East Lothian Council

Members' Library Service Request Form

Date of Document	08/08/22
Originator	Paolo Vestri
Originator's Ref (if any)	
Document Title	2021 East Lothian Residents' Survey

Please indicate if access to the document is to be "unrestricted" or "restricted", with regard to the terms of the Local Government (Access to Information) Act 1985.

Unrestricted	☒	Restricted	☐

If the document is "restricted", please state on what grounds (click on grey area for drop-down menu):

For Publication

Additional information:

This document accompanies the report to Council on 23 August 2022 titled '2021 East Lothian Residents' Survey'

Authorised By	Monica Patterson
Designation	Chief Executive
Date	09/08/22

For Office Use Only:	
Library Reference	105/22
Date Received	08/08/22
Bulletin	Aug22

EAST LOTHIAN RESIDENT SURVEY 2021

May 2022

Prepared by:

Research Resource

Prepared for:

East Lothian Partnership

Contact: Lorna Shaw

E-mail:
Lorna.shaw@researchresource.co.uk

Contact: Paolo Vestri

E-mail: pvestri@eastlothian.gov.uk

East Lothian

Resident Survey 2021

Contents

Report written by: Rosemary Stafford/ Lorna Shaw

Date: 26/05/22

Report reviewed by: Elaine MacKinnon/ Lorna Shaw

Date: 26/05/22

EXECUTIVE SUMMARY

INTRODUCTION

- The 2021 East Lothian Residents Survey was undertaken using a self-completion methodology. The Residents' Survey has previously been undertaken using a face to face methodology, most recently in 2019. However, due to the ongoing COVID pandemic it was decided that the methodology should be changed for the 2021 survey. The survey was sent to a representative sample of East Lothian residents who also had the option to complete the survey using a QR code or html survey link. A total of 3158 responses were achieved to the survey with 309 of these being online responses. The survey was sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022. 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 +/-5%). At the East Lothian level, the survey has provided a robust and representative data set (+/-1.97% 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 and age. The percentages reported in this report are therefore weighted percentages.
- This executive summary highlights the key findings from this programme of research.

ACCESS TO THE INTERNET AND CONTACTING THE COUNCIL

- The majority of East Lothian respondents said they had access to the internet (96%) and it is most commonly used to look for information (95%), to send emails (92%) and for online banking (89%). Almost half (47%) of respondents used the internet to work from home.
- Respondents were most likely to use the Council's website to find contact numbers for the Council (56%) and a further 47% said they use the website to find out more about Council services. On the other hand, 16% said they did not use the Council website.
- Respondents were asked about the contact methods they use to get in touch with the Council in different circumstances:
    - To get information about a service: 39% said they prefer to do this via the website and 37% would prefer to phone.
    - To request a service/ report a repair or fault: 44% would prefer to do this by phone, 25% would prefer to use the Council website and 24% would prefer to do this by email.

- To pay a bill or Council tax: 55% would prefer to do this via the Council's website.

MONEY MATTERS

- → Respondents were asked how well their household is currently managing financially, with 22% of respondents saying they are managing very well. On the other hand, 8% of respondents were not managing very well, had some financial difficulties or were in deep financial trouble.
- → When asked about their standard of living, the majority (93%) said they were able to keep their home damp free and had home contents insurance. On the other hand, 16% of respondents said they did not have and were unable to afford to make regular payments into an occupational or private pension.
- → Respondents were then asked about their standard of living in relation to items that their children may or may not have. Almost all respondents who responded (97%) reported that they have access to a garden or outdoor space nearby where their child can play safely or that their child has access to a computer or the internet to complete homework (98%). On the other hand, 19% of respondents said they cannot afford to give their child money to save, 17% said they could not afford for their child to have a holiday away from home at least one week a year and 17% said they could not afford for their child (for pre-school children only) to attend a toddler group at least once a week.

NEIGHBOURHOOD AND QUALITY OF LIFE

- → The majority of residents (94%) rated their neighbourhood as a very or fairly good place to live.
- → Just under half of respondents (48%) said their local neighbourhood had stayed the same over the last 3 years, compared to 15% who said it has got a little or much better and 30% who said it has got a little or much worse.
- → Almost all respondents (96%) rated East Lothian as a very good (60%) or fairly good place to live (36%).
- → The top three priorities for improvement to the neighbourhood were health services (53%), road and pavement repairs (53%) and the level of traffic congestion (38%).

COMMUNITY SAFETY

- The majority of respondents (75%) said they did not feel threatened by crime at all (20%) or not very much (55%). 21% said they felt threatened by crime in their neighbourhood a fair amount and 3% said they felt threatened a great deal.
- 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. Four in ten (40%) said they had about the same confidence as two years ago. On the other hand, 3% said they felt a little or a lot more confident and 42% said they felt a little or a lot less confident.
- The 2021 questionnaire included several new questions on the topic of Community Payback. Firstly, respondents were told that the Courts can impose a requirement to complete unpaid work in their local community as part of a Community Payback Order. Respondents were then asked to select from a list of activities, which they believe people carrying out Community Payback should undertake. The top response was litter picking (85%), followed by paths maintenance or clearing snow (75%) and cleaning up graffiti (73%).
- Only 7% of respondents said they had seen Community Payback teams carrying out unpaid work in their local area, 74% had not and 18% were unsure. Those living in Preston, Seton and Gosford were most likely to have seen Community Payback teams in the neighbourhood (11%).
- Respondents were asked what priority they would give to various actions when working with people in the community who have committed a crime and asked to rate each one on a scale of 1 to 5 where 1 was a low priority and 5 was a high priority. Over half of respondents rated all actions to be a high priority, and most likely to be rated a high priority was tackling the cause of crime such as drugs or alcohol misuse (67%).

HEALTH AND WELLBEING

- Running or jogging (22%), swimming (20%) and walking activities (21%) were the most popular forms of vigorous exercise.
- Respondents were asked to think about healthy lifestyles and the things that would encourage them to increase their level of activity. The changes most likely to "definitely" increase levels of activity were safer paths and cycle ways (47%), followed by more paths (36%) and a better quality environment (34%). On the other hand, changes where respondents were most likely to have said these would "definitely not" increase their levels of activity were more play parks (24%), more parks (13%) and better maintained parks or play parks (12%).
- Respondents were asked about the change in their physical and mental health since the COVID pandemic. More respondents said their physical heath had worsened a little or a lot since the start of the pandemic in March 2020 (38%), than had improved (23%). This was also the case regarding mental health, but to a larger extent with 45% stating their mental health had worsened compared to 8% who said it had improved.

PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

- When asked their opinions on East Lothian Council, respondents were most likely to agree that they would like to be more involved in the decisions the Council makes that affect the local area (47%), that the Council does the best it can with the money available (44%) and that the Council provides high quality services (43%).
- Respondents were most likely to disagree that the Council is good at listening to local people's views before it takes decisions (44%), that they can influence decisions affecting the local area (43%) and that the council is good at letting local people know how well it is performing (38%).
- All respondents were asked how satisfied or dissatisfied they were with various public services provided in East Lothian. The majority of respondents were in general either very or fairly satisfied with the services provided, and satisfaction levels were highest regarding:
    - Pharmacy (78% very or fairly satisfied)
    - Parks, gardens and open spaces (67%)
    - Waste & recycling services (60%)
- On the other hand, the proportion of respondents who were dissatisfied (either very or fairly dissatisfied) was highest with regards to:
    - Roads maintenance (56% very or fairly dissatisfied)
    - GP services (50%)

LOCAL PRIORITIES AND RECOVERY FROM COVID

- Respondents were asked to what extent they agreed or disagreed with various statements about how they are dealing with the pandemic. Statements respondents were most likely to agree with were:
    - I am concerned about how society in general will cope with the impact of COVID (84%)
    - I am concerned about close relatives getting COVID (82%)
    - I am concerned about getting COVID (67%).
- On the other hand, the majority of respondents disagreed with the following statements:
    - I am feeling lonely and isolated (84%)
    - I am relaxed about COVID (66%)
    - I am feeling anxious/ worried (63%)
- Respondents were asked to select from a list of actions, what they believe should be the top 3 priorities for recovery after the COVID pandemic. The top priority for

respondents was to support business, employment and grow the economy with over half of respondents selecting this as a top, second or third priority (52%). This was followed by reducing inequality and poverty (39%), tackling climate change (35%) and helping our children and young people achieve their educational and attainment aims (33%).

→ The survey included a question which asked how acceptable various options for doing things differently or making savings would be on a scale of 1 to 6, where 1 was inacceptable to 6 was acceptable. Most highly rated as being acceptable were:

  - Transfer under used buildings to communities to be used as venues run by the community (48% giving a rating of 6 – acceptable)
  - Encourage people to use the internet to access/ pay for council services (31%)
  - Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs' (23%)

→ On the other hand, options which had the highest proportions stating they were unacceptable were:

  - Introduce charges for services that are currently free on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups (33% giving a rating 1 – unacceptable
  - Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups (29%).

→ In terms of climate change actions, activities that respondents are most likely to do very or fairly frequently were:

  - Recycling plastic, glass and paper (96%)
  - Shop local (87%)
  - Buy local produce (64%).

→ On the other hand, climate change actions which respondents are least likely to do frequently were:

  - Using public transport to go to work (27%)
  - Eating less meat (38%)
  - Walking/ cycling more (38%).

→ Following on from this, respondents were asked what actions would encourage them to do more to address their own impact on climate change. Over half of respondents said cheaper renewables (56%) and cheaper bus or train fares (58%) would definitely encourage them to address their own impact on climate change. On the other hand, 12% said that more electric vehicle charging points would definitely not encourage them to this.

TRAVEL AND TRANSPORT

- Nine in ten respondents (90%) said they had at least one car or light van in their household, with 45% having access to 2 or more.
- Over 6 in 10 East Lothian respondents (63%) said they had at least one bicycle in their household.
- Over half of respondents (56%) said two people in the household had a driving licence, 24% said just one person had a driving licence and 14% said more than 2 people in the household had a driving licence.
- Respondents were asked about the travel methods they used for various different journeys. Travelling on foot was the most popular choice for travelling to local shops, chemist, public green space, public transport facilities, libraries, primary and secondary schools. On the other hand, travelling by car as a driver was most popular for travelling to shopping centres of supermarkets, to GP surgeries and sports centres.
- Respondents were asked if they were aware or not of the new lower speed limits in East Lothian since 2020. The vast majority (91%) of respondents were aware of this.
- Over 6 in 10 respondents believed the lower speed limits have made it safer for children (61%) and older people (60%), 57% said it was now safer for pedestrians and people in wheelchairs and 52% said it was now safer for cyclists. Less than half said it was now safer for drivers (44%).
- In terms of the wider impacts of 20mph speed limits, over 4 in 10 respondents said they have a very positive or positive impact on noise pollution (44%) and quality of life (42%). On the other hand, 39% of respondents said they have a positive impact on climate change and air pollution.
- In terms of the negative impacts of the 20mph speed limits, 73% of respondents said that drivers ignore the speed limits (73%). This was followed by drivers taking more risks because of frustration at slower speeds (55%) and that there is no enforcement (46%).
- On the other hand, with regards to the positive impacts of the 20mph limits 36% of respondents believed drivers now take more notice of other road users, 35% said drivers were less likely to overtake cyclists unsafely as they are now travelling at similar speeds and 33% said they now find it easier to cross the road.
- Respondents were asked for their opinions on the future of 20mph speed limits. The majority (54%) said that some, but not all of the 20mph speed limits should be kept, 16% said the new 20mph speed limits should be kept but don't add any more and 21% said that the new speed limits should be kept and should also be extended to add more areas. On the other hand, 8% of respondents said that none of the 20mph limits should be kept.
- Where respondents said they would like to see some of the new 20mph speed limits kept but not all, they were asked whether they felt the limits should be removed

from arterial routes away from town centres or from everywhere except around schools. Resident opinion was split 50/50 in this respect.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Background and objectives

This report represents and discusses the findings to emerge from East Lothian Partnership's 2021 Resident Satisfaction Survey which was undertaken by Research Resource. Similar surveys have been undertaken in 2019, 2017, 2011, 2009 and in 2005.

The specific research objective of the 2021 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

The 2021 East Lothian Residents Survey was undertaken using a self-completion methodology. 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. The Residents' Survey has previously been undertaken using a face to face methodology, most recently in 2019. However, due to the ongoing COVID pandemic it was decided that the methodology should be changed for the 2021 survey. The survey was sent to a representative sample of 16,000 East Lothian residents who were sent a copy of the questionnaire in the post and asked to complete and return to Research Resource for processing using a reply paid envelope which was enclosed with the survey. Residents were also given the opportunity to complete the survey using a QR code or via a html survey link.

The sample was designed to be representative of ward and Scottish Index of Multiple Deprivation (SIMD) with addresses selected at random. Overall, a total of 3,158 responses were achieved to the survey with 309 of these being online responses. The survey was sent on the 25th October 2021 and returns were accepted up until the 13th January 2022. Completed questionnaires were returned to Research Resource.

The response profile was reviewed and compared to the overall East Lothian population in terms of demography and geography. For geographical comparisons the postcode provided by residents within the survey data was used to identify multi member ward and also Scottish Index of Multiple Deprivation Data Zones. However, a number of respondents chose not to provide all or some of the information required to draw these comparisons. Analysis of the profile for those who provided information on age, gender and postcode revealed that respondents were overrepresented in certain multi member wards (mainly North Berwick Coastal) and underrepresented in others (mainly Tranent, Wallyford and Macmerry). Older residents were also overrepresented and there was a much lower response from those aged under 35. For these reasons it was decided that the data should be weighted by age and ward. However, this has meant that respondents to the survey who refused to provide their age or postcode have been excluded from the weighting calculation. The total survey response excluding those who chose not to provide age and postcode equates to 2416, therefore throughout the report the unweighted base is less than the 3158 total respondents as these individuals have been excluded from the weighting calculation.

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

Figure 1: Survey response and confidence intervals

Electoral Ward	Sample Base 2021 survey	Population (adults aged 16+ years)	Confidence Interval (at 95%)
Dunbar & East Linton	392	12060	4.87%
Haddington & Lammermuir	456	15302	4.52%
Musselburgh	426	16299	4.69%
North Berwick Coastal	450	11389	4.53%
Preston Seton Gosford	350	14765	5.18%
Tranent, Wallyford & Macmerry	342	17575	5.25%
Total East Lothian	**2416**	**87,390**	**1.97%**

The 2021 questionnaire was developed from the 2019 survey questionnaire, revising the questionnaire to ensure that it reflected current issues. New sections in the 2021 questionnaire included a section on the COVID pandemic and a transport section. A copy of the final questionnaire for 2021 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).

As mentioned in section 1.2, 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 and ward. Throughout the report the base refers to the unweighted base. The base varies on a question by question basis. This is due to the self-completion methodology where respondents could pick what questions they answered (or did not want to answer).

1.4. Presentation and interpretation of results

This report details the findings of the survey for East Lothian overall and includes some comparisons of ward level results, drawing out headline findings from the wards.

In reading this report, 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 East Lothian Surveys undertaken between 2011 and 2019 as appropriate, but in comparing results, it should be noted that:
    - o The change in methodology from face to face to self-completion in 2021. This means that the 2021 results are not directly comparable to previous EL resident survey results for previous years. It is not possible to determine whether differences between the 2021 results and those for previous years are due to genuine changes in views and experiences, or are due to the change in methodology and how the surveys were carried out. For example, respondents may answer differently when completing the survey themselves rather than they would do if they were asked the questions on face to face basis. There may also be instances where respondents have perhaps interpreted things differently than they would have done if the survey had been carried out face to face where respondents would have had the opportunity to ask questions during the interview.
    - o The survey being undertaken at different times of the year and in the midst of the COVID pandemic.
    - o The demographics of the area may have changed in this period.
    - o Differing levels of 'don't know' responses for a number of questions in the 2021 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 (Q39/40)

Just under 6 in 10 survey respondents were female (59%), 39% were male, less than 1% were non binary and 2% refused to give a response. In terms of the age profile of survey respondents 24% were aged 16-34, 50% were aged 35-64 and 25% were aged 65 and over.

Figure 1: Age and gender profile

Unweighted base	Overall (n=2411)	Male (n=1033)	Female (n=1350)
16-24	**5%**	2%	6%
25-34	**20%**	17%	21%
35-44	**9%**	8%	10%
45-54	**15%**	14%	17%
55-59	**13%**	12%	13%
60-64	**14%**	15%	13%
65-74	**14%**	18%	12%
75+	**11%**	14%	9%

2.3. Working status (Q41)

Just over one third (36%) of respondents said they were in full time employment,17% said they worked part time and 7% were self-employed. Over one in four respondents were permanently retired from work (27%) and 4% of respondents were permanently sick or disabled.

Figure 2: Working status

Unweighted base: n=1675	%
Working – full time (35+ hrs)	36%
Working – Part-time (16-34hrs)	14%
Working – Part time (less than 16 hours)	3%
Working – zero hours contract	1%
Self-employed	7%
Unemployed / Seeking work	1%
Permanently retired from work	27%
Full time parent or carer	2%
Unable to work due to permanent sickness or disability	4%
Student	2%
Other	3%
Prefer not to say	1%

The proportion of respondents in full time work (35+ hrs) was significantly higher in Tranent, Wallyford and Macmerry (45%) than all other areas, whilst North Berwick Coastal had the lowest proportion of respondents in full time employment (25%). North Berwick Coastal respondents were most likely to be permanently retired from work (37%) and this was almost double the proportion of respondents who were retired in Tranent, Wallyford and Macmerry (20%).

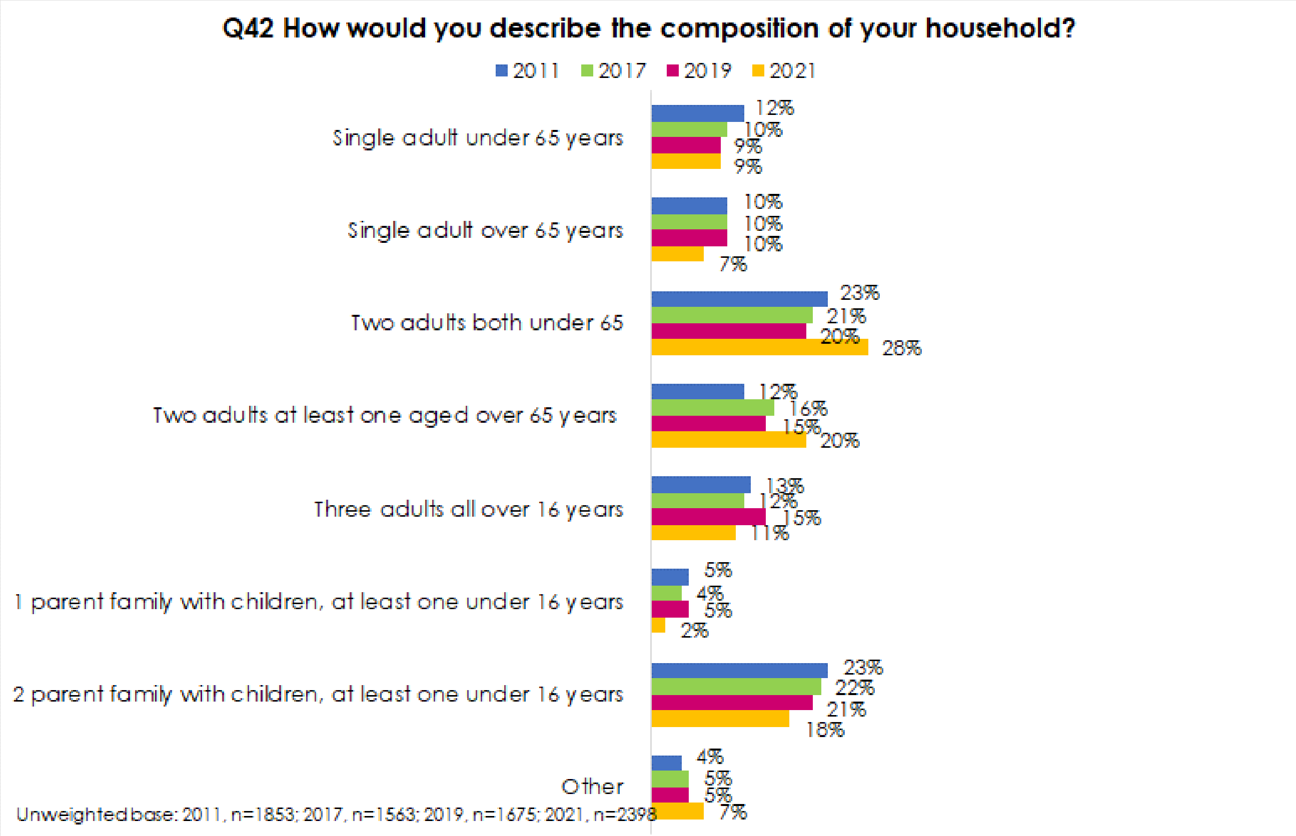
Those who lived in the most deprived 20% data zones (29%) were less likely to be in full time work than those who weren't (37%) and were more likely to be in part time work (27%) than those living in other areas (13%). Unemployment due to permanent sickness or disability was higher for those living in the most deprived data zones (8%) than those living in all other areas (4%). Individuals residing in other areas were more likely to be permanently retired from work (27%) compared to deprived areas (20%).

Respondents aged 16-34 (55%) were more likely to be in full time employment than respondents aged 35-64 (44%) or 65 and over (2%). The majority of respondents aged 65 and over (81%) were permanently retired from work compared to 14% aged 35-64. Less than 1 in 10 respondents aged 16-34 were students (8%).

2.4. Household composition (Q42)

Just under one fifth of household compositions (18%) were 2 parent families with children, with at least one child under 16 years. Over one in four (28%) were two adults both under 65 and this is more than was reported in the 2019 survey (20%).

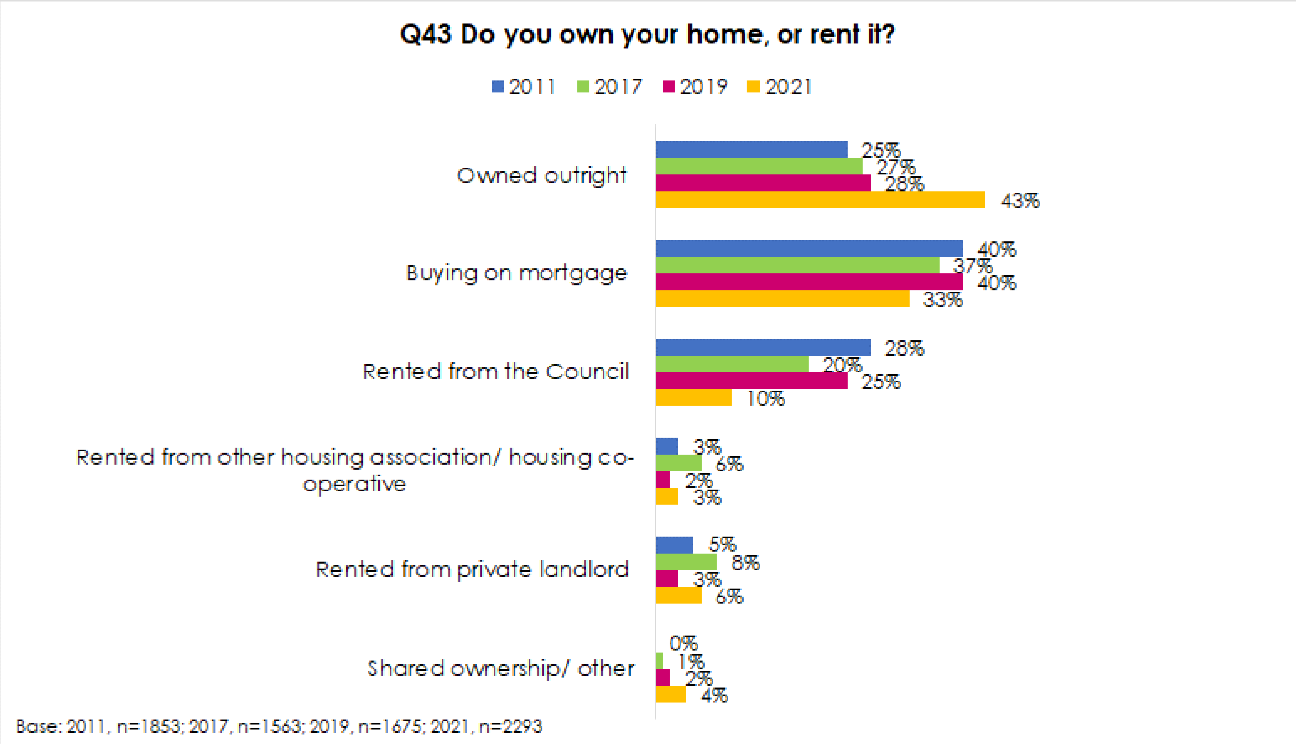
Figure 3: Household composition (2011, 2017, 2019 and 2021)



2.5. Tenure (Q43)

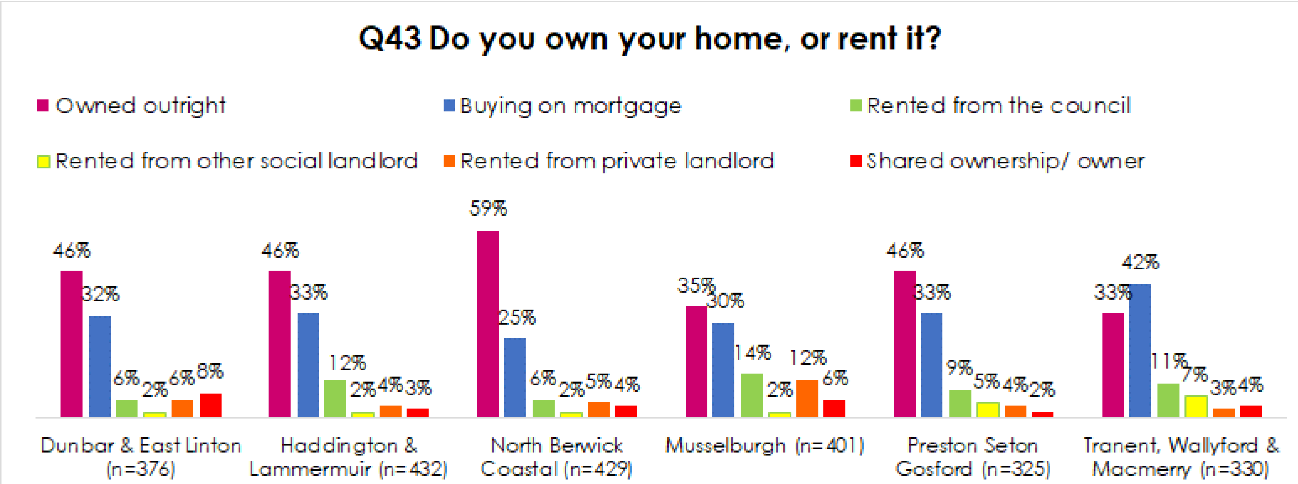
One third of respondents (33%) said they were buying their home with a mortgage, and 43% said they owned their home outright. One in ten respondents (10%) said they rented their home from the Council, 3% from another social landlord such as a housing association and 6% said they rented from a private landlord. Home ownership amongst the respondents to the survey, at 76% was higher in the 2021 survey than the 68% in the 2019 survey. Renting from the Council is less than was reported in previous years, for example 10% in 2021 to 20% or above in previous years.

Figure 4: Housing tenure (2011, 2017, 2019 and 2021)



Residents in North Berwick Coastal were the most likely to own their home outright (59%), while residents in Tranent, Wallyford and Macmerry (33%) and in Musselburgh (35%) were least likely. More people had mortgages in Tranent, Wallyford and Macmerry (42%) than in North Berwick Coastal (25%). A higher proportion of residents rent from the Council in Musselburgh (14%), Haddington and Lammermuir (12%) and Tranent, Wallyford and Macmerry (11%) than in Dunbar and East Linton (6%) and North Berwick Coastal (6%).

Figure 5: Housing tenure analysed by Ward



Respondents who do not live in a deprived area (44%) are more likely to own their home outright than respondents who do (30%). They are also more likely to be buying their home with a mortgage in non-deprived areas (34%) than respondents living in deprived areas (29%). Renting from the Council is more than twice as likely in deprived areas (20%) than in other areas (9%).

2.6. Access to the internet (Q22-25)

The majority of East Lothian respondents have access to the internet (96%). The table below shows the majority of residents in all geographical locations have access to the internet, ranging from 93% for respondents living in Tranent, Wallyford and Macmerry to 97% for those living in Haddington and Lammermuir and in Preston, Seton and Gosford wards.

Figure 6: Internet access analysed by ward

	East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**2374**	**387**	**442**	**446**	**420**	**343**	**336**
Yes	96%	96%	97%	96%	95%	97%	93%
No	4%	4%	3%	3%	5%	3%	6%
Don't know	0%	-	0%	0%	1%	-	1%

Internet access is significantly lower for the 65 and over age category (88%).

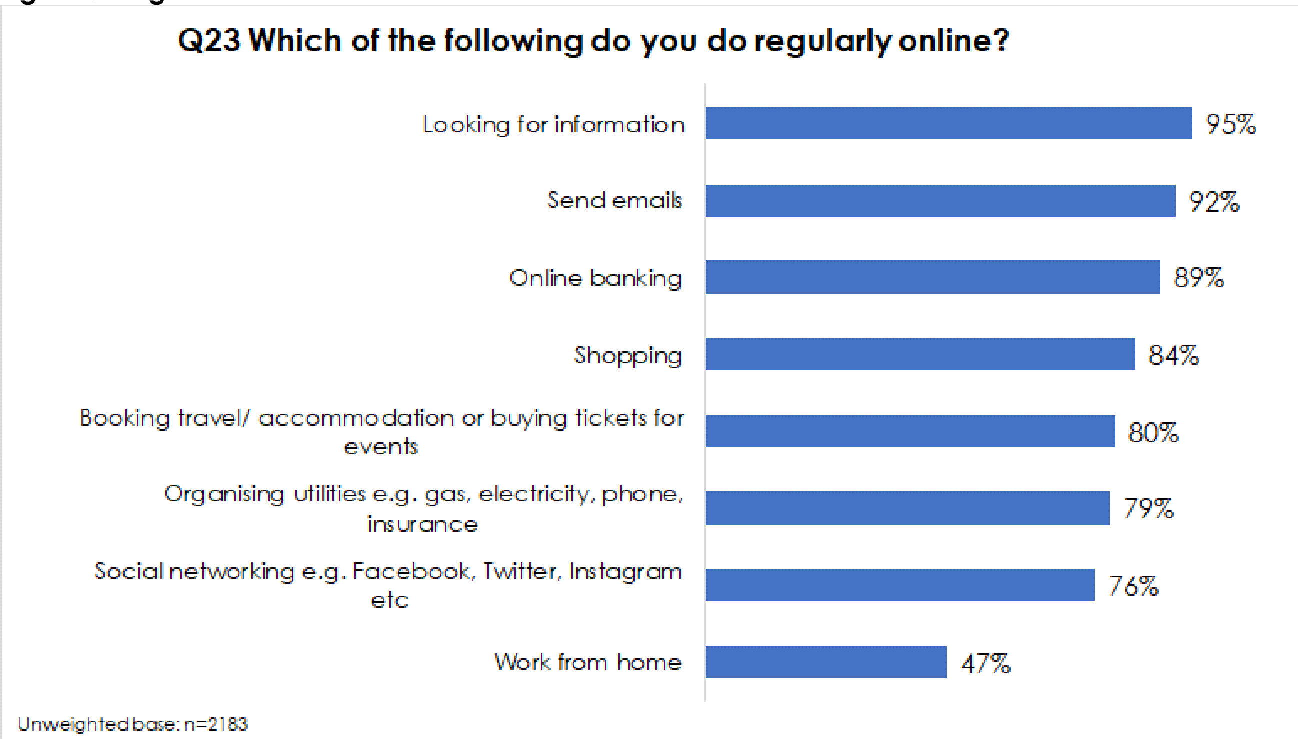
Figure 7: Internet access analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	**2374**	**124**	**1219**	**1031**
Yes	96%	99%	97%	88%
No	4%	1%	2%	11%
Don't know	0%	-	0%	1%

Individuals residing in deprived areas (87%) are less likely to have access to the internet than individuals who live in other areas (96%).

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 (95%), to send emails (92%) and for online banking (89%). Almost half (47%) of respondents use the internet to work from home.

Figure 8: Regular online activities



The results to this question analysed by area vary most significantly for the following activities:

- → **Social networking e.g. Facebook, Twitter, Instagram etc**: 81% of respondents living in Wallyford and Macmerry compared to 70% of respondents living in North Berwick Coastal.
- → **Work from home**: 55% of respondent in Dunbar and East Linton compared to 44% of respondents living in Haddington & Lammermuir and in Preston, Seton and Gosford.
- → **Booking travel/ accommodation or buying tickets for events:** 87% of respondents living in Dunbar and East Linton compared to 76% in North Berwick Coastal and in Musselburgh.

Figure 9: Regular online activities analysed by ward

	East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**2183**	**361**	**414**	**418**	**375**	**321**	**294**
Looking for information	95%	96%	96%	96%	94%	93%	93%
Send emails	92%	96%	91%	96%	93%	89%	92%
Online banking	89%	90%	88%	87%	88%	88%	89%
Shopping	84%	87%	85%	85%	80%	83%	82%
Booking travel/ accommodation or buying tickets for events	80%	87%	80%	76%	76%	77%	81%
Organising utilities e.g. gas, electricity, phone	79%	83%	77%	78%	80%	82%	75%
Social networking e.g. Facebook, Twitter, Instagram etc	76%	75%	74%	70%	76%	77%	81%
Work from home	47%	55%	44%	49%	46%	44%	47%
Other	3%	2%	4%	4%	3%	4%	2%

Analysis by age reveals significant variances in regular online activities. Older respondents were least likely to do all of these activities online. The biggest variance can be seen regarding working from home with 62% of 16-34 year olds stating they did this compared to 14% of respondents aged 65 and over.

