



Section 1 - Lifelong Learning

Section 1.1 - Your Views on Lifelong Learning

1. What does Lifelong Learning mean to you?

455 Respondents.

Formal Learning - Pre-School, Primary, Secondary, College, University Education etc.	356 (76%)
Informal Learning - as a member of community groups, adult education, at work etc.	346 (74%)
Independent Learning - using libraries, internet, books etc. on own	381 (82%)

2. Which forms of learning do you feel are relevant to you?

448 Respondents.

Formal Learning - Pre-School, Primary, Secondary, College, University Education etc.	196 (42%)
Informal Learning - as a member of community groups, adult education, at work etc.	274 (59%)
Independent Learning - using libraries, internet, books etc. on own	389 (83%)

3. Thinking about nursery education, could you tell us what you think about the following.

448 Respondents. Percentages based on those providing a firm answer.

	Very good	Good	Poor	Very Poor	Don't Know
Quality of buildings	27 (12%)	166 (77%)	22 (10%)	2 (1%)	231
Quality of teaching	54 (25%)	162 (74%)	4 (2%)	0 (0%)	228

4. Do you think that pre-school children are pushed too hard to learn?

441 Respondents. Percentages based on those providing a firm answer.

Yes	70 (25%)	No	214 (75%)	Don't Know	257
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5. Thinking about primary schools, could you tell us what you think about the following.

Percentages based on those providing a firm answer.

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Behaviour of pupils	15 (4%)	234 (68%)	74 (22%)	20 (6%)	105	448
Quality of buildings	22 (7%)	253 (77%)	46 (14%)	6 (2%)	123	450
State of playing fields	15 (5%)	193 (63%)	77 (25%)	24 (8%)	140	449
Quality of teaching	57 (20%)	210 (71%)	22 (8%)	6 (2%)	156	451
Subjects studied	46 (17%)	197 (72%)	21 (8%)	9 (3%)	177	450
The results pupils achieve	24 (9%)	193 (73%)	41 (16%)	5 (2%)	185	448
School meals	26 (13%)	114 (55%)	46 (22%)	20 (10%)	244	450

6. Do you think that there is too much emphasis on exam results at primary school?

448 Respondents. Percentages based on those providing a firm answer.

Yes	166 (51%)	No	157 (49%)	Don't Know	125
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7. Thinking about secondary schools, could you tell us what you think about the following.

Percentages based on those providing a firm answer.

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Behaviour of pupils	2 (1%)	131 (35%)	176 (47%)	68 (18%)	74	451
Quality of buildings	17 (5%)	260 (77%)	61 (18%)	1 (0%)	115	454
State of playing fields	16 (5%)	247 (77%)	47 (15%)	11 (3%)	133	454
Quality of teaching	31 (11%)	209 (73%)	43 (15%)	3 (1%)	167	453
Computer facilities	63 (24%)	192 (72%)	12 (5%)	1 (0%)	183	451
Subjects studied	41 (15%)	190 (70%)	39 (14%)	3 (1%)	177	450
The results pupils achieve	15 (6%)	174 (66%)	69 (26%)	6 (2%)	187	451
School meals	22 (12%)	109 (57%)	49 (26%)	12 (6%)	259	451

8. Do you think that secondary school leavers are well prepared for the world of work?

454 Respondents. Percentages based on those providing a firm answer.

Yes	60 (17%)	No	302 (83%)	Don't Know	92
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9. Thinking about further-education colleges in Angus and Dundee, could you tell us what you think about the following.

Percentages based on those providing a firm answer.

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Behaviour of students	7 (3%)	196 (70%)	69 (25%)	10 (4%)	170	452
Quality of buildings	39 (13%)	235 (77%)	30 (10%)	1 (0%)	147	452
Quality of teaching	46 (17%)	201 (75%)	15 (6%)	5 (2%)	183	450
Computer facilities	92 (35%)	158 (61%)	8 (3%)	3 (1%)	188	449
Subjects studied	60 (23%)	189 (72%)	12 (5%)	2 (1%)	187	450
The results pupils achieve	27 (12%)	173 (77%)	22 (10%)	3 (1%)	223	448

10. Do you think that Angus and Dundee colleges prepare their students for the world of work?

455 Respondents. Percentages based on those providing a firm answer.

Yes	198 (74%)	No	71 (26%)	Don't Know	186
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11. Do you think that college students should receive grants to cover living expenses?

457 Respondents. Percentages based on those providing a firm answer.

Yes	311 (75%)	No	103 (25%)	Don't Know	43
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12. Thinking about universities, in general, could you tell us what you think about the following.

Percentages based on those providing a firm answer.

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Overall quality of education	86 (25%)	237 (69%)	21 (6%)	0 (0%)	107	451
Student funding	9 (3%)	99 (30%)	161 (50%)	58 (18%)	123	450
Quality of buildings	30 (10%)	264 (84%)	21 (7%)	0 (0%)	134	449
Quality of teaching	59 (19%)	229 (75%)	15 (5%)	2 (1%)	143	448
Computer facilities	95 (33%)	182 (64%)	5 (2%)	3 (1%)	163	448
Subjects studied	73 (24%)	209 (68%)	22 (7%)	4 (1%)	140	448
The results pupils achieve	42 (16%)	198 (74%)	28 (10%)	1 (0%)	177	446

13. Do you think that universities prepare their students for the world of work?

449 Respondents. Percentages based on those providing a firm answer.

Yes	178 (51%)	No	169 (49%)	Don't Know	102
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14. Do you think that universities prepare young people for independent living?

