



Midlothian *Moving Forward*

Community Planning for Midlothian

Citizen Panel



**Midlothian Council
Performance Team**

Panel Survey Report

Winter 2016/17

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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
AGE	%	%	%	%			%	%
18-24	6%	7%	5%	5%	1.30	1.29	6%	7%
25-44	15%	16%	10%	14%	1.52	1.14	15%	16%
45-59	13%	14%	18%	16%	0.72	0.90	13%	14%
60-74	9%	11%	10%	15%	0.88	0.76	9%	11%
75+	4%	5%	4%	4%	1.14	1.36	4%	5%
TOTAL	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
TOTAL SAMPLE		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.

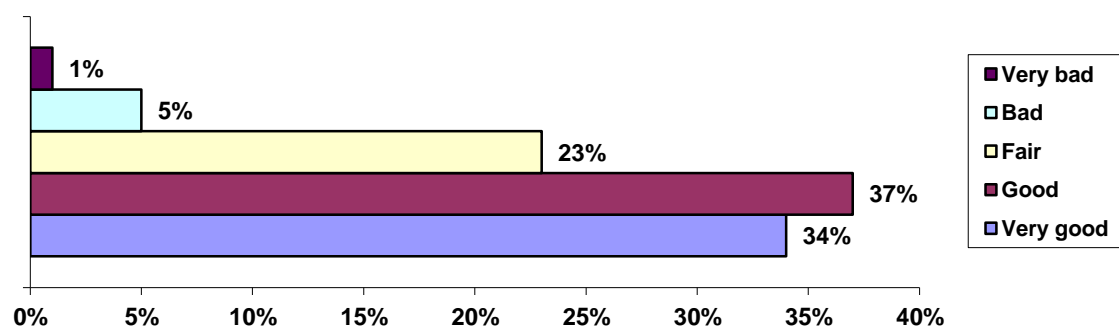
- More publicity
- Give people the phone number
- Setting up mobile vans where there could be a drop in service – possibly visiting your area twice yearly
- Advertise more as most people don't know what available
- Openly advertise in public places
- All schools and centre and community centre
- Advertise 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?

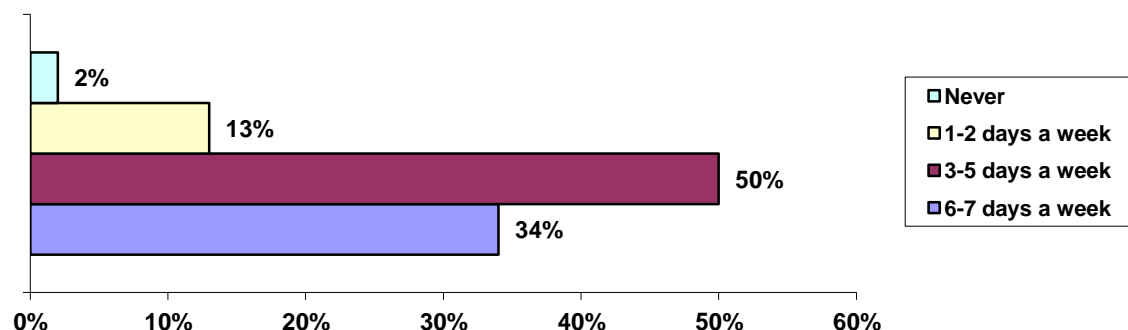
	2017	2016	2014
Very good	34%	25%	25%
Good	37%	45%	51%
Fair	23%	23%	20%
Bad	5%	6%	4%
Very bad	1%	0%	1%



