



# Citizen Survey 2020 Research Report March 2020

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# Angus Council

## Citizen Survey 2020

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## EXECUTIVE SUMMARY

### INTRODUCTION

This report represents and discusses the findings to emerge from Angus Council's Citizens Survey 2020. This survey has also been carried out for a number of years previously, most recently in 2017.

The specific research objectives of the 2020 Citizen Survey were to establish public views and experience around the Council's priority themes of people, place and economy.

A total of 1,513 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 2017, 2015, 2013 and 2011 surveys. This involved a disproportionate sampling methodology where:

- 309 interviews were completed in deprived areas of Angus); and
- 1,204 in the rest of Angus (with c.150 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 2017, where comparison is possible. Subsequent chapters of the report analyse this in further detail.

### KEY FINDINGS

#### Place

- The best aspects of living in the **neighbourhood** have remained consistent since 2011 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 2011, believed that there has been no change in the neighbourhood.
- With regard to the **environment and amenities** in their local neighbourhood, satisfaction has remained consistently high, maintaining satisfaction levels above 90% for the majority of aspects. Satisfaction with shopping facilities has decreased significantly (falling from 94% to 72%). Satisfaction with the condition of roads and pavements has increased significantly (rising from 73% to 94%).
- Respondents were then asked if they were aware of a **variety of clubs and activities** in their local area, with the majority of participants (84%) being aware of at least one club or activity.
- The majority of participants (92%) stated their **neighbourhood** is a very **safe place to live**, while a further 8% stated their neighbourhood was a fairly safe place to live. The proportion of participants who rated their neighbourhood as very safe has increased since the previous survey, from 89% to 92% and is the highest reported since 2013.
- When asked about the change in the **level of crime** in the past year, the majority (86%) were of the opinion that the level of crime has remained about the same over the last year (a significant increase from 76% in 2017).

## People

- One in 5 respondents (20%) said they had undertaken some form of work or activity on a **voluntary** basis in the last 12 months. This has risen compared to 12% in 2017, 8% in 2015, and 10% in 2013.
- The vast majority of respondents (96%) said that they feel **in control of their own health and wellbeing** e.g. having a health diet, staying hydrated, maintaining a healthy weight, booking health appointments if needed and knowing where to seek help if needed.
- Over half of respondents (58%) said that they have accessed one or more **health services** within the last 12 months. GP services were most likely to have been accessed, with 53% of respondents having accessed these services in the last year, followed by seeing a practice nurse (15%) and a hospital (12%).
- The Warwick-Edinburgh Mental Wellbeing scale was developed to enable the monitoring of **mental wellbeing** in the general population. Overall, 17% of respondents to the survey had a low level of mental wellbeing, 64% a moderate wellbeing, and 19% a high level of wellbeing.
- All respondents were asked how often they have been feeling certain ways over the last month. These questions are from The UCLA 3-Item **Loneliness Scale**. This scale allows us to measure the extent to which an individual feels lonely. The majority of respondents never feel that they lack companionship (87%), that they are left out (89%) or that they are isolated from others (87%).
- Respondents were asked if they are **taking part in any forms of education/classes** currently. 7% of respondents are currently undertaking education. This is a slight increase in participation in training or education since 2017 when 4% were taking part in any form of education or training.

## The Council

- Participants were asked about their last **contact** with the Council, the most common reasons for contact were to seek information (14%) or to request a service (25%). The proportion of participants who said they had never contacted the Council has increased marginally from 58% in 2017 to 60% in 2020. The vast majority (94%) were satisfied with the Council's response to their last contact.
- **Method of contact** has changed since 2015, most notably with regard to contact via the Council's website. This has risen from 5% in 2015 up to 13% of contact in 2017 and again to 17% in 2020. Aligned with this, 52% of respondents now say they would prefer to receive information from the Council via the website, although 65% would still like to get information by paper methods.

- When asked to consider their **agreement with statements about the Council**, the following were most likely to be agreed with:
  - 76% agree the Council offers a good range of services (up from 73%)
  - 71% agree the Council provides good quality services (up from 56%)
  - 70% agree the Council communicates well with the public (up from 46%).
  
- 32% agreed that they can **have a say on what is happening in their local** area and 35% agreed that other people in their community can have a say on what happens in their local area. These have both decreased since 2017, falling from 39% agreeing that they can have a say and 44% agreeing that others can have a say.

## Economy

- Just under half of respondents were in full time employment (44%) and 13% in part time employment. 29% were retired. Of those respondents in employment, 17% live in Angus but work outside Angus. The main reasons given for working outside Angus were that more can be earned outside Angus (50%) and that they can't get a job doing the sort of work that they do in Angus (30%).
  
- Those who were in full time education or unemployed and seeking work were asked about their satisfaction with **support for employment**. 52% were satisfied with the availability of information on jobs available within Angus and 46% were satisfied with the availability of support and advice to help them get into work. It is worth noting that the majority of the others stated don't know to these questions as opposed to stating that they were not satisfied.
  
- The same respondents were asked if they were aware that Angus Council could provide help with a range of aspects which would support them into work. Just under half (40%) said they were not aware of any of these. The level of awareness was greatest in terms of **apprenticeships** (47%) and training courses (39%).
  
- Respondents who were in employment or on a government training programme were asked if they had ever seriously considered **starting their own business** or if they have ever started their own business. 87% said that they have not thought about this. Almost one in ten (8%) said that they had thought about it but had not yet started their own business.
  
- Just under half of respondents (42%) **shop on their local high street** at least once a week or more, 29% shop once a month, 20% a few times a year and 9% stated that they never shop on their local high street. When asked to select from a list what would make them shop on their local high street more often, most commonly stated was a better offer of shops (73%) followed by high street events or entertainment (28%) and then cheaper parking (24%). 16% said that nothing would make them shop on their local high street more often.
  
- Almost one in four (24%) respondents have used the Visit Angus website or social media channels to find out what there is to see and do in Angus. Of those, 93% said that they were able to find the information they needed.

- 16% stated that some of their income comes from welfare benefits (up from 4% in 2017) and 11% said that all of their income comes from welfare benefits (up from 9% in 2017).
- Almost all participants said they had some form of financial account, with the majority (95%) having a bank account and 26% with a building society account. The proportion of respondents stating that they have a building society account has increased from 2017 when 19% stated they had this account.
- Just under 8 in 10 participants (78%) stated they had not experienced any financial difficulties within the last year, which is a marginal change from 2017 when 80% said they had not experienced any financial difficulties.
- The survey asked participants the extent to which they were managing financially. Over 6 in 10 participants (65%) stated they were managing very or quite well, which is slightly up from 61% in 2017, however the proportion stating that they are managing very well has increased significantly, rising from 9% to 23%.

# 1. INTRODUCTION, BACKGROUND AND OBJECTIVES

## 1.1 Introduction

This report represents and discusses the findings to emerge from Angus Council's Citizen Survey 2020 which was undertaken by Research Resource. This survey has also been carried out for a number of years previously, most recently in 2017.

## 1.2 Objectives

The specific research objectives of the 2020 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 Angus's key priorities of People, Place and Economy.

## 1.3 Methodology

A total of 1,513 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 2017, 2015, 2013 and 2011 surveys. This involved a disproportionate sampling methodology where:

- 309 interviews were completed in the most deprived areas of Angus; and
- 1,204 in the rest of Angus (with c.150 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, with a randomly selected sample of start points selected and interviewers 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:

<b>Electoral Ward</b>	<b>Sample Base 2020 Survey</b>	<b>Population (adults aged 16+ years)</b>	<b>Confidence Interval (at 95%)</b>
Arbroath East and Lunan	344	10522	+/- 5.2%
Arbroath West, Letham and Friockheim	179	16220	+/- 7.3%
Brechin and Edzell	176	9385	+/- 7.3%
Carnoustie and District	149	11627	+/- 8%
Forfar and District	217	13267	+/- 6.6%
Kirriemuir and Dean	150	9006	+/- 7.9%
Monifieth and Sidlaw	149	13464	+/- 8%
Montrose and District	149	13296	+/- 8%
<b>Total Angus</b>	<b>1513</b>	<b>96,477</b>	<b>+/- 2.5%</b>

309 interviews carried out in the most deprived communities provides data accurate to +/-5% (based upon a 50% estimate at the 95% level of confidence).

The 2020 questionnaire was developed from the 2017 survey questionnaire, revising the questionnaire to ensure that it reflected National survey indicators for benchmarking purposes and to reflect the Council's economic plan. A copy of the final questionnaire for 2020 is available in **Appendix 1**.

#### **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 20<sup>th</sup> January to 28<sup>th</sup> February 2020.

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. 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. Analysis has been carried out by multi member ward, for those within the most deprived areas compared to those living in other areas and also by respondent age.

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 +/-2.5%. This is a body of data which should be considered robust and Angus Council should have confidence in.
- Analysis of sub groups will be less robust and the margin of error associated with these will be larger. Sub group analysis should therefore be treated with caution.
- Results have been compared to the previous 2011, 2013, 2015 and 2017 Angus Surveys as appropriate, but in comparing results, it should be noted that:
  - Not all differences between the previous surveys will be statistically significant.
  - The demographics of the area may have changed in this period.

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. PLACE

CHAPTER 3. PEOPLE

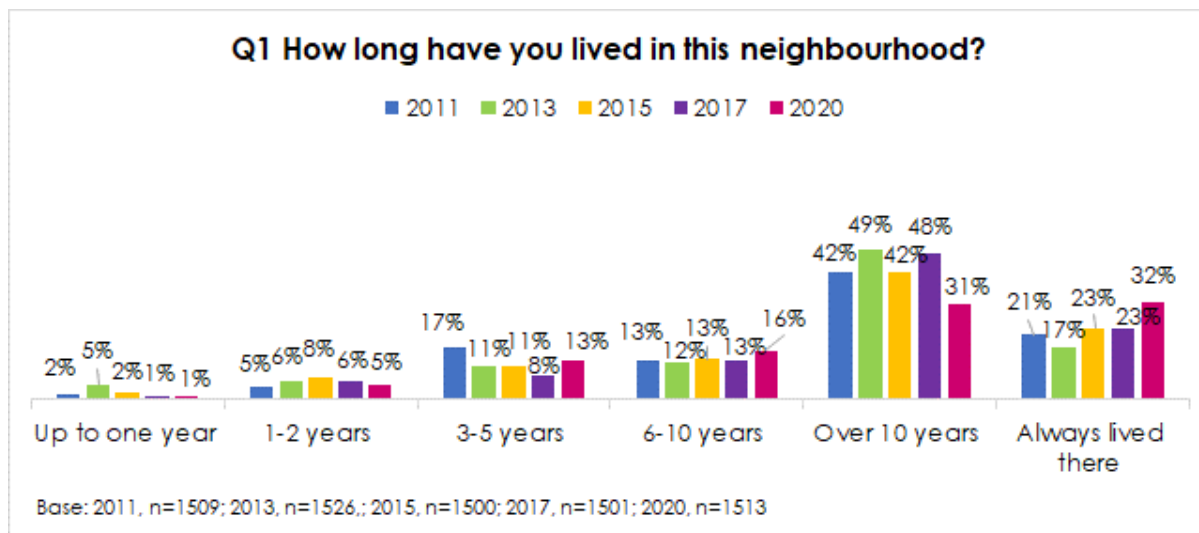
CHAPTER 4. THE COUNCIL

CHAPTER 5. ECONOMY

## 2. PLACE

### 2.1 Respondent situation (Q1/Q6)

In terms of the length of stay in the neighbourhood, just under 8 in 10 respondents (79%) had lived in their current neighbourhood for 6 years or more. This is less than the results reported from the previous survey conducted in 2017, where 84% of respondents had lived in their neighbourhood for this period of time, but remains slightly higher than the results reported in 2011, 2013 and 2015 (76%, 78% and 78% respectively).

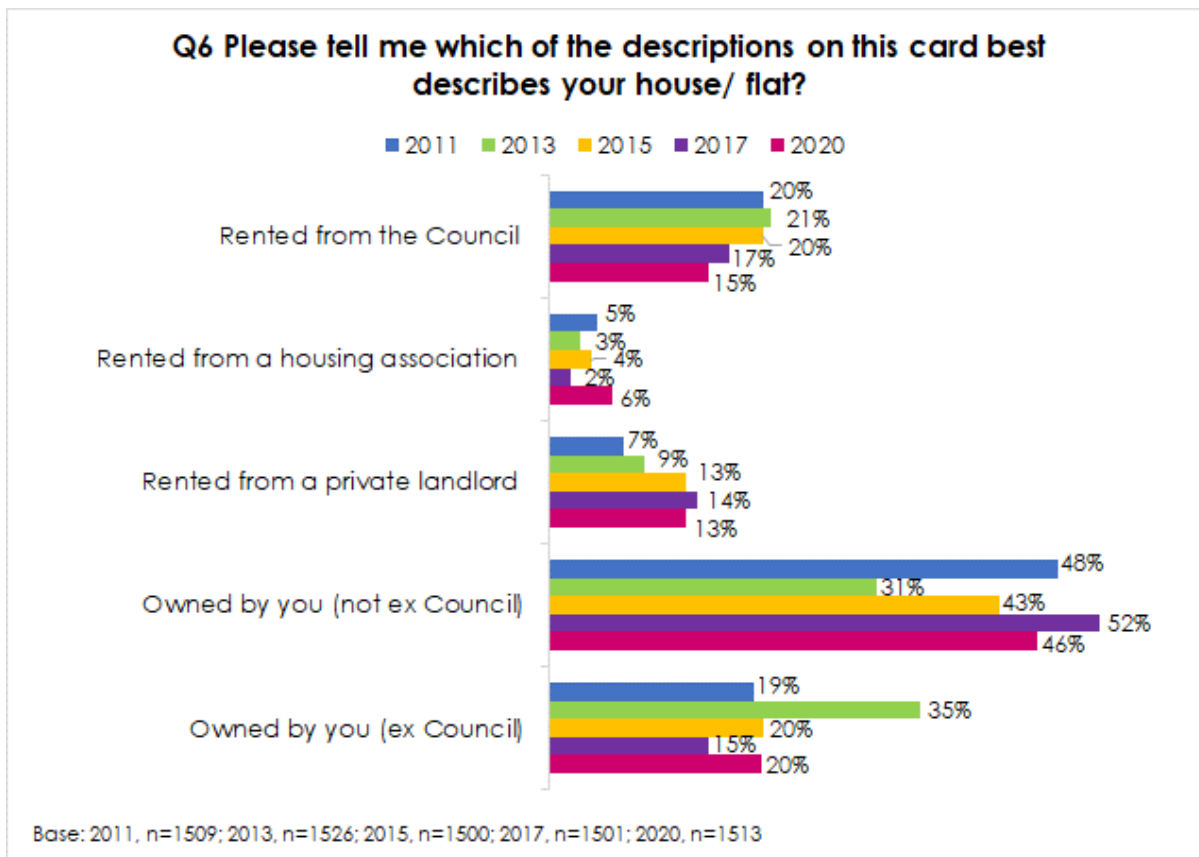


Analysis by ward reveals respondents who lived in Forfar and District (77%) and Monifieth and Sidlaw (73%) were most likely to have lived in their neighbourhood for 10 or more years, while those who lived in Montrose and District (53%) were least likely. This represents a significant change from the results of the 2017 survey as the proportion of respondents who have lived in their neighbourhood for 10 or more years has increased significantly in Forfar and District (from 59% to 77%) and decreased significantly in Montrose and District (from 80% to 53%).

With regards to the tenure profile of participants, 66% of participants were owner occupiers, 15% rented their home from the Council, 6% rented from a housing association and 13% from a private landlord.

Looking at the results from the previous surveys conducted since 2011, the proportion of respondents who rent their home from the Council is at its lowest in 2020 (15%) while the proportion who rent their home from a housing association is at its highest in 2020 (6%).

Comparative analysis with the 2017 survey results reveals significant changes in terms of home ownership, as the proportion of respondents who own an ex Council property has increased from 15% to 20%, while the proportion who own a non ex Council property has decreased, from 52% to 46%.



## 2.2 Best aspects of neighbourhood (Q2)

When asked, unprompted, what they liked best about living within their neighbourhood, the top three reasons respondents gave were it is quiet and peaceful (32%), neighbours (29%) and the neighbourhood is pleasant or nice (21%). As can be seen from the table below, these were also the top responses given 2017. The most significant changes that can be seen since the 2017 results include a decrease in respondents stating they live in a convenient location (decrease of 9% points), that their neighbourhood is safe (decrease of 10% points) and their neighbourhood is close to shops/ the quality of shops (decrease of 14% points).

Q2 What do you like best about living in this neighbourhood?					
	2011	2013	2015	2017	2020
<b>Base: All respondents</b>	<b>1509</b>	<b>1526</b>	<b>1500</b>	<b>1501</b>	<b>1513</b>
Quiet/ peaceful	44%	65%	51%	37%	32%
Neighbours	31%	29%	31%	29%	29%
Pleasant/ nice	10%	15%	9%	22%	21%
Convenient location	15%	7%	10%	19%	10%
It's ok/ fine/ I like it here	4%	6%	20%	8%	8%
Always lived here/ know area	4%	3%	6%	4%	8%
Safe	6%	7%	14%	14%	4%
Close to shops/ quality of shops	4%	6%	5%	18%	4%
Lots of green space	-	-	-	6%	3%
Quality of housing	-	-	-	1%	3%
Lots for kids to do	-	-	-	2%	2%
Central location	3%	5%	3%	3%	1%
Close to beach/ coast	-	-	-	3%	1%
Good public transport	-	-	-	2%	1%
Other	-	-	-	2%	1%
Nothing	4%	2%	2%	-	1%
Everything	-	-	-	1%	0%

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:

- **Pleasant/ nice area:** Those who lived in non-deprived areas (22%) were significantly more likely to have given this response than participants who lived in deprived areas (11%);
- **Always lived here/ know area:** Participants who lived in deprived areas (15%) were more likely to have said this than participants who lived in non-deprived areas (7%);
- **Safe:** 4% of respondents who lived in non-deprived areas gave this response, compared to 0% of those who lived in the most deprived areas.

### 2.3 Worst aspects of neighbourhood (Q3)

In terms of the worst aspects of the neighbourhood, more than two thirds of respondents (68%) stated there was 'nothing' that they did not like about their neighbourhood. While this is a significant decrease from the 78% of respondents who gave this answer in 2017, there has been a significant increase in the proportion of respondents who answered 'don't know' to this question (from 4% to 17%). There has been no significant increase where participants mentioned an aspect of their neighbourhood that they disliked.

