

THE EDINBURGH PARTNERSHIP SURVEY

Summary of results from 2023

Key results

The Edinburgh Partnership Survey 2023 is the first of its kind, undertaken on behalf of the Edinburgh Partnership, to measure indicators of interest to the partners especially in relation to the Local Outcome Improvement Plan.

The survey was funded jointly by the partners and designed and overseen by a working group composed of officers from the partner organisations.

The survey was designed to provide a proportionate sample of Edinburgh residents aged 16+ in each of the four localities, as well as usefully analysable samples of those living in deprived areas and those from ethnic minority backgrounds.

The survey achieved 3,736 face-to-face interviews in total.

- Deprivation is the most significant factor affecting the experience of life, living in Edinburgh, and receiving services. Those in the 20% most deprived areas have an experience that is significantly and substantially worse than people who live in other areas of Edinburgh.
- Residents feel a sense of belonging in their neighbourhoods and feel these areas are welcoming to a diverse community. However, residents are less likely to feel they have control over their neighbourhood, understand how to exercise control, or be willing to participate in local decision-making.



- Satisfaction was higher with public transport, ease of getting around, parks and green and blue spaces, sport and leisure services, and health services.
- Satisfaction was lower with the management of antisocial behaviour, road safety, and cleanliness of their neighbourhood.
- While the overwhelming majority of residents have access to an internet capable device, have the skills to use the internet and have access at home, retired people are much less likely to have any of these things. Almost all of those who lack devices, skills and access to the internet in Edinburgh are retired people.
- Residents felt safe in general, but much less safe in their neighbourhood at night. A majority of participants wanted to see an increased police presence to address this.
- More than a quarter of residents had not paid a household bill, paid a bill using credit, or used a food bank in the last 12 months.
- Resident's perceptions of their physical health generally worsened with age, but mental health and feelings of loneliness were more strongly linked to being in employment, with unemployed people reporting the worst mental health and loneliness.
- 44% of residents believed their home had been fitted with required heat and smoke alarms in the last five years, indicating that many homes in Edinburgh may not be compliant with requirements introduced two years ago.
- Satisfaction with the city as a place to live and neighbourhoods is high, and is comparable to those monitored by the Edinburgh People Survey in 2018.



Methodology

The data was collected by face-to-face in-street and doorstep interviews that took place in all electoral wards. The target group for this research study was a representative sample of Edinburgh residents.

Respondents were selected using a stratified random sampling technique, where interviewers worked to specified quota controls on key sample criteria, and selected respondents randomly within these quotas. Quotas were based on population data.

The target sample size was 3,600 and the final achieved sample size was 3,736. The reason for the difference between these two samples was standard sampling procedures allowing for slight overage.

Fieldwork was undertaken between 21 July and 24 September 2023

The fieldwork was managed by Progressive Partnership, who judged the sample to represent the target population well.

In total, 23 interviewers worked on data collection.

Each interviewer's work was validated as per the requirements of the international standard ISO 20252.

Validation was achieved by re-contacting (by telephone or email) a minimum of 10% of the sample to check profiling details and to re-ask key questions from the survey. Where telephone details were not available re-contact may have been made by post. All interviewers working on the study were subject to validation of their work.



Glossary of terms

ASB – Antisocial Behaviour.

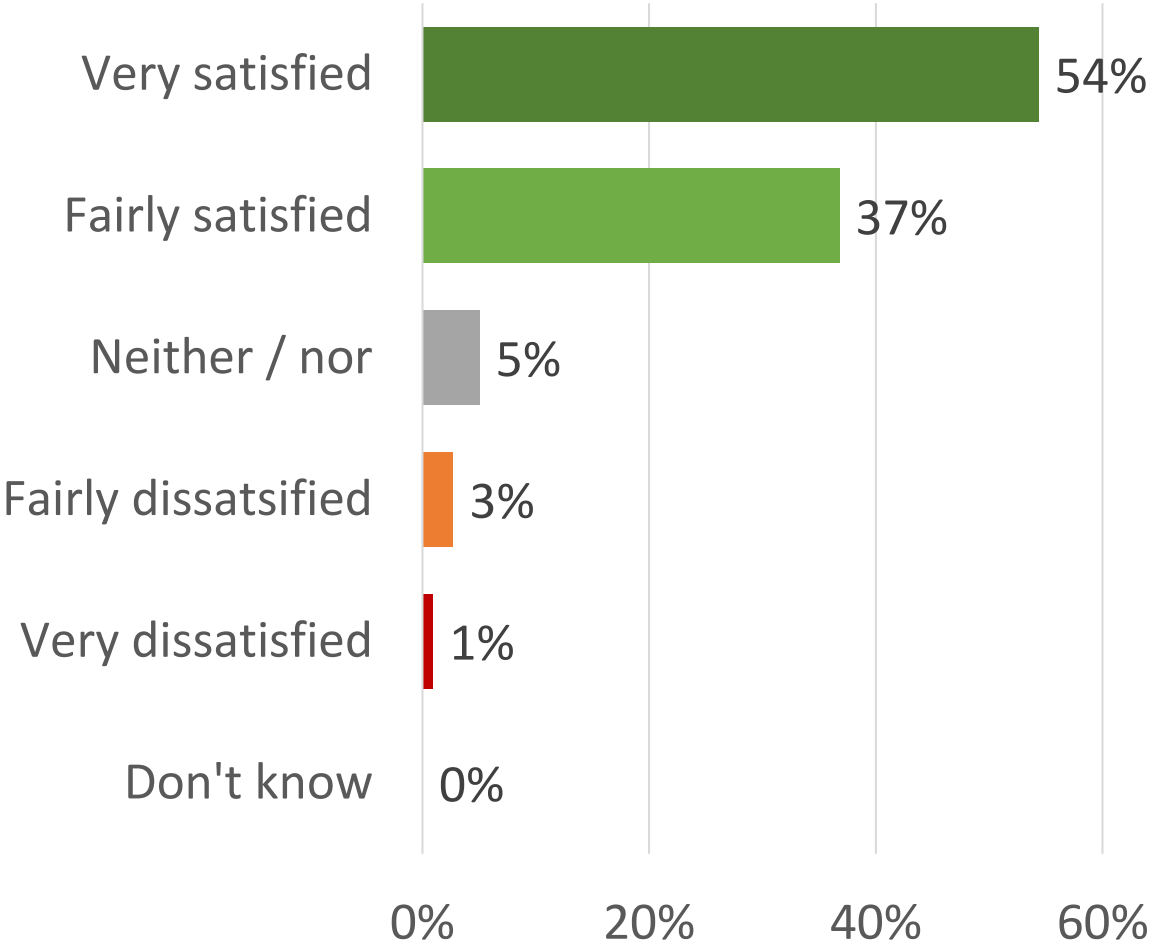
SIMD – the Scottish Index of Multiple Deprivation is a relative measure of deprivation across 6,976 small areas (called data zones). If an area is identified as ‘deprived’, this can relate to people having a low income, but it can also mean fewer resources or opportunities. SIMD looks at the extent to which an area is deprived across seven domains: income, employment, education, health, access to services, crime and housing.

Note on results

Generally, the report looks at differences in “satisfaction”, “agreement” and similar concepts. These are usually the first two responses on a response scale combined. For example – satisfaction is very satisfied and fairly satisfied ratings combined; and agreement is strongly agree and agree ratings combined. This is common practice in reporting opinion, but all response scales are shown individually for each question.

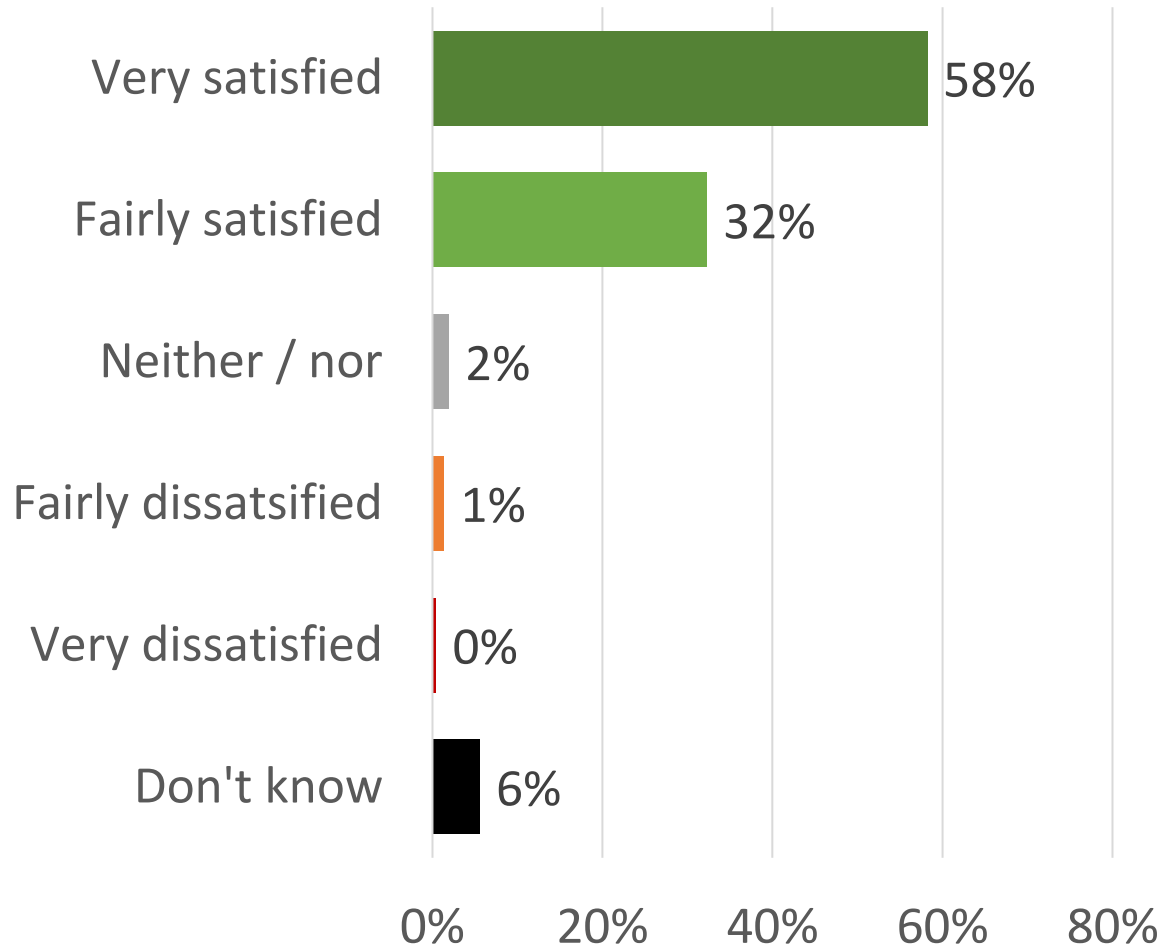


Thinking about your neighbourhood as a whole, how satisfied or dissatisfied are you with it as a place to live? (3,736 responses)



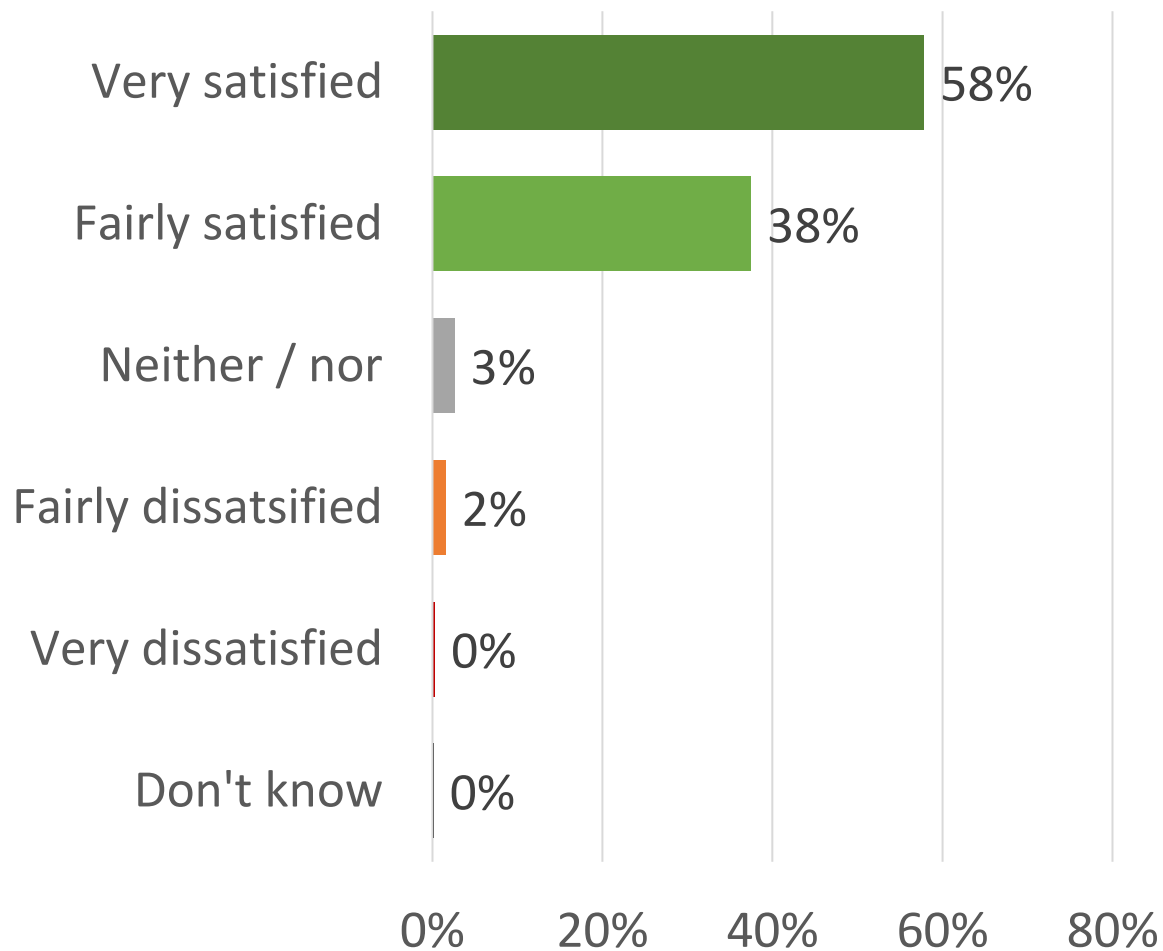
- Satisfaction was similar overall for all localities, and participants of all genders, ages and ethnicities.
- In the 20% most deprived SIMD areas, only 68% were satisfied, compared to 95% of those living in other areas of Edinburgh.
- Unemployed participants were only 69% satisfied, compared to 94% satisfaction amongst those working full-time.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Public Transport?* (3,736 responses)



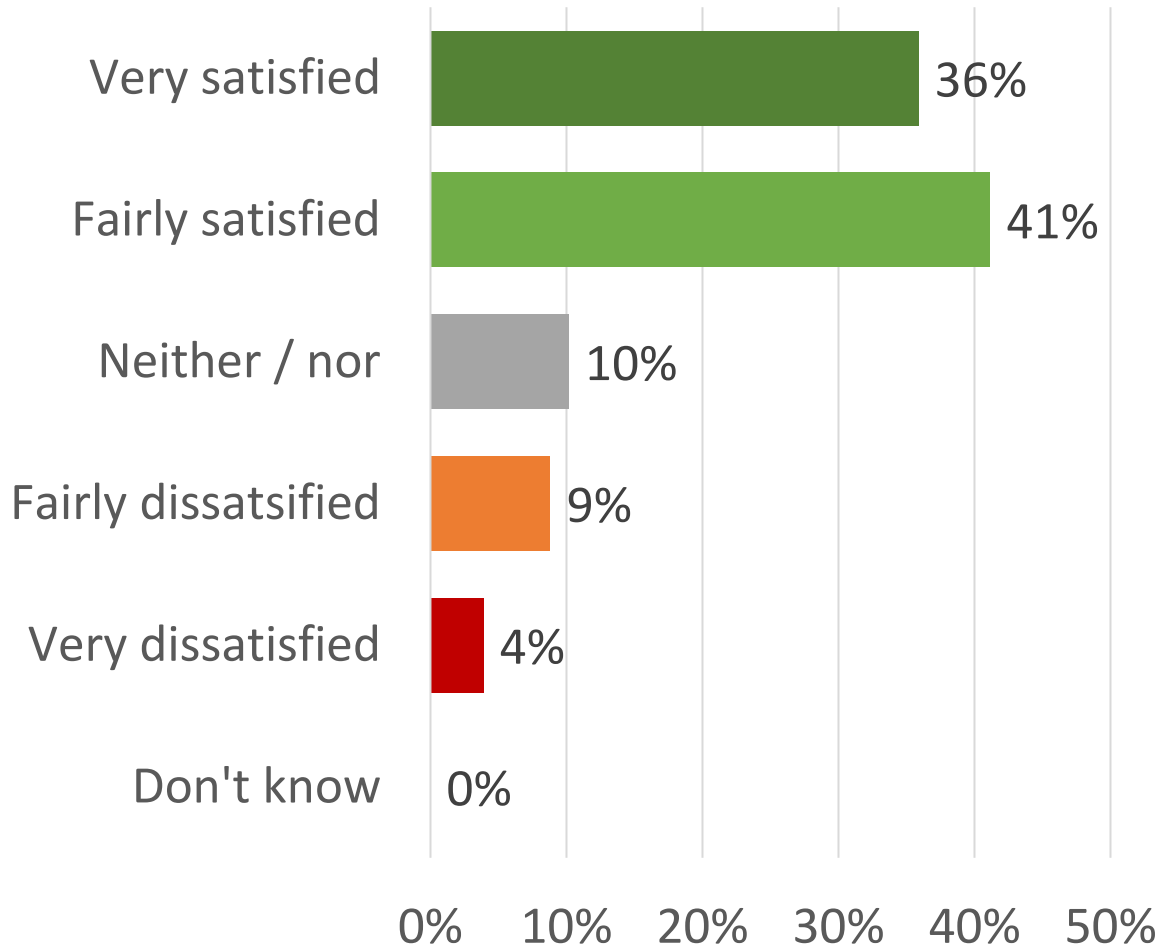
- Satisfaction was similar overall for participants of all genders and ethnicities, and amongst those in the 20% most deprived SIMD areas compared to other areas.
- Participants living in South West were only 85% satisfied, compared to 90% in North West, 93% in North East, and 95% in South East.
- Those aged 16-24 were most satisfied at 97%, while the least satisfied age group were those aged 45-64 at 86%.
- Only 81% of self-employed participants were satisfied, but this was due to lower experience of public transport – ‘don’t know’ responses accounted for 15% of all responses from self-employed participants.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Ease of getting around by walking, wheeling or cycling?* (3,736 responses)



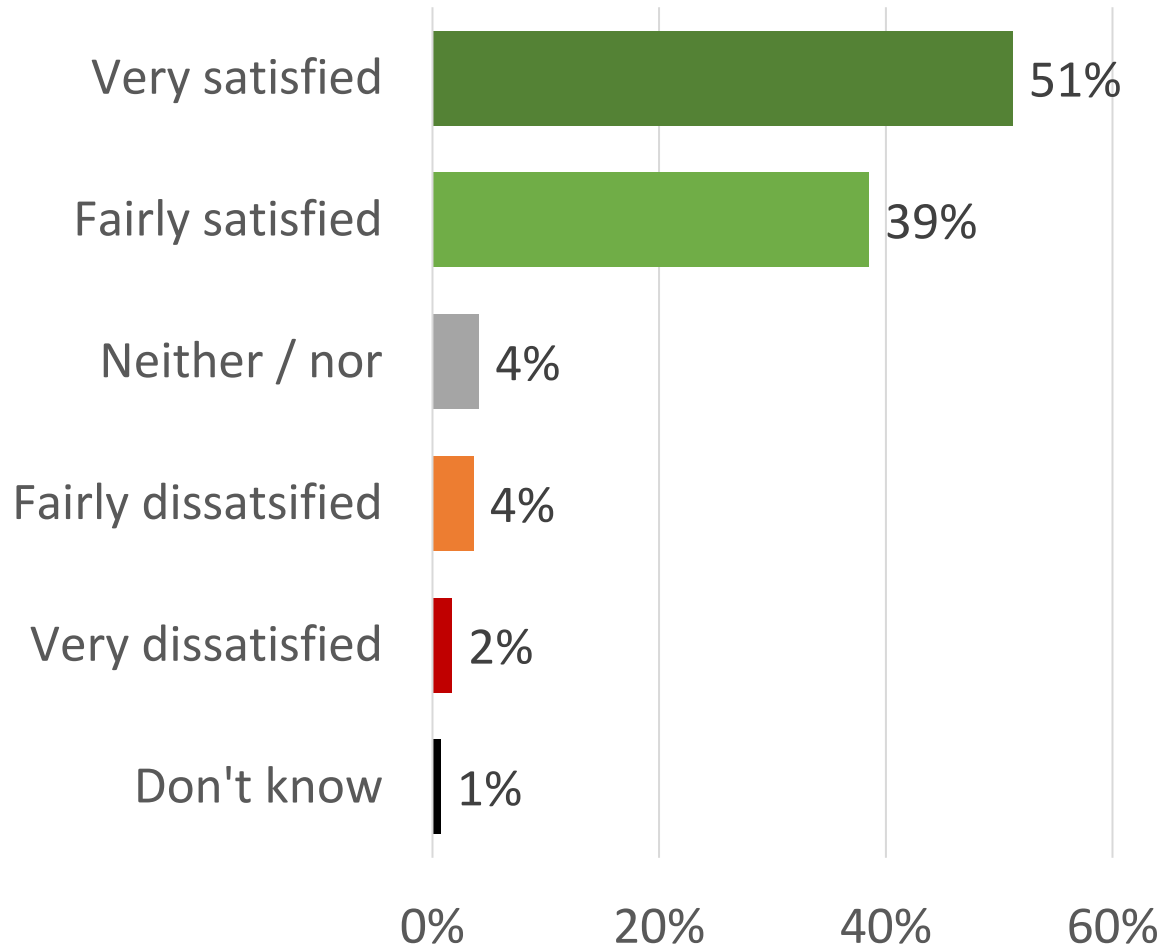
- Satisfaction was similar overall for all participants and all areas of Edinburgh.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Cleanliness of your neighbourhood?* (3,736 responses)



