

Midlothian Community Planning Partnership
Midlothian Moving Forward
Panel Survey Report
Winter 2017/18

Summary Report

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1.0 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
- 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 980 Panel members in March 2018. A total of 619 panel members returned completed questionnaires prior to the production of this report, giving a response rate to the survey of 62%.

Survey Responses

Policing, Safety, Crime and Justice Policing

- 1.3 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" (44%) "Litter/Fly Tipping" (37%), and "Speeding and/or bad driving in residential areas" (23%).
- 1.4 Other types of problems that respondents see as being less of an issue include: "Homes and sheds being broken into": 49% state that this is a small problem, "Cars being stolen or broken into": 47% state that this is a small problem, "Dangerous/antisocial driving (including quad bikes, off road vehicles)" 45% state that this is a small problem, and "Road Safety / Road Crime": 41% state that this is a small problem.
- 1.5 In contrast to these figures issues such as noisy neighbour and deliberate fire setting are not seen as a problem by 76% and 63% of respondents respectively.

- 1.6 Twenty three percent of all respondents said that they thought crime or anti social behaviour was being dealt with either fairly or very effectively down from 27% in 2017 although still up from 15% in 2016. The number of people stating that crime or antisocial behaviour is not tackled effectively has dropped to 44% in 2018 from 54% in 2017 and 72% in 2016.
- 1.7 Ninety one 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”.
- 1.8 Sixty seven percent of respondents said that public space CCTV in Midlothian's towns make them feel safer. This is in line with the 68% who stated this last year.
- 1.9 Respondents indicated that they are most likely to feel safe “At home with friends/family during the day” (100% very or fairly safe), “At home alone during the day” (100% very or fairly safe) or “At home with friends/family at night (100% very or fairly safe). Ninety six percent of respondents said that they felt either very or fairly safe “At home alone at night”. A similar number (98%) said they feel very safe or fairly safe walking outside alone during the day.
- 1.10 It is walking outside at night alone that people start to feel less safe. Twenty two percent of respondents said that they feel fairly or very unsafe walking outside alone at night
- 1.11 The top three issues that respondents would want the community planning partners to concentrate on are, “Dog Fouling/Dog Control” (26%), “Littering/Fly Tipping” (24%) and “Homes and sheds being broken into” (22%).
- 1.12 The main issues that respondents feel are part of Violence Against Women and Girls are Rape and sexual assault (96%), Domestic Abuse (94%), and female genital mutilation (92%).
- 1.13 The top 3 issues that respondents think should be a priority with regards to Violence Against Women and Girls are, “Domestic abuse” (57%), “Rape and sexual assault” (55%) and “Emotional/Mental abuse” (34%).
- 1.14 The top three places that respondents would go to if they or someone they knew was experiencing violence are, “Police Scotland” (83%), “Women’s Aid East and Midlothian” (40%) and “Would speak to a friend/relative” (32%).
- 1.15 Respondents were most likely to be confident in the following elements of the criminal justice system, “Police” (92%) and “Prison Services” (71%).
- 1.16 The highest number (31%) of people stated that they were not confident in the Criminal Justice Social Work, which includes Community Payback Orders and Post –Release licences.
- 1.17 The top 3 aspects that respondents state are high in helping to reduce offending are, “Support those with mental health problems” (78%), “Support those at risk of offending to deal with their drug misuse” (75%) and “Support those who experience abuse” (72%).

- 1.18 The main type of unpaid work that respondents would like to see carried out in their community by offenders are landscaping parks and playgrounds (80%), improving community facilities (79%), and improving lives of individuals and communities affected by crime (63%).

Fire and Rescue Service

- 1.19 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.
- 1.20 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.
- 1.21 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

- 1.22 Seventy four percent of respondents said that their health is either good or very good. A further 20% said it was fair and 6% said it was bad or very bad.
- 1.23 Just under a third of all respondents (32%) said that they ate 4 portions of fruit and vegetables yesterday. This is followed by 29% who ate 5 or more portions. Just over a quarter (26%) ate 3 portions and 14% ate 1 or 2 portions of fruit and vegetables yesterday.
- 1.24 Two percent of respondents said that they miss a meal because they cannot afford to buy the food they need.
- 1.25 Seven percent of respondents said that they never or rarely engage in physical activity. Eighty seven percent of respondents said that they engage in physical activity at least once a week or more often.
- 1.26 The top two physical activities that respondents indicated they engage in are walking (88%) and housework, gardening or window cleaning (70%). This is in line with previous years figures. These activities are followed by gym activities (19%), work related activity (16%) and cycling (16%).
- 1.27 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” (81%), “Dentist” (29%) and “Optician” (22%).

Power of Attorney

- 1.28 Just under half (46%) of all respondents said that they are fully aware of Power of Attorney but they don't have it, with a further 32% stating that they are fully aware of it and do have it. Twelve percent of respondents act as a POA for someone else. The final 7% of respondents have either heard of it but don't know what it is (4%) or have never heard of it (3%).
- 1.29 The main reasons that people have not organised a Power of Attorney for themselves are that they don't think it is necessary now (34%) or they haven't got around to it (15%). Only 19% of respondents said that they knew they could qualify for legal aid to cover the cost of setting up Power of Attorney.

Parenting

- 1.31 When asked "How did you feel about the support available in your community to help you feed your baby", 84% of respondents said don't know. Twelve percent of respondents said that they are fairly or very well supported. A further 4% said there was little or no support.

Education and Employment

- 1.32 Eight percent of respondents said that someone in their household attend a local school, with the corresponding 92% not. Ninety percent of respondents said that they are either fairly or very satisfied with the schools in their area. A further 10% said that they were neither satisfied nor dissatisfied and 0% were dissatisfied.
- 1.33 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 (3%) and Higher English (2%)
- 1.34 Fifty four percent of respondents were aware of libraries as a provider of learning and development. This is followed by leisure centres (38%) and Volunteer Midlothian (27%). In contrast to this only 9% of respondents were aware of Midlothian Communities Team. Just under half (47%) 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

- 1.35 Seventy two 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.
- 1.36 Nine 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.
- 1.37 The top 2 services that people were aware of are Citizens Advice Bureau (CAB) (99%) and Midlothian Food Bank (82%). This is followed by local credit unions (35%) and other local advice services (28%). The two services that people are least likely to be aware of are Midlothian Council welfare rights service (27%) and the Scottish Welfare Fund (22%).

- 1.38 Respondents indicated that food, groceries and local services such as plumbers are usually purchased or sourced within Midlothian (90%) and (77%) respectively stating this. In contrast, items such as large one off purchases such as cars (57%) or entertainment such as cinemas and restaurants (57%) are usually shopped for outside Midlothian.

Communication

- 1.39 The top three means by which respondents access the internet are, “A personal computer or laptop (at Home)” (74%), “Mobile phone/iphone/smartphone” (57%) and “A tablet – ipad/playbook or similar” (47%).
- 1.40 Seventy five percent of respondents said that they are either fairly or very satisfied with the quality of their internet access overall. Fourteen percent said that they were dissatisfied and 11% said neither/nor.
- 1.41 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” (9%), “I don’t like using the internet or computers” (8%) and “I don’t know how to use a computer” (5%).
- 1.42 Twenty two percent of respondents stated that at least 1 person in their household listened to Black Diamond FM and 8% said that they listened to Crystal FM. On a daily basis the most popular time to listen to Black diamond is at Breakfast time, 36% of respondents stating that they listen at that time. This is followed by Mid morning (23%) and Afternoon (18%). Twenty three percent of respondents stated that they listen to Crystal FM mid evening on a daily basis. On a weekly basis 32% listen in the early evening.

Libraries

- 1.43 Just under half (47%) of all respondents said that they had used any library service in the past year. The majority of people (92%) who had used a library service said that they were satisfied with the service they received, 72% said they were very satisfied and 20% fairly satisfied. Only 3% of respondents said that they were dissatisfied.
- 1.44 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 (15%). This is followed by Ebooks (7%) and Emagazines (4%).

Leisure Facilities

- 1.45 Just over half (52%) of all respondents said that either they or another member of their household use a Midlothian Leisure facility. Seventy nine percent of respondents said that they were either very satisfied (23%) or fairly satisfied (56%) with leisure facilities in Midlothian. Nine percent of respondents said that they were dissatisfied and 12% said neither/nor.

Refuse Collection and Street Cleaning

- 1.46 Ninety one percent of respondents said that they were either very satisfied (49%) or fairly satisfied (42%) with Midlothian Council's refuse collection service. Four percent of respondents said that they were dissatisfied and 5% said neither/nor.
- 1.47 Sixty two percent of respondents said that they were either very satisfied (16%) or fairly satisfied (46%) with Midlothian Council's street cleaning service. Twenty four percent of respondents said that they were dissatisfied and 15% said neither/nor.

Roads and Transport

- 1.48 The largest number of people stated that they travelled to work by car (57%) either as a driver (55%) or a passenger (2%). This is followed by bus (24%) and walking (9%).
- 1.49 Respondents indicated that the largest number of children (37%) walked to and from school, this is up down slightly from 41% in 2017 but up from 32% in 2016. This is followed by travelling by car or van (24%) and then public bus (10%) or school bus (10%).
- 1.50 The two most popular ways in which people obtain information about bus service departures are through Smartphone apps (54%) and On-street Bustracker (40%). The use of the On-Street printed display comes in third at 29%.
- 1.51 Thirty five percent of respondents who said that they had a requirement for disability transport services rated them as being good or very good. This is down from the 47% last year but up from 25% in 2016. A further 45% said that they were neither good nor poor and 21% said they were poor.
- 1.52 Nineteen percent of respondents said that they were either very satisfied (1%) or fairly satisfied (18%) with roads within Midlothian. Seventy percent of respondents said that they were dissatisfied and 11% said neither/nor.
- 1.53 Fifty two percent of respondents said that they were either very satisfied (6%) or fairly satisfied (46%) with roads within Midlothian. Thirty seven percent of respondents said that they were dissatisfied and 12% said neither/nor.
- 1.54 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" (92%), "Road closures for utility works" (65%), "Dangerous junctions" (63%), "Lack of town centre parking" (50%) and "Inadequate gritting" (44%).

Quality of Life

- 1.55 With regard to quality of life, 74% select 1-3 indicating that the quality of life in Midlothian is good. A further 14% 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.
- 1.56 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.
- 1.57 Forty one percent of respondents said that they are connected and participate in their local community either a great deal (10%) or a fair amount (31%). A further 48% said only a little and 11% said not at all. Thirty seven percent of respondents stated that they had taken part in any community event, meeting or activity over the past year.
- 1.58 Just under a third (31%) of all respondents said that they volunteer in their local community. Sixty seven percent said no and 2% 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), 23% spent between 5 and 8 hours a month volunteering, 12% spent between 9 and 12 hours a month and 36% spent 15 hours or more per month volunteering. This equates to an average of 11.7 hours volunteering per month.
- 1.59 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", 84% agree. This is followed by "My community is a place where people from different backgrounds can get on well together", 74% 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", 23% disagree.
- 1.60 Almost three quarters, 73% of all respondents said that they were regular users of parks or open spaces within their area. Seventy six percent of respondents said that they were very or fairly satisfied with parks/open spaces in their area. Eighteen percent said that they were neither satisfied nor dissatisfied and 6% said they were dissatisfied.
- 1.61 Nine percent of all respondents said that they worried about not being able to afford to pay their rent or mortgage payments, this is down from 12% in 2017 and 13% in 2016. People living in rented accommodation are more likely to worry (14%) stating this compared to 7% of owner occupiers.
- 1.62 The housing issue which the greatest number of people think is most important is "increasing the number of new affordable homes", 60% stating this. This is followed by 39% who stated that improving the energy efficiency of housing, is most important
- 1.63 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", 50% stating this.

2.0 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 2017/18 period. This panel contains 980 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
- 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 980 Panel members in March 2018. A reminder was sent to those Panel members who had not responded after a period of two weeks.

A total of 619 panel members returned completed questionnaires prior to the production of this report, giving a response rate to the survey of 62%.

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%	3%	6%	1.76	1.23	6%	7%
25-44	15%	16%	11%	15%	1.43	1.05	15%	16%
45-59	13%	14%	18%	16%	0.73	0.89	13%	14%
60-74	9%	11%	12%	15%	0.78	0.75	9%	11%
75+	4%	5%	3%	2%	1.18	2.38	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	290	5.75%
	Female	325	5.44%
Age	18 to 24 years	80	10.96%
	25 to 44 years	190	7.11%
	45 to 59 years	166	7.61%
	60 to 74 years	124	8.80%
	75+ years	56	13.1%
Tenure	Owner occupied	425	4.75%
	Rented	74	11.39%
TOTAL SAMPLE		619	3.94%

3.0 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" (44%) "Litter/Fly Tipping" (37%), and "Speeding and/or bad driving in residential areas" (23%).

Other types of problems that respondents see as being less of an issue include: "Homes and sheds being broken into": 49% state that this is a small problem, "Cars being stolen or broken into": 47% state that this is a small problem, "Dangerous/antisocial driving (including quad bikes, off road vehicles)" 45% state that this is a small problem, and "Road Safety / Road Crime": 41% 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 76% and 63% of respondents respectively.

