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Additional information:

Six area summaries of the results of the 2021 East Lothian Residents Survey, reference material relating to East Lothian Residents Survey 2021 report submitted to East Lothian Council on 23 August 2022.

Authorised By	Sharon Saunders
Designation	Head of Communities
Date	08/08/22

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East Lothian

Resident Satisfaction Survey 2021

Dunbar and East Linton

Results Summary



Overview: Research Objectives

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of Council's and East Lothian Partnership's Plans

Overview: Methodology

- Survey data consists of 2416 completed interviews
- Methodology was changed from face to face methodology to postal methodology in 2021.
- Survey packs were sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022.
- Sample constructed to ensure representation of adult population (18+ years)
- To ensure the data was representative of age and multi member ward the data was weighted in line with the EL population.
- Data accuracy levels were around $\pm 5\%$ in each of the 6 multi member wards and $\pm 2\%$ for East Lothian Overall.

Survey response and confidence intervals

Electoral Ward	Sample Base 2019 Survey	Population (adults aged 18+ 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%

Caution on Comparison with 2019 Survey

- This report includes comparisons with the results of the 2019 survey. However, the results are not directly comparable as different methodologies were used for the two surveys – face-to-face interviews in 2019 and postal/ web survey in 2021
- Evidence suggests that different methodologies might provide different results to certain types of survey questions
- Also the 2021 survey was carried out in the middle of the COVID pandemic which was having a significant negative impact on people, communities and public services.
- This may have contributed to raising people's anxiety and increasing negativity about quality of life and public services.
- It is not possible to determine whether differences between the 2021 and 2019 survey results are due to genuine changes in views and experiences or are due to the different methodologies used or the profound impact of the pandemic

Figure 1: Household composition (Q42)

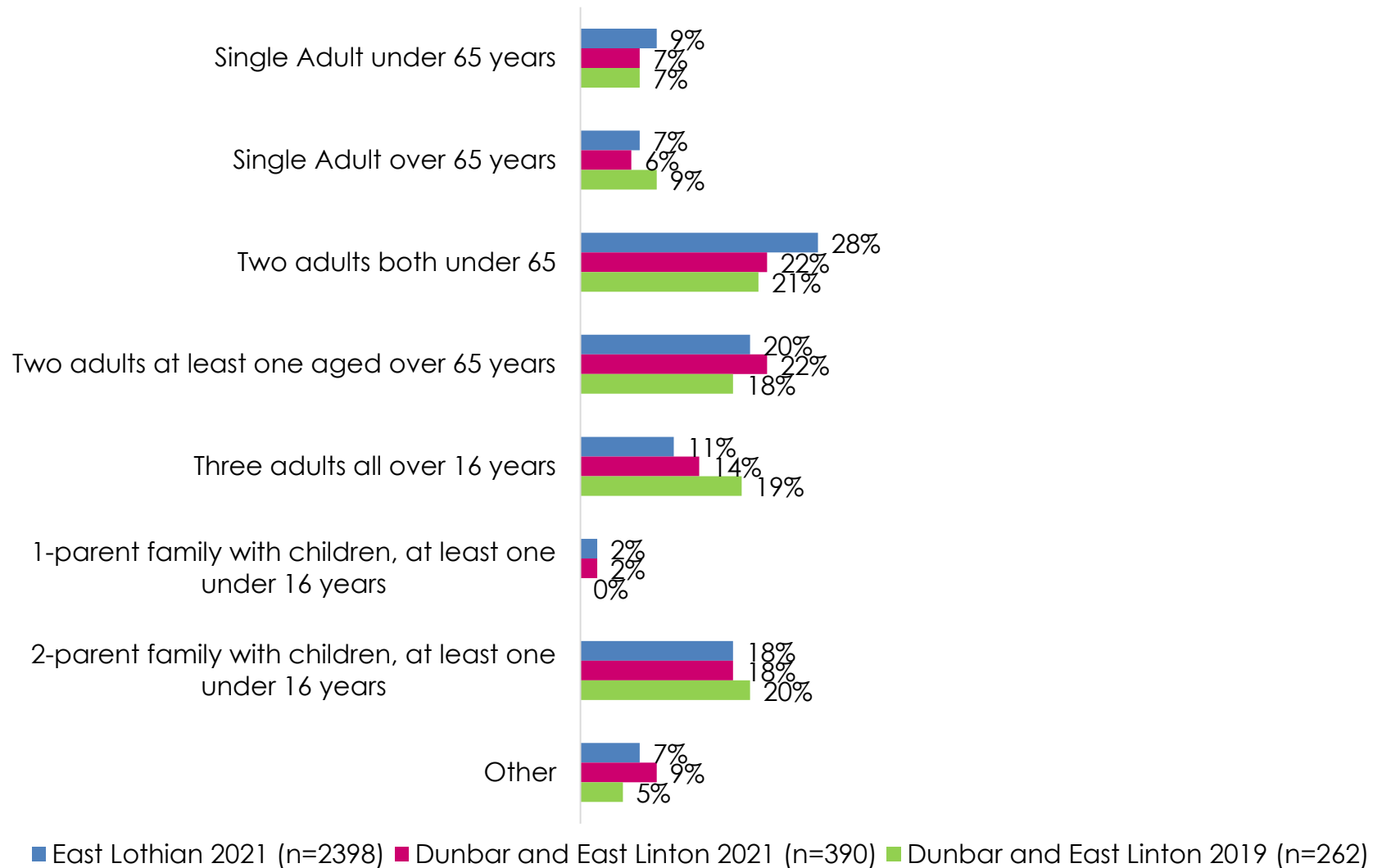


Figure 2: Do you own your home, or rent it? (Q43)

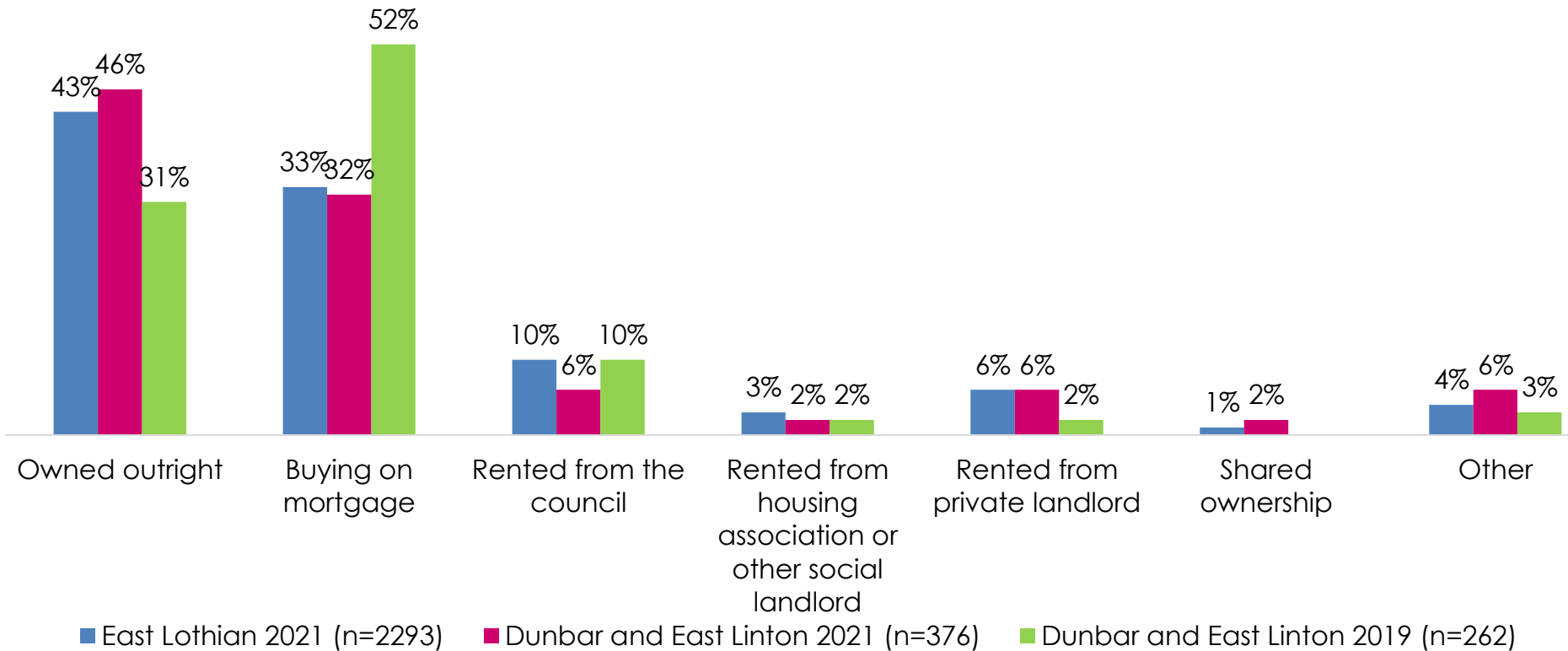
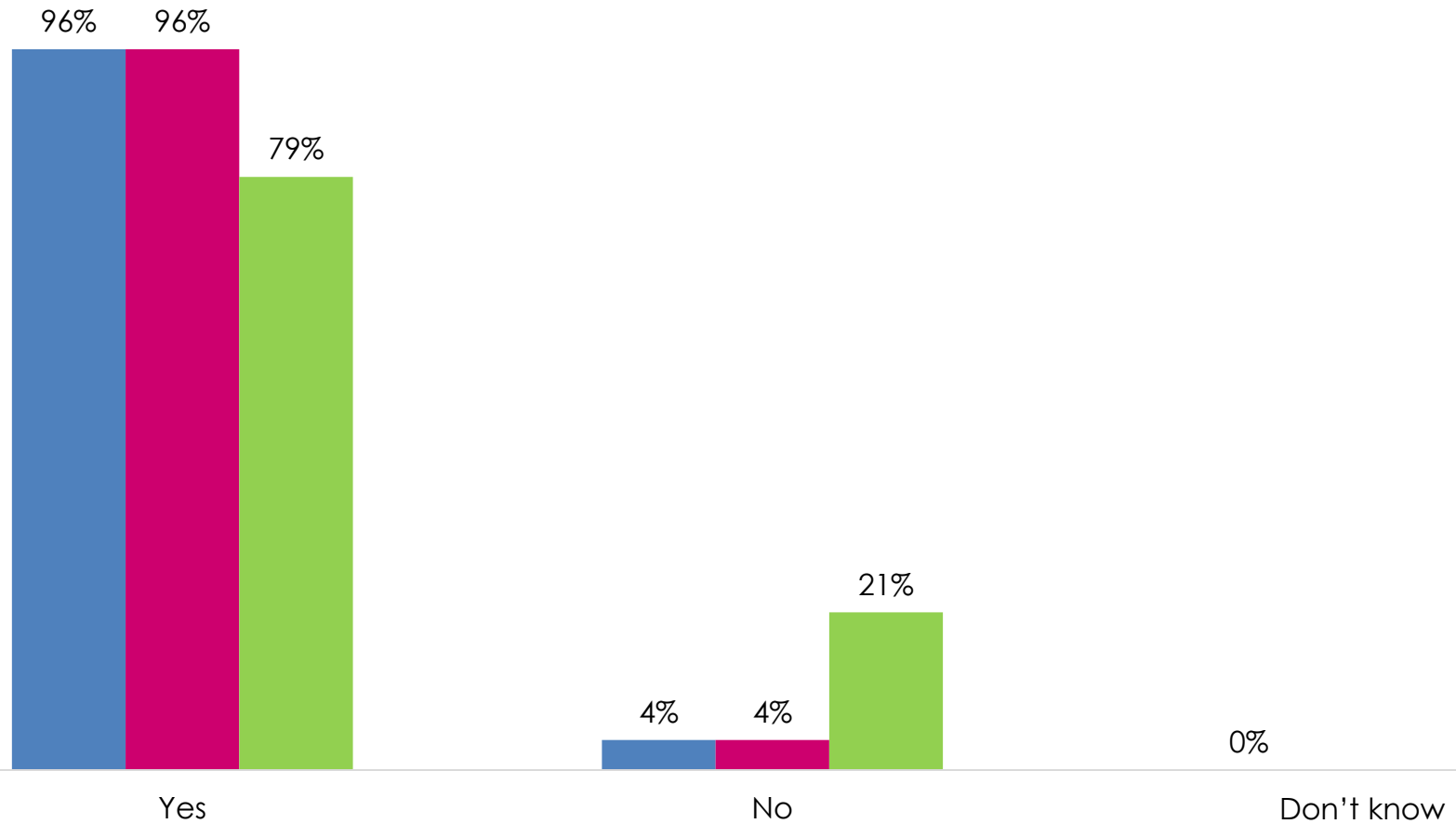


Figure 3: Internet Access (Q22)



■ East Lothian 2021 (n=2374) ■ Dunbar and East Linton 2021 (n=387) ■ Dunbar and East Linton 2019 (n=262)

Figure 4: Online activities (Q23)

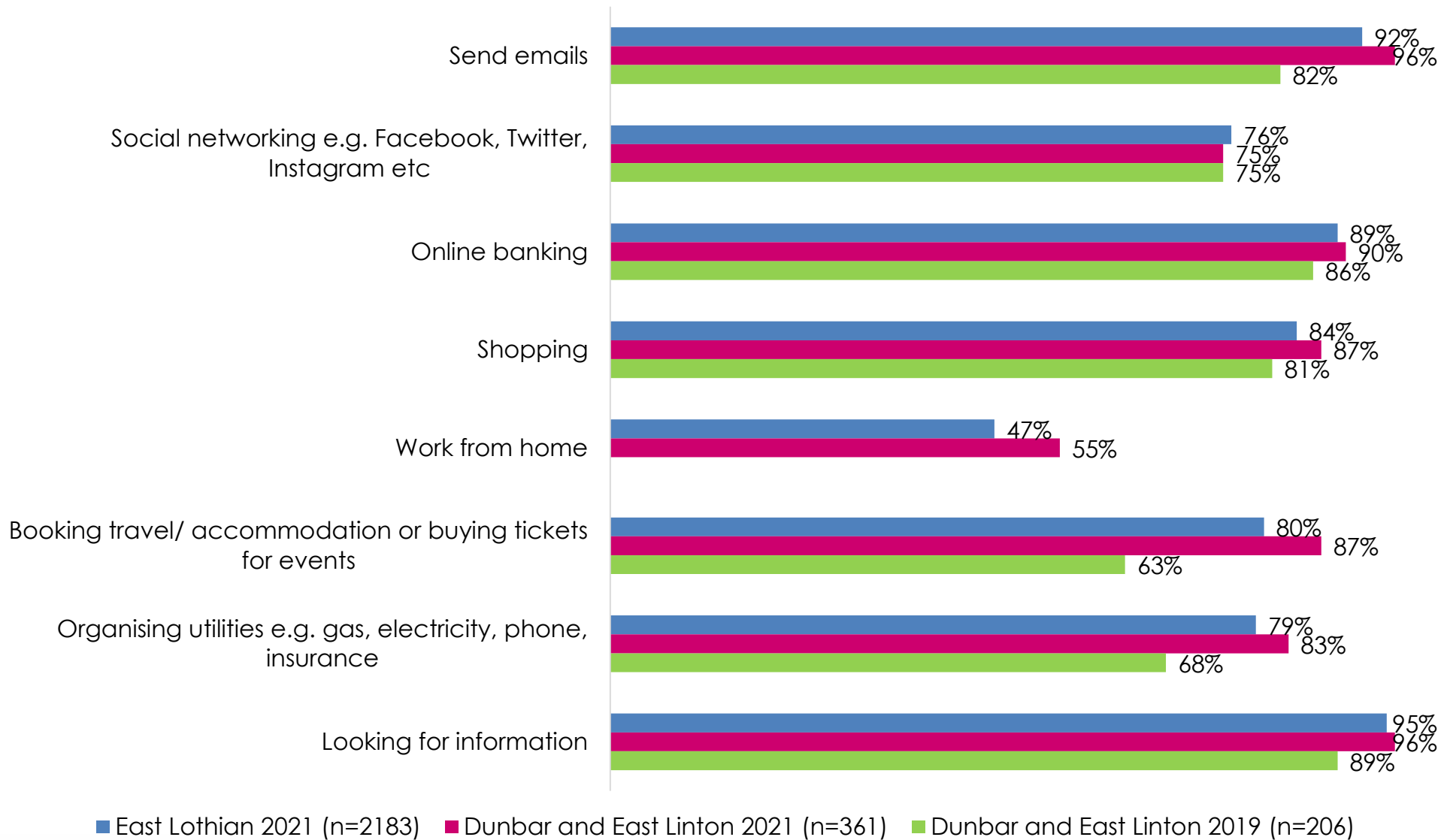


Figure 5: Online council services (Q24)

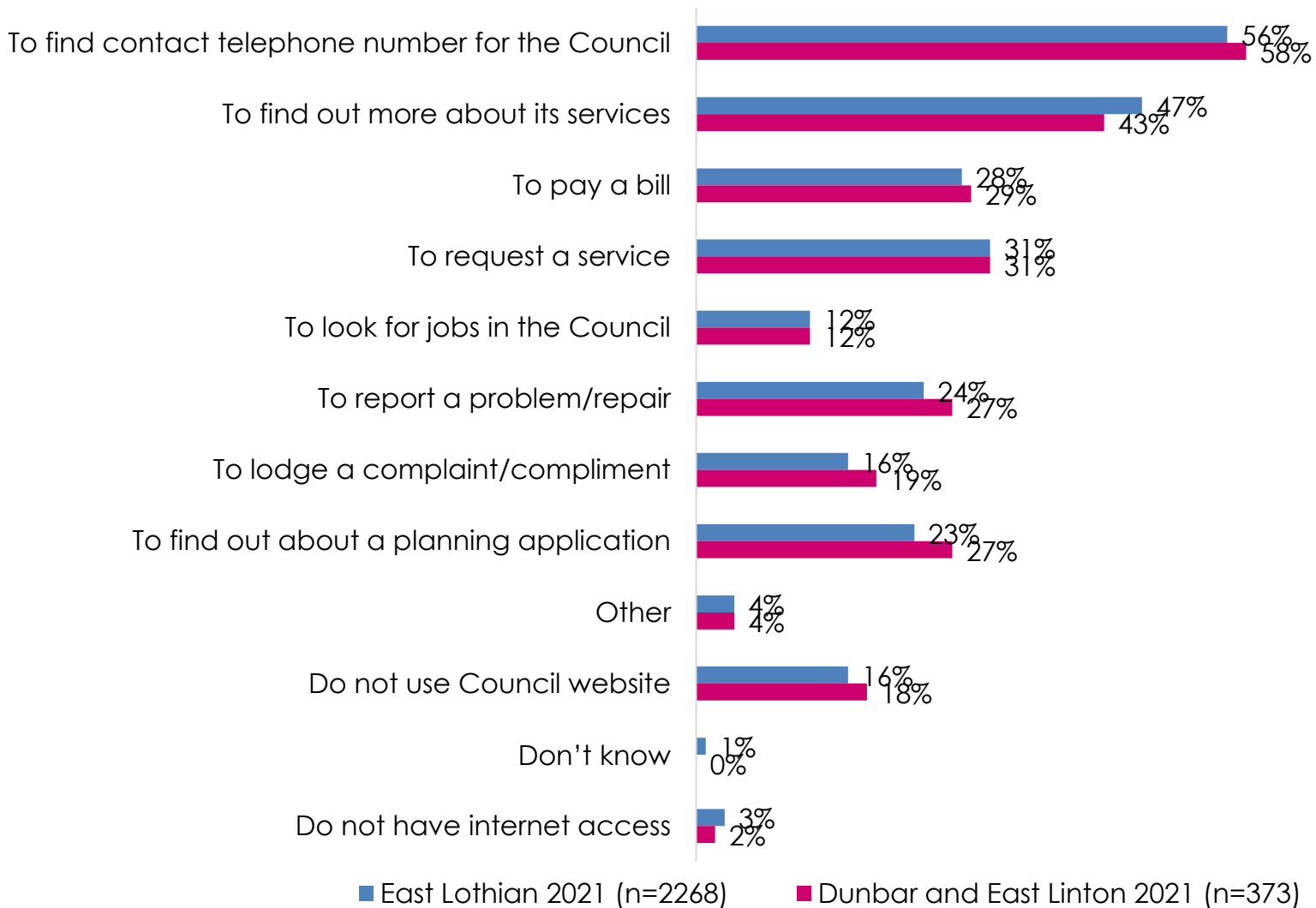


Figure 6a: Preferred contact methods: To get information about a service (Q25a)

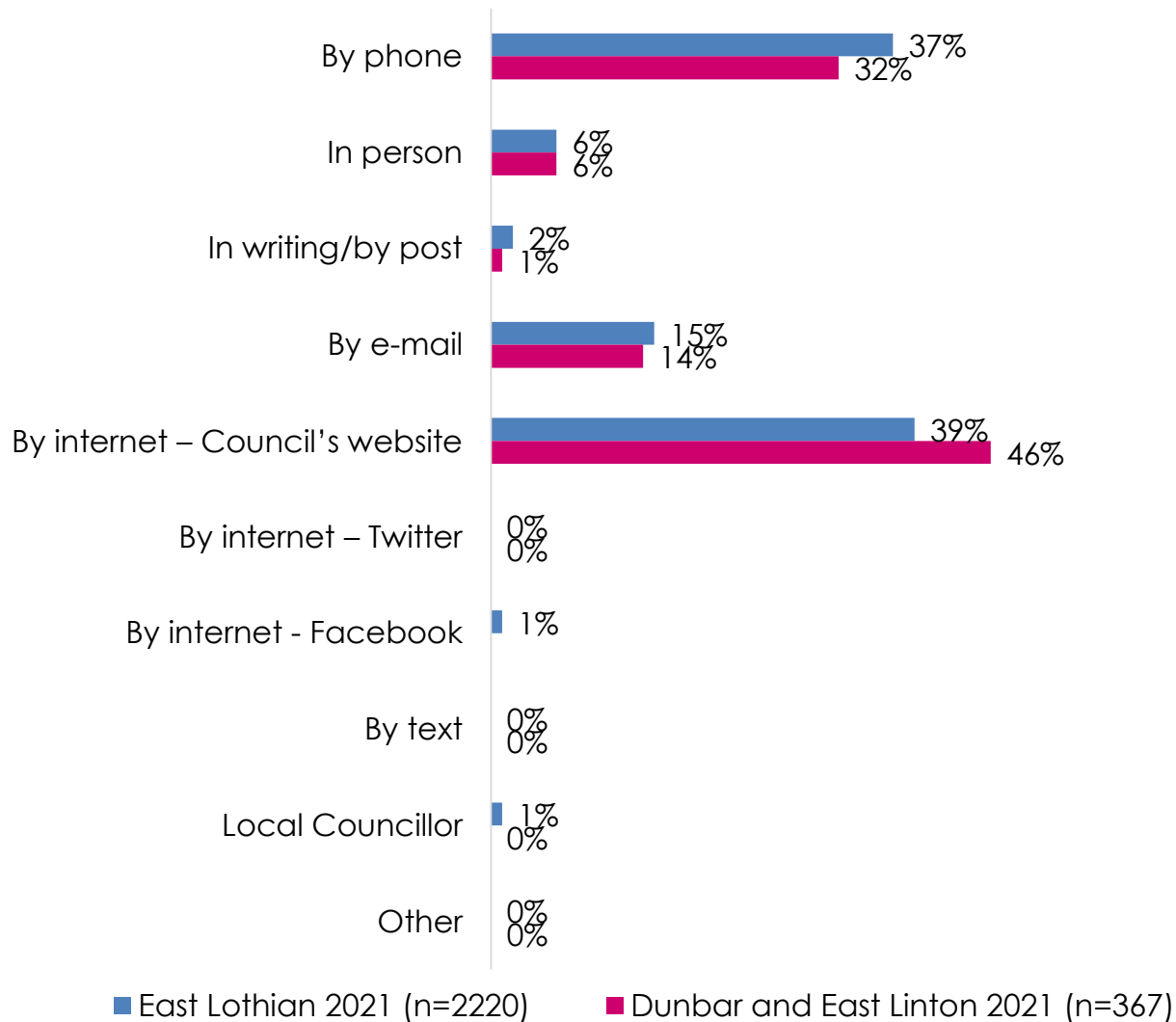


Figure 6b: Preferred contact methods: To request a service/ report a repair or fault (Q25b)

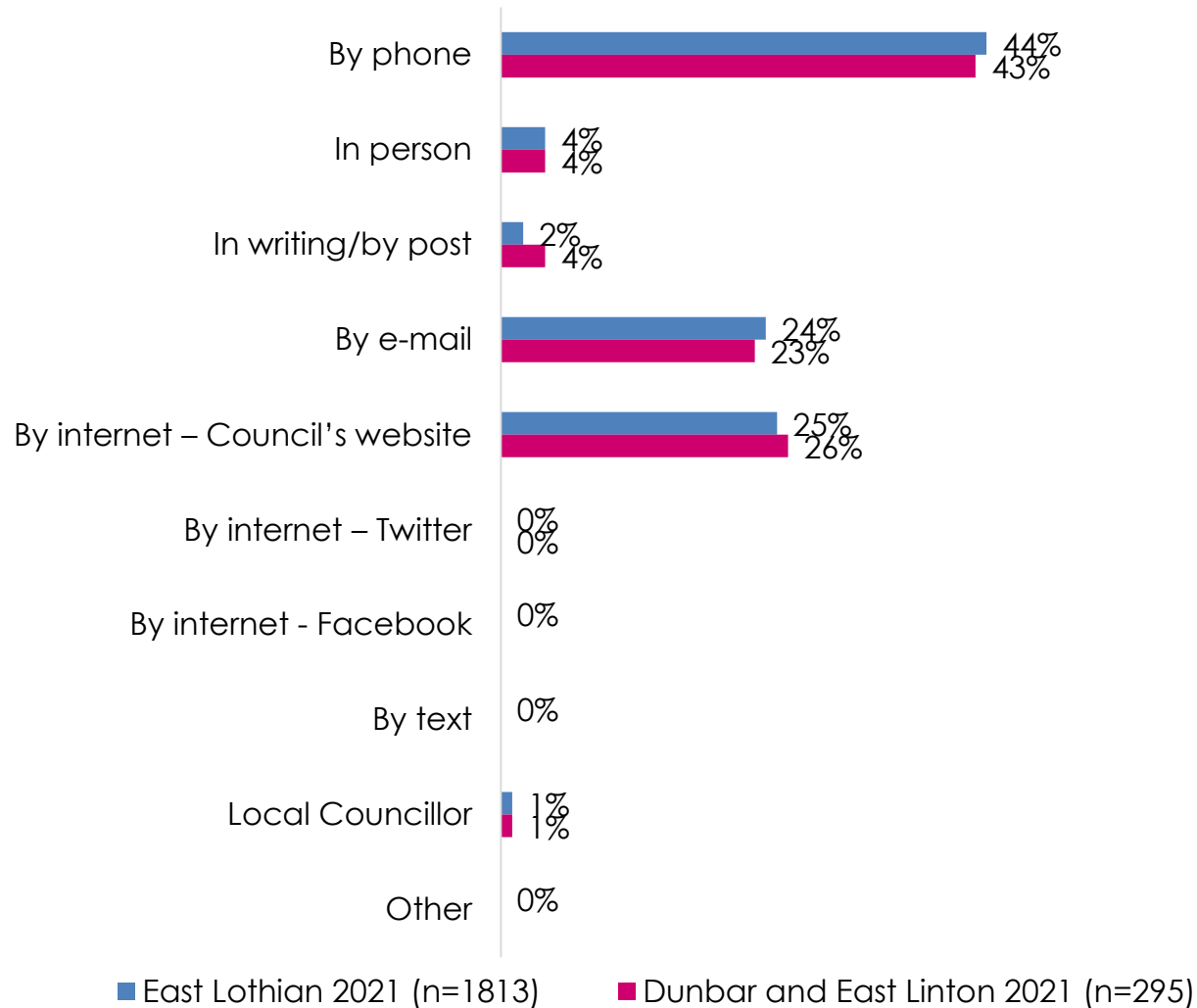


Figure 6c: Preferred contact methods: To pay a bill or Council Tax (Q25c)

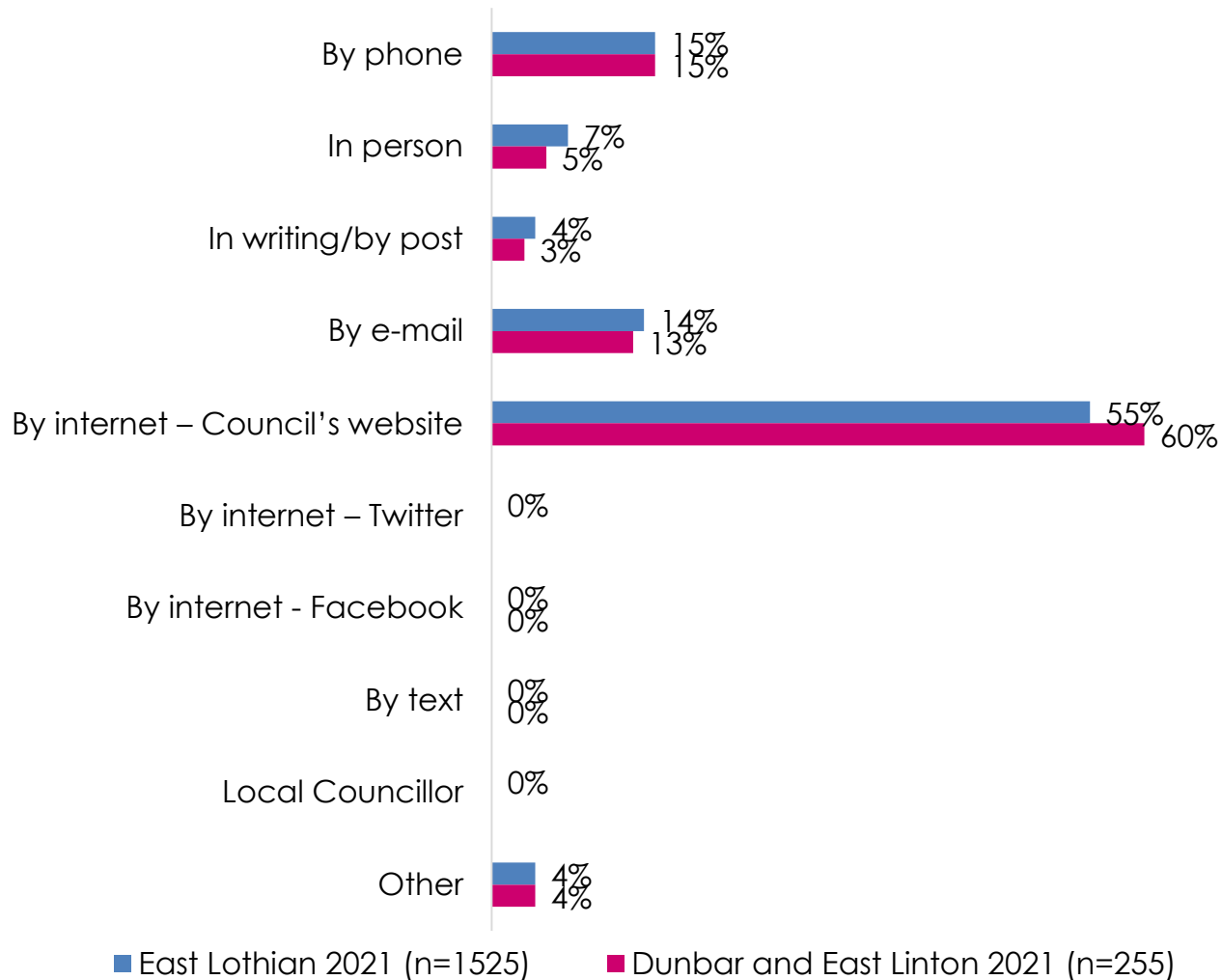


Figure 7: Working status (Q41)

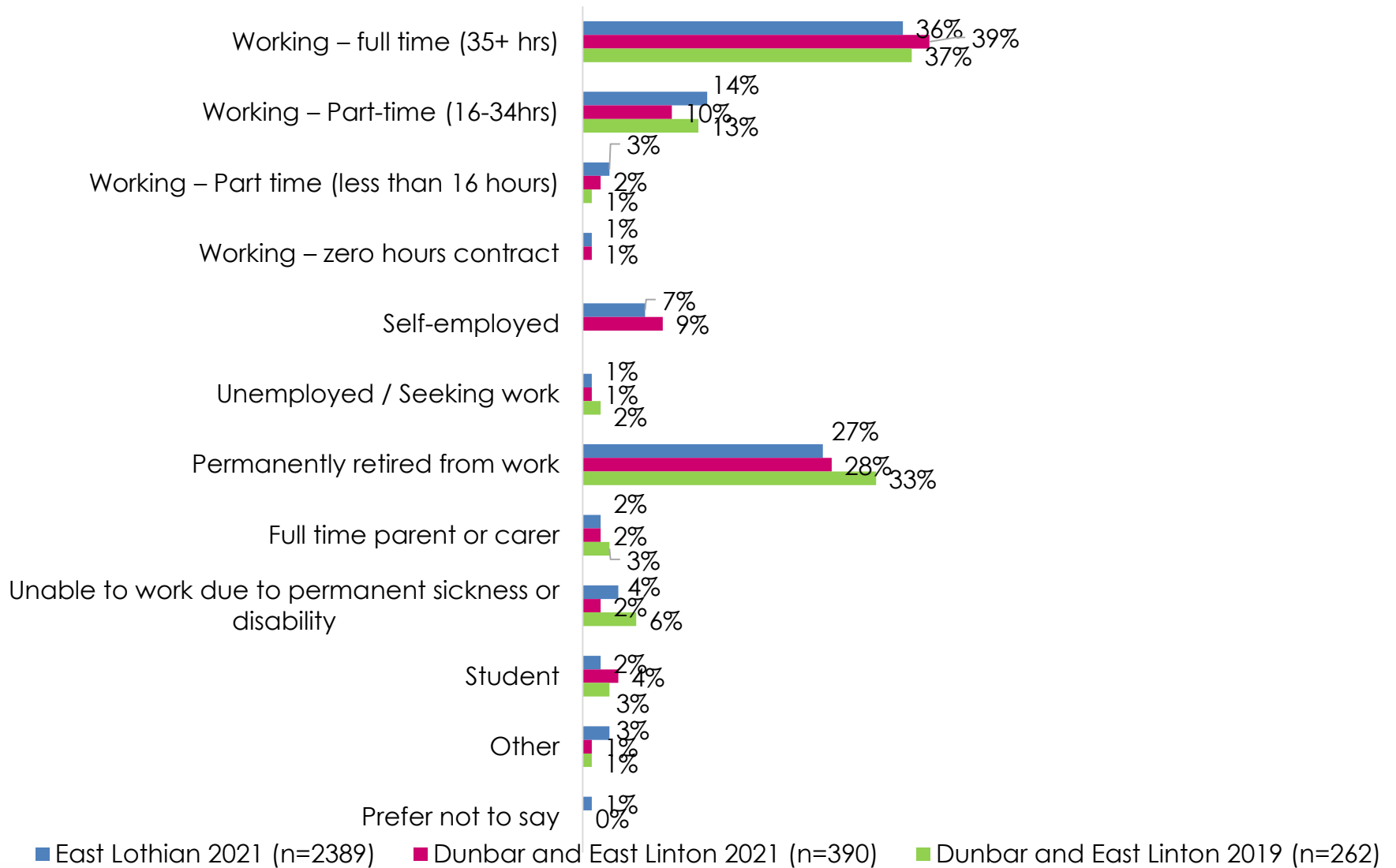


Figure 8: Age (Q40)

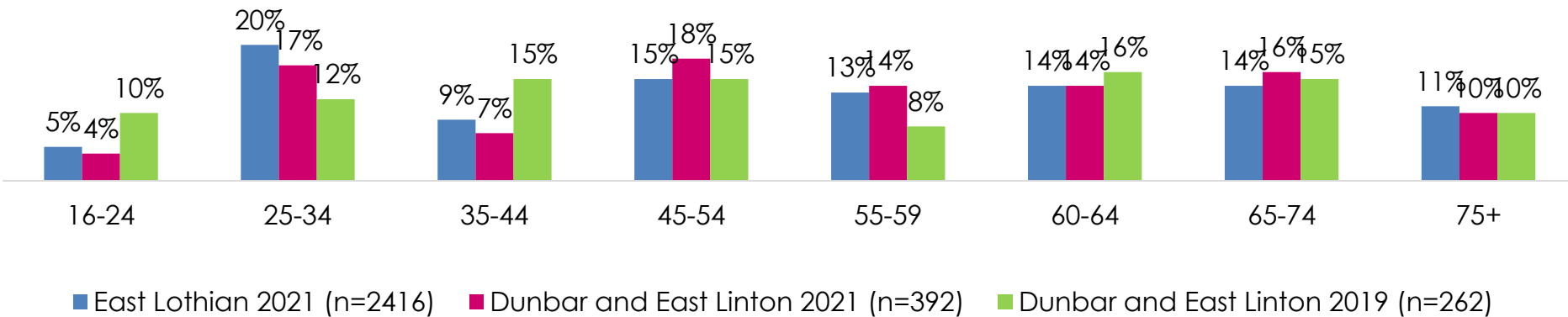


Figure 9: Financial management (Q45)

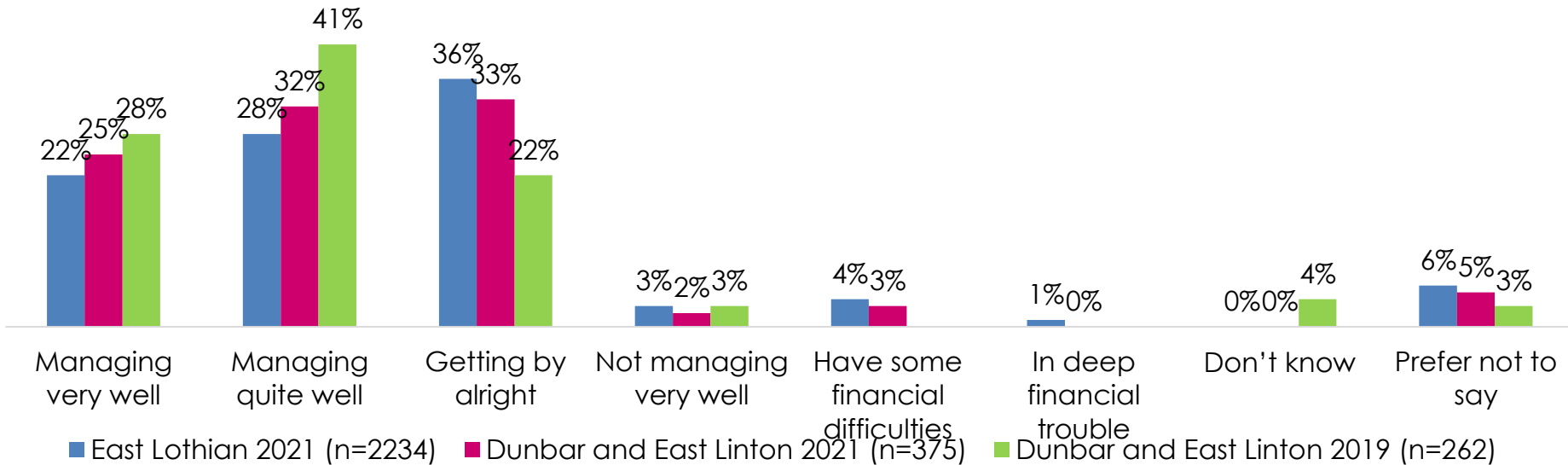


Figure 10: Standard of living statements relating to all households (Q46)

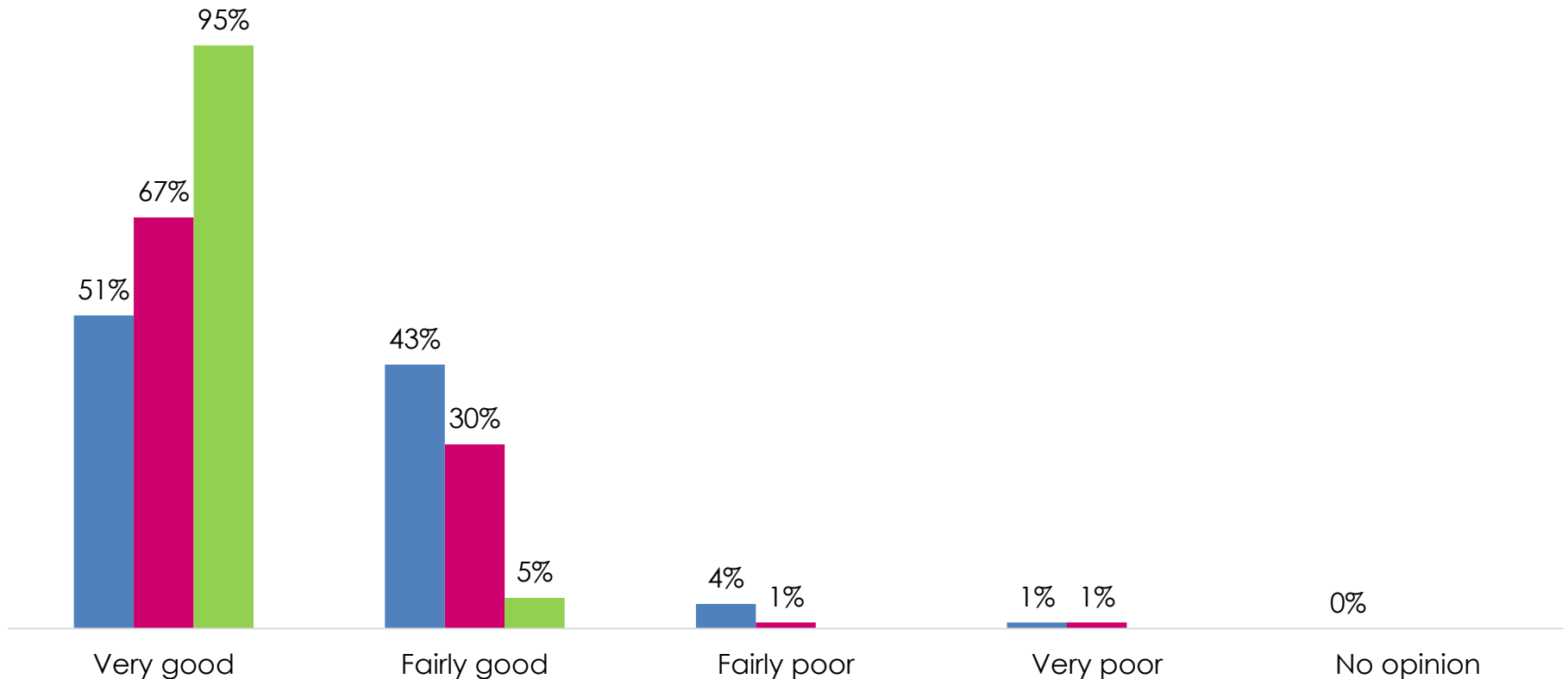
Q46 Standard of living statements (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Enough money to save regularly (of at least £20) for rainy days	East Lothian (n=2132)	86%	2%	13%
	Dunbar and E. Linton (n=354)	88%	4%	8%
Enough money to replace/ repair broken electrical goods	East Lothian (n=2165)	87%	2%	11%
	Dunbar and E. Linton (n=356)	90%	1%	9%
Enough money to make regular payments into an occupational or private pension	East Lothian (n=1765)	70%	13%	16%
	Dunbar and E. Linton (n=290)	72%	11%	17%
All recommended dental work/ treatment	East Lothian (n=2100)	84%	5%	12%
	Dunbar and E. Linton (n=347)	85%	4%	12%
Money to keep your home in a decent state of decoration	East Lothian (n=2174)	88%	3%	9%
	Dunbar and E. Linton (n=360)	92%	1%	7%
Money to take part in sport/ exercise activities	East Lothian (n=2013)	79%	11%	10%
	Dunbar and E. Linton (n=340)	82%	11%	7%
Money to take part in a hobby or leisure activity	East Lothian (n=2086)	82%	7%	11%
	Dunbar and E. Linton (n=347)	86%	7%	7%
Appropriate clothes for job interviews	East Lothian (n=1724)	84%	10%	5%
	Dunbar and E. Linton (n=276)	88%	8%	4%
Home contents insurance	East Lothian (n=2189)	93%	2%	5%
	Dunbar and E. Linton (n=362)	96%	1%	2%
A damp free home	East Lothian (n=2113)	93%	2%	5%
	Dunbar and E. Linton (n=347)	96%	0%	3%
Access to £500 to cover an unexpected, but necessary, expense	East Lothian (n=2135)	84%	2%	14%
	Dunbar and E. Linton (n=354)	91%	1%	7%

Figure 11: Standard of living statements relating to households with children (Q47)

Q33 Standard of living statements relating to households with children (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	East Lothian (n=367)	77%	4%	19%
	Dunbar and E. Linton (n=66)	81%	3%	17%
Does your child have a holiday away from home at least one week a year	East Lothian (n=389)	81%	3%	17%
	Dunbar and E. Linton (n=69)	89%	1%	9%
Does your child have day trips with family once a month	East Lothian (n=383)	85%	4%	11%
	Dunbar and E. Linton (n=68)	92%	-	8%
Does your child get pocket money	East Lothian (n=338)	67%	19%	14%
	Dunbar and E. Linton (n=63)	65%	30%	5%
Is there a garden or outdoor space nearby where your child can play safely	East Lothian (n=391)	97%	0%	2%
	Dunbar and E. Linton (n=70)	99%	-	1%
Does your child attend a toddler group at least once a week (pre school only)	East Lothian (n=91)	77%	6%	17%
	Dunbar and E. Linton (n=14)	77%	19%	4%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	East Lothian (n=362)	90%	1%	10%
	Dunbar and E. Linton (n=66)	96%	-	4%
Does your child have access to a computer or internet for homework	East Lothian (n=370)	98%	1%	1%
	Dunbar and E. Linton (n=69)	99%	-	1%

NEIGHBOURHOOD AND QUALITY OF LIFE

Figure 12: In overall terms how would you rate your neighbourhood as a place to live? (Q1)



■ East Lothian 2021 (n=2402) ■ Dunbar and East Linton 2021 (n=389) ■ Dunbar and East Linton 2019 (n=262)

Figure 13: Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last 3 years? (Q2)

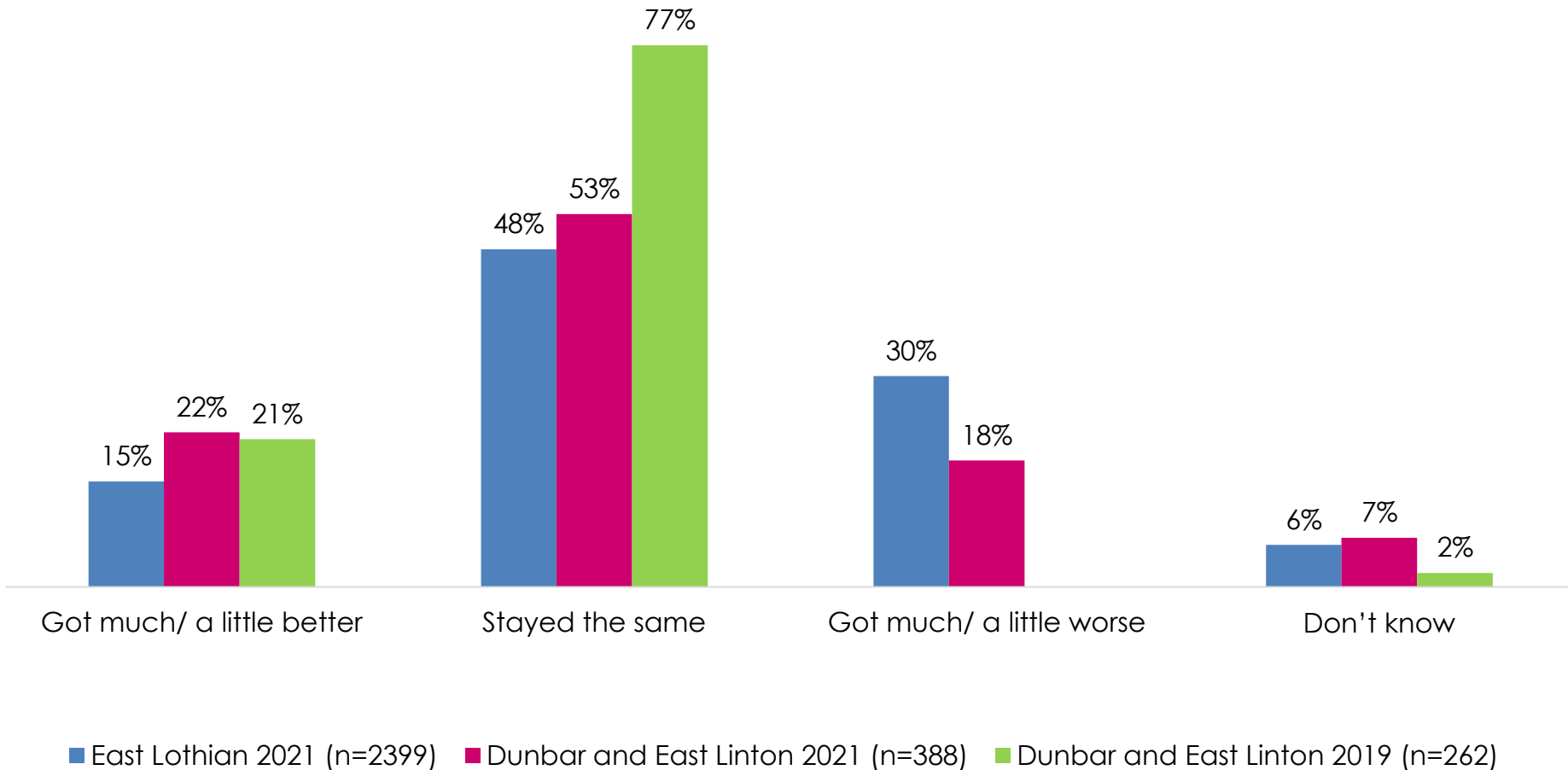
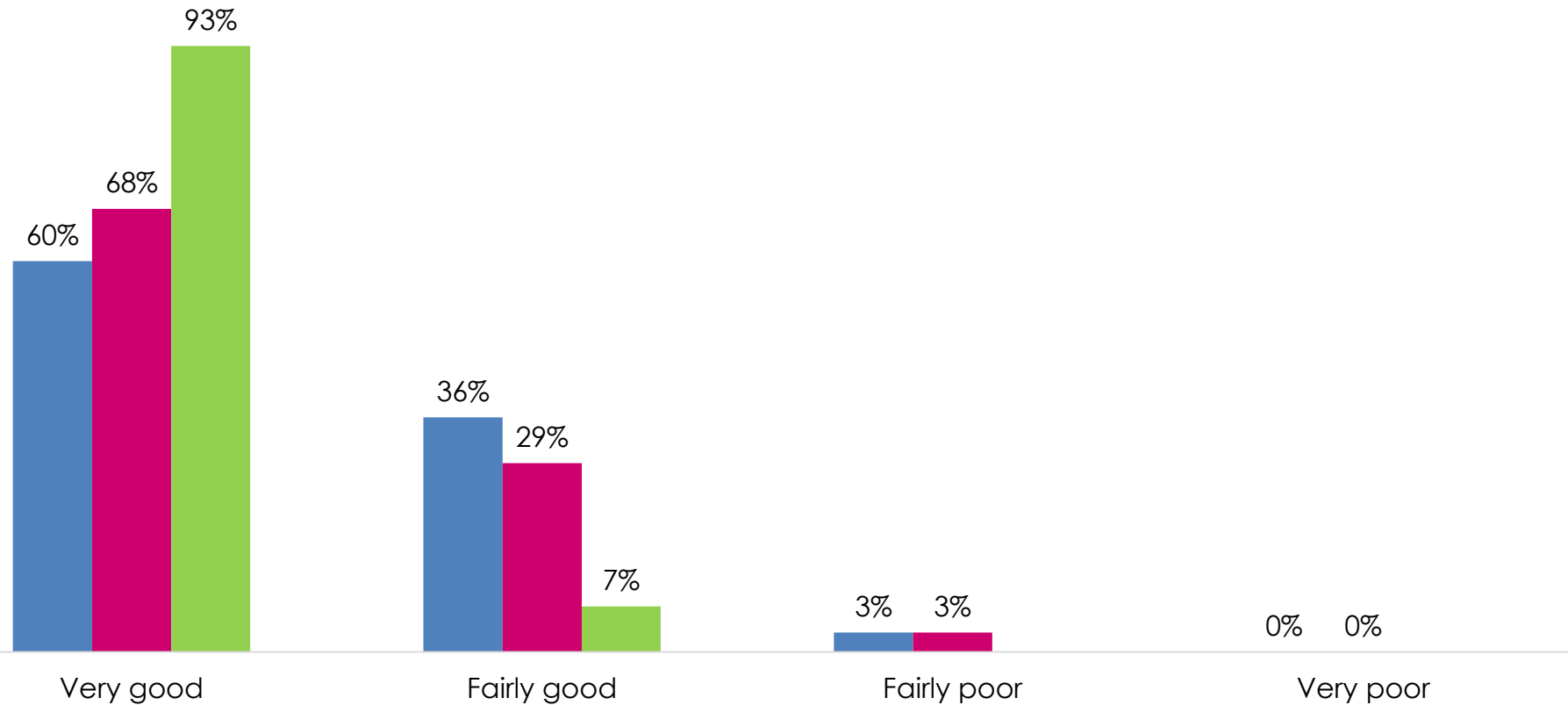


Figure 14: And overall, how would you rate East Lothian as an area to live? (Q3)



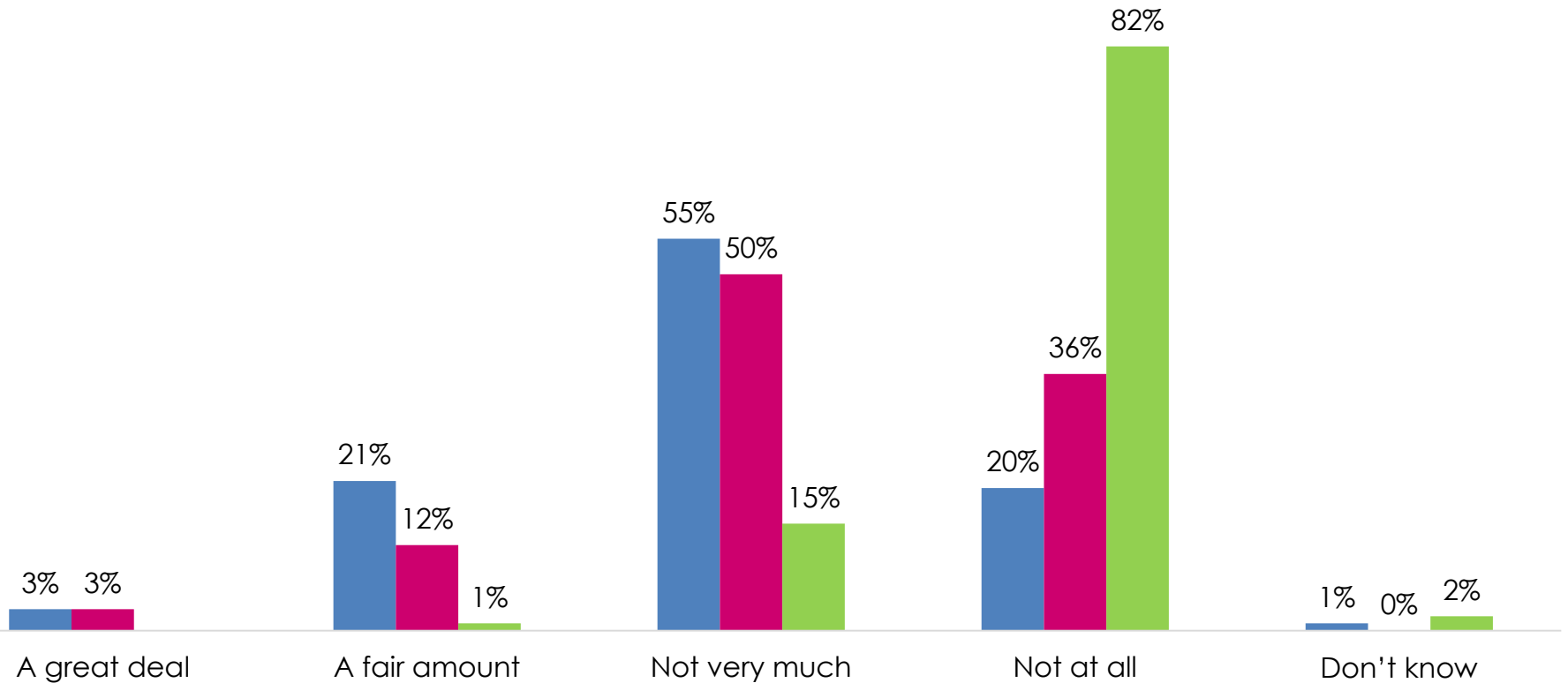
■ East Lothian 2021 (n=2388) ■ Dunbar and East Linton 2021 (n=388) ■ Dunbar and East Linton 2019 (n=262)

Figure 15: Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? (Q4)

Q6 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving?							
	EL 2021 (n=2378)	Dunbar and East Linton 2021 (n=384)	Dunbar and East Linton 2019 (n=261)		EL 2021 (n=2378)	Dunbar and East Linton 2021 (n=384)	Dunbar and East Linton 2019 (n=261)
Primary & Secondary Schools	15%	16%	1%	Access to outdoors, parks, open space	5%	5%	1%
Local cost of living	17%	21%	-	The level of crime	17%	6%	-
Jobs for local people	19%	25%	11%	Activities for teenagers	34%	38%	10%
Health services	53%	40%	4%	Affordable decent housing	28%	36%	10%
Care of older people	27%	27%	1%	Sense of community	10%	7%	-
The level of traffic congestion	38%	19%	8%	Shopping facilities	20%	25%	21%
Public transport	23%	34%	9%	Sports and leisure facilities	14%	12%	0%
Road and pavement repairs	53%	56%	18%	Facilities for young children	12%	8%	4%
Clean streets	23%	16%	4%				

COMMUNITY SAFETY

Figure 16: To what extent do you feel threatened by crime in this neighbourhood these days? (Q5)



■ East Lothian 2021 (n=2386) ■ Dunbar and East Linton 2021 (n=385) ■ Dunbar and East Linton 2019 (n=262)

Figure 17: 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 (Q6)

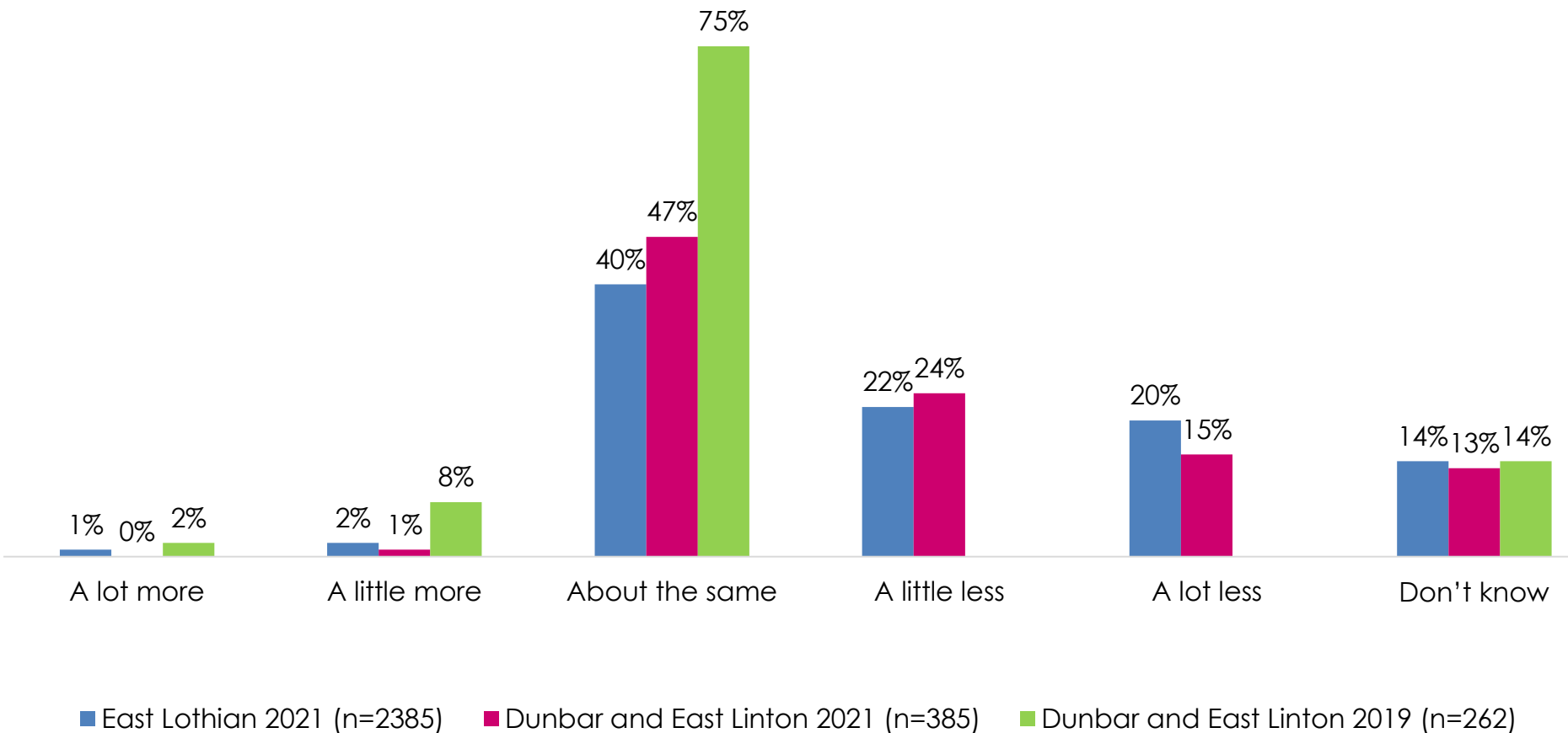


Figure 18: Which of the following activities do you think people carrying out community payback should undertake? (Q7)

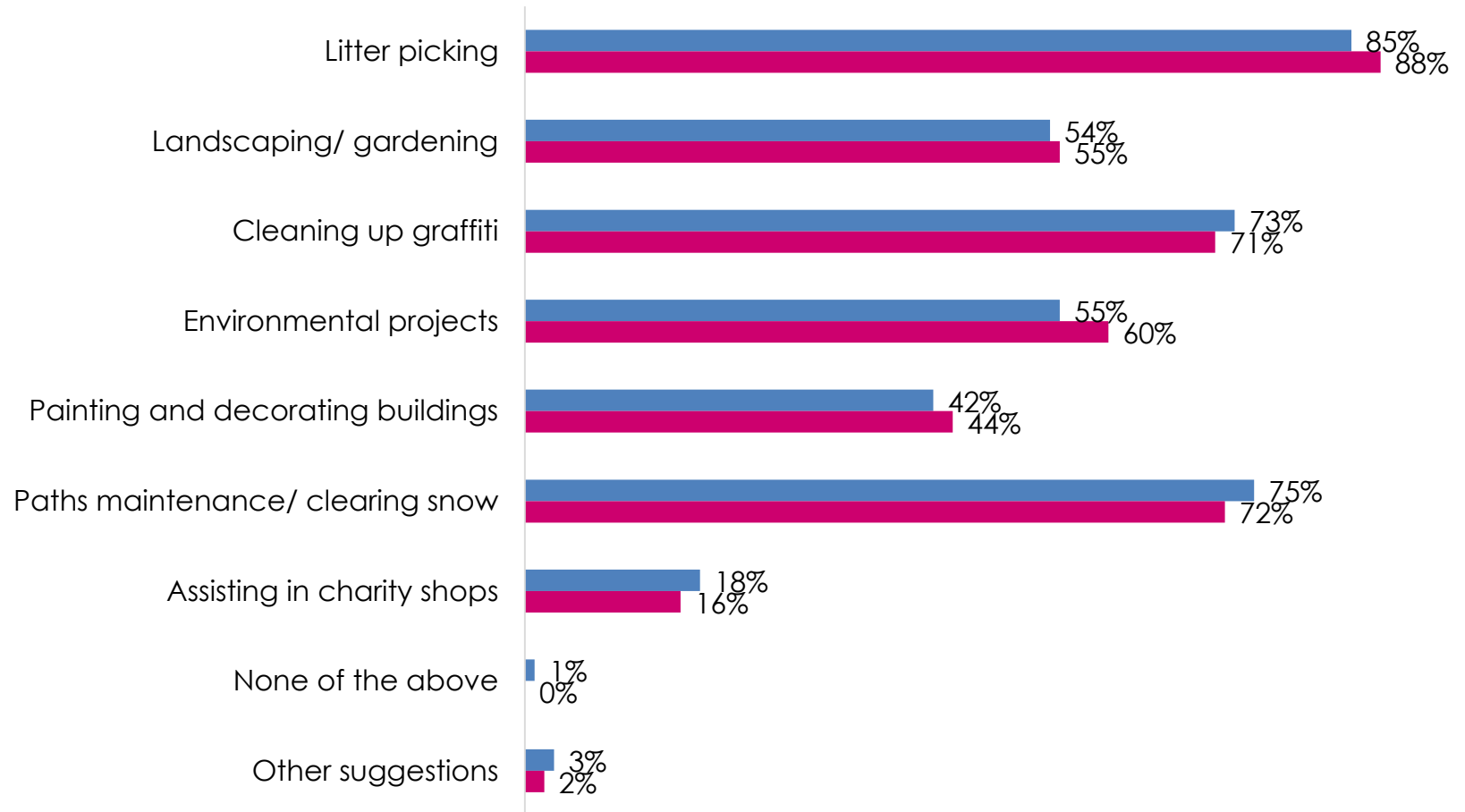
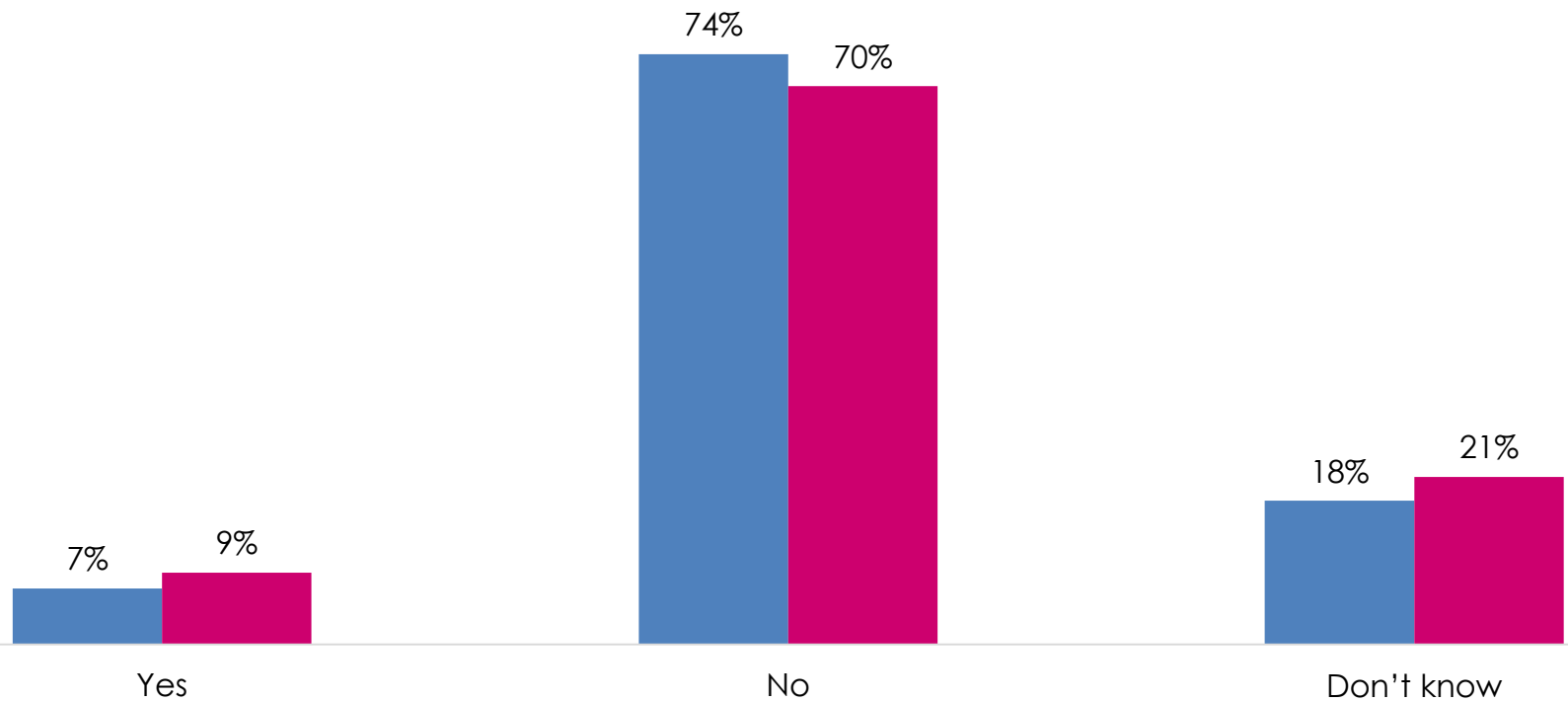


Figure 19: Have you seen any Community Payback teams carrying out unpaid work in your local area? (Q8)



■ East Lothian 2021 (n=2385)

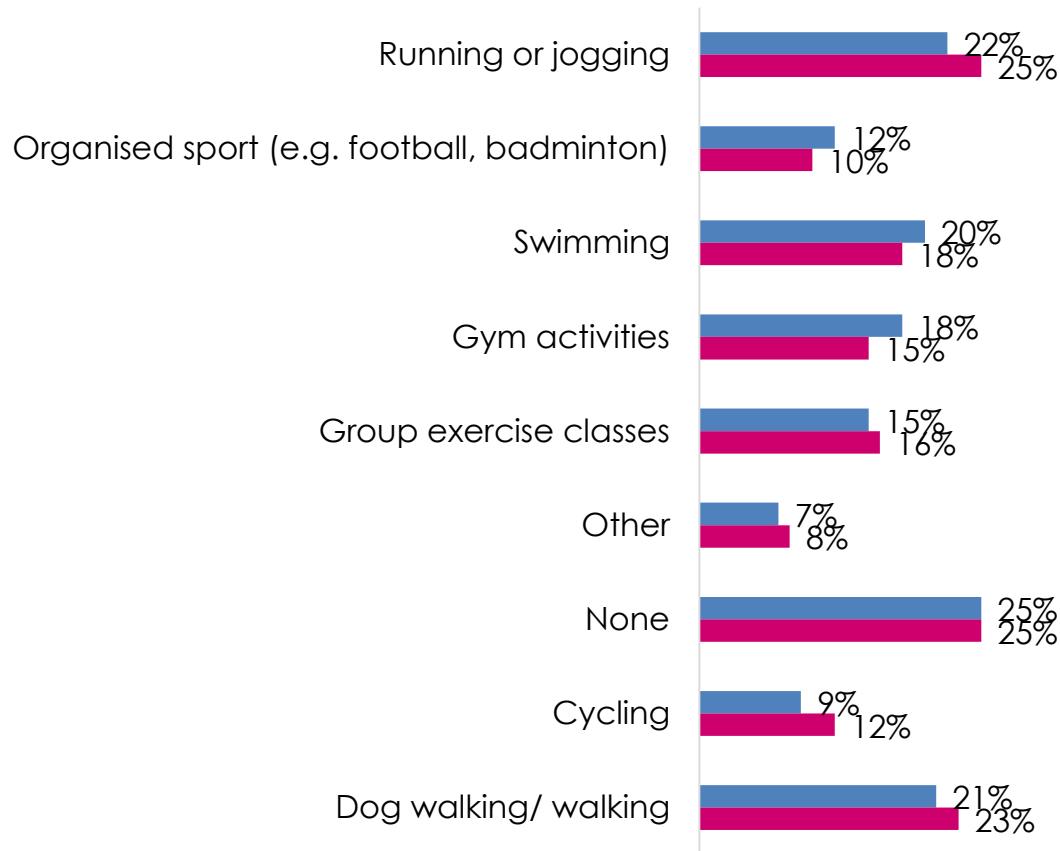
■ Dunbar and East Linton 2021 (n=385)

Figure 20: What priority would you give to each of the following when working with people in the community who have committed a crime? (Q9)

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	East Lothian (n=2265)	3%	4%	9%	18%	67%
	Dunbar and E. Linton (n=363)	2%	7%	8%	21%	63%
Providing stability by addressing issues such as homelessness	East Lothian (n=2187)	3%	5%	15%	23%	54%
	Dunbar and E. Linton (n=354)	3%	5%	16%	20%	57%
Finding training or employment opportunities	East Lothian (n=2217)	2%	4%	15%	27%	52%
	Dunbar and E. Linton (n=364)	1%	3%	17%	26%	53%
Ensuring that unpaid work that is of value to the community is carried out successfully	East Lothian (n=2252)	3%	6%	16%	25%	50%
	Dunbar and E. Linton (n=362)	3%	8%	18%	24%	47%

HEALTH AND WELLBEING

Figure 21: Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes hard physical effort and you breathe much harder than normal. (Q10)



■ East Lothian 2021 (n=2326)

■ Dunbar and East Linton 2021 (n=380)

Figure 22: Thinking about healthy lifestyles, would the following changes to your local neighbourhood encourage you to increase your level of activity (Q11)

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?							
		Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	East Lothian (n=2004)	36%	21%	19%	10%	8%	5%
	Dunbar and E. Linton (n=337)	32%	23%	19%	10%	9%	7%
More parks	East Lothian (n=1681)	21%	20%	23%	17%	13%	7%
	Dunbar and E. Linton (n=286)	15%	19%	24%	20%	15%	7%
More play parks	East Lothian (n=1726)	15%	13%	17%	21%	24%	9%
	Dunbar and E. Linton (n=286)	10%	9%	17%	24%	32%	9%
More local facilities (e.g. gym)	East Lothian (n=1837)	29%	22%	18%	13%	10%	7%
	Dunbar and E. Linton (n=304)	25%	21%	22%	13%	13%	6%
Safer paths/cycle ways	East Lothian (n=2058)	47%	20%	13%	7%	7%	6%
	Dunbar and E. Linton (n=340)	43%	21%	17%	7%	7%	5%
Better maintained parks or play parks	East Lothian (n=1886)	27%	21%	20%	12%	12%	8%
	Dunbar and E. Linton (n=305)	19%	20%	25%	14%	14%	8%
Better quality environment (more trees, landscaping etc)	East Lothian (n=1799)	34%	23%	18%	10%	8%	7%
	Dunbar and E. Linton (n=294)	31%	23%	20%	13%	8%	5%

Figure 23: Since the COVID pandemic started in March 2020 would you say your physical health has...? (Q12a)

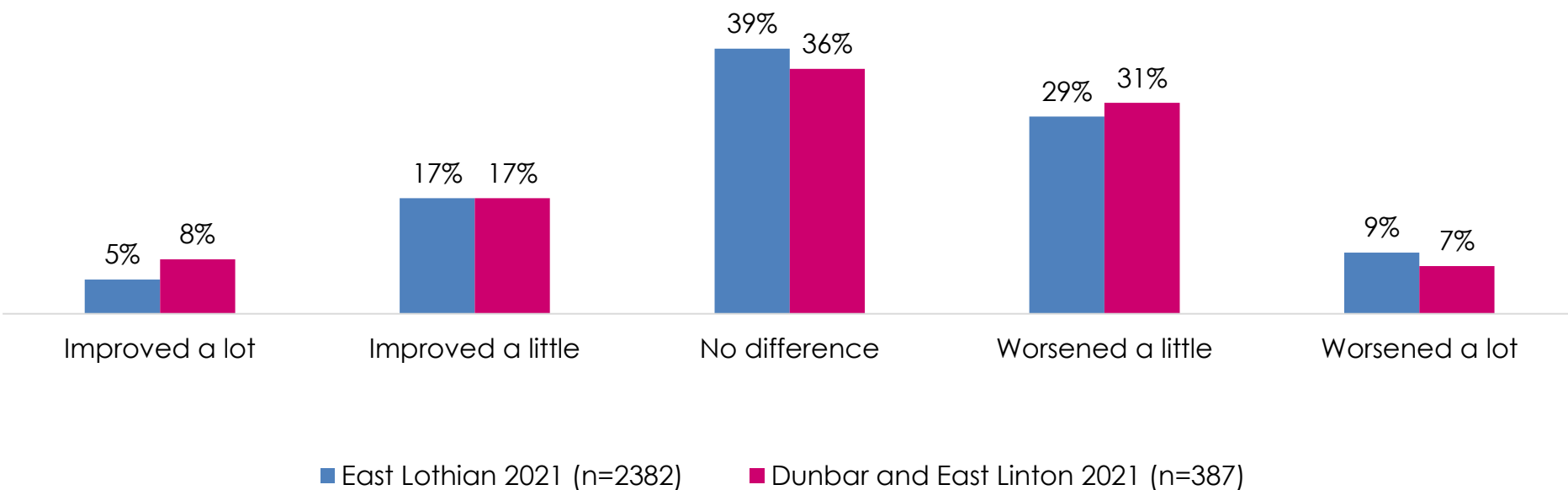
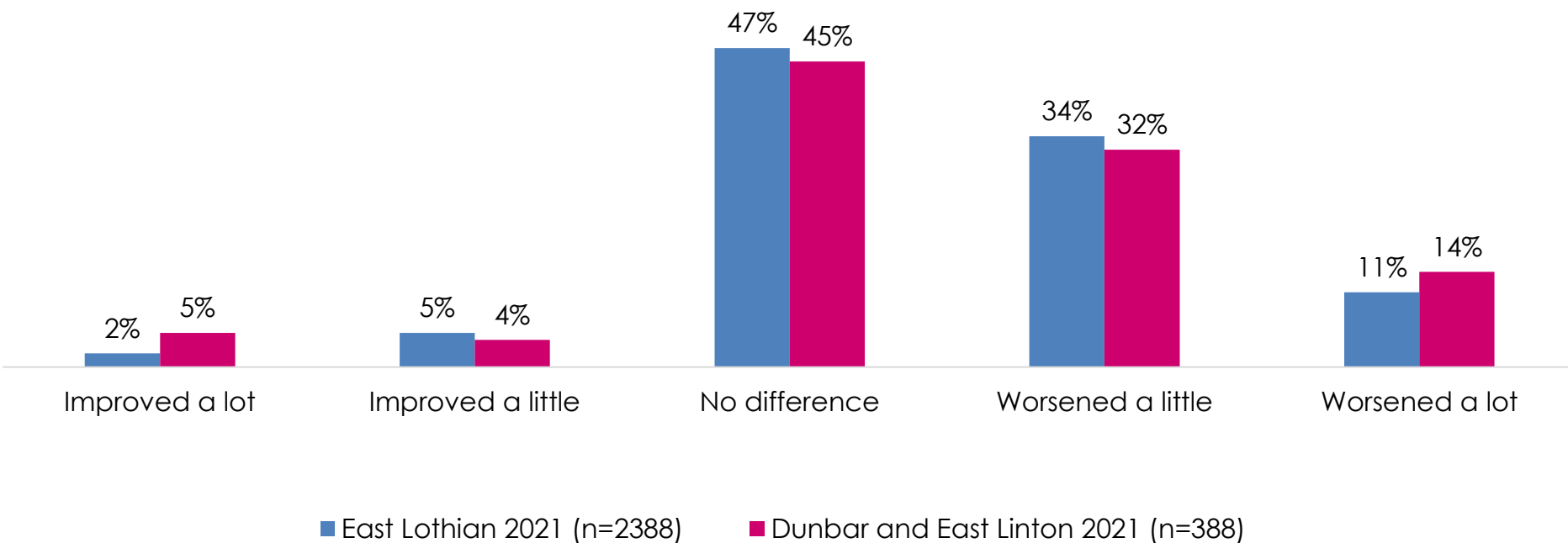


Figure 24: Since the COVID pandemic started in March 2020 would you say your mental health has...? (Q12b)



PERCEPTIONS OF THE COUNCIL & PUBLIC SERVICES

Figure 25a: To what extent do you agree or disagree with each of the following statements (Q13)

Q13 To what extent do you agree or disagree with the following?				
		% agree	% neither/nor	% disagree
The council provides high quality services	East Lothian (n=2281)	45%	28%	28%
	Dunbar and E. Linton (n=374)	50%	29%	21%
The council does the best it can with the money available	East Lothian (n=2216)	47%	23%	30%
	Dunbar and E. Linton (n=364)	48%	25%	27%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	East Lothian (n=2145)	23%	38%	40%
	Dunbar and E. Linton (n=343)	29%	37%	35%
The council is good at listening to local people's views before it takes decisions	East Lothian (n=2088)	15%	35%	51%
	Dunbar and E. Linton (n=339)	19%	32%	49%
The council designs its services around the needs of the people who use them	East Lothian (n=2104)	25%	38%	37%
	Dunbar and E. Linton (n=342)	31%	38%	31%
The council is good at letting local people know how well it is performing	East Lothian (n=2178)	28%	30%	42%
	Dunbar and E. Linton (n=357)	35%	25%	40%
The council is good at letting people know about the kinds of services it provides	East Lothian (n=2254)	38%	26%	36%
	Dunbar and E. Linton (n=369)	40%	26%	34%
I can influence decisions affecting my local area	East Lothian (n=2066)	14%	30%	56%
	Dunbar and E. Linton (n=338)	15%	31%	54%
I would like to be more involved in the decisions the council makes that affect my local area	East Lothian (n=1971)	54%	33%	13%
	Dunbar and E. Linton (n=321)	55%	32%	13%

Figure 25b: To what extent do you agree or disagree with each of the following statements (Dunbar and East Linton 2019 vs 2021)

Q13 To what extent do you agree or disagree with the following? (Dunbar and East Linton 2019 vs. 2021)				
		% agree	% neither/ nor	% disagree
The council provides high quality services	2019	95%	5%	-
	2021	50%	29%	21%
The council does the best it can with the money available	2019	94%	5%	1%
	2021	48%	25%	27%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	2019	82%	17%	-
	2021	29%	37%	35%
The council is good at listening to local people's views before it takes decisions	2019	81%	17%	2%
	2021	19%	32%	49%
The council designs its services around the needs of the people who use them	2019	94%	5%	1%
	2021	31%	38%	31%
The council is good at letting local people know how well it is performing	2019	87%	12%	1%
	2021	35%	25%	40%
The council is good at letting people know about the kinds of services it provides	2019	86%	12%	2%
	2021	40%	26%	34%
I can influence decisions affecting my local area	2019	50%	31%	19%
	2021	15%	31%	54%
I would like to be more involved in the decisions the council makes that affect my local area	2019	27%	24%	50%
	2021	55%	32%	13%

Figure 26a: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian

		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	East Lothian (n=764)	34%	40%	26%
	Dunbar & E Linton (n=122)	36%	32%	32%
Children's play areas	East Lothian (n=1583)	52%	27%	21%
	Dunbar & E Linton (n=272)	61%	24%	16%
Libraries	East Lothian (n=1703)	64%	23%	13%
	Dunbar & E Linton (n=299)	77%	15%	8%
Swimming pools/ sport centres	East Lothian (n=1918)	63%	20%	17%
	Dunbar & E Linton (n=330)	78%	15%	7%
Parks, gardens and open spaces	East Lothian (n=2177)	71%	17%	13%
	Dunbar & E Linton (n=367)	80%	14%	6%
Local bus services	East Lothian (n=2071)	60%	16%	24%
	Dunbar & E Linton (n=324)	59%	17%	24%
Local schools	East Lothian (n=1499)	58%	27%	15%
	Dunbar & E Linton (n=261)	68%	17%	15%
Support for frail/ older people to allow them to remain in their own home	East Lothian (n=1406)	32%	32%	36%
	Dunbar & E Linton (n=213)	30%	27%	43%
Waste & recycling services	East Lothian (n=2344)	60%	10%	30%
	Dunbar & E Linton (n=380)	62%	11%	27%
Roads maintenance	East Lothian (n=2292)	26%	17%	57%
	Dunbar & E Linton (n=368)	29%	14%	57%
Street cleaning	East Lothian (n=2278)	45%	20%	35%
	Dunbar & E Linton (n=371)	54%	18%	27%

Figure 26b: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)..cont.

