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EAST LOTHIAN RESIDENT SURVEY 2019

July 2019

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East Lothian

Resident Survey 2019

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EXECUTIVE SUMMARY

INTRODUCTION

- A total of 1680 face to face interviews with a representative sample of East Lothian residents were carried out between the 27th May 2019 and the 28th June 2019. The survey was carried out in order to provide the Council and East Lothian Partnership with information on local residents' experience and perceptions across a range of topics.
- Interviews were spread across all areas of East Lothian, with the number of interviews designed to provide robust data within each Ward (in the region of +/-6%). At the East Lothian level, the survey has provided a robust and representative data set (+/- 2.37% margin of error).
- In line with best practice in research, the survey data has been weighted to ensure that it is representative of the East Lothian population on the basis of ward, age, gender and SIMD. The percentages reported in this report are therefore weighted percentages.
- This executive summary highlights the key findings from this programme of research.

KEY FINDINGS

- At first glance, it appears perception of the Council has decreased in 6 out of 9 areas, however, the 2019 survey witnessed a large increase in 'don't know' responses. Analysis excluding these don't know responses reveals perception of the Council has in fact increased in 5 out of 9 areas, most notably the Council listening to local people's views before it takes decisions and the Council letting local people know how well it is performing.
- Similarly, it initially appears satisfaction with Council services has decreased in 14 out of 17 areas. With the don't know responses excluded from analysis, satisfaction with services has actually increased in 15 out of 17 areas.
- Respondents feel that East Lothian and their neighbourhood are good places to live in and the results remain consistent with those reported in 2011 and 2017.
- In terms of priorities for improvement to the local area, survey respondents considered roads and pavement repairs to be most important, followed by the level of traffic congestion and jobs for local people.
- Perceptions of feeling safe in the local area has improved, with the majority of respondents feeling safe walking alone after dark and not feeling threatened by crime in their neighbourhood.

MONEY MATTERS

- Respondents were asked how well their household is currently managing financially, with 19% of respondents saying they are managing very well. Individuals who stated they are managing quite well has decreased significantly in the last two years, from 55% in 2017 and 34% in 2019. 31% of respondents said they are getting by alright while 5% said they are not managing very well. 1% of individuals said they are having some financial difficulties however no respondents said they are in deep financial trouble.
- When asked about their standard of living, the majority of respondents (96%) said they are able to keep their home damp free, while 94% said they have enough money to keep their home in a decent state of decoration and 93% said they are able to afford all recommended dental work and care. More than one fifth (24%) of respondents said they do not have access and can't afford to save £500 to cover an unexpected but necessary expense.
- In terms of household income, 45% of East Lothian respondents refused to answer this question. Seven percent of survey respondents said their annual household income was less than £11,999, 10% said it was between £12,000 and £20,999, 14% said it was between £21,000 and £34,999, 17% said it was between £35,000 and £59,999 and 7% said it was £60,000 or over.

NEIGHBOURHOOD AND QUALITY OF LIFE

- When asked how long they have lived in East Lothian, more than half of respondents (51%) said they have lived there all their life. 24% said they have lived in East Lothian for more than 20 years, 12% said between 11 and 20 years, 8% said between 6 and 10 years and 6% said less than 5 years.
- Response to how residents rate their neighbourhood has remained consistent since 2011. The majority of residents (98%) rate their neighbourhood as very or fairly good.
- Respondents were then asked to what extent their neighbourhood had changed over the years. The majority of respondents (75%) said their local neighbourhood had stayed the same, compared to 14% who said it had improved and 6% who said it had declined. Residents stating their neighbourhood had improved increased by 5 percentage points, from 9% in 2017 to 14% in 2019.
- Respondents were asked how strongly they feel they belong to their immediate neighbourhood. More than half of respondents (54%) said they very strongly feel they belong, compared to 35% who said fairly strongly and 7% who said not very strongly. Respondents who said they very strongly feel part of their immediate

neighbourhood has increased significantly over the past 3 years, from 38% in 2017 to 54% in 2019.

- Almost all respondents (98%) rated East Lothian as a very good (71%) or fairly good place to live (27%). No respondents said East Lothian was a very poor place to live. Results to this question have remained consistent since 2011.
- East Lothian residents were then asked what improvements could be made to their neighbourhood. Improvements that have seen the most significant increase in responses since 2017 are road and pavement repairs (+10%), the level of traffic congestion (up 8%), jobs for local people (+8%), wage levels and local cost of living (+7%) and shopping facilities (+6%).
- Respondents were then asked about their perceptions of their neighbourhood. Respondents were most likely to agree that they would offer help to people in their neighbourhood during an emergency (95%), they could rely on friends and relatives during times of loneliness (92%) and their local neighbourhood is one where people from different backgrounds get on well together (92%).
- Respondents were most likely to disagree that there are welcoming places and opportunities to meet new people (10%) and there are places where people can meet up and socialise (10%).

COMMUNITY SAFETY

- The majority (94%) of East Lothian residents feel very safe or fairly safe walking alone outside in their local neighbourhood after dark. This is a significant increase from 85% in 2017.
- The majority of respondents (92%) said they do not feel threatened by crime at all (62%) or not very much (30%). 4% said they feel threatened by crime in their neighbourhood a fair amount.
- Respondents were asked how their confidence in the police being able to respond to any crime being reported has changed in the last two years. 71% said they had about the same confidence as two years ago, compared to 6% who said more confidence and 7% who said they had less confidence.

HEALTH AND WELLBEING

- Just over half (52%) of respondents said they have never smoked, while 24% said they used to smoke and have now stopped, 7% said they have cut down the number of cigarettes with a plan to give up and 5% said they have cut down the number of cigarettes with no plan to give up. Just over 1 in 10 (12%) respondents said they smoke and do not plan to give up.

- Smoking prevalence was highest among adults aged 35-64 (28%) and lowest among younger adults aged 16-34 (18%). 21% of respondents aged 65 and over said they currently smoke.
- There has been a decline in the amount of vigorous exercise respondents take part in, as 47% said they took part in some form of exercise in 2017, compared to 41% in 2019
- The amount of moderate exercise respondents take part in has decreased slightly since the last survey, from 91% in 2017 to 89% in 2019.
- Just over half (54%) of all East Lothian respondents said they believe they meet the recommended weekly guidelines for physical activity.

PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

- When asked their opinions on East Lothian Council, respondents were most likely to agree that the Council provides high quality services (72%) and the Council does the best it can with the money available (72%).
- Respondents were most likely to disagree that they can influence decisions affecting their local area (30%) and that they would like to be more involved in the decisions the Council makes that affect their local area (61%).
- There were significantly higher levels of 'don't know' responses compared to the 2017 survey. Initially it appears satisfaction with Council services has decreased in 14 out of 17 areas. With the don't know responses excluded from analysis to allow for more comparable results, satisfaction with services has actually increased in 15 out of 17 areas, with roads maintenance remaining unchanged from 2017 and only satisfaction with local bus services decreasing by 8%.

LOCAL PRIORITIES

- Respondents were provided with a list of some of the ways the Council are looking to meet the growing demand for its services while budgets continue to be reduced, and were asked to state the extent to which they agreed or disagreed with these statements. The opinions which received the highest level of agreement were:
 - 92% agreed the Council should focus on prevention and early intervention
 - 82% agreed the Council should focus resources on those areas of East Lothian where the need is greatest
 - 74% agreed the Council should focus on delivering services in new ways

- Respondents were asked what they do in their community, and what they would be willing to do in the future in relation to East Lothian Council developing a 'Community Charter'. The majority of respondents said they currently:
 - Reduce, reuse and recycle as far as possible (88%)
 - Look out for their neighbours (77%)
 - Support local business by shopping locally whenever possible (70%)

- In terms of the things respondents would be most willing to do in the future, these were:
 - Helping a family or friend to get online (43%)
 - Use online Council services (30%)
 - Do something to help their local community in your spare time (25%)

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Background and objectives

This report represents and discusses the findings to emerge from East Lothian Partnership's 2017 Resident Satisfaction Survey which was undertaken by Research Resource. Similar surveys have been undertaken in 2017, 2011, 2009 and in 2005.

The specific research objective of the 2019 Residents Survey is to provide the Council and East Lothian Partnership with information on local residents' experience and perceptions across a range of topics.

1.2. Methodology

A total of 1,680 interviews were carried out with a representative sample of East Lothian residents. An additional 100 interviews were carried out in each of the most deprived datazones. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2011 and 2017 surveys. This involved a disproportionate sampling methodology where a sample size yielding $\pm 6\%$ level of accuracy at Ward level was targeted. The "disproportionate" sampling approach was used previously and involves delivering the same number of interviews in each Ward, regardless of the actual population size of the Ward. This ensures the data for each Ward can be directly compared (with the same level of accuracy). The alternative – a "proportionate" sample, would see the number of interviews varying per Ward (e.g. More interviews conducted in Musselburgh and fewer interviews conducted in Dunbar & East Linton), resulting in varying levels of statistical accuracy between Wards. The "disproportionate" aspect is eliminated in the results by applying appropriate statistical reweighting to balance the total East Lothian survey data to be balanced and reflective of the entire population.

Within each Ward, a total of 26 sampling points were selected in order to ensure representation across Census output areas. Thereafter, interviewers followed a 'random route' approach to sample selection, achieving a total of 10 interviews per sample point. Interviewing was scheduled over day time, evenings and weekends to ensure all segments of the working and non-working population had the opportunity to participate.

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

Figure 1: Age and gender profile			
Electoral Ward	Sample Base 2019 survey	Population (adults aged 18+ years)	Confidence Interval (at 95%)
Dunbar & East Linton	263	11185	+5.97%
Haddington & Lammermuir	262	13808	±6.00%
Musselburgh	253	15846	±6.11%
North Berwick Coastal	259	11184	±6.02%
Preston Seton Gosford	317	14481	±5.44%
Tranent, Wallyford & Macmerry	326	16971	±5.38%
Total East Lothian	1680	83,475	±2.37%

The 2019 questionnaire was developed from the 2017 survey questionnaire, revising the questionnaire to ensure that it reflected current issues. A copy of the final questionnaire for 2019 is available in Appendix 1.

1.3. Data analysis

A SNAP database was designed to conduct the data processing and analysis. SNAP Data Entry software was used to enter the data which ensures accuracy of response and reduces data entry operator error. Once the data was entered, appropriate range and logic checks were applied. Data tables were then produced for each of the different levels of reports required (one at overall East Lothian level, and PowerPoint presentations for each of the Council's Wards).

Due to the fact that the sample was designed on a disproportionate basis within Wards, to ensure the data was representative at both East Lothian and Ward level, weighting figures were used during the data analysis. The data was weighted by age, gender, Ward and SIMD. The profile figures used in the weighting calculations were based upon GROS population projections for East Lothian. In particular this was carried out in order to ensure that the results on a Ward basis were proportionately represented in the results in relation to the proportion of the East Lothian population who live in that Ward. Please note that five respondents to the survey refused to provide their age, therefore throughout the report the unweighted base referred to 1675 rather than 1680 as these five individuals have been excluded from the weighting calculation.

1.4. Presentation and interpretation of results

This report details the findings of the survey for East Lothian Partnership overall and includes some comparisons of Ward level results, drawing out headline findings from the Wards. To allow for more in depth analysis at Ward level, separate PowerPoint reports have also been prepared for each of the 6 Multi-Member Ward areas.

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

- The findings are based upon a sample of residents, rather than the whole population of East Lothian being interviewed, therefore, all results are subject to sampling tolerances and not all differences will be statistically significant.
- Results have been compared to the previous 2017 and 2011 East Lothian Survey as appropriate, but in comparing results, it should be noted that:
 - The demographics of the area may have changed in this period.
 - The 2019 survey was carried out during early summer whereas the 2017 survey was carried out during early spring.
 - There were significantly higher levels of 'don't know' responses for a number of questions in the 2019 survey. Therefore, analysis for some questions has excluded don't know responses to allow for more comparable results.

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

2. PROFILE OF RESPONDENTS

2.1. Introduction

Details on the profile of East Lothian residents cover the following topics:

- Age and gender
- Working status
- Household composition
- Home ownership
- Internet access

2.2. Age and gender (Q25/26)

Over half of survey respondents were female (53%) and the rest were male (47%). In terms of the age profile of survey respondents 25% were aged 16-34, 51% were aged 35-64 and 24% were aged 65 and over.

Figure 2: Age and gender profile			
Unweighted base	Overall (n=1675)	Male (n=800)	Female (n=875)
16-24	9%	10%	8%
25-34	17%	16%	17%
35-44	14%	12%	16%
45-54	14%	15%	13%
55-59	10%	11%	9%
60-64	12%	13%	11%
65-74	14%	15%	13%
75+	10%	8%	12%

2.3. Working status (Q27)

Just over one third (36%) of respondents work full time, 15% work part time while 28% are permanently retired from work. 8% of respondents are permanently sick or disabled.

Figure 3: Working status	
Unweighted base: n=1675	%
Working - Full time (35+ hrs)	36%
Working - Part time (16-34 hrs)	13%
Working - Part time (less than 16 hours)	2%
Working - Zero hours contract	-
Self-employed	2%
Unemployed/Seeking work	2%
Permanently retired from work	28%
Looking after home/family	4%
Permanently sick or disabled	8%
Student	5%
Other	1%
Refused	0%

The amount of respondents in full time work (35+ hrs) was above average in Preston, Seton and Gosford (42%) while North Berwick Coastal (30%) had the lowest proportion of individuals in full time work, followed by Haddington and Lammermuir (31%). The proportion of individuals who are permanently retired from work in North Berwick Coastal (40%) was almost double the proportion in Preston, Seton and Gosford (21%). While one third of respondents in Dunbar and East Linton (33%) and Haddington and Lammermuir (33%) are permanently retired from work. Musselburgh (10%) and Tranent, Wallyford and Macmerry (10%) had the highest proportion of respondents who are permanently sick or disabled, while North Berwick Coastal (4%) had the lowest.

Those who lived in the most deprived 20% datazones (30%) were less likely to be in full time work than those who weren't (36%) and were more likely to be in part time work (23%) than those living in other areas (14%). Unemployment was higher for those living in the most deprived datazones (6%) than those living in all other areas (1%). Individuals residing in non-deprived areas were more likely to be permanently retired from work (28%) compared to deprived areas (24%). There was little differentiation in terms of residents being permanently sick or disabled between deprived areas (7%) and non-deprived areas (8%).

Respondents aged 35-64 (48%) were more likely to be in full time employment than respondents aged 16-34 (43%) or 65 and over (2%). The majority of respondents aged 65 and over (91%) were permanently retired from work compared to 12% aged 35-64. One fifth (20%) of respondents aged 16-34 said they were students. More than 1 in 10 respondents aged 35-64 (13%) were permanently sick or disabled, compared to those aged 16-34 (2%) and 65 and over (2%).

There was a relatively equal distribution of students across each ward within East Lothian.

2.4. Armed Forces (Q30)

Respondents were asked if they or anyone in their household had served in the armed forces (army, navy, air force) with the majority of respondents (96%) saying they had not.

Analysis shows there were similar results for serving in the armed forces regardless of whether the individual resided in a deprived area or not as 4% of respondents in each group said they had served.

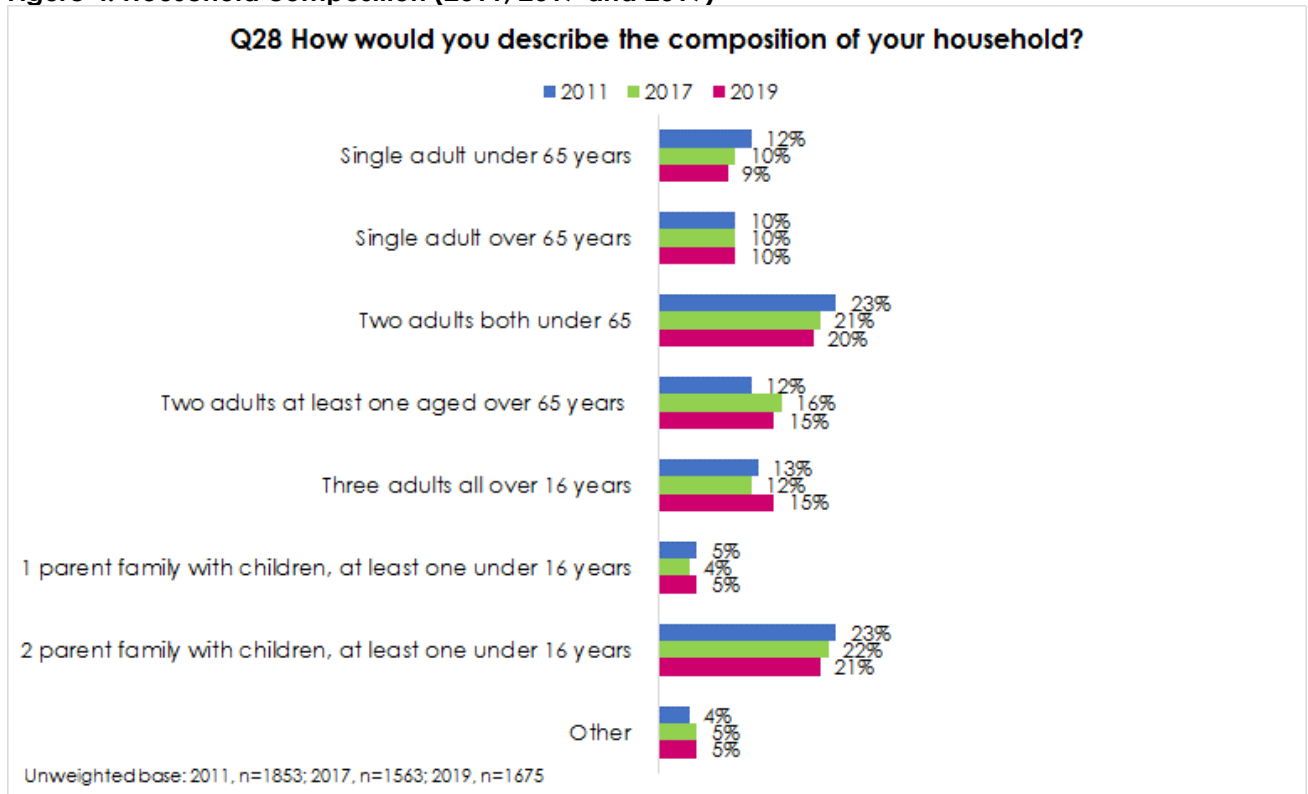
Residents in North Berwick Coastal (6%) and Tranent, Wallyford and Macmerry (6%) were the most likely to say they had served in the armed forces, followed by Dunbar and East Linton (5%). Respondents living in Haddington and Lammermuir (1%) were the least likely to answer yes to this question.

Analysis shows no significant difference in terms of home ownership as 4% of those who have served in the armed forces own their own home, while 4% are Council tenants. 2% rent from another social landlord and 4% rent privately.

2.5. Household composition (Q28)

Just over one fifth of household compositions (21%) were 2 parent families with children, at least one under 16 years and one fifth (20%) were two adults both under 65. Single adults under 65 years has decreased by 3 percentage points from 12% in 2011 to 9% in 2019. Household compositions of single adults over 65 years (10%) has remained consistent over the past eight years. The two compositions which have increased since 2011 are two adults at least one over 65 years (from 12% in 2011 to 15% in 2019) and three adults all over 16 years (from 13% in 2011 to 15% in 2019).

Figure 4: Household composition (2011, 2017 and 2019)



Musselburgh (28%) and Haddington and Lammermuir (26%) had the highest proportion of households made up of only one person. Preston, Seton and Gosford (27%) and Tranent, Wallyford and Macmerry (26%) had above average (21%) households consisting of 2 parent families with children, at least one under the age of 16. Households in Dunbar and Linton (19%) were the most likely to have three adults all over the age of 16, while households in Musselburgh (10%) were the least likely.

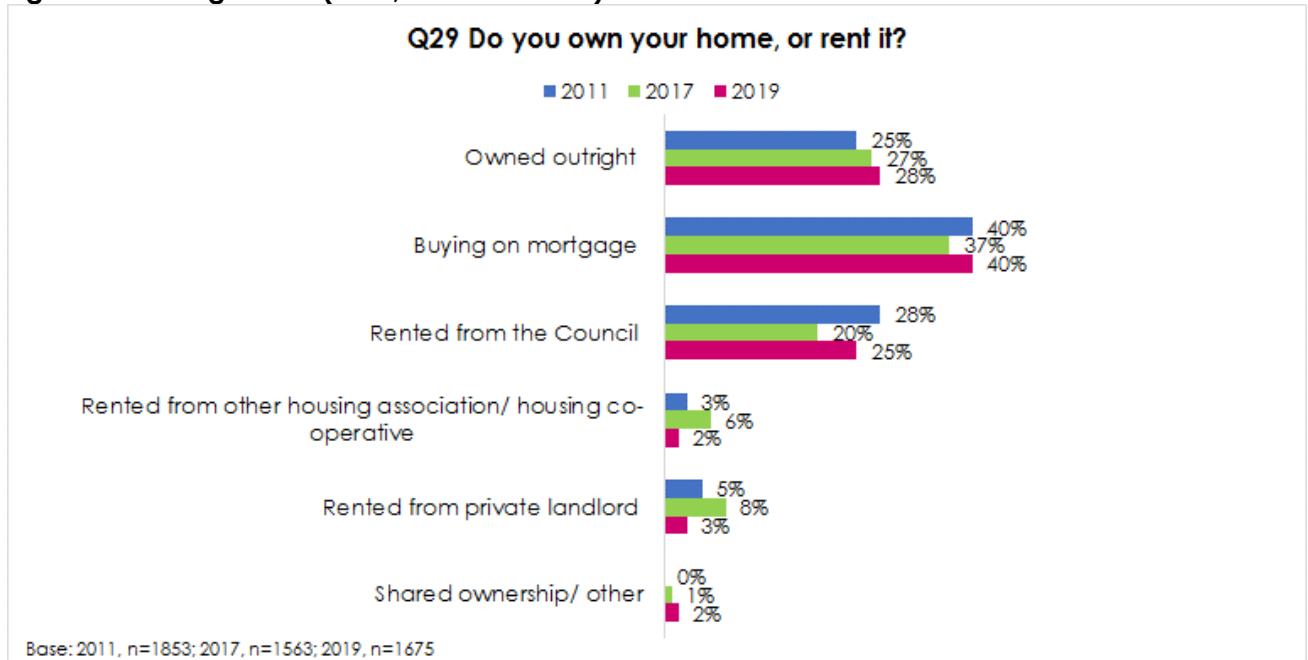
Figure 5: Household composition analysed by Ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Single adult under 65 years	9%	7%	11%	16%	5%	9%	6%
Single adult over 65 years	10%	9%	15%	12%	9%	4%	10%
Two adults both under 65	20%	21%	21%	22%	22%	16%	21%
Two adults at least one aged over 65 years	15%	18%	16%	10%	19%	17%	12%
Three adults all over 16 years	15%	19%	12%	10%	15%	17%	18%
1 parent family with children, at least one under 16 years	5%	1%	4%	6%	1%	7%	5%
2 parent family with children, at least one under 16 years	21%	20%	19%	19%	14%	27%	26%
Other	5%	5%	2%	4%	15%	3%	3%

2.6 Tenure (Q29)

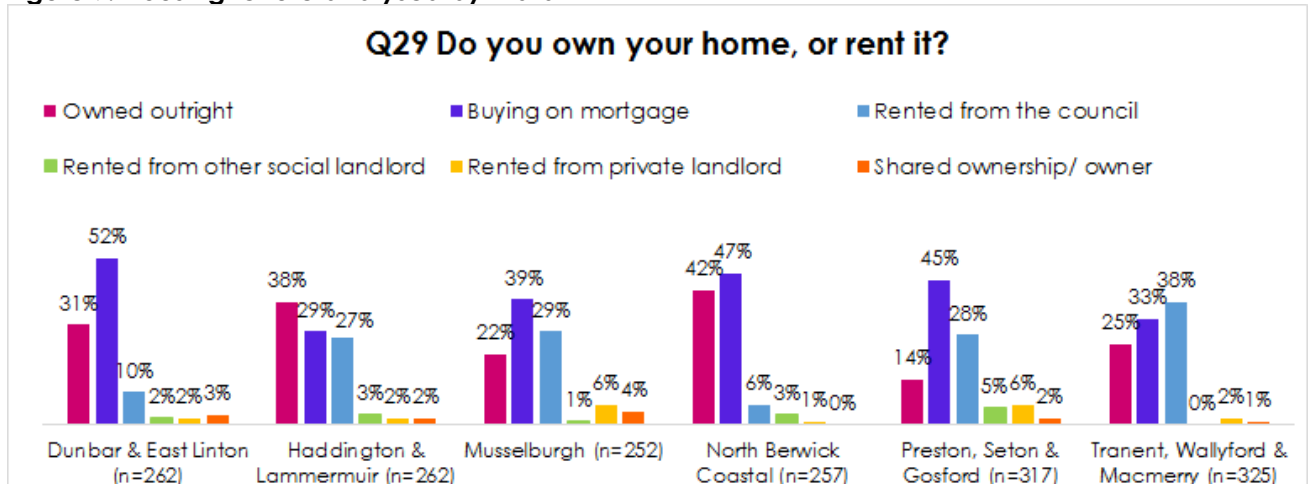
4 in 10 respondents (40%) currently have a mortgage, compared to 28% who own their home outright and 25% who rent from the Council. Home ownership has increased by 3 percentage points since 2011, from 25% in 2011 to 28% in 2019. Renting from the Council decreased significantly from 28% in 2011 to 20% in 2017, however has increased by 5 percentage points to 25% in 2019.

Figure 6: Housing tenure (2011, 2017 and 2019)



Residents in North Berwick Coastal are the most likely to own their home outright (42%), while residents in Preston, Seton and Gosford are the least likely (14%). More people have mortgages in Dunbar and East Linton (52%) than in Haddington and Lammermuir (29%). A higher proportion of residents rent from the Council in Tranent, Wallyford and Macmerry (38%) compared to 6% of respondents in North Berwick Coastal and 10% in Dunbar and East Linton.

Figure 7: Housing tenure analysed by Ward



Respondents who do not live in a deprived area (28%) are over 3 times more likely to own their home than respondents who do (9%). There is also a significant difference in the proportion of respondents who have bought their home with a mortgage in non-deprived areas (41%) than in deprived areas (15%). Renting from the Council is more than twice as likely in deprived areas (64%) than in non-deprived areas (23%).

2.7. Access to the internet (Q22-24)

The table below shows the majority of residents in all geographical locations have access to the internet. Those living in Preston, Seton and Gosford were most likely to have internet access (90%) and those living in Dunbar and East Linton (79%) and Tranent, Wallyford and Macmerry (79%) are least likely.

Figure 8: Internet access analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Yes	83%	79%	83%	81%	82%	90%	79%
No	17%	21%	17%	19%	18%	10%	21%
Don't know	0%	-	-	0%	-	-	-

Internet access decreases significantly by age. Individuals aged 16-34 (98%) are significantly more likely to have access to the internet than individuals aged 35-64 (89%) and 65 and over (52%).

