

Edinburgh People Survey 2018

Questionnaire – FINAL

10th September 2018

INTRO

Hello, my name is [STATE NAME & SHOW ID]. I work for Progressive conducting a survey on behalf of City of Edinburgh Council with people who live in Edinburgh. The survey is about your views on Council services and living in Edinburgh in general. It will take about 12 minutes to complete. Would you like to take part?

Outcome:

	CODE	ROUTE
Yes	1	Continue
No	2	CLOSE

Before I start, I just need to give you a few details about the research. Progressive has been commissioned by City of Edinburgh Council to do this research. The survey is completely confidential, in accordance with the Market Research Society Code of Conduct.

This survey may include collecting information about you such as your age, gender and ethnicity but you do not have to answer these questions if you prefer not to. No personal data will be provided to the City of Edinburgh Council. Your personal details will never be passed to any other third parties.

You are free to withdraw at any stage of the research, including withdrawing permission after the survey to use the information you provided. I can give you contact details for Progressive at the end of the interview if you would like.

REASSURE IF NECESSARY:

The answers you give in the survey will be combined with answers from other people who have taken part to give overall survey findings. No one will be able to identify you individually from the data.

I have a copy of Progressive's privacy statement if you would like to read it.

SQ1: Consent

Are you happy to continue with the survey?

	CODE	ROUTE
Yes	1	Continue
No	2	CLOSE

MONITORING AND DEMOGRAPHICS

Location of interview: [EXACT LOCATION – E.G. “Rose Street”]

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Is the City of Edinburgh Council your local council?

Yes	1	
No	2	THANK AND CLOSE

Postcode

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INTERVIEWER CODE WARD:

Almond	1
Pentland Hills	2
Drumbrae/ Gyle	3
Forth	4
Inverleith	5
Corstorphine/ Murrayfield	6
Sighthill/ Gorgie	7
Colinton / Fairmilehead	8
Fountainbridge / Craiglockhart	9
Morningside	10
City Centre	11
Leith Walk	12
Leith	13
Craigentinny / Duddingston	14
Southside / Newington	15
Liberton / Gilmerton	16
Portobello / Craigmillar	17

A – SEX

Male	1
Female	2
Other	3
Prefer not to say	4

B – EXACT AGE:

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Prefer not to say

C – [SHOWCARD A] Working status:

Working - Full time (30+ hrs)	1
Working - Part-time (9-29 hrs)	2
Self employed	3
Unemployed	4
Not working - retired	5

Not working - looking after house/children	6
Not working - invalid/disabled	7
Not working – carer	8
Student	9
Other (please specify)	10
Prefer not to say	11

F – [SHOWCARD B] Which of the following ethnic groups do you consider you belong to? [SELECT ONE ONLY]

WHITE	
Scottish	1
English	2
Welsh	3
Northern Irish	4
British	5
Irish	6
Gypsy/Traveller	7
Polish	8
Other European Union Group (Please write in)	9
Any other white ethnic group (Please write in)	10
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups (Please write in)	11
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	12
Indian, Indian Scottish or Indian British	13
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	14
Chinese, Chinese Scottish or Chinese British	15
Asian Other (Please write in)	16
AFRICAN, CARIBBEAN OR BLACK	
African, African Scottish or African British	17
Caribbean, Caribbean Scottish or Caribbean British	18
Black, Black Scottish or Black British	19
African, Caribbean or Black Other (Please write in)	20
OTHER ETHNIC GROUP	
Arab	21
Other Ethnic Group (Please write in)	22
Prefer not to say	23

QUALITY OF LIFE

Throughout the questionnaire, when I ask you about your neighbourhood, I am referring to the area within a 15 minute walk of your home.

Q1 Thinking of your neighbourhood, how satisfied or dissatisfied are you with this area as a place to live?
[SHOWCARD C]

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
No opinion	

Q2 What should be the top priority for improving the quality of life in your neighbourhood?

