



Ashbrook
RESEARCH & CONSULTANCY

**DRAFT REPORT
CITIZEN SURVEY 2010 – CRA AREAS
January 2011**

Prepared for: The Dundee Partnership

1.0 INTRODUCTION

This report details findings to emerge from a specific element of a comprehensive research exercise undertaken on behalf of the Dundee Partnership by Ashbrook Research & Consultancy Ltd.

The Dundee Partnership has been responsible for the implementation of a Regeneration Outcome Agreement (ROA) since 2005 and, in particular, has been responsible for ensuring that a range of measures are delivered across partners to close the gap in relation to issues such as community safety, improving health and raising educational attainment.

In 2006, a study was undertaken in order to determine a range of baseline measures across a number of issues (including those noted above), with this study being repeated in 2008 in order to determine the extent of progress in relation to these baseline measures. This report details findings to emerge from the outcomes of the study when it was again repeated in 2009 and 2010.

As was the case during the studies in 2006, 2008 and 2009, a comprehensive programme of interviews was undertaken in Dundee (during August to October in 2010) in order to elicit information relating to the following broad areas:

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

A total of 2,000 interviews were conducted across Dundee on the following basis:

- 800 amongst the 'general population' of Dundee

- 1,000 within the Community Regeneration Areas (i.e. 200 in each of 5 Community Regeneration Areas), together with 298 interviews which were undertaken as part of the 800 interviews amongst the general population of Dundee
- 200 in the Stobswell area

This report focuses on the interviews undertaken in the CRA areas and details findings in respect of the subject areas pertaining to the Regeneration Outcome Agreement.

The CRA areas of Dundee have a population of 50,471, of whom, 40,373 were aged 16 or over and, accordingly, eligible for interview.

Interviews were undertaken by Researchers within defined parts of each CRA area, with Researchers using a '1 in 8' random systematic selection procedure i.e. approaching every 1 in 8 households in the area which they had been allocated, and seeking an interview. In addition, it should be noted that interviews were undertaken during weekdays, weekends, mornings, afternoons and evenings in order to ensure that a representative sample of the population of each CRA area was achieved (including those in employment).

Upon completion of the interview process, a programme of post weightings was applied to the data based on the population characteristics of each of the areas noted above.

Where available, appropriate and notable, variations in findings are provided:

- Between the surveys carried out in 2009 and 2010
- Between the CRA and non CRA areas collectively
- Within the CRA areas (i.e. between the five individual CRAs)

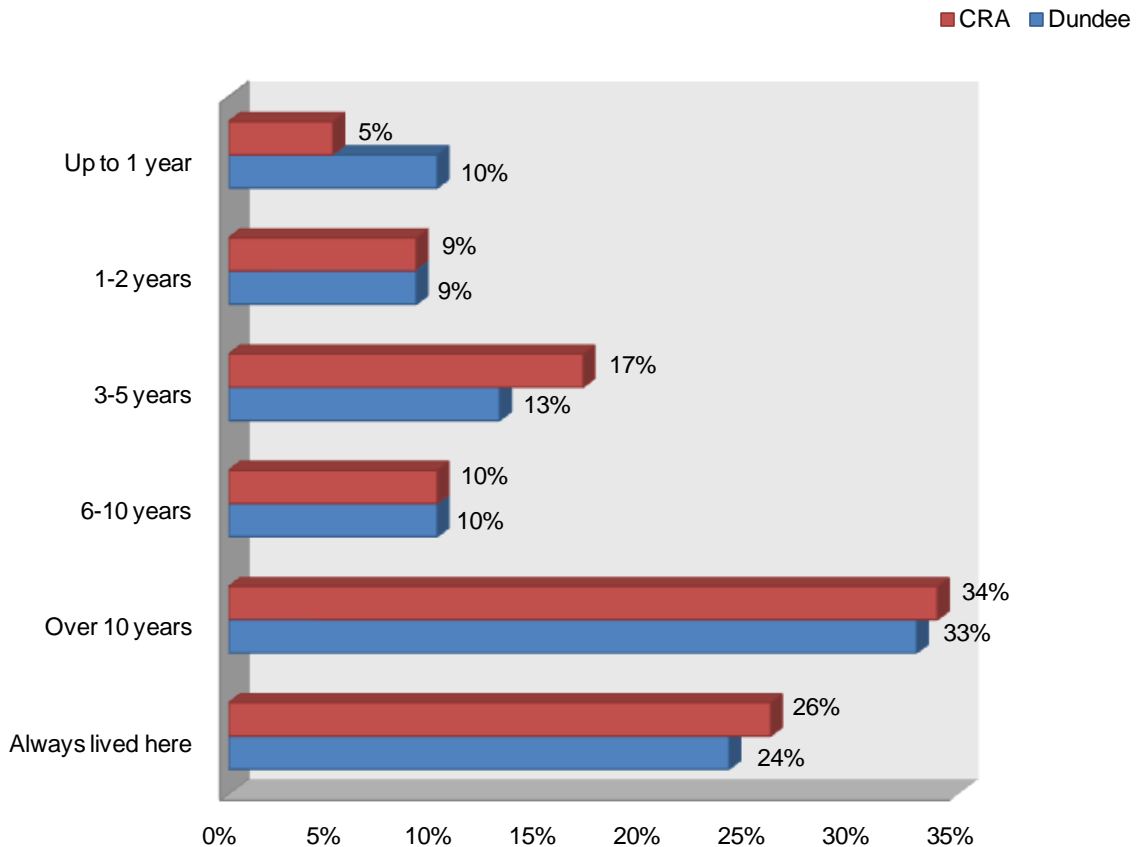
A copy of the questionnaire administered is attached as *Appendix I*.

2.0 HOUSE & NEIGHBOURHOOD

2.1 Neighbourhood Profile

“How long have you lived in this neighbourhood?”

Figure 1: Length of Residence in Neighbourhood



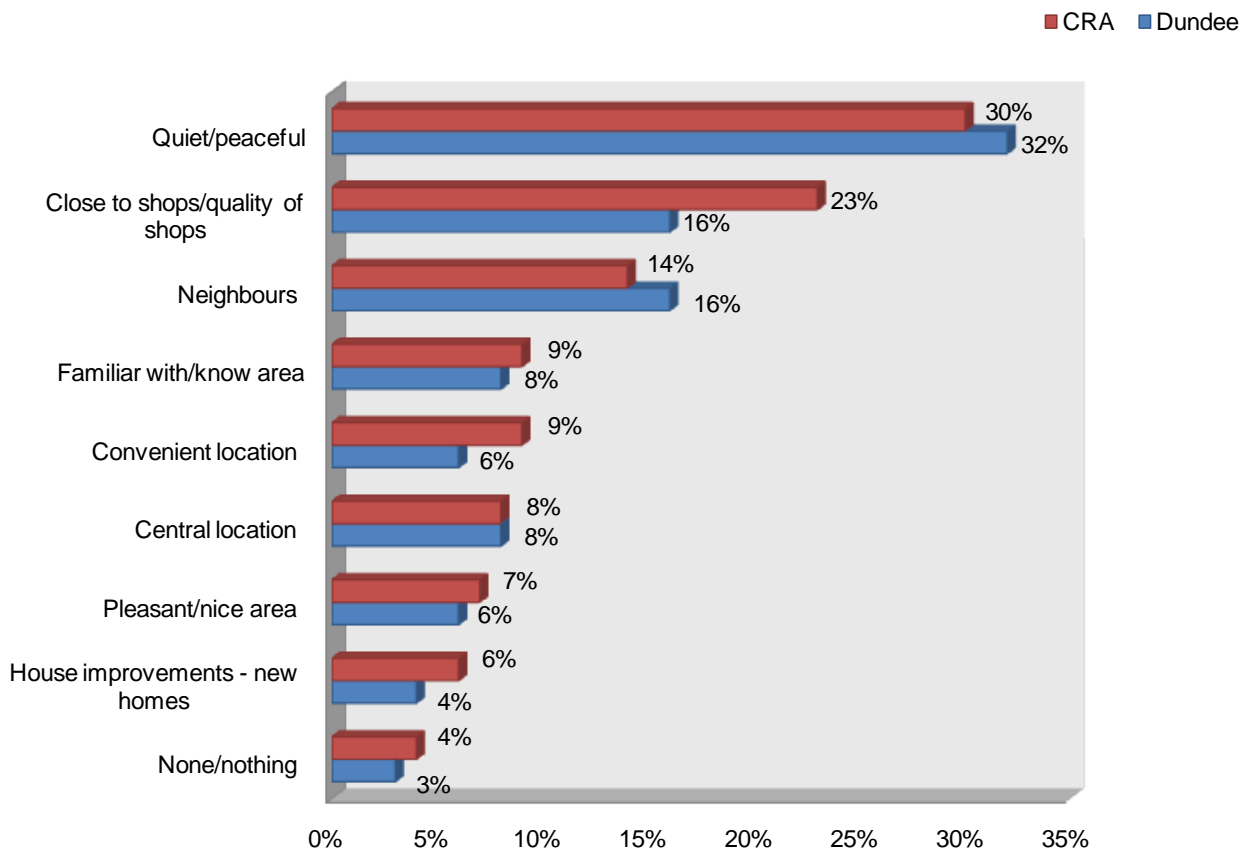
Base: All Respondents

From Figure 1 it can be seen that a third of respondents (34%) stated that they had lived in their neighbourhood for over 10 years and, thereafter, a quarter (26%) stated that they had ‘always lived’ in their neighbourhood.

In contrast, 1 in 7 respondents (14%) had stayed in their neighbourhood for two years or less i.e. up to one year (5%) or 1-2 years (9%).

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

Figure 2: Best Aspects of Neighbourhood (Unprompted)



Base: All Respondents

From Figure 2 it can be seen that the ‘best aspect’ of neighbourhoods identified – on an unprompted basis – were that they were ‘quiet or peaceful’ (30%).

However, unprompted mention was also made of a range of other ‘best aspects’ of neighbourhoods i.e.:

- Close to shops/quality of shops (23%)
- Neighbours (14%)
- Neighbourhood being familiar or well known to respondents (9%)
- Convenient location (9%)
- Central location (8%)
- The neighbourhood being a ‘pleasant or nice area’ (7%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area made less reference to:

- Quieter or peaceful (falling from 45% to 34%)
- Neighbours (falling from 31% to 17%)

Amongst CRA respondents, greater reference was made between 2009 and 2010 to 'close to shops/quality of shops' (rising from 11% to 23%), but less mention made of 'neighbours' (falling from 30% to 14%).

Variances: CRA v Non CRA

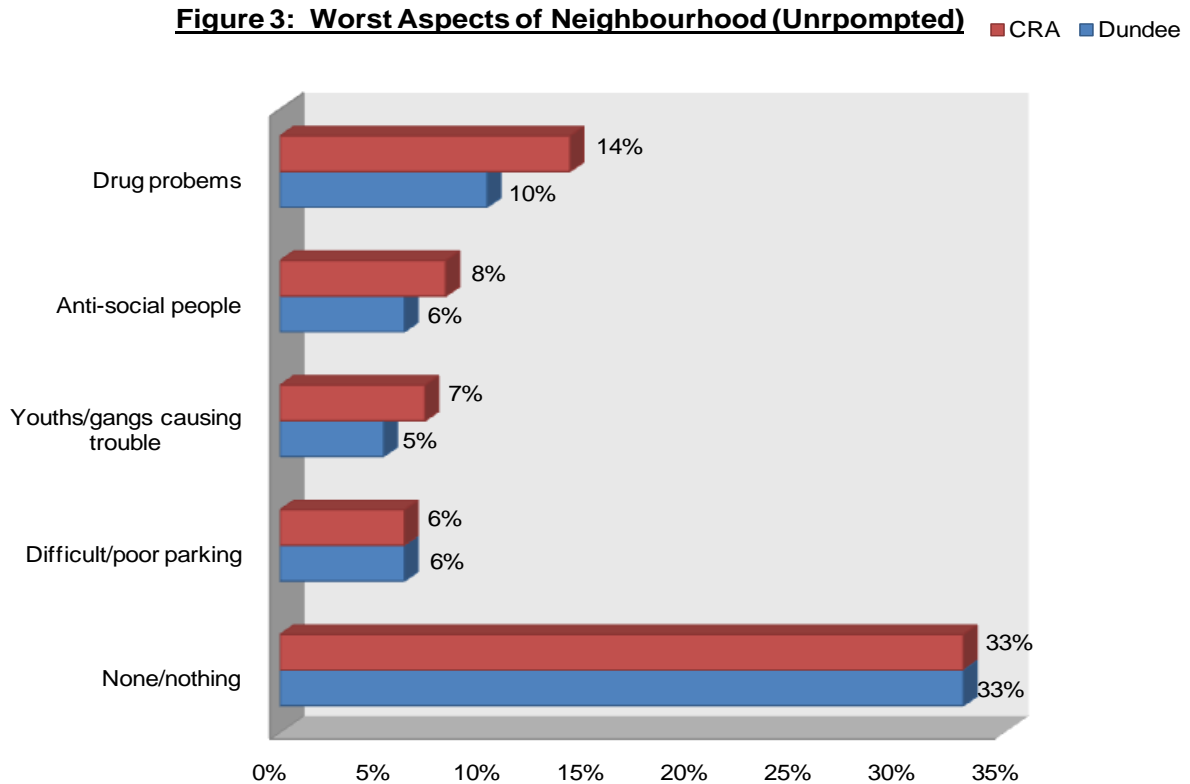
CRA respondents were more likely to cite 'close to shops/quality of shops' (23% compared to 12% for non CRA respondents).

Variances: Within CRAs

Respondents in the following CRAs were most likely to cite:

- Quiet or peaceful: Ardler/St Marys/Kirkton (41%)
- Neighbourhood being familiar or well known to respondents: Mill O'Mains/Fintry/Whitfield (22%)
- Close to shops/quality of shops: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (17% and 23% respectively)
- Central location: Stobswell/Hilltown/Fairmuir (15%)
- Good public transport: Stobswell/Hilltown/Fairmuir (12%)

“What do you like least about living this neighbourhood?”



Base: All Respondents

Figure 3 indicates that a relatively small core of respondents identified – again, on an unprompted basis – aspects of their neighbourhood which they ‘liked least’, with these most prominently being noted as:

- Drug problems (14%)
- Anti-social behaviour/neighbours (8%)
- Youths/gangs causing trouble (7%)
- Difficult/poor parking (6%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area made less reference to their neighbourhood being ‘dirtier or less tidy’ (falling from 12% to 1%).

During the same time, respondents in the CRA area made less reference to ‘youths/gangs causing trouble’ (falling from 16% to 7%).

Variations: CRA v Non CRA

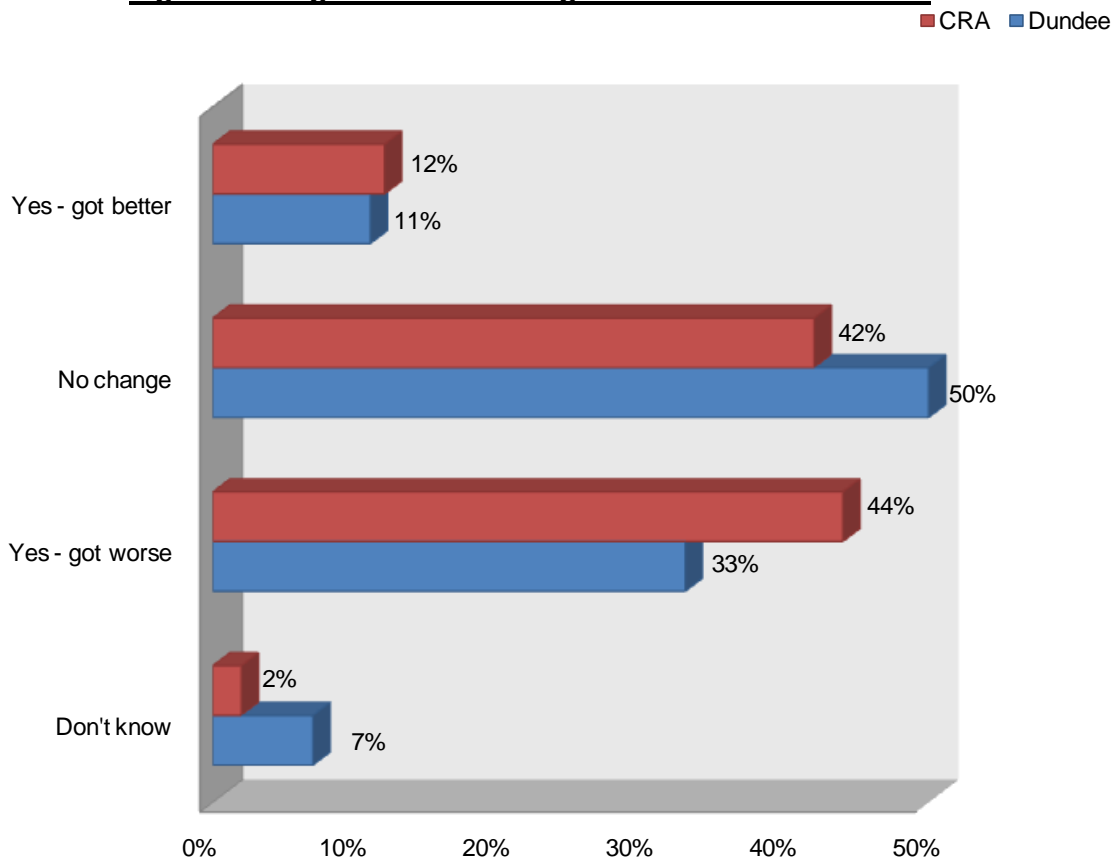
Respondents within the CRA area were more likely to cite ‘drug problems’ (14% compared to 8% for those in the non CRA area).

Variations: Within CRAs

‘Drug problems’ were most commonly cited by respondents in Menzieshill/Charleston/Lochee/Beechwood (23%), whilst ‘youths/gangs causing trouble’ were most commonly cited by respondents in Mill O’Mains/Fintry/Whitfield (11%). It should also be noted that ‘difficult/poor parking’ was most commonly cited by respondents in Stobswell/Hilltown/Fairmuir (9%).

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

Figure 4: Neighbourhood Changed Over The Past 5 Years?



Base: All Respondents

Figure 4 indicates that 2 out of 5 respondents (42%) stated that in the past five years – or since they have been living there (if resident in their neighbourhood for less than five years) – their neighbourhood had ‘not changed’. However, for those who did note change in their neighbourhood, it was more likely for them to state that it had ‘got worse’ (44%) rather than ‘better’ (12%).

Variances Through Time

Between 2009 and 2010, respondents in the CRA area were more likely to state that their neighbourhood had ‘got worse’ (rising from 25% to 44%) and were less likely to state that their neighbourhood had ‘got better’ (falling from 17% to 12%).

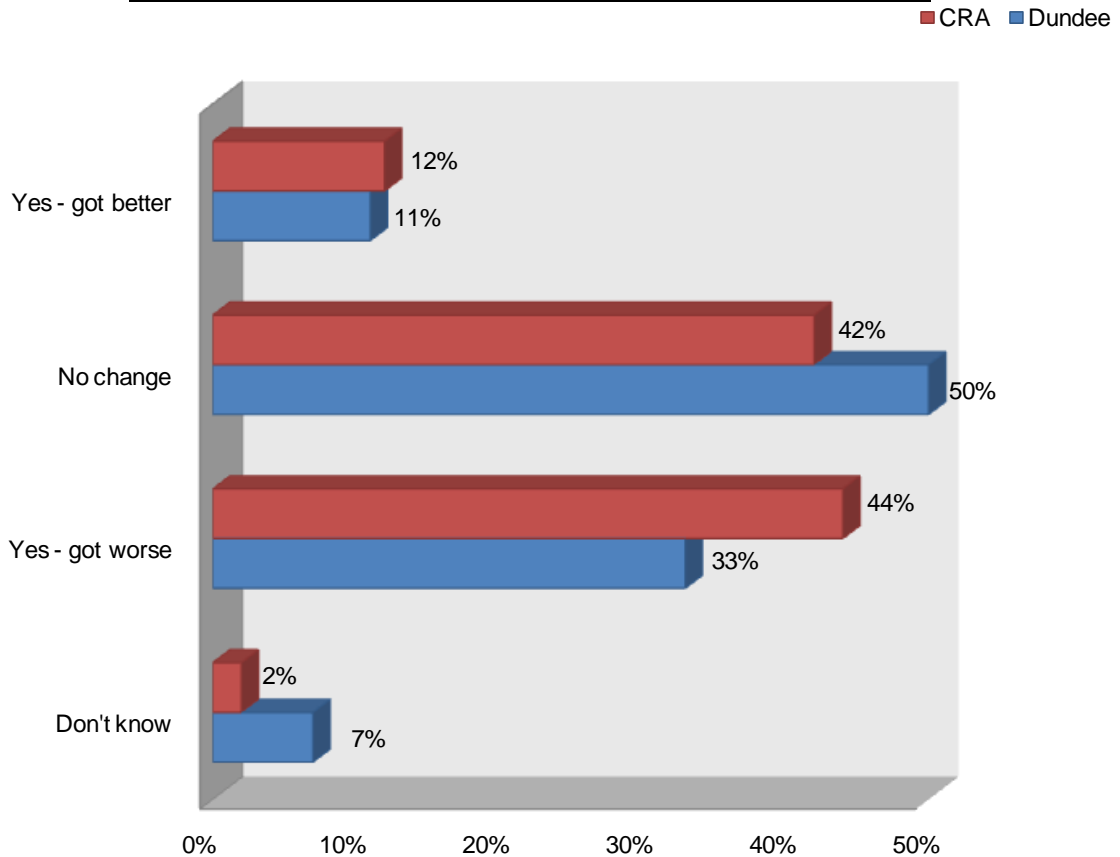
Variances By Area

Further examination of the data indicates that respondents in the Ardler/St Marys/Kirkton area were more likely to state their belief that their neighbourhood had got better (33%).

It should also be noted that respondents in the respondents in the CRA area were more likely to state that their neighbourhood had got worse (54% compared to 27% for those in the non CRA area), whilst those in the Ardler/St Marys/Kirkton area were least likely to state that their neighbourhood had got worse (21%).

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

Figure 4: Neighbourhood Changed Over The Past 5 Years?



Base: All Respondents

Figure 5 indicates that – amongst respondents stating that their neighbourhood had ‘got better’– the principal improvements cited (on an unprompted basis) were:

- Improving friendliness of people and neighbours (27%)
- Their neighbourhood ‘becoming quieter/more peaceful’ (24%)

Thereafter, a range of other ‘improving aspects’ were also noted here, including:

- Proximity/quality of shops (7%)
- Lower crime/safer area (7%)
- Less trouble (6%)
- Housing improvements including new houses (5%)
- Fewer drug problems (5%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area made greater reference here to 'improving friendliness of people and neighbours' (rising from 9% to 17%), but less reference to 'fewer drug problems' (falling from 12% to 4%).

Between 2009 and 2010, respondents in the CRA area made greater reference to 'improving friendliness of people and neighbours' (rising from 11% to 20%) and their neighbourhood 'becoming quieter/more peaceful' (rising from 18% to 24%). However, during that time, respondents in the CRA area made less reference to 'housing improvements, including new houses' (falling from 12% to 5%).

Variances: CRA v Non CRA

CRA respondents were more likely to cite:

- Improving friendliness of people and neighbours (27% compared to 17% for non CRA respondents)
- Lower crime/safer area (7% compared to 1%)
- Proximity to shops/quality of shops (7% compared to 1%)
- Less trouble (6% compared to 1%)

In contrast, non CRA respondents were more likely to cite:

- Better access to parks/open spaces (10% compared to 4% for CRA respondents)
- Improved facilities/amenities (8% compared to 0%)
- Location (6% compared to 0%)

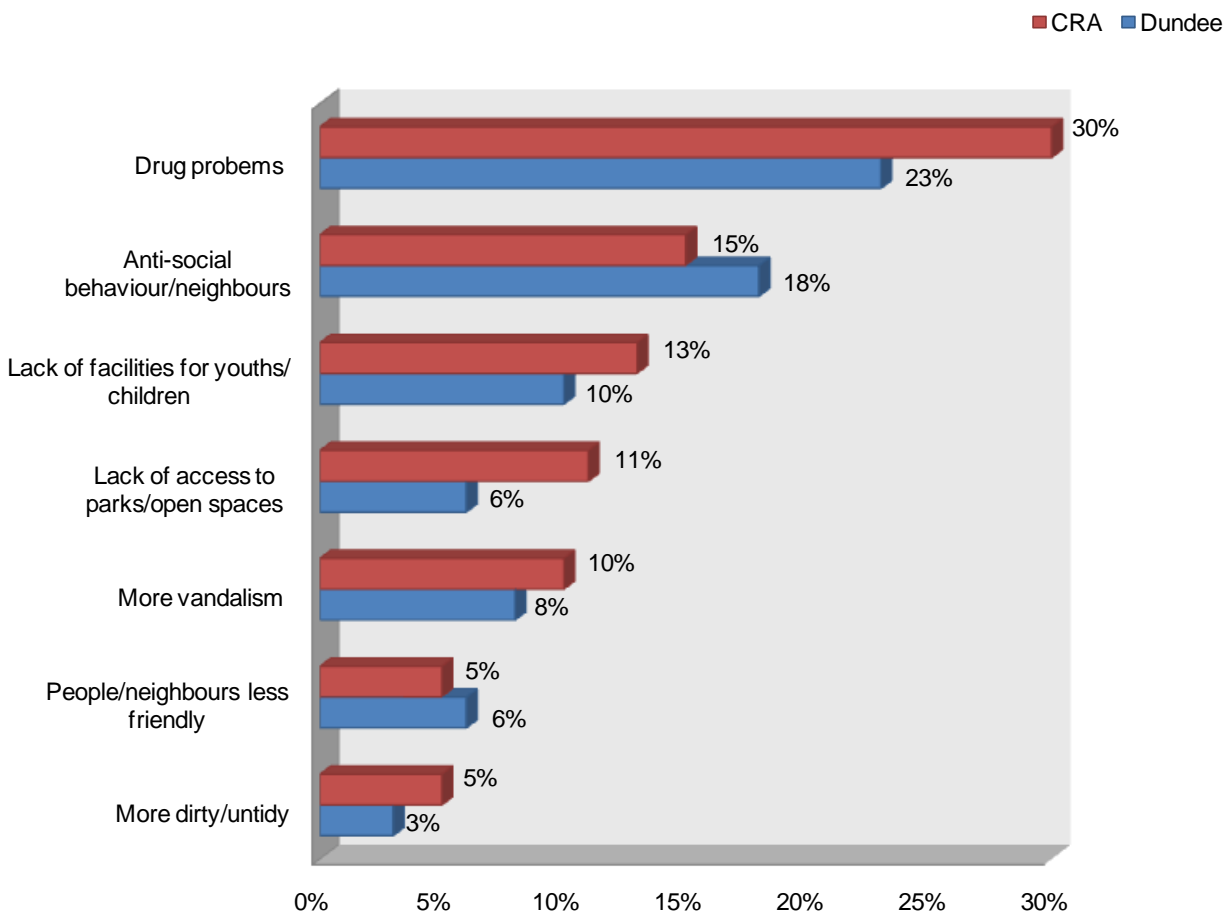
Variances: Within CRAs

Respondents in the following CRAs were most likely to cite:

- Quieter/more peaceful: Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas (32% and 37% respectively)
- Friendliness of people/neighbours: Menzieshill/Charleston/Lochee/Beechwood (40%)
- House improvements, new houses: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (11% and 20% respectively)
- Cleaner/tidier: Mill O’Mains/Fintry/Whitfield, Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas (9%, 13% and 10% respectively)
- Less drug problems: Mill O’Mains/Fintry/Whitfield (17%)
- Convenience/attractiveness of location: Ardler/St Marys/Kirkton (9%)
- Becoming more pleasant/nicer area: Mill O’Mains/Fintry/Whitfield (10%)

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

Figure 6: Worsening Aspects of Neighbourhood (Unprompted)



Base: Neighbourhood Changed For The Worse

From Figure 6 it can be seen that – amongst those who believed that their neighbourhood had ‘got worse’ – the principal ‘worsening aspect’ identified (on an unprompted basis) was ‘drug problems’ (30%).

Indeed, a range of further ‘worsening aspects’ were also identified by a core of respondents here, including:

- Anti-social behaviour/neighbours (15%)
- Lack of facilities for youths/children (13%)
- Poorer access to parks/open spaces (11%)
- More vandalism (10%)
- People or neighbours being less friendly (5%)
- More dirty/untidy (5%)

Variances Through Time

Between 2009 and 2010, non CRA respondents area made greater reference here to ‘anti-social behaviour/neighbours’ (rising from 11% to 20%), but made less reference to ‘drug problems’ (falling from 24% to 17%) and ‘youths/gangs causing trouble’ (falling from 19% to 10%).

