



# Citizen Survey 2015 Research Report September 2015

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Angus Council  
Citizen Survey 2015

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## EXECUTIVE SUMMARY

### INTRODUCTION

This report represents and discusses the findings to emerge from Angus Council's Citizens Survey 2015. This survey has also been carried out for a number of years previously, most recently in 2013.

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

- To establish the public's views on general and specific aspects of life in Angus, including:
  - The home and neighbourhood
  - Health
  - Community safety
  - Financial issues.
- To establish levels of satisfaction with public services
- To establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of Angus' Community Plan and Single Outcome Agreement.

A total of 1,500 interviews were carried out with a representative sample of Angus residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2013, 2011 and 2009 surveys. This involved a disproportionate sampling methodology where:

- 249 interviews were completed in deprived areas of Angus); and
- 1,251 in the rest of Angus (with c.155 interviews completed in each of the eight wards within Angus).

The following summarises the key findings under each of the research themes, noting significant changes that have been seen since 2013. Subsequent chapters of the report analyse this in further detail.

## KEY FINDINGS

- The best aspects of living in **the neighbourhood** have remained consistent since 2009 with the fact that the neighbourhood is quiet and peaceful and the neighbours being the top two reasons provided. Similarly, the majority of participants, as has been the case since 2009, believed that there has been no change in the neighbourhood.
- With regard to the **local area and services**, satisfaction has remained consistently high, maintaining satisfaction levels above 90% for all aspects and with 100% satisfaction in terms of the fire service, libraries and local schools. Satisfaction with the various local services has varied most significantly in terms of social housing (increased by 14% points), local youth facilities (+11% points) and local phone boxes (+8% points).
- When thinking about the **accessibility of local services**, again, the level of accessibility of universal services such as the fire service, police, refuse collection, street cleaning and local health services have remained consistently high with almost all participants stating they find it easy to access these. At the other end of the scale, accessibility of services falls, as may be expected, when it comes to services such as employment and advice services and social care/ social work services. Compared to 2013, the biggest differences in accessibility can be seen with regards to community centres where the proportion of participants stating this was easy to access has decreased by 17% points, and street cleaning where this has seen an increase of 13% points.
- Satisfaction with the neighbourhood in terms of the **physical environment** has remained fairly consistent with the results reported previously with overall satisfaction above 90% for almost all aspects. Where satisfaction dipped below 90% this was with regards to the condition of roads, and pavements. The results to this question (for the questions that can be compared) have not varied significantly when compared to the results from 2013.
- **Quality of life** in both the neighbourhood and in Angus has remained consistently high, maintaining the levels reported in 2013.
- When asked about their **participation profile**, the levels of volunteering for 2015 (8%) was the lowest value to date compared to 10% in 2013, 23% in 2011 and 11% in 2009. Despite this, almost all participants who provided unpaid help stated it had been a positive experience (99%) which is more than was reported in 2013 (94%).
- Positively, participants were more likely to agree than disagree that they (48%) or others in their local community (59%) can **influence decisions** affecting their local area. However, the percentage of participants who agreed they themselves can influence decisions has decreased from 54% in 2013 to 48% in 2015.
- In relation to **health**, the proportion of participants who rated their health very good or fairly good was 77% which is marginally less than was reported in 2013 (81%).
- The **feeling of safety** in the neighbourhood has seen an increase from 91% of participants rating their neighbourhood a very or fairly safe place to live in 2013 compared to 99% in 2015. Despite this, the proportion of participants who felt safe in their home and in the neighbourhood during the day and at night has not changed significantly when compared to the 2013 results.

- The perception of the incidence of **crime** has not changed significantly since 2013, nor has the extent to which a fear of crime prevents participants taking part in everyday activities. Talking to people in the local area continues to be the biggest factor which influences resident opinion on crime levels.
- A new question was added to the 2015 survey on the topic of **neighbourhood concerns**. The biggest concerns for participants overall were dog fouling (19% stating they were very or fairly worried about this), followed by doorstep callers (17%) and people who have been using drugs (14%).
- In terms of **financial profile**, the vast majority of participants said they had a bank or building society account (98%) and home contents insurance (82%) and these have not changed significantly since 2013.
- With regards to **financial difficulties** such as the cost of domestic energy bills, food, rent and mortgage payments etc, just under 7 in 10 participants (68%) stated they had not experienced any financial difficulties within the last year, which is an increase on the 2013 survey where 57% had experienced financial difficulties.
- Participants were asked about their last **contact method** with the Council, 3% had contacted the Council to make a complaint (3% in 2013), 9% had contacted to seek information (10% in 2011) and 25% had contacted to request a service (18% in 2013). The proportion of participants who said they had never contacted the Council has decreased marginally from 68% in 2013 to 63% in 2015.
- **Satisfaction with contact** has decreased since 2013, in particular in relation to complaints where there has been a significant decrease in satisfaction from 60% in 2013 to 48% in 2015. Satisfaction with information requests has seen a marginal decrease from 90% in 2013 to 86% in 2015. Less than nine in ten participants (88%) said that they got what they needed when they last contacted the Council which is consistent with the 2013 results (86%).
- When asked to consider their **priorities for the Council**, the top priority for participants has changed from providing services which are value for money in 2013 (60%) to offering a good range of services in 2015 (45%).

# 1. INTRODUCTION, BACKGROUND AND OBJECTIVES

## 1.1 Introduction

This report represents and discusses the findings to emerge from Angus Council's Citizen Survey 2015 which was undertaken by Research Resource. This survey has also been carried out for a number of years previously, most recently in 2013.

## 1.2 Objectives

The specific research objectives of the 2013 Citizen Survey were as follows.

- To establish the public's views on general and specific aspects of life in Angus, including:
  - The home and neighbourhood
  - Health
  - Community safety
  - Financial issues.
- To establish levels of satisfaction with public services
- To establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of Angus's Single Outcome Agreement.

## 1.3 Methodology

A total of 1,500 interviews were carried out on a face to face basis with a representative sample of Angus residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2013, 2011 and 2009 surveys. This involved a disproportionate sampling methodology where:

- 249 interviews were completed in the most deprived areas of Angus (maps available in **Appendix 1** for reference); and
- 1,251 in the rest of Angus (with c.155 interviews completed in each of the eight wards within Angus).

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

Within each Ward, random sampling start points were selected with interviewers instructed to follow a 'random route' approach to sample selection, achieving a total of 10 interviews per sample point. The number of sampling points were selected based upon the target number of interviews per data zone. For example, within the most deprived data zones a total of 5 random start points were selected. For wards, a total of 16 sample points were selected spread across the ward (excluding the most deprived data zones) in order to ensure representation across areas. Thereafter, interviewers followed a 'random route' approach to sample selection, achieving a total of 10 interviews per sample point. Interviewing was scheduled over the day time, evenings and weekends to ensure all segments of the working and non-working population had the opportunity to participate.

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

| Electoral Ward           | Sample Base 2015 Survey | Population (adults aged 16+ years) | Confidence Interval (at 95%) |
|--------------------------|-------------------------|------------------------------------|------------------------------|
| Arbroath East and Lunan  | 406                     | 12610                              | +/- 4.78%                    |
| Arbroath West and Letham | 158                     | 14118                              | +/- 7.75%                    |
| Brechin and Edzell       | 158                     | 10130                              | +/- 7.74%                    |
| Carnoustie and District  | 156                     | 10908                              | +/- 7.79%                    |
| Forfar and District      | 155                     | 13217                              | +/- 7.83%                    |
| Kirriemuir and Dean      | 157                     | 8420                               | +/- 7.75%                    |
| Monifieth and Sidlaw     | 156                     | 13718                              | +/- 7.80%                    |
| Montrose and District    | 154                     | 13356                              | +/- 7.85%                    |
| Most deprived 15%        | 249                     | 1865                               | +/- 5.78%                    |
| <b>Total Angus</b>       | <b>1500</b>             | <b>96,477</b>                      | <b>+/- 2.51%</b>             |

The 2015 questionnaire was developed from the 2013 survey questionnaire, revising the questionnaire to ensure that it reflected National survey indicators for benchmarking purposes. A copy of the final questionnaire for 2015 is available in **Appendix 2**.

#### 1.4 Interviewing and quality control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer and resident surveys for Local Authorities. Interviewing took place between the 3<sup>rd</sup> of August and the 4<sup>th</sup> of September.

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

Upon completion of interviews, completed questionnaires are manually edited, checking for quality and consistency of interviews. As a further validation, 10% of each interviewers quota of interviews are checked through 'back checking' which involves re contacting the participant by telephone and verifying key details about the interview and ensuring that interviewers were polite, pleasant and showed identification.

#### 1.5 Data analysis

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

Due to the fact that the sample was designed on a disproportionate basis within wards, to ensure the data was representative at both Angus and ward level, weighting figures were used during the data analysis. The data was weighted by age, gender and ward. The profile figures used in the weighting calculations were based upon NRS population projections for Angus 2013. In particular this was carried out in order to ensure that the results on a ward basis were proportionately represented in the results in relation to the proportion of the Angus population who live in that ward.

## 1.6 Presentation and interpretation of results

This report details the findings of the survey for the Angus Council area overall and includes some comparisons between different demographic groups where appropriate and statistically significant. To allow for more in depth analysis at Ward level, separate top line reports have also been prepared for each of the multi-member ward areas and are available under a separate cover of Appendix 4 and top line reports have also been provided for the 4 locality areas in Appendix 5.

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

- The findings are based upon a sample of residents, rather than the whole population of Angus being interviewed, therefore, all results are subject to sampling tolerances. At the overall Angus level the margin of error associated with the results is +/-2.51%. This is a body of data which should be considered robust and Angus Council should have confidence in.
- Results have been compared to the previous 2009, 2011 and 2013 Angus Surveys as appropriate, but in comparing results, it should be noted that:
  - Not all differences between the 2009, 2011 and 2013 will be statistically significant.
  - The demographics of the area may have changed in this period.
  - The 2009 survey was carried out between August and November 2009, the 2011 survey was carried out during October and early November, the 2013 survey was undertaken in September and October and the 2015 survey was carried out in August and early September.

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

## 1.7 Report structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Angus Council. The structure of the report is as follows:

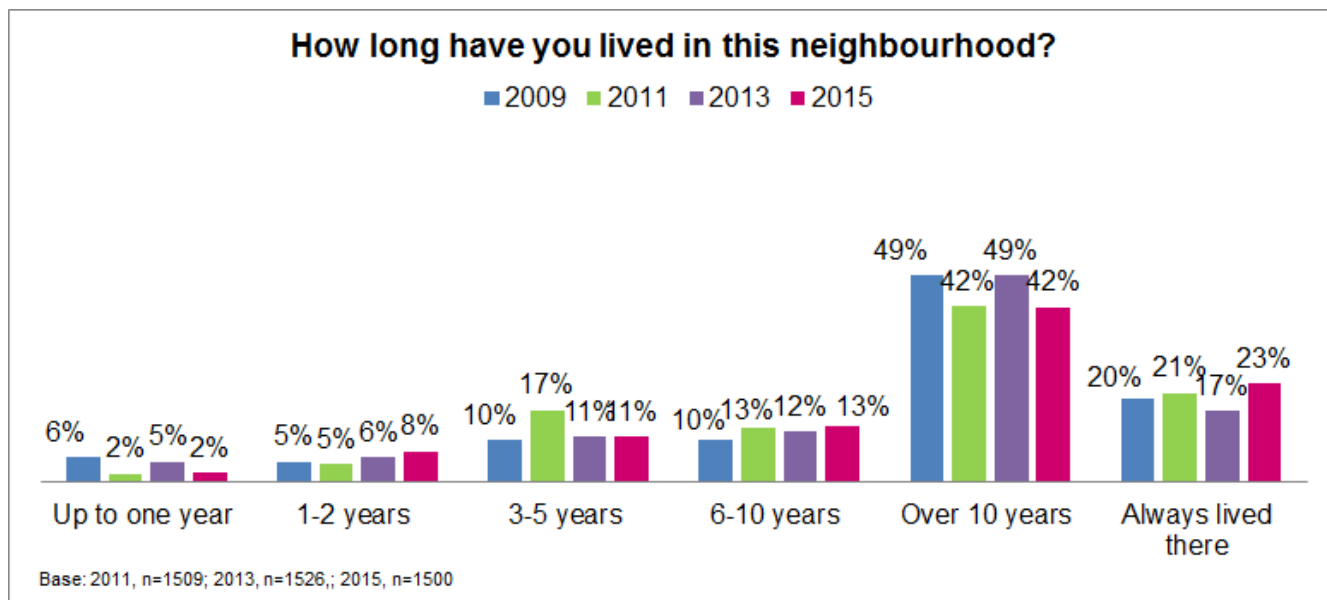
CHAPTER 2. THE HOME AND NEIGHBOURHOOD  
CHAPTER 3. LOCAL AREA AND SERVICES  
CHAPTER 4. HEALTH  
CHAPTER 5. COMMUNITY SAFETY  
CHAPTER 6. MONEY MATTERS  
CHAPTER 7. CONTACTING YOUR COUNCIL  
CHAPTER 8. VIEWS ABOUT THE COUNCIL



## 2. THE HOME AND NEIGHBOURHOOD

### 2.1 Length of stay in neighbourhood (Q3)

In terms of the length of stay in the neighbourhood, just under two thirds of survey participants (65%) had lived in their current neighbourhood for 6 years or more. This is more than the results reported in previous years where 61% of participants in 2013 had lived in their home for this period of time, 55% in 2011 and 59% in 2009.

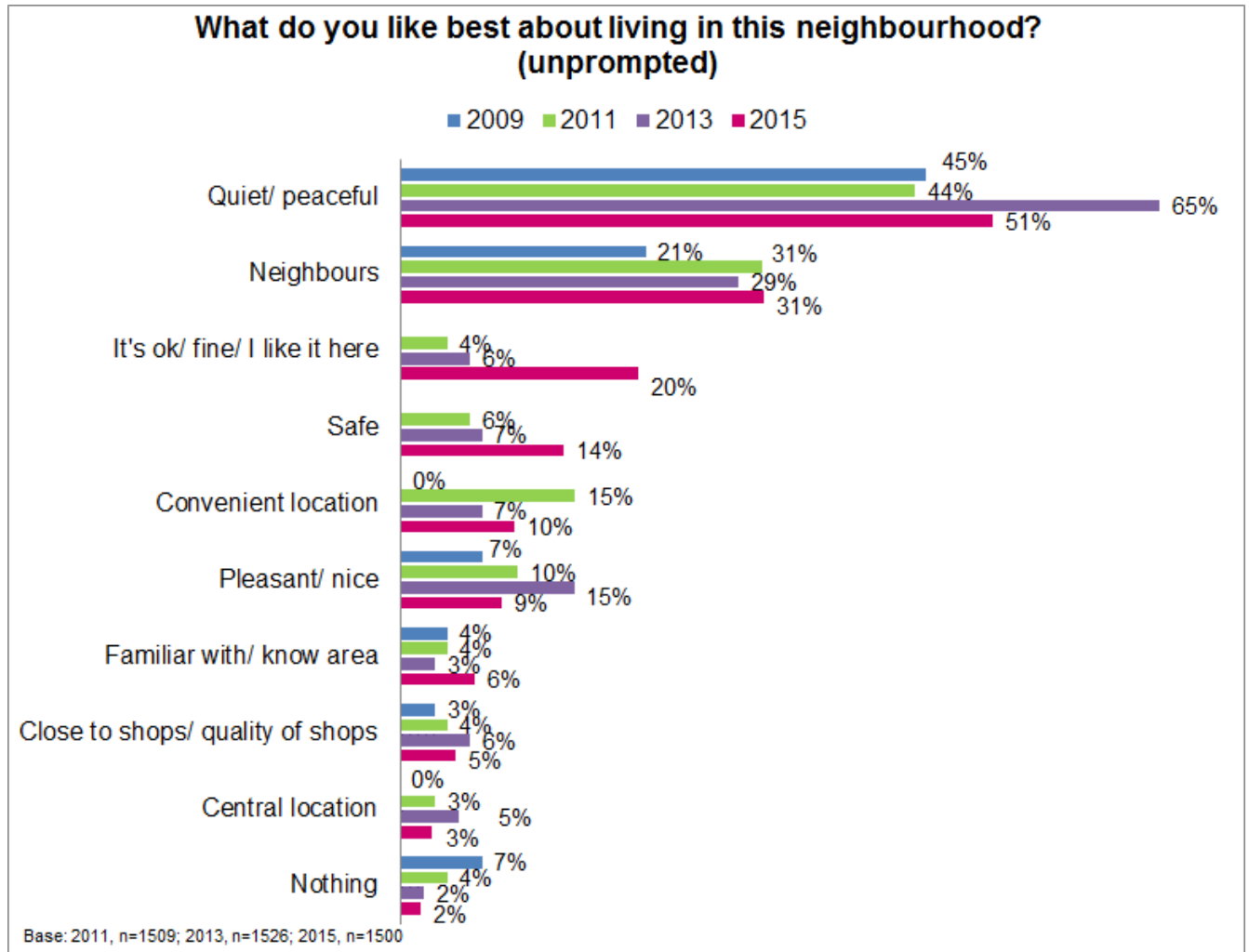


Analysis by ward indicates that participants who lived in Arbroath East (49%) and in Forfar and District (50%) were significantly less likely to have lived in their home for 10 or more years than participants who lived in Carnoustie and District (77%), Kirriemuir and Dean (76%) and in Monifieth and Sidlaw (76%).

## 2.2 Best aspects of neighbourhood (Q1)

When asked, unprompted, what they liked best about living within their neighbourhood, the top three reasons were:

- Quiet peaceful (51%)
- Neighbours (31%)
- It's ok/ fine/ I like it here (20%).

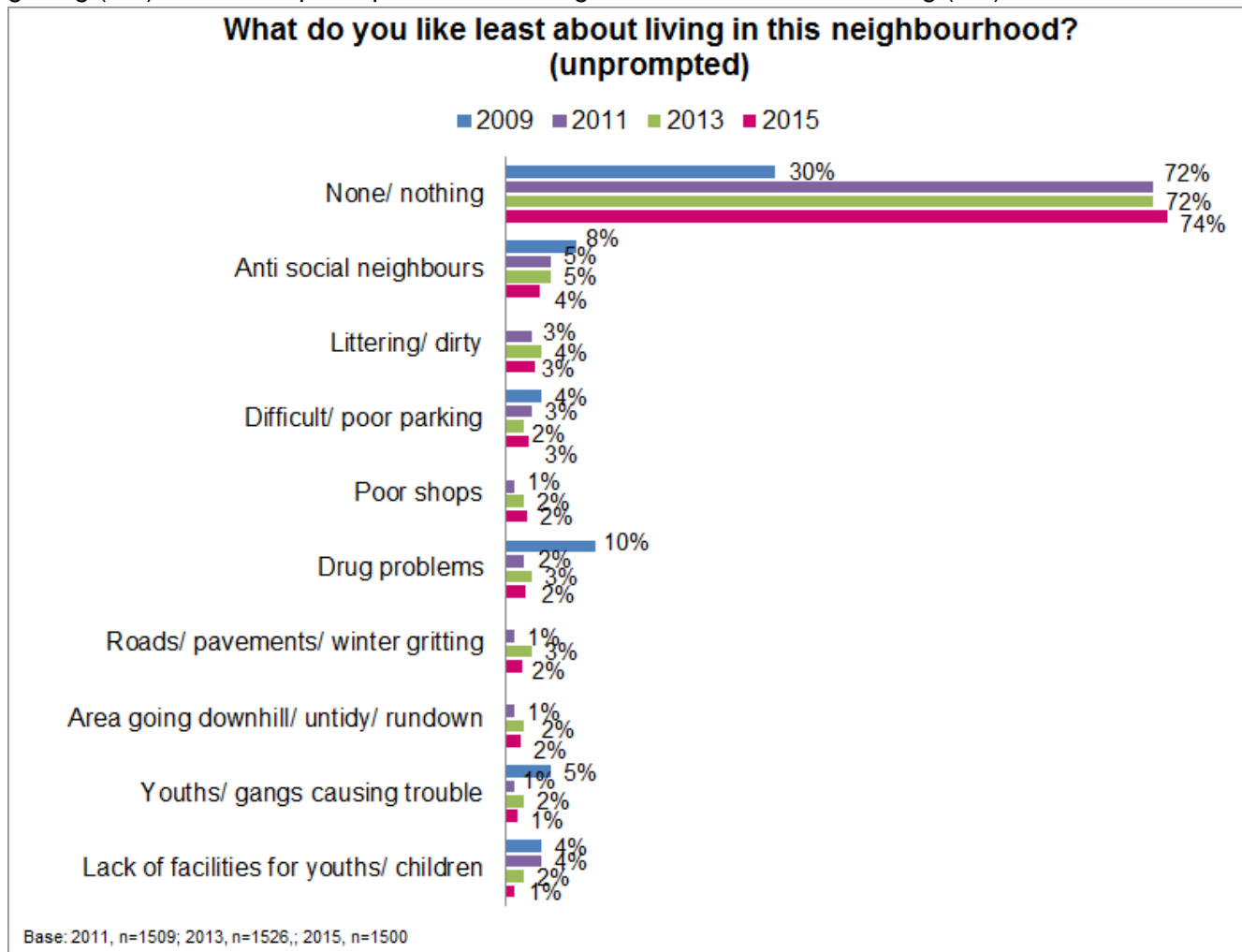


The results to this question vary most significantly in terms of the following when analysed by the most deprived areas compared to all other areas:

- **Quiet/ peaceful:** Those who lived in non-deprived areas (52%) were significantly more likely to have given this response than participants who lived in deprived areas (37%);
- **Safe:** Participants who lived in non-deprived areas (15%) were more likely to have said this than participants who lived in the most deprived areas (2%)
- **I like it here:** Fewer participants who lived in deprived areas gave this response (13%) than those who lived in non-deprived areas (21%);
- **Nothing:** Participants who lived in deprived areas were significantly more likely to have said there was nothing about the neighbourhood that they liked (11%) than participants who lived in non-deprived areas (1%).

## 2.3 Worst aspects of neighbourhood (Q2)

In terms of the worst aspects of the neighbourhood, the majority of participants (74%) stated there was 'nothing' that they did not like about their neighbourhood. Where participants mentioned aspects of their neighbourhood they disliked this tended to be regarding anti-social neighbours (4%), litter (3%), difficult or poor parking (3%), poor shops (2%), drug problems (2%), roads, pavements and winter gritting (2%) and where participants felt the neighbourhood was deteriorating (2%).

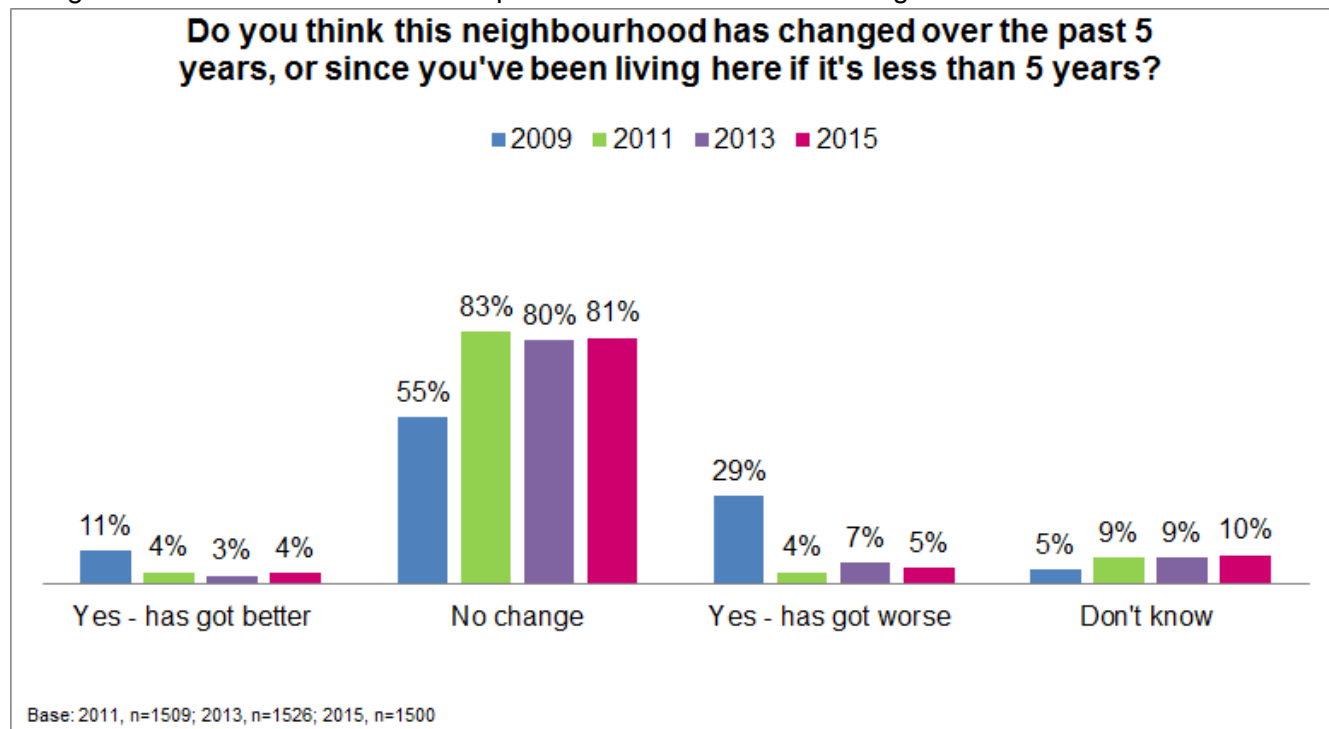


The largest variances in the data provided to this question when analysed by the most deprived areas can be seen regarding:

- **Anti-social behaviour/ neighbours:** Those who lived in the most deprived areas were significantly more likely to have cited problems with anti-social behaviour or anti-social neighbours (17%) than those who lived in all other areas (3%);
- **Drug problems:** Participants living in the most deprived areas (13%) were most likely to have cited drug problems than participants who lived in all other areas (1%);
- **Youths/ gangs causing trouble:** This was cited by significantly more participants who lived in the most deprived areas (10%) than all other participants (1%);
- **None/ nothing:** Those who lived in non-deprived areas were significantly more likely to have said there was nothing they disliked about living in their neighbourhood (75%) than participants who lived in the most deprived areas (53%).

## 2.4 Change in the neighbourhood (Q4/5)

Perceptions of change in the neighbourhood have not changed significantly between 2013 and 2015. In 2015, the majority of participants (81%) indicated there had been 'no change' in their neighbourhood over the past 5 years. Just 4% believed their neighbourhood had improved in the last 5 years and 5% believed it had worsened. In 2013, 3% said the neighbourhood had improved, 7% said it had got worse and 80% were of the opinion there had been no change.

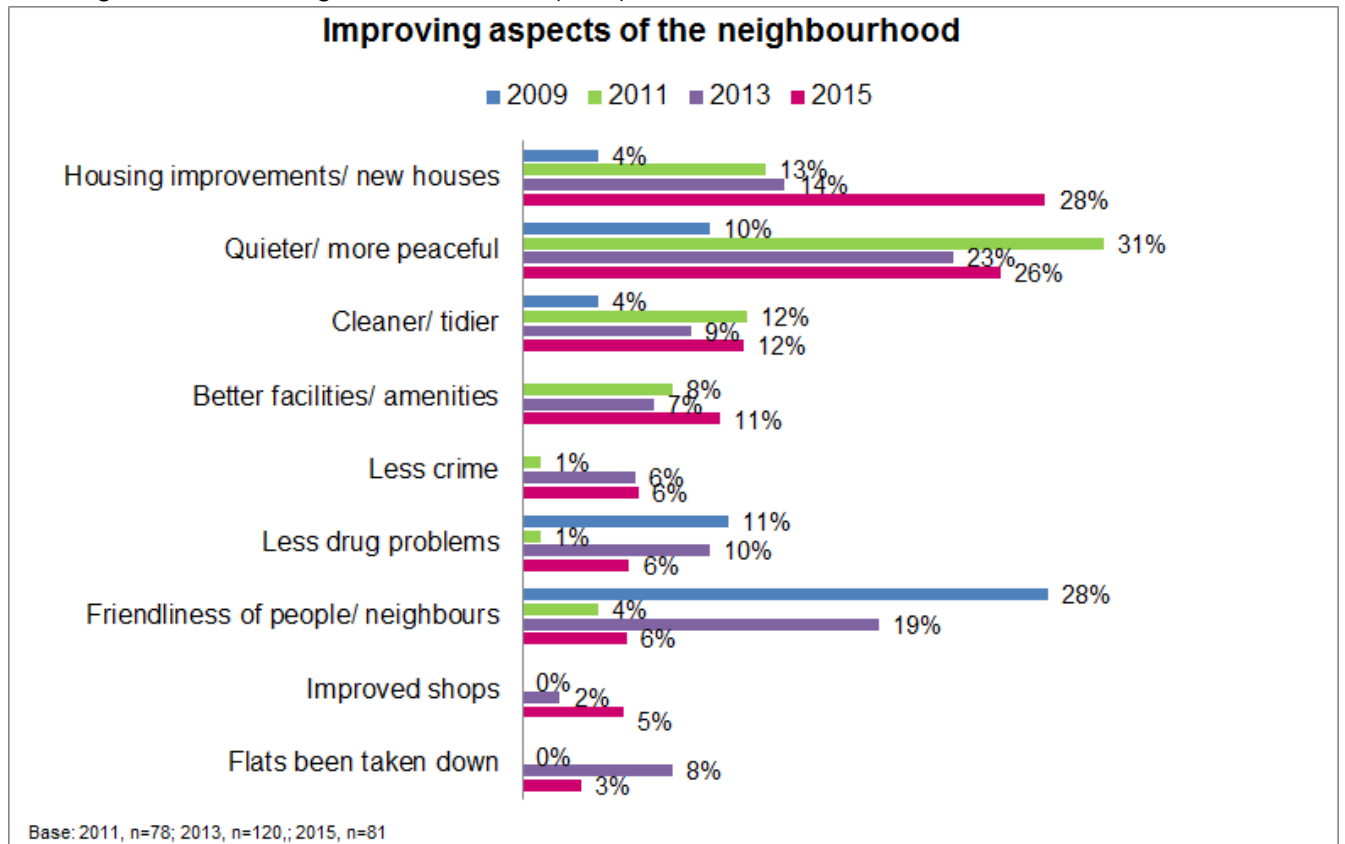


The table below shows that participants who lived in the most deprived areas were significantly less likely to be of the opinion that there has been no change in the neighbourhood (49%) than participants who lived in all other areas (84%). The proportion of participants who said the neighbourhood had improved was higher for those who lived in the most deprived areas (15%) than those who lived in all other areas (3%). However, participants living in the most deprived areas were also more likely to have said the neighbourhood had got worse (14%) than participants who lived in all other areas (5%).