453 Respondents. Percentages based on those providing a firm answer.

Yes	199 (56%)	No	156 (44%)	Don't Know	98
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15. Do you think that universities should charge students tuition fees?

456 Respondents. Percentages based on those providing a firm answer.

Yes	102 (25%)	No	300 (75%)	Don't Know	54
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16. Do you think that university students should receive grants to cover living expenses?

456 Respondents. Percentages based on those providing a firm answer.

Yes	352 (82%)	No	76 (18%)	Don't Know	28
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17. Thinking about on the job learning, could you tell us whether you agree or disagree with the following statements.

Percentages based on those providing a firm answer.

Work-based learning:	Agree Strongly	Agree	Disagree	Disagree Strongly	Don't Know	Responses
is important for the economy	168 (39%)	241 (55%)	26 (6%)	1 (0%)	13	449
meets the needs of employers	109 (26%)	277 (66%)	29 (7%)	3 (1%)	36	454
meets the needs of employees	95 (23%)	286 (68%)	33 (8%)	5 (1%)	34	453
helps people to balance work and learning	104 (24%)	291 (68%)	33 (8%)	1 (0%)	22	451
reduces the cost of learning for employees	85 (21%)	266 (66%)	47 (12%)	5 (1%)	45	448
is a distraction for employers	7 (2%)	66 (17%)	267 (67%)	58 (15%)	48	446
is a distraction for employees	7 (2%)	49 (12%)	285 (70%)	67 (16%)	41	449
puts too many demands on workers	15 (4%)	5 (13%)	269 (67%)	65 (16%)	48	451

18. Do you think that workers generally need work-based learning?

454 Respondents. Percentages based on those providing a firm answer.

Yes	414 (96%)	No	19 (4%)	Don't Know	21
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19. Thinking about opportunities to learn on your own, using libraries, the internet, books and so on, could you tell us whether you agree or disagree with the following statements.

Percentages based on those providing a firm answer.

Learning on my own:	Agree Strongly	Agree	Disagree	Disagree Strongly	Don't Know	Responses
lets me learn about things that interest me	195 (43%)	248 (55%)	8 (2%)	1 (0%)	5	457
makes it difficult to find the right information	9 (2%)	92 (21%)	295 (67%)	42 (10%)	16	454
is cheap	66 (15%)	277 (65%)	77 (18%)	6 (1%)	26	452
lets me learn without being nagged	72 (17%)	290 (68%)	48 (11%)	14 (3%)	23	447
lets me learn when I want	136 (30%)	300 (67%)	10 (2%)	4 (1%)	8	458

20. Which forms of learning do you think are most important in general for the people of Angus?

Score calculated by multiplying the number of responses by a score, from 8 most important, to 1 least important, and adding the result, so, if Nursery Education was ranked as most helpful by 20 people.

This would give $20 \times 8 = 160$.

	Score		Score
Nursery Education	1734	University Education	1911
Primary Education	3013	Learning at work	1846
Secondary Education	3012	Learning in a community group	855
College Education	2180	Learning on your own	928

Section 1.2 - Community Groups

21. Do you belong to any of the following community, voluntary or representative groups?

241 Respondents. Percentages based on those providing a firm answer.

Church Group	103 (43%)	Community Association	28 (12%)
Youth Group	11 (5%)	Tenants Association	9 (4%)
Childcare Group	14 (6%)	Community Group	49 (20%)
School Group	16 (7%)	Voluntary Group	106 (44%)
Sports Group	72 (30%)		



22. How regularly do you attend these groups?

258 Respondents. Percentages based on those providing a firm answer.

Less than once a month	48 (19%)	Once a month	60 (23%)	More than once a month	161 (62%)
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23. How are you involved in the group(s)?

255 Respondents. Percentages based on those providing a firm answer.

As a support worker, as part of your job	17 (7%)	As a participant	168 (66%)
As an office bearer, chair, secretary, etc.	98 (38%)	As an unpaid volunteer	119 (47%)

24. Why did you get involved in the group(s)?

229 Respondents. Percentages based on those providing a firm answer.

For something to do	72 (31%)	I was encouraged by a worker	19 (8%)
I went along with a friend or relative	37 (16%)	To learn new skills	55 (24%)
To meet other people	114 (50%)	To get out of the house	37 (16%)
I am interested in the local community	125 (55%)	I wanted a few hours to myself	17 (7%)

25. What makes it easy to attend the group(s)?

225 Respondents. Percentages based on those providing a firm answer.

Childcare is provided	5 (2%)	Transport is provided	12 (5%)
The time is convenient	170 (76%)	The group is close to home	153 (68%)

26. How would you describe the benefits of being part of the group(s)?

247 Respondents. Percentages based on those providing a firm answer.

I meet new people	177 (72%)	I learn new skills	88 (32%)
It increases my confidence	94 (38%)	I look forward to going	135 (55%)
I contribute to my local community	162 (66%)	It is a gateway to a paid job	13 (5%)

27. Are there any downsides of being part of the group(s)?

126 Respondents. Percentages based on those providing a firm answer.

It takes up a lot of time	59 (47%)	Disagreements and clashes	22 (17%)
Lack of funding restricts activities	53 (42%)	Lack of progress or achievement	33 (26%)