Between 2009 and 2010, respondents in the CRA area made less reference here to:

- Drug problems (falling from 35% to 30%)
- People or neighbours being less friendly (falling from 10% to 5%)
- Youths/gangs causing trouble (falling from 9% to 3%)

Variances: CRA v Non CRA

CRA respondents were more likely to cite:

- Drug problems (30% compared to 17% for non CRA respondents)

- Lack of facilities for youths/children (13% compared to 7%)
- Poorer access to parks and open spaces (11% compared to 2%)

In contrast, non CRA respondents were more likely to cite:

- Youths/gangs causing trouble (10% compared to 3% for CRA respondents)
- Too many students (8% compared to 1%)

Variances: Within CRAs

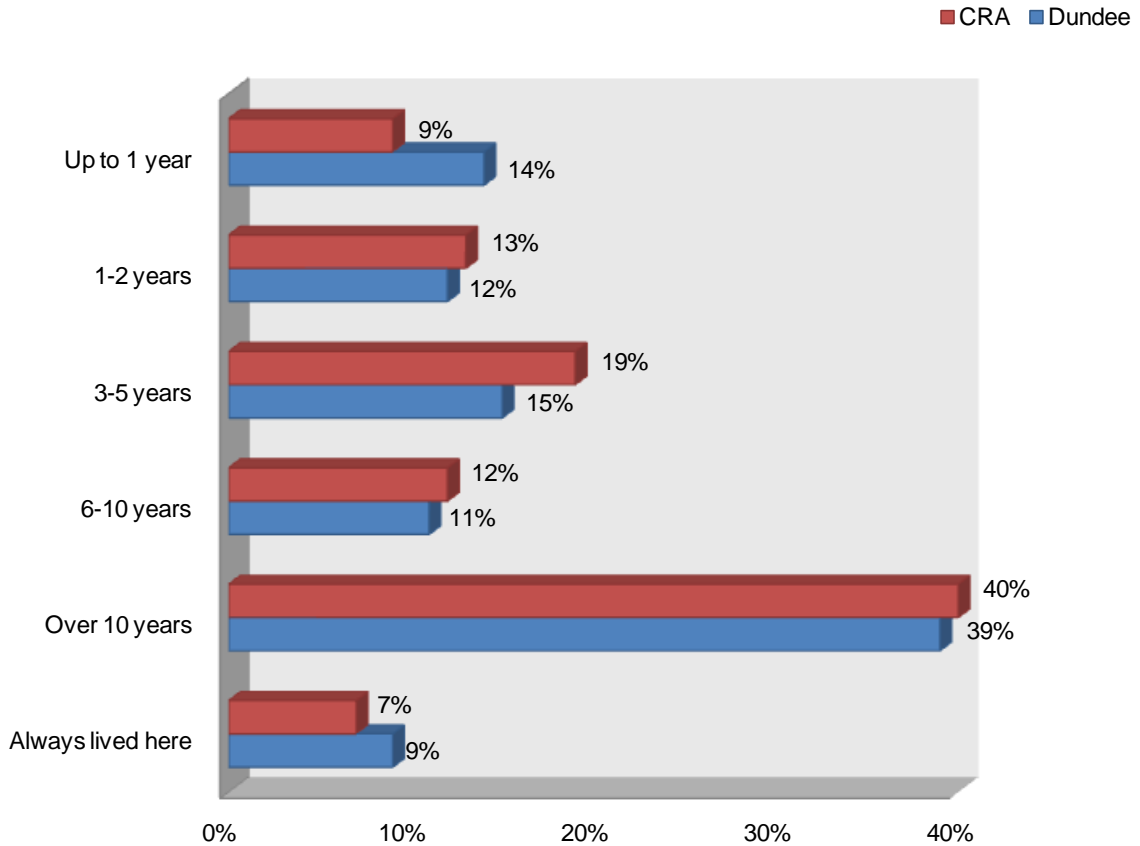
Respondents in the following CRAs were most likely to cite the problems noted below:

- Drug problems: Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (44% and 51% respectively)
- People or neighbours being less friendly: Stobswell/Hilltown/Fairmuir (21%)
- Anti-social behaviour/neighbours: Ardler/St Marys/Kirkton (21%)
- Lack of facilities for youths/children: Ardler/St Marys/Kirkton (13%)
- Youths/gangs causing trouble: Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (11% and 13% respectively)
- Problem teenagers: Menzieshill/Charleston/Lochee/Beechwood (10%)
- Parking more difficult: Ardler/St Marys/Kirkton (7%)

2.2 House Profile

“How long have you lived in this house?”

Figure 7: Length of Residence in Current Home



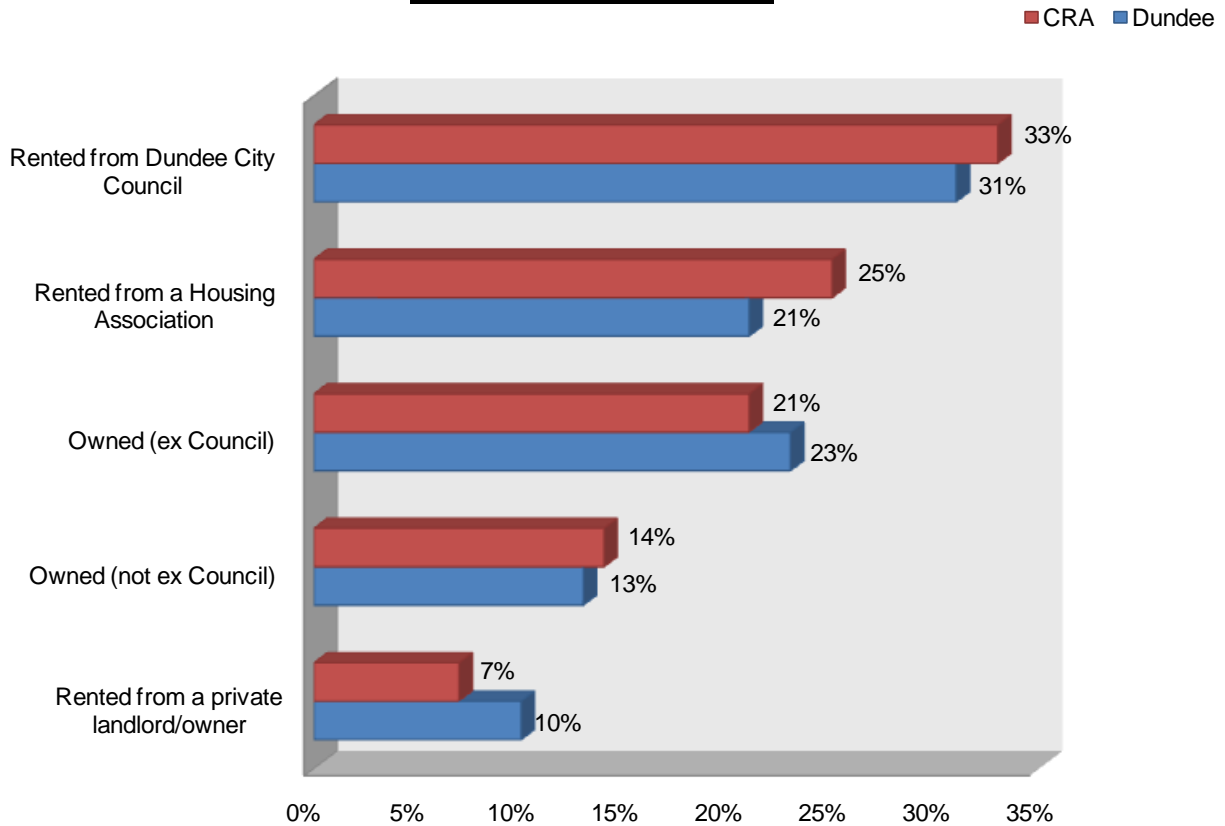
Base: All Respondents

From Figure 7 it can be seen that approaching 2 out of 5 respondents (40%) stated that they had been resident in their home for over 10 years, with a further 1 in 14 (7%) stating that they had ‘always lived’ in their current home.

In contrast, over 1 in 5 respondents (22%) stated that they had lived in their current home for two years or less i.e. up to one year (9%), or 1-2 years (13%).

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

Figure 8: Nature of Tenure



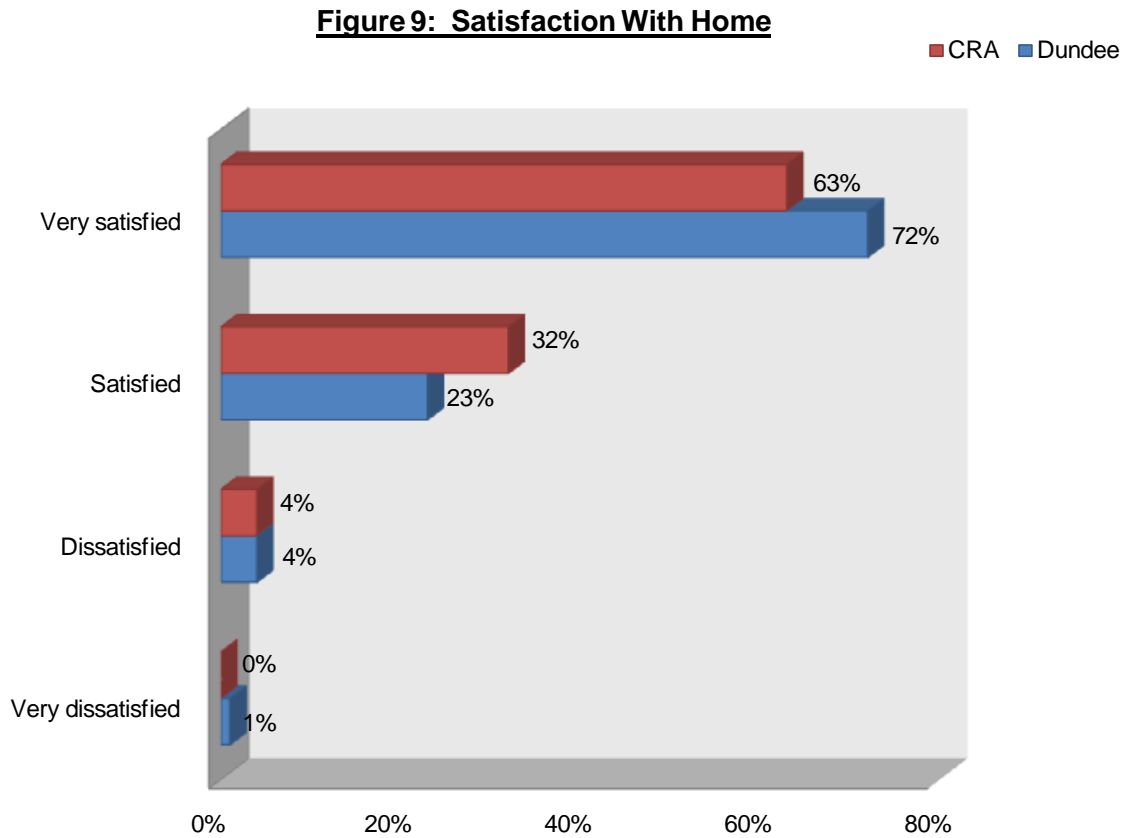
Base: All Respondents

From Figure 8 it can be seen that over a third of respondents (35%) stated that they ‘owned’ their home i.e. owned – ex Council (21%), or owned – not ex Council (14%).

Thereafter, all remaining respondents stated that their house was rented i.e.:

- Rented from Dundee City Council (33%)
- Rented from a Housing Association (25%)
- Rented from a private landlord or owner (7%)

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



Base: All Respondents

Figure 9 indicates that almost all respondents (95%) stated that they were satisfied or very satisfied with their home and, in particular, approaching two thirds of respondents (63%) specifically stated that they were very satisfied with their house or home.

Variations Through Time

None

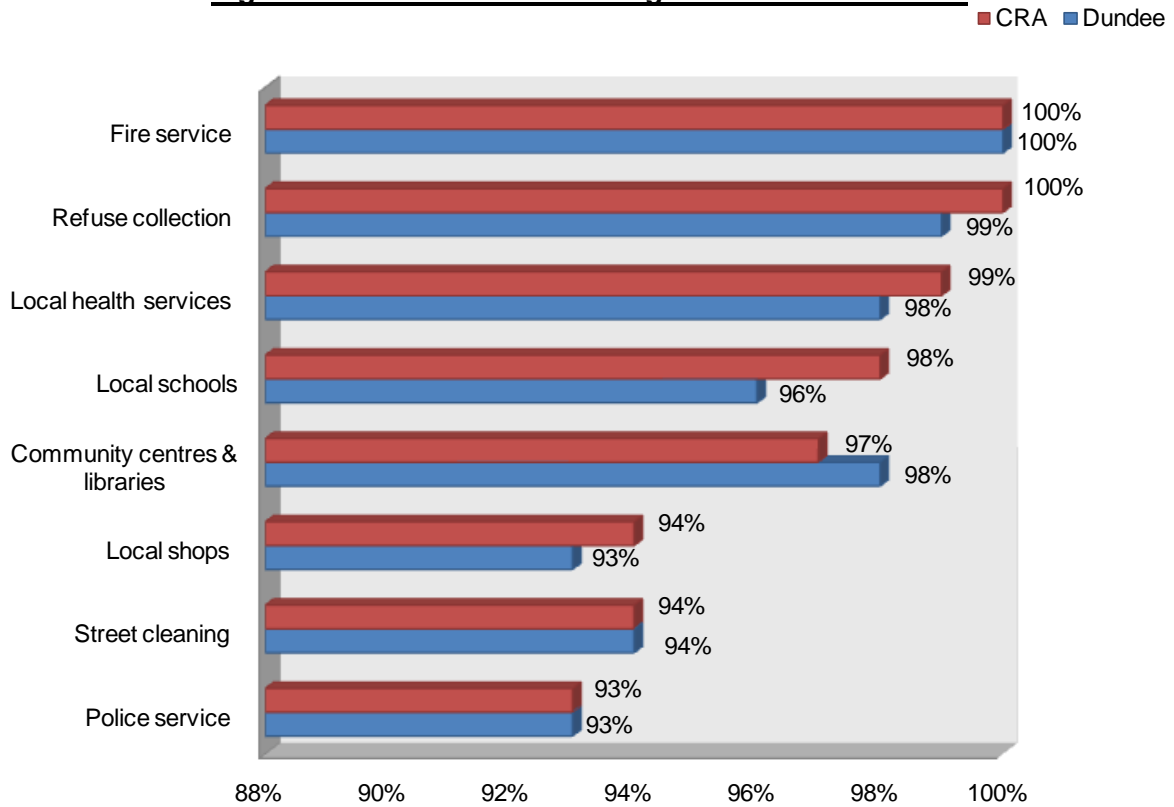
Variations By Area

None

3.0 NEIGHBOURHOOD & SERVICES

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

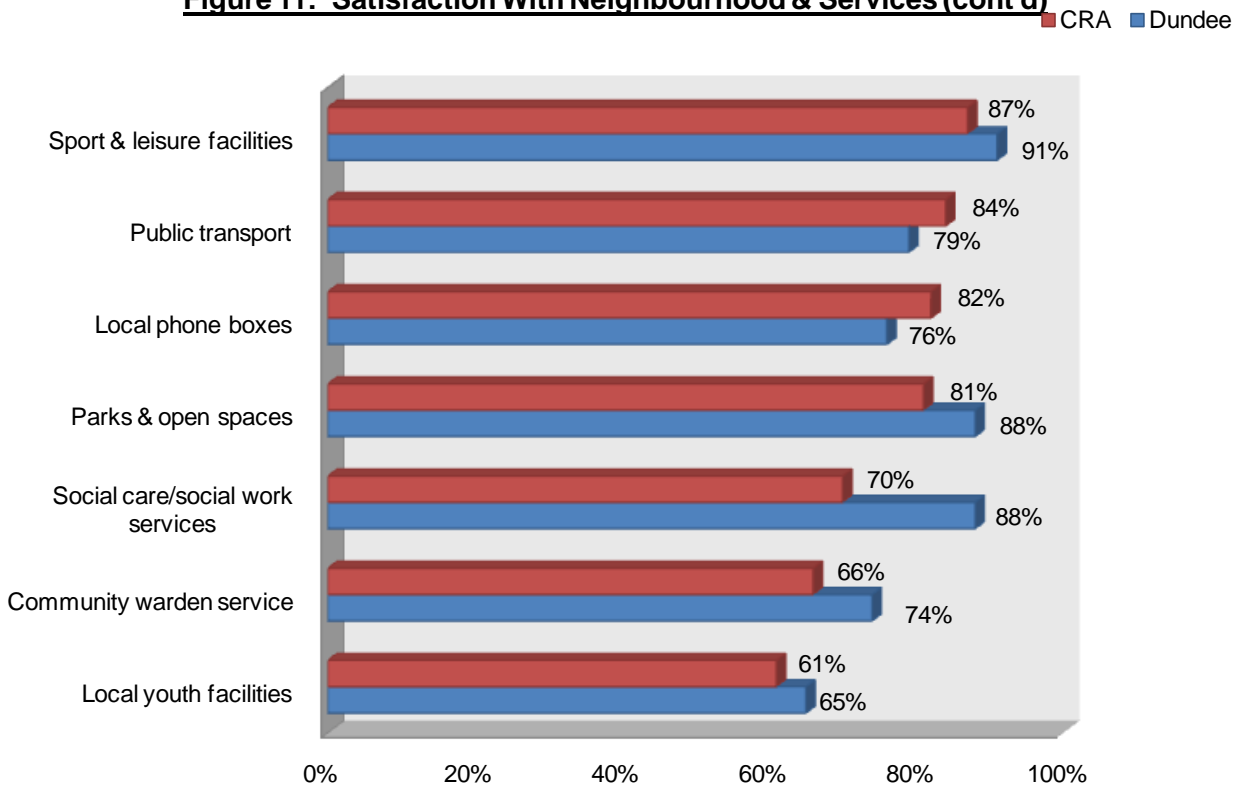
Figure 10: Satisfaction With Neighbourhood & Services



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

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

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



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

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

- Fire service (100% satisfied)
- Refuse collection (100%)
- Local health services (99%)
- Community centres and libraries (97%)
- Local schools (98%)
- Street cleaning (94%)
- Local shops (94%)
- Police service (93%)

Variations Through Time

Between 2009 and 2010, respondents in the non CRA area noted lower levels of satisfaction with 'public transport' (falling from 91% to 76%). During the same time, respondents in the CRA area noted lower levels of satisfaction with:

- Social care/social work services (falling from 92% to 70%)
- Parks and open spaces (falling from 89% to 81%)
- Public transport (falling from 94% to 84%)
- Community warden service (falling from 78% to 66%)
- Local youth facilities (falling from 74% to 61%)

During the same time, however, respondents in the CRA area noted higher levels of satisfaction with 'local phone boxes' (rising from 53% to 82%).

Variations: CRA v Non CRA

Non CRA respondents were more likely to be satisfied with:

- Social care/social work services (95% compared to 70% for CRA respondents)
- Parks and open spaces (91% compared to 81%)
- Community warden service (79% compared to 66%)

In contrast, CRA respondents were more likely to be satisfied with 'public transport' (84% compared to 76% for non CRA respondents).

Variations: Within CRAs

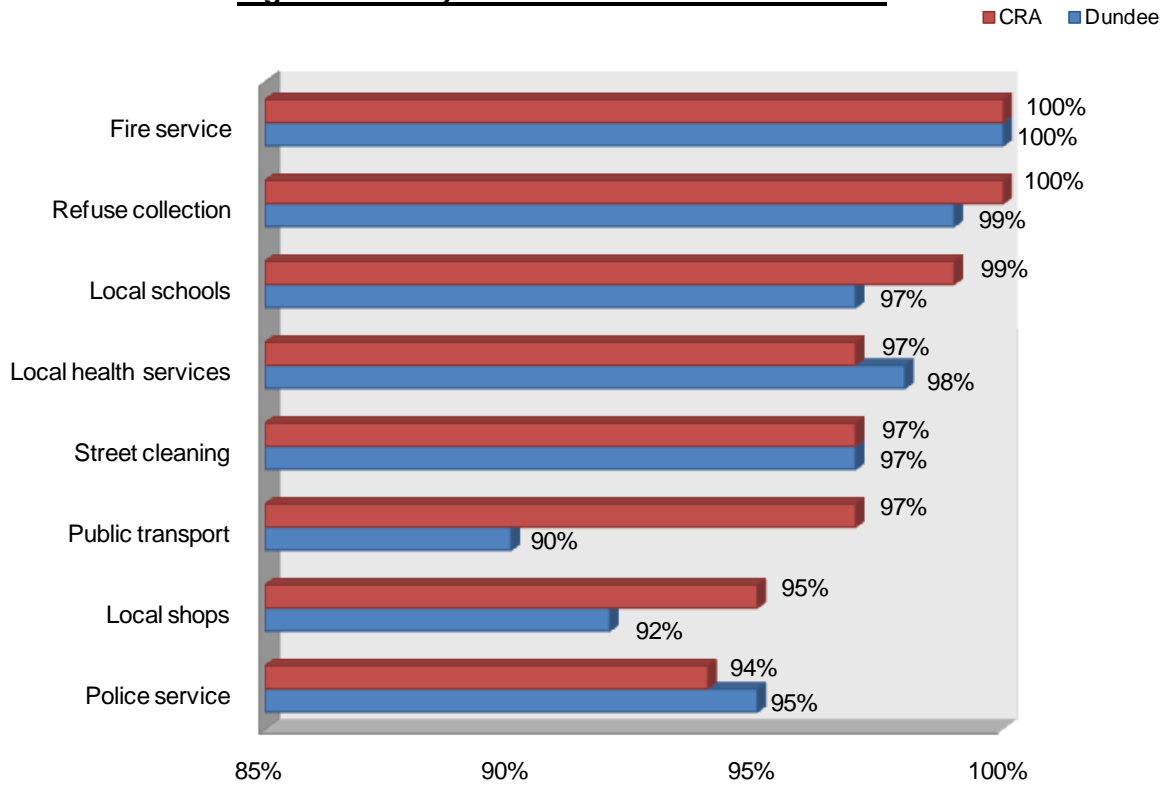
Lowest levels of satisfaction were noted in respect of the following services/facilities in the CRAs noted:

- Police service: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (84% and 86% respectively)

- Social care/social work services: Ardler/St Marys/Kirkton (78%)
- Public transport: Menzieshill/Charleston/Lochee/Beechwood, Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (72%, 76% and 77% respectively)
- Sports and leisure facilities: Mill O'Mains/Fintry/Whitfield (71%)
- Parks and open spaces: Ardler/St Marys/Kirkton, Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (76%, 80% and 82% respectively)
- Local phone boxes: Ardler/St Marys/Kirkton, Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (48%, 44% and 50% respectively)
- Local youth facilities: Menzieshill/Charleston/Lochee/Beechwood and Mill O'Mains/Fintry/Whitfield (57% and 63% respectively)
- Local shops: Menzieshill/Charleston/Lochee/Beechwood (77%)
- Community Warden service: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (66% and 61% respectively)

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

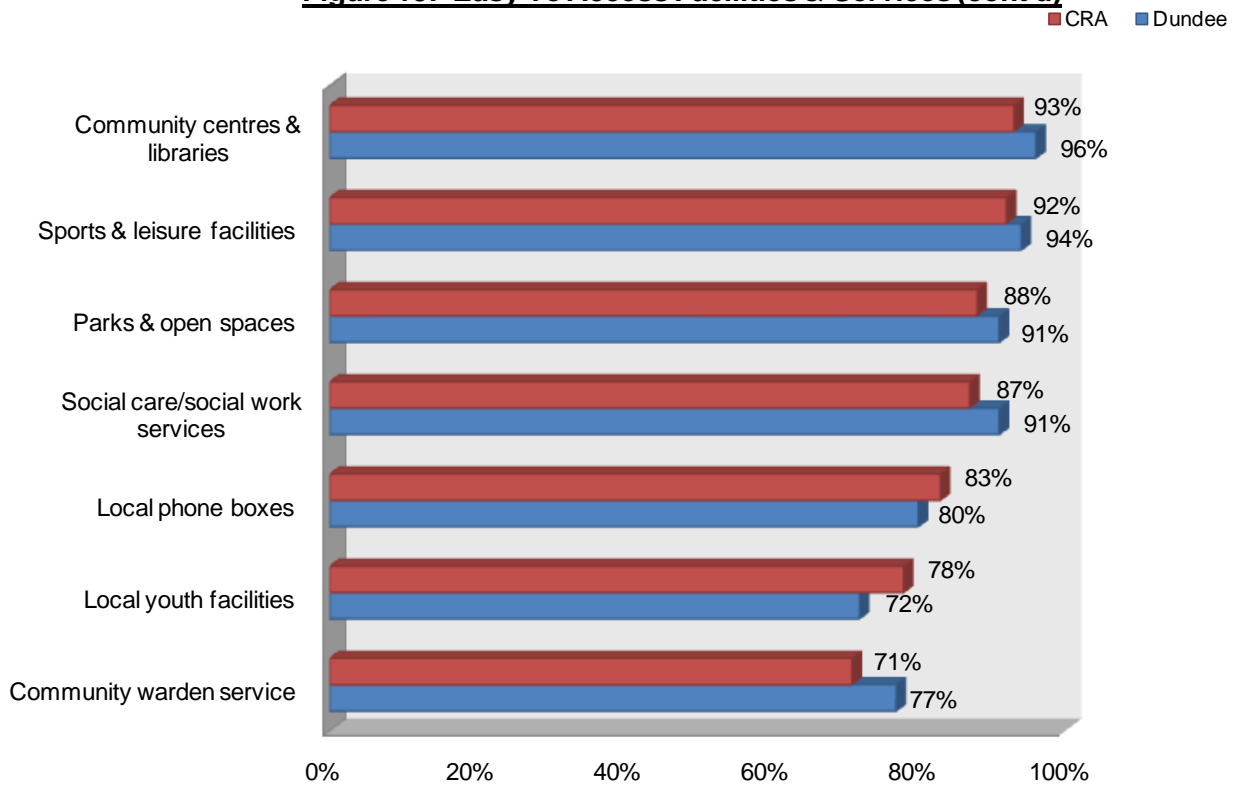
Figure 12: Easy To Access Facilities & Services



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

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

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



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

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

- Fire service (100%)
- Refuse collection (100%)
- Local schools (99%)
- Local health services (97%)
- Street cleaning (97%)
- Public transport (97%)
- Local shops (95%)
- Police service (94%)
- Community centres and libraries (93%)
- Sport & leisure facilities (92%)

Variances Through Time

Between 2009 and 2010, respondents in the non CRA area were more likely to state that they found it 'easy' to access:

- Sports and leisure facilities (rising from 87% to 95%)
- Local phone boxes (rising from 66% to 79%)

During the same time, however, respondents in the non CRA area were less likely to state that it was 'easy' for them to access 'local youth facilities' (falling from 77% to 69%).

Between 2009 and 2010, respondents in the CRA area were more likely to state that it was 'easy' for them to access 'local phone boxes' (rising from 63% to 83%), but less likely to state that it was 'easy' for them to access 'community warden service' (falling from 80% to 71%).

Variances: CRA v Non CRA

CRA respondents were more likely to state that they found it 'easy' to access:

- Public transport (97% compared to 86% for non CRA respondents)
- Local youth facilities (78% compared to 69%)

In contrast, non CRA respondents were more likely to state that it was 'easy' for them to access 'community warden service' (81% compared to 71% for CRA respondents).

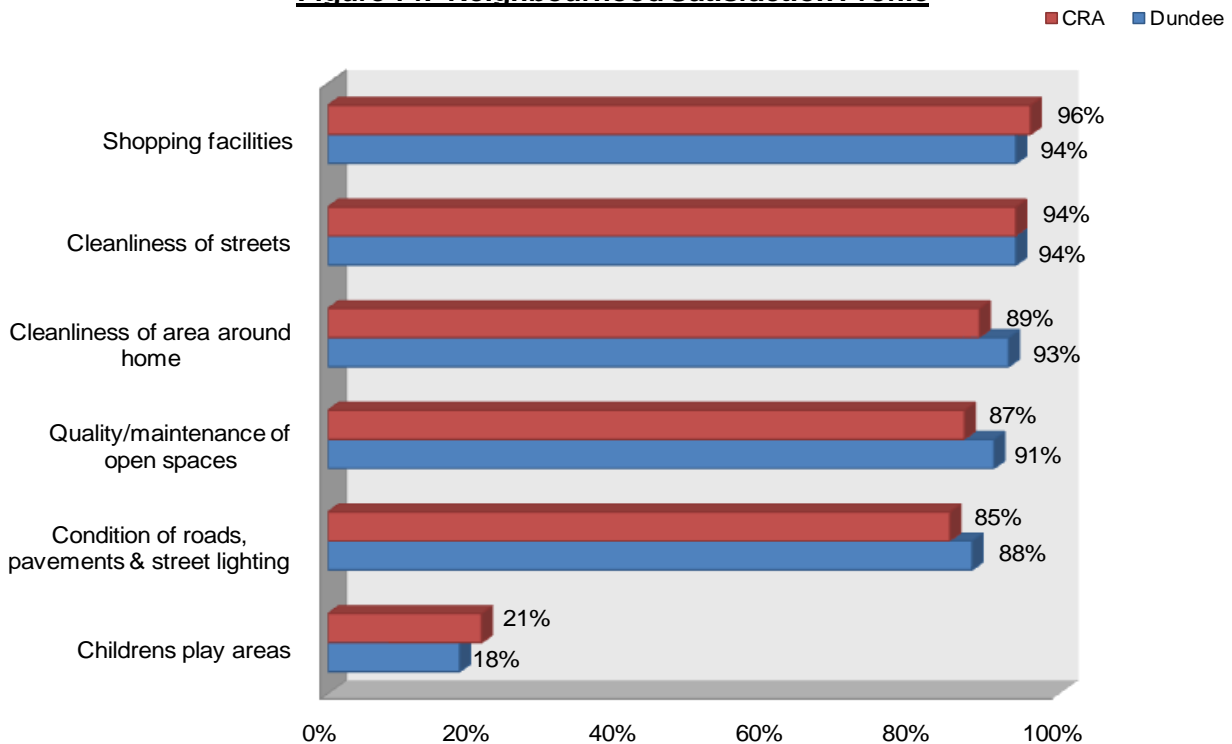
Variances: Within CRAs

Respondents in the following CRAs were least likely to state that it was 'easy' for them to access the services/facilities noted:

- Police service: Ardler/St Marys/Kirkton (82%)
- Social care/social work services: Ardler/St Marys/Kirkton and Mill O’Mains/Fintry/Whitfield (82% and 85% respectively)
- Public transport: Menzieshill/Charleston/Lochee/Beechwood, Mill O’Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (84%, 88% and 85% respectively)
- Sports and leisure facilities: Mill O’Mains/Fintry/Whitfield (84%)
- Local phone boxes: Ardler/St Marys/Kirkton and Mill O’Mains/Fintry/Whitfield (72% and 77% respectively)
- Local youth facilities: Menzieshill/Charleston/Lochee/Beechwood and Mill O’Mains/Fintry/Whitfield (64% and 72% respectively)
- Local shops: Menzieshill/Charleston/Lochee/Beechwood (77%)
- Community warden service: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (70% and 62% respectively)

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

Figure 14: Neighbourhood Satisfaction Profile



Base: All Respondents

Figure 14 provides a positive profile with respect to levels of satisfaction with a range of aspects of neighbourhoods and, in particular, a high proportion of respondents noted their satisfaction with:

- Shopping facilities (96% satisfied)
- Cleanliness of streets (94%)
- Cleanliness of the area around their home (89%)
- Quality and maintenance of open spaces (87%)
- Condition of roads, pavements and street lighting (85%)

Although almost all remaining respondents here noted their dissatisfaction with each of the elements under consideration (i.e. there were very few 'don't know' responses) a significant proportion of those interviewed provided a 'don't know' response regarding their satisfaction with 'childrens play areas'. In this context, therefore, it should be noted that half of those who expressed an opinion (50%) noted their satisfaction with this aspect of their neighbourhood, whilst half of those who expressed an opinion (50%) noted their dissatisfaction.