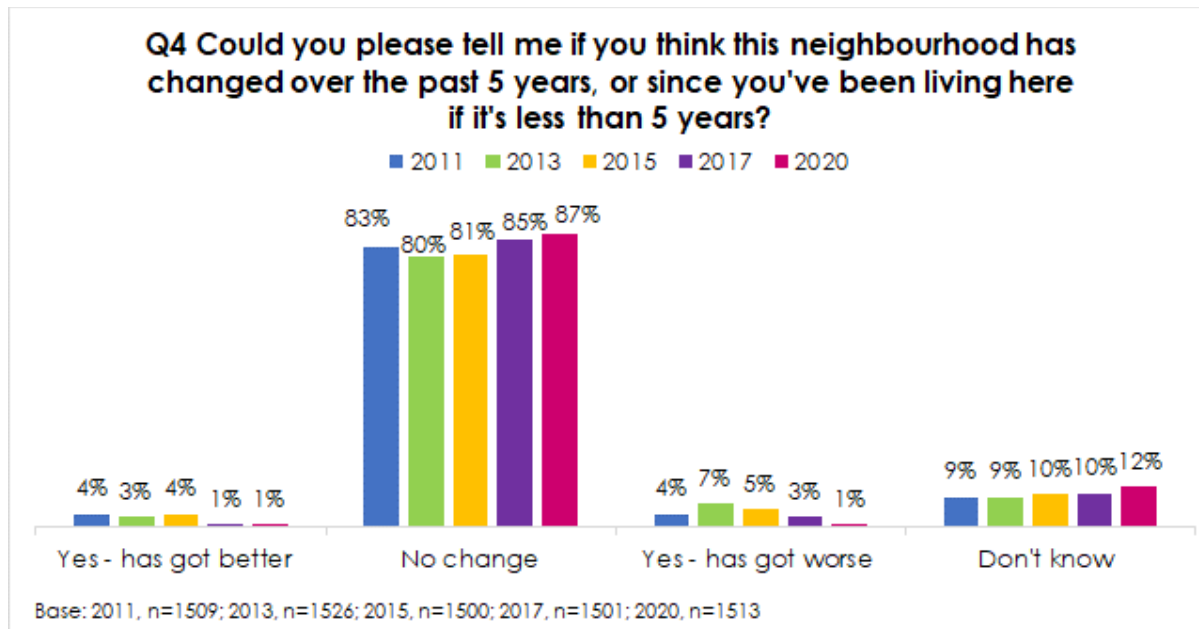
Q3 What do you like least about living in this neighbourhood?					
	2011	2013	2015	2017	2020
<b>Base: All respondents</b>	<b>1509</b>	<b>1526</b>	<b>1500</b>	<b>1501</b>	<b>1513</b>
None/ nothing	72%	72%	74%	78%	68%
Don't know	-	-	-	4%	17%
Littering/ dirty/ dog fouling	3%	4%	3%	1%	3%
Poor shops	1%	2%	2%	1%	3%
Other	-	-	-	3%	3%
Lack of facilities for youths/ children	4%	2%	1%	2%	2%
Not much for people to do in general	-	-	-	1%	2%
Difficult/ poor parking	3%	2%	3%	2%	1%
Drug problems	2%	3%	2%	2%	1%
Roads/ pavements/ winter gritting	1%	3%	2%	1%	1%
ASB/ neighbours/ noisy	-	-	-	1%	1%
Area going downhill/ untidy/ rundown	1%	2%	2%	1%	0%
Speeding cars/ traffic	-	-	-	1%	0%
Too many private lets/ undesirables moving into the area	-	-	-	1%	0%
Youths/ gangs causing trouble	1%	2%	1%	0%	-

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

- **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 (70%) than participants who lived in the most deprived areas (50%).
- **Drug problems:** 4% of respondents who lived in the most deprived areas gave this response, compared to 0% of those who lived in non-deprived areas.

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

Perceptions of change in the neighbourhood have remained consistent with the 2017 results, with the majority of respondents (87%) stating there had been 'no change' in their neighbourhood over the past five years. 1% of respondents stated their neighbourhood had improved in this period, 1% stated it had worsened and 12% said they did not know.



The table below shows that participants who lived in the most deprived areas were less likely to be of the opinion that there has been no change in their neighbourhood (75%) than participants who lived in all other areas (88%). Those who lived in the most deprived areas were more likely to state their neighbourhood had worsened over the past five years (4%) and also more likely to answer 'don't know' (20%) than those who lived in all other areas (1% and 10% respectively).

<b>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?</b>			
	All participants	Lived in the most deprived areas	Lived in all other areas
<b>Base</b>	<b>1514</b>	<b>309</b>	<b>1204</b>
Yes - has got better	1%	1%	1%
Yes - has got worse	1%	4%	1%
No change	87%	75%	88%
Don't know	12%	20%	10%

Where participants felt the neighbourhood had improved, they were asked to provide their reasons for feeling this way. Responses included the better quality housing, less anti-social behaviour and more social and sporting activities in the area.

Similarly, those who stated their neighbourhood had worsened over the last 5 years were asked to explain why they felt this way. Responses included drug problems, anti-social behaviour, undesirable people moving into the neighbourhood and a lack of vetting tenants in Council properties.



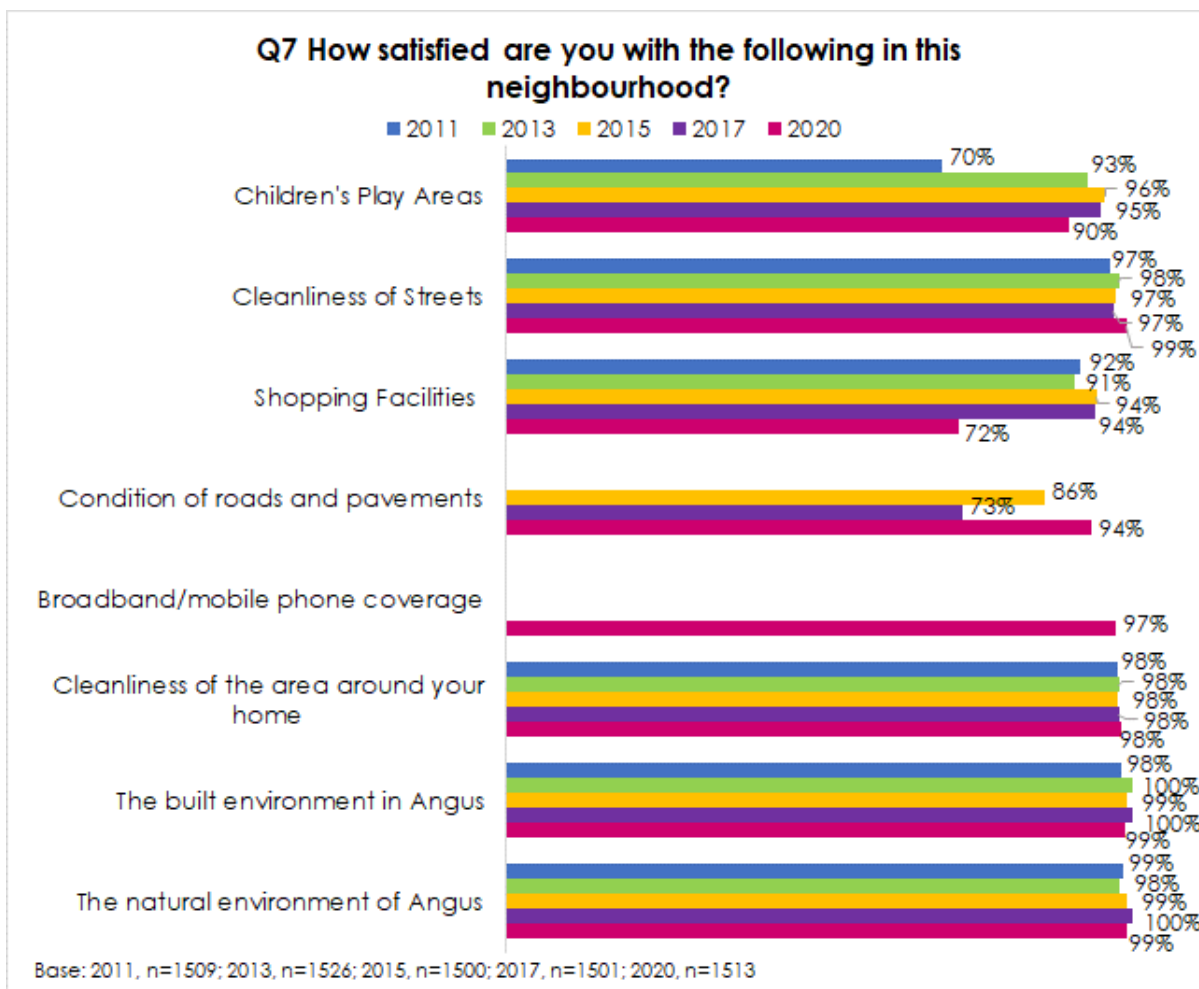
Due to the very small numbers of respondents who stated their neighbourhood had improved or declined, these responses have not been coded thematically as the percentages produced would not be statistically robust.

## 2.5 Satisfaction with aspects of the neighbourhood (Q7)

Satisfaction with different aspects of the neighbourhood is high, ranging from 72% in terms of shopping facilities to 99% in terms of the cleanliness of streets, the built environment of Angus and the natural environment of Angus.

Results have remained consistent with the results of the 2017 survey, with the exception of satisfaction with children's play areas which has increased from 90% to 95% and satisfaction with shopping facilities which has decreased significantly from 94% to 72%.

Respondents were asked for the first time how satisfied they are with the broadband and mobile coverage in their neighbourhood, with 97% of participants being satisfied in this respect.



N.B. Don't know responses have been excluded from this analysis.

Overall satisfaction levels (very and fairly satisfied combined) are similar for most aspects of the neighbourhood for participants who live in the most deprived areas and all other areas. However, as can be seen from the table below, respondents who lived in the most deprived areas are significantly less likely to be very satisfied with each aspect, most notably with regards to broadband and mobile phone coverage where 52% were very satisfied compared to 76% in all other areas.

<b>Q7 How satisfied are you with the following in this neighbourhood? (% very satisfied)</b>				
	<b>Most Deprived</b>		<b>Non deprived</b>	
	<b>Base</b>	<b>%</b>	<b>Base</b>	<b>%</b>
Children's Play Areas	229	53%	980	68%
Cleanliness of Streets	309	56%	1203	79%
Shopping Facilities	309	28%	1198	47%
Condition of roads and pavements	309	40%	1198	52%
Broadband/mobile phone coverage	278	52%	1143	76%
Cleanliness of the area around your home	309	57%	1204	80%
The built environment in Angus	305	73%	1204	83%
The natural environment of Angus	308	74%	1203	83%

## 2.6 Community participation (Q8/Q9)

Respondents were then asked if they were aware of a variety of clubs and activities in their local area, with the majority of participants (84%) being aware of at least one club or activity. Awareness was highest in terms of organised sporting activities, classes or clubs (55%), community festivals and events (49%) and organised social and leisure activities (48%).

Awareness was significantly lower among those who live in the most deprived areas (73%) than it was for those who live in all other areas (85%).

<b>Q8a Can you tell me firstly, if you are aware of any of these in this area?</b>	
<b>Base: All Respondents, n=1513</b>	<b>% Aware</b>
Organised Sporting activities/ classes/ clubs	55%
Community Festivals/ Events e.g. Gala Day	49%
Organised Social/ Leisure activities/ classes/ clubs	48%
After school/ children's club	36%
Clubs or groups for pre-school age children	28%
Learning groups or adult education classes	18%
Community Council or Local Partnership	16%
Health, self-help or social care groups	14%
Local Partnership	14%
None	16%

Participants who were aware of clubs and activities in their local area were then asked how often they, or anyone living in their household take part. As can be seen from the table below, participants were most likely to attend community festivals or events (69%) and least likely to participate in the locality partnership (2%).

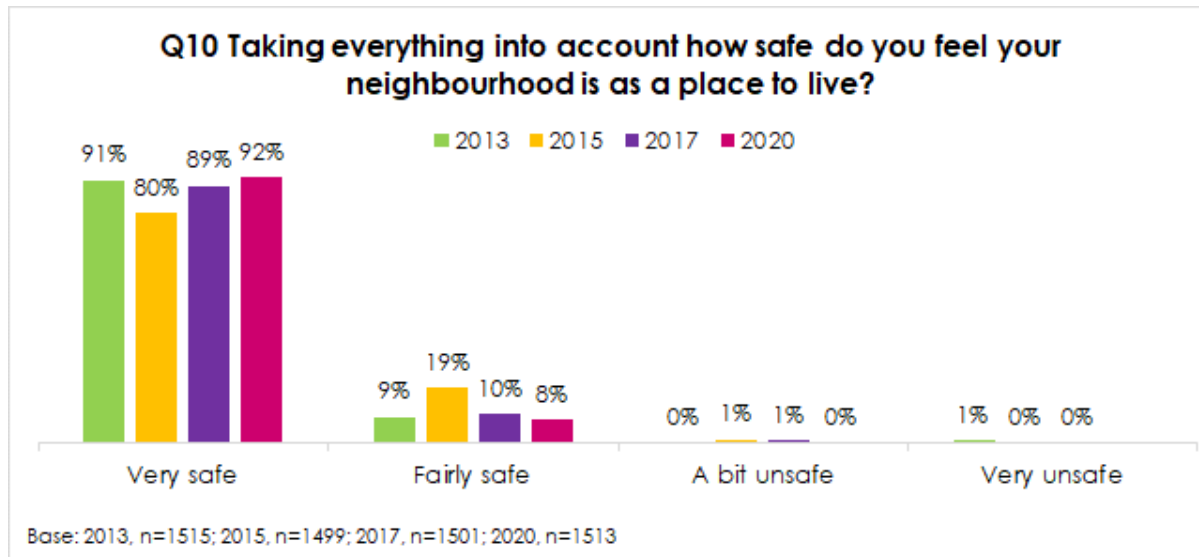
Participants were most likely to participate in clubs or groups for pre-school age children daily (7%), organised sporting activities, classes or clubs weekly (41%) and organised social or leisure activities, classes or clubs monthly (13%).

<b>Q8b And then, if you are aware, how often do you, or anyone living in your home, take part in activities like these?</b>						
<b>Base: All who were aware</b>	<b>Base</b>	<b>Daily</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Seldom</b>	<b>Never</b>
Community Festivals/Events e.g. Gala Day	715	-	0%	0%	69%	31%
Organised Sporting activities/classes/clubs	772	0%	41%	9%	14%	36%
Organised Social/Leisure activities/classes/clubs	674	0%	36%	13%	9%	41%
After school/ children's/youth clubs	482	3%	35%	4%	4%	55%
Clubs or groups for pre-school age children	375	7%	21%	2%	2%	69%
Learning groups or adult education classes	230	0%	3%	-	1%	97%
Community Council or Locality Partnership	205	-	-	2%	1%	97%
Health, self-help or social care groups	177	-	1%	1%	1%	97%
Locality Partnership	178	-	0%	1%	0%	98%

Respondents who have not taken part in any community activity of organisations were then asked to explain why this was. Just under three quarters of respondents (74%) stated they were not interested, 26% stated they didn't have time, 5% stated they don't know enough about organisations of what's on and 5% stated they do not have anyone to go with or do not feel comfortable participating.

## 2.7 Safety in the neighbourhood (Q10)

The majority of participants (92%) stated their neighbourhood is a very safe place to live, while a further 8% stated their neighbourhood was a fairly safe place to live. The proportion of participants who rated their neighbourhood as very safe has increased since the previous survey, from 89% to 92% and is the highest reported since 2013.



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

- Owned a non ex-Council property (95%);
- Lived in non-deprived areas (94%);
- Lived in Carnoustie and District (98%) and Arbroath West, Letham and Froickheim (96%).

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

- Council housing tenants (81%);
- Lived in the most deprived areas (79%);
- Lived Arbroath East and Lunan (85%).

## 2.8 Safety during the day and at night (Q11)

Participants were asked about how safe they felt in different circumstances. As can be seen from the table below, the majority of participants felt very safe being alone in their home during the day (97%) and at night (95%). Since 2017, the proportion of respondents who felt very safe in these circumstances has decreased marginally.

Q11 How safe do you feel when you are...						
	Alone in your home during the day			Alone in your home at night		
2015, n=1500; 2017, n=1501; 2020, n=1513	2015	2017	2020	2015	2017	2020
Very safe	90%	98%	97%	88%	98%	95%
Fairly safe	10%	2%	3%	11%	2%	5%
A bit unsafe	0%	0%	-	1%	-	-
Very unsafe	0%	-	-	0%	0%	-
I feel too unsafe to do this alone	0%	-	-	0%	-	-
Don't know	0%	-	0%	0%	-	0%

In terms of walking alone in their neighbourhood, 96% of participants felt very safe doing so during the day, compared to 65% who felt very safe doing so after dark. Since 2017, the proportion of respondents who felt very safe walking alone in their neighbourhood during the day has increased by 4% points to 96%, while the proportion of respondents who felt very safe walking alone in their neighbourhood after dark has decreased significantly, from 74% to 65%.

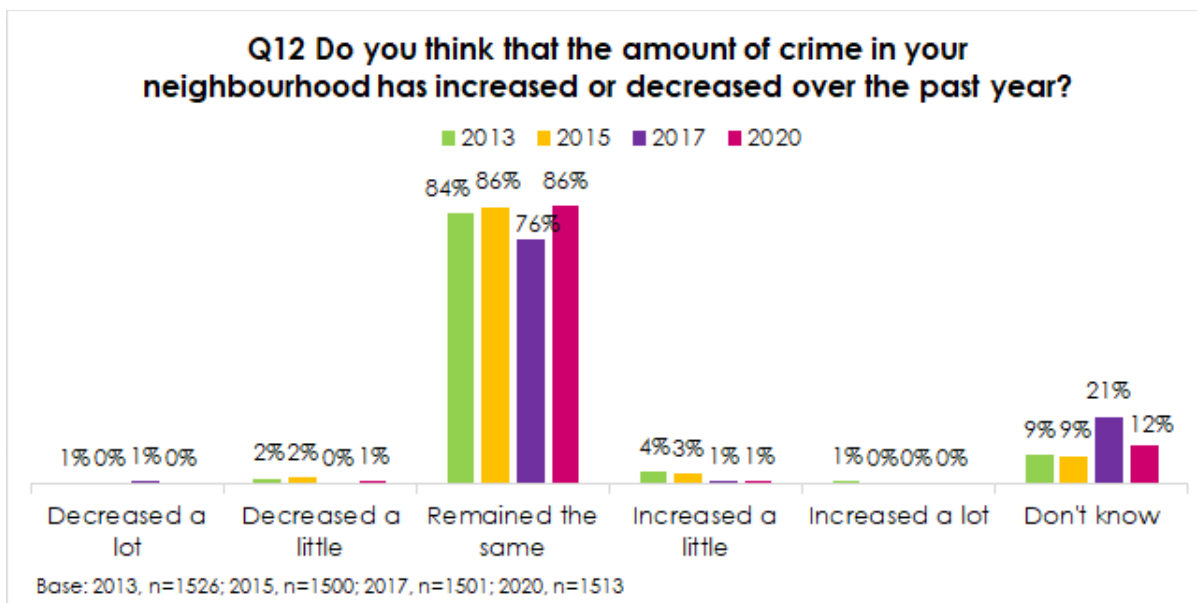
Q11 How safe do you feel when you are...						
	Walking alone in your neighbourhood during the day			Walking alone in your neighbourhood after dark		
2015, n=1500; 2017, n=1501; 2020, n=1513	2015	2017	2020	2015	2017	2020
Very safe	88%	92%	96%	64%	74%	65%
Fairly safe	11%	7%	4%	24%	14%	25%
A bit unsafe	0%	-	-	4%	2%	5%
Very unsafe	0%	-	-	1%	0%	0%
I feel too unsafe to do this alone	0%	-	-	2%	9%	-
Don't know	1%	1%	0%	5%	-	4%

As can be seen from the table below, respondents who live in the most deprived areas were less likely to feel very safe in each of these scenarios than respondents who lived in all other areas.

Q11 How safe do you feel when you are...								
Base: Most deprived, n=309; Non deprived, n=1204	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	92%	98%	90%	96%	91%	97%	61%	66%
Fairly safe	8%	2%	10%	4%	9%	3%	25%	25%
A bit unsafe	-	-	0%	-	-	-	8%	5%
Very unsafe	-	-	-	-	-	-	0%	0%
Don't know	0%	0%	0%	0%	0%	0%	6%	4%

## 2.9 Change in the level of crime (Q12)

When asked about the change in the level of crime in the past year, the majority (86%) were of the opinion that the level of crime has remained about the same over the last year (a significant increase from 76% in 2017). A very small proportion of respondents felt crime has decreased (1%) or increased (1%) over the past year.