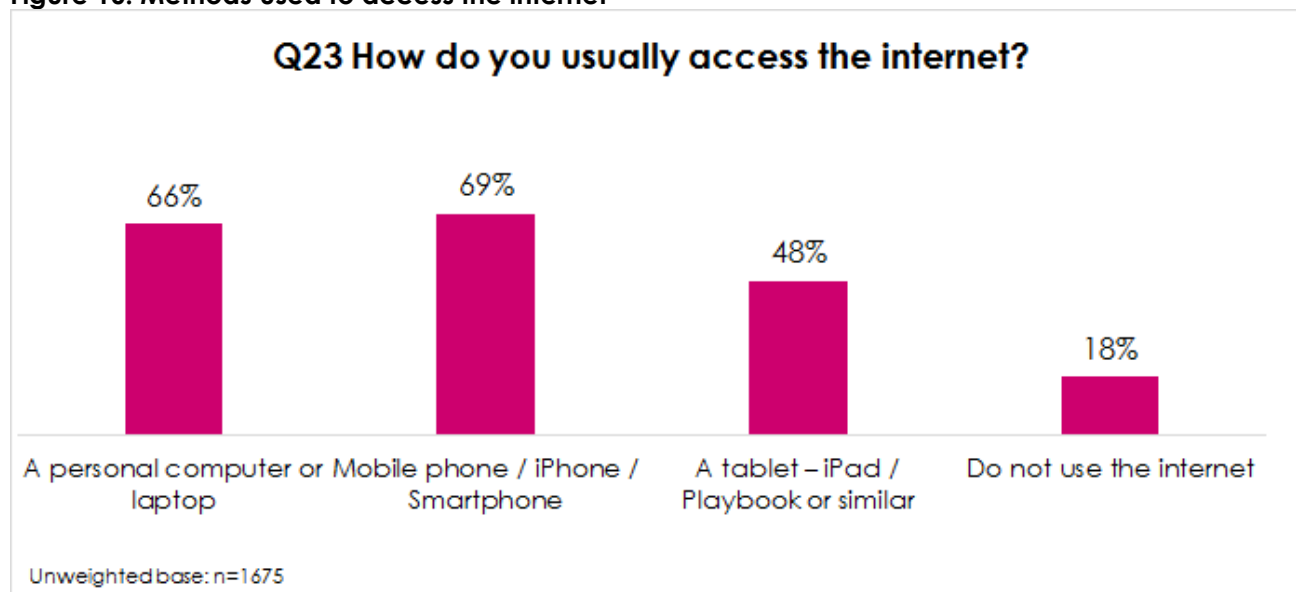
Figure 9: Internet access analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Yes	83%	98%	89%	52%
No	17%	2%	11%	48%
Don't know	0%	-	0%	-

Individuals residing in deprived areas (77%) are less likely to have access to the internet than individuals who live in non-deprived areas (83%).

Accessing the internet with a mobile phone (69%) is the most popular method, followed by a personal computer or laptop (66%) and using a tablet (48%).

Figure 10: Methods used to access the internet



Residents in Preston, Seton and Gosford (89%) use the internet more than residents in Dunbar and East Linton (78%) and Tranent, Wallyford and Macmerry (78%).

Figure 11: Methods used to access the internet analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Mobile phone / iPhone / Smartphone	69%	63%	69%	74%	60%	77%	66%
A personal computer or laptop	66%	66%	60%	61%	67%	77%	67%
A tablet - iPad / Playbook or similar	48%	45%	65%	43%	34%	55%	45%
Another way	0%	-	-	-	1%	1%	0%
Do not use the internet	18%	22%	18%	17%	19%	11%	22%

Almost all respondents aged 16-34 (99%) said they use the internet, the majority of which access the internet using a mobile phone (96%) or personal computer and laptop (77%). Half of respondents aged 65 and over (50%) said they do not use the internet, compared to 12% of those aged 35-64.

Figure 12: Methods used to access the internet analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Mobile phone / iPhone / Smartphone	69%	96%	78%	20%
A personal computer or laptop	66%	77%	72%	42%
A tablet - iPad / Playbook or similar	48%	66%	53%	21%
Another way	0%	1%	0%	-
Do not use the internet	18%	1%	12%	50%

Individuals residing in deprived areas are less likely to use the internet (78%) than individuals residing in non-deprived areas (82%). There was no difference in the proportion of individuals accessing the internet through a mobile phone as 69% of each group access the internet this way. Respondents living in deprived areas (57%) are more likely to use a tablet than respondents in non-deprived areas (48%) however are less likely to access the internet using a personal computer or laptop (56%) than individuals who do not live in deprived housing (66%).

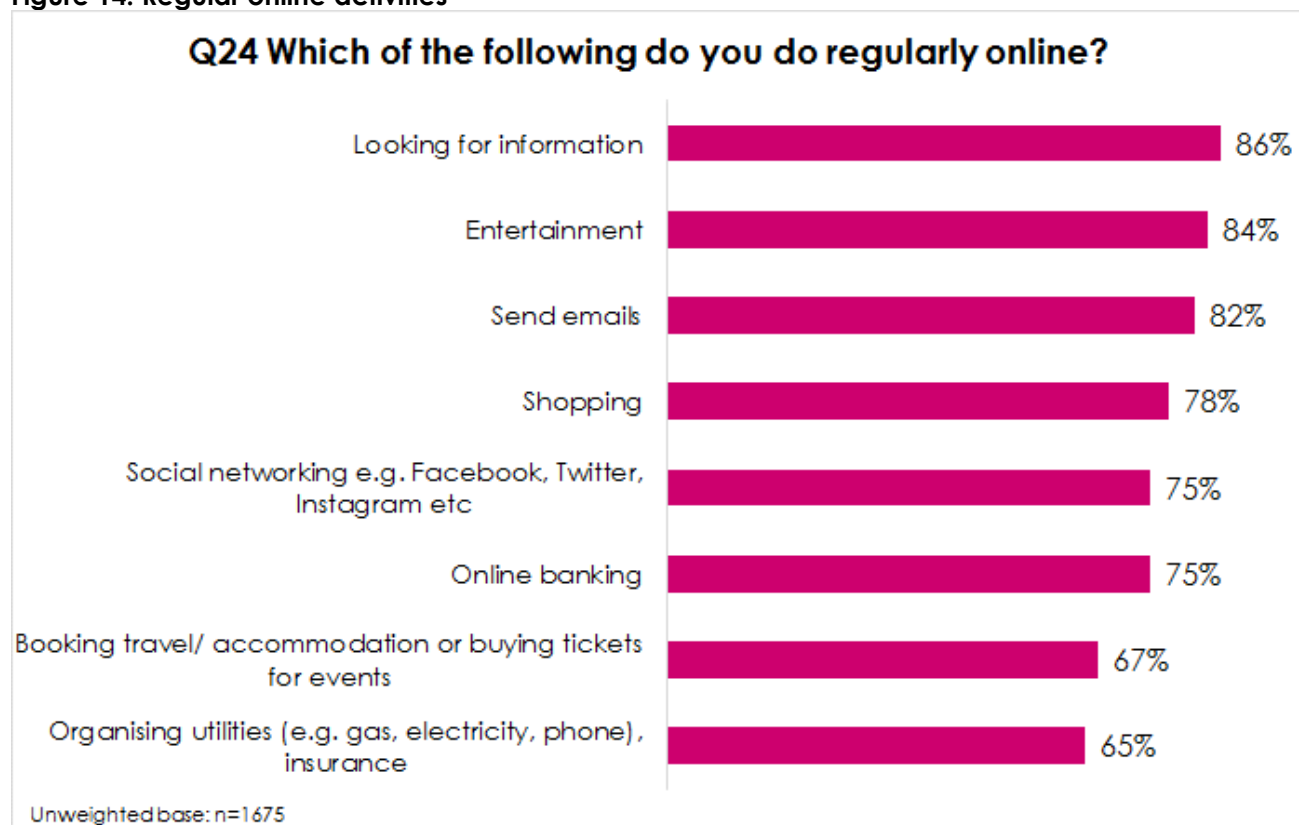
East Lothian respondents were less slightly likely than the Scottish average, to be able to access the internet in any of these ways. This was most evident regarding a personal computer or laptop with 66% of respondents in the 2019 ELC Residents Survey having access to the internet in this way compared to the Scottish average of 79% reported in the 2017 Scottish Household Survey.

Figure 13: Methods used to access the internet (SHS Scotland 2017 compared to ELC Resident Survey 2019)

	SHS 2017 Scotland	ELC Residents Survey 2019
A personal computer or laptop	79%	66%
Mobile phone / iPhone / Smartphone	78%	69%
A tablet – iPad / Playbook or similar	54%	48%
Do not use the internet	14%	18%

Those who used the internet were asked about the activities that they do online. The majority of these individuals use the internet to look for information (86%), for entertainment (84%) and to send emails (82%). Organising utilities (65%) was the least reported use of the internet.

Figure 14: Regular online activities



Nearly all respondents from Preston, Seton and Gosford (99%) said they use the internet to look for information, compared to 74% in Tranent, Wallyford and Macmerry. Online banking was more popular in Dunbar and East Linton (86%) and least popular in Haddington and Lammermuir (67%) while social networking was more prominent in Musselburgh (85%) than in North Berwick Coastal (62%).

Figure 15: Regular online activities analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Looking for information	86%	89%	82%	85%	86%	99%	74%
Entertainment	84%	84%	91%	80%	82%	83%	83%
Send emails	82%	82%	81%	85%	80%	76%	89%
Shopping	78%	81%	71%	76%	74%	92%	73%
Social networking e.g. Facebook, Twitter, Instagram etc	75%	75%	77%	85%	62%	79%	69%
Online banking	75%	86%	67%	70%	79%	76%	76%
Booking travel/ accommodation or buying tickets for events	67%	63%	66%	67%	58%	77%	65%
Organising utilities (e.g. gas, electricity, phone), insurance	65%	68%	55%	64%	64%	67%	69%
Other (please specify)	0%	-	-	1%	-	-	2%

Analysis by age reveals significant variances in regular online activities. Only one quarter of respondents over the age of 65 (25%) access the internet for social networking which pales in comparison to respondents aged 16-34 (98%) and 35-64 (76%). Respondents aged 16-34 (85%) are also significantly more likely to use the internet for online banking than respondents over the age of 65 (34%).

Figure 16: Regular online activities analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Looking for information	86%	90%	86%	75%
Entertainment	84%	94%	85%	57%
Send emails	82%	92%	86%	49%
Shopping	78%	89%	80%	48%
Social networking e.g. Facebook, Twitter, Instagram etc	75%	98%	76%	25%
Online banking	75%	85%	80%	34%
Booking travel/ accommodation or buying tickets for events	67%	78%	68%	38%
Organising utilities (e.g. gas, electricity, phone), insurance	65%	67%	71%	34%
Other	0%	-	0%	2%

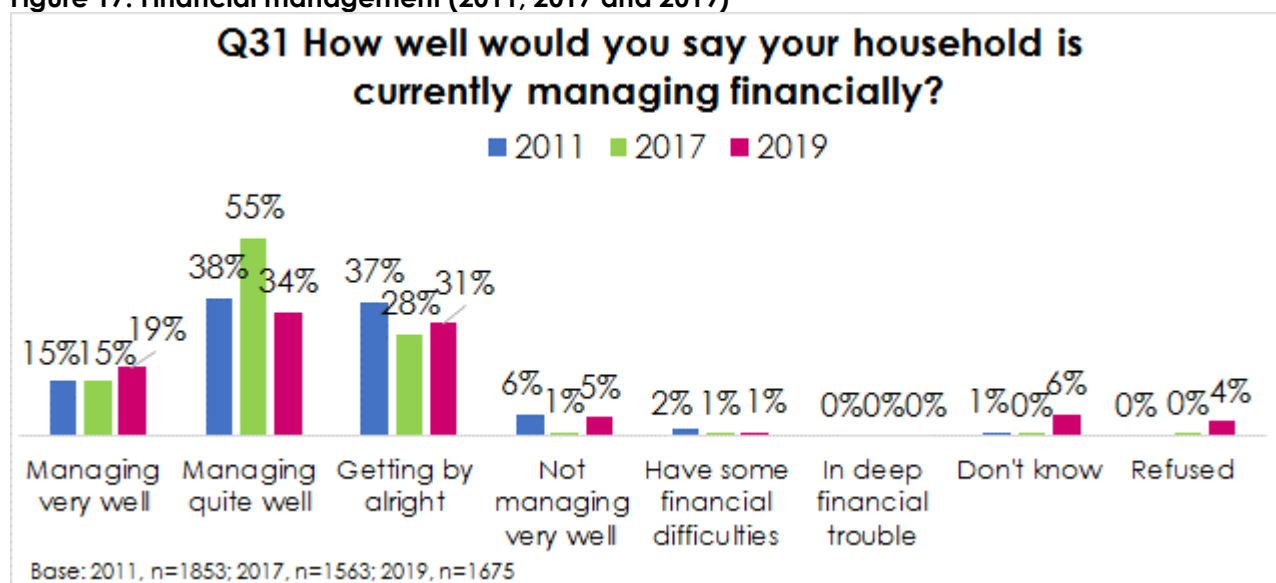
There is little differentiation between individuals residing in deprived areas and non-deprived areas in terms of sending emails, online banking, organising utilities and looking for information. Individuals residing in deprived areas are more likely to use the internet for social networking (90%) compared to individuals residing in non-deprived areas (75%) and are also more likely to online shop more regularly (86%) than their counterparts (78%).

3. MONEY MATTERS

3.1. Financial management (Q31)

Respondents were asked how well their household is currently managing financially, with 19% of respondents saying they are managing very well. Individuals who stated they are managing quite well has decreased significantly in the last two years, from 55% in 2017 to 34% in 2019. 31% of respondents said they are getting by alright while 5% said they are not managing very well. 1% of individuals said they are having some financial difficulties however no respondents said they are in deep financial trouble.

Figure 17: Financial management (2011, 2017 and 2019)



Residents in North Berwick Coastal (77%) were the most likely to say they are managing very or quite well financially while residents in Preston, Seton and Gosford (10%) were the most likely to say they are not managing very well or are having financial difficulties.

Figure 18: Household financial management analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Managing very/ quite well	54%	69%	48%	39%	77%	31%	67%
Getting by alright	31%	22%	30%	36%	16%	55%	23%
Not managing very well/ have some financial difficulties/ deep financial trouble	6%	3%	2%	12%	1%	10%	5%
Don't know	6%	4%	11%	9%	3%	2%	4%
Refused	4%	3%	9%	5%	3%	2%	1%

Respondents aged 65 and over (64%) were significantly more likely to say they are managing very or quite well financially compared to 38% of respondents aged 16-34. Younger respondents aged 16-34 (9%) were the most likely to say they are not managing very well or are having financial difficulties.

Figure 19: Household financial management analysed by ward				
	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Managing very/ quite well	54%	38%	57%	64%
Getting by alright	31%	32%	33%	27%
Not managing very well/ some financial difficulties/ deep financial trouble	6%	9%	6%	2%
Don't know	6%	20%	0%	2%
Prefer not to say	4%	2%	4%	6%

Individuals residing in non-deprived areas (55%) were more than twice as likely to say they are managing very or quite well financially compared to 27% of people who live in a deprived area. While respondents residing in deprived areas (63%) were more than twice as likely to say they are getting by alright compared to 30% of people who live in a non-deprived area. There was no difference in terms of individuals stating they are not managing very well or are having financial difficulties, as 6% of respondents in deprived areas and 6% of respondents in non-deprived areas reported this as their current financial situation.

Figure 20: How well would you say your household is currently managing financially?			
	East Lothian	SIMD	
		Most deprived 20%	All other areas
Base	1675	163	1512
Managing very well	19%	4%	20%
Managing quite well	34%	23%	35%
Getting by alright	31%	63%	30%
Not managing very well	5%	3%	5%
Have some financial difficulties	1%	3%	1%
In deep financial trouble	0%	-	0%
Don't know	6%	3%	6%
Prefer not to say	4%	1%	4%
% Managing very/ quite well	54%	26%	55%

East Lothian residents appear to be managing relatively well financially when compared to the Scottish average, for example 6% of East Lothian respondents said they were not managing very well or were having financial difficulties compared to 9% for the Scottish average.

Figure 21: Household financial management (SHS Scotland 2017 compared to ELC Resident Survey 2019)		
	SHS 2017 Scotland	ELC Residents Survey 2019
Managing very/ quite well	56%	54%
Getting by alright	35%	31%
Not managing very well/ have some financial difficulties/ deep financial trouble	9%	6%
Don't know	-	6%
Refused	-	4%

3.2. Standard of living (Q32/33)

When asked about their standard of living, the majority of respondents (96%) said they are able to keep their home damp free, while 94% said they have enough money to keep their home in a decent state of decoration and 93% said they are able to afford all recommended dental work and care. More than one fifth (24%) of respondents said they do not have access and can't afford to save £500 to cover an unexpected but necessary expense.

Figure 22: Standard of living – statements relating to all households

Q32 Thinking about your standard of living, I am going to read a list of items. I would you like you to tell me which of these you do or do not have. If you do not have something on the list, is this because you don't want or can't afford it?

	Un-weighted base	Yes have it	Don't have but don't want	Don't have and can't afford
Enough money to save regularly (of at least £20) for rainy days	1537	86%	3%	12%
Enough money to replace/ repair broken electrical goods	1485	83%	3%	13%
Enough money to make regular payments into an occupational or private pension	1460	76%	10%	14%
All recommended dental work/ treatment	1505	93%	2%	5%
Money to keep your home in a decent state of decoration	1522	94%	1%	5%
Money to take part in sport/ exercise activities	1527	76%	19%	5%
Money to take part in a hobby or leisure activity	1533	79%	16%	5%
Appropriate clothes for job interviews	1496	79%	18%	3%
Home contents insurance	1504	86%	8%	6%
A damp free home	1528	96%	1%	3%
Access to £500 to cover an unexpected, but necessary, expense	1462	71%	4%	24%

(NB excluding 'don't know' or 'refused')

Analysis by age reveals the following significant differences:

- **Enough money to save regularly (at least £20) for rainy days:** Respondents aged 35-64 (93%) and 65 and over (88%) are significantly more likely to be able to save regularly than younger respondents aged 16-34 (72%).
- **Enough money to replace/ repair broken electrical goods:** 23% of respondents aged 16-34 said they can't afford to replace or repair broken electrical goods, compared to 12% aged 35-64 and 7% aged 65 and over.
- **Enough money to make regular payments into an occupational or private pension:** Respondents aged 16-34 (24%) were most likely to say they cannot afford to make regular payments into a pension, compared to 14% aged 35-64 and 6% aged 65 and over.
- **Money to take part in sport/ exercise activities:** Respondents aged 65 and over (72%) are least likely to have money to take part in sport or exercise activities, however are the most likely to say they do not want to (26%).

- **Home contents insurance:** Respondents aged 65 and over (92%) and 35-64 (86%) are much more likely to have home contents insurance than younger respondents aged 16-34 (78%).
- **Access to £500 to cover an unexpected, but necessary, expense:** Respondents aged 65 and over (85%) were significantly more likely to have access to savings of £500 for emergencies than respondents aged 16-34 (53%) and 35-64 (74%).

Analysis by ward reveals:

- **Enough money to save regularly (at least £20) for rainy days:** Respondents living in North Berwick Coastal (97%) are significantly more likely to be able to save regularly than respondents living in Preston, Seton and Gosford (76%) or Tranent, Wallyford and Macmerry (79%).
- **Enough money to replace/ repair broken electrical goods:** Respondents living in North Berwick Coastal (96%) are significantly more likely to be able to replace or repair broken electrical goods than respondents living in Preston, Seton and Gosford (75%) or Tranent, Wallyford and Macmerry (75%).
- **Enough money to make regular payments into an occupational or private pension:** Respondents living in Preston, Seton and Gosford (28%) are most likely to say they cannot afford to make regular payments into a pension, compared to 5% of North Berwick Coastal residents.
- **All recommended dental work/ treatment:** While the majority of all respondents can afford recommended dental work, respondents living in Haddington and Lammermuir (87%) and Tranent, Wallyford and Macmerry (87%) were the least likely to say they can afford this necessity.
- **Home contents insurance:** More than 1 in 10 respondents in Musselburgh (12%) said they can't afford home contents insurance, followed by Haddington and Lammermuir residents (8%).
- **A damp free home:** 100% of respondents from Dunbar and East Linton, North Berwick Coastal, and Preston, Seton and Gosford said they can afford to keep their home damp free, compared to only 87% of residents in Haddington and Lammermuir.
- **Access to £500 to cover an unexpected, but necessary, expense:** Residents living in Preston, Seton and Gosford (41%) were most likely to say they cannot afford to save £500 for emergency expenses, followed by Tranent, Wallyford and Macmerry residents (28%).

Analysis by deprivation level reveals the following:

- **Enough money to save regularly (at least £20) for rainy days:** Residents living in a deprived area (32%) are almost three times as likely to say they cannot afford to save regularly than residents in non-deprived areas (11%).
- **Enough money to replace/ repair broken electrical goods:** 32% of residents in a deprived area said they cannot afford to repair or replace electrical goods, compared to 13% of residents in a non-deprived area.
- **Enough money to make regular payments into an occupational or private pension:** residents living a non-deprived area (78%) are more than twice as likely to say they can afford to make regular pension contributions than residents in a deprived area (30%).

- **All recommended dental work/ treatment:** 9% of respondents living in a deprived area said they cannot afford recommended dental work, compared to 5% of residents living in a non-deprived area.
- **Money to take part in sport/ exercise activities:** 77% of respondents living in a non-deprived area said they can afford to take part in sport and exercise activities, compared to 49% of respondents in a deprived area. However respondents living in a deprived area are more likely to say they do not want to take part in this type of activity (45%), compared to 18% of residents in a non-deprived area.
- **Money to take part in a hobby or leisure activity:** 63% of respondents living in a deprived area said they can afford to take part in a hobby or leisure activity, while 30% said they do not want to. This is compared to 80% of residents in a non-deprived area who do take part in a hobby or leisure activity, and 16% who said they don't and do not want to.
- **Appropriate clothes for job interviews:** Respondents living in a deprived area (8%) are more likely to say they cannot afford appropriate clothes for job interviews than respondents in a non-deprived area (3%).
- **Home contents insurance:** Residents living in a deprived area (74%) are less likely to have home contents insurance than residents living in a non-deprived area (86%).
- **Access to £500 to cover an unexpected, but necessary, expense:** More than half (52%) of respondents living in a deprived area said they cannot afford to save £500 for emergency expenses, compared to 23% of respondents living in a non-deprived area.

Figure 23: Standard of living – statements relating to all households analysed by SIMD

	Most deprived 20% (n=152-161)			All other areas (n=1307-1376)		
	Yes have it	Don't have but don't want	Don't have and can't afford	Yes have it	Don't have but don't want	Don't have and can't afford
Enough money to save regularly (of at least £20) for rainy days	64%	4%	32%	86%	3%	11%
Enough money to replace/ repair broken electrical goods	65%	3%	32%	84%	4%	13%
Enough money to make regular payments into an occupational or private pension	30%	30%	40%	78%	9%	13%
All recommended dental work/ treatment	81%	10%	9%	93%	2%	5%
Money to keep your home in a decent state of decoration	89%	2%	8%	94%	1%	5%
Money to take part in sport/ exercise activities	49%	45%	6%	77%	18%	4%
Money to take part in a hobby or leisure activity	63%	30%	7%	80%	16%	4%
Appropriate clothes for job interviews	61%	31%	8%	80%	17%	3%
Home contents insurance	74%	18%	8%	86%	7%	6%
A damp free home	92%	3%	5%	96%	1%	3%
Access to £500 to cover an unexpected, but necessary, expense	42%	6%	52%	73%	4%	23%

The table below compares these results to those reported for Scotland overall in the Children in families with limited resources 2014-2016 survey. As can be seen below, East Lothian respondents are on par with the national average across almost all necessities, with the largest difference being having access to £500 to cover an unexpected, but necessary, expense, which was just 3 percent higher than the national average. Please note children in the national survey were defined as children under the age of 17, as well as 17 to 19 year-olds who study full time and live at home. Children in the ELC Residents Survey are defined as households with at least one child under the age of 16.

Figure 21: Standard of living – Percentage who cannot afford each necessity (Children in families with limited resources across Scotland 2014-2016 compared to ELC Resident Survey 2019)		
% who cannot afford	CiF Scotland 2014-2016	ELC Residents Survey 2019
Enough money to save regularly (of at least £20) for rainy days	19%	19%
Enough money to replace/ repair broken electrical goods	19%	20%
Enough money to make regular payments into an occupational or private pension	20%	20%
All recommended dental work/ treatment	4%	5%
Money to keep your home in a decent state of decoration	4%	3%
Money to take part in sport/ exercise activities	5%	6%
Money to take part in a hobby or leisure activity	5%	5%
Appropriate clothes for job interviews	2%	3%
Home contents insurance	6%	8%
A damp free home	2%	2%
Access to £500 to cover an unexpected, but necessary, expense	29%	32%

Almost all respondents (equates to 100% with rounding) reported that they have access to a garden or outdoor space nearby where their child can play safely while almost all respondents (99%) said their child has access to a computer or internet to complete homework. On the other hand, 17% of respondents said they cannot afford to give their child money to save and 16% said they cannot afford for their child to have a holiday away from home at least one week a year.

Figure 24: Standard of living – statements relating households with children

Q33 Thinking about your standard of living, I am going to read a list of items. these are items that your child(ren) may have. I would you like you to tell me which of these your children do or do not have. If they do not have something on the list, is this because you don't want or cannot afford it?

	Un-weighted base	Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	416	72%	11%	17%
Does your child have a holiday away from home at least one week a year	427	83%	1%	16%
Does your child have day trips with family once a month	429	88%	5%	7%
Does your child get pocket money	410	85%	11%	4%
Is there a garden or outdoor space nearby where your child can play safely	427	100%	-	0%
Does your child attend a toddler group at least once a week (pre-school only)	186	93%	6%	1%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	378	95%	1%	4%
Does your child have access to a computer or internet for homework	391	99%	1%	-

NB excluding 'not applicable')

Analysis by age revealed:

- **Does your child have money to save:** Younger respondents aged 16-34 (24%) were significantly more likely to say they could not afford this child necessity, compared to 13% aged 35-64.
- **Does your child have a holiday away from home at least one week a year:** More than one fifth (23%) of respondents aged 16-34 said they could not afford this child necessity, compared to 10% aged 35-64. There are two respondents aged 65 and over in this category, one said they could afford this child necessity and one said they could not
- **Does your child have day trips with family once a month:** 12% of respondents aged 16-34 could not afford this, compared to 4% aged 35-64.
- **Does your child get pocket money:** The majority of all respondents in each age group said they could afford this, however respondents aged 16-34 (8%) were most likely to say they could not.
- **Does your child attend a toddler group at least once a week (pre-school only):** One percent of respondents aged 16-34 said they could not afford this necessity.
- **Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom:** five percent of respondents aged 16-34 said they could not afford this, as did 3% of respondents aged 35-64.

Analysis by ward reveals:

- **Does your child have money to save:** Respondents living in Preston, Seton and Gosford (36%) were most likely to say they could not afford this child necessity, while respondents living in Haddington and Lammermuir (2%) were the least likely.
- **Does your child have a holiday away from home at least one week a year:** Residents in North Berwick Coastal (98%) were the most likely to say they could afford this, while Preston, Seton and Gosford were the least likely (72%).
- **Does your child have day trips with family once a month:** Residents in Preston, Seton and Gosford (13%) and Musselburgh (13%) residents were the most likely to say they could not afford this.
- **Does your child get pocket money:** 1 in 10 respondents in Musselburgh (10%) said they could not afford this.
- **Is there a garden or outdoor space nearby where your child can play safely:** Two percent of respondents in Tranent, Wallyford and Macmerry said they could not afford to have this child necessity compared to 0% in every other ward.
- **Does your child attend a toddler group at least once a week (pre-school only):** Three percent of respondents in Tranent, Wallyford and Macmerry said they could not afford to have this child necessity compared to 0% in every other ward.
- **Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom:** More than 1 in 10 respondents (13%) in Musselburgh said they could not afford this, followed by 5% in Haddington and Lammermuir and 5% in Tranent, Wallyford and Macmerry.