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%

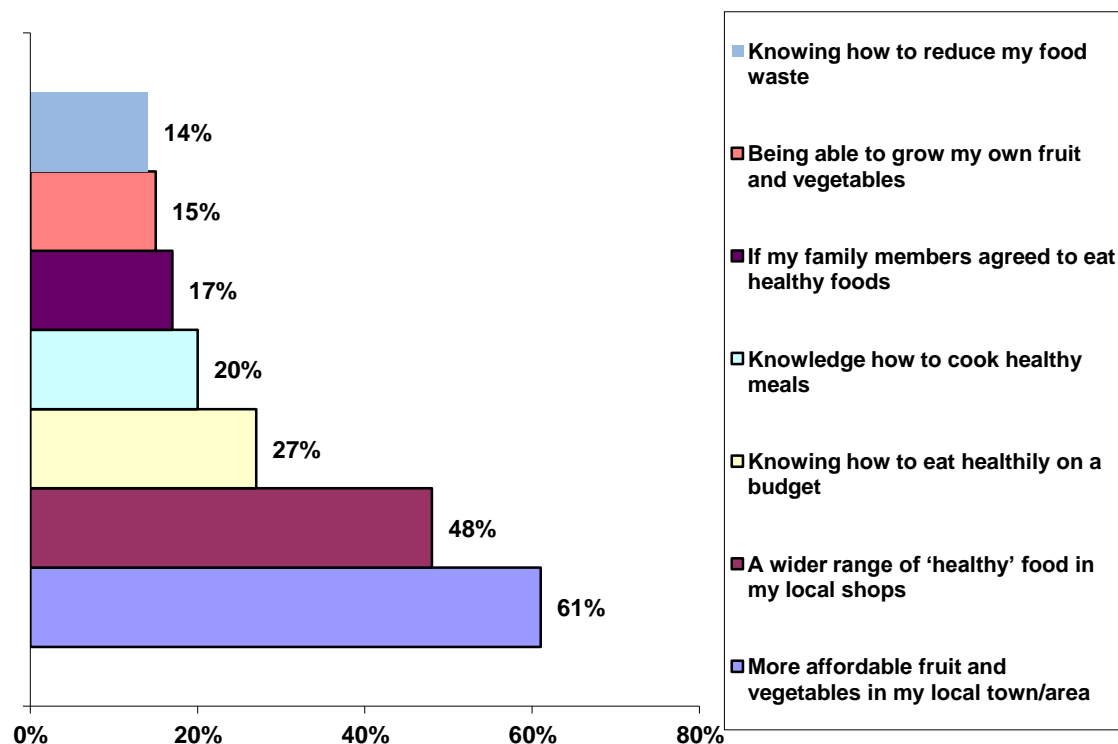


The main thing that would make it easier for people to eat more healthily is “A wider range of good quality affordable fruit and vegetables in your local town or area”, 57% of respondents stating this.

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%

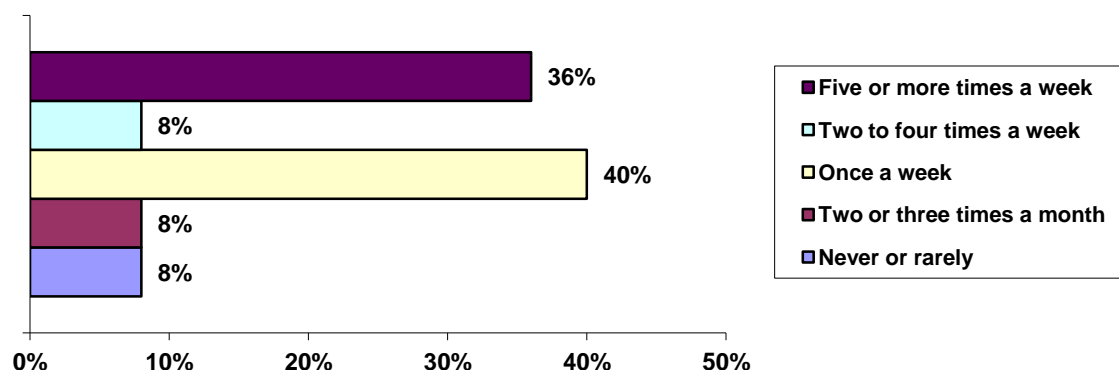


Three percent of respondents said that they miss a meal because they cannot afford to buy the food they need. This rose to 7% among respondents living in rented accommodation.

