



Ashbrook
RESEARCH & CONSULTANCY

**FINAL REPORT
CITIZEN SURVEY 2009
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Prepared for: Angus Council

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1.0 INTRODUCTION

This report details findings to emerge from a comprehensive research exercise undertaken on behalf of Angus Council by Ashbrook Research & Consultancy Ltd.

In particular, during August to November 2009, a comprehensive programme of interviews was undertaken across Angus in order to elicit information relating to the following broad areas:

- House & Neighbourhood
- Neighbourhood & Services
- Health
- Education
- Employment
- Community Safety
- Financial Issues
- Angus Council

A total of 1,500 interviews were conducted across Angus on the following basis:

- 250 in deprived areas in Angus
- 1,250 in the rest of Angus (with interviews being equally divided across the eight wards within Angus)

Upon completion of the interview process, a programme of post weightings was applied to the data based on the population characteristics of the areas noted above. This weighting process ensures the representativeness of the data presented by ensuring that the views expressed by gender and age are in proportion with the actual gender and age profile of each area.

Sections 2.0 to 8.0 provide comparisons (where available, appropriate and statistically significant) between:

- Aggregated multi member ward areas (i.e. North Angus – Montrose & District and Brechin & Edzell; East Angus – Arbroath East & Lunan and Arbroath West & Letham; South Angus – Carnoustie & District and Monifieth & Sidlaw; Central & West Angus – Forfar & District and Kirriemuir & Dean)
- Urban and rural areas
- Deprived and non deprived areas (with deprived areas being defined as the 15% most deprived data zones in Angus according to SIMD^[1])

A copy of the questionnaire administered is attached as *Appendix I*, whilst *Appendix II* provides a map of the areas referred to above.

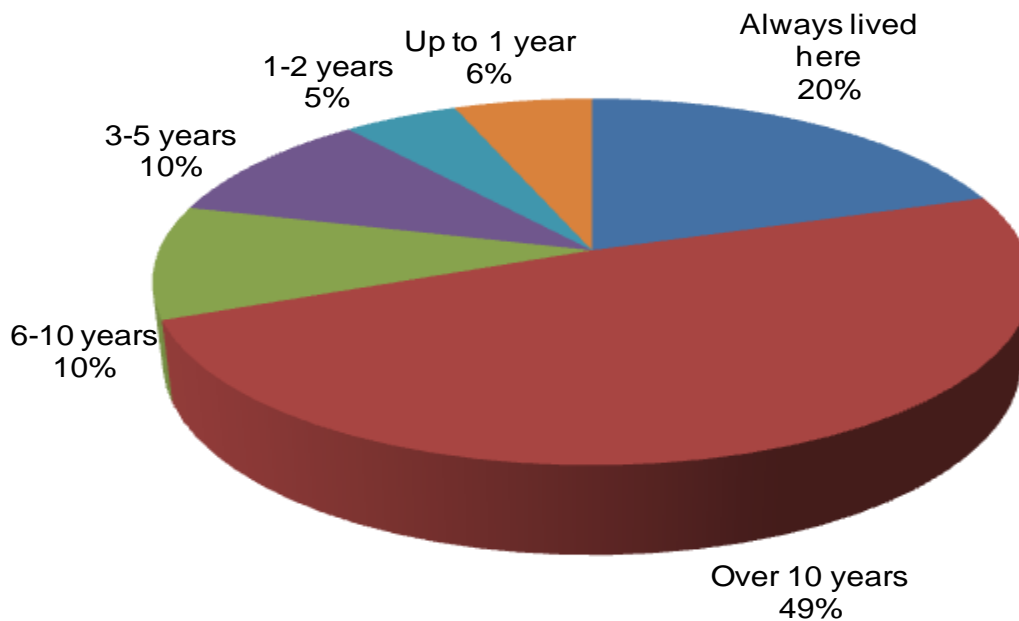
[1] The Scottish Index of Multiple Deprivation (SIMD) 2009 identified small area concentrations of multiple deprivation across all of Scotland. The SIMD provides a relative measure of deprivation which means that the main output from SIMD – the SIMD ranks – can be used to compare data zones by providing a relative ranking from ‘most deprived’ to ‘least deprived’.

2.0 HOUSE & NEIGHBOURHOOD

2.1 Neighbourhood Profile

“How long have you lived in this neighbourhood?”

Figure 1: Length of Residence in Neighbourhood



Base: All Respondents

From Figure 1 it can be seen that half of respondents (49%) stated that they had lived in their neighbourhood for over 10 years, with a further 1 in 5 (20%) stating that they had ‘always lived’ in their neighbourhood.

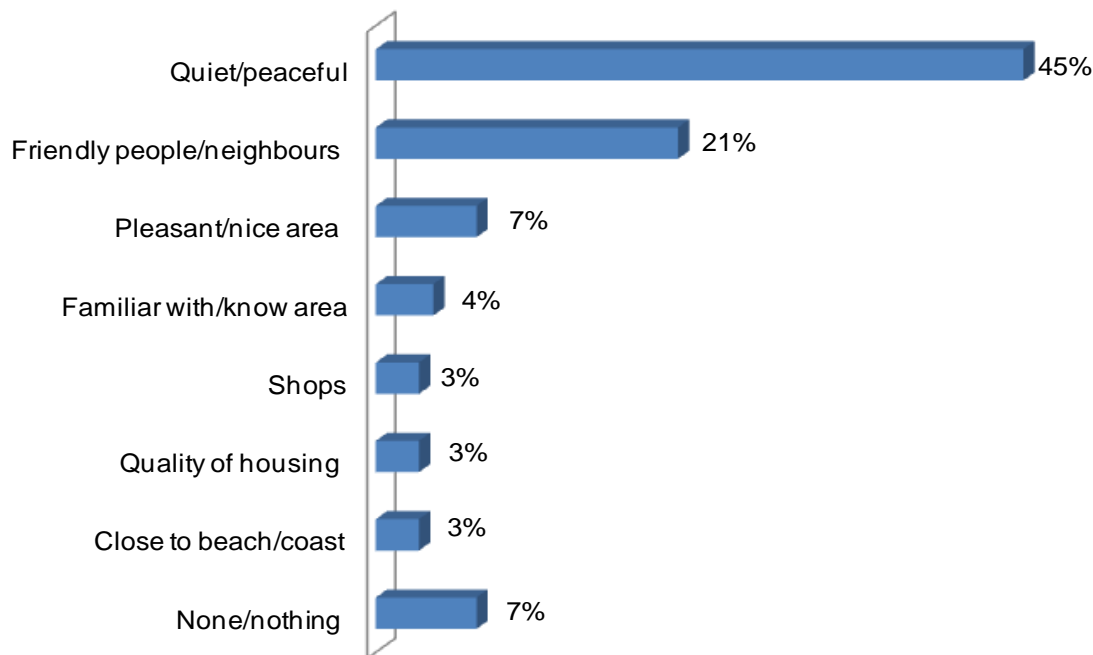
Indeed, it is of interest to note that only around 1 in 10 respondents (11%) had stayed in their neighbourhood for two years or less i.e. up to one year (6%) or 1-2 years (5%).

Further examination of the data indicates that respondents in rural areas were more likely to have lived in their neighbourhood for up to two years (15% compared to 9% for those in urban areas). In addition, it should be noted that respondents in deprived areas were more likely to have lived in their neighbourhood for more than 10 years (61% compared to 49% on average) and

also more likely to have lived in their neighbourhood for two years or less (17% compared to 11% on average).

“What do you like best about living in this neighbourhood?”

Figure 2: Best Aspects of Neighbourhood (Unprompted)



Base: All Respondents

From Figure 2 it can be seen that the ‘best aspect’ of neighbourhoods identified – on an unprompted basis – was that there were ‘quiet or peaceful’ (45%) and, thereafter, ‘friendly people and neighbours’ (21%).

Thereafter, a small number of respondents made unprompted mention here of other aspects, including:

- Neighbourhoods being pleasant or nice (7%)
- Familiarity with a neighbourhood (4%)
- Shops (3%)
- Quality of housing (3%)
- Neighbourhood being close to the beach and/or coast (3%)

It should also be noted that very few respondents (only 7%) were unable to identify any 'best aspects' of their neighbourhood.

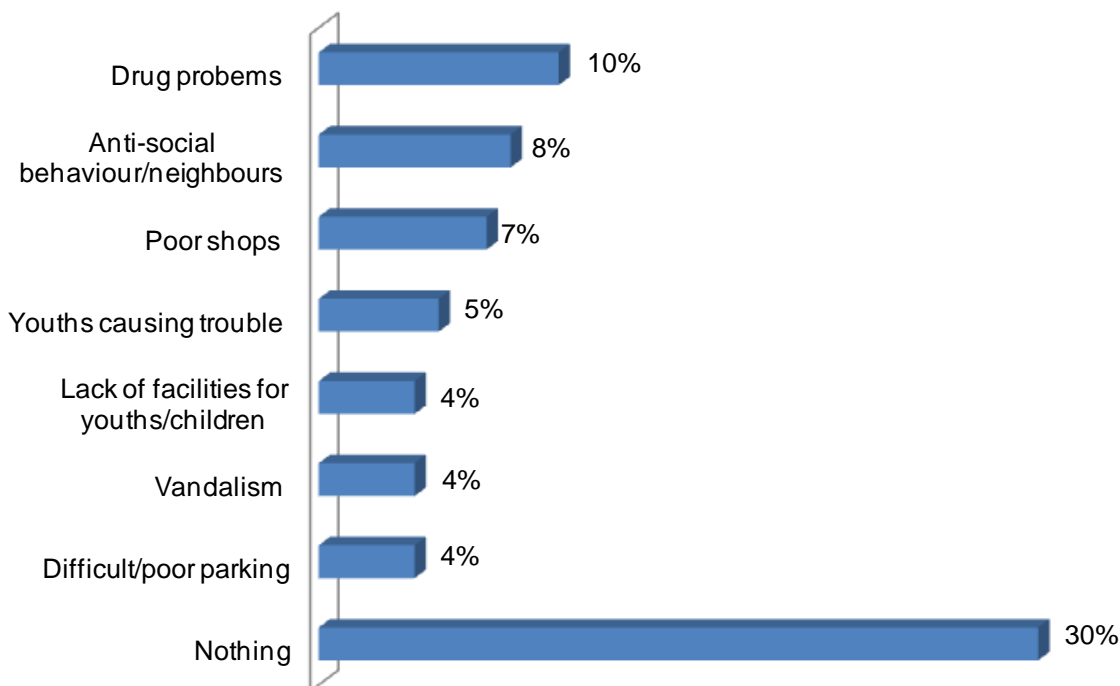
Further examination of the data indicates the following variances here:

- Quieter/peaceful was most likely to be cited by respondents in North Angus (58%)
- Friendly people and neighbours was most commonly cited by respondents in Central & West Angus (31%) and least commonly cited by those in East Angus (13%)

In addition, respondents in East Angus and deprived areas were most likely to state that they were unable to identify any 'best aspects' of their neighbourhood (both 14%).

"What do you like least about living this neighbourhood?"

Figure 3: Worst Aspects of Neighbourhood (Unprompted)



Base: All Respondents

From Figure 3 it can be seen that there were no particular aspects of neighbourhoods which emerged prominently in terms of being 'least liked' by respondents. However, a relatively small proportion of respondents did make reference to aspects of their neighbourhood which they 'liked least' such as:

- Drug problems (10%)
- Anti-social behaviour or neighbours (8%)
- Poor shops (7%)
- Youths causing trouble (5%)
- Lack of facilities for youths and children (4%)
- Vandalism (4%)
- Difficult or poor parking (4%)

It should be stressed, however, that approaching a third of respondents (30%) stated that there were no aspects of their neighbourhood which they 'liked least'.

Further examination of the data indicates the following variances:

- Drug problems were most likely to be cited by respondents in East Angus and Central & West Angus (13% and 12% respectively)
- Poor shops was most commonly cited by respondents in East Angus and South Angus (10% and 9% respectively)
- Youths causing trouble was least commonly cited by respondents in Central & West Angus (1%)
- Lack of facilities for youths and children was least commonly cited by respondents in Central & West Angus (1%)
- Vandalism was most commonly cited by respondents in North Angus (9%)

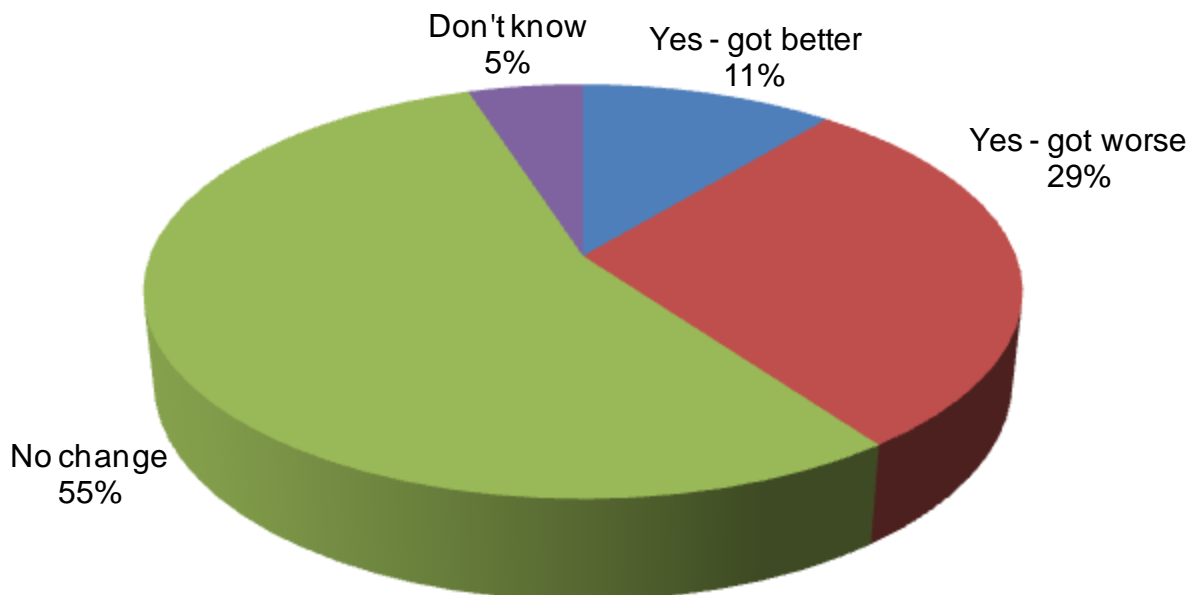
In addition, it should be noted that respondents most likely to state that there were no aspects of their neighbourhood which they 'liked least' were resident in Central & West Angus (37%) and rural areas (34% compared to 29% in urban areas), whilst those least likely to provide this response were resident in East Angus (21%).

It should also be noted that respondents in deprived areas were slightly more likely to cite:

- Youths causing trouble (9% compared to 5% on average)
- Lack of facilities for youths and children (8% compared to 4%)
- Vandalism (7% compared to 4%)

“Can you please tell me if you think this neighbourhood has changed over the past five years or since you have been living here, if it is less than five years”

Figure 4: Neighbourhood Changed Over The Past 5 Years?



Base: All Respondents

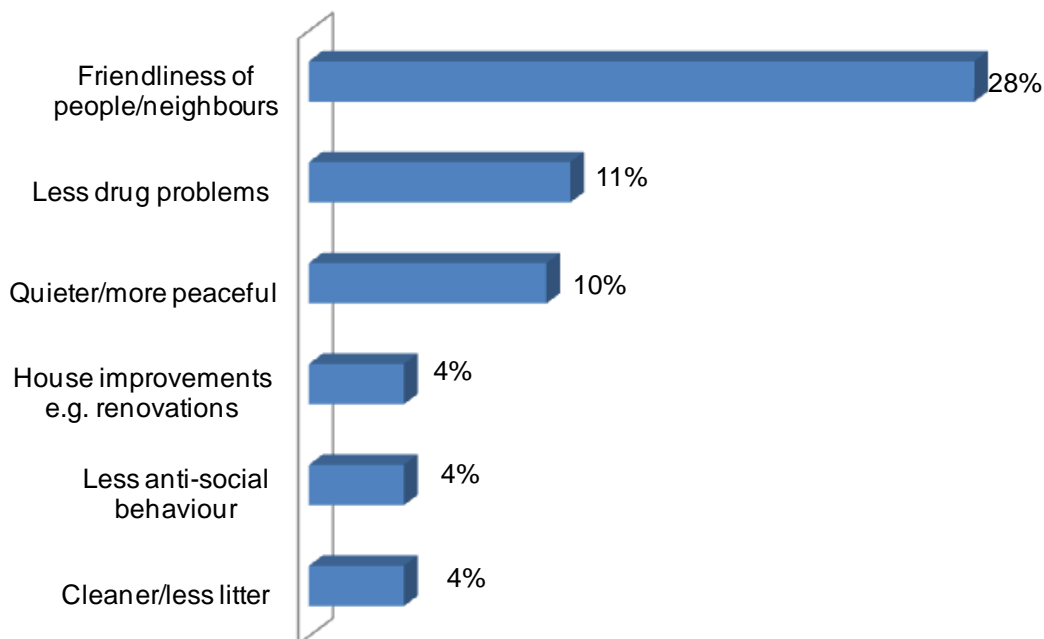
Figure 4 indicates that over half of respondents (55%) stated that their neighbourhood had ‘not changed’ in the last five years (or since they had been living there if that period had been for less than five years)

However, around 1 in 10 respondents (11%) believed that their neighbourhood had ‘got better’ during that time, whilst over a quarter (29%) believed that it had ‘got worse’.

Further examination of the data indicates that respondents in the North Angus area were least likely to state their belief that their neighbourhood had 'got better' (6%), whilst respondents in deprived areas were more likely to state that their neighbourhood had 'got worse' (37% compared to 29% on average).

"In what ways do you think it has changed?"

Figure 5: Improving Aspects of Neighbourhood (Unprompted)



Base: Neighbourhood Changed For The Better

Figure 5 indicates that – amongst respondents stating that their neighbourhood had 'got better' – the principal improvement cited (on an unprompted basis) was the improving 'friendliness of people and neighbours' (28%).

However, notable secondary mention was made here of:

- Less drug problems (11%)
- Neighbourhoods becoming quieter or more peaceful (10%)

Further examination of the data indicates the following variances:

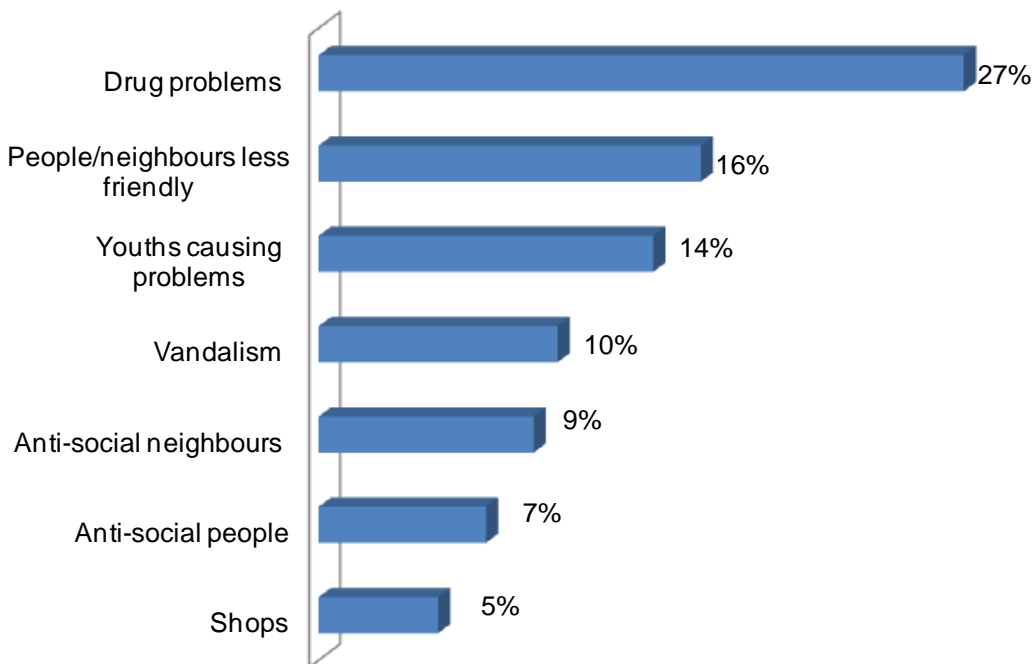
- Improved friendliness of people and neighbours was most commonly cited by respondents in East Angus (51%) and those in urban areas (30% compared to 23% for those in rural areas), and least commonly cited by respondents in deprived areas (20% compared to 28% on average)
- Less drug problems was most commonly cited by respondents in Central & West Angus (21%) and those in deprived areas (16% compared to 11% on average), and least commonly cited by those in South Angus (3%)
- Neighbourhood becoming quieter or more peaceful was most commonly cited by those in deprived (27% compared to 10% on average) and those in urban areas (11% compared to 6% for those in rural areas)
- Neighbourhood cleaner or tidier was most commonly cited by respondents in North Angus (17%) and those in rural areas (9% compared to 3% for those in urban areas)
- House improvements e.g. renovations was most commonly cited by respondents in urban areas (5% compared to 0% for those in rural areas) and least commonly cited by those in East Angus (0%)
- Less crime was most commonly cited by respondents in East Angus (10%) and urban areas (5%)
- Less vandalism was most commonly cited by respondents in North Angus (11%) and rural areas (10% compared to 1% for those in urban areas)

In addition, it should also be noted that respondents in deprived areas made greater reference here to:

- Less trouble by youths (9% compared to 0% on average)
- Improvements to facilities and services for people with a disability (8% compared to 1%)

“In what ways do you think it has changed?”

Figure 6: Worsening Aspects of Neighbourhood (Unprompted)



Base: Neighbourhood Changed For The Worse

From Figure 6 it can be seen that – amongst those who believed that their neighbourhood had ‘got worse’ – the principal aspect identified (again, on an unprompted basis) was ‘drug problems’ (27%).

Thereafter, notable secondary mention was made here of a number of other worsening aspects of neighbourhoods, including:

- People or neighbours being less friendly (16%)
- Youths causing trouble (14%)
- Vandalism (10%)
- Anti-social neighbours (9%)
- Anti-social people (other than neighbours) (7%)

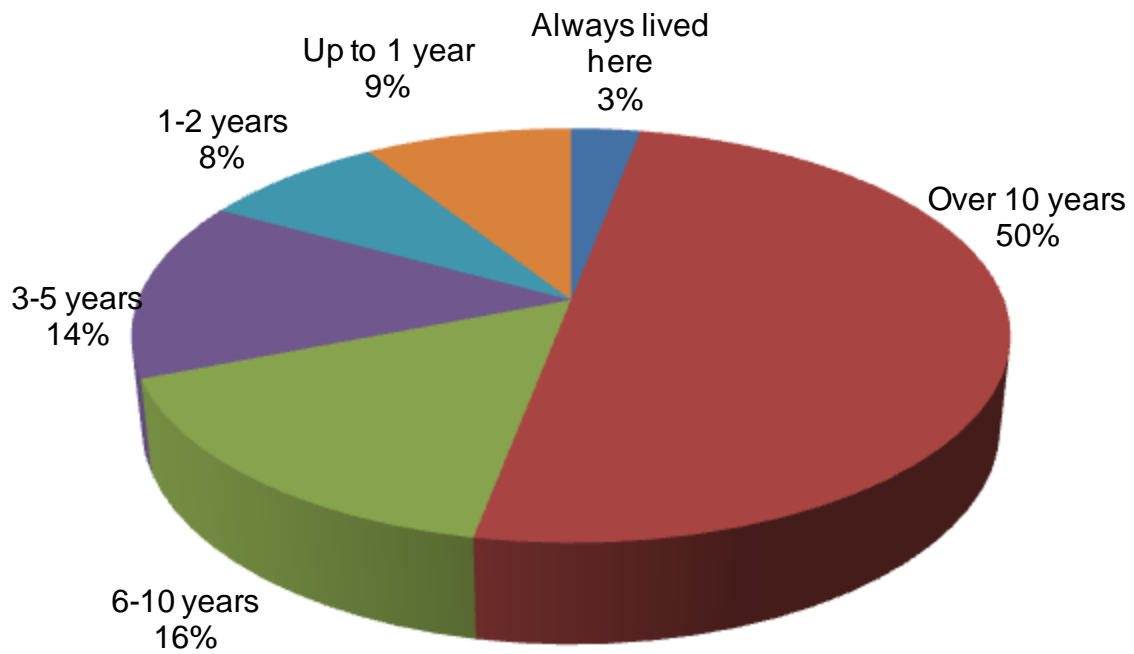
Further examination of the data indicates the following variances:

- People or neighbours being less friendly was more commonly cited by respondents in deprived areas (22% compared to 16% on average)
- Drug problems was most commonly cited by respondents in East Angus (38%), Central & West Angus (36%) and urban areas (30% compared to 18% for those in rural areas) and least commonly cited by respondents in deprived areas (19% compared to 27% on average) and those in North Angus (10%)
- Youths causing trouble ranged from being cited by 10% of respondents in Central & West Angus to 18% in North Angus
- Vandalism was most commonly cited by respondents in deprived areas (18% compared to 10% on average)
- Anti-social neighbours was most commonly cited by respondents in Central & West Angus (16%)
- Anti-social people (other than neighbours) was most commonly cited by respondents in South Angus (16%)
- Poorer shops was most commonly cited by respondents in South Angus and North Angus (12% and 8% respectively)

2.2 House Profile

“How long have you lived in this house?”

Figure 7: Length of Residence in Current Home



Base: All Respondents

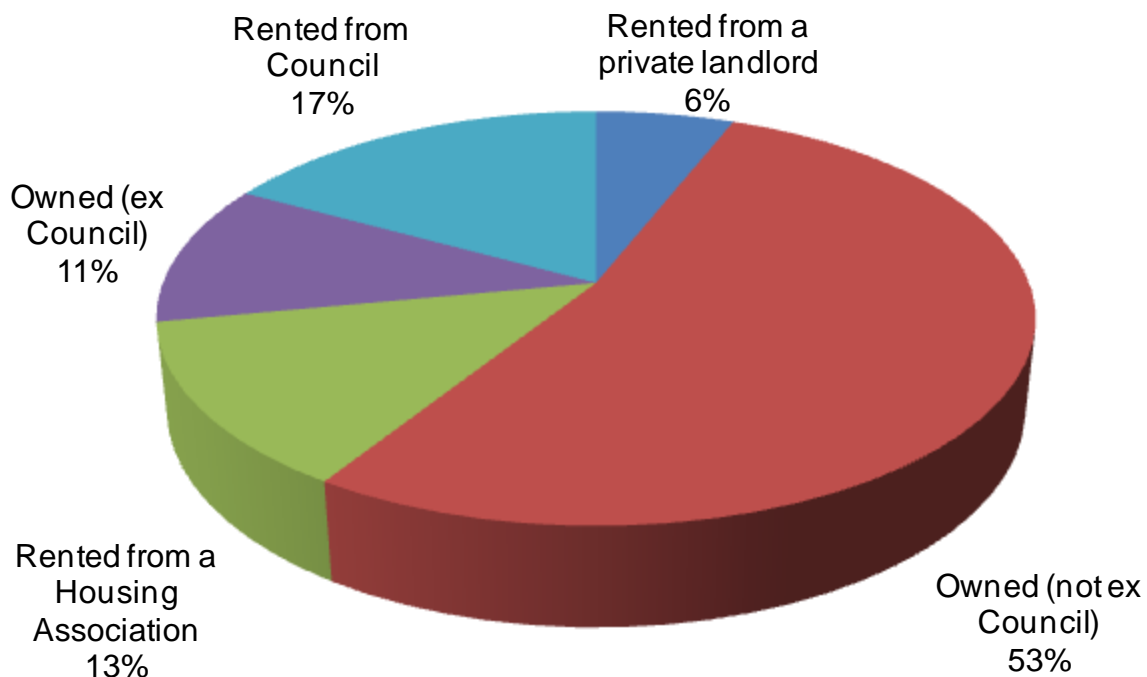
From Figure 7 it can be seen that half of respondents (50%) stated that they had been resident in their home for over 10 years.

In contrast, around 1 in 6 respondents (17%) stated that they had been resident in their home for two years or less i.e. up to one year (9%), or 1-2 years (8%).

Further examination of the data indicates respondents in North Angus were most likely to have lived in their home for more than 10 years (61%), whilst those in deprived areas were slightly more likely to have lived in their home for two years or less (23% compared to 17% on average).

“Please tell me which of the descriptions on this card best describes your house?”

Figure 8: Nature of Tenure



Base: All Respondents

From Figure 8 it can be seen that approaching two thirds of respondents (64%) stated that they owned their home, with around 1 in 10 (11%) specifically stating that their home was an ex Council property.

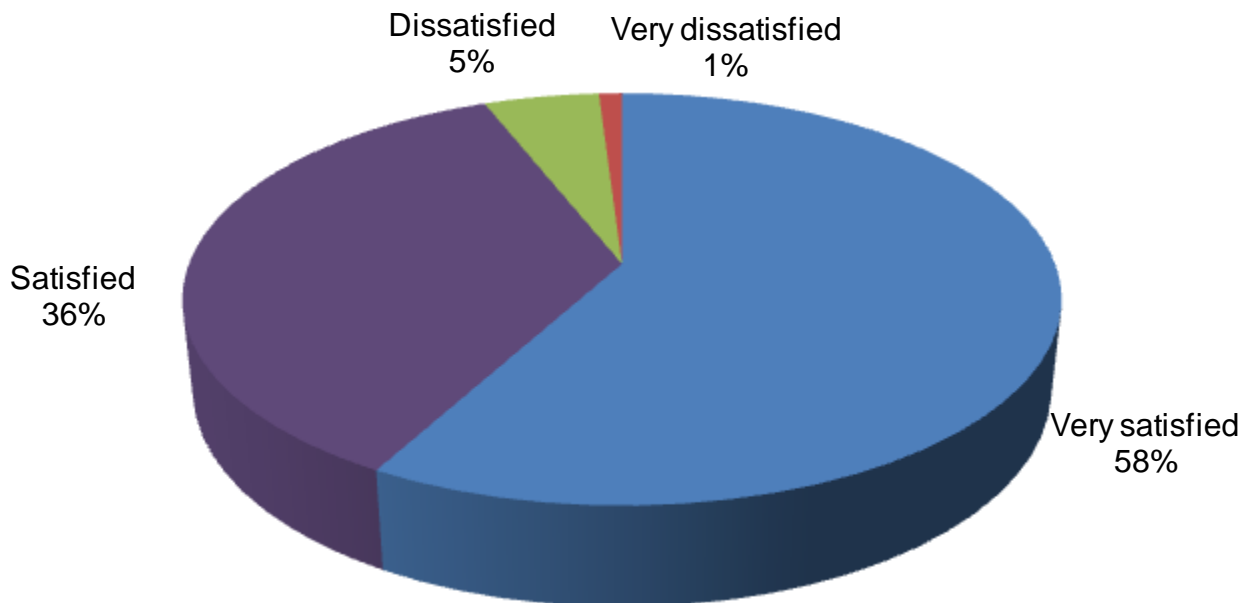
Around a third of respondents stated that their home was rented i.e.:

- From Angus Council (17%)
- From a Housing Association (13%)
- From a private landlord (6%)

It should be noted that levels of home ownership were significantly lower in deprived areas (49% compared to 64% on average), whilst levels of home rental were significantly higher in deprived areas (51% compared to 36% on average).