Analysis by SIMD reveals (please note there is a small base number for respondents who have children and live in a deprived area therefore care should be taken when viewing these results):

- **Does your child have money to save:** Residents living in a deprived area (61%) were almost four times as likely to say they could not afford this child necessity than residents living in a non-deprived area (16%).
- **Does your child have a holiday away from home at least one week a year:** Residents living in a deprived area (29%) were almost twice as likely to say they could not afford this child necessity than residents living in a non-deprived area (15%).
- **Does your child have day trips with family once a month:** More than one fifth (24%) of respondents living in a deprived area could not afford this, compared to 7% of respondents living in a non-deprived area.
- **Does your child get pocket money:** more than 1 in 10 respondents (11%) living in a deprived area said they could not afford this, compared to 4% who lived in a non-deprived area.
- **Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom:** The majority of respondents in each category can afford this necessity, however it was slightly less likely in non-deprived areas (95%) than deprived areas (98%).

Figure 25: Standard of living – statements relating households with children analysed by SIMD

	Most deprived 20% (n=17-46)			All other areas (n=169-383)		
	Yes have it	Don't have but don't want	Don't have and can't afford	Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	23%	16%	61%	74%	11%	16%
Does your child have a holiday away from home at least one week a year	69%	1%	29%	84%	1%	15%
Does your child have day trips with family once a month	75%	2%	24%	89%	5%	6%
Does your child get pocket money	75%	14%	11%	85%	11%	4%
Is there a garden or outdoor space nearby where your child can play safely	100%	-	-	100%	-	0%
Does your child attend a toddler group at least once a week (pre-school only)	69%	31%	-	93%	6%	1%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	98%	-	2%	95%	1%	4%
Does your child have access to a computer or internet for homework	100%	-	-	99%	1%	-

The table below compares these results to those reported for Scotland overall in the Children in families with limited resources 2014-2016 survey. As can be seen below, East Lothian respondents are below the national average for families who cannot afford child necessities.

Figure 22: Standard of living – Percentage who cannot afford each child necessity (Children in families with limited resources across Scotland 2014-2016 compared to ELC Resident Survey 2019)

	CiF Scotland 2014-2016	ELC Residents Survey 2019
Does your child have money to save	21%	18%
Does your child have a holiday away from home at least one week a year	20%	15%
Does your child have day trips with family once a month	14%	7%
Does your child get pocket money	11%	4%
Is there a garden or outdoor space nearby where your child can play safely	5%	0%
Does your child attend a toddler group at least once a week (pre-school only)	6%	0%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	10%	4%
Does your child have access to a computer or internet for homework	5%	0%

NB children in the national survey were defined as children under the age of 17, as well as 17 to 19 year-olds who study full time and live at home. Children in the ELC Residents Survey are defined as households with at least one child under the age of 16.

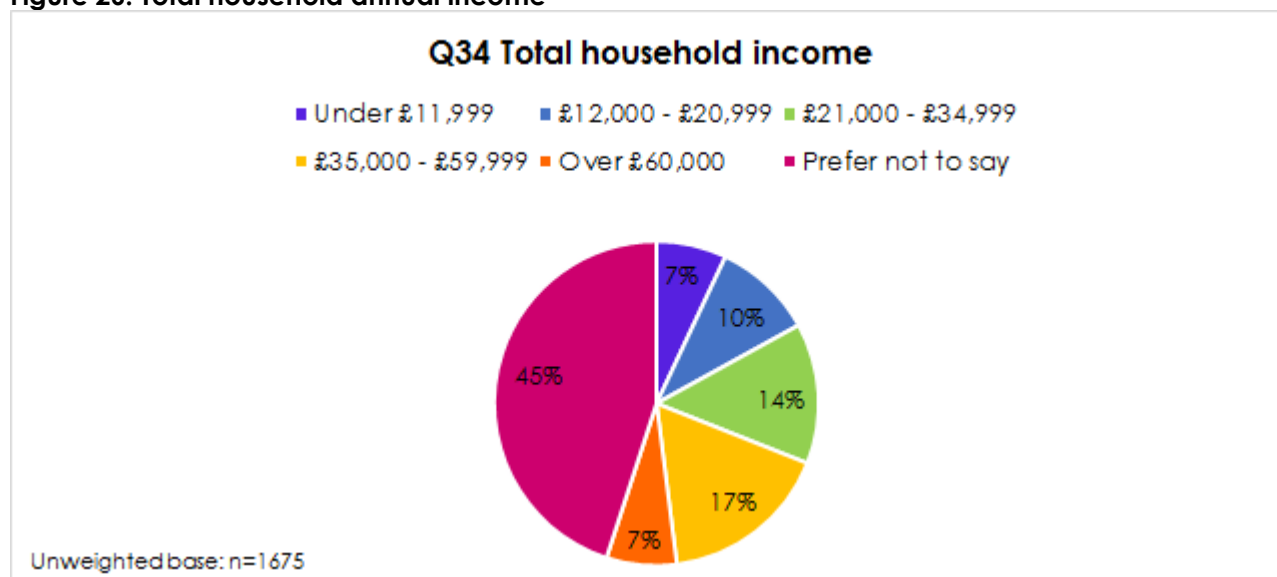
3.3. Total household income (Q34)

In terms of household income, 45% of East Lothian respondents refused to answer this question. Seven percent of survey respondents said their annual household income was less than £11,999, 10% said it was between £12,000 and £20,999, 14% said it was between £21,000 and £34,999, 17% said it was between £35,000 and £59,999 and 7% said it was £60,000 or over.

There was an increase in response rate regarding this question in comparison with the 2017 survey, where 71% refused to answer this question, compared to 46% in 2019. It is therefore difficult to make comparison as there are less observations to compare. However, 15% of respondents said their annual household income was less than £24,999 and 14% said more than £25,000 in 2017, compared to 2019 where 17% said their annual income was less than £20,999 and 38% said it was more than £21,000.

Relative poverty is defined as individuals living in households whose equivalised income is below 60% of median income in the same year. This is a measure of whether those in lowest income households are keeping in pace with the growth of incomes in the economy as a whole. Based on U.K. figures from 2017-2018, households whose equivalised income is below £20,280.60 are considered to be living in relative poverty. The ELC survey did not ask respondents for their equivalised income as this may decrease the response rate, and therefore only loose comparison is possible. 18% of respondents in the ELC survey said their total household income was less than £20,999 and therefore below the relative poverty line, this is slightly above the national Scottish average of 17% for the period 2015-2018.

Figure 26: Total household annual income



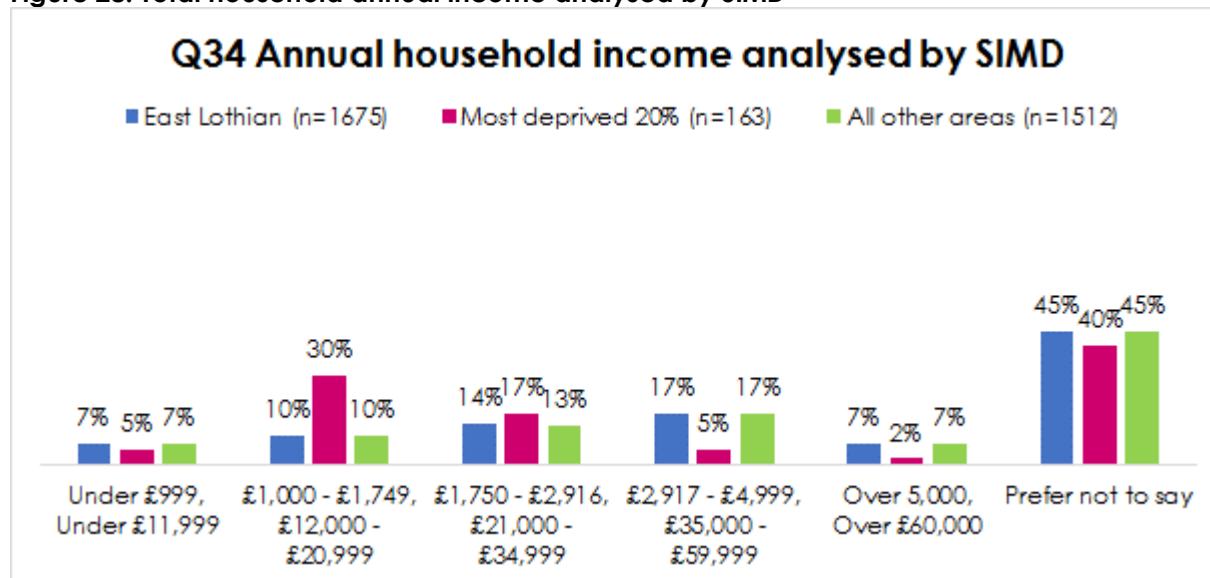
Residents living in Tranent, Wallyford and Macmerry (14%) were more likely to say their annual household income is less than £11,999 than residents in North Berwick Coastal (0%). Residents in North Berwick Coastal (16%) were significantly more likely to have an annual income of £60,000 and above compared to Haddington and Lammermuir (2%) which was the least likely.

Figure 27: Total household annual income analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	NBC	PSG	TWM
Unweighted base	1675	262	262	252	257	317	325
Under £11,999	7%	3%	11%	6%	0%	6%	14%
£12,000 - £20,999	10%	6%	7%	12%	6%	12%	16%
£21,000 - £34,999	14%	12%	16%	18%	6%	12%	14%
£35,000 - £59,999	17%	19%	18%	17%	17%	11%	19%
Over £60,000	7%	9%	2%	5%	16%	6%	8%
Prefer not to say	45%	52%	47%	41%	55%	52%	30%

Five percent of respondents in deprived areas said their annual household income was less than £11,999 compared to 7% of respondents in non-deprived areas. Individuals residing in non-deprived areas (24%) were more than three times as likely to have an annual income of £35,000 and above than individuals residing in deprived areas (7%).

Figure 28: Total household annual income analysed by SIMD

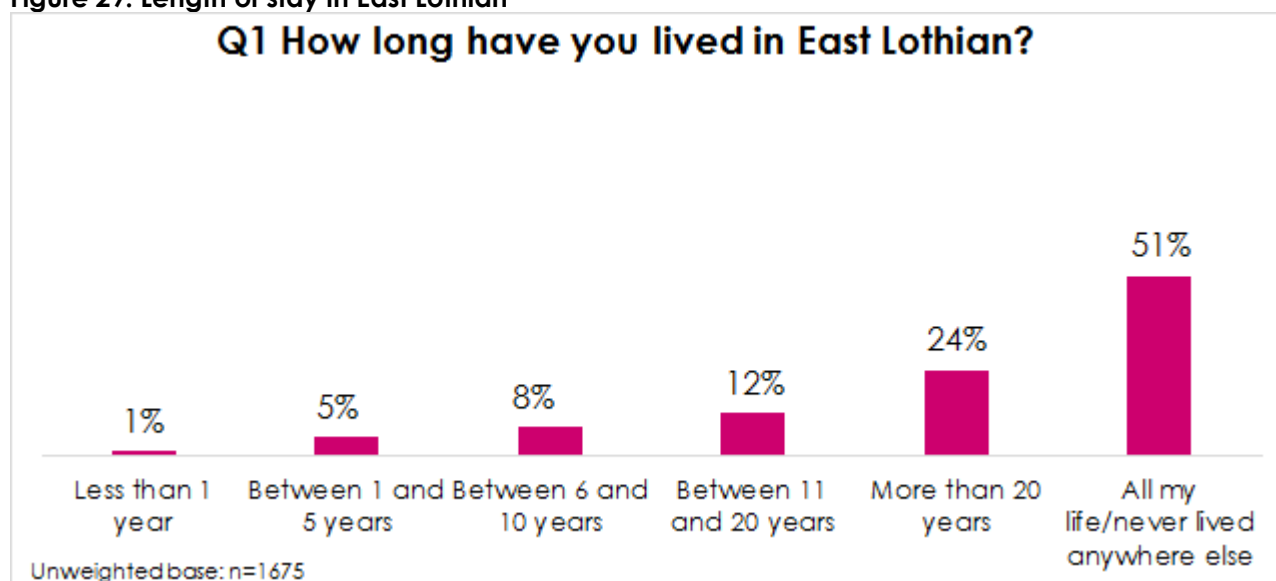


5. NEIGHBOURHOOD AND QUALITY OF LIFE

4.1. Length of stay in the neighbourhood (Q1)

When asked how long they have lived in East Lothian, more than half of respondents (51%) said they have lived there all their life. 24% said they have lived in East Lothian for more than 20 years, 12% said between 11 and 20 years, 8% said between 6 and 10 years and 6% said less than 5 years.

Figure 29: Length of stay in East Lothian



Respondents who said they have lived in East Lothian all their life were more likely to live in Dunbar and East Linton (58%) than in Haddington and Lammermuir (39%).

Figure 30: Length of stay in East Lothian analysed by ward

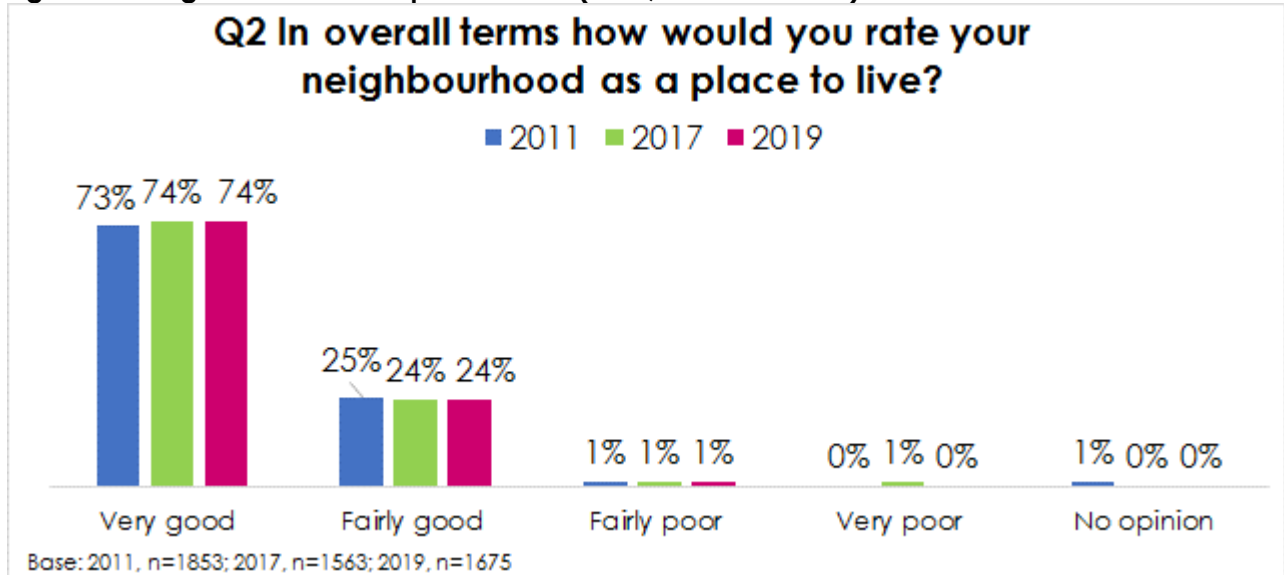
	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	NBC	PSG	TWM
Unweighted base	1675	262	262	252	257	317	325
Less than 1 year	1%	-	0%	2%	0%	-	1%
Between 1 and 5 years	5%	2%	7%	7%	3%	2%	7%
Between 6 and 10 years	8%	4%	9%	7%	11%	8%	8%
Between 11 and 20 years	12%	13%	15%	11%	13%	10%	10%
More than 20 years	24%	23%	29%	27%	20%	27%	18%
All my life/never lived anywhere else	51%	58%	39%	47%	53%	52%	56%

Individuals residing in deprived areas (71%) were significantly more likely to have lived in East Lothian all their life than individuals residing in non-deprived areas (50%).

4.2. Neighbourhood as a place to live (Q2)

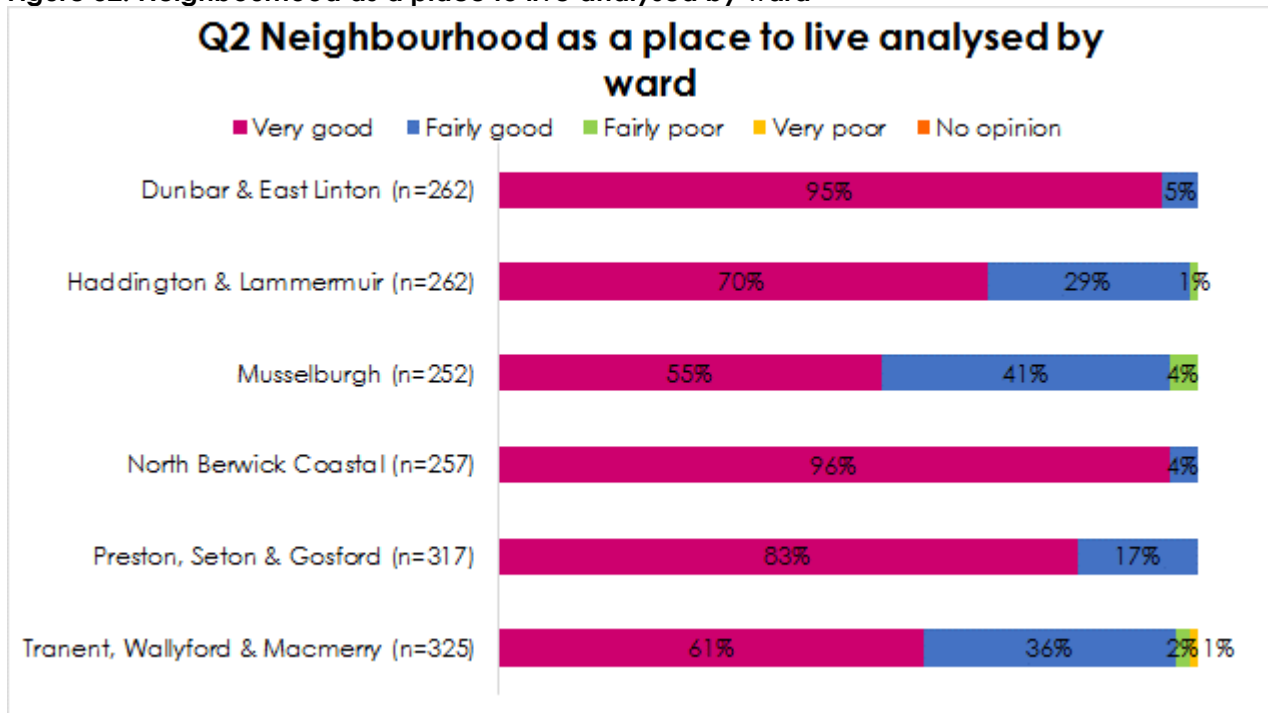
The majority of residents (98%) rate their neighbourhood as very or fairly good. This has remained consistent with the findings from 2017 and 2019.

Figure 31: Neighbourhood as a place to live (2011, 2017 and 2019)



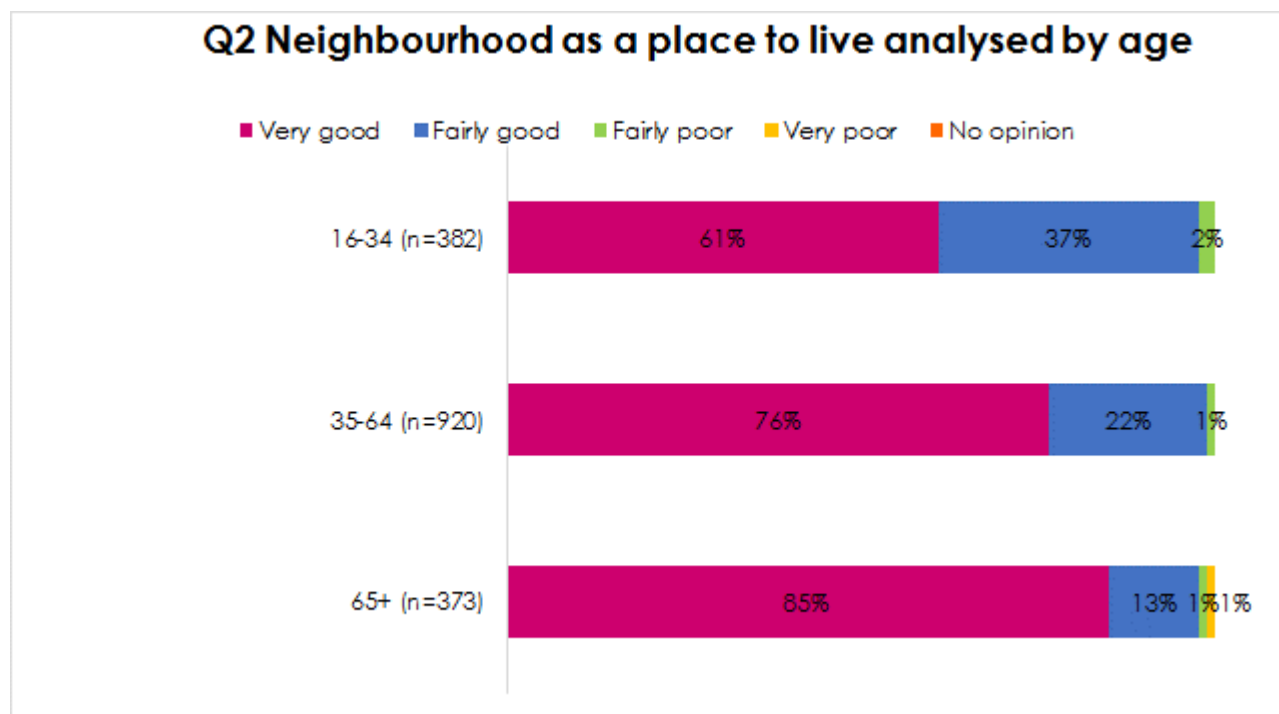
The results to this question were consistent across wards, with the majority of respondents stating their neighbourhood was a very or fairly good place to live. Musselburgh (4%) had the highest proportion of residents who rated their neighbourhood as fairly poor, followed by Tranent, Wallyford and Macmerry where 3% said their neighbourhood was fairly or very poor.

Figure 32: Neighbourhood as a place to live analysed by ward



Analysis by age reveals little differentiation in results with the majority of residents rating their neighbourhood as very or fairly good. Respondents aged 65 and over (85%) were more likely to rate their neighbourhood as very good, compared to 76% of respondents aged 35-64 and 61% of respondents aged 16-34.

Figure 33: Neighbourhood as a place to live analysed by age



Residents in non-deprived areas (99%) were more likely to say their neighbourhood was very or fairly good compared to residents in deprived areas (94%).

The table below compares these results to those reported for Scotland overall in the Scottish Household Survey. As can be seen below, East Lothian respondents were significantly more likely to rate their local neighbourhood as a very good place to live (74%) than the Scottish average (57%).

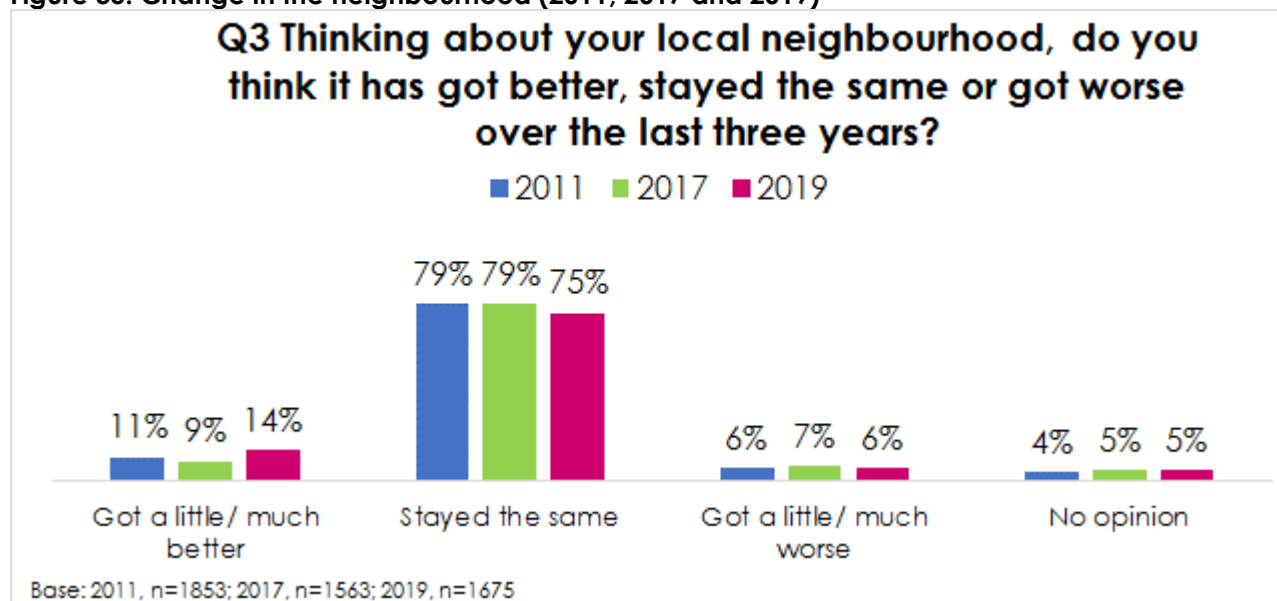
Figure 34: Neighbourhood as a place to live (SHS Scotland 2017 compared to ELC Resident Survey 2019)

	SHS 2017 Scotland	ELC Residents Survey 2019
Very good	57%	74%
Fairly good	38%	24%
Fairly poor	3%	1%
Very poor	1%	0%
No opinion	0%	0%

4.3. Change in the neighbourhood (Q3)

Respondents were then asked to what extent their neighbourhood had changed over the years. The majority of respondents (75%) said their local neighbourhood had stayed the same, compared to 14% who said it has got a little or much better and 6% who said it has got a little or much worse. Residents stating their neighbourhood has got a little or much better increased by 5 percentage points, from 9% in 2017 to 14% in 2019.

Figure 35: Change in the neighbourhood (2011, 2017 and 2019)



Analysis by ward reveals Dunbar and East Linton residents (21%) were the most likely to say their local neighbourhood has improved, while Preston, Seton and Gosford residents (5%) were the least likely. Respondents living in Tranent, Wallyford and Macmerry (13%) were the most likely to say their neighbourhood has got a little or much worse, followed by Musselburgh (11%).

Figure 36: Change in the neighbourhood analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	NBC	PSG	TWM
Unweighted base	1675	262	262	252	257	317	325
Got much better/ a little better	14%	21%	15%	11%	14%	5%	18%
Stayed the same	75%	77%	72%	68%	80%	93%	64%
Got a little/ much worse	6%	0%	8%	11%	0%	1%	13%
Don't know	5%	2%	6%	10%	5%	1%	5%

The table below shows residents aged 65 and over were the most likely to say their local neighbourhood had improved (18%) however were also the most likely age group to say their neighbourhood had declined (10%).

Figure 37: Change in the neighbourhood analysed by age				
	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Got much better/ a little better	14%	6%	16%	18%
Stayed the same	75%	78%	76%	71%
Got a little/ much worse	6%	4%	5%	10%
Don't know	5%	12%	3%	1%

Individuals residing in deprived areas (13%) were twice as likely to say their local neighbourhood has got a little or much worse in recent years, compared to 6% from non-deprived areas. Respondents living in non-deprived areas (14%) were twice as likely to say their neighbourhood had improved than those in deprived areas (7%).