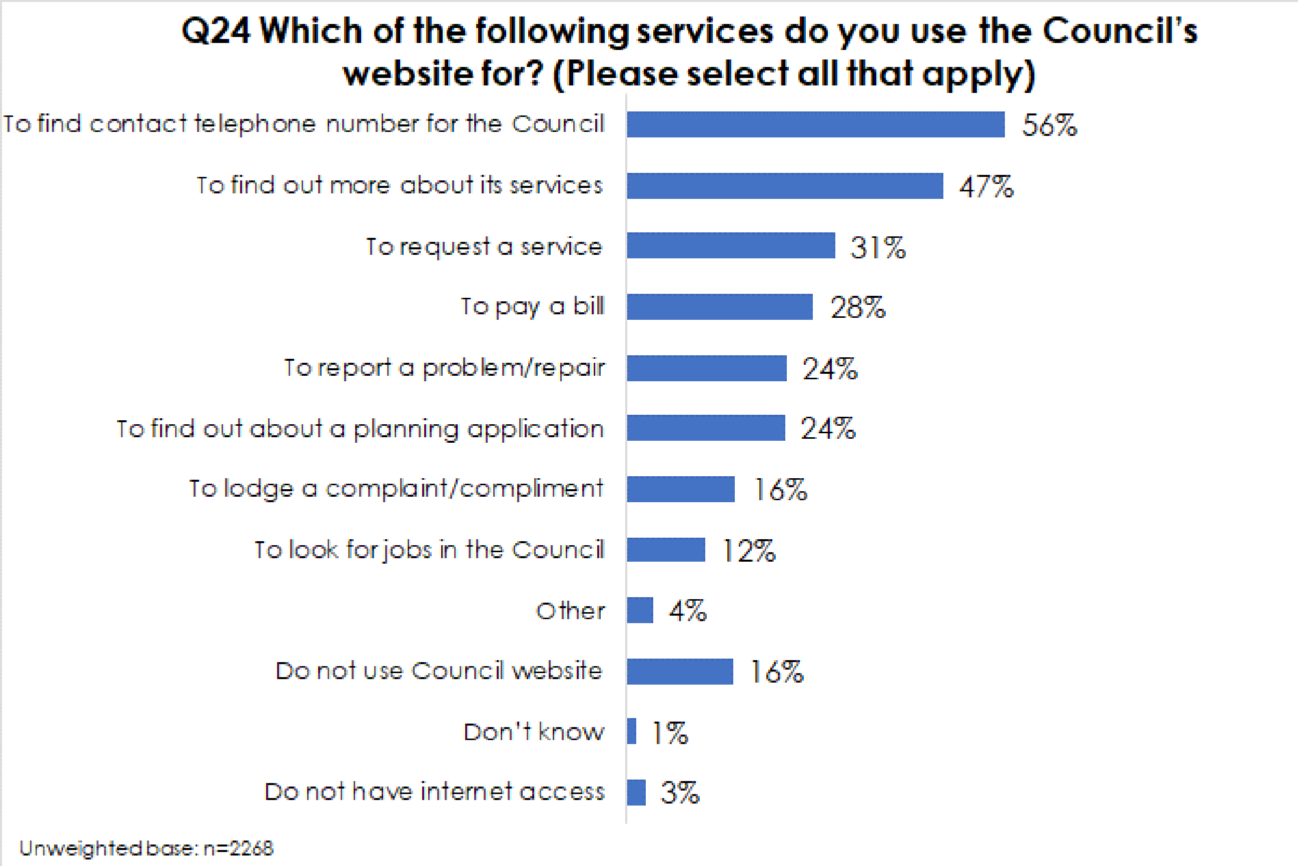
Figure 10: Regular online activities analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	**2183**	**123**	**1181**	**879**
Send emails	92%	93%	95%	87%
Social networking e.g. Facebook, Twitter	76%	94%	77%	53%
Online banking	89%	99%	91%	72%
Shopping	84%	94%	84%	71%
Work from home	47%	62%	54%	14%
Booking travel/ accommodation or buying tickets for events	80%	84%	84%	63%
Organising utilities e.g. gas, electricity, phone	79%	82%	82%	68%
Looking for information	95%	94%	95%	93%
Other	3%	2%	4%	2%

Respondents who lived in the most deprived areas were generally less likely to do all of these things online than those who lived in other areas. The biggest differences were regarding working from home where 35% of respondents in the most deprived areas did this compared to 48% of respondents in other areas, and also regarding organising utilities where 64% of respondents in the most deprived areas did this compared to 80% of respondents in other areas.

Following on from this, respondents were asked about their use of the Council's website. Over half of respondents who responded to this question said they used the website to find contact numbers for the Council (56%) and a further 47% use the website to find out more about Council services. On the other hand, 16% said they did not use the Council website.

Figure 11: Services accessed via the Council's website



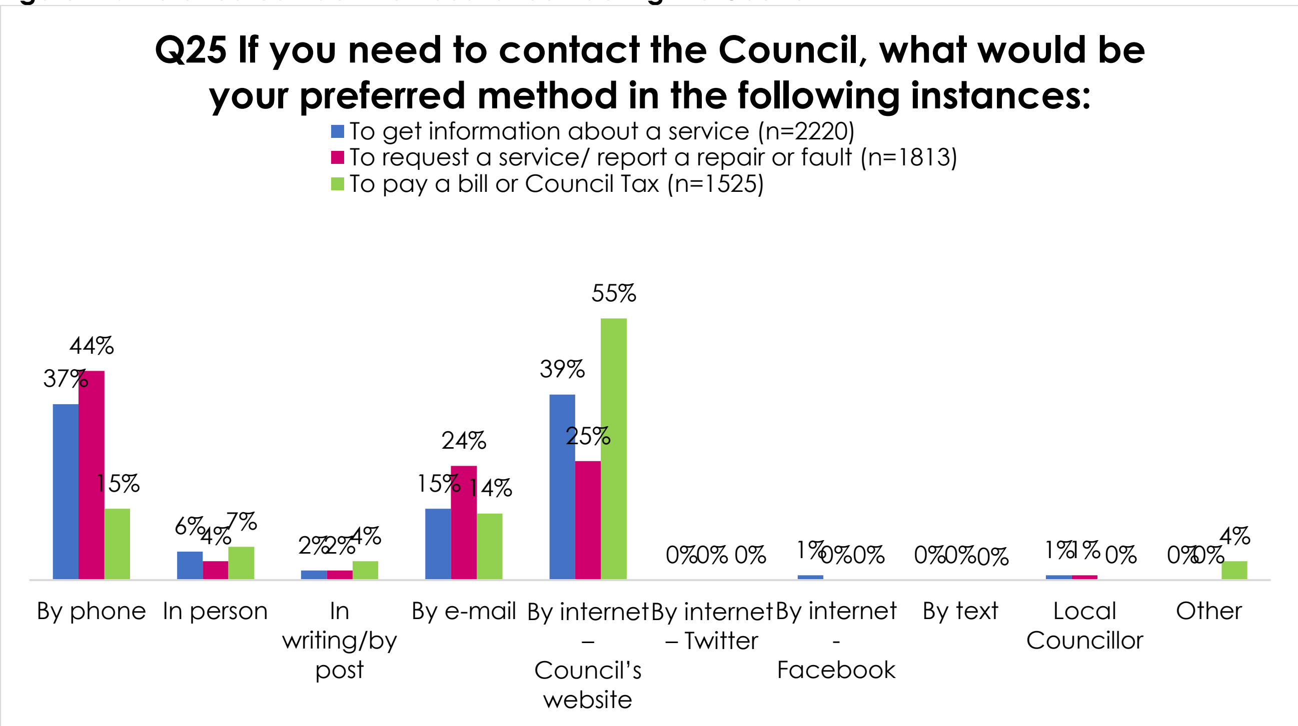
Analysis by ward reveals some interesting differences in the results to this question. Firstly in terms of using the website to find out about Council services, 59% of respondents living in Haddington and Lammermuir said they used the website for this reason compared to 43% of respondents who lived in Dunbar and East Linton and in Tranent, Wallyford and Macmerry. In terms of finding out about planning applications, 35% of respondents living in North Berwick said they used the website for this reason compared to 15% of respondents who lived in Tranent, Wallyford and Macmerry.

Generally, older respondents, were least likely to have used the Council website for these various reasons. In terms of paying bills, 39% of respondents aged 16-34 did this via the Council website compared to 17% of respondents aged 65 and over. Furthermore, 19% of respondents aged 16-34 used the website to look for Council jobs (19%) compared to less than 1% of respondents aged 65 and over.

Respondents who lived in the least deprived areas were less likely to visit the website to find out more about its services (23%), to look for jobs in the Council (21%) and to find out about planning applications (14%) than respondents who lived in other areas (49%, 32% and 24% respectively). On the other hand, those living in the least deprived areas were more likely to visit the website to request a service (32%) than respondents who lived in other areas (20%).

All respondents were asked about the contact methods they use to get in touch with the Council in different circumstances. Firstly in terms of getting information about a service, the preference was to do this by internet via the Council's website (39%), followed by telephone (37%). With regards to requesting a service or reporting a repair or fault, the preference was to do this by telephone (44%), followed by internet via the Council website (25%) or by email (24%). The majority (55%) would prefer to pay bills or Council tax via the Council website.

Figure 12: Preferred contact methods for contacting the Council



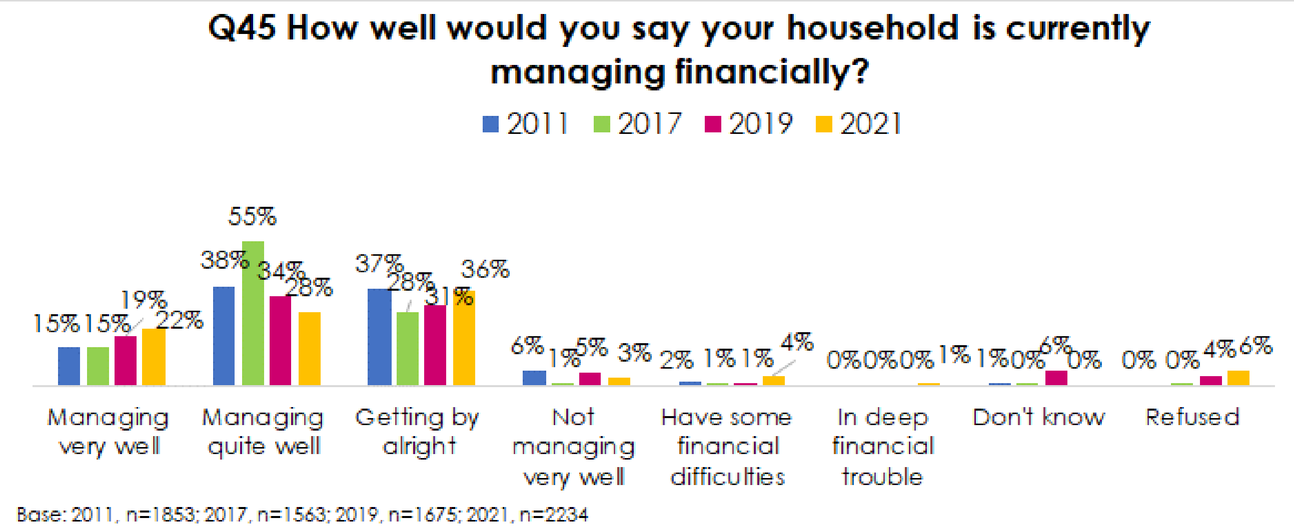
Perhaps unsurprisingly, telephone contact was preferred by more older respondents than younger respondents in all cases. Younger respondents were more likely to prefer digital contact either via the Council website or by email.

3. MONEY MATTERS

3.1. Financial management (Q45)

Respondents were asked how well their household is currently managing financially, with 22% of respondents saying they are managing very well. This is only marginally more than the 2019 survey where 19% were managing very well. The combined percentage of respondents managing either very or quite well has decreased from 54% in 2019 to 50% in 2021. On the other hand, 8% of respondents said they were not managing very well, 4% had some financial difficulties and 1% said they were in deep financial trouble. The combined percentage of respondents who were not managing very well, had some financial difficulties or were in deep financial trouble has not changed significantly since 2019 with 6% giving this response compared to 8% in 2021.

Figure 13: Financial management (2011, 2017, 2019 and 2021)



Residents in North Berwick Coastal (61%) were the most likely to say they are manging very or quite well financially compared to only 41% of residents in Tranent, Wallyford and Macmerry.

Figure 14: Household financial management analysed by ward

	East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**2234**	**375**	**426**	**423**	**384**	**316**	**310**
Managing very/ quite well	50%	57%	49%	61%	48%	51%	41%
Getting by alright	36%	33%	43%	27%	35%	36%	40%
Not managing very well/ have some financial difficulties/ deep financial trouble	8%	5%	3%	5%	10%	7%	14%
Don't know	0%	0%	0%	-	0%	-	0%
Refused	6%	5%	4%	8%	8%	5%	5%

Respondents aged 65 and over (55%) were significantly more likely to say they are managing very or quite well financially compared to 42% of respondents aged 16-34. Younger respondents aged 16-34 (10%) were the most likely to say they are not managing very well, are having financial difficulties or in deep financial trouble.

Figure 15: Household financial management analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	**2234**	**120**	**1137**	**977**
Managing very/ quite well	50%	42%	52%	55%
Getting by alright	36%	44%	34%	33%
Not managing very well/ some financial difficulties/ deep financial trouble	8%	10%	8%	4%
Don't know	0%	-	0%	1%
Prefer not to say	6%	4%	6%	8%

Individuals who did not live in the most deprived areas (52%) were more likely to say they are managing very or quite well financially compared to 31% of people who lived in a deprived area. Furthermore the proportion of respondents who were managing very well was significantly higher for those who did not live in a deprived area (23%) than the most deprived areas (14%). The proportion of respondents who were not managing very well or were having financial difficulties was twice as high for respondents living in the most deprived areas (14%) than those living in other areas (7%).

Figure 16: How well would you say your household is currently managing financially?

	East Lothian	SIMD	
		Most deprived 20%	All other areas
Base	**2234**	**115**	**2119**
Managing very well	22%	14%	23%
Managing quite well	28%	18%	29%
Getting by alright	36%	42%	36%
Not managing very well	3%	5%	3%
Have some financial difficulties	4%	9%	3%
In deep financial trouble	1%	-	1%
Don't know	0%	1%	0%
Prefer not to say	6%	11%	5%
% Managing very/ quite well	**50%**	**31%**	**52%**

The table below shows the results for the 2021 Resident Survey compared to the 2020 Scottish Household Survey. For comparison purposes the figures have been adjusted to exclude those who refused to answer the question in the Resident Survey. This shows that fewer East Lothian Residents said they were managing very or quite well (53%) than the Scottish Average (64%).

Figure 17: Household financial management (SHS Scotland 2020 compared to ELC Resident Survey 2021)

	SHS 2020 Scotland	ELC Residents Survey 2021*
Managing very/ quite well	64%	53%
Getting by alright	29%	38%
Not managing very well/ have some financial difficulties/ deep financial trouble	7%	8%
Don't know	0%	0%

* Figures have been adjusted to exclude the % who refused to answer

3.2. Standard of living (Q46/47)

When asked about their standard of living, the vast majority of respondents (93%) said they are able to keep their home damp free and have home contents insurance. On the other hand, 16% of respondents said they don't have and can't afford to make regular payments into an occupational or private pension.

Figure 18: Standard of living – statements relating to all households

Q46 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	2132	86%	2%	13%
Enough money to replace/ repair broken electrical goods	2165	87%	2%	11%
Enough money to make regular payments into an occupational or private pension	1765	70%	13%	16%
All recommended dental work/ treatment	2100	84%	5%	12%
Money to keep your home in a decent state of decoration	2174	88%	3%	9%
Money to take part in sport/ exercise activities	2013	79%	11%	10%
Money to take part in a hobby or leisure activity	2086	82%	7%	11%
Appropriate clothes for job interviews	1724	84%	10%	5%
Home contents insurance	2189	93%	2%	5%
A damp free home	2113	93%	2%	5%
Access to £500 to cover an unexpected, but necessary, expense	2135	84%	2%	14%

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

Analysis by age reveals the following significant differences:

- **Enough money to replace/ repair broken electrical goods:** 17% of respondents aged 16-34 said they can't afford to replace or repair broken electrical goods, compared to 11% aged 35-64 and 5% aged 65 and over.
- **Access to £500 to cover an unexpected, but necessary, expense:** Respondents aged 16-34 (18%) were significantly more likely to say they can't afford this than respondents aged 65 and over (6%).

The results to this question vary most significantly by area in terms of the following:

- **Access to £500 to cover an unexpected, but necessary, expense**: Respondents living in Tranent, Wallyford and Macmerry (23%) were most likely to say they cannot afford £500 to cover an unexpected, but necessary expense, while those living in Dunbar and East Linton were least likely to say they could not afford this (7%).
- **Money to take part in sport/ exercise activities**: Respondents living in Preston, Seton and Gosford (14%) and Tranent, Wallyford and Macmerry (14%) were more likely to

say they could not afford this than respondents who lived in North Berwick Coastal (4%).

- **Money to take part in a hobby or leisure activity**: Respondents living in Preston, Seton and Gosford (14%), Musselburgh (15%) and Tranent, Wallyford and Macmerry (14%) were more likely to say they could not afford this than respondents who lived in North Berwick Coastal (5%).
- **Enough money to save regularly (of at least £20) for rainy days:** Respondents living in Tranent Wallyford and Macmerry (17%) were most likely to be unable to afford this and those who lived in Dunbar and East Linton were least likely (8%).
- **Enough money to replace/ repair broken electrical goods**: Again, Tranent Wallyford and Macmerry respondents (16%) were most likely to say they don't have enough money to afford this and those living North Berwick Coastal and in Preston, Seton and Gosford were least likely (both 7%)

Analysis by deprivation level reveals that those living in the most deprived areas were more likely to not have these things because they were unable to afford them. This was most evident in terms of the following:

- **A damp free home**: Residents living in a deprived area (23%) are almost six times as likely to say they cannot afford to have a damp free home than respondents living in all other areas (4%).
- **Enough money to make regular payments into an occupational or private pension**: 32% of respondents living in the most deprived areas said they did not have this or could not afford this compared to 15% of respondents living in all other areas.
- **Money to keep your home in a decent state of decoration**: 26% of respondent living in deprived areas could not afford this compared to 8% of respondents living in all other areas.

Figure 19: Standard of living – statements relating to all households analysed by SIMD

	Most deprived 20% (n=93-114)			All other areas (n=163-2077)		
	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	77%	1%	22%	86%	2%	12%
Enough money to replace/ repair broken electrical goods	71%	4%	25%	88%	2%	10%
Enough money to make regular payments into an occupational or private pension	52%	16%	32%	71%	13%	15%
All recommended dental work/ treatment	70%	7%	23%	84%	4%	11%
Money to keep your home in a decent state of decoration	71%	2%	26%	89%	3%	8%
Money to take part in sport/ exercise activities	59%	19%	22%	80%	11%	9%
Money to take part in a hobby or leisure activity	62%	15%	23%	83%	7%	10%
Appropriate clothes for job interviews	69%	11%	19%	85%	10%	5%
Home contents insurance	81%	4%	15%	94%	2%	4%

A damp free home	75%	2%	23%	94%	2%	4%
Access to £500 to cover an unexpected, but necessary, expense	68%	-	32%	85%	2%	13%

The table below compares the 2021 results (filtered for 1 and 2 parent households with at least one child under the age of 16) to the results reported in East Lothian's 2019 Resident Survey. Compared to the 2019 survey, necessities which are reported as being less difficult to afford in 2021 are:

→ **Access to £500 to cover an unexpected, but necessary, expense**: decreased by 13 percentage points from 32% stating they could not afford this to 19% in 2021;

→ **Enough money to replace/ repair broken electrical goods**: decreased by 6 percentage points from 20% stating they could not afford this to 14% in 2021.

On the other hand, where necessities are perceived as being more difficult to afford this was regarding:

→ **All recommended dental work/ treatment:** increased by 9 percentage points from 5% stating they would not be able to afford this in 2019 to 14% in 2021;

→ **Money to keep your home in a decent state of decoration:** increased by 12% from 3% stating they could not afford this in 2019 to 15% in 2021.

→ **Money to take part in a hobby or leisure activity:** increased by 7% from 5% stating they could not afford this in 2019 to 12% in 2021.

Figure 21: Standard of living – Percentage who cannot afford each necessity * Results filtered for 1 or 2 parent families with at least one child under the age of 16 (ELC Resident Survey 2019 vs 2021)

% who cannot afford	ELC Residents Survey 2019	ELC Residents Survey 2021
Enough money to save regularly (of at least £20) for rainy days	19%	16%
Enough money to replace/ repair broken electrical goods	20%	14%
Enough money to make regular payments into an occupational or private pension	20%	16%
All recommended dental work/ treatment	5%	14%
Money to keep your home in a decent state of decoration	3%	15%
Money to take part in sport/ exercise activities	6%	10%
Money to take part in a hobby or leisure activity	5%	12%
Appropriate clothes for job interviews	3%	6%
Home contents insurance	8%	9%
A damp free home	2%	6%
Access to £500 to cover an unexpected, but necessary, expense	32%	19%

Almost all respondents (97%) reported that they have access to a garden or outdoor space nearby where their child can play safely or that their child has access to a computer or the internet to complete homework (98%). On the other hand, 19% of respondents said they cannot afford to give their child money to save, 17% said they could not afford for their child to have a holiday away from home at least one week a year and 17% said they could not afford for their child (for pre-school children only) to attend a toddler group at least once a week.

Figure 20: Standard of living – statements relating households with children

Q47 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	367	77%	4%	19%
Does your child have a holiday away from home at least one week a year	389	81%	3%	17%
Does your child have day trips with family once a month	383	85%	4%	11%
Does your child get pocket money	338	67%	19%	14%
Is there a garden or outdoor space nearby where your child can play safely	391	97%	0%	2%
Does your child attend a toddler group at least once a week (pre-school only)	91	77%	6%	17%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	362	90%	1%	10%
Does your child have access to a computer or internet for homework	370	98%	1%	1%

NB excluding 'not applicable')

Analysis by age revealed that in general, younger respondents aged 16-34 were most likely to find these things unaffordable. This was most likely to be the case regarding having enough money for child to save, having a holiday away from home at least one week a year and giving children pocket money with just under 1 in 4 16-34 year old parents saying they found these things difficult to afford (24%).

The largest differences by ward could be seen regarding affordability of the following necessities

- **Does your child have money to save**: Respondents living in Tranent, Wallyford and Macmerry (26%) were most likely to say they could not afford this child necessity, while respondents living in north Berwick Coastal (7%) were the least likely.
- **Does your child have day trips with family once a month**: Residents in Tranent, Wallyford and Macmerry (23%) were the most likely to say they could not afford this, while respondents living in Haddington and Lammermuir (3%) and North Berwick Coastal (4%) were least likely to say this was unaffordable.
- **Does your child attend a toddler group at least once a week (pre-school only)**: Four percent of respondents in Tranent, Wallyford and Macmerry and in Dunbar and East Linton said they could not afford to have this child necessity compared to 29% in

Musselburgh. It should be noted however, that analysis of this question is based upon a small sample size of only those who have pre-school aged children.

Analysis by SIMD reveals that those living in the most deprived areas were more likely to find it difficult to afford these things for their children (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 (37%) were more likely to say they could not afford this child necessity than residents living in a non-deprived area (17%).
- **Does your child have a holiday away from home at least one week a year:** Residents living in a deprived area (34%) were over twice as likely to say they could not afford this child necessity than residents living in a non-deprived area (15%).

Figure 21: Standard of living – statements relating households with children analysed by SIMD

	Most deprived 20% (n=4-21)			All other areas (n=87-370)		
	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	63%	-	37%	78%	5%	17%
Does your child have a holiday away from home at least one week a year	61%	5%	34%	82%	2%	15%
Does your child have day trips with family once a month	85%	3%	12%	85%	4%	11%
Does your child get pocket money	78%	-	22%	67%	20%	13%
Is there a garden or outdoor space nearby where your child can play safely	94%	-	6%	98%	0%	2%
Does your child attend a toddler group at least once a week (pre-school only)	78%	-	22%	76%	6%	17%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	89%	-	11%	90%	1%	10%
Does your child have access to a computer or internet for homework	93%	-	7%	99%	1%	1%

The table below compares these results the 2019 survey results. Again, the results have been filtered for 1 and 2 parent families with at least one child under the age of 16. As can be seen below, the proportion of respondents who said they could not afford to give their child pocket money has increased from 4% in 2019 for East Lothian residents to 12% in 2021. Furthermore, no respondents in 2019 said they could not afford to attend a toddler group once a week, however 13% said this in 2021. It should be noted however that this is based upon a very small sample size of parents with preschool aged children (unweighted base of 77 in 2021).

Figure 22: Standard of living – Percentage who cannot afford each child necessity (ELC Resident Survey 2019 vs 2021)

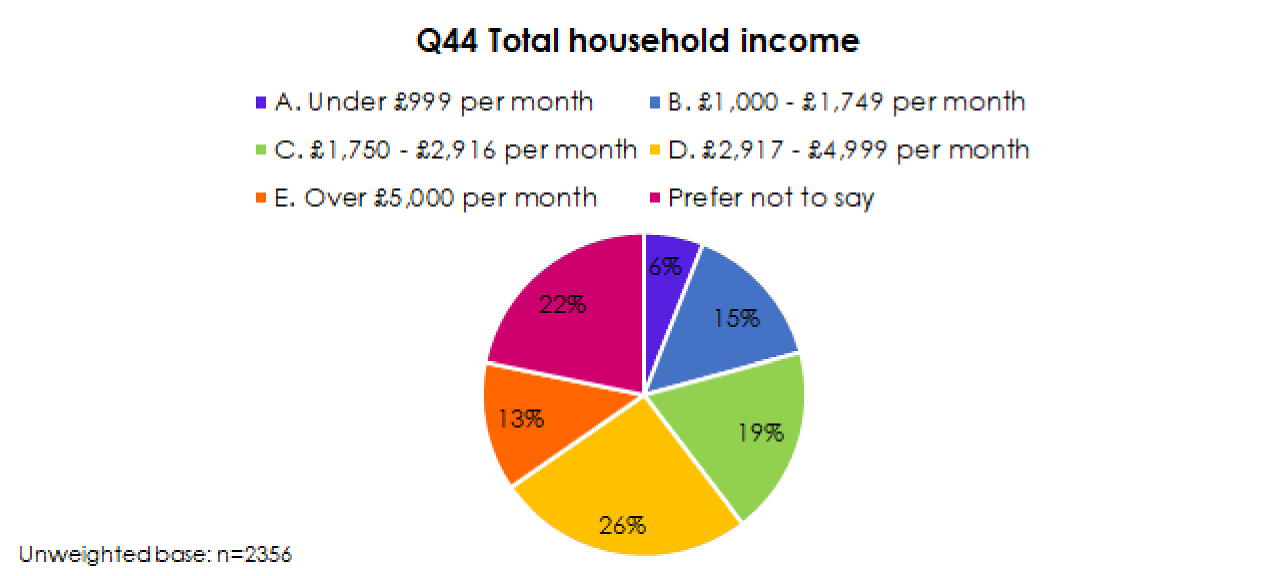
	ELC Residents Survey 2019	ELC Residents Survey 2021
Does your child have money to save	18%	16%
Does your child have a holiday away from home at least one week a year	15%	15%
Does your child have day trips with family once a month	7%	10%
Does your child get pocket money	4%	12%
Is there a garden or outdoor space nearby where your child can play safely	0%	1%
Does your child attend a toddler group at least once a week (pre-school only)	0%	13%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	4%	7%
Does your child have access to a computer or internet for homework	0%	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 (Q44)

In terms of household income, 22% of East Lothian respondents refused to answer this question (45% in 2019). Six percent of survey respondents said their monthly household income was less than £999 per month, 15% said it was between £1,000 and £1,749, 19% said it was between £1,750 and £2,916, 26% said it was between £2,917 and £4,999 and 13% said it was £5,000 or over per month.

Figure 22: Total household annual income



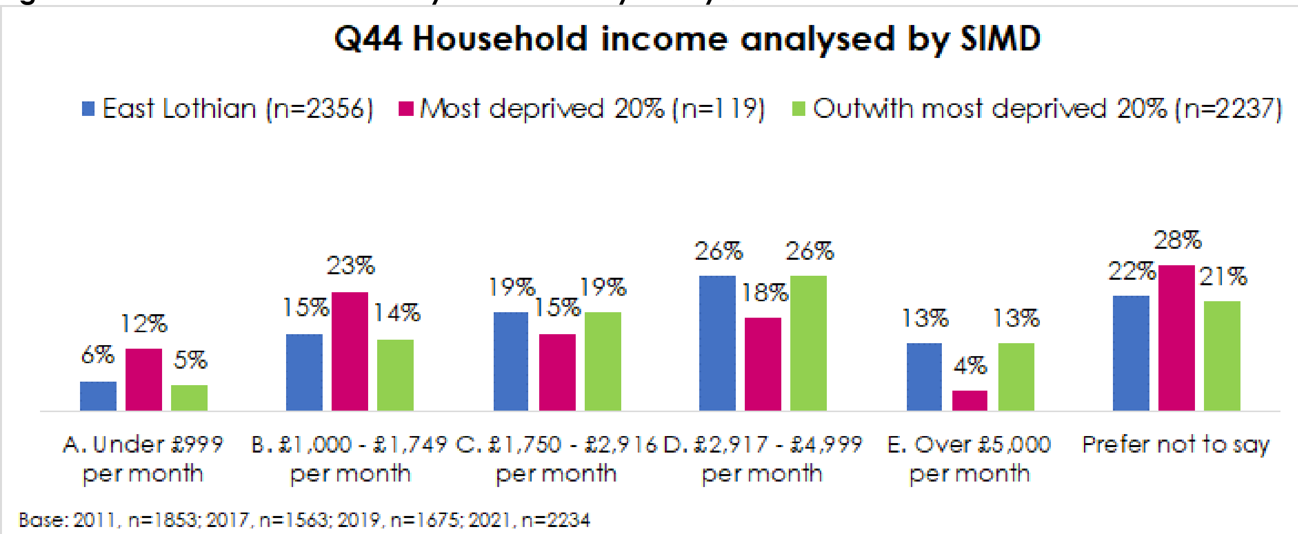
Residents living in Musselburgh (8%) were more likely to say their monthly household income is at the lower end of the scale at less than £999 per month, than residents in North Berwick Coastal (3%). Residents in North Berwick Coastal (22%) were significantly more likely to have a monthly income of £5,000 or over compared to Musselburgh (8%) which was the least likely.

Figure 23: Total household monthly income analysed by ward

	East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	2356	387	447	439	413	340	330
A. Under £999 per month	6%	5%	6%	3%	8%	6%	7%
B. £1,000 - £1,749 per month	15%	13%	10%	11%	21%	17%	15%
C. £1,750 - £2,916 per month	19%	20%	22%	14%	21%	17%	18%
D. £2,917 - £4,999 per month	26%	29%	27%	21%	21%	32%	24%
E. Over £5,000 per month	13%	14%	11%	22%	8%	10%	13%
Prefer not to say	22%	17%	23%	28%	21%	18%	22%

Twelve percent of respondents in deprived areas said their monthly household income was less than £999 compared to 5% of respondents in other areas. Individuals residing in other areas (13%) were more than three times as likely to have a monthly income of £5,000 and above than individuals residing in deprived areas (4%).

Figure 24: Total household monthly income analysed by SIMD

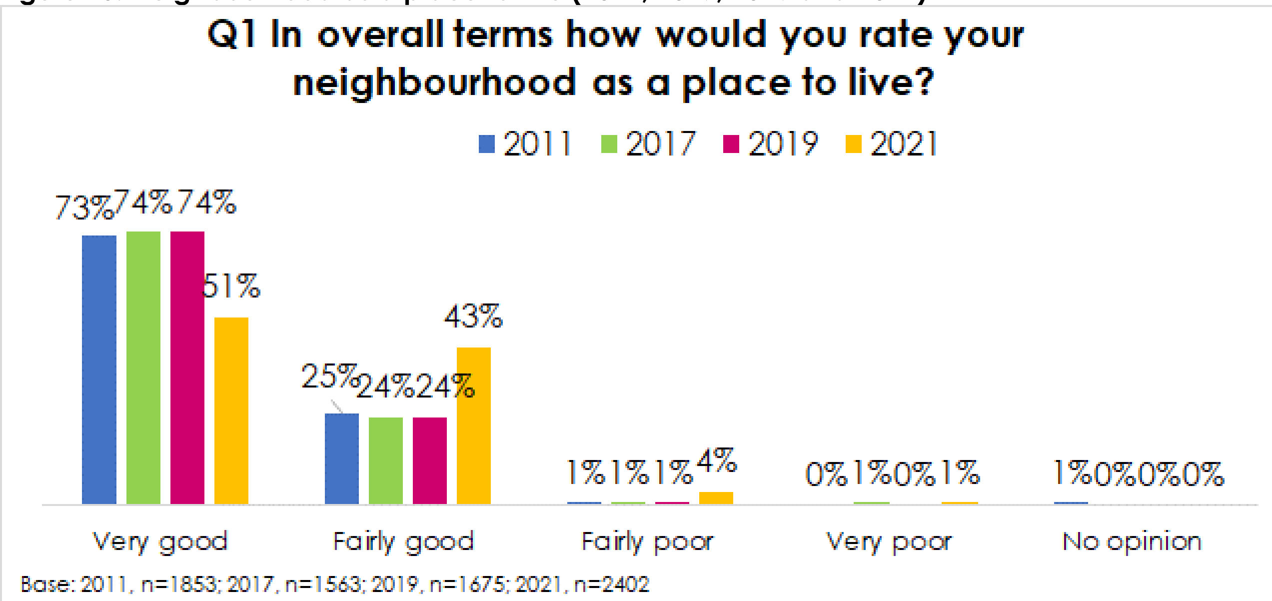


4. NEIGHBOURHOOD AND QUALITY OF LIFE

4.1. Neighbourhood as a place to live (Q1)

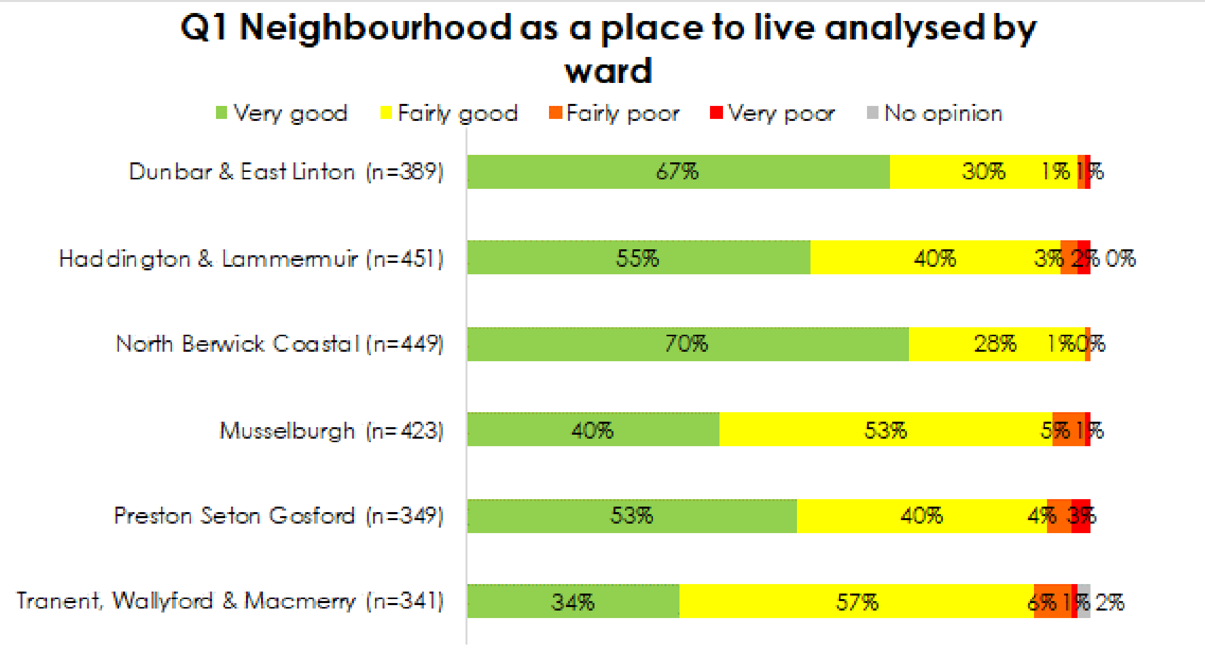
The majority of residents (94%) rate their neighbourhood as very or fairly good. The proportion of respondents who rated the neighbourhood a 'very good' place to live has seen a significant decrease from between 73% and 74% in 2011, 2017 and 2019 to just 51% in 2021. However, very good and failry good combined only fell from 98% in 2019 to 94% in 2021.