[UNPROMPTED, PROBE FULLY FOR A COMPLETE RESPONSE]

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Q3 For each of the following things, can you say whether you have enough information about what is happening in your neighbourhood, or if you want to know more?

	Have enough information	Want to know more	Not sure
Events, galas and festivals			
Community safety and crime statistics			
Planning applications			
How the Council spends its money			
The performance of Council services			
The performance of local schools			

Q4 Do you feel that you are able to have a say on things happening or how Council services are run in your neighbourhood?

Yes	
No	
Not sure	

Q5 How much do you agree or disagree with the following statement, "My neighbourhood is a place where people from different backgrounds can get on well together"?
[SHOWCARD D]

Strongly agree	
Tend to agree	
Neither agree nor disagree	
Tend to disagree	
Strongly disagree	
Don't know	

PHYSICAL ACTIVITY

Q6a [SHOWCARD E] In the last four weeks, have you done any of the activities listed on this card? Please select all that apply. MULTICODE EXCEPT 'NONE OF THESE'

Aquatics (swimming and diving)		
Athletics (track and field sports)		
Cricket		
Football		
Gymnastics		
Racquet sports		
Rugby		
None of these		

Q6b [SHOWCARD F] In the last four weeks, have you done any of the activities listed on this card? MULTICODE EXCEPT 'NONE OF THESE'. Probe - Have you done any other activities not listed? Interviewer - please list under 'others'

Walking (at least 30 minutes for recreational purposes)		
Cycling		
Running / jogging		
Keep fit / aerobics		
Multi-gym use / weight training		
Other (please specify)		
None of these		

Q7 In the past week, on how many days have you done a total of 30 min or more of physical activity, which was enough to raise your breathing rate? This may include sport, exercise and brisk walking or cycling for recreation or to get to and from places.

[RECORD NUMBER OF DAYS – MINIMUM 0, MAXIMUM 7]

	[PROMPT – Confirm response is just for the last seven days.]
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NEIGHBOURHOOD

Q8 Have there been any new buildings or public spaces developed in your neighbourhood in the last five years?

Yes		GO TO Q9
No		GO TO Q10
Don't know		GO TO Q10

Q9 Do you think these buildings or public spaces improved the overall appearance of your neighbourhood?

Yes		GO TO Q10
No		GO TO Q10
Don't know		GO TO Q10

Q10 [SHOWCARD G] How satisfied or dissatisfied are you with the following services in your local neighbourhood?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Maintenance of roads						
Maintenance of pavements / footpaths						
Street cleaning						
Rubbish collection service						
Recycling						
Parks or other green spaces						
Public transport						
Street lighting						
Sport and leisure facilities run by Edinburgh Leisure						
Facilities for young children (up to the age of 12 years)						
Facilities for teenagers (13-17 year olds)						

LIBRARIES

Q11 Have you visited a library in your neighbourhood in the last 12 months?

Yes	
No	
Not sure	

Q12 Have you used the online library service in the last 12 months?

Yes	
No	
Not sure	

Q13 Have you used any library computer or the free WiFi service in the last 12 months?

Yes	
No	
Not sure	

Q14 Overall, how satisfied or dissatisfied are you with the library service? [SHOWCARD C]

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
No opinion	

COMMUNITY SAFETY

Q15 [SHOWCARD H] How common would you say the following things are in your neighbourhood?

	Very common	Fairly common	Not very common	Not at all common	Don't know
Violent crime	1	2	3	4	5
Vandalism and graffiti	1	2	3	4	5
Antisocial behaviour	1	2	3	4	5
Dog fouling	1	2	3	4	5

Q16 [SHOWCARD G] How satisfied or dissatisfied are you with the way the following are dealt with in your local neighbourhood at present?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Violent crime	1	2	3	4	5	6
Vandalism and graffiti	1	2	3	4	5	6
Antisocial behaviour	1	2	3	4	5	6
Dog fouling	1	2	3	4	5	6

Q17 Is street drinking or alcohol related disorder a problem in your neighbourhood?

Yes	
No	
Not sure	

Q18 How safe do you feel in your neighbourhood after dark?

