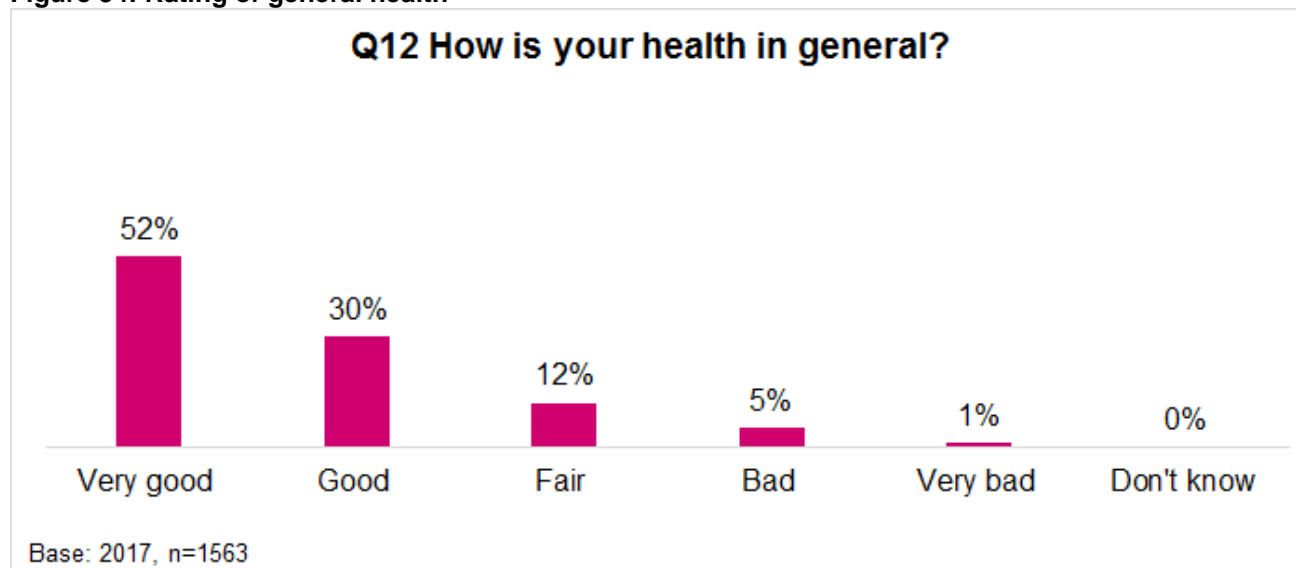


6. HEALTH AND WELLBEING

6.1. Rating of health in general (Q12)

All respondents were asked to rate their general health. Over half (52%) felt their health was very good, 30% said it was good and 12% rated it as fair. On the other hand, 5% said their health was bad and 1% felt it was very bad.

Figure 54: Rating of general health



This exact question was not asked in 2011. However, a similar question was asked which identified that 89% of respondents rated their own health as good or fairly good and 11% said it was not good.

The table below compares the East Lothian survey results to the figures published in the 2015 Scottish Surveys Core Questions (SSHQ). Compared to the Scottish average, the proportion of East Lothian respondents rating their health as very good was significantly higher (52%) than the Scottish average (34%).

Figure 55: Rating of general health (Scottish Surveys Core Questions Scotland 2015 compared to ELC Resident Survey 2017)

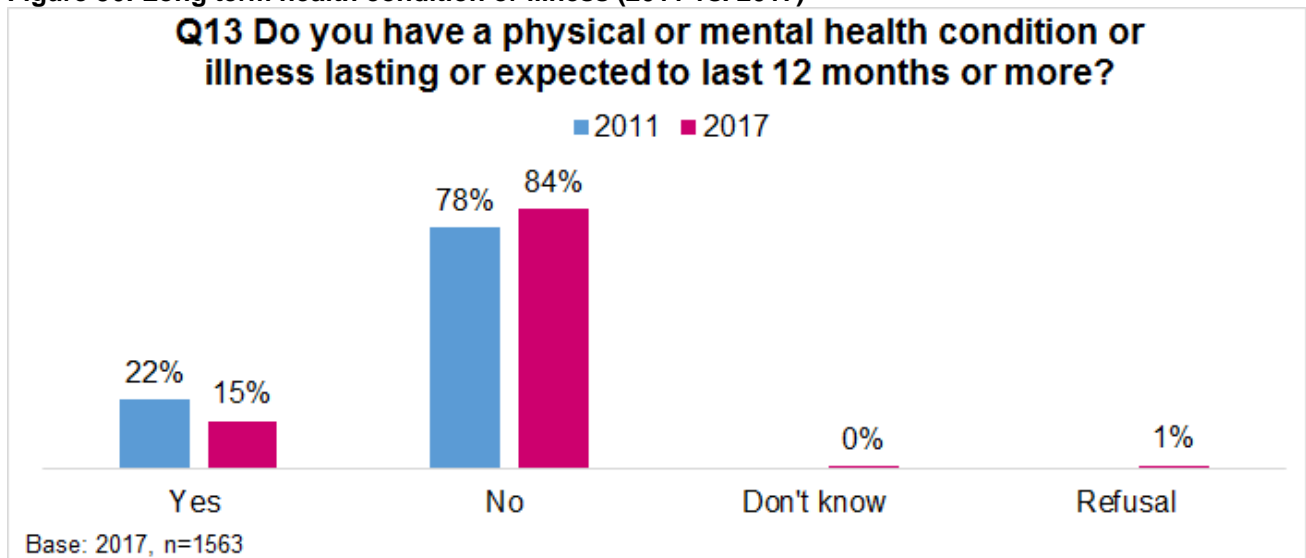
	Scottish Surveys Core Questions 2015 Scotland	ELC Residents Survey 2017
Very good	34%	52%
Good	40%	30%
Fair	18%	12%
Bad	6%	5%
Very bad	2%	1%
Don't know	-	0%

Analysis by age reveals that as age increases, the proportion of respondents rating their health as 'very good', perhaps unsurprisingly, decreases. For example from 77% for those aged 16-24 to 7% for respondents aged 75 and over.

6.2. Long term health conditions or illnesses (Q13/14)

15% of survey respondents answered that they have a physical or mental health condition or illness lasting or expected to last 12 months or more. The proportion of respondents who said they had a long term health condition is less than was reported in 2011 (22%).

Figure 56: Long term health condition or illness (2011 vs. 2017)



The Scottish average as reported in the Scottish Surveys Core Questions is 23% of respondents having a long term health condition or illness.

As age increases, the proportion of respondents with a long-term illness or condition, generally also increases. For example, from 6% for those aged 16-34 to 50% for respondents aged 75 and over.

Figure 57: Long term health conditions or illnesses analysed by age

	Overall	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
Base	1563	58	312	226	303	151	114	255	144
Yes	15%	6%	6%	5%	10%	14%	23%	23%	50%
No	84%	94%	93%	94%	89%	84%	75%	76%	50%
Don't know	0%	-	0%	-	0%	-	2%	-	-
Refusal	1%	-	0%	1%	1%	3%	-	1%	-

Those who answered yes to this question were asked to describe the nature of the condition. Just under half of these respondents said they were suffering from a mobility or physical condition (49%).

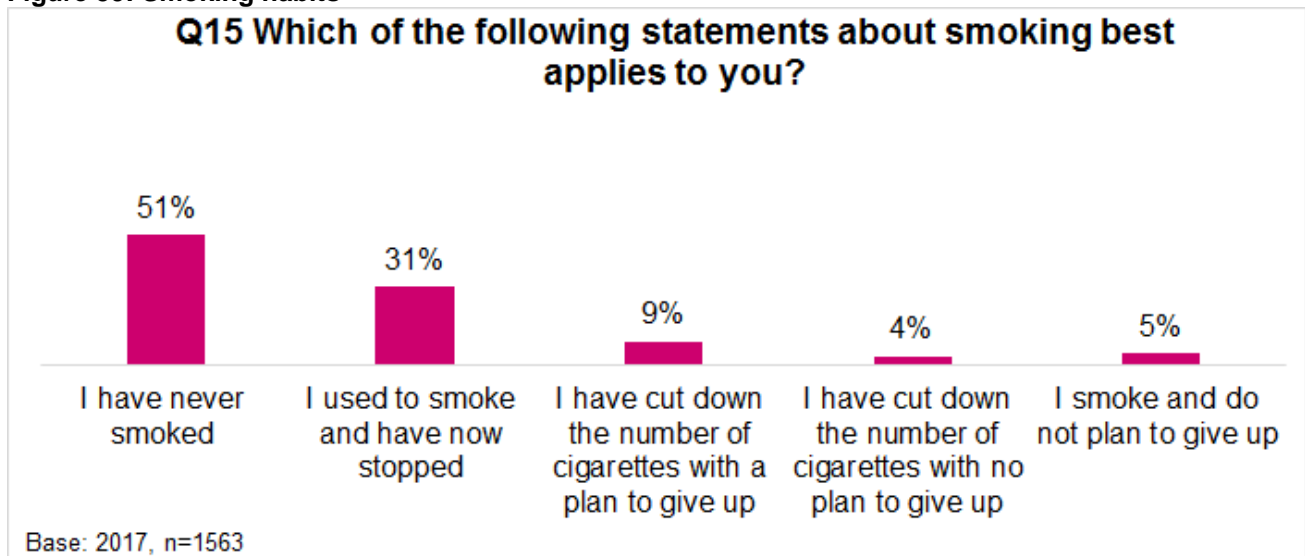
Figure 58: Description of long term health condition or illness

Unweighted base, n=239	%
Mobility/ physical disabilities	49%
Heart disease or condition	18%
High blood pressure	15%
Mental health condition	12%
Diabetes	10%
Respiratory disease	8%
Cancer	4%
Difficulties with sight	3%
Difficulties with hearing	2%
Dementia	0%
Learning difficulties (e.g. dyslexia)	0%
Other condition (please write in)	10%

6.3. Smoking habits (Q15)

Over half of survey respondents have never smoked (51%). A further 31% said they used to smoke and have now stopped, 8% said they have cut down the number of cigarettes they smoke with a plan to give up, 4% have cut down the number of cigarettes they smoke with no plan to give up and 5% said they smoke and do not plan to give up.

Figure 59: Smoking habits



Analysis by age reveals that younger respondents, aged 16-24 were most likely to have never smoked (65%). Those aged 60-64 were most likely to have said they used to smoke and have now stopped (45%) and respondents aged 16-24 were most likely to have cut down the number of cigarettes they smoke with a plan to give up (17%).

Figure 60: Smoking habits analysed by age

	East Lothian	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
Base	1563	58	312	226	303	151	114	255	144
I have never smoked	51%	65%	55%	51%	47%	45%	44%	54%	55%
I used to smoke and have now stopped	31%	11%	22%	29%	32%	39%	45%	33%	39%
I have cut down the number of cigarettes with a plan to give up	9%	17%	13%	12%	13%	7%	6%	2%	1%
I have cut down the number of cigarettes with no plan to give up	4%	3%	4%	3%	3%	4%	4%	5%	2%
I smoke and do not plan to give up	5%	4%	5%	5%	5%	6%	2%	6%	4%

A comparison to the Scottish Health Survey reveals that for the Scottish average, 54% of respondents have never smoked (51% of respondents in the ELC Residents Survey 2017), 25% used to smoke and have now stopped (31% of ELC Residents Survey respondents) and 21% of respondents were current smokers (18% of ELC Residents Survey respondents).