Are any of the following types of crime/antisocial behaviour a problem in your local area? (2018)

	Not a problem	Small problem	Big problem	Don't know
Dog fouling and/or dog control	21%	34%	44%	1%
Littering / Fly Tipping	20%	40%	37%	3%
Speeding	19%	51%	23%	6%
Drug dealing / people taking drugs	36%	20%	15%	30%
Homes and sheds being broken into	22%	49%	15%	14%
Theft of property (e.g. bicycles, tools, livestock)	29%	37%	12%	21%
Road Safety / Road Crime	35%	41%	11%	14%
Antisocial behaviour / disorder	44%	36%	10%	11%
Dangerous/antisocial driving (including quad bikes, off road vehicles)	29%	45%	10%	15%
Cars being stolen or broken into	24%	47%	8%	21%
Violent Crime	50%	15%	6%	30%
Bogus workmen / cold callers	37%	35%	6%	22%
Vandalism / Graffiti	56%	29%	5%	10%
Noisy Neighbours	76%	13%	4%	7%
Railway Safety	57%	6%	4%	33%
Domestic Abuse	35%	10%	4%	51%
Deliberate fire setting	63%	16%	3%	18%
Counter terrorism / national security	61%	4%	3%	32%
Financial crime (including fraud, illegal money lending, identity theft)	37%	13%	3%	47%

Child abuse (neglect, sexual exploitation, emotional physical abuse)	34%	6%	3%	58%
Hate crime (crime aggravated by race, disability, sexual orientation)	41%	9%	2%	48%
Wildlife Crime (poaching, snaring, hare coursing, sheep worrying)	38%	15%	2%	45%
Protecting adults at risk of harm	37%	7%	2%	54%
Cybercrime/E Crime (computer safety, online safety, online bullying)	27%	21%	2%	50%
Rowdy drunken behaviour	58%	27%	1%	14%
Serious organised crime	45%	9%	1%	45%
Sexual Crime	33%	9%	1%	57%

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 firesetting	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
Dog control (dog fouling)	17%	48%	35%	1%
Rubbish or litter lying around	23%	45%	32%	0%
Speeding and/or bad driving in residential areas	32%	46%	20%	2%
Off-road motorbikes being ridden	59%	23%	11%	6%
People taking/using drugs	62%	17%	7%	15%
People who have been drinking	56%	33%	7%	4%
Deliberate fire setting	75%	10%	3%	12%
Groups of people hanging around	73%	21%	3%	2%
People taking new psychoactive substances	66%	6%	3%	25%
Noisy neighbours/loud parties	83%	13%	2%	2%

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%
Child abuse	49%	4%	2%	45%
Hate crime	67%	4%	2%	27%
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%
Terrorism	68%	1%	0%	31%

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;

- Stealing grit from buckets
- Tipping rubbish near your own space
- Anti-social driving
- Car parking equipment stolen from outside house
- Antisocial driving
- Tools stolen from back yard
- Cars being stolen
- Speeding
- Open drug dealing in public
- Littering and car speeding on A702
- Financial crime – identity theft
- Verbal abuse
- Break in to garage of house X2
- Road safety, speeding, woodland vandalism and fly tipping
- Mostly speeding – young drivers and dog fouling in woodland
- Group of rowdy teenagers
- Murder, joyriders
- Car running into fence and driver driving away
- Intruder in garden trying garage door
- Neighbours had couple of garden ornaments stolen
- Shouting in street drunks
- Teenage drinking
- Deliberate fire setting
- Kids lighting fires at the railway
- Persistent speeding in built up areas
- Boy racers on A7 and at Butlerfield Industrial estate; unofficial traveller camps
- Littering, dog fouling, fly tipping, rowdy drunken behaviour, speeding
- Parking at corners
- Drunken brawls in Dalkeith town centre
- Older teenagers in groups teasing and jeering at my primary school aged children

Twenty three percent of all respondents said that they thought crime or anti-social behaviour was being dealt with either fairly or very effectively down from 27% in 2017 although still up from 15% in 2016. The number of people stating that crime or antisocial behaviour is not tackled effectively has dropped to 44% in 2018 from 54% in 2017 and 72% in 2016.

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

	2018	2017
Very effectively	6%	10%
Fairly effectively	17%	17%
Not very effectively	21%	23%
Not at all effectively	23%	31%
Don't know	32%	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;

- Inspecting households for not keeping place tidy
- Speed reducing measures
- A lot quicker to deal with things
- More Police on foot
- Speed enforcement and warning signs
- Police to have attended
- More Police speed traps: 20mph zones : speed signs
- Warnings by Police
- Most of the above seem to happen daily and nobody seems to care
- Double yellow lines at all corners
- They should not have alcohol served to them

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;

- Social media
- Radio adverts
- Community police officer
- Town crier , leaflets, websites
- Police presence in street, local info
- Via leaflets and letters
- Better Police presence, social media presence on local groups
- Town crier
- Facebook pages (social media)
- By letter or on the phone
- By letting us know what has been happening in neighbourhood
- Flyers through door / town crier
- Through schools
- Leaflets to each home. Adverts on TV or in local papers
- Via email or facebook
- Leaflet drop, posters in shops etc
- Post an email
- Email
- Open meeting at the community centre
- More notices in local shops or leaflets through door
- Advise people what to do when they see crime/antisocial behaviour
- Online residents forum
- Possibly bus advertising
- Local newspaper

Ninety one 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”. This is down slightly from 95% in 2017.

Sixty seven percent of respondents said that public space CCTV in Midlothian's towns make them feel safer. This is in line with the 68% who stated this last year.

Respondents indicated that they are most likely to feel safe “At home with friends/family during the day” (100% very or fairly safe), “At home alone during the day” (100% very or fairly safe) or “At home with friends/family at night (100% very or fairly safe).

Ninety six percent of respondents said that they felt either very or fairly safe “At home alone at night”. 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 two percent of respondents said that they feel fairly or very unsafe walking outside alone at night.

How safe do you feel in your area in the following situations? (2018)

	Very safe	Fairly safe	Fairly unsafe	Very unsafe
At home alone during the day	75%	25%	0%	0%
At home alone at night	52%	44%	4%	0%
At home with friends/family during the day	92%	8%	0%	0%
At home with friends/family at night	76%	24%	0%	0%
Walking outside alone during the day	69%	29%	1%	0%
Walking outside alone at night	21%	57%	19%	3%
Walking outside with friends/family during the day	82%	18%	0%	0%
Walking outside with friends/family at night	47%	47%	6%	0%

The reasons people gave for feeling unsafe included;

- Kids? Hanging about shops
- Bad youths. Nothing for them to do at night
- At the weekend the local area has a lot of drinkers
- Just because of crime in general
- Precinct in Penicuik feels unsafe
- Groups of youths
- Generally the age we live in now
- Aware crime in general up and more wary
- Unsure of who is around you
- Dark streets
- I am in my eighties and feel vulnerable
- Lack of public transport into the village
- You don't know who is round the next corner
- Poorer street lighting
- I think at night when it is dark it just feels not safe
- I don't feel unsafe but I am more on guard at night
- The unknown
- Anti-social behaviour of speeding cars in Straiton retail park. Burnt out vehicles abandoned between Loanhead and Bilston
- I think if you are alone it is a natural feeling
- Lack of lighting and local policing
- Poor street lights and in centre of Bonnyrigg at times people drunk
- Levels of drug abuse
- Recent attacks and robbery in Dalkeith Streets and now a murder
- Poorly light areas, high bushes and trees
- Old age (90 years)
- Behaviour of youngsters (drink and drugs)

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%

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%

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

- Dog Fouling/Dog Control 26%
- Littering/Fly Tipping 24%
- Homes and sheds being broken into 22%
- Anti-social behavior 20%
- Drug dealing/people taking drugs 20%

Please choose up to 5 items that you want the partners to concentrate on? (Selected as one of the top 5 issues)

	2018	2017	2016
Dog Fouling/Dog Control	26%	36%	34%
Littering/Fly Tipping	24%	29%	22%
Homes and sheds being broken into	22%	31%	-
Anti-social behavior	20%	28%	14%
Drug dealing/people taking drugs	20%	22%	27%
Speeding	18%	20%	27%
Child abuse (including neglect, sexual exploitation or emotional/physical abuse)	14%	18%	-
Road safety/road crime	14%	17%	20%

Cars being stolen or broken into	8%	16%	-
Bogus workmen/cold callers	8%	15%	-
Theft of property (bicycles, tools, livestock)	8%	15%	-
Violent crime	8%	14%	6%
Domestic abuse	8%	12%	8%
Dangerous/anti-social driving (quad bikes, off road vehicles)	6%	13%	5%
Sexual crime	6%	12%	7%
Hate crime (aggravated by race, disability, sexual orientation etc)	6%	12%	6%
Vandalism, graffiti	6%	11%	14%
Rowdy drunken behavior	6%	11%	8%
Cybercrime/E crime (i.e. computer safety, online safety and online bullying)	4%	13%	15%
Protecting adults at risk of harm	4%	13%	-
Financial crime (including fraud, illegal money lending, identity theft)	4%	12%	3%
Wildlife crime (poaching, snaring, hare coursing, sheep worrying)	4%	11%	-
Serious organised crime	2%	11%	6%
Counter terrorism/national security	2%	4%	0%
Noisy neighbours	2%	3%	3%
Deliberate fire setting	2%	3%	2%
Railway safety	2%	3%	-

The main issues that respondents feel are part of Violence Against Women and Girls are Rape and sexual assault (96%), Domestic Abuse (94%), and female genital mutilation (92%).

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?

	2018	2017
Rape and sexual assault	96%	93%
Domestic abuse	94%	95%
Female genital mutilation	92%	84%
So called (honour based" violence)	88%	75%
Emotional/Mental abuse	85%	89%
Commercial sexual exploitation (prostitution, trafficking etc)	85%	82%
Dowry related violence	81%	73%
Sexual Harassment and intimidation (at work and in public)	77%	89%
Forced marriages	77%	80%
Stalking	76%	85%

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

- Domestic abuse 57%
- Rape and sexual assault 55%
- Emotional/Mental abuse 34%

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

	2018	2017
Domestic abuse	57%	53%
Rape and sexual assault	55%	53%
Emotional/Mental abuse	34%	28%
Sexual Harassment and intimidation (at work and in public)	19%	23%
Commercial sexual exploitation (prostitution, trafficking etc)	15%	15%
Female genital mutilation	13%	15%
Stalking	8%	8%
Forced marriages	7%	9%
So called (honour based" violence)	5%	6%
Dowry related violence	2%	1%

The top three places that respondents would go to if they or someone they knew was experiencing violence are as follows;

- Police Scotland 83%
- Women's Aid East and Midlothian 40%
- Would speak to a friend / relative 32%

If you or someone you know was experiencing violence, which of the following would you contact / go to for information or advice?

Police Scotland	83%
Women's Aid East and Midlothian	40%
Would speak to a friend / relative	32%
Would look for information on the Internet	31%
Social Work	26%
East Lothian and Midlothian Public Protection Office	24%
My GP	20%
National Domestic Abuse and Forced Marriage Helpline	15%
Would look for information / ask for advice via social media	9%
Shakti Women's Aid	7%
Library / Community Centre	4%

Contact someone else (please specify below)	2%
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Respondents were most likely to be confident in the following elements of the criminal justice system;

- Police 92%
- Prison Services 71%

The highest number (31%) 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? (2018)

	Not at all confident	Fairly confident	Confident	Very confident	Don't know
Police	8%	54%	29%	9%	0%
Criminal Justice Social Work, which includes Community Payback Orders and Post –Release licences	31%	40%	13%	4%	12%
Prison Services	18%	46%	21%	4%	11%
Courts	22%	45%	22%	7%	3%

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%

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

- Support those with mental health problems 78%
- Support those at risk of offending to deal with their drug misuse 75%
- Support those who experience abuse 72%
- Work with young people to reduce their anti-social activities and offending 68%
- Support those at risk of offending to deal with their alcohol misuse 65%

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 (2018)

	High	Medium	Low
Support those with mental health problems	78%	18%	5%
Support those at risk of offending to deal with their drug misuse	75%	18%	7%
Support those who experience abuse	72%	24%	5%
Work with young people to reduce their anti-social activities and offending	68%	28%	4%
Support those at risk of offending to deal with their alcohol misuse	65%	26%	6%

Support those at risk of offending to attend school and/or gain qualifications	64%	31%	5%
Support those at risk of offending to improve their attitudes towards crime and remaining within the law	61%	28%	10%
Improve family life and parenting skills	58%	33%	10%
Support those at risk of offending to get in to work	54%	35%	10%
Support those at risk of offending to manage their finances	40%	48%	12%
Support offenders to ensure they have stable housing	38%	51%	11%

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 (2017)

	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 landscaping parks and playgrounds (80%), improving community facilities (79%) and Improving lives of individuals and communities affected by crime (63%).

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

	2018	2017	2016
Improving community facilities	79%	75%	52%
Landscaping parks and playgrounds	80%	74%	72%
Litter picking	--	--	76%

Improving lives of individuals and communities affected by crime	63%	64%	--
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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.

- Advertise more
- Via school visits, school children
- TV and internet advert
- Leaflet drop
- Advertise it more in shops etc
- Social media, TV
- Hand out leaflets at Tesco etc
- Drop leaflets through doors with information
- Visit schools, community centres, make themselves locally known
- Campaign / awareness
- Put leaflets through doors , to prevent fires
- Larger presence on social media about this
- Advertise – door drops
- Posters in public places

- Do not think people are aware – social media adverts
- Door to door canvassing and more prominent advertising – leaflets
- Making people aware, direct leaflets to door
- Promote the service to the public
- Leaflets or visits to car parks
- Door to door service
- Leafletting/ TV ads
- Advertise this free service re Town crier
- SFRS already advertises this service well
- Better public awareness
- Make it easier for people to get information on how to get this.
- Advertise in local paper and notice boards
- Make it known where to get information
- TV adverts – with contact website details and telephone numbers
- There is still people who think a smoke alarm is not important
- More publicity
- Publicity for service
- A funny video but with serious message is more engaging , possibly on social media
- Advertise in local press
- Arrange for leaflets to be included with other notices to households such as Council tax, advertise in local press and radio
- Make people more aware of this service
- Make the service better known
- Improve the marketing of the service/ better communication
- Fire service visiting the local community or the 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.

- Leaflet drop
- Lots of people don't know about the service
- Via school visits, school children
- School visits
- Leaflets letting people know about this service
- Leaflet drop, radio advert
- Make more people aware
- Social media, TV
- Drop leaflets through doors with information
- Tidy up their homes
- Visit schools, community centres, make themselves locally known
- Advertise local papers and radio
- Campaign / awareness
- Go to schools so kids understand the risks
- Advertise services more

- Larger presence on social media about this, be at local areas to make awareness
- Advertise – door drops
- Publicise more
- Posters in public places
- Information leaflets
- Door to door canvassing and more prominent advertising – leaflets
- Making people aware, direct leaflets to door
- Promote the service to the public
- Advertise
- Take referrals from GP's neighbours, relatives
- Leafletting/ TV ads
- Advertise this free service re Town crier and doctor surgery
- SFRS already advertises this service well
- Better public awareness
- More advertising
- Concentrate on elderly/ low income households. Blitz one street at a time
- Advertise in local paper and notice boards
- Make it known where to get information
- Use local papers to inform communities of their free advice i.e. advertiser, also posters in libraries
- Publicise it more
- More local publicity
- By visits
- More publicity
- Publicity for 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 could be undertaken by SFRS to encourage people to take up this free training and education.

