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EAST LOTHIAN RESIDENT SURVEY 2024

June 2024

Prepared by:

Research Resource

Contact: Lorna Shaw

E-mail:

Lorna.shaw@researchresource.co.uk

Prepared for:

East Lothian Partnership

Contact: Stewart Cooper

E-mail:

scooper@eastlothian.gov.uk

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East Lothian

Resident Survey 2024

Contents

Table of Figures

Report written by: Rosemary Stafford/ Lorna Shaw

Date: 21/6/2024

Report reviewed by: Elaine MacKinnon

Date: 25/6/2024

EXECUTIVE SUMMARY

INTRODUCTION

→ The 2024 East Lothian Residents Survey was undertaken using a self-completion methodology. This is the same methodology as in 2021, however, before that the Residents' Survey has been undertaken using a face-to-face methodology, most recently in 2019.

→ The survey was sent to a representative sample of 10,000 East Lothian residents who also had the option to complete the survey using a QR code or html survey link. A total of 1,709 responses were achieved to the survey with 181 of these being online responses. The survey was sent on the 10th April 2024 and returns were accepted up until the 31st May 2024. The survey was carried out in order to provide the Council and East Lothian Partnership with information on local residents' experience and perceptions across a range of topics.

→ The survey was conducted across all areas of East Lothian, with the number of respondents designed to provide robust data within each Ward (in the region of +/-5% to 6%). At the East Lothian level, the survey has provided a robust and representative data set (+/-2.35% margin of error).

→ In line with best practice in research, the survey data has been weighted to ensure that it is representative of the East Lothian population on the basis of ward and age. The percentages reported in this report are therefore weighted percentages.

→ This executive summary highlights the key findings from this programme of research.

NEIGHBOURHOOD AND QUALITY OF LIFE

→ The majority of residents (93%) rated their neighbourhood as a very or fairly good place to live. This has not changed significantly from 2021 (94%).

→ Just over half of respondents (51%) said their local neighbourhood had stayed the same over the last 3 years, compared to 12% who said it has got a little or much better and 33% who said it has got a little or much worse.

→ Almost all respondents (95%) rated East Lothian as a very good (52%) or fairly good place to live (43%). While the combined percentage of respondents stating East Lothian is a very or fairly good area has not changed significantly compared to previous years, the proportion who rated East Lothian as a very good place to live has decreased from 71% in 2019 to 60% in 2021 and again to 52% in 2024.

→ The top three priorities for improvement to the neighbourhood were road and pavement repairs (75%), health services (55%) and activities for teenagers (33%). The proportion of respondents stating road and pavement repairs as a priority for improvement has increased from 53% in 2021.

COMMUNITY SAFETY

→ The majority of respondents (77%) said they did not feel threatened by crime at all (22%) or not very much (55%). 19% said they felt threatened by crime in their neighbourhood a fair amount and 3% said they felt threatened a great deal.

→ Almost three quarters of respondents (72%) said that they felt safe when walking alone in their local area after dark. 22% said not very much and 6% said not at all.

→ When asked what makes them feel safer, the most common response was seeing police officers in the community (69%).

→ The vast majority of respondents (90%) have not visited their local police station in the last year.

→ On the topic of Community Payback, respondents were told that the Courts can impose a requirement to complete unpaid work in their local community as part of a Community Payback Order. Respondents were then asked to select from a list of activities, which they believe people carrying out Community Payback should undertake. The top response was litter picking (88%), followed by cleaning up graffiti (76%) and paths maintenance or clearing snow (71%).

HEALTH AND WELLBEING

→ All respondents were asked how much time they spent doing physical activity which was enough to raise their breathing rate. Just 5% of respondents said they had not done any physical activity (5%) 34% said they had done this for less than one hour, 45% spent between 1 and 2.5 hours doing physical activity and 16% said they did more than 2.5 hours of physical activity in the last 7 days.

→ Almost two thirds of respondents (63%) rated their physical health as very good or good. 71% rated their mental health as either very good or good.

→ Respondents were asked to what extent they agreed or disagreed with statements regarding support networks. Over 8 in 10 respondents (86%) agreed that in an emergency, such as a flood, they would offer to help people in their neighbourhood who might not be able to cope well. Slightly fewer respondents agreed that if they were alone and needed help they could rely on a friend or relatives in their neighbourhood (79%) or that they feel they could turn to friends or relatives in their neighbourhood for advice and support (78%).

→ Just under 6 in 10 respondents (58%) were aware that the Council has to 'ensure period products are generally obtainable free of charge by all persons who need them'. The top three preferred locations for picking up free period products were libraries (36%), schools (33%) and community centres (33%).

PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

→ When asked their opinions on East Lothian Council, respondents were most likely to agree that they would like to be more involved in the decisions the Council makes that affect the local area (49%), that the Council does the best it can with the money available (40%) and that the Council provides high quality services (40%).

→ Respondents were most likely to disagree that they can influence decisions affecting the local area (49%) and that the council is good listening to local people's views before it takes decisions (52%).

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

- Pharmacy (80% very or fairly satisfied)
- Parks, gardens and open spaces (73%)
- Local bus services (62%)
- Optometry/ opticians (62%).

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

- Roads maintenance (75% very or fairly dissatisfied)
- GP services (46%)
- Waste and recycling services (41%)
- Street cleaning (39%).

COUNCIL PRIORITIES AND BUDGET OPTIONS

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

- Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around (48% giving a rating of 6 – acceptable)
- Target resources to areas and people in greatest need (30%)
- Identify those services we should stop providing (29%)
- Asset rationalisation – reduce no. of buildings/ offices operated by the council by rationalising services in fewer 'service hubs'/ transfer under used buildings to communities to be used as venues run by the community (29%)

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

- Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups (26% giving a rating 1 – unacceptable).
- Introduce charges for services that are currently free (e.g. bulky waste collection) on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups (25%).

→ It was explained to respondents that the Council is having to make hard choices to balance its budget. Respondents were asked whether they believed various options should be reduced to make savings or should be protected from cuts. The services which the majority of respondents felt should be reduced to make savings were:

- Providing free instrumental music tuition (65%)
- Providing discounts for empty business premises (59%)

→ On the other hand, services with the highest proportion of respondents (over 9 in 10) stating they would like to see protected from cuts were:

- Maintaining roads and pavements (97%)
- Supporting older people e.g. care at home and care homes (95%)
- Supporting young people to gain employment, training or access to further education (94%)
- Maintaining existing staffing levels within schools (93%)
- Supporting the provision of sports and leisure facilities (91%)
- Youth work to reduce anti social behaviour (91%)

→ It was explained to respondents that Council Tax has been frozen for 2024/25. Respondents were asked whether they would support an increase to the Council Tax charge in April 2025 and subsequent years in order to protect council services. Respondents were told that every 1% increase to the Council Tax charge equates to a weekly increase of £0.28 for an average property in East Lothian. The majority of respondents said they would support an increase in their Council Tax (61%), with respondents being most likely to support an increase of less than £3 per week (41%). Just over a third of respondents (35%) said they would be opposed to an increase on their Council Tax and 4% were unsure.

USE OF THE INTERNET AND CONTACTING THE COUNCIL

→ When asked about the activities that they do online, the most common responses were sending emails (87%), online banking (84%) and looking for information (83%).

→ Respondents were asked about the contact methods they use to get in touch with the Council in different circumstances:

- To get information about a service: 62% said they prefer to do this via the website (up from 37% in 2021), 50% would prefer to phone and 48% email.
- To request a service/ report a repair or fault: 65% would prefer to do this by phone, 49% would prefer to use the Council website (up from 25% in 2021) and 49% would prefer to do this by email (up from 24% in 2021).
- To pay a bill or Council tax: 67% would prefer to do this via the Council's website (up from 55% in 2021).

→ In terms of usage of the Council's website, the most common uses were to look for contact numbers for the Council (56%), to pay a bill (47%) and to find out more about Council services (46%). On the other hand, 15% said they did not use the Council website. Compared to 2021, the usage of the website for certain services, remains similar. However, significant increases can be seen with regard to paying a bill (increasing from 28% to 47%), reporting a problem/ repair (increasing from 14% to 33%) and to lodge a complaint/ compliment (increasing from 16% to 24%).

CLIMATE CHANGE

→ Respondents were asked the extent to which they agreed or disagreed with a number of statements about climate change. The greatest level of agreement was with the statement 'I understand what actions people like myself should take to help tackle climate control' with 77% of respondents either strongly agreeing or tending to agree with this statement. The lowest level of agreement was just 5% with the statement 'Climate change will only have an impact on other countries, there is no need for me to worry'. 87% of respondents either tended to disagree or strongly disagreed with this statement.

→ When asked what actions would encourage them to do more to address their own impact on climate change, 61% of respondents said cheaper bus or train fares and 53% said more recycling facilities would definitely encourage them to address their own impact on climate change. On the other hand, only 25% said that more electric vehicle charging points would definitely encourage them to address their own impact on climate change.

MONEY MATTERS

→ Respondents were asked how well their household is currently managing financially, with 19% of respondents saying they are managing very well. This is only marginally less than the 2021 survey where 22% were managing very well. The combined percentage of respondents managing either very or quite well has decreased from 54% in 2019 to 50% in 2021 and again to 45% in 2024.

→ Respondents were asked to think about their standard of living and whether it has got better, stayed the same or got worse over the last two years. Overall, 16% said they feel it has got much or a little better compared to 43% who said it has got much or a little worse. 39% said it has stayed the same.

→ Over half of respondents (60%) have had to make adjustments to deal with the rise in cost of living. The most common adjustment made has been made is reducing energy use, which has been done by 56% of respondents.

→ When asked about their standard of living in relation to what they may or may not have, the vast majority of respondents (90%) said they have home contents insurance. On the other hand, 20% of respondents said they don't have and can't afford to make regular payments into an occupational or private pension and 18% said they don't have and can't afford all recommended dental work/ treatment or that they don't have access to £500 to cover an unexpected but necessary expense. The proportion of respondents saying that they have these things has decreased for all items since 2021.

→ Respondents were then asked about their standard of living in relation to items that their children may or may not have. Almost all respondents (97%) reported that their child has access to a computer or the internet to complete homework. On the other hand, 16% of respondents said they cannot afford to give their child day trips with family once a month and 14% said they could not afford for their child to have a holiday away from home at least one week a year.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Background and objectives

This report represents and discusses the findings to emerge from East Lothian Partnership's 2024 Resident Satisfaction Survey which was undertaken by Research Resource. Similar surveys have been undertaken in 2021, 2019, 2017, 2011, 2009 and in 2005.

The specific research objective of the 2024 Residents Survey is to provide the Council and East Lothian Partnership with information on local residents' experience and perceptions across a range of topics.

1.2. Methodology

The 2024 East Lothian Residents Survey was undertaken using a self-completion methodology. The Residents' Survey was also undertaken using a self-completion methodology in 2021 but had previously been undertaken using a face to face methodology, most recently in 2019. Due to the COVID pandemic it was decided that the methodology should be changed for the 2021 survey. For comparability, the 2024 survey continued to use the self completion methodology.

The survey was sent to a representative sample of 10,000 East Lothian residents who were sent a copy of the questionnaire in the post and asked to complete and return to Research Resource for processing using a reply paid envelope which was enclosed with the survey. Residents were also given the opportunity to complete the survey using a QR code or via a html survey link.

The sample was designed to be representative of ward and Scottish Index of Multiple Deprivation (SIMD) with addresses selected at random. Overall, a total of 1,709 responses were achieved to the survey with 181 of these being online responses. The survey was sent on the 10th April 2024 and returns were accepted up until the 31st May 2024. Completed questionnaires were returned to Research Resource.

The response profile was reviewed and compared to the overall East Lothian population in terms of demography and geography. For geographical comparisons the postcode provided by residents within the survey data was used to identify multi member ward and also Scottish Index of Multiple Deprivation Data (SIMD) Zones. Analysis of the profile for those who provided information on age and postcode revealed that respondents were broadly representative across Ward and SIMD. However, age analysis showed that older residents were overrepresented and there was a much lower response from those aged under 35. It was decided that the data should be weighted by age and ward. However, this has meant that respondents to the survey who declined to provide their age have been excluded from the weighting calculation. The total survey response excluding those who chose not to provide age equates to 1,636, therefore throughout the report the unweighted base is less than the 1,709 total respondents as these individuals have been excluded from the weighting calculation.

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

Figure 1: Survey response and confidence intervals

Electoral Ward	Sample Base 2024 survey	2022 Scotlands Census Population (adults aged 16+ years)	Confidence Interval (at 95%)
Dunbar & East Linton	231	12,668	6.39%
Haddington & Lammermuir	335	16,689	5.30%
Musselburgh	312	18,201	5.50%
North Berwick Coastal	254	12,282	6.09%
Preston Seton Gosford	287	15,522	5.73%
Tranent, Wallyford & Macmerry	290	16,738	5.70%
Total East Lothian	**1709**	**92,098**	**2.35%**

The 2024 questionnaire was developed from the 2021 survey questionnaire, revising the questionnaire to ensure that it reflected current issues. A copy of the final questionnaire for 2024 is available in Appendix 1.

1.3. Data analysis

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

As mentioned in section 1.2, to ensure the data was representative at both East Lothian and Ward level, weighting figures were used during the data analysis. The data was weighted by age and ward. Throughout the report the base refers to the unweighted base. The base varies on a question by question basis. This is due to the self-completion methodology where respondents could pick what questions they answered (or did not want to answer).

1.4. Presentation and interpretation of results

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

In reading this report, a number of points should be noted:

- The findings are based upon a sample of residents, rather than the whole population of East Lothian being surveyed, therefore, all results are subject to sampling tolerances and not all differences will be statistically significant.
- Results have been compared to the previous East Lothian Surveys undertaken between 2017 and 2021 as appropriate, but in comparing results, it should be noted that:
    - The change in methodology from face to face to self-completion in 2021. This means that the 2021 results are directly comparable to the results of the 2024 survey however, prior results are not directly comparable. It is not possible to determine whether differences between the more recent survey results (2021 and 2024) and those for previous years are due to genuine changes in views and experiences, or are due to the change in methodology and how the surveys were carried out. For example, respondents may answer differently when completing the survey themselves rather than they would do if they were asked the questions on face to face basis, typically respondents are more likely to be critical in postal surveys than face to face surveys. There may also be instances where respondents have perhaps interpreted things differently than they would have done if the survey had been carried out face to face where respondents would have had the opportunity to ask questions during the interview.
    - The demographics of the area may have changed in this period.

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

2. PROFILE OF RESPONDENTS

2.1. Introduction

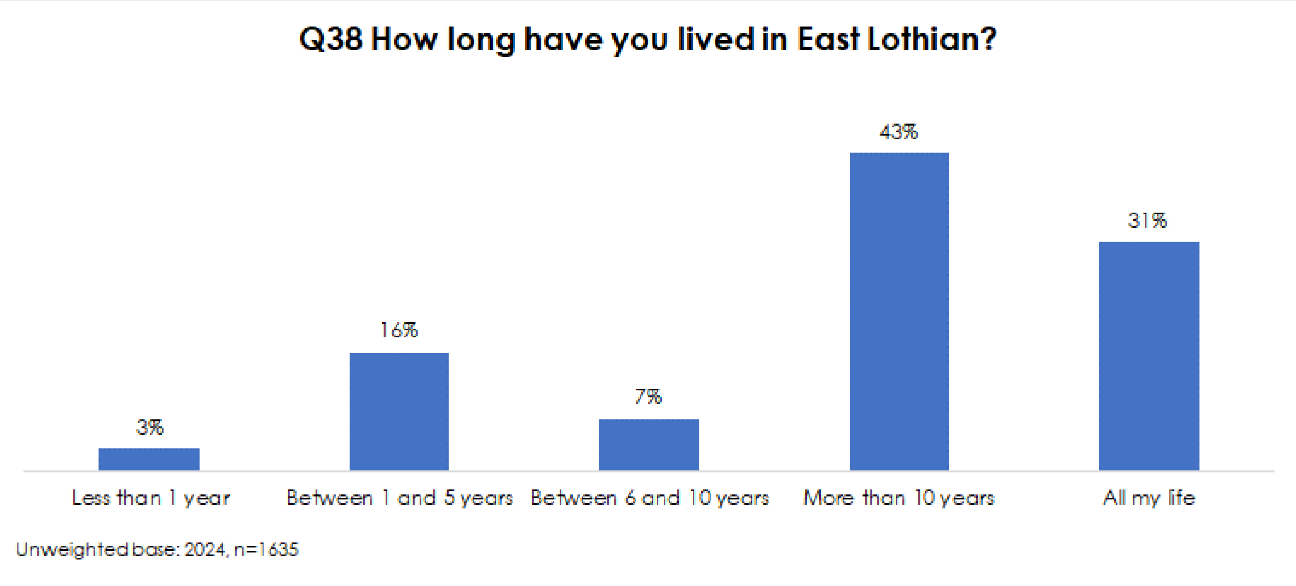
Details on the profile of East Lothian residents cover the following topics:

- Length of time living in East Lothian
- Age and gender
- Household composition
- Ethnicity
- Sexual orientation
- Disability

2.2. Length of time living in East Lothian (Q38)

The majority of respondents have lived in East Lothian for a significant period of time, with 43% having lived there for more than 10 years and 31% having lived there all their life.

Figure 2: Length of time living in East Lothian



The proportion of respondents who have lived in East Lothian all their life was significantly higher in Tranent, Wallyford and Macmerry (39%) than in North Berwick Coastal (22%). Musselburgh had the highest proportion of respondents who have lived in East Lothian for less than 10 years (33%).

Those living in the most deprived 20% areas were more likely to have lived in East Lothian all their life (42%) than those living in other areas (30%).

Analysis by age shows that those aged 16-34 were more likely to have lived in East Lothian for less than 10 years than other age groups with 50% of 16-34 year olds saying this compared to 7% of those aged 75+. As age increases, as does the likelihood of living in East Lothian for more than 10 years.

2.3. Age and gender (Q39/40)

Just over 6 in 10 survey respondents were female (62%), 35% were male, less than 1% were non binary and 2% said they would prefer not to say. In terms of the age profile of survey respondents 24% were aged 16-34, 50% were aged 35-64 and 26% were aged 65 and over.

Figure 3: Age and gender profile

	Overall	Male	Female	Non Binary	Prefer not to say
Unweighted base	**1636**	**652**	**956**	**3**	**21**
16-24	**5%**	5%	4%	56%	-
25-34	**19%**	17%	19%	38%	50%
35-54	**32%**	26%	36%	-	33%
55-64	**18%**	18%	19%	7%	11%
65-74	**14%**	17%	13%	-	4%
75+	**12%**	16%	10%	-	1%

Analysis by ward shows that respondents in North Berwick Coastal had an older age profile than other areas, with 34% in this area aged 65+ compared to 21% in Tranent, Wallyford and Macmerry and 22% in Musselburgh.

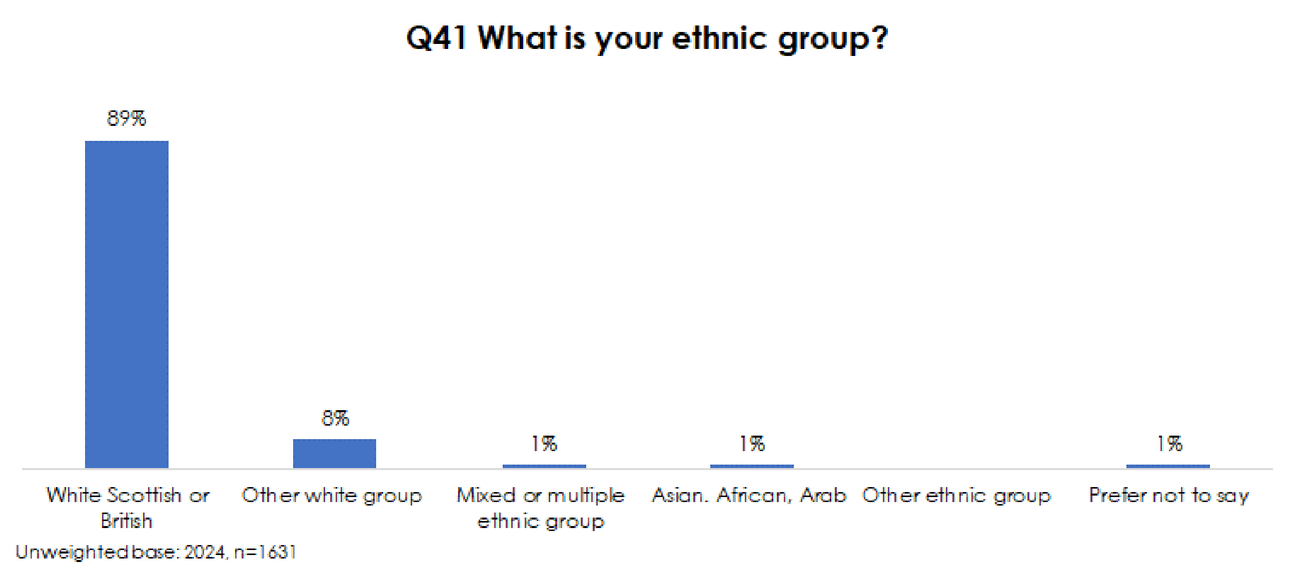
Figure 4: What age group are you? By Ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**225**	**323**	**241**	**294**	**276**	**277**
16-24	8%	4%	3%	2%	7%	6%
25-34	12%	19%	13%	28%	17%	23%
35-54	34%	32%	30%	31%	32%	33%
55-64	18%	18%	20%	17%	19%	17%
65-74	15%	15%	16%	12%	14%	11%
75+	12%	12%	18%	10%	11%	10%

2.4. Ethnicity (Q41)

The vast majority of respondents (89%) were of White Scottish or British ethnicity. 8% were of an other white group, 2% were of some other ethnic group and 1% said they would prefer not to say.

Figure 5: Ethnicity



Respondents aged 16-34 were more likely to be of White Scottish or British ethnicity (78%) than other groups. 22% of this group were of some other ethnic origin, 16% other White, 5% of mixed or multiple ethnic groups and 1% of Asian, African or Arab ethnicity. Those aged 35-54 were also less likely to be of White Scottish ethnicity with 86% of this group stating they were White Scottish or British and 11% of an other White ethnicity. By contrast, 98% of those aged 65-74 and 99% of those aged 75+ were of White Scottish or British ethnicity.

Analysis by ward shows that Those living in Haddington & Lammermuir were most likely to be of White Scottish or British ethnicity (95%) whereas those living in Musselburgh were less likely to be White Scottish or British (86%). 12% of respondents living in Musselburgh were from an other White ethnic group and 2% from mixed or multiple ethnic groups.

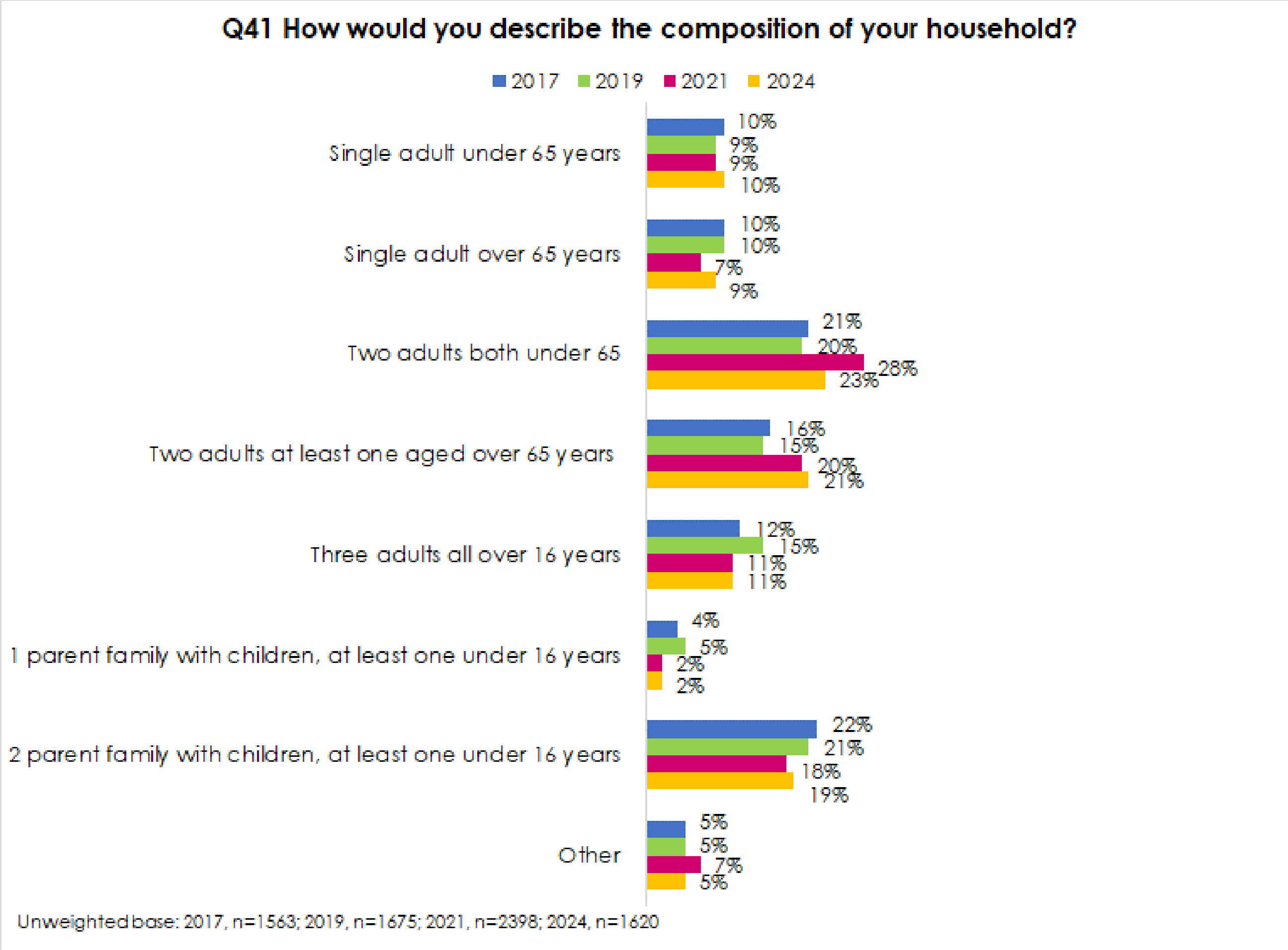
Figure 6: What is your ethnic group by Ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
	225	323	241	292	274	276
White Scottish or British	90%	95%	90%	86%	88%	87%
Other white group	8%	4%	7%	12%	7%	10%
Mixed or multiple ethnic group	-	-	-	2%	3%	2%
Asian. African, Arab	1%	1%	2%	-	1%	-
Other ethnic group	-	-	-	-	-	-
Prefer not to say	2%	0%	1%	0	2%	1%

2.5. Household composition (Q42)

The most common household composition was two adults (44%). Just under one fifth of household compositions (19%) were 2 parent families with children, with at least one child under 16 years. Just under one in four (23%) were two adults both under 65 and this is less than was reported in the 2021 survey (28%).

Figure 7: Household composition (2017, 2019, 2021 and 2024)



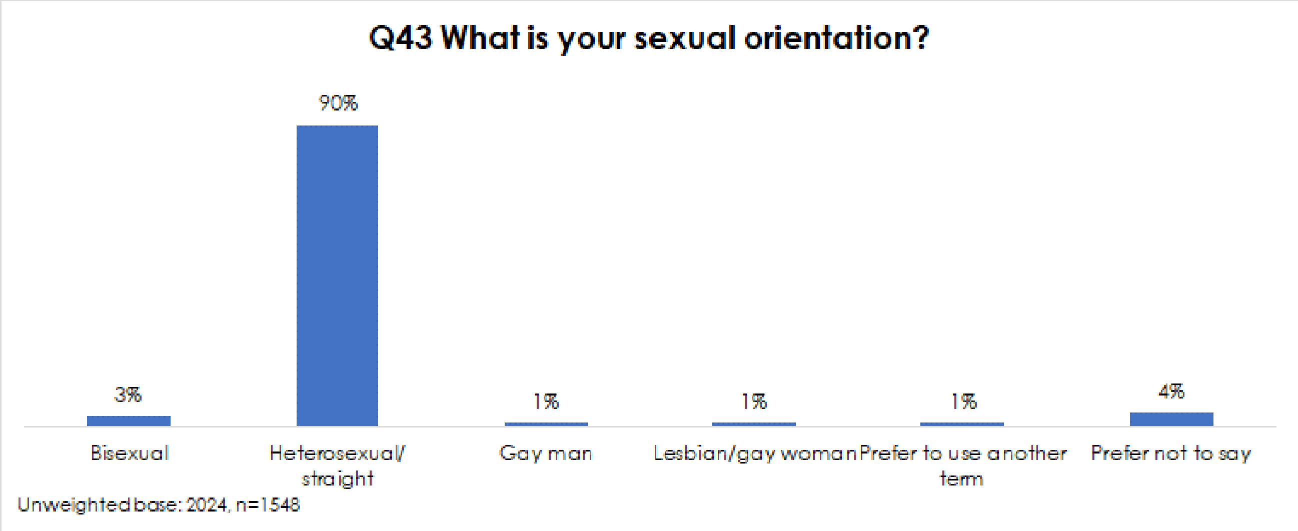
Two adults households both under 65 were most likely to be in the North Berwick Coastal area (32%). This is compared to 19% in each of Musselburgh, Preston, Seton Gosforth and Tranent, Wallyford and Macmerry.

North Berwick Coastal (16%) and Musselburgh (14%) had the lowest proportion of households with children. The greatest proportion of households with children was noted in Haddington and Lammermuir (23%), closely followed by Dunbar and East Linton (22%) and Preston, Seton, Gosforth (22%).

2.6. Sexual orientation (Q43)

The majority of respondents (90%) said that they were of heterosexual or straight sexual orientation.

Figure 8: Sexual orientation

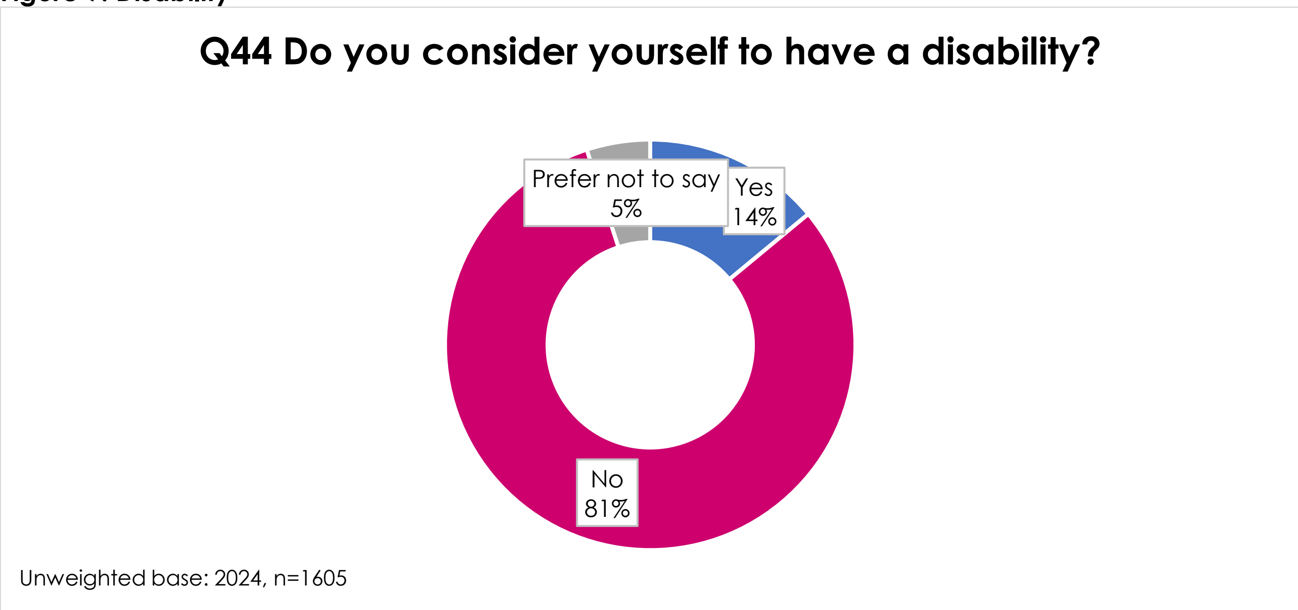


Analysis by age shows that a greater proportion of respondents aged 16-34 were more likely to state that they were bisexual, gay, lesbian or prefer to use another term (12%) than other age groups.

2.6 Disability (Q44)

Just under 3 in 20 respondents (14%) consider themselves to have a disability.

Figure 9: Disability



Significant differences were noted with regard to age where just 10% of those aged under 55 consider themselves to have a disability, rising to 19% aged 65-74 and 34% of those aged 75+.

Geographical analysis shows that those living in Tranent, Wallyford, Macmerry were most likely to consider themselves to have a disability (21%), followed by North Berwick Coastal (19%). Least likely to consider themselves to have a disability were those living in Dunbar and East Linton (8%) and Haddington and Lammermuir (11%).

Figure 10: Do you consider yourself to have a disability?

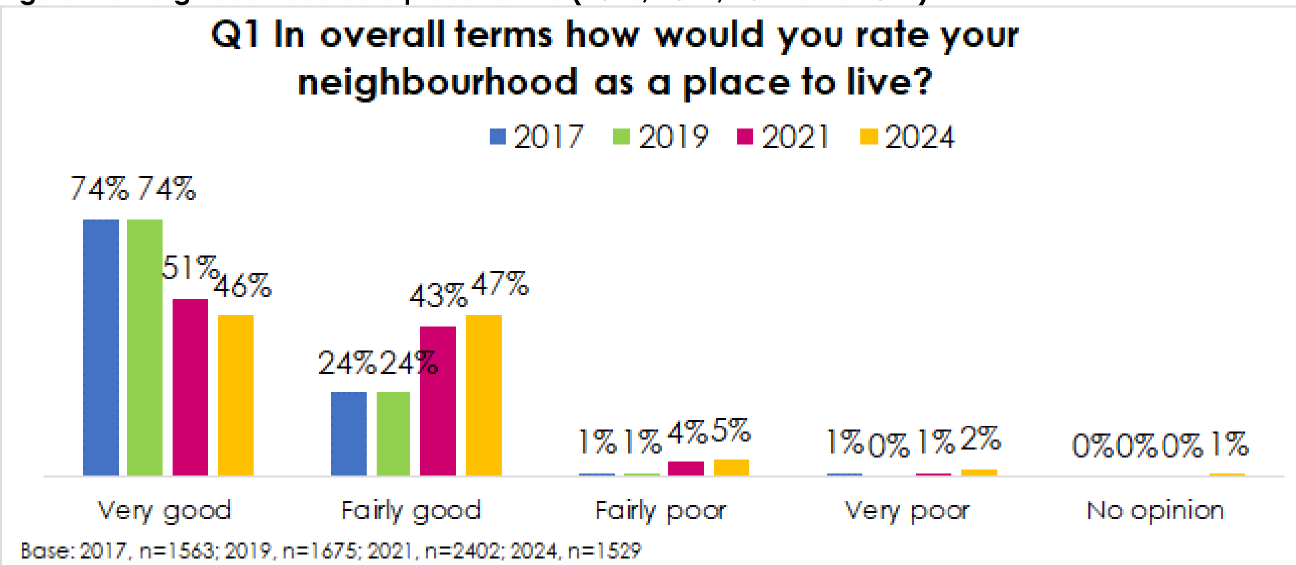
	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**220**	**316**	**237**	**290**	**268**	**274**
Yes	8%	11%	19%	13%	14%	21%
No	89%	85%	79%	82%	81%	72%
Prefer not to say	3%	4%	2%	6%	5%	8%

3. NEIGHBOURHOOD AND QUALITY OF LIFE

3.1. Neighbourhood as a place to live (Q1)

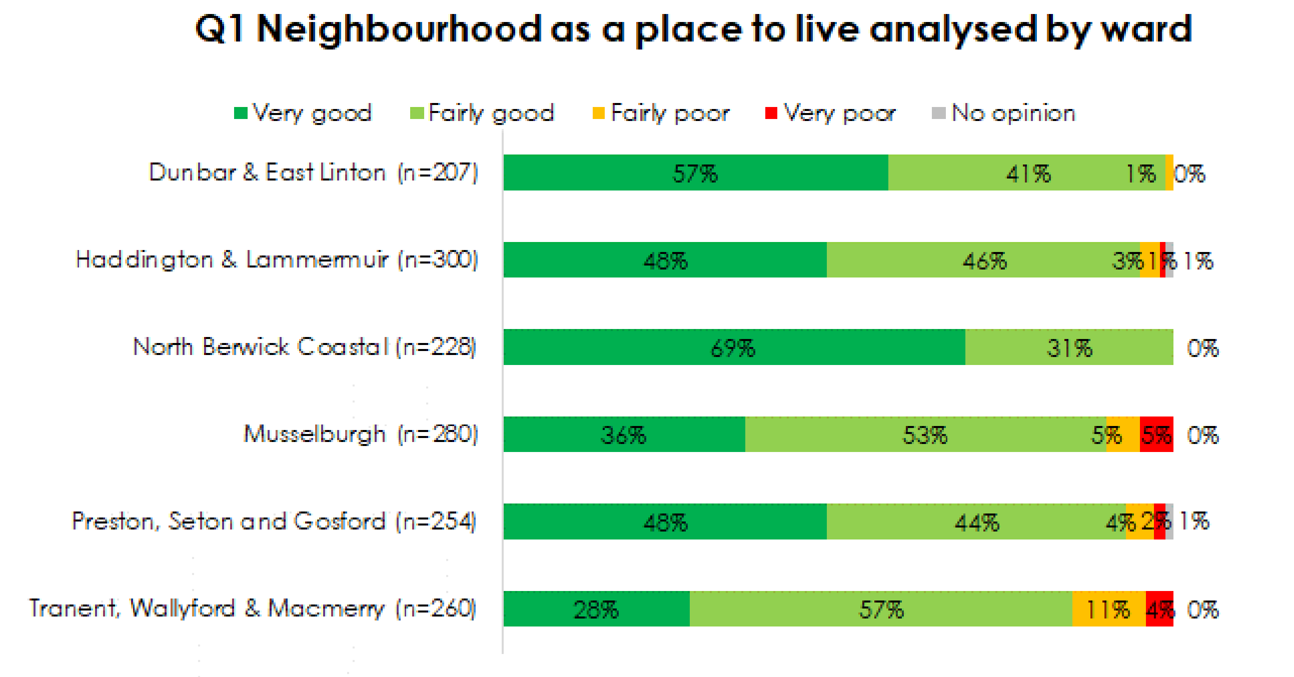
The majority of residents (93%) rate their neighbourhood as very or fairly good, 7% were of the opinion it was a fairly or very poor place to live and 1% had no opinion. The proportion of respondents who rated the neighbourhood a 'very good' place to live has continued to decrease from 74% in 2017 and 2019 to 51% in 2021 and 46% in 2024. Please note the change in methodology from face to face in 2017 and 2019 to a postal methodology in 2021 and 2024.