Variances Through Time

None

Variances: CRA v Non CRA

None

Variances: Within CRAs

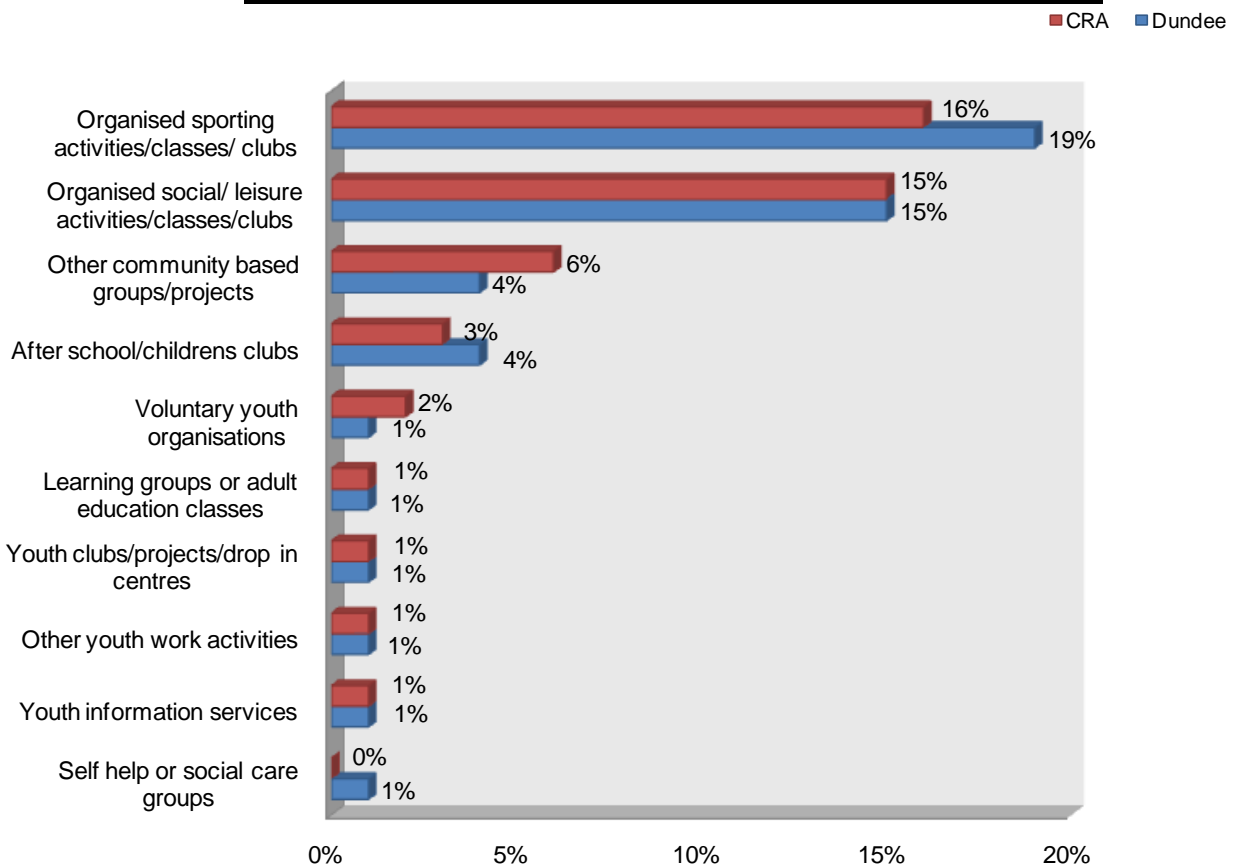
Respondents in the following CRAs were least likely to note their satisfaction with the following aspects of their neighbourhood:

- Cleanliness of streets: Mill O'Mains/Fintry/Whitfield (82%)
- Shopping facilities: Menzieshill/Charleston/Lochee/Beechwood (80%)

- Conditions of roads, pavements and street lighting: Ardler/St Marys/Kirkton and Mill O’Mains/Fintry/Whitfield (73% and 64%)
- Quality and maintenance of open spaces: Mill O’Mains/Fintry/Whitfield (83%)

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

Figure 15: Community/Voluntary Activities Participation Profile



Base: All Respondents

From Figure 15 it can be seen that the community activities and voluntary activities most commonly participated in by respondents were:

- Organised sporting activities, classes and clubs (16%)
- Organised social, leisure activities, classes and clubs (15%)

Variations Through Time

None

Variations: CRAs v Non CRAs

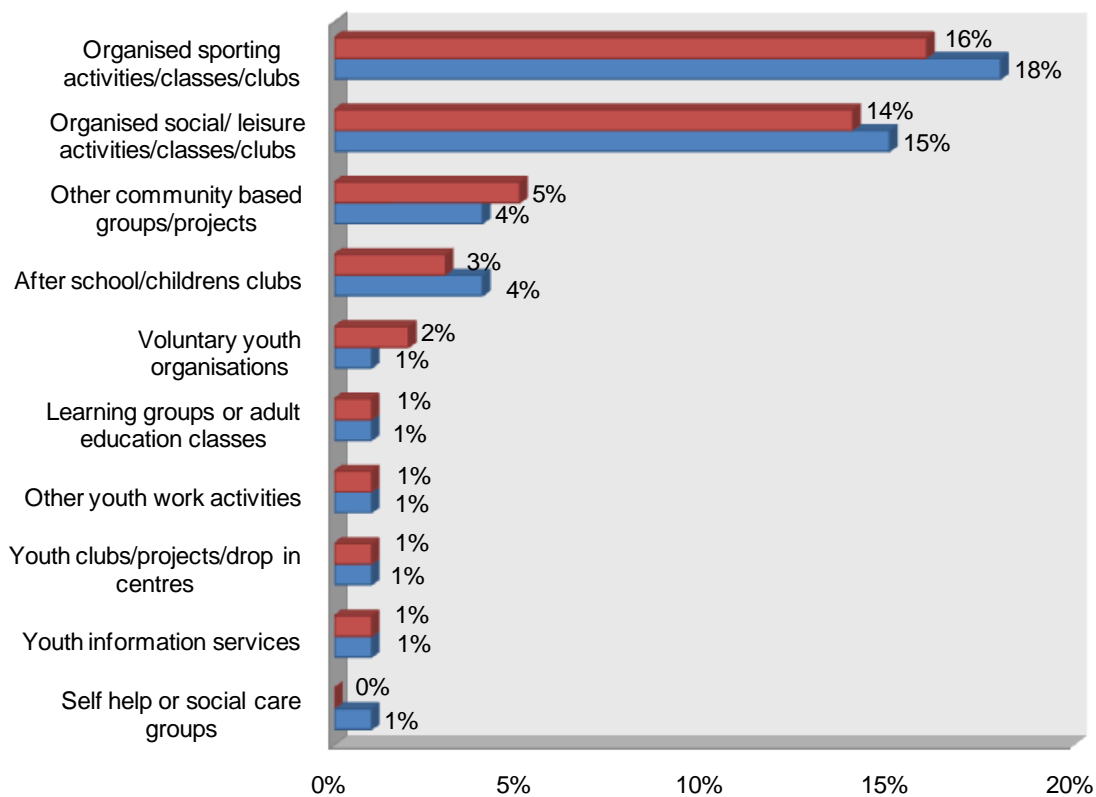
None

Variations: Within CRAs

Respondents in the Ardler/St Marys/Kirkton and Mid Craigie/ Linlathen/Douglas CRA areas were most likely to take part in organised sporting activities, classes and clubs (22% and 18% respectively), whilst those in the Ardler/St Marys/Kirkton CRA were most likely to take part in organised social, leisure activities, classes and clubs (24%).

Figure 16: Community/Voluntary Activities Undertaken At Least Weekly

■ CRA ■ Dundee



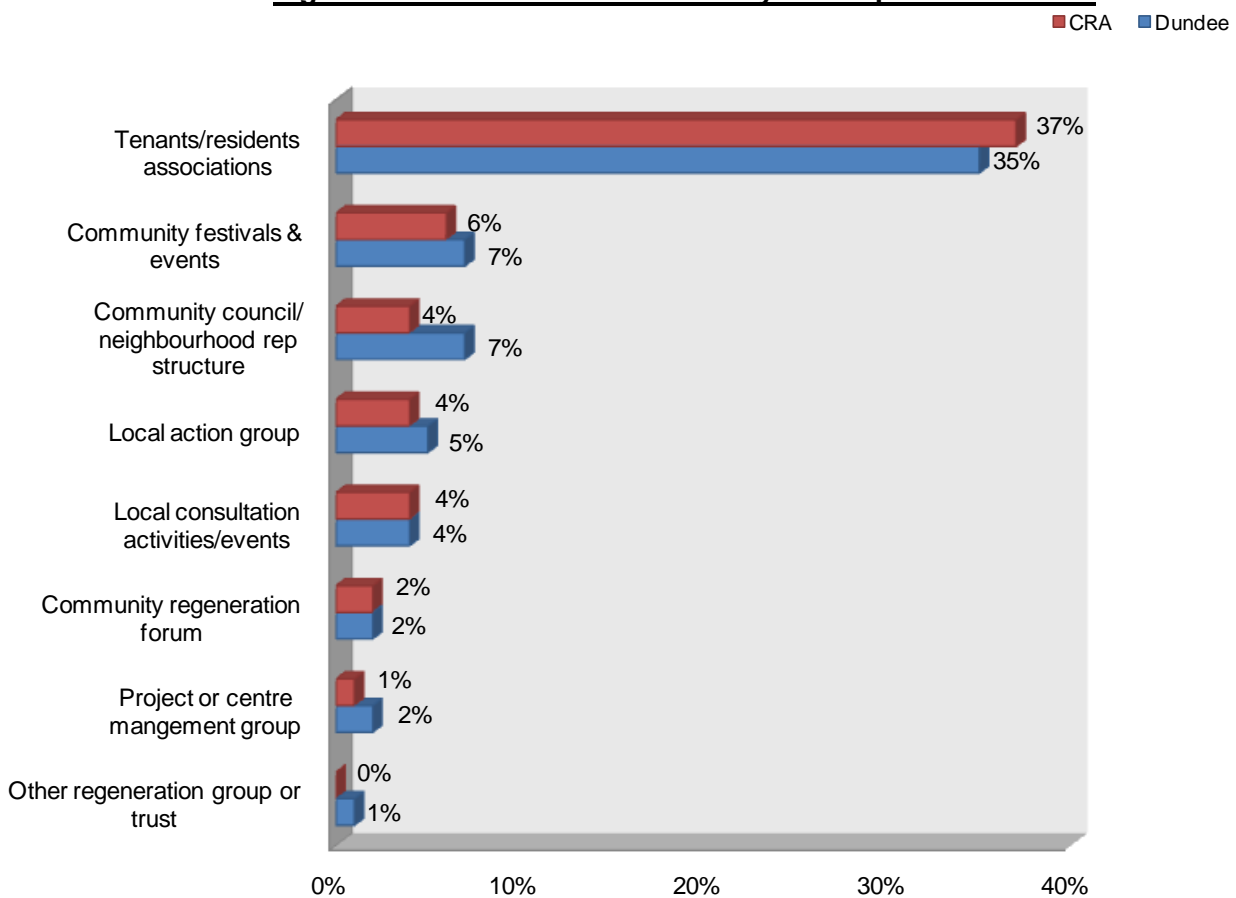
Base: All Respondents

Figure 16 also indicates that the community activities and voluntary activities most commonly undertaken at least weekly were:

- Organised sporting activities, classes and clubs (16%)
- Organised social/leisure activities, classes and clubs (14%)

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

Figure 17: Awareness of Community Development Activities



Base: All Respondents

From Figure 17 it can be seen that highest levels of awareness of community development activities and organisations related to “tenant or residents associations” (37%).

Beyond the above, levels of awareness of community development activities and organisations were more limited, but most notable in respect of “*community festivals and events*” (6%).

Variances Through Time

Between 2009 and 2010, there were notable decreasing levels of awareness amongst those in the non CRA area in respect of a range of ‘community development activities and organisations’, with this being most apparent in relation to:

- Community Council or Neighbourhood Representative Structures (falling from 38% to 8%)
- Tenants or residents associations (falling from 63% to 35%)
- Local action groups (falling from 29% to 6%)

Between 2009 and 2010, there was also a notable decrease in levels of awareness of a range of ‘community development activities and organisations’ under consideration amongst those in the CRA area, with this being most notable in respect of:

- Tenants or residents associations (falling from 54% to 37%)
- Local action groups (falling from 20% to 4%)
- Community Councils or Neighbourhood Representative Structures (falling from 18% to 4%)
- Community festivals and events (falling from 17% to 6%)

Variances: CRA v Non CRA

None

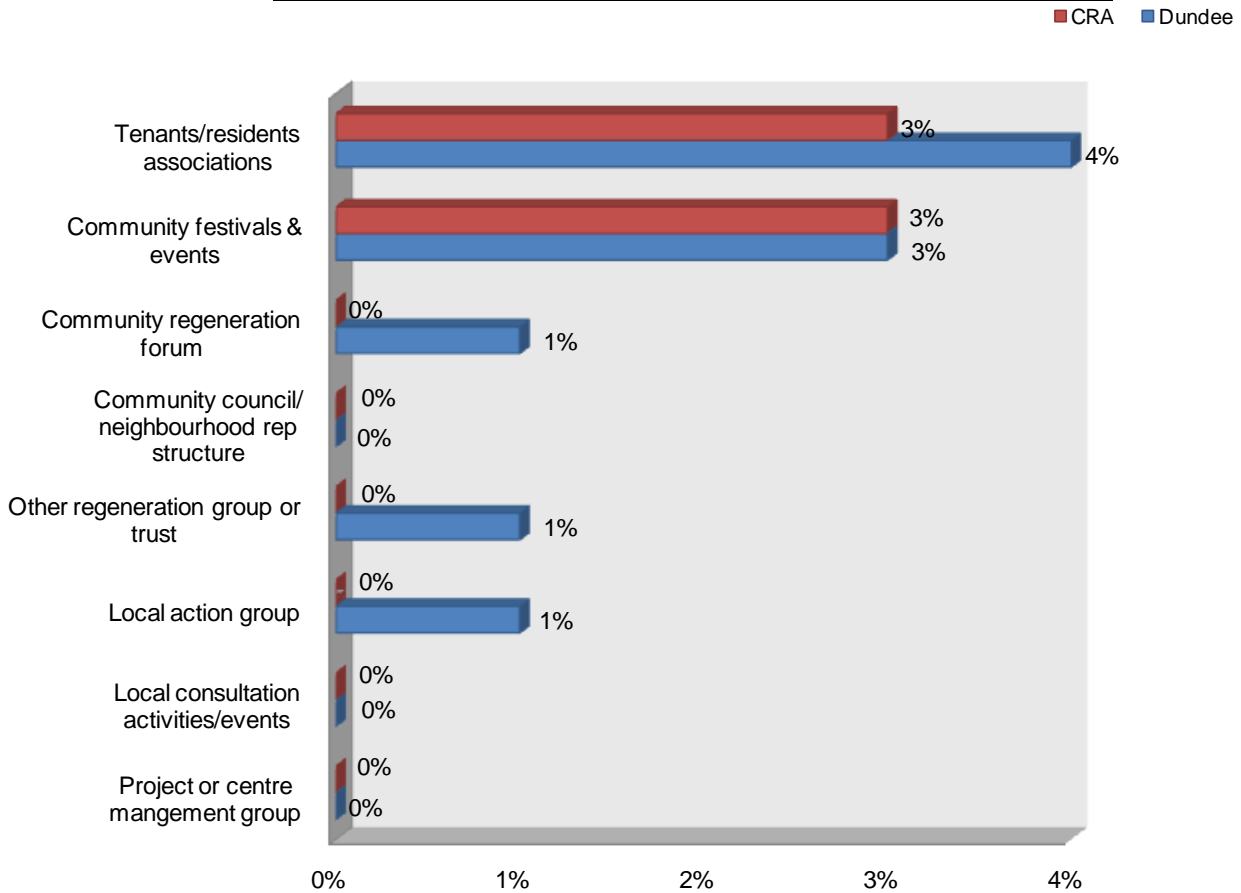
Variances: Within CRAs

Respondents in the following CRAs were most likely to be aware of a range of community development activities and organisations noted:

- Local consultation activities or events: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (12% and 10%)
- Community Council or Neighbourhood Representative Structure: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (15% and 18% respectively)
- Tenants or Residents Associations: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (50% and 45% respectively)
- Local Action Groups: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (10% and 13% respectively)
- Community Regeneration Forums: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (9% and 7% respectively)
- Other regeneration groups or trusts: Mill O'Mains/Fintry/Whitfield (6%)
- Project or centre management groups: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (both 7%)
- Community festivals or events: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (42% and 23% respectively)

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

Figure 18: Involvement In Community Development Activities



Base: All Respondents

Figure 18 indicates that involvement in community development activities or organisations in the previous year was very limited i.e. ranging from 0% to 3%.

Variations Through Time

None

Variations: CRA v Non CRA

None

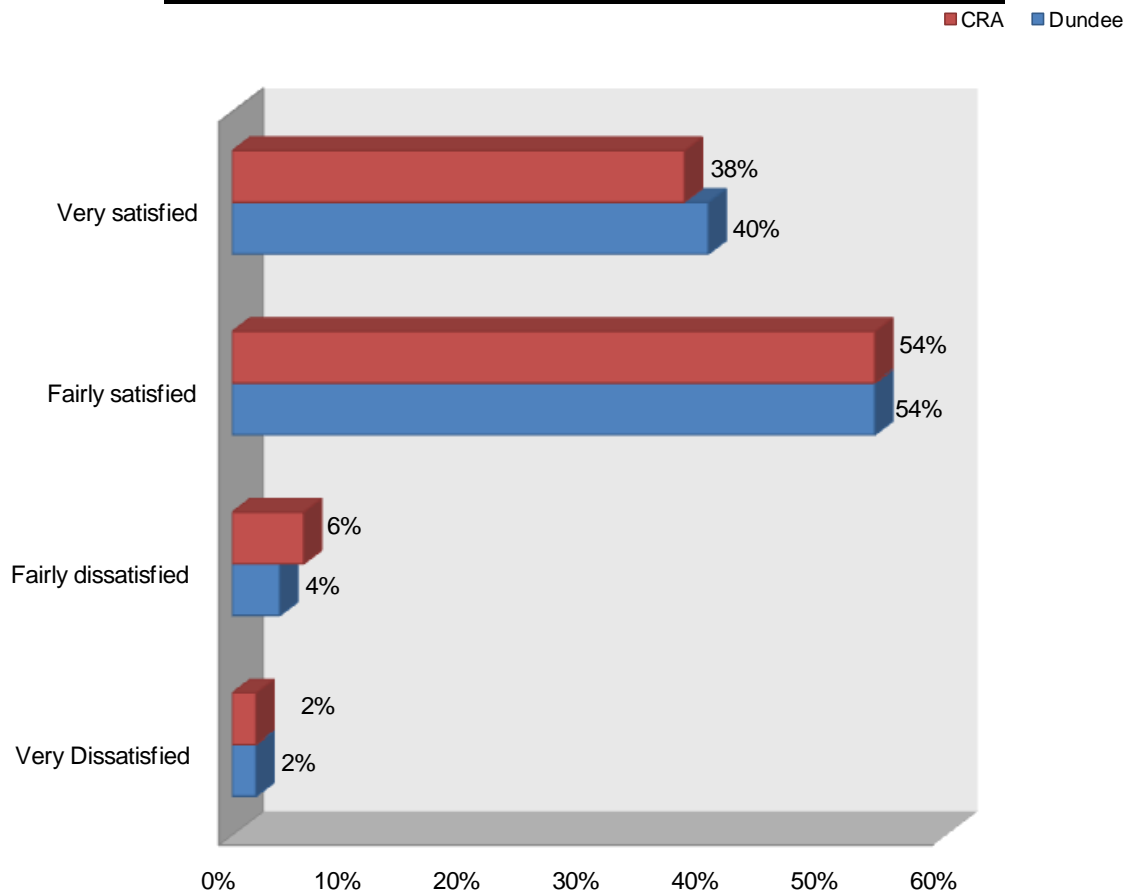
Variance: Within CRAs

Respondents in the following CRA areas were most likely to be involved in the community development activities or organisations indicated:

- Tenants or Residents Associations: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (7% and 8% respectively)
- Community festivals or events: Ardler/St Marys/Kirkton (21%)

“Overall, how satisfied are you with the quality of life in this neighbourhood?”

Figure 19: Satisfaction With Quality Of Life In Neighbourhood



Base: All Respondents

Figure 19 indicates that almost all respondents (92%) stated that, overall, they were either fairly satisfied or very satisfied with the quality of life in their neighbourhood, with 2 out of 5 (38%) specifically stating that they were very satisfied with the quality of life in their neighbourhood.

Variations Through Time

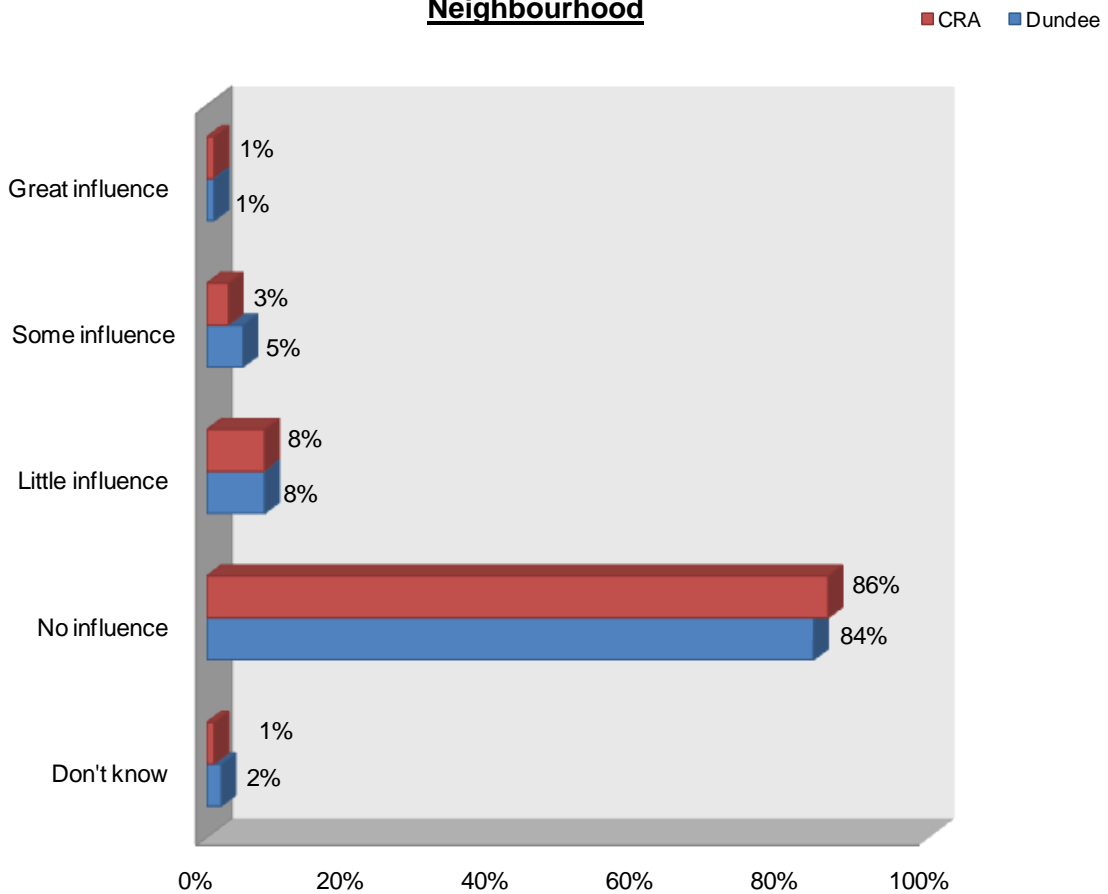
None

Variations By Area

None

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

Figure 20: Extent of Influence Over Decisions Which Affect Neighbourhood



Base: All Respondents

From Figure 20 it can be seen that over 9 out of 10 respondents (94%) believed that they had ‘little or no influence’ over decisions that affect their neighbourhood, with around 1 in 6 respondents (12%) believing that they have some degree of

influence in this regard – although very few (only 1%) believing that they have ‘great influence’ over such decisions.

Variances Through Time

Between 2009 and 2010, there was an increasing likelihood of respondents in the non CRA area stating that they had ‘little or no influence’ over decisions that affect their neighbourhood (rising from 76% to 90%). In addition, during that time, there was an increasing likelihood of those in the CRA area specifically stating that they had no influence over such decisions (rising from 71% to 86%).

Variances: CRA v Non CRA

None.

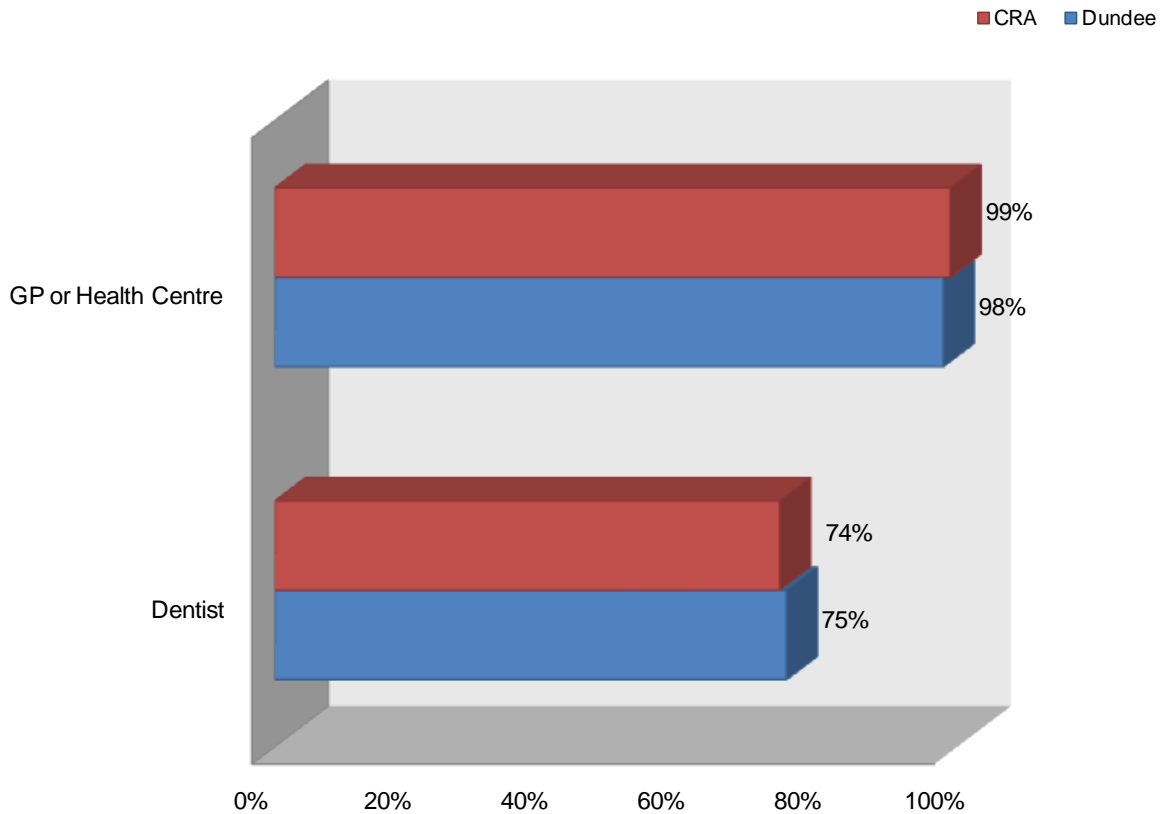
Variances: Within CRAs

Respondents in the Mill O’Mains/Fintry/Whitfield area were most likely to state their belief that they had ‘some or great influence’ over decisions which affect their neighbourhood (25%).

4.0 HEALTH

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

Figure 21: Registration With GP & Dentist



Base: All Respondents

From Figure 21 it can be seen that virtually all respondents (99%) stated that they were registered with a GP or a health centre, but that only three quarters (74%) stated that they were registered with a dentist.

Variations Through Time

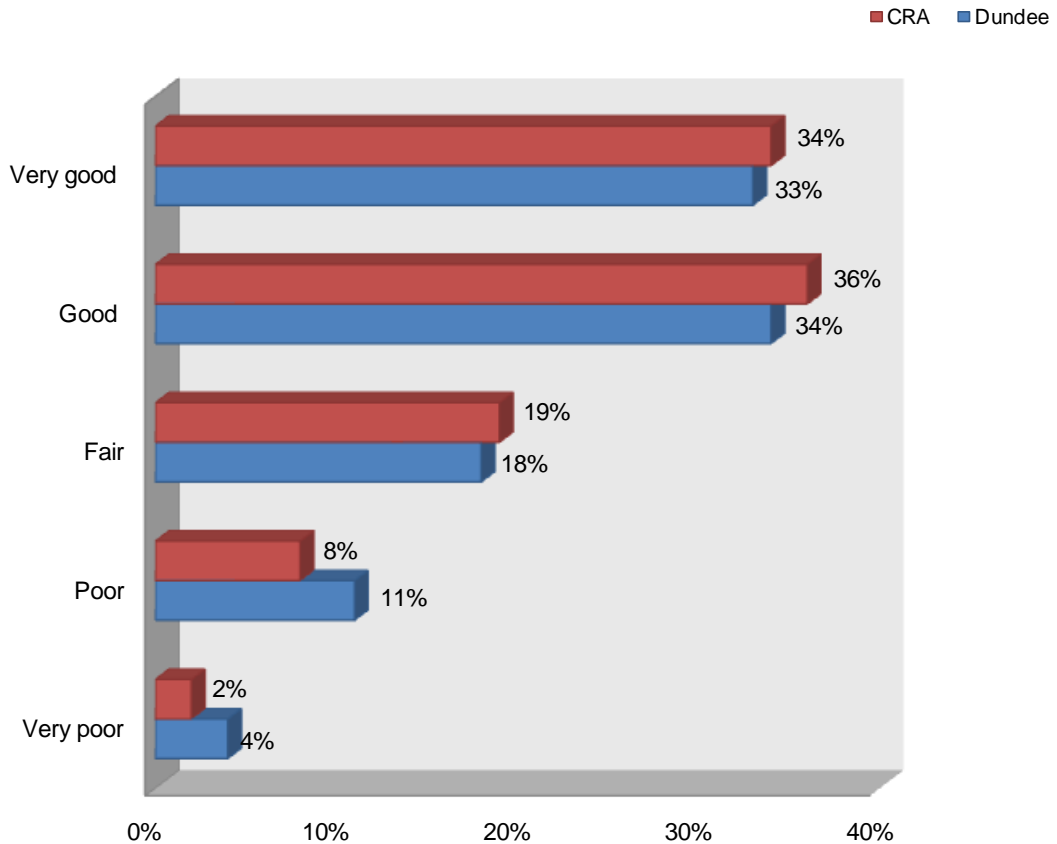
None

Variations By Area

Respondents in the Ardler/St Marys/Kirkton CRA were most likely to state that they were registered with a dentist (86%).

“How good is your health overall?”

Figure 22: Assessment of Overall Health



Base: All Respondents

Figure 22 indicates that over two thirds of respondents (70%) described their overall health as being ‘good’ or ‘very good’, although only a third (34%) specifically described their overall health as being very good.

Figure 22 also indicates that 1 in 10 respondents (10%) described their overall health as being ‘poor’ or ‘very poor’.