28. Do you think experience as a member of community groups should be recognised?

413 Respondents. Percentages based on those providing a firm answer.

Yes, with a certificate	110 (27%)	Yes, with an award	54 (13%)
Yes, with a qualification	61 (15%)	No	240 (52%)

Section 1.3 - Courses

29. Are there things that prevent you from attending a course? 249 Respondents.

There is no childcare available	26 (10%)	Travel problems	37 (15%)
Not worth it	10 (4%)	It would be embarrassing	7 (3%)
I'm too busy	115 (46%)	I'm too old to learn	58 (23%)
Learning's not for me	8 (3%)	The time is not convenient	84 (34%)

30. Are you currently taking part in any of these forms of education or training? 163 Respondents.

Formal education courses	17 (10%)	Hobbies courses	40 (25%)
Sports courses e.g. Pilates	27 (17%)		
Personal development courses etc.	38 (23%)	Courses tackling health issues	10 (6%)
On the job training	55 (34%)	Higher Education course	8 (5%)
Adult Education or evening class	34 (21%)	Further Education course	14 (9%)
Distance learning	15 (9%)	Open University course	8 (5%)



31. Why did you join the course(s)?

166 Respondents.

For something to do	25 (15%)	I was encouraged by a worker	9 (5%)
To learn new skills	129 (78%)	To meet other people	30 (18%)
I went along with a friend or relative	11 (7%)	To get out of the house	13 (8%)
I wanted a few hours to myself	8 (5%)	I needed to for my job	46 (28%)
To help me get a job	21 (13%)		

32. What makes it easy to attend the course(s)?

150 Respondents.

The cost of the course is low	56 (37%)	The course is free	54 (36%)
Childcare is provided	6 (4%)	Transport is provided	5 (3%)
The time is convenient	104 (69%)	The course is close to home	76 (51%)

33. What are the benefits of attending the course(s)?

184 Respondents.

I meet other people	89 (48%)	I learn new skills	155 (84%)
It increases my confidence	84 (46%)	I look forward to going	68 (37%)
I contribute to my local community	29 (16%)	It is a gateway to a paid job	16 (9%)
I achieve personal goals	123 (67%)	I will gain a qualification	62 (34%)

34. What improvements to learning opportunities would you like to see in your community?

363 Respondents.

More sports courses e.g. Pilates	79 (22%)	More hobby courses	133 (37%)
More personal development courses etc.	108 (29%)	More courses on health issues	88 (24%)
More courses on new technology	125 (34%)	More courses with childcare	53 (15%)
More low cost courses	192 (53%)	Easier registration for classes	42 (12%)
Better information on groups, classes, etc	108 (30%)	More opportunities to share talents	87 (24%)

35. Where would you like this course or learning activity to be held?

378 Respondents.

Arbroath	121 (32%)	Forfar	83 (25%)
Brechin	47 (12%)	Monifieth	47 (12%)
Kirriemuir	41 (11%)	Montrose	65 (17%)
Carnoustie	67 (18%)		
In my local neighbourhood	84 (22%)	In my village	48 (13%)
At work	30 (8%)	At home using self-study	83 (22%)

36. Which educational or professional qualification do you have, if any?

431 Respondents.

No formal qualifications	73 (17%)	Apprenticeship	58 (13%)
Standard Grade/O Grade	234 (54%)	HNC	65 (15%)
Highers	163 (38%)	HND/Diploma	66 (15%)
SVQ 1/2/3	47 (11%)	Degree (University/HE Institution)	147 (34%)

Section 1.4 - Angus College

37. Have you ever received an Angus College brochure? 455 Respondents.

Yes	401 (88%)	No	33 (7%)	Don't Know/Can't remember	21 (5%)
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38. Did you read the Angus College brochure?

409 Respondents.

Yes	379 (93%)	No	30 (7%)
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39. Did you find it easy to read?

378 Respondents.

Very easy	174 (46%)	Easy	177 (47%)	Neither easy nor hard	15 (4%)
Hard	2 (1%)	Very hard	0 (0%)	Can't remember	10 (3%)

40. Have you visited the Angus College website?

449 Respondents.

Yes	62 (14%)	No	381 (85%)	Don't Know/Can't remember	6 (1%)
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41. How would you rate the website, in terms of:

Percentages based on those providing a firm answer.

	Very Good	Good	Poor	Very Poor	Don't Know	Responses
Being easy to use	12 (20%)	46 (75%)	3 (5%)	0 (0%)	14	75
Providing the information you were seeking	9 (16%)	40 (69%)	7 (12%)	2 (3%)	12	70
The site as a whole	12 (21%)	41 (71%)	4 (7%)	1 (2%)	12	70

Section 1.5 – Reading, Writing, Spelling and Number Skills

42. What reading do you do in the course of everyday life?

	Often	Sometimes	Occasionally	Never	Responses
Reading official letters	281 (67%)	98 (23%)	40 (9%)	3 (1%)	422
Newspapers	401 (89%)	36 (8%)	14 (3%)	2 (0%)	453
Books	311 (71%)	83 (19%)	38 (9%)	6 (1%)	438
Reports	184 (47%)	102 (26%)	78 (20%)	24 (6%)	388
Timetables	113 (30%)	107 (29%)	113 (30%)	39 (10%)	372
Personal letters	274 (64%)	99 (23%)	55 (13%)	2 (0%)	430
E-mails	250 (64%)	31 (8%)	18 (5%)	94 (24%)	393
Reports at work	167 (47%)	36 (10%)	29 (8%)	125 (35%)	357
Reading to children	123 (32%)	65 (17%)	83 (22%)	111 (29%)	382