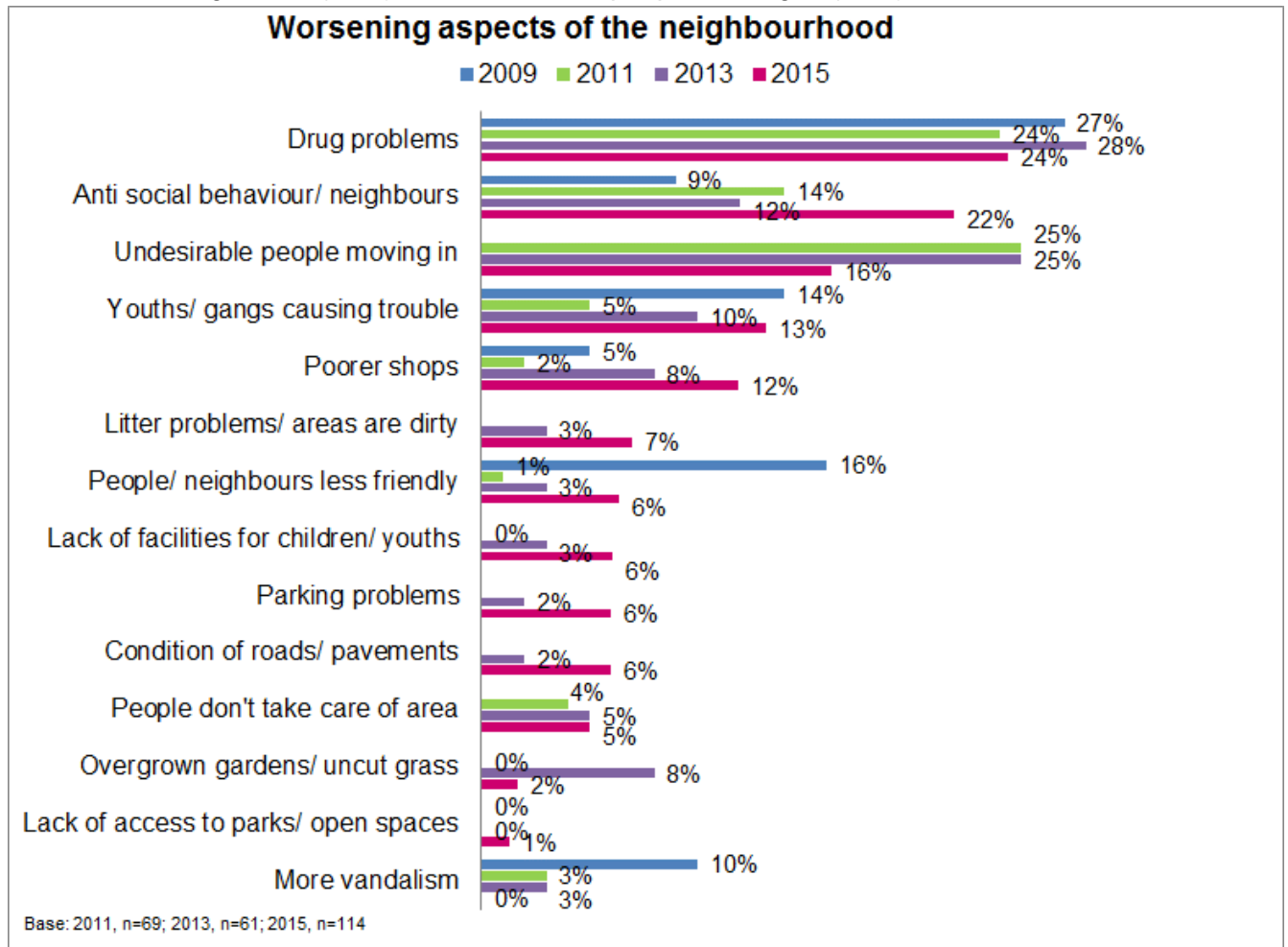
**Q4 Could you please tell me if you think this neighbourhood has changed over the past 5 years, or since you've been living here if it's less than 5 years?**

|                      | All participants | Lived in the most deprived areas | Lived in all other areas |
|----------------------|------------------|----------------------------------|--------------------------|
| <b>Base</b>          | <b>1500</b>      | <b>249</b>                       | <b>1251</b>              |
| Yes - has got better | 4%               | 15%                              | 3%                       |
| Yes - has got worse  | 5%               | 14%                              | 5%                       |
| No change            | 81%              | 49%                              | 84%                      |
| Don't know           | 10%              | 22%                              | 9%                       |

Where participants felt the neighbourhood had improved, they were asked to provide their reasons for feeling this way. The most commonly cited responses to this question included housing improvements or new houses being built (28%), followed by the area becoming quieter or more peaceful (26%) and the neighbourhood being cleaner or tidier (12%).

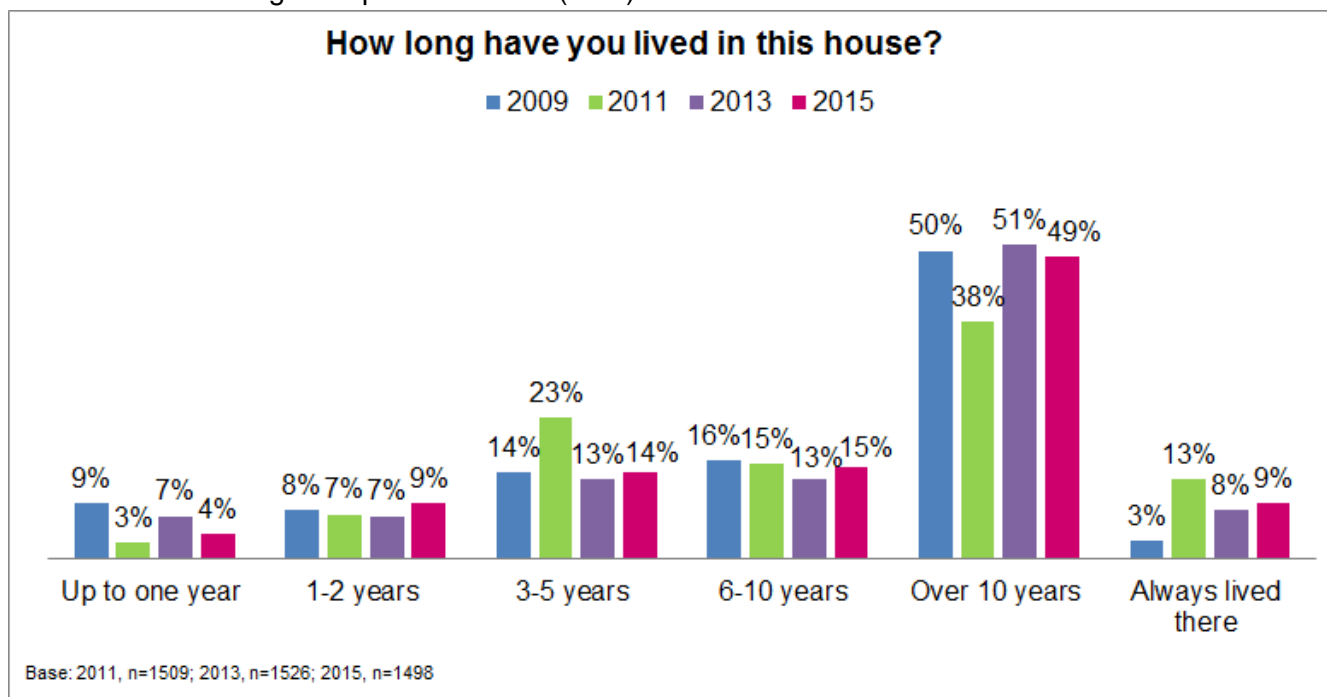


Those who stated their neighbourhood had worsened over the last 5 years were asked to explain why they felt this way. Care should be taken when reading these percentages due to the small number of participants who believed the neighbourhood had got worse. The main reasons for being of this opinion were where participants said this was because of drug problems (24%), followed by anti-social behaviour or neighbours (22%) and undesirable people moving in (16%).



## 2.5 Length of stay in house (Q7)

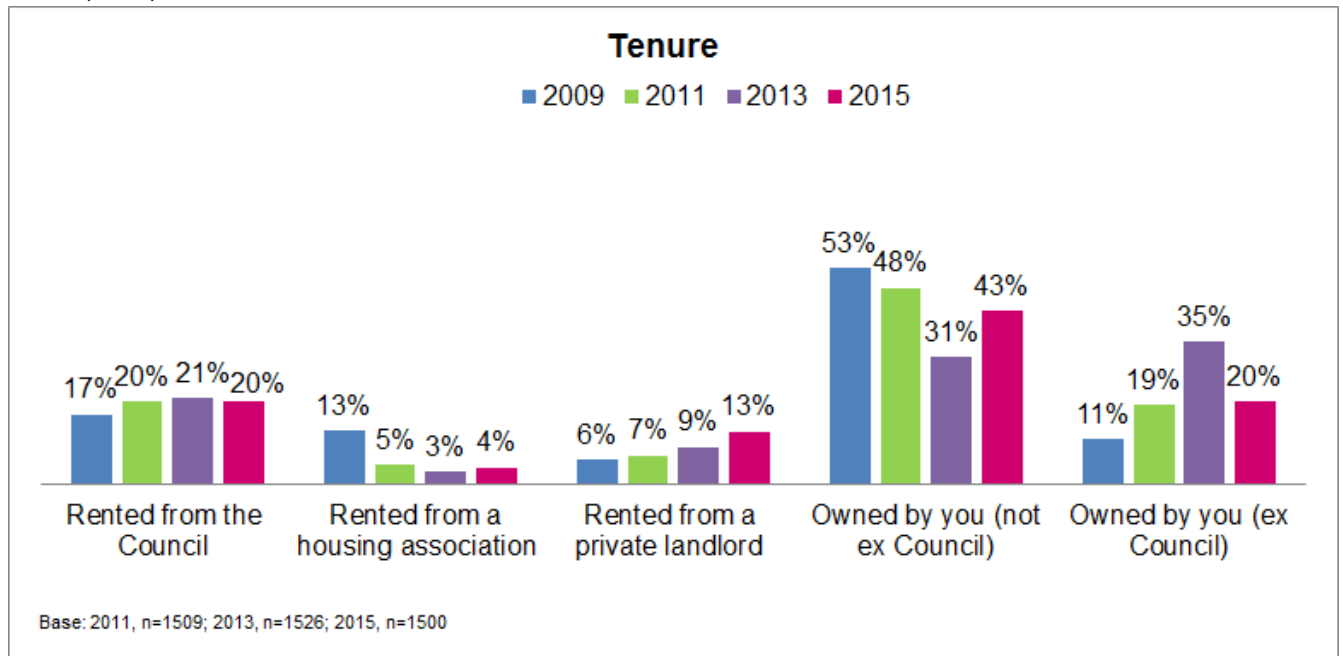
Turning now to the home, just under 5 in 10 participants (49%) stated they had lived in their current home for 10 years or more. This is consistent with the figure reported in 2013 (51%) and 2009 (50%) and more than the figure reported in 2011 (38%).



Those who lived in their home for 2 years or less were twice as likely to be living in the most deprived areas (24%) than participants who lived in all other areas (12%). On the other hand, those who lived in all other areas were more likely to have lived in their home for more than 10 years (49%) than participants who lived in deprived areas (44%).

## 2.6 Tenure (Q8)

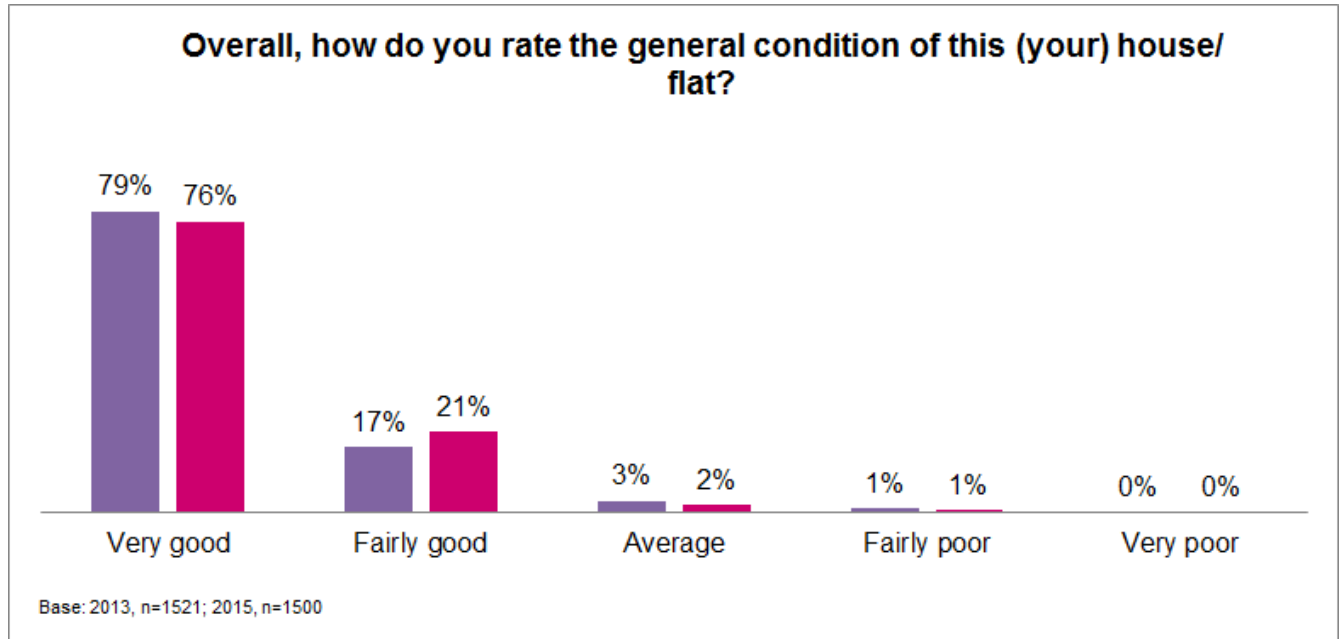
With regards to the tenure profile of participants, 63% of participants were owner occupiers, 20% rented their home from the council, 4% rented from a housing association and 13% from a private landlord. The results to this question are consistent with those reported in 2013, with the exception of ownership of ex council properties which has decreased from 35% in 2013 to 20% in 2015 and ownership of non ex council properties where more interviews were achieved in 2015 (43%) than in 2013 (31%).





## 2.7 Satisfaction with the condition of the home (Q9)

The vast majority of participants said the general condition of their home or flat was very or fairly good (97%) compared to 2% who felt it was average and 1% who rated it poor or very poor. The results to this question have not changed significantly since 2013.



Those who lived in the most deprived areas were less likely to rate the general condition of their home as very good (31%) than participants who lived in all other areas (80%).

Analysis by ward indicates that those who lived in Monifieth and Sidlaw were most likely to have said the condition of their home was very good (95%), while those who lived in Arbroath East and Lunan were least likely (28%).

### 3. LOCAL AREA AND SERVICES

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

Participants were asked to rate how satisfied or dissatisfied they were with various services and facilities in the local area and also about how easy or difficult they find it to access these services and facilities.

For analysis purposes the proportion of participants who answered doesn't exist/ never used has been excluded from this analysis so that satisfaction was asked only of service users. The proportion of participants who were very or fairly satisfied has been combined in the table below. Firstly, in terms of satisfaction, participants overall were most likely to be satisfied with:

- The fire service (100%)
- Libraries (100%)
- Local schools (100%)
- Access to free cash machine (99%)
- Community centre (99%)
- Refuse collection (99%)
- Social care/ social work services (99%)

On the other hand, participants were least satisfied in terms of:

- Employment and advice services (91%)
- Local youth facilities (92%)
- Local shops (93%).

Compared to the results from 2013, satisfaction levels have increased significantly in terms of social housing (increased by 14% points), local youth facilities (+11% points) and local phone boxes (+8% points).

| <b>Satisfaction with facilities and services</b>      |             |             |                 |
|---|-------------|-------------|-----------------|
| <b>Base: 2011, n=1509; 2013, n=1526; 2015, n=1500</b> | <b>2013</b> | <b>2015</b> | <b>% change</b> |
| Fire service  | 100%        | 100%        | 0%              |
| Library   | 98%         | 100%        | +2%             |
| Local schools   | 100%        | 100%        | 0%              |
| Access to free cash machine                           | 98%         | 99%         | +1%             |
| Community centre                                      | 96%         | 99%         | +3%             |
| Refuse collection                                     | 97%         | 99%         | +2%             |
| Social care/social work services                      | 95%         | 99%         | +4%             |
| Local Health services                                 | 98%         | 98%         | 0%              |
| Local phone boxes                                     | 90%         | 98%         | +8%             |
| Parks and open spaces                                 | 97%         | 98%         | +1%             |
| Police service  | 99%         | 98%         | -1%             |
| Sports and leisure facilities                         | 95%         | 98%         | +3%             |
| Street cleaning                                       | 97%         | 97%         | -1%             |
| Public transport                                      | 96%         | 95%         | -1%             |
| Social housing  | 81%         | 95%         | +14%            |
| Local shops   | 92%         | <b>93%</b>  | +1%             |
| Local youth facilities                                | 81%         | 92%         | +11%            |
| Employment and advice services                        | 89%         | 91%         | +2%             |

NB All participants were asked this question, however for analysis purposes the % stating doesn't exist/ never used has been excluded from the overall satisfaction calculation

Analysis of satisfaction for those who lived in the most deprived areas compared to those who lived in all areas varies most significantly in terms of:

- **Local health services:** 88% of participants living in the most deprived areas were satisfied compared to 99% of all other participants;
- **Street cleaning:** 80% of participants living in the most deprived areas were satisfied compared to 98% of all other participants;
- **Parks and open spaces:** 85% of participants living in the most deprived areas were satisfied compared to 99% of all other participants;
- **Local youth facilities:** 71% of participants living in the most deprived areas were satisfied compared to 94% of all other participants.

In relation to accessibility, participants were asked how easy or difficult it was to access a range of local facilities and services. Where participants stated they did not use a facility or where a facility was not available this was taken as an indicator of a lack of accessibility of the particular service as it was not available.

The most accessible services were perceived to be:

- Refuse collection (99%)
- Street cleaning (98%)
- Local shops (97%)

Least accessible services (or services less likely to be used/ available) were:

- Employment and advice services (28%)
- Social care/ social work services (29%)
- Local youth facilities (37%)
- Local phone boxes (38%)
- Social housing (39%)

Compared to 2013 the biggest differences in accessibility can be seen with regards to:

- Community centres (-17% points)
- Local youth facilities (-11% points)
- Sports and leisure facilities (-10% points)
- Street cleaning (+13% points)
- Access to free cash machines (+10% points).

| Ease of access to Local Area Facilities and Services |      |      |          |
|--|------|------|----------|
| Base: 2013, n=1526 ; 2015, n=1500                    | 2013 | 2015 | % change |
| Refuse collection                                    | 98%  | 99%  | +1%      |
| Street cleaning                                      | 85%  | 98%  | +13%     |
| Local shops  | 92%  | 97%  | +5%      |
| Fire service   | 98%  | 96%  | -2%      |
| Parks and open spaces                                | 95%  | 96%  | +1%      |
| Police service                                       | 98%  | 96%  | -2%      |
| Local Health services                                | 97%  | 95%  | -2%      |
| Access to free cash machine                          | 84%  | 94%  | +10%     |
| Public transport                                     | 93%  | 90%  | -3%      |
| Library  | 77%  | 81%  | +4%      |
| Local Schools  | 79%  | 73%  | -6%      |
| Sports and leisure facilities                        | 76%  | 66%  | -10%     |
| Community centre                                     | 62%  | 45%  | -17%     |
| Social housing                                       | 41%  | 39%  | -2%      |
| Local phone boxes                                    | 44%  | 38%  | -6%      |
| Local youth facilities                               | 48%  | 37%  | -11%     |
| Social care/social work services                     | 31%  | 29%  | -2%      |
| Employment and advice services                       | 31%  | 28%  | -3%      |

Those who lived in the most deprived areas were significantly more likely to have said they find it easy to access the following services than participants who lived in all other areas:

- **Local schools:** 82% of participants who lived in the most deprived areas said this was easy to access compared to 72% of all other participants.
- **Social care/ social work services:** 57% of participants who lived in the most deprived areas said this was easy to access compared to 27% of all other participants.
- **Social housing:** 75% of participants who lived in the most deprived areas said this was easy to access compared to 36% of all other participants.
- **Employment and advice services:** 53% of participants who lived in the most deprived areas said this was easy to access compared to 26% of all other participants.
- **Local phone boxes:** 48% of participants who lived in the most deprived areas said this was easy to access compared to 37% of all other participants.
- **Local youth facilities:** 47% of participants who lived in the most deprived areas said this was easy to access compared to 37% of all other participants.

On the other hand, those who lived in the most deprived areas were significantly less likely to find the following services easy to access than all other participants:

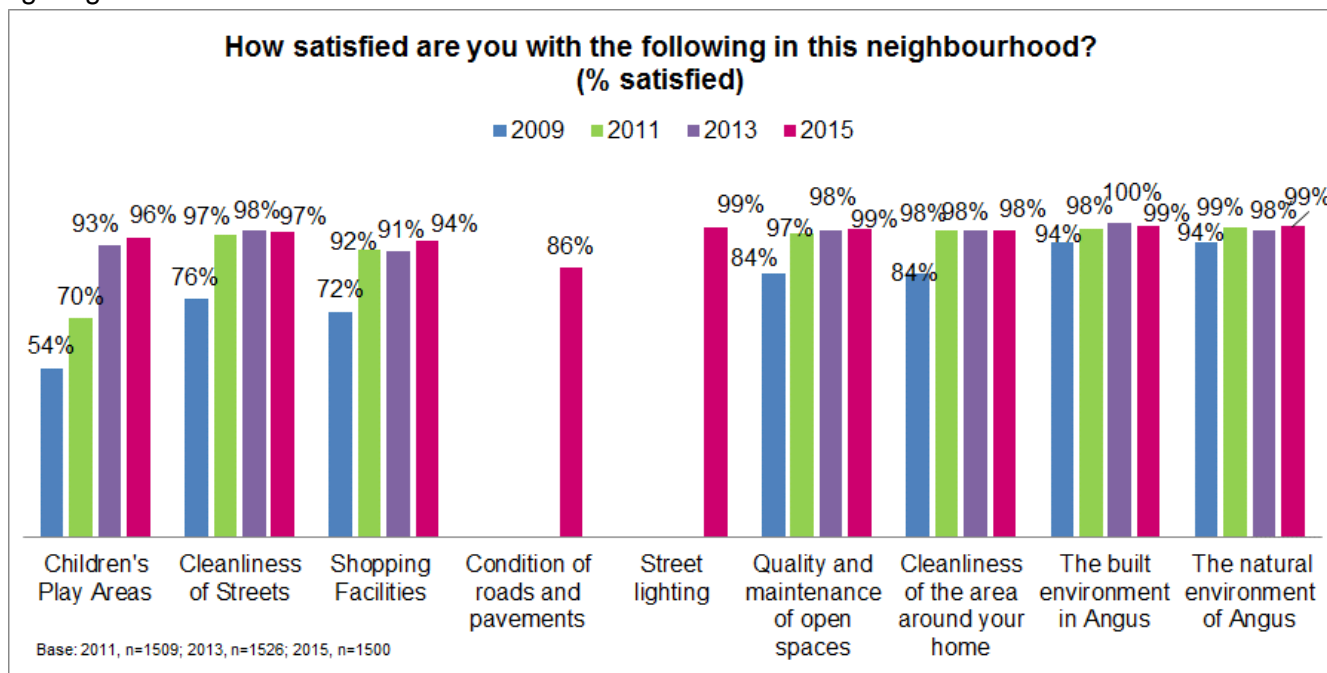
- **Libraries:** 69% of participants who lived in the most deprived areas said this was easy to access compared to 81% of all other participants.
- **Parks and open spaces:** 86% of participants who lived in the most deprived areas said this was easy to access compared to 97% of all other participants.

The proportion of participants who said it was difficult to access parks and open spaces was significantly higher for participants living in the most deprived areas (8%) than those who lived in all other areas (0%).

### 3.2 Satisfaction with aspects of the neighbourhood (Q12)

Satisfaction with different aspects of the neighbourhood is high and above 90% for all aspects with the exception of the condition of roads and pavements where 86% of participants were very or fairly satisfied. Satisfaction levels were highest regarding the quality and maintenance of open spaces (99%), street lighting (99%), the built environment in Angus (99%) and the natural environment in Angus (99%).

Overall satisfaction has remained consistent with the results reported in 2013. Please note that in previous years the condition of roads and pavements and street lighting was combined. In 2013, 79% of participants were either very or fairly satisfied with the condition of roads, pavements and street lighting.



Those who lived in the most deprived areas were significantly less likely to be satisfied with the following aspects of the neighbourhood than participants who lived in all other areas:

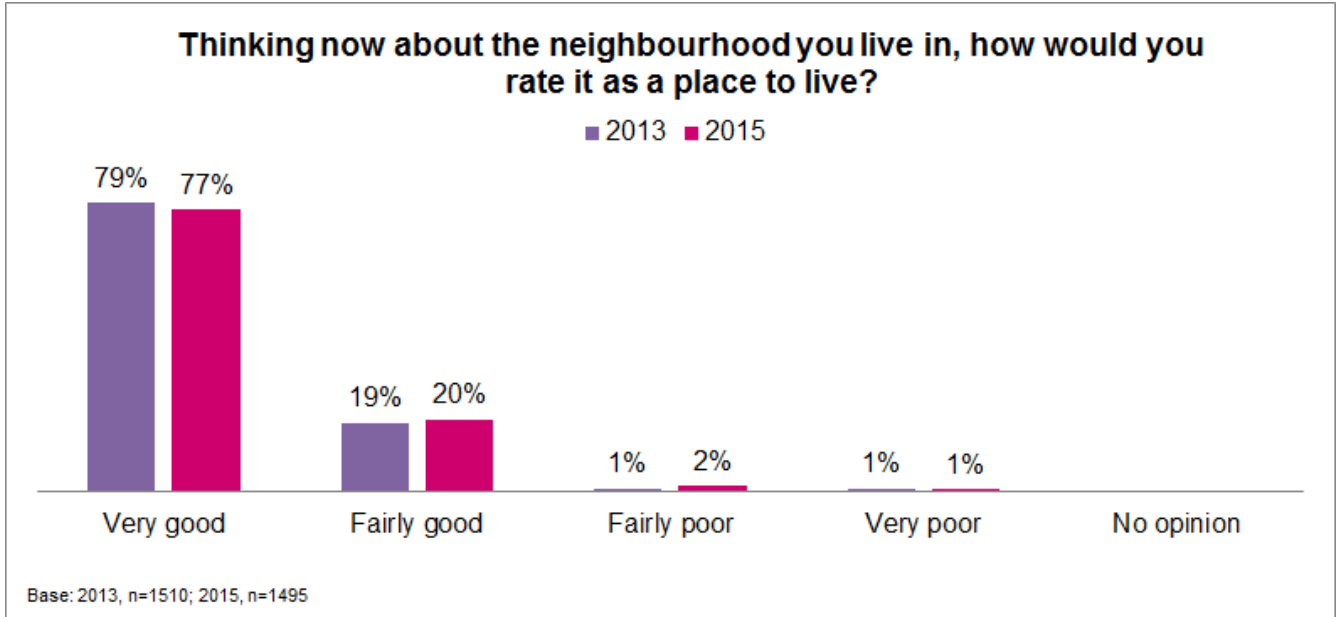
- **Children's play area:** 72% of those living in the most deprived areas were satisfied compared to 98% of all other participants;
- **Cleanliness of streets:** 86% of those living in the most deprived areas were satisfied compared to 98% of all other participants;
- **Condition of roads and footways:** 71% of those living in the most deprived areas were satisfied compared to 87% of all other participants;
- **Quality and maintenance of open spaces:** 87% of those living in the most deprived areas were satisfied compared to 99% of all other participants;
- **Cleanliness of the area around your home:** 86% of those living in the most deprived areas were satisfied compared to 99% of all other participants;
- **The built environment:** 90% of those living in the most deprived areas were satisfied compared to 100% of all other participants.