Variations Through Time

Between 2009 and 2010, there was a decline in the extent to which respondents in the non CRA area described their overall health as being ‘good’ or ‘very good’ (falling from 73% to 65%).

Variations: CRA v Non CRA

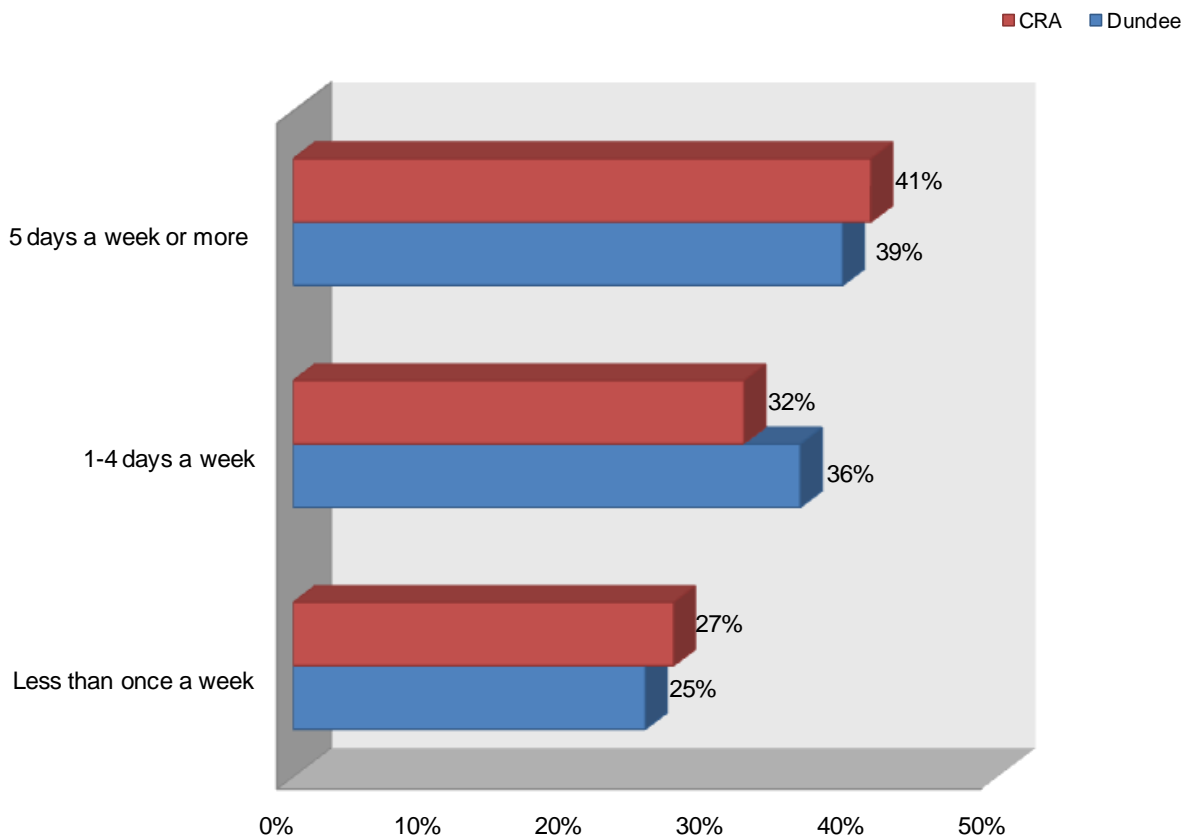
None

Variations: Within CRAs

Respondents in the Ardlar/St Marys/Kirkton CRA were most likely to describe their health overall as being ‘good’ or ‘very good’ (76%).

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

Figure 23: Extent of Moderate Physical Activity



Base: All Respondents

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

Figure 23 indicates that 2 out of 5 respondents (41%) stated that they undertook moderate physical activity for at least 30 minutes in a day '5 days a week or more' and a third (32%) on '1-4 days a week'.

Variances Through Time

Between 2009 and 2010, there was a decrease in the extent to which respondents in the non CRA area stated that they undertook moderate physical activity for at least 30 minutes a day '5 days a week or more' (falling from 47% to 38%), and a similar fall amongst those in the CRA area (falling from 46% to 41%) amongst whom, there was an increasing likelihood of stating that they undertook such physical activity 'less than once a week' (rising from 20% to 27%).

Variances: CRA v Non CRA

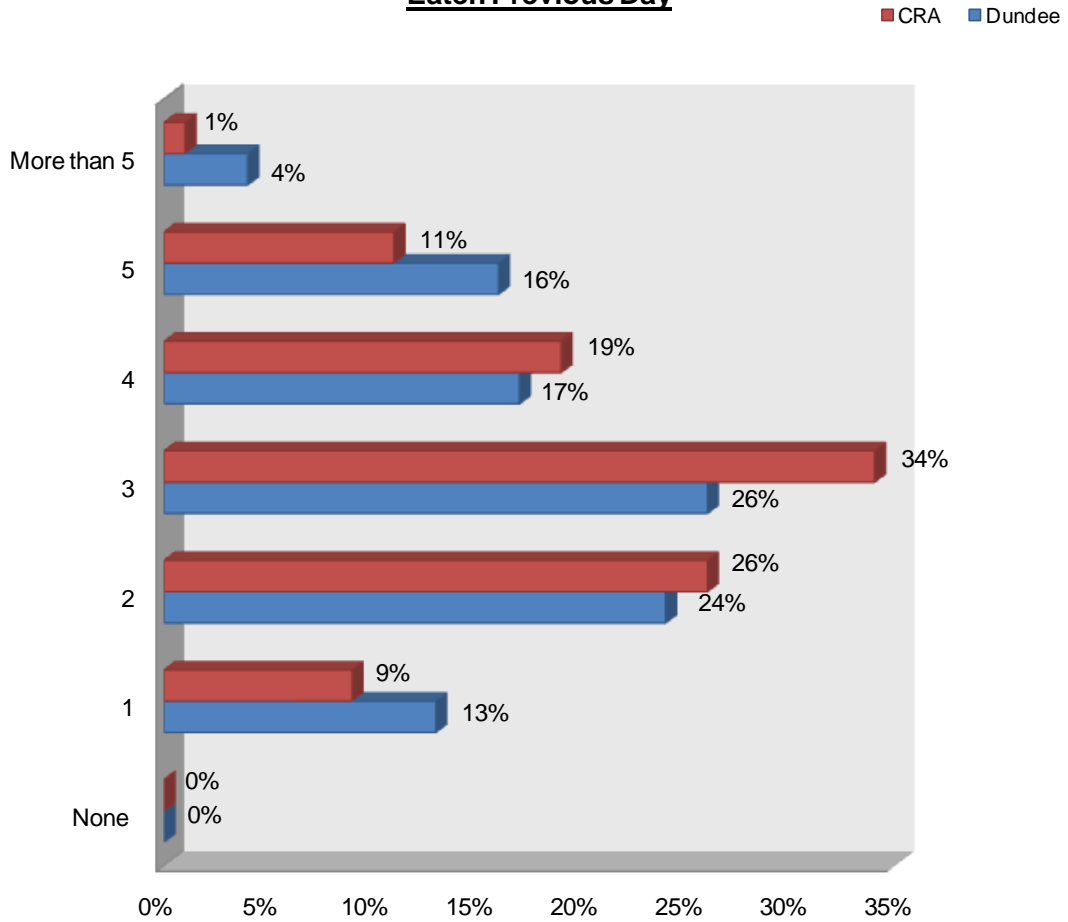
None

Variances: Within CRAs

Respondents in the Stobswell/Hilltown/Fairmuir area were most likely to state that they undertake moderate physical activity for at least 30 minutes a day '5 days a week or more' (58%), whilst those in the Menzieshill/Charleston/Lochee/Beechwood CRA area were most likely to state that they undertake such physical activity 'less than once a week' (31%).

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

Figure 24: Number of Portions of Fruit & Vegetables Eaten Previous Day



Base: All Respondents

From Figure 24 it can be seen that two thirds of respondents (69%) stated that they ate ‘3 or less’ portions of fruit and vegetables on the day before they were interviewed, with a third (35%) having eaten ‘two or less’. In contrast, 1 in 6 respondents (12%) had eaten ‘five or more’ portions of fruit and vegetables on the day before they were interviewed.

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

Variances Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents in the CRA area stated that they had eaten '3 or less' portions of fruit or vegetables on the day before they were interviewed (rising from 54% to 69%), and a fall in the extent to which such respondents stated that they had eaten '5 or more' portions of fruit or vegetables on the day before they were interviewed (falling from 22% to 12%).

Variances: CRA v Non CRA

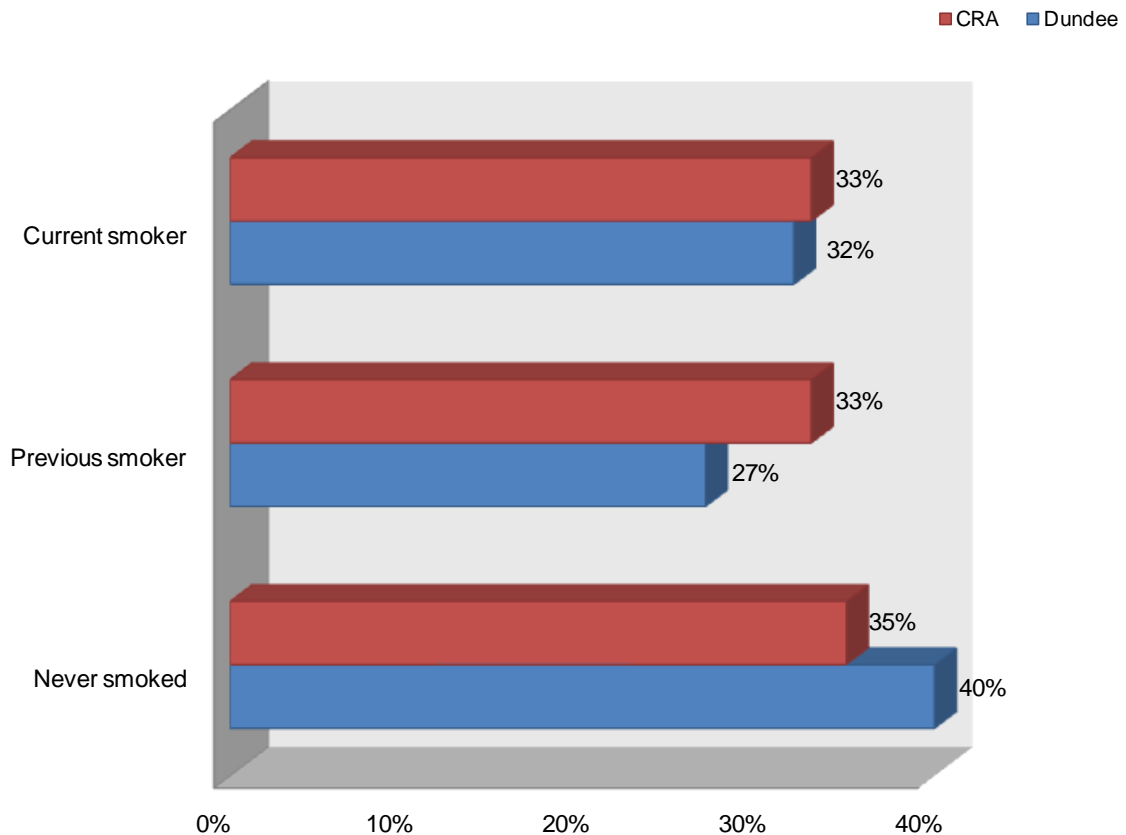
Respondents in the CRA area were more likely to have eaten 3 or less portions of fruit or vegetables on the day before they were interviewed (69% compared to 59% for those in the non CRA area), whilst those in the non CRA area were more likely to have eaten 5 or more portions of fruit or vegetables on that day (26% compared to 12% for those in the CRA area).

Variances: Within CRAs

Respondents in the Stobswell/Hilltown/Fairmuir CRA were least likely to have eaten three or less portions of fruit or vegetables on the day before they were interviewed (55%).

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

Figure 25: Smoking Profile



Base: All Respondents

From Figure 25 it can be seen that a third of those interviewed (33%) stated that they were ‘current smokers’, whilst a third (33%) were ‘previous smokers’.

Accordingly, the remaining third of respondents (35%) described themselves as having ‘never smoked’.

Variations Through Time

Between 2009 and 2010, there was a decline in the extent to which respondents in the non CRA area described themselves as being a ‘current smoker’ (falling from 38% to 32%), and a similar fall in the extent to which respondents in the CRA area described themselves as being a ‘current smoker’ (falling from 38% to 33%).

Variances: CRA v Non CRA

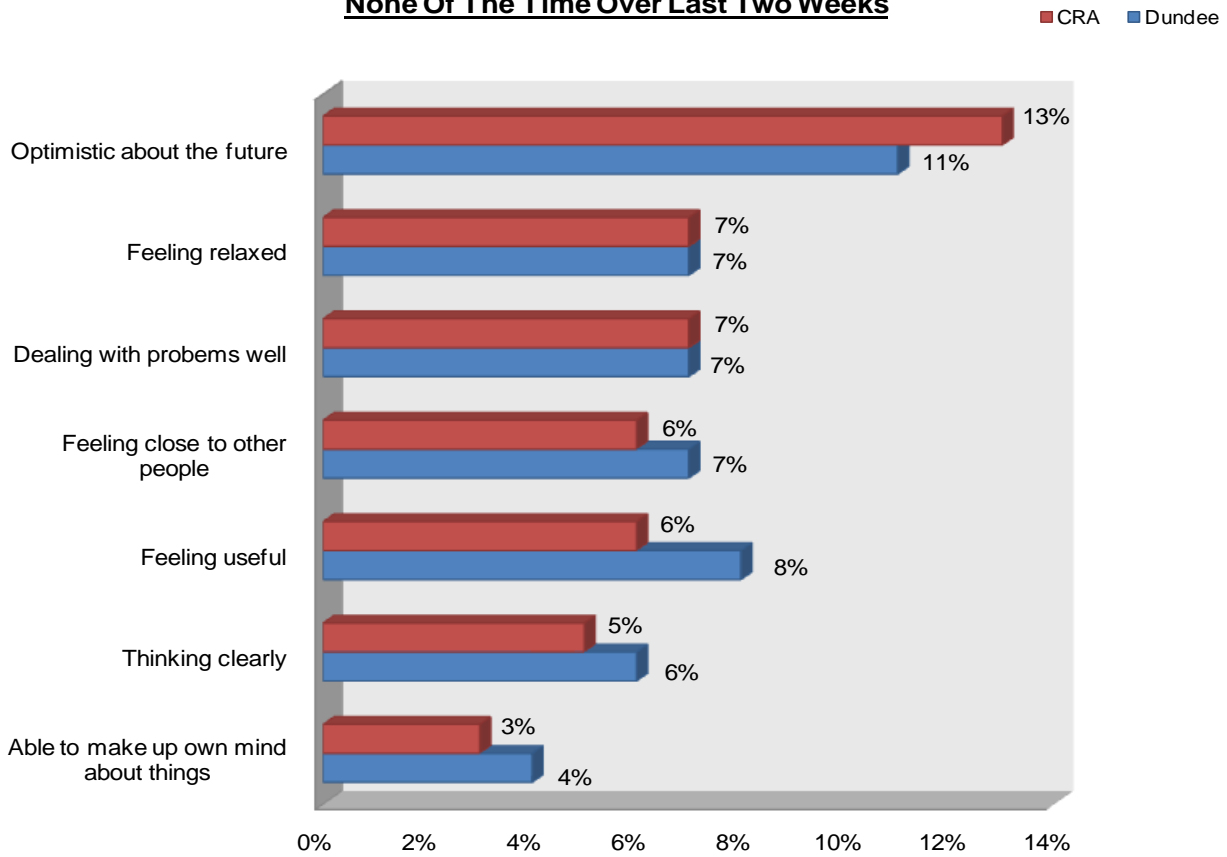
CRA respondents were more likely to state that they 'used to smoke' (33% compared to 24% for non CRA respondents), whilst non CRA respondents were more likely to state that they had 'never smoked' (44% compared to 35% for CRA respondents).

Variances: Within CRAs

Respondents in the Ardler/St Marys/Kirkton area were least likely to be 'current smokers' (33%), whilst those in this area and the Stobswell/Hilltown/Fairmuir and Ardler/St Marys/Kirkton CRAs were most likely to have 'never smoked' (43% and 47% respectively).

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

**Figure 26: Feelings & Thoughts - Experienced Rarely/
 None Of The Time Over Last Two Weeks**



Base: All Respondents

From Figure 26 it can be seen that relatively few respondents stated that – over the previous two weeks – they had experienced each of the feelings and thoughts under consideration ‘none of the time or rarely’, although this was the case for around 1 in 7 respondents in respect of “I have been feeling optimistic about the future” (13%).

Variations Through Time

None

Variations: CRA v Non CRA

None

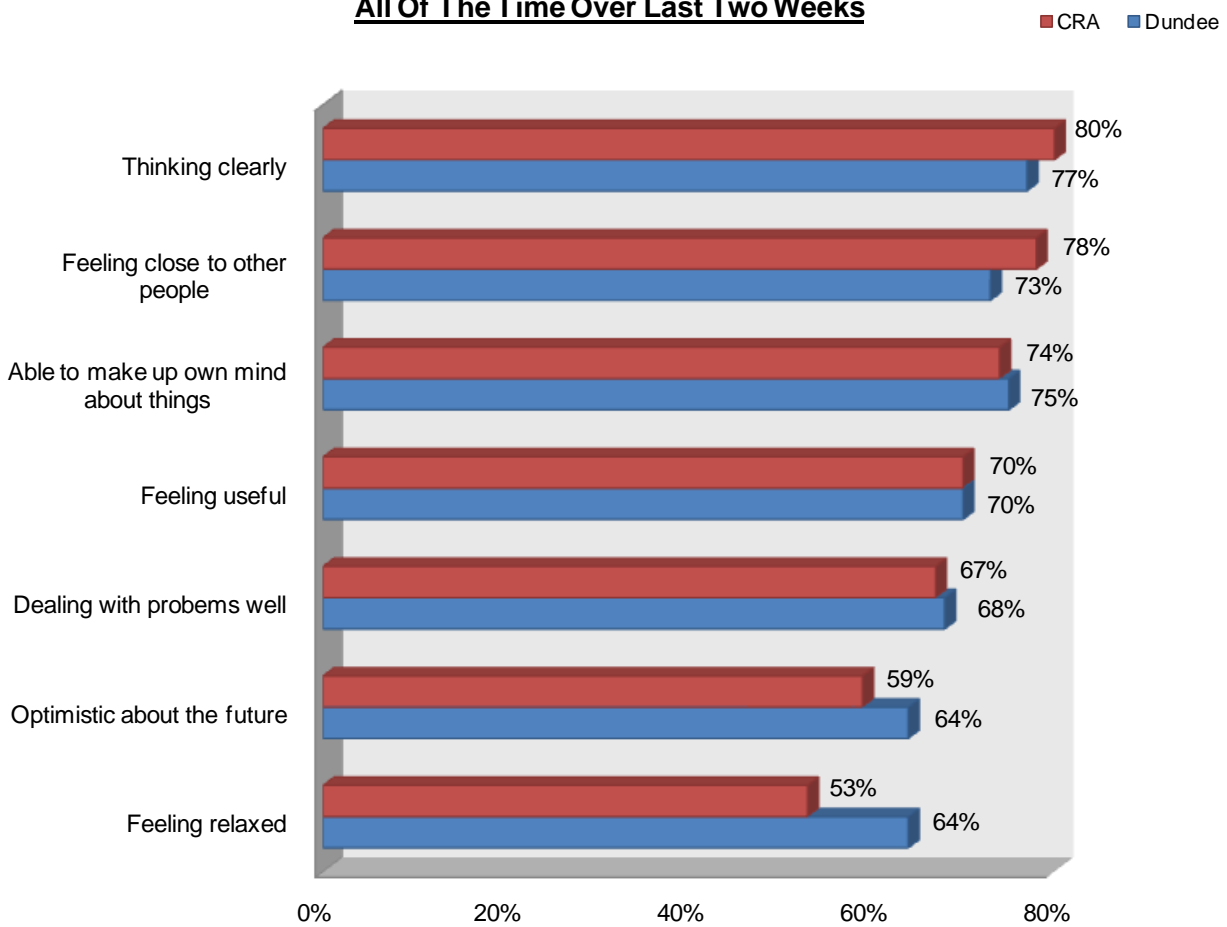
Variations: Within CRAs

Respondents in the Mill O’Mains/Fintry/Whitfield CRA were most likely to state that they had experienced the following ‘none of the time or rarely’:

- “I have been feeling optimistic about the future” (25%)
- “I have been feeling relaxed” (20%)
- “I have been dealing with problems well” (17%)
- “I have been thinking clearly” (12%)
- “I have been feeling close to other people” (13%)

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

**Figure 27: Feelings & Thoughts - Experienced Often/
All Of The Time Over Last Two Weeks**



Base: All Respondents

From Figure 27 it can be seen that a significant majority of respondents stated that – over the previous two weeks – they had experienced each of the feelings and thoughts under consideration either ‘often or all of the time’, with this being particularly apparent in respect of:

- “I have been thinking clearly” (80%)
- “I have been feeling close to other people” (78%)
- “I have been able to make up my own mind about things” (74%)
- “I have been feeling useful” (70%)

Variances Through Time

Between 2009 and 2010, there was a decrease in the extent to which those in the CRA area stated that they had experienced the following either ‘often or all of the time’, namely:

- “I have been able to make up my mind about things” (falling from 81% to 74%)
- “I have been feeling relaxed” (falling from 69% to 53%)

Variances: CRA v Non CRA

Respondents in the non CRA area were more likely to state that they had been “feeling relaxed” ‘often or always’ (70% compared to 53% for CRA respondents).

Variances: Within CRAs

Respondents in the following CRA areas were least likely to state that they had – often or all of the time been:

- “Feeling optimistic about the future”: the Mill O’Mains/Fintry/Whitfield CRA (43%)
- “Feeling useful”: the Mill O’Mains/Fintry/Whitfield CRA (54%)
- “Feeling relaxed”: the Mill O’Mains/Fintry/Whitfield CRA (46%)

- “*Dealing with problems well*”: the Mill O’Mains/Fintry/Whitfield and Menzieshill/Charleston/Lochee/Beechwood CRAs (55% and 57% respectively)
- “*Thinking clearly*”: the Mill O’Mains/Fintry/Whitfield CRA (61%)
- “*Feeling close to other people*”: the Mill O’Mains/Fintry/Whitfield, Menzieshill/Charleston/Lochee/Beechwood and Stobswell/Hilltown/Fairmuir CRAs (66%, 65% and 66% respectively)

The tables below detail the means scores for the seven factors noted above specifically for each of the CRA areas, the non CRA area and Dundee as a whole. These scores were calculated on the basis of allocating a score of 1-5 for each respondent for each factor – where ‘1’ is ‘none of the time’ and ‘5’ is ‘all of the time’. This means that each respondent would have a minimum score of 7 and a maximum score of 35 for these seven factors collectively.

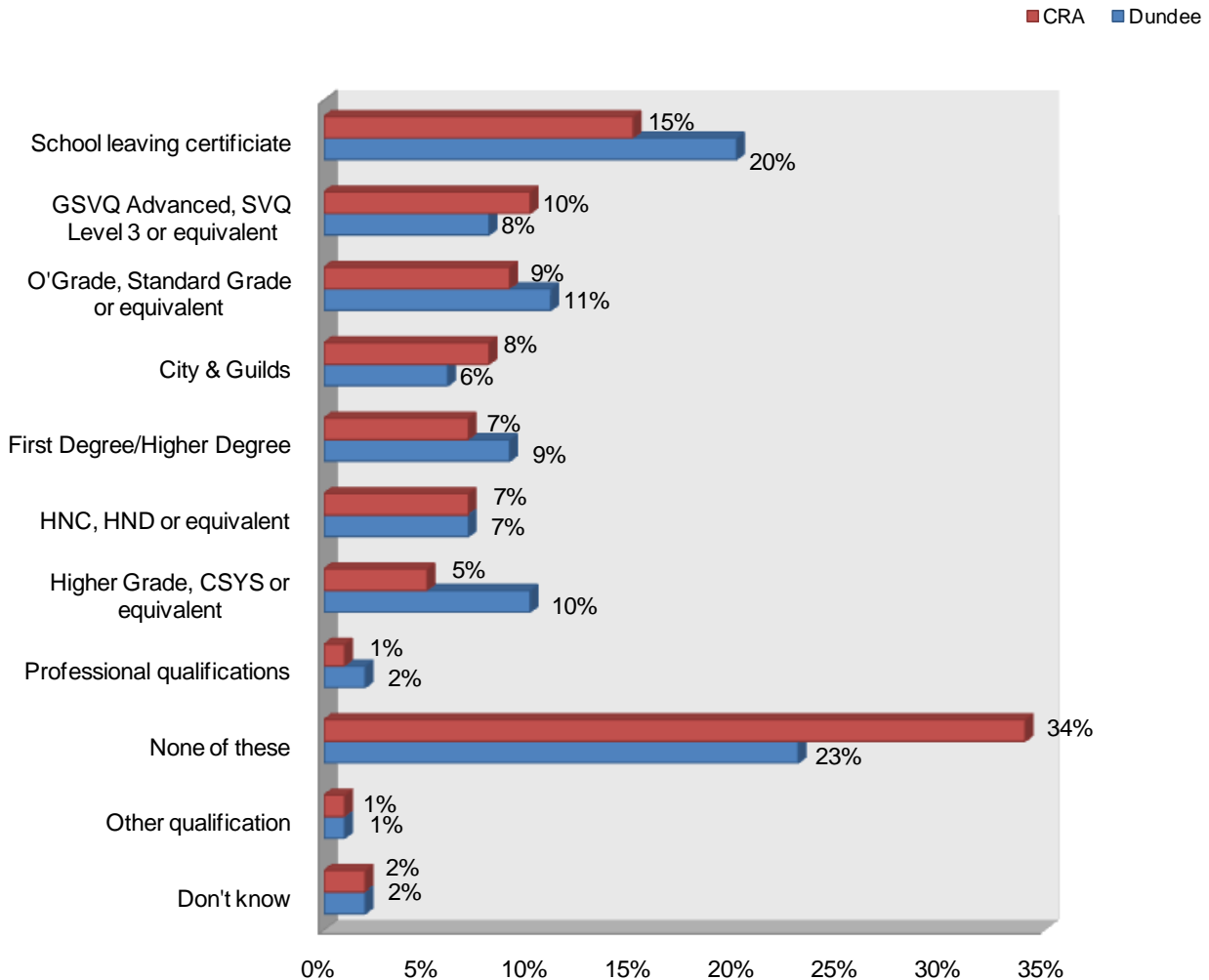
	CRA Area			
	<u>Ardler/ St Marys/ Kirkton</u>	<u>Menzieshill/ Charleston/ Lochee/ Beechwood</u>	<u>Mill O Mains/ Fintry/ Whitfield</u>	<u>Stobswell/ Hilltown/ Fairmuir</u>
I’ve been feeling optimistic about the future	3.49	3.34	3.18	3.47
I’ve been feeling useful	3.75	3.51	3.40	3.55
I’ve been feeling relaxed	3.65	3.46	3.25	3.52
I’ve been dealing with problems well	3.63	3.44	3.38	3.64
I’ve been thinking clearly	3.78	3.64	3.49	3.74
I’ve been feeling close to other people	3.86	3.55	3.53	3.68
I’ve been able to make up my own mind about things	3.78	3.62	3.71	3.82
Combined means score	25.94	24.57	23.94	25.40

	CRA Area		
	<u>Mid Craigie/ Linlathan/ Douglas</u>	<u>Non CRA</u>	<u>Dundee</u>
I've been feeling optimistic about the future	3.61	3.56	3.52
I've been feeling useful	3.67	3.61	3.62
I've been feeling relaxed	3.62	3.62	3.57
I've been dealing with problems well	3.65	3.62	3.62
I've been thinking clearly	3.71	3.70	3.72
I've been feeling close to other people	3.65	3.63	3.66
I've been able to make up my own mind about things	3.71	3.70	3.71
Combined means score	25.63	25.45	25.41

5.0 EDUCATION

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

Figure 28: Highest Qualification



Base: All Respondents

From Figure 28 it can be seen that respondents most commonly stated that their highest qualification was a ‘school leaving certificate’ (15%).

Thereafter, the highest qualifications most commonly noted by respondents were:

- GSVQ Advanced, SVQ Level 3 or equivalent (10%)
- ‘O’Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent’ (9%)
- City & Guilds (8%)

- First Degree/Higher Degree (7%)
- HNC/HND or equivalent (7%)

Variances Through Time

Between 2009 and 2010, there was an increasing likelihood of respondents in the non CRA area stating that their highest qualification was at 'Higher Grade/CSYS, A-Level, Advanced Senior Certificate or equivalent' (rising from 8% to 12%) but a decline in the extent to which such respondents noted their highest qualification as being at 'O'Grade, Standard Grade, GCSE, CSE, Senior Certificate or equivalent' (falling from 17% to 12%). During the same time, there was a decrease in the extent to which non CRA respondents stated that their highest qualification was 'none' of those listed (falling from 30% to 17%).

Between 2009 and 2010, there was a decrease in the extent to which respondents in the CRA area noted their highest qualification as being:

- A school leaving certificate (falling from 23% to 15%)
- A GSVQ advanced, SVQ Level 3 or equivalent (falling from 15% to 10%)

During the same time, there was an increase in the extent to which non CRA respondents stated that 'none' of the qualifications listed were their highest (rising from 22% to 34%).

Variances: CRA v Non CRA

Respondents in the non CRA area were more likely to possess as their highest qualification:

- A school leaving certificate (24% compared to 15% for CRA respondents)
- Higher Grade/CSYS, A-Level, Advanced Senior Certificate or equivalent (12% compared to 5%)

It should also be noted that CRA respondents were more likely to possess 'none' of the qualifications listed (34% compared to 17% for non CRA respondents).