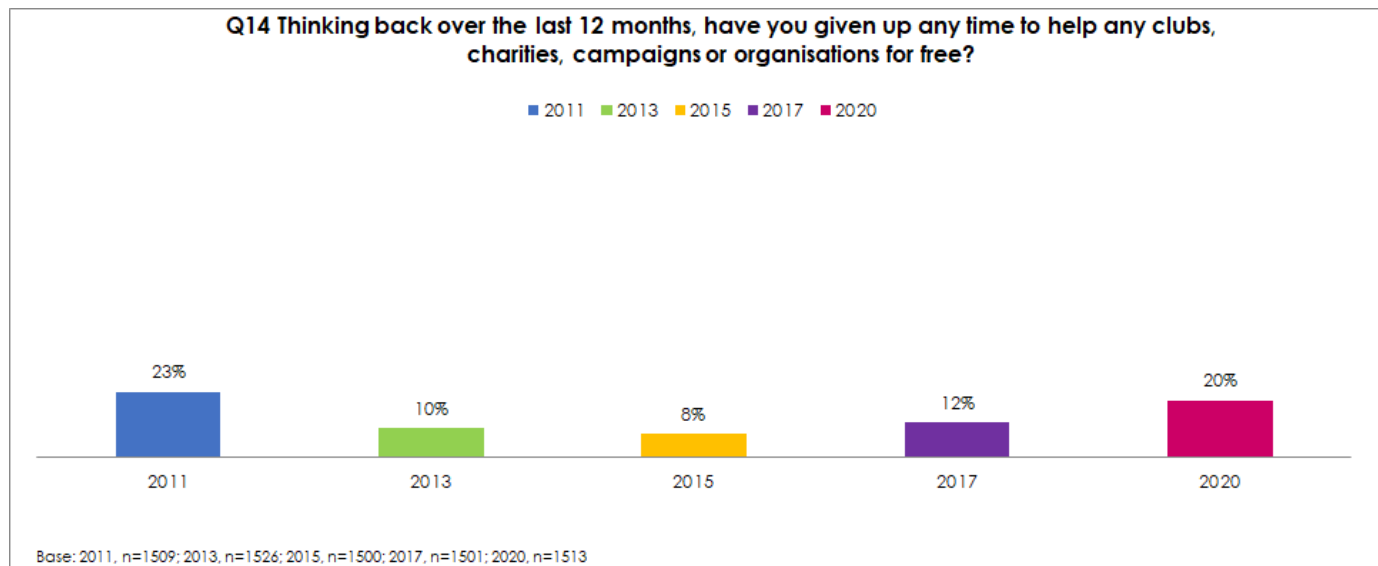
## 2.10 Factors which contribute to crime level (Q13)

Respondents who felt crime had increased in their neighbourhood over the past year were asked to explain why this was. Respondents were most likely to say this was due to alcohol and drugs (45%), break ins, burglaries or vandalism (25%) and a lack of money or poverty (22%).

### 3. PEOPLE

#### 3.1 Providing voluntary/ unpaid help (Q14)

One in 5 respondents (20%) said they had undertaken some form of work or activity on a voluntary basis in the last 12 months. This has risen compared to 12% in 2017, 8% in 2015, and 10% in 2013.



The level of volunteering was greatest within the following groups:

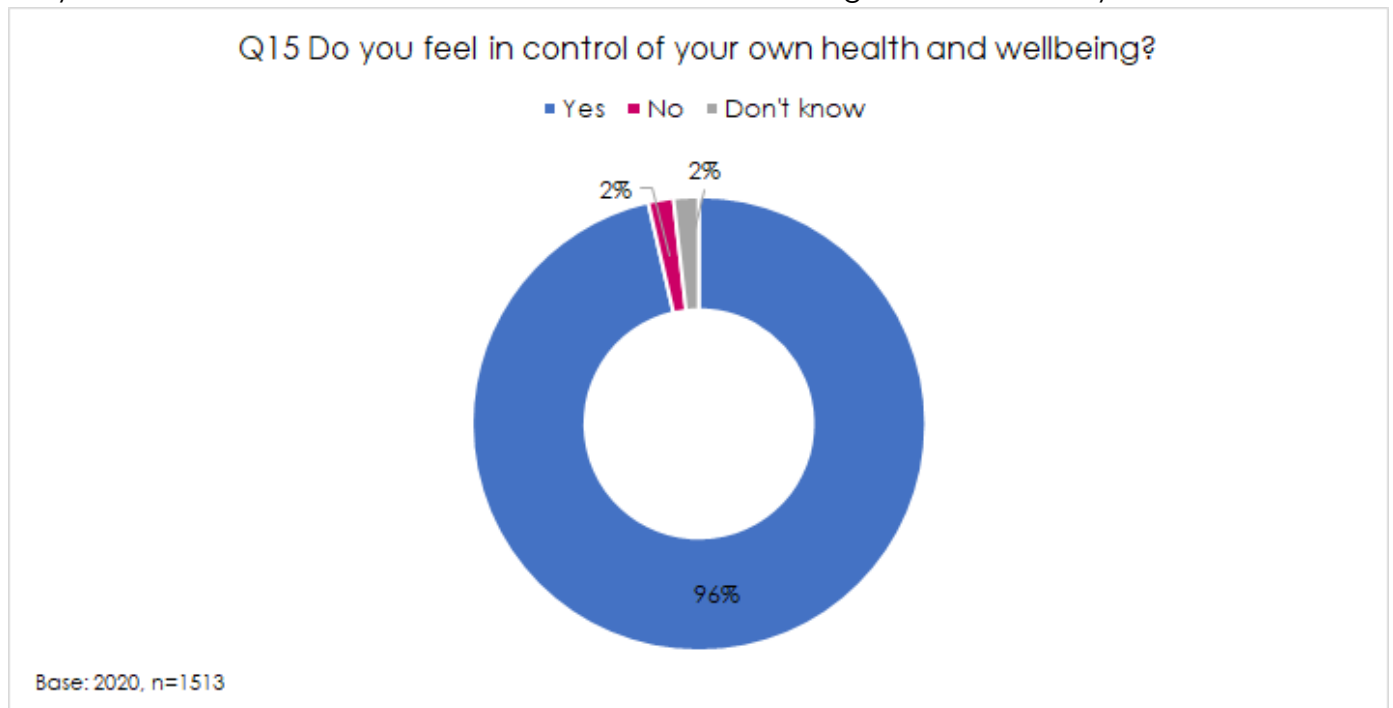
- Females (26%)
- Aged 16-35 (25%)
- Aged 35-54 (22%)
- Lived in Carnoustie, Moneifieth and Sidlaw (34%)

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

- Aged 65 and over (13%).

### 3.2 Control of health and wellbeing (Q15/Q16)

The vast majority of respondents (96%) said that they feel in control of their own health and wellbeing e.g. having a health diet, staying hydrated, maintaining a healthy weight, booking health appointments if needed and knowing where to seek help if needed. Just 2% stated that they do not feel in control of their own health and wellbeing and 2% said they don't know.



Those less likely to state that they felt in control of their own health and wellbeing were:

- Those living in the most deprived areas (95% of those living in the most deprived areas stated that they feel in control compared to 97% of those living in other areas)
- Respondents aged 65+ (93% of respondents aged 65+ said they feel in control of their health and wellbeing compared to 99% of those aged 35 to 64).

The key issues noted for those that said they do not feel in control were:

- In poor health generally (n=12)
- Old age (n=8)
- Specific health problem (e.g. mention of thyroid, cancer, arthritis, mental health or hip replacement (n=5)
- Diabetes (n=3)
- Find it expensive to eat a healthy diet (n=3)
- Difficult to get to see a doctor (n=2)



### 3.3 Access to health services (Q17)

Over half of respondents (58%) said that they have accessed one or more health services within the last 12 months. GP services were most likely to have been accessed, with 53% of respondents having accessed these services in the last year, followed by seeing a practice nurse (15%) and a hospital (12%).

<b>Q17 Have you accessed any of the following health services within the last 12 months? [ALL THAT APPLY]</b>	
<b>Base: all respondents, n=1513</b>	<b>% of respondents</b>
GP	53.4%
Practice Nurse	14.7%
Hospital	12.4%
Occupational therapy	2.1%
Community alarm	1.4%
Physiotherapy	1.2%
Social work services	1.1%
Mental health/dementia services	0.7%
District Nurse	0.2%
Care home	0.2%
Carers centre	0.1%
None of the above	42.10%

Older respondents were significantly more likely to have accessed health services than younger respondents, with three quarters of those aged over 65 (75%) having accessed health services in the last year, 70% having been in contact with their GP, 28% with a practice nurse and 26% with a hospital. This is in contrast to 40% of those aged 16-34 accessing health services, 38% having been in contact with their GP, 9% with a practice nurse and 5% with a hospital.

It was also interesting to note differences between those living in the most deprived areas and those living elsewhere. Those living in the most deprived areas were more likely to have accessed health services, with 68% having done so in the last year compared to 56% of those living in other areas.

<b>Q17 Have you accessed any of the following health services within the last 12 months? [ALL THAT APPLY]</b>		
	<b>Most deprived</b>	<b>All other areas</b>
<b>Base</b>	<b>309</b>	<b>1204</b>
GP	64.7%	51.8%
Practice Nurse	20.5%	13.9%
Hospital	20.9%	11.2%
Physiotherapy	0.8%	1.3%
District Nurse	0.5%	0.1%
Social work services	2.2%	0.9%
Community alarm	2.0%	1.3%
Care home	-	0.2%
Carers centre	-	0.1%
Mental health/dementia services	1.5%	0.5%
Occupational therapy	2.4%	2.0%
None of the above	31.8%	43.6%

### 3.4 Mental Wellbeing (Q18)

The Warwick-Edinburgh Mental Wellbeing scale<sup>1</sup> was developed to enable the monitoring of mental wellbeing in the general population and the evaluation of projects, programmes and policies which aim to improve mental wellbeing. WEMWBS has 2 scales: the original 14-item scale and the short 7-item scale. In previous Angus Citizens Surveys the 14-item scale was used, however, in this study, the shorter 7-item scale was used. This is shown below:

**Below are some statements about feelings and thoughts.**

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

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

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

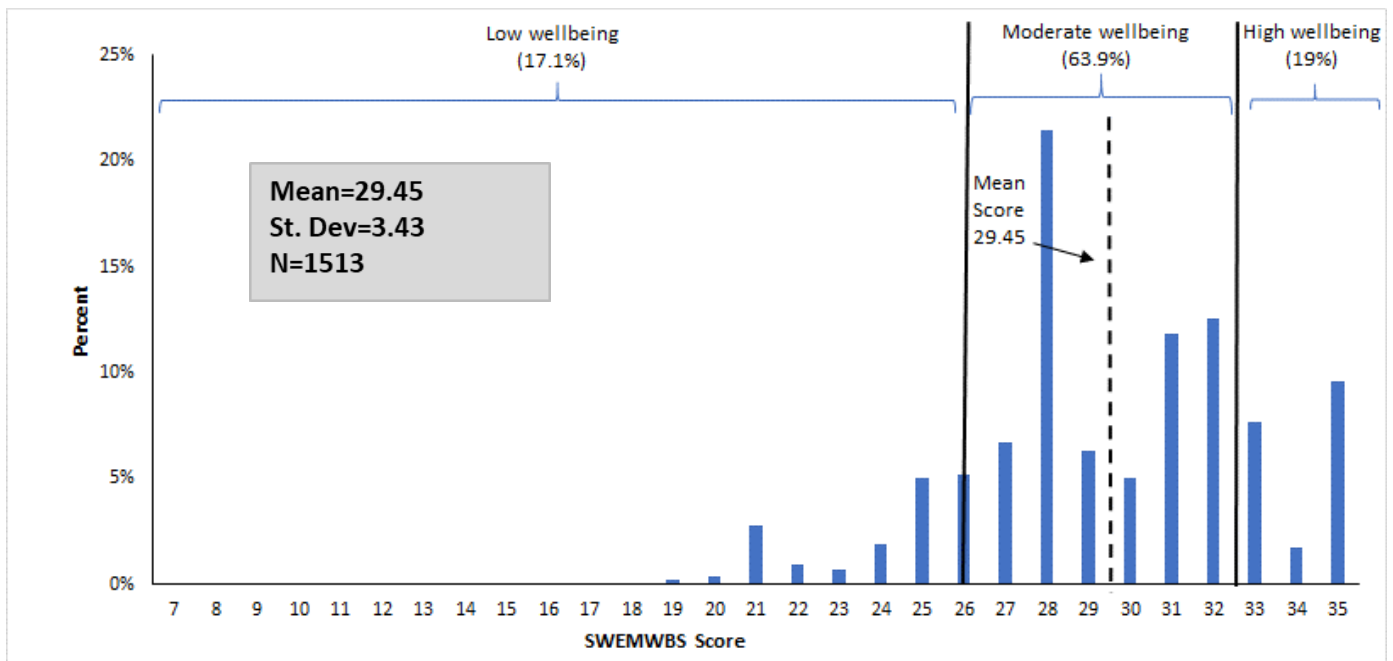
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<sup>1</sup> Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS) © NHS Health Scotland,

Distribution of scores

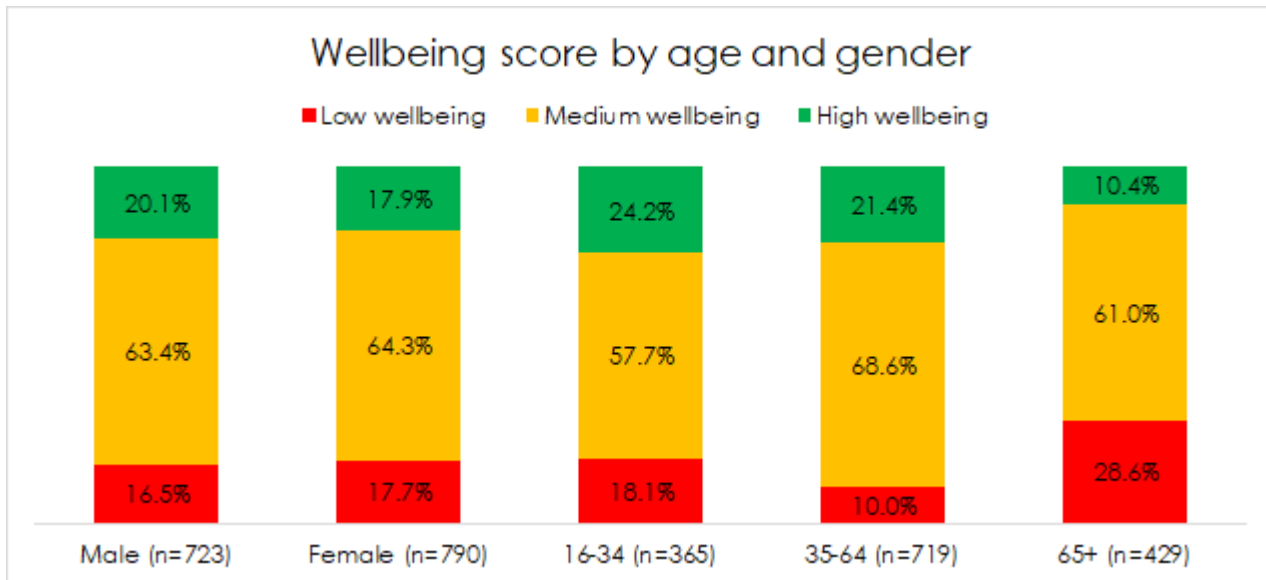
For Angus as a whole the mean score for SWEMWBS is **29.45**.

To analyse the data in a meaningful way, cut off points have been applied to the distribution to show high, moderate and low levels of mental wellbeing based on one standard deviation above and below the mean. Overall, 17.1% of respondents to the survey had a low level of mental wellbeing, 63.9% a moderate wellbeing, and 19.0% a high level of wellbeing as shown below:

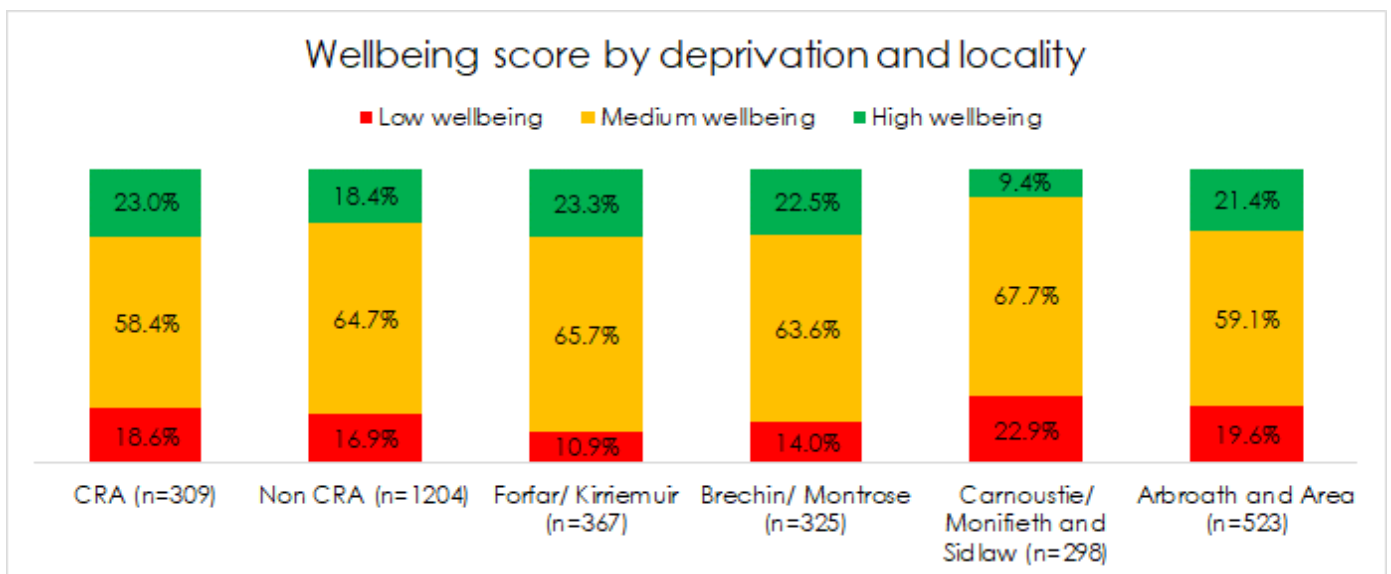


WEMWBS analysis

The chart below shows the SWEMSBS wellbeing score for age and gender. This reveals that both males and females have similar levels of low mental wellbeing, however males have slightly higher levels of high mental wellbeing. There are significant differences by age with older respondents (aged 65+) significantly more likely to have low wellbeing and less likely to have high wellbeing scores.



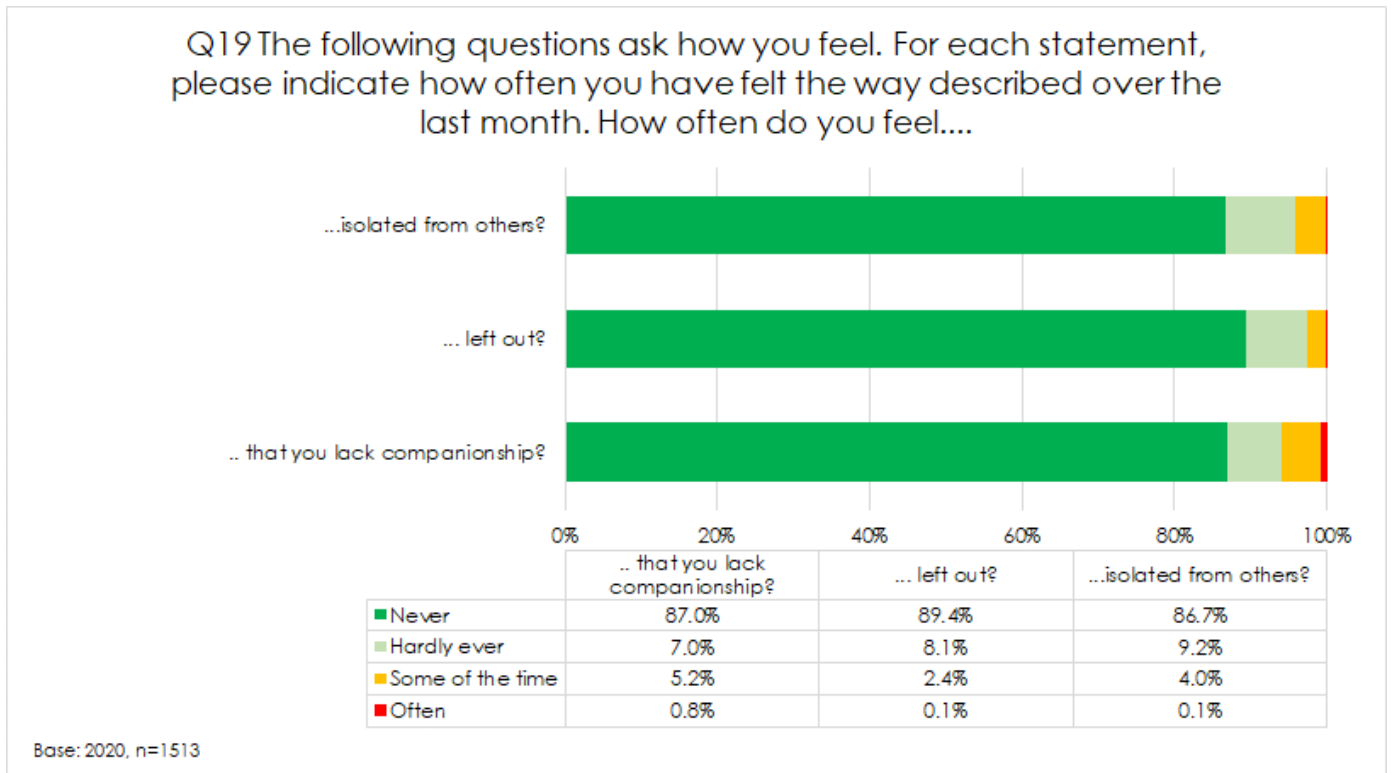
Analysis by deprivation and locality shows that those living in CRA areas were slightly more likely to have low wellbeing scores but also more likely to have high wellbeing scores. Analysis by locality shows that those living in the Carnoustie, Monifieth and Sidlaw locality area are more likely to have low wellbeing than those living in other areas. They are also less likely to have high wellbeing.