Overall satisfaction varies most significantly by ward in terms of:

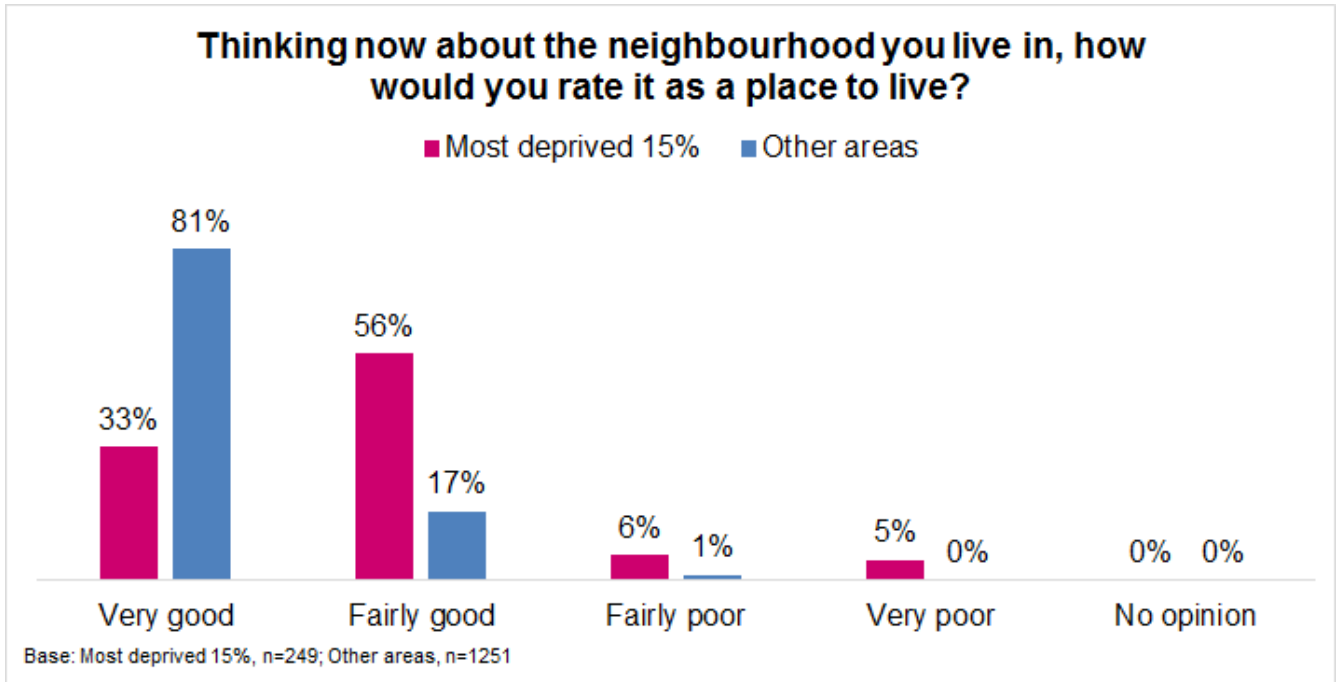
- **Children's play areas:** 80% for participants living in Arbroath East and Lunan compared to 100% of participants living in Arbroath West and Letham and Carnoustie and District;
- **Cleanliness of streets:** 84% for participants living in Arbroath East and Lunan compared to 100% of participants living in Monifieth and Sidlaw and Carnoustie and District;
- **Shopping facilities:** 76% for participants living in Kirriemuir and Dean compared to 99% for participants who lived in Carnoustie and District and in Montrose and District;
- **Condition of roads and footways:** 63% for participants living in Arbroath West and Letham compared to 99% for participants who lived in Carnoustie and District;
- **Quality and maintenance of open spaces:** 91% for participants living in Arbroath East and Lunan compared to 100% for those who lived in Arbroath West and Letham, Carnoustie and District, Forfar and District, Monifieth and Sidlaw and Montrose and District;
- **Cleanliness of the area around the home:** 84% for participants who lived in Arbroath East and Lunan compared to 99% or 100% in all other wards;
- **The built environment:** 94% for participants who lived in Arbroath East and Lunan compared to 99% or 100% in all other wards;
- **The natural environment:** 94% for participants who lived in Arbroath East and Lunan compared to 99% or 100% in all other wards;

### 3.3 Satisfaction with neighbourhood as a place to live (Q6)

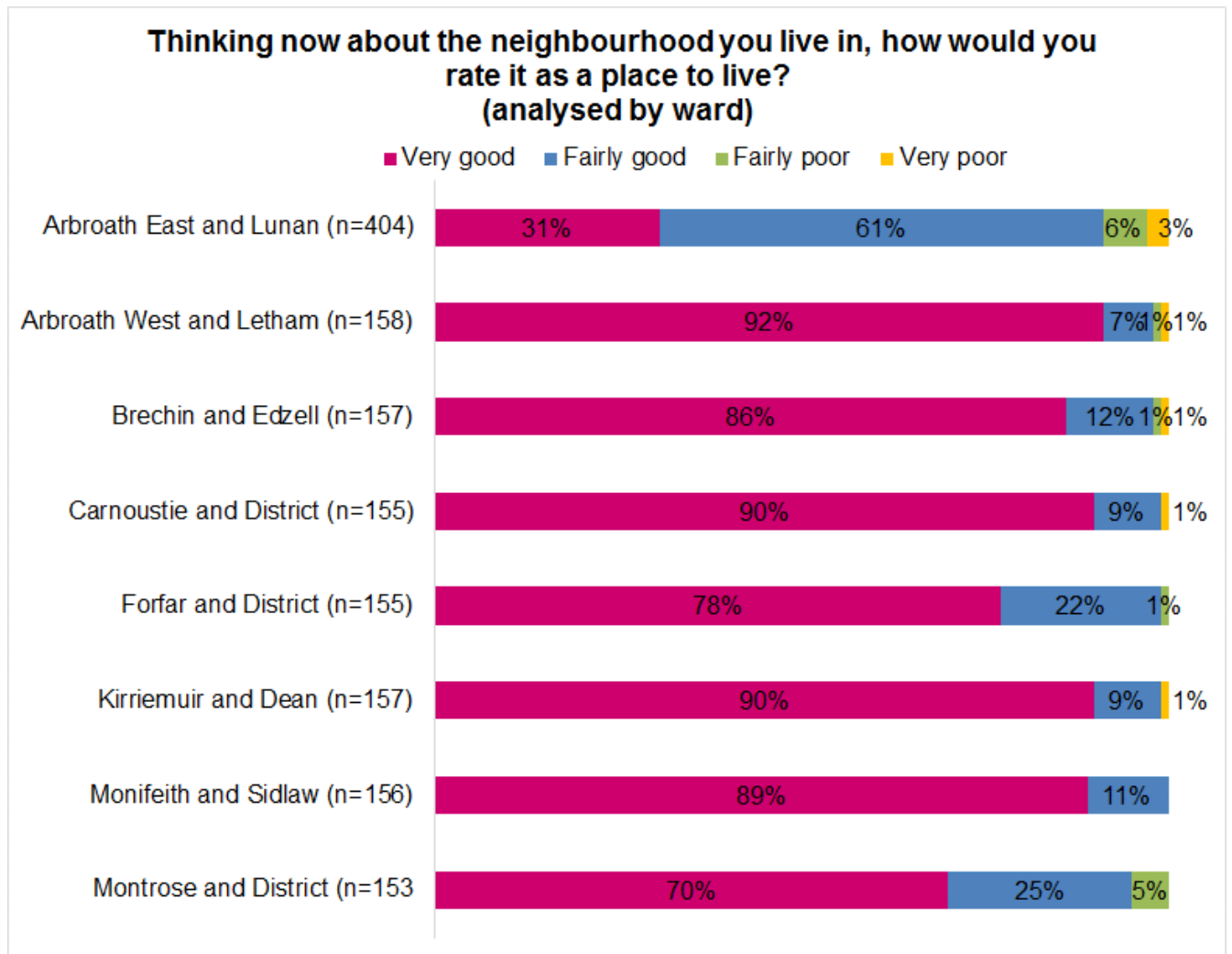
Participants were asked to rate how satisfied they were with their neighbourhood as a place to live in. 97% of participants were of the opinion their neighbourhood was a very or fairly good place to live in compared to 3% who said it was very or fairly poor.



Those who lived in the most deprived areas were significantly less likely to have said their neighbourhood was a very good place to live (33%) than those who lived in all other areas (81%).



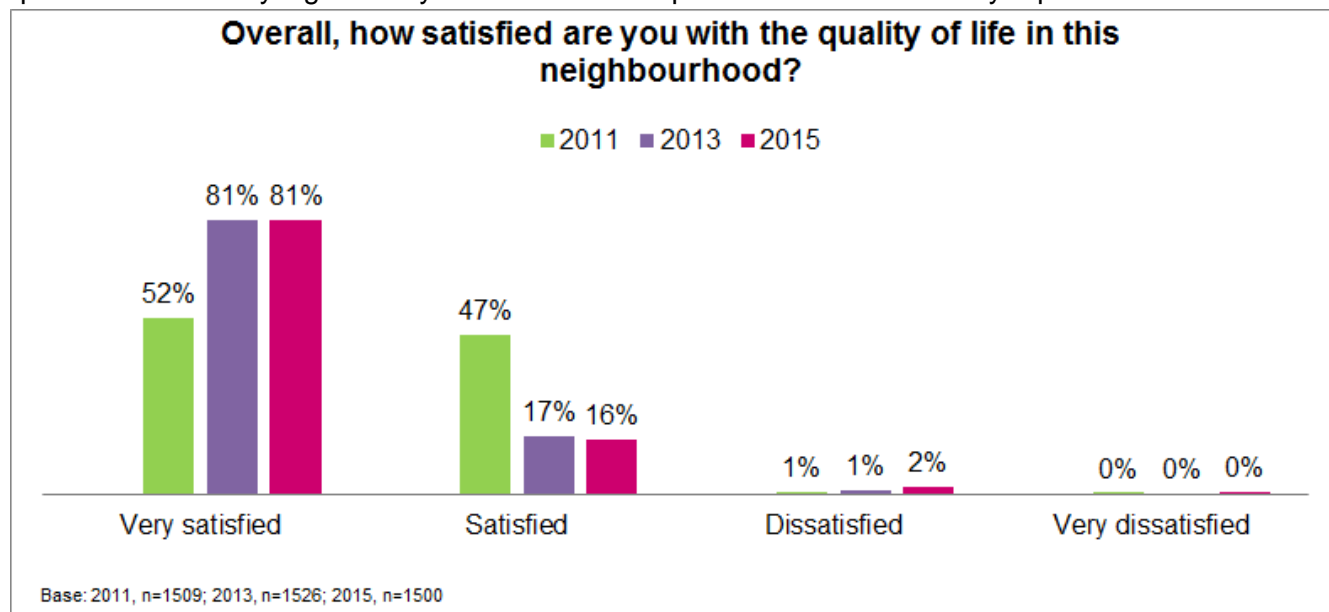
Analysis by ward indicates that those who lived in Arbroath East and Lunan were significantly less likely to have rated the neighbourhood as very good (31%) than participants who lived in all other areas.





### 3.4 Neighbourhood quality of life (Q13)

Over 8 in 10 participants (81%) said they were very satisfied with the quality of life in their neighbourhood, 16% were satisfied and 2% were dissatisfied or very dissatisfied. The results to this question do not vary significantly with the results reported in the 2013 survey report.

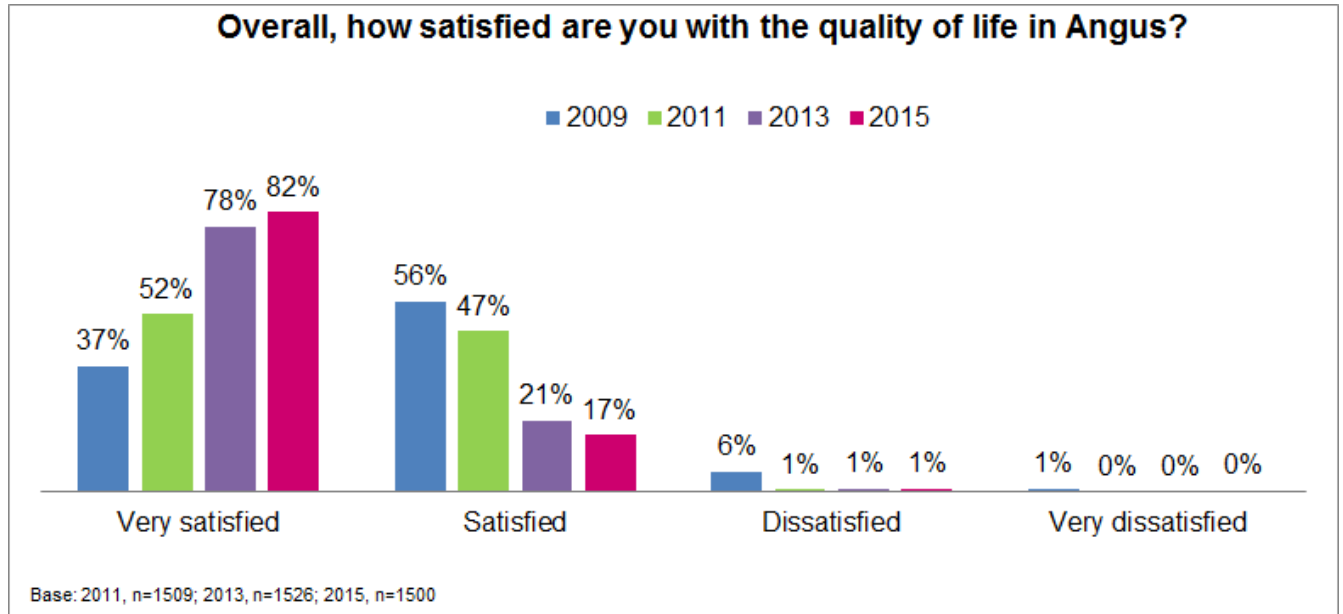


Analysis by ward reveals that participants who lived in Arbroath East and Lunan (31%) were significantly less likely to be very satisfied with the quality of life in their neighbourhood than participants who lived in all other areas. Care should be taken when reading this table due to the margin of error associated with these results at ward level (please see confidence levels noted in the table in section 1.3 of this report).

| Q13 Overall how satisfied are you with the quality of life in this neighbourhood? |                         |                          |                    |                         |                     |                     |                      |                       |
|---|-------------------------|--------------------------|--------------------|-------------------------|---------------------|---------------------|----------------------|-----------------------|
|   | Arbroath East and Lunan | Arbroath West and Letham | Brechin and Edzell | Carnoustie and District | Forfar and District | Kirriemuir and Dean | Monifieth and Sidlaw | Montrose and District |
| <b>Base</b>   | 406                     | 158                      | 158                | 156                     | 155                 | 157                 | 156                  | 154                   |
| Very Satisfied  | 30.7%                   | 91.1%                    | 81.6%              | 93.6%                   | 84.6%               | 90.3%               | 86.5%                | 93.3%                 |
| Fairly Satisfied  | 60.1%                   | 7.7%                     | 16.6%              | 5.8%                    | 14.7%               | 5.2%                | 13.5%                | 3.9%                  |
| Fairly Dissatisfied   | 8.9%                    | 1.2%                     | 1.9%               | 0.6%                    | 0.7%                | 4.5%                | -                    | 2.8%                  |
| Very Dissatisfied   | 0.2%                    | -                        | -                  | -                       | -                   | -                   | -                    | -                     |
| % very/ fairly satisfied  | 91%                     | 99%                      | 98%                | 99%                     | 99%                 | 96%                 | 100%                 | 97%                   |

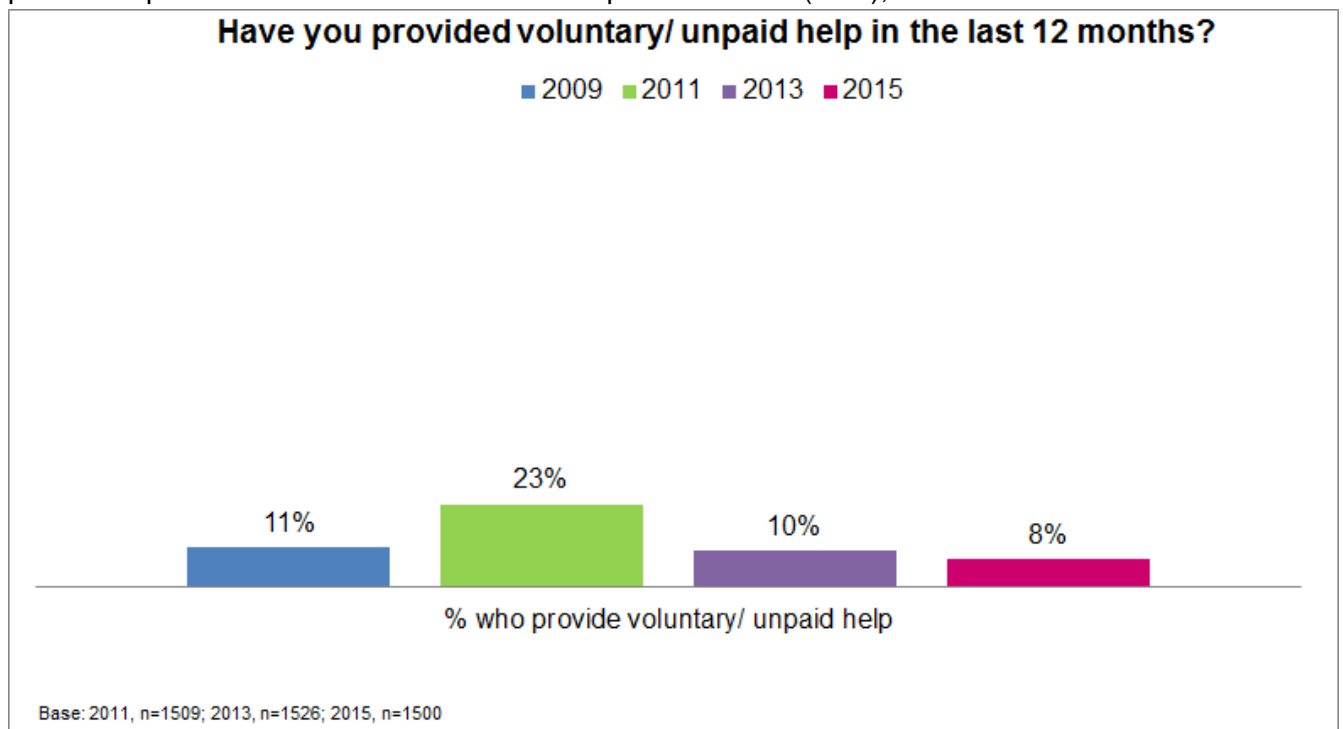
### 3.5 Angus quality of life (Q14)

Overall satisfaction with quality of life in Angus is high with almost all participants (99%) stating they were very satisfied or satisfied. The proportion of participants who were very satisfied has continued to increase each year from 37% in 2009 to 52% in 2011 to 78% in 2013 and 82% in 2015.



### 3.6 Providing voluntary/ unpaid help (Q15/16)

Just under 1 in 10 participants (8%) said they had undertaken some form of work or activity on a voluntary basis in the last 12 months. This is the lowest value to date compared to 10% in 2013, 23% in 2011 and 11% in 2009. Of those who provided unpaid help, almost all (99%) stated it had been a positive experience which is more than was reported in 2013 (94%),



The level of volunteering was greatest within the following groups:

- Aged 35-64 (10%)
- Owner occupier – non ex council (10%)
- Lived in Arbroath East and Lunan (14%)

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

- Aged 65 and over (4%)
- Owner occupier – ex council (5%)
- Lived in Forfar and District (3%)

### 3.7 Community activities (Q17)

Participants to the survey were read out a list of activities and asked which of these they were aware of. Awareness was highest regarding community festivals and events (61%), organised sporting activities, classes or clubs (50%) and after school or children’s clubs (46%). Over 8 in 10 participants (83%) were aware of at least one activity which is an increase on the 2011 results (73%).

Following on from this, participants were asked how often they or a member of their household had taken part in each of these activities. The table below shows the proportion of participants who said they or a member of their household takes part in these activities on a daily or weekly basis, a monthly or less frequent basis, and those who never take part in these activities. The most frequently accessed activities were organised sporting activities, classes or clubs with 46% stating they participate in this on a daily basis, followed by organised social, leisure activities, classes and clubs (34%).

| Q17 Awareness of and participation in various activities         |  |   |                 |       |                        |
|--|--|---|-----------------|-------|------------------------|
|  | Q17a Which of these are you aware of? (n=1500) | Q17 If aware, how often have you participated in? |                 |       |                        |
|  |  | Daily/ weekly                                     | Monthly/ seldom | Never | Base :number aware, n= |
| Community festivals/ events e.g. gala day                        | 61%  | 0%  | 74%             | 26%   | 906                    |
| Organised sporting activities/ classes/ clubs                    | 50%  | 46%   | 11%             | 44%   | 743                    |
| After school/ children's clubs                                   | 46%  | 17%   | 6%              | 77%   | 702                    |
| Organised social/ leisure activities/ classes/ clubs             | 39%  | 34%   | 16%             | 50%   | 607                    |
| Other community based groups/ projects                           | 32%  | 19%   | 8%              | 73%   | 498                    |
| Local community group/ Local Area Partnership/ Community Council | 20%  | 2%  | 7%              | 92%   | 326                    |
| Voluntary youth organisations                                    | 19%  | 10%   | 2%              | 88%   | 288                    |
| Local consultation activities or events                          | 19%  | 1%  | 9%              | 90%   | 260                    |
| Youth clubs/ projects or drop-in centres                         | 16%  | 12%   | 6%              | 83%   | 246                    |
| Learning groups or adult education classes                       | 14%  | 5%  | 4%              | 91%   | 209                    |
| Self-help or social care groups                                  | 14%  | 5%  | 5%              | 91%   | 203                    |
| Other youth work activities                                      | 10%  | 13%   | 7%              | 80%   | 148                    |
| Youth information services                                       | 8%   | 1%  | 6%              | 93%   | 132                    |
| None   | 17%  |   |                 |       |                        |

In terms of awareness of these activities significantly more participants living in non-deprived areas were aware of community festivals and gala days, organised sporting activities, classes and clubs, and organised social, leisure activities, classes and clubs. On the other hand, those who lived in the most deprived areas were significantly more likely to be aware of youth information services and learning groups or adult education classes.

| <b>Q17a I am going to read out some examples of community activities and organisations, can you tell me firstly if you are aware of any of these in this area?</b> |                              |                             |
|--|------------------------------|-----------------------------|
|  | Lived in most deprived areas | Lived in non-deprived areas |
| <b>Base</b>  | <b>249</b>                   | <b>1251</b>                 |
| After school/ children's club  | 54%                          | 46%                         |
| Youth club/ projects or drop in centres  | 23%                          | 15%                         |
| Voluntary youth services   | 27%                          | 19%                         |
| Youth information services   | 21%                          | 7%                          |
| Other youth work activities  | 16%                          | 10%                         |
| Organised sporting activities/ classes/ clubs  | 36%                          | 52%                         |
| Organised social / leisure activities/ classes/ clubs  | 28%                          | 40%                         |
| Learning groups or adult education classes   | 24%                          | 13%                         |
| Self-help or social care groups  | 19%                          | 13%                         |
| Community festivals / events eg gala day   | 37%                          | 63%                         |
| Local community group/ local area partnership/ community council   | 22%                          | 20%                         |
| Other community based groups/ projects   | 35%                          | 31%                         |
| Local consultation activities or events  | 14%                          | 20%                         |
| None   | 20%                          | 16%                         |

Compared to 2013, the proportion of participants who were participating in activities on a daily or weekly basis has seen a decrease in terms of:

- Other community based groups/ projects (decreased by 14 percentage points)
- Learning groups or adult education classes (-14% points)
- Other youth work activities (-11% points)
- Self-help or social care groups (-11% points)
- After school/ children's clubs (-8% points)

| <b>Q17 Participation in community activities and organisations</b> |               |                 |       |               |                 |       |
|--|---------------|-----------------|-------|---------------|-----------------|-------|
|  | 2013          |                 |       | 2015          |                 |       |
|  | Daily/ weekly | Monthly/ seldom | Never | Daily/ weekly | Monthly/ seldom | Never |
| After school/ children's clubs                                     | 25%           | 3%              | 71%   | 17%           | 6%              | 77%   |
| Youth clubs/ projects or drop-in centres                           | 13%           | 2%              | 86%   | 12%           | 6%              | 83%   |
| Voluntary youth organisations                                      | 14%           | 1%              | 86%   | 10%           | 2%              | 88%   |
| Youth information services   | 6%            | 3%              | 92%   | 1%            | 6%              | 93%   |
| Other youth work activities  | 24%           | 1%              | 74%   | 13%           | 7%              | 80%   |
| Organised sporting activities/ classes/ clubs                      | 42%           | 6%              | 51%   | 46%           | 11%             | 44%   |
| Organised social/ leisure activities/ classes                      | 31%           | 6%              | 63%   | 34%           | 16%             | 50%   |
| Learning groups or adult education classes                         | 19%           | 5%              | 76%   | 5%            | 4%              | 91%   |
| Self-help or social care groups                                    | 16%           | 3%              | 81%   | 5%            | 5%              | 91%   |
| Community festivals/ events e.g. gala day                          | 0%            | 71%             | 29%   | 0%            | 74%             | 26%   |
| Local community group/ Local Area Partnership/ Community Council   | 7%            | 8%              | 85%   | 2%            | 7%              | 92%   |
| Other community based groups/ projects                             | 33%           | 14%             | 53%   | 19%           | 8%              | 73%   |
| Local consultation activities or events                            | 2%            | 4%              | 94%   | 1%            | 9%              | 90%   |

Participants who lived in the most deprived areas were more likely to have taken part in youth clubs, projects or drop-in centres, voluntary youth organisations and self-help or social care groups on a daily or weekly basis than participants who lived in non-deprived areas.

| <b>Q17 Participation in community activities and organisations</b> |                                       |                 |       |                       |                 |       |
|--|---------------------------------------|-----------------|-------|-----------------------|-----------------|-------|
|  | Lived in most deprived neighbourhoods |                 |       | Lived in non-deprived |                 |       |
|  | Daily/ weekly                         | Monthly/ seldom | Never | Daily/ weekly         | Monthly/ seldom | Never |
| After school/ children's clubs                                     | 17%                                   | -               | 83%   | 17%                   | 6%              | 77%   |
| Youth clubs/ projects or drop-in centres                           | 21%                                   | -               | 79%   | 11%                   | 6%              | 83%   |
| Voluntary youth organisations                                      | 27%                                   | -               | 74%   | 8%                    | 3%              | 90%   |
| Youth information services   | 4%                                    | -               | 96%   | -                     | 8%              | 93%   |
| Other youth work activities  | 12%                                   | 2%              | 86%   | 13%                   | 8%              | 79%   |
| Organised sporting activities/ classes/ clubs                      | 43%                                   | 2%              | 54%   | 46%                   | 11%             | 43%   |
| Organised social/ leisure activities/ classes                      | 33%                                   | 10%             | 57%   | 34%                   | 16%             | 49%   |
| Learning groups or adult education classes                         | 8%                                    | 8%              | 84%   | 5%                    | 3%              | 92%   |
| Self-help or social care groups                                    | 25%                                   | 23%             | 52%   | 2%                    | 2%              | 96%   |
| Community festivals/ events e.g. gala day                          | 1%                                    | 48%             | 51%   | -                     | 75%             | 25%   |
| Local community group/ Local Area Partnership/ Community Council   | 6%                                    | 5%              | 88%   | 1%                    | 7%              | 92%   |
| Other community based groups/ projects                             | 19%                                   | 5%              | 76%   | 19%                   | 9%              | 72%   |
| Local consultation activities or events                            | 9%                                    | 14%             | 77%   | 1%                    | 9%              | 90%   |

### 3.8 Reasons for not taking part in community activities, organisations or events (Q18)

Those who had not taken part in any community activities or organisations were asked to provide reasons why this was the case. The majority of individuals said they were simply not interested (78%). This was also the main reason in 2013.

| <b>Q18 If you have not taken part in any community activities or organisations, can you tell me why this is?</b> |            |             |
|--|------------|-------------|
|  | 2013       | 2015        |
| <b>Base</b>  | <b>755</b> | <b>1133</b> |
| Not interested   | 43%        | 78%         |
| Health/ disability issues  | 17%        | 9%          |
| Work commitments   | 14%        | 6%          |
| Not aware of any meetings/ opportunities to participate  | 5%         | 5%          |
| Not enough time to participate   | 19%        | 3%          |
| Don't think I have anything to contribute  | 3%         | 2%          |
| Childcare commitments  | 1%         | 1%          |
| Caring commitments   | 1%         | 0%          |
| Afford ability   | 1%         | 0%          |
| Not confident it will make a difference  | 0%         | 0%          |
| Lack of confidence in speaking up  | 0%         | 0%          |
| Just moved into area   | 0%         | -           |
| Don't know   | 5%         | -           |
| Other (specify)  | 0%         | 1%          |

Those who lived in the most deprived areas were less likely to have said they did not take part in community activities because they were not interested (59%) than participants who lived in all other areas (80%). Participants who lived in deprived areas were more likely to have said they do not take part because they were not aware of any meetings or opportunities to participate (18%) than participants who lived in all other areas (4%).