“How satisfied/dissatisfied are you with your house or home?”

Figure 9: Satisfaction With Home



Base: All Respondents

It is encouraging to note from Figure 9 that almost all respondents (94%) stated that they were 'fairly satisfied or very satisfied' with their home, with almost 3 out of 5 (58%) specifically stating that they were very satisfied with their house or home.

It should be noted that there were no notable variances here on the basis of ward area, urban/rural location or deprived areas. It should also be noted that, overall, levels of satisfaction (i.e. respondents stating that they were 'fairly satisfied or very satisfied' with their home) varied little on the basis of tenure i.e.:

- Owned – ex Council (96% satisfied)
- Owned – not ex Council (95%)
- Rented from a private landlord (95%)
- Rented from the Council (92%)
- Rented from a Housing Association (92%)

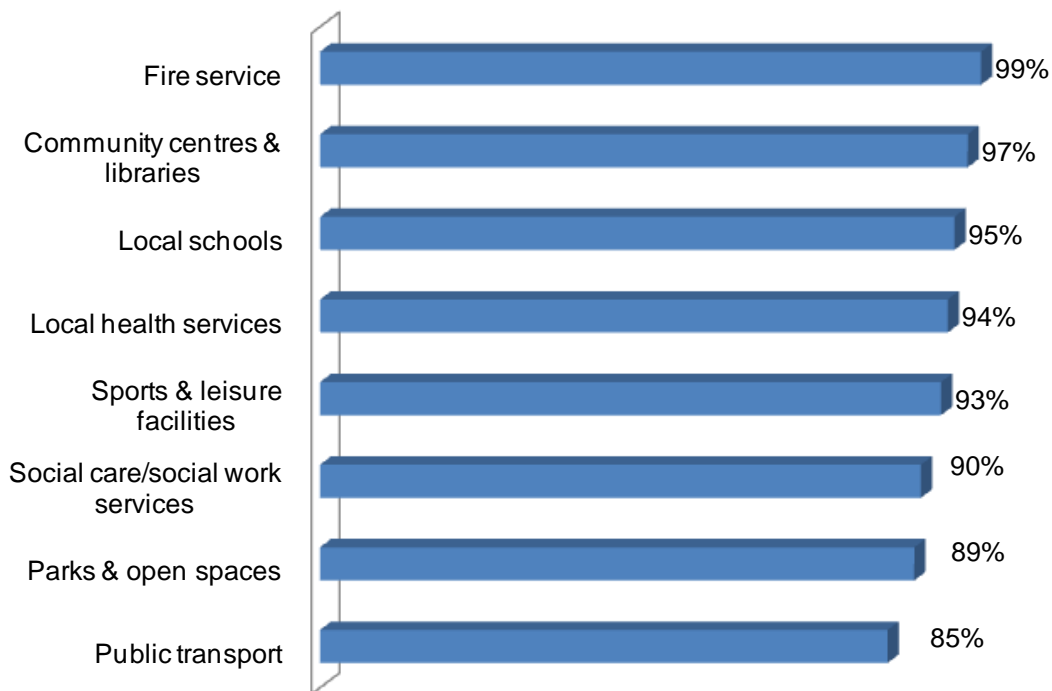
However, respondents who owned their home or rented it from a private landlord were more likely to specifically state that they were very satisfied with their house or home i.e.:

- Owned – ex Council (64% very satisfied)
- Owned – not ex Council (62%)
- Rented from a private landlord (59%)
- Rented from a Housing Association (52%)
- Rented from the Council (50%)

3.0 NEIGHBOURHOOD & SERVICES

“Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in this neighbourhood”^[1]

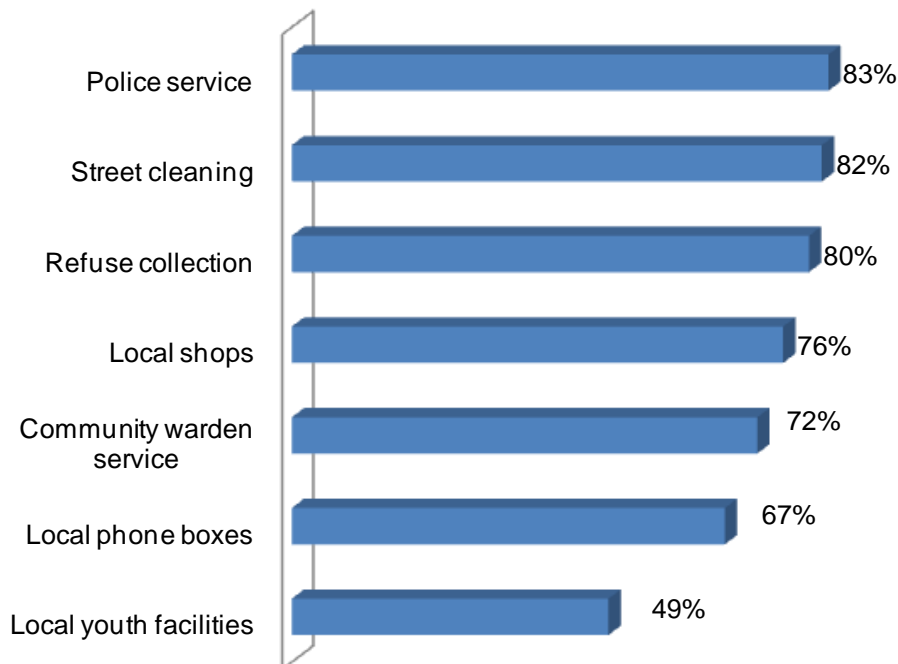
Figure 10: Satisfaction With Neighbourhood & Services



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

[1] It should be noted that the data presented in Figures 10 and 11 excludes those who stated that a service/facility 'didn't exist' in their neighbourhood or they 'never used' a service/facility in their neighbourhood.

Figure 11: Satisfaction With Neighbourhood & Services (cont'd)



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

Figures 10 and 11 provide a highly positive profile of services and facilities in respondents neighbourhoods, on the basis that a majority – and, in most cases, a significant majority – of respondents stated that they were satisfied with the services and facilities under consideration and, in particular:

- Fire service (99% satisfied)
- Community centres and libraries (97%)
- Local schools (95%)
- Local health services (94%)
- Sports & leisure facilities (93%)
- Social care/social work services (90%)
- Parks & open spaces (89%)
- Public transport (85%)

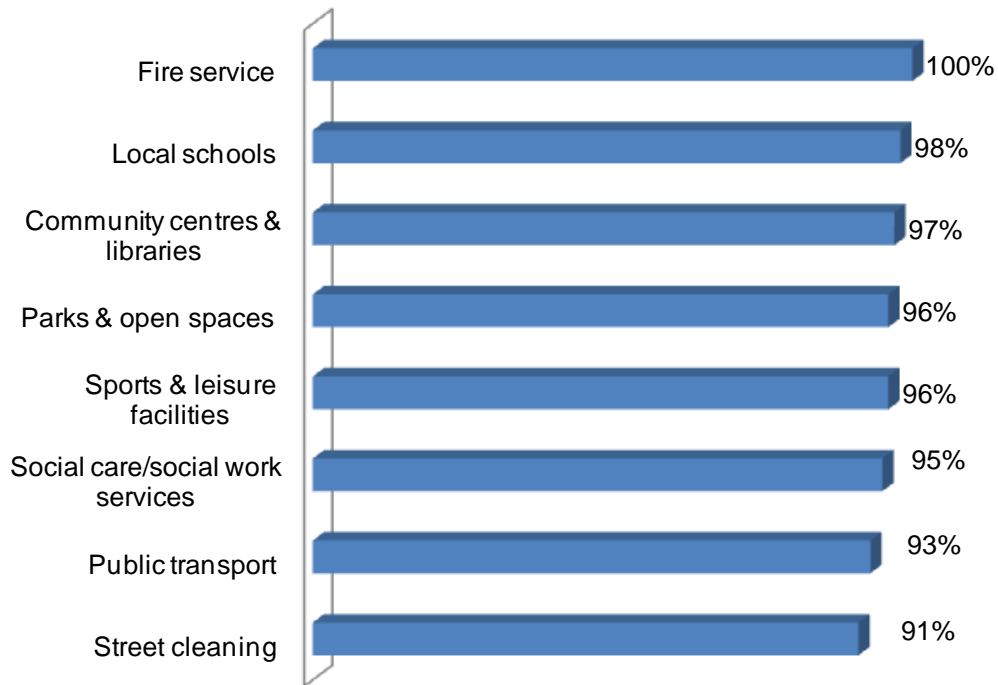
Further examination of the data indicates the following variances with respect to satisfaction with the services and facilities noted:

- Police service: with satisfaction ranging from 75% in North Angus to 88% in Central & West Angus
- Refuse collection: with satisfaction being slightly higher amongst those in rural areas (84% compared to 79% in urban areas)
- Social care/social work services: with lowest levels of satisfaction being found in East Angus (84%)
- Street cleaning: with lowest levels of satisfaction being found in East Angus (73%)
- Sports & leisure facilities: with satisfaction levels ranging from 87% in North Angus to 97% in East Angus
- Local phone boxes: with highest levels of satisfaction being found in North Angus (74%)
- Local youth facilities: with satisfaction levels ranging from 39% in North Angus to 56% in Central & West Angus
- Local shops: with satisfaction levels being slightly higher in rural areas (79% compared to 74% in rural areas) and significantly lower in North Angus (60%)
- Community warden service: with satisfaction levels ranging from 58% in North Angus to 82% in Central & West Angus, and being higher in urban areas (73%)

It should also be noted that there were relatively few variances here between deprived areas and the rest of Angus, although respondents in deprived areas were slightly more satisfied with 'public transport' (91% compared to 85% on average) and 'community warden service' (84% compared to 72%), but less satisfied with 'sports and leisure facilities' (85% compared to 93% on average).

“And looking at this card, how easy is it for you to access those services and facilities in this neighbourhood?” [1]

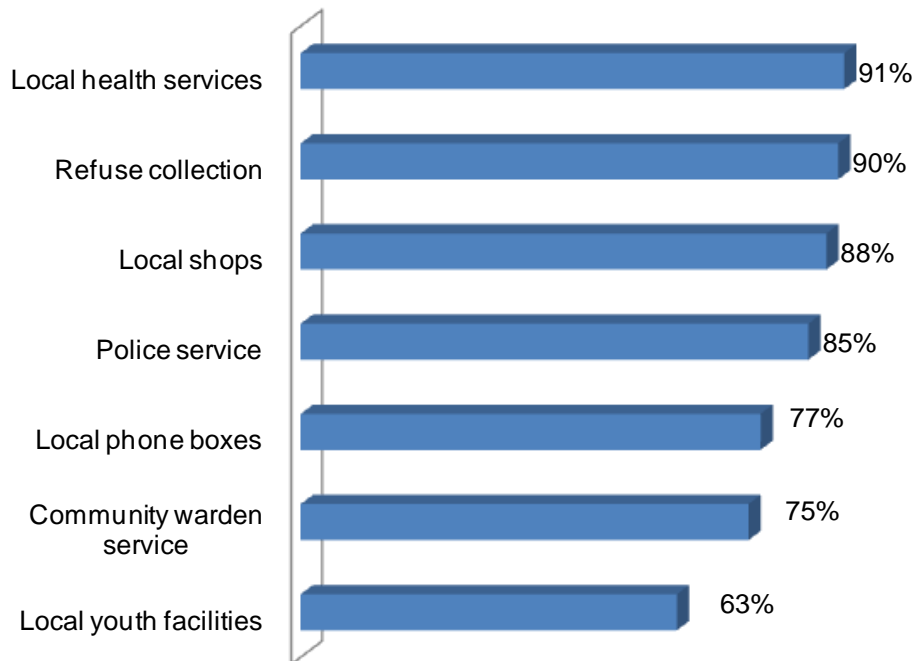
Figure 12: Easy To Access Facilities & Services



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

[1] It should be noted that the data presented in Figures 12 and 13 excludes those who stated that a service/facility 'didn't exist' in their neighbourhood or they 'never used' a service/facility in their neighbourhood.

Figure 13: Easy To Access Facilities & Services (cont'd)



Base: All Respondents - Excluding 'Doesn't Exist/Never Used'

Figures 12 and 13 also provide a very largely positive profile in terms of the extent to which respondents find it easy to access services or facilities in their neighbourhood, with particularly positive outcomes being found here in respect of ease of access to:

- Fire service (100%)
- Local schools (98%)
- Community centres and libraries (97%)
- Parks & open spaces (96%)
- Sports & leisure facilities (96%)
- Social care/social work services (95%)
- Public transport (93%)
- Street cleaning (91%)

Further examination of the data indicates the following variances:

- Local health services: which were least likely to be seen as being easy to access in North Angus (84%)
- Police service: which was most likely to be seen as being easy to access by respondents in Central & West Angus and South Angus (93% and 87% respectively)
- Refuse collection: which was least likely to be seen as being easy to access in East Angus (82%)
- Street cleaning: which was least likely to be seen as being easy to access in East Angus (83%)
- Local phone boxes: which were most likely to be seen as being easy to access in urban areas (78% compared to 72% in rural areas)
- Local youth facilities: which were most likely to be seen as being easy to access in Central & West Angus and South Angus (78% and 63% respectively)
- Local shops: which were least likely to be seen as being easy to access in North Angus (73%)
- Community warden service: which was most likely to be seen as being easy to access in Central & West Angus (85%) and urban areas (77% compared to 69% in rural areas), and least likely to be seen as being easy to access in North Angus (64%)

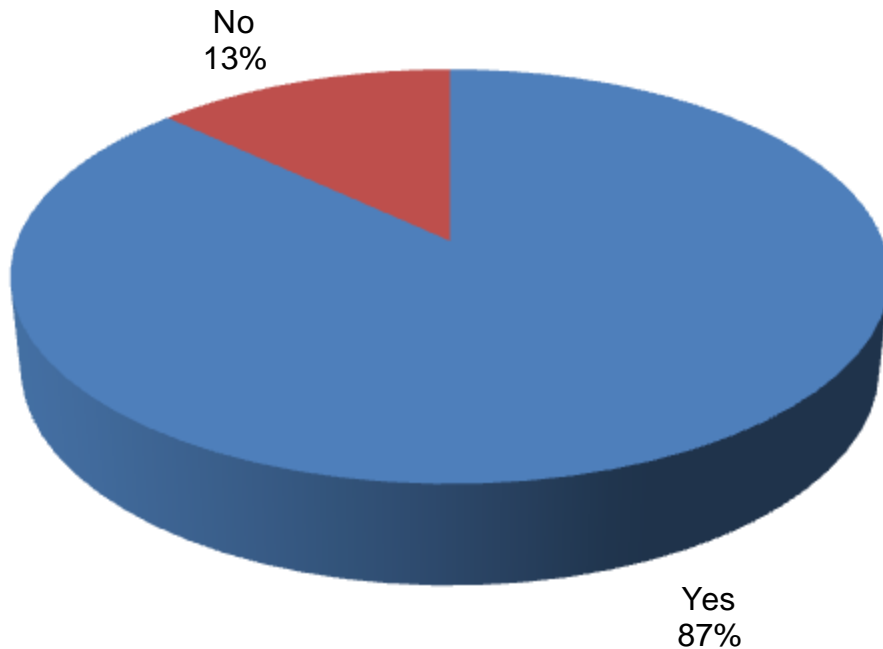
Although there were relatively few variances here between deprived areas and the rest of Angus, it should be noted that respondents in deprived areas were less likely to state that it was easy to access:

- Community centres and libraries (91% compared to 97% on average)
- Sports and leisure facilities (88% compared to 95%)
- Local phone boxes (71% compared to 77%)

It should also be noted, however, that respondents in deprived areas were slightly more likely to state that it was easy for them to access 'community warden service' (81% compared to 75% on average).

“Do you find access to local services affordable?”

Figure 14: Are Local Services Affordable?



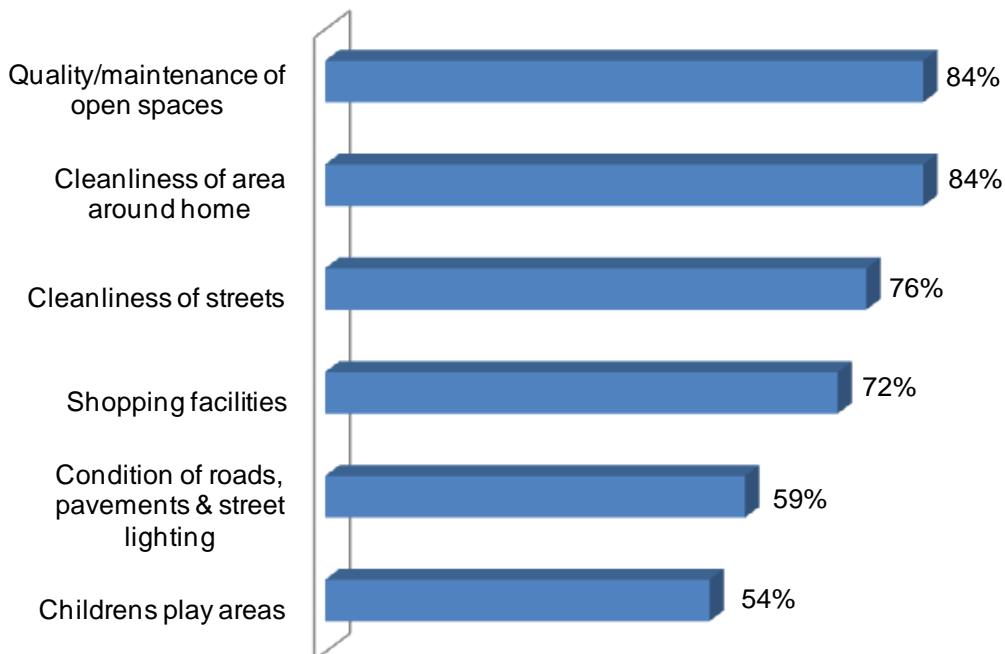
Base: All Respondents

Figure 14 indicates that nearly 9 out of 10 respondents (87%) stated that they find access to local services affordable.

Further examination of the data indicates that those most likely to state that they found local services affordable were resident in the South Angus and Central & West Angus areas (both 92%).

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

Figure 15: Neighbourhood Satisfaction Profile



Base: All Respondents

From Figure 15 it can be seen that a significant majority of respondents noted their satisfaction with a number of aspects of their neighbourhood i.e.:

- Quality and maintenance of open spaces (84% satisfied)
- Cleanliness of the area around their home (84%)
- Cleanliness of streets (76%)
- Shopping facilities (72%)

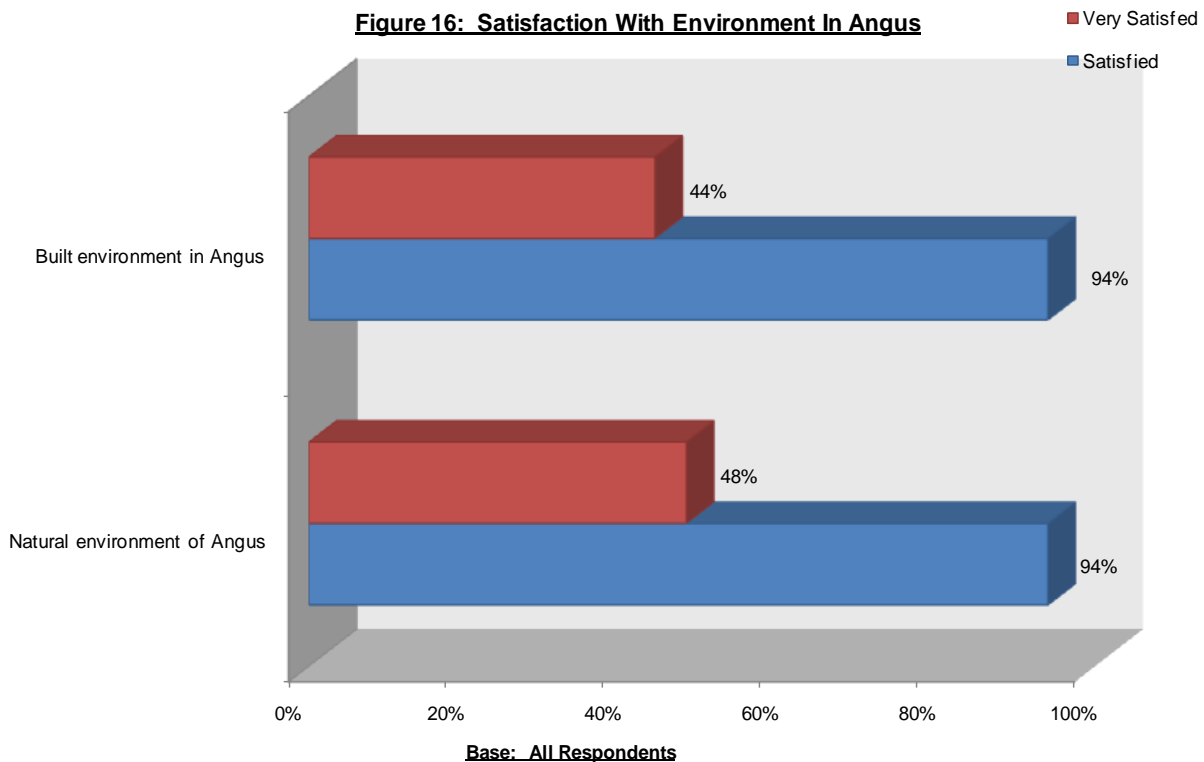
Thereafter, a majority of respondents noted their satisfaction with:

- The condition of roads, pavements and street lighting (59%)
- Childrens play areas (55%)

Further examination of the data indicates the following variances:

- Childrens play areas: with highest levels of satisfaction being noted by respondents in South Angus (64%), North Angus (59%) and urban areas (58%)
- Cleanliness of streets: with highest levels of satisfaction being noted by respondents in Central & West Angus (83%), those in deprived areas (82% compared to 76% on average) and those in North Angus (81%)
- Shopping facilities: with lowest levels of satisfaction being found in North Angus (59%)
- Condition of roads, pavements and street lighting: with highest levels of satisfaction being found amongst respondents in Central & West Angus (65%), those in rural areas (63%) and those in South Angus (62%)
- Quality and maintenance of open spaces: with levels of satisfaction ranging from 79% in East Angus to 89% in Central & West Angus
- Cleanliness of the area around your home: with lowest levels of satisfaction being found in East Angus (77%)

“How satisfied are you with the following?”



From Figure 16 it can be seen that almost all respondents (94%) stated that they were ‘fairly satisfied or very satisfied’ with the *“built environment in Angus e.g.*

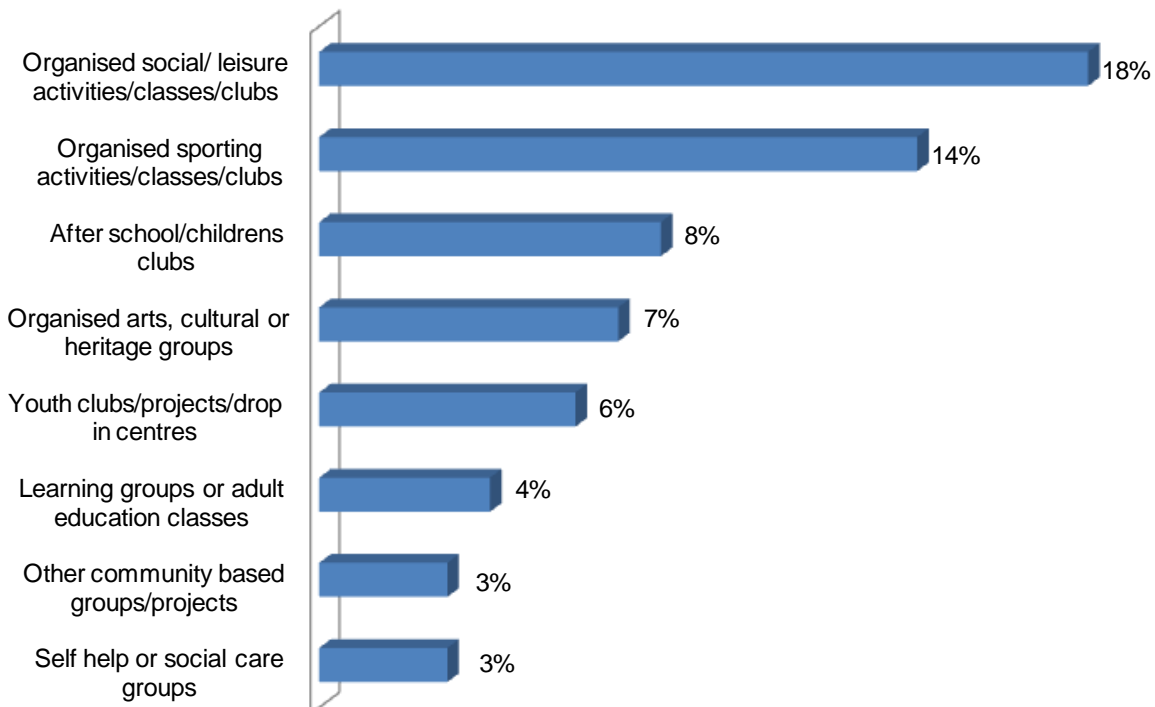
buildings, heritage, towns, villages etc.”, although less than half of respondents (44%) specifically stated that they were very satisfied with the built environment in Angus.

Similarly, almost all respondents (94%) stated that they were ‘fairly satisfied or very satisfied’ with the “*natural environment of Angus e.g. parks, open spaces, countryside etc.*”, with approaching half (48%) specifically stating that they were very satisfied with the natural environment of Angus.

Further examination of the data indicates no notable variances here on the basis of ward area, urban/rural location or deprived areas.

“I am going to read out some examples of community activities and voluntary activities. How often do you or anyone living in your home take part in activities like these?”

Figure 17: Community/Voluntary Activities Participation Profile



Base: All Respondents

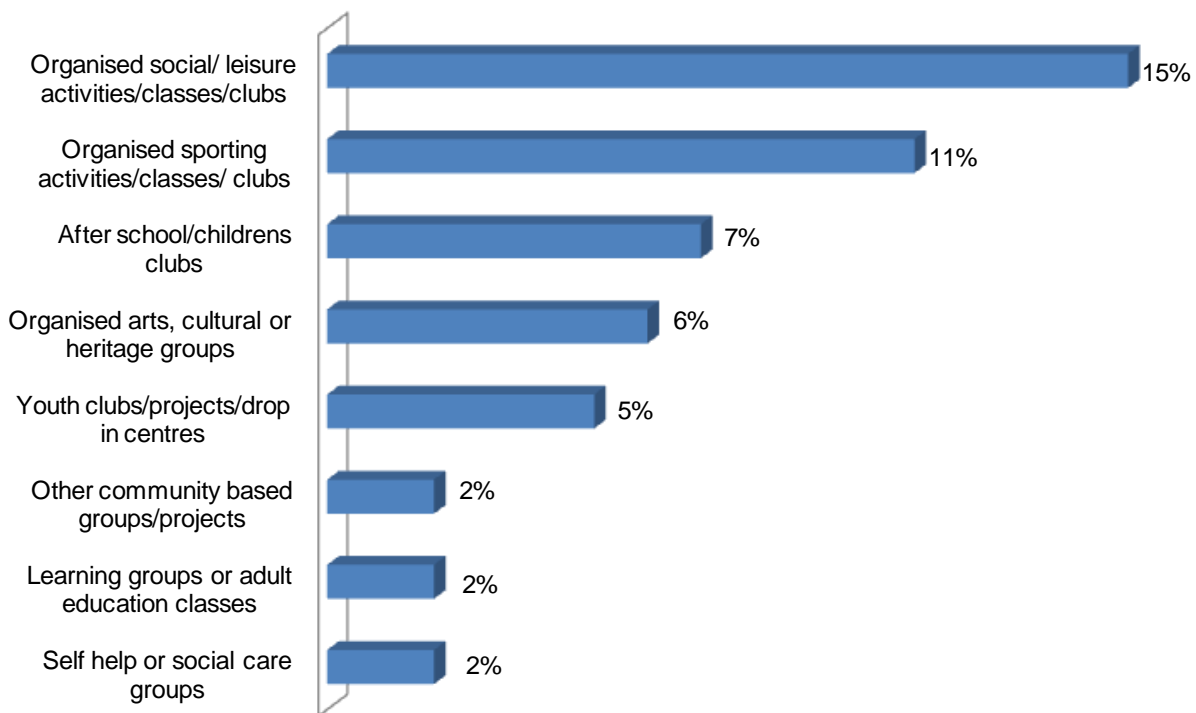
From Figure 17 it can be seen that the community and voluntary activities most commonly participated in by respondents, or someone living in their home were:

- Organised social, leisure activities, classes and clubs (18%)
- Organised sporting activities, classes and clubs (14%)
- After school/childrens clubs (8%)
- Organised arts, cultural or heritage groups (7%)
- Youth clubs, youth organisations, youth projects or drop in centres (6%)

Further examination of the data indicates the following variances:

- Participation in organised social, leisure activities, classes and clubs was lowest amongst respondents in North Angus (12%) and slightly higher amongst those in urban areas (19% compared to 15% for those in rural areas)
- Participation in organised sporting activities, classes and clubs ranged from 11% in North Angus to 16% in both East Angus and South Angus, and was slightly lower amongst respondents in deprived areas (9% compared to 14% on average)
- Participation in after school/childrens clubs was slightly higher amongst respondents in urban areas (9% compared to 5% for those in rural areas)
- Participation in youth clubs, youth organisations, youth projects or drop in centres was slightly higher amongst respondents in urban areas (7% compared to 4% for those in rural areas)

Figure 18: Community/Voluntary Activities Undertaken At Least Weekly



Base: All Respondents

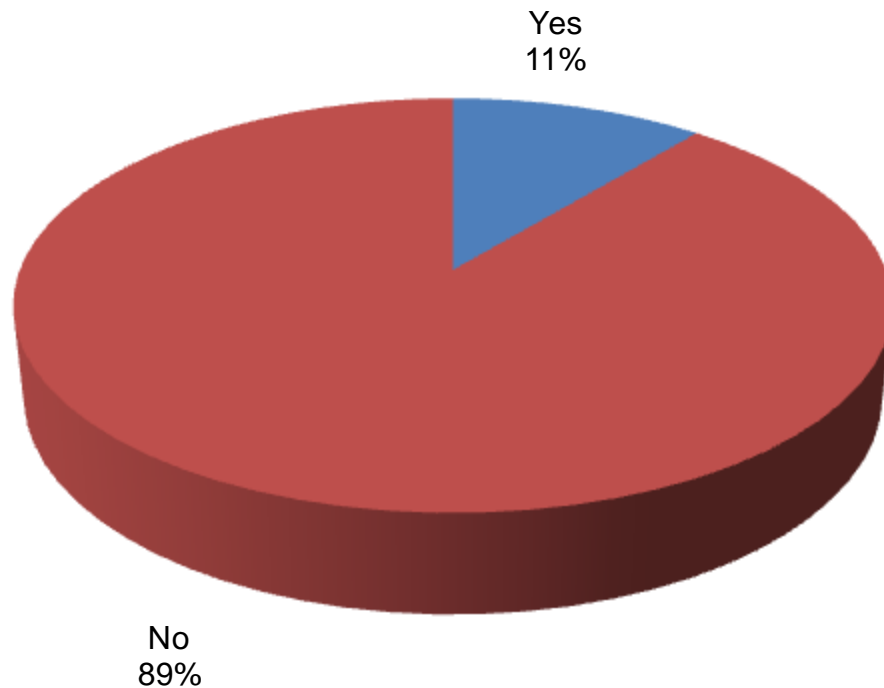
Figure 18 also indicates that the community and voluntary activities most commonly undertaken by respondents, or someone living in their home, on at least a weekly basis were:

- Organised social, leisure activities, classes and clubs (15%)
- Organised sporting activities, classes and clubs (11%)

It should be noted that weekly participation in organised sporting activities, classes and clubs ranged from 8% in North Angus to 15% in East Angus, whilst weekly participation in organised social, leisure activities, classes and clubs was lowest amongst respondents in North Angus (9%).