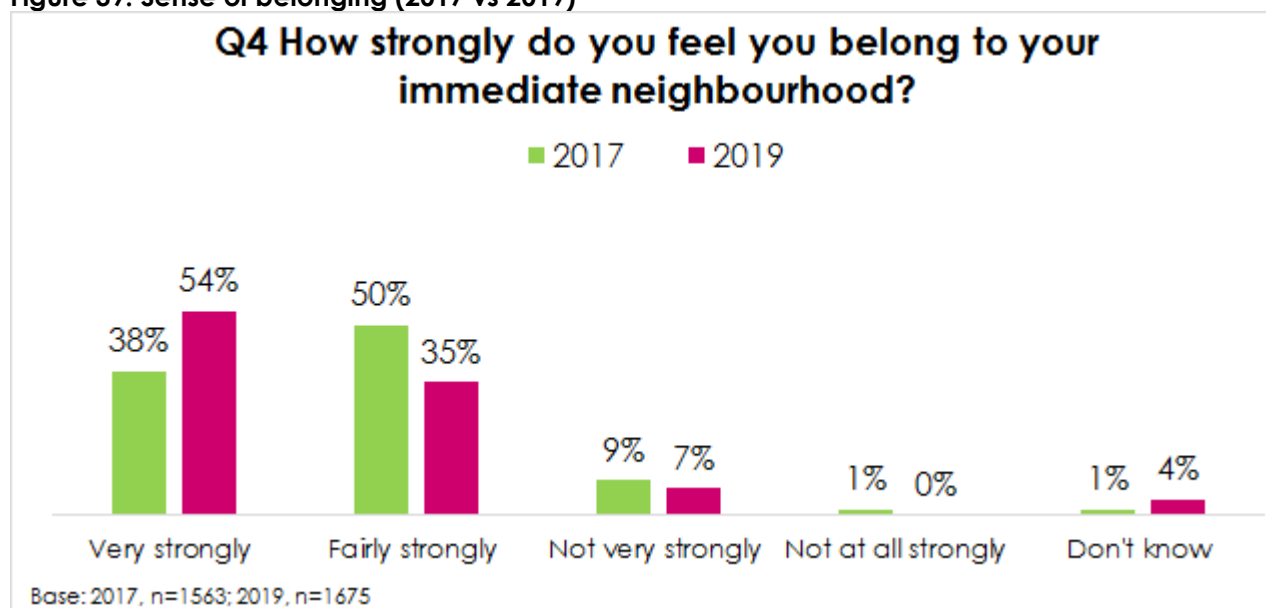
As can be seen in the table below, fewer East Lothian respondents were of the opinion that their neighbourhood had improved (14%) over the last 3 years than the Scottish average (16%, as reported in the 2017 Scottish Household Survey).

Figure 38: Change in the neighbourhood (SHS Scotland 2017 compared to ELC Resident Survey 2019)		
	SHS 2017 Scotland	ELC Residents Survey 2019
Got a little/ much better	16%	14%
Stayed the same	63%	75%
Got a little/ much worse	16%	6%
No opinion	6%	5%

4.4. Sense of belonging (Q4)

Respondents were asked how strongly they feel they belong to their immediate neighbourhood. More than half of respondents (54%) said they very strongly feel they belong, compared to 35% who said fairly strongly and 7% who said not very strongly. Respondents who said they very strongly feel part of their immediate neighbourhood has increased significantly over the past 3 years, from 38% in 2017 to 54% in 2019.

Figure 39: Sense of belonging (2017 vs 2019)



Analysis by ward reveals Dunbar and East Linton (71%) residents were most likely to be of the opinion they feel very strongly part of their immediate neighbourhood, while Musselburgh (40%) residents were the least likely to respond this way. Respondents from Haddington and Lammermuir (12%) were the most likely to answer not very strongly to this question, followed by respondents from Musselburgh (11%).

Figure 40: Sense of belonging analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	NBC	PSG	TWM
Unweighted base	1675	262	262	252	257	317	325
Very strongly	54%	71%	50%	40%	58%	61%	52%
Fairly strongly	35%	21%	36%	47%	28%	32%	40%
Not very strongly	7%	2%	12%	11%	3%	5%	6%
Not at all strongly	0%	0%	1%	-	1%	-	0%
Don't know	4%	6%	2%	2%	10%	3%	2%

Respondents aged 16-34 (8%) were twice as likely to answer not very strongly than respondents aged 65 and over (4%). The majority of respondents 65 and over (94%) said they very strongly felt part of their immediate neighbourhood.

Figure 41: Change in the neighbourhood analysed by age				
	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Very strongly	54%	51%	52%	63%
Fairly strongly	35%	35%	37%	31%
Not very strongly	7%	8%	7%	4%
Not at all strongly	0%	0%	0%	1%
Don't know	4%	6%	3%	1%

Respondents were significantly more likely to say they very strongly felt part of their local neighbourhood in deprived areas (68%) than non-deprived areas (54%). However, residents in deprived areas (9%) were slightly more likely to say they did not feel part of their local neighbourhood than those in non-deprived areas (7%).

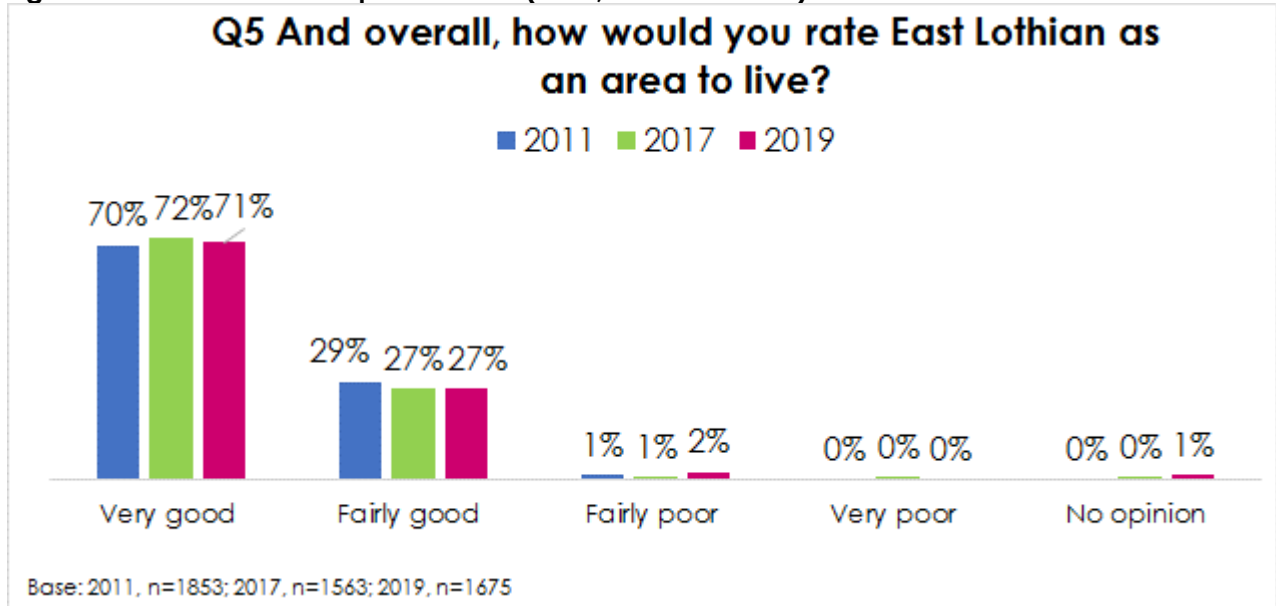
The table below compares these results to those reported for Scotland overall in the Scottish Household Survey. As can be seen below, East Lothian respondents were significantly more likely to feel a strong sense of belonging in their immediate neighbourhood (89%) than the Scottish average (78%).

Figure 42: Sense of belonging (SHS Scotland 2017 compared to ELC Resident Survey 2019)		
	SHS 2017 Scotland	ELC Residents Survey 2019
Very strongly	35%	54%
Fairly strongly	43%	35%
Not very strongly	16%	7%
Not at all strongly	5%	0%
Don't know	1%	4%

4.5. East Lothian as a place to live (Q5)

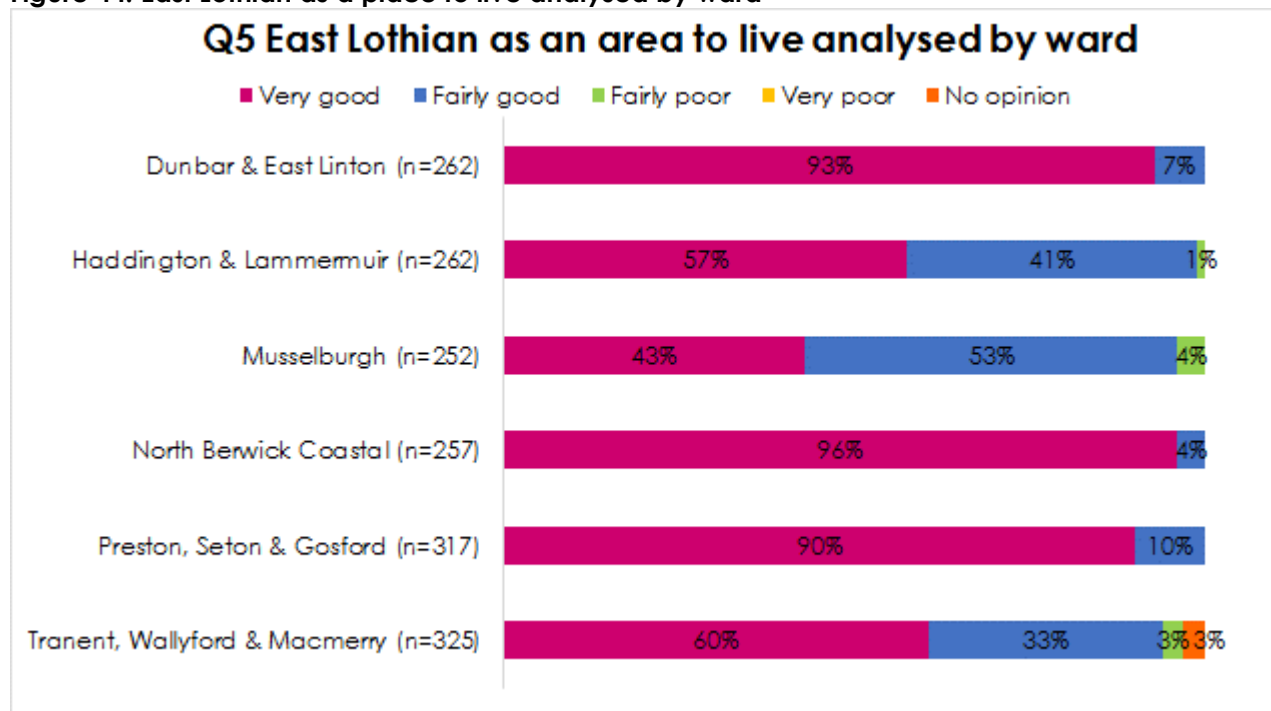
Almost all respondents (98%) rated East Lothian as a very good (71%) or fairly good place to live (27%). No respondents said East Lothian was a very poor place to live. Results to this question have remained consistent since 2011.

Figure 43: East Lothian as a place to live (2011, 2017 and 2019)



Analysis by ward reveals 100% of respondents in Dunbar and East Linton, North Berwick Coastal and Preston, Seton and Gosford said East Lothian was a very good or fairly good place to live. Respondents in Musselburgh (4%) were most likely to respond fairly poor, followed by Tranent, Wallyford and Macmerry (3%) and Haddington and Lammermuir (1%).

Figure 44: East Lothian as a place to live analysed by ward



Almost all respondents aged 35-64 (99%) said East Lothian was a very good or fairly good place to live compared to 98% of respondents aged 65 and over and 95% of those aged 16-34.

Figure 45: East Lothian as an area to live analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Very good	71%	54%	76%	78%
Fairly good	27%	41%	23%	20%
Fairly poor	2%	3%	1%	2%
Very poor	0%	0%	0%	-
No opinion	1%	1%	1%	0%

Respondents residing in non-deprived areas (98%) were slightly more likely to say East Lothian was a very good or fairly good place to live, compared to 96% of respondents from deprived areas.

4.6. Priorities for improvement in the local area (Q6)

East Lothian residents were then asked what improvements could be made to their neighbourhood. Improvements that have seen the most significant increase in responses since 2017 are road and pavement repairs (+10%), the level of traffic congestion (up 8%), jobs for local people (+8%), wage levels and local cost of living (+7%) and shopping facilities (+6%).

Figure 46: Priorities for improvement to the local area (2011 vs. 2017)

	East Lothian 2011 (1853)	East Lothian 2017 (1563)	East Lothian 2019 (1675)	Change (2017 to 2019)
Access to outdoors, parks and open spaces	2%	1%	1%	0%
Activities for teenagers	26%	8%	9%	+1%
Affordable decent housing	12%	8%	12%	+4%
Care for older people	5%	4%	5%	+1%
Clean streets	6%	6%	8%	+2%
Facilities for young children	10%	5%	5%	0%
Health services	5%	11%	12%	+1%
Jobs for local people	32%	7%	15%	+8%
Primary & Secondary Schools	2%	3%	3%	0%
Public transport	11%	7%	8%	+1%
Road and pavement repairs	31%	16%	26%	+10%
Sense of community	3%	2%	2%	0%
Shopping facilities	10%	10%	16%	+6%
Sports and leisure facilities	2%	3%	3%	0%
The level of crime	5%	3%	1%	-2%
The level of traffic congestion	5%	5%	13%	+8%
Wage levels and local cost of living	14%	4%	11%	+7%
None of these	28%	37%	15%	-22%
Don't know	5%	5%	23%	0%

Three percent of respondents answered other to this question. These responses mainly consisted of requests to improve parking, for more bins, and more effective handling of drug use and anti-social behaviour in the area.

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Road and pavement repairs were the top priority for improvement in Haddington and Lammermuir (31%), North Berwick Coastal (16%) and Tranent, Wallyford and Macmerry (31%). Health services (28%) and road and pavement repairs (28%) were of equal importance in Musselburgh. Affordable decent housing was the top priority in Preston, Seton and Gosford (28%) while shopping facilities was the top priority in Dunbar and East Linton (21%). Respondents living in North Berwick Coastal (29%), Dunbar and East Linton (22%) and Haddington and Lammermuir (20%) were the most likely to say nothing required improvement in their local area.

Figure 47: Priorities for improvement to the local area analysed by ward

	East Lothian 2019	Dunbar & East Linton	Haddington & Lammermuir	Musselburgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Base	1675	262	262	252	257	317	325
Primary & Secondary Schools	3%	1%	3%	6%	1%	1%	5%
Wage levels and local cost of living	11%	8%	1%	22%	6%	12%	12%
Jobs for local people	15%	11%	2%	21%	7%	25%	19%
Health services	12%	4%	4%	28%	3%	6%	22%
Care of older people	5%	1%	2%	2%	2%	9%	9%
The level of traffic congestion	13%	8%	11%	17%	9%	20%	11%
Public transport	8%	9%	16%	3%	6%	11%	7%
Road and pavement repairs	26%	18%	31%	28%	16%	24%	31%
Clean streets	8%	4%	4%	10%	3%	4%	17%
Access to outdoors, parks and open spaces	1%	1%	0%	-	-	0%	4%
The level of crime	1%	-	3%	1%	-	1%	4%
Activities for teenagers	9%	10%	3%	8%	5%	17%	11%
Affordable decent housing	12%	10%	3%	14%	6%	28%	11%
Sense of community	2%	-	1%	2%	-	0%	9%
Shopping facilities	16%	21%	5%	10%	14%	18%	26%
Sports and leisure facilities	3%	0%	1%	1%	-	3%	10%
Facilities for young children	5%	4%	4%	3%	1%	6%	12%
Other	3%	1%	2%	2%	0%	1%	10%
None of these	15%	22%	20%	5%	29%	6%	12%
Don't know	23%	26%	23%	32%	28%	21%	12%

Analysis by age reveals road and pavement repairs was the top concern for all age groups. 31% of respondents aged 35-64 said this was their top priority for improvement, followed by 21% of those aged 65 and over and 19% of those aged 16-34. Respondents aged 65 and over (19%) were the most likely to say nothing required improvement in their local area, followed by respondents aged 35-64 (15%) and 16-34 (9%).

Figure 48: Priorities for improvement to the local area analysed by age				
	East Lothian 2019	16-34	35-64	65+
Base	1675	382	920	373
Primary & Secondary Schools	3%	4%	4%	1%
Wage levels and local cost of living	11%	15%	12%	4%
Jobs for local people	15%	21%	15%	8%
Health services	12%	11%	13%	13%
Care of older people	5%	3%	3%	9%
The level of traffic congestion	13%	10%	15%	14%
Public transport	8%	8%	8%	10%
Road and pavement repairs	26%	19%	31%	21%
Clean streets	8%	6%	10%	5%
Access to outdoors, parks and open spaces	1%	1%	1%	1%
The level of crime	1%	2%	1%	2%
Activities for teenagers	9%	10%	11%	5%
Affordable decent housing	12%	16%	12%	8%
Sense of community	2%	3%	2%	2%
Shopping facilities	16%	17%	18%	10%
Sports and leisure facilities	3%	5%	2%	2%
Facilities for young children	5%	8%	6%	3%
Other	3%	3%	3%	4%
None of these	15%	9%	15%	19%
Don't know	23%	28%	21%	23%

The results to this question vary significantly by area deprivation level. The largest variances can be seen regarding:

- **Wage levels and local cost of living:** Respondents living in a deprived area (20%) were twice as likely to state this was a priority for improvement than respondents from non-deprived areas (10%)
- **Jobs for local people:** 40% of individuals residing in a deprived area said this was a concern for them, compared to 14% who reside in a non-deprived area.
- **Activities for teenagers:** More than one third (35%) of respondents in deprived areas said this was a concern for them, compared to 8% in non-deprived areas.
- **Affordable decent housing:** Respondents living in a deprived area (26%) were more than twice as likely to state this was a priority for improvement than respondents from non-deprived areas (12%)

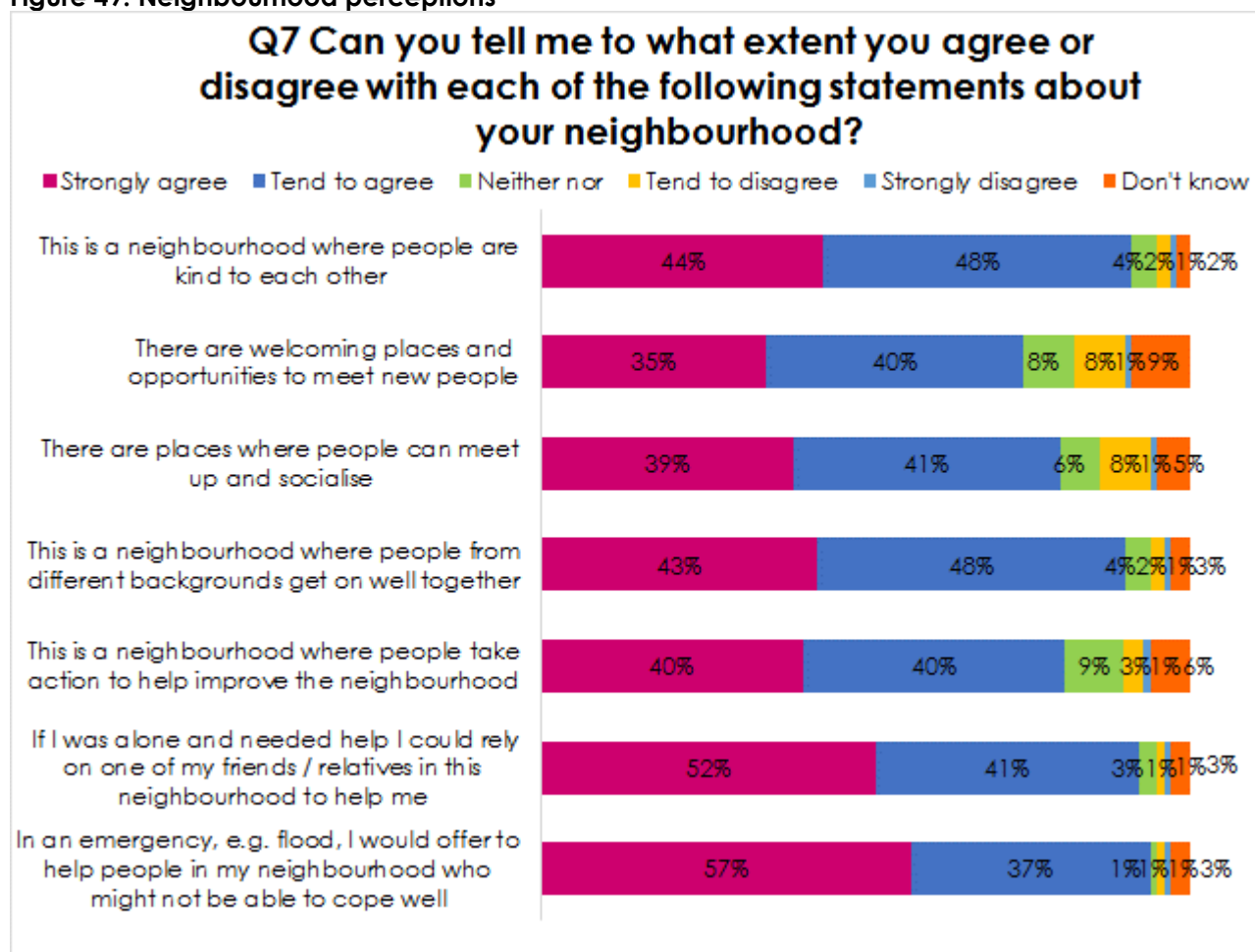
4.7. Neighbourhood perceptions (Q7)

Respondents were then asked about their perceptions of their neighbourhood. Respondents were most likely to agree that they would offer help to people in their neighbourhood during an emergency (95%), they could rely on friends and relatives during times of loneliness (92%) and their local neighbourhood is one where people from different backgrounds get on well together (92%).

Respondents were most likely to disagree that there are welcoming places and opportunities to meet new people (10%) and there are places where people can meet up and socialise (10%).

In comparison to the 2017 survey, respondents who said they would offer help to people in their neighbourhood during an emergency has not changed significantly since 2017 (94% compared to 95% in 2019).. Respondents who said they could rely on friends and relatives during times of loneliness has also remained consistent with the 2017 results (91% in 2017 compared to 92% in 2019). Please note the combined percentages may differ to the sum of tend to agree and strongly agree in the chart due to rounding.

Figure 49: Neighbourhood perceptions



North Berwick Coastal (96%) residents were more likely to say their local neighbourhood had places where people can meet up and socialise, compared 64% of respondents in Tranent, Wallyford and Macmerry. Respondents in Dunbar and East Linton (91%) and North Berwick Coastal (91%) were more likely to say their local neighbourhood had welcoming places and opportunities to meet new people, compared to 61% of respondents from Musselburgh.

Figure 50: Statements about the neighbourhood analysed by ward (% agree/ strongly agree)

	Dunbar & East Linton (n=262)	Haddington & Lammermuir (n=262)	Musselburgh (n=252)	North Berwick Coastal (n=257)	Preston, Seton & Gosford (n=317)	Tranent, Wallyford & Macmerry (n=325)
This is a neighbourhood where people are kind to each other	99%	91%	84%	96%	97%	86%
There are welcoming places and opportunities to meet new people	91%	66%	61%	91%	78%	66%
There are places where people can meet up and socialise	91%	65%	73%	96%	89%	64%
This is a neighbourhood where people from different backgrounds get on well together	98%	88%	90%	100%	92%	86%
This is a neighbourhood where people take action to help improve the neighbourhood	89%	72%	74%	91%	89%	67%
If I was alone and needed help I could rely on one of my friends / relatives in this neighbourhood to help me	96%	92%	91%	95%	94%	88%
In an emergency, e.g. flood, I would offer to help people in my neighbourhood who might not be able to cope well	96%	93%	94%	98%	98%	91%

Analysis by age reveals respondents aged 16-34 were the least likely to say their local neighbourhood had welcoming places and opportunities to meet new people (62%) and their local neighbourhood had places where people can meet up and socialise (66%).

Figure 51: Statements about the neighbourhood analysed by age (% agree/ strongly agree)			
	16-34	35-64	65+
This is a neighbourhood where people are kind to each other	91%	92%	91%
There are welcoming places and opportunities to meet new people	62%	78%	77%
There are places where people can meet up and socialise	66%	83%	81%
This is a neighbourhood where people from different backgrounds get on well together	91%	91%	92%
This is a neighbourhood where people take action to help improve the neighbourhood	70%	82%	85%
If I was alone and needed help I could rely on one of my friends / relatives in this neighbourhood to help me	89%	93%	95%
In an emergency, e.g. flood, I would offer to help people in my neighbourhood who might not be able to cope well	93%	97%	92%

Analysis reveals individuals residing in non-deprived areas (75%) were significantly more likely to say their local neighbourhood had welcoming places and opportunities to meet new people than individuals in deprived areas (53%). There was also a significantly higher proportion of respondents residing in non-deprived areas (92%) who said they live in a neighbourhood where people from different backgrounds get on well together, compared to 76% of individuals living in a deprived area.

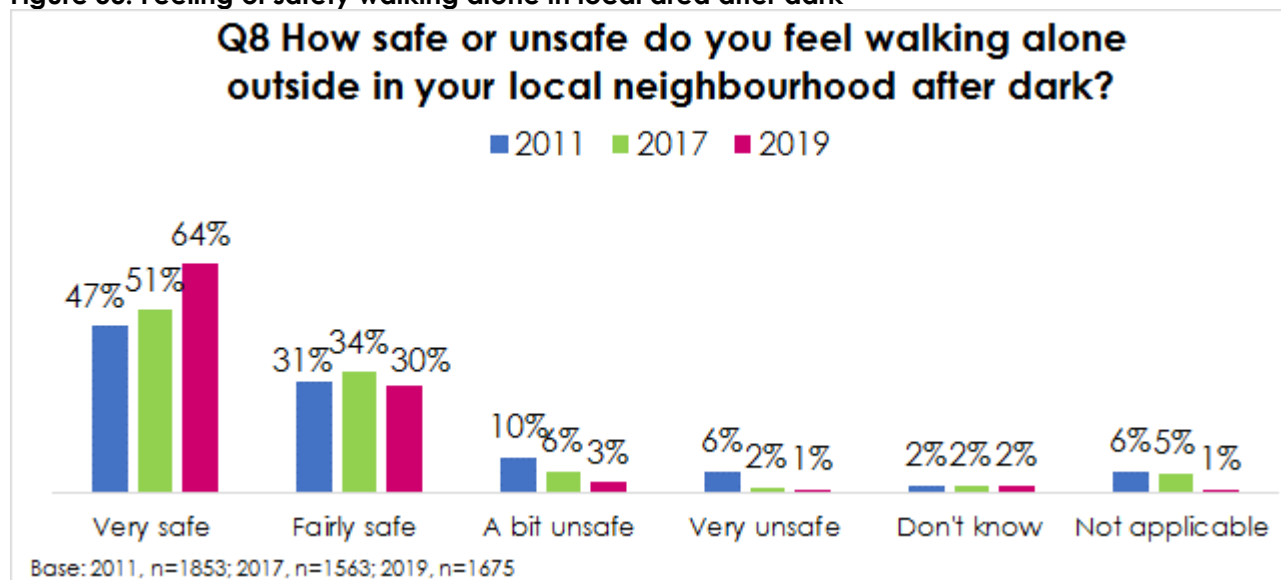
Figure 52: Statements about the neighbourhood analysed by age (% agree/ strongly agree)		
	Most deprived 20%	Other areas
This is a neighbourhood where people are kind to each other	85%	92%
There are welcoming places and opportunities to meet new people	53%	75%
There are places where people can meet up and socialise	78%	78%
This is a neighbourhood where people from different backgrounds get on well together	76%	92%
This is a neighbourhood where people take action to help improve the neighbourhood	69%	80%
If I was alone and needed help I could rely on one of my friends / relatives in this neighbourhood to help me	94%	92%
In an emergency, e.g. flood, I would offer to help people in my neighbourhood who might not be able to cope well	84%	95%

5. COMMUNITY SAFETY

5.1. Feeling of safety walking alone outside after dark (Q8)

The majority (94%) of East Lothian residents feel very safe or fairly safe walking alone outside in their local neighbourhood after dark. This is a significant increase from 85% in 2017.