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%

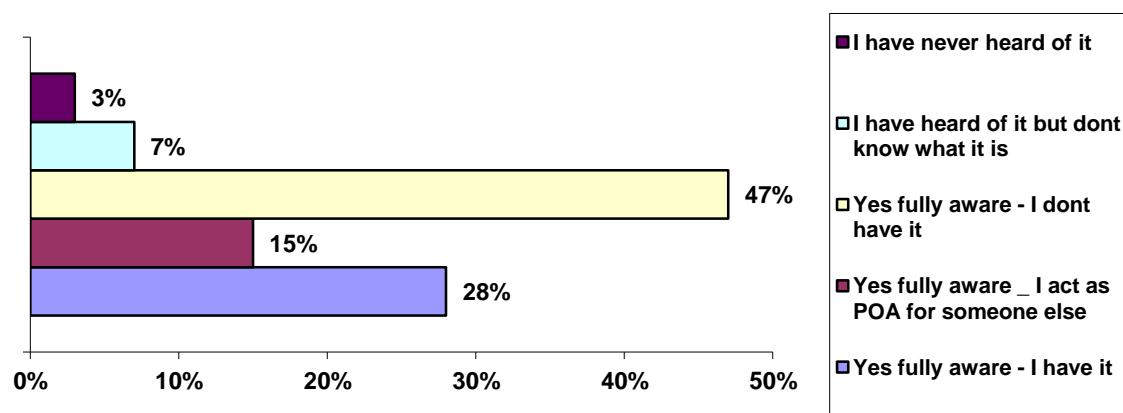
3.4 Power of Attorney

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%

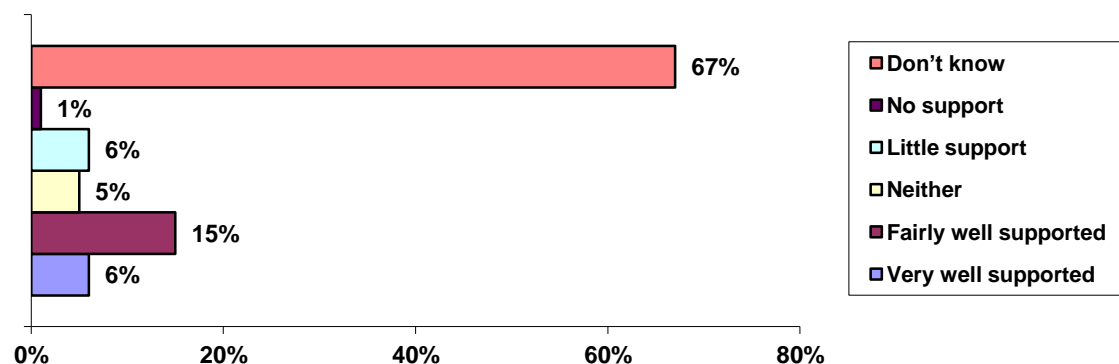
Only 16% of respondents said that they knew they could qualify for legal aid to cover the cost of setting up Power of Attorney.

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%)