### 3.5 Loneliness (Q19)

All respondents were asked how often they have been feeling certain ways over the last month. These questions are from The UCLA 3-Item Loneliness Scale<sup>2</sup>. This scale allows us to measure the extent to which an individual feels lonely.

The chart below shows the percentage responses achieved for each of the three questions. The majority of respondents never feel that they lack companionship (87%), that they are left out (89%) or that they are isolated from others (87%).

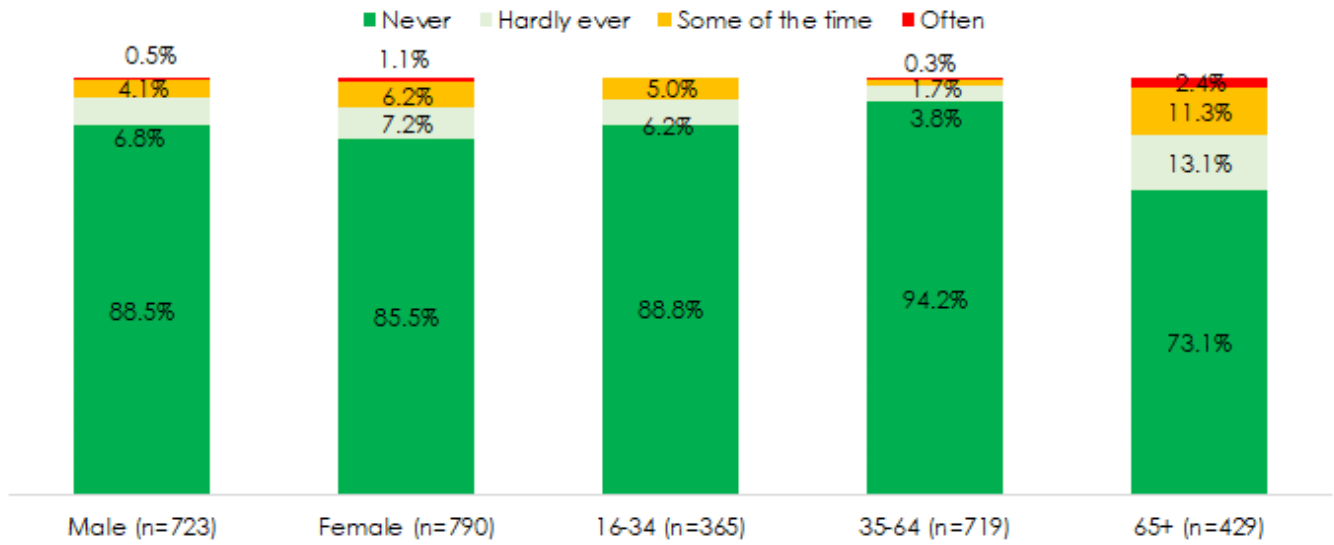


Analysis by age and gender showed some very small differences in loneliness and isolation by gender but more significant differences by age with older residents less likely to state that they never feel isolated from others, left out or lacking companionship:

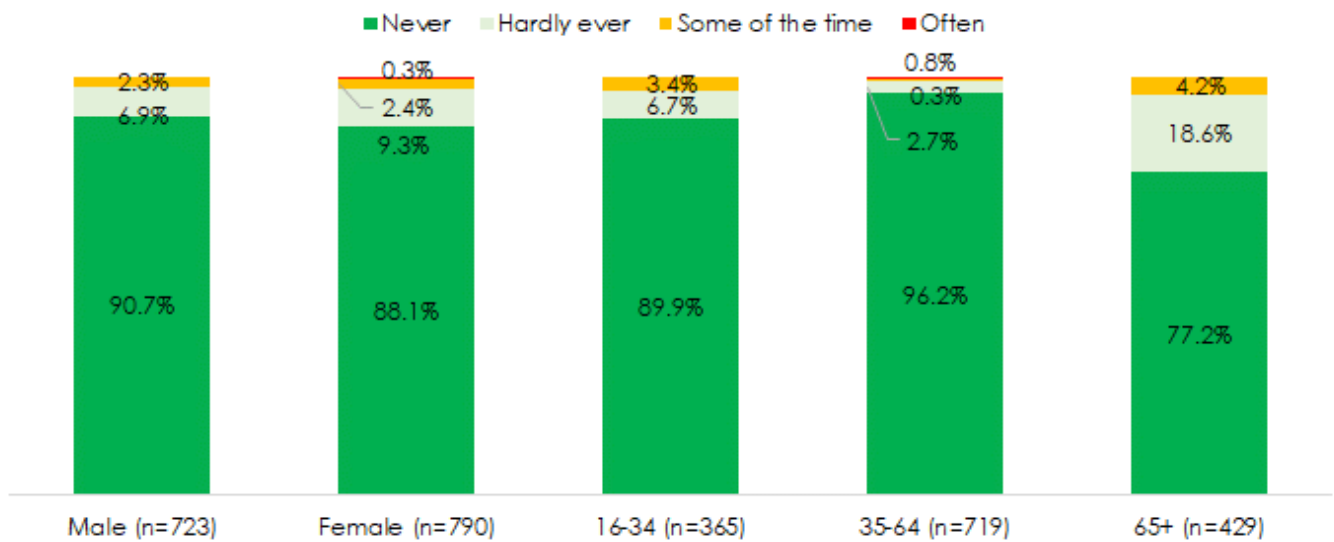
- Lacking companionship: 73% of respondents aged 65+ stated that they never feel they lack companionship compared to 11% who feel this way some of the time and 2% who feel this way often.
- Feeling left out: 77% of respondents aged 65+ stated that they never feel left out compared to 4% who feel this way some of the time.
- Feeling isolated from others: 74% of respondents aged 65+ stated that they never feel isolated from others compared to 9% who feel this way some of the time.

<sup>2</sup> <https://www.campaigntoendloneliness.org/wp-content/uploads/Loneliness-Measurement-Guidance1.pdf>

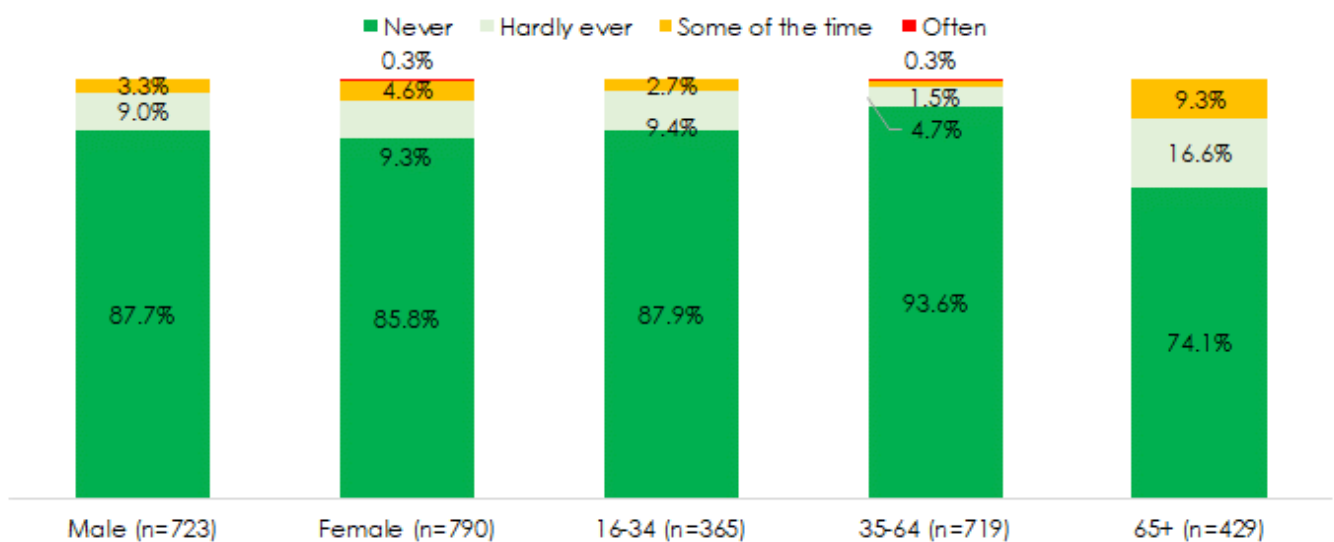
### Q19a How often do you feel that you lack companionship?



### Q19b How often do you feel left out?



### Q19c How often do you feel isolated from others?

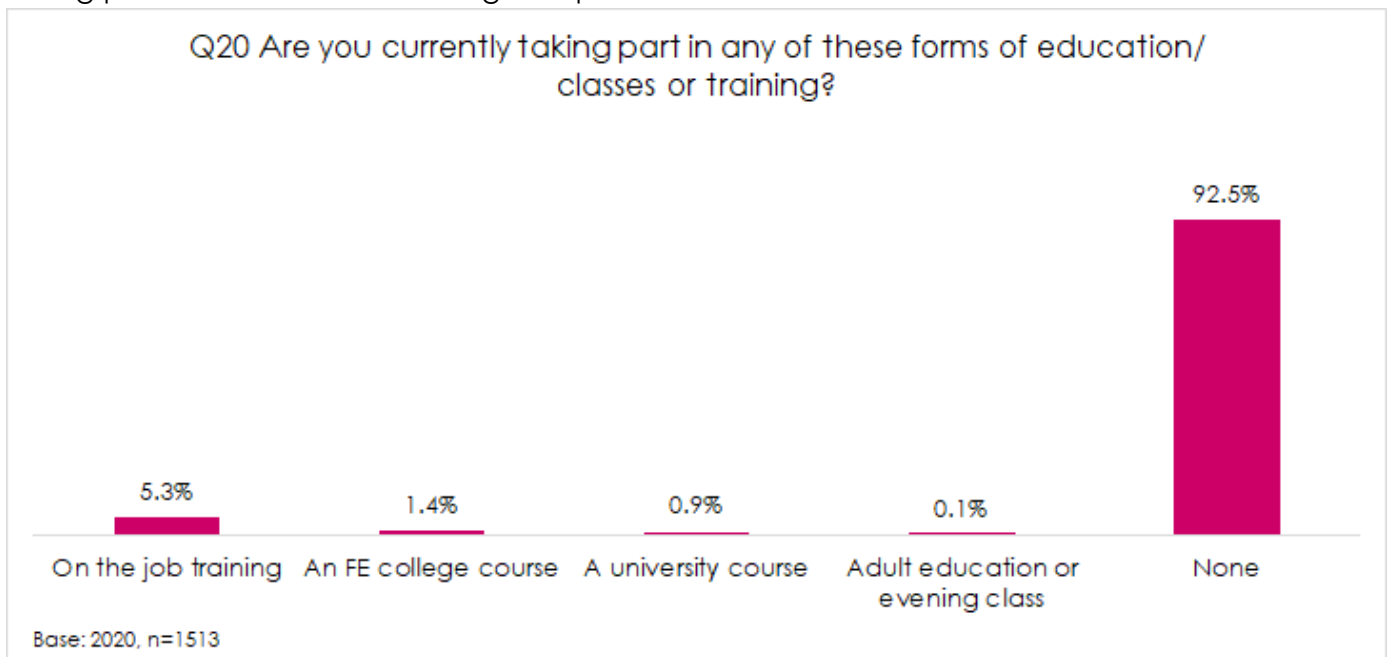


### 3.6 Education (Q20/ Q21)

Participants were asked if they are taking part in any forms of education/classes currently. As shown below, the vast majority (93%) of respondents are not currently undertaking education. This is a slight increase in participation in training or education since 2017 when 96% were not taking part in any form of education or training.

5% of respondents are taking part in on the job training (up from 2% of respondents in 2017), 1% are taking an FE College course and 1% are taking a university course. In 2017, 1% said they were taking part in a further education college course.

There were differences in participation between those living in the most deprived and those living in all other areas with 11% of those living in the most deprived areas stating that they were taking part in education or training compared to 7% of those in other areas.



Respondents who are currently taking part in education (122 respondents) were then asked what type of qualification this will lead to.

- 57% said this will lead to no qualification
- 47% said it will lead to another qualification.

The other qualifications that this will lead to were SVQ/ HNC/ HND qualifications (42%), Degree level qualifications (28%), Time served/ apprenticeship qualifications (18%) and work certificates (12%).

## 4. THE COUNCIL

### 4.1 Satisfaction with and ease of accessing local services (Q22/Q23)

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. Please note participants who answered doesn't exist/ never used has been excluded from this analysis so that satisfaction was asked only of service users.

Satisfaction with services and facilities was very high, ranging from 97% in terms of employment and advice services to 100% in terms of sports and leisure facilities, the police service and fire service. Two new facilities and services were added into the 2020 survey relating to the health service and advice and recycling centres, both of which recorded very high satisfaction levels (99% and 98% respectively). For the remaining services and facilities, satisfaction levels have remained consistent or increased since the 2017 survey, most significantly with regards to employment and advice services which has increased by 11% points.

Q22 Please state how satisfied or dissatisfied you are with the following services and facilities in your local area? (% satisfied)				
Base: 2013, n=1526; 2015, n=1500; 2017, n=1501; 2020, N=1513	2013	2015	2017	2020
Sports and leisure facilities	95%	98%	95%	100%
Police service	99%	98%	99%	100%
Fire service	100%	100%	100%	100%
Doorstep refuse collection	97%	99%	99%	99%
Health service and advice	-	-	-	99%
Community centre/Library	-	-	93%	98%
Recycling centres	-	-	-	98%
Public transport	96%	95%	95%	97%
Employment and advice services	89%	91%	86%	97%

Those who lived in the most deprived areas were significantly less likely to be satisfied with the following:

- **Public transport:** 89% of participants who lived in the most deprived areas were satisfied with public transport, compared to 98% of those who lived in all other areas.
- **Employment and job advice services:** 91% of those who lived in the most deprived areas were satisfied with employment and job advice services, compared to 98% 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, therefore these participants were included in this analysis.

Accessibility of services and facilities was high, ranging from 73% in terms of employment and advice services to 98% in terms of doorstep refuse collection.

Comparative analysis with the 2017 results reveals significant increases in perceptions of accessibility with the following services and facilities:

- Employment and advice services (+20% points),
- Public transport (+14% points),
- Sports and leisure facilities (+11% points),
- Community Centre/Library (+10% points).

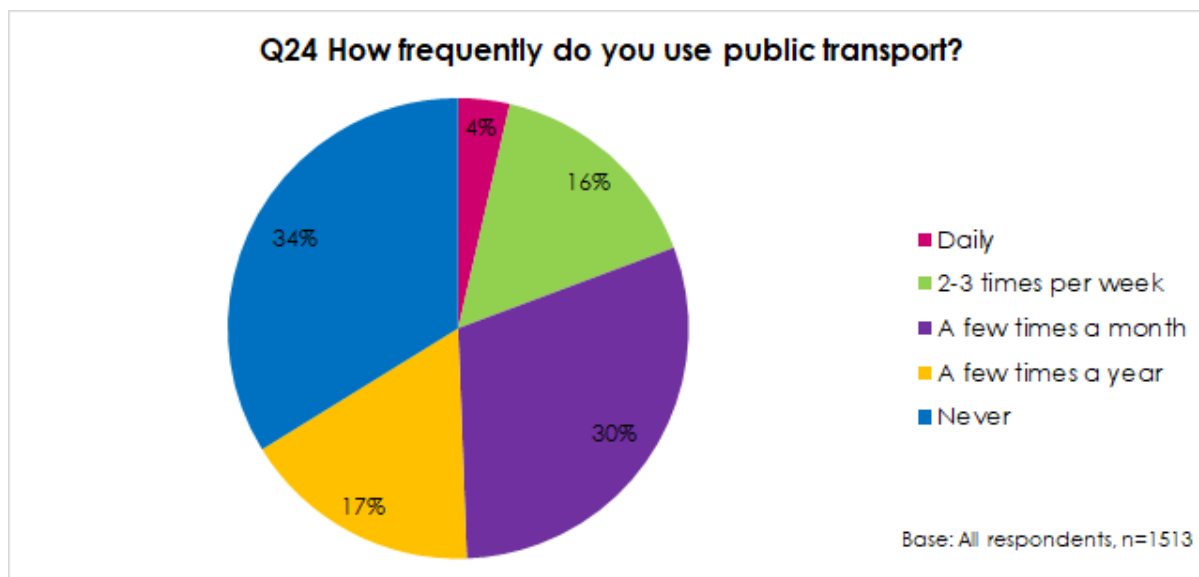
<b>Q23 How easy is it for you to access those services and facilities in your local area?</b>				
<b>Base: 2013, n=1526; 2015, n=1500; 2017, n=1501; 2020, n=1513</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>	<b>2020</b>
Doorstep refuse collection	98%	99%	99%	98%
Public transport	93%	90%	83%	97%
Health service and advice	-	-	-	97%
Fire service	98%	96%	95%	94%
Community centre/Library	-	-	84%	94%
Police service	98%	96%	95%	92%
Recycling centres	-	-	-	92%
Sports and leisure facilities	76%	66%	79%	90%
Employment and advice services	31%	28%	53%	73%

Those who lived in the most deprived areas were less likely to say they find it easy to access each service or facility than those in all other areas with the exception of public transport where there was no difference between the two groups.

<b>Q23 How easy is it for you to access those services and facilities in your local area?</b>			
	<b>Most Deprived</b>	<b>Non deprived</b>	<b>% Difference</b>
<b>Base</b>	<b>309</b>	<b>1204</b>	
Police service	89%	92%	-3%
Fire service	90%	94%	-4%
Doorstep refuse collection	95%	98%	-3%
Recycling Centres	87%	93%	-6%
Employment and advice services	76%	72%	4%
Public transport	97%	97%	0%
Sports and leisure facilities	83%	91%	-8%
Community centre/ library	88%	95%	-7%
Health service and advice	95%	97%	-1%

## 4.2 Public Transport (Q24/ Q25)

More than one third of participants (34%) stated they never use public transport, 30% use it a few times a month, 17% a few times a year, 16% 2-3 times per week and 4% use public transport daily.



Respondents who stated they never use public transport were most likely to:

- Be male (38%),
- Be aged between 35-64 (39%),
- Live in Arbroath West, Letham and Froickheim (50%) and
- Live in a non-deprived area (36%).