“Do you undertake any work on an unpaid basis for groups or organisations in Angus?”

Figure 19: Undertake Work On An Unpaid Basis For Groups/Organisations?



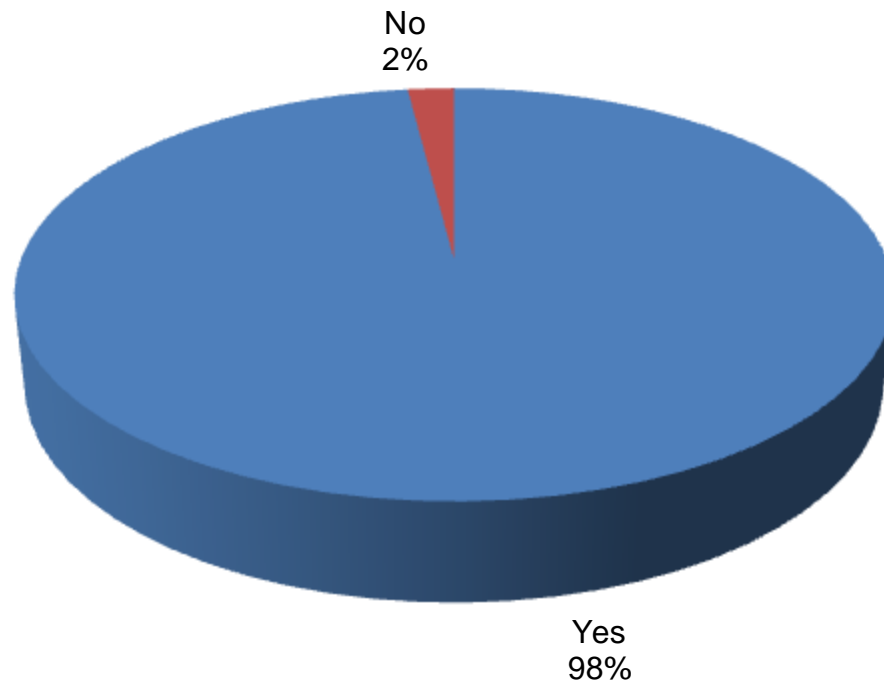
Base: All Respondents

From Figure 19 it can be seen that around 1 in 10 respondents (11%) stated that they undertake work on an unpaid basis for groups or organisations in Angus.

Further examination of the data indicates that respondents in urban areas were slightly more likely to undertake work on an unpaid basis (12% compared to 8% for respondents in rural areas).

“Is your experience of volunteering a positive one?”

Figure 20: Volunteering Experience Positive



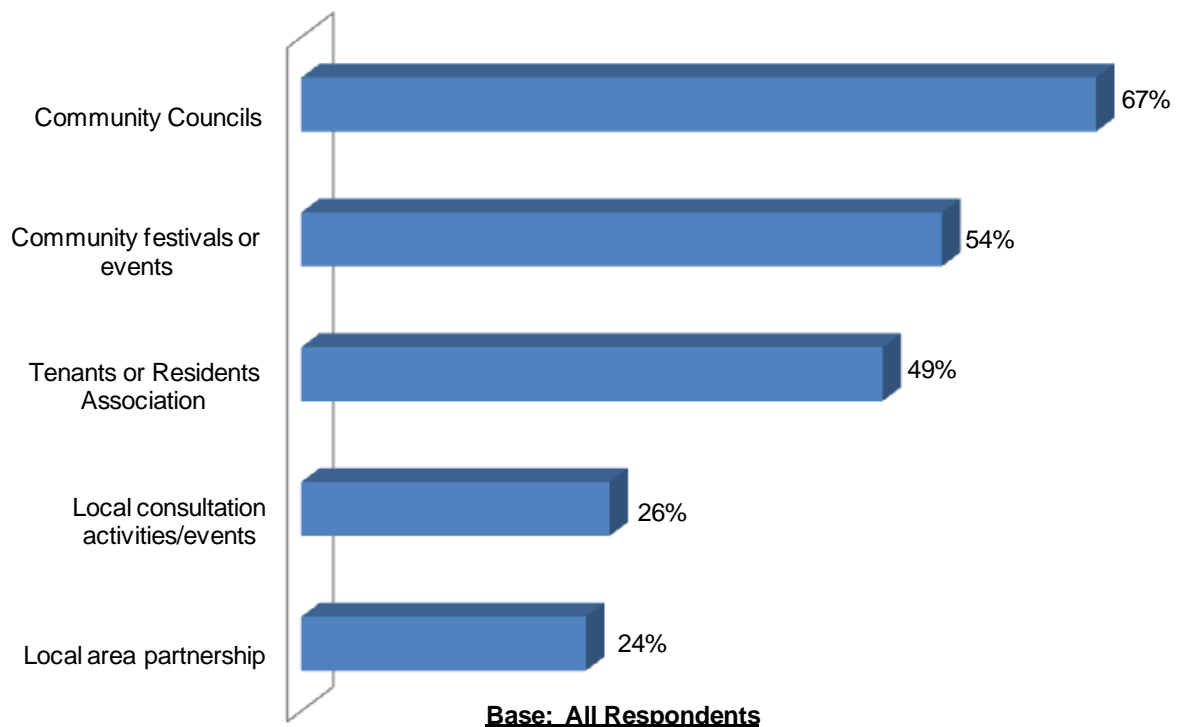
Base: 'Yes' in Figure 19

From Figure 20 it can be seen that – amongst respondents stating that they undertook work on an unpaid basis for groups or organisations in Angus – virtually all (98%) stated that their experience of volunteering was a positive one.

It should be noted that there were no notable variances here on the basis of ward area, urban/rural location or deprived areas.

“I am going to read out some examples of community development activities and organisations. Please tell me which of them you are aware of in this area?”

Figure 21: Awareness of Community Development Activities



From Figure 21 it can be seen that levels of awareness of community development activities and organisations were highest in relation to:

- Community Councils (67%)
- Community festivals or events (54%)
- Tenants or Residents Associations (49%)

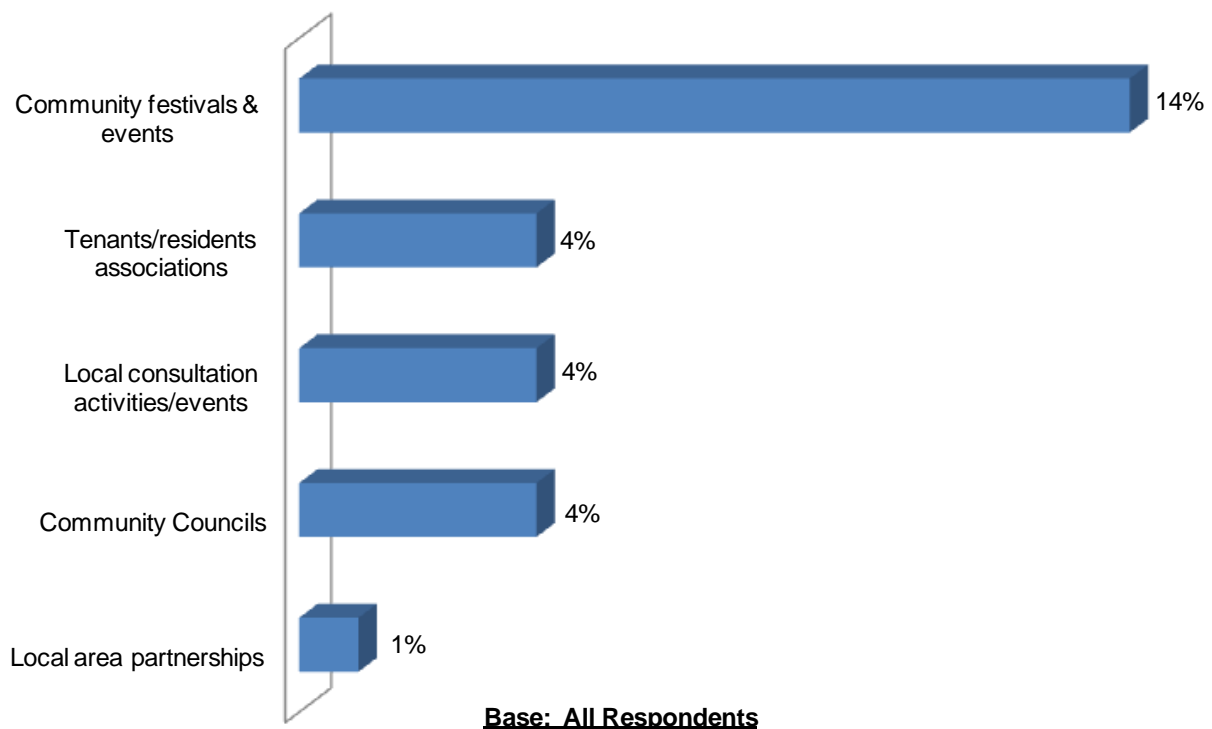
Further examination of the data indicates the following variances:

- Local consultation activities or events: with levels of awareness ranging from 22% in both South Angus and Central & West Angus to 34% in North Angus
- Community Councils: with highest levels of awareness being found in North Angus and East Angus (76% and 72% respectively) and in urban areas (70%)

- Tenants or Residents Associations: with highest levels of awareness being found in deprived areas (61% compared to 49% on average) and in Central & West Angus (57%), and lowest levels in South Angus (39%)
- Community festivals and events: with highest levels of awareness being found in North Angus and East Angus (67% and 60% respectively) and in urban areas (57% compared to 47% in rural areas), and lowest levels in deprived areas (48% compared to 54% on average)
- Local area partnerships: with highest levels of awareness being found in urban areas (27% compared to 18% in rural areas)

“Which community development activities and organisations have you taken part in during the last year?”

Figure 22: Involvement In Community Development Activities

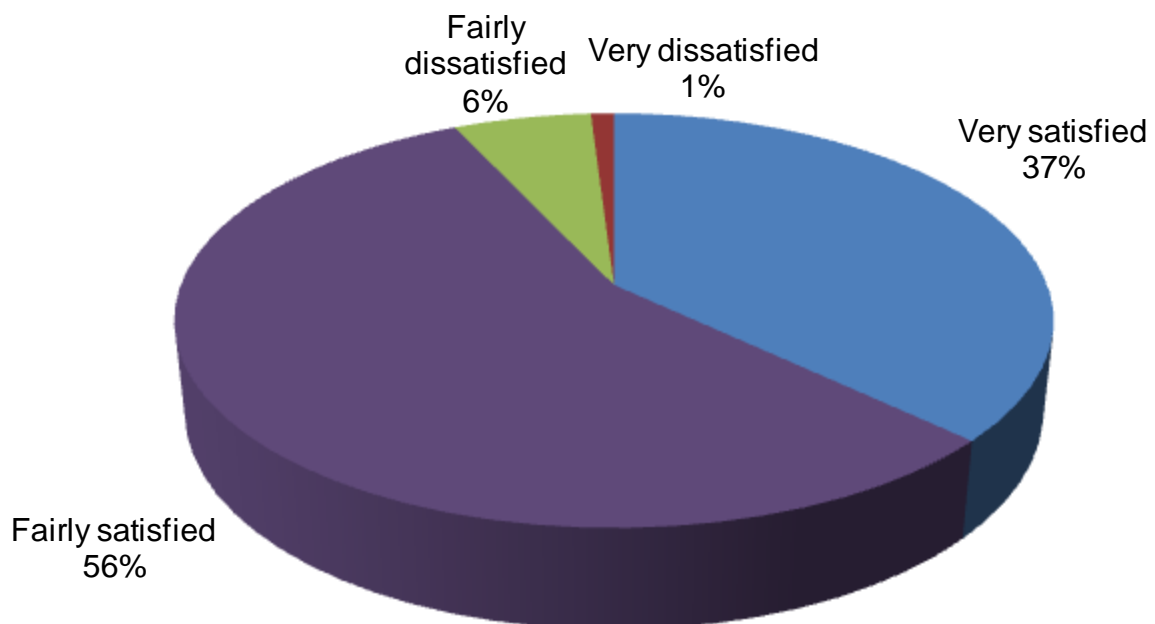


From Figure 22 it can be seen that levels of involvement in local community engagement activities and organisations were limited, but most notable in respect of ‘community festivals and events’ (14%).

Further examination of the data indicates that the only notable variance to emerge was that levels of involvement in 'community festivals and events' were found in North Angus (27%) and urban areas (17%), and lowest levels in Central & West Angus (8%) and rural areas (9%).

"Overall, how satisfied are you with the quality of life in Angus?"

Figure 23: Satisfaction With Quality of Life in Angus



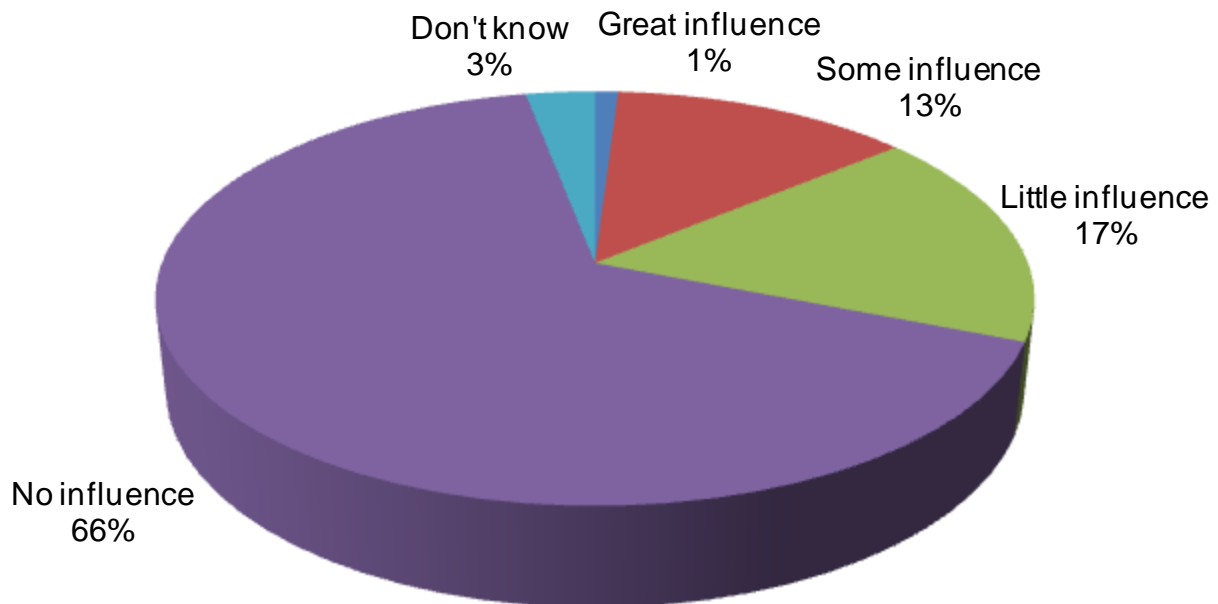
Base: All Respondents

From Figure 23 it can be seen that over 9 out of 10 respondents (93%) stated that they were either 'fairly satisfied or very satisfied' with the quality of life in Angus. It should be noted, however, that only around a third of respondents (37%) specifically stated that they were very satisfied with the quality of life in Angus.

Further examination of the data indicates that respondents in East Angus were least likely to state that they were 'fairly satisfied or very satisfied' with the quality of life in Angus.

“How much influence do you feel you have over decisions that affect this neighbourhood?”

Figure 24: Extent of Influence Over Decisions Which Affect Neighbourhood



Base: All Respondents

Figure 24 indicates that two thirds of respondents (66%) stated that they had no influence over decisions which affect their neighbourhood and, indeed, over 4 out of 5 (83%) stated that they had 'little or no influence' over such decisions.

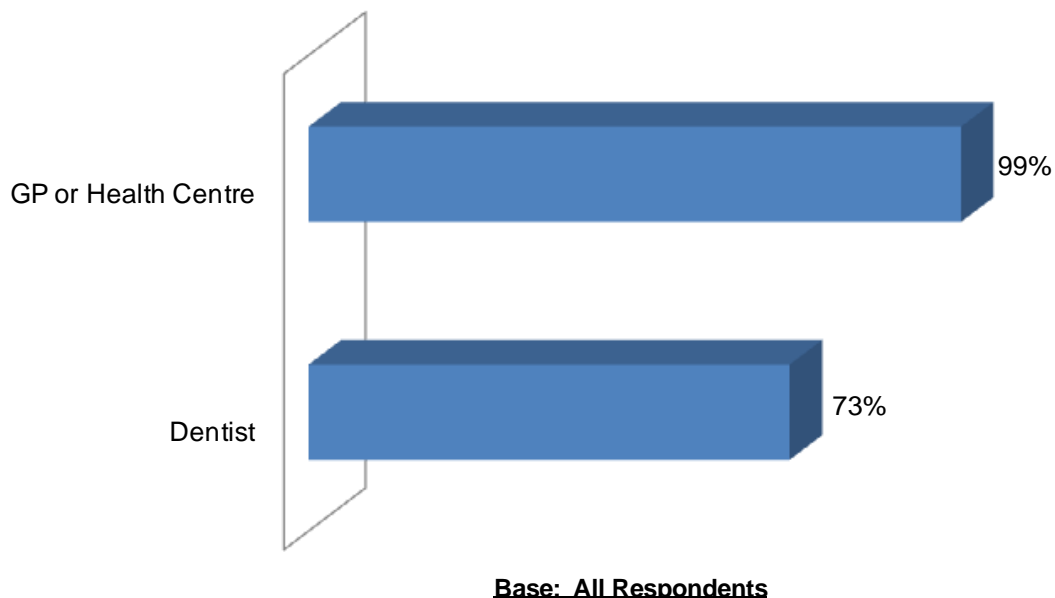
Accordingly, only around 1 in 7 respondents (14%) stated their belief that they have some degree of influence over decisions which affect their neighbourhood.

The extent to which respondents believed that they had some degree of influence over decisions which affect their neighbourhood ranged from 10% in East Angus to 18% in North Angus.

4.0 HEALTH

“Can you tell me whether you are registered with a GP or a health centre and with a dentist?”

Figure 25: Registration With GP & Dentist



From Figure 25 it can be seen that virtually all respondents (99%) stated that they were registered with a GP or a health centre, and that around three quarters (73%) were registered with a dentist.

Although there were no notable variances here on the basis of ward area, urban/rural location or deprived areas in respect of levels of registration with GPs or health centres, respondents in East Angus and rural locations were least likely to state that they were registered with a dentist (both 68%), as were those in deprived areas (67% compared to 73% on average).

“How good is your health overall?”

Figure 26: Assessment of Overall Health

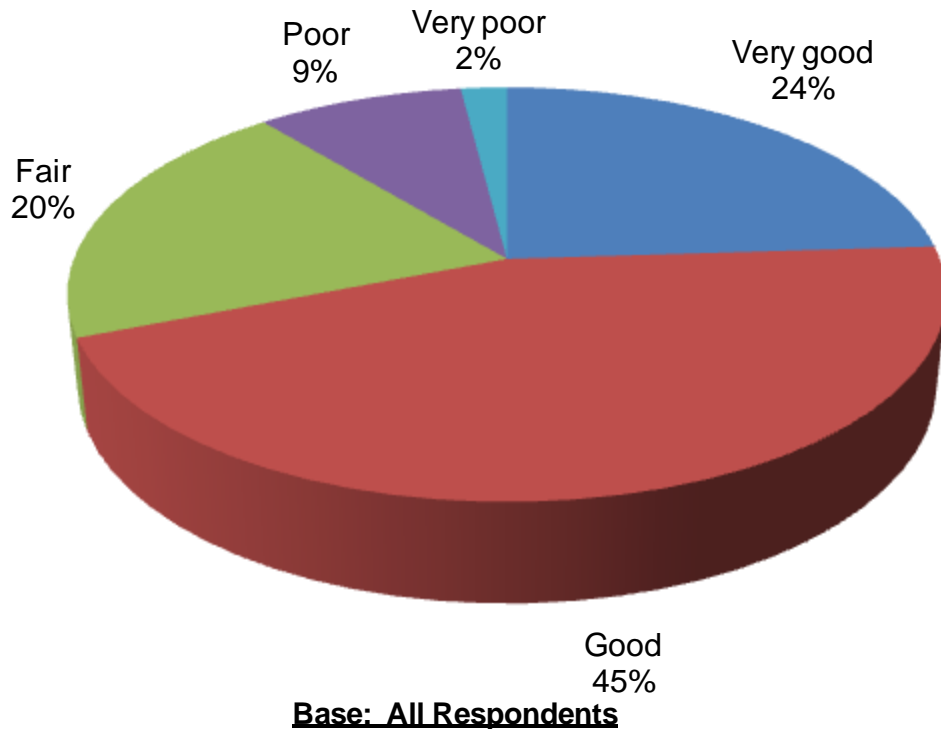


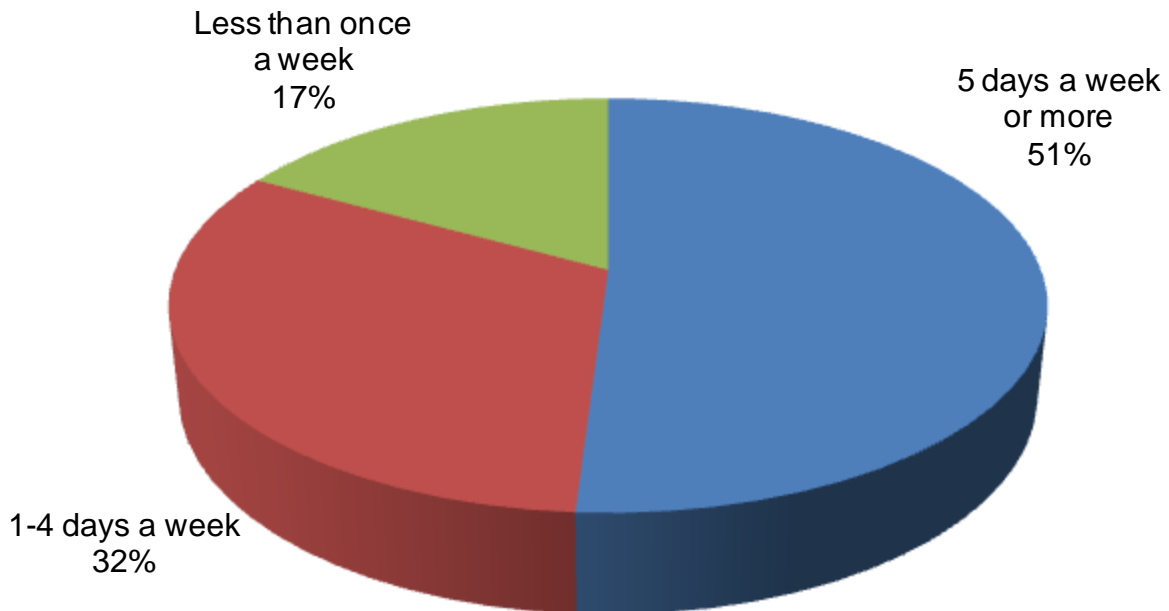
Figure 26 indicates that over two thirds of respondents (69%) described their overall health as being ‘good or very good’, although only a quarter (24%) specifically described their overall health as being very good.

Figure 26 also indicates that around 1 in 10 respondents (11%) described their overall health as being ‘poor or very poor’.

Further examination of the data indicates that respondents in South Angus were most likely to state their belief that their overall health was ‘good or very good’ (75%), whilst those in deprived areas were less likely to note this belief (61% compared to 69% on average).

“In a typical week, how often do you undertake moderate physical activity for at least 30 minutes a day?”[1]

Figure 27: Extent Of Moderate Physical Activity



Base: All Respondents

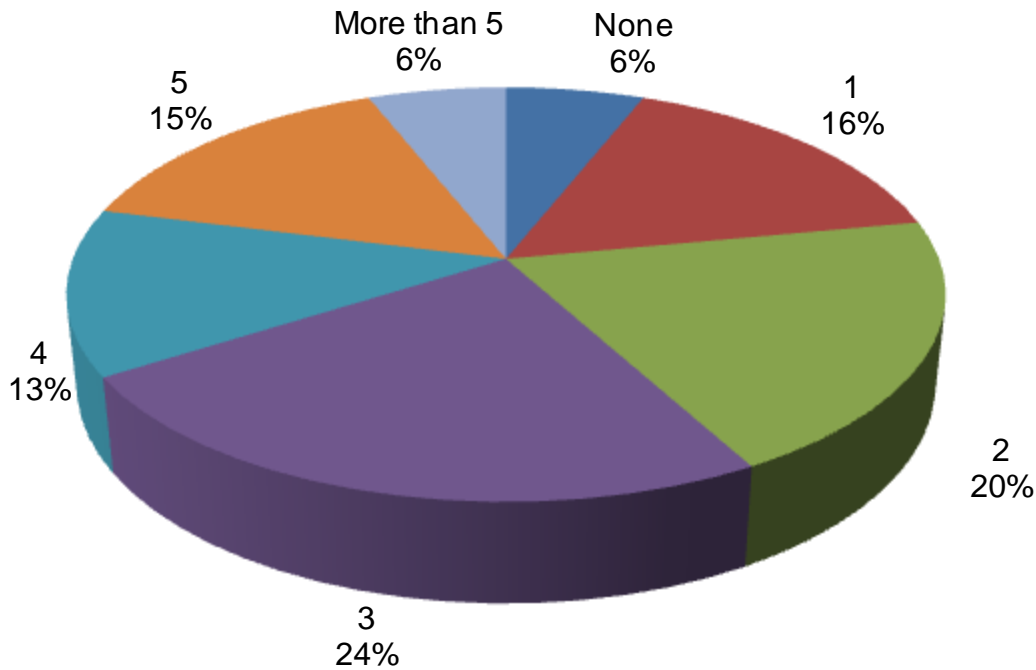
Figure 27 indicates that half of respondents (51%) stated that they undertook *“moderate physical activity for at least 30 minutes in a day, 5 days a week or more”* and a third (32%) on *“1-4 days a week”*.

Further examination of the data indicates that respondents in urban areas were more likely to state that they undertook *“moderate physical activity for at least 30 minutes in a day, 5 days a week or more”* (53% compared to 44% in rural areas), whilst those in deprived areas were more likely to state that they undertook such activity *“less than once a week”* (22% compared to 17% on average).

[1] The definition of moderate physical activity provided to respondents on a Showcard is attached as *Appendix III*.

“How many portions of fruit and vegetables did you eat yesterday?” [1]

Figure 28: Number of Portions of Fruit & Vegetables Eaten Previous Day



Base: All Respondents

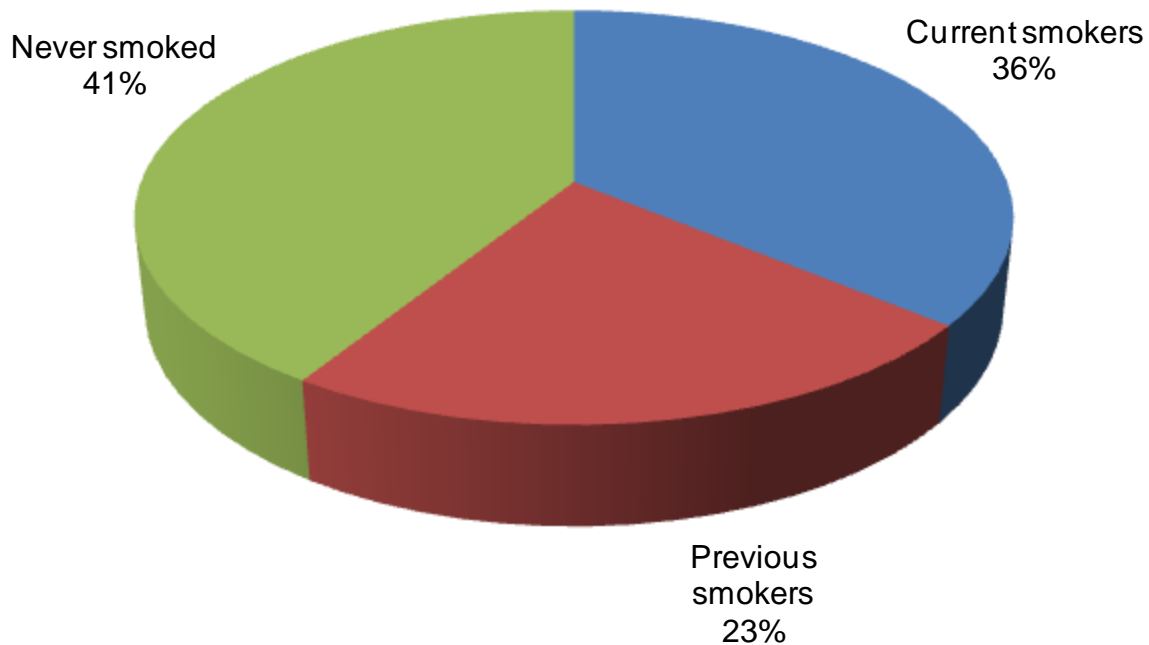
From Figure 28 it can be seen that two thirds of respondents (66%) stated that they ate ‘3 or less’ portions of fruit and vegetables on the day before they were interviewed, with around 2 out of 5 (42%) having eaten ‘two or less’. In contrast, around 1 in 5 respondents (21%) had eaten ‘five or more’ portions of fruit and vegetables on the day before they were interviewed.