Very safe	
Fairly safe	
A bit unsafe	
Very unsafe	
Don't know	

OVERALL SATISFACTION WITH NEIGHBOURHOOD
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**Q19 To what extent are you satisfied or dissatisfied with the way the Council is managing your neighbourhood?
[SHOWCARD C]**

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
No opinion	

TRAVEL AND TRANSPORT

Q20a ASK ALL [SHOWCARD I] Which of the following forms of transport have you used to get around Edinburgh in the last month?

Q20b And how many days in the last week have you travelled in this way?

	Q27a Have Used	Q27b WRITE IN DAYS, MIN 0, MAX 7
Bus or coach	1	
Drive car or van	2	
Passenger in car or van	3	
Motorcycle, scooter or moped	4	
Taxi or minicab	5	
Train	6	
Tram	7	
Bicycle	8	
On foot	9	
None of these – have not travelled around Edinburgh in the last month	10	

Q21 [ONLY ASK BICYCLE USERS – CODE 8 AT Q20A]

As a cyclist, how safe do you feel using the roads in Edinburgh?

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

Q22 [ONLY ASK BICYCLE USERS – CODE 8 AT Q20A]

How satisfied or dissatisfied are you with the maintenance of off-road cycle paths?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion	6

Q23 [ASK ALL] To what extent do you support or oppose 20MPH speed limits in Edinburgh? SHOWCARD J

Strongly support	1
Support	2
Neither support nor oppose	3
Oppose	4
Strongly oppose	5
Don't know	6

FINANCIAL WELLBEING

Q24 How has your personal financial situation changed over the last 12 months?

Much better	
Better	
No change	
Worse	
Much worse	
Don't know / prefer not to say	

Q25 How confident are you about your current and future job / career prospects in Edinburgh?

Very confident	
Fairly confident	
Not very confident	
Not at all confident	
Not applicable	

EDINBURGH FESTIVALS

Q26 Have you attended any Festival in Edinburgh in the *last two years*? This includes the whole, year round programme and Hogmanay.

Yes	
No	
Don't know	

Q27 Do you believe the Festivals make Edinburgh a better or worse place to live?

Better	
No difference	
Worse	
Don't know	

Q28 Outside of the Festivals, have you been to any of the following in Edinburgh *in the last year*?

Theatre	
Live music or concert	
Museum	
Art gallery	
Cinema	
None of these	

THE CITY CENTRE

Q29 How frequently do you visit Edinburgh city centre for the following activities? [SHOWCARD K]

	Most days	At least once a week	About 2 to 3 times a month	About once a month	About once every couple of months	Less often	Never visit	Unsure
Shopping	1	2	3	4	5	6	7	8
Leisure, e.g. restaurants, bars, cinema, theatre, etc.	1	2	3	4	5	6	7	8
Work	1	2	3	4	5	6	7	8

Ask Q30.1 if Q29.1 = (1-6)

Ask Q30.2 if Q29.2 = (1-6)

Q30 How satisfied or dissatisfied are you with Edinburgh city centre for the following activities? [SHOWCARD C]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Unsure
Shopping	1	2	3	4	5	6
Leisure, e.g. restaurants, bars, cinema, theatre, etc.	1	2	3	4	5	6

Ask if any Q29.1 to Q29.3 = (1-6)

Q31 How often do you use public transport to travel to, from or within Edinburgh city centre? [SHOWCARD K]

Most days	1
At least once a week	2
About 2 to 3 times a month	3
About once a month	4
About once every couple of months	5
Less often	6
Never	7
Unsure	8

Ask IF Q31 = (1-6)

Q32 Generally, how satisfied or dissatisfied are you with public transport to and within Edinburgh city centre? [SHOWCARD C]

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion	6

THE COUNCIL

Q33 To what extent do you agree or disagree that Edinburgh is welcoming and accessible to people of all ages? [SHOWCARD D]

Strongly agree	
Tend to agree	
Neither agree nor disagree	
Tend to disagree	
Strongly disagree	
Don't know	

Q34 [SHOWCARD D] I'm going to read out a number of statements about the Council. Please can you tell me to what extent you agree or disagree with each one?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
The Council cares about the environment						
The Council provides protection and support for vulnerable people						
I receive information from the Council in a form that suits me						
The Council keeps me informed about the services it provides						
The Council keeps me informed about their spending and saving proposals						
The Council provides value for money						
The Council displays sound financial management						

Q35 [SHOW SCREEN] From this list, please say if you have done any of the following things in the last year [RECORD ALL THAT APPLY.]