Figure 61: Smoking habits (Scottish Health Survey - Scotland 2015 compared to ELC Resident Survey 2017)

	Scottish Health Survey 2015 Scotland	ELC Residents Survey 2017
I have never smoked	54%	51%
I used to smoke and have now stopped	25%	31%
I have cut down the number of cigarettes with a plan to give up	21%	9%
I have cut down the number of cigarettes with no plan to give up		4%
I smoke and do not plan to give up		5%

6.4. Exercise habits (Q16-19)

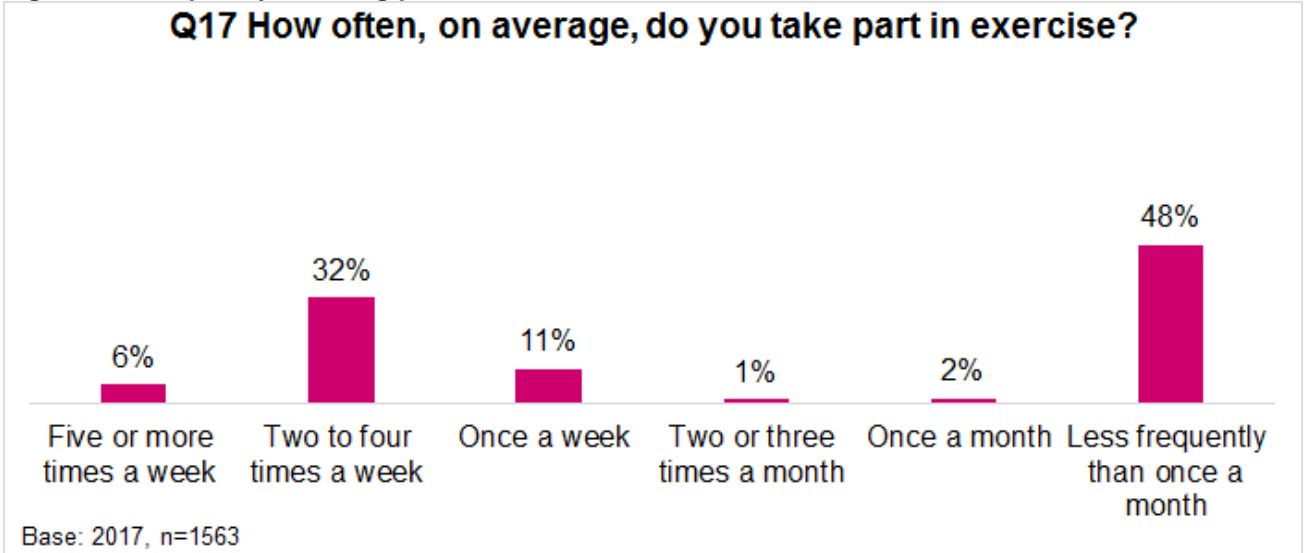
Over half of respondents said they do not take part in any vigorous exercise (53%). Where respondents did take part in exercise the most common types of activities were swimming (17%), gym activities (17%) and organised sport such as football and badminton (11%).

Figure 62: Vigorous exercises taken part in

Base: All respondents, n=1,563	%
Swimming	17%
Gym activities	17%
Organised sport (e.g. football, badminton)	11%
Group exercise classes	10%
Running or jogging	8%
Dog walking/ walking	3%
Cycling	1%
Other	2%
None	53%

All respondents were asked how often, on average they take part in exercise. Just under half said they take part in exercise less frequently than once a month, 38% take part at least twice a week, 11% take part once a week and 3% take part between one and three times a month.

Figure 63: Frequency of taking part in exercise



In terms of moderate physical activities, over three in four respondents walk (76%), 61% do housework and 39% do gardening.

Figure 64: Moderate exercise habits taken part in

Base: 2017, n=1563	
	%
Walking	76%
Housework	61%
Gardening	39%
Activity relating to your job	12%
Golfing	1%
Dog walking	0%
Other	1%
None	9%

6.5. Statements about mental wellbeing (Q20)

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. A shortened version of the WEMWBS scale was included in the questionnaire. This shortened version included 7 items as shown below:

Below are some statements about feelings and thoughts.

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

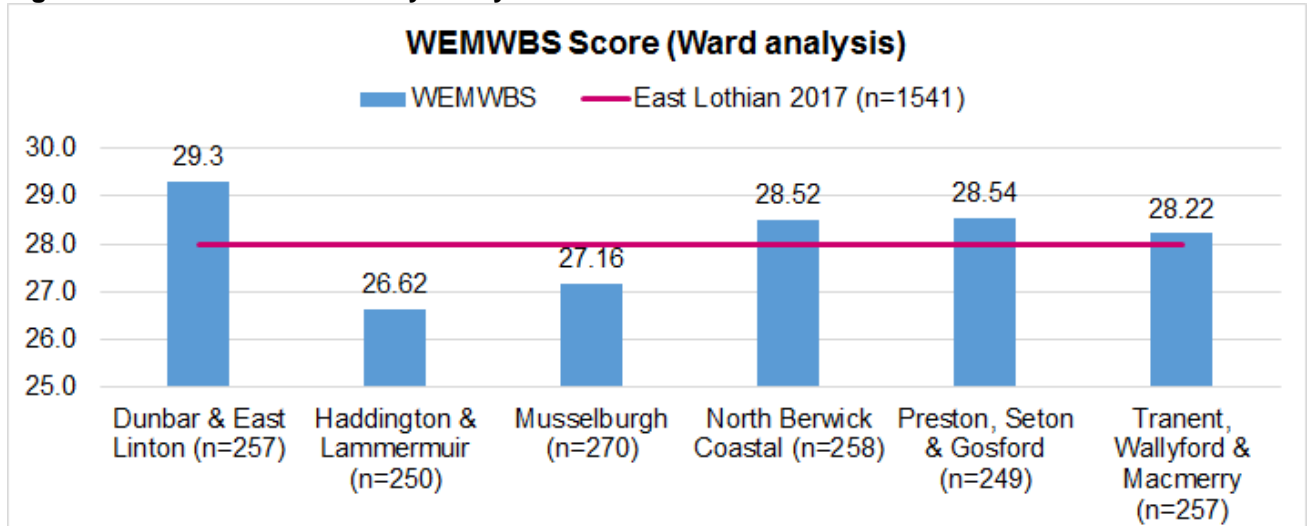
STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing well with problems	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5

The scale is scored by summing responses to each item answered on a 1 to 5 Likert scale. The minimum scale score is 7 (if each of the items is scored 1 'none of the time') and the maximum score is 35 (if each of the items is scored 5 'all of the time').

For East Lothian as a whole, the mean score for WEMWBS is 27.98. Compared to the Scottish Surveys Core Questions (SSCQ), the mean score for Scotland overall was 24.53, and for East Lothian was 25.35.

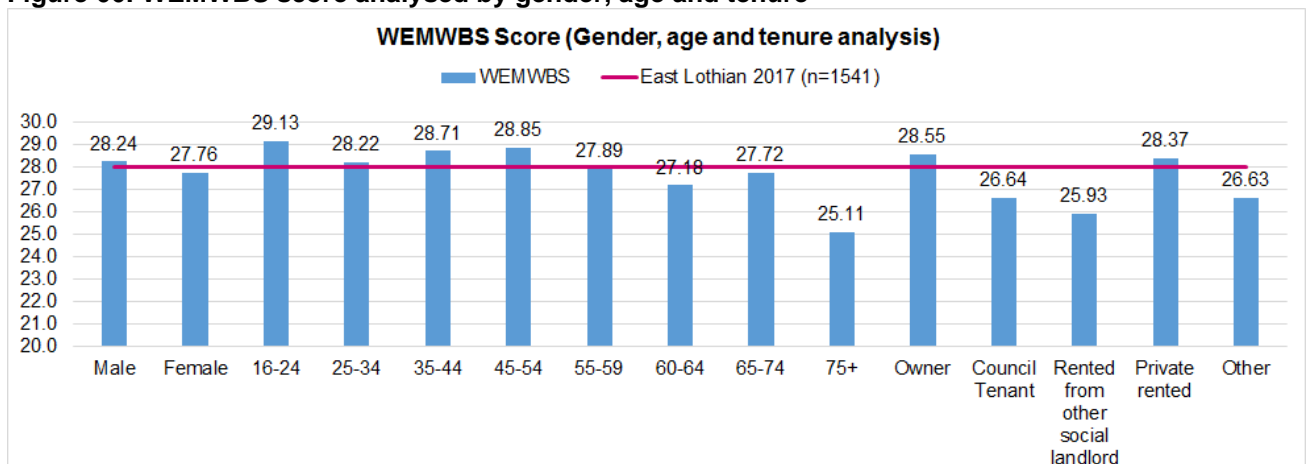
The chart below shows the mean WEMWBS scores for each Ward. This reveals that participants living in Dunbar and East Linton (29.30), North Berwick (28.52), Preston, Seton and Gosford (28.54) and Tranent, Wallyford and Macmerry (28.22) had a higher than average WEMWBS score while participants living in Haddington and Lammermuir (26.62) and in Musselburgh (27.18) had a lower than average WEMWBS score.

Figure 65: WEMWBS score analysed by Ward



The following chart compares gender, age and tenure with the mean WEMWBS score for East Lothian. As can be seen below, males (28.24) had a higher WEMWBS score than females (27.76). In terms of age, younger respondents aged 16-24 scored most highly (19.13), whilst those aged 75 and over had a significantly lower than average score (25.11). With regards to tenure, those who owned their home (28.55) scored highest, whilst those who rented their home from other social landlords (other than the Council), scored lowest (25.93).