Further examination of the data indicates that consumption of 3 or less portions of fruit or vegetables ranged from 61% in Central & West Angus to 74% in East Angus and was higher amongst respondents in deprived areas (72% compared to 66% on average).

[1] The definition of portions of fruit and vegetables provided to respondents on a Showcard is attached as *Appendix III*.

“Are you or have you ever been a smoker?”

Figure 29: Smoking Profile



Base: All Respondents

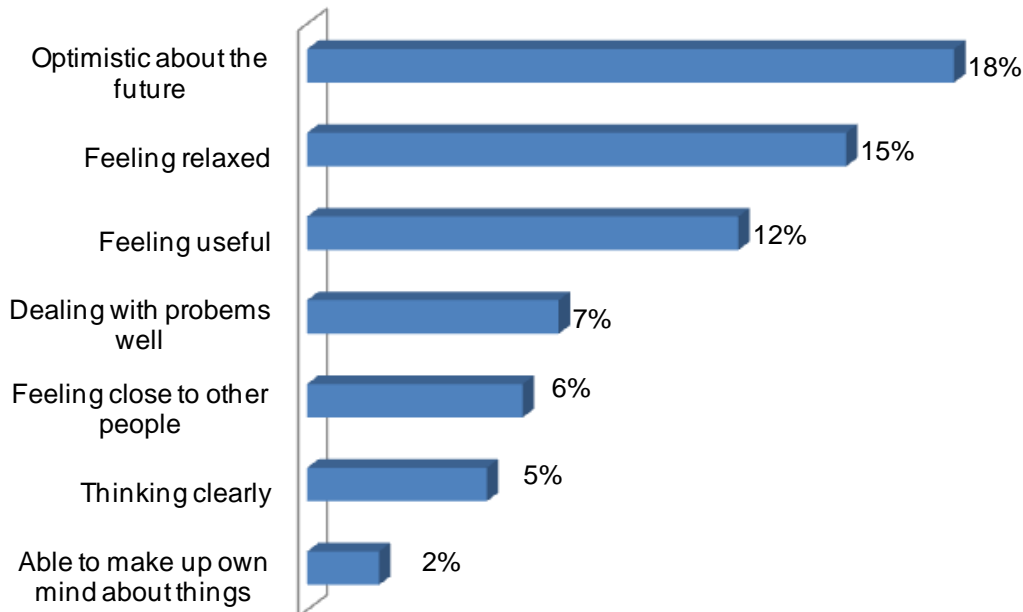
From Figure 29 it can be seen over a third of respondents (36%) described themselves as being a ‘current smoker’, with approaching a quarter (23%) describing themselves as being a ‘previous smoker’.

Accordingly, 2 out of 5 respondents (41%) stated that they had ‘never smoked’.

Further examination of the data indicates that respondents in Central & West Angus and deprived areas were most likely to be ‘current smokers’ (both 42%).

“On this card are some statements about feelings and thoughts. Please say which option best describes your experiences of each of the last two weeks?”

Figure 30: Feelings & Thoughts - Experienced Rarely/None Of The Time Over Last Two Weeks



Base: All Respondents

From Figure 30 it can be seen that a notable core of respondents stated that – only ‘rarely or none of the time’ over the last two weeks – they had felt:

- Optimistic about the future (18%)
- Relaxed (15%)
- Useful (12%)

Further examination of the data indicates the following variances:

- Feeling optimistic about the future: most commonly noted by respondents in East Angus (24%) and those in urban areas (20% compared to 13% in rural areas)
- Feel useful: most commonly noted by respondents in East Angus and South Angus (15% and 13% respectively)

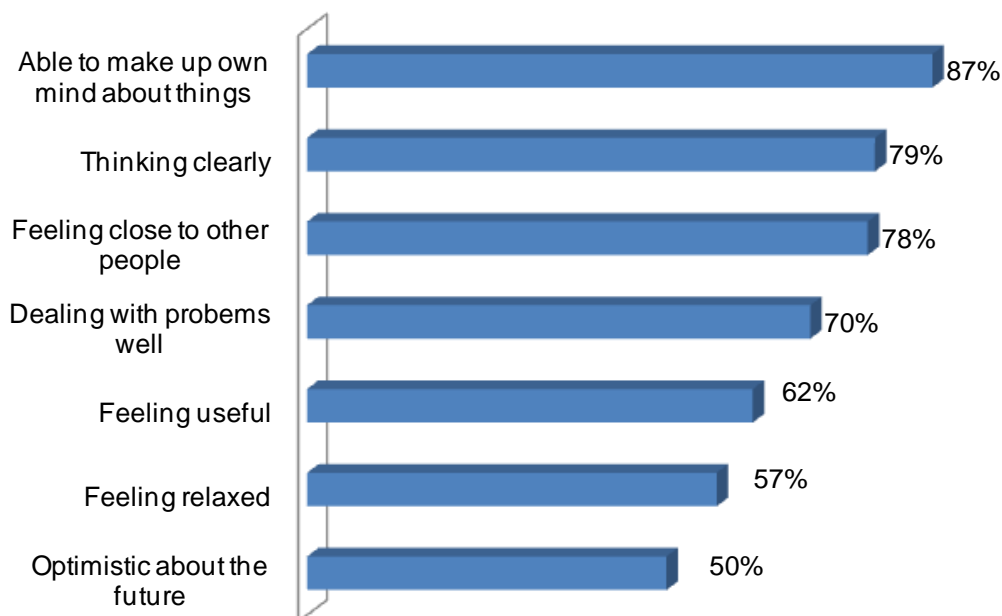
- Feeling relaxed: most commonly noted by respondents in East Angus and South Angus (20% and 17% respectively) and those in urban areas (16% compared to 11% for those in rural areas)

It should also be noted that respondents in deprived areas were more likely to state that they had 'rarely or none of the time' over the past two weeks been:

- Optimistic about the future (33% compared to 18% on average)
- Useful (22% compared to 12%)
- Relaxed (23% compared to 15%)
- Able to deal with problems well (12% compared to 7%)
- Thinking clearly (10% compared to 5%)
- Feeling close to other people (13% compared to 6%)

“On the card are some statements about feelings and thoughts. Please say which option best describes your experiences of each of the last two weeks?”

Figure 31: Feelings & Thoughts - Experienced Often/All Of The Time Over Last Two Weeks



Base: All Respondents

From Figure 31 it can be seen that a significant majority of respondents stated that – over the last two weeks – they had experienced the following feelings or thoughts ‘often or all of the time’, namely:

- Being able to make up their own mind about things (87%)
- Thinking clearly (79%)
- Feeling close to other people (78%)
- Dealing well with problems (70%)

Further examination of the data indicates the following variances:

- Optimistic about the future: most commonly noted by respondents in Central & West Angus (59%) and those in rural areas (54%), and least likely to be cited by respondents in urban areas (49%) and East Angus (38%)
- Feeling useful: most commonly noted by respondents in Central & West Angus and North Angus (69% and 66% respectively)
- Feeling relaxed: most commonly noted by respondents in North Angus and Central & West Angus (65% and 64% respectively) and those in rural areas (61% compared to 56% for those in urban areas)
- Thinking clearly: most commonly noted by respondents in Central & West Angus (84%)
- Feeling close to other people: most commonly noted by respondents in Central & West Angus and South Angus (85% and 80% respectively)

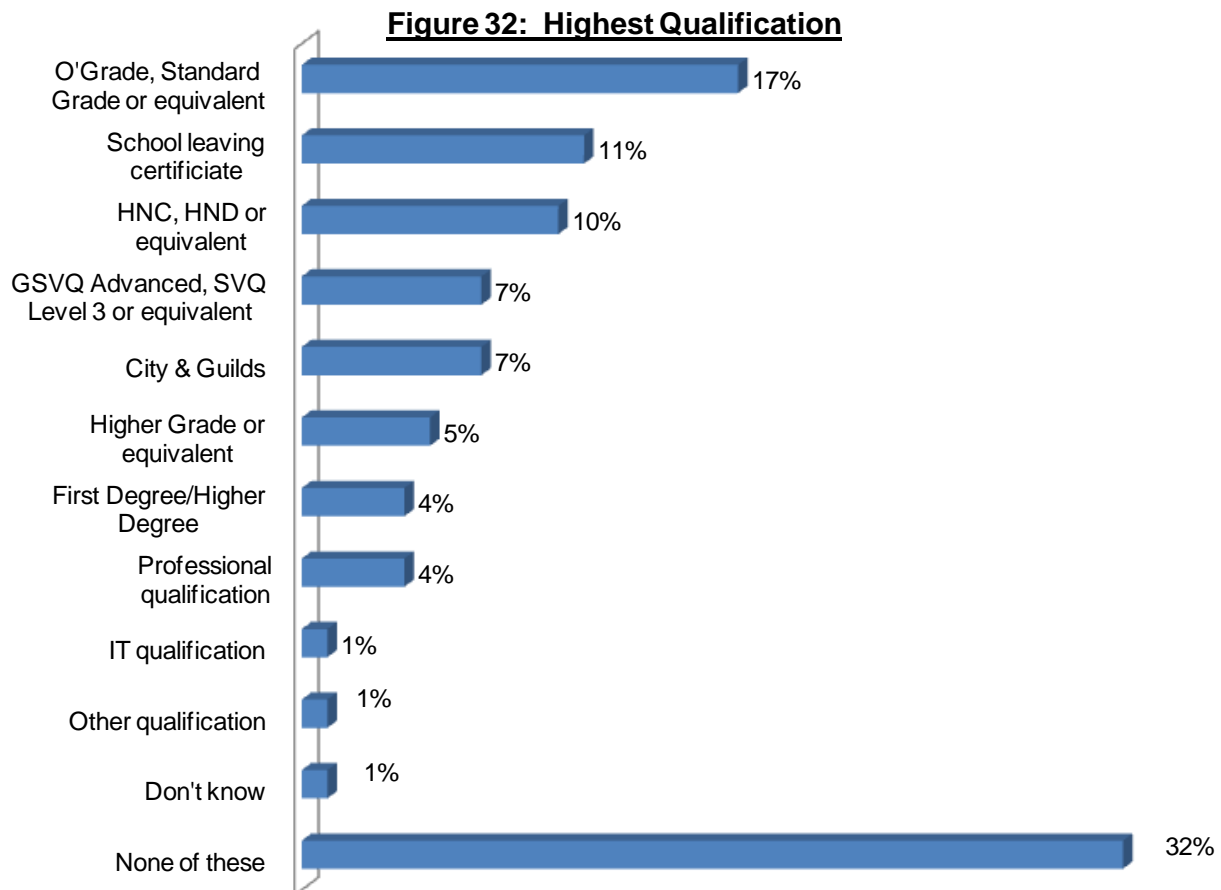
In addition, it should be noted that respondents in deprived areas were less likely to state that they had experienced each of the feelings or thoughts under consideration ‘often or all of the time’ over the last two weeks i.e.:

- Able to make up their own mind about things (79% compared to 87% on average)
- Thinking clearly (72% compared to 79%)
- Feeling close to other people (67% compared to 78%)
- Dealing with problems well (65% compared to 70%)

- Feeling useful (50% compared to 62%)
- Feeling relaxed (49% compared to 57%)
- Feeling optimistic about the future (35% compared to 50%)

5.0 EDUCATION

“Please could you tell me which is your highest qualification?”



Base: All Respondents

From Figure 32 it can be seen that respondents most commonly stated that their highest qualification was an “*O’Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent*” (17%).

Thereafter, a core of respondents noted their highest qualification as being:

- School leaving certificate (11%)
- HNC, HND or equivalent (10%)
- GSVQ Advanced, SVQ Level 3 or equivalent (7%)
- City & Guilds (7%)

It should be noted, however, that a third of respondents (32%) stated that they did not have any of the qualifications under consideration.

Although further examination of the data indicates few notable variances here on the basis of ward area or urban/rural location, it should be noted that respondents in urban areas were more likely to possess as their highest qualification an 'O'Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent' (18% compared to 13% for those in rural areas) and that respondents in deprived areas were less likely to possess as their highest qualification an 'HNC, HND, SVQ Levels 4 or 5 or equivalent' (4% compared to 10% on average).

Perhaps more significantly, however, respondents in South Angus were slightly less likely to possess none of the qualifications under consideration as their highest qualification (28% compared to 34% in the three other ward areas) and, more notably, respondents in rural areas were more likely to fall into this category (39% compared to 29% for those in urban areas), as were those in deprived areas (39% compared to 32% on average).

“Are you currently undertaking any course that will lead to an academic or vocational qualification?”

Figure 33: Undertaking Course Leading To Academic Or Vocational Qualification?

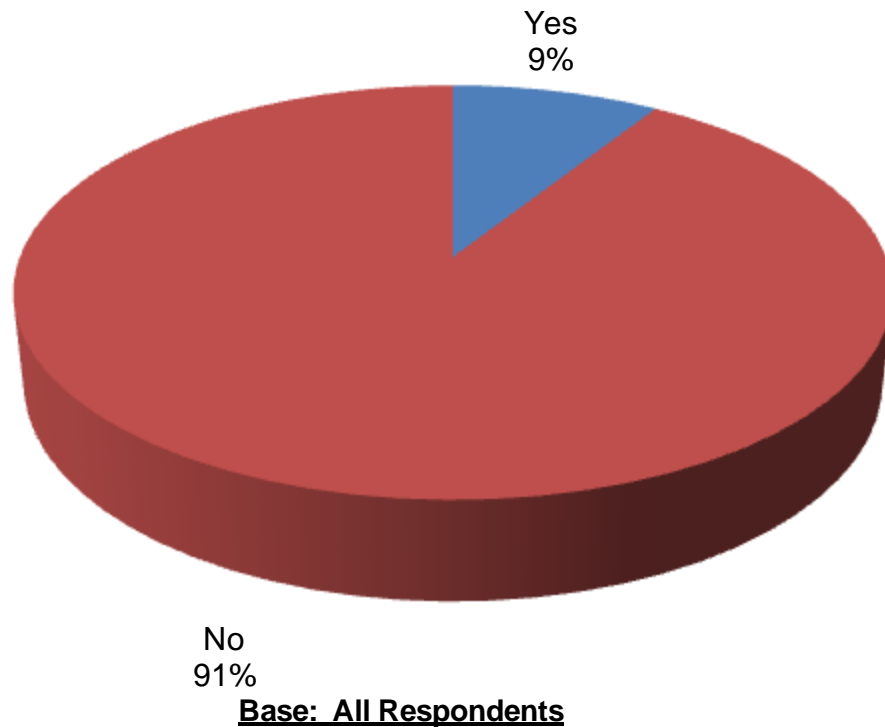
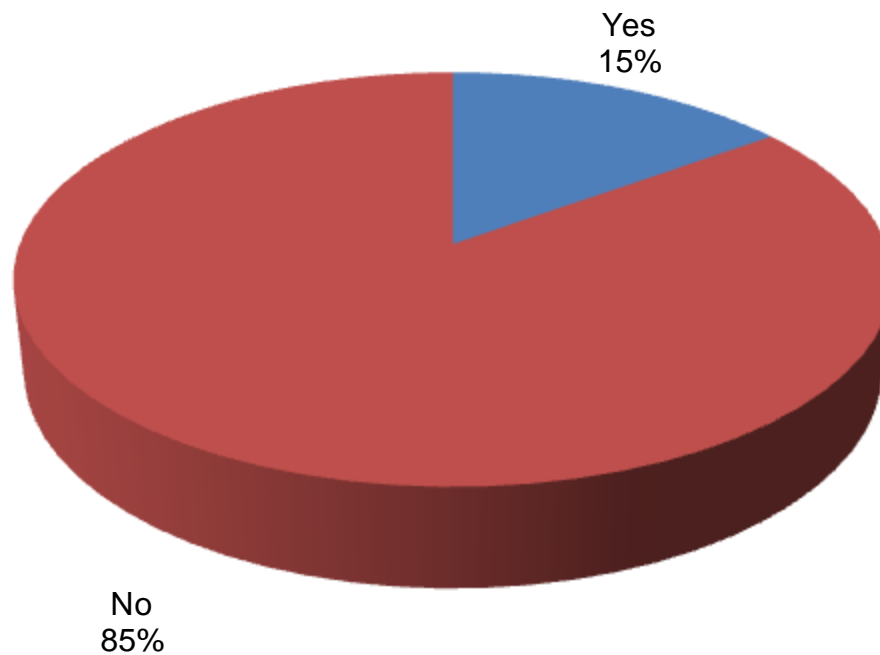


Figure 33 indicates that around 1 in 10 respondents (9%) stated that they were undertaking a course that will lead to an academic or vocational qualification.

Further examination of the data indicates that participation in courses that will lead to an academic or vocational qualification ranged from 6% in North Angus to 12% in South Angus.

“In the last year, have you undertaken any other courses which don’t receive a formal qualification, although you may receive a certificate at the end? This may include, for example, recruitment or numeracy, literacy or IT skills.”

Figure 34: Undertaking Other Courses?



Base: All Respondents

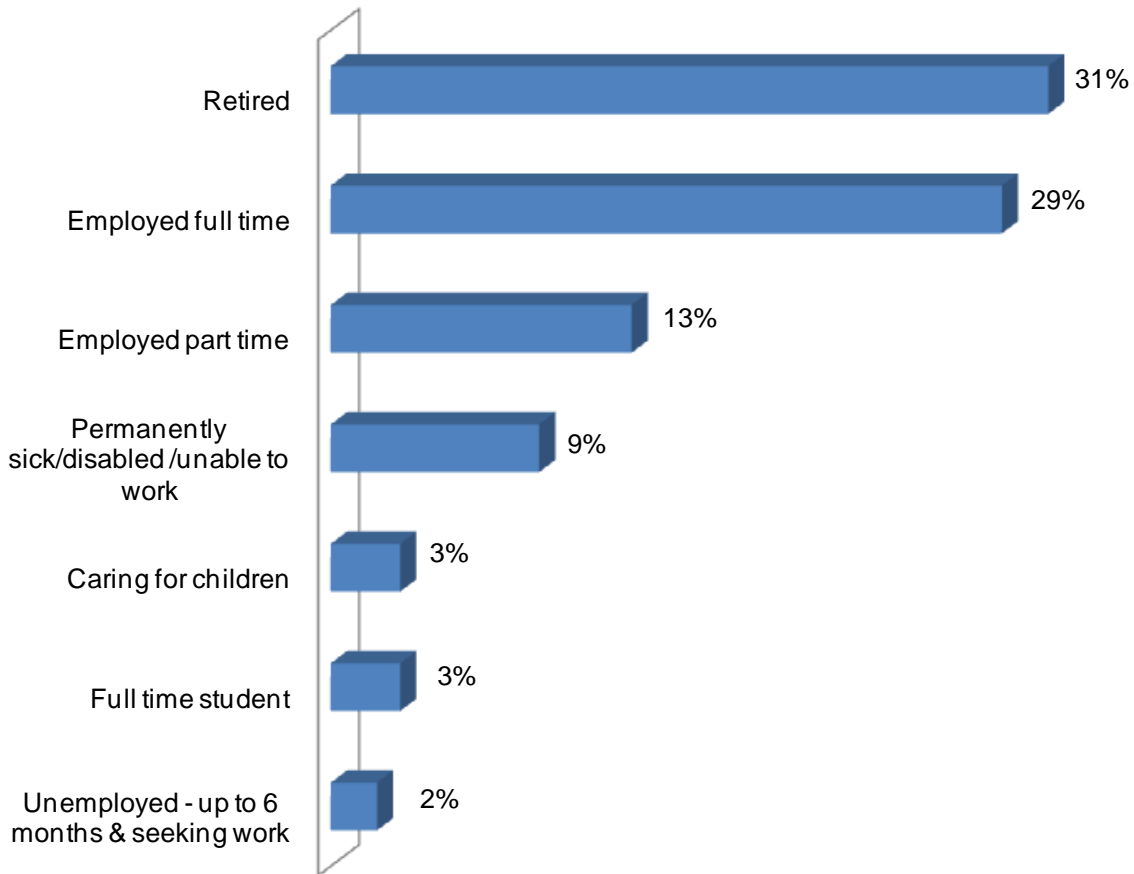
Figure 34 indicates that 1 in 7 respondents (15%) stated that they were undertaking 'other courses' which did not result in the receipt of a formal qualification, but which may result in the receipt of a certificate of some kind.

Further examination of the data indicates that participation in 'other courses' ranged from 11% in Central & West Angus to 19% in East Angus, and was slightly lower amongst those in deprived areas (11% compared to 15% on average).

6.0 EMPLOYMENT

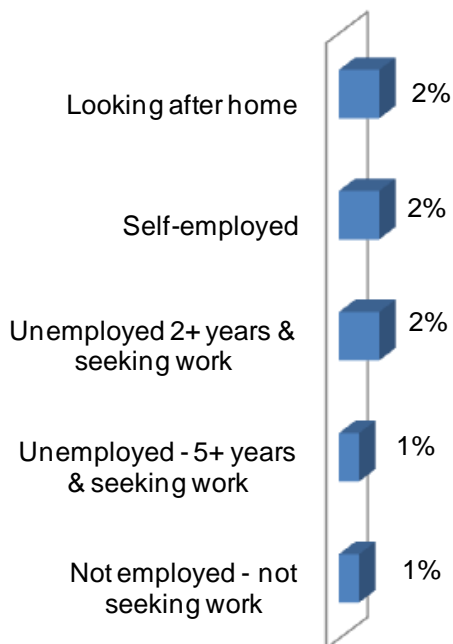
“Please could you tell me which of the phrases on this card best describes your working status?”

Figure 35: Working Status - Respondent



Base: All Respondents

Figure 36: Working Status - Respondent (cont'd)



Base: All Respondents

Figures 35 and 36 provide a profile of the working status of respondents and indicate that:

- 44% were in employment (principally full time employment – 29%)
- 6% were unemployed (5% of whom were unemployed but seeking work)
- 31% were retired

Further examination of the data indicates that the proportion of respondents in employment ranged from 36% in East Angus to 48% in South Angus, and that respondents in deprived areas were far less likely to be in employment (27% compared to 44% on average) – particularly full time employment (18% compared to 29% on average).

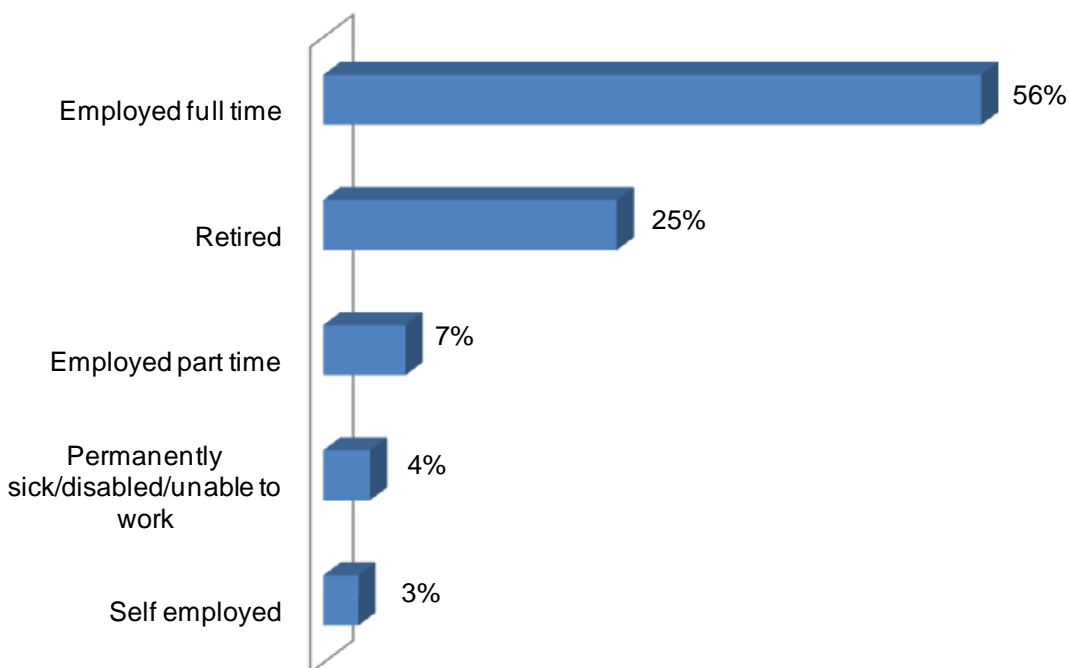
It should also be noted that respondents in deprived areas were more likely to be:

- Not employed but seeking work (15% compared to 6% on average)
- A carer (8% compared to 4%)
- Permanently sick/disabled and unable to work (14% compared to 9%)
- Not employed and not seeking work (4% compared to 1%)

In addition, respondents in North Angus and East Angus were more likely to be retired (38% and 34% respectively) as were those in rural areas (35% compared to 29% for those in urban areas).

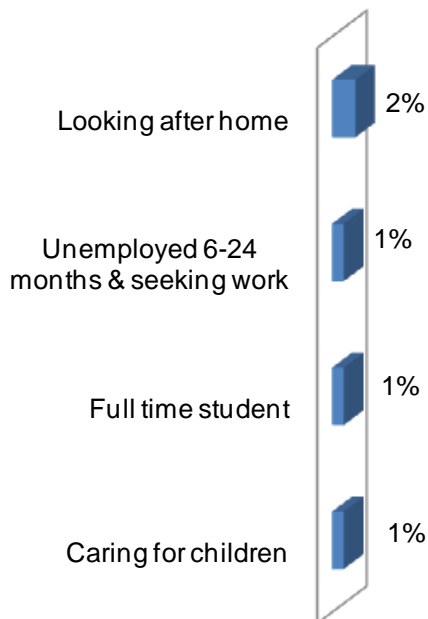
“Please would you tell me which of the phrases on this card best described the working status of the head of your household?”

Figure 37: Working Status - Head of Household



Base: All Respondents

Figure 38: Working Status - Head of Household (cont'd)

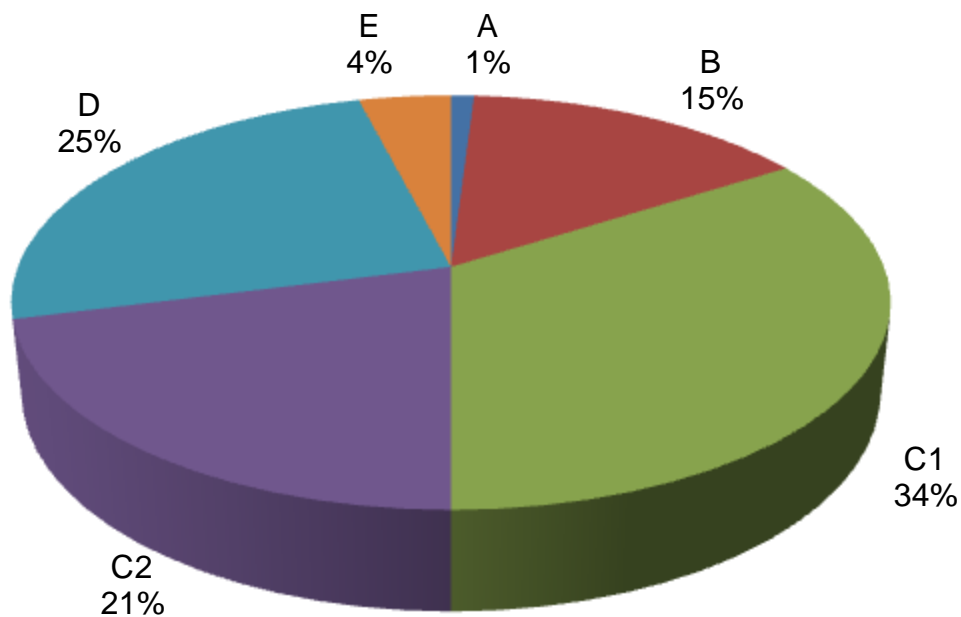


Base: All Respondents

Figures 37 and 38 provide a profile of the working status of the head of the household within which the respondent lived (if the respondent was not the head of that household), and indicates that:

- 66% were in employment (overwhelmingly in full time employment – 56%)
- 1% were unemployed
- 25% were retired

Figure 39: Social Classification Grouping of Respondent



Base: Economically Active Respondents

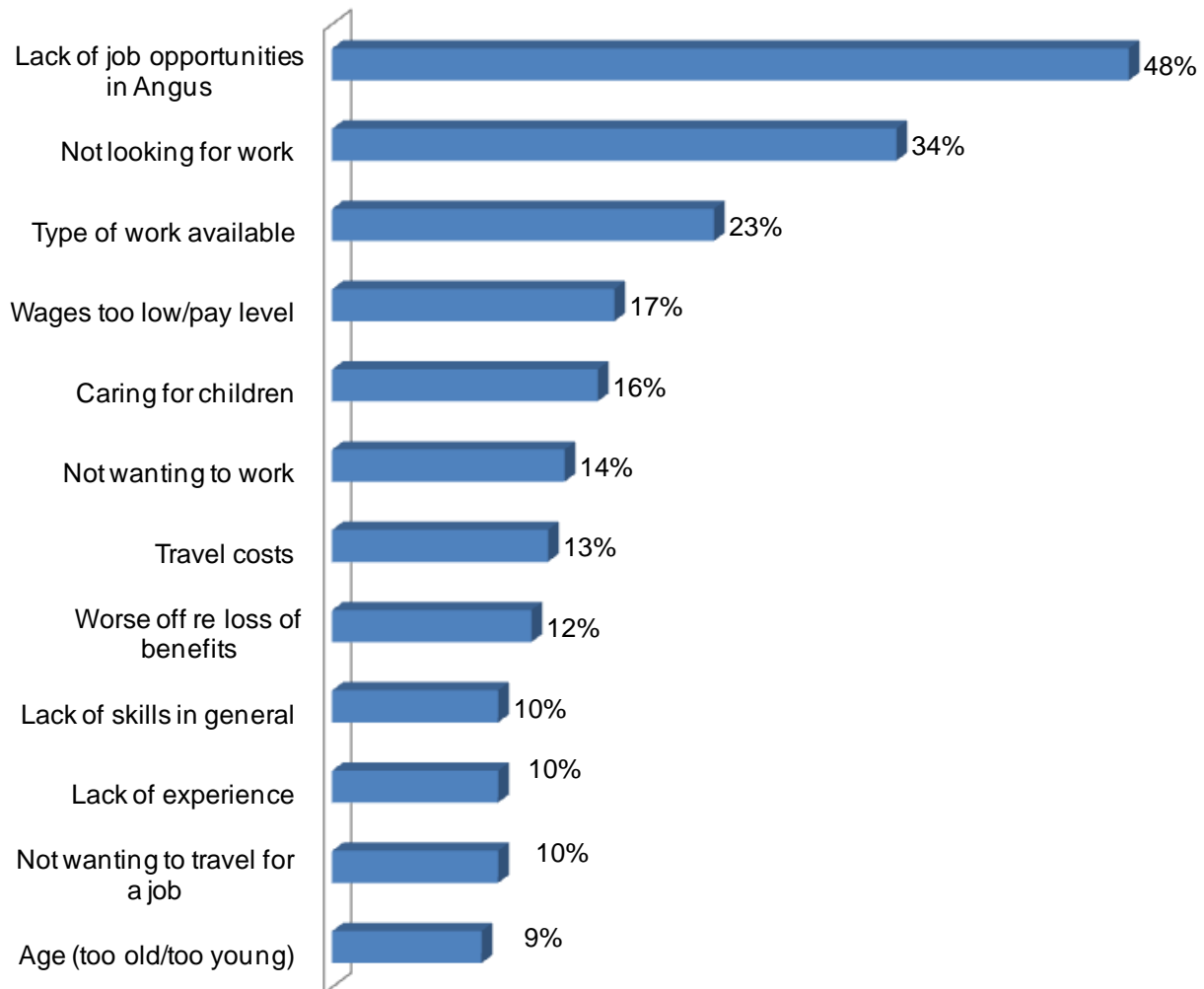
Figure 39 indicates that the largest single proportion of economically active respondents (34%) were in the C1 social classification grouping. (*Appendix III* provides a definition of each of social classifications referred to above).