Q23 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/nor	% dissatisfied
GP services	East Lothian (n=2325)	41%	11%	48%
	Dunbar and E. Linton (n=382)	55%	11%	34%
Dental services	East Lothian (n=2072)	56%	19%	25%
	Dunbar and E. Linton (n=345)	52%	19%	29%
Hospital outpatients services	East Lothian (n=1958)	55%	17%	27%
	Dunbar and E. Linton (n=318)	56%	15%	29%
Hospital A&E services	East Lothian (n=1788)	38%	18%	44%
	Dunbar and E. Linton (n=284)	38%	16%	46%
Pharmacy	East Lothian (n=2298)	83%	10%	7%
	Dunbar and E. Linton (n=378)	90%	8%	2%
Optometry/ Opticians	East Lothian (n=1999)	73%	19%	8%
	Dunbar and E. Linton (n=322)	72%	19%	9%
Police	East Lothian (n=2006)	42%	31%	27%
	Dunbar and E. Linton (n=318)	48%	31%	21%
Fire Service	East Lothian (n=1733)	68%	28%	4%
	Dunbar and E. Linton (n=285)	80%	18%	2%

Figure 26c: Satisfaction with public services (Dunbar and East Linton 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Dunbar and East Linton 2019 vs 2021

		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	2019	100%	-	-
	2021	36%	32%	32%
Children's play areas	2019	91%	9%	-
	2021	61%	24%	16%
Libraries	2019	92%	8%	-
	2021	77%	15%	8%
Swimming pools/ sport centres	2019	94%	4%	1%
	2021	78%	15%	7%
Parks, gardens and open spaces	2019	100%	-	-
	2021	80%	14%	6%
Local bus services	2019	81%	15%	4%
	2021	59%	17%	24%
Local schools	2019	93%	7%	-
	2021	68%	17%	15%
Support for frail/ older people to allow them to remain in their own home	2019	91%	9%	-
	2021	30%	27%	43%
Waste & recycling services	2019	98%	2%	-
	2021	62%	11%	27%
Roads maintenance	2019	86%	9%	5%
	2021	29%	14%	57%
Street cleaning	2019	95%	4%	1%
	2021	54%	18%	27%

Figure 26d: Satisfaction with public services (Dunbar and East Linton 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Dunbar and East Linton 2019 vs 2021

		% satisfied	% neither/ nor	% dissatisfied
GP services	2019	99%	1%	-
	2021	55%	11%	34%
Dental services	2019	97%	1%	2%
	2021	52%	19%	29%
Hospital outpatients services	2019	95%	5%	-
	2021	56%	15%	29%
Hospital A&E services	2019	94%	6%	1%
	2021	38%	16%	46%
Pharmacy	2019	-	-	-
	2021	90%	8%	2%
Optometry/ Opticians	2019	-	-	-
	2021	72%	19%	9%
Police	2019	94%	5%	1%
	2021	48%	31%	21%
Fire Service	2019	95%	5%	-
	2021	80%	18%	2%

Figure 27: Have you used/ had contact with any of the following services in the last 12 months? (Q15)

Q15 Have you used/ had contact with any of the following services in the last 12 months?				
	East Lothian (n=2253-2366)		Dunbar and East Linton (n=372-385)	
	Yes	No	Yes	No
Council house repair service	9%	91%	8%	92%
Children's play areas	32%	68%	32%	68%
Libraries	36%	64%	39%	61%
Swimming pools/sport centres	45%	55%	44%	56%
Parks, gardens and open spaces	80%	20%	79%	21%
Local bus services	63%	37%	54%	46%
Local schools	29%	71%	33%	67%
Support for frail / older people to allow them to remain in their own home	16%	84%	14%	86%
Waste & recycling services	91%	9%	91%	9%
Roads maintenance	39%	61%	43%	57%
Street cleaning	32%	68%	31%	69%
GP services	85%	15%	88%	12%
Dental services	60%	40%	60%	40%
Hospital outpatients services	57%	43%	59%	41%
Hospital A&E services	31%	69%	29%	71%
Pharmacy services	88%	12%	89%	11%
Optometry / Opticians services	53%	47%	52%	48%
Police	21%	79%	20%	80%
Fire Service	5%	95%	7%	93%

Figure 28: How are you currently feeling about dealing with the COVID pandemic? (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
I am concerned about getting COVID	East Lothian (n=2307)	20%	47%	23%	10%
	Dunbar and East Linton (n=372)	18%	52%	20%	10%
I am concerned about close relatives getting COVID	East Lothian (n=2310)	31%	51%	14%	4%
	Dunbar and East Linton (n=374)	26%	61%	10%	3%
I am relaxed about COVID	East Lothian (n=2247)	7%	27%	41%	25%
	Dunbar and East Linton (n=367)	5%	28%	43%	24%
I am feeling anxious/ worried	East Lothian (n=2236)	9%	29%	43%	20%
	Dunbar and East Linton (n=362)	10%	24%	46%	20%
I am feeling lonely and isolated	East Lothian (n=225)	5%	11%	49%	35%
	Dunbar and East Linton (n=360)	5%	9%	51%	36%
I am concerned about how society in general will cope with the impact of COVID	East Lothian (n=2265)	30%	54%	12%	4%
	Dunbar and East Linton (n=363)	29%	58%	8%	5%

Figure 29: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? (Q17)

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list (% stating top/2nd/ 3rd priority)

	East Lothian	Dunbar & East Linton
Base	2367	382
Support Business, Employment and Grow the Economy	52%	56%
Reduce inequality and poverty	39%	39%
Tackle social exclusion, isolation and loneliness	27%	27%
Tackle climate change	35%	36%
Help our children and young people achieve their educational and attainment aims	33%	34%
Reduce health inequalities and support people to live healthier, more active and independent lives	28%	26%
Ensure everyone has access to the internet	8%	9%
Maintain and develop resilient supportive, and inclusive communities	15%	15%
Support children's wellbeing and mental health	26%	24%
Maintain and develop resilient and sustainable services	22%	22%
Other	1%	1%

Figure 30: Please indicate how acceptable/unacceptable you find each of these options for doing things differently / making savings in the Council's budget (Q18)

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

		East Lothian	Dunbar and East Linton
		2039-2275	333-371
Rationalise (close) Council assets such as office	1=Inacceptable	18%	15%
	6=Acceptable	21%	28%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Inacceptable	29%	27%
	6=Acceptable	8%	10%
Reduce the frequency of discretionary services rather than end them totally	1=Inacceptable	13%	12%
	6=Acceptable	10%	9%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Inacceptable	33%	31%
	6=Acceptable	15%	15%
Encourage people to use the internet to access/ pay for council services	1=Inacceptable	11%	8%
	6=Acceptable	31%	35%
Transfer under used buildings to communities to be used as venues run by the community	1=Inacceptable	4%	4%
	6=Acceptable	48%	50%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Inacceptable	10%	10%
	6=Acceptable	23%	26%

Figure 31: 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? (Q19)

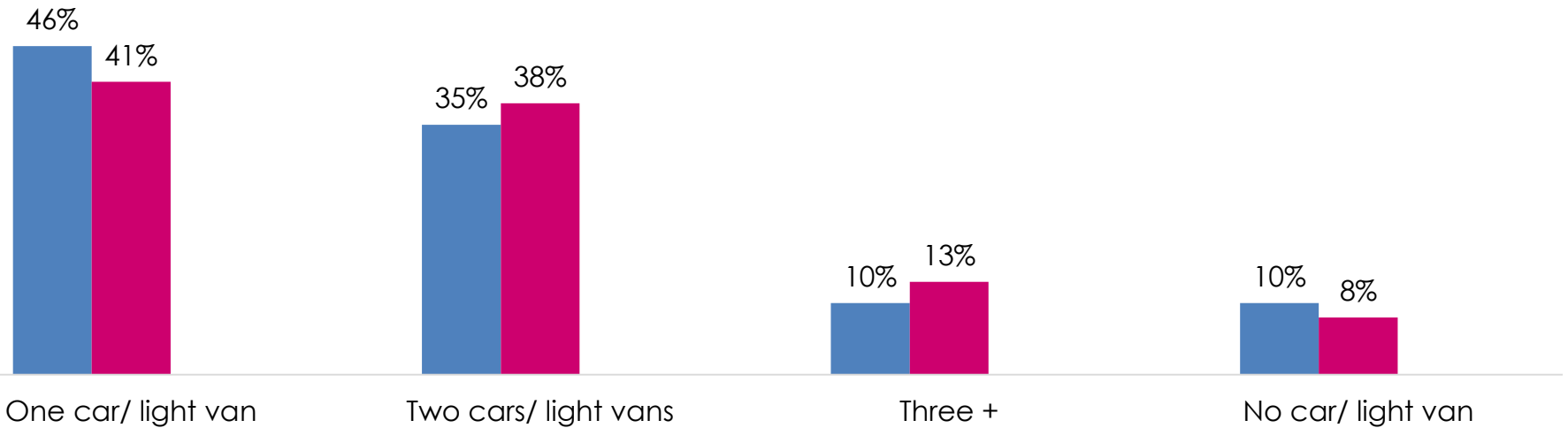
Thinking about climate change and actions that individuals can be taking to help address its impacts, which of the following do you do on a regular basis?						
		Very frequently	Frequently	Sometime	Very infrequently	Never
Recycle plastic, glass and paper	East Lothian (n=2373)	88%	8%	3%	1%	1%
	Dunbar and East Linton (n=384)	87%	9%	2%	1%	2%
Shop local	East Lothian (n=2358)	61%	26%	11%	2%	0%
	Dunbar and East Linton (n=385)	63%	26%	11%	1%	-
Walk/ cycle to work	East Lothian (n=1816)	28%	9%	10%	9%	44%
	Dunbar and East Linton (n=310)	31%	9%	10%	7%	42%
Use public transport to get to work	East Lothian (n=1800)	19%	8%	11%	10%	52%
	Dunbar and East Linton (n=310)	19%	6%	11%	7%	57%
Buy local produce	East Lothian (n=2320)	38%	26%	28%	6%	2%
	Dunbar and East Linton (n=376)	42%	28%	27%	2%	1%
Eat less meat	East Lothian (n=2307)	21%	17%	33%	14%	15%
	Dunbar and East Linton (n=375)	27%	10%	36%	10%	17%

Figure 32: Which of the following would encourage you to do more to address your impact on climate change (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
More paths and cycle ways	East Lothian (n=2076)	42%	24%	16%	9%	9%
	Dunbar and East Linton (n=339)	44%	19%	17%	12%	8%
Better bus services	East Lothian (n=2119)	41%	26%	17%	8%	9%
	MMW (n=340)	42%	24%	16%	8%	9%
Cheaper renewables	East Lothian (n=2069)	56%	27%	13%	2%	1%
	MMW (n=337)	55%	27%	13%	3%	1%
More electric vehicle charging points	East Lothian (n=2019)	34%	23%	19%	12%	12%
	MMW (n=326)	33%	22%	24%	8%	12%
More recycling facilities	East Lothian (n=2166)	44%	27%	18%	7%	4%
	MMW (n=350)	42%	30%	18%	7%	3%
Cheaper bus or train fares	East Lothian (n=2178)	58%	22%	13%	5%	3%
	MMW (n=360)	65%	17%	13%	3%	2%
More neighborhood facilities, shops/ pubs etc.	East Lothian (n=2194)	48%	27%	16%	6%	2%
	MMW (n=355)	47%	31%	15%	5%	2%

TRAVEL AND TRANSPORT

Figure 33: Do you have a Car/light van in your household? (Q26)

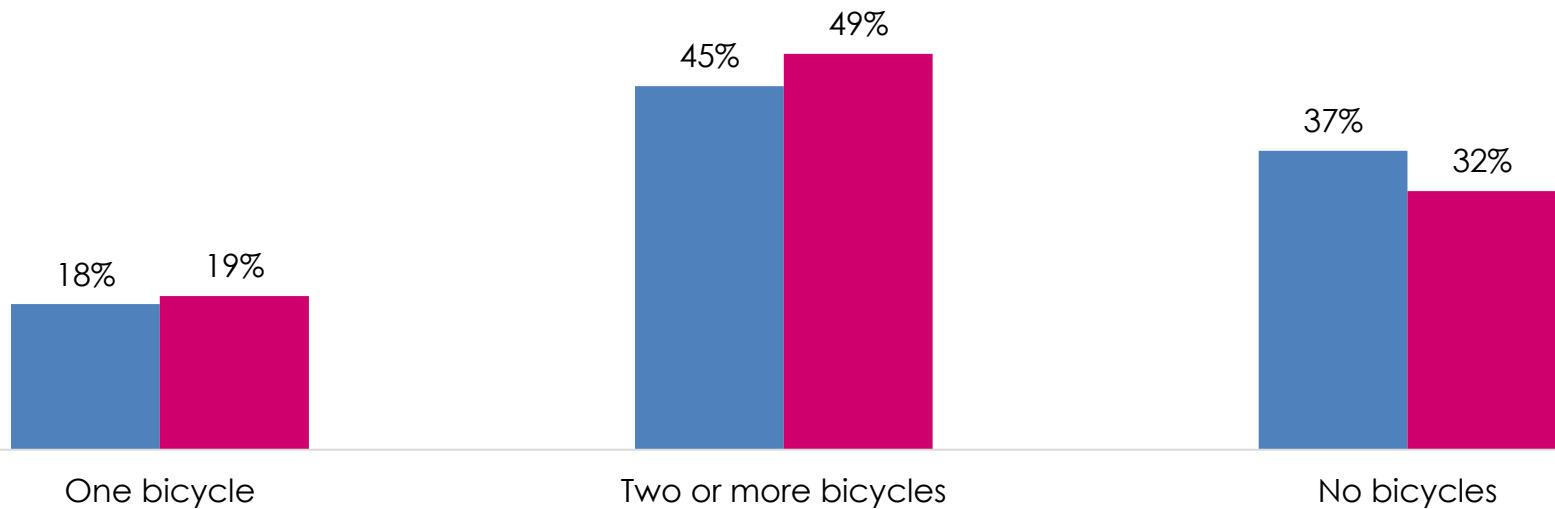


■ East Lothian 2021 (n=2394)

■ Dunbar and East Linton 2021 (n=390)

■ Dunbar and East Linton 2019 (n=)

Figure 34: Do you have a bicycle in your household? (Q27)



■ East Lothian 2021 (n=2378)

■ Dunbar and East Linton 2021 (n=391)

Figure 35: How many people in your household have a driving licence (full or provisional)? (Q28)

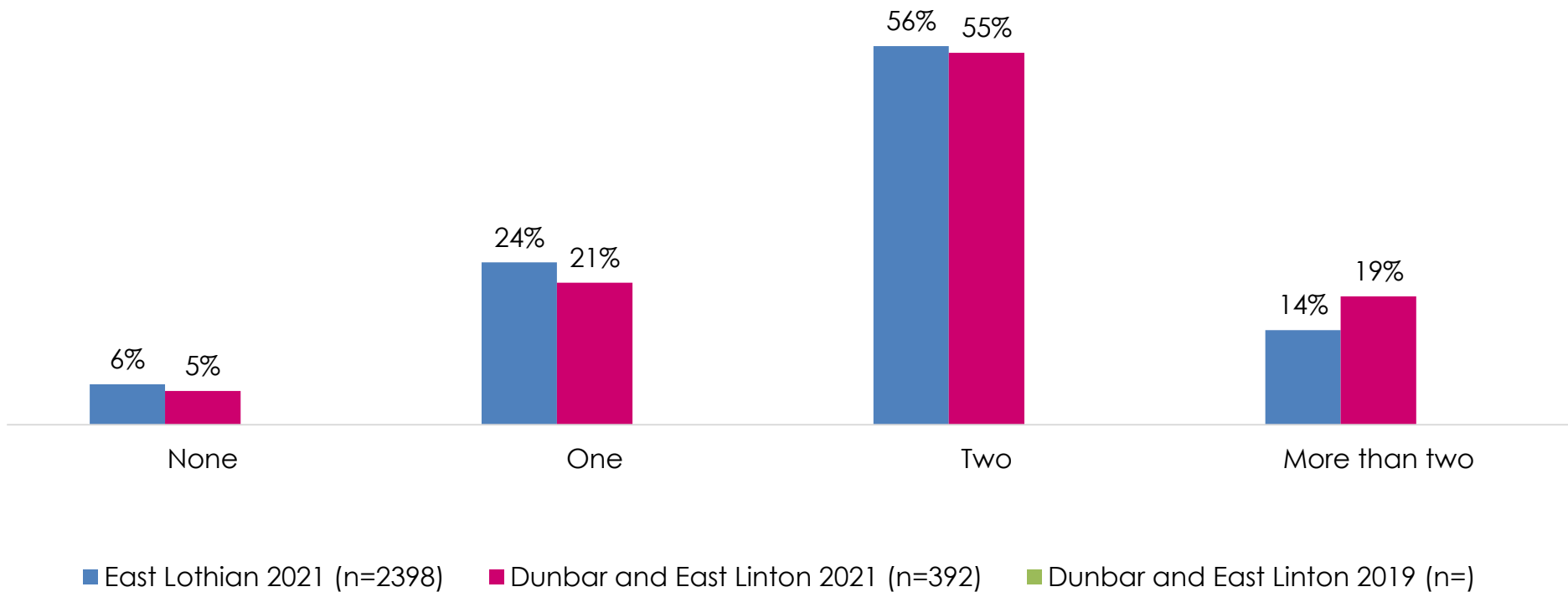
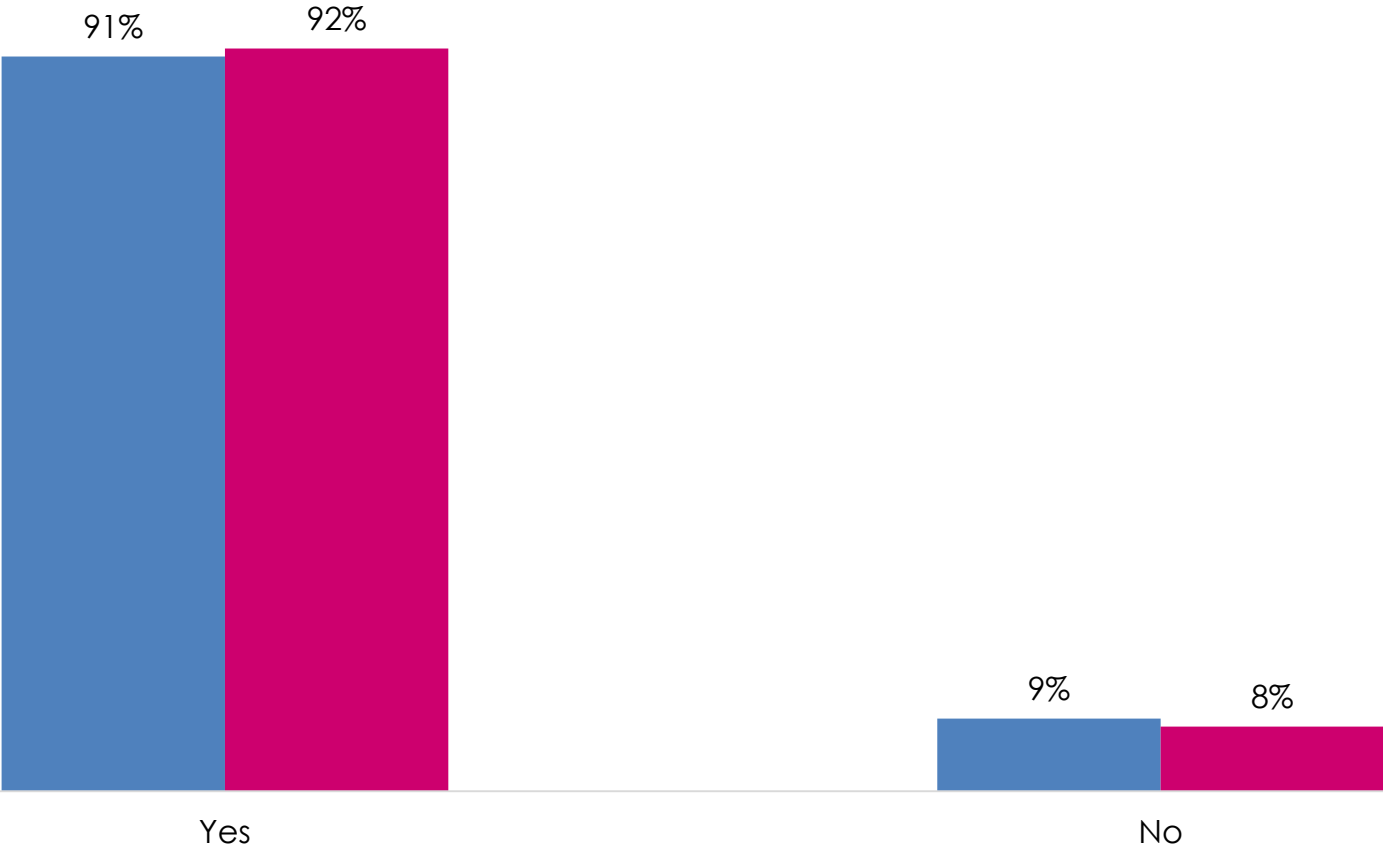


Figure 36: How do you usually travel to your nearest.....? (Q29)

Q29 Travel methods used for various journey types									
	Base	Walk	Bicycle/ eBike	Car driver	Car passen ger	Bus	Train	Taxi	N/A
Local shop	East Lothian (n=2354)	65%	3%	28%	2%	0%	-	0%	1%
	Dunbar and E.Linton (n=384)	58%	2%	38%	1%	0%	-	-	1%
Shopping centre or supermarket (for main food shop)	East Lothian (n=2356)	10%	1%	75%	8%	3%	-	0%	2%
	Dunbar and E.Linton (n=384)	9%	1%	80%	6%	1%	-	0%	3%
GP	East Lothian (n=2316)	43%	3%	47%	3%	2%	-	0%	1%
	Dunbar and E.Linton (n=378)	52%	1%	45%	2%	0%	-	0%	0%
Chemist or pharmacy	East Lothian (n=2350)	55%	3%	37%	2%	1%	-	0%	1%
	Dunbar and E.Linton (n=385)	58%	2%	38%	1%	0%	-	-	0%
Publicly accessible green space (e.g. park)	East Lothian (n=2269)	79%	3%	12%	1%	0%	0%	0%	5%
	Dunbar and E.Linton (n=373)	74%	5%	16%	1%	-	-	-	4%
Public transport facility e.g. bus stop, train station	East Lothian (n=2269)	72%	2%	16%	1%	1%	0%	0%	7%
	Dunbar and E.Linton (n=368)	71%	2%	18%	2%	1%	-	0%	6%
Library	East Lothian (n=2236)	47%	3%	23%	1%	2%	-	0%	24%
	Dunbar and E.Linton (n=363)	49%	4%	27%	0%	0%	-	-	19%
Sports Centre	East Lothian (n=2155)	31%	4%	35%	2%	1%	-	0%	27%
	Dunbar and E.Linton (n=351)	29%	4%	41%	1%	0%	-	-	26%
Primary School	East Lothian (n=2079)	29%	2%	9%	0%	0%	0%	0%	60%
	Dunbar and E.Linton (n=345)	29%	5%	10%	0%	-	-	-	56%
Secondary School	East Lothian (n=2070)	17%	1%	12%	0%	3%	0%	0%	65%
	Dunbar and E.Linton (n=343)	29%	5%	10%	0%	-	-	-	56%

Figure 37: Have you noticed new lower speed limits in East Lothian since 2020? (Q30)



■ East Lothian 2021 (n=2372)

■ Dunbar and East Linton 2021 (n=388)

Figure 38: What type of impact do you feel 20mph speed limits have had on road safety in your area: (Q31)

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Much less safe/ less safe	Neither	Much more safe/ more safe
Pedestrians and people in wheelchairs	East Lothian (n=2150)	11%	32%	57%
	Dunbar and E.Linton (n=363)	10%	29%	61%
Cyclists	East Lothian (n=2042)	14%	34%	52%
	Dunbar and E.Linton (n=354)	11%	29%	60%
Children	East Lothian (n=2082)	11%	28%	61%
	Dunbar and E.Linton (n=350)	10%	23%	68%
Older people	East Lothian (n=2118)	11%	29%	60%
	Dunbar and E.Linton (n=357)	10%	27%	63%
Drivers	East Lothian (n=2093)	19%	38%	44%
	Dunbar and E.Linton (n=354)	17%	37%	46%

Figure 39: What wider impacts do you feel 20mph limits have on...? (Q32)

Q32 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Very negative/ negative impact	Neither	Very positive/ positive impact
Climate change	East Lothian (n=1955)	26%	35%	39%
	Dunbar and E.Linton (n=320)	19%	39%	42%
Air pollution	East Lothian (n=1980)	27%	34%	39%
	Dunbar and E.Linton (n=325)	20%	39%	42%
Noise pollution	East Lothian (n=2017)	20%	36%	44%
	Dunbar and E.Linton (n=329)	18%	35%	47%
Quality of life	East Lothian (n=2044)	22%	36%	42%
	Dunbar and E.Linton (n=342)	18%	35%	47%

Figure 40: If you think 20mph limits have negative impacts what are these? (Please select all that apply) (Q33)

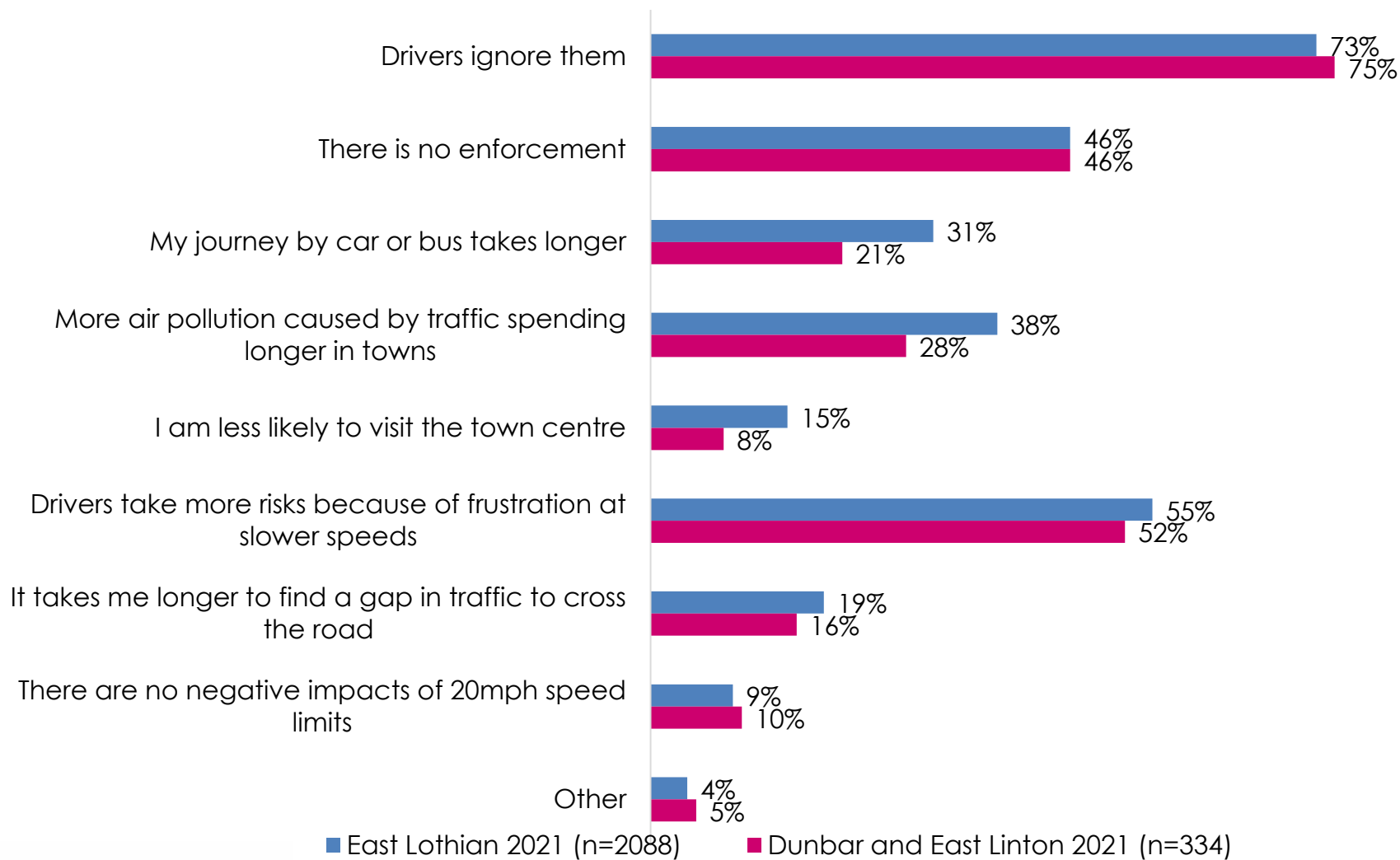


Figure 41: If you think 20mph limits have positive impacts what are these? (Please select all that apply) (Q34)

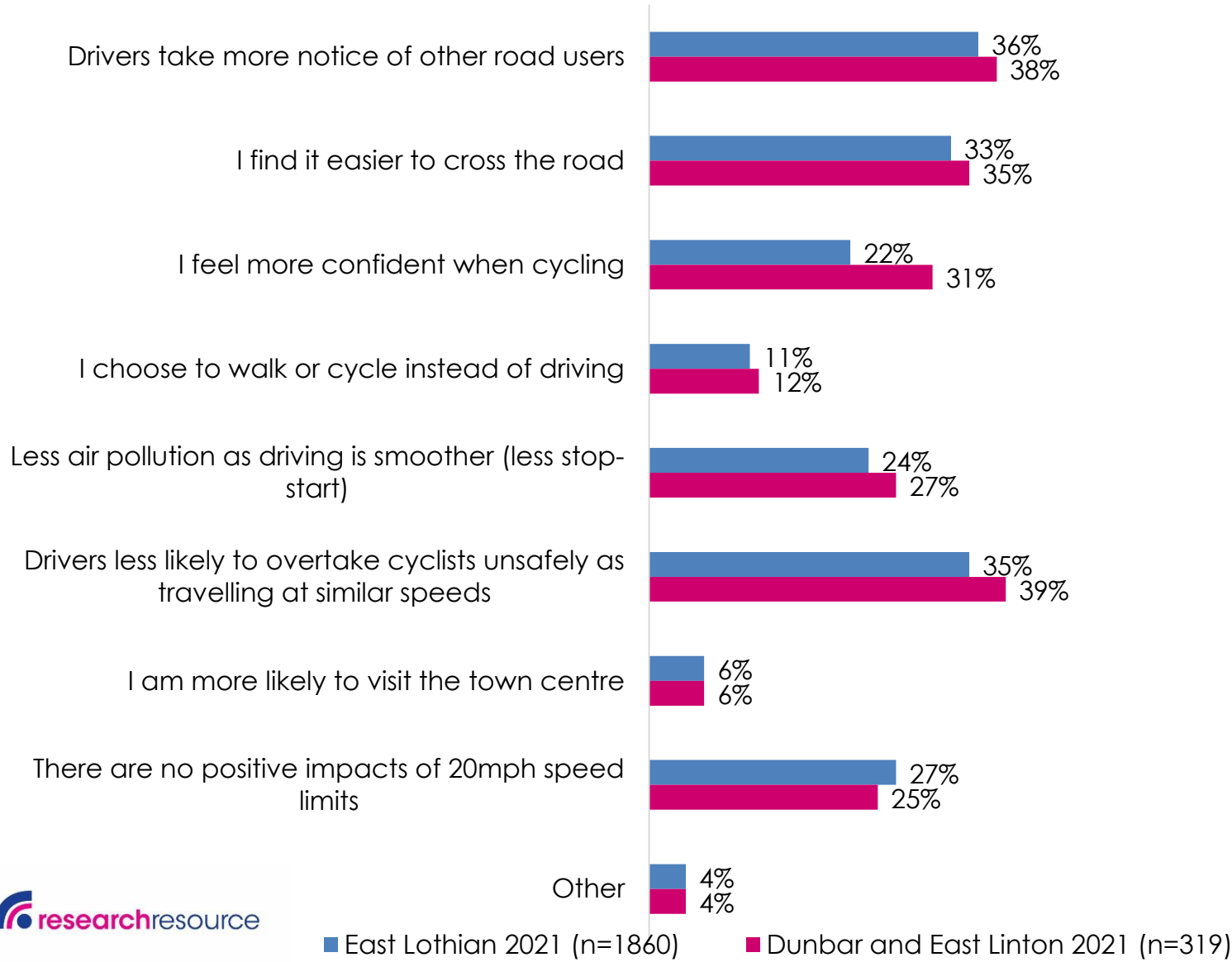


Figure 42: Thinking about the future, what do you think should be done with 20mph limits? (Q35)

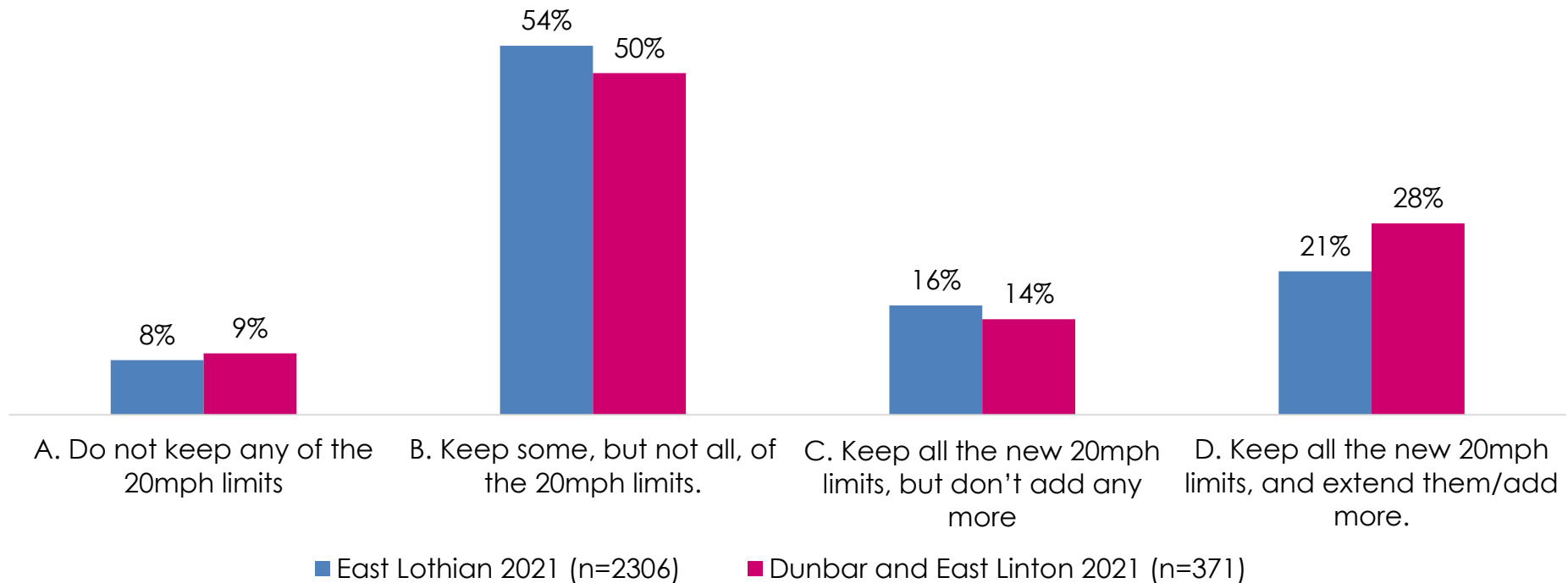
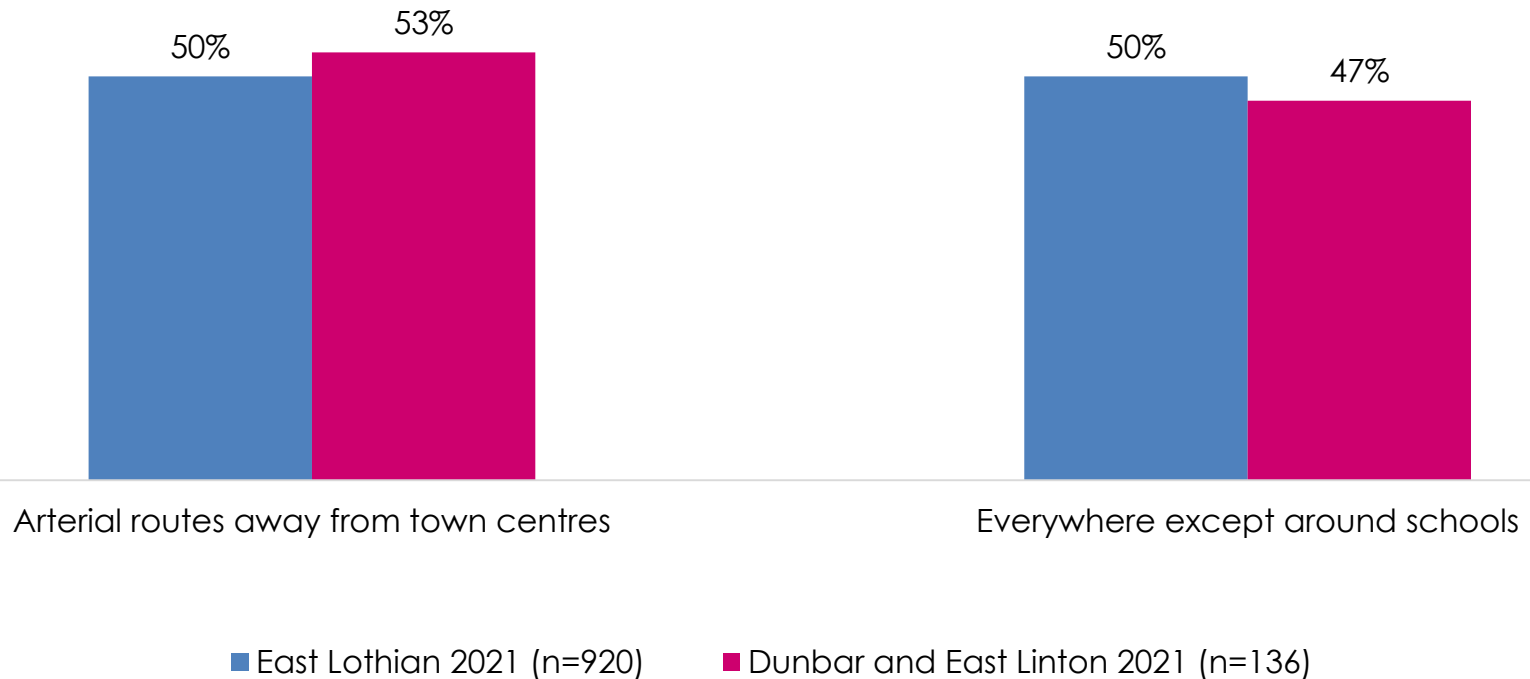


Figure 43: If you answered B: Do you think 20mph limits should be removed from... (Q36)



East Lothian

Resident Satisfaction Survey 2021

Haddington and Lammermuir

Results Summary



Overview: Research Objectives

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of Council's and East Lothian partnership's Plans

Overview: Methodology

- Survey data consists of 2416 completed interviews
- Methodology was changed from face to face methodology to postal methodology in 2021.
- Survey packs were sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022.
- Sample constructed to ensure representation of adult population (18+ years)
- To ensure the data was representative of age and multi member ward the data was weighted in line with the EL population.
- Data accuracy levels were around $\pm 5\%$ in each of the 6 multi member wards and $\pm 2\%$ for East Lothian Overall.

Survey response and confidence intervals

Electoral Ward	Sample Base 2019 Survey	Population (adults aged 18+ 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%

Caution on Comparison with 2019 Survey

- This report includes comparisons with the results of the 2019 survey. However, the results are not directly comparable as different methodologies were used for the two surveys – face-to-face interviews in 2019 and postal/ web survey in 2021
- Evidence suggests that different methodologies might provide different results to certain types of survey questions
- Also the 2021 survey was carried out in the middle of the COVID pandemic which was having a significant negative impact on people, communities and public services.
- This may have contributed to raising people's anxiety and increasing negativity about quality of life and public services.
- It is not possible to determine whether differences between the 2021 and 2019 survey results are due to genuine changes in views and experiences or are due to the different methodologies used or the profound impact of the pandemic

Figure 1: Household composition (Q42)

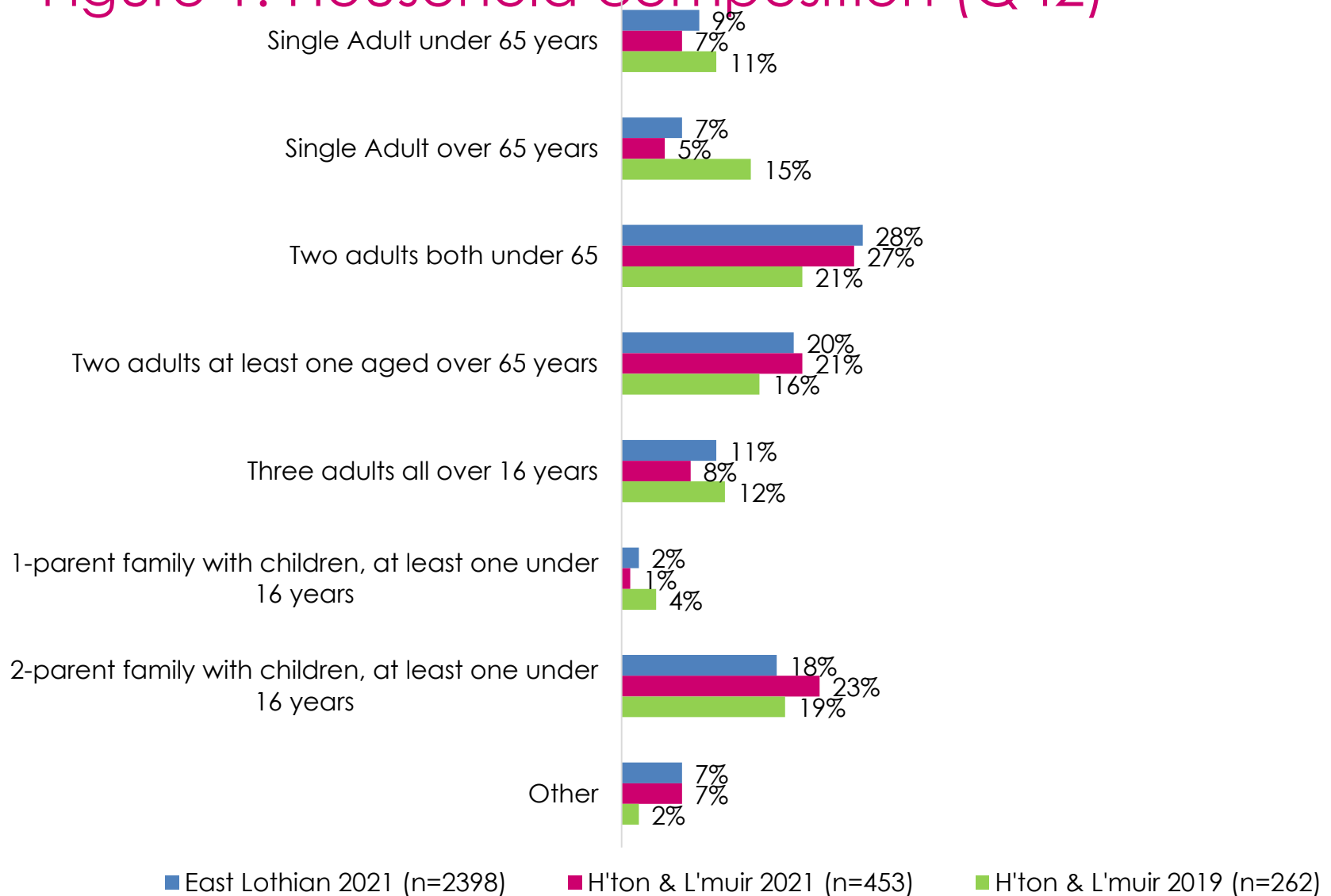


Figure 2: Do you own your home, or rent it? (Q43)

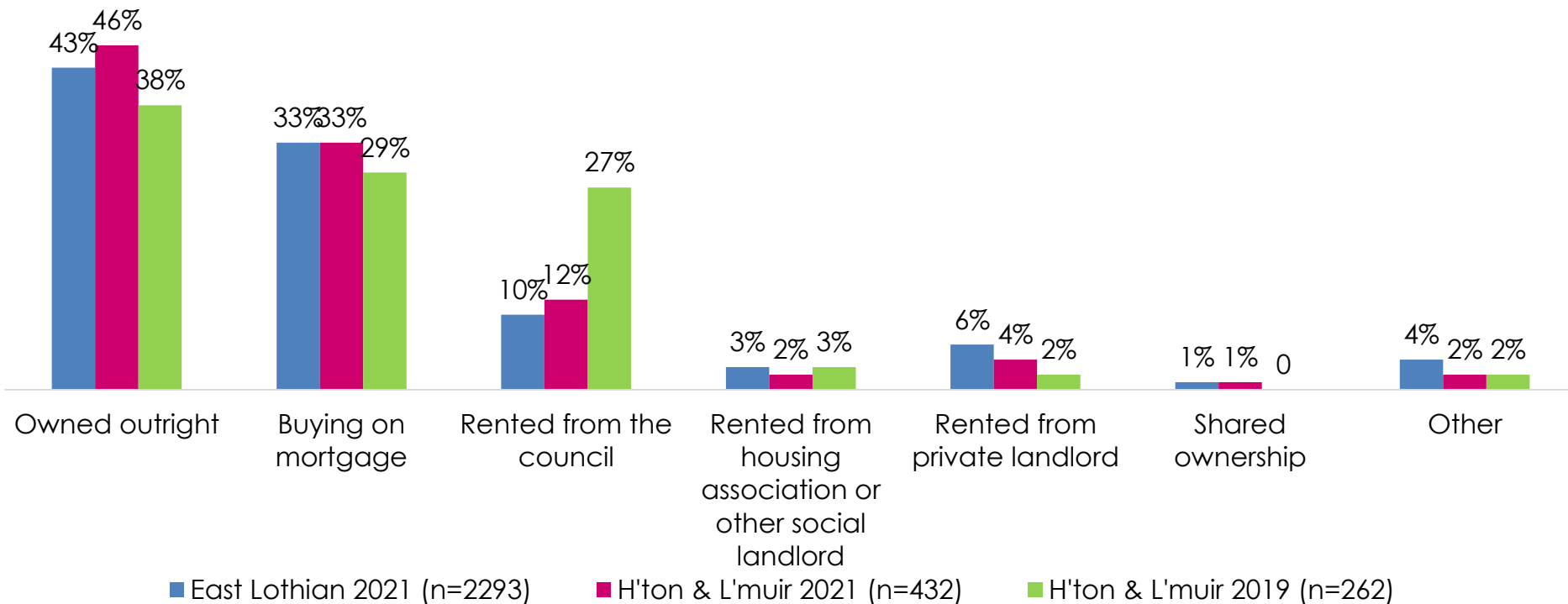
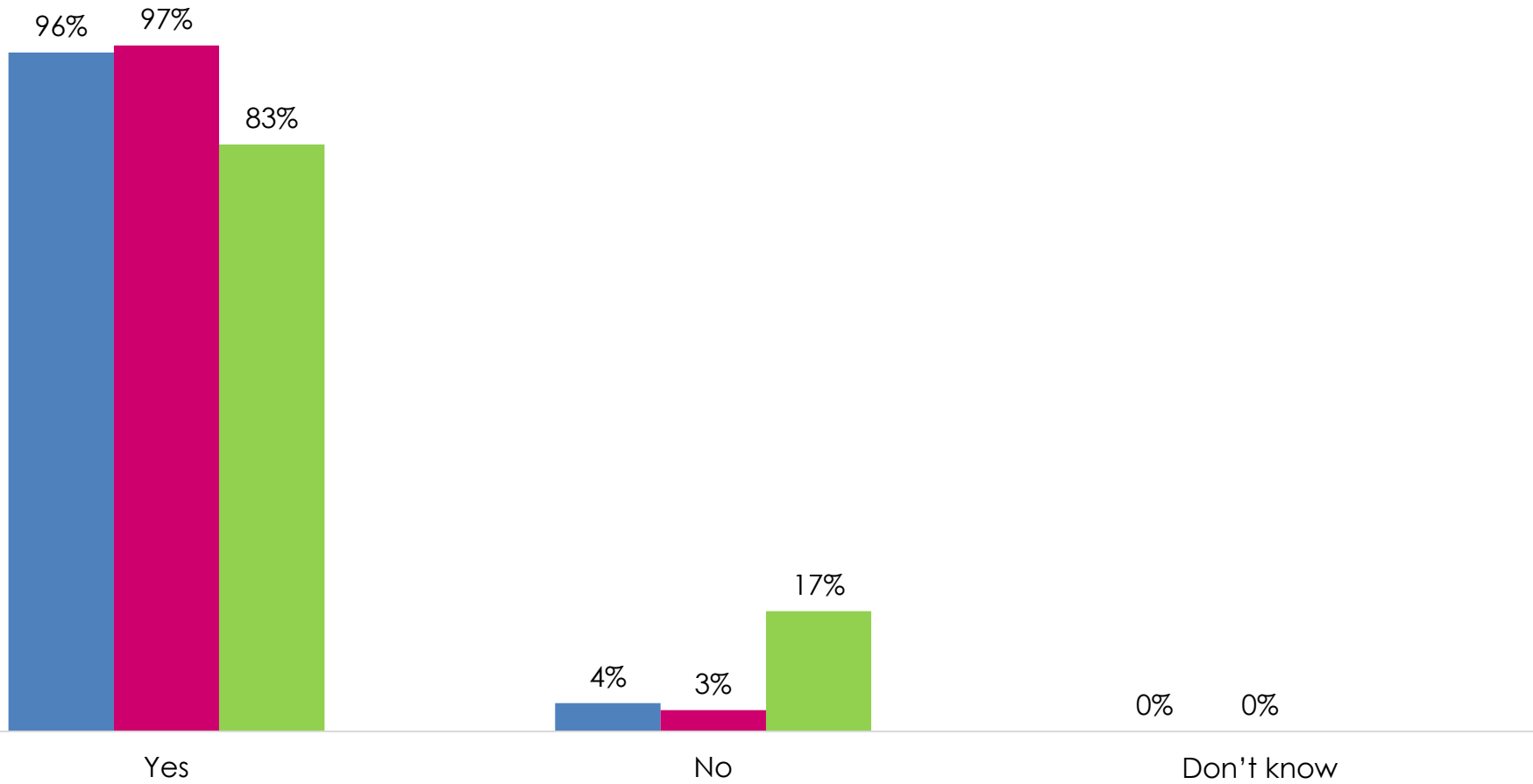


Figure 3: Internet Access (Q22)



■ East Lothian 2021 (n=2374)

■ H'ton & L'muir 2021 (n=442)

■ H'ton & L'muir 2019 (n=262)

Figure 4: Online activities (Q23)

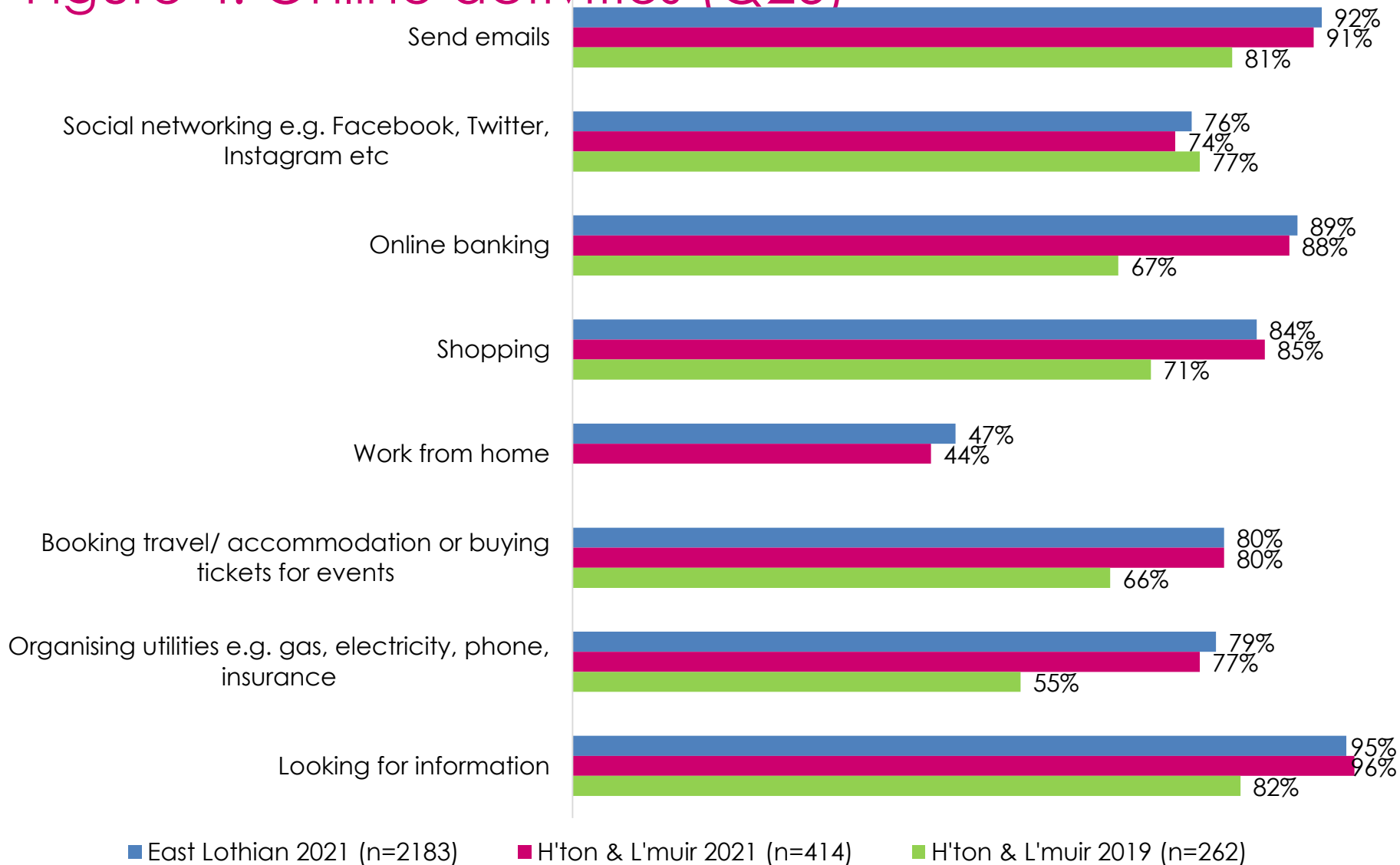


Figure 5: Online council services (Q24)

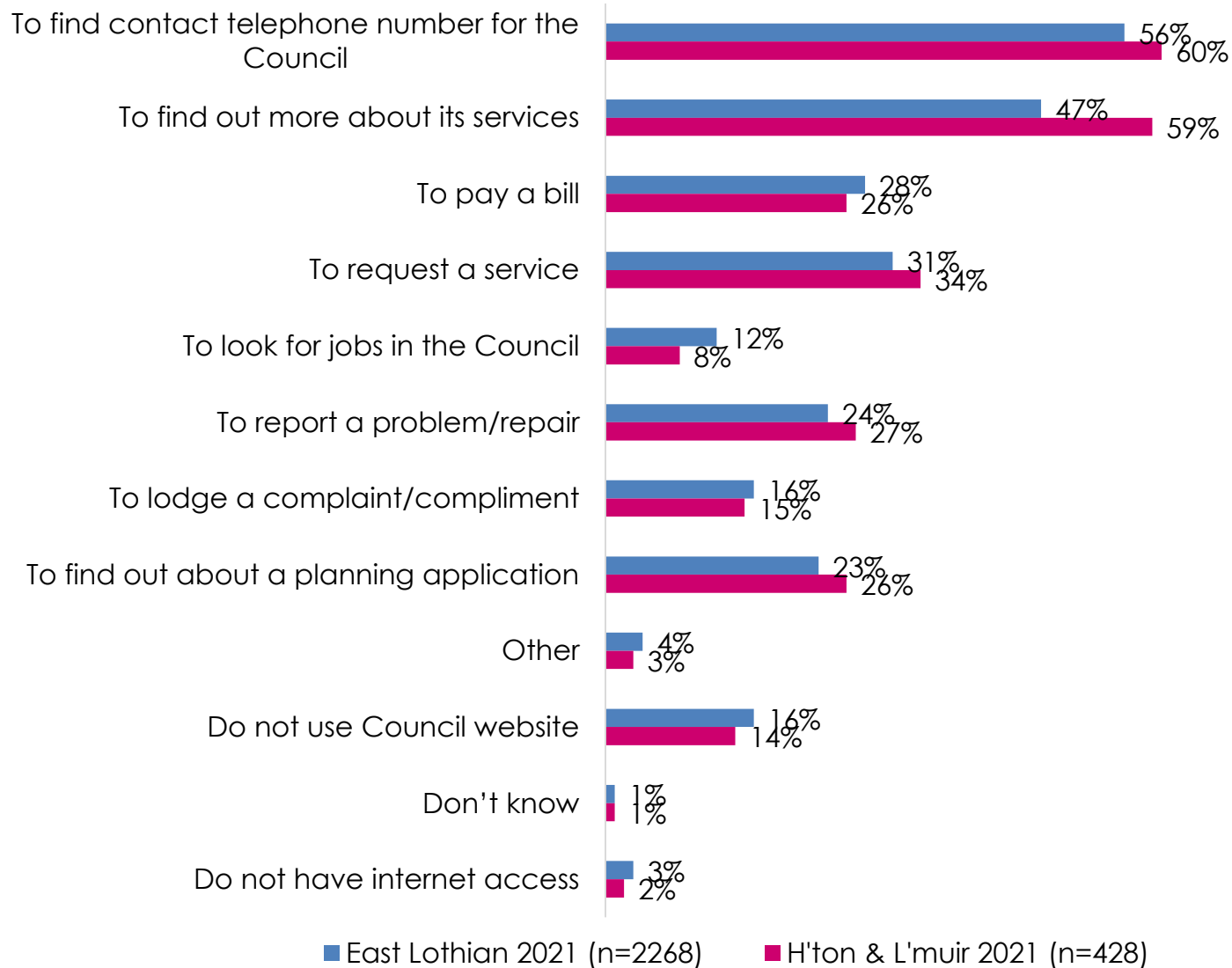


Figure 6a: Preferred contact methods: To get information about a service (Q25a)

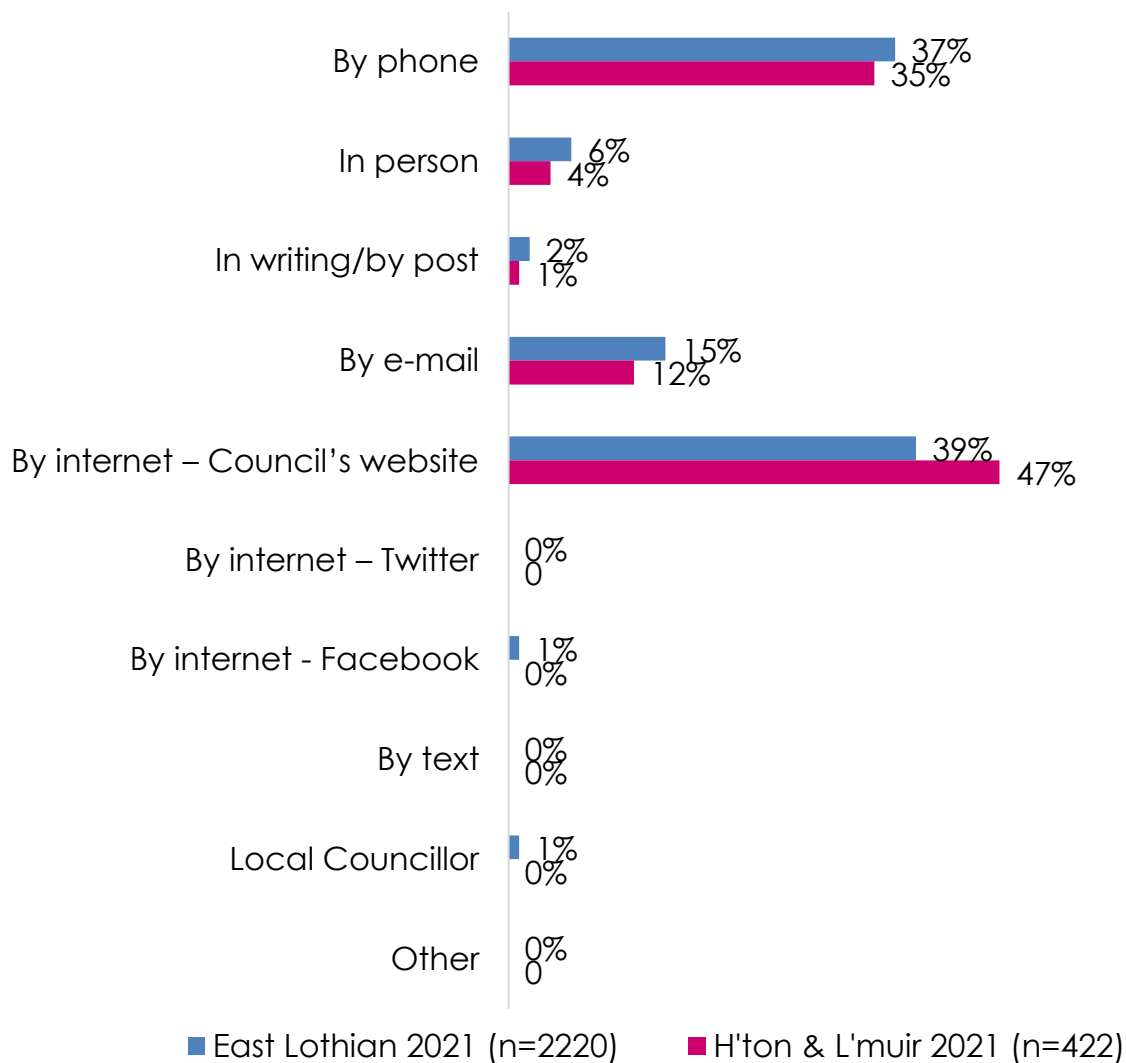


Figure 6b: Preferred contact methods: To request a service/ report a repair or fault (Q25b)

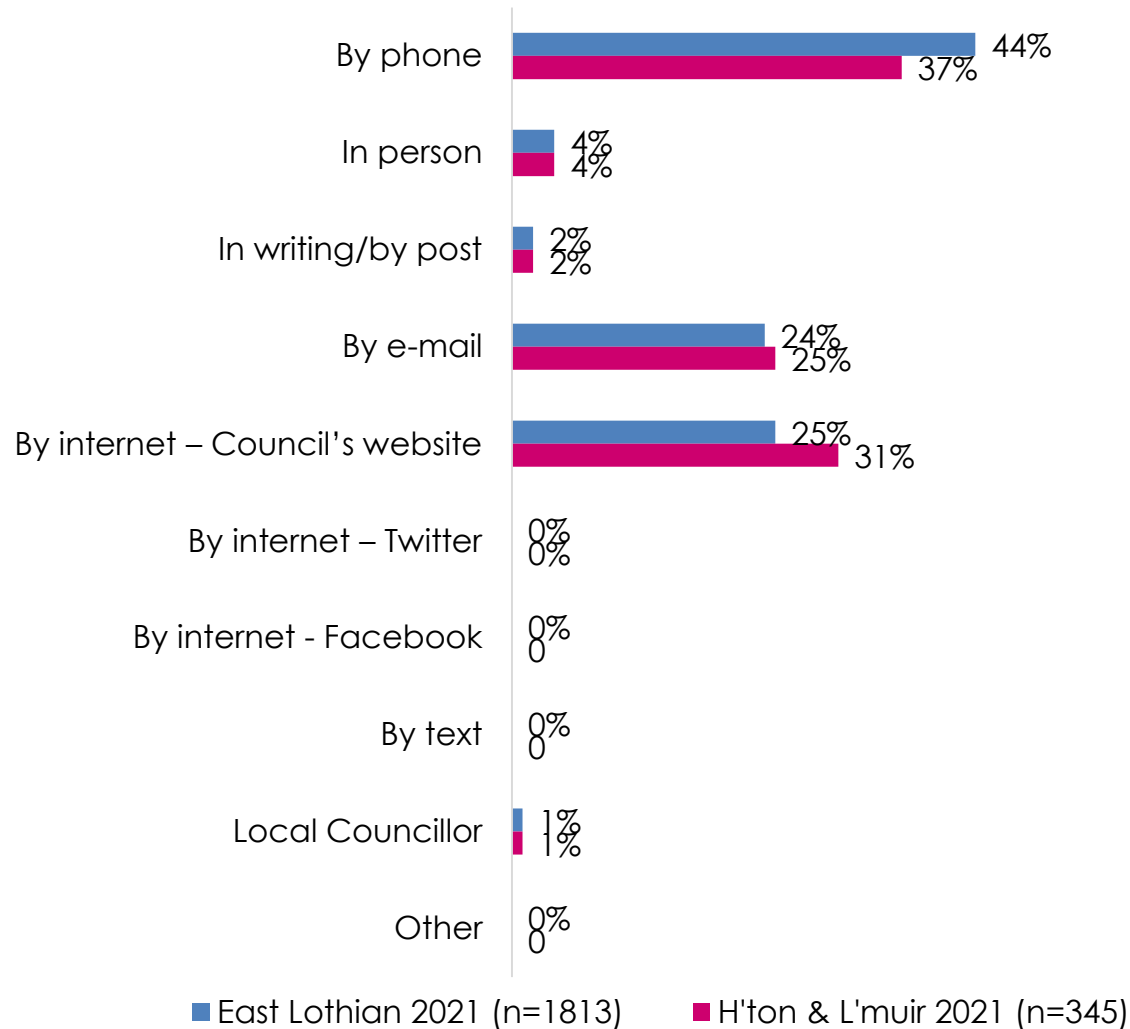


Figure 6c: Preferred contact methods: To pay a bill or Council Tax (Q25c)

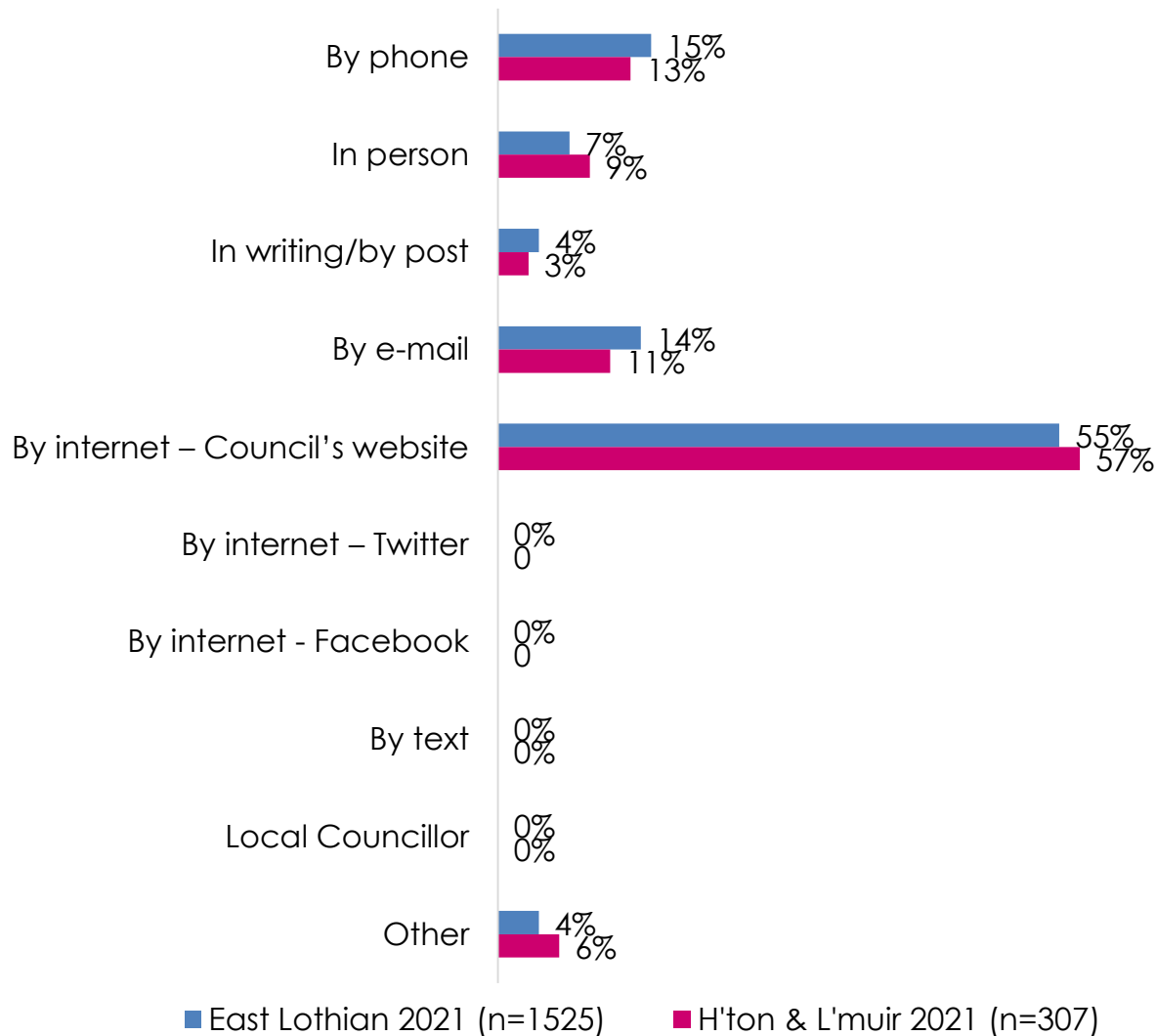


Figure 7: Working status (Q41)

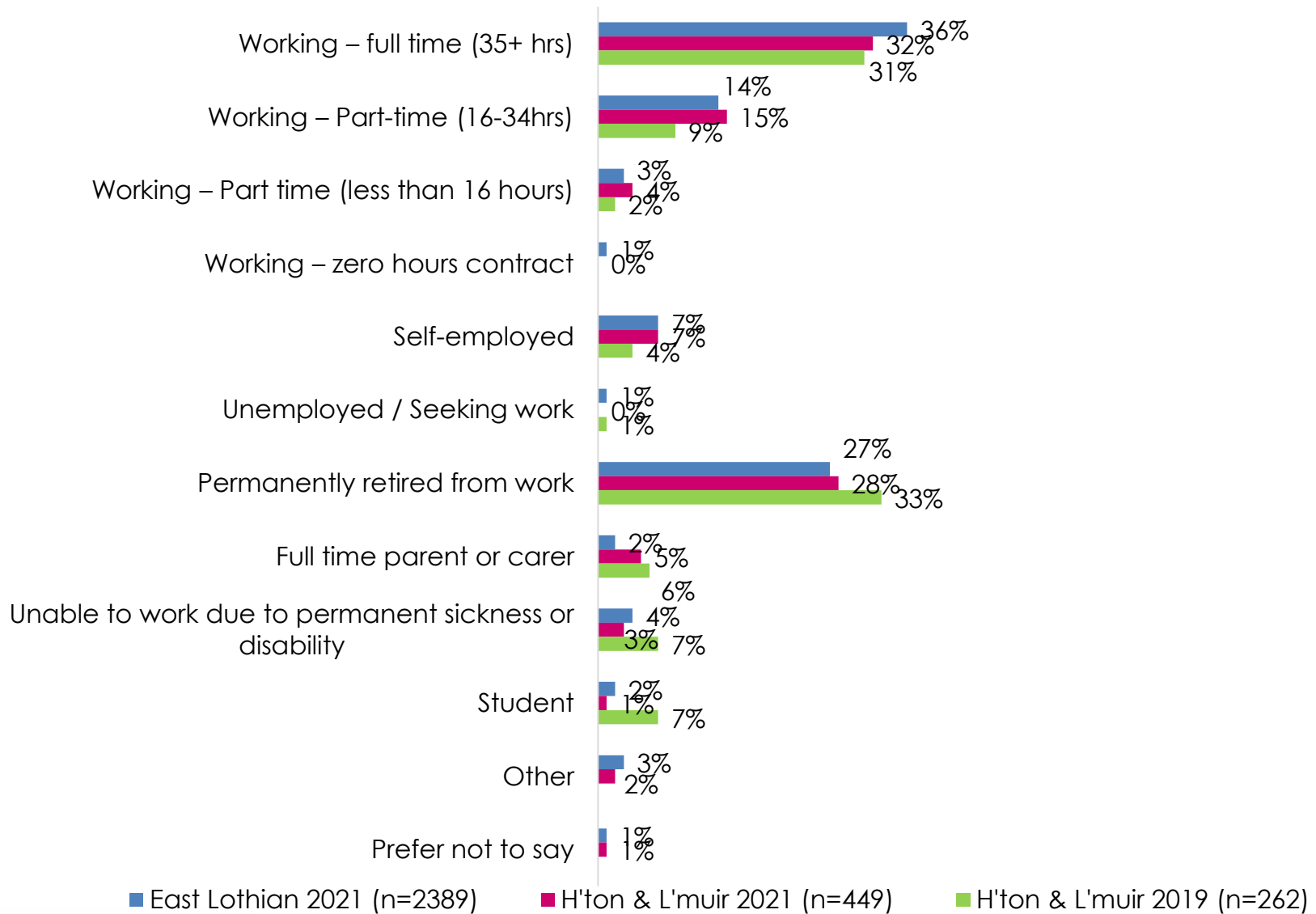


Figure 8: Age (Q40)

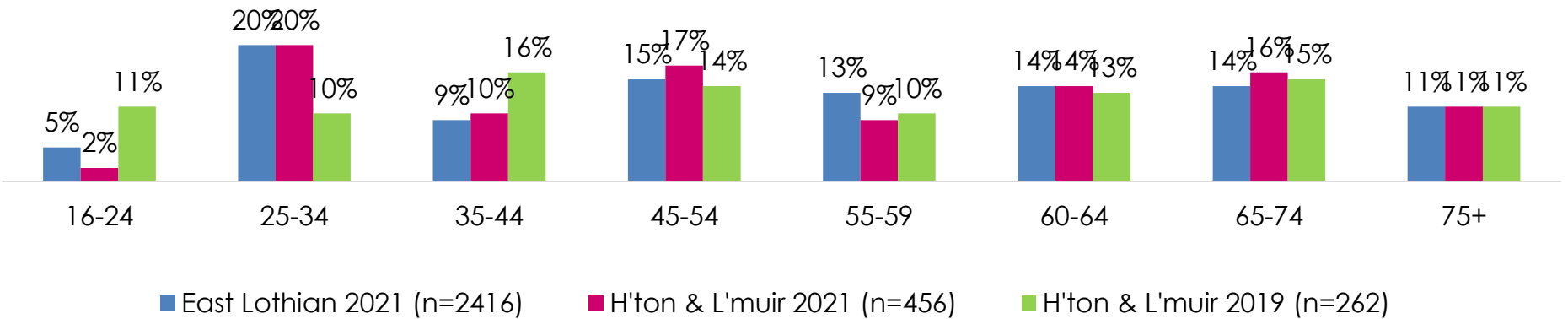


Figure 9: Financial management (Q45)

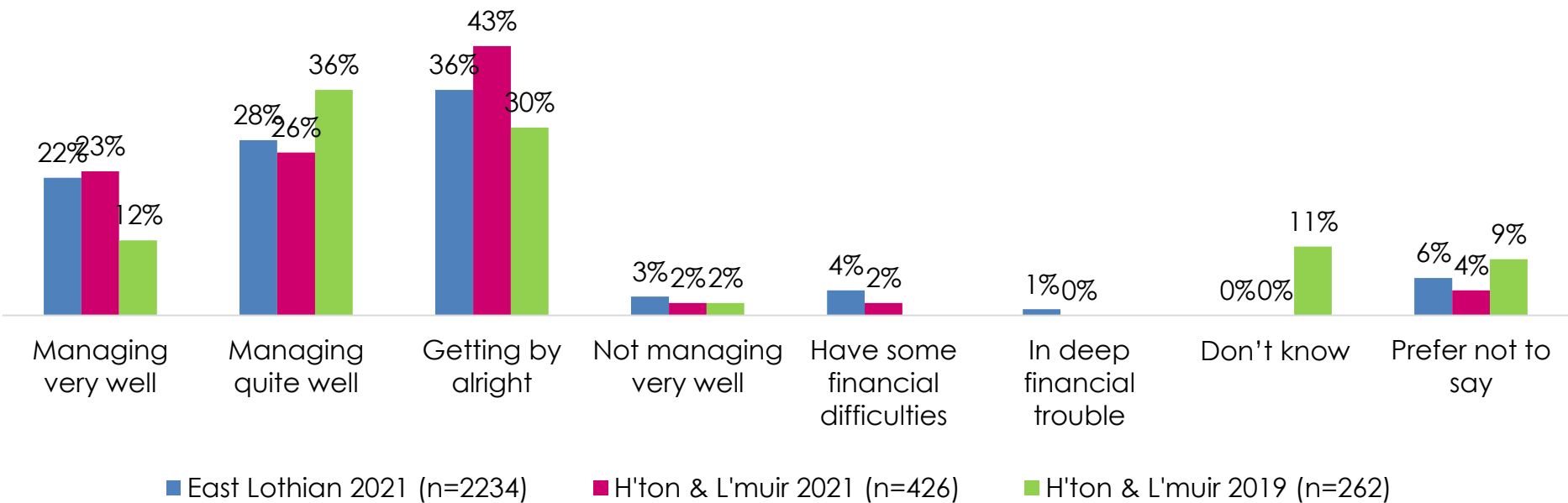


Figure 10: Standard of living statements relating to all households (Q46)

Q46 Standard of living statements (excluding don't know)				
		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	East Lothian (n=2132)	86%	2%	13%
	H'ton & L'muir (n=398)	87%	2%	11%
Enough money to replace/ repair broken electrical goods	East Lothian (n=2165)	87%	2%	11%
	H'ton & L'muir (n=405)	88%	1%	10%
Enough money to make regular payments into an occupational or private pension	East Lothian (n=1765)	70%	13%	16%
	H'ton & L'muir (n=333)	72%	13%	15%
All recommended dental work/ treatment	East Lothian (n=2100)	84%	5%	12%
	H'ton & L'muir (n=393)	82%	5%	13%
Money to keep your home in a decent state of decoration	East Lothian (n=2174)	88%	3%	9%
	H'ton & L'muir (n=406)	87%	4%	10%
Money to take part in sport/ exercise activities	East Lothian (n=2013)	79%	11%	10%
	H'ton & L'muir (n=384)	81%	12%	7%
Money to take part in a hobby or leisure activity	East Lothian (n=2086)	82%	7%	11%
	H'ton & L'muir (n=389)	86%	6%	9%
Appropriate clothes for job interviews	East Lothian (n=1724)	84%	10%	5%
	H'ton & L'muir (n=329)	87%	9%	4%
Home contents insurance	East Lothian (n=2189)	93%	2%	5%
	H'ton & L'muir (n=411)	95%	3%	2%
A damp free home	East Lothian (n=2113)	93%	2%	5%
	H'ton & L'muir (n=397)	91%	3%	7%
Access to £500 to cover an unexpected, but necessary, expense	East Lothian (n=2135)	84%	2%	14%
	H'ton & L'muir (n=406)	84%	3%	12%

Figure 11: Standard of living statements relating to households with children (Q47)

Q33 Standard of living statements relating to households with children (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	East Lothian (n=367)	77%	4%	19%
	H'ton & L'muir (n=75)	79%	5%	16%
Does your child have a holiday away from home at least one week a year	East Lothian (n=389)	81%	3%	17%
	H'ton & L'muir (n=80)	85%	1%	14%
Does your child have day trips with family once a month	East Lothian (n=383)	85%	4%	11%
	H'ton & L'muir (n=80)	89%	7%	3%
Does your child get pocket money	East Lothian (n=338)	67%	19%	14%
	H'ton & L'muir (n=66)	67%	18%	15%
Is there a garden or outdoor space nearby where your child can play safely	East Lothian (n=391)	97%	0%	2%
	H'ton & L'muir (n=80)	99%	-	1%
Does your child attend a toddler group at least once a week (pre school only)	East Lothian (n=91)	77%	6%	17%
	H'ton & L'muir (n=17)	71%	2%	27%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	East Lothian (n=362)	90%	1%	10%
	H'ton & L'muir (n=74)	99%	-	1%
Does your child have access to a computer or internet for homework	East Lothian (n=370)	98%	1%	1%
	H'ton & L'muir (n=75)	99%	-	1%

NEIGHBOURHOOD AND QUALITY OF LIFE

Figure 12: In overall terms how would you rate your neighbourhood as a place to live? (Q1)

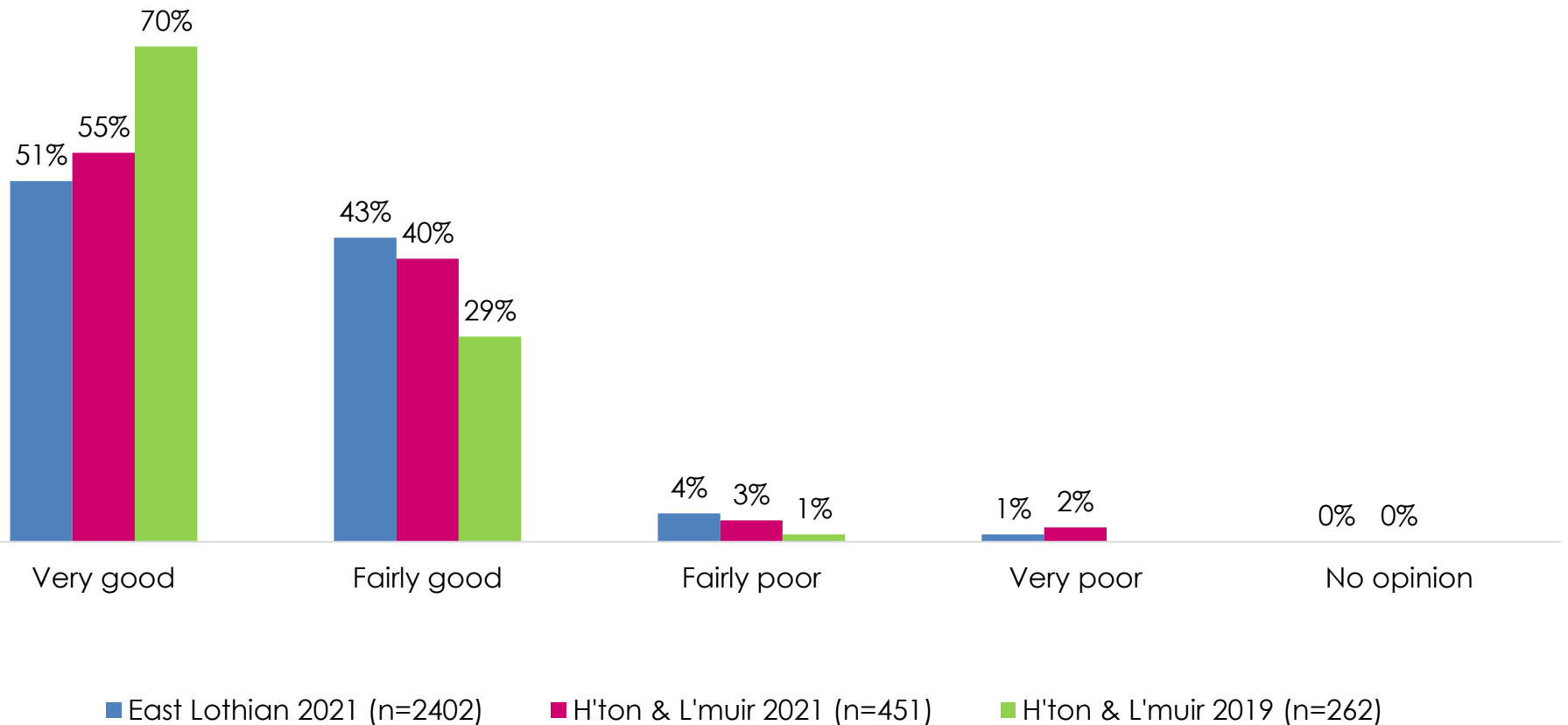


Figure 13: Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last 3 years? (Q2)

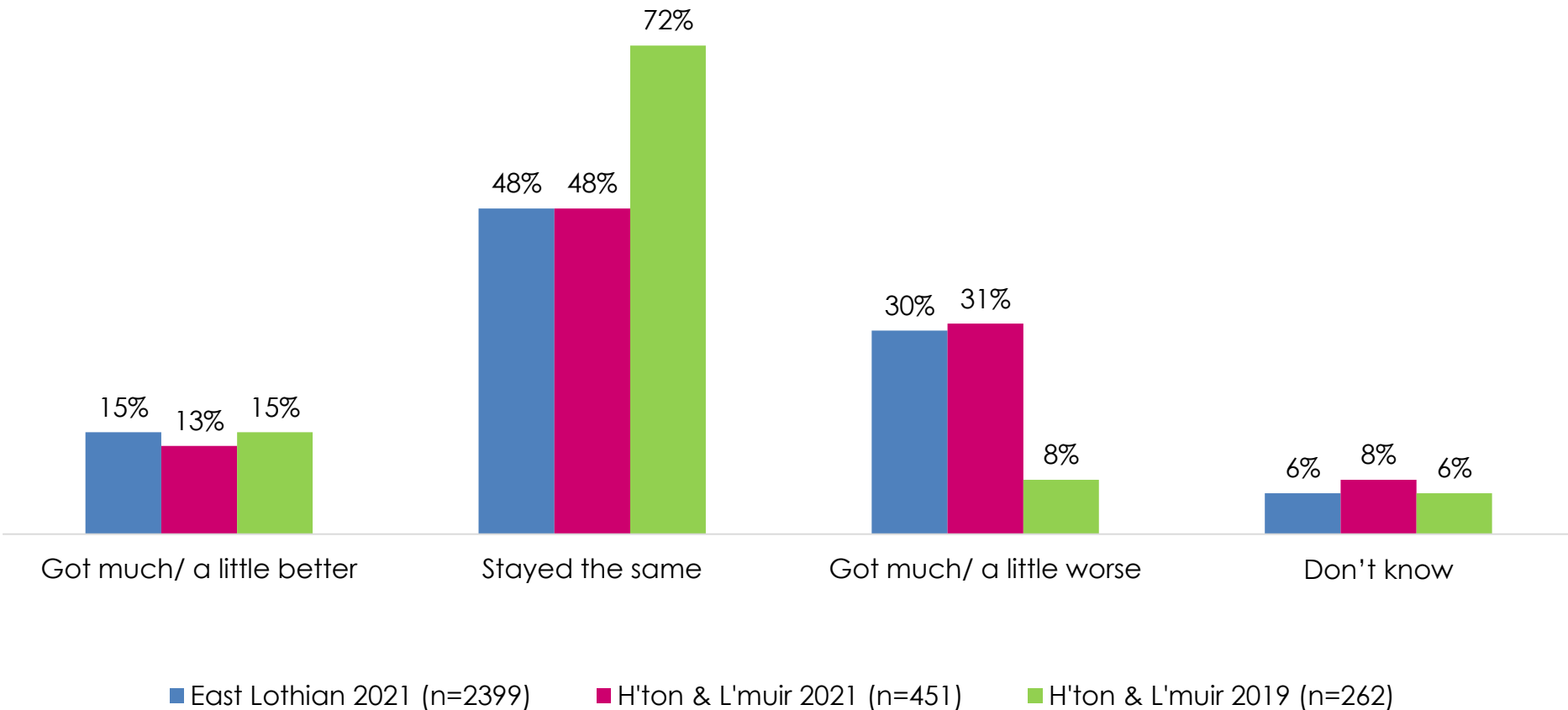


Figure 14: And overall, how would you rate East Lothian as an area to live? (Q3)

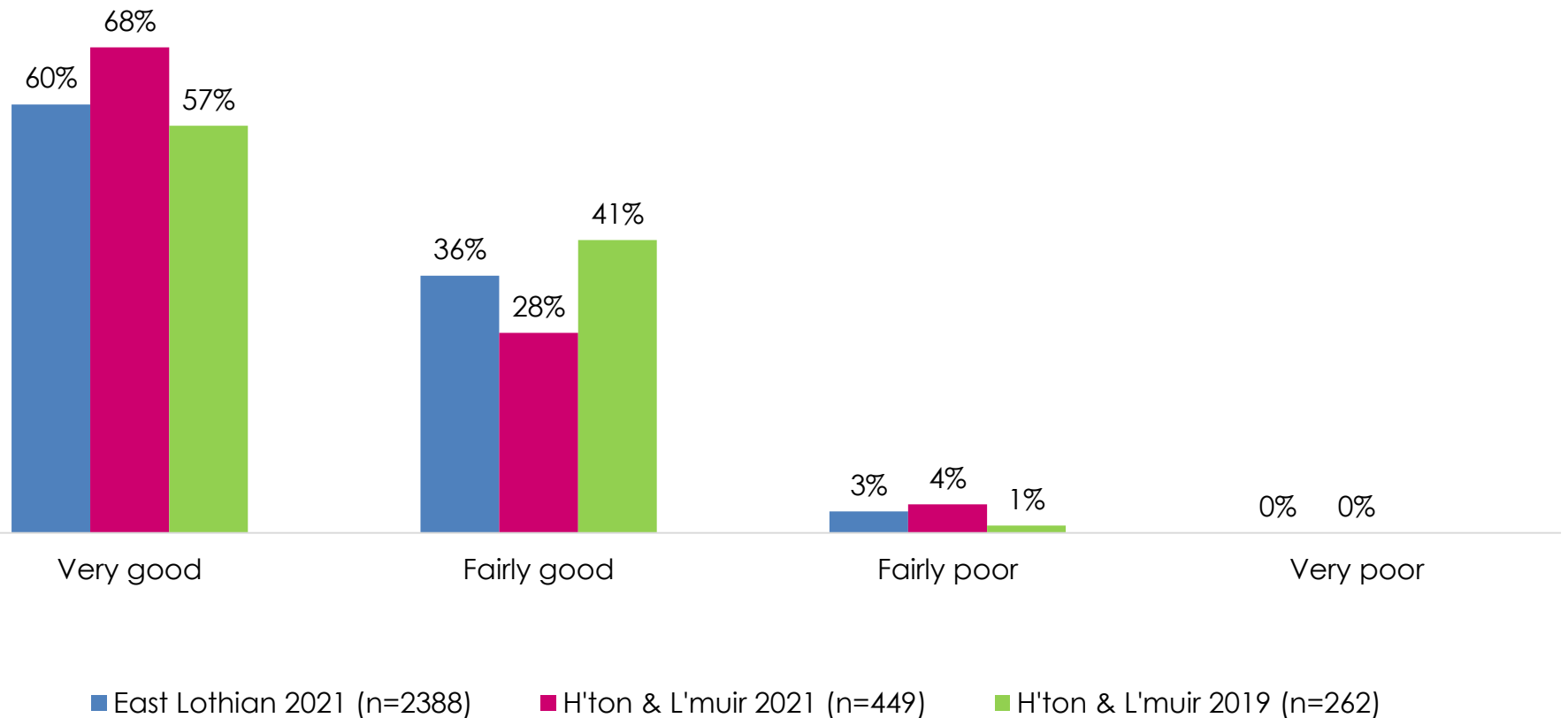
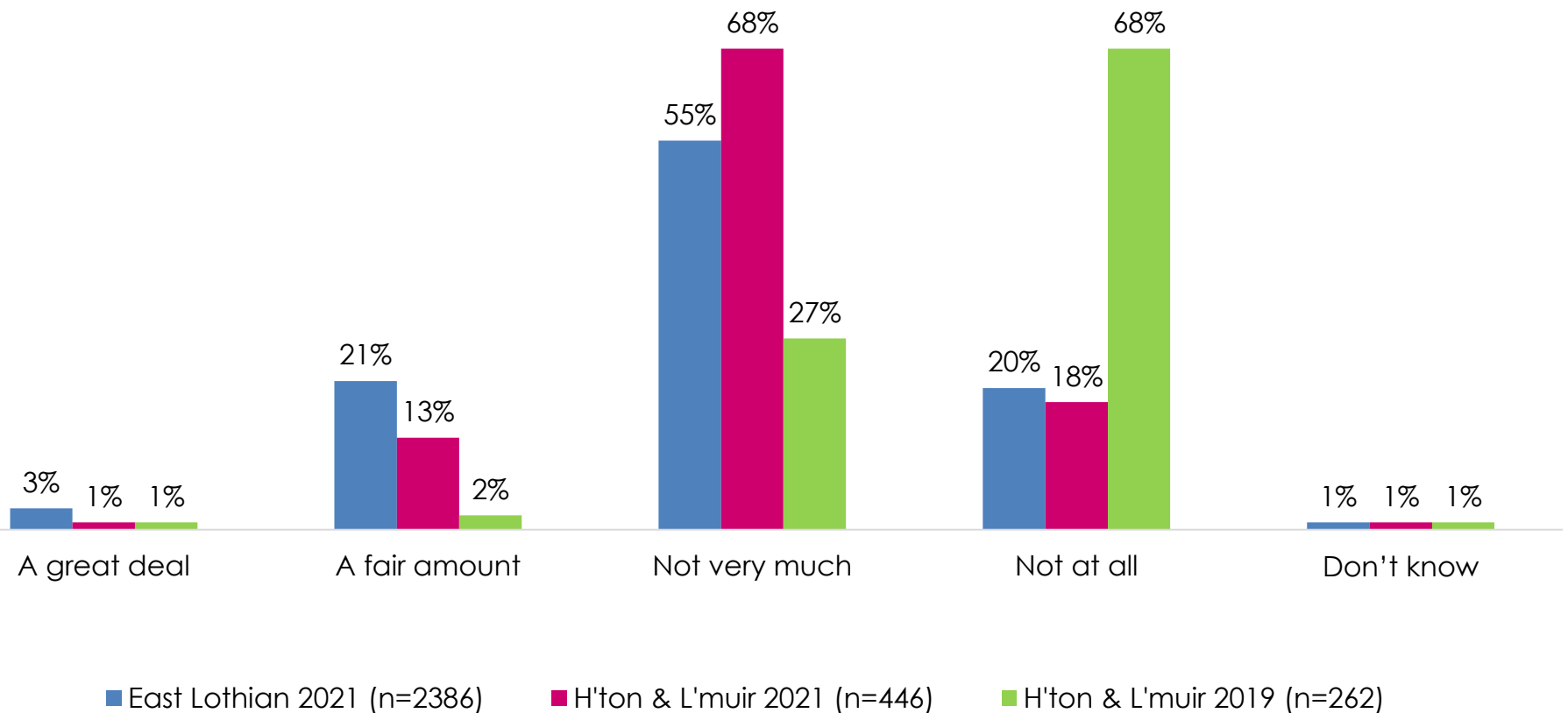


Figure 15: Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? (Q4)

Q4 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving?							
	EL 2021 (n=2378)	H'ton & L'muir 2021 (n=446)	H'ton & L'muir 2019 (n=262)		EL 2021 (n=2378)	H'ton & L'muir 2021 (n=446)	H'ton & L'muir 2019 (n=262)
Primary & Secondary Schools	15%	13%	3%	Access to outdoors, parks, open space	5%	3%	-
Local cost of living	17%	15%	-	The level of crime	17%	13%	3%
Jobs for local people	19%	21%	2%	Activities for teenagers	34%	43%	3%
Health services	53%	29%	4%	Affordable decent housing	28%	25%	3%
Care of older people	27%	28%	2%	Sense of community	10%	12%	1%
The level of traffic congestion	38%	26%	11%	Shopping facilities	20%	22%	5%
Public transport	23%	25%	16%	Sports and leisure facilities	14%	25%	1%
Road and pavement repairs	53%	57%	31%	Facilities for young children	12%	17%	4%
Clean streets	23%	22%	4%				