Figure 11: Neighbourhood as a place to live (2017, 2019, 2021 and 2024)



Analysis by ward reveals that North Berwick Coastal respondents (69%) were most likely to say their neighbourhood was a very good place to live, while Tranent, Wallyford and Macmerry respondents were least likely (28%).

Figure 12: Neighbourhood as a place to live analysed by ward



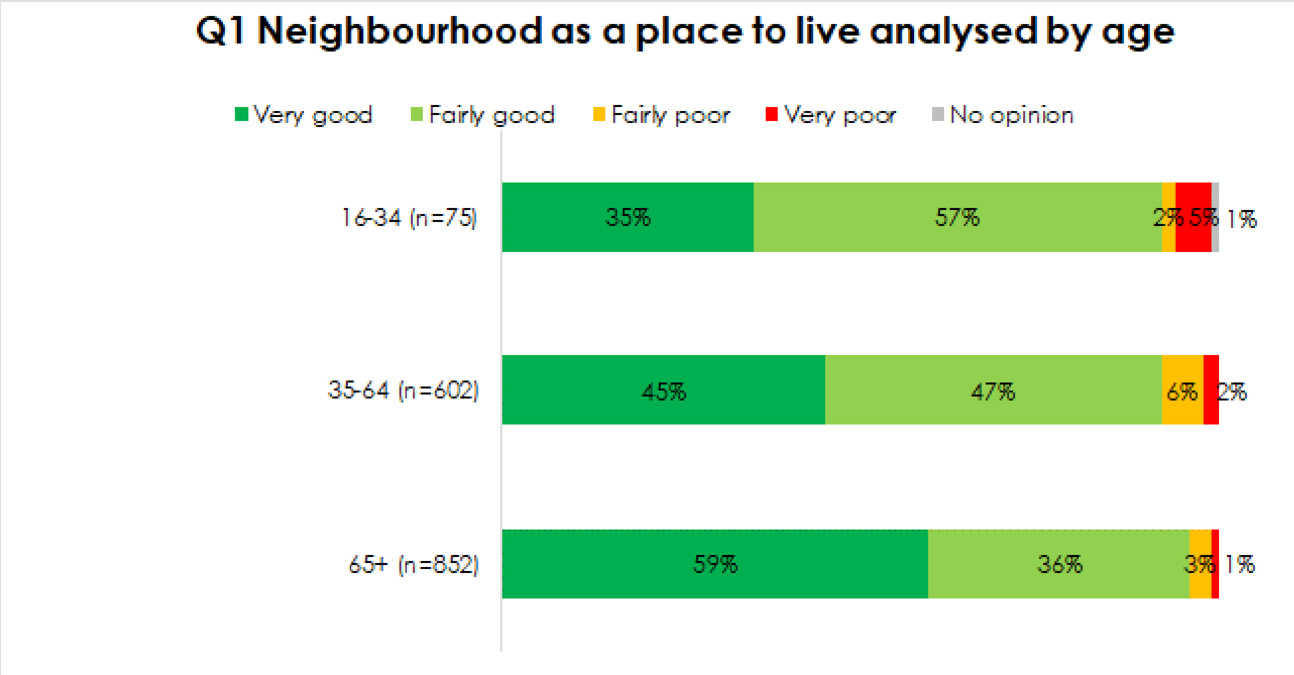
Compared to 2021, the greatest change in rating of the neighbourhood as a place to live can be ween in Tranent, Wallyford and Macmerry, where rating of the neighbourhood has fallen from 91% rating the neighbourhood very or fairly good in 2021 to 85% in 2024.

Figure 13: Q1 In overall terms how would you rate your neighbourhood as a place to live? By ward (2021 vs 2024)

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
% very/ fairly good 2021	97%	95%	98%	93%	93%	91%
% very/ fairly good 2024	98%	94%	100%	89%	92%	85%

Analysis by age reveals that as age increases, so does the proportion of respondents rating their neighbourhood a very good place to live. For example, from 35% for those aged 16-34 to 45% for respondents aged 35-64 and again to 59% for those aged 65 and over.

Figure 14: Neighbourhood as a place to live analysed by age



Residents lived in the most deprived areas (66%) were less likely to say their neighbourhood was good than residents who elsewhere (95%).

The results to this question do not vary significantly by gender.

The table below compares these results to those reported for Scotland overall in the 2022 Scottish Household Survey. As can be seen below, East Lothian respondents were less likely to rate their local neighbourhood as a very good place to live (46%) than the Scottish average (57%). The combined very good and fairly good rating in the 2022 SHS survey was 95% compared to 93% in the East Lothian 2024 survey.

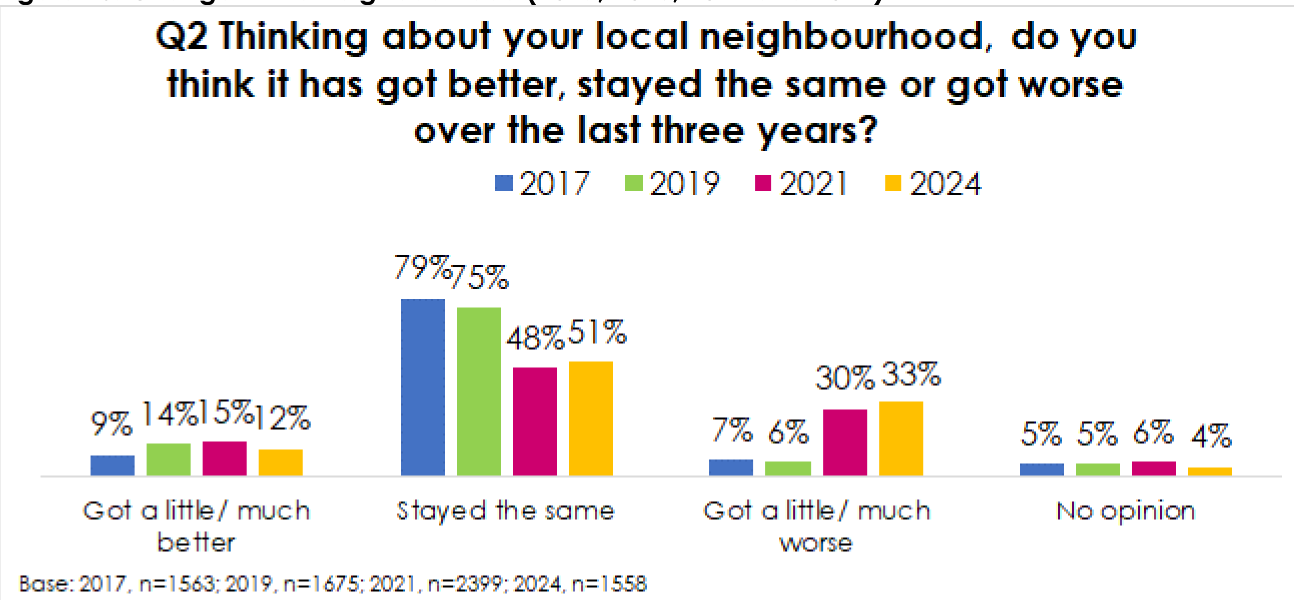
Figure 15: Neighbourhood as a place to live (SHS Scotland 2022 compared to ELC Resident Survey 2024)

	SHS 2022 Scotland	ELC Residents Survey 2024
Very good	57%	46%
Fairly good	38%	47%
Fairly poor	4%	5%
Very poor	1%	2%
No opinion	0%	1%

3.2. Change in the neighbourhood (Q2)

Respondents were then asked to what extent their neighbourhood had changed over the last 3 years. Just over half of respondents (51%) said their local neighbourhood had stayed the same, compared to 12% who said it has got a little or much better and 33% who said it has got a little or much worse. Residents stating their neighbourhood has got a little or much better has decreased marginally from 15% in 2021. However, there has been a significant increase in the proportion of respondents who said the neighbourhood has got worse, increasing from between 6% or 7% in previous years to 30% in 2021 and 33% in 2024. Please note the change in methodology from face to face in 2017 and 2019 to a postal methodology in 2021 and 2024.

Figure 16: Change in the neighbourhood (2017, 2019, 2021 and 2024)



Analysis by ward reveals North Berwick Coastal (15%) and Preston, Seton and Gosford residents (15%) were the most likely to say their local neighbourhood has improved, while Musselburgh (10%) and Tranent, Wallyford and Macmerry respondents (10%) were the least likely. Respondents living in Preston, Seton and Gosford were most likely to say their neighbourhood had got worse (35%).

Figure 17: Change in the neighbourhood analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**209**	**308**	**231**	**285**	**259**	**266**
Got much better/ a little better	11%	11%	15%	10%	15%	10%
Stayed the same	57%	54%	55%	56%	46%	40%
Got a little/ much worse	31%	33%	29%	29%	35%	42%
Don't know	2%	2%	1%	5%	4%	8%

The table below shows residents aged 35-64 were the most likely to say their local neighbourhood had got worse (38%) and respondents aged 16-34 were least likely to say this (26%).

Figure 18: Change in the neighbourhood analysed by age

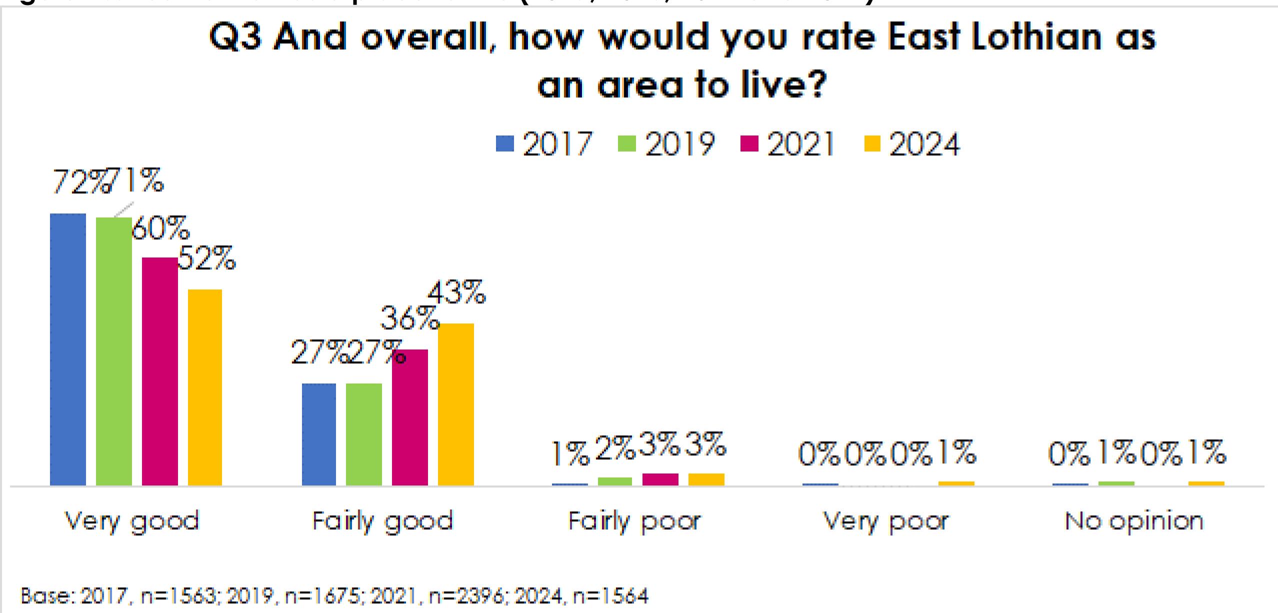
	16-34	35-64	65+
Unweighted base	**79**	**607**	**872**
Got much better/ a little better	13%	11%	12%
Stayed the same	52%	48%	55%
Got a little/ much worse	26%	38%	32%
Don't know	9%	3%	1%

Individuals residing in deprived areas (55%) were more likely to say their local neighbourhood has got a little or much worse in recent years, compared to 32% from other areas.

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

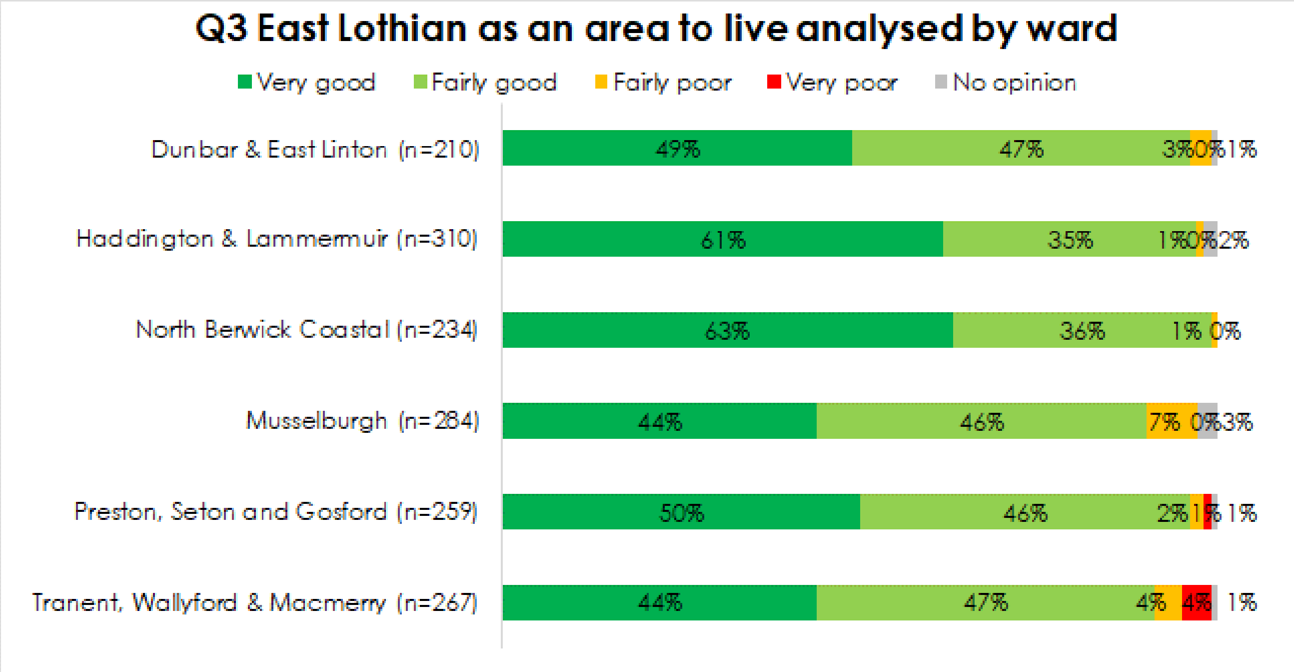
Almost all respondents (95%) rated East Lothian as a very good (52%) or fairly good (43%) place to live. While the combined percentage of respondents stating East Lothian is a very or fairly good area has not changed significantly compared to previous years, the proportion who rated East Lothian as a very good place to live has decreased from 71% in 2019 to 60% in 2021 and again to 52% in 2024.

Figure 19: East Lothian as a place to live (2017, 2019, 2021 and 2024)



Analysis by ward reveals North Berwick Coastal respondents were most likely to rate East Lothian a very good place to live (63%), while Musselburgh (44%) and Tranent, Wallyford and Macmerry respondents (44%) were significantly less likely.

Figure 20: East Lothian as a place to live analysed by ward



Respondents who did not live in the most deprived areas (53%) were more likely to say East Lothian was a very good place to live, compared to 36% of respondents from deprived areas.

Analysis by length of time living in East Lothian shows that those who have been living in East Lothian for less than 1 year were significantly more likely to rate East Lothian as a very or fairly good area to live (100%) than those who had lived there for a longer period of time, where ratings ranged from 93% to 96%,

Analysis by age reveals that as age increases so does the proportion of respondents rating East Lothian a very good place to live, for example from 48% of respondents aged 16-34 to 60% for those aged 65 and over.

Figure 21: East Lothian as an area to live analysed by age

	16-34	35-64	65+
Unweighted base	**79**	**607**	**878**
Very good	48%	49%	60%
Fairly good	45%	45%	36%
Fairly poor	3%	4%	2%
Very poor	1%	1%	1%
No opinion	3%	1%	1%

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

East Lothian residents were then asked what improvements could be made to their neighbourhood. The top three priorities were health services (53%, road and pavement repairs (75%), health services (55%) and activities for teenagers (33%).

Priorities for improvement that have seen the most significant increase in priority since 2021 are road and pavement repairs (up 22 percentage points), shopping facilities (up 7 percentage points) and sports and leisure facilities (up 6 percentage points).

Figure 22: Priorities for improvement to the local area (2017, 2019, 2021 and 2024)

	East Lothian 2017 (n=1563)	East Lothian 2019 (n=1675)	East Lothian 2021 (n=2378)	East Lothian 2024 (n=1550)	Change 2021-2024
Road and pavement repairs	16%	26%	53%	75%	22%
Health services	11%	12%	53%	55%	2%
Activities for teenagers	8%	9%	34%	33%	-1%
Care for older people	4%	5%	27%	29%	2%
Affordable decent housing	8%	12%	28%	28%	0%
The level of traffic congestion	5%	13%	38%	28%	-10%
Shopping facilities	10%	16%	20%	27%	7%
Public transport	7%	8%	23%	24%	1%
Clean streets	6%	8%	23%	23%	0%
Sports and leisure facilities	3%	3%	14%	20%	6%
Jobs for local people	7%	15%	19%	18%	-1%
The level of crime	3%	1%	17%	18%	1%
Primary & Secondary Schools	3%	3%	15%	16%	1%
Sense of community	2%	2%	10%	10%	0%
Don't know	5%	23%	0%	1%	1%
None of these	37%	15%	1%	0%	-1%

Road and pavement repairs were the top priority for all areas with the exception of Tranent, Wallyford and Macmerry where health services was top priority (79%).

Figure 23: Priorities for improvement to the local area analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base	**205**	**309**	**232**	**283**	**256**	**265**
Primary & Secondary Schools	20%	14%	8%	18%	21%	16%
Jobs for local people	17%	20%	14%	18%	21%	17%
Health services	32%	33%	60%	71%	51%	79%
Care of older people	34%	27%	32%	31%	23%	25%
The level of traffic congestion	17%	21%	29%	44%	28%	23%
Public transport	26%	28%	31%	15%	30%	18%
Road and pavement repairs	72%	81%	78%	73%	76%	69%
Clean streets	11%	28%	7%	35%	23%	27%
The level of crime	13%	17%	7%	22%	20%	23%
Activities for teenagers	53%	33%	29%	25%	32%	32%
Affordable decent housing	42%	25%	40%	18%	24%	26%
Sense of community	7%	14%	9%	10%	9%	13%
Shopping facilities	40%	19%	18%	19%	33%	37%
Sports and leisure facilities	23%	26%	17%	11%	17%	25%
Other	1%	2%	8%	4%	3%	2%
Don't know	0%	0%	0%	2%	0%	1%

Analysis by age reveals road and pavement repairs was the top concern for all age groups, however, the extent to which it was a priority was much greater for older respondents aged 65 and over (81%) than for those aged 16-34 (64%). The level of priority for improvement was greater for those aged 16-34 than older age groups with respect to activities for teenagers (42%), affordable decent housing (33%), shopping facilities (33%) and sports and leisure facilities (29%).

Figure 24: Priorities for improvement to the local area analysed by age

	16-34	35-64	65+
Base	**77**	**605**	**868**
Primary & Secondary Schools	17%	17%	12%
Jobs for local people	13%	18%	21%
Health services	52%	55%	59%
Care of older people	13%	28%	44%
The level of traffic congestion	23%	28%	32%
Public transport	33%	23%	17%
Road and pavement repairs	64%	77%	81%
Clean streets	21%	22%	28%
The level of crime	14%	21%	16%
Activities for teenagers	42%	33%	25%
Affordable decent housing	33%	25%	29%
Sense of community	14%	10%	8%
Shopping facilities	33%	27%	22%
Sports and leisure facilities	29%	22%	7%
Other	4%	3%	4%
Don't know	-	1%	1%

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

- → **Health services:** Respondents living in a deprived area (74%) were more likely to state this was a priority for improvement than respondents from non-deprived areas (54%).
- → **Clean streets:** Those living in deprived areas were more likely to say this was a concern for them (38%) than those who lived in non-deprived areas (22%).
- → **The level of traffic congestion:** Respondents living in a deprived area (42%) were more than twice as likely to state this was a priority for improvement than respondents from non-deprived areas (27%).

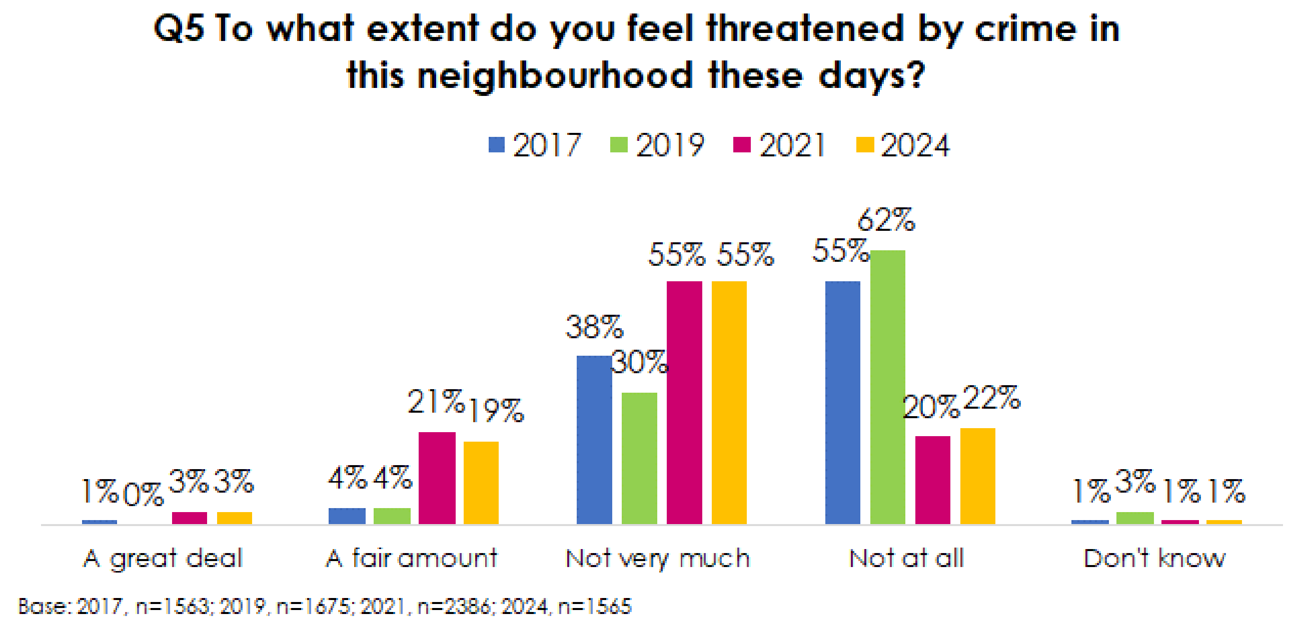
On the other hand, those living in the most deprived areas were less likely to state that public transport was a priority for improvement (6%) than those living in other areas (25%).

5. COMMUNITY SAFETY

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

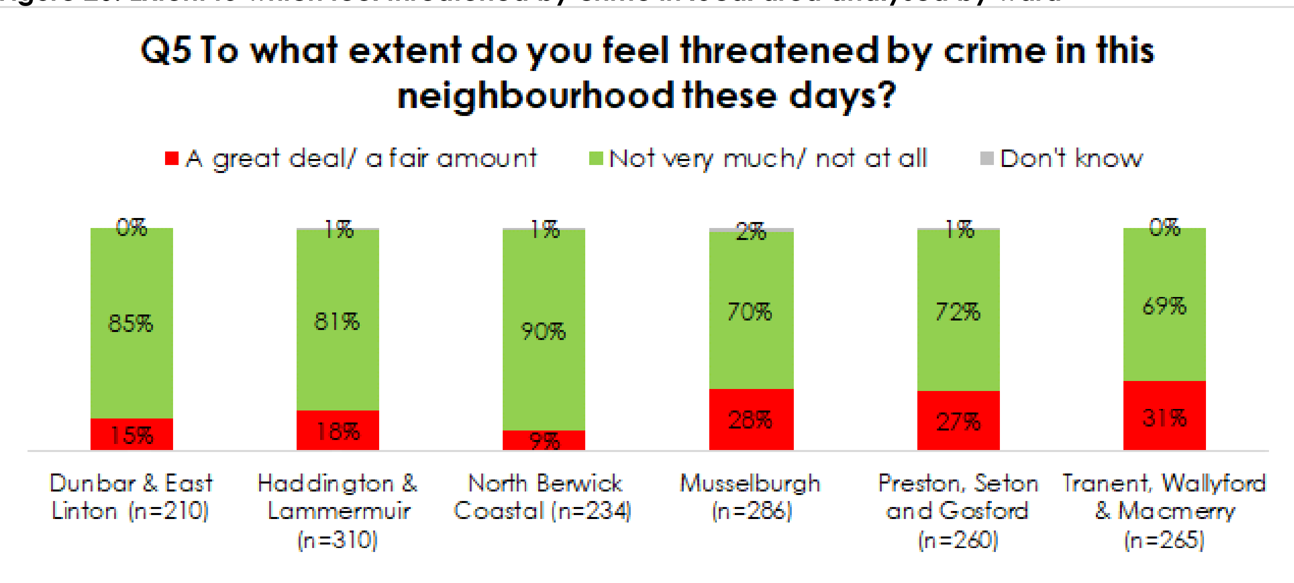
The majority of respondents (77%) said they do not feel threatened by crime at all (22%) or not very much (55%). 19% said they feel threatened by crime in their neighbourhood a fair amount and 3% said they felt threatened a great deal. The results to this question have not changed significantly compared to the 2021 results.

Figure 25: Extent to which feel threatened by crime in local area (2017, 2019, 2021 and 2024)



Tranent, Wallyford and Macmerry (31%) residents were most likely to say they feel threatened by crime a great deal or fair amount, followed by Musselburgh (28%). On the other hand, North Berwick Coastal respondents were least likely to feel this way (9%).

Figure 26: Extent to which feel threatened by crime in local area analysed by ward



Respondents living in a deprived area (45%) were more likely to say they felt threatened by crime in their local area a great deal or fair amount, compared to 21% of respondents living in other areas.

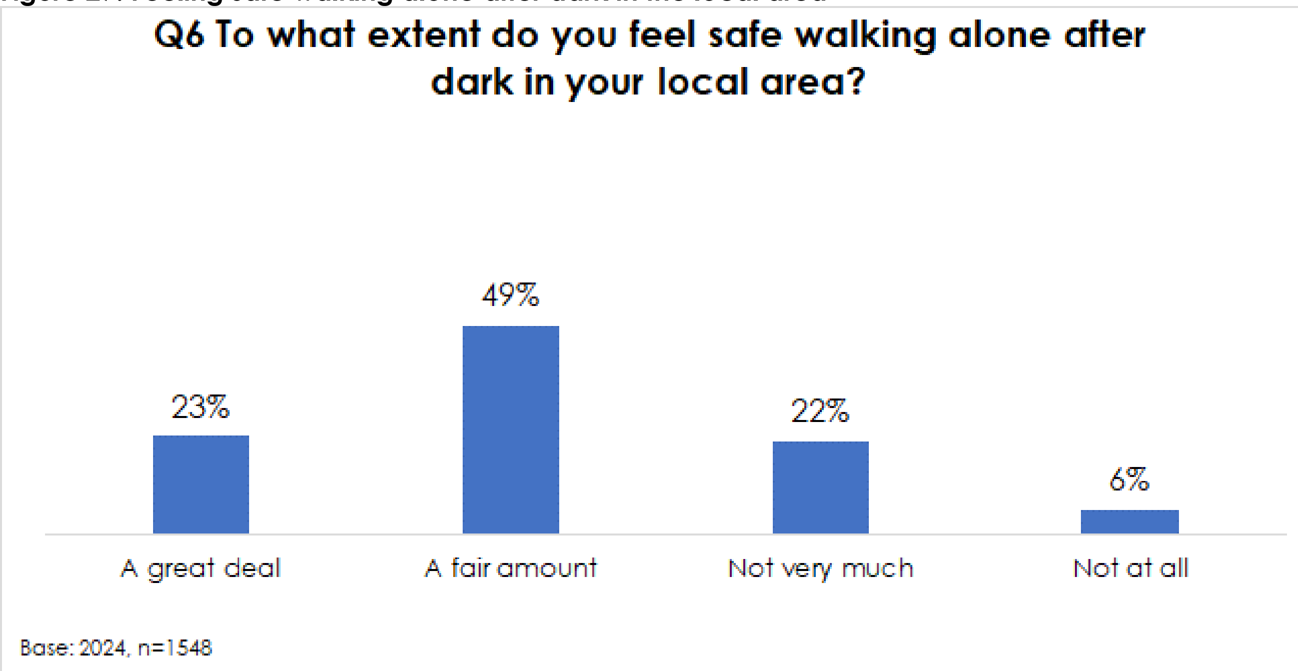
Analysis by age reveals that respondents aged 35-64 were more likely to say they feel threatened by crime a great deal or a fair amount (26%) than respondents aged 16-34 (17%) and aged 65 and over (20%).

The results to this question did not vary significantly for males compared to females. For example, 24% of males said they feel threatened by crime a great deal or a fair amount compared to 22% of females.

5.2. Feeling safe walking alone after dark (Q6)

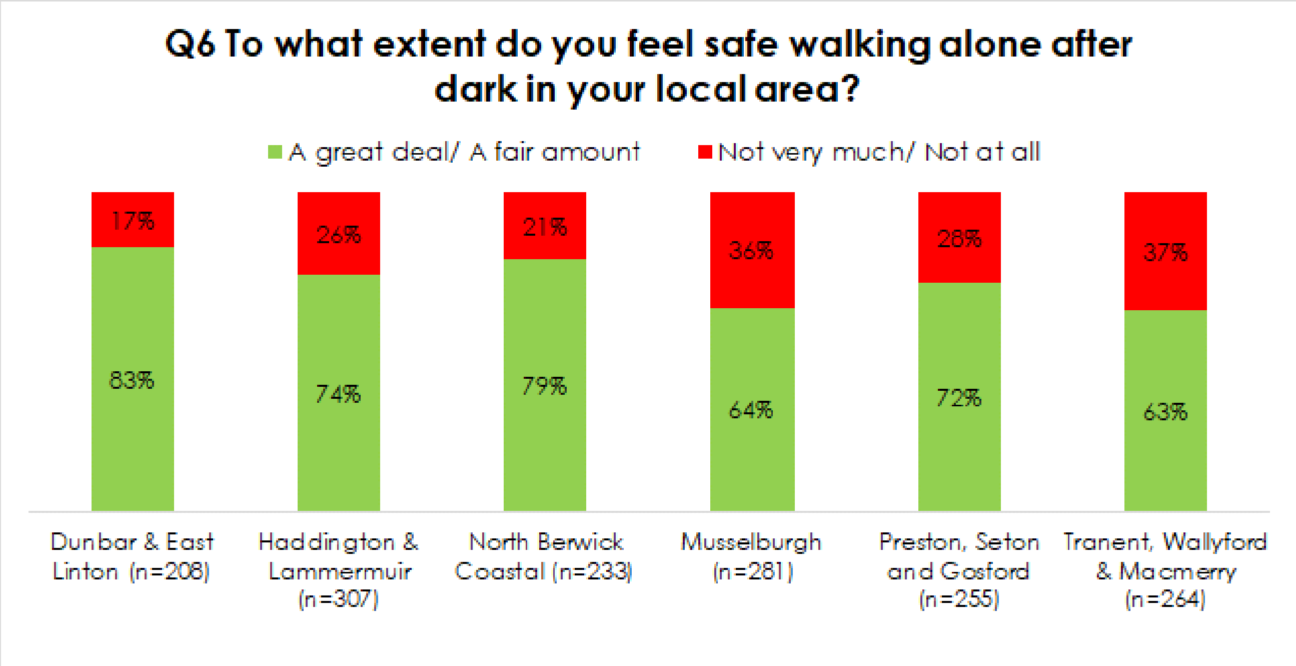
A new question was added to the 2024 survey which asked respondents to what extent they felt safe walking alone after dark in their local area. More than 7 in 10 respondents (72%) said they felt safe a great deal or a fair amount, 22% said they did not feel safe very much and 6% did not feel safe at all.

Figure 27: Feeling safe walking alone after dark in the local area



Analysis by ward reveals that Dunbar and East Linton residents were most likely to feel safe walking alone after dark in their local area a great deal or a fair amount (83%). On the other hand, Musselburgh (64%) and Tranent, Wallyford and Macmerry respondents (63%) were least likely to feel safe in this respect.

Figure 28: Feeling safe walking alone after dark in the local area analysed by ward



Further analysis indicates that those who lived in the most deprived areas were more likely to say they do not feel safe very much or at all when walking alone in the local neighbourhood after dark (46%) than respondents who lived in all other areas (27%).

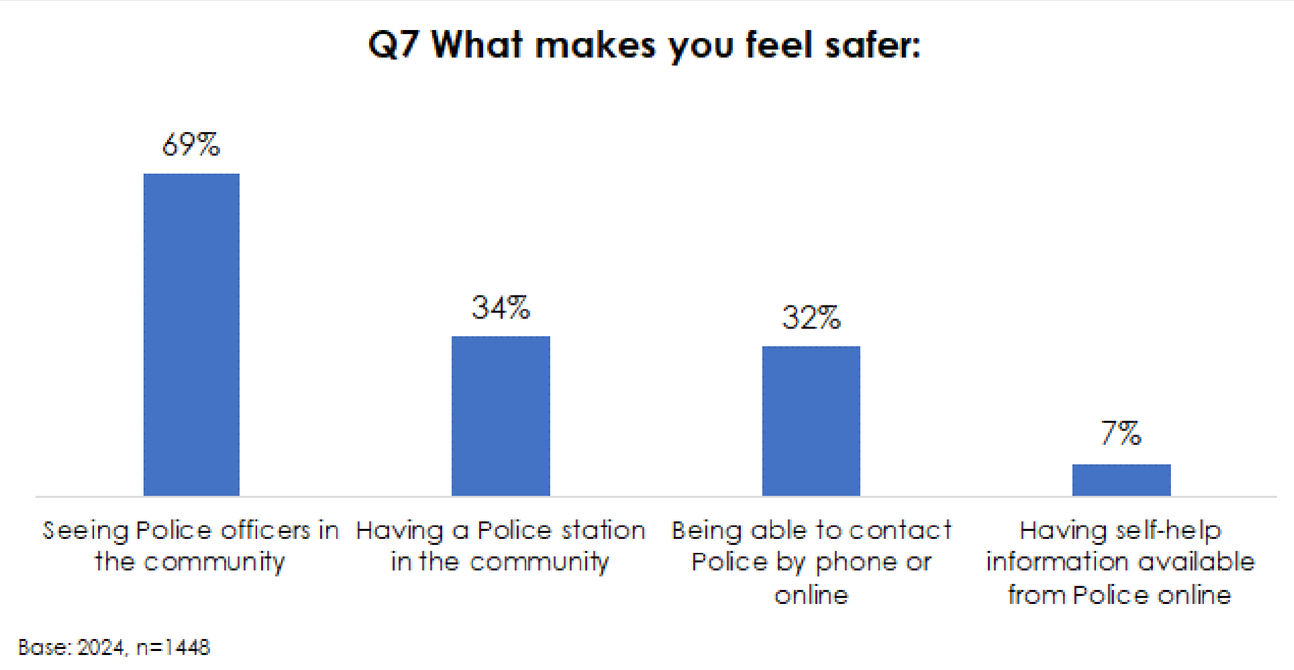
Interestingly as age increases, the proportion of respondents who do not feel safe very much or at all when walking alone in the neighbourhood after dark also increases, for example from 25% for those aged 16-34 to 27% for respondents aged 35-64 and 33% for respondents aged 65 and over.