43. What writing do you do in the course of everyday life?

	Often	Sometimes	Occasionally	Never	Responses
Business letters	140 (35%)	130 (33%)	84 (21%)	46 (12%)	400
Cheques	204 (47%)	148 (34%)	57 (13%)	26 (6%)	435
Reports	118 (32%)	81 (22%)	64 (18%)	101 (28%)	364
Timesheets	90 (25%)	31 (9%)	50 (14%)	186 (52%)	357
Personal letters	164 (38%)	163 (38%)	90 (21%)	9 (2%)	426
E-mails	212 (55%)	52 (17%)	29 (7%)	95 (24%)	388
Reports at work	116 (33%)	52 (15%)	35 (10%)	150 (42%)	353
Essays	35 (10%)	36 (10%)	56 (16%)	224 (64%)	351



44. What use do you make of number skills and calculations?

	Often	Sometimes	Occasionally	Never	Responses
Working out payments in shops	312 (74%)	72 (17%)	22 (5%)	14 (3%)	420
Assisting with homework	65 (18%)	55 (15%)	48 (14%)	187 (53%)	355
Reading payslips	176 (47%)	71 (19%)	36 (10%)	88 (24%)	371
Reading bank statements	345 (78%)	69 (16%)	25 (6%)	4 (1%)	443
Managing time	212 (58%)	54 (15%)	40 (11%)	59 (16%)	365
Managing the household budget/bills	317 (74%)	61 (14%)	33 (8%)	15 (4%)	426
Timesheets	90 (26%)	43 (12%)	36 (10%)	181 (52%)	350
Expenses claims	90 (25%)	62 (17%)	61 (17%)	150 (41%)	363
Understanding timetables	128 (32%)	126 (32%)	99 (25%)	44 (11%)	397

If there any of these activities that you feel you need, or would like to be able to do better, please use the box at the end of the survey to tell us.

45. If you were to seek help with reading, writing, spelling or number skills, which of the following styles of learning would you choose to use?

322 Respondents.

Working in a traditional class	60 (19%)	Working in a small group	184 (57%)
Working on your own using paper based self study materials	94 (29%)	Working on your own using computer programmes	118 (37%)

46. Where would you like to go to learn how to improve your reading, writing, spelling or number skills?

254 Respondents.

Community centre or hall	78 (31%)	Angus College - Arbroath	91 (36%)
Dundee College	18 (7%)	Angus College - Outreach Centre	77 (30%)
At work	20 (8%)	Library	112 (44%)

47. What do you think would stop you seeking help with your reading, writing, spelling or number skills?

219 Respondents.

The cost	79 (36%)	Lack of time	94 (43%)
Lack of childcare	31 (14%)	Travel problems	32 (15%)
What people would think about me	79 (36%)	Lack of confidence	85 (39%)

48. How important do you think it is to get a certificate for achievements in improving your reading, writing, spelling or number skills?

358 Respondents.

Very important	117 (33%)	Important	102 (28%)
Not important	86 (24%)	Not at all important	53 (15%)



Section 2 - Your Views on Council Services

Section 2,1 - Satisfaction with Council Services

49. Please indicate which of these Angus Council services you or other members of your household have used since 2000, and whether you are happy or unhappy with them.