COMMUNITY SAFETY

Figure 16: To what extent do you feel threatened by crime in this neighbourhood these days? (Q5)



■ East Lothian 2021 (n=2386)

■ H'ton & L'muir 2021 (n=446)

■ H'ton & L'muir 2019 (n=262)

Figure 17: 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 (Q6)

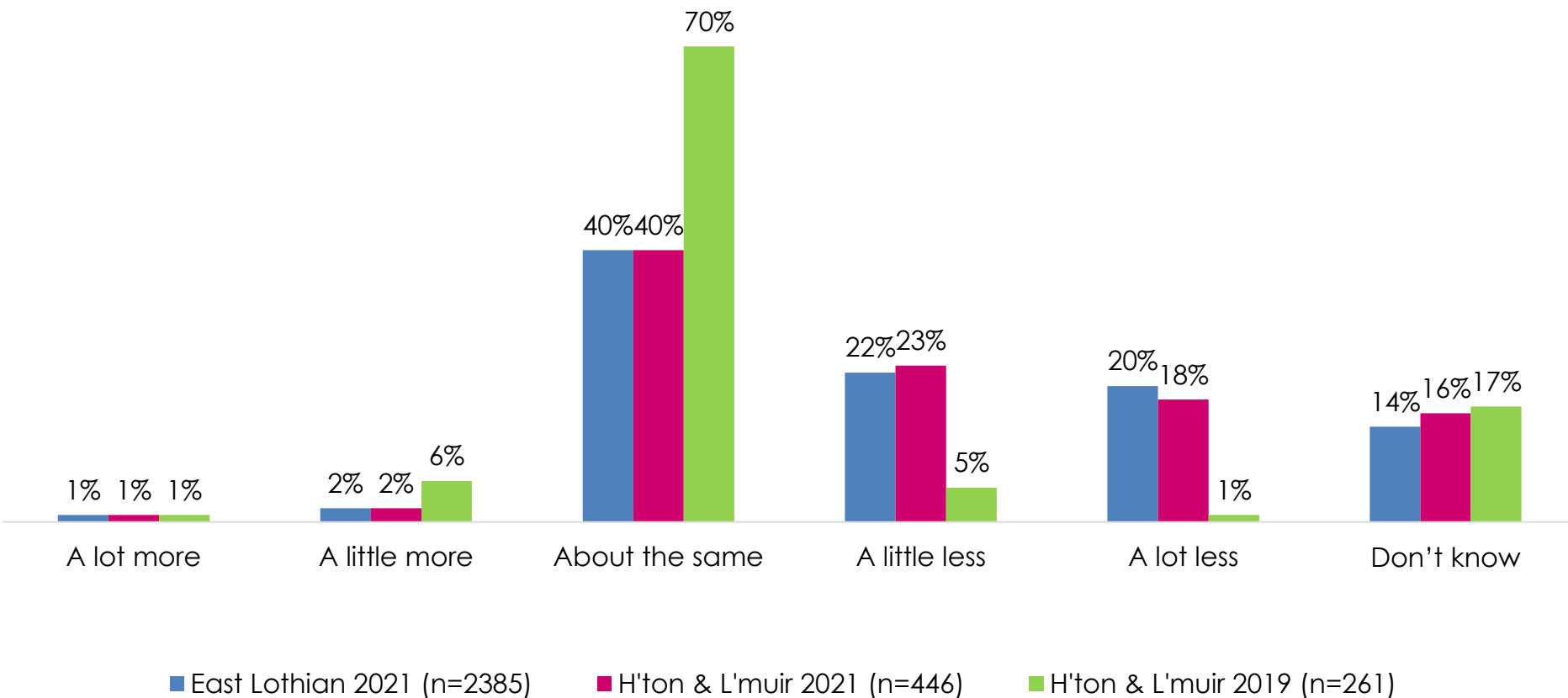


Figure 18: Which of the following activities do you think people carrying out community payback should undertake? (Q7)

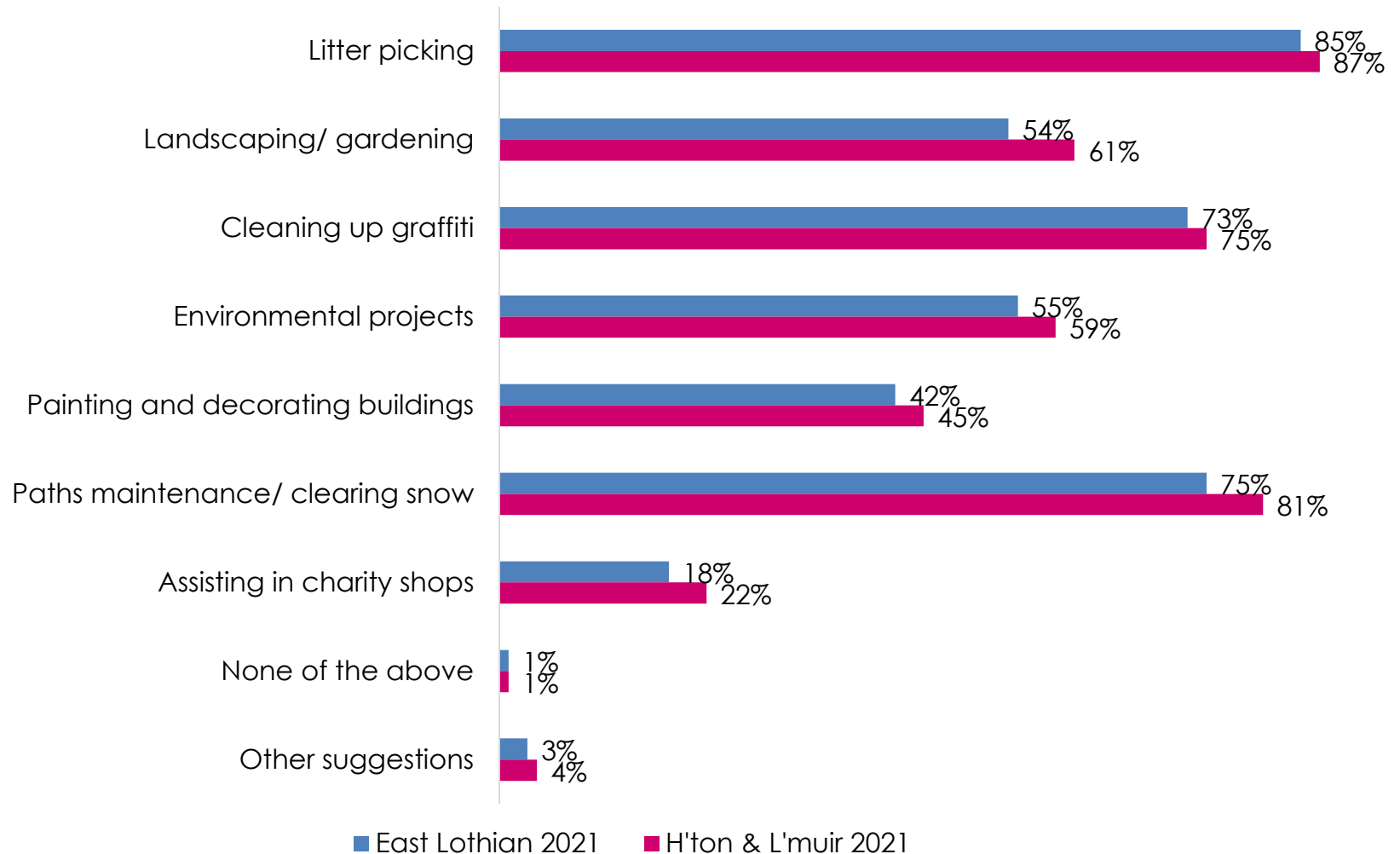
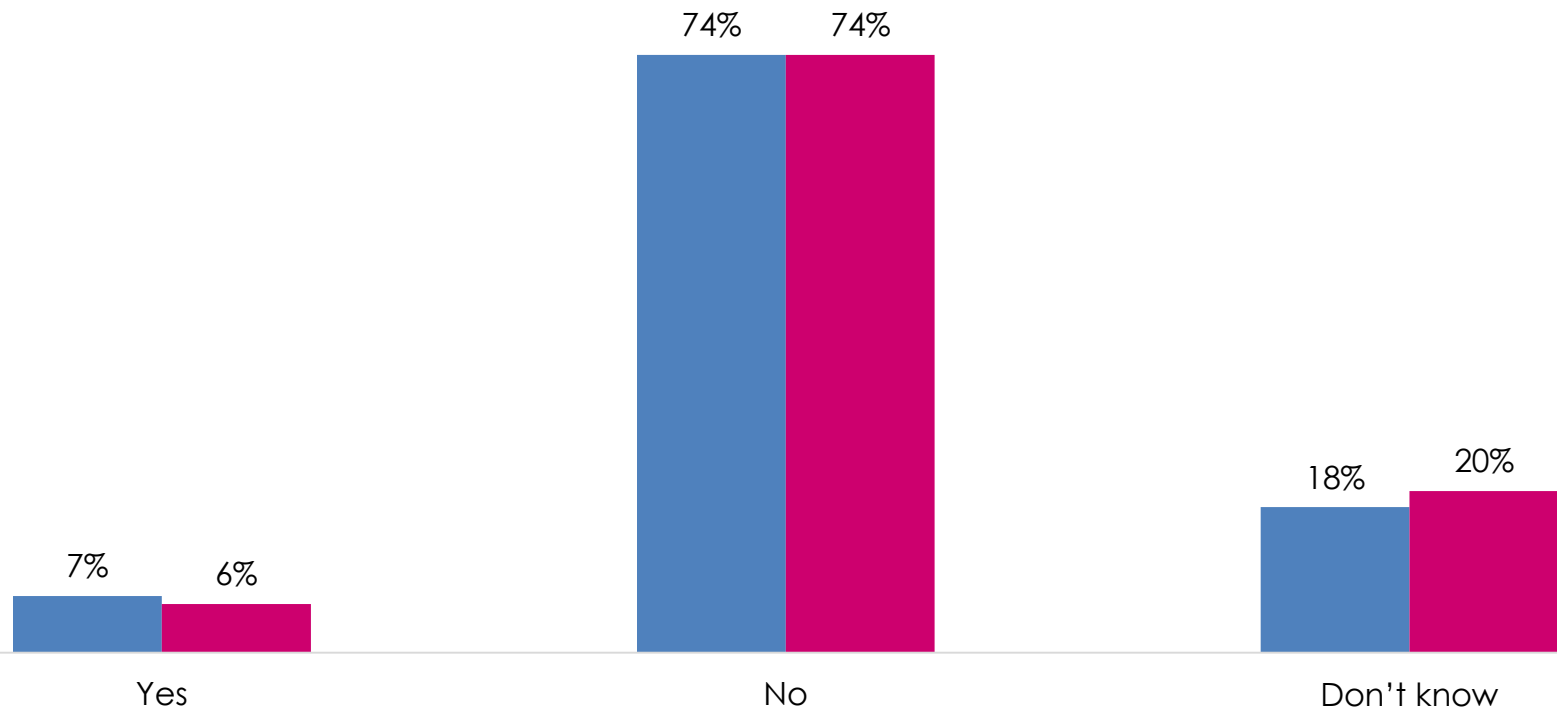


Figure 19: Have you seen any Community Payback teams carrying out unpaid work in your local area? (Q8)



■ East Lothian 2021 (n=2385) ■ H'ton & L'muir 2021 (n=446)

Figure 20: What priority would you give to each of the following when working with people in the community who have committed a crime? (Q9)

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	East Lothian (n=2265)	3%	4%	9%	18%	67%
	H'ton & L'muir (n=423)	4%	3%	8%	18%	66%
Providing stability by addressing issues such as homelessness	East Lothian (n=2187)	3%	5%	15%	23%	54%
	H'ton & L'muir (n=415)	1%	6%	10%	27%	55%
Finding training or employment opportunities	East Lothian (n=2217)	2%	4%	15%	27%	52%
	H'ton & L'muir (n=416)	1%	3%	13%	28%	54%
Ensuring that unpaid work that is of value to the community is carried out successfully	East Lothian (n=2252)	3%	6%	16%	25%	50%
	H'ton & L'muir (n=424)	2%	6%	16%	28%	49%

HEALTH AND WELLBEING

Figure 21: Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes hard physical effort and you breathe much harder than normal. (Q10)

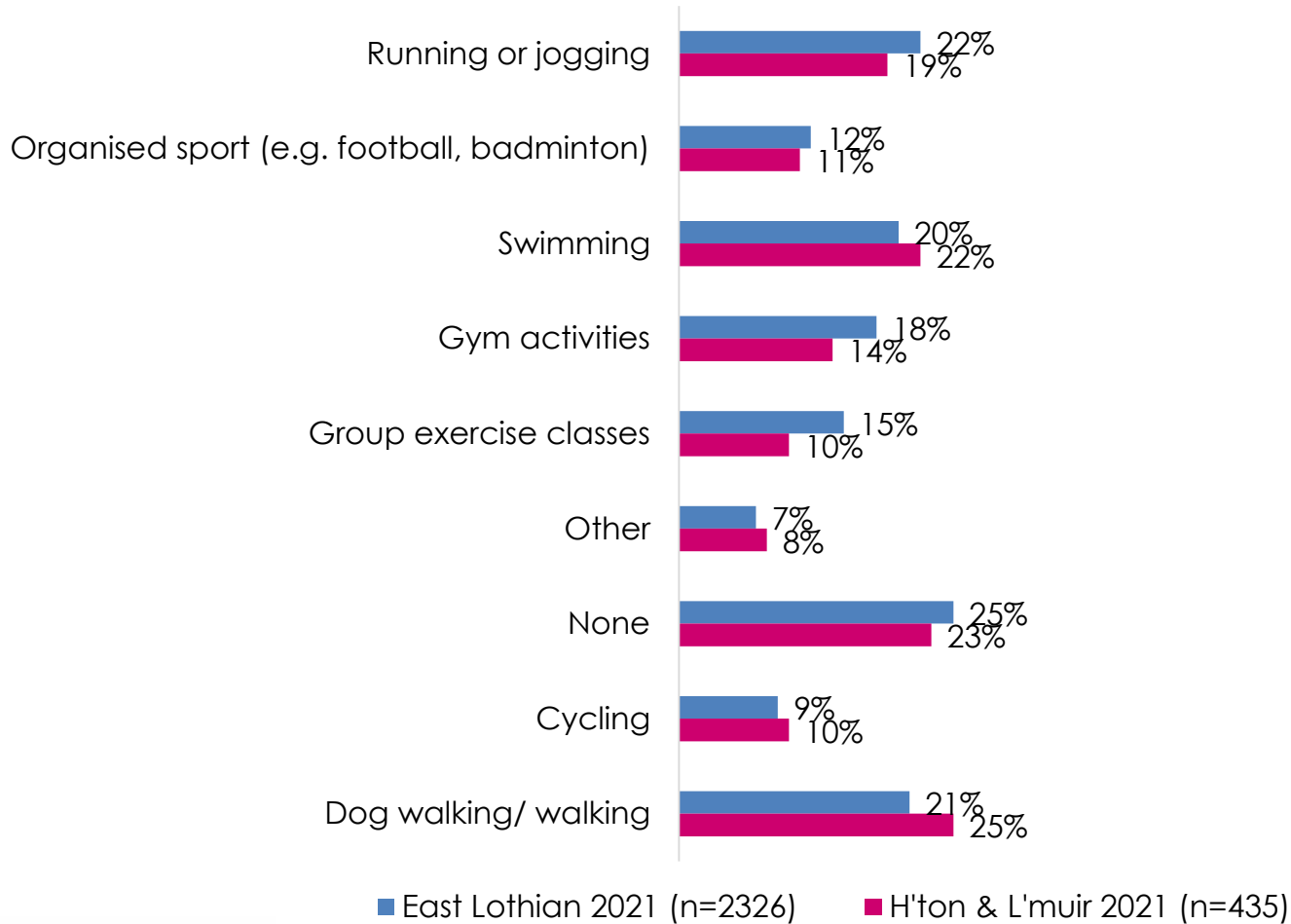


Figure 22: Thinking about healthy lifestyles, would the following changes to your local neighbourhood encourage you to increase your level of activity? (Q11)

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?							
		Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	East Lothian (n=2004)	36%	21%	19%	10%	8%	5%
	H'ton & L'muir (n=371)	36%	20%	17%	15%	8%	4%
More parks	East Lothian (n=1681)	21%	20%	23%	17%	13%	7%
	H'ton & L'muir (n=313)	17%	12%	26%	22%	14%	8%
More play parks	East Lothian (n=1726)	15%	13%	17%	21%	24%	9%
	H'ton & L'muir (n=312)	18%	11%	15%	25%	24%	8%
More local facilities (e.g. gym)	East Lothian (n=1837)	29%	22%	18%	13%	10%	7%
	H'ton & L'muir (n=343)	32%	21%	13%	18%	11%	6%
Safer paths/cycle ways	East Lothian (n=2058)	47%	20%	13%	7%	7%	6%
	H'ton & L'muir (n=383)	42%	25%	13%	8%	8%	4%
Better maintained parks or play parks	East Lothian (n=1886)	27%	21%	20%	12%	12%	8%
	H'ton & L'muir (n=346)	24%	20%	18%	17%	14%	8%
Better quality environment (more trees, landscaping etc)	East Lothian (n=1799)	34%	23%	18%	10%	8%	7%
	H'ton & L'muir (n=319)	35%	18%	20%	10%	10%	7%

Figure 23: Since the COVID pandemic started in March 2020 would you say your physical health has...? (Q12a)

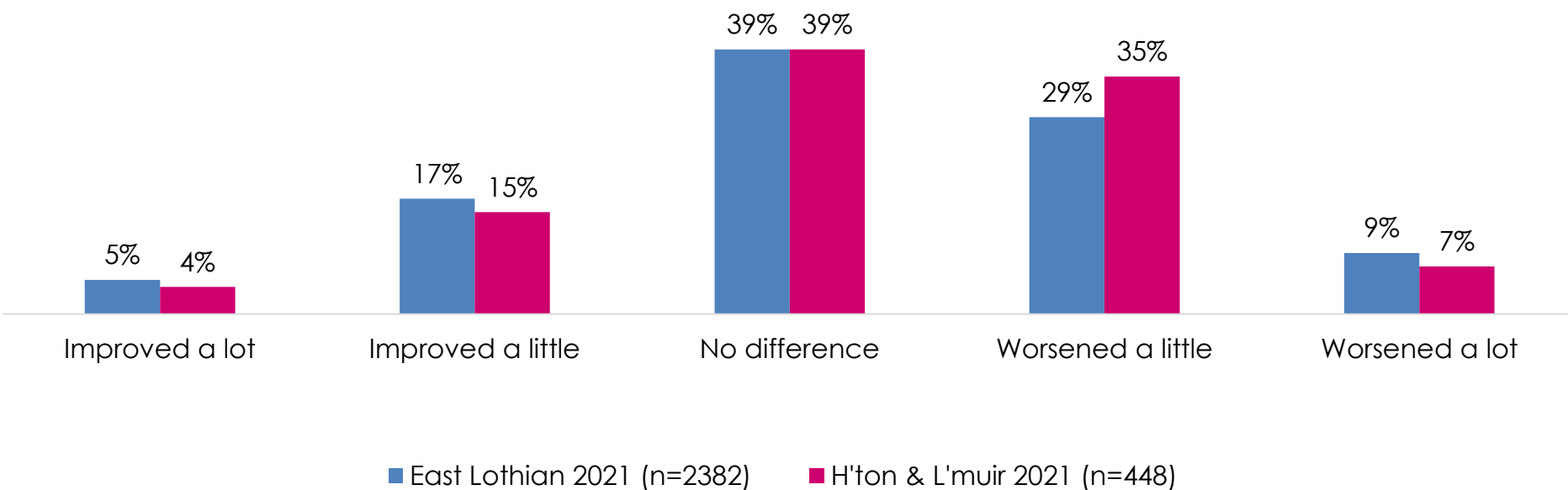
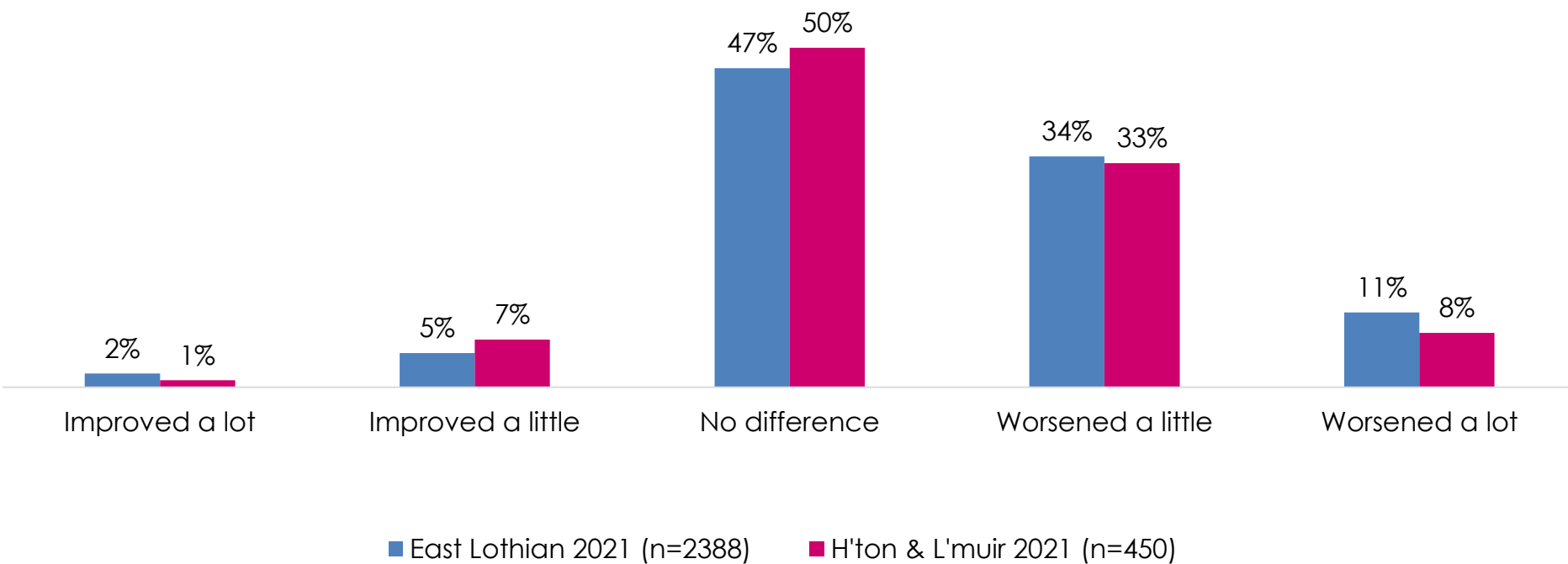


Figure 24: Since the COVID pandemic started in March 2020 would you say your mental health has...? (Q12b)



PERCEPTIONS OF THE COUNCIL & PUBLIC SERVICES

Figure 25a: To what extent do you agree or disagree with each of the following statements (Q13)

Q13 To what extent do you agree or disagree with the following?				
		% agree	% neither/nor	% disagree
The council provides high quality services	East Lothian (n=2281)	45%	28%	28%
	H'ton & L'muir (n=428)	42%	28%	30%
The council does the best it can with the money available	East Lothian (n=2216)	47%	23%	30%
	H'ton & L'muir (n=417)	45%	23%	33%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	East Lothian (n=2145)	23%	38%	40%
	H'ton & L'muir (n=406)	24%	40%	36%
The council is good at listening to local people's views before it takes decisions	East Lothian (n=2088)	15%	35%	51%
	H'ton & L'muir (n=390)	14%	31%	55%
The council designs its services around the needs of the people who use them	East Lothian (n=2104)	25%	38%	37%
	H'ton & L'muir (n=395)	26%	34%	40%
The council is good at letting local people know how well it is performing	East Lothian (n=2178)	28%	30%	42%
	H'ton & L'muir (n=406)	27%	29%	44%
The council is good at letting people know about the kinds of services it provides	East Lothian (n=2254)	38%	26%	36%
	H'ton & L'muir (n=429)	41%	26%	33%
I can influence decisions affecting my local area	East Lothian (n=2066)	14%	30%	56%
	H'ton & L'muir (n=404)	16%	30%	54%
I would like to be more involved in the decisions the council makes that affect my local area	East Lothian (n=1971)	54%	33%	13%
	H'ton & L'muir (n=381)	56%	33%	11%

Figure 25b: To what extent do you agree or disagree with each of the following statements (Haddington and Lammermuir 2019 vs 2021)

Q13 To what extent do you agree or disagree with the following? (Haddington and Lammermuir 2019 vs. 2021)				
		% agree	% neither/ nor	% disagree
The council provides high quality services	2019	63%	25%	11%
	2021	42%	28%	30%
The council does the best it can with the money available	2019	74%	22%	4%
	2021	45%	23%	33%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	2019	44%	23%	41%
	2021	24%	40%	36%
The council is good at listening to local people's views before it takes decisions	2019	36%	23%	41%
	2021	14%	31%	55%
The council designs its services around the needs of the people who use them	2019	48%	33%	19%
	2021	26%	34%	40%
The council is good at letting local people know how well it is performing	2019	69%	21%	10%
	2021	27%	29%	44%
The council is good at letting people know about the kinds of services it provides	2019	58%	28%	14%
	2021	41%	26%	33%
I can influence decisions affecting my local area	2019	24%	32%	44%
	2021	16%	30%	54%
I would like to be more involved in the decisions the council makes that affect my local area	2019	17%	19%	64%
	2021	56%	33%	11%

Figure 26a: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	East Lothian (n=764)	34%	40%	26%
	H'ton & L'muir (n=139)	31%	43%	27%
Children's play areas	East Lothian (n=1583)	52%	27%	21%
	H'ton & L'muir (n=297)	51%	27%	22%
Libraries	East Lothian (n=1703)	64%	23%	13%
	H'ton & L'muir (n=329)	64%	19%	17%
Swimming pools/ sport centres	East Lothian (n=1918)	63%	20%	17%
	H'ton & L'muir (n=354)	59%	16%	25%
Parks, gardens and open spaces	East Lothian (n=2177)	71%	17%	13%
	H'ton & L'muir (n=409)	77%	18%	5%
Local bus services	East Lothian (n=2071)	60%	16%	24%
	H'ton & L'muir (n=397)	57%	16%	27%
Local schools	East Lothian (n=1499)	58%	27%	15%
	H'ton & L'muir (n=280)	57%	28%	16%
Support for frail/ older people to allow them to remain in their own home	East Lothian (n=1406)	32%	32%	36%
	H'ton & L'muir (n=256)	36%	28%	36%
Waste & recycling services	East Lothian (n=2344)	60%	10%	30%
	H'ton & L'muir (n=441)	54%	9%	37%
Roads maintenance	East Lothian (n=2292)	26%	17%	57%
	H'ton & L'muir (n=428)	26%	22%	52%
Street cleaning	East Lothian (n=2278)	45%	20%	35%
	H'ton & L'muir (n=420)	49%	24%	27%

Figure 26b: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)..continued

Q23 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
GP services	East Lothian (n=2325)	41%	11%	48%
	H'ton & L'muir (n=439)	62%	9%	29%
Dental services	East Lothian (n=2072)	56%	19%	25%
	H'ton & L'muir (n=384)	55%	21%	24%
Hospital outpatients services	East Lothian (n=1958)	55%	17%	27%
	H'ton & L'muir (n=380)	63%	17%	20%
Hospital A&E services	East Lothian (n=1788)	38%	18%	44%
	H'ton & L'muir (n=333)	39%	15%	46%
Pharmacy	East Lothian (n=2298)	83%	10%	7%
	H'ton & L'muir (n=428)	82%	10%	8%
Optometry/ Opticians	East Lothian (n=1999)	73%	19%	8%
	H'ton & L'muir (n=367)	72%	18%	10%
Police	East Lothian (n=2006)	42%	31%	27%
	H'ton & L'muir (n=371)	43%	32%	25%
Fire Service	East Lothian (n=1733)	68%	28%	4%
	H'ton & L'muir (n=313)	65%	32%	3%

Figure 26c: Satisfaction with public services (Haddington and Lammermuir 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Haddington and Lammermuir 2019 vs 2021				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	2019	91%	7%	2%
	2021	31%	43%	27%
Children's play areas	2019	86%	6%	9%
	2021	51%	27%	22%
Libraries	2019	93%	6%	1%
	2021	64%	19%	17%
Swimming pools/ sport centres	2019	96%	4%	-
	2021	59%	16%	25%
Parks, gardens and open spaces	2019	98%	1%	-
	2021	77%	18%	5%
Local bus services	2019	63%	14%	23%
	2021	57%	16%	27%
Local schools	2019	92%	8%	-
	2021	57%	28%	16%
Support for frail/ older people to allow them to remain in their own home	2019	94%	6%	-
	2021	36%	28%	36%
Waste & recycling services	2019	92%	6%	2%
	2021	54%	9%	37%
Roads maintenance	2019	47%	13%	40%
	2021	26%	22%	52%
Street cleaning	2019	90%	5%	5%
	2021	49%	24%	27%

Figure 26d: Satisfaction with public services (Haddington and Lammermuir 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Haddington and Lammermuir 2019 vs 2021				
		% satisfied	% neither/ nor	% dissatisfied
GP services	2019	98%	1%	1%
	2021	62%	9%	29%
Dental services	2019	99%	1%	-
	2021	55%	21%	24%
Hospital outpatients services	2019	100%	-	-
	2021	63%	17%	20%
Hospital A&E services	2019	99%	1%	-
	2021	39%	15%	46%
Pharmacy	2019	-	-	-
	2021			
Optometry/ Opticians	2019	-	-	-
	2021			
Police	2019	94%	5%	1%
	2021	43%	32%	25%
Fire Service	2019	96%	4%	-
	2021	65%	32%	3%

Figure 27: Have you used/ had contact with any of the following services in the last 12 months? (Q15)

Q15 Have you used/ had contact with any of the following services in the last 12 months?				
	East Lothian (n=2253-2366)		H'ton & L'muir (n=425-446)	
	Yes	No	Yes	No
Council house repair service	9%	91%	7%	93%
Children's play areas	32%	68%	44%	56%
Libraries	36%	64%	43%	57%
Swimming pools/sport centres	45%	55%	49%	51%
Parks, gardens and open spaces	80%	20%	85%	15%
Local bus services	63%	37%	58%	42%
Local schools	29%	71%	32%	68%
Support for frail / older people to allow them to remain in their own home	16%	84%	17%	83%
Waste & recycling services	91%	9%	93%	7%
Roads maintenance	39%	61%	43%	57%
Street cleaning	32%	68%	34%	66%
GP services	85%	15%	91%	9%
Dental services	60%	40%	64%	36%
Hospital outpatients services	57%	43%	62%	38%
Hospital A&E services	31%	69%	25%	75%
Pharmacy services	88%	12%	89%	11%
Optometry / Opticians services	53%	47%	53%	47%
Police	21%	79%	20%	80%
Fire Service	5%	95%	3%	97%

Figure 28: How are you currently feeling about dealing with the COVID pandemic? (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
I am concerned about getting COVID	East Lothian (n=2307)	20%	47%	23%	10%
	H'ton & L'muir (n=439)	13%	53%	24%	10%
I am concerned about close relatives getting COVID	East Lothian (n=2310)	31%	51%	14%	4%
	H'ton & L'muir (n=442)	29%	49%	15%	7%
I am relaxed about COVID	East Lothian (n=2247)	7%	27%	41%	25%
	H'ton & L'muir (n=427)	6%	33%	37%	24%
I am feeling anxious/ worried	East Lothian (n=2236)	9%	29%	43%	20%
	H'ton & L'muir (n=428)	5%	26%	45%	24%
I am feeling lonely and isolated	East Lothian (n=225)	5%	11%	49%	35%
	H'ton & L'muir (n=429)	6%	13%	51%	30%
I am concerned about how society in general will cope with the impact of COVID	East Lothian (n=2265)	30%	54%	12%	4%
	H'ton & L'muir (n=435)	34%	48%	12%	6%

Figure 29: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? (Q17)

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list (% stating top/2nd/ 3rd priority)

	East Lothian	H'ton & L'muir
Base	2367	449
Support Business, Employment and Grow the Economy	52%	51%
Reduce inequality and poverty	39%	37%
Tackle social exclusion, isolation and loneliness	27%	29%
Tackle climate change	35%	33%
Help our children and young people achieve their educational and attainment aims	33%	35%
Reduce health inequalities and support people to live healthier, more active and independent lives	28%	25%
Ensure everyone has access to the internet	8%	8%
Maintain and develop resilient supportive, and inclusive communities	15%	18%
Support children's wellbeing and mental health	26%	31%
Maintain and develop resilient and sustainable services	22%	20%
Other	1%	1%

Figure 30: Please indicate how acceptable/unacceptable you find each of these options for doing things differently / making savings in the Council's budget (Q18)

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

		East Lothian	H'ton & L'muir
		2039-2275	365-430
Rationalise (close) Council assets such as office	1=Inacceptable	18%	14%
	6=Acceptable	21%	23%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Inacceptable	29%	29%
	6=Acceptable	8%	6%
Reduce the frequency of discretionary services rather than end them totally	1=Inacceptable	13%	10%
	6=Acceptable	10%	7%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Inacceptable	33%	31%
	6=Acceptable	15%	11%
Encourage people to use the internet to access/ pay for council services	1=Inacceptable	11%	7%
	6=Acceptable	31%	27%
Transfer under used buildings to communities to be used as venues run by the community	1=Inacceptable	4%	4%
	6=Acceptable	48%	42%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Inacceptable	10%	9%
	6=Acceptable	23%	24%

Figure 31: 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? (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	Sometime	Very infrequently	Never
Recycle plastic, glass and paper	East Lothian (n=2373)	88%	8%	3%	1%	1%
	H'ton & L'muir (n=446)	90%	7%	3%	0%	0%
Shop local	East Lothian (n=2358)	61%	26%	11%	2%	0%
	H'ton & L'muir (n=439)	57%	28%	9%	5%	0%
Walk/ cycle to work	East Lothian (n=1816)	28%	9%	10%	9%	44%
	H'ton & L'muir (n=338)	28%	13%	7%	8%	44%
Use public transport to get to work	East Lothian (n=1800)	19%	8%	11%	10%	52%
	H'ton & L'muir (n=336)	13%	8%	7%	7%	65%
Buy local produce	East Lothian (n=2320)	38%	26%	28%	6%	2%
	H'ton & L'muir (n=435)	36%	25%	33%	5%	1%
Eat less meat	East Lothian (n=2307)	21%	17%	33%	14%	15%
	H'ton & L'muir (n=423)	21%	19%	32%	14%	13%

Figure 32: Which of the following would encourage you to do more to address your impact on climate change (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
More paths and cycle ways	East Lothian (n=2076)	42%	24%	16%	9%	9%
	H'ton & L'muir (n=393)	41%	24%	17%	6%	12%
Better bus services	East Lothian (n=2119)	41%	26%	17%	8%	9%
	H'ton & L'muir (n=400)	37%	30%	15%	6%	12%
Cheaper renewables	East Lothian (n=2069)	56%	27%	13%	2%	1%
	H'ton & L'muir (n=384)	59%	28%	8%	4%	1%
More electric vehicle charging points	East Lothian (n=2019)	34%	23%	19%	12%	12%
	H'ton & L'muir (n=385)	32%	21%	23%	12%	12%
More recycling facilities	East Lothian (n=2166)	44%	27%	18%	7%	4%
	H'ton & L'muir (n=404)	41%	26%	21%	9%	4%
Cheaper bus or train fares	East Lothian (n=2178)	58%	22%	13%	5%	3%
	H'ton & L'muir (n=397)	46%	28%	16%	7%	4%
More neighborhood facilities, shops/ pubs etc.	East Lothian (n=2194)	48%	27%	16%	6%	2%
	H'ton & L'muir (n=413)	47%	27%	20%	5%	2%

TRAVEL AND TRANSPORT

Figure 33: Do you have a Car/light van in your household? (Q26)

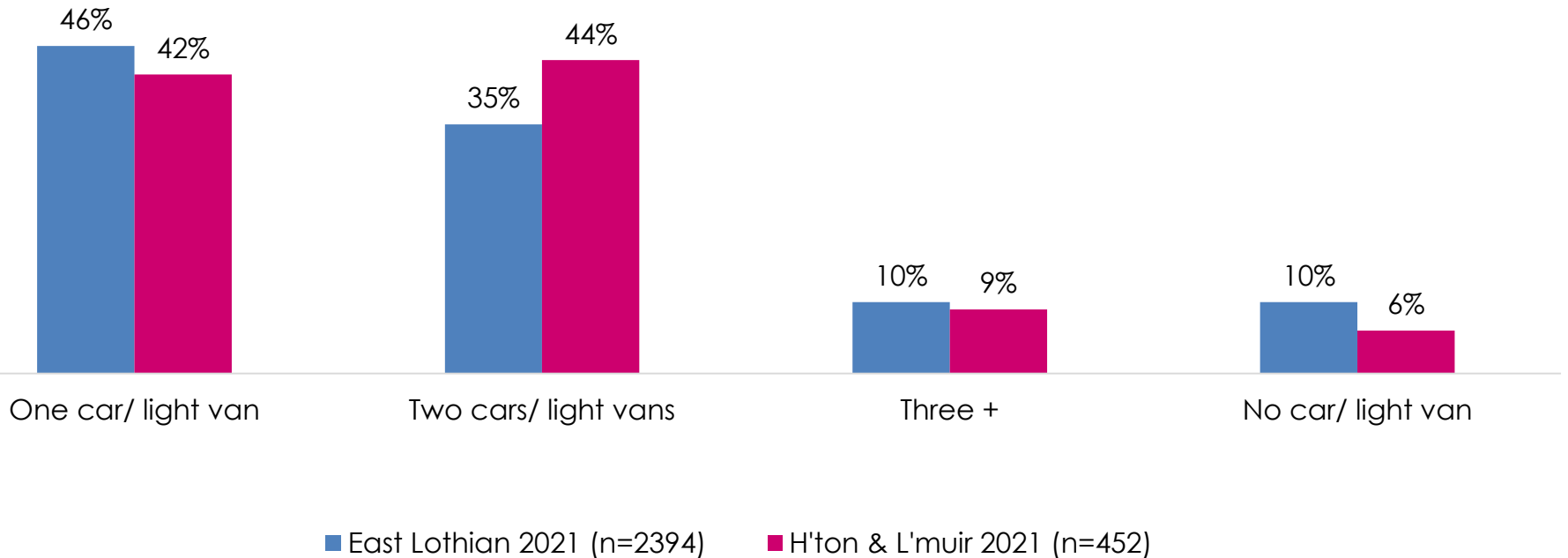
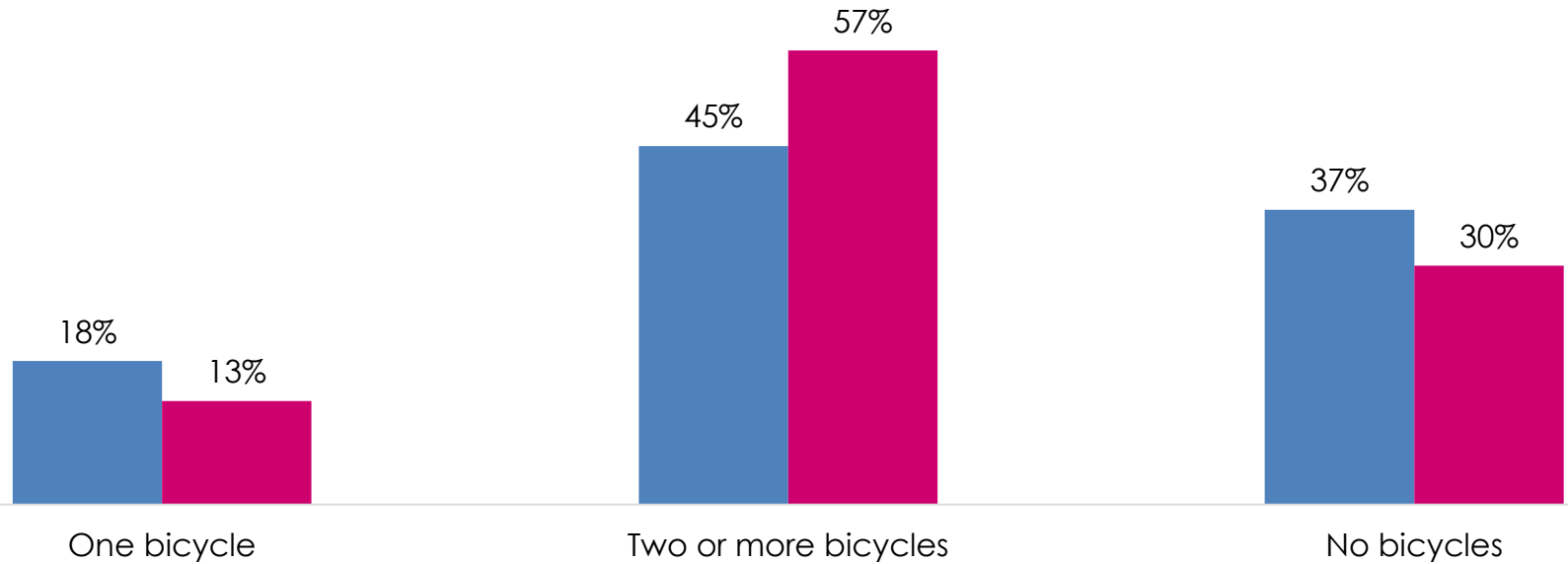


Figure 34: Do you have a bicycle in your household? (Q27)



■ East Lothian 2021 (n=2378) ■ H'ton & L'muir 2021 (n=447)

Figure 35: How many people in your household have a driving licence (full or provisional)? (Q28)

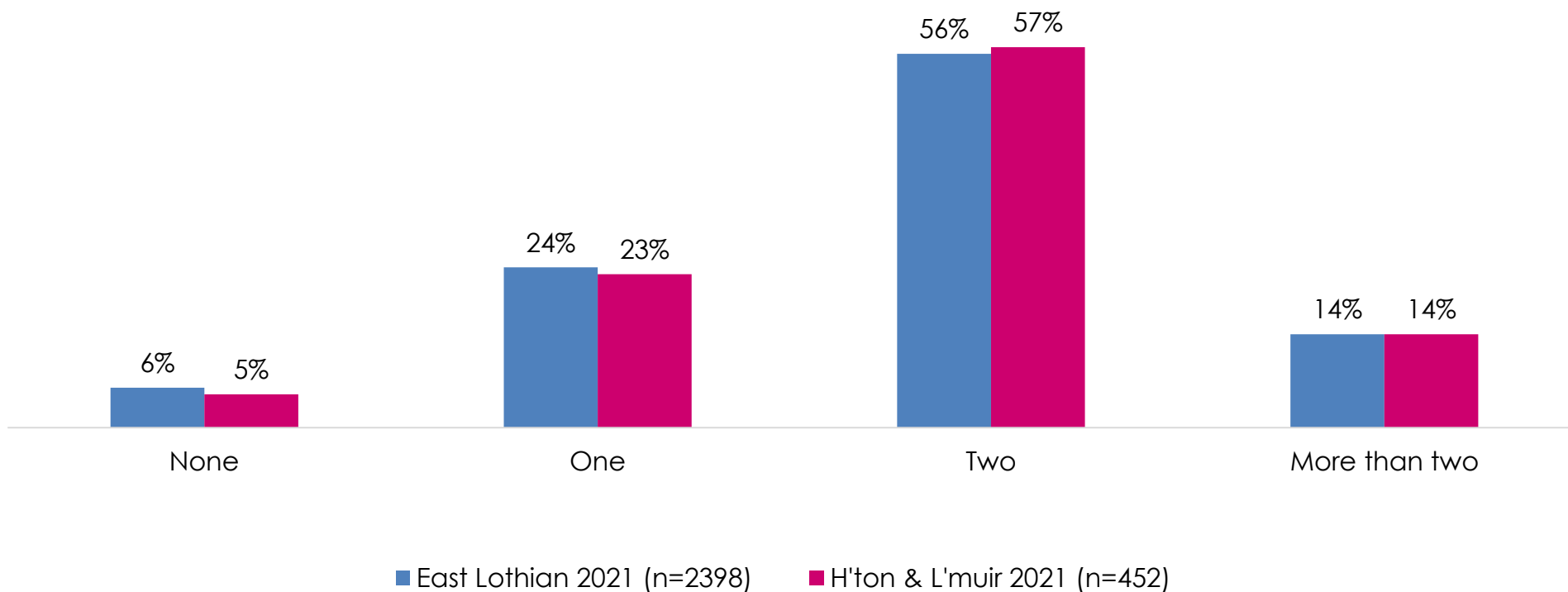
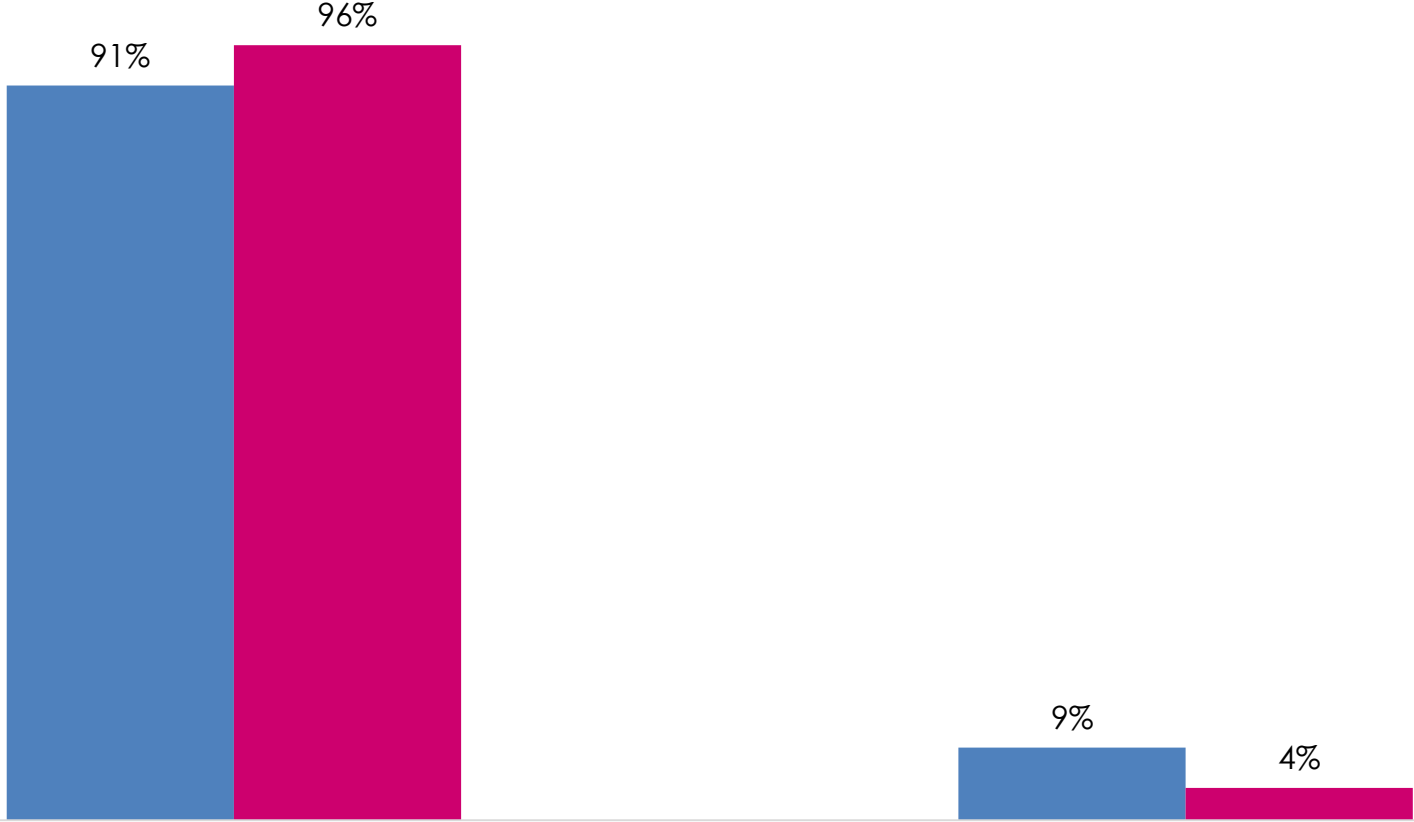


Figure 36: How do you usually travel to your nearest.....? (Q29)

Q29 Travel methods used for various journey types									
	Base	Walk	Bicycle/ eBike	Car driver	Car passen ger	Bus	Train	Taxi	N/A
Local shop	East Lothian (n=2354)	65%	3%	28%	2%	0%	-	0%	1%
	H'ton & L'muir (n=444)	54%	6%	37%	2%	0%	-	-	1%
Shopping centre or supermarket (for main food shop)	East Lothian (n=2356)	10%	1%	75%	8%	3%	-	0%	2%
	H'ton & L'muir (n=448)	10%	2%	76%	7%	1%	-	-	4%
GP	East Lothian (n=2316)	43%	3%	47%	3%	2%	-	0%	1%
	H'ton & L'muir (n=436)	43%	4%	51%	2%	0%	-	-	1%
Chemist or pharmacy	East Lothian (n=2350)	55%	3%	37%	2%	1%	-	0%	1%
	H'ton & L'muir (n=442)	49%	4%	44%	2%	0%	-	-	1%
Publicly accessible green space (e.g. park)	East Lothian (n=2269)	79%	3%	12%	1%	0%	0%	0%	5%
	H'ton & L'muir (n=429)	77%	4%	13%	1%	0%	-	-	5%
Public transport facility e.g. bus stop, train station	East Lothian (n=2269)	72%	2%	16%	1%	1%	0%	0%	7%
	H'ton & L'muir (n=422)	59%	5%	23%	2%	1%	-	-	10%
Library	East Lothian (n=2236)	47%	3%	23%	1%	2%	-	0%	24%
	H'ton & L'muir (n=426)	46%	6%	31%	1%	0%	-	0%	16%
Sports Centre	East Lothian (n=2155)	31%	4%	35%	2%	1%	-	0%	27%
	H'ton & L'muir (n=407)	24%	9%	40%	3%	0%	-	-	24%
Primary School	East Lothian (n=2079)	29%	2%	9%	0%	0%	0%	0%	60%
	H'ton & L'muir (n=398)	26%	0%	12%	0%	-	-	-	62%
Secondary School	East Lothian (n=2070)	17%	1%	12%	0%	3%	0%	0%	65%
	H'ton & L'muir (n=394)	14%	0%	13%	0%	2%	-	0%	70%

Figure 37: Have you noticed new lower speed limits in East Lothian since 2020? (Q30)



■ East Lothian 2021 (n=2372) ■ H'ton & L'muir 2021 (n=449)

Figure 38: What type of impact do you feel 20mph speed limits have had on road safety in your area: (Q31)

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Much less safe/ less safe	Neither	Much more safe/ more safe
Pedestrians and people in wheelchairs	East Lothian (n=2150)	11%	32%	57%
	H'ton & L'muir (n=410)	8%	38%	54%
Cyclists	East Lothian (n=2042)	14%	34%	52%
	H'ton & L'muir (n=386)	9%	39%	52%
Children	East Lothian (n=2082)	11%	28%	61%
	H'ton & L'muir (n=396)	8%	35%	57%
Older people	East Lothian (n=2118)	11%	29%	60%
	H'ton & L'muir (n=402)	9%	34%	57%
Drivers	East Lothian (n=2093)	19%	38%	44%
	H'ton & L'muir (n=397)	13%	46%	41%

Figure 39: What wider impacts do you feel 20mph limits have on...? (Q32)

Q32 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Very negative/ negative impact	Neither	Very positive/ positive impact
Climate change	East Lothian (n=1955)	26%	35%	39%
	H'ton & L'muir (n=386)	26%	39%	35%
Air pollution	East Lothian (n=1980)	27%	34%	39%
	H'ton & L'muir (n=385)	28%	36%	36%
Noise pollution	East Lothian (n=2017)	20%	36%	44%
	H'ton & L'muir (n=394)	15%	43%	42%
Quality of life	East Lothian (n=2044)	22%	36%	42%
	H'ton & L'muir (n=393)	18%	42%	40%

Figure 40: If you think 20mph limits have negative impacts what are these? (Please select all that apply) (Q33)

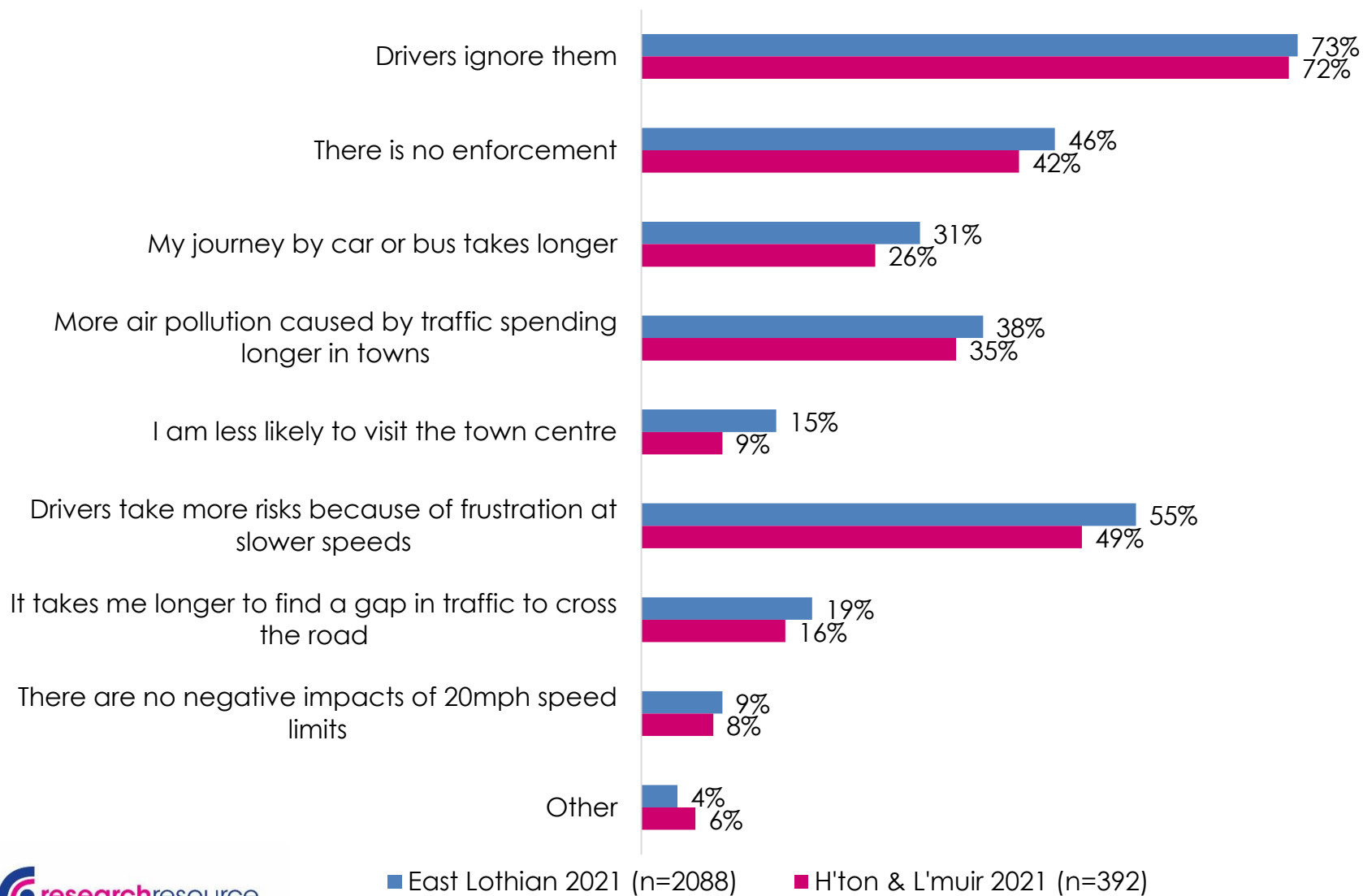


Figure 41: If you think 20mph limits have positive impacts what are these? (Please select all that apply) (Q34)

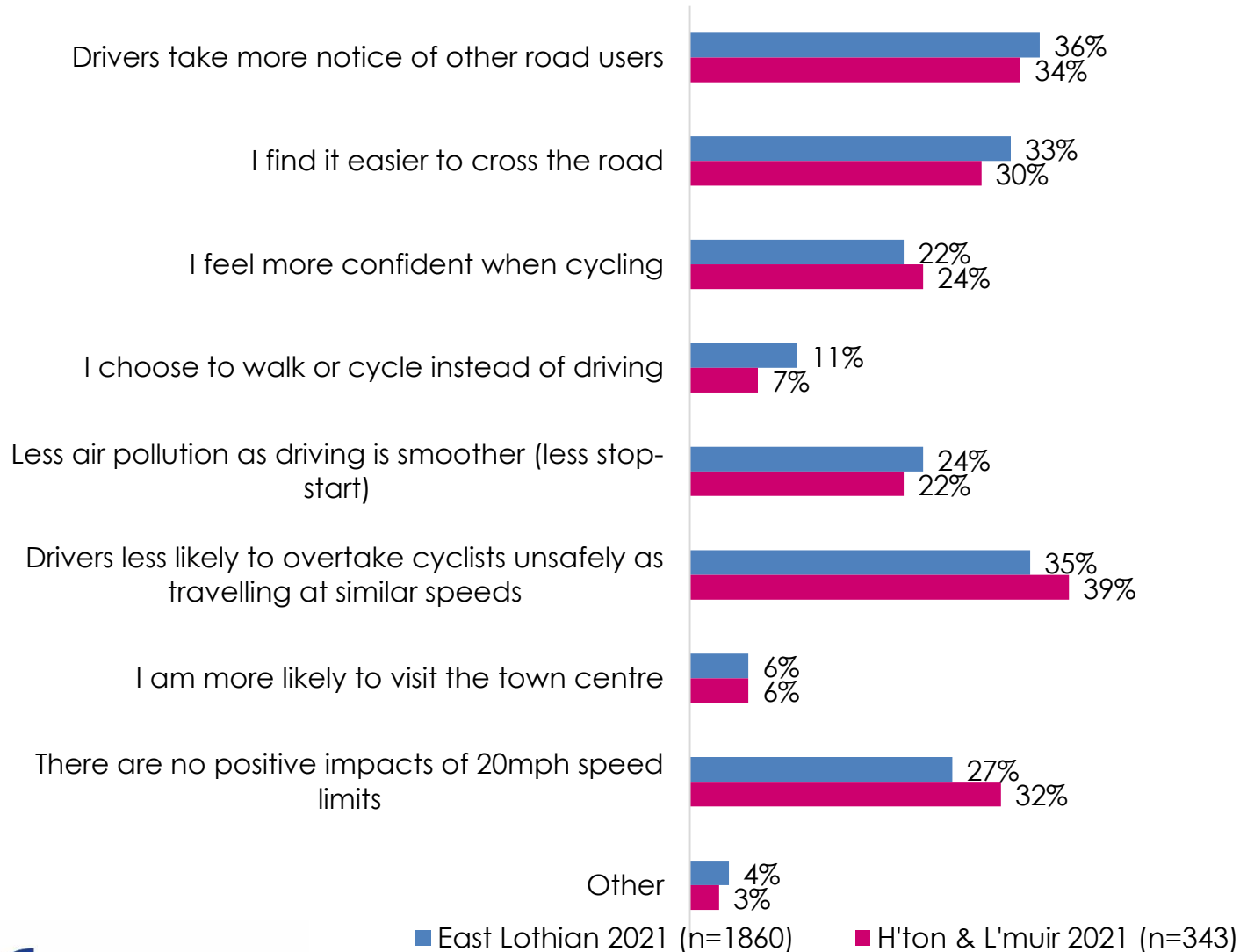


Figure 42: Thinking about the future, what do you think should be done with 20mph limits? (Q35)

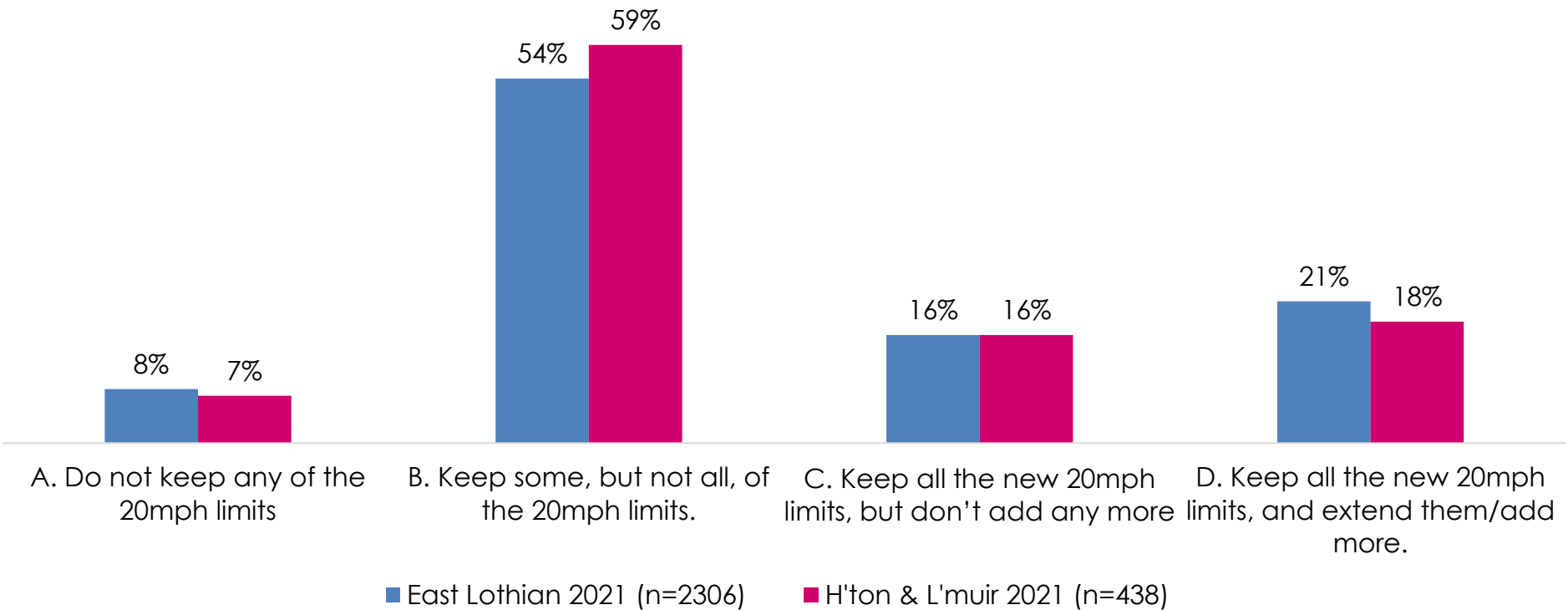
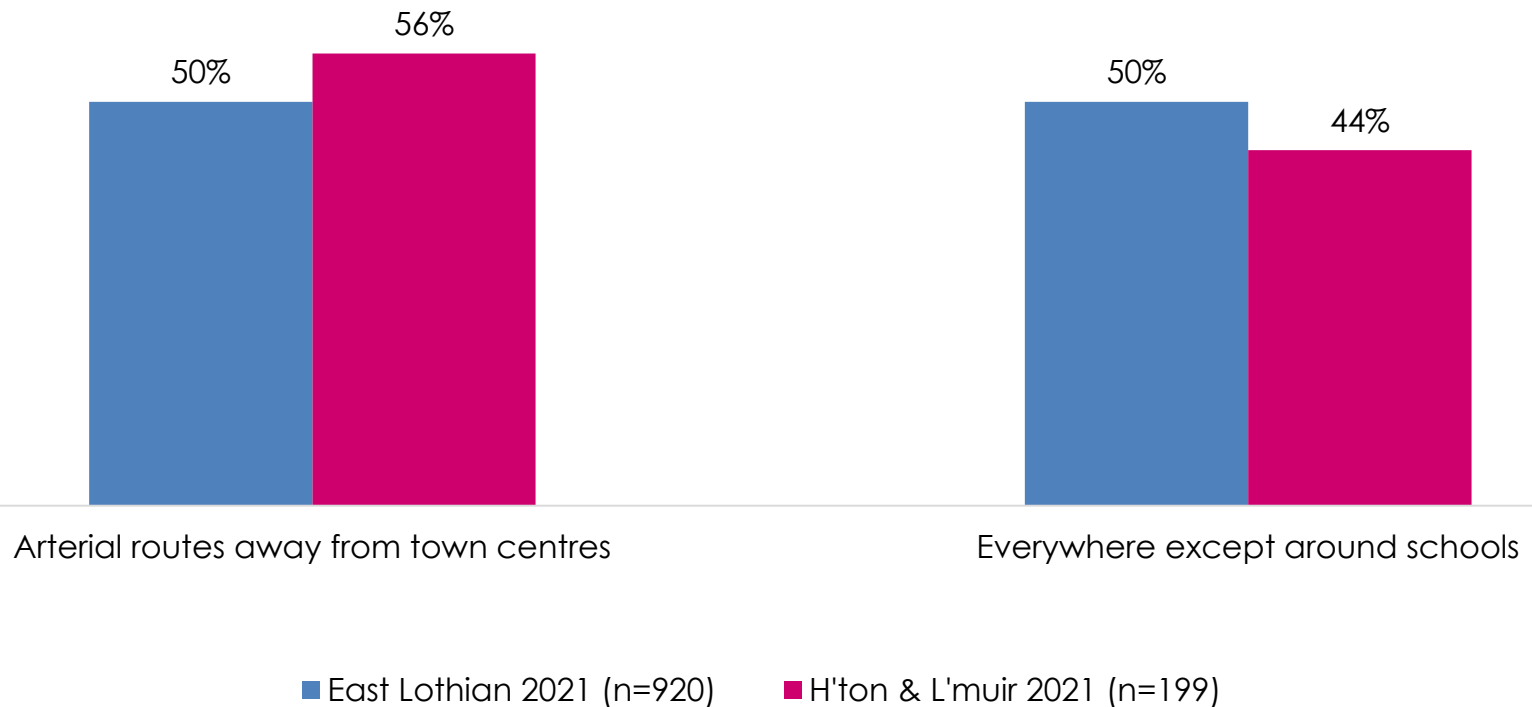


Figure 43: If you answered B: Do you think 20mph limits should be removed from... (Q36)





East Lothian

Resident Satisfaction Survey 2021

Musselburgh

Results Summary



Overview: Research Objectives

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of the Council's and East Lothian Partnership's Plans

Overview: Methodology

- Survey data consists of 2416 completed interviews
- Methodology was changed from face to face methodology to postal methodology in 2021.
- Survey packs were sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022.
- Sample constructed to ensure representation of adult population (18+ years)
- To ensure the data was representative of age and multi member ward the data was weighted in line with the EL population.
- Data accuracy levels were around $\pm 5\%$ in each of the 6 multi member wards and $\pm 2\%$ for East Lothian Overall.

Survey response and confidence intervals

Electoral Ward	Sample Base 2019 Survey	Population (adults aged 18+ 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%

Caution on Comparison with 2019 Survey

- This report includes comparisons with the results of the 2019 survey. However, the results are not directly comparable as different methodologies were used for the two surveys – face-to-face interviews in 2019 and postal/ web survey in 2021
- Evidence suggests that different methodologies might provide different results to certain types of survey questions
- Also the 2021 survey was carried out in the middle of the COVID pandemic which was having a significant negative impact on people, communities and public services.
- This may have contributed to raising people's anxiety and increasing negativity about quality of life and public services.
- It is not possible to determine whether differences between the 2021 and 2019 survey results are due to genuine changes in views and experiences or are due to the different methodologies used or the profound impact of the pandemic

Figure 1: Household composition (Q42)

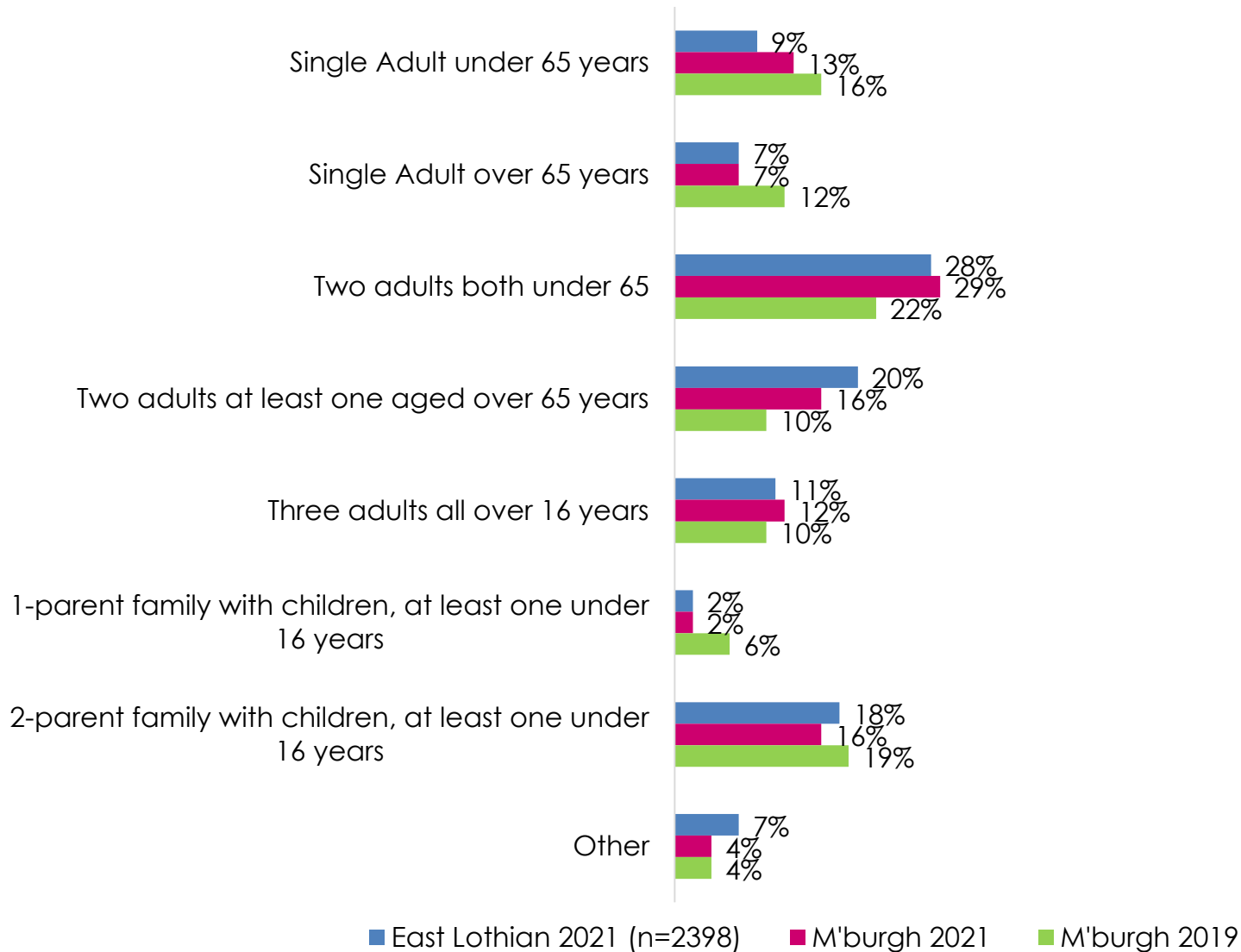


Figure 2: Do you own your home, or rent it? (Q43)

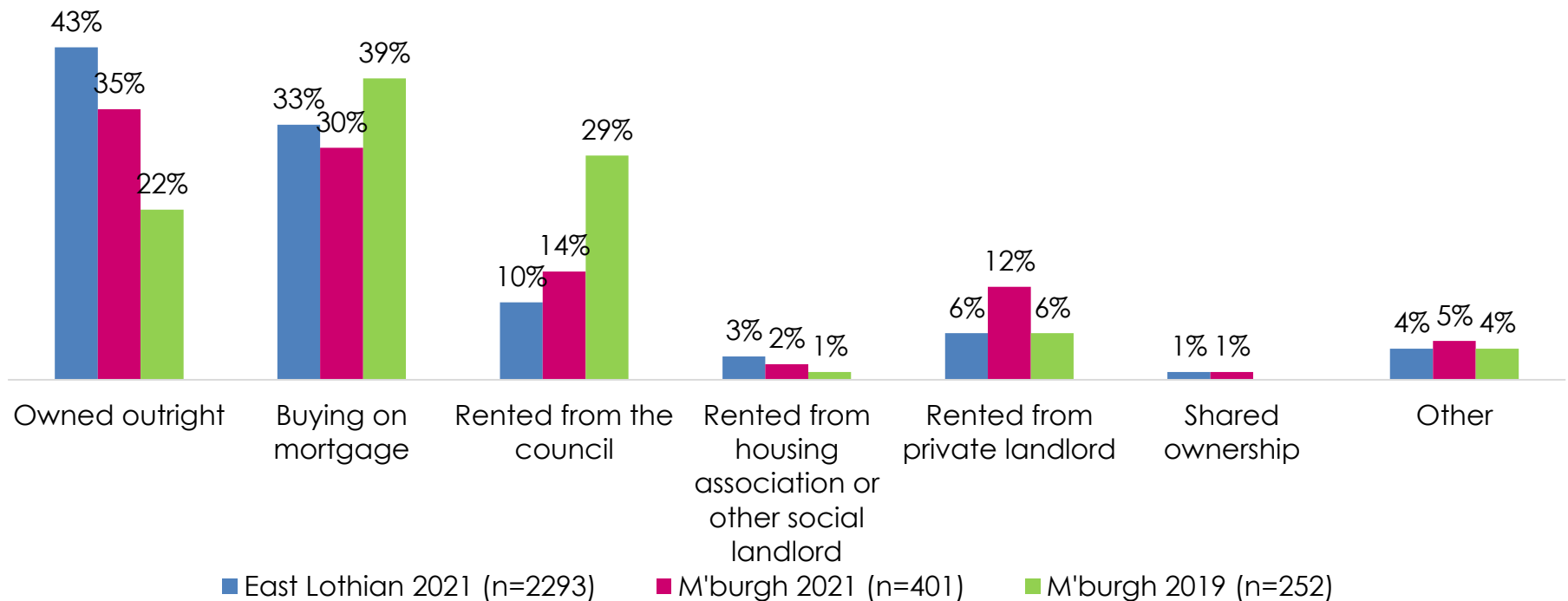
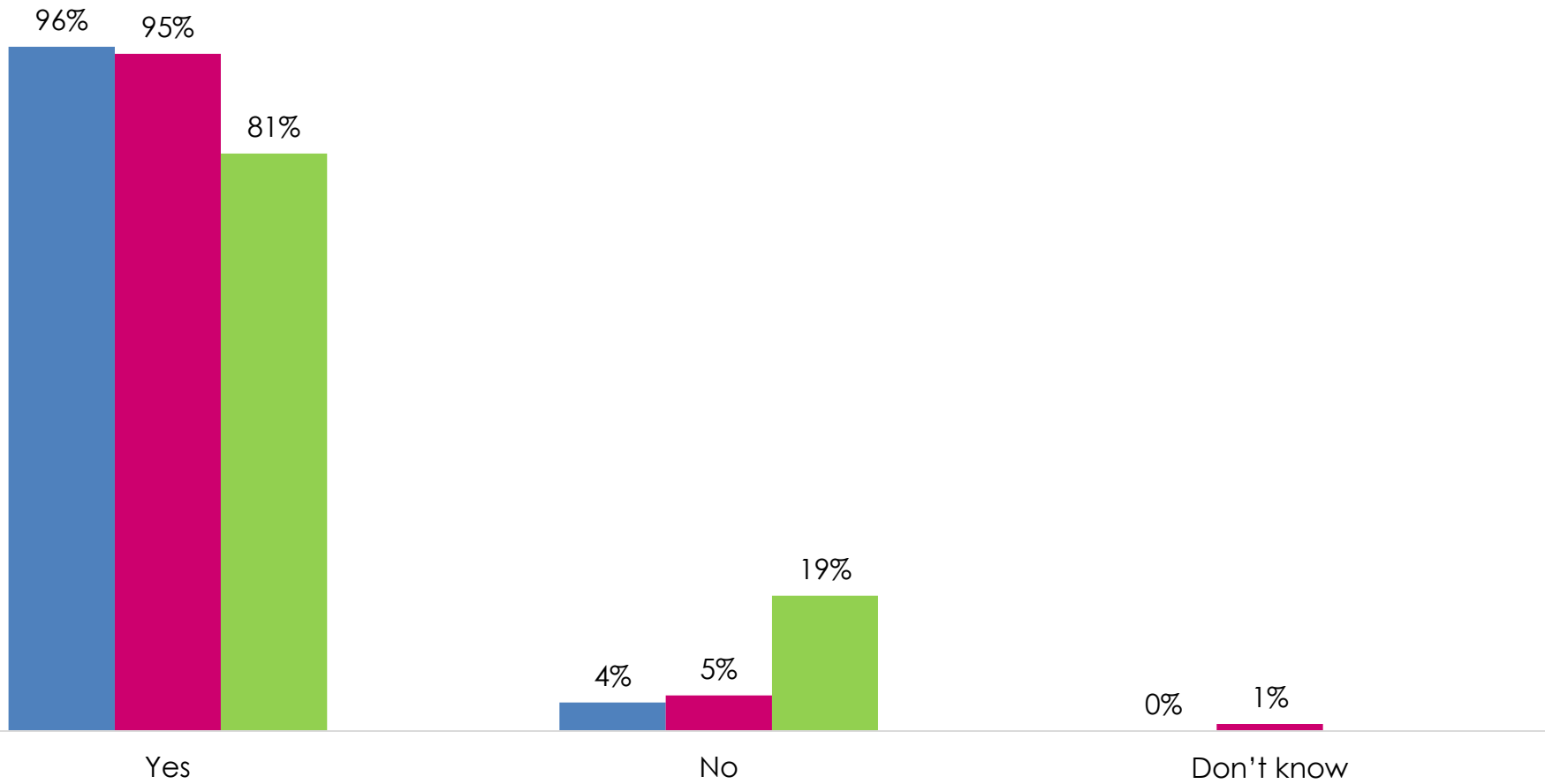


Figure 3: Internet Access (Q22)



■ East Lothian 2021 (n=2374)

■ M'burgh 2021 (n=420)

■ M'burgh 2019 (n=252)

Figure 4: Online activities (Q23)

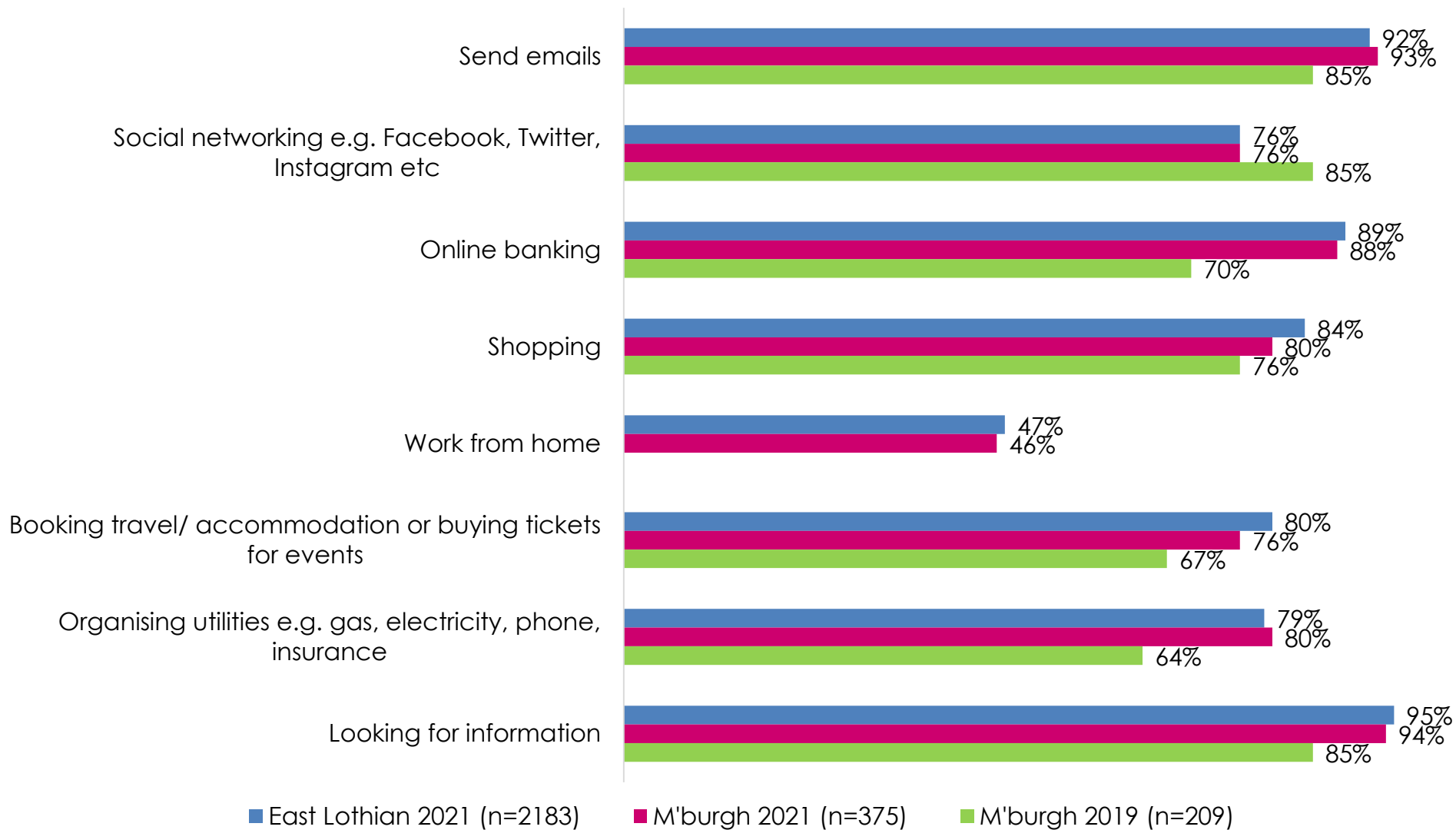


Figure 5: Online council services (Q24)

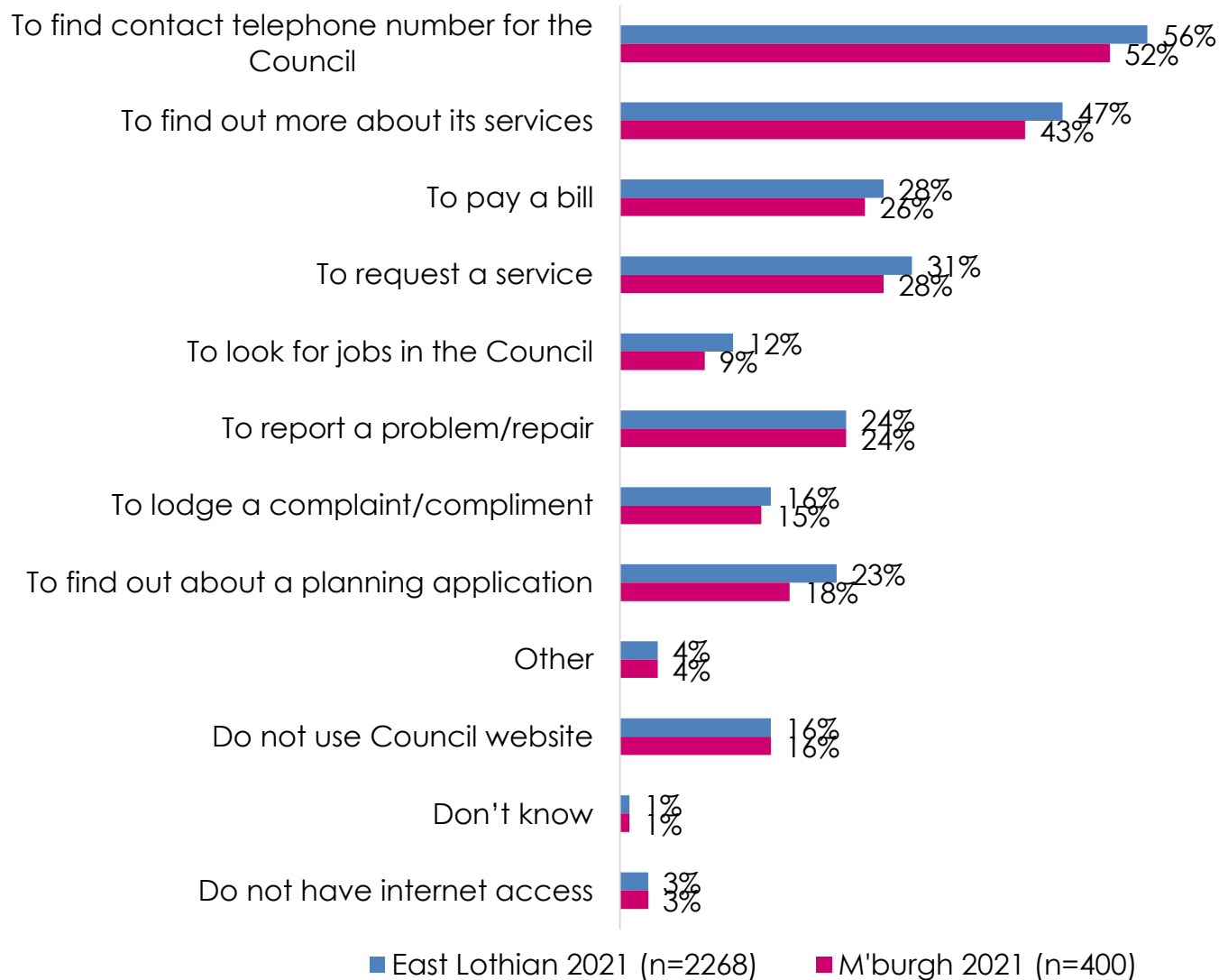


Figure 6a: Preferred contact methods: To get information about a service (Q25a)

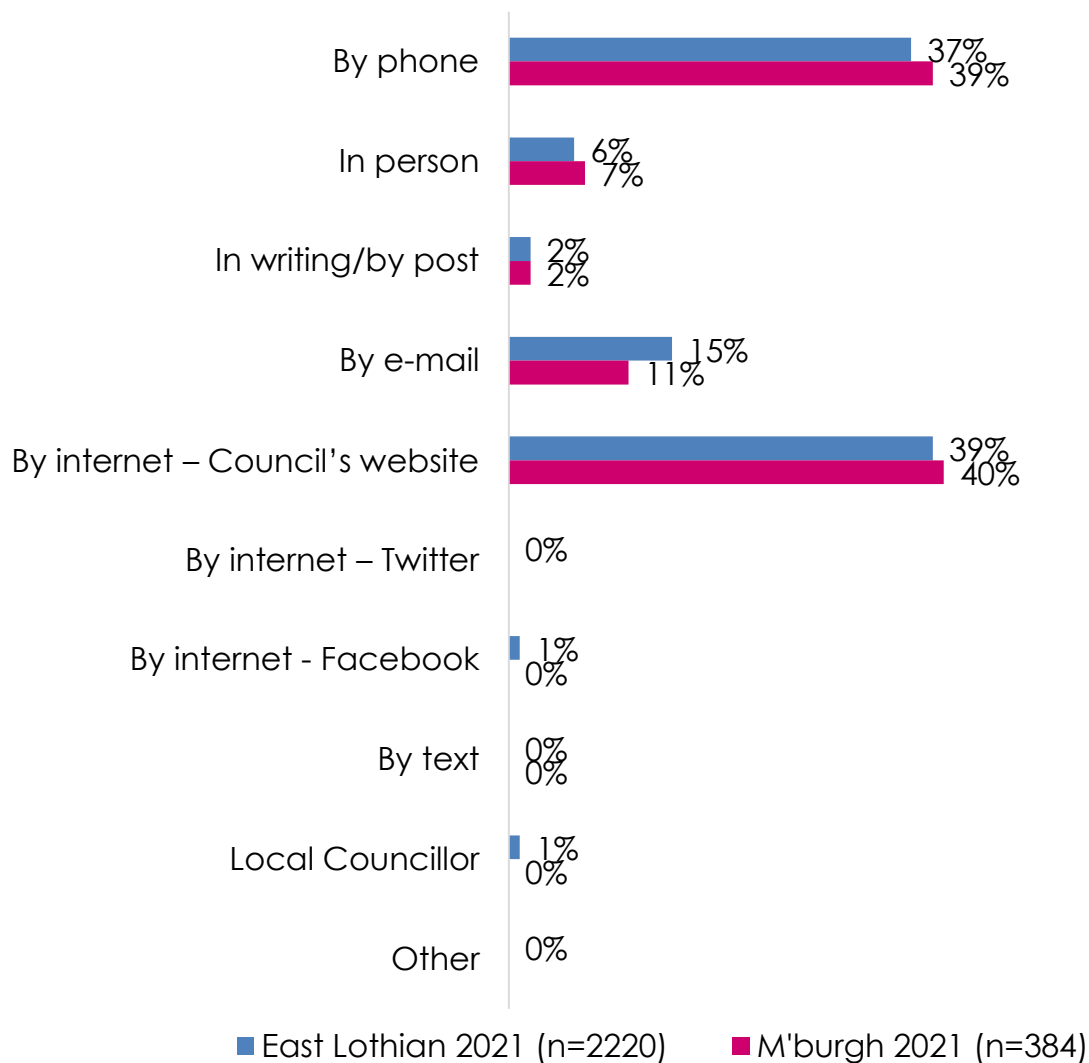


Figure 6b: Preferred contact methods:
To request a service/ report a repair or fault (Q25b)