Figure 25: Neighbourhood as a place to live (2011, 2017, 2019 and 2021)



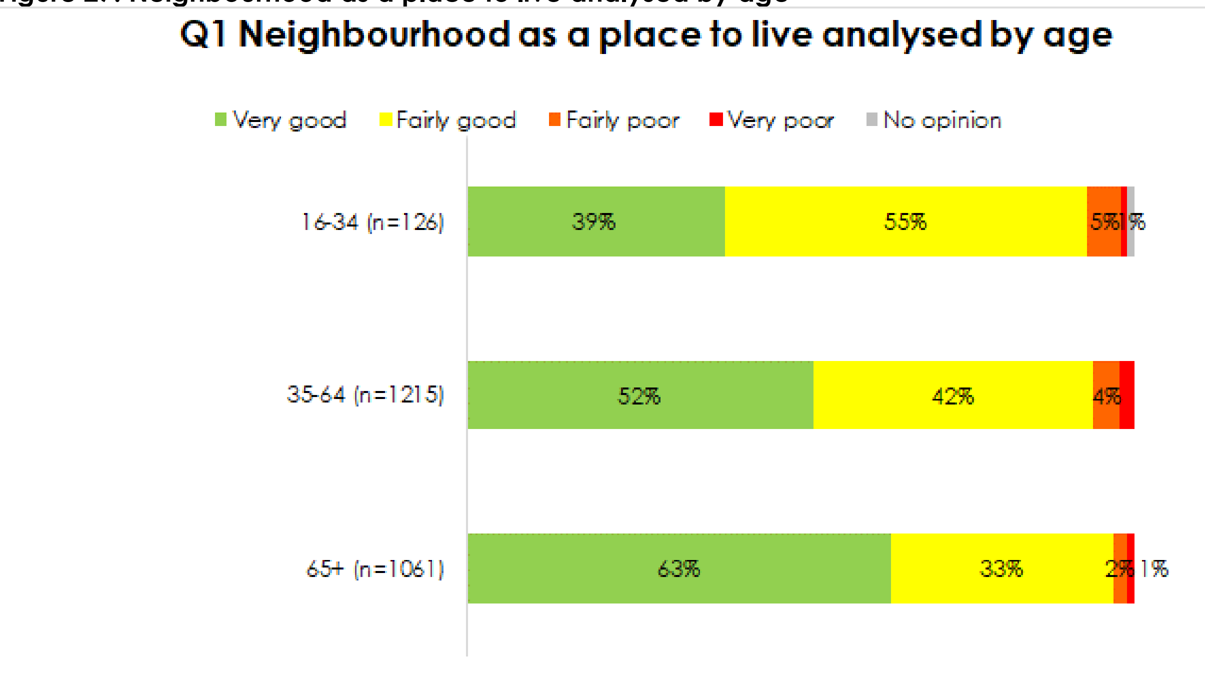
Analysis by ward reveals that Dunbar and East Linton respondents (67%) and North Berwick Coastal respondents (70%) were most likely to say their neighbourhood was a very good place to live, while Tranent, Wallyford and Macmerry respondents were least likely (34%).

Figure 26: Neighbourhood as a place to live analysed by ward



Analysis by age reveals that as age increases, so does the proportion of respondents rating their neighbourhood a very good place to live. For example from 39% for those aged 16-34 to 52% for respondents aged 35-64 and again to 63% for those aged 65 and over.

Figure 27: Neighbourhood as a place to live analysed by age



Residents who did not live in the most deprived areas (53%) were over twice as likely to say their neighbourhood was very good than residents who lived in deprived areas (23%).

Females were marginally more likely to say the neighbourhood was very good (53%) than males (50%). The combined percentage of respondents who said their neighbourhood was very or fairly good was similar for males (94%) and females (95%).

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 slightly less likely to rate their local neighbourhood as a very good place to live (51%) than the Scottish average (59%). The combined very good and fairly good rating in the 2020 SHS survey was 96% compared to 94% in the East Lothian 2021 survey.

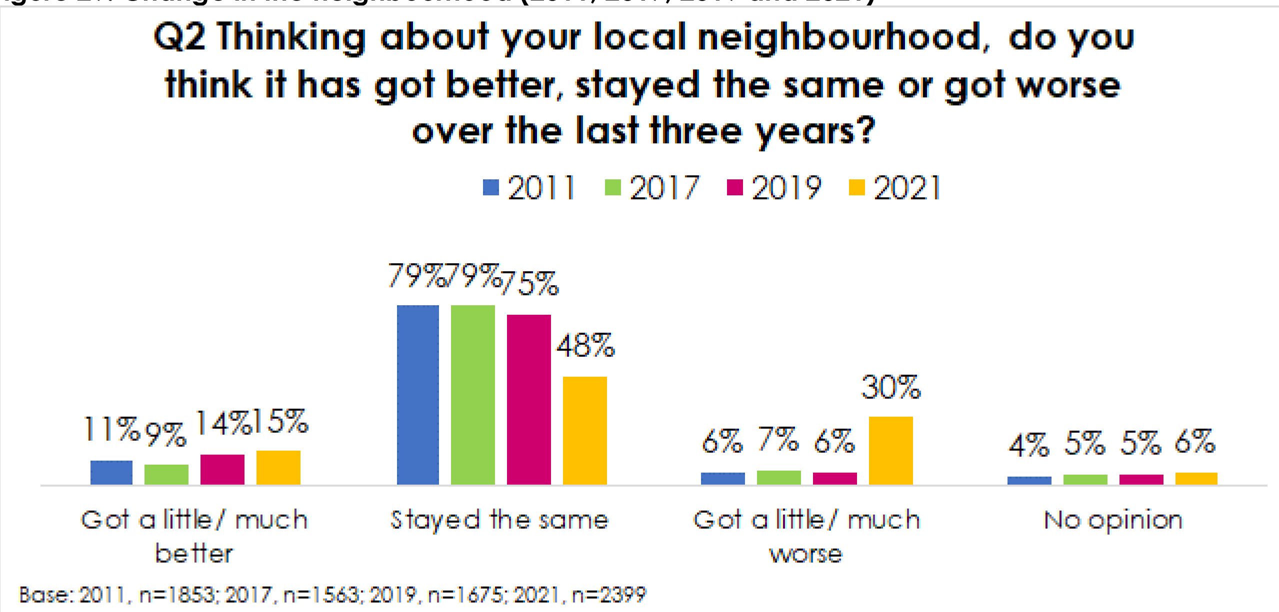
Figure 28: Neighbourhood as a place to live (SHS Scotland 2020 compared to ELC Resident Survey 2021)

	SHS 2020 Scotland	ELC Residents Survey 2021
Very good	59%	51%
Fairly good	37%	43%
Fairly poor	3%	4%
Very poor	1%	1%
No opinion	0%	0%

4.2. Change in the neighbourhood (Q2)

Respondents were then asked to what extent their neighbourhood had changed over the last 3 years. Just under half of respondents (48%) said their local neighbourhood had stayed the same, compared to 15% who said it has got a little or much better and 30% who said it has got a little or much worse. Residents stating their neighbourhood has got a little or much better has remained consistent with the 2019 survey results. However, there has been a significant increase in the proportion of respondents who said the neighbourhood has got worse, increasing from between 6% or 7% in previous years to 30% in 2021.

Figure 29: Change in the neighbourhood (2011, 2017, 2019 and 2021)



Analysis by ward reveals Dunbar and East Linton residents (22%) were the most likely to say their local neighbourhood has improved, while Musselburgh residents (11%) were the least likely. Respondents living in North Berwick Coastal were most likely to say their neighbourhood had got worse (35%).

Figure 30: Change in the neighbourhood analysed by ward

	East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**2399**	**388**	**451**	**448**	**423**	**348**	**341**
Got much better/ a little better	15%	22%	13%	15%	11%	14%	17%
Stayed the same	48%	53%	48%	47%	50%	49%	45%
Got a little/ much worse	30%	18%	31%	35%	32%	31%	31%
Don't know	6%	7%	8%	3%	7%	6%	7%

The table below shows residents aged 35-64 were the most likely to say their local neighbourhood had got worse (34%) and respondents aged 16-34 were least likely to say this (21%).

Figure 31: Change in the neighbourhood analysed by age

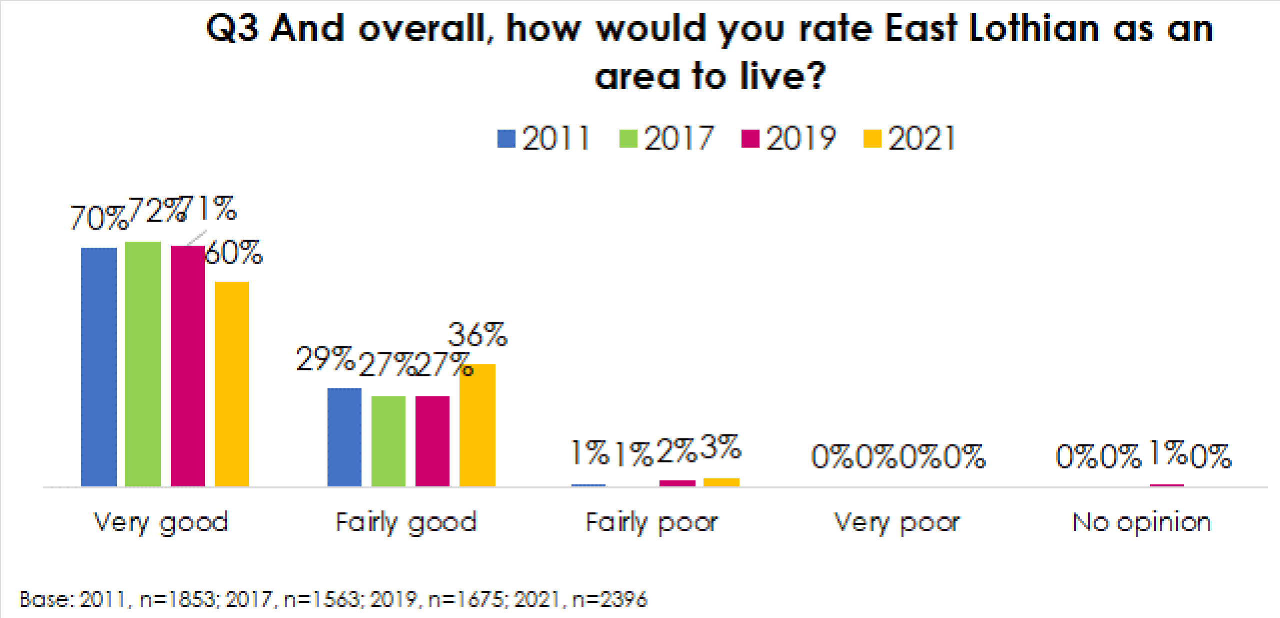
	East Lothian	16-34	35-64	65+
Unweighted base	**2399**	**125**	**1214**	**1060**
Got much better/ a little better	15%	16%	15%	15%
Stayed the same	48%	44%	48%	53%
Got a little/ much worse	30%	21%	34%	30%
Don't know	6%	19%	3%	2%

Individuals residing in deprived areas (34%) were more likely to say their local neighbourhood has got a little or much worse in recent years, compared to 30% from other areas.

4.3. East Lothian as a place to live (Q3)

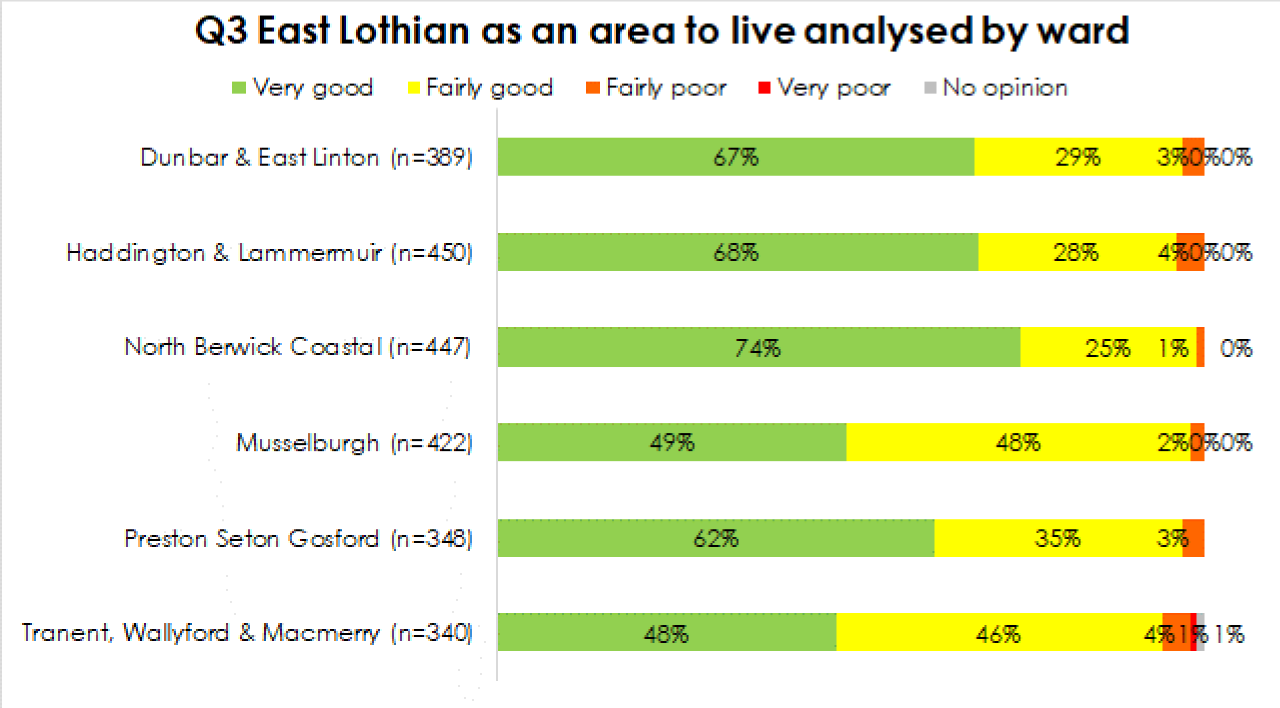
Almost all respondents (96%) rated East Lothian as a very good (60%) or fairly good place to live (36%). While the combined percentage of respondents stating East Lothian is a very or fairly good area has not changed significantly compared to previous years, the proportion who rated East Lothian as a very good place to live has decreased from 71% in 2019 to 60% in 2021.

Figure 32: East Lothian as a place to live (2011, 2017, 2019 and 2021)



Analysis by ward reveals North Berwick Coastal respondents were most likely to rate East Lothian a very good place to live (74%), while Musselburgh (49%) and Tranent, Wallyford and Macmerry respondents (48%) were significantly less likely.

Figure 33: East Lothian as a place to live analysed by ward



Respondents who did not live in the most deprived areas (61%) were more likely to say East Lothian was a very good place to live, compared to 39% of respondents from deprived areas.

Analysis by age reveals that as age increases so does the proportion of respondents rating East Lothian a very good place to live, for example from 52% of respondents aged 16-34 to 69% for those aged 65 and over.

Figure 34: East Lothian as an area to live analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	**2396**	**126**	**1211**	**1059**
Very good	60%	52%	59%	69%
Fairly good	36%	43%	36%	29%
Fairly poor	3%	4%	3%	1%
Very poor	0%	-	0%	0%
No opinion	0%	1%	0%	0%

4.4. Priorities for improvement in the local area (Q4)

East Lothian residents were then asked what improvements could be made to their neighbourhood. The top three priorities were health services (53%), road and pavement repairs (53%) and the level of traffic congestion (38%).

Improvements that have seen the most significant increase in priority since 2019 are health services (up 41 percentage points), road and pavement repairs (up 27 percentage points), the level of traffic congestion (up 25 percentage points), activities for teenagers (up 25 percentage points).

Figure 35: Priorities for improvement to the local area (2011 to 2021)

	East Lothian 2011 (1853)	East Lothian 2017 (1563)	East Lothian 2019 (1675)	East Lothian 2021 (2378)	Change (2019 to 2021)
Access to outdoors, parks and open spaces	2%	1%	1%	5%	+4%
Activities for teenagers	26%	8%	9%	34%	+25%
Affordable decent housing	12%	8%	12%	28%	+16%
Care for older people	5%	4%	5%	27%	+22%
Clean streets	6%	6%	8%	23%	+15%
Facilities for young children	10%	5%	5%	12%	+7%
Health services	5%	11%	12%	53%	+41%
Jobs for local people	32%	7%	15%	19%	+4%
Local cost of living	-	-	-	17%	-
Primary & Secondary Schools	2%	3%	3%	15%	+12%
Public transport	11%	7%	8%	23%	+15%
Road and pavement repairs	31%	16%	26%	53%	+27%
Sense of community	3%	2%	2%	10%	+8%
Shopping facilities	10%	10%	16%	20%	+4%
Sports and leisure facilities	2%	3%	3%	14%	+11%
The level of crime	5%	3%	1%	17%	+16%
The level of traffic congestion	5%	5%	13%	38%	+25%
None of these	28%	37%	15%	1%	-14%
Don't know	5%	5%	23%	0.4%	-23%

Heath services was the top priority for respondents living in North Berwick Coastal (59%), Musselburgh (65%) and in Tranent, Wallyford and Macmerry (71%). On the other hand, those living in Haddington and Lammermuir (57%), Dunbar and East Linton (56%) and in Preston, Seton and Gosford (52%) said roads and pavement repairs was their top priority.

Figure 36: Priorities for improvement to the local area analysed by ward

	East Lothian 2021	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base	**2378**	**384**	**446**	**438**	**422**	**349**	**339**
Primary & Secondary Schools	15%	16%	13%	11%	17%	17%	17%
Local cost of living	17%	21%	15%	15%	18%	16%	18%
Jobs for local people	19%	25%	21%	17%	14%	25%	14%
Health services	53%	40%	29%	59%	65%	47%	71%
Care of older people	27%	27%	28%	31%	24%	26%	26%
The level of traffic congestion	38%	19%	26%	38%	60%	39%	42%
Public transport	23%	34%	25%	30%	8%	26%	20%
Road and pavement repairs	53%	56%	57%	54%	53%	52%	48%
Clean streets	23%	16%	22%	12%	38%	21%	26%
Access to outdoors, parks and open spaces	5%	5%	3%	3%	7%	6%	7%
The level of crime	17%	6%	13%	5%	26%	22%	26%
Activities for teenagers	34%	38%	43%	33%	28%	32%	32%
Affordable decent housing	28%	36%	25%	31%	24%	30%	23%
Sense of community	10%	7%	12%	10%	10%	8%	13%
Shopping facilities	20%	25%	22%	11%	14%	16%	29%
Sports and leisure facilities	14%	12%	25%	10%	7%	10%	16%
Facilities for young children	12%	8%	17%	7%	10%	11%	15%
Other	5%	5%	7%	9%	5%	5%	3%
None of these	1%	2%	1%	3%	1%	2%	0%
Don't know	0%	1%	1%	0%	0%	1%	0%

Analysis by age reveals road and pavement repairs was the top concern for older respondents aged 65 and over (65%). On the other hand improvements to health services was the top priority for those aged 16-34 (47%) and aged 35-64 (54%).

Figure 37: Priorities for improvement to the local area analysed by age

	East Lothian 2021	16-34	35-64	65+
Base	**2378**	**125**	**1214**	**1039**
Primary & Secondary Schools	15%	17%	18%	8%
Local cost of living	17%	29%	15%	9%
Jobs for local people	19%	18%	19%	20%
Health services	53%	47%	54%	55%
Care of older people	27%	8%	29%	41%
The level of traffic congestion	38%	36%	38%	42%
Public transport	23%	22%	24%	21%
Road and pavement repairs	53%	44%	52%	65%
Clean streets	23%	21%	23%	27%
Access to outdoors, parks and open spaces	5%	8%	5%	3%
The level of crime	17%	16%	20%	15%
Activities for teenagers	34%	38%	37%	26%
Affordable decent housing	28%	34%	25%	27%
Sense of community	10%	13%	10%	9%
Shopping facilities	20%	27%	19%	16%
Sports and leisure facilities	14%	24%	13%	5%
Facilities for young children	12%	19%	11%	6%
Other	5%	10%	5%	2%
None of these	1%	1%	1%	2%
Don't know	0%	-	0%	1%

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

- **Health services:** Respondents living in a deprived area (67%) were more likely to state this was a priority for improvement than respondents from non-deprived areas (52%).
- **Public transport:** 6% of individuals residing in a deprived area said this was a concern for them, compared to 24% who reside in a non-deprived area.
- **Clean streets:** Those living in deprived areas were twice as likely to say this was a concern for them (44%) than those who lived in non-deprived areas (22%).
- **The level of crime:** Respondents living in a deprived area (29%) were more than twice as likely to state this was a priority for improvement than respondents from non-deprived areas (17%).

Analysis by gender reveals that females were more likely to consider activities for teenagers (38% for females compared to 28% of males), health services (56% of females compared to 47% of males) and shopping facilities (23% of females compared to 16% of males) to be a priority. Males on the other hand, were more likely to say jobs for local people was a priority (24%) than females (16%).

Figure 38: Priorities for improvement to the local area analysed by gender

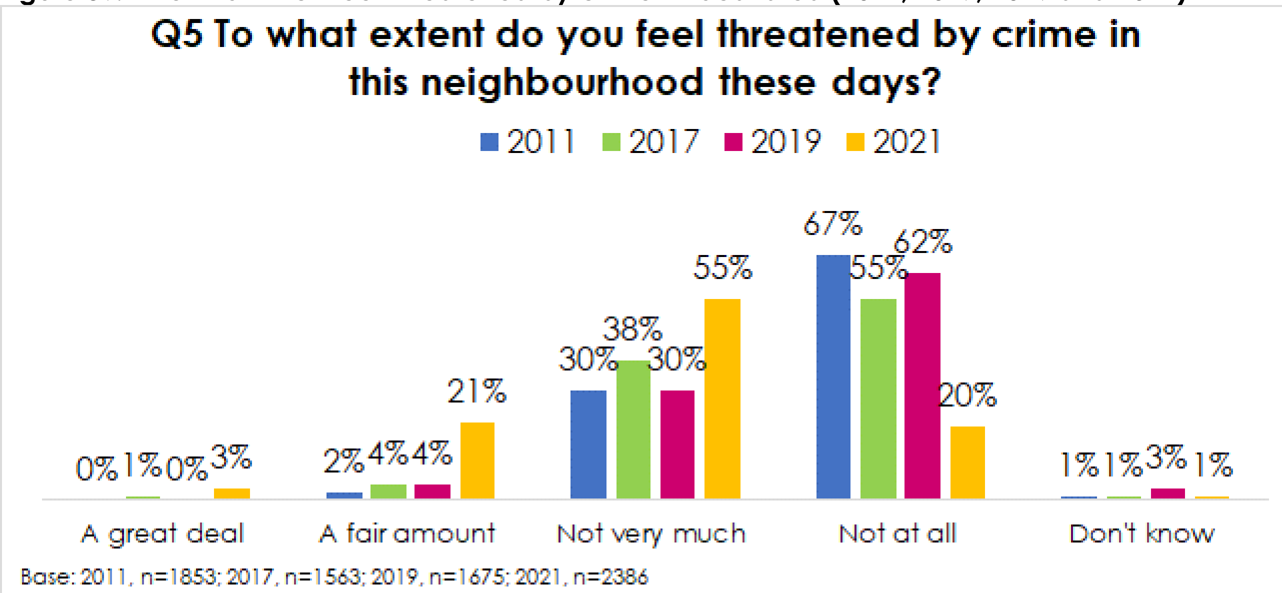
	Male	Female
Base	**1020**	**1326**
Primary & Secondary Schools	13%	16%
Local cost of living	16%	18%
Jobs for local people	24%	16%
Health services	47%	56%
Care of older people	28%	27%
The level of traffic congestion	38%	40%
Public transport	23%	22%
Road and pavement repairs	57%	50%
Clean streets	25%	23%
Access to outdoors, parks and open spaces	6%	5%
The level of crime	17%	17%
Activities for teenagers	28%	38%
Affordable decent housing	28%	28%
Sense of community	13%	8%
Shopping facilities	16%	23%
Sports and leisure facilities	13%	14%
Facilities for young children	10%	12%
Other	8%	4%
None of these	1%	2%
Don't know	0%	0%

5. COMMUNITY SAFETY

5.1. Extent to which feel threatened by crime in the local area (Q5)

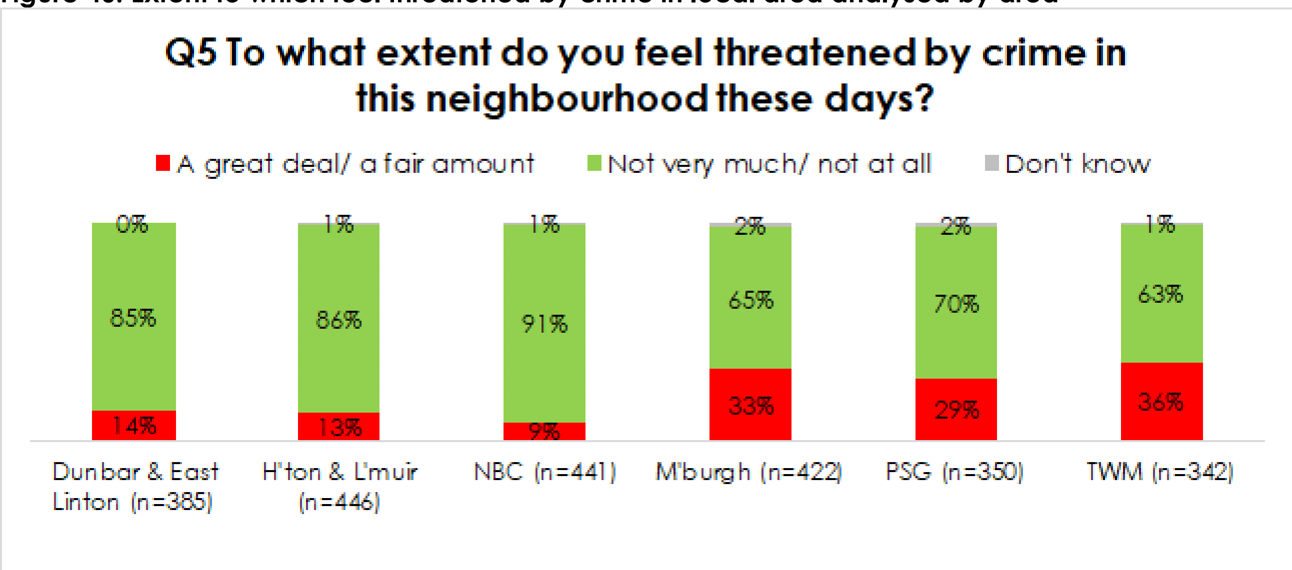
The majority of respondents (75%) said they do not feel threatened by crime at all (20%) or not very much (55%). 21% said they feel threatened by crime in their neighbourhood a fair amount and 3% said they felt threatened a great deal.

Figure 39: Extent to which feel threatened by crime in local area (2011, 2017, 2019 and 2021)



Tranent, Wallyford and Macmerry (36%) residents were most likely to say they feel threatened by crime a great deal or fair amount, followed by Musselburgh (33%). On the other hand, North Berwick Coastal respondents were least likely to feel this way (9%).

Figure 40: Extent to which feel threatened by crime in local area analysed by area



Respondents living in a deprived area (37%) were more likely to say they felt threatened by crime in their local area a great deal or fair amount, compared to 23% of respondents living in other areas.

Analysis by age reveals little differentiation, as 22% of respondents aged 65 and over and the same percentage of respondents aged 16-34 said they feel threatened by crime in their local area a great deal or fair amount, compared to 26% of respondents aged 35-64.

The results to this question did not vary significantly for males compared to females. For example, 23% of males said they feel threatened by crime a great deal or a fair amount compared to 24% of females.

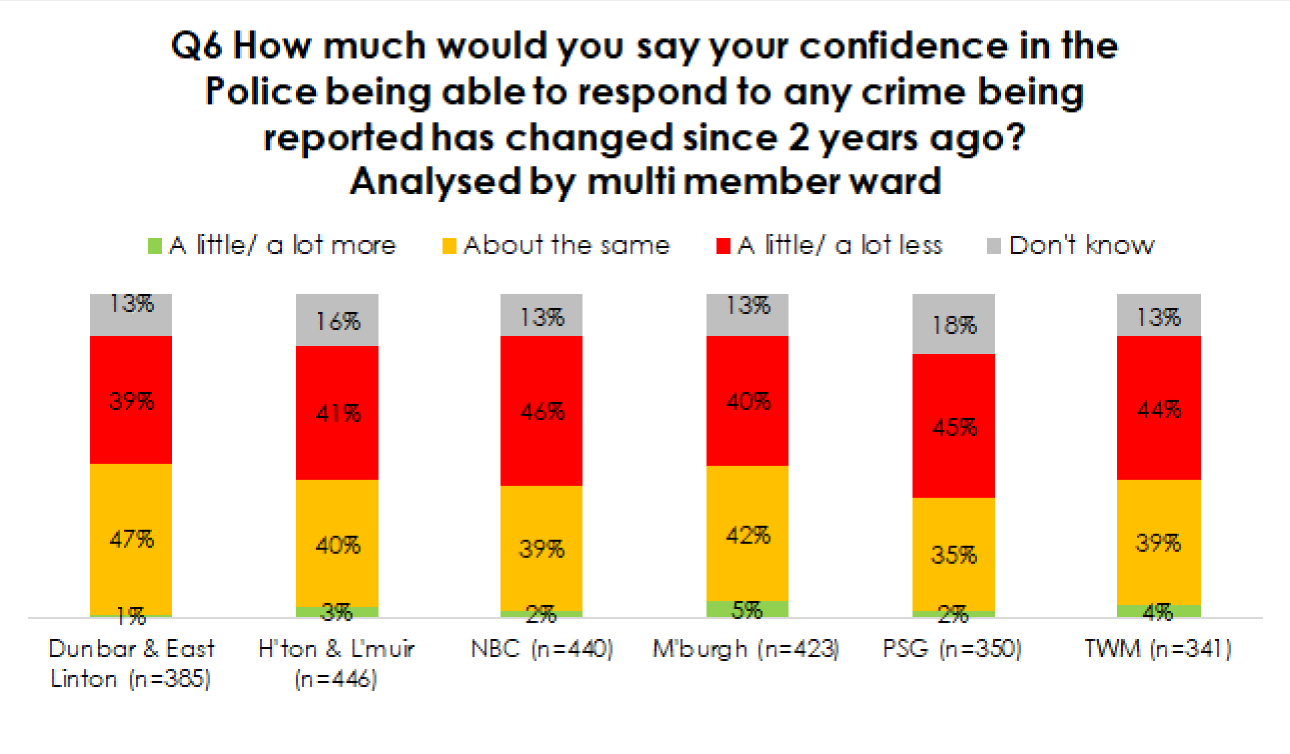
5.2. Confidence in the abilities of the Police (Q6)

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. Four in ten (40%) said they had about the same confidence as two years ago. This is less than was reported in 2019 (71%) and in 2017 (79%). On the other hand, 3% said they felt a little or a lot more confident (6% in 2019 and 3% in 2017) and 42% said they felt a little or a lot less confident (just 7% in 2017 and 2019).

Figure 41: Confidence in the abilities of the police

Analysis by ward reveals North Berwick Coastal (46%), Preston, Seton and Gosford (45%) and Tranent, Wallyford and Macmerry respondents (44%) were most likely to say their confidence in the police has decreased in the last two years. Musselburgh residents (5%) were most likely to say their confidence in the police has increased in the last two years.