Used since 2000		Very happy	Happy	Unhappy	Very unhappy	Don't know
32	Nursery schools - all (172)	29 (33%)	52 (60%)	6 (7%)	0 (0%)	85
	users	15 (48%)	16 (52%)	0 (0%)	0 (0%)	0
51	Primary schools - all (203)	37 (28%)	80 (61%)	12 (9%)	3 (2%)	71
	users	15 (31%)	29 (59%)	4 (8%)	1 (2%)	1
47	Secondary schools - all (189)	18 (16%)	71 (62%)	24 (21%)	1 (1%)	75
	users	7 (16%)	28 (62%)	9 (20%)	1 (2%)	1
21	School transport - all (157)	14 (20%)	39 (57%)	14 (20%)	2 (3%)	88
	users	5 (25%)	10 (50%)	5 (25%)	0	1
6	Youth Work - Community Education all (136)	6 (13%)	25 (56%)	12 (27%)	2 (4%)	91
	users	2 (50%)	1 (25%)	1 (25%)	0	2
10	Community Development Community Education all (141)	12 (21%)	35 (63%)	8 (14%)	1 (2%)	85
	users	2 (22%)	5 (56%)	2 (22%)	0	1
38	Adult Education Community Education all (196)	35 (29%)	75 (63%)	5 (4%)	4 (3%)	77
	users	10 (29%)	23 (66%)	1 (3%)	1 (3%)	2
31	Social work services - all (194)	23 (19%)	69 (56%)	19 (15%)	13 (10%)	70
	users	8 (27%)	18 (60%)	1 (3%)	3 (10%)	1
18	Council housing - all (162)	11 (14%)	41 (53%)	14 (18%)	11 (14%)	85
	users	1 (6%)	12 (71%)	1 (6%)	3 (18%)	1
11	Housing advice - all (146)	7 (11%)	34 (52%)	12 (18%)	13 (20%)	80
	users	0	4 (40%)	2 (20%)	4 (40%)	1
29	Payment of benefits - all (188)	21 (19%)	62 (56%)	16 (15%)	11 (10%)	78
	users	10 (37%)	13 (48%)	2 (7%)	2 (7%)	1
115	Council tax collection - all (330)	52 (17%)	187 (62%)	39 (13%)	24 (8%)	28
	users	22 (19%)	70 (62%)	15 (13%)	6 (5%)	0
151	Libraries - all (406)	185 (46%)	198 (50%)	11 (3%)	5 (1%)	7
	users	70 (47%)	70 (47%)	7 (5%)	1 (1%)	0
85	Museums and art galleries - all (285)	91 (35%)	166 (64%)	4 (2%)	0 (0%)	24
	users	30 (36%)	53 (63%)	1 (1%)	0	1
71	Public halls - all (264)	57 (24%)	158 (68%)	15 (6%)	4 (2%)	30
	users	18 (25%)	46 (65%)	5 (7%)	2 (3%)	0
14	Community arts - all (157)	23 (24%)	66 (69%)	6 (6%)	1 (1%)	61
	users	5 (36%)	7 (50%)	2 (14%)	0	0
99	Leisure/sports centers - all (306)	85 (32%)	159 (60%)	19 (7%)	4 (1%)	39
	users	35 (35%)	57 (58%)	6 (6%)	1 (1%)	0
21	Sports development - all (165)	21 (22%)	55 (57%)	18 (19%)	2 (2%)	69
	users	5 (24%)	13 (62%)	3 (14%)	0	0
29	Burial Service - all (192)	32 (29%)	68 (62%)	6 (5%)	4 (4%)	82
	users	10 (38%)	13 (50%)	2 (8%)	1 (4%)	1
41	Upkeep of cemeteries - all (236)	39 (21%)	120 (63%)	17 (9%)	13 (7%)	47
	users	12 (31%)	21 (54%)	1 (3%)	5 (13%)	1



50. Please indicate which of these Angus Council services you or other members of your household have used since 2000, and whether you are happy or unhappy with them.

Used since 2000		Very happy	Happy	Unhappy	Very unhappy	Don't know
95	Parks, playgrounds, and open spaces all (323) users	45 (15%) 16 (17%)	184 (60%) 55 (59%)	59 (19%) 19 (20%)	17 (6%) 4 (4%)	18 1
✓	Street lighting - all (429)	53 (13%)	254 (61%)	87 (21%)	22 (5%)	13
✓	Road maintenance - all (432)	17 (4%)	128 (30%)	185 (44%)	94 (22%)	8
✓	Pavement maintenance - all (420)	19 (5%)	152 (37%)	165 (40%)	73 (18%)	11
97	Skip sites - all (389) users	146 (39%) 37 (38%)	185 (50%) 53 (55%)	23 (6%) 3 (3%)	16 (4%) 4 (4%)	19 0
123	Recycling facilities - all (431) users	196 (47%) 57 (47%)	187 (45%) 59 (48%)	24 (6%) 3 (2%)	13 (3%) 3 (2%)	11 0
52	Special collection of bulky household items all (268) users	38 (20%) 15 (30%)	107 (58%) 27 (54%)	31 (17%) 4 (8%)	10 (5%) 4 (8%)	82 1
✓	Street sweeping - all (419)	74 (18%)	261 (65%)	48 (12%)	21 (5%)	15
✓	Refuse collection - all (439)	151 (34%)	267 (61%)	17 (4%)	4 (1%)	0
28	Concessionary fares schemes - all(243) users	85 (49%) 15 (58%)	80 (46%) 10 (38%)	7 (4%) 0 (0%)	1 (1%) 1 (4%)	70 1
48	Public transport information - all (284) users	53 (23%) 7 (15%)	144 (63%) 34 (72%)	26 (11%) 3 (6%)	7 (3%) 3 (6%)	54 0
27	Planning control - all (237) users	14 (10%) 2 (8%)	87 (60%) 15 (63%)	30 (21%) 5 (21%)	15 (10%) 2 (8%)	91 3
23	Building control - all (225) users	13 (10%) 1 (5%)	82 (63%) 15 (71%)	24 (18%) 5 (14%)	12 (9%) 2 (10%)	94 3
46	Registration of births, marriages and deaths all (257) users	45 (28%) 16 (36%)	94 (58%) 27 (60%)	10 (6%) 0 (0%)	13 (8%) 2 (4%)	95 0
5	Licensing - all (194) users	8 (10%) 0	58 (73%) 3 (75%)	8 (10%) 0	6 (8%) 1 (25%)	114 1
10	Trading standards - all (203) users	11 (13%) 1 (11%)	60 (68%) 3 (33%)	14 (16%) 4 (44%)	3 (3%) 1 (11%)	115 1
27	Environmental services - all (231) users	20 (12%) 7 (28%)	110 (67%) 14 (56%)	21 (13%) 2 (8%)	12 (7%) 2 (8%)	68 1
85	Public toilets - all (332) users	43 (14%) 15 (18%)	179 (60%) 56 (66%)	51 (17%) 9 (11%)	26 (9%) 5 (6%)	33 0
49	Local Offices - all (261) users	27 (14%) 8 (17%)	147 (74%) 35 (73%)	17 (9%) 3 (6%)	8 (4%) 2 (4%)	62 1
5	Attracting new jobs and business to the area all (200) users	4 (3%) 0	48 (42%) 0	41 (36%) 2 (67%)	22 (19%) 1 (33%)	85 2
34	ACCESSLine - all (232) users	20 (18%) 7 (22%)	79 (71%) 21 (66%)	8 (7%) 3 (9%)	5 (4%) 1 (3%)	120 1
37	Angus Council web-site - all (243) users	19 (16%) 8 (22%)	88 (75%) 21 (58%)	8 (7%) 5 (14%)	3 (3%) 2 (6%)	1215 1