Figure 39 also indicates that exactly half of respondents (50%) were in the ABC1 social classification grouping, although only 1 in 6 (16%) were in the AB social classification groupings.

Further examination of the data indicates the proportion of respondents in the ABC1 social classification grouping ranged from 43% in East Angus to 55% in North Angus and was higher in rural areas (53% compared to 48% in urban areas). In addition, the proportion of respondents in the ABC1 social classification grouping was lower in deprived areas (34% compared to 50% on average).

“What do you consider are the main barriers to finding a job in Angus?”

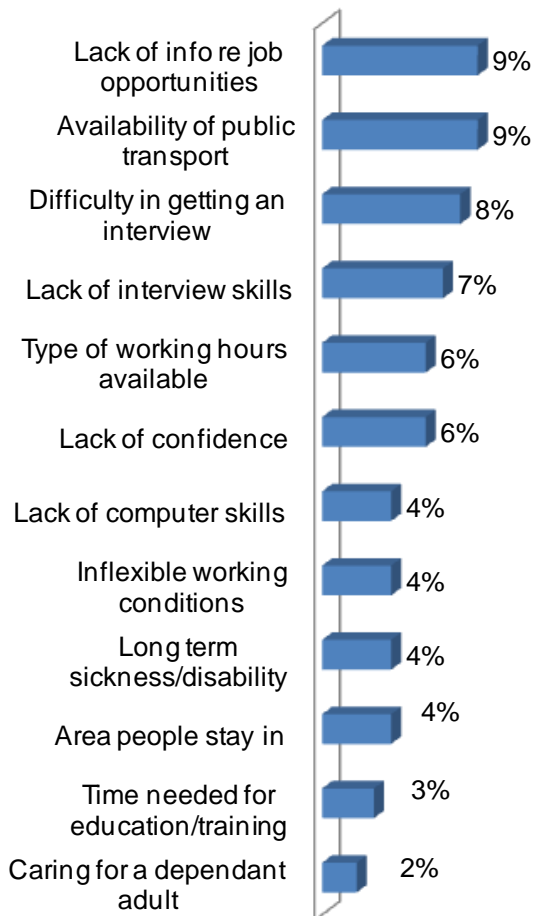
**Figure 40: Barriers To Finding A Job In Angus -
Economically Active Respondents [1]**



Base: All Economically Active Respondents

[1]'Economically active respondents' were defined as those being employed, unemployed but seeking work, not employed and not seeking work, students and those in training.

**Figure 41: Barriers To Finding A Job In Angus -
Economically Active Respondents (cont'd) [2]**



Base: All Economically Active Respondents

From Figures 40 and 41 it can be seen that – amongst economically active respondents – there was a belief that the principal barrier to finding a job in Angus was “*lack of job opportunities in Angus*” (48%).

Thereafter, secondary importance was placed in this regard upon:

- People not looking for work (34%)[1]
- Type of work available (23%)

[1]It can be presumed that ‘people not looking for work’ would include those who were retired, carers, people with young children etc.. However, this was not defined in the questionnaire.

[2]‘Economically active respondents’ were defined as those being employed, unemployed but seeking work, not employed and not seeking work, students and those in training.

Beyond these barriers, a number of others were also cited by a core of respondents, including:

- Wages being too low or pay levels (17%)
- People caring for children (16%)
- People not wanting to work (14%)
- Travel costs (13%)
- People being worse off after loss of benefits (12%)

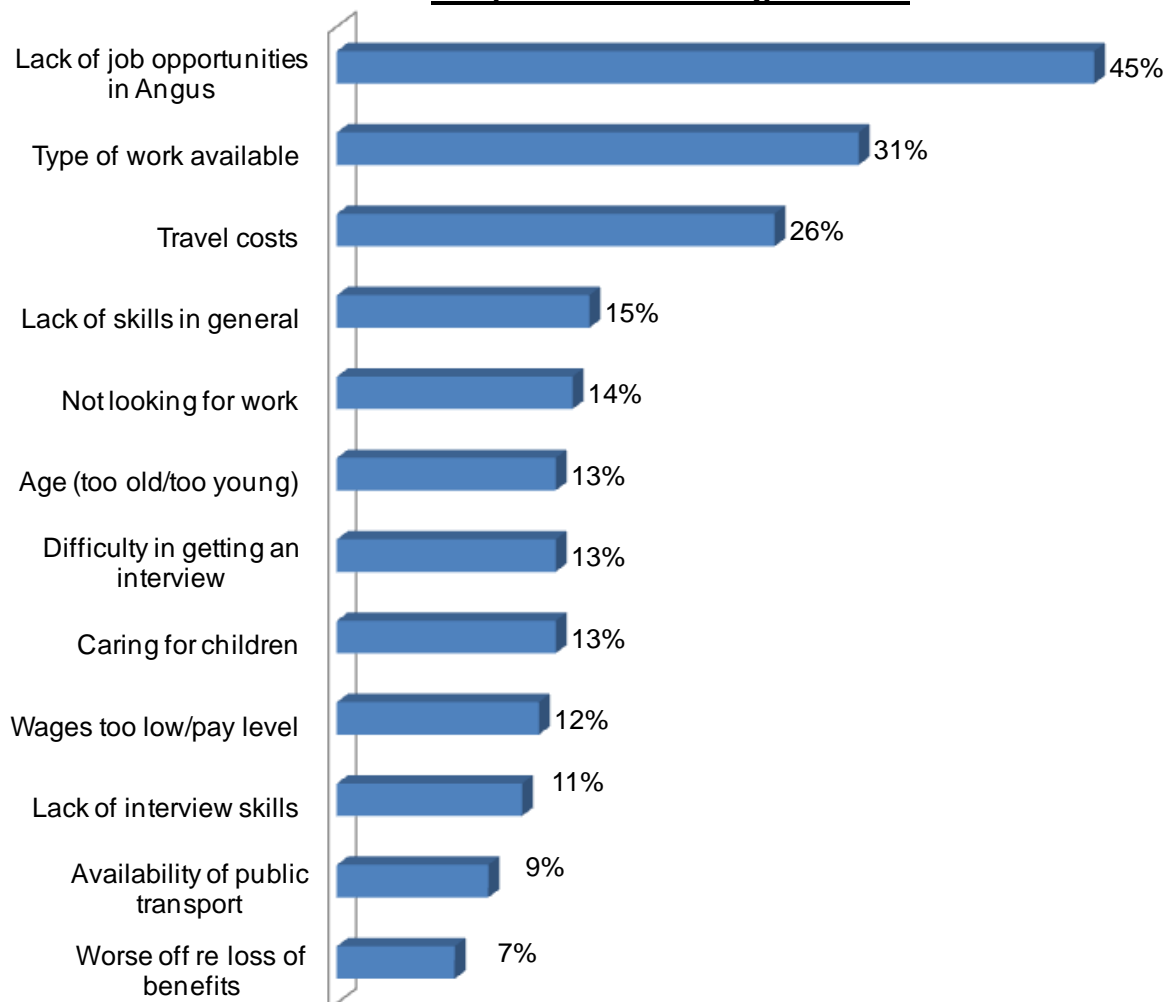
Further examination of the data indicates the following variances:

- Lack of skills in general ranged from being cited by 6% of respondents in Central & West Angus to 14% in East Angus
- Lack of information about job opportunities was more commonly cited by respondents in deprived areas (14% compared to 9% on average)
- Caring for children was least commonly cited in North Angus (9%)
- Travel costs ranged from being cited by 10% of respondents in North Angus to 17% in Central & West Angus
- Availability of public transport was most commonly cited by respondents in South Angus (13%)
- Wages too low/pay level was most commonly cited by respondents in deprived areas (22% compared to 17% on average) and those in rural areas (20% compared to 15% for those in urban areas)
- Lack of job opportunities in Angus was least commonly cited in North Angus (39%)
- Lack of experience was most commonly cited in South Angus and East Angus (15% and 11% respectively)
- Age was most commonly cited in urban areas (11% compared to 5% in rural areas)
- People not wanting to work was most commonly cited by respondents in South Angus and East Angus (20% and 15% respectively), and least commonly cited by respondents in deprived areas (9% compared to 14% on average)

- Being worse off after benefits was most commonly cited by respondents in South Angus (19%)
- Difficulty in getting an interview ranged from being cited by 3% of respondents in North Angus to 11% in Central & West Angus
- Lack of interview skills was most commonly cited in rural areas (12% compared to 6% in urban areas)
- Type of work available was most commonly cited in North Angus (29%) and by those in deprived areas (29% compared to 23% on average)

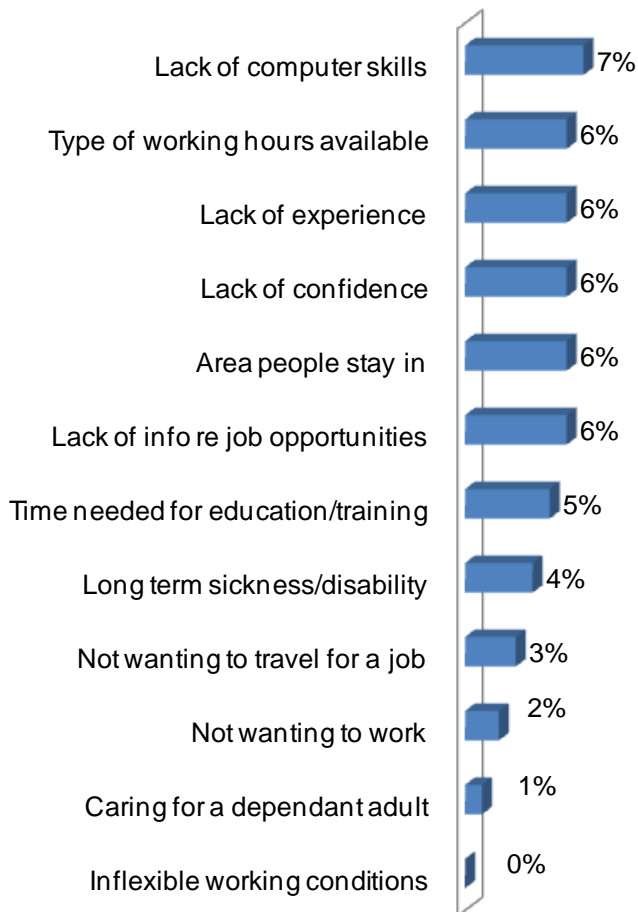
“What do you consider are the main barriers to finding a job in Angus?”

Figure 42: Barriers To Finding A Job In Angus - Respondents Looking for Work



Base: All Respondents Looking for Work

Figure 43: Barriers To Finding A Job In Angus - Respondents Looking for Work



Base: All Respondents Looking for Work

From Figures 42 and 43 it can be seen that – amongst those seeking work – the principal barriers to finding a job in Angus were seen as being:

- Lack of job opportunities in Angus (45%)
- Type of work available (31%)
- Travel costs (26%)

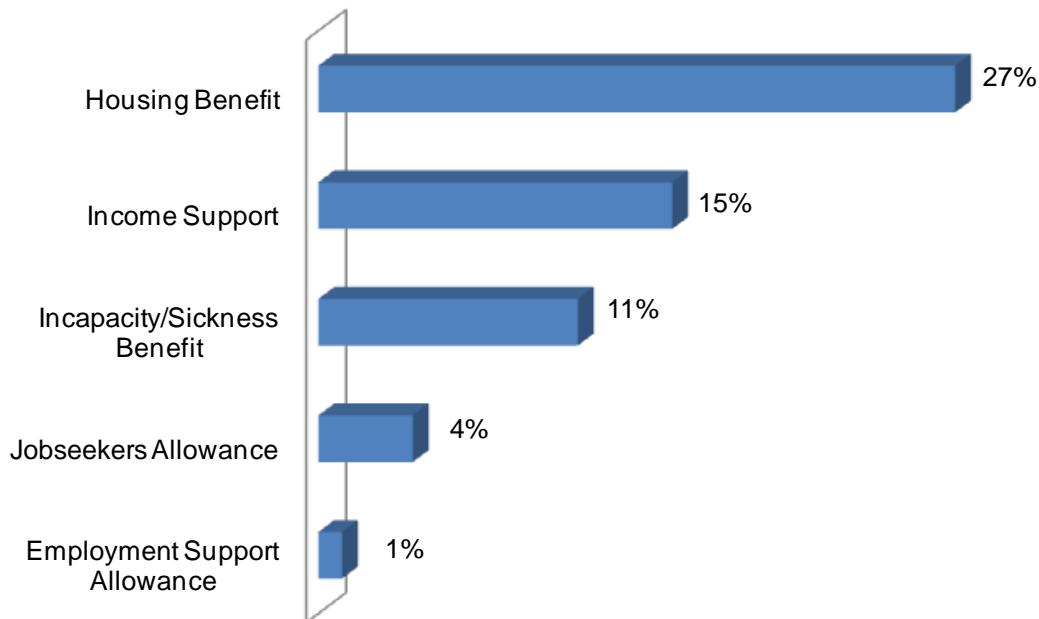
Thereafter, a core of respondents also made reference here to:

- Lack of skills in general (15%)
- People not looking for work (14%)
- Age – being too old or too young (13%)
- Difficulty in getting an interview (13%)

- Caring for children (13%)
- Wages being too low/pay levels (12%)
- Lack of interview skills (11%)

“Does anyone in the household receive any of the following benefits?”

Figure 44: Receipt of Benefits



Base: All Respondents

From Figure 44 it can be seen that around a quarter of those interviewed (27%) stated that someone in their household receives housing benefit.

Thereafter, a core of respondents stated that a member of their household receives:

- Income support (15%)
- Incapacity/sickness benefit (11%)

Further examination of the data indicates that highest levels of receipt of the following benefits were noted in the areas indicated:

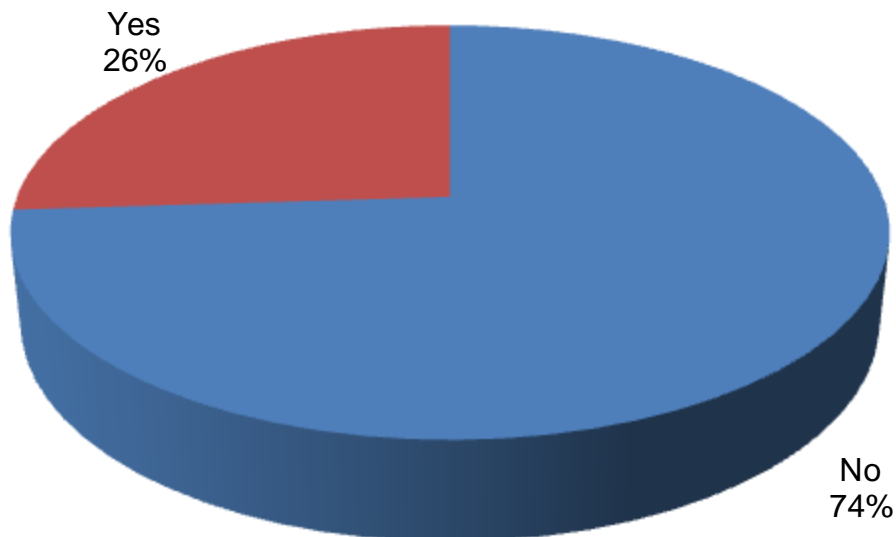
- Income support: deprived areas (38% compared to 15% on average) and those in East Angus and Central & West Angus (21%)
- Housing benefit: deprived areas (63% compared to 27% on average) and those in Central & West Angus and East Angus (37% and 34% respectively)
- Incapacity/sickness benefit: deprived areas (27% compared to 11% on average) and those in Central & West Angus and East Angus (both 13%)
- Income based jobseekers allowance: deprived areas (15% compared to 4% on average)

It should be noted that the outcomes noted above may not be entirely accurate due to a potential reticence amongst some respondents to provide accurate or truthful information.

7.0 COMMUNITY SAFETY

"In the past year, have you ever felt fearful about becoming a victim of crime?"

**Figure 45: Fearful About Becoming A Victim Of Crime
In Past Year?**



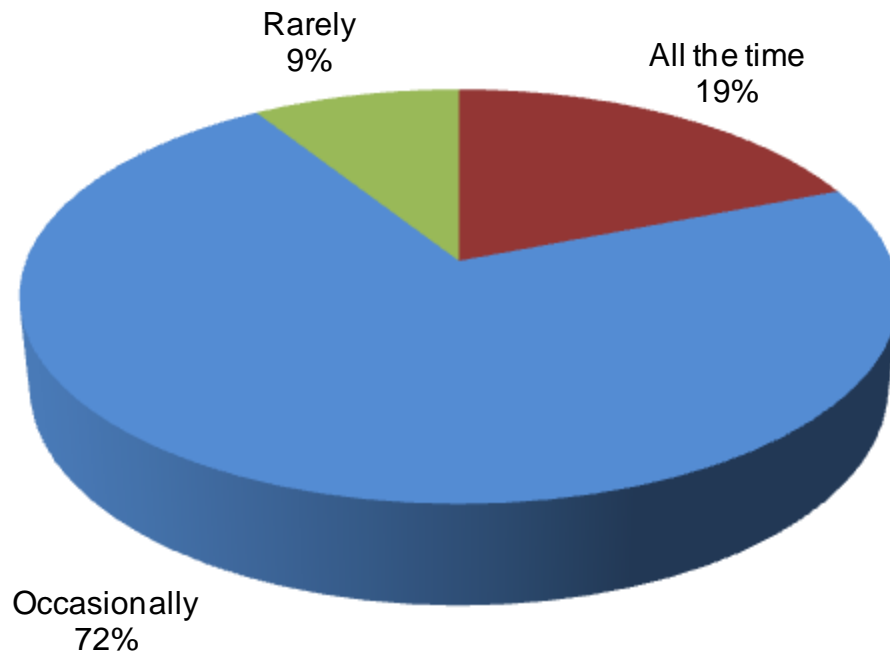
Base: All Respondents

Figure 45 indicates that around a quarter of respondents (26%) stated that in the past year, they had felt fearful about becoming a victim of crime.

Further examination of the data indicates that fear of crime ranged from 21% in Central & West Angus to 33% in North Angus, and was highest amongst those in deprived areas (43% compared to 26% on average) and those in urban areas (28% compared to 21% for those in rural areas).

“How frequently have you felt fearful?”

Figure 46: Number of Times Fearful Of Crime



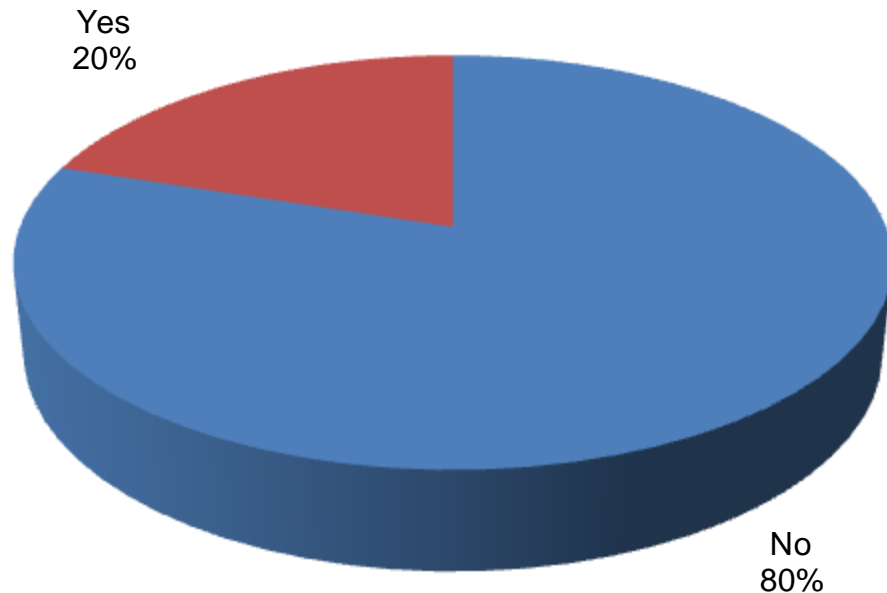
Base: 'Yes' in Figure 45

From Figure 46 it can be seen that – amongst those stating that they felt fearful about becoming a victim of crime in the past year – 1 in 5 (19%) stated that this had been ‘all of the time’, although respondents most commonly stated that this had been ‘occasionally’ (72%).

Further examination of the data indicates that – amongst those feeling fearful about becoming a victim of crime – those in deprived areas were most likely to state that this was ‘all of the time’ (26% and 19% on average), as were those in East Angus and North Angus (25% and 21% respectively) and those in rural areas (25% compared to 17% for those in urban areas).

“Have you or a member of your household been a victim of crime in the last year?”

Figure 47: Experience of Crime



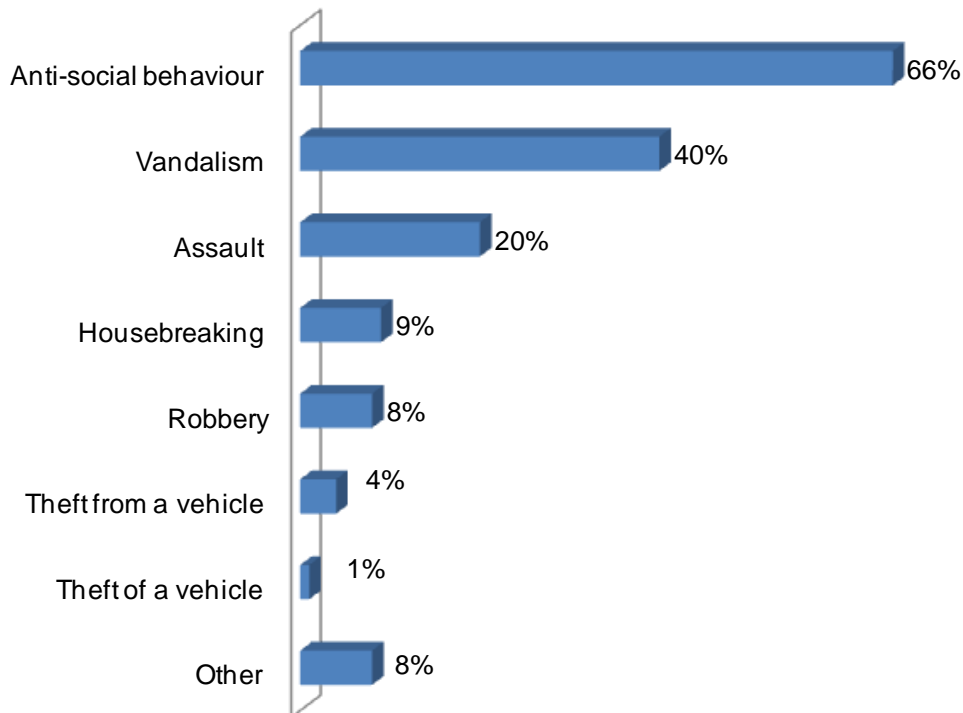
Base: All Respondents

Figure 47 indicates that 1 in 5 respondents (20%) stated that either themselves or a member of their household had been a victim of crime in the last year.

Further examination of the data indicates that experience of crime ranged from 15% in South Angus and Central & West Angus to 32% in North Angus, and was slightly higher amongst respondents in deprived areas (26% compared to 20% on average) and those in urban areas (22% compared to 17% for those in rural areas).

“What type of crime have you or a member of your household been a victim of in the last year?”

Figure 48: Nature of Crime Experienced



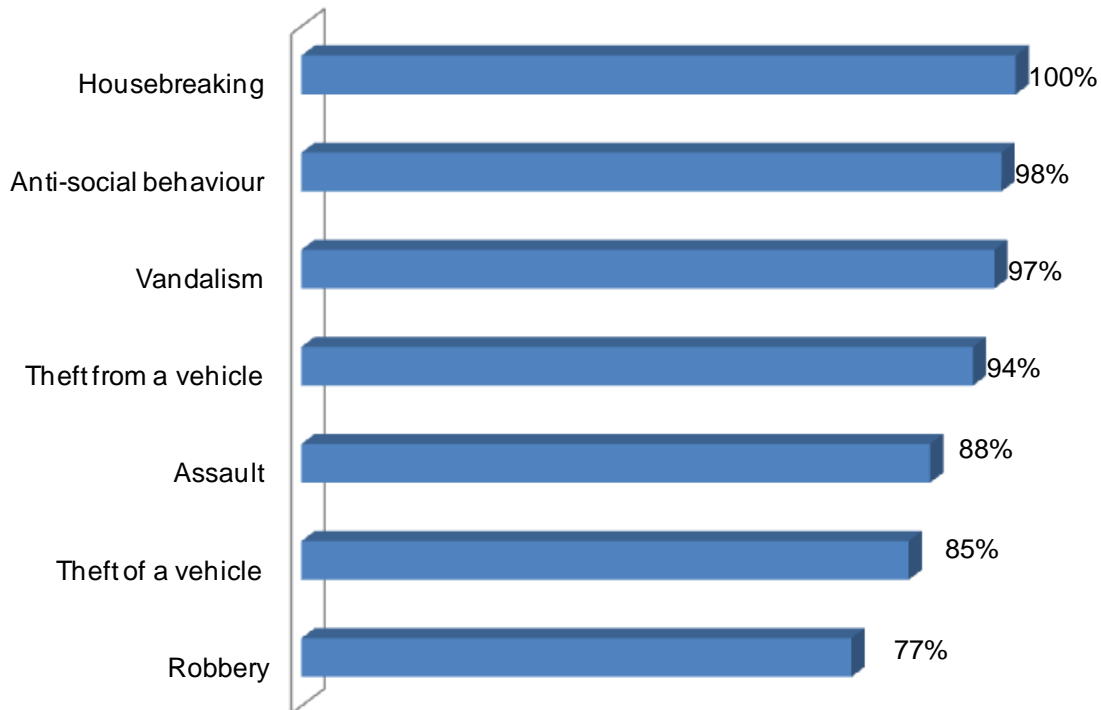
Base: 'Yes' in Figure 47

From Figure 48 it can be seen that – amongst those stating that either themselves or a member of their household had been a victim of crime in the last year – this had most commonly been in the form of ‘anti-social behaviour’ (66%). However, a notable core of respondents also made reference here to:

- Vandalism (40%)
- Assault (20%)

"Where did it happen?"

Figure 49: Nature of Crime - Crime Experienced in Neighbourhood



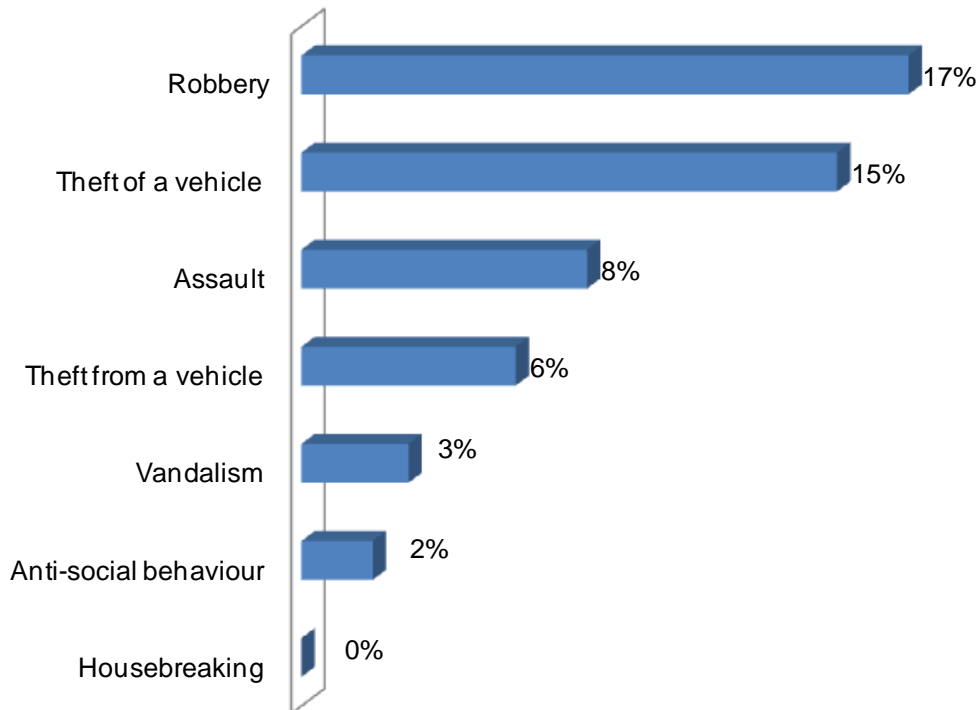
Base: 'Yes' in Figure 47

Figure 49 indicates that the vast majority of crime experiences are within respondents neighbourhoods and, in particular:

- Housebreaking (100%)
- Anti-social behaviour (98%)
- Vandalism (97%)
- Theft from a vehicle (94%)
- Assault (88%)
- Theft of a vehicle (85%)

"Where did it happen?"