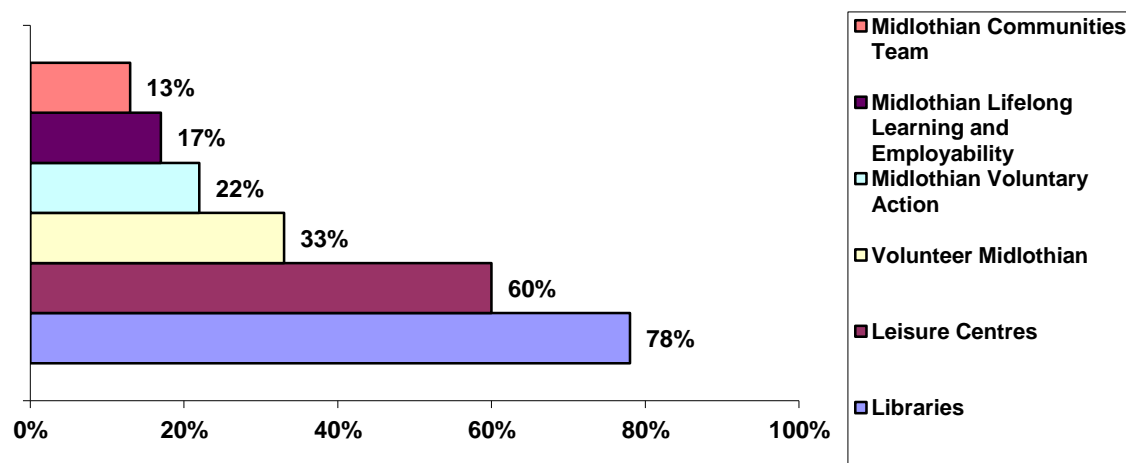
What type of course would help you progress in your current job to a

	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

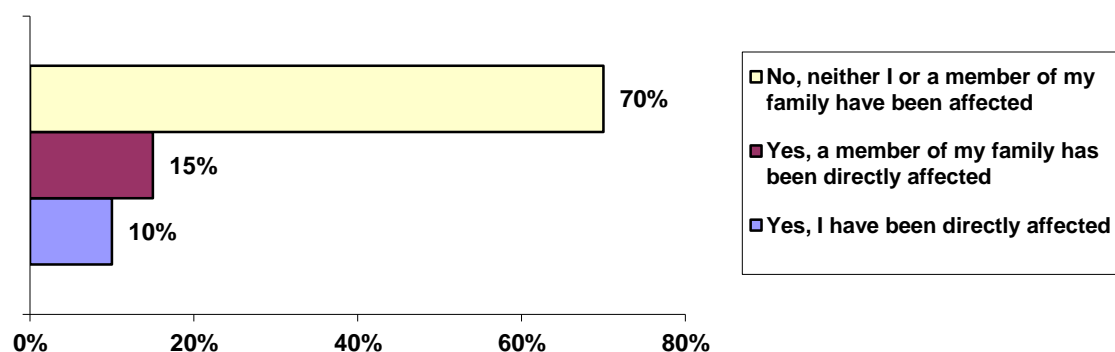
3.7 Economic Situation

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%

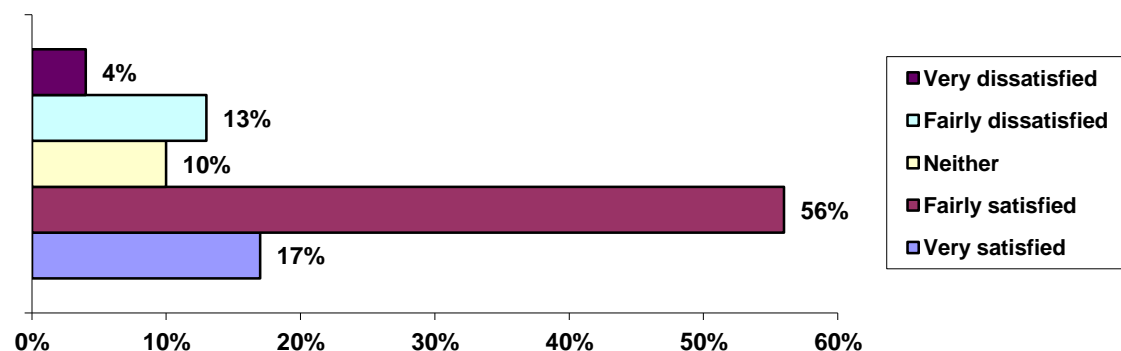
What methods do you use to access the internet for your own personal use these days?