Variances: Within CRAs

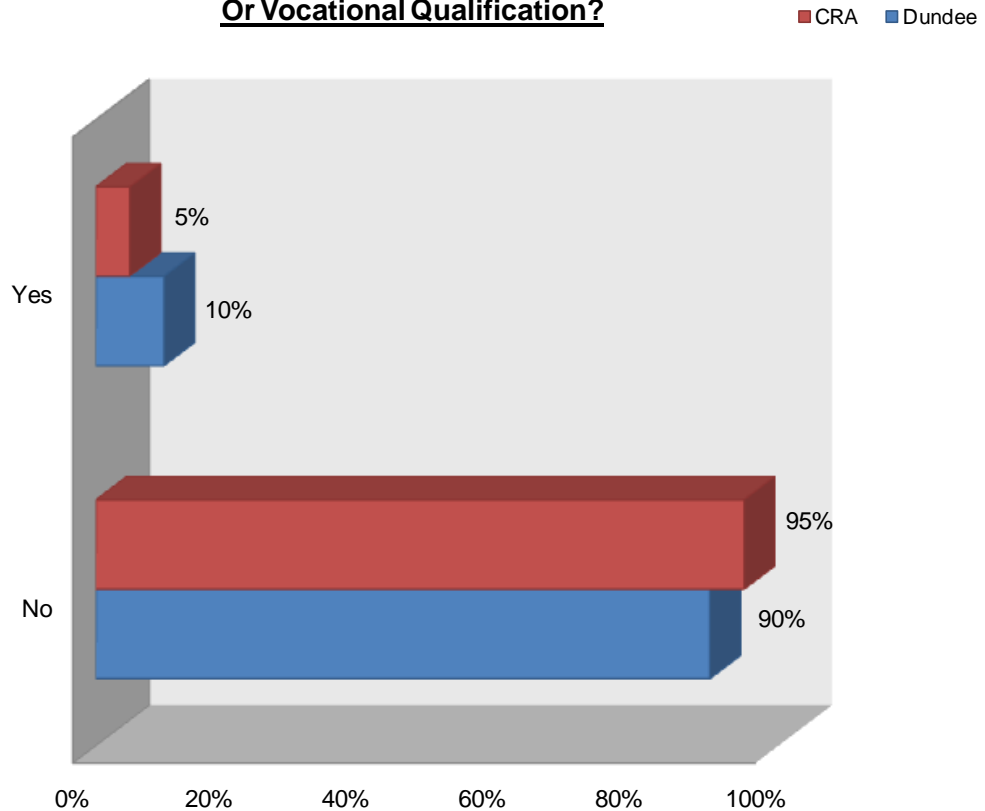
Respondents in the following CRAs were most likely to possess the highest qualification noted:

- School Leaving Certificate: Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (27% and 29% respectively)
- O'Grades, Standard Grades, GCSE, CSE, Senior Certificate or equivalent: Mill O'Mains/Fintry/Whitfield, Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas (18%, 15% and 22% respectively)
- City & Guilds: Ardler/St Marys/Kirkton (17%)

In addition, respondents in the Menzieshill/Charleston/Lochee/Beechwood and Stobswell/Hilltown/Fairmuir CRAs were most likely to state that they had none of the qualifications listed (38% and 31%).

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

Figure 29: Undertaking Course Leading To Academic Or Vocational Qualification?



Base: All Respondents

Figure 29 indicates that 1 in 20 respondents (5%) stated that they were undertaking a course that will lead to an academic or vocational qualification.

Variances Through Time

Between 2009 and 2010, there was a decrease in the extent to which respondents in the CRA area were undertaking a course that would lead to an academic or vocational qualification (falling from 10% to 5%).

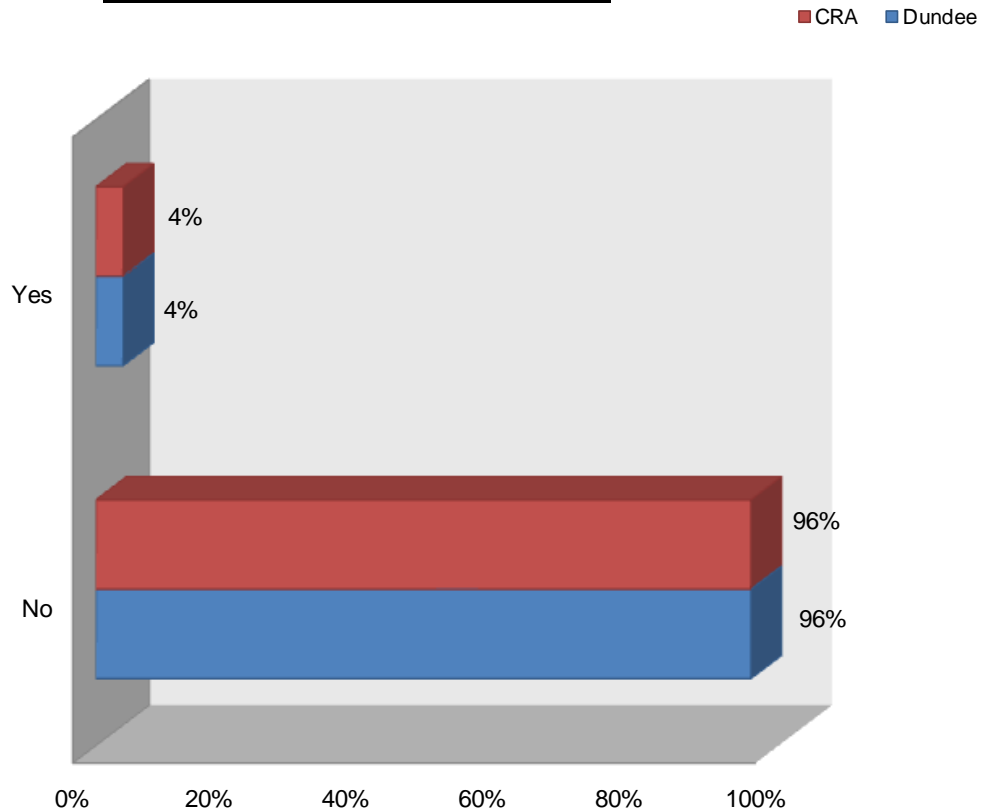
Variances By Area

Respondents most likely to be undertaking a course that will lead to an academic or vocational qualification were in the following areas:

- Respondents in the non CRA area (13%)
- The Stobswell/Hilltown/Fairmuir CRA (16%)

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

Figure 30: Undertaking Other Course



Base: All Respondents

Figure 30 also indicates that relatively few respondents (only 4%) stated that they were undertaking ‘other courses which did not result in the receipt of a formal qualification, but which may result in the receipt of a certificate of some kind’.

Variances Through Time

Between 2009 and 2010, there was decrease in the extent to which respondents in the CRA area stated that they were undertaking 'other courses' (falling from 9% to 4%).

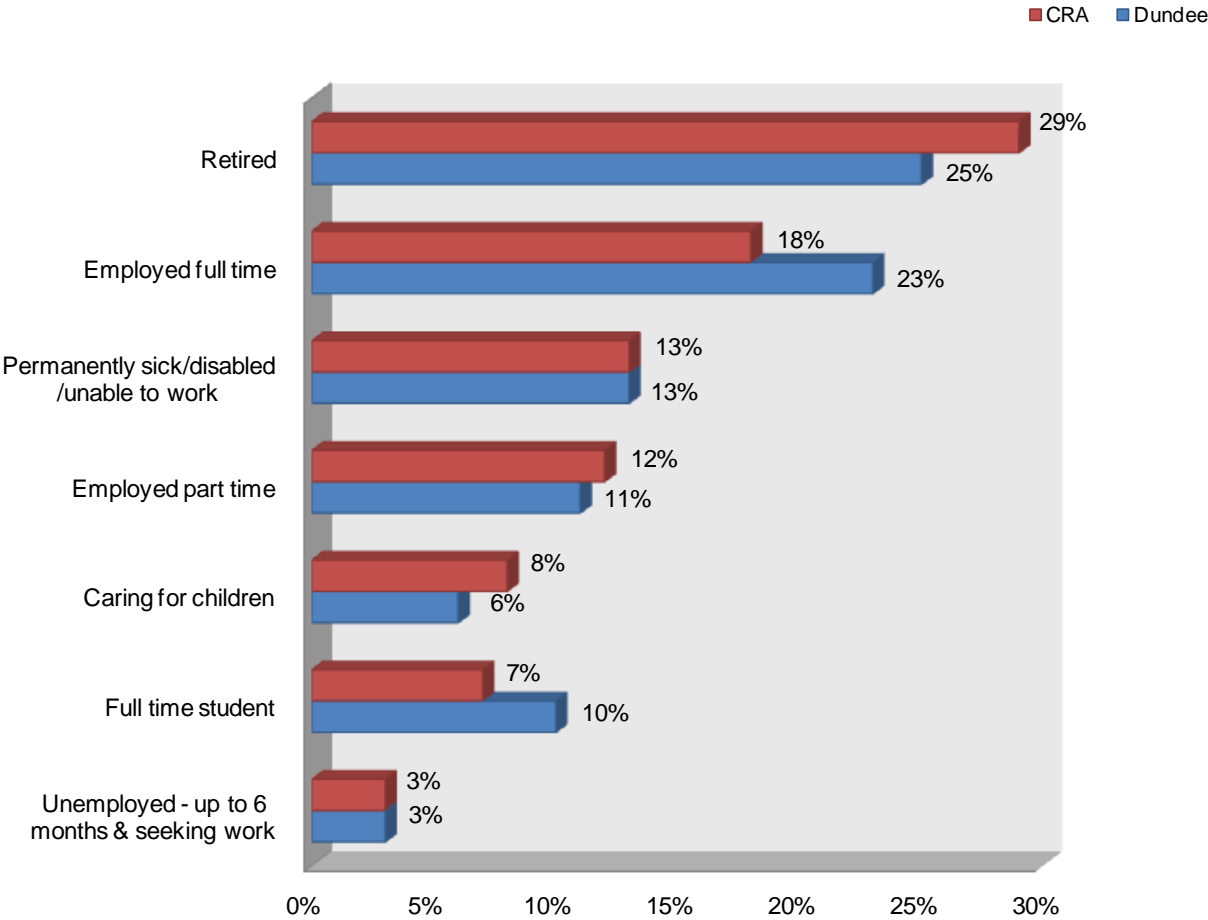
Variances By Area

Respondents most likely to be undertaking 'other courses' were in the Stobswell/Hilltown/Fairmuir and Mill O'Mains/Fintry/Whitfield CRAs (both 18%).

6.0 EMPLOYMENT

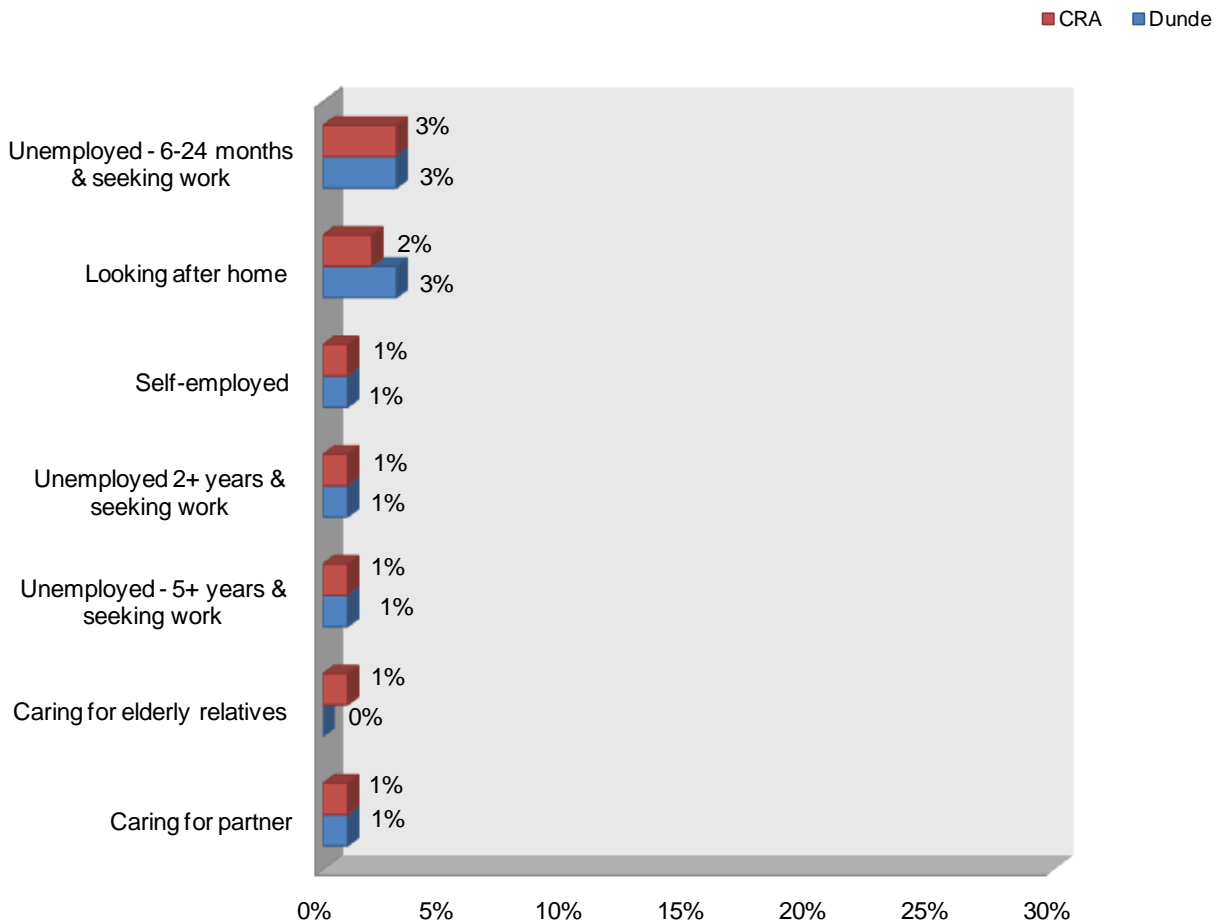
“Please could you tell me which of the phrases on this card best describes your working status?”

Figure 31: Working Status - Respondent



Base: All Respondents

Figure 32: Working Status - Respondent (cont'd)



Base: All Respondents

Figures 31 and 32 provide a profile of the working status of those who were interviewed and indicates that:

- 31% were in employment (principally full time employment – 18%)
- 29% were retired
- 8% were unemployed (all of whom were unemployed but seeking work)
- 7% were students

Variations Through Time

Between 2009 and 2010, there was a decline in the proportion of non CRA respondents who were employed (falling from 52% to 37%), and an increase in the percentage of those in this area who were:

- Not employed and not seeking work (rising from 3% to 7%)
- Permanently sick or disabled (rising from 2% to 13%)

Between 2009 and 2010, there was a decline in the proportion of respondents in the CRA area who were employed (falling from 38% to 31%).

Variances: CRA v Non CRA

Non CRA respondents were more likely to be in employment (37% compared to 31% for CRA respondents).

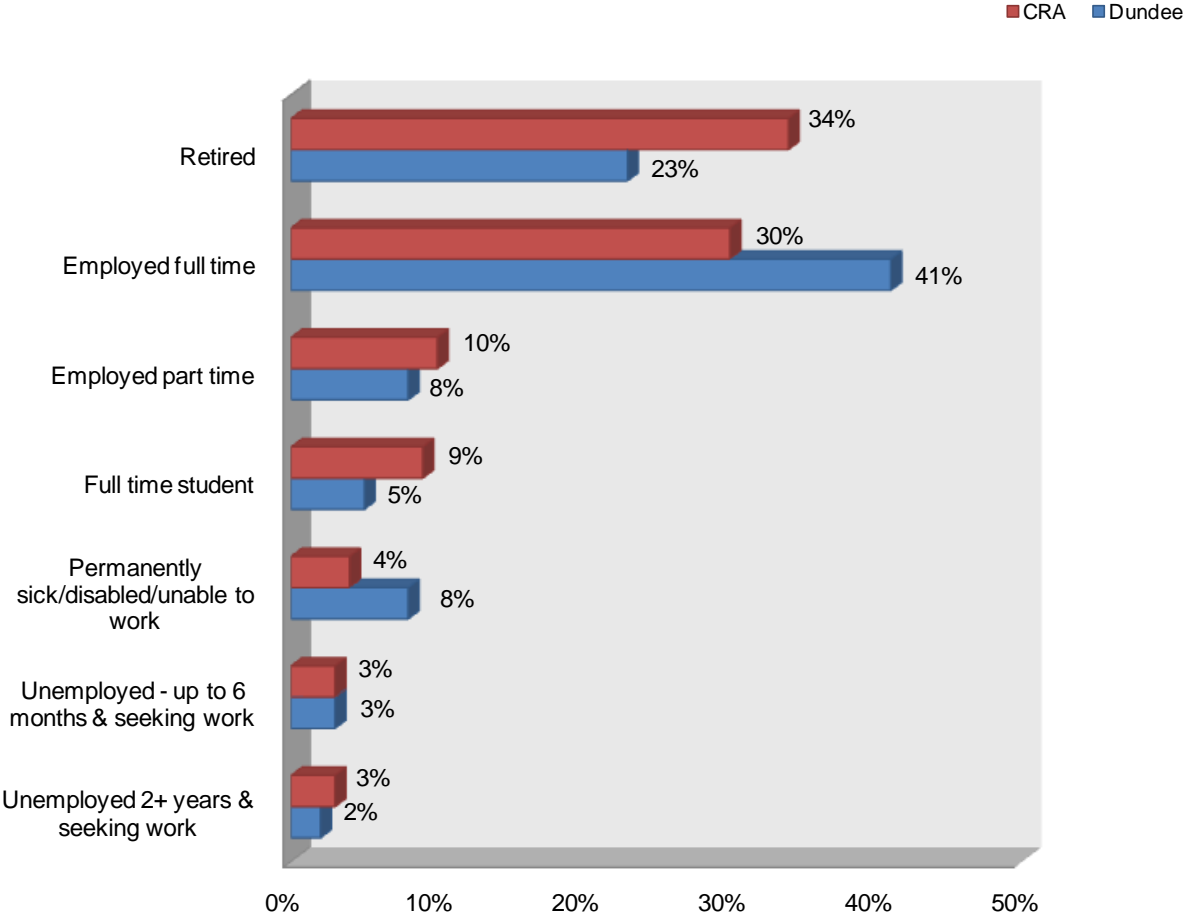
Variances: Within CRAs

Only two notable variances emerged within CRAs, namely:

- Respondents in the Ardler/St Marys/Kirkton CRA were most likely to be in employment (45%)
- Respondents in the Mill O'Mains/Fintry/Whitfield CRA were most likely to be a 'carer' (15%)

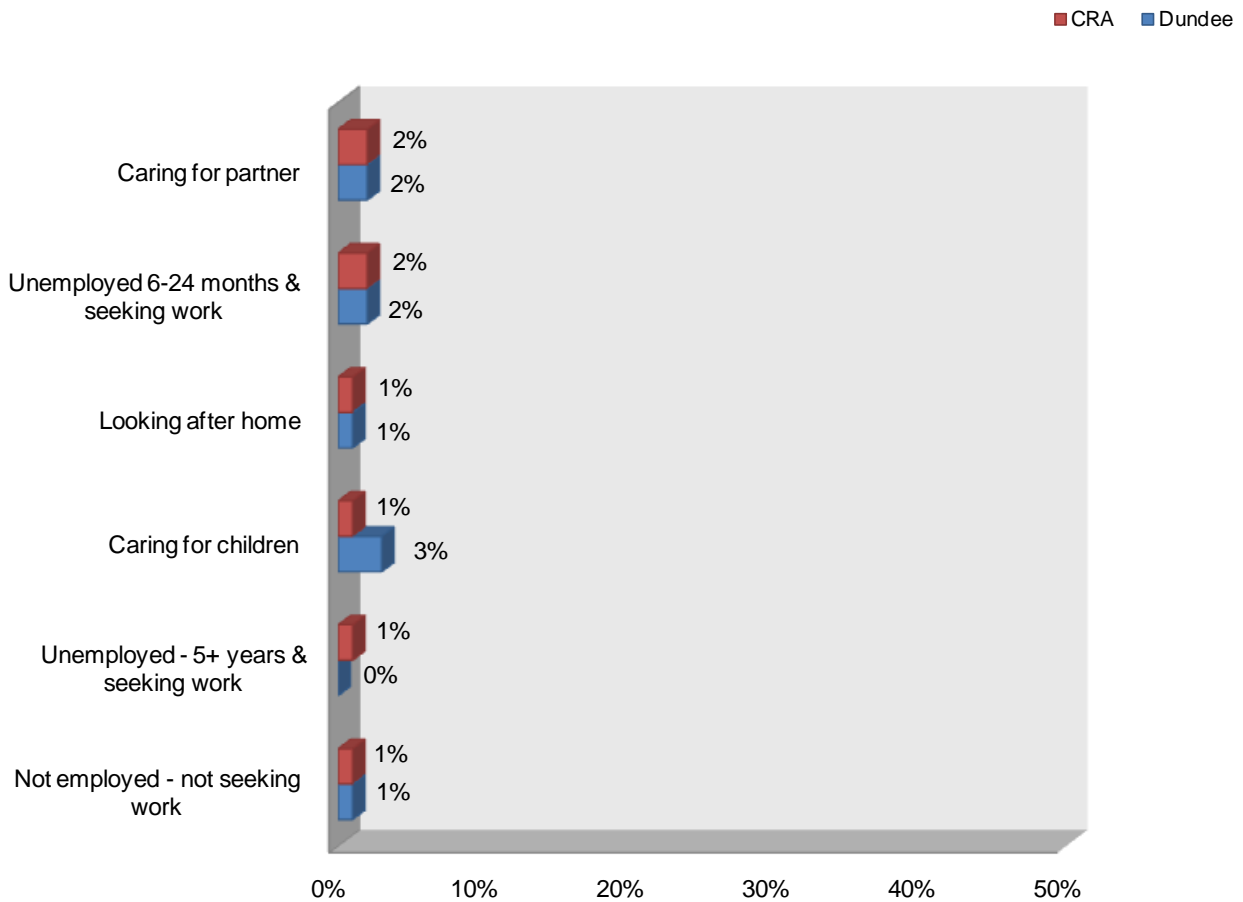
“Please would you tell me which of the phrases on this card best described the working status of the head of your household?”

Figure 33: Working Status - Head of Household



Base: All Respondents

Figure 34: Working Status - Head of Household (cont'd)

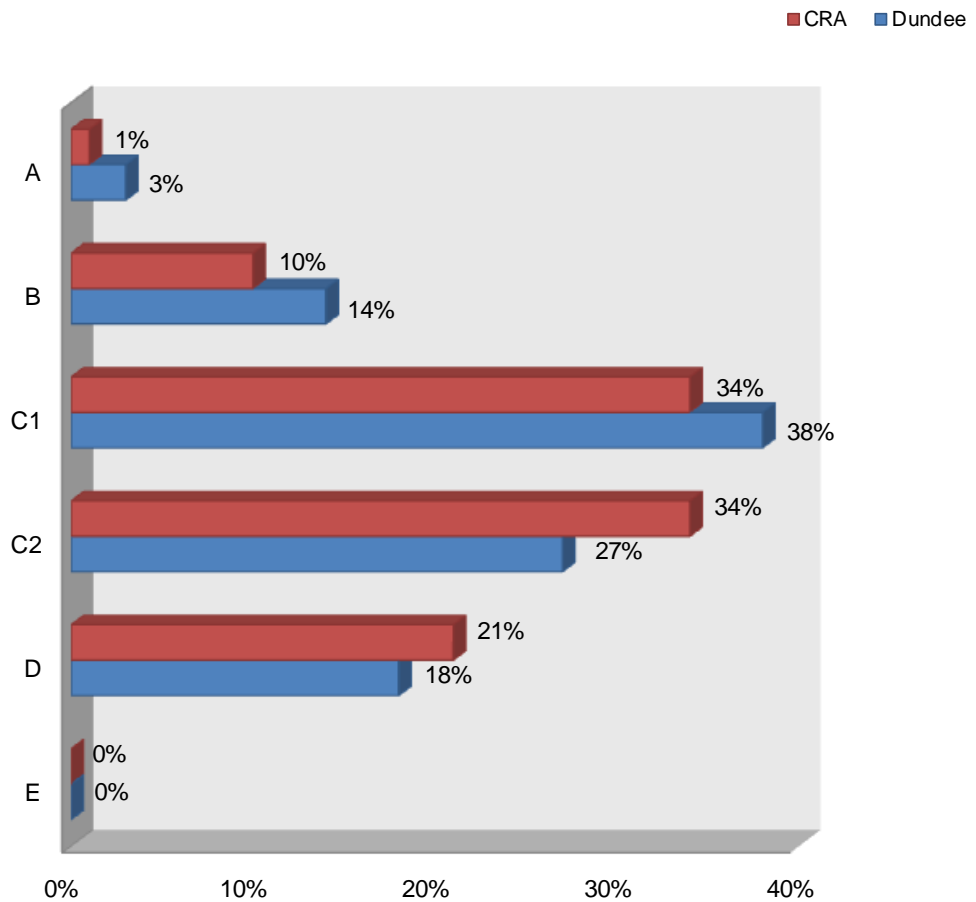


Base: All Respondents

Figures 33 and 34 provide a profile of the working status of the head of the household within which the respondent lived (if the respondent was not the head of that household), and indicates that:

- 40% were in employment (overwhelmingly full time employment – 30%)
- 9% were unemployed (including 1% who were unemployed and not seeking work)
- 34% were retired
- 9% were students

Figure 35: Social Classification Grouping of Respondent



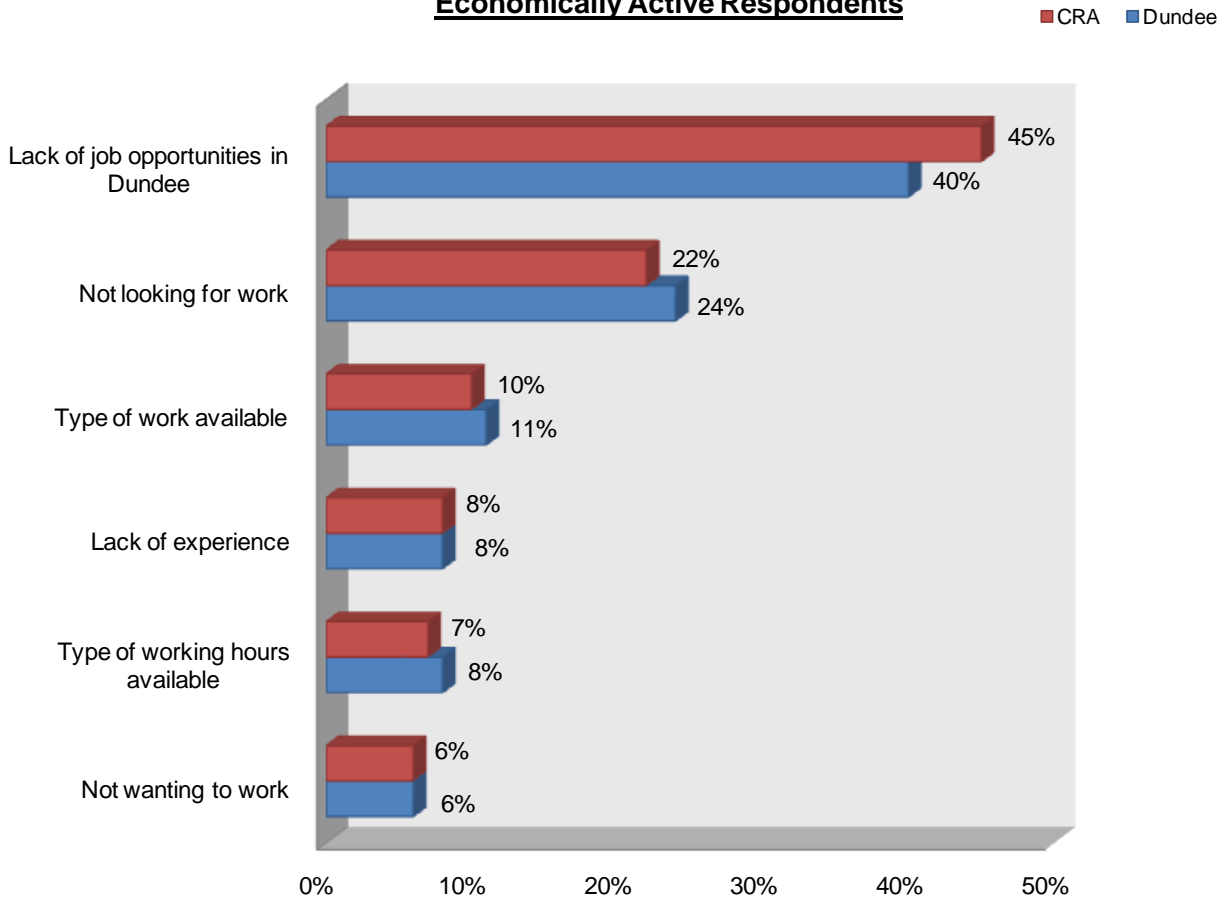
Base: Economically Active Respondents

Figure 35 indicates that the largest single proportion of economically active respondents were the C1 and C2 social classification groupings (both 34%).

Figure 35 also indicates that, overall, half of those interviewed (55%) were in the C2DE social classification grouping. It should be noted no economically active respondents were in social classification grouping E. This was due to the fact that the classification of those who were unemployed but seeking work was based on their last occupation.