Figure 66: WEMWBS score analysed by gender, age and tenure

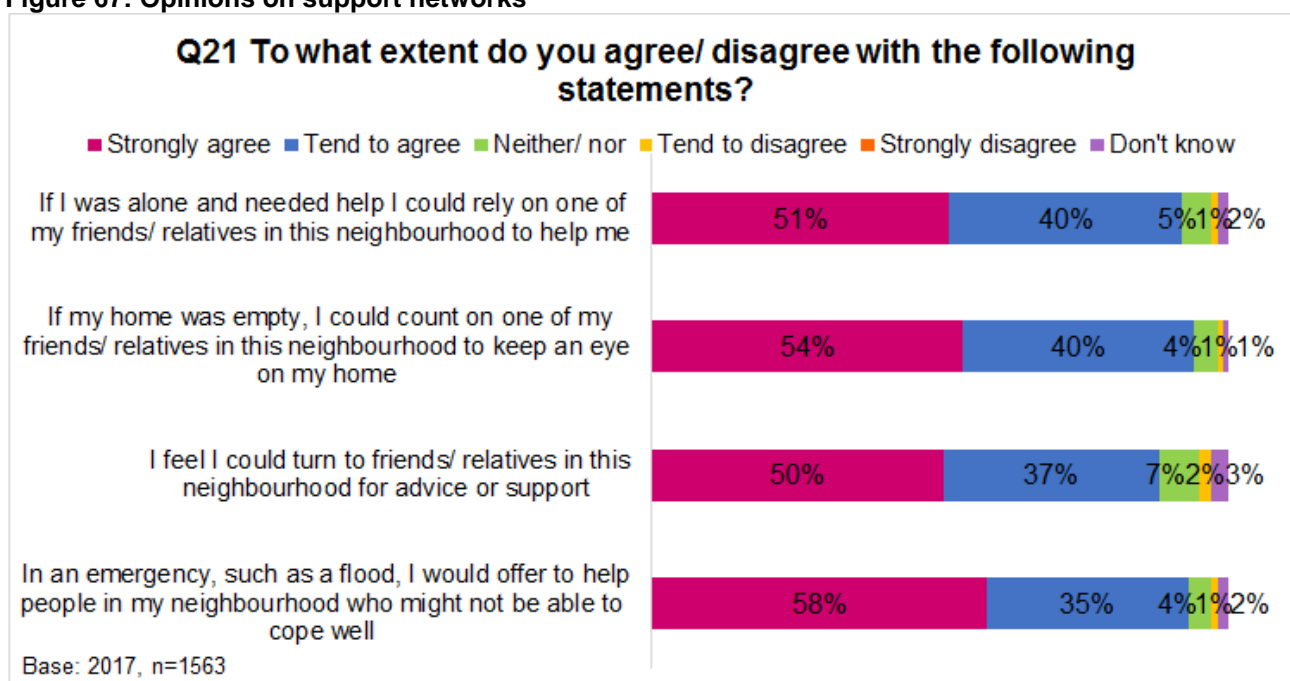


6.6. Opinions on support networks (Q21)

When asked about support networks, the vast majority of respondents were in agreement (either strongly agreed or tended to agree) with the following statements:

- 94% agreed that in an emergency, such as a flood, they would offer help to people in their neighbourhood who might not be able to cope well;
- 93% agreed if their home was empty, they could count on one of their friends or relatives in their neighbourhood to keep an eye on their home;
- 91% agreed if they were alone and needed help they could rely on one of their friends/ relatives in their neighbourhood to help them;
- 88% agreed they could turn to friends or relatives in their neighbourhood for advice or support.

Figure 67: Opinions on support networks



As shown in the table below, the overall level of agreement with these statements is consistent with the Scottish average reported in the 2015 Scottish Household Survey.

Figure 68: Statements about support networks (SHS Scotland 2015 compared to ELC Resident Survey 2017)		
% agree	SHS 2015 Scotland	ELC Residents Survey 2017
If I was alone and needed help I could rely on one of my friends/ relatives in this neighbourhood to help me	90%	91%
If my home was empty, I could count on one of my friends/ relatives in this neighbourhood to keep an eye on my home	90%	93%
I feel I could turn to friends/ relatives in this neighbourhood for advice or support	85%	88%
In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	94%	94%

Analysis by age reveals that younger respondents were least likely to agree with all statements with the exception of offering help to people in their neighbourhood in an emergency where older respondents were marginally less likely.

Figure 69: Statements about support networks analysed by age

		16-34	35-64	65+
	Unweighted base	370	794	399
If I was alone and needed help I could rely on one of my friends/ relatives in this neighbourhood to help me	% agree	89%	91%	95%
	% neither/ nor	7%	5%	2%
	% disagree	2%	1%	2%
	% don't know	2%	2%	1%
If my home was empty, I could count on one of my friends/ relatives in this neighbourhood to keep an eye on my home	% agree	90%	94%	97%
	% neither/ nor	6%	4%	2%
	% disagree	2%	1%	1%
	% don't know	3%	1%	0%
I feel I could turn to friends/ relatives in this neighbourhood for advice or support	% agree	86%	87%	91%
	% neither/ nor	9%	8%	2%
	% disagree	3%	2%	1%
	% don't know	3%	3%	5%
In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	% agree	93%	95%	91%
	% neither/ nor	4%	3%	5%
	% disagree	1%	1%	1%
	% don't know	2%	1%	2%

Generally, those who lived in Preston, Seton and Gosford were most likely to disagree with all statements.

Figure 70: Statements about support networks analysed by Ward

		Overall	Dunbar & East Linton	H'ton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
If I was alone and needed help I could rely on one of my friends/ relatives in this neighbourhood to help me	% agree	91%	88%	87%	96%	96%	83%	97%
	% neither/ nor	5%	4%	9%	1%	3%	13%	1%
	% disagree	2%	2%	2%	1%	0%	2%	1%
	% don't know	2%	6%	1%	2%	0%	2%	1%
If my home was empty, I could count on one of my friends/ relatives in this neighbourhood to keep an eye on my home	% agree	93%	96%	89%	98%	96%	86%	96%
	% neither/ nor	4%	4%	6%	0%	3%	11%	1%
	% disagree	1%	-	3%	1%	0%	1%	2%
	% don't know	1%	0%	2%	0%	0%	2%	1%
I feel I could turn to friends/ relatives in this neighbourhood for advice or support	% agree	88%	79%	82%	98%	94%	73%	96%
	% neither/ nor	7%	4%	11%	0%	3%	22%	1%
	% disagree	2%	3%	4%	1%	2%	2%	1%
	% don't know	3%	15%	3%	0%	0%	3%	1%
In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	% agree	94%	94%	88%	99%	97%	88%	97%
	% neither/ nor	4%	5%	6%	0%	2%	8%	0%
	% disagree	1%	-	2%	0%	0%	0%	1%
	% don't know	2%	0%	4%	1%	1%	3%	1%

7. PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

7.1. Opinions on East Lothian Council (Q22)

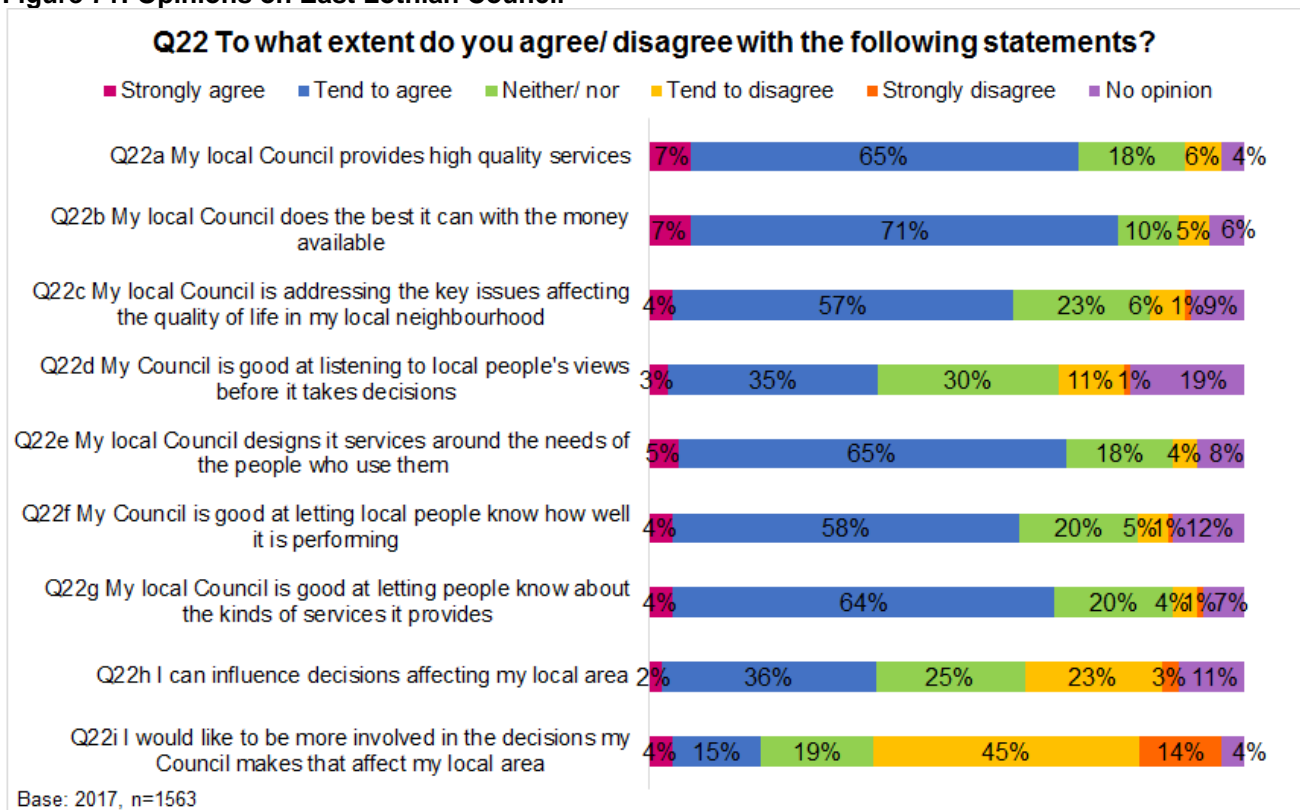
All respondents were asked to what extent they agreed or disagreed with various statements about the Council. The level of agreement was highest for the following statements:

- My local Council does the best it can with the money available (79% agreed)
- My local Council provides high quality services (72%)
- My local Council designs its services around the needs of the people who use them (70%)

On the other hand, the level of disagreement was highest with regards to:

- I would like to be more involved in the decisions my Council makes that affect my local area (59% disagree)
- I can influence decisions affecting my local area (26%)
- My Council is good at listening to local people's views before it takes decisions (13%)

Figure 71: Opinions on East Lothian Council



Compared to the results from 2011, the proportion of respondents who agreed they can **influence decisions affecting their local area** has increased considerably from 16% in 2011 to 38% in 2017. Furthermore, the proportion of respondents who agreed they would **like to be more involved in the decisions their Council makes** that affect the local area has increased from 10% in 2011 to 19% in 2017.

On the other hand the level of agreement with the statements '**my local Council provides high quality services**' and '**my Council is good at letting people know how well it is performing**' have both decreased by 7 percentage points.

Figure 72: Statements about the Council (2011 vs. 2017)			
% strongly agree/ tend to agree	2011	2017	+/-
My local Council does the best it can with the money available	77%	79%	2%
My local Council provides high quality services	79%	72%	-7%
My local Council designs its services around the needs of the people who use them	73%	70%	-3%
My local Council is good at letting people know about the kinds of services it provides	N/A	68%	N/A
My Council is good at letting local people know how well it is performing	69%	62%	-7%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	N/A	61%	N/A
My Council is good at listening to local people's views before it takes decisions	44%	38%	-6%
I can influence decisions affecting my local area	16%	38%	+22%
I would like to be more involved in the decisions my Council makes that affect my local area	10%	19%	+9%

These statements were also asked in the 2015 Scottish Household survey. The table below shows the level of agreement reported in the 2015 SHS for East Lothian respondents and for the Scottish Average. As can be seen below, the level of agreement for the ELC Residents Survey 2017 is higher than the published figures for all statements when compared to the Scottish household Survey Results for East Lothian and Scotland, with the exception of wanting greater involvement in decisions where 19% of survey respondents in the ELC Residents Survey agreed with this statement compared to 36% of East Lothian respondents and 34% of Scottish respondents in the 2015 Scottish Household Survey.