### 3.9 Cultural activities and events (Q19)

Participants were shown a list of cultural activities and events such as films, exhibitions, plays, museums and classes and asked whether they had taken part in or visited any of these activities in Angus in the last 12 months. The majority of participants (65%) said they had taken part or visited at least one of these activities or events in the last 12 months which is less than was reported in 2013 (76%). Those who were *most likely* to have attended these events were:

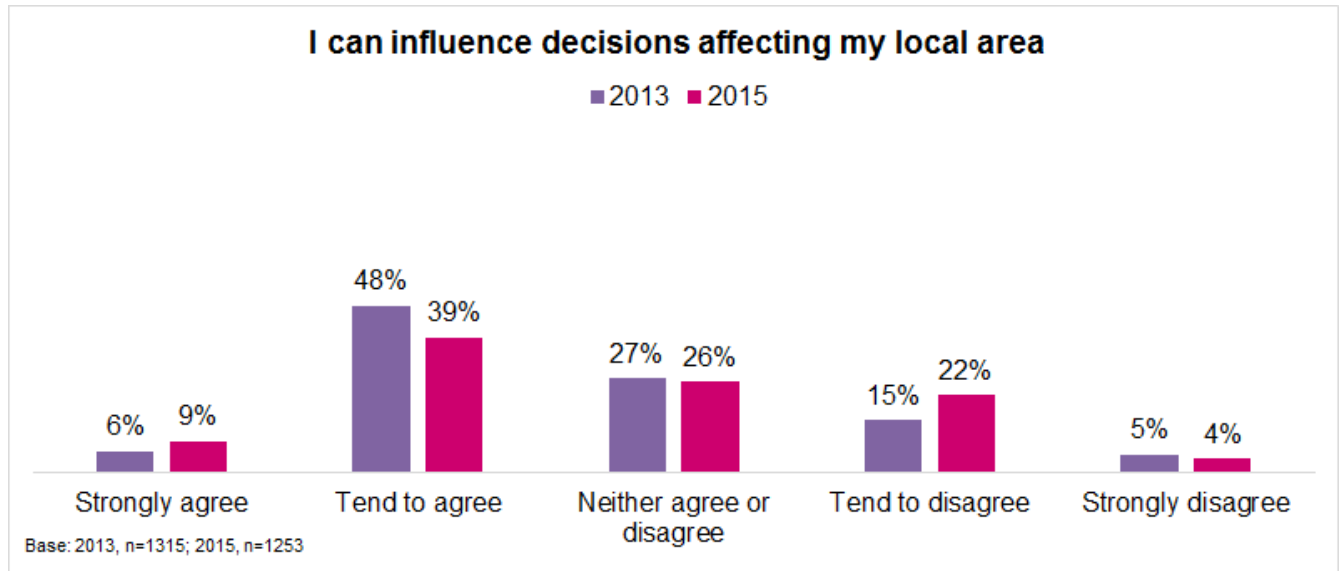
- Lived in non-deprived areas (66%)
- Aged 16-34 (77%)
- Male (67%)
- Rent from a private landlord (76%) or owned non ex council property (74%)
- Lived in Arbroath West and Letham (78%) and Kirriemuir and Dean (79%).

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

- Lived in deprived areas (56%)
- Aged 65 and over (44%)
- Female (63%)
- Council tenants (52%)
- Lived in Forfar and District (27%).

### 3.10 Influencing decisions (Q20a/b)

Participants were asked the extent to which they felt that they had an influence over decisions which affect their neighbourhood. Just under half of participants (48%) agreed or strongly agreed that they can influence decisions affecting their local area compared to 26% who neither agreed nor disagreed and 26% who tended to disagree or strongly disagreed. The proportion of overall agreement has decreased from 54% in 2013 to 48% in 2015.



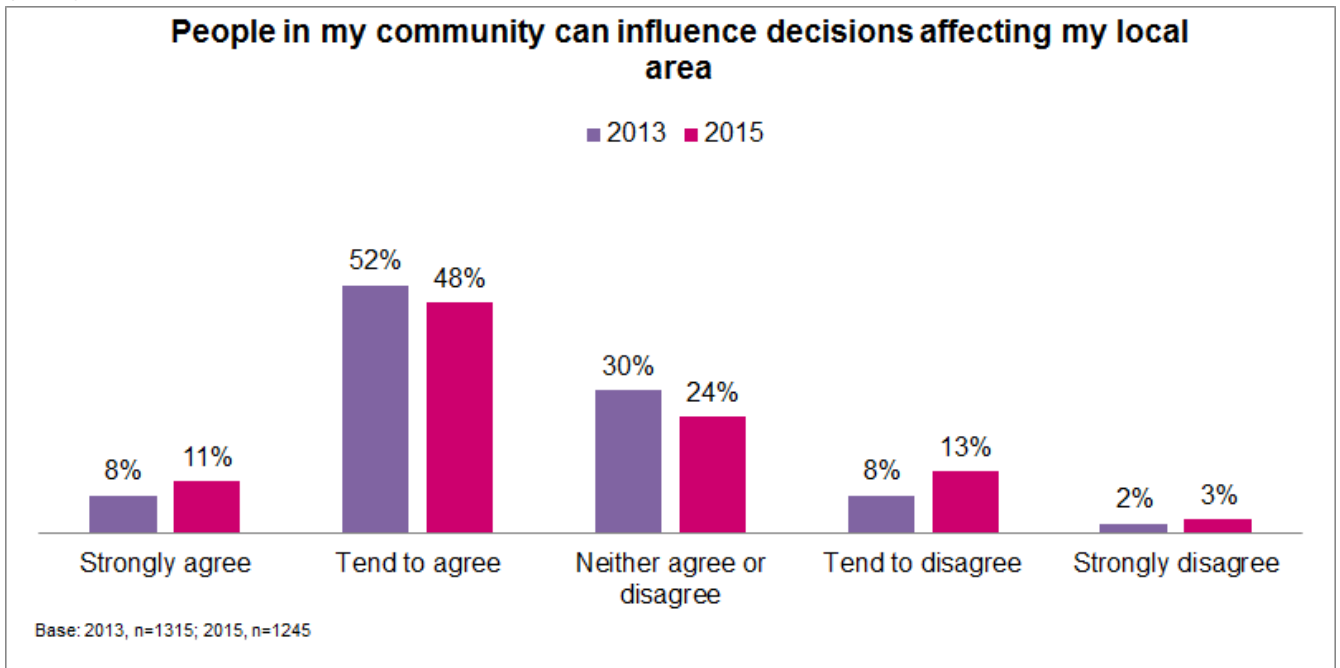
Those who were most likely to *agree* were:

- Aged 35-64 (50%)
- Owned a non ex council property (67%)
- Lived in Carnoustie and District (68%) and in Montrose and District (66%)
- Lived in non-deprived areas (49%)

Participants most likely to *disagree* were:

- Aged 16-34 (31%)
- Housing Association tenants (62%)
- Lived in Forfar and District (59%)
- Lived in the most deprived areas (34%).

Following on from this, participants were asked whether others in their community can influence decisions affecting the local area. Just under 6 in 10 participants (59%) stated they strongly agreed or tended to agree with this statement, 24% neither agreed nor disagreed and 16% tended to disagree or strongly disagreed. The level of agreement has remained consistent with the figure reported in 2013 (60%).

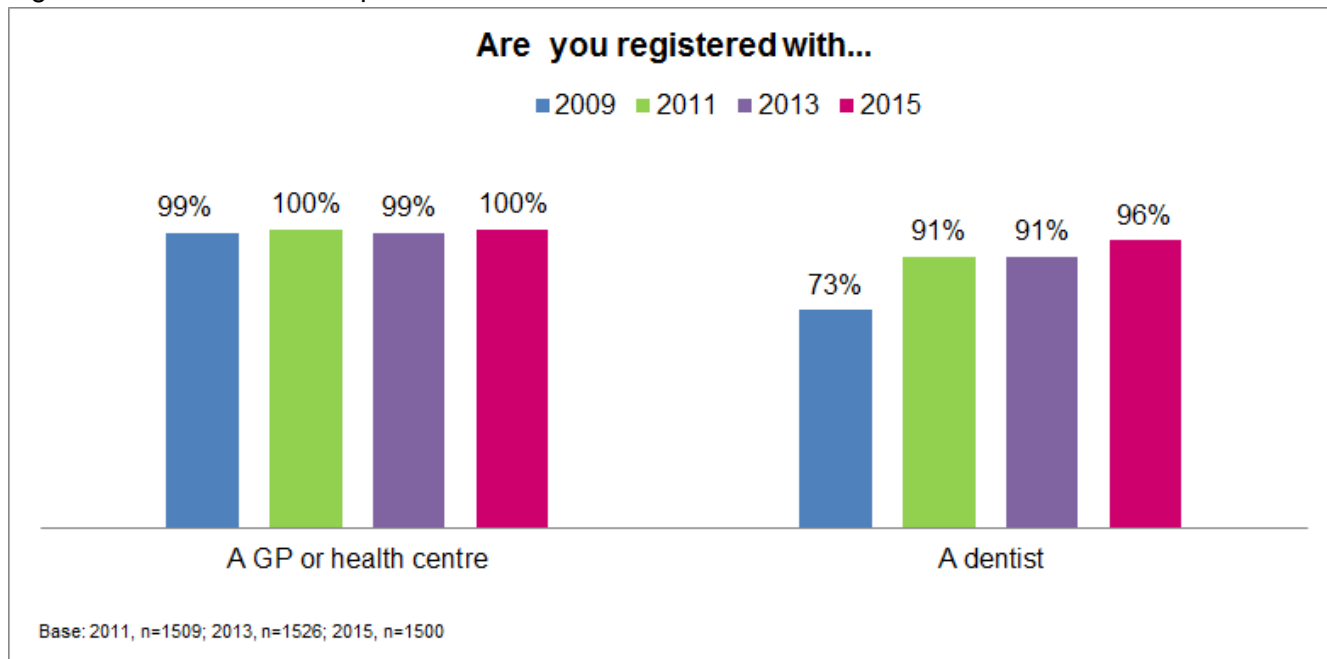




## 4. HEALTH

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

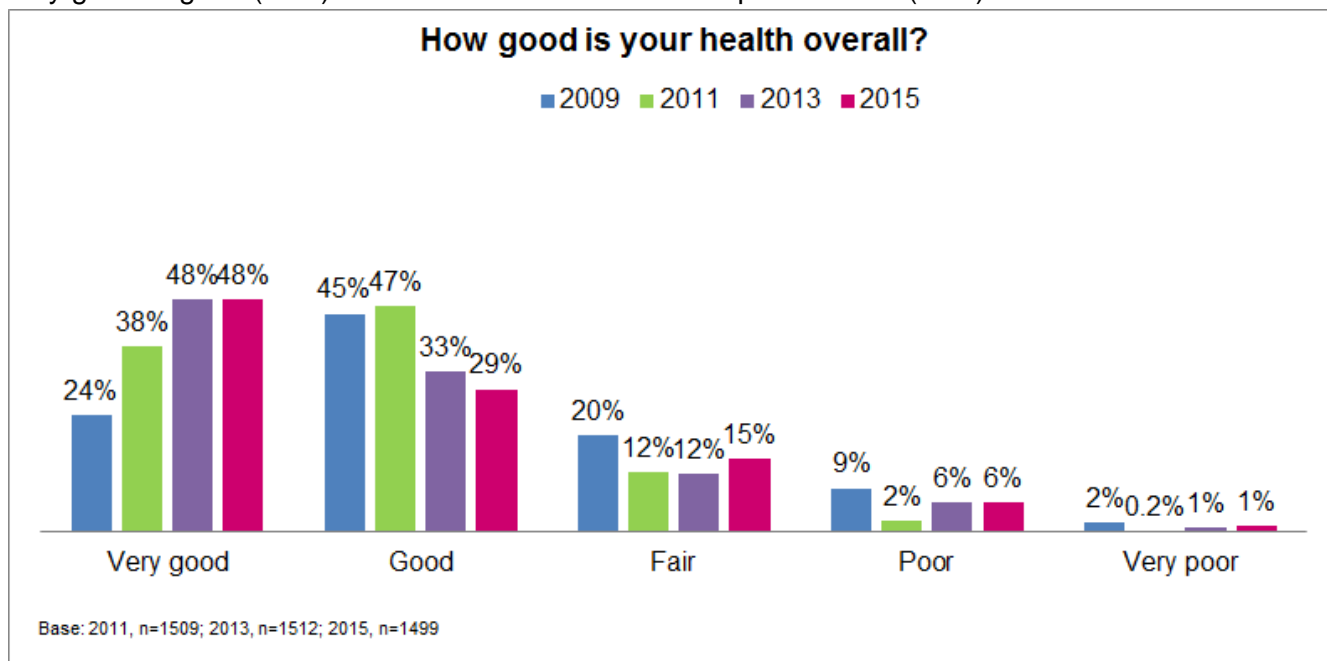
100% of survey participants stated they were registered with a GP or health centre and 96% were registered with a dentist. The proportion of participants registered with a dentist has increased to its highest level to date and represents an increase from 91% in 2013 to 96% in 2015.



## 4.2 Rating of health overall (Q22)

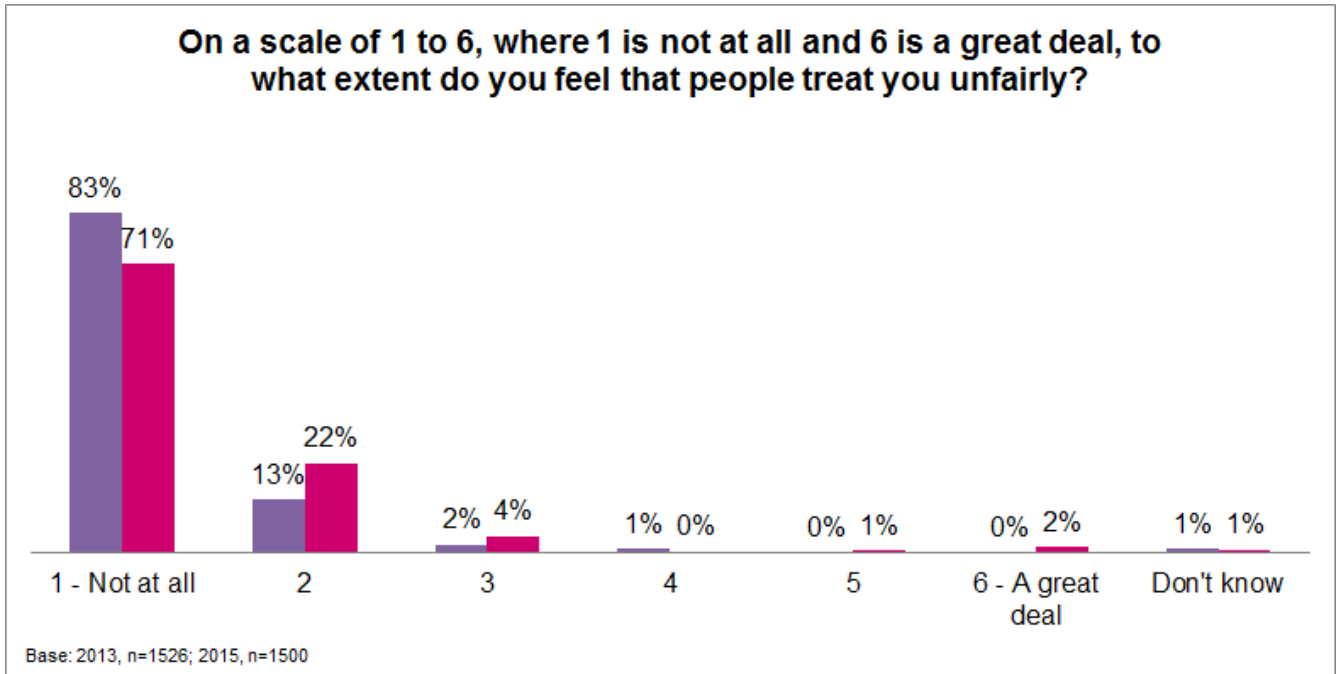
Over three quarters of survey participants (77%) rated their health as very good or good compared to 7% who said it was poor or very poor and 15% who rated it fair. The proportion of participants rating their health as very good or good has decreased marginally from 81% in 2013 to 77% in 2015.

Participants who lived in the most deprived areas were significantly less likely to rate their health as very good or good (65%) than those who lived in non-deprived areas (78%).



### 4.3 Being treated fairly (Q23)

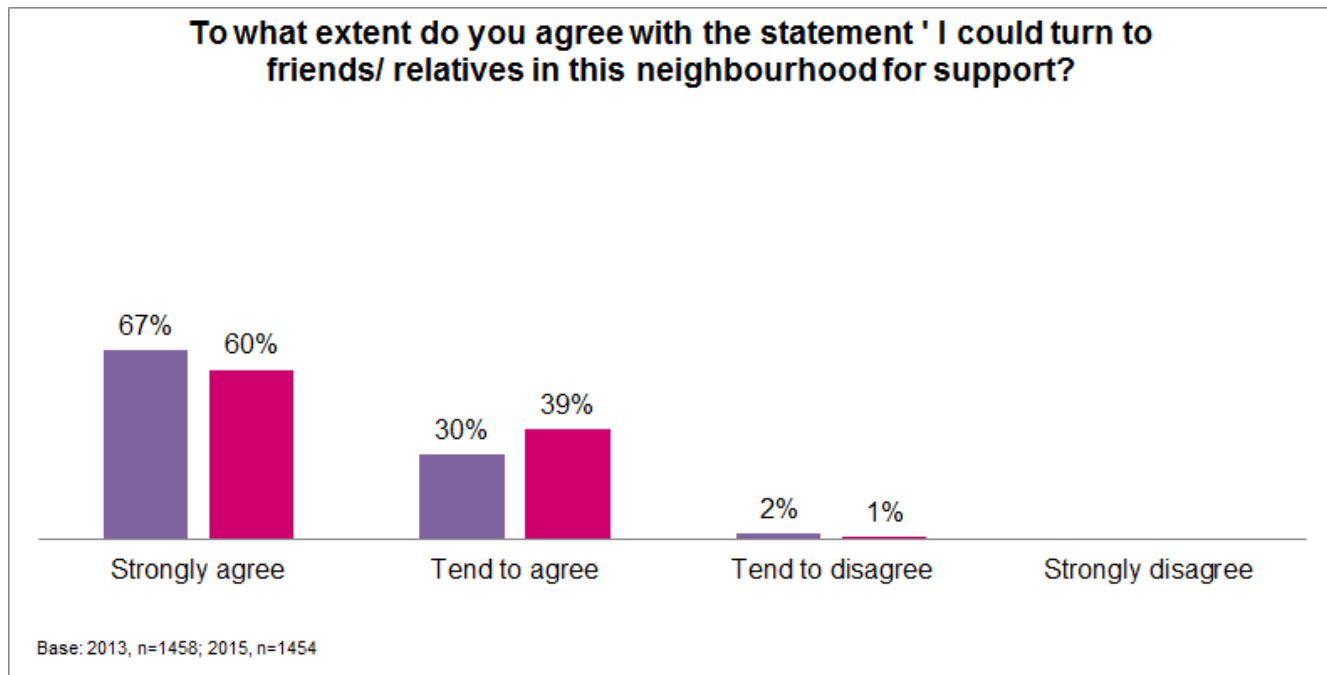
The survey asked participants to rate the extent to which they felt that people treated them unfairly where 1 was not at all and 6 was a great deal. More than 7 in 10 participants (71%) stated they were 'not at all' treated unfairly, i.e. gave a score of 1. As can be seen in the chart below, the proportion of participants who answered 'not at all' has decreased from 83% in 2013 to 71% in 2015. The mean score for those who gave an opinion (i.e. excluding those who answered 'don't know') was 1.41 which is a higher score than was given in the 2013 survey (1.22).



The mean score for participants living in the most deprived areas was higher (2.14) than for participants who lived in non-deprived areas (1.35) indicating that those living in the most deprived areas were more likely to feel that people treat them unfairly.

#### 4.4 Support network (Q24)

Ninety nine percent of participants tended to agree or strongly agreed they could turn to friends or relatives in their neighbourhood for support. The proportion of participants who strongly agreed with this statement has decreased from 67% in 2013 to 60% in 2015.



Those who were most likely to *strongly agree* with this statement had the following characteristics:

- Aged 16-24 (74%);
- Owned a non ex council property (74%);
- Lived in Arbroath West and Letham (74%), in Carnoustie and District (75%), Monifieth and Sidlaw (73%) and in Kirriemuir and Dean (72%);
- Lived in non-deprived areas (63%).

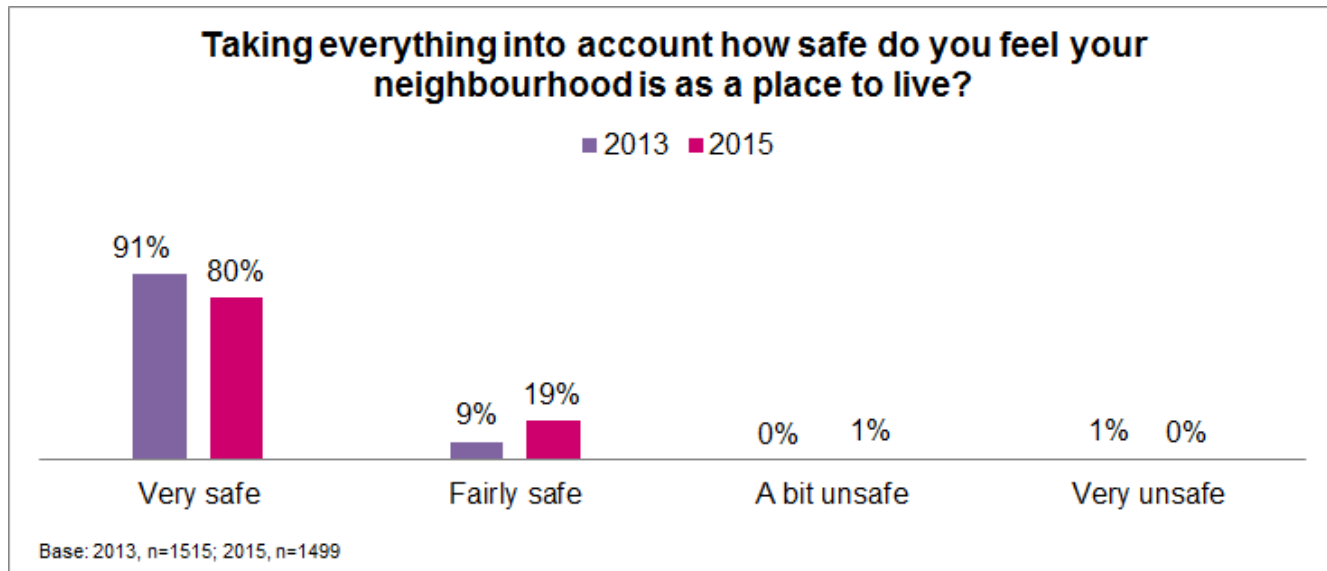
On the other hand, those who were least likely to *strongly agree* were:

- Aged 75+ (49%);
- Rented from a private landlord (43%);
- Lived in Arbroath East and Lunan (35%) and in Forfar and District (43%);
- Lived in the most deprived areas (29%).

## 5. COMMUNITY SAFETY

### 5.1 Safety in the neighbourhood (Q25)

Almost all participants stated their neighbourhood was a very or fairly safe place to live (99%) compared to just 1% who said it was a bit or very unsafe. Compared to the 2013 results the proportion of participants rating their neighbourhood a 'very safe' place to live has decreased from 91% in 2013 to 80% in 2015.



Those who were most likely to rate their neighbourhood as 'very safe' had the following characteristics:

- Were male (84%);
- Rented their home from a private landlord (85%) or owned a non ex council property (85%);
- Lived in non-deprived areas (83%);
- Lived in Arbroath West and Letham (92%) and in Kirriemuir and Dean (94%).

Participants least likely to rate their neighbourhood as 'very safe' were as follows:

- Were female (76%);
- Were aged 65 and over (71%);
- Were housing association tenants (51%);
- Lived in the most deprived areas (39%);
- Lived in Arbroath East and Lunan (31%).

## 5.2 Safety during the day and at night (Q26)

Participants were asked about how safe they felt in different circumstances:

- 99% felt very or fairly safe walking alone in their neighbourhood during the day (98% in 2013);
- 100% felt very or fairly safe alone in their home during the day (99% in 2013);
- 88% felt very or fairly safe walking alone in their neighbourhood after dark (84% in 2013);
- 99% felt very or fairly safe alone in their home at night (99% in 2013).

| Neighbourhood safety               |                                   |      |      |                             |      |      |  |      |      |  |      |      |
|------------------------------------|-----------------------------------|------|------|-----------------------------|------|------|--|------|------|--|------|------|
|                                    | Alone in your home during the day |      |      | Alone in your home at night |      |      | Walking alone in your neighbourhood during the day |      |      | Walking alone in your neighbourhood after dark |      |      |
|                                    | 2011                              | 2013 | 2015 | 2011                        | 2013 | 2015 | 2011   | 2013 | 2015 | 2011   | 2013 | 2015 |
| Base: 2013, n=1526, 2015, n=1500   |                                   |      |      |                             |      |      |  |      |      |  |      |      |
| Very safe                          | 88%                               | 93%  | 90%  | 85%                         | 93%  | 88%  | 88%  | 91%  | 88%  | 56%  | 70%  | 64%  |
| Fairly safe                        | 12%                               | 6%   | 10%  | 13%                         | 6%   | 11%  | 12%  | 7%   | 11%  | 31%  | 13%  | 24%  |
| A bit unsafe                       | 0%                                | 0%   | 0%   | 1%                          | 0%   | 1%   | 1%   | 0%   | 0%   | 3%   | 3%   | 4%   |
| Very unsafe                        | 0%                                | 0%   | 0%   | 0%                          | 1%   | 0%   | 0%   | 1%   | 0%   | 2%   | 1%   | 1%   |
| I feel too unsafe to do this alone | -                                 | -    | 0%   | -                           | -    | 0%   | -  | -    | 0%   | -  | -    | 2%   |
| Don't know                         | 0%                                | 0%   | 0%   | 1%                          | 0%   | 0%   | 1%   | 1%   | 1%   | 8%   | 12%  | 5%   |

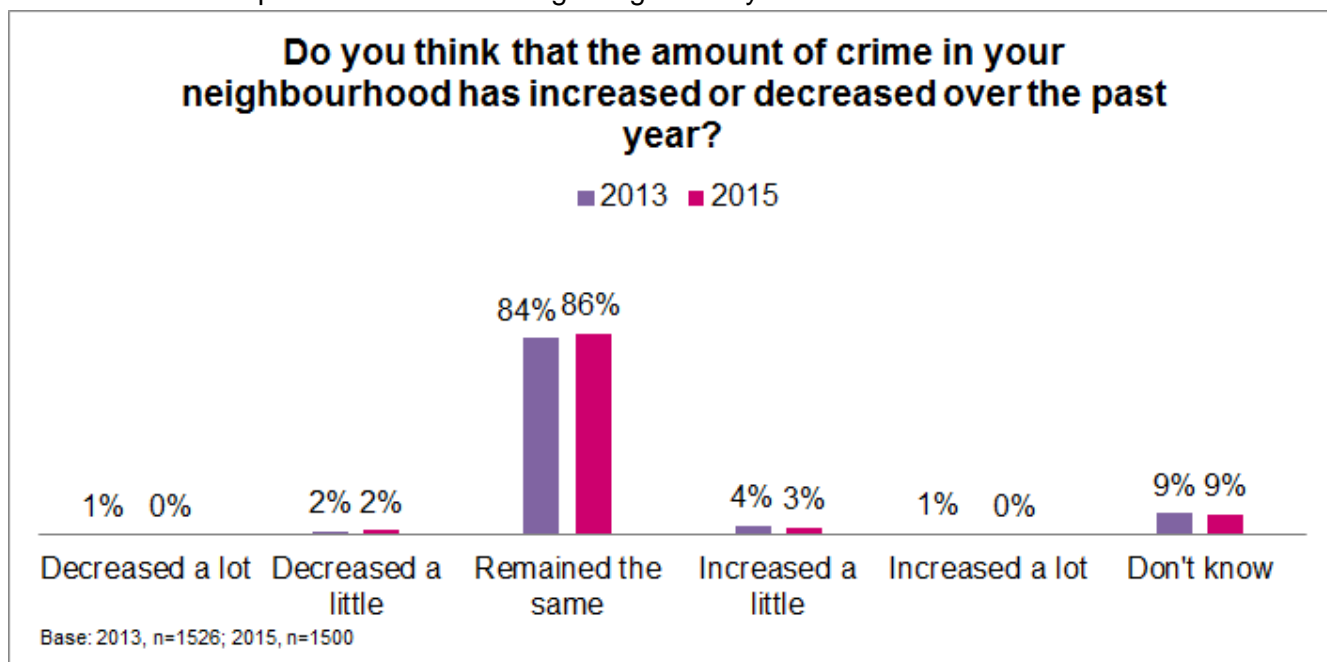
NB a new option was added to the 2015 survey "I feel too unsafe to do this alone"

Those who lived in the most deprived areas (66%) were significantly less likely to have said they feel very or fairly safe walking alone in their neighbourhood after dark than those who lived in all other areas (90%).

| Neighbourhood safety               |                                   |              |                             |              |  |              |  |              |
|------------------------------------|-----------------------------------|--------------|-----------------------------|--------------|--|--------------|--|--------------|
|                                    | Alone in your home during the day |              | Alone in your home at night |              | Walking alone in your neighbourhood during the day |              | Walking alone in your neighbourhood after dark |              |
|                                    | Most deprived                     | Non deprived | Most deprived               | Non deprived | Most deprived                                      | Non deprived | Most deprived                                  | Non deprived |
| Very safe                          | 59%                               | 92%          | 53%                         | 91%          | 53%  | 91%          | 20%  | 68%          |
| Fairly safe                        | 40%                               | 8%           | 42%                         | 9%           | 42%  | 8%           | 46%  | 22%          |
| A bit unsafe                       | 2%                                | -            | 4%                          | 1%           | 3%   | 0%           | 20%  | 3%           |
| Very unsafe                        | -                                 | -            | 1%                          | -            | -  | -            | 6%   | 0%           |
| I feel too unsafe to do this alone | -                                 | -            | -                           | -            | -  | -            | 1%   | 2%           |
| Don't know                         | -                                 | -            | -                           | -            | 2%   | 1%           | 8%   | 4%           |

### 5.3 Change in the level of crime (Q27/28)

When asked about the change in the level of crime in the past year, the vast majority (86%) were of the opinion that the level of crime has remained about the same over the last year. On the other hand, 3% felt there has been an increase in the level of crime and 2% said the level of crime has decreased. The results to this question have not changed significantly since 2013.