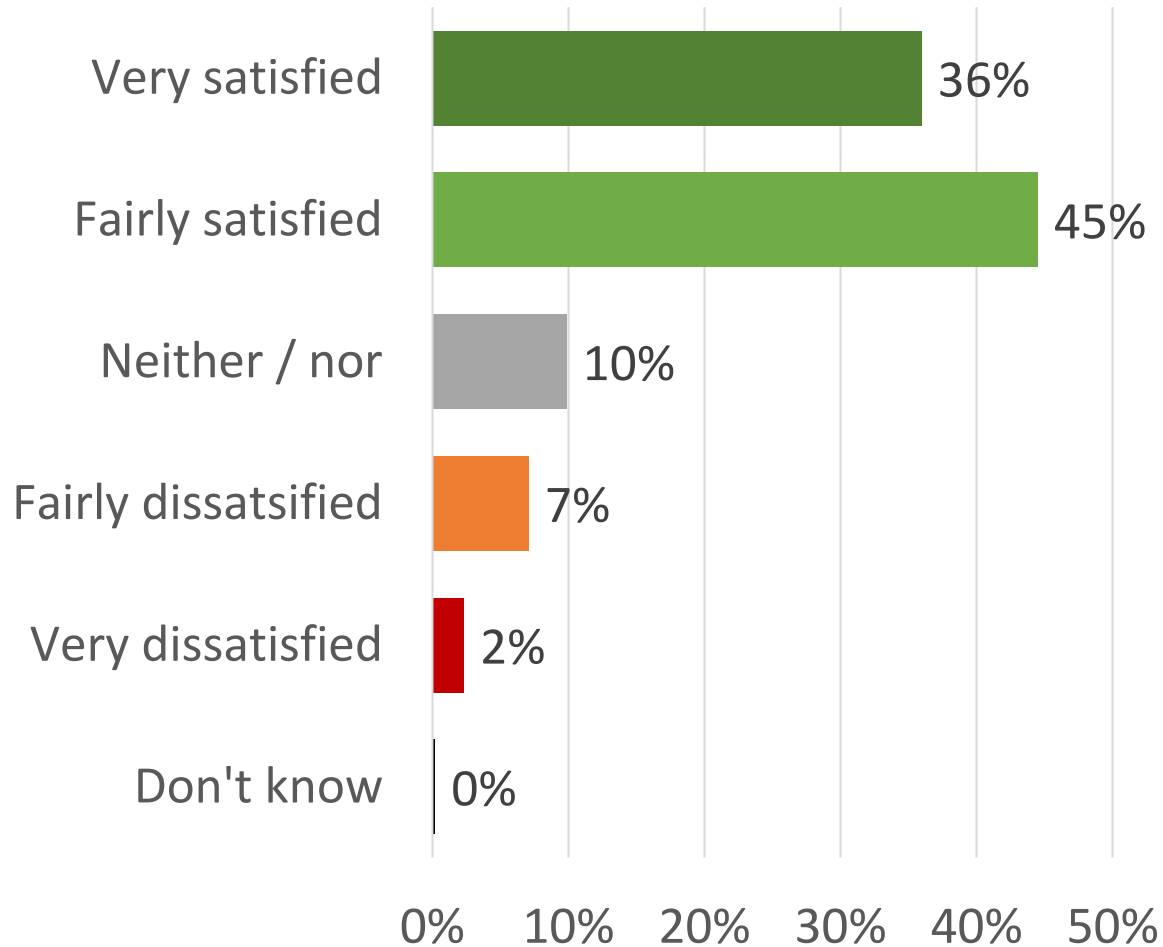
- Participants living in the 20% most deprived SIMD areas were less satisfied (53%) than those in other areas (81%).
- Satisfaction was higher for men (79%) than for women (75%).
- Those aged 16-24 were more satisfied (85%) than the average (77%), while other age groups were around the average.
- Satisfaction was highest for participants in South East (80%) and lowest in North East (73%).
- Unemployed participants were least satisfied (52%), while students were the most satisfied (89%). Participants in all other employment categories were similar and close to the average.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Parks and other green or blue spaces?* (3,736 responses)



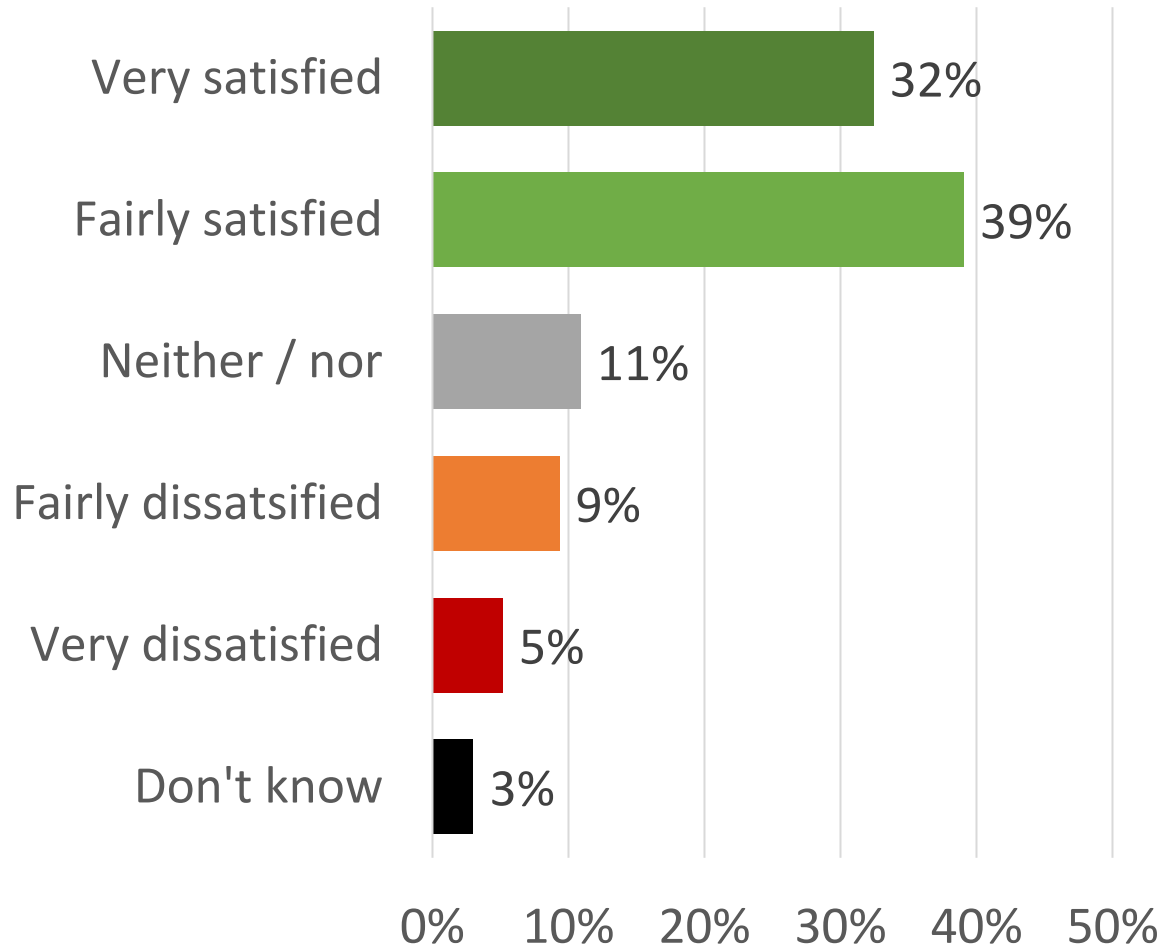
- Satisfaction was similar overall for participants of all genders, ages, ethnicities, and all localities.
- Satisfaction was lowest in the North East locality (88%) and highest in the North West locality (92%).
- Participants in the 20% most deprived SIMD areas were 76% satisfied, compared to 92% of participants in other areas.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Road safety?* (3,736 responses)



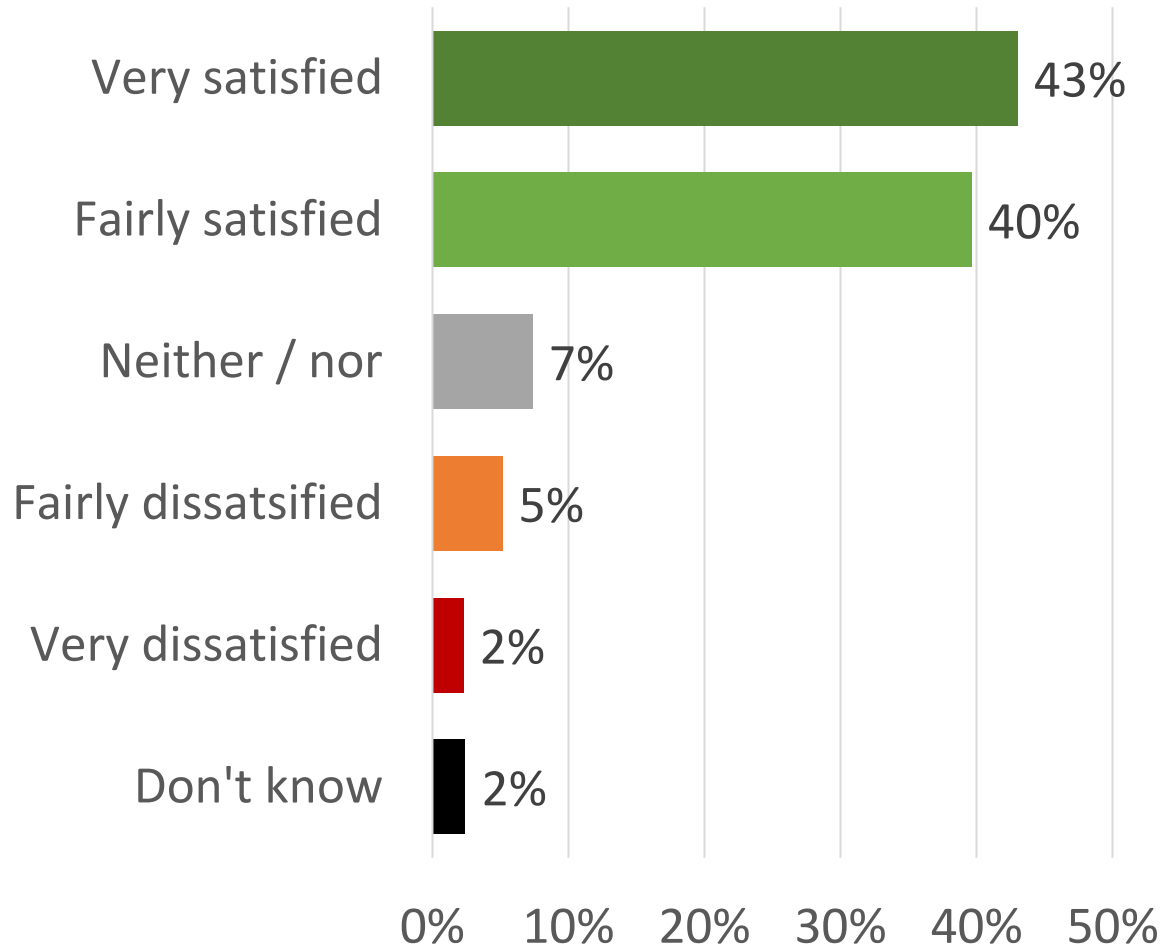
- Satisfaction was similar overall for participants of all genders and ethnicities.
- Satisfaction was lowest in the North East locality (77%) and similar in all localities.
- Participants in the 20% most deprived SIMD areas were 72% satisfied, compared to 83% of participants in other areas.
- Unemployed participants were least satisfied (66%) and students were most satisfied (89%).
- Participants aged 16-24 were more satisfied (87%) and all other ages were similar and close to the average.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Management of antisocial behaviour?* (3,736 responses)



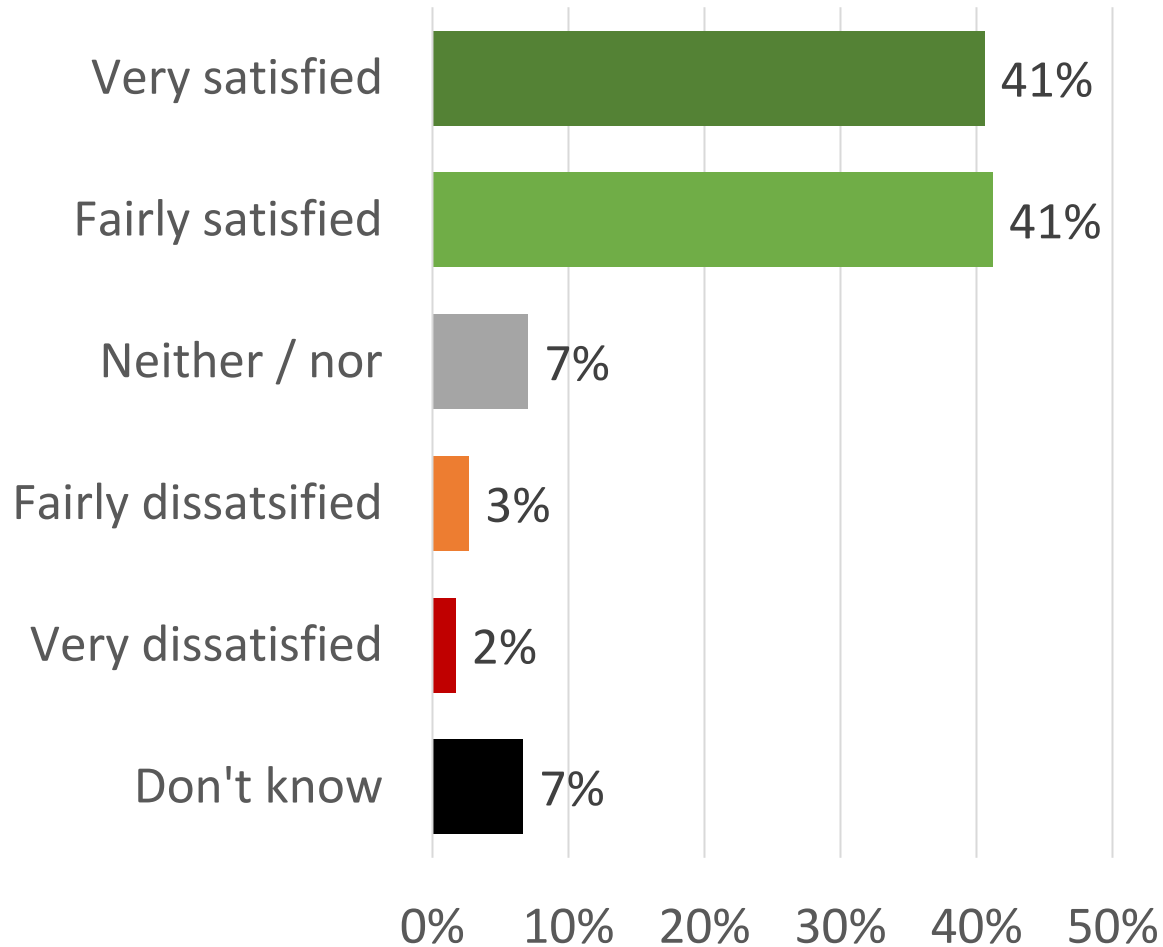
- Satisfaction was similar overall for participants of all genders and ethnicities.
- Satisfaction was lowest in the North East locality (67%) and highest in the South East locality (76%).
- Participants in the 20% most deprived SIMD areas were 44% satisfied, compared to 76% of participants in other areas.
- Unemployed participants were least satisfied (46%) and students were most satisfied (84%).
- Participants aged 16-24 were most satisfied (80%) and those aged 65+ were least satisfied (68%).

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Health services?* (3,736 responses)



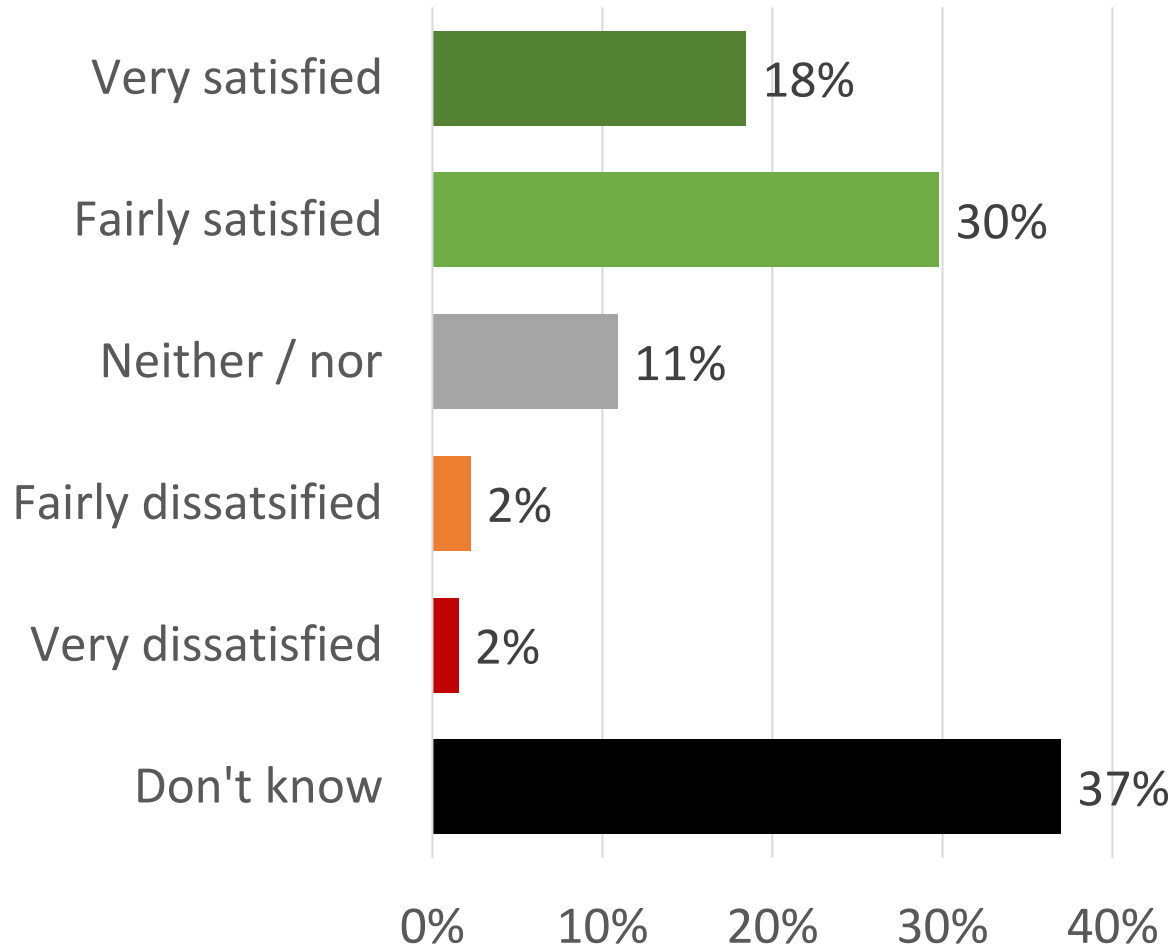
- Satisfaction was similar overall for participants of all genders, ages and ethnicities.
- Satisfaction was lowest in the North East and South West localities (80%) and highest in the South East and North West localities (86%).
- Participants in the 20% most deprived SIMD areas were 75% satisfied, compared to 84% of participants in other areas.
- Unemployed participants were least satisfied (71%) with satisfaction being similar amongst all other employment groups.