Figure 50: Nature of Crime - Crime Experienced Elsewhere in Angus



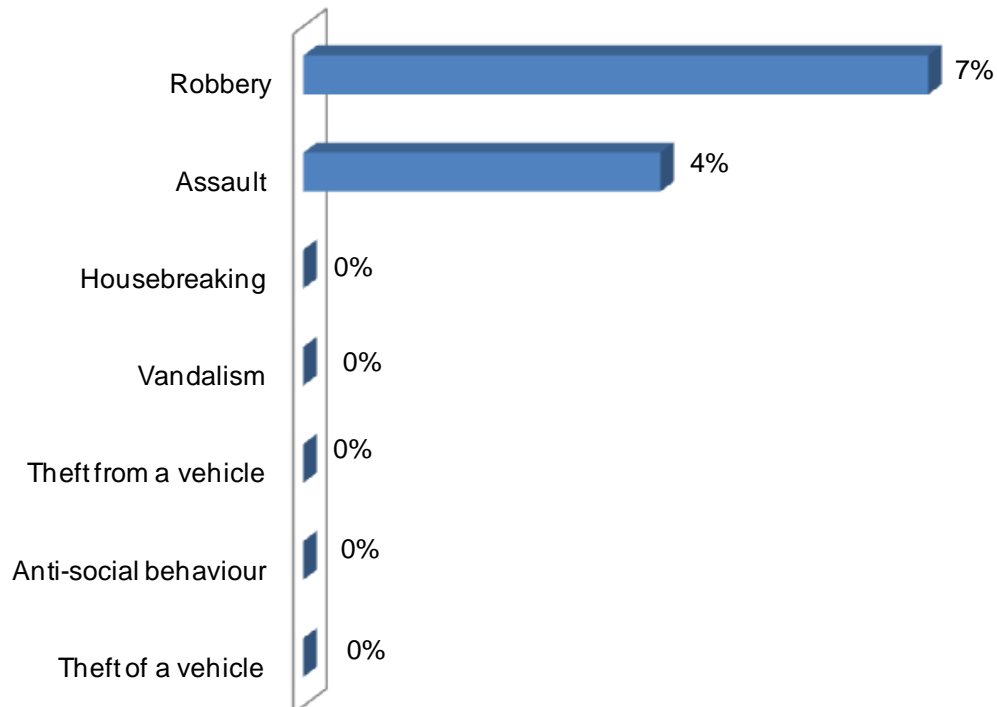
Base: 'Yes' in Figure 47

Figure 50 indicates that a core of those who had experienced crime stated that this had been elsewhere in Angus in respect of:

- Robbery (17%)
- Theft of a vehicle (15%)
- Assault (8%)
- Theft from a vehicle (6%)

"Where did it happen?"

Figure 51: Nature of Crime - Crime Experienced Outwith Angus



Base: 'Yes' in Figure 47

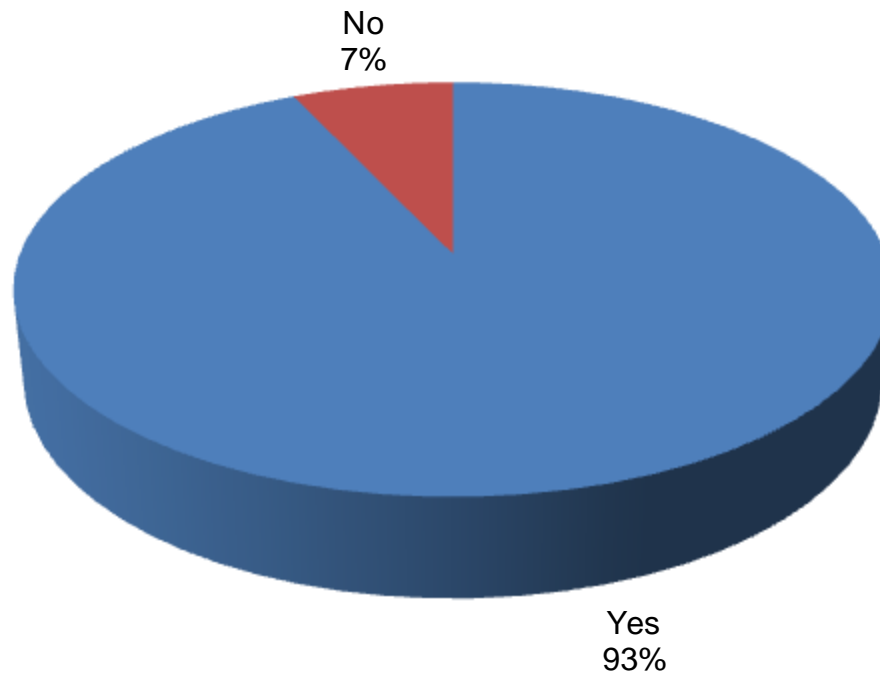
From Figure 51 it can be seen that very little of crime experience was outwith Angus, with only a small number of respondents making reference here to:

- Robbery (7%)
- Assault (4%)

8.0 FINANCIAL QUESTIONS

“Do you or your spouse/partner have a bank or building society account?”

Figure 52: Possess Bank Or Building Society Account



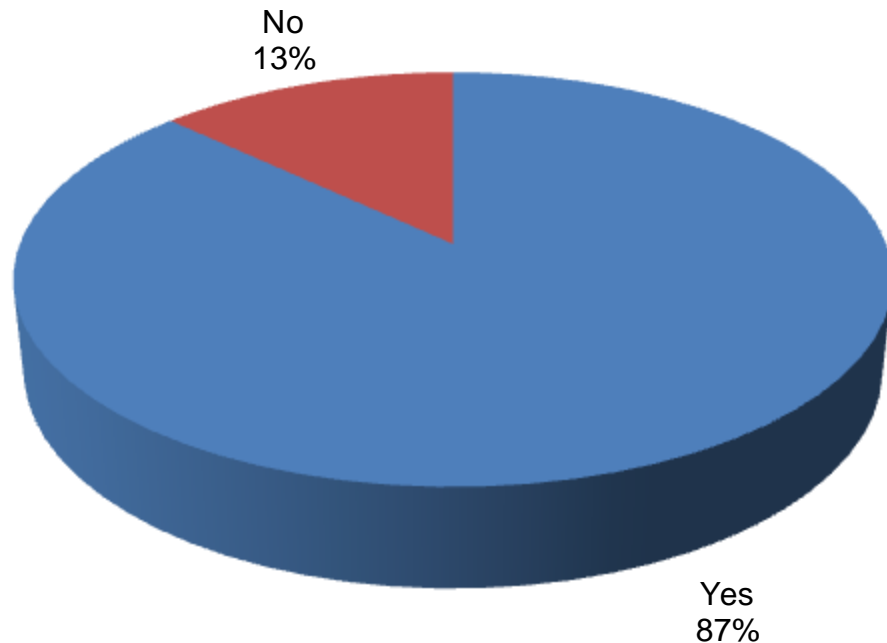
Base: All Respondents

Figure 52 indicates that over 9 out of 10 respondents (93%) stated that either themselves or spouse or partner had a bank or building society account.

Further examination of the data indicates that respondents in East Angus were slightly less likely to state that themselves or their spouse/partner had a bank or building society account (88%).

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

Figure 53: Possess Insurance For Contents Of Home



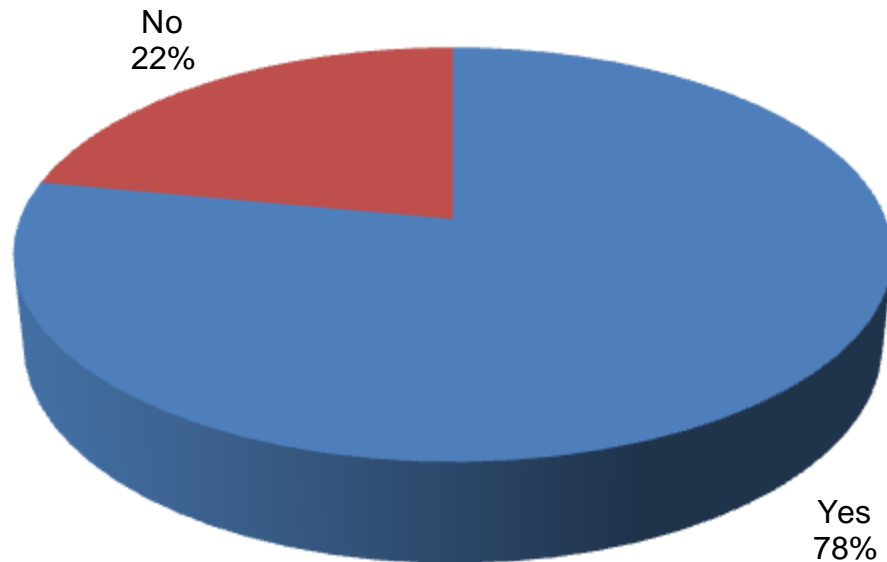
Base: All Respondents

Figure 53 indicates that nearly 9 out of 10 respondents (87%) stated that they have insurance for the contents of their house.

Further examination of the data indicates that possession of contents insurance ranged from 82% in East Angus to 91% in North Angus, and was lower amongst respondents in deprived areas (71% compared to 87% on average).

“If you had to get hold of £500 at short notice, would you be able to?”

Figure 54: Able To Get Hold Of £500 At Short Notice?



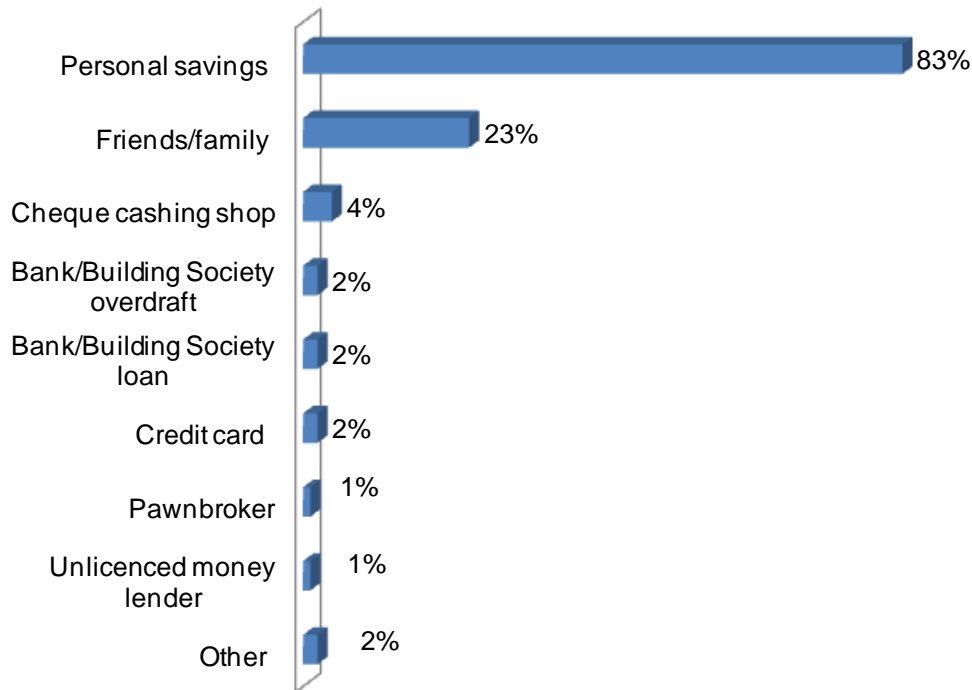
Base: All Respondents

Figure 54 indicates that approaching 4 out of 5 respondents (78%) stated that, if they had to get hold of £500 at short notice, they would be able to do so, principally – as indicated in Figure 55 below – from ‘personal savings’ (83%) and, thereafter, from friends/family (23%).

It should be noted that respondents in deprived areas were less likely to state that they could get hold of £500 at short notice (63% compared to 78% on average).

“Where would you get this money from?”

Figure 55: Source of Short Term Borrowing



Base: 'Yes' in Figure 54

Further examination of the data indicates that respondents in East Angus were slightly less likely to be able to get hold of £500 at short notice (73%).

In addition, further examination of the data indicates that 'personal savings' was least commonly cited by respondents in East Angus (77%) and those in deprived areas (76% compared to 83% on average), and most commonly cited by those in North Angus (91%), whilst respondents in rural areas were also more likely to cite 'personal savings' (88% compared to 81% for those in urban areas).

Finally, it should be noted that 'friends and family' was most likely to be cited by respondents in South Angus (35%) and least likely by those in North Angus (8%).

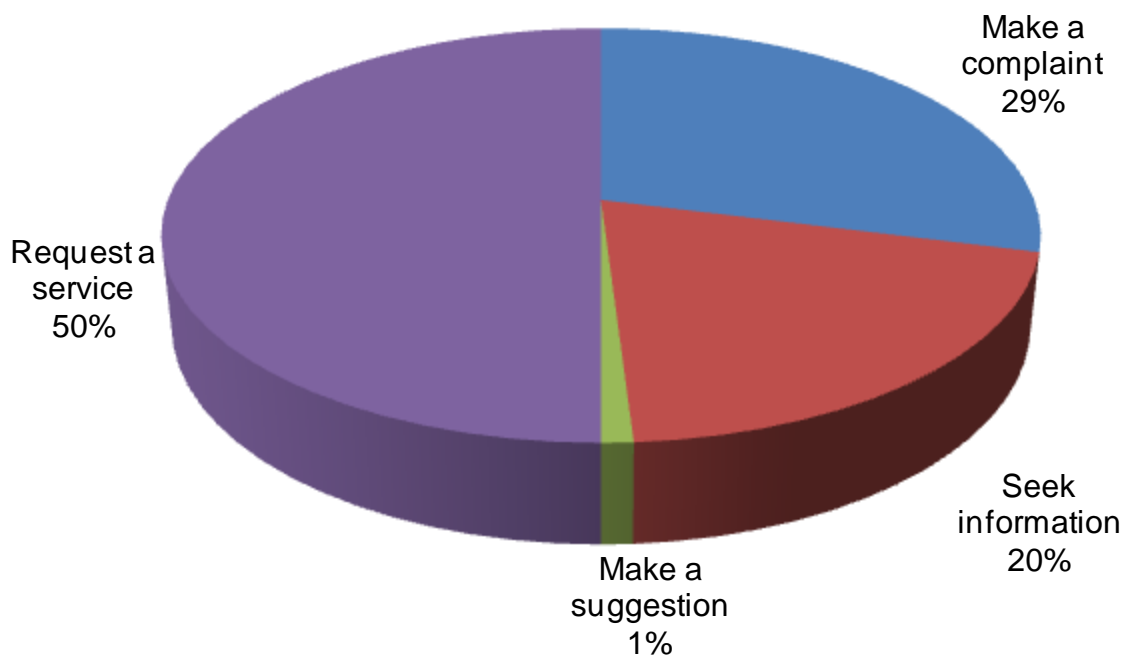
9.0 CONTACTING YOUR LOCAL COUNCIL

9.1 Previous Contacts With The Council

Two thirds of respondents interviewed (68%) stated that they had contacted the Council, with levels of contact being significantly higher amongst those in deprived areas (77% compared to 68% on average). These respondents were then asked a number of subsequent questions.

“When you last contacted Angus Council, was this contact to...?”

Figure 56: Nature of Most Recent Contact



Base: Contacted Council

From Figure 56 it can be seen that – amongst those who had contacted the Council – this was principally to “request a service” (50%).

Thereafter, almost all remaining respondents here had contacted Angus Council to:

- Make a complaint (29%)

- Seek information (20%)

Further examination of the data indicates no notable variances in respect of contacts to make a complaint. However, younger respondents were more likely to have contacted the Council to seek information i.e.:

- 16-24 = 27%
- 25-44 = 20%
- 45-64 = 21%
- 65 or over = 14%

In addition, the following respondent types were also more likely to have contacted the Council to seek information:

- Economically active respondents (23% compared to 15% for non economically active respondents)
- Respondents in South Angus (19%)

With respect to contacts to request a service, these were most common amongst older respondents i.e.:

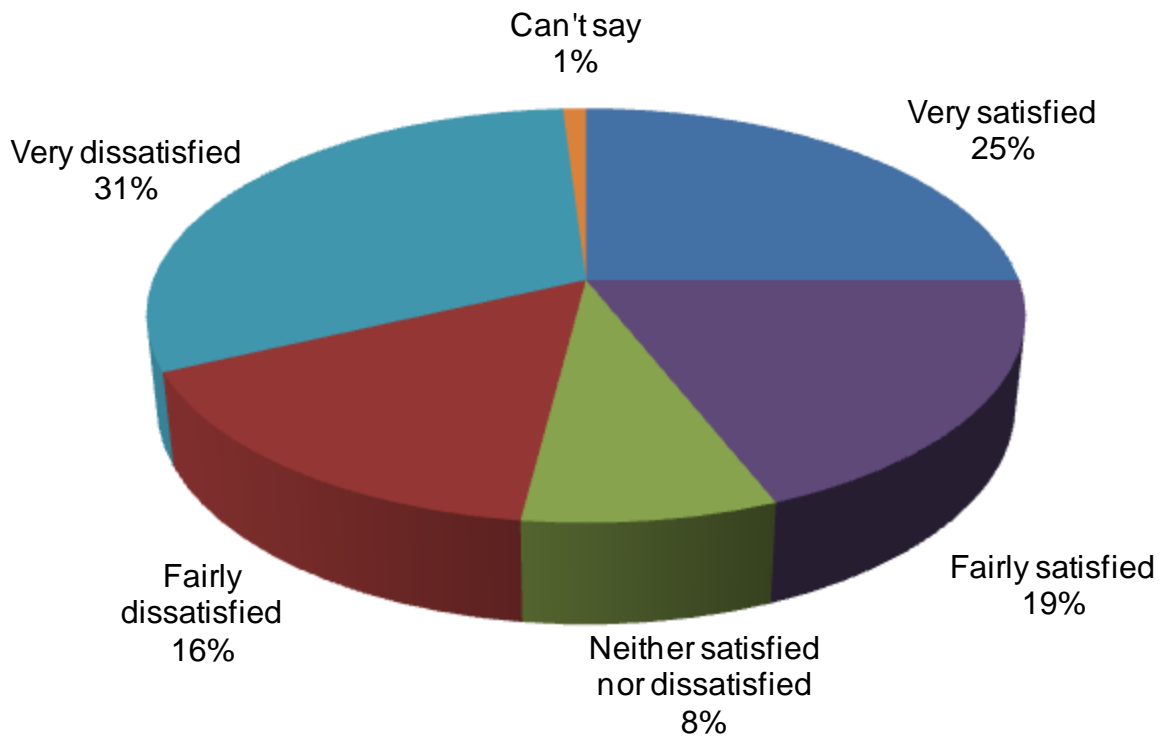
- 65 or over = 55%
- 45-64 = 51%
- 25-44 = 47%
- 16-24 = 37%

In addition, contacts to request a service were more common amongst:

- Non economically active respondents (54% compared to 45% for economically active respondents)
- Respondents in North Angus (39%)

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

Figure 57: Satisfaction With Response To Complaint



Base: 'Make A Complaint' in Figure 56

From Figure 57 it can be seen that less than half of those who had contacted the Council to make a complaint (44%) stated that they were either ‘fairly satisfied or very satisfied’ that the Council responded reasonably to their complaint and, indeed, only a quarter of respondents (25%) specifically stated that they were very satisfied that the Council responded reasonably to their complaint.

Figure 57 also indicates that nearly half of those who had contacted the Council to make a complaint (47%) stated that they were dissatisfied that the Council responded reasonably to their complaint, with 3 out of 10 (31%) specifically noting that they were very dissatisfied in this regard.

Further examination of the data indicates that older respondents tended to note greater levels of satisfaction here i.e.:

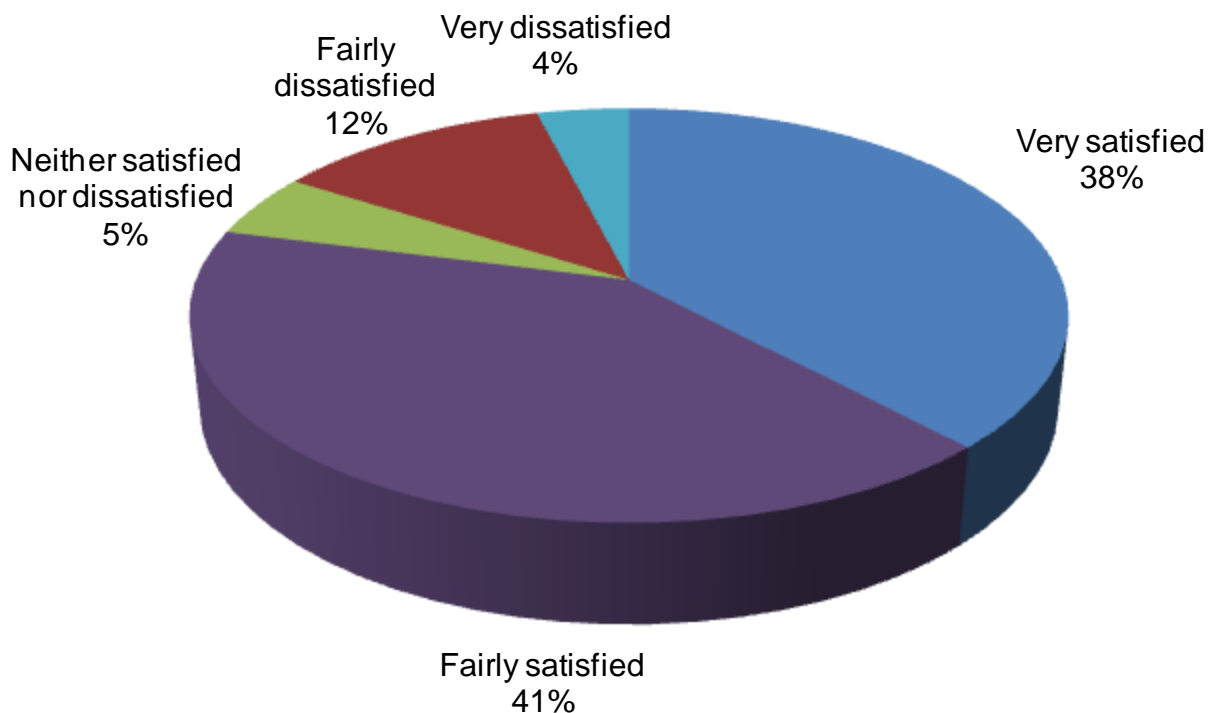
- 16-24 = 28%
- 25-44 = 42%
- 45-64 = 42%
- 65 or over = 59%

In addition, higher levels of satisfaction here tended to be noted by:

- Respondents in rural areas (60% compared to 39% for those in urban areas)
- Non economically active respondents (55% compared to 35% for economically active respondents)
- Respondents in Central & West Angus (54%)

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

Figure 58: Satisfaction With Response To Seek Information



Base: 'Seek Information' in Figure 56

From Figure 58 it can be seen that 4 out of 5 of those who had contacted the Council to seek information (79%) stated that they were ‘fairly satisfied or very

satisfied' with this contact, with 2 out of 5 respondents (38%) specifically stating that they were very satisfied in this regard.

Figure 58 also indicates that 1 in 6 respondents who had contacted the Council to seek information (16%) noted their dissatisfaction with this contact.

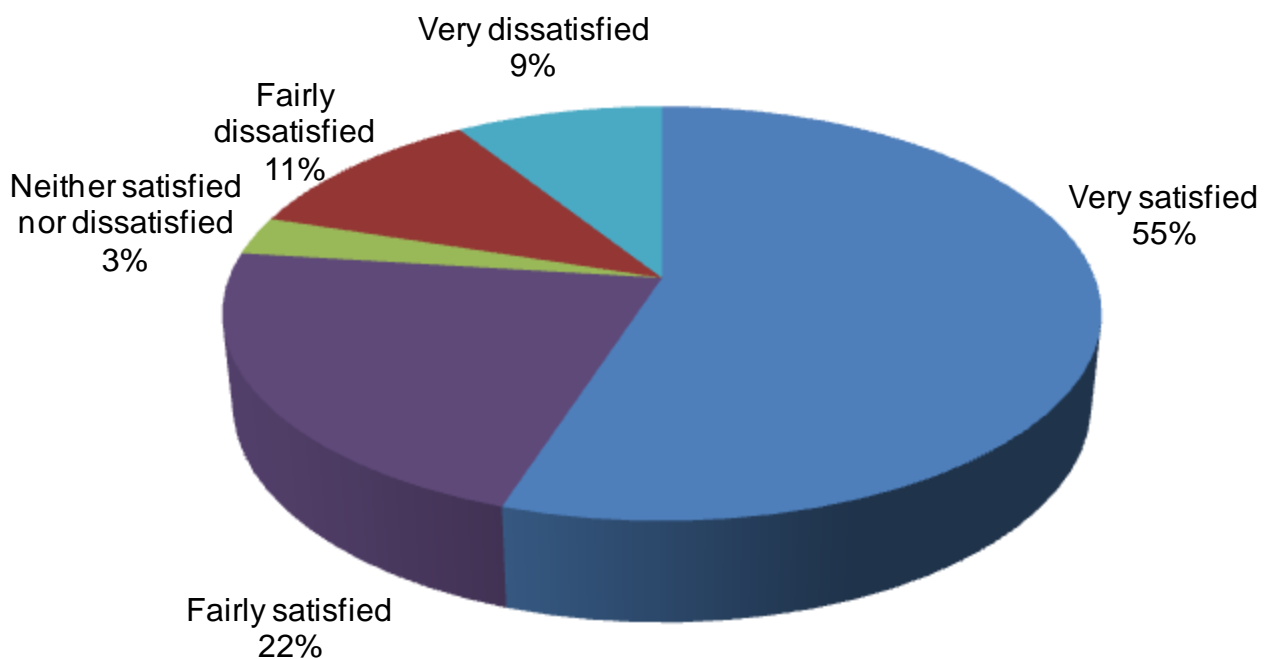
Further examination of the data indicates that highest levels of satisfaction here tended to be noted by:

- Females (86% compared to 69% for males)
- Respondents in urban areas (82% compared to 70% for those in rural areas)

In addition, lowest levels of satisfaction were noted by respondents aged 16-24 (67%) and those in deprived areas (65% compared to 79% on average).

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

Figure 59: Satisfaction With Response To Request A Service



Base: 'Request A Service' in Figure 56

From Figure 59 it can be seen that over three quarters of those who had contacted the Council to request a service (77%) stated that they were 'fairly satisfied or very satisfied' with this contact, with over half (55%) specifically stating that they were very satisfied with this contact.

Figure 59 also indicates that 1 in 5 respondents who had contacted the Council to request a service (20%) noted their dissatisfaction with this contact.

Further examination of the data indicates that older respondents tended to note greater levels of satisfaction here i.e.:

- 16-24 = 72%
- 25-44 = 69%
- 45-64 = 79%
- 65 or over = 85%

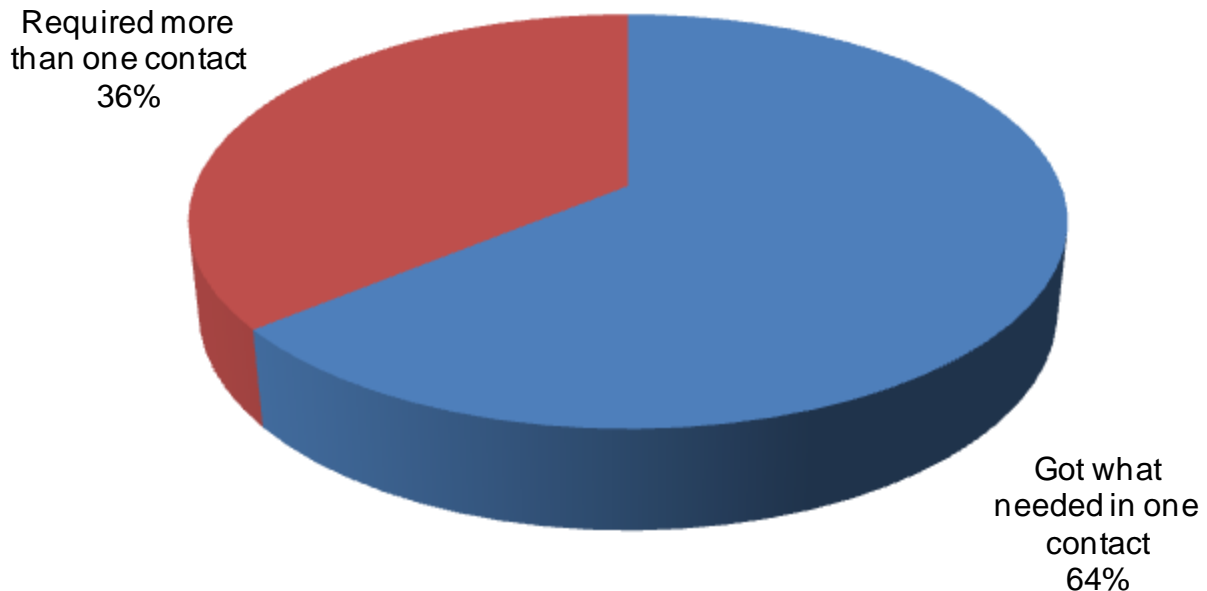
In addition, higher levels of satisfaction tended to be noted here by:

- Respondents in deprived areas (86% compared to 77% on average)
- Non economically active respondents (81% compared to 73% for economically active respondents)
- Females (80% compared to 73% for males)

In addition, it should be noted that notably lower levels of satisfaction were noted here by respondents in East Angus (66%).

“On your most recent contact with the Council did you...?”

Figure 60: Resolution of Contact



Base: Contacted Council

Figure 60 indicates that approaching two thirds of those who had contacted the Council (64%) went on to state that in their most recent contact, they had “*got what they needed at that contact*”. Consequently, as a corollary of this, over a third of respondents here (36%) stated that they “*had to contact the Council again about the same issue*”.