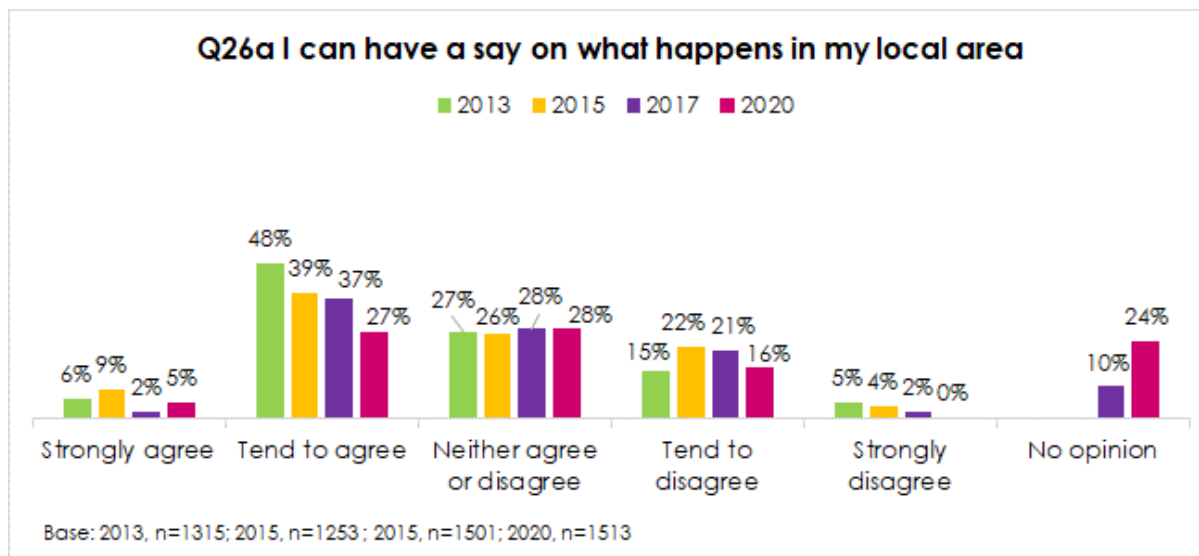
On the other hand, those who were least likely to state they never use public transport were most likely to:

- Be female (30%),
- Be aged between 16-34 (20%),
- Live in Monifieth and Sidlaw (14%) and
- Live in the most deprived areas (17%).

The majority of respondents stated they do not experience any barriers or difficulties in using public transport (89%). Where a barrier was present, participants were most likely to say this was due to public transport being expensive (6%), unsuitable times (3%) and unreliability (3%).

### 4.3 Influencing decisions (Q26)

Participants were asked the extent to which they felt that they had a say on what happens in their local area. Just under one third of respondents (32%) strongly agreed or agreed they can have a say on what happens in their local area, while 28% neither agreed nor disagreed, 16% disagreed or strongly disagreed and 24% had no opinion. The proportion of overall agreement has decreased since 2017, from 39% to 32%.



N.B. Please note this question was phrased differently in the 2013, 2015 and 2017 surveys as 'I can influence decisions affecting my local area'.

Those who were most likely to agree with this statement were:

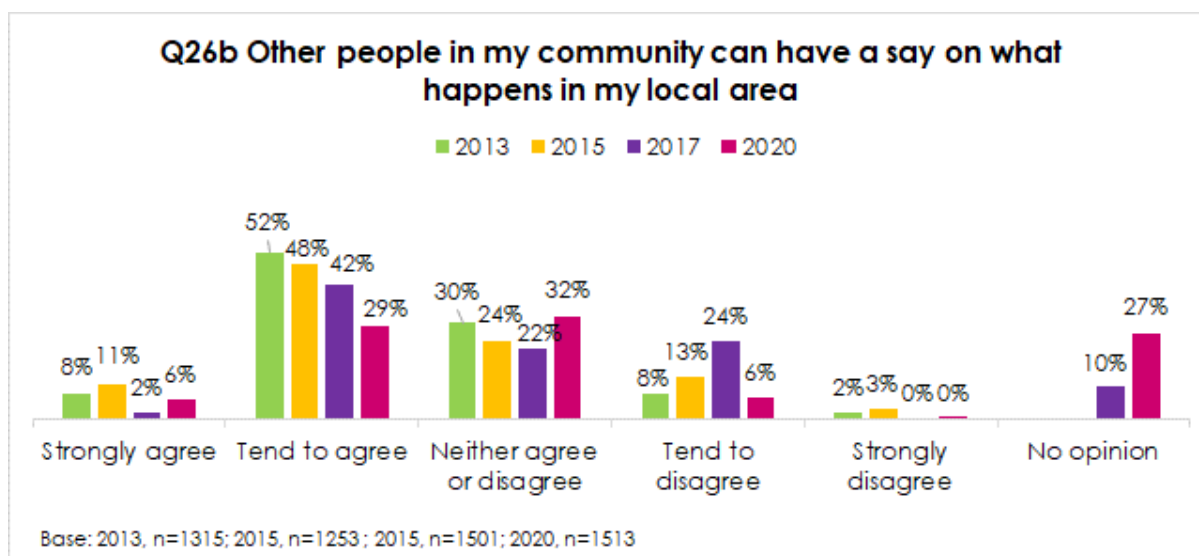
- Aged 35-64 (38%),
- Owned a non ex council property (40%),
- Lived in Arbroath West, Letham and Froickheim (44%) and
- Lived in non-deprived areas (33%).

Participants most likely to disagree were:

- Aged 16-34 (20%),
- Rented from a private landlord (23%),
- Lived in Arbroath East and Lunan (31%) and
- Lived in the most deprived areas (20%).

Following on from this, participants were asked whether other people in their community can have a say on what happens in their local area. Just over one third of participants (35%) strongly agreed or agreed with this statement, 32% neither agreed nor disagreed, 7% disagreed or strongly disagreed and 27% had no opinion.

The level of agreement has decreased since 2017, from 44% to 35%, however, the level of disagreement has also decreased, from 24% to 7%. There has been a significant increase in the proportion of respondents stating they neither agreed nor disagreed (increase of 10% points) and those who had no opinion (increase of 17% points).



N.B. Please note this question was phrased differently in the 2013, 2015 and 2017 surveys as 'People in my community can influence decisions affecting my local area'.

Those who were most likely to agree with this statement were:

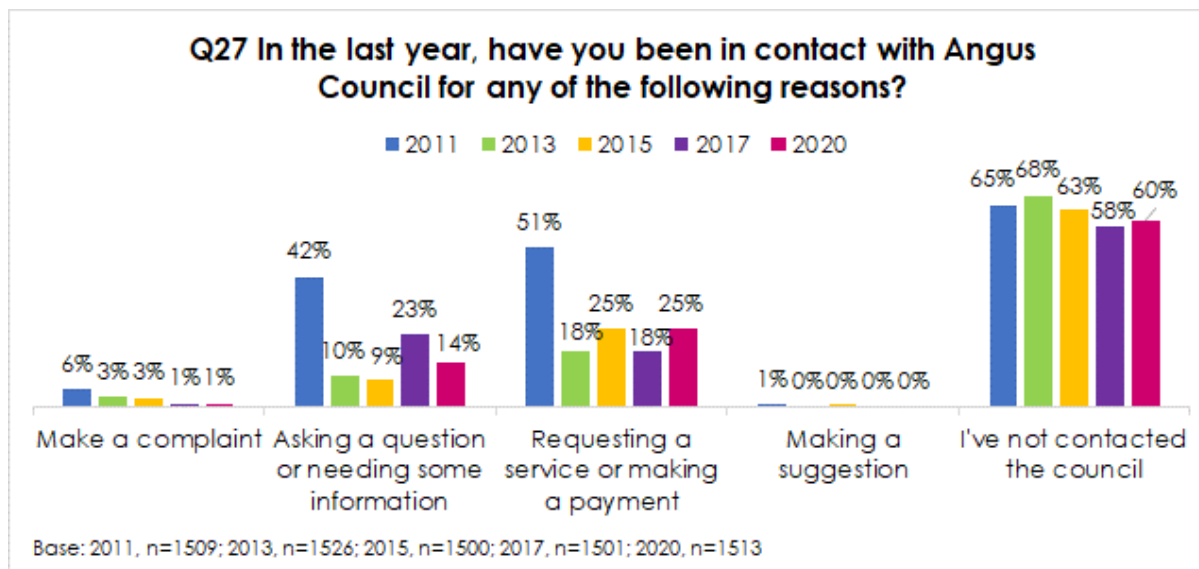
- Aged 65 and over (40%).
- Owned a non ex council property (43%),
- Lived in Arbroath West, Letham and Froickheim (44%) and
- Lived in non-deprived areas (35%).

Participants most likely to disagree were:

- Aged 16-34 (8%) and 65 and over (8%),
- Council housing tenants (9%),
- Lived in Arbroath East and Lunan (19%) and
- Lived in the most deprived areas (11%).

#### 4.4 Contacting the Council (Q27-Q31)

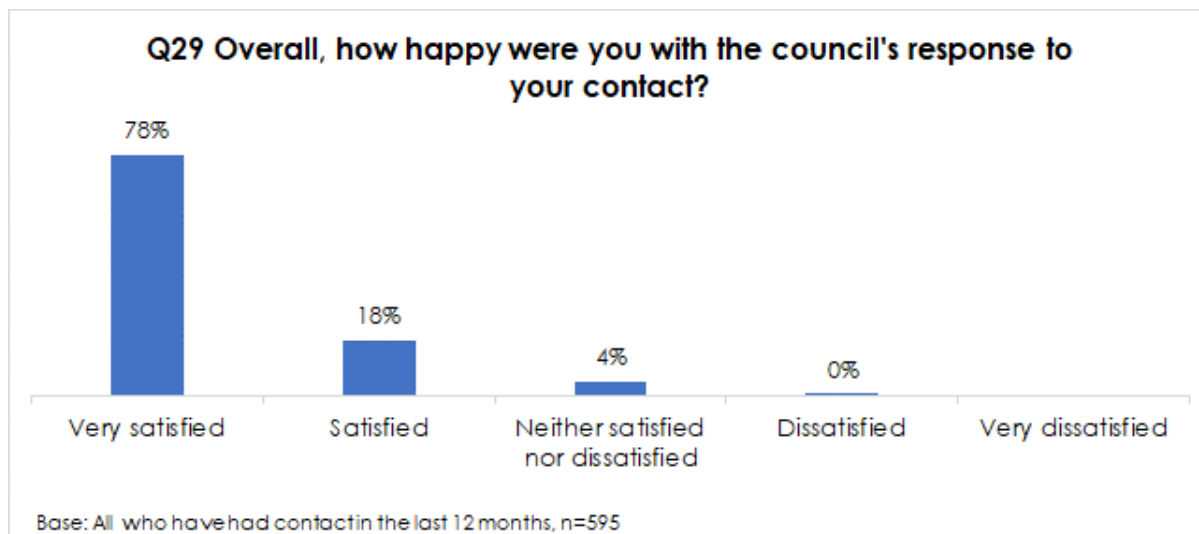
In the last year, 4 in 10 participants (40%) have been in contact with Angus Council. Contact was most likely to be in relation to requesting a service or making a payment (25%) or asking a question or seeking advice (14%).



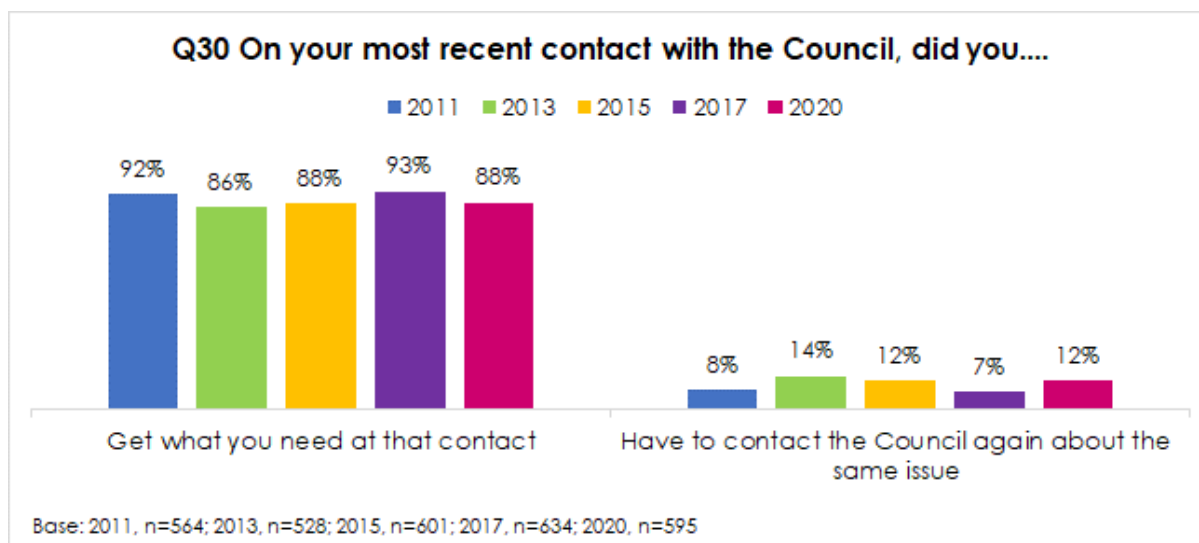
Three quarters of participants (75%) contacted the Council by telephone, 17% visited the Council's website, 5% made a personal visit to a Council office, 2% sent an email and 1% wrote a letter. Since 2017, there has been an increase in the proportion of respondents who visited the Council's website (from 13% to 17%) and a decrease in personal visits to the Council's office (from 11% to 5%).

<b>Q28 How did you contact the council?</b>					
Base: 2011, n=564; 2013, n=528; 2015, n=601; 2017, n=634; 2020, n=595	2011	2013	2015	2017	2020
Called on the telephone	90%	77%	85%	75%	75%
Visited the Council's website	2%	5%	5%	13%	17%
Made a personal visit to a Council office	8%	15%	9%	11%	5%
Sent an e-mail	0%	1%	1%	2%	2%
Wrote a letter	1%	3%	1%	0%	1%

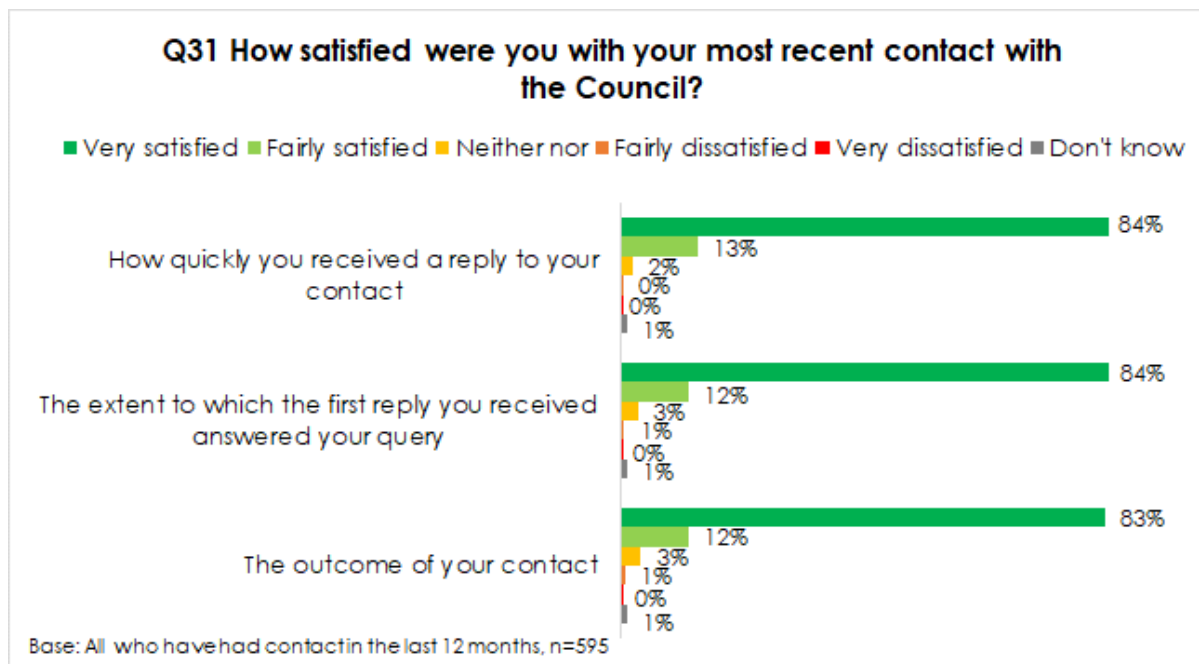
The vast majority of respondents (96%) who have contacted Angus Council in the last 12 months were very or fairly satisfied with the Council's response to their contact.



Just under 9 in 10 participants (88%) said they got what they needed when they last contacted the Council, a decrease from the 93% reported in 2017.



The vast majority of respondents who had contacted the Council in the last 12 months were very or fairly satisfied with how quickly they received a reply to their contact (97%), the extent to which the first reply they received answered their query (95%) and the outcome of their contact with the Council (95%).



#### 4.5 Information from the Council (Q32-Q33)

The majority of participants (92%) feel, in general, that they receive enough information about the Council and the services it provides.

Participants were most likely to prefer receiving information by paper methods (65%), via the Council's website (52%), by telephone (29%) or by email (21%).

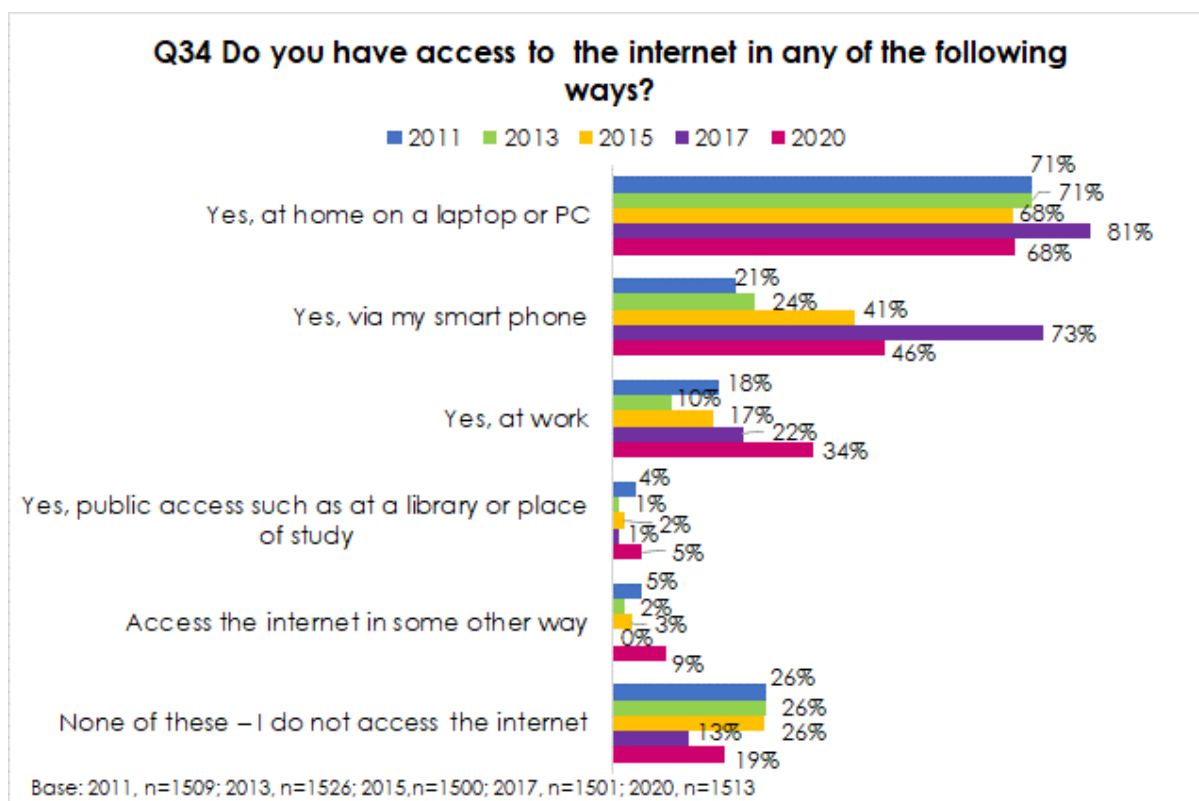
<b>Q33 Would you prefer to receive information?</b>	
<b>Base: All respondents, n=1513</b>	<b>%</b>
By paper methods	65%
On the website	52%
By phone	29%
By email	21%
On Facebook	7%
On Instagram	1%
On Twitter	1%
Other	1%
Don't know	1%

## 4.6 Internet access (Q34)

In terms of internet access, 81% of participants said they accessed and used the internet in some way, which is a significant decrease from the 87% reported in 2017.