Females were more likely to not feel safe very much or at all in this respect (30%) than males (23%).

5.3. Impact of the police on feeling safe (Q7/8)

A new question was introduced in the 2024 residents survey which asked respondents about what makes them feel safer in terms of the contact they have with police. The majority of respondents (69%) said that seeing police officers in the community makes them feel safer. Fewer respondents said that having a police station in the community (34%), being able to contact police by phone or online (32%) and having self- help information available from police online makes them feel safer.

Figure 29: What makes residents feel safer



Analysis by ward is shown in the following table, with the main differences noted below:

- **Seeing Police officers in the community:** This was selected by more Tranent, Wallyford and Macmerry respondents (77%) than Preston, Seton and Gosford respondents.
- **Having a Police station in the community:** More respondents living in Dunbar and East Linton (41%) and in North Berwick Coastal (40%) would like to see a community police station to 27% of Tranent, Wallyford and Macmerry respondents.
- **Being able to contact Police by phone or online:** Dunbar and East Linton respondents were most likely to have selected this option (40%) and Tranent, Wallyford and Macmerry respondents were least likely (21%).
- **Having self-help information available from Police online:** Dunbar and East Linton respondents were most likely to have said they would like to have self help information available online (15%) and North Berwick Coastal respondents were least likely (3%).

Figure 30: Impact of police contact on feeling safe analysed by ward						
	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**187**	**285**	**211**	**275**	**238**	**252**
Seeing Police officers in the community	68%	68%	65%	73%	62%	77%
Having a Police station in the community	41%	33%	40%	36%	29%	27%
Being able to contact Police by phone or online	40%	31%	32%	36%	34%	21%
Having self-help information available from Police online	15%	8%	3%	7%	5%	6%

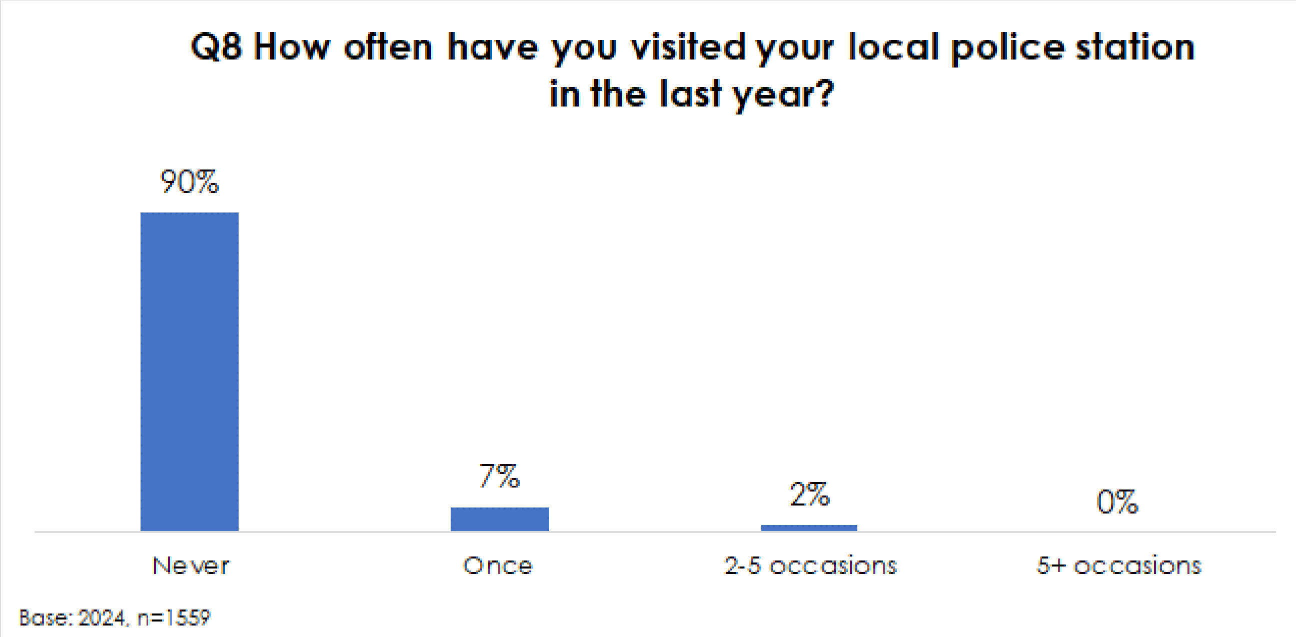
Analysis by SIMD indicates that seeing police officers in the community was more of a priority for those living in the most deprived areas (81%) than those who lived in all other areas (68%). All other options were more likely to be preferred by respondents who did not live in the most deprived areas.

Figure 31: Impact of police contact on feeling safe analysed by SIMD		
	Most deprived 20%	Other areas
Unweighted base	**95**	**1353**
Seeing Police officers in the community	81%	68%
Having a Police station in the community	27%	34%
Being able to contact Police by phone or online	19%	33%
Having self-help information available from Police online	8%	7%

Age based analysis reveals that seeing police officers in the community was more important for respondents aged 35-64 (74%) and least important for those aged 16-34 (59%). Having a police station in the community was more important for those aged 35-64 (36%) and aged 65 and over (37%) than those aged 16-34 (25%). There was minimal variation in opinions when analysing the data by gender.

Nine in ten East Lothian respondents had not visited their local police station in the last year. Just 7% had visited their local police station once and 2% had visited between 2 and 5 occasions.

Figure 32: Frequency of police station visits



Musselburgh and Tranent, Wallyford and Macmerry respondents were most likely to say they have visited their local police station in the last year with 12% stating they have visited at least once in the last year. North Berwick Coastal (6%) and Preston, Seton and Gosford respondents (5%) were least likely to have visited their local police station.

Figure 33: Frequency of police station visits analysed by ward

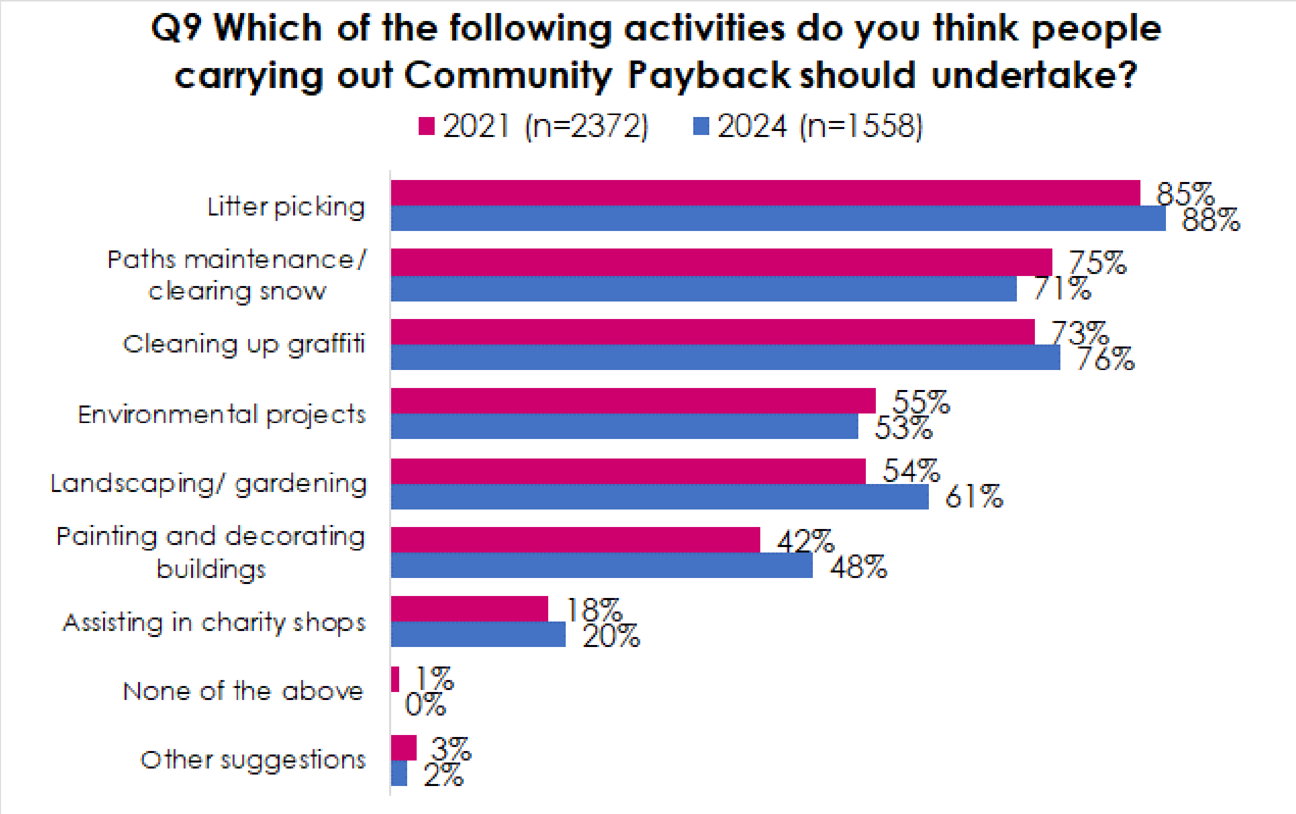
	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**208**	**310**	**234**	**283**	**258**	**266**
Never	90%	89%	94%	88%	95%	88%
Once	8%	8%	5%	12%	3%	7%
2-5 occasions	2%	2%	1%	1%	2%	2%
5+ occasions	-	0%	0%	-	-	2%

Analysis by demographic reveals that respondents aged 16-34 were less likely to say have visited their local police station (4%) than respondents aged 35-64 (11%) and aged 65 and over (11%). Furthermore, those who lived in the most deprived areas were significantly more likely to have visited their local police station (22%) than those who lived in non-deprived areas (9%).

5.4. Community Payback (Q9/10)

Respondents were told that the Courts can impose a requirement to complete unpaid work in their local community as part of a Community Payback Order. Respondents were then asked to select from a list of activities, which they believe people carrying out Community Payback should undertake. The top response was litter picking (88%), followed by cleaning up graffiti (76%) and paths maintenance or clearing snow (75%). These were also the three most common responses in the 2021 survey.

Figure 34: Perceptions on community payback activities



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

→ **Landscaping/ gardening:** Tranent, Wallyford & Macmerry respondents (69%) were more likely to say people carrying out Community Payback should undertake landscaping or gardening than Musselburgh respondents (54%).

→ **Environmental projects:** Haddington & Lammermuir respondents (59%) were most likely to say people carrying out Community Payback should work on environmental projects compared to 47% of respondents living in Musselburgh and 48% of respondents living in Tranent, Wallyford and Macmerry.

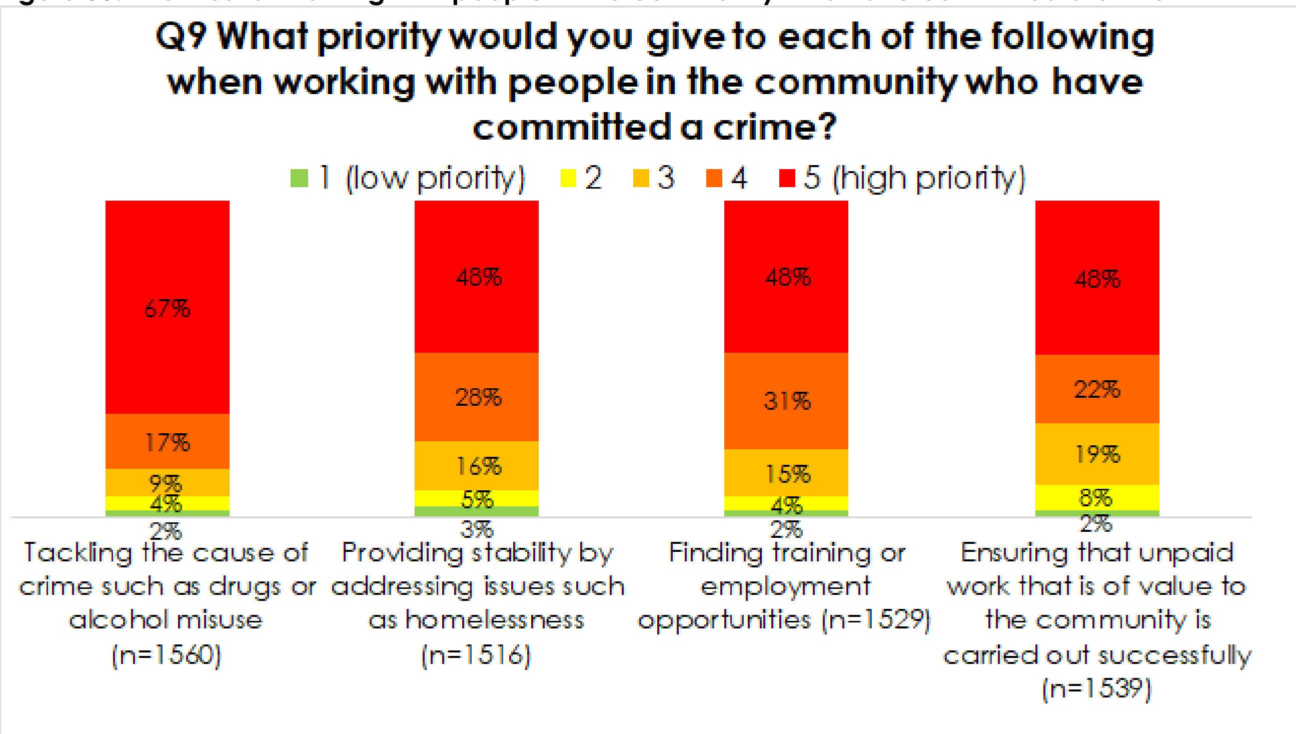
→ **Paths maintenance/ clearing snow:** Around three in four respondents living in Haddington and Lammermuir (74%), Dunbar and East Linton (75%) and in Tranent, Wallyford and Macmerry (76%) said people carrying out Community Payback should work on paths maintenance and clearing snow compared to 64% of respondents living in Musselburgh.

Analysis by SIMD reveals that litter picking (98%) and cleaning up graffiti (91%) was more of a priority for those living in the most deprived areas than those who lived in all other areas (88% and 75% respectively). On the other hand those who lived in all other areas were more likely to say environmental projects were a priority (54%) than respondents living in deprived areas (43%).

Generally, those aged 35-64 were most likely to say that people carrying out Community Payback should do all of these things and older respondents aged 65 and over were least likely. For example, 56% of respondents aged 35-64 felt they should help with painting and decorating buildings compared to 33% of respondents aged 65 and over.

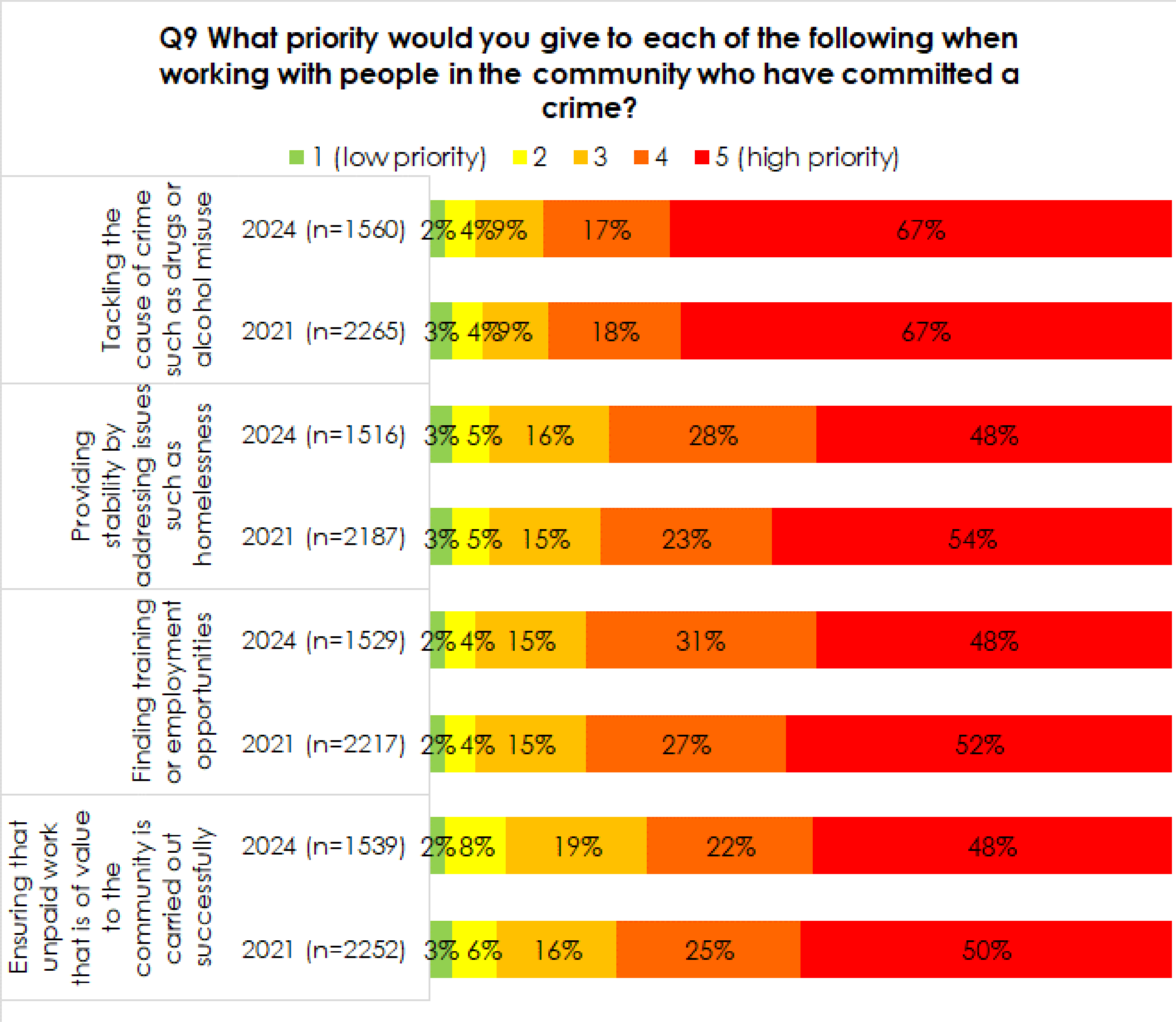
Respondents were asked what priority they would give to various actions when working with people in the community who have committed a crime and asked to rate each one on a scale of 1 to 5 where 1 was a low priority and 5 was a high priority. Two thirds of respondents said that tackling the cause of crimes such as drugs or alcohol abuse was a high priority (67%). Just under half of respondents(48%) said all other actions were a high priority.

Figure 35: Priorities for working with people in the community who have committed a crime



The following chart compares the results to this question to the 2021 survey results. The proportion of respondents who said each of these actions were a high priority has seen no significant change compared to the 2021 survey, with the exception of "providing stability by addressing issues such as homelessness" where 54% said this was a high priority in 2021 compared to 48% in 2024.

Figure 36: Priorities for working with people in the community who have committed a crime (2021 vs 2024)



The biggest differences in the proportion of respondents rating each of these actions as a high priority by ward are noted below:

→ **Tackling the cause of crime such as drugs or alcohol misuse**: 73% of respondents who lived in Haddington and Lammermuir and 72% of Tranent, Wallyford and Macmerry respondents said this was a high priority compared to 63% of respondents living in North Berwick Coastal, Dunbar and East Linton and in Preston, Seton and Gosford.

→ **Providing stability by addressing issues such as homelessness:** 55% of respondents who lived in Haddington and Lammermuir said this was a high priority compared to 45% of Musselburgh respondents and 46% of Preston, Seton and Gosford respondents and Tranent, Wallyford and Macmerry respondents.

→ **Finding training or employment opportunities:** 53% of respondents in Dunbar and East Lothian and in Preston, Seton and Gosford said this was a high priority compared to 43% of respondents living in Musselburgh.

→ **Ensuring that unpaid work that is of value to the community is carried out successfully:** 57% of respondents living in Dunbar and East Lothian and 56% in Tranent, Wallyford and Macmerry rated this as a high priority compared to 41% of respondents in Musselburgh.

Figure 37: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base	212-217	300-310	223-228	273-285	251-257	255-265
Tackling the cause of crime such as drugs or alcohol misuse	63%	73%	63%	67%	63%	72%
Providing stability by addressing issues such as homelessness	48%	55%	50%	45%	46%	46%
Finding training or employment opportunities	53%	49%	48%	43%	53%	46%
Ensuring that unpaid work that is of value to the community is carried out successfully	57%	46%	43%	41%	50%	56%

Those living in the most deprived areas were more likely to say that ensuring that unpaid work that is of value to the community is carried out successfully is a high priority (54%) than those living in all other areas (48%). On the other hand they were less likely to say that providing stability by addressing issues such as homelessness (41%) was a high priority than those who lived in all other areas (49%).

Figure 38: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by SIMD

	Most deprived 20%	All other areas
Base	**97-100**	**1419-1460**
Tackling the cause of crime such as drugs or alcohol misuse	66%	68%
Providing stability by addressing issues such as homelessness	41%	49%
Finding training or employment opportunities	48%	48%
Ensuring that unpaid work that is of value to the community is carried out successfully	54%	48%

Analysis by age reveals that younger respondents were less likely to say that ensuring that unpaid work that is of value to the community is carried out successfully is a high priority (25%) than respondents aged 65 and over (64%).

Figure 39: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by Age

	16-34	35-64	65+
Base	**77 -78**	**615-618**	**824-864**
Tackling the cause of crime such as drugs or alcohol misuse	61%	70%	68%
Providing stability by addressing issues such as homelessness	45%	50%	49%
Finding training or employment opportunities	41%	50%	51%
Ensuring that unpaid work that is of value to the community is carried out successfully	25%	54%	61%

As can be seen in the table below, females were more likely than males to give each of these actions a high priority rating with the exception of ensuring the unpaid work that is of value to the community is carried out successfully. For example, 52% of females said "providing stability by addressing issues such as homelessness" was a high priority compared to 41% of males.

Figure 40: What priority would you give to each of the following when working with people in the community who have committed a crime? (% rating "5 - high priority") Analysed by Gender

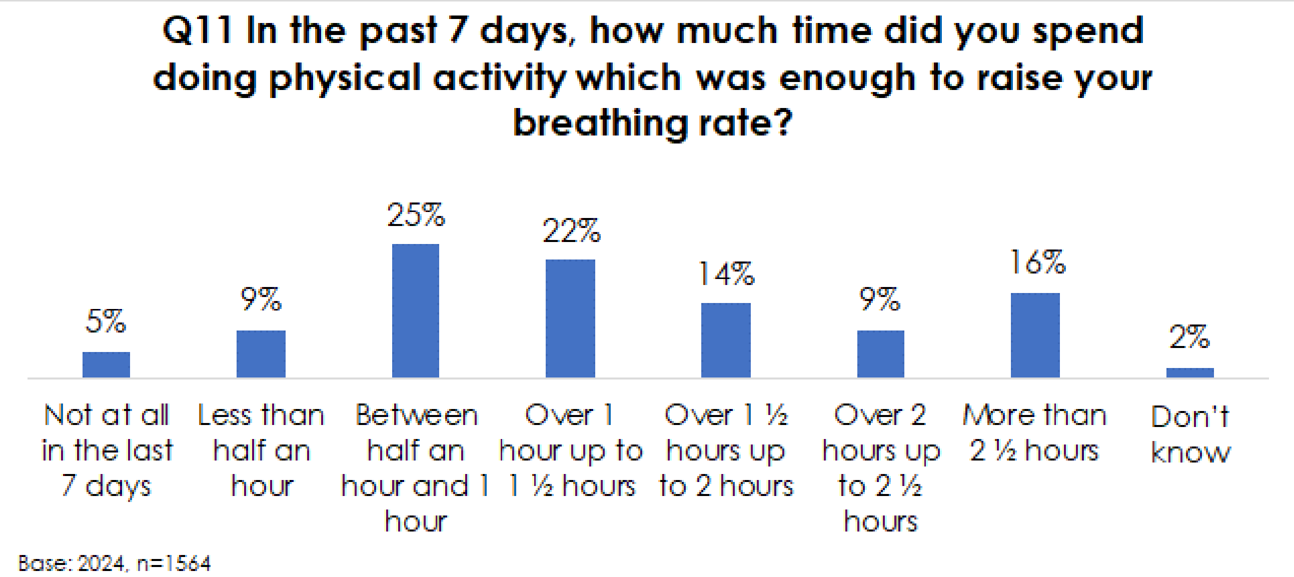
	Male	Female
Base	**599-619**	**892-915**
Tackling the cause of crime such as drugs or alcohol misuse	61%	70%
Providing stability by addressing issues such as homelessness	41%	52%
Finding training or employment opportunities	45%	50%
Ensuring that unpaid work that is of value to the community is carried out successfully	48%	49%

6. HEALTH AND WELLBEING

6.1. Frequency of physical activity (Q11)

All respondents were asked how much time they spent doing physical activity which was enough to raise their breathing rate. Just 5% of respondents said they had not done any physical activity (5%) 34% said they had done this for less than one hour, 45% spent between 1 and 2.5 hours doing physical activity and 16% said they did more than 2.5 hours of physical activity in the last 7 days.

Figure 41: Frequency of physical activity



Analysis by ward reveals that respondents living in Dunbar and East Linton were most active with 24% of respondents stating they have participated in physical activity for more than 2.5 hours per week. On the other hand, those living in Musselburgh were least likely to say this (11%). Tranent, Wallyford and Macmerry had the highest proportion of respondents stating they had not done any physical activity at all in the last 7 days (8%).

Figure 42: Time spent doing physical activity analysed by ward (Excluding don't know)

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base	**208**	**308**	**229**	**270**	**263**	**257**
Not at all in the last 7 days	2%	3%	3%	6%	4%	8%
Less than 1 hour	27%	36%	39%	35%	28%	38%
1-2.5 hours	47%	47%	45%	48%	52%	35%
More than 2 ½ hours	24%	14%	13%	11%	16%	19%

Those who were aged 16-34 had the highest proportion stating they participated in physical activity for more than 2.5 hours per week (21%). On the other hand those aged 75 and over were most likely to say they have not done this at all in the last 7 days (11%).

Figure 43: Time spent doing physical activity analysed by age (Excluding don't know)

	16-34	35-54	55-64	65-74	75+
Base	77	259	339	483	377
Not at all in the last 7 days	5%	3%	3%	5%	11%
Less than 1 hour	32%	41%	33%	28%	30%
1-2.5 hours	43%	43%	48%	51%	45%
More than 2 ½ hours	21%	13%	16%	16%	13%

Interestingly, those who lived in the most deprived areas were significantly more likely to have taken part in strenuous physical activity for more than 2 and a half hours in the last 7 days (26%) than respondents who lived elsewhere (15%).

Figure 44: Time spent doing physical activity analysed by SIMD (Excluding don't know)

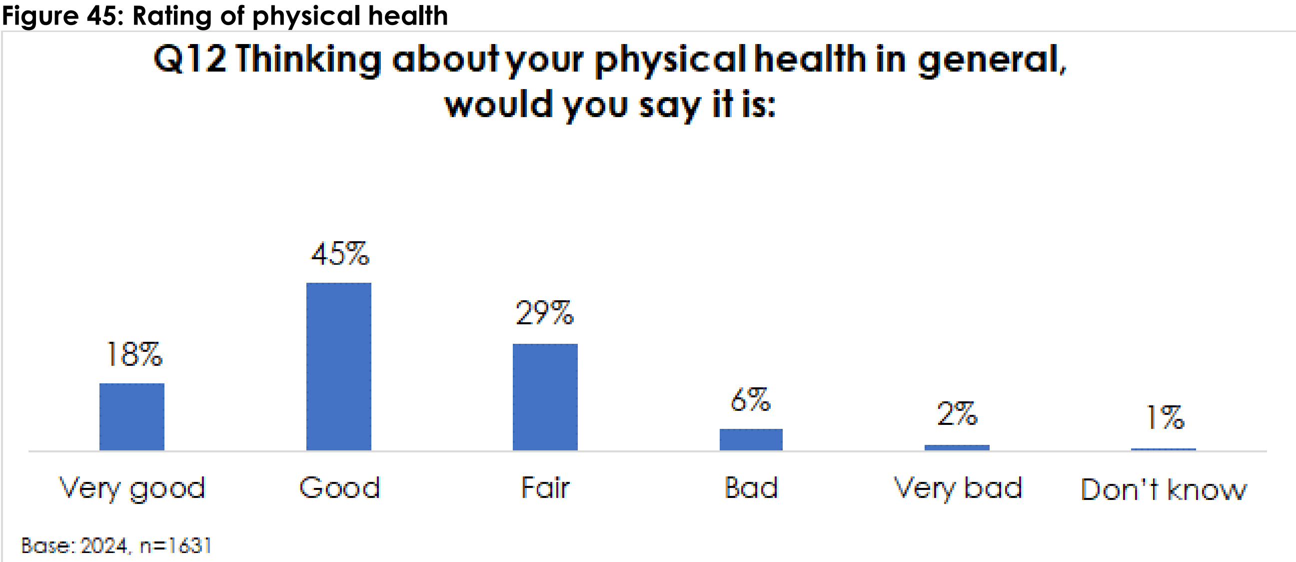
	Most deprived 20%	Other areas
Base	97	1438
Not at all in the last 7 days	8%	4%
Less than 1 hour	20%	35%
1-2.5 hours	46%	45%
More than 2 ½ hours	26%	15%

The results to this question did not vary significantly by gender.

6.2. Physical health rating (Q12)

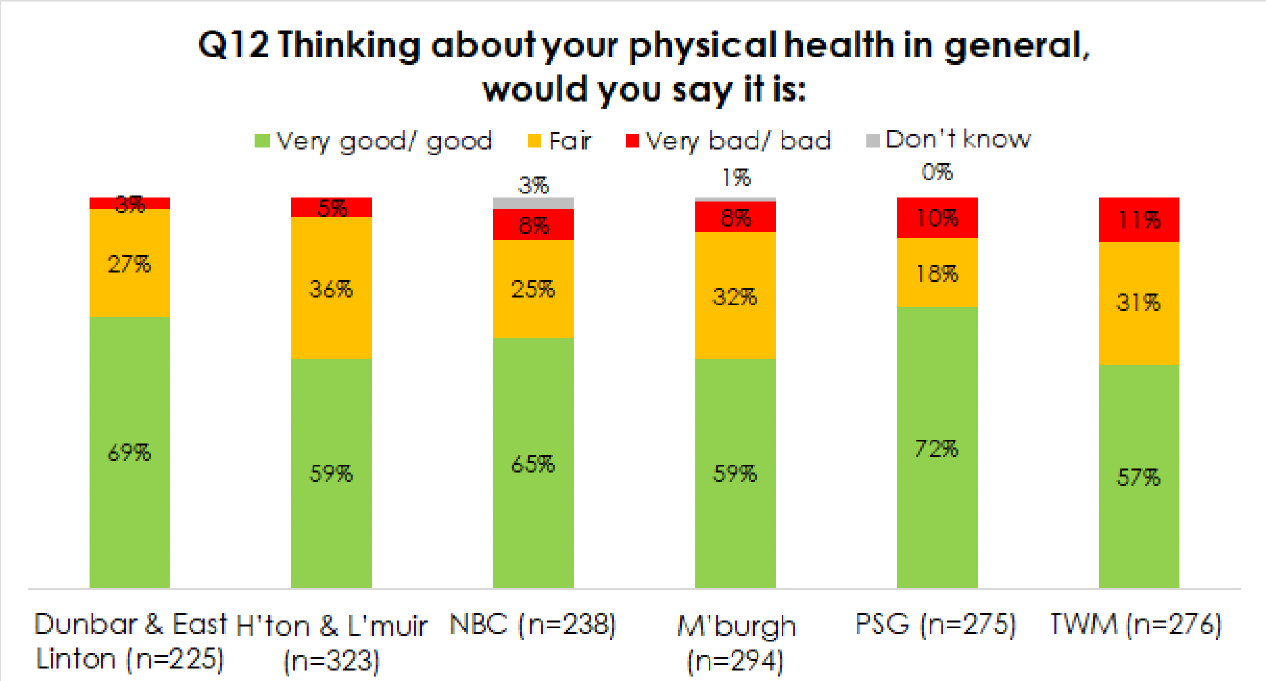
Following on from this, respondents were asked to rate how good or bad their physical health is in general. More than 6 in 10 respondents (63%) were of the opinion their physical health was very good or good, compared to 29% who said it was fair and 8% who said it was bad or very bad.

Figure 45: Rating of physical health



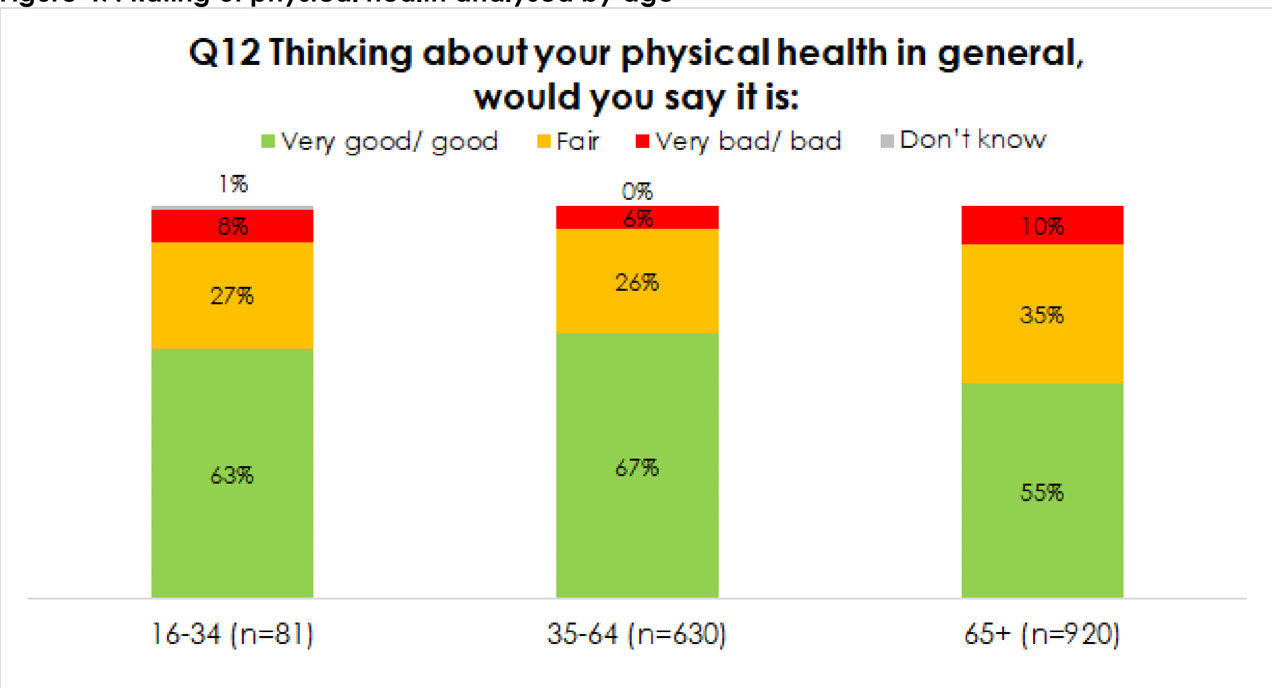
Analysis of this question by ward indicates that those living in Preston, Seton and Gosford were most likely to say their physical health was very good or good (72%). On the other hand, those who lived in Tranent, Wallyford and Macmerry were the least likely to have this opinion (57%). The proportion of respondents who said their physical health was bad or very bad was highest in Preston, Seton and Gosford (10%) and in Tranent, Wallyford and Macmerry (11%).