51. Are you supportive of Angus Council's policy of providing free car parks throughout the area?

458 Respondents. Percentages based on those providing a firm answer.

Yes	424 (94%)	No	25 (6%)	Don't Know	9
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52. Should the maximum stay in short stay car parks be increased from two to three hours?

458 Respondents. Percentages based on those providing a firm answer.

Yes	220 (51%)	No	213 (49%)	Don't Know	25
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Section 2,2 - Leisure Services - Non-users

53. Which of the following reasons are likely to prevent you from using council leisure centres?

350 Respondents.

Too busy	121 (35%)	No one to look after children	18 (5%)
Already do enough	118 (34%)	No local classes or facilities	34 (10%)
Illness/disability	45 (13%)	Not interested	55 (16%)
Too expensive	32 (9%)	Facilities not varied enough	18 (5%)
No one to go with	24 (7%)	Opening hours not convenient	28 (8%)
Lack of confidence	39 (11%)	Quality of service poor	2 (1%)
Lack of information	25 (7%)	Lack of transport	11 (3%)
Use a private leisure centre	43 (12%)	Prefer other leisure activities e.g. cinema, reading, watching TV	73 (21%)

54. If you were to use a council leisure service when would you prefer to visit?

	7am-9am	9am-Noon	Noon-2pm	2pm-5pm	5pm-7pm	7pm-10pm	10pm-Midnight	Total
Monday	18	61	22	42	46	65	4	258
Tuesday	18	54	21	47	51	60	4	255
Wednesday	19	62	24	37	46	63	4	255
Thursday	18	56	23	45	52	60	6	260
Friday	16	49	24	38	45	57	4	233
Saturday	19	55	25	38	24	20	1	182
Sunday	20	55	26	41	25	18	1	186
Total	128	392	165	288	289	343	24	

55. Have you come across adverts for Angus Council leisure centres in any of these places or ways?

254 Respondents.

On buses	29 (11%)	In local newspapers	188 (74%)
In supermarkets	27 (11%)	In local libraries	160 (63%)
On Radio Tay	32 (13%)	In leaflets handed out by staff	48 (19%)

56. If you wanted to find out more about Angus Council leisure services what would you do?

360 Respondents.

Visit a Council Office	89 (25%)	Use the Council web-site	98 (27%)
Visit a Library	160 (44%)	E-mail Angus Council	24 (7%)
Visit a Leisure Centre	175 (49%)	Write to the Council	6 (2%)
Telephone Angus Council	107 (30%)	Visit a Post-Office	10 (3%)
Telephone a Leisure Centre	167 (46%)	Don't Know	12 (3%)



Section 3 - Contact with Angus Council

Section 3.1 - Contacting Angus Council

57. If you have contacted Angus Council over the past 12 months by **ACCESSLine**, could you tell us what you thought about the service you received. If you haven't, please go to the question 57.

Percentages based on those providing a firm answer

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Overall quality of service	44 (32%)	71 (52%)	18 (13%)	4 (3%)	10	147
The helpfulness of staff	47 (35%)	75 (55%)	12 (9%)	2 (1%)	11	147
The friendliness of staff	41 (30%)	86 (64%)	7 (5%)	1 (1%)	12	147
The response you received	35 (26%)	70 (52%)	22 (16%)	7 (5%)	10	144
The speed of service	32 (24%)	72 (54%)	19 (14%)	10 (8%)	10	143

If you have answered this question please go to question 58.

58. Could you tell us why you haven't used ACCESSLine in the past 12 months?

308 Respondents.

I did not need to contact Angus Council	190 (62%)
I prefer to contact Angus Council in other ways	72 (23%)
I did not know which services ACCESSLine delivered	40 (13%)
I did not know that ACCESSLine would deal with all enquiries	34 (11%)
I had not heard of ACCESSLine	86 (28%)

59. If you have contacted Angus Council over the past 12 months by **phoning a member of staff directly**, could you tell us what you thought about the service you received. If you haven't, please go to the next question.

Percentages based on those providing a firm answer

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Overall quality of service	64 (29%)	127 (57%)	27 (12%)	4 (2%)	4	226
The helpfulness of staff	73 (33%)	121 (54%)	28 (13%)	1 (0%)	4	227
The friendliness of staff	73 (33%)	122 (56%)	22 (10%)	1 (0%)	5	223
The response you received	58 (26%)	111 (51%)	37 (17%)	13 (6%)	5	224
The speed of service	59 (27%)	110 (51%)	30 (14%)	17 (8%)	8	224

60. If you have contacted Angus Council over the past 12 months in **writing**, could you tell us what you thought about the service you received. If you haven't, please go to the next question.