Figure 42: Confidence in the abilities of the police analysed by Ward

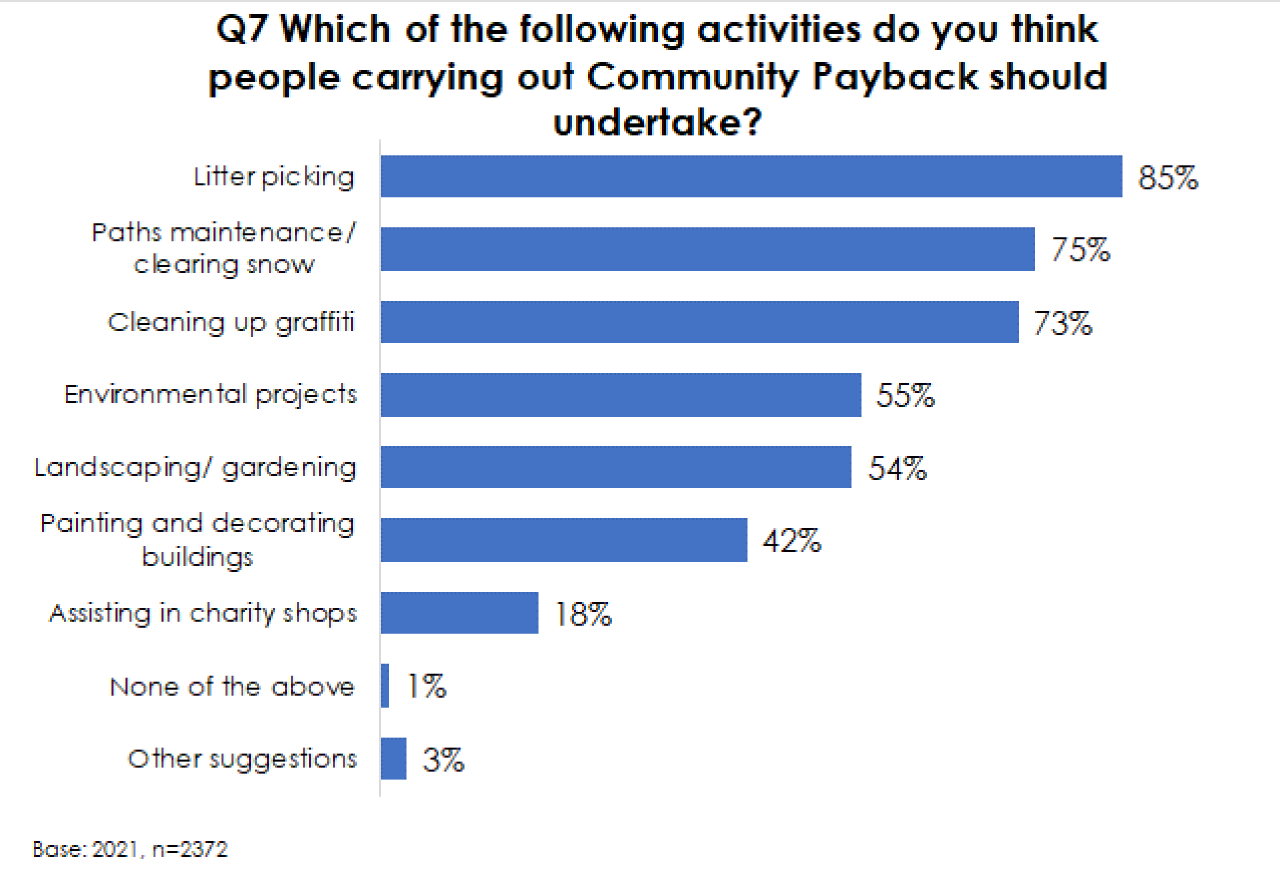


Younger respondents aged 16-34 were less likely to say they were now less confident in the police being able to respond to any crime being reported (35%) than those aged 35-64 (46%) and aged 65 and over (44%). There was little difference between male and females.

5.3. Community Payback (Q7-9)

The 2021 questionnaire included several new questions on the topic of Community Payback. Firstly, respondents were told that the Courts can impose a requirement to complete unpaid work in their local community as part of a Community Payback Order. Respondents were then asked to select from a list of activities, which they believe people carrying out Community Payback should undertake. The top response was litter picking (85%), followed by paths maintenance or clearing snow (75%) and cleaning up graffiti (73%).

Figure 43: Perceptions on community payback activities



The top response across all wards was for litter picking. Some notable differences by ward are highlighted below:

- **Landscaping/ gardening:** Haddington and Lammermuir respondents (61%) were more likely to have said people carrying out Community Payback should undertake landscaping or gardening than North Berwick Coastal (47%) and Preston, Seton and Gosford (48%) respondents.
- **Cleaning up graffiti:** Just under 8 in 10 respondents (79%) who live in Musselburgh said people carrying out Community Payback should clean up graffiti compared to 64% of respondents living in North Berwick Coastal.
- **Environmental projects:** Six in ten respondents living in Dunbar and East Linton (60%) and in North Berwick Coastal (60%) said people carrying out Community Payback

should work on environmental projects compared to 46% of respondents living in Tranent, Wallyford and Macmerry.

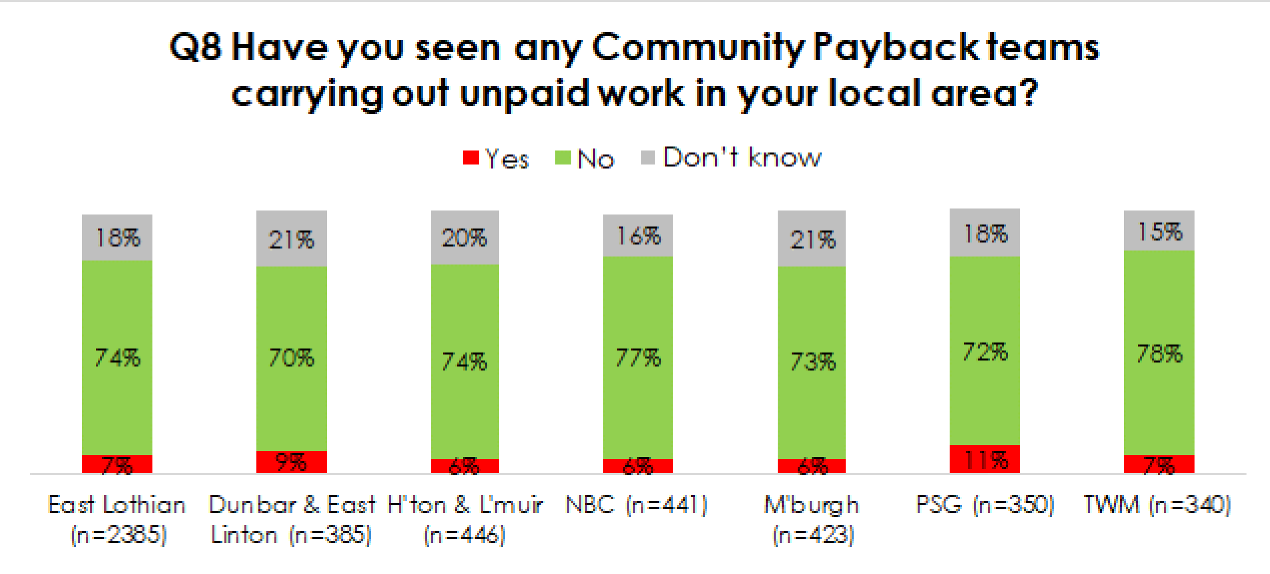
→ **Paths maintenance/ clearing snow:** Over eight in ten respondents living in Haddington and Lammermuir (81%) and 79% of respondents living in Tranent, Wallyford and Macmerry said people carrying out Community Payback should work on paths maintenance and clearing snow compared to 65% of respondents living in North Berwick Coastal.

Analysis by SIMD reveals that paths maintenance and snow clearing was selected by significantly more respondents living in deprived areas (83%) than non-deprived areas (74%). On the other hand, environmental projects was selected by fewer respondents living in non-deprived areas (48%) than in other areas (55%).

Generally, those aged 35-64 were most likely to say that people carrying out Community Payback should do all of these things and older respondents aged 65 and over were least likely. For example, 48% of respondents aged 35-64 felt they should help with painting and decorating buildings compared to 25% of respondents aged 65 and over.

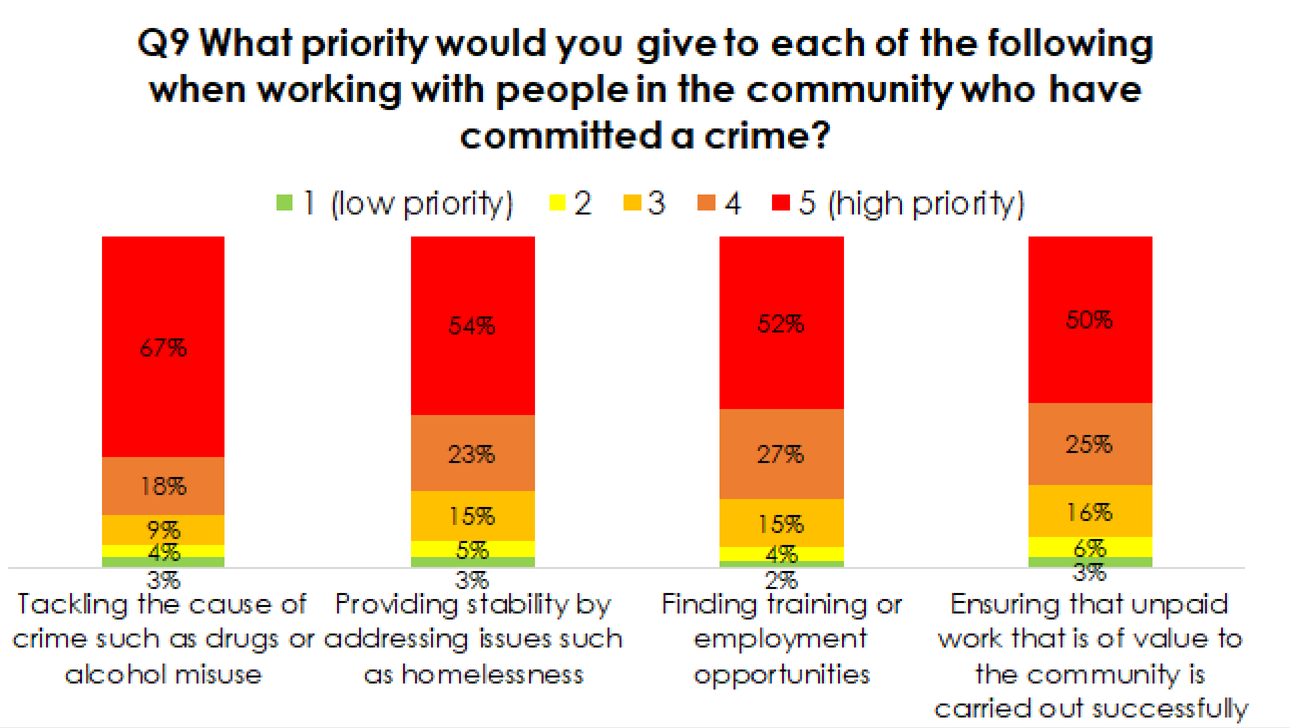
Only 7% of respondents said they had seen Community Payback teams carrying out unpaid work in their local area, 74% had not and 18% were unsure. Those living in Preston, Seton and Gosford were most likely to have seen Community Payback teams in the neighbourhood (11%).

Figure 44: Awareness of community payback teams working in the local area



Respondents were asked what priority they would give to various actions when working with people in the community who have committed a crime and asked to rate each one on a scale of 1 to 5 where 1 was a low priority and 5 was a high priority. Over half of respondents rated all actions to be a high priority, and most likely to be rated a high priority was tackling the cause of crime such as drugs or alcohol misuse (67%).

Figure 45: Priorities for working with people in the community who have committed a crime



The results to this question also vary by multi member ward. For example:

- **Tackling the cause of crime such as drugs or alcohol misuse**: 74% of respondents who lived in Preston, Seton and Gosford said this was a high priority compared to 63% of respondents living in Dunbar and East Linton.
- **Providing stability by addressing issues such as homelessness:** 58% of respondents who lived in Musselburgh said this was a high priority compared to 50% of respondents living in north Berwick Coastal.
- **Finding training or employment opportunities:** 58% of respondents in Preston, Seton and Gosford said this was a high priority compared to 45% of respondents living in Tranent, Wallyford and Macmerry.
- **Ensuring that unpaid work that is of value to the community is carried out successfully:** 55% of respondents living in Musselburgh and in Preston, Seton and Gosford compared to 41% of respondents in North Berwick Coastal.

Figure 46: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base	**354-364**	**415-424**	**401-418**	**384-404**	**323-333**	**310-326**
Tackling the cause of crime such as drugs or alcohol misuse	63%	66%	65%	66%	74%	65%
Providing stability by addressing issues such as homelessness	57%	55%	50%	58%	52%	51%
Finding training or employment opportunities	53%	54%	51%	53%	58%	45%
Ensuring that unpaid work that is of value to the community is carried out successfully	47%	49%	41%	55%	55%	52%

Those living in the most deprived areas were more likely to say that ensuring that unpaid work that is of value to the community is carried out successfully (60%) than those living in all other areas (50%). On the other hand they were less likely to say that providing stability by addressing issues such as homelessness (40%) was a high priority than those who lived in all other areas (55%). They were also less likely to say finding training or employment opportunities was a high priority (43%) than those who lived in all other areas (53%).

Figure 47: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by SIMD

	Most deprived 20%	All other areas
Base	**111-119**	**2076-2146**
Tackling the cause of crime such as drugs or alcohol misuse	64%	67%
Providing stability by addressing issues such as homelessness	40%	55%
Finding training or employment opportunities	43%	53%
Ensuring that unpaid work that is of value to the community is carried out successfully	60%	50%

Analysis by age reveals that younger respondents were less likely to say tackling the cause of crime such as drugs or alcohol misuse was a 'high priority" (57%) than respondents aged 35-64 (70%) or aged 65 and over (70%). They were also less likely to say that ensuring that unpaid work that is of value to the community is carried out successfully (39%) than respondents aged 65 and over (64%).

Figure 48: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by Age

	16-34	35-64	65+
Base	123	1183-1202	881-941
Tackling the cause of crime such as drugs or alcohol misuse	57%	70%	70%
Providing stability by addressing issues such as homelessness	54%	54%	52%
Finding training or employment opportunities	53%	50%	55%
Ensuring that unpaid work that is of value to the community is carried out successfully	39%	50%	64%

As can be seen in the table below, females were more likely than males to give each of these actions a high priority rating. For example, 61% of females said "providing stability by addressing issues such as homelessness" was a high priority compared to 43% of males.

Figure 49: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by Gender

	Male	Female
Base	932-979	1227-1256
Tackling the cause of crime such as drugs or alcohol misuse	60%	71%
Providing stability by addressing issues such as homelessness	43%	61%
Finding training or employment opportunities	49%	54%
Ensuring that unpaid work that is of value to the community is carried out successfully	48%	52%

6. HEALTH AND WELLBEING

6.1. Exercise habits (Q10)

Running or jogging (22%), swimming (20%) and walking activities (21%) were the most popular forms of vigorous exercise.

There has been an increase 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 and 75% in 2021. Notable increases in activity since 2019 can be seen regarding running or jogging (increased by 13 percentage points) and swimming (increased by 10 percentage points).

Figure 50: Vigorous exercises taken part in

	2017	2019	2021
Unweighted base	1563	1675	2336
Running or jogging	8%	9%	22%
Organised sport (e.g. football, badminton)	11%	12%	12%
Swimming	17%	10%	20%
Gym activities	17%	15%	18%
Group exercise classes	10%	8%	15%
Cycling *	1%	*	9%
Dog walking/ walking *	3%	*	21%
Other	2%	4%	7%
None	53%	59%	25%

* New code added after data entry derived from 'other' responses

Respondents living in Tranent, Wallyford and Macmerry (69%) were least likely to participate in some form of vigorous exercise while residents living in North Berwick Coastal and in Preston, Seton and Gosford (80%) were the most likely.

Figure 51: Vigorous exercise taken part in analysed by ward

	East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	2326	380	435	429	414	342	326
Running or jogging	22%	25%	19%	22%	23%	24%	18%
Organised sport (e.g. football, badminton)	12%	10%	11%	23%	8%	12%	13%
Swimming	20%	18%	22%	20%	18%	22%	22%
Gym activities	18%	15%	14%	17%	16%	20%	23%
Group exercise classes	15%	16%	10%	18%	16%	15%	13%
Other	7%	8%	8%	6%	5%	8%	5%
None	25%	25%	23%	20%	28%	20%	31%
Cycling	9%	12%	10%	9%	5%	9%	9%
Dog walking/ walking	21%	23%	25%	22%	17%	19%	20%

Older respondents were less likely to take part in vigorous exercise (68%) than respondents aged 16-34 (75%) and aged 35-64 (79%).

Figure 52: Vigorous exercise taken part in analysed by age

	East Lothian	16-34	35-64	65+
Unweighted base	**2326**	**125**	**1199**	**1002**
Running or jogging	22%	31%	26%	5%
Organised sport (e.g. football, badminton)	12%	12%	13%	11%
Swimming	20%	22%	22%	15%
Gym activities	18%	25%	19%	7%
Group exercise classes	15%	14%	17%	11%
Other	7%	9%	5%	8%
None	25%	25%	21%	32%
Cycling	9%	8%	11%	6%
Dog walking/ walking	21%	5%	23%	33%

Males were more likely to take part in organised sports (19%) than females (8%) and were also more likely to cycle (13%) than females (6%). On the other hand, females were more likely to attend group exercise classes (20% than males (6%).

Figure 53: Vigorous exercises taken part in analysed by gender

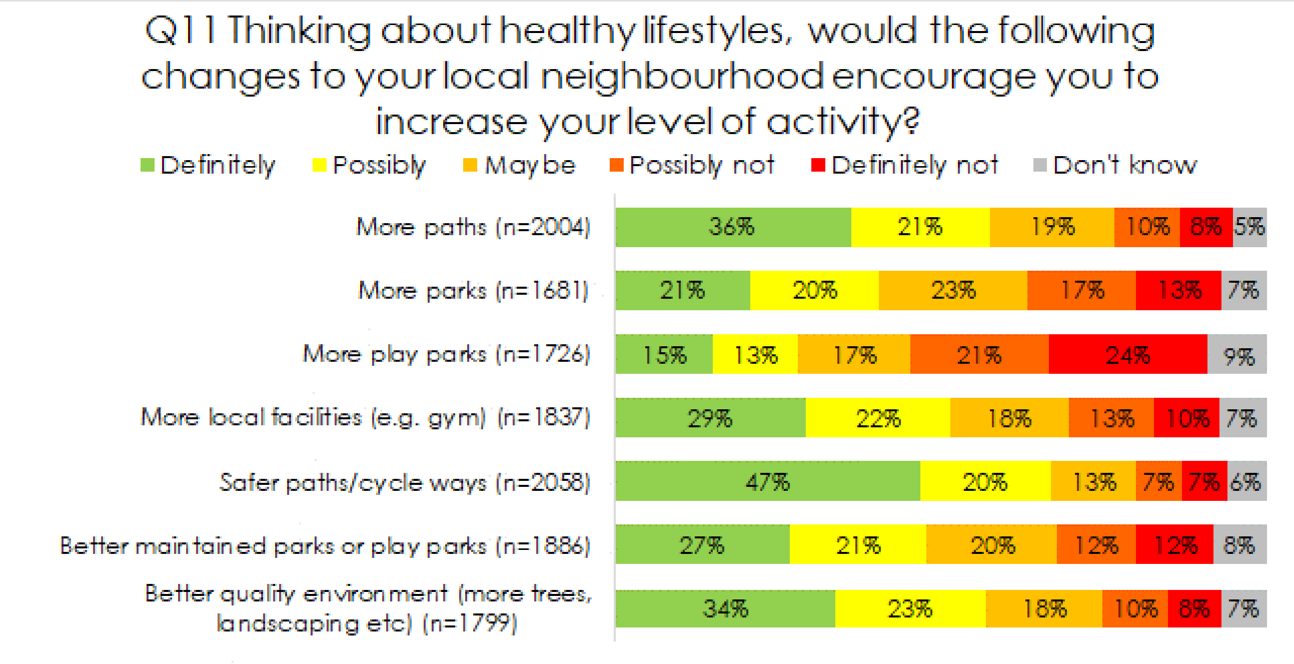
	Male	Female
Unweighted base	**996**	**1300**
Running or jogging	23%	21%
Organised sport (e.g. football, badminton)	19%	8%
Swimming	19%	22%
Gym activities	19%	17%
Group exercise classes	6%	20%
Other	7%	7%
None	25%	24%
Cycling	13%	6%
Dog walking/ walking	19%	21%

Respondents who did not live in the most deprived areas (76%) were more likely to take part in vigorous exercise than respondents living in the most deprived areas (60%).

6.2. Encouraging physical activity (Q11)

Respondents were asked to think about healthy lifestyles and the things that would encourage them to increase their level of activity. The changes most likely to "definitely" increase levels of activity were safer paths and cycle ways (47%), followed by more paths (36%) and a better quality environment (34%). On the other hand, changes where respondents were most likely to have said these would "definitely not" increase their levels of activity were more play parks (24%), more parks (13%) and better maintained parks or play parks (12%).

Figure 54: Encouraging increased physical activity in the local neighbourhood



Across the board the top response was for safer paths or cycle ways. The proportion of respondents stating these changes would "definitely" encourage them to increase their level of activity varies most significantly by area in terms of:

- → **More parks**: This was more likely to "definitely" encourage respondents living in Musselburgh (26%), Preston, Seton and Gosford (26%) and Tranent, Wallyford and Macmerry respondents to increase their level of activity, compared to those living in North Berwick Coastal (10%).
- → **More play parks**: Those living in Tranent, Wallyford and Macmerry (22%) were most likely to say this would "definitely" encourage them to increase their level of activity and those living in North Berwick Coastal were least likely to say this.
- → **Better maintained parks or play parks**: This was more important for those living in Musselburgh (36% stating "definitely") and in Preston, Seton and Gosford (34%) than those who lived in North Berwick Coastal (16%) and in Dunbar and East Lothian (19%).

Figure 55: Encouraging increased physical activity in the local neighbourhood analysed by multi member ward (% stating "definitely")

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base	(n=286-340)	(n=312-383)	(n=304-381)	(n=299-363)	(n=241-302)	(n=238-289)
More paths	32%	36%	31%	34%	41%	41%
More parks	15%	17%	10%	26%	26%	25%
More play parks	10%	18%	5%	11%	18%	22%
More local facilities (e.g. gym)	25%	32%	26%	27%	28%	34%
Safer paths/cycle ways	43%	42%	44%	49%	50%	50%
Better maintained parks or play parks	19%	24%	16%	36%	34%	28%
Better quality environment	31%	35%	24%	36%	35%	39%

A better quality environment was more of a priority for those living in the most deprived areas, with over half (51%) saying this would definitely encourage them to increase their level of physical activity compared to 33% of respondents living in all other areas. Similarly, better maintained parks or play parks was rated as "definitely" being something that would encourage more physical activity for those living in the most deprived areas (38%) than respondents living elsewhere (26%).

Figure 56: Encouraging increased physical activity in the local neighbourhood analysed by SIMD (% stating "definitely")

	Most deprived 20%	Other areas
Base	n=(82-102)	(n=1596-1956)
More paths	41%	36%
More parks	27%	20%
More play parks	17%	15%
More local facilities (e.g. gym)	29%	29%
Safer paths/cycle ways	52%	46%
Better maintained parks or play parks	38%	26%
Better quality environment	51%	33%

Safer paths and cycle ways was most important for encouraging physical activity regardless of age. Generally, younger respondents were most likely to have answered "definitely" to all changes and older respondents were least likely. For example, **more local facilities** was significantly more important for younger respondents with 40% stating this would definitely encourage them to be more physically active, and this then decreases with age to 29% for respondents aged 35-64 and to 15% for those aged 65 and over.

Figure 57: Encouraging increased physical activity in the local neighbourhood analysed by age (% stating "definitely")

	16-34	35-64	65+
Base	**(n=101-124)**	**(n=925-1122)**	**(n=608-814)**
More paths	41%	37%	27%
More parks	28%	20%	11%
More play parks	20%	14%	8%
More local facilities (e.g. gym)	40%	29%	15%
Safer paths/cycle ways	45%	50%	41%
Better maintained parks or play parks	35%	26%	20%
Better quality environment	44%	32%	29%

Females were slightly more likely to say more local facilities and play parks would "definitely" encourage them to increase their level of activity. For example 31% of females answered "definitely" to more local facilities compared to 26% of males.

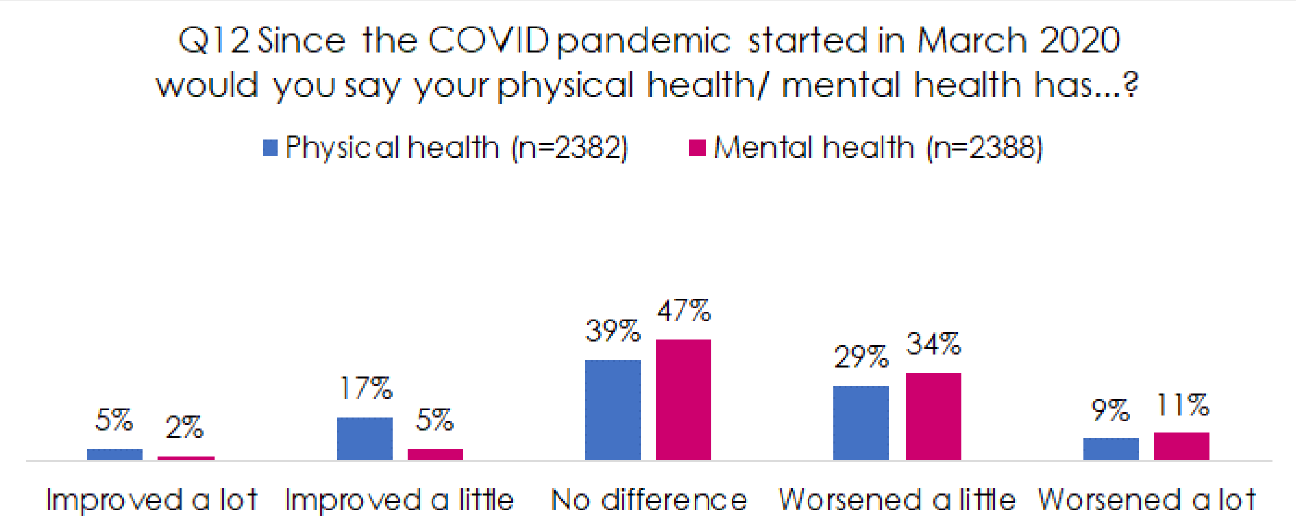
Figure 58: Encouraging increased physical activity in the local neighbourhood analysed by gender (% stating "definitely")

	Male	Female
Base	**(n=726-904)**	**(n=931-1124)**
More paths	36%	36%
More parks	21%	20%
More play parks	12%	16%
More local facilities (e.g. gym)	26%	31%
Safer paths/cycle ways	45%	48%
Better maintained parks or play parks	27%	28%
Better quality environment	34%	35%

6.3. Physical health and the COVID pandemic (Q12)

Respondents were asked about the change in their physical and mental health since the COVID pandemic. More respondents said their physical heath had worsened a little or a lot since the start of the pandemic in March 2020 (38%), than had improved (23%). This was also the case regarding mental health, but to a larger extent with 45% stating their mental health had worsened compared to 8% who said it had improved.

Figure 59: Change in physical and mental health since the pandemic



Where physical health had worsened, this was highest in Haddington and Lammermuir (43%), Musselburgh (41%) and Tranent, Wallyford and Macmerry (42%) than in North Berwick Coastal (29%). Regarding metal health, respondents living in Tranent, Wallyford and Macmerry (52%) were significantly more likely to say this had got worse than those who lived in North Berwick Coastal (38%).

Figure 60: Change in physical/ mental health since the pandemic analysed by multi member ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
		387/388	448/450	445/447	421/425	344/343	337/335
Physical health	Improved a lot/ a little	26%	19%	27%	20%	27%	21%
	No difference	36%	39%	44%	39%	40%	37%
	Worsened a lot/ a little	39%	43%	29%	41%	34%	42%
Mental health	Improved a lot/ a little	8%	8%	9%	7%	8%	7%
	No difference	45%	50%	53%	46%	51%	41%
	Worsened a lot/ a little	46%	41%	38%	47%	41%	52%

Those who lived in the most deprived areas were less likely to say their physical health had improved since the start of the pandemic (15%) than respondents who lived in all other areas (23%).

Figure 61: Change in physical/ mental health since the pandemic analysed by SIMD

		Most deprived 20%	Other areas
		120	2262/ 2268
Physical health	Improved a lot/ a little	15%	23%
	No difference	48%	38%
	Worsened a lot/ a little	37%	38%
Mental health	Improved a lot/ a little	9%	8%
	No difference	43%	48%
	Worsened a lot/ a little	48%	45%

Analysis by gender does not vary significantly in terms of respondents' physical health. However, regarding mental health, females were more likely to say their mental health had worsened (49%) than males (38%). Females were also, less likely to say their mental health had improved (6%) than males (11%). The proportion of respondents saying there had been no difference to their mental health was higher for males (52%) than females (45%).

Figure 62: Change in physical/ mental health since the pandemic analysed by gender

		Male	Female
		1015/ 1020	1334/ 1335
Physical health	Improved a lot/ a little	22%	24%
	No difference	41%	38%
	Worsened a lot/ a little	37%	38%
Mental health	Improved a lot/ a little	11%	6%
	No difference	52%	45%
	Worsened a lot/ a little	38%	49%

The proportion of respondents who said their physical health had improved since the start of the pandemic decreases with age, for example, from 31% for those aged 16-34 to 14% for respondents aged 65 and over. This was also the case for mental health, decreasing from 12% for those aged 16-34 to 4% for respondents aged 65 and over. The younger age group were more likely to say their mental health had worsened with 54% of respondents aged 16-34 feeling this way compared to 46% of those aged 35-64 (46%) and 32% of respondents aged 65 and over.

Figure 63: Change in physical/ mental health since the pandemic analysed by age

		16-34	35-64	65+
		(125/126)	1211/1212)	1046/1050)
Physical health	Improved a lot/ a little	31%	23%	14%
	No difference	31%	39%	47%
	Worsened a lot/ a little	38%	38%	39%
Mental health	Improved a lot/ a little	12%	8%	4%
	No difference	33%	46%	64%
	Worsened a lot/ a little	54%	46%	32%

7. PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

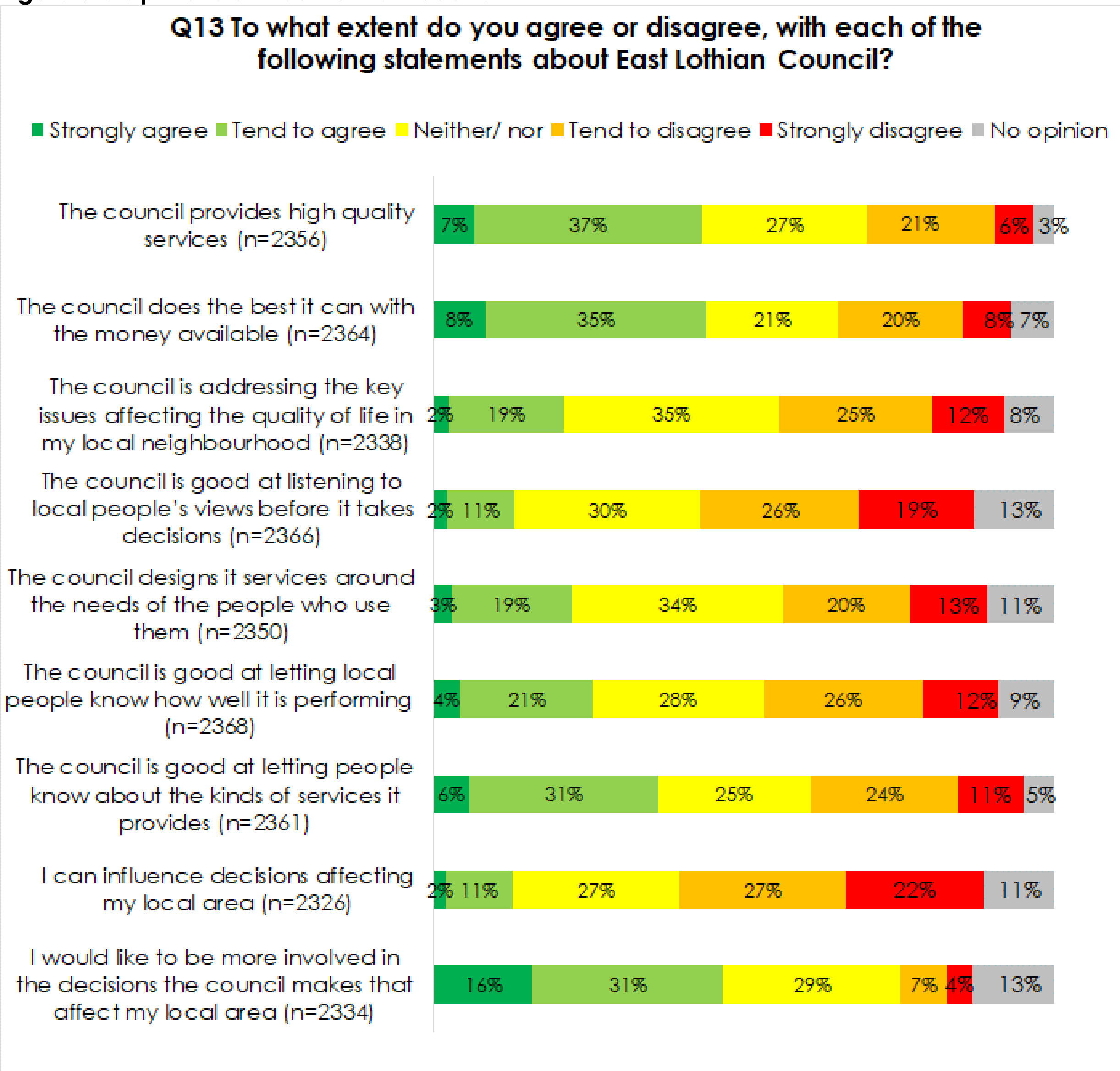
Respondents were then asked about their perception of the Council and public services.