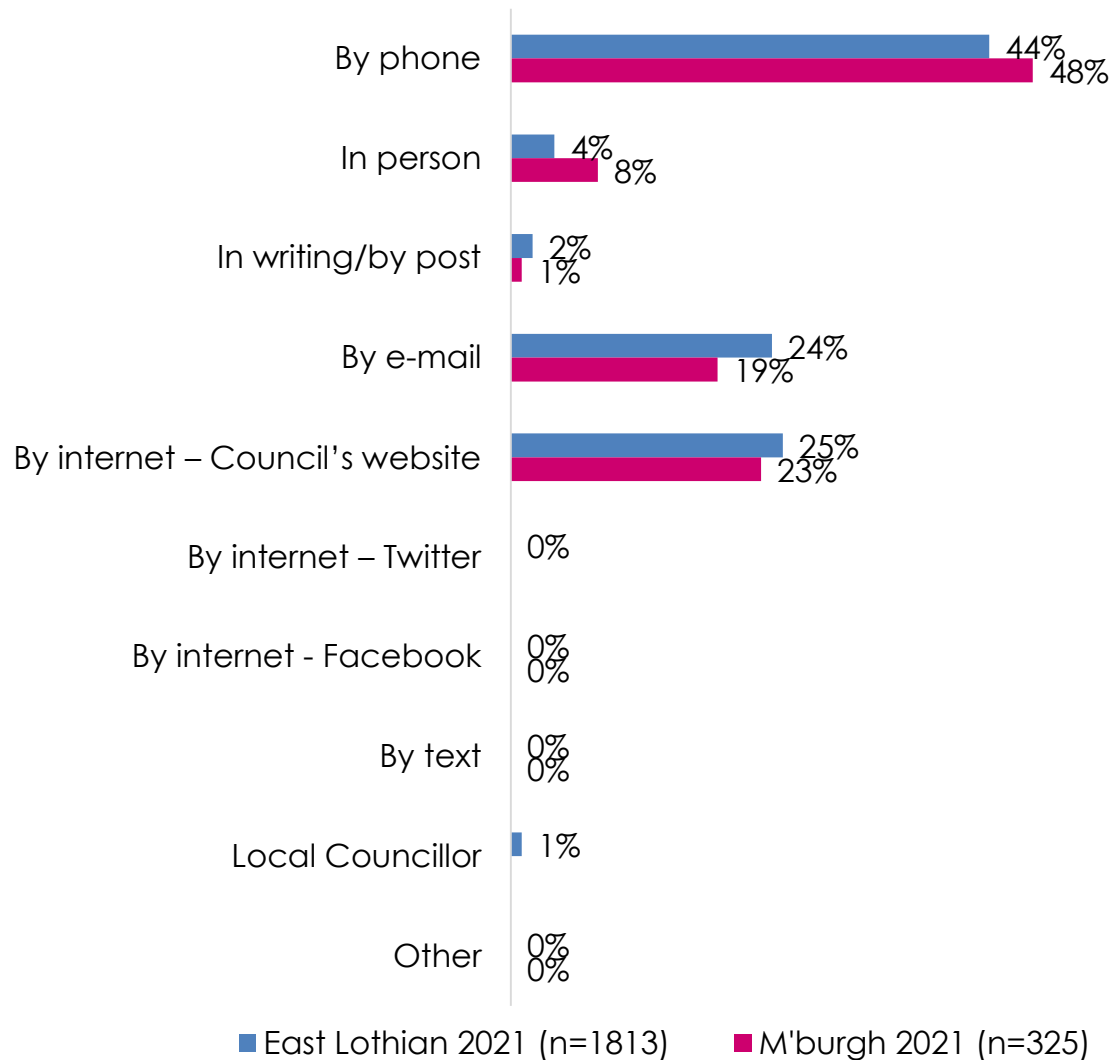


Figure 6c: Preferred contact methods: To pay a bill or Council Tax (Q25c)

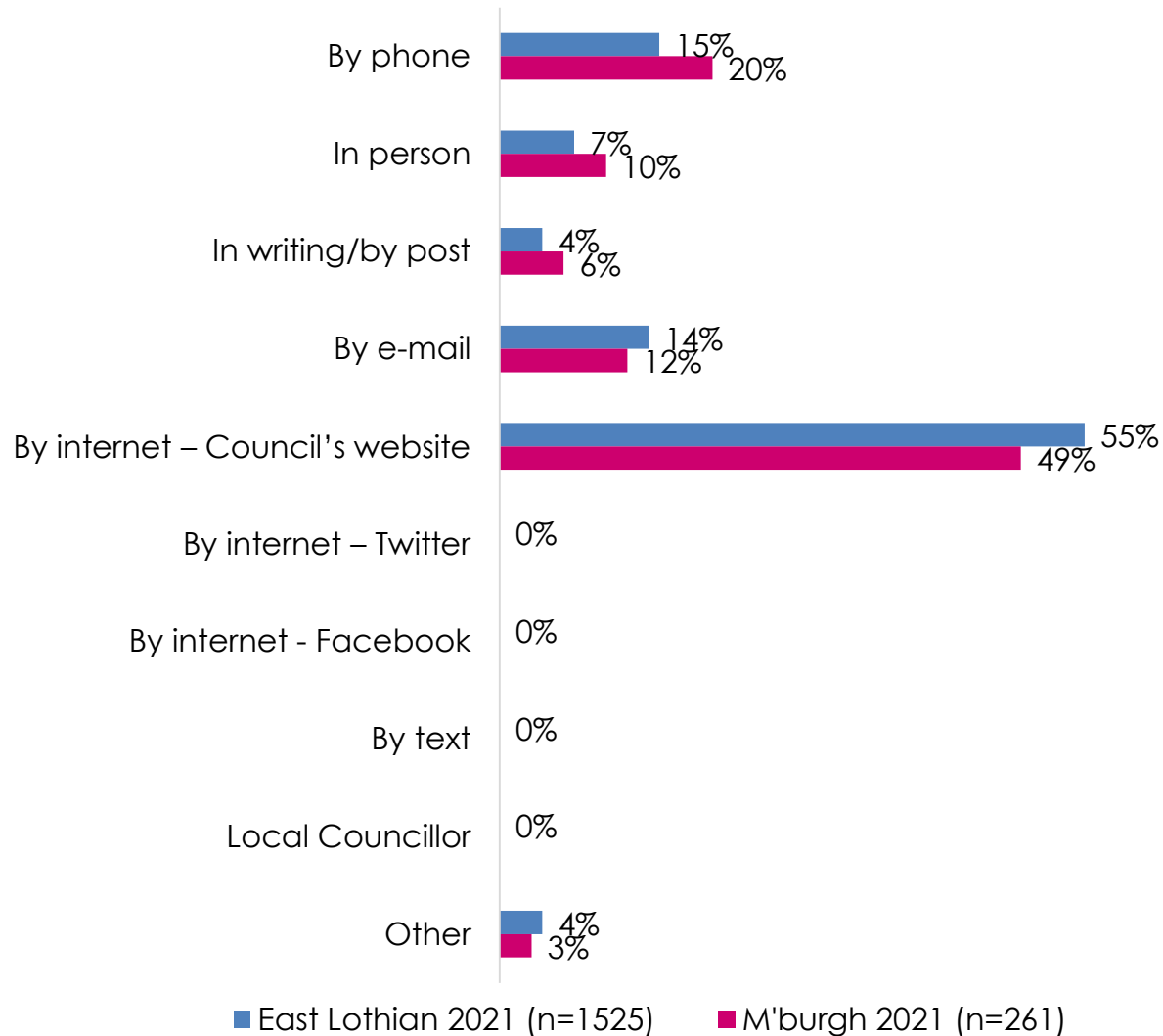


Figure 7: Working status (Q41)

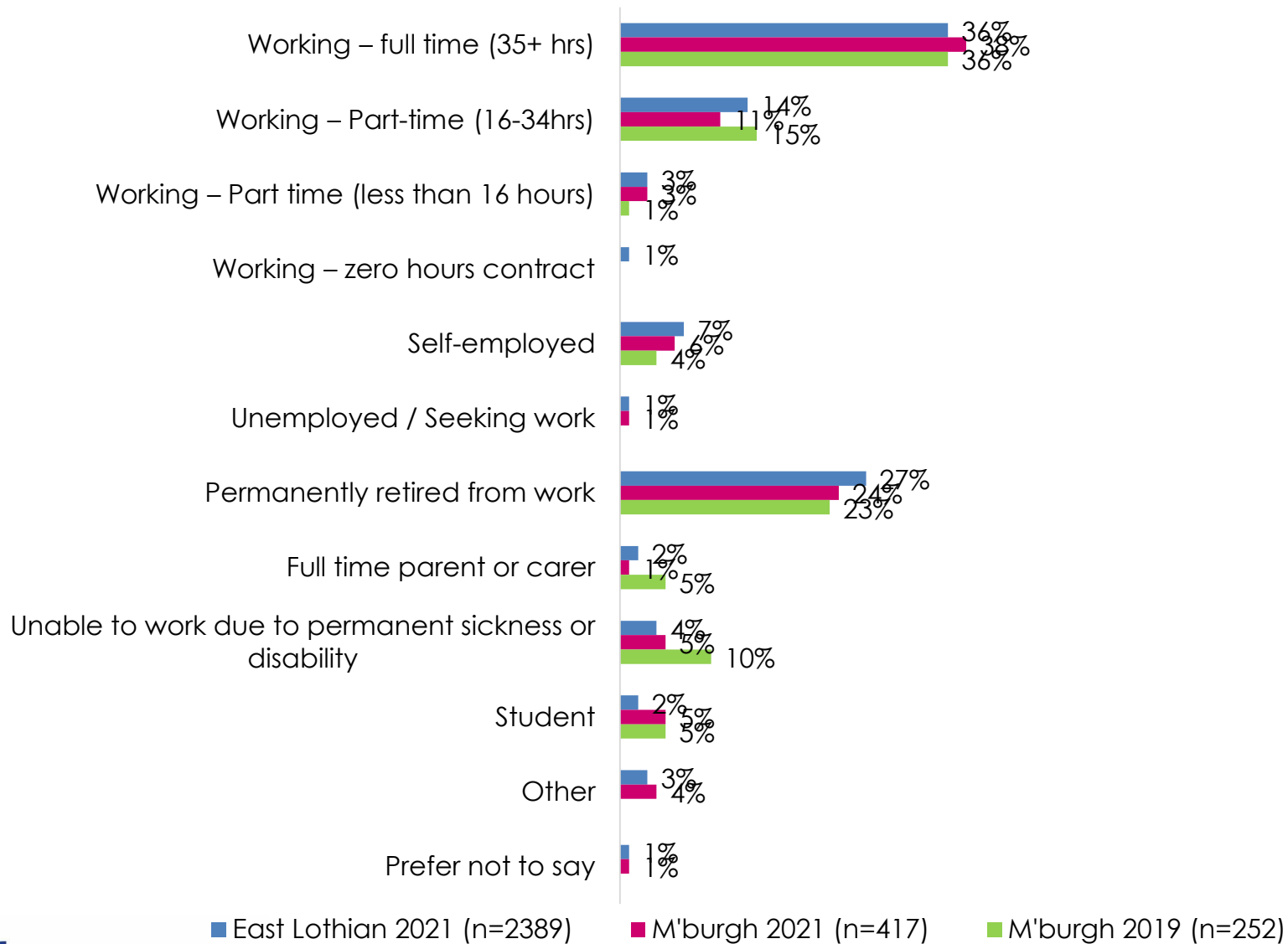


Figure 8: Age (Q40)

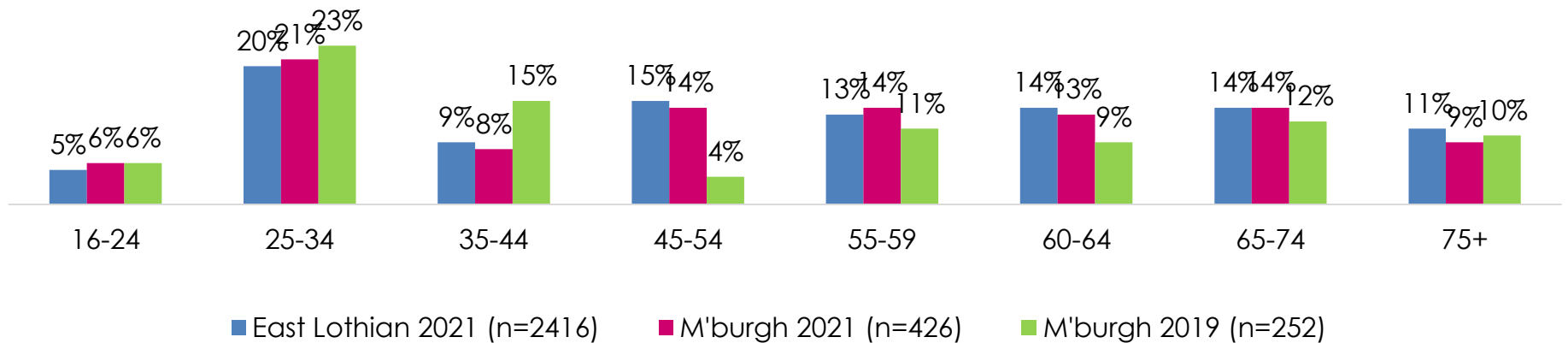


Figure 9: Financial management (Q45)

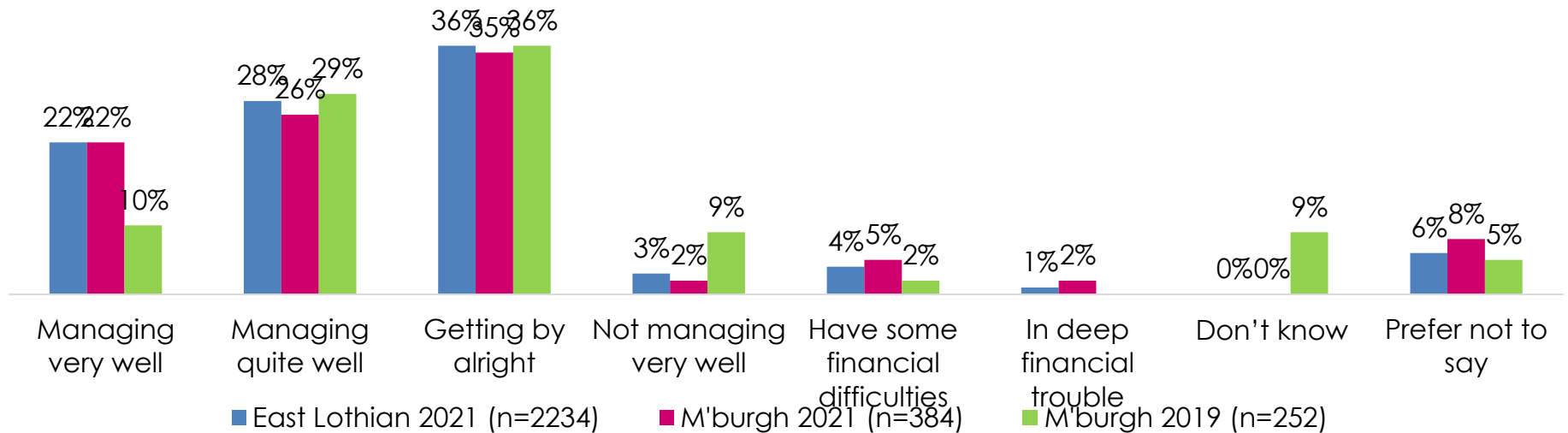


Figure 10: Standard of living statements relating to all households (Q46)

Q46 Standard of living statements (excluding don't know)				
		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	East Lothian (n=2132)	86%	2%	13%
	M'burgh (n=373)	83%	1%	16%
Enough money to replace/ repair broken electrical goods	East Lothian (n=2165)	87%	2%	11%
	M'burgh (n=378)	84%	2%	14%
Enough money to make regular payments into an occupational or private pension	East Lothian (n=1765)	70%	13%	16%
	M'burgh (n=314)	68%	18%	15%
All recommended dental work/ treatment	East Lothian (n=2100)	84%	5%	12%
	M'burgh (n=361)	82%	5%	13%
Money to keep your home in a decent state of decoration	East Lothian (n=2174)	88%	3%	9%
	M'burgh (n=380)	86%	4%	10%
Money to take part in sport/ exercise activities	East Lothian (n=2013)	79%	11%	10%
	M'burgh (n=357)	75%	13%	12%
Money to take part in a hobby or leisure activity	East Lothian (n=2086)	82%	7%	11%
	M'burgh (n=369)	78%	7%	15%
Appropriate clothes for job interviews	East Lothian (n=1724)	84%	10%	5%
	M'burgh (n=303)	83%	11%	5%
Home contents insurance	East Lothian (n=2189)	93%	2%	5%
	M'burgh (n=389)	92%	2%	6%
A damp free home	East Lothian (n=2113)	93%	2%	5%
	M'burgh (n=381)	92%	2%	6%
Access to £500 to cover an unexpected, but necessary, expense	East Lothian (n=2135)	84%	2%	14%
	M'burgh (n=371)	86%	1%	14%

Figure 11: Standard of living statements relating to households with children (Q47)

Q33 Standard of living statements relating to households with children (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	East Lothian (n=367)	77%	4%	19%
	M'burgh (n=55)	72%	8%	20%
Does your child have a holiday away from home at least one week a year	East Lothian (n=389)	81%	3%	17%
	M'burgh (n=60)	72%	9%	19%
Does your child have day trips with family once a month	East Lothian (n=383)	85%	4%	11%
	M'burgh (n=60)	87%	3%	10%
Does your child get pocket money	East Lothian (n=338)	67%	19%	14%
	M'burgh (n=51)	74%	19%	7%
Is there a garden or outdoor space nearby where your child can play safely	East Lothian (n=391)	97%	0%	2%
	M'burgh (n=64)	100%	-	-
Does your child attend a toddler group at least once a week (pre school only)	East Lothian (n=91)	77%	6%	17%
	M'burgh (n=19)	65%	5%	29%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	East Lothian (n=362)	90%	1%	10%
	M'burgh (n=58)	81%	3%	16%
Does your child have access to a computer or internet for homework	East Lothian (n=370)	98%	1%	1%
	M'burgh (n=55)	98%	1%	1%

NEIGHBOURHOOD AND QUALITY OF LIFE

Figure 12: In overall terms how would you rate your neighbourhood as a place to live? (Q1)

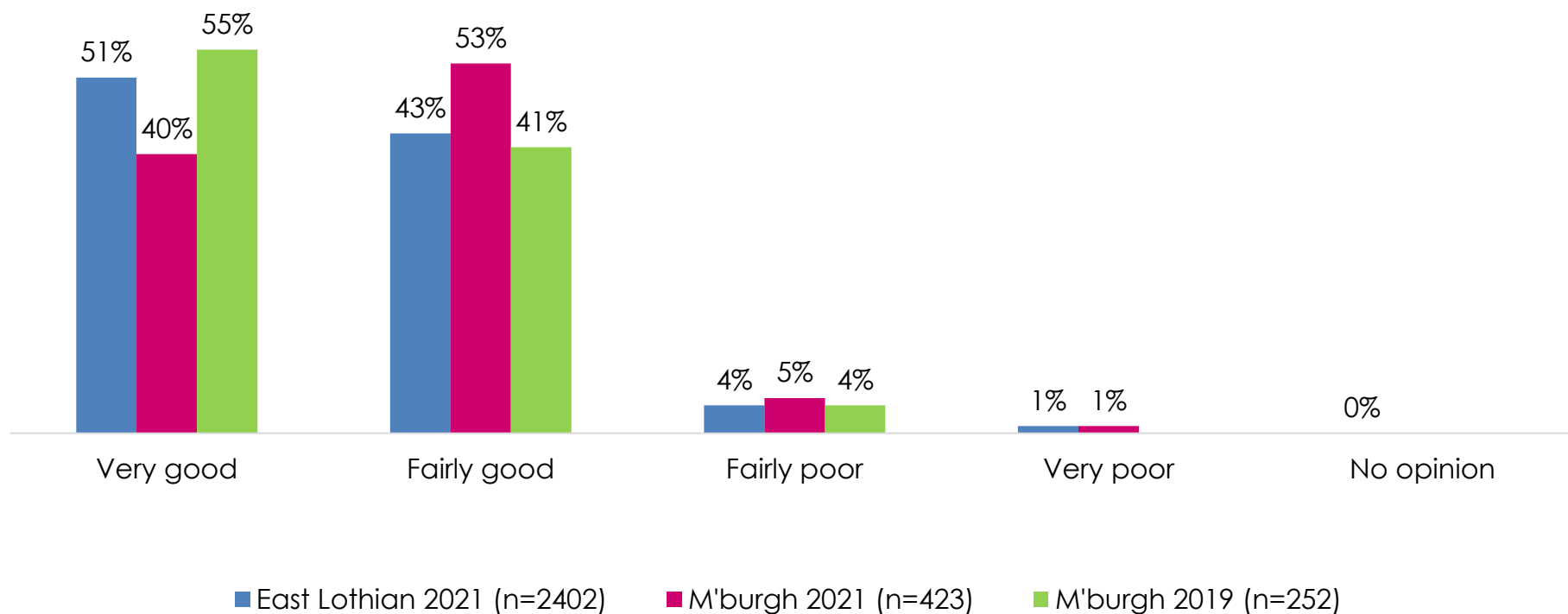


Figure 13: Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last 3 years? (Q2)

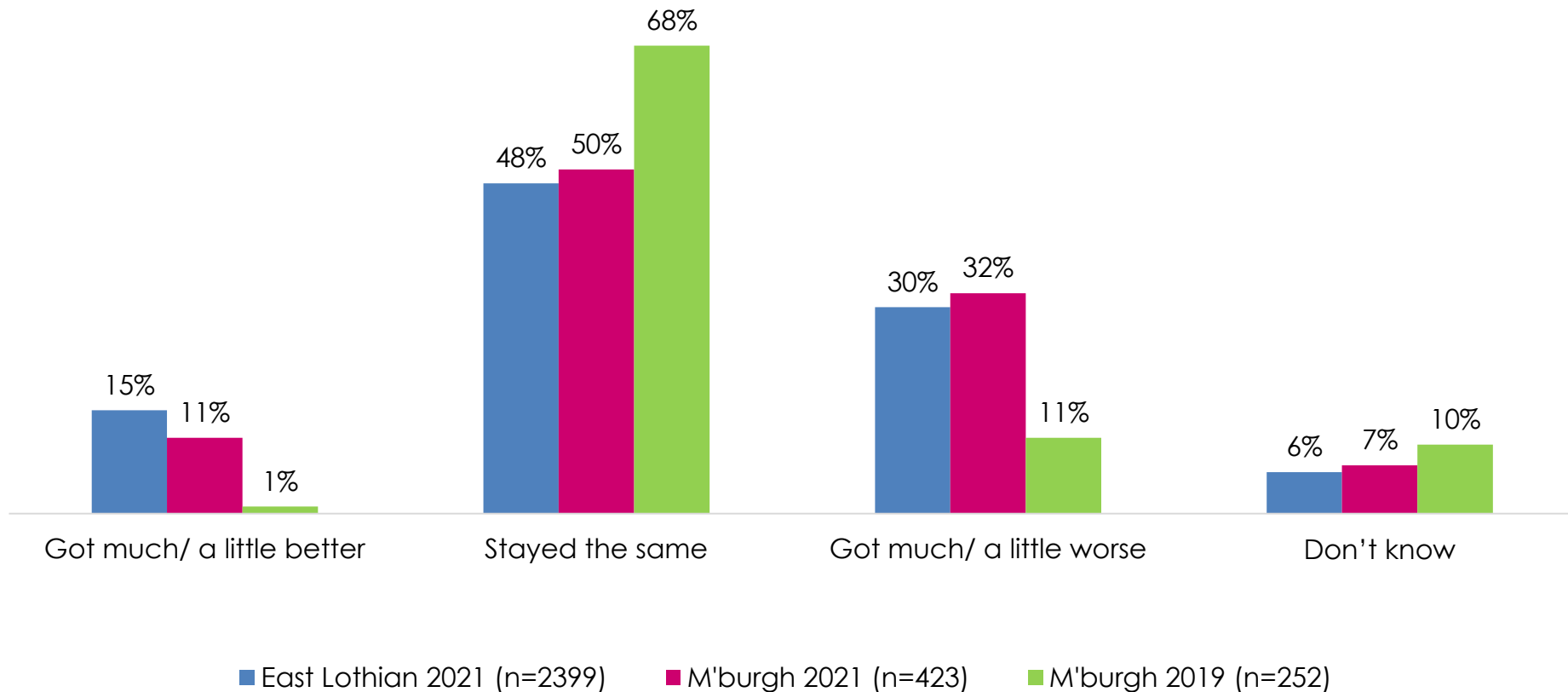


Figure 14: And overall, how would you rate East Lothian as an area to live? (Q3)

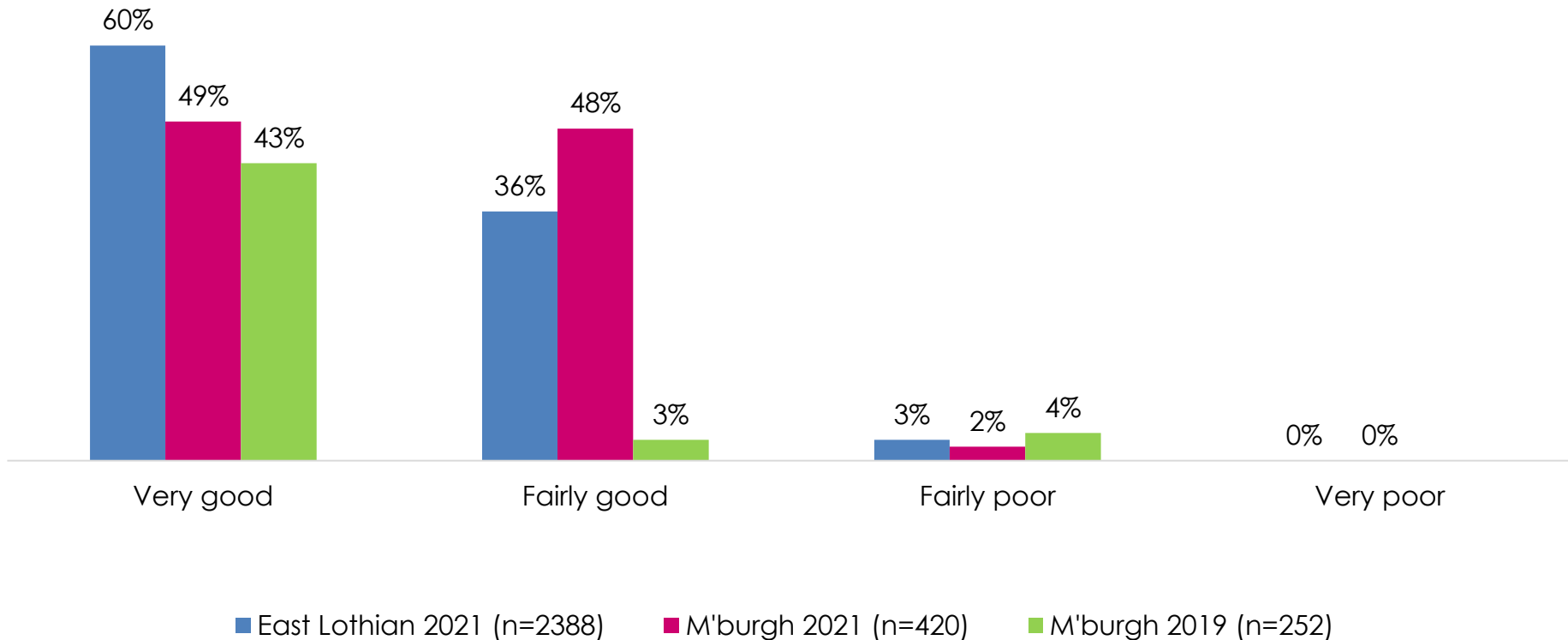


Figure 15: Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? (Q4)

Q6 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving?							
	EL 2021 (n=2378)	M'burgh 2021 (n=422)	M'burgh 2019 (n=252)		EL 2021 (n=2378)	M'burgh 2021 (n=422)	M'burgh 2019 (n=252)
Primary & Secondary Schools	15%	17%	6%	Access to outdoors, parks, open space	5%	7%	-
Local cost of living	17%	18%	*	The level of crime	17%	26%	1%
Jobs for local people	19%	14%	21%	Activities for teenagers	34%	28%	8%
Health services	53%	65%	28%	Affordable decent housing	28%	24%	14%
Care of older people	27%	24%	2%	Sense of community	10%	10%	2%
The level of traffic congestion	38%	60%	17%	Shopping facilities	20%	14%	10%
Public transport	23%	8%	3%	Sports and leisure facilities	14%	7%	1%
Road and pavement repairs	53%	53%	28%	Facilities for young children	12%	10%	3%
Clean streets	23%	38%	10%				

COMMUNITY SAFETY

Figure 16: To what extent do you feel threatened by crime in this neighbourhood these days? (Q5)

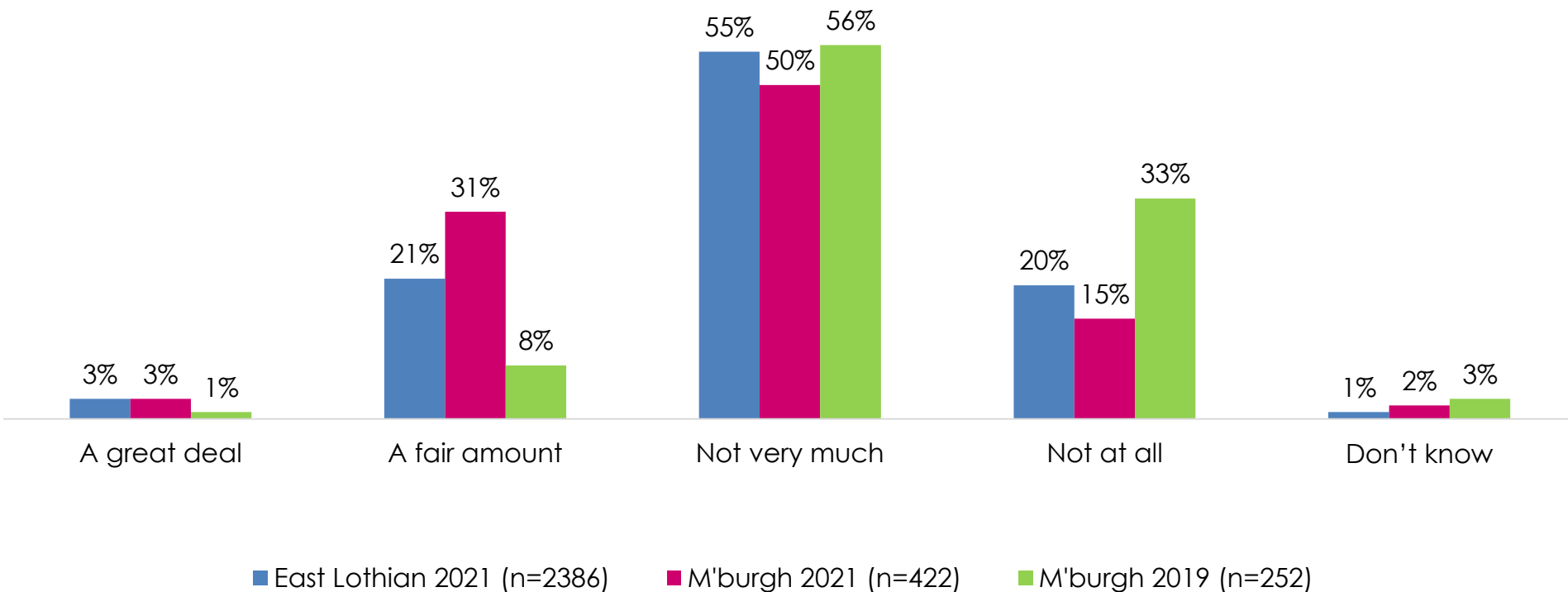


Figure 17: How much would you say your confidence in the Police being able to respond to any crime being reported has changed since 2 years ago (Q6)

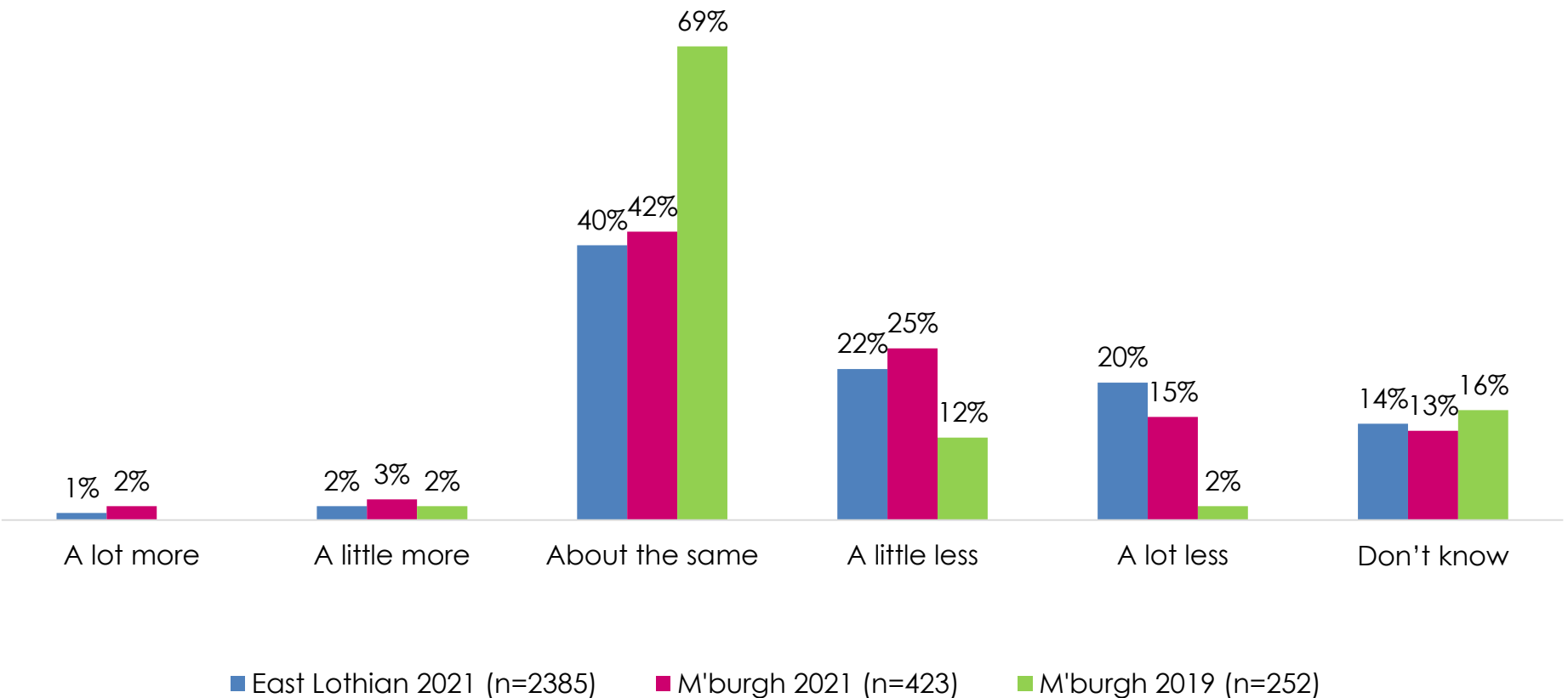


Figure 18: Which of the following activities do you think people carrying out community payback should undertake? (Q7)

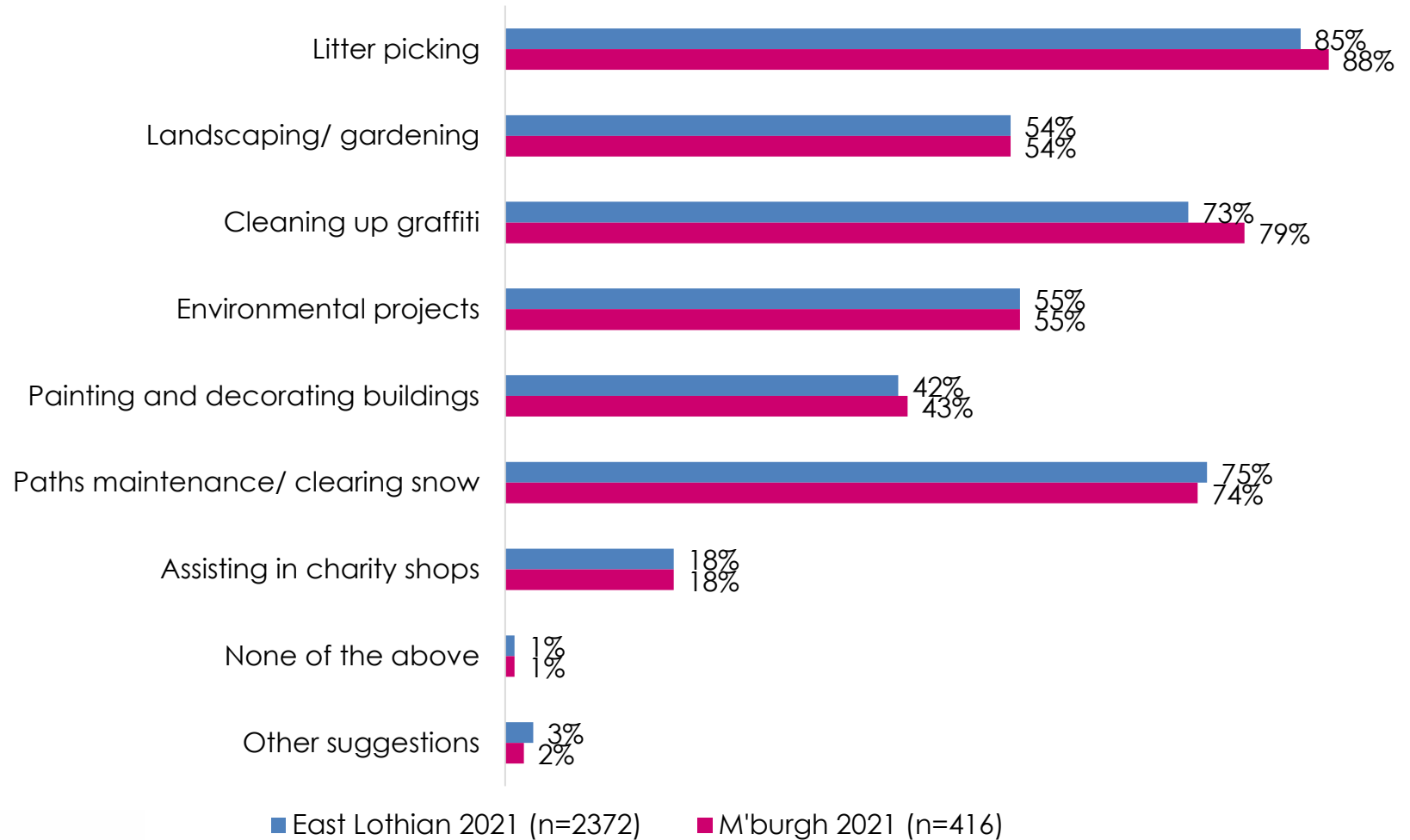
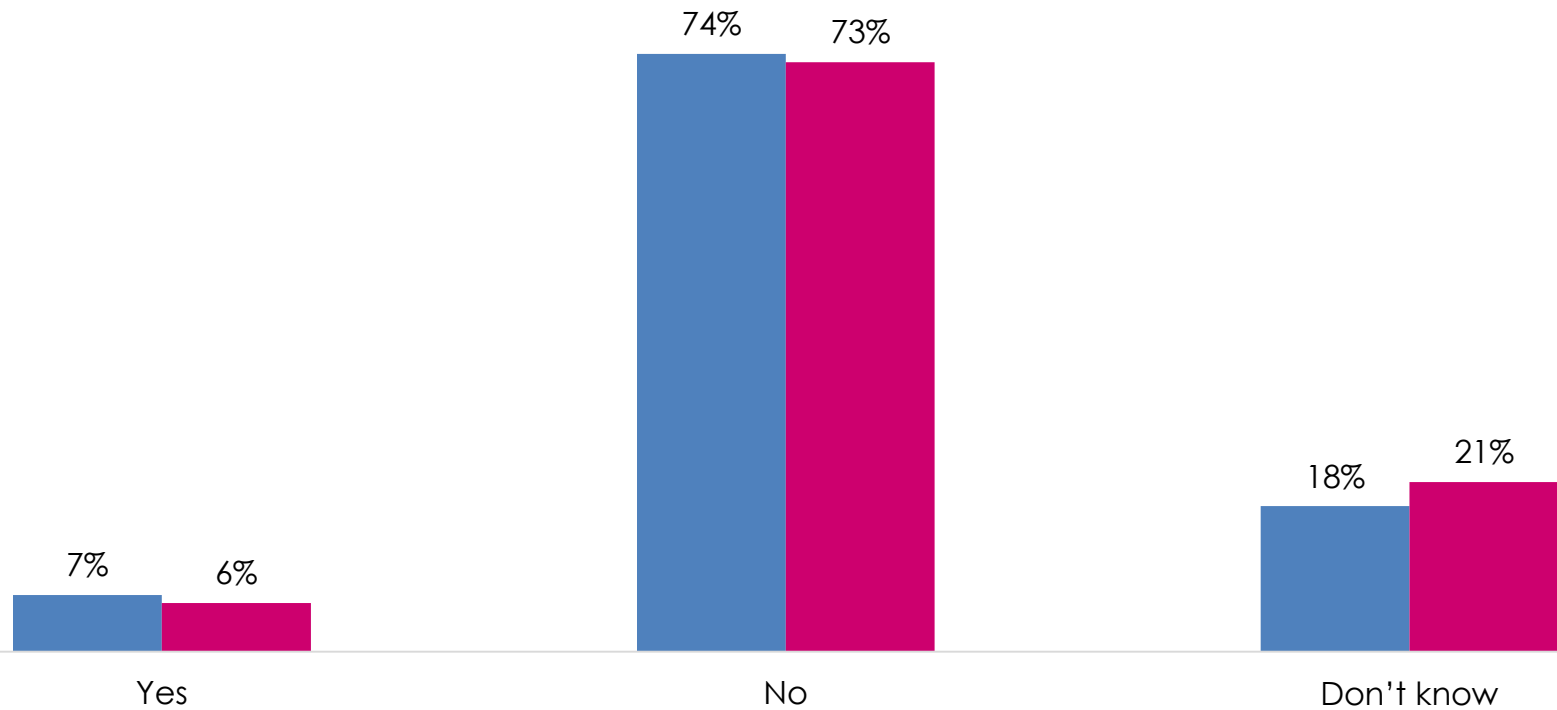


Figure 19: Have you seen any Community Payback teams carrying out unpaid work in your local area? (Q8)



■ East Lothian 2021 (n=2385) ■ M'burgh 2021 (n=423)

Figure 20: What priority would you give to each of the following when working with people in the community who have committed a crime? (Q9)

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	East Lothian (n=2265)	3%	4%	9%	18%	67%
	M'burgh (n=404)	4%	3%	11%	12%	69%
Providing stability by addressing issues such as homelessness	East Lothian (n=2187)	3%	5%	15%	23%	54%
	M'burgh (n=384)	3%	3%	16%	21%	57%
Finding training or employment opportunities	East Lothian (n=2217)	2%	4%	15%	27%	52%
	M'burgh (n=388)	3%	2%	14%	28%	53%
Ensuring that unpaid work that is of value to the community is carried out successfully	East Lothian (n=2252)	3%	6%	16%	25%	50%
	M'burgh (n=393)	4%	4%	11%	23%	58%

HEALTH AND WELLBEING

Figure 21: Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes hard physical effort and you breathe much harder than normal. (Q10)

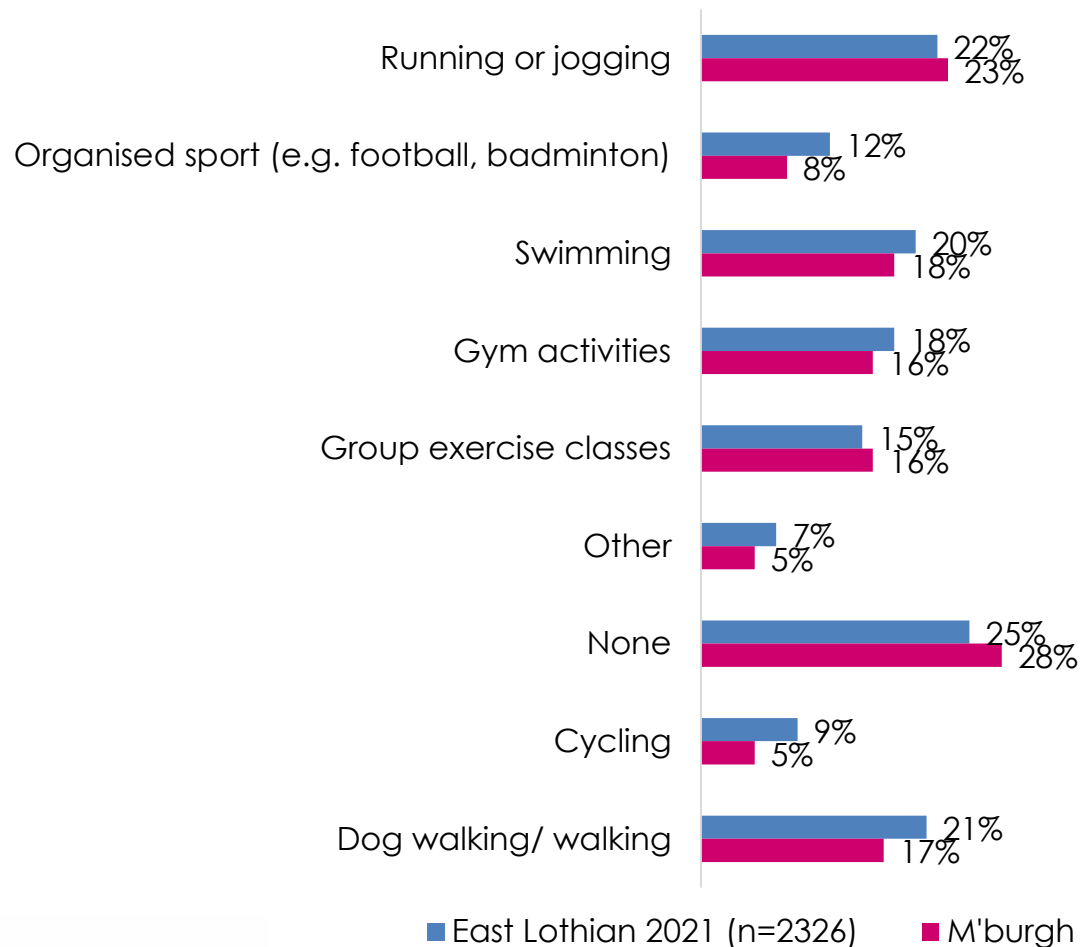


Figure 22: Thinking about healthy lifestyles, would the following changes to your local neighbourhood encourage you to increase your level of activity? (Q11)

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?							
		Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	East Lothian (n=2004)	36%	21%	19%	10%	8%	5%
	M'burgh (n=356)	34%	25%	20%	6%	7%	7%
More parks	East Lothian (n=1681)	21%	20%	23%	17%	13%	7%
	Ward (n=299)	26%	25%	23%	10%	8%	7%
More play parks	East Lothian (n=1726)	15%	13%	17%	21%	24%	9%
	Ward (n=310)	11%	21%	19%	17%	18%	13%
More local facilities (e.g. gym)	East Lothian (n=1837)	29%	22%	18%	13%	10%	7%
	Ward (n=322)	27%	21%	21%	14%	7%	10%
Safer paths/cycle ways	East Lothian (n=2058)	47%	20%	13%	7%	7%	6%
	Ward (n=363)	49%	22%	9%	9%	5%	5%
Better maintained parks or play parks	East Lothian (n=1886)	27%	21%	20%	12%	12%	8%
	Ward (n=339)	36%	23%	12%	10%	10%	9%
Better quality environment (more trees, landscaping etc)	East Lothian (n=1799)	34%	23%	18%	10%	8%	7%
	Ward (n=330)	36%	19%	19%	11%	7%	8%

Figure 23: Since the COVID pandemic started in March 2020 would you say your physical health has...? (Q12a)

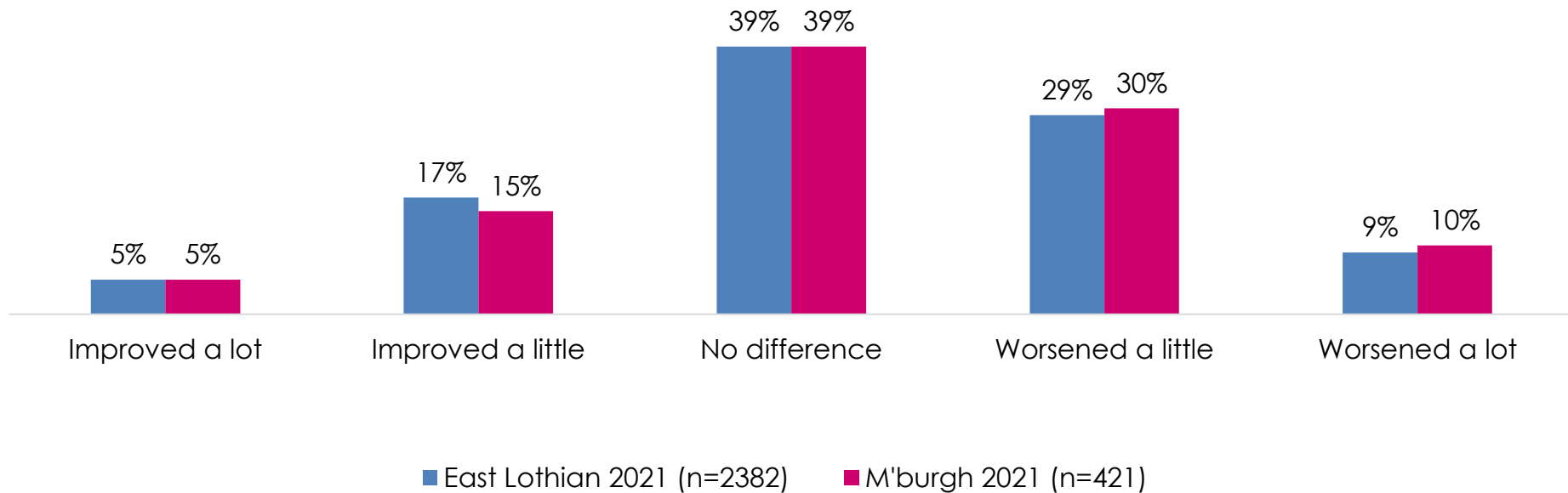
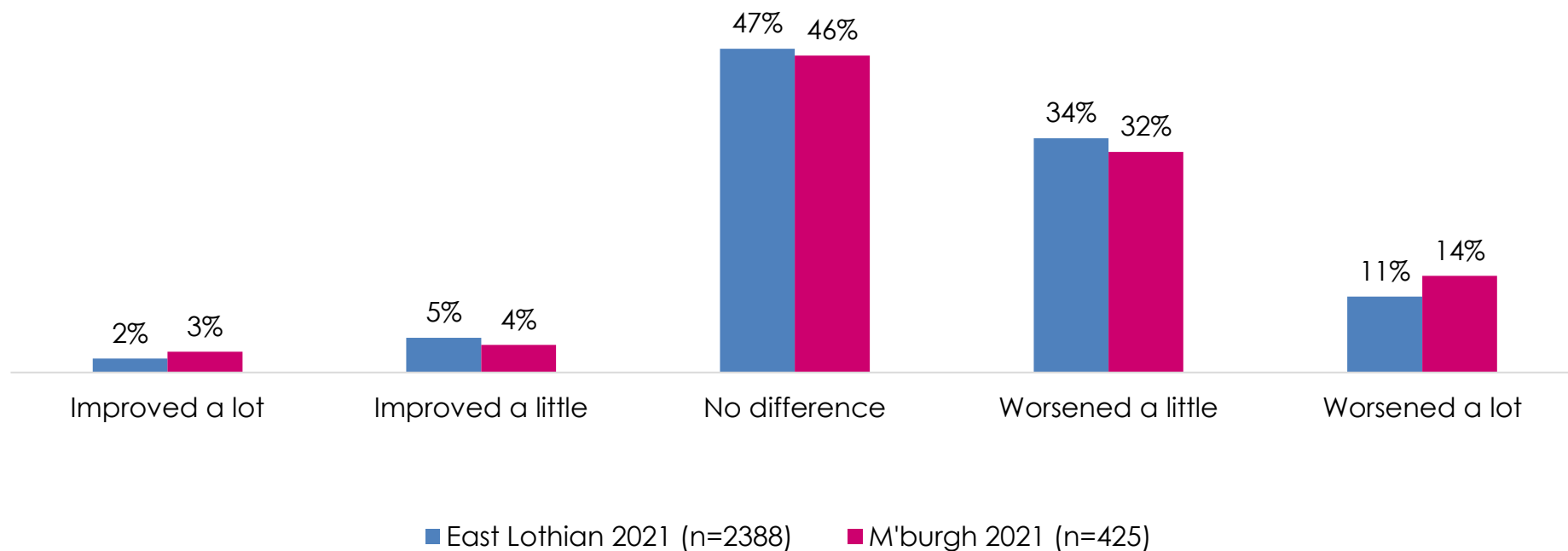


Figure 24: Since the COVID pandemic started in March 2020 would you say your mental health has...? (Q12b)



PERCEPTIONS OF THE COUNCIL & PUBLIC SERVICES

Figure 25a: To what extent do you agree or disagree with each of the following statements (Q13)

Q13 To what extent do you agree or disagree with the following?				
		% agree	% neither/nor	% disagree
The council provides high quality services	East Lothian (n=2281)	45%	28%	28%
	M'burgh (n=408)	41%	29%	30%
The council does the best it can with the money available	East Lothian (n=2216)	47%	23%	30%
	M'burgh (n=389)	45%	26%	29%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	East Lothian (n=2145)	23%	38%	40%
	M'burgh (n=376)	21%	35%	43%
The council is good at listening to local people's views before it takes decisions	East Lothian (n=2088)	15%	35%	51%
	M'burgh (n=373)	17%	36%	47%
The council designs its services around the needs of the people who use them	East Lothian (n=2104)	25%	38%	37%
	M'burgh (n=370)	22%	43%	35%
The council is good at letting local people know how well it is performing	East Lothian (n=2178)	28%	30%	42%
	M'burgh (n=378)	28%	30%	42%
The council is good at letting people know about the kinds of services it provides	East Lothian (n=2254)	38%	26%	36%
	M'burgh (n=396)	37%	24%	39%
I can influence decisions affecting my local area	East Lothian (n=2066)	14%	30%	56%
	M'burgh (n=354)	16%	33%	51%
I would like to be more involved in the decisions the council makes that affect my local area	East Lothian (n=1971)	54%	33%	13%
	M'burgh (n=342)	59%	29%	12%

Figure 25b: To what extent do you agree or disagree with each of the following statements (Musselburgh 2019 vs 2021)

Q13 To what extent do you agree or disagree with the following? (Musselburgh 2019 vs. 2021)				
		% agree	% neither/ nor	% disagree
The council provides high quality services	2019	72%	9%	19%
	2021	41%	29%	30%
The council does the best it can with the money available	2019	82%	2%	16%
	2021	45%	26%	29%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	2019	54%	10%	36%
	2021	21%	35%	43%
The council is good at listening to local people's views before it takes decisions	2019	48%	9%	43%
	2021	17%	36%	47%
The council designs its services around the needs of the people who use them	2019	61%	11%	28%
	2021	22%	43%	35%
The council is good at letting local people know how well it is performing	2019	84%	3%	14%
	2021	28%	30%	42%
The council is good at letting people know about the kinds of services it provides	2019	76%	3%	20%
	2021	37%	24%	39%
I can influence decisions affecting my local area	2019	26%	11%	63%
	2021	16%	33%	51%
I would like to be more involved in the decisions the council makes that affect my local area	2019	9%	2%	89%
	2021	59%	29%	12%

Figure 26a: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	East Lothian (n=764)	34%	40%	26%
	M'burgh (n=155)	46%	38%	17%
Children's play areas	East Lothian (n=1583)	52%	27%	21%
	M'burgh (n=266)	48%	38%	14%
Libraries	East Lothian (n=1703)	64%	23%	13%
	M'burgh (n=286)	60%	28%	12%
Swimming pools/ sport centres	East Lothian (n=1918)	63%	20%	17%
	M'burgh (n=328)	62%	23%	15%
Parks, gardens and open spaces	East Lothian (n=2177)	71%	17%	13%
	M'burgh (n=377)	71%	18%	11%
Local bus services	East Lothian (n=2071)	60%	16%	24%
	M'burgh (n=383)	78%	12%	9%
Local schools	East Lothian (n=1499)	58%	27%	15%
	M'burgh (n=254)	60%	23%	16%
Support for frail/ older people to allow them to remain in their own home	East Lothian (n=1406)	32%	32%	36%
	M'burgh (n=241)	30%	35%	35%
Waste & recycling services	East Lothian (n=2344)	60%	10%	30%
	M'burgh (n=416)	64%	10%	26%
Roads maintenance	East Lothian (n=2292)	26%	17%	57%
	M'burgh (n=407)	27%	19%	55%
Street cleaning	East Lothian (n=2278)	45%	20%	35%
	M'burgh (n=405)	36%	16%	48%

Figure 26b: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)..continued

Q23 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
GP services	East Lothian (n=2325)	41%	11%	48%
	M'burgh (n=401)	20%	8%	73%
Dental services	East Lothian (n=2072)	56%	19%	25%
	M'burgh (n=356)	48%	21%	32%
Hospital outpatients services	East Lothian (n=1958)	55%	17%	27%
	M'burgh (n=332)	52%	19%	29%
Hospital A&E services	East Lothian (n=1788)	38%	18%	44%
	M'burgh (n=309)	46%	18%	36%
Pharmacy	East Lothian (n=2298)	83%	10%	7%
	M'burgh (n=402)	79%	12%	9%
Optometry/ Opticians	East Lothian (n=1999)	73%	19%	8%
	M'burgh (n=366)	75%	16%	9%
Police	East Lothian (n=2006)	42%	31%	27%
	M'burgh (n=346)	48%	27%	25%
Fire Service	East Lothian (n=1733)	68%	28%	4%
	M'burgh (n=308)	69%	28%	3%

Figure 26c: Satisfaction with public services (Musselburgh 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Musselburgh 2019 vs Musselburgh 2021				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	2019	93%	-	7%
	2021	46%	38%	17%
Children's play areas	2019	97%	2%	2%
	2021	48%	38%	14%
Libraries	2019	99%	1%	-
	2021	60%	28%	12%
Swimming pools/ sport centres	2019	97%	2%	1%
	2021	62%	23%	15%
Parks, gardens and open spaces	2019	99%	1%	-
	2021	71%	18%	11%
Local bus services	2019	95%	3%	2%
	2021	78%	12%	9%
Local schools	2019	91%	6%	2%
	2021	60%	23%	16%
Support for frail/ older people to allow them to remain in their own home	2019	96%	2%	2%
	2021	30%	35%	35%
Waste & recycling services	2019	86%	6%	8%
	2021	64%	10%	26%
Roads maintenance	2019	52%	12%	36%
	2021	27%	19%	55%
Street cleaning	2019	77%	13%	11%
	2021	36%	16%	48%

Figure 26d: Satisfaction with public services (Musselburgh 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Musselburgh 2019 vs Musselburgh 2021				
		% satisfied	% neither/ nor	% dissatisfied
GP services	2019	70%	5%	25%
	2021	20%	8%	73%
Dental services	2019	96%	3%	1%
	2021	48%	21%	32%
Hospital outpatients services	2019	96%	1%	3%
	2021	52%	19%	29%
Hospital A&E services	2019	95%	3%	2%
	2021	46%	18%	36%
Pharmacy	2019	-	-	-
	2021	79%	12%	9%
Optometry/ Opticians	2019	-	-	-
	2021	75%	16%	9%
Police	2019	91%	3%	6%
	2021	48%	27%	25%
Fire Service	2019	99%	1%	-
	2021	69%	28%	3%

Figure 27: Have you used/ had contact with any of the following services in the last 12 months? (Q15)

Q15 Have you used/ had contact with any of the following services in the last 12 months?				
	East Lothian (n=2253-2366)		Musselburgh (n=392-419)	
	Yes	No	Yes	No
Council house repair service	9%	91%	12%	88%
Children's play areas	32%	68%	29%	71%
Libraries	36%	64%	33%	67%
Swimming pools/sport centres	45%	55%	46%	54%
Parks, gardens and open spaces	80%	20%	85%	15%
Local bus services	63%	37%	74%	26%
Local schools	29%	71%	22%	78%
Support for frail / older people to allow them to remain in their own home	16%	84%	13%	87%
Waste & recycling services	91%	9%	88%	12%
Roads maintenance	39%	61%	33%	67%
Street cleaning	32%	68%	29%	71%
GP services	85%	15%	86%	14%
Dental services	60%	40%	52%	48%
Hospital outpatients services	57%	43%	53%	47%
Hospital A&E services	31%	69%	36%	64%
Pharmacy services	88%	12%	88%	12%
Optometry / Opticians services	53%	47%	57%	43%
Police	21%	79%	20%	80%
Fire Service	5%	95%	6%	94%

Figure 28: How are you currently feeling about dealing with the COVID pandemic? (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
I am concerned about getting COVID	East Lothian (n=2307)	20%	47%	23%	10%
	M'burgh (n=404)	23%	47%	18%	12%
I am concerned about close relatives getting COVID	East Lothian (n=2310)	31%	51%	14%	4%
	M'burgh (n=403)	34%	48%	14%	5%
I am relaxed about COVID	East Lothian (n=2247)	7%	27%	41%	25%
	M'burgh (n=396)	8%	25%	40%	28%
I am feeling anxious/ worried	East Lothian (n=2236)	9%	29%	43%	20%
	M'burgh (n=383)	11%	27%	42%	20%
I am feeling lonely and isolated	East Lothian (n=225)	5%	11%	49%	35%
	M'burgh (n=385)	5%	14%	47%	34%
I am concerned about how society in general will cope with the impact of COVID	East Lothian (n=2265)	30%	54%	12%	4%
	M'burgh (n=399)	31%	54%	11%	4%

Figure 29: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? (Q17)

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list (% stating top/2nd/ 3rd priority)

	East Lothian	M'burgh
Base	2367	413
Support Business, Employment and Grow the Economy	52%	53%
Reduce inequality and poverty	39%	43%
Tackle social exclusion, isolation and loneliness	27%	25%
Tackle climate change	35%	36%
Help our children and young people achieve their educational and attainment aims	33%	30%
Reduce health inequalities and support people to live healthier, more active and independent lives	28%	31%
Ensure everyone has access to the internet	8%	9%
Maintain and develop resilient supportive, and inclusive communities	15%	11%
Support children's wellbeing and mental health	26%	28%
Maintain and develop resilient and sustainable services	22%	21%
Other	1%	2%

Figure 30: Please indicate how acceptable/unacceptable you find each of these options for doing things differently / making savings in the Council's budget (Q18)

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

		East Lothian	M'burgh
		2039-2275	394-402
Rationalise (close) Council assets such as office	1=Inacceptable	18%	23%
	6=Acceptable	21%	16%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Inacceptable	29%	30%
	6=Acceptable	8%	10%
Reduce the frequency of discretionary services rather than end them totally	1=Inacceptable	13%	13%
	6=Acceptable	10%	15%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Inacceptable	33%	37%
	6=Acceptable	15%	14%
Encourage people to use the internet to access/ pay for council services	1=Inacceptable	11%	13%
	6=Acceptable	31%	33%
Transfer under used buildings to communities to be used as venues run by the community	1=Inacceptable	4%	2%
	6=Acceptable	48%	55%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Inacceptable	10%	10%
	6=Acceptable	23%	19%

Figure 31: 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? (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	Sometime	Very infrequently	Never
Recycle plastic, glass and paper	East Lothian (n=2373)	88%	8%	3%	1%	1%
	M'burgh (n=419)	89%	7%	3%	0%	1%
Shop local	East Lothian (n=2358)	61%	26%	11%	2%	0%
	M'burgh (n=417)	64%	22%	13%	1%	0%
Walk/ cycle to work	East Lothian (n=1816)	28%	9%	10%	9%	44%
	M'burgh (n=318)	32%	9%	15%	6%	38%
Use public transport to get to work	East Lothian (n=1800)	19%	8%	11%	10%	52%
	M'burgh (n=318)	30%	9%	14%	10%	37%
Buy local produce	East Lothian (n=2320)	38%	26%	28%	6%	2%
	M'burgh (n=404)	37%	22%	30%	10%	2%
Eat less meat	East Lothian (n=2307)	21%	17%	33%	14%	15%
	M'burgh (n=405)	24%	17%	31%	17%	12%

Figure 32: Which of the following would encourage you to do more to address your impact on climate change (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
More paths and cycle ways	East Lothian (n=2076)	42%	24%	16%	9%	9%
	M'burgh (n=364)	40%	26%	15%	11%	8%
Better bus services	East Lothian (n=2119)	41%	26%	17%	8%	9%
	M'burgh (n=365)	39%	21%	21%	10%	9%
Cheaper renewables	East Lothian (n=2069)	56%	27%	13%	2%	1%
	M'burgh (n=366)	60%	27%	12%	1%	1%
More electric vehicle charging points	East Lothian (n=2019)	34%	23%	19%	12%	12%
	M'burgh (n=345)	36%	24%	17%	11%	12%
More recycling facilities	East Lothian (n=2166)	44%	27%	18%	7%	4%
	M'burgh (n=383)	49%	29%	15%	3%	3%
Cheaper bus or train fares	East Lothian (n=2178)	58%	22%	13%	5%	3%
	M'burgh (n=379)	62%	19%	11%	6%	2%
More neighborhood facilities, shops/ pubs etc.	East Lothian (n=2194)	48%	27%	16%	6%	2%
	M'burgh (n=384)	49%	24%	18%	6%	2%

TRAVEL AND TRANSPORT

Figure 33: Do you have a Car/light van in your household? (Q26)

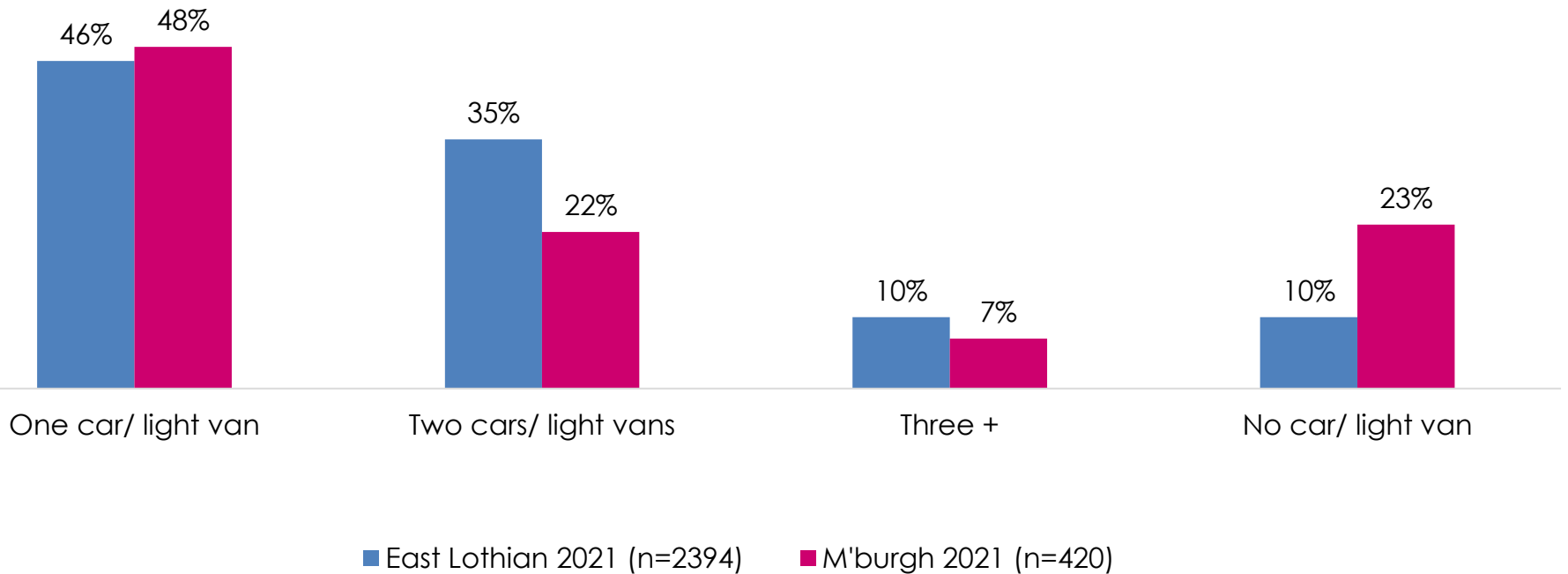


Figure 34: Do you have a bicycle in your household? (Q27)

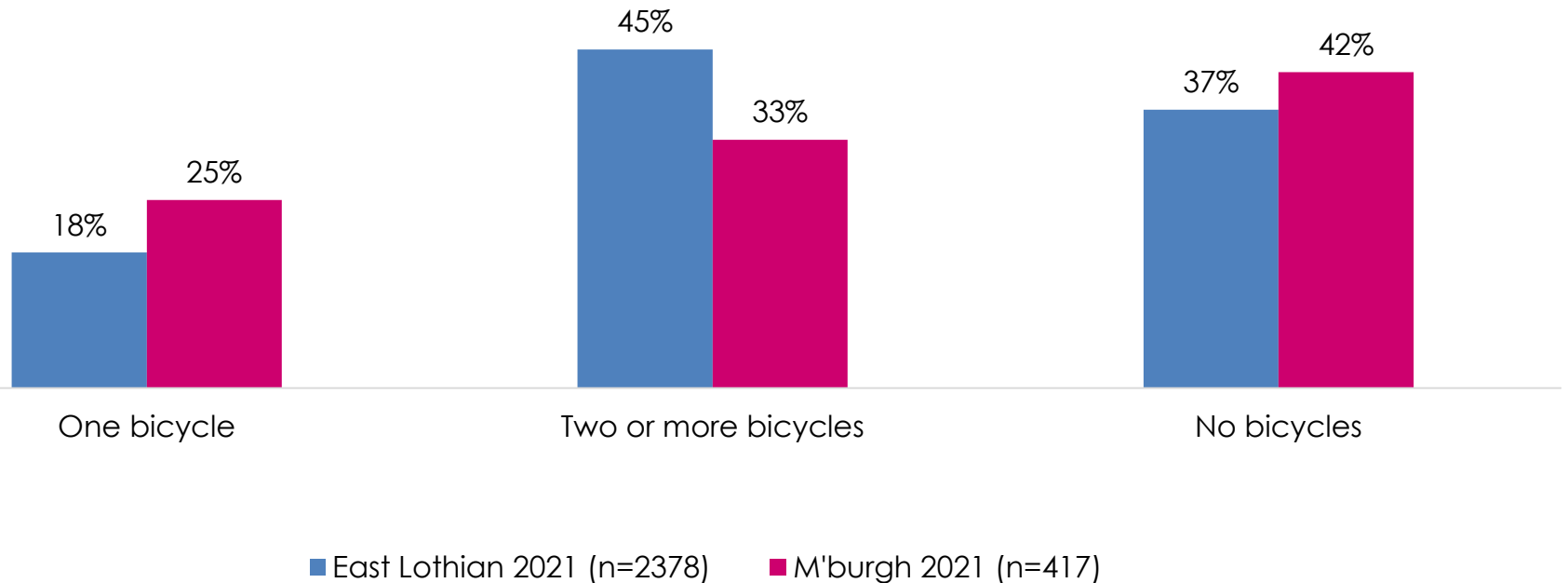


Figure 35: How many people in your household have a driving licence (full or provisional)? (Q28)

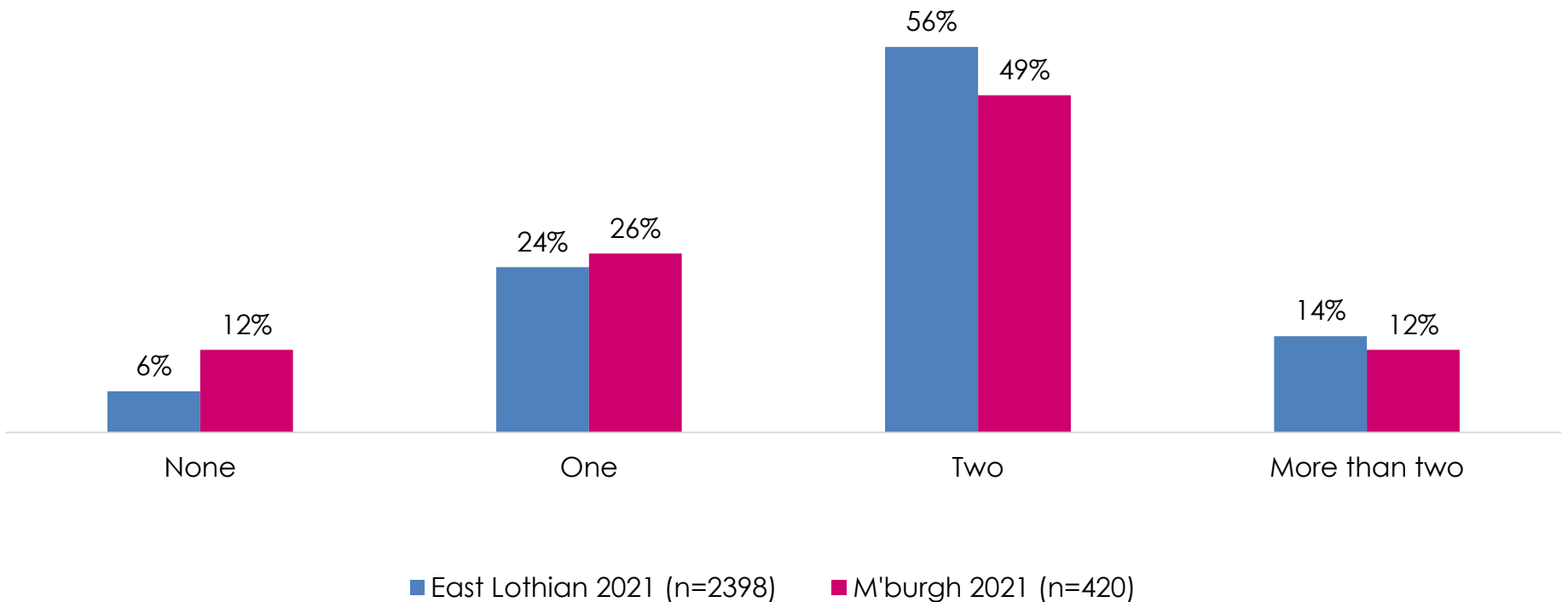
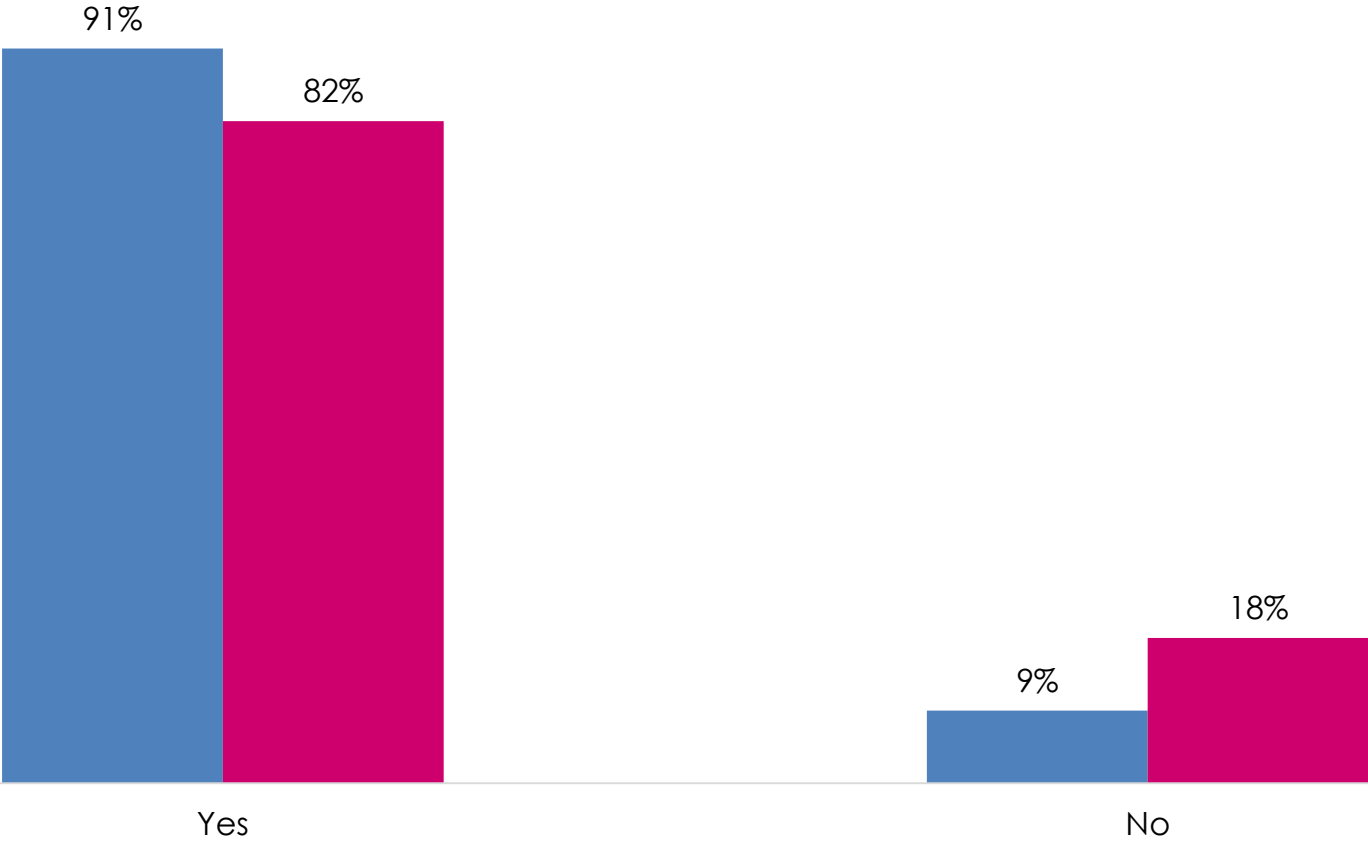


Figure 36: How do you usually travel to your nearest.....? (Q29)

Q29 Travel methods used for various journey types									
	Base	Walk	Bicycle/ eBike	Car driver	Car passen ger	Bus	Train	Taxi	N/A
Local shop	East Lothian (n=2354)	65%	3%	28%	2%	0%	-	0%	1%
	M'burgh (n=412)	77%	2%	17%	2%	0%	-	0%	1%
Shopping centre or supermarket (for main food shop)	East Lothian (n=2356)	10%	1%	75%	8%	3%	-	0%	2%
	M'burgh (n=416)	24%	0%	61%	7%	6%	-	0%	1%
GP	East Lothian (n=2316)	43%	3%	47%	3%	2%	-	0%	1%
	M'burgh (n=407)	52%	2%	38%	3%	3%	-	1%	2%
Chemist or pharmacy	East Lothian (n=2350)	55%	3%	37%	2%	1%	-	0%	1%
	M'burgh (n=409)	58%	1%	31%	2%	5%	-	0%	3%
Publicly accessible green space (e.g. park)	East Lothian (n=2269)	79%	3%	12%	1%	0%	0%	0%	5%
	M'burgh (n=403)	85%	1%	7%	0%	1%	-	-	6%
Public transport facility e.g. bus stop, train station	East Lothian (n=2269)	72%	2%	16%	1%	1%	0%	0%	7%
	M'burgh (n=401)	85%	0%	7%	0%	1%	0%	0%	5%
Library	East Lothian (n=2236)	47%	3%	23%	1%	2%	-	0%	24%
	M'burgh (n=397)	48%	2%	16%	0%	5%	-	0%	29%
Sports Centre	East Lothian (n=2155)	31%	4%	35%	2%	1%	-	0%	27%
	M'burgh (n=382)	41%	2%	24%	0%	2%	-	0%	31%
Primary School	East Lothian (n=2079)	29%	2%	9%	0%	0%	0%	0%	60%
	M'burgh (n=366)	28%	2%	5%	-	0%	-	-	65%
Secondary School	East Lothian (n=2070)	17%	1%	12%	0%	3%	0%	0%	65%
	M'burgh (n=366)	24%	1%	4%	-	1%	1%	-	69%

Figure 37: Have you noticed new lower speed limits in East Lothian since 2020? (Q30)



■ East Lothian 2021 (n=2372) ■ M'burgh 2021 (n=414)

Figure 38: What type of impact do you feel 20mph speed limits have had on road safety in your area: (Q31)

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Much less safe/ less safe	Neither	Much more safe/ more safe
Pedestrians and people in wheelchairs	East Lothian (n=2150)	11%	32%	57%
	M'burgh (n=363)	10%	33%	56%
Cyclists	East Lothian (n=2042)	14%	34%	52%
	M'burgh (n=348)	14%	34%	52%
Children	East Lothian (n=2082)	11%	28%	61%
	M'burgh (n=352)	11%	26%	63%
Older people	East Lothian (n=2118)	11%	29%	60%
	M'burgh (n=360)	11%	28%	61%
Drivers	East Lothian (n=2093)	19%	38%	44%
	M'burgh (n=351)	17%	37%	46%

Figure 39: What wider impacts do you feel 20mph limits have on...? (Q32)

Q32 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Very negative/ negative impact	Neither	Very positive/ positive impact
Climate change	East Lothian (n=1955)	26%	35%	39%
	M'burgh (n=327)	29%	31%	40%
Air pollution	East Lothian (n=1980)	27%	34%	39%
	M'burgh (n=341)	28%	33%	39%
Noise pollution	East Lothian (n=2017)	20%	36%	44%
	M'burgh (n=346)	20%	34%	46%
Quality of life	East Lothian (n=2044)	22%	36%	42%
	M'burgh (n=341)	24%	37%	39%

Figure 40: If you think 20mph limits have negative impacts what are these? (Please select all that apply) (Q33)

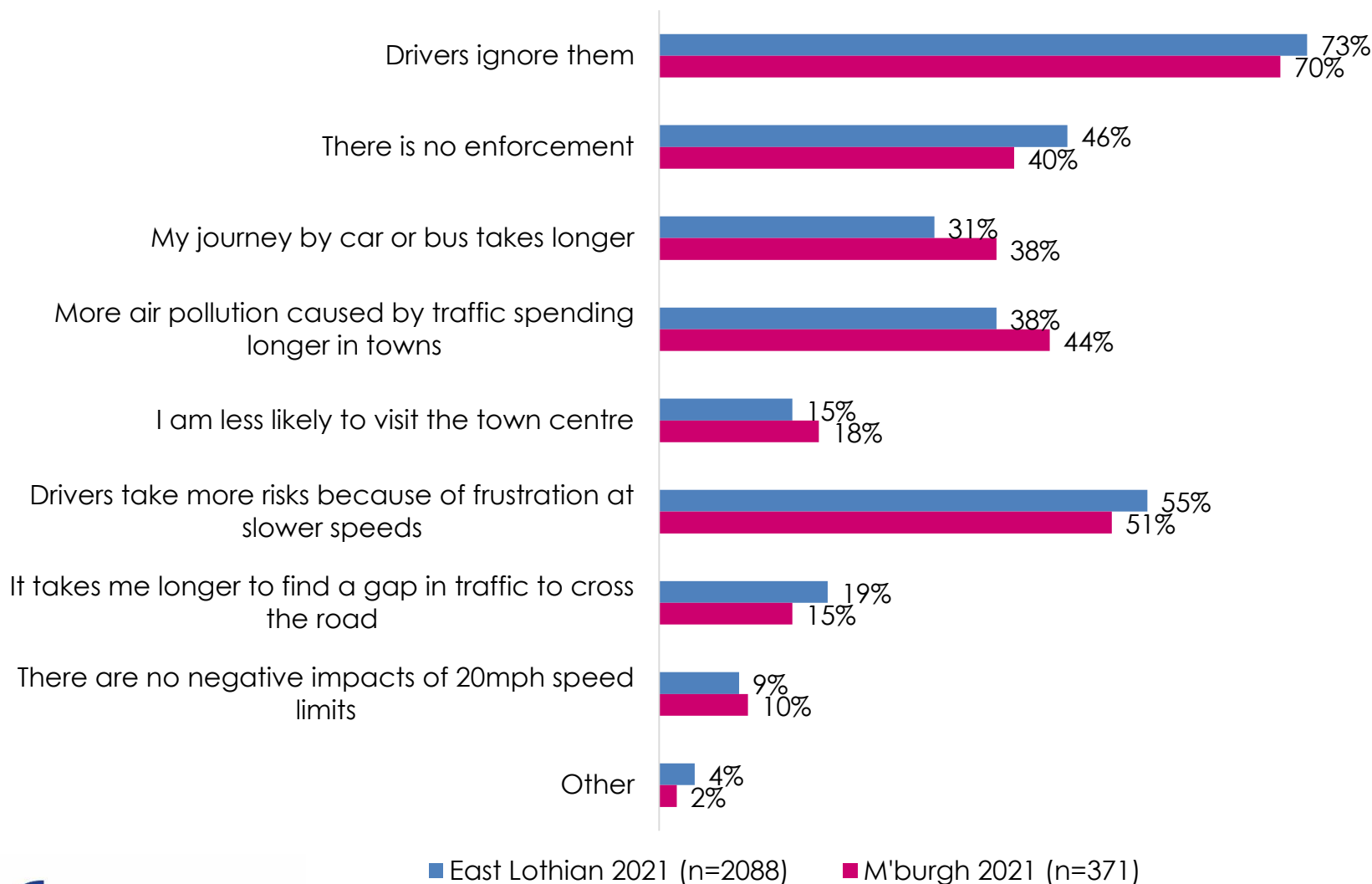


Figure 41: If you think 20mph limits have positive impacts what are these? (Please select all that apply) (Q34)

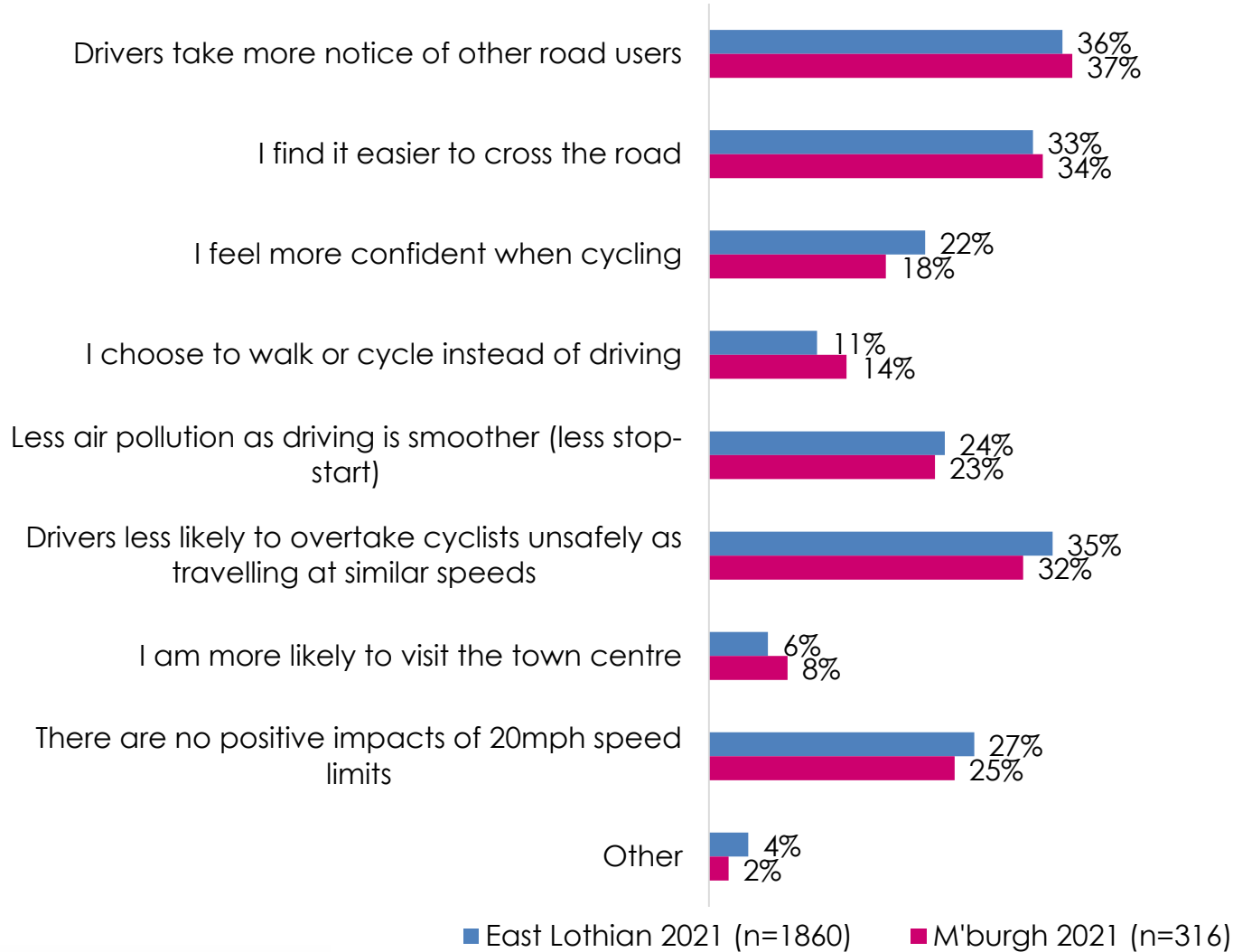


Figure 42: Thinking about the future, what do you think should be done with 20mph limits? (Q35)

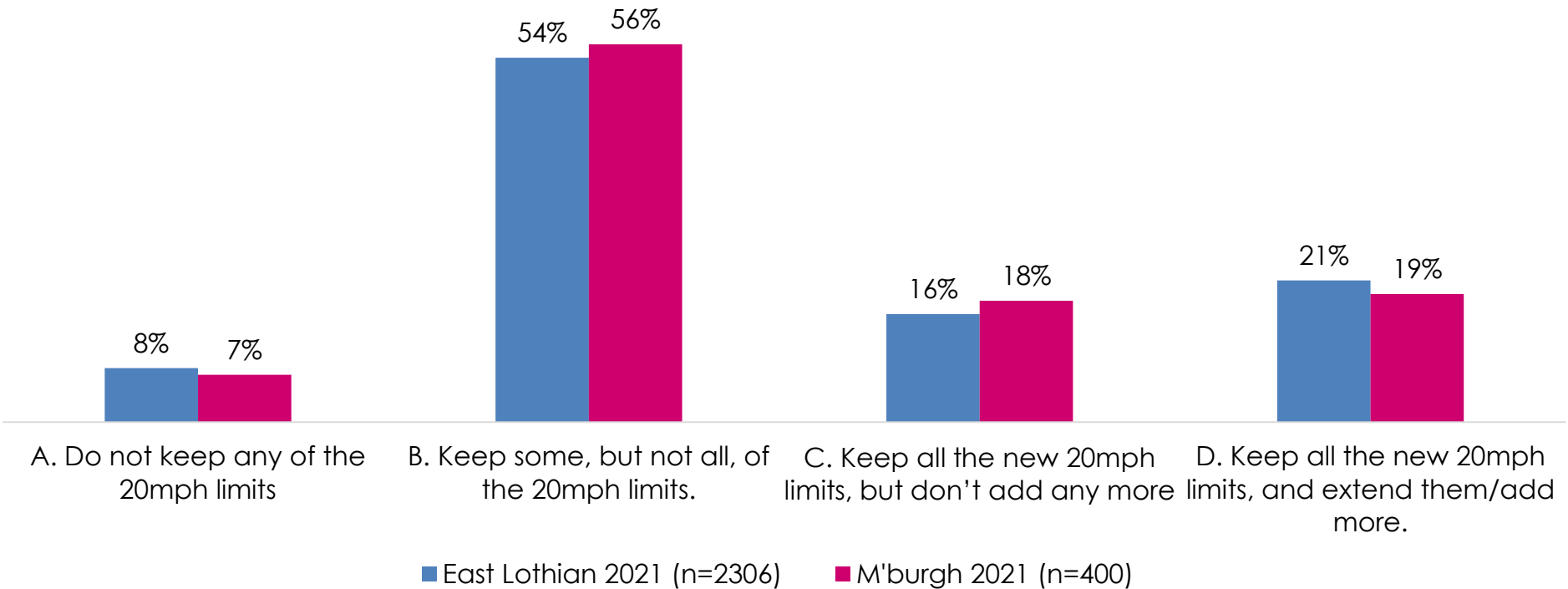
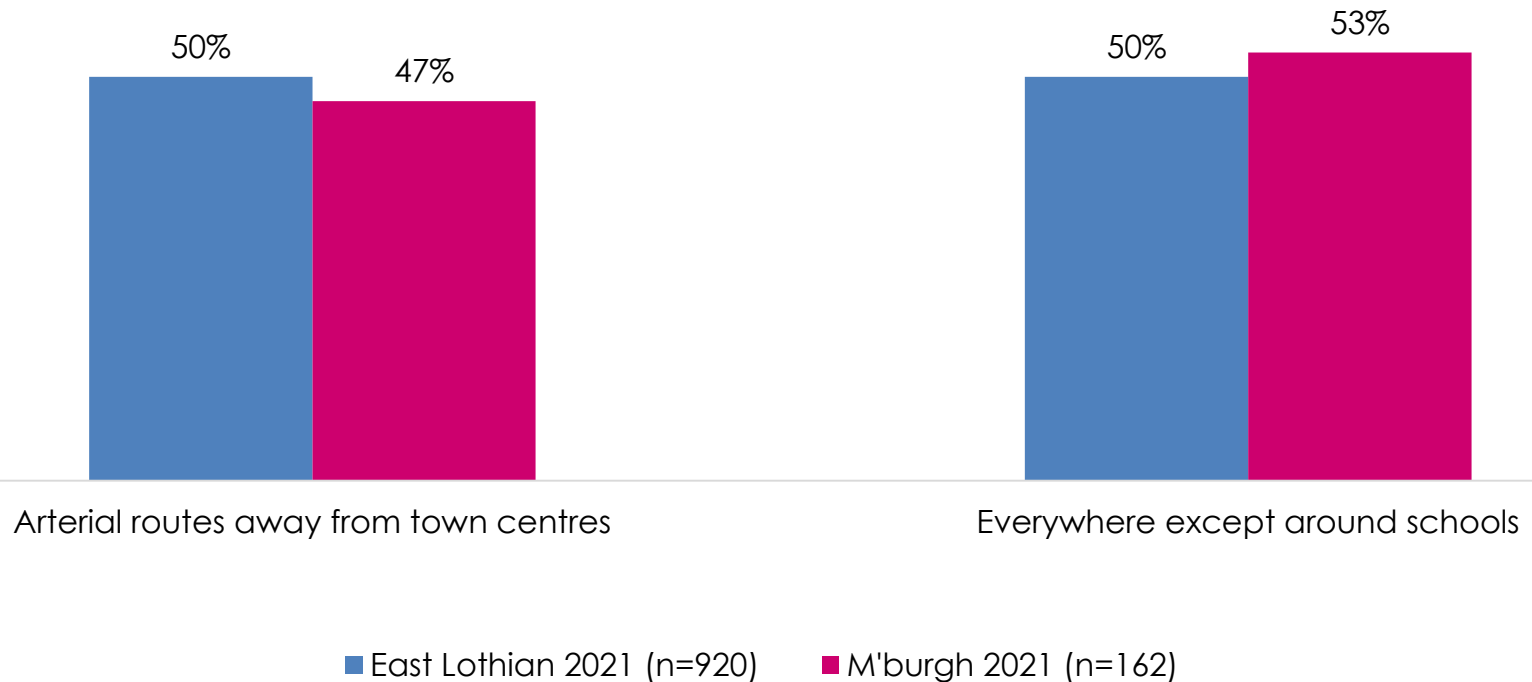


Figure 43: If you answered B: Do you think 20mph limits should be removed from... (Q36)



East Lothian

Resident Satisfaction Survey 2021

North Berwick Coastal

Results Summary



Overview: Research Objectives

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of the Council's and East Lothian partnership's Plans

Overview: Methodology

- Survey data consists of 2416 completed interviews
- Methodology was changed from face to face methodology to postal methodology in 2021.
- Survey packs were sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022.
- Sample constructed to ensure representation of adult population (18+ years)
- To ensure the data was representative of age and multi member ward the data was weighted in line with the EL population.
- Data accuracy levels were around $\pm 5\%$ in each of the 6 multi member wards and $\pm 2\%$ for East Lothian Overall.