Figure 53: Feeling of safety walking alone in local area after dark



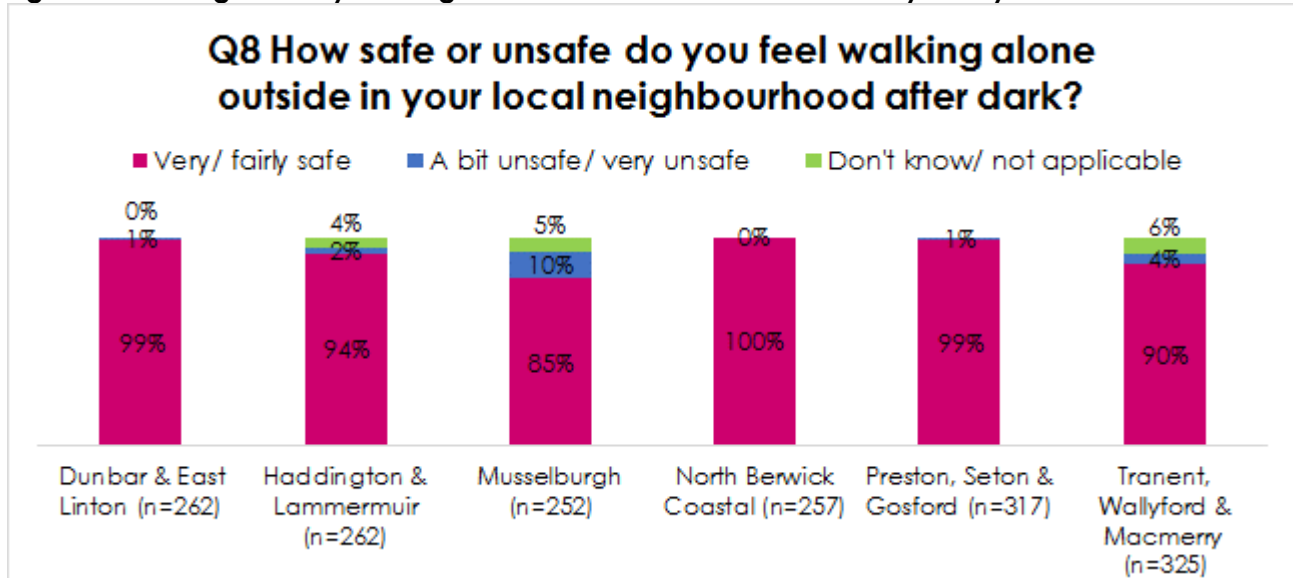
The table below compares these results to those reported for Scotland overall in the Scottish Household Survey. As can be seen below, East Lothian respondents were significantly more likely to feel safe walking alone in their local area after dark (94%) than the Scottish average (82%).

Figure 54: Feeling of safety walking alone in local area after dark (SHS Scotland 2017 compared to ELC Resident Survey 2019)

	SHS 2017 Scotland	ELC Residents Survey 2019
Very/ fairly safe	82%	94%
Very/ a bit unsafe	14%	3%
Don't know	4%	2%
Not applicable	-	1%

Analysis by ward reveals all respondents living in North Berwick Coastal (100%) said they feel very or fairly safe walking alone after dark, compared to 85% of respondents in Musselburgh. Respondents in Musselburgh (10%) were most likely to respond they feel a bit or very unsafe walking alone after dark.

Figure 55: Feeling of safety walking alone in local area after dark analysed by Ward



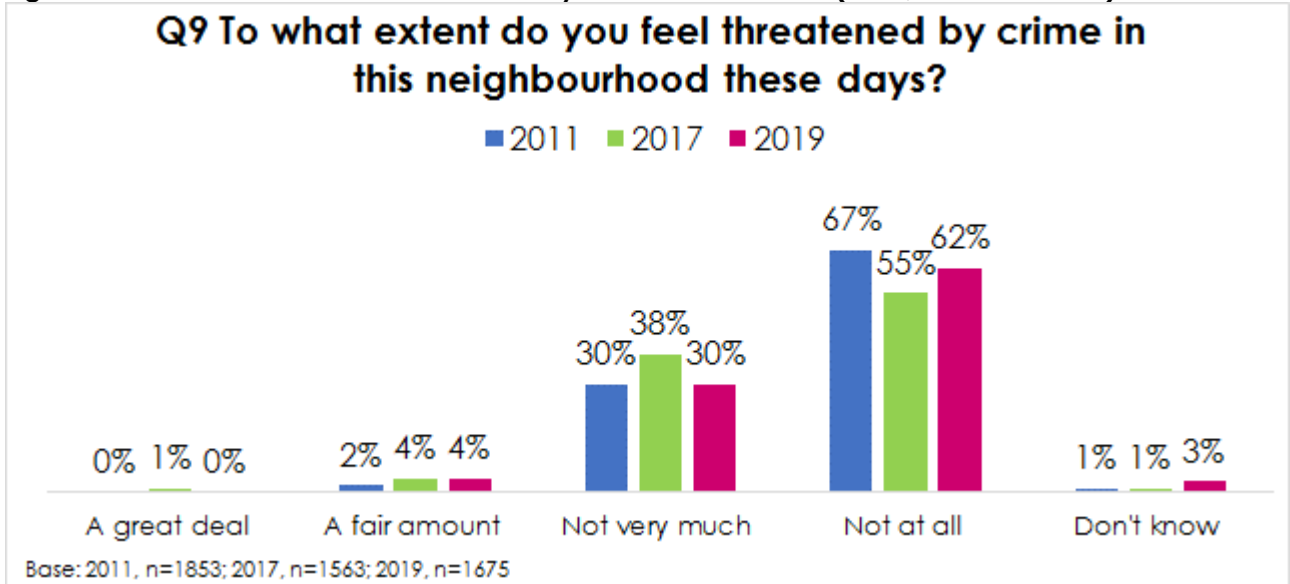
Analysis by age reveals respondents aged 65 and over (87%) were the least likely to say they felt very or fairly safe walking alone after dark, while there was no difference between respondents aged 16-34 (96%) and 35-64 (96%).

Individuals residing in a deprived area (8%) were nearly three times as likely to say they feel unsafe walking alone at night, compared to 3% of individuals residing in a non-deprived area.

5.2. Extent to which feel threatened by crime in the local area (Q9)

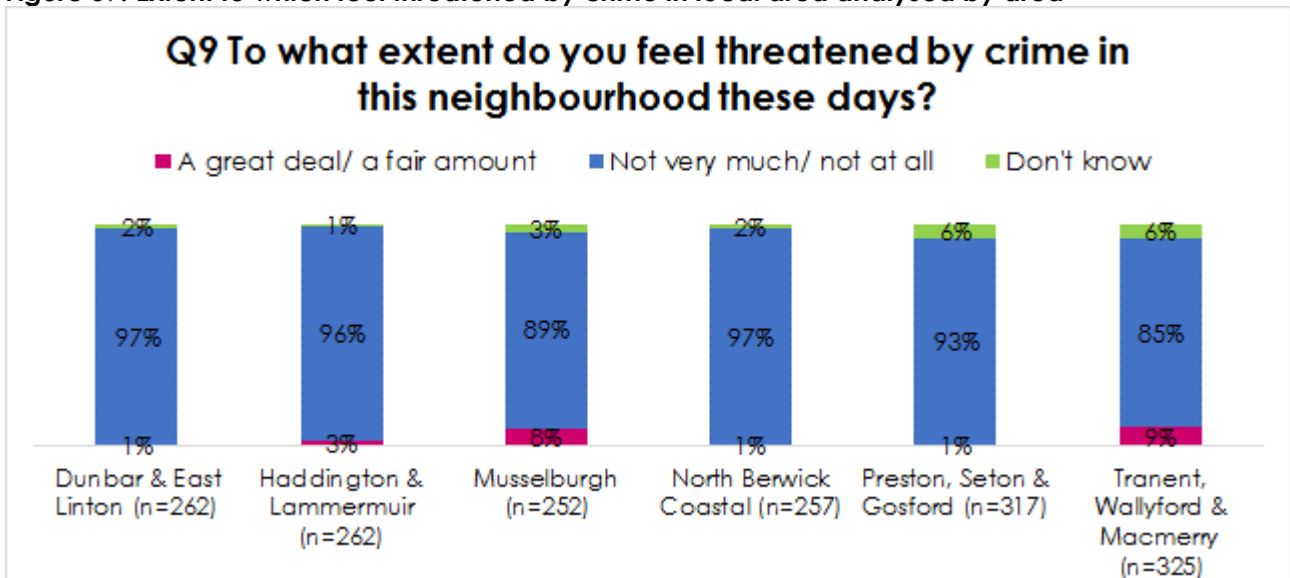
The majority of respondents (92%) said they do not feel threatened by crime at all (62%) or not very much (30%). 4% said they feel threatened by crime in their neighbourhood a fair amount.

Figure 56: Extent to which feel threatened by crime in local area (2011, 2017 and 2019)



Tranent, Wallyford and Macmerry (9%) residents were most likely to say they feel threatened by crime a great deal or fair amount, followed by Musselburgh (8%).

Figure 57: Extent to which feel threatened by crime in local area analysed by area



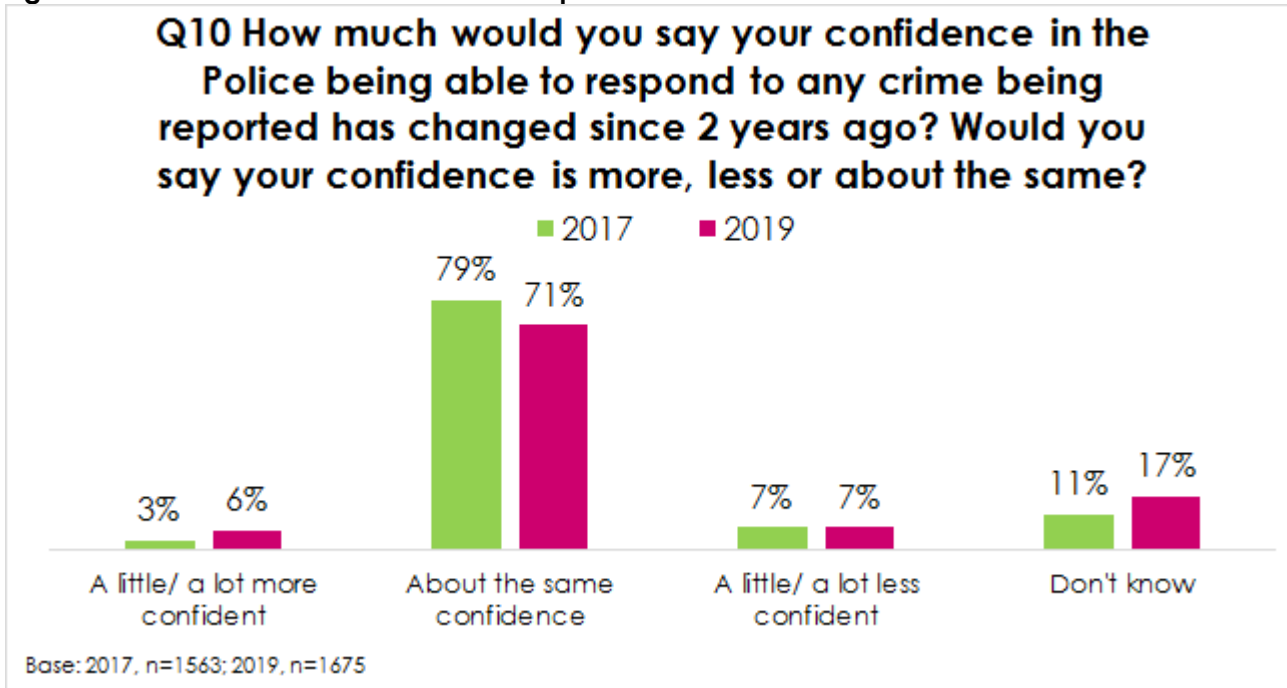
Analysis by age reveals little differentiation, as 5% of respondents aged 65 and over said they feel threatened by crime in their local area a great deal or fair amount, compared to 4% of respondents aged 16-34 and 4% aged 35-64.

Respondents living in a deprived area (11%) are nearly three times as likely to say they feel threatened by crime in their local area a great deal or fair amount, compared to 4% of respondents living in a non-deprived area.

5.3. Confidence in the abilities of the Police (Q10)

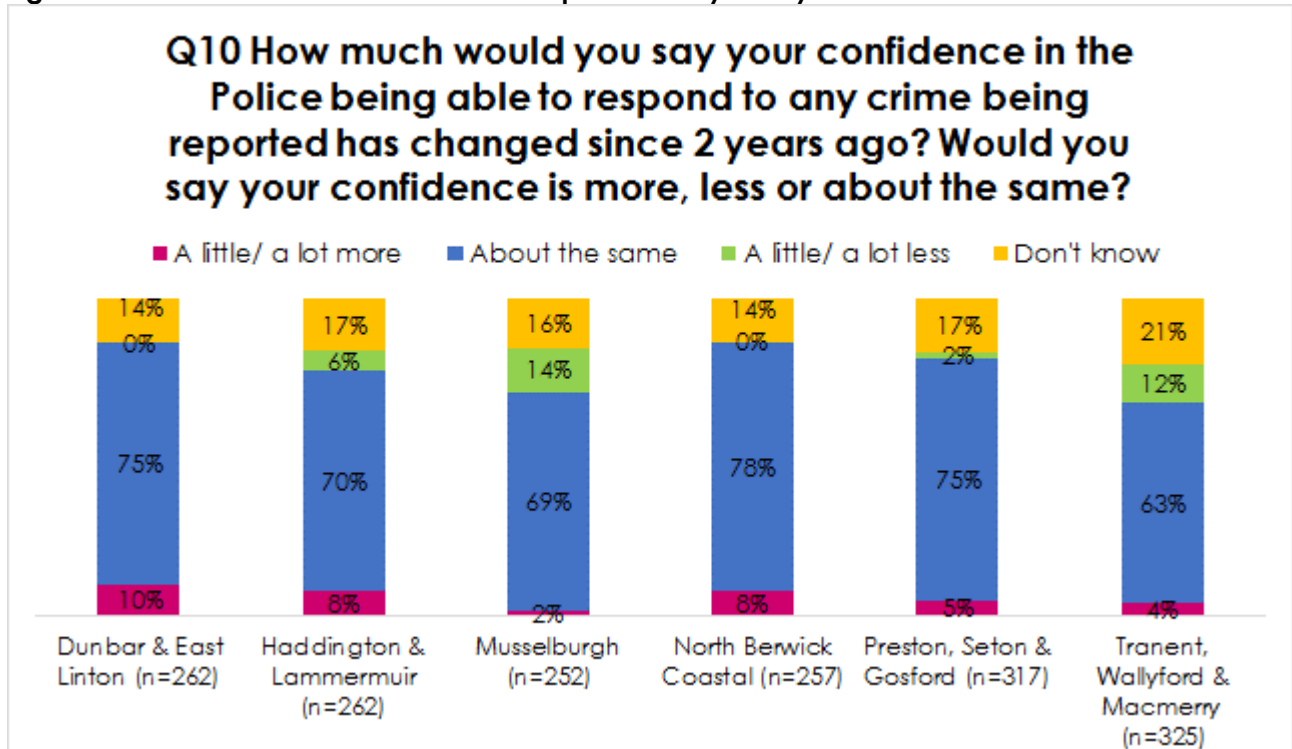
Respondents were asked how their confidence in the police being able to respond to any crime being reported has changed in the last two years. 71% said they had about the same confidence as two years ago (79% in 2017), compared to 6% who said more confidence (3% in 2017) and 7% who said they had less confidence (7% in 2017).

Figure 58: Confidence in the abilities of the police



Analysis by ward reveals Dunbar and East Linton (10%) residents were most likely to say their confidence in the police has increased in the last two years, followed by North Berwick Coastal (8%). Musselburgh (14%) residents were most likely to say their confidence in the police has decreased in the last two years, followed by Tranent, Wallyford and Macmerry (12%).

Figure 59: Confidence in the abilities of the police analysed by Ward



Respondents aged 65 and over (11%) were most likely to say their confidence in the police has increased, followed by respondents aged 35-64 (5%) and 16-34 (3%). Respondents aged 35-64 (7%) and 65 and over (7%) were more likely to say their confidence in the police has decreased compared to respondents aged 16-34 (5%).

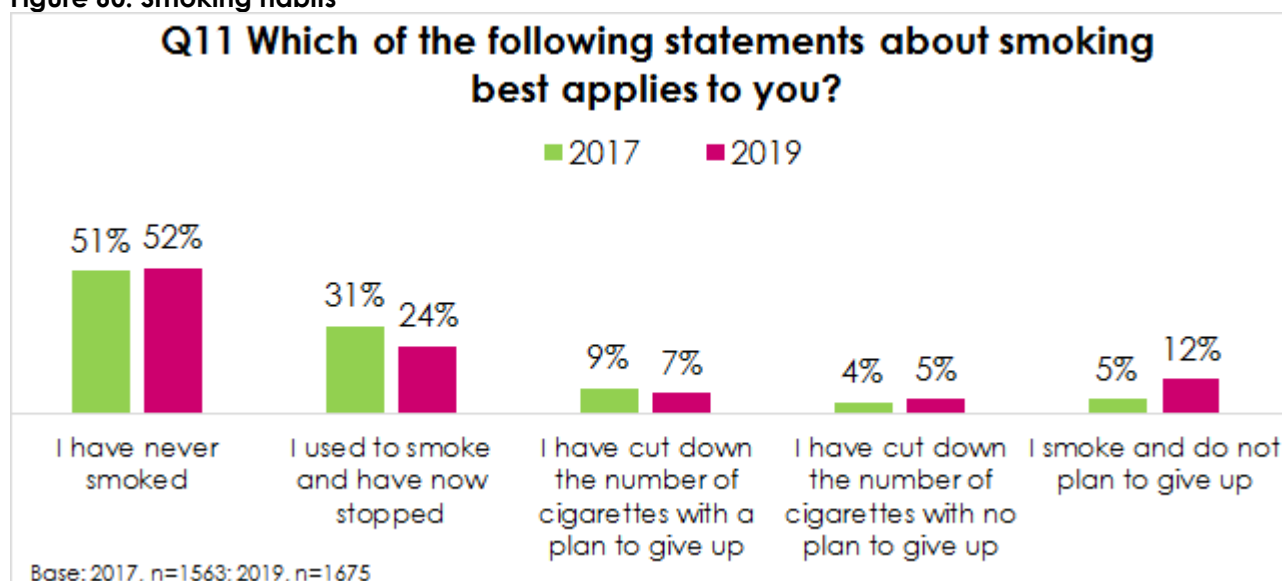
Respondents residing in a deprived area (14%) were more than twice as likely to say their confidence in the police has decreased in the last two years, compared to 6% of individuals living in a non-deprived area.

6. HEALTH AND WELLBEING

6.1. Smoking habits (Q11/12)

Just over half (52%) of respondents said they have never smoked, while 24% said they used to smoke and have now stopped, 7% said they have cut down the number of cigarettes with a plan to give up and 5% said they have cut down the number of cigarettes with no plan to give up. Just over 1 in 10 (12%) respondents said they smoke and do not plan to give up.

Figure 60: Smoking habits



North Berwick Coastal (58%) had a higher proportion of respondents who said they have never smoked than Tranent, Wallyford and Macmerry (48%). Individuals who said they smoke and have no plans to give up were more likely to live in Haddington and Lammermuir (20%) and Preston, Seton and Gosford (15%).

Figure 61: Smoking habits analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
I have never smoked	52%	52%	54%	51%	58%	52%	48%
I used to smoke and have now stopped	24%	26%	17%	23%	24%	28%	25%
I have cut down the number of cigarettes with a plan to give up	7%	7%	4%	11%	9%	3%	7%
I have cut down the number of cigarettes with no plan to give up	5%	4%	5%	8%	1%	2%	7%
I smoke and do not plan to give up	12%	10%	20%	7%	7%	15%	12%

Smoking prevalence was highest among adults aged 35-64 (28%) and lowest among younger adults aged 16-34 (18%). 21% of respondents aged 65 and over said they currently smoke.

Figure 62: Smoking habits analysed by age				
	East Lothian	16-34	35-64	65+
Base	1675	382	920	373
I have never smoked	52%	65%	48%	47%
I used to smoke and have now stopped	24%	17%	24%	31%
I have cut down the number of cigarettes with a plan to give up	7%	5%	9%	5%
I have cut down the number of cigarettes with no plan to give up	5%	3%	5%	5%
I smoke and do not plan to give up	12%	10%	14%	11%

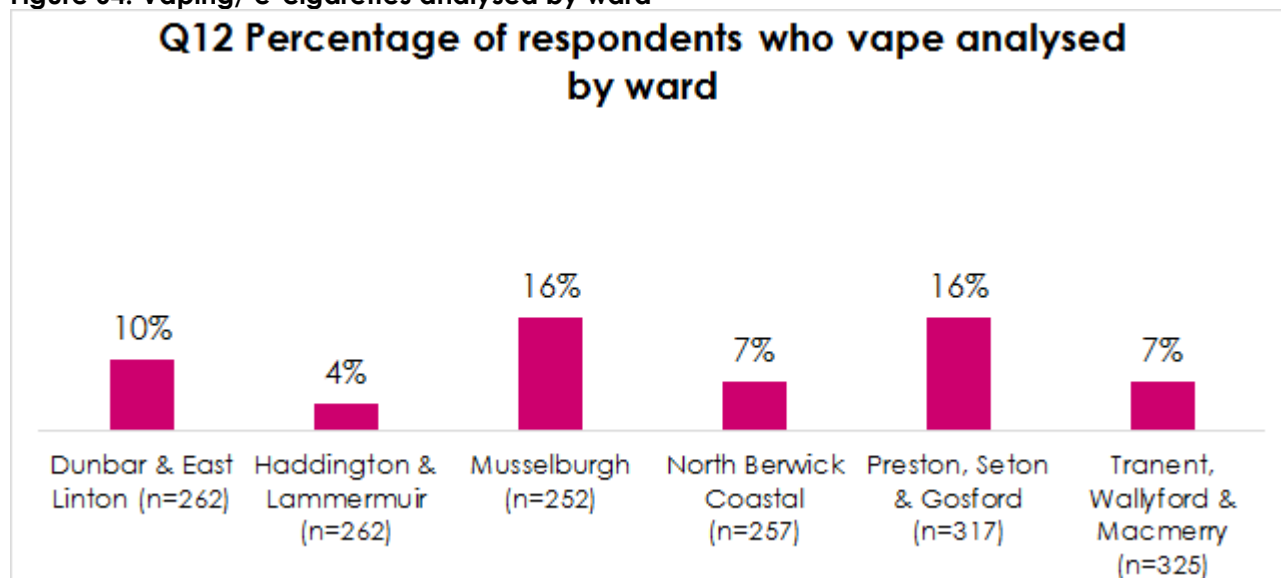
Smoking is as common in deprived areas (25%) as it is in non-deprived areas (24%).

The table below compares these results to those reported for Scotland overall in the Scottish Health Survey. As can be seen below, East Lothian respondents were significantly more likely to smoke currently (24%) than the Scottish average (18%).

Figure 63: Smoking habits (Scottish Health Survey - Scotland 2017 compared to ELC Resident Survey 2019)		
	Scottish Health Survey 2017 Scotland	ELC Residents Survey 2019
I have never smoked	54%	52%
I used to smoke and have now stopped	26%	24%
I have cut down the number of cigarettes with a plan to give up	18%	7%
I have cut down the number of cigarettes with no plan to give up		5%
I smoke and do not plan to give up		12%

Respondents who live in Musselburgh (16%) and Preston, Seton and Gosford (16%) were the most likely to say they vape, while respondents living in Haddington and Lammermuir (4%) were the least likely.

Figure 64: Vaping/ e-cigarettes analysed by ward



Younger adults aged 16-34 (16%) were significantly more likely to vape than adults aged 35-64 (11%) and 65 and over (2%).

Vaping was more prevalent in deprived areas (16%) than in non-deprived areas (10%).

A cross analysis was conducted of respondents smoking habits and respondents who vape or use e-cigarettes. The table below shows just over half (53%) of respondents who vape or use e-cigarettes said they used to smoke and have now stopped and a further 26% said they have cut down the number of cigarettes with a plan to give up.

Figure 65: Vaping/ e-cigarette use analysed by smoking habits

	Yes, vape/ use e-cigarettes	No, do not vape/ use e-cigarettes
	177	1503
I have never smoked	11%	57%
I used to smoke and have now stopped	53%	21%
I have cut down the number of cigarettes with a plan to give up	26%	5%
I have cut down the number of cigarettes with no plan to give up	5%	5%
I smoke and do not plan to give up	5%	13%

6.2. Exercise habits (Q13-15)

Gym activities (15%) followed by organised sport (12%) and swimming (10%) were the most popular forms of vigorous exercise.

There has been a decline in the amount of vigorous exercise respondents take part in, as 47% said they took part in some form of exercise in 2017, compared to 41% in 2019

Figure 66: Vigorous exercises taken part in		
	2017	2019
Unweighted base	1563	1675
Running or jogging	8%	9%
Organised sport (e.g. football, badminton)	11%	12%
Swimming	17%	10%
Gym activities	17%	15%
Group exercise classes	10%	8%
Cycling	1%	
Dog walking/ walking	3%	
Other	2%	4%
None	53%	59%

Respondents living in Preston, Seton and Gosford (52%) are most likely to participate in some form of vigorous exercise while residents living in Haddington and Lammernuir (27%) are the least likely.

Figure 67: Vigorous exercise taken part in analysed by ward							
	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Running or jogging	9%	6%	5%	13%	9%	4%	15%
Organised sport (e.g. football, badminton)	12%	11%	15%	14%	10%	15%	10%
Swimming	10%	11%	4%	7%	16%	9%	13%
Gym activities	15%	12%	12%	16%	17%	16%	18%
Group exercise classes	8%	7%	3%	7%	11%	6%	12%
Other (please describe)	4%	5%	0%	3%	3%	10%	1%
None	59%	59%	73%	60%	51%	48%	59%

Taking part in vigorous exercise decreases with age, as 65% of respondents aged 16-34 said they take part in some form of vigorous exercise, compared to 39% of those aged 35-64 and 21% of those aged 65 and over.

Figure 68: Vigorous exercise taken part in analysed by age				
	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Running or jogging	9%	17%	9%	0%
Organised sport (e.g. football, badminton)	12%	29%	9%	2%
Swimming	10%	11%	9%	9%
Gym activities	15%	27%	16%	1%
Group exercise classes	8%	12%	7%	5%
Other	4%	1%	3%	6%
None	59%	35%	61%	79%

Respondents living in non-deprived (16%) areas are twice as likely to say they take part in gym activities than respondents living in deprived areas (8%). Respondents living in non-deprived (10%) areas are also twice as likely to go swimming than respondents living in deprived areas (4%).