7.1. Opinions on East Lothian Council (Q13)

When asked their opinions on East Lothian Council, respondents were most likely to agree that they would like to be more involved in the decisions the Council makes that affect the local area (47%), that the Council does the best it can with the money available (44%) and that the Council provides high quality services (43%).

Respondents were most likely to disagree that the council is good at listening to local people's views before it takes decisions (44%), that they can influence decisions affecting the local area (49%) and that the council is good at letting local people know how well it is performing (38%). Please note the combined percentages may differ to the sum of tend to agree and strongly agree in the chart due to rounding.

Figure 64: Opinions on East Lothian Council



Analysis by age reveals that in general, older respondents aged 65 and over were most likely to agree with these statements. The biggest differences in the level of agreement could be seen regarding the following statements:

- → **The Council does the best it can with the money available:** Over half of respondents aged 65 and over (56%) agreed with this statement compared to 37% of respondents aged 16-34 and 41% of those aged 35-64.
- → **The Council is good at letting local people know how well it is performing:** 35% of respondents aged 65 and over agreed compared to 15% of respondents aged 16-34

However, regarding the statement **"I would like to be more involved in the decisions the Council makes that affect my local area"** younger respondents aged 16-34 were most likely to agree (59%) and older respondents aged 65 and over were least likely to agree (37%).

Analysis by ward reveals that the level of agreement varies most significantly in terms of the following statements:

- → **The Council provides high quality services:** Residents in Dunbar and East Linton (48%) were significantly more likely to agree with this statement than Haddington and

Lammermuir (40%).

- **The Council is addressing the key issues affecting the quality of life in the local neighbourhood:** Respondents in Dunbar and East Linton (26%) and in North Berwick Coastal (25%) were most likely to agree with the statement while respondents in Tranent, Wallyford and Macmerry (17%) were least likely to agree.
- **The Council designs its services around the needs of the people who use them:** Dunbar and East Linton respondents (28%) were most likely to agree and those living in Musselburgh (19%) and in Preston, Seton and Gosford (19%) were least likely.
- **The Council is good at letting local people know how well it is performing:** Residents in Dunbar and East Linton (70%) were most likely to agree (32% and Preston, Seton and Gosford (23%) and Tranent, Wallyford and Macmerry respondents were least likely (22%).
- **The Council is good at letting people know about the kinds of services it provides:** Over 4 in 10 North Berwick Coastal respondents agreed with this statement (41%) compared to 32% of respondents living in Tranent, Wallyford and Macmerry.
- **I would like to be more involved in the decisions my Council makes that affect my local area: Musselburgh respondents** (51%) were the most likely to agree with this statement and Preston, Seton and Gosford (41%) respondents were least likely.

Figure 65: Statements about the Council analysed by Ward

		East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base		2326-2368	377-386	439-450	433-441	409-421	335-342	331-334
The Council provides high quality services	% agree	**43%**	48%	40%	44%	40%	47%	43%
	% neither	**27%**	28%	27%	33%	28%	25%	23%
	% disagree	**27%**	21%	29%	21%	29%	27%	31%
	% no opinion	**3%**	3%	5%	3%	4%	2%	3%
The Council does the best it can with the money available	% agree	**44%**	45%	42%	49%	40%	44%	45%
	% neither/ nor	**21%**	23%	21%	21%	23%	23%	18%
	% disagree	**28%**	25%	30%	25%	26%	29%	31%
	% no opinion	**7%**	8%	7%	6%	10%	5%	6%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	**21%**	26%	22%	25%	20%	19%	17%
	% neither/ nor	**35%**	33%	37%	35%	33%	36%	34%
	% disagree	**36%**	31%	33%	29%	40%	39%	43%
	% no opinion	**8%**	11%	8%	10%	7%	7%	6%
The Council is good at listening to local people's views before it takes decisions	% agree	**13%**	17%	12%	16%	15%	10%	10%
	% neither/ nor	**30%**	29%	25%	28%	33%	33%	32%
	% disagree	**44%**	43%	45%	45%	42%	45%	45%
	% no opinion	**13%**	12%	18%	11%	11%	12%	13%
The Council designs it's services around the needs of the people who use them	% agree	**22%**	28%	23%	24%	19%	19%	22%
	% neither/ nor	**34%**	34%	30%	37%	38%	35%	32%
	% disagree	**33%**	28%	35%	28%	31%	39%	35%
	% no opinion	**11%**	10%	13%	10%	11%	7%	12%
The Council is good at letting local people know how well it is performing	% agree	**26%**	32%	25%	29%	25%	23%	22%
	% neither/ nor	**28%**	23%	26%	33%	27%	29%	29%
	% disagree	**38%**	37%	40%	32%	38%	38%	41%
	% no opinion	**9%**	9%	10%	7%	10%	10%	9%
The Council is good at letting people know about the kinds of services it provides	% agree	**36%**	38%	39%	41%	35%	34%	32%
	% neither/ nor	**25%**	25%	25%	24%	23%	28%	23%
	% disagree	**34%**	32%	32%	30%	38%	32%	39%
	% no opinion	**5%**	5%	3%	5%	3%	7%	6%
I can influence decisions affecting my local area	% agree	**13%**	13%	14%	13%	14%	11%	11%
	% neither/ nor	**27%**	28%	27%	23%	29%	27%	27%
	% disagree	**49%**	50%	48%	54%	44%	50%	52%
	% no opinion	**11%**	9%	12%	11%	14%	12%	10%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	**47%**	47%	49%	47%	51%	41%	45%
	% neither/ nor	**29%**	27%	29%	27%	25%	32%	32%
	% disagree	**11%**	11%	10%	13%	10%	13%	11%
	% no opinion	**13%**	15%	12%	13%	14%	14%	12%

Analysis by deprivation level reveals:

→ **The Council is addressing the key issues affecting the quality of life in the local neighbourhood:** Residents in non-deprived areas (21%) were more likely to agree with this statement than residents of most deprived areas (14%)

→ **The Council designs its services around the needs of the people who use them:** Residents in deprived areas (28%) were more likely to agree with this statement than residents of other areas (22%)

→ **I would like to be more involved in the decisions my Council makes that affect my local area:** Just under half of respondents in non-deprived areas (48%) agreed with this statement, compared to 30% of respondents in most deprived areas.

Figure 66: Statements about the Council analysed by deprivation level

		East Lothian	Most deprived 20%	Other areas
Base		2326-2368	120-125	2205-2244
The Council provides high quality services	% agree	**43%**	44%	43%
	% neither	**27%**	32%	26%
	% disagree	**27%**	22%	27%
	% no opinion	**3%**	2%	3%
The Council does the best it can with the money available	% agree	**44%**	47%	44%
	% neither/ nor	**21%**	26%	21%
	% disagree	**28%**	24%	28%
	% no opinion	**7%**	3%	7%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	**21%**	14%	21%
	% neither/ nor	**35%**	46%	34%
	% disagree	**36%**	35%	37%
	% no opinion	**8%**	5%	8%
The Council is good at listening to local people's views before it takes decisions	% agree	**13%**	20%	13%
	% neither/ nor	**30%**	32%	30%
	% disagree	**44%**	40%	44%
	% no opinion	**13%**	8%	13%
The Council designs it's services around the needs of the people who use them	% agree	**22%**	28%	22%
	% neither/ nor	**34%**	33%	34%
	% disagree	**33%**	29%	33%
	% no opinion	**11%**	11%	11%
The Council is good at letting local people know how well it is performing	% agree	**26%**	26%	26%
	% neither/ nor	**28%**	41%	27%
	% disagree	**38%**	27%	39%
	% no opinion	**9%**	5%	9%
The Council is good at letting people know about the kinds of services it provides	% agree	**36%**	32%	36%
	% neither/ nor	**25%**	35%	24%
	% disagree	**34%**	28%	35%
	% no opinion	**5%**	5%	5%
I can influence decisions affecting my local area	% agree	**13%**	17%	12%
	% neither/ nor	**27%**	34%	26%
	% disagree	**49%**	37%	50%
	% no opinion	**11%**	12%	11%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	**47%**	30%	48%
	% neither/ nor	**29%**	40%	28%
	% disagree	**11%**	14%	11%
	% no opinion	**13%**	16%	13%

The following tables show the level of agreement and disagreement for 2019 vs 2021 and also the level of agreement for 2011,2017 and 2019. In comparison to 2019, the level of agreement has decreased for all statements with the exception of the statement "I would like to be more involved in the decisions my Council makes that affect my local area" where it has increased from 16% in 2019 to 47% in 2021. The biggest decrease in agreement can be seen regarding the statements "The Council designs it services around the needs of the people who use them" (decreased by 41 percentage points) and "The Council is good at letting local people know how well it is performing" (decreased by 40 percentage points). The level of disagreement has increased most significantly in terms of the statements:

- **The Council is good at letting local people know how well it is performing:** increased from 7% in 2019 to 38% in 2021.
- **The Council is good at listening to local people's views before it takes decisions:** increased from 15% in 2019 to 44% in 2021.

Figure 67: Statements about the Council 2019 vs 2021

		EL 2019	EL 2021
Base		1675	2326-2368
The Council provides high quality services	% agree	72%	43%
	% neither	11%	27%
	% disagree	7%	27%
	% no opinion	10%	3%
The Council does the best it can with the money available	% agree	72%	44%
	% neither/ nor	7%	21%
	% disagree	6%	28%
	% no opinion	14%	7%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	50%	21%
	% neither/ nor	14%	35%
	% disagree	13%	36%
	% no opinion	23%	8%
The Council is good at listening to local people's views before it takes decisions	% agree	44%	13%
	% neither/ nor	14%	30%
	% disagree	15%	44%
	% no opinion	27%	13%
The Council designs its services around the needs of the people who use them	% agree	63%	22%
	% neither/ nor	9%	34%
	% disagree	8%	33%
	% no opinion	20%	11%
The Council is good at letting local people know how well it is performing	% agree	66%	26%
	% neither/ nor	10%	28%
	% disagree	7%	38%
	% no opinion	18%	9%
The Council is good at letting people know about the kinds of services it provides	% agree	66%	36%
	% neither/ nor	11%	25%
	% disagree	9%	34%
	% no opinion	14%	5%
I can influence decisions affecting my local area	% agree	27%	13%
	% neither/ nor	22%	27%
	% disagree	30%	49%
	% no opinion	21%	11%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	16%	47%
	% neither/ nor	15%	29%
	% disagree	61%	11%
	% no opinion	9%	13%

Figure 68: Statements about the Council (2011, 2017, 2019 and 2021) - % in agreement				
% strongly agree/ tend to agree	**2011**	**2017**	**2019**	**2021**
The Council provides high quality services	79%	72%	72%	43%
The Council does the best it can with the money available	77%	79%	72%	44%
The Council is addressing the key issues affecting the quality of life in my local neighbourhood	N/A	61%	50%	21%
The Council is good at listening to local people's views before it takes decisions	44%	38%	44%	13%
The Council designs its services around the needs of the people who use them	73%	70%	63%	22%
The Council is good at letting local people know how well it is performing	69%	62%	66%	26%
The Council is good at letting people know about the kinds of services it provides	N/A	68%	66%	36%
I can influence decisions affecting my local area	16%	38%	27%	13%
I would like to be more involved in the decisions my Council makes that affect my local area	10%	19%	16%	47%

These statements were also asked in the 2020 Scottish Household Survey. The following table shows the level of agreement reported in the 2020 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 2021 is lower than the published figures for all statements when compared to the Scottish Household Survey Results for East Lothian residents, with the exception of **interest in being more involved in the decisions the council will take that affect the local area** with 47% of East Lothian respondents in the 2021 residents' survey agreeing they would be interested compared to 28% of East Lothian respondents in the Scottish Household Survey.

Compared to the Scottish Average for the 2020 Scottish Household Survey East Lothian respondents in the Residents survey were less likely to agree with the following statements:

- **The council is addressing the key issues affecting the quality of life in my local neighbourhood:** 21% of respondents agreed compared to the Scottish average of 43% in the Scottish Household Survey 2020.
- **The council is good at listening to local people's views before it takes decisions:** 13% of respondents agreed compared to the Scottish average of 28% in the Scottish Household Survey 2020.
- **The council designs it services around the needs of the people who use them:** 22% of respondents agreed compared to the Scottish average of 41% in the Scottish Household Survey 2020.

Figure 69: Statements about the Council (SHS 2020 East Lothian and Scotland compared to ELC Resident Survey 2021)

% strongly agree/ tend to agree	SHS 2020 Scotland	SHS 2019 East Lothian	ELC Residents Survey 2021
The Council provides high quality services	54%	53%	43%
The Council does the best it can with the money available	54%	50%	44%
The Council is addressing the key issues affecting the quality of life in my local neighbourhood	43%	39%	21%
The Council is good at listening to local people's views before it takes decisions	28%	25%	13%
The Council designs it services around the needs of the people who use them	41%	34%	22%
The Council is good at letting local people know how well it is performing	36%	43%	26%
The Council is good at letting people know about the kinds of services it provides	48%	45%	36%
I can influence decisions affecting my local area	25%	22%	13%
I would like to be more involved in the decisions the Council makes that affect my local area	39%	28%	47%

The results for this question have been analysed excluding the 'don't know' category for 2019 and 2021 to show satisfaction levels only for those who had an opinion on each statement. As can be seen below, the level of agreement when excluding don't knows has decreased for all statements excluding (as before) "**I would like to be more involved in the decisions the Council takes that affect my local area**" where the level of agreement has increased from 18% in 2019 to 54% in 2021.

The largest decrease in agreement can be seen for the statement **"The Council designs its services around the needs of the people who use them"** where 79% agreed in 2019 compared to 25% in 2021.

Figure 70: Agreement with statements about Council excluding/including don't know for 2019 vs. 2021							
	Strongly agree/ tend to agree		Don't Knows		Strongly agree/ tend to agree excluding Don't Knows		2021 – 2019
	2019	2021	2019	2021	2019	2021	
The Council provides high quality services	72%	43%	10%	3%	80%	45%	-35%
The Council does the best it can with the money available	72%	44%	14%	7%	84%	47%	-37%
The Council is addressing the key issues affecting the quality of life in my local neighbourhood	50%	21%	23%	8%	66%	23%	-43%
The Council is good at listening to local people's views before it takes decisions	44%	13%	27%	13%	60%	15%	-45%
The Council designs it services around the needs of the people who use them	63%	22%	20%	11%	79%	25%	-54%
The Council is good at letting local people know how well it is performing	66%	26%	18%	9%	80%	28%	-52%
The Council is good at letting people know about the kinds of services it provides	66%	36%	14%	5%	77%	38%	-39%
I can influence decisions affecting my local area	27%	13%	21%	11%	34%	14%	-20%
I would like to be more involved in the decisions the Council makes that affect my local area	16%	47%	9%	13%	18%	54%	36%

7.2. Satisfaction with public services (Q14/15)

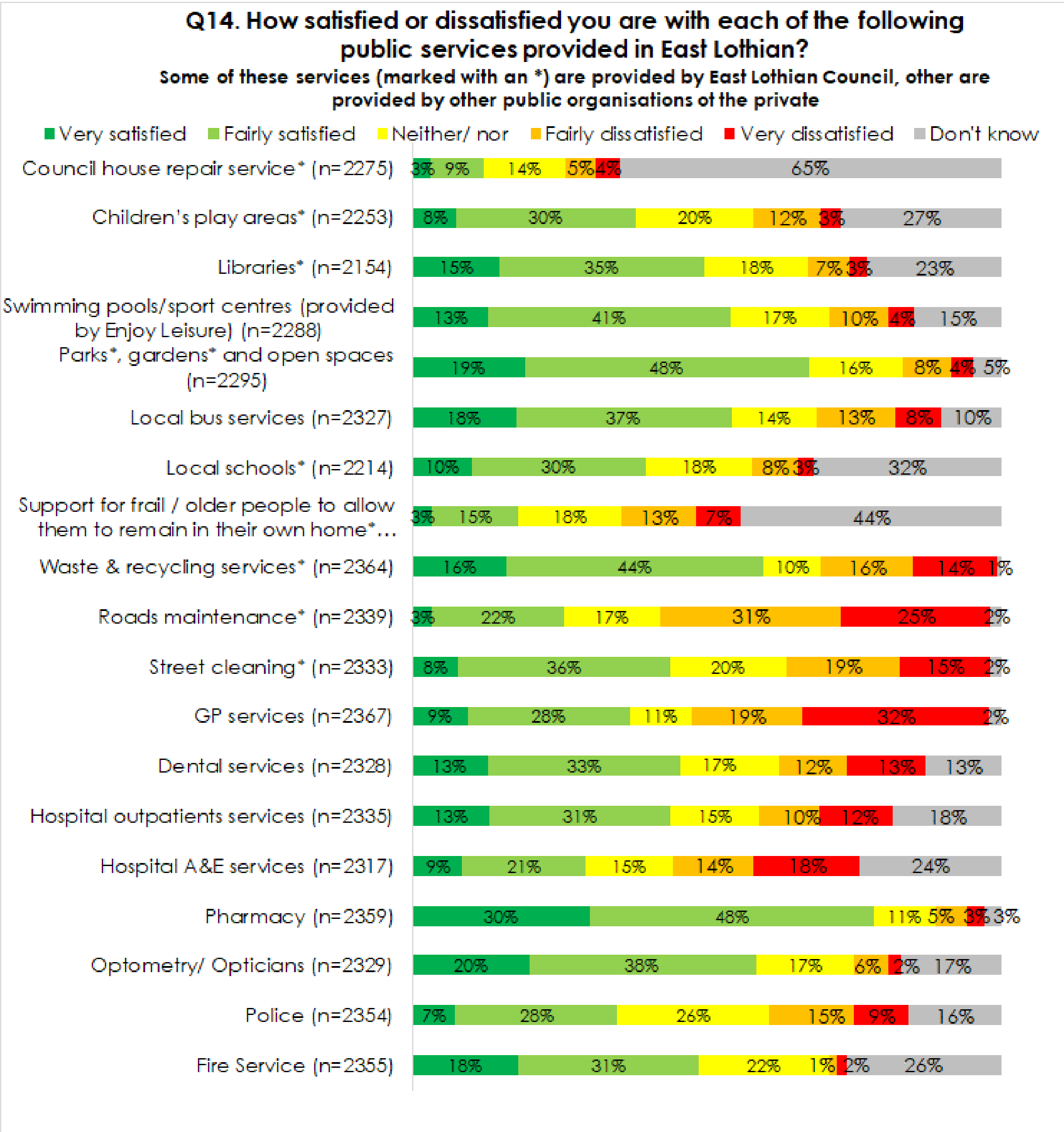
All respondents were asked how satisfied or dissatisfied they were with various public services provided in East Lothian. The majority of respondents were in general either very or fairly satisfied with the services provided, and satisfaction levels were highest regarding:

- Pharmacy (78% very satisfied)
- Parks, gardens and open spaces (67%)
- Waste & recycling services (60%)

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

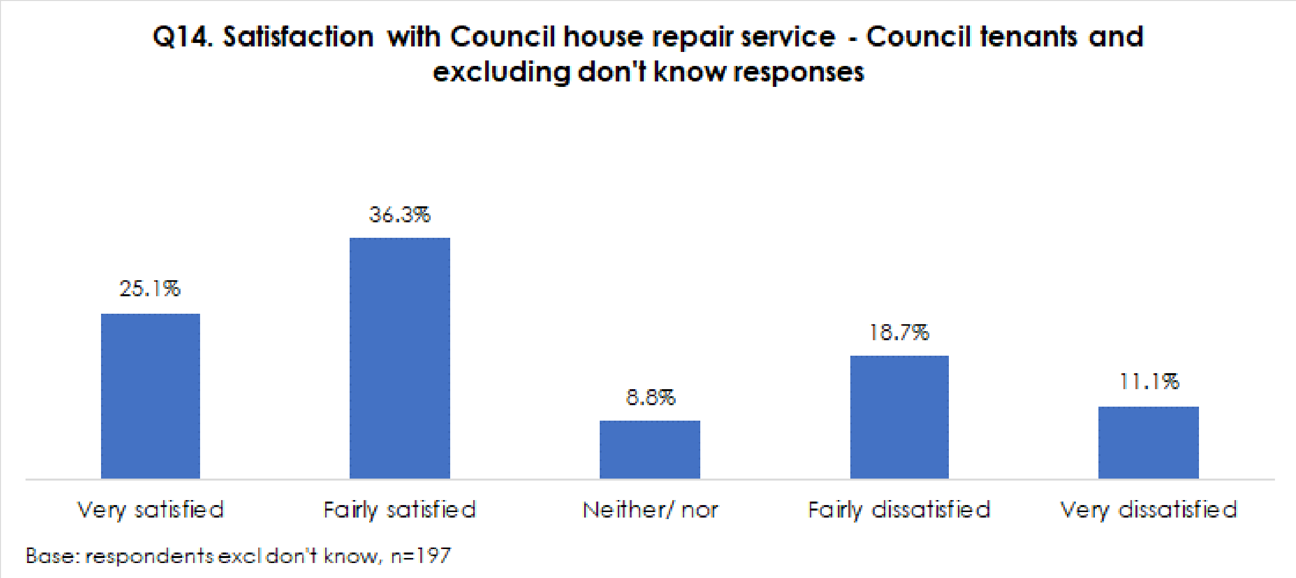
- Roads maintenance (56% very or fairly dissatisfied)
- GP services (50%)

Figure 71: Satisfaction with public services provided in East Lothian



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. Over 6 in 10 (61%) were either very or fairly satisfied with the Council house repairs service, compared to 9% who were neither satisfied nor dissatisfied and 30% who were either very or fairly dissatisfied. Satisfaction in this respect has fallen from the 90% reported in the 2019 Residents Survey.

Figure 72: 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 2019 survey is shown in the following table. Overall satisfaction has decreased in all respects, with the biggest decreases being seen regarding:

- GP services (-47 percentage points in satisfaction from 2019)
- Dental services (-44 percentage points)
- Hospital A&E services (-39 percentage points)
- Roads maintenance (-37 percentage points)
- Street cleaning (-37 percentage points)
- Police (-29 percentage points)
- Hospital outpatients services (-26 percentage points)

Figure 73: Satisfaction with public services provided in East Lothian 2019 vs 2021

		% satisfied	% neither/ nor	% dissatisfied	% don't know
Council house repair service	East Lothian 2019 (n=1675)	26%	1%	2%	71%
	East Lothian 2021 (n=2275)	12%	14%	9%	65%
Children's play areas	East Lothian 2019 (n=1675)	49%	4%	2%	45%
	East Lothian 2021 (n=2253)	38%	20%	15%	27%
Libraries	East Lothian 2019 (n=1675)	55%	4%	0%	41%
	East Lothian 2021 (n=2154)	50%	18%	10%	23%
Swimming pools/ sport centres	East Lothian 2019 (n=1675)	70%	3%	1%	26%
	East Lothian 2021 (n=2288)	54%	17%	14%	15%
Parks, gardens and open spaces	East Lothian 2019 (n=1675)	90%	1%	1%	8%
	East Lothian 2021 (n=2295)	67%	16%	12%	5%
Local bus services	East Lothian 2019 (n=1675)	60%	10%	6%	24%
	East Lothian 2021 (n=2327)	54%	14%	21%	10%
Local schools	East Lothian 2019 (n=1675)	61%	4%	1%	34%
	East Lothian 2021 (n=2214)	40%	18%	10%	32%
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 2021 (n=2327)	18%	18%	20%	44%
Waste & recycling services	East Lothian 2019 (n=1675)	89%	4%	2%	6%
	East Lothian 2021 (n=2364)	60%	10%	30%	1%
Roads maintenance	East Lothian 2019 (n=1675)	63%	11%	18%	8%
	East Lothian 2021 (n=2339)	26%	16%	56%	2%
Street cleaning	East Lothian 2019 (n=1675)	81%	7%	6%	6%
	East Lothian 2021 (n=2333)	44%	20%	35%	2%
GP services	East Lothian 2019 (n=1675)	84%	3%	9%	4%
	East Lothian 2021 (n=2367)	37%	10%	50%	2%
Dental services	East Lothian 2019 (n=1675)	90%	2%	1%	7%
	East Lothian 2021 (n=2328)	46%	17%	25%	13%
Hospital outpatients services	East Lothian 2019 (n=1675)	70%	3%	1%	26%
	East Lothian 2021 (n=2335)	44%	15%	23%	18%
Hospital A&E services	East Lothian 2019 (n=1675)	68%	3%	1%	29%
	East Lothian 2021 (n=2317)	29%	15%	32%	24%
Fire service	East Lothian 2019 (n=1675)	65%	2%	0%	33%
	East Lothian 2021 (n=2355)	49%	22%	3%	26%
Police	East Lothian 2019 (n=1675)	64%	2%	1%	32%
	East Lothian 2021 (n=2354)	35%	26%	24%	16%

Please note that pharmacy and optometry services were added into the 2021 EL Residents Survey and therefore there is no comparison of these results in the table above.

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

- **GP services**: 61% were satisfied in Haddington and Lammermuir compared to 19% in Musselburgh;
- **Local bus services**: 71% were satisfied in Musselburgh compared to 37% in North Berwick Coastal;
- **Fire service**: 61% were satisfied in Dunbar and East Linton compared to 36% in Preston, Seton and Gosford;
- **Parks, gardens and open spaces**: 77% were satisfied in Dunbar and East Linton compared to 56% in Tranent, Wallyford and Macmerry.
- **Swimming pools/ sport centres:** 70% were satisfied in Dunbar and East Linton compared to 50%-53% for all other areas.

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

- **Local bus services:** 31% of North Berwick Coastal respondents were dissatisfied compared to 8% in Musselburgh;
- **Street cleaning:** 47% of Musselburgh respondents were dissatisfied compared to 21% in North Berwick Coastal;
- **GP services:** 71% in Tranent, Wallyford and Macmerry and 70% in Musselburgh were dissatisfied compared to 28% in Dunbar and East Linton.

Figure 74: Satisfaction with public services analysed by Ward

		East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
	Base	2154-2367	354-384	403-448	396-442	381-421	309-341	311-337
Council house repair service	% satisfied	**12%**	12%	11%	8%	17%	8%	15%
	% neither/ nor	**14%**	10%	15%	13%	14%	15%	15%
	% dissatisfied	**9%**	10%	9%	3%	6%	10%	14%
	% don't know	**65%**	68%	65%	76%	62%	67%	57%
Children's play areas	% satisfied	**38%**	44%	40%	43%	34%	32%	37%
	% neither/ nor	**20%**	17%	21%	16%	27%	18%	18%
	% dissatisfied	**15%**	11%	17%	5%	10%	22%	21%
	% don't know	**27%**	27%	22%	36%	29%	27%	24%
Libraries	% satisfied	**50%**	63%	54%	50%	45%	44%	45%
	% neither/ nor	**18%**	12%	16%	18%	21%	18%	19%
	% dissatisfied	**10%**	6%	14%	9%	9%	14%	7%
	% don't know	**23%**	19%	17%	22%	26%	23%	29%
Swimming pools/ sport centres	% satisfied	**54%**	70%	51%	52%	51%	53%	50%
	% neither/ nor	**17%**	14%	14%	15%	19%	17%	20%
	% dissatisfied	**14%**	6%	22%	15%	13%	17%	12%
	% don't know	**15%**	10%	13%	18%	17%	14%	17%
Parks, gardens and open spaces	% satisfied	**67%**	77%	74%	74%	67%	60%	56%
	% neither/ nor	**16%**	14%	17%	11%	17%	18%	17%
	% dissatisfied	**12%**	5%	5%	7%	10%	18%	22%
	% don't know	**5%**	4%	4%	7%	6%	5%	5%
Local bus services	% satisfied	**54%**	51%	53%	37%	71%	46%	60%
	% neither/ nor	**14%**	15%	15%	15%	11%	16%	15%
	% dissatisfied	**21%**	21%	25%	31%	8%	27%	19%
	% don't know	**10%**	13%	8%	16%	9%	10%	7%

Satisfaction with public services analysed by Ward (continued								
		East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
	Base	2154-2367	354-384	403-448	396-442	381-421	309-341	311-337
Local schools	% satisfied	**40%**	47%	37%	43%	39%	34%	39%
	% neither/ nor	**18%**	11%	18%	15%	15%	23%	23%
	% dissatisfied	**10%**	10%	10%	11%	11%	10%	10%
	% don't know	**32%**	31%	34%	31%	35%	33%	28%
Support for frail/ older people to allow them to remain in their home	% satisfied	**18%**	15%	18%	21%	15%	19%	19%
	% neither/ nor	**18%**	14%	14%	19%	18%	20%	20%
	% dissatisfied	**20%**	22%	18%	19%	18%	20%	24%
	% don't know	**44%**	49%	49%	41%	48%	42%	37%
Waste & recycling services	% satisfied	**60%**	62%	53%	67%	64%	59%	56%
	% neither/ nor	**10%**	11%	9%	10%	10%	9%	10%
	% dissatisfied	**30%**	27%	37%	22%	26%	32%	33%
	% don't know	**1%**	1%	1%	1%	1%	-	1%
Roads maintenance	% satisfied	**26%**	28%	25%	21%	26%	23%	29%
	% neither/ nor	**16%**	14%	22%	15%	18%	17%	13%
	% dissatisfied	**56%**	56%	51%	61%	54%	59%	57%
	% don't know	**2%**	2%	3%	3%	2%	1%	1%
Street cleaning	% satisfied	**44%**	53%	47%	55%	35%	42%	36%
	% neither/ nor	**20%**	18%	23%	23%	16%	22%	18%
	% dissatisfied	**35%**	27%	26%	21%	47%	35%	45%
GP services	% satisfied	**37%**	54%	61%	40%	19%	36%	19%
	% neither/ nor	**10%**	11%	9%	15%	7%	15%	7%
	% dissatisfied	**50%**	34%	28%	45%	70%	46%	71%
	% don't know	**2%**	1%	2%	1%	4%	3%	3%
Dental services	% satisfied	**46%**	46%	47%	51%	40%	46%	46%
	% neither/ nor	**17%**	17%	17%	18%	17%	19%	13%
	% dissatisfied	**25%**	26%	20%	20%	26%	24%	30%
	% don't know	**13%**	10%	15%	12%	16%	12%	12%
Hospital outpatients services	% satisfied	**44%**	44%	53%	46%	41%	41%	38%
	% neither/ nor	**15%**	12%	15%	11%	15%	19%	18%
	% dissatisfied	**23%**	23%	17%	28%	23%	21%	26%
	% don't know	**18%**	22%	15%	14%	21%	19%	18%
Hospital A&E services	% satisfied	**29%**	28%	29%	26%	34%	28%	30%
	% neither/ nor	**15%**	12%	11%	13%	13%	19%	20%
	% dissatisfied	**32%**	33%	34%	42%	26%	30%	29%
	% don't know	**24%**	27%	27%	20%	27%	24%	20%
Fire service	% satisfied	**49%**	61%	47%	50%	49%	36%	51%
	% neither/ nor	**22%**	14%	23%	23%	20%	29%	22%
	% dissatisfied	**3%**	1%	2%	1%	2%	4%	6%
	% don't know	**26%**	24%	28%	26%	29%	31%	21%
Police	% satisfied	**35%**	40%	35%	30%	38%	27%	37%
	% neither/ nor	**26%**	26%	26%	28%	21%	30%	23%
	% dissatisfied	**24%**	18%	20%	28%	20%	28%	28%
	% don't know	**16%**	16%	18%	14%	20%	15%	11%

In terms of deprivation level, those living in the most deprived areas were less likely to be satisfied with the following services than respondents who lived in other areas:

- **Street cleaning**: 24% of respondents living in deprived areas were satisfied compared to 45% of respondents living in other areas.
- **GP services**: 18% of respondents living in deprived areas were satisfied compared to 38% of respondents living in other areas.
- **Parks, gardens and open spaces**: 54% of respondents living in deprived areas were satisfied compared to 68% of respondents living in other areas.
- **Libraries**: 37% of respondents living in deprived areas were satisfied compared to 50% of respondents living in other areas.
- **Swimming pools/sport centres (provided by Enjoy Leisure)**: 45% of respondents living in deprived areas were satisfied compared to 55% of respondents living in other areas.

On the other hand, respondents living in the most deprived areas were more likely to be satisfied in terms of the following:

- **Council house repair service**: 21% of respondents living in most deprived areas were satisfied compared to 11% of respondents living in other areas.
- **Local bus services**: 63% of respondents living in most deprived areas were satisfied compared to 54% of respondents living in other areas.

Interesting differences by gender are noted below and these were where females were more satisfied than males :

- **Local schools**: 42% of females were satisfied compared to 36% of males.
- **Street cleaning**: 46% of females were satisfied compared to 40% of males.
- **Dental services**: 50% of females were satisfied compared to 41% of males.
- **Hospital outpatients services**: 46% of females were satisfied compared to 40% of males.
- **Police:** 37% of females were satisfied compared to 31% of males.

On the other hand, females were more likely than males to be dissatisfied with the Council house repairs service and support for frail or older people to allow them to remain in their own homes:

- **Council house repairs service**: 11% of females were dissatisfied compared to 5% of males.
- **Support for frail / older people to allow them to remain in their own home**: 23% of females were dissatisfied compared to 16% of males.

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 decreases in satisfaction since 2019 for those who were able to give an opinion, with the biggest decrease being seen regarding support for frail or older people (decreased from 87% in 2019 to 32% in 2021) and regarding hospital A&E (decreased from 95% in 2019 to 39% in 2021). Furthermore, satisfaction with police has decreased from 94% in 2019 to 41% in 2021 and satisfaction with Council house repairs has decreased from 90% in 2019 to 34% in 2021.