Participants who lived in the most deprived areas were significantly less likely to have said the level of crime has stayed the same (56% compared to 88% for non-deprived areas) and were more likely to have answered don't know (25% compared to 7% for non-deprived areas). Those who lived in the most deprived areas were more likely to have said the amount of crime has increased (13% compared to 3% for non-deprived areas) and also more likely to have said there is now less crime (6% compared to 2% for non-deprived areas).

| Q27 Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year? |                     |                    |
|--|---------------------|--------------------|
|  | Most deprived areas | Non deprived areas |
| Base   | 249                 | 1251               |
| Decreased  | 6%                  | 2%                 |
| Stayed the same  | 56%                 | 88%                |
| Increased  | 13%                 | 3%                 |
| Don't know   | 25%                 | 7%                 |

Those who said that the level of crime in their neighbourhood had increased were asked about the factors which have influenced their opinion. The main factor which appears to have had an influence was word of mouth with 55% of participants stating that talking to people in their area has been the biggest influence on their opinion, followed by personal experience of crime (9%) and the experiences of family or friends (9%).

| <b>If you feel crime has increased in your neighbourhood, what has influenced your opinion?</b> |             |             |
|---|-------------|-------------|
| <b>Base: 2015, n=76</b>   | <b>2013</b> | <b>2015</b> |
|   | <b>94</b>   | <b>76</b>   |
| Talking to people in the area   | 47%         | 55%         |
| Personal experience of crime  | 16%         | 9%          |
| Experience of family or friends   | 9%          | 9%          |
| Police or Council publications  | 1%          | 6%          |
| Media - television, radio, paper  | 11%         | 5%          |
| Social media internet sites e.g. Facebook, Twitter  | 1%          | 2%          |
| Other   | 27%         | 14%         |



## 5.4 Factors which contribute to crime level (Q29)

An open ended question was asked of participants regarding the main factor which they felt contributes most to the level of crime in their neighbourhood. The responses to this question have been coded into common themes and listed in the table below. The most popular responses to this question were alcohol and drugs (33%), followed by problems with gangs or youths (3%), unemployment and boredom. The proportion of participants stating drugs and alcohol is the main factor which contributes most to the level of crime in the neighbourhood has decreased from 40% in 2013 to 33% in 2015.

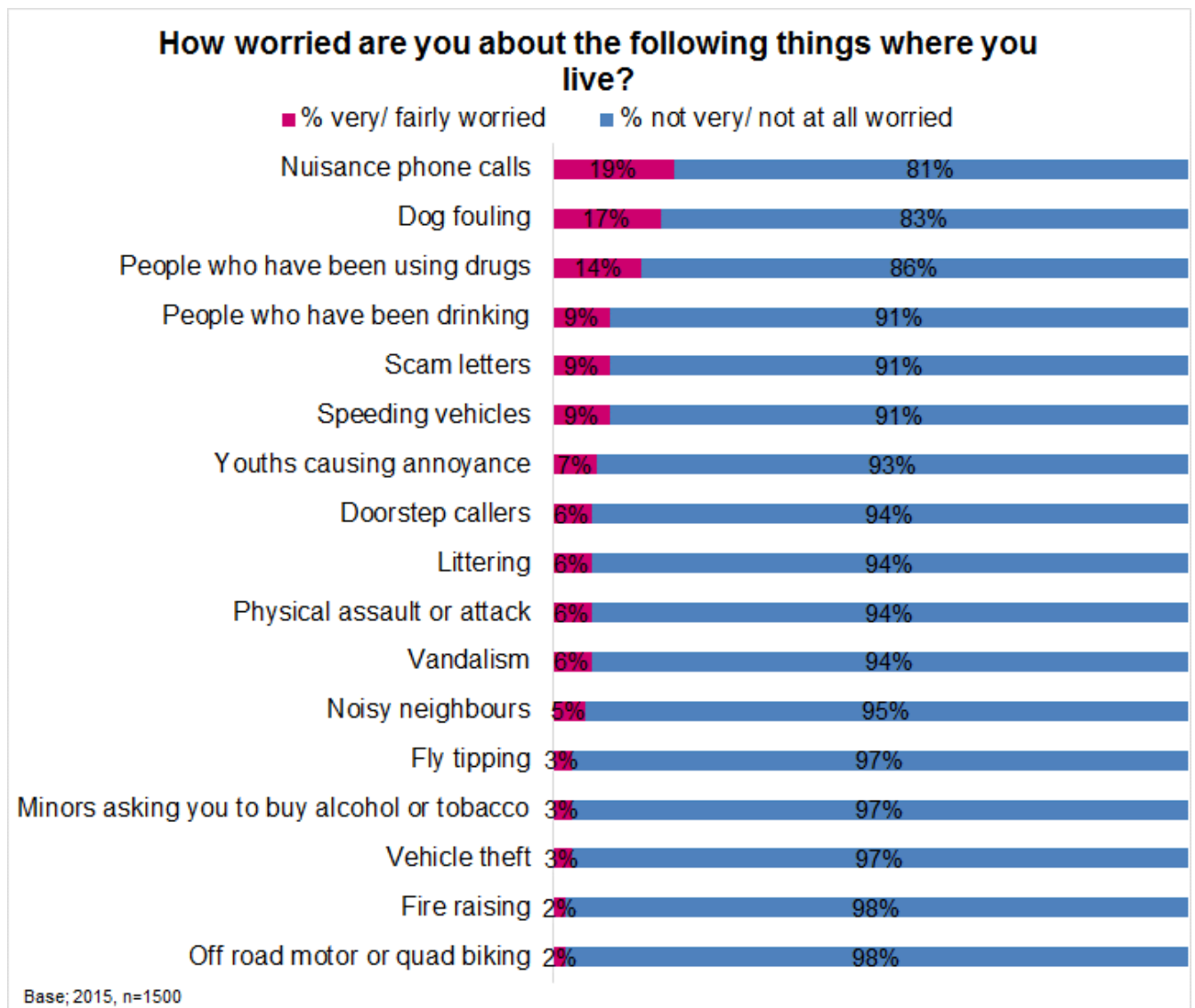
One in four participants were unable to answer this question, 2% said nothing contributes to the level of crime in their neighbourhood and 29% said they lived in a good neighbourhood where they do not have a lot of trouble.

| <b>What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?</b> |             |             |
|--|-------------|-------------|
|  | <b>2013</b> | <b>2015</b> |
| <b>Base</b>  | <b>1526</b> | <b>1491</b> |
| Alcohol/ Drugs   | 40%         | 33%         |
| This is a good area/ neighbourhood/ quiet/ no trouble  | 25%         | 29%         |
| Gangs/ youths  | 2%          | 3%          |
| Unemployment   | 6%          | 2%          |
| Boredom/ nothing to do/ lack of facilities   | 4%          | 2%          |
| Lack of money/ poverty   | 1%          | 1%          |
| Crime e.g. Break ins/ burglary/ vandalism  | 1%          | 1%          |
| Lack of discipline/ parental control   | 1%          | 1%          |
| Driving offences/ speeding/ motorbikes   | 0.1%        | 1%          |
| Anti-social behaviour  | 0.2%        | 0.5%        |
| Immigrants   | 0.1%        | 0.4%        |
| Opportunists/ some people can't help themselves  | 0.1%        | 0.4%        |
| Lack of policing/ wardens  | 0.3%        | 0.3%        |
| New people/ undesirables moving into area/ not knowing who your neighbours are                                       | 0.3%        | 0.2%        |
| Other  | 1%          | 2%          |
| Don't know   | 23%         | 25%         |
| Nothing  | 2%          | 8%          |

## 5.5 Neighbourhood concerns (Q30)

A new question was included in the 2015 survey on the topic of neighbourhood concerns. Survey participants were asked to rate how worried they were with various neighbourhood issues. For analysis purposes the proportion of participants who said they were very or fairly worried has been combined and compared to the proportion who were not very or not at all worried. As can be seen below, the biggest concerns for participants were:

- Nuisance phone calls (19% very/ fairly worried)
- Dog Fouling (17%)
- People who have been using drugs (14%).



Those who lived in the most deprived areas were more likely to be concerned with all issues with the exception of nuisance phone calls. The most significant differences can be seen regarding:

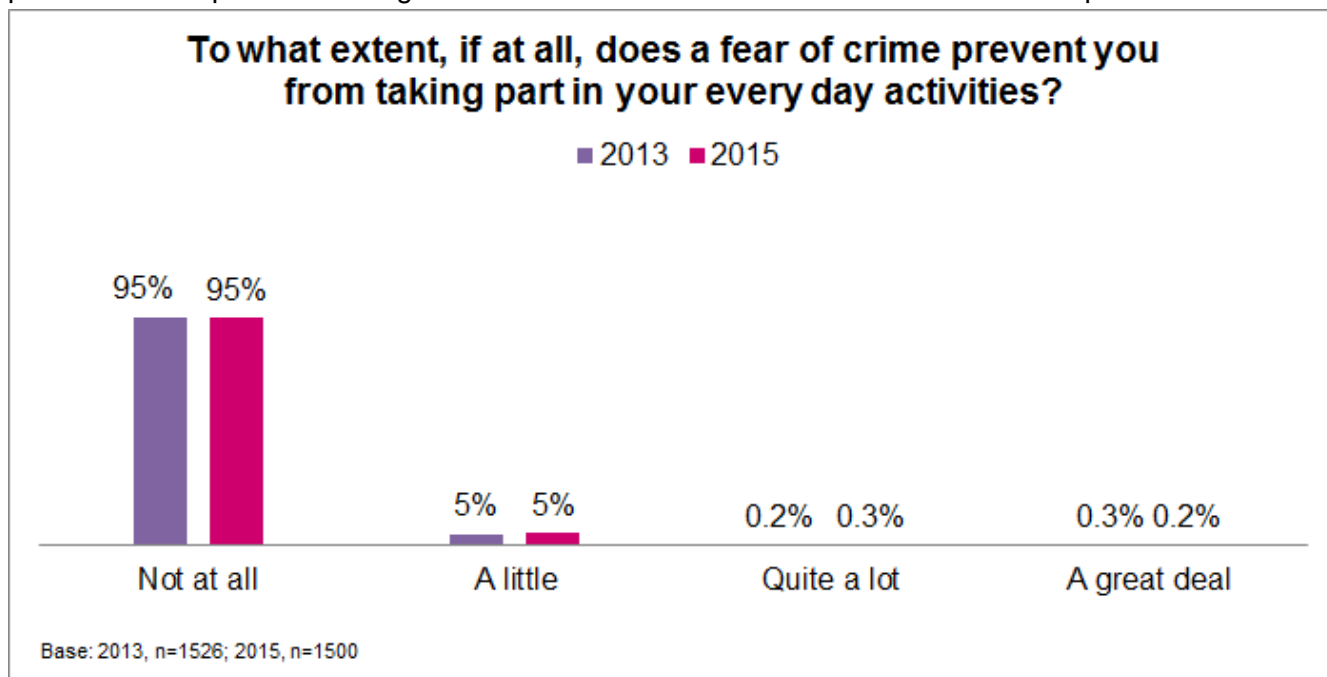
- **People who have been using drugs:** 60% of participants living in the most deprived areas were worried about this compared to 10% of participants who live in all other areas;
- **People who have been drinking:** 46% of participants living in the most deprived areas were worried about this compared to 6% of participants who live in all other areas;
- **Youths causing annoyance:** 38% of participants living in the most deprived areas were worried about this compared to 4% of participants who live in all other areas;
- **Dog fouling:** 48% of participants living in the most deprived areas were worried about this compared to 15% of participants who live in all other areas;
- **Vandalism:** 25% of participants living in the most deprived areas were worried about this compared to 4% of participants who live in all other areas;
- **Noisy neighbours:** 25% of participants living in the most deprived areas were worried about this compared to 4% of participants who live in all other areas;

Analysis by ward varies significantly with those living in Arbroath East and Lunan, generally being most worried about neighbourhood issues. The data varies most significantly by ward in terms of:

- **Dog fouling:** 55% of participants who lived in Arbroath East and Lunan were worried about this compared to 3% in Monifieth and Sidlaw;
- **People who have been using drugs:** 49% of participants who lived in Arbroath East and Lunan were worried about this compared to 2% in Kirriemuir and Dean and 4% in Brechin and Edzel;
- **Nuisance phone calls:** 39% of participants who lived in Montrose and District were worried about this compared to 1% in Arbroath West and Letham;
- **People who have been drinking:** 34% of participants who lived in Arbroath East and Lunan (34%) and 16% of participants who lived in Montrose and District were worried about this compared to 2-4% for participants who lived in all other areas;
- **Littering:** 27% of participants who lived in Arbroath East and Lunan were worried about this compared to 9% or less participants who lived in all other areas.
- **Youths causing annoyance:** 27% of participants who lived in Arbroath East and Lunan were worried about this compared to 12% or less participants who lived in all other areas.
- **Speeding vehicles:** 28% of participants who lived in Arbroath East and Lunan were worried about this compared to 12% or less participants who lived in all other areas.

## 5.6 Extent to which fear of crime prevents them from taking part in everyday activities (Q31)

The vast majority of participants (95%) stated that fear of crime does not prevent them at all from taking part in everyday activities, 5% said it prevented them a little and less than 1% of participants said prevents them quite a lot or a great deal. These results are consistent with those reported in 2013.



The proportion of participants who answered 'a little', 'quite a lot' or 'a great deal' has been combined and reveals that the following groups were most likely to have said that fear of crime prevents them from taking part in their everyday activities:

- Aged 16-24 (10%)
- Female (7%)
- Housing association tenants (20%) and Council tenants (13%)
- Lived in the most deprived areas (37%)
- Lived in Arbroath East and Lunan (32%)

## 5.7 Vulnerable adults (Q32)

Participants were asked for their opinions on a couple of statements regarding vulnerable adults. Just under half (45%) were aware that the Council had procedures in place to respond to situations where vulnerable adults might be at risk of harm (34% in 2013) and 73% were aware of who to contact if they had concerns that a vulnerable adult was at risk of being abused (71% in 2013).

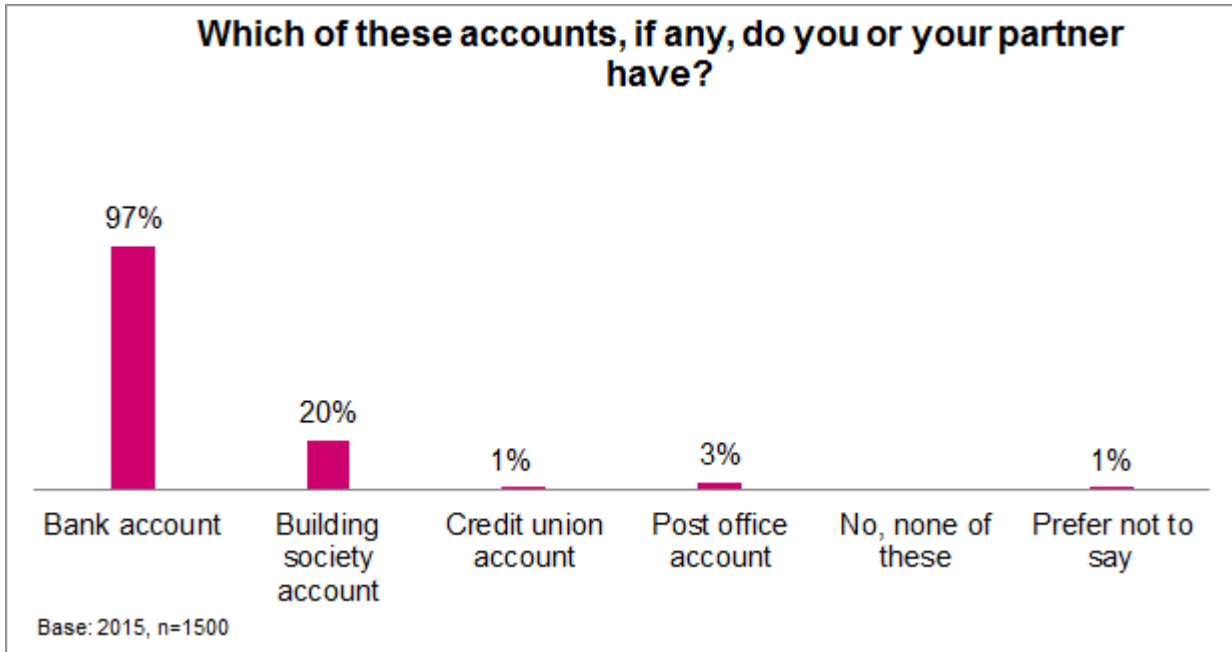
Generally as age increases, the proportion of participants who were aware of the Council procedures in place to respond to situations where vulnerable adults might be at risk of harm also increases with age, from 34% for those aged 16-34 to 51% for those aged 65 and over.

| Vulnerable adults (% stating yes)  |             |             |
|--|-------------|-------------|
|  | 2013        | 2015        |
| <b>Base</b>  | <b>1526</b> | <b>1500</b> |
| Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm? | 34%         | 45%         |
| Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?                           | 71%         | 73%         |

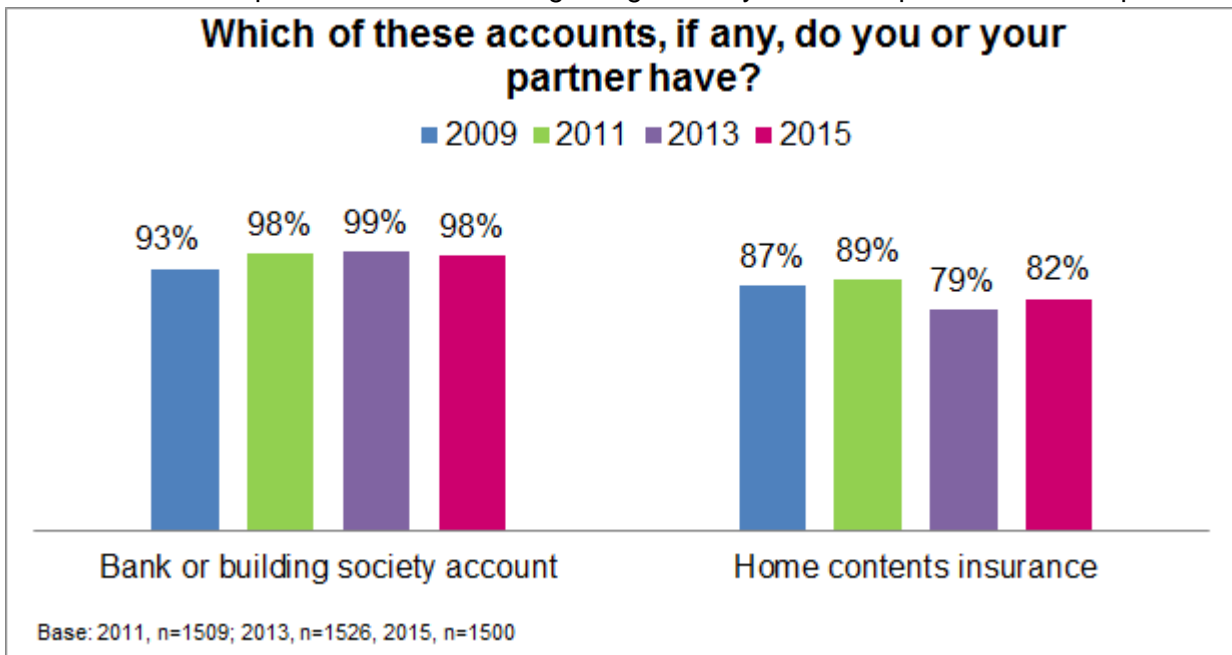
## 6. MONEY MATTERS

### 6.1 Bank or building society accounts and contents insurance (Q33/34)

Almost all participants said they had a bank account, 10% had a building society account and 4% had a post office account. No individuals said they did not have any of these types of account.



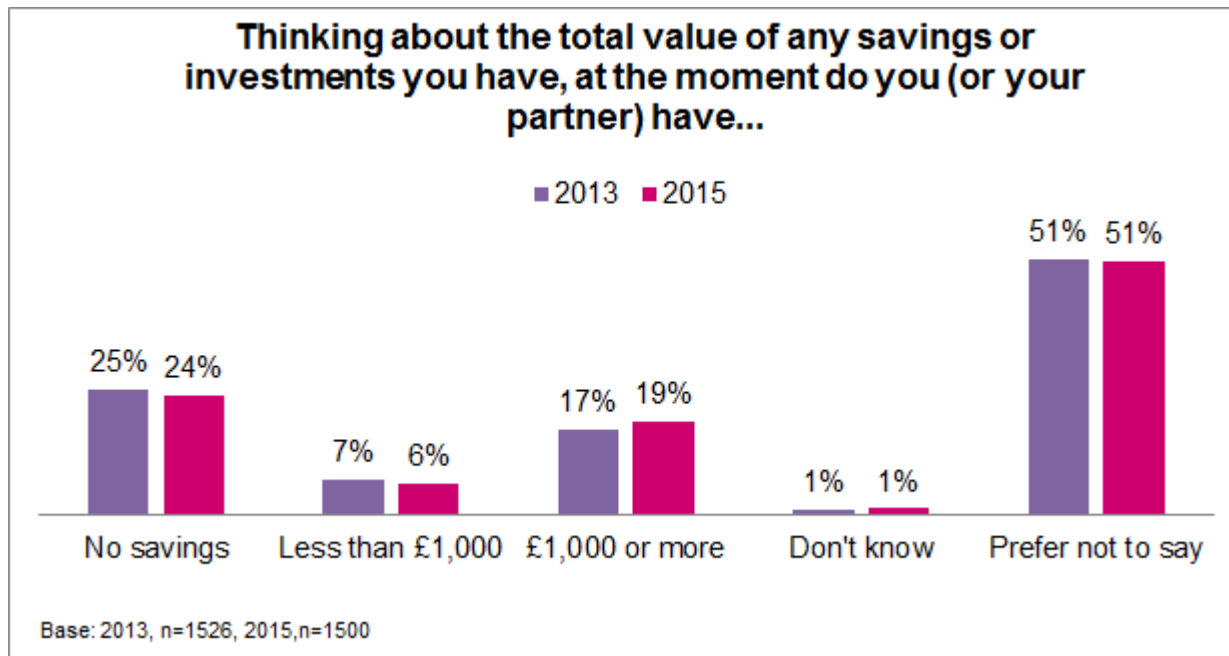
The results to this question have not changed significantly when compared to those reported in 2013.



Over 8 in 10 participants (82%) had insurance for the contents of their home such as furniture and electrical goods (79% in 2013). Those who lived in the most deprived areas were significantly less likely to have home contents insurance (65%) than participants who lived in non-deprived areas (84%).

## 6.2 Total value of savings (Q35)

Participants were asked about any savings or investments that they had, 24% stated they had no savings, 6% had less than £1,000, 19% had £1,000 or more and 1% were unsure. Over half of participants preferred not to say. The results to this question have not changed significantly compared to those reported in 2013.



Participants who lived in the most deprived areas were more than twice as likely to have no savings (49%) than those who lived in non-deprived areas (22%).

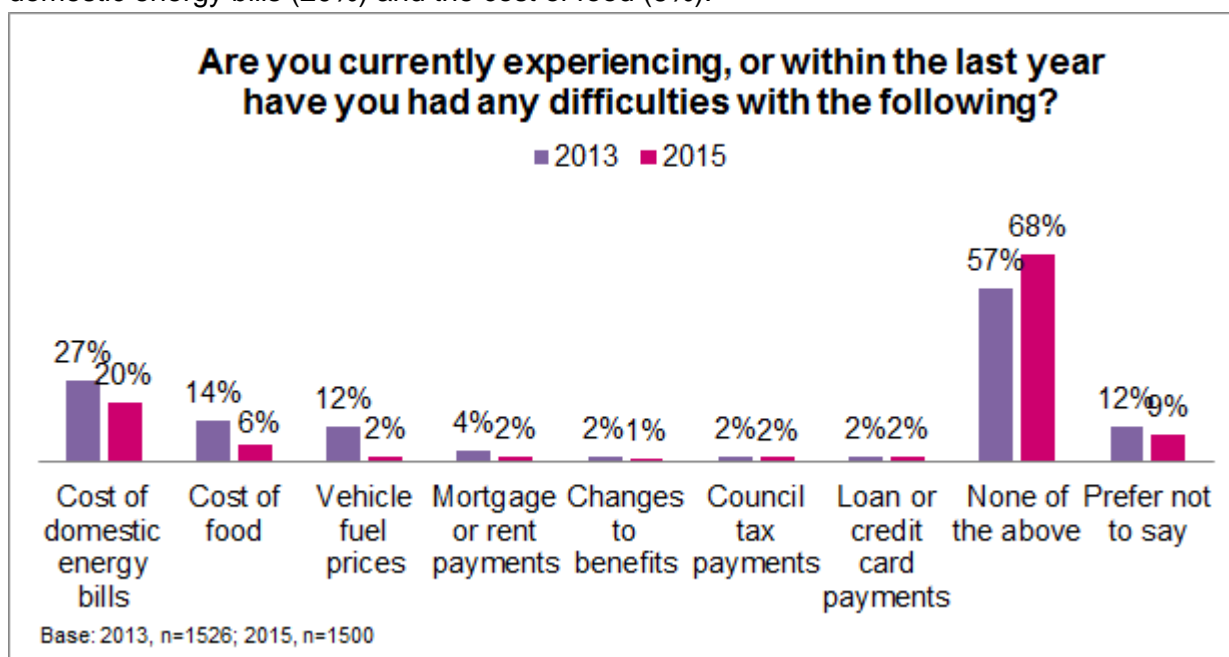
Those who lived in Arbroath East and Lunan (29%) and in Montrose and District (30%) were most likely to have said they did not have any savings. On the other hand, participants who lived in Forfar and District were most likely to have savings of £1,000 or more (43%).

Analysis by age indicates that younger participants aged 16-34 were most likely to not have any savings (52%) and this generally decreases with aged to just 12% of participants aged 65 and over who do not have any savings.

Council (47%) and housing association tenants (44%) were significantly more likely not to have any savings than those who owned a non ex council property (10%) or owned an ex council property (17%).

### 6.3 Financial difficulties (Q36)

Just under 7 in 10 participants (68%) stated they had not experienced any financial difficulties within the last year, which is an increase on the 2013 where 57% had experienced financial difficulties. Where participants had experienced financial difficulties this tended to be regarding the cost of domestic energy bills (20%) and the cost of food (6%).



Those who lived in the most deprived areas were less likely to be of the opinion that they were not experiencing financial difficulties (40%) than those who lived in non-deprived areas. In particular, significantly more participants who lived in deprived areas said they had found it difficult to afford the cost of food (22%) and domestic energy bills (47%) than those who lived in non-deprived areas (4% and 18% respectively).