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Sport, leisure and community facilities?* (3,736 responses)



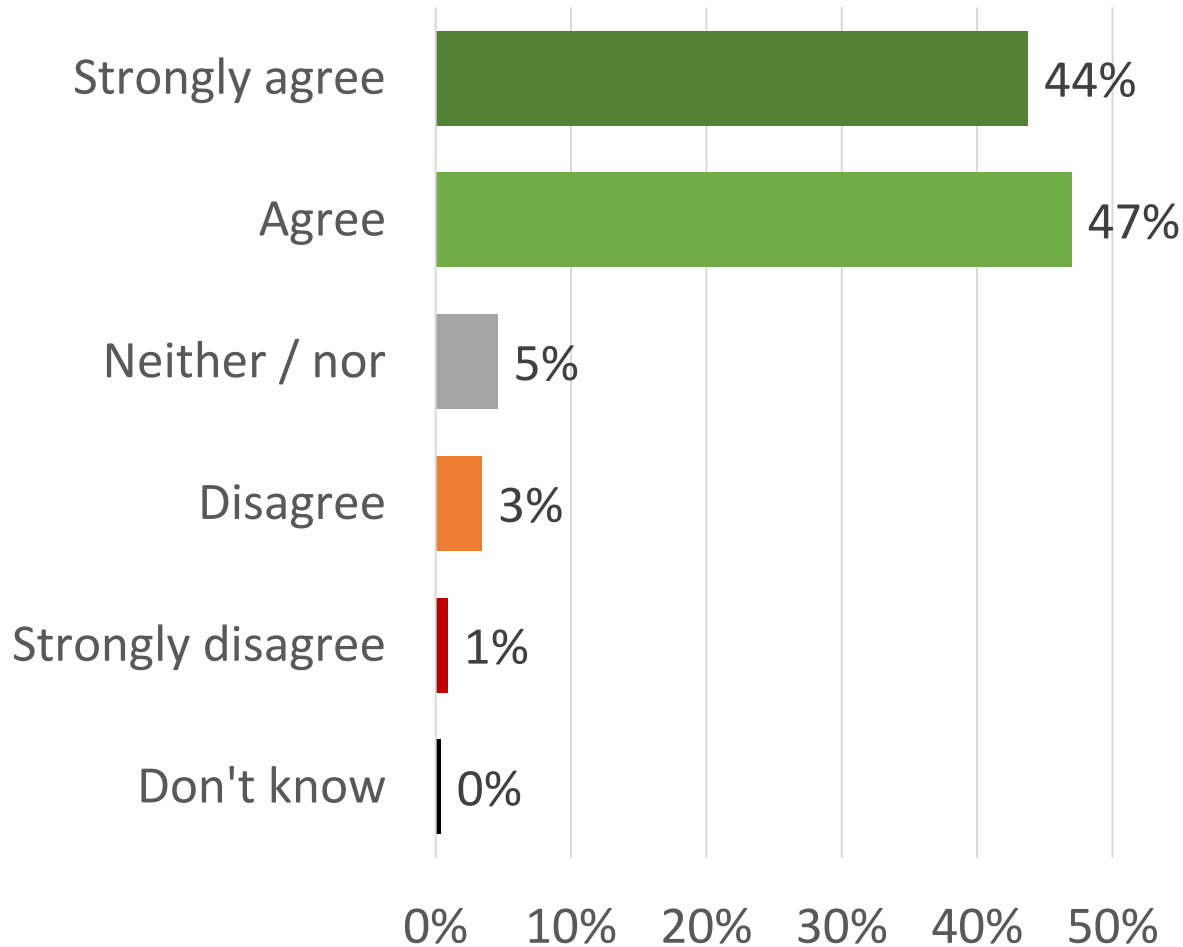
- Satisfaction was lowest in the South West locality (78%) and highest in the North East locality (86%).
- Participants in the 20% most deprived SIMD areas were 60% satisfied, compared to 86% of participants in other areas.
- Participants from ethnic minority backgrounds were more satisfied (87%) than white Scottish/British participants (81%).
- Satisfaction varied substantially by employment type – unemployed (63%); retired (71%); part-time (81%); full-time (88%); self-employed (90%); student (92%).
- Satisfaction declined with age, seemingly as a result of increasing “don’t know” scores. Those aged 16-24 were most satisfied (86%) and those aged 65+ were least satisfied (74%).

How satisfied or dissatisfied are you with each of the following in your neighbourhood – *Money, debt and other advice services?* (3,736 responses)



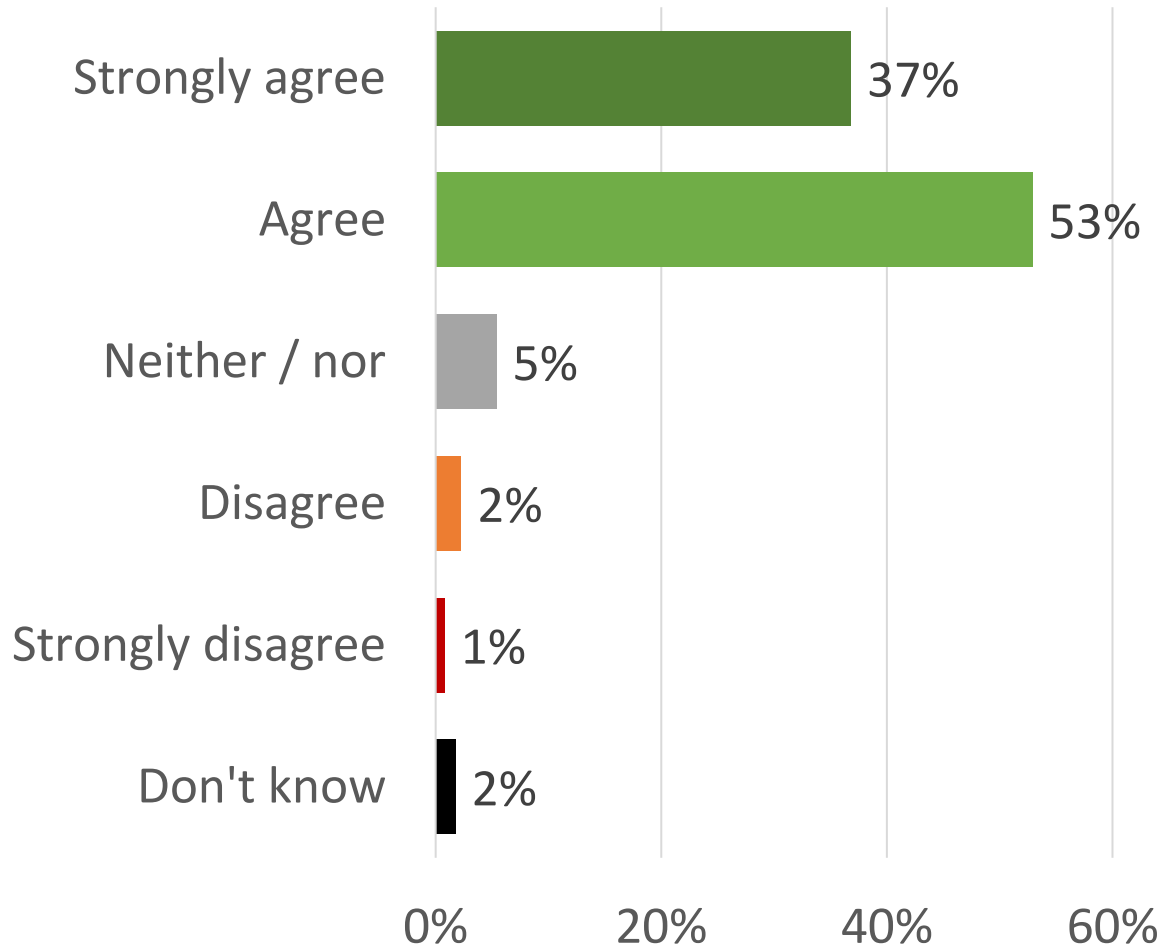
- Satisfaction was highest in the South East locality (53%) and similar in all other localities (47%).
- White Scottish / British participants were 49% satisfied compared to 43% of other participants.
- Participants in the 20% most deprived SIMD areas were 43% satisfied, compared to 49% of participants in other areas.
- Satisfaction decreased with age, seemingly driven by higher “don’t know” and “neither / nor” ratings.
- Students were most satisfied (55%) and retired people were least satisfied (36%) with satisfaction being similar amongst all other employment groups.

To what extent do you agree or disagree with the following statements – *I feel like I belong in my neighbourhood?* (3,736 responses)



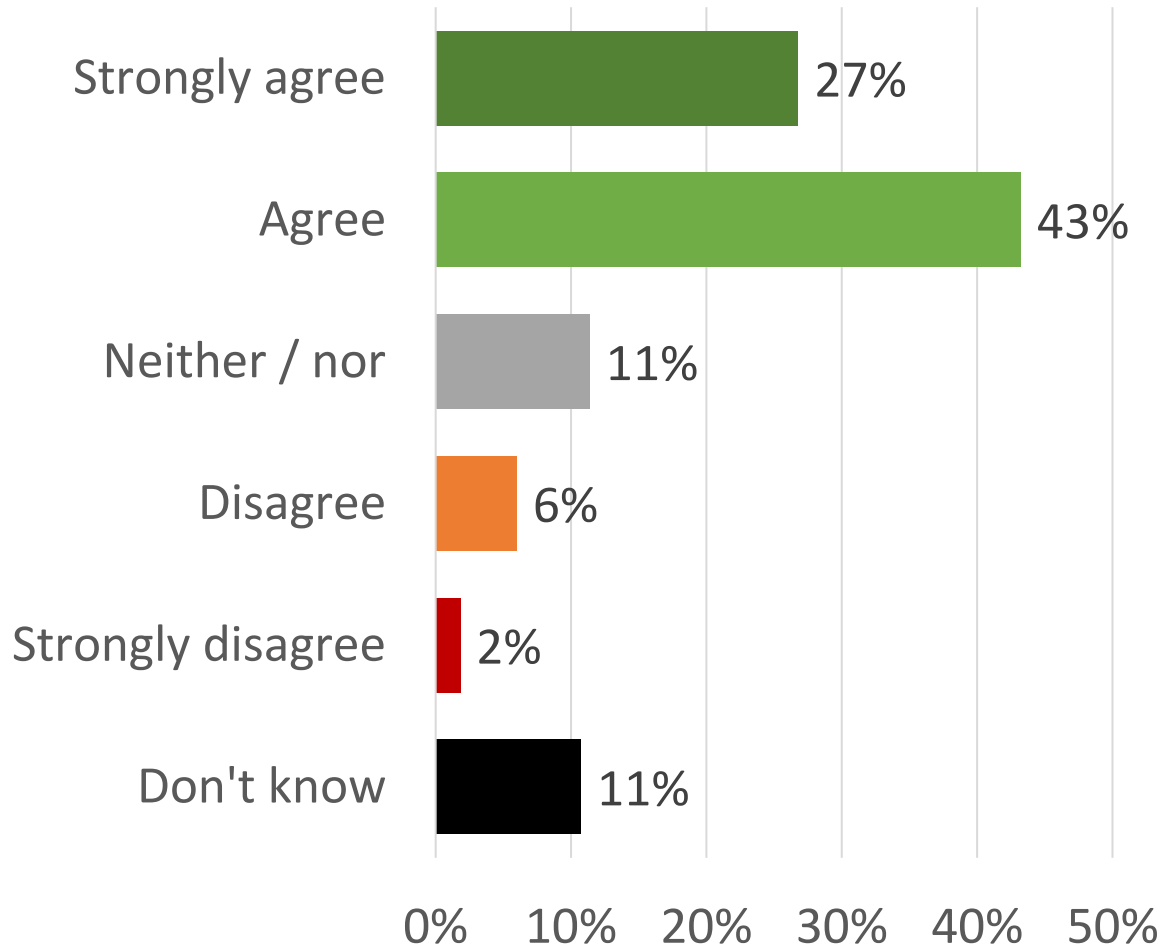
- Agreement was similar overall for participants of all genders and ethnicities, and in all localities.
- Agreement was lowest in the North East and South West localities (80%) and highest in the South East and North West localities (86%).
- Participants in the 20% most deprived SIMD areas agreed 81%, compared to 93% of participants in other areas.
- Participants aged 65+ were most likely to agree (95%) and all other age groups were similar.
- Unemployed participants agreed least (79%) and retired participants agreed most (95%), with agreement being similar amongst all other employment groups.

To what extent do you agree or disagree with the following statements – *People from different backgrounds get on well in my neighbourhood?* (3,736 responses)



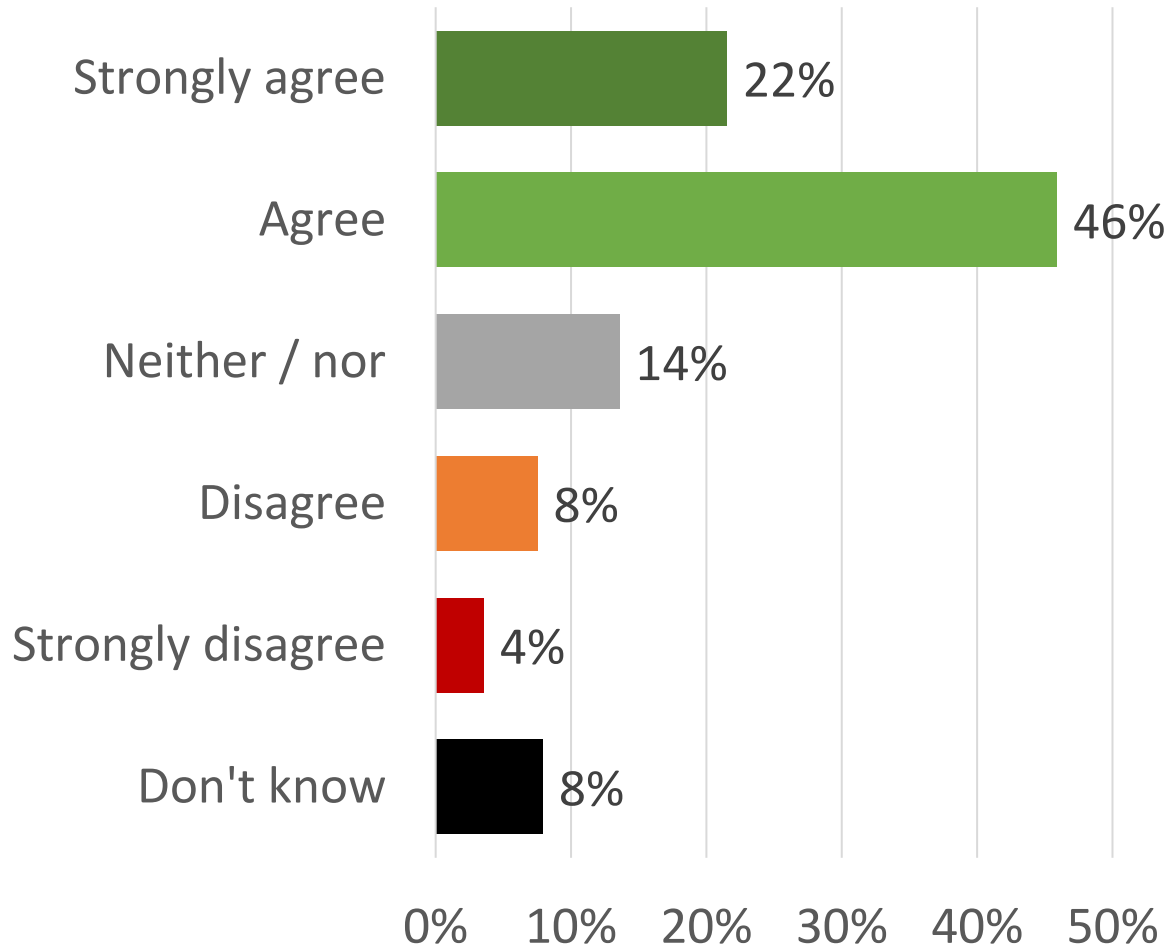
- Agreement was similar overall for participants of all genders, ages and ethnicities, and in all localities.
- Participants in the 20% most deprived SIMD areas agreed 75%, compared to 93% for participants in other areas.
- Unemployed participants agreed least (73%) with agreement being similar amongst all other employment groups.

To what extent do you agree or disagree with the following statements – *People in my neighbourhood have found ways to improve things by working together?* (3,736 responses)



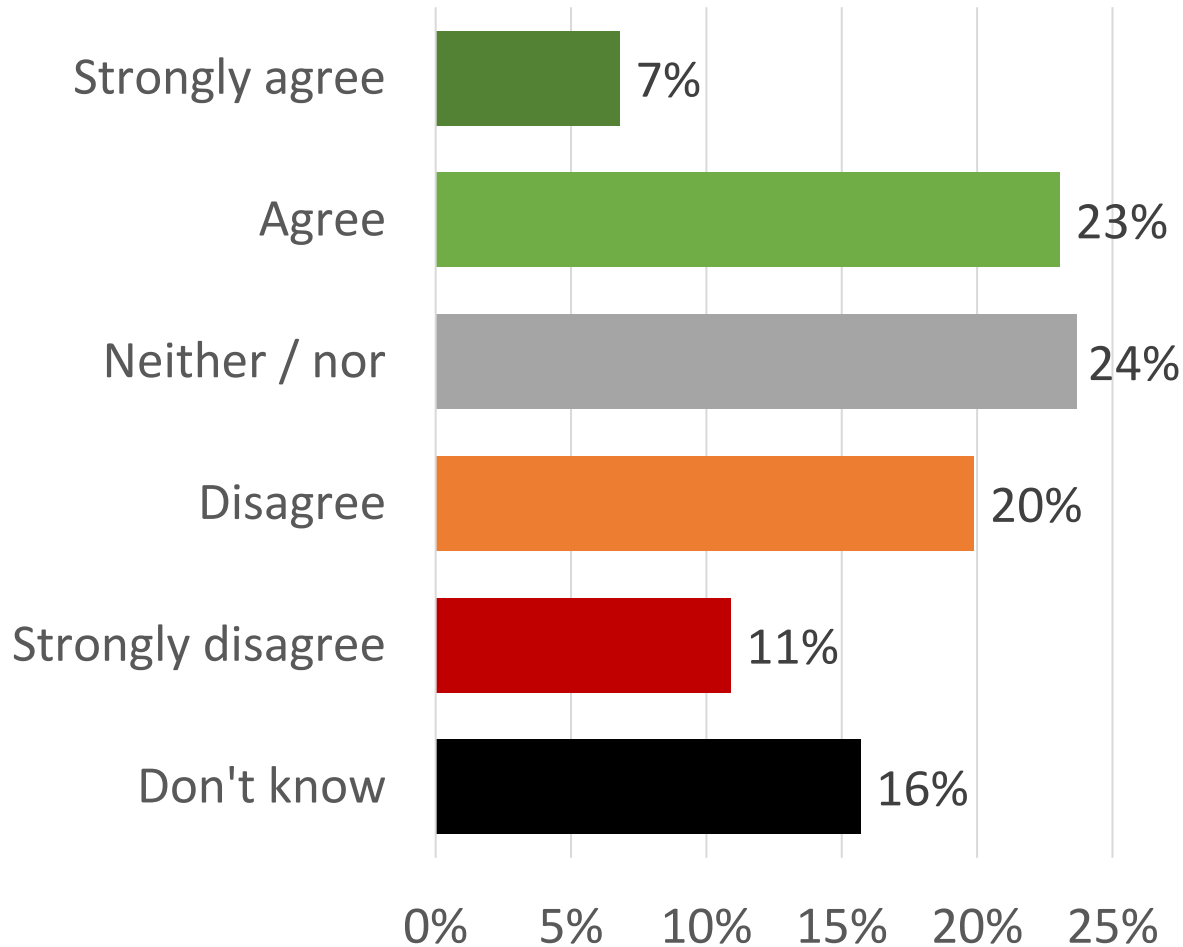
- Women were more likely to agree (73%) than men (67%).
- Agreement was lowest in the South West locality (67%) and highest in the South East locality (73%).
- Participants in the 20% most deprived SIMD areas agreed 52%, compared to 73% of participants in other areas.
- Agreement increased with age from 60% amongst those aged 16-24 to 76% amongst those aged 65+.
- Unemployed participants agreed least (48%) and self-employed participants agreed most (79%), with agreement being similar amongst all other employment groups.
- Participants from ethnic minority backgrounds agreed 64%, compared to 71% of white Scottish / British participants.