Percentages based on those providing a firm answer

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Overall quality of service	9 (13%)	43 (61%)	12 (17%)	7 (10%)	7	78
The helpfulness of staff	16 (24%)	37 (54%)	10 (15%)	5 (7%)	8	76
The friendliness of staff	13 (21%)	41 (67%)	6 (10%)	1 (2%)	12	73
The response you received	15 (21%)	30 (42%)	15 (21%)	11 (15%)	7	78
The speed of service	11 (16%)	31 (46%)	14 (21%)	12 (18%)	7	75

61. If you have contacted the Council over the past 12 months by **e-mail**, could you tell us what you thought about the service you received. If you haven't, please go to the next question.

Percentages based on those providing a firm answer

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Overall quality of service	9 (27%)	16 (48%)	3 (9%)	5 (15%)	9	42
The helpfulness of staff	10 (32%)	17 (55%)	2 (6%)	2 (5%)	10	41
The friendliness of staff	9 (31%)	18 (62%)	1 (3%)	1 (3%)	10	39
The response you received	8 (25%)	16 (50%)	3 (9%)	5 (16%)	9	41
The speed of service	9 (28%)	14 (44%)	4 (13%)	5 (16%)	9	41



62. If you have contacted Angus Council over the past 12 months by **visiting Council premises**, could you tell us what you thought about the service you received. If you haven't, please go to the next question.

Percentages based on those providing a firm answer

	Very good	Good	Poor	Very Poor	Don't Know	Responses
Overall quality of service	33 (22%)	108 (73%)	5 (3%)	2 (1%)	5	153
The helpfulness of staff	45 (31%)	93 (64%)	8 (5%)	0 (0%)	5	151
The friendliness of staff	46 (32%)	84 (58%)	15 (10%)	0 (0%)	5	150
The response you received	37 (26%)	94 (65%)	12 (8%)	1 (1%)	5	149
The state of the building	40 (27%)	99 (68%)	6 (8%)	1 (1%)	5	151
The building met the needs of disabled users	27 (25%)	64 (60%)	11 (10%)	5 (5%)	39	146
The speed of service	30 (21%)	96 (67%)	16 (11%)	2 (1%)	5	149

63. If you wished to telephone the Council ACCESSLine, when would be the most convenient time for you to do this?

397 Respondents.

Monday to Friday 8am to 9am	50 (13%)	Monday to Friday - 5pm to 8pm	80 (20%)
Monday to Friday - Noon to 2pm	27 (7%)	Saturday mornings – 9am to 12.30pm	25 (6%)
Monday to Friday 9am to 5pm	205 (52%)	Another time	10 (3%)

64. If you wished to visit the Council when would be the most convenient time for you to do this?

413 Respondents.

Monday to Friday 8am to 9am	24 (6%)	Monday to Friday - 5pm to 8pm	64 (15%)
Monday to Friday - Noon to 2pm	30 (7%)	Saturday mornings – 9am to 12.30pm	54 (13%)
Monday to Friday 9am to 5pm	228 (55%)	Another time	13 (3%)

65. Of the following statements, which may describe some issues in terms of contacting Angus Council, could you tell us which apply to yourself?

239 Respondents 51% of total.

I live in a remote area without easy access to council offices	47 (20%)	Transport to council offices is a problem	21 (9%)
There is inadequate parking at or near council offices	85 (36%)	Council opening hours are inconvenient	63 (26%)
When phoning, the call is not answered quickly enough	33 (14%)	Don't know who to contact at the council	74 (31%)
Phone calls are passed from person to person	90 (38%)	The required information is not available	28 (12%)
Language difficulties	1 (0%)	Hearing difficulties	10 (4%)

66. How quickly do you think you should receive a response from the council?

Percentages based on those providing a firm answer

	Same day	Next day	Within a week	Within two weeks	Within three weeks	Within a month	Don't know	Responses
Telephone	280 (65%)	103 (24%)	44 (10%)	1 (0%)	0 (0%)	0 (0%)	8	436
Letter	1 (0%)	31 (7%)	339 (81%)	42 (10%)	3 (1%)	1 (0%)	10	427
E-mail	108 (35%)	146 (47%)	55 (18%)	2 (1%)	1 (0%)	0 (0%)	48	360

67. Have you made a complaint to the Council in the last 12 months?

Yes	79 (18%)	No	365 (82%)
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68. Which of the following would help you to give your views on issues in Angus, and which would be most helpful?

	Tick ALL that would be helpful. HERE	Score
Consultations on the Angus Council web-site	150 (40%)	531
Lists of consultations in public buildings	167 (45%)	575
Details of consultations in the press	282 (75%)	993
Details of consultations in a newspaper delivered to your home	280 (75%)	1043

Score calculated by multiplying the number of responses by a score, from 4 most helpful, to 1 least helpful, and adding the result, so, if the press was ranked as most helpful by 20 people. This would give $20 \times 4 = 80$.

69. Which of the following methods would you choose to use to make your views known?

	Score
Through a councillor	1940
Through a community councillor	1100
At an Area Forum	579
Through a survey	1857
Involvement in occasional group discussion	496
Involvement in regular group discussion	384
By telephone	2403
By text-message	193
In writing	2467
By e-mail	1185
Through the Angus Council web-site	920

Score calculated by multiplying the number of responses by a score, from 11 most useful, to 1 least useful, and adding the result, so, if councillor was ranked as most useful by 10 people. This would give $10 \times 11 = 110$.