Survey response and confidence intervals

Electoral Ward	Sample Base 2019 Survey	Population (adults aged 18+ 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%

Caution on Comparison with 2019 Survey

- This report includes comparisons with the results of the 2019 survey. However, the results are not directly comparable as different methodologies were used for the two surveys – face-to-face interviews in 2019 and postal/ web survey in 2021
- Evidence suggests that different methodologies might provide different results to certain types of survey questions
- Also the 2021 survey was carried out in the middle of the COVID pandemic which was having a significant negative impact on people, communities and public services.
- This may have contributed to raising people's anxiety and increasing negativity about quality of life and public services.
- It is not possible to determine whether differences between the 2021 and 2019 survey results are due to genuine changes in views and experiences or are due to the different methodologies used or the profound impact of the pandemic

Figure 1: Household composition (Q42)

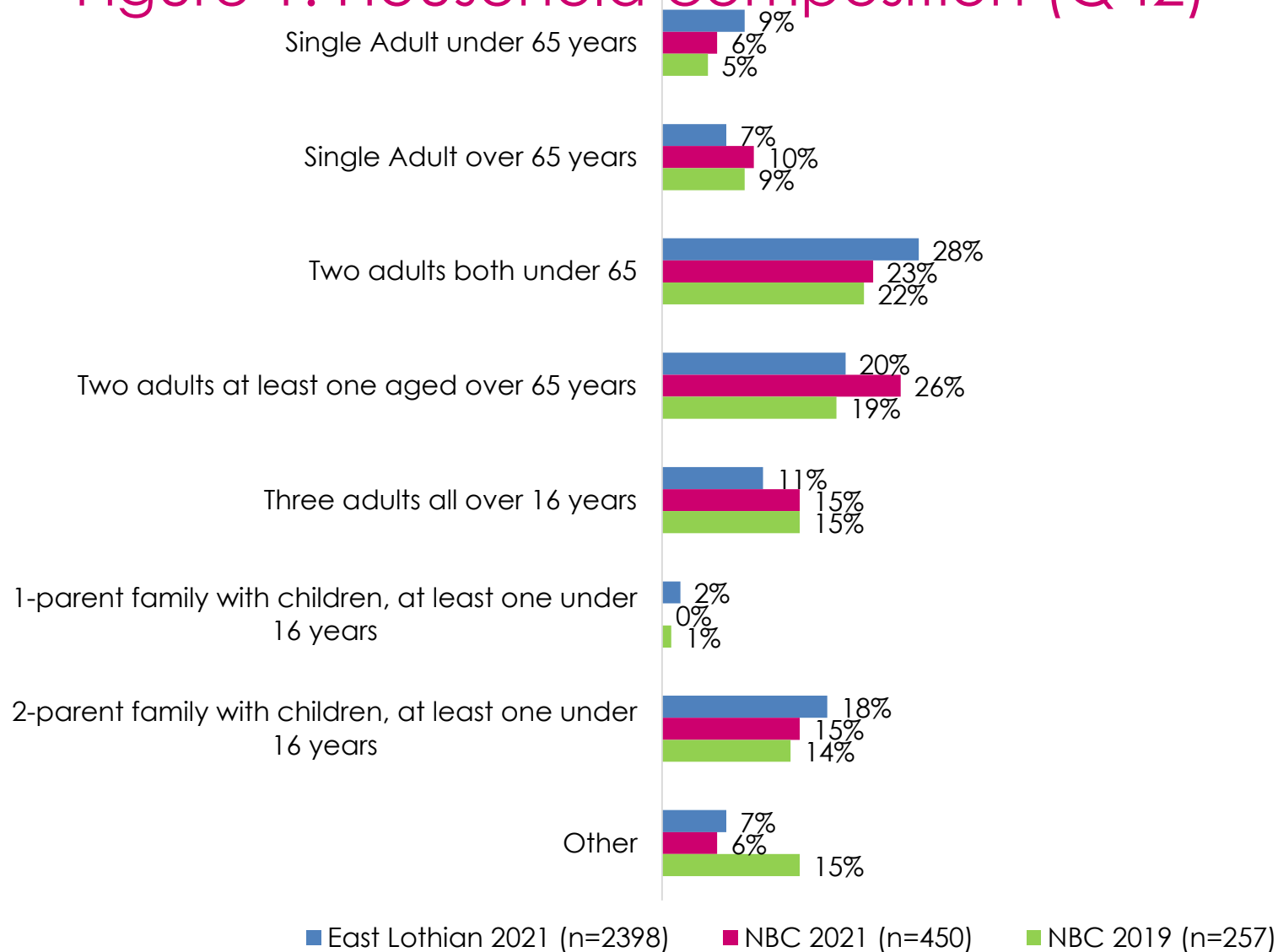


Figure 2: Do you own your home, or rent it? (Q43)

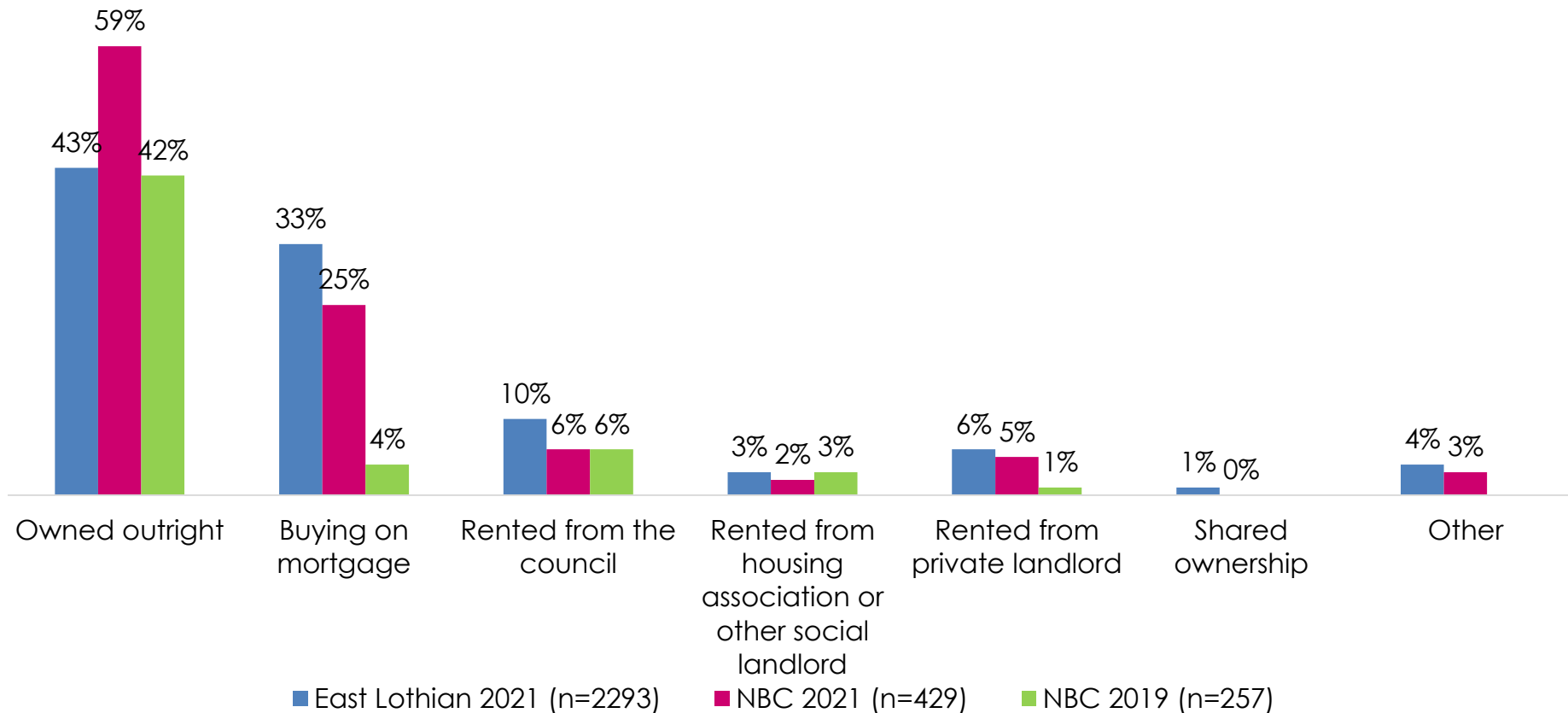


Figure 3: Internet Access (Q22)

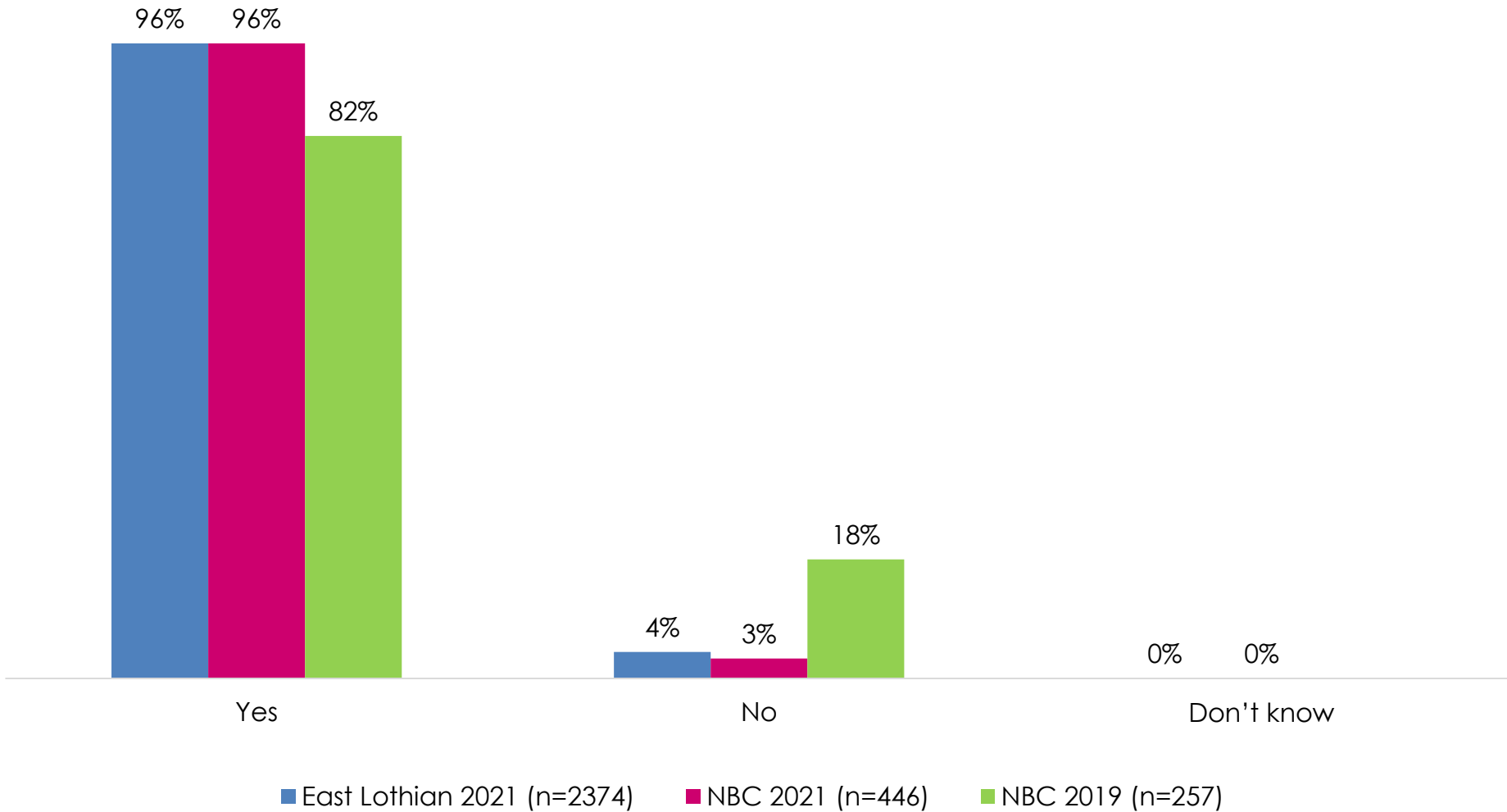


Figure 4: Online activities (Q23)

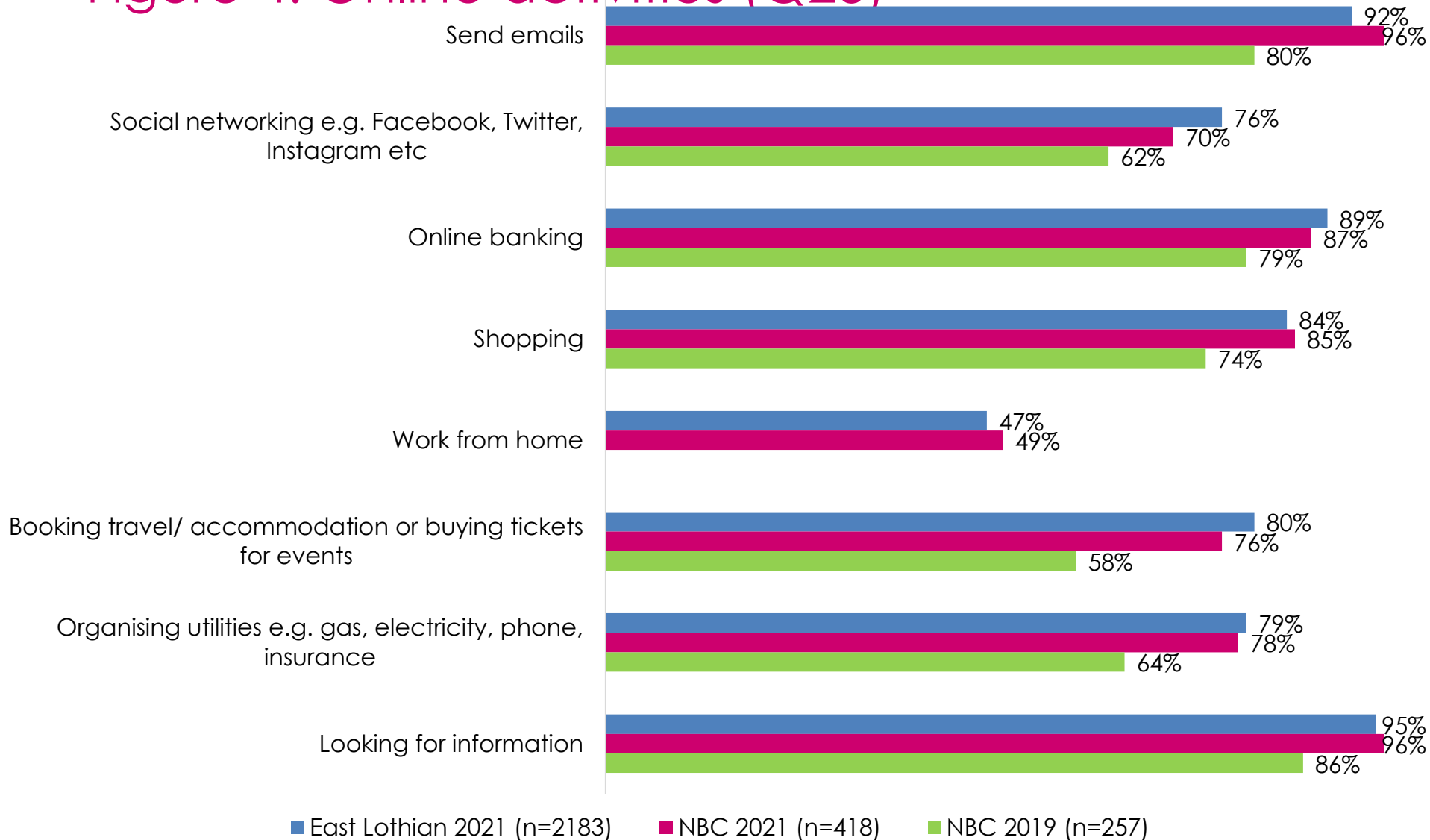


Figure 5: Online council services (Q24)

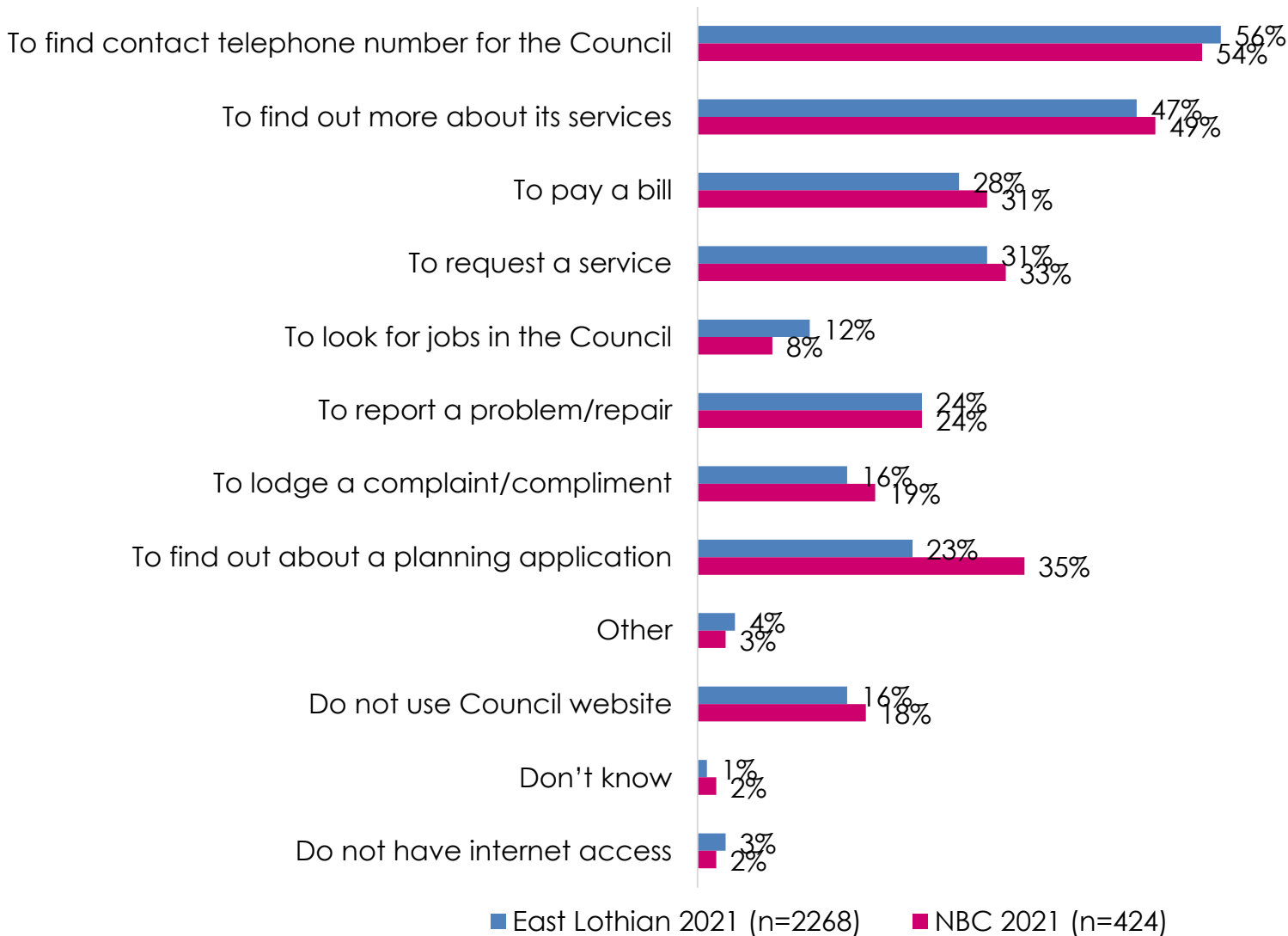


Figure 6a: Preferred contact methods: To get information about a service (Q25a)

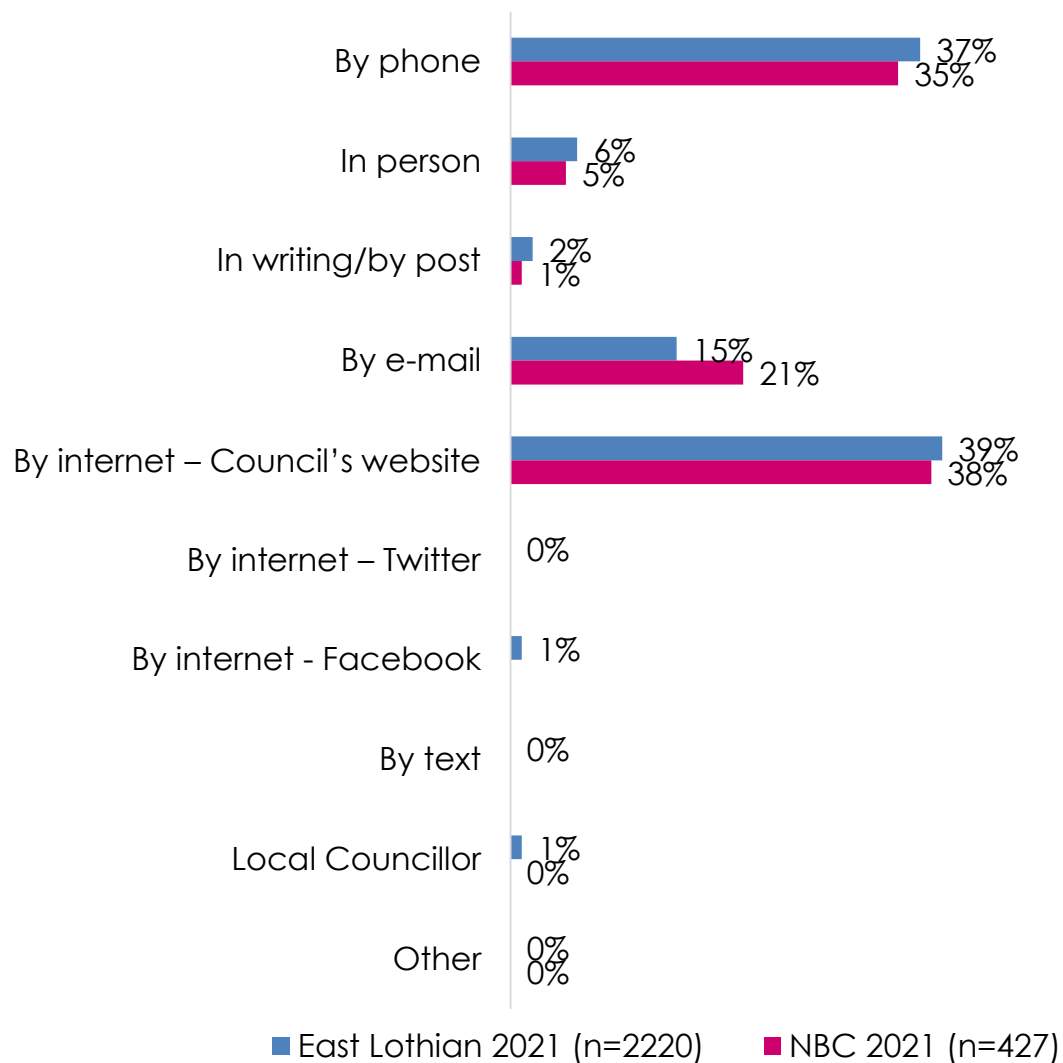


Figure 6b: Preferred contact methods: To request a service/ report a repair or fault (Q25b)

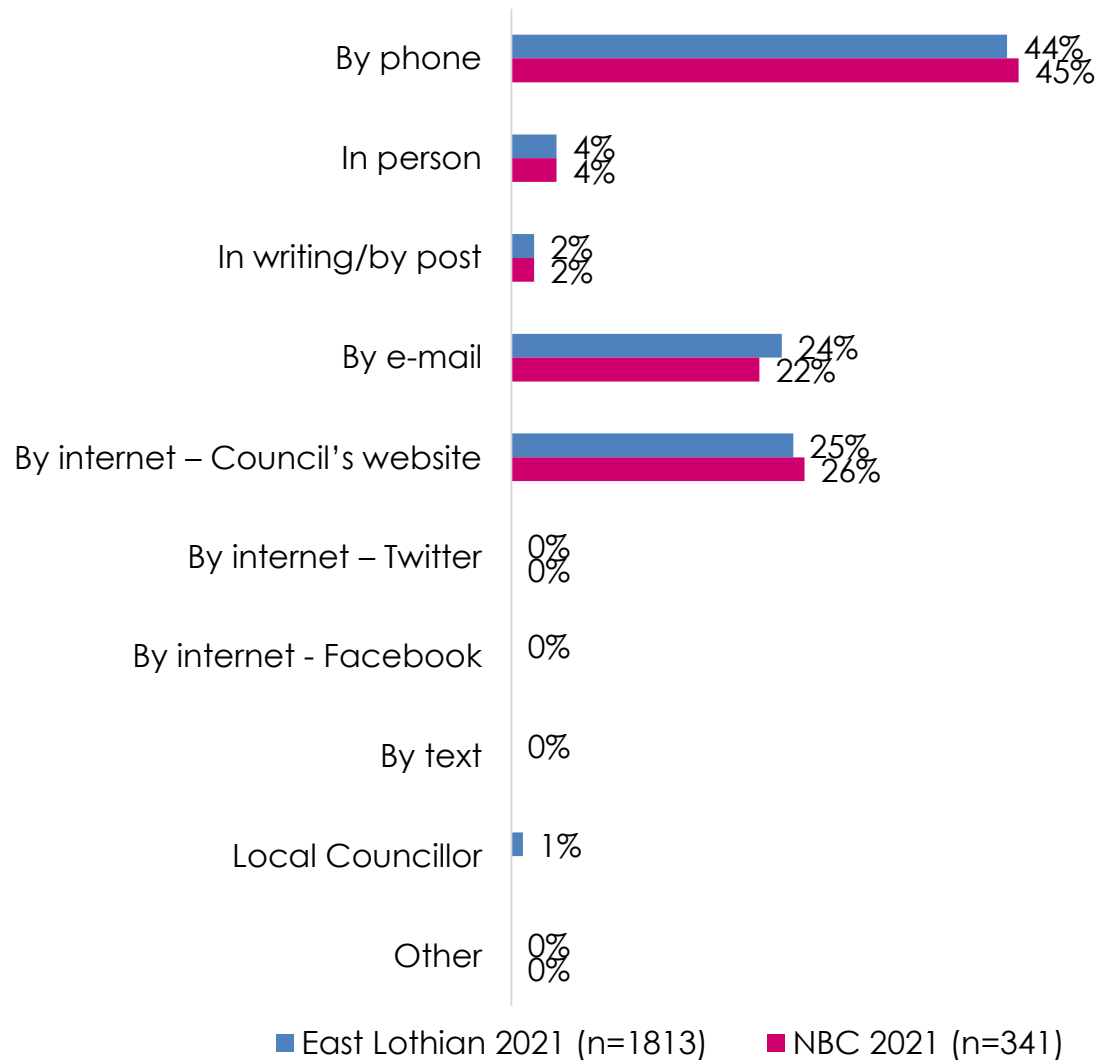


Figure 6c: Preferred contact methods:
To pay a bill or Council Tax (Q25c)

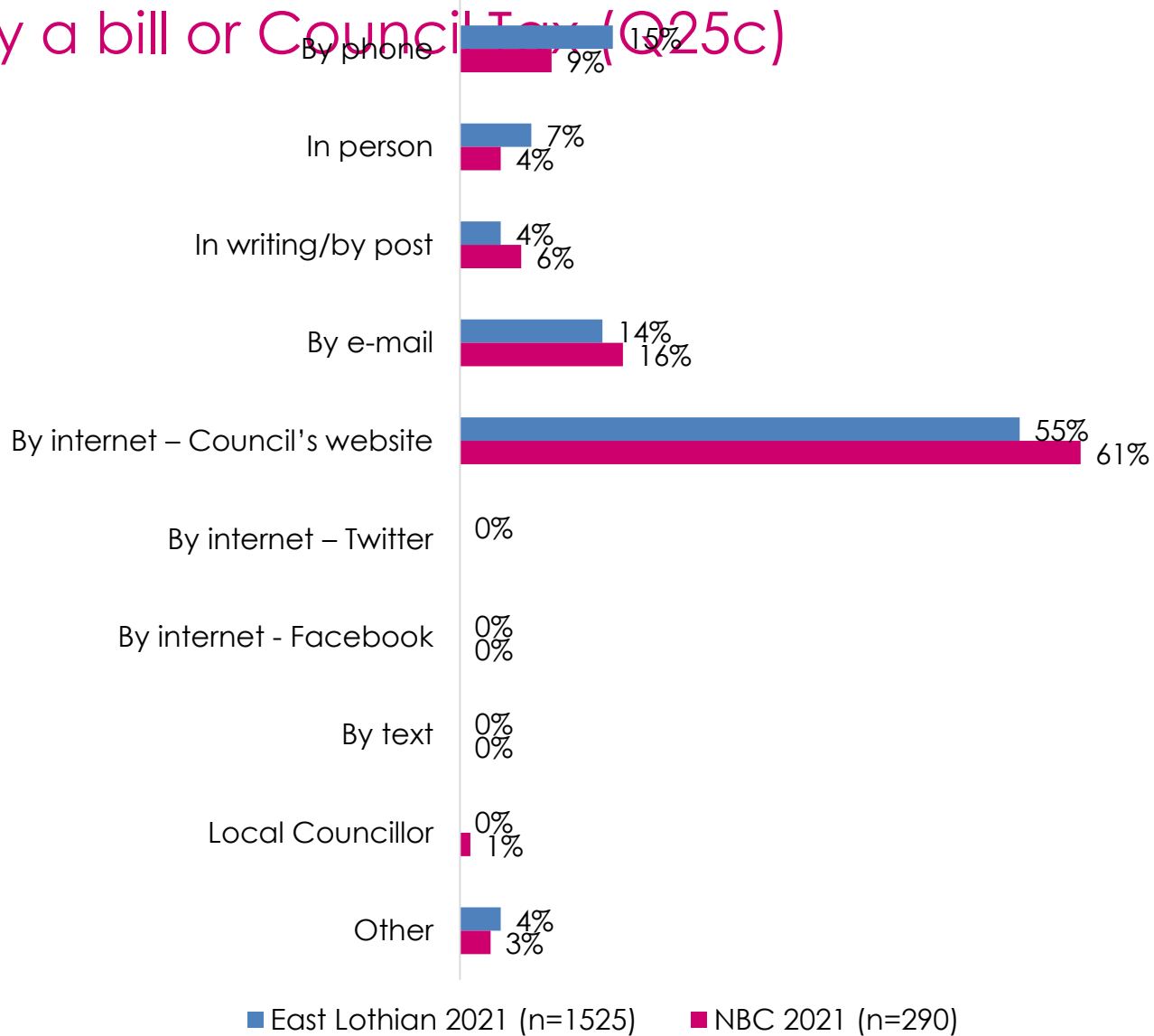
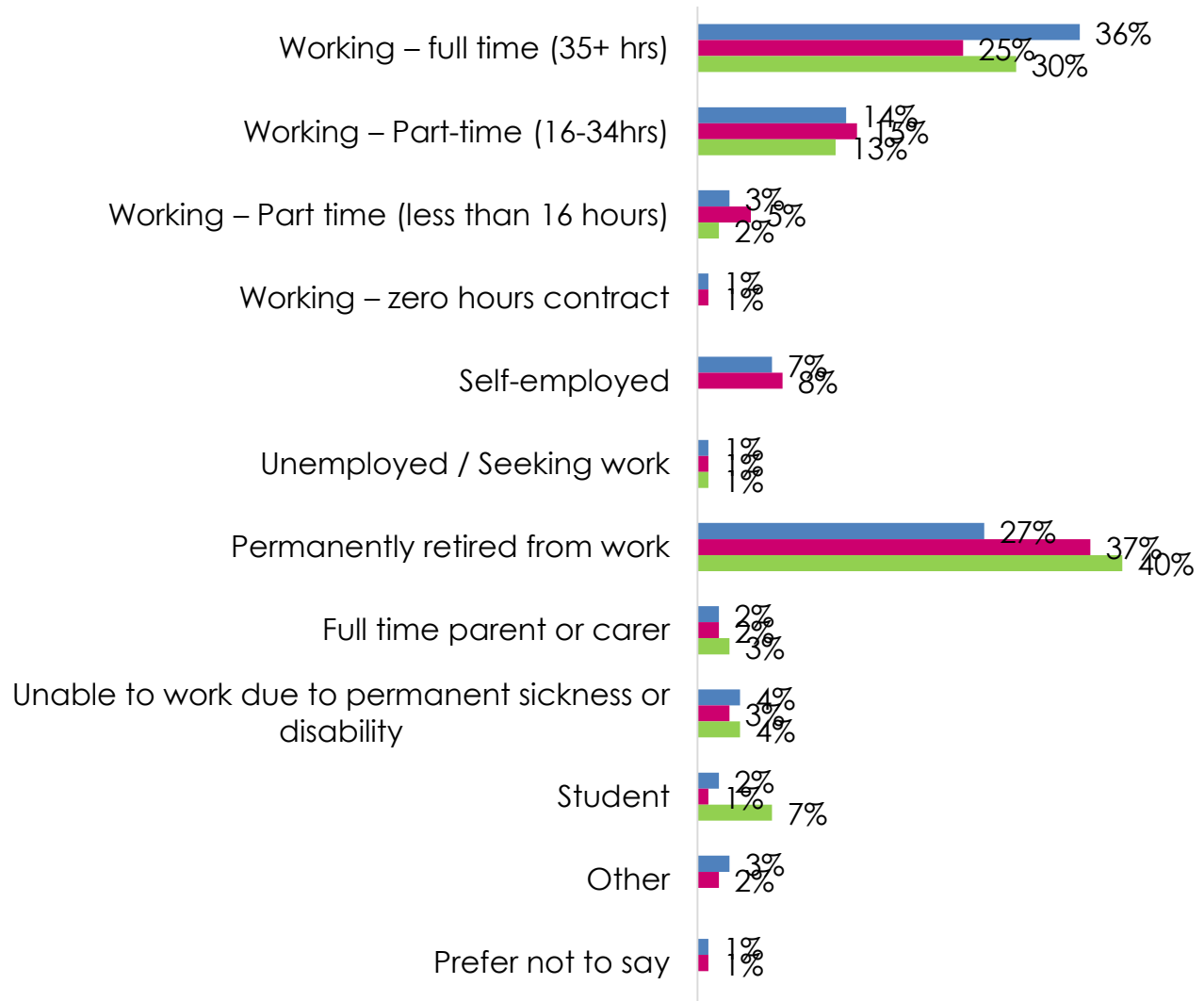


Figure 7: Working status (Q41)



■ East Lothian 2021 (n=2389)

■ NBC 2021 (n=447)

■ NBC 2021 (n=257)

Figure 8: Age (Q40)

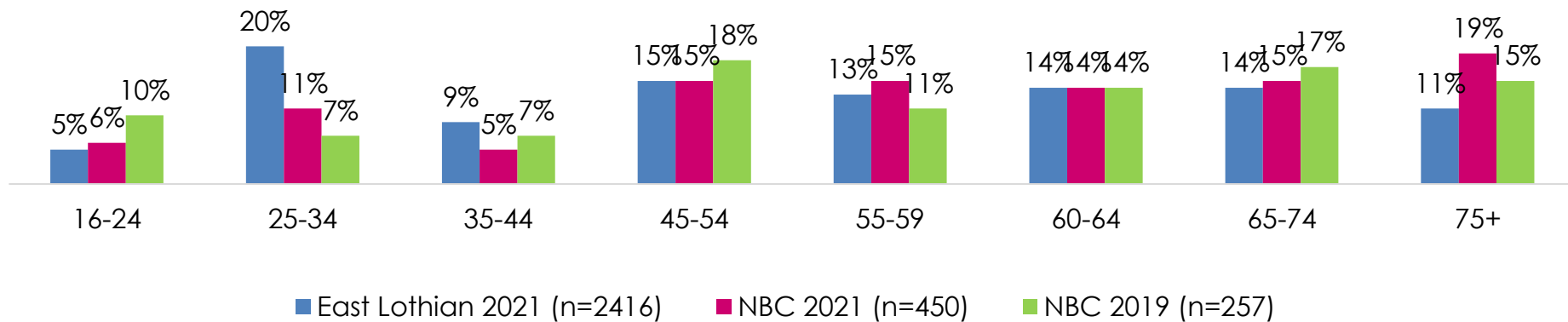


Figure 9: Financial management (Q45)

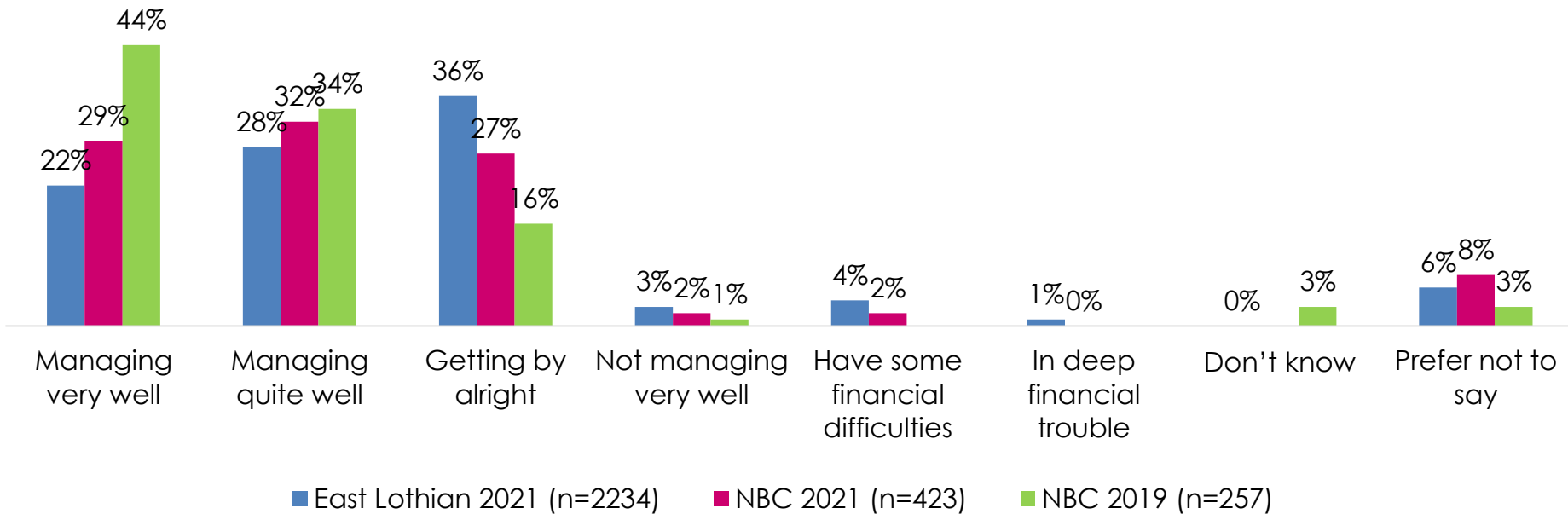


Figure 10: Standard of living statements relating to all households (Q46)

Q46 Standard of living statements (excluding don't know)				
		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	East Lothian (n=2132)	86%	2%	13%
	NBC (n=397)	88%	3%	9%
Enough money to replace/ repair broken electrical goods	East Lothian (n=2165)	87%	2%	11%
	NBC (n=411)	92%	1%	7%
Enough money to make regular payments into an occupational or private pension	East Lothian (n=1765)	70%	13%	16%
	NBC (n=317)	72%	15%	13%
All recommended dental work/ treatment	East Lothian (n=2100)	84%	5%	12%
	NBC (n=405)	88%	4%	8%
Money to keep your home in a decent state of decoration	East Lothian (n=2174)	88%	3%	9%
	NBC (n=410)	93%	2%	5%
Money to take part in sport/ exercise activities	East Lothian (n=2013)	79%	11%	10%
	NBC (n=380)	88%	9%	4%
Money to take part in a hobby or leisure activity	East Lothian (n=2086)	82%	7%	11%
	NBC (n=391)	90%	6%	5%
Appropriate clothes for job interviews	East Lothian (n=1724)	84%	10%	5%
	NBC (n=317)	86%	13%	2%
Home contents insurance	East Lothian (n=2189)	93%	2%	5%
	NBC (n=410)	94%	4%	2%
A damp free home	East Lothian (n=2113)	93%	2%	5%
	NBC (n=396)	95%	1%	4%
Access to £500 to cover an unexpected, but necessary, expense	East Lothian (n=2135)	84%	2%	14%
	NBC (n=403)	90%	1%	8%

Figure 11: Standard of living statements relating to households with children (Q47)

Q33 Standard of living statements relating to households with children (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	East Lothian (n=367)	77%	4%	19%
	NBC (n=65)	89%	4%	7%
Does your child have a holiday away from home at least one week a year	East Lothian (n=389)	81%	3%	17%
	NBC (n=67)	91%	1%	7%
Does your child have day trips with family once a month	East Lothian (n=383)	85%	4%	11%
	NBC (n=65)	92%	4%	4%
Does your child get pocket money	East Lothian (n=338)	67%	19%	14%
	NBC (n=60)	68%	20%	11%
Is there a garden or outdoor space nearby where your child can play safely	East Lothian (n=391)	97%	0%	2%
	NBC (n=64)	100%	-	-
Does your child attend a toddler group at least once a week (pre school only)	East Lothian (n=91)	77%	6%	17%
	NBC (n=8)	92%	8%	-
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	East Lothian (n=362)	90%	1%	10%
	NBC (n=61)	87%	-	13%
Does your child have access to a computer or internet for homework	East Lothian (n=370)	98%	1%	1%
	NBC (n=64)	100%	-	-

NEIGHBOURHOOD AND QUALITY OF LIFE

Figure 12: In overall terms how would you rate your neighbourhood as a place to live? (Q1)

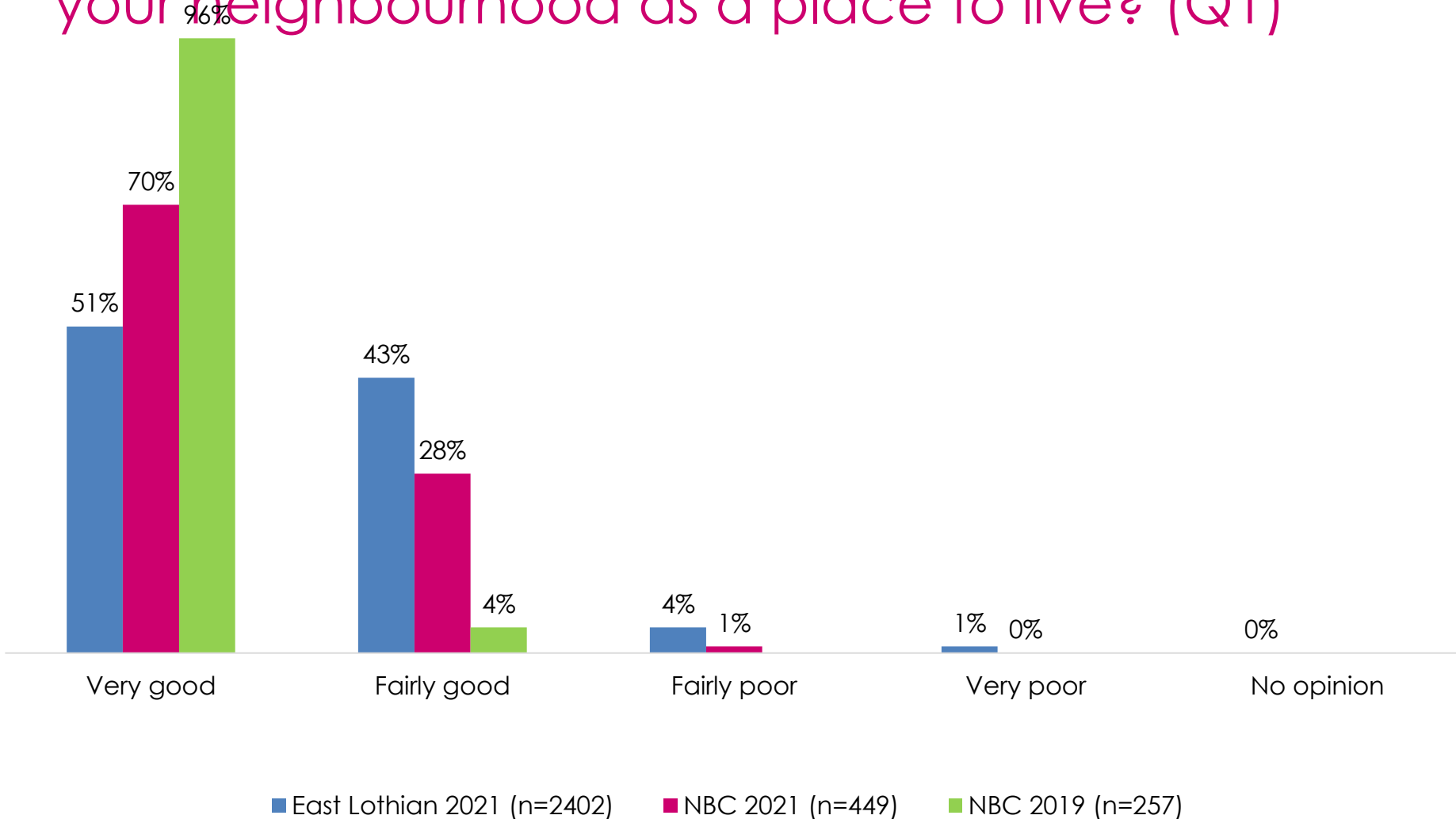


Figure 13: Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last 3 years? (Q2)

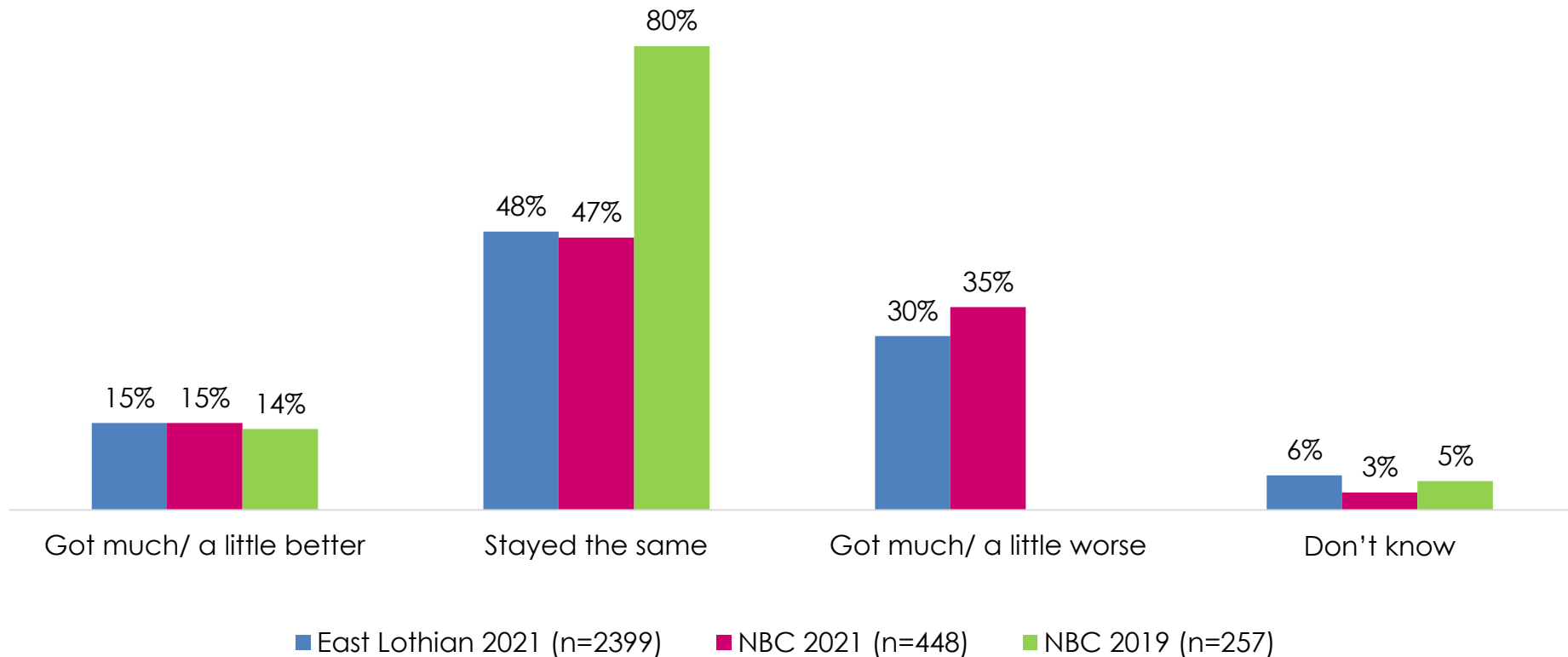


Figure 14: And overall, how would you rate East Lothian as an area to live? (Q3)

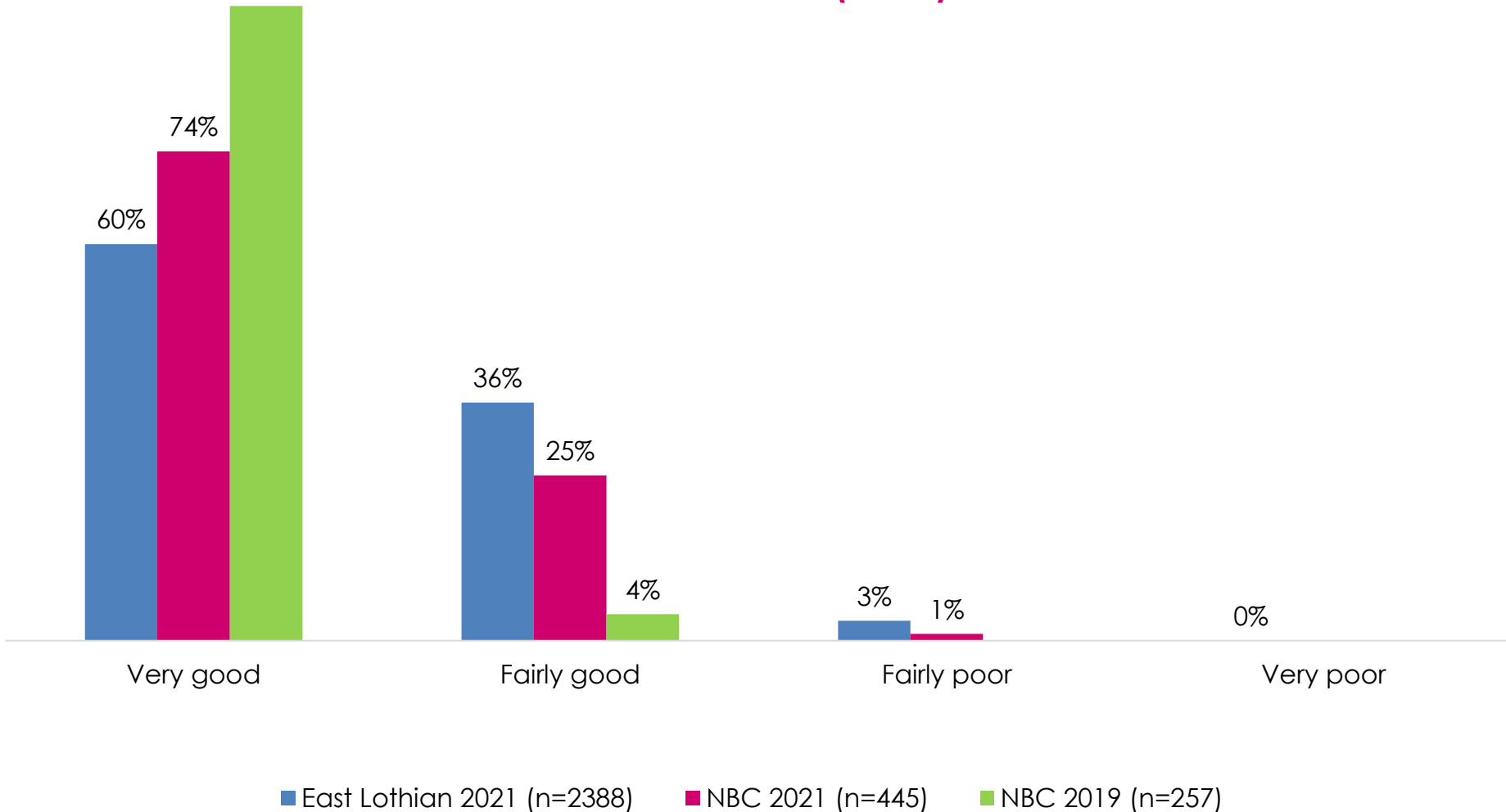


Figure 15: Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? (Q4)

Q6 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving?							
	EL 2021 (n=2378)	NBC 2021 (n=445)	NBC 2019 (n=257)		EL 2021 (n=2378)	NBC 2021 (n=445)	NBC 2019 (n=257)
Primary & Secondary Schools	15%	11%		Access to outdoors, parks, open space	5%	3%	-
Local cost of living	17%	15%	-	The level of crime	17%	5%	-
Jobs for local people	19%	17%	7%	Activities for teenagers	34%	33%	5%
Health services	53%	59%	3%	Affordable decent housing	28%	31%	6%
Care of older people	27%	31%	2%	Sense of community	10%	10%	-
The level of traffic congestion	38%	38%	9%	Shopping facilities	20%	11%	14%
Public transport	23%	30%	6%	Sports and leisure facilities	14%	10%	-
Road and pavement repairs	53%	54%	16%	Facilities for young children	12%	7%	1%
Clean streets	23%	12%	3%				

COMMUNITY SAFETY

Figure 16: To what extent do you feel threatened by crime in this neighbourhood these days? (Q5)

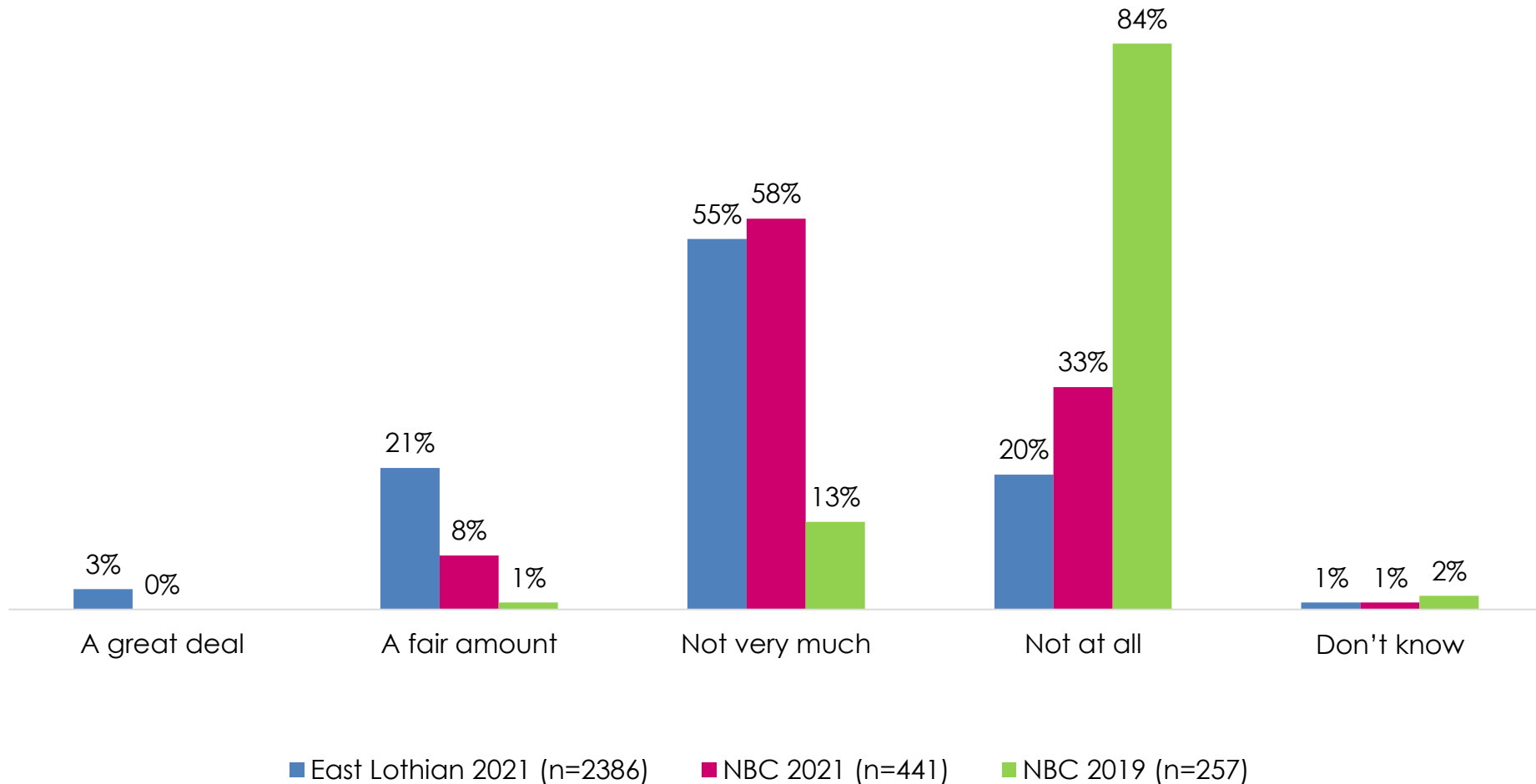


Figure 17: How much would you say your confidence in the Police being able to respond to any crime being reported has changed since 2 years ago (Q6)

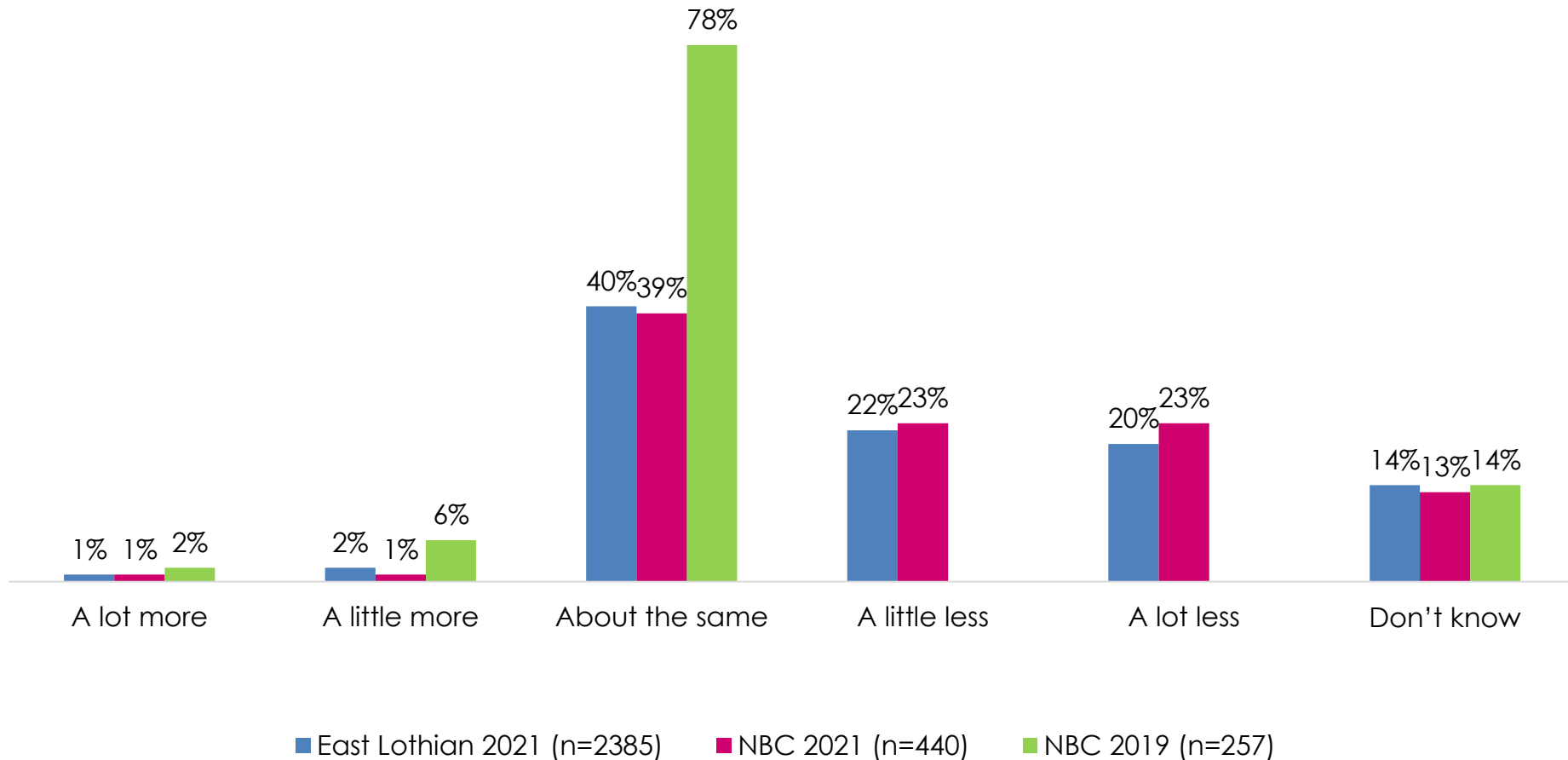


Figure 18: Which of the following activities do you think people carrying out community payback should undertake? (Q7)

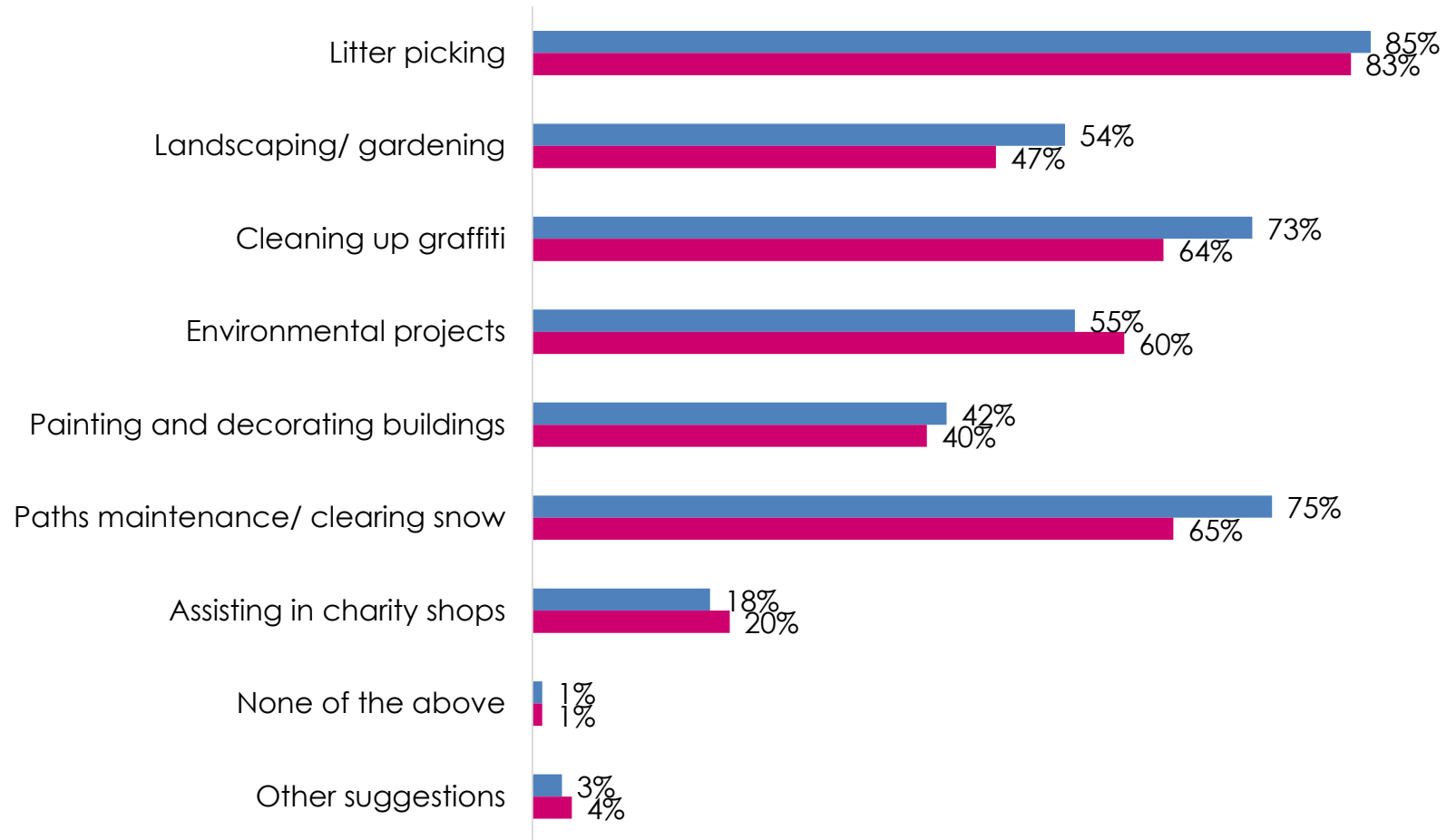


Figure 19: Have you seen any Community Payback teams carrying out unpaid work in your local area? (Q8)

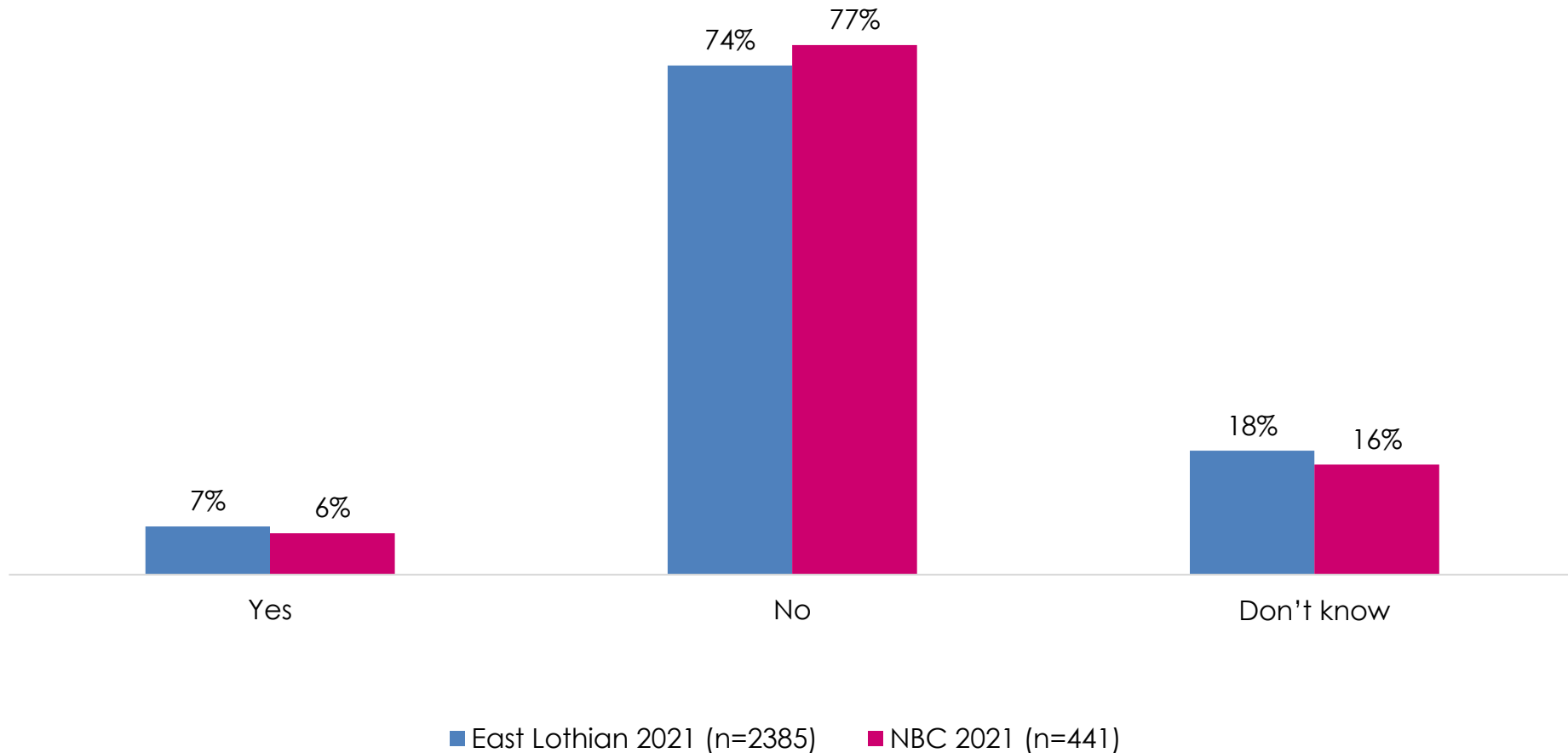
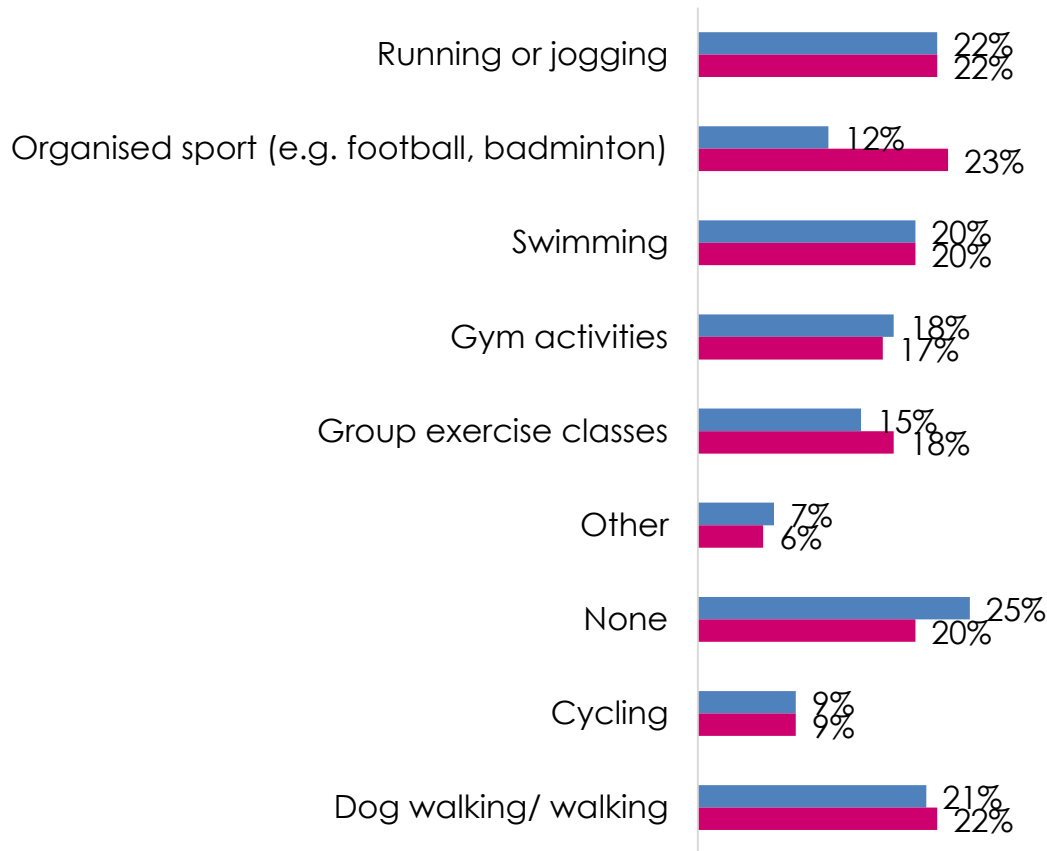


Figure 20: What priority would you give to each of the following when working with people in the community who have committed a crime? (Q9)

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	East Lothian (n=2265)	3%	4%	9%	18%	67%
	NBC (n=418)	5%	1%	8%	21%	65%
Providing stability by addressing issues such as homelessness	East Lothian (n=2187)	3%	5%	15%	23%	54%
	NBC (n=401)	3%	4%	17%	26%	50%
Finding training or employment opportunities	East Lothian (n=2217)	2%	4%	15%	27%	52%
	NBC (n=407)	1%	4%	12%	31%	51%
Ensuring that unpaid work that is of value to the community is carried out successfully	East Lothian (n=2252)	3%	6%	16%	25%	50%
	NBC (n=416)	5%	4%	20%	30%	41%

HEALTH AND WELLBEING

Figure 21: Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes hard physical effort and you breathe much harder than normal. (Q10)



■ East Lothian 2021 (n=2326) ■ NBC 2021 (n=429)

Figure 22: Thinking about healthy lifestyles, would the following changes to your local neighbourhood encourage you to increase your level of activity? (Q11)

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?							
		Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	East Lothian (n=2004)	36%	21%	19%	10%	8%	5%
	NBC (n=363)	31%	23%	19%	9%	15%	4%
More parks	East Lothian (n=1681)	21%	20%	23%	17%	13%	7%
	NBC (n=304)	10%	21%	22%	19%	23%	5%
More play parks	East Lothian (n=1726)	15%	13%	17%	21%	24%	9%
	NBC (n=309)	5%	12%	20%	22%	36%	6%
More local facilities (e.g. gym)	East Lothian (n=1837)	29%	22%	18%	13%	10%	7%
	NBC (n=33)	26%	25%	17%	11%	17%	4%
Safer paths/cycle ways	East Lothian (n=2058)	47%	20%	13%	7%	7%	6%
	NBC (n=381)	44%	16%	13%	7%	13%	6%
Better maintained parks or play parks	East Lothian (n=1886)	27%	21%	20%	12%	12%	8%
	NBC (n=334)	16%	20%	23%	15%	21%	5%
Better quality environment (more trees, landscaping etc)	East Lothian (n=1799)	34%	23%	18%	10%	8%	7%
	NBC (n=342)	24%	23%	22%	11%	16%	5%

Figure 23: Since the COVID pandemic started in March 2020 would you say your physical health has...? (Q12a)

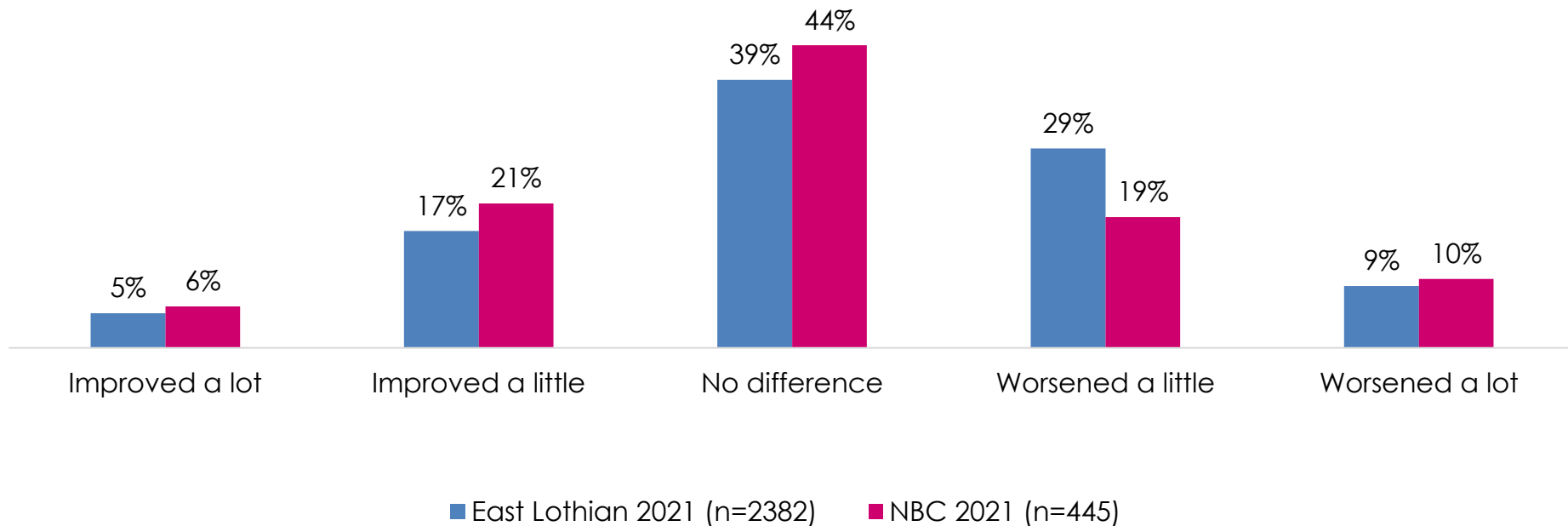
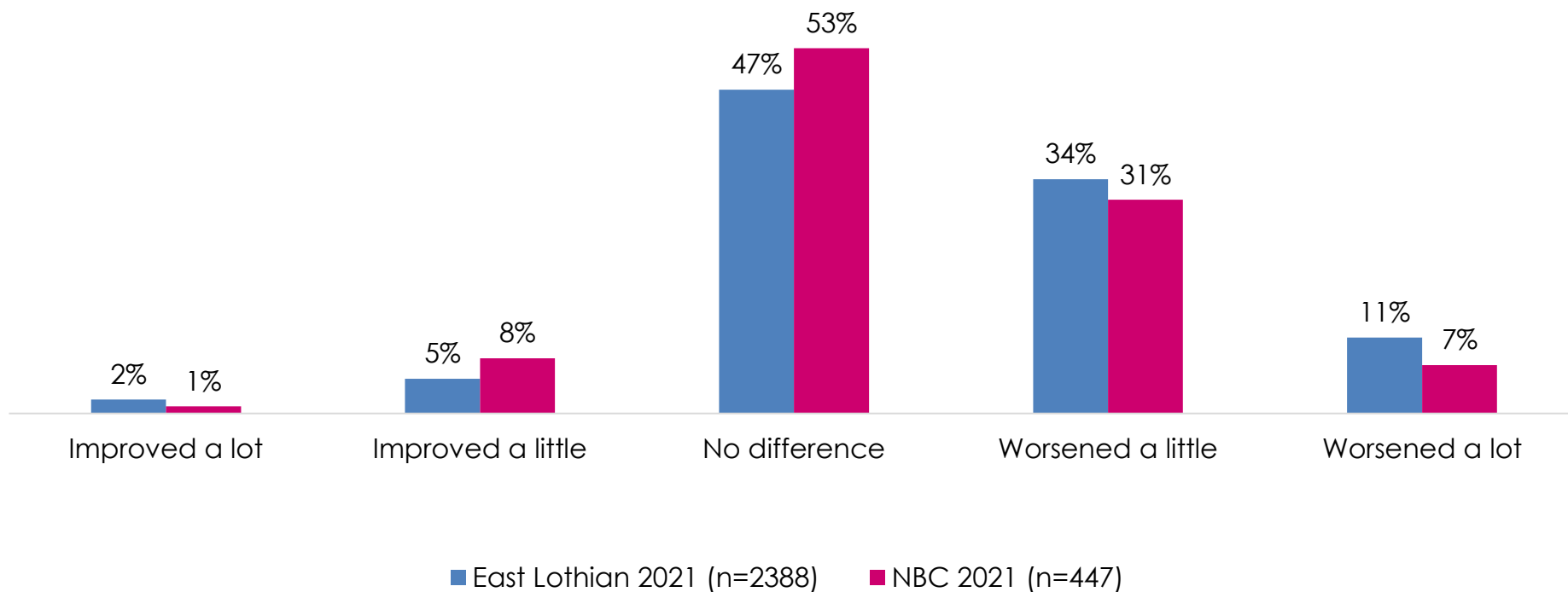


Figure 24: Since the COVID pandemic started in March 2020 would you say your mental health has...? (Q12b)



PERCEPTIONS OF THE COUNCIL & PUBLIC SERVICES

Figure 25a: To what extent do you agree or disagree with each of the following statements (Q13)

Q13 To what extent do you agree or disagree with the following?				
		% agree	% neither/nor	% disagree
The council provides high quality services	East Lothian (n=2281)	45%	28%	28%
	NBC (n=418)	45%	34%	21%
The council does the best it can with the money available	East Lothian (n=2216)	47%	23%	30%
	NBC (n=414)	52%	22%	26%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	East Lothian (n=2145)	23%	38%	40%
	NBC (n=396)	28%	39%	32%
The council is good at listening to local people's views before it takes decisions	East Lothian (n=2088)	15%	35%	51%
	NBC (n=387)	18%	32%	50%
The council designs its services around the needs of the people who use them	East Lothian (n=2104)	25%	38%	37%
	NBC (n=392)	27%	42%	31%
The council is good at letting local people know how well it is performing	East Lothian (n=2178)	28%	30%	42%
	NBC (n=411)	31%	35%	34%
The council is good at letting people know about the kinds of services it provides	East Lothian (n=2254)	38%	26%	36%
	NBC (n=421)	43%	25%	31%
I can influence decisions affecting my local area	East Lothian (n=2066)	14%	30%	56%
	NBC (n=381)	15%	26%	60%
I would like to be more involved in the decisions the council makes that affect my local area	East Lothian (n=1971)	54%	33%	13%
	NBC (n=368)	54%	31%	15%

Figure 25b: To what extent do you agree or disagree with each of the following statements (NBC 2019 vs 2021)

Q13 To what extent do you agree or disagree with the following? (NBC 2019 vs. 2021)				
		% agree	% neither/ nor	% disagree
The council provides high quality services	2019	96%	4%	-
	2021	45%	34%	21%
The council does the best it can with the money available	2019	91%	7%	2%
	2021	52%	22%	26%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	2019	77%	23%	1%
	2021	28%	39%	32%
The council is good at listening to local people's views before it takes decisions	2019	78%	19%	2%
	2021	18%	32%	50%
The council designs its services around the needs of the people who use them	2019	96%	4%	-
	2021	27%	42%	31%
The council is good at letting local people know how well it is performing	2019	91%	9%	-
	2021	31%	35%	34%
The council is good at letting people know about the kinds of services it provides	2019	87%	13%	-
	2021	43%	25%	31%
I can influence decisions affecting my local area	2019	53%	29%	18%
	2021	15%	26%	60%
I would like to be more involved in the decisions the council makes that affect my local area	2019	24%	16%	58%
	2021	54%	31%	15%

Figure 26a: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	East Lothian (n=764)	34%	40%	26%
	NBC (n=94)	32%	55%	13%
Children's play areas	East Lothian (n=1583)	52%	27%	21%
	NBC (n=260)	66%	26%	8%
Libraries	East Lothian (n=1703)	64%	23%	13%
	NBC (n=308)	65%	23%	12%
Swimming pools/ sport centres	East Lothian (n=1918)	63%	20%	17%
	NBC (n=350)	63%	19%	18%
Parks, gardens and open spaces	East Lothian (n=2177)	71%	17%	13%
	NBC (n=398)	80%	12%	8%
Local bus services	East Lothian (n=2071)	60%	16%	24%
	NBC (n=358)	44%	18%	37%
Local schools	East Lothian (n=1499)	58%	27%	15%
	NBC (n=265)	62%	21%	16%
Support for frail/ older people to allow them to remain in their own home	East Lothian (n=1406)	32%	32%	36%
	NBC (n=257)	35%	33%	32%
Waste & recycling services	East Lothian (n=2344)	60%	10%	30%
	NBC (n=434)	68%	10%	23%
Roads maintenance	East Lothian (n=2292)	26%	17%	57%
	NBC (n=428)	22%	16%	62%
Street cleaning	East Lothian (n=2278)	45%	20%	35%
	NBC (n=423)	56%	23%	21%