- Advertise in local media
- Via school visits, school children
- School and college visits
- Go into schools, colleges, workplaces
- Contact local residents associations
- Leaflets letting people know about this service
- Social media, TV
- Drop leaflets through doors with information
- Remind them that A&E are already over stretched
- Local advertising, running course in convenient centres
- Advertise
- Advertise more
- Tell them about it, leaflets through doors
- Campaign / awareness
- Through schools and workplaces

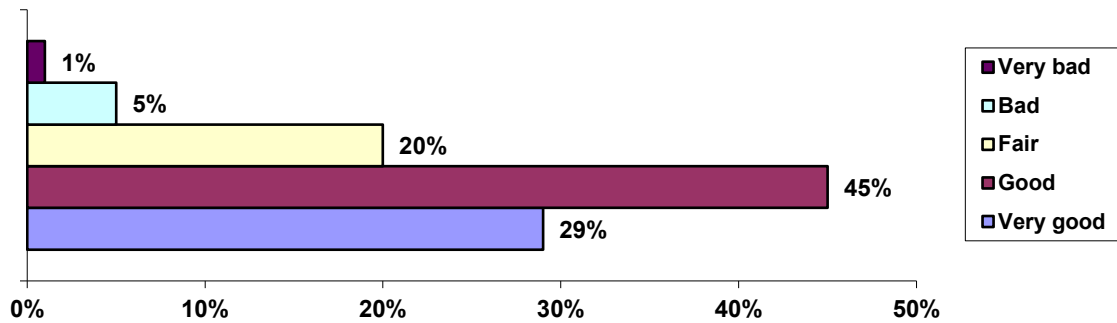
- Advertise more
- Go to schools and community hubs to educate
- Advertise – door drops
- Make people aware – I had no idea myself
- Advertise it
- Posters
- Information in schools and public places
- Advertise it better
- School and workplace - advising – available training
- Making people aware, direct leaflets to door
- Promote the service to the public
- Offer short courses – schools, colleges, supermarkets
- Offer night classes
- Leafletting/ TV ads
- High school , work places, Friday market stall
- SFRS already advertises this service well
- Better public awareness
- Let the public know about this
- Promote via social media and health centres
- Teach in schools / after school clubs
- Advertise
- Advertise in local paper and notice boards
- Make it known where to get information
- Again use papers, social media. Posters on lamp posts, libraries, telephone information on websites

3.3 Health, Wellbeing and Social Care

Seventy four percent of respondents said that their health is either good or very good. A further 20% said it was fair and 6% said it was bad or very bad.

How is your health in general?

	2018	2017	2016
Very good	29%	34%	25%
Good	45%	37%	45%
Fair	20%	23%	23%
Bad	5%	5%	6%
Very bad	1%	1%	0%



Just under a third of all respondents (32%) said that they ate 4 portions of fruit and vegetables yesterday. This is followed by 29% who ate 5 or more portions. Just over a quarter (26%) ate 3 portions and 14% ate 1 or 2 portions of fruit and vegetables yesterday.

How many portions of fruit and vegetables did you eat yesterday?

1	5%
2	9%
3	26%
4	32%
5	19%
6 or more	10%

The above question has replaced a similar question asked of respondents previously.

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

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

The types of actions respondents would like to see in Midlothian to help them eat well included;

- Farmers market
- Better shopping in Gorebridge. No more outlets
- Free fruit in school
- Farmers market stalls in mall's/precincts
- Free fruit and veg
- Deny any planning applications for "junk food" outlets. i.e. KFC, McDonalds, Burger King. Free fruit in schools
- Community lead cooking skills classes
- I think teaching young mums to cook from scratch and Gorebridge has started

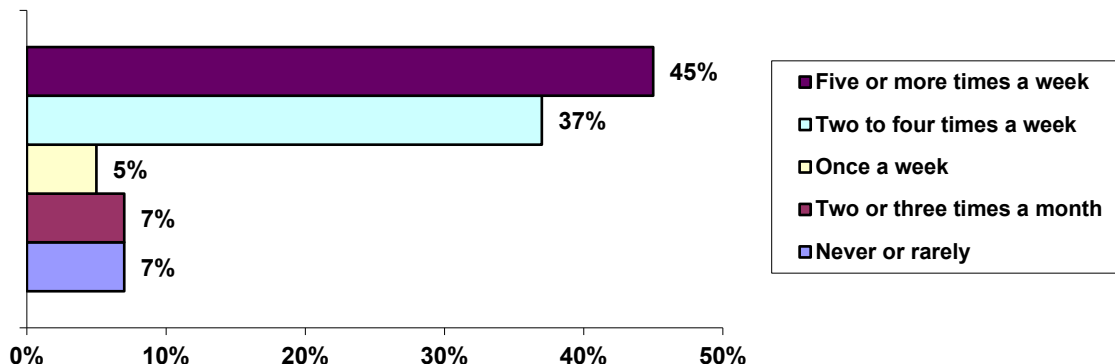
- Less fast food outlets, less junk food promotions
- Free nutrition advice in schools
- Subsidise fruit and veg (too expensive)
Proper farmers market and allotments
- More village type fruit and veg shops
- Food stores, better pricing
- Less packaging, single portions, more local shops, less multi offers
- Less fast food shops opening
- Cookery for men
- Visual adverts e.g. the healthy eating plate showing daily portions of food groups for healthy eating (slimming world have this) Healthy plate on walls in school dining rooms
- More reasonable practical, affordable guidance on local facebook pages and community council etc
- Educate the children
- Healthy eating café – not over priced
- Provide all children/young adults to 18 with fruit/veg
- This falls on deaf ears because I've written about this in numerous surveys and since then more fast food establishments have opened
- How to eat well is generally available, not a council responsibility
- More local produce – high street
- Advertise benefit of fruit and veg
- Close fast food places (KFC, Burger king, McDonalds) and open a farm shop at Straiton

Two percent of respondents said that they miss a meal because they cannot afford to buy the food they need, this dropped from 3% in 2017.

Seven percent of respondents said that they never or rarely engage in physical activity. Eighty seven percent of respondents said that they engage in physical activity at least once a week or more often. This is up from 84% in 2017.

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

	2018	2017	2016
Never or rarely	7%	8%	11%
Two or three times a month	7%	8%	4%
Once a week	5%	40%	42%
Two to four times a week	37%	8%	43%
Five or more times a week	45%	36%	1%



The top two physical activities that respondents indicated they engage in are walking (88%) and housework, gardening or window cleaning (70%). This is in line with previous years figures.

These activities are followed by gym activities (19%), work related activity (16%) and cycling (16%).

Please state what type of physical activity you engage in?

	2018	2017	2016
Walking	88%	88%	77%
Housework, gardening or window cleaning	70%	68%	66%
Gym activities	19%	15%	14%
Work related activity	16%	15%	--
Cycling	16%	14%	13%
Swimming	15%	18%	13%
Running or jogging	8%	10%	8%
Dancing	7%	17%	--
Organised sport e.g. football or badminton	7%	5%	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 81%
- Dentist 29%
- Optician 22%
- NHS 24 website 15%
- Pharmacist 14%

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?

	2018	2017	2016

GP	81%	75%	76%
Dentist	29%	33%	28%
Optician	22%	25%	18%
NHS 24 website	15%	13%	8%
Pharmacist	14%	17%	15%
Minor ailments service at pharmacist	14%	12%	11%
Internet search	12%	---	---
Accident and Emergency (Sick Kids or Royal Infirmary)	11%	11%	5%
Other	4%	5%	4%
Minor injuries unit (Western Hospital)	2%	3%	2%

Power of Attorney

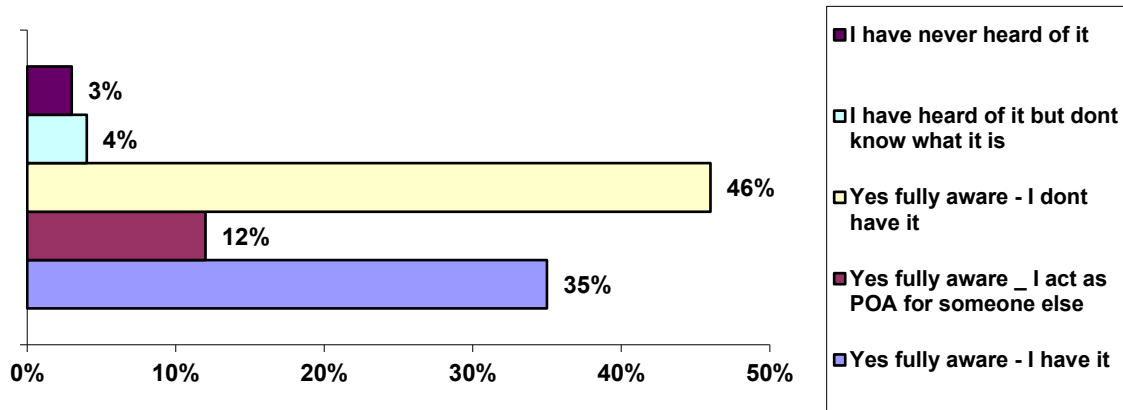
Just under half (46%) of all respondents said that they are fully aware of Power of Attorney but they don't have it, with a further 35% stating that they are fully aware of it and do have it.

Twelve percent of respondents act as a POA for someone else. The final 7% of respondents have either heard of it but don't know what it is (4%) or have never heard of it (3%).

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

	2018	2017
Yes fully aware - I have it	35%	28%
Yes fully aware _ I act as POA for someone else	12%	15%
Yes fully aware - I dont have it	46%	47%

I have heard of it but dont know what it is	4%	7%
I have never heard of it	3%	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 (34%) or they haven't got around to it (15%)

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

	2018	2017
Don't think its necessary now	34%	33%
Haven't got around to it	15%	20%
Don't know how to go about it	5%	7%
Don't know enough about it	5%	6%
Cant afford it	5%	5%
Other	2%	2%

Only 19% (2017:16%) of respondents said that they knew they could qualify for legal aid to cover the cost of setting up Power of Attorney.

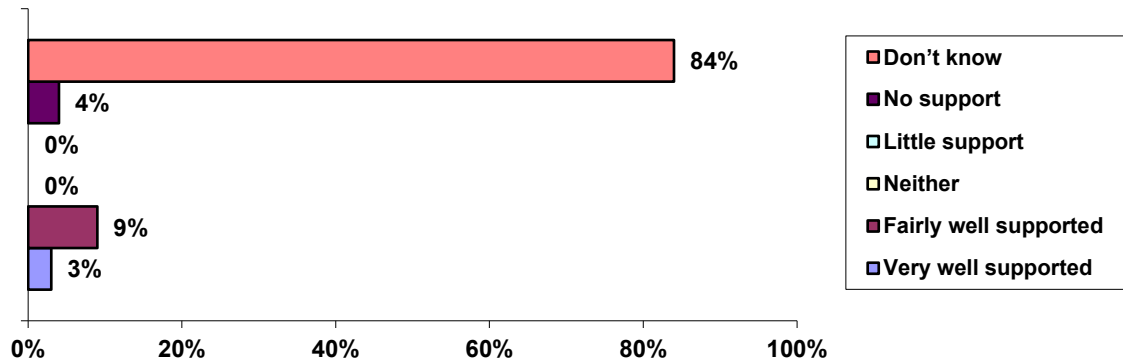
3.4 Parenting

When asked "How did you feel about the support available in your community to help you feed your baby", 84% of respondents said don't know. Twelve percent of respondents said that they are fairly or very well supported. A further 4% said there was little or no support.

If you are a parent / carer of a child under the age of two years, how did you feel about the support available in your community to help you feed your baby?

Very well supported	3%
Fairly well supported	9%
Neither	0%
Little support	0%
No support	4%

Don't know	84%
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The question above replaced a similar question that was asked in 2016 and 2017. The responses to that question are summarised below.

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

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

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

- Friends
- Internet
- Family
- GP

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

- Guidance teacher school
- Friends, internet, GP
- Internet / GP
- Family, friends, school

3.5 Education and Employment

Eight percent of respondents said that someone in their household attend a local school, with the corresponding 92% not.

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

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

	2018	2017	2016
Very satisfied	30%	47%	21%
Fairly satisfied	60%	43%	47%
Neither	10%	0%	25%
Fairly dissatisfied	0%	10%	4%
Very dissatisfied	0%	0%	3%

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 (3%) and Higher English (2%)

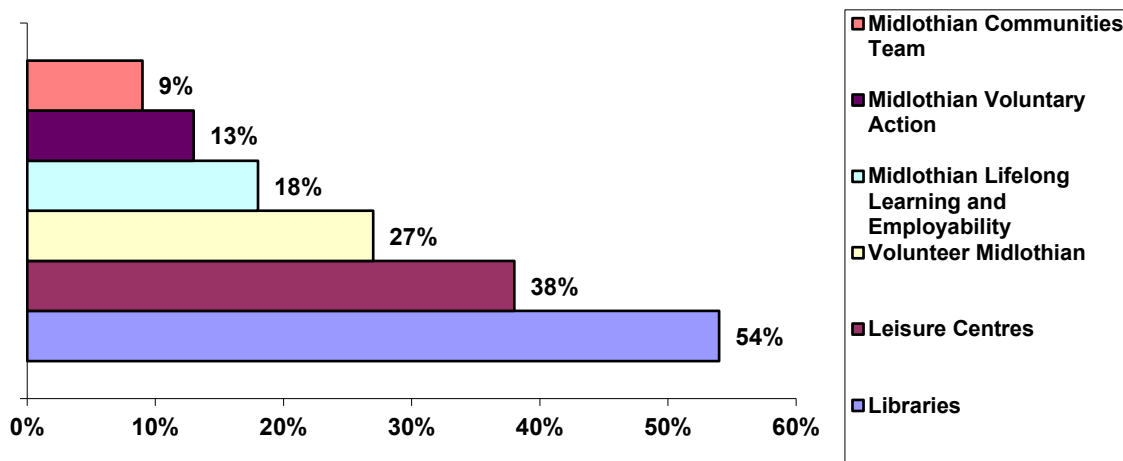
What type of course would help you progress in your current job to a

	2018	2017	2016
Nat 4/5 English	1%	1%	1%
Nat 4/5 Computing	3%	5%	2%
Higher Biology	1%	1%	1%
Higher Computing	1%	5%	2%
Nat 4/5 Maths	1%	0%	1%
Higher English	2%	2%	1%
Higher Chemistry	0%	1%	0%
Nat 4/5 Accountancy	0%	2%	1%
Higher Maths	1%	2%	1%
Higher Physics	0%	1%	0%
Other	1%	0%	0%

Fifty four percent of respondents were aware of libraries as a provider of learning and development. This is followed by leisure centres (38%) and Volunteer Midlothian (27%). In contrast to this only 9% of respondents were aware of Midlothian Communities Team.