Q36 And which of these contacts was the most recent? [RECORD ONE. IF OPTION 9 OR 10 SKIP TO Q38]

	Q35 All interactions	Q36 Most recent contact
Used the Council website to pay a bill		
Used the Council website to request a service, report a problem or make a complaint		
Used the Council website to get information		
Contacted the Council on social media to request a service, report a problem or make a complaint		
Visited the Council in person		
Contacted the Council by telephone		
Emailed the Council		
Other – please specify		
Don't remember		
Have not contacted in the last 12 months		

Q37 [SHOWCARD D] Thinking about your most recent contact, to what extent do you agree or disagree with each of these statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
I was well treated						
My query / issue was resolved						

Q38 Thinking about Edinburgh as a whole, how satisfied or dissatisfied are you with it as a place to live?
[SHOWCARD C]

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
No opinion	

Q39 To what extent are you satisfied or dissatisfied with the way the Council is managing the city?
[SHOWCARD C]

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Fairly dissatisfied	
Very dissatisfied	
No opinion	

Q40 Why do you say this?

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Many cities in Europe and around the world charge visitors who stay overnight a small tax per night. This is often called a tourist tax. The city of Edinburgh is currently considering introducing a similar tax here. The money raised would be used to help keep the city clean and ensure facilities for visitors and residents are well maintained.

Q41 To what extent do you agree or disagree that local authorities should have the ability to introduce a charge for visitors who stay overnight to raise additional funds?
[SHOWCARD D]

Strongly agree	
Tend to agree	
Neither agree nor disagree	
Tend to disagree	
Strongly disagree	
Don't know	

Classification Section

Q42 Do you own a personal computer, tablet or smart phone?

Yes	
No	
Don't know	

Q43 Do you regularly carry out day-to-day transactions online, such as shopping and banking?

Yes	
No	
Don't know	

D1 – Do you have any long-term illness, health problem or disability?

Yes	1
No	2
Prefer not to say	3

D2 – How good is your health in general?

Very good	1
Good	2
Fair	3
Bad	4
Very bad	5
Prefer not to say	6

**E – People in household
[WRITE IN NUMBER]**

No of adults	
No of children (aged up to 15 yrs incl.) IF NONE WRITE '0'	

**G – [SHOW SCREEN] Which of these best
describes the ownership of your home?**

Buying with a loan/mortgage	1
Owned without any loan outstanding	2
Rented from Council	3
Rented from housing association	4
Rented from private landlord	5
Temporary Accommodation	6
Tied Accommodation	7
Student Accommodation	8
Other (STATE)	9

**H – How long have you been in your current
home?**

Less than 2 years	1
2 years – less than 5 years	2
5 years – less than 10 years	3
10 years or more	4

**I – Number of
cars or light vans
in household:
IF NONE WRITE
'0'**

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**SEG
Occupation of CWE**

BACK-CHECKING

As part of our quality control procedures we aim to re-contact 20% of respondents to confirm their satisfaction with the interview and that details were recorded correctly. Could we please use your email address or telephone number for these purposes?

[Collect contact details if back-checking questions OK]

OUTRO:

Thank you for taking part in this research survey.

You have the right to access the information you have provided in this survey, and to withdraw consent to process this information after taking part. We will only hold your personal details for a limited time, usually a month after the end of the project (January 2019). If you decide you want to withdraw consent, here is the information you need in order to let us know [HAND OUT LEAFLET]. This also contains contact details for Progressive.

[THANK AND CLOSE]