The amount of moderate exercise respondents take part in has not changed significantly since 2017 with 91% undertaking at least one activity compared to 89% in 2019.

Figure 69: Moderate exercise habits taken part in		
Unweighted base	2017	2019
Walking	76%	73%
Housework	61%	59%
Gardening	39%	42%
Activity relating to your job	12%	17%
Golfing	1%	-
Dog walking	0%	-
Other	1%	0%
None	9%	11%

Respondents living in Haddington and Lammermuir (93%) and Tranent, Wallyford and Macmerry (93%) are most likely to participate in some form of moderate exercise while residents living in Musselburgh (80%) are the least likely.

Figure 70: Moderate exercise taken part in analysed by ward

	East Lothian	Dunbar & East Linton	H'gton & L'muir	M'burgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, Wallyford & Macmerry
Unweighted base	1675	262	262	252	257	317	325
Housework	59%	58%	68%	54%	59%	57%	60%
Gardening	42%	46%	48%	17%	48%	47%	48%
Walking	73%	65%	83%	64%	71%	77%	77%
Activity relating to your job	17%	18%	18%	13%	17%	16%	24%
Other	0%	-	-	1%	-	-	1%
None	11%	13%	7%	20%	10%	8%	7%

Respondents aged 35-64 (93%) were more likely to engage in some form of moderate exercise compared to respondents aged 16-34 (86%) and 65 and over (85%).

Figure 71: Moderate exercise taken part in analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	1675	382	920	373
Housework	59%	43%	66%	61%
Gardening	42%	22%	48%	48%
Walking	73%	79%	75%	63%
Activity relating to your job	17%	22%	23%	1%
Other (please describe)	0%	0%	1%	0%
None	11%	14%	7%	15%

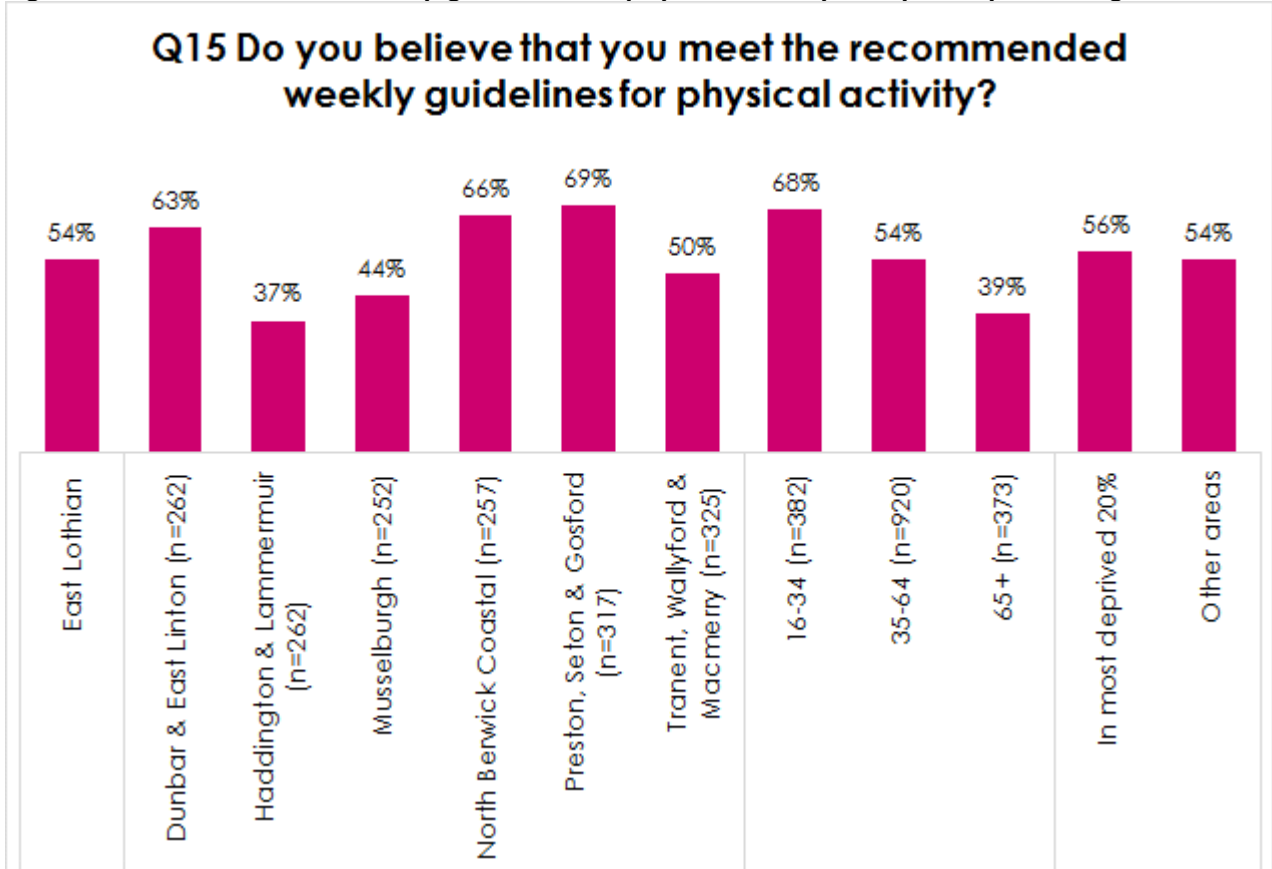
Analysis by deprivation level shows no significant difference in the amount of engagement with moderate exercise, as 90% of respondents from a deprived area said they took part in some form, compared to 89% of residents in a non-deprived area.

Respondents from Preston, Seton and Gosford (69%) were the most likely to say they believe they meet the recommended weekly guidelines for physical activity while respondents from Haddington and Lammermuir (37%) were the least likely.

The majority of respondents aged 16-34 (68%) said they believe they meet the recommended weekly guidelines for physical activity compared to 39% of respondents aged 65 and over.

Comparison by deprivation level shows no significant difference in terms of residents believing they meet the recommended weekly guidelines for physical activity

Figure 72: Recommended weekly guidelines for physical activity analysed by ward, age and SIMD



7. PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

Respondents were then asked about their perception of the Council and public services.

7.1. Opinions on East Lothian Council (Q16)

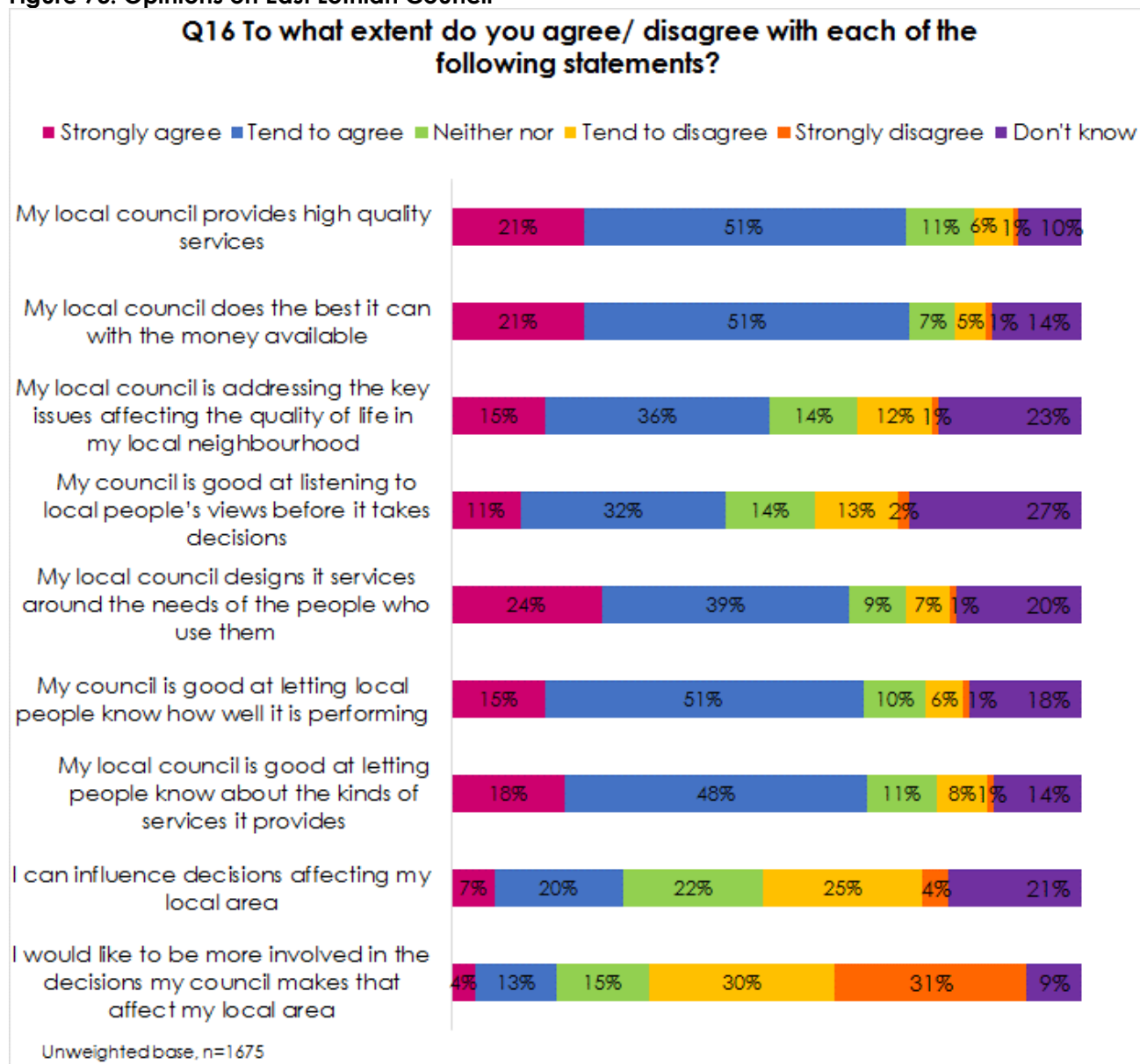
When asked their opinions on East Lothian Council, respondents were most likely to agree that the Council provides high quality services (72%) and the Council does the best it can with the money available (72%).

Respondents were most likely to disagree that they can influence decisions affecting their local area (30%) and that they would like to be more involved in the decisions the Council makes that affect their local area (61%).

Please note the combined percentages may differ to the sum of tend to agree and strongly agree in the chart due to rounding.

There were significantly higher levels of 'don't know' responses compared to the 2017 survey. Initially it appears satisfaction with Council services has decreased in 14 out of 17 areas. With the don't know responses excluded from analysis to allow for more comparable results, satisfaction with services has actually increased in 15 out of 17 areas, with roads maintenance remaining unchanged from 2017 and only satisfaction with local bus services decreasing by 8%.

Figure 73: Opinions on East Lothian Council



In comparison to 2017, more residents agree the Council is good at letting local people know how well it is performing (+4 percentage points) and the Council is good at listening to local people's views before it takes decisions (+6 percentage points).

Opinion regarding the Council providing high quality services remains unchanged since 2017 (72%), while every other factor has decreased. Most significantly regarding the ability to influence decisions affecting the local area (-11 percentage points) and the Council addressing the key issues affecting the quality of life in the local neighbourhood (-9 percentage points).

Figure 74: Statements about the Council (2011, 2017 and 2019)			
% strongly agree/ tend to agree	2011	2017	2019
My local Council does the best it can with the money available	77%	79%	72%
My local Council provides high quality services	79%	72%	72%
My local Council designs its services around the needs of the people who use them	73%	70%	63%
My local Council is good at letting people know about the kinds of services it provides	N/A	68%	66%
My Council is good at letting local people know how well it is performing	69%	62%	66%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	N/A	61%	50%
My Council is good at listening to local people's views before it takes decisions	44%	38%	44%
I can influence decisions affecting my local area	16%	38%	27%
I would like to be more involved in the decisions my Council makes that affect my local area	10%	19%	16%

These statements were also asked in the 2017 Scottish Household Survey. The table below shows the level of agreement reported in the 2017 Scottish Household Survey for East Lothian respondents and for the Scottish Average. As can be seen below, the level of agreement for the ELC Residents Survey 2019 is higher than the published figures for all statements when compared to the Scottish Household Survey Results for East Lothian and Scotland, with the exception of wanting greater involvement in decisions where 16% of survey respondents in the ELC Residents Survey agreed with this statement compared to 37% of East Lothian respondents and 33% of Scottish respondents in the 2017 SHS.

Figure 75: Statements about the Council (SHS 2017 East Lothian and Scotland compared to ELC Resident Survey 2019)			
% agree	SHS 2017 Scotland	SHS 2017 East Lothian	ELC Residents Survey 2019
My local Council does the best it can with the money available	39%	49%	72%
My local Council provides high quality services	41%	51%	72%
My local Council designs its services around the needs of the people who use them	37%	49%	63%
My local Council is good at letting people know about the kinds of services it provides	43%	49%	66%
My Council is good at letting local people know how well it is performing	34%	46%	66%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	33%	45%	50%
My Council is good at listening to local people's views before it takes decisions	24%	31%	44%
I can influence decisions affecting my local area	23%	23%	27%
I would like to be more involved in the decisions my Council makes that affect my local area	33%	37%	16%

Analysis by ward reveals:

- **My local Council provides high quality services:** Residents in Dunbar and East Linton (91%) were significantly more likely to agree with this statement than Haddington and Lammermuir (55%).
- **My local Council does the best it can with the money available:** Respondents in Dunbar and East Linton (82%) were most likely to agree with the statement while respondents in Tranent, Wallyford and Macmerry (14%) were most likely to disagree
- **My local Council is addressing the key issues affecting the quality of life in my local neighbourhood:** Haddington and Lammermuir (27%) were most likely to disagree with this statement, followed by Musselburgh (26%)
- **My Council is good at listening to local people's views before it takes decisions:** The majority of residents in Dunbar and East Linton (70%) and North Berwick Coastal (60%) agreed with this statement.
- **My local Council designs it's services around the needs of the people who use them:** One fifth (20%) of respondents in Musselburgh disagreed with this statement, followed by 10% in Tranent, Wallyford and Macmerry.
- **My local Council is good at letting people know about the kinds of services it provides:** East Dunbar and Linton (78%) residents were the most likely to agree with this statement, followed by North Berwick Coastal (76%)
- **I can influence decisions affecting my local area:** Musselburgh (48%) residents followed by Tranent, Wallyford and Macmerry (45%) residents were most likely to disagree with this statement
- **I would like to be more involved in the decisions my Council makes that affect my local area:** One quarter (25%) of East Dunbar and Linton residents said they would like to be more involved in decision-making, compared to 8% of Musselburgh residents

EAST LoTHIAN RESIDENTS SURVEY 2019

Figure 76: Statements about the Council analysed by Ward								
		East Lothian	Dunbar & East Linton	H'ton & L'rmuir	Musselburgh	North Berwick Coastal	Preston, Seton & Gosford	Tranent, W'ford & Macmerry
Base		1675	262	262	252	257	317	325
My local Council provides high quality services	% agree	72%	91%	55%	62%	89%	76%	66%
	% neither	11%	4%	22%	7%	4%	9%	17%
	% disagree	7%	-	10%	17%	-	0%	10%
	% no opinion	10%	5%	12%	14%	7%	15%	6%
My local Council does the best it can with the money available	% agree	72%	82%	64%	70%	81%	67%	73%
	% neither/ nor	7%	5%	19%	2%	6%	6%	7%
	% disagree	6%	1%	4%	13%	2%	0%	14%
	% no opinion	14%	13%	14%	15%	11%	27%	6%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	% agree	50%	69%	36%	39%	56%	56%	53%
	% neither/ nor	14%	14%	18%	7%	16%	10%	17%
	% disagree	13%	0%	27%	26%	0%	0%	17%
	% no opinion	23%	17%	19%	27%	27%	34%	13%
My Council is good at listening to local people's views before it takes decisions	% agree	44%	70%	27%	35%	60%	38%	43%
	% neither/ nor	14%	14%	17%	7%	15%	7%	25%
	% disagree	15%	2%	31%	32%	2%	2%	14%
	% no opinion	27%	14%	25%	27%	24%	52%	18%
My local Council designs it's services around the needs of the people who use them	% agree	63%	89%	28%	44%	88%	81%	62%
	% neither/ nor	9%	5%	19%	8%	4%	1%	14%
	% disagree	8%	1%	11%	20%	-	-	10%
	% no opinion	20%	5%	41%	29%	8%	18%	13%
My Council is good at letting local people know how well it is performing	% agree	66%	78%	58%	71%	76%	55%	63%
	% neither/ nor	10%	10%	18%	2%	8%	8%	13%
	% disagree	7%	1%	9%	12%	-	1%	13%
	% no opinion	18%	11%	15%	16%	17%	36%	11%
My local Council is good at letting people know about the kinds of services it provides	% agree	66%	78%	49%	67%	76%	69%	62%
	% neither/ nor	11%	11%	24%	3%	12%	6%	12%
	% disagree	9%	2%	12%	18%	-	1%	15%
	% no opinion	14%	9%	14%	12%	12%	24%	11%
I can influence decisions affecting my local area	% agree	27%	44%	20%	20%	43%	22%	24%
	% neither/ nor	22%	28%	27%	9%	23%	36%	14%
	% disagree	30%	17%	36%	48%	14%	9%	45%
	% no opinion	21%	11%	18%	23%	20%	34%	17%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	16%	25%	16%	8%	22%	9%	20%
	% neither/ nor	15%	23%	17%	2%	23%	15%	14%
	% disagree	61%	47%	59%	83%	46%	71%	48%
	% no opinion	9%	5%	8%	7%	8%	5%	17%

Analysis by deprivation level reveals:

- **My local Council provides high quality services:** Residents in non-deprived areas (72%) were more likely to agree with this statement than residents of deprived areas (59%)
- **My local Council does the best it can with the money available:** Residents in non-deprived areas (72%) were more likely to agree with this statement than residents of deprived areas (62%)
- **My local Council is addressing the key issues affecting the quality of life in my local neighbourhood:** Just over half of respondents in non-deprived areas (51%) agreed with this statement, compared to 35% of respondents in deprived areas (62%)
- **My Council is good at listening to local people's views before it takes decisions:** Respondents in non-deprived areas (44%) were more likely to agree with this statement than respondents of deprived areas (25%)
- **My local Council designs its services around the needs of the people who use them:** three quarters of respondents in deprived areas (75%) agree with this statement, compared to 63% of respondents in non-deprived areas.
- **My Council is good at letting local people know how well it is performing:** 61% of respondents in deprived areas agreed with this statement, compared to 66% of respondents in non-deprived areas.
- **My local Council is good at letting people know about the kinds of services it provides:** Respondents living in deprived area were more likely to disagree with this statement (12%) than respondents in non-deprived areas (9%).
- **I can influence decisions affecting my local area:** Residents in non-deprived areas (28%) were more than twice as likely to agree with this statement than residents in deprived areas (12%).
- **I would like to be more involved in the decisions my Council makes that affect my local area:** Residents in non-deprived areas (16%) were twice as likely to agree with this statement than residents in deprived areas (8%).

Figure 77: Statements about the Council analysed by deprivation level				
		East Lothian	Most deprived 20%	Other areas
Base		1675	163	1512
My local Council provides high quality services	% agree	72%	59%	72%
	% neither	11%	21%	11%
	% disagree	7%	10%	7%
	% no opinion	10%	11%	10%
My local Council does the best it can with the money available	% agree	72%	62%	72%
	% neither/ nor	7%	15%	7%
	% disagree	6%	7%	6%
	% no opinion	14%	17%	14%
My local Council is addressing the key issues affecting the quality of life in my local neighbourhood	% agree	50%	35%	51%
	% neither/ nor	14%	22%	13%
	% disagree	13%	12%	13%
	% no opinion	23%	30%	23%
My Council is good at listening to local people's views before it takes decisions	% agree	44%	25%	44%
	% neither/ nor	14%	23%	14%
	% disagree	15%	13%	15%
	% no opinion	27%	39%	27%
My local Council designs it's services around the needs of the people who use them	% agree	63%	75%	63%
	% neither/ nor	9%	3%	9%
	% disagree	8%	8%	8%
	% no opinion	20%	14%	20%
My Council is good at letting local people know how well it is performing	% agree	66%	61%	66%
	% neither/ nor	10%	6%	10%
	% disagree	7%	9%	6%
	% no opinion	18%	23%	18%
My local Council is good at letting people know about the kinds of services it provides	% agree	66%	53%	67%
	% neither/ nor	11%	14%	11%
	% disagree	9%	12%	9%
	% no opinion	14%	22%	14%
I can influence decisions affecting my local area	% agree	27%	12%	28%
	% neither/ nor	22%	41%	21%
	% disagree	30%	33%	30%
	% no opinion	21%	14%	21%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	16%	8%	16%
	% neither/ nor	15%	11%	15%
	% disagree	61%	76%	60%
	% no opinion	9%	4%	9%

Analysis by age reveals:

- **My local Council provides high quality services:** Respondents aged 65 and over (85%) were more likely to agree East Lothian provides high quality services than respondents aged 16-34 (56%).
- **My local Council does the best it can with the money available:** Respondents aged 65 and over (32%) were more than twice as likely to strongly agree with this statement than respondents aged 16-34 (15%).
- **My local Council is addressing the key issues affecting the quality of life in my local neighbourhood:** Respondents aged 35-64 (14%) were most likely to disagree with this statement, followed by respondents aged 65 and over (13%) and 16-34 (12%).
- **My Council is good at listening to local people's views before it takes decisions:** Respondents aged 65 and over (56%) were most likely to agree with this statement, followed by respondents aged 35-64 (43%) and 16-34 (35%).
- **My local Council designs its services around the needs of the people who use them:** Agreement with this statement increased with age, as 53% of respondents aged 16-34 agreed, compared to 66% aged 35-64 and 68% aged 65 and over.
- **My Council is good at letting local people know how well it is performing:** Respondents aged 65 and over (74%) were most likely to agree ELC are good at letting local people know how well it is performing, followed by respondents aged 35-64 (70%) and 16-34 (51%).
- **My local Council is good at letting people know about the kinds of services it provides:** Level of agreement with this statements increases with age, as 48% of respondents aged 16-34 agreed, compared to 70% aged 35-64 and 84% aged 65 and over.
- **I can influence decisions affecting my local area:** Disagreement with this statement was higher in younger adults, as 32% of respondents aged 16-34 disagreed, compared to 30% aged 35-64 and 27% aged 65 and over.
- **I would like to be more involved in the decisions my Council makes that affect my local area:** Younger respondents aged 16-34 (12%) were least likely to agree that they would like to be more involved in Council decision-making, followed by respondents aged 65 and over (16%) and 35-64 (18%).

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The results for this question have been analysed excluding the 'don't know' category for 2017 and 2019 to show satisfaction levels only for those who had an opinion on each statement. As can be seen below, satisfaction with the statement "My Council is good at listening to local people's views before it takes decisions" (overall agreement increased by 13 percentage points) and "My Council is good at letting people know how well it is performing" (increased by 9 percentage points) have both seen significant increases since 2017. On the other hand, the proportion of respondents who agreed they can influence decisions affecting their local area has decreased by 9 percentage points since 2017.

Figure 78: Agreement with statements about the Council excluding and including don't know for 2017 vs. 2019

	Strongly agree/ tend to agree		Don't Knows		Strongly agree/ tend to agree excluding Don't Knows		2019 – 2017
	2019	2017	2019	2017	2019	2017	
Q16a My local council provides high quality services	72%	72%	10%	4%	80%	75%	5%
Q16b My local council does the best it can with the money available	72%	79%	14%	6%	84%	84%	0%
Q16c My local council is addressing the key issues affecting the quality of life in my local neighbourhood	50%	61%	23%	9%	66%	67%	-2%
Q16d My council is good at listening to local people's views before it takes decisions	44%	38%	27%	19%	60%	47%	13%
Q16e My local council designs its services around the needs of the people who use them	63%	70%	20%	8%	79%	76%	3%
Q16f My council is good at letting local people know how well it is performing	66%	62%	18%	12%	80%	71%	9%
Q16g My local council is good at letting people know about the kinds of services it provides	66%	68%	14%	7%	77%	73%	4%
Q16h I can influence decisions affecting my local area	27%	38%	21%	11%	34%	43%	-9%
Q16i I would like to be more involved in the decisions my council makes that affect my local area	16%	19%	9%	4%	18%	19%	-2%

7.2. Satisfaction with public services (Q17/18)

All respondents were asked how satisfied or dissatisfied they were with various public services provided by East Lothian Council. The vast majority of respondents were in general either very or fairly satisfied with the services provided by East Lothian Council. The proportion of respondents who were very satisfied was highest with regards to:

- Parks, gardens and open spaces (61% very satisfied)
- GP services (57%)
- Dental services (57%)
- Waste and recycling services (54%)

On the other hand, the proportion of respondents who were dissatisfied (either very or fairly dissatisfied) was highest with regards to:

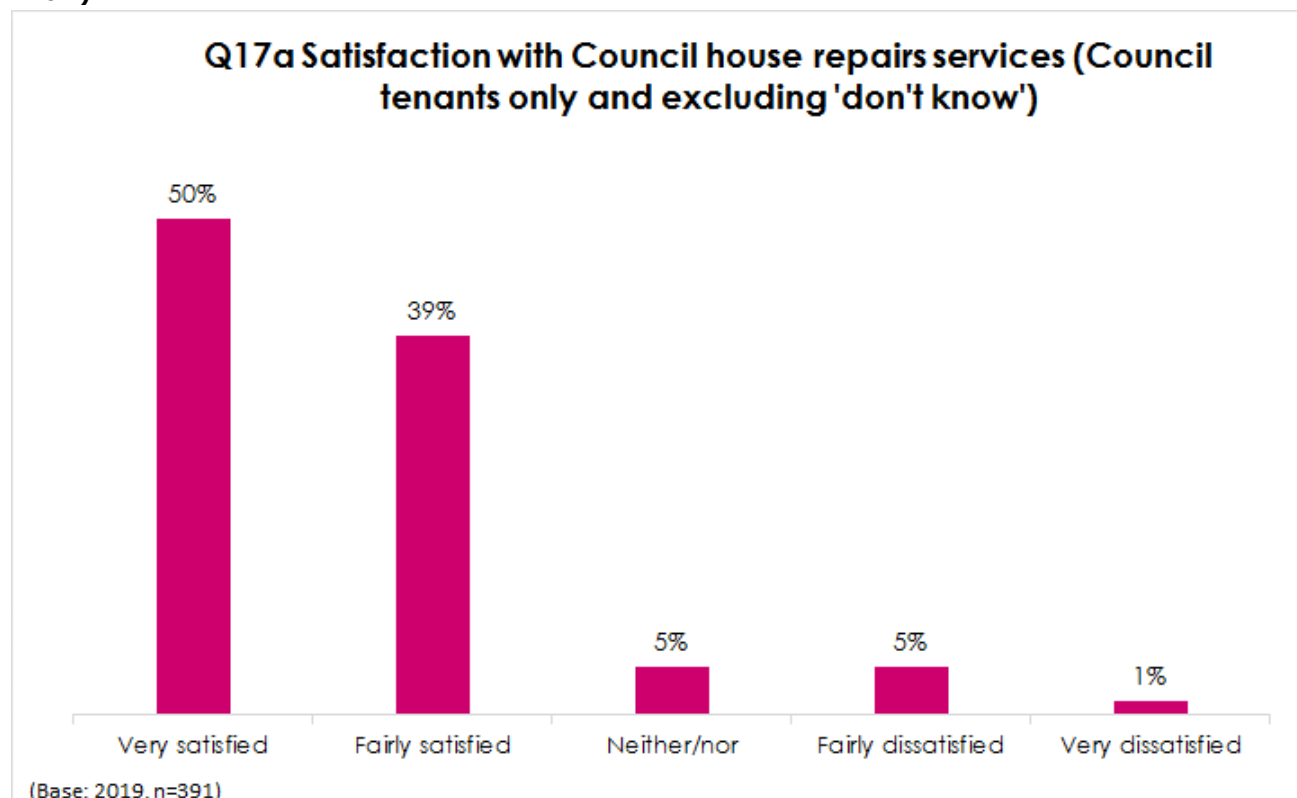
- Roads maintenance (18% very or fairly dissatisfied)
- GP services (10%)

Figure 79: Satisfaction with public services

Base: 2019, n=1675	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
Council house repair service	15%	11%	1%	1%	0%	71%
Children's play areas	31%	18%	4%	2%	0%	45%
Libraries	33%	23%	4%	0%	-	41%
Swimming pools/sport centres	46%	24%	3%	1%	0%	26%
Parks, gardens and open spaces	61%	29%	1%	0%	0%	8%
Local bus services	30%	30%	10%	6%	0%	24%
Local schools	42%	19%	4%	1%	0%	34%
Support for frail / older people to allow them to remain in their own home	26%	13%	4%	1%	1%	55%
Waste & recycling services	54%	35%	4%	2%	0%	6%
Roads maintenance	33%	30%	11%	15%	3%	8%
Street cleaning	46%	35%	7%	5%	1%	6%
GP services	57%	26%	3%	7%	3%	4%
Dental services	57%	32%	2%	1%	0%	7%
Hospital outpatients services	46%	24%	3%	1%	0%	26%
Hospital A&E services	46%	21%	3%	1%	-	29%
Fire service	47%	17%	2%	0%	-	33%
Police	45%	19%	2%	1%	0%	32%

Analysis of the Council house repairs service for Council tenants only (and excluding those who answered don't know) is shown in the chart below. 90% were either very or fairly satisfied with the Council house repairs service, compared to 5% who were neither satisfied nor dissatisfied and 6% who were either very or fairly dissatisfied.

