

# Midlothian *Moving Forward*

Community Planning for Midlothian

## Citizen Panel

Midlothian Council  
Performance Team

Panel Survey Report

Winter 2016/17

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April 2017

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## 1. Executive Summary

### 1.1 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all members of the public services panel. The main topics of the questionnaire were as follows;

- Policing, Safety, Crime and Justice
- Fire and Rescue Service
- Health, Wellbeing and Social Care
- Power of Attorney
- Parenting
- Education and Employment
- Economic Situation
- Communication
- Libraries
- Leisure Facilities
- Refuse Collection and Street Cleaning
- Roads and Transport
- Quality of Life

Where the above issues have been raised in previous Panel surveys comparison with previous results has been undertaken and therefore this survey can also be considered as a 'tracking survey'.

### 1.2 Response Rates

The questionnaire was posted out to the total of 998 Panel members in March 2017. A total of 629 panel members returned completed questionnaires prior to the production of this report, giving a response rate to the survey of 63%.

### 1.3 Survey Responses

#### **Policing, Safety, Crime and Justice Policing**

The three main issues of crime/anti-social behaviour that respondents indicate are a big problem in their area are "Dog fouling and/or dog control" (43%) "Litter/Fly Tipping" (30%), and "Speeding" (22%).

Other types of problems that respondents see as being less of an issue include "Dangerous/antisocial driving (including quad bikes, off road vehicles)": 46% state that this is a small problem, "Homes and sheds being broken into": 45% state that this is a small problem and "Road Safety / Road Crime": 40% state that this is a small problem.

In contrast to these figures issues such as noisy neighbour and deliberate fire setting are not seen as a problem by 77% and 66% of respondents respectively.

Twenty seven percent of all respondents said that they thought crime or anti-social behaviour was being dealt with either fairly or very effectively. The number of people stating that crime or antisocial behaviour is not tackled effectively has dropped to 54% from 72% in 2016 and 63% in 2014.

Ninety five percent of respondents agreed with the statement “Community Safety Justice Partnership works to make Midlothian a safe place to work, visit, grow up and grow old”

Sixty eight percent of respondents said that public space CCTV in Midlothian's towns make them feel safe.

Respondents indicated that they are most likely to feel safe “At home with friends/family during the day” (99% very or fairly safe), or at night (97% very or fairly safe), “At home alone during the day” (99% very or fairly safe) and “At home alone at night” (93% very or fairly safe). A similar number (98%) said they feel very safe or fairly safe walking outside alone during the day.

It is walking outside at night alone that people start to feel less safe. Twenty three percent of respondents said that they feel fairly or very unsafe walking outside alone at night. This feeling increases to 27% among female respondents.

The top three issues that respondents would want the community planning partners to concentrate on are, “Dog Fouling/Dog Control” (36%), “Homes and sheds being broken into” (31%) and “Littering/Fly Tipping” (29%).

The main issues that respondents feel are part of Violence Against Women and Girls are Domestic Abuse (95%), Rape and sexual assault (93%) and Emotional/Mental abuse (89%).

The top 3 issues that respondents think should be a priority with regards to Violence Against Women and Girls are, “Domestic abuse” (53%), “Rape and sexual assault” (53%) and “Emotional/Mental abuse” (28%).

Respondents were most likely to be confident in the following elements of the criminal justice system, “Police” (83%) and “Prison Services” (66%).

The highest number (32%) of people stated that they were not confident in the Criminal Justice Social Work, which includes Community Payback Orders and Post –Release licences.

The top 3 aspects that respondents state are high in helping to reduce offending are, “Support those with mental health problems” (75%), “Support those who experience abuse” (73%) and “Work with young people to reduce their anti-social activities and offending” (71%).

The main type of unpaid work that respondents would like to see carried out in their community by offenders are improving community facilities (75%), landscaping parks and playgrounds (74%) and Improving lives of individuals and communities affected by crime (64%).

### **Fire and Rescue Service**

Home fire safety visits are provided by Scottish Fire and Rescue Service (SFRS) and include home safety advice and smoke detectors. Respondents said that activities such as leaflets through the post, more publicity and adverts in the local press could be undertaken by SFRS to encourage people to request a free home fire safety visit.

SFRS offer free advice, devices and equipment to help improve safety in the home (i.e. to reduce the risk of slips, trips, falls), particularly for elderly people and young children. Respondents said that the following

activities such as calling on the elderly in their homes, better advertising and working with the NHS could be undertaken by SFRS to encourage people to request this free service.

SFRS offer free basic life saving skills training, where people can learn how to perform CPR, recognise cardiac arrest and be able to use an automatic defibrillator. Respondents said that the following activities such as more publicity, leaflets through their door and information in the local library could be undertaken by SFRS to encourage people to take up this free training and education.

### **Health, Wellbeing and Social Care**

Seventy one percent of respondents said that their health is either good or very good. A further 23% said it was fair and 6% said it was bad or very bad.

Just over a third of all respondents (36%) said that they eat a healthy diet, including 5 daily portions of fruit and vegetables between 6 and 7 days a week. This is followed by 46% who do so 3-5 days per week and 15% 1-2 days per week. Three percent of respondents said that they never eat 5 daily portions of fruit and vegetables.

The main thing that would make it easier for people to eat more healthily is “A wider range of good quality affordable fruit and vegetables in your local town or area”, 57% of respondents stating this.

This is followed by “A wider range of ‘healthy’ food options in your local shops and food outlets” (40%), “Knowing how to eat healthily on a budget” (28%) and “Having more knowledge on how to cook healthy meals” (14%).

Three percent of respondents said that they miss a meal because they cannot afford to buy the food they need. This rose to 7% among respondents living in rented accommodation.

Eight percent of respondents said that they never or rarely engage in physical activity. Eighty four percent of respondents said that they engage in physical activity at least once a week or more often.

The top two physical activities that respondents indicated they engage in are walking (88%) and housework, gardening or window cleaning (68%). This is in line with previous years figures. These activities are followed by swimming (18%), dancing (17%) and Gym activities (15%).

The top 3 healthcare services that people attended first for advice or treatment when either they or a family member had a concern for their health were, “GP” (75%), “Dentist” (33%) and “Optician” (25%).

### **Power of Attorney**

Just under half (47%) of all respondents said that they are fully aware of Power of Attorney but they don't have it, with a further 28% stating that they are fully aware of it and do have it. Fifteen percent of respondents act as a POA for someone else. The final 10% of respondents have either heard of it but don't know what it is (7%) or have never heard of it (3%).

The main reasons that people have not organised a Power of Attorney for themselves are that they don't think it is necessary now (33%) or they haven't got around to it (20%). Only 16% of respondents said that they knew they could qualify for legal aid to cover the cost of setting up Power of Attorney.

## **Parenting**

When asked “How well do you think that new mothers in your community are supported to choose breast feeding for their babies”, 67% of respondents said don’t know. Twenty one percent of respondents said that they are fairly or very well supported, down slightly from 21% in 2016. A further 5% said neither nor and 7% said there was little or no support.

Respondents with children under 8 years of age indicated that they would go a grandparent, GP, or health visitor for help if they needed it.

Respondents with children aged 8-16 years of age indicated that they would go to a GP or school for help if they needed it.

## **Education and Employment**

Twelve percent of respondents said that someone in their household attend a local school, with the corresponding 88% not. Ninety percent of respondents said that they are either fairly or very satisfied with the schools in their area. A further 0% said that they were neither satisfied nor dissatisfied and 10% were dissatisfied.

Very small numbers of respondents indicated a type of course that would help them progress in their current job. The courses most likely to be selected were Nat4/5 Computing (5%) and Higher Computing (5%)

Seventy eight percent of respondents were aware of libraries as a provider of learning and development. This is followed by leisure centres (60%) and Volunteer Midlothian (33%). In contrast to this only 13% of respondents were aware of Midlothian Communities Team. Just over half (52%) of all respondents said that either they or a family member would be likely to make use of any of these providers in the next 12 months.

## **Economic Situation**

Seventy percent of respondents said that neither they nor a member of their family have been directly affected by any welfare reform changes that have been introduced since 2010. This is down from 79% in 2016 and 81% in 2014.

Ten percent of respondents said that they have been directly affected by welfare reform changes and 15% said that a member of their family has been directly affected.

The top 2 services that people were aware of are Citizens Advice Bureau (CAB) (99%) and Midlothian Food Bank (83%). This is followed by local credit unions (41%) and Midlothian Council welfare rights service (32%). The two services that people are least likely to be aware of are other local advice services (30%) and the Scottish Welfare Fund (28%).

Respondents indicated that food, groceries and local services such as plumbers are usually purchased or sourced within Midlothian (92%) and (83%) respectively stating this. In contrast, items such as large one off purchases such as cars (62%) or entertainment such as cinemas and restaurants (52%) are usually shopped for outside Midlothian.



## **Communication**

The top three means by which respondents access the internet are, "A personal computer or laptop (at Home)" (75%), "Mobile phone/iphone/smartphone" (54%) and "A tablet – ipad/playbook or similar" (49%).

Seventy three percent of respondents said that they are either fairly or very satisfied with the quality of their internet access overall. Seventeen percent said that they were dissatisfied and 10% said neither/nor.

The main reasons that people gave for not using the internet other than for work included, "I am concerned about privacy e.g. keeping credit card or personal details safe" (18%), "I prefer to do things in person rather than use computers" (11%), "I am worried about the unsuitable or inappropriate material on the internet" (8%), "I don't like using the internet or computers" (8%) and "I don't know how to use a computer" (6%).

Twenty eight percent of respondents stated that at least 1 person in their household listened to Black Diamond FM and 11% said that they listened to Crystal FM. On a daily basis the most popular time to listen to Black diamond is at Breakfast time, 19% of respondents stating that they listen at that time. This is followed by Mid morning (14%) and Mid evening (13%). Thirteen percent of respondents stated that they listen to Crystal FM at Breakfast time on a daily basis. On a weekly basis 19% listen in the early evening.

## **Libraries**

Just under half (49%) of all respondents said that they had used any library service in the past year. The majority of people (96%) who had used a library service said that they were satisfied with the service they received, 72% said they were very satisfied and 24% fairly satisfied. Only 1% of respondents said that they were dissatisfied.

Respondents were asked if they had used a variety of different services that are provided through libraries. The service which the greatest number of respondents said they had used was the library website (11%). This is followed by Ebooks (9%) and Eaudio books (3%).

## **Leisure Facilities**

Just over half (54%) of all respondents said that either they or another member of their household use a Midlothian Leisure facility. Seventy four percent of respondents said that they were either very satisfied (25%) or fairly satisfied (49%) with leisure facilities in Midlothian. Eight percent of respondents said that they were dissatisfied and 17% said neither/nor.

### **Refuse Collection and Street Cleaning**

Ninety four percent of respondents said that they were either very satisfied (52%) or fairly satisfied (42%) with Midlothian Council's refuse collection service. Five percent of respondents said that they were dissatisfied and 2% said neither/nor.

Sixty five percent of respondents said that they were either very satisfied (15%) or fairly satisfied (50%) with Midlothian Council's street cleaning service. Eighteen percent of respondents said that they were dissatisfied and 14% said neither/nor.

### **Roads and Transport**

The largest number of people stated that they travelled to work by car (57%) either as a driver (54%) or a passenger (3%). This is followed by bus (26%) and walking (8%).

Respondents indicated that the largest number of children (42%) walked to and from school. This is followed by travelling by car or van (18%) and then public bus (11%) or school bus (10%).

The two most popular ways in which people obtain information about bus service departures are through Smartphone apps (40%) and On-street Bustracker (39%). The use of the On-Street printed display comes in third at 32%.

Forty seven percent of respondents who said that they had a requirement for disability transport services rated them as being good or very good. A further 43% said that they were neither good nor poor and 10% said they were poor.

Thirty four percent of respondents said that they were either very satisfied (1%) or fairly satisfied (33%) with roads within Midlothian. Fifty four percent of respondents said that they were dissatisfied and 12% said neither/nor.

Respondents were asked to rank from 1 (High importance) to 14 (Low importance) the issues regarding roads in Midlothian. The top 5 issues which respondents selected as being 1-5 in their order of importance were, "Unfilled potholes" (68%), "Road closures for utility works" (62%), "Dangerous junctions" (52%), "Inadequate speed control measures" (33%) and "Inadequate gritting" (35%).

### **Quality of Life**

With regard to quality of life, 68% select 1-3 indicating that the quality of life in Midlothian is good. A further 24% of respondents gave ratings between 4 and 6 and 11% of people rated the quality of life in Midlothian as between 7 and 10, not good.

Ninety six percent of all respondents stated that they thought the neighbourhood they live in was either good or very good and 3% of respondents thought that their neighbourhood was fairly poor.

Forty two percent of respondents said that they are connected and participate in their local community either a great deal (11%) or a fair amount (31%). A further 43% said only a little and 15% said not at all. Thirty six

percent of respondents stated that they had taken part in any community event, meeting or activity over the past year.

Just under a third (29%) of all respondents said that they volunteer in their local community. Seventy percent said no and 1% don't know. The Scottish Household Survey puts volunteering in Midlothian at 26%. Twenty eight percent of respondents who stated that they volunteer said that they spent four hours or less per month (up to 1 hour per week), 24% spent between 5 and 8 hours a month volunteering, 17% spent between 9 and 12 hours a month and 28% spent 15 hours or more per month volunteering. This equates to an average of 12.9 hours volunteering per month, up from 11.7 in 2016.

Respondents were asked to consider a variety of statements regarding community involvement and cohesion. The statement to which the greatest number of people agreed was "People in my community help each other when there is a problem", 63% agree. This is followed by "My community is a place where people from different backgrounds can get on well together", 63% agree. In contrast, the statement to which the largest number of people disagreed was "People in my community can influence decisions that affect our community", 19% disagree.

Just over two thirds (70%) of all respondents said that they were regular users of parks or open spaces within their area. Eighty one percent of respondents said that they were very or fairly satisfied with parks/open spaces in their area. Twelve percent said that they were neither satisfied nor dissatisfied and 8% said they were dissatisfied.

Twelve percent of all respondents said that they worried about not being able to afford to pay their rent or mortgage payments; this is similar to the figures for 2014 and 2016. People living in rented accommodation are more likely to worry (20%) stating this compared to 9% of owner occupiers.

The housing issue which the greatest number of people think is most important is "increasing the number of new affordable homes", 63% stating this. This is followed by 39% who stated that improving the energy efficiency of housing, is most important.

At the other end of the scale, the issue that the greatest number of respondents feel is least important is "Assisting households with particular needs to access suitable housing and services", 46% stating this.

## 2. Introduction

The purpose of the setting up and running of the Midlothian Citizens' Panel was to consult with, and research the views of, the local community on an on-going basis. The Midlothian Community Planning Partnership is committed to measuring and monitoring the progress of community planning through using the Panel as a mechanism for gauging people's views on progress and involving people on a continuous basis.

The recruitment of the Panel was by a rigorous process designed to be inclusive of the local population. Postal invitations were issued to randomly selected addresses from the Royal Mail's Postal Address File. These were supported by face-to-face recruitment of 'hard to reach' groups. A refreshment of the Panel took place in Summer 2016.

This report details the main findings to emerge from the questionnaire issued to the Midlothian Citizen's Panel in the winter 2016/17 period. This panel contains 998 members who are representative of the population Midlothian.

### 2.1 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all members of the public services panel. The main topics elements of the questionnaire were as follows;

- Policing, Safety, Crime and Justice
- Fire and Rescue Service
- Health, Wellbeing and Social Care
- Power of Attorney
- Parenting
- Education and Employment
- Economic Situation
- Communication
- Libraries
- Leisure Facilities
- Refuse Collection and Street Cleaning
- Roads and Transport
- Quality of Life

Where the above issues have been raised in previous Panel surveys comparison with previous results has been undertaken and therefore this survey can also be considered as a 'tracking survey'.

### 2.2 Response Rates

The questionnaire was posted out to the total of 998 Panel members in March 2017. A reminder was sent to those Panel members who had not responded after a period of three weeks.

A total of 629 panel members returned completed questionnaires prior to the production of this report, giving a response rate to the survey of 63%.

The achieved sample was not representative of the Midlothian area in terms of age, there being an under-representation of younger people. Interlocked 'age x gender' 'weightings' were applied, therefore, in order to make the sample representative in this respect. Details of the 'weightings' applied are shown in the table on the following page.

	POPULATION (2011 CENSUS)		ACHIEVED SAMPLE		WEIGHTS		WEIGHTED SAMPLE	
	Male	Female	Male	Female	Male	Female	Male	Female
<b>AGE</b>	%	%	%	%			%	%
<b>18-24</b>	6%	7%	5%	5%	1.30	1.29	6%	7%
<b>25-44</b>	15%	16%	10%	14%	1.52	1.14	15%	16%
<b>45-59</b>	13%	14%	18%	16%	0.72	0.90	13%	14%
<b>60-74</b>	9%	11%	10%	15%	0.88	0.76	9%	11%
<b>75+</b>	4%	5%	4%	4%	1.14	1.36	4%	5%
<b>TOTAL</b>	47%	53%	47%	53%			47%	53%

Tables were produced, from the 'weighted' data, showing 'weighted percentages' and 'weighted counts' for the total sample, and for the following sub-groups: 'Community Council'; 'Tenure' (owner occupied/ rented); 'age'(18 – 24 years, 25 – 44 years, 45 – 59 years, 60-74 years and 75+ years) and 'gender'. These tables are attached as Appendices.

### 2.3 Sampling Accuracy

All sample surveys are subject to a degree of random error. It has become customary to provide an indication of the error margin by calculating the 95% confidence intervals for a simple random sample of the same size. These are provided in the table below. The magnitude of the error depends on the number of completed questionnaires and the results percentage.

#### **Confidence Intervals (at the 95% Confidence Level) for Total Sample & Sample Sub-Groups**

		Count	50% Response
			+/-
Gender	Male	293	5.72
	Female	334	5.36
Age	18 to 24 years	82	10.82
	25 to 44 years	194	7.04
	45 to 59 years	168	7.56
	60 to 74 years	125	8.76
	75+ years	56	13.1
Tenure	Owner occupied	419	4.79
	Rented	132	8.53
<b>TOTAL SAMPLE</b>		629	3.91

### 3. Survey Responses

#### 3.1 Policing, Safety, Crime and Justice Policing

The three main issues of crime/anti social behaviour that respondents indicate are a big problem in their area are "Dog control and/or dog control" (43%) "Litter/Fly Tipping" (30%), and "Speeding" (22%).

Other types of problems that respondents see as being less of an issue include "Dangerous/antisocial driving (including quad bikes, off road vehicles)": 46% state that this is a small problem, "Homes and sheds being broken into": 45% state that this is a small problem and "Road Safety / Road Crime": 40% state that this is a small problem.

In contrast to these figures issues such as noisy neighbour and deliberate fire setting are not seen as a problem by 77% and 66% of respondents respectively.