70. Do you think that Angus Council takes the views of local people seriously?

456 Respondents. Percentages based on those providing a firm answer.

Yes	248 (69%)	No	110 (31%)	Don't Know	98
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71. Do you use the internet?

454 Respondents. Percentages based on those providing a firm answer.

Yes	274 (60%)	No	180 (40%)
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72. Angus Council's web-site was redesigned and relaunched in October 2003. Have you visited the Council's web-site at www.angus.gov.uk, since then?

310 Respondents. Percentages based on those providing a firm answer.

Yes	104 (34%)	No	200 (66%)	Don't Know	6
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If you haven't visited the Angus Council web-site since October 2003, please use the box at the end of the survey to tell us why not.

73. How often do you visit the Angus Council website?

148 Respondents.

Weekly or more often	20 (14%)	Fortnightly	16 (11%)	Monthly	15 (10%)
Every 3 or 4 months	25 (17%)	Less often	72 (49%)		



74. If you have visited, since the relaunch, in October 2003, how would you rate the website, in terms of:

	Very Good	Good	Poor	Very Poor	Don't Know	Responses
Being easy to use	26 (26%)	67 (67%)	6 (6%)	1 (1%)	17	117
Providing the information you were seeking	22 (22%)	63 (64%)	10 (10%)	4 (4%)	18	117
The site as a whole	30 (30%)	61 (61%)	8 (8%)	1 (1%)	18	118

75. If you have any comments on anything covered in this survey or any aspect of life in Angus, please use the space below:

270 respondents provided comments. The following tables present the most common comments grouped in broad categories. Categorisation involves reducing a lengthy piece of text to a single statement that sums it up. The tables provides signposts suggesting areas for further work.

Roads and Pavement Maintenance

Poor road maintenance	41
Pavement maintenance poor	37
Street lighting service poor	18
Poor street sweeping	8
Parking obstructions	4
Bins/vegetation/other obstructing pavements	3
Not enough car parking	3
No pavement clearing on scheme	2
Roads most helpful	1
Snow clearing blocked me in	1
Want fold down seats at bus stops	1

Consultation

Online discussion forum/online Area Forum	1
Lip service to consultation	24
Area Forums poor	3
Councillors toe party line	2
Short surveys are best	1
Excellent survey	1
Prefer comment boxes	1
Misperception of unresponsive council	1
Need a five point scale	1
Doubt survey findings	1

Environment

Litter bad	19
Dog fouling	14
Illegal dumping problem	5
State of parks	5
Not enough rural recycling/skips	5
Introduce kerbside recycling	4
Should not pay for bulky uplift	4
Name and shame/punish dog foulers	2
School pupil litter	2
Nuisance seagulls not dealt with	1
Seagull noise pollution	1
People feeding seagulls bad	1



Customer Care

Communication unanswered	18
Staff attitudes poor	13
Not satisfied with action following report/request	9
No action/information provided	6
Council missed arranged meeting	4
Too much paperwork	3
Staff attitudes vary	3
Passed from pillar to post	3
Prefer written response from council	2
ACCESSLine messages unanswered	2
ACCESSLine card good	2
Local offices confusing	2
Rural services poor	2
After contacted ACCESSLine relevant department did not call	2
Council staff inflexible	2
Angus Council is excellent	1
ACCESSLine message leaving annoying	1

Planning

Planning slow and confusing	11
Too many rural new builds	2
Unhappy with planning decision	2
Plans not available at local office	2
Planning dept most helpful	1
Support ASDA in Arbroath	1

Toilets

Unattended toilets poor	7
More public toilets	5
Public toilets often closed (seasonal)	3
Public toilets should be free	3
Children shouldn't be charged for toilet	1

Registrars

Should not centralise registrars	6
Should not close Carnoustie registrars	4
Anti closure Brechin registrars	1

Economic Development

More effort on jobs	6
Poor school meals at Chapelpark, Hayshead	2
School parking dangers	2
Children lack basic skills	2
School uniforms should be mandatory	1

Council Tax

Council Tax collection inefficient/ineffective	5
Council tax too high	4
Council tax service poor	2



Anti-Social Behaviour

Playpark vandalism	4
Underage drinking/antisocial problem	3
Neighbourhood Wardens useful	2
Prefer police to wardens	1

Leisure

Swimming pool service poor	3
Arbrotah LS changing rooms/toilets poor	2
Pleased with Carnoustie Library	1
Forfar Leisure Centre cafe sorely missed	1
Swimming child/adult ratio harsh	1
Brechin library refurbishment - less stock & shelving	1
Carnoustie Leisure Centre poor customer service	1

Montrose

Angry about Montrose town-centre developments	3
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Information Technology

Need broadband	2
Web lacks information	2
Unimpressed with web - design, current events and link to DATB	2
Do we record web impact?	1
Too much emphasis on web	1
Web should be priority cos rural	1
Website excellent	1

Housing

Unequal treatment of tenants	2
Unhappy with rent rise handling	2
Housing slow to pay landlord benefits	1
Want housing garden inspector restored	1

Social Work

Social Work is excellent	2
SW OT/adaptation poor service	1

Miscellaneous

Council management poor	2
Stop doorstep charity collections	2
Free services for over 65s	1
Gaelic support is wasteful	1
Carnoustie is great	1
Brechin ACCESS Office bad	1