Figure 80: Satisfaction with Council house repairs service (Council tenants only and excluding don't know)



NB overall satisfaction equates to 90% and not 89% due to rounding.

A comparison to the results reported in the 2017 survey is shown in the table below. Overall satisfaction has increased regarding Council house repair service (+8 percentage points). However there were significant decreases in the following areas:

- Children's play areas (-19 percentage points in satisfaction from 2017)
- Libraries (-17 percentage points)
- Local bus services (-17 percentage points)
- Local schools (-15 percentage points)
- Support for older people (-19 percentage points)
- Hospital outpatients service (-14 percentage points)
- Fire service (-19 percentage points)
- Police (-20 percentage points)

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Q17 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian					
		% satisfied	% neither/ nor	% dissatisfied	% don't know
Council house repair service	East Lothian 2019 (n=1675)	26%	1%	2%	71%
	East Lothian 2017 (n=1563)	18%	4%	2%	76%
Children's play areas	East Lothian 2019 (n=1675)	49%	4%	2%	45%
	East Lothian 2017 (n=1563)	68%	12%	5%	15%
Libraries	East Lothian 2019 (n=1675)	55%	4%	0%	41%
	East Lothian 2017 (n=1563)	72%	8%	2%	17%
Swimming pools/ sport centres	East Lothian 2019 (n=1675)	70%	3%	1%	26%
	East Lothian 2017 (n=1563)	79%	9%	6%	7%
Parks, gardens and open spaces	East Lothian 2019 (n=1675)	90%	1%	1%	8%
	East Lothian 2017 (n=1563)	93%	4%	1%	1%
Local bus services	East Lothian 2019 (n=1675)	60%	10%	6%	24%
	East Lothian 2017 (n=1563)	77%	8%	4%	11%
Local schools	East Lothian 2019 (n=1675)	61%	4%	1%	34%
	East Lothian 2017 (n=1563)	76%	8%	1%	15%
Support for frail/ older people to allow them to remain in their own home	East Lothian 2019 (n=1675)	39%	4%	2%	55%
	East Lothian 2017 (n=1563)	58%	7%	2%	32%
Waste & recycling services	East Lothian 2019 (n=1675)	89%	4%	2%	6%
	East Lothian 2017 (n=1563)	89%	6%	4%	2%
Roads maintenance	East Lothian 2019 (n=1675)	63%	11%	18%	8%
	East Lothian 2017 (n=1563)	68%	16%	15%	2%
Street cleaning	East Lothian 2019 (n=1675)	81%	7%	6%	6%
	East Lothian 2017 (n=1563)	86%	7%	6%	1%
GP services	East Lothian 2019 (n=1675)	84%	3%	9%	4%
	East Lothian 2017 (n=1563)	84%	5%	9%	1%
Dental services	East Lothian 2019 (n=1675)	90%	2%	1%	7%
	East Lothian 2017 (n=1563)	93%	2%	3%	2%
Hospital outpatients services	East Lothian 2019 (n=1675)	70%	3%	1%	26%
	East Lothian 2017 (n=1563)	84%	5%	4%	7%
Hospital A&E services	East Lothian 2019 (n=1675)	68%	3%	1%	29%
	East Lothian 2017 (n=1563)	81%	5%	6%	8%
Fire service	East Lothian 2019 (n=1675)	65%	2%	0%	33%
	East Lothian 2017 (n=1563)	84%	6%	1%	9%
Police	East Lothian 2019 (n=1675)	64%	2%	1%	32%
	East Lothian 2017 (n=1563)	84%	6%	1%	8%

Analysis by Ward reveals that overall satisfaction varies most significantly in terms of the following services:

- **Road maintenance:** 87% were satisfied in North Berwick Coastal compared to 40% in Haddington and Lammermuir;
- **GP service:** 100% were satisfied in Preston, Seton and Gosford compared to 63% in Musselburgh;
- **Fire service:** 74% were satisfied in Dunbar and East Linton compared to 48% in Haddington and Lammermuir;
- **Police:** 75% were satisfied in Dunbar and East Linton compared to 47% in Haddington and Lammermuir.

On the other hand, the proportion of respondents who were dissatisfied varied the most in terms of:

- **Local bus services:** 20% of Haddington and Lammermuir were dissatisfied compared to 2% in Musselburgh;
- **Roads maintenance:** 34% of Haddington and Lammermuir were dissatisfied compared to 2% of North Berwick Coastal;
- **Street cleaning:** 16% of Tranent, Wallyford and Macmerry were dissatisfied compared to 0% in North Berwick Coastal and Preston, Seton and Godford;
- **GP services:** 24% in Tranent, Wallyford and Macmerry were dissatisfied compared to 0% in Dunbar and East Linton, North Berwick Coastal and Preston, Seton and Gosford.

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Figure 81: Satisfaction with public services analysed by Ward								
		East Lothian	Dunbar E.Linton	H'ton & L'rmuir	Musselburgh	NBC	PSG	TWM
	Base	1675	262	262	252	257	317	325
Council house repair service	% satisfied	26%	10%	31%	37%	7%	26%	34%
	% neither/ nor	1%	-	2%	-	0%	-	5%
	% dissatisfied	2%	-	1%	3%	-	-	5%
	% don't know	71%	90%	66%	61%	93%	74%	57%
Children's play areas	% satisfied	49%	56%	39%	46%	64%	50%	46%
	% neither/ nor	4%	5%	3%	1%	5%	3%	8%
	% dissatisfied	2%	-	4%	1%	-	0%	6%
	% don't know	45%	39%	55%	52%	31%	46%	40%
Libraries	% satisfied	55%	59%	61%	56%	59%	31%	65%
	% neither/ nor	4%	5%	4%	1%	9%	0%	8%
	% dissatisfied	0%	-	0%	-	-	-	-
	% don't know	41%	35%	35%	43%	32%	69%	27%
Swimming pools/ sport centres	% satisfied	70%	76%	59%	68%	76%	70%	74%
	% neither/ nor	3%	5%	2%	2%	3%	1%	8%
	% dissatisfied	1%	-	-	0%	-	-	4%
	% don't know	26%	20%	39%	30%	21%	30%	14%
Parks, gardens and open spaces	% satisfied	90%	95%	89%	82%	96%	89%	93%
	% neither/ nor	1%	0%	1%	1%	0%	1%	2%
	% dissatisfied	1%	-	0%	-	-	-	3%
	% don't know	8%	4%	9%	17%	4%	11%	2%
Local bus services	% satisfied	60%	65%	56%	67%	60%	47%	67%
	% neither/ nor	10%	12%	13%	2%	13%	10%	11%
	% dissatisfied	6%	3%	20%	2%	3%	5%	4%
	% don't know	24%	20%	12%	29%	24%	38%	18%
Local schools	% satisfied	61%	73%	56%	53%	70%	68%	51%
	% neither/ nor	4%	6%	5%	4%	4%	1%	8%
	% dissatisfied	1%	-	-	1%	-	1%	3%
	% don't know	34%	21%	39%	41%	26%	31%	38%
Support for frail/ older people to allow them to remain in their home	% satisfied	39%	61%	31%	36%	49%	33%	32%
	% neither/ nor	4%	6%	2%	1%	6%	2%	8%
	% dissatisfied	2%	-	-	1%	0%	2%	7%
	% don't know	55%	32%	67%	62%	45%	63%	53%
Waste & recycling services	% satisfied	89%	96%	81%	79%	98%	90%	92%
	% neither/ nor	4%	2%	5%	5%	1%	6%	2%
	% dissatisfied	2%	0%	2%	8%	0%	-	1%
	% don't know	6%	2%	12%	9%	1%	4%	5%
Roads maintenance	% satisfied	63%	80%	40%	45%	87%	73%	63%
	% neither/ nor	11%	9%	11%	10%	7%	15%	12%
	% dissatisfied	18%	4%	34%	31%	2%	7%	20%
	% don't know	8%	6%	15%	13%	4%	5%	5%
Street cleaning	% satisfied	81%	92%	81%	69%	93%	90%	71%
	% neither/ nor	7%	3%	4%	12%	4%	7%	9%
	% dissatisfied	6%	1%	5%	10%	0%	0%	16%
	% don't know	6%	4%	10%	10%	3%	4%	4%

Figure 82: Satisfaction with public services analysed by Ward (continued)

		East Lothian	Dunbar E.Linton	H'ton & L'rmuir	Musselburgh	NBC	PSG	TWM
Base		1675	262	262	252	257	317	325
GP services	% satisfied	84%	98%	89%	63%	99%	100%	65%
	% neither/ nor	3%	1%	1%	5%	0%	-	9%
	% dissatisfied	9%	0%	1%	22%	-	-	24%
	% don't know	4%	0%	9%	10%	1%	-	1%
Dental services	% satisfied	90%	96%	86%	83%	99%	96%	84%
	% neither/ nor	2%	1%	1%	3%	-	-	7%
	% dissatisfied	1%	2%	-	1%	-	-	4%
	% don't know	7%	1%	13%	14%	1%	4%	5%
Hospital outpatients services	% satisfied	70%	82%	60%	67%	74%	67%	75%
	% neither/ nor	3%	4%	-	0%	3%	1%	8%
	% dissatisfied	1%	0%	-	2%	-	-	2%
	% don't know	26%	14%	40%	31%	24%	32%	15%
Hospital A&E services	% satisfied	68%	76%	56%	65%	76%	63%	72%
	% neither/ nor	3%	5%	0%	2%	3%	0%	7%
	% dissatisfied	1%	1%	-	1%	0%	0%	1%
	% don't know	29%	19%	44%	32%	21%	36%	19%
Fire service	% satisfied	65%	74%	48%	60%	72%	69%	68%
	% neither/ nor	2%	4%	2%	1%	1%	-	5%
	% dissatisfied	0%	0%	-	-	-	-	-
	% don't know	33%	22%	50%	39%	27%	31%	27%
Police	% satisfied	64%	75%	47%	60%	71%	69%	67%
	% neither/ nor	2%	4%	2%	2%	1%	-	6%
	% dissatisfied	1%	1%	1%	4%	-	-	2%
	% don't know	32%	21%	50%	34%	28%	31%	25%

In terms of deprivation level, the largest differences are seen for the following:

- **Council house repair service:** Residents living in a deprived area (55%) were twice as likely to be satisfied with the Council house repair service than residents in non-deprived areas (25%).
- **Libraries:** 56% of residents in non-deprived areas were satisfied with local libraries, compared to 37% in deprived areas
- **Swimming pools/sports centres:** 71% of residents in a non-deprived area were satisfied with swimming pools and sports centres compared to 50% of residents in a deprived area.
- **Parks, gardens and open spaces:** Residents living in a non-deprived area (91%) were significantly more likely to be satisfied with this aspect than residents in a deprived area (77%).
- **Local bus services:** Respondents in a non-deprived area (61%) were significantly more likely to be satisfied with local bus services than respondents from a deprived area (36%).
- **Local schools:** 72% of respondents living in a deprived area were satisfied with local schools, compared to 61% of respondents living in non-deprived area.
- **Fire service:** Respondents living in a deprived area (75%) were more likely to be satisfied with the local fire service than respondents living in a non-deprived area (64%)

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Again, the results to this question have been analysed excluding the proportion of respondents who answered 'don't know' for each service. This revealed that there have been significant increases in satisfaction since 2017 for those who were able to give an opinion, with the biggest improvements being seen regarding Council house repairs (increased by 15 percentage points), children's play areas (increased by 9 percentage points) and swimming pools and sports centres (increased by 10 percentage points). On the other hand, satisfaction with local bus services has decreased by 8 percentage points since 2017.

Figure 83: Satisfaction with public services excluding and including don't know for 2017 vs. 2019							
	Very/ fairly satisfied		Don't Knows		Very/ fairly satisfied excluding Don't Knows		2019 – 2017
	2019	2017	2019	2017	2019	2017	
Council services							
Council house repairs	26%	18%	71%	76%	90%	75%	15%
Children's play areas	49%	68%	45%	15%	89%	80%	9%
Libraries	55%	72%	41%	17%	93%	87%	5%
Parks, gardens and open spaces	90%	93%	8%	1%	98%	94%	4%
Local Schools	61%	76%	34%	15%	92%	90%	2%
Support for frail/ older people	39%	58%	55%	32%	87%	85%	1%
Waste and Recycling services	89%	89%	6%	2%	94%	90%	3%
Roads maintenance	63%	68%	8%	2%	69%	69%	0%
Street cleaning	81%	86%	6%	1%	86%	87%	-1%
Non-Council Services							
Swimming pools/ sports centres	70%	79%	26%	7%	94%	85%	10%
Local bus services	60%	77%	24%	11%	79%	87%	-8%
GP services	84%	84%	4%	1%	87%	85%	2%
Dental services	90%	93%	7%	2%	96%	95%	1%
Hospital outpatients	70%	84%	26%	7%	95%	90%	5%
Hospital A&E	68%	81%	29%	8%	95%	88%	7%
Fire service	65%	84%	33%	9%	97%	93%	4%
Police	64%	84%	32%	8%	94%	92%	2%

The survey included a question which asked respondents whether they had used the range of public services in the last 12 months or not. Satisfaction levels are shown for each service for those who had contact with or used the service within the last 12 months. This reveals that service users were most satisfied with the fire service (99%), libraries (99%), parks, gardens and open spaces (98%), swimming pools and sport centres (98%), dentists (97%) and hospital outpatients services (97%). On the other hand, satisfaction levels dipped below 90% with regards to GP services (87%), local bus services (82%) and roads maintenance (81%).

Figure 84: Overall satisfaction/ dissatisfaction with public services (excluding don't knows) for service users only

	% very/ fairly satisfied	% neither/ nor	% very/ fairly dissatisfied
Q17a Council house repair service	90%	4%	6%
Q17b Children's play areas	95%	2%	3%
Q17c Libraries	99%	1%	0%
Q17d Swimming pools/sport centres	98%	1%	1%
Q17e Parks, gardens and open spaces	98%	1%	1%
Q17f Local bus services	82%	10%	8%
Q17g Local schools	95%	3%	2%
Q17h Support for frail / older people to allow them to remain in their own home	90%	3%	7%
Q17i Waste & recycling services	94%	4%	2%
Q17j Roads maintenance	81%	10%	10%
Q17k Street cleaning	91%	6%	3%
Q17l GP services	87%	3%	10%
Q17m Dental services	97%	1%	1%
Q17n Hospital outpatients services	97%	2%	1%
Q17o Hospital A&E services	96%	3%	2%
Q17p Fire service	99%	1%	0%
Q17q Police	90%	1%	9%

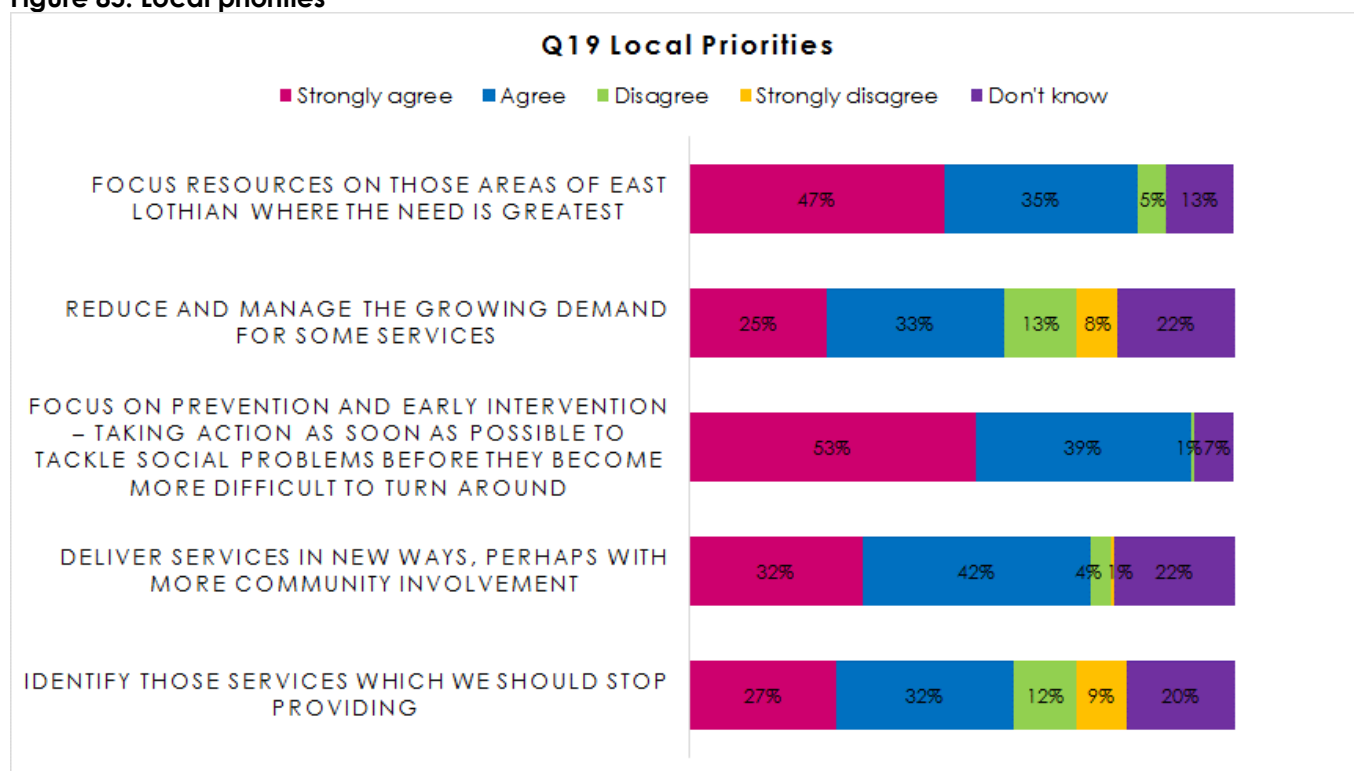
8. LOCAL PRIORITIES

8.1. Local priorities (Q19)

In terms of local priorities, most respondents agreed East Lothian Council should focus on prevention and early intervention (92%), followed by focusing resources on areas where the need is greatest (82%) and delivering services in new ways (74%).

The two areas that had the highest level of disagreement involve reducing and managing the growing demand for some services (21%) and identifying services which the Council should stop providing (21%).

Figure 85: Local priorities



Analysis by ward reveals:

- **Focus resources where the need is greatest:** the majority of respondents in Preston, Seton and Gosford (100%), Dunbar and East Linton (95%) and North Berwick Coastal (90%) agree this should be a priority for ELC. This is in contrast to Haddington and Lammermuir where 55% of respondents agreed.
- **Reduce and manage the growing demand for some services:** Respondents living in Preston, Seton and Gosford (32%) were most likely to disagree with this statement, compared to 13% in Musselburgh.
- **Deliver services in new ways:** Respondents in Preston, Seton and Gosford (87%) were most likely to agree with this statement, while Haddington and Lammermuir (53%) were the least likely

→ **Identify those services which we should stop providing:** Respondents in Preston, Seton and Gosford (32%) were most likely to disagree with this statement, while Musselburgh (14%) residents were the least likely.

Figure 86: Local priorities analysed by Ward

		East Lothian	Dunbar & East Linton	H'ton & L'muir	M'burgh	NBC	PSG	TWM
	Unweighted base	1675	262	262	252	257	317	325
Focus resources where the need is greatest	% agree	82%	95%	55%	75%	90%	100%	84%
	% disagree	5%	-	15%	8%	-	-	6%
	% don't know	13%	5%	30%	18%	10%	-	10%
Reduce and manage the growing demand for some services	% agree	58%	64%	51%	64%	51%	47%	69%
	% disagree	21%	26%	17%	13%	24%	32%	16%
	% don't know	22%	10%	33%	24%	26%	21%	15%
Focus on prevention and early intervention	% agree	92%	97%	77%	89%	97%	98%	96%
	% disagree	1%	0%	2%	1%	1%	0%	1%
	% don't know	7%	2%	22%	10%	3%	2%	4%
Deliver services in new ways	% agree	74%	81%	53%	73%	80%	87%	71%
	% disagree	4%	0%	7%	5%	0%	2%	8%
	% don't know	22%	19%	40%	22%	20%	11%	21%
Identify those services which we should stop providing	% agree	59%	64%	48%	61%	64%	55%	65%
	% disagree	21%	23%	19%	14%	20%	32%	18%
	% don't know	20%	12%	33%	26%	16%	13%	17%

Analysis by age reveals a majority of all respondents across all age groups agree East Lothian Council should focus resources where the need is greatest, focus on prevention and early intervention and deliver services in new ways. Younger respondents aged 16-34 were significantly more likely to answer don't know to this question, than respondents aged 35-64 or 65 and over.

Figure 87: Local priorities analysed by age

		East Lothian	16-34	35-64	65+
	Unweighted base	1675	382	920	373
Focus resources where the need is greatest	% agree	82%	74%	87%	83%
	% disagree	5%	3%	6%	7%
	% don't know	13%	23%	8%	11%
Reduce and manage the growing demand for some services	% agree	58%	50%	63%	56%
	% disagree	21%	17%	22%	21%
	% don't know	22%	34%	15%	23%
Focus on prevention and early intervention	% agree	92%	83%	95%	95%
	% disagree	1%	1%	1%	1%
	% don't know	7%	16%	5%	4%
Deliver services in new ways	% agree	74%	64%	78%	76%
	% disagree	4%	3%	4%	6%
	% don't know	22%	33%	18%	18%
Identify those services which we should stop providing	% agree	59%	48%	63%	64%
	% disagree	21%	20%	21%	21%
	% don't know	20%	33%	16%	14%

Analysis by deprivation level reveals:

- **Focus resources where the need is greatest:** analysis shows residents living in a deprived area (95%) were significantly more likely to agree that ELC should focus resources where the need is greatest compared to 82% of residents in other areas.
- **Reduce and manage the growing demand for some services:** Residents living in non-deprived areas (21%) were significantly more likely to disagree than residents living in a deprived area (6%). Respondents in a deprived area (39%) were significantly more likely to answer don't know to this option than respondents in a non-deprived area (21%).
- **Focus on prevention and early intervention:** The majority of respondents in a deprived area (97%) and non-deprived area (92%) agreed this should be a priority for East Lothian Council.
- **Identify those services which we should stop providing:** Respondents living in a deprived area (64%) were more likely to agree with this statement than respondents in a non-deprived area (59%).

Figure 88: Local priorities analysed by deprivation level

		East Lothian	Most deprived 20%	Other areas
	Unweighted base	1675	163	1512
Focus resources where the need is greatest	% agree	82%	95%	82%
	% disagree	5%	2%	5%
	% don't know	13%	3%	13%
Reduce and manage the growing demand for some services	% agree	58%	55%	58%
	% disagree	21%	6%	21%
	% don't know	22%	39%	21%
Focus on prevention and early intervention	% agree	92%	97%	92%
	% disagree	1%	1%	1%
	% don't know	7%	3%	8%
Deliver services in new ways	% agree	74%	77%	74%
	% disagree	4%	3%	4%
	% don't know	22%	21%	22%
Identify those services which we should stop providing	% agree	59%	64%	59%
	% disagree	21%	4%	21%
	% don't know	20%	31%	20%

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The table below shows the level of overall agreement to this question including and excluding the don't know category for each statement. Respondents were significantly less likely in 2019 to agree (when excluding the don't know category) that the Council/ other public service providers should reduce and manage the growing demand for some services (decreased by 21 percentage points) or that they should identify the services which they should stop providing (decreased by 22 percentage points).

Figure 89: Level of agreement with local priorities excluding and including don't know for 2017 vs. 2019

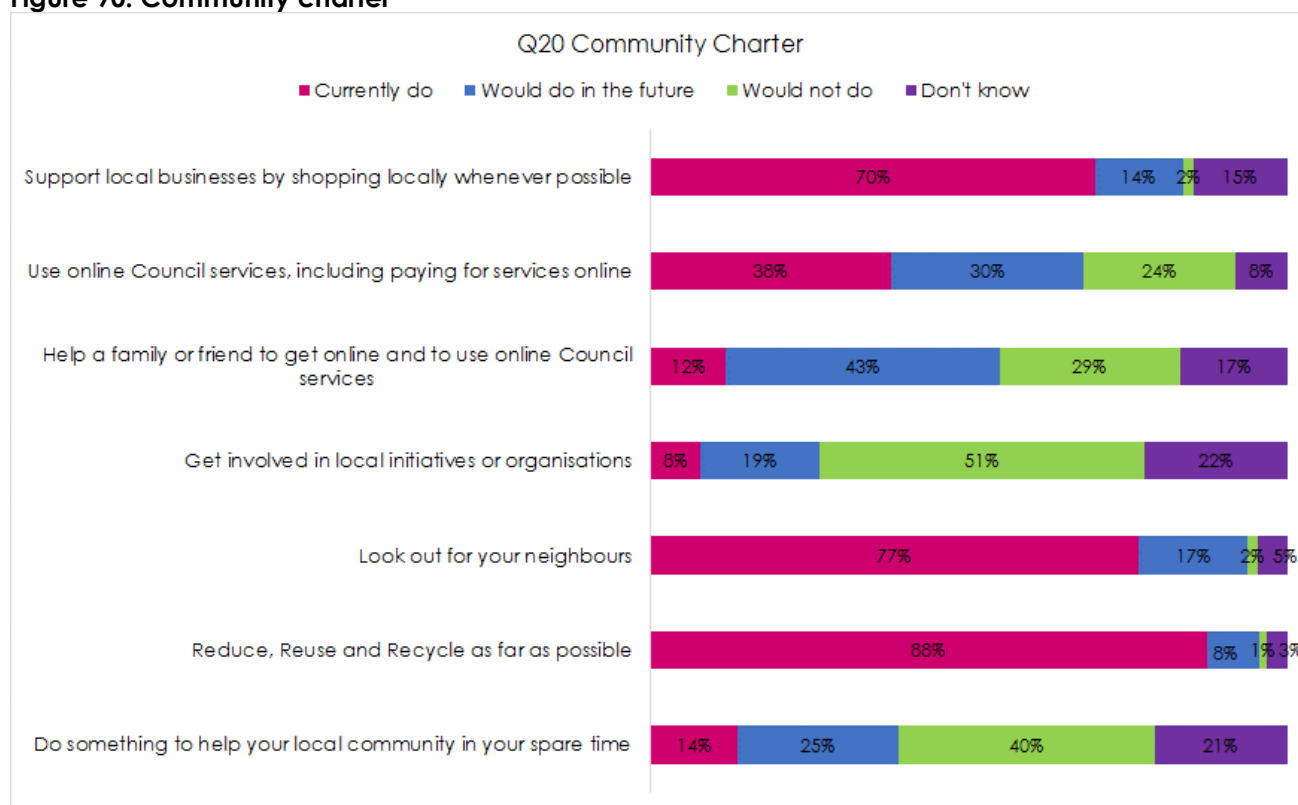
	Strongly agree/ tend to agree		Don't Knows		Strongly agree/ tend to agree excluding Don't Knows		2019 – 2017
	2019	2017	2019	2017	2019	2017	
Focus resources on those areas of East Lothian where the need is greatest	82%	95%	12%	3%	94%	98%	-4%
Reduce and manage the growing demand for some services	58%	85%	22%	11%	74%	95%	-21%
Focus on prevention and early intervention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	92%	98%	7%	2%	99%	100%	0%
Deliver services in new ways, perhaps with more community involvement	74%	87%	22%	10%	94%	97%	-3%
Identify those services which we should stop providing	59%	87%	20%	9%	74%	96%	-22%

8.2. Community Charter (Q20)

Analysis reveals that the majority of respondents currently reduce, reuse and recycle as far as possible (88%), look out for their neighbours (77%) and support local business by shopping locally whenever possible (70%).