To what extent do you agree or disagree with the following statements – *Services in my neighbourhood take into account the needs of people like me?* (3,736 responses)



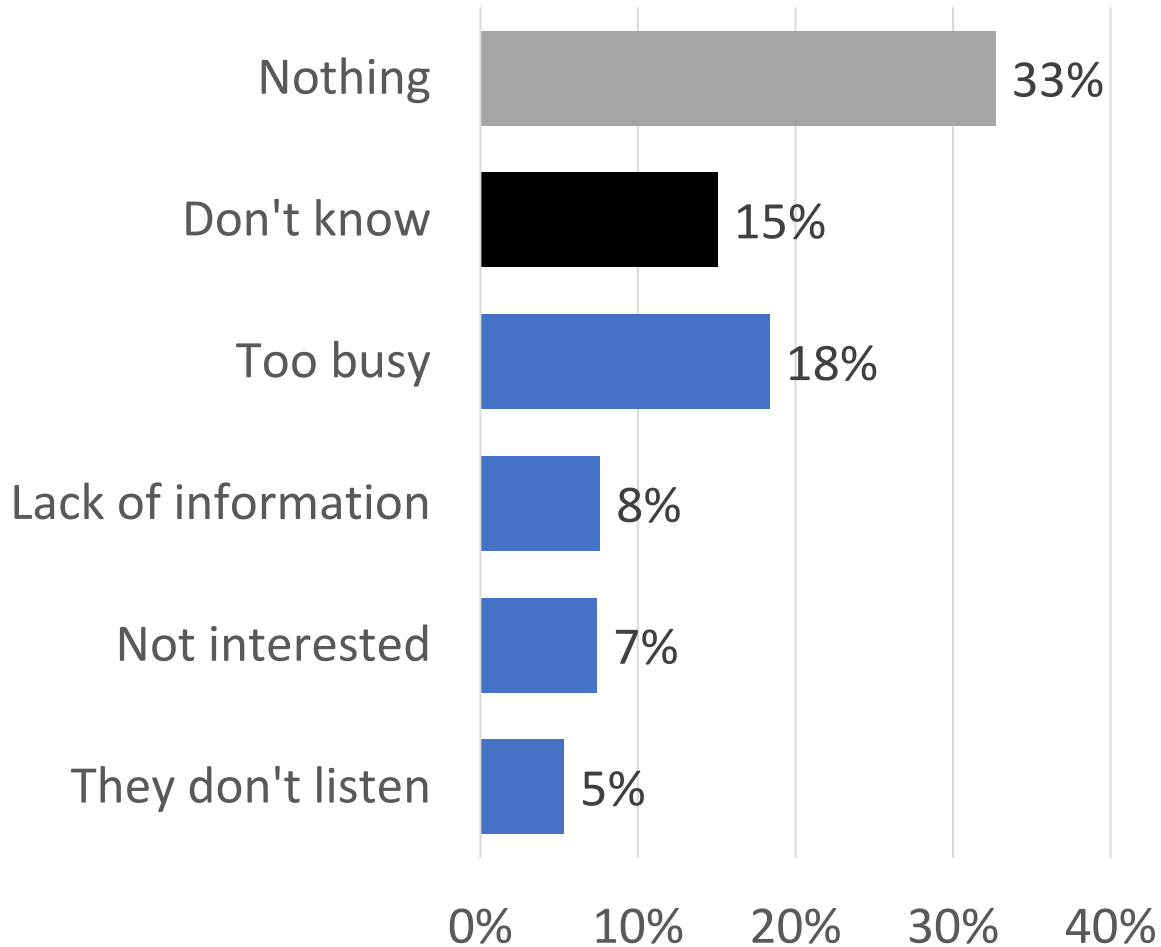
- Agreement was similar amongst men and women.
- Agreement increased with age from 63% amongst those aged 16-24 to 77% amongst those aged 65+.
- Agreement was lowest in South West locality (59%) and highest in South East locality (74%).
- Participants in the 20% most deprived SIMD areas agreed 49%, compared to 70% for participants in other areas.
- Unemployed participants agreed least (35%), highest amongst retired participants (76%), with agreement being similar amongst all other employment groups.
- Those from ethnic minority backgrounds agreed more (74%) than those from white Scottish / British backgrounds (66%)

To what extent do you agree or disagree with the following statements – *I know how to influence decisions affecting my neighbourhood?* (3,736 responses)



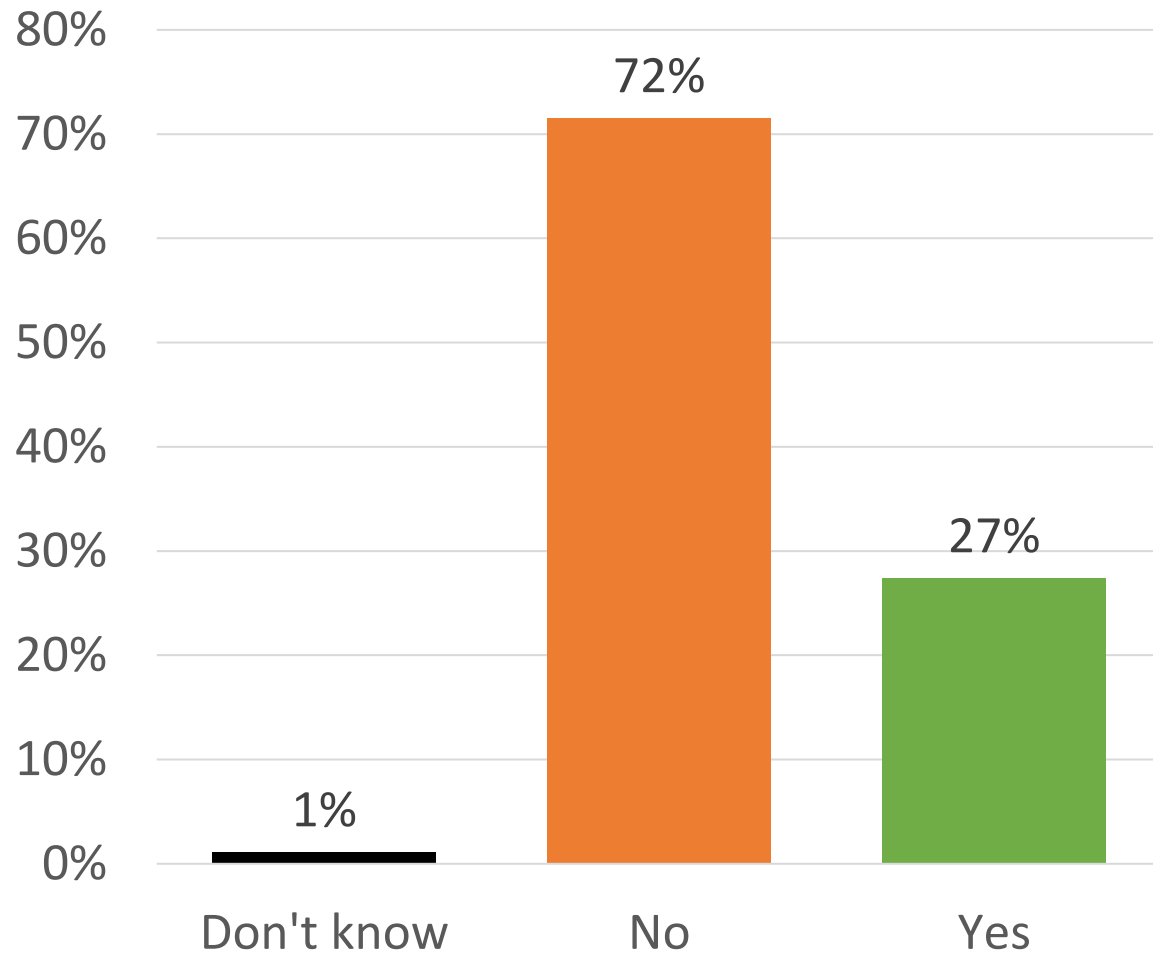
- Agreement higher for women (33%) than men (26%).
- Agreement was lowest amongst those aged 16-24 (19%), and highest amongst those aged 45-64 (36%) and 65+ (35%).
- Agreement was lowest in South West locality (23%) and highest in North East locality (35%).
- Participants in the 20% most deprived SIMD areas agreed 21%, compared to 31% for participants in other areas.
- Unemployed participants agreed least (11%), then students (21%), with agreement being highest amongst self-employed (37%) and retired (36%) participants.

What, if anything, prevents you from contributing to local decision-making? [Open question, multiple options] (3,736 responses)



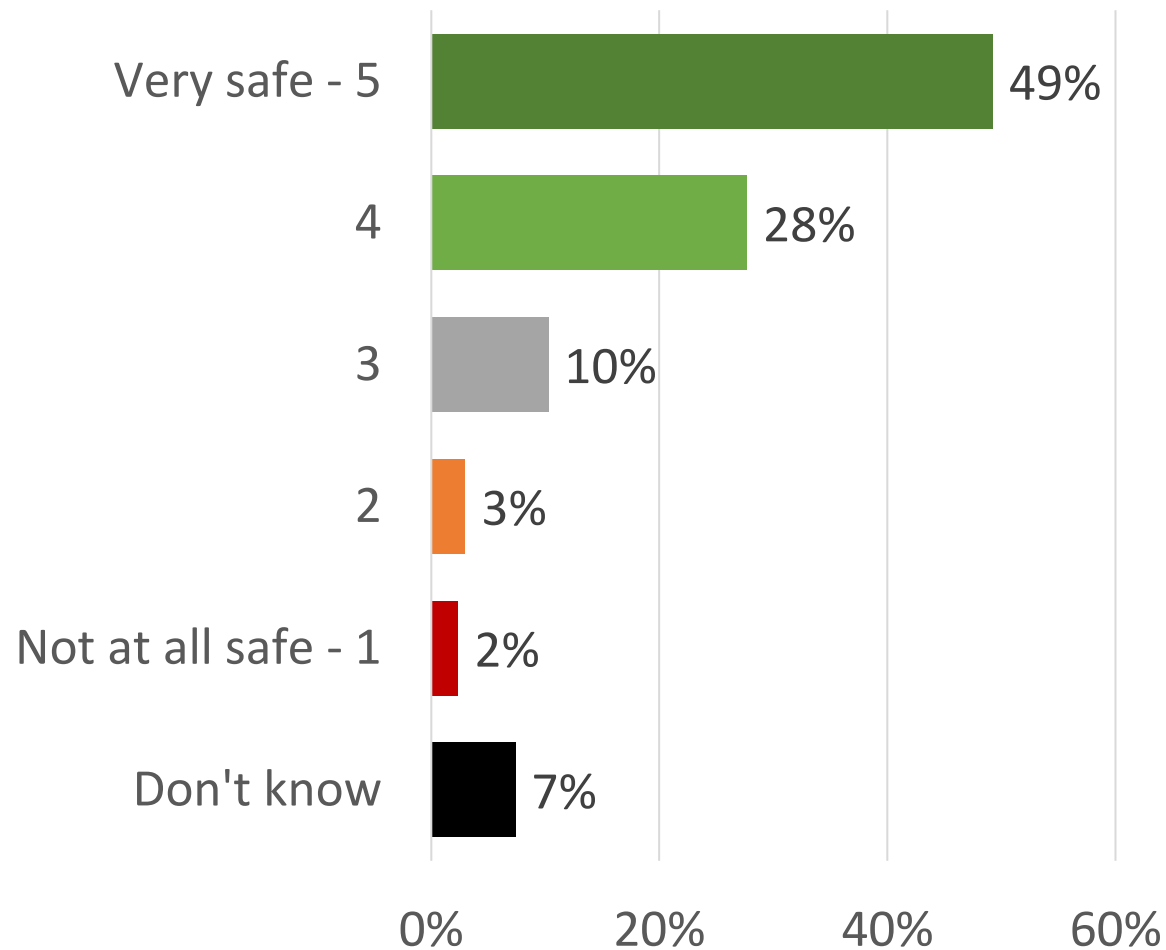
- 6% of participants felt they did or would contribute, which was highest amongst self-employed participants (11%).
- Self-employed participants were also most likely to say there were “too busy” to contribute.
- Unemployed participants were most likely to say they were “not interested” in contributing.
- Those who felt they did not have enough information about how to contribute were: those from 20% most deprived neighbourhoods (11%); unemployed participants (14%); people from ethnic minority backgrounds (10%); and those aged 25-44 (10%).
- Unemployed people (10%) and those from 20% most deprived neighbourhoods (9%) were most likely to feel their views would not be listened to.

In the last 12 months, have you given up time to help any groups, clubs, or organisations in an unpaid capacity? (3,736 responses)



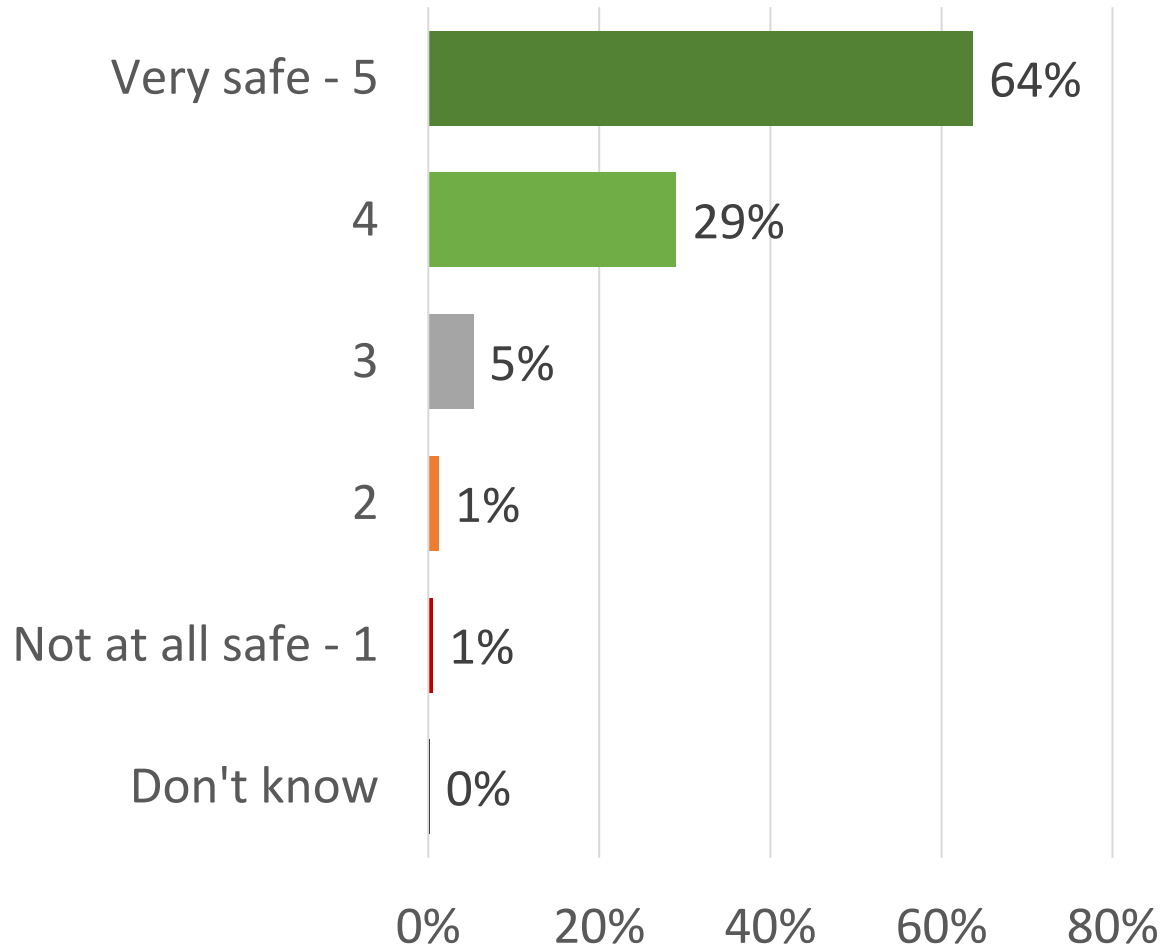
- 34% of women had volunteered, compared to 21% of men.
- Those working part-time were most likely to have volunteered (39%), while unemployed participants were least likely (9%).
- Those in the 20% most deprived neighbourhoods were less likely to volunteer (21%), compared to participants from other neighbourhoods (28%).
- Participants from the South West locality were least likely to have volunteered (24%), while other localities were similar.
- There were only small differences in propensity to volunteer amongst those of different ages, and ethnicities.

How would you rate the following safety aspects of your everyday life – *Online safety?* (3,736 responses)



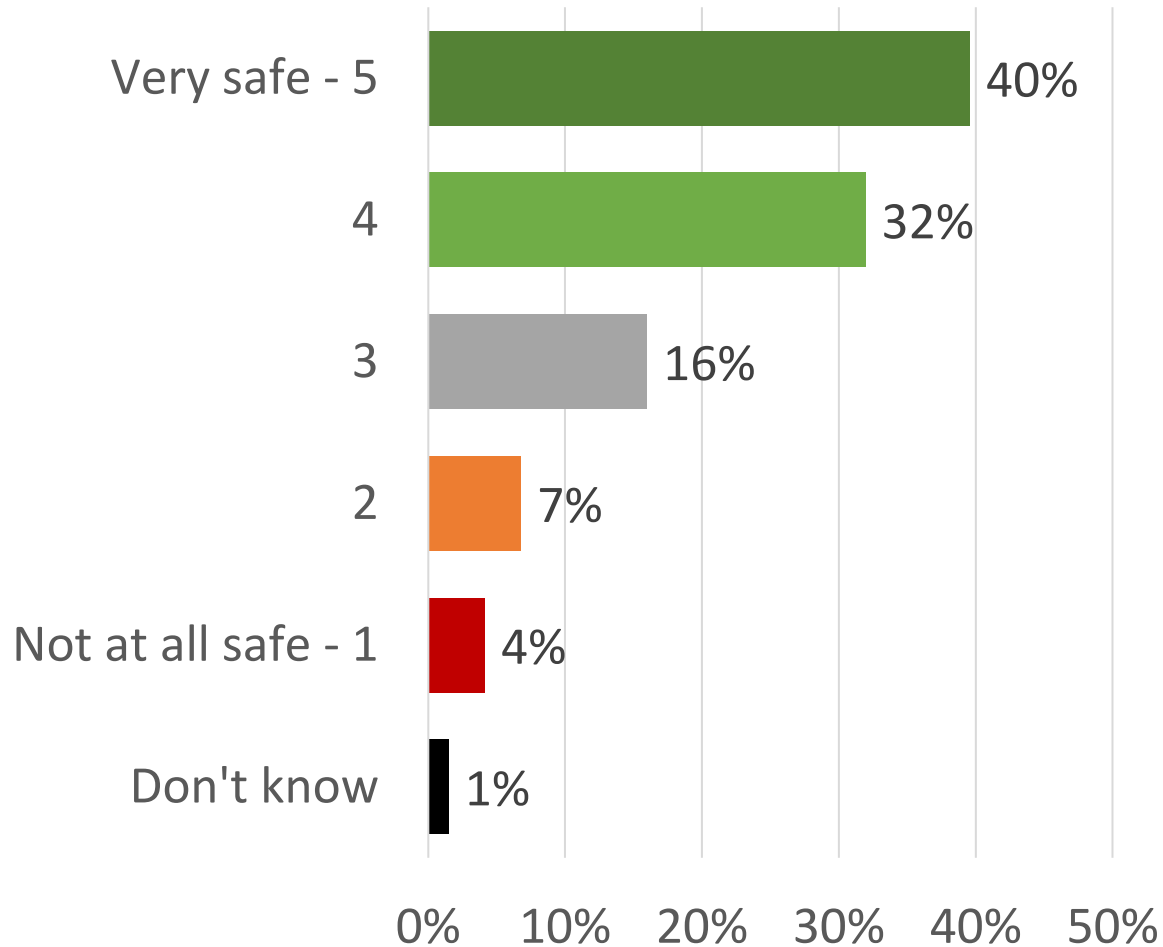
- Feelings of safety online were strongly linked to age, with 93% of those age 16-24 feeling safe online, declining to only 41% of those aged 65+.
- Only 32% of those who were retired felt safe online, compared to 71% of those who were unemployed, 86% of those working full-time, and 95% of students.
- Those from ethnic minority backgrounds felt safer online (86%) than those from white Scottish / British backgrounds (75%).
- Participants from the most deprived 20% of neighbourhoods were felt less safe (70%) than those from other areas (78%).

How would you rate the following safety aspects of your everyday life – *Physical safety in your neighbourhood during the day*? (3,736 responses)



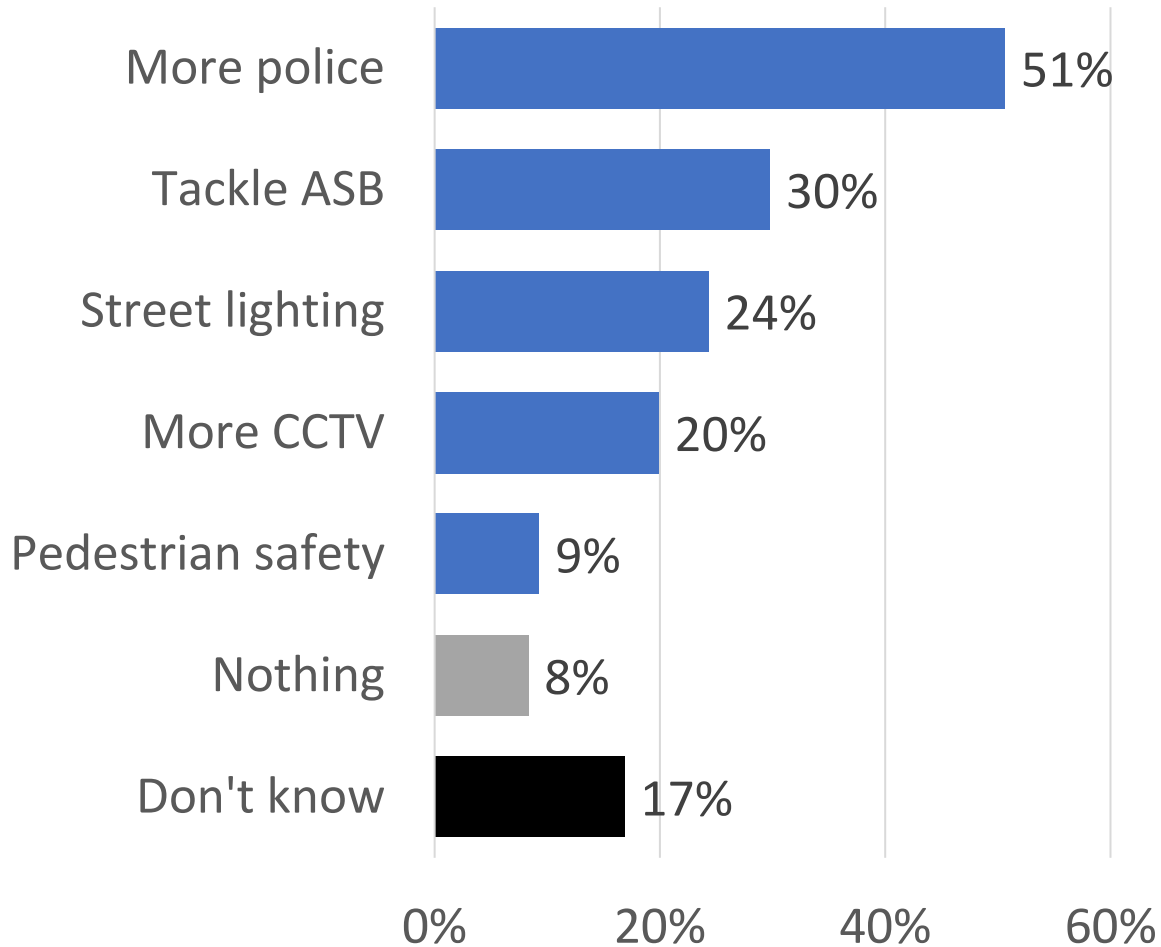
- Feelings of safety in neighbourhoods during the day were similar for all genders, ages, and ethnicities.
- Feelings of safety were highest for participants in the South East locality (95%), and lowest in the North East locality (91%).
- Feelings of safety were lower for those living in the 20% most deprived SIMD areas (85%) compared to other areas (94%).
- Participants who were unemployed felt least safe (80%), while all other employment groups felt around equally safe.