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

	2018	2017
Libraries	54%	78%
Leisure Centres	38%	60%
Volunteer Midlothian	27%	33%
Midlothian Lifelong Learning and Employability	18%	17%
Midlothian Voluntary Action	13%	22%
Midlothian Communities Team	9%	13%



Just under half, 42% (2017: 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?

- Online application help
- Induce a work ethic
- More courses at convenient times, more widely spread over county
- Job club in every community
- Placements in business or NHS or local authority
- Computing classes

- Financial advice
- Respecting the community – littering/vandalising, educating young people not to do this.
- Practical advice rather than all academic, life skills
- I wish there were still factories like Ferranti, woollen mills etc. They were brilliant – offices are not.
- More information at places such as receptions GP/leisure centre
- Financial management, confidence building
- More trade related subjects in schools
- Life
- Better schooling
- Promote local apprenticeships
- Active schools team programmes in primary , secondary and adult education – provide activities to encourage life skills – after school activities.
- Free courses
- Not sure – my own leaning is towards engineering apprenticeships
- Employment
- Voluntary national service for school leavers – teach them a trade, then you have a trained soldier with a trade for the same dole money
- Make sure they attend school regularly
- The importance of community, exercise, sustainability and compassion
- Financial management skills/household management
- Work placement
- Going out into secondary schools and working with teachers etc
- More access to libraries
- Work placement schemes
- Build on work you have done with IKEA
- c.v. support, financing/budgeting , general domestic
- work with large local employers to find out what is needed and to access people interested
- offer quality apprenticeships
- The best possible student /tutor ratio
- Life skills – cooking and healthy eating, financial management, mindfulness
- Building confidence and self-worth when going for jobs etc would be time well spent

Respondents indicated that the type of activities or support Midlothian Council we should give priority to when supporting learning for young people and adults and the development of community groups were as follows;

- Social skills
- Set up life learning classes in schools for 4 year onward
- Future pathways – DYW apprenticeship information evenings
- Practical skills
- Need to co-ordinate the activities of different groups
- Promote in schools, sports facilities, youth groups

- Evening classes
- Taking pride in your community
- Get the adults to go back to school. The kids were absolutely lovely, totally accepted me
- Making them aware of services on offer
- Confidence and household financial management, interview techniques
- More outdoor activities and life skills
- Outdoor activities
- Wider range of adult learning – proper skills, cooking DIY etc
- Encouraging learning / skills development for early school leavers, this is a critical time to stop this age group choosing future lifestyle
- Education in schools
- Encourage children to walk to school – walk a mile a day. More time on curriculum for active physical and thinking skills. This would help enhance emotional intelligence
- Teach young people basic manners
- Any improvement in true basic education must be encouraged
- Offer wood, metal, electrical, plumbing activities – computing, craft making, gardening skills, any shining stars get them on an apprenticeship
- Make sure they attend school regularly
- Growing and cooking organic food
- Personal financial management
- Safety
- Encourage /tutor literacy and social interaction and numeracy
- Increase exposure to workplaces
- Budgeting – interviewing skills
- Literacy, interpersonal skills , emotional self care, numeracy
- Support for 16-20 year olds should be a priority
- Encouraging peer support activities/projects
- Life skills – cooking , financial management, sports
- Classes/workshops deigned to build confidence such a valuable asset to all parts of life

3.6 Economic Situation

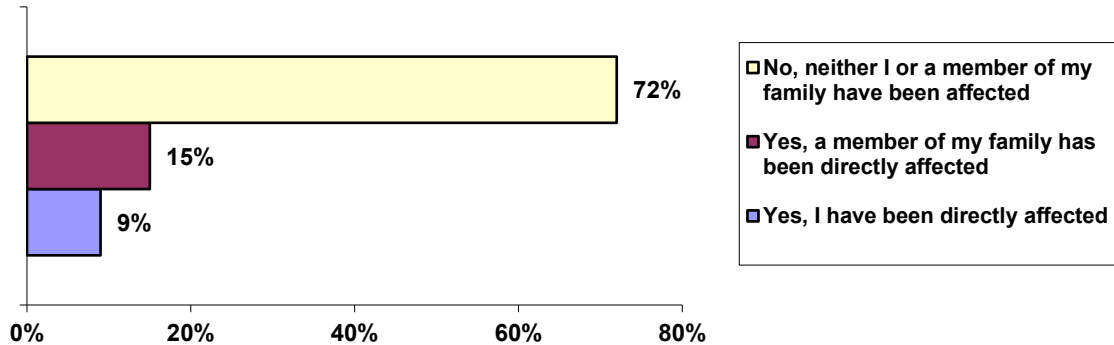
Seventy two percent of respondents said that neither they nor a member of their family have been directly affected by any welfare reform changes that have been introduced since 2010. This is up slightly from 70% last year and down from 79% in 2016.

Nine 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?

	2018	2017	2016
Yes, I have been directly affected	9%	10%	8%
Yes, a member of my family has been directly affected	15%	15%	14%

No, neither I or a member of my family have been affected	72%	70%	79%
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The top 2 services that people were aware of are Citizens Advice Bureau (CAB) (99%) and Midlothian Food Bank (82%). This is followed by local credit unions (35%) and other local advice services (28%). The two services that people are least likely to be aware of are Midlothian Council welfare rights service (27%) and the Scottish Welfare Fund (22%).

Before this questionnaire, were you aware of the following services? (2018)

	Yes	No	Not sure
Citizens Advice Bureaux (CAB)	99%	1%	0%
Midlothian Food Bank	82%	15%	3%
Local Credit Unions	35%	55%	10%
Other local advice services	28%	56%	15%
Midlothian Council Welfare Rights Service	27%	65%	8%
Scottish Welfare Fund	22%	74%	5%

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%

Respondents indicated that food, groceries and local services such as plumbers are usually purchased or sourced within Midlothian (90%) and (77%) respectively stating this. In contrast, items such as large one off purchases such as cars (57%) or entertainment such as cinemas and restaurants (57%) are usually shopped for outside Midlothian.

Where do you usually shop for the following things? (2018)

	Shop in Midlothian	Shop outside Midlothian	Shop online
Food groceries, household provisions	90%	6%	1%
Local services (plumber, electrician etc)	77%	11%	3%
Entertainment (cinema, restaurant etc)	36%	57%	4%
Clothes and footwear	33%	42%	22%
Domestic appliances	27%	48%	20%
Large purchases e.g. cars	29%	57%	4%
Large domestic furniture	28%	46%	6%

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%
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3.7 Communication

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

- A personal computer or laptop (at Home) 74%
- Mobile phone/iphone/smartphone 57%
- A tablet – ipad/playbook or similar 47%

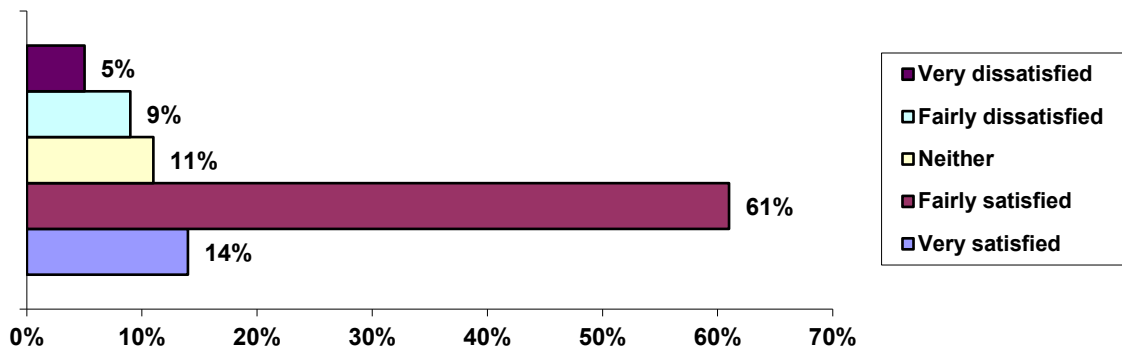
What methods do you use to access the internet for your own personal use these days?

	2018	2017	2016
A personal computer or laptop (at Home)	74%	75%	75%
Mobile phone/iphone/smartphone	57%	54%	43%
A tablet – ipad/playbook or similar	47%	49%	41%
Digital, cable or satellite television	21%	26%	20%
I don't use the internet	10%	5%	10%
A games console/playstation/xbox	5%	3%	4%
A personal computer or laptop (Library)	4%	3%	5%
Another way	1%	0%	2%
A personal computer or laptop (Community Centre)	0%	0%	0%

Seventy five percent of respondents said that they are either fairly or very satisfied with the quality of their internet access overall. Fourteen percent said that they were dissatisfied and 11% said neither/nor.

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

	2018	2017	2016
Very satisfied	14%	17%	14%
Fairly satisfied	61%	56%	56%
Neither	11%	10%	5%
Fairly dissatisfied	9%	13%	15%
Very dissatisfied	5%	4%	8%



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” (9%), “I don’t like using the internet or computers” (8%) and “I don’t know how to use a computer” (5%).

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

	2018	2017	2016
I am concerned about privacy e.g. keeping credit card or personal details safe	18%	18%	19%
I prefer to do things in person rather than use computers	11%	11%	16%
I am worried about the unsuitable or inappropriate material on the internet	9%	8%	10%
I don’t like using the internet or computers	8%	8%	7%
I don’t know how to use a computer	5%	6%	9%
There’s nothing of interest to me on the internet	5%	4%	2%
I don’t need to use the internet or computers	5%	5%	5%
I can’t afford a computer	4%	6%	6%
It would be too difficult to learn how to use the internet	4%	4%	5%
Internet connection would be too expensive	3%	4%	5%
I have a disability or illness that prevents me	3%	1%	2%

Twenty two percent of respondents stated that at least 1 person in their household listened to Black Diamond FM and 8% 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? (2018)

Radio Station	Number of people in household who listen			
	0	1	2	3+
Black Diamond FM (107.8)	78%	14%	6%	1%
Crystal FM (104.3)	92%	5%	2%	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? (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, 36% of respondents stating that they listen at that time. This is followed by Mid morning (23%) and Afternoon (18%).

Twenty three percent of respondents stated that they listen to Crystal FM mid evening on a daily basis. On a weekly basis 32% 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	36%	0%	0%	32%	33%
Mid-morning	23%	6%	3%	44%	23%
Lunch time	11%	5%	4%	30%	49%
Afternoon	18%	4%	3%	38%	37%
Drive (4pm - 6pm)	15%	15%	8%	23%	39%
Early evening	9%	8%	0%	19%	64%
Mid evening	7%	0%	5%	27%	61%
Late evening	0%	11%	0%	20%	70%

Crystal FM (104.3)	Daily	Weekly	Once a month	Very occasionally	Never
Breakfast time	0%	22%	0%	28%	50%
Mid-morning	0%	0%	0%	17%	83%
Lunch time	0%	19%	0%	0%	81%
Afternoon	0%	0%	35%	0%	65%
Drive (4pm - 6pm)	0%	0%	17%	25%	58%
Early evening	0%	32%	0%	31%	37%
Mid evening	23%	0%	0%	13%	64%

Late evening	0%	0%	0%	17%	83%
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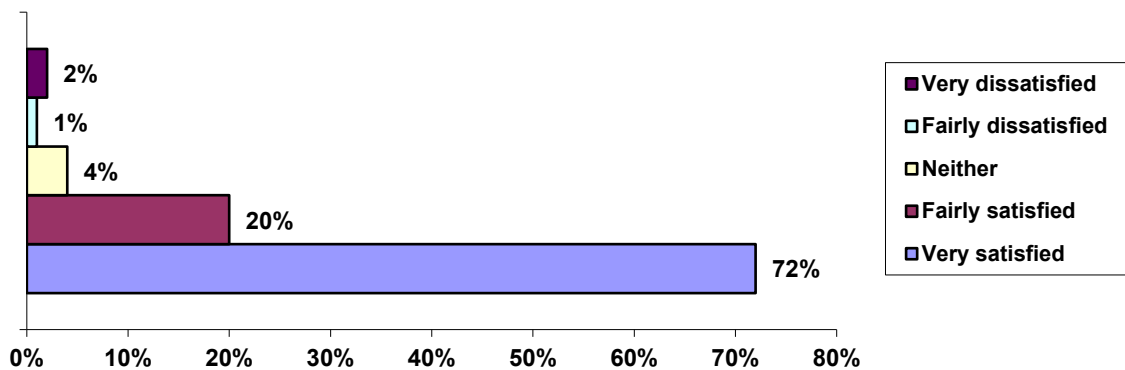
3.8 Libraries

Just under half 47% (2017:49%) of all respondents said that they had used any library service in the past year. This peaked at 52% among respondents aged 60-74 years and dropped to 39% among people aged 18-24 years.

The majority of people (92%) who had used a library service said that they were satisfied with the service they received, 72% said they were very satisfied and 20% fairly satisfied. Only 3% of respondents said that they were dissatisfied.