Figure 46: Rating of physical health analysed by ward



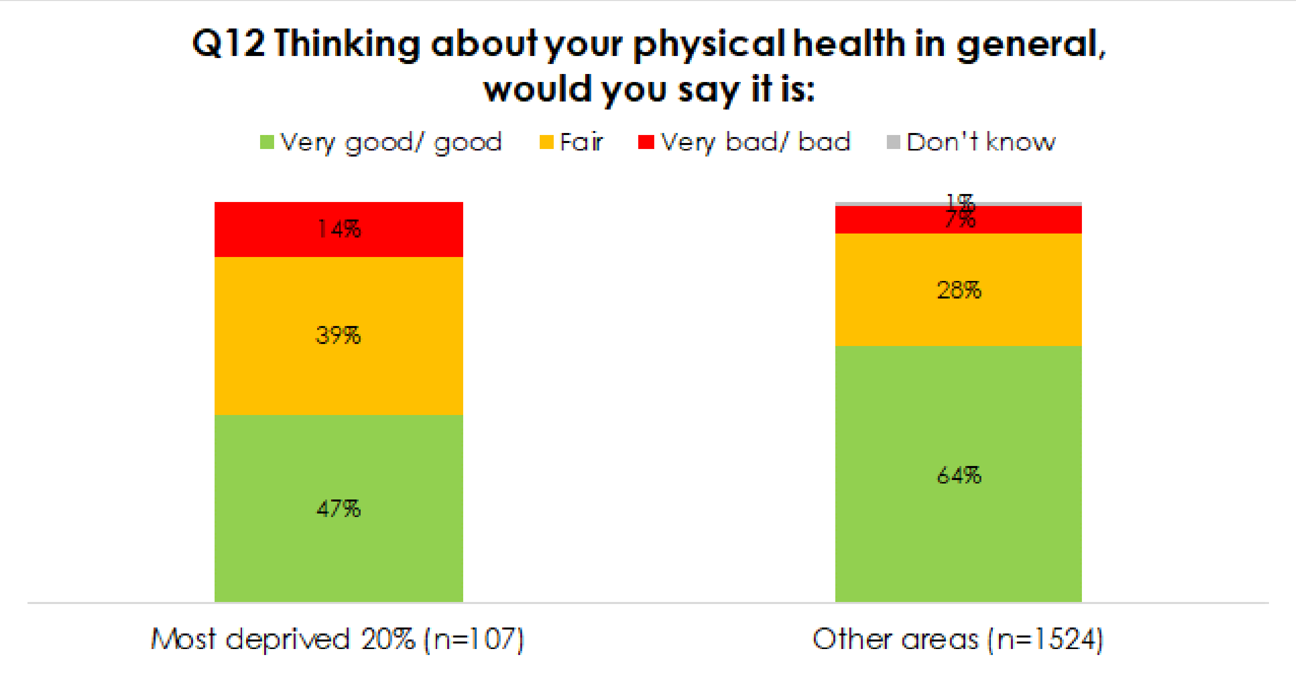
Those aged 65 and over were least likely to say their physical health was good (55%) and also had the highest proportion of respondents stating their physical health was bad (10%).

Figure 47: Rating of physical health analysed by age



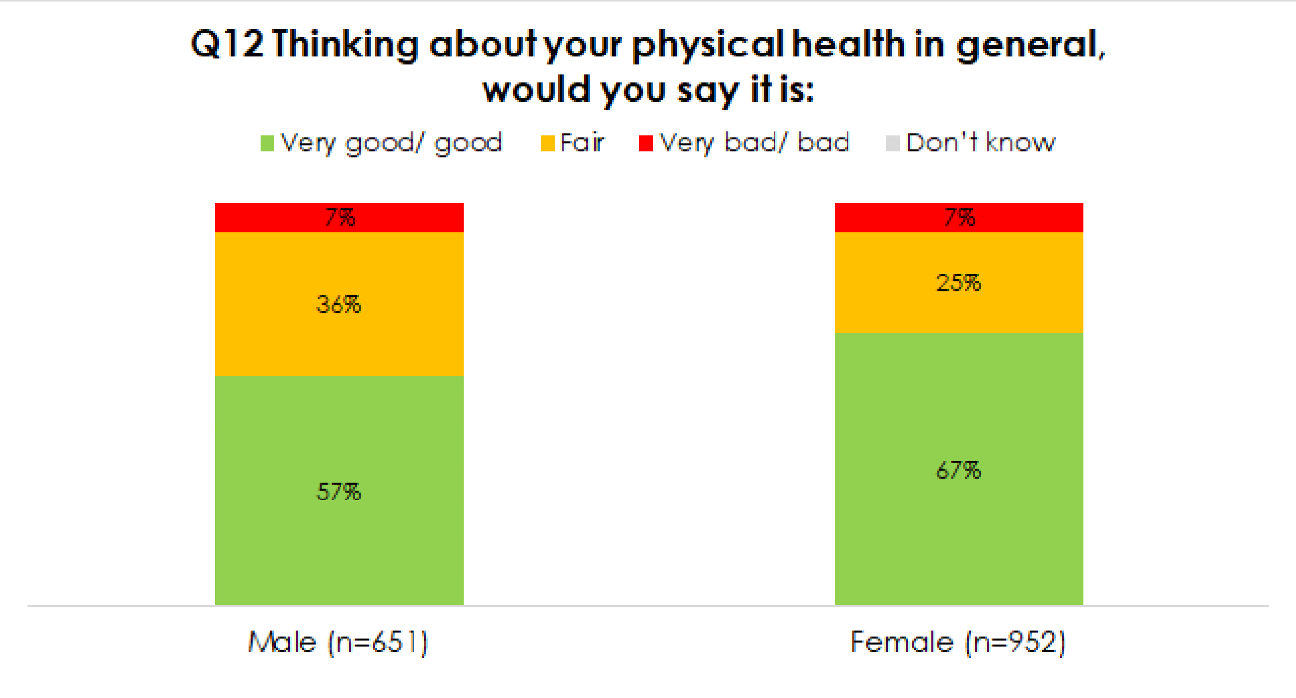
Those who lived in the most deprived areas were less likely to say their physical health was good (47%) than those who lived in all other areas (64%).

Figure 48: Rating of physical health analysed by SIMD



Females were more likely to say their physical health was good (67%) than males (57%).

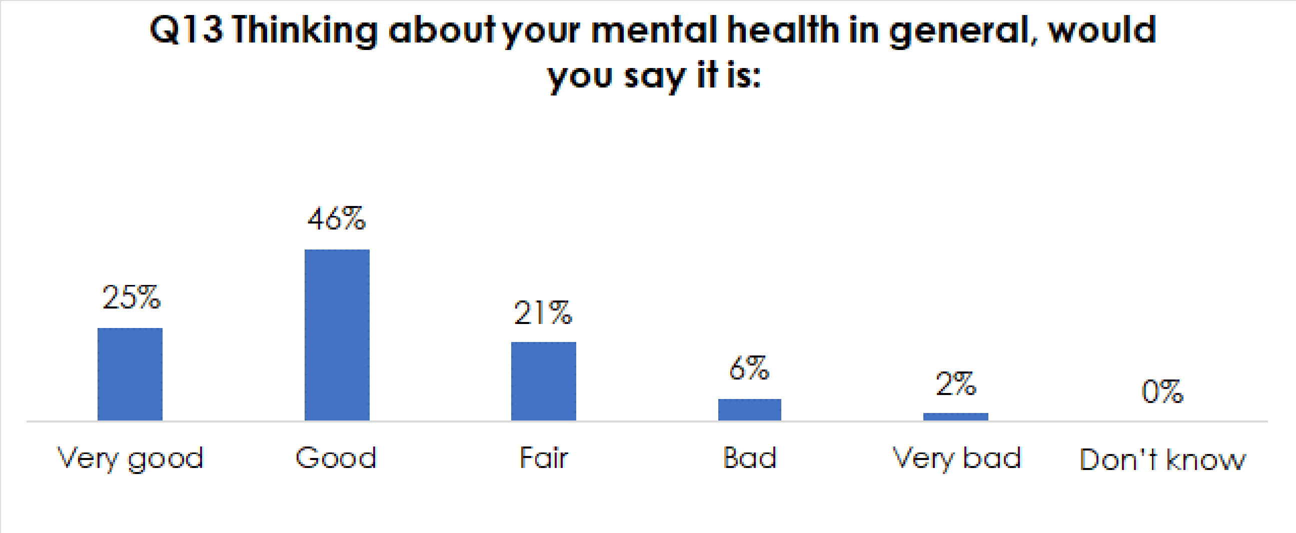
Figure 49: Rating of physical health analysed by gender



6.3. Mental health rating (Q13)

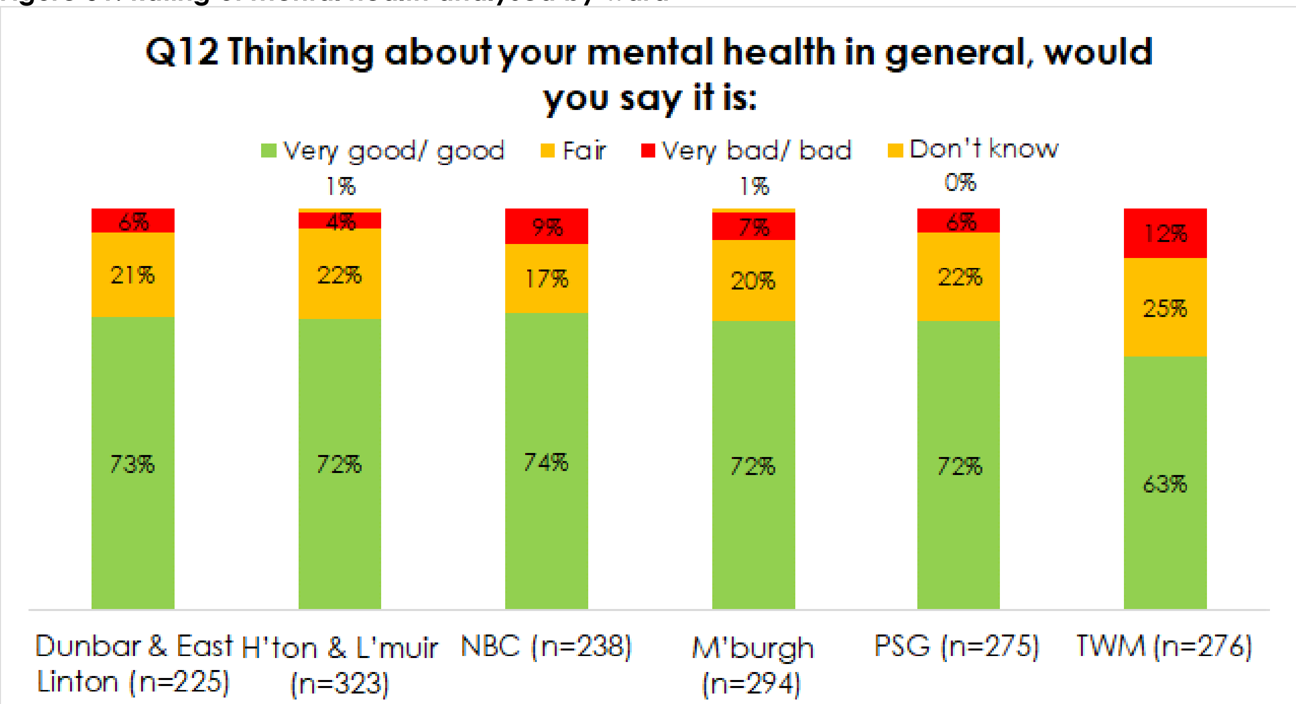
Over 7 in 10 respondents (71%) said their mental health in general is very good or good compared to 21% who said it was fair and 8% who said it was bad or very bad.

Figure 50: Rating of mental health



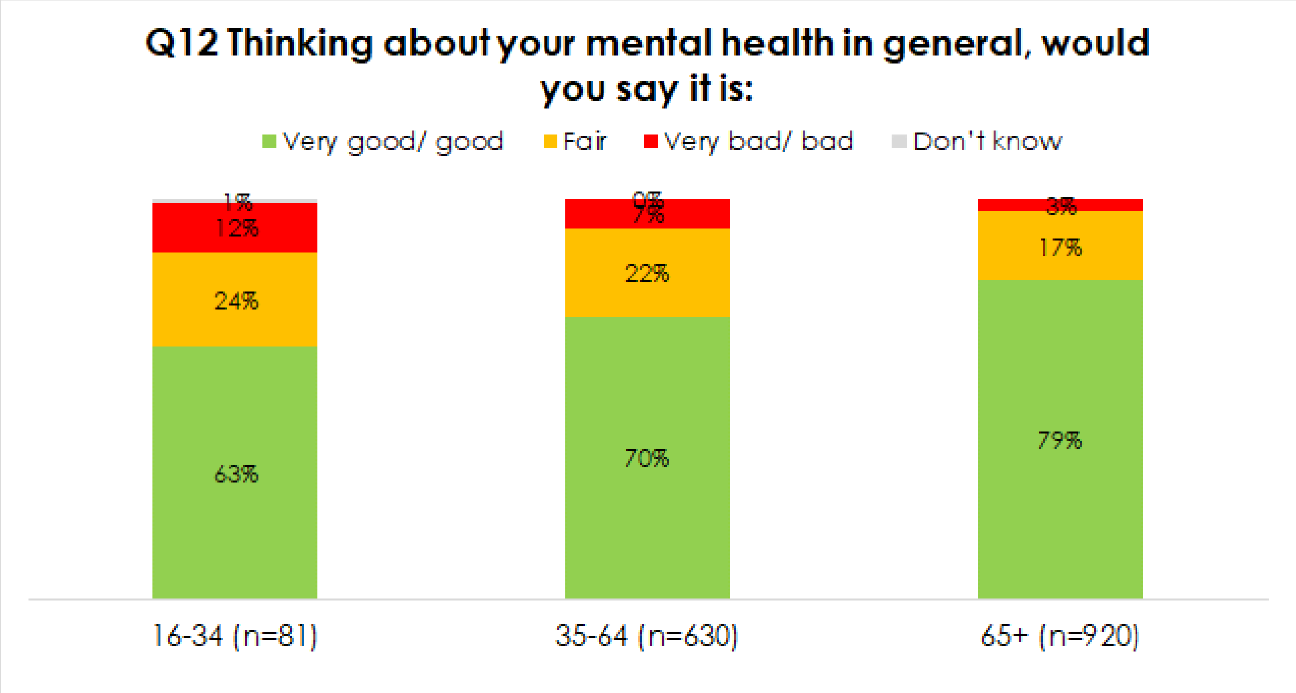
Interestingly, those who lived in Tranent, Wallyford and Macmerry were less likely than all other areas (63%) to say their mental health is good or very good.

Figure 51: Rating of mental health analysed by ward



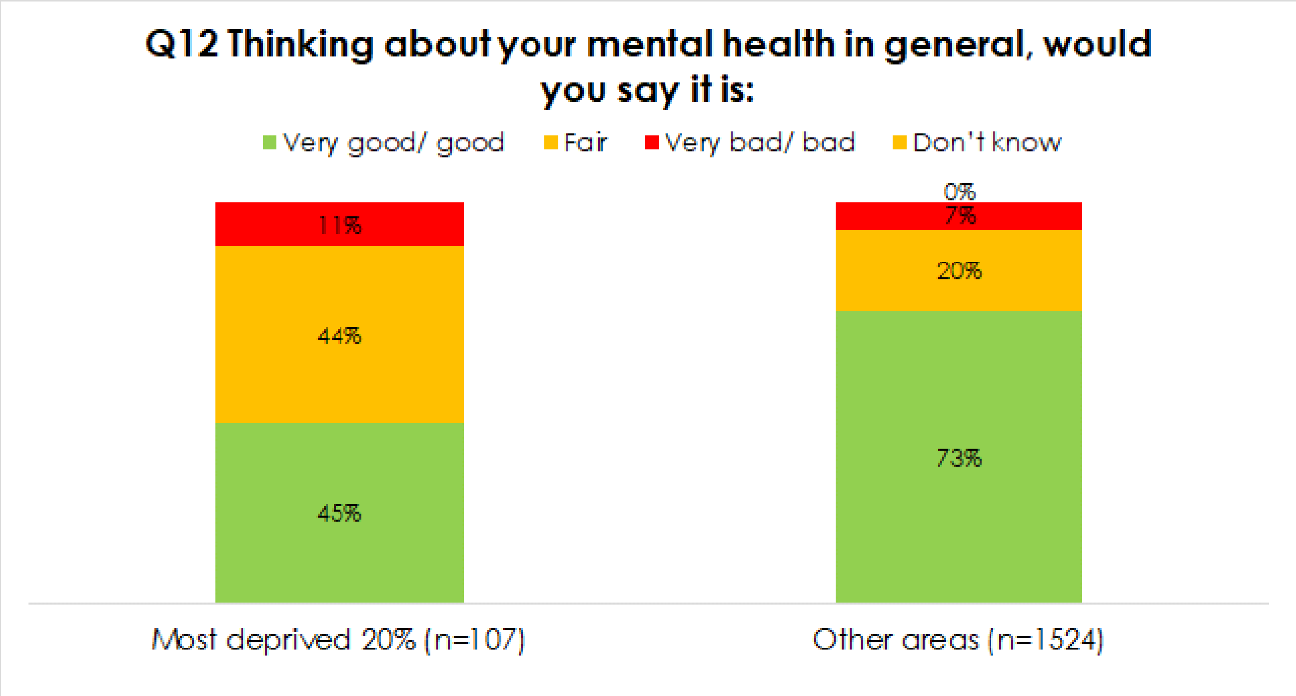
The chart below shows that as age increases, rating of mental health also increases. For example, 63% of respondents aged 16-34 rated their mental health good or very good compared to 70% of respondents aged 35-64 and 79% of respondents aged 65 and over.

Figure 52: Rating of mental health analysed by age



Respondents living in the most deprived areas were significantly less likely to say their mental health was good (45%) than respondents living in all other areas (73%).

Figure 53: Rating of mental health analysed by SIMD

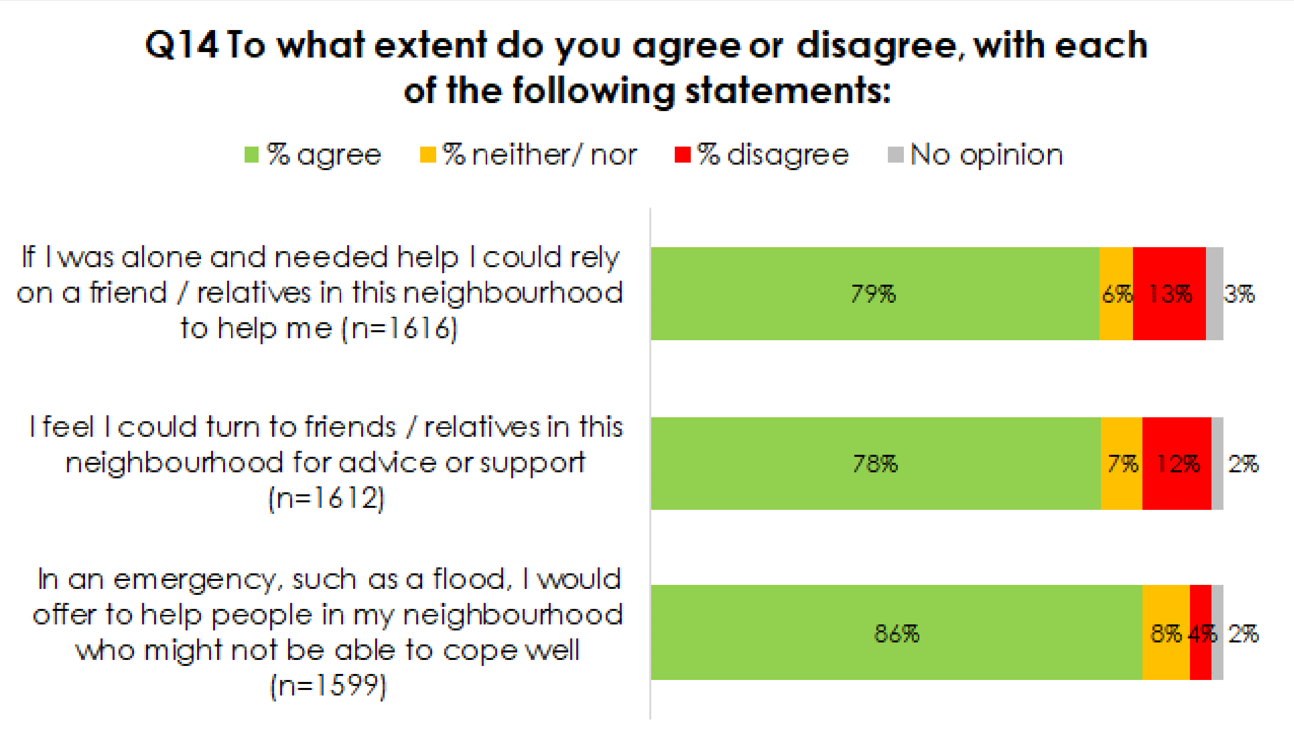


Mental health rating does not vary significantly by gender.

6.4. Support network (Q14)

Respondents were asked to what extent they agreed or disagreed with statements regarding support networks. Over 8 in 10 respondents (86%) agreed that in an emergency, such as a flood, they would offer to help people in their neighbourhood who might not be able to cope well. Slightly fewer respondents agreed that if they were alone and needed help they could rely on a friend or relatives in their neighbourhood (79%) or that they feel they could turn to friends or relatives in their neighbourhood for advice and support (78%).

Figure 54: Statements about support networks



Analysis by ward reveals that those who lived in Haddington and Lammermuir were most likely to agree that if they were alone and needed help they could rely on a friend or relative in their neighbourhood to help them (86%) and that they could turn to friends or relatives in their neighbourhood for advice and support (87%). On the other hand, Tranent Wallyford and Macmerry respondents were least likely to agree with these statements (67% and 70% respectively).

Figure 55: Statements about support network analysed by ward

		East Lothian	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
	Base		224	317-321	232-237	289-293	270-271	266-272
If I was alone and needed help I could rely on a friend / relatives in this neighbourhood to help me	% agree		85%	86%	82%	74%	82%	67%
	% disagree		5%	10%	14%	16%	11%	17%
I feel I could turn to friends / relatives in this neighbourhood for advice or support	% agree		86%	87%	83%	73%	76%	70%
	% disagree		3%	9%	12%	15%	11%	20%
In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	% agree		86%	87%	84%	88%	88%	84%
	% disagree		6%	4%	1%	5%	5%	3%

Analysis by age shows that older respondents aged 65+ were more likely to feel that they could rely on friends or relatives in their neighbourhood for help or advice / support than younger respondents aged 16-34.

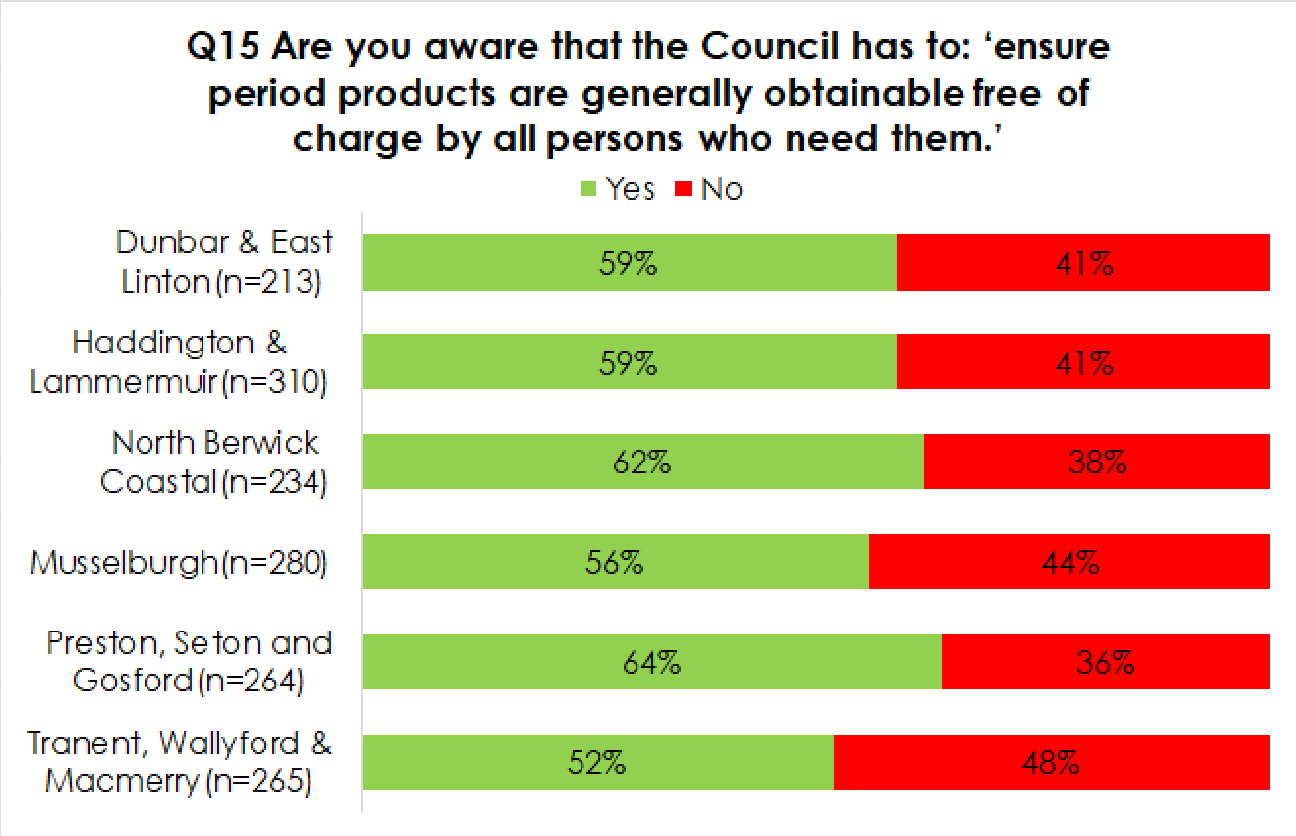
Figure 56: Statements about support network analysed by age

		16-34	35-64	65+
	Base	80	622-628	897-907
If I was alone and needed help I could rely on a friend / relatives in this neighbourhood to help me	% agree	71%	79%	85%
	% disagree	15%	14%	7%
I feel I could turn to friends / relatives in this neighbourhood for advice or support	% agree	74%	78%	84%
	% disagree	16%	13%	8%
In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	% agree	81%	89%	84%
	% disagree	6%	4%	4%

6.5. Period products (Q15/16)

Just under 6 in 10 respondents (58%) were aware that the Council has to 'ensure period products are generally obtainable free of charge by all persons who need them'. Analysis by ward indicates that those who lived in Tranent, Wallyford and Macmerry were least likely be aware of this (52%) and those living in Preston, Seton and Gosford were most likely to be aware (64%).

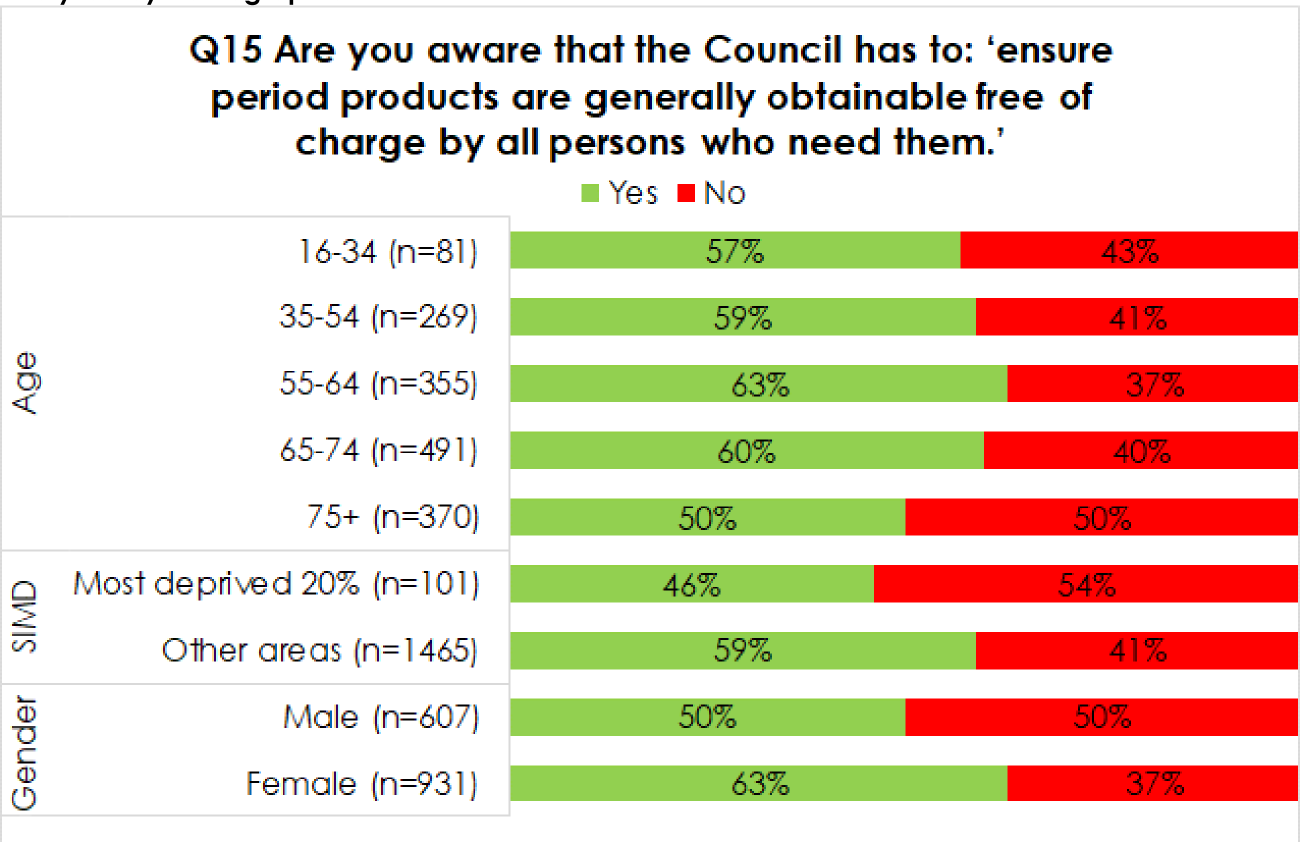
Figure 57: Awareness of Council's responsibility to ensure availability of free period products analysed by ward



Age based analysis reveals that those aged 75 and over were least likely to be aware the Council has to ensure period products are generally obtainable free of charge by all persons who need them (50%). On the other hand, respondents aged 55-64 were most likely to be aware (63%).

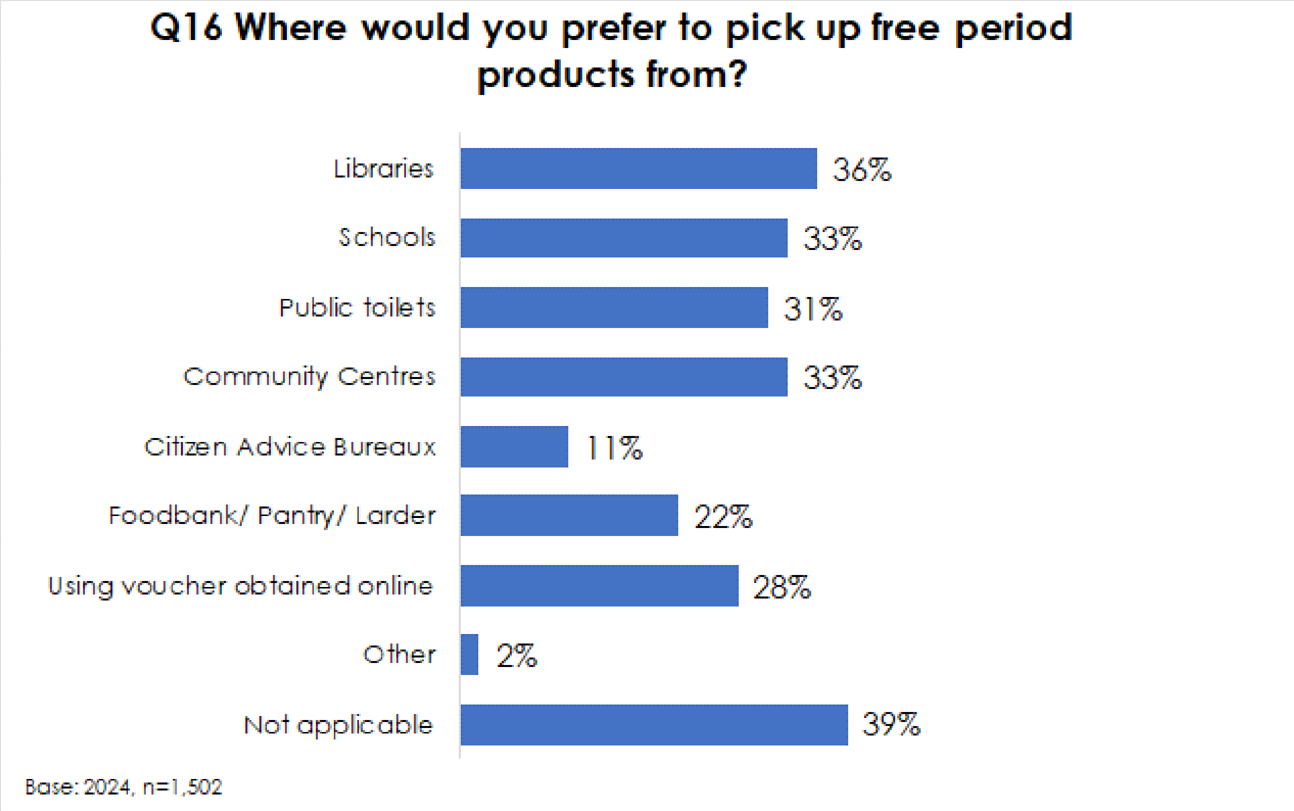
Respondents who lived in the most deprived areas were less likely to be aware of this (46%) than those who lived in all other areas (59%). Females were also significantly more likely to be aware (63%) than males (50%).

Figure 58: Awareness of Council's responsibility to ensure availability of free period products analysed by demographic



Following on from this, respondents were asked where they would prefer to pick up free period products from. The top three preferred locations were for period products to be available at libraries (36%), schools (33%) and community centres (33%). Just under 4 in 10 respondents said this was not applicable.

Figure 59: Preferred locations for picking up free period products



The preferred locations for period products to be available, varied by demographic most significantly as described below:

- **Age:** Respondents aged 35-64 were most likely to have said they would prefer period products to be available at schools (41%) and in libraries (40%). The preference for 16-34 year olds was for products to be available in libraries (43%). Public toilets (41%), community centres (40%) and using vouchers obtained online (40%). The 65 and over age category had the highest proportion stating this was not applicable (65%) and their preference was for products to be available in libraries (21%).
- **Gender**: As expected, males were more likely to have said this question was not applicable (59%) than females (29%). Females were most likely to have said they would prefer for period products to be available in libraries (44%), schools (41%), public toilets (41%) and community centres (42%).
- **SIMD**: The Citizens' Advice Bureau was preferred by significantly more respondents living in the most deprived areas (20%) than those who lived in other areas (10%). They were also more likely to prefer for products to be available in libraries (45%), using vouchers obtained online (36%) and in community centres (41%) than respondents who lived in other areas (36%, 27% and 33% respectively).

7. PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

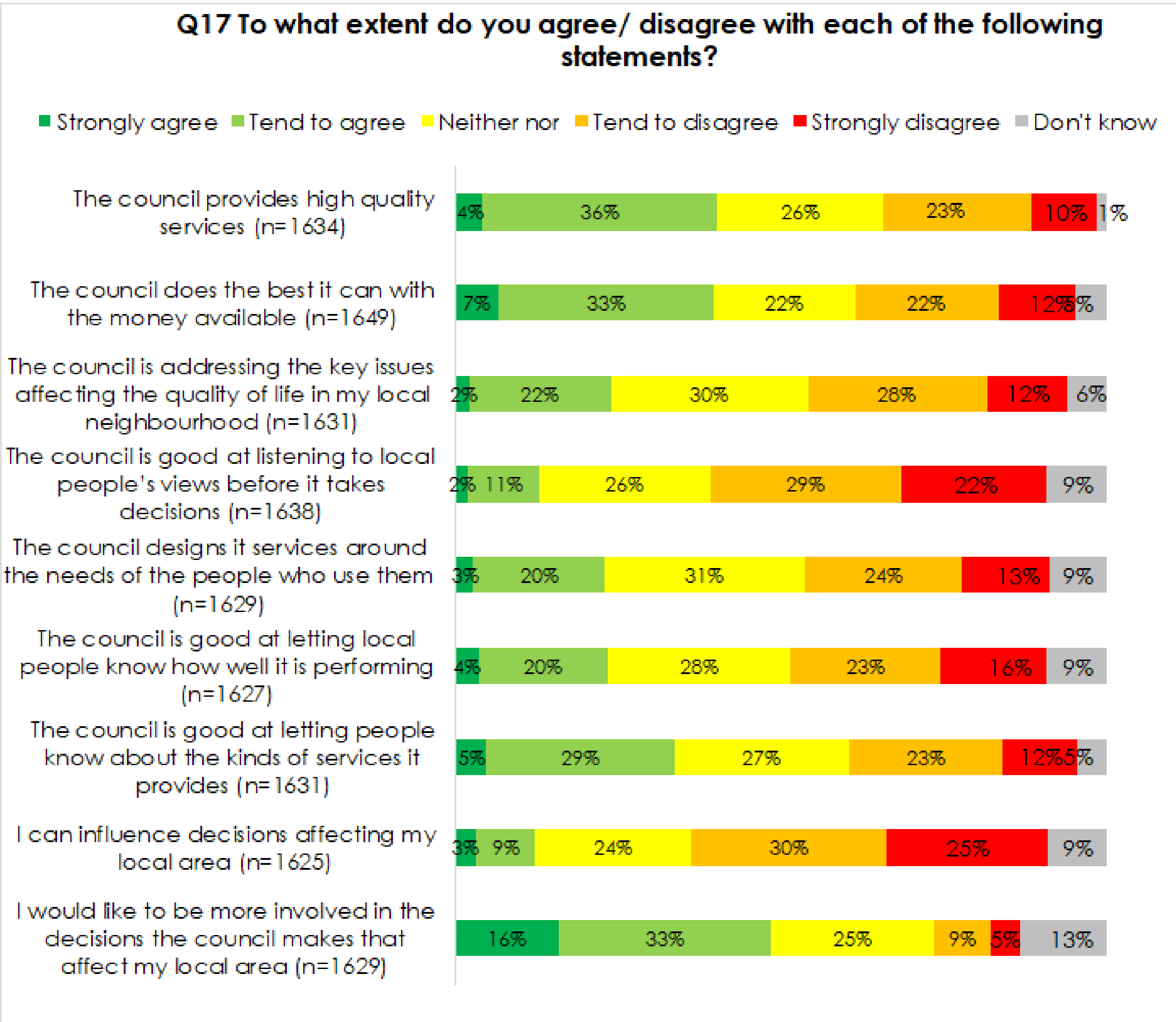
Respondents were then asked about their perception of the Council and public services.

7.1. Opinions on East Lothian Council (Q17)

When asked their opinions on East Lothian Council, respondents were most likely to agree that they would like to be more involved in the decisions the Council makes that affect the local area (49%), that the Council does the best it can with the money available (40%) and that the Council provides high quality services (40%).

Respondents were most likely to disagree that they can influence decisions affecting the local area (55%) and that the council is good at listening to local people's views before it takes decisions (52%). Please note the combined percentages may differ to the sum of tend to agree and strongly agree in the chart due to rounding.

Figure 60: Opinions on East Lothian Council



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

- → **The Council provides high quality services:** Residents in North Berwick Coastal (47%) were significantly more likely to agree with this statement than Tranent, Wallyford and Macmerry (32%).
- → **The Council designs its services around the needs of the people who use them:** Dunbar and East Linton respondents (31%) were most likely to agree and those living in North Berwick Coastal (16%) were least likely.
- → **The Council is good at letting people know about the kinds of services it provides:** Just over 4 in 10 Dunbar and East Linton respondents agreed with this statement (41%) compared to 27% of respondents living in Preston, Seton, Gosford.
- → **The Council is good at letting people know how well it is performing:** North Berwick Coastal respondents (31%) were the most likely to agree with this statement and Preston, Seton and Gosford (20%) respondents were least likely.

Figure 61: Statements about the Council analysed by Ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base		216-220	309-318	232-236	281-284	259-266	261-264
The Council provides high quality services	% agree	47%	42%	47%	39%	37%	32%
	% neither	19%	24%	22%	29%	30%	28%
	% disagree	34%	33%	29%	31%	31%	39%
	% no opinion	0%	2%	1%	2%	2%	1%
The Council does the best it can with the money available	% agree	39%	44%	43%	37%	39%	37%
	% neither/ nor	24%	18%	23%	24%	24%	18%
	% disagree	36%	34%	30%	33%	31%	39%
	% no opinion	2%	3%	5%	6%	6%	6%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	29%	22%	24%	27%	20%	21%
	% neither/ nor	28%	34%	31%	28%	34%	28%
	% disagree	41%	37%	37%	39%	41%	45%
	% no opinion	3%	7%	9%	6%	6%	6%
The Council is good at listening to local people's views before it takes decisions	% agree	17%	9%	11%	18%	11%	9%
	% neither/ nor	20%	29%	20%	31%	28%	26%
	% disagree	57%	50%	59%	38%	53%	57%
	% no opinion	6%	11%	9%	13%	8%	7%
The Council designs it's services around the needs of the people who use them	% agree	31%	23%	16%	22%	28%	19%
	% neither/ nor	21%	31%	38%	36%	34%	24%
	% disagree	40%	37%	33%	33%	31%	51%
	% no opinion	8%	9%	14%	9%	7%	6%
The Council is good at letting local people know how well it is performing	% agree	21%	25%	31%	25%	20%	20%
	% neither/ nor	27%	34%	24%	27%	31%	24%
	% disagree	42%	34%	33%	38%	41%	48%
	% no opinion	11%	8%	12%	9%	8%	8%

Statements about the Council analysed by Ward (continued)							
		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base		216-220	309-318	232-236	281-284	259-266	261-264
The Council is good at letting people know about the kinds of services it provides	% agree	41%	32%	40%	33%	27%	33%
	% neither/ nor	22%	31%	35%	27%	25%	22%
	% disagree	35%	34%	21%	35%	41%	40%
	% no opinion	3%	3%	4%	5%	7%	5%
I can influence decisions affecting my local area	% agree	16%	11%	10%	16%	13%	7%
	% neither/ nor	25%	27%	30%	20%	22%	23%
	% disagree	49%	52%	54%	57%	52%	63%
	% no opinion	9%	10%	6%	8%	13%	7%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	44%	50%	45%	48%	49%	52%
	% neither/ nor	24%	29%	26%	26%	21%	24%
	% disagree	17%	9%	13%	17%	15%	9%
	% no opinion	15%	12%	16%	9%	15%	15%

Analysis by age reveals that in general, older respondents aged 65 and over were more likely to agree with these statements. The biggest differences in the level of agreement could be seen regarding the statement "**The Council does the best it can with the money available"** where over half of respondents aged 65 and over (54%) agreed with this statement compared to 30% of respondents aged 16-34 and 37% of those aged 35-64.

However, regarding the statement **"I would like to be more involved in the decisions the Council makes that affect my local area"** younger respondents aged 16-34 were most likely to agree (61%) and older respondents aged 65 and over were least likely to agree (37%).

Figure 62: Statements about the Council analysed by age

		16-34	35-64	65+
Base		79-81	614-619	865-886
The Council provides high quality services	% agree	41%	37%	45%
	% neither	26%	26%	24%
	% disagree	33%	35%	28%
	% no opinion	-	1%	3%
The Council does the best it can with the money available	% agree	30%	37%	54%
	% neither/ nor	27%	22%	16%
	% disagree	35%	37%	25%
	% no opinion	8%	3%	5%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	26%	19%	30%
	% neither/ nor	27%	33%	29%
	% disagree	40%	43%	33%
	% no opinion	7%	5%	8%
The Council is good at listening to local people's views before it takes decisions	% agree	12%	11%	16%
	% neither/ nor	25%	28%	25%
	% disagree	53%	53%	48%
	% no opinion	10%	8%	10%
The Council designs its services around the needs of the people who use them	% agree	24%	20%	27%
	% neither/ nor	31%	30%	31%
	% disagree	35%	42%	32%
	% no opinion	10%	8%	10%
The Council is good at letting local people know how well it is performing	% agree	22%	23%	26%
	% neither/ nor	23%	30%	29%
	% disagree	45%	39%	35%
	% no opinion	11%	8%	10%
The Council is good at letting people know about the kinds of services it provides	% agree	35%	33%	34%
	% neither/ nor	25%	27%	29%
	% disagree	35%	37%	31%
	% no opinion	5%	4%	6%
I can influence decisions affecting my local area	% agree	12%	12%	12%
	% neither/ nor	13%	28%	26%
	% disagree	66%	52%	50%
	% no opinion	9%	7%	12%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	61%	48%	37%
	% neither/ nor	13%	29%	28%
	% disagree	13%	13%	14%
	% no opinion	13%	10%	21%

Analysis by deprivation level reveals:

- → **The Council provides high quality services:** Residents in non-deprived areas (41%) were more likely to agree with this statement than residents of most deprived areas (34%)
- → **The Council designs its services around the needs of the people who use them:** Residents in deprived areas (32%) were more likely to agree with this statement than residents of other areas (22%)
- → **The Council does the best it can with the money available:** Just under half of respondents in deprived areas (45%) agreed with this statement, compared to 39% of respondents in non deprived areas.
- → **The Council is addressing the key issues affecting the quality of life in my neighbourhood:** 29% of respondents in deprived areas agreed with this statement, compared to 23% of respondents in non deprived areas.

Figure 63: Statements about the Council analysed by SIMD

		Most deprived 20%	Other areas
Base		101-104	1464-1483
The Council provides high quality services	% agree	34%	41%
	% neither	21%	26%
	% disagree	43%	32%
	% no opinion	2%	1%
The Council does the best it can with the money available	% agree	45%	39%
	% neither/ nor	10%	23%
	% disagree	43%	33%
	% no opinion	2%	5%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	29%	23%
	% neither/ nor	21%	31%
	% disagree	47%	39%
	% no opinion	3%	6%
The Council is good at listening to local people's views before it takes decisions	% agree	16%	12%
	% neither/ nor	26%	26%
	% disagree	55%	51%
	% no opinion	3%	10%
The Council designs it's services around the needs of the people who use them	% agree	32%	22%
	% neither/ nor	15%	32%
	% disagree	49%	37%
	% no opinion	3%	9%
The Council is good at letting local people know how well it is performing	% agree	23%	23%
	% neither/ nor	24%	28%
	% disagree	48%	39%
	% no opinion	5%	10%
The Council is good at letting people know about the kinds of services it provides	% agree	30%	34%
	% neither/ nor	24%	27%
	% disagree	43%	34%
	% no opinion	3%	5%
I can influence decisions affecting my local area	% agree	13%	12%
	% neither/ nor	23%	24%
	% disagree	60%	55%
	% no opinion	4%	9%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	51%	48%
	% neither/ nor	22%	25%
	% disagree	12%	13%
	% no opinion	15%	13%

The following tables show the level of agreement and disagreement for 2021 vs 2024. In comparison to 2021, the level of agreement has not changed significantly for all statements.

The level of disagreement has increased most significantly in terms of the statements:

- **The Council is good at listening to local people's views before it takes decisions:** increased from 44% in 2021 to 52% in 2024.
- **The Council does the best it can with the money available:** increased from 28% in 2021 to 34% in 2024.
- **I can influence decisions affecting my local area:** increased from 49% in 2021 to 55% in 2024.

Figure 64: Statements about the Council 2021 vs 2024

		EL 2021	EL 2024
Base		2326-2368	1625-1649
The Council provides high quality services	% agree	43%	40%
	% neither	27%	26%
	% disagree	27%	33%
	% no opinion	3%	1%
The Council does the best it can with the money available	% agree	44%	40%
	% neither/ nor	21%	22%
	% disagree	28%	34%
	% no opinion	7%	5%
The Council is addressing the key issues affecting the quality of life in the local neighbourhood	% agree	21%	24%
	% neither/ nor	35%	30%
	% disagree	36%	40%
	% no opinion	8%	6%
The Council is good at listening to local people's views before it takes decisions	% agree	13%	13%
	% neither/ nor	30%	26%
	% disagree	44%	52%
	% no opinion	13%	9%
The Council designs its services around the needs of the people who use them	% agree	22%	23%
	% neither/ nor	34%	31%
	% disagree	33%	38%
	% no opinion	11%	9%
The Council is good at letting local people know how well it is performing	% agree	26%	23%
	% neither/ nor	28%	28%
	% disagree	38%	39%
	% no opinion	9%	9%
The Council is good at letting people know about the kinds of services it provides	% agree	36%	34%
	% neither/ nor	25%	27%
	% disagree	34%	35%
	% no opinion	5%	4%
I can influence decisions affecting my local area	% agree	13%	12%
	% neither/ nor	27%	24%
	% disagree	49%	55%
	% no opinion	11%	9%
I would like to be more involved in the decisions my Council makes that affect my local area	% agree	47%	48%
	% neither/ nor	29%	25%
	% disagree	11%	13%
	% no opinion	13%	13%

These statements were also asked in the 2022 Scottish Household Survey. The following table shows the level of agreement reported in the 2022 Scottish Household Survey for all Scottish respondents and also specifically for East Lothian respondents. As can be seen below, the level of agreement for the ELC Residents Survey 2024 is generally lower than the published figures for all statements when compared to the Scottish Household Survey[1] Results for East Lothian residents, with the exception of **interest in being more involved in the decisions the council will take that affect the local area** with 48% of East Lothian respondents in the 2024 residents' survey agreeing they would be interested compared to 42% of East Lothian respondents and 33% of all Scottish respondents in the 2022 SHS.

Figure 65: Statements about the Council (SHS 2022 Scotland compared to ELC Resident Survey 2024)

% strongly agree/ tend to agree	SHS 2022 Scotland	SHS 2022 East Lothian	ELC Residents Survey 2024
Base	**9640**	**250**	**1625-1649**
The Council provides high quality services	42%	66%	40%
The Council does the best it can with the money available	43%	57%	40%
The Council is addressing the key issues affecting the quality of life in my local neighbourhood	33%	50%	24%
The Council is good at listening to local people's views before it takes decisions	24%	32%	13%
The Council designs it services around the needs of the people who use them	31%	44%	23%
The Council is good at letting local people know how well it is performing	27%	41%	23%
The Council is good at letting people know about the kinds of services it provides	35%	50%	34%
I can influence decisions affecting my local area	18%	29%	12%
I would like to be more involved in the decisions the Council makes that affect my local area	33%	42%	48%

7.2. Satisfaction with public services (Q18)

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

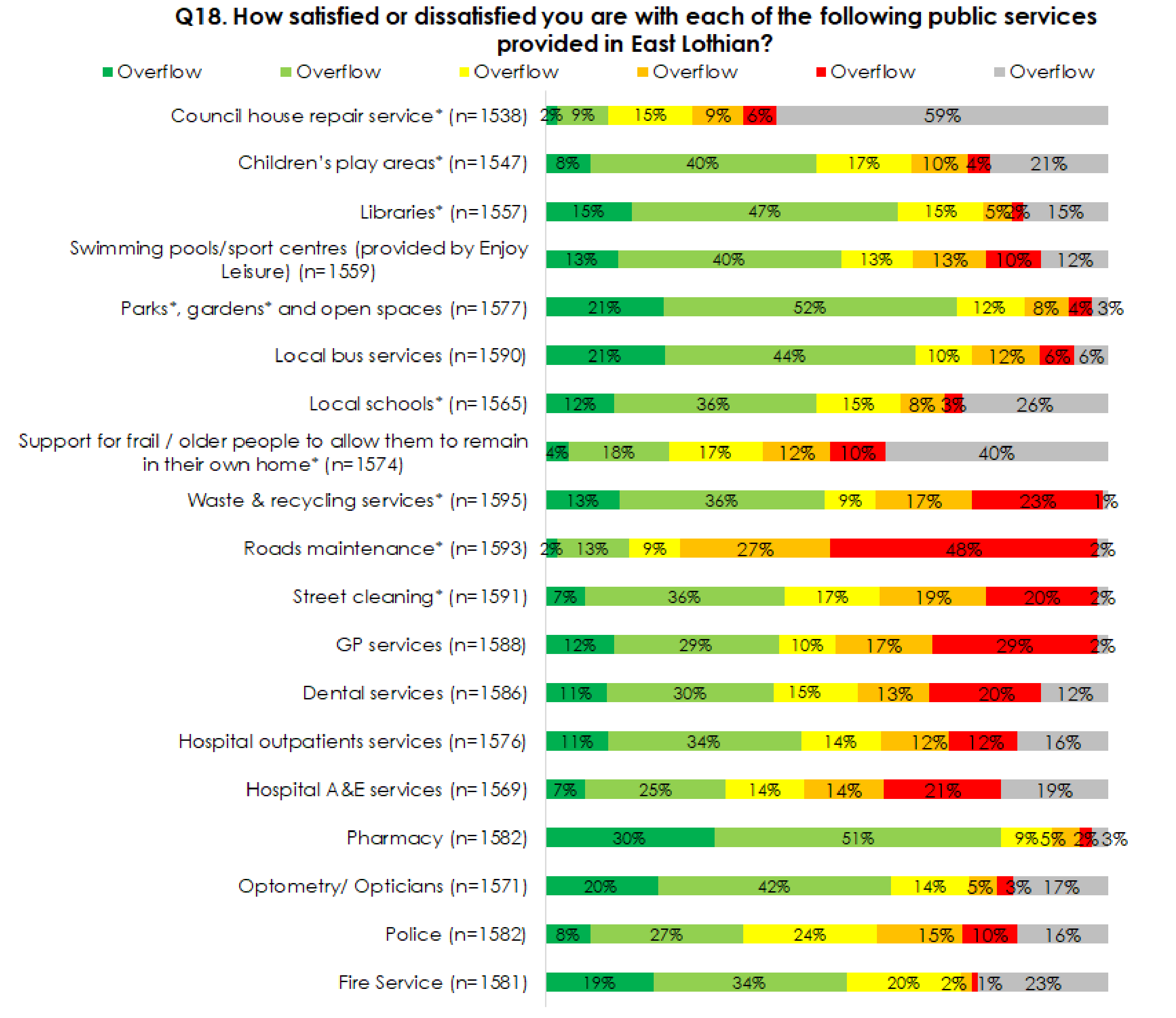
- Pharmacy (80% very or fairly satisfied)
- Parks, gardens and open spaces (73%)
- Local bus services (62%)
- Optometry/ opticians (62%)

[1] Please note that the Scottish Household Survey is carried out using an interviewer led methodology as opposed to self completion therefore this will account for some of the difference in results.

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

- Roads maintenance (75% very or fairly dissatisfied)
- GP services (46%)
- Waste and recycling services (41%)
- Street cleaning (39%)

Figure 66: Satisfaction with public services provided in East Lothian



A comparison to the results reported in the 2021 survey is shown in the following table. Overall satisfaction has both increased and decreased across a range of services.

The greatest increases can be seen with regard to

- → Libraries (+12 percentage points in satisfaction from 2021)
- → Local bus services (+11 percentage points)
- → Children's play areas (+10 percentage points)
- → Local schools (+8 percentage points)
- → Parks, gardens and open spaces (+6 percentage points).

The biggest decreases being seen regarding:

- → Roads maintenance (-12 percentage points from 2021)
- → Waste and recycling services (-11 percentage points)
- → Dental services (-5 percentage points).

Figure 67: Satisfaction with public services provided in East Lothian 2021 vs 2024

		% satisfied	% neither/ nor	% dissatisfied	% don't know
Council house repair service	East Lothian 2024 (n=1538)	11%	15%	15%	59%
	East Lothian 2021 (n=2275)	12%	14%	9%	65%
Children's play areas	East Lothian 2024 (n=1547)	48%	17%	14%	21%
	East Lothian 2021 (n=2253)	38%	20%	15%	27%
Libraries	East Lothian 2024 (n=1557)	62%	15%	7%	16%
	East Lothian 2021 (n=2154)	50%	18%	10%	23%
Swimming pools/ sport centres	East Lothian 2024 (n=1559)	53%	13%	23%	12%
	East Lothian 2021 (n=2288)	54%	17%	14%	15%
Parks, gardens and open spaces	East Lothian 2024 (n=1577)	73%	12%	12%	3%
	East Lothian 2021 (n=2295)	67%	16%	12%	5%
Local bus services	East Lothian 2024 (n=1590)	65%	10%	18%	6%
	East Lothian 2021 (n=2327)	54%	14%	21%	10%
Local schools	East Lothian 2024 (n=1565)	48%	15%	11%	27%
	East Lothian 2021 (n=2214)	40%	18%	10%	32%
Support for frail/ older people to allow them to remain in their own home	East Lothian 2024 (n=1574)	22%	17%	22%	40%
	East Lothian 2021 (n=2327)	18%	18%	20%	44%
Waste & recycling services	East Lothian 2024 (n=1595)	49%	10%	41%	1%
	East Lothian 2021 (n=2364)	60%	10%	30%	1%
Roads maintenance	East Lothian 2024 (n=1593)	15%	9%	75%	2%
	East Lothian 2021 (n=2339)	26%	16%	56%	2%
Street cleaning	East Lothian 2024 (n=1591)	43%	17%	39%	2%
	East Lothian 2021 (n=2333)	44%	20%	35%	2%

		% satisfied	% neither/ nor	% dissatisfied	% don't know
GP services	East Lothian 2024 (n=1588)	42%	10%	46%	2%
	East Lothian 2021 (n=2367)	37%	10%	50%	2%
Dental services	East Lothian 2024 (n=1586)	41%	15%	32%	12%
	East Lothian 2021 (n=2328)	46%	17%	25%	13%
Hospital outpatients services	East Lothian 2024 (n=1576)	46%	14%	24%	16%
	East Lothian 2021 (n=2335)	44%	15%	23%	18%
Hospital A&E services	East Lothian 2024 (n=1569)	32%	14%	36%	19%
	East Lothian 2021 (n=2317)	29%	15%	32%	24%
Pharmacy	East Lothian 2024 (n=1582)	80%	9%	8%	3%
	East Lothian 2021 (n=2355)	78%	11%	8%	3%
Optometry/ optician	East Lothian 2024 (n=1571)	62%	14%	7%	17%
	East Lothian 2021 (n=2354)	58%	17%	8%	17%
Fire service	East Lothian 2024 (n=1582)	53%	20%	4%	23%
	East Lothian 2021 (n=2354)	49%	22%	3%	26%
Police	East Lothian 2024 (n=1581)	35%	24%	26%	16%
	East Lothian 2021 (n=2355)	35%	26%	24%	16%

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

- **GP services**: 73% were satisfied in Dunbar and East Linton compared to 16% in Tranent, Wallyford and Macmerry.
- **Parks, gardens and open spaces**: 90% were satisfied in Dunbar and East Linton compared to 50% in Tranent, Wallyford and Macmerry.
- **Fire Service:** 72% were satisfied in Dunbar and East Linton compared to 38% for Preston, Seton, Gosford.
- **Swimming Pools/ sports centres**: 67% were satisfied in Dunbar and East Linton compared to 34% in Tranent, Wallyford and Macmerry.

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

- **GP services:** 77% in Tranent, Wallyford and Macmerry and 67% in Musselburgh were dissatisfied compared to 20% in Dunbar and East Linton.
- **Dental services:** 50% of Dunbar and East Linton respondents were dissatisfied compared to 18% in Preston, Seton, Gosford.
- **Street cleaning:** 54% of Tranent, Wallyford and Macmerry respondents were dissatisfied compared to 24% in North Berwick Coastal and Dunbar and East Linton.

Figure 68: Satisfaction with public services analysed by Ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Base		216-221	304-318	229-238	278-288	250-267	257-268
Council house repair service	% satisfied	11%	8%	10%	12%	10%	14%
	% neither/ nor	16%	19%	10%	15%	16%	16%
	% dissatisfied	12%	13%	8%	16%	17%	19%
	% don't know	61%	60%	72%	56%	57%	52%
Children's play areas	% satisfied	49%	59%	59%	45%	37%	40%
	% neither/ nor	17%	16%	5%	22%	21%	18%
	% dissatisfied	16%	6%	6%	11%	23%	21%
	% don't know	18%	19%	30%	22%	19%	21%
Libraries	% satisfied	67%	69%	64%	62%	59%	55%
	% neither/ nor	19%	13%	13%	19%	10%	16%
	% dissatisfied	6%	5%	5%	5%	11%	10%
	% don't know	8%	13%	18%	15%	19%	18%
Swimming pools/ sport centres	% satisfied	67%	54%	55%	53%	55%	34%
	% neither/ nor	12%	12%	14%	14%	11%	12%
	% dissatisfied	15%	24%	14%	17%	21%	43%
	% don't know	6%	9%	16%	16%	12%	10%
Parks, gardens and open spaces	% satisfied	90%	77%	89%	74%	67%	50%
	% neither/ nor	6%	14%	6%	11%	11%	21%
	% dissatisfied	3%	8%	2%	10%	19%	24%
	% don't know	1%	2%	3%	5%	4%	4%

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Local bus services	% satisfied	65%	62%	55%	76%	62%	68%
	% neither/ nor	8%	13%	11%	7%	13%	10%
	% dissatisfied	19%	18%	21%	15%	20%	18%
	% don't know	8%	7%	12%	3%	5%	4%
Local schools	% satisfied	48%	55%	53%	39%	49%	46%
	% neither/ nor	19%	13%	13%	17%	10%	17%
	% dissatisfied	12%	10%	7%	12%	12%	9%
	% don't know	20%	23%	27%	32%	28%	27%
Support for frail/ older people to allow them to remain in their home	% satisfied	22%	24%	22%	22%	22%	19%
	% neither/ nor	17%	17%	12%	18%	17%	18%
	% dissatisfied	32%	14%	23%	20%	20%	24%
	% don't know	29%	45%	43%	39%	41%	40%
Waste & recycling services	% satisfied	57%	44%	52%	53%	49%	42%
	% neither/ nor	12%	10%	17%	9%	5%	6%
	% dissatisfied	30%	46%	30%	36%	45%	51%
	% don't know	1%	1%	1%	1%	2%	0%
Roads maintenance	% satisfied	18%	14%	11%	13%	13%	18%
	% neither/ nor	9%	10%	7%	12%	4%	8%
	% dissatisfied	73%	75%	80%	70%	79%	73%
	% don't know	0%	-	1%	5%	3%	1%
Street cleaning	% satisfied	57%	41%	59%	32%	48%	29%
	% neither/ nor	19%	20%	15%	17%	12%	16%
	% dissatisfied	24%	37%	24%	49%	39%	54%
	% don't know	0%	3%	3%	1%	2%	2%
GP Services	% satisfied	73%	58%	37%	22%	54%	16%
	% neither/ nor	6%	14%	18%	6%	13%	6%
	% dissatisfied	20%	27%	44%	67%	31%	77%
	% don't know	1%	1%	1%	5%	2%	1%
Dental services	% satisfied	31%	46%	38%	36%	56%	35%
	% neither/ nor	10%	18%	9%	18%	18%	14%
	% dissatisfied	50%	25%	36%	30%	18%	38%
	% don't know	9%	11%	17%	15%	7%	13%
Hospital outpatients services	% satisfied	53%	60%	41%	37%	50%	35%
	% neither/ nor	16%	16%	11%	11%	11%	20%
	% dissatisfied	15%	15%	32%	26%	25%	30%
	% don't know	15%	10%	16%	26%	14%	16%
Hospital A&E services	% satisfied	39%	33%	29%	24%	39%	31%
	% neither/ nor	5%	16%	8%	20%	11%	19%
	% dissatisfied	42%	33%	43%	31%	35%	33%
	% don't know	15%	18%	20%	25%	15%	17%

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Pharmacy	% satisfied	90%	83%	87%	75%	76%	74%
	% neither/ nor	6%	9%	6%	12%	9%	13%
	% dissatisfied	4%	5%	4%	11%	12%	7%
	% don't know	-	3%	3%	3%	3%	7%
Optometry/ opticians	% satisfied	65%	66%	70%	69%	58%	46%
	% neither/ nor	16%	14%	10%	14%	17%	14%
	% dissatisfied	3%	2%	5%	6%	10%	17%
	% don't know	16%	18%	16%	12%	15%	23%
Police	% satisfied	44%	40%	36%	36%	28%	28%
	% neither/ nor	18%	25%	26%	25%	29%	18%
	% dissatisfied	30%	19%	24%	23%	25%	33%
	% don't know	8%	17%	13%	16%	18%	20%
Fire Service	% satisfied	72%	56%	58%	50%	38%	48%
	% neither/ nor	14%	17%	17%	19%	26%	26%
	% dissatisfied	1%	2%	1%	6%	8%	3%
	% don't know	13%	25%	24%	25%	28%	22%

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

- **Street cleaning**: 15% of respondents living in deprived areas were satisfied compared to 45% of respondents living in other areas.
- **GP services**: 18% of respondents living in deprived areas were satisfied compared to 44% of respondents living in other areas.
- **Parks, gardens and open spaces**: 57% of respondents living in deprived areas were satisfied compared to 75% of respondents living in other areas.
- **Swimming pools/sport centres (provided by Enjoy Leisure)**: 39% of respondents living in deprived areas were satisfied compared to 54% of respondents living in other areas.
- **Waste and recycling services**: 34% of respondents living in deprived areas were satisfied compared to 50% of respondents living in other areas.

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

- **Hospital A&E services:** 40% of respondents living in the most deprived areas were satisfied compared to 31% living in other areas.
- **Local bus services**: 73% of respondents living in most deprived areas were satisfied compared to 65% of respondents living in other areas.

In terms of the Council house repairs service, the proportion of respondents who were dissatisfied is significantly higher amongst those who live in the most deprived areas (35%) versus those who lived in non deprived areas (13%).

Again, the results to this question have been analysed excluding the proportion of respondents who answered 'don't know' for each service. This revealed that there have been both increases and decreases in satisfaction. The greatest increases can be seen with regard to libraries (+10% points), local bus services (+10% points) and children's play areas (+9% points). The greatest decreases are with regard to roads maintenance (-11% points) and waste and recycling services (-10% points).

Figure 69: Satisfaction with public services provided in East Lothian 2021 vs 2024 (excluding don't know responses)

	2021			2024			% satisfied change 2021-2024
	% satisfied	% neither/ nor	% dissatis	% satisfied	% neither/ nor	% dissatis	
Council house repair service*	34%	40%	26%	27%	38%	36%	-7%
Children's play areas*	52%	27%	21%	61%	22%	18%	9%
Libraries*	64%	23%	13%	74%	18%	8%	10%
Swimming pools/sport centres	63%	20%	17%	60%	14%	26%	-3%
Parks*, gardens* and open spaces	71%	17%	13%	76%	12%	12%	5%
Local bus services	60%	16%	24%	70%	11%	19%	10%
Local schools*	58%	27%	15%	65%	20%	15%	7%
Support for frail / older people to allow them to remain in their own home*	32%	32%	36%	36%	28%	36%	4%
Waste & recycling services*	60%	10%	30%	50%	10%	41%	-10%
Roads maintenance*	26%	17%	57%	15%	9%	76%	-11%
Street cleaning*	45%	20%	35%	44%	17%	40%	-2%
GP services	38%	11%	52%	43%	11%	47%	5%
Dental services	52%	19%	28%	46%	17%	37%	-6%
Hospital outpatients services	54%	19%	28%	55%	17%	29%	1%
Hospital A&E services	39%	20%	42%	39%	17%	44%	0%
Pharmacy	81%	11%	8%	83%	10%	8%	2%
Optometry/ Opticians	70%	20%	10%	74%	17%	9%	4%
Police	41%	31%	28%	42%	28%	30%	1%
Fire Service	66%	30%	4%	69%	26%	5%	3%

8. COUNCIL PRIORITIES AND BUDGET OPTIONS

8.1. Making savings in the Council's budget (Q19)

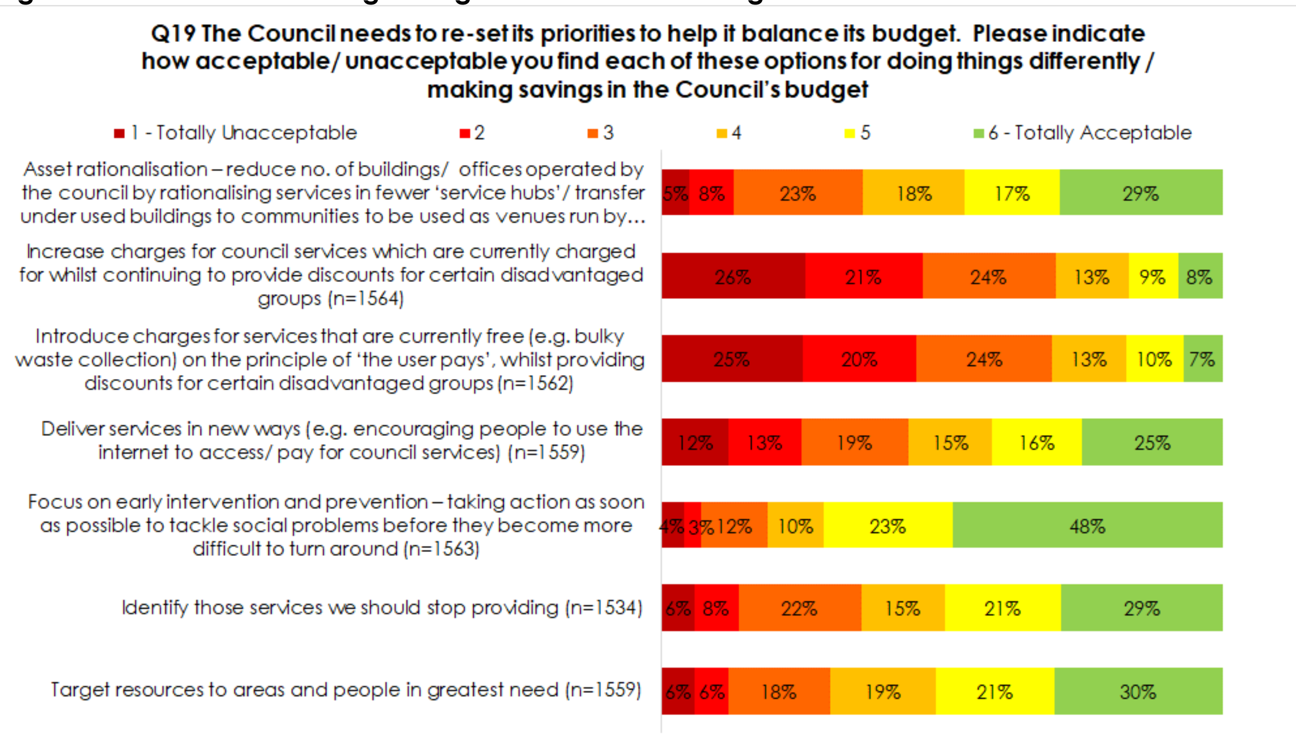
Respondents were asked how acceptable they believed various options for doing things differently or making savings would be on a scale of 1 to 6, where 1 was unacceptable to 6 was acceptable. Most highly rated as being acceptable were:

- → **Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around** (48% giving a rating of 6 – acceptable)
- → **Target resources to areas and people in greatest need** (30%)
- → **Identify those services we should stop providing** (29%)
- → **Asset rationalisation – reduce no. of buildings/ offices operated by the council by rationalising services in fewer 'service hubs'/ transfer under used buildings to communities to be used as venues run by the community** (29%)

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

- → **Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups** (26% giving a rating 1 – unacceptable).
- → **Introduce charges for services that are currently free (e.g. bulky waste collection) on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups** (25%).

Figure 70: Priorities for making savings in the Council's budget



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

- **Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around:** 57% of North Berwick Coastal respondents said this was totally acceptable compared to 38% of respondents living in Dunbar and East Linton.
- **Deliver services in new ways (e.g. encouraging people to use the internet to access/ pay for council services)**: 30% of North Berwick Coastal respondents said this was totally acceptable compared to 17% of respondents living in Preston, Seton and Gosford.
- **Asset rationalisation – reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs' and transfer under used buildings to communities to be used as venues run by the community:** 35% of Haddington & Lammermuir and North Berwick Coastal respondents said this was totally acceptable compared to 25% of Tranent, Wallyford & Macmerry respondents.
- **Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups:** 14% of Dunbar and East Linton respondents compared to just 4% of Tranent, Wallyford & Macmerry respondents.

Figure 71: Opinions on options for doing things differently/ making savings in the Council's budget analysed by ward

		Dunbar & East Linton	Ha'ton & L'muir	North Berwick Coastal	M'burgh	PSG	TWM
	Base	211-215	304-313	221-231	277-284	256-265	253-264
Asset rationalisation	1 - Totally Unacceptable	4%	4%	2%	8%	7%	6%
	6 - Totally Acceptable	27%	35%	35%	28%	27%	25%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups	1 - Totally Unacceptable	24%	23%	19%	26%	26%	36%
	6 - Totally Acceptable	14%	9%	8%	5%	7%	4%
Introduce charges for services that are currently free (e.g. bulky waste collection) on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups	1 - Totally Unacceptable	25%	22%	20%	25%	24%	34%
	6 - Totally Acceptable	8%	8%	10%	4%	7%	5%
Deliver services in new ways (e.g. encouraging people to use the internet to access/ pay for council services)	1 - Totally Unacceptable	15%	12%	10%	12%	11%	13%
	6 - Totally Acceptable	25%	28%	30%	26%	17%	24%
Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	1 - Totally Unacceptable	7%	3%	3%	2%	5%	7%
	6 - Totally Acceptable	38%	56%	57%	49%	43%	43%
Identify those services we should stop providing	1 - Totally Unacceptable	5%	5%	2%	6%	8%	7%

	6 - Totally Acceptable	34%	30%	27%	25%	29%	31%
Target resources to areas and people in greatest need	1 - Totally Unacceptable	12%	6%	5%	3%	3%	8%
	6 - Totally Acceptable	32%	31%	35%	30%	27%	27%

Analysis by deprivation level reveals:

- **Asset rationalisation – reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs' and transfer under used buildings to communities to be used as venues run by the community:** More likely to be acceptable for those who do not live in deprived areas (30%) than those living in most deprived areas (17%).
- **Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around:** this was acceptable for 33% of respondents living in most deprived areas compared to 49% for respondents who lived in non deprived areas.