Just over half (51%) of respondents said they would not get involved in local initiatives or organisations, with 40% saying they would not do something to help their local community in their spare time.

Figure 90: Community charter



Analysis by age reveals:

- **Support local businesses by shopping locally whenever possible:** Respondents aged 65 and over (82%) are most likely to shop in local business, followed by respondents aged 35-64 (69%) and 16-34 (61%).
- **Use online Council services, including paying for services online:** Younger respondents aged 16-34 (41%) and 35-64 (50%) are significantly more likely to use online Council services than respondents aged 65 and over (9%).
- **Help a family or friend to get online and to use online Council services:** 16% of respondents aged 16-34 said they help family or friends to use online services, compared to 13% aged 35-64 and 3% aged 65 and over.
- **Get involved in local initiatives or organisations:** Respondents aged 65 and over (69%) were most likely to say they would not get involved with local initiatives, compared to respondents aged 16-34 (46%) and 35-64 (46%).

- **Look out for your neighbours:** Respondents aged 65 and over (84%) were most likely to say they look out for their neighbours, followed by respondents aged 35-64 (82%) and 16-34 (59%).
- **Reduce, Reuse and Recycle as far as possible:** Respondents aged 35-64 (92%) were most likely to currently recycle, followed by those aged 65 and over (89%) and 16-34 (76%).
- **Do something to help your local community in your spare time:** Respondents aged 16-34 (9%) were least likely to say they currently do something to help their local community in their spare time, while respondents aged 65 and over (19%) were the most likely.

Figure 91: Community charter analysed by age

		East Lothian	16-34	35-64	65+
	Unweighted base	1675	382	920	373
Support local businesses by shopping locally whenever possible	Currently do	70%	61%	69%	82%
	Would do in the future	14%	20%	13%	8%
	Would not do	2%	1%	2%	2%
	Don't know	15%	17%	16%	8%
Use online Council services, including paying for services online	Currently do	38%	41%	50%	9%
	Would do in the future	30%	43%	30%	16%
	Would not do	24%	5%	15%	64%
	Don't know	8%	11%	5%	11%
Help a family or friend to get online and to use online Council services	Currently do	12%	16%	13%	3%
	Would do in the future	43%	57%	50%	15%
	Would not do	29%	11%	18%	69%
	Don't know	17%	16%	19%	13%
Get involved in local initiatives or organisations	Currently do	8%	3%	9%	11%
	Would do in the future	19%	25%	19%	10%
	Would not do	51%	46%	46%	69%
	Don't know	22%	27%	26%	10%
Look out for your neighbours	Currently do	77%	59%	82%	84%
	Would do in the future	17%	31%	14%	8%
	Would not do	2%	1%	1%	4%
	Don't know	5%	10%	2%	4%
Reduce, Reuse and Recycle as far as possible	Currently do	88%	76%	92%	89%
	Would do in the future	8%	17%	5%	5%
	Would not do	1%	0%	1%	3%
	Don't know	3%	6%	2%	3%
Do something to help your local community in your spare time	Currently do	14%	9%	14%	19%
	Would do in the future	25%	36%	26%	12%
	Would not do	40%	32%	38%	53%
	Don't know	21%	23%	22%	16%

Analysis by ward reveals:

- Half of Preston, Seton and Gosford residents (50%) use online Council services, compared to 13% in Haddington and Lammermuir
- Residents in North Berwick Coastal (95%) are more likely to recycle than in Haddington and Lammermuir (77%)
- Residents in Musselburgh (67%) were the least likely to say they would do something to help their local community in their spare time, compared to 27% in North Berwick Coastal and Preston, Seton and Gosford.

Figure 92: Community Charter analysed by Ward

		East Lothian	Dunbar & East Linton	H'ton & L'muir	M'burgh	NBC	PSG	TWM
	Unweighted base	1675	262	262	252	257	317	325
Support local businesses by shopping locally whenever possible	Currently do	70%	76%	64%	70%	74%	59%	78%
	Would do in the future	14%	3%	24%	16%	9%	9%	18%
	Would not do	2%	2%	0%	4%	0%	1%	2%
	Don't know	15%	19%	11%	10%	16%	32%	2%
Use online Council services, including paying for services online	Currently do	38%	41%	13%	37%	47%	50%	41%
	Would do in the future	30%	30%	43%	28%	28%	23%	30%
	Would not do	24%	24%	29%	25%	20%	26%	20%
	Don't know	8%	6%	16%	9%	6%	2%	9%
Help a family or friend to get online and to use online Council services	Currently do	12%	5%	4%	29%	8%	5%	14%
	Would do in the future	43%	46%	47%	32%	48%	40%	48%
	Would not do	29%	31%	30%	25%	24%	41%	21%
	Don't know	17%	18%	19%	14%	20%	15%	17%
Get involved in local initiatives or organisations	Currently do	8%	9%	6%	7%	14%	6%	7%
	Would do in the future	19%	17%	13%	7%	26%	14%	35%
	Would not do	51%	48%	49%	73%	40%	47%	43%
	Don't know	22%	26%	32%	13%	20%	32%	15%
Look out for your neighbours	Currently do	77%	88%	66%	70%	82%	83%	75%
	Would do in the future	17%	7%	24%	18%	14%	16%	20%
	Would not do	2%	2%	1%	2%	2%	1%	3%
	Don't know	5%	3%	9%	10%	3%	-	2%
Reduce, Reuse and Recycle as far as possible	Currently do	88%	90%	77%	86%	95%	93%	86%
	Would do in the future	8%	7%	11%	7%	4%	7%	11%
	Would not do	1%	1%	4%	1%	0%	-	1%
	Don't know	3%	2%	9%	6%	2%	-	1%
Do something to help your local community in your spare time	Currently do	14%	15%	4%	7%	26%	22%	12%
	Would do in the future	25%	37%	15%	14%	30%	21%	39%
	Would not do	40%	31%	48%	67%	27%	27%	34%
	Don't know	21%	17%	34%	12%	17%	30%	15%

Analysis by deprivation level reveals:

- 71% of non-deprived areas say they currently support local businesses, compared to 45% of deprived areas
- 83% of deprived areas say they look out for their neighbours, compared to 77% in non-deprived areas
- 94% of deprived areas say they currently recycle, compared to 87% in non-deprived areas
- 40% of non-deprived areas say they would not do something to help their local community in your spare time, compared to 37% in deprived areas.

Figure 93: Community Charter analysed by deprivation level

		East Lothian	Most deprived 20%	Other areas
	Unweighted base	1675	163	1512
Support local businesses by shopping locally whenever possible	Currently do	70%	45%	71%
	Would do in the future	14%	7%	14%
	Would not do	2%	1%	2%
	Don't know	15%	47%	14%
Use online Council services, including paying for services online	Currently do	38%	46%	38%
	Would do in the future	30%	20%	31%
	Would not do	24%	31%	24%
	Don't know	8%	2%	8%
Help a family or friend to get online and to use online Council services	Currently do	12%	12%	12%
	Would do in the future	43%	43%	43%
	Would not do	29%	38%	28%
	Don't know	17%	8%	17%
Get involved in local initiatives or organisations	Currently do	8%	4%	8%
	Would do in the future	19%	17%	19%
	Would not do	51%	48%	51%
	Don't know	22%	31%	22%
Look out for your neighbours	Currently do	77%	83%	77%
	Would do in the future	17%	13%	17%
	Would not do	2%	3%	2%
	Don't know	5%	0%	5%
Reduce, Reuse and Recycle as far as possible	Currently do	88%	94%	87%
	Would do in the future	8%	5%	8%
	Would not do	1%	1%	1%
	Don't know	3%	0%	3%
Do something to help your local community in your spare time	Currently do	14%	13%	14%
	Would do in the future	25%	30%	25%
	Would not do	40%	37%	40%
	Don't know	21%	21%	21%

Appendix 1

Survey Questionnaire

Project number	P1026
Project name	East Lothian Resident Survey 2019

Introduction: Hello, my name is (show badge) I'm carrying out a survey on behalf of East Lothian Council. You have been selected at random for this survey, and I wonder if I could ask you some questions about your satisfaction with your community, health, economic situation and public services? It should take approximately 15 minutes, and all the answers you give will be kept completely confidential and anonymous. Can you spare the time to speak to me just now?

Thank you. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

NEIGHBOURHOOD AND QUALITY OF LIFE

Q1 How long have you lived in East Lothian?

Less than 1 year	1	GO TO Q2
Between 1 and 5 years	2	
Between 6 and 10 years	3	
Between 11 and 20 years	4	
More than 20 years	5	
All my life/ never lived anywhere else	6	

Q2 In overall terms how would you rate your neighbourhood as a place to live?

Very good	1	GO TO Q3
Fairly good	2	
Fairly poor	3	
Very poor	4	
No opinion	5	

Q3 Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last three years?

Got much better	1	GO TO Q4
Got a little better	2	
Stayed the same	3	
Got a little worse	4	
Got much worse	5	
Don't know	6	

Q4 How strongly do you feel you belong to your immediate neighbourhood?

Very strongly	1	GO TO Q5
Fairly strongly	2	
Not very strongly	3	
Not at all strongly	4	
Don't know	5	

Q5 And overall, how would you rate East Lothian as an area to live?

Very good	1	GO TO Q6
Fairly good	2	
Fairly poor	3	
Very poor	4	
No opinion	5	

Q6 **SHOWCARD 2** Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? **PLEASE MENTION UP TO FIVE THINGS (neighbourhood defined as within 15 min walk from home)**

Primary & Secondary Schools	1	GO TO Q7
Wage levels and local cost of living	2	
Jobs for local people	3	
Health services	4	
Care of older people	5	
The level of traffic congestion	6	
Public transport	7	
Road and pavement repairs	8	
Clean streets	9	
Access to outdoors, parks and open spaces	10	
The level of crime	11	
Activities for teenagers	12	
Affordable decent housing	13	
Sense of community	14	
Shopping facilities	15	
Sports and leisure facilities	16	
Facilities for young children	17	
Other (PLEASE WRITE IN BELOW)	18	
None of these	19	
Don't know	20	

Q7 **SHOWCARD 5** Looking at this card, can you tell me to what extent you agree or disagree, with each of the following statements about your neighbourhood

		Strongly Agree	Tend to Agree	Neither / nor	Tend to Disagree	Strongly Disagree	Don't know
A	This is a neighbourhood where people are kind to each other	1	2	3	4	5	6
B	There are welcoming places and opportunities to meet new people	1	2	3	4	5	6
C	There are places where people can meet up and socialise	1	2	3	4	5	6
D	This is a neighbourhood where people from different backgrounds get on well together	1	2	3	4	5	6

E	This is a neighbourhood where people take action to help improve the neighbourhood	1	2	3	4	5	6
F	If I was alone and needed help I could rely on one of my friends / relatives in this neighbourhood to help me	1	2	3	4	5	6
G	In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	1	2	3	4	5	6

COMMUNITY SAFETY

Q8 How safe or unsafe do you feel walking alone outside in your local neighbourhood after dark?

Very safe	1	GO TO Q9
Fairly safe	2	
A bit unsafe	3	
Very unsafe	4	
Don't know	5	
Not applicable	6	

Q9 To what extent do you feel threatened by crime in this neighbourhood these days?

A great deal	1	GO TO Q10
A fair amount	2	
Not very much	3	
Not at all	4	
Don't know	5	

Q10 How much would you say your confidence in the Police being able to respond to any crime being reported has changed since 2 years ago? Would you say your confidence is more, less or about the same?

A lot more	1	GO TO Q11
A little more	2	
About the same	3	
A little less	4	
A lot less	5	
Don't know	6	

HEALTH & WELLBEING**Q11** Which of the following statements about smoking best applies to you? **SINGLE**

I have never smoked	1	GO TO Q12
I used to smoke and have now stopped	2	
I have cut down the number of cigarettes with a plan to give up	3	
I have cut down the number of cigarettes with no plan to give up	4	
I smoke and do not plan to give up	5	

Q12 Do you Vape/ use e-cigarettes?

Yes	1	GO TO Q13
No	2	

Q13 **SHOWCARD** Can you describe what kind of exercise you take part in? By exercise we mean more vigorous intensity activity which takes hard physical effort and you breathe much harder than normal. **MULTI**

Running or jogging	1	GO TO Q14
Organised sport (e.g. football, badminton)	2	
Swimming	3	
Gym activities	4	
Group exercise classes	5	
Other (please describe)	6	
None	7	

Q14 **SHOWCARD** Can you describe what kind of moderate physical activity you do? By this we mean an activity which makes you feel a little warmer, your heart beat faster and a little out of breath. **MULTI**

Housework	1	GO TO Q15
Gardening	2	
Walking	3	
Activity relating to your job	4	
Other (please describe)	5	
None	6	

Q15 **SHOWCARD** Do you believe that you meet the recommended weekly guidelines for physical activity? This is defined as 150 minutes of moderate activity or 75 minutes of vigorous activity. **SINGLE**

Yes	1	GO TO Q16
No	2	
Don't know	3	

PERCEPTIONS OF THE COUNCIL

Q16 SHOWCARD 5 Looking at this card, can you tell me to what extent you agree or disagree, with each of the following statements that I will read out **SHS**

		Strongly Agree	Tend to Agree	Neither / nor	Tend to Disagree	Strongly Disagree	No opinion	
A	My local council provides high quality services	1	2	3	4	5	6	GO TO Q17
B	My local council does the best it can with the money available	1	2	3	4	5	6	
C	My local council is addressing the key issues affecting the quality of life in my local neighbourhood	1	2	3	4	5	6	
D	My council is good at listening to local people's views before it takes decisions	1	2	3	4	5	6	
E	My local council designs its services around the needs of the people who use them	1	2	3	4	5	6	
F	My council is good at letting local people know how well it is performing	1	2	3	4	5	6	
G	My local council is good at letting people know about the kinds of services it provides	1	2	3	4	5	6	
H	I can influence decisions affecting my local area	1	2	3	4	5	6	
I	I would like to be more involved in the decisions my council makes that affect my local area	1	2	3	4	5	6	

PUBLIC SERVICES

Q17 SHOWCARD 6 can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian. Your answer may be based on actual experience or on what you may have seen or heard second-hand. How satisfied or dissatisfied are you with....

		Very Satisfied	Fairly Satisfied	Neither / nor	Fairly Dissatisfied	Very Dissatisfied	Don't know	
A	Council house repair service	1	2	3	4	5	6	GO TO Q18
B	Children's play areas	1	2	3	4	5	6	
C	Libraries	1	2	3	4	5	6	
D	Swimming pools/sport centres	1	2	3	4	5	6	
E	Parks, gardens and open spaces	1	2	3	4	5	6	
F	Local bus services	1	2	3	4	5	6	
G	Local schools	1	2	3	4	5	6	
H	Support for frail / older people to allow them to remain in their own home	1	2	3	4	5	6	
I	Waste & recycling services	1	2	3	4	5	6	
J	Roads maintenance	1	2	3	4	5	6	
K	Street cleaning	1	2	3	4	5	6	
L	GP services	1	2	3	4	5	6	
M	Dental services	1	2	3	4	5	6	
N	Hospital outpatients services	1	2	3	4	5	6	
O	Hospital A&E services	1	2	3	4	5	6	
P	Fire service	1	2	3	4	5	6	
Q	Police	1	2	3	4	5	6	

Q18 Have you used/ had contact with any of the following services in the last 12 months?

		Yes	No
A	Council house repair service	1	2
B	Children's play areas	1	2
C	Libraries	1	2
D	Swimming pools/sport centres	1	2
E	Parks, gardens and open spaces	1	2
F	Local bus services	1	2
G	Local schools	1	2
H	Support for frail / older people to allow them to remain in their own home	1	2
I	Waste & recycling services	1	2
J	Roads maintenance	1	2
K	Street cleaning	1	2
L	GP services	1	2
M	Dental services	1	2

N	Hospital outpatients services	1	2
O	Hospital A&E services	1	2
P	Fire service	1	2
Q	Police	1	2

LOCAL PRIORITIES

Q19 SHOWCARD 5 East Lothian Council and other public service providers are facing increasing challenges to meet the growing demand for its services while budgets continue to be reduced. To respond to this challenge they need to make changes to how it plans and delivers services in East Lothian. Some of the ways they are looking to do this are described on this card, how much do you agree with each of these options?

		Strongly agree	Agree	Disagree	Strongly disagree	Don't know	
A	Focus resources on those areas of East Lothian where the need is greatest	1	2	3	4	5	GO TO Q20
B	Reduce and manage the growing demand for some services	1	2	3	4	5	
C	Focus on prevention and early intervention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	1	2	3	4	5	
D	Deliver services in new ways, perhaps with more community involvement	1	2	3	4	5	
E	Identify those services which we should stop providing	1	2	3	4	5	

Q20 SHOWCARD East Lothian Council are hoping to develop a 'Community Charter' and are interested in what you do as a community and what you would be willing to do in the future. For each item I read out can you please tell me if you currently do this, would be willing to do this in the future or if you would not be willing to do this

		Currently do	Would do in the future	Would not do	Don't know	
A	Support local businesses by shopping locally whenever possible	1	2	3	4	GO TO Q21
B	Use online Council services, including paying for services online	1	2	3	4	
C	Help a family or friend to get online and to use online Council services	1	2	3	4	
D	Get involved in local initiatives or organisations	1	2	3	4	

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E	Look out for your neighbours	1	2	3	4
F	Reduce, Reuse and Recycle as far as possible	1	2	3	4
G	Do something to help your local community in your spare time	1	2	3	4

Q21	We are planning to hold a number of workshops to allow people to discuss both local priorities for East Lothian and changes to how the Council delivers services. If you are interested in taking part in one of these workshops please provide contact details here	
	Name	
	Contact phone number	
	Contact email address	

INTERNET ACCESS

Q22 Does your household currently have access to the internet from home? SHS

	Yes	1	GO TO Q23
	No	2	
	Don't know	3	

Q23 SHOWCARD How do you usually access the internet? **MULTI CODE**

A	A personal computer or laptop	1	GO TO Q24
B	Mobile phone / iPhone / Smartphone	2	
C	A tablet – iPad / Playbook or similar	3	
D	Another way (specify)	4	
E	Do not use the internet	5	GO TO Q25

Q24 SHOWCARD Which of the following do you do regularly online? **MULTI CODE**

A	Send emails	1	GO TO Q25
B	Social networking e.g. Facebook, Twitter, Instagram etc	2	
C	Online banking	3	
D	Shopping	4	
E	Entertainment	5	
F	Booking travel/ accommodation or buying tickets for events	6	
G	Organising utilities (e.g. gas, electricity, phone), insurance	7	
H	Looking for information	8	
I	Other (please specify)	9	

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ABOUT YOU AND YOUR HOUSEHOLD**Q25** Gender SINGLE CODE

Male	1	GO TO Q26
Female	2	

Q26 SHOWCARD 6 Age SINGLE CODE

A	16-24	1	GO TO Q27
B	25-34	2	
C	35-44	3	
D	45-54	4	
E	55-59	5	
F	60-64	6	
G	65-74	7	
H	75+	8	
	Prefer not to say	9	

Q27 SHOWCARD 7 Working status SINGLE CODE

A	Working – full time (35+ hrs)	1	GO TO Q28
B	Working – Part-time (16-34hrs)	2	
C	Working – Part time (less than 16 hours)	3	
D	Working – zero hours contract	4	
E	Self-employed	5	
F	Unemployed / Seeking work	6	
G	Permanently retired from work	7	
H	Looking after home / family	8	
I	Permanently sick or disabled	9	
J	Student	10	
K	Other	11	
	Refused	12	

Q28 How would you describe the composition of your household? SINGLE CODE

Single Adult under 65 years	1	GO TO Q29
Single Adult over 65 years	2	
Two adults both under 65	3	
Two adults at least one aged over 65 years	4	
Three adults all over 16 years	5	
1-parent family with children, at least one under 16 years	6	
2-parent family with children, at least one under 16 years	7	
Other	8	

Q29 Do you own your home, or rent it? SINGLE CODE

Owned outright	1	GO TO Q30
Buying on mortgage	2	
Rented from the council	3	
Rented from other housing association/housing co-op	4	

Rented from private landlord	5
Shared ownership	6
Other	7

Q30 'Have you, or any one in your household, served in the armed forces? (Army, Navy, Air Force

Yes	1	GO TO Q31
No	2	

MONEY MATTERS

Q31 SHOWCARD 10 How well would you say your household is currently managing financially? Please just read out the most appropriate letter on the card.

SINGLE CODE

A	Managing very well	1	GO TO Q32
B	Managing quite well	2	
C	Getting by alright	3	
D	Not managing very well	4	
E	Have some financial difficulties	5	
F	In deep financial trouble	6	
G	Don't know	7	
H	Prefer not to say	8	

Q32 [ASK ALL] SHOWCARD Thinking about your standard of living, I am going to read a list of items. I would like you to tell me which of these you do or don't have. If you do not have something on the list, is this because you don't want it or can't afford it. **[INTERVIEWER: These items refer to the household so refer to the household]**

		Yes have it	Don't have but don't want	Don't have and can't afford	Don't know
A	Enough money to save regularly (of at least £20) for rainy days	1	2	3	4
B	Enough money to replace/ repair broken electrical goods	1	2	3	4
C	Enough money to make regular payments into an occupational or private pension	1	2	3	4
D	All recommended dental work/ treatment	1	2	3	4
E	Money to keep your home in a decent state of decoration	1	2	3	4
F	Money to take part in sport/ exercise activities	1	2	3	4
G	Money to take part in a hobby or leisure activity	1	2	3	4
H	Appropriate clothes for job interviews	1	2	3	4
I	Home contents insurance	1	2	3	4
J	A damp free home	1	2	3	4
K	Access to £500 to cover an unexpected, but necessary, expense	1	2	3	4

Q33 [ASK ONLY OF HOUSEHOLDS WITH SOMEONE AGED UNDER 16] SHOWCARD Thinking about your standard of living, I am going to read a list of items. These are items that you child(ren) may have. I would like you to tell me which of these your children do or don't have. If they do not have something on the list, is this because they don't want it or cannot afford it.

		Yes have it	Don't have but don't want	Don't have and can't afford	Not applicable
A	Does your child have money to save	1	2	3	4
B	Does your child have a holiday away from home at least one week a year	1	2	3	4
C	Does your child have day trips with family once a month	1	2	3	4
D	Does your child get pocket money	1	2	3	4
E	Is there a garden or outdoor space nearby where your child can play safely	1	2	3	4
F	Does your child attend a toddler group at least once a week (pre school only)	1	2	3	4
G	Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	1	2	3	4
H	Does your child have access to a computer or internet for homework	1	2	3	4

Q34 SHOWCARD D In which band would you place your **total household income** from all sources **before** tax and other deductions? This includes income from all adults in the household from employment, benefits and other sources. Just read out the letter that applies **SINGLE**

	PER MONTH	PER YEAR		THANK AND CLOSE
A	Under £999	Under £11,999	1	
B	£1,000 - £1,749	£12,000 - £20,999	2	
C	£1,750 - £2,916	£21,000 - £34,999	3	
D	£2,917 - £4,999	£35,000 - £59,999	4	
E	Over £5,000	Over £60,000	5	
	Prefer not to say		6	

- Thank you very much for completing the questionnaire.
- Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice.

Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	East Lothian Resident Survey 2019
Project number	P1026
Objectives of the research	The specific research objective of the 2019 Residents Survey is to provide the Council and East Lothian Partnership with information on local residents' experience and perceptions across a range of topics.
Target group	East Lothian residents
Target sample size	1671
Achieved sample size	1680
Date of fieldwork	27 th May 2019 until the 28 th June 2019
Sampling method	<p>A total of 1,680 interviews were carried out with a representative sample of East Lothian residents. An additional 100 interviews were carried out in each of the most deprived datazones. The sample structure was designed to replicate the sampling methodology and structure utilised in the 2011 and 2017 surveys. This involved a disproportionate sampling methodology where a sample size yielding $\pm 6\%$ level of accuracy at Ward level was targeted. The "disproportionate" sampling approach was used previously and involves delivering the same number of interviews in each Ward, regardless of the actual population size of the Ward. This ensures the data for each Ward can be directly compared (with the same level of accuracy). The alternative – a "proportionate" sample, would see the number of interviews varying per Ward (e.g. More interviews conducted in Musselburgh and fewer interviews conducted in Dunbar & East Linton), resulting in varying levels of statistical accuracy between Wards. The "disproportionate" aspect is eliminated in the results by applying appropriate statistical reweighting to balance the total East Lothian survey data to be balanced and reflective of the entire population.</p> <p>Within each Ward, a total of 26 sampling points were selected in order to ensure representation across Census output areas. Thereafter, interviewers followed a 'random route' approach to sample selection, achieving a total of 10 interviews per sample point. Interviewing was scheduled over day time, evenings and weekends to ensure all segments of the working and non-working population had the opportunity to participate.</p>

EAST LoTHIAN RESIDENTS SURVEY 2019

Data collection method	Face to face interviews
Response rate and definition and method of how calculated	The survey was designed to achieve data accurate to +/- 6% within each ward.
Any incentives?	None
Number of interviewers	10
Interview validation methods	10% backchecked.
Showcards or any other materials used?	Yes, show cards used as per the questionnaire
Weighting procedures (if applicable)	Due to the fact that the sample was designed on a disproportionate basis within wards, to ensure the data was representative at both East Lothian and ward level, weighting figures were used during the data analysis. The data was weighted by age, gender, ward and SIMD. The profile figures used in the weighting calculations were based upon GROS population projections for East Lothian. In particular this was carried out in order to ensure that the results on a ward basis were proportionately represented in the results in relation to the proportion of the East Lothian population who live in that ward.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	The achieved level of accuracy was +/-2.37% (based upon a 50% estimate at the 95% level of confidence).