How would you rate the following safety aspects of your everyday life – *Physical safety in your neighbourhood after dark?* (3,736 responses)



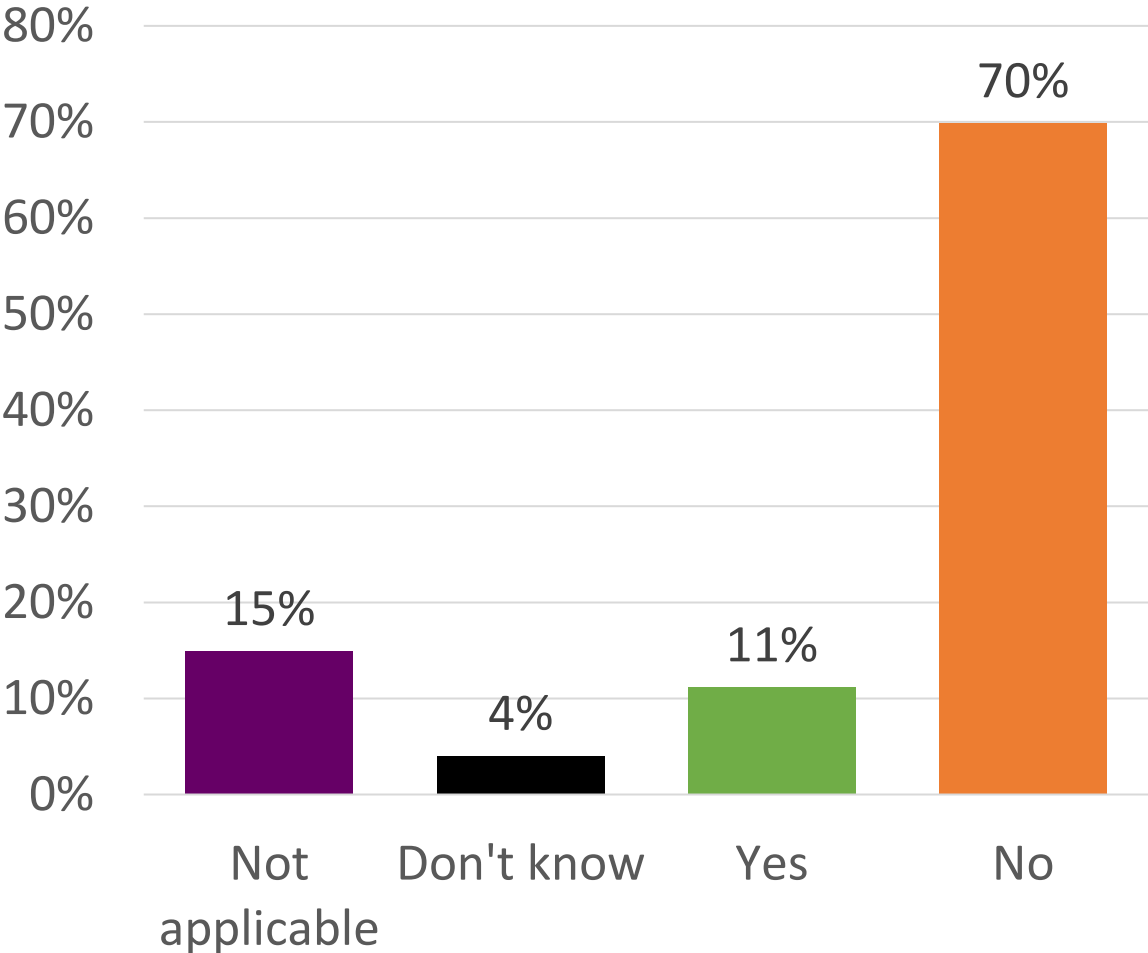
- Women (68%) felt less safe in their neighbourhoods at night than men (75%).
- Feelings of safety at night declined with age, from 79% amongst those aged 16-24, to 65% amongst those aged 65+.
- Safety at night was lowest in the North West locality (68%) and highest in the South East locality (76%).
- Those in the 20% most deprived SIMD areas felt less safe (50%) than those in other areas (76%).
- Feelings of safety varied by employment group, with the safest being students (82%); followed by self-employed (81%); full-time employed (76%); part-time employed (71%); retired (62%); and the least safe were participants who were unemployed (51%).

What, if anything, would make you feel safer? [Open question, multiple options] (2,549 responses – only those who said they did not feel safe)



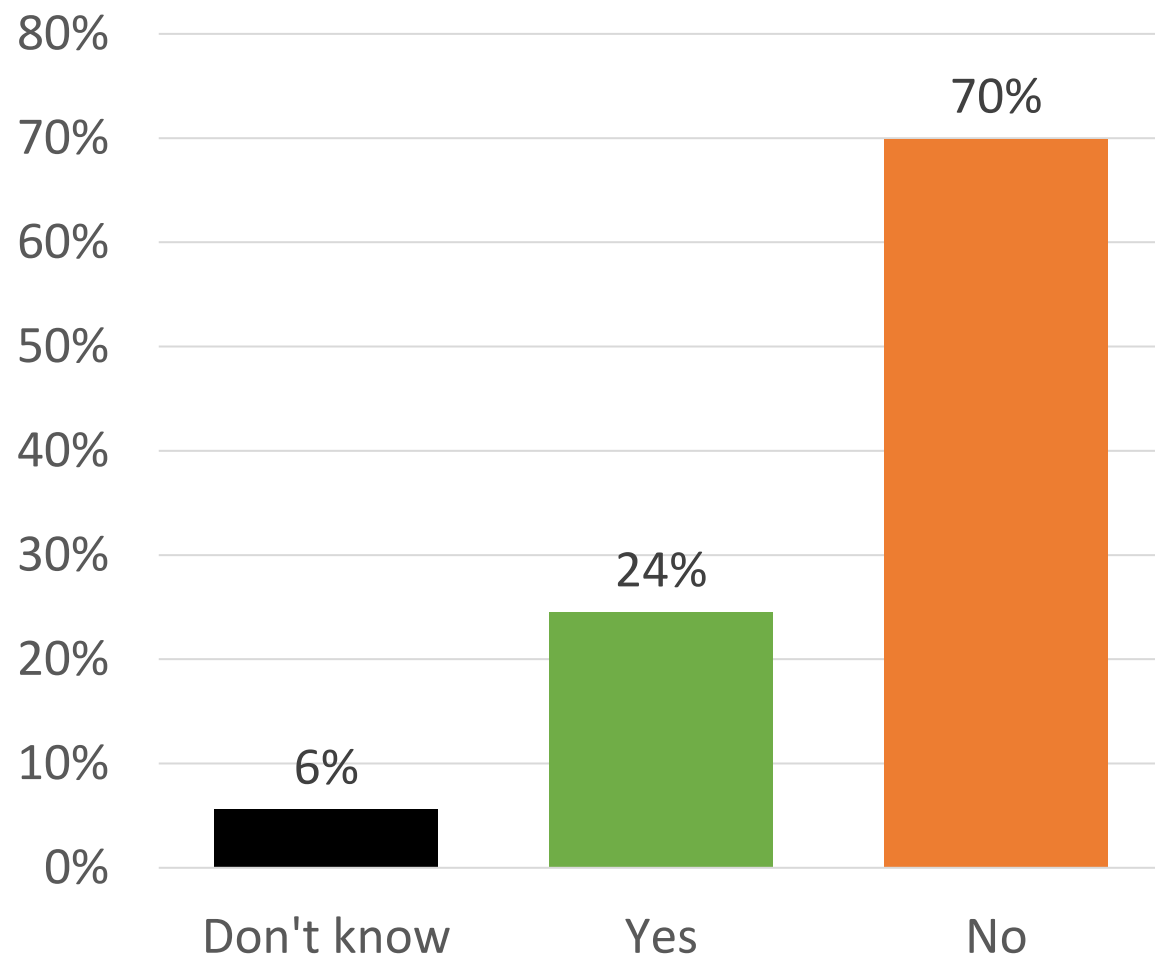
- There were few significant differences between groups in terms of relative preferences for actions that would make them feel safer.
- Improvements to street lighting were more often requested by women (26%) than men (22%)
- Those in the South West locality were more likely to request increased police presence (57%), while those in North West locality were more likely to request additional CCTV cameras (25%).
- Participants from ethnic minority backgrounds were more likely to request specific actions, and less likely to say “don’t know” than participants from white Scottish / British backgrounds. They were more likely to request: additional police (58%); and tackling ASB (44%); and had the same support for more CCTV and street lighting.

Are you currently looking for a new job, or planning to look for a new job in the next year? (3,736 responses)



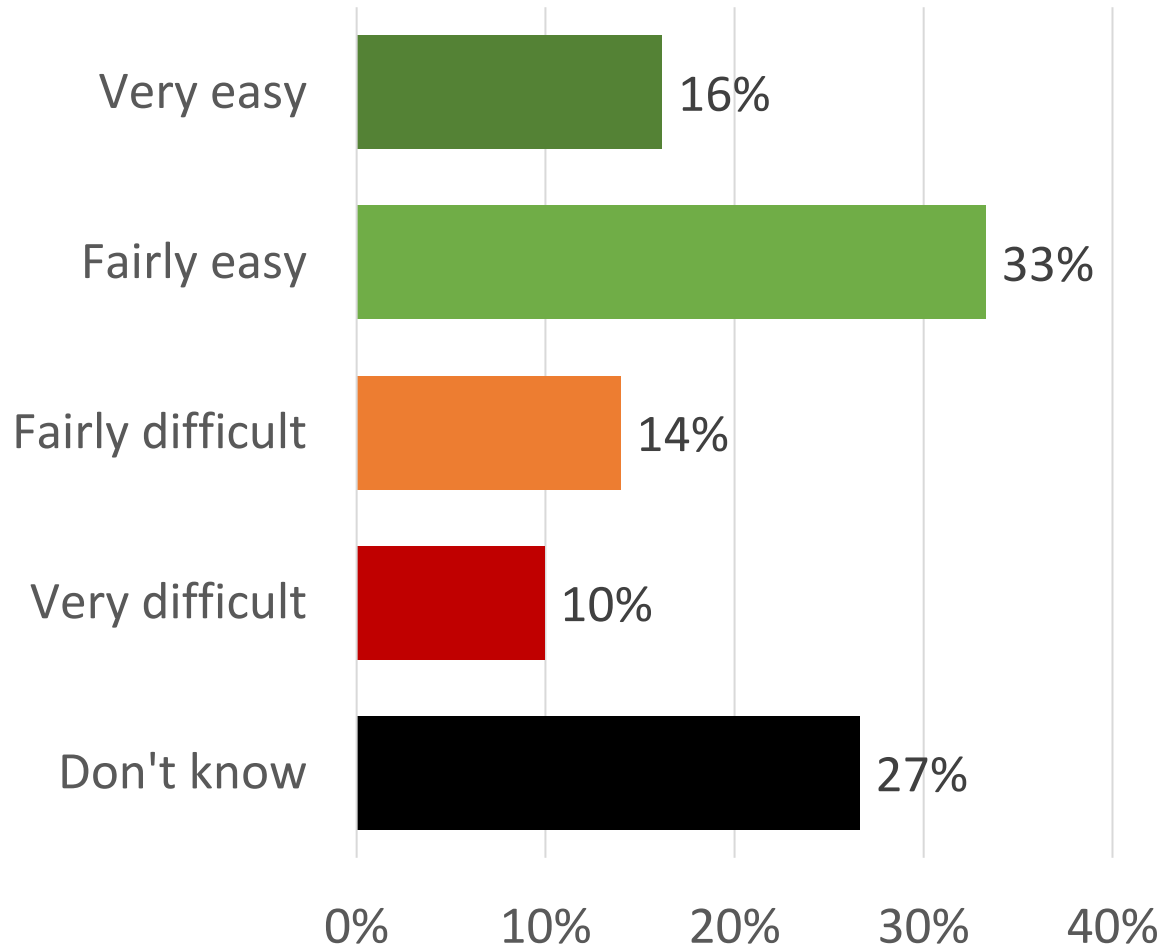
- Students (32%) and unemployed people (34%) were most likely to be looking for a job.
- Looking for a new job declined sharply with age. While 30% of those aged 16-24 were looking for a job, this was only 12% of those aged 25-44, 6% of those aged 45-64, and 1% of those aged 65+.
- People from ethnic minority backgrounds (15%) were more likely to be seeking a job than those from white Scottish / British backgrounds (10%).
- Rates were similar across localities, with the lowest job-seeking rate in the South West (9%), and the highest in the South East (13%) – though this is likely due to differences in age and student population.

Are you aware of the 'Edinburgh Guarantee', which aims to help people find fair work, training and further education? (3,736 responses)



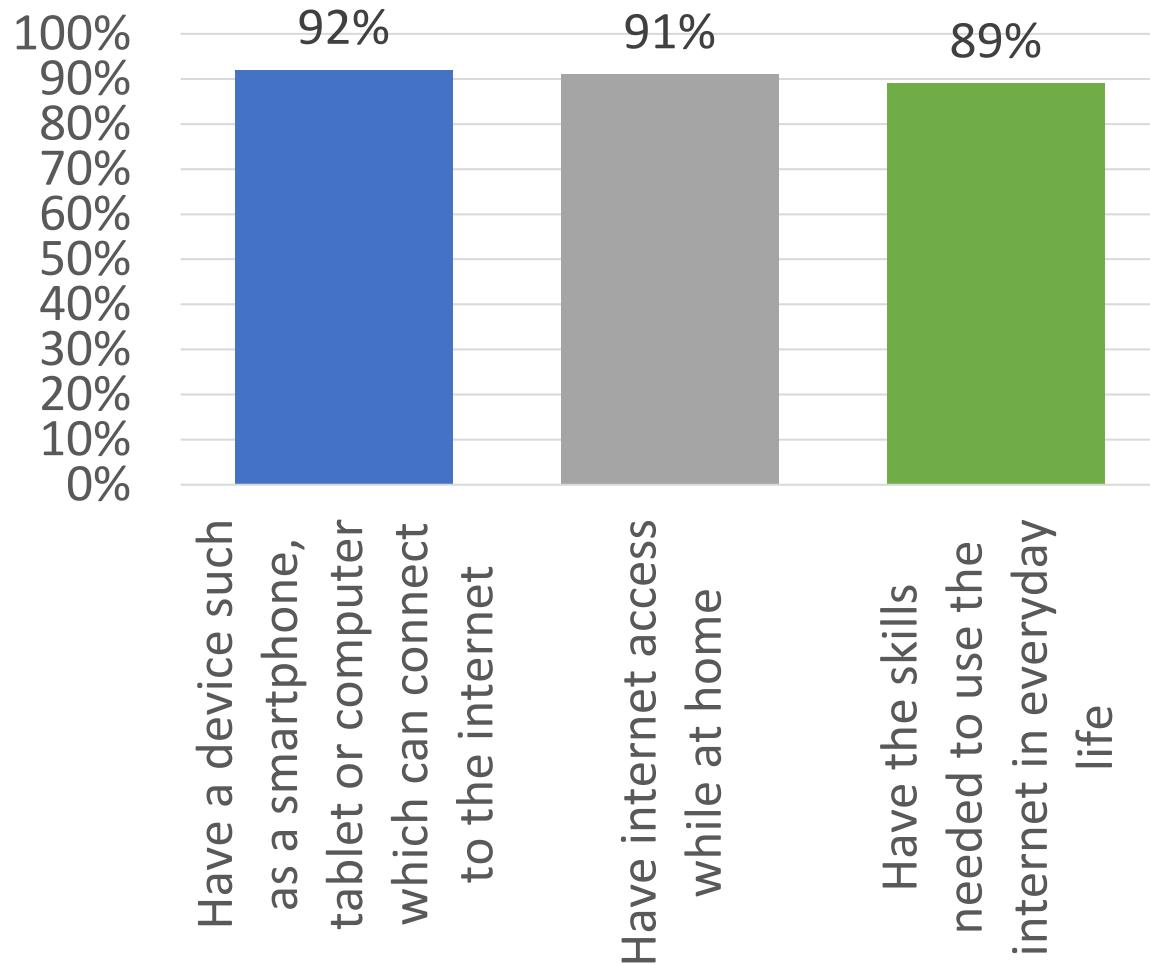
- Awareness with similar amongst participants from the most deprived areas and other areas, and between unemployed people and people in work.
- Students (39%) had higher awareness of the guarantee.
- Awareness of the Guarantee was higher amongst those aged 16-24 (38%) and lower amongst those aged 65+ (15%).
- People from ethnic minority backgrounds (20%) were less likely to have heard of the Guarantee than those from white Scottish / British backgrounds (25%).
- Awareness was highest in the North East locality (29%), and similar in all other localities (22%-24%).

How easy or difficult do you think it would be for you to get a new job at the moment? (3,178 responses – excludes those who said they would not return to work)



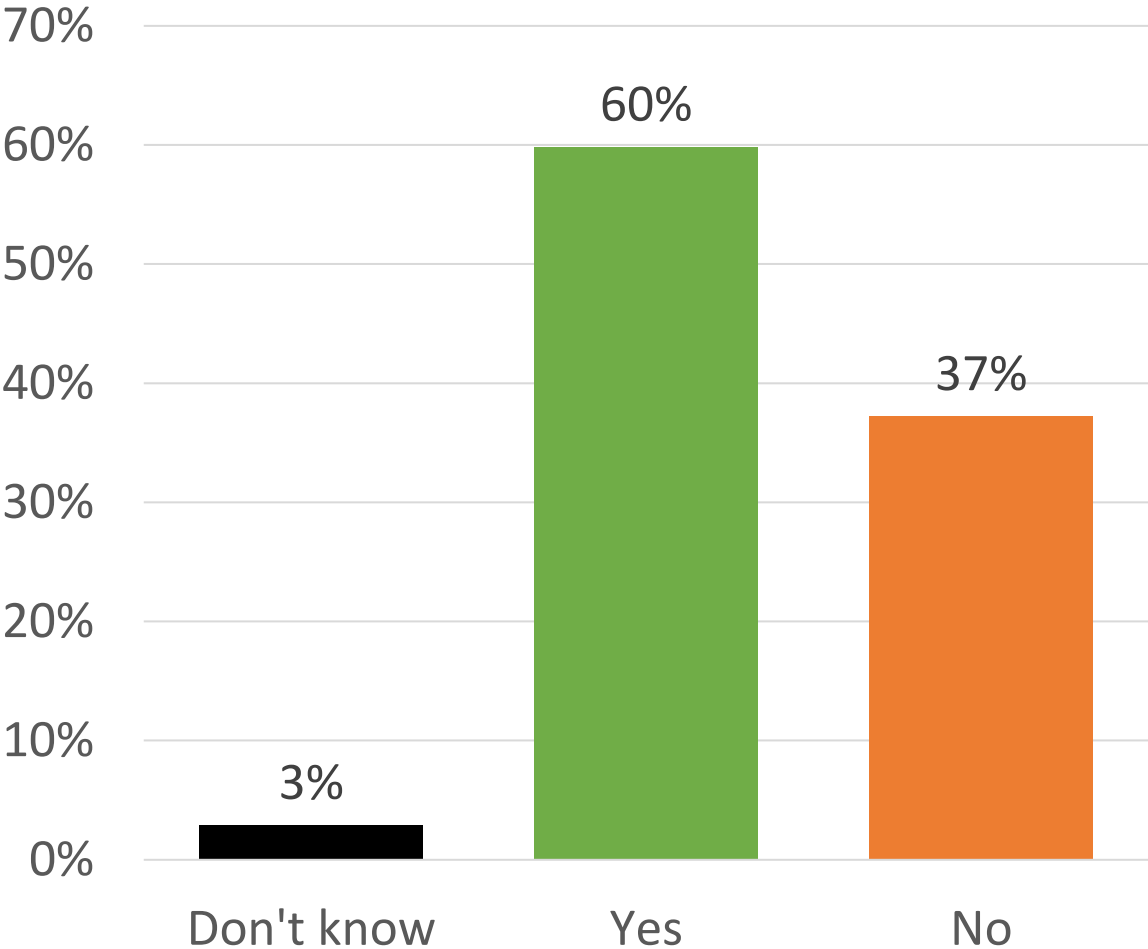
- Men (52%) were more likely to feel finding a new job would be easy than women (47%).
- Those aged 25-44 (55%) were most likely to say it would be easy to find a new job, this was slightly lower amongst those aged 45-64 (49%) and much lower amongst those aged 65+ (25%).
- 35% of those living in the 20% most deprived SIMD areas thought finding a new job would be easy, compared to 52% of those living in other areas.
- Those in employment were more likely to think finding a new job would be easy – 62% for those who were self-employed; 60% for those working full-time; 42% of those working part-time; and only 8% amongst people who were unemployed.