	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

Black Diamond	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%

Crystal FM (104.3)	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%

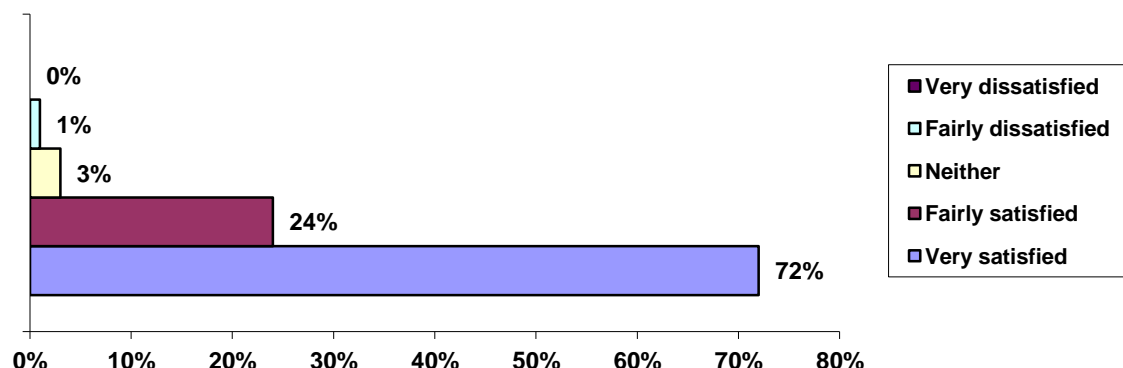
3.9 Libraries

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 able 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

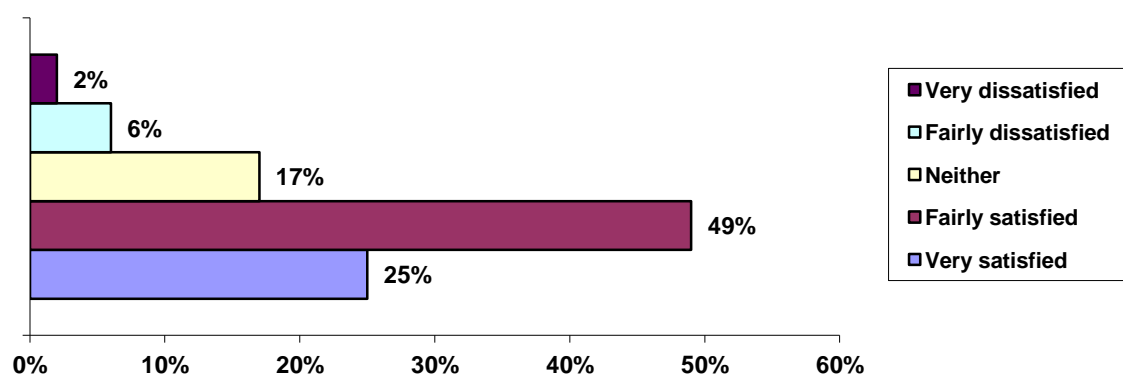
3.10 Leisure Facilities

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;

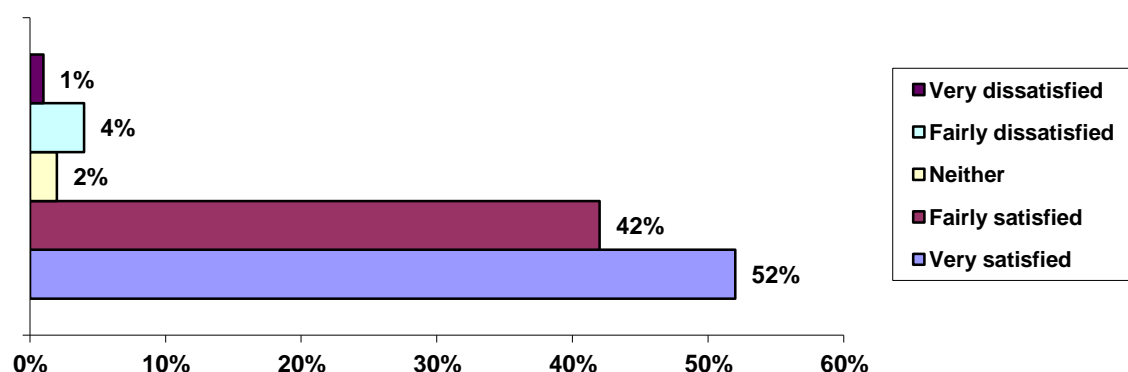
- Lack of security, complaints not addressed
- My granddaughter uses them and she is a regular visitor
- Lasswade centre is very good
- Poor changing facilities (dirty, broken lockers) Swimming pool frequently laned off for other activities. Spa facility often out of order, poor ventilation in changing areas
- Very helpful staff
- Fulfills 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;