Figure 72: Opinions on options for doing things differently/ making savings in the Council's budget analysed by SIMD

		Most deprived 20%	Other areas
	Base	**94-101**	**1436-1465**
Asset rationalisation	1 - Totally Unacceptable	17%	4%
	6 - Totally Acceptable	17%	30%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups	1 - Totally Unacceptable	41%	25%
	6 - Totally Acceptable	4%	8%
Introduce charges for services that are currently free on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups	1 - Totally Unacceptable	39%	24%
	6 - Totally Acceptable	6%	7%
Deliver services in new ways	1 - Totally Unacceptable	17%	12%
	6 - Totally Acceptable	22%	25%
Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	1 - Totally Unacceptable	11%	4%
	6 - Totally Acceptable	33%	49%
Identify those services we should stop providing	1 - Totally Unacceptable	15%	5%
	6 - Totally Acceptable	31%	29%
Target resources to areas and people in greatest need	1 - Totally Unacceptable	14%	5%
	6 - Totally Acceptable	28%	30%

Analysis by age reveals:

- → **Deliver services in new ways (e.g. encouraging people to use the internet to access/ pay for council services):** This was more likely to be acceptable for respondents aged 35-54 (31%) than those aged 65 and over (13%).
- → **Asset rationalisation – reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs' and transfer under used buildings to communities to be used as venues run by the community:** this was more acceptable for respondents aged 35-64 (34%) than those aged 16-34 (23%).

Figure 73: Opinions on options for doing things differently/ making savings in the Council's budget analysed by SIMD

		16-34	35-64	65+
	Base	**77-78**	**611-619**	**842-872**
Asset rationalisation	1 - Totally Unacceptable	4%	6%	6%
	6 - Totally Acceptable	23%	34%	26%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups	1 - Totally Unacceptable	32%	26%	20%
	6 - Totally Acceptable	4%	7%	11%
Introduce charges for services that are currently free on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups	1 - Totally Unacceptable	37%	22%	20%
	6 - Totally Acceptable	-	8%	11%
Deliver services in new ways	1 - Totally Unacceptable	10%	9%	21%
	6 - Totally Acceptable	23%	31%	13%
Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	1 - Totally Unacceptable	3%	4%	6%
	6 - Totally Acceptable	43%	52%	43%
Identify those services we should stop providing	1 - Totally Unacceptable	1%	6%	9%
	6 - Totally Acceptable	30%	30%	27%
Target resources to areas and people in greatest need	1 - Totally Unacceptable	7%	5%	6%
	6 - Totally Acceptable	28%	30%	32%

The results to this question generally do not vary significantly by gender. However, more females said it would be acceptable to focus on early intervention and prevention (52%) than males (38%).

Figure 74: Opinions on options for doing things differently/ making savings in the Council's budget analysed by gender

		Male	Female
	Base	**619-631**	**886-909**
Asset rationalisation	1 - Totally Unacceptable	5%	5%
	6 - Totally Acceptable	26%	31%
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups	1 - Totally Unacceptable	30%	25%
	6 - Totally Acceptable	11%	6%
Introduce charges for services that are currently free on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups	1 - Totally Unacceptable	29%	23%
	6 - Totally Acceptable	9%	6%
Deliver services in new ways	1 - Totally Unacceptable	13%	12%
	6 - Totally Acceptable	25%	25%
Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	1 - Totally Unacceptable	5%	4%
	6 - Totally Acceptable	38%	52%
Identify those services we should stop providing	1 - Totally Unacceptable	8%	4%
	6 - Totally Acceptable	26%	31%
Target resources to areas and people in greatest need	1 - Totally Unacceptable	8%	5%
	6 - Totally Acceptable	28%	31%

8.2. Views on reducing and protecting services (Q20)

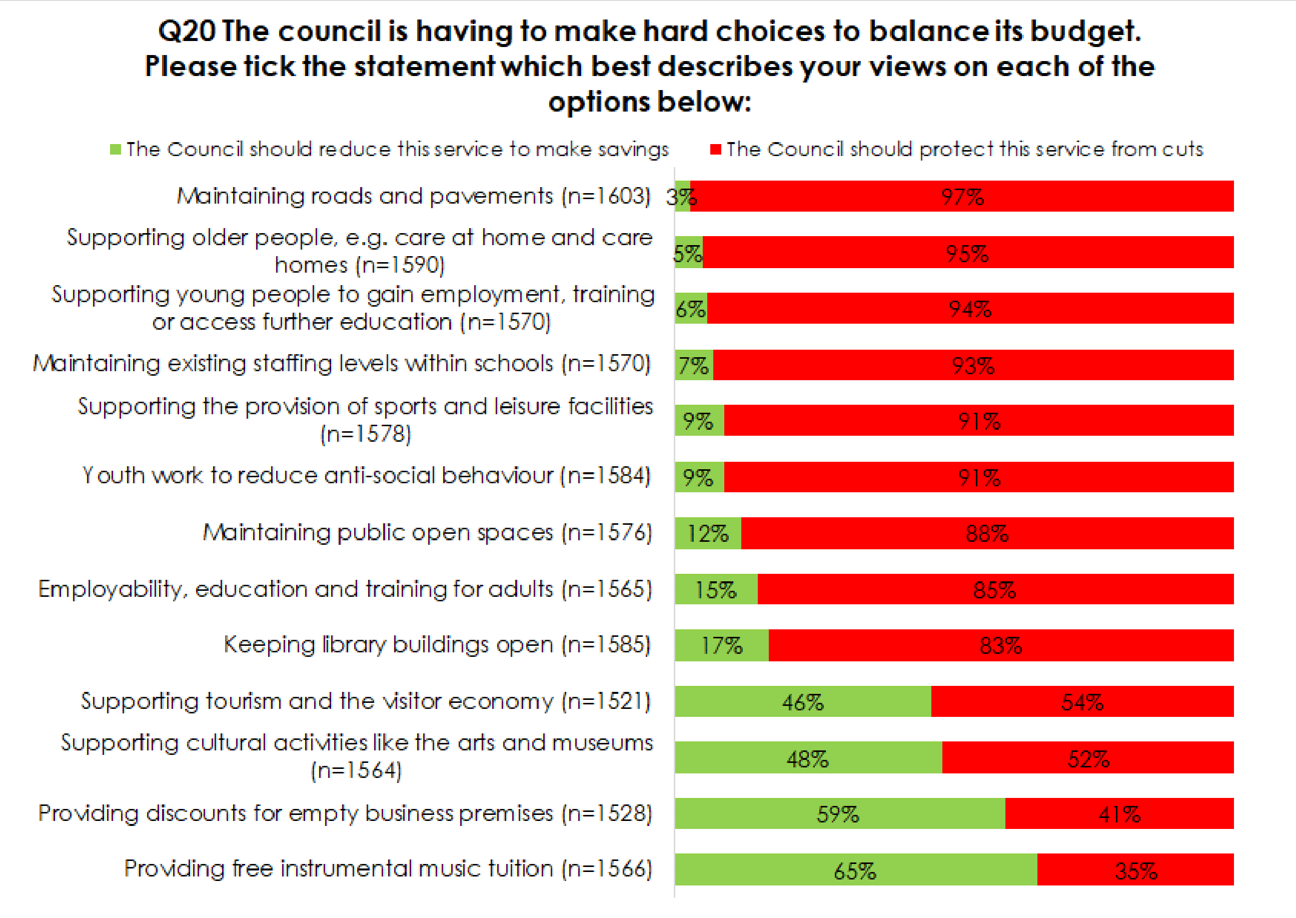
It was explained to respondents that the Council is having to make hard choices to balance its budget. Respondents were asked whether they believed various options should be reduced to make savings or should be protected from cuts. The services which the majority of respondents felt should be reduced to make savings were:

- Providing free instrumental music tuition (65%)
- Providing discounts for empty business premises (59%)

On the other hand, services with the highest proportion of respondents (over 9 in 10) stating they would like to see protected from cuts were:

- Maintaining roads and pavements (97%)
- Supporting older people e.g. care at home and care homes (95%)
- Supporting young people to gain employment, training or access to further education (94%)
- Maintaining existing staffing levels within schools (93%)
- Supporting the provision of sports and leisure facilities (91%)
- Youth work to reduce anti social behaviour (91%)

Figure 75: Views on reducing and protecting services



Analysis by ward indicates that:

- providing **free instrumental music tuition** is the service which the majority of respondents in all wards felt could be reduced to make savings, ranging from 57% in North Berwick Coastal to 68% in Preston, Seton and Gosford and Tranent, Wallyford and Macmerry.
- Those who lived in North Berwick Coastal were more likely to say **providing discounts for empty business premises** was their top priority for being reduced (70%) compared to 55% in Dunbar and East Linton.
- **Maintaining roads and pavements** is the service area respondents in almost all areas were most likely to want to see protected
- In North Berwick Coastal **supporting older people** was the service respondents were most likely to want to see protected (98%).
- Opinion varies by ward in terms of whether **supporting tourism and the visitor economy** should be reduced or protected with just over half of respondents in Musselburgh (51%) stating they would like to see this reduced, while the majority of Dunbar and East Linton respondents (63%) said they would like to see this protected.

Figure 76: Views on reducing and protecting services analysed by ward

		Dunbar & East Linton	Ha'ton & L'muir	North Berwick Coastal	M'burgh	PSG	TWM
	Base	205-218	301-319	225-237	273-288	254-274	254-268
Supporting tourism and the visitor economy	Reduce	20%	50%	41%	51%	43%	48%
	Protect	63%	50%	59%	49%	57%	52%
Providing discounts for empty business premises	Reduce	55%	58%	70%	59%	57%	56%
	Protect	45%	42%	30%	41%	43%	44%
Supporting young people to gain employment, training or access further education	Reduce	8%	6%	5%	4%	7%	8%
	Protect	92%	94%	95%	96%	93%	92%
Employability, education and training for adults	Reduce	19%	17%	19%	15%	7%	13%
	Protect	81%	83%	81%	85%	93%	87%
Supporting older people, e.g. care at home and care homes	Reduce	3%	5%	2%	6%	5%	9%
	Protect	97%	95%	98%	94%	95%	91%
Providing free instrumental music tuition	Reduce	61%	64%	57%	66%	68%	68%
	Protect	39%	36%	43%	34%	32%	32%
Maintaining existing staffing levels within schools	Reduce	6%	7%	4%	6%	11%	6%
	Protect	94%	93%	96%	94%	89%	94%
Supporting cultural activities like the arts and museums	Reduce	39%	49%	39%	48%	51%	57%
	Protect	61%	51%	61%	52%	49%	43%
Youth work to reduce anti-social behaviour	Reduce	9%	7%	14%	9%	8%	8%
	Protect	91%	93%	86%	91%	92%	92%
Keeping library buildings open	Reduce	19%	11%	17%	20%	18%	16%
	Protect	81%	89%	83%	80%	82%	84%
Supporting the provision of sports and leisure facilities	Reduce	10%	8%	9%	14%	9%	7%
	Protect	90%	92%	91%	86%	91%	93%
Maintaining roads and pavements	Reduce	3%	1%	5%	3%	3%	2%
	Protect	97%	99%	95%	97%	97%	98%
Maintaining public open spaces	Reduce	11%	13%	10%	15%	12%	9%
	Protect	89%	87%	90%	85%	88%	91%

Analysis by age reveals that:

- **Providing free music tuition** was the service area that those aged 16-34 (73%) and aged 35-64 (65%) were most likely to have selected as being a service that could be reduced. Respondents aged 65 and over were most likely to have said **providing discounts for empty business premises** should be reduced (57%).
- In terms of the services respondents would like to see protected from cuts all respondents regardless of age were most likely to have selected **maintaining roads and pavements**.

Figure 77: Views on reducing and protecting services analysed by age

		16-34	35-64	65+
	Base	78-80	600-622	841-901
Supporting tourism and the visitor economy	Reduce	51%	46%	39%
	Protect	49%	54%	61%
Providing discounts for empty business premises	Reduce	61%	58%	57%
	Protect	39%	42%	43%
Supporting young people to gain employment, training or access further education	Reduce	2%	8%	8%
	Protect	98%	92%	92%
Employability, education and training for adults	Reduce	14%	15%	15%
	Protect	86%	85%	85%
Supporting older people, e.g. care at home and care homes	Reduce	6%	5%	5%
	Protect	94%	95%	95%
Providing free instrumental music tuition	Reduce	73%	65%	56%
	Protect	27%	35%	44%
Maintaining existing staffing levels within schools	Reduce	6%	6%	10%
	Protect	94%	94%	90%
Supporting cultural activities like the arts and museums	Reduce	41%	52%	46%
	Protect	59%	48%	54%
Youth work to reduce anti-social behaviour	Reduce	7%	9%	11%
	Protect	93%	91%	89%
Keeping library buildings open	Reduce	19%	18%	12%
	Protect	81%	82%	88%
Supporting the provision of sports and leisure facilities	Reduce	12%	8%	10%
	Protect	88%	92%	90%
Maintaining roads and pavements	Reduce	1%	4%	3%
	Protect	99%	96%	97%
Maintaining public open spaces	Reduce	13%	11%	12%
	Protect	87%	89%	88%

Analysis by SIMD shows that:

- **Maintaining roads and pavements** was the service that from deprived and non-deprived areas were more likely to say should be protected from cuts.
- **Providing free instrumental music tuition** was the service that respondents from deprived an non deprived areas were most likely to want to see reduced to make savings.
- **Providing discounts for empty business premises** was most likely to have been selected for being reduced by those living in non-deprived areas (60%) than those living in deprived areas (44%).
- On the other hand, those who lived in deprived areas were more likely to say they would like to see **supporting cultural activities like the arts and museums** reduced to make savings (59%) than those who lived in non-deprived areas (47%).

Figure 78: Views on reducing and protecting services analysed by SIMD

		Most deprived 20%	Other areas
	Base	98-104	1423-1499
Supporting tourism and the visitor economy	Reduce	44%	46%
	Protect	56%	54%
Providing discounts for empty business premises	Reduce	44%	60%
	Protect	56%	40%
Supporting young people to gain employment, training or access further education	Reduce	9%	6%
	Protect	91%	94%
Employability, education and training for adults	Reduce	15%	15%
	Protect	85%	85%
Supporting older people, e.g. care at home and care homes	Reduce	12%	5%
	Protect	88%	95%
Providing free instrumental music tuition	Reduce	66%	64%
	Protect	34%	36%
Maintaining existing staffing levels within schools	Reduce	5%	7%
	Protect	95%	93%
Supporting cultural activities like the arts and museums	Reduce	59%	47%
	Protect	41%	53%
Youth work to reduce anti-social behaviour	Reduce	10%	9%
	Protect	90%	91%
Keeping library buildings open	Reduce	10%	17%
	Protect	90%	83%
Supporting the provision of sports and leisure facilities	Reduce	10%	9%
	Protect	90%	91%
Maintaining roads and pavements	Reduce	1%	3%
	Protect	99%	97%
Maintaining public open spaces	Reduce	10%	12%
	Protect	90%	88%

The results to this question show minimal variation by gender, with the exception of supporting tourism and the visitor economy which was significantly more likely to be considered as a service that should be protected for males (64%) than females (50%).

Figure 79: Views on reducing and protecting services analysed by gender

		Male	Female
	Base	619-640	877-935
Supporting tourism and the visitor economy	Reduce	36%	50%
	Protect	64%	50%
Providing discounts for empty business premises	Reduce	55%	61%
	Protect	45%	39%
Supporting young people to gain employment, training or access further education	Reduce	7%	6%
	Protect	93%	94%
Employability, education and training for adults	Reduce	17%	14%
	Protect	83%	86%
Supporting older people, e.g. care at home and care homes	Reduce	6%	4%
	Protect	94%	96%
Providing free instrumental music tuition	Reduce	69%	63%
	Protect	31%	37%
Maintaining existing staffing levels within schools	Reduce	8%	7%
	Protect	92%	93%
Supporting cultural activities like the arts and museums	Reduce	50%	47%
	Protect	50%	53%
Youth work to reduce anti-social behaviour	Reduce	12%	7%
	Protect	88%	93%
Keeping library buildings open	Reduce	20%	15%
	Protect	80%	85%
Supporting the provision of sports and leisure facilities	Reduce	10%	9%
	Protect	90%	91%
Maintaining roads and pavements	Reduce	2%	3%
	Protect	98%	97%
Maintaining public open spaces	Reduce	12%	12%
	Protect	88%	88%

8.3. Suggestions for how the Council could make savings (Q21)

All respondents were asked if they had any other suggestions for how the Council could make savings or change the way it delivers services to reduce spending. A total of 284 individuals made comment. To allow for analysis, these have been coded thematically. This shows that the most common responses related to reducing Council staff or improving the management structure of staffing (21%) followed by streamlining services or stopping wasting money (19%). A further 14% suggested reduction in salaries for Council staff.

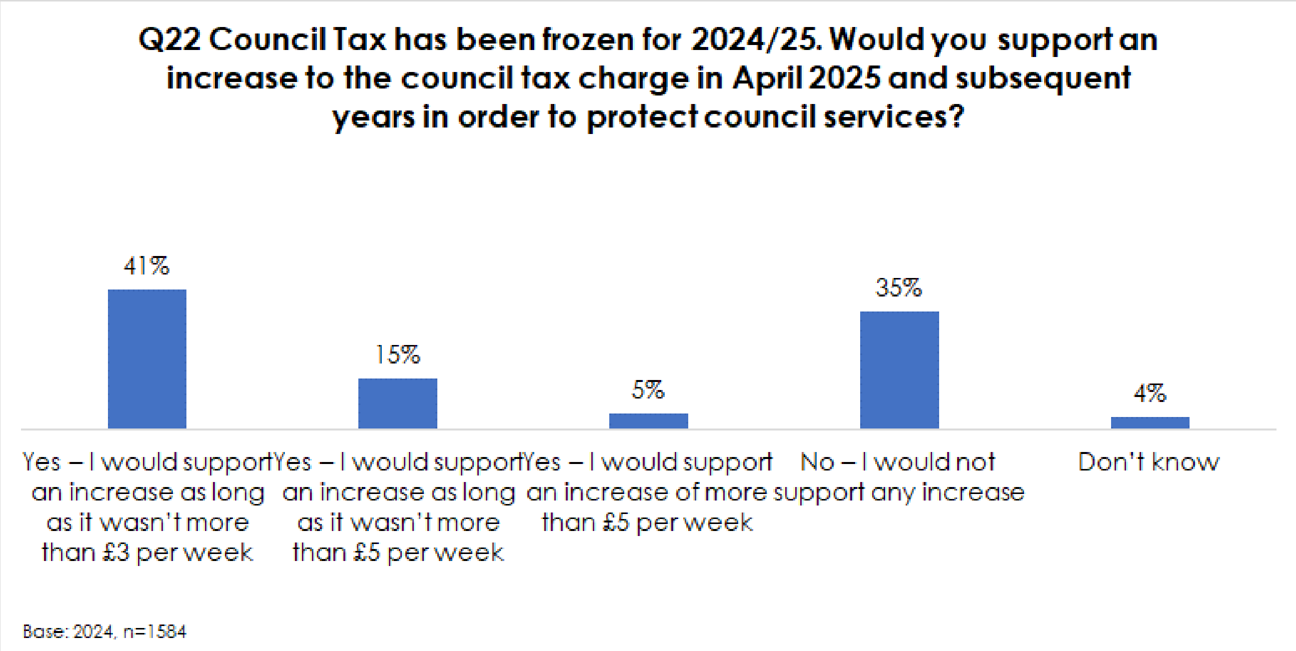
Figure 80: Do you have any other suggestions for how the council could make savings / change the way it delivers services to reduce spending?

Base	284
Reduction in Council staff/ management structure improvements	21%
Improvements to budgeting/ better management/ stop wasting money/ streamline services	19%
Reduction in salaries	14%
Other	13%
Employ better staff/ work harder/ more efficiently	12%
Introduce more charges to generate income e.g. parking charges, no free bus travel, speeding fines etc	7%
Increase council tax/ rents	6%
Reduce number of buildings/ use/ sell/ rent out empty buildings	6%
Introduce shared services/ collaborative working e.g. with charities, communities, other organisations, neighbouring authorities	4%
Comments about refuse/ recycling	4%
Check that works are done properly e.g. repairs, roads	3%
Comments against flood prevention scheme	2%
Improvements to housing allocations/ fewer empty homes	2%
Staff back in office	2%
Make sure benefits system not being abused	2%
Encourage more volunteering	1%
Stop outsourcing jobs	1%

8.4. Opinions on Council Tax increases (Q22)

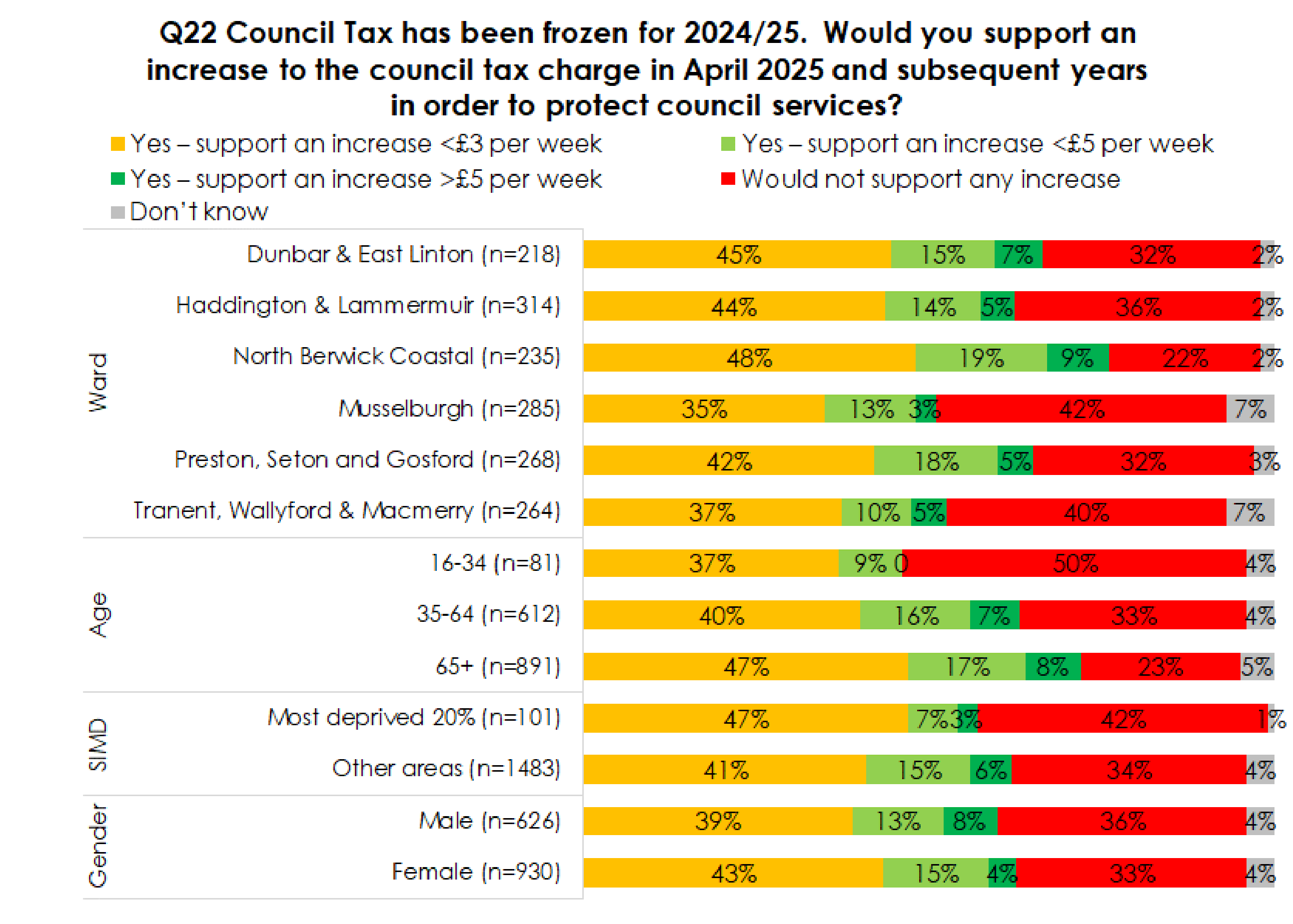
It was explained to respondents that Council Tax has been frozen for 2024/25. Respondents were asked whether they would support an increase to the Council Tax charge in April 2025 and subsequent years in order to protect council services. Respondents were told that every 1% increase to the Council Tax charge equates to a weekly increase of £0.28 for an average property in East Lothian. The majority of respondents said they would support an increase in their Council Tax (61%), with respondents being most likely to support an increase of less than £3 per week (41%). Just over a third of respondents (35%) said they would be opposed to an increase on their Council Tax and 4% were unsure.

Figure 81: Support for Council Tax increases



Further analysis shows that respondents who were most likely to oppose an increase in their Council Tax were those who were those living in the most deprived areas (42%), aged 16-34 (50%) and living in Musselburgh (42%) and in Tranent, Wallyford and Macmerry (40%).

Figure 82: Analysis of support for Council Tax increases

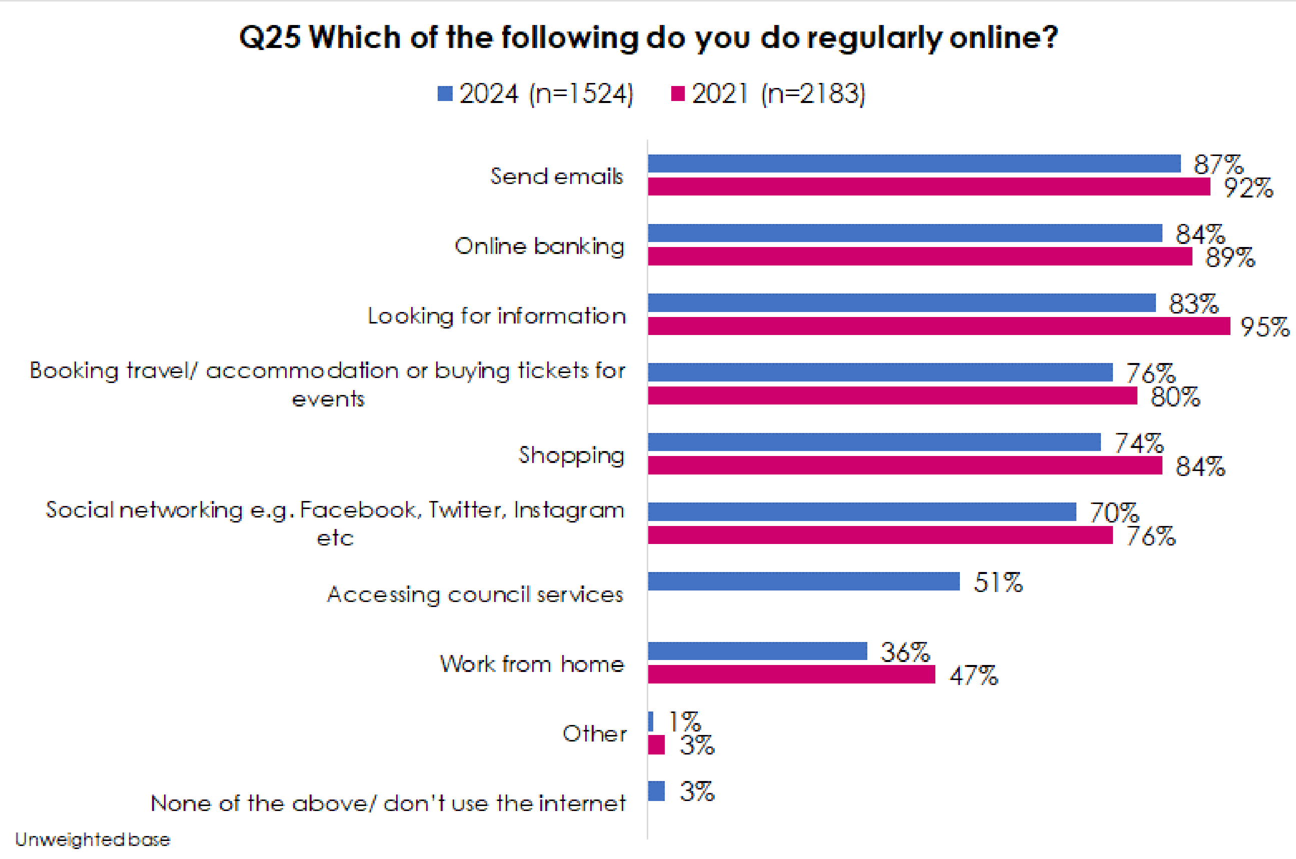


9. GOING ONLINE

9.1. Internet usage (Q25)

When asked about the activities that they do online, the most common responses were sending emails (87%), online banking (84%) and looking for information (83%). Compared to 2021 there have been some significant changes, with the proportion of respondents stating they work from home decreasing from 47% in 2021 to 36% in 2024. Decreases are also seen across all other areas, with the largest decrease with respect to looking for information which has fallen from 95% in 2021 to 83% in 2024.

Figure 83: Regular online activities



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

- **Social networking e.g. Facebook, Twitter, Instagram etc**: 76% of respondents living in Preston, Seton and Gosford compared to 64% of respondents living in North Berwick Coastal.
- **Work from home**: 41% of respondents in Musselburgh, 40% in North Berwick Coastal; and 40% in Haddington and Lammermuir go online for this purpose compared to 28% of respondents living in Dunbar and East Linton.
- **Shopping:** 80% of respondents living in North Berwick Coastal compared to 69% in Tranent, Wallyford and Macmerry.

Figure 84: Regular online activities analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**254**	**254**	**254**	**254**	**254**	**254**
Send emails	86%	89%	90%	86%	88%	84%
Online banking	83%	82%	86%	83%	89%	83%
Looking for information	84%	83%	84%	84%	82%	81%
Booking travel/ accommodation or buying tickets for events	74%	73%	80%	78%	78%	74%
Shopping	73%	75%	80%	70%	77%	69%
Social networking e.g. Facebook, Twitter, Instagram etc	66%	71%	64%	72%	76%	70%
Accessing council services	50%	54%	54%	50%	54%	46%
Work from home	28%	40%	40%	41%	36%	30%

Analysis by age reveals significant variances in regular online activities. Respondents aged 65+ were least likely to do all of these activities online. The biggest variance can be seen regarding the use of social media with 87% of 16-34 year olds stating they did this compared to 43% of respondents aged 65 and over. Variations are also noted with respect to shopping and use of online banking.

The age group most likely to access Council services online were those aged 35-64 with 60% of this age group saying they do this compared to 45% aged 16-34 and 38% aged 65+.

Figure 85: Regular online activities analysed by age

	16-34	35-64	65+
Unweighted base	80	612	832
Send emails	84%	93%	77%
Social networking e.g. Facebook, Twitter, Instagram etc	87%	75%	43%
Online banking	91%	90%	67%
Shopping	77%	81%	55%
Work from home	44%	45%	9%
Booking travel/ accommodation or buying tickets for events	83%	82%	56%
Accessing council services	45%	60%	38%
Looking for information	79%	88%	76%

Respondents who lived in the most deprived areas were generally less likely to do all of these things online than those who lived in other areas. The biggest differences were regarding working from home where 17% of respondents in the most deprived areas did this compared to 37% of respondents in other areas, and also regarding looking for information where 70% of respondents in the most deprived areas did this compared to 84% of respondents in other areas.

Figure 86: Regular online activities analysed by SIMD

	Most deprived 20%	Other areas
Unweighted base	89	1435
Send emails	82%	87%
Social networking e.g. Facebook, Twitter, Instagram etc	69%	70%
Online banking	84%	84%
Shopping	65%	74%
Work from home	17%	37%
Booking travel/ accommodation or buying tickets for events	73%	76%
Accessing council services	42%	52%
Looking for information	70%	84%

9.2. Preferred methods for contacting the Council (Q26)

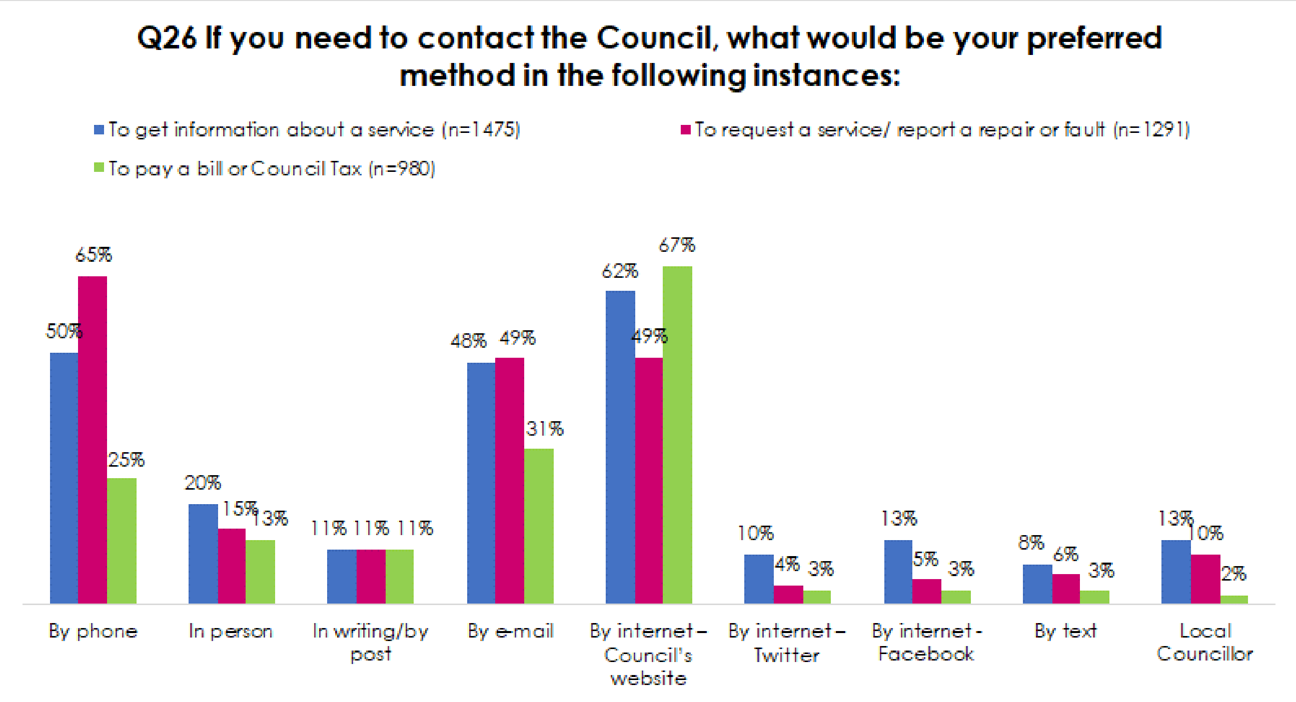
All respondents were asked about the contact methods they prefer to use to get in touch with the Council in different circumstances.

Firstly in terms of getting information about a service, the preference was to do this by internet via the Council's website (62%), followed by telephone (50%) and then by email (48%).

With regards to requesting a service or reporting a repair or fault, the preference was to do this by telephone (65%), followed by internet via the Council website (49%) or by email (49%).

The majority (67%) would prefer to pay bills or Council tax via the Council website.

Figure 87: Preferred contact methods for contacting the Council



Of note, in all instances, there has been a marked increase in interest in contacting the Council via the website compared to 2021. With interest in using the Council's website to get information rising from 39% to 62%, to request a service/ report a repair rising from 25% to 49% and to pay a bill or Council tax rising from 55% to 67%.