Figure 75: Satisfaction with public services excluding and including don't know for 2019 vs. 2021

	Very/ fairly satisfied		Don't Knows		Very/ fairly satisfied excluding Don't Knows		2021 – 2019
	2019	2021	2019	2021	2019	2021	
Council services							
Council house repairs	26%	12%	71%	65%	90%	34%	-56%
Children's play areas	49%	38%	45%	27%	89%	52%	-37%
Libraries	55%	50%	41%	23%	93%	64%	-29%
Parks, gardens and open spaces	90%	67%	8%	5%	98%	71%	-27%
Local Schools	61%	40%	34%	32%	92%	58%	-34%
Support for frail/ older people	39%	18%	55%	44%	87%	32%	-55%
Waste and Recycling services	89%	60%	6%	1%	94%	60%	-34%
Roads maintenance	63%	26%	8%	2%	69%	26%	-43%
Street cleaning	81%	44%	6%	2%	86%	45%	-41%
Non-Council Services							
Swimming pools/ sports centres	70%	54%	26%	15%	94%	63%	-31%
Local bus services	60%	54%	24%	10%	79%	60%	-19%
GP services	84%	37%	4%	2%	87%	38%	-49%
Dental services	90%	46%	7%	13%	96%	52%	-44%
Hospital outpatients	70%	44%	26%	18%	95%	54%	-41%
Hospital A&E	68%	29%	29%	24%	95%	39%	-56%
Fire service	65%	49%	33%	26%	97%	66%	-31%
Police	64%	35%	32%	16%	94%	41%	-53%

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 (86%), pharmacy (83%), optometry/ opticians services (79%) and libraries (78%). On the other hand, satisfaction levels were lowest regarding roads maintenance (27%), support for frail or older people to allow them to remain their own home (35%) and the police service (39%).

Figure 76: Overall satisfaction/ dissatisfaction with public services (excluding don't knows) for service users only

	% very/ fairly satisfied	% neither/ nor	% very/ fairly dissatisfied
Council house repair service	54%	6%	40%
Children's play areas	58%	15%	26%
Libraries	78%	10%	12%
Swimming pools/sport centres	70%	11%	19%
Parks, gardens and open spaces	74%	13%	12%
Local bus services	66%	11%	23%
Local schools	64%	17%	18%
Support for frail / older people to allow them to remain in their own home	35%	16%	49%
Waste & recycling services	61%	9%	30%
Roads maintenance	27%	15%	58%
Street cleaning	47%	18%	35%
GP services	40%	9%	51%
Dental services	61%	15%	24%
Hospital outpatients services	61%	13%	26%
Hospital A&E services	46%	15%	40%
Pharmacy services	83%	9%	8%
Optometry/ opticians services	79%	12%	9%
Police	39%	18%	43%
Fire service	86%	8%	7%

8. LOCAL PRIORITIES AND RECOVERY FROM COVID

8.1. Current feelings about the COVID pandemic (Q16)

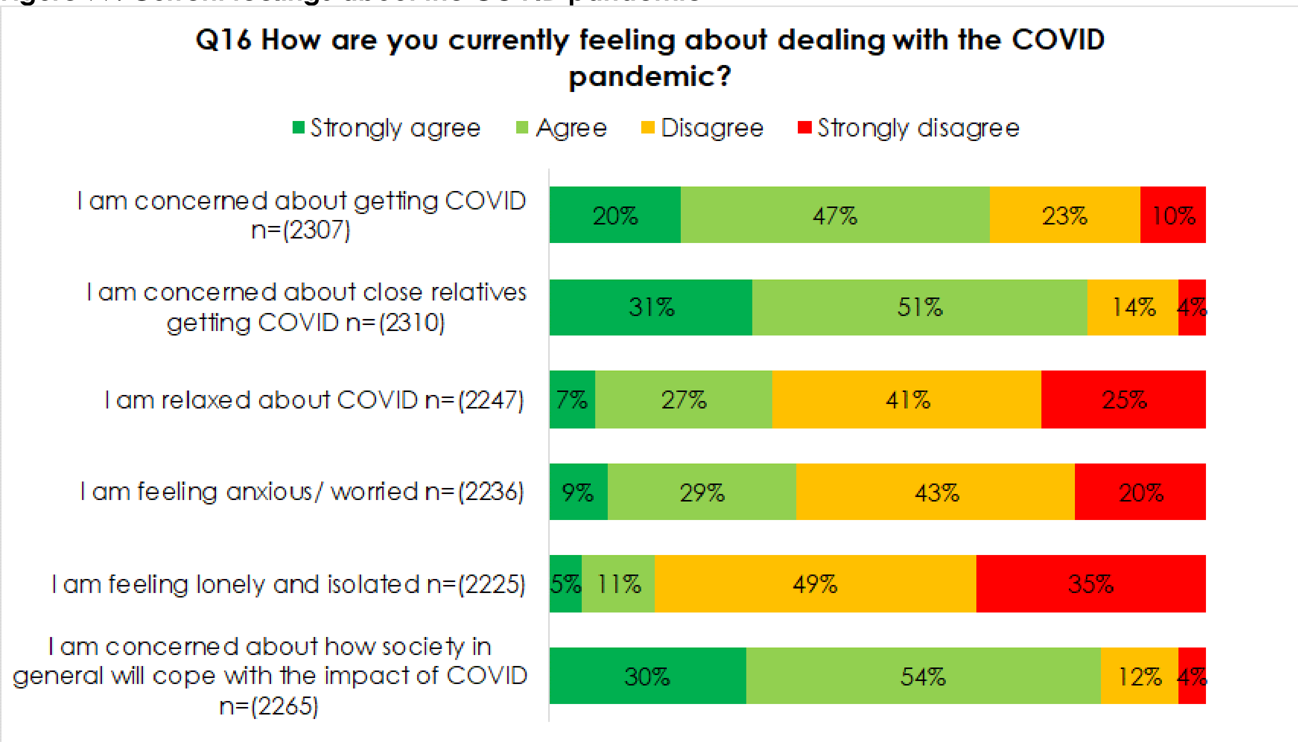
New questions were included in the 2021 Residents Survey on the topic of the COVID pandemic. Firstly, respondents were asked to what extent they agreed or disagreed with various statements about how they are dealing with the pandemic. Statements respondents were most likely to agree with were:

- → I am concerned about how society in general will cope with the impact of COVID (84%)
- → I am concerned about close relatives getting COVID (82%)
- → I am concerned about getting COVID (67%).

On the other hand, the majority of respondents disagreed with the following statements:

- → I am feeling lonely and isolated (84%)
- → I am relaxed about COVID (66%)
- → I am feeling anxious/ worried (63%)

Figure 77: Current feelings about the COVID pandemic



Analysis by ward reveals that the results vary most significantly by area in terms of the following statements:

- **I am feeling anxious/ worried**: 43% of respondents living in Tranent, Wallyford and Macmerry agreed and 41% of respondents living in Preston, Seton and Gosford compared to 31% of respondents living in Haddington and Lammermuir.
- **I am concerned about close relatives getting COVID**: 87% of respondents living in Dunbar and East Linton agreed compared to 78% of respondents living in Haddington and Lammermuir.
- **I am relaxed about COVID**: 39% of respondents living in Haddington and Lammermuir agreed compared to 30% of respondents living in north Berwick Coastal and 31% of respondents living in Preston, Seton and Gosford.

Figure 78: Current feelings about the COVID pandemic analysed by Multimember ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
		372	439	431	404	335	326
I am concerned about getting COVID	% agree	70%	66%	67%	70%	64%	63%
	% disagree	30%	34%	33%	30%	36%	37%
I am concerned about close relatives getting COVID	% agree	87%	78%	80%	82%	83%	84%
	% disagree	13%	22%	20%	18%	17%	16%
I am relaxed about COVID	% agree	33%	39%	30%	33%	31%	37%
	% disagree	67%	61%	70%	67%	69%	63%
I am feeling anxious/ worried	% agree	34%	31%	35%	38%	41%	43%
	% disagree	66%	69%	65%	62%	59%	57%
I am feeling lonely and isolated	% agree	13%	19%	11%	19%	12%	19%
	% disagree	87%	81%	89%	81%	88%	81%
I am concerned about how society in general will cope with the impact of COVID	% agree	87%	82%	81%	85%	82%	85%
	% disagree	13%	18%	19%	15%	18%	15%

Analysis by SIMD reveals that those living in the most deprived areas were less likely to agree that they are **feeling relaxed about COVID** (26%) than those who lived in less deprived areas (35%) and they were more likely to agree that they are **feeling anxious or worried** (45%) than respondents living in less deprived areas (37%).

Figure 79: Current feelings about the COVID pandemic analysed by SIMD

		Most deprived 20%	Other areas
		107-119	2117-2194
I am concerned about getting COVID	% agree	67%	66%
	% disagree	33%	34%
I am concerned about close relatives getting COVID	% agree	82%	82%
	% disagree	18%	18%
I am relaxed about COVID	% agree	26%	35%
	% disagree	74%	65%
I am feeling anxious/ worried	% agree	45%	37%
	% disagree	55%	63%
I am feeling lonely and isolated	% agree	18%	16%
	% disagree	82%	84%
I am concerned about how society in general will cope with the impact of COVID	% agree	90%	83%
	% disagree	10%	17%

Analysis by age varies most significantly in terms of the following statements:

- 78% of respondents aged 65 and over agreed they were **concerned about getting COVID**. The level of agreement decreases with age to 68% for those aged 35-64 and down to 52% for those aged 16-34.
- Younger respondents were more likely to agree they are **feeling lonely and isolated** (25%) than those aged 35-64 (12%) or aged 65 and over (14%).

Figure 80: Current feelings about the COVID pandemic analysed by Age

		16-34	35-64	65+
		122-126	1171-1197	930-994
I am concerned about getting COVID	% agree	52%	68%	78%
	% disagree	48%	32%	22%
I am concerned about close relatives getting COVID	% agree	79%	82%	85%
	% disagree	21%	18%	15%
I am relaxed about COVID	% agree	40%	32%	32%
	% disagree	60%	68%	68%
I am feeling anxious/ worried	% agree	42%	35%	37%
	% disagree	58%	65%	63%
I am feeling lonely and isolated	% agree	25%	12%	14%
	% disagree	75%	88%	86%
I am concerned about how society in general will cope with the impact of COVID	% agree	85%	83%	83%
	% disagree	15%	17%	17%

The table below shows that males were more likely to agree they are **relaxed about COVID** (40%) than females (30%). They were also less likely to agree they were **feeling anxious or worried** (60%) than females (70%).

Figure 81: Current feelings about the COVID pandemic analysed by Gender

		Male	Female
		955-989	1233-1290
I am concerned about getting COVID	% agree	64%	68%
	% disagree	36%	32%
I am concerned about close relatives getting COVID	% agree	80%	83%
	% disagree	20%	17%
I am relaxed about COVID	% agree	40%	30%
	% disagree	60%	70%
I am feeling anxious/ worried	% agree	31%	41%
	% disagree	69%	59%
I am feeling lonely and isolated	% agree	15%	15%
	% disagree	85%	85%
I am concerned about how society in general will cope with the impact of COVID	% agree	81%	85%
	% disagree	19%	15%

8.2. Priorities for recovery after the COVID pandemic (Q17)

Respondents were asked to select from a list of actions, what they believe should be the top 3 priorities for recovery after the COVID pandemic. The top priority for respondents was to support business, employment and grow the economy with over half of respondents selecting this as a top, second or third priority (52%). This was followed by reducing inequality and poverty (39%), tackling climate change (35%) and helping our children and young people achieve their educations and attainment aims (33%).

Figure 82: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list

	Top priority	2nd priority	3rd priority	Overall priority
Base	**2350**	**2265**	**2120**	**2367**
Support Business, Employment and Grow the Economy	28%	14%	12%	52%
Reduce inequality and poverty	16%	13%	11%	39%
Tackle climate change	13%	11%	13%	35%
Help our children and young people achieve their educational and attainment aims	13%	13%	8%	33%
Reduce health inequalities and support people to live healthier, more active and independent lives	6%	12%	11%	28%
Tackle social exclusion, isolation and loneliness	7%	10%	12%	27%
Support children's wellbeing and mental health	7%	11%	10%	26%
Maintain and develop resilient and sustainable services	6%	8%	10%	22%
Maintain and develop resilient supportive, and inclusive communities	3%	5%	8%	15%
Ensure everyone has access to the internet	1%	2%	5%	8%
Other	1%	0%	1%	1%

"Supporting business, employment and growing the economy" was the most common response for respondents' top priority across all areas. In Dunbar and East Linton, North Berwick Coastal and Musselburgh "**reducing inequality and poverty and tackling climate change"** were the 2nd and 3rd most common response. However, in Haddington and Lammermuir, Preston, Seton and Gosford and Tranent, Wallyford and Macmerry "**helping children and young people achieve educational and attainment aims"** was more important than tackling climate change.

Figure 83: Priorities for recovery after the COVID pandemic analysed by Multimember ward (% top priority)

Respondents	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted	**380**	**446**	**440**	**409**	**345**	**330**
Support Business, Employment and Grow the Economy	29%	22%	32%	29%	27%	32%
Reduce inequality and poverty	16%	15%	15%	18%	19%	13%
Tackle social exclusion, isolation and loneliness	5%	9%	9%	8%	4%	6%
Tackle climate change	14%	14%	17%	14%	13%	10%
Help our children and young people achieve their educational and attainment aims	13%	15%	12%	10%	15%	13%
Reduce health inequalities and support people to live healthier, more active and independent lives	5%	5%	7%	6%	5%	10%
Ensure everyone has access to the internet	-	3%	0%	0%	1%	0%
Maintain and develop resilient supportive, and inclusive communities	5%	5%	1%	1%	2%	2%
Support children's wellbeing and mental health	9%	8%	3%	8%	6%	6%
Maintain and develop resilient and sustainable services	5%	5%	3%	3%	7%	8%
Other	0%	1%	0%	1%	0%	0%

Analysis by SIMD reveals that those living in more deprived areas were more likely to have selected **"supporting children's wellbeing and mental health"** as a top priority (14%) than respondents living in other areas (6%). Furthermore, those living in deprived areas were also more likely to have selected **"maintaining and developing resilient and sustainable services"** as a top priority (11%) than respondents who lived elsewhere (5%).

Figure 84: Priorities for recovery after the COVID pandemic analysed by SIMD (% top priority)		
Respondents	**Most deprived 20%**	**Other areas**
Unweighted	**121**	**2229**
Support Business, Employment and Grow the Economy	29%	28%
Reduce inequality and poverty	11%	16%
Tackle social exclusion, isolation and loneliness	5%	7%
Tackle climate change	11%	14%
Help our children and young people achieve their educational and attainment aims	12%	13%
Reduce health inequalities and support people to live healthier, more active and independent lives	3%	7%
Ensure everyone has access to the internet	-	1%
Maintain and develop resilient supportive, and inclusive communities	4%	3%
Support children's wellbeing and mental health	14%	6%
Maintain and develop resilient and sustainable services	11%	5%
Other	-	1%

"Helping children and young people achieve their educational and attainment aims" was more likely to be a priority for those aged 35-64 (16%) than respondents aged 16-34 (5%). Analysis by gender was not significantly different for males vs females with the exception of **"support children's wellbeing and mental health"** with females more likely to select this as a top priority (9%) than males (3%).

Figure 85: Priorities for recovery after the COVID pandemic analysed by Age (% top priority)			
Respondents	**16-34**	**35-64**	**65+**
Unweighted	**125**	**1207**	**1018**
Support Business, Employment and Grow the Economy	27%	27%	31%
Reduce inequality and poverty	19%	14%	17%
Tackle social exclusion, isolation and loneliness	7%	7%	7%
Tackle climate change	15%	12%	14%
Help our children and young people achieve their educational and attainment aims	5%	16%	14%
Reduce health inequalities and support people to live healthier, more active and independent lives	5%	7%	6%
Ensure everyone has access to the internet	1%	1%	0%
Maintain and develop resilient supportive, and inclusive communities	4%	2%	3%
Support children's wellbeing and mental health	10%	7%	3%
Maintain and develop resilient and sustainable services	6%	6%	5%
Other	1%	1%	0%

8.3. Making savings in the Council's budget (Q18)

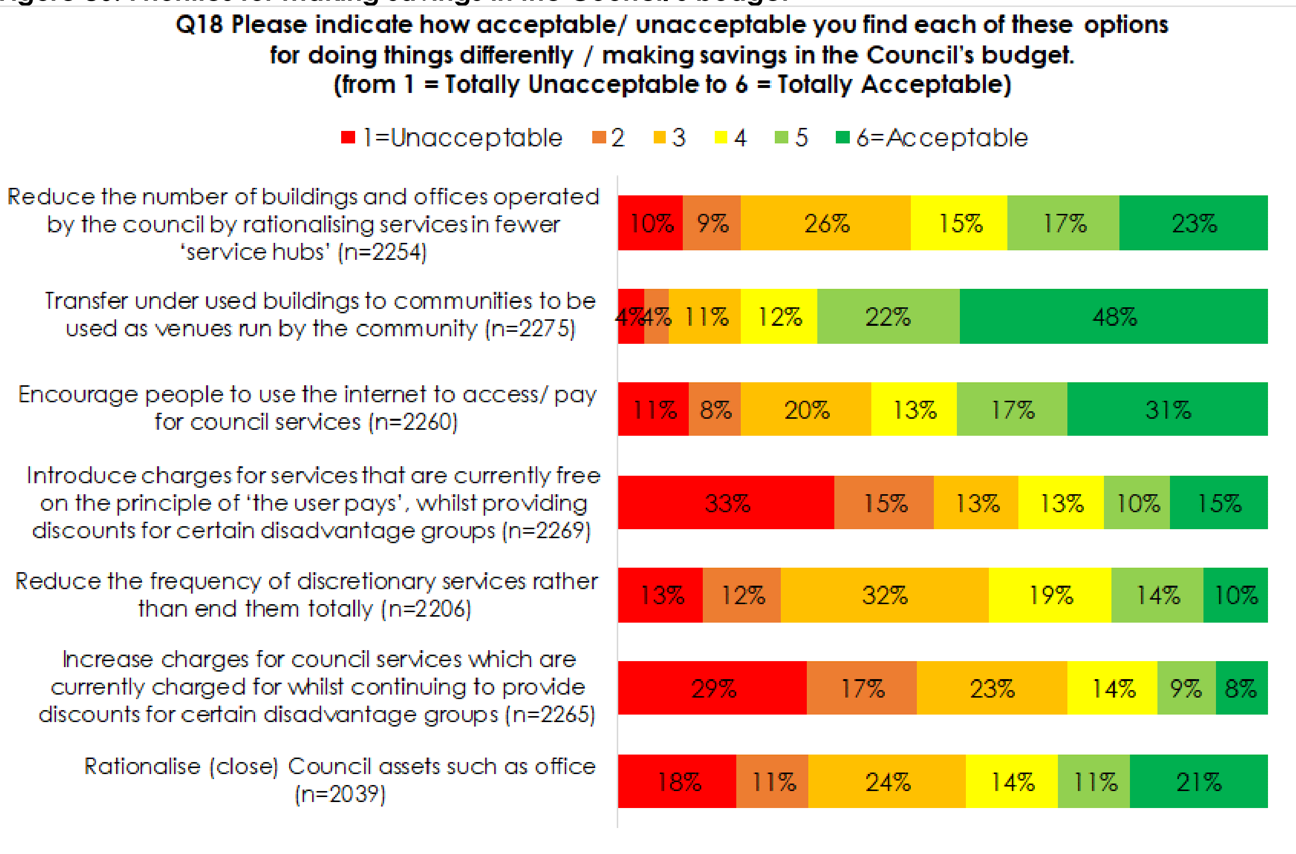
Respondents were asked how acceptable they believed various options for doing things differently or making savings would be on a scale of 1 to 6, where 1 was inacceptable to 6 was acceptable. Most highly rated as being acceptable were:

- → **Transfer under used buildings to communities to be used as venues run by the community** (48% giving a rating of 6 – acceptable)
- → **Encourage people to use the internet to access/ pay for council services** (31%)
- → **Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'** (23%)

On the other hand, options which had the highest proportions stating they were unacceptable were:

- → **Introduce charges for services that are currently free on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups** (33% giving a rating 1 – unacceptable).
- → **Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups** (29%).

Figure 86: Priorities for making savings in the Council's budget



Analysis of the proportion of respondents rating each of these options as "6- acceptable" by ward reveals that the biggest differences can be seen regarding the following options:

- **Transfer under used buildings to communities to be used as venues run by the community:** Over half of Musselburgh respondents (55%) said this was acceptable compared to 42% of respondents living in Haddington and Lammermuir.
- **Rationalise (close) Council assets such as office**: 28% of Dunbar and East Linton said this was acceptable compared to 16% of respondents living in Musselburgh.
- **Introduce charges for services that are currently free (e.g. bulky waste collection) on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups:** 22% of North Berwick Coastal respondents said this was acceptable compared to 11% of Haddington and Lammermuir respondents.

Figure 87: Opinions on options for doing things differently/ making savings in the Council's budget analysed by Multimember ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
		333-371	365-430	402-431	371-402	282-318	286-318
Rationalise (close) Council assets such as office	1=Unacceptable	15%	14%	14%	23%	14%	25%
	6=Acceptable	28%	23%	19%	16%	18%	25%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Unacceptable	27%	29%	21%	30%	30%	36%
	6=Acceptable	10%	6%	10%	10%	6%	7%
Reduce the frequency of discretionary services rather than end them totally	1=Unacceptable	12%	10%	9%	13%	16%	18%
	6=Acceptable	9%	7%	11%	15%	9%	10%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Unacceptable	31%	31%	27%	37%	32%	40%
	6=Acceptable	15%	11%	22%	14%	16%	14%
Encourage people to use the internet to access/ pay for council services	1=Unacceptable	8%	7%	12%	13%	11%	14%
	6=Acceptable	35%	27%	31%	33%	29%	33%
Transfer under used buildings to communities to be used as venues run by the community	1=Unacceptable	4%	4%	3%	2%	4%	6%
	6=Acceptable	50%	42%	46%	55%	46%	49%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Unacceptable	10%	9%	11%	10%	9%	12%
	6=Acceptable	26%	24%	23%	19%	21%	23%

Analysis by deprivation level reveals:

- **Introduce charges for services that are currently free (e.g. bulky waste collection) on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups:** More likely to be acceptable for those who do not live in deprived areas (15%) than those living in most deprived areas (8%).
- **Encourage people to use the internet to access/ pay for council services:** this was acceptable for 25% of respondents living in most deprived areas compared to 32% of respondents living in other areas.

Figure 88: Opinions on options for doing things differently/ making savings in the Council's budget analysed by SIMD

		Most deprived 20%	Outside most deprived 20%
		111-116	1928-2159
Rationalise (close) Council assets such as office	1=Unacceptable	30%	17%
	6=Acceptable	16%	22%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Unacceptable	31%	29%
	6=Acceptable	14%	8%
Reduce the frequency of discretionary services rather than end them totally	1=Unacceptable	17%	13%
	6=Acceptable	12%	10%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Unacceptable	47%	33%
	6=Acceptable	8%	15%
Encourage people to use the internet to access/ pay for council services	1=Unacceptable	13%	11%
	6=Acceptable	25%	32%
Transfer under used buildings to communities to be used as venues run by the community	1=Unacceptable	7%	4%
	6=Acceptable	52%	48%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Unacceptable	12%	10%
	6=Acceptable	17%	23%

Analysis by age reveals:

- **Encourage people to use the internet to access/ pay for council services:** This was twice as likely to be acceptable for younger respondents (44%) than those aged 65 and over (22%).
- **Transfer under used buildings to communities to be used as venues run by the community:** This was more acceptable for those aged 16-34)56%) and least acceptable for respondents aged 65 and over (43%).
- **Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs':** this was more acceptable for respondents aged 36-64 (25%) and aged 65 and over (26%) than those aged 16-34 (14%).

Figure 89: Opinions on options for doing things differently/ making savings in the Council's budget analysed by Age

		16-34	35-64	65+
		98-123	1038-1200	903-958
Rationalise (close) Council assets such as office	1=Unacceptable	15%	16%	25%
	6=Acceptable	24%	23%	16%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Unacceptable	30%	30%	28%
	6=Acceptable	9%	7%	9%
Reduce the frequency of discretionary services rather than end them totally	1=Unacceptable	8%	14%	16%
	6=Acceptable	10%	9%	14%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Unacceptable	30%	33%	37%
	6=Acceptable	17%	14%	15%
Encourage people to use the internet to access/ pay for council services	1=Unacceptable	4%	10%	20%
	6=Acceptable	44%	29%	22%
Transfer under used buildings to communities to be used as venues run by the community	1=Unacceptable	1%	4%	6%
	6=Acceptable	56%	47%	43%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Unacceptable	13%	8%	13%
	6=Acceptable	14%	25%	26%

The results to this question generally do not vary significantly by gender. However, more females said it would be acceptable to transfer under used buildings to communities to be used as venues run by the community (51%) than males (45%).

Figure 90: Opinions on options for doing things differently/ making savings in the Council's budget analysed by Gender

		Male	Female
		900-983	903-958
Rationalise (close) Council assets such as office	1=Unacceptable	19%	17%
	6=Acceptable	22%	21%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Unacceptable	27%	30%
	6=Acceptable	10%	7%
Reduce the frequency of discretionary services rather than end them totally	1=Unacceptable	15%	12%
	6=Acceptable	10%	10%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Unacceptable	33%	33%
	6=Acceptable	16%	15%
Encourage people to use the internet to access/ pay for council services	1=Unacceptable	11%	11%
	6=Acceptable	33%	31%
Transfer under used buildings to communities to be used as venues run by the community	1=Unacceptable	5%	3%
	6=Acceptable	45%	51%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Unacceptable	11%	10%
	6=Acceptable	22%	23%

8.4. Climate change actions (Q19)

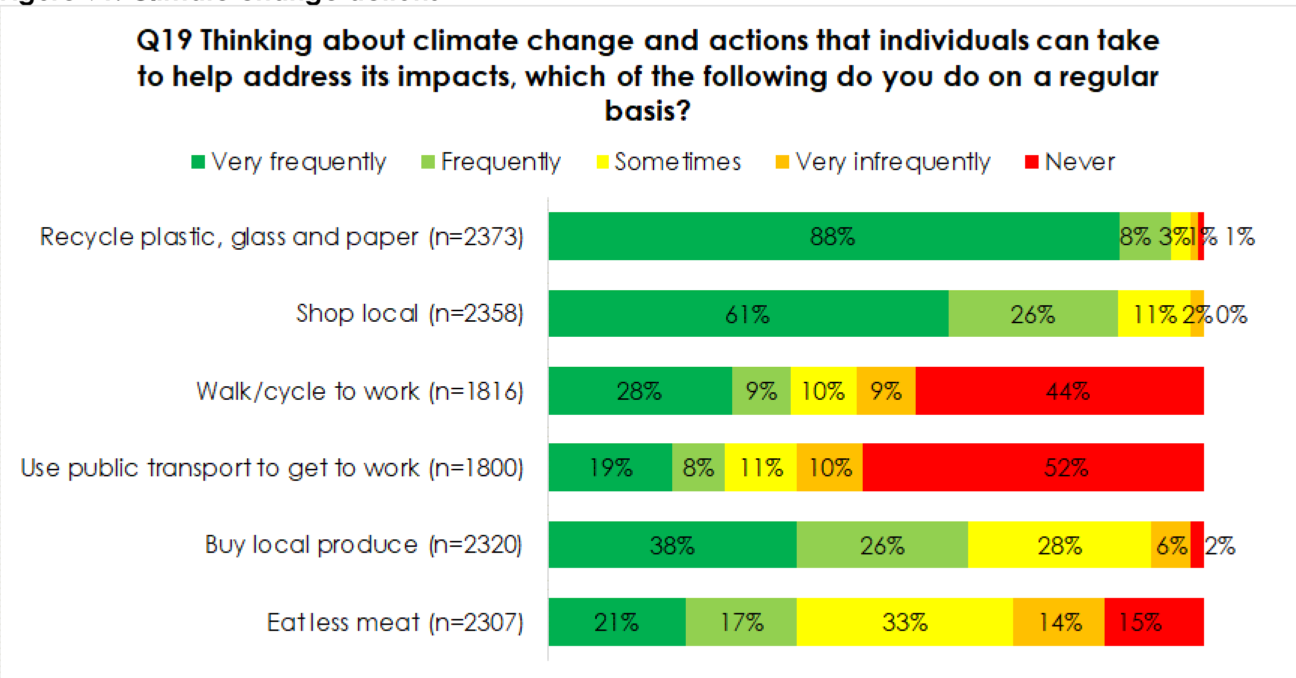
In terms of climate change actions, activities that respondents are most likely to do very or fairly frequently were:

- → Recycling plastic, glass and paper (96%)
- → Shop local (87%)
- → Buy local produce (64%).

On the other hand, climate change actions which respondents are least likely to do frequently were:

- → Using public transport to go to work (27%)
- → Eating less meat (38%)
- → Walking/ cycling more (38%).

Figure 91: Climate change actions



The largest differences in climate change actions when analysed by multimember ward can be seen regarding the following:

- **Walk/cycle to work:** North Berwick Coastal respondents were most likely to do this frequently (45%) and Preston, Seton and Gosford respondents were least likely (28%).
- **Use public transport to get to work:** Those who lived in Musselburgh (39%) were most likely to do this on a frequent basis (39%), while those who lived in Haddington and Lammermuir were least likely (21%).
- **Buy local produce:** North Berwick Coastal respondents were most likely to do this frequently (78%) and Musselburgh (58%) and Preston, Seton and Gosford respondents (57%) were least likely.
- **Eat less meat:** North Berwick Coastal respondents were most likely to do this frequently (48%) and Tranent, Wallyford and Macmerry respondents (32%) and Preston, Seton and Gosford respondents (32%) were least likely.

Figure 92: Climate change actions analysed by Multimember ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
		310-384	336-446	299-443	318-419	264-346	272-335
Recycle plastic, glass and paper	Very frequently/ frequently	95%	97%	98%	96%	93%	95%
	Sometimes/ very infrequently	2%	3%	2%	4%	5%	3%
	Never	2%	0%	1%	1%	2%	2%
Shop local	Very frequently/ frequently	88%	86%	93%	86%	84%	86%
	Sometimes/ very infrequently	12%	14%	7%	14%	16%	14%
	Never	-	0%	1%	0%	-	0%
Walk/cycle to work	Very frequently/ frequently	41%	41%	45%	41%	28%	33%
	Sometimes/ very infrequently	17%	15%	17%	22%	21%	19%
	Never	42%	44%	39%	38%	51%	48%
Use public transport to get to work	Very frequently/ frequently	25%	21%	26%	39%	24%	26%
	Sometimes/ very infrequently	19%	14%	17%	24%	25%	23%
	Never	57%	65%	57%	37%	52%	51%
Buy local produce	Very frequently/ frequently	70%	61%	78%	58%	57%	64%
	Sometimes/ very infrequently	29%	38%	21%	39%	42%	33%
	Never	1%	1%	1%	2%	1%	3%
Eat less meat	Very frequently/ frequently	38%	40%	48%	41%	32%	32%
	Sometimes/ very infrequently	46%	46%	39%	47%	51%	50%
	Never	17%	13%	13%	12%	16%	18%

Respondents living in the most deprived areas were less likely to take these climate change actions on a frequent basis than respondents who lived in other areas. The largest difference could be seen regarding eating less meat with just 25% of respondents in the most deprived areas saying they do this frequently compared to 39% of respondents who lived elsewhere.

Figure 93: Climate change actions analysed by SIMD

		Most deprived 20%	Other areas
		n=(99-125)	n=(1701-2248)
Recycle plastic, glass and paper	Very frequently/ frequently	92%	96%
	Sometimes/ very infrequently	5%	3%
	Never	3%	1%
Shop local	Very frequently/ frequently	80%	87%
	Sometimes/ very infrequently	19%	13%
	Never	0%	0%
Walk/cycle to work	Very frequently/ frequently	34%	38%
	Sometimes/ very infrequently	27%	18%
	Never	39%	44%
Use public transport to get to work	Very frequently/ frequently	26%	27%
	Sometimes/ very infrequently	28%	20%
	Never	46%	53%
Buy local produce	Very frequently/ frequently	56%	64%
	Sometimes/ very infrequently	39%	34%
	Never	5%	1%
Eat less meat	Very frequently/ frequently	25%	39%
	Sometimes/ very infrequently	54%	47%
	Never	22%	15%

Analysis by age reveals that younger respondents aged 16-34 were least likely to undertake climate change actions on a frequent basis with the exception of using public transport to go to work where they were most likely to do this on a frequent basis (30%). Males are not any more or less likely to frequently undertake these actions than females, with the exception of eating less meat with females more likely to do this frequently (42%) than males (33%).