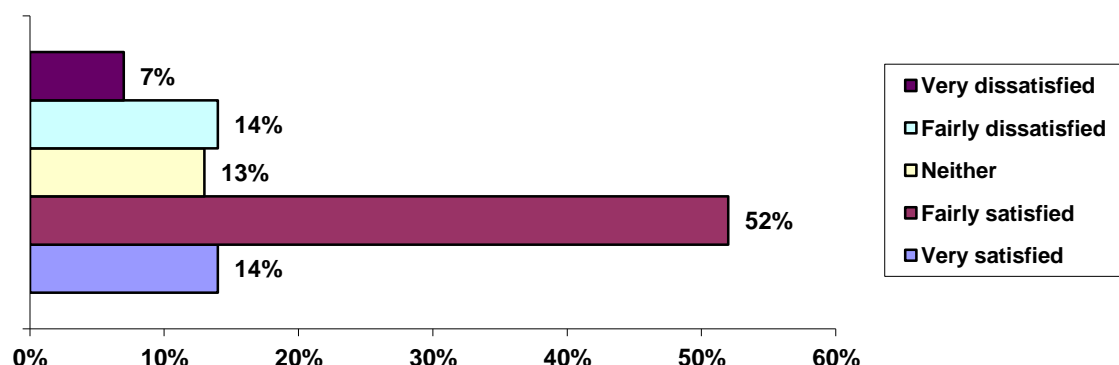
- Men are always very polite and on time each week
- Adequate
- No brown bin service when needed over winter
- Only problem is when its windy the refuse workers don't take time to ensure the buckets are put in the gardens, to ensure they are not blown away
- Bins are always over flowing, other people 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

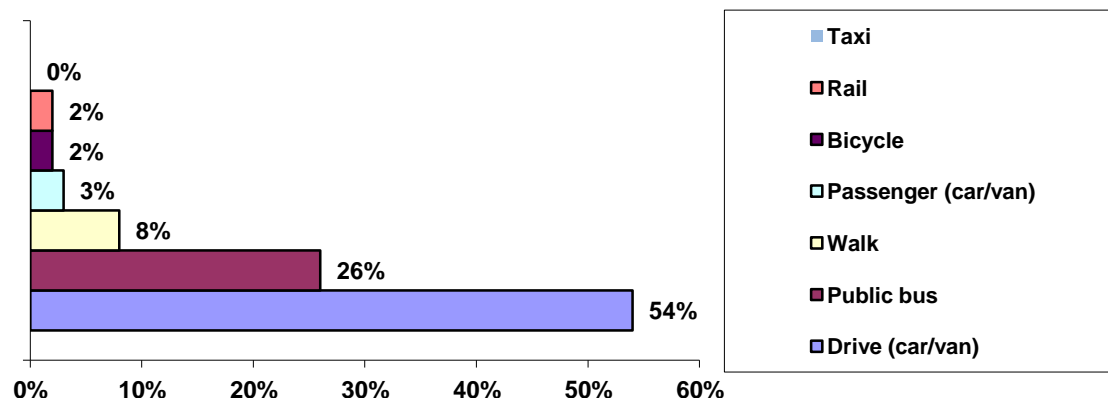
- We need litterbins on lamp posts
- Some of the streets are very untidy at the kerbside
- There is a lot of rubbish lying around. There is also a lot of dog fouling
- Our street cleaned every day
- High street is regularly cleaned
- Council tries hard despite very untidy residents
- I live in a cul 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%