Ownership of internet access devices, having internet skills, having internet access at home (3,736 responses for all)



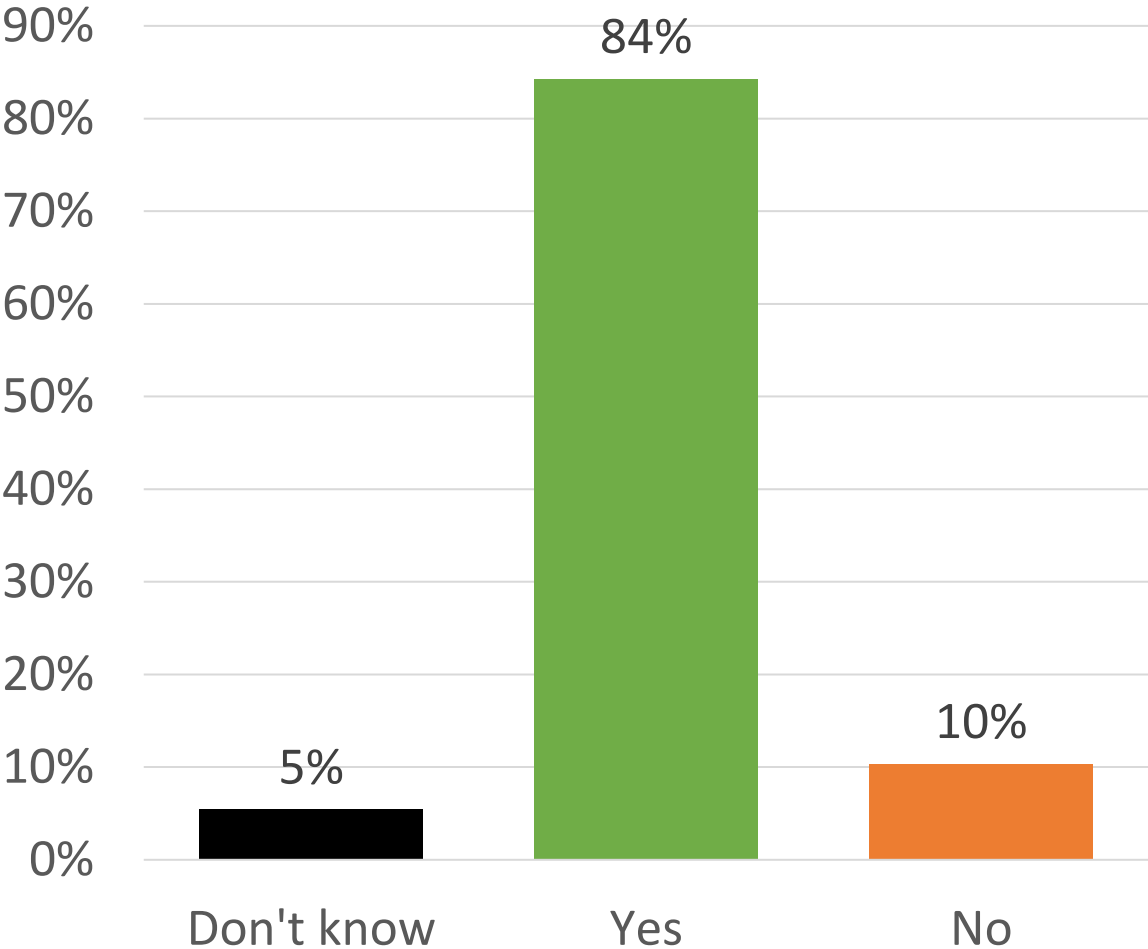
- Retired people were less likely to have a device (58%), have internet access at home (60%), and have skills needed (47%) than any other group. Those aged 65+ have similar, but slightly higher results for all indicators.
- Those in any kind of work gave close to 100% scores for all questions.
- People who were unemployed were slightly less likely to have a device (88%) and skills (88%), but much less likely to have internet access at home (79%).
- Those from the 20% most SIMD deprived areas were also less likely to have devices (85%), internet access at home (82%), and necessary skills (80%).

Are you aware of the support available in Edinburgh, should you wish to learn any new skills, or study for any academic or professional qualifications? (3,736 responses)



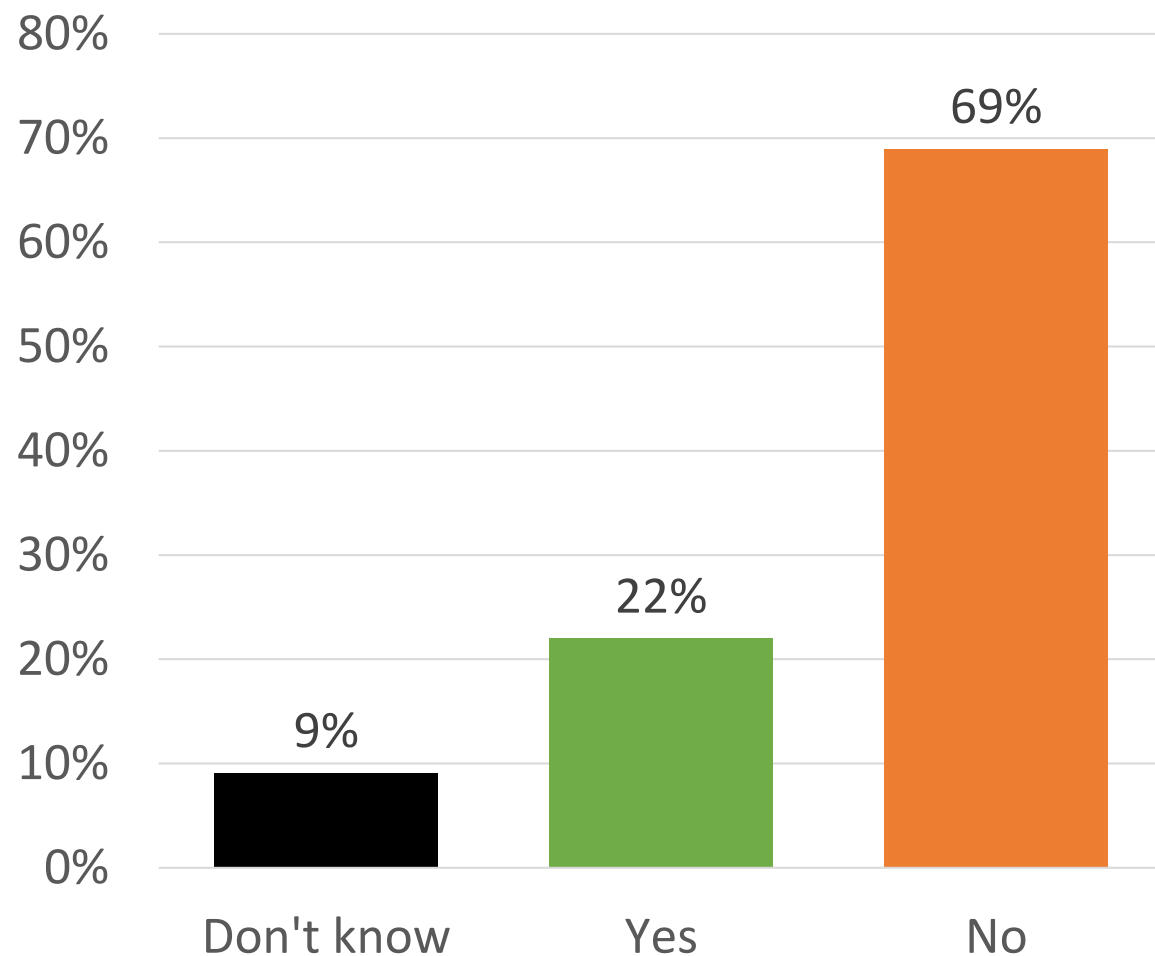
- Awareness declined with age and was highest amongst those aged 16-24 (78%) and lowest amongst those aged 65+ (37%).
- Awareness was highest in the North East locality (66%) and lowest in the South West (56%).
- Women (62%) had higher awareness than men (57%).
- Awareness was lower amongst participants who were from the most deprived 20% SIMD areas (51%) compared to other areas (61%).
- There was a clear link to employment and awareness of learning support: amongst students (86%); self-employed people and those working full-time (66%); those working part-time (62%); unemployed (42%); and retired (32%).

Do you feel able to access this type of support to learn any skills, or study for any academic or professional qualifications, should you want to? (2,236 responses – only those who were aware of support)



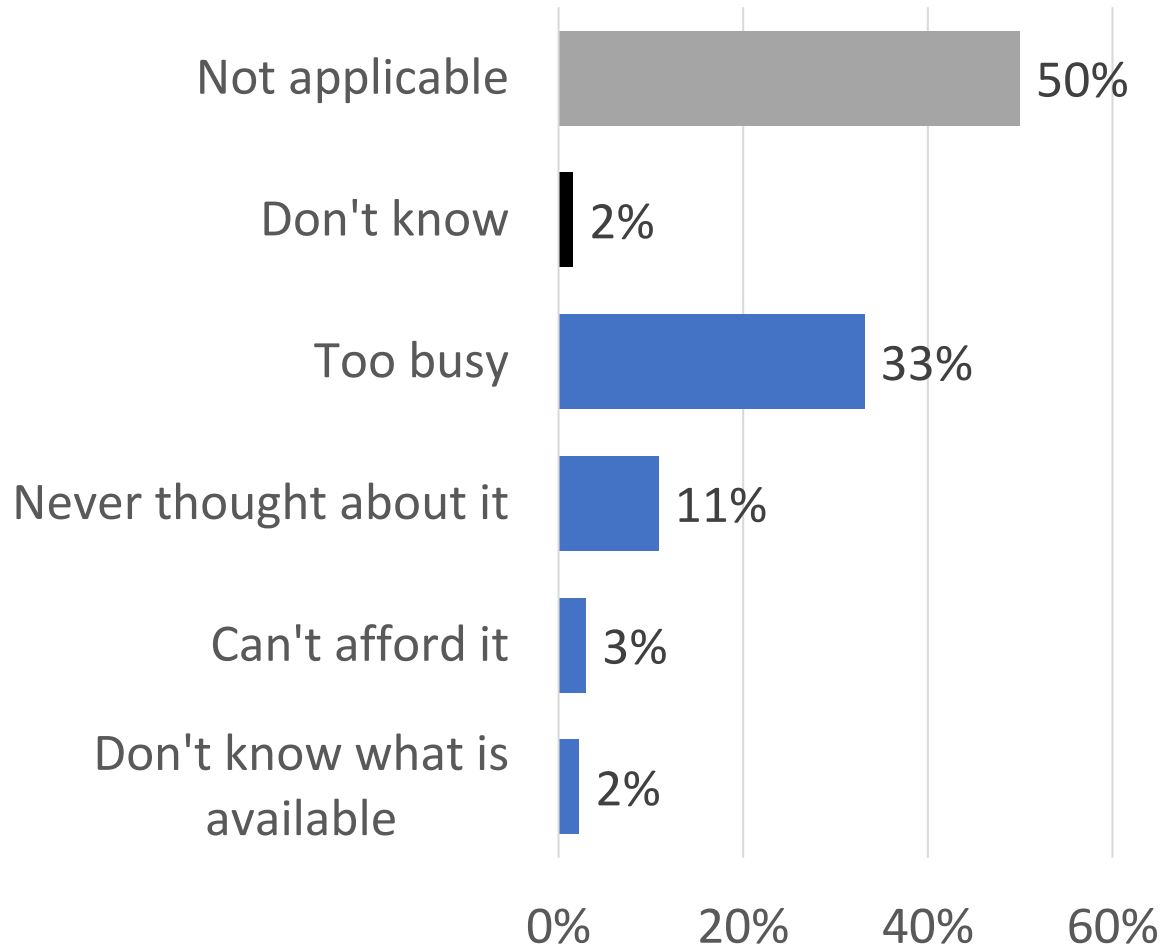
- Feeling able to access support declined with age and was highest amongst those aged 16-24 (94%) and lowest amongst those aged 65+ (70%).
- This was highest in the South East locality (90%) and lowest in the South West (76%).
- Those who were unemployed (66%) and retired (69%) were least likely to feel able to access support.

Are you planning to learn any new skills, or study for any academic or professional qualifications in the next year? (3,736 responses)



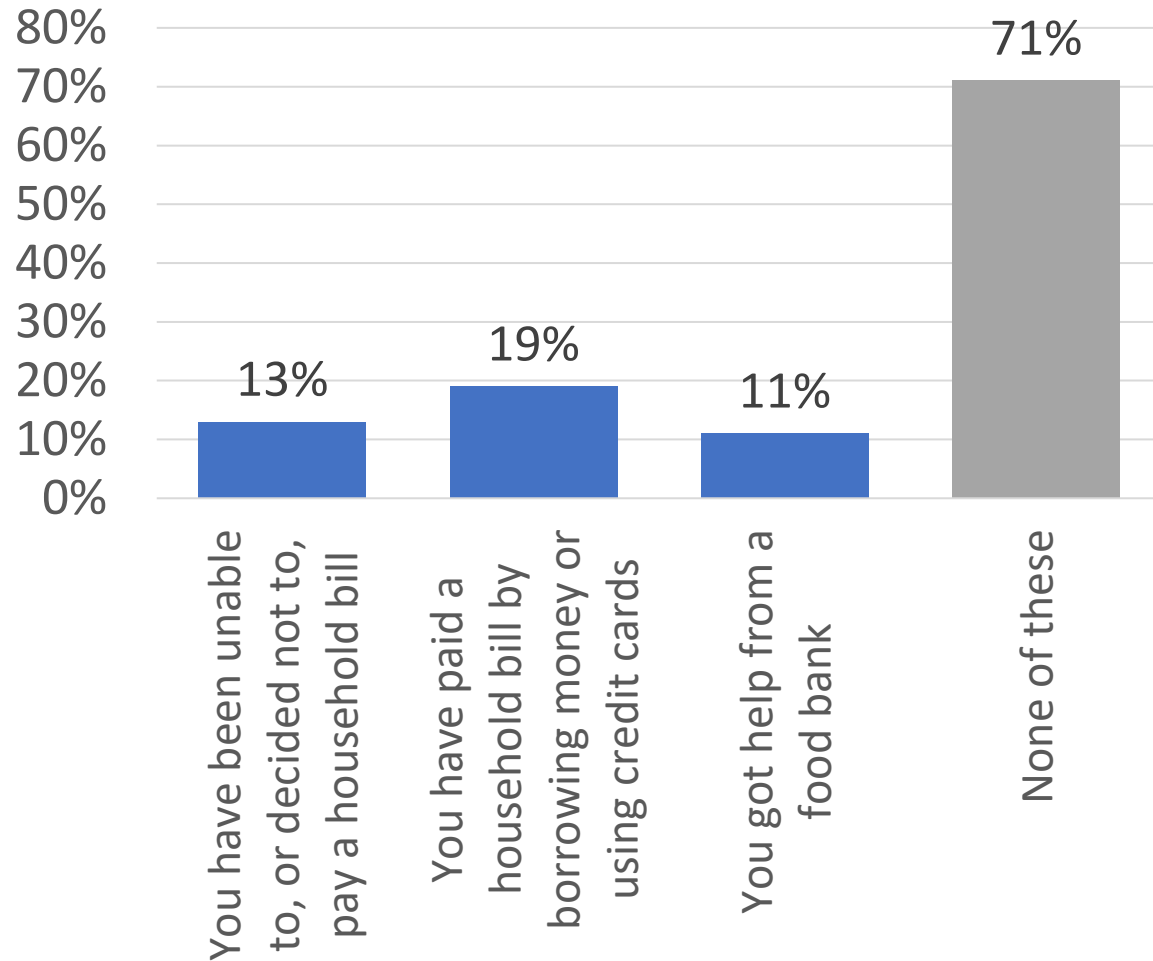
- Men (24%) were slightly more likely to plan to develop new skills than women (20%).
- Planning to learn new skills declined sharply with age. While 70% of those aged 16-24 were planning to develop new skills, this was only 21% of those aged 25-44, 9% of those aged 45-64, and 4% of those aged 65+.
- This is likely closely related to whether individuals were students. 94% of students were planning to learn new skills in the next year, compared to only 16% of those working full time.
- This skews results by locality and ethnic minority background because of overlap with distribution of young people who are students.

What, if anything, is currently preventing you from learning new skills or studying for any qualifications? [Open question, multiple options] (2,576 respondents)



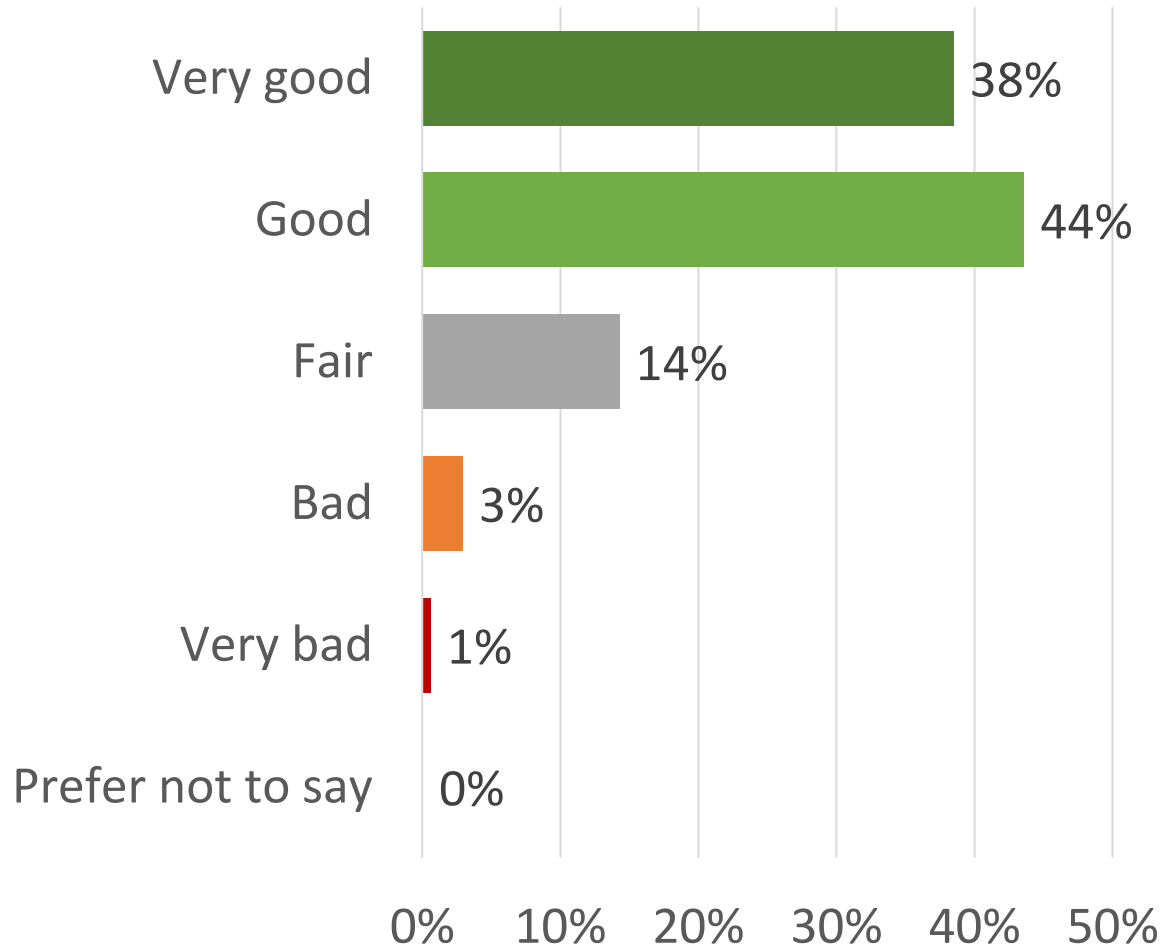
- Being too busy was the most common reason for most groups and was especially true for those aged 25-44 (48%), people working full-time (48%), and people who were self-employed (49%).
- Never having thought about it was more common for people who were unemployed (19%) and those from the most deprived 20% SIMD areas (15%).
- Being unable to afford it was most often stated by unemployed people (15%), but did not vary by SIMD area.
- People were more likely to feel learning new skills didn't apply to them as they aged, with 73% of those aged 65+ stating this, compared to only 37% of those aged 16-24.