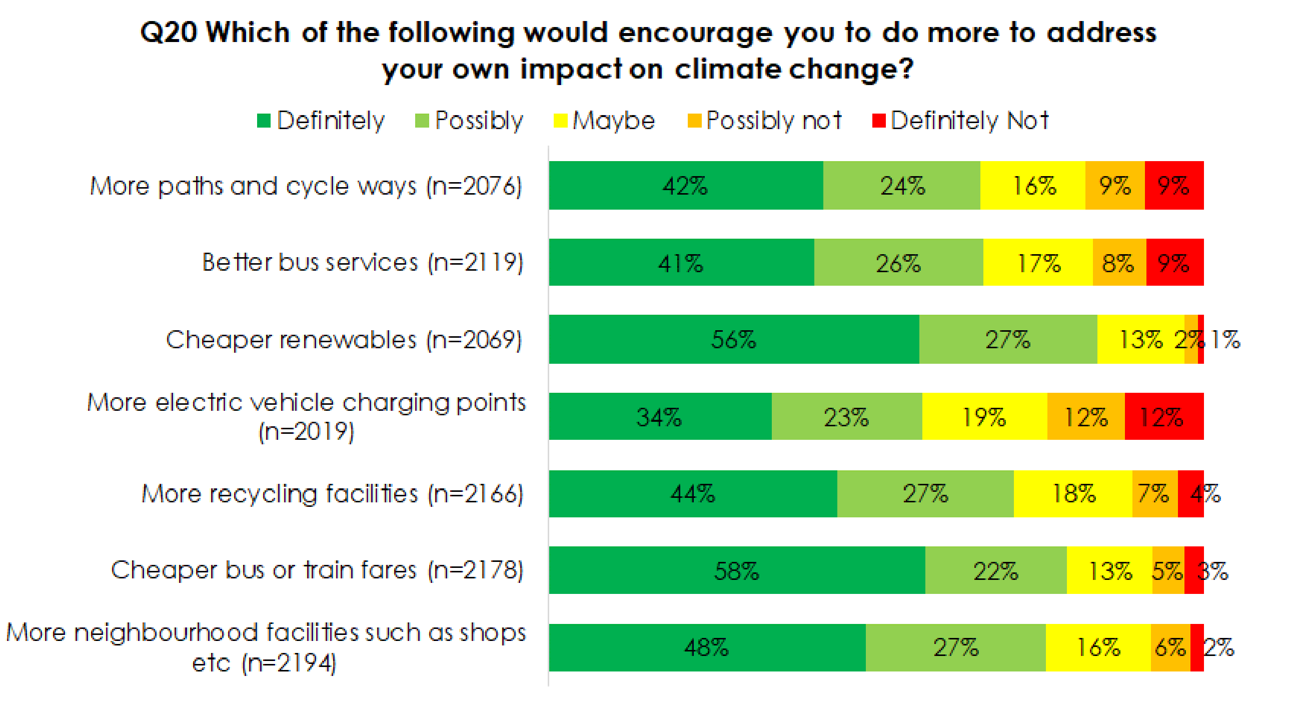
Figure 94: Climate change actions analysed by age

		16-34	35-64	65+
		121-125	1061-1219	616-1029
Recycle plastic, glass and paper	Very frequently/ frequently	93%	96%	97%
	Sometimes/ very infrequently	4%	3%	3%
	Never	3%	1%	1%
Shop local	Very frequently/ frequently	75%	90%	91%
	Sometimes/ very infrequently	25%	9%	9%
	Never	-	0%	1%
Walk/cycle to work	Very frequently/ frequently	31%	41%	38%
	Sometimes/ very infrequently	27%	16%	12%
	Never	41%	43%	50%
Use public transport to get to work	Very frequently/ frequently	30%	27%	23%
	Sometimes/ very infrequently	16%	24%	18%
	Never	54%	49%	59%
Buy local produce	Very frequently/ frequently	45%	67%	76%
	Sometimes/ very infrequently	52%	31%	23%
	Never	2%	2%	1%
Eat less meat	Very frequently/ frequently	36%	38%	40%
	Sometimes/ very infrequently	39%	50%	49%
	Never	25%	12%	11%

8.5. Actions to improve individual impact on climate change (Q20)

Following on from this, respondents were asked what actions would encourage them to do more to address their own impact on climate change. Over half of respondents said cheaper renewables (56%) and cheaper bus or train fares (58%) would definitely encourage them to address their own impact on climate change. On the other hand, only 34% said that more electric vehicle charging points would definitely encourage them to address their own impact on climate change.

Figure 95: Climate change actions to improve individual impact on climate change



Analysis by multimember ward varies most significantly in terms of:

- **More neighbourhood facilities such as shops etc**: 56% of respondents living in Tranent, Wallyford and Macmerry said this would definitely improve their individual impact on climate change compared to 36% of respondents living in North Berwick Coastal.
- **Cheaper bus or train fares**: 65% of respondents living in Dunbar and East Linton and Preston, Seton and Gosford said this would definitely improve their individual impact on climate change compared to 46% of respondents living in Haddington and Lammermuir.
- **More electric vehicle charging points**: 43% of respondents living in North Berwick Coastal said this would definitely improve their individual impact on climate change compared to 29% of respondents living in Tranent, Wallyford and Macmerry.

Figure 96: Actions to improve individual impact on climate change analysed by Multimember ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
		326-360	384-413	376-412	345-384	291-321	288-322
More paths and cycle ways	Definitely	44%	41%	44%	40%	42%	41%
	Definitely Not	8%	12%	11%	8%	9%	7%
Better bus services	Definitely	42%	37%	46%	39%	42%	39%
	Definitely Not	9%	12%	8%	9%	9%	6%
Cheaper renewables	Definitely	55%	59%	54%	60%	57%	51%
	Definitely Not	1%	1%	3%	1%	1%	1%
More electric vehicle charging points	Definitely	33%	32%	43%	36%	31%	29%
	Definitely Not	12%	12%	11%	12%	11%	16%
More recycling facilities	Definitely	42%	41%	40%	49%	45%	44%
	Definitely Not	3%	4%	5%	3%	5%	4%
Cheaper bus or train fares	Definitely	65%	46%	52%	62%	65%	59%
	Definitely Not	2%	4%	2%	2%	1%	3%
More neighbourhood facilities such as shops etc	Definitely	47%	47%	36%	49%	49%	56%
	Definitely Not	2%	2%	3%	2%	2%	2%

In general, respondents living in deprived areas were less likely to say these actions would definitely encourage them to address their own impact on climate change with the exception of more recycling facilities and more neighbourhood facilities.

Figure 97: Actions to improve individual impact on climate change analysed by SIMD

		Most deprived 20%	Other areas
		105-117	1910-2077
More paths and cycle ways	Definitely	37%	42%
	Definitely Not	8%	9%
Better bus services	Definitely	30%	41%
	Definitely Not	3%	9%
Cheaper renewables	Definitely	41%	57%
	Definitely Not	-	1%
More electric vehicle charging points	Definitely	32%	34%
	Definitely Not	20%	12%
More recycling facilities	Definitely	52%	43%
	Definitely Not	5%	4%
Cheaper bus or train fares	Definitely	54%	58%
	Definitely Not	1%	3%
More neighbourhood facilities such as shops etc	Definitely	51%	48%
	Definitely Not	2%	2%

Analysis by age reveals that in general younger respondents aged 16-34 were most likely to say these actions would definitely encourage them to address their own impact on climate change, while older respondents aged 65 and over were least likely.

Figure 98: Actions to improve individual impact on climate change analysed by Age

		16-34	35-64	65+
		117-125	1106-1165	796-906
More paths and cycle ways	Definitely	41%	46%	34%
	Definitely Not	9%	9%	11%
Better bus services	Definitely	43%	40%	40%
	Definitely Not	13%	9%	4%
Cheaper renewables	Definitely	59%	57%	49%
	Definitely Not	1%	2%	1%
More electric vehicle charging points	Definitely	34%	33%	34%
	Definitely Not	20%	10%	10%
More recycling facilities	Definitely	47%	45%	37%
	Definitely Not	4%	4%	4%
Cheaper bus or train fares	Definitely	65%	56%	54%
	Definitely Not	2%	2%	4%
More neighbourhood facilities such as shops etc	Definitely	53%	49%	42%
	Definitely Not	1%	2%	4%

9. TRAVEL AND TRANSPORT

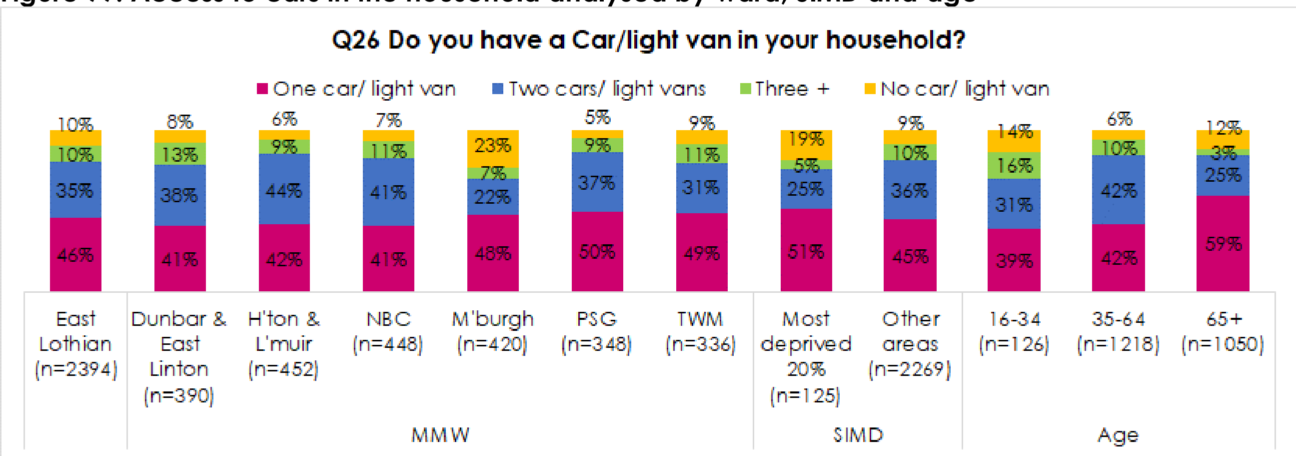
9.1. Access to car/ bicycles/ driving licences in the household (Q26-28)

This final section focuses on travel and transport in East Lothian. Firstly, respondents were asked if they have a car or light van for use in their household. Nine in ten respondents (90%) said they had at least one car or light van in their household, with 35% having access to two or more.

Analysis by area reveals that respondents who live in Musselburgh (77%) were significantly less likely to have a car or light van in their household than respondents living in all other areas (between 91 and 95%). furthermore, those who lived in the most deprived areas were less likely to have a car or light van (81%) than respondents living in all other areas (91%).

Age based analysis reveals that those aged 35-64 were more likely to have a car or van than those aged 16-34 (86%) and those aged 65 and over (88%).

Figure 99: Access to cars in the household analysed by ward, SIMD and age

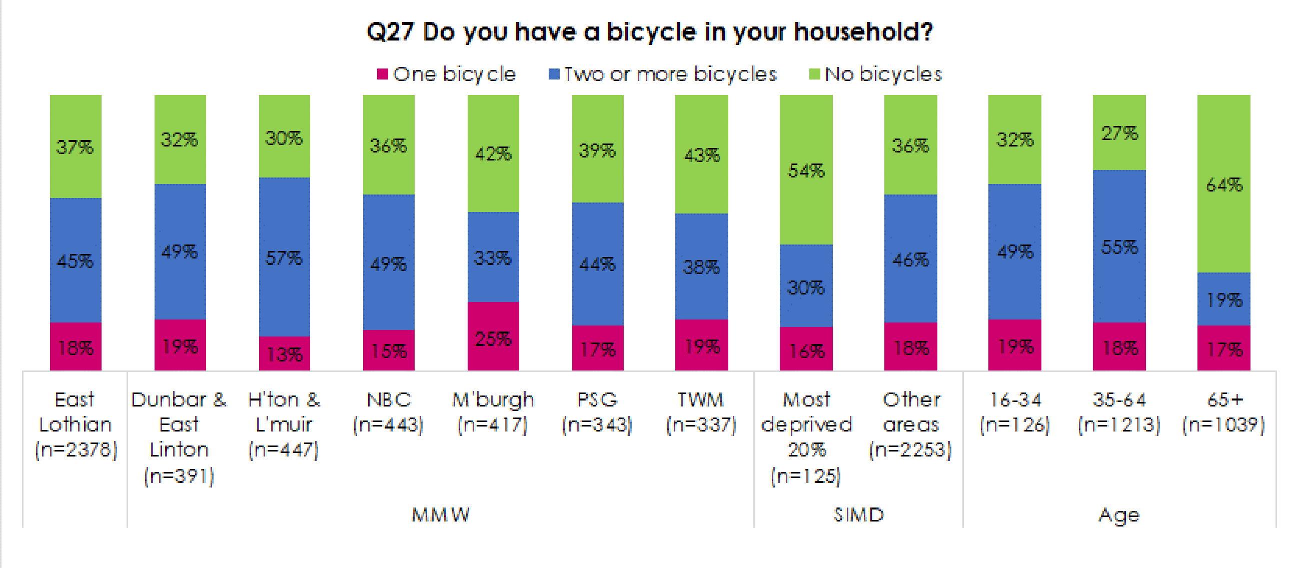


Following on from this, respondents were asked if their household had access to a bicycle. Over 6 in 10 East Lothian respondents (63%) said they had at least one bicycle in their household. Further analysis reveals that respondents living in Musselburgh (58%) and Tranent, Wallyford and Macmerry (57%) were least likely to have a bicycle, while those living in Haddington and Lammermuir were most likely.

Access to a bicycle was lower for those living in the most deprived data zones (46%, compared to 64% of respondents who lived elsewhere).

Respondents aged 65 and over were significantly less likely to have access to a bicycle (36%) than respondents aged 16-34 (68%) and aged 35-64 (68%).

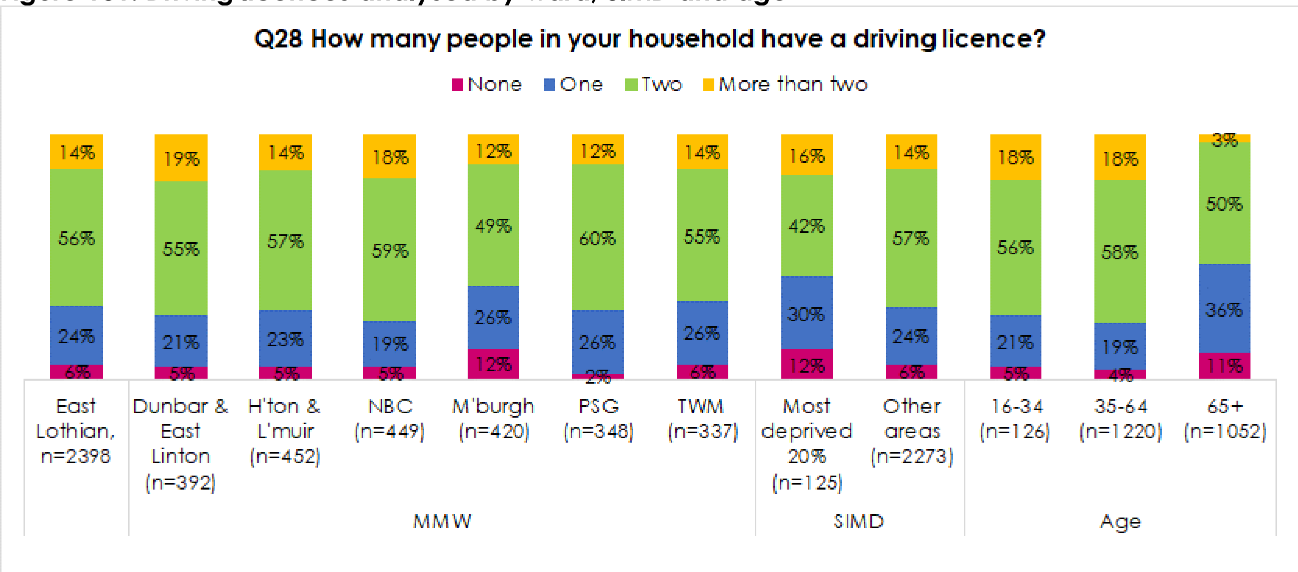
Figure 100: Access to bicycle in the household analysed by ward, SIMD and age



Over half of respondents (56%) said two people in the household had a driving licence, 24% said just one person had a driving licence and 14% said more than 2 people in the household had a driving licence.

Those living in Musselburgh (88%), living in the most deprived areas (88%) and aged 65 and over (89%) were most likely to have said there is no one in their household with a driving licence. On the other hand, respondents living in Preston, Seton and Gosford (98%), living outside the most deprived areas (94%) and aged 16-34 (95%) and aged 35-64 (96%) were most likely to have at least one person in the household with a driving licence.

Figure 101: Driving licences analysed by ward, SIMD and age



9.2. Travel methods (Q29)

Respondents were asked about the travel methods they used for different journeys. Travelling on foot was the most popular choice for travelling to local shops, chemist, public green space, public transport facilities, libraries, primary and secondary schools. On the other hand, travelling by car as a driver was most popular for travelling to shopping centres or supermarkets, to GP surgeries and sports centres.

Q29 Travel methods used for various journey types

	Base	Walk	Bicycle/ eBike	Car driver	Car passenger	Bus	Train	Taxi	N/A
Local shop	2354	65%	3%	28%	2%	0%	-	0%	1%
Shopping centre or supermarket (for main food shop)	2356	10%	1%	75%	8%	3%	-	0%	2%
GP	2316	43%	3%	47%	3%	2%	-	0%	1%
Chemist or pharmacy	2350	55%	3%	37%	2%	1%	-	0%	1%
Publicly accessible green space (e.g. park)	2269	79%	3%	12%	1%	0%	0%	0%	5%
Public transport facility e.g. bus stop, train station	2269	72%	2%	16%	1%	1%	0%	0%	7%
Library	2236	47%	3%	23%	1%	2%	-	0%	24%
Sports Centre	2155	31%	4%	35%	2%	1%	-	0%	27%
Primary School	2079	29%	2%	9%	0%	0%	0%	0%	60%
Secondary School	2070	17%	1%	12%	0%	3%	0%	0%	65%

Analysis by Multimember wards reveals the following variations in travel behaviours:

- **Travelling to local shops:** Those who lived in Musselburgh were most likely to walk to local shops (77%) and Haddington and Lammermuir were least likely (54%). Haddington and Lammermuir respondents (37%) along with Dunbar and East Linton respondents were most likely to travel by car (38%).
- **Travelling to shopping centre or supermarket for main food shop:** Just under 1 in 4 Musselburgh respondents (24%) would walk to shopping centres or supermarkets for their main food shop which is significantly more than all areas (between 4% and 10%).
- **Travelling to GP:** Over half of Dunbar and East Linton would walk to their GP surgery compared to 34% in Tranent, Wallyford and Macmerry respondents who were most likely to travel by car as a driver (53%). Musselburgh respondents were least likely to travel by car as a driver (38%).
- **Travelling to chemists and pharmacies**: Two thirds of Preston, Seton, Gosford respondents walk in this respect compared to 49% of Haddington and Lammermuir respondents, 48% of North Berwick Coastal respondents and 48% of Tranent, Wallyford and Macmerry respondents (48%). Those living in Haddington and Lammermuir were most likely to travel by car as a driver to chemists (44%).
- **Travelling to public transport facilities e.g. bus stop, train station:** Haddington and Lammermuir respondents were least likely to walk to public transport facilities (59%) and Musselburgh residents were most likely to travel on foot (85%). Haddington and

Lammermuir respondents, along with those who lived in North Berwick Coastal were most likely to travel by car as a driver (23% and 22% respectively).

- **Travelling to libraries**: Preston, Seton and Gosford respondents were significantly more likely to walk to libraries (62%) than those who lived in North Berwick Coastal (38%). Preston, Seton and Gosford respondents were least likely to travel by car as a driver (9%), while respondents living in Haddington and Lammermuir were most likely to use this travel method (31%).

Generally, those living in the most deprived areas were less likely to travel by car as a driver in most circumstances than respondents living in all other areas and were more likely to walk. This is most evident for the following journey types:

- **Travelling to chemists or pharmacies**: 69% of respondents living in the most deprived area would walk to chemists or pharmacies compared to 54% of respondents living in all other areas. 23% of respondents living in the most deprived areas would travel by car as a driver compared to 38% of respondents living in all other areas.
- **Travelling to sports centres**: 53% of respondents living in the most deprived area would walk to sports centres compared to 30% of those living in all other areas. 19% of respondents living in the most deprived areas would travel by car as a driver compared to 36% of respondents living in all other areas.

The results broken down by age reveal the following most significant differences:

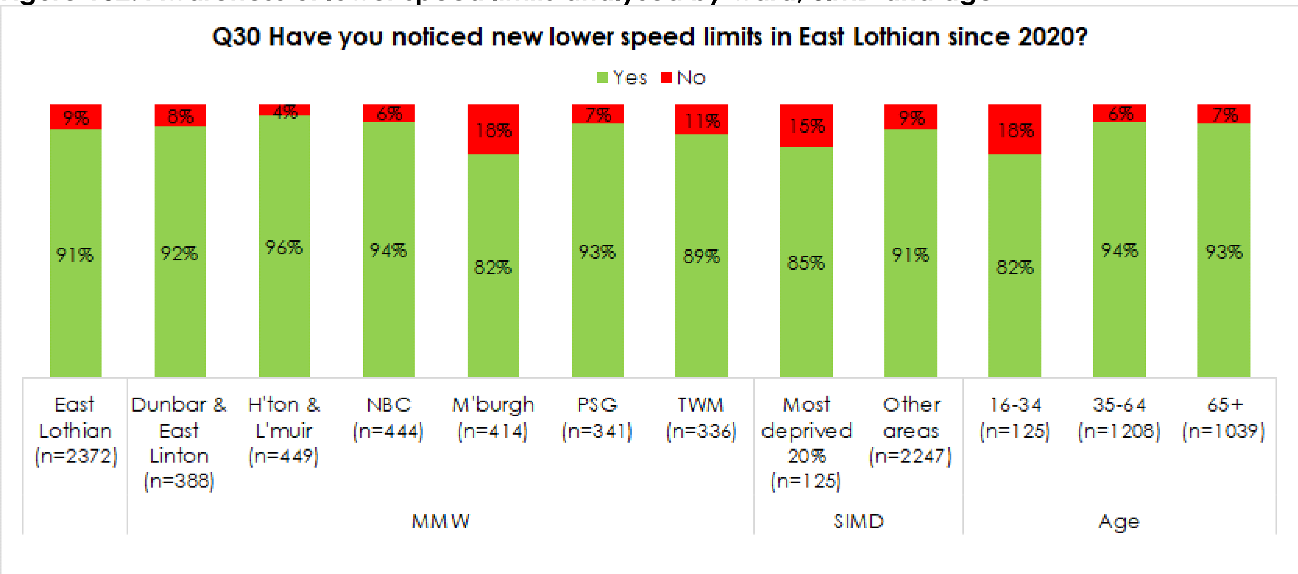
- **Travelling to primary schools, secondary schools and sports centre**s: Perhaps unsurprisingly, older respondents aged 65 and over were significantly most likely to have answered 'not applicable' to these journey types (77% and 82% respectively) and indicating that they do not take these journeys. They were also most likely to have answered 'not applicable' to travelling to sports centres.
- **Travelling to libraries:** On the other hand, those aged 65 and over were more likely to travel to libraries than all other respondents with just 19% saying this journey type was not applicable compared to 28% of respondents aged 16-34. Just under 3 in 10 respondents aged 65 and over would walk to libraries and 23% would travel by car as the driver.
- **Travelling to shopping centres or supermarkets for main food shops**: 8 in 10 respondents aged 35-64 would travel by car as a driver in this respect compared to 73% of respondents aged 75 and over and 66% of respondents aged 16-34.

In general there were no significant differences in these results by gender. Females were marginally more likely to travel to shopping centres or supermarkets as a car passenger (11%) than males (4%). Males were on the other hand more likely to travel to shopping centres or supermarkets as a car driver (79%) than females (73%).

9.3. Lower speed limits (Q30)

Respondents were asked if they were aware or not of the new lower speed limits in East Lothian since 2020. The vast majority (91%) of respondents were aware of this. Awareness levels were highest amongst those living in Haddington and Lammermuir (96%), for those living outside of the most deprived areas (91%), and respondents aged 35-64 (94%) and aged 65 and over (93%). On the other hand, Musselburgh respondents (82%), those living in the most deprived areas (85%) and aged 16-34 (82%) were least aware of the lower speed limits.

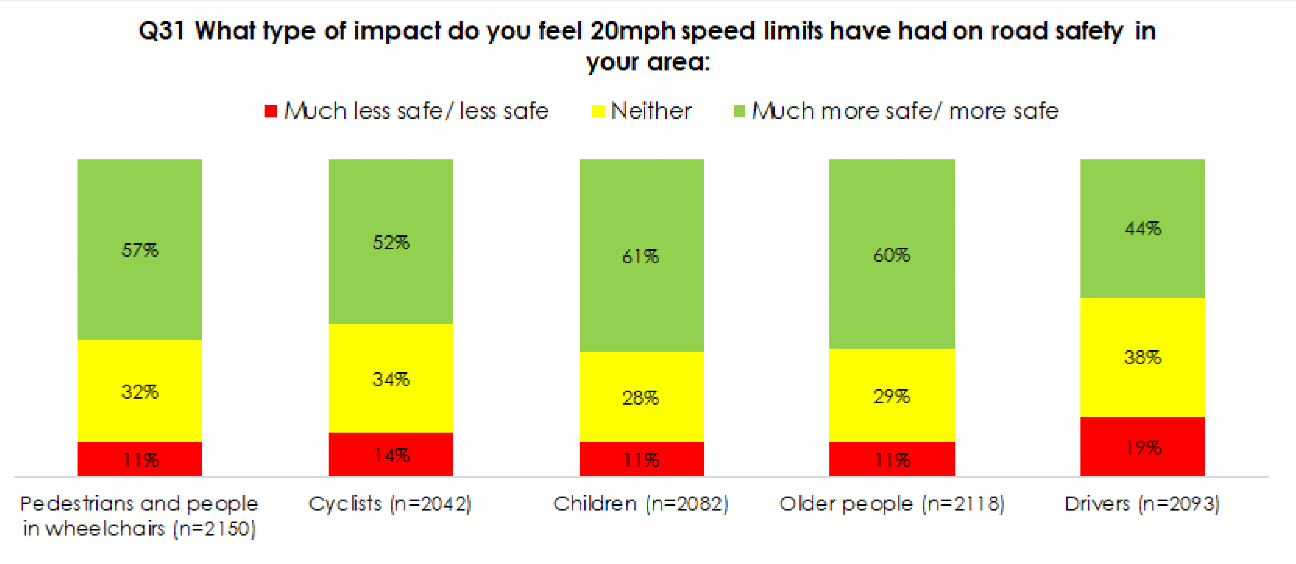
Figure 102: Awareness of lower speed limits analysed by ward, SIMD and age



9.4. Impact of lower speed limits on road safety (Q31)

Following on from this, respondents were asked what they believed to be the impact of the 20mph speed limits on road safety in their area. Over 6 in 10 respondents believed the lower speed limits have made it safer for children (61%) and older people (60%), 57% said it was now safer for pedestrians and people in wheelchairs and 52% said it was now safer for cyclists. Less than half said it was now safer for drivers (44%).

Figure 103: Extent of impact of 20mph speed limits analysed by ward, SIMD and age



The results to this question vary most significantly in terms of the following:

- → **Road safety for drivers**: Those living in North Berwick Coastal were more likely to say it is now safer for drivers (50%) than those who live in Tranent, Wallyford and Macmerry (36%).
- → **Road safety for cyclists**: Dunbar and East Linton respondents (60%) were more likely to say it is now safer for cyclists than respondents living in Tranent, Wallyford and Macmerry (48%).
- → **Road safety for pedestrians/ people in wheelchairs**: Respondents living in North Berwick Coastal (64%) were most likely to say it is safer for pedestrian and people in wheelchairs than in Tranent, Wallyford and Macmerry (52%).
- → **Road safety for children**: 68% Dunbar and East Linton were most likely to say it is now safer for children (68%) and those living in Tranent, Wallyford and Macmerry were least likely (57%).

Respondents who lived in the least deprived areas were less likely to say it is now safer for cyclists (45%) than respondents who lived in other areas (53%).

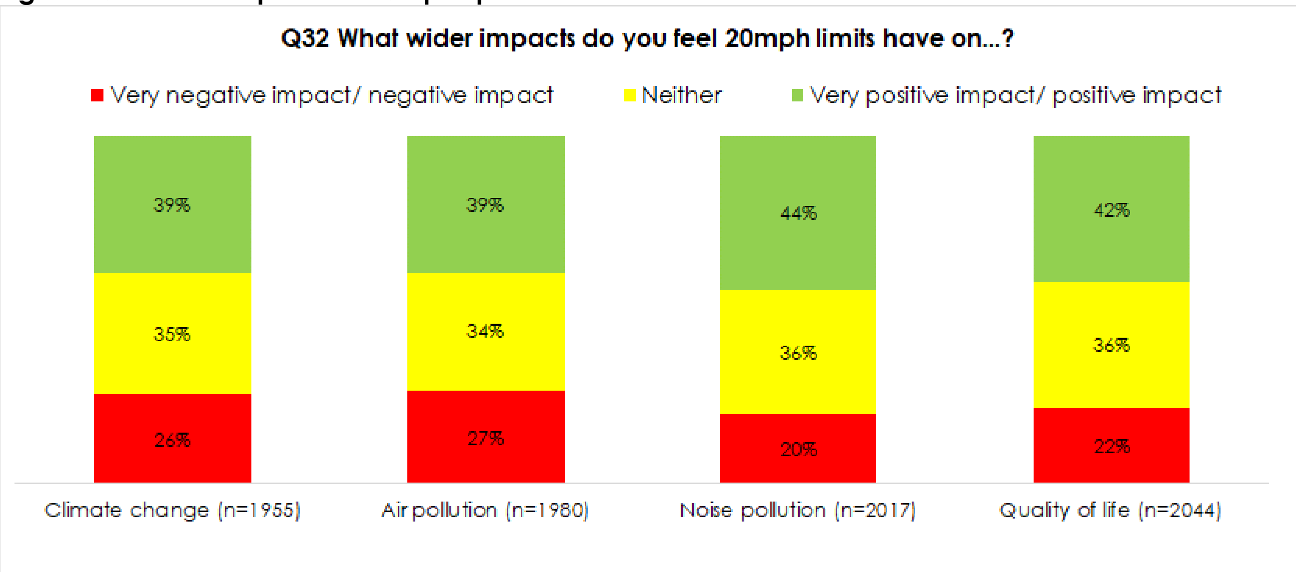
Analysis by age reveals that younger respondents were the least likely to say that the new lower speed limits have made the roads safer. This was most notable in terms of the following:

- **Road safety for drivers:** 66% of respondents aged 65 and over said it is now safer for drivers compared to 54% of respondents aged 16-34.
- **Road safety for older people:** 64% of respondents aged 65 and over said it is now safer for older people compared to 52% of respondents aged 16-34.
- **Road safety for drivers:** 50% of respondents aged 65 and over said it is now safer for drivers compared to 33% of respondents aged 16-34.

9.5. Wider impacts of 20mph limits (Q32)

In terms of the wider impacts of 20mph speed limits, over 4 in 10 respondents said they have a very positive or positive impact on noise pollution (44%) and quality of life (42%). On the other hand, 39% of respondents said they have a positive impact on climate change and air pollution.

Figure 104: Wider impacts of 20mph speed limits



The results to this question vary significantly by multi member ward and are detailed below:

- **Climate change**: 47% of North Berwick Coastal respondents said 20mph speed limits has a positive impact on climate change compared to 35% of Haddington and Lammermuir respondents and 36% of Tranent, Wallyford and Macmerry respondents.
- **Air pollution**: 31% of Preston, Seton and Gosford respondents and 31% of Tranent, Wallyford and Macmerry respondents said 20mph speed limits have a negative impact on air pollution compared to 20% of Dunbar and East Linton respondents and 20% of North Berwick Coastal respondents. Dunbar and East Linton respondents (42%) and North Berwick Coastal respondents (43%) were most likely to say this had a positive impact.
- **Noise pollution**: 24% of Tranent, Wallyford and Macmerry respondents said the 20mph speed limits had a negative impact on noise pollution compared to 15% of Haddington and Lammermuir respondents. North Berwick Coastal and Preston,

Seton and Gosford respondents (both 49%) were most likely to say this had a positive impact on noise pollution.

- **Quality of life:** 28% of Preston, Seton and Gosford respondents said 20mph speed limits had a negative impact on quality of life compared to 17% of North Berwick Coastal respondents, 18% of Dunbar and East Linton respondents and 18% of Haddington and Lammermuir respondents. North Berwick Coastal (48%) and Dunbar and East Linton respondents (47%) were most likely to say the 20mph speed limits had a positive impact on quality of life.

Analysis by SIMD shows that those living in the most deprived data zones were most likely to say the 20mph speed limits had a positive impact on their quality of life (51%) compared to 41% of respondents who lived in other areas.

Older respondents were more likely to say 20mph speed limits have a negative impact on climate change, air pollution and noise pollution than younger respondents. For example:

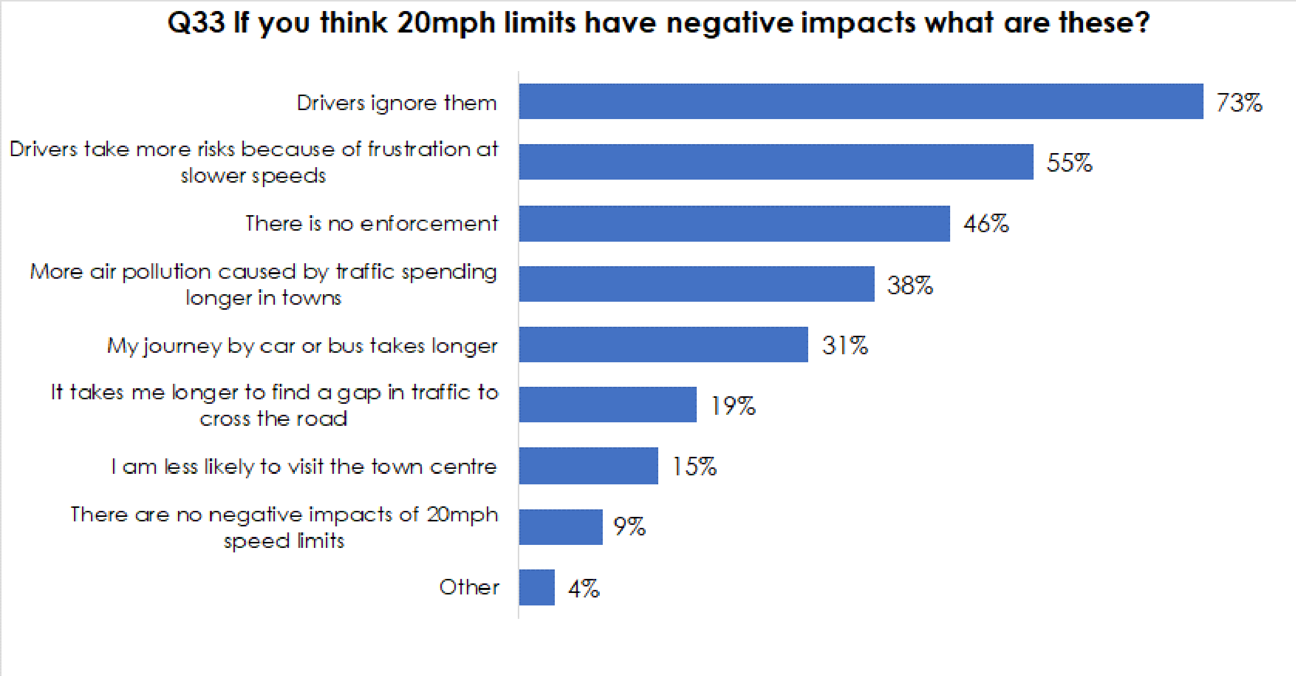
- **Climate change:** 32% of respondents aged 65+ said the 20mph speed limits had a negative impact on climate change compared to 25% of respondents aged 16-34 and 23% of respondents aged 35-64.
- **Air pollution:** 33% of respondents aged 65 and over said the 20mph speed limits had a negative impact on air pollution compared to 26% of those aged 16-34 and 25% of respondents aged 35-64.
- **Noise pollution:** 26% of respondents aged 65 and over said the reduced speed limits had a negative impact on air pollution compared to 16% of respondents aged 16-34 and 19% of those aged 35-64.