Figure 26b: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)..continued

Q23 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
GP services	East Lothian (n=2325)	41%	11%	48%
	NBC (n=439)	40%	15%	45%
Dental services	East Lothian (n=2072)	56%	19%	25%
	NBC (n=381)	58%	20%	23%
Hospital outpatients services	East Lothian (n=1958)	55%	17%	27%
	NBC (n=374)	54%	13%	33%
Hospital A&E services	East Lothian (n=1788)	38%	18%	44%
	NBC (n=342)	32%	16%	52%
Pharmacy	East Lothian (n=2298)	83%	10%	7%
	NBC (n=427)	87%	9%	5%
Optometry/ Opticians	East Lothian (n=1999)	73%	19%	8%
	NBC (n=387)	78%	16%	5%
Police	East Lothian (n=2006)	42%	31%	27%
	NBC (n=382)	35%	33%	32%
Fire Service	East Lothian (n=1733)	68%	28%	4%
	NBC (n=330)	67%	31%	2%

Figure 26c: Satisfaction with public services (NBC 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – NBC 2019 vs NBC 2021				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	2019	94%	6%	-
	2021	32%	55%	13%
Children's play areas	2019	93%	7%	-
	2021	66%	26%	8%
Libraries	2019	87%	13%	-
	2021	65%	23%	12%
Swimming pools/ sport centres	2019	97%	3%	-
	2021	63%	19%	18%
Parks, gardens and open spaces	2019	100%	-	-
	2021	80%	12%	8%
Local bus services	2019	79%	17%	4%
	2021	44%	18%	37%
Local schools	2019	95%	5%	-
	2021	62%	21%	16%
Support for frail/ older people to allow them to remain in their own home	2019	89%	10%	1%
	2021	35%	33%	32%
Waste & recycling services	2019	99%	1%	-
	2021	68%	10%	23%
Roads maintenance	2019	90%	7%	2%
	2021	22%	16%	62%
Street cleaning	2019	96%	4%	-
	2021	56%	23%	21%

Figure 26d: Satisfaction with public services (NBC 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – NBC 2019 vs NBC 2021				
		% satisfied	% neither/ nor	% dissatisfied
GP services	2019	100%	-	-
	2021	40%	15%	45%
Dental services	2019	100%	-	-
	2021	58%	20%	23%
Hospital outpatients services	2019	97%	3%	-
	2021	54%	13%	33%
Hospital A&E services	2019	96%	3%	-
	2021	32%	16%	52%
Pharmacy	2019			
	2021	87%	9%	5%
Optometry/ Opticians	2019			
	2021	78%	16%	5%
Police	2019	98%	2%	-
	2021	35%	33%	32%
Fire Service	2019	98%	2%	-
	2021	67%	31%	2%

Figure 27: Have you used/ had contact with any of the following services in the last 12 months? (Q15)

Q15 Have you used/ had contact with any of the following services in the last 12 months?				
	East Lothian (n=2253-2366)		NBC (n=417-442)	
	Yes	No	Yes	No
Council house repair service	9%	91%	6%	94%
Children's play areas	32%	68%	22%	78%
Libraries	36%	64%	41%	59%
Swimming pools/sport centres	45%	55%	47%	53%
Parks, gardens and open spaces	80%	20%	79%	21%
Local bus services	63%	37%	51%	49%
Local schools	29%	71%	26%	74%
Support for frail / older people to allow them to remain in their own home	16%	84%	20%	80%
Waste & recycling services	91%	9%	91%	9%
Roads maintenance	39%	61%	37%	63%
Street cleaning	32%	68%	33%	67%
GP services	85%	15%	88%	12%
Dental services	60%	40%	66%	34%
Hospital outpatients services	57%	43%	64%	36%
Hospital A&E services	31%	69%	29%	71%
Pharmacy services	88%	12%	90%	10%
Optometry / Opticians services	53%	47%	58%	42%
Police	21%	79%	16%	84%
Fire Service	5%	95%	4%	96%

Figure 28: How are you currently feeling about dealing with the COVID pandemic? (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
I am concerned about getting COVID	East Lothian (n=2307)	20%	47%	23%	10%
	NBC (n=431)	17%	50%	23%	10%
I am concerned about close relatives getting COVID	East Lothian (n=2310)	31%	51%	14%	4%
	NBC (n=427)	29%	51%	15%	6%
I am relaxed about COVID	East Lothian (n=2247)	7%	27%	41%	25%
	NBC (n=415)	7%	24%	41%	29%
I am feeling anxious/ worried	East Lothian (n=2236)	9%	29%	43%	20%
	NBC (n=424)	6%	30%	47%	18%
I am feeling lonely and isolated	East Lothian (n=225)	5%	11%	49%	35%
	NBC (n=418)	3%	8%	50%	39%
I am concerned about how society in general will cope with the impact of COVID	East Lothian (n=2265)	30%	54%	12%	4%
	MMW (n=416)	30%	51%	15%	5%

Figure 29: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? (Q17)

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list (% stating top/2nd/ 3rd priority)

	East Lothian	NBC
Base	2367	443
Support Business, Employment and Grow the Economy	52%	50%
Reduce inequality and poverty	39%	36%
Tackle social exclusion, isolation and loneliness	27%	26%
Tackle climate change	35%	47%
Help our children and young people achieve their educational and attainment aims	33%	35%
Reduce health inequalities and support people to live healthier, more active and independent lives	28%	29%
Ensure everyone has access to the internet	8%	7%
Maintain and develop resilient supportive, and inclusive communities	15%	14%
Support children's wellbeing and mental health	26%	23%
Maintain and develop resilient and sustainable services	22%	19%
Other	1%	2%

Figure 30: Please indicate how acceptable/unacceptable you find each of these options for doing things differently / making savings in the Council's budget (Q18)

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

		East Lothian	NBC
		2039-2275	402-431
Rationalise (close) Council assets such as office	1=Inacceptable	18%	14%
	6=Acceptable	21%	19%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Inacceptable	29%	21%
	6=Acceptable	8%	10%
Reduce the frequency of discretionary services rather than end them totally	1=Inacceptable	13%	9%
	6=Acceptable	10%	11%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Inacceptable	33%	27%
	6=Acceptable	15%	22%
Encourage people to use the internet to access/ pay for council services	1=Inacceptable	11%	12%
	6=Acceptable	31%	31%
Transfer under used buildings to communities to be used as venues run by the community	1=Inacceptable	4%	3%
	6=Acceptable	48%	46%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Inacceptable	10%	11%
	6=Acceptable	23%	23%

Figure 31: 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? (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	Sometime	Very infrequently	Never
Recycle plastic, glass and paper	East Lothian (n=2373)	88%	8%	3%	1%	1%
	NBC (n=443)	90%	7%	2%	0%	1%
Shop local	East Lothian (n=2358)	61%	26%	11%	2%	0%
	NBC (n=442)	67%	25%	7%	-	1%
Walk/ cycle to work	East Lothian (n=1816)	28%	9%	10%	9%	44%
	NBC (n=312)	35%	10%	10%	7%	39%
Use public transport to get to work	East Lothian (n=1800)	19%	8%	11%	10%	52%
	NBC (n=299)	16%	10%	9%	8%	57%
Buy local produce	East Lothian (n=2320)	38%	26%	28%	6%	2%
	NBC (n=440)	45%	33%	20%	1%	1%
Eat less meat	East Lothian (n=2307)	21%	17%	33%	14%	15%
	NBC (n=436)	26%	22%	29%	11%	13%

Figure 32: Which of the following would encourage you to do more to address your impact on climate change (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
More paths and cycle ways	East Lothian (n=2076)	42%	24%	16%	9%	9%
	NBC (n=376)	44%	24%	11%	10%	11%
Better bus services	East Lothian (n=2119)	41%	26%	17%	8%	9%
	NBC (n=396)	46%	25%	13%	8%	8%
Cheaper renewables	East Lothian (n=2069)	56%	27%	13%	2%	1%
	NBC (n=376)	54%	32%	10%	1%	3%
More electric vehicle charging points	East Lothian (n=2019)	34%	23%	19%	12%	12%
	NBC (n=384)	43%	21%	15%	10%	11%
More recycling facilities	East Lothian (n=2166)	44%	27%	18%	7%	4%
	NBC (n=408)	40%	27%	18%	10%	5%
Cheaper bus or train fares	East Lothian (n=2178)	58%	22%	13%	5%	3%
	NBC (n=412)	52%	27%	14%	4%	2%
More neighborhood facilities, shops/ pubs etc.	East Lothian (n=2194)	48%	27%	16%	6%	2%
	NBC (n=402)	36%	28%	18%	15%	3%

TRAVEL AND TRANSPORT

Figure 33: Do you have a Car/light van in your household? (Q26)

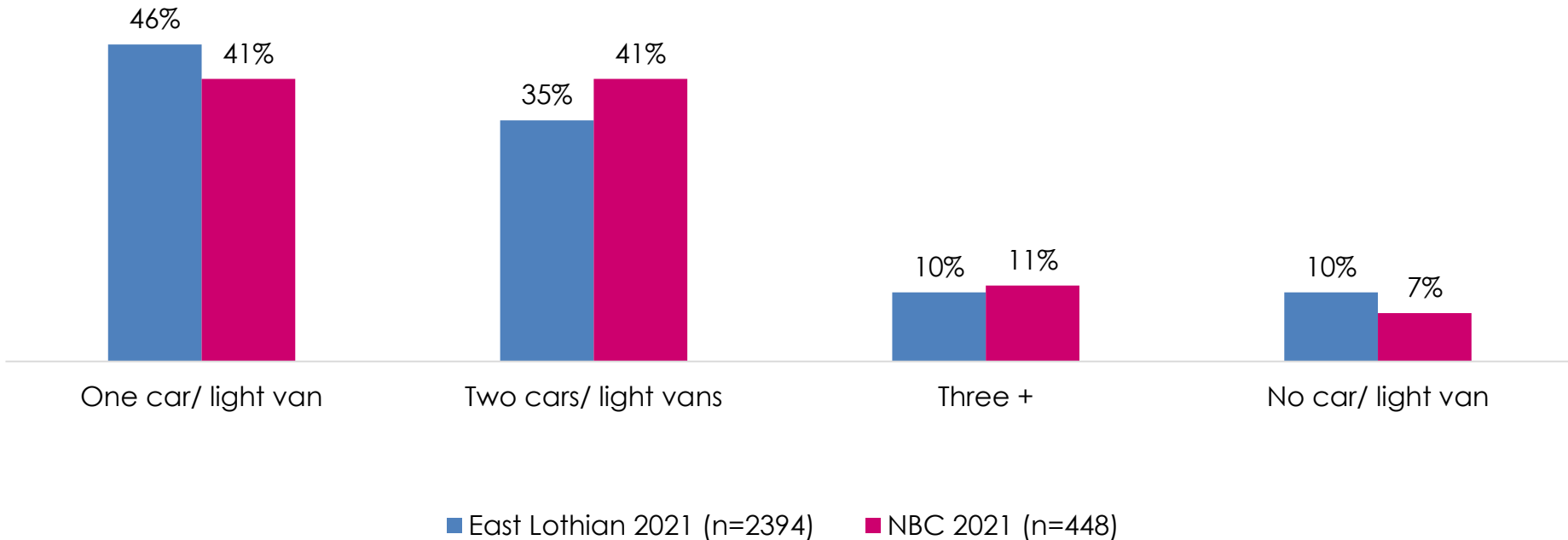


Figure 34: Do you have a bicycle in your household? (Q27)

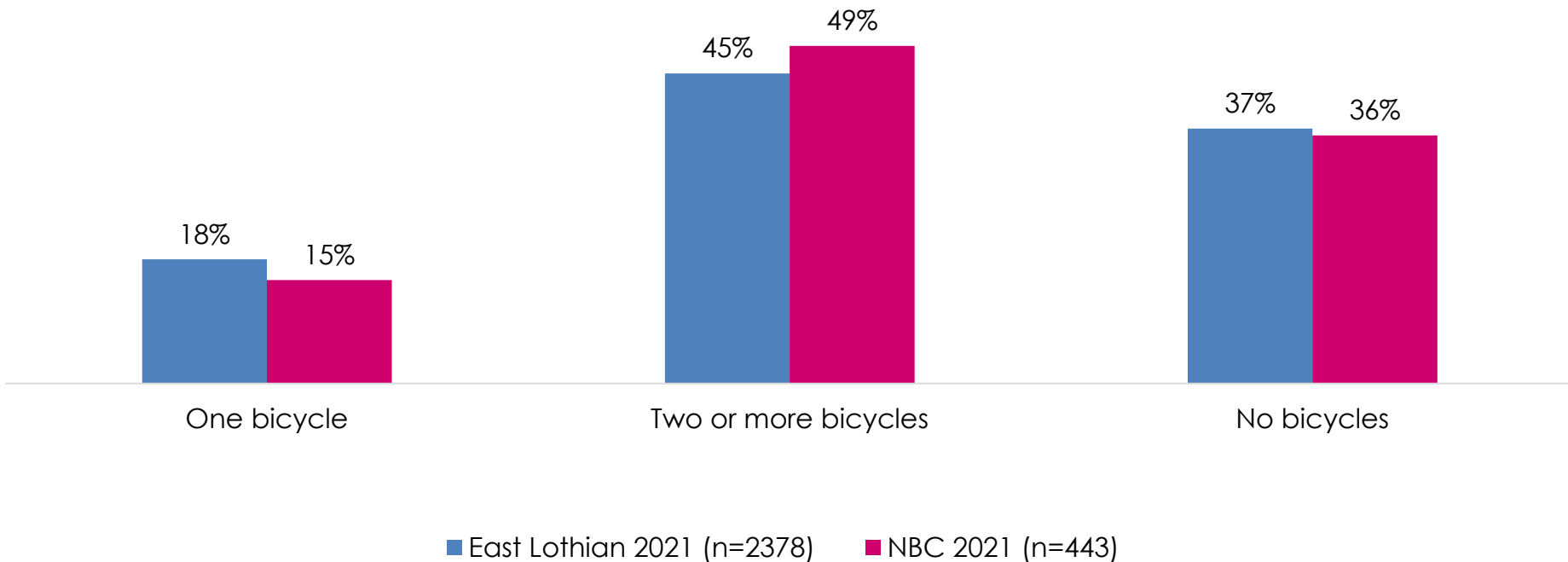


Figure 35: How many people in your household have a driving licence (full or provisional)? (Q28)

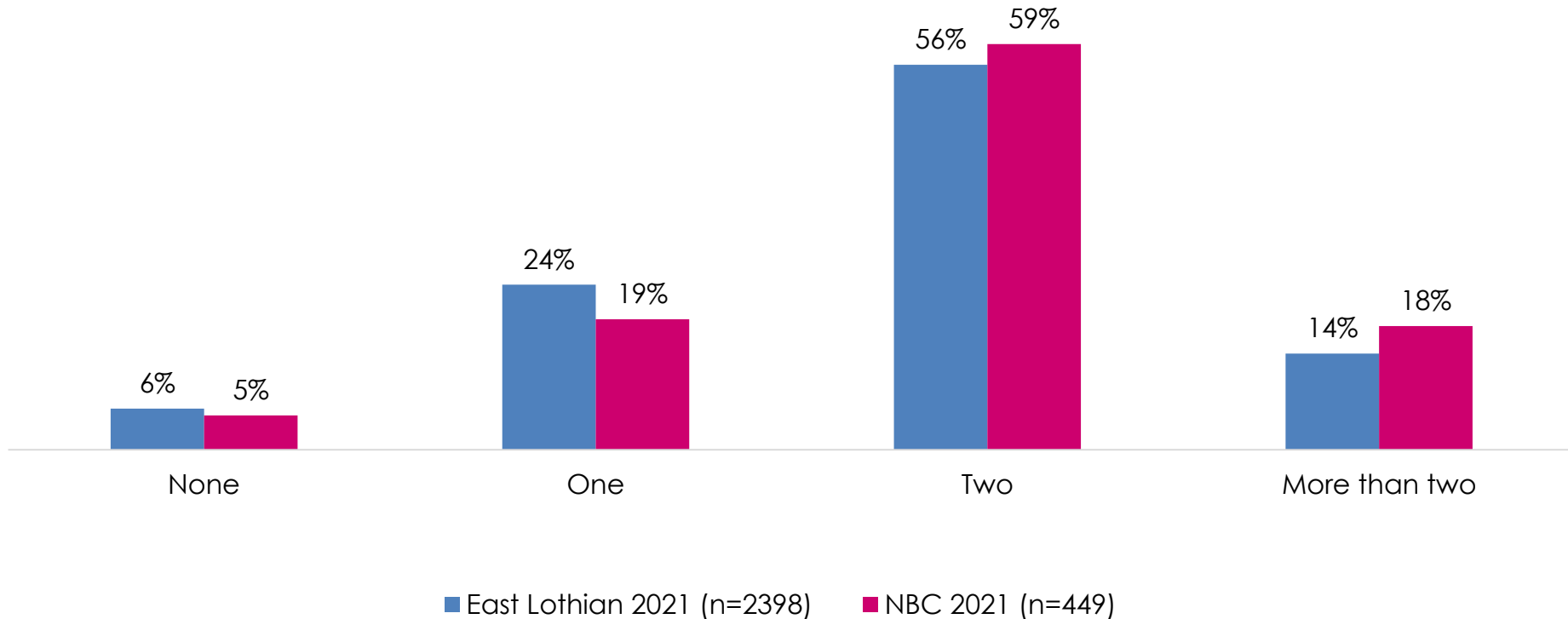


Figure 36: How do you usually travel to your nearest.....? (Q29)

Q29 Travel methods used for various journey types									
	Base	Walk	Bicycle/ eBike	Car driver	Car passen ger	Bus	Train	Taxi	N/A
Local shop	East Lothian (n=2354)	65%	3%	28%	2%	0%	-	0%	1%
	NBC (n=441)	61%	6%	27%	5%	-	-	0%	2%
Shopping centre or supermarket (for main food shop)	East Lothian (n=2356)	10%	1%	75%	8%	3%	-	0%	2%
	NBC (n=434)	6%	3%	77%	8%	1%	-	0%	4%
GP	East Lothian (n=2316)	43%	3%	47%	3%	2%	-	0%	1%
	NBC (n=428)	41%	6%	46%	5%	1%	-	0%	1%
Chemist or pharmacy	East Lothian (n=2350)	55%	3%	37%	2%	1%	-	0%	1%
	NBC (n=440)	48%	7%	38%	5%	1%	-	0%	1%
Publicly accessible green space (e.g. park)	East Lothian (n=2269)	79%	3%	12%	1%	0%	0%	0%	5%
	NBC (n=428)	77%	6%	11%	1%	0%	0%	0%	4%
Public transport facility e.g. bus stop, train station	East Lothian (n=2269)	72%	2%	16%	1%	1%	0%	0%	7%
	NBC (n=426)	65%	3%	22%	2%	1%	0%	-	7%
Library	East Lothian (n=2236)	47%	3%	23%	1%	2%	-	0%	24%
	NBC (n=418)	38%	5%	28%	4%	1%	-	0%	24%
Sports Centre	East Lothian (n=2155)	31%	4%	35%	2%	1%	-	0%	27%
	NBC (n=404)	22%	5%	39%	3%	1%	-	0%	30%
Primary School	East Lothian (n=2079)	29%	2%	9%	0%	0%	0%	0%	60%
	NBC (n=389)	24%	1%	7%	2%	0%	-	0%	66%
Secondary School	East Lothian (n=2070)	17%	1%	12%	0%	3%	0%	0%	65%
	NBC (n=389)	16%	0%	13%	2%	3%	-	0%	65%

Figure 37: Have you noticed new lower speed limits in East Lothian since 2020? (Q30)

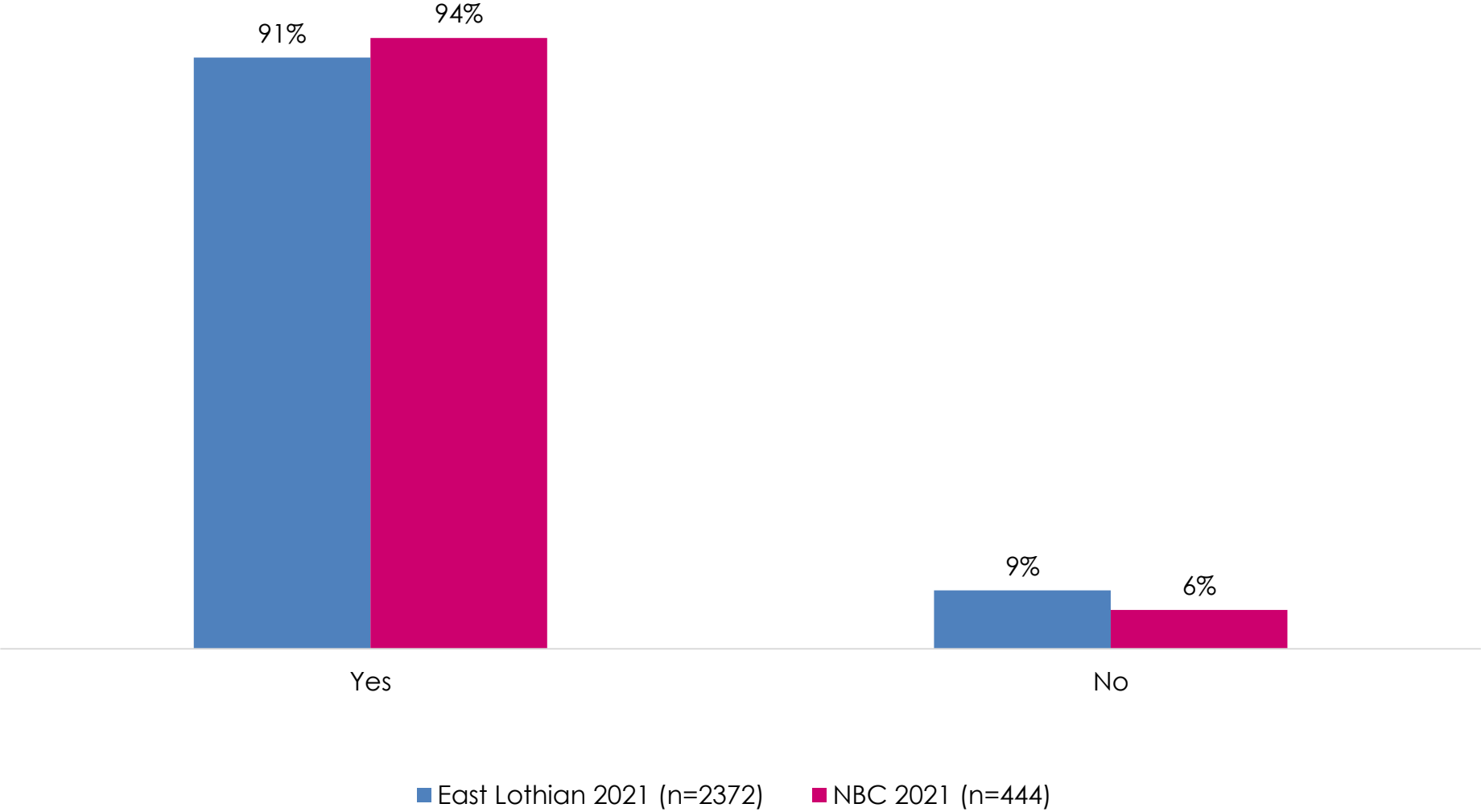


Figure 38: What type of impact do you feel 20mph speed limits have had on road safety in your area: (Q31)

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Much less safe/ less safe	Neither	Much more safe/ more safe
Pedestrians and people in wheelchairs	East Lothian (n=2150)	11%	32%	57%
	NBC (n=412)	7%	29%	64%
Cyclists	East Lothian (n=2042)	14%	34%	52%
	NBC (n=385)	13%	33%	54%
Children	East Lothian (n=2082)	11%	28%	61%
	NBC (n=387)	7%	26%	66%
Older people	East Lothian (n=2118)	11%	29%	60%
	NBC (n=398)	8%	28%	64%
Drivers	East Lothian (n=2093)	19%	38%	44%
	NBC (n=392)	18%	32%	50%

Figure 39: What wider impacts do you feel 20mph limits have on...? (Q32)

Q32 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Very negative/ negative impact	Neither	Very positive/ positive impact
Climate change	East Lothian (n=1955)	26%	35%	39%
	NBC (n=370)	22%	31%	47%
Air pollution	East Lothian (n=1980)	27%	34%	39%
	NBC (n=371)	20%	36%	43%
Noise pollution	East Lothian (n=2017)	20%	36%	44%
	NBC (n=384)	17%	35%	49%
Quality of life	East Lothian (n=2044)	22%	36%	42%
	NBC (n=394)	17%	35%	48%

Figure 40: If you think 20mph limits have negative impacts what are these? (Please select all that apply) (Q33)

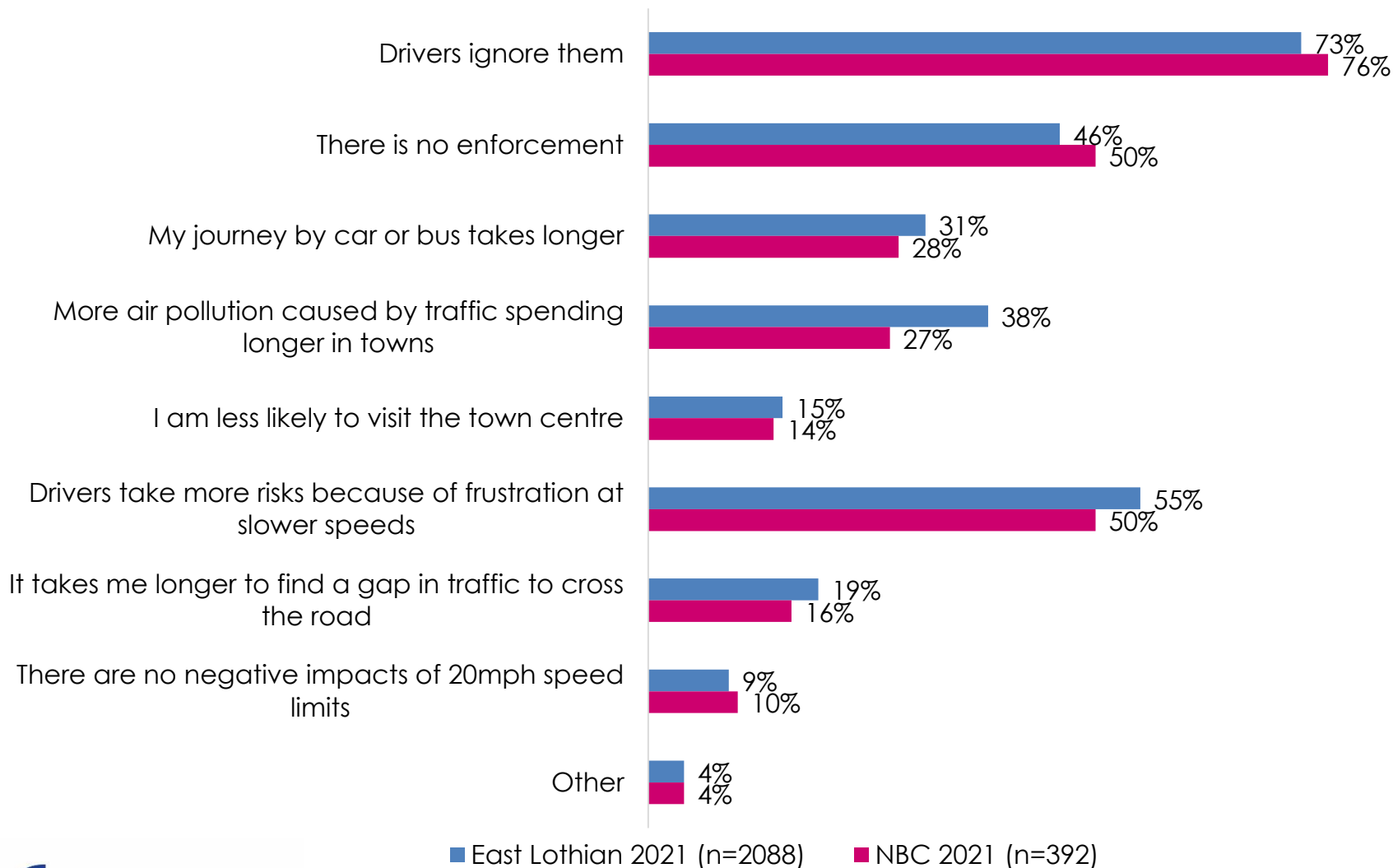
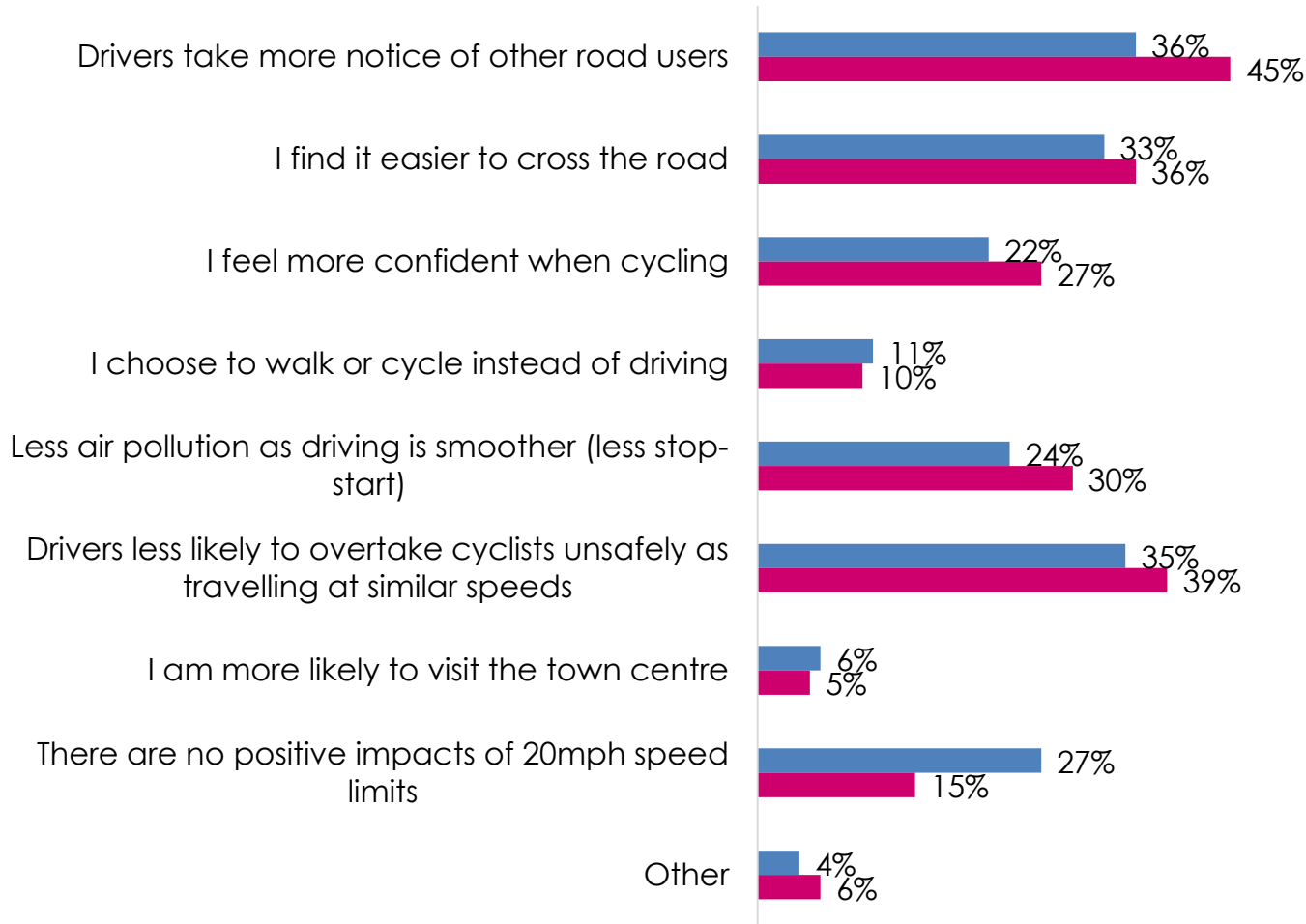


Figure 41: If you think 20mph limits have positive impacts what are these? (Please select all that apply) (Q34)



■ East Lothian 2021 (n=1860) ■ NBC 2021 (n=356)

Figure 42: Thinking about the future, what do you think should be done with 20mph limits? (Q35)

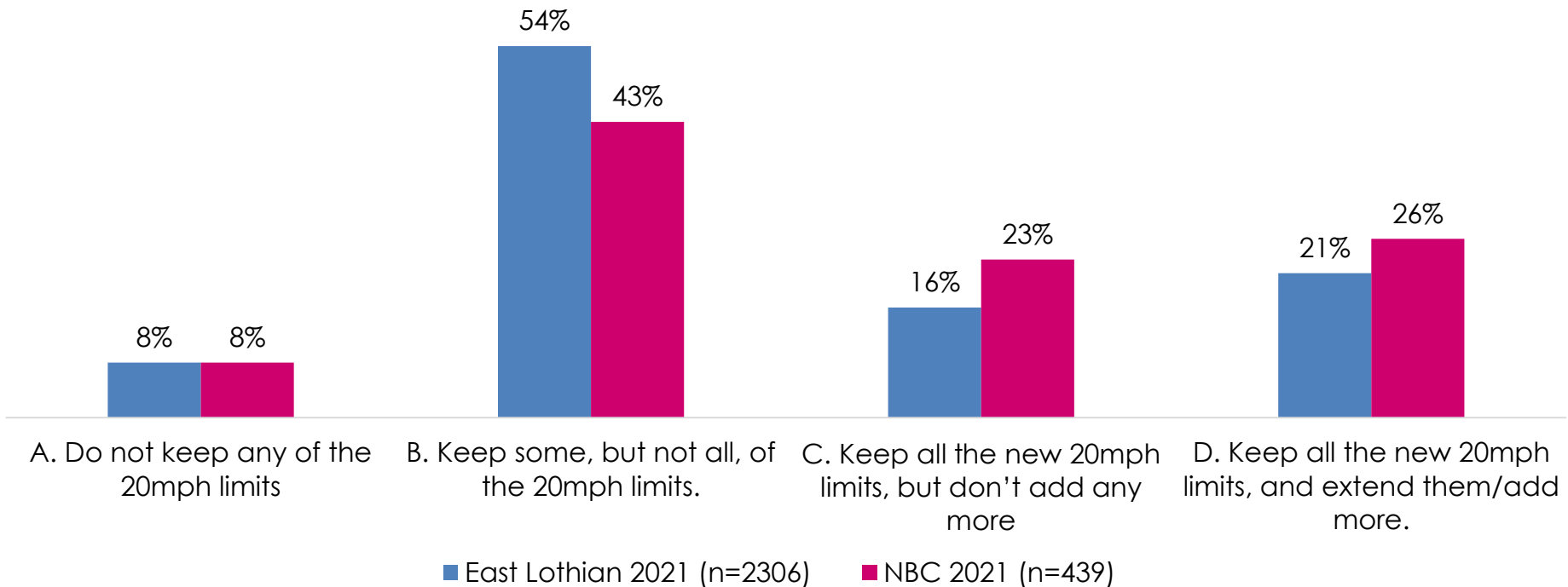
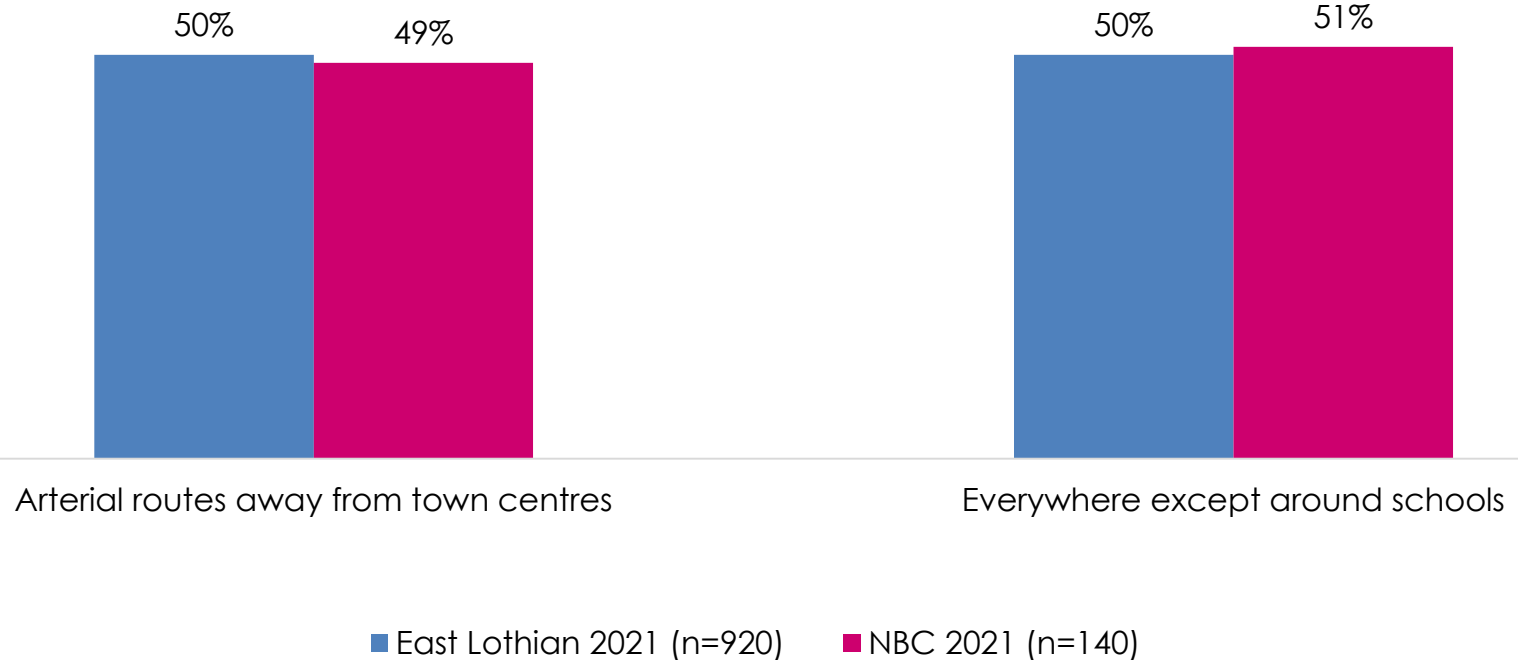


Figure 43: If you answered B: Do you think 20mph limits should be removed from... (Q36)



East Lothian

Resident Satisfaction Survey 2021

Preston Seton Gosford

Results Summary



Overview: Research Objectives

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of the Council's and East Lothian partnership's Plans

Overview: Methodology

- Survey data consists of 2416 completed interviews
- Methodology was changed from face to face methodology to postal methodology in 2021.
- Survey packs were sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022.
- Sample constructed to ensure representation of adult population (18+ years)
- To ensure the data was representative of age and multi member ward the data was weighted in line with the EL population.
- Data accuracy levels were around $\pm 5\%$ in each of the 6 multi member wards and $\pm 2\%$ for East Lothian Overall.

Survey response and confidence intervals

Electoral Ward	Sample Base 2019 Survey	Population (adults aged 18+ 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%

Caution on Comparison with 2019 Survey

- This report includes comparisons with the results of the 2019 survey. However, the results are not directly comparable as different methodologies were used for the two surveys – face-to-face interviews in 2019 and postal/ web survey in 2021
- Evidence suggests that different methodologies might provide different results to certain types of survey questions
- Also the 2021 survey was carried out in the middle of the COVID pandemic which was having a significant negative impact on people, communities and public services.
- This may have contributed to raising people's anxiety and increasing negativity about quality of life and public services.
- It is not possible to determine whether differences between the 2021 and 2019 survey results are due to genuine changes in views and experiences or are due to the different methodologies used or the profound impact of the pandemic

Figure 1: Household composition (Q42)

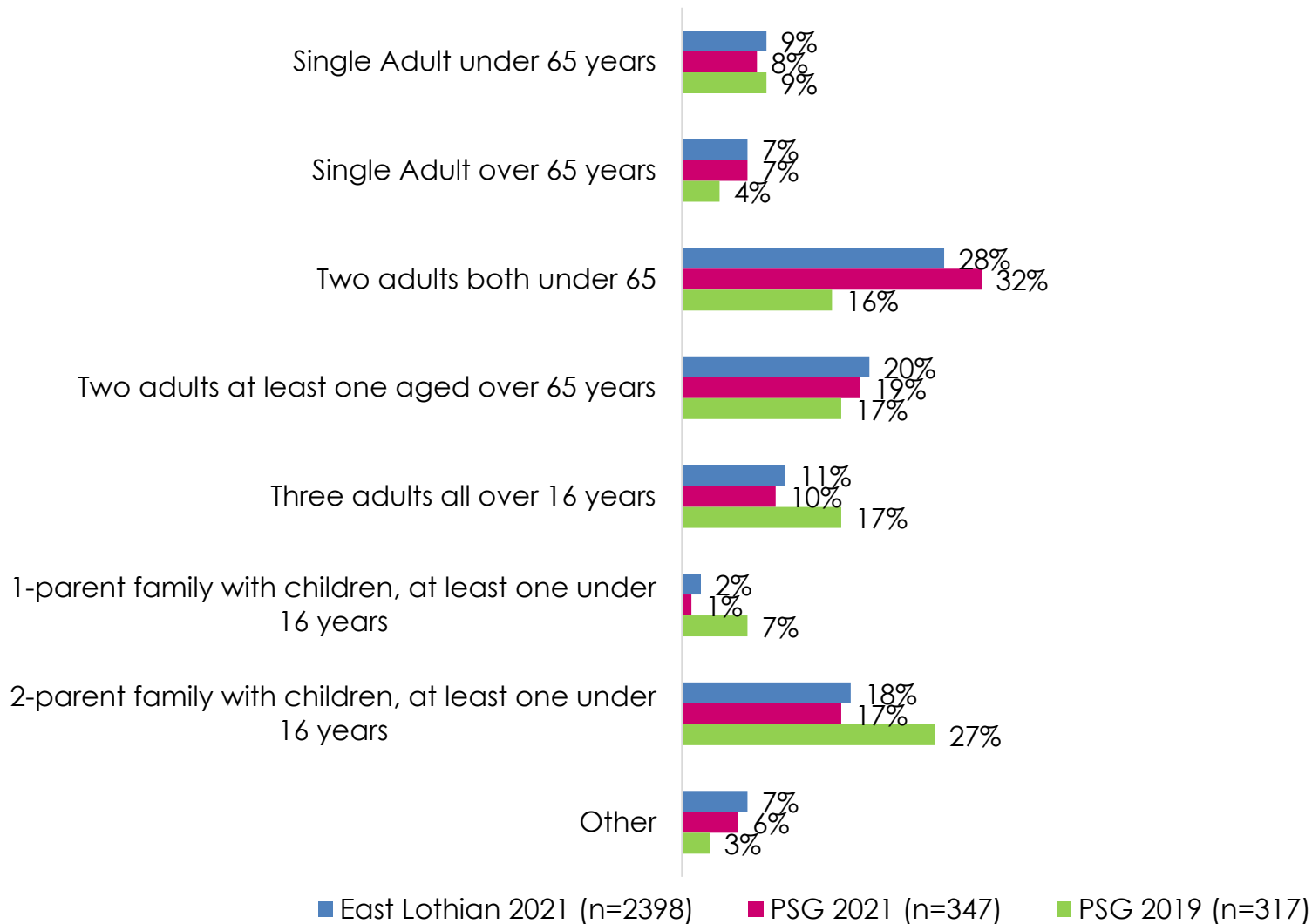


Figure 2: Do you own your home, or rent it? (Q43)

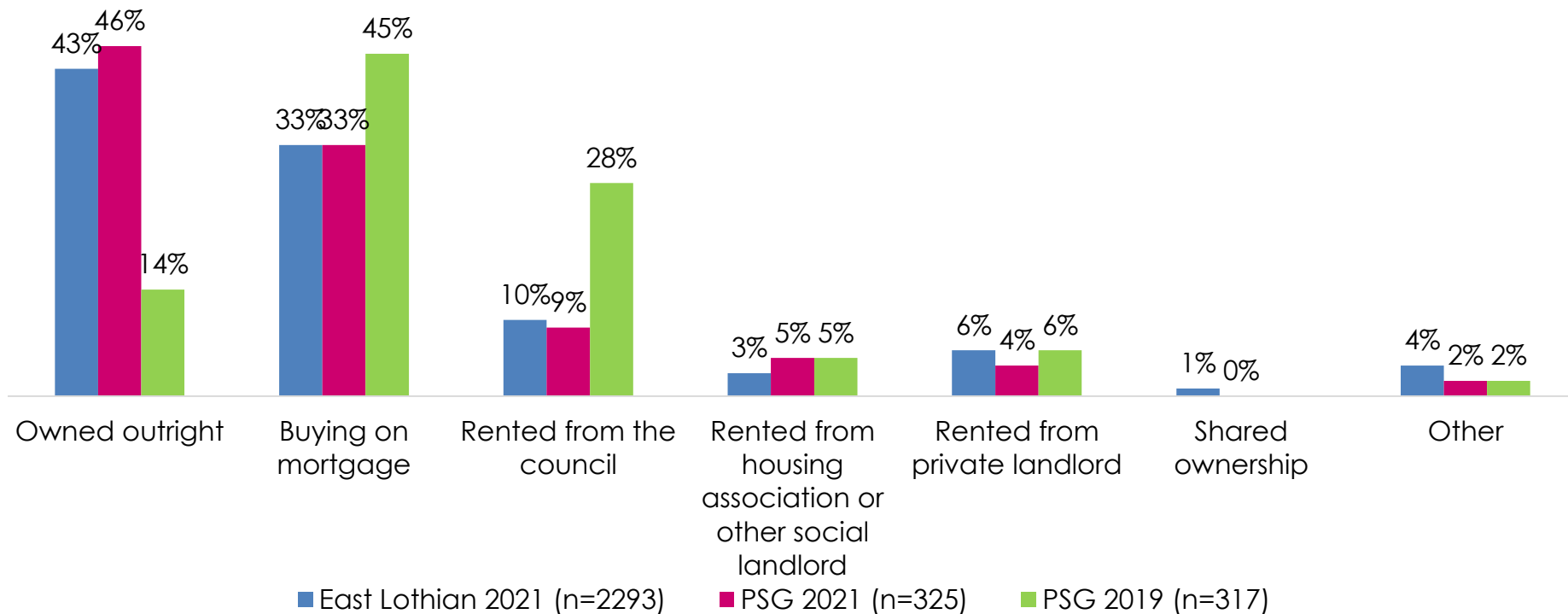


Figure 3: Internet Access (Q22)

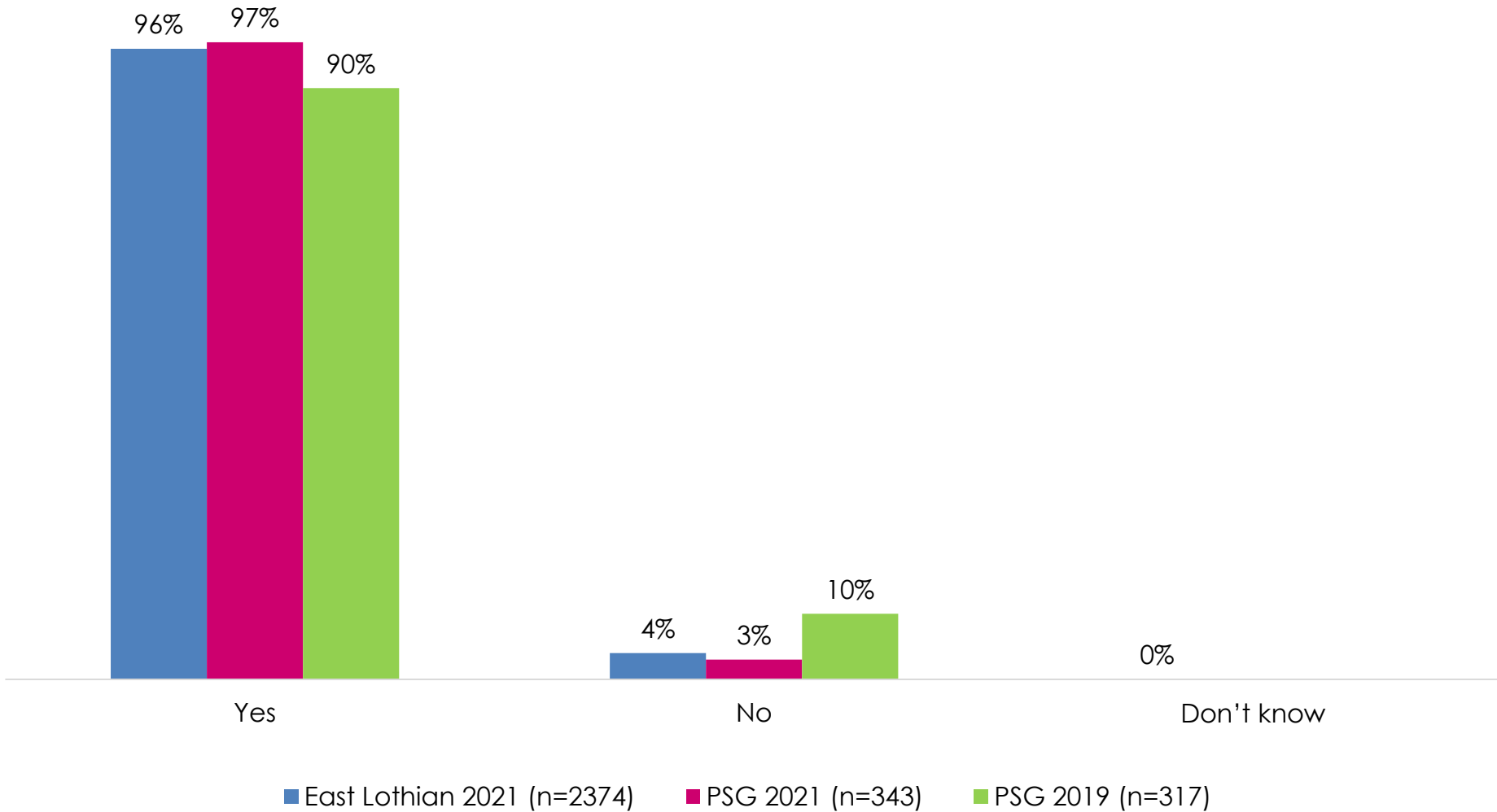


Figure 4: Online activities (Q23)

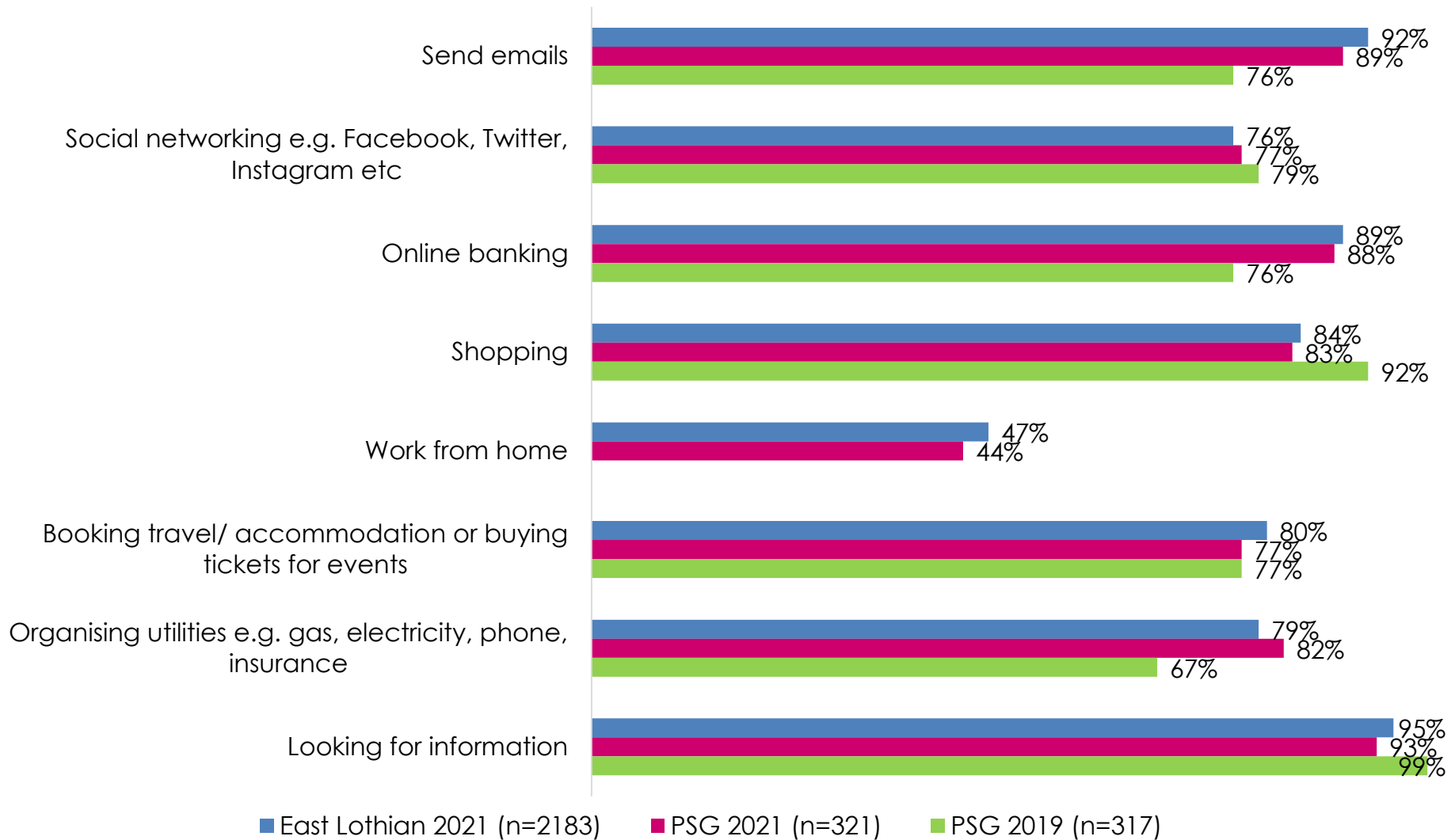


Figure 5: Online council services (Q24)

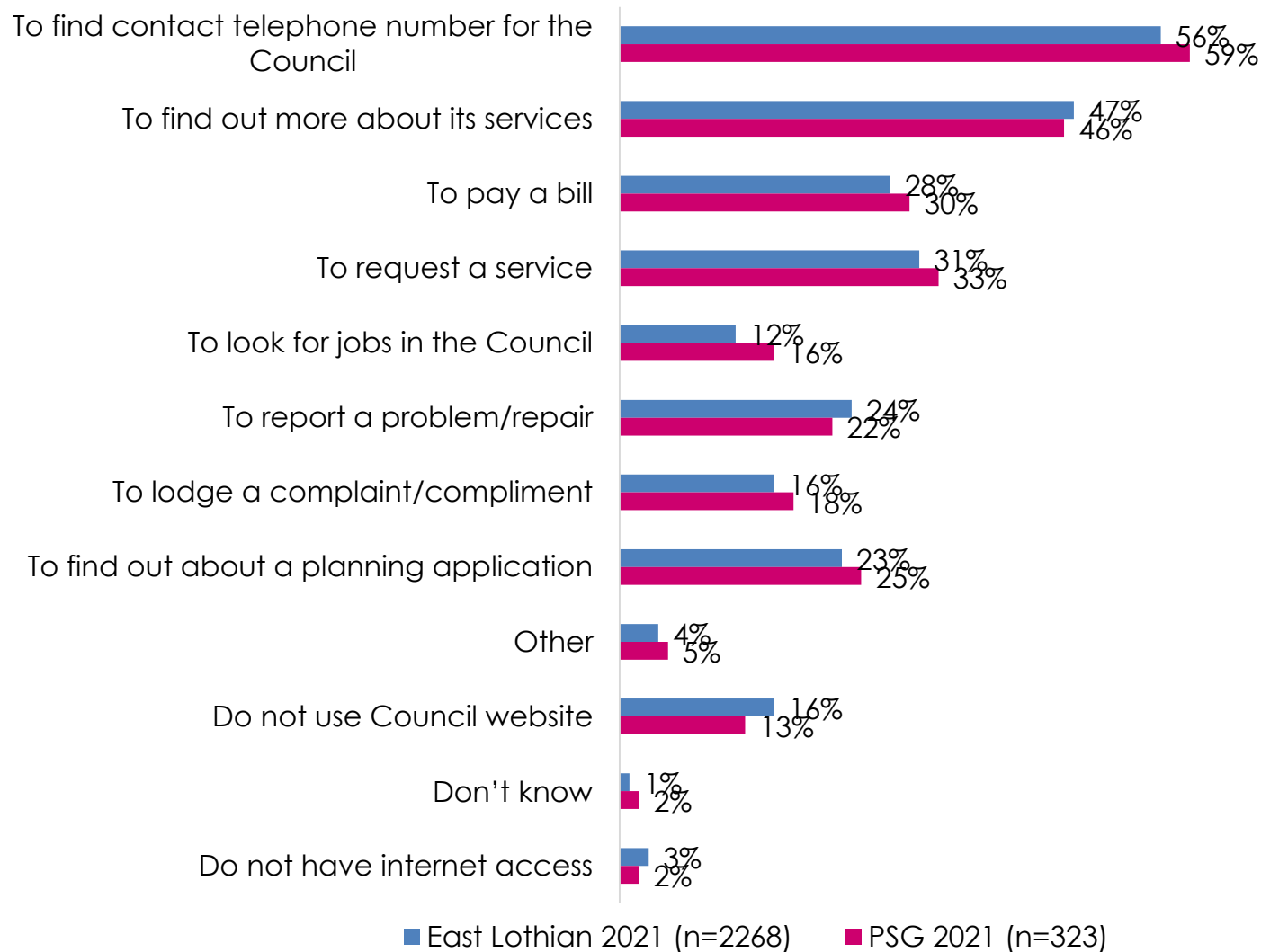


Figure 6a: Preferred contact methods: To get information about a service (Q25a)

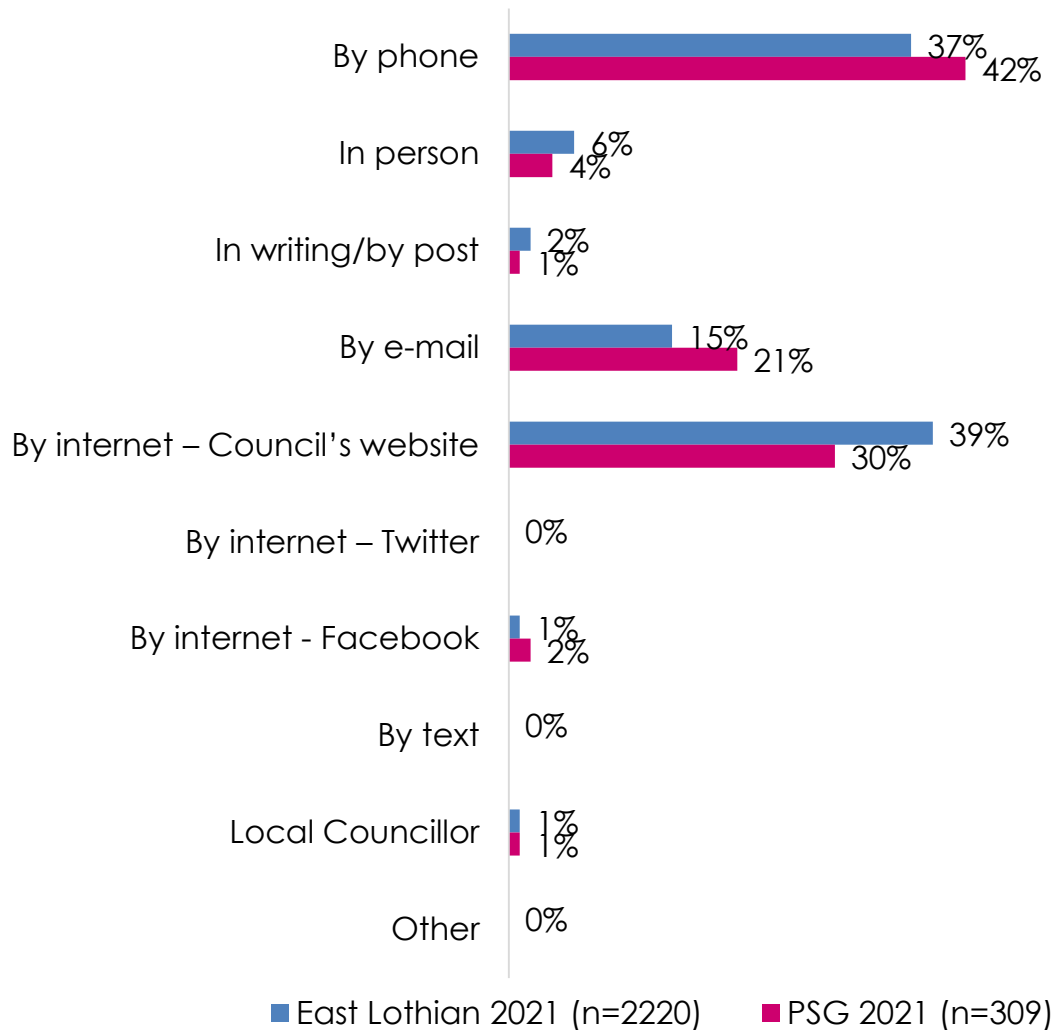


Figure 6b: Preferred contact methods: To request a service/ report a repair or fault (Q25b)

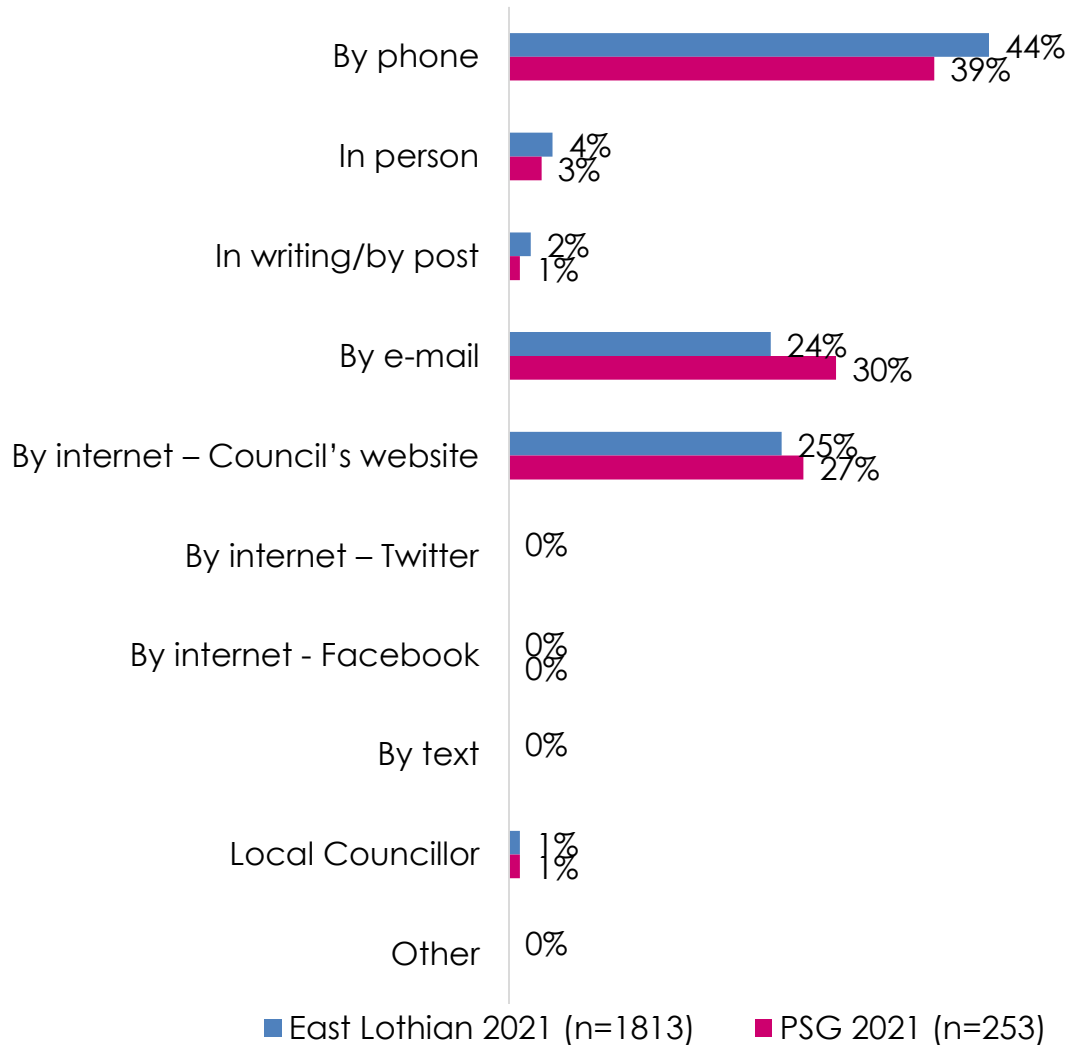


Figure 6c: Preferred contact methods: To pay a bill or Council Tax (Q25c)

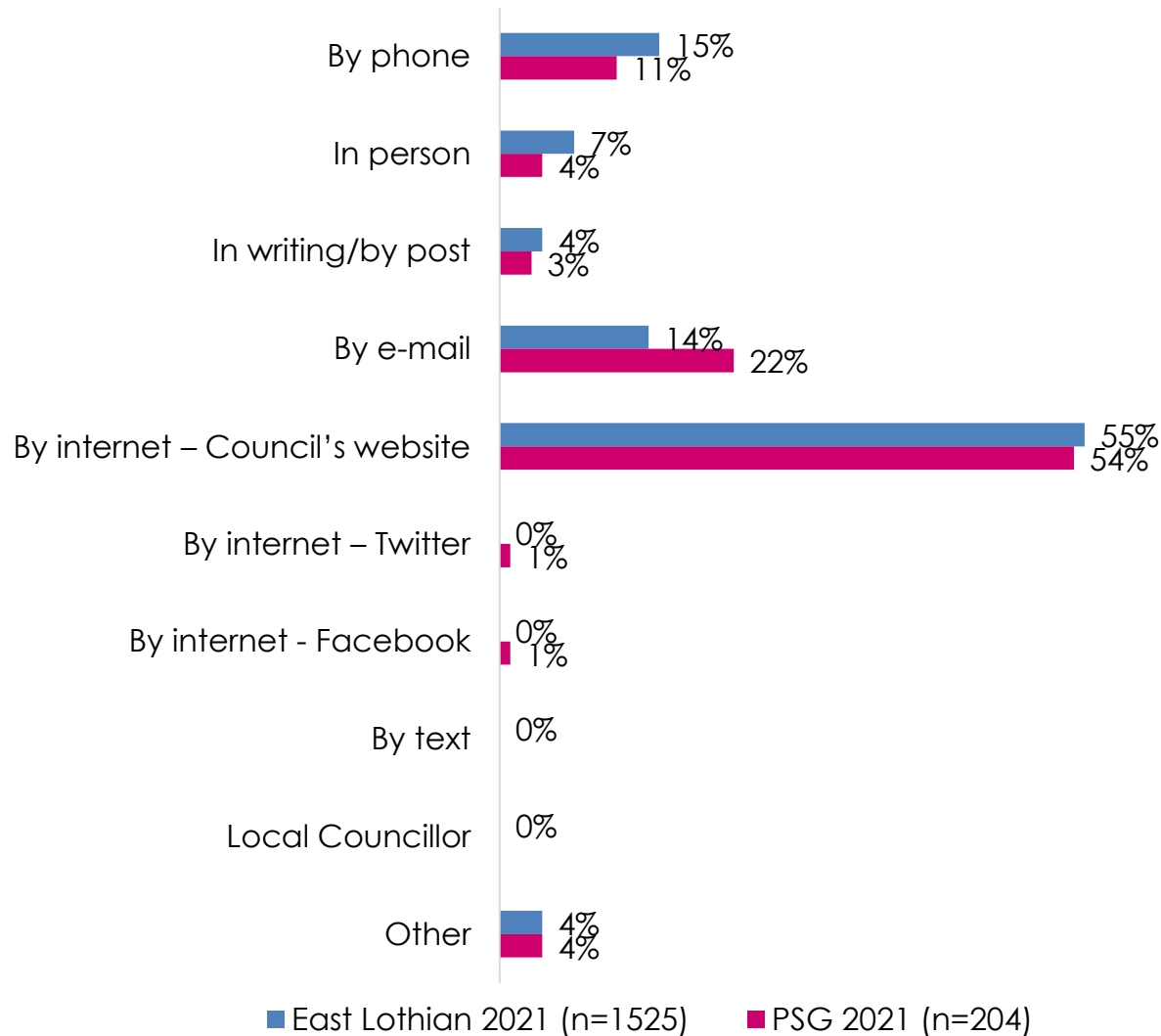
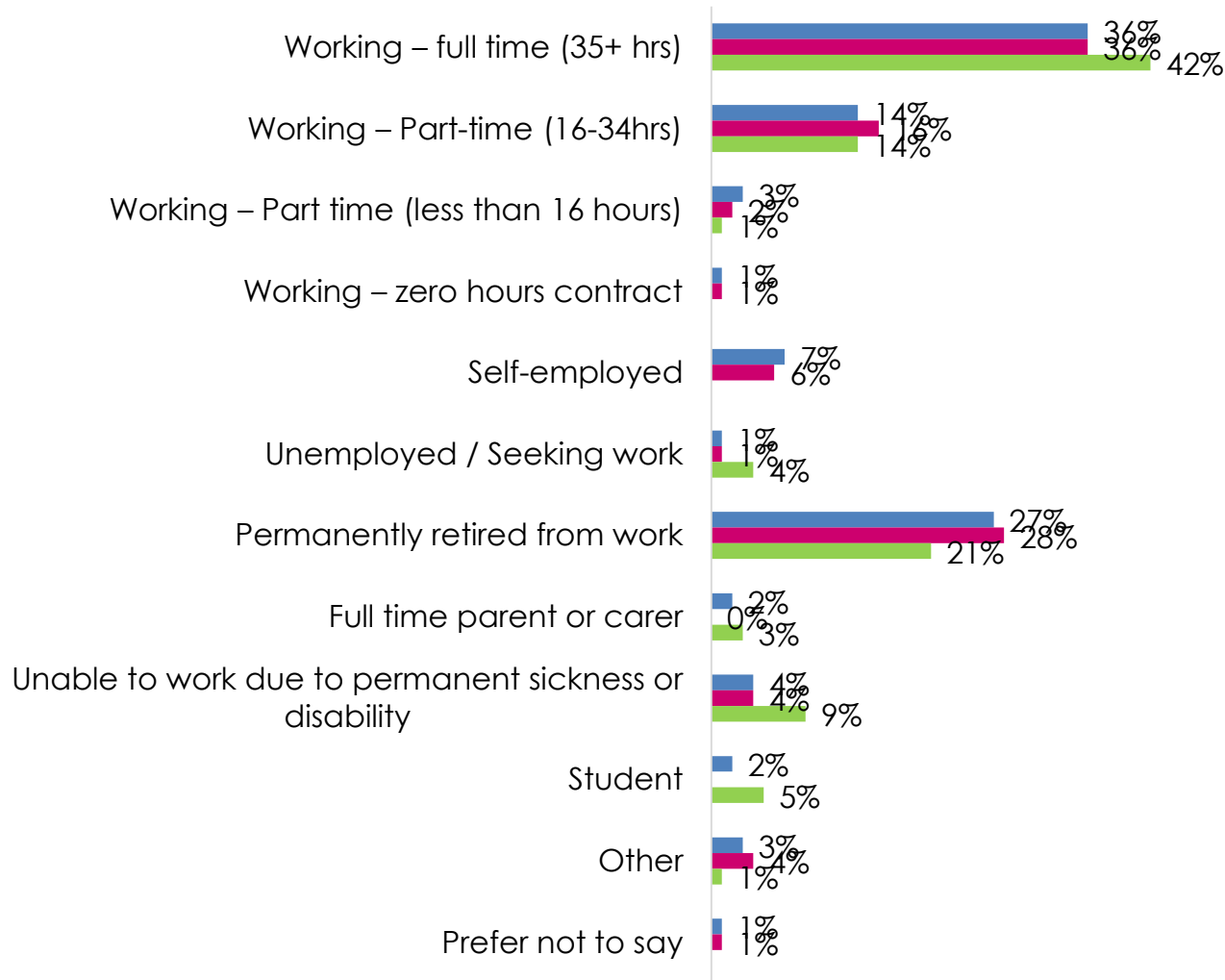


Figure 7: Working status (Q41)



■ East Lothian 2021 (n=2389)

■ PSG 2021 (n=349)

■ PSG 2019 (n=317)

Figure 8: Age (Q40)

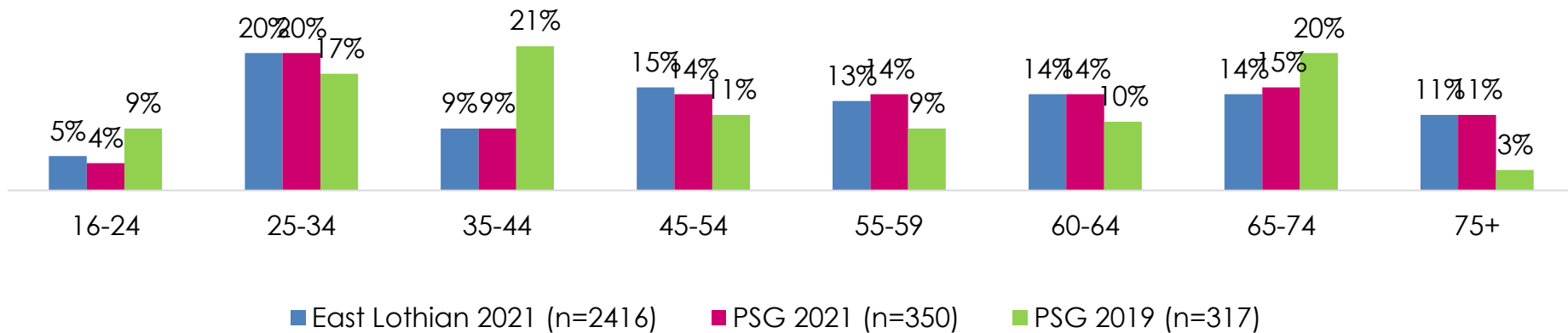


Figure 9: Financial management (Q45)

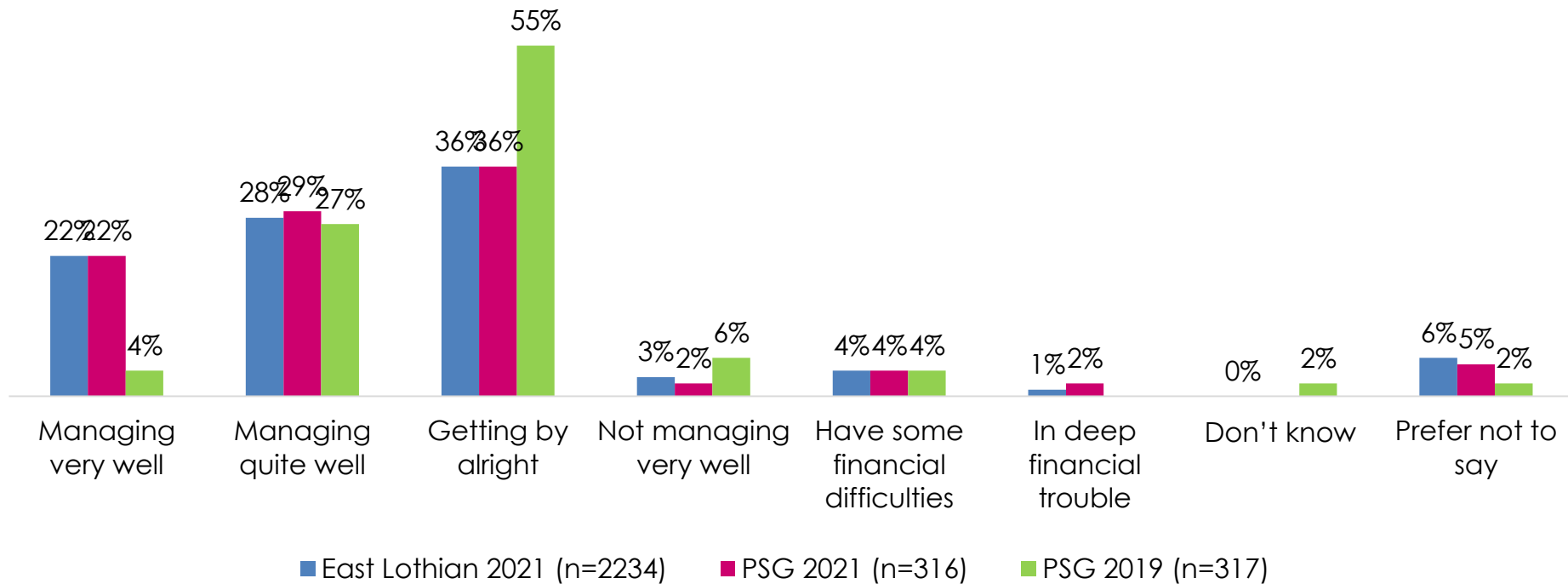


Figure 10: Standard of living statements relating to all households (Q46)

Q46 Standard of living statements (excluding don't know)				
		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	East Lothian (n=2132)	86%	2%	13%
	PSG (n=373)	86%	2%	12%
Enough money to replace/ repair broken electrical goods	East Lothian (n=2165)	87%	2%	11%
	PSG (n=378)	90%	3%	7%
Enough money to make regular payments into an occupational or private pension	East Lothian (n=1765)	70%	13%	16%
	PSG (n=314)	72%	12%	16%
All recommended dental work/ treatment	East Lothian (n=2100)	84%	5%	12%
	PSG (n=361)	85%	4%	11%
Money to keep your home in a decent state of decoration	East Lothian (n=2174)	88%	3%	9%
	PSG (n=380)	89%	1%	10%
Money to take part in sport/ exercise activities	East Lothian (n=2013)	79%	11%	10%
	PSG (n=357)	78%	8%	14%
Money to take part in a hobby or leisure activity	East Lothian (n=2086)	82%	7%	11%
	PSG (n=369)	81%	5%	14%
Appropriate clothes for job interviews	East Lothian (n=1724)	84%	10%	5%
	PSG (n=303)	83%	9%	8%
Home contents insurance	East Lothian (n=2189)	93%	2%	5%
	PSG (n=389)	93%	1%	6%
A damp free home	East Lothian (n=2113)	93%	2%	5%
	PSG (n=381)	94%	2%	4%
Access to £500 to cover an unexpected, but necessary, expense	East Lothian (n=2135)	84%	2%	14%
	PSG (n=371)	83%	1%	15%

Figure 11: Standard of living statements relating to households with children (Q47)

Q33 Standard of living statements relating to households with children (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	East Lothian (n=367)	77%	4%	19%
	PSG (n=55)	77%	1%	21%
Does your child have a holiday away from home at least one week a year	East Lothian (n=389)	81%	3%	17%
	PSG (n=60)	75%	3%	23%
Does your child have day trips with family once a month	East Lothian (n=383)	85%	4%	11%
	PSG (n=60)	81%	4%	15%
Does your child get pocket money	East Lothian (n=338)	67%	19%	14%
	PSG (n=51)	69%	16%	16%
Is there a garden or outdoor space nearby where your child can play safely	East Lothian (n=391)	97%	0%	2%
	PSG (n=64)	96%	-	4%
Does your child attend a toddler group at least once a week (pre school only)	East Lothian (n=91)	77%	6%	17%
	PSG (n=19)	71%	6%	23%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	East Lothian (n=362)	90%	1%	10%
	PSG (n=58)	82%	1%	16%
Does your child have access to a computer or internet for homework	East Lothian (n=370)	98%	1%	1%
	PSG (n=55)	96%	3%	1%

NEIGHBOURHOOD AND QUALITY OF LIFE

Figure 12: In overall terms how would you rate your neighbourhood as a place to live? (Q1)

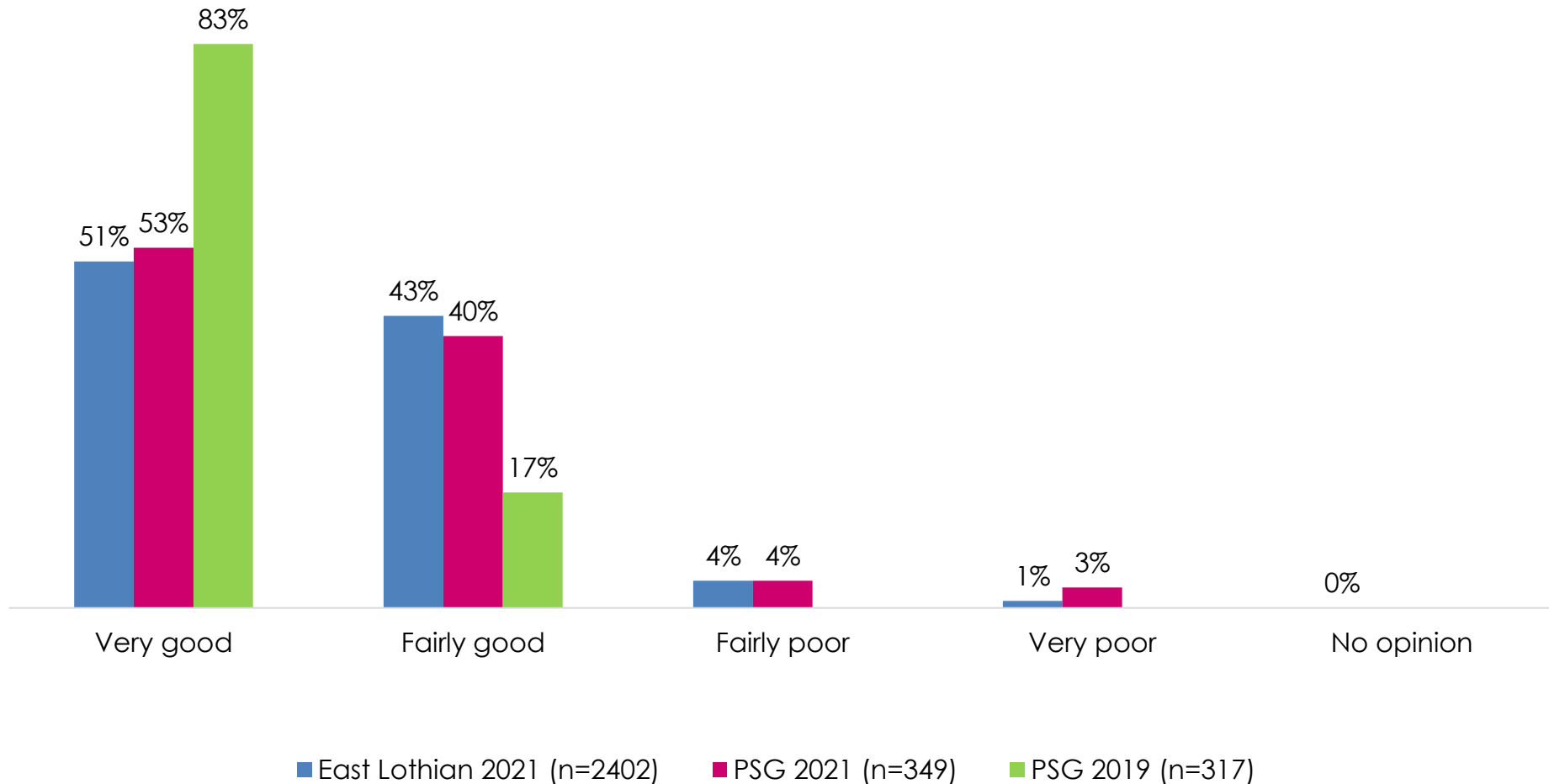


Figure 13: Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last 3 years? (Q2)

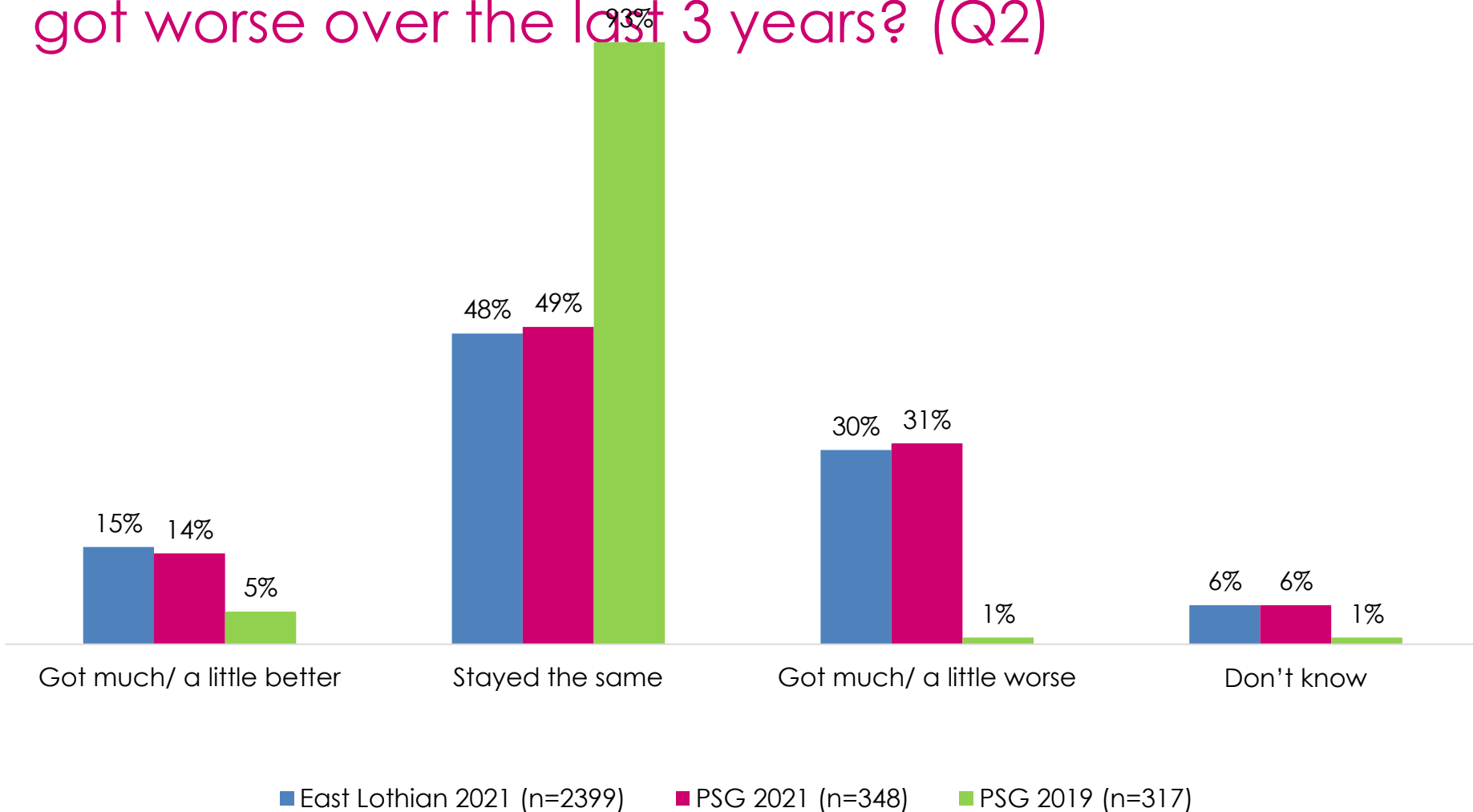


Figure 14: And overall, how would you rate East Lothian as an area to live? (Q3)

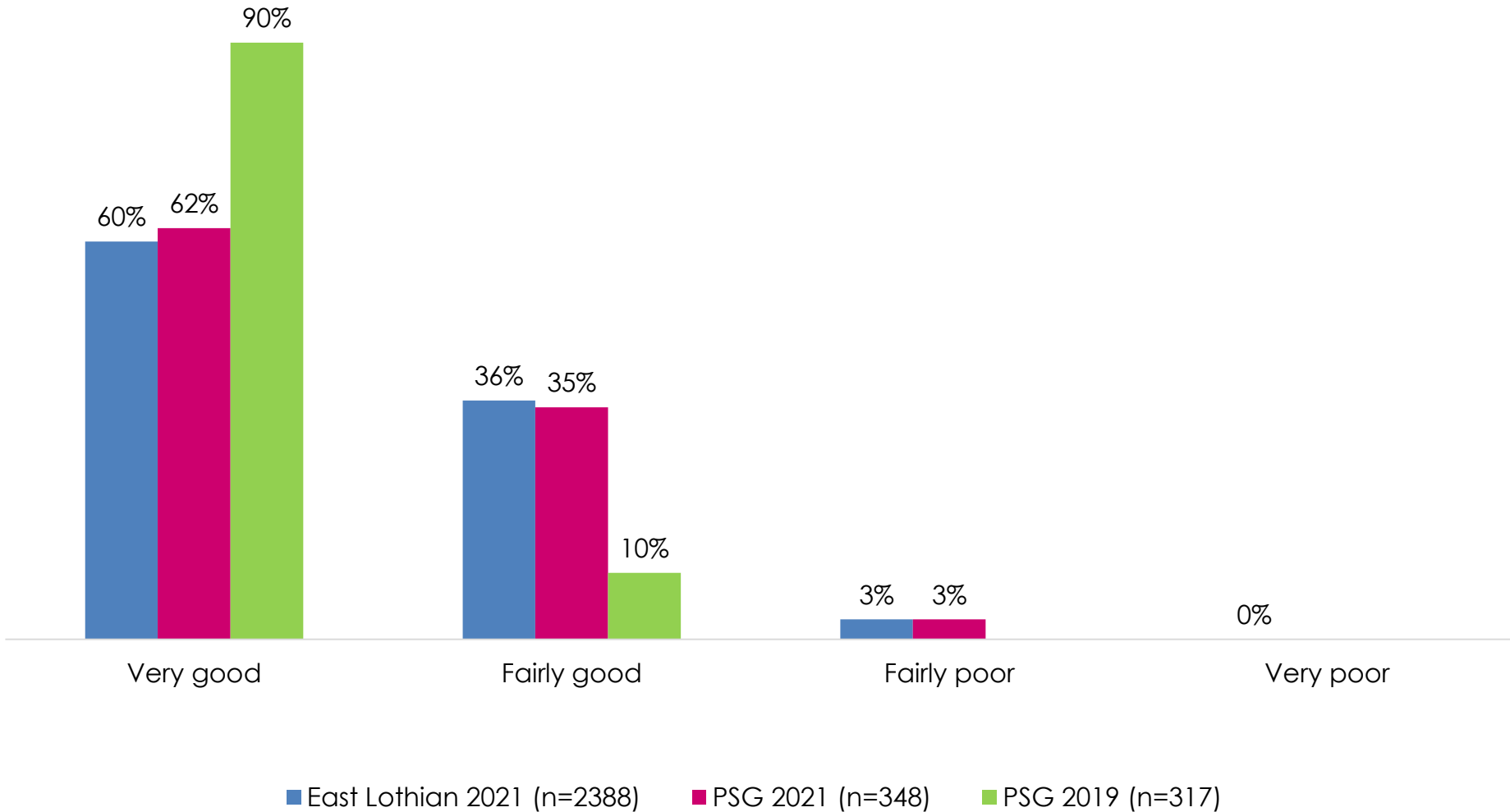


Figure 15: Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? (Q4)