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

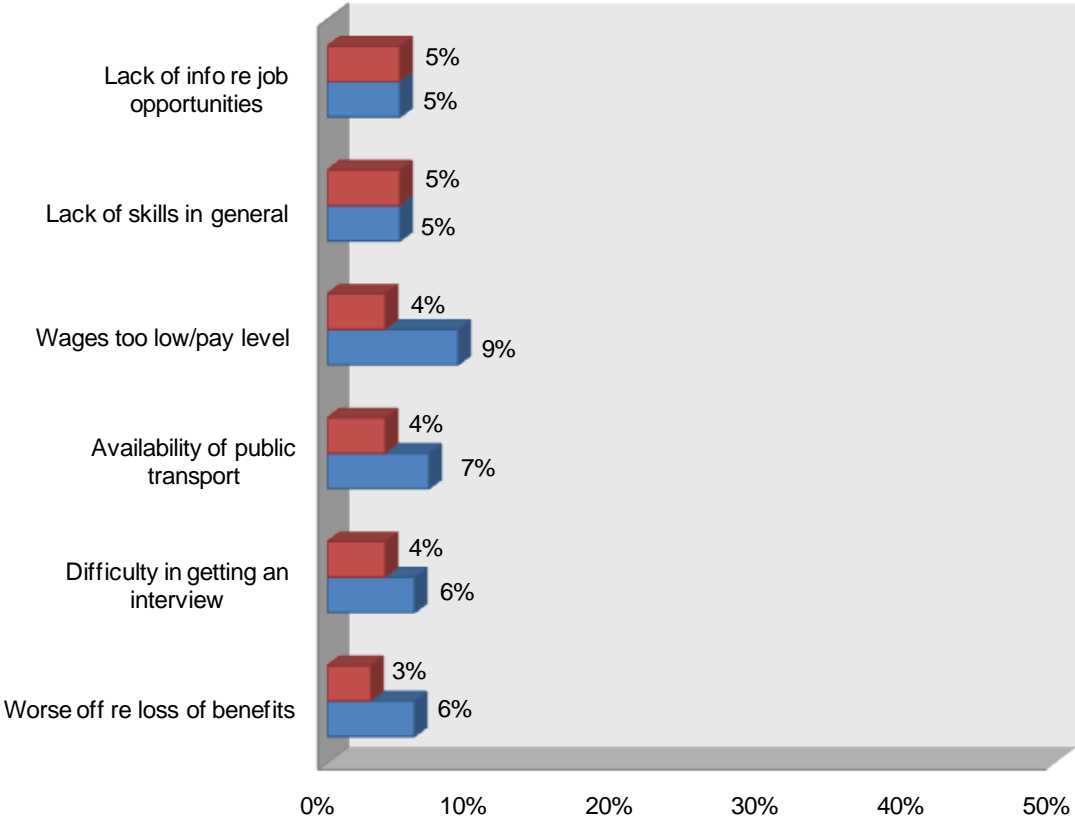
**Figure 36: Barriers To Finding A Job In Dundee -
Economically Active Respondents**



Base: All Economically Active Respondents

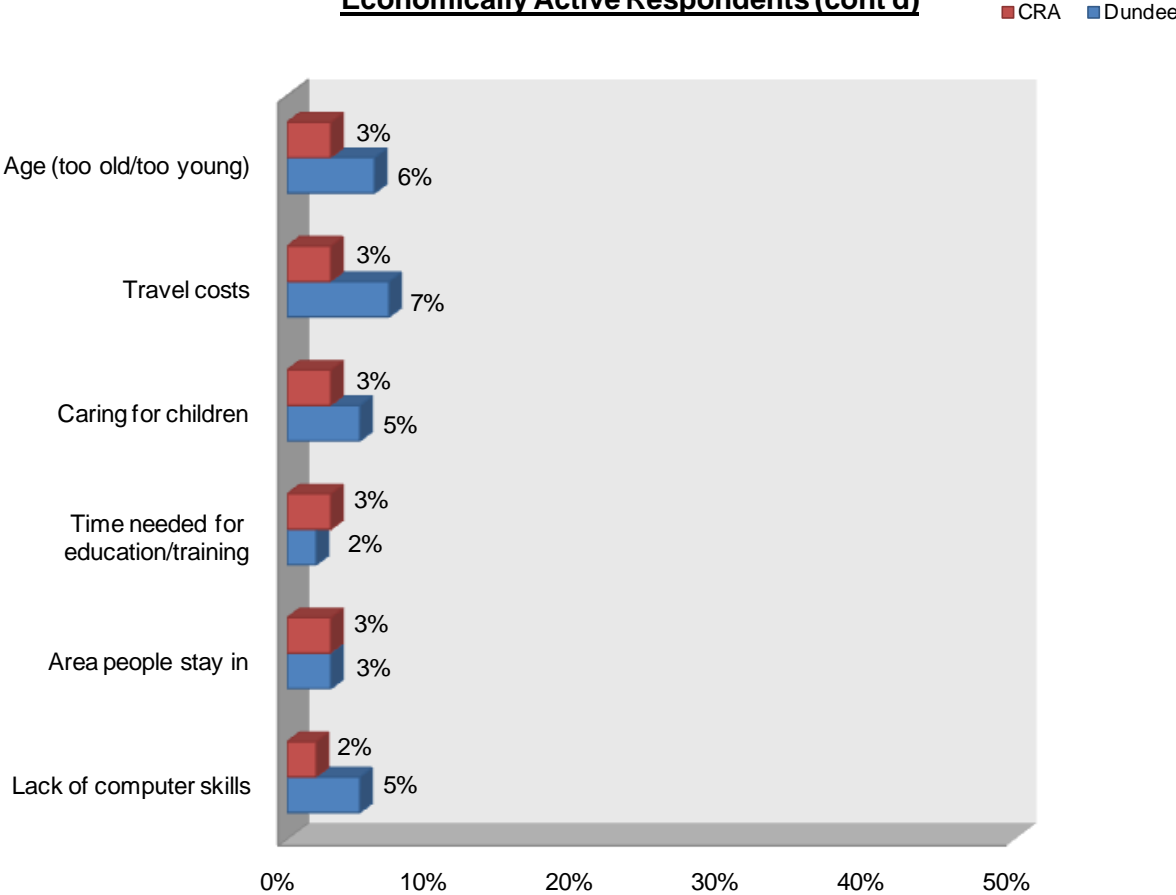
**Figure 37: Barriers To Finding A Job In Dundee -
Economically Active Respondents (cont'd)**

■ CRA ■ Dundee



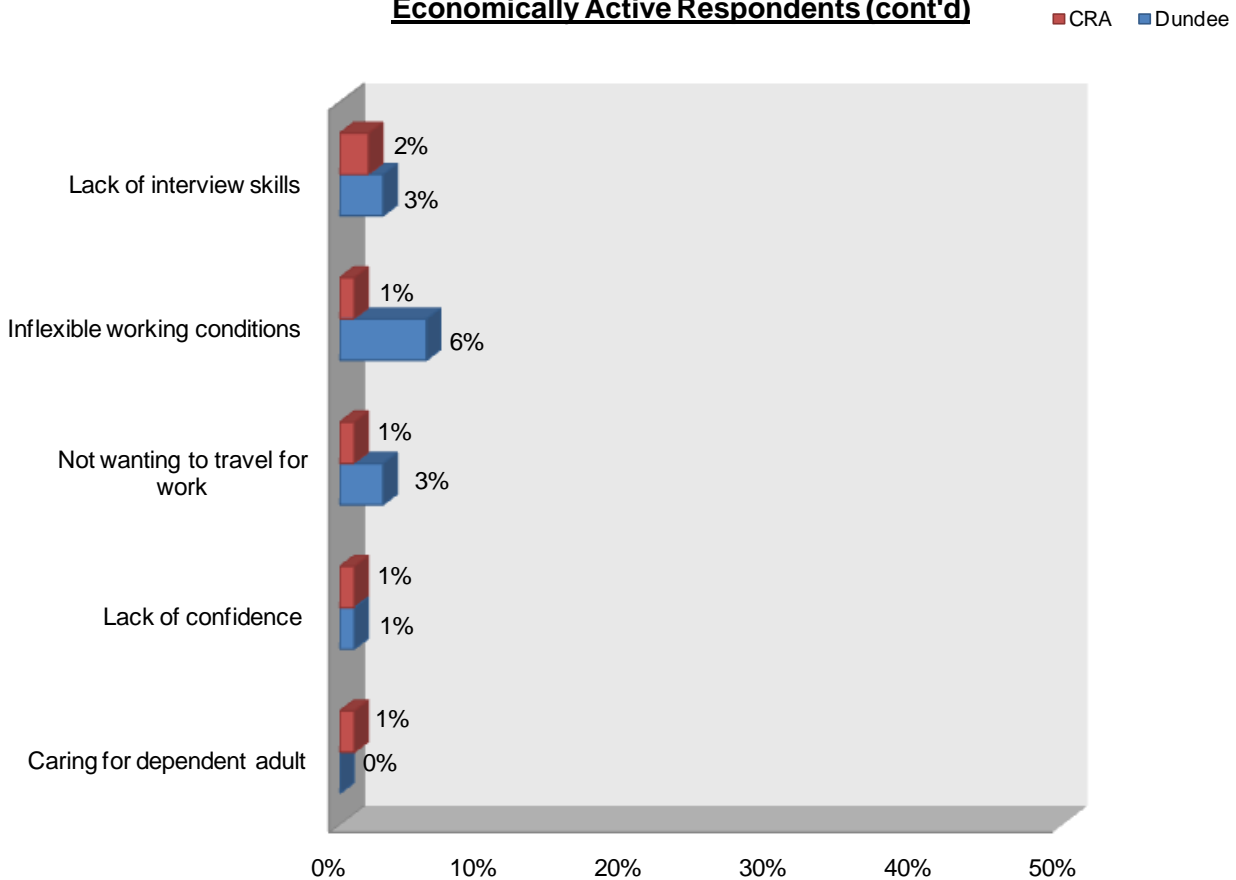
Base: All Economically Active Respondents

**Figure 38: Barriers To Finding A Job In Dundee -
Economically Active Respondents (cont'd)**



Base: All Economically Active Respondents

**Figure 39: Barriers To Finding A Job In Dundee -
Economically Active Respondents (cont'd)**



Base: All Economically Active Respondents

From Figures 36 to 39 it can be seen that – amongst economically active respondents – there was a belief that the principal barrier to finding a job in Dundee was ‘lack of job opportunities in Dundee’ (45%).

However, a wide range of other barriers were also identified by a core of respondents here, including:

- People not looking for work (22%)
- The type of work available (10%)
- Lack of experience (8%)
- Type of working hours available (7%)
- People not wanting to work (6%)

Variances Through Time

Between 2009 and 2010, there was a decline in the extent to which respondents in the non CRA area cited a range of 'barriers' including:

- Lack of skills in general (falling from 22% to 6%)
- Lack of job opportunities in Dundee (falling from 58% to 37%)
- Difficulty in getting an interview (falling from 17% to 7%)
- Time needed for education or training (falling from 10% to 2%)

During the same time, however, there was a slight increase in the extent to which respondents in the non CRA area cited:

- Travel costs (rising from 3% to 9%)
- Availability of public transport (rising from 3% to 9%)

Between 2009 and 2010, there was a decline in the extent to which respondents in the CRA area cited a number of 'barriers', including:

- Lack of skills in general (falling from 31% to 5%)
- Type of work available (falling from 25% to 10%)
- Wages too low/pay level (falling from 18% to 4%)
- Difficulty in getting an interview (falling from 17% to 4%)
- People being worse off due to loss of benefits (falling from 14% to 3%)
- Lack of computer skills (falling from 16% to 2%)
- Lack of interview skills (falling from 13% to 2%)

Variances: CRA v Non CRA

Non CRA respondents were more likely to cite:

- Lack of computer skills (7% compared to 2% for CRA respondents)
- Travel costs (9% compared to 3%)

- Availability of public transport (9% compared to 4%)
- Wages too low/pay level (11% compared to 4%)
- Age (8% compared to 3%)
- People being worse off after loss of benefits (8% compared to 3%)
- Inflexible working conditions (8% compared to 1%)

In contrast, CRA respondents were more likely to cite 'lack of job opportunities in Dundee' (45% compared to 37% for non CRA respondents).

Variances: Within CRAs

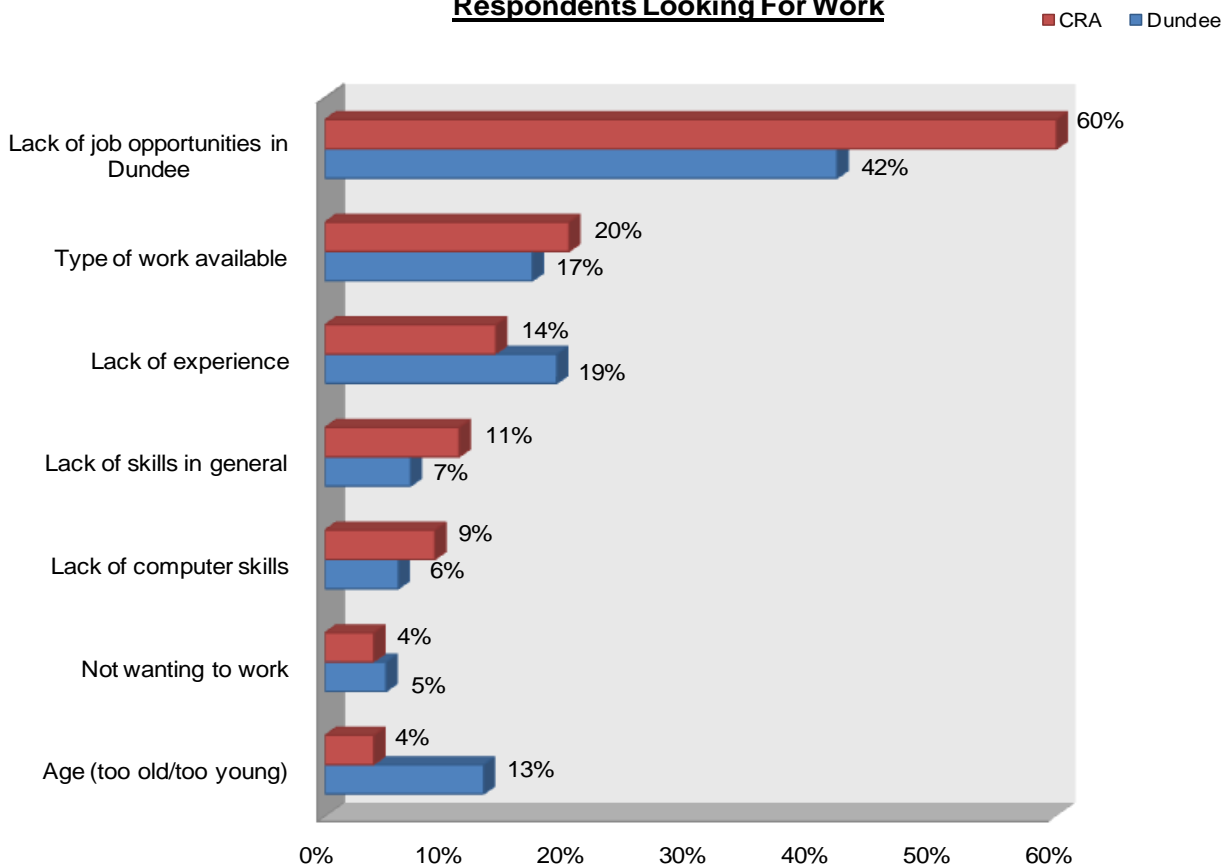
The following barriers were noted most commonly in the areas indicated:

- Lack of skills in general: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (19% and 22% respectively)
- Lack of computer skills: Stobswell/Hilltown/Fairmuir (22%)
- Lack of information about job opportunities: Stobswell/Hilltown/Fairmuir (30%)
- Time needed for education or training: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (10% and 17% respectively)
- Caring for children: Mill O'Mains/Fintry/Whitfield (31%)
- Travel costs: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (22% and 27% respectively)
- Availability of public transport: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (14% and 25% respectively)
- Wages too low/pay level: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (21% and 33% respectively)
- Lack of job opportunities in Dundee: Mid Craigie/Linlathen/Douglas (69%)
- Lack of experience: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (23% and 29% respectively)
- Age: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (14% and 30% respectively)
- Not wanting to travel far for a job: Stobswell/Hilltown/Fairmuir (14%)
- Not wanting to work: Mill O'Mains/Fintry/Whitfield (23%)

- Lack of confidence: Mill O’Mains/Fintry/Whitfield (17%)
- After loss of benefits, people would be worse off: Mill O’Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (16% and 24% respectively)
- The area that people stay in: Stobswell/Hilltown/Fairmuir (11%)
- Difficulty in getting an interview: Stobswell/Hilltown/Fairmuir (37%)
- Lack of interview skills: Stobswell/Hilltown/Fairmuir (24%)
- Type of work available: Stobswell/Hilltown/Fairmuir (45%)
- Type of working hours available: Stobswell/Hilltown/Fairmuir (29%)
- Inflexible working conditions: Stobswell/Hilltown/Fairmuir (23%)
- People not looking for work: Mill O’Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (29% and 22% respectively)

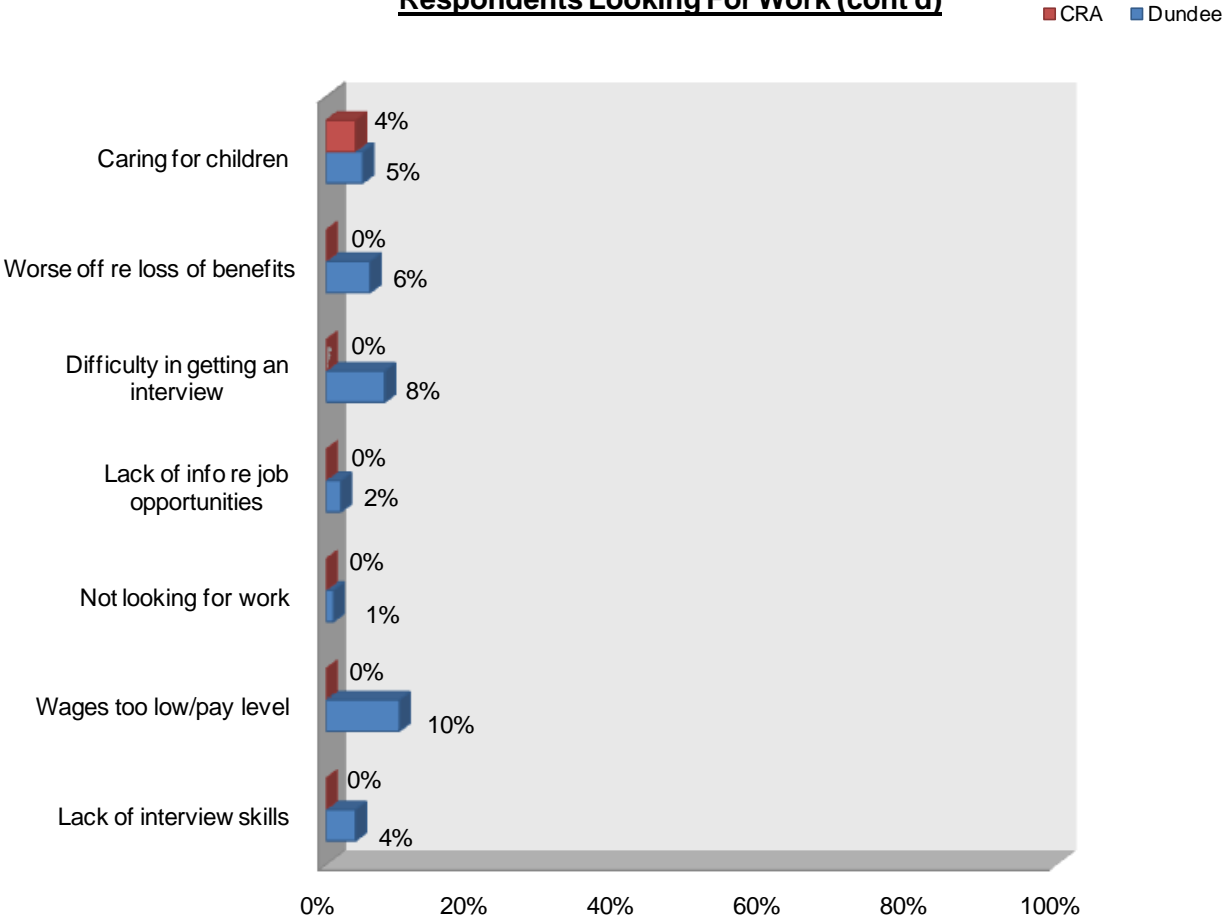
“What do you consider are the main barriers to finding a job in Dundee?”

Figure 40: Barriers To Finding A Job In Dundee - Respondents Looking For Work



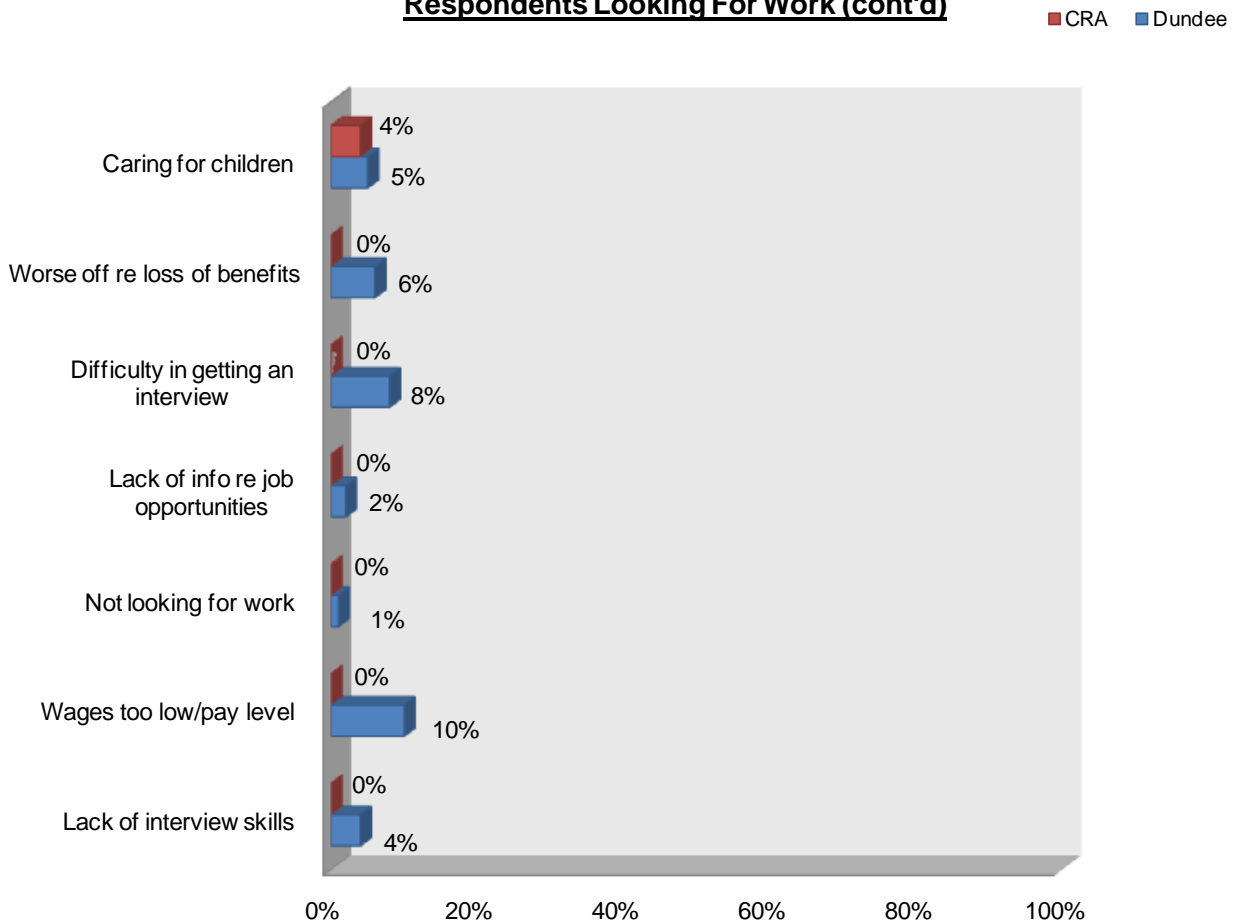
Base: All Respondents Looking For Work

Figure 41: Barriers To Finding A Job In Dundee - Respondents Looking For Work (cont'd)



Base: All Respondents Looking For Work

Figure 41: Barriers To Finding A Job In Dundee - Respondents Looking For Work (cont'd)



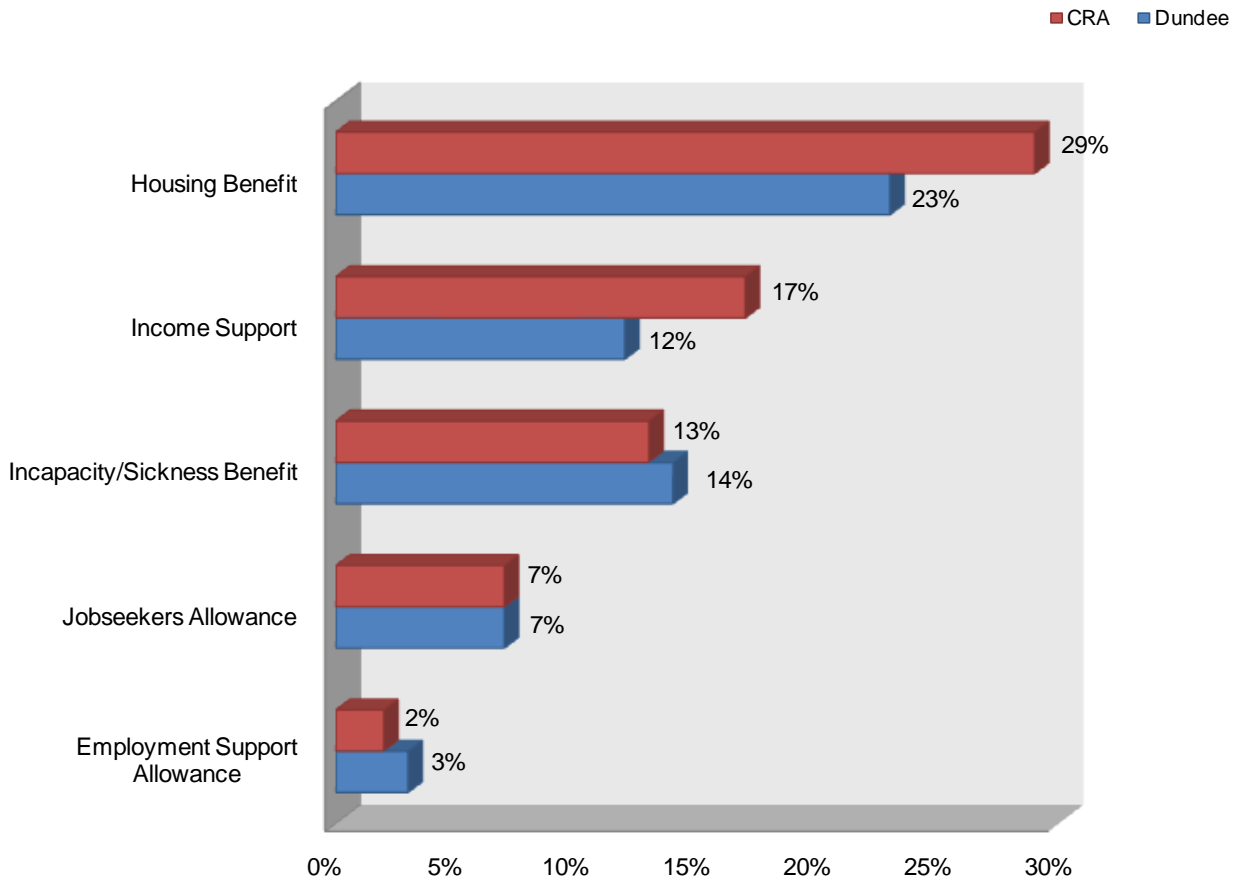
Base: All Respondents Looking For Work

From Figures 40 to 42 it can be seen that – amongst those seeking work – the principal barrier to finding a job in Dundee was seen as being ‘lack of job opportunities in Dundee’ (60%). Again, however, a range of other barriers were also cited here, with these most notably relating to:

- Type of work available (20%)
- Lack of experience (14%)
- Lack of skills in general (11%)
- Lack of computer skills (9%)

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

Figure 43: Receipt of Benefit



Base: All Respondents

From Figure 43 it can be seen that over a quarter of respondents (29%) stated that someone in their household received housing benefit. Thereafter, a notable core of respondents noted receipt of three further benefits by a member of their household i.e.:

- Income support (17%)
- Incapacity/sickness benefit (13%)
- Jobseekers allowance (7%)

Variations Through Time

Between 2009 and 2010, there was an increasing extent to which respondents in the CRA area noted receipt of ‘income support’ (rising from 12% to 17%), but a fall

in the extent to which such respondents noted receipt of 'housing benefit' (falling from 34% to 29%).

Variances: CRA v Non CRA

Respondents in the CRA area were more likely to be in receipt of:

- Income support (17% compared to 9% for those in the non CRA area)
- Housing benefit (29% compared to 19%)

Variances: Within CRAs

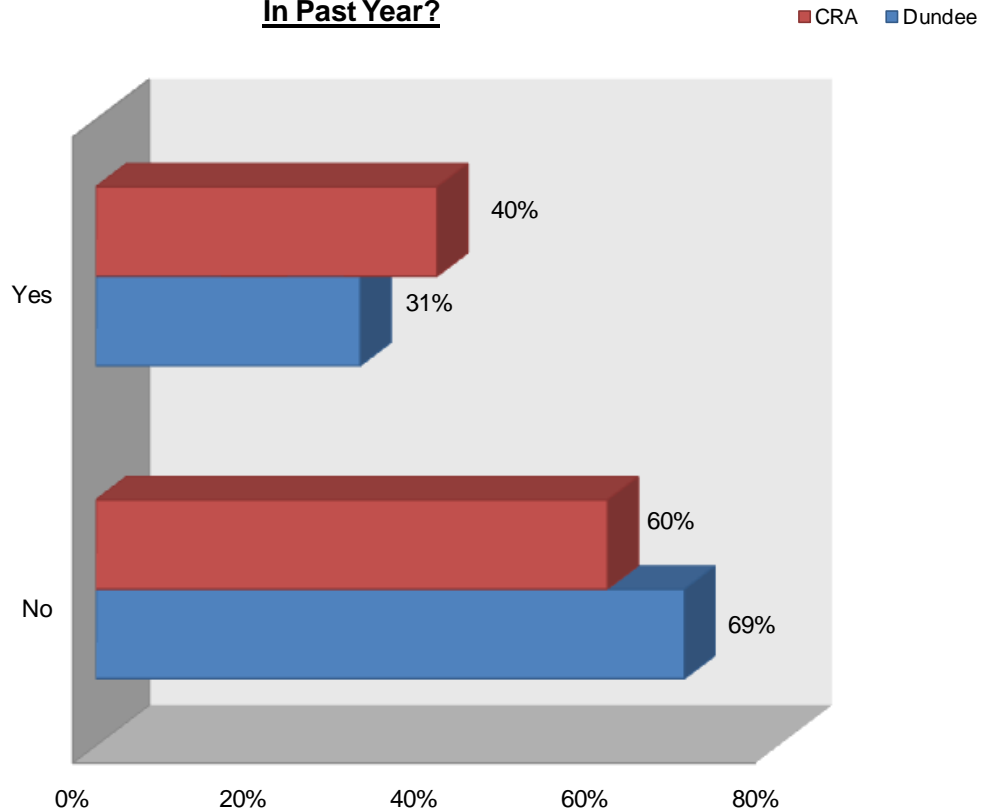
Respondents in the following areas were most likely to be in receipt of the benefits indicated:

- Income Support: Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (20% and 19% respectively)
- Housing Benefit: Menzieshill/Charleston/Lochee/Beechwood, Mill O'Mains/Fintry/Whitfield and Stobswell/Hilltown/Fairmuir (32%, 34% and 35% respectively)
- Incapacity/Sickness Benefit: Stobswell/Hilltown/Fairmuir (23%)

7.0 COMMUNITY SAFETY

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

**Figure 44: Fearful About Becoming A Victim Of Crime
In Past Year?**



Base: All Respondents

Figure 44 indicates that 2 out of 5 of those interviewed (40%) stated that in the past year, they had felt fearful about becoming a victim of crime.

Variances Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents in the CRA area stated that they had been fearful about becoming a victim of crime (rising from 32% to 40%).