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

	2018	2017	2016
Very satisfied	72%	72%	70%
Fairly satisfied	20%	24%	25%
Neither	4%	3%	2%
Fairly dissatisfied	1%	1%	3%
Very dissatisfied	2%	0%	0%



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

- Staff at local library are brilliant

- Lasswade library is pleasant, staff and environment
- Found info required and got laminating done
- Friendly staff, real community atmosphere
- Efficient friendly staff
- Good service, reasonable opening hours
- The printer wasn't that great
- Librarians are so helpful and once a month I go to their book group
- The old Loanhead library was better – more books
- Libraries are not only about books but information about Midlothian and elsewhere and family history
- Penicuik Library is a great resource for learning
- Never use the library
- Would like a wider selection of books and self help guides
- I use the overdrive app to read library books but need to phone every year or two to reactivate my library membership which is inconvenient
- Considering the local library is a combination of two pre existing libraries there are fewer books. Very few books to refer to for local information including local history. Non fiction books are not arranged as per genre
- Good friendly service
- A source of literature which is free . Able to get knowledge of local events , librarian has activities to encourage children to use library
- The libraries are an essential service I think
- Library staff are very helpful
- Choice on offer and the behaviour of pupils at Lasswade in the library
- Good service
- Found what I was looking for and staff were very helpful
- Very good service and helpful
- Midlothian's library service is excellent
- Its nearby and staff are very helpful
- Great staff, very helpful
- Book group in Gorebridge is very good

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 (15%). This is followed by Ebooks (7%) and Emagazines (4%).

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

	2018	2017	2016
Library website	15%	11%	22%
Ebooks	7%	9%	14%
Emagazines	4%	1%	5%
Eaudio books	2%	3%	4%
Enewsletter	2%	1%	1%

Theory test pro	0%	1%	0%
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The types of reasons that respondents gave for not using any library service were as follows;

- Moved out of town centre
- All reading material done on line by self
- Can access everything from home or work
- The internet
- Too busy
- Prefer to buy books
- No requirement, internet provides
- Not got time
- Use book borrowing and book bugs
- Only used it for physical books
- Not a big reader
- Access to everything from home
- I use my kindle and work in a school with an excellent library
- I prefer to buy from charity shops then pass them on to friends
- Have computer and books
- Because it was moved from Town centre to Lasswade H.S.Hub
- Considering the local library is a combination of two pre-existing libraries there are fewer books. Very few books to refer to for local information including local history. Non-fiction books are not arranged as per genre
- I do like to go to book shops to see what's there
- Not convenient
- I keep forgetting it's there
- Get most info through internet but interested in ebooks @ library
- Use internet
- Was not aware of all these services
- Can get service online
- I can access most things at home
- I get excellent help at the desk
- More info can be found online
- Only want books
- Too little leisure time, easier to buy books I read
- Inability to get about
- I'm never near the library

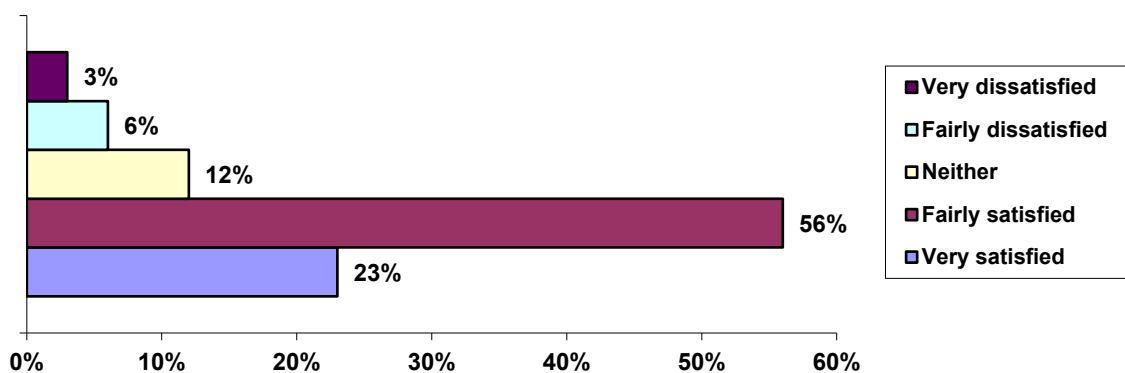
3.9 Leisure Facilities

Just over half, 52% (2017:54%) of all respondents said that either they or another member of their household use a Midlothian Leisure facility. This peaks at 55% among respondents aged 25-59 years and drops to 44% among respondents aged 18-24 years.

Seventy nine percent of respondents said that they were either very satisfied (23%) or fairly satisfied (56%) with leisure facilities in Midlothian. Nine percent of respondents said that they were dissatisfied and 12% said neither/nor.

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

	2018	2017	2016
Very satisfied	23%	25%	21%
Fairly satisfied	56%	49%	55%
Neither	12%	17%	18%
Fairly dissatisfied	6%	6%	5%
Very dissatisfied	3%	2%	2%



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

- New modern facility local
- Use local leisure centre most days
- Some gym items need updating
- Few facilities in Gorebridge. Hub is a joke
- Lasswade centre generally clean and tidy
- Overall very good but repair/upkeep very poor
- Penicuik swimming pool is badly needing repairs etc. jacuzzi , locks on doors
- Friendly staff, real community atmosphere
- OK in the main, but classes often cancelled
- Use swimming, facilities limited
- Never hardly use this service
- Lack of access to community centre, gymnastics most nights, unable to book court
- Swimming pool at Dalkeith Campus can be a bit dirty at times – changing rooms – people wearing outdoor shoes
- I used to use the leisure centre more when I was younger. Now I want to attend a coffee and communication slot but something always put a stop
- Disappointed Newtongrange is closing
- Local, affordable, reasonable quality facilities – room for improvement
- Very friendly staff, well equipped though sometimes faulty TV
- People I know enjoy the facilities
- Don't visit any
- Need a wider choice of classes locally
- Classes changed/cancelled with little notice. The stopping of regular classes as Midlothian Council no longer prepared to pay fees/lack of instructors
- Not a great choice really for such a high population
- Well organised
- Use Penicuik leisure – provides great amenities for exercise also love that library is within building
- They are an essential service. Disappointed in price increase though its excessive
- Never use them
- Always seems to be problems with sauna, jacuzzi, steam room
- Local, easy access, well equipped, reasonable cost
- Good range of books
- Easy to book, easy to use, helpful staff
- Library services in my area are good
- No complaints from family members that use them
- I use swimming pool but steam room always broken and sometimes bottom end of pool is closed for classes (no problem) but problem when part of width of pool closed for high school pupils and swimmers are trying to swim in narrow area. Also have to park a long way from entrance as teachers park near entrance all day long despite signs telling them not to
- Newtongrange swimming pool is extremely well run
- We had several memberships and the cost continues to increase but many of the machines/equipment are broken and a long time to replace. There was also a recent criminal offence in our local gym that now makes me feel unsafe being there

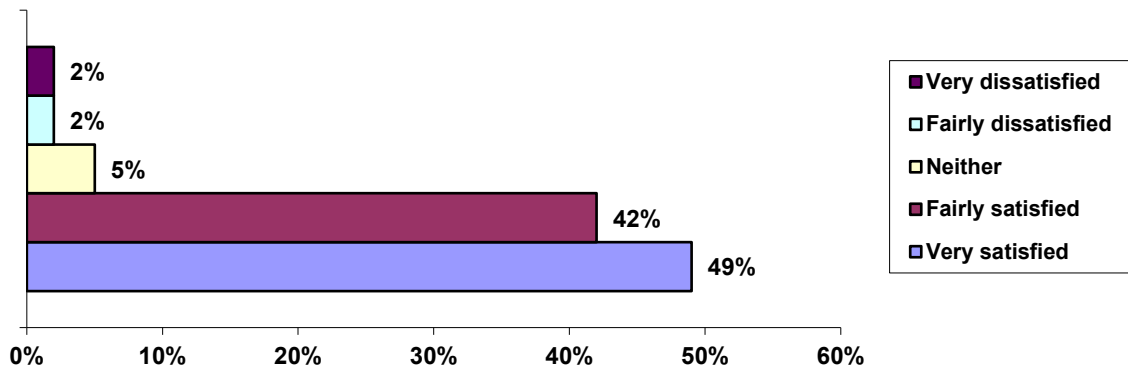
- No information
- Clean , reliable
- The people who look after them are good
- Swimming pool at Newtongrange is lovely

3.10 Refuse Collection and Street Cleaning

Ninety one percent of respondents said that they were either very satisfied (49%) or fairly satisfied (42%) with Midlothian Council's refuse collection service. Four percent of respondents said that they were dissatisfied and 5% said neither/nor.

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

	2018	2017	2016
Very satisfied	49%	52%	45%
Fairly satisfied	42%	42%	47%
Neither	5%	2%	3%
Fairly dissatisfied	2%	4%	4%
Very dissatisfied	2%	1%	1%



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

- Reliable
- Covers most of needs
- Regular service
- Love food recycling, would love shredded paper recycling
- Seems that any excuse and bins not emptied
- No food bin liners
- Good service , no complaints
- Do a good job
- Never had an issue
- More than adequate for my one person needs
- All collected frequently enough

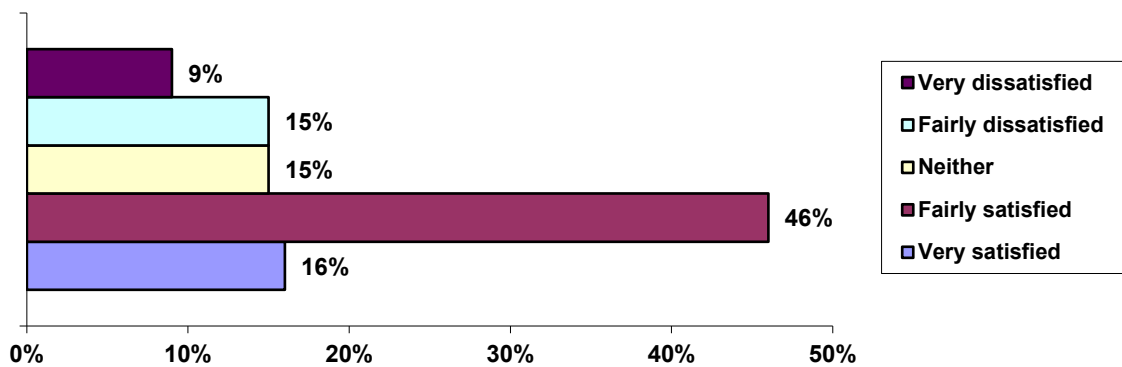
- Bins collected regularly
- Can sometimes skip my bin for no clear reason
- Satisfied as there are only 2 in household but fortnightly collection for larger households often leads to overflowing bins
- Sufficient frequency
- Because it's amazing and I get mad at people who wash things before putting them in blue bin (2 of my kids)
- Recently during snow (NO) advice given regarding disrupted services
- Regular and generally efficient – some litter still falls out
- Very efficient, always collected on time
- Every 2 weeks for bins work ; weekly food bin
- Never been let down so far
- Come on days as per calendar
- Regular uplifts
- Could do better especially after recycle days. Think charging policy is stupid as it only encourages fly tipping
- Good regular uplift and provision of recycling
- Because you can separate all the different rubbish
- Always collected
- Regular and efficient
- It works very well
- Don't think refuse being collected fortnightly is enough
- Very reliable. However food collection, don't agree with this as food rots quickly and bacteria flourishes
- Service is good but aftermath leaves much to be desired. i.e. spillages etc
- Regular and efficient
- Clean and tidy, can be very helpful
- Works well for me
- Bins emptied regularly, bin men very pleasant
- Regular and efficient
- Bucket put back where they got it would be good
- Done efficiently
- Have no problems, the recycling is awesome
- Regular
- Never experienced any problems, missed collections etc
- Food bin has been missed a few times even though it has been put out on pavement
- It's the best they can do
- Good service
- Bins and boxes uplifted on correct days – garden waste collection stops too early
- Would like weekly collection
- Because it works well
- Don't always empty bins on day specified and sometimes not at all
- Food bin collected once a week which is more than we require, red glass bin per fortnight, other bins grey and blue perfect
- The blue bins are far too light in the wind and the food bins are just thrown down

- Other than last weeks snow, refuse collection excellent
- Do a great job
- Good recycling options
- Garden refuse accumulates quicker than collection
- Its regular and comprehensive

Sixty two percent of respondents said that they were either very satisfied (16%) or fairly satisfied (46%) with Midlothian Council's street cleaning service. Twenty four percent of respondents said that they were dissatisfied and 15% said neither/nor.