Q6 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving?							
	EL 2021 (n=2378)	PSG 2021 (n=349)	PSG 2019 (n=317)		EL 2021 (n=2378)	PSG 2021 (n=349)	PSG 2019 (n=317)
Primary & Secondary Schools	15%	17%	1%	Access to outdoors, parks, open space	5%	6%	-
Local cost of living	17%	16%	*	The level of crime	17%	22%	1%
Jobs for local people	19%	25%	25%	Activities for teenagers	34%	32%	17%
Health services	53%	47%	6%	Affordable decent housing	28%	30%	28%
Care of older people	27%	26%	9%	Sense of community	10%	8%	-
The level of traffic congestion	38%	39%	20%	Shopping facilities	20%	16%	18%
Public transport	23%	26%	11%	Sports and leisure facilities	14%	10%	3%
Road and pavement repairs	53%	52%	24%	Facilities for young children	12%	11%	6%
Clean streets	23%	21%	4%				

COMMUNITY SAFETY

Figure 16: To what extent do you feel threatened by crime in this neighbourhood these days? (Q5)

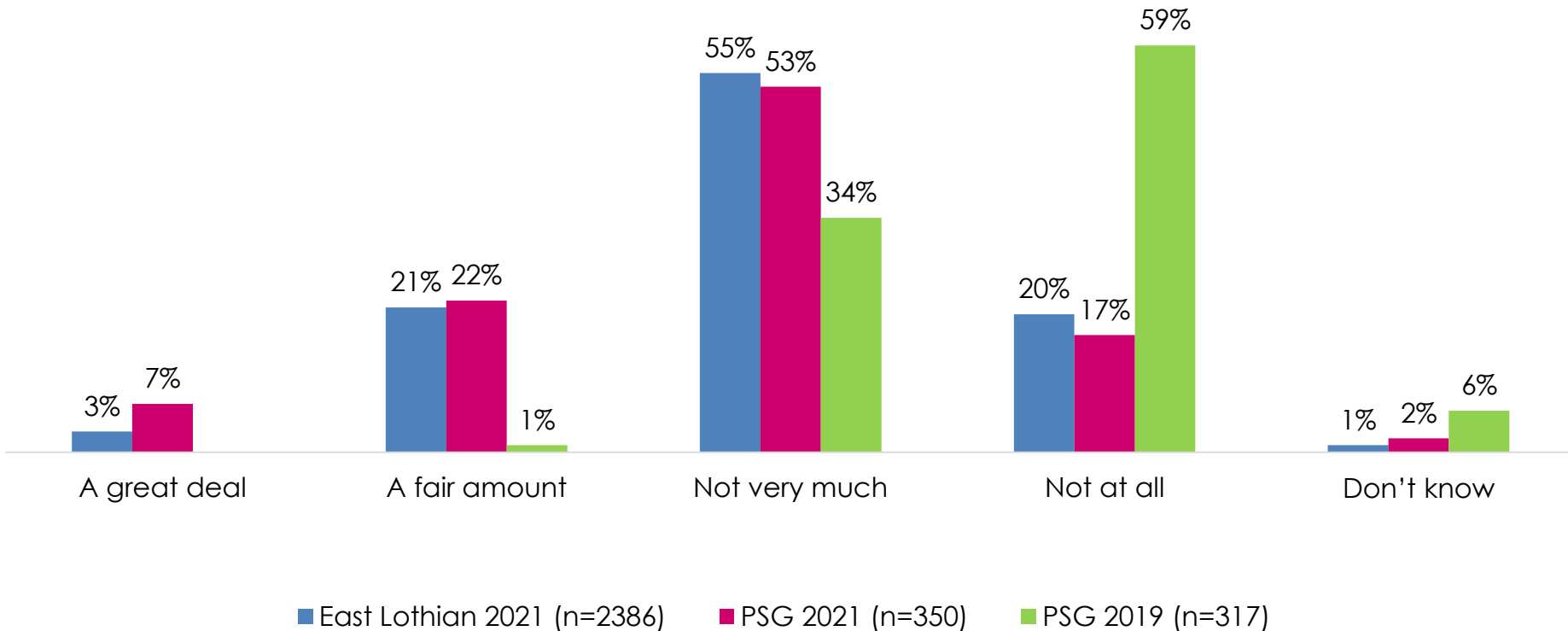


Figure 17: How much would you say your confidence in the Police being able to respond to any crime being reported has changed since 2 years ago (Q6)

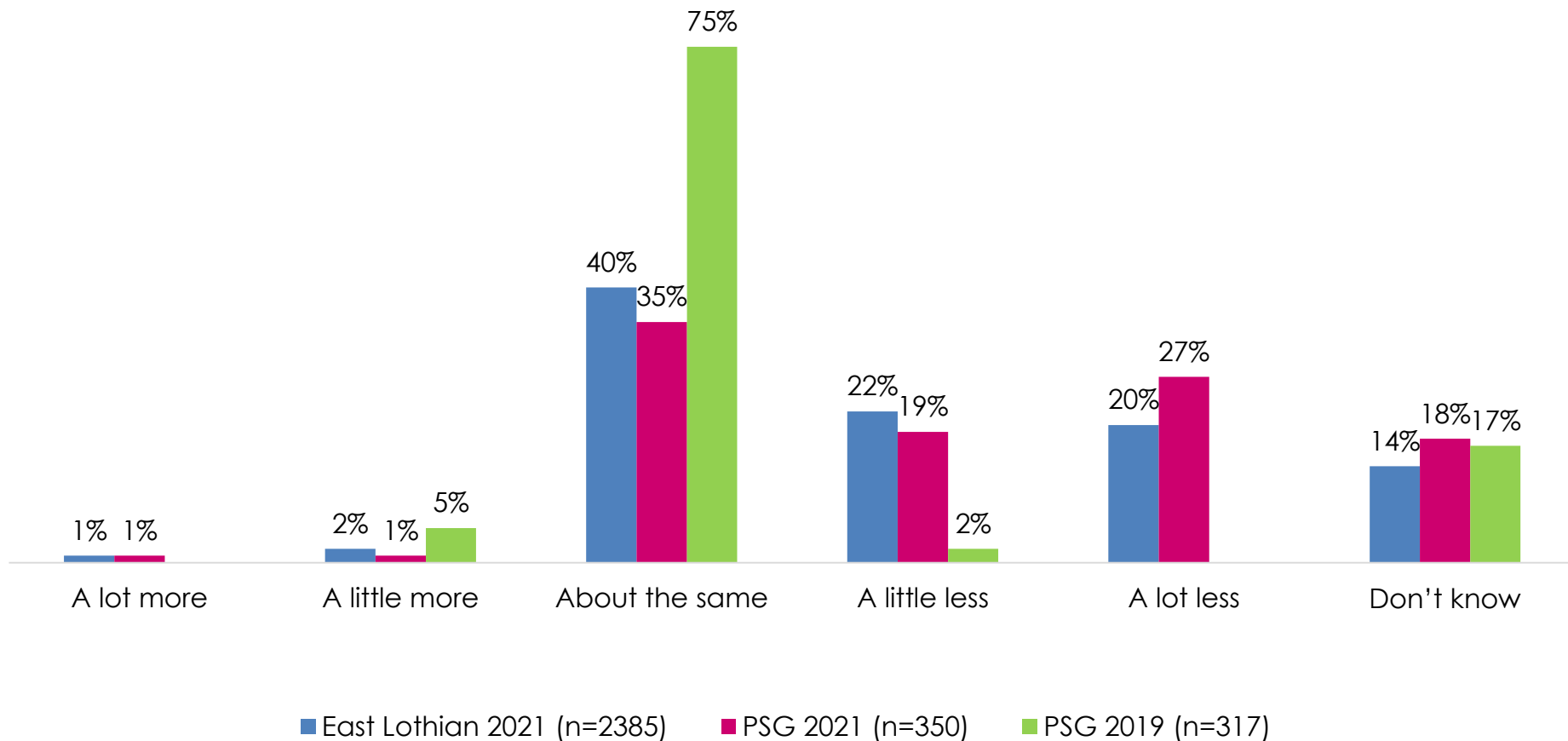


Figure 18: Which of the following activities do you think people carrying out community payback should undertake? (Q7)

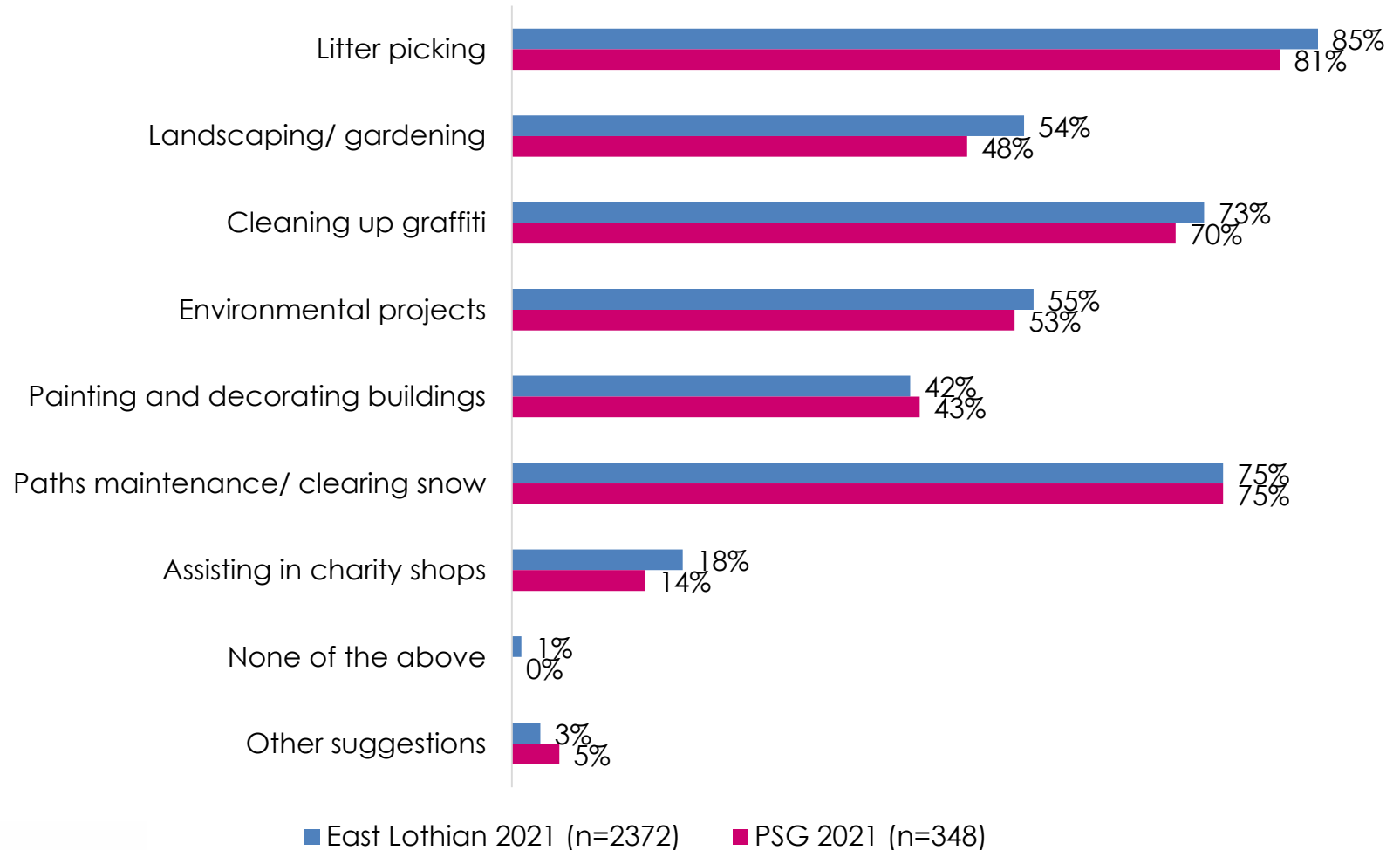


Figure 19: Have you seen any Community Payback teams carrying out unpaid work in your local area? (Q8)

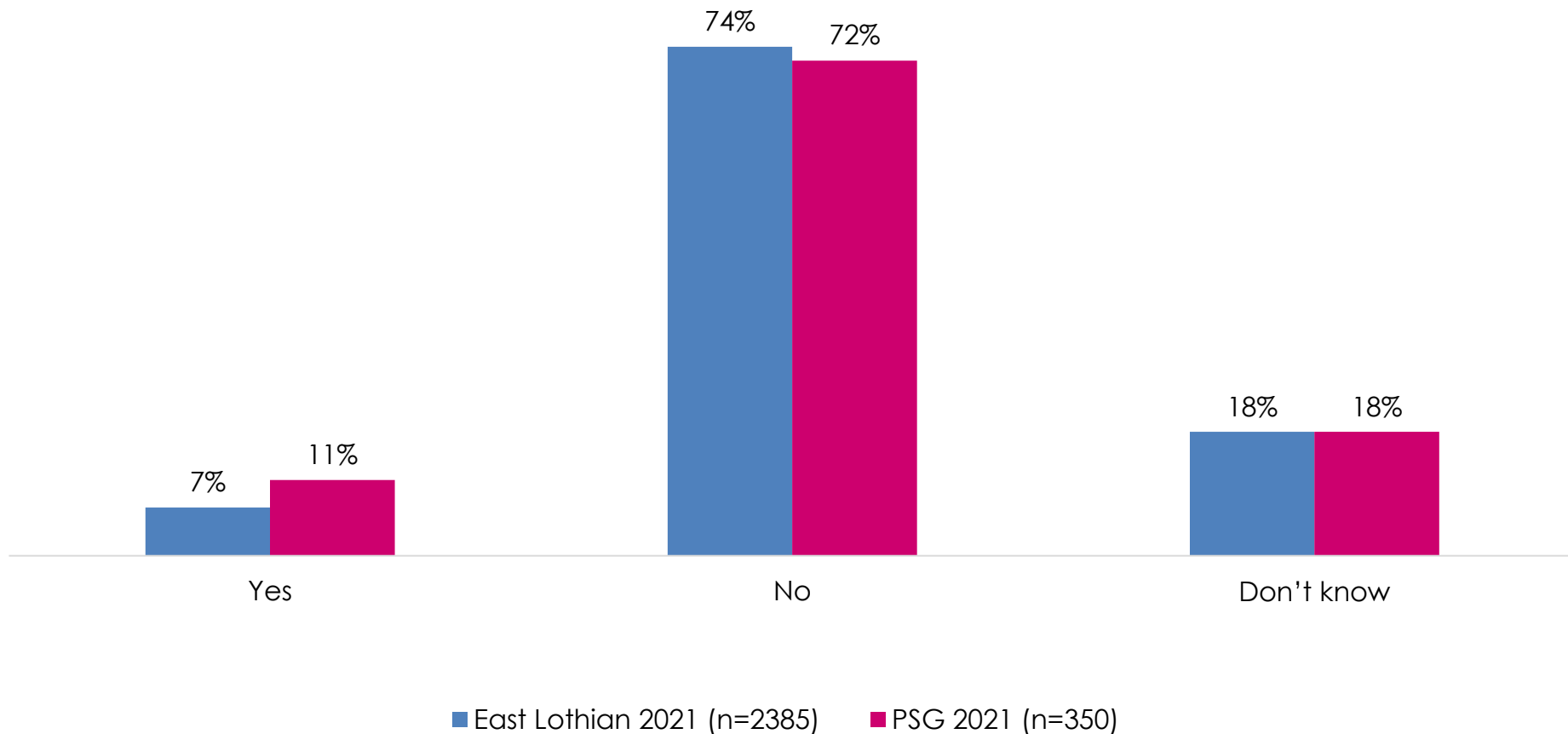
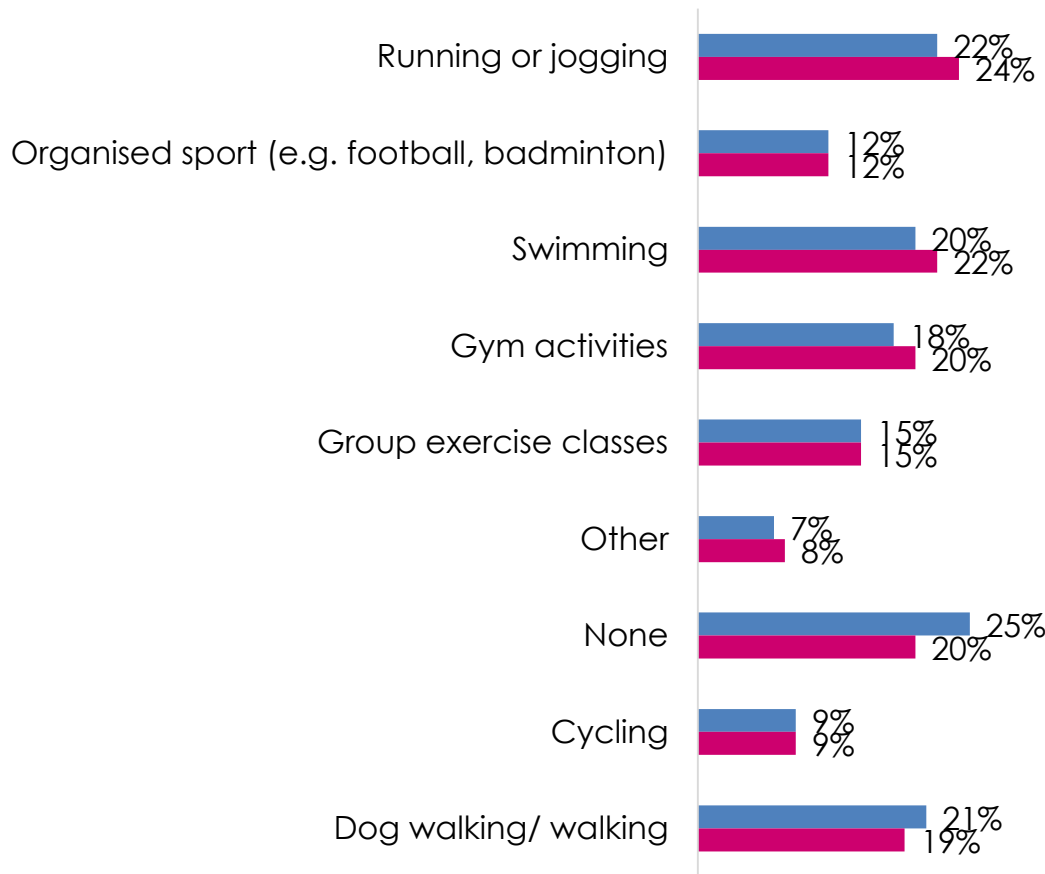


Figure 20: What priority would you give to each of the following when working with people in the community who have committed a crime? (Q9)

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	East Lothian (n=2265)	3%	4%	9%	18%	67%
	PSG (n=404)	2%	4%	7%	13%	74%
Providing stability by addressing issues such as homelessness	East Lothian (n=2187)	3%	5%	15%	23%	54%
	PSG (n=384)	2%	5%	15%	25%	52%
Finding training or employment opportunities	East Lothian (n=2217)	2%	4%	15%	27%	52%
	PSG (n=388)	1%	4%	13%	24%	58%
Ensuring that unpaid work that is of value to the community is carried out successfully	East Lothian (n=2252)	3%	6%	16%	25%	50%
	PSG (n=393)	3%	6%	15%	21%	55%

HEALTH AND WELLBEING

Figure 21: Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes hard physical effort and you breathe much harder than normal. (Q10)



■ East Lothian 2021 (n=2326) ■ PSG 2021 (n=342)

Figure 22: Thinking about healthy lifestyles, would the following changes to your local neighbourhood encourage you to increase your level of activity? (Q11)

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?							
		Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	East Lothian (n=2004)	36%	21%	19%	10%	8%	5%
	PSG (n=356)	41%	19%	17%	13%	8%	3%
More parks	East Lothian (n=1681)	21%	20%	23%	17%	13%	7%
	PSG (n=299)	26%	17%	23%	21%	9%	4%
More play parks	East Lothian (n=1726)	15%	13%	17%	21%	24%	9%
	PSG (n=310)	18%	12%	18%	21%	23%	8%
More local facilities (e.g. gym)	East Lothian (n=1837)	29%	22%	18%	13%	10%	7%
	PSG (n=322)	28%	23%	21%	11%	8%	8%
Safer paths/cycle ways	East Lothian (n=2058)	47%	20%	13%	7%	7%	6%
	PSG (n=363)	50%	18%	14%	7%	7%	4%
Better maintained parks or play parks	East Lothian (n=1886)	27%	21%	20%	12%	12%	8%
	PSG (n=339)	34%	19%	23%	9%	8%	6%
Better quality environment (more trees, landscaping etc)	East Lothian (n=1799)	34%	23%	18%	10%	8%	7%
	PSG (n=330)	35%	25%	16%	10%	6%	8%

Figure 23: Since the COVID pandemic started in March 2020 would you say your physical health has...? (Q12a)

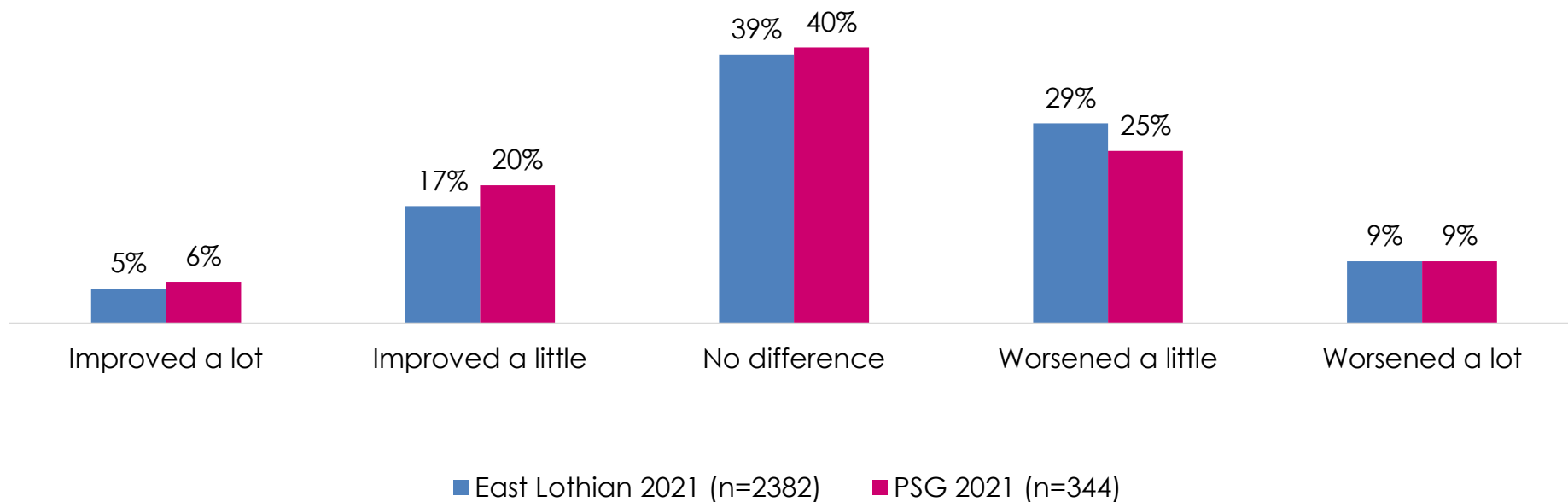
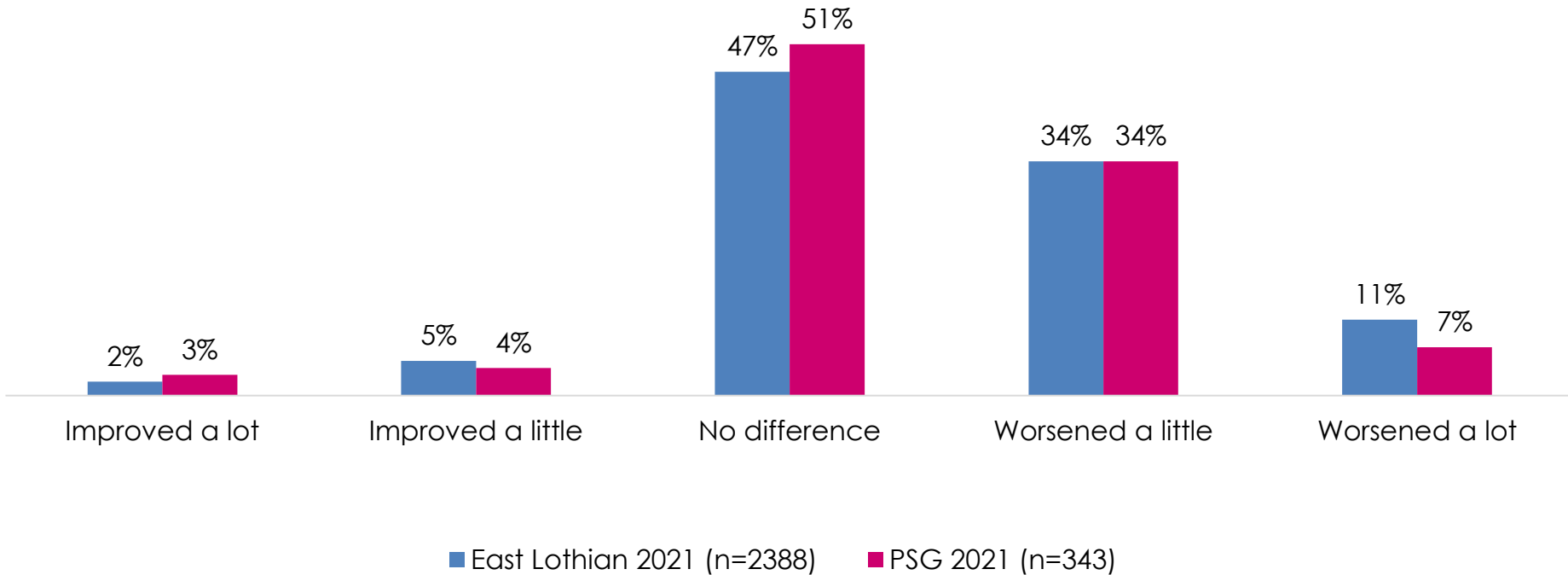


Figure 24: Since the COVID pandemic started in March 2020 would you say your mental health has...? (Q12b)



PERCEPTIONS OF THE COUNCIL & PUBLIC SERVICES

Figure 25a: To what extent do you agree or disagree with each of the following statements (Q13)

Q13 To what extent do you agree or disagree with the following?				
		% agree	% neither/nor	% disagree
The council provides high quality services	East Lothian (n=2281)	45%	28%	28%
	PSG (n=408)	48%	25%	27%
The council does the best it can with the money available	East Lothian (n=2216)	47%	23%	30%
	PSG (n=389)	46%	24%	30%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	East Lothian (n=2145)	23%	38%	40%
	PSG (n=376)	20%	38%	41%
The council is good at listening to local people's views before it takes decisions	East Lothian (n=2088)	15%	35%	51%
	PSG (n=373)	12%	38%	51%
The council designs its services around the needs of the people who use them	East Lothian (n=2104)	25%	38%	37%
	PSG (n=370)	20%	37%	43%
The council is good at letting local people know how well it is performing	East Lothian (n=2178)	28%	30%	42%
	PSG (n=378)	26%	32%	42%
The council is good at letting people know about the kinds of services it provides	East Lothian (n=2254)	38%	26%	36%
	PSG (n=396)	36%	29%	35%
I can influence decisions affecting my local area	East Lothian (n=2066)	14%	30%	56%
	PSG (n=354)	13%	31%	57%
I would like to be more involved in the decisions the council makes that affect my local area	East Lothian (n=1971)	54%	33%	13%
	PSG (n=342)	48%	37%	15%

Figure 25b: To what extent do you agree or disagree with each of the following statements (PSG 2019 vs 2021)

Q13 To what extent do you agree or disagree with the following? (PSG 2019 vs. 2021)				
		% agree	% neither/ nor	% disagree
The council provides high quality services	2019	89%	10%	-
	2021	48%	25%	27%
The council does the best it can with the money available	2019	91%	9%	-
	2021	46%	24%	30%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	2019	85%	15%	-
	2021	20%	38%	41%
The council is good at listening to local people's views before it takes decisions	2019	80%	15%	5%
	2021	12%	38%	51%
The council designs its services around the needs of the people who use them	2019	99%	1%	-
	2021	20%	37%	43%
The council is good at letting local people know how well it is performing	2019	86%	13%	1%
	2021	26%	32%	42%
The council is good at letting people know about the kinds of services it provides	2019	91%	8%	2%
	2021	36%	29%	35%
I can influence decisions affecting my local area	2019	33%	54%	13%
	2021	13%	31%	57%
I would like to be more involved in the decisions the council makes that affect my local area	2019	10%	16%	74%
	2021	48%	37%	15%

Figure 26a: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	East Lothian (n=764)	34%	40%	26%
	PSG (n=155)	25%	45%	30%
Children's play areas	East Lothian (n=1583)	52%	27%	21%
	PSG (n=266)	44%	25%	31%
Libraries	East Lothian (n=1703)	64%	23%	13%
	PSG (n=286)	57%	24%	19%
Swimming pools/ sport centres	East Lothian (n=1918)	63%	20%	17%
	PSG (n=328)	61%	19%	19%
Parks, gardens and open spaces	East Lothian (n=2177)	71%	17%	13%
	PSG (n=377)	63%	18%	18%
Local bus services	East Lothian (n=2071)	60%	16%	24%
	PSG (n=383)	51%	18%	30%
Local schools	East Lothian (n=1499)	58%	27%	15%
	PSG (n=254)	51%	34%	15%
Support for frail/ older people to allow them to remain in their own home	East Lothian (n=1406)	32%	32%	36%
	PSG (n=241)	32%	34%	34%
Waste & recycling services	East Lothian (n=2344)	60%	10%	30%
	PSG (n=416)	59%	9%	32%
Roads maintenance	East Lothian (n=2292)	26%	17%	57%
	PSG (n=407)	23%	17%	60%
Street cleaning	East Lothian (n=2278)	45%	20%	35%
	PSG (n=405)	42%	22%	36%

Figure 26b: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)..continued

Q23 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
GP services	East Lothian (n=2325)	41%	11%	48%
	PSG (n=401)	37%	16%	47%
Dental services	East Lothian (n=2072)	56%	19%	25%
	PSG (n=356)	52%	21%	27%
Hospital outpatients services	East Lothian (n=1958)	55%	17%	27%
	PSG (n=332)	50%	24%	26%
Hospital A&E services	East Lothian (n=1788)	38%	18%	44%
	PSG (n=309)	36%	25%	39%
Pharmacy	East Lothian (n=2298)	83%	10%	7%
	PSG (n=402)	72%	15%	13%
Optometry/ Opticians	East Lothian (n=1999)	73%	19%	8%
	PSG (n=366)	60%	27%	13%
Police	East Lothian (n=2006)	42%	31%	27%
	PSG (n=346)	32%	35%	33%
Fire Service	East Lothian (n=1733)	68%	28%	4%
	PSG (n=308)	52%	43%	6%

Figure 26c: Satisfaction with public services (Preston, Seton, Gosford 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Preston, Seton, Gosford 2019 vs Preston, Seton, Gosford 2021				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	2019	100%	-	-
	2021	25%	45%	30%
Children's play areas	2019	93%	6%	1%
	2021	44%	25%	31%
Libraries	2019	100%	-	-
	2021	57%	24%	19%
Swimming pools/ sport centres	2019	99%	1%	-
	2021	61%	19%	19%
Parks, gardens and open spaces	2019	99%	1%	-
	2021	63%	18%	18%
Local bus services	2019	76%	17%	7%
	2021	51%	18%	30%
Local schools	2019	98%	1%	1%
	2021	51%	34%	15%
Support for frail/ older people to allow them to remain in their own home	2019	88%	6%	5%
	2021	32%	34%	34%
Waste & recycling services	2019	94%	6%	-
	2021	59%	9%	32%
Roads maintenance	2019	77%	16%	7%
	2021	23%	17%	60%
Street cleaning	2019	93%	7%	-
	2021	42%	22%	36%

Figure 26d: Satisfaction with public services (Preston, Seton, Gosford 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – Preston, Seton, Gosford 2019 vs Preston, Seton, Gosford 2021				
		% satisfied	% neither/ nor	% dissatisfied
GP services	2019	100%	-	-
	2021	37%	16%	47%
Dental services	2019	100%	-	-
	2021	52%	21%	27%
Hospital outpatients services	2019	99%	1%	-
	2021	50%	24%	26%
Hospital A&E services	2019	99%	-	-
	2021	36%	25%	39%
Pharmacy	2019	-	-	-
	2021	72%	15%	13%
Optometry/ Opticians	2019	-	-	-
	2021	60%	27%	13%
Police	2019	100%	-	-
	2021	32%	35%	33%
Fire Service	2019	100%	-	-
	2021	52%	43%	6%

Figure 27: Have you used/ had contact with any of the following services in the last 12 months? (Q15)

Q15 Have you used/ had contact with any of the following services in the last 12 months?				
	East Lothian (n=2253-2366)		PSG (n=331-342)	
	Yes	No	Yes	No
Council house repair service	9%	91%	11%	89%
Children's play areas	32%	68%	32%	68%
Libraries	36%	64%	36%	64%
Swimming pools/sport centres	45%	55%	45%	55%
Parks, gardens and open spaces	80%	20%	78%	22%
Local bus services	63%	37%	66%	34%
Local schools	29%	71%	30%	70%
Support for frail / older people to allow them to remain in their own home	16%	84%	18%	82%
Waste & recycling services	91%	9%	92%	8%
Roads maintenance	39%	61%	40%	60%
Street cleaning	32%	68%	34%	66%
GP services	85%	15%	80%	20%
Dental services	60%	40%	63%	37%
Hospital outpatients services	57%	43%	51%	49%
Hospital A&E services	31%	69%	30%	70%
Pharmacy services	88%	12%	86%	14%
Optometry / Opticians services	53%	47%	45%	55%
Police	21%	79%	18%	82%
Fire Service	5%	95%	6%	94%

Figure 28: How are you currently feeling about dealing with the COVID pandemic? (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
I am concerned about getting COVID	East Lothian (n=2307)	20%	47%	23%	10%
	PSG (n=404)	23%	41%	26%	10%
I am concerned about close relatives getting COVID	East Lothian (n=2310)	31%	51%	14%	4%
	PSG (n=403)	32%	51%	14%	3%
I am relaxed about COVID	East Lothian (n=2247)	7%	27%	41%	25%
	PSG (n=396)	8%	23%	47%	22%
I am feeling anxious/ worried	East Lothian (n=2236)	9%	29%	43%	20%
	PSG (n=383)	9%	33%	41%	18%
I am feeling lonely and isolated	East Lothian (n=225)	5%	11%	49%	35%
	PSG (n=385)	6%	6%	48%	40%
I am concerned about how society in general will cope with the impact of COVID	East Lothian (n=2265)	30%	54%	12%	4%
	PSG (n=399)	25%	57%	13%	4%

Figure 29: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? (Q17)

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list (% stating top/2nd/ 3rd priority)

	East Lothian	PSG
Base	2367	346
Support Business, Employment and Grow the Economy	52%	54%
Reduce inequality and poverty	39%	40%
Tackle social exclusion, isolation and loneliness	27%	27%
Tackle climate change	35%	32%
Help our children and young people achieve their educational and attainment aims	33%	35%
Reduce health inequalities and support people to live healthier, more active and independent lives	28%	25%
Ensure everyone has access to the internet	8%	6%
Maintain and develop resilient supportive, and inclusive communities	15%	17%
Support children's wellbeing and mental health	26%	24%
Maintain and develop resilient and sustainable services	22%	26%
Other	1%	1%

Figure 30: Please indicate how acceptable/unacceptable you find each of these options for doing things differently / making savings in the Council's budget (Q18)

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

		East Lothian	PSH
		2039-2275	371-402
Rationalise (close) Council assets such as office	1=Inacceptable	18%	23%
	6=Acceptable	21%	16%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Inacceptable	29%	30%
	6=Acceptable	8%	10%
Reduce the frequency of discretionary services rather than end them totally	1=Inacceptable	13%	13%
	6=Acceptable	10%	15%
Introduce charges for services that are currently on the principle of 'the user pays', whilst providing discounts for certain disadvantage groups	1=Inacceptable	33%	37%
	6=Acceptable	15%	14%
Encourage people to use the internet to access/ pay for council services	1=Inacceptable	11%	13%
	6=Acceptable	31%	33%
Transfer under used buildings to communities to be used as venues run by the community	1=Inacceptable	4%	2%
	6=Acceptable	48%	55%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Inacceptable	10%	10%
	6=Acceptable	23%	19%

Figure 31: 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? (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	Sometime	Very infrequently	Never
Recycle plastic, glass and paper	East Lothian (n=2373)	88%	8%	3%	1%	1%
	PSG (n=419)	89%	7%	3%	0%	1%
Shop local	East Lothian (n=2358)	61%	26%	11%	2%	0%
	PSG (n=417)	64%	22%	13%	1%	0%
Walk/ cycle to work	East Lothian (n=1816)	28%	9%	10%	9%	44%
	PSG (n=318)	32%	9%	15%	6%	38%
Use public transport to get to work	East Lothian (n=1800)	19%	8%	11%	10%	52%
	PSG (n=318)	30%	9%	14%	10%	37%
Buy local produce	East Lothian (n=2320)	38%	26%	28%	6%	2%
	PSG (n=404)	37%	22%	30%	10%	2%
Eat less meat	East Lothian (n=2307)	21%	17%	33%	14%	15%
	PSG (n=405)	24%	17%	31%	17%	12%

Figure 32: Which of the following would encourage you to do more to address your impact on climate change (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
More paths and cycle ways	East Lothian (n=2076)	42%	24%	16%	9%	9%
	PSG (n=364)	40%	26%	15%	11%	8%
Better bus services	East Lothian (n=2119)	41%	26%	17%	8%	9%
	PSG (n=365)	39%	21%	21%	10%	9%
Cheaper renewables	East Lothian (n=2069)	56%	27%	13%	2%	1%
	PSG (n=366)	60%	27%	12%	1%	1%
More electric vehicle charging points	East Lothian (n=2019)	34%	23%	19%	12%	12%
	PSG (n=345)	36%	24%	17%	11%	12%
More recycling facilities	East Lothian (n=2166)	44%	27%	18%	7%	4%
	PSG (n=383)	49%	29%	15%	3%	3%
Cheaper bus or train fares	East Lothian (n=2178)	58%	22%	13%	5%	3%
	PSG (n=379)	62%	19%	11%	6%	2%
More neighborhood facilities, shops/ pubs etc.	East Lothian (n=2194)	48%	27%	16%	6%	2%
	PSG (n=384)	49%	24%	18%	6%	2%

TRAVEL AND TRANSPORT

Figure 33: Do you have a Car/light van in your household? (Q26)

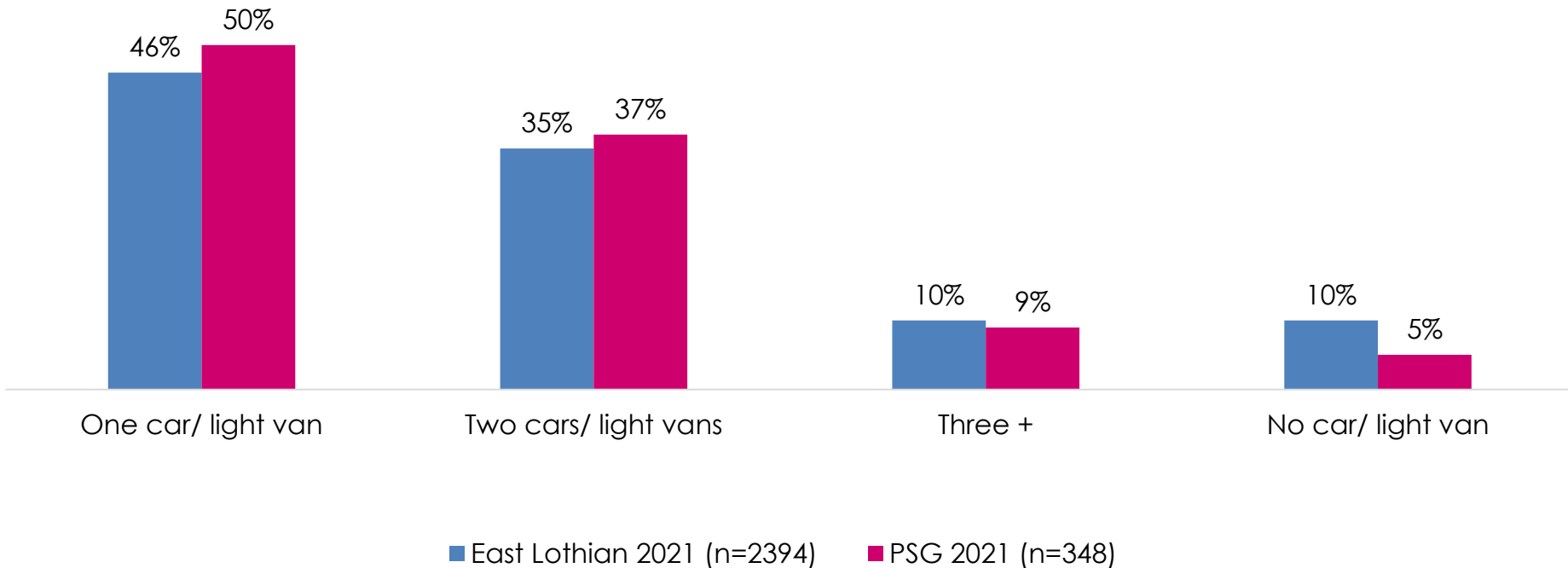


Figure 34: Do you have a bicycle in your household? (Q27)

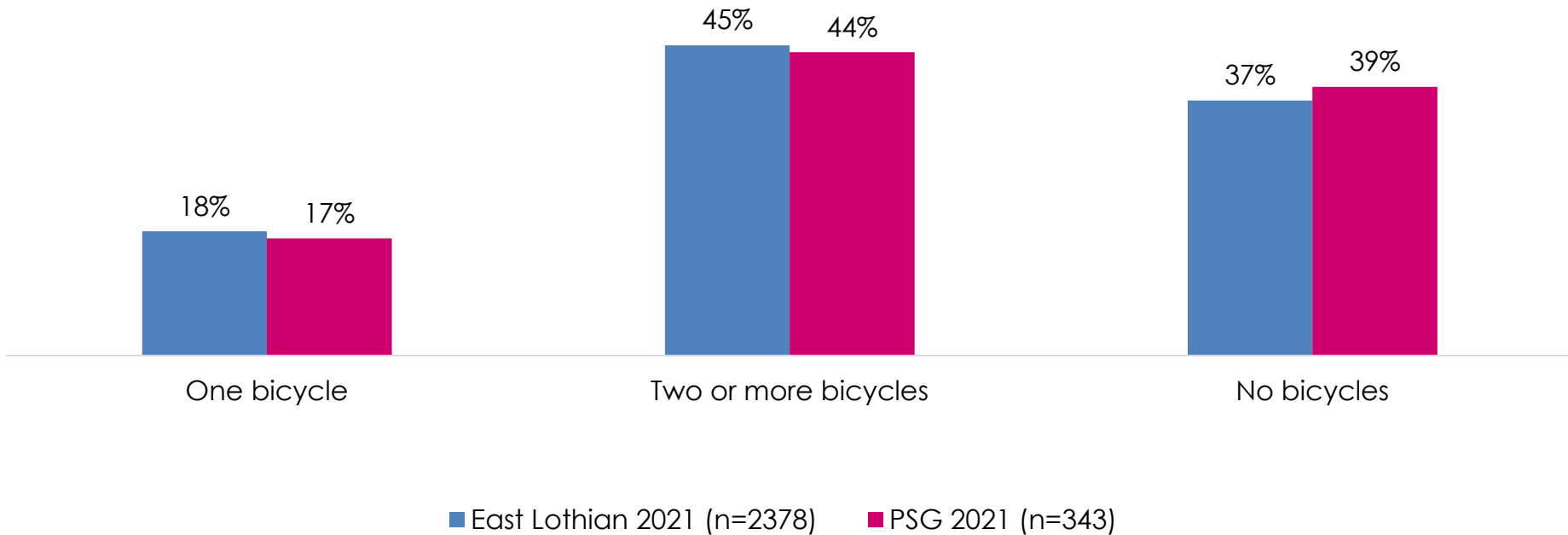


Figure 35: How many people in your household have a driving licence (full or provisional)? (Q28)



Figure 36: How do you usually travel to your nearest.....? (Q29)

Q29 Travel methods used for various journey types									
	Base	Walk	Bicycle/ eBike	Car driver	Car passen ger	Bus	Train	Taxi	N/A
Local shop	East Lothian (n=2354)	65%	3%	28%	2%	0%	-	0%	1%
	PSG (n=412)	77%	2%	17%	2%	0%	-	0%	1%
Shopping centre or supermarket (for main food shop)	East Lothian (n=2356)	10%	1%	75%	8%	3%	-	0%	2%
	PSG (n=416)	24%	0%	61%	7%	6%	-	0%	1%
GP	East Lothian (n=2316)	43%	3%	47%	3%	2%	-	0%	1%
	PSG (n=407)	52%	2%	38%	3%	3%	-	1%	2%
Chemist or pharmacy	East Lothian (n=2350)	55%	3%	37%	2%	1%	-	0%	1%
	PSG (n=409)	58%	1%	31%	2%	5%	-	0%	3%
Publicly accessible green space (e.g. park)	East Lothian (n=2269)	79%	3%	12%	1%	0%	0%	0%	5%
	PSG (n=403)	85%	1%	7%	0%	1%	-	-	6%
Public transport facility e.g. bus stop, train station	East Lothian (n=2269)	72%	2%	16%	1%	1%	0%	0%	7%
	PSG (n=401)	85%	0%	7%	0%	1%	0%	0%	5%
Library	East Lothian (n=2236)	47%	3%	23%	1%	2%	-	0%	24%
	PSG (n=397)	48%	2%	16%	0%	5%	-	0%	29%
Sports Centre	East Lothian (n=2155)	31%	4%	35%	2%	1%	-	0%	27%
	PSG (n=382)	41%	2%	24%	0%	2%	-	0%	31%
Primary School	East Lothian (n=2079)	29%	2%	9%	0%	0%	0%	0%	60%
	PSG (n=366)	28%	2%	5%	-	0%	-	-	65%
Secondary School	East Lothian (n=2070)	17%	1%	12%	0%	3%	0%	0%	65%
	PSG (n=366)	28%	2%	5%	-	0%	-	-	65%

Figure 37: Have you noticed new lower speed limits in East Lothian since 2020? (Q30)

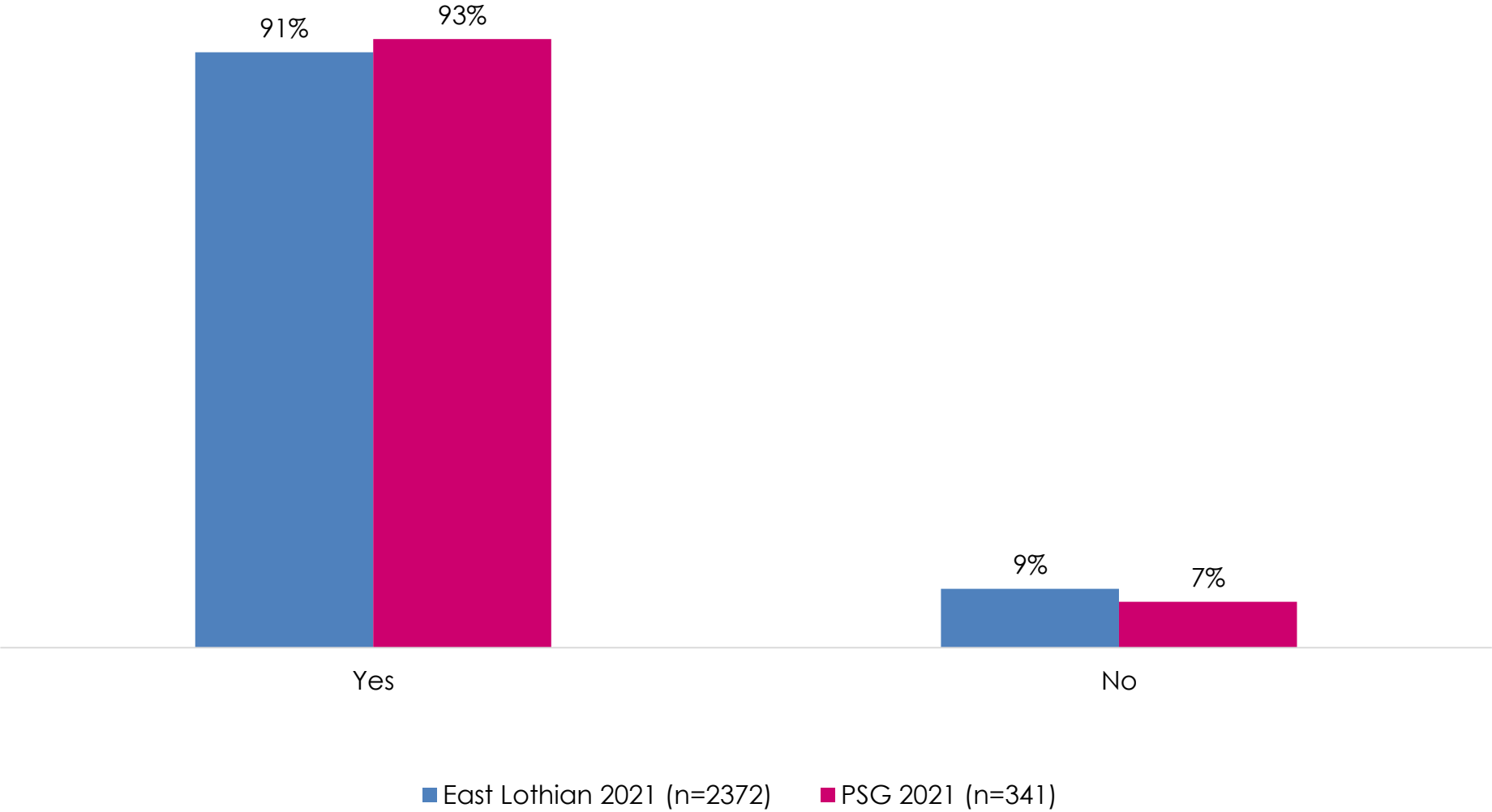


Figure 38: What type of impact do you feel 20mph speed limits have had on road safety in your area: (Q31)

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Much less safe/ less safe	Neither	Much more safe/ more safe
Pedestrians and people in wheelchairs	East Lothian (n=2150)	11%	32%	57%
	PSG (n=363)	10%	33%	56%
Cyclists	East Lothian (n=2042)	14%	34%	52%
	PSG (n=348)	14%	34%	52%
Children	East Lothian (n=2082)	11%	28%	61%
	PSG (n=352)	11%	26%	63%
Older people	East Lothian (n=2118)	11%	29%	60%
	PSG (n=360)	11%	28%	61%
Drivers	East Lothian (n=2093)	19%	38%	44%
	PSG (n=351)	17%	37%	46%

Figure 39: What wider impacts do you feel 20mph limits have on...? (Q32)

Q32 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Very negative/ negative impact	Neither	Very positive/ positive impact
Climate change	East Lothian (n=1955)	26%	35%	39%
	PSG (n=278)	28%	34%	38%
Air pollution	East Lothian (n=1980)	27%	34%	39%
	PSG (n=281)	31%	29%	40%
Noise pollution	East Lothian (n=2017)	20%	36%	44%
	PSG (n=285)	23%	28%	49%
Quality of life	East Lothian (n=2044)	22%	36%	42%
	PSG (n=293)	28%	29%	42%

Figure 40: If you think 20mph speed limits have any negative impacts what are these? (Please select all that apply) (Q33)

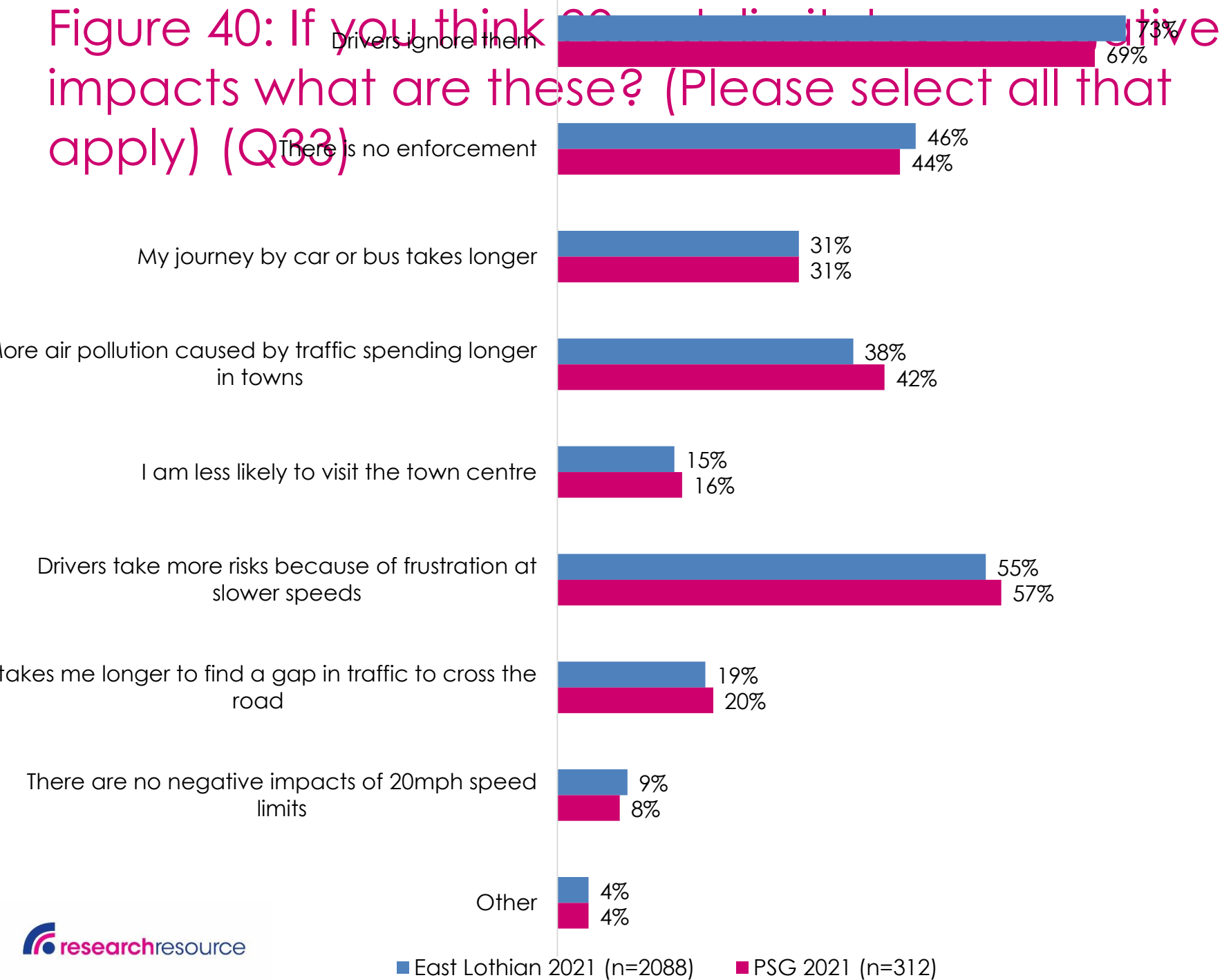


Figure 41: If you think 20mph speed limits have positive impacts what are these? (Please select all that apply) (Q34)

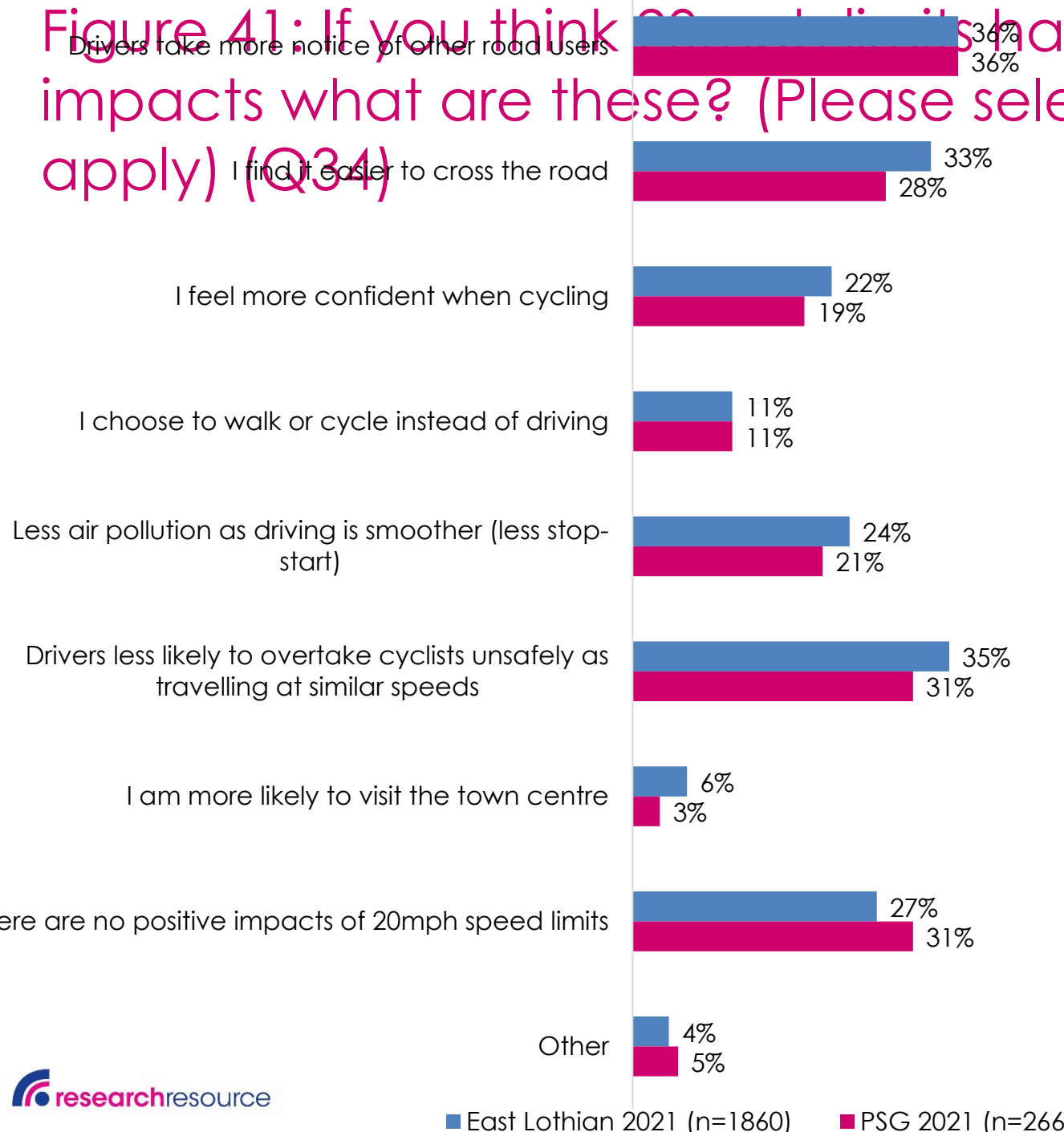


Figure 42: Thinking about the future, what do you think should be done with 20mph limits? (Q35)

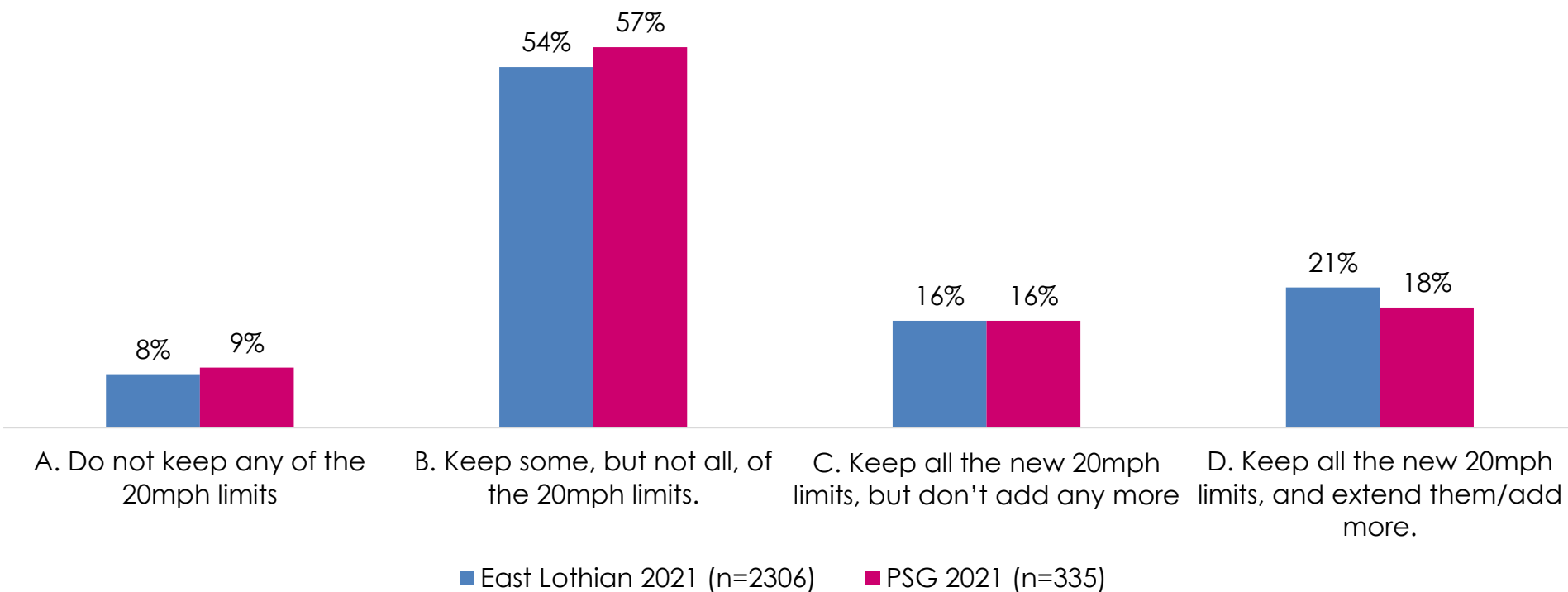
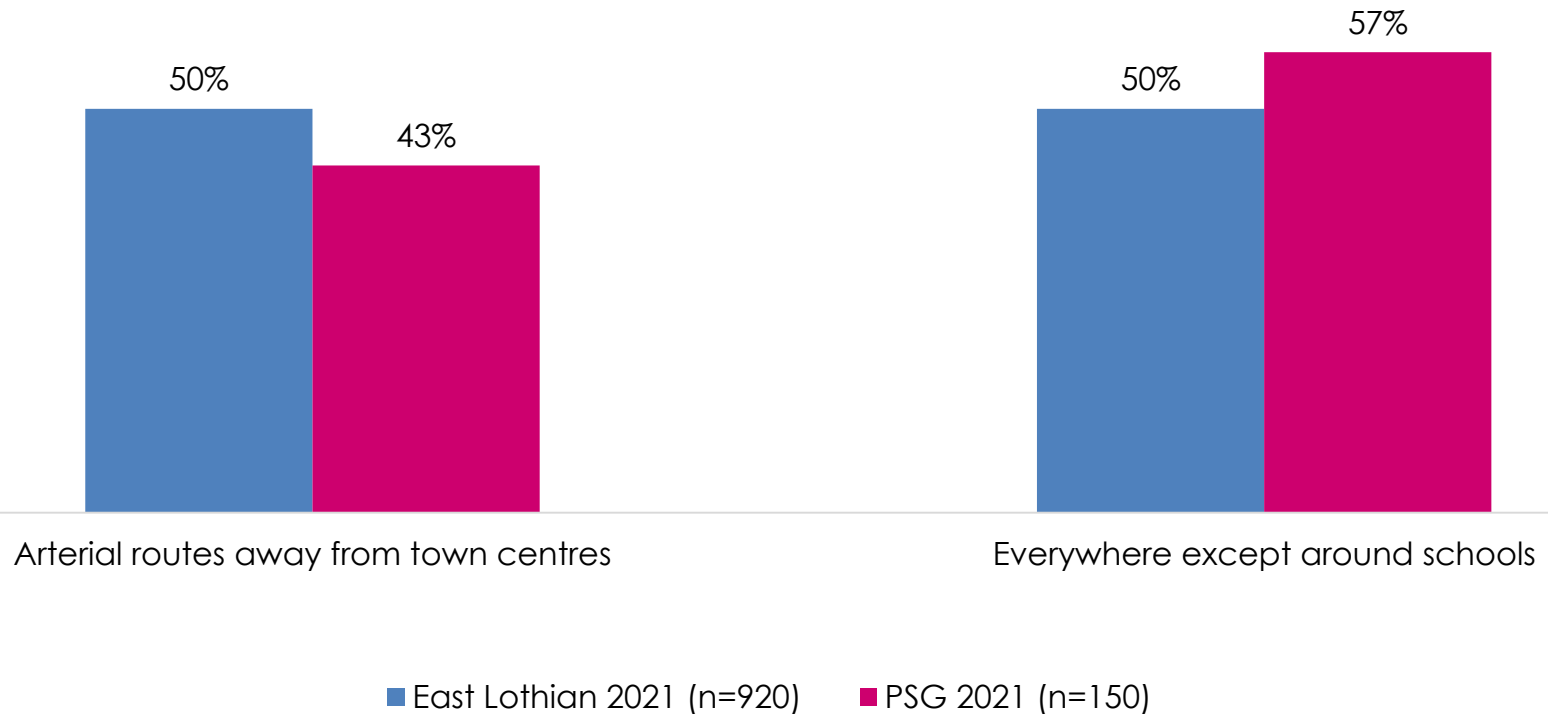


Figure 43: If you answered B: Do you think 20mph limits should be removed from... (Q36)





East Lothian

Resident Satisfaction Survey 2021

Tranent, Wallyford and Macmerry

Results Summary



Overview: Research Objectives

- To establish the public's views on general and specific aspects of Life in East Lothian
- In particular to establish levels of satisfaction, and sources of dissatisfaction when contacting the Council
- More generally, to establish the customer experience when contacting the Council
- To strengthen the evidence base which will support and inform the development of the council's and East Lothian Partnership's Plans

Overview: Methodology

- Survey data consists of 2416 completed interviews
- Methodology was changed from face to face methodology to postal methodology in 2021.
- Survey packs were sent on the 25th of October 2021 and returns were accepted up until the 13th of January 2022.
- Sample constructed to ensure representation of adult population (18+ years)
- To ensure the data was representative of age and multi member ward the data was weighted in line with the EL population.
- Data accuracy levels were around $\pm 5\%$ in each of the 6 multi member wards and $\pm 2\%$ for East Lothian Overall.

Survey response and confidence intervals

Electoral Ward	Sample Base 2019 Survey	Population (adults aged 18+ 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%

Caution on Comparison with 2019 Survey

- This report includes comparisons with the results of the 2019 survey. However, the results are not directly comparable as different methodologies were used for the two surveys – face-to-face interviews in 2019 and postal/ web survey in 2021
- Evidence suggests that different methodologies might provide different results to certain types of survey questions
- Also the 2021 survey was carried out in the middle of the COVID pandemic which was having a significant negative impact on people, communities and public services.
- This may have contributed to raising people's anxiety and increasing negativity about quality of life and public services.
- It is not possible to determine whether differences between the 2021 and 2019 survey results are due to genuine changes in views and experiences or are due to the different methodologies used or the profound impact of the pandemic

Figure 1: Household composition (Q42)

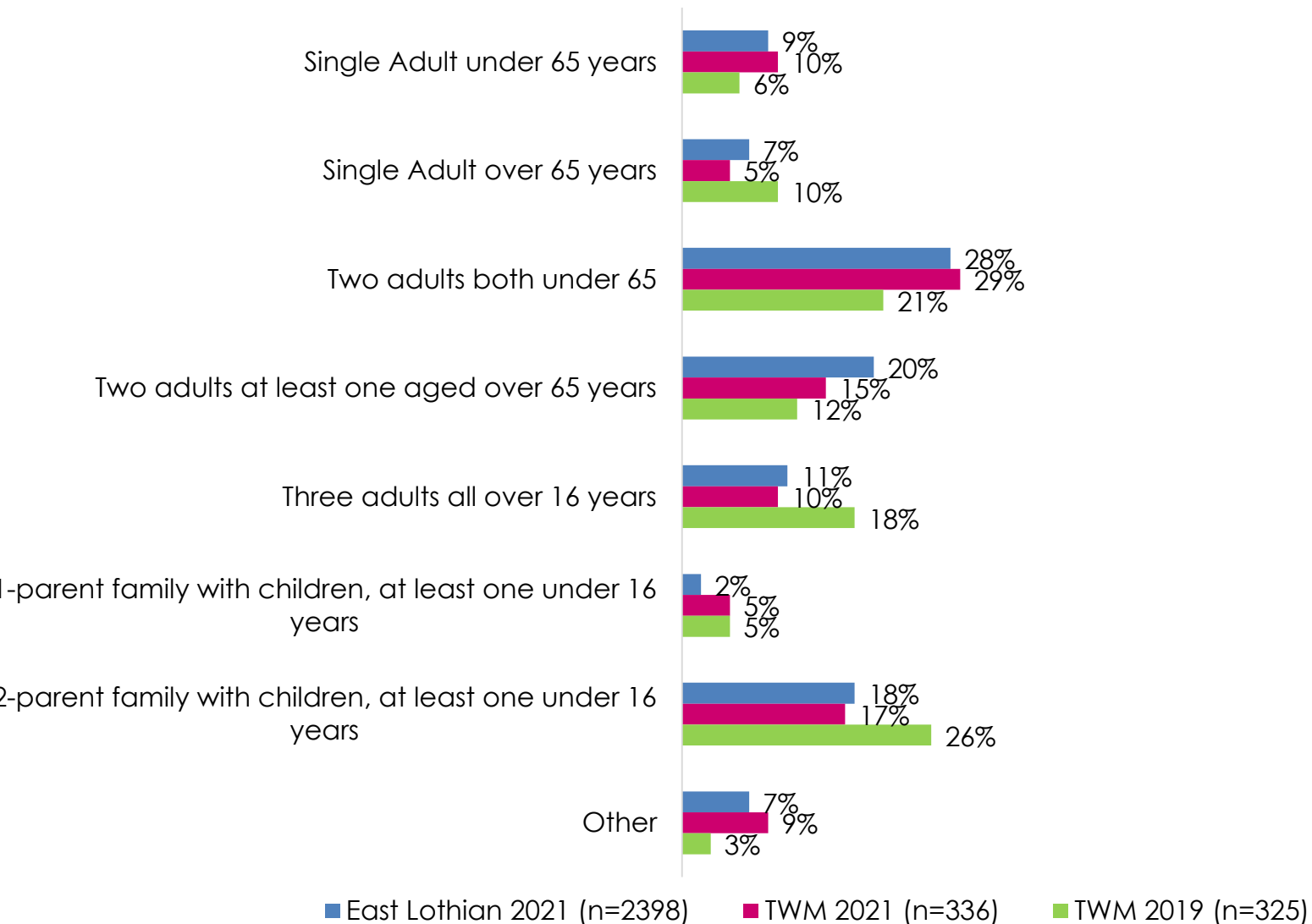


Figure 2: Do you own your home, or rent it? (Q43)

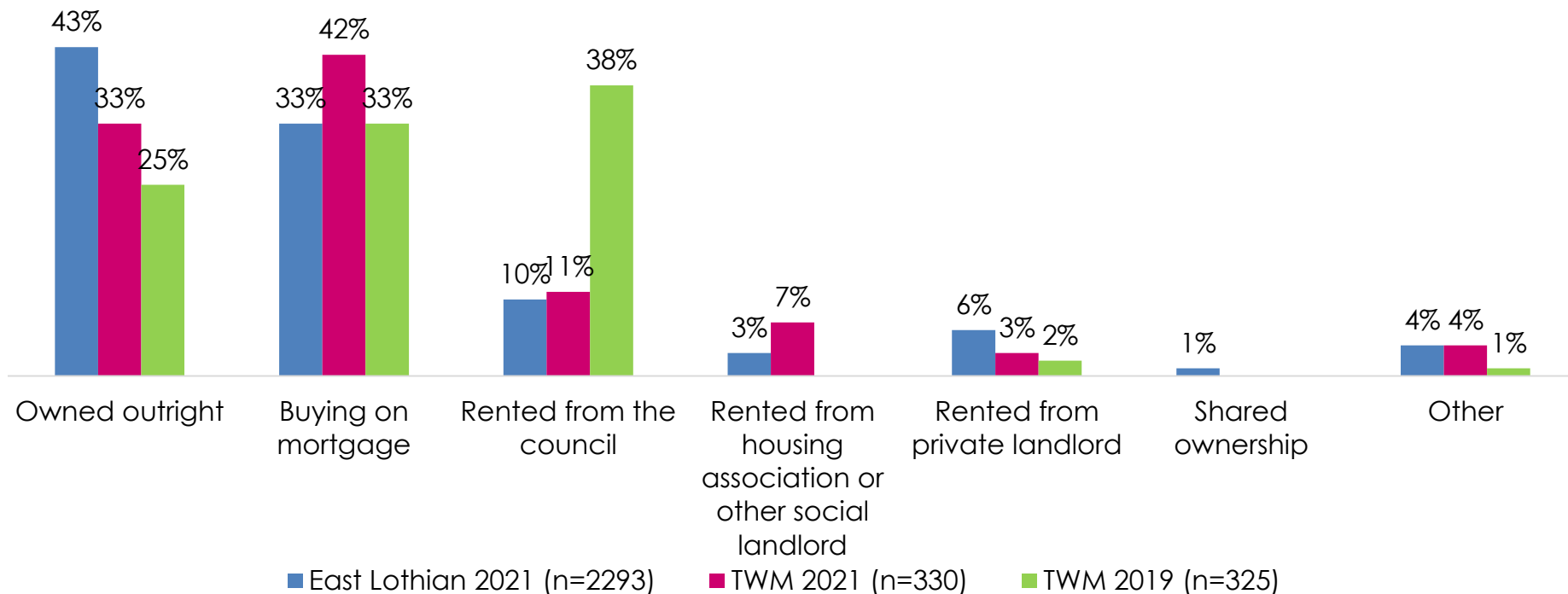


Figure 3: Internet Access (Q22)

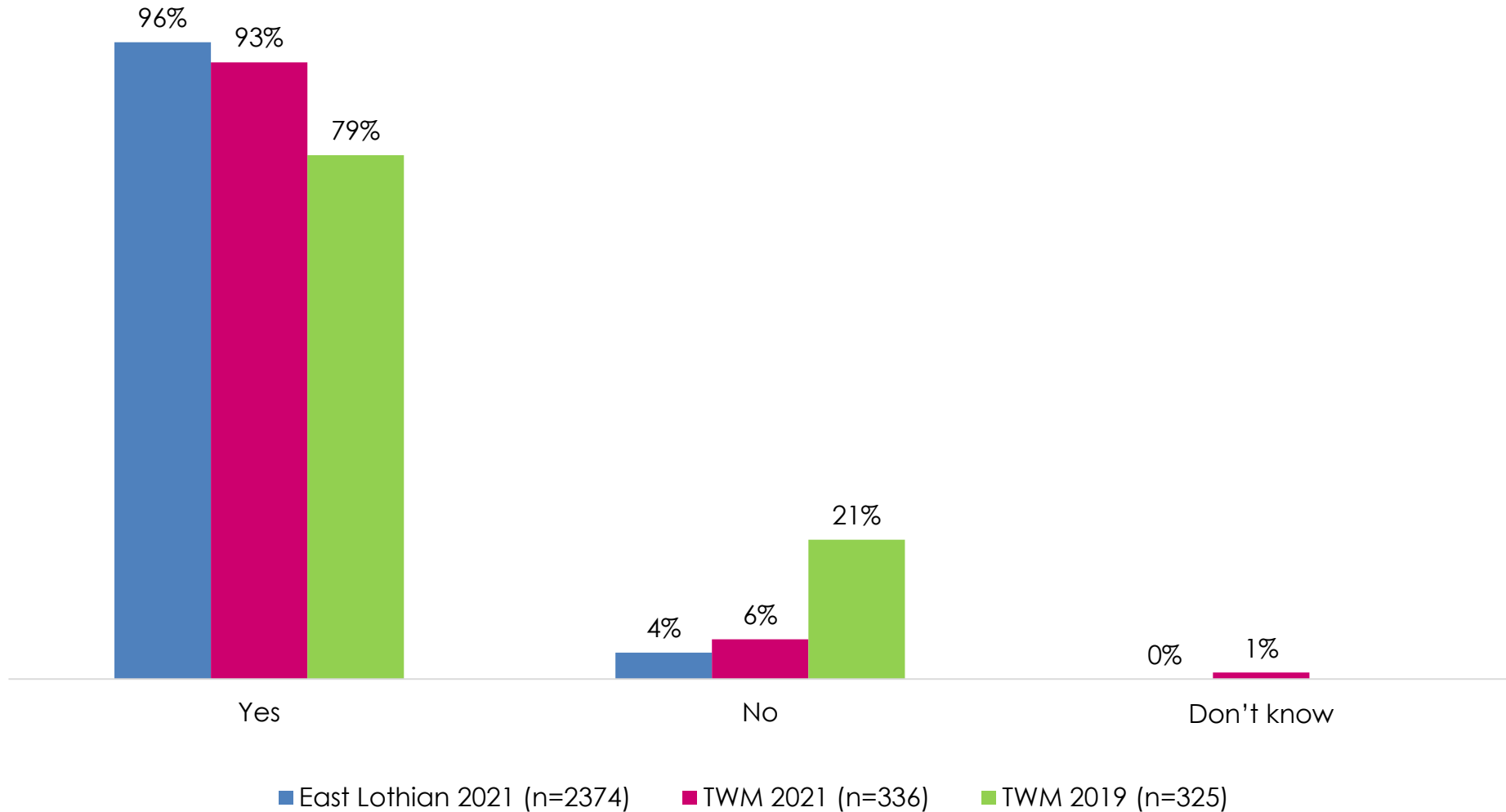


Figure 4: Online activities (Q23)

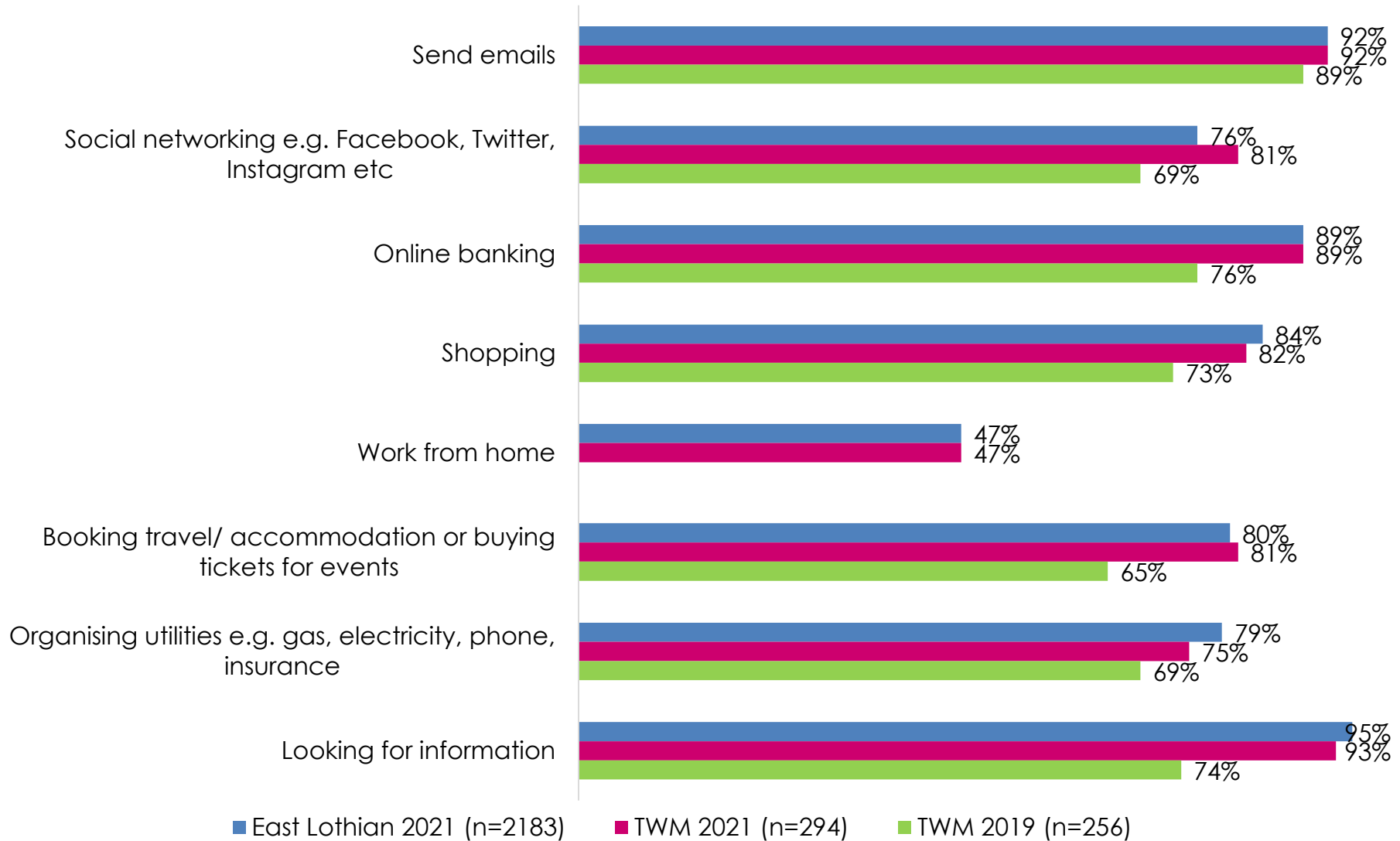


Figure 5: Online council services (Q24)

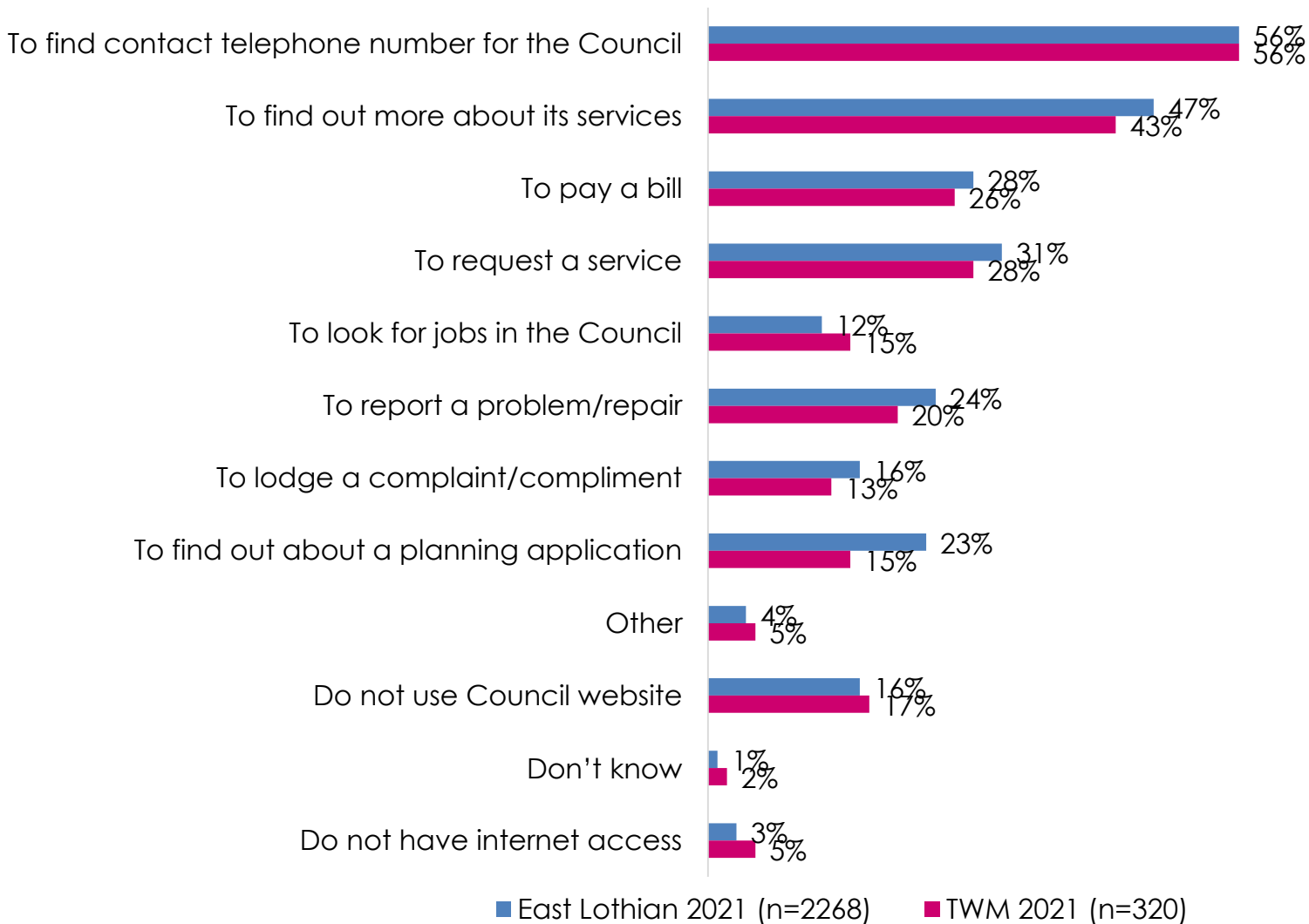


Figure 6a: Preferred contact methods: To get information about a service (Q25a)

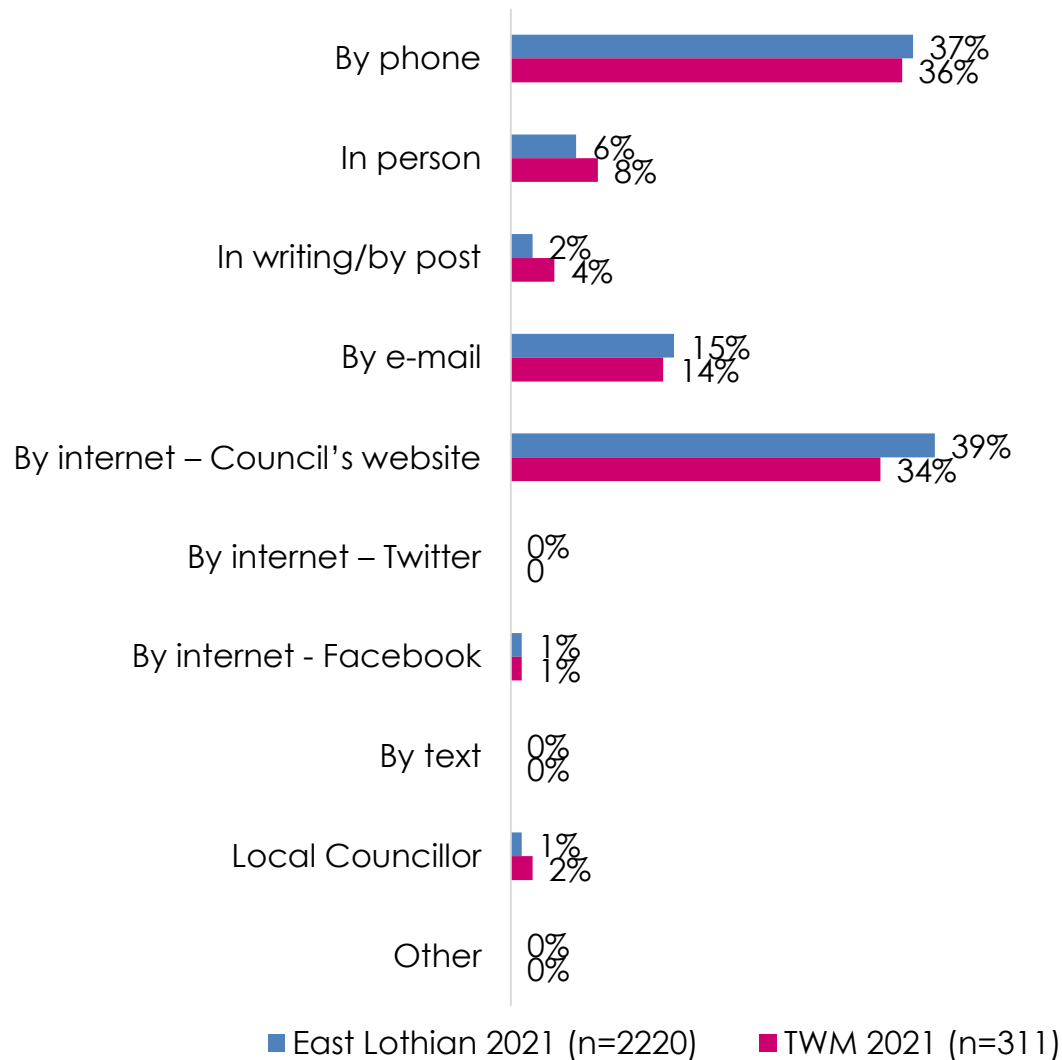


Figure 6b: Preferred contact methods:
To request a service/ report a repair or fault (Q25b)