#### Are any of the following types of crime/antisocial behaviour a problem in your local area? (2017)

	Not a problem	Small problem	Big problem	Don't know
Dog fouling and/or dog control	14%	43%	43%	0%
Littering / Fly Tipping	21%	43%	30%	6%
Speeding	20%	49%	22%	9%
Homes and sheds being broken into	22%	45%	18%	15%
Theft of property (e.g. bicycles, tools, livestock)	29%	35%	14%	21%
Antisocial behaviour / disorder	45%	32%	13%	10%
Drug dealing / people taking drugs	29%	30%	13%	28%
Dangerous/antisocial driving (including quad bikes, off road vehicles)	27%	46%	12%	15%
Road Safety / Road Crime	31%	40%	10%	19%
Cars being stolen or broken into	38%	33%	8%	22%
Vandalism / Graffiti	58%	30%	7%	6%
Cybercrime/E Crime (computer safety, online safety, online bullying)	28%	11%	6%	54%
Rowdy drunken behaviour	58%	24%	5%	12%
Noisy Neighbours	77%	13%	5%	5%
Bogus workmen / cold callers	38%	29%	5%	28%
Railway Safety	59%	5%	4%	32%
Counter terrorism / national security	59%	3%	3%	35%
Wildlife Crime (poaching, snaring, hare coursing, sheep worrying)	36%	14%	3%	47%
Violent Crime	55%	13%	2%	30%
Serious organised crime	44%	7%	2%	47%
Hate crime (crime aggravated by race, disability, sexual orientation)	41%	8%	2%	48%
Protecting adults at risk of harm	37%	6%	2%	55%
Sexual Crime	34%	6%	2%	58%

Domestic Abuse	38%	8%	1%	53%
Deliberate fire setting	66%	8%	1%	25%
Child abuse (neglect, sexual exploitation, emotional physical abuse)	35%	5%	1%	58%
Financial crime (including fraud, illegal money lending, identity theft)	38%	7%	0%	55%

**Are any of the following types of crime/antisocial behaviour a problem in your locality? (2016)**

	Not a problem	Small problem	Big problem	Don't know
Noisy neighbours/loud parties	83%	13%	2%	2%
Deliberate fire setting	75%	10%	3%	12%
Groups of people hanging around	73%	21%	3%	2%
People taking/using drugs	62%	17%	7%	15%
People taking new psychoactive substances	66%	6%	3%	25%
People who have been drinking	56%	33%	7%	4%
Off-road motorbikes being ridden	59%	23%	11%	6%
Speeding and/or bad driving in residential areas	32%	46%	20%	2%
Rubbish or litter lying around	23%	45%	32%	0%
Dog control (dog fouling)	17%	48%	35%	1%

**Are any of the following types of crime a problem in your locality? (2016)**

	Not a problem	Small problem	Big problem	Don't know
Dishonesty crime (house breaking, theft, vehicle crime etc)	32%	41%	14%	13%
People who have been dealing drugs	53%	15%	6%	26%
Vandalism, graffiti or other deliberate damage	54%	35%	4%	7%
Organised crime	54%	3%	3%	40%
Violent crime	69%	8%	1%	22%
Domestic abuse	46%	12%	1%	41%
Financial crime	51%	6%	1%	42%
Sexual crime (rape, abuse, stalking, indecent exposure)	56%	5%	0%	38%
Child abuse	49%	4%	2%	45%
Hate crime	67%	4%	2%	27%
Terrorism	68%	1%	0%	31%

**Are any of the following types of crime/antisocial behaviour a problem in your locality? (2014)**

	Not a	Small	Big	Don't
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	problem	problem	problem	know
Noisy neighbours/loud parties	79%	16%	3%	1%
Deliberate fire setting	77%	6%	4%	13%
Groups of people hanging around	64%	28%	6%	2%
People taking/using drugs	63%	13%	7%	17%
People taking new psychoactive substances	62%	8%	3%	28%
People who have been drinking	55%	35%	5%	4%
Off-road motorbikes being ridden	53%	30%	14%	4%
Speeding and/or bad driving in residential areas	30%	47%	22%	1%
Rubbish or litter lying around	26%	46%	27%	1%
Dog control (dog fouling)	21%	47%	32%	0%

**Are any of the following types of crime a problem in your locality? (2014)**

	Not a problem	Small problem	Big problem	Don't know
Dishonesty crime (house breaking, theft, vehicle crime etc)	32%	39%	10%	20%
People who have been dealing drugs	44%	16%	8%	32%
Vandalism, graffiti or other deliberate damage	55%	35%	4%	7%
Organised crime	42%	2%	3%	53%
Violent crime	59%	10%	2%	30%
Domestic abuse	42%	11%	2%	45%
Financial crime	44%	5%	2%	49%
Sexual crime (rape, abuse, stalking, indecent exposure)	47%	4%	2%	48%
Child abuse	39%	3%	2%	56%
Hate crime	54%	6%	1%	39%



Respondents were asked to indicate what crime or anti social behaviour they had witnessed personally in the last year. The type of issues that people had witnessed included;

- Loud music, unable to sleep, Police called at one point (ongoing)
- Garden sheds broken into
- Littering, dog fouling, not reported as no proof
- Youths from out with the area vandalising bus shelters
- Money theft/scam
- People riding bicycles on footways
- Rowdy, drunken behaviour
- Littering and dog fouling in garden
- Flytipping, speeding, bogus salesmen (fish) , anti social behaviour
- Speeding
- Noisy neighbours (HMO) Inveravon House – housing drug addicts, alcoholics etc
- No major crimes but dog fouling is a problem
- Youths destroying park areas/trees etc
- Car theft
- Drug supply, dog fouling, flytipping, anti social behaviour
- Speeding/ road accident
- Shop lifters in Co-op, abusive to staff
- Fly tipping, cold callers
- Break in to garage
- Excessive noise/ swearing in street
- Late parties , noisy neighbours, drugs people taking and dealing
- Fly tipping, dog fouling, anti social driving
- Littering along road, one incident of fly tipping, very fast driving
- Car broken into
- Witnessed speeding
- Youths hanging about making a nuisance of themselves
- Bus shelter outside our house smashed at weekend
- Parking vehicles on pavements
- Youths hanging around dropping litter
- House breaking (a friend and near neighbour) witnessed distress and trauma
- Unlawful damage to property
- Speeding on B6372 a permanent and increasing problem
- Fly tipping, dog fouling, littering
- Crowd gathering drunken youths breaking bottles, shouting abuse, breaking windows
- Speeding

Twenty seven percent of all respondents said that they thought crime or anti social behaviour was being dealt with either fairly or very effectively up from 15% in 2016. The number of people stating that crime or antisocial behaviour is not tackled effectively has dropped to 54% from 72% in 2016 and 63% in 2014.

**How effectively do you feel this crime or antisocial behaviour was dealt with?**

	2017
Very effectively	10%
Fairly effectively	17%
Not very effectively	23%
Not at all effectively	31%
Don't know	20%

The above question is now an amalgamation of 2 separate questions that were previously used. The data collected previously is outlined in the tables below.

**How effectively do you feel this antisocial behaviour was dealt with?**

	2016	2014
Very effectively	5%	3%
Fairly effectively	10%	14%
Not very effectively	25%	33%
Not at all effectively	47%	30%
Don't know	13%	20%

**How effectively do you feel this crime was dealt with?**

	2016	2014
Very effectively	14%	6%
Fairly effectively	12%	26%
Not very effectively	35%	24%
Not at all effectively	20%	25%
Don't know	19%	19%

Respondents were asked to state if they felt the antisocial behaviour was not dealt with effectively, which agency dealt with it and what would they like to have seen happen.

The main agencies that respondents said had dealt with the problem were the Police, Council departments or a feeling that no-one deals with the issue.

The types of actions that people would like to see happen included;

- We would like to move house
- Money returned to me
- Police stopping riding on pavements, very dangerous to pedestrians
- Greater number of Police actively tackling issues e.g. speeding
- Camera/car occasionally to deter speeding
- The HMO house removed permanently
- More visible patrolling of area
- Eviction from council owned housing, support Police get in touch
- Information given followed up
- People take more personal responsibility
- Letters and warnings not to happen again
- More effective policing , control by bringing and highlighting prosecutions
- More policing of area
- Speed camera
- More noticeable presence in area
- Culprits should be warned by Police
- Police prompt attention could have caught they had they been quicker – 45 minutes after alert and reminders
- More Police presence in area
- Would like them caught taken home, wake their families instead of mine

Respondents were asked “How could the community safety partnership better communicate crime prevention advice to you?”. The ways in which people would like to be communicated with included;

- Text
- Publish information on crime rates
- Police leaflets
- More visible Police presence
- Visits
- Email
- Monthly newsletter
- Local newsletter
- On line
- A mobile vehicle visiting all areas of Midlothian regularly
- Via town crier (Penicuik)
- TV or radio ads
- Information in libraries
- On public notice board
- Poster campaign
- Articles in the advertiser
- Public meetings

Ninety five percent of respondents agreed with the statement “Community Safety Justice Partnership works to make Midlothian a safe place to work, visit, grow up and grow old”

Sixty eight percent of respondents said that public space CCTV in Midlothian's towns make them feel safe.

Respondents indicated that they are most likely to feel safe “At home with friends/family during the day” (99% very or fairly safe), or at night (97% very or fairly safe), “At home alone during the day” (99% very or fairly safe) and “At home alone at night” (93% very or fairly safe). A similar number (98%) said they feel very safe or fairly safe walking outside alone during the day.

It is walking outside at night alone that people start to feel less safe. Twenty three percent of respondents said that they feel fairly or very unsafe walking outside alone at night. This feeling increases to 27% among female respondents.

#### How safe do you feel in your area in the following situations? (2017)

	Very safe	Fairly safe	Fairly unsafe	Very unsafe
At home alone during the day	76%	23%	1%	0%
At home alone at night	47%	46%	6%	1%
At home with friends/family during the day	88%	11%	1%	0%
At home with friends/family at night	77%	20%	3%	0%
Walking outside alone during the day	68%	30%	1%	0%
Walking outside alone at night	15%	61%	15%	8%
Walking outside with friends/family during the day	74%	23%	3%	1%
Walking outside with friends/family at night	47%	42%	9%	2%

The reasons people gave for feeling unsafe included;

- My house was broken into 2 years ago, left me shaken and nervous
- I just don't like walking the streets alone at night
- Lighting, gangs of youths, several attacks past few years
- Lots of dark areas and sometimes rowdy crowds
- Street lamps are sometimes out for a long time
- Too many groups of youths hanging about
- Being disabled, often jostled, knocked down more than once, no help
- Too many youths hanging about
- People hanging around
- I am aware of what could happen
- Many reported break-ins, car thefts, shed, garage break ins
- Night time is when these offenders gather in groups
- Group gathering of rowdy youngsters especially in town centre
- Groups of youths hanging about giving verbal abuse
- No street lights – rural area
- I was assaulted 2 years ago with attempted robbery in front of house.
- There is never any Police presence in the streets as a deterrent

- Too many drunks and druggies and young adults loitering
- There are a lot of youngsters hanging about
- Just from hearing stories about people being mugged
- Street lighting not bright enough
- Groups of youths
- Probably because of age
- Long walk to bus stops at night on dark road
- Don't like the dark
- There are too many youths going round at present
- Don't know who you will bump into in the dark
- Lack of Police presence
- Too many gangs/groups hanging around

**How safe do you feel in your area in the following situations? (2016)**

	Very safe	Fairly safe	Fairly unsafe	Very unsafe
At home alone during the day	74%	25%	1%	0%
At home alone at night	57%	41%	2%	0%
At home with friends/family during the day	86%	13%	1%	0%
At home with friends/family at night	81%	17%	1%	0%
Walking outside alone during the day	68%	30%	1%	1%
Walking outside alone at night	19%	67%	11%	3%
Walking outside with friends/family during the day	81%	19%	1%	0%
Walking outside with friends/family at night	54%	39%	5%	1%

**How safe do you feel in your area in the following situations? (2014)**

	Very safe	Fairly safe	Fairly unsafe	Very unsafe
At home alone during the day	79%	20%	0%	0%
At home alone at night	55%	44%	2%	0%
At home with friends/family during the day	89%	11%	0%	0%
At home with friends/family at night	82%	17%	1%	0%
Walking outside alone during the day	67%	31%	2%	0%
Walking outside alone at night	23%	56%	16%	4%
Walking outside with friends/family during the day	82%	17%	1%	0%
Walking outside with friends/family at night	82%	17%	1%	0%

The top five issues that respondents would want the community planning partners to concentrate on are as follows;

- Dog Fouling/Dog Control 36%
- Homes and sheds being broken into 31%
- Littering/Fly Tipping 29%
- Anti social behavior 28%
- Drug dealing/people taking drugs 22%

**Please choose up to 5 items that you want the partners to concentrate on?**

(Selected as one of the top 5 issues)

	2017	2016	2014
Dog Fouling/Dog Control	36%	34%	40%
Homes and sheds being broken into	31%	-	-
Littering/Fly Tipping	29%	22%	36%
Anti social behavior	28%	14%	20%
Drug dealing/people taking drugs	22%	27%	27%
Speeding	20%	27%	39%
Child abuse (including neglect, sexual exploitation or emotional/physical abuse)	18%	-	-
Road safety/road crime	17%	20%	-
Cars being stolen or broken into	16%	-	-
Bogus workmen/cold callers	15%	-	-
Theft of property (bicycles, tools, livestock)	15%	-	-
Violent crime	14%	6%	17%
Cyber crime/E crime (i.e. computer safety, online safety and online bullying)	13%	15%	14%
Dangerous/anti social driving (quad bikes, off road vehicles)	13%	5%	14%
Protecting adults at risk of harm	13%	-	-
Domestic abuse	12%	8%	-
Sexual crime	12%	7%	-
Hate crime (aggravated by race, disability, sexual orientation etc)	12%	6%	7%
Financial crime (including fraud, illegal money lending, identity theft)	12%	3%	7%
Vandalism, graffiti	11%	14%	15%
Rowdy drunken behavior	11%	8%	5%
Serious organised crime	11%	6%	-
Wildlife crime (poaching, snaring, hare coursing, sheep worrying)	11%	-	-
Counter terrorism/national security	4%	0%	-
Noisy neighbours	3%	3%	5%
Deliberate fire setting	3%	2%	4%
Railway safety	3%	-	-

The main issues that respondents feel are part of Violence Against Women and Girls are Domestic Abuse (95%), Rape and sexual assault (93%) and Emotional/Mental abuse (89%).

**Violence Against Women and Girls (VAWG) refers to a range of actions that harm, or cause suffering and/or indignity to, women and children. From the following list which of the criteria do you feel are part of VAWG?**

	Yes	No
Domestic abuse	95%	5%
Rape and sexual assault	93%	7%
Emotional/Mental abuse	89%	11%
Sexual Harassment and intimidation (at work and in public)	89%	11%
Stalking	85%	15%
Female genital mutilation	84%	16%
Commercial sexual exploitation (prostitution, trafficking etc)	82%	18%
Forced marriages	80%	20%
So called (honour based" violence)	75%	25%
Dowry related violence	73%	27%

The top 3 issues that respondents think should be a priority with regards to Violence Against Women and Girls are as follows;

- Domestic abuse 53%
- Rape and sexual assault 53%
- Emotional/Mental abuse 28%

**Please also tick the PRIORITY box for up to 3 areas where we should be doing more work in Midlothian.**

Domestic abuse	53%
Rape and sexual assault	53%
Emotional/Mental abuse	28%
Sexual Harassment and intimidation (at work and in public)	23%
Commercial sexual exploitation (prostitution, trafficking etc)	15%
Female genital mutilation	15%
Forced marriages	9%
Stalking	8%
So called (honour based" violence)	6%
Dowry related violence	1%

Respondents were most likely to be confident in the following elements of the criminal justice system;

- Police 83%
- Prison Services 66%

The highest number (32%) of people stated that they were not confident in the Criminal Justice Social Work, which includes Community Payback Orders and Post –Release licences.

**How confident are you in the criminal justice system? (2017)**

	Not at all confident	Fairly confident	Confident	Very confident	Don't know
Police	14%	42%	27%	14%	3%
Criminal Justice Social Work, which includes Community Payback Orders and Post – Release licences	32%	32%	17%	4%	15%
Prison Services	16%	43%	18%	5%	17%
Courts	20%	38%	24%	9%	9%

**How confident are you in the criminal justice system? (2016)**

	Not at all confident	Fairly confident	Confident	Very confident	Don't know
Police	17%	52%	22%	8%	1%
Criminal Justice Social Work, which includes Community Payback Orders and Post – Release licences	20%	49%	15%	6%	10%
Prison Services	21%	37%	18%	7%	16%
Courts	24%	45%	18%	6%	8%

**How confident are you in the criminal justice system? (2014)**

	Not at all confident	Fairly confident	Confident	Very confident	Don't know
Police	10%	53%	27%	8%	2%
Criminal Justice Social Work, which includes Community Payback Orders and Post – Release licences	27%	36%	13%	5%	19%
Prison Services	17%	40%	19%	8%	15%
Courts	19%	44%	20%	7%	9%



The top 5 aspects that respondents state are high in helping to reduce offending are as follows;

- Support those with mental health problems 75%
- Support those who experience abuse 73%
- Work with young people to reduce their anti-social activities and offending 71%
- Support those at risk of offending to attend school and/or gain qualifications 68%
- Support those at risk of offending to deal with their drug misuse 66%

**We want you to let us know how important you think the following are in helping to reduce offending are by ticking 'High', 'Medium' or 'Low' against each**

	High	Medium	Low
Support those with mental health problems	75%	24%	1%
Support those who experience abuse	73%	24%	2%
Work with young people to reduce their anti-social activities and offending	71%	26%	3%
Support those at risk of offending to attend school and/or gain qualifications	68%	27%	6%
Support those at risk of offending to deal with their drug misuse	66%	27%	7%
Support those at risk of offending to improve their attitudes towards crime and remaining within the law	63%	28%	8%
Support those at risk of offending to deal with their alcohol misuse	58%	35%	8%
Improve family life and parenting skills	55%	37%	8%
Support those at risk of offending to get in to work	53%	40%	7%
Support those at risk of offending to manage their finances	38%	46%	16%
Support offenders to ensure they have stable housing	33%	53%	14%

The main type of unpaid work that respondents would like to see carried out in their community by offenders are improving community facilities (75%), landscaping parks and playgrounds (74%) and Improving lives of individuals and communities affected by crime (64%).

**What kind of 'unpaid work' projects would you like to see carried out in your community by offenders?**

	2017	2016	2014
Improving community facilities	75%	52%	68%
Landscaping parks and playgrounds	74%	72%	71%
Litter picking	--	76%	86%
Improving lives of individuals and communities affected by crime	64%	--	--

### 3.2 Fire and Rescue Service

Home fire safety visits are provided by Scottish Fire and Rescue Service (SFRS) and include home safety advice and smoke detectors. Respondents said that the following activities could be undertaken by SFRS to encourage people to request a free home fire safety visit.