Participants were most likely to access the internet at home on a laptop or PC (68%), followed by their smart phone (46%) and at work (34%).

Since the 2017 survey, the proportion of participants accessing the internet at home or via their smart phone has decreased significantly (by 13% and 27% respectively). In contrast, the proportion of respondents who access the internet at work has increased significantly, from 22% to 34%.



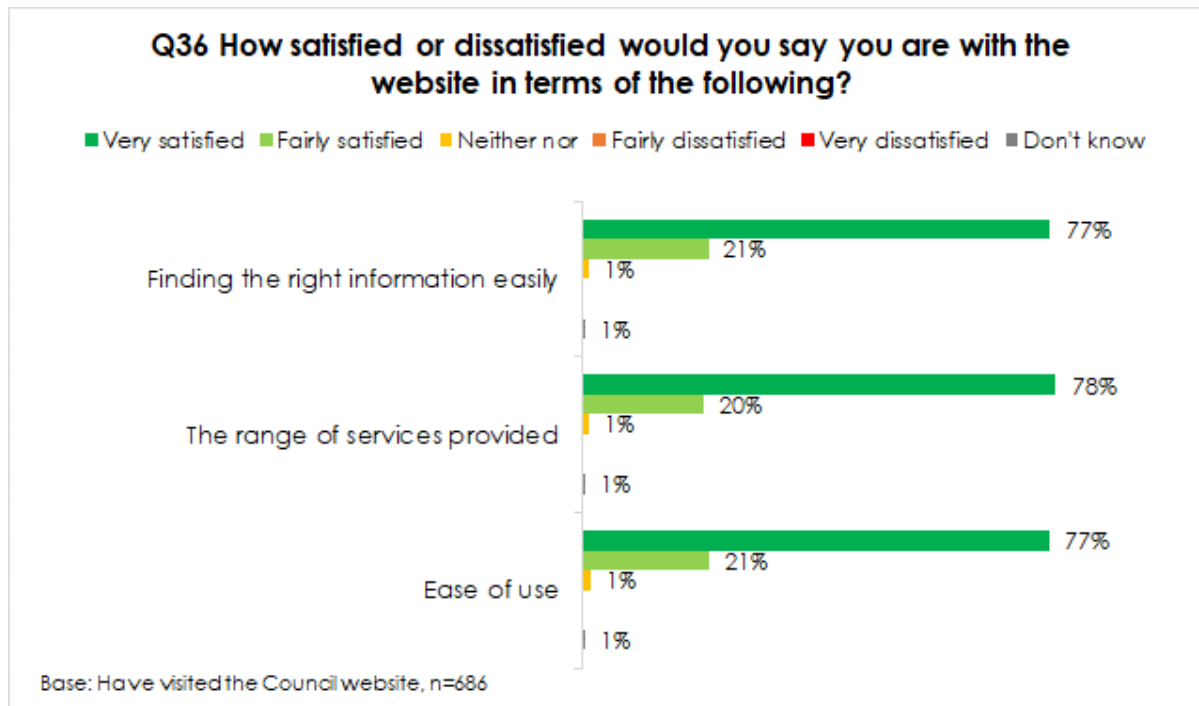
Further analysis reveals the following:

- Respondents aged 65 and over (47%) were significantly less likely to access the internet than respondents aged 16-34 (99%) or 35-64 (92%).
- Arbroath West, Letham and Frickheim (86%) had the highest proportion of internet users, while Forfar and District had the lowest (77%).
- Respondents who lived in the most deprived areas (79%) were less likely to have internet access than those in all other areas (82%), but not significantly so.
- Housing association tenants (46%) were significantly less likely to have internet access than all other tenures. In contrast, almost all respondents who own a non ex-Council property had internet access (97%).



## 4.7 Satisfaction with visiting the website (Q35/Q36)

Just under 6 in 10 participants with internet access (59%) have visited the Council's website. Of these participants, almost all (98%) were satisfied with finding the right information easily, the range of services provided and the ease of use.



## 4.8 Agreement with statements about the Council (Q39)

Participants were then asked whether they agreed or disagreed with various statements about the Council. Participants were most likely to agree with the following statements:

- Offers a good range of services (76%)
- Provides good quality services (71%)
- Communicates well with the public (70%).

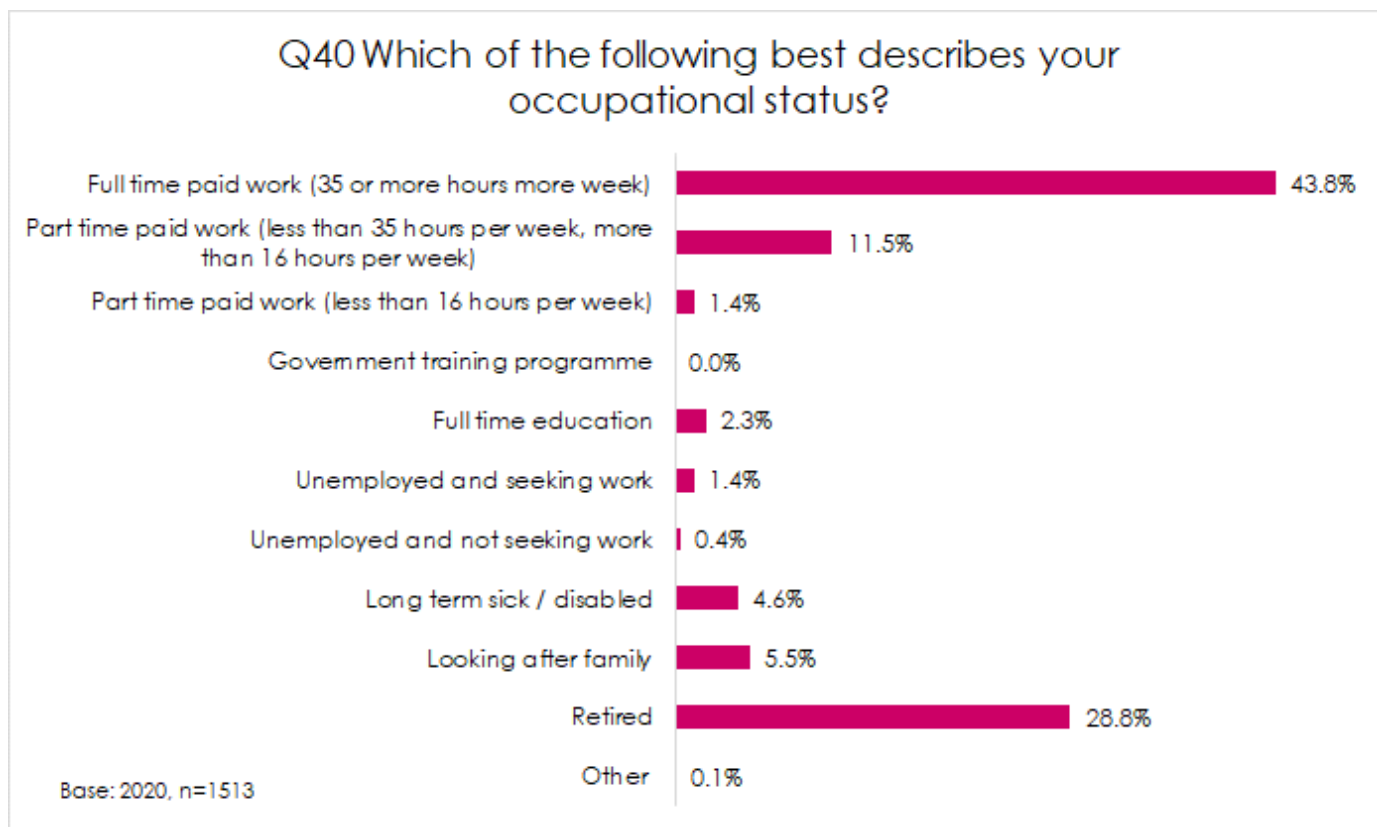
Level of agreement has increased for each statement since the 2017 survey, most significantly with regards to listening to complaints (increased by 32% points), communicates well with the public (increased by 24% points) and has friendly and helpful staff (increased by 24% points).

<b>Q39 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)</b>					
<b>Base: 2011, n=1509; 2013, n=1526; 2015, n=1500; 2017, n=1501; 2020, n=1513</b>	<b>2011</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>	<b>2020</b>
Offers a good range of services	89%	76%	80%	73%	76%
Provides good quality services	81%	68%	73%	56%	71%
Communicates well with the public	65%	57%	54%	46%	70%
Ensures sustainable use of resources and care for the environment	69%	58%	63%	59%	68%
Listens to complaints	64%	51%	48%	36%	68%
Provides an efficient service	79%	71%	74%	66%	67%
Has friendly and helpful staff	81%	58%	61%	42%	66%
Tackles important issues for the future of the area	72%	60%	62%	57%	64%
Promotes its services well	72%	58%	55%	46%	63%
Provides services which are value for money	73%	62%	58%	49%	53%

## 5. ECONOMY

### 5.1 Occupational status (Q40)

Just under half of respondents were in full time employment (44%) and 13% in part time employment. 29% were retired.

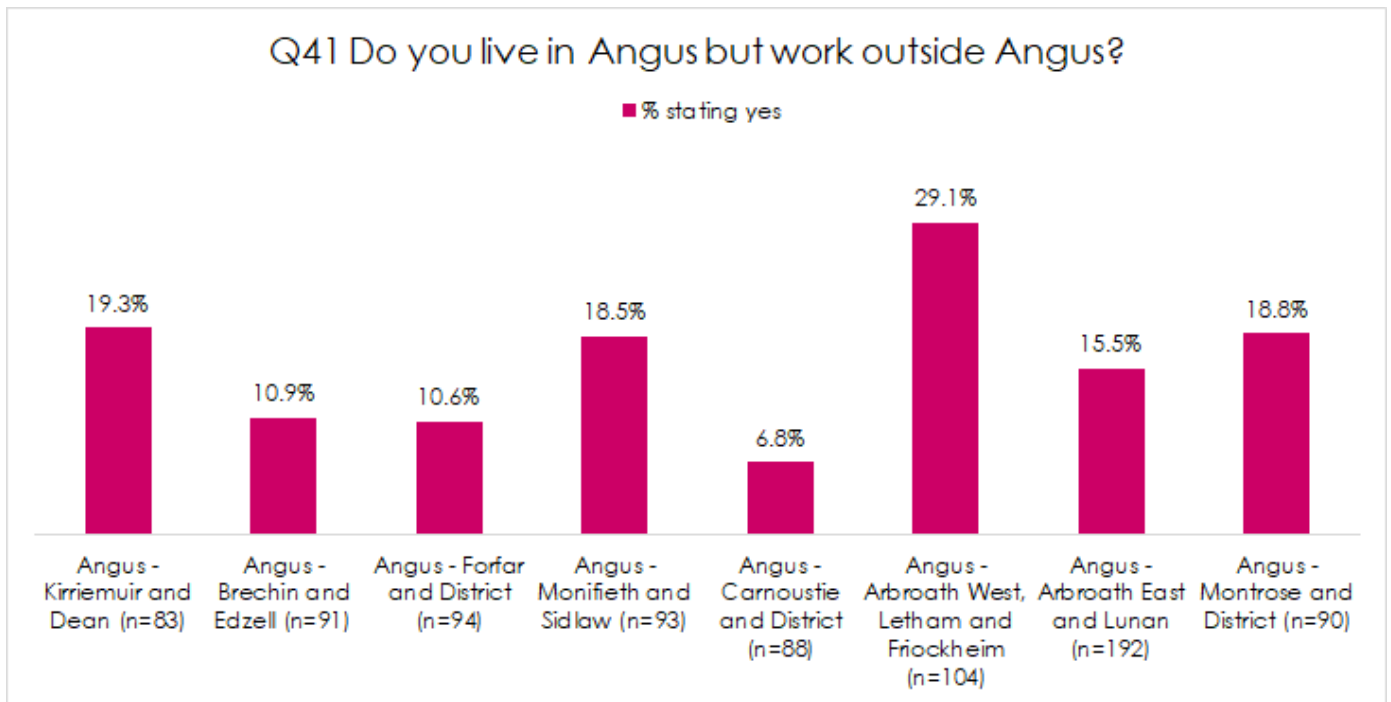


Analysis shows that those living in the most deprived areas were significantly less likely to be in full time employment (32%) than those living in other areas (47%). They were also significantly more likely to be long term sick or disabled (12% of those in the most deprived areas compared to 4% of those in other areas).

Q40 Which of the following best describes your occupational status?		
	Most deprived (n=309)	Other areas (n=1204)
Full time paid work (35 or more hours more week)	32.2%	45.6%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	13.4%	11.2%
Part time paid work (less than 16 hours per week)	1.5%	1.4%
Government training programme	0.2%	
Full time education	4.3%	2.0%
Unemployed and seeking work	3.7%	1.1%
Unemployed and not seeking work	1.0%	0.3%
Long term sick / disabled	11.7%	3.6%
Looking after family	11.7%	4.6%
Retired	20.1%	30.1%
Other	0.2%	0.1%

## 5.2 Work in Angus (Q41 to Q44)

Of those respondents in employment (n=835), 17% live in Angus but work outside Angus. This was much more likely to be the case for employed respondents in Arbroath West, Letham and Frickheim ward (29%) and least likely to be the case in the Carnoustie and District ward (7%).

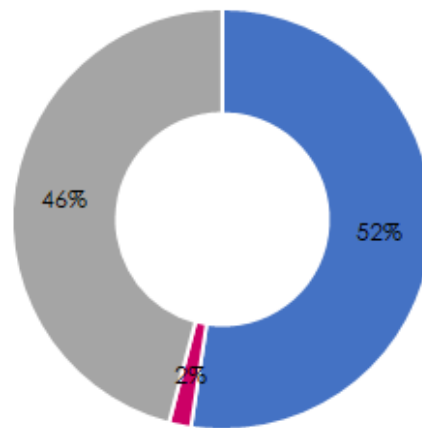


The main reasons given for working outside Angus (n=134) were that more can be earned outside Angus (50%) and that they can't get a job doing the sort of work that they do in Angus (30%).

Those who were in full time education or unemployed and seeking work (n=194) were asked about their satisfaction with support. 52% were satisfied with the availability of information on jobs available within Angus and 46% were satisfied with the availability of support and advice to help them get into work. It is worth noting that the majority of the others stated don't know to these questions as opposed to stating that they were not satisfied.

### Q43a Are you satisfied with the availability of the information on jobs available within Angus?

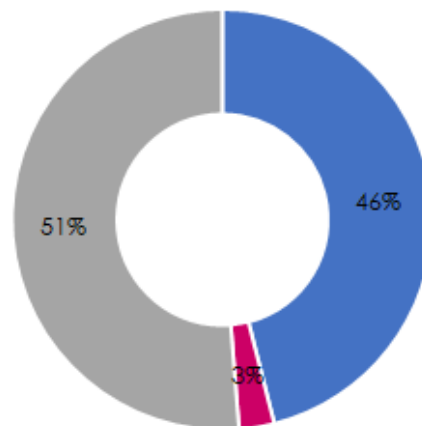
■ Yes ■ No ■ Don't know



Base: in FT education or unemployed and seeking work, n=194

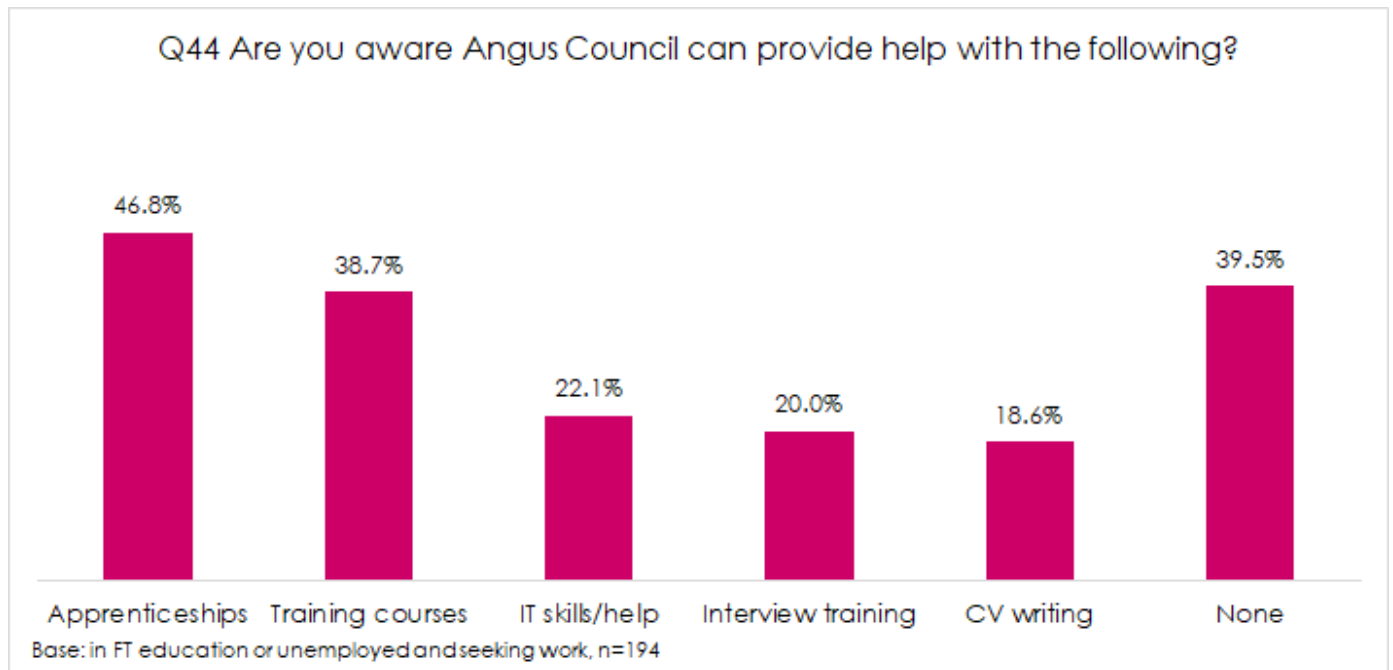
### Q43b Are you satisfied with the availability of support and advice to get help to get in to work?

■ Yes ■ No ■ Don't know



Base: in FT education or unemployed and seeking work, n=194

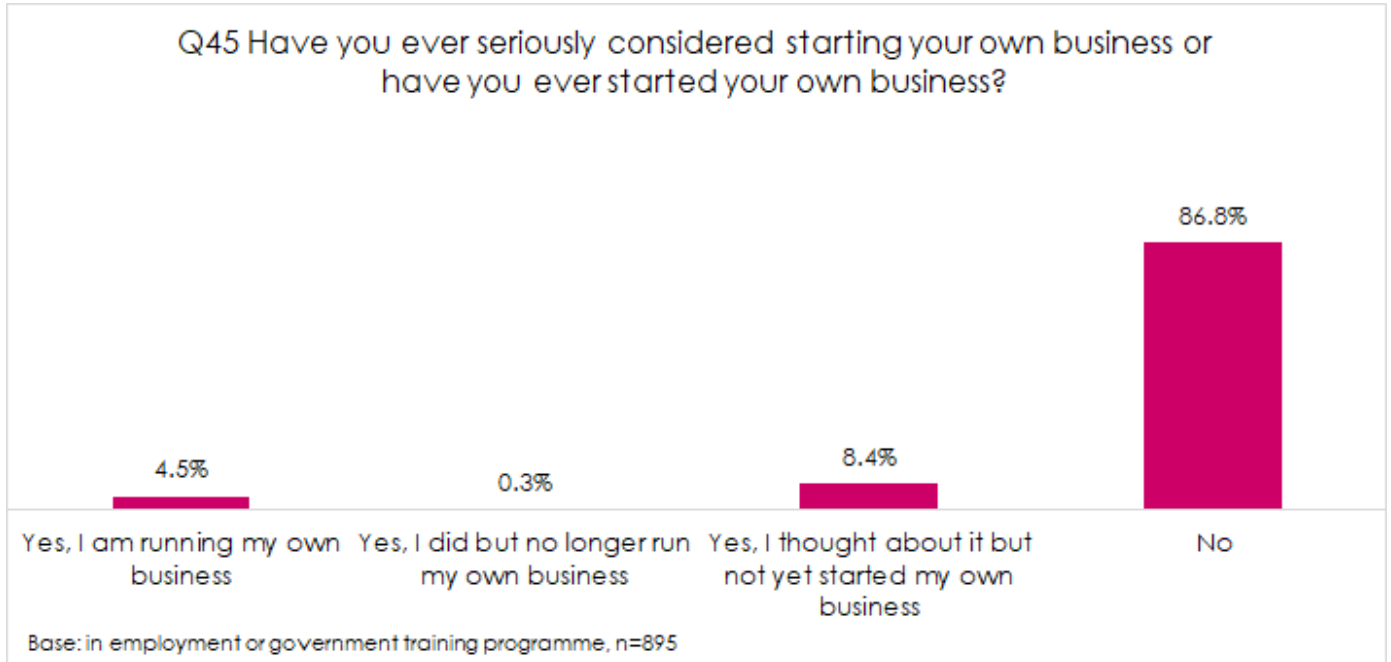
The same respondents were asked if they were aware that Angus Council could provide help with a range of aspects which would support them into work. Just under half (40%) said they were not aware of any of these. The level of awareness was greatest in terms of apprenticeships (47%) and training courses (39%).