Variances: CRA v Non CRA

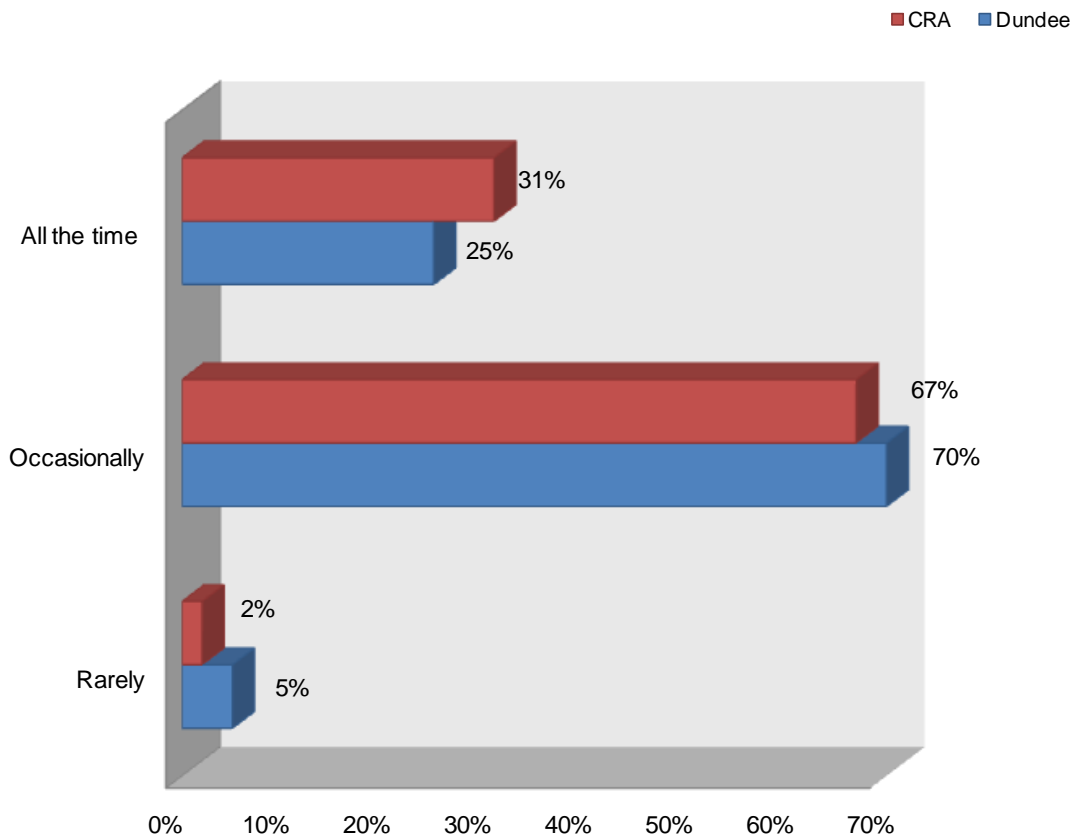
CRA respondents were more likely to have felt fearful about becoming a victim of crime (40% compared to 26% for non CRA respondents).

Variations: Within CRAs

Respondents in the Stobswell/Hilltown/Fairmuir CRA were least likely to state that they had felt fearful about becoming a victim of crime in the past year (15%).

“How frequently have you felt fearful?”

Figure 45: Number of Times Fearful Of Crime



Base: 'Yes' in Figure 44

Figure 45 indicates that – amongst those stating that they had felt fearful about becoming a victim of crime in the past year – two thirds (69%) stated that this had been ‘occasionally or rarely’ and, indeed, almost all of these respondents (67%) specifically stated that this had been occasionally.

It should be stressed, however, that approaching a third respondents here (31%) stated that they had felt fearful all of the time.

Variations Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents here in the non CRA area stated that they had 'rarely' been fearful about being a victim of crime (rising from 3% to 9%). However, during that time, there was an increase in the extent to which respondents in the CRA area stated that they had been fearful about being a victim of crime 'all of the time' (rising from 25% to 31%).

Variations: CRA v Non CRA

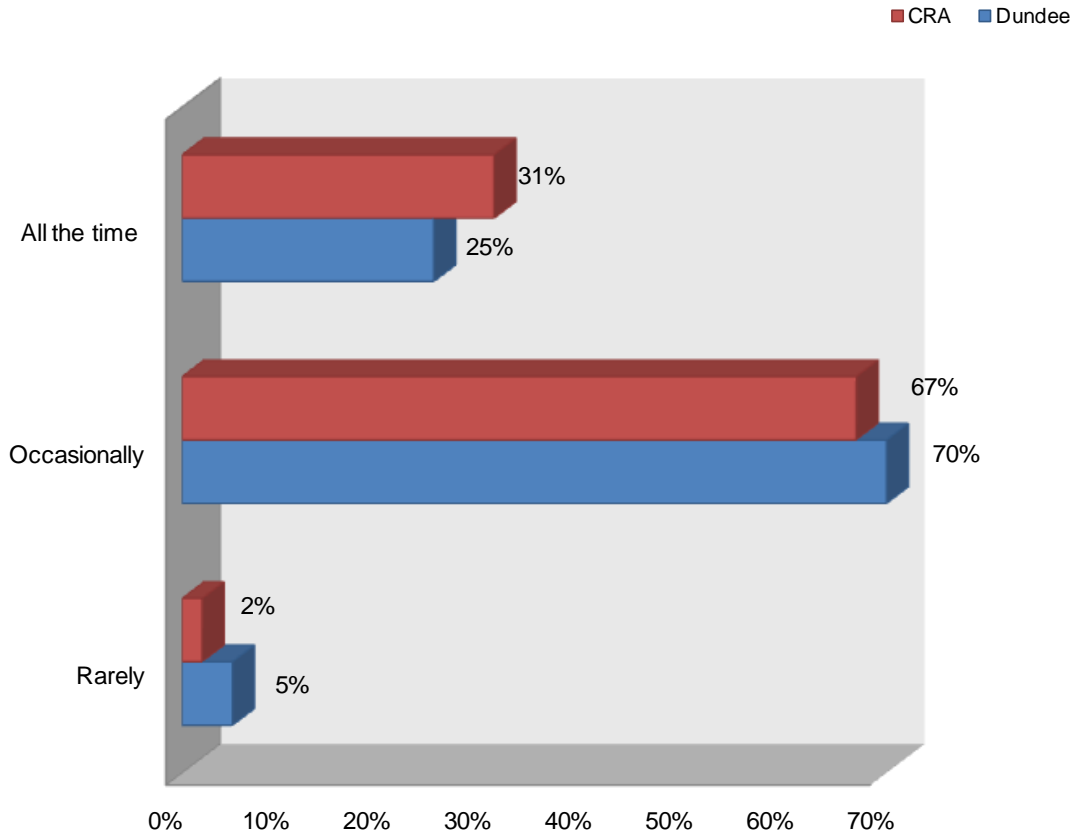
CRA respondents who had felt fearful about becoming a victim of crime were more likely to state that this had been 'all of the time' (31% compared to 19% for non CRA respondents).

Variations: Within CRAs

Respondents in the Menzieshill/Charleston/Lochee/Beechwood CRA who had felt fearful about becoming a victim of crime were slightly more likely to state that this had been 'all of the time' (22%).

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

Figure 45: Number of Times Fearful Of Crime



Base: 'Yes' in Figure 44

Figure 46 indicates that approaching 1 in 5 respondents (18%) stated that either themselves or a member of their household had been a victim of crime in the last year.

Variations Through Time

Between 2009 and 2010, there was an increasing extent to which respondents in the CRA area stated that either themselves or a member of their household had been a victim of crime in the last year (rising from 13% to 18%).

Variations: CRA v Non CRA

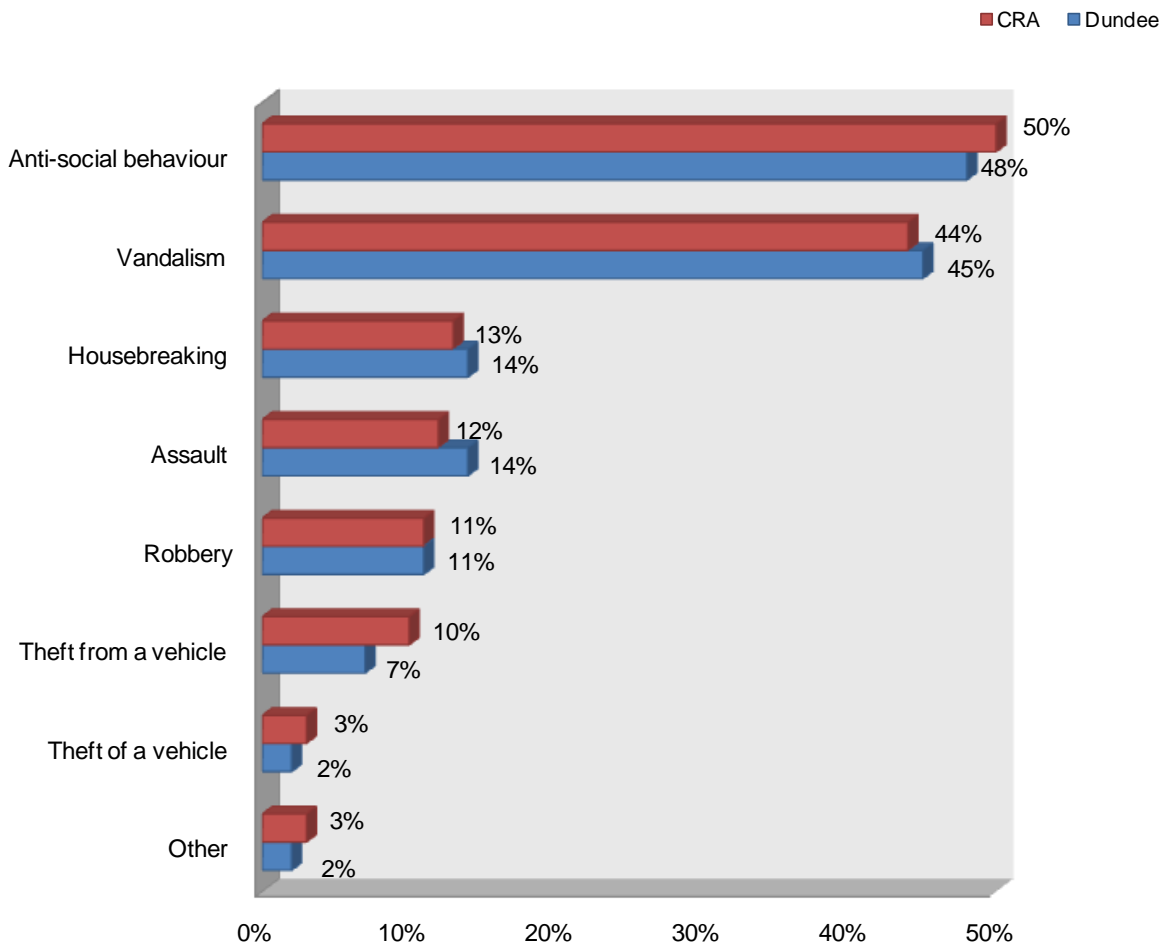
CRA respondents were more likely to state that either themselves or a member of their household had been a victim of crime in the last year (18% compared to 7% for non CRA respondents).

Variations: Within CRAs

Respondents in the Menzieshill/Charleston/Lochee/Beechwood CRA were slightly more likely to have been a victim of crime (16%).

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

Figure 47: Nature of Crime Experienced



Base: 'Yes' in Figure 46

From Figure 47 it can be seen that – amongst those who themselves or a member of their household had been a victim of crime in the last year – this had most commonly been in the form of:

- Anti-social behaviour (50%)
- Vandalism (44%)

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

- Housebreaking (13%)
- Assault (12%)
- Robbery (11%)
- Theft from a vehicle (10%)

Variances Through Time

Between 2009 and 2010, there was an increase in the extent to which respondents here in the non CRA area made reference to ‘vandalism’ (rising from 33% to 45%) and ‘anti-social behaviour’ (rising from 26% to 44%), but a decrease in the extent to which such respondents made reference here to ‘robbery’ (falling from 20% to 10%) and ‘housebreaking’ (falling from 22% to 16%).

Between 2009 and 2010, there was an increasing extent to which respondents here in the CRA area made reference to:

- Anti-social behaviour (rising from 19% to 50%)
- Vandalism (rising from 33% to 44%)

However, during that time, there was a decreasing extent to which respondents here in the CRA area made reference to ‘assault’ (falling from 20% to 12%).

Variances: CRA v Non CRA

CRA respondents here were more likely to state that they had been a victim of 'theft from a vehicle' (10% compared to 2% for non CRA respondents), whilst non CRA respondents here were more likely to state that they had been a victim of 'assault' (17% compared to 12% for CRA respondents).

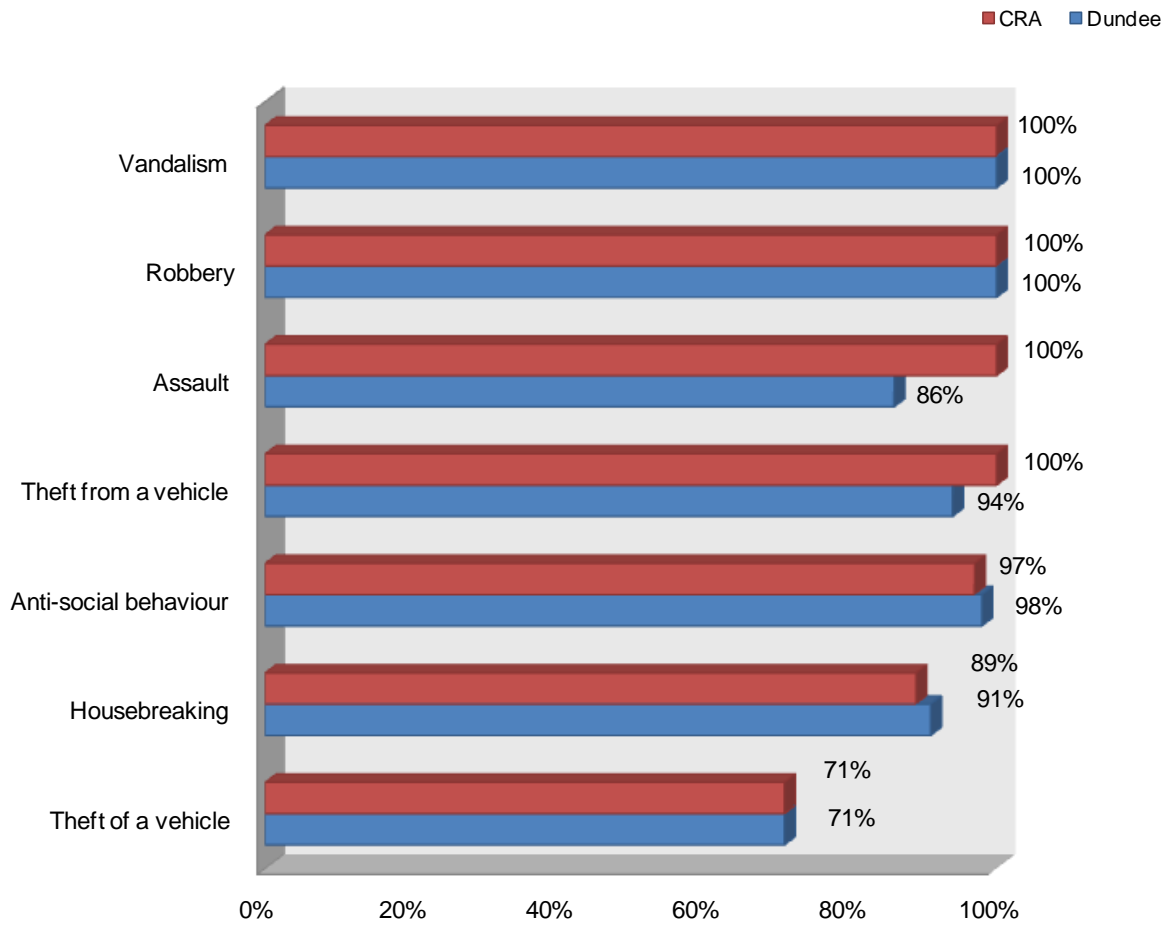
Variances: Within CRAs

Respondents in the following CRAs were more likely to state that they have been a victim of:

- Assault: Ardler/St Marys/Kirkton and Mill O'Mains/Fintry/Whitfield (21% and 24% respectively)
- Robbery: Mill O'Mains/Fintry/Whitfield (23%)
- House breaking: Ardler/St Marys/Kirkton (27%)
- Theft from a vehicle: Stobswell/Hilltown/Fairmuir (13%)
- Theft of a vehicle: Stobswell/Hilltown/Fairmuir (5%)
- Vandalism: Mill O'Mains/Fintry/Whitfield and Mid Craigie/Linlathen/Douglas (45% and 51% respectively)
- Anti-social behaviour: Ardler/St Marys/Kirkton and Menzieshill/Charleston/Lochee/Beechwood (44% and 37% respectively)

“Where did it happen?”

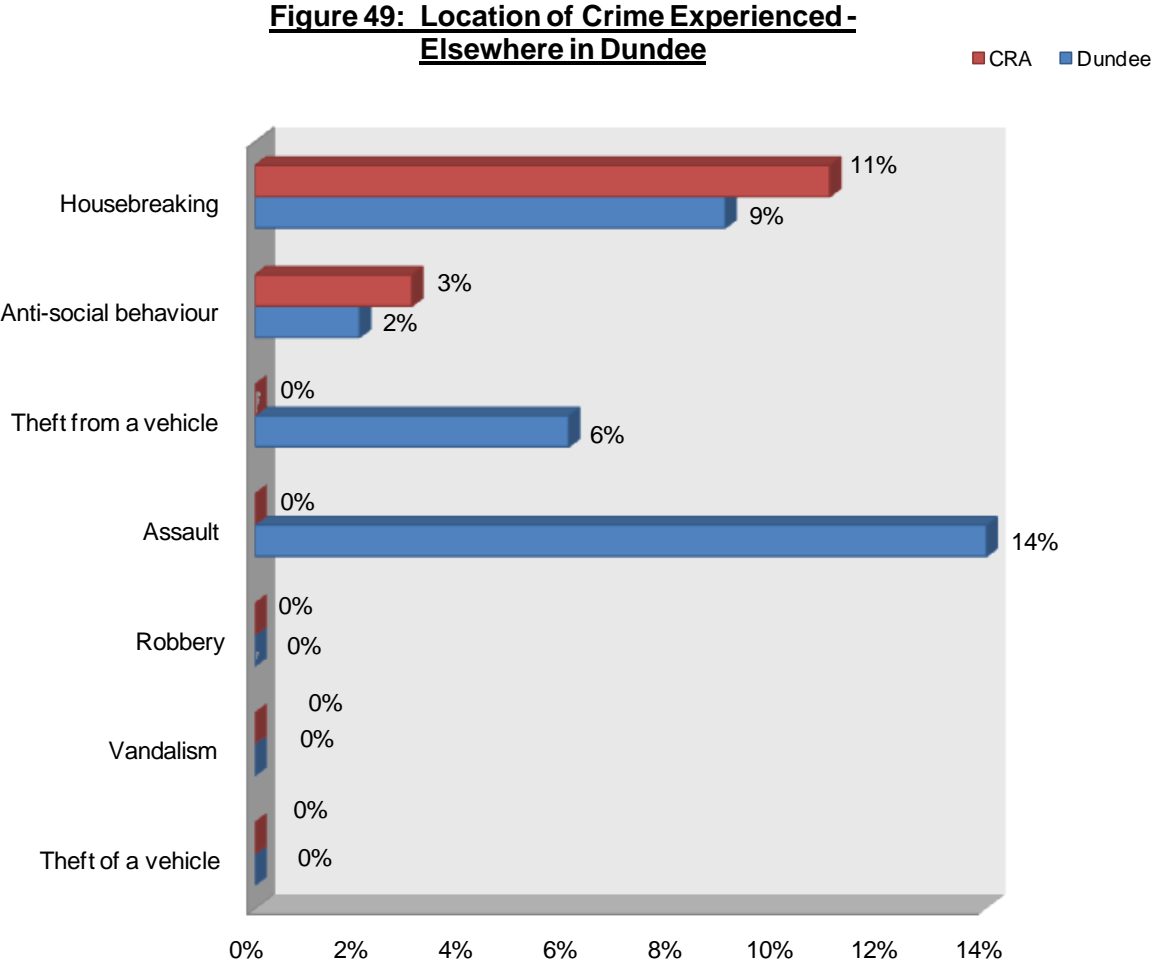
Figure 48: Location of Crime Experienced - Neighbourhood



Base: 'Yes' in Figure 46

From Figure 48 it can be seen that – with respect to each of the types of crime under consideration – all, almost all or the vast majority of those who had experienced crime stated that this had taken place in their neighbourhood – although this was least likely to be the case in respect of ‘theft of a vehicle’ (71%).

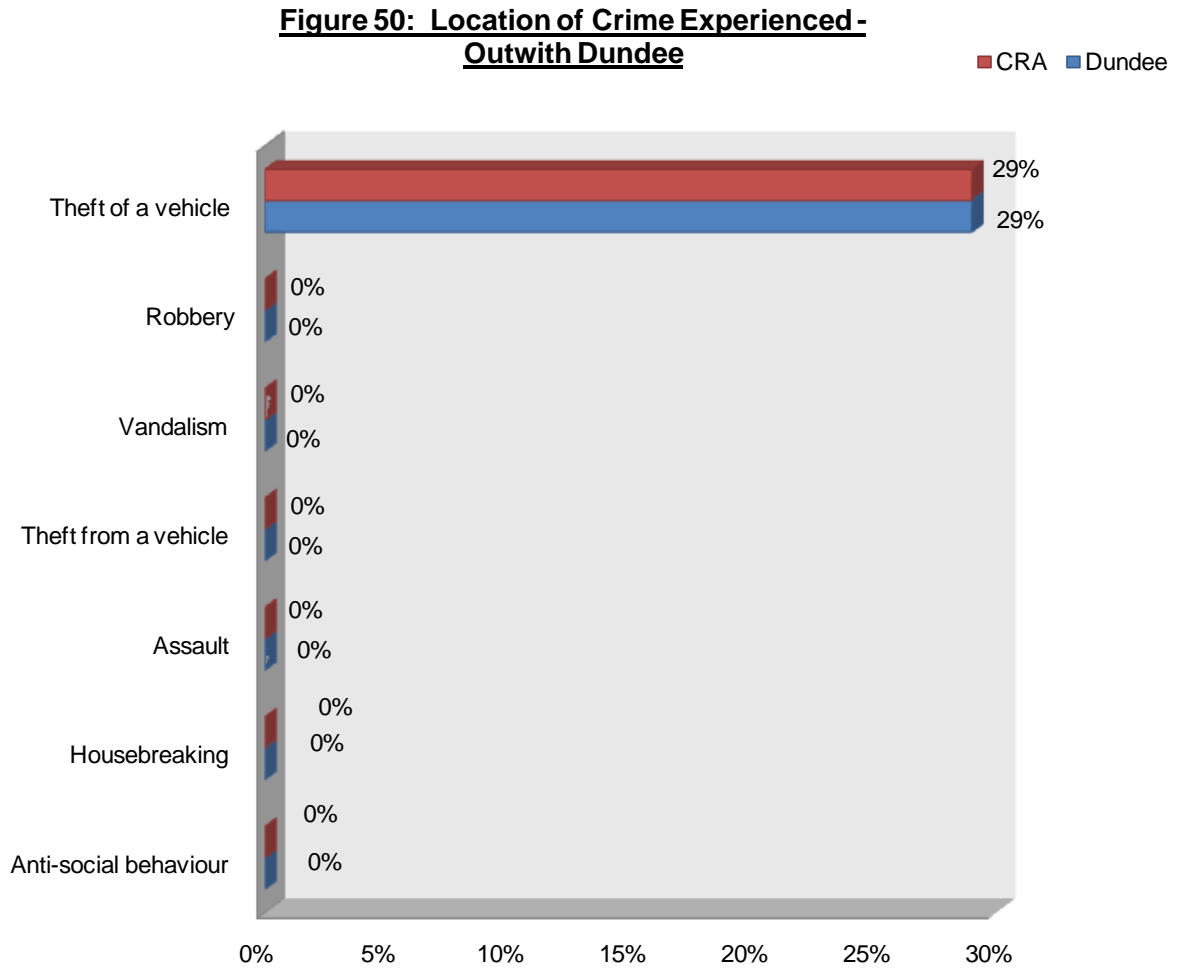
“Where did it happen?”



Base: 'Yes' in Figure 46

From Figure 49 it can be seen that a core of respondents experiencing crime stated that this had been ‘elsewhere in Dundee’, in respect of ‘housebreaking’ (11%).

“Where did it happen?”



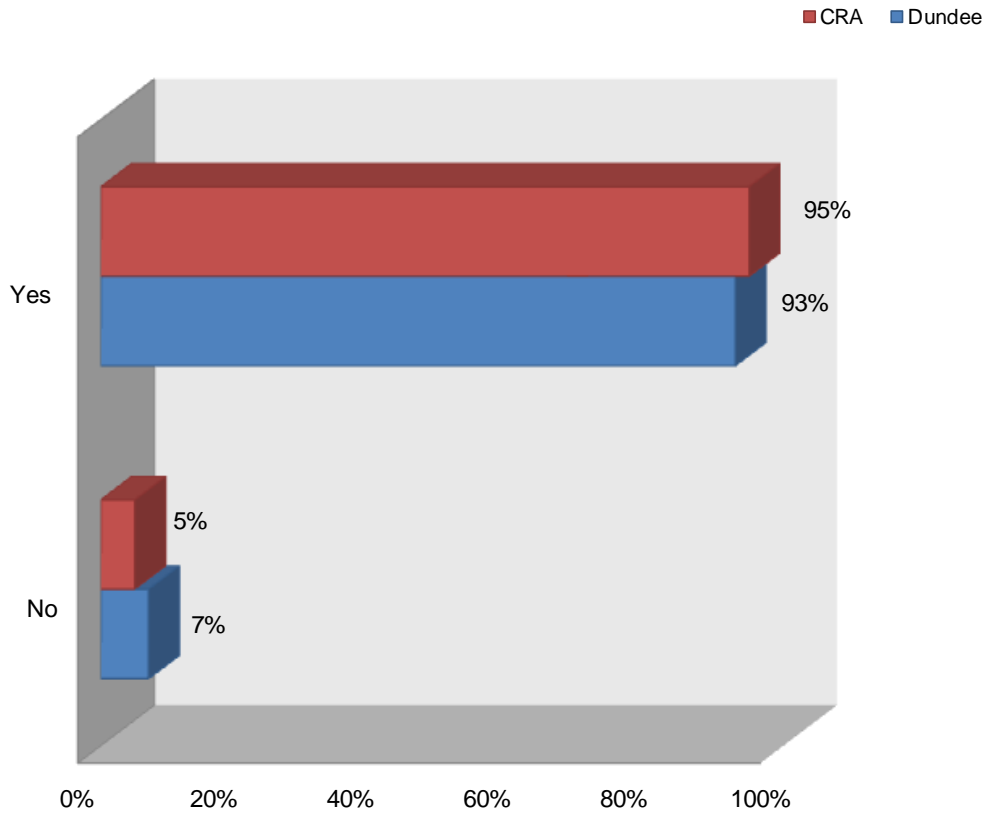
Base: 'Yes' in Figure 46

Finally, Figure 50 indicates that for respondents who had experienced crime outwith Dundee, in 3 out of 10 cases (29%) this had been in the form of ‘theft of a vehicle’.

8.0 FINANCIAL QUESTIONS

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

Figure 51: Possess Bank Or Building Society Account



Base: All Respondents

Figure 51 indicates that over 9 out of 10 respondents (95%) stated that either themselves or spouse or partner had a bank or building society account.

Variances Through Time

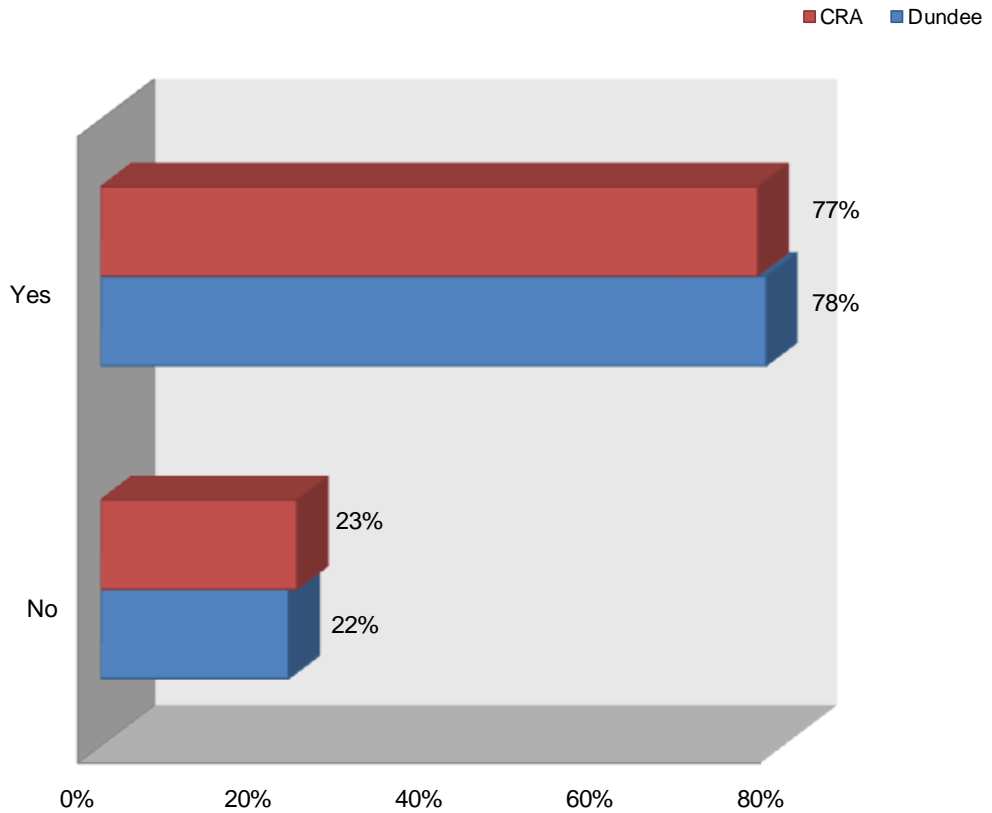
None

Variances By Area

Respondents in the Ardler/St Marys/Kirkton CRA area were most likely to state that they had a bank or building society account (98%).

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

Figure 52: Possess Insurance For Contents Of Home



Base: All Respondents

From Figure 52 it can be seen that over three quarters of respondents (77%) stated that they have insurance for the contents of their house.