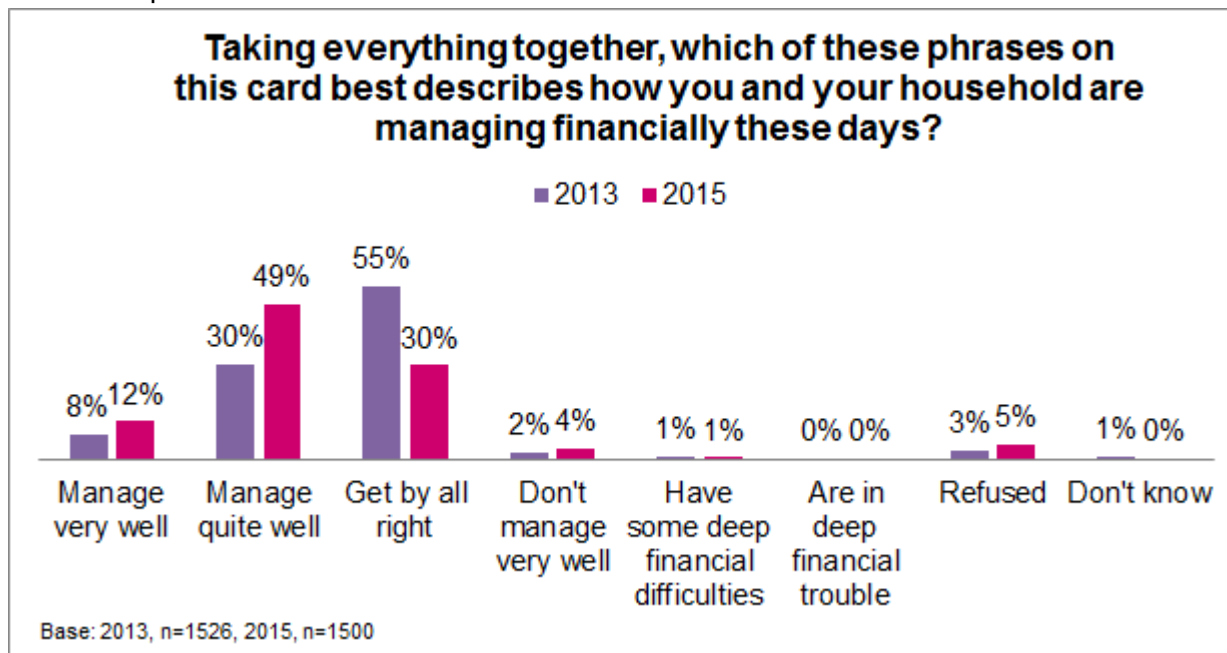
| Are you currently experiencing, or within the last year have you had any difficulties with the following? |               |              |
|---|---------------|--------------|
|   | Most deprived | Non deprived |
| <b>Base</b>   | <b>249</b>    | <b>1251</b>  |
| Mortgage or rent payments   | 7%            | 1%           |
| Changes to benefits   | 2%            | 1%           |
| Council tax payments  | 9%            | 1%           |
| Loan or credit payments   | 9%            | 1%           |
| Cost of food  | 22%           | 4%           |
| Cost of domestic energy bills   | 47%           | 18%          |
| Vehicle fuel prices   | 7%            | 1%           |
| None of the above   | 40%           | 71%          |
| Prefer not to say   | 10%           | 9%           |

Those who lived in Arbroath East and Lunan (33%) and in Carnoustie and District (35%) were most likely to be experiencing at least one type of financial difficulty, while those who lived in Forfar and District (7%) and in Monifieth and Sidlaw (11%) were least likely.

Younger participants aged 16-34 (32%) were most likely to have said they had experienced some form of financial difficulty and this generally decreases with age to 17% for those aged 65 and over.

## 6.4 Financial management (Q37)

The survey asked participants the extent to which they were managing financially. Just over 6 in 10 participants (61%) stated they were managing very or quite well (61%), 30% stated they were getting by all right, 4% said they don't manage very well, have some deep financial difficulties or were in deep financial trouble and 5% were unsure or refused to answer this question. The proportion of participants who said they were managing very or quite well has seen a significant improvement from the 38% reported in 2013.



Those who were most likely to be managing *very or quite well* financially had the following characteristics:

- Male (64%)
- Aged 55-74 (71%)
- Did not live in the most deprived areas (64%)
- Lived in Arbroath West and Lunan (77%), in Forfar and District (78%), Carnoustie and District (75%) and Kirriemuir and Dean (75%).

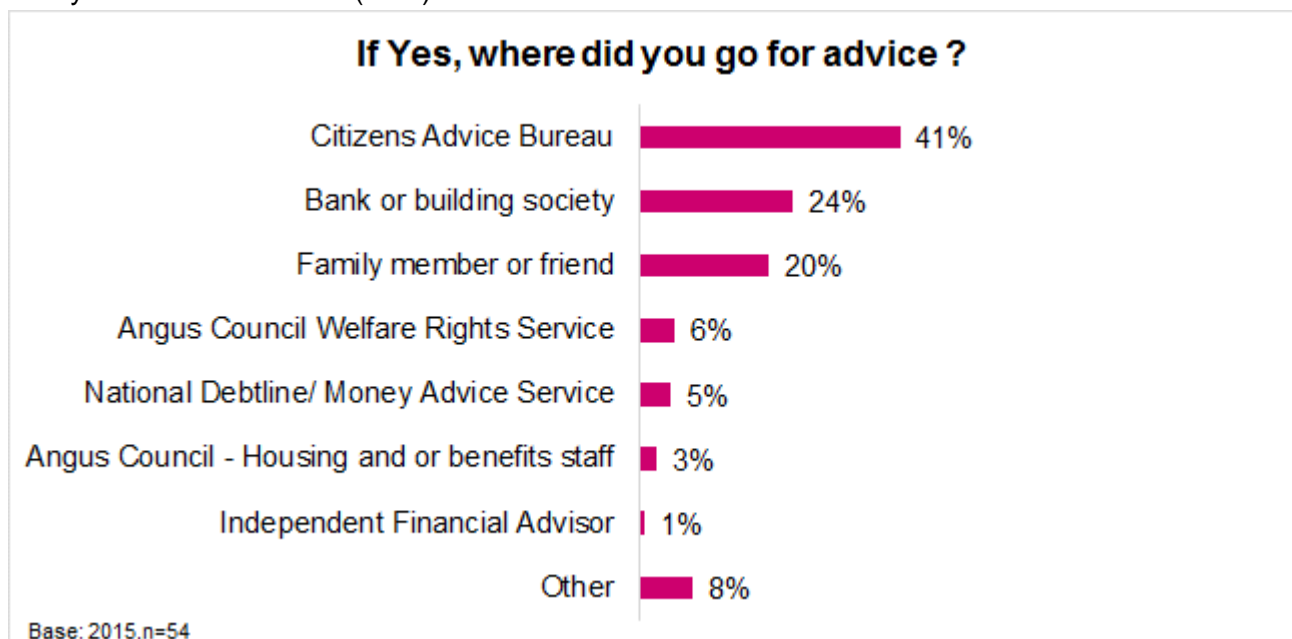
On the other hand, those who said they *don't manage very well, have some deep financial difficulties or were in deep financial trouble* were most likely to be the following groups:

- Aged 16-24 (18%)
- Lived in the most deprived areas (19%)
- Lived in Arbroath East and Lunan and in Montrose and District (both 11%).

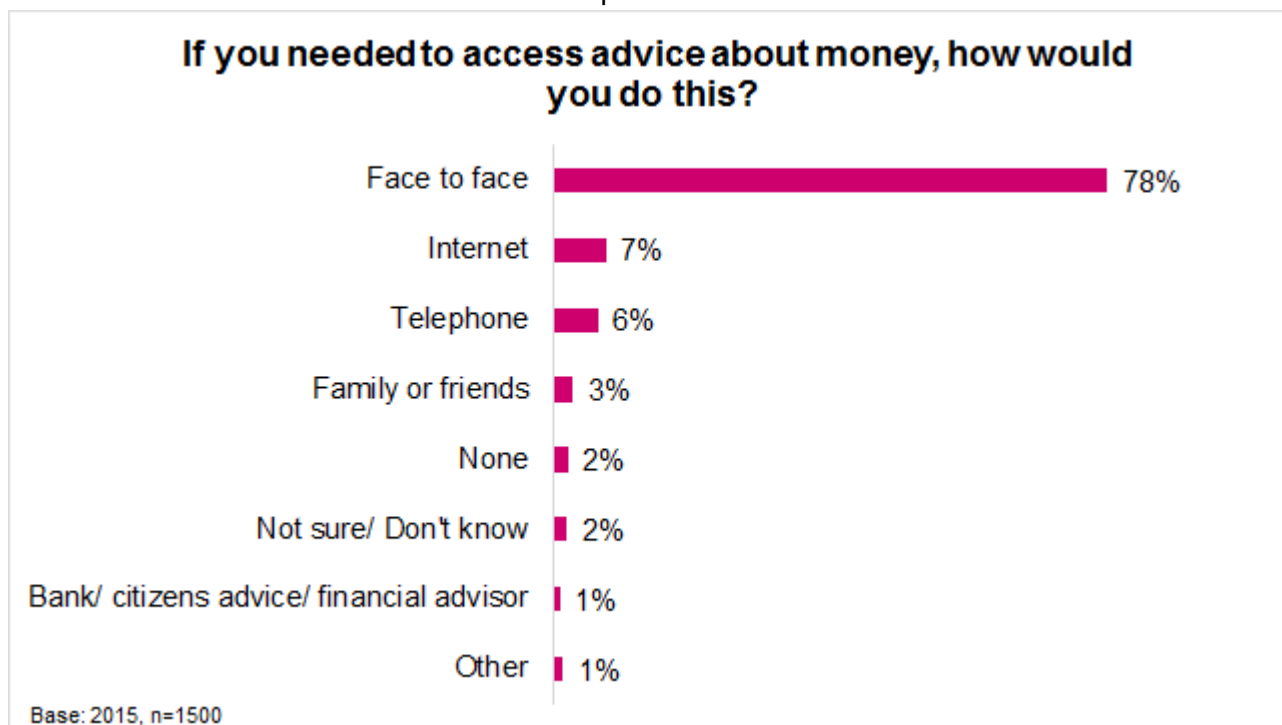


## 6.5 Money advice (Q38-40)

New questions were added to the 2015 survey on the topic of money advice. Only 3% of participants had sought advice about money in the last 12 months and where participants had received advice this was mainly from the Citizens' Advice Bureau (41%), from banks or building societies (24%) and from family members or friends (20%).



All participants were then asked if they needed to access advice about money, how they would do this. The vast majority (78%) stated they would prefer to do this on a face to face basis, 7% would look for information online and 6% would seek telephone advice.

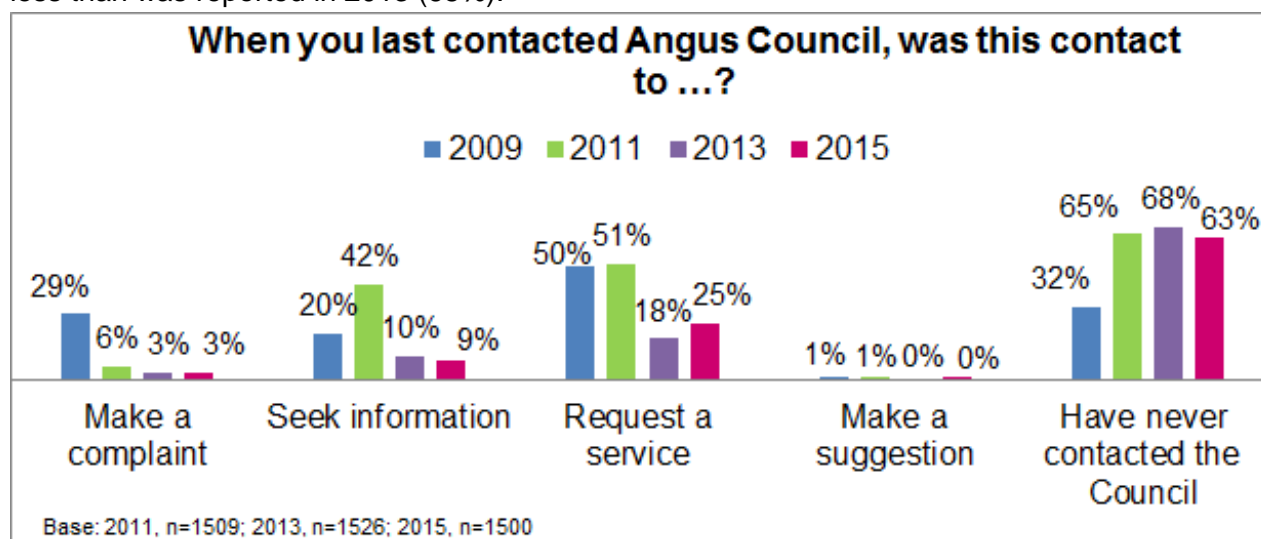


Analysis by age indicates that younger participants were significantly more likely to have said they would access money advice online (16%) than participants aged 35-64 (7%) and those aged 65 and over (0%).

## 7. CONTACTING YOUR COUNCIL

### 7.1 Reason for contact (Q41)

Participants were asked about their last contact with the Council, Just 3% of participants had contacted the Council about a complaint (3% in 2013), 9% had sought information (10% in 2013), 25% had requested a service (18% in 2013) and less than 1% had made a suggestion (less than 1% in 2013). Over 6 in 10 participants (63%) said they had never contacted the Council which is marginally less than was reported in 2013 (68%).



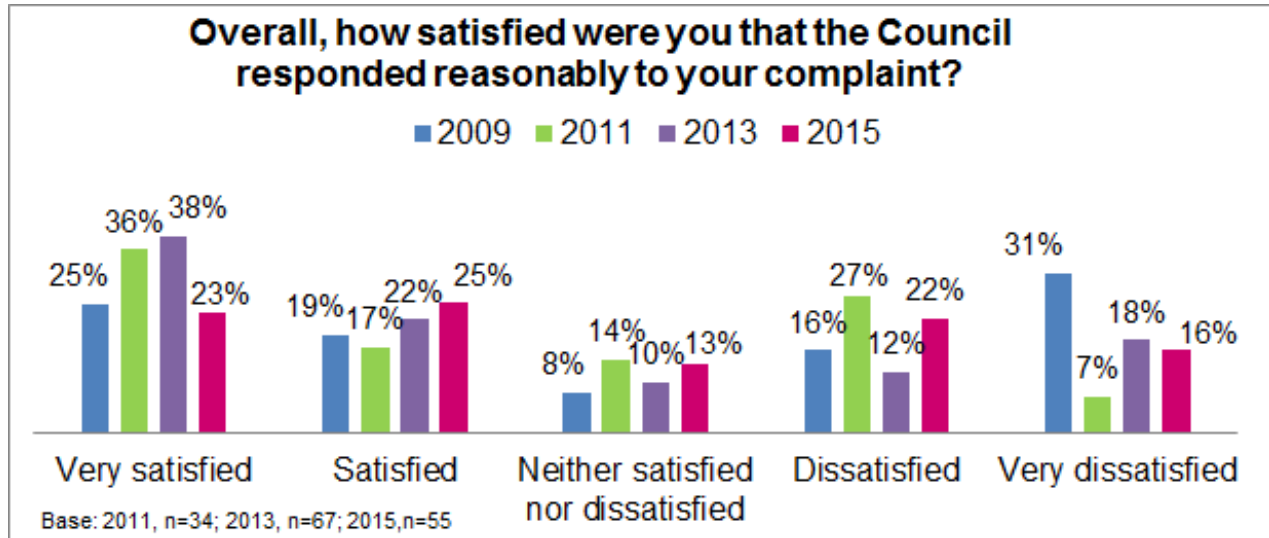
### 7.2 Contact method (Q46)

The vast majority of participants who made contact said they telephoned the Council (85%). This has been the most popular contact method since 2009. The proportion of participants who made personal visit to a Council office has decreased from 15% in 2013 to 9% in 2015.

| Was your most recent contact ...?           |      |      |      |      |
|---|------|------|------|------|
| Base: 2011, n=564; 2013, n=528; 2015, n=601 | 2009 | 2011 | 2013 | 2015 |
| By a telephone call to the Council          | 54%  | 90%  | 77%  | 85%  |
| By a personal visit to a Council office     | 41%  | 8%   | 15%  | 9%   |
| By visiting the Council's website           | 0%   | 2%   | 5%   | 5%   |
| By a letter                                 | 4%   | 1%   | 3%   | 1%   |
| By e-mail                                   | 1%   | 0%   | 1%   | 1%   |

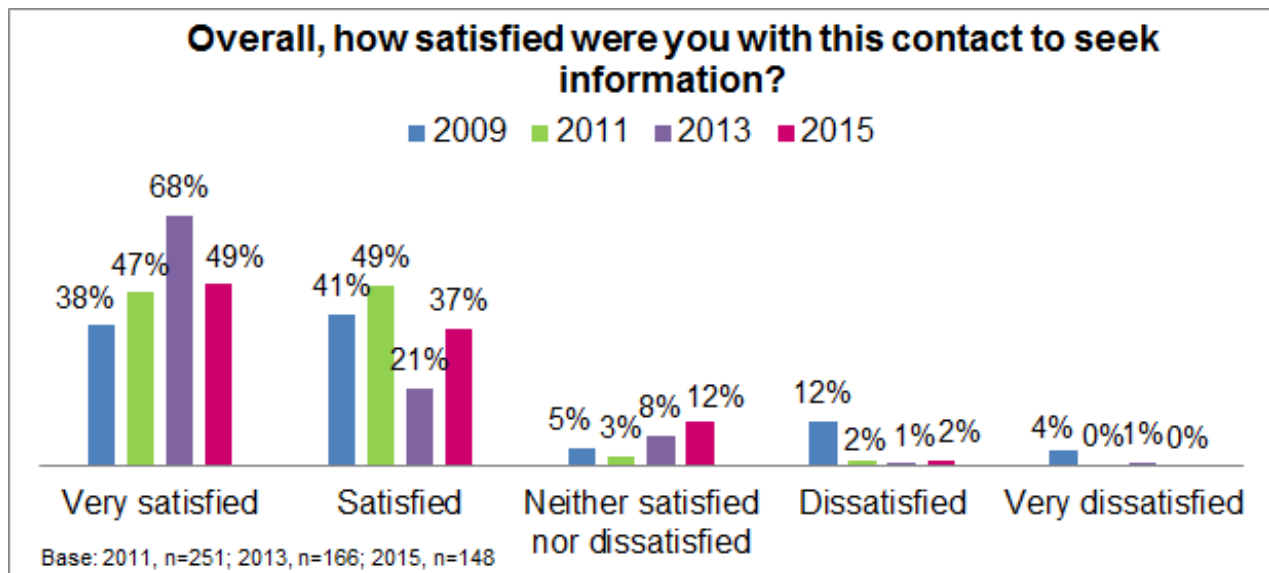
### 7.3 Satisfaction with responding to complaints (Q42)

Those who contacted the Council to make a complaint were asked how satisfied they were that the Council responded to their complaint. More participants were satisfied (48%) than dissatisfied (38%). Overall satisfaction with complaints has decreased from 60% in 2013.



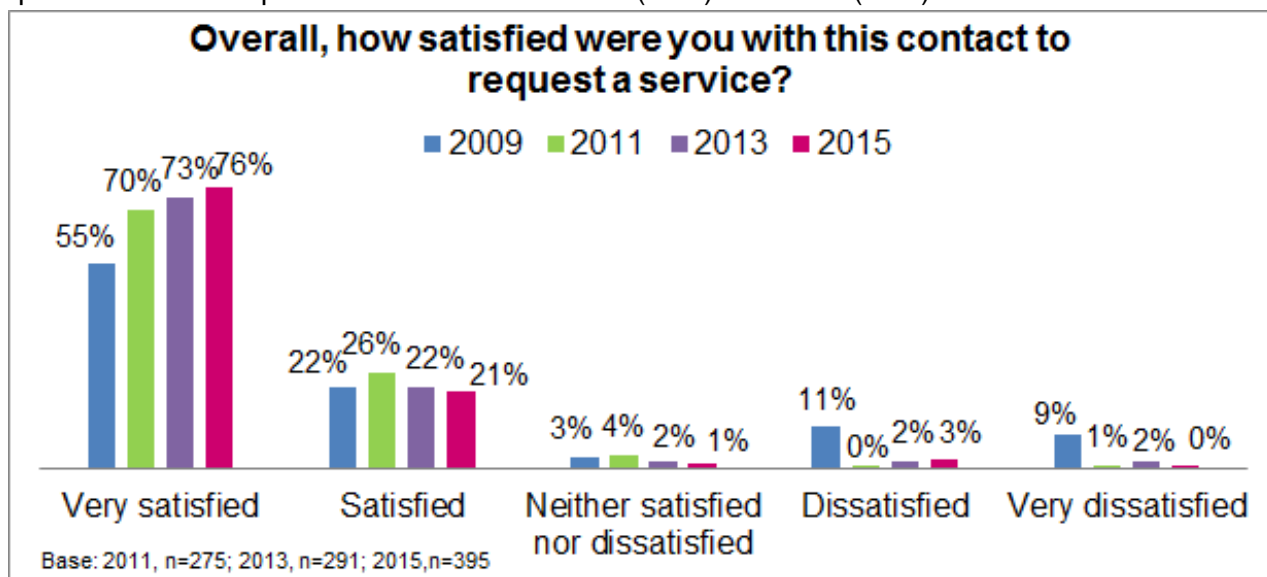
### 7.4 Satisfaction with responding to information requests (Q43)

Those who had contacted the Council for information were asked how satisfied they were with the response they received. Just under 9 in 10 participants (86%) were very satisfied or satisfied with this contact to seek information compared to 2% who were dissatisfied or very dissatisfied and 12% who were neither satisfied nor dissatisfied. Overall satisfaction in this respect has decreased marginally from 90% in 2013.



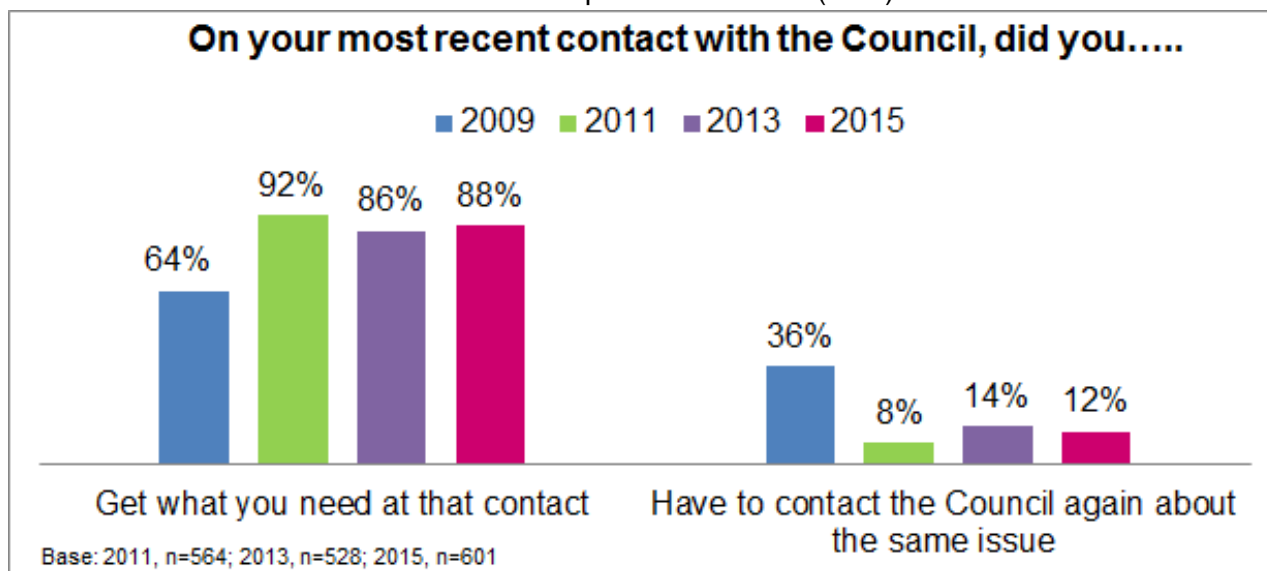
### 7.5 Satisfaction with responding to service requests (Q44)

Almost all participants who had contacted the Council to request a service (97%) were very satisfied or satisfied with this contact compared to 1% who were neither satisfied nor dissatisfied and 3% who were dissatisfied or very dissatisfied. Overall satisfaction has not changed significantly for this question when compared to the results for 2013 (95%) and 2011 (96%).



### 7.6 Experience of contacting the Council (Q45)

Less than 9 in 10 participants (88%) said they got what they needed when they last contacted the Council. This is consistent with the results reported from 2013 (86%).



As can be seen in the table below, those who contacted the Council to make a complaint were least likely to have said they got what they needed at the contact (50%). On the other hand, participants who had requested a service were most likely to have got what they needed (94%).

| <b>On your most recent contact with the Council, did you....</b> |                         |                         |                          |                          |
|--|-------------------------|-------------------------|--------------------------|--------------------------|
|  | <b>Make a complaint</b> | <b>Seek information</b> | <b>Request a service</b> | <b>Make a suggestion</b> |
| <b>Base</b>  | <b>55</b>               | <b>148</b>              | <b>395</b>               | <b>3</b>                 |
| Get what you need at that contact                                | 50%                     | 82%                     | 94%                      | 85%                      |
| Have to contact the Council again about the same issue           | 50%                     | 18%                     | 6%                       | 15%                      |

Those who telephoned the Council or visited the Council's website were most likely to say they got what they needed at that contact. On the other hand, those who made a personal visit to a Council office were least likely to say this.

| <b>On your most recent contact with the Council, did you....</b> |                                      |   |                         |  |
|--|--------------------------------------|---|-------------------------|--|
|  | <b>Telephone call to the Council</b> | <b>Personal visit to a Council office</b> | <b>By e-mail/letter</b> | <b>By visiting the Council's website</b> |
| <b>Base</b>  | <b>505</b>                           | <b>63</b>                                 | <b>7</b>                | <b>26</b>                                |
| Get what you need at that contact                                | 90%                                  | 64%                                       | 69%                     | 100%                                     |
| Have to contact the Council again about the same issue           | 10%                                  | 36%                                       | 31%                     | -  |

## 7.7 Satisfaction with telephone contact (Q47)

Participants who had telephoned the Council were asked to rate their satisfaction with the Council's telephone system. Satisfaction levels ranged from 95% in terms of how well the staff understood what they wanted to 99% in terms of how easy it was to find the right number to call.

| <b>How would you rate your most recent contact with the Council in terms of the following? (Telephone contact - % satisfied)</b> |             |             |             |             |
|--|-------------|-------------|-------------|-------------|
| <b>Base: 2011, n=494; 2013, n=390; 2015, n=505</b>   | <b>2009</b> | <b>2011</b> | <b>2013</b> | <b>2015</b> |
| How easy it was for you to find the right number to call   | -           | -           | 99%         | 99%         |
| How quickly the phone was answered   | 98%         | 99%         | 99%         | 98%         |
| How well the staff understood what you wanted  | 87%         | 98%         | 97%         | 95%         |

## 7.8 Satisfaction with office contact (Q48)

Satisfaction with office contact was very high with 100% satisfaction in terms of the ease of getting to the office and 98% in terms of how well the staff understood what they wanted. These results are consistent with those reported in 2013.

| <b>How would you rate your most recent contact with the Council in terms of the following? (Personal visit - % satisfied)</b> |             |             |             |             |
|---|-------------|-------------|-------------|-------------|
| <b>Base: 2011, n=50; 2013, n=88; 2015, n=63</b>   | <b>2009</b> | <b>2011</b> | <b>2013</b> | <b>2015</b> |
| How easy it was to get to the office  | 90%         | 100%        | 100%        | 100%        |
| How well the staff understood what you wanted   | 82%         | 98%         | 97%         | 98%         |

## 7.9 Satisfaction with written contact (Q49)

A total of 7 participants said they had written or emailed the Council and of these individuals 6 were very or fairly satisfied in terms of how quickly they received a reply to their email or letter and the extent to which the first reply they received answered their query.

| How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following? |                |                  |              |                     |                   |
|---|----------------|------------------|--------------|---------------------|-------------------|
| Base: 2015, n=7   | Very satisfied | Fairly satisfied | Neither/ nor | Fairly dissatisfied | Very dissatisfied |
| How quickly you received a reply to your email/ letter  | 66%            | 26%              | 9%           | 0%                  | 0%                |
| The extent to which the first reply you received answered your query  | 66%            | 26%              | 9%           | 0%                  | 0%                |

## 7.10 Satisfaction with visiting the website (Q50/51)

All participants were asked if they had ever used the Council's website. More than 1 in 5 participants (21%) said they had used the Council's website which is consistent with the results reported in previous years.

| Have you ever used the Council's website?      |      |      |      |      |
|--|------|------|------|------|
| Base: 2011, n=1495; 2013, n=1526; 2015, n=1500 | 2009 | 2011 | 2013 | 2015 |
| Yes  | 20%  | 18%  | 20%  | 21%  |

Those who had visited the website were asked to rate how satisfied or dissatisfied they were with various aspects of the website. The 2015 survey included two new questions on the ease of making a payment and the ease of requesting a service. Satisfaction levels were very high with 97% stating they were satisfied with the ease of finding information, the ease of making a payment on the website and the ease of requesting a service on the website and 99% being satisfied with the amount of information provided on the website. Overall satisfaction has increased marginally since 2013 with regards to the ease of finding information and the amount of information available on the website.

| How would you rate the website in terms of the following? (% satisfied) |      |      |      |      |
|---|------|------|------|------|
| Base: 2011, n=293; 2013, n=643; 2015, n=308                             | 2009 | 2011 | 2013 | 2015 |
| How easily you managed to find the information you wanted               | 84%  | 97%  | 94%  | 97%  |
| The amount of information provided on the website                       | 83%  | 96%  | 95%  | 99%  |
| How easy it is to make a payment on the website                         | -    | -    | -    | 97%  |
| How easy it is to request a service on the website                      | -    | -    | -    | 97%  |

## 7.11 Amount of information provided about the Council and its services (Q52)

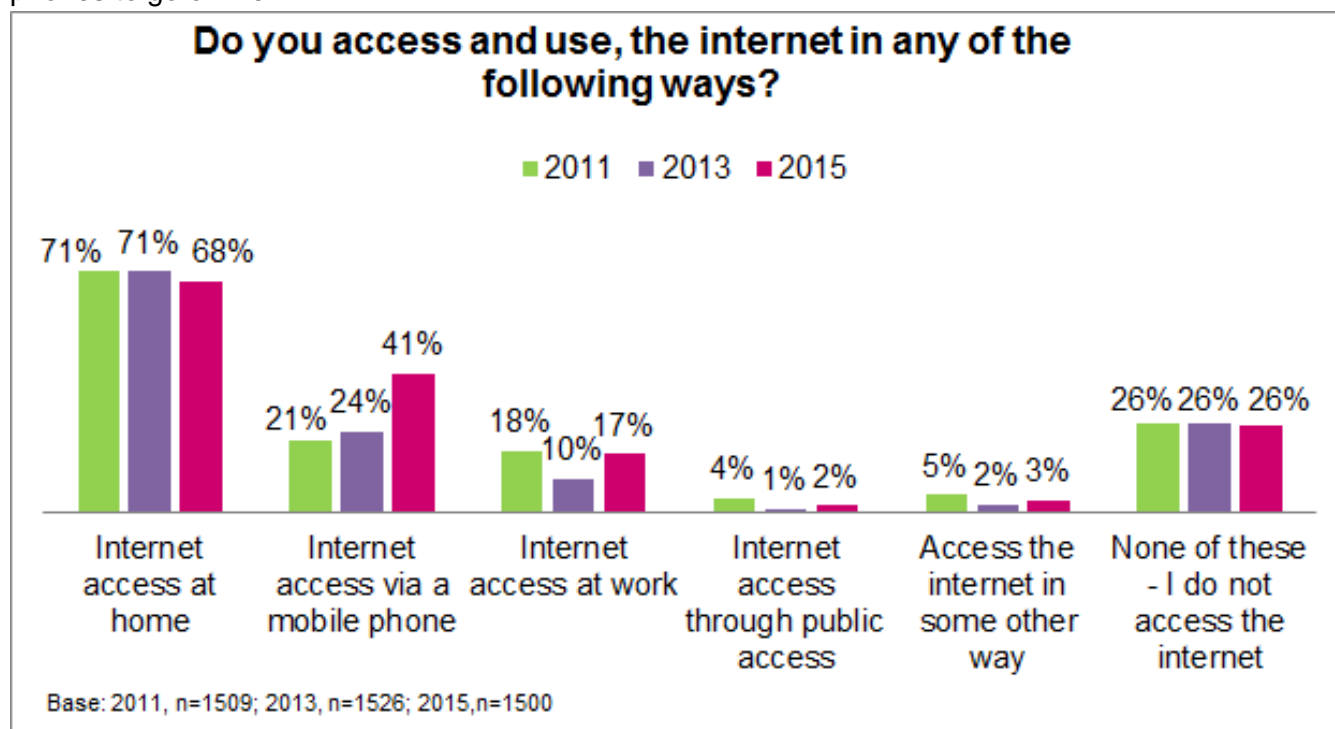
Over 8 in 10 participants (84%) were of the opinion they receive enough information about the Council and the services it provides. This is less than was reported in 2013 (94%).

| Generally, do you feel that you receive enough information about the Council and the services it provides? |      |      |      |      |
|--|------|------|------|------|
| Base: 2011, n=307; 2013, n=1526; 2015, n=1500  | 2009 | 2011 | 2013 | 2015 |
| Yes  | 61%  | 92%  | 94%  | 84%  |

Participants who lived in Monifieth and Sidlaw (58%) were significantly less likely to have answered yes to this question (58%) than participants who lived in Kirriemuir and Dean (98%).