It is interesting to note that satisfaction with the availability of information on jobs available (54%) and awareness of apprenticeships (49%) and training courses (42%) were greater in the most deprived areas than other areas of Angus.

### 5.3 Starting a business in Angus (Q45/Q46)

Respondents who were in employment or on a government training programme (n=895) were asked if they had ever seriously considered starting their own business or if they have ever started their own business. The majority of these respondents (87%) said that they have not thought about this. Almost one in ten (8%) said that they had thought about it but had not yet started their own business.



Analysis shows that the following groups were more likely to have considered their own business or be running it:

- Males (10% had thought about running their own business and 5% are running their own business)
- Aged 16-34 (14% had considered running their own business and 1% are running their own business)
- Deprivation (11% in the most deprived areas had considered running their own business and 3% are running their own business. This is compared to 8% in other areas having considered running their own business and 5% running their own business).

Less than half (43%) of those who were thinking about starting their own business or were running their own business were aware that help was available at Angus Council.

## 5.4 Shopping in the local high street (Q47/Q48)

Just under half of respondents (42%) shop on their local high street at once a week or more, 29% shop once a month, 20% a few times a year and 9% stated that they never shop on their local high street.



Those most likely to shop at least once a week on their local high street were:

- Live in Monifieth and Sidlaw ward (97%)
- Aged 16-34 (46%)
- Females (45%)
- Live in Kirriemuir and Dean ward (42%).

Conversely, most likely to state that they shop on their local high street a few times a year or never were:

- Live in the Arbroath West, Letham and Friockheim ward (48%)
- Live in Arbroath East and Lunan ward (38%)
- Live in the most deprived areas (37%)
- Male (35%).



When asked to select from a list what would make them shop on their local high street more often, most commonly stated was a better offer of shops (73%) followed by high street events or entertainment (28%) and then cheaper parking (24%). 16% said that nothing would make them shop on their local high street more often.



Analysis showed some notable differences between sub groups of respondents:

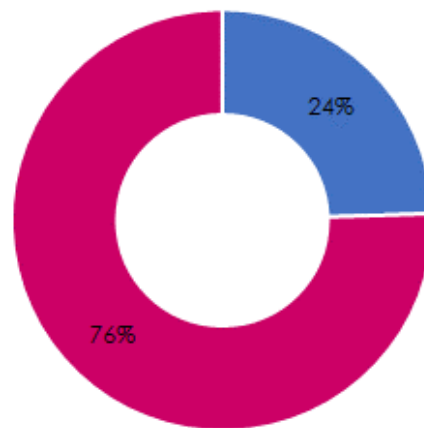
- **Gender:** Females were more likely to note that better offer of shops (77%) would encourage them to shop more.
- **Age:** Those aged 16-34 were much more likely to state that high street events/entertainment (44%) would make them more likely to shop than other age groups. Cheaper parking (30%) and discounts in shops (24%) were more likely to be noted by those aged 35-64 than other age groups. Those aged 65+ were most likely to state that nothing (25%) would made them shop more.
- **Deprivation:** those living in the most deprived areas were more likely to state that a better offer of shops (80%) and high street events/ entertainment (47%) would make them shop more than those in other areas.

## 5.5 Visit Angus (Q37/Q38)

Almost one in four (24%) respondents have used the Visit Angus website or social media channels to find out what there is to see and do in Angus. Of those, 93% said that they were able to find the information they needed.

Q37 Have you ever used the Visit Angus website or social media channels to find out what there is to see and do in Angus?

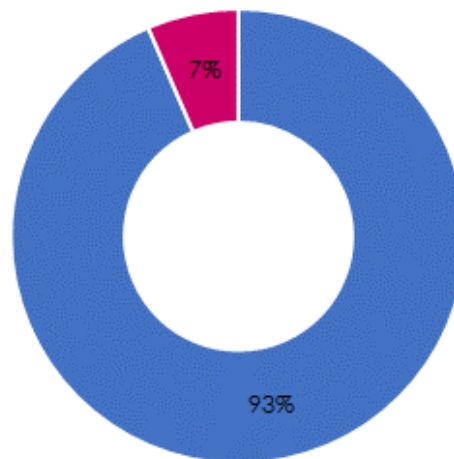
■ Yes ■ No



Base: all respondents, n=1513

Q38 If yes, were you able to find the information you needed?

■ Yes ■ No

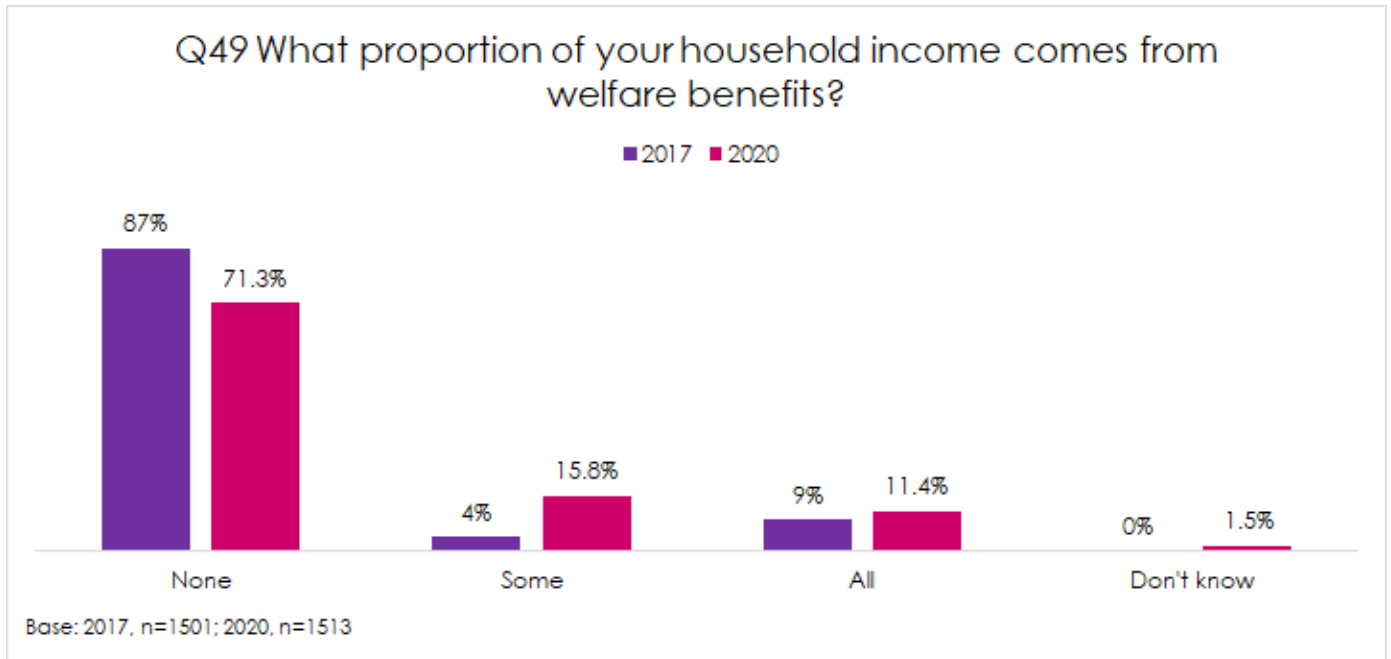


Base: used visit Angus website, n=283

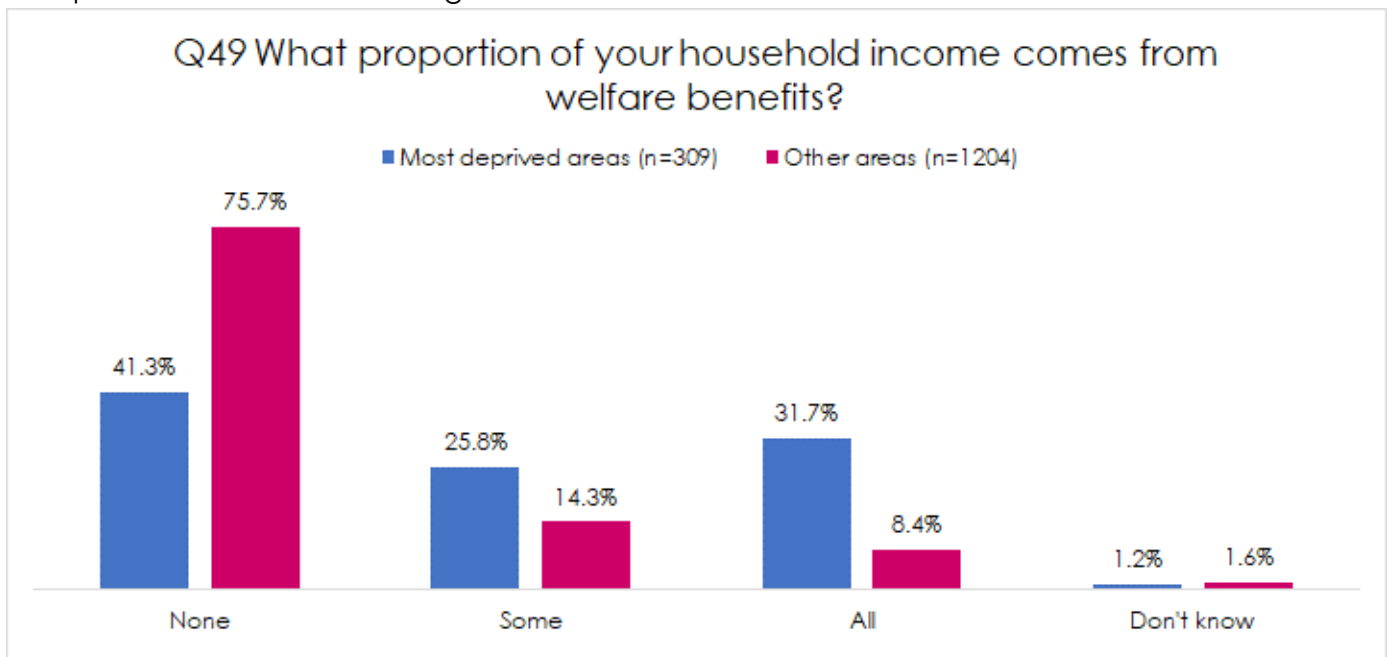
## 5.6 Welfare benefits (Q49/Q50)

Respondents were asked what proportion of their household income came from welfare benefits. As shown below, the majority of respondents (73%) answered 'none' to this question. However, this has fallen from 87% in 2017.

In 2020, 16% stated that some of their income comes from welfare benefits (up from 4% in 2017) and 11% said that all of their income comes from welfare benefits (up from 9% in 2017).



Respondents living in the most deprived areas were significantly more likely to state that some or all of their income comes from welfare benefits than those in other areas with 58% or respondents in the most deprived areas stating that some or all of their income comes from welfare benefits compared to 23% of those living in other areas.

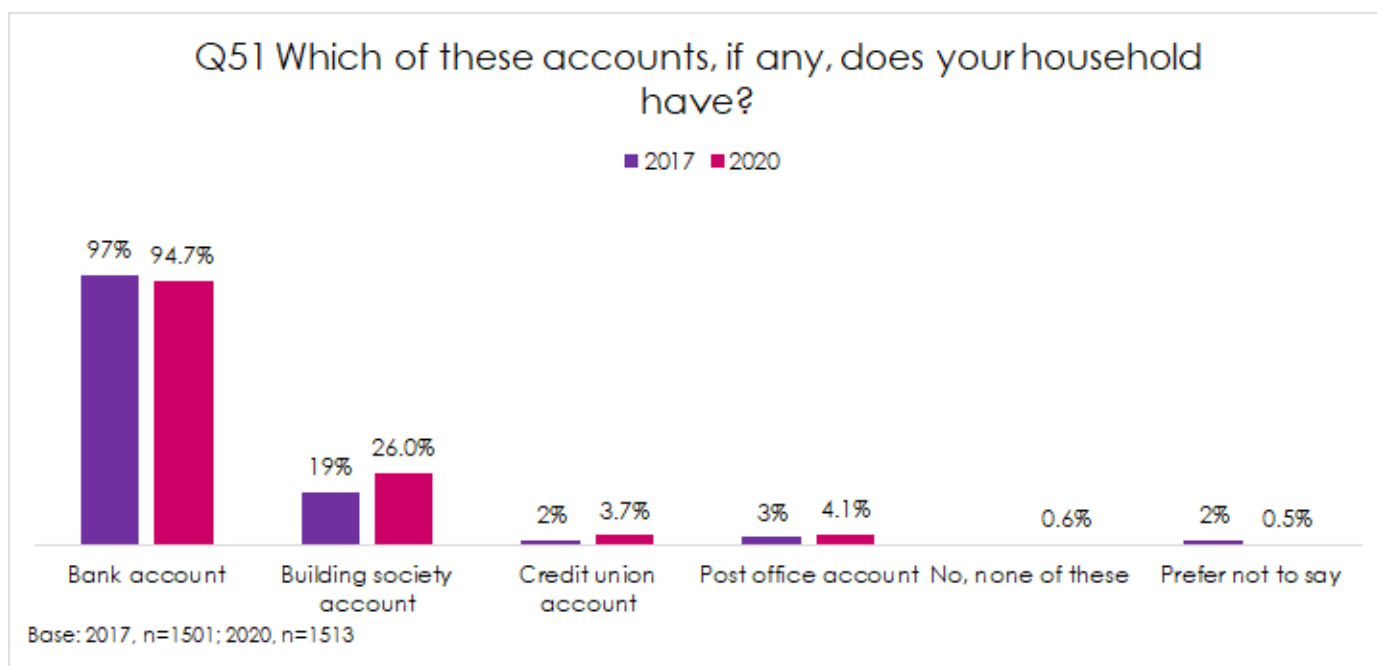


These respondents were then asked if the UK Government's welfare reform/ Universal Credit process has had an impact on their household. Just 5% of respondents said that the move to Universal Credit has had an impact on their household income. Respondents (n=29) who have said these changes have had an impact, gave the following reasons for this:

- Delay in benefits at the beginning (n=12)
- Have fallen into rent arrears (n=4)
- Being taken off PIP has caused great hardship (n=3)
- Receive less money (n=2)
- Incorrect payments (n=2)
- Late payments (n=2)
- Harder to manage/ budget (n=2)
- Things have improved a bit (n=2)

### 5.7 Financial accounts (Q50/Q51)

Almost all participants said they had some form of financial account, with the majority (95%) having a bank account and 26% with a building society account. The proportion of respondents stating that they have a building society account has increased from 2017 when 19% stated they had this account.

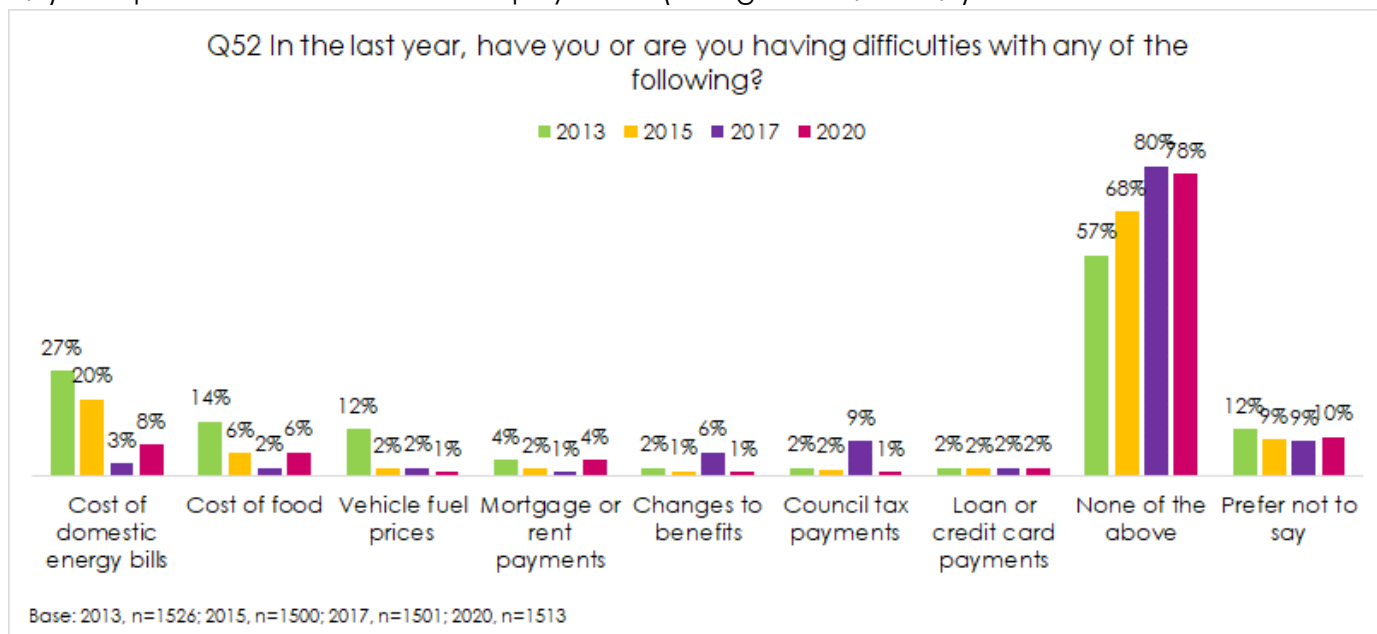


Respondents aged 65+ were more likely to have a Post Office account (10%) than other respondents. Those living in the most deprived areas were also more likely to have a Post Office account (12%). Credit Union membership was also higher in CRA areas (6%) than in other areas (3%).

## 5.8 Financial difficulties (Q52)

Just under 8 in 10 participants (78%) stated they had not experienced any financial difficulties within the last year, which is a marginal change from 2017 when 80% said they had not experienced any financial difficulties.

Compared to 2017, there were significant increases in the experience of problems with the cost of domestic energy bills (rising from 3% experiencing problems with this to 8%) and the cost of food (rising from 2% experiencing problems with this to 6%). Encouragingly, decreases were noted in the incidence of experience of problems with changes to benefits (falling from 6% to 1%) and problems with Council Tax payments (falling from 9% to 1%).



Those who lived in the most deprived areas more likely to have experienced financial difficulties 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 (20%) and domestic energy bills (21%) than those who lived in non-deprived areas (3% and 6% respectively).