Figure 73: Statements about the Council (SHS 2015 East Lothian and Scotland compared to ELC Resident Survey 2017)			
% agree	SHS 2015 Scotland	SHS 2015 East Lothian	ELC Residents Survey 2017
My local Council does the best it can with the money available	41%	50%	79%
My local Council provides high quality services	46%	61%	72%
My local Council designs its services around the needs of the people who use them	40%	51%	70%
My local Council is good at letting people know about the kinds of services it provides	46%	67%	68%
My Council is good at letting local people know how well it is performing	38%	55%	62%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	36%	48%	61%
My Council is good at listening to local people's views before it takes decisions	25%	30%	38%
I can influence decisions affecting my local area	24%	31%	38%
I would like to be more involved in the decisions my Council makes that affect my local area	34%	36%	19%

The level of agreement varies most significantly by Ward for the following statements:

- **My Council is good at letting local people know how well it is performing** (75% agreement in North Berwick Coastal compared to 31% in Dunbar and East Linton)
- **My local Council is good at letting people know about the kinds of services it provides** (78% in Haddington and Lammermuir and 77% in Musselburgh compared to 41% in Dunbar and East Linton).
- **My local Council does the best it can with the money available** (89% agreement in Haddington and Lammermuir compared to 54% in Dunbar and East Linton).

Figure 74: Statements about the Council analysed by Ward

		East Lothian	Dunbar & East Linton	H'ton & L'rmuir	Musselburgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, W'ford & Macmerry
Base		1563	258	255	271	259	259	261
My local Council provides high quality services	% agree	72%	68%	75%	80%	74%	74%	60%
	% neither	18%	25%	17%	13%	16%	15%	23%
	% disagree	6%	3%	4%	6%	2%	3%	14%
	% no opinion	4%	4%	4%	1%	8%	7%	3%
My local Council does the best it can with the money available	% agree	79%	54%	89%	84%	82%	79%	80%
	% neither/ nor	10%	22%	5%	7%	7%	11%	9%
	% disagree	5%	2%	6%	7%	2%	5%	8%
	% no opinion	6%	23%	1%	2%	10%	4%	3%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	% agree	61%	51%	70%	68%	67%	51%	57%
	% neither/ nor	23%	32%	18%	20%	12%	28%	28%
	% disagree	6%	2%	5%	8%	2%	7%	12%
	% no opinion	9%	15%	7%	4%	19%	13%	4%
My Council is good at listening to local people's views before it takes decisions	% agree	38%	30%	28%	44%	48%	43%	37%
	% neither/ nor	30%	31%	41%	28%	19%	35%	26%
	% disagree	13%	6%	12%	14%	5%	7%	26%
	% no opinion	19%	33%	20%	14%	28%	15%	11%
My local Council designs it services around the needs of the people who use them	% agree	70%	50%	75%	73%	77%	74%	69%
	% neither/ nor	18%	25%	17%	19%	12%	16%	20%
	% disagree	4%	4%	3%	4%	1%	3%	7%
	% no opinion	8%	21%	5%	4%	10%	7%	4%
My Council is good at letting local people know how well it is performing	% agree	62%	31%	64%	69%	75%	60%	68%
	% neither/ nor	20%	23%	26%	19%	8%	24%	17%
	% disagree	6%	7%	3%	6%	2%	5%	10%
	% no opinion	12%	39%	7%	6%	15%	11%	4%
My local Council is good at letting people know about the kinds of services it provides	% agree	68%	41%	78%	77%	75%	61%	73%
	% neither/ nor	20%	29%	18%	18%	11%	25%	18%
	% disagree	5%	13%	3%	5%	2%	4%	6%
	% no opinion	7%	18%	2%	1%	13%	10%	3%
I can influence decisions affecting my local area	% agree	38%	28%	24%	51%	45%	30%	48%
	% neither/ nor	25%	32%	30%	19%	27%	27%	17%
	% disagree	26%	28%	38%	21%	14%	32%	24%
	% no opinion	11%	12%	9%	9%	15%	10%	11%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	19%	19%	11%	20%	25%	20%	17%
	% neither/ nor	19%	34%	22%	8%	15%	33%	6%
	% disagree	59%	43%	63%	70%	54%	39%	76%
	% no opinion	4%	4%	4%	1%	6%	8%	2%

7.2. Satisfaction with public services (Q23)

All respondents were asked how satisfied or dissatisfied they were with various public services provided by East Lothian Council. The vast majority of respondents were in general either very or fairly satisfied with the services provided by East Lothian Council. The proportion of respondents who were very satisfied was highest with regards to:

- Parks, gardens and open spaces (63% very satisfied)
- Local bus service (49%)
- Swimming pools and sports centres (48%)

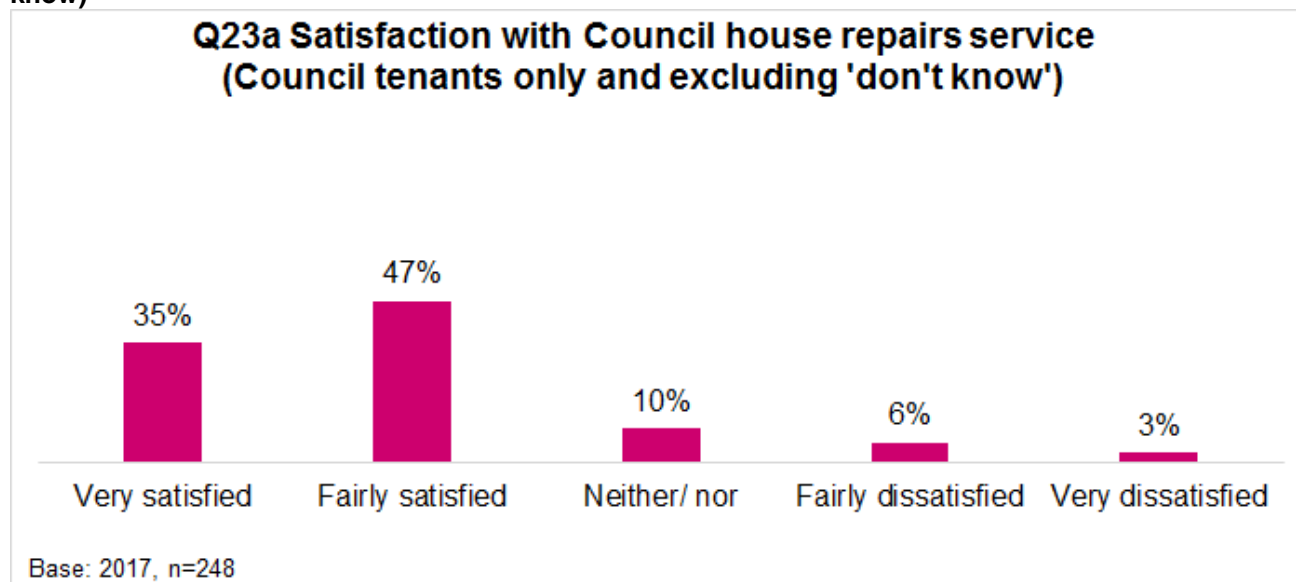
On the other hand, the proportion of respondents who were dissatisfied (either very or fairly dissatisfied) was highest with regards to:

- Roads maintenance (15% very or fairly dissatisfied)
- GP services (9%)

Figure 75: Satisfaction with public services						
Base: 2017, n= 1563	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	Don't know
Parks, gardens and open spaces	63%	30%	4%	1%	0%	1%
Local bus services	49%	28%	8%	3%	1%	11%
Swimming pools/ sport centres	48%	31%	9%	3%	3%	7%
Local schools	43%	33%	8%	1%	0%	15%
GP services	41%	44%	5%	5%	5%	1%
Dental services	38%	55%	2%	1%	2%	2%
Libraries	36%	36%	8%	1%	1%	17%
Street cleaning	36%	51%	7%	4%	2%	1%
Waste & recycling services	34%	54%	6%	2%	1%	2%
Fire service	34%	50%	6%	1%	0%	9%
Police	34%	50%	6%	1%	0%	8%
Hospital outpatients services	31%	53%	5%	1%	3%	7%
Hospital A&E services	30%	50%	5%	2%	3%	8%
Children's play areas	27%	42%	12%	4%	1%	15%
Support for frail/ older people to allow them to remain in their own home	24%	34%	7%	1%	1%	32%
Roads maintenance	18%	50%	16%	13%	2%	2%
Council house repair service	7%	11%	4%	1%	1%	76%

Analysis of the Council house repairs service for Council tenants only (and excluding those who answered don't know) is shown in the chart below. Over 8 in 10 of these individuals (82%) were either very or fairly satisfied with the Council house repairs service, compared to 10% who were neither satisfied nor dissatisfied and 9% who were either very or fairly dissatisfied.

Figure 76: Satisfaction with Council house repairs service (Council tenants only and excluding don't know)



A comparison to the services that were asked about in the 2011 survey is shown in the table below. Generally overall satisfaction has not changed significantly since 2011, with the exception of the local bus service where satisfaction has increased from 57% in 2011 to 77% in 2017.

Figure 77: Satisfaction with public services (2011 vs. 2017)

Respondents	Year	% satisfied	% neither/nor	% dissatisfied	% don't know
Council house repair service	2017	18%	4%	2%	76%
	2011	27%	6%	2%	65%
Children's play areas	2017	68%	12%	5%	15%
	2011	70%	12%	1%	17%
Libraries	2017	72%	8%	2%	17%
	2011	77%	7%	1%	16%
Swimming pools/ sport centres	2017	79%	9%	6%	7%
	2011	77%	7%	1%	14%
Parks, gardens and open spaces	2017	93%	4%	1%	1%
	2011	91%	5%	0%	3%
Local bus services	2017	77%	8%	4%	11%
	2011	57%	14%	8%	21%
Support for frail/ older people to allow them to remain in their own home	2017	58%	7%	2%	32%
	2011	54%	10%	1%	34%

Analysis by Ward reveals that overall satisfaction varies most significantly in terms of the following services:

- **Libraries:** 86% were satisfied in Haddington and Lammermuir compared to 39% in Dunbar and East Linton;
- **Local schools:** 89% were satisfied in Musselburgh and 87% in North Berwick Coastal compared to 48% in Preston, Seton and Gosford;
- **Support for frail/ older people to allow them to remain in their own home:** 76% were satisfied in Musselburgh compared to 27% in Dunbar and East Linton;
- **GP services:** 98% were satisfied in Haddington and Lammermuir compared to 58% in Tranent, Wallyford & Macmerry.

On the other hand, the proportion of respondents who were dissatisfied varied the most in terms of:

- **Children's play areas:** 15% of Dunbar and East Linton respondents were dissatisfied compared to 2% or 3% in Haddington & Lammermuir, Musselburgh, Preston, Seton & Gosford and Tranent, Wallyford & Macmerry;
- **Roads maintenance:** 24% of Haddington and Lammermuir respondents were dissatisfied compared to 6% in North Berwick Coastal;
- **GP services:** 27% of respondents who lived in Tranent, Wallyford & Macmerry were dissatisfied compared to 2 or 3% in Dunbar and East Linton, Haddington and Lammermuir and North Berwick Coastal;
- **Hospital outpatients services:** 15% of respondents who lived in Dunbar and East Linton were dissatisfied compared to 0% in North Berwick Coastal;
- **Hospital A&E services:** 15% of respondents who lived in Dunbar and East Linton were dissatisfied compared to 0% in North Berwick Coastal.