## 7.12 Internet access (Q53/54)

In terms of internet access, 74% of participants said they accessed and used the internet in some way which is consistent with the results reported in 2011 and 2013. In terms of how participants access the internet, the majority access the internet at home (68%), 41% access the internet via a mobile phone and 17% access the internet at work. The proportion of participants accessing the internet via a mobile phone has seen a significant increase from the 2013 survey where 24% said they used their mobile phones to go online.

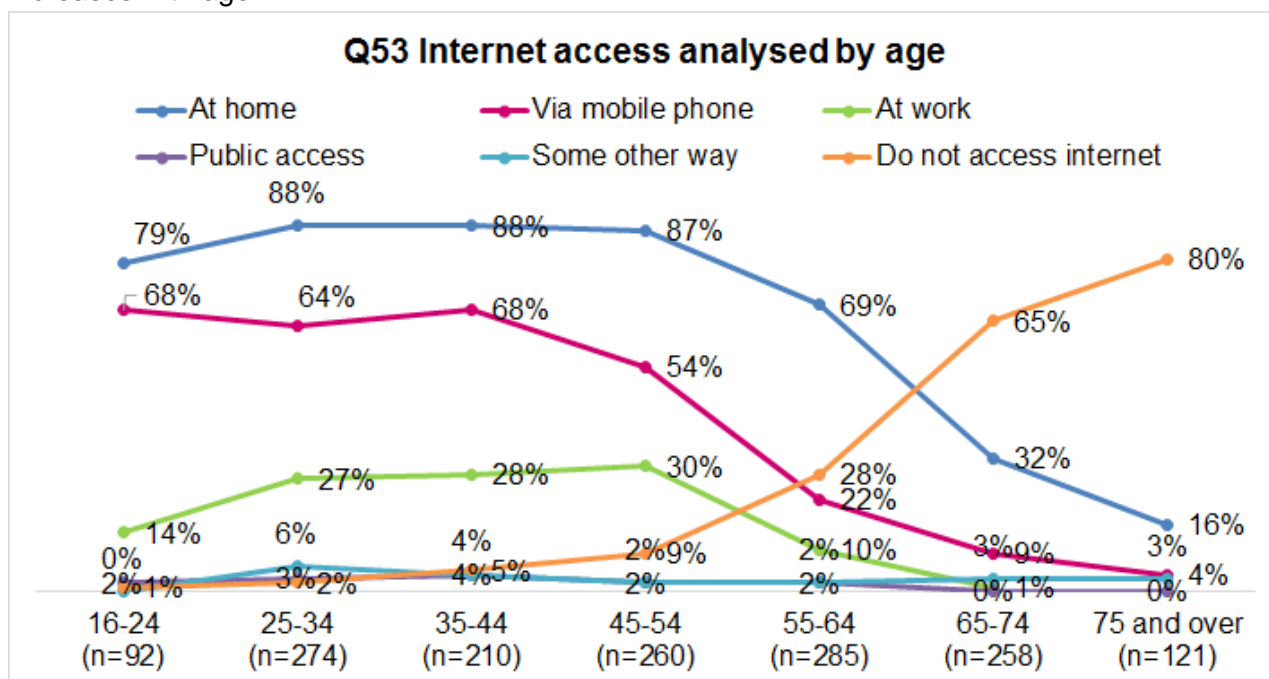


Analysis by tenure reveals that those who rented from a private landlord were most likely to access the internet (94%), while those who rented from a housing association were least likely (57%).

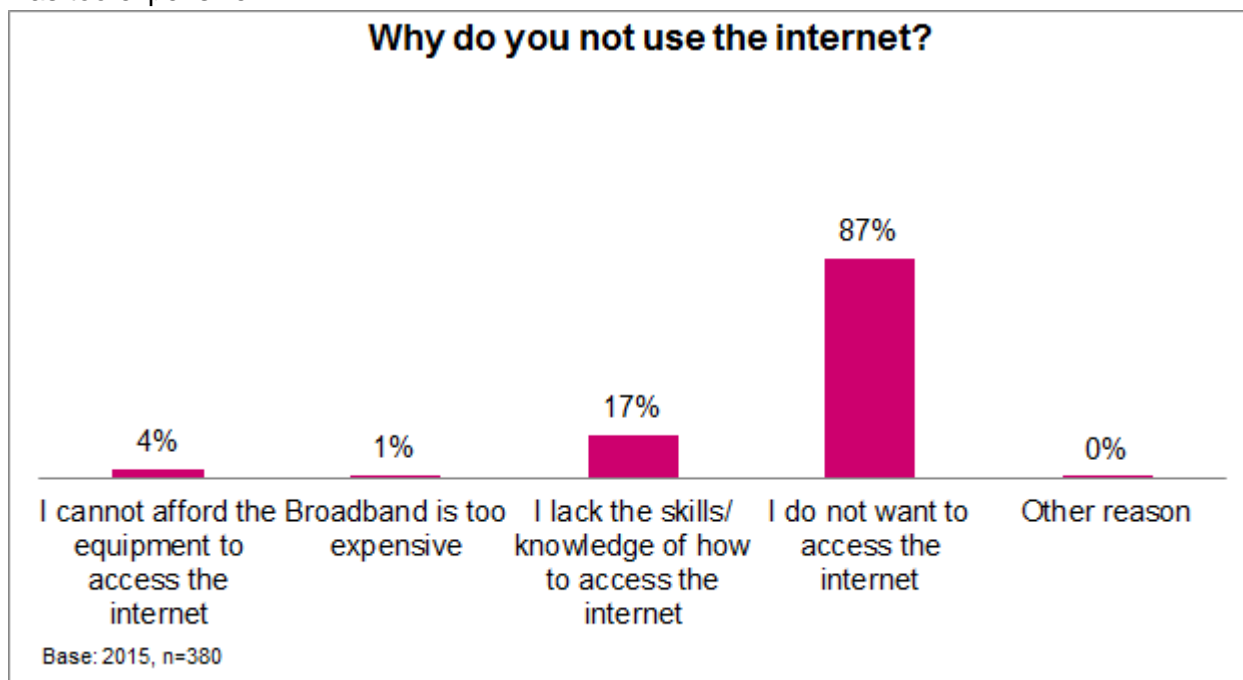
| Q53 Access to the internet analysed by tenure       |             |                       |                                   |                                |                               |                           |
|---|-------------|-----------------------|-----------------------------------|--------------------------------|-------------------------------|---------------------------|
|   | Overall     | Rent from the Council | Rented from a housing association | Rented from a private landlord | Owned by you (not ex Council) | Owned by you (ex Council) |
| <b>Unweighted base</b>                              | <b>1500</b> | <b>360</b>            | <b>85</b>                         | <b>187</b>                     | <b>567</b>                    | <b>300</b>                |
| Internet access at home                             | 68%         | 60%                   | 45%                               | 73%                            | 72%                           | 69%                       |
| Internet access via a mobile phone                  | 41%         | 38%                   | 42%                               | 61%                            | 41%                           | 32%                       |
| Internet access at work                             | 17%         | 6%                    | 5%                                | 13%                            | 23%                           | 21%                       |
| Internet access through public access eg at library | 2%          | 1%                    | 4%                                | 2%                             | 2%                            | 3%                        |
| Access the internet in some other way               | 3%          | 3%                    | 2%                                | 3%                             | 2%                            | 6%                        |
| None of these- I do not access the internet         | 26%         | 33%                   | 43%                               | 6%                             | 26%                           | 26%                       |

Analysis by ward reveals that those who lived in Arbroath West and Letham (85%) were most likely to have internet access, and those who lived in Brechin and Edzell were least likely (68%).

As age increases the proportion of participants who accessed the internet at home via a mobile phone decreases with age. On the other hand, the proportion of participants who did not have internet access increases with age.



The main reason for not using the internet is where participants simply did not want to access the internet (87%), a further 17% of participants said they lacked the skills and knowledge to access the internet, 4% said they could not afford the equipment to access the internet and 1% said broadband was too expensive.



Males were more likely to have said they lack the skills or knowledge of how to access the internet (20%) than females (15%). Affordability of equipment or broadband was more of an issue for participants aged under 55 (16%) than those aged 55+ (3%). Participants aged 55 and over were more likely to have stated they do not want to access the internet (89%) than those aged 16-54 (72%).



## 8. VIEWS ABOUT THE COUNCIL

### 8.1 Statements about the Council - most important (Q55)

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

1. Offering a good range of services (up from 3<sup>rd</sup> priority in 2013)
2. Providing an efficient service (also 2<sup>nd</sup> priority in 2013)
3. Tackling important issues for the future of the area (up from 4<sup>th</sup> priority in 2013)
4. Providing good quality services (up from 5<sup>th</sup> priority in 2013).
5. Providing services which are good value for money (down from 1<sup>st</sup> priority in 2013)

| I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. |      |      |      |      |
|---|------|------|------|------|
| Base: 2011, n=1509; 2013, n=1526; 2015, n=1500  | 2009 | 2011 | 2013 | 2015 |
| Offering a good range of services   | 46%  | 55%  | 43%  | 45%  |
| Providing an efficient service  | 51%  | 34%  | 46%  | 43%  |
| Tackling important issues for the future of the area  | 21%  | 22%  | 43%  | 42%  |
| Providing good quality services   | 36%  | 60%  | 42%  | 39%  |
| Providing services which are value for money  | 23%  | 51%  | 60%  | 34%  |
| Having the resources to do a good job   | 23%  | 24%  | 26%  | 30%  |
| Listening to complaints   | 30%  | 9%   | 5%   | 18%  |
| Ensuring sustainable use of resources and care for the environment  | 12%  | 2%   | 12%  | 17%  |
| Having friendly, polite, helpful, well informed employees   | 34%  | 22%  | 13%  | 13%  |
| Promoting its services well   | 7%   | 10%  | 5%   | 13%  |
| Communicating well with the public  | 13%  | 8%   | 5%   | 6%   |

The level of priority has decreased significantly in terms of providing services which are value for money, decreasing by 26 percentage points. On the other hand, the proportion of participants who stated listening to complaints was a priority has increased by 13 percentage points and the proportion of participants who said promoting services well was a priority has increased by 8 percentage points.

Tackling important issues for the future of the area was the top priority for participants who lived in Arbroath East and Lunan, Arbroath West and Letham, Carnoustie and District and Kirriemuir and Dean. Those who lived in Forfar and District, Monifieth and Sidlaw and Montrose and District stated having the resources to do a good job was most important, and participants who lived in Brechin and Edzell stated offering a good range of services was most important.

| Top priority per ward    |  |     |
|--------------------------|--|-----|
| Ward                     | Priority   | %   |
| Arbroath East and Lunan  | Tackling important issues for the future of the area | 45% |
| Arbroath West and Letham | Tackling important issues for the future of the area | 56% |
| Carnoustie and District  | Tackling important issues for the future of the area | 59% |
| Kirriemuir and Dean      | Tackling important issues for the future of the area | 57% |
| Brechin and Edzell       | Offering a good range of services                    | 55% |
| Forfar and District      | Having the resources to do a good job                | 46% |
| Monifieth and Sidlaw     | Having the resources to do a good job                | 63% |
| Montrose and District    | Having the resources to do a good job                | 63% |
| Most deprived areas      | Providing services which are value for money         | 41% |
| Non deprived areas       | Offering a good range of services                    | 45% |

As can be seen in the table below providing an efficient service is the top priority for all age groups with the exception of participants aged 25-44 who said offering a good range of services was most important, and those aged 55-64 who said that tackling important issues for the future of the area was most important.

| Top priority analysed by age |  |     |
|------------------------------|--|-----|
| Ward                         | Priority   | %   |
| 16-24                        | Providing an efficient service                       | 48% |
| 25-34                        | Offering a good range of services                    | 51% |
| 35-44                        | Offering a good range of services                    | 49% |
| 45-54                        | Providing an efficient service                       | 46% |
| 55-64                        | Tackling important issues for the future of the area | 48% |
| 65-74                        | Providing an efficient service                       | 43% |
| 75 and over                  | Providing an efficient service                       | 55% |

## 8.2 Agreement with statements about the Council (Q56)

Following on from this, participants were asked to state the extent to which they agreed or disagreed with various statements about the Council. Participants were most likely to agree with the following statements and these were also the statements which had the highest level of agreement in 2013:

- Offers a good range of services (80%)
- Provides an efficient service (74%)
- Provides good quality services (73%)

The level of agreement does not vary more than 5 percentage points when compared to the 2013 survey results with the biggest differences being for the statements:

- Has the resources to do a good job (decreased by 5% points)
- Provides good quality services (increased by 5% points)
- Ensures sustainable use of resources and care for the environment (increased by 5% points)

| Agreement with statements about your local Council. (% agree)     |      |      |      |      |
|---|------|------|------|------|
| Base: 2011, n=1509; 2013, n=1526; 2015, n=1500                    | 2009 | 2011 | 2013 | 2015 |
| Offers a good range of services                                   | 72%  | 89%  | 76%  | 80%  |
| Provides an efficient service                                     | 64%  | 79%  | 71%  | 74%  |
| Provides good quality services                                    | 64%  | 81%  | 68%  | 73%  |
| Ensures sustainable use of resources and care for the environment | 54%  | 69%  | 58%  | 63%  |
| Tackles important issues for the future of the area               | 51%  | 72%  | 60%  | 62%  |
| Has friendly, polite, helpful, well informed employees            | 70%  | 81%  | 58%  | 61%  |
| Provides services which are value for money                       | 55%  | 73%  | 62%  | 58%  |
| Promotes its services well  | 57%  | 72%  | 58%  | 55%  |
| Communicates well with the public                                 | 51%  | 65%  | 57%  | 54%  |
| Listens to complaints   | 52%  | 64%  | 51%  | 48%  |
| Has the resources to do a good job                                | 63%  | 55%  | 51%  | 46%  |

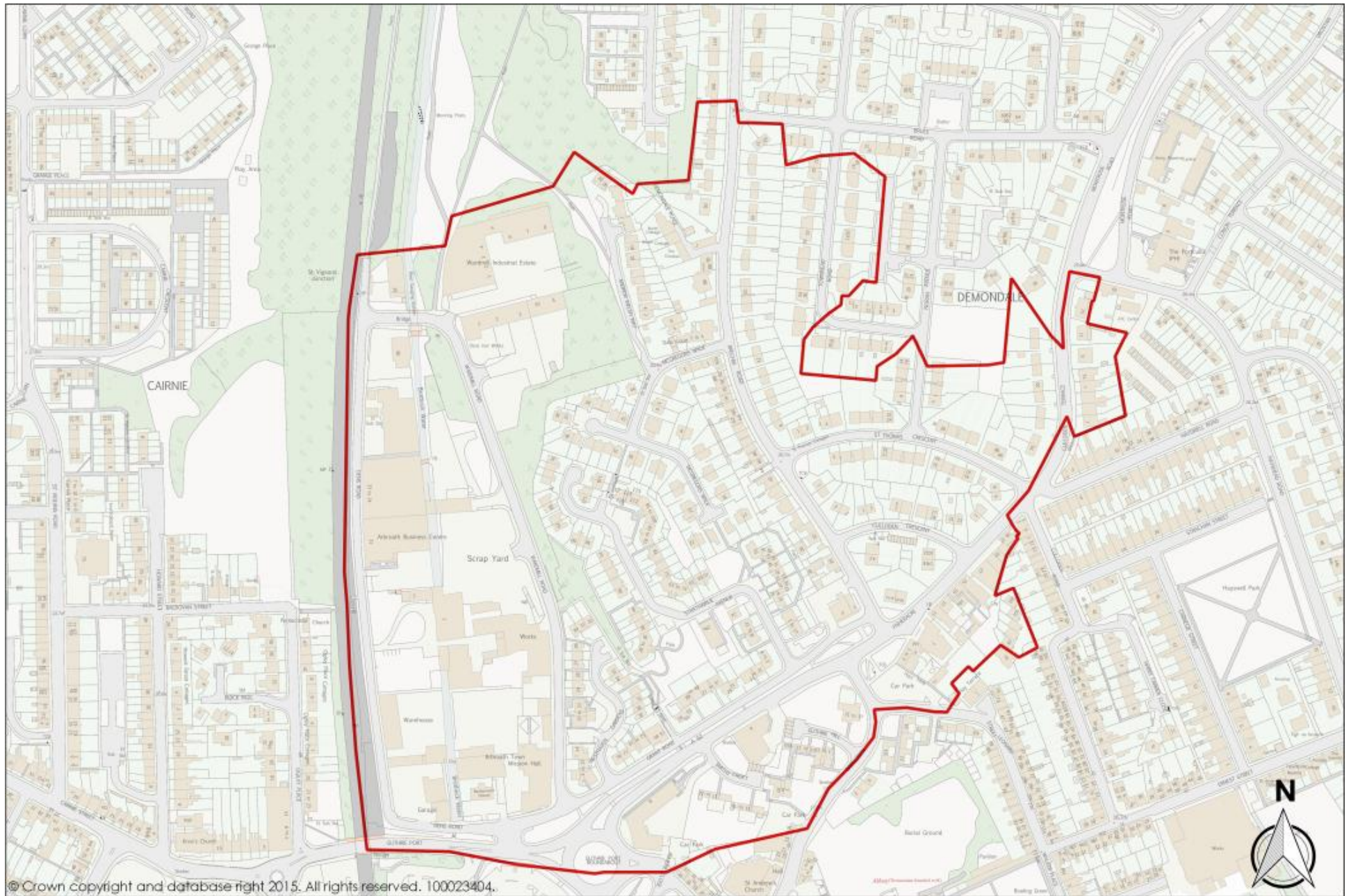
### 8.3 Priority and performance (Q55 & 56)

The table below indicates the rank order of these statements about the Council in relation to respondent priority and then assessment of performance. It is worthwhile noting that participants' top two priorities are also the top two in terms of performance. Tackling important issues for the future of the area is a 3<sup>rd</sup> priority but is 5<sup>th</sup> in terms of performance.

| Order of priority vs performance 2015                              |               |                  |   |
|--|---------------|------------------|---|
|  | 2015 Priority | 2015 Performance |   |
| Offering a good range of services                                  | 1             | 1                | Offers a good range of services                                   |
| Providing an efficient service                                     | 2             | 2                | Provides an efficient service                                     |
| Tackling important issues for the future of the area               | 3             | 3                | Provides good quality services                                    |
| Providing good quality services                                    | 4             | 4                | Ensures sustainable use of resources and care for the environment |
| Providing services which are value for money                       | 5             | 5                | Tackles important issues for the future of the area               |
| Having the resources to do a good job                              | 6             | 6                | Has friendly, polite, helpful, well informed employees            |
| Listening to complaints  | 7             | 7                | Provides services which are value for money                       |
| Ensuring sustainable use of resources and care for the environment | 8             | 8                | Promotes its services well  |
| Having friendly, polite, helpful, well informed employees          | 9             | 9                | Communicates well with the public                                 |
| Promoting its services well  | 10            | 10               | Listens to complaints   |
| Communicating well with the public                                 | 11            | 11               | Has the resources to do a good job                                |

## **Appendix 1**

Maps of Most Deprived Areas



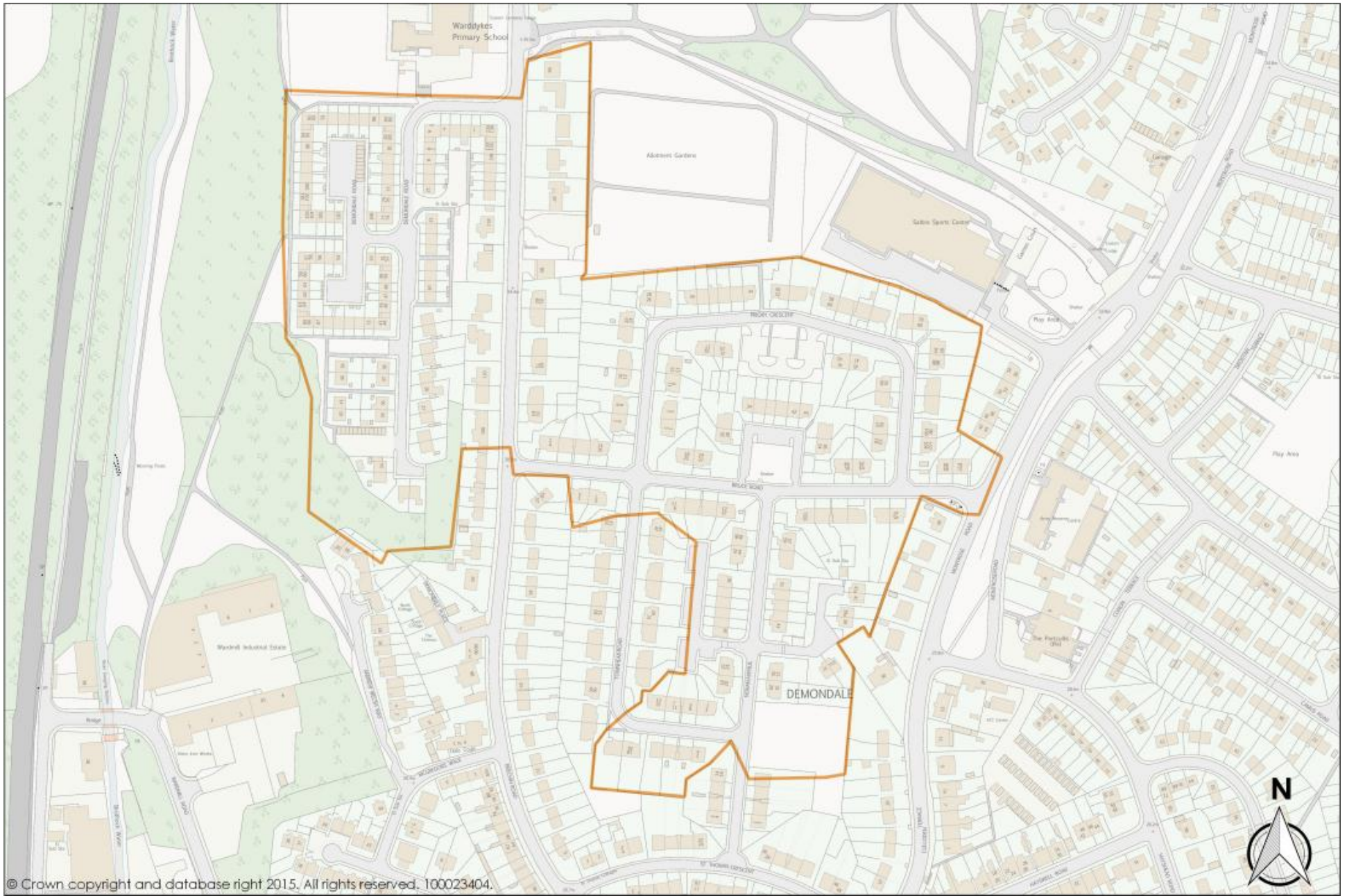
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Arbroath 620 - Data Zone from the Scottish Index of Multiple Deprivation (SIMD)



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Arbroath 625 - Data Zone from the Scottish Index of Multiple Deprivation (SIMD)



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Arbroath 626 - Data Zone from the Scottish Index of Multiple Deprivation (SIMD)

## **Appendix 2**

### Survey Questionnaire



|     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

**SQ2 Ward**

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

**INTERVIEWER: READ OUT** Hello, my name is ..... (show badge) I'm carrying out a survey on behalf of Angus Council. You have been selected at random for this survey, and I wonder if I could ask you some questions about your satisfaction with your neighbourhood, health and public services? It should take approximately 20 minutes, and all the answers you give will be kept completely confidential. Can you spare the time just now to complete the questionnaire with me?