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

	2018	2017	2016
Very satisfied	16%	15%	14%
Fairly satisfied	46%	50%	52%
Neither	15%	14%	13%
Fairly dissatisfied	15%	14%	14%
Very dissatisfied	9%	4%	7%



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

- Cannot possibly keep up with the mess general public make
- Streets and pavements are filthy
- Regular service
- Rarely litter around for long
- Litter in Dalkeith town
- Litter is not cleared in all paths behind houses
- Streets not cleaned often enough
- Do a good job
- Do not see much cleaning
- Heavy goods traffic on A7, obliterating road markings
- Never ever see them cleaning our streets
- Streets always clean

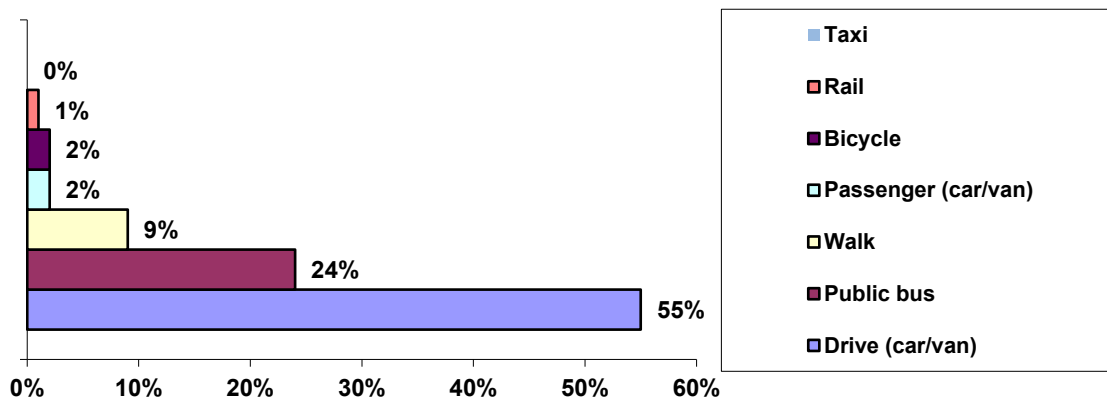
- Seems good but not fully aware of their presence
- Dalkeith is very neglected – litter/seagulls everywhere
- Lots of dog mess on certain streets
- Not enough staff
- Seems OK
- But please start cleaning out drains
- Our street cleaner usually does a great job
- See the cleaners in Penicuik
- Never seem to clean my street
- Drains need proper servicing and deep clean. Short sighted policy to have them chocked with silt and leaves as this leads to flooding and erosion
- Never see street getting cleaned
- A bit of dropped litter after bin collection
- Clean streets
- Until roads are free of parked cars the mobile sweeper cannot do its job
- Rarely see street cleaner
- Its abysmal
- Could be better but residents and through traffic also responsible
- Regular and efficient
- Towns could be better
- Pavements cleaned on a regular basis
- Much room for improvement
- Our street – a main road with many pensioners very seldom cleaned. Pavements never cleaned
- Can't say I've noticed any litter
- Don't see much happening
- Despite how many folk throw litter around here, the centre is clean. Near the Straiton Roundabout is disgusting
- Not perfect
- Not applicable in my street, town centre OK most of the time
- Never see them around our estate
- Never been cleaned
- Could be better
- Need to clean leaves from roads
- Road never swept, road gullies not cleaned out, road floods
- No street cleaning on a regular basis
- There's not enough of it
- See little evidence that any is done, litter and dog fouling lies for weeks in some places
- Dog fouling everywhere , blue paper recycling bins get blown over and paper everywhere
- The service is erratic to say the least
- Scottish woodland rarely uplift rubbish. Streets full of rubbish and litter
- Do a great job
- There seems to be a lot of litter and dog poo still around
- Our street is clean

3.11 Roads and Transport

The largest number of people stated that they travelled to work by car (57%) either as a driver (55%) or a passenger (2%). This is followed by bus (24%) and walking (9%).

How do you usually travel to and from work?

	2018	2017	2016
Drive (car/van)	55%	54%	54%
Public bus	24%	26%	25%
Walk	9%	8%	13%
Passenger (car/van)	2%	3%	3%
Bicycle	2%	2%	1%
Rail	1%	2%	1%
Taxi	0%	0%	0%



Respondents indicated that the largest number of children (37%) walked to and from school, this is up down slightly from 41% in 2017 but up from 32% in 2016. This is followed by travelling by car or van (24%) and then public bus (10%) or school bus (10%).

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

	2018	2017	2016
Walk	37%	41%	32%
Drive (car/van)	14%	9%	19%
Passenger (car/van)	10%	9%	10%
Bicycle	3%	2%	4%
School bus	10%	10%	9%
Public bus	10%	11%	9%
Taxi	4%	5%	2%
Rail	0%	0%	0%

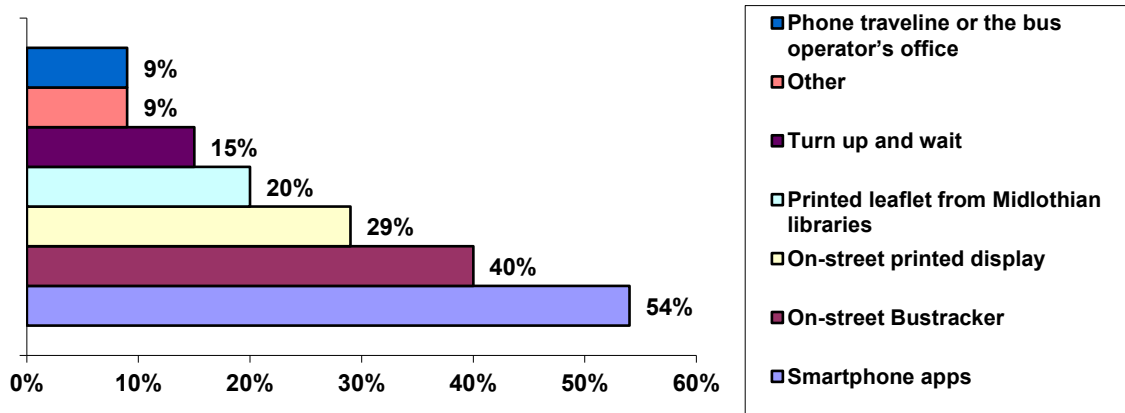
Respondents were asked to indicate what improvements to the bus services they would like to see. The type of improvements included;

- Direct bus to Dalkeith from Cockpen road area
- More regular
- Bus service is decent
- More “x” services to speed up getting into Edinburgh CC
- Direct to Royal infirmary, otherwise my area is served well
- A better service round Mayfield to Tesco
- APP to be clear about delays, the * doesn’t actually clarify
- More buses (31) to Polton Mill – evenings and weekends (Sundays)
- More buses from Loanhead to Edinburgh /West
- More 101 serving Penicuik
- Half hour service on X95 / borders would help
- More choice to Eskbank – especially Newbattle Rd
- We need a public bus service more regularly in Auchendinny
- More buses going to different locations coming through town – can only go to Edinburgh
- None, now that 3 service on Lothian buses has returned to “old” route
- To save all day parking in Bonnyrigg High Street at least 2 of the six 31 buses which go along High St to Lasswade should come down Lothian Street to provide transport to New Hospital (community and ERI) and not go through Dalkeith as the other service 49 takes too long to get to Edinburgh
- No3 Lothian Bus redirected to travel by Bonnyrigg Road
- No 37 bus – more routed via Roslin especially at peak times (Bush is extremely well provided with 37X route) could some come into Roslin
- More regular 51/52 service
- 33 bus coming along West House
- Very glad our 51/52 bus retained Pathhead
- Elimination of queues – buses queueing to get to stop and every passenger having to get past driver. Visit any European city to see how it is done.
- The bus service is great- thanks
- I believe we have an excellent bus service, travel to East Lothian can be complicated
- Bus service is excellent
- Faster link from Rosewell to Edinburgh is now a priority due to new build
- More buses/choices
- Content at present – they have improved in the last 2-3 years
- More frequent and more direct/faster services
- Improvements to safe cycle networks especially from Midlothian to Edinburgh
- Adequate capacity immediately after work – buses full
- The buses are very good as they are
- No29 diverted via Eskbank Toll
- Bus services are very good already
- Negotiate for all buses which pass Straiton Park and Ride to go into the park and Ride i.e. Borders buses as well as Lothian Buses.
- Recent changes to 29 bus have made a big difference - great

The two most popular ways in which people obtain information about bus service departures are through Smartphone apps (54%) and On-street Bus tracker (40%). The use of the On-Street printed display comes in third at 29%.

How do you obtain information about bus service departures?

	2018	2017	2016
Smartphone apps	54%	40%	35%
On-street Bustracker	40%	39%	30%
On-street printed display	29%	32%	25%
Printed leaflet from Midlothian libraries	20%	23%	18%
Turn up and wait	15%	17%	15%
Other	9%	11%	14%
Phone traveline or the bus operator's office	9%	8%	9%



Thirty five percent of respondents who said that they had a requirement for disability transport services rated them as being good or very good. This is down from the 47% last year but up from 25% in 2016. A further 45% said that they were neither good nor poor and 21% said they were poor.

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

	2018	2017	2016
Very good	14%	30%	10%
Fairly good	21%	17%	15%
Neither	45%	43%	68%
Fairly poor	14%	5%	6%
Very poor	7%	5%	2%

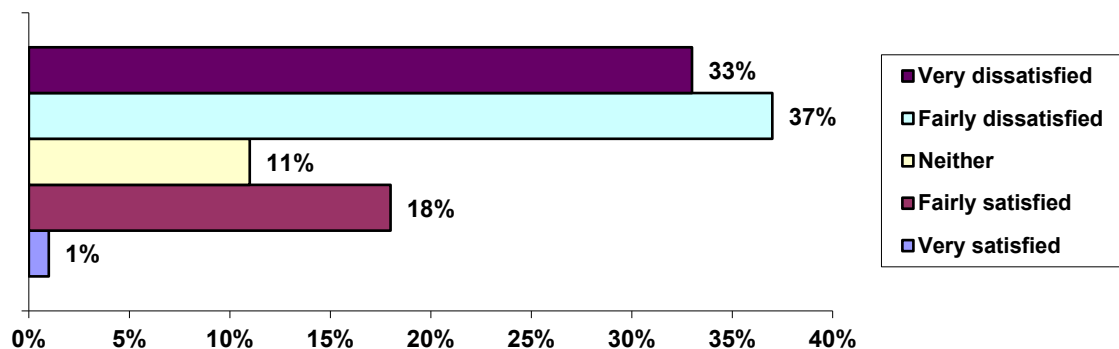
The types of concerns that people have regarding disability transport services included;

- Could do with more services
- Until bus stop parking is eliminated it will be nigh impossible for disability loading and unloading
- Access to transport due to poor maintenance of roads and pathways is a concern
- Only use ambulance whose services are limited even to some hospitals
- Bus ramps need to work efficiently or it becomes embarrassing for the disabled traveller

Nineteen percent of respondents said that they were either very satisfied (1%) or fairly satisfied (18%) with roads within Midlothian. Seventy percent of respondents said that they were dissatisfied and 11% said neither/nor.

Overall, how satisfied are you with roads within Midlothian?

	2018	2017	2016
Very satisfied	1%	1%	1%
Fairly satisfied	18%	33%	22%
Neither	11%	12%	10%
Fairly dissatisfied	37%	37%	39%
Very dissatisfied	33%	17%	27%



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

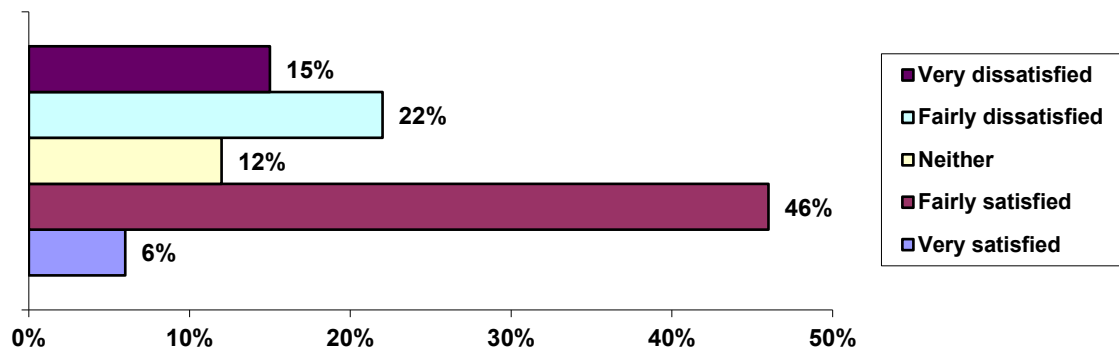
- Lots of holes
- Potholes
- State of roads appalling
- Too many potholes
- Winter potholes
- Illegal parking very bad and roads are I need of repair
- Disgusted, use our road tax and on all cars
- Potholes everywhere, disgraceful

- Pot holes
- Pot holes, rough surfaces, proliferated
- Pot holes
- Roads are terrible at Mayfield Roundabout (Pot Holes)
- Too many potholes
- Potholes everywhere
- Some are OK, some are awful – potholes
- Lots of potholes and repairs needed
- Too many potholes and not being fixed when reported
- Potholes
- Reasonable given finance available
- Potholes
- Road repairs are well overdue
- Surfaces breaking up , potholes and very untidy service contractors - signs, cones and lights often left for days
- Lots of roadworks, traffic queued back in Eskbank at 7am
- They are continually potholed
- Potholes, some very dangerous
- There are less potholes than in Edinburgh and repairs are OK
- Potholes, closing roads (not planning the impact on the public)
- Most need resurfacing. Full of potholes
- Too many potholes and cheap repairs. No road markings – white lines
- The drains within Dalhousie road are rarely cleaned and majority are blocked so during heavy rain the road floods
- There is too much roadworks and potholes in the area
- Far too many potholes
- Potholes
- Generally reasonable condition but there are some potholes
- Potholes
- Roads are a disgrace with potholes that only get patched
- Potholes, Potholes. A701 cannot cope with volume of traffic which will increase as more houses are built. What happened to plans to upgrade A701 in 10 year plan
- The roads are an absolute disgrace
- Currently potholes an issue
- The roads in Bonnyrigg are appalling the potholes are increasing
- Lack of repairs
- Too many holes and broken bits

Fifty two percent of respondents said that they were either very satisfied (6%) or fairly satisfied (46%) with pavements within Midlothian. Thirty seven percent of respondents said that they were dissatisfied and 12% said neither/nor.

Overall, how satisfied are you with pavements within Midlothian?

Very satisfied	6%
Fairly satisfied	46%
Neither	12%
Fairly dissatisfied	22%
Very dissatisfied	15%



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

- Dogs dirt and litter
- Disrepair
- Dangerous at best, filthy
- Need to stop people parking on them
- Overall not bad
- Pavements in Penicuik centre not cleared of snow (7/3/18)
- Most need resurfacing
- Refuse bins permanently on pavement
- Dog dirt
- Very uneven surfaces
- Odd cracks from roots
- Fine apart from litter and dog fouling
- Very inconsistent
- I walk a lot and have no problems with pavements
- Road repairs are well overdue
- Poor surfaces, overgrown verges and hedges
- Some are better than others
- Pavements are not a problem and appear to receive a fair amount of attention
- Try pushing a wheelchair – its hellish

- There is a fault with the timing of the street lights on Dalhousie Road and some neighbouring streets meaning they are in darkness sometimes
- Much better than roads although too many cars parked on them
- Sometimes blocked by parked cars on pavements and bad surfaces
- Well maintained
- I have had a puddle (after rain) at my front door for 30 years
- Pavements are better than roads
- Pavements of variable quality – e.g. pavement from Gowkly Moss to Roslin very uneven – it is used a lot.
- They are an absolute disgrace
- AMEY responsibility – very uneven
- The pavements are not too bad but there is always room for improvement
- Lack of repairs
- Regularly cleaned
- Lack of cleaning
- Lot of upgrading required
- Cars park on them
- Bumps more
- Need to walk carefully
- Could be better with more repairs
- Dirty/rubbish lying on them – cigarettes /chewing gum
- Needs upgrade
- Uneven surfaces, too much dog fouling and litter lying about, little gritting or cleaning
- Holes everywhere
- Poorly maintained and persistently fouled by dogs
- Improvement in surface and in leaf uplift
- Poor maintenance and dangerous at times

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	92%
• Road closures for utility works	65%
• Dangerous junctions	63%
• Lack of town centre parking	50%
• Inadequate gritting	44%

The main change in the responses from those seen in 2017 is the increase in the number of people who have ranked unfilled potholes as being of high importance. This has increased from 68% in 2017 to 92% in 2018.