RESIDENTS SURVEY 2017

Figure 78: Satisfaction with public services analysed by Ward								
		East Lothian	Dunbar E.Linton	H'ton & L'rmuir	Musselburgh	NBC	PSG	TWM
Base		1563	258	255	271	259	259	261
Council house repair service	% satisfied	18%	18%	18%	21%	21%	13%	18%
	% neither/ nor	4%	8%	3%	3%	8%	5%	2%
	% dissatisfied	2%	3%	-	2%	2%	1%	3%
	% don't know	76%	71%	79%	74%	69%	81%	77%
Children's play areas	% satisfied	68%	51%	76%	64%	66%	66%	82%
	% neither/ nor	12%	10%	7%	22%	3%	13%	10%
	% dissatisfied	5%	15%	3%	3%	10%	2%	3%
	% don't know	15%	24%	15%	11%	21%	19%	6%
Libraries	% satisfied	72%	39%	86%	85%	63%	65%	83%
	% neither/ nor	8%	4%	7%	8%	2%	18%	7%
	% dissatisfied	2%	5%	0%	-	6%	-	3%
	% don't know	17%	51%	7%	6%	28%	17%	6%
Swimming pools/ sport centres	% satisfied	79%	66%	72%	97%	78%	70%	85%
	% neither/ nor	9%	14%	12%	2%	11%	13%	4%
	% dissatisfied	6%	8%	8%	0%	5%	4%	8%
	% don't know	7%	11%	7%	1%	7%	13%	3%
Parks, gardens and open spaces	% satisfied	93%	84%	100%	97%	91%	94%	89%
	% neither/ nor	4%	13%	-	1%	6%	2%	6%
	% dissatisfied	1%	3%	0%	1%	2%	0%	3%
	% don't know	1%	-	-	0%	1%	4%	2%
Local bus services	% satisfied	77%	59%	68%	95%	84%	70%	81%
	% neither/ nor	8%	21%	9%	2%	3%	10%	6%
	% dissatisfied	4%	3%	10%	1%	1%	3%	4%
	% don't know	11%	18%	14%	1%	12%	17%	8%
Local schools	% satisfied	76%	76%	71%	89%	87%	48%	84%
	% neither/ nor	8%	5%	6%	9%	1%	16%	6%
	% dissatisfied	1%	1%	1%	-	-	2%	1%
	% don't know	15%	18%	22%	2%	12%	33%	9%
Support for frail/ older people to allow them to remain in their home	% satisfied	58%	27%	50%	76%	56%	50%	75%
	% neither/ nor	7%	7%	3%	13%	2%	12%	5%
	% dissatisfied	2%	3%	2%	0%	2%	3%	4%
	% don't know	32%	62%	45%	11%	40%	35%	16%
Waste & recycling services	% satisfied	89%	76%	95%	92%	85%	87%	92%
	% neither/ nor	6%	17%	0%	7%	6%	4%	3%
	% dissatisfied	4%	3%	3%	2%	3%	7%	4%
	% don't know	2%	4%	1%	-	6%	2%	1%
Roads maintenance	% satisfied	68%	46%	61%	62%	75%	77%	79%
	% neither/ nor	16%	30%	15%	21%	14%	11%	6%
	% dissatisfied	15%	21%	24%	16%	6%	10%	14%
	% don't know	2%	3%	0%	0%	5%	2%	1%
Street cleaning	% satisfied	86%	84%	97%	74%	91%	90%	85%
	% neither/ nor	7%	11%	0%	15%	6%	6%	5%
	% dissatisfied	6%	5%	2%	11%	2%	2%	9%
	% don't know	1%	-	-	-	2%	2%	1%

RESIDENTS SURVEY 2017

Figure 79: Satisfaction with public services analysed by Ward (continued)								
		East Lothian	Dunbar E.Linton	H'ton & L'rmuir	Musselburgh	NBC	PSG	TWM
Base		1563	258	255	271	259	259	261
GP services	% satisfied	84%	96%	98%	84%	95%	84%	58%
	% neither/ nor	5%	1%	-	7%	2%	4%	14%
	% dissatisfied	9%	3%	2%	8%	2%	10%	27%
	% don't know	1%	0%	-	0%	1%	2%	1%
Dental services	% satisfied	93%	91%	98%	97%	97%	89%	88%
	% neither/ nor	2%	0%	1%	1%	1%	5%	1%
	% dissatisfied	3%	7%	1%	1%	-	2%	8%
	% don't know	2%	2%	0%	1%	2%	3%	3%
Hospital outpatients services	% satisfied	84%	76%	81%	91%	95%	72%	89%
	% neither/ nor	5%	0%	8%	5%	-	14%	2%
	% dissatisfied	4%	15%	1%	1%	-	4%	6%
	% don't know	7%	9%	10%	4%	5%	10%	3%
Hospital A&E services	% satisfied	81%	75%	65%	91%	97%	68%	89%
	% neither/ nor	5%	0%	8%	5%	-	15%	2%
	% dissatisfied	6%	15%	11%	1%	-	3%	6%
	% don't know	8%	10%	16%	3%	3%	14%	4%
Fire service	% satisfied	84%	82%	74%	98%	88%	68%	92%
	% neither/ nor	6%	1%	11%	-	2%	15%	6%
	% dissatisfied	1%	0%	1%	-	3%	-	-
	% don't know	9%	16%	14%	2%	7%	17%	2%
Police	% satisfied	84%	80%	73%	95%	95%	72%	90%
	% neither/ nor	6%	1%	14%	3%	-	11%	7%
	% dissatisfied	1%	3%	1%	1%	0%	0%	1%
	% don't know	8%	16%	12%	1%	5%	17%	2%

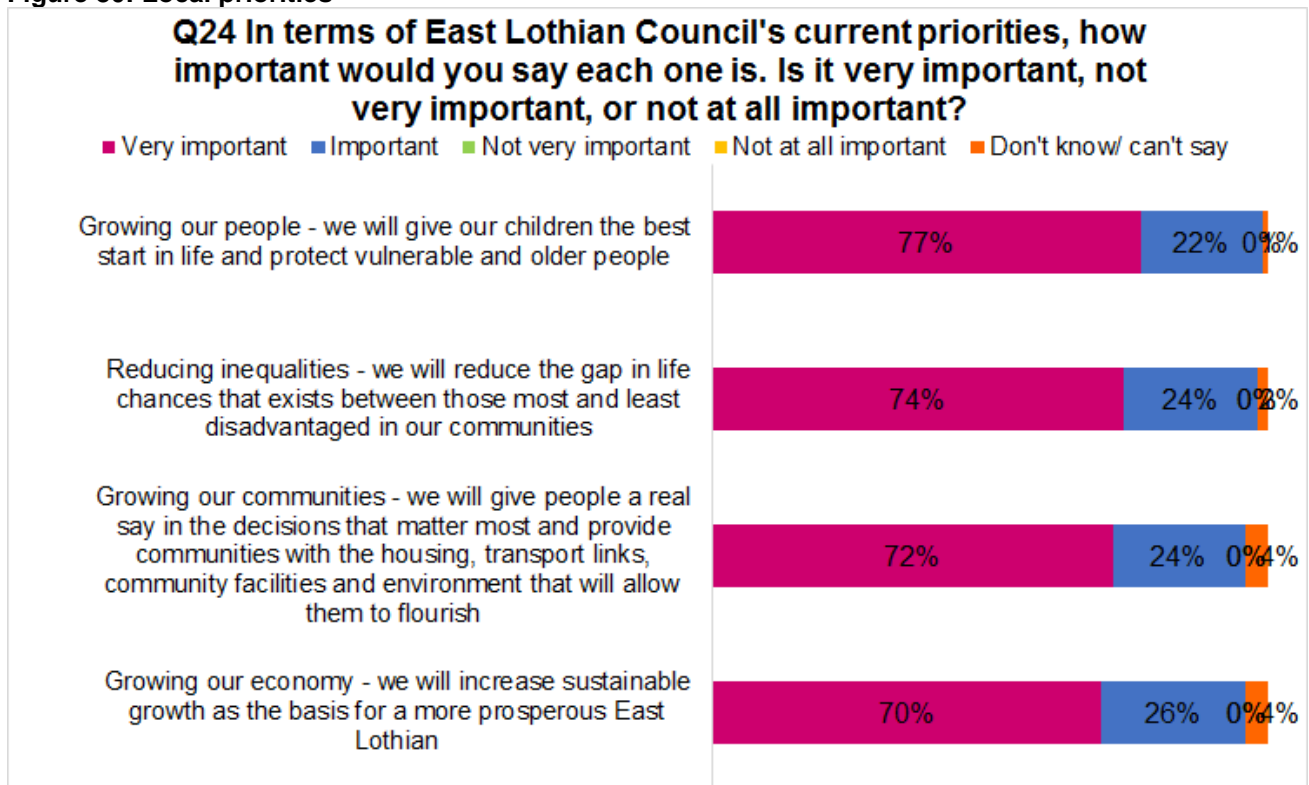
8. LOCAL PRIORITIES

8.1. Local priorities (Q24)

The survey asked respondents to rate how important or unimportant they considered East Lothian Council's current priorities. The vast majority were in agreement with these priorities with:

- 77% stating **growing our people** was very important and a further 22% said it was important;
- 74% stating **reducing inequalities** was very important and a further 24% said it was important
- 72% stating **growing the communities** was very important and a further 24% said it was important;
- 70% stating **growing the economy** was very important and a further 26% said it was important.

Figure 80: Local priorities



Analysis of this question by Ward reveals some interesting findings. For example, in terms of growing the economy, those who lived in Musselburgh (94%) and in Tranent, Wallyford and Macmerry (93%) were significantly more likely to consider this very important than those who lived in Haddington and Lammermuir (21%). Those who lived in Haddington and Lammermuir were significantly less likely than respondents in all other areas to find these four Council priorities to be very important.

Figure 81: Local priorities analysed by Ward

		East Lothian	Dunbar & East Linton	H'ton & L'muir	M'burgh	NBC	PSG	TWM
	Unweighted base	1563	258	255	271	259	259	261
Growing our economy	Very important	70%	87%	21%	94%	71%	51%	93%
	Important	26%	10%	71%	3%	28%	43%	3%
	Not very important	0%	-	-	-	-	-	1%
	Not at all important	0%	0%	-	0%	-	-	0%
	Don't know	4%	2%	7%	3%	2%	6%	2%
Growing our communities	Very important	72%	92%	21%	96%	70%	51%	97%
	Important	24%	8%	69%	3%	29%	36%	2%
	Not very important	0%	-	-	-	-	-	0%
	Not at all important	0%	1%	-	-	-	0%	0%
	Don't know	4%	-	10%	0%	1%	12%	0%
Growing our people	Very important	77%	93%	32%	98%	74%	62%	98%
	Important	22%	7%	67%	2%	25%	36%	1%
	Not very important	-	-	-	-	-	-	-
	Not at all important	0%	0%	-	-	-	-	-
	Don't know	1%	-	0%	-	1%	2%	0%
Reducing inequalities	Very important	74%	88%	30%	96%	72%	53%	98%
	Important	24%	9%	66%	3%	27%	44%	1%
	Not very important	0%	-	1%	0%	-	1%	1%
	Not at all important	0%	0%	-	-	-	-	-
	Don't know	2%	3%	3%	-	2%	3%	0%

8.2. East Lothian Partnership's priorities (Q25)

Following on from this, respondents were asked to rate how important or unimportant they considered East Lothian Partnership's current priorities. East Lothian Partnership is the overarching partnership in East Lothian and it is responsible for delivering Community planning. Again, the vast majority of respondents were in agreement that these priorities were very important or important. Very few respondents considered these to be unimportant.