**SECTION 1: YOUR HOUSE AND NEIGHBOURHOOD**

**Q1.** The first few questions are about this neighbourhood. What do you like best about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]

**Q2.** What do you like least about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]

**Q3.** How long have you lived in this neighbourhood?

|                    |   |                 |
|--------------------|---|-----------------|
| Up to one year     | 1 | <b>GO TO Q4</b> |
| 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.** 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 | <b>GO TO Q5</b> |
| Yes - has got worse  | 2 |                 |
| No change            | 3 | <b>GO TO Q6</b> |
| Don't know           | 4 |                 |

**Q5.** In what ways do you think it has changed? [INTERVIEWER: PROBE FULLY]

|  |
|--|
|  |
|--|

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

|             |   |                 |
|-------------|---|-----------------|
| Very good   | 1 | <b>GO TO Q7</b> |
| Fairly good | 2 |                 |
| Fairly poor | 3 |                 |
| Very poor   | 4 |                 |
| No opinion  | 5 |                 |

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

|                    |   |                 |
|--------------------|---|-----------------|
| Up to one year     | 1 | <b>GO TO Q8</b> |
| 1-2 years          | 2 |                 |
| 3-5 years          | 3 |                 |
| 6-10 years         | 4 |                 |
| Over 10 years      | 5 |                 |
| Always lived there | 6 |                 |
| Don't know         | 7 |                 |

**Q8. SHOWCARD.** Please tell me which of the descriptions on this card best describes your house/flat? **SELECT ONE ONLY**

|                                   |   |                 |
|-----------------------------------|---|-----------------|
| Rented from the Council           | 1 | <b>GO TO Q9</b> |
| Rented from a housing association | 2 |                 |
| Rented from a private landlord    | 3 |                 |
| Owned by you (not ex Council)     | 4 |                 |
| Owned by you (ex Council)         | 5 |                 |
| Other (please specify)            | 6 |                 |

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

|             |   |                  |
|-------------|---|------------------|
| Very good   | 1 | <b>GO TO Q10</b> |
| Fairly good | 2 |                  |
| Average     | 3 |                  |
| Fairly poor | 4 |                  |
| Very poor   | 5 |                  |
| Don't know  | 6 |                  |

## **SECTION 2: LOCAL AREA AND SERVICES**

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

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

|  | Q10         |               |                  |               |                           | Q11       |             |                  |                |                           |
|--|-------------|---------------|------------------|---------------|---------------------------|-----------|-------------|------------------|----------------|---------------------------|
|  | Very Satis. | Fairly Satis. | Fairly Dissatis. | Very Dissatis | Doesn't exist/ never used | Very easy | Fairly easy | Fairly difficult | Very Difficult | Doesn't exist/ never used |
| Local health services                    | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Police service                           | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Fire service                             | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Refuse collection                        | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Local schools                            | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Social care/ social work services        | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Social housing                           | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Employment and advice services           | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Public transport                         | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Street cleaning                          | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Sports and leisure facilities            | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| Community centre                         | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |
| 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                         |
| Access to free cash machine/ auto teller | 1           | 2             | 3                | 4             | 5                         | 1         | 2           | 3                | 4              | 5                         |

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

|  | Very satisfied | Fairly satisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
|--|----------------|------------------|---------------------|-------------------|------------|
| Children's play areas  | 1              | 2                | 3                   | 4                 | 5          |
| Cleanliness of streets                                       | 1              | 2                | 3                   | 4                 | 5          |
| Shopping facilities  | 1              | 2                | 3                   | 4                 | 5          |
| Condition of roads and footways                              | 1              | 2                | 3                   | 4                 | 5          |
| Street lighting  | 1              | 2                | 3                   | 4                 | 5          |
| Quality and maintenance of open spaces                       | 1              | 2                | 3                   | 4                 | 5          |
| Cleanliness of the area around your home                     | 1              | 2                | 3                   | 4                 | 5          |
| The built environment (e.g. buildings, heritage etc)         | 1              | 2                | 3                   | 4                 | 5          |
| The natural environment (eg parks, open spaces, countryside) | 1              | 2                | 3                   | 4                 | 5          |

**Q13. SHOWCARD. Overall, how satisfied are you with the quality of life in this neighbourhood?**

|                   |   |                  |
|-------------------|---|------------------|
| Very satisfied    | 1 | <b>GO TO Q14</b> |
| Satisfied         | 2 |                  |
| Dissatisfied      | 3 |                  |
| Very dissatisfied | 4 |                  |

**Q14. SHOWCARD. Overall, how satisfied are you with the quality of life in Angus?**

|                   |   |                  |
|-------------------|---|------------------|
| Very satisfied    | 1 | <b>GO TO Q15</b> |
| Satisfied         | 2 |                  |
| Dissatisfied      | 3 |                  |
| Very dissatisfied | 4 |                  |

### **SECTION 3: COMMUNITY PARTICIPATION**

**Q15. SHOWCARD. Looking at this showcard, can you tell me if you have undertaken any work or activities on a voluntary basis for any of these types of groups or organisations at any time in the last 12 months?**  
 [INTERVIEWER USE SHOWCARD AS A PROMPT FOR GROUPS/ ORGANISATIONS]

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>GO TO Q16</b> |
| No  | 2 | <b>GO TO Q17</b> |

|  |
|--|
| Childrens' group – e.g. playgroup, parents and toddlers                    |
| Childrens' activities associated with schools                              |
| Youth groups/children's activities outside of school                       |
| Coaching or organising sport or exercise                                   |
| Church, religion or faith-based group                                      |
| Caring organisation – e.g. helping older people or those with disabilities |
| Local community group/Local Area Partnership/ Community Council            |
| Tenants group/Residents association  |
| Trade Union  |
| Public service – e.g. school, hospital, police, local government service   |
| Professional society   |
| Safety/first aid   |
| The environment/animals  |
| Justice/human rights   |
| Hobbies/recreation/arts/social club  |

**Q16. Is your experience of volunteering a positive one?**

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>GO TO Q17</b> |
| No  | 2 |                  |

**Q17.** I am going to read out some examples of community activities and organisations.

A) Can you tell me firstly, if you are aware of any of these in this area?

**MULTI**

B) **SHOWCARD** And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these? Please take your answer from this card.

|   | A)    | B) Take Part |        |         |        |       |
|---|-------|--------------|--------|---------|--------|-------|
|   | Aware | Daily        | Weekly | Monthly | Seldom | Never |
| After school/children's clubs                                       | 1     | 1            | 2      | 3       | 4      | 5     |
| Youth clubs/projects or drop-in centres                             | 2     | 1            | 2      | 3       | 4      | 5     |
| Voluntary youth organisations                                       | 3     | 1            | 2      | 3       | 4      | 5     |
| Youth information services  | 4     | 1            | 2      | 3       | 4      | 5     |
| Other youth work activities   | 5     | 1            | 2      | 3       | 4      | 5     |
| Organised sporting activities/classes/clubs                         | 6     | 1            | 2      | 3       | 4      | 5     |
| Organised social/leisure activities/classes/clubs                   | 7     | 1            | 2      | 3       | 4      | 5     |
| Learning groups or adult education classes                          | 8     | 1            | 2      | 3       | 4      | 5     |
| Self-help or social care groups                                     | 9     | 1            | 2      | 3       | 4      | 5     |
| Community festivals/ events eg gala day                             | 10    | 1            | 2      | 3       | 4      | 5     |
| Local community group/ Local Area Partnership/<br>Community Council | 11    | 1            | 2      | 3       | 4      | 5     |
| Other community based groups/projects                               | 12    | 1            | 2      | 3       | 4      | 5     |
| Local consultation activities or events                             | 13    | 1            | 2      | 3       | 4      | 5     |

**INTERVIEWER: IF RESPONDENT NOT TAKEN PART IN ANY COMMUNITY ACTIVITIES OR ORGANISATIONS AT Q17 ASK Q18, OTHERWISE GO TO Q19**

**Q18.** If you have not taken part in any community activities or organisations, can you tell me why this is?

|  |    |                  |
|--|----|------------------|
| Not enough time to participate                         | 1  | <b>GO TO Q19</b> |
| Childcare commitments                                  | 2  |                  |
| Caring commitments                                     | 3  |                  |
| Not confident it will make a difference                | 4  |                  |
| Work commitments                                       | 5  |                  |
| Health/disability issues                               | 6  |                  |
| Not interested   | 7  |                  |
| Don't think I have anything to contribute              | 8  |                  |
| Fear of crime  | 9  |                  |
| Lack confidence in speaking up                         | 10 |                  |
| Affordability  | 11 |                  |
| Not aware of any meetings/opportunities to participate | 12 |                  |
| Transport issues                                       | 13 |                  |
| Other (specify)  | 14 |                  |

**Q19. SHOWCARD** Looking at this showcard which lists a range of cultural activities and events, in the last 12 months have you taken part in or visited any of these listed in Angus? [INTERVIEWER USE SHOWCARD AS A PROMPT]

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>GO TO Q20</b> |
| No  | 2 |                  |

|   |
|---|
| <b>SHOWCARD</b>   |
| Film at cinema or other venue   |
| Exhibition or collection of art, photography or sculpture                           |
| Craft exhibition  |
| Event connected with books or writing   |
| Street arts (art in everyday surroundings like streets, parks or shopping centre)   |
| Multicultural/culturally specific festival  |
| Play, drama or other theatrical performance eg musical or pantomime                 |
| Attended a live music event/performance   |
| Participated in dance or visited a Ballet/contemporary dance/other live dance event |
| Visited a Museum or Gallery   |
| Place of historical or archaeological interest                                      |
| Done crafts such as textile, wood, pottery etc.                                     |
| Photography as an artistic activity ie not family or holiday snaps                  |
| Painting, drawing, printmaking or sculpture   |
| Attended a library  |

**Q20.** SHOWCARD. Please tell me to what extent you agree or disagree with the following statements (please take your response from this card):

|  | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | No opinion |
|--|----------------|---------------|----------------------------|------------------|-------------------|------------|
| I can influence decisions affecting my local area                      | 1              | 2             | 3                          | 4                | 5                 | 6          |
| People in my community can influence decisions affecting my local area | 1              | 2             | 3                          | 4                | 5                 | 6          |

### **SECTION 4: HEALTH**

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

|                       | YES | NO | DON'T KNOW |
|-----------------------|-----|----|------------|
| A GP or health centre | 1   | 2  | 3          |
| A dentist?            | 1   | 2  | 3          |

**Q22.** How good is your health overall?

|            |   |                  |
|------------|---|------------------|
| Very good  | 1 | <b>GO TO Q23</b> |
| Good       | 2 |                  |
| Fair       | 3 |                  |
| Poor       | 4 |                  |
| Very poor  | 5 |                  |
| Don't know | 6 |                  |

**Q23.** SHOWCARD On a scale of 1 to 6 where 1 is not at all and 6 is a great deal, to what extent do you feel that people treat you unfairly?

|                  |   |                  |
|------------------|---|------------------|
| 1 - Not at all   | 1 | <b>GO TO Q24</b> |
| 2                | 2 |                  |
| 3                | 3 |                  |
| 4                | 4 |                  |
| 5                | 5 |                  |
| 6 – A great deal | 6 |                  |
| Don't know       | 7 |                  |

**Q24.** SHOWCARD To what extent do you agree with the statement: 'I could turn to friends/ relatives in this neighbourhood for support?'

|                   |   |                  |
|-------------------|---|------------------|
| Strongly agree    | 1 | <b>GO TO Q25</b> |
| Tend to agree     | 2 |                  |
| Tend to disagree  | 3 |                  |
| Strongly disagree | 4 |                  |
| Don't know        | 5 |                  |

## **SECTION 6: COMMUNITY SAFETY**

**Q25.** Taking everything into account how safe do you feel your neighbourhood is as a place to live?

|              |   |                  |
|--------------|---|------------------|
| Very safe    | 1 | <b>GO TO Q26</b> |
| Fairly safe  | 2 |                  |
| A bit unsafe | 3 |                  |
| Very unsafe  | 4 |                  |
| Don't know   | 5 |                  |

**Q26. SHOWCARD .** How safe do you feel when...

|  | Very safe | Fairly safe | A bit unsafe | Very unsafe | I feel too unsafe to do this alone | Don't know |
|--|-----------|-------------|--------------|-------------|------------------------------------|------------|
| Alone in your home during the day                  | 1         | 2           | 3            | 4           | 5                                  | 6          |
| Alone in your home at night                        | 1         | 2           | 3            | 4           | 5                                  | 6          |
| Walking alone in your neighbourhood during the day | 1         | 2           | 3            | 4           | 5                                  | 6          |
| Walking alone in your neighbourhood after dark     | 1         | 2           | 3            | 4           | 5                                  | 6          |

**Q27.** Do you think that the amount of crime in your neighbourhood has increased or decreased over the past year?

|                    |   |                  |
|--------------------|---|------------------|
| Decreased a lot    | 1 | <b>GO TO Q29</b> |
| Decreased a little | 2 |                  |
| Remained the same  | 3 |                  |
| Increased a little | 4 | <b>GO TO Q28</b> |
| Increased a lot    | 5 |                  |
| Don't know         | 6 | <b>GO TO Q29</b> |

**Q28.** If you feel crime has increased in your neighbourhood, what has influenced your opinion?

|  |   |                  |
|--|---|------------------|
| Personal experience of crime                     | 1 | <b>GO TO Q29</b> |
| Experience of family or friends                  | 2 |                  |
| Talking to people in the area                    | 3 |                  |
| Media – television, radio, paper                 | 4 |                  |
| Social media internet sites eg Facebook, Twitter | 5 |                  |
| Internet sites                                   | 6 |                  |
| Police or Council publications                   | 7 |                  |
| Other  | 8 |                  |

**Q29.** What, in your opinion, is the main factor which contributes most to the level of crime in your neighbourhood?

|  |                  |
|--|------------------|
|  | <b>GO TO Q30</b> |
|--|------------------|



**Q30. SHOWCARD .** How worried are you about the following things where you live...

|   | Very worried | Fairly worried | Not very worried | Not at all worried |
|---|--------------|----------------|------------------|--------------------|
| Dog fouling                                 | 1            | 2              | 3                | 4                  |
| Doorstep callers                            | 1            | 2              | 3                | 4                  |
| Fire raising                                | 1            | 2              | 3                | 4                  |
| Fly tipping                                 | 1            | 2              | 3                | 4                  |
| Littering                                   | 1            | 2              | 3                | 4                  |
| Minors asking you to buy alcohol or tobacco | 1            | 2              | 3                | 4                  |
| Noisy neighbours                            | 1            | 2              | 3                | 4                  |
| Nuisance phone calls                        | 1            | 2              | 3                | 4                  |
| Off road motor or quad biking               | 1            | 2              | 3                | 4                  |
| People who have been drinking               | 1            | 2              | 3                | 4                  |
| People who have been using drugs            | 1            | 2              | 3                | 4                  |
| Physical assault or attack                  | 1            | 2              | 3                | 4                  |
| Scam letters                                | 1            | 2              | 3                | 4                  |
| Speeding vehicles                           | 1            | 2              | 3                | 4                  |
| Vandalism                                   | 1            | 2              | 3                | 4                  |
| Vehicle theft                               | 1            | 2              | 3                | 4                  |
| Youths causing annoyance                    | 1            | 2              | 3                | 4                  |

**Q31.** To what extent, if at all, does a fear of crime prevent you from taking part in your everyday activities?

|              |   |                  |
|--------------|---|------------------|
| Not at all   | 1 | <b>GO TO Q32</b> |
| A little     | 2 |                  |
| Quite a lot  | 3 |                  |
| A great deal | 4 |                  |

**Q32.**

|  | YES | NO | <b>GO TO Q33</b> |
|--|-----|----|------------------|
| Do you know that the Council have procedures in place to respond to situations where vulnerable adults might be at risk of harm? | 1   | 2  |                  |
| Would you know who to contact if you had concerns that a vulnerable adult was at risk of being abused?                           | 1   | 2  |                  |

## **SECTION 7: MONEY MATTERS**

**[INTERVIEWER READ OUT]** The next set of questions might seem very personal, but the Council is keen to find about levels of financial inclusion and people's financial security, including their ability to 'cushion' life's unexpected problems. This includes being able to manage money effectively e.g. by having access to appropriate financial services and products. Please be assured that your responses to the survey are completely confidential

**Q33. SHOWCARD** Which of these accounts, if any, do you or your partner have? **MULTI**

|                          |   |                  |
|--------------------------|---|------------------|
| Bank account             | 1 | <b>GO TO Q34</b> |
| Building society account | 2 |                  |
| Credit union account     | 3 |                  |
| Post Office card account | 4 |                  |
| No, none of these        | 5 |                  |
| Prefer not to say        | 6 |                  |

**Q34. Do you have insurance for the contents of your house such as for furniture, electrical goods etc?**

|                   |   |                  |
|-------------------|---|------------------|
| Yes               | 1 | <b>GO TO Q35</b> |
| No                | 2 |                  |
| Prefer not to say | 3 |                  |

**Q35. Thinking about the total value of any savings or investments you have, at the moment do you (or your partner) have total savings or investments worth £1,000 or more in any combination of the places mentioned on this card, do you have less than £1,000 in savings or investment or do you have no savings or investments at all? SINGLE CODE**

|                   |   |                  |
|-------------------|---|------------------|
| No savings        | 1 | <b>GO TO Q36</b> |
| Less than £1,000  | 2 |                  |
| £1,000 or more    | 3 |                  |
| Don't know        | 4 |                  |
| Prefer not to say | 5 |                  |

**Q36. SHOWCARD** Are you currently experiencing, or within the last year have you had any difficulties with the following?

|                               |   |                  |
|-------------------------------|---|------------------|
| Mortgage or rent payments     | 1 | <b>GO TO Q37</b> |
| Changes to benefits           | 2 |                  |
| Council tax payments          | 3 |                  |
| Loan or credit card payments  | 4 |                  |
| Cost of food                  | 5 |                  |
| Cost of domestic energy bills | 6 |                  |
| Vehicle fuel prices           | 7 |                  |
| None of the above             | 8 |                  |
| Prefer not to say             | 9 |                  |

**Q37. SHOWCARD** Taking everything together, which of these phrases on this card best describes how you and your household are managing financially these days? SINGLE CODE

|                                       |   |                  |
|---------------------------------------|---|------------------|
| Manage very well                      | 1 | <b>GO TO Q38</b> |
| Manage quite well                     | 2 |                  |
| Get by all right                      | 3 |                  |
| Don't manage very well                | 4 |                  |
| Have some deep financial difficulties | 5 |                  |
| Are in deep financial trouble         | 6 |                  |
| Refused                               | 7 |                  |
| Don't know                            | 8 |                  |

**Q38.** Have you been anywhere for advice about money in the last 12 months?

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>GO TO Q39</b> |
| No  | 2 | <b>GO TO Q40</b> |

**Q39.** If Yes, where did you go for advice? **ALL THAT APPLY**

|   |   |                  |
|---|---|------------------|
| Citizens Advice Bureau                        | 1 | <b>GO TO Q40</b> |
| Angus Council Welfare Rights Service          | 2 |                  |
| Angus Council – Housing and/or benefits staff | 3 |                  |
| Bank or Building Society                      | 4 |                  |
| Independent Financial Advisor                 | 5 |                  |
| National Debtline/Money Advice Service        | 6 |                  |
| Place of worship                              | 7 |                  |
| Family member or friend                       | 8 |                  |
| Other (please specify)                        | 9 |                  |

**Q40.** If you needed to access advice about money, how would you prefer to do this? ONE ONLY

|                        |   |                  |
|------------------------|---|------------------|
| Face to face           | 1 | <b>GO TO Q41</b> |
| Internet               | 2 |                  |
| Telephone              | 3 |                  |
| Text                   | 4 |                  |
| Other (please specify) | 5 |                  |

## **SECTION 8: CONTACTING YOUR COUNCIL**

**Q41.** When you last contacted Angus Council, was this contact to ...? READ OUT LIST. SINGLE CODE?

|                                  |   |                  |
|----------------------------------|---|------------------|
| Make a complaint                 | 1 | <b>GO TO Q42</b> |
| Seek information                 | 2 | <b>GO TO Q43</b> |
| Request a service                | 3 | <b>GO TO Q44</b> |
| Make a suggestion                | 4 | <b>GO TO Q45</b> |
| Have never contacted the Council | 5 | <b>GO TO Q50</b> |

**Q42.** SHOWCARD Overall, how satisfied were you that the Council responded reasonably to your complaint?

|                                    |   |                  |
|------------------------------------|---|------------------|
| Very satisfied                     | 1 | <b>GO TO Q45</b> |
| Satisfied                          | 2 |                  |
| Neither satisfied nor dissatisfied | 3 |                  |
| Dissatisfied                       | 4 |                  |
| Very dissatisfied                  | 5 |                  |

**Q43. SHOWCARD** Overall, how satisfied were you with this contact to seek information?

|                                    |   |                  |
|------------------------------------|---|------------------|
| Very satisfied                     | 1 | <b>GO TO Q45</b> |
| Satisfied                          | 2 |                  |
| Neither satisfied nor dissatisfied | 3 |                  |
| Dissatisfied                       | 4 |                  |
| Very dissatisfied                  | 5 |                  |

**Q44. SHOWCARD** Overall, how satisfied were you with this contact to request a service?

|                                    |   |                  |
|------------------------------------|---|------------------|
| Very satisfied                     | 1 | <b>GO TO Q45</b> |
| Satisfied                          | 2 |                  |
| Neither satisfied nor dissatisfied | 3 |                  |
| Dissatisfied                       | 4 |                  |
| Very dissatisfied                  | 5 |                  |

**Q45.** On your most recent contact with the Council, did you.....

|  |   |                  |
|--|---|------------------|
| Get what you need at <u>that</u> contact               | 1 | <b>GO TO Q46</b> |
| Have to contact the Council again about the same issue | 2 |                  |

**Q46.** Was your most recent contact .... **READ OUT LIST. SINGLE CODE**

|   |   |                  |
|---|---|------------------|
| By a letter                             | 1 | <b>GO TO Q49</b> |
| By a telephone call to the Council      | 2 | <b>GO TO Q47</b> |
| By a personal visit to a Council office | 3 | <b>GO TO Q48</b> |
| By e-mail                               | 4 | <b>GO TO Q49</b> |
| By visiting the Council's website       | 5 | <b>GO TO Q51</b> |

**Q47. SHOWCARD** . How satisfied or dissatisfied were you with your recent contact with the Council by telephone in terms of the following?

|  | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know |
|--|----------------|------------------|-------------|---------------------|-------------------|------------|
| How easy it was for you to find the right number to call | 1              | 2                | 3           | 4                   | 5                 | 6          |
| How quickly the phone was answered                       | 1              | 2                | 3           | 4                   | 5                 | 6          |
| How well the staff understood what you wanted            | 1              | 2                | 3           | 4                   | 5                 | 6          |

**GO TO Q50**

**Q48. SHOWCARD** . How satisfied or dissatisfied were you with your recent contact when visiting a Council office in terms of the following?

|   | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know |
|---|----------------|------------------|-------------|---------------------|-------------------|------------|
| How easy it was to get to the office          | 1              | 2                | 3           | 4                   | 5                 | 6          |
| How well the staff understood what you wanted | 1              | 2                | 3           | 4                   | 5                 | 6          |

**GO TO Q50**

**Q49.** SHOWCARD . How satisfied or dissatisfied were you with your most recent contact with the Council by email/ letter in terms of the following?

|  | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know |
|--|----------------|------------------|-------------|---------------------|-------------------|------------|
| How quickly you received a reply to your e-mail/ letter              | 1              | 2                | 3           | 4                   | 5                 | 6          |
| The extent to which the first reply you received answered your query | 1              | 2                | 3           | 4                   | 5                 | 6          |

**GO TO Q50**

**Q50.** Have you ever used/ visited the Council's website?

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>GO TO Q51</b> |
| No  | 2 | <b>GO TO Q52</b> |

**Q51.** SHOWCARD . How would satisfied or dissatisfied are you with the website in terms of the following?

|   | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatis. | Very dissatis | Don't know | Not applic |
|---|----------------|------------------|-------------|------------------|---------------|------------|------------|
| How easily you managed to find the information you wanted | 1              | 2                | 3           | 4                | 5             | 6          | 7          |
| The amount of information provided on the website         | 1              | 2                | 3           | 4                | 5             | 6          | 7          |
| How easy it is to make a payment on the website           | 1              | 2                | 3           | 4                | 5             | 6          | 7          |
| How easy it is to request a service on the website        | 1              | 2                | 3           | 4                | 5             | 6          | 7          |

**Q52.** Generally, do you feel that you receive enough information about the Council and the services it provides?

|     |   |                  |
|-----|---|------------------|
| Yes | 1 | <b>GO TO Q53</b> |
| No  | 2 |                  |

**Q53.** SHOWCARD . Do you access, and use, the internet in any of the following ways... CODE ALL THAT APPLY

|   |   |                  |
|---|---|------------------|
| Internet access at home                             | 1 | <b>GO TO Q55</b> |
| Internet access via a mobile phone                  | 2 |                  |
| Internet access at work                             | 3 |                  |
| Internet access through public access eg at library | 4 |                  |
| Access the internet in some other way               | 5 |                  |
| None of these – I do not access the internet        | 6 | <b>GO TO Q54</b> |

**Q54. Why do you not use the internet? CODE ALL THAT APPLY**

|   |   |                  |
|---|---|------------------|
| I cannot afford the equipment to access the internet      | 1 | <b>GO TO Q55</b> |
| Broadband is too expensive                                | 2 |                  |
| I lack the skills/knowledge of how to access the internet | 3 |                  |
| I do not want to access the internet                      | 4 |                  |
| Some other reason (please explain)                        | 5 |                  |

**SECTION 9: VIEWS ABOUT THE COUNCIL**

**Q55. SHOWCARD . I am going to read out a list of statements about your local Council and would like you to tell me which 3 are of the most importance to you. Angus Council... CODE 3 ONLY**

|  |    |                  |
|--|----|------------------|
| Offering a good range of services                                  | 1  | <b>GO TO Q56</b> |
| Having the resources to do a good job                              | 2  |                  |
| Providing an efficient service                                     | 3  |                  |
| Providing services which are value for money                       | 4  |                  |
| Providing good quality services                                    | 5  |                  |
| Having friendly, polite, helpful, well informed employees          | 6  |                  |
| Promoting its services well  | 7  |                  |
| Tackling important issues for the future of the area               | 8  |                  |
| Listening to complaints  | 9  |                  |
| Communicating well with the public                                 | 10 |                  |
| Ensuring sustainable use of resources and care for the environment | 11 |                  |

**Q56. SHOWCARD. I am going to read out the same list of statements again about your local Council. I would like you to tell me whether you agree or disagree with each of these statements. Angus Council.....**

|   | Agree | Neither nor | Disagree |                  |
|---|-------|-------------|----------|------------------|
| Offers a good range of services                                   | 1     | 2           | 3        | <b>GO TO Q57</b> |
| 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        |                  |

## **SECTION 10: HOUSEHOLD DETAILS**

**Q57.** Are you....?

|        |   |                  |
|--------|---|------------------|
| Male   | 1 | <b>GO TO Q58</b> |
| Female | 2 |                  |

**Q58.** **SHOWCARD** . Which of the following age bands best describes you?

|             |   |                            |
|-------------|---|----------------------------|
| 16-24       | 1 | <b>THANK<br/>AND CLOSE</b> |
| 25-34       | 2 |                            |
| 35-44       | 3 |                            |
| 45-54       | 4 |                            |
| 55-64       | 5 |                            |
| 65-74       | 6 |                            |
| 75 and over | 7 |                            |

### **Thank and close statement**

- Thank you very much for answering my questions.
- Are you happy to sign the questionnaire to verify that you have taken part in the survey and your answers have been recorded accurately?  
'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided'.

|            |  |
|------------|--|
| Signature  |  |
| Print name |  |

## **Appendix 3**

### Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

|                                   |  |                                |                              |                                     |
|-----------------------------------|--|--------------------------------|------------------------------|-------------------------------------|
| <b>Project number</b>             | <b>P749</b>  |                                |                              |                                     |
| <b>Project name</b>               | <b>Angus Council Citizens' Survey</b>  |                                |                              |                                     |
| <b>Objectives of the research</b> | <p>The specific research objectives of the 2015 Citizen Survey were as follows.</p> <ul style="list-style-type: none"> <li>■ To establish the public's` views on general and specific aspects of life in Angus, including: <ul style="list-style-type: none"> <li>○ The home and neighbourhood</li> <li>○ Health</li> <li>○ Community safety</li> <li>○ Financial issues.</li> </ul> </li> <li>■ To establish levels of satisfaction with public services</li> <li>■ To establish the customer experience when contacting the Council</li> <li>■ To strengthen the evidence base which will support and inform the development of Angus's Single Outcome Agreement.</li> </ul> |                                |                              |                                     |
| <b>Target group</b>               | Those who live in Angus Council area   |                                |                              |                                     |
| <b>Target sample size</b>         | 1500 interviews  |                                |                              |                                     |
| <b>Achieved sample size</b>       | <b>Electoral Ward</b>  | <b>Sample Base 2013 Survey</b> | <b>Population (aged 16+)</b> | <b>Confidence Interval (at 95%)</b> |
|                                   | Arbroath East and Lunan  | 406                            | 12610                        | +/- 4.78%                           |
|                                   | Arbroath West and Letham   | 158                            | 14118                        | +/- 7.75%                           |
|                                   | Brechin and Edzell   | 158                            | 10130                        | +/- 7.74%                           |
|                                   | Carnoustie and District  | 156                            | 10908                        | +/- 7.79%                           |
|                                   | Forfar and District  | 155                            | 13217                        | +/- 7.83%                           |
|                                   | Kirriemuir and Dean  | 157                            | 8420                         | +/- 7.75%                           |
|                                   | Monifieth and Sidlaw   | 156                            | 13718                        | +/- 7.80%                           |
|                                   | Montrose and District  | 154                            | 13356                        | +/- 7.85%                           |
|                                   | Most deprived 15%  | 249                            | 1865                         | +/- 5.78%                           |
|                                   | <b>Total Angus</b>   | <b>1500</b>                    | <b>96,477</b>                | <b>+/- 2.51%</b>                    |

|  |  |
|--|--|
| <b>Date of fieldwork</b>   | 3 <sup>rd</sup> of August to the 4 <sup>th</sup> of September.   |
| <b>Sampling method</b>   | <p>A total of 1,500 interviews were carried out on a face to face basis with a representative sample of Angus residents. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2013, 2011 and 2009 surveys. This involved a disproportionate sampling methodology where:</p> <ul style="list-style-type: none"> <li>■ 249 interviews were completed in the most deprived areas of Angus (maps available in <b>Appendix 1</b> for reference); and</li> <li>■ 1,251 in the rest of Angus (with c.155 interviews completed in each of the eight wards within Angus).</li> </ul> |
| <b>Data collection method</b>                                    | Face to face methodology   |
| <b>Response rate and definition and method of how calculated</b> | N/A  |
| <b>Any incentives?</b>   | No   |
| <b>Number of interviewers</b>                                    | 7  |
| <b>Interview validation methods</b>                              | 10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.  |
| <b>Showcards or any other materials used?</b>                    | Showcards used as per instructions on questionnaire  |
| <b>Weighting procedures (if applicable)</b>                      | Not applicable   |
| <b>Estimating and imputation procedures (if applicable)</b>      | Not applicable   |
| <b>Reliability of findings</b>                                   | At the overall Angus level the margin of error associated with the results is +/-2.51%. (based upon a 50% estimate at the 95% level of confidence).  |