Further examination of the data indicates that older respondents were more likely to state that they had “*got what they needed at that contact*” i.e.:

- 16-24 = 48%
- 25-44 = 60%
- 45-64 = 62%
- 65 or over = 76%

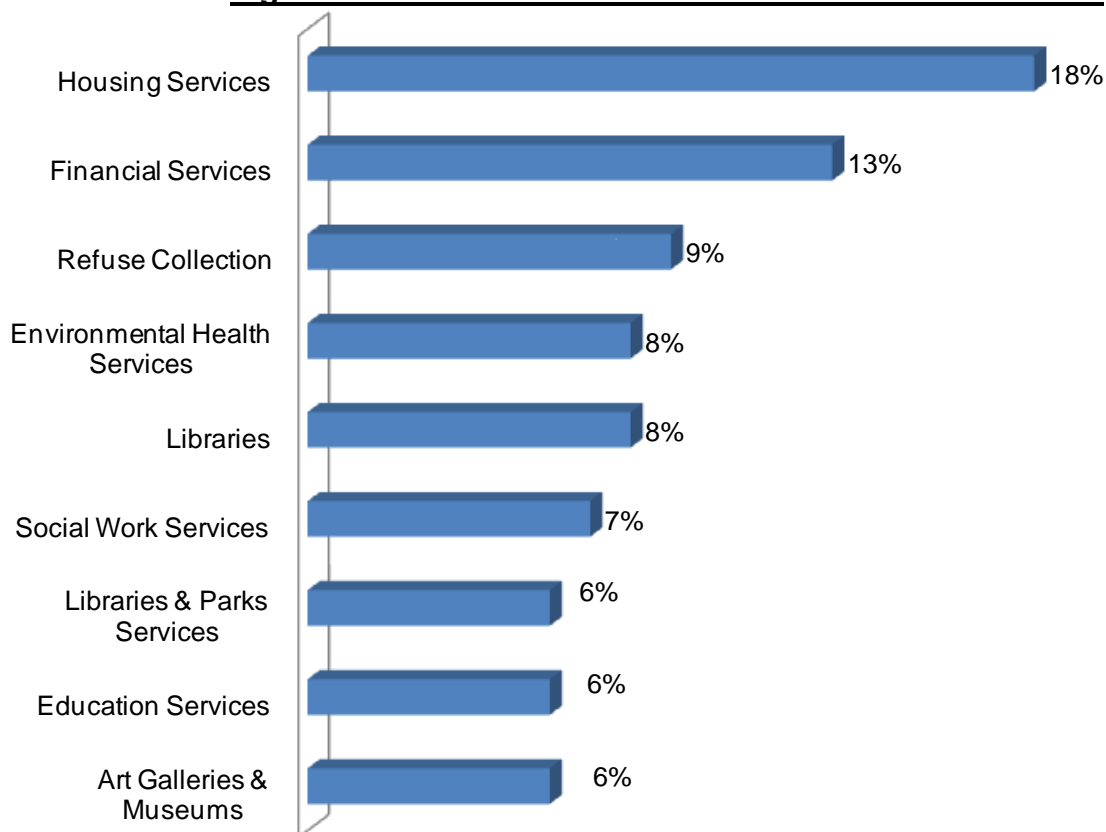
In addition, this outcome was most commonly noted by:

- Females (67% compared to 59% for males)
- Non economically active respondents (66% compared to 61% for economically active respondents)

Furthermore, it should be noted that respondents in East Angus were least likely to state that they had “*got what they needed at that contact*” (57%).

“With which of these services was your most recent contact?”

Figure 61: Service Contact Profile - Most Recent Contact



Base: Contacted Council

**Figure 62: Service Contact Profile - Most Recent Contact
(cont'd)**



Base: Contacted Council

From Figure 61 and 62 it can be seen that respondents had contacted a wide range of Council departments in their most recent contact, with highest levels of contact relating to:

- Housing Services (18%)
- Financial Services (13%)
- Refuse Collection (9%)
- Libraries (8%)
- Environmental Health Services (8%)

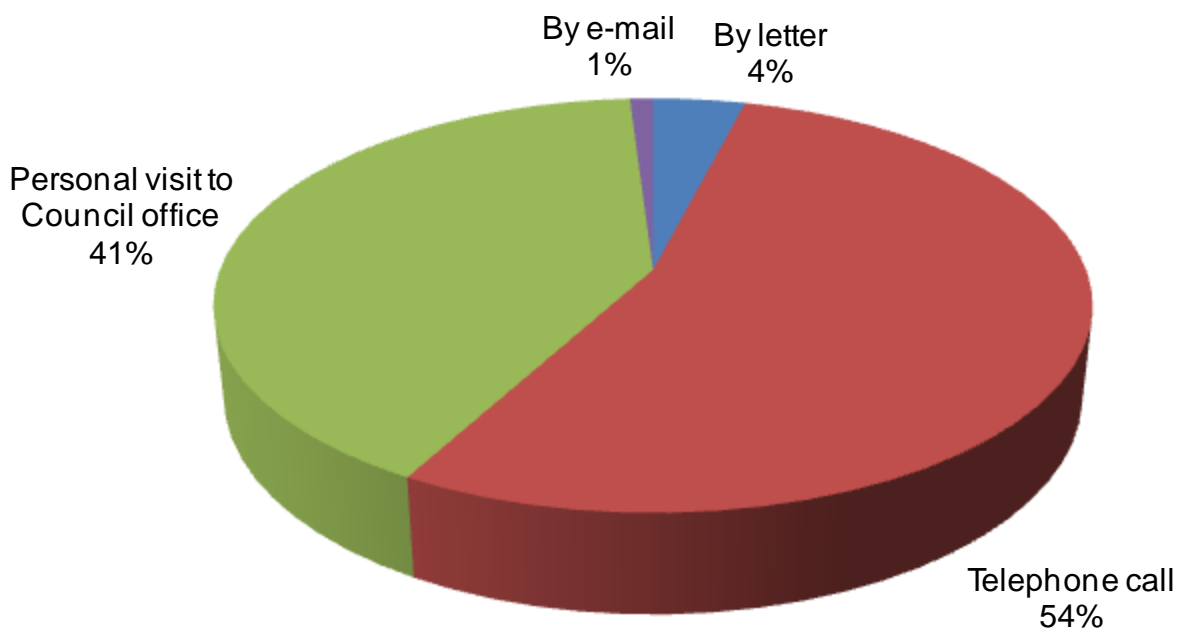
Although there were few notable variances here by respondent type, it should be noted that contacts with Housing Services were most common amongst:

- Respondents in deprived areas (27% compared to 18% on average)

- Males (22% compared to 14% for females)
- Non economically active respondents (20% compared to 15% for economically active respondents)

“Was your most recent contact....”

Figure 63: Method of Most Recent Contact



Base: Contacted Council

From Figure 63 it can be seen that – amongst those who had contacted the Council – this was most commonly through:

- A telephone call to the Council (54%)
- A personal visit to a Council office (41%)

Accordingly, very few contacts had been either by letter (4%) or e-mail (1%).

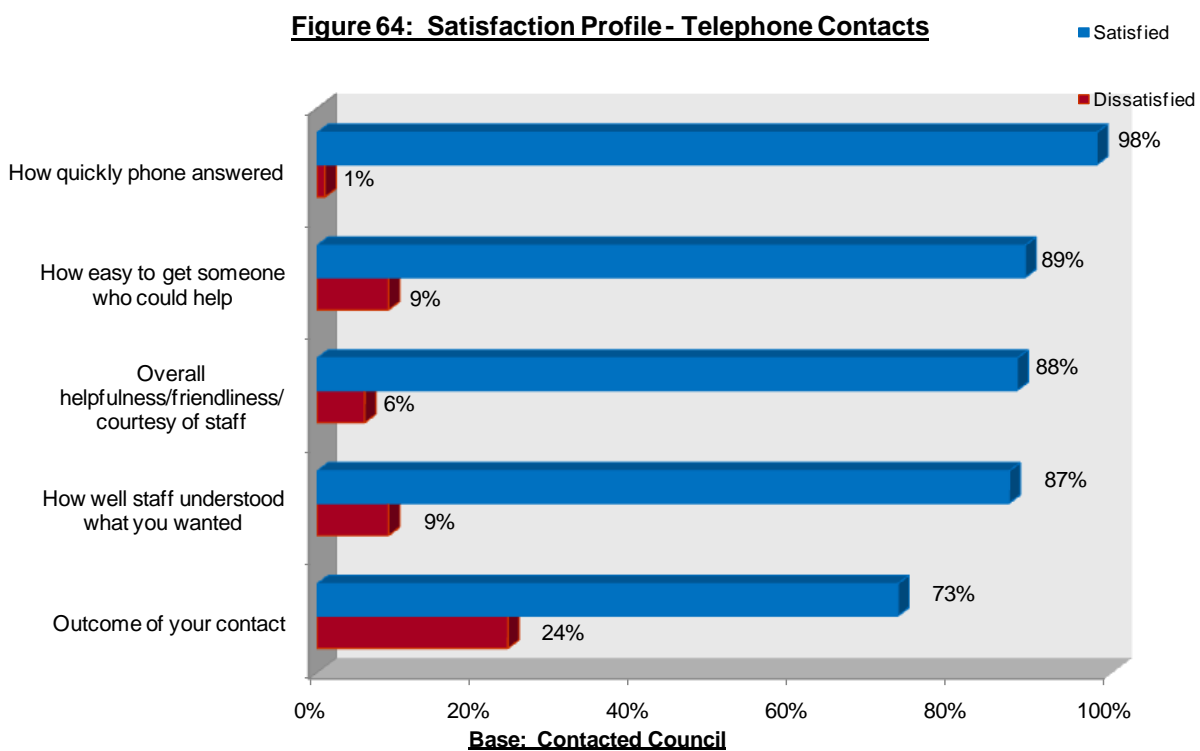
Further examination of the data indicates that each of the contact methods under consideration were most commonly used by the respondent types indicated:

- Letter: females (6% compared to 2% for males)

- Telephone call to the Council: respondents in deprived areas (63% compared to 54% on average), those in North Angus (61%) and those in rural areas (61% compared to 51% for those urban areas)
- Personal visit to a Council office: males (46% compared to 37% for females), those in urban areas (44% compared to 34% for those in rural areas), respondents aged 25 or over (42%), respondents outwith North Angus (43%) and those in North Angus (34%)

In addition, it should be noted that personal visits to Council offices were lower amongst those in deprived areas (34% compared to 41% on average).

“How would you rate your most recent contact with the Council in terms of the following?”^[1]



[1]It should be noted that the percentages here may not add up to 100 as respondents had the option to provide a 'neither/nor' or 'can't say' response.

Figure 64 provides a highly positive profile of opinion amongst those whose most recent contact with the Council had been by telephone, on the basis that a significant majority of respondents noted their satisfaction with each of the five indicators under consideration, namely:

- How quickly the phone was answered (98% satisfied)
- How easy it was to get through to someone who could help (89%)
- Overall helpfulness, friendliness and courtesy of the staff they dealt with (88%)
- How well the staff understood what they wanted (87%)
- The outcome of their contact (73%)

Although levels of dissatisfaction were relatively limited here, it should be noted that a quarter of respondents (24%) did note their dissatisfaction with the 'outcome of their contact'.

Further examination of the data indicates that highest levels of satisfaction with each indicator were noted by the respondent types indicated:

- How quickly the phone was answered: no notable variances
- How easy it was to get through to someone who could help: respondents in Central & West Angus (95%)
- Overall helpfulness, friendliness and courtesy of the staff dealt with: respondents in Central & West Angus (98%)
- How well staff understood what was wanted: respondents in Central & West Angus (95%) and those aged 65 or over (94%)
- The outcome of your contact: respondents aged 65 or over (85%) and respondents outwith North Angus (75%)

In addition, it should be noted that respondents in deprived areas noted lower levels of satisfaction in respect of:

- How easy it was to get through to someone who could help (81% compared to 89% on average)

- Outcome of contact (67% compared to 73% on average)

“How would you rate your most recent contact with the Council in terms of the following?” [1]

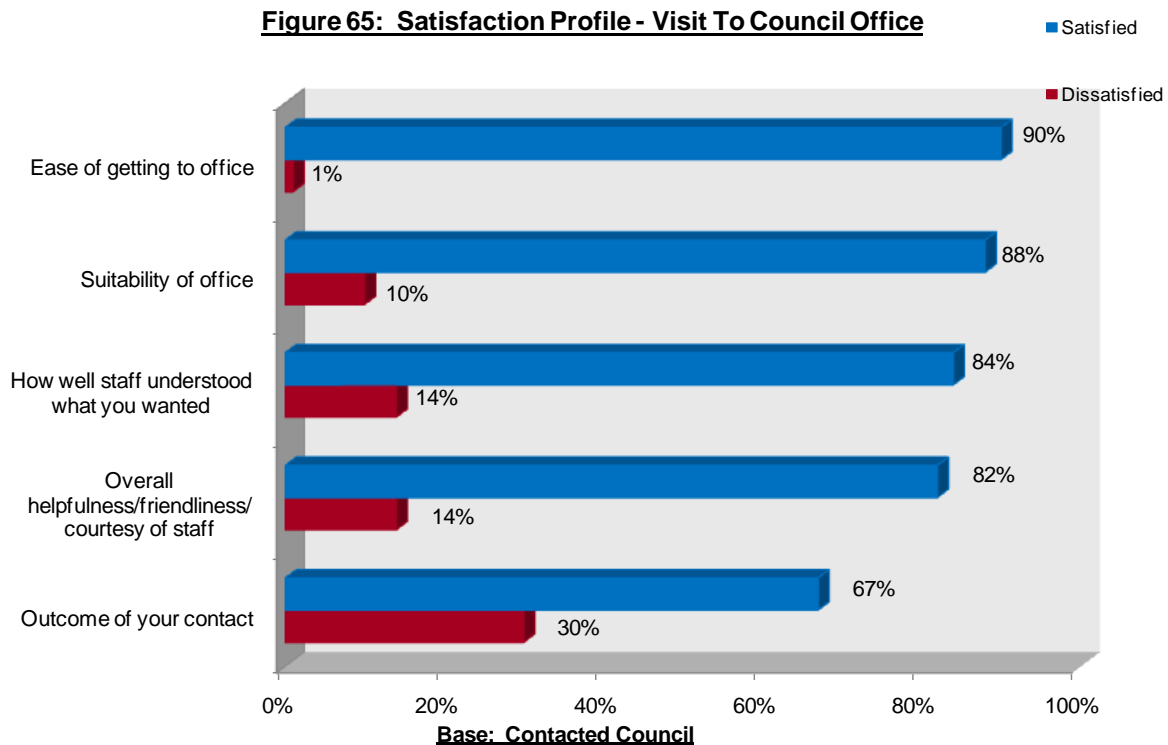


Figure 65 again provides a positive profile of opinion amongst those whose most recent contact with the Council had been through a visit to a Council office, on the basis that a significant majority of respondents noted their satisfaction with each of the five indicators under consideration, namely:

- How easy it was to get to the office (99% satisfied)
- The suitability of the office e.g. waiting areas, privacy, access for disabled people etc. (88%)
- How well the staff understood what they wanted (84%)
- Overall helpfulness, friendliness and courtesy of the staff they dealt with (82%)
- Outcome of their contact (67%)

[1]It should be noted that the percentages here may not add up to 100 as respondents had the option to provide a 'neither/nor' or 'can't say' response.

Again, although levels of dissatisfaction here were limited, 3 out of 10 respondents (30%) did note their dissatisfaction with the 'outcome of their contact'.

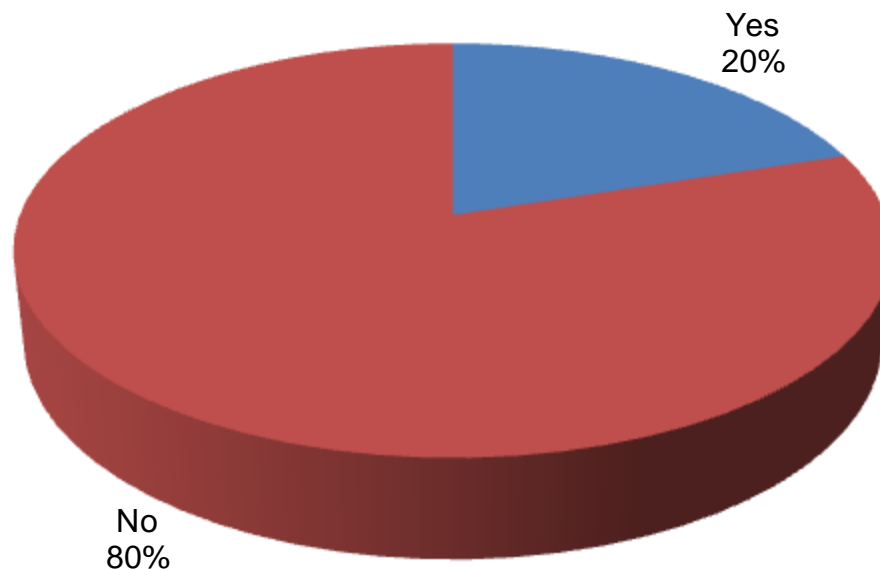
Further examination of the data indicates that levels of satisfaction with each indicator were highest amongst the respondent types noted:

- How easy it was to get to the office: no notable variances
- Suitability of the office: respondents in Central & West Angus (95%)
- Overall helpfulness, friendliness and courtesy of the staff dealt with: respondents in South Angus and Central & West Angus (90% and 87% respectively), females (86% compared to 79% for males) and respondents aged 25 or over (84%)
- How well staff understood what was wanted: respondents in Central & West Angus and South Angus (90% and 87% respectively) and those aged 25 or over (84%)
- Outcome of contact: respondents aged 65 or over (76%), those in South Angus (73%) and females (71% compared to 63% for males)

9.2 Electronic Contact With The Council

"Have you ever used the Council's website?"

Figure 66: Ever Used Council's Website?

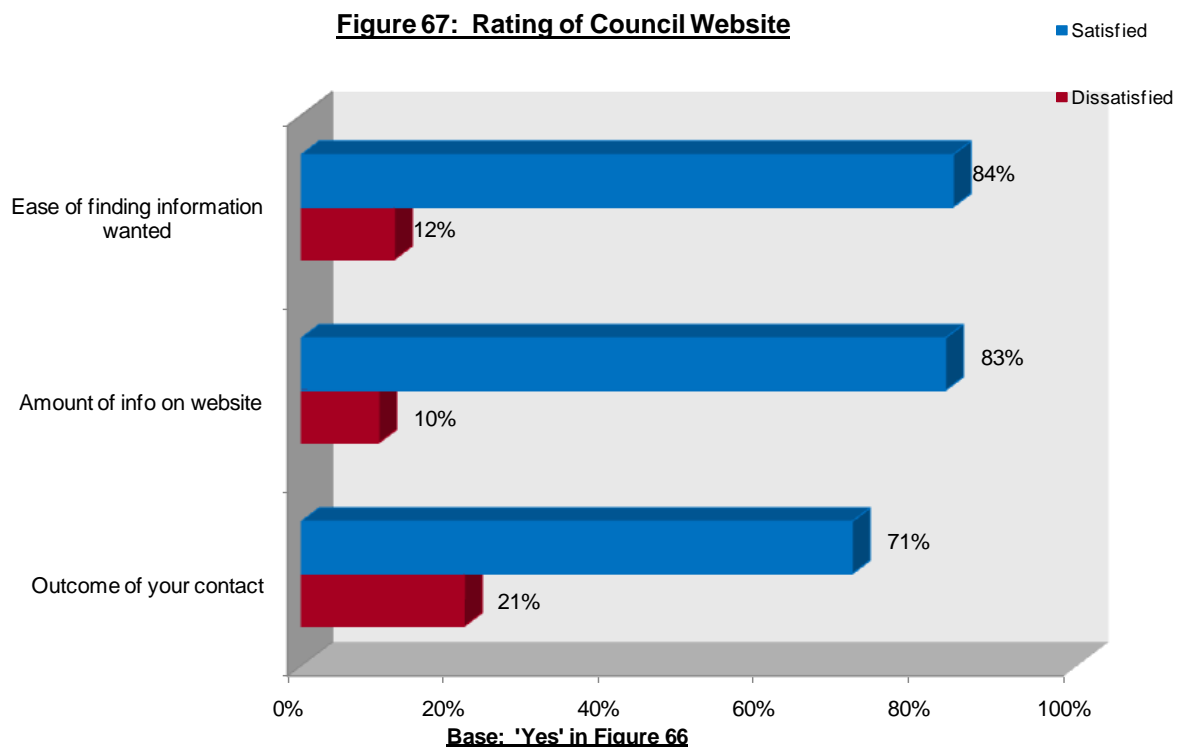


Base: All Respondents

From Figure 66 it can be seen that 1 in 5 respondents (20%) stated that they had used the Council's website, with use of the website being highest amongst:

- Economically active respondents (29% compared to 9% for non economically active respondents)
- Respondents aged under 65 (26% compared to 4% for those aged 65 or over)

“How would you rate the website in terms of the following?” [1]



From Figure 67 it can be seen that amongst those who had used the Council's website, a significant majority noted their satisfaction with three of its key elements, namely:

- How easily they managed to find the information they wanted (84% satisfied)
- The amount of information provided on the website (83%)
- The outcome of their contact (71%)

Despite this positive profile, however, it should be noted that around 1 in 5 respondents here (21%) noted their dissatisfaction with the 'outcome of their contact'.

[1]It should be noted that the percentages here may not add up to 100 as respondents had the option to provide a 'neither/nor' or 'can't say' response.

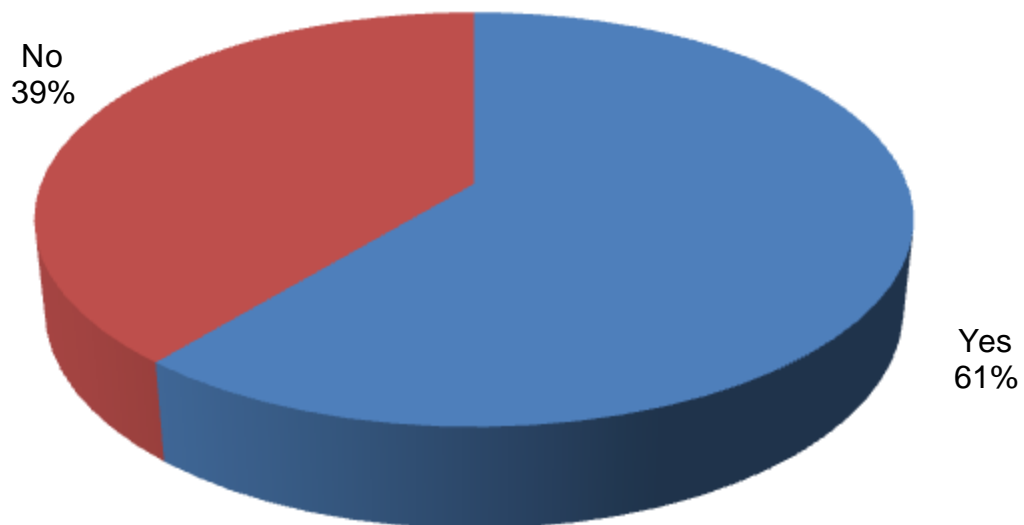
Further examination of the data indicates that highest levels of satisfaction with each of the indicators under consideration were noted by the respondent types indicated:

- Ease of finding information wanted: respondents aged 25-44 and 45-64 (87% and 85% respectively) and respondents outwith South Angus (86%)
- Amount of information provided on website: respondents aged 25-44 (89%) and those in urban areas (87%)
- Outcome of contact: respondents aged 16-24 and 25-44 (80% and 74% respectively), those resident in Central & West Angus (77%) and those in urban areas (73%)

10.0 INFORMATION PROFILE

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

Figure 68: Receive Enough Information About The Council & Its Services?



Base: All Respondents

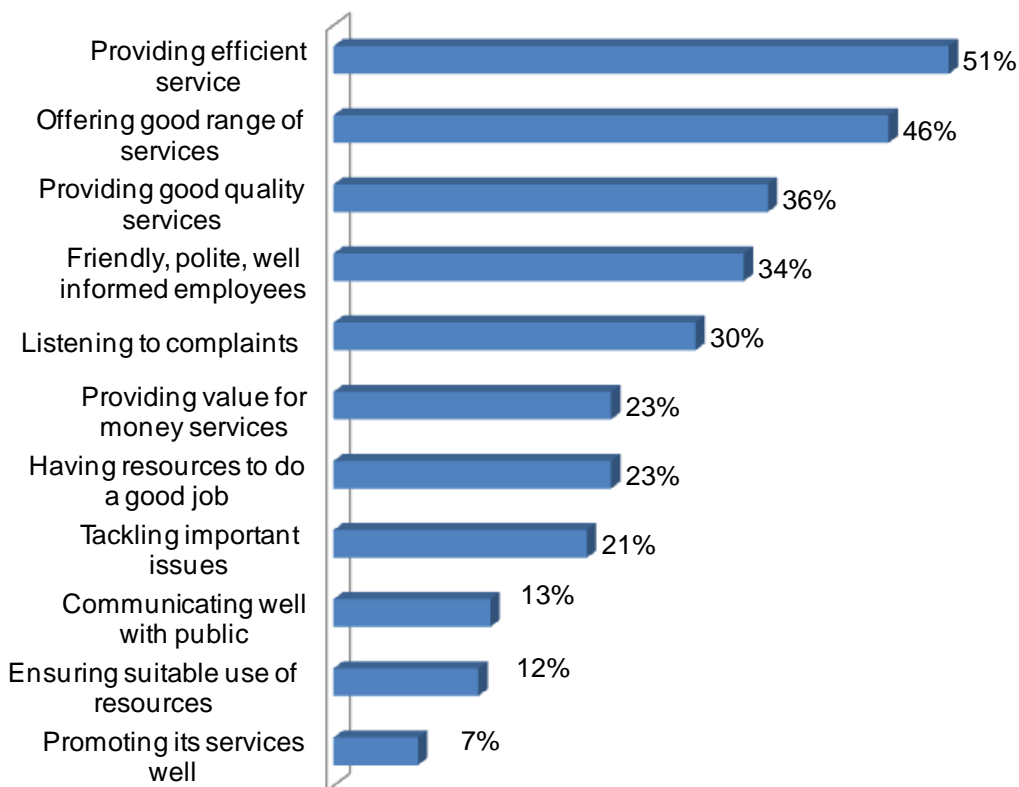
Figure 68 indicates that 3 out of 5 respondents (61%) stated their belief that they receive enough information about Angus Council and the services it provides, with this outcome being most common amongst respondents aged 65 or over (67%) and respondents in the Central & West Angus and South Angus areas (66% and 65% respectively).

11.0 COUNCIL PROFILES

11.1 Priorities

“I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of most importance to you. Angus Council ...”

Figure 69: Angus Council Priority Profile



Base: All Respondents

From Figure 69 it can be seen that two primary priorities emerged amongst respondents in relation to Angus Council, namely:

- Providing an efficient service (51%)
- Offering a good range of services (46%)

Thereafter, secondary priority was placed upon:

- Providing good quality services (36%)
- Having friendly, polite, helpful, well informed employees (34%)
- Listening to complaints (30%)

Further examination of the data indicates the following variances:

- Offering a good range of services increases in priority with age i.e.:

- 16-24 = 37%
- 25-44 = 44%
- 45-64 = 47%
- 65 or over = 50%

In addition, this indicator has lowest priority amongst respondents in Central & West Angus (34%)

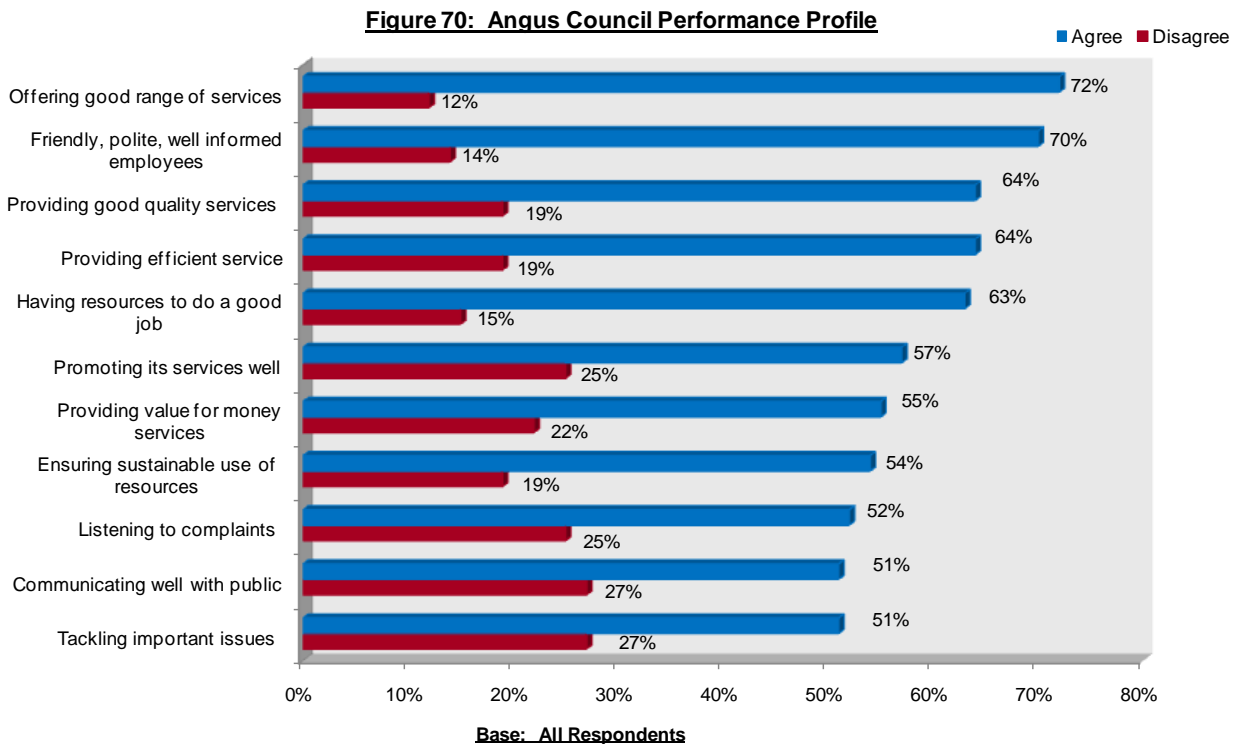
- Having the resources to do a good job ranges in priority from 17% for those in South Angus to 28% for those in Central & West Angus
- Providing efficient services assumes lowest priority for respondents aged 16-24 (42%), and highest priority respondents in Central & West Angus and North Angus (57% and 56% respectively) and non economically active respondents (53% compared to 48% for economically active respondents)
- Providing services which are value for money assumes lowest priority for respondents aged 16-24 (13%) and those in deprived areas (14% compared to 23% on average)
- Providing good quality services assumes highest priority amongst respondents in North Angus and Central & West Angus (42%)
- Having friendly, polite, helpful, well informed employees assumes highest priority for respondents in deprived areas (42% compared to 34% on average) and those in South Angus and East Angus (41% and 37% respectively)
- Promoting its services well no notable variances
- Tackling important issues for the future of the area assumes highest importance for respondents in East Angus and South Angus (28% and 25% respectively) and lowest priority for respondents in deprived areas (15% compared to 21% on average)

- Listening to complaints assumes highest priority for respondents aged 16-24 (39%), those in deprived areas (39% compared to 30% on average), those resident in Central & West Angus and South Angus (37% and 32% respectively) and those in urban areas (31% compared to 26% for those in rural areas)
- Communicating well with the public assumes highest priority amongst those in deprived areas (18% compared to 13% on average) and lowest priority amongst those living in North Angus (8%)
- Ensuring sustainable use of resources and care for the environment decreases as a priority with age i.e.:
 - 16-24 = 16%
 - 25-44 = 15%
 - 45-64 = 12%
 - 65 or over = 9%

In addition, this assumes lower priority amongst respondents in deprived areas (6% compared to 12% on average)

11.2 Council Image

“I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Angus Council.....”[1]



From Figure 70 it can be seen that a majority of respondents agreed with all 11 performance indicators under consideration and, in particular, a significant majority agreed that the Council:

- Offers a good range of services (72%)
- Has friendly, polite, helpful, well informed employees (70%)
- Provides good quality services (64%)
- Provides an efficient service (64%)
- Has the resources to do a good job (63%)

[1]It should be noted that the percentages here may not add up to 100 as respondents had the option to provide a 'neither' response.