Variations Through Time

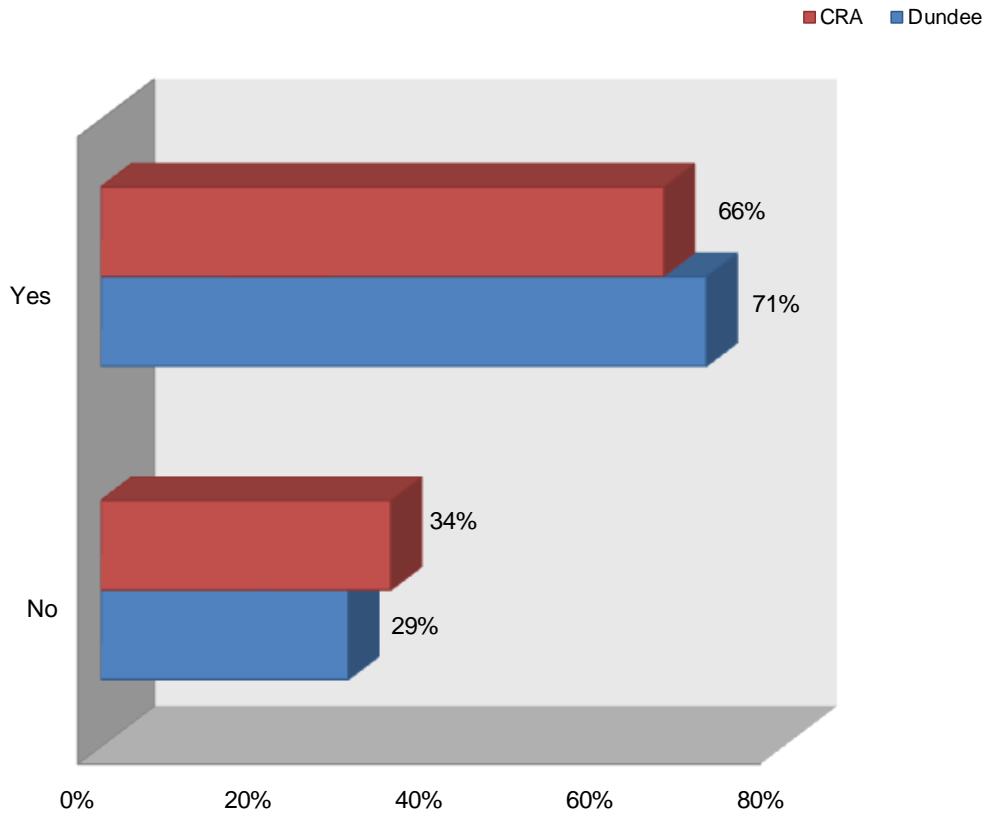
None

Variations By Area

Respondents in the Ardler/St Marys/Kirkton and Mid Craigie/Linlathen/Douglas CRA areas were most likely to have contents insurance for their house (85% and 82% respectively).

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

Figure 53: Able To Get A Hold Of £500 At Short Notice?



Base: All Respondents

From Figure 53 it can be seen that two thirds of respondents (66%) stated that, if they had to get hold of £500 at short notice, they would be able to do so.

Variances Through Time

None

Variances: CRA v Non CRA

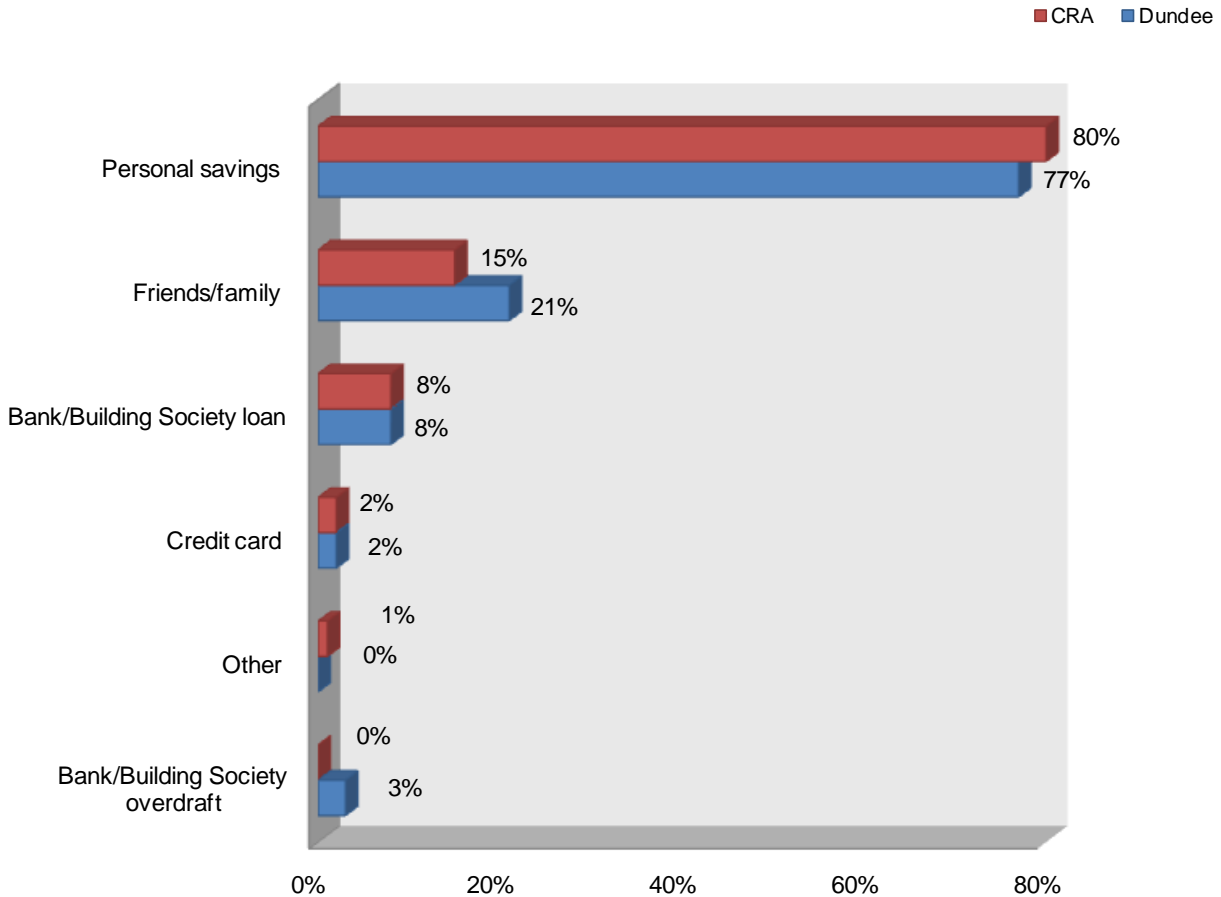
Non CRA respondents were more likely to state that they could get hold of £500 at short notice (73% compared to 66% for CRA respondents).

Variations: Within CRAs

Respondents in the Mid Craigie/Linlathen/Douglas CRA were most likely to state that they could get hold of £500 at short notice (76%).

“Where would you get this money from?”

Figure 54: Source of Short Term Borrowing



Base: 'Yes' in Figure 53

Figure 54 indicates that – amongst those who had previously stated that they would be able to get hold of £500 at short notice – this would most commonly be sourced from ‘personal savings’ (80%) and, thereafter:

- Friends and family (15%)
- A bank or building society loan (8%)

Variations Through Time

Between 2009 and 2010, there was an increasing extent to which respondents in the non CRA area here made reference to 'personal savings' (rising from 65% to 76%), with a dramatic rise also being apparent in this regard amongst those here in the CRA area (rising from 22% to 80%). However, during that time, there was a decrease in the extent to which respondents in the CRA area here made reference to 'friends/family' (falling from 65% to 15%).

Variations: CRA v Non CRA

Non CRA respondents were more likely to cite:

- Friends and family (25% compared to 15% for CRA respondents)
- Bank or building society overdraft (5% compared to 0%)

Variations: Within CRAs

Respondents in the Stobswell/Hilltown/Fairmuir and Mid Craigie/Linlathen/Douglas CRAs were most likely to cite 'personal savings' (80% and 78% respectively), those in the Mid Craigie/Linlathen/Douglas CRA were most likely to cite 'bank or building society loan' (15%), whilst respondents in the Stobswell/Hilltown/Fairmuir CRA were least likely to cite 'friends/family' (15%).

9.0 CONCLUSIONS

9.1 Gap Analysis

In order to determine the extent to which there is either convergence or divergence between the CRA and non CRA areas, a gap analysis was undertaken i.e. an analysis of the extent to which variances in key outcomes had increased or decreased between the surveys undertaken in 2009 and 2010. This gap analysis was undertaken in respect of the following indicators:

- Satisfaction with house or home
- Whether neighbourhoods had changed for the better or worse over the past 5 years
- Satisfaction with neighbourhood services and facilities
- Ease of access to neighbourhood services and facilities
- Satisfaction with specific aspects of neighbourhoods
- Satisfaction with quality of life in neighbourhood
- Participation in community and voluntary activities
- Awareness and involvement in community development activities and organisations
- Extent of influence over decisions affecting neighbourhoods
- Registration with GP/health centre or dentist
- Assessment of overall health
- Levels of typical weekly moderate physical activity
- Daily consumption of fruit and vegetables
- Level of current smoking
- Experiences of feelings and thoughts in the previous two weeks
- Courses being undertaken that would lead to academic or vocational qualifications and other courses which do not receive a formal qualification
- Levels of employment and unemployment
- Receipt of benefits
- Fear and experience of crime
- Possession of bank or building society account and house contents insurance

- Ability to access £500 at short notice

The gap analysis identified changes between the CRA and non CRA areas which were of four types:

- Positive divergences i.e. increasing gaps *in favour* of the CRA area
- Negative divergences i.e. increasing gaps *not in favour* of the CRA area
- Positive convergences i.e. decreasing gaps *in favour* of the CRA area
- Negative convergences i.e. decreasing gaps *not in favour* of the CRA area

The gap analysis also split each of the above into two categories i.e. 'major' and 'minor', with *minor changes* being between 5% and 9% between 2009 and 2010, and *major changes* being changes of 10% or greater between 2009 and 2010.

Positive Divergences

Minor Positive Divergences

- Satisfaction with local schools
- Satisfaction with public transport
- Ease of access to public transport
- Ease of access to local phone boxes
- Ease of access to local youth facilities
- Rating of overall health as being good
- Undertaking moderate physical activity for at least 30 minutes a day in a typical week

Major Positive Divergences

- Satisfaction with local phone boxes
- Rating of overall health as poor

Positive Convergences

Minor Positive Convergences

- Participation in organised sporting activities, classes and clubs
- Having some or a great degree of influence over decisions that affect neighbourhood
- Percentage of current smokers
- Percentage of employed respondents
- Percentage of non employed respondents (i.e. unemployed and seeking work' and 'not employed and not seeking work')
- Receipt of income based Jobseekers' Allowance

Major Positive Convergences

- Participation in social/leisure activities, classes and clubs
- Little or no influence over decisions which affect neighbourhood

Negative Divergences

Minor Negative Divergences

- Satisfaction with sports and leisure facilities
- Satisfaction with parks and open spaces
- Satisfaction with local youth facilities
- Ease of access to parks and open spaces
- Ease of access to community warden services
- Satisfaction with the condition of roads, pavements and street lighting
- Satisfaction with quality and maintenance of open spaces
- Satisfaction with cleanliness of area around homes
- Awareness of community festivals and events
- Courses being undertaken that will lead to an academic or vocational qualification

- Courses being undertaken which don't receive a formal qualification
- Receipt of Income Support
- Fearfulness about becoming a victim of crime in the past year
- Experience of crime in the last year (i.e. respondent or member of their household being a victim of crime in the last year)

Major Negative Divergences

- Belief that neighbourhoods have changed *for the worse* in the past five years
- Satisfaction with social care/social work services
- Satisfaction with community warden services
- Daily consumption of three or less portions of fruit or vegetables
- Daily consumption of five or more portions of fruit or vegetables
- Experiences of *feeling relaxed* over the previous two weeks

Negative Convergences

Minor Negative Convergences

- Belief that neighbourhoods have changed for the *better* over the past five years

Major Negative Convergences

- None

9.2 Comparisons Through Time for Key Indicators

A number of questions in this survey are particularly significant because the results are key indicators in the Single Outcome Agreement 2009-2012. Where survey results from 2006 are available for these questions, comparisons are highlighted below with the surveys undertaken in 2008, 2009 and 2010.

9.2.1 Percentage Of Residents Who Have Lived In The Area For More Than 10 Years

Table 1

<u>Survey</u>	<u>Outcome</u>
2006	50%
2008	41%
2009	38%
2010	34%

Table 1 would suggest that the percentage of residents in the CRA area who had lived in their neighbourhood for more than 10 years is declining i.e. from 50% in 2006 to 34% in 2010.

9.2.2 Percentage Of Residents Who Rate Their Neighbourhood As A Good Place To Live

Table 2

<u>Survey</u>	<u>Satisfied/Very Satisfied With Quality of Life in Neighbourhood</u>	<u>Very Satisfied With Quality of Life in Neighbourhood</u>
2006	86%	24%
2008	84%	35%
2009	91%	42%
2010	92%	38%

Table 2 indicates that the percentage of CRA residents stating that they were *satisfied* or *very satisfied* with the quality of life in their neighbourhood, having been consistent in 2006 and 2008 (86% and 84% respectively), rose slightly in 2009 (to 91%), with this being maintained in 2010 (92%).

In addition, Table 2 suggests that although between 2006 and 2009, an increasing proportion of CRA residents were specifically very satisfied with the quality of life in their neighbourhood (rising from 24% to 42%), there was a slight decline in this regard between 2009 and 2010 (to 38%)

9.2.3 Percentage Of Residents Satisfied With The Quality Of Local Facilities And Services

Table 3

<u>Survey</u>	<u>Average Percentage</u>
2006	86.3%
2008	85.6%
2009	88.5%
2010	87.1%

Table 3 indicates that the average figures across all indicators varied little between 2006 and 2010 (i.e. from 86.3% to 88.5%).

9.2.4 Ease Of Access To Neighbourhood Facilities/Services

Table 4

<u>Survey</u>	<u>Average Percentage</u>
2006	94.5%
2008	92.8%
2009	90.3%
2010	91.4%

Table 4 indicates that although between 2006 and 2009 there was a marginal decrease in the average figure for ease of accessing neighbourhood facilities and services (falling from 94.5% to 90.3%), there was little difference between the outcomes for 2009 and 2010 (90.3% and 91.4% respectively).

It should be noted that the average figures referred to the tables above are based on a different range of indicators in 2009 and 2010 than in 2006 and 2008.

9.2.5 Participation In Community/Voluntary Activities

Levels of participation in a number of community/voluntary activities were *broadly similar* in 2008, 2009 and 2010, but continued to be significantly lower than in 2006, namely:

- Organised social/leisure activities/classes/clubs (10%, 13% and 15% in 2008, 2009 and 2010 respectively, compared to 29% in 2006)
- Organised sporting activities/classes/clubs (11%, 14% and 16% respectively in 2008, 2009 and 2010, compared to 24% in 2006)
- Learning groups or adult education classes (5%, 2% and 1% respectively in 2008, 2009 and 2010, compared to 19% in 2006)
- Other community based groups/projects (5%, 2% and 6% respectively in 2008, 2009 and 2010, compared to 17% in 2006)
- Self help or social care groups (2%, 1% and 0% respectively in 2008, 2009 and 2010, compared to 14% in 2006)

APPENDIX I
QUESTIONNAIRE

FINAL DRAFT
ASHBROOK RESEARCH & CONSULTANCY LTD
1 WOODSIDE TERRACE
GLASGOW
G3 7UY

TEL: 0141 333 1213

FAX: 0141 332 1431

PROJECT: Dundee Partnership – Citizen Survey 2010 (J677)

COLLECT RESPONDENTS DETAILS:

Explain that there is a one in ten chance that a supervisor may contact them to confirm the accuracy of the interview.

Name: _____

Address: _____

Postcode: _____

Tel No: _____

CLOSE INTERVIEW BY READING OUT STATEMENT:

“Thank you very much for your help. Can I remind you that this was a bona fide market research interview conducted within the Market Research Society code of practice by Ashbrook Research and Consultancy Limited. If you would like to check that we are a bona fide market research agency then you can call Freefone Market Research on 0500 396999.”

INTERVIEWER DECLARATION:

I declare that this interview was carried out accordingly to instructions, within the Market Research Society’s Code of Conduct and that the respondent was not previously known to me.

Job No:	6	7	7	Int. Name:	_____
	_____	_____	_____		
Int. No:				Signature	_____
	_____	_____	_____	:	_____
Que No:	_____	_____	_____	Date:	_____
Edited by:	_____			Coded by:	_____

INTERVIEWER - READ OUT

“Good morning/afternoon. I’m _____ from Ashbrook Research & Consultancy Ltd. We have been commissioned by the Dundee Partnership – which includes Dundee City Council, Scottish Enterprise Tayside, NHS Tayside and Tayside Police – to carry out a survey amongst people living in this area. You have been selected at random to take part in this survey. I wonder if you could around 15 minutes time to answer a few questions – your answers will, of course, be treated with the strictest confidentiality”.

YOUR HOUSE AND NEIGHBOURHOOD

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

Coldside – CRA area	1	Strathmartine – non CRA area	12
Coldside – non CRA area	2	The Ferry – CRA area	13
East End – CRA area	3	The Ferry – non CRA area	14
East End – non CRA area	4	West End – CRA area	15
Lochee – CRA area	5	West End – non CRA area	16
Lochee – non CRA area	6	Ardler/St Marys/Kirkton	17
Maryfield – CRA area	7	Menzieshill/Charleston/Lochee/Beechwood	18
Maryfield – non CRA area	8	Mill O'Mains/Fintry/Whitfield	19
North East – CRA area	9	Stobswell/Hilltown/Fairmuir	20
North East – non CRA area	10	Mid Craigie/Linlathen/Douglas	21
Strathmartine – CRA area	11	Stobswell	22

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

Q2 What you like least about living in this neighbourhood?

Q3 How long have you lived in this neighbourhood?

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

Q4 How long have you lived in this house?

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

[SHOWCARD 1]

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

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

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

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very Dissatisfied	4

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

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

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

NEIGHBOURHOOD AND SERVICES

[SHOWCARD 2]

Q9 Looking at this card, please state how satisfied or dissatisfied you are with the following services and facilities in this neighbourhood? **[INTERVIEWER: code in Col Q9 below]**

[SHOWCARD 3]

Q10 And, looking at this card, how easy is it for you to access those services and facilities in this neighbourhood? **[INTERVIEWER: code in Col Q10 below]**

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

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

None 1

[SHOWCARD 4]

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

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

Q13 Overall how satisfied are you with the quality of life in this neighbourhood?

Very satisfied	1
Satisfied	2
Dissatisfied	3
Very dissatisfied	4

[SHOWCARD 5]

Q14 I am going to read out some examples of community activities and voluntary activities. How often do you, or anyone living in your home, take part in activities like these? Please take your answer from this card

	Daily	Weekly	Monthly	Seldom	Never
After school/children's clubs	1	2	3	4	5
Youth clubs/projects or drop-in centres	1	2	3	4	5
Voluntary Youth Organisations	1	2	3	4	5
Youth Information Services	1	2	3	4	5
Other Youthwork activities	1	2	3	4	5
Organised Sporting activities/ classes/clubs	1	2	3	4	5
Organised Social/Leisure activities/classes/clubs	1	2	3	4	5
Learning groups or adult education classes	1	2	3	4	5
Self-help or social care groups	1	2	3	4	5
Other Community-based groups/projects	1	2	3	4	5

[SHOWCARD 6]

Q15 I am going to read out some examples of community development activities and organisations. Please tell me

A which of them you are aware of, in this area? **[INTERVIEWER: code in Col Q15A below] and**

B which of them you have taken part in, during the last year? **[INTERVIEWER: code in Col Q15B below]**

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

	15A		15B	
	AWARE OF		INVOLVED	
	YES	NO	YES	NO
Local Consultation Activities or Events	1	2	1	2
Community Council or Neighbourhood Representative Structure	1	2	1	2
Tenants or Residents Association	1	2	1	2
Local Action Group (e.g. Community Safety Group)	1	2	1	2
Community Regeneration Forum	1	2	1	2
Other Regeneration Group or Trust	1	2	1	2
Project or Centre Management Group	1	2	1	2
Community Festivals and Events	1	2	1	2

Q16 How much influence do you feel you have over decisions which affect this neighbourhood?

Great influence

1

Some influence

2

Little influence

3

No influence

4

Don't know

5

HEALTH

Q17 The next few questions are about your health. First of all, could you tell me whether you are registered with a GP or health centre?

Yes	1
No	2
Don't know	3

Q18 Secondly, could you tell me whether you are registered with a dentist?

Yes	1
No	2
Don't know	3

Q19 How good is your health overall?

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

[SHOWCARD 7] **[THIS CONTAINS DEFINITIONS OF PHYSICAL ACTIVITY]**

Q20 In a typical week, how often do you undertake moderate physical activity for at least 30 minutes in a day?

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

[SHOWCARD 8] **[THIS CONTAINS DEFINITIONS OF PORTIONS]**

Q21 How many portions of fruit and vegetables did you eat yesterday?

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

Q22 Are you, or have you ever been, a smoker?

Currently smoke	1
Used to smoke	2
Never smoked	3

[SHOWCARD 9]

Q23 On the card are some statements about feelings and thoughts.

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

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

EDUCATION

[SHOWCARD 10]

Q24 Please could you tell me which is your highest qualification?

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

Q25 Are you currently undertaking any course that will lead to an academic or vocational qualification?

Yes	1
No	2

Q26 In the last year have you undertaken any other courses which don't receive a formal qualification, although you may receive a certificate at the end? This may include, for example, recruitment or numeracy, literacy or IT skills

Yes	1
No	2

EMPLOYMENT

Q27 Are you the head of household?

Yes	1	If yes, fill out column A only
No	2	If no, fill out column A <u>and</u> B

[SHOWCARD 11]

Q28 Please could you tell me which of the phrases on this card best describes your working status and [INTERVIEWER: if respondent is not head of household] the working status of the head of your household?

	Col A Respondent	Col B Head of Household	
Employed (full time 30 hours or more)	1	1	Go to Q29
Employed (part time less than 30 hours)/Job Share	2	2	Go to Q29
Self Employed	3	3	Go to Q29
Unemployed for up to 6 months - seeking work	4	4	Go to Q29
Unemployed for 6-24 months - seeking work	5	5	Go to Q29
Unemployed 2yrs + - seeking work	6	6	Go to Q29
Unemployed 5yrs + - seeking work	7	7	Go to Q29
Not employed - not seeking work	8	8	Go to Q29
Student (full-time)	9	9	Go to Q29
Student (part-time)	10	10	Go to Q29
Training - New Deal	11	11	Go to Q29
Training - other than New Deal	12	12	Go to Q29
Permanently sick/disabled - unable to work	13	13	Go to Q31
Looking after the home	14	14	Go to Q31
Caring for children	15	15	Go to Q31
Caring for elderly relatives	16	16	Go to Q31
Caring for partner	17	17	Go to Q31
Volunteer	18	18	Go to Q31
Retired	19	19	Go to Q31
Other (please write in)	20	20	Go to Q31

Q29 What is your occupation or, if you are not currently employed, what is the job you usually do? **[INTERVIEWER: Please probe for details of job title, responsibilities etc and code appropriate social classification below].**

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

[SHOWCARD 12]

Q30 What do you consider are the main barriers to finding a job in Dundee? **[Code all that apply]**

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

Q31 Does anyone in the household receive any of the following benefits?
[INTERVIEWER: read out and code all that apply below]

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

COMMUNITY SAFETY

Q32 In the past year, have you ever felt fearful about becoming a victim of crime?

Yes	1	Go to Q33
No	2	Go to Q34

Q33 How frequently have you felt fearful?

All the time	1
Occasionally	2
Rarely	3

Q34 Have you or a member of your household been a victim of crime in the last year?

Yes	1	Go to Q35
No	2	Go to Q36
Don't know	3	Go to Q36

[SHOWCARD 13]

Q35(A) What type of crime have you or a member of your household been a victim of in the last year? **[INTERVIEWER: code in Col 35A below]**

and

Q35(B) Where did it happen? **[INTERVIEWER: code in Col 35B below]**

Type of Crime	35A (please circle)	35B (please tick appropriate box)		
		Neighbourhood	Elsewhere in Dundee	Outwith Dundee
Assault	1	1	2	3
Robbery	1	1	2	3
Housebreaking	1	1	2	3
Theft from a vehicle	1	1	2	3
Theft of a vehicle	1	1	2	3
Vandalism	1	1	2	3
Anti-social behaviour	1	1	2	3
Other (specify)	1	1	2	3

MONEY MATTERS

Q36 Do you or your spouse/partner have a bank or building society account?

Yes

1

No

2

Q37 Do you have insurance for the contents of your house such as for furniture, electrical goods etc?

Yes

1

No

2

Q38 If you had to get hold of £500 at short notice, would you be able to?

Yes

1

Go to Q39

No

2

Go to Q40

[SHOWCARD 14]

Q39 Where would you get the money from? **[Code all that apply]**

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

CONTACTING YOUR LOCAL COUNCIL

Q40 When you last contacted Dundee City Council, was this contact to ...**[Code one only]**

Make a complaint	1	Go to Q41
Seek information	2	Go to Q42
Request a service	3	Go to Q43
Make a suggestion	4	Go to Q44
Have never contacted the Council	5	Go to Q51

Q41 Overall, how satisfied were you that the Council responded reasonably to your complaint?

Very satisfied	1	Go to Q44
Fairly satisfied	2	Go to Q44
Neither satisfied nor dissatisfied	3	Go to Q44
Fairly dissatisfied	4	Go to Q44
Very dissatisfied	5	Go to Q44
Can't say	6	Go to Q44

Q42 Overall, how satisfied were you with this contact to seek information?

Very satisfied	1	Go to Q44
Fairly satisfied	2	Go to Q44
Neither satisfied nor dissatisfied	3	Go to Q44
Fairly dissatisfied	4	Go to Q44
Very dissatisfied	5	Go to Q44
Can't say	6	Go to Q44

Q43 Overall, how satisfied were you with this contact to request a service?

Very satisfied	1	Go to Q44
Fairly satisfied	2	Go to Q44
Neither satisfied nor dissatisfied	3	Go to Q44
Fairly dissatisfied	4	Go to Q44
Very dissatisfied	5	Go to Q44
Can't say	6	Go to Q44

Q44 On your most recent contact with the Council, did you.....

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

[SHOWCARD 15]

Q45 With which of these services was your most recent contact? **[Code one only]**

Financial Services (e.g. Council Tax, Housing Benefit)	1	Go to Q46
Planning and Building Control	2	Go to Q46
Education Services (e.g. schools)	3	Go to Q46
Economic Development Services (e.g. business advice)	4	Go to Q46
Social Work Services (e.g. home care, community meals, residential care)	5	Go to Q46
Housing Services	6	Go to Q46
Contract Services (e.g. Council House Repairs etc)	7	Go to Q46
Improvement Grants	8	Go to Q46
Art Galleries and Museums	9	Go to Q46
Leisure and Parks Services	10	Go to Q46
Libraries	11	Go to Q46
Communities (e.g. adult learning, youth activities)	12	Go to Q46
Cleansing Services	13	Go to Q46
Environmental Health Services (e.g. pest control, food safety)	14	Go to Q46
Trading Standards Services	15	Go to Q46
Legal Services	16	Go to Q46
Licensing Services	17	Go to Q46
Registrar Services	18	Go to Q46
Personnel Services (e.g. a job application)	19	Go to Q46
Roads and Transportation Services	20	Go to Q46
Catering Services	21	Go to Q46
Architectural Services	22	Go to Q46

Q46 Was your most recent contact **[Read out list. Code one only]**

By a letter	1	Go to Q51
By a telephone call to the Council	2	Go to Q47
By a personal visit to a Council office	3	Go to Q48
By e-mail	4	Go to Q49
By visiting the Council's website	5	Go to Q50

[SHOWCARD 16]

Q47 How would you rate your most recent contact with the Council in terms of the following?

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

Go to Q51

[SHOWCARD 17]

Q48 How would you rate your most recent contact with the Council in terms of the following?

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

Go to Q51

[SHOWCARD 18]

Q49 How would you rate your most recent contact with the Council in terms of the following?

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

Go to Q51

[SHOWCARD 19]

Q50 How would you rate your most recent contact with the Council in terms of the following?

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

Go to Q53

Q51 Have you ever used the Council's website?

Yes

1

 Go to Q52

No

2

 Go to Q53

[SHOWCARD 19]

Q52 How would you rate the website in terms of the following?

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

Q53 Generally, do you feel that you receive enough information about the Council and the services it provides?

Yes

1

No

2

Q54 Do you have access to the internet at home?

Yes

1

No

2

VIEWS ABOUT THE COUNCIL

[SHOWCARD 20]

- Q55 **I am going to read out a list of statements about your local Council** and would like you to tell me which 3 are of the most importance to you. Dundee City Council...
[Code 3 only]

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

[SHOWCARD 21]

- Q56 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. Dundee City Council.....

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

HOUSEHOLD DETAILS

Q57 The final few questions are about the people who live in the household. Could I just check how many adults, aged 16 or over, are there in the household including you? and children? (INTERVIEWER: circle appropriate box for number of adults and number of children).

Number of adults	0	1	2	3	4	5+
Number of children (aged 0-15 years)	0	1	2	3	4	5+

Q58 How many children are there in the household in each age group. **[INTERVIEWER: read out age groups and circle appropriate box for number of children]**

Less than 3 years	0	1	2	3	4	5+
3-5 years	0	1	2	3	4	5+
6-15 years	0	1	2	3	4	5+

[SHOWCARD 22]

Q59 I'd like to record some basic information about the gender and age of each **adult** in the household. Firstly, can I check which of these age groups you fall into? Then could we take the other adults in turn and I'd simply like to record for each whether they are male or female and their broad age group. **[CODE DETAILS BELOW]**

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

Q60 How many motor vehicles does your household have access to for personal use? (this includes motorbikes, mopeds, cars, vans etc)

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

[SHOWCARD 23]

Q61 Using one of the phrases on this card, please tell me how would you describe your ethnic background?

White

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

Mixed

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

Asian (inc Scottish/British Asian)

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

Black (incl Scottish/British/Black)

Caribbean	11
African	12
Any other Black background	13

Other Ethnic Background

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

Q62 Do you consider yourself to have a disability?

Yes

1

Go to Q63

No

2

Go to Q64

[SHOWCARD 24]

Q63 By looking at this card, could you please specify what the disability is?

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

[SHOWCARD 25]

Q64 Please look at this card and specify what is your religion?

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

[SHOWCARD 26]

Q65 I have a card here on which various sums of money are shown grouped together. Would you mind looking at the card and tell me in which group the annual household falls. Please use net income from all sources ie after deductions of income tax, national insurance and other compulsory deductions. Please take into account any money you may have from employment, including bonuses, overtime, pensions, state pensions, welfare benefits and interest from savings.

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

APPENDIX II
DEFINITIONS USED

SHOWCARD 9

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

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

SHOWCARD 10

ONE PORTION = 80g = ANY OF THESE

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