Please rank in order of importance the issues regarding roads in Midlothian? (2018)

	1-5 (High importance)	6-10	11-14 (Low importance)	Ticked not ranked
Unfilled potholes	92%	3%	1%	5%
Road closures for utility works	65%	25%	6%	4%
Dangerous junctions	63%	29%	7%	2%
Lack of town centre parking	50%	26%	20%	4%
Inadequate gritting	44%	39%	11%	4%
Inadequate speed control measures	43%	32%	25%	2%
Too many speed control measures	36%	32%	33%	0%
Lack of cycle lanes	31%	36%	31%	1%
Flooding	31%	44%	25%	1%
Lack of pedestrian crossings	31%	47%	21%	1%
Lack of disabled parking bays	23%	42%	32%	3%
Lack of dropped kerbs for disabled access	22%	38%	37%	3%
Lack of good street lighting	20%	41%	38%	1%
Too much town centre parking	10%	24%	67%	1%

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%

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

- Poor parked cars at chip shop Arniston
- We have no parking facility (only 2 hours max)
- Pomathorn Road has no speed control measures unlike Loanstone, Howgate and Penicuik. Dangerous from B7026 to Penicuik at Uttershill and no safety barrier at Pomathorn Hill part of road into deep gully
- Lack of enforcement of site regulations pertaining to road soiling
- Potholes at Edmonston Avenue towards garages
- In Dalkeith people park anywhere – no regard for double yellow lines – where are the traffic wardens
- Too many new housing developments which roads do not have the carrying capacity to withhold
- Unregulated parking in town centres and on access roads
- Flooding bottom Eastfield Drive Penicuik: Beatson – Tesco. Need this to be sorted before it causes road to subside.
- Due to new houses in area, traffic build up now excessive
- Signs being too close to junctions to read and take action in time e.g. the new restrictions at Lasswade Primary School has not been well thought out regarding signing for drivers
- Fill in potholes correctly – see internet for details – this would save time and money in long run as infill would last
- North end of Pathhead, multi junction- joint Midlothian Council /AMEY
- General lack of maintenance
- Please address pot holes
- The drains at Mayburn Terrace are always blocked. Between the McDonalds and the burn B702
- You don't fill potholes as well
- Parking is a big problem where cars are often parked on double yellow lines , at bus stops and also at junction ends
- Pot holes – traffic on roads with all the new housing the Council has authorised no thought has been given to the road infrastructure
- Council do not seem to make utility contractors redo bad reinstatements
- Due to increased traffic difficulty in crossing road at Easthouses Way EH22 4UA
- Travel should improve a lot when Sheriffhall Junction improved
- At present too many temporary repairs to roads, wasting money – high quality, long lasting repairs need to be made at all times
- Cars parked at corners in estates restricting vision, should be double yellow lines
- Lollipop crossings seem to be historical and don't match new housing
- Lack of road markings being enforced – zig zags/crossings regularly parked on or over and nothing done about it
- Lack of consideration given to the increased commuter traffic generated by all the new houses and inadequate road capacity to cope with this.
- Poorly designed speed control measures, sudden narrowing , unduly sharp speed bumps

3.12 Quality of Life

With regard to quality of life, 74% select 1-3 indicating that the quality of life in Midlothian is good. A further 14% 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?

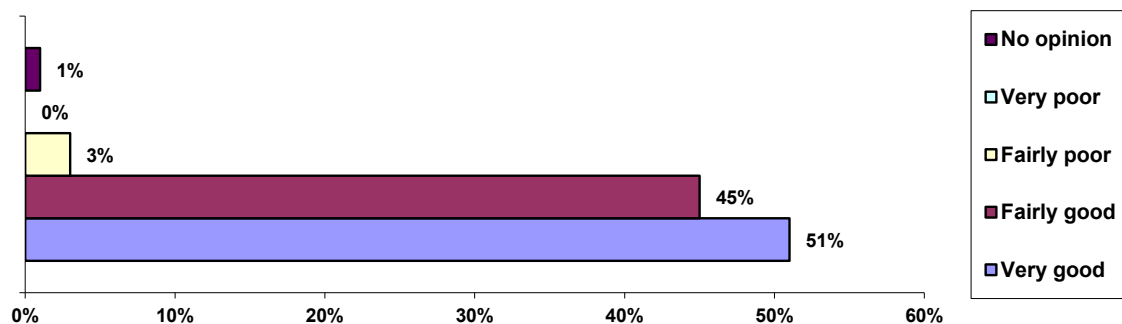
	2018	2017	2016
1 – very good	18%	17%	13%
2	31%	27%	33%
3	25%	22%	25%
4	6%	10%	8%
5	6%	10%	11%
6	2%	4%	1%
7	5%	5%	4%
8	5%	5%	5%
9	1%	1%	0%
10 – not at all good	0%	0%	0%

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?

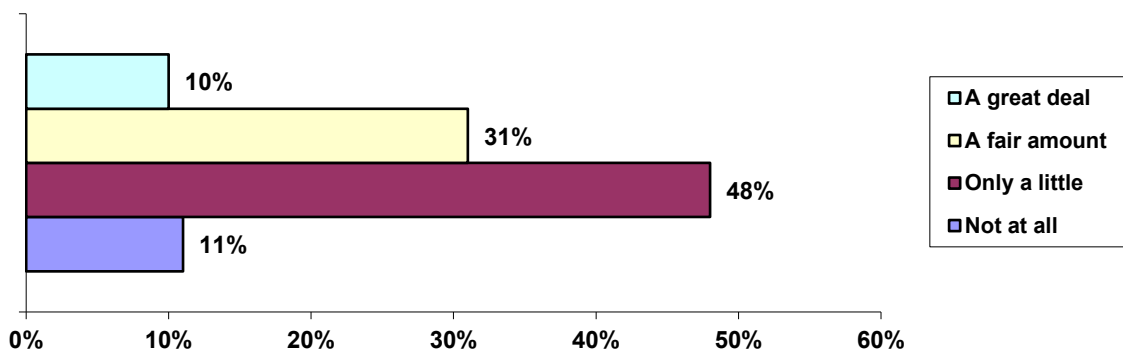
	2018	2017	2016
Very good	51%	52%	47%
Fairly good	45%	44%	48%
Fairly poor	3%	3%	4%
Very poor	0%	0%	1%
No opinion	1%	0%	0%



Forty one percent of respondents said that they are connected and participate in their local community either a great deal (10%) or a fair amount (31%). A further 48% said only a little and 11% said not at all.

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

	2018	2017	2016
Not at all	11%	15%	17%
Only a little	48%	43%	51%
A fair amount	31%	31%	25%
A great deal	10%	11%	7%
Don't Know	0%	0%	0%



Thirty seven percent of respondents stated that they had taken part in any community event, meeting or activity over the past year. This rose to 43% among respondents aged 60-74 years.

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

	2018	2017	2016
Yes	37%	36%	36%
No	59%	60%	60%
Don't know	3%	4%	4%

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

- Brass band concert
- Penicuik on Parade Rainbows
- Numerous events, all local Galas etc
- CC meetings
- Bonfire night
- Sunday school, church
- Gala day, Hunter and Lass
- Gala day, church fun day, foot stomping gospel night at church

- Coffee morning at local hall
- Penicuik community council
- Choirs, classes and residents association
- Attend residents meeting , Member or Midsafe
- Christmas lights
- Gala day and bonfire night
- Church, girl guiding, LLE classes leading to participating in helping the newly appointed Pioneer minister at Hopefield Estate , Knit and natter group, discussion groups and teaching
- Penicuik Community Development Trust Lost Garden
- A committee member of local British legion- Armistice Parade – childrens Christmas party
- Food shopping for elderly/disabled
- Community Council organised protest at proposed loss of 51/52 buses
- Church Guild
- Local drama, community café, committee of hall, horticultural society
- Community council
- Church
- A 40th at Ormiston Village hall and Meditation @ Secret Herb Garden
- Mela
- Rotary, Church
- Gala day event
- Litter pick up
- Clubs such as KIC and LVBS while they offer a good service to children are detracting from what should be provided automatically and free of charge within schools as after school activities
- Church activity, country dancing
- Help out at local rugby club
- Church services, Penicuik market
- Fundraiser at Southall Gorebridge. Part of Stobshill music group

Just under a third (31%) of all respondents said that they volunteer in their local community. Sixty seven percent said no and 2% don't know. The percentage of people volunteering rises to 37% among people aged 45-59 years and drops to 26% among respondents aged 18-24 years. The Scottish Household Survey puts volunteering in Midlothian at 26%.

Do you volunteer in your local community?

	2018	2017	2016
Yes	31%	29%	29%
No	67%	70%	71%
Don't know	2%	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), 23% spent between 5 and 8 hours a month volunteering, 12% spent between 9 and 12 hours a month and 36% spent 15 hours or more per month volunteering. This equates to an average of 11.7 hours volunteering per month down slightly from 12.9 hours in 2017 and the same as 2016.

How many hours do you spend volunteering a month

Hours per month	2018	2017	2016
One	0%	0%	3%
Two	13%	7%	4%
Three	6%	6%	15%
Four	9%	15%	18%
Five	5%	10%	6%
Six	14%	7%	12%
Seven	0%	0%	1%
Eight	4%	7%	3%
Nine	0%	2%	-
Ten	8%	8%	5%
Twelve	4%	7%	8%
Fourteen	0%	1%	--
Fifteen	5%	4%	3%
Sixteen	4%	5%	-
Seventeen	0%	--	2%
Eighteen	4%	--	2%
Twenty	11%	7%	7%
Twenty four	2%	--	-
Twenty five	2%	1%	-
Thirty	4%	2%	3%
Thirty two	1%	--	--
Thirty five	3%	1%	2%
Forty +	0%	8%	7%

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”, 84% agree. This is followed by “My community is a place where people from different backgrounds can get on well together”, 74% 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”, 23% disagree.

How much do you agree with the following statements about your community? (2018)

	Strongly agree	Agree	Neither	Disagree	Strongly disagree
People in my area feel involved in their community	7%	41%	42%	8%	2%
People in my community can influence decisions that affect our community	6%	36%	35%	16%	7%
People in my community help each other when there is a problem	17%	67%	13%	2%	1%
My community is a place where people from different backgrounds can get on well together	12%	62%	20%	4%	1%

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%

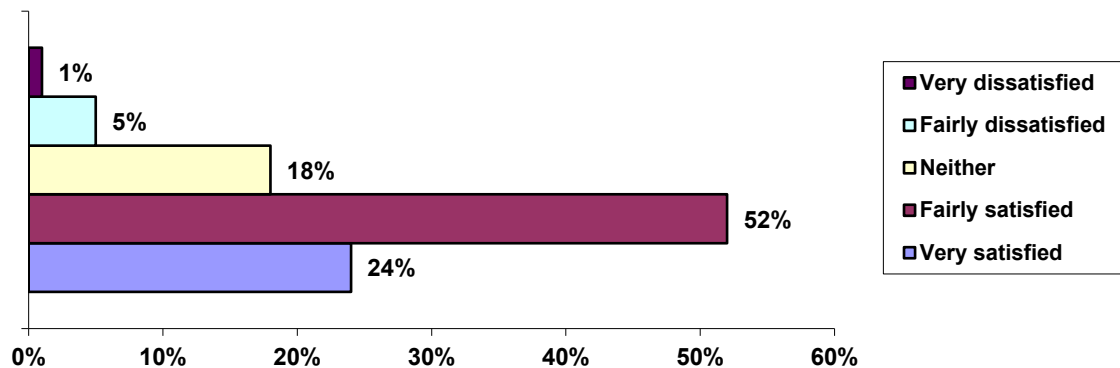
Parks and Open Spaces

Almost three quarters 73% (2014:70%) of all respondents said that they were regular users of parks or open spaces within their area.

Seventy six percent of respondents said that they were very or fairly satisfied with parks/open spaces in their area. Eighteen percent said that they were neither satisfied nor dissatisfied and 6% said they were dissatisfied.

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

	2018	2017	2016
Very satisfied	24%	25%	26%
Fairly satisfied	52%	56%	59%
Neither	18%	12%	7%
Fairly dissatisfied	5%	6%	5%
Very dissatisfied	1%	2%	3%



Comments received with regard to parks and open spaces were as follows;

- Lots of choice
- At the moment however Midlothian Council would like to close them
- Well kept
- Lots of lovely walks spoiled by litter everywhere
- Dog fouling a problem
- Penicuik Park is a disgrace , not enough dog patrols
- We are well served with parks
- Kept fairly clean and have good facilities
- The parks are fair
- New School – Park not opened yet – children’s area too near road
- Local parks well maintained
- Lots of greenspace nearby
- Generally clean, well maintained
- Lots of park/football fields
- Well-kept/attractive flowers and bushes/ nice atmosphere

Nine percent of all respondents said that they worried about not being able to afford to pay their rent or mortgage payments, this is down on 12% in 2017 and 13% in 2016. People living in rented accommodation are more likely to worry (14%) stating this compared to 7% of owner occupiers.

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

	2018	2017	2016
Yes	9%	12%	13%
No	91%	88%	87%

The housing issue which the greatest number of people think is most important is “increasing the number of new affordable homes”, 60% stating this. This is followed by 39% who stated that helping prevent households from becoming homeless, 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”, 50% stating this.