Despite this positive profile, however, there was an element of disagreement with each of the statements under consideration and, in particular, around a quarter of respondents noted their disagreement with statements pertaining to the Council:

- Tackling important issues for the future of the area (27%)
- Communicating well with the public (27%)
- Listening to complaints (25%)
- Promoting its services well (25%)
- Providing value for money services (22%)

Further examination of the data indicates that agreement with each of the statements under consideration was highest amongst the respondent types indicated:

- Offers a good range of services: respondents aged 65 or over (81%), non economically active respondents (78% compared to 67% for economically active respondents) and those resident in Central & West Angus (78%)
- Has the resources to do a good job: those resident in North Angus and East Angus (68% and 67% respectively), respondents aged 16-44 and 65 or over (both 67% compared to 58% for those aged 45-64) and males (66% compared to 60% for females)
- Providing an efficient service: respondents in rural areas (68% compared to 62% for those in urban areas)
- Providing services which are value for money: no notable variances
- Providing good quality services: respondents aged 65 or over (70%), non economically active respondents (67% compared to 61% for economically active respondents) and those resident in South Angus and Central & West Angus (both 67%)
- Having friendly, polite, helpful well informed employees: respondents in South Angus and Central & West Angus (both 76%) and older respondents i.e.:
 - 16-24 = 64%
 - 25-44 = 68%
 - 45-64 = 70%

- 65 or over = 76%
- Promoting its services well: ranging from 53% for those in East Angus to 62% for those in Central & West Angus
- Tackling important issues for the future of the area: respondents aged 16-24 and 65 or over (53% and 51% respectively), males (50% compared to 41% for females) and those in South Angus (50%)
- Listening to complaints: respondents in Central & West Angus (62%) and those aged 25 or over (52%)
- Communicating well with the public: respondents deprived areas (58% compared to 51% on average), those in rural areas (57% compared to 48% for those in urban areas) and those in Central & West Angus and South Angus (56% and 53% respectively)
- Ensuring sustainable use of resources and care for the environment: respondents in deprived areas (61% compared to 54% on average), economically active respondents (57% compared to 51% for non economically active respondents) and those outwith Central & West Angus (56%)

It should be noted that there was a general correlation between the ranking of priorities and performance and, in particular, four of the five top ranked priorities were also ranked within the top five in terms of performance – with the exception being ‘listening to complaints’ which was the 5th ranked priority but the 9th ranked in terms of performance.

In addition, there were two other notable ‘mismatches’ here in terms of priority and performance rankings, namely:

- Providing an efficient service: which was the 1st ranked priority, but the 4th ranked in terms of performance
- Promoting its services well: which was the 11th ranked priority, but the 6th ranked in terms of performance

APPENDIX I
QUESTIONNAIRE

YOUR HOUSE AND NEIGHBOURHOOD

[INTERVIEWER: Please code location of interview from sample sheets]

Kirriemuir & Dean	1
Brechin & Edzell	2
Forfar & District	3
Monifieth & Sidlaw	4
Carnoustie & District	5
Arbroath West & Letham	6
Arbroath East & Lunan	7
Montrose & District	8

Q1 The first few questions are about this neighbourhood. What do you like best about living in this neighbourhood?

Q2 What you like least about living in this neighbourhood?

Q3 How long have you lived in this neighbourhood?

Up to one year	1
1-2 years	2
3-5 years	3
6-10 years	4
Over 10 years	5
Always lived there	6
Don't know	7

Q4 How long have you lived in this house?

Up to one year	1
1-2 years	2
3-5 years	3
6-10 years	4
Over 10 years	5
Always lived there	6
Don't know	7

[SHOWCARD 1]

Q5 Please tell me which of the descriptions on this card best describes your house

Rented from the Council	1
Rented from a housing association	2
Rented from a private landlord or owner	3
Owned by you (not ex Council)	4
Owned by you (ex Council)	5
Other (please specify)	6

Q6 How satisfied/dissatisfied are you with your house or home?

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very Dissatisfied	4

Q7 Could you please tell me if you think this neighbourhood has changed over the past 5 years, or since you've been living here if it's less than 5 years?

Yes - has got better	1	Go to Q8
Yes - has got worse	2	Go to Q8
No change	3	Go to Q9
Don't know	4	Go to Q9

Q8 In what ways do you think it has changed? WRITE IN BELOW

NEIGHBOURHOOD AND SERVICES

[SHOWCARD 2]

Q9 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in this neighbourhood? **(Interviewer, code in Col Q9 below)**

[SHOWCARD 3]

Q10 And, looking at this card, how easy is it for you to access those services and facilities in this neighbourhood? **(Interviewer, code in Col Q10 below)**

	Q9					Q10				
	Very Satis.	Fairly Satis.	Fairly Dissatis.	Very Dissatis	Doesn't exist/ never used	Very easy	Fairly easy	Fairly difficult	Very Difficult	Doesn't exist/ never used
Local Health services	1	2	3	4	5	1	2	3	4	5
Police service	1	2	3	4	5	1	2	3	4	5
Fire service	1	2	3	4	5	1	2	3	4	5
Refuse collection	1	2	3	4	5	1	2	3	4	5
Local Schools	1	2	3	4	5	1	2	3	4	5
Social care/social work services	1	2	3	4	5	1	2	3	4	5
Public transport	1	2	3	4	5	1	2	3	4	5
Street cleaning	1	2	3	4	5	1	2	3	4	5
Sports and leisure facilities	1	2	3	4	5	1	2	3	4	5
Community centre and library	1	2	3	4	5	1	2	3	4	5
Parks and open spaces	1	2	3	4	5	1	2	3	4	5
Local phone boxes	1	2	3	4	5	1	2	3	4	5
Local youth facilities	1	2	3	4	5	1	2	3	4	5
Local shops	1	2	3	4	5	1	2	3	4	5
Community Warder Service	1	2	3	4	5	1	2	3	4	5

Q11. Do you have any other comments you would like to make about these local services and facilities? **(Probe fully. Do not prompt)**

None 1

Q12 Do you find access to local services affordable?

Yes	1
No	2

[SHOWCARD 4]

Q13 Looking at this card, how satisfied are you with the following in this neighbourhood?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
Children's Play Areas	1	2	3	4	5
Cleanliness of Streets	1	2	3	4	5
Shopping Facilities	1	2	3	4	5
Condition of roads, pavements and street lighting	1	2	3	4	5
Quality and maintenance of open spaces	1	2	3	4	5
Cleanliness of the area around your home	1	2	3	4	5

Q14 Overall how satisfied are you with the quality of life in Angus?

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very dissatisfied	4

[SHOWCARD 5]

Q15. How satisfied are you with the following?

	Very Satisfied	Fairly Satisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
The built environment in Angus e.g. buildings, heritage, towns, villages etc.	1	2	3	4	5
The natural environment of Angus e.g. parks, open spaces, countryside etc.	1	2	3	4	5

[SHOWCARD 6]

Q16 I am going to read out some examples of community activities. How often do you, or anyone living in your home, take part in activities like these? Please take your answer from this card

	Daily	Weekly	Monthly	Seldom	Never
After school/children's clubs	1	2	3	4	5
Youth clubs, youth organisations, youth projects or drop-in centres	1	2	3	4	5
Information, advice & guidance services for young people	1	2	3	4	5
Organised Sporting activities/classes/clubs	1	2	3	4	5
Organised Social/Leisure activities/classes/clubs	1	2	3	4	5
Organised arts, cultural or heritage groups	1	2	3	4	5
Learning groups or adult education classes	1	2	3	4	5
Self-help or social care groups	1	2	3	4	5
Other Community-based groups/projects	1	2	3	4	5

Q17 Do you undertake any work on an unpaid basis for groups or organisations in Angus?

Yes	1	Go to Q18
No	2	Go to Q19

Q18 Is your experience of volunteering a positive one?

Yes	1
No	2

[SHOWCARD 7]

Q19 I am going to read out some examples of local community engagement activities and organisations. Please tell me

- A) which of them you are aware of, in this area? (**Interviewer, code in Col Q19A below**) and
B) which of them you have taken part in, during the last year? (**Interviewer, code in Col Q19B below**)

[INTERVIEWER: Please ensure you insert a response for A) and B)

	19A		19B	
	AWARE OF		INVOLVED	
	YES	NO	YES	NO
Local Consultation Activities or Events	1	2	1	2
Community Council	1	2	1	2
Tenants or Residents Association	1	2	1	2
Community Festivals and Events	1	2	1	2
Local Area Partnership	1	2	1	2

Q20 How much influence do you feel you have over decisions which affect this neighbourhood?

Great influence	1
Some influence	2
Little influence	3
No influence	4
Don't know	5

HEALTH

Q21 The next few questions are about your health. First of all, could you tell me whether you are registered with a GP or health centre?

Yes	1
No	2
Don't know	3

Q22 Secondly, could you tell me whether you are registered with a dentist?

Yes	1
No	2
Don't know	3

Q23 How good is your health overall?

Very good	1
Good	2
Fair	3
Poor	4
Very poor	5
Don't know	6

[SHOWCARD 8] **(THIS CONTAINS DEFINITIONS OF PHYSICAL ACTIVITY)**

Q24 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

5 days a week or more	1
1-4 days a week	2
Less than once a week	3

[SHOWCARD 9] **(THIS CONTAINS DEFINITIONS OF PORTIONS)**

Q25 How many portions of fruit and vegetables did you eat yesterday?

1	1
2	2
3	3
4	4
5	5
More than 5	6

Q26 Are you, or have you ever been, a smoker?

Currently smoke	1
Used to smoke	2
Never smoked	3

[SHOWCARD 10]

Q27 On the card are some statements about feelings and thoughts.

Please say which box best describes your experience of each over the last 2 weeks

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

EDUCATION

[SHOWCARD 11]

Q28 Please could you tell me which is your highest qualification?

School Leaving Certificate	1
O Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent	2
Higher Grade/CSYS, A Level, Advanced Senior Certificate or equivalent	3
GSVQ Advances, SVQ Level 3, ONC, OND SCOTVEC National Diploma or equivalent	4
City and Guilds	5
HNC, HND, SVQ Levels 4 or 5 equivalent	6
First Degree, Higher Degree	7
Professional Qualifications e.g. teaching, accountancy	8
IT Qualification	9
None of these	10
Other	11
Don't Know	12

Q29 Are you currently undertaking any course that will lead to an academic or vocational qualification?

Yes

1

No

2

Q30 In the last year have you undertaken any other courses which don't receive a formal qualification, although you may receive a certificate at the end? This may include, for example, recruitment or numeracy, literacy or IT skills

Yes

1

No

2

EMPLOYMENT

Q31 Are you the head of household?

Yes

1

If yes, fill out column A only

No

2

If no, fill out column A **and** B

[SHOWCARD 12]

Q32 Please could you tell me which of the phrases on this card best describes your working status and (INTERVIEWER: if respondent is not head of household) the **working status** of the head of your household)?

	Col A	Col B
	Respondent	Head of Household
Employed (full time 30 hours or more)	1 Go to Q33	1
Employed (part time less than 30 hours)/Job Share	2 Go to Q33	2
Self Employed	3 Go to Q33	3
Unemployed for up to 6 months - seeking work	4 Go to Q33	4
Unemployed for 6-24 months - seeking work	5 Go to Q33	5
Unemployed 2yrs + - seeking work	6 Go to Q33	6
Unemployed 5yrs + - seeking work	7 Go to Q33	7
Not employed - not seeking work	8 Go to Q33	8
Student (full-time)	9 Go to Q33	9
Student (part-time)	10 Go to Q33	10
Training - New Deal	11 Go to Q33	11
Training - other than New Deal	12 Go to Q33	12
Permanently sick/disabled - unable to work	13 Go to Q35	13
Looking after the home	14 Go to Q35	14
Caring for children	15 Go to Q35	15
Caring for elderly relatives	16 Go to Q35	16
Caring for partner	17 Go to Q35	17
Volunteer	18 Go to Q35	18
Retired	19 Go to Q35	19
Other (please write in)	20 Go to Q35	20

Q33 What is your occupation or, if you are not currently employed, what is the job you usually do? [INTERVIEWER: Please probe for details of job title, responsibilities etc and code appropriate social classification below].

A	Higher Managerial, Administrative or Professional	1
B	Intermediate Managerial, Administrative or Professional	2
C1	Supervisory, Clerical, Junior Administrative or Professional	3
C2	Skilled Manual Workers	4
D	Semi Skilled or Unskilled Manual Workers	5
E	State Pensioners and Casual Earners	6

[SHOWCARD 13]

Q34 What do you consider are the main barriers to finding a job in Angus? (INTERVIEWER: code all that apply)

Lack of skills in general	1
Lack of computer skills	2
Lack of information about job opportunities	3
Time needed for education or training	4
Long term sickness or disability	5
Caring for children	6
Caring for a dependent adult	7
Travel costs	8
Availability of public transport	9
Wages too low/pay level	10
Lack of job opportunities in Angus	11
Lack of experience	12
Age (too old or young)	13
Not wanting to travel far for a job	14
Not wanting to work	15
Lack of confidence	16
After loss of benefits, I/people would be worse off	17
The area that I/people stay in	18
Difficulty in getting an interview	19
Lack of interview skills	20
Type of work available	21
Type of working hours available	22
Inflexible work conditions	23
Not looking for work	24
Other (please say what)	25

Q35 Does anyone in your household receive any of the following benefits? [INTERVIEWER: read out and code all that apply below]

	Yes	No
Income based Job Seekers' Allowance	1	2
Income support	1	2
Housing benefit	1	2
Incapacity/Sickness benefit	1	2
Employment Support Allowance	1	2

COMMUNITY SAFETY

Q36 In the past year, have you ever felt fearful about becoming a victim of crime?

Yes	1	Go to Q37
No	2	Go to Q38

Q37 How frequently have you felt fearful?

All the time	1
Occasionally	2
Rarely	3

Q38 Have you or a member of your household been a victim of crime in the last year?

Yes	1	Go to Q39
No	2	Go to Q40
Don't know	3	Go to Q40

[SHOWCARD 14]

Q39(A) What type of crime have you or a member of your household been a victim of in the last year?
(Interviewer, code in Col 39A below)

and

Q39(B) Where did it happen? **(Interviewer, code in Col 39B below)**

Type of Crime	39A (please circle)	39B (please tick appropriate box)		
		Neighbourhood	Elsewhere in Angus	Outwith Angus
Assault	1	1	2	3
Robbery	1	1	2	3
Housebreaking	1	1	2	3
Theft from a vehicle	1	1	2	3
Theft of a vehicle	1	1	2	3
Vandalism	1	1	2	3
Anti-social behaviour	1	1	2	3
Other (specify)	1	1	2	3

MONEY MATTERS

Q40 Do you or your spouse/partner have a bank or building society account?

Yes	1
No	2

Q41 Do you have insurance for the contents of your house such as the furniture, electrical goods etc?

Yes	1
No	2

Q42 If you had to get hold of £500 at short notice, would you be able to?

- | | | |
|-----|---|-----------|
| Yes | 1 | Go to Q43 |
| No | 2 | Go to Q44 |

[SHOWCARD 15]

Q43 Where would you get the money from? (INTERVIEWER: code all that apply)

Personal savings	1
Bank or Building Society loan	1
Bank or Building Society overdraft	1
Use credit card	1
Friends/family	1
Credit Union	1
Doorstep Lenders (e.g. Provident)	1
Cheque cashing shop	1
Pawnbroker	1
Unlicensed moneylender	1
Other (please specify)	1

CONTACTING YOUR LOCAL COUNCIL

This section refers specifically to the services provided by Angus Council.

Q44 When you last contacted Angus Council, was this contact to ... **(Read out list. Code all that apply)**

- | | | |
|------------------------------------|---|-----------|
| Make a complaint | 1 | Go to Q45 |
| Seek information | 2 | Go to Q46 |
| Request a service | 3 | Go to Q47 |
| Make a suggestion | 4 | Go to Q48 |
| Have never contacted Angus Council | 5 | Go to Q55 |

Q45 Overall, how satisfied were you that the Council responded reasonably to your complaint?

- | | | |
|------------------------------------|---|-----------|
| Very satisfied | 1 | Go to Q48 |
| Fairly satisfied | 2 | Go to Q48 |
| Neither satisfied nor dissatisfied | 3 | Go to Q48 |
| Fairly dissatisfied | 4 | Go to Q48 |
| Very dissatisfied | 5 | Go to Q48 |
| Can't say | 6 | Go to Q48 |

Q46 Overall, how satisfied were you with this contact to seek information?

- | | | |
|------------------------------------|---|-----------|
| Very satisfied | 1 | Go to Q48 |
| Fairly satisfied | 2 | Go to Q48 |
| Neither satisfied nor dissatisfied | 3 | Go to Q48 |
| Fairly dissatisfied | 4 | Go to Q48 |
| Very dissatisfied | 5 | Go to Q48 |
| Can't say | 6 | Go to Q48 |

Q47 Overall, how satisfied were you with this contact to request a service?

Very satisfied	1	Go to Q48
Fairly satisfied	2	Go to Q48
Neither satisfied nor dissatisfied	3	Go to Q48
Fairly dissatisfied	4	Go to Q48
Very dissatisfied	5	Go to Q48
Can't say	6	Go to Q48

Q48 On your most recent contact with the Council, did you.....

Get what you need at <u>that</u> contact	1
Have to contact the Council again about the same issue	2

[SHOWCARD 16]

Q49 With which of these services was your most recent contact? **(Code one only)**

Financial Services (e.g. Council Tax, Housing Benefit)	1	Go to Q50
Planning and Building Control	2	Go to Q50
Education Services (e.g. schools)	3	Go to Q50
Economic Development Services (e.g. business advice)	4	Go to Q50
Social Work Services (e.g. home care, community meals, residential care)	5	Go to Q50
Housing Services	6	Go to Q50
Improvement Grants	7	Go to Q50
Art Galleries and Museums	8	Go to Q50
Leisure and Parks Services	9	Go to Q50
Libraries	10	Go to Q50
Refuse Collection	11	Go to Q50
Environmental Health Services (e.g. pest control, food safety)	12	Go to Q50
Trading Standards Services	13	Go to Q50
Legal Services	14	Go to Q50
Licensing Services	15	Go to Q50
Registrar Services	16	Go to Q50
Personnel Services (e.g. a job application)	17	Go to Q50
Roads and Transportation Services	18	Go to Q50

Q50 Was your most recent contact (Read out list. Code one only)

By a letter	1	Go to Q55
By a telephone call to the Council	2	Go to Q51
By a personal visit to a Council office	3	Go to Q52
By e-mail	4	Go to Q53
By visiting the Council's website	5	Go to Q54

[SHOWCARD 17]

Q51 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS	
How quickly the phone was answered	1	2	3	4	5	6	
How easy it was to get through to someone who could help	1	2	3	4	5	6	
Overall helpfulness/friendliness/courtesy of the staff you dealt with	1	2	3	4	5	6	
How well the staff understood what you wanted	1	2	3	4	5	6	
The outcome of your contact	1	2	3	4	5	6	Go to Q55

[SHOWCARD 18]

Q52 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS	
How easy it was to get to the office	1	2	3	4	5	6	
The suitability of the office e.g. waiting areas, privacy, access for disabled people etc	1	2	3	4	5	6	
Overall helpfulness/friendliness/courtesy of the staff you dealt with	1	2	3	4	5	6	
How well the staff understood what you wanted	1	2	3	4	5	6	
The outcome of your contact	1	2	3	4	5	6	Go to Q55

[SHOWCARD 19]

Q53 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS	
How quickly you received a reply to your e-mail	1	2	3	4	5	6	
The extent to which the first reply you received answered your query	1	2	3	4	5	6	
The outcome of your contact	1	2	3	4	5	6	Go to Q55

[SHOWCARD 20]

Q54 How would you rate your most recent contact with the Council in terms of the following?

	VS	FS	N/N	FD	VD	CS
How easily you managed to find the information you wanted	1	2	3	4	5	6
The amount of information provided on the website	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Go to Q57

Q55 Have you ever used the Council's website?

Yes

1

 Go to Q56
 No

2

 Go to Q57

[SHOWCARD 20]

Q56 How would you rate the website in terms of the following?

	VS	FS	N/N	FD	VD	CS
How easily you managed to find the information you wanted	1	2	3	4	5	6
The amount of information provided on the website	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

Q57 Generally, do you feel that you receive enough information about the Council and the services it provides?

Yes

1

 No

2

VIEWS ABOUT THE COUNCIL

[SHOWCARD 21]

Q58 **I am going to read out a list of statements about your local Council** and would like you to tell me which 3 are of the most importance to you. Angus Council... **(Code 3 only)**

Offering a good range of services	1
Having the resources to do a good job	1
Providing an efficient service	1
Providing services which are value for money	1
Providing good quality services	1
Having friendly, polite, helpful, well informed employees	1
Promoting its services well	1
Tackling important issues for the future of the area	1
Listening to complaints	1
Communicating well with the public	1
Ensuring sustainable use of resources and care for the environment	1

[SHOWCARD 22]

Q59 I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Angus Council.....

	Agree	Disagree	Neither
Offers a good range of services	1	2	3
Has the resources to do a good job	1	2	3
Provides an efficient service	1	2	3
Provides services which are value for money	1	2	3
Provides good quality services	1	2	3
Has friendly, polite, helpful, well informed employees	1	2	3
Promotes its services well	1	2	3
Tackles important issues for the future of the area	1	2	3
Listens to complaints	1	2	3
Communicates well with the public	1	2	3
Ensures sustainable use of resources and care for the environment	1	2	3

HOUSEHOLD DETAILS

Q60 The final few questions are about the people who live in the household. Could I just check how many adults, aged 16 or over, are there in the household including you? and children? (INTERVIEWER: circle appropriate box for number of adults and number of children).

Number of adults

0	1	2	3	4	5+
0	1	2	3	4	5+

Number of children (aged 0-15 years)

Q61 How many children are there in the household in each age group. (INTERVIEWER: read out age groups and circle appropriate box for number of children)

Less than 3 years

0	1	2	3	4	5+
0	1	2	3	4	5+
0	1	2	3	4	5+

3-5 years

6-15 years

[SHOWCARD 23]

Q62 I'd like to record some basic information about the gender and age of each **adult** in the household. Firstly, can I check which of these age groups you fall into? Then could we take the other adults in turn and I'd simply like to record for each whether they are male or female and their broad age group. CODE DETAILS BELOW

Person	Gender		Age							
	Male	Female	16-24	25-34	35-44	45-54	55-59	60-64	65-74	75+
1. Respondent										
2.										
3.										
4.										
5.										
6.										

Q63 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

0	1
1	2
2	3
3	4
4 or more	5

[SHOWCARD 24]

Q64 Using one of the phrases on this card, please tell me how would you describe your ethnic background?

White

Scottish	1
Other British	2
Irish	3
Any other White background	4

Mixed

Any mixed background	5
----------------------	---

Asian (inc Scottish/British Asian)

Indian	6
Pakistani	7
Bangladeshi	8
Chinese	9
Any other Asian background	10

Black (incl Scottish/British/Black)

Caribbean	11
African	12
Any other Black background	13

Other Ethnic Background

Any other background	14
----------------------	----

Q65 Do you consider yourself to have a disability?

- Yes

1

 Go to Q66
 No

2

 Go to Q67

[SHOWCARD 25]

Q66 By looking at this card, could you please specify what the disability is?

Physical or Motor Impairment	1
Mental Health Issue	2
Learning disability	3
Hearing impairment - partial	4
Hearing impairment - total	5
Visual Impairment - partial	6
Visual Impairment - total	7
Communication Difficulties	8
Multiple Disabilities	9
Other Chronic illness or disability	10

[SHOWCARD 26]

Q67 Please look at this card and specify what is your religion?

None	1
Church of Scotland	2
Roman Catholic	3
Other Christian	4
Buddhist	5
Hindu	6
Jewish	7
Muslim	8
Sikh	9
Another religion (please specify)	10
Would rather not say	11

[SHOWCARD 27]

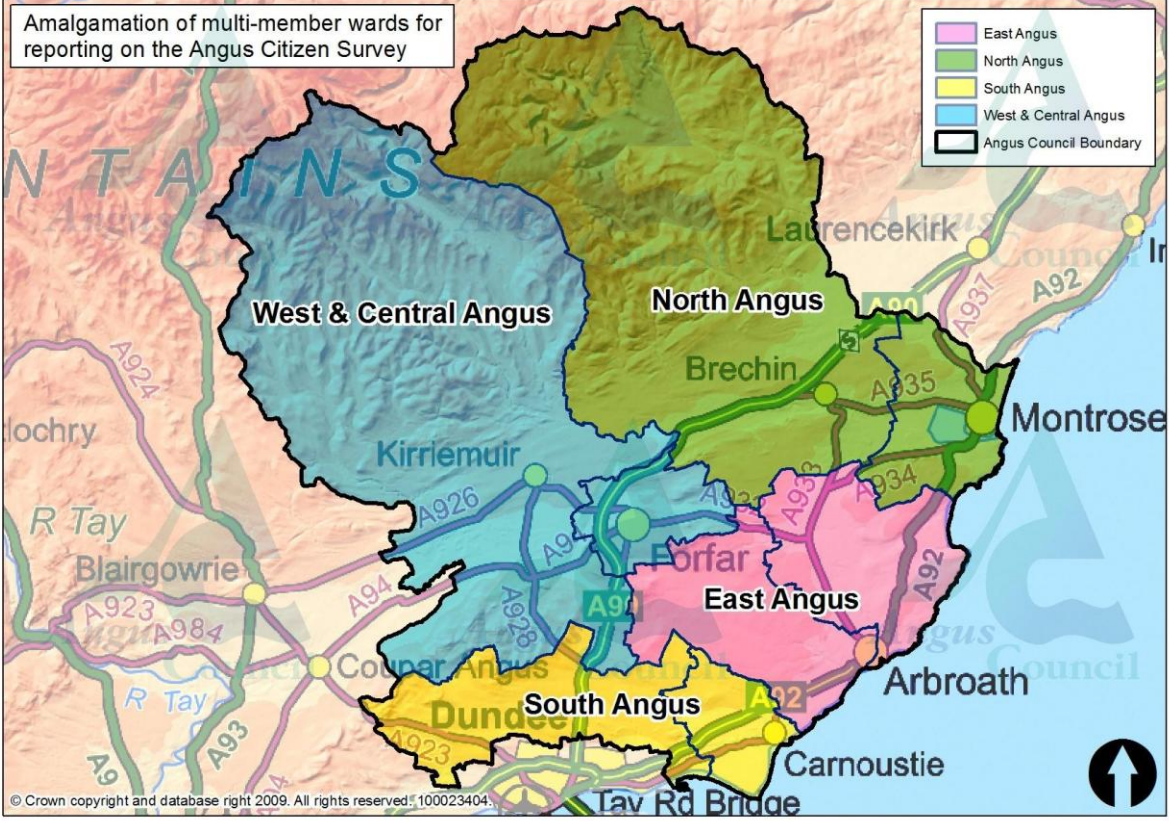
Q68 I have a card here on which various sums of money are shown grouped together. Would you mind looking at the card and tell me in which group the annual household falls. Please use net income from all sources ie after deductions of income tax, national insurance and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

A	Less than £100 per week / £5,299 per year	1
B	£100-199 per week / £5,200 - £10,399 per year	2
C	£200-299 per week / £10,400-£15,599 per year	3
D	£300-399 per week / £15,600-£20,199 per year	4
E	£400-£499 per week / £20,800 - £25,999 per year	5
F	£500-£599 per week / £26,000 - £31,199 per year	6
G	£600 or more per week / £31,200 or more per year	7
H	Don't Know	8
I	Would rather not say	9

APPENDIX II
MAP OF ANGUS

Amalgamation of multi-member wards for reporting on the Angus Citizen Survey

- East Angus
- North Angus
- South Angus
- West & Central Angus
- Angus Council Boundary



APPENDIX III

DEFINITIONS USED FOR CONSUMPTION OF FRUIT & VEGETABLES

SHOWCARD 9

30 MINUTES OF MODERATE PHYSICAL ACTIVITY – NOT NECESSARILY AT ONE TIME

- WALKING OR CYCLING
 - WORK RELATED PHYSICAL TASKS E.G. DELIVERING POST, HOUSEHOLD DECORATOR
 - HOUSEWORK OR GARDENING
 - ACTIVE RECREATION OR SOCIAL SPORT E.G. BADMINTON, SWIMMING, GOING TO GYM
-

SHOWCARD 10

ONE PORTION = 80g = ANY OF THESE

- 1 APPLE, BANANA, PEAR, ORANGE OR OTHER SIMILAR SIZED FRUIT
 - 2 PLUMS OR SIMILAR SIZED FRUIT
 - ½ GRAPEFRUIT OR AVOCADO
- 1 SLICE OF LARGE FRUIT, SUCH AS MELON OR PINEAPPLE
- 3 HEAPED TABLESPOONS OF VEGETABLES, EXCLUDING POTATO (RAW, COOKED, FROZEN OR TINNED)
- 3 HEAPED TABLESPOONS OF BEANS AND PULSES (HOWEVER MUCH YOU EAT, BEANS AND PULSES COUNT AS A MAXIMUM OF ONE PORTION A DAY)
- 3 HEAPED TABLESPOONS OF FRUIT SALAD (FRESH OR TINNED IN JUICE) OR STEWED FRUIT
- 1 HEAPED TABLESPOON OF DRIED FRUIT (SUCH AS RAISINS OR APRICOTS)
 - 1 CUPFUL OF GRAPES, CHERRIES OR BERRIES
 - A DESSERT BOWL OF SALAD
- 150ml GLASS OF FRUIT JUICE (HOWEVER MUCH IS CONSUMED, FRUIT JUICE COUNTS AS A MAXIMUM OF ONE PORTION A DAY)

APPENDIX IV

SOCIAL CLASSIFICATION DEFINITIONS

Grade	Social Class	Occupation
A	Upper middle class	Higher managerial, administrative or professional
B	Middle class	Intermediate managerial, administrative or professional
C1	Lower middle class	Supervisory or clerical and junior manager, administrative or professional
C2	Skilled working class	Skilled manual workers
D	Working class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	Casual or lowest grade workers, pensioners and others who depend on the welfare state for their income

The grades are often grouped in to ABC1 and C2DE and these are taken to equate to 'middle class' and 'working class' respectively. Only around 2% of the UK population identifies as 'upper class' and this group is not included in the classification scheme.