The proportion of respondents who rated these priorities as very important was highest for the statement "East Lothian's children have the best start in life and are ready to succeed" (79%) and was lowest regarding the statement "we are able to adapt to climate change and reduce finite natural resources" (70%).

Figure 82: Importance of East Lothian Partnership's current priorities					
Base: All respondents, n=1563	Very important	Important	Not very important	Not at all important	Don't know/ can't say
East Lothian's children have the best start in life and are ready to succeed	79%	20%	0%	0%	1%
East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens	76%	22%	0%	0%	1%
East Lothian is an ever safer place	76%	23%	0%	-	1%
Everyone in East Lothian has access to quality sustainable housing	76%	22%	0%	0%	1%
The cycle of poverty is broken	75%	23%	0%	0%	2%
In East Lothian we live healthier, more active and independent lives	74%	24%	-	-	2%
We will reduce inequalities both within and between our communities	73%	24%	0%	-	3%
East Lothian has a growing sustainable economy	71%	26%	0%	0%	2%
East Lothian has high quality natural environments	71%	25%	0%	-	3%
We have stronger, more resilient, supportive, influential and inclusive communities	71%	24%	1%	-	4%
We are able to adapt to climate change and reduce finite natural resources	70%	26%	1%	0%	4%

Again, analysis by Ward reveals that respondents who lived in Haddington and Lammermuir were generally least likely to consider these priorities to be very important.

RESIDENTS SURVEY 2017

Figure 83: Importance of East Lothian Partnership's current priorities analysed by Ward

	Respondents	East Lothian	Dunbar & E. Linton	H'ton & L'muir	M'burgh	NBC	PSG	TWM
	Unweighted base	1563	258	255	271	259	259	261
East Lothian has a growing sustainable economy	Very important	71%	91%	24%	91%	72%	53%	95%
	Important	26%	9%	71%	9%	26%	44%	2%
	Not very important	0%	-	0%	-	-	-	-
	Not at all important	0%	-	-	-	-	-	1%
	Don't know/ can't say	2%	0%	4%	-	2%	4%	2%
The cycle of poverty is broken	Very important	75%	89%	34%	95%	75%	60%	97%
	Important	23%	9%	64%	5%	24%	36%	2%
	Not very important	0%	0%	0%	-	-	-	0%
	Not at all important	0%	1%	-	-	-	-	-
	Don't know/ can't say	2%	1%	2%	-	1%	4%	2%
We are able to adapt to climate change and reduce finite natural resources	Very important	70%	87%	22%	89%	69%	48%	97%
	Important	26%	10%	67%	10%	28%	40%	2%
	Not very important	1%	1%	1%	0%	1%	2%	-
	Not at all important	0%	-	-	-	-	1%	-
	Don't know/ can't say	4%	2%	11%	-	2%	9%	1%
EL's young people are successful learners, confident individuals, effective contributors and responsible citizens	Very important	76%	91%	37%	94%	75%	60%	96%
	Important	22%	9%	60%	6%	24%	36%	2%
	Not very important	0%	-	-	-	-	0%	-
	Not at all important	0%	-	-	-	-	0%	-
	Don't know/ can't say	1%	1%	2%	-	1%	3%	1%
East Lothian's children have the best start in life and are ready to succeed	Very important	79%	88%	40%	95%	78%	66%	99%
	Important	20%	9%	59%	5%	20%	32%	0%
	Not very important	0%	0%	-	-	-	-	-
	Not at all important	0%	-	-	-	-	0%	-
	Don't know/ can't say	1%	2%	1%	-	2%	2%	1%
In East Lothian we live healthier, more active and independent lives	Very important	74%	88%	26%	95%	76%	55%	99%
	Important	24%	10%	70%	5%	22%	41%	0%
	Not very important	-	-	-	-	-	-	-
	Not at all important	-	-	-	-	-	-	-
	Don't know/ can't say	2%	3%	4%	-	2%	4%	1%
East Lothian is an ever safer place	Very important	76%	87%	39%	92%	75%	57%	99%
	Important	23%	9%	60%	8%	24%	42%	0%
	Not very important	0%	1%	-	0%	-	-	-
	Not at all important	-	-	-	-	-	-	-
	Don't know/ can't say	1%	2%	0%	-	2%	1%	1%
East Lothian has high quality natural environments	Very important	71%	87%	21%	91%	73%	54%	98%
	Important	25%	10%	68%	8%	25%	42%	1%
	Not very important	0%	0%	0%	0%	-	0%	-
	Not at all important	-	-	-	-	-	-	-
	Don't know/ can't say	3%	3%	11%	-	2%	3%	1%
Everyone in East Lothian has access to quality sustainable housing	Very important	76%	86%	34%	95%	77%	61%	99%
	Important	22%	9%	64%	5%	21%	36%	0%
	Not very important	0%	2%	0%	-	-	-	-
	Not at all important	0%	1%	-	-	-	-	-
	Don't know/ can't say	1%	2%	2%	-	2%	3%	1%
We have stronger, more resilient, supportive, influential and inclusive communities	Very important	71%	82%	21%	92%	76%	55%	97%
	Important	24%	12%	65%	8%	22%	37%	2%
	Not very important	1%	2%	1%	-	-	1%	0%
	Not at all important	-	-	-	-	-	-	-
	Don't know/ can't say	4%	4%	14%	-	2%	8%	1%
We will reduce inequalities both within and between our communities	Very important	73%	83%	27%	92%	76%	55%	98%
	Important	24%	13%	64%	8%	23%	40%	2%
	Not very important	0%	1%	0%	1%	-	0%	-
	Not at all important	-	-	-	-	-	-	-
	Don't know/ can't say	3%	3%	9%	-	2%	5%	1%

8.3. Characteristics which describe East Lothian Council (Q26/27)

Respondents were asked to select the three characteristics which most closely match their hopes for East Lothian in the future. The top response was for East Lothian to be 'prosperous' which was selected as one of three characteristics of 59% of survey respondents. This was followed by being 'community minded' (51%) and 'fair' (45%).

Following on from this, respondents were then asked to specify out of the three characteristics they had selected, which would be their top priority. The top priority for all respondents overall was to be 'community minded' (31%). Analysis by Ward reveals that all Wards with the exception of Musselburgh said their top priority was for the Council to be 'community minded'. Over half of respondents who lived in Musselburgh selected East Lothian being 'prosperous' as their top priority (59%).

Figure 84: Which 3 characteristics closely match your hopes for East Lothian for the future/ describe how you want East Lothian to be? And which of these three would be your top priority?

	2011		2017	
	Top 3 characteristics for East Lothian	Top priority	Top 3 characteristics for East Lothian	Top priority
Prosperous	87%	61%	59%	29%
Community minded	-	-	51%	31%
Fair	-	-	45%	13%
Welcoming	-	-	42%	10%
Ambitious	56%	15%	32%	7%
Modern	25%	1%	25%	4%
Traditional	25%	3%	15%	4%
Vibrant	24%	3%	11%	2%
Dynamic	24%	1%	11%	1%
Digital	-	-	3%	1%
Other	-	-	1%	1%

In 2011 the top priority for East Lothian respondents was for it to be 'prosperous' (61%). Please note however, that the list of words used to describe future aspirations for East Lothian has changed since the 2011 survey. Therefore the results to this question are not directly comparable.

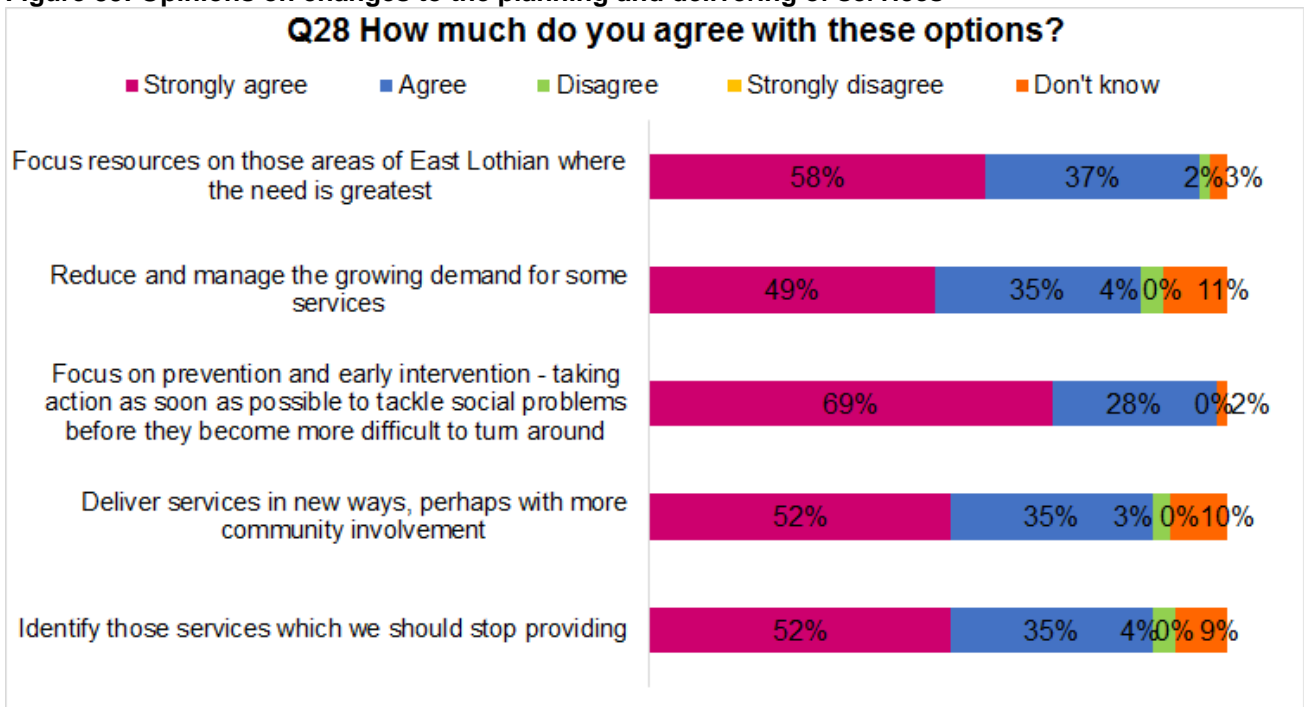
8.4. Changes to the planning and delivering of services in EL (Q28)

East Lothian Council and other public service providers are facing increasing challenges to meet the growing demand for its services while budgets continue to be reduced. To respond to this challenge, the Council needs to make changes to how it plans and delivers services in East Lothian. Respondents were provided with a list of some of the ways the Council are looking to do this, and were asked to state the extent to which they agreed or disagreed with these statements.