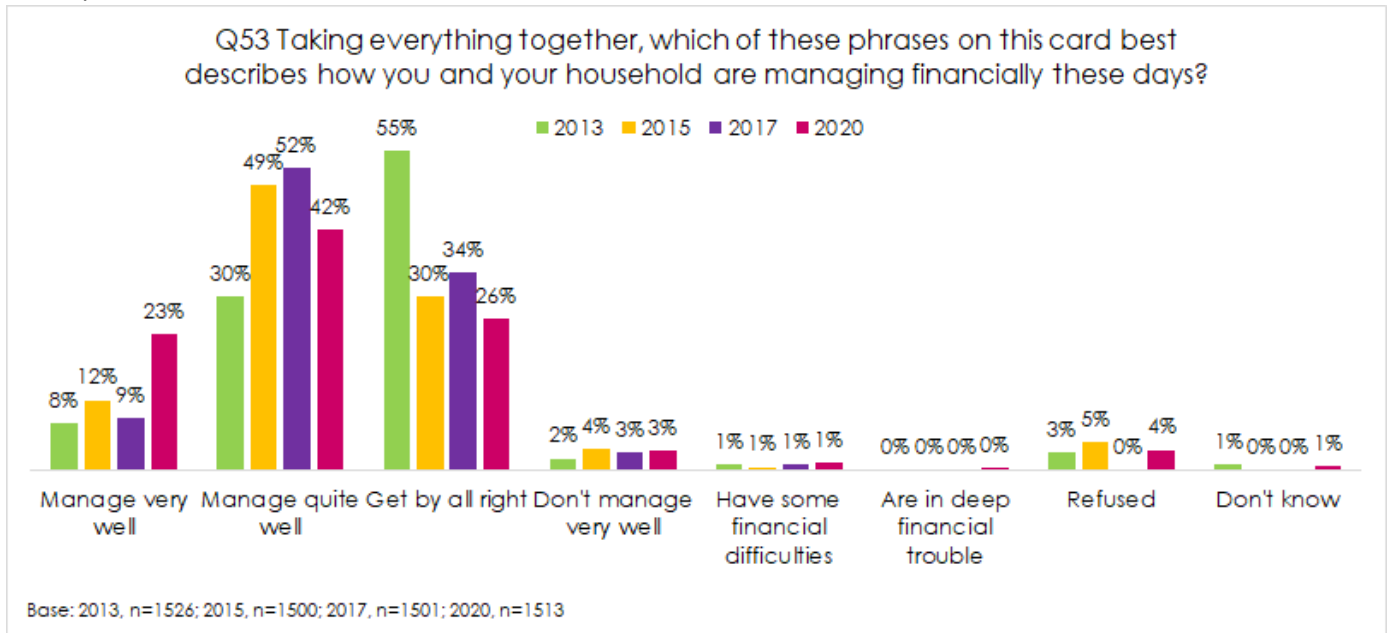
Q52 In the last year, have you or are you having difficulties with any of the following?		
	Most deprived	Non deprived
<b>Base</b>	<b>309</b>	<b>1204</b>
Mortgage or rent payments	6.6%	3.3%
Changes to benefits	1.7%	0.9%
Council tax payments	1.7%	0.9%
Loan or credit payments	7.0%	1.5%
Cost of food	20.4%	3.4%
Cost of domestic energy bills	20.6%	6.1%
Vehicle fuel prices	1.5%	0.8%
None of the above	5.2%	0.6%
Prefer not to say	63.7%	80.5%

Younger respondents aged 16-34 (31%) were most likely to have said they had experienced some form of financial difficulty and this generally decreases with age to 1% for those aged 65 and over.

## 5.9 Financial Management (Q49)

The survey asked participants the extent to which they were managing financially. Over 6 in 10 participants (65%) stated they were managing very or quite well, which is slightly up from 61% in 2017, however the proportion stating that they are managing very well has increased significantly, rising from 9% to 23%.

26% stated they were getting by all right, down from 34% in 2017, 3% said they don't manage very well, 1% said they have some deep financial difficulties. The proportion of participants who said they were managing very or quite well has remained consistent with results from the 2015 survey.



Those living in the most deprived areas were significantly more likely to state that they were having financial difficulties (either don't manage very well, having some financial difficulties or are in deep financial trouble) than those in other areas. 15% of those in the most deprived areas stated this compared to just 3% in other areas.

# Appendix 1

Survey Questionnaire

RRID Number:



<b>Project number</b>	<b>P1049</b>
<b>Project name</b>	<b>Angus Citizen Survey 2020</b>

**INTRODUCTION (Read out)** 'Hello, my name is \_\_\_\_\_. I am conducting a survey on behalf of **Angus Council** to find out how people are feeling about their neighbourhood, health and public services. The survey also asks a few questions about you and your household. This information will only be used to understand more about the residents of Angus. The survey will take about 20 minutes to complete and it is vital to help the council understand people's needs and how best to meet them. Can you spare the time to speak me just now?

I can assure you that all your answers will remain totally confidential and anonymous. Nobody at Angus Council will know who you are or your individual answers. You do not need to answer any questions you don't want to, and you can end the interview at any time. Are you happy to take part in the survey?

**INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH SIGN AND DATE BELOW AND RECORD RESPONDENT DETAILS AND RRID - ENSURE RRID MATCHES SAMPLE DATABASE.**

**INTERVIEWER RECORD FROM DATABASE:**

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

**INTERVIEWER DECLARATION:**

*I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.*

<b>OFFICE USE ONLY</b>		<b>Name:</b>	
<b>On quota:</b>		<b>Signature:</b>	
<b>Edited by:</b>		<b>Date:</b>	



<b>Back checked by:</b>		<b>Duration</b>	
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**SQ1** Community regeneration area (SIMD 20% area):

Arbroath Warddykes	1
Arbroath Cliffburn	2
Arbroath Harbour,	3
Arbroath Kirkton	4
Brechin East	5
Non CRA	6

**SQ2** Ward

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

**THEME: PLACE****YOUR HOME AND NEIGHBOURHOOD****1. How long have you lived in this neighbourhood?**

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

**2. What do you like best about living in this neighbourhood? [INTERVIEWER: PROBE FULLY]****3. What do you like least about living in this neighbourhood? [INTERVIEWER: PROBE FULLY FOR KEY NEIGHBOURHOOD CONCERNS]****4. 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	

**5. In what ways do you think it has got better/ got worse? [INTERVIEWER: PROBE FULLY BASED UPON RESPONSE TO Q4]**

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

Rented from the Council	1
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

**7. [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
Areas for children to play outside	1	2	3	4	5
Cleanliness of Streets	1	2	3	4	5
Shopping Facilities	1	2	3	4	5
Condition of roads, pavements and street lighting	1	2	3	4	5
Broadband/ mobile phone coverage	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 (e.g. parks, open spaces, countryside etc)	1	2	3	4	5

**COMMUNITY PARTICIPATION**

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

**A) Firstly, are you aware of any of the following in this area? [MULTI]**

**B) [SHOWCARD] Secondly, if you are aware, do you, or any one living in your home, take part? Please use this card to help you**

	A) Aware	B) Take Part				
		Daily	Weekly	Monthly	Seldom	Never
Clubs or groups for pre-school age children	1	1	2	3	4	5
After school/children's/youth clubs	2	1	2	3	4	5
Organised Sporting activities/ classes/clubs	3	1	2	3	4	5
Organised Social/Leisure activities/classes/clubs	4	1	2	3	4	5
Learning groups or adult education classes	5	1	2	3	4	5
Health, self-help or social care groups	6	1	2	3	4	5
Community Festivals/ Events e.g. Gala Day	7	1	2	3	4	5
Community Council or Locality Partnership	8	1	2	3	4	5
Locality Partnership	9	1	2	3	4	5

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

It costs too much	1	<b>GO TO Q10</b>
I don't have time	2	
I don't know enough about it or what's on	3	
Not really interested/never occurred to me	4	
I don't have anyone to go with/don't feel comfortable	5	
Health isn't good enough	6	
Lack of transport/ I can't easily get to it	7	
Poor accessibility at venues (e.g. no disabled ramps)	8	
I used to didn't enjoy it	9	
I would feel unsafe going to/from the activity/event	10	
I would feel unsafe at the activity/event	11	
Other, please specify	12	

**COMMUNITY SAFETY**

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

Very safe	1
Fairly safe	2
A bit unsafe	3
Very unsafe	4
Don't know	5

**11. [SHOWCARD] How safe do you feel when you are...**

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Alone in your home during the day	1	2	3	4	5
Alone in your home at night	1	2	3	4	5
Walking alone in your neighbourhood during the day	1	2	3	4	5
Walking alone in your neighbourhood after dark	1	2	3	4	5

**12. 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 Q14</b>
Decreased a little	2	
Remained the same	3	
Increased a little	4	<b>Go to Q13</b>
Increased a lot	5	
Don't know	6	<b>Go to Q14</b>

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

## **THEME: PEOPLE**

### **NEIGHBOURHOOD**

- 14. [SHOWCARD] The next set of questions are about volunteering and helping out in your community without pay. Thinking back over the last 12 months, have you helped at any of the following for free [INTERVIEWER USE SHOWCARD AS A PROMPT FOR GROUPS/ ORGANISATIONS]**

Yes	1
No	2

#### **SHOWCARD**

Children's group – e.g. playgroup, mothers and toddlers	1
School children e.g. school trips, sports days, discos, in the classroom	2
Youth groups / children's activities outside of school (non-sporting)	3
Coaching or organising sport or exercise	4
Church, religion or faith-based group	5
The elderly	6
Health, disability or social welfare group or organisation	7
Local community group / neighbourhood association / community council	8
Tenants' group / residents' association	9
Trade union activities	10
Professional society	11
The environment / animals (domestic or wildlife)	12
Justice / human rights	13
Hobbies / recreation / arts / social club	14
Citizen's groups	15

#### **HEALTH**

- 15. Do you feel in control of your own health and wellbeing? (E.g having a healthy diet, staying hydrated, maintaining a healthy weight, booking health appointments if needed, knowing where to seek help if needed)**

Yes	1	Go to Q17
No	2	Go to Q16
Don't know	3	Go to Q17

- 16. If not please explain why you feel you are not in control?**

--

- 17. SHOWCARD Have you accessed any of the following health services within the last 12 months? [ALL THAT APPLY]**

GP	1
Practice Nurse	2
Hospital	3
Physiotherapy	4
District Nurse	5
Community Meals	6
Social work services	7
Community alarm	8
Care home	9
Carers centre	10
Mental health/dementia services	11
Alcohol & drugs recovery	12
Occupational therapy	13
None of the above	14

**18. [SHOWCARD] I am going to read out statements about feelings and thoughts. Please say which option best describes your experience over the last 2 weeks. Please take your answer from this card**

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

**19. The following questions ask how you feel. For each statement, please indicate how often you have felt the way described over the last month**

	Never	Hardly ever	Some of the time	Often
How often do you feel that you lack companionship?	1	2	3	4
How often do you feel left out?	1	2	3	4
How often do you feel isolated from others?	1	2	3	4

## **EDUCATION**

**20. [SHOWCARD] Are you currently taking part in any of these forms of education or training?**

On the job training	1	<b>Go to Q21</b>
An FE college course	2	
A university course	3	
Adult education or evening class	4	
Help with language, reading, writing or use of numbers	5	
IT or Digital Skills Training	6	
Other (please specify)	7	
None	8	<b>Go to Q22</b>

**21. What type of qualification, if any, will this lead to. Would it lead to...**

<b>Yes, it will lead to a qualification (PLEASE SPECIFY)</b>	<b>1</b>
<b>No qualification</b>	<b>2</b>

**THEME: OUR COUNCIL**

**LOCAL AREA AND SERVICES**

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

	Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ never used
Police service	1	2	3	4	5
Fire service	1	2	3	4	5
Door step refuse collection	1	2	3	4	5
Recycling Centres	1	2	3	4	5
Employment and job advice services	1	2	3	4	5
Public transport	1	2	3	4	5
Sports and leisure facilities	1	2	3	4	5
Community centre/ Library/arts	1	2	3	4	5
Health service and advice	1	2	3	4	5

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

	Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know/ never used
Police service	1	2	3	4	5
Fire service	1	2	3	4	5
Door step refuse collection	1	2	3	4	5
Recycling Centres	1	2	3	4	5
Employment and job advice services	1	2	3	4	5
Public transport	1	2	3	4	5
Sports and leisure facilities	1	2	3	4	5
Community centre/ Library/arts	1	2	3	4	5
Health service and advice	1	2	3	4	5

**24. [SHOWCARD] How frequently do you use public transport?**

Daily	1
2-3 times per week	2
A few times a month	5
A few times a year	6
Never	8

**25. [SHOWCARD] Do you find it difficult to use public transport? If so, why? [MULTI]**

No	1
It's expensive	2
The times don't suit me	3
It's not comfy/clean etc	4
I don't feel safe	5
It's not reliable	6
I can't access it (please explain)	7
Other (please explain)	8

**26. [SHOWCARD] Please tell me to what extent you agree or disagree with the following statements?**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
I can have a say on what happens my local area	1	2	3	4	5	6
Other people in my community can have a say on what happens in my local area	1	2	3	4	5	6

**CONTACTING YOUR COUNCIL**

**27. In the last year, have you been in contact with Angus Council for any of the following reasons? READ OUT LIST. SINGLE CODE?**

Making a complaint	1	<b>Go to Q28</b>
Asking a question or needing some information	2	
Requesting a service or making a payment	3	
Making a suggestion	4	
I've not contacted the council		<b>Go to Q32</b>

**28. How did you contact the council ? READ OUT LIST. SINGLE CODE**

Wrote a letter	1	<b>Go to Q29</b>
Called on the telephone	2	
Made a personal visit to a council office	3	
Sent an e-mail	4	
Visited the council's website	5	
Commented on council social media	6	

**29. SHOWCARD Overall, how happy were you with the council's response to your contact?**

Very satisfied	1	<b>Go to Q30</b>
Satisfied	2	
Neither satisfied nor dissatisfied	3	
Dissatisfied	4	
Very dissatisfied	5	

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

Get what you need at <u>that</u> contact	1	<b>Go to Q31</b>
Have to contact the Council again about the same issue	2	



**31. SHOWCARD . How satisfied were you with your most recent contact with the Council?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you received a reply to your contact	1	2	3	4	5	6
The extent to which the first reply you received answered your query	1	2	3	4	5	6
The outcome of your contact	1	2	3	4	5	6

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

Yes	1
No	2

**33. Would you prefer to receive information? [SELECT UP TO 3]**

on Facebook	1
on Twitter	2
on Instagram	3
on the website	4
By email	5
By paper methods	6
By phone	7
Other (please specify)	8

**34. SHOWCARD . Do you have access to the internet in any of the following ways? Please tell me all that apply. CODE ALL THAT APPLY**

Yes, at home on a laptop or PC	1	<b>Go to Q35</b>
Yes, via my smart phone	2	
Yes, at work	3	
Yes, public access such as at a library or place of study	4	
Access the internet in some other way	5	
None of these – I do not access the internet	6	<b>Go to Q39</b>

**35. Have you ever used the Council's website?**

Yes	1	<b>Go to Q37</b>
No	2	<b>Go to Q36</b>

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

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Finding the right information easily	1	2	3	4	5	6
The range of services offered	1	2	3	4	5	6
Ease of use	1	2	3	4	5	6

**38. Have you ever used the Visit Angus website or social media channels to find out what there is to see and do in Angus?**

Yes	1	<b>Go to Q38</b>
No	2	<b>Go to Q39</b>

**39. If yes, were you able to find the information you needed?**

Yes	1
No	2

## **SECTION 9: VIEWS ABOUT THE COUNCIL**

**40. 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.....**

	<b>Agree</b>	<b>Neither nor</b>	<b>Disagree</b>
Offers a good range of services	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 and helpful staff	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

## **THEME: ECONOMY**

**41. Which of the following best describes your occupational status?**

Full time paid work (35 or more hours more week)	1	<b>Go to Q41</b>
Part time paid work (less than 35 hours per week, more than 16 hours per week)	2	
Part time paid work (less than 16 hours per week)	3	
Government training programme	4	<b>Go to Q43</b>
Full time education	5	
Unemployed and seeking work	6	<b>Go to Q47</b>
Unemployed and not seeking work	7	
Long term sick / disabled	8	
Looking after family	9	
Retired	10	
Other (please specify)	11	

**42. Do you live in Angus but work outside Angus?**

Yes	1	<b>Go to Q42</b>
No	2	<b>Go to Q45</b>

**43. Why do you work outside Angus?**

The transport links within Angus aren't good enough	1
I can earn more outside Angus	2
I can't get my sort of work within Angus	3
I can't find a job within Angus	4
Other (please specify)	5

**44. Are you satisfied with the following?**

	Yes	No	Don't know
The availability of the information on jobs available within Angus	1	2	3
The availability of support and advice to get help to get in to work	1	2	3

**45. Are you aware Angus Council can provide help with the following?**

Apprenticeships	1
Training courses	2
CV writing	3
Interview training	4
IT skills/help	5

**46. Have you ever seriously considered starting your own business or have you ever started your own business?**

Yes, I am running my own business	1	<b>Go to Q46</b>
Yes, I did but no longer run my own business	2	
Yes, I have thought about it but not yet started my own business	3	
No	4	<b>Go to Q47</b>

**47. Thinking about starting or running your own business, did you know that help is available at Angus Council?**

Yes	1
No	2

**48. How often do you shop on your local high street?**

Every day	1
2-3 times a week	2
Once a week	3
Once a month	4
A few times a year	5
Never	6

**49. Which of the following would make you shop on your local high street more often? MULTI**

Better offer of shops	1
Discounts in shops	2
Free wifi	3
High Street events/entertainment e.g. markets, live music, events	4
Cheaper parking	5
Other (please specify)	6

## **MONEY MATTERS**

**[INTERVIEWER READ OUT]** The next set of questions are a bit personal, but the council needs to know what welfare support is needed by residents. Remember that all your answers are completely anonymous and confidential. If you prefer not to answer we can skip to the next set of questions.

### **50. SHOWCARD What proportion of your household income comes from welfare benefits?**

None	1	Go to Q51
Some	2	Go to Q50
All	3	
Don't know	4	Go to Q51

### **51. Has the move to Universal Credit had an impact on your household income?**

Yes (in what ways?)	1
No	2

### **52. SHOWCARD Which of these accounts, if any, does your household have? MULTI**

Bank account	1
Building society account	2
Credit union account	3
Post Office card account	4
No, none of these	5
Prefer not to say	6

### **53. [SHOWCARD] In the last year, have you or are you having difficulties with any of the following? Tell me any that apply. MULTI**

Mortgage or rent payments	1
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
School costs such as buying uniform, paying for school lunches or school activities/trips	8
None of the above	9
Prefer not to say	10

### **54. 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
Manage quite well	2
Get by all right	3
Don't manage very well	4
Are having some financial difficulties	5
Are in deep financial trouble	6
I don't want to say	7
Don't know	8

55. **We may be holding a small number of focus groups to discuss some of the key findings of the survey in more depth. Would you be interested in being re-contacted about these?**

Yes	1
No	2

**[INTERVIEWER: CLOSE INTERVIEW BY READING OUT STATEMENT]**

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

**Here is a ‘Thank you’ slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice”**

## **Appendix 2**

### Technical Report Summary

**TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH**

<b>Project number</b>	<b>P1049</b>			
<b>Project name</b>	<b>Angus Council Citizens' Survey</b>			
<b>Objectives of the research</b>	<p>The specific research objectives of the 2020 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>	1513 interviews			
<b>Achieved sample size</b>	<b>Electoral Ward</b>	<b>Sample Base 2017 Survey</b>	<b>Population (adults aged 16+ years)</b>	<b>Confidence Interval (at 95%)</b>
	Arbroath East and Lunan	344	10522	+/- 5.2%
	Arbroath West, Letham and Friockheim	179	16220	+/- 7.3%
	Brechin and Edzell	176	9385	+/- 7.3%
	Carnoustie and District	149	11627	+/- 8%
	Forfar and District	217	13267	+/- 6.6%
	Kirriemuir and Dean	150	9006	+/- 7.9%
	Monifieth and Sidlaw	149	13464	+/- 8%
	Montrose and District	149	13296	+/- 8%
	<b>Total Angus</b>	<b>1513</b>	<b>96,477</b>	<b>+/- 2.5%</b>

<b>Date of fieldwork</b>	20 <sup>th</sup> January to 28 <sup>th</sup> February 2020
<b>Sampling method</b>	<p>A total of 1,513 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 2017, 2015, 2013 and 2011 surveys. This involved a disproportionate sampling methodology where:</p> <ul style="list-style-type: none"> <li>■ 309 interviews were completed in the most deprived areas of Angus (maps available in <b>Appendix 1</b> for reference); and</li> <li>■ 1,204 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 +/-2.5%. (based upon a 50% estimate at the 95% level of confidence).