Which, if any, of the following have applied to you in the last 12 months? (3,736 responses)



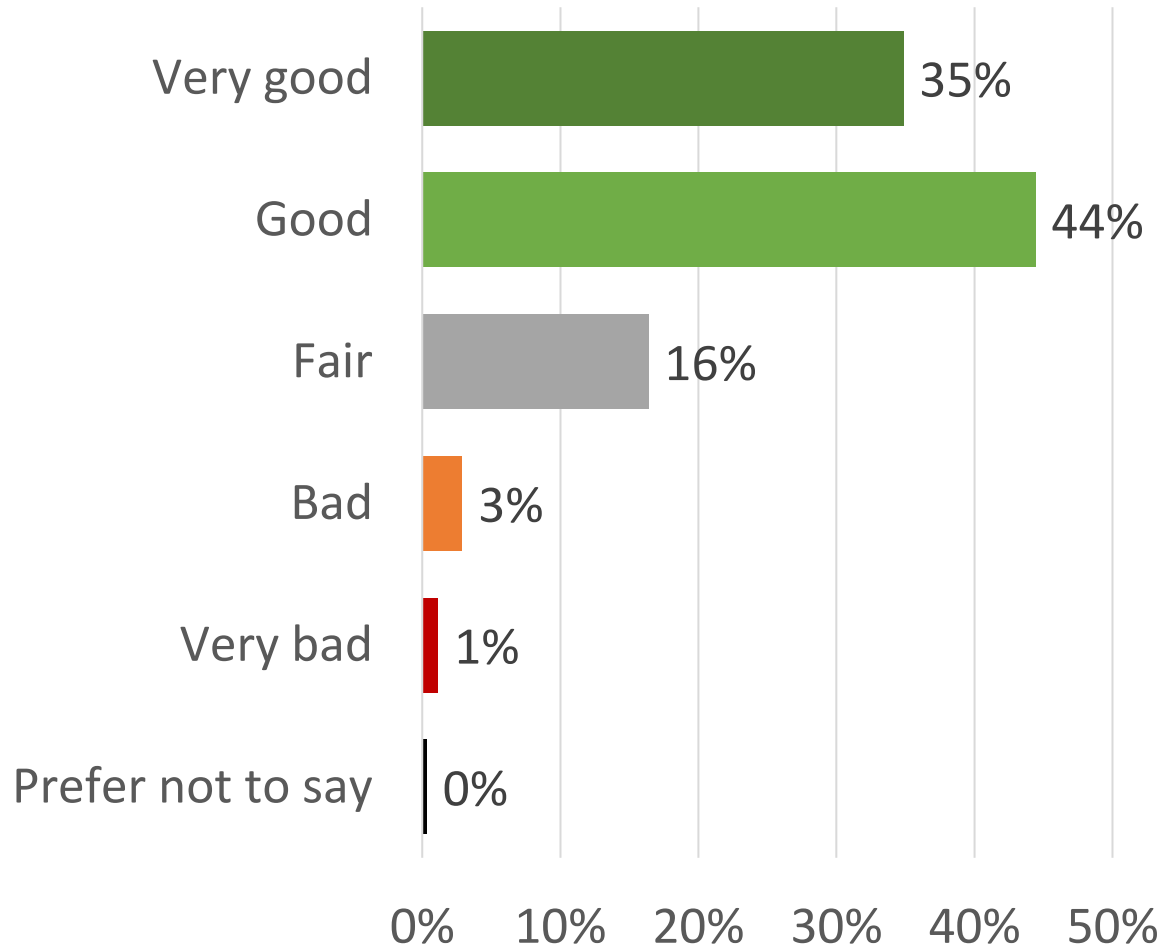
- Retired people (84%), students (84%) and self-employed people (82%) were all more likely to have taken none of these actions. Participants living in South East locality (80%) were more likely to have taken none of these actions.
- Employment was the main factor in all these actions. Amongst people who were unemployed, 53% had used a food bank, 59% had not paid a bill, and 45% had paid a bill using credit.
- Those living in the most deprived 20% SIMD areas were much more likely to have taken all actions (29% - didn't pay bill; 30% - paid on credit; 28% - used a food bank).
- Those aged 25-44 were most likely age group to have taken all actions (19% - didn't pay bill; 27% - paid on credit; 14% - used a food bank).

How is your physical health in general? (3,736 responses)



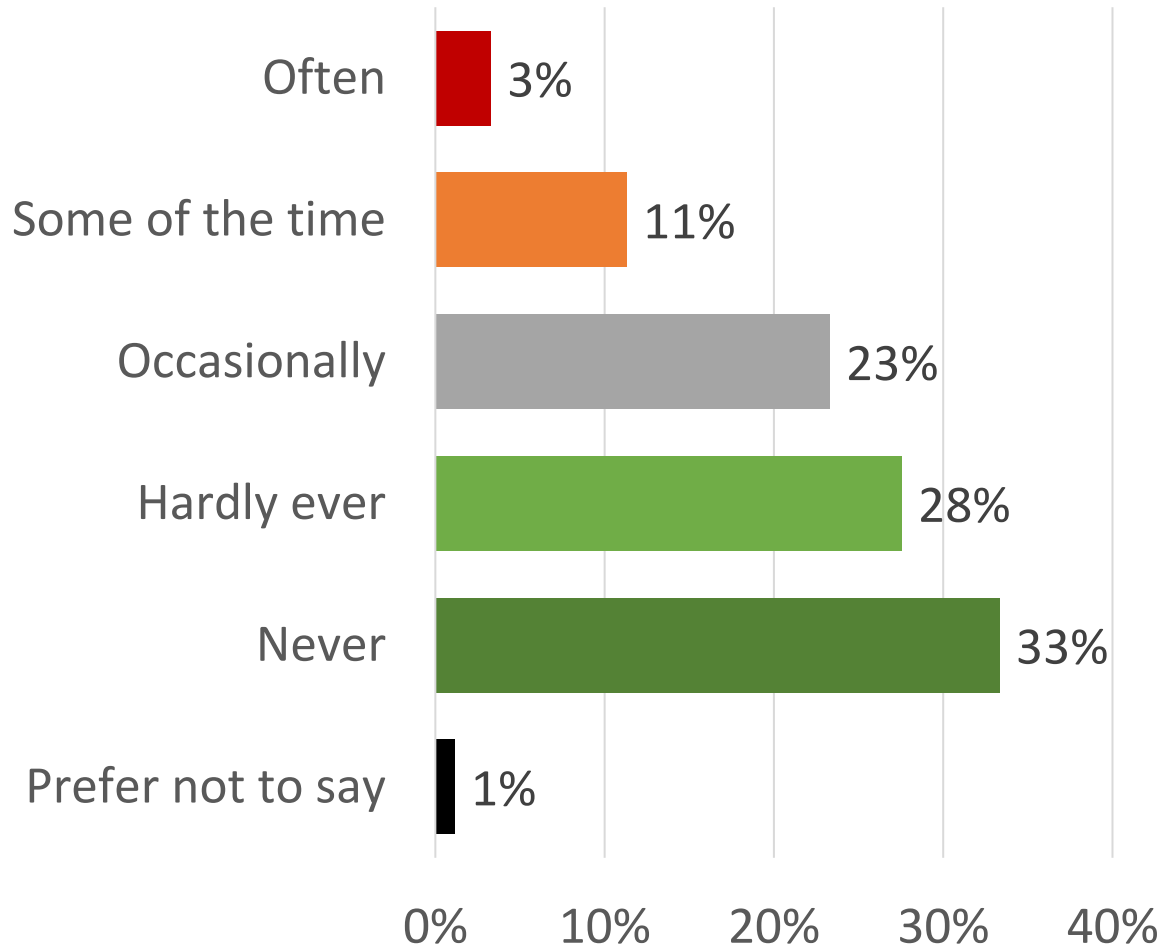
- Assessment of physical health generally declined with age. Of those aged 16-24, 53% rated their health as very good; of those aged 65+, only 18% rated their health as very good.
- Those living in the most deprived 20% of SIMD areas rated their health as very good 27% of the time, compared to 41% of those living in other areas.
- Students (56%), those working full-time (49%), and those who are self-employed (47%) rated their physical health as very good.

How is your mental health in general? (3,736 responses)



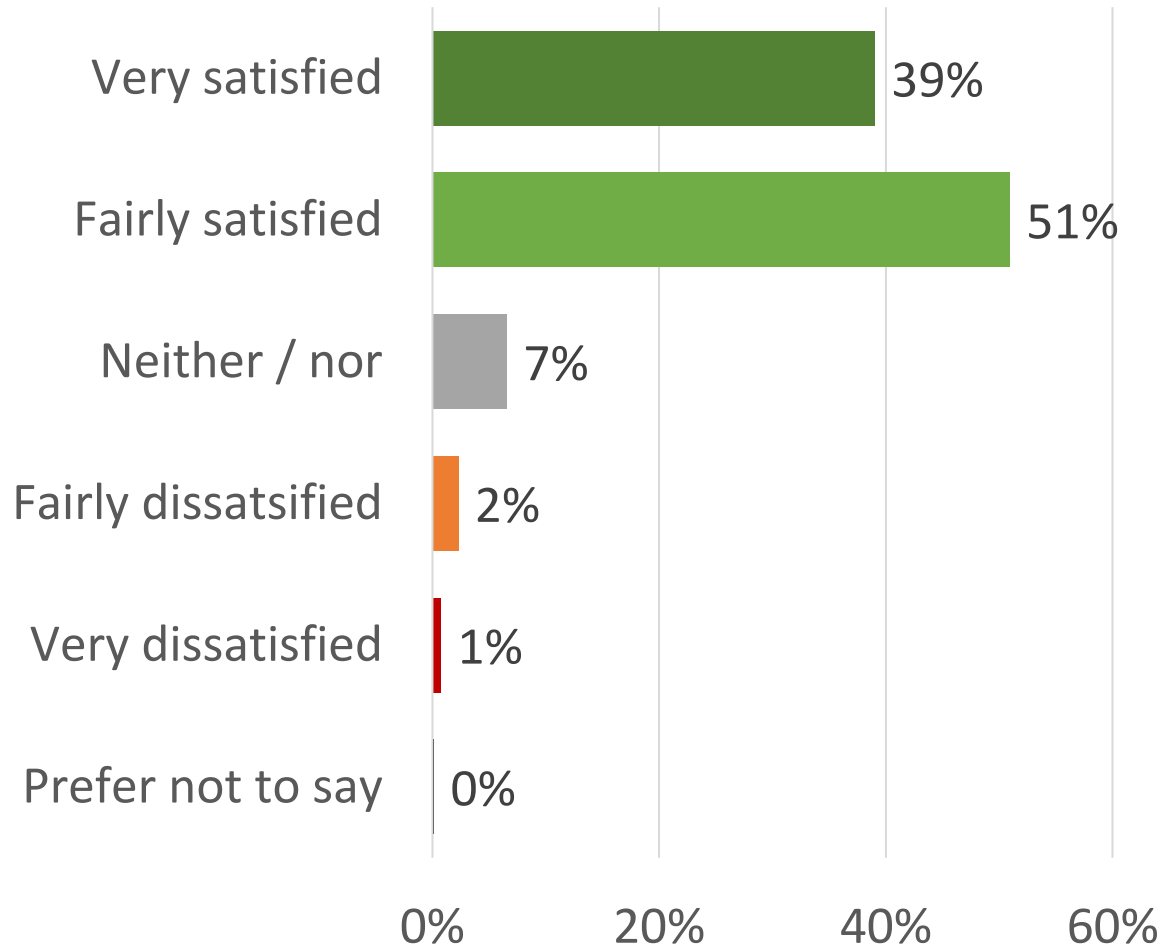
- Assessment of mental health generally declined with age. Of those aged 16-24, 44% rated their mental health as very good; of those aged 65+, 30% rated their mental health as very good.
- People who were unemployed rated their mental health much worse than any other group (11% - very good; 6% - very bad).
- Those living in the most deprived 20% of SIMD areas rated their mental health as very good 24% of the time, compared to 37% of those living in other areas.

In the last 12 months, how often, if at all, have you felt lonely? (3,736 responses)



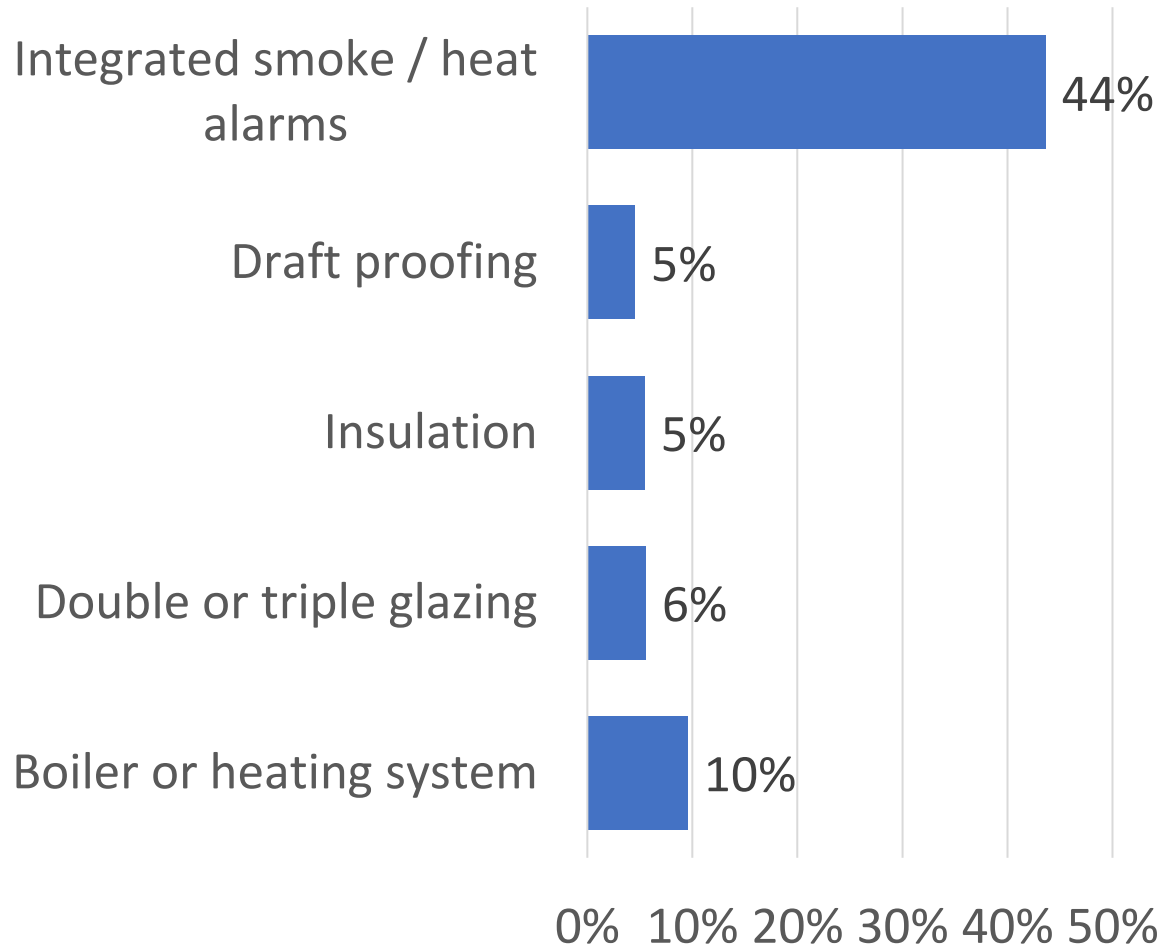
- There were only small differences in loneliness based on gender, locality, and ethnicity.
- There was no clear pattern in relation to age and little difference between age groups, but those aged 65+ were least likely to say they never felt lonely (27%).
- Working appears to have the strongest relationship to feelings of loneliness. 29% of people who were unemployed said they often or sometimes felt lonely. This compares to 19% of people who were retired, and only 9% of those working full-time.
- 21% of those living in the most deprived 20% of SIMD areas felt lonely often or sometimes, compared to 13% of those in other areas.

Overall, how satisfied or dissatisfied are you with your life nowadays? (3,736 responses)



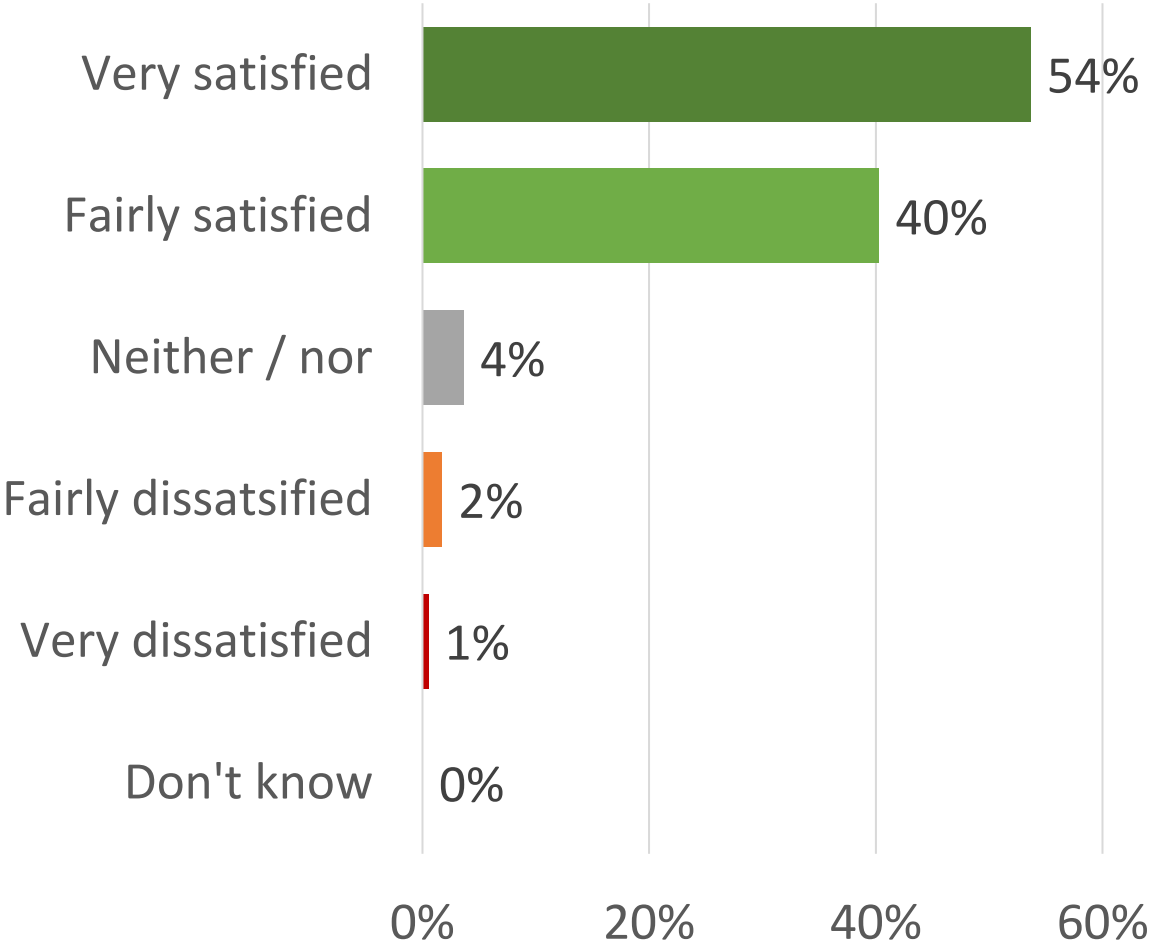
- Satisfaction was similar overall for participants of all genders and ages, and all localities.
- Those in the 20% most deprived SIMD areas were less satisfied with their lives (76%) than those in other areas (93%).
- Those who were unemployed were 61% satisfied, compared to 88% of those who were retired, while most groups of those in employment were similar (94% part-time; 96% full-time).
- Those from ethnic minority backgrounds were more satisfied (94%) than those from white Scottish / British backgrounds (89%).

Has your current home had any of the following installed or replaced within the last 5 years?
(3,736 responses)



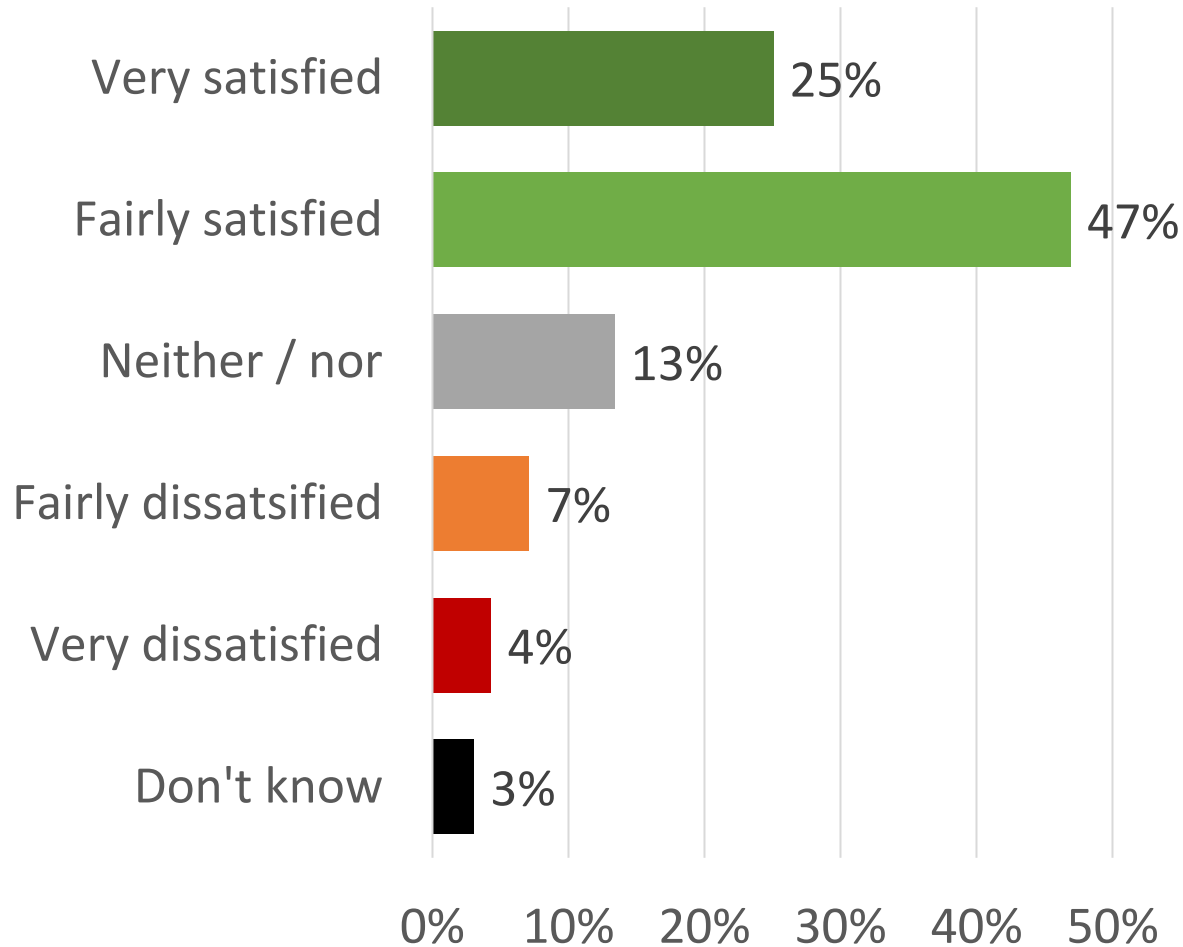
- Younger age groups were less likely to have had these installed or replaced, however this is likely due to them having lived in properties for shorter periods of time and being renters, rather than older groups who had been in properties for longer or being owners personally responsible for improvements.