The vast majority of respondents were in agreement (or strong agreement) with all of these options. The options which received the highest level of agreement (i.e. highest proportion stating strongly agree) were:

- **Focus on prevention and early intervention** – taking action as soon as possible to tackle social problems before they become more difficult to turn around (69% agreed strongly);
- **Focus resources on those areas of East Lothian where the need is greatest** (58% agreed strongly)

Figure 85: Opinions on changes to the planning and delivering of services



Appendix 1

Survey Questionnaire



Project number	P878
Project name	East Lothian Resident Survey 2017

Respondent name										
<u>Record in capitals</u>										
Address										
<u>Record in capitals</u>										
Postcode										
<u>Record in capitals</u>										
Telephone Number										

[INTERVIEWER: CLOSE INTERVIEW BY READING OUT STATEMENT]

“Thank you very much for your help. Can I assure you once again that the information you have given will be treated as absolutely confidential and will only be used for the purposes of genuine market research.”

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society’s Code of Conduct, and that the respondent was not previously known to me.

Interviewer No:		Name:	
Questionnaire No:		Signature:	
On quota:		Date:	
Edited by:		Duration	
Backchecked by:			

EAST LoTHIAN RESIDENTS SURVEY 2017

Date: (dd/mm/yy)

		/		/	
--	--	---	--	---	--

Time of interview: (in 24 hours)

	:	
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Ward:

Dunbar & East Linton	1	Preston, Seton & Gosford	5
Haddington & Lammermuir	2	Tranent, Wallyford & Macmerry	6
Musselburgh	3		
North Berwick Coastal	4		

NEIGHBOURHOOD AND QUALITY OF LIFE

Q1 In overall terms how would you rate your neighbourhood as a place to live?

Very good	1	GO TO Q2
Fairly good	2	
Fairly poor	3	
Very poor	4	
No opinion	5	

Q2 Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last three years?

Got much better	1	GO TO Q3
Got a little better	2	
Stayed the same	3	
Got a little worse	4	
Got much worse	5	
Don't know	6	

Q3 How strongly do you feel you belong to your immediate neighbourhood?

Very strongly	1	GO TO Q4
Fairly strongly	2	
Not very strongly	3	
Not at all strongly	4	
Don't know	5	

RESIDENTS SURVEY 2017

Q4 And overall, how would you rate East Lothian as an area to live?

Very good	1	GO TO Q5
Fairly good	2	
Fairly poor	3	
Very poor	4	
No opinion	5	

Q5 **SHOWCARD 1** Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? **PLEASE MENTION UP TO FIVE THINGS**

Q6 **SHOWCARD 2** And thinking about your neighbourhood, which of the things below, if any, do you think most need improving **PLEASE MENTION UP TO FIVE THINGS** (neighbourhood defined as within 15 min walk from home)

	Q5 Most important in making somewhere a good place to live	Q6 Most needs improving in this local area	
Primary & Secondary Schools	1	1	GO TO Q7
Wage levels and local cost of living	2	2	
Jobs for local people	3	3	
Health services	4	4	
Care of older people	5	5	
The level of traffic congestion	6	6	
Public transport	7	7	
Road and pavement repairs	8	8	
Clean streets	9	9	
Access to outdoors, parks and open spaces	10	10	
The level of crime	11	11	
Activities for teenagers	12	12	
Affordable decent housing	13	13	
Sense of community	14	14	
Shopping facilities	15	15	
Sports and leisure facilities	16	16	
Facilities for young children	17	17	
QX - Other (PLEASE WRITE IN BELOW)	18		
QY - Other (PLEASE WRITE IN BELOW)		18	
None of these	19	19	
Don't know	20	20	

COMMUNITY SAFETY

Q7 How safe or unsafe do you feel walking alone outside in your local neighbourhood after dark?

Very safe	1	GO TO Q8
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
Don't know	5	
Not applicable	6	

Q8 To what extent do you feel threatened by crime in this neighbourhood these days?

A great deal	1	GO TO Q9
A fair amount	2	
Not very much	3	
Not at all	4	
Don't know	5	

Q9 How much would you say the crime rate in your local area has changed in the last 2 years? Would you say there is more, less or about the same?

A lot more	1	GO TO Q10
A little more	2	
About the same	3	
A little less	4	
A lot less	5	
Don't know	6	

Q10 How much would you say your confidence in the Police being able to respond to any crime being reported has changed since two years ago? Would you say you confidence is more, less or about the same?

A lot more confident	1	GO TO Q11
A little more confident	2	
About the same confidence	3	
A little less confident	4	
A lot less confident	5	
Don't know	6	

- Q11** From what you know or have heard, do you think the overall amount of crime in East Lothian as a whole has gone up, down, or remained about the same over the past 2 years?

A lot more	1	GO TO Q12
A little more	2	
About the same	3	
A little less	4	
A lot less	5	
Don't know	6	

HEALTH & WELLBEING

- Q12** How is your health in general? Would you say it was...

Very good	1	GO TO Q13
Good	2	
Fair	3	
Bad	4	
Very bad	5	
Don't know	6	

- Q13** Do you have a physical or mental health condition or illness lasting or expected to last 12 months or more? **SHS**

Yes	1	GO TO Q14
No	2	GO TO Q15
Don't know	3	
Refusal	4	

Q14 SHOWCARD 3 Can you describe the nature of this health condition or illness?

MULTI

Mental health condition	1	GO TO Q15
Dementia	2	
Mobility/ physical disabilities	3	
Learning difficulties (e.g. dyslexia)	4	
Difficulties with sight	5	
Learning disability (e.g. Down's Syndrome)	6	
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's Syndrome)	7	
Difficulties with hearing	8	
Respiratory disease	9	
Cancer	10	
Diabetes	11	
Heart disease or condition	12	
High blood pressure	13	
Addiction (such as drugs, alcohol or some other addiction)	14	
Other condition (please write in)	15	

Q15 Which of the following statements about smoking best applies to you? **SINGLE**

I have never smoked	1	GO TO Q16
I used to smoke and have now stopped	2	
I have cut down the number of cigarettes with a plan to give up	3	
I have cut down the number of cigarettes with no plan to give up	4	
I smoke and do not plan to give up	5	

Q16 Can you describe what kind of exercise you take part in? By exercise we mean more vigorous intensity activity which takes hard physical effort and you breathe much harder than normal. **MULTI**

Running or jogging	1	GO TO Q17
Organised sport (e.g. football, badminton)	2	
Swimming	3	
Gym activities	4	
Group exercise classes	5	
Other (please describe)	6	
None	7	

Q17 How often, on average, do you take part in exercise?

Five or more times a week	1	GO TO Q18
Two to four times a week	2	
Once a week	3	
Two or three times amonth	4	
Once a month	5	
Less frequently than once a month	6	

Q18 Can you describe what kind of moderate physical activity you do? By moderate physical activity we mean more activity which makes you feel a little warmer, your heart beats faster and you may get a little out of breath. **MULTI**

Housework	1	GO TO Q19
Gardening	2	
Walking	3	
Activity relating to your job	4	
Other (please describe)	5	
None	6	

Q19 How often, on average, do you take part in physical activity?

Five or more times a week	1	GO TO Q20
Two to four times a week	2	
Once a week	3	
Two or three times amonth	4	
Once a month	5	
Less frequently than once a month	6	

Q20 SHOWCARD 4 For each of the following statements about feelings and thoughts, please tell me the answer that best describes your experience of each over the last 2 weeks. Please just read out the letter next to the description

		None of the time	Rarely	Some of the time	Often	All of the time	Don't know	Refused	
A	I've been feeling optimistic about the future	1	2	3	4	5	6	7	GO TO Q21
B	I've been feeling useful	1	2	3	4	5	6	7	
C	I've been feeling relaxed	1	2	3	4	5	6	7	
D	I've been dealing with problems well	1	2	3	4	5	6	7	
E	I've been thinking clearly	1	2	3	4	5	6	7	
F	I've been feeling close to other people	1	2	3	4	5	6	7	
G	I've been able to make up my own mind about things	1	2	3	4	5	6	7	

Q21 SHOWCARD 5 Looking at this card, can you tell me to what extent you agree or disagree, with each of the following statements that I will read out

		Strongly Agree	Tend to Agree	Neither / nor	Tend to Disagree	Strongly Disagree	Don't know	
A	If I was alone and needed help I could rely on one of my friends / relatives in this neighbourhood to help me	1	2	3	4	5	6	GO TO Q22
B	If my home was empty, I could count on one of my friends / relatives in this neighbourhood to keep an eye on my home	1	2	3	4	5	6	
C	I feel I could turn to friends / relatives in this neighbourhood for advice or support	1	2	3	4	5	6	
D	In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	1	2	3	4	5	6	

PERCEPTIONS OF THE COUNCIL

Q22 SHOWCARD 5 Looking at this card, can you tell me to what extent you agree or disagree, with each of the following statements that I will read out **SHS**

		Strongly Agree	Tend to Agree	Neither / nor	Tend to Disagree	Strongly Disagree	No opinion	
A	My local council provides high quality services	1	2	3	4	5	6	GO TO Q23
B	My local council does the best it can with the money available	1	2	3	4	5	6	
C	My local council is addressing the key issues affecting the quality of life in my local neighbourhood	1	2	3	4	5	6	
D	My council is good at listening to local people's views before it takes decisions	1	2	3	4	5	6	
E	My local council designs its services around the needs of the people who use them	1	2	3	4	5	6	
F	My council is good at letting local people know how well it is performing	1	2	3	4	5	6	
G	My local council is good at letting people know about the kinds of services it provides	1	2	3	4	5	6	
H	I can influence decisions affecting my local area	1	2	3	4	5	6	
I	I would like to be more involved in the decisions my council makes that affect my local area	1	2	3	4	5	6	

PUBLIC SERVICES**Q23**

SHOWCARD 6 can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian. Your answer may be based on actual experience or on what you may have seen or heard second-hand. How satisfied or dissatisfied are you with....

		Very Satisfied	Fairly Satisfied	Neither / nor	Fairly Dissatisfied	Very Dissatisfied	Don't know	
A	Council house repair service	1	2	3	4	5	6	GO TO Q24
B	Children's play areas	1	2	3	4	5	6	
C	Libraries	1	2	3	4	5	6	
D	Swimming pools/sport centres	1	2	3	4	5	6	
E	Parks, gardens and open spaces	1	2	3	4	5	6	
F	Local bus services	1	2	3	4	5	6	
G	Local schools	1	2	3	4	5	6	
H	Support for frail / older people to allow them to remain in their own home	1	2	3	4	5	6	
I	Waste & recycling services	1	2	3	4	5	6	
J	Roads maintenance	1	2	3	4	5	6	
K	Street cleaning	1	2	3	4	5	6	
L	GP services	1	2	3	4	5	6	
M	Dental services	1	2	3	4	5	6	
N	Hospital outpatients services	1	2	3	4	5	6	
O	Hospital A&E services	1	2	3	4	5	6	
P	Fire service	1	2	3	4	5	6	
Q	Police	1	2	3	4	5	6	

LOCAL PRIORITIES

Q24

SHOWCARD 7 This card shows East Lothian Council's current priorities. How important would you say each one is. Is it very important, important, not very important or not at all important?