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

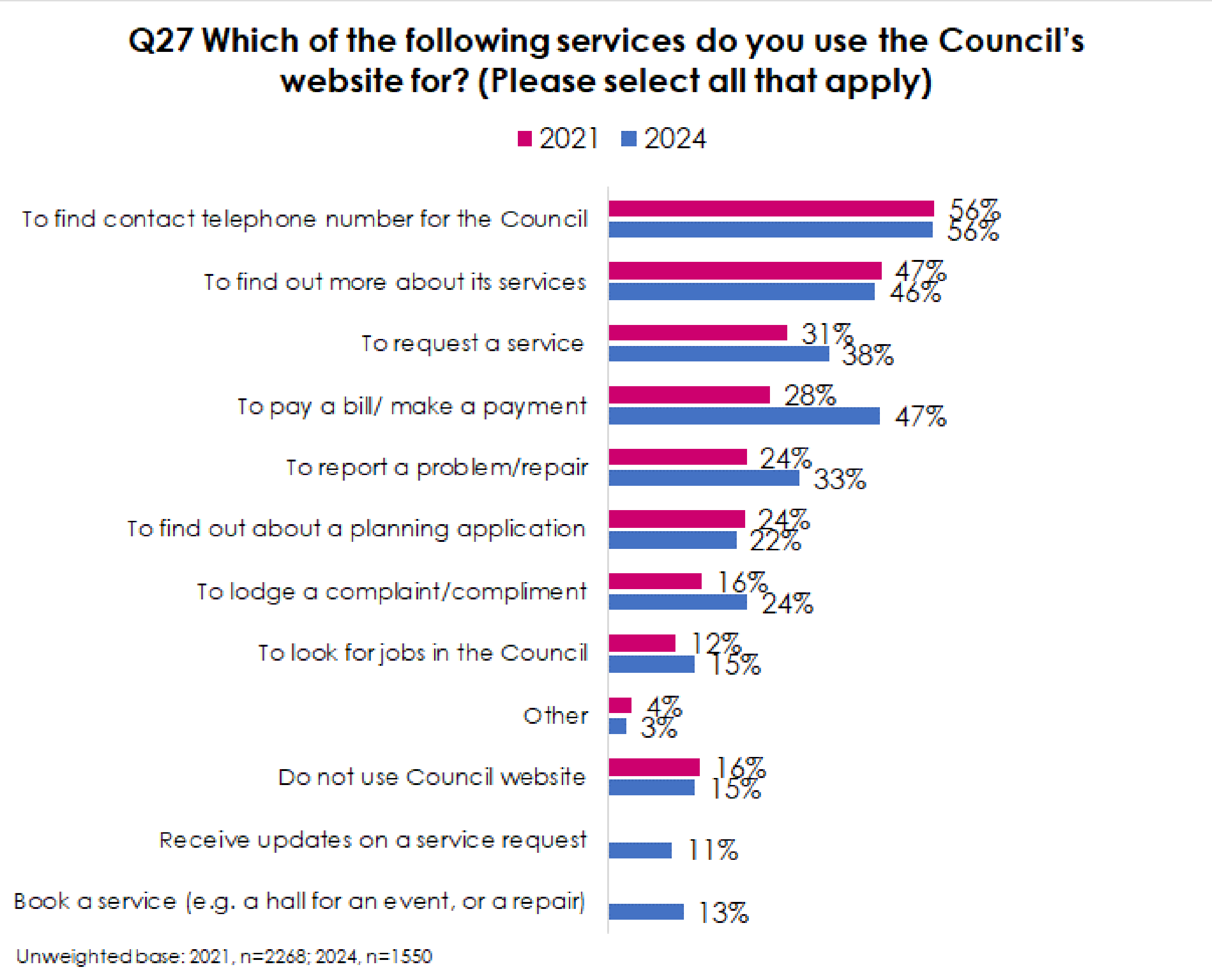
9.3. Use of the Council's website (Q27/28)

Following on from this, respondents were asked about their use of the Council's website. Over half of respondents who responded to this question said they used the website to find contact numbers for the Council (56%) and a further 47% use the website to pay a bill and 46% to find out more about Council services. On the other hand, 15% said they did not use the Council website.

Compared to 2021, the usage of the website for certain services, remains similar. However, significant increases can be seen with regard to paying a bill (increasing from 28% to 47%), reporting a problem/ repair (increasing from 14% to 33%) and to lodge a complaint/ compliment (increasing from 16% to 24%).

The proportion of respondents who do not use the Council website remains similar (16% in 2021 compared to 15% in 2024).

Figure 88: Services accessed via the Council's website (2021 vs 2024)



Analysis by ward reveals some interesting differences in the results to this question. Firstly in terms of using the website to find out about Council services, 54% of respondents living in Preston, Seton, Gosford said they used the website for this reason compared to 39% of respondents who lived in Musselburgh. In terms of finding out about planning applications, 34% of respondents living in North Berwick said they used the website for this reason compared to 13% of respondents who lived in Musselburgh. Booking a service was most common in Dunbar and East Linton (20%) and least common in Haddington and Lammermuir (5%).

Generally, older respondents, were least likely to have used the Council website for these various reasons. In terms of making a payment/ paying a bill, 54% of respondents aged 35-64 did this via the Council website compared to 30% of respondents aged 65 and over. Furthermore, 20% of respondents aged 35-64 and 19% of respondents aged 16-34 used the website to look for Council jobs compared to 2% of respondents aged 65 and over.

Respondents who lived in the least deprived areas were more likely to visit the website to find out more about its services (47%), to request/ apply for a service (39%) and to find a contact number for the Council (56%) than respondents who lived the most deprived 20% (36%, 30% and 49% respectively). On the other hand, those living in the most deprived areas were more likely to visit the website to look for a job in the Council (19%) than respondents who lived in other areas (15%). They were also more likely to say that they do not use the Council website (23% of those in the most deprived areas compared to 14% in other areas).

When asked what would encourage them to start using or to use the internet more to access Council services, the majority of respondents stated that they were too old, that nothing would make them use the website more or did not give a response.

Where a tangible suggestion was made these included:

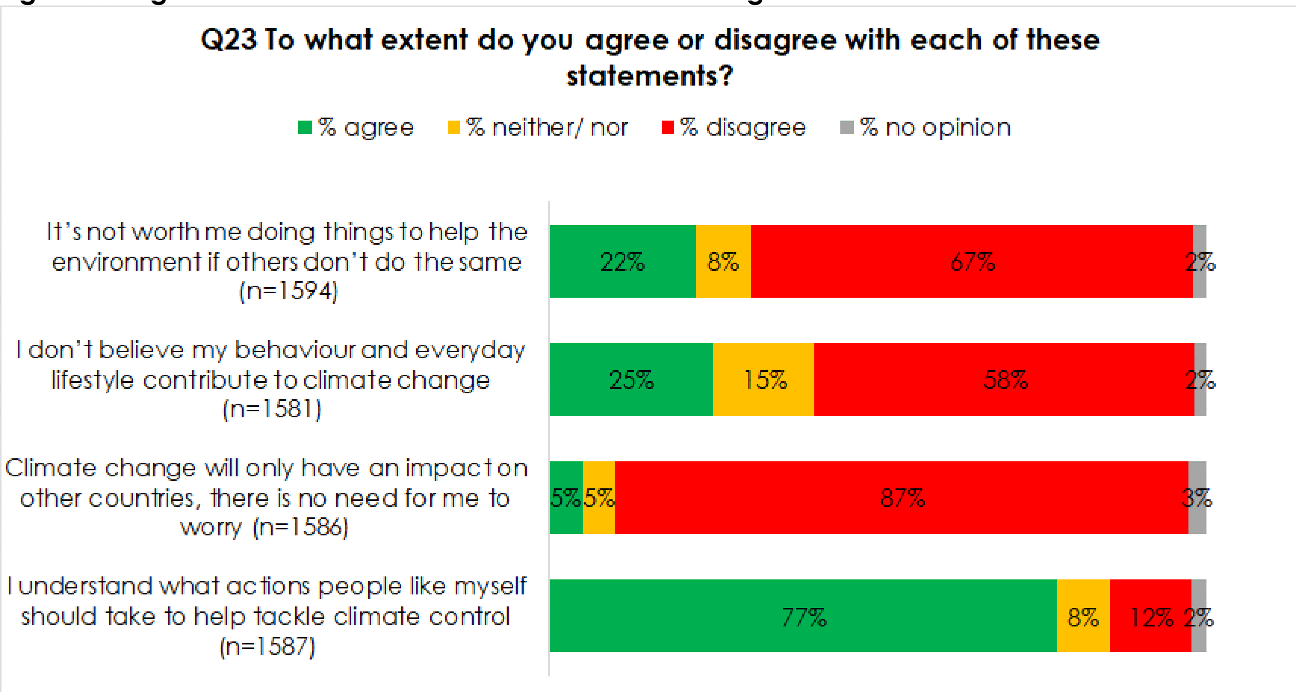
- → Free or improved internet
- → More advertisement of Council services
- → Simpler/ less complicated website
- → Making the website more newsworthy e.g. road repairs/ changes in services
- → Confidence that there will be a timely response
- → Clear structure / easier navigation
- → Easy to find information
- → Live chat.

10. CLIMATE CHANGE

10.1. Perceptions of climate change (Q23)

Respondents were asked the extent to which they agreed or disagreed with a number of statements about climate change. The greatest level of agreement was with the statement 'I understand what actions people like myself should take to help tackle climate control' with 77% of respondents either strongly agreeing or tending to agree with this statement. The lowest level of agreement was just 5% with the statement 'Climate change will only have an impact on other countries, there is no need for me to worry'. 87% of respondents either tended to disagree or strongly disagreed with this statement.

Figure 89: Agreement with statements about climate change



Analysis by multimember ward varies most significantly in terms of:

- **I understand what actions people like myself should take to help tackle climate control**: 84% of respondents living in Preston, Seton, Gosford said they *agreed* with this compared to 70% of respondents living in North Berwick Coastal.
- **It's not worth me doing things to help the environment if others don't do the same**: 75% of respondents living in North Berwick Coastal *disagreed* with this statement compared to 62% of respondents living in Preston, Seton, Gosford.
- **I don't believe my behaviour and everyday lifestyle contribute to climate change**: 31% of respondents living in Dunbar and East Linton and also Preston, Seton, Gosford said they *agreed* with this statement compared to 18% who lived in Haddington and Lammermuir.
- **Climate change will only have an impact on other countries, there is no need for me to worry**: 92% of respondents living in Haddington and Lammermuir *agreed* with this statement compared to 83% of respondents living in Tranent, Wallyford and Macmerry.

Figure 90: Q23 To what extent do you agree or disagree with each of these statements? By ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burg h	PSG	TWM
Base		n=219-220	n=311-315	n=235-236	n=286-288	n=262-266	n=266-271
It's not worth me doing things to help the environment if others don't do the same	% agree	21%	21%	18%	23%	26%	24%
	% disagree	68%	70%	75%	67%	62%	64%
I don't believe my behaviour and everyday lifestyle contribute to climate change	% agree	31%	18%	21%	21%	31%	30%
	% disagree	56%	69%	63%	56%	55%	48%
Climate change will only have an impact on other countries, there is no need for me to worry	% agree	6%	3%	4%	5%	9%	4%
	% disagree	89%	92%	91%	87%	84%	83%
I understand what actions people like myself should take to help tackle climate control	% agree	78%	82%	70%	73%	84%	75%
	% disagree	11%	13%	18%	14%	6%	13%

Respondents living in more deprived areas were more likely to agree it's not worth them doing things to help the environment if others don't do the same (14%) and that they don't believe their behaviour and every day lifestyle contributes to climate change (33%) than respondents who lived in non deprived areas (21% and 24% respectively).

Figure 91: Q23 To what extent do you agree or disagree with each of these statements? By SIMD

		Most deprived 20%	Other areas
Base		103-104	1478-1490
It's not worth me doing things to help the environment if others don't do the same	% agree	35%	21%
	% disagree	58%	68%
I don't believe my behaviour and everyday lifestyle contribute to climate change	% agree	33%	24%
	% disagree	53%	58%
Climate change will only have an impact on other countries, there is no need for me to worry	% agree	4%	5%
	% disagree	80%	88%
I understand what actions people like myself should take to help tackle climate control	% agree	73%	77%
	% disagree	15%	12%

Analysis by age reveals that in general respondents aged under 65 were most likely to agree with these statements on climate change. For example, 38% of those aged 65 and over agreed that they do not believe their behaviour and every day lifestyle contributes to climate change (38%) than respondents aged 16-34 (14%).

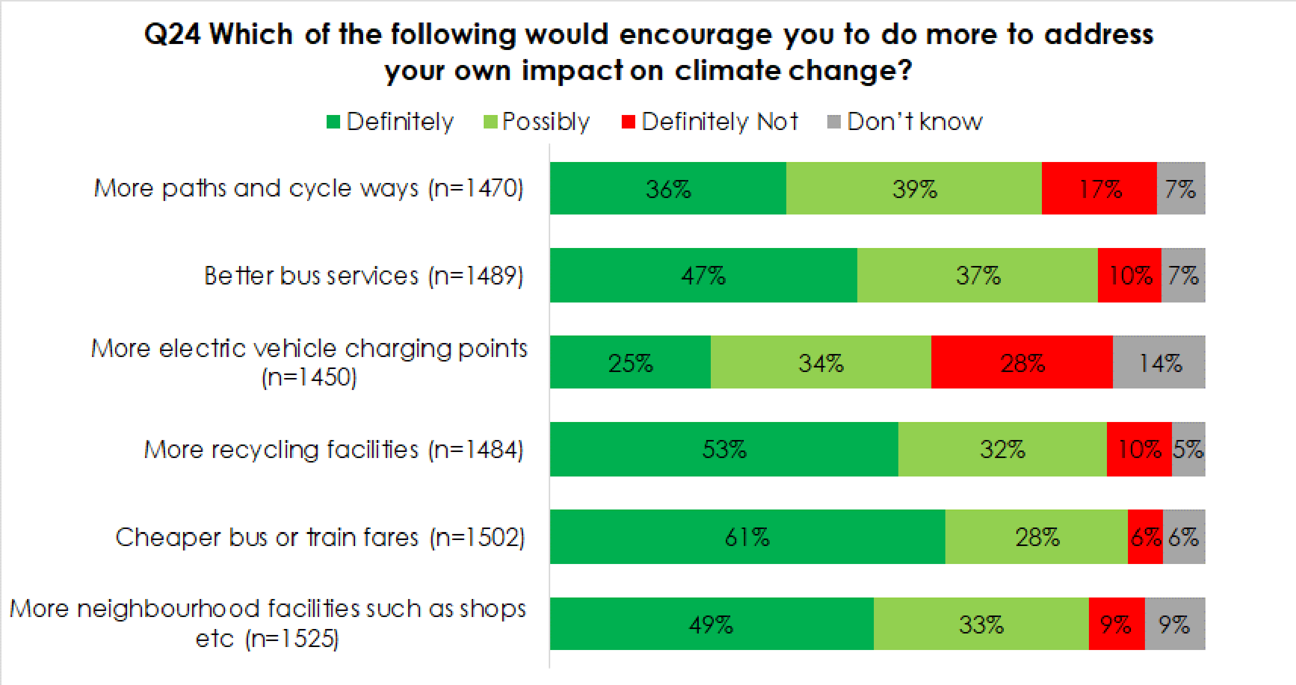
Figure 92: Q23 To what extent do you agree or disagree with each of these statements? By age

		16-34	35-64	65+
Base		n=79	n=624-627	n=878-883
It's not worth me doing things to help the environment if others don't do the same	% agree	16%	21%	31%
	% disagree	73%	69%	58%
I don't believe my behaviour and everyday lifestyle contribute to climate change	% agree	14%	23%	38%
	% disagree	66%	60%	45%
Climate change will only have an impact on other countries, there is no need for me to worry	% agree	2%	4%	10%
	% disagree	94%	88%	80%
I understand what actions people like myself should take to help tackle climate control	% agree	78%	78%	74%
	% disagree	11%	13%	13%

10.2. Actions to improve individual impact on climate change (Q24)

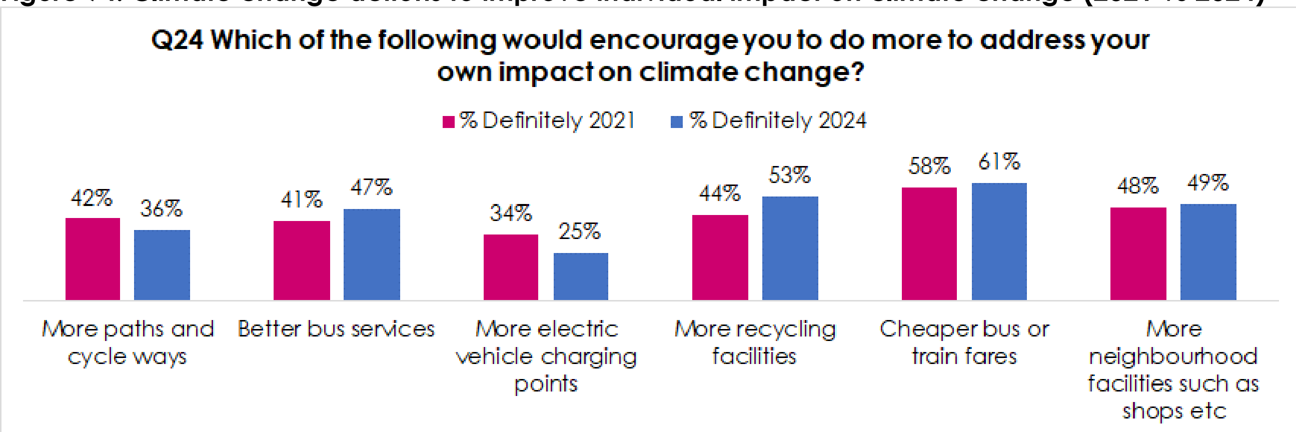
Following on from this, respondents were asked what actions would encourage them to do more to address their own impact on climate change. Over half of respondents said cheaper bus or train fares (61%) and more recycling facilities (53%) would definitely encourage them to address their own impact on climate change. On the other hand, only 25% said that more electric vehicle charging points would definitely encourage them to address their own impact on climate change.

Figure 93: Climate change actions to improve individual impact on climate change



Compared to 2021, there has been an increase in the proportion of respondents stating that they would definitely address their own impact on climate change if there were more recycling facilities (+9% points), better bus services (+6% points) and cheaper bus or train services (+3% points).

Figure 94: Climate change actions to improve individual impact on climate change (2021 vs 2024)



Analysis by multimember ward varies most significantly in terms of:

- → **More neighbourhood facilities such as shops etc**: 63% of respondents living in Tranent, Wallyford and Macmerry said this would definitely improve their individual impact on climate change compared to 36% of respondents living in North Berwick Coastal.
- → **More recycling facilities:** 66% of respondents living in Haddington and Lammermuir said this would definitely improve their individual impact on climate change compared to 45% of respondents living in North Berwick Coastal.
- → **Cheaper bus or train fares**: 70% of respondents living in Dunbar and East Linton said this would definitely improve their individual impact on climate change compared to 54% of respondents living in Tranent, Wallyford and Macmerry.
- → **Better bus services**: 57% of respondents living in Dunbar and East Linton said this would definitely improve their individual impact on climate change compared to 41% of respondents living in Tranent, Wallyford and Macmerry.

Figure 95: Actions to improve individual impact on climate change anaysed by ward

		Dunbar & East Linton	H'ton & L'muir	NBC	M'burg h	PSG	TWM
		n=199-211	n=284-301	n=217-223	n=258-275	n=243-253	n=245-264
More paths and cycle ways	Definitely	32%	38%	33%	37%	41%	34%
	Definitely Not	16%	19%	14%	17%	15%	22%
Better bus services	Definitely	57%	51%	44%	45%	45%	41%
	Definitely Not	6%	8%	8%	14%	6%	14%
More electric vehicle charging points	Definitely	24%	20%	26%	27%	29%	22%
	Definitely Not	35%	28%	22%	22%	21%	39%
More recycling facilities	Definitely	48%	66%	45%	54%	51%	52%
	Definitely Not	11%	7%	12%	12%	6%	11%
Cheaper bus or train fares	Definitely	70%	56%	57%	64%	63%	54%
	Definitely Not	2%	6%	10%	4%	7%	5%
More neighbourhood facilities such as shops etc	Definitely	56%	44%	36%	47%	48%	63%
	Definitely Not	12%	9%	10%	10%	8%	4%

Respondents living in deprived areas were less likely to say better bus services and cheaper bus or train fares would definitely encourage them to address their own impact on climate change. However, they were more likely to say that more paths and cycle ways, more recycling facilities and more neighbourhood facilities would definitely encourage them to address their own impact on climate change.

Figure 96: Actions to improve individual impact on climate change anaysed by SIMD

		Most deprived 20%	Outwith most deprived 20%
		n=93-100	n=1357-1425
More paths and cycle ways	Definitely	49%	35%
	Definitely Not	19%	17%
Better bus services	Definitely	33%	48%
	Definitely Not	7%	10%
More electric vehicle charging points	Definitely	24%	25%
	Definitely Not	35%	27%
More recycling facilities	Definitely	61%	53%
	Definitely Not	6%	10%
Cheaper bus or train fares	Definitely	58%	61%
	Definitely Not	8%	5%
More neighbourhood facilities such as shops etc	Definitely	57%	49%
	Definitely Not	3%	9%

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

Figure 97: Actions to improve individual impact on climate change anaysed by Age

		16-34	35-64	65+
		n=76-80	n=597-608	n=777-840
More paths and cycle ways	Definitely	42%	37%	29%
	Definitely Not	16%	17%	21%
Better bus services	Definitely	57%	45%	41%
	Definitely Not	10%	11%	8%
More electric vehicle charging points	Definitely	25%	24%	25%
	Definitely Not	26%	31%	22%
More recycling facilities	Definitely	65%	50%	47%
	Definitely Not	10%	11%	7%
Cheaper bus or train fares	Definitely	77%	58%	50%
	Definitely Not	3%	6%	8%
More neighbourhood facilities such as shops etc	Definitely	52%	50%	45%
	Definitely Not	10%	8%	8%

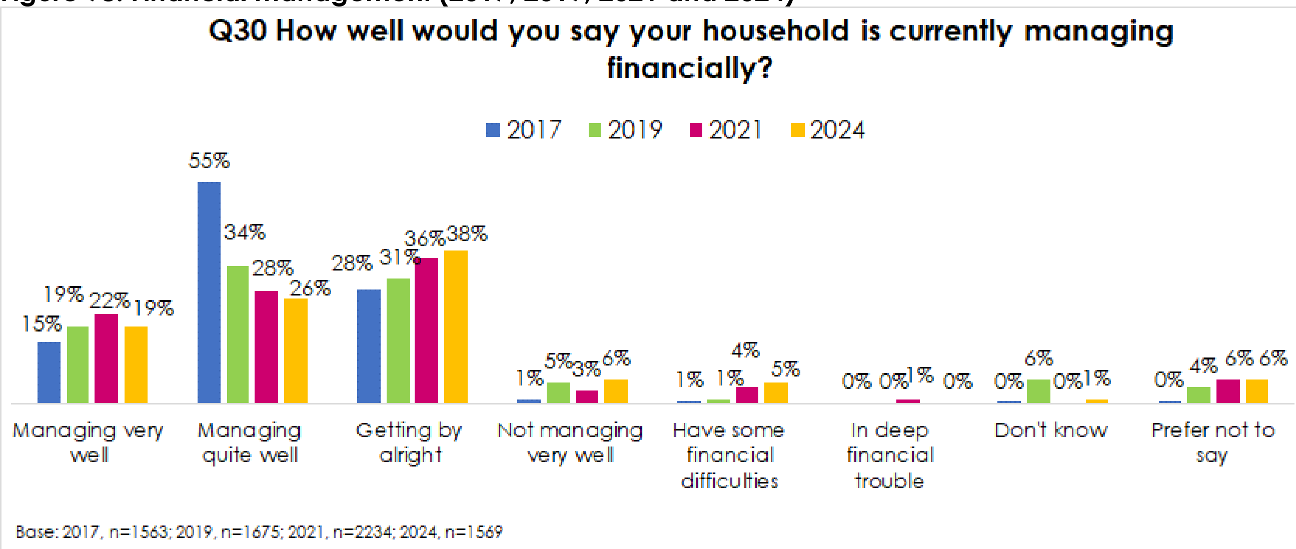
4. MONEY MATTERS

4.1. Financial management (Q30)

Respondents were asked how well their household is currently managing financially, with 19% of respondents saying they are managing very well. This is only marginally more than the 2021 survey where 22% were managing very well. The combined percentage of respondents managing either very or quite well has decreased from 54% in 2019 to 50% in 2021 and again to 45% in 2024.

On the other hand, 6% of respondents said they were not managing very well, 5% had some financial difficulties and less than 1% said they were in deep financial trouble. The combined percentage of respondents who were not managing very well, had some financial difficulties or were in deep financial trouble has been increasing marginally since 2019 with 6% giving this response in 2019, 8% in 2021 and rising to 11% in 2024.

Figure 98: Financial management (2017, 2019, 2021 and 2024)



Residents in North Berwick Coastal (56%) were the most likely to say they are manging very or quite well financially compared to only 40% of residents in Tranent, Wallyford and Macmerry. Most likely to be having some financial difficulties were those living in Haddington and Lammermuir (13%).

Figure 99: Household financial management analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**216**	**311**	**234**	**285**	**260**	**263**
Managing very/ quite well	44%	44%	56%	48%	41%	40%
Getting by alright	43%	37%	29%	36%	42%	39%
Not managing very well/ have some financial difficulties/ deep financial trouble	9%	13%	9%	10%	11%	12%
Don't know/ Prefer not to say	4%	4%	6%	6%	6%	9%

Respondents aged 65 and over (52%) were significantly more likely to say they are managing very or quite well financially compared to 37% of respondents aged 16-34. Younger respondents aged 16-34 (14%) were the most likely to say they are not managing very well, are having financial difficulties or in deep financial trouble.

Figure 100: Household financial management analysed by age

	16-34	35-64	65+
Unweighted base	**78**	**616**	**875**
Managing very/ quite well	37%	46%	52%
Getting by alright	46%	35%	35%
Not managing very well/ some financial difficulties/ deep financial trouble	14%	12%	5%
Don't know/ Prefer not to say	3%	7%	8%

No significant differences were noted with regard to the sex of respondents.

Individuals who did not live in the most deprived areas were more likely to say they are managing very or quite well financially (46%) compared to 28% of people who lived in a deprived area. The proportion of respondents who were not managing very well or were having financial difficulties was twice as high for respondents living in the most deprived areas (22%) than those living in other areas (10%).

Figure 101: How well would you say your household is currently managing financially?

	SIMD	
	Most deprived 20%	All other areas
Base	**101**	**1468**
Managing very/ quite well	28%	46%
Getting by alright	40%	37%
Not managing very well/ some financial difficulties/ deep financial trouble	22%	10%
Don't know/ Prefer not to say	10%	6%

The table below shows the results for the 2024 Resident Survey compared to the 2022 Scottish Household Survey. For comparison purposes the figures have been adjusted to exclude those who said they would prefer not to answer the question in the Resident Survey. This shows that slightly fewer East Lothian Residents said they were managing very or quite well (48%) than the Scottish Average (50%).

Figure 102: Household financial management (SHS Scotland 2022 compared to ELC Resident Survey 2024)

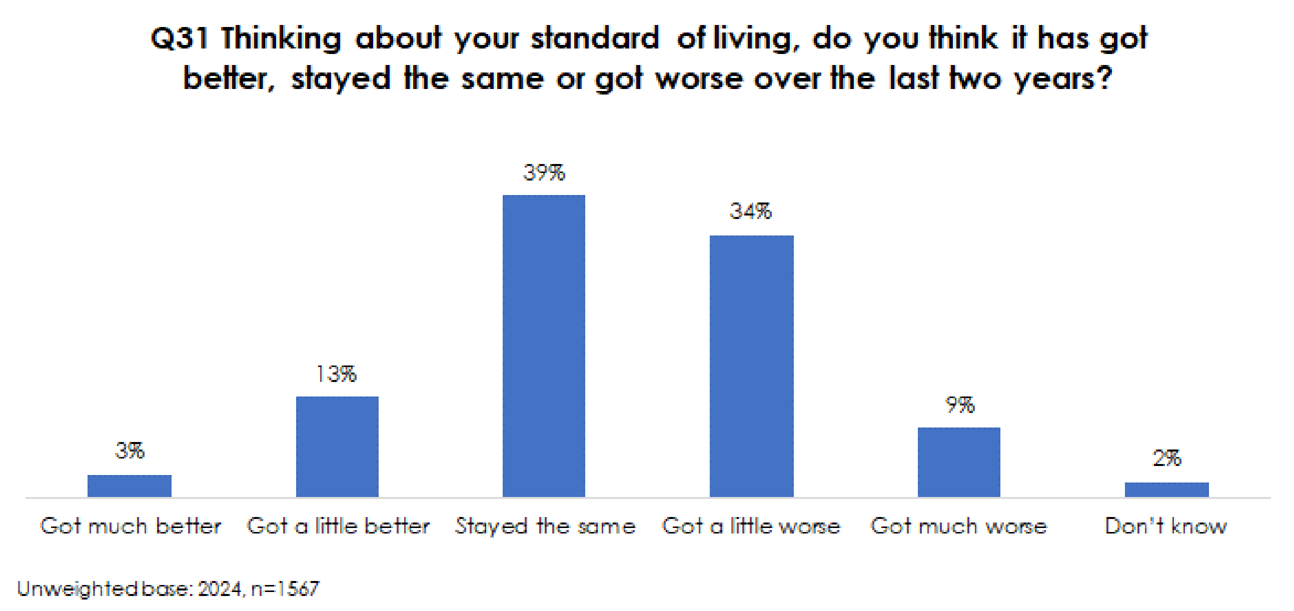
	SHS 2022 Scotland	ELC Residents Survey 2024*
Managing very/ quite well	50%	48%
Getting by alright	41%	40%
Not managing very well/ have some financial difficulties/ deep financial trouble	9%	12%

* Figures have been adjusted to exclude the % who said prefer not to say and don't know

4.2. Standard of living (Q31 to Q34)

Respondents were asked to think about their standard of living and whether it has got better, stayed the same or got worse over the last two years. Overall, 16% said they feel it has got much or a little better compared to 43% who said it has got much or a little worse. 39% said it has stayed the same.

Figure 103: Change in standard of living

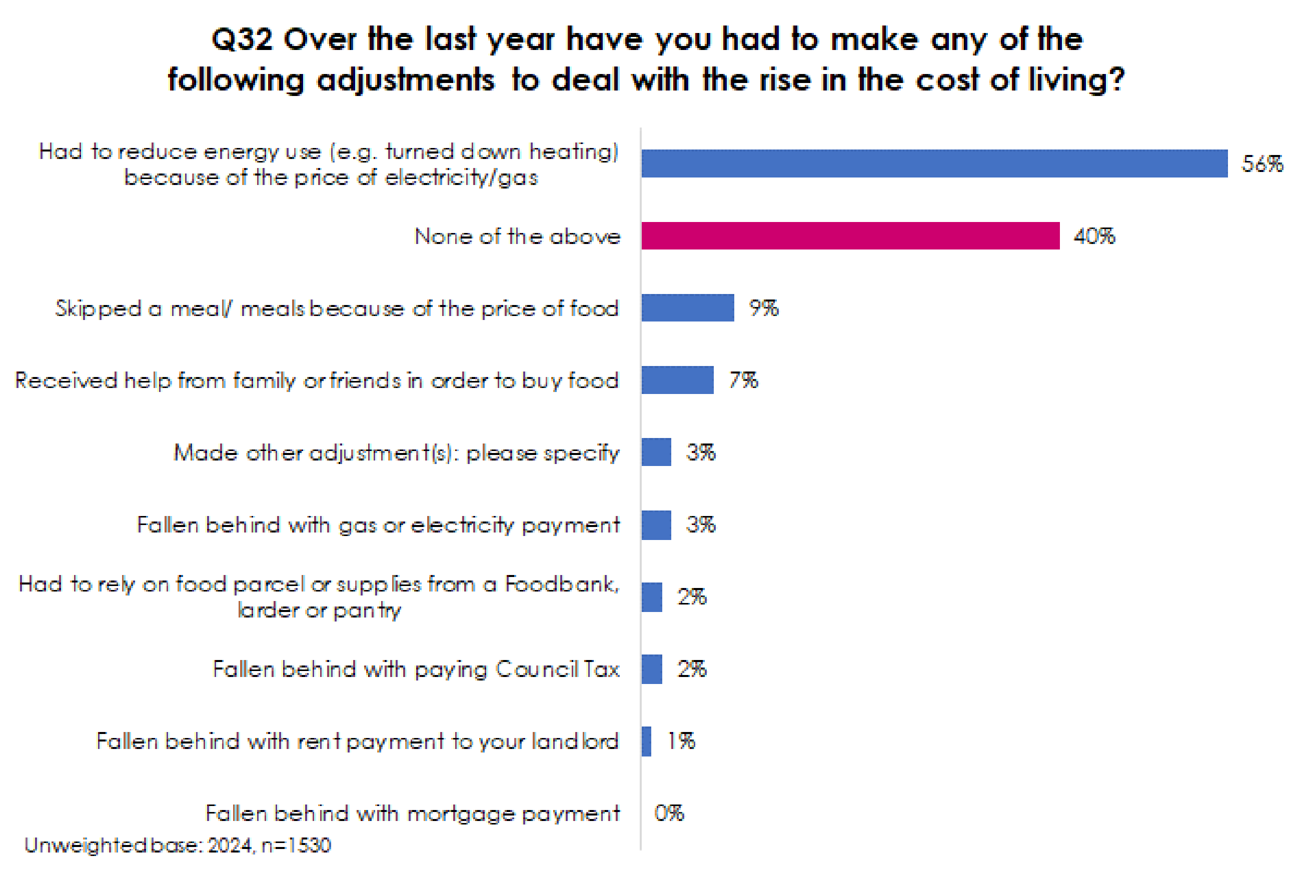


Analysis shows the following key differences in terms of the change in standard of living:

- **Ward:** there was only a small difference in the extent to which respondents said they feel their standard of living has got better, with the highest proportion stating this in Tranent, Wallyford & Macmerry (18%) and the lowest in Preston, Seton, Gosford (14%). However, in terms of getting worse, the greatest proportion stating that their standard of living has got a little or much worse was greatest in Preston, Seton, Gosford (52%) and Tranent, Wallyford & Macmerry (51%). It was significantly lower in North Berwick Coastal (31%).
- **Age:** Respondents aged 16-34 were most likely to say that their standard of living has got better (20%) and those aged 65 and over were least likely (12%). The proportion of respondents who said it has got worse was highest amongst those aged 35-64 (4750 and lowest for those aged 65 and over (37%).
- **SIMD:** analysis by SIMD shows that those living in the most deprived areas were significantly more likely to say that their standard of living has got worse, with 59% stating it has worsened compared to 42% in all other areas.

Six in ten respondents (60%) have had to make adjustments to deal with the rise in cost of living. The most common adjustment made has been made is reducing energy use, which has been done by 56% of respondents.

Figure 104: Adjustments made to deal with the rise in the cost of living



The most significant differences seen between groups of respondents and adjustments made to deal with the rise in cost of living is for those living in the most deprived areas compared to those who live in other areas. 71% of those living in the most deprived areas have had to make adjustments compared to 59% of those who live in other areas. Whilst all respondents note that they have reduced their energy use (50% in the most deprived areas and 57% of those living in other areas, significantly higher adjustments have been made by those living in the most deprived areas with respect to:

- Skipped a meal/ meals because of the price of food (22% in the most deprived areas compared to 8% in other areas)
- Received help from family or friends in order to buy food (19% in the most deprived areas compared to 6% in other areas)
- Fallen behind with paying Council Tax (10% in the most deprived areas compared to 2% in other areas)
- Had to rely on food parcel or supplies from a Foodbank, larder or pantry (10% in the most deprived areas compared to 2% in other areas)

When asked about their standard of living in relation to what they may or may not have, the vast majority of respondents (90%) said they have home contents insurance. On the other hand, 20% of respondents said they don't have and can't afford to make regular payments into an occupational or private pension and 18% said they don't have and can't afford all recommended dental work/ treatment or that they don't have access to £500 to cover an unexpected but necessary expense.

Figure 105: Standard of living – statements relating to all households

Q33 Thinking about your standard of living, I am going to read a list of items. I would you like you to tell me which of these you do or do not have. If you do not have something on the list, is this because you don't w ant or can't afford it?

	Unweighted base	Yes have it	Don't have but don't want	Don't have and can't afford
Enough money to save regularly (of at least £20) for rainy days	1392	80%	4%	17%
Enough money to replace/ repair broken electrical goods	1400	80%	6%	15%
Enough money to make regular payments into an occupational or private pension	1140	67%	12%	20%
All recommended dental work/ treatment	1371	76%	6%	18%
Money to keep your home in a decent state of decoration	1432	83%	4%	13%
Money to take part in a hobby or leisure activity	1401	77%	7%	16%
Home contents insurance	1465	90%	4%	6%
Access to £500 to cover an unexpected, but necessary, expense	1412	78%	4%	18%

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

Compared to 2021, the proportion of respondents stating that they have these things has decreased for all items. The greatest decrease has been with regard to being able to afford all recommended dental work/ treatment, which has decreased by 8% points.