What are the 3 main housing issues that you would want the Council and its partners to concentrate on? (2018)

	1 – most important	2	3 – least important	Ticked not ranked
Increasing the number of new affordable homes	60%	19%	17%	4%
Helping prevent households from becoming homeless	36%	33%	24%	7%
Improving the energy efficiency of housing	25%	36%	33%	4%
Improving the condition of all housing	22%	43%	30%	5%
Assisting households with particular needs to access suitable housing and services	18%	25%	50%	8%

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%

Appendices

Midlothian Panel – Winter 2017/18 Open Ended Responses

Q3

Stealing grit from buckets
Tipping rubbish near your own space
Anti-social driving
Car parking equipment stolen from outside house
Antisocial driving
Tools stolen from back yard
Cars being stolen
Speeding
Open drug dealing in public
Littering and car speeding on A702
Financial crime – identity theft
Verbal abuse
Break in to garage of house X2
Road safety, speeding, woodland vandalism and fly tipping
Mostly speeding – young drivers and dog fouling in woodland
Group of rowdy teenagers
Murder, joyriders
Car running into fence and driver driving away
Intruder in garden trying garage door
Neighbours had couple of garden ornaments stolen
Shouting in street drunks
Teenage drinking
Deliberate fire setting
Kids lighting fires at the railway
Persistent speeding in built up areas
Boy racers on A7 and at Butlerfield Industrial estate; unofficial traveller camps
Littering, dog fouling, fly tipping, rowdy drunken behaviour, speeding
Parking at corners
Drunken brawls in Dalkeith town centre
Older teenagers in groups teasing and jeering at my primary school aged children

Q4b

Police

Midlothian Council

Not sure – Midlothian Council

Called the Police, unfortunately they had no officers in the area, however the teenagers moved on

It wasn't reported

Police

No-one seems to be dealing with it

As regards boy racers, not dealt with at all

None that I know of

Not reported as its continuous

Police who were effective when they arrived

We did not raise this with any agency

Q4c

Inspecting households for not keeping place tidy

Speed reducing measures

A lot quicker to deal with things

More Police on foot

Speed enforcement and warning signs

Police to have attended

More Police speed traps: 20mph zones : speed signs

Warnings by Police

Most of the above seem to happen daily and nobody seems to care

Double yellow lines at all corners

They should not have alcohol served to them

Q5

Social media

Radio adverts

Community police officer

Social media

Town crier , leaflets, websites

Police presence in street, local info

Door leaflet

Via leaflets and letters

Better Police presence, social media presence on local groups

Town crier

Facebook pages (social media)

High Police presence

Leaflet to every household

By letter or on the phone

By letting us know what has been happening in neighbourhood

I don't know, does communication prevent crime

Flyers through door / town crier
 Never heard of them
 Use of social media
 Through schools
 Leaflets to each home. Adverts on TV or in local papers
 Via email or Facebook
 Leaflets through door
 Leaflet drop, posters in shops etc.
 Am not aware of this group
 Post an email
 Leaflet drops
 Email
 Open meeting at the community centre
 More notices in local shops or leaflets through door
 Advise people what to do when they see crime/antisocial behaviour
 Online residents forum
 Possibly bus advertising
 Local newspaper
 Occasional leaflets to each home address
 Leaflets through the door - perhaps

Q8b

Kids hanging about shops
 Bad youths. Nothing for them to do at night
 At the weekend the local area has a lot of drinkers
 Just because of crime in general
 Precinct in Penicuik feels unsafe
 Groups of youths
 Generally the age we live in now
 Aware crime in general up and more wary
 Unsure of who is around you
 Dark streets
 I am in my eighties and feel vulnerable
 Dark dangerous hill with very narrow pavement
 Lack of public transport into the village
 You don't know who is round the next corner
 Poorer street lighting
 May just be perception
 I think at night when it is dark it just feels not safe
 I don't feel unsafe but I am more on guard at night
 The unknown
 Anti-social behaviour of speeding cars in Straiton retail park. Burnt out vehicles abandoned
 between Loanhead and Bilston
 I think if you are alone it is a natural feeling
 Lack of lighting and local policing

Poor street lights and in centre of Bonnyrigg at times people drunk
 Levels of drug abuse
 Recent attacks and robbery in Dalkeith Streets and now a murder
 Poorly light areas, high bushes and trees
 Old age (90 years)
 Behaviour of youngsters (drink and drugs)
 Lack of lighting

Q10 other

Religious intimidation

Q12

People released from jail shouldn't be
 Too many criminals are still getting off scot free
 Sentences are not nearly severe enough
 When Police catch criminals the punishment is too lenient
 Too much Police time and investment in sitting in BMW's combined with traffic and no community officers
 Need local Police force with local knowledge
 Payback orders not enforced
 Prison understaffed
 Sentencing often seem lenient
 Inconsistent approach by courts, insufficient staff with social work to monitor properly
 Unfair / lenient sentences
 Police service of Scotland is not fit for purpose
 Poor results
 Profligate waste of money in inefficient courts. Prisons and social services underfunded
 Not sure if CJSW actually follows through
 Old woman attacked outside her house waiting on her husband. Knocked down, still suffering a year on. Tried to steal her bag . He got off very lightly. Slap on hand and walks the streets (not fair)
 Too few Police in Scotland and support officers
 General impression from reading press
 Courts don't seem to punish the criminals very good
 The Scottish Government have made it more difficult for police now unified as Police Scotland
 I don't think community service is working
 Soft justice, I don't believe in it
 Life should be life, not high enough sentence in jail for some crimes
 Prisons are not fit for purpose
 My partner is currently going through court case to get access to his children. He has paid thousands and its affecting him physically and mentally. The suicide rate of men in this country is alarmingly high yet I see very little evidence of any support for fathers in the courts
 Prison does not address hard enough the rehabilitation of offenders
 Police not doing enough
 Overall no confidence

Level of re-offending

Community orders in Dalkeith appear to provide a smokers den

Repeat offending now normal

The court service takes too long and seems ill informed about child safeguarding issues such as the consequences of neglect. Court is frequently cancelled or postponed which wastes time for everyone

Current release case taxi driver rapist

Lack of monitoring

Not tough enough with offenders

Q14 other

Explain what a drain they are on resources

Roads (pot holes)

Litter and recycle projects

Clearing cycle walkways

Street cleaning, gardening for the disabled

Clearing graffiti and gum from pavements

Community food growing projects

Clearing snow

Anything that helps them see the positives in humanity – mountain rescue

Litter removal

Street cleaning

Picking up litter and dog fouling

Litter picking

Q15

Leaflet drop

Advertise more

Via school visits, school children

TV and internet advert

Leaflet drop

Make more people aware

Advertise it more in shops etc

Social media, TV

Hand out leaflets at Tesco etc

Drop leaflets through doors with information

Check their insurance

Visit schools, community centres, make themselves locally known

Advertise

Advertise more

Leaflets through doors

Campaign / awareness

Put leaflets through doors , to prevent fires

Advertise more

Larger presence on social media about this

Advertise – door drops
 Publicise more
 Posters in public places
 Do not think people are aware – social media adverts
 Advertise it better
 Don't bother
 Door to door canvassing and more prominent advertising – leaflets
 Making people aware, direct leaflets to door
 Promote the service to the public
 Leaflets or visits to car parks
 Door to door service
 Leafletting/ TV ads
 Advertise this free service re Town crier
 SFRS already advertises this service well
 Better public awareness
 More advertising
 Make it easier for people to get information on how to get this.
 Advertise
 Advertise in local paper and notice boards
 Make it known where to get information
 TV adverts – with contact website details and telephone numbers
 Publicise it more
 More local publicity
 There is still people who think a smoke alarm is not important
 More publicity
 Publicity for service
 Higher profile advertising
 Leaflet drop
 Publicise by email
 Leaflet drop
 A funny video but with serious message is more engaging , possibly on social media
 Advertise in local press
 Arrange for leaflets to be included with other notices to households such as Council tax, advertise
 in local press and radio
 Make people more aware of this service
 Make the service better known
 Improve the marketing of the service/ better communication
 Fire service visiting the local community or the schools
 Leaflet drop
 More online and newspaper and TV and radio adverts
 Publicity would help
 Let people know the service is available and its importance
 Do home visits to ask people if they would like the service
 Instead of on line or telephone, involve libraries, chemists etc
 Start again with young school children

More social media presence
 TV and radio campaigns
 Advertising
 More publicity
 Advertise in local paper
 Attend community events
 Talk to them in public eye
 Occasional leaflets to each home address
 Open days at fire station
 Advertise in Town Crier
 Set up a stall in local shops – handing out leaflets

Q16

Leaflet drop
 Lots of people don't know about the service
 Via school visits, school children
 School visits
 Leaflets letting people know about this service
 Leaflet drop, radio advert
 Make more people aware
 Social media, TV
 Drop leaflets through doors with information
 Tidy up their homes
 Visit schools, community centres, make themselves locally known
 Advertise
 Advertise more
 Advertise local papers and radio
 Campaign / awareness
 Go to schools so kids understand the risks
 Advertise services more
 Larger presence on social media about this, be at local areas to make awareness
 Advertise – door drops
 Publicise more
 Advertise it
 Posters in public places
 Information leaflets
 Advertise it better
 Door to door canvassing and more prominent advertising – leaflets
 Making people aware, direct leaflets to door
 Promote the service to the public
 Advertise
 Take referrals from GP's neighbours, relatives
 Leafletting/ TV ads
 Advertise this free service re Town crier and doctor surgery
 SFRS already advertises this service well

Better public awareness
 More advertising
 Concentrate on elderly/ low income households. Blitz one street at a time
 Advertisement
 Advertise
 Advertise in local paper and notice boards
 Make it known where to get information
 Use local papers to inform communities of their free advice i.e. advertiser, also posters in libraries
 Publicise it more
 More local publicity
 By visits
 More publicity
 Publicity for service
 Better communication
 Leaflet drop
 Publicise by email
 Leaflet drop
 Advertise in local free press
 Arrange for leaflets to be included with other notices to households such as Council tax, advertise
 in local press and radio
 Have people more aware of this by advertising
 Make the service better known
 Improve the marketing of the service/ better communication
 Fire service visiting the local community or the schools
 GP advice , day centre referral
 More online and newspaper and TV and radio adverts
 Publicity would help
 Let people know the service is available and its importance
 Do home visits to ask people if they would like the service
 Instead of on line or telephone, involve libraries, chemists etc
 Ads in health centres, leaflets
 Contact community care / support services to arrange
 Leaflets in GP surgeries , radio advertising
 Advertising
 Better engagement with community planning
 Advertise in local paper
 Attend events that the target group attend
 Talk to them at their clubs
 Give information via leaflets to each home address
 Maybe link with local services e.g. doctor, library etc.
 Advertise in Town Crier
 A Saturday morning stand in Tesco – Eskbank would raise awareness to lots of people

Q17

Advertise in local media

Via school visits, school children

School and college visits

Go into schools, colleges, workplaces

Contact local residents associations

Leaflets letting people know about this service

Social media, TV

Drop leaflets through doors with information

Remind them that A&E are already over stretched

Local advertising, running course in convenient centres

Advertise

Advertise more

Tell them about it, leaflets through doors

Campaign / awareness

Through schools and workplaces

Advertise more

Go to schools and community hubs to educate

Advertise – door drops

Make people aware – I had no idea myself

Advertise it

Posters

Information in schools and public places

Advertise it better

School and workplace - advising – available training

Making people aware, direct leaflets to door

Promote the service to the public

Offer short courses – schools, colleges, supermarkets

Offer night classes

Leafletting/ TV ads

High school , work places, Friday market stall

SFRS already advertises this service well

Better public awareness

Let the public know about this

Promote via social media and health centres

Teach in schools / after school clubs

Advertise

Advertise in local paper and notice boards

Make it known where to get information

Again use papers, social media. Posters on lamp posts, libraries, telephone information on websites

Publicise it more

More local publicity

More publicity

Publicity for service

Once again, I for one was not aware of this
 Leaflet drop
 Publicise by email
 Leaflet drop
 I would do this. Again advertising on social media
 Advertise in local free press
 Arrange for leaflets to be included with other notices to households such as Council tax, advertise
 in local press and radio
 Advertise this so people are aware that it is free
 Make the service better known
 Promote the service better to communities
 Fire service visiting the local community or the schools
 In school and work place
 More online and newspaper and TV and radio adverts
 Free training
 Publicity would help
 Let people know the service is available and its importance
 Advertise fact more
 Instead of on line or telephone, involve libraries, chemists etc
 Social media presence
 Better publicity/advertising
 Advertising
 Better, more detailed engagement with community planning
 Advertise in local paper
 Go to workplaces and offer sessions
 Talk to them in public eye
 Advertise training in Town crier with specific times, dates, venues. Consider it personal training
 rather than community training. i.e. do not require a direct community commitment from trainee
 Adverts in local stores e.g. co-op, Tesco etc.
 Advertise in Town Crier
 Ask local community websites to publish the information

Q20

Farmers market
 Not their job
 Better shopping in Gorebridge. No more outlets
 Free fruit in school
 We have a healthy diet
 Farmers market stalls in mall's/precincts
 Free fruit and veg
 Deny any planning applications for "junk food" outlets. i.e. KFC, McDonalds, Burger King. Free
 fruit in schools
 Community lead cooking skills classes
 I think teaching young mums to cook from scratch and Gorebridge has started
 Less fats food outlets, less junk food promotions
 Free nutrition advice in schools

Subsidise fruit and veg (too expensive)
 Proper farmers market and allotments
 More village type fruit and veg shops
 Food stores, better pricing
 Less packaging, single portions, more local shops, less multi offers
 Less fast food shops opening
 Cookery for men
 I already eat well
 Visual adverts e.g. the healthy eating plate showing daily portions of food groups for healthy eating (slimming world have this) Healthy plate on walls in school dining rooms
 More reasonable practical, affordable guidance on local Facebook pages and community council etc.
 Educate the children
 Healthy eating café – not over priced
 Provide all children/young adults to 18 with fruit/veg
 This falls on deaf ears because I've written about this in numerous surveys and since then more fast food establishments have opened
 How to eat well is generally available, not a council responsibility
 More local produce – high street
 Advertise benefit of