		Very important	Important	Not very important	Not at all important	Don't know / can't say
A	Growing our economy – we will increase sustainable growth as the basis for a more prosperous East Lothian	1	2	3	4	5
B	Growing our communities – we will give people a real say in the decisions that matter most and provide communities with the housing, transport links, community facilities and environment that will allow them to flourish	1	2	3	4	5
C	Growing our people – We will give our children the best start in life and protect vulnerable and older people	1	2	3	4	5
D	Reducing inequalities – we will reduce the gap in life chances that exists between those most and least disadvantaged in our communities	1	2	3	4	5

Q25 SHOWCARD7 This card shows East Lothian Partnership's current priorities (*give further explanation of what ELP is*). How important would you say each one is. Is it very important, important, not very important or not at all important?

		Very important	Important	Not very important	Not at all important	Don't know / can't say
A	East Lothian has a growing sustainable economy	1	2	3	4	5
B	The cycle of poverty is broken	1	2	3	4	5
C	We are able to adapt to climate change and reduce finite natural resources	1	2	3	4	5
D	East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens	1	2	3	4	5
E	East Lothian's children have the best start in life and are ready to succeed	1	2	3	4	5
F	In East Lothian we live healthier, more active and independent lives	1	2	3	4	5
G	East Lothian is an even safer place	1	2	3	4	5
H	East Lothian has high quality natural environments	1	2	3	4	5
I	Everyone in East Lothian has access to quality sustainable housing	1	2	3	4	5
J	We have stronger, more resilient, supportive, influential and inclusive communities	1	2	3	4	5
K	We will reduce inequalities both within and between our communities	1	2	3	4	5

Q26 SHOWCARD 8 Looking at this card, which 3 characteristics most closely match your hopes for East Lothian for the future/ describe how you want East Lothian to be? **MULTICODE NO MORE THAN 3**

Q27 SHOWCARD R Which of the 3 you have chosen would be your top priority?
SINGLE CODE ONLY

	Q26 Top 3 characteristics	Q27 Top priority	GO TO Q28
Prosperous	1	1	
Digital	2	2	
Vibrant	3	3	
Ambitious	4	4	
Traditional	5	5	
Modern	6	6	
Fair	7	7	
Welcoming	8	8	
Dynamic	9	9	
Community minded	10	10	
Other (please specify)	11	11	

Q28

SHOWCARD 5 East Lothian Council and other public service provider are facing increasing challenges to meet the growing demand for its services while budgets continue to be reduced. To respond to this challenge they need to make changes to how it plans and delivers services in East Lothian. Some of the ways they are looking to do this are described on this card, how much do you agree with each of these options?

		Strongly agree	Agree	Disagree	Strongly disagree	Don't know	GO TO Q28a
	Focus resources on those areas of East Lothian where the need is greatest	1	2	3	4	5	
	Reduce and manage the growing demand for some services	1	2	3	4	5	
	Focus on prevention and early intervention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	1	2	3	4	5	
	Deliver services in new ways, perhaps with more community involvement	1	2	3	4	5	
	Identify those services which we should stop providing	1	2	3	4	5	

RESIDENTS SURVEY 2017

Q28a	We are planning to hold a number of workshops to allow people to discuss both local priorities for East Lothian and changes to how the Council delivers services. If you are interested in taking part in one of these workshops please provide contact details here	
	Contact phone number	
	Contact email address	

ABOUT YOU AND YOUR HOUSEHOLD**Q29 Gender**

Male	1	GO TO Q30
Female	2	

Q30 SHOWCARD 6 Age

A	16-24	1	GO TO Q31
B	25-34	2	
C	35-44	3	
D	45-54	4	
E	55-59	5	
F	60-64	6	
G	65-74	7	
H	75+	8	
	Refused	9	

Q31 SHOWCARD 7 Working status

A	Working – full time (35+ hrs)	1	GO TO Q32
B	Working – Part-time (16-34hrs)	2	
C	Working – Part time (less than 16 hours)	3	
D	Working – zero hours contract	4	
E	Self-employed	5	
F	Unemployed / Seeking work	6	
G	Permanently retired from work	7	
H	Looking after home / family	8	
I	Permanently sick or disabled	9	
J	Student	10	
K	Other	11	
	Refused	12	

Q32 No of adults (age 16+) in household

1	1	GO TO Q33
2	2	
3	3	
4	4	
5+	5	

Q33 No of young people (under 16) in household

0	1	GO TO Q34
1	2	
2	3	
3	4	
4	5	
5+	6	

Q34 Elderly in household? **MULTICODE**

None aged 60+	1	GO TO Q35
Aged 60-74	2	
Aged 75+	3	

Q35 How would you describe the composition of your household? **SINGLE CODE**

Single Adult under 65 years	1	GO TO Q36
Single Adult over 65 years	2	
Two adults both under 65	3	
Two adults at least one aged over 65 years	4	
Three adults all over 16 years	5	
1-parent family with children, at least one under 16 years	6	
2-parent family with children, at least one under 16 years	7	
Other	8	

Q36 Do you own your home, or rent it? **SINGLE CODE**

Owned outright	1	GO TO Q37
Buying on mortgage	2	
Rented from the council	3	
Rented from other housing association/housing co-operative	4	
Rented from private landlord	5	
Shared ownership	6	
Other	7	

ECONOMIC STATUS

Q37 SHOWCARD 8. Thinking about the person in this household who has the highest level of academic qualifications, please read out the letter which best matches them.

SINGLE CODE

A	No formal qualifications	1	GO TO Q38
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	2	
C	Group 2: Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	3	
D	Group 3: HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	4	
E	Group 4: First degree, Higher degree, Professional Qualification.	5	
	Don't know	6	
	Refused	7	

Q38 Do you have a Car/light van in Household **SINGLE CODE**

Yes, one	1	GO TO Q39
Yes, two	2	
Yes, three +	3	
No	4	

Q39 In general, does the chief earner in the household.... **SINGLE CODE**

Work within East Lothian	1	GO TO Q40
Commute to work outside East Lothian	2	
Currently out of work	3	GO TO Q41
Does not work	4	
Other (please specify)	5	
Refused	6	

Q40 What is the main mode of transport used by the chief income earner in the household to commute to work? **SINGLE CODE**

Car as driver	1	GO TO Q41
Car as passenger	2	
Train	3	
Bus	4	
Bicycle	5	
Walk	6	
Other (specify)	7	
Don't Know	8	

INTERNET ACCESS

Q41 Which of the following apply to you and your household? Do you have...

MULTI CODE

A	Broadband internet access at home	1	GO TO Q42
B	Mobile internet access using a 3G or 4G network	2	
C	No internet access	3	GO TO Q43
D	Don't know	4	

Q42 **SHOWCARD 9** Which of the following do you use to access the Internet...

MULTI CODE

A	A personal computer or laptop	1	GO TO Q43
B	Digital, cable or satellite television	2	
C	Mobile phone / iPhone / Smartphone	3	
D	A games console / PS2 / xBox	4	
E	A tablet – iPad / Playbook or similar	5	
F	Another way (specify)	6	

MONEY MATTERS

Q43 **SHOWCARD 10** How well would you say your household is currently managing financially? Please just read out the most appropriate letter on the card.

SINGLE CODE

A	Managing very well	1	GO TO Q44
B	Managing quite well	2	
C	Getting by alright	3	
D	Not managing very well	4	
E	Have some financial difficulties	5	
F	In deep financial trouble	6	
G	Don't know	7	
H	Refused	8	

- Q44 SHOWCARD 11** 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 the card, do you have less than £1,000 savings or investment or do you have no savings or investment at all

SINGLE CODE

A	No savings	1	GO TO Q45
B	Yes savings	2	
C	Less than £1,000	3	
D	£1,000 or more	4	
E	Don't know	5	
F	Refused	6	

- Q45 SHOWCARD D** In which band would you place your **total household income** from all sources **before** tax and other deductions? Just read out the letter that applies **SINGLE**

	WEEK	PER YEAR		THANK AND CLOSE
A	Up to £86	Under £4,500	1	
B	£87-£125	£4,500-£6,499	2	
C	£126-£144	£6,500 - £7,499	3	
D	£145-£182	£7,500 - £9,499	4	
E	£183-£221	£9,500-£11,499	5	
F	£222-£259	£11,500-£13,499	6	
G	£260-£298	£13,500-£15,499	7	
H	£299-£336	£15,500-£17,499	8	
I	£337-£480	£17,500-£24,999	9	
J	£481-£576	£25,000 - £29,999	10	
K	£577-£769	£30,000 - £39,999	11	
L	£770-£961	£40,000 - £49,999	12	
M	£962-£1,441	£50,000 - £74,999	13	
N	£1,442-£1,922	£75,000 - £99,999	14	
O	£1,923 or over	£100,000 +	15	
	Refused		16	

Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	East Lothian Council Resident Survey 2017
Project number	P878
Objectives of the research	<ul style="list-style-type: none"> ○ To establish the public's views on general and specific aspects of Life in East Lothian ○ To establish levels of satisfaction, and sources of dissatisfaction when contacting the Council ○ To establish the customer experience when contacting the Council ○ To strengthen the evidence base which will support and inform the development of East Lothian's Single Outcome Agreement
Target group	East Lothian residents
Target sample size	1568
Achieved sample size	1565
Date of fieldwork	20 th February 2017 to the 31 st March 2017
Sampling method	<p>The sample structure was designed to replicate the sampling methodology and structure utilised in the 2009 and 2011 surveys. This involved a disproportionate sampling methodology where a sample size yielding $\pm 6\%$ level of accuracy at Ward level was targeted. The "disproportionate" sampling approach was used previously and involves delivering the same number of interviews in each Ward, regardless of the actual population size of the Ward. This ensures the data for each Ward can be directly compared (with the same level of accuracy). The alternative – a "proportionate" sample, would see the number of interviews varying per Ward (e.g. More interviews conducted in Musselburgh and fewer interviews conducted in Dunbar & East Linton), resulting in varying levels of statistical accuracy between Ward. The "disproportionate" aspect is eliminated in the results by applying appropriate statistical reweighting to balance the total East Lothian survey data to be balanced and reflective of the entire population.</p> <p>Within each Ward, a total of 26 sampling points were selected in order to ensure representation across Census output areas. Thereafter, interviewers followed a 'random route' approach to sample selection, achieving a total of 10 interviews per sample point. Interviewing was scheduled over day time, evening and week end to ensure all segments of the working and non working population had the opportunity to participate.</p>

RESIDENTS SURVEY 2017

Data collection method	Face to face interviews
Response rate and definition and method of how calculated	The survey was designed to achieve data accurate to +/- 6% within each ward.
Any incentives?	None
Number of interviewers	10
Interview validation methods	10% backchecked.
Showcards or any other materials used?	Yes, show cards used as per the questionnaire
Weighting procedures (if applicable)	Due to the fact that the sample was designed on a disproportionate basis within wards, to ensure the data was representative at both East Lothian 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 GROS population projections for East Lothian. 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 East Lothian population who live in that ward.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	The achieved level of accuracy was +/-2.45 (based upon a 50% estimate at the 95% level of confidence).