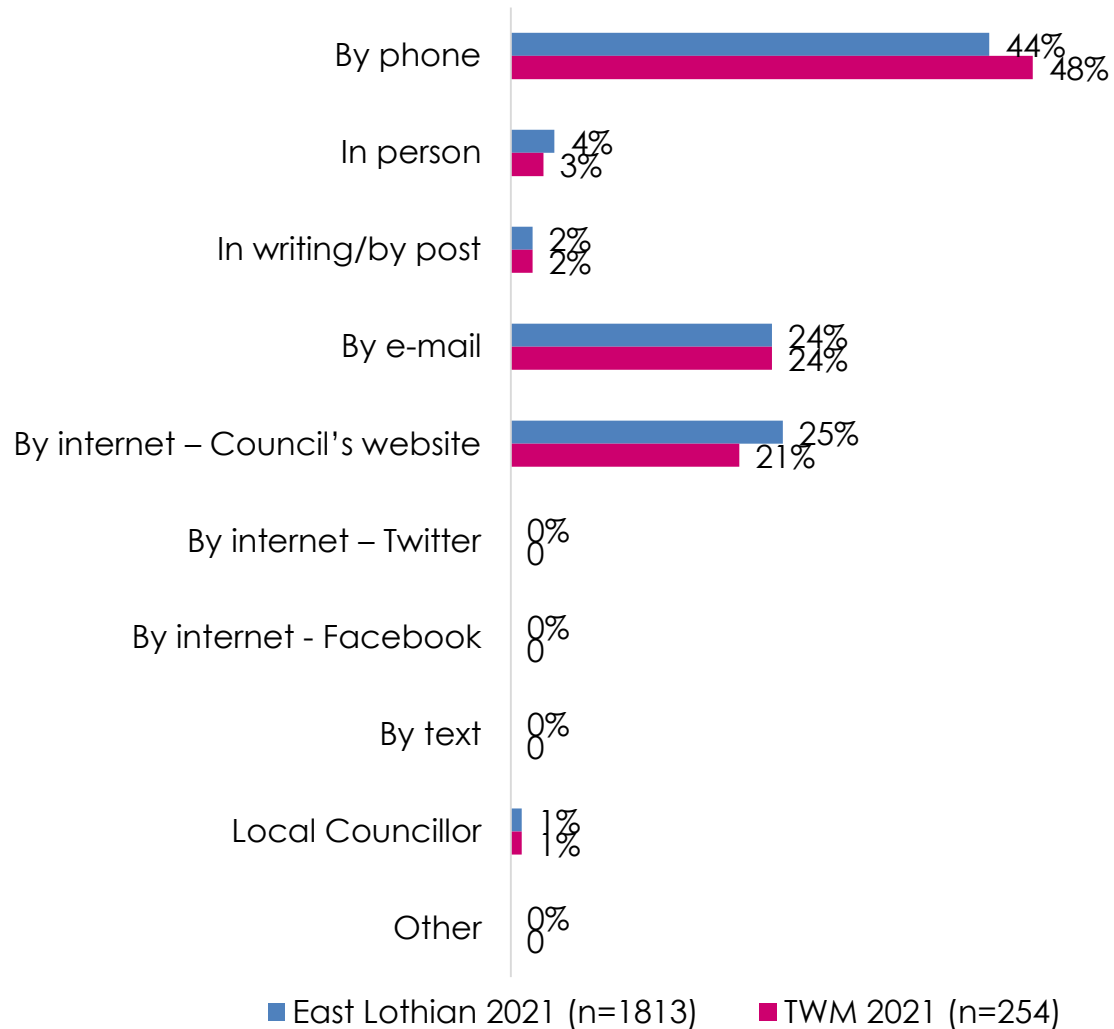


Figure 6c: Preferred contact methods: To pay a bill or Council Tax (Q25c)

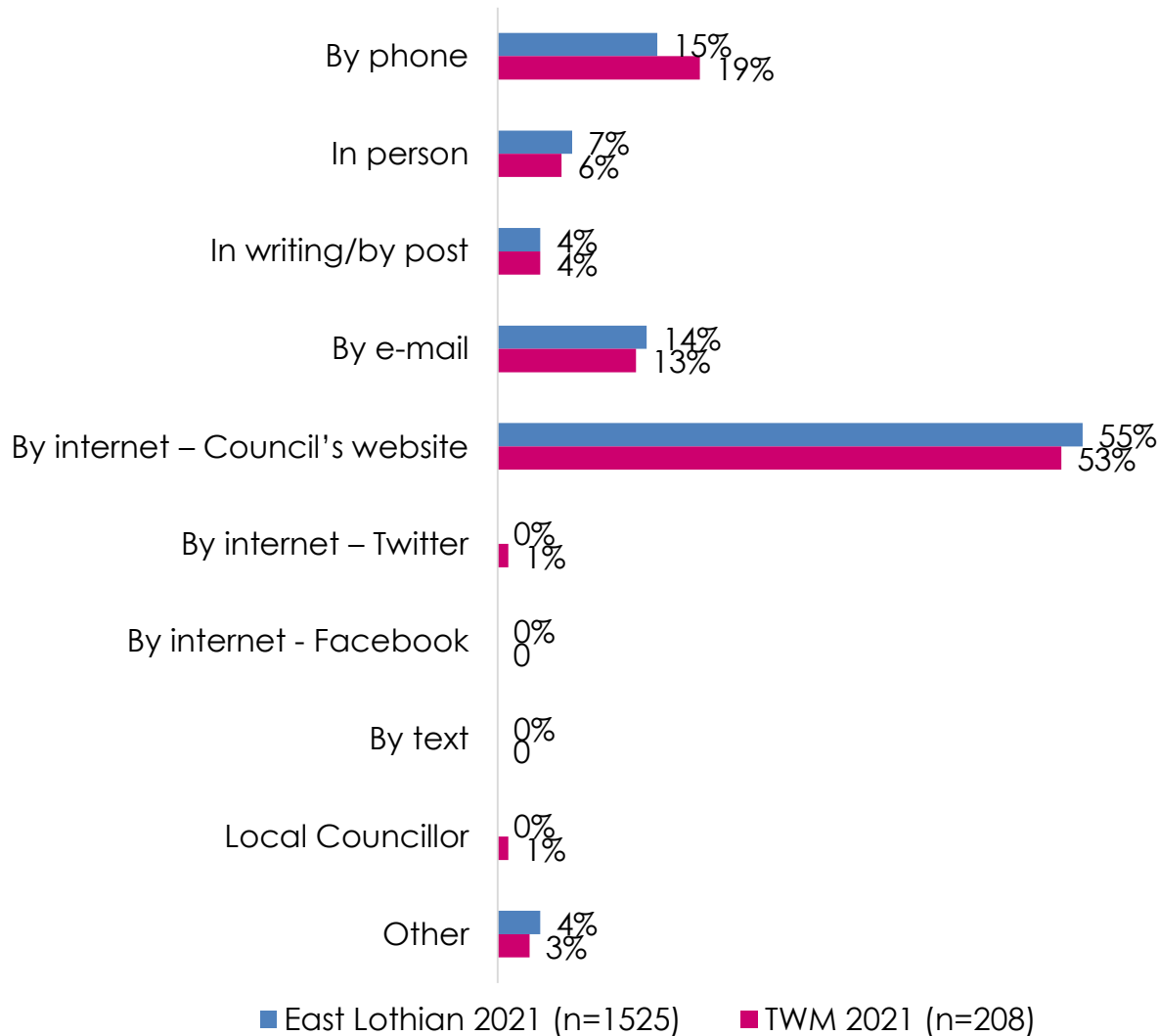


Figure 7: Working status (Q41)

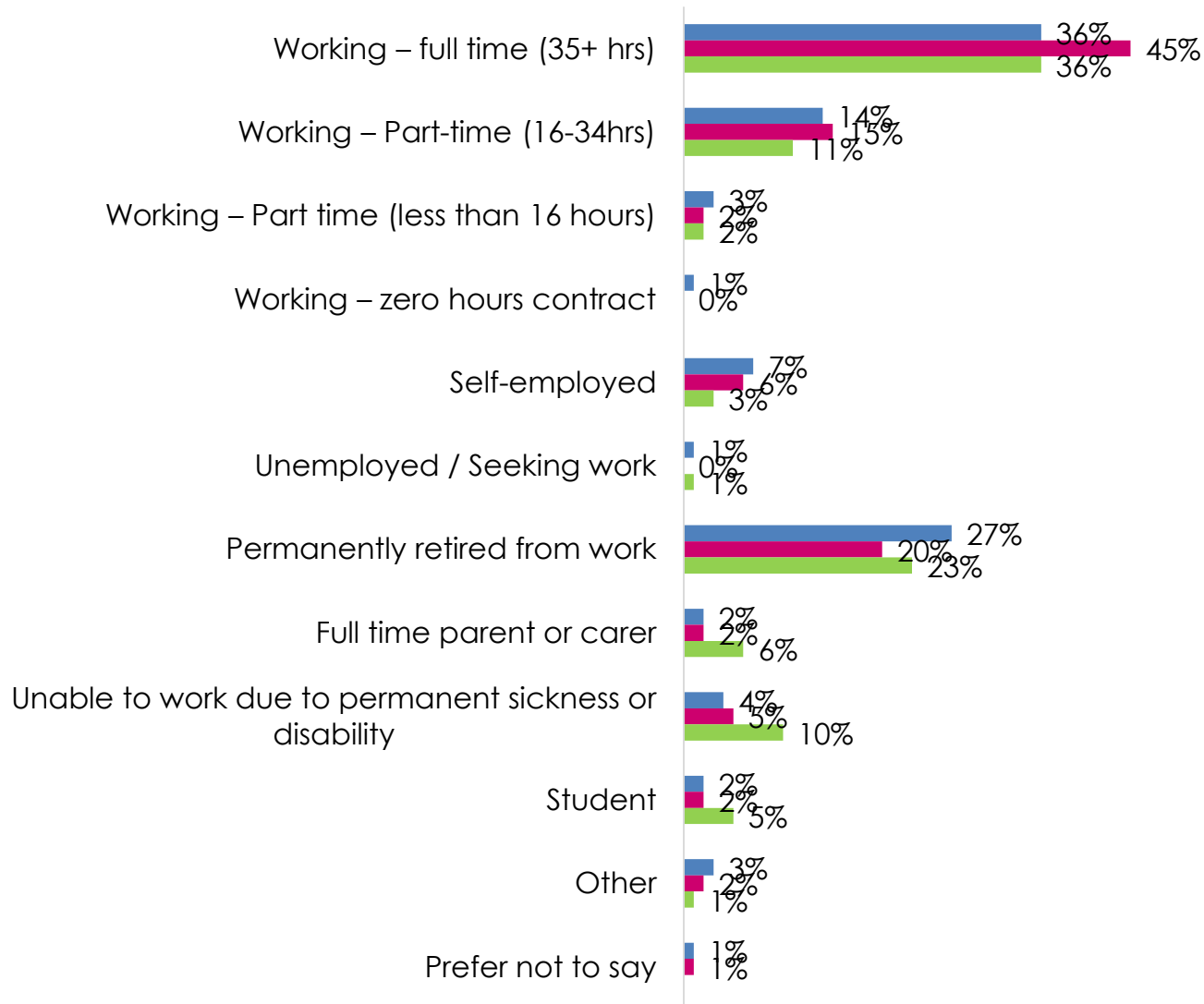


Figure 8: Age (Q40)

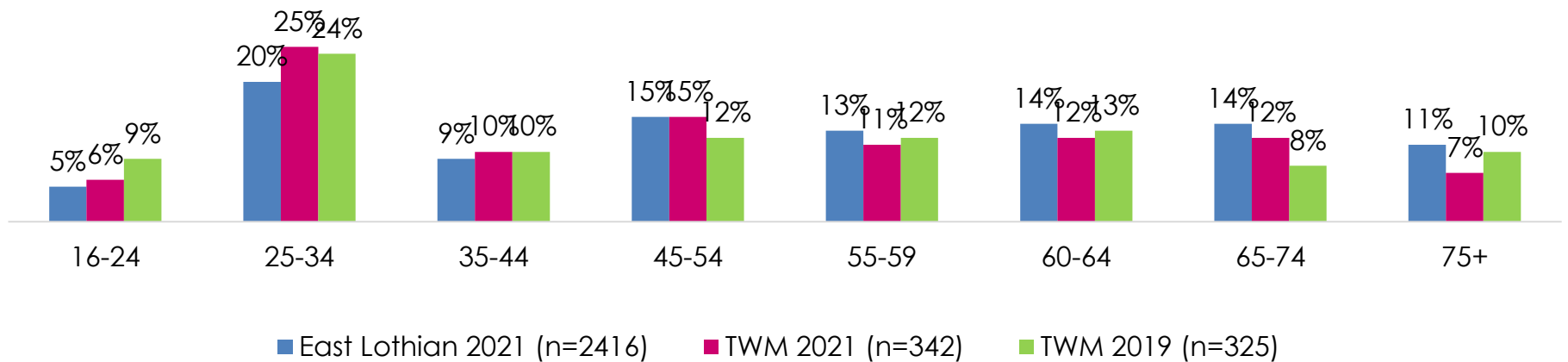


Figure 9: Financial management (Q45)

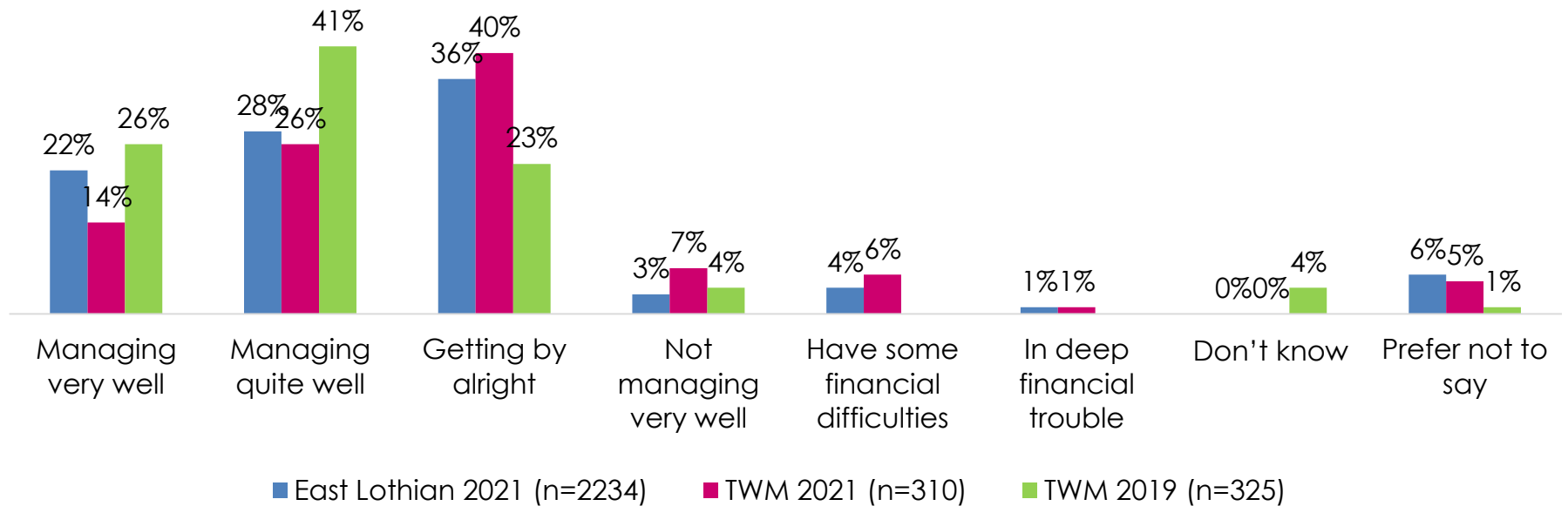


Figure 10: Standard of living statements relating to all households (Q46)

Q46 Standard of living statements (excluding don't know)				
		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	East Lothian (n=2132)	86%	2%	13%
	TWM (n=302)	83%	1%	17%
Enough money to replace/ repair broken electrical goods	East Lothian (n=2165)	87%	2%	11%
	TWM (n=302)	82%	2%	16%
Enough money to make regular payments into an occupational or private pension	East Lothian (n=1765)	70%	13%	16%
	TWM (n=267)	68%	12%	20%
All recommended dental work/ treatment	East Lothian (n=2100)	84%	5%	12%
	TWM (n=289)	82%	5%	14%
Money to keep your home in a decent state of decoration	East Lothian (n=2174)	88%	3%	9%
	TWM (n=303)	83%	4%	13%
Money to take part in sport/ exercise activities	East Lothian (n=2013)	79%	11%	10%
	TWM (n=266)	73%	13%	14%
Money to take part in a hobby or leisure activity	East Lothian (n=2086)	82%	7%	11%
	TWM (n=288)	74%	11%	14%
Appropriate clothes for job interviews	East Lothian (n=1724)	84%	10%	5%
	TWM (n=248)	80%	11%	9%
Home contents insurance	East Lothian (n=2189)	93%	2%	5%
	TWM (n=303)	89%	1%	10%
A damp free home	East Lothian (n=2113)	93%	2%	5%
	TWM (n=287)	91%	1%	8%
Access to £500 to cover an unexpected, but necessary, expense	East Lothian (n=2135)	84%	2%	14%
	TWM (n=292)	75%	2%	23%

Figure 11: Standard of living statements relating to households with children (Q47)

Q33 Standard of living statements relating to households with children (excluding don't know)				
		Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have money to save	East Lothian (n=367)	77%	4%	19%
	TWM (n=55)	70%	4%	26%
Does your child have a holiday away from home at least one week a year	East Lothian (n=389)	81%	3%	17%
	TWM (n=56)	76%	1%	22%
Does your child have day trips with family once a month	East Lothian (n=383)	85%	4%	11%
	TWM (n=55)	74%	3%	23%
Does your child get pocket money	East Lothian (n=338)	67%	19%	14%
	TWM (n=52)	64%	14%	22%
Is there a garden or outdoor space nearby where your child can play safely	East Lothian (n=391)	97%	0%	2%
	TWM (n=57)	92%	1%	7%
Does your child attend a toddler group at least once a week (pre school only)	East Lothian (n=91)	77%	6%	17%
	TWM (n=14)	96%	-	4%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	East Lothian (n=362)	90%	1%	10%
	TWM (n=51)	91%	-	9%
Does your child have access to a computer or internet for homework	East Lothian (n=370)	98%	1%	1%
	TWM (n=54)	99%	-	1%

NEIGHBOURHOOD AND QUALITY OF LIFE

Figure 12: In overall terms how would you rate your neighbourhood as a place to live? (Q1)

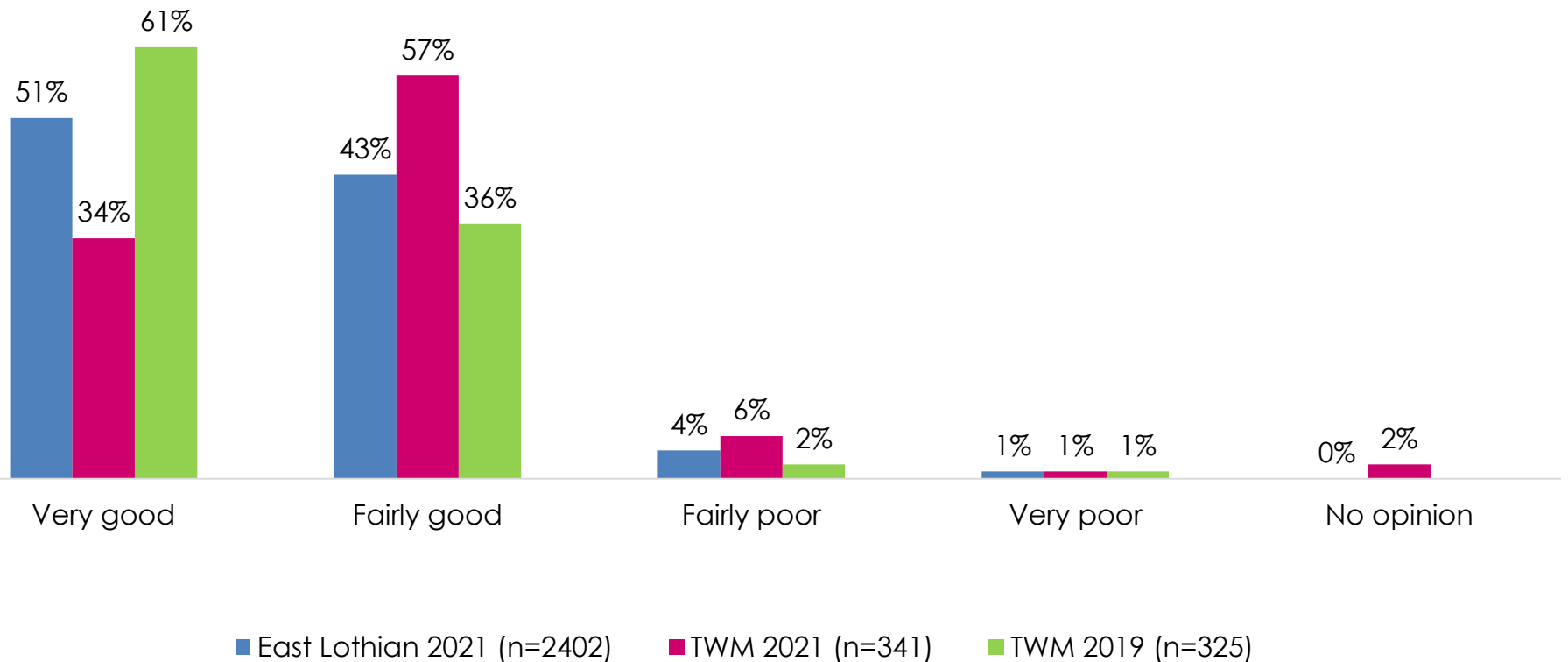


Figure 13: Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last 3 years? (Q2)



Figure 14: And overall, how would you rate East Lothian as an area to live? (Q3)



■ East Lothian 2021 (n=2388)

■ TWM 2021 (n=338)

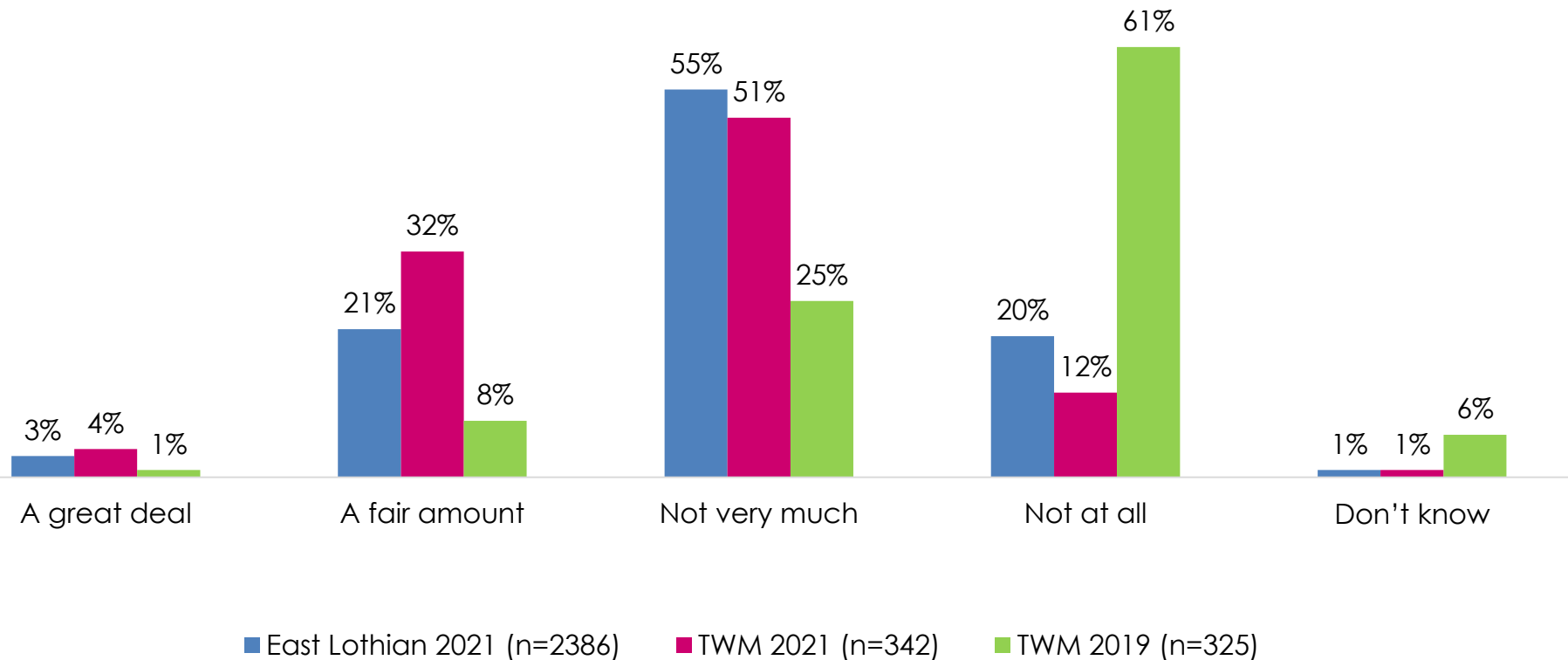
■ TWM 2019 (n=325)

Figure 15: Thinking about your neighbourhood, which of the things below, if any, do you think most need improving? (Q4)

Q6 Thinking about your neighbourhood, which of the things below, if any, do you think most need improving?							
	EL 2021 (n=2378)	TWM 2021 (n=339)	TWM 2019 (n=325)		EL 2021 (n=2378)	TWM 2021 (n=339)	TWM 2019 (n=325)
Primary & Secondary Schools	15%	17%	5%	Access to outdoors, parks, open space	5%	7%	4%
Local cost of living	17%	18%	*	The level of crime	17%	26%	4%
Jobs for local people	19%	14%	19%	Activities for teenagers	34%	32%	11%
Health services	53%	71%	22%	Affordable decent housing	28%	23%	11%
Care of older people	27%	26%	9%	Sense of community	10%	13%	9%
The level of traffic congestion	38%	42%	11%	Shopping facilities	20%	29%	26%
Public transport	23%	20%	7%	Sports and leisure facilities	14%	16%	10%
Road and pavement repairs	53%	48%	31%	Facilities for young children	12%	15%	12%
Clean streets	23%	26%	17%				

COMMUNITY SAFETY

Figure 16: To what extent do you feel threatened by crime in this neighbourhood these days? (Q5)



■ East Lothian 2021 (n=2386)

■ TWM 2021 (n=342)

■ TWM 2019 (n=325)

Figure 17: 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 (Q6)

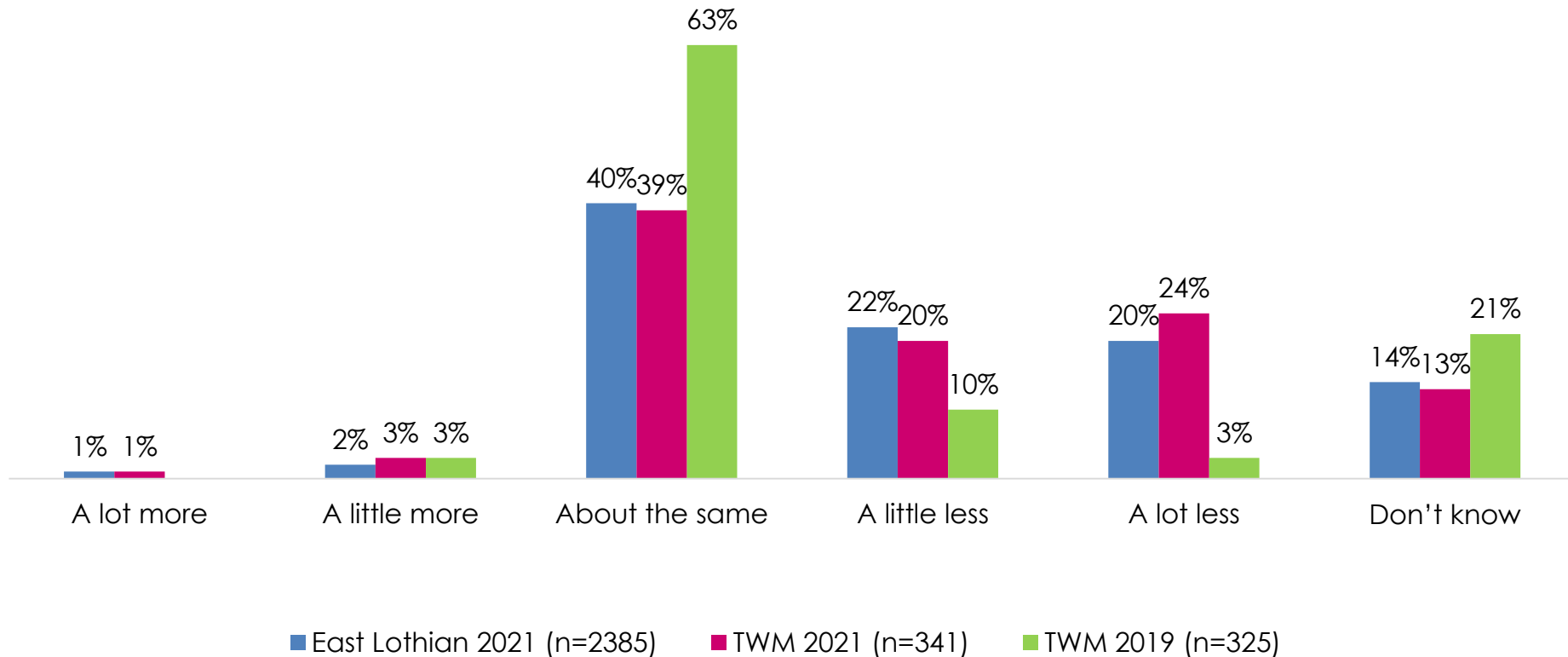


Figure 18: Which of the following activities do you think people carrying out community payback should undertake? (Q7)

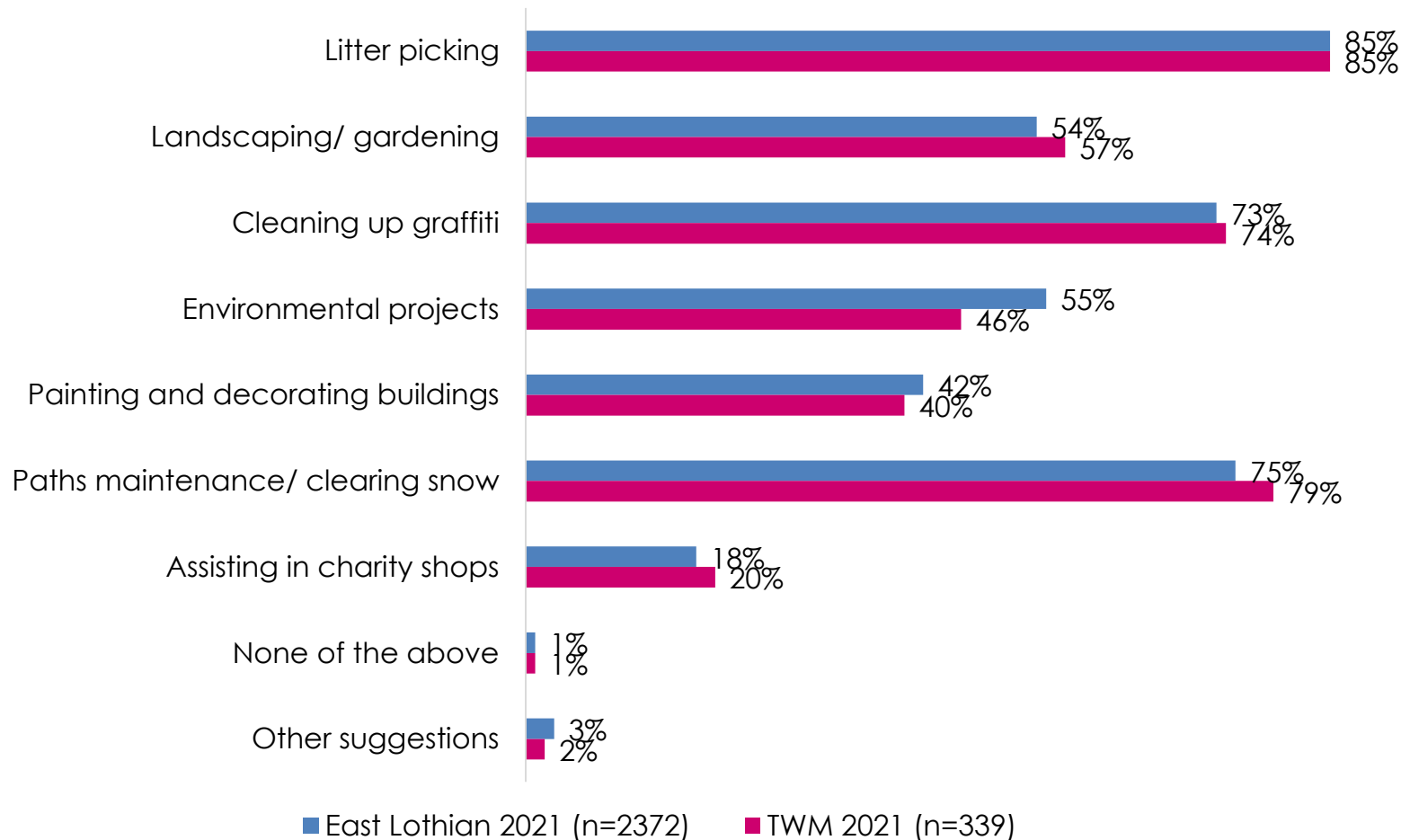


Figure 19: Have you seen any Community Payback teams carrying out unpaid work in your local area? (Q8)

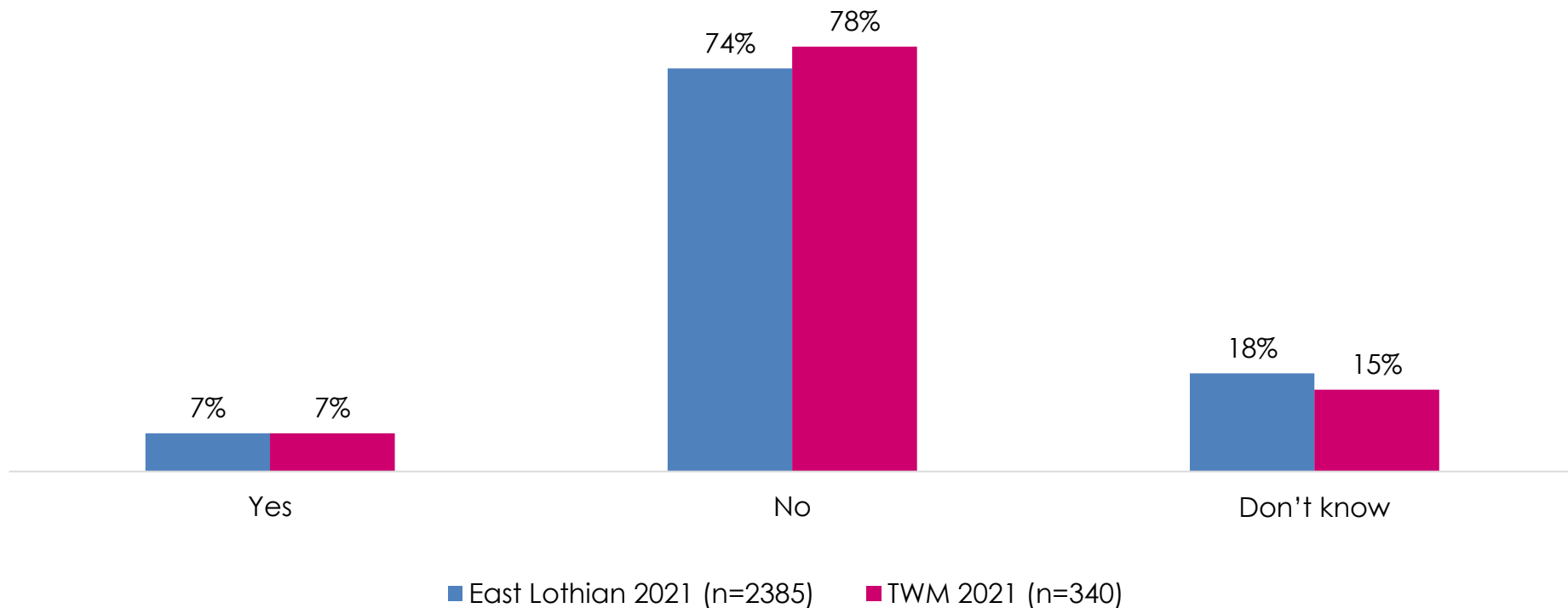


Figure 20: What priority would you give to each of the following when working with people in the community who have committed a crime? (Q9)

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	East Lothian (n=2265)	3%	4%	9%	18%	67%
	TWM (n=326)	1%	2%	9%	22%	65%
Providing stability by addressing issues such as homelessness	East Lothian (n=2187)	3%	5%	15%	23%	54%
	TWM (n=310)	4%	5%	20%	21%	51%
Finding training or employment opportunities	East Lothian (n=2217)	2%	4%	15%	27%	52%
	TWM (n=319)	2%	6%	21%	27%	45%
Ensuring that unpaid work that is of value to the community is carried out successfully	East Lothian (n=2252)	3%	6%	16%	25%	50%
	TWM (n=324)	1%	6%	17%	24%	52%

HEALTH AND WELLBEING

Figure 21: Can you describe what kind of exercise you take part in? By exercise we mean more vigorous activity which takes hard physical effort and you breathe much harder than normal. (Q10)

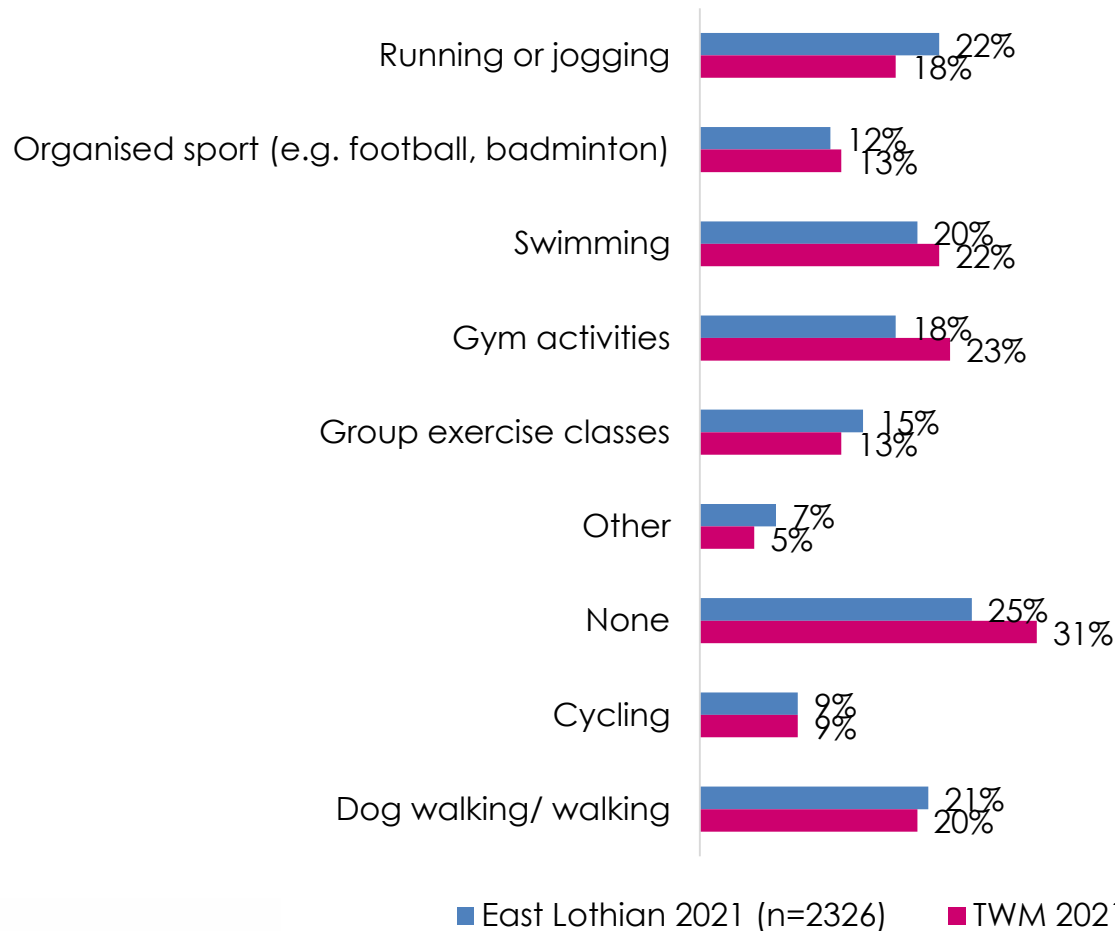


Figure 22: Thinking about healthy lifestyles, would the following changes to your local neighbourhood encourage you to increase your level of activity? (Q11)

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?							
		Definitely	Possibly	Maybe	Possibly not	Definitely not	Don't know
More paths	East Lothian (n=2004)	36%	21%	19%	10%	8%	5%
	TWM (n=288)	41%	19%	19%	9%	6%	6%
More parks	East Lothian (n=1681)	21%	20%	23%	17%	13%	7%
	TWM (n=238)	25%	23%	19%	14%	12%	8%
More play parks	East Lothian (n=1726)	15%	13%	17%	21%	24%	9%
	TWM (n=252)	22%	13%	15%	21%	19%	10%
More local facilities (e.g. gym)	East Lothian (n=1837)	29%	22%	18%	13%	10%	7%
	TWM (n=261)	34%	23%	17%	12%	7%	7%
Safer paths/cycle ways	East Lothian (n=2058)	47%	20%	13%	7%	7%	6%
	TWM (n=289)	50%	19%	13%	5%	4%	8%
Better maintained parks or play parks	East Lothian (n=1886)	27%	21%	20%	12%	12%	8%
	TWM (n=278)	28%	24%	20%	11%	8%	9%
Better quality environment (more trees, landscaping etc)	East Lothian (n=1799)	34%	23%	18%	10%	8%	7%
	TWM (n=258)	39%	29%	13%	8%	4%	7%

Figure 23: Since the COVID pandemic started in March 2020 would you say your physical health has...? (Q12a)

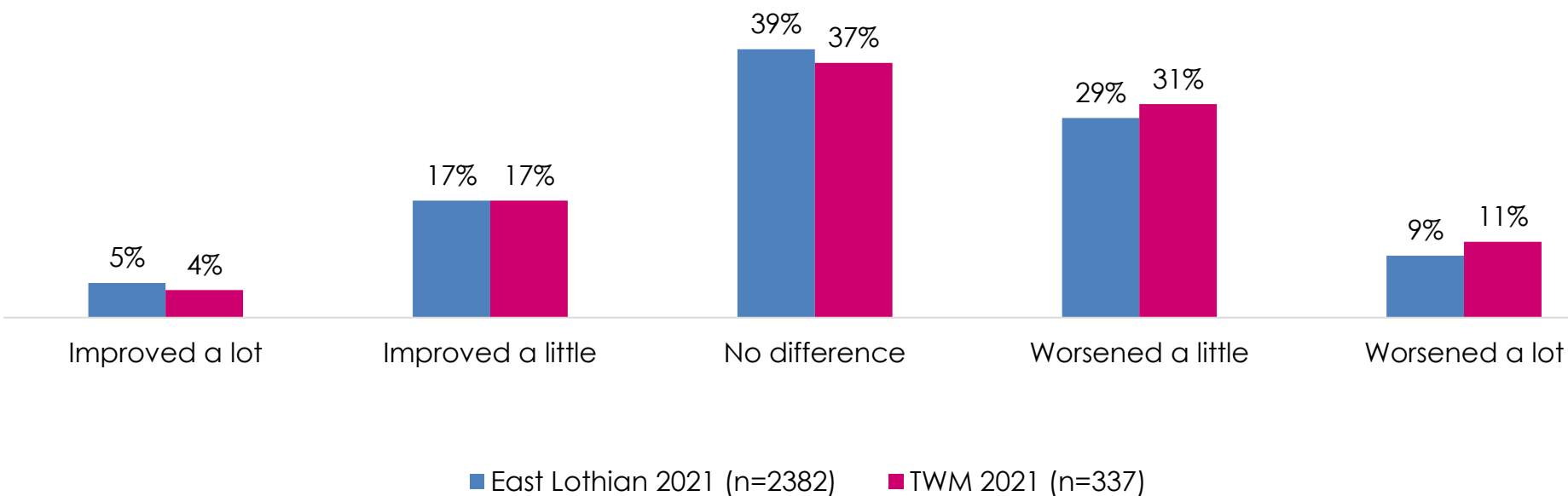
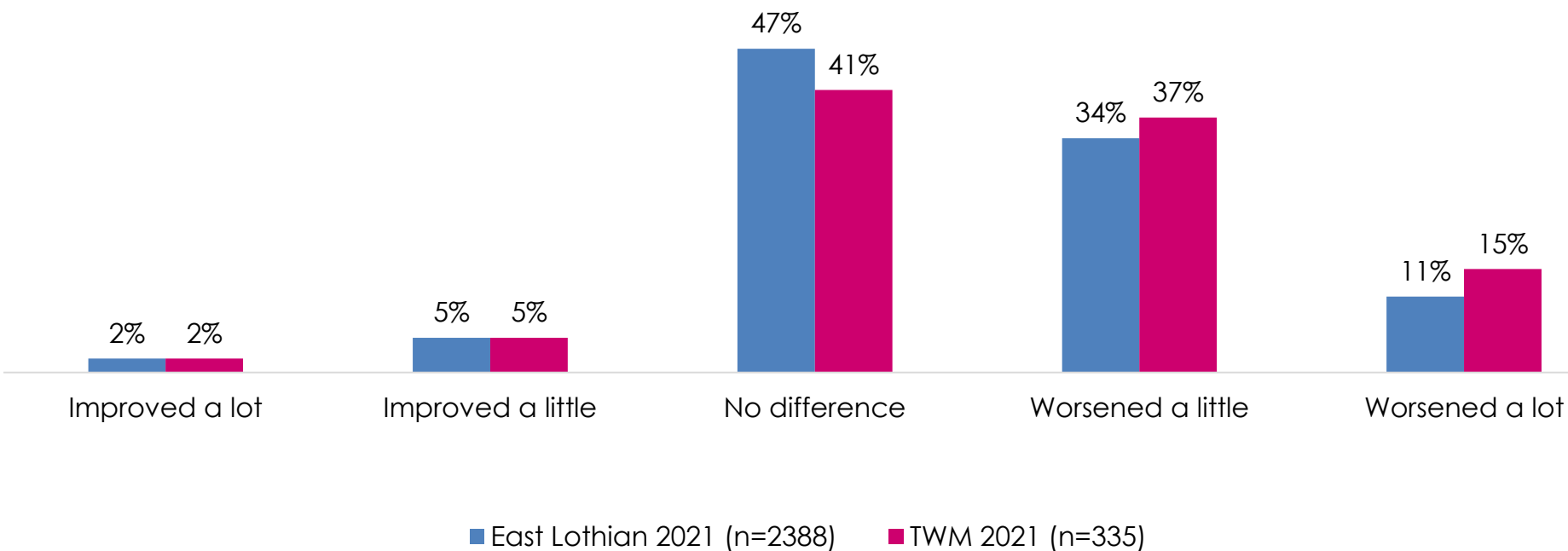


Figure 24: Since the COVID pandemic started in March 2020 would you say your mental health has...? (Q12b)



PERCEPTIONS OF THE COUNCIL & PUBLIC SERVICES

Figure 25a: To what extent do you agree or disagree with each of the following statements (Q13)

Q13 To what extent do you agree or disagree with the following?				
		% agree	% neither/nor	% disagree
The council provides high quality services	East Lothian (n=2281)	45%	28%	28%
	TWM (n=323)	44%	23%	32%
The council does the best it can with the money available	East Lothian (n=2216)	47%	23%	30%
	TWM (n=313)	48%	19%	33%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	East Lothian (n=2145)	23%	38%	40%
	TWM (n=310)	18%	36%	46%
The council is good at listening to local people's views before it takes decisions	East Lothian (n=2088)	15%	35%	51%
	TWM (n=297)	12%	36%	52%
The council designs its services around the needs of the people who use them	East Lothian (n=2104)	25%	38%	37%
	TWM (n=301)	25%	36%	39%
The council is good at letting local people know how well it is performing	East Lothian (n=2178)	28%	30%	42%
	TWM (n=313)	24%	31%	44%
The council is good at letting people know about the kinds of services it provides	East Lothian (n=2254)	38%	26%	36%
	TWM (n=319)	34%	25%	42%
I can influence decisions affecting my local area	East Lothian (n=2066)	14%	30%	56%
	TWM (n=290)	13%	30%	58%
I would like to be more involved in the decisions the council makes that affect my local area	East Lothian (n=1971)	54%	33%	13%
	TWM (n=279)	51%	36%	13%

Figure 25b: To what extent do you agree or disagree with each of the following statements (Tranent, Wallyford and Macmerry 2019 vs 2021)

Q13 To what extent do you agree or disagree with the following? (TWM 2019 vs. 2021)				
		% agree	% neither/ nor	% disagree
The council provides high quality services	2019	89%	10%	-
	2021	44%	23%	32%
The council does the best it can with the money available	2019	91%	9%	-
	2021	48%	19%	33%
The council is addressing the key issues affecting the quality of life in my local neighbourhood	2019	85%	15%	-
	2021	18%	36%	46%
The council is good at listening to local people's views before it takes decisions	2019	80%	15%	5%
	2021	12%	36%	52%
The council designs its services around the needs of the people who use them	2019	99%	1%	-
	2021	25%	36%	39%
The council is good at letting local people know how well it is performing	2019	86%	13%	1%
	2021	24%	31%	44%
The council is good at letting people know about the kinds of services it provides	2019	91%	8%	2%
	2021	34%	25%	42%
I can influence decisions affecting my local area	2019	33%	54%	13%
	2021	13%	30%	58%
I would like to be more involved in the decisions the council makes that affect my local area	2019	10%	16%	74%
	2021	51%	36%	13%

Figure 26a: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	East Lothian (n=764)	34%	40%	26%
	TWM (n=150)	34%	34%	32%
Children's play areas	East Lothian (n=1583)	52%	27%	21%
	TWM (n=246)	49%	23%	27%
Libraries	East Lothian (n=1703)	64%	23%	13%
	TWM (n=235)	64%	27%	10%
Swimming pools/ sport centres	East Lothian (n=1918)	63%	20%	17%
	TWM (n=277)	61%	24%	15%
Parks, gardens and open spaces	East Lothian (n=2177)	71%	17%	13%
	TWM (n=309)	59%	18%	23%
Local bus services	East Lothian (n=2071)	60%	16%	24%
	TWM (n=306)	64%	16%	20%
Local schools	East Lothian (n=1499)	58%	27%	15%
	TWM (n=234)	54%	32%	13%
Support for frail/ older people to allow them to remain in their own home	East Lothian (n=1406)	32%	32%	36%
	TWM (n=226)	30%	32%	38%
Waste & recycling services	East Lothian (n=2344)	60%	10%	30%
	TWM (n=332)	57%	10%	33%
Roads maintenance	East Lothian (n=2292)	26%	17%	57%
	TWM (n=330)	29%	13%	58%
Street cleaning	East Lothian (n=2278)	45%	20%	35%
	TWM (n=325)	37%	18%	45%

Figure 26b: Can you tell me how satisfied or dissatisfied you are with each of the following public services provided in East Lothian (Q14)..continued

Q23 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian				
		% satisfied	% neither/ nor	% dissatisfied
GP services	East Lothian (n=2325)	41%	11%	48%
	TWM (n=328)	20%	7%	73%
Dental services	East Lothian (n=2072)	56%	19%	25%
	TWM (n=295)	51%	15%	34%
Hospital outpatients services	East Lothian (n=1958)	55%	17%	27%
	TWM (n=282)	47%	21%	32%
Hospital A&E services	East Lothian (n=1788)	38%	18%	44%
	TWM (n=271)	38%	26%	36%
Pharmacy	East Lothian (n=2298)	83%	10%	7%
	TWM (n=327)	78%	12%	11%
Optometry/ Opticians	East Lothian (n=1999)	73%	19%	8%
	TWM (n=282)	65%	24%	11%
Police	East Lothian (n=2006)	42%	31%	27%
	TWM (n=302)	42%	26%	31%
Fire Service	East Lothian (n=1733)	68%	28%	4%
	TWM (n=268)	64%	28%	8%

Figure 26c: Satisfaction with public services (Tranent, Wallyford and Macmerry 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – TWM 2019 vs TWM 2021				
		% satisfied	% neither/ nor	% dissatisfied
Council house repair service	2019	100%	-	-
	2021	34%	34%	32%
Children's play areas	2019	93%	6%	1%
	2021	49%	23%	27%
Libraries	2019	100%	-	-
	2021	64%	27%	10%
Swimming pools/ sport centres	2019	99%	1%	-
	2021	61%	24%	15%
Parks, gardens and open spaces	2019	99%	1%	-
	2021	59%	18%	23%
Local bus services	2019	76%	17%	7%
	2021	64%	16%	20%
Local schools	2019	98%	1%	1%
	2021	54%	32%	13%
Support for frail/ older people to allow them to remain in their own home	2019	88%	6%	5%
	2021	30%	32%	38%
Waste & recycling services	2019	94%	6%	-
	2021	57%	10%	33%
Roads maintenance	2019	77%	16%	7%
	2021	29%	13%	58%
Street cleaning	2019	93%	7%	-
	2021	37%	18%	45%

Figure 26d: Satisfaction with public services (Tranent, Wallyford and Macmerry 2019 vs. 2021)

Q14 How satisfied or dissatisfied are you with each of the following public services provided in East Lothian? (excluding don't know) – TWM 2019 vs TWM 2021				
		% satisfied	% neither/ nor	% dissatisfied
GP services	2019	100%	-	-
	2021	20%	7%	73%
Dental services	2019	100%	-	-
	2021	51%	15%	34%
Hospital outpatients services	2019	99%	1%	-
	2021	47%	21%	32%
Hospital A&E services	2019	99%	-	-
	2021	38%	26%	36%
Pharmacy	2019	-	-	-
	2021	78%	12%	11%
Optometry/ Opticians	2019	-	-	-
	2021	65%	24%	11%
Police	2019	100%	-	-
	2021	42%	26%	31%
Fire Service	2019	100%	-	-
	2021	64%	28%	8%

Figure 27: Have you used/ had contact with any of the following services in the last 12 months? (Q15)

Q15 Have you used/ had contact with any of the following services in the last 12 months?				
	East Lothian (n=2253-2366)		TWM (n=316-335)	
	Yes	No	Yes	No
Council house repair service	9%	91%	13%	87%
Children's play areas	32%	68%	34%	66%
Libraries	36%	64%	26%	74%
Swimming pools/sport centres	45%	55%	41%	59%
Parks, gardens and open spaces	80%	20%	76%	24%
Local bus services	63%	37%	67%	33%
Local schools	29%	71%	29%	71%
Support for frail / older people to allow them to remain in their own home	16%	84%	18%	82%
Waste & recycling services	91%	9%	89%	11%
Roads maintenance	39%	61%	39%	61%
Street cleaning	32%	68%	32%	68%
GP services	85%	15%	81%	19%
Dental services	60%	40%	58%	42%
Hospital outpatients services	57%	43%	57%	43%
Hospital A&E services	31%	69%	36%	64%
Pharmacy services	88%	12%	85%	15%
Optometry / Opticians services	53%	47%	51%	49%
Police	21%	79%	26%	74%
Fire Service	5%	95%	5%	95%

Figure 28: How are you currently feeling about dealing with the COVID pandemic? (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
I am concerned about getting COVID	East Lothian (n=2307)	20%	47%	23%	10%
	TWM (n=326)	23%	40%	26%	11%
I am concerned about close relatives getting COVID	East Lothian (n=2310)	31%	51%	14%	4%
	TWM (n=325)	34%	49%	13%	3%
I am relaxed about COVID	East Lothian (n=2247)	7%	27%	41%	25%
	TWM (n=313)	8%	29%	41%	22%
I am feeling anxious/ worried	East Lothian (n=2236)	9%	29%	43%	20%
	TWM (n=315)	10%	33%	39%	17%
I am feeling lonely and isolated	East Lothian (n=225)	5%	11%	49%	35%
	TWM (n=312)	7%	12%	50%	31%
I am concerned about how society in general will cope with the impact of COVID	East Lothian (n=2265)	30%	54%	12%	4%
	TWM (n=321)	31%	54%	12%	3%

Figure 29: As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities? (Q17)

Q17 As we plan to recover from the COVID pandemic what would you say should be the top 3 priorities from the following list (% stating top/2nd/ 3rd priority)

	East Lothian	TWM
Base	2367	334
Support Business, Employment and Grow the Economy	52%	53%
Reduce inequality and poverty	39%	36%
Tackle social exclusion, isolation and loneliness	27%	30%
Tackle climate change	35%	31%
Help our children and young people achieve their educational and attainment aims	33%	30%
Reduce health inequalities and support people to live healthier, more active and independent lives	28%	30%
Ensure everyone has access to the internet	8%	8%
Maintain and develop resilient supportive, and inclusive communities	15%	13%
Support children's wellbeing and mental health	26%	27%
Maintain and develop resilient and sustainable services	22%	25%
Other	1%	1%

Figure 30: Please indicate how acceptable/unacceptable you find each of these options for doing things differently / making savings in the Council's budget (Q18)

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

		East Lothian	MMW
		2039-2275	286-318
Rationalise (close) Council assets such as office	1=Inacceptable	18%	25%
	6=Acceptable	21%	25%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantage groups	1=Inacceptable	29%	36%
	6=Acceptable	8%	7%
Reduce the frequency of discretionary services rather than end them totally	1=Inacceptable	13%	18%
	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=Inacceptable	33%	40%
	6=Acceptable	15%	14%
Encourage people to use the internet to access/ pay for council services	1=Inacceptable	11%	14%
	6=Acceptable	31%	33%
Transfer under used buildings to communities to be used as venues run by the community	1=Inacceptable	4%	6%
	6=Acceptable	48%	49%
Reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs'	1=Inacceptable	10%	12%
	6=Acceptable	23%	23%

Figure 31: 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? (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	Sometime	Very infrequently	Never
Recycle plastic, glass and paper	East Lothian (n=2373)	88%	8%	3%	1%	1%
	TWM (n=335)	85%	10%	3%	0%	2%
Shop local	East Lothian (n=2358)	61%	26%	11%	2%	0%
	TWM (n=331)	58%	28%	12%	2%	0%
Walk/ cycle to work	East Lothian (n=1816)	28%	9%	10%	9%	44%
	TWM (n=272)	25%	9%	9%	10%	48%
Use public transport to get to work	East Lothian (n=1800)	19%	8%	11%	10%	52%
	TWM (n=273)	18%	9%	10%	13%	51%
Buy local produce	East Lothian (n=2320)	38%	26%	28%	6%	2%
	TWM (n=325)	37%	27%	27%	6%	3%
Eat less meat	East Lothian (n=2307)	21%	17%	33%	14%	15%
	TWM (n=327)	19%	13%	36%	14%	18%

Figure 32: Which of the following would encourage you to do more to address your impact on climate change (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
More paths and cycle ways	East Lothian (n=2076)	42%	24%	16%	9%	9%
	TWM (n=304)	41%	25%	16%	11%	7%
Better bus services	East Lothian (n=2119)	41%	26%	17%	8%	9%
	TWM (n=310)	39%	27%	19%	8%	6%
Cheaper renewables	East Lothian (n=2069)	56%	27%	13%	2%	1%
	TWM (n=302)	51%	29%	16%	2%	1%
More electric vehicle charging points	East Lothian (n=2019)	34%	23%	19%	12%	12%
	TWM (n=288)	29%	22%	17%	16%	16%
More recycling facilities	East Lothian (n=2166)	44%	27%	18%	7%	4%
	TWM (n=300)	44%	27%	18%	7%	4%
Cheaper bus or train fares	East Lothian (n=2178)	58%	22%	13%	5%	3%
	TWM (n=314)	59%	21%	12%	4%	3%
More neighborhood facilities, shops/ pubs etc.	East Lothian (n=2194)	48%	27%	16%	6%	2%
	TWM (n=322)	56%	26%	13%	4%	2%

TRAVEL AND TRANSPORT

Figure 33: Do you have a Car/light van in your household? (Q26)

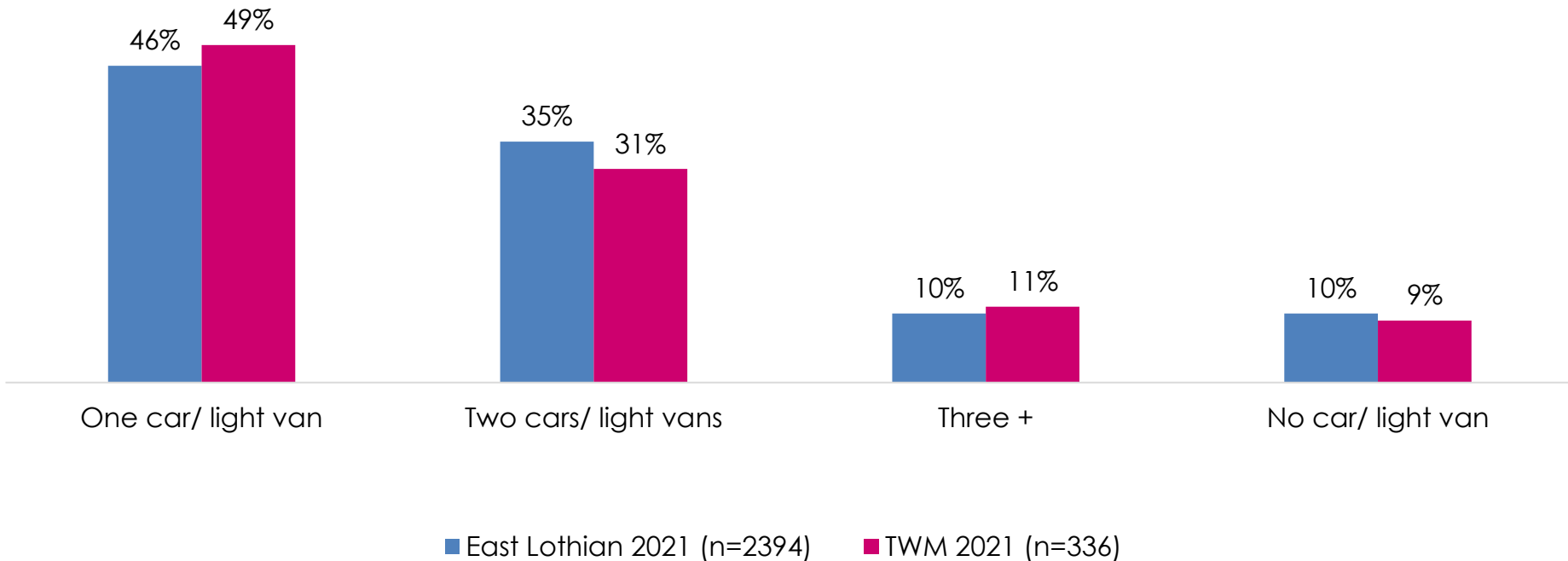
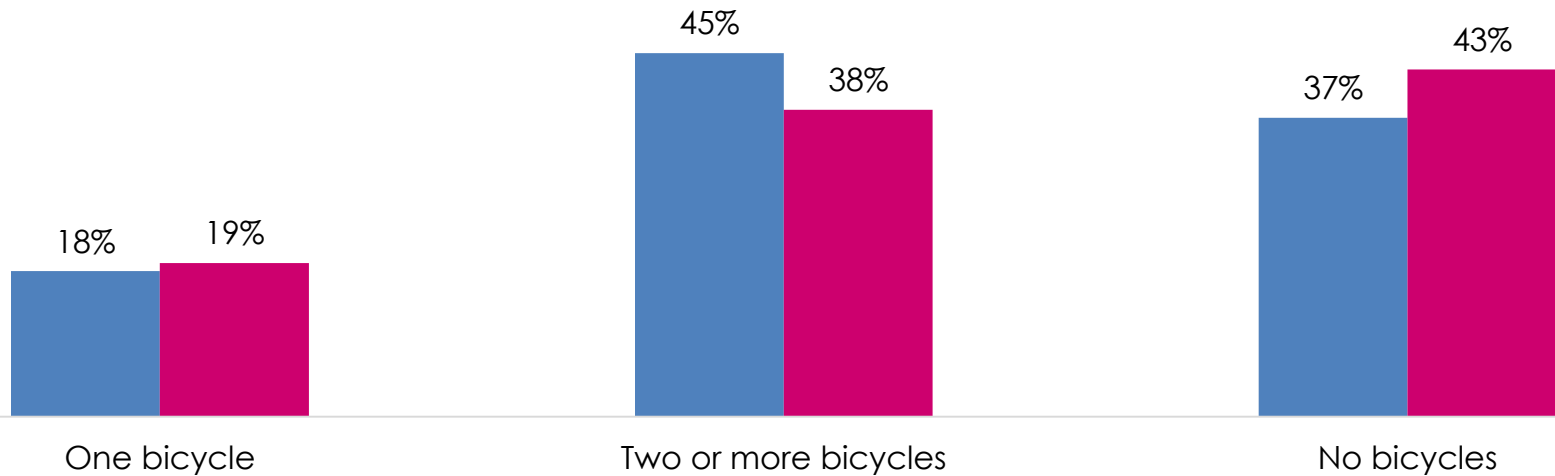


Figure 34: Do you have a bicycle in your household? (Q27)



■ East Lothian 2021 (n=2378) ■ TWM 2021 (n=337)

Figure 35: How many people in your household have a driving licence (full or provisional)? (Q28)

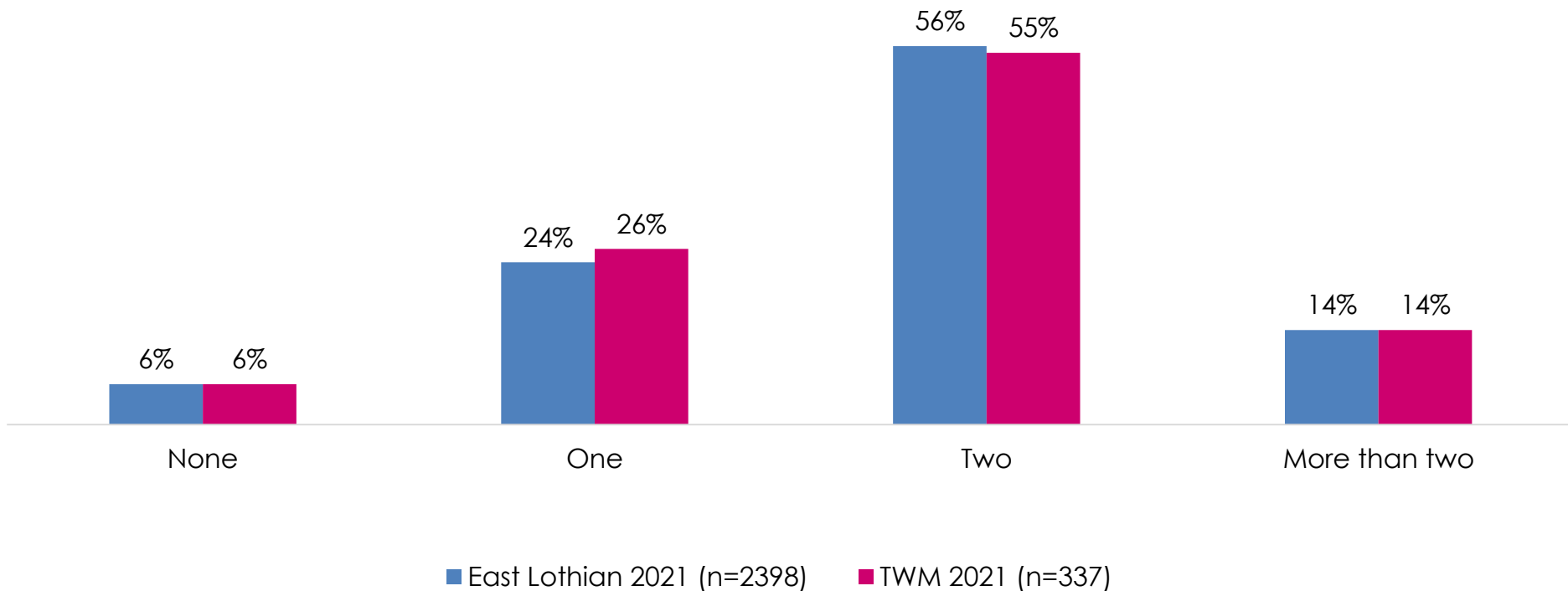


Figure 36: How do you usually travel to your nearest.....? (Q29)

Q29 Travel methods used for various journey types									
	Base	Walk	Bicycle/ eBike	Car driver	Car passen ger	Bus	Train	Taxi	N/A
Local shop	East Lothian (n=2354)	65%	3%	28%	2%	0%	-	0%	1%
	TWM (n=330)	66%	2%	29%	2%	0%	-	-	0%
Shopping centre or supermarket (for main food shop)	East Lothian (n=2356)	10%	1%	75%	8%	3%	-	0%	2%
	TWM (n=328)	7%	-	78%	11%	3%	-	0%	1%
GP	East Lothian (n=2316)	43%	3%	47%	3%	2%	-	0%	1%
	TWM (n=329)	34%	2%	53%	5%	4%	-	0%	1%
Chemist or pharmacy	East Lothian (n=2350)	55%	3%	37%	2%	1%	-	0%	1%
	TWM (n=330)	48%	3%	43%	3%	1%	-	-	1%
Publicly accessible green space (e.g. park)	East Lothian (n=2269)	79%	3%	12%	1%	0%	0%	0%	5%
	TWM (n=308)	76%	2%	15%	2%	-	-	-	5%
Public transport facility e.g. bus stop, train station	East Lothian (n=2269)	72%	2%	16%	1%	1%	0%	0%	7%
	TWM (n=321)	74%	1%	16%	0%	2%	-	-	7%
Library	East Lothian (n=2236)	47%	3%	23%	1%	2%	-	0%	24%
	TWM (n=308)	41%	2%	26%	2%	2%	-	-	27%
Sports Centre	East Lothian (n=2155)	31%	4%	35%	2%	1%	-	0%	27%
	TWM (n=297)	30%	2%	37%	2%	1%	-	0%	27%
Primary School	East Lothian (n=2079)	29%	2%	9%	0%	0%	0%	0%	60%
	TWM (n=277)	31%	2%	11%	0%	1%	0%	-	54%
Secondary School	East Lothian (n=2070)	17%	1%	12%	0%	3%	0%	0%	65%
	TWM (n=276)	18%	1%	16%	0%	3%	0%	-	61%

Figure 37: Have you noticed new lower speed limits in East Lothian since 2020? (Q30)

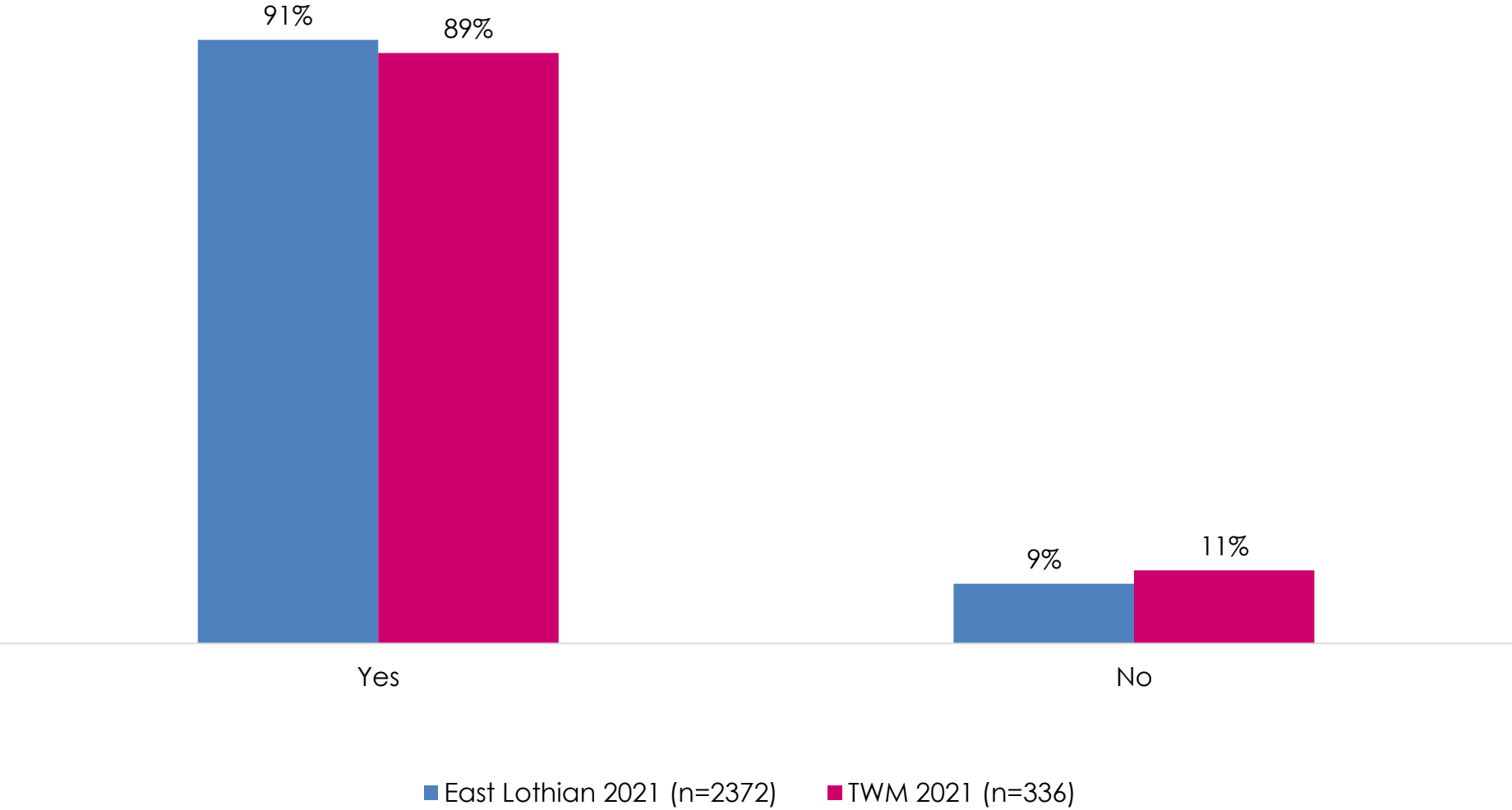


Figure 38: What type of impact do you feel 20mph speed limits have had on road safety in your area: (Q31)

Q31 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Much less safe/ less safe	Neither	Much more safe/ more safe
Pedestrians and people in wheelchairs	East Lothian (n=2150)	11%	32%	57%
	TWM (n=296)	13%	35%	52%
Cyclists	East Lothian (n=2042)	14%	34%	52%
	TWM (n=280)	17%	36%	48%
Children	East Lothian (n=2082)	11%	28%	61%
	TWM (n=296)	13%	30%	57%
Older people	East Lothian (n=2118)	11%	29%	60%
	TWM (n=298)	14%	30%	55%
Drivers	East Lothian (n=2093)	19%	38%	44%
	TWM (n=294)	24%	40%	36%

Figure 39: What wider impacts do you feel 20mph limits have on...? (Q32)

Q32 What type of impact do you feel 20mph speed limits have had on road safety in your area:				
	Base	Very negative/ negative impact	Neither	Very positive/ positive impact
Climate change	East Lothian (n=1955)	26%	35%	39%
	TWM (n=274)	28%	36%	36%
Air pollution	East Lothian (n=1980)	27%	34%	39%
	TWM (n=277)	31%	34%	35%
Noise pollution	East Lothian (n=2017)	20%	36%	44%
	TWM (n=279)	24%	38%	38%
Quality of life	East Lothian (n=2044)	22%	36%	42%
	TWM (n=281)	27%	36%	37%

Figure 40: If you think 20mph limits have negative impacts what are these? (Please select all that apply) (Q33)

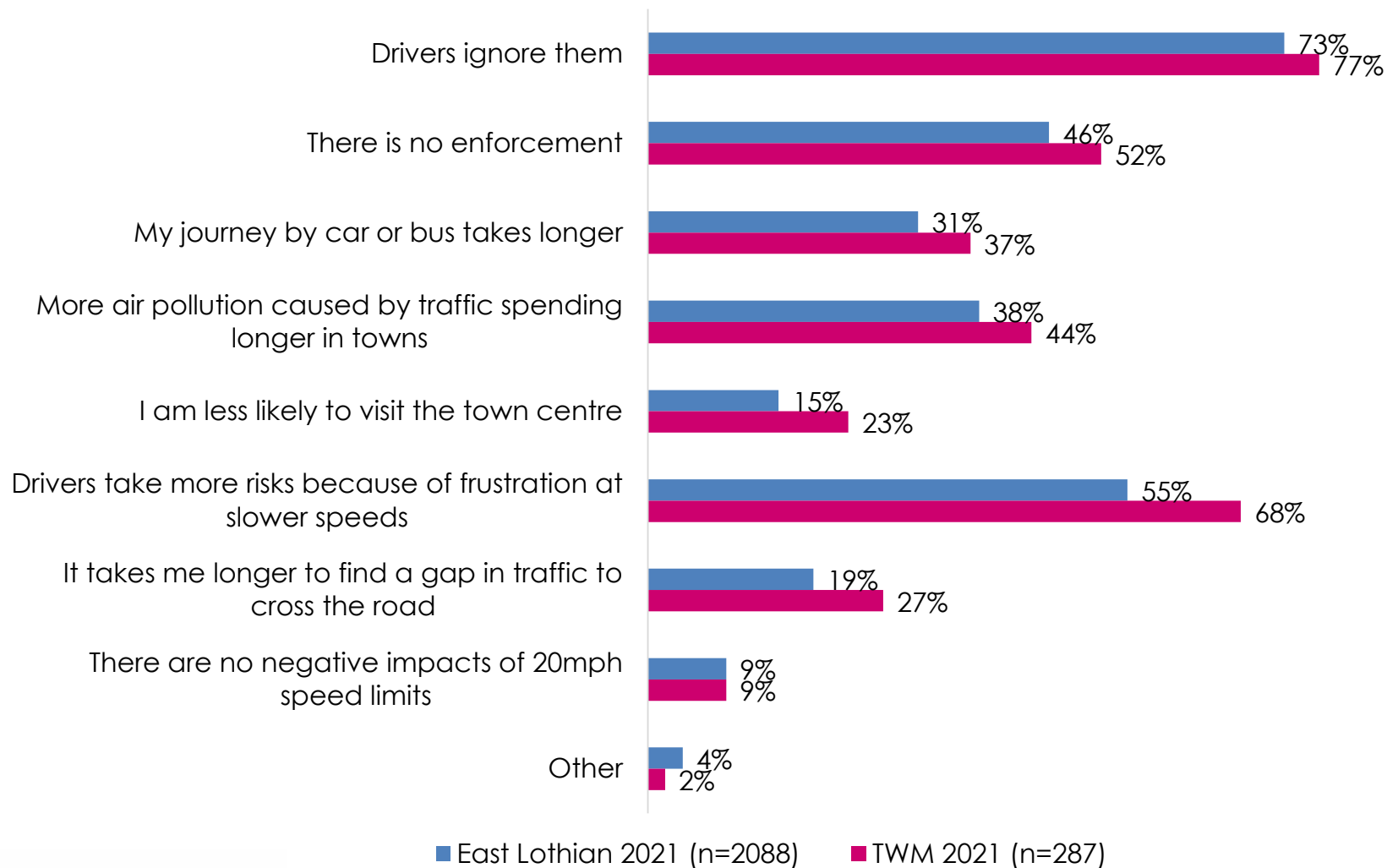


Figure 41: If you think 20mph limits have positive impacts what are these? (Please select all that apply) (Q34)

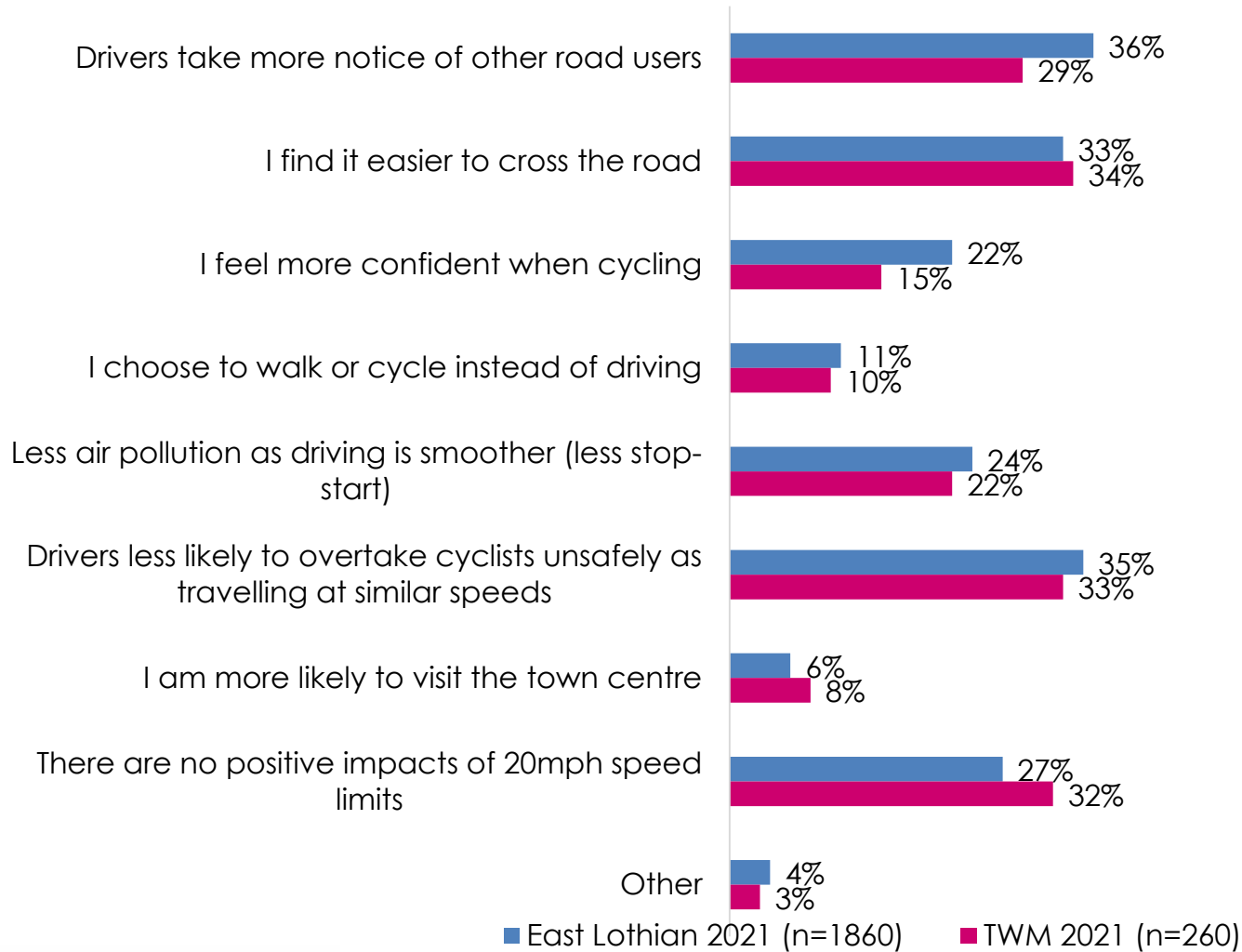


Figure 42: Thinking about the future, what do you think should be done with 20mph limits? (Q35)

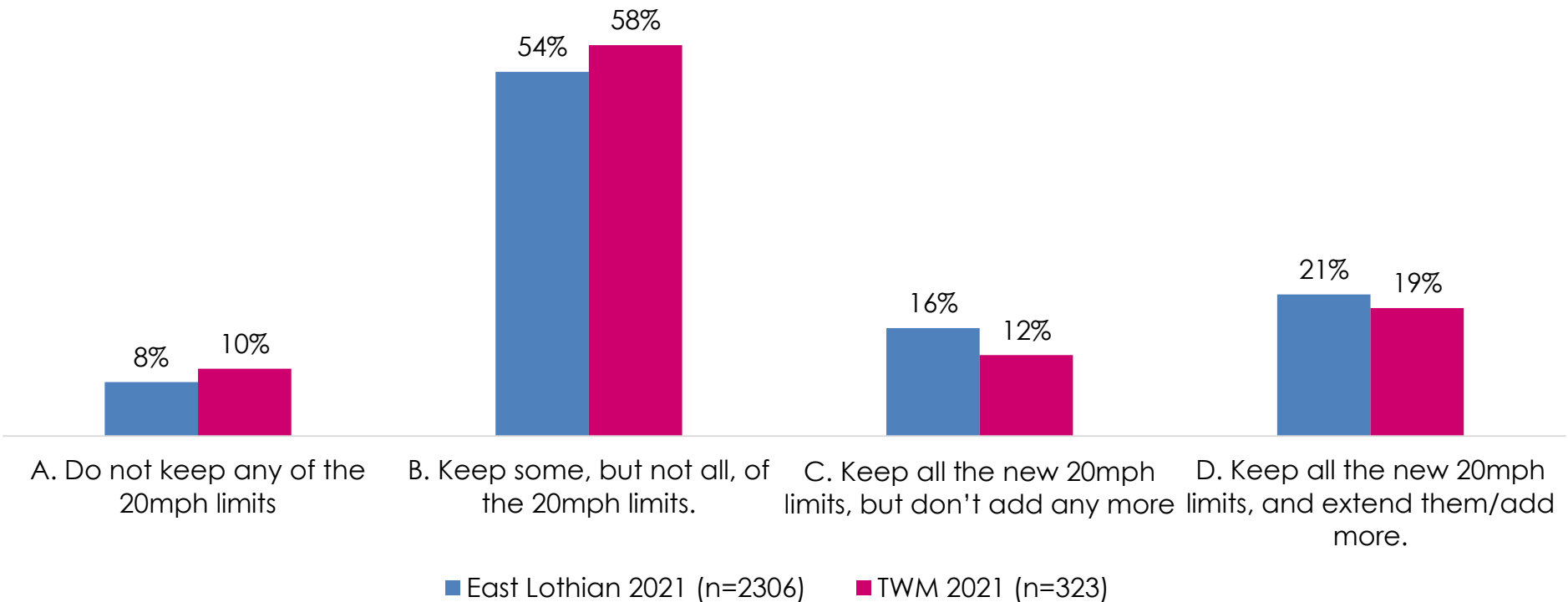
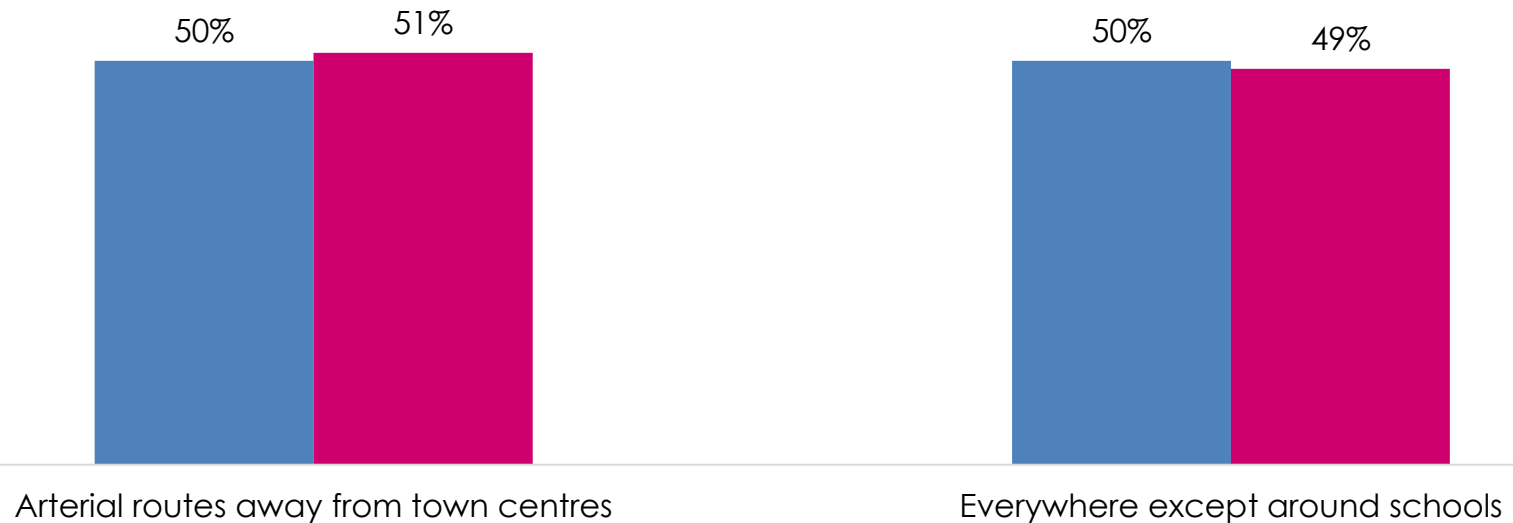


Figure 43: If you answered B: Do you think 20mph limits should be removed from... (Q36)



■ East Lothian 2021 (n=920) ■ TWM 2021 (n=133)