Thinking about Edinburgh as a whole, how satisfied or dissatisfied are you with it as a place to live? (3,736 responses)



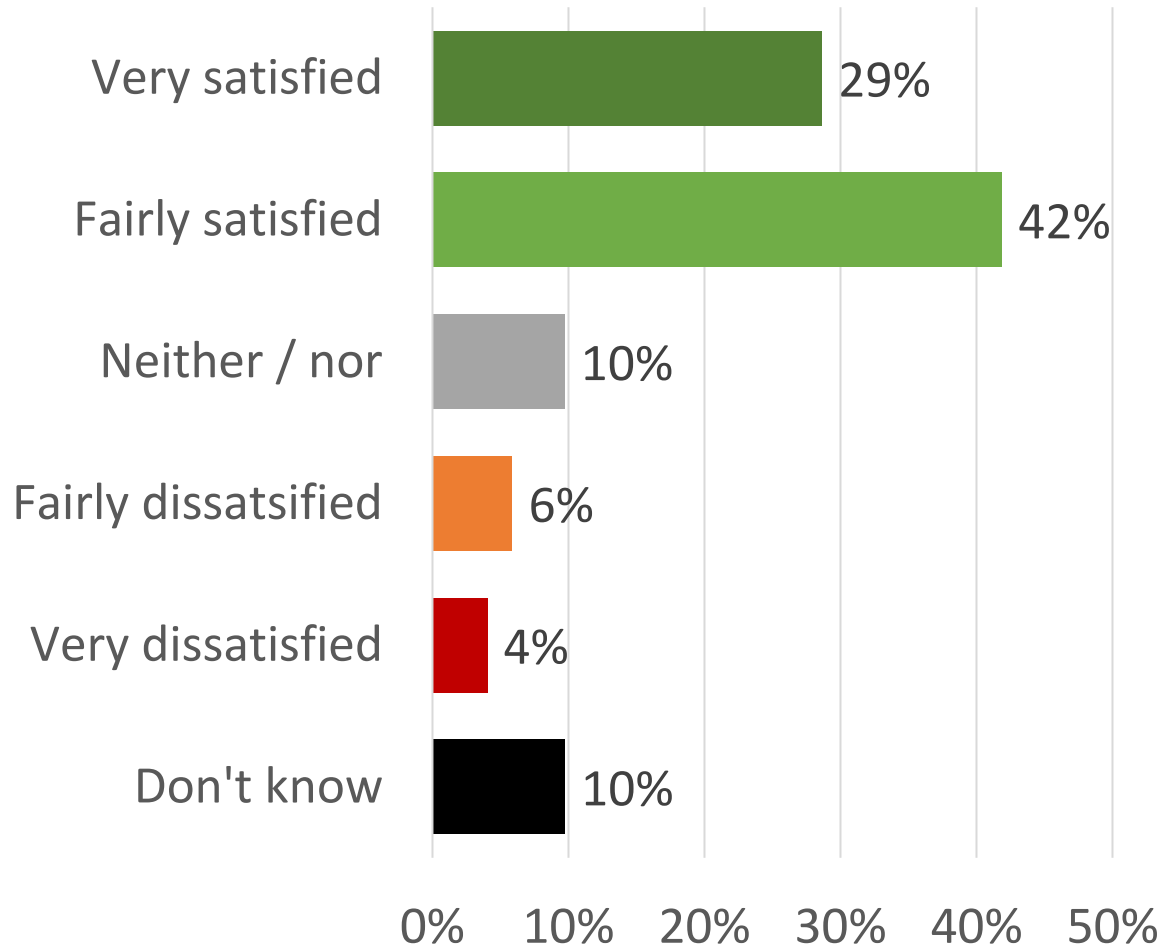
- Satisfaction was similar overall for all localities, and participants of all genders, ages and ethnicities.
- In the 20% most deprived SIMD areas, only 83% were satisfied, compared to 96% of those living in other areas of Edinburgh.
- Unemployed participants were only 80% satisfied, compared to 96% satisfaction amongst those working full-time and 98% amongst students.

Thinking about all the services provided by the following public agencies in Edinburgh, overall how satisfied or dissatisfied are you with each of these – *The City of Edinburgh Council?* (3,736 responses)



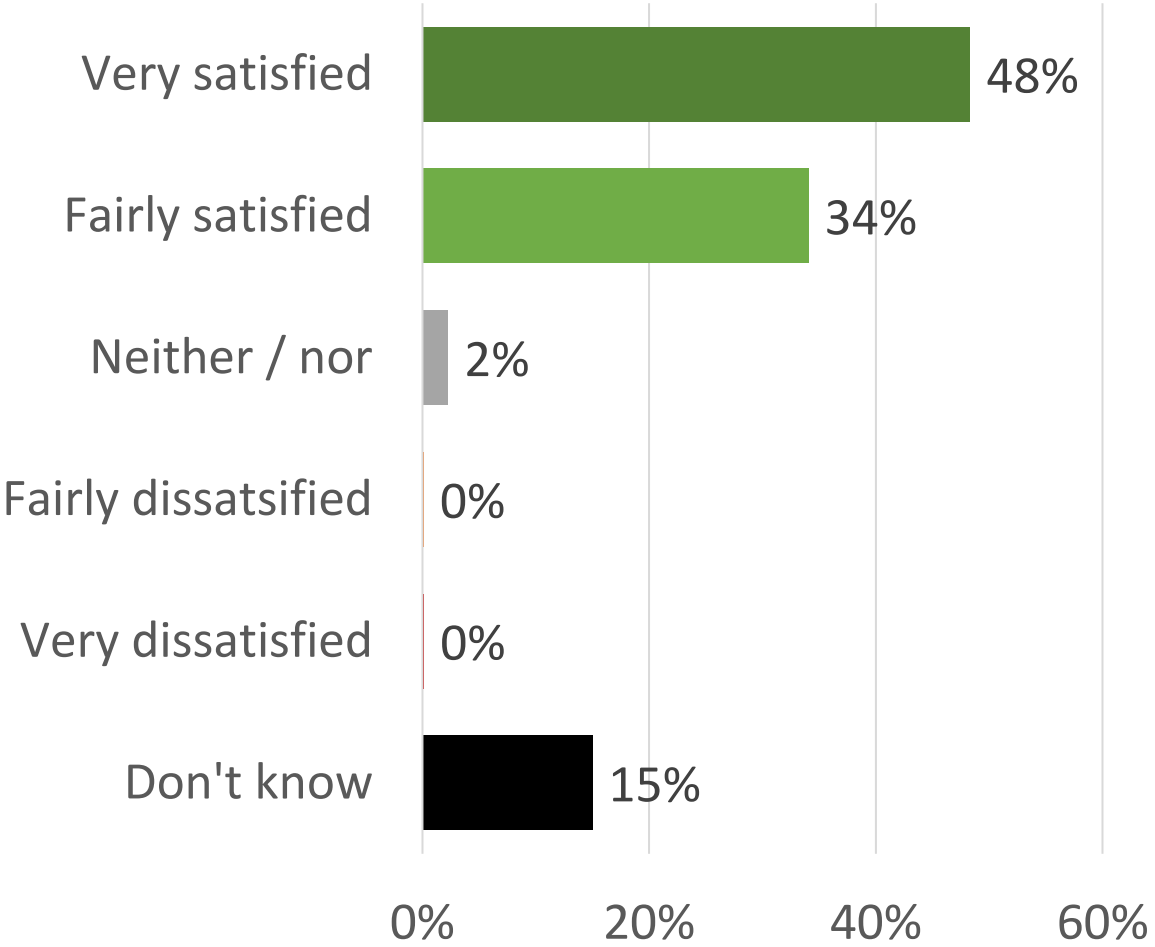
- Satisfaction was similar overall for participants of all genders and ages.
- Satisfaction was lowest in the South West locality (66%) and highest in the South East locality (79%).
- Participants in the 20% most deprived SIMD areas were 60% satisfied, compared to 74% of participants in other areas.
- Participants from ethnic minority backgrounds were more satisfied (80%) than those from white Scottish / British backgrounds (70%).
- People who were unemployed were least satisfied (55%), compared to retired people (70%), those working full-time (71%), and students (78%).

Thinking about all the services provided by the following public agencies in Edinburgh, overall how satisfied or dissatisfied are you with each of these – *Police Scotland?* (3,736 responses)



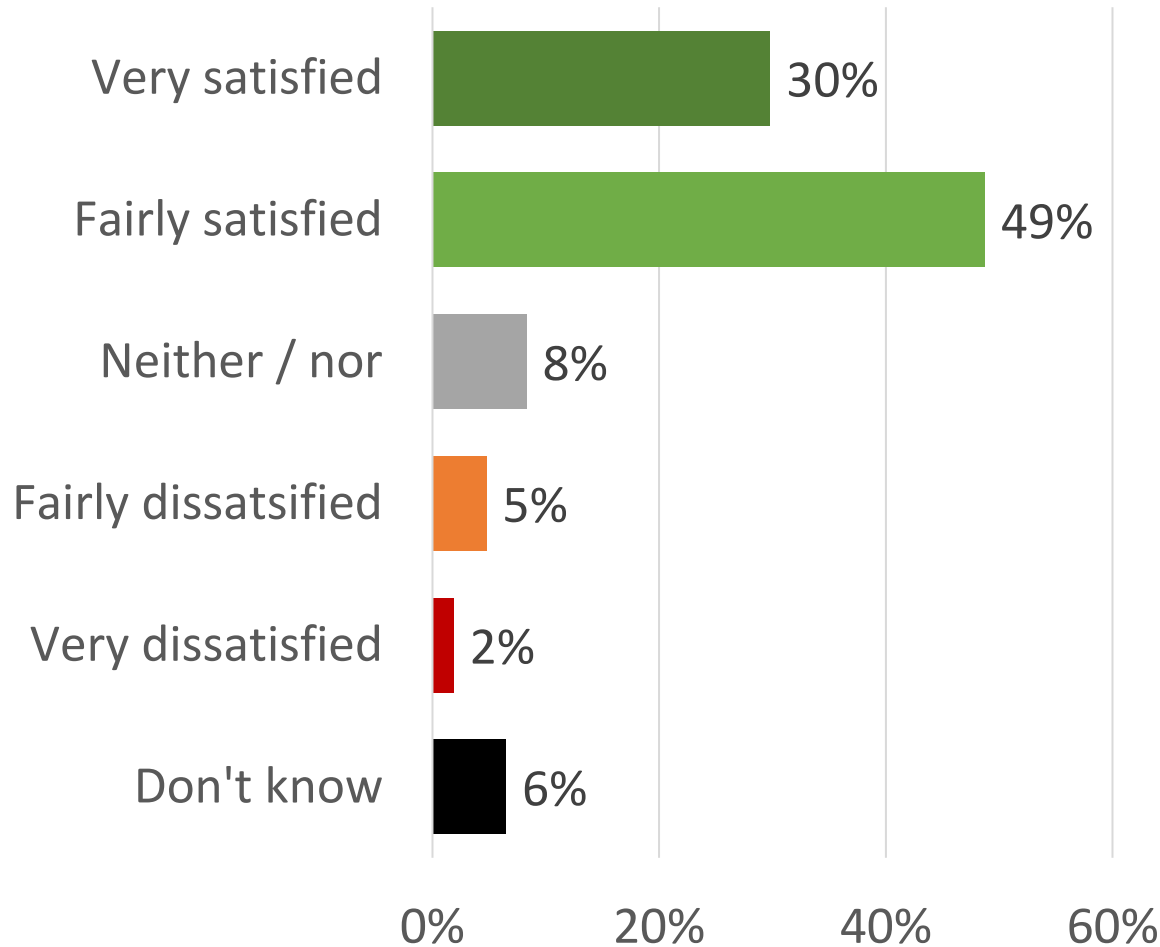
- Satisfaction was higher for women (73%) than men (68%).
- Satisfaction was similar for people of all ages.
- Satisfaction was lowest in the South West locality (65%) and highest in the South East locality (79%).
- Participants in the 20% most deprived SIMD areas were 54% satisfied, compared to 73% of participants in other areas.
- Participants from ethnic minority backgrounds were more satisfied (78%) than those from white Scottish / British backgrounds (69%).
- People who were unemployed were least satisfied (51%), compared to self-employed people (66%), retired people (70%), and those working full-time (75%).

Thinking about all the services provided by the following public agencies in Edinburgh, overall how satisfied or dissatisfied are you with each of these – *Scottish Fire and Rescue Service?* (3,736 responses)



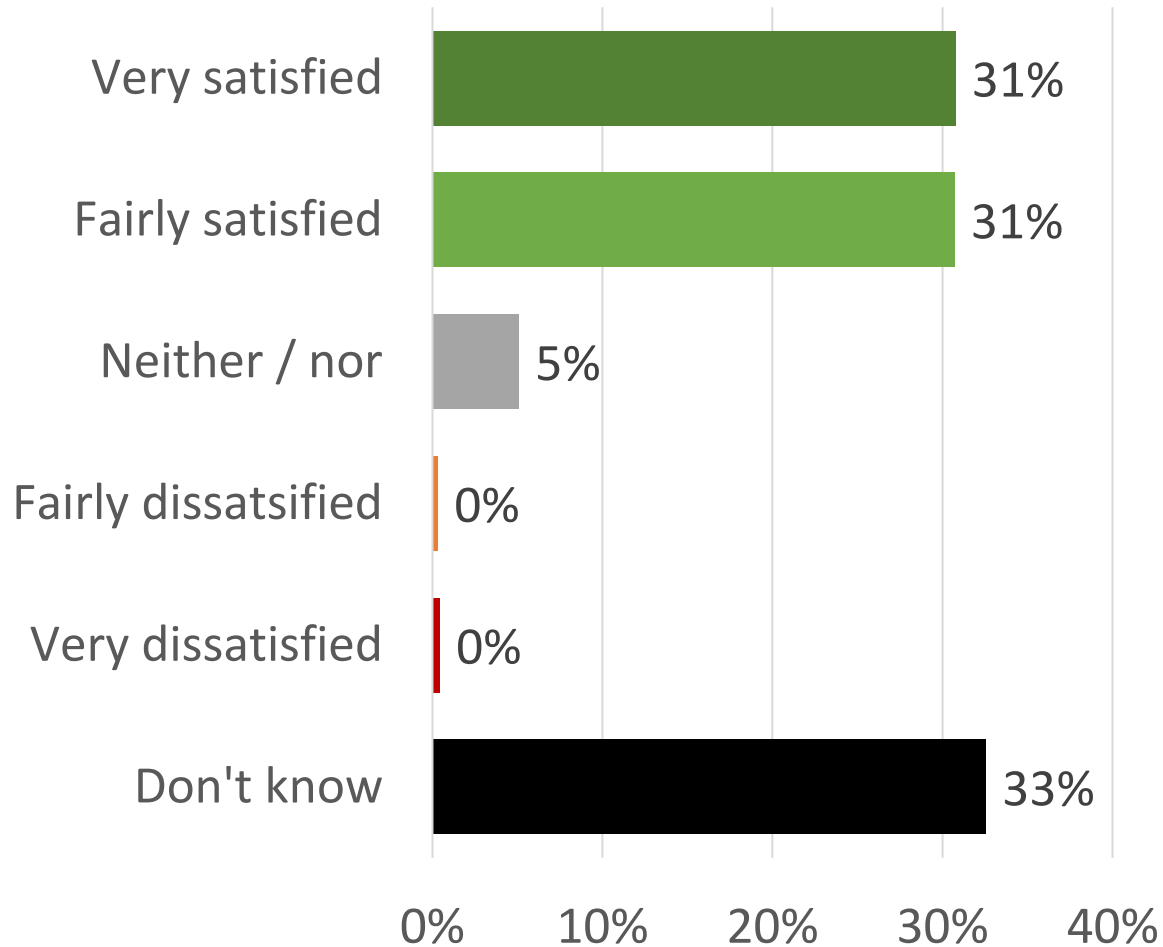
- Satisfaction was similar overall for participants of all genders, ethnicities, employment types, and ages – though younger people and students were more likely to say they didn't know.
- Satisfaction was lowest in the North East locality (77%) and highest in the South East locality (89%).
- Participants in the 20% most deprived SIMD areas were 75% satisfied, compared to 83% of participants in other areas.
- Participants from ethnic minority backgrounds were more satisfied (80%) than those from white Scottish / British backgrounds (70%).

Thinking about all the services provided by the following public agencies in Edinburgh, overall how satisfied or dissatisfied are you with each of these – *NHS Lothian?* (3,736 responses)



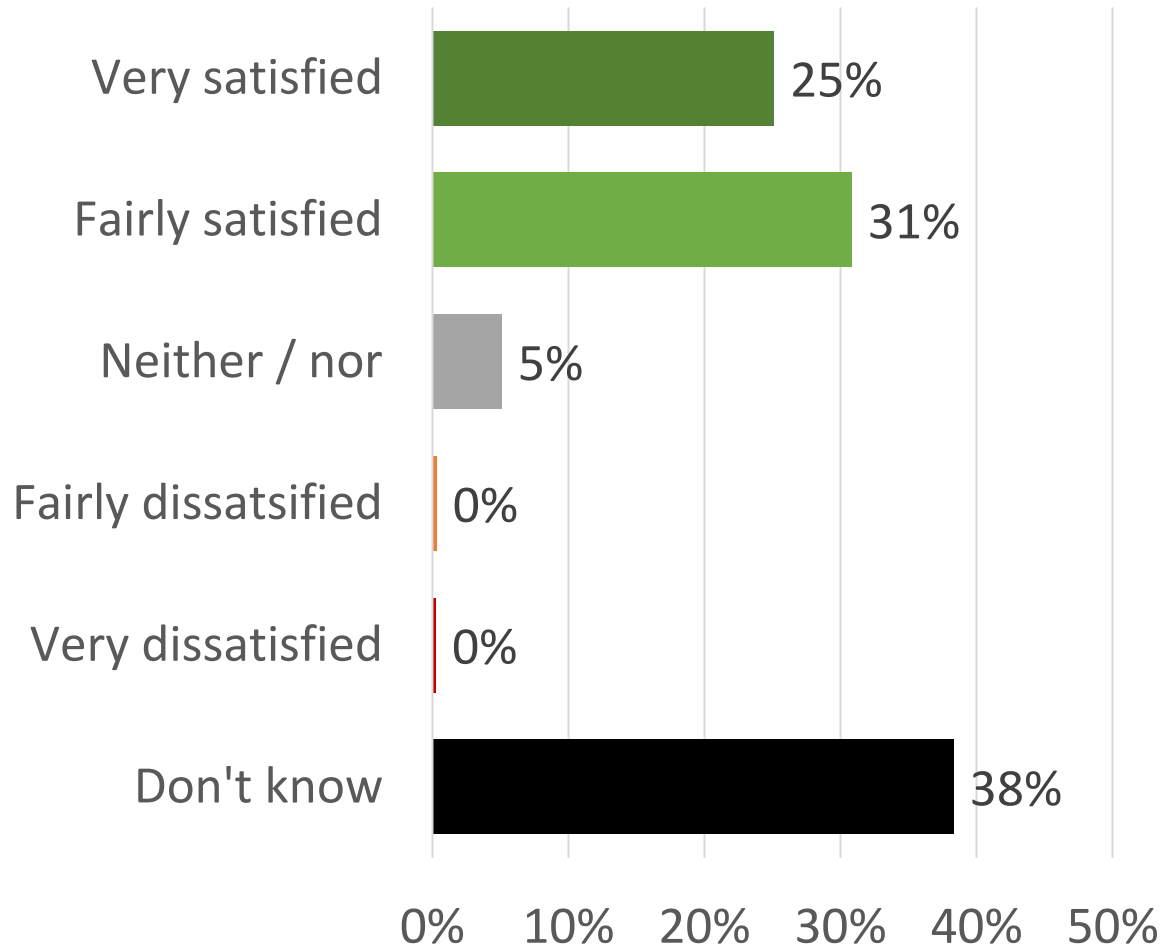
- Satisfaction was higher for women (84%) than men (80%) due to higher don't know responses from men. Satisfaction was similar for all ages once don't know ratings were removed, with younger people being more likely to say they didn't know.
- Satisfaction was lowest in the South West locality (77%) and highest in the South East locality (88%).
- Participants in the 20% most deprived SIMD areas were 76% satisfied, compared to 83% of participants in other areas.
- People who were unemployed were least satisfied (70%) and highest for retired people (88%).

Thinking about all the services provided by the following public agencies in Edinburgh, overall how satisfied or dissatisfied are you with each of these – *University of Edinburgh?* (3,736 responses)



- Satisfaction was similar overall for participants of all genders and ethnicities.
- Satisfaction was much higher amongst students (85%) and those aged 16-24 (75%) and declined with age. Likely this is due to more personal experience.
- Satisfaction was lowest in the North East locality (54%) and highest in the South East locality (69%).
- Participants in the 20% most deprived SIMD areas were 42% satisfied, compared to 65% of participants in other areas.

Thinking about all the services provided by the following public agencies in Edinburgh, overall how satisfied or dissatisfied are you with each of these – *Edinburgh College?* (3,736 responses)



- Satisfaction was higher for women (58%) than men (54%).
- Satisfaction decreased with age, as don't know rates increased, and students (66%) were the most satisfied employment group.
- Satisfaction was lowest in the North East locality (48%) and highest in the South East locality (60%).
- Participants in the 20% most deprived SIMD areas were 44% satisfied, compared to 58% of participants in other areas.
- Participants from ethnic minority backgrounds were less satisfied (51%) than those from white Scottish / British backgrounds (58%).