Figure 106: Standard of living – statements relating to all households (2021 vs 2024)

Q33 Thinking about your standard of living, I am going to read a list of items. I would you like you to tell me which of these you do or do not have. If you do not have something on the list, is this because you don't want or can't afford it?

	Yes have it 2021	Yes have it 2024
Enough money to save regularly (of at least £20) for rainy days	86%	80%
Enough money to replace/ repair broken electrical goods	87%	80%
Enough money to make regular payments into an occupational or private pension	70%	67%
All recommended dental work/ treatment	84%	76%
Money to keep your home in a decent state of decoration	88%	83%
Money to take part in a hobby or leisure activity	82%	77%
Home contents insurance	93%	90%
Access to £500 to cover an unexpected, but necessary, expense	84%	78%

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

Analysis by age reveals that generally those who were younger were most likely to say they can't afford these things:

- **Access to £500 to cover an unexpected, but necessary, expense:** Respondents aged 16-34 (26%) were significantly more likely to say they can't afford this than respondents aged 65 and over (8%).
- **Enough money to replace/ repair broken electrical goods:** 18% of respondents aged 16-34 and 17% of those aged 35-64 said they can't afford to replace or repair broken electrical goods, compared to 7% aged 65 and over.
- **All recommended dental work/ treatment:** 23% of respondents aged 16-34 can't afford this compared to 12% aged 65 and over.

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

- **Access to £500 to cover an unexpected, but necessary, expense**: Respondents living in Tranent, Wallyford and Macmerry (27%) were most likely to say they cannot afford £500 to cover an unexpected, but necessary expense, while those living in North Berwick Coastal were least likely to say they could not afford this (7%).
- **Money to take part in a hobby or leisure activity**: Respondents living in Tranent, Wallyford and Macmerry (25%) were more likely to say they could not afford this than respondents who lived in Dunbar and East Linton (6%).
- **Enough money to save regularly (of at least £20) for rainy days:** Respondents living in Tranent Wallyford and Macmerry (27%) were most likely to be unable to afford this and those who lived in Dunbar and East Linton were least likely (7%).

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

- **Access to £500 to cover an unexpected, but necessary, expense**: 47% of respondents living in the most deprived areas said they did not have this or could not afford this compared to 16% of respondents living in all other areas.
- **Enough money to save regularly (of at least £20) for rainy days**: 39% of respondent living in deprived areas could not afford this compared to 15% of respondents living in all other areas.
- **All recommended dental work/ treatment**: 40% of respondent living in deprived areas could not afford this compared to 16% of respondents living in all other areas.
- **Enough money to save regularly (of at least £20) for rainy days**: 39% of respondent living in deprived areas could not afford this compared to 15% of respondents living in all other areas.

The table below compares the 2024 results (filtered for 1 and 2 parent households with at least one child under the age of 16) to the results reported in East Lothian's 2021 Resident Survey. Compared to the 2021 survey, necessities which are reported as being less difficult to afford in 2024 are:

- **Home contents insurance**: decreased by 4 percentage points from 9% stating they could not afford this in 2021 to 5% in 2024.

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

- **All recommended dental work/ treatment:** increased by 11 percentage points from 14% stating they would not be able to afford this in 2021 to 25% in 2024;
- **Money to take part in a hobby or leisure activity:** increased by 10 percentage points from 12% stating they could not afford this in 2021 to 22% in 2024.
- **Enough money to replace/ repair broken electrical goods:** increased by 8 percentage points from 14% stating they could not afford this in 2021 to 22% in 2024.

Figure 107: Standard of living – Percentage who cannot afford each necessity * Results filtered for 1 or 2 parent families with at least one child under the age of 16 (ELC Resident Survey 2021 vs 2024)

% who cannot afford	ELC Residents Survey 2021	ELC Residents Survey 2024
Enough money to save regularly (of at least £20) for rainy days	16%	22%
Enough money to replace/ repair broken electrical goods	14%	22%
Enough money to make regular payments into an occupational or private pension	16%	22%
All recommended dental work/ treatment	14%	25%
Money to keep your home in a decent state of decoration	15%	21%
Money to take part in a hobby or leisure activity	12%	22%
Home contents insurance	9%	5%
Access to £500 to cover an unexpected, but necessary, expense	19%	25%

Almost all respondents (97%) reported that their child has access to a computer or the internet to complete homework. On the other hand, 16% of respondents said they cannot afford to give their child day trips with family once a month and 14% said they could not afford for their child to have a holiday away from home at least one week a year.

Figure 108: Standard of living – statements relating households with children

Q34 Thinking about your standard of living, I am going to read a list of items. these are items that your child(ren) may have. I would you like you to tell me which of these your children do or do not have. If they do not have something on the list, is this because you don't want or cannot afford it?

	Unweighted base	Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have a holiday away from home at least one week a year	190	85%	2%	14%
Does your child have day trips with family once a month	183	80%	5%	16%
Does your child get pocket money	160	62%	28%	10%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	168	91%	4%	5%
Does your child have access to a computer or internet for homework	175	97%	0%	3%

NB excluding 'not applicable'

Compared to 2021, there have been marginal changes with regard to the standard of living of children with a greater proportion of respondents saying that their child has a holiday away from home at least one week per year (increasing from 81% in 2021 to 85% in 2024). However, there has been a decrease in the proportion of respondents who said that their child has day trips with family once a month (decreasing from 85% in 2021 to 80% in 2024) and the proportion of children who get pocket money (decreasing from 67% in 2021 to 62% in 2024).

Figure 109: Standard of living – statements relating households with children (2021 vs 2024)

Q34 Thinking about your standard of living, I am going to read a list of items. these are items that your child(ren) may have. I would you like you to tell me which of these your children do or do not have. If they do not have something on the list, is this because you don't want or cannot afford it?

	Yes have it 2021	Yes have it 2024
Does your child have a holiday away from home at least one week a year	81%	85%
Does your child have day trips with family once a month	85%	80%
Does your child get pocket money	67%	62%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	90%	91%
Does your child have access to a computer or internet for homework	98%	97%

NB excluding 'not applicable')

Analysis by SIMD reveals that those living in the most deprived areas were more likely to find it difficult to afford these things for their children (please note there is a small base number for respondents who have children and live in a deprived area therefore care should be taken when viewing these results).

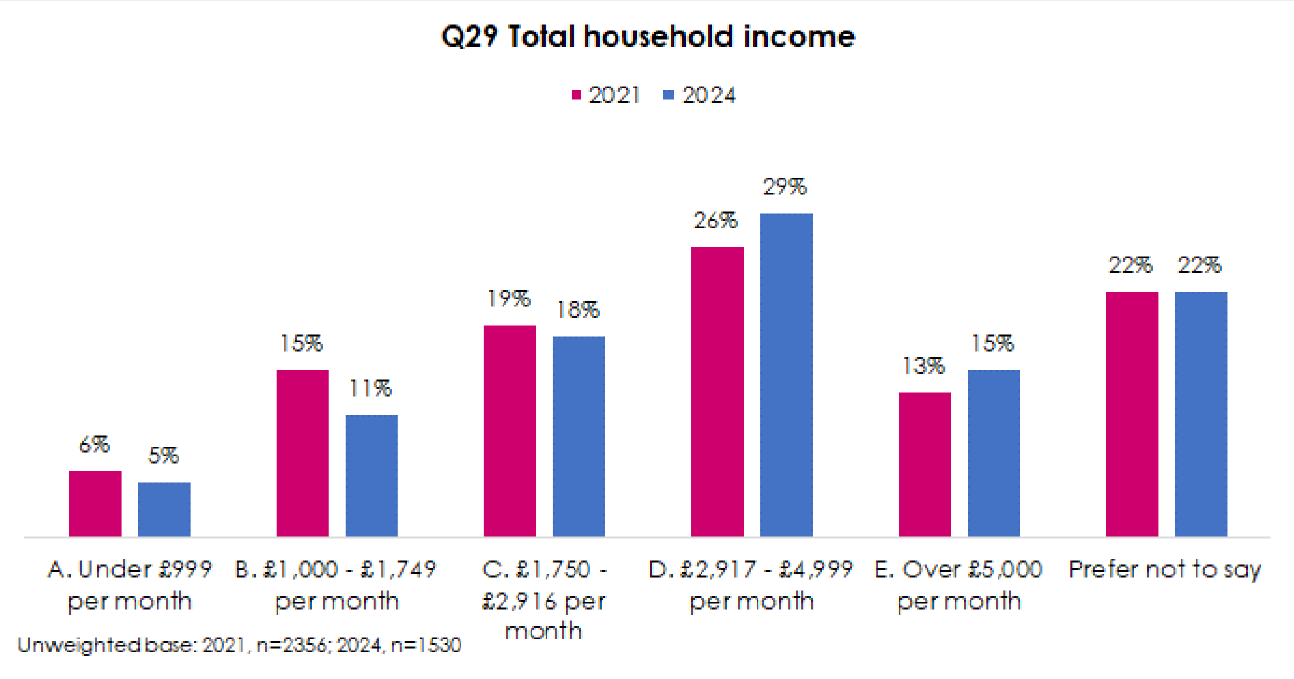
Figure 110: Standard of living – statements relating households with children analysed by SIMD

	Most deprived 20% (n=19-22)			All other areas (n=141-168)		
	Yes have it	Don't have but don't want	Don't have and can't afford	Yes have it	Don't have but don't want	Don't have and can't afford
Does your child have a holiday away from home at least one week a year	76%	-	24%	85%	2%	13%
Does your child have day trips with family once a month	71%	-	29%	81%	5%	14%
Does your child get pocket money	80%	6%	15%	60%	31%	9%
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	76%	3%	22%	93%	4%	3%
Does your child have access to a computer or internet for homework	91%	1%	8%	97%	-	3%

4.3. Total household income (Q29)

In terms of household income, 22% of East Lothian respondents said they would prefer not to answer this question (22% in 2021). Five percent of survey respondents said their monthly household income was less than £999 per month, 11% said it was between £1,000 and £1,749, 18% said it was between £1,750 and £2,916, 29% said it was between £2,917 and £4,999 and 15% said it was £5,000 or over per month. There has been a marginal increase in the higher income bands and a decrease in the lower income bands since 2021.

Figure 111: Total household annual income



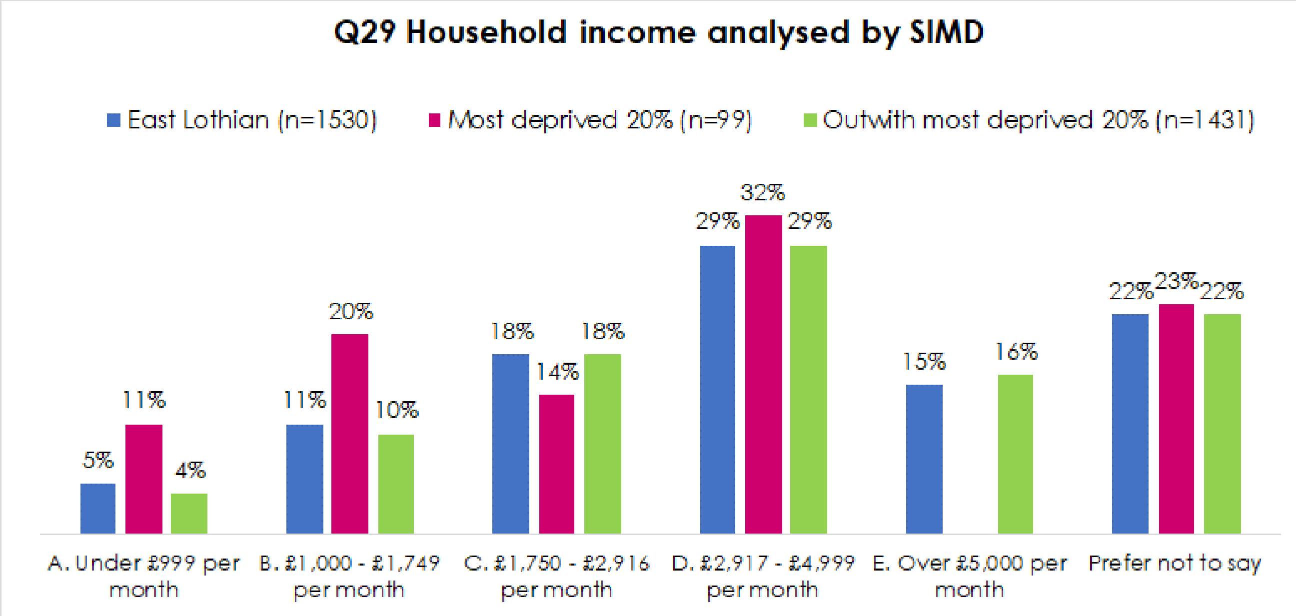
Residents living in Tranent, Wallyford and Macmerry (20%) were more likely to say their monthly household income is at the lower end of the scale at less than £1,749 per month, than residents in Haddington and Lammermuir (13%). Residents in North Berwick Coastal (20%) were significantly more likely to have a monthly income of £5,000 or over compared to Dunbar and East Linton respondents 12%) who was the least likely.

Figure 112: Total household monthly income analysed by ward

	Dunbar & East Linton	H'ton & L'muir	NBC	M'burgh	PSG	TWM
Unweighted base	**215**	**302**	**227**	**277**	**253**	**256**
A. Under £999 per month	6%	5%	4%	5%	4%	5%
B. £1,000 - £1,749 per month	8%	8%	10%	11%	11%	15%
C. £1,750 - £2,916 per month	25%	18%	16%	18%	18%	16%
D. £2,917 - £4,999 per month	26%	28%	26%	32%	33%	27%
E. Over £5,000 per month	12%	19%	20%	13%	13%	14%
Prefer not to say	23%	22%	24%	21%	21%	23%

Eleven percent of respondents in deprived areas said their monthly household income was less than £999 compared to 4% of respondents in other areas. 16% of respondents residing in other areas said they had a monthly income of £5,000 and above whereas no respondents living in the most deprived areas stated that.

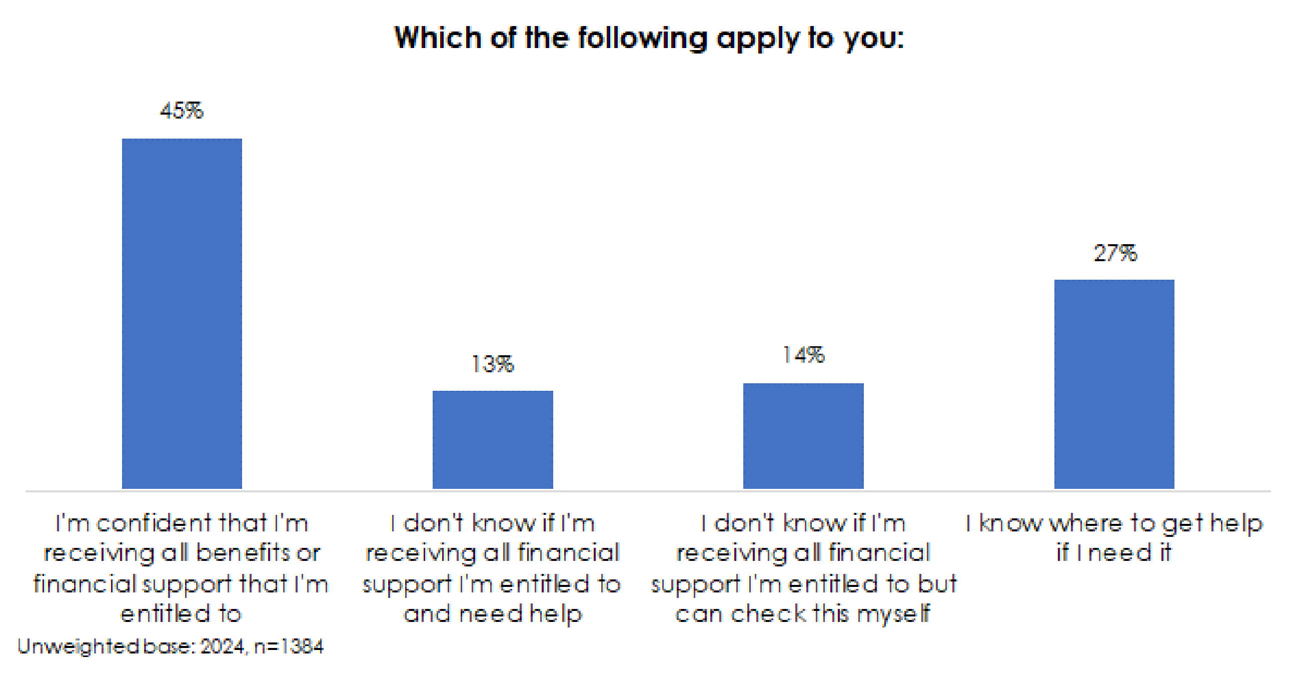
Figure 113: Total household monthly income analysed by SIMD



4.4. Awareness of financial support and benefits receipt (Q35-Q36)

All respondents were asked which of the following statements regarding receipt of benefits and financial support. As shown, 45% stated that they are confident that they are receiving all benefits or financial support that they are entitled to. 27% stated that they know where to get help if needed. On the other hand, 14% said that they don't know if they are receiving all financial support they are entitled to but can check it themselves and 13% said that they don't know if they are receiving all financial support they are entitled to and need help.

Figure 114: Awareness of financial support and benefits receipt



Our analysis shows that those living in the most deprived 20%: 23% of respondents in this group said they didn't know if they were receiving all financial support they were entitled to and need help compared to 13% in all other areas. There were no significant differences in the proportion of respondents who didn't know if they were received the benefits they were entitled to noted by age or ward.

A further question was asked relating to if respondents have not checked that they are eligible for benefits or financial support, what barriers have prevented them from doing so. Very few respondents answered this question and, where they did, many stated that they were not entitled or did not feel they needed assistance. However, where respondents did note barriers, these included:

- Time
- Size of forms/ filling in forms/ complicated forms
- Lack of knowledge of where to go/ who to ask
- Lack of computer literacy/ access.

Appendix 1

Survey Questionnaire

East Lothian Council

RESIDENT SURVEY 2024

Introduction

Please take the time to tell East Lothian Council how you feel about your community, health, economic situation and public services. Your views are very important to us and the results of this survey will inform East Lothian's strategies and priorities for the coming years. The results of this survey will be completely confidential and anonymous.

Please answer the questions as fully as you are able. If there are any questions you feel unable to answer, please leave them and move on to the next one.

If you would prefer to respond online, please use the QR code at the top right hand corner of this page to access the survey or type the link www.researchresource.co.uk/EastLothianresidentsurvey.html into your browser to access the survey. To begin the survey please enter the reference number from the top of the page. This will be used to allow us to undertake geographical analysis.

Please visit www.researchresource.co.uk/privacy-notice for more information on how we will use your information.

NEIGHBOURHOOD AND QUALITY OF LIFE

Q1 In overall terms how would you rate your neighbourhood as a place to live?

- ❑ Very good
- ❑ Fairly good
- ❑ Fairly poor
- ❑ Very poor
- ❑ No opinion

Q2 **Thinking about your local neighbourhood, do you think it has got better, stayed the same or got worse over the last three years?**

- ❑ Got much better
- ❑ Got a little better
- ❑ Stayed the same
- ❑ Got a little worse
- ❑ Got much worse
- ❑ Don't know

Q3 **And overall, how would you rate East Lothian as an area to live?**

- ❑ Very good
- ❑ Fairly good
- ❑ Fairly poor
- ❑ Very poor
- ❑ No opinion

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

- ❑ Primary & Secondary Schools
- ❑ Jobs for local people
- ❑ Health services
- ❑ Care of older people
- ❑ The level of traffic congestion
- ❑ Public transport
- ❑ Road and pavement repairs
- ❑ Clean streets
- ❑ The level of crime
- ❑ Activities for teenagers
- ❑ Affordable decent housing
- ❑ Sense of community
- ❑ Shopping facilities
- ❑ Sports and leisure facilities
- ❑ Other (please specify below)

____

- ❑ Don't know

COMMUNITY SAFETY

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

- ❑ A great deal
- ❑ A fair amount
- ❑ Not very much
- ❑ Not at all
- ❑ Don't know

Q6 To what extent do you feel safe walking alone after dark in your local area?

- ❑ A great deal
- ❑ A fair amount
- ❑ Not very much
- ❑ Not at all

Q7 What makes you feel safer? (Please select all that apply)

- ❑ Seeing Police officers in the community
- ❑ Having a Police station in the community
- ❑ Being able to contact Police by phone or online
- ❑ Having self-help information available from Police online

Q8 How often have you visited your local police station in the last year?

- ❑ Never
- ❑ Once
- ❑ 2-5 occasions
- ❑ 5+ occasions

Q9 The Courts can impose a requirement to complete unpaid work in their local community as part of a Community Payback Order. Which of the following activities do you think people carrying out Community Payback should undertake? (Please select all that apply)

- ❑ Litter picking
- ❑ Landscaping/ gardening
- ❑ Cleaning up graffiti
- ❑ Environmental projects
- ❑ Painting and decorating buildings
- ❑ Paths maintenance/ clearing snow
- ❑ Assisting in charity shops
- ❑ None of the above
- ❑ Other suggestions (please write in below)

____

Q10 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	❑	❑	❑	❑	❑
Providing stability by addressing issues such as homelessness	❑	❑	❑	❑	❑
Finding training or employment opportunities	❑	❑	❑	❑	❑
Ensuring that unpaid work that is of value to the community is carried out successfully	❑	❑	❑	❑	❑

HEALTH & WELLBEING

Q11 In the past 7 days, how much time did you spend doing physical activity which was enough to raise your breathing rate? For example, brisk walking, cycling, housework, gardening, playing sports, doing an exercise class, etc.

- ❑ Not at all in the last 7 days
- ❑ Less than half an hour per day
- ❑ Between half an hour and 1 hour per day
- ❑ Over 1 hour up to 1 ½ hours per day
- ❑ Over 1 ½ hours up to 2 hours per day
- ❑ Over 2 hours up to 2 ½ hours per day
- ❑ More than 2 ½ hours per day
- ❑ Don't know

Q12 Thinking about your physical health in general, would you say it is:

- ❑ Very good
- ❑ Good
- ❑ Fair
- ❑ Bad
- ❑ Very bad
- ❑ Don't know

Q13 Thinking about your mental health in general, would you say it is:

- ❑ Very good
- ❑ Good
- ❑ Fair
- ❑ Bad
- ❑ Very bad
- ❑ Don't know

Q14 To what extent do you agree or disagree, with each of the following statements:

	Strongly agree	Tend to agree	Neither/ nor	Tend to disagree	Strongly disagree	No opinion
If I was alone and needed help I could rely on a friend / relatives in this neighbourhood to help me	❑	❑	❑	❑	❑	❑
I feel I could turn to friends / relatives in this neighbourhood for advice or support	❑	❑	❑	❑	❑	❑
In an emergency, such as a flood, I would offer to help people in my neighbourhood who might not be able to cope well	❑	❑	❑	❑	❑	❑

Q15 Are you aware that the Council has to: 'ensure period products are generally obtainable free of charge by all persons who need them.'?

❑ Yes
❑ No

Q16 Where would you prefer to pick up free period products from? (Please select all that apply)

Libraries	❑
Schools	❑
Public toilets	❑
Community Centres	❑
Citizen Advice Bureaux	❑
Foodbank/ Pantry/ Larder	❑
Using voucher obtained online	❑
Other (please specify) ________________	❑
Not applicable	❑

PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

Q17 To what extent do you agree or disagree, with each of the following statements about East Lothian Council

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

Q18 How satisfied or dissatisfied you are with each of the following public services provided in East Lothian. Some of these services (marked with an *) are provided by East Lothian Council; others are provided by other public organisations or the private sector. Your answer may be based on actual experience or on what you may have seen or heard second-hand. How satisfied or dissatisfied are you with….

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	Don't know
Council house repair service*	❑	❑	❑	❑	❑	❑
Children's play areas*	❑	❑	❑	❑	❑	❑
Libraries*	❑	❑	❑	❑	❑	❑
Swimming pools/sport centres (provided by Enjoy Leisure)	❑	❑	❑	❑	❑	❑
Parks*, gardens* and open spaces	❑	❑	❑	❑	❑	❑
Local bus services	❑	❑	❑	❑	❑	❑
Local schools*	❑	❑	❑	❑	❑	❑
Support for frail / older people to allow them to remain in their own home*	❑	❑	❑	❑	❑	❑
Waste & recycling services*	❑	❑	❑	❑	❑	❑
Roads maintenance*	❑	❑	❑	❑	❑	❑
Street cleaning*	❑	❑	❑	❑	❑	❑
GP services	❑	❑	❑	❑	❑	❑
Dental services	❑	❑	❑	❑	❑	❑
Hospital outpatients services	❑	❑	❑	❑	❑	❑
Hospital A&E services	❑	❑	❑	❑	❑	❑
Pharmacy	❑	❑	❑	❑	❑	❑
Optometry/ Opticians	❑	❑	❑	❑	❑	❑
Police	❑	❑	❑	❑	❑	❑
Fire Service	❑	❑	❑	❑	❑	❑

COUNCIL PRIORITIES AND BUDGET OPTIONS

Balancing the budget for 2024/25 and beyond will be one of the biggest challenges East Lothian Council and other public bodies have ever faced, due to increasing demands on our services and other cost pressures which are not being matched with additional funding. In order to balance our budgets we will need to make difficult choices about our priorities.

Q19 The Council needs to re-set its priorities to help it balance its budget. Please indicate how acceptable/ unacceptable you find each of these options for doing things differently / making savings in the Council's budget (from 1 = Totally Unacceptable to 6 = Totally Acceptable)

	1 - Totally Unacceptable	2	3	4	5	6 - Totally Acceptable
Asset rationalisation – reduce the number of buildings and offices operated by the council by rationalising services in fewer 'service hubs' and transfer under used buildings to communities to be used as venues run by the community	❑	❑	❑	❑	❑	❑
Increase charges for council services which are currently charged for whilst continuing to provide discounts for certain disadvantaged groups	❑	❑	❑	❑	❑	❑
Introduce charges for services that are currently free on the principle of 'the user pays', whilst providing discounts for certain disadvantaged groups	❑	❑	❑	❑	❑	❑
Deliver services in new ways (e.g. encouraging people to use the internet to access/ pay for council services)	❑	❑	❑	❑	❑	❑
Focus on early intervention and prevention – taking action as soon as possible to tackle social problems before they become more difficult to turn around	❑	❑	❑	❑	❑	❑
Identify those services we should stop providing	❑	❑	❑	❑	❑	❑
Target resources to areas and people in greatest need	❑	❑	❑	❑	❑	❑

Q20 The council is having to make hard choices to balance its budget. Please tick the statement which best describes your views on each of the options below:

	The Council should **reduce this service** to make savings	The Council should **protect this service** from cuts
Supporting tourism and the visitor economy	❑	❑
Providing discounts for empty business premises	❑	❑
Supporting young people to gain employment, training or access further education	❑	❑
Employability, education and training for adults	❑	❑
Supporting older people, e.g. care at home and care homes	❑	❑
Providing free instrumental music tuition	❑	❑
Maintaining existing staffing levels within schools	❑	❑
Supporting cultural activities like the arts and museums	❑	❑
Youth work to reduce anti-social behaviour	❑	❑
Keeping library buildings open	❑	❑
Supporting the provision of sports and leisure facilities	❑	❑
Maintaining roads and pavements	❑	❑
Maintaining public open spaces	❑	❑

Q21 Do you have any other suggestions for how the council could make savings / change the way it delivers services to reduce spending?

Q22 Council Tax has been frozen for 2024/25. Would you support an increase to the council tax charge in April 2025 and subsequent years in order to protect council services? (Every 1% increase to the council tax charge equates to a weekly increase of £0.28 for an average property in East Lothian.)

- ❑ Yes – I would support an increase as long as it wasn't more than £3 per week
- ❑ Yes – I would support an increase as long as it wasn't more than £5 per week
- ❑ Yes – I would support an increase of more than £5 per week
- ❑ No – I would not support any increase
- ❑ Don't know

CLIMATE CHANGE

Q23 To what extent do you agree or disagree with each of these statements:

	Strongly agree	Tend to agree	Neither/ nor	Tend to disagree	Strongly disagree	No opinion
It's not worth me doing things to help the environment if others don't do the same	❑	❑	❑	❑	❑	❑
I don't believe my behaviour and everyday lifestyle contribute to climate change	❑	❑	❑	❑	❑	❑
Climate change will only have an impact on other countries, there is no need for me to worry	❑	❑	❑	❑	❑	❑
I understand what actions people like myself should take to help tackle climate control	❑	❑	❑	❑	❑	❑

Q24 Which of the following would encourage you to do more to address your own impact on climate change?

	Definitely	Possibly	Definitely Not	Don't know
More paths and cycle ways	❑	❑	❑	❑
Better bus services	❑	❑	❑	❑
More electric vehicle charging points	❑	❑	❑	❑
More recycling facilities	❑	❑	❑	❑
Cheaper bus or train fares	❑	❑	❑	❑
More neighbourhood facilities such as shops etc	❑	❑	❑	❑

GOING ONLINE

Q25 Which of the following do you do regularly online? (Please select all that apply)

- ❑ Send emails
- ❑ Social networking e.g. Facebook, Twitter, Instagram etc
- ❑ Online banking
- ❑ Shopping
- ❑ Work from home
- ❑ Booking travel/ accommodation or buying tickets for events
- ❑ Accessing council services
- ❑ Looking for information
- ❑ Other (please specify)

____

- ❑ None of the above/ don't use the internet

Q26 If you need to contact the Council, what would be your preferred method in the following instances: [SELECT ALL THAT APPLY]

	To get information about a service	To request a service/ report a repair or fault	To pay a bill or Council Tax
By phone	❑	❑	❑
In person	❑	❑	❑
In writing/by post	❑	❑	❑
By e-mail	❑	❑	❑
By internet – Council's website	❑	❑	❑
By internet – social media (e.g. Facebook)	❑	❑	❑
By text	❑	❑	❑
Local Councillor	❑	❑	❑

Q27 If you use the internet to access council services, which of the following services do you use the Council's website for? (Please select all that apply)

- ❑ To find contact telephone number for the Council
- ❑ To find out more about its services
- ❑ To pay a bill/ make a payment
- ❑ To request / apply for a service
- ❑ To look for jobs in the Council
- ❑ To report a problem/repair
- ❑ Receive updates on a service request
- ❑ To lodge a complaint/compliment
- ❑ To find out about a planning application
- ❑ Book a service (e.g. a hall for an event, or a repair)
- ❑ Other (please specify)

____

- ❑ Do not use Council website

Q28 What would encourage you to start using or to use the internet more, to access council services?

MONEY MATTERS

Q29 In which band would you place your **total household income** from all sources **before tax and other deductions**? This includes income from all adults in the household from employment, benefits and other sources.

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

Q30 How well would you say your household is currently managing financially

- ❑ Managing very well
- ❑ Managing quite well
- ❑ Getting by alright
- ❑ Not managing very well
- ❑ Have some financial difficulties
- ❑ In deep financial trouble
- ❑ Don't know
- ❑ Prefer not to say

Q31 Thinking about your standard of living, do you think it has got better, stayed the same or got worse over the last two years?

- ❑ Got much better
- ❑ Got a little better
- ❑ Stayed the same
- ❑ Got a little worse
- ❑ Got much worse
- ❑ Don't know

Q32 Over the last year have you had to make any of the following adjustments to deal with the rise in the cost of living? Please tick all that apply

- ❑ Fallen behind with paying Council Tax
- ❑ Fallen behind with rent payment to your landlord
- ❑ Fallen behind with mortgage payment
- ❑ Fallen behind with gas or electricity payment
- ❑ Had to reduce energy use (e.g. turned down heating) because of the price of electricity/gas
- ❑ Skipped a meal/ meals because of the price of food
- ❑ Received help from family or friends in order to buy food
- ❑ Had to rely on food parcel or supplies from a Foodbank, larder or pantry
- ❑ None of the above
- ❑ Made other adjustment(s): please specify

____

Q33 Thinking about your standard of living, Please can you say which of these your household do or don't have. If you do not have something on the list, is this because you don't want it or can't afford it.

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

Q34 If you have a child or children under 16, thinking about your standard of living, please select which of these your child or children do or do not have. If they do not have something on the list, is this because they don't want it or cannot afford it?

	Yes have it	Don't have but don't want	Don't have and can't afford	Not applicable
Does your child have a holiday away from home at least one week a year	❑	❑	❑	❑
Does your child have day trips with family once a month	❑	❑	❑	❑
Does your child get pocket money	❑	❑	❑	❑
Are there enough bedrooms for every child aged 10 or older of different sex to have their own bedroom	❑	❑	❑	❑
Does your child have access to a computer or internet for homework	❑	❑	❑	❑

Q35 Which of the following apply to you:

❑ I'm confident that I'm receiving all benefits or financial support that I'm entitled to
❑ I don't know if I'm receiving all financial support I'm entitled to and need help
❑ I don't know if I'm receiving all financial support I'm entitled to but can check this myself
❑ I know where to get help if I need it

Q36 If you haven't checked that you're eligible for benefits or financial support, what barriers have prevented you from doing so?

ABOUT YOU AND YOUR HOUSEHOLD

The information gathered from this set of questions will be used to analyse the survey responses and ensure the results are representative of the general population of East Lothian. The information you give will be used in strictest confidence and will not be made available to anyone. Only general summaries of results will be published.

Q37 What is your full postcode?

Q38 How long have you lived in East Lothian?

- ❑ Less than 1 year
- ❑ Between 1 and 5 years
- ❑ Between 6 and 10 years
- ❑ More than 10 years
- ❑ All my life

Q39 Sex

- ❑ Male
- ❑ Female
- ❑ Non Binary
- ❑ Prefer not to say

Q40 What age group are you?

- ❑ 16-24
- ❑ 25-34
- ❑ 35-54
- ❑ 55-64
- ❑ 65-74
- ❑ 75+
- ❑ Prefer not to say

Q41 What is your ethnic group?

- ❑ White Scottish or British
- ❑ Other white group (please specify, for example, Polish)
- ❑ Mixed or multiple ethnic group (please specify)

- [ ] Asian. African, Arab (please specify)
- [ ] Other ethnic group (please specify)
- [ ] Prefer not to say

Q42 How would you describe the composition of your household?

- [ ] Single Adult under 65 years
- [ ] Single Adult over 65 years
- [ ] Two adults both under 65
- [ ] Two adults at least one aged over 65 years
- [ ] Three adults all over 16 years
- [ ] 1-parent family with children, at least one under 16 years
- [ ] 2-parent family with children, at least one under 16 years
- [ ] Other

Q43 What is your sexual orientation?

- [ ] Bisexual
- [ ] Heterosexual/straight
- [ ] Gay man
- [ ] Lesbian/gay woman
- [ ] If you prefer to use another term, please provide this here:
- [ ] Prefer not to say

Q44 Do you consider yourself to have a disability?

- [ ] Yes, please describe the nature of your disability:
- [ ] No
- [ ] Prefer not to say

Thank you for your time and for providing your views.
Please return your questionnaire in the enclosed freepost envelope provided (no stamp needed) by the 10th May 2024.
If you require another envelope or any help completing the survey please call Research Resource on 0141 641 6410.

the EastLothian vote

You will need photo ID to vote at a polling station in UK Parliamentary Elections. Find out more, including how to apply for free voter ID at www.electoralcommission.org.uk/voting-and-elections/voter-id

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	**East Lothian Resident Survey 2024**
Project number	**P1409**
Objectives of the research	The specific research objective of the 2024 Residents Survey is to provide the Council and East Lothian Partnership with information on local residents' experience and perceptions across a range of topics.
Target population	East Lothian residents
Description of sample frame/ source and validation methods if applicable	The edited electoral register for East Lothian was provided as the sample frame for this research.
Sampling method (probability or non probability) and quotas used	A random sample of 10,000 addresses was drawn from the electoral register for East Lothian, with one in every 4 residents on the electoral register sampled and invited to take part in the research.
Sample units drawn	10,000 addresses were sampled at random for the research
Target sample size	Not applicable
Achieved sample size and reasons if target not achieved	A total of 1,709 responses were achieved to the survey with 181 of these being online responses.
Date of fieldwork	The survey was sent on the 10th April 2024 and returns were accepted up until the 31st May 2024.
Data collection method	Self-completion methodology: Postal surveys sent to sample with the option of returning to Research Resource in the reply paid envelope provided or completing online using a QR code or via an html survey link.
Response rate and definition and method of how calculated	17% (1,702 interviews from a sample tenant population of 10,000)
Questionnaire length	c. 20-30 minutes
Any incentives?	No
Number of interviewers	Not applicable
Interview/ self completion validation methods	All postcodes from survey responses were validated to ensure that they were from East Lothian.
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	To ensure the data was representative of age and multi member ward the data has been weighted in line with the EL population.
Estimating and imputation procedures (if applicable)	Not applicable

Reliability of findings and methods of statistical analysis if applicable	+/-2.4% for East Lothian overall based upon a 50% estimate at the 95% confidence level

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.