- More publicity
- Give people the phone number
- Making it compulsory for families with young children and the elderly
- Point out the dangers of not having protection and advice
- Openly advertise in public places
- Leaflets through doors
- Advertise more, lots of people unaware of these services
- More impact adverts
- Advertise that such a service exists
- Advertise in area for visit
- Promote services annually
- The fire service is very good but the local authority should give more support
- Publicise the service better. e.g. to community groups
- Advertise it more
- Email/post
- Be more forceful in their advertising campaigns
- Visit WI , older peoples clubs. Hand out leaflets at supermarkets , give leaflets with petrol receipts
- Advertise what they do for free
- Make it better known
- Advertising in libraries, health centres, cafes
- Better awareness
- Advertise / libraries and community papers
- Advertise in schools and community facilities
- Send bona fide officers around to explain fully and fit
- Leaflet
- More public notification about what they can get
- More publicity
- More awareness
- Offer a more proactive appointment system
- A fire tender visiting all local areas with easy to read leaflets – its better hearing from fire fighters
- Advertise in press and by posters to make people aware
- They had a blanket visiting programme some time ago. They should continue with that
- Mailshot to householders
- Advertise on road side posters and Penicuik Crier
- More knocking on doors / leaflets on importance of smoke detectors
- More advertising – TV, radio, papers
- Better publicity, visits to community centres and schools

SFRS offer free advice, devices and equipment to help improve safety in the home (i.e. to reduce the risk of slips, trips, falls), particularly for elderly people and young children. Respondents said that the following activities could be undertaken by SFRS to encourage people to request this free service.

#### Give people the phone number

- Making it compulsory for families with young children and the elderly
- Advertise more as most people don't know what available
- Openly advertise in public places
- Call on all elderly and handicapped in their homes. Talks in centres at lunch clubs etc
- Advertise more, lots of people unaware of these services
- Find out from social services who is vulnerable
- There is not a lot for disabled, as I am now, particularly in snowy weather clear the roads but not the pavements , fell badly, told it was my job
- Think they do enough
- Advertise
- Advertise that such a service exists
- Advertise in area for visit
- Promote services annually
- By contacting social work or local authority
- Publicise the service better
- Advertise it more
- Canvas at homes
- Inform the people of what SFRS offers for free
- Mailshot premises with older people and kids
- More adverts (TV) etc
- TV advertising
- Make it better known particularly if devices and equipment are free
- Talk and demonstrate in clubs etc to old people
- Improved awareness
- Advertise / libraries and community papers
- Work with NHS – district nurses/doctors
- Advertise in local paper and shops
- Leaflet
- More public notification about what they can get
- Make people more aware of the services
- Raise the profile of this advice
- A mobile vehicle visiting all districts of Midlothian giving practical advice and leaflets
- Advertise in press and by posters to make people aware
- They had a blanket visiting programme some time ago. They should continue with that
- Advertise on road side posters and Penicuik Crier
- More knocking on doors
- More advertising – TV, radio, papers
- Better publicity, visits to community centres and schools
- Leaflets in public places

SFRS offer free basic life saving skills training, where people can learn how to perform CPR, recognise cardiac arrest and be able to use an automatic defibrillator. Respondents said that the following activities could be undertaken by SFRS to encourage people to take up this free training and education.

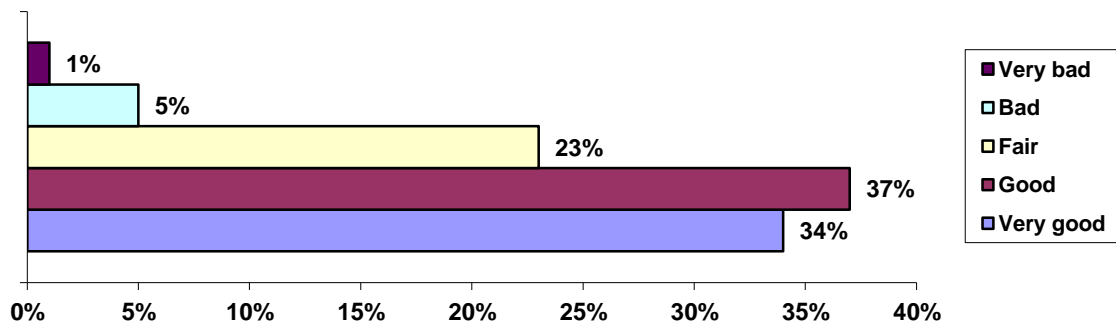
- More publicity
- Give people the phone number
- Setting up mobile vans where there could be a drop in service – possibly visiting your area twice yearly
- Advertise more as most people don't know what available
- Openly advertise in public places
- All schools and centre and community centre
- Advertise more, lots of people unaware of these services
- Leaflet distribution to all premises
- Think they do enough
- Advertise
- Advertise that such a service exists
- Meet in local library
- Promote services annually
- I already have a first aid certificate and people should contact SFRS or library
- Publicise the service better
- Advertise it more
- Email/post
- I would say residents do not know that SFRS offers free advice
- Advertise on TV, in papers and mail shot. Hold open days
- Local advertising
- Make it better known, particularly to groups
- Through meetings in libraries and speaking to young people
- Offer advice to youth organisations, schools etc
- Advertise / libraries and community papers, doctors surgery
- Work with community groups to promote this service
- Advertise in local paper and shops. Have open evenings to explain benefits
- Leaflet
- More public notification about what they can get
- More publicity
- I am a retired fire fighter and I never knew these courses existed
- Advertise
- Raise the profile of this advice
- A mobile vehicle visiting all districts of Midlothian giving practical advice and leaflets
- Go into schools and work places
- House visits. They had a blanket visiting programme some time ago. They should continue with that
- Advertise on road side posters and Penicuik Crier
- Advertise classes for people to attend
- More advertising – TV, radio, papers

### 3.3 Health, Wellbeing and Social Care

Seventy one percent of respondents said that their health is either good or very good. A further 23% said it was fair and 6% said it was bad or very bad.

#### How is your health in general?

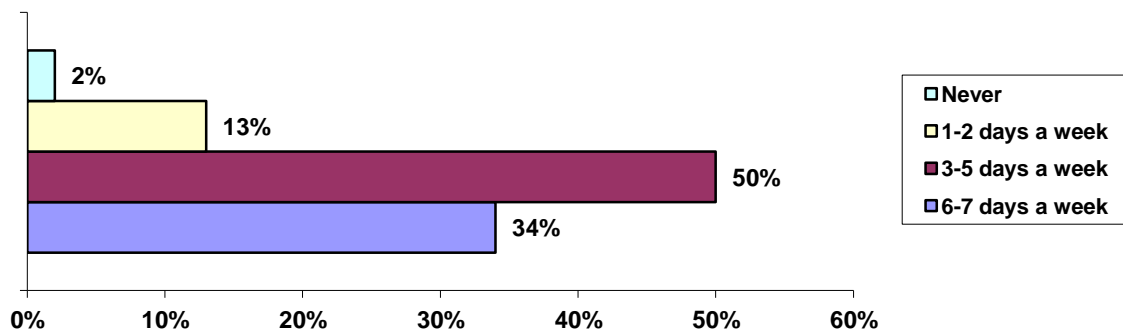
	2017	2016	2014
Very good	34%	25%	25%
Good	37%	45%	51%
Fair	23%	23%	20%
Bad	5%	6%	4%
Very bad	1%	0%	1%



Just over a third of all respondents (36%) said that they eat a healthy diet, including 5 daily portions of fruit and vegetables between 6 and 7 days a week. This is followed by 46% who do so 3-5 days per week and 15% 1-2 days per week. Three percent of respondents said that they never eat 5 daily portions of fruit and vegetables.

#### I eat a healthy diet, including 5 daily portions of fruit and vegetables

	2017	2016	2014
6-7 days a week	36%	34%	33%
3-5 days a week	46%	50%	46%
1-2 days a week	15%	13%	17%
Never	3%	2%	4%

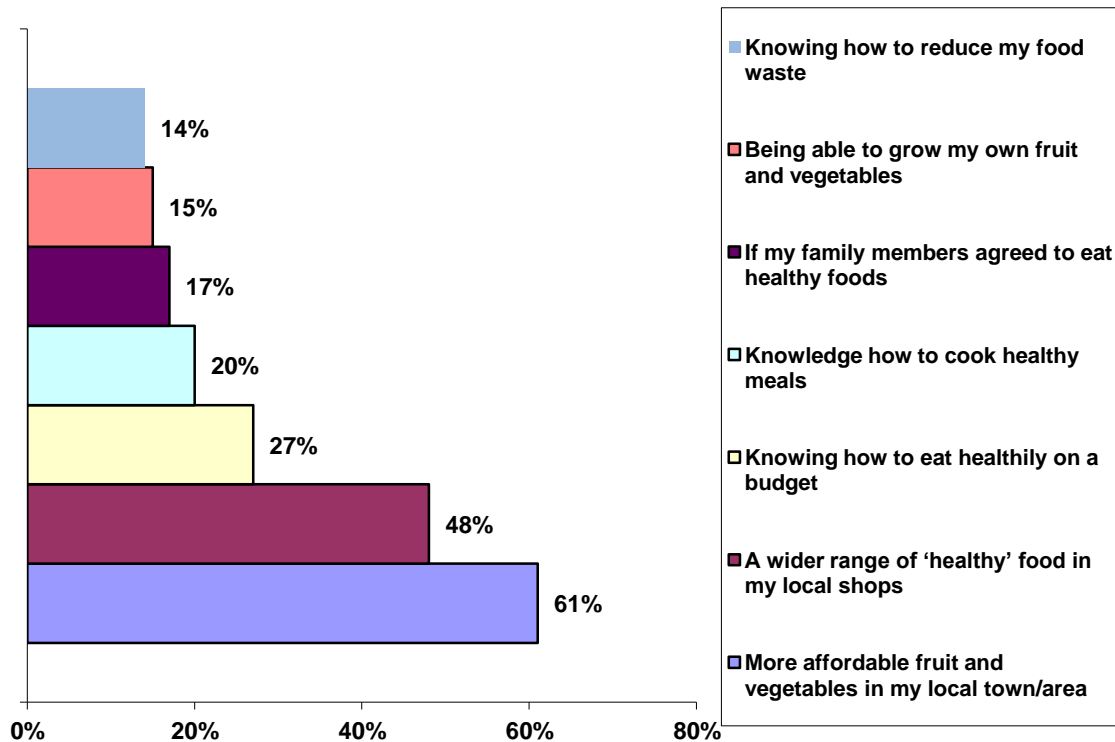


The main thing that would make it easier for people to eat more healthily is “A wider range of good quality affordable fruit and vegetables in your local town or area”, 57% of respondents stating this.

This is followed by “A wider range of ‘healthy’ food options in your local shops and food outlets” (40%), “Knowing how to eat healthily on a budget” (28%) and “Having more knowledge on how to cook healthy meals” (14%).

**Which of the following would make it easier for you to eat healthily?**

	2017	2016	2014
More affordable fruit and vegetables in my local town/area	61%	57%	59%
A wider range of ‘healthy’ food in my local shops	48%	40%	39%
Knowing how to eat healthily on a budget	27%	28%	30%
Knowledge how to cook healthy meals	20%	14%	18%
If my family members agreed to eat healthy foods	17%	--	--
Being able to grow my own fruit and vegetables	15%	9%	15%
Knowing how to reduce my food waste	14%	13%	22%

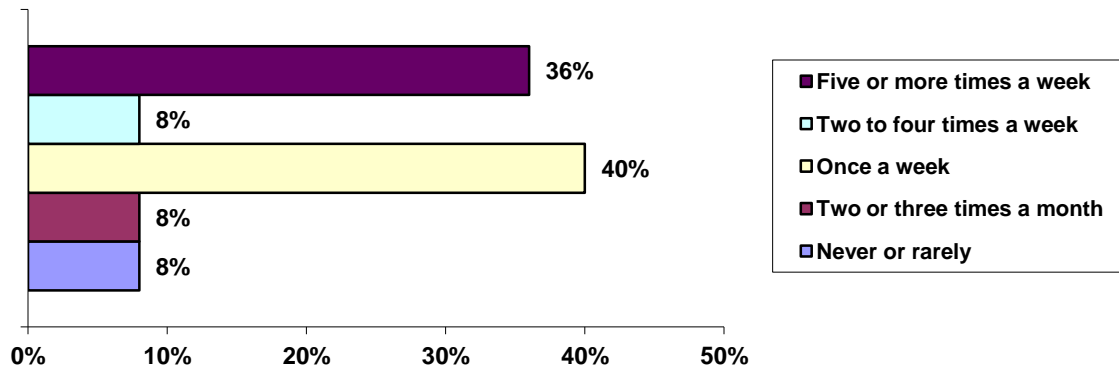


Three percent of respondents said that they miss a meal because they cannot afford to buy the food they need. This rose to 7% among respondents living in rented accommodation.

Eight percent of respondents said that they never or rarely engage in physical activity. Eighty four percent of respondents said that they engage in physical activity at least once a week or more often.

**How often are you physically active for 30 minutes or more daily?**

	2017	2016	2014
Never or rarely	8%	11%	7%
Two or three times a month	8%	4%	5%
Once a week	40%	42%	41%
Two to four times a week	8%	43%	41%
Five or more times a week	36%	1%	6%



The top two physical activities that respondents indicated they engage in are walking (88%) and housework, gardening or window cleaning (68%). This is in line with previous years figures.

These activities are followed by swimming (18%), dancing (17%) and Gym activities (15%).

**Please state what type of physical activity you engage in?**

	2017	2016	2014
Walking	88%	77%	82%
Housework, gardening or window cleaning	68%	66%	64%
Swimming	18%	13%	18%
Dancing	17%	--	--
Gym activities	15%	14%	17%
Work related activity	15%	--	--
Cycling	14%	13%	14%
Running or jogging	10%	8%	8%
Organised sport e.g. football or badminton	5%	6%	6%

The top 5 healthcare services that people attended first for advice or treatment when either they or a family member had a concern for their health were as follows;

- GP 75%
- Dentist 33%
- Optician 25%
- Pharmacist 17%
- NHS 24 website 13%

**In the last year when you or a family member had a concern about your physical health, which of the following people or services did you go to first for advice or treatment?**

	2017	2016
GP	75%	76%
Dentist	33%	28%
Optician	25%	18%
Pharmacist	17%	15%
NHS 24 website	13%	8%
Minor ailments service at pharmacist	12%	11%
Accident and Emergency (Sick Kids or Royal Infirmary)	11%	5%
Other	5%	4%
Minor injuries unit (Western Hospital)	3%	2%



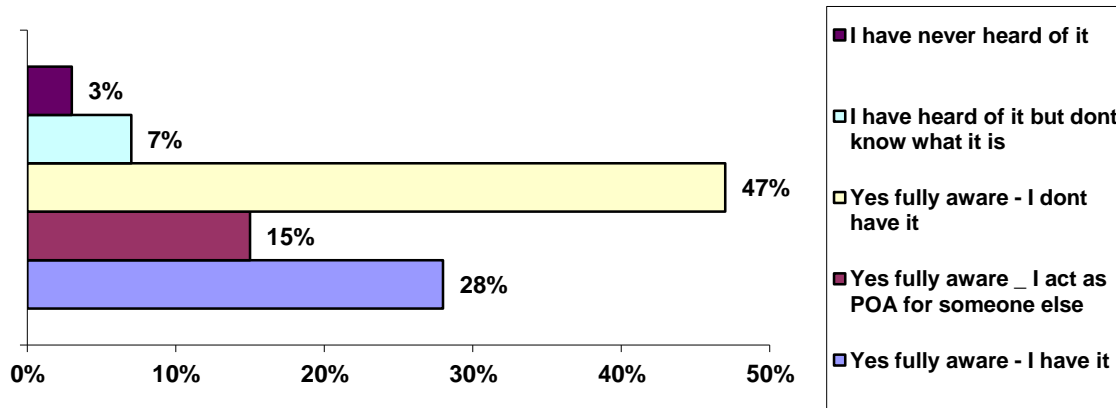
### 3.4 Power of Attorney

Just under half (47%) of all respondents said that they are fully aware of Power of Attorney but they don't have it, with a further 28% stating that they are fully aware of it and do have it.

Fifteen percent of respondents act as a POA for someone else. The final 10% of respondents have either heard of it but don't know what it is (7%) or have never heard of it (3%).

#### Are you aware of "Power of Attorney" (POA)?

Yes fully aware - I have it	28%
Yes fully aware _ I act as POA for someone else	15%
Yes fully aware - I don't have it	47%
I have heard of it but don't know what it is	7%
I have never heard of it	3%



The main reasons that people have not organised a Power of Attorney for themselves are that they don't think it is necessary now (33%) or they haven't got around to it (20%)

#### If you have not already organised a Power of Attorney for yourself, what are the reasons for this?

Don't think it's necessary now	33%
Haven't got around to it	20%
Don't know how to go about it	7%
Don't know enough about it	6%
Can't afford it	5%
Other	2%

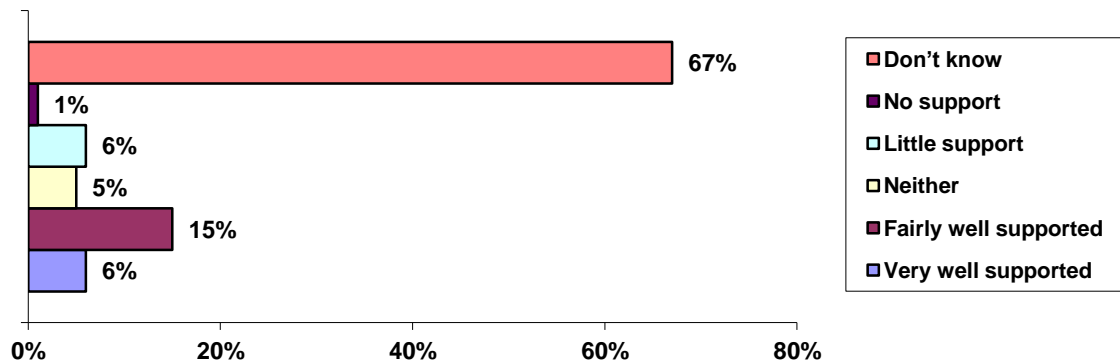
Only 16% of respondents said that they knew they could qualify for legal aid to cover the cost of setting up Power of Attorney.

### 3.5 Parenting

When asked “How well do you think that new mothers in your community are supported to choose breast feeding for their babies”, 67% of respondents said don’t know. Twenty one percent of respondents said that they are fairly or very well supported, down slightly from 21% in 2016. A further 5% said neither nor and 7% said there was little or no support.

#### How well do you think that new mothers in your community are supported to breast feed their babies?

	2017	2016	2014
Very well supported	6%	3%	4%
Fairly well supported	15%	20%	13%
Neither	5%	3%	5%
Little support	6%	3%	5%
No support	1%	1%	2%
Don't know	67%	70%	71%



Respondents with children under 8 years of age indicated that they would go to the following places for help if they needed it.

- Grandparent
- Parentline/ health visitor
- GP
- Sure start/ health visitor
- Local doctor

Respondents with children aged 8-16 years of age indicated that they would go to the following places for help if they needed it.

- Penicuik High School
- GP
- School

### 3.6 Education and Employment

Twelve percent of respondents said that someone in their household attend a local school, with the corresponding 88% not.

Ninety percent of respondents said that they are either fairly or very satisfied with the schools in their area. A further 0% said that they were neither satisfied nor dissatisfied and 10% were dissatisfied.

#### Whether or not someone in your household attends a local school, how satisfied are you with the schools in your area?

	2017	2016	2014
Very satisfied	47%	21%	22%
Fairly satisfied	43%	47%	54%
Neither	0%	25%	19%
Fairly dissatisfied	10%	4%	4%
Very dissatisfied	0%	3%	1%

Very small numbers of respondents indicated a type of course that would help them progress in their current job. The courses most likely to be selected were Nat4/5 Computing (5%) and Higher Computing (5%)

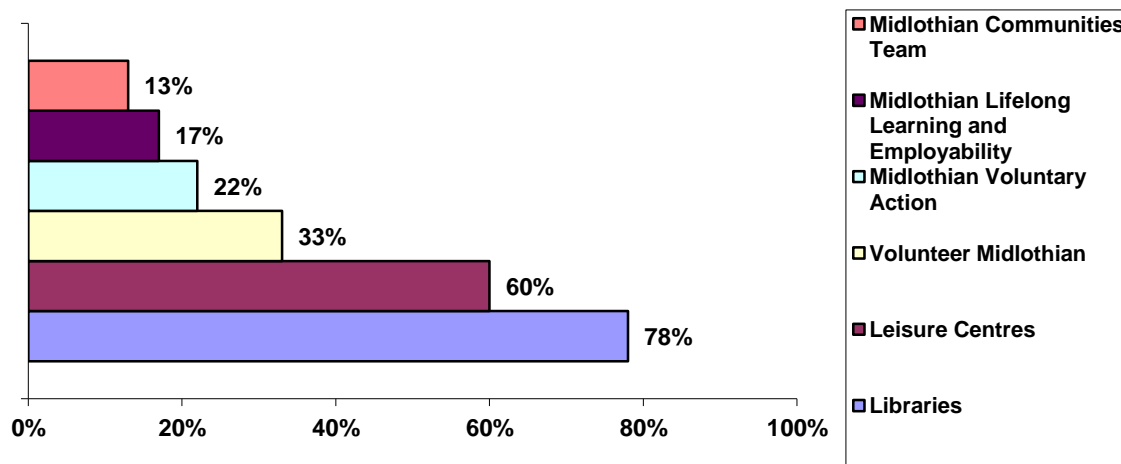
#### What type of course would help you progress in your current job to a

	2017	2016
Nat 4/5 English	1%	1%
Nat 4/5 Computing	5%	2%
Higher Biology	1%	1%
Higher Computing	5%	2%
Nat 4/5 Maths	0%	1%
Higher English	2%	1%
Higher Chemistry	1%	0%
Nat 4/5 Accountancy	2%	1%
Higher Maths	2%	1%
Higher Physics	1%	0%
Other	0%	0%

Seventy eight percent of respondents were aware of libraries as a provider of learning and development. This is followed by leisure centres (60%) and Volunteer Midlothian (33%). In contrast to this only 13% of respondents were aware of Midlothian Communities Team.

**Which of the following providers of learning and development are you aware of?**

Libraries	78%
Leisure Centres	60%
Volunteer Midlothian	33%
Midlothian Voluntary Action	22%
Midlothian Lifelong Learning and Employability	17%
Midlothian Communities Team	13%



Just over half (52%) of all respondents said that either they or a family member would be likely to make use of any of the above providers in the next 12 months.

Supporting adults and young people to build skills for learning, life and work is a key priority for the Lifelong Learning and Employability department within Midlothian Council. Respondents indicated that the following support would assist people to gain skills for learning, life and/or work?

- Free training, compulsory attendance for all claiming benefits who are young and fit
- Night school
- More computer skills
- Knowing who and where to go to
- Computer classes
- Gardening and farming
- All the voluntary organisations
- Ageing well aqua fit - more classes especially aqua fit
- To start younger, with parenting support in early years when perhaps some young people would have a better school experience
- Paid leave from work

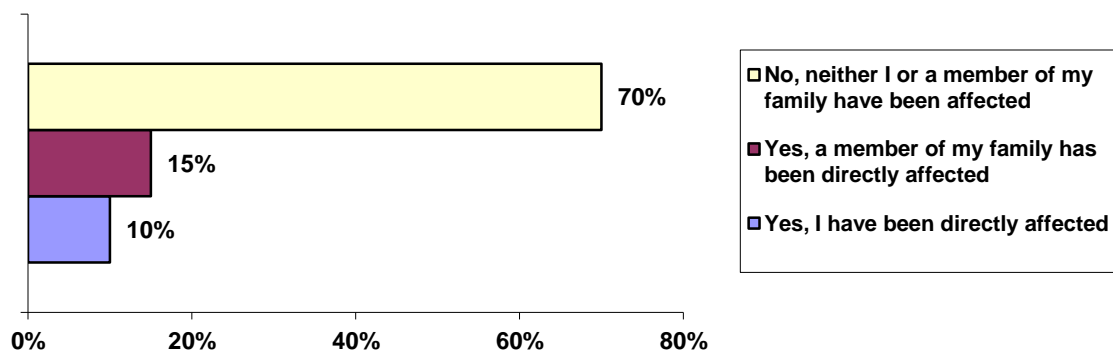
### 3.7 Economic Situation

Seventy percent of respondents said that neither they nor a member of their family have been directly affected by any welfare reform changes that have been introduced since 2010. This is down from 79% in 2016 and 81% in 2014.

Ten percent of respondents said that they have been directly affected by welfare reform changes and 15% said that a member of their family has been directly affected.

#### Have you or a member of your family been directly affected by any of the Welfare Reform changes that have been introduced since 2010?

	2017	2016	2014
Yes, I have been directly affected	10%	8%	10%
Yes, a member of my family has been directly affected	15%	14%	9%
No, neither I or a member of my family have been affected	70%	79%	81%



The top 2 services that people were aware of are Citizens Advice Bureau (CAB) (99%) and Midlothian Food Bank (83%). This is followed by local credit unions (41%) and Midlothian Council welfare rights service (32%). The two services that people are least likely to be aware of are other local advice services (30%) and the Scottish Welfare Fund (28%).

**Before this questionnaire, were you aware of the following services? (2017)**

	Yes	No	Not sure
Citizens Advice Bureaux (CAB)	99%	1%	0%
Midlothian Food Bank	83%	14%	3%
Local Credit Unions	41%	49%	11%
Midlothian Council Welfare Rights Service	32%	63%	5%
Other local advice services	30%	48%	21%
Scottish Welfare Fund	28%	68%	4%

**Before this questionnaire, were you aware of the following services? (2016)**

	Yes	No	Not sure
Citizens Advice Bureaux (CAB)	96%	3%	1%
Midlothian Food Bank	76%	21%	3%
Local Credit Unions	38%	53%	10%
Midlothian Council Welfare Rights Service	30%	65%	5%
Other local advice services	27%	55%	18%
Scottish Welfare Fund	26%	71%	4%

**Before this questionnaire, were you aware of the following services? (2014)**

	Yes	No	Not sure
Citizens Advice Bureaux (CAB)	97%	2%	0%
Midlothian Food Bank	68%	27%	5%
Local Credit Unions	37%	51%	12%
Other local advice services	32%	47%	21%
Midlothian Council Welfare Rights Service	28%	63%	9%
Scottish Welfare Fund	24%	67%	9%

Respondents indicated that food, groceries and local services such as plumbers are usually purchased or sourced within Midlothian (92%) and (83%) respectively stating this. In contrast, items such as large one off purchases such as cars (62%) or entertainment such as cinemas and restaurants (52%) are usually shopped for outside Midlothian.

**Where do you usually shop for the following things? (2017)**

	Shop in Midlothian	Shop outside Midlothian	Shop online
Food groceries, household provisions	92%	5%	2%
Local services (plumber, electrician etc)	83%	5%	6%
Entertainment (cinema, restaurant etc)	37%	52%	2%
Clothes and footwear	36%	51%	17%
Domestic appliances	32%	42%	27%
Large purchases e.g. cars	22%	62%	5%
Large domestic furniture	35%	50%	11%

**Where do you usually shop for the following things? (2016)**

	Shop in Midlothian	Shop outside Midlothian	Shop online
Food groceries, household provisions	94%	5%	1%
Local services (plumber, electrician etc)	90%	6%	4%
Entertainment (cinema, restaurant etc)	38%	59%	3%
Clothes and footwear	37%	49%	14%
Domestic appliances	30%	44%	26%
Large purchases e.g. cars	27%	65%	8%
Large domestic furniture	34%	57%	9%

**Where do you usually shop for the following things? (2014)**

	Shop in Midlothian	Shop outside Midlothian	Shop online
Food groceries, household provisions	94%	5%	1%
Local services (plumber, electrician etc)	89%	8%	3%
Entertainment (cinema, restaurant etc)	39%	60%	1%
Clothes and footwear	33%	58%	10%
Domestic appliances	33%	45%	21%
Large purchases e.g. cars	25%	72%	4%
Large domestic furniture	35%	59%	6%

### 3.8 Communication

The top three means by which respondents access the internet are as follows;

- A personal computer or laptop (at Home) 75%
- Mobile phone/iphone/smartphone 54%
- A tablet – ipad/playbook or similar 49%

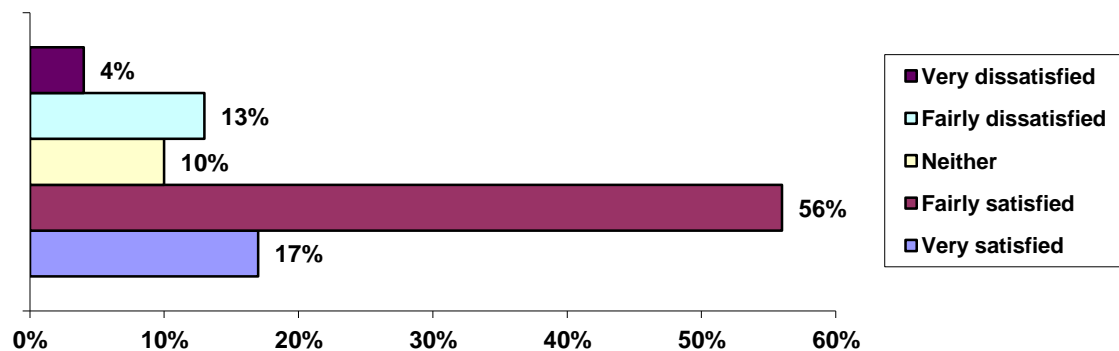
#### What methods do you use to access the internet for your own personal use these days?

	2017	2016	2014
A personal computer or laptop (at Home)	75%	75%	78%
Mobile phone/iphone/smartphone	54%	43%	42%
A tablet – ipad/playbook or similar	49%	41%	33%
Digital, cable or satellite television	26%	20%	12%
I don't use the internet	5%	10%	-
A personal computer or laptop (Library)	3%	5%	-
A games console/playstation/xbox	3%	4%	17%
Another way	0%	2%	-
A personal computer or laptop (Community Centre)	0%	0%	-

Seventy three percent of respondents said that they are either fairly or very satisfied with the quality of their internet access overall. Seventeen percent said that they were dissatisfied and 10% said neither/nor.

#### How satisfied are you with the quality of your internet access overall?

	2017	2016	2014
Very satisfied	17%	14%	13%
Fairly satisfied	56%	56%	57%
Neither	10%	5%	6%
Fairly dissatisfied	13%	15%	15%
Very dissatisfied	4%	8%	9%





The main reasons that people gave for not using the internet other than for work included, “I am concerned about privacy e.g. keeping credit card or personal details safe” (18%), “I prefer to do things in person rather than use computers” (11%), “I am worried about the unsuitable or inappropriate material on the internet” (8%), “I don’t like using the internet or computers” (8%) and “I don’t know how to use a computer” (6%).

**Here are some reasons why people might not use the internet, other than for work. Which of these reasons, if any apply to you?**

	2017	2016	2014
I am concerned about privacy e.g. keeping credit card or personal details safe	18%	19%	11%
I don’t like using the internet or computers	8%	7%	6%
I don’t know how to use a computer	6%	9%	6%
I am worried about the unsuitable or inappropriate material on the internet	8%	10%	6%
I can’t afford a computer	6%	6%	5%
It would be too difficult to learn how to use the internet	4%	5%	4%
There’s nothing of interest to me on the internet	4%	2%	4%
I prefer to do things in person rather than use computers	11%	16%	4%
I don’t need to use the internet or computers	5%	5%	3%
Internet connection would be too expensive	4%	5%	3%
I have a disability or illness that prevents me	1%	2%	3%

Twenty eight percent of respondents stated that at least 1 person in their household listened to Black Diamond FM and 11% said that they listened to Crystal FM.

**How many persons in your household has listened to one of the Community Radio Stations in Midlothian at any time since the last survey? (2017)**

Radio Station	Number of people in household who listen			
	0	1	2	3+
Black Diamond FM (107.8)	72%	21%	6%	1%
Crystal FM (104.3)	89%	7%	4%	1%

**How many persons in your household has listened to one of the Community Radio Stations in Midlothian at any time since the last survey? (2016)**

Radio Station	Number of people in household who listen			
	0	1	2	3
Black Diamond FM (107.8)	80%	13%	4%	2%
Crystal FM (104.3)	90%	7%	3%	0%

On a daily basis the most popular time to listen to Black diamond is at Breakfast time, 19% of respondents stating that they listen at that time. This is followed by Mid morning (14%) and Mid evening (13%).

Thirteen percent of respondents stated that they listen to Crystal FM at Breakfast time on a daily basis. On a weekly basis 19% listen in the early evening.

**How often does anyone in your household listen to either Black Diamond and/or Crystal FM**

<b>Black Diamond</b>	Daily	Weekly	Once a month	Very occasionally	Never
Breakfast time	19%	8%	1%	11%	61%
Mid morning	14%	3%	6%	21%	55%
Lunch time	11%	1%	1%	21%	66%
Afternoon	11%	5%	5%	17%	62%
Drive (4pm - 6pm)	9%	3%	9%	18%	62%
Early evening	11%	9%	2%	16%	62%
Mid evening	13%	6%	3%	10%	68%
Late evening	7%	8%	1%	12%	72%

<b>Crystal FM (104.3)</b>	Daily	Weekly	Once a month	Very occasionally	Never
Breakfast time	13%	7%	0%	8%	72%
Mid morning	0%	6%	6%	0%	88%
Lunch time	0%	0%	0%	0%	100%
Afternoon	0%	12%	11%	13%	63%
Drive (4pm - 6pm)	0%	0%	0%	7%	93%
Early evening	5%	19%	0%	6%	71%
Mid evening	0%	12%	0%	19%	69%
Late evening	0%	11%	0%	9%	80%

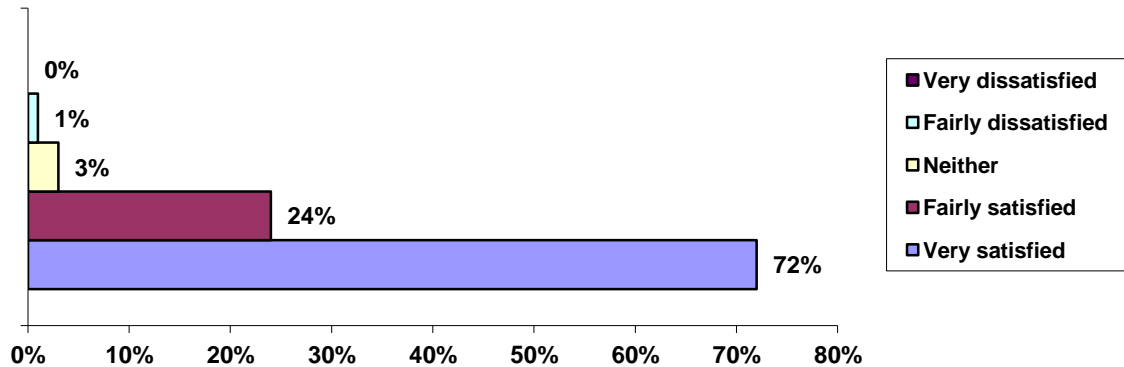
**3.9 Libraries**

Just under half (49%) of all respondents said that they had used any library service in the past year. This peaked at 53% among respondents aged 18-24 years and 60-74 years and dropped to 44% among people aged 75+ years.

The majority of people (96%) who had used a library service said that they were satisfied with the service they received, 72% said they were very satisfied and 24% fairly satisfied. Only 1% of respondents said that they were dissatisfied.

**Overall, how satisfied are you with the service you received?**

	2017	2016	2014
Very satisfied	72%	70%	68%
Fairly satisfied	24%	25%	27%
Neither	3%	2%	3%
Fairly dissatisfied	1%	3%	1%
Very dissatisfied	0%	0%	1%



The reasons people gave for being satisfied or dissatisfied with the library service included the following;

- Staff always very helpful and polite
- Always helpful and good choice of reading material
- Library staff exceptionally good
- Very friendly and welcoming
- Service very good
- Limited stocks of books but eventually can be obtained
- All the library staff are really helpful – all branches
- Provided basic photocopying/faxing – it worked
- Very helpful and happy to assist
- There are sometimes I visit my local library. There is no books for me of interest
- Librarians are knowledgeable and helpful
- Mayfield library – excellent staff, great atmosphere
- Staff very helpful
- Fast access, printing services
- Helpful librarian
- New bus pass
- Too far away to walk – there are no facilities at the Cockpen side of Bonnyrigg
- The librarians are wonderful, knowledgeable and helpful staff and a fantastic facility
- Because the library is local and the staff are great
- Can usually find a good book to read
- Librarian very knowledgeable and helpful. I had authors name incorrectly written down and she helped decipher it
- Library staff are friendly and helpful and it has good opening hours

- Very good service
- Often given help getting books from the library
- Librarians at Penicuik library are very helpful
- Staff very helpful
- Librarian very helpful and bale to complete the task I wanted
- Because it is a good library – Penicuik
- Library is the hub of the community
- Staff are excellent

Respondents were asked if they had used a variety of different services that are provided through libraries. The service which the greatest number of respondents said they had used was the library website (11%). This is followed by Ebooks (9%) and Eaudio books (3%).

**Have you used any of the following through a library in the past year?**

	2017	2016	2014
Library website	11%	22%	16%
Ebooks	9%	14%	4%
Eaudio books	3%	4%	2%
Emagazines	1%	5%	2%
Theory test pro	1%	0%	1%
Enewsletter	1%	1%	0%

The types of reasons that respondents gave for not using any library service were as follows;

- I prefer to buy books or use my Kindle
- Not aware of any of them
- I have no need to use the library
- Don't really need or use any
- All services can be obtained online at home
- Access media/ book sources via internet/kindle etc
- Not enough time to read more
- I don't read much
- Computer classes – Wednesdays
- I have laptop availability
- Do not need as yet
- I am not a great reader
- Not interested as I read and watch TV  
can access at home
- Buy books, use internet for information
- It's a bit of a distance from where I live
- Too far away to walk – there are no facilities at the Cockpen side of Bonnyrigg
- Because I have no interest in these services
- Too far away now

- I don't live near a library for easy access out of working hours
- Source any data, info, books online at home
- I have access to new books which I used to pass on to my local library. However, they now seem unwilling to take them which in a time of cut backs seems odd as the books are in new condition
- Access services on line at home
- Since moving to Lasswade High school the choice of books has greatly decreased
- Access to these things at home on my tablet
- There is no library in our area
- I get books on my kindle

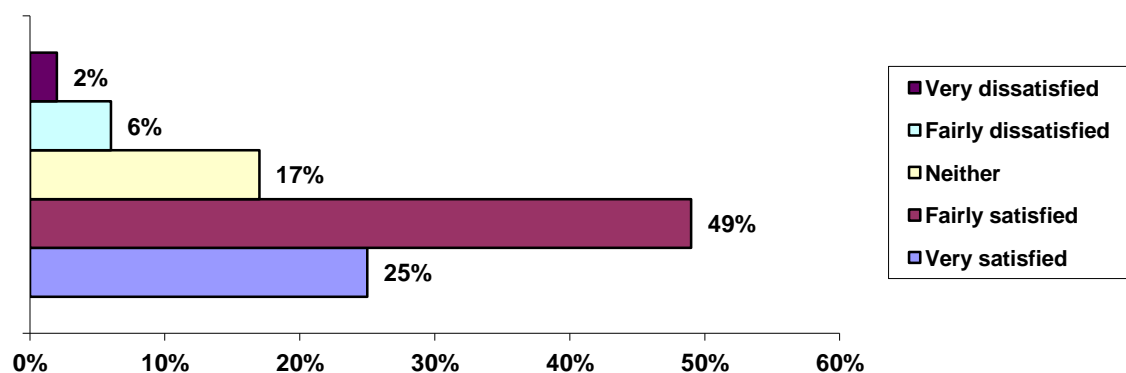
### 3.10 Leisure Facilities

Just over half (54%) of all respondents said that either they or another member of their household use a Midlothian Leisure facility. This peaks at 61% among respondents aged 18-24 years and drops to 50% among respondents aged 75+ years.

Seventy four percent of respondents said that they were either very satisfied (25%) or fairly satisfied (49%) with leisure facilities in Midlothian. Eight percent of respondents said that they were dissatisfied and 17% said neither/nor.

**Overall, how satisfied are you with leisure facilities within Midlothian, even if you do not use them yourself?**

	2017	2016	2014
Very satisfied	25%	21%	26%
Fairly satisfied	49%	55%	54%
Neither	17%	18%	13%
Fairly dissatisfied	6%	5%	5%
Very dissatisfied	2%	2%	3%



The reasons why people stated that they were either satisfied or dissatisfied with leisure facilities in Midlothian included;

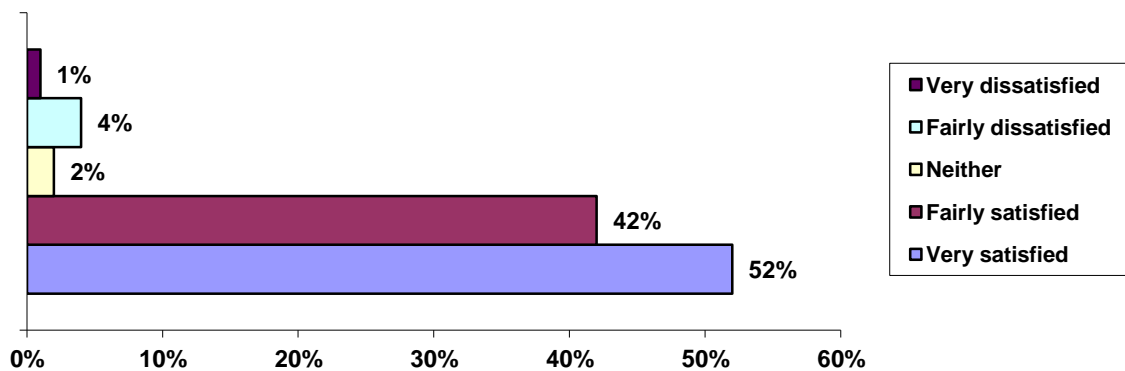
- Lack of security, complaints not addressed
- My granddaughter uses them and she is a regular visitor
- Lasswade centre is very good
- Poor changing facilities (dirty, broken lockers) Swimming pool frequently laned off for other activities. Spa facility often out of order, poor ventilation in changing areas
- Very helpful staff
- Fulfils my needs
- Used frequently
- Great facilities
- Not sure what's on offer
- Use of pool – close by . Good for swimming lessons for grandchild
- Can't afford to use facilities
- Good value and local
- Healthy hearts class at Lasswade NOT keep fit which it was , now aerobics and too energetic
- Midlothian offers good facilities in our area
- Swimming pool good but jacuzzi not always working
- Never use them, people say they are OK
- Have all facilities required within short distance of home
- Use Penicuik leisure pool , aqua fit . Lovely pool and changing area. Use Newbattle for Ageing Well fitness – toilets should need upgraded as do the cubicles for changing, they are very small
- By word of mouth
- Staff at Penicuik leisure centre are not very customer focused
- Facility is good but machine malfunctions are common and take too long to fix
- Friendly
- Mainly use Penicuik centre – maintenance in changing rooms needs to be improved e.g. light bulb and door locks broken – not replaced for months. Poor cleaning in swimming pool and changing rooms
- Gym is good but changing facilities poor (Lasswade)
- Lasswade sports centre has everything I require
- Facilities aren't good, opening hours very limited
- It's good for my health
- The one we use, tick all the boxes for us
- Friendly staff introducing new classes
- Family and friends are very pleased with facilities on offer
- Basic facility is good but breakdowns not fixed e.g. locks on doors in changing rooms at pool stay broken for a long time

### 3.11 Refuse Collection and Street Cleaning

Ninety four percent of respondents said that they were either very satisfied (52%) or fairly satisfied (42%) with Midlothian Council's refuse collection service. Five percent of respondents said that they were dissatisfied and 2% said neither/nor.

#### Overall, how satisfied are you with Midlothian Council's refuse collection service?

	2017	2016	2014
Very satisfied	52%	45%	46%
Fairly satisfied	42%	47%	42%
Neither	2%	3%	6%
Fairly dissatisfied	4%	4%	6%
Very dissatisfied	1%	1%	1%



The reasons why people stated that they were either satisfied or dissatisfied with Midlothian Council's refuse collection service included;

- Men are always very polite and on time each week
- Adequate
- No brown bin service when needed over winter
- Only problem is when its windy the refuse workers don't take time to ensure the buckets are put in the gardens, to ensure they are not blown away
- Bins are always over flowing, other people putting the rubbish in
- Often lots of litter left on street after bins are emptied
- Punctual and polite staff
- Need longer garden collections
- Collection service is OK but bin men just abandon empties anywhere
- They come in for bins
- Very good service
- Service is good
- Frequency of uplift fine
- Very helpful workers and polite
- But would weekly collection be best
- Collections are reliable. Would like the brown bin service to be available for more of the year

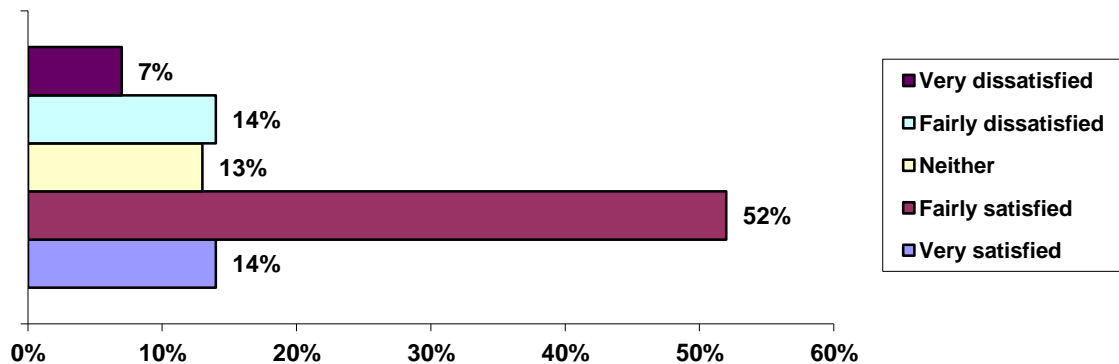
- Regular service and recycling measures very good
- Very helpful drivers/operators
- I'm fairly satisfied
- I have lost about 3 bins in the last year because the bin men have just thrown down instead of returning them
- The service meets my needs
- Come regularly
- Regular/on time
- An increase in length of time for collection of garden waste bin would be better
- Door to door service really good, Stobhill excellent
- Excellent service
- Collecting regular and on time
- Quite often throw bins, food bins instead of placing back causing obstructions
- Recycling good also domestic waste . It would be useful to have garden waste collected all year.
- Have found them very helpful
- Because they are always regular
- They do a good job
- First class service, very polite crew on truck
- Usually quite good but I have witnessed bin men spill garbage and not pick it up
- Don't always leave food recycle bags, Brown bins need to be emptied for longer period of year
- Love the breadth of waste collection and relative simplicity
- Why no garden refuse collection NOV- MARCH
- Good service all round
- Bins emptied regularly
- Regular, reliable collections
- Very good at keeping times of collection all year round
- Always emptied
- Really good service
- Regular collections are adequate
- Always on time, all refuse collected
- Its regular and has good recycling option
- Generally good but cessation of garden waste collection is too early and re start too late
- Sometimes they miss your bucket
- Object to Bucky uplift charge
- Need garden refuse collection to start before the end of March
- More than enough for our requirements, in fact collections could be wide spaced
- Buckets collected on time
- The men are very good at tidying
- Adequate most of the time
- Regular and efficient
- Every 2 weeks - shocking



Sixty five percent of respondents said that they were either very satisfied (15%) or fairly satisfied (50%) with Midlothian Council's street cleaning service. Eighteen percent of respondents said that they were dissatisfied and 14% said neither/nor.

**Overall, how satisfied are you with Midlothian Council's street cleaning service?**

	2017	2016	2014
Very satisfied	15%	14%	18%
Fairly satisfied	50%	52%	45%
Neither	14%	13%	15%
Fairly dissatisfied	14%	14%	16%
Very dissatisfied	4%	7%	5%



The reasons why people stated that they were either satisfied or dissatisfied with Midlothian Council's street cleaning service included;

- Never seen one on Hursted Avenue or Leighton Crescent
- Litter left from take away venues
- Every week the cleaning van comes round to clean the streets however some time the workers walk past the debris
- Main street always seems to be reasonably clean
- Only key areas seem to be targeted
- Leaves and litter left and clogs up street drains. Pavement require regular attention. Our garden has been repeatedly flooded as drain all clogged up and no street cleaning
- Streets are a disgrace and drains flood all the time
- Drains are always blocked and road sweeper comes when the street is full of cars
- No road sweepers in Danderhall, litter is a disgrace
- All the Sula buckets in the town are unsightly
- Hardly ever cleaned
- Drains rarely cleaned
- Could be better
- There is a lot of litter – but I appreciate that the street cleaning can only do so much
- Hard to maintain some areas due to the amount of litter being discarded
- Don't have street cleaning

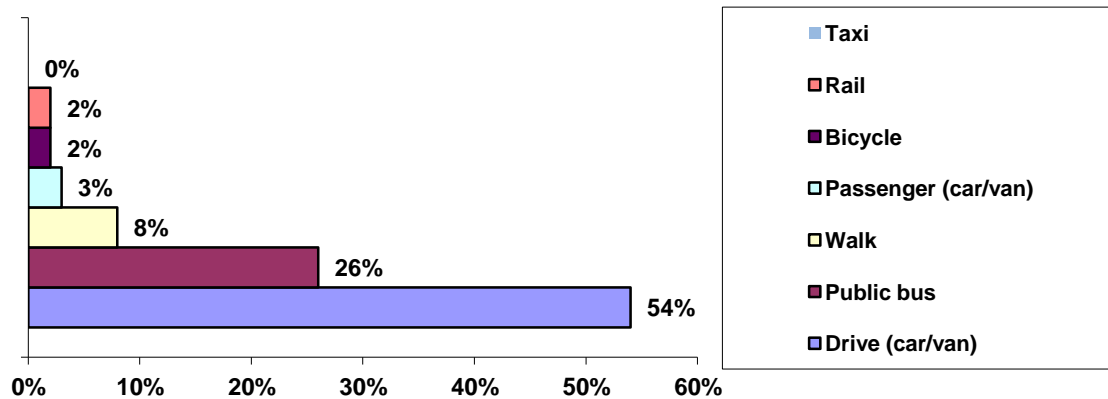
- We need litterbins on lamp posts
- Some of the streets are very untidy at the kerbside
- There is a lot of rubbish lying around. There is also a lot of dog fouling
- Our street cleaned every day
- High street is regularly cleaned
- Council tries hard despite very untidy residents
- I live in a cul de sac – not cleaned
- Pidgeon droppings at corner of high street not dealt with
- Don't see it very often
- Not enough areas cover and not enough workers
- Never see anyone
- So much rubbish on streets and lots of leaves
- Usually quite good but I have witnessed bin men spill garbage and not pick it up
- The street cleaners take pride in their work
- Seeing cleaners on the streets doing a good job
- Croft street is never cleaned
- Dalkeith streets reasonably clean
- Streets still look untidy even after cleaning
- Don't see them often enough
- I live close to two schools, litter is a problem
- Well done the team
- Streets and pavements always seem clean
- High standard but not perfect
- Nobody picks litter between Quadrant and Loanburn Ave
- Bilston is fairly clean
- Streets are clean
- They don't pick up dog fouling in our area and only pick up large pieces of litter and streets around leisure centre full of chewing gum
- Rarely see them
- Don't often see this service in my area
- Streets are always littered, never see a street cleaner in person
- Could be done more often. Dog owners should be more responsible
- At one time there was fairly regular cleaning , this has declined
- So seldom
- They do quite well but it is difficult in collecting carry out containers
- The streets in my time have never looked so bad
- Our streets are never cleaned
- I still see litter in the streets and road side verges
- Sometimes rubbish lying around
- Think they do a great job, out in all weathers doing a thankless job
- Too much litter
- Only town centres seem to be cleaned

### 3.12 Roads and Transport

The largest number of people stated that they travelled to work by car (57%) either as a driver (54%) or a passenger (3%). This is followed by bus (26%) and walking (8%).

#### How do you usually travel to and from work?

	2017	2016	2014
Drive (car/van)	54%	54%	60%
Public bus	26%	25%	26%
Walk	8%	13%	12%
Passenger (car/van)	3%	3%	2%
Bicycle	2%	1%	0%
Rail	2%	1%	0%
Taxi	0%	0%	1%



Respondents indicated that the largest number of children (42%) walked to and from school, this is up from 32% in 2016 but down from 52% in 2014. This is followed by travelling by car or van (18%) and then public bus (11%) or school bus (10%).

#### If you have children, how do they usually travel to and from school?

	2017	2016	2014
Walk	41%	32%	52%
Drive (car/van)	9%	19%	26%
Passenger (car/van)	9%	10%	3%
Bicycle	2%	4%	0
School bus	10%	9%	11%
Public bus	11%	9%	6%
Taxi	5%	2%	2%
Rail	0%	0%	0%

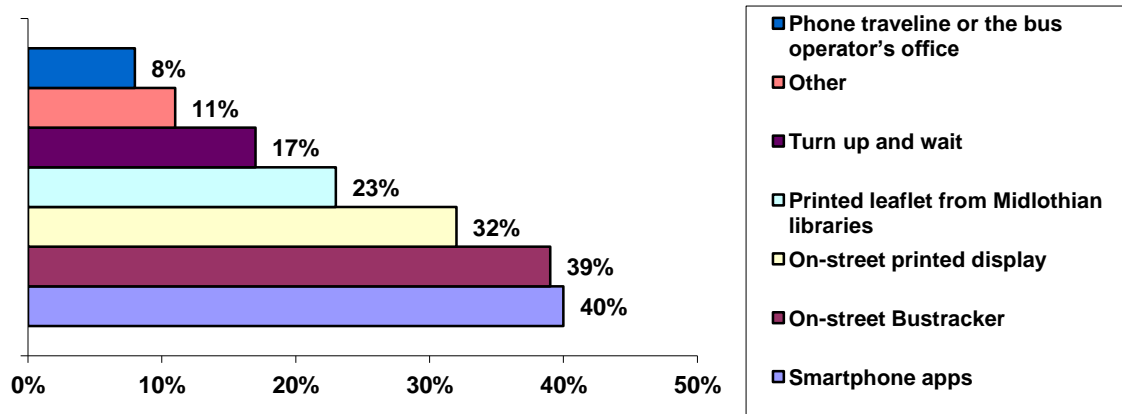
Respondents were asked to indicate what improvements to the bus services they would like to see. The type of improvements included;

- More buses during rush hour
- Bus services excellent
- Auchendinny has no bus service. If you don't have a car and elderly or infirm you have to walk ½ a mile up a steep hill to transport. There is a system where you can phone a cab but it costs.
- None, we have a good service
- No complaints, drivers on the whole are very helpful
- Good bus service
- More trackers
- More frequent especially after 7pm
- More direct routes to RIE
- Services normally good
- More frequent than 1 per hour
- Very good bus service (No3 ) every 10 minutes
- Happy with them
- Frequency increase
- There is a very good bus service where I live
- A sensible spacing of the 39, 40 and 49 services to reduce waiting times
- More direct express buses to Edinburgh
- In some areas a very poor service for the money given to bus company otherwise LRT have a good service
- More selections
- More X29's
- No 31 bus a Sunday service to Polton Mill
- Bus service is good but too slow due to heavy traffic, traffic lights and cars
- Bring back 29 to Newtongrange/Mayfield even if only for peak time
- Direct access to ER and WG from Mayfield
- A bus that goes straight to the Gyle as so many shops and offices are there. Also to Napier and Heriot Watt universities
- Only 37 bus comes round by Roslin and only 2 in an hour surely with visitors coming from Edinburgh to visit Rosslyn Chapel more frequent transport needed
- Better fast codirect connections from Penicuik to Edinburgh by LRT
- Very good bus service
- More buses too/from Rosewell – 31 should run all day not just at peak times
- Don't use the bus service as buses are infrequent and it would take too long for me to get to work by bus
- A more regular service into Edinburgh via Auchendinny
- We have a good service to Edinburgh – more difficult to access parts of Midlothian
- Loanhead has a fairly good service
- There isn't one
- Bus service is OK
- More buses on Newbattle Road

The two most popular ways in which people obtain information about bus service departures are through Smartphone apps (40%) and On-street Bustracker (39%). The use of the On-Street printed display comes in third at 32%.

**How do you obtain information about bus service departures?**

	2017	2016	2014
Smartphone apps	40%	35%	29%
On-street Bustracker	39%	30%	32%
On-street printed display	32%	25%	33%
Printed leaflet from Midlothian libraries	23%	18%	17%
Turn up and wait	17%	15%	17%
Other	11%	14%	8%
Phone traveline or the bus operator's office	8%	9%	6%



Forty seven percent of respondents who said that they had a requirement for disability transport services rated them as being good or very good. This is up from 25% in 2016 and back to the level seen in 2014 (45%). A further 43% said that they were neither good nor poor and 10% said they were poor.

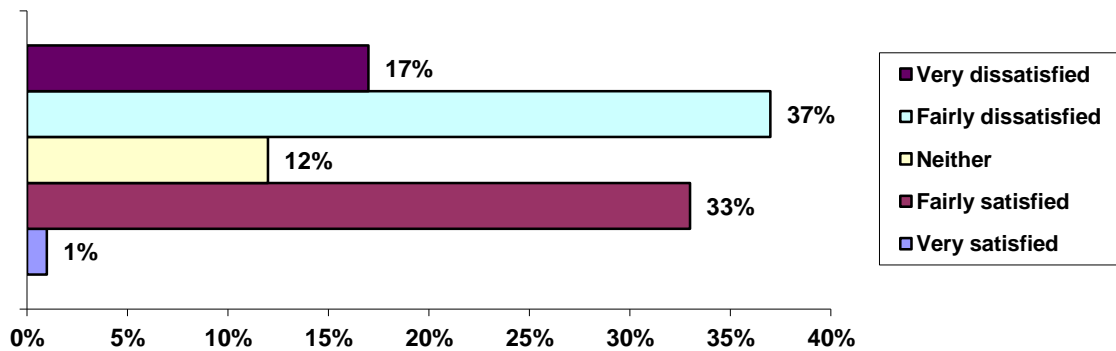
**If you have a requirement for disability transport services, how would you rate the provision of these services?**

	2017	2016	2014
Very good	30%	10%	9%
Fairly good	17%	15%	36%
Neither	43%	68%	40%
Fairly poor	5%	6%	9%
Very poor	5%	2%	6%

Thirty four percent of respondents said that they were either very satisfied (1%) or fairly satisfied (33%) with roads within Midlothian. Fifty four percent of respondents said that they were dissatisfied and 12% said neither/nor.

**Overall, how satisfied are you with roads within Midlothian?**

	2017	2016	2014
Very satisfied	1%	1%	3%
Fairly satisfied	33%	22%	34%
Neither	12%	10%	11%
Fairly dissatisfied	37%	39%	35%
Very dissatisfied	17%	27%	18%



The reasons why people stated that they were either satisfied or dissatisfied with the roads in Midlothian included;

- Dual carriage way Auchindinny to Milton Bridge not resurfaced in years , cycle lane perfect ?
- Lot of heavy traffic in rural area
- A lot of side roads are badly potholed. Bad junction in Pathhead (Crichton Road/Ford Road)
- Poor road surfaces, speeding – Lasswade Road
- Too many potholes and damaged verges caused by lorries
- Potholes and parking issues
- I would say that instead of silent Policemen on some roads , the material used would be better used filling in the potholes properly
- Very poor condition of roads. Potholes everywhere, white lines need replaced
- A few potholes
- Many potholes on country roads
- Too many road closures at same time resulting in major hold ups
- Pot holes and those horrible lumps
- Road surfaces are terrible
- Potholes, slippery mud surface on A6094. Road cleaner disregards other cars safety
- Lots of pot holes
- Had numerous punctures and car repairs due to pot holes
- Numerous pot holes, verges worn away. Generally roads in Midlothian are 3<sup>rd</sup> world state

- Tar place that are not priority footpaths when roads are so bad and filling in pothole that should be dug out and done properly
- Because of potholes
- The pavement are danger, too many pot holes
- Too many houses being built , creating more traffic, almost all roads need widened
- Too many potholes
- A large number of long standing pot holes
- Rubbish for cycling, need to integrate proper cycle tracks with all new roads and road improvements
- The roads are very bad in my area – A plan put in place for road resurfacing
- Too many potholes which make cycling dangerous
- Too many potholes
- Poor surface quality for cycling, very poor quality patch and repair, they don't last long

Respondents were asked to rank from 1(High importance) to 14 (Low importance) the issues regarding roads in Midlothian. The top 5 issues which respondents selected as being 1-5 in their order of importance were as follows;

	Importance 1 – 5
• Unfilled potholes	68%
• Road closures for utility works	62%
• Dangerous junctions	52%
• Inadequate speed control measures	33%
• Inadequate gritting	35%

**Please rank in order of importance the issues regarding roads in Midlothian? (2017)**

	1-5 (High importance)	6-10	11-14 (Low importance)	Ticked not ranked
Unfilled potholes	68%	18%	14%	0%
Road closures for utility works	62%	22%	16%	0%
Dangerous junctions	52%	28%	20%	0%
Inadequate speed control measures	33%	40%	27%	0%
Inadequate gritting	35%	40%	25%	0%
Too many speed control measures	38%	32%	30%	0%
Lack of town centre parking	39%	30%	30%	0%
Lack of cycle lanes	25%	33%	41%	0%
Flooding	36%	38%	26%	0%
Lack of good street lighting	38%	35%	27%	0%
Lack of pedestrian crossings	41%	34%	25%	0%
Lack of disabled parking bays	15%	51%	34%	0%
Lack of dropped kerbs for disabled access	31%	38%	31%	0%
Too much town centre parking	20%	35%	45%	0%

**Please rank in order of importance the issues regarding roads in Midlothian? (2016)**

	1-5 (High importance)	6-10	11-14 (Low importance)	Ticked not ranked
Unfilled potholes	88%	7%	3%	1%
Road closures for utility works	67%	20%	13%	0%
Dangerous junctions	61%	33%	6%	1%
Inadequate speed control measures	42%	32%	25%	0%
Inadequate gritting	40%	43%	17%	0%
Too many speed control measures	37%	30%	33%	1%
Lack of town centre parking	31%	44%	24%	1%
Lack of cycle lanes	31%	34%	35%	0%
Flooding	31%	40%	28%	0%
Lack of good street lighting	31%	41%	28%	1%
Lack of pedestrian crossings	23%	50%	26%	1%
Lack of disabled parking bays	22%	37%	40%	1%
Lack of dropped kerbs for disabled access	18%	39%	43%	1%
Too much town centre parking	16%	30%	53%	0%

**Please rank in order of importance the issues regarding roads in Midlothian? (2014)**

	1-5 (High importance)	6-10	11-14 (Low importance)	Ticked not ranked
Unfilled potholes	77%	6%	2%	14%
Road closures for utility works	63%	18%	12%	6%
Dangerous junctions	60%	26%	8%	5%
Inadequate speed control measures	43%	27%	23%	6%
Lack of town centre parking	42%	33%	20%	4%
Too many speed control measures	40%	27%	28%	4%
Lack of cycle lanes	40%	30%	27%	5%
Inadequate gritting	39%	38%	17%	5%
Flooding	33%	33%	31%	4%
Lack of disabled parking bays	28%	34%	36%	3%
Lack of good street lighting	24%	46%	27%	2%
Lack of pedestrian crossings	23%	46%	27%	3%
Lack of dropped kerbs for disabled access	20%	39%	40%	3%
Too much town centre parking	17%	28%	53%	1%



Other specific or additional issues that respondents mentioned regarding roads in Midlothian included;

- So many areas where there are bottle necks causing jams
- Potholes and inadequate gritting
- The traffic volume in the Loan is horrendous
- Remove Sula bin bays/parking
- Heavy traffic and lack of pedestrian crossing
- Lack of enforcement of controlled parking in town centre. Double yellow lines completely ignored
- Stop on street parking in towns
- Unfair proportion of parking spaces reserved for exclusive use of council staff and councillors
- Mud on A6094 in between Howgate and Rosewell
- Junction Stobhill Road and A7, should be a roundabout or traffic lights
- The gully box in 90% of Midlothian are blocked or not cleaned regularly
- Windsor drive is a disgrace, drains are not cleared and we get flooded out could be inches around house, everything floating in back
- Roads not big enough to take volume of traffic – too many houses being built
- Speed bumps damaging cars, potholes are massive in some places, roads getting dug up all the time.
- Too much street lighting could do with culling ½ of street lights
- A 5 year plan for all roads in Midlothian but continue with pothole repairs
- Roads unsafe for cycling
- Cycle lanes not clearly painted, v poor road surface, temporary repairs useless, no cycle lanes around junctions and roundabouts or narrow roads where most needed
- Dalkeith requires a traffic warden
- The lack of dropped kerbs is a problem for users of mobility vehicles also obstacles on footpaths i.e. cars, bins, large items awaiting bin collection
- Vehicles straddle speed bumps – there should be bump across road verge to verge
- A701 Penicuik to Edinburgh totally inadequate for volume of traffic
- Lots of deep potholes
- Should be far more double yellow lines at or near corners as a lot of the time cars are parked dangerously near corners or junctions
- School route for primary school (speeding)
- Entire road surface in general is very poor
- Some road junctions and changes have actually increased number of accidents
- All need repaired – not patched up
- There seems to be great reluctance to tackle speeding problems
- Road markings not maintained
- For those streets in Mayfield with steep entrances grit bins/ gritting would be good
- Badly thought out road narrowing, badly designed cycle lanes
- The building of so many new houses will have a terrible impact on the roads in Midlothian
- Too many workers parking on housing estate when public car park lie empty

### 3.13 Quality of Life

With regard to quality of life, 68% select 1-3 indicating that the quality of life in Midlothian is good. A further 24% of respondents gave ratings between 4 and 6 and 11% of people rated the quality of life in Midlothian as between 7 and 10, not good.

#### Generally speaking, how would you rate your quality of life in Midlothian?

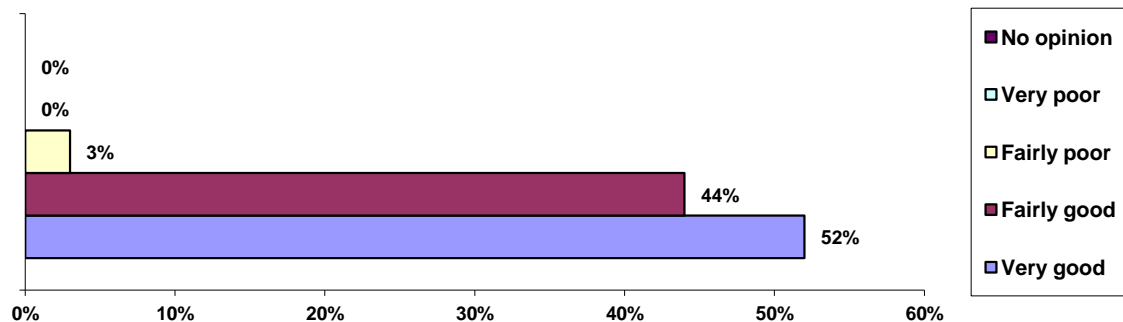
	2017	2016	2014
1 – very good	17%	13%	18%
2	27%	33%	23%
3	22%	25%	29%
4	10%	8%	8%
5	10%	11%	7%
6	4%	1%	4%
7	5%	4%	4%
8	5%	5%	5%
9	1%	0%	1%
10 – not at all good	0%	0%	0%

Ninety six percent of all respondents stated that they thought the neighbourhood they live in was either good or very good and 3% of respondents thought that their neighbourhood was fairly poor.

A similar question asked in the Scottish Household Survey (2015) provides the following data for Midlothian, very good (61%), fairly good (36%), fairly poor (2%) and very poor (0%).

#### Thinking now about the neighbourhood you live in, how would you rate it as a place to live?

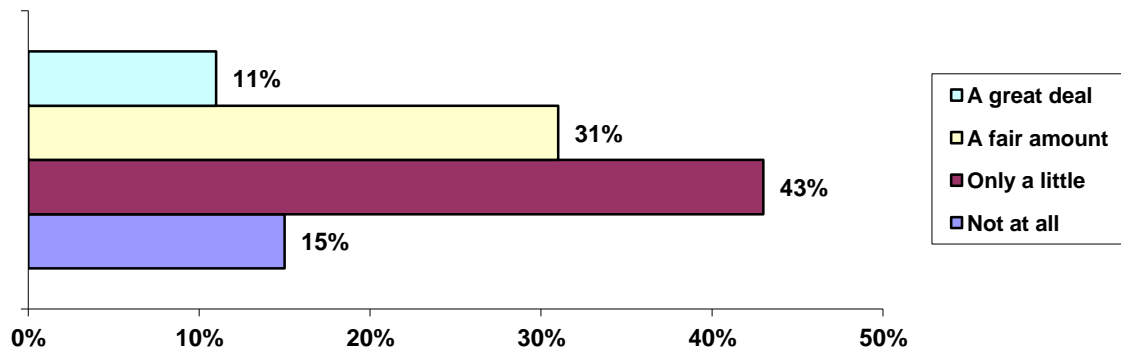
	2017	2016	2014
Very good	52%	47%	50%
Fairly good	44%	48%	45%
Fairly poor	3%	4%	3%
Very poor	0%	1%	1%
No opinion	0%	0%	1%



Forty two percent of respondents said that they are connected and participate in their local community either a great deal (11%) or a fair amount (31%). A further 43% said only a little and 15% said not at all.

**To what extent do you feel you are connected to and participate in your local community?**

	2017	2016	2014
Not at all	15%	17%	10%
Only a little	43%	51%	51%
A fair amount	31%	25%	30%
A great deal	11%	7%	8%
Don't Know	0%	0%	0%



Thirty six percent of respondents stated that they had taken part in any community event, meeting or activity over the past year. This rose to 39% among respondents aged 45-59 years.

**Have you taken part in any community event, meeting or activity over the past year?**

	2017	2016	2014
Yes	36%	36%	37%
No	60%	60%	58%
Don't know	4%	4%	5%

Examples of the types of community event or meeting that people took part in included;

- History society, Dalkeith
- Hunter and Lass
- Community centre volunteer. Husband helps with maintenance at local centre
- Volunteer to help parent with parent need
- Community café volunteer
- Dalkeith horticultural society annual show
- Dalkeith horticultural society spring sale
- Village hall activities
- Local residents forum
- Book club, drama group, village AGM, bonfire night, village fete, village clean up

- Ageing well, walking groups 3 times a week
- Rural show
- Hunter and Lass
- School Christmas show
- Meetings re Penicuik Stonehouse revamp
- Girl guides
- Concerts in Penicuik arts centre, Open house on Saturday and films on Sundays in town hall, Storehouse meetings, Friday market, church
- Christmas get together with my steading neighbours
- Gala day
- A womans group
- Am a member of British legion Committee. I help out at primary school one morning every week
- Community council meeting
- Penicuik in the park
- Local fairs, the writers group, arts association, switch on of Christmas lights, community street market
- Community council, horticultural society, evening classes, SWRI
- Activity with local football club
- Changeworks/ energy saving trust
- Meeting re planning application for approx. 500 houses to be built in Penicuik

Just under a third (29%) of all respondents said that they volunteer in their local community. Seventy percent said no and 1% don't know. The percentage of people volunteering rises to 33% among people aged 45-59 years and drops to 27% among respondents aged 18-24 years. The Scottish Household Survey puts volunteering in Midlothian at 26%.

**Do you volunteer in your local community?**

	2017	2016	2014
Yes	29%	29%	33%
No	70%	71%	66%
Don't know	1%	1%	1%

Twenty eight percent of respondents who stated that they volunteer said that they spent four hours or less per month (up to 1 hour per week), 24% spent between 5 and 8 hours a month volunteering, 17% spent between 9 and 12 hours a month and 28% spent 15 hours or more per month volunteering. This equates to an average of 12.9 hours volunteering per month, up from 11.7 in 2016.

### How many hours do you spend volunteering a month?

Hours per month	2017	2016	2014
One	0%	3%	1%
Two	7%	4%	6%
Three	6%	15%	9%
Four	15%	18%	15%
Five	10%	6%	4%
Six	7%	12%	10%
Seven	0%	1%	-
Eight	7%	3%	9%
Nine	2%	-	2%
Ten	8%	5%	10%
Twelve	7%	8%	6%
Fourteen	1%	--	--
Fifteen	4%	3%	7%
Sixteen	5%	-	3%
Seventeen	--	2%	-
Eighteen	--	2%	-
Twenty	7%	7%	4%
Twenty four	--	-	2%
Twenty five	1%	-	2%
Thirty	2%	3%	4%
Thirty five	1%	2%	-
Forty +	8%	7%	8%

Respondents were asked to consider a variety of statements regarding community involvement and cohesion. The statement to which the greatest number of people agreed was “People in my community help each other when there is a problem”, 63% agree. This is followed by “My community is a place where people from different backgrounds can get on well together”, 63% agree.

In contrast, the statement to which the largest number of people disagreed was “People in my community can influence decisions that affect our community”, 19% disagree.

### How much do you agree with the following statements about your community? (2017)

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
People in my area feel involved in their community	4%	38%	44%	10%	3%
People in my community can influence decisions that affect our community	5%	42%	34%	14%	5%
People in my community help each other when there is a problem	11%	52%	26%	9%	2%
My community is a place where people from different backgrounds can get on well together	9%	54%	31%	5%	2%

**How much do you agree with the following statements about your community? (2016)**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
People in my area feel involved in their community	4%	40%	42%	12%	3%
People in my community can influence decisions that affect our community	5%	29%	35%	26%	5%
People in my community help each other when there is a problem	8%	62%	23%	6%	1%
My community is a place where people from different backgrounds can get on well together	4%	57%	33%	4%	2%

**How much do you agree with the following statements about your community? (2014)**

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
People in my area feel involved in their community	6%	40%	43%	9%	2%
People in my community can influence decisions that affect our community	5%	45%	28%	15%	7%
People in my community help each other when there is a problem	9%	65%	21%	5%	1%
My community is a place where people from different backgrounds can get on well together	4%	59%	30%	6%	1%

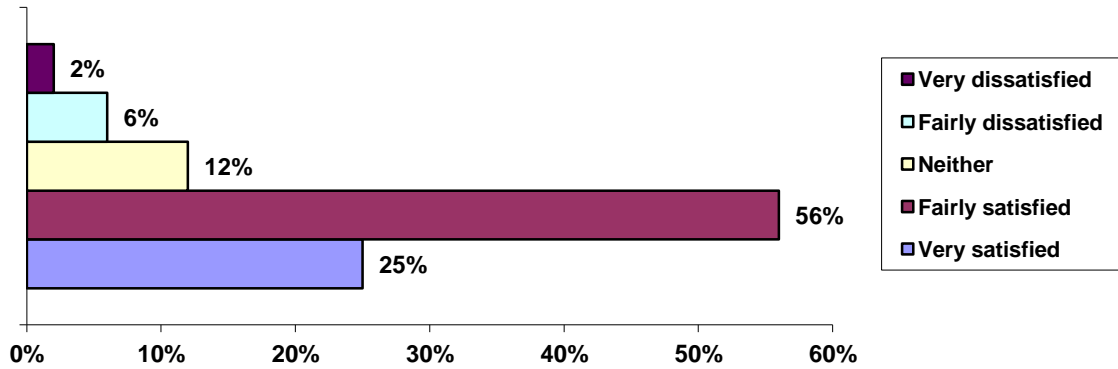
**Parks and Open Spaces**

Just over two thirds (70%) of all respondents said that they were regular users of parks or open spaces within their area.

Eighty one percent of respondents said that they were very or fairly satisfied with parks/open spaces in their area. Twelve percent said that they were neither satisfied nor dissatisfied and 8% said they were dissatisfied.

**Overall, how satisfied are you with local parks/open spaces in your area?**

	2017	2016	2014
Very satisfied	25%	26%	22%
Fairly satisfied	56%	59%	57%
Neither	12%	7%	12%
Fairly dissatisfied	6%	5%	6%
Very dissatisfied	2%	3%	2%



Twelve percent of all respondents said that they worried about not being able to afford to pay their rent or mortgage payments; this is similar to the figures for 2014 and 2016. People living in rented accommodation are more likely to worry (20%) stating this compared to 9% of owner occupiers.