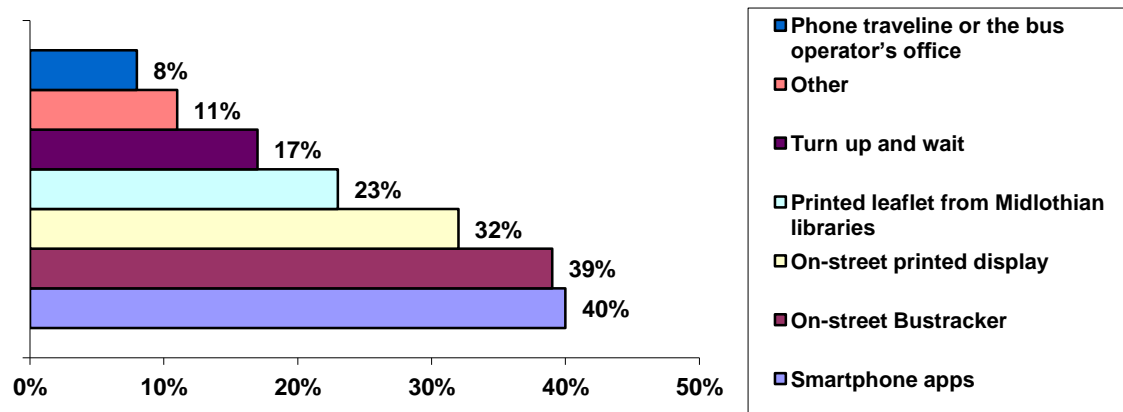
Respondents were asked to indicate what improvements to the bus services they would like to see. The type of improvements included;

- 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.

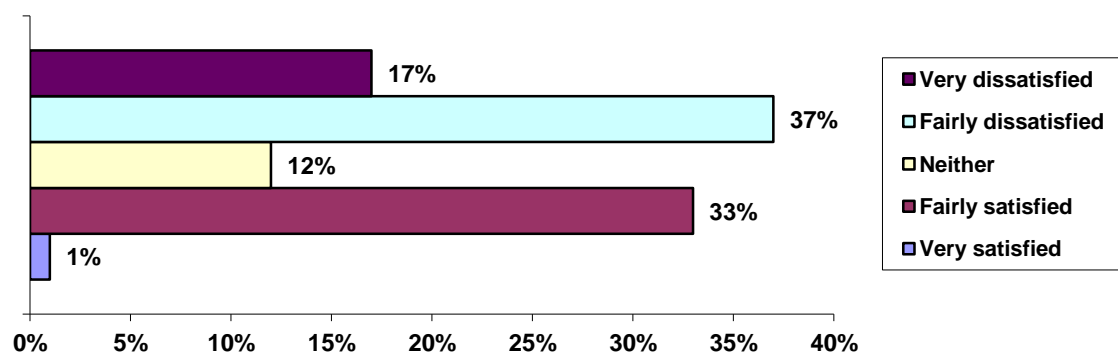
If you have a requirement for disability transport services, how would you rate the provision of these services?

	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 3rd 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?