However, regarding **quality of life,** 46% of respondents aged 65 and over said the 20mph speed limits had a positive impact compared to 37% of respondents aged 16-34.

9.6. Positive and negative impacts of 20mph limits (Q33/34)

The survey included two multi choice questions, asking respondents what they believed were the impacts of the 20mph limits. Firstly, in terms of the negative impacts the top response was that drivers ignore the speed limits (73%). This was followed by drivers taking more risks because of frustration at slower speeds (55%) and that there is no enforcement (46%).

Figure 105: Negative impacts of 20mph speed limits



The top three negative impacts were consistent across all multi member wards, with the exception of Musselburgh where "more air pollution caused by traffic spending longer in towns" was the third negative impact instead of "there is no enforcement". Other differences by multimember ward were:

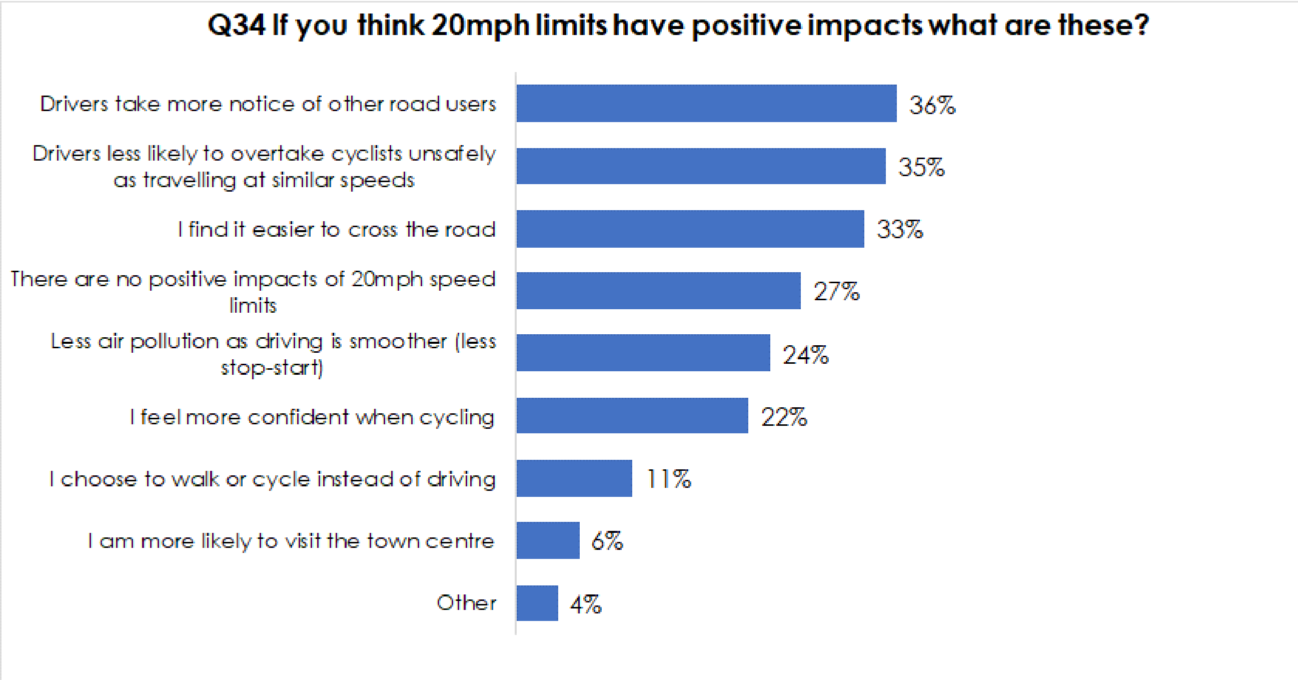
- → **My journey by car or bus takes longer**: 38% Musselburgh and 37% TWM compared to 21% in Dunbar and East Linton;
- → **More air pollution caused by traffic spending longer in towns**: 44% Musselburgh compared to 27% NBC and 28% Dunbar and East Linton;
- → **Drivers take more risks because of frustration at slower speeds**: 68% TWM compared to 49% in Haddington and Lammermuir.

The results vary most significantly by age in terms of the following negative impacts:

- → **There is no enforcement**: 50% of respondents aged 65 and over compared to 38% aged 16-34;
- → **My journey by car or bus takes longer**: 39% aged 16-34 compared to 24% aged 65 and over;
- → **It takes me longer to find a gap in traffic to cross the road**: 27% age16-34 compared to 15% aged 35-64.

Next, in terms of the positive impacts of the 20mph limits 36% of respondents believed drivers now take more notice of other road users, 35% said drivers were less likely to overtake cyclists unsafely as they are now travelling at similar speeds and 33% said they now find it easier to cross the road.

Figure 106: Positive impacts of 20mph speed limits



Analysis by multi member ward reveals that the following impacts vary most significantly:

- **Drivers take more notice of other road users:** 45% of respondents living in North Berwick Coastal said this was a positive impact compared to 29% of Tranent, Wallyford and Macmerry respondents.
- **I feel more confident when cycling:** 31% of respondents living in Dunbar and East Linton said this was a positive impact of the 20mph speed limits compared to 15% of Tranent, Wallyford and Macmerry respondents.

Area based analysis also revealed that respondents living in Tranent, Wallyford and Macmerry (32%) and in Preston, Seton and Gosford (31%) were over twice as likely to say there were **no positive impacts** than respondents living in North Berwick Coastal (15%).

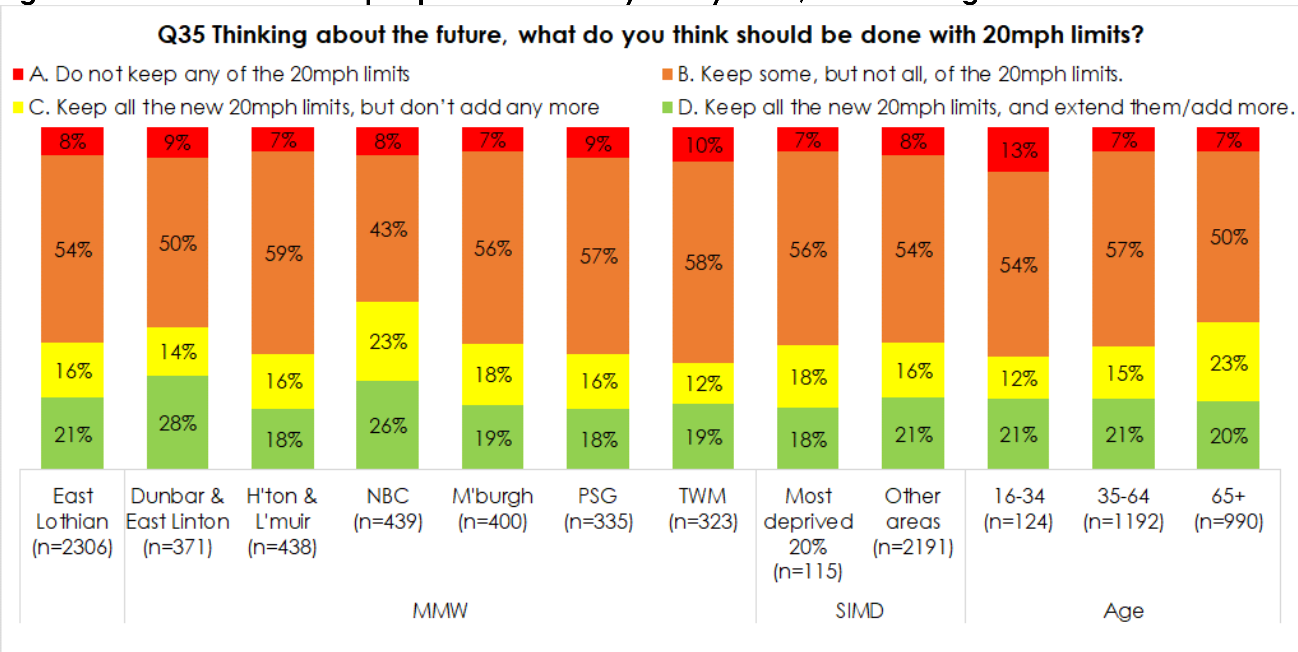
Older respondents aged 65 and older were more likely to say that the slower speed limits mean that **drivers now take more notice of other road users** (39%) than respondents aged 16-34 (29%). Younger respondents on the other hand were more likely to say they **feel more confident when cycling** (25% of those aged 16-34 and 24% of respondents aged 35-64) than respondents aged 65 and over (14%).

9.7. The future of 20mph limits

Respondents were asked for their opinions on the future of 20mph speed limits. The majority (54%) said that some, but not all of the 20mph speed limits should be kept, 16% said the new 20mph speed limits should be kept but don't add any more and 21% said that the new speed limits should be kept and should also be extended to add more areas. On the other hand, 8% of respondents said that none of the 20mph limits should be kept.

Further analysis reveals that those living in Dunbar and East Linton (28%) and North Berwick Coastal were most likely to want to see the new limits kept and extended. Respondents aged 65 and over were also most likely to want to see the new limits kept and extended (23%).

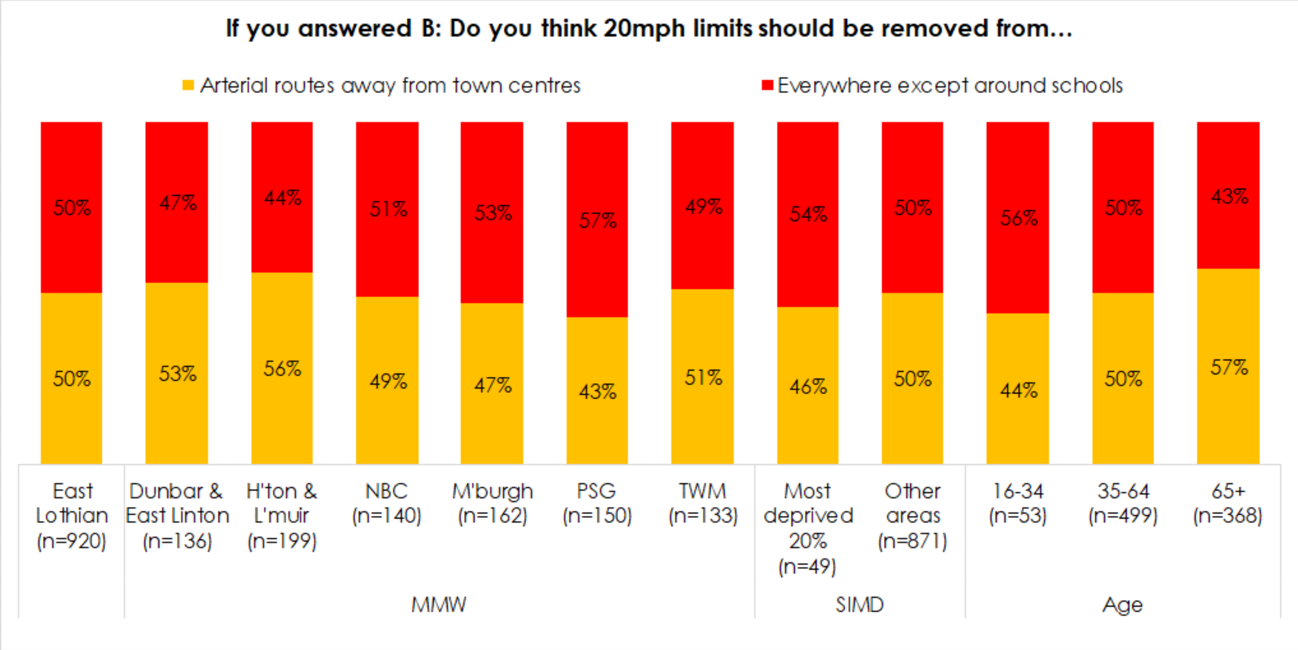
Figure 107: The future of 20mph speed limits analysed by ward, SIMD and age



Where respondents said they would like to see some of the new 20mph speed limits kept but not all, they were asked whether they felt the limits should be removed from arterial routes away from town centres or from everywhere except around schools. Resident opinion was split 50/50 in this respect. Those living in Haddington and Lammermuir were most likely to support removal of the limits from arterial routes away from town centre, while Preston, Seton and Gosford respondents were most likely to want to see the limits removed from everywhere except from around schools.

As age increases, the proportion of respondents who would like to see the 20mph limits removed from everywhere except around schools also increases, for example from 44% for those aged 16-34 to 57% for those aged 65 and over.

Figure 108: Opinions on where 20mph limits should be removed from analysed by MMW, SIMD and age



Appendix 1

Survey Questionnaire

East Lothian Council

RESIDENT SURVEY 2021

Introduction

Please take the time to tell East Lothian Council how you feel about your community, health, economic situation and public services. We are also keen to hear how you have been impacted by the Covid Pandemic. The results to the survey will be completely confidential and anonymous and will inform East Lothian's strategies and priorities for the coming years.

NEIGHBOURHOOD AND QUALITY OF LIFE

Q1 In overall terms how would you rate your neighbourhood as a place to live?
- ❑ 1 Very good
- ❑ 2 Fairly good
- ❑ 3 Fairly poor
- ❑ 4 Very poor
- ❑ 5 No opinion

Q2 Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last three years?
- ❑ 1 Got much better
- ❑ 2 Got a little better
- ❑ 3 Stayed the same
- ❑ 4 Got a little worse
- ❑ 5 Got much worse
- ❑ 6 Don't know

Q3 And overall, how would you rate East Lothian as an area to live?
- ❑ 1 Very good
- ❑ 2 Fairly good
- ❑ 3 Fairly poor
- ❑ 4 Very poor
- ❑ 5 No opinion

Q4 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? PLEASE SELECT UP TO FIVE THINGS (neighbourhood defined as within 20 min walk from home or if you live outside a town, 20 minute drive from home)

- ❑ 1 Primary & Secondary Schools1
- ❑ 2 Wage levels and local cost of living
- ❑ 3 Jobs for local people
- ❑ 4 Health services
- ❑ 5 Care of older people
- ❑ 6 The level of traffic congestion
- ❑ 7 Public transport
- ❑ 8 Road and pavement repairs
- ❑ 9 Clean streets
- ❑ 10 Access to outdoors, parks and open spaces
- ❑ 11 The level of crime
- ❑ 12 Activities for teenagers
- ❑ 13 Affordable decent housing
- ❑ 14 Sense of community
- ❑ 15 Shopping facilities
- ❑ 16 Sports and leisure facilities
- ❑ 17 Facilities for young children
- ❑ 18 Other (please specify) ____
- ❑ 19 None of these
- ❑ 20 Don't know

Q5 To what extent do you feel threatened by crime in this neighbourhood these days?

- ❑ 1 A great deal
- ❑ 2 A fair amount
- ❑ 3 Not very much
- ❑ 4 Not at all
- ❑ 5 Don't know

Q6 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?

- ❑ 1 A lot more
- ❑ 2 A little more
- ❑ 3 About the same
- ❑ 4 A little less
- ❑ 5 A lot less
- ❑ 6 Don't know

Q7 The Courts can impose a requirement to complete unpaid work in their local community as part of a Community Payback Order. Which of the following activities do you think people carrying out community payback should undertake? (Please select all that apply)

- ❑ 1 Litter picking
- ❑ 2 Landscaping/ gardening
- ❑ 3 Cleaning up graffiti
- ❑ 4 Environmental projects
- ❑ 5 Painting and decorating buildings
- ❑ 6 Paths maintenance/ clearing snow
- ❑ 7 Assisting in charity shops
- ❑ 8 None of the above
- ❑ 9 Other suggestions (please specify)

____

Q8 Have you seen any Community Payback teams carrying out unpaid work in your local area?

- ❑ 1 Yes
- ❑ 2 No
- ❑ 3 Don't know

Q9 What priority would you give to each of the following when working with people in the community who have committed a crime? (on a scale of 1 (low priority) – 5 (high priority)

	1 (low priority)	2	3	4	5 (high priority)
Tackling the cause of crime such as drugs or alcohol misuse	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
Providing stability by addressing issues such as homelessness	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
Finding training or employment opportunities	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
Ensuring that unpaid work that is of value to the community is carried out successfully	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5

HEALTH & WELLBEING

Q10 Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes physical effort and you breathe much harder than normal. (Please select all that apply)

- ❑ 1 Running or jogging
- ❑ 2 Organised sport (e.g. football, badminton)
- ❑ 3 Swimming
- ❑ 4 Gym activities
- ❑ 5 Group exercise classes
- ❑ 6 Other (please specify) ____
- ❑ 7 None

Q11 Thinking about healthy lifestyles, would the following changes to your local neighbourhood (neighbourhood being 20 min walk) encourage you to increase your level of activity? Please select one in each row

	Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
More parks	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
More play parks	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
More local facilities (e.g. gym)	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Safer paths/cycle ways	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Better maintained parks or play parks	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Better quality environment (more trees, landscaping etc)	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q12a Since the COVID pandemic started in March 2020 would you say your <u>physical health</u> has...?

- ❑ 1 Improved a lot
- ❑ 2 Improved a little
- ❑ 3 No difference
- ❑ 4 Worsened a little
- ❑ 5 Worsened a lot
- ❑ 6 Prefer not to say

Q12b Since the COVID pandemic started in March 2020 would you say your <u>mental health</u> has...?

- ❑ 1 Improved a lot
- ❑ 2 Improved a little
- ❑ 3 No difference
- ❑ 4 Worsened a little
- ❑ 5 Worsened a lot
- ❑ 6 Prefer not to say

PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

Q13 To what extent do you agree or disagree, with each of the following statements about East Lothian Council

	Strongly agree	Tend to agree	Neither/ nor	Tend to disagree	Strongly disagree	No opinion
The council provides high quality services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
The council does the best it can with the money available	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
The council is addressing the key issues affecting the quality of life in my local neighbourhood	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
The council is good at listening to local people's views before it takes decisions	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
The council designs it services around the needs of the people who use them	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
The council is good at letting local people know how well it is performing	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
The council is good at letting people know about the kinds of services it provides	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
I can influence decisions affecting my local area	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
I would like to be more involved in the decisions the council makes that affect my local area	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q14 How satisfied or dissatisfied you are with each of the following public services provided in East Lothian. Some of these services (marked with an *) are provided by East Lothian Council, others are provided by other public organisations or the private sector. 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 dissatisfie d	Very dissatisfied	Don't know
Council house repair service*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Children's play areas*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Libraries*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Swimming pools/sport centres (provided by Enjoy Leisure)	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Parks*, gardens* and open spaces	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Local bus services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Local schools*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Support for frail / older people to allow them to remain in their own home*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Waste & recycling services*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Roads maintenance*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Street cleaning*	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
GP services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Dental services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Hospital outpatients services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Hospital A&E services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Pharmacy	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Optometry/ Opticians	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Police	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Fire Service	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q15 Have you used/ had contact with any of the following services in the last 12 months?

	Yes	No
Council house repair service	❑ 1	❑ 2
Children’s play areas	❑ 1	❑ 2
Libraries	❑ 1	❑ 2
Swimming pools/sport centres	❑ 1	❑ 2
Parks, gardens and open spaces	❑ 1	❑ 2
Local bus services	❑ 1	❑ 2
Local schools	❑ 1	❑ 2
Support for frail / older people to allow them to remain in their own home	❑ 1	❑ 2
Waste & recycling services	❑ 1	❑ 2
Roads maintenance	❑ 1	❑ 2
Street cleaning	❑ 1	❑ 2
GP services	❑ 1	❑ 2
Dental services	❑ 1	❑ 2
Hospital outpatients services	❑ 1	❑ 2
Hospital A&E services	❑ 1	❑ 2
Pharmacy services	❑ 1	❑ 2
Optometry / Opticians services	❑ 1	❑ 2
Police	❑ 1	❑ 2
Fire Service	❑ 1	❑ 2

LOCAL PRIORITIES AND RECOVERY FROM COVID

Q16 How are you currently feeling about dealing with the COVID pandemic? For each of the following statements, please tell me how you feel. Select one from each row.

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
I am concerned about getting COVID	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
I am concerned about close relatives getting COVID	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
I am relaxed about COVID	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
I am feeling anxious/ worried	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
I am feeling lonely and isolated	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5
I am concerned about how society in general will cope with the impact of COVID	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? Please select your top, 2nd and 3rd priorities.

	Top priority	2nd priority	3rd priority
Support Business, Employment and Grow the Economy	❑ 1	❑ 1	❑ 1
Reduce inequality and poverty	❑ 2	❑ 2	❑ 2
Tackle social exclusion, isolation and loneliness	❑ 3	❑ 3	❑ 3
Tackle climate change	❑ 4	❑ 4	❑ 4
Help our children and young people achieve their educational and attainment aims	❑ 5	❑ 5	❑ 5
Reduce health inequalities and support people to live healthier, more active and independent lives	❑ 6	❑ 6	❑ 6
Ensure everyone has access to the internet	❑ 7	❑ 7	❑ 7
Maintain and develop resilient supportive, and inclusive communities	❑ 8	❑ 8	❑ 8
Support children's wellbeing and mental health	❑ 9	❑ 9	❑ 9
Maintain and develop resilient and sustainable services	❑ 10	❑ 10	❑ 10
Other, please specify ____	❑ 11	❑ 11	❑ 11

Q18 Please indicate how acceptable/ unacceptable you find each of these options for doing things differently / making savings in the Council's budget (1 = Totally Unacceptable - 6 = Totally Acceptable)

	1 = Unacceptable	2	3	4	5	6 = Acceptable
Rationalise (close) Council assets such as offices	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1	❑ 1
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	❑ 2	❑ 2	❑ 2	❑ 2	❑ 2	❑ 2
Reduce the frequency of discretionary services rather than end them totally	❑ 3	❑ 3	❑ 3	❑ 3	❑ 3	❑ 3
Introduce charges for services that are currently free (e.g. bulky waste collection) on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	❑ 4	❑ 4	❑ 4	❑ 4	❑ 4	❑ 4
Encourage people to use the internet to access/ pay for council services	❑ 5	❑ 5	❑ 5	❑ 5	❑ 5	❑ 5

Transfer under used buildings to communities to be used as venues run by the community	❑ 6	❑ 6	❑ 6	❑ 6	❑ 6	❑ 6
Reduce the number of buildings operated by the council by rationalising services in fewer 'service hubs'	❑ 7	❑ 7	❑ 7	❑ 7	❑ 7	❑ 7

Q19 Thinking about climate change and actions that individuals can be taking to help address its impacts, which of the following do you do on a regular basis?

	Very frequently	Frequently	Sometimes	Very infrequently	Never	Don't know
Recycle plastic, glass and paper	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Shop local	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Walk/cycle to work	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Use public transport to get to work	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Buy local produce	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Eat less meat	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q20 Which of the following would encourage you to do more to address your own impact on climate change?

	Definitely	Possibly	Maybe	Possibly not	Definitely Not	Don't know
More paths and cycle ways	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Better bus services	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Cheaper renewables	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
More electric vehicle charging points	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
More recycling facilities	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Cheaper bus or train fares	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
More neighbourhood facilities, shops/pubs etc	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q21 We are planning to hold some discussion groups to allow people to discuss priorities for East Lothian as we recover from the COVID pandemic, changes to how the council delivers services and how we plan for the future. If you are interested in taking part in one of these workshops please provide contact details here…

Name ______________________________

Contact phone number ______________________________

Contact email address ______________________________

Postcode ____

INTERNET ACCESS

Q22 Does your household currently have access to the internet from home?
- ❑ 1 Yes **(Go to Q23)**
- ❑ 2 No **(Go to Q24)**
- ❑ 3 Don't know **(Go to Q24)**

Q23 Which of the following do you do regularly online? (Please select all that apply)
- ❑ 1 Send emails
- ❑ 2 Social networking e.g. Facebook, Twitter, Instagram etc
- ❑ 3 Online banking
- ❑ 4 Shopping
- ❑ 5 Work from home
- ❑ 6 Booking travel/ accommodation or buying tickets for events
- ❑ 7 Organising utilities e.g. gas, electricity, phone, insurance
- ❑ 8 Looking for information
- ❑ 9 Other (please specify)
____

Q24 Which of the following services do you use the Council's website for? (Please select all that apply)
- ❑ 1 To find contact telephone number for the Council
- ❑ 2 To find out more about its services
- ❑ 3 To pay a bill
- ❑ 4 To request a service
- ❑ 5 To look for jobs in the Council
- ❑ 6 To report a problem/repair
- ❑ 7 To lodge a complaint/compliment
- ❑ 8 To find out about a planning application
- ❑ 9 Other (please specify)
____
- ❑ 10 Do not use Council website
- ❑ 11 Don't know
- ❑ 12 Do not have internet access

Q25 If you need to contact the Council, what would be your preferred method in the following instances:

	To get information about a service	To request a service/ report a repair or fault	To pay a bill or Council Tax

By phone	❑ 1	❑ 1	❑ 1
In person	❑ 2	❑ 2	❑ 2
In writing/by post	❑ 3	❑ 3	❑ 3
By e-mail	❑ 4	❑ 4	❑ 4
By internet –Council's website	❑ 5	❑ 5	❑ 5
By internet – Twitter	❑ 6	❑ 6	❑ 6
By internet - Facebook	❑ 7	❑ 7	❑ 7
By text	❑ 8	❑ 8	❑ 8
Local Councillor	❑ 9	❑ 9	❑ 9
Other, please specify ___________________________________	❑ 10	❑ 10	❑ 10

TRAVEL AND TRANSPORT

Q26 Do you have a Car/light van in your household?
- ❑ 1 One car/ light van
- ❑ 2 Two cars/ light vans
- ❑ 3 Three +
- ❑ 4 No car/ light van

Q27 Do you have a bicycle in your household?
- ❑ 1 One bicycle
- ❑ 2 Two or more bicycles
- ❑ 3 No bicycles

Q28 How many people in your household have a driving licence (full or provisional)?
- ❑ 1 None
- ❑ 2 One
- ❑ 3 Two
- ❑ 4 More than two

Q29 How do you usually travel to your nearest……….?

	Walk	Bicycle/ eBike	Car (driver)	Car (passenger)	Bus	Train	Taxi	N/A

Local shop	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Shopping centre or supermarket (for main food shop)	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
GP	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Chemist or pharmacy	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Publicly accessible green space (e.g. park)	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Public transport facility e.g. bus stop, train station	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Library	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Sports Centre	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Primary School	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8
Secondary School	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6	❑ 7	❑ 8

Q30 Have you noticed new lower speed limits in East Lothian since 2020?

❑ 1 Yes
❑ 2 No

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:

	Much less safe	Less safe	Neither	Much more safe	More safe	Don't Know
Pedestrians and people in wheelchairs	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Cyclists	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Children	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Older people	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Drivers	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q32 What wider impacts do you feel 20mph limits have on…?

	Very negative impact	Negative impact	Neither	Positive impact	Very Positive impact	Don't Know
Climate change	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Air pollution	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Noise pollution	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6
Quality of life	❑ 1	❑ 2	❑ 3	❑ 4	❑ 5	❑ 6

Q33 If you think 20mph limits have negative impacts what are these? (Please select all that apply)

❑ 1 Drivers ignore them
❑ 2 There is no enforcement
❑ 3 My journey by car or bus takes longer

- ❑ 4 More air pollution caused by traffic spending longer in towns
- ❑ 5 I am less likely to visit the town centre
- ❑ 6 Drivers take more risks because of frustration at slower speeds
- ❑ 7 It takes me longer to find a gap in traffic to cross the road
- ❑ 8 There are no negative impacts of 20mph speed limits
- ❑ 9 Other (please specify)

____

Q34 If you think 20mph limits have positive impacts what are these? (Please select all that apply)

- ❑ 1 Drivers take more notice of other road users
- ❑ 2 I find it easier to cross the road
- ❑ 3 I feel more confident when cycling
- ❑ 4 I choose to walk or cycle instead of driving
- ❑ 5 Less air pollution as driving is smoother (less stop-start)
- ❑ 6 Drivers less likely to overtake cyclists unsafely as travelling at similar speeds
- ❑ 7 I am more likely to visit the town centre
- ❑ 8 There are no positive impacts of 20mph speed limits
- ❑ 9 Other (please specify)

____

Q35 Thinking about the future, what do you think should be done with 20mph limits?

- ❑ 1 A. Do not keep any of the 20mph limits **(Go to Q39)**
- ❑ 2 B. Keep some, but not all, of the 20mph limits. **(Go to Q37)**
- ❑ 3 C. Keep all the new 20mph limits, but don't add any more **(Go to Q39)**
- ❑ 4 D. Keep all the new 20mph limits, and extend them/add more. **(Go to Q38)**

Q36 If you answered B: Do you think 20mph limits should be removed from…

- ❑ 1 Arterial routes away from town centres
- ❑ 2 Everywhere except around schools

Q37 If you answered D, which additional areas should be included? ……

ABOUT YOU AND YOUR HOUSEHOLD

Q38 What is your full postcode?

____

Q39 Sex

- ❑ 1 Male
- ❑ 2 Female
- ❑ 3 Non Binary
- ❑ 4 Prefer not to say

Q40 What age group are you?

- ❑ 1 16-24
- ❑ 2 25-34
- ❑ 3 35-44
- ❑ 4 45-54
- ❑ 5 55-59
- ❑ 6 60-64
- ❑ 7 65-74
- ❑ 8 75+
- ❑ 9 Prefer not to say

Q41 What is your working status? Please select one only

- ❑ 1 Working – full time (35+ hrs)
- ❑ 2 Working – Part-time (16-34hrs)
- ❑ 3 Working – Part time (less than 16 hours)
- ❑ 4 Working – zero hours contract
- ❑ 5 Self-employed
- ❑ 6 Unemployed / Seeking work
- ❑ 7 Permanently retired from work
- ❑ 8 Full time parent or carer
- ❑ 9 Unable to work due to permanent sickness or disability
- ❑ 10 Student
- ❑ 11 Other
- ❑ 12 Prefer not to say

Q42 How would you describe the composition of your household?

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

Q43 Do you own your home, or rent it?

- ❑ 1 Owned outright
- ❑ 2 Buying on mortgage
- ❑ 3 Rented from the council
- ❑ 4 Rented from housing association or other social landlord
- ❑ 5 Rented from private landlord
- ❑ 6 Shared ownership
- ❑ 7 Other

Q44 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.

- ❑ 1 A. Under £999 per month
- ❑ 2 B. £1,000 - £1,749 per month
- ❑ 3 C. £1,750 - £2,916 per month
- ❑ 4 D. £2,917 - £4,999 per month
- ❑ 5 E. Over £5,000 per month
- ❑ 6 Prefer not to say

MONEY MATTERS

Q45 How well would you say your household is currently managing financially

- ❑ 1 Managing very well
- ❑ 2 Managing quite well
- ❑ 3 Getting by alright
- ❑ 4 Not managing very well
- ❑ 5 Have some financial difficulties
- ❑ 6 In deep financial trouble
- ❑ 7 Don't know
- ❑ 8 Prefer not to say

Q46 Thinking about your standard of living, Please can you say which of these your household 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.

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

Q47 If you have a child or children under 16, thinking about your standard of living, . The list of items below are items that you child(ren) may have. I would like select 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
Does your child have money to save	❑ 1	❑ 2	❑ 3	❑ 4
Does your child have a holiday away from home at least one week a year	❑ 1	❑ 2	❑ 3	❑ 4

Does your child have day trips with family once a month	❑ 1	❑ 2	❑ 3	❑ 4
Does your child get pocket money	❑ 1	❑ 2	❑ 3	❑ 4
Is there a garden or outdoor space nearby where your child can play safely	❑ 1	❑ 2	❑ 3	❑ 4
Does your child attend a toddler group at least once a week (pre school only)	❑ 1	❑ 2	❑ 3	❑ 4
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	❑ 1	❑ 2	❑ 3	❑ 4
Does your child have access to a computer or internet for homework	❑ 1	❑ 2	❑ 3	❑ 4

Thank you for your time and for providing your views. Please return your questionnaire in the enclosed freepost envelope provided (no stamp needed) by the 19th November 2021. If you require another envelope or any help completing the survey please call Research Resource on 0141 641 6410.

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	East Lothian Resident Survey 2021
Project number	P1167
Objectives of the research	The specific research objective of the 2021 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	Maximise response rate
Achieved sample size	3158, however 2416 have been included in the weighted figures which includes those who provided data on age and postcode.
Date of fieldwork	The survey was sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022
Sampling method	The survey was sent to a representative sample of 16,000 East Lothian residents who were sent a copy of the questionnaire in the post and asked to complete and return to Research Resource for processing using a reply paid envelope which was enclosed with the survey. The sample was representative on the basis of geography and with addresses selected at random.
Data collection method	Self-completion methodology: Postal surveys sent to representative sample with the option of completing online using a QR code or via a html survey link.
Response rate and definition and method of how calculated	3158-16,000=20% (all responses) 2416/16000=15% (responses included in the weighting calculation)
Any incentives?	None
Number of interviewers	Not applicable
Interview validation methods	Not applicable
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	To ensure the data was representative of age and multi member ward the data has been weighted in line with the EL population.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	The achieved level of accuracy was +/-1.97% (based upon a 50% estimate at the 95% level of confidence and based on those included in the weighting calculation).