**Do you worry about not being able to afford to pay your rent or mortgage payments?**

	2017	2016	2014
Yes	12%	13%	13%
No	88%	87%	87%

The housing issue which the greatest number of people think is most important is “increasing the number of new affordable homes”, 63% stating this. This is followed by 39% who stated that improving the energy efficiency of housing, is most important

At the other end of the scale, the issue that the greatest number of respondents feel is least important is “Assisting households with particular needs to access suitable housing and services”, 46% stating this.

**What are the 3 main housing issues that you would want the Council and its partners to concentrate on? (2017)**

	1 – most important	2	3 – least important	Ticked not ranked
Increasing the number of new affordable homes	63%	17%	17%	3%
Helping prevent households from becoming homeless	35%	34%	26%	5%
Improving the energy efficiency of housing	39%	23%	31%	7%
Improving the condition of all housing	21%	43%	29%	7%
Assisting households with particular needs to access suitable housing and services	17%	31%	46%	7%

**What are the 3 main housing issues that you would want the Council and its partners to concentrate on? (2016)**

	1 – most important	2	3 – least important	Ticked not ranked
Increasing the number of new affordable homes	56%	21%	19%	4%
Helping prevent households from becoming homeless	38%	31%	28%	3%
Improving the energy efficiency of housing	29%	38%	28%	4%
Improving the condition of all housing	13%	34%	49%	4%
Assisting households with particular needs to access suitable housing and services	30%	33%	32%	5%

**What are the 3 main housing issues that you would want the Council and its partners to concentrate on? (2014)**

	1 – most important	2	3 – least important	Ticked not ranked
Increasing the number of new affordable homes	60%	25%	13%	1%
Helping prevent households from becoming homeless	43%	30%	27%	0%
Improving the energy efficiency of housing	40%	29%	30%	1%
Improving the condition of all housing	25%	35%	38%	1%
Assisting households with particular needs to access suitable housing and services	16%	35%	48%	2%



## 4. Appendices

### 4.1 Open Ended Responses

#### Q3

Loud music, unable to sleep, Police called at one point (ongoing)  
 Garden sheds broken into  
 Littering, dog fouling, not reported as no proof  
 Youths from out with the area vandalising bus shelters  
 Money theft/scam  
 People riding bicycles on footways  
 Rowdy, drunken behaviour  
 Littering and dog fouling in garden  
 Flytipping, speeding, bogus salesmen (fish) , anti social behaviour  
 Speeding  
 Noisy neighbours (HMO) Inveravon House – housing drug addicts, alcoholics etc  
 No major crimes but dog fouling is a problem  
 Youths destroying park areas/trees etc  
 Car theft  
 Drug supply, dog fouling, flytipping, anti social behaviour  
 Speeding/ road accident  
 Shop lifters in Co-op, abusive to staff  
 Fly tipping, cold callers  
 Break in to garage  
 Excessive noise/ swearing in street  
 Late parties , noisy neighbours, drugs people taking and dealing  
 Fly tipping, dog fouling, anti social driving  
 Littering along road, one incident of fly tipping, very fast driving  
 Car broken into  
 Witnessed speeding  
 Youths hanging about making a nuisance of themselves  
 Bus shelter outside our house smashed at weekend  
 Parking vehicles on pavements  
 Youths hanging around dropping litter  
 House breaking (a friend and near neighbour) witnessed distress and trauma  
 Unlawful damage to property  
 Speeding on B6372 a permanent and increasing problem  
 Fly tipping, dog fouling, littering  
 Crowd gathering drunken youths breaking bottles, shouting abuse, breaking windows  
 Speeding

#### Q4b

When the Police were called they were very effective and sympathetic  
 Police

Nobody dealt with it, Police just turn blind eye  
 Absence of Police presence  
 Police tend to ignore it  
 Local policing community  
 Police, council staff (housing)  
 Police  
 Environmental health  
 Melville housing for noisy neighbours. Passed back to Police, reluctant to involve them  
 As it was not effectively dealt with no agency dealt with it  
 Fly tipping rubbish removed quickly. Littering and speeding not reported  
 No agency  
 Police  
 Police were not local, at least 3 phone calls made by people before they turned up and let them away in cars  
 Police attended at an agreed time to take details  
 Police arrived blue lights crowd ran away and reassembled when Police left

#### Q4c

We would like to move house  
 Money returned to me  
 Police stopping riding on pavements, very dangerous to pedestrians  
 Greater number of Police actively tackling issues e.g. speeding  
 Camera/car occasionally to deter speeding  
 The HMO house removed permanently  
 More visible patrolling of area  
 Eviction from council owned housing, support Police get in touch  
 Information given followed up  
 People take more personal responsibility  
 Letters and warnings not to happen again  
 More effective policing , control by bringing and highlighting prosecutions  
 More policing of area  
 Speed camera  
 More noticeable presence in area  
 Culprits should be warned by Police  
 Police prompt attention could have caught they had they been quicker – 45 minutes after alert and reminders  
 More Police presence in area  
 Would like them caught taken home, wake their families instead of mine

#### Q5

Text, free leaflets  
 Publish information on crime rates  
 Police leaflets, speed traps  
 More visible Police presence  
 I would like to see Police on the beat again for many areas  
 Visits

Email  
 Via Police , library  
 Satisfied with current service  
 Email/post  
 By the monthly newsletter  
 By email or public meeting  
 Be more proactive in sharing info  
 Local newsletter  
 On line  
 Deal efficiently with offenders  
 Email  
 Email  
 More community Police  
 Email  
 Make persons more aware of it, I never knew it existed  
 Email  
 Email newsletter  
 Leaflets to each house  
 A mobile vehicle visiting all areas of Midlothian regularly  
 Via town crier (Penicuik)  
 More leaflets and TV or radio ads  
 Email  
 Website, leaflets , information in libraries, on public notice board  
 Poster campaign  
 Details where to find information about what's happening  
 Leaflets, posters, visits by the community Police to give advice  
 Articles in the advertiser  
 By holding meetings  
 Email  
 Emails, leaflets through door, radio  
 Leaflets  
 A note in the local advertiser  
 On street Police presence  
 Leaflets through door, poster campaign locally, TV news report them  
 Be more visible  
 Leaflets, doorstep interviews, drop ins  
 Monthly leaflet

**Q8b**

My house was broken into 2 years ago, left me shaken and nervous  
 I just don't like walking the streets alone at night  
 Lighting, gangs of youths, several attacks past few years  
 Lots of dark areas and sometimes rowdy crowds  
 Street lamps are sometimes out for a long time  
 Too many groups of youths hanging about

Being disabled, often jostled, knocked down more than once, no help  
 Too many youths hanging about  
 People hanging around  
 I am aware of what could happen  
 Many reported break-ins, car thefts, shed, and garage break-ins  
 Night time is when these offenders gather in groups  
 Group gathering of rowdy youngsters especially in town centre  
 Groups of youths hanging about giving verbal abuse  
 No street lights – rural area  
 I was assaulted 2 years ago with attempted robbery in front of house. It was a 14 year old boy. I now have  
 angina and sore arm. I go for physio  
 There is never any Police presence in the streets as a deterrent  
 Too many drunks and druggies and young adults loitering  
 There are a lot of youngsters hanging about  
 Just from hearing stories about people being mugged  
 Street lighting not bright enough  
 Groups of youths  
 Probably because of age  
 Age  
 Long walk to bus stops at night on dark road  
 Don't like the dark  
 There are too many youths going round at present  
 Don't know who you will bump into in the dark  
 Lack of Police presence  
 Too many gangs/groups hanging around

#### Q11

Mediation early during problems  
 Make people more aware of services available  
 More social integration  
 More related education  
 Communicate more with the resident in the area. Let us know where resident could possibly assist  
 Visit schools and have roadshows  
 More Police officers on the beat  
 Make the public more aware of various groups  
 Talking to young adults in school and put them on the right track  
 Any complaint should be full investigated  
 Only through education at schools  
 More emphasis on teaching respect and kindness from an early age and continue through a child's education  
 Offer counselling services in the workplace which would be confidential  
 Do work in schools, run workshops in communities, zero tolerance posters  
 Act quickly when told about incidents of abuse  
 More marriage/partner meetings/ guidance  
 Raise awareness in community and in schools  
 Employ more staff to get the message across

Be alert and act promptly  
 Start at school giving advice to kids  
 More community based provision drop ins/info  
 Work in schools to influence attitudes  
 Ensure that experts visit schools to educate and inform all pupils what is not acceptable behaviour when interacting with other people.  
 Be more visible/accessible

### Q12

I feel the prison services do not have the time or people to Police the prisons  
 Feel criminals get off lightly and appeal against everything  
 The courts appear to not use their power for sentencing  
 Victim of money scam, money not returned  
 Community payback – far too lenient, courts – inefficiently run, Police – under manning, Prison service – lack of investment  
 Sentences don't seem to fit the crime, Too much drugs etc in prison. Prison seen as a soft option. Bring back corporal punishment for certain crimes  
 Prison service is a joke. Court sentence is not universal. Have not seen any social work.  
 Not enough Police on the streets, the punishment never fits the crime, many social workers don't seem to be on the same wavelength as the public  
 Daughter got raped, Police, court and criminal justice systems let us all down too much done to protect rapist  
 I don't believe the Police, prison service, courts are fit for purpose  
 Sentences don't fit the crime / police don't respond quickly  
 Not enough Police to carry out their duties. Not enough emphasis on repaying victims of crime. Too many lenient or inappropriate sentences  
 Offenders released too early/ fines not paid  
 Prisoners in jail given far too many freedoms i.e. mobile phones. Have had dealings with courts/Police and not impressed at all. They don't seem to be accountable for their actions  
 Not a good enough punishment  
 Recent experience of friends break in  
 Suspect that overcrowding and lack of effective rehabilitation is a problem in prisons

### Q14

Litter picking, fence painting, re-erecting head stones  
 Report dog fouling  
 Remove litter  
 Litter clearing of rural roads  
 Tidying up gardens for OAP's  
 Learning a trade such as painting  
 Pick up or maintain grass areas on roads  
 Cleaning up countryside  
 Picking up roadside litter  
 Clear litter and fly tipping  
 Restorative justice

Helping individuals especially elderly who may need help around their home/garden  
 Filling in potholes and other road repairs  
 Cleaning up litter/ dog fouling  
 Litter picking  
 Litter picking  
 Free repair of sheds etc broken into, picking litter, improving paths, weed control, picking dog foul

### Q15

More publicity  
 Give people the phone number  
 Making it compulsory for families with young children and the elderly  
 Point out the dangers of not having protection and advice  
 Openly advertise in public places  
 Leaflets through doors  
 Advertise more, lots of people unaware of these services  
 More impact adverts  
 Think they do enough  
 Advertise that such a service exists  
 Advertise in area for visit  
 Promote services annually  
 The fire service is very good but the local authority should give more support  
 Publicise the service better. e.g. to community groups  
 Publicity  
 Advertise it more  
 Email/post  
 Be more forceful in their advertising campaigns  
 Visit WI , older peoples clubs. Hand out leaflets at supermarkets , give leaflets with petrol receipts  
 Advertise what they do for free  
 TV  
 Make it better known  
 Advertising in libraries, health centres, cafes  
 Better awareness  
 Advertise / libraries and community papers  
 Advertise in schools and community facilities  
 Send bona fide officers around to explain fully and fit  
 Leaflet  
 More public notification about what they can get  
 More publicity  
 More awareness  
 Advertise  
 Offer a more proactive appointment system  
 A fire tender visiting all local areas with easy to read leaflets – its better hearing from fire fighters  
 Advertise in press and by posters to make people aware  
 They had a blanket visiting programme some time ago. They should continue with that  
 Mailshot to householders

Advertise on road side posters and Penicuik Crier  
 More knocking on doors / leaflets on importance of smoke detectors  
 More advertising – TV, radio, papers  
 Better publicity, visits to community centres and schools  
 Advertise their services more in public places , doctors notice boards, dentists, in libraries, websites  
 More media cover  
 Posters in bus shelters and in post offices and shops  
 Cold call  
 Advertise more through schools etc  
 Publicise it better  
 More newspaper advertising  
 Let them know of this service  
 Raise awareness of services they provide  
 More publicity, mail drops  
 Advertise, alert clubs, schools, organisations  
 Do promotions to advertise this service  
 More advertising of availability  
 Make it compulsory to visit and give advice  
 Improve publicity about these services  
 Visits to community groups, linking with community leaders / education staff  
 Make people more aware “We will be in your area next week should we visit” type leaflet  
 TV advertising  
 Make it more visible that it is available  
 Knock doors and offer on spot assessment  
 Advertise  
 Advertise service more in high risk areas

#### Q16

Give people the phone number  
 Making it compulsory for families with young children and the elderly  
 Advertise more as most people don't know what available  
 Openly advertise in public places  
 Call on all elderly and handicapped in their homes. Talks in centres at lunch clubs etc  
 Advertise more, lots of people unaware of these services  
 Find out from social services who is vulnerable  
 There is not a lot for disabled, as I am now, particularly in snowy weather clear the roads but not the pavements ,  
 fell badly, told it was my job  
 Think they do enough  
 Advertise  
 Advertise that such a service exists  
 Advertise in area for visit  
 Promote services annually  
 By contacting social work or local authority  
 Publicise the service better  
 Publicity

Advertise it more  
 Canvas at homes  
 Inform the people of what SFRS offers for free  
 Mailshot premises with older people and kids  
 More adverts (TV) etc  
 TV advertising  
 Make it better known particularly if devices and equipment are free  
 Talk and demonstrate in clubs etc to old people  
 Improved awareness  
 Advertise / libraries and community papers  
 Work with NHS – district nurses/doctors  
 Advertise in local paper and shops  
 Leaflet  
 More public notification about what they can get  
 More publicity  
 Make people more aware of the services  
 Advertise  
 Raise the profile of this advice  
 A mobile vehicle visiting all districts of Midlothian giving practical advice and leaflets  
 Advertise in press and by posters to make people aware  
 They had a blanket visiting programme some time ago. They should continue with that  
 Advertise  
 Advertise on road side posters and Penicuik Crier  
 More knocking on doors  
 More advertising – TV, radio, papers  
 Better publicity, visits to community centres and schools  
 Leaflets in public places  
 Ask  
 Posters in bus shelters and in post offices and shops, school bag drop in primary schools, info to nurseries,  
 posters in GP surgeries  
 Provide information about how to access this  
 Make it a yearly/biyearly visit as needed  
 Publicise it better  
 More newspaper advertising  
 Let them know about it  
 Raise awareness of services they provide  
 More publicity  
 Advertise, alert clubs, schools, organisations  
 Co-work with health service who could promote work and support what is available  
 More advertising of availability  
 Improve publicity re the availability of this service  
 Visits to community groups, linking with community leaders / education staff. Encourage young people to work  
 as mentors for grandparents etc  
 Make people more aware  
 Visit every couple of months  
 TV advertising



Make it more visible that it is available  
 Work in conjunction with other voluntary organisations  
 Advertise  
 Target advertising at these groups

**Q17**

More publicity  
 Give people the phone number  
 Setting up mobile vans where there could be a drop in service – possibly visiting your area twice yearly  
 Advertise more as most people don't know what available  
 Openly advertise in public places  
 All schools and centre and community centre  
 Advertise more, lots of people unaware of these services  
 Leaflet distribution to all premises  
 Think they do enough  
 Advertise  
 Advertise that such a service exists  
 Meet in local library  
 Promote services annually  
 I already have a first aid certificate and people should contact SFRS or library  
 Publicise the service better  
 Publicity  
 Advertise it more  
 Email/post  
 I would say residents do not know that SFRS offers free advice  
 Advertise on TV, in papers and mail shot. Hold open days  
 Local advertising  
 Make it better known, particularly to groups  
 Through meetings in libraries and speaking to young people  
 Offer advice to youth organisations, schools etc  
 Advertise / libraries and community papers, doctors surgery  
 Work with community groups to promote this service  
 Advertise in local paper and shops. Have open evenings to explain benefits  
 Leaflet  
 More public notification about what they can get  
 More publicity  
 I am a retired fire fighter and I never knew these courses existed  
 Advertise  
 Raise the profile of this advice  
 A mobile vehicle visiting all districts of Midlothian giving practical advice and leaflets  
 Go into schools and work places  
 House visits. They had a blanket visiting programme some time ago. They should continue with that  
 Advertise  
 Advertise on road side posters and Penicuik Crier  
 Advertise classes for people to attend

More advertising – TV, radio, papers  
 Visit community centres, schools and work places . be visible at public events i.e. markets, fairs, galas etc  
 Offer free courses in community halls across Midlothian  
 Media cover  
 Posters in Doctors surgeries, community centres, ads in community newsletters  
 Advertise  
 Provide information about how to access this  
 Schools etc  
 Local courses at various times  
 More newspaper advertising  
 Let people know this is available  
 Make more public  
 Raise awareness of services they provide  
 Offer training courses in local communities  
 Advertise, alert clubs, schools, organisations  
 Promote more in schools for younger population  
 More advertising of availability  
 Encourage schools to teach these skills to teenagers to enable them to carry the skill into later life  
 Visits to community groups, linking with community leaders / education staff. Encourage young people to work as mentors for grandparents etc,. encourage young people to be trained  
 Offer evening classes , teach in schools and places of work  
 Set up a class once a week  
 TV advertising  
 Make it more visible that it is available  
 Offer to parents in schools, approach local community groups  
 Advertise  
 Target advertising at these groups  
 It appears that more publicity about what is available is required

### **Q23 other**

Golf  
 Bowls  
 Grandchildren  
 Golf  
 Mild exercise routine  
 Fishing, hunting  
 Golf  
 Home exercises  
 Pilates  
 Exercise bike

### **Q24**

24 hour hospital, Bonnyrigg  
 NHS 24 by phone

NHS 24 phoned

**Q29**

Grandparent  
Parentline/ health visitor  
GP  
Sure start/ health visitor  
Local doctor

**Q30**

Other aren't/school  
Penicuik High School  
GP  
School  
GP

**Q31b**

Very supportive and helpful staff

**Q32 other**

Postgraduate courses

**Q33c**

Free training, compulsory attendance for all claiming benefits who are young and fit  
Night school  
I went back to school at 62, loved it  
More computer skills  
Knowing who and where to go to  
Computer classes  
Gardening and farming  
All the voluntary organisations  
Ageing well aqua fit - more classes especially aqua fit  
To start younger, with parenting support in early years when perhaps some young people would have a better school experience  
Paid leave from work

**Q43**

Staff always very helpful and polite  
Always helpful and good choice of reading material  
Library staff exceptionally good

Very friendly and welcoming  
 Service very good  
 Limited stocks of books but eventually can be obtained  
 All the library staff are really helpful – all branches  
 Provided basic photocopying/faxing – it worked  
 Very helpful and happy to assist  
 There are sometimes I visit my local library. There is no books for me of interest  
 Librarians are knowledgeable and helpful  
 Mayfield library – excellent staff, great atmosphere  
 Staff very helpful  
 Fast access, printing services  
 Helpful librarian  
 New bus pass  
 Too far away to walk – there are no facilities at the Cockpen side of Bonnyrigg  
 The librarians are wonderful, knowledgeable and helpful staff and a fantastic facility  
 Because the library is local and the staff are great  
 Can usually find a good book to read  
 Librarian very knowledgeable and helpful. I had authors name incorrectly written down and she helped decipher it  
 Library staff are friendly and helpful and it has good opening hours  
 Very good service  
 Often given help getting books from the library  
 Librarians at Penicuik library are very helpful  
 Staff very helpful  
 Librarian very helpful and bale to complete the task I wanted  
 Because it is a good library – Penicuik  
 Library is the hub of the community  
 Staff are excellent

**Q45 if you do not use any library service, why is this?**

I prefer to buy books or use my Kindle  
 Not aware of any of them  
 I have no need to use the library  
 Don't really need or use any  
 All services can be obtained online at home  
 Access media/ book sources via internet/kindle etc  
 Not enough time to read more  
 I don't read much  
 Computer classes – Wednesdays  
 I have laptop availability  
 Do not need as yet  
 I am not a great reader  
 Not interested as I read and watch TV  
 can access at home  
 I have a Kindle

Buy books, use internet for information  
 It's a bit of a distance from where I live  
 Too far away to walk – there are no facilities at the Cockpen side of Bonnyrigg  
 Because I have no interest in these services  
 Too far away now  
 I don't live near a library for easy access out of working hours  
 Source any data, info, books online at home  
 I have access to new books which I used to pass on to my local library. However, they now seem unwilling to take them which in a time of cut backs seems odd as the books are in new condition  
 Access services on line at home  
 Since moving to Lasswade High school the choice of books has greatly decreased  
 Access to these things at home on my tablet  
 There is no library in our area  
 I get books on my kindle

#### Q47

Lack of security, complaints not addressed  
 My granddaughter uses them and she is a regular visitor  
 Lasswade centre is very good  
 Poor changing facilities (dirty, broken lockers) Swimming pool frequently laned off for other activities. Spa facility often out of order, poor ventilation in changing areas  
 Very helpful staff  
 Fulfils my needs  
 Used frequently  
 Great facilities  
 Not sure what's on offer  
 Use of pool – close by . Good for swimming lessons for grandchild  
 Can't afford to use facilities  
 Good value and local  
 Healthy hearts class at Lasswade NOT keep fit which it was , now aerobics and too energetic  
 Midlothian offers good facilities in our area  
 Swimming pool good but jacuzzi not always working  
 Never use them, people say they are OK  
 Have all facilities required within short distance of home  
 Use Penicuik leisure pool , aqua fit . Lovely pool and changing area. Use Newbattle for Ageing Well fitness – toilets should need upgraded as do the cubicles for changing, they are very small  
 By word of mouth  
 Staff at Penicuik leisure centre are not very customer focused  
 Facility is good but machine malfunctions are common and take too long to fix  
 Friendly  
 Mainly use Penicuik centre – maintenance in changing rooms needs to be improved e.g. light bulb and door locks broken – not replaced for months. Poor cleaning in swimming pool and changing rooms  
 Gym is good but changing facilities poor (Lasswade)  
 Lasswade sports centre has everything I require  
 Facilities aren't good, opening hours very limited

It's good for my health

The one we use, tick all the boxes for us

Friendly staff introducing new classes

Family and friends are very pleased with facilities on offer

Basic facility is good but breakdowns not fixed e.g. locks on doors in changing rooms at pool stay broken for a long time

#### Q48

Men are always very polite and on time each week

Adequate

No brown bin service when needed over winter

Only problem is when its windy the refuse workers don't take time to ensure the buckets are put in the gardens, to ensure they are not blown away

Bins are always overflowing, other people putting the rubbish in

Often lots of litter left on street after bins are emptied

Punctual and polite staff

Need longer garden collections

Collection service is OK but bin men just abandon empties anywhere

They come in for bins

Very good service

Service is good

Frequency of uplift fine

Very helpful workers and polite

But would weekly collection be best

Collections are reliable. Would like the brown bin service to be available for more of the year

Regular service and recycling measures very good

Very helpful drivers/operators

I'm fairly satisfied

I have lost about 3 bins in the last year because the bin men have just thrown down instead of returning them

The service meets my needs

Come regularly

Regular/on time

An increase in length of time for collection of garden waste bin would be better

Door to door service really good, Stobhill excellent

Excellent service

Collecting regular and on time

Quite often throw bins, food bins instead of placing back causing obstructions

Recycling good also domestic waste . It would be useful to have garden waste collected all year.

Have found them very helpful

Because they are always regular

They do a good job

First class service, very polite crew on truck

Usually quite good but I have witnessed bin men spill garbage and not pick it up

Don't always leave food recycle bags, Brown bins need to be emptied for longer period of year

Love the breadth of waste collection and relative simplicity

Why no garden refuse collection NOV- MARCH

Good service all round

Bins emptied regularly

Regular, reliable collections

Very good at keeping times of collection all year round

Always emptied

Really good service

Regular collections are adequate

Always on time, all refuse collected

Its regular and has good recycling option

Generally good but cessation of garden waste collection is too early and re start too late

Sometimes they miss your bucket

Object to Bucky uplift charge

Need garden refuse collection to start before the end of March

More than enough for our requirements, in fact collections could be wide spaced

Buckets collected on time

The men are very good at tidying

Adequate most of the time

Regular and efficient

Every 2 weeks - shocking

Never a problem

Brown bin collection needed during winter months

Service of refuse collection good. Back garden refuse was not collected on last collection so refuse has been in bin for 5 months

Attitude of staff re leaving empty bins willy nilly , I live on a potentially dangerous corner

Gets very annoying when bins are chucked after emptying, have stopped using food bins because of this

I am not sure recycling is done properly

Trouble free service

The garden refuse should continue throughout the year

Arrives promptly and bin always returned to outside gate

Reliable

Efficient service

The service works OK

#### **Q49b**

Never seen one on Hursted Avenue or Leighton Crescent

Litter left from take away venues

Every week the cleaning van comes round to clean the streets however some time the workers walk past the debris

Main street always seems to be reasonably clean

Only key areas seem to be targeted

Leaves and litter left and clogs up street drains. Pavement require regular attention. Our garden has been repeatedly flooded as drain all clogged up and no street cleaning

Streets are a disgrace and drains flood all the time

Drains are always blocked and road sweeper comes when the street is full of cars

No road sweepers in Danderhall, litter is a disgrace  
 All the Sula buckets in the town are unsightly  
 Hardly ever cleaned  
 Drains rarely cleaned  
 Could be better  
 There is a lot of litter – but I appreciate that the street cleaning can only do so much  
 Hard to maintain some areas due to the amount of litter being discarded  
 Don't have street cleaning  
 We need litterbins on lamp posts  
 Some of the streets are very untidy at the kerbside  
 There is a lot of rubbish lying around. There is also a lot of dog fouling  
 Our street cleaned every day  
 High street is regularly cleaned  
 Council tries hard despite very untidy residents  
 I live in a cul de sac – not cleaned  
 Pidgeon droppings at corner of high street not dealt with  
 Don't see it very often  
 Not enough areas cover and not enough workers  
 Never see anyone  
 So much rubbish on streets and lots of leaves  
 Usually quite good but I have witnessed bin men spill garbage and not pick it up  
 The street cleaners take pride in their work  
 Seeing cleaners on the streets doing a good job  
 Croft street is never cleaned  
 Dalkeith streets reasonably clean  
 Streets still look untidy even after cleaning  
 Don't see them often enough  
 I live close to two schools, litter is a problem  
 Well done the team  
 Streets and pavements always seem clean  
 High standard but not perfect  
 Nobody picks litter between Quadrant and Loanburn Ave  
 Bilston is fairly clean  
 Streets are clean  
 They don't pick up dog fouling in our area and only pick up large pieces of litter and streets around leisure centre full of chewing gum  
 Rarely see them  
 Don't often see this service in my area  
 Streets are always littered, never see a street cleaner in person  
 Could be done more often. Dog owners should be more responsible  
 At one time there was fairly regular cleaning , this has declined  
 So seldom  
 They do quite well but it is difficult in collecting carry out containers  
 The streets in my time have never looked so bad  
 Our streets are never cleaned  
 I still see litter in the streets and road side verges



Sometimes rubbish lying around  
 Think they do a great job, out in all weathers doing a thankless job  
 Too much litter  
 Only town centres seem to be cleaned

**Q51**

School taxi

**Q52**

More buses during rush hour  
 Bus services excellent  
 Auchendinny has no bus service. If you don't have a car and elderly or infirm you have to walk ½ a mile up a steep hill to transport. There is a system where you can phone a cab but it costs.  
 None, we have a good service  
 No complaints, drivers on the whole are very helpful  
 Good bus service  
 More trackers  
 More frequent especially after 7pm  
 More direct routes to RIE  
 Services normally good  
 More frequent than 1 per hour  
 Very good bus service (No3 ) every 10 minutes  
 Happy with them  
 Frequency increase  
 There is a very good bus service where I live  
 A sensible spacing of the 39, 40 and 49 services to reduce waiting times  
 More direct express buses to Edinburgh  
 In some areas a very poor service for the money given to bus company otherwise LRT have a good service  
 More selections  
 More X29's  
 No 31 bus a Sunday service to Polton Mill  
 Bus service is good but too slow due to heavy traffic, traffic lights and cars  
 Bring back 29 to Newtongrange/Mayfield even if only for peak time  
 Direct access to ER and WG from Mayfield  
 A bus that goes straight to the Gyle as so many shops and offices are there. Also to Napier and Heriot Watt universities  
 Only 37 bus comes round by Roslin and only 2 in an hour surely with visitors coming from Edinburgh to visit Rosslyn Chapel more frequent transport needed  
 Better fast codirect connections from Penicuik to Edinburgh by LRT  
 Very good bus service  
 More buses too/from Rosewell – 31 should run all day not just at peak times  
 Don't use the bus service as buses are infrequent and it would take too long for me to get to work by bus  
 A more regular service into Edinburgh via Auchendinny  
 We have a good service to Edinburgh – more difficult to access parts of Midlothian

Loanhead has a fairly good service  
 There isn't one  
 Bus service is OK  
 More choice  
 More buses on Newbattle Road

**Q53**

Website  
 Look online before leaving home  
 Lothian buses internet site  
 Travel shop , Dalkeith  
 On line  
 Print time table from bus providers website  
 Computer

**Q55**

There are no arrangements for transport  
 Is there one

**Q56**

Poor condition  
 Pot holes  
 Most roads in disrepair and a lot of pot holes  
 Roads in terrible state  
 Road surfaces need more maintenance. Cleaning of road sides  
 Full of potholes  
 Pot holes everywhere and useless speed bumps  
 Pot holes, sometimes  
 Potholes  
 Potholes, not enough parking places  
 Very poorly maintained, numerous potholes, too many speed bumps  
 Dual carriage way Auchindinny to Milton Bridge not resurfaced in years , cycle lane perfect ?  
 Lot of heavy traffic in rural area  
 A lot of side roads are badly potholed. Bad junction in Pathhead (Crichton Road/Ford Road)  
 Poor road surfaces, speeding – Lasswade Road  
 Too many potholes and damaged verges caused by lorries  
 Potholes and parking issues  
 I would say that instead of silent Policemen on some roads , the material used would be better used filling in the potholes properly  
 Very poor condition of roads. Potholes everywhere, white lines need replaced  
 A few potholes  
 Many potholes on country roads  
 Too many road closures at same time resulting in major hold ups

Pot holes and those horrible lumps  
 Road surfaces are terrible  
 Potholes, slippery mud surface on A6094. Road cleaner disregards other cars safety  
 Lots of pot holes  
 Had numerous punctures and car repairs due to pot holes  
 Numerous pot holes, verges worn away. Generally roads in Midlothian are 3<sup>rd</sup> world state  
 Tar place that are not priority footpaths when roads are so bad and filling in pothole that should be dug out and done properly  
 Because of potholes  
 The pavement are danger, too many pot holes  
 Too many houses being built , creating more traffic, almost all roads need widened  
 Too many potholes  
 A large number of long standing pot holes  
 Rubbish for cycling, need to integrate proper cycle tracks with all new roads and road improvements  
 The roads are very bad in my area – A plan put in place for road resurfacing  
 Too many potholes which make cycling dangerous  
 Too many potholes  
 Poor surface quality for cycling, very poor quality patch and repair, they don't last long  
 Lots of potholes in Danderhall  
 Roads in very poor condition. Holes only patched up then become pot holes  
 Too many holes on main roads  
 Repairs to the Greenlaw mains estate were never completed. Pot hole repairs are a disgrace, a child could do better.  
 Lots of potholes  
 Too much congestion and too many potholes  
 Fairly often repaired  
 Many pot holes need to be repaired properly – not patched up with tar and loose stones  
 Roads are deteriorating – potholes becoming a bigger problem  
 Far too many potholes and too many speed humps  
 Too many potholes  
 Badly repaired  
 Surface of many roads is very poor  
 They are a bit bumpy  
 All need repaired – not patched up  
 Many repairs needed  
 Pot holes  
 Most roads need repaired  
 Road I live in is patched and has a lot of pot holes  
 Poor road surfaces in our area, although resurfacing of pedestrian area was welcome  
 Too many potholes, badly thought out traffic calming  
 Have spent a lot of money over the last few years on broken suspension parts for car  
 Some need attention  
 Some roads very good others potholed  
 Too many potholes, too many speed bumps  
 Lots of minor roadworks. Bridge work at Eskbank took months

**Q58**

So many areas where there are bottle necks causing jams  
 Potholes and inadequate gritting  
 The traffic volume in the Loan is horrendous  
 Remove Sula bin bays/parking  
 Heavy traffic and lack of pedestrian crossing  
 Lack of enforcement of controlled parking in town centre. Double yellow lines completely ignored  
 Stop on street parking in towns  
 Unfair proportion of parking spaces reserved for exclusive use of council staff and councillors  
 Mud on A6094 in between Howgate and Rosewell  
 Junction Stobhill Road and A7, should be a roundabout or traffic lights  
 The gully box in 90% of Midlothian are blocked or not cleaned regularly  
 Windsor drive is a disgrace, drains are not cleared and we get flooded out could be inches around house, everything floating in back  
 Roads not big enough to take volume of traffic – too many houses being built  
 Speed bumps damaging cars, potholes are massive in some places, roads getting dug up all the time.  
 Too much street lighting could do with culling ½ of street lights  
 A 5 year plan for all roads in Midlothian but continue with pothole repairs  
 Roads unsafe for cycling  
 Cycle lanes not clearly painted, v poor road surface, temporary repairs useless, no cycle lanes around junctions and roundabouts or narrow roads where most needed  
 Dalkeith requires a traffic warden  
 The lack of dropped kerbs is a problem for users of mobility vehicles also obstacles on footpaths i.e. cars, bins, large items awaiting bin collection  
 Vehicles straddle speed bumps – there should be bump across road verge to verge  
 A701 Penicuik to Edinburgh totally inadequate for volume of traffic  
 Lots of deep potholes  
 Should be far more double yellow lines at or near corners as a lot of the time cars are parked dangerously near corners or junctions  
 School route for primary school (speeding)  
 Entire road surface in general is very poor  
 Some road junctions and changes have actually increased number of accidents  
 All need repaired – not patched up  
 There seems to be great reluctance to tackle speeding problems  
 Road markings not maintained  
 For those streets in Mayfield with steep entrances grit bins/ gritting would be good  
 Badly thought out road narrowing, badly designed cycle lanes  
 The building of so many new houses will have a terrible impact on the roads in Midlothian  
 Too many workers parking on housing estate when public car park lie empty

**Q61c**

History society, Dalkeith  
 Hunter and Lass  
 Community centre volunteer. Husband helps with maintenance at local centre  
 Volunteer to help parent with parent need

Community café volunteer  
 Dalkeith horticultural society annual show  
 Dalkeith horticultural society spring sale  
 Village hall activities  
 Local residents forum  
 Book club, drama group, village AGM, bonfire night, village fete, village clean up  
 Ageing well, walking groups 3 times a week  
 Rural show  
 Hunter and Lass  
 School Christmas show  
 Meetings re Penicuik Stonehouse revamp  
 Girl guides  
 Concerts in Penicuik arts centre, Open house on Saturday and films on Sundays in town hall, Storehouse meetings, Friday market, church  
 Christmas get together with my steading neighbours  
 Gala day  
 A womans group  
 Am a member of British legion Committee. I help out at primary school one morning every week  
 Community council meeting  
 Penicuik in the park  
 Local fairs, the writers group, arts association, switch on of Christmas lights, community street market  
 Community council, horticultural society, evening classes, SWRI  
 Activity with local football club  
 Changeworks/ energy saving trust  
 Meeting re planning application for approx. 500 houses to be built in Penicuik

#### **Q66**

Quite good choices  
 Open spaces being built on  
 Can be better, I remember the day when all open spaces were manicured  
 Sometimes a lot of dog fouling in parks  
 No great area for childrens play  
 We have a well maintained park in our are  
 Newbattle Abbey crescent is a lovely place to stay  
 Midlothian council try hard under reduced financial restraints  
 In Pathhead we are well served, being so near Vogrie  
 Access to Ironhills park via steps still a problem. Condition of footpath (national cycle route) in New Battle woods  
 They are kept in good order  
 All very good apart from inconsiderate dog owners  
 Too many horses churn up the pathway for walkers  
 Parks are clean and tidy  
 Nice area and I feel safe  
 Open areas are diminishing due to housing development  
 The area is beautiful

Dog fouling issues, groups of youths intimidating people  
 I live in a rural area, access to countryside is easy  
 Too much litter and dog foul  
 I walk regular in park, meet people and have a chat  
 Could do with more parks at the Cockpen Side of Bonnyrigg  
 Dog litter all over the place and littering  
 Too much dog fouling  
 The woods are wonderful but need some TLC  
 Bus stop area at Dobbies is a "Rubbish Dump"  
 Vogrie is very good (golf course) Plenty of good walks  
 Children enjoy the swings and skate-park  
 Pentland hills – wonderful  
 Parks well maintained  
 Green areas at the outskirts of the town could be more attractive with more landscaping and better footpaths through wooded areas  
 Our park is well used. Also area at the memorial is used frequently by locals and visitors . garden team maintain it well  
 Penicuik has good parks/open spaces – Valleyfield Pond, Penicuik estate, the park, disused railway line  
 Could be better  
 Because they are somewhere I can go and get fresh air/exercise free  
 New school – park is being redesigned and should be good when finished  
 Great places for my granddaughter to run around  
 Park is well looked after and kept relatively free from litter  
 Dogs still being allowed to foul  
 We have some great well maintained parks, access to good open space  
 George V park has good play facilities. We also regularly use Vogrie and Dalkeith Country Park  
 Your building on 1 of our 2 parks  
 Disagree with having to pay to run in Dalkeith Park  
 Local parks are adequate for use  
 I live beside Vogrie Country Park and use it every day  
 More can be done by council to improve facilities  
 It's that dog fouling issue again  
 Plenty of space but rather concentrated around Penicuik high school  
 Could be improved  
 Good green spaces available in area  
 Object to local residents having to pay for Dalkeith Country Park

## 4.2 Example Questionnaire

This can be located by clicking the link below;

<https://www.midlothian.gov.uk/download/downloads/id/2147/cpwinterquestionnaire2016-17.pdf>