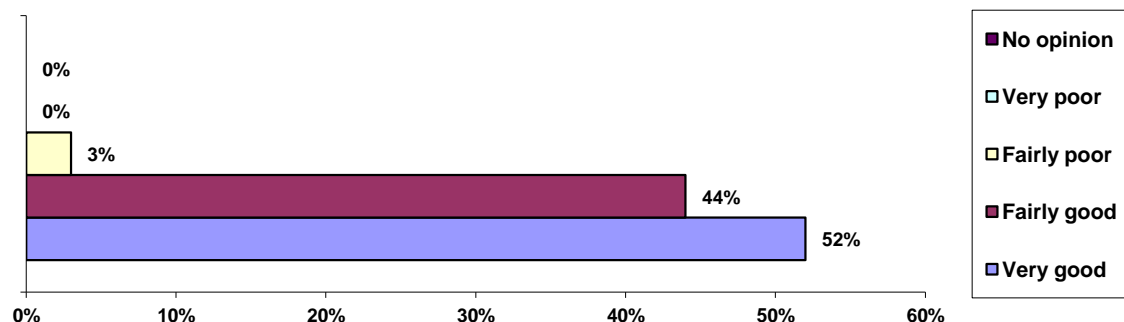
	2017	2016	2014
1 – very good	17%	13%	18%
2	27%	33%	23%
3	22%	25%	29%
4	10%	8%	8%
5	10%	11%	7%
6	4%	1%	4%
7	5%	4%	4%
8	5%	5%	5%
9	1%	0%	1%
10 – not at all good	0%	0%	0%

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?

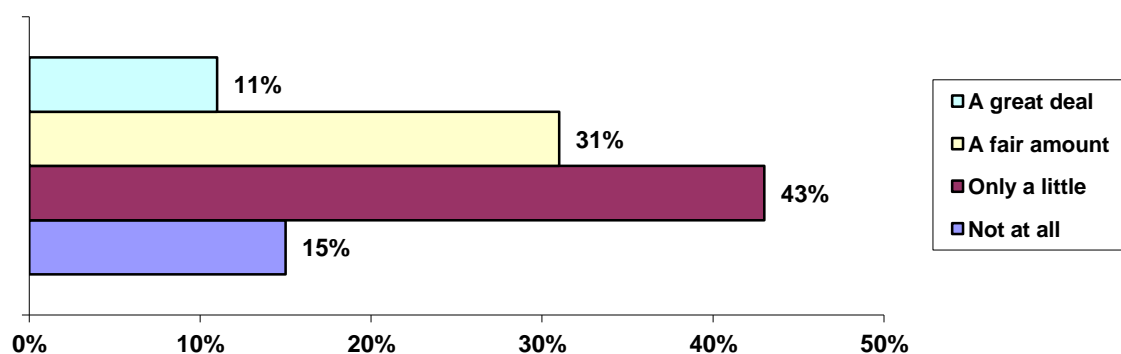
	2017	2016	2014
Very good	52%	47%	50%
Fairly good	44%	48%	45%
Fairly poor	3%	4%	3%
Very poor	0%	1%	1%
No opinion	0%	0%	1%



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%

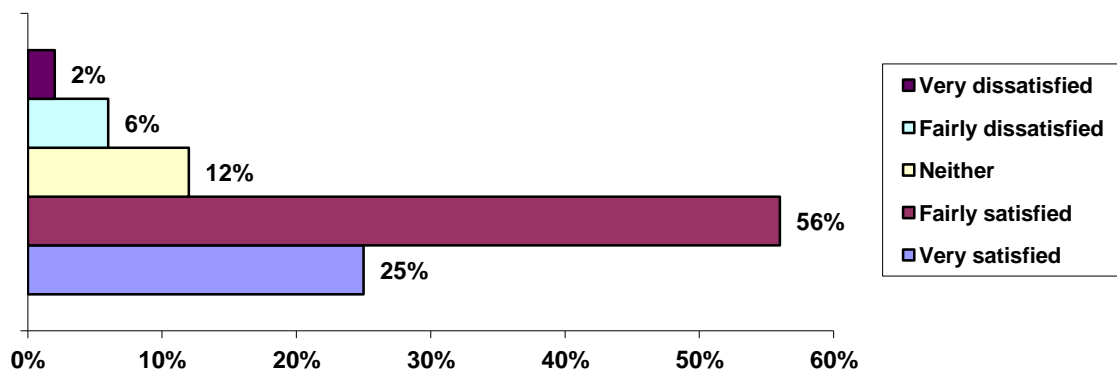
Parks and Open Spaces

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
 Fulfills 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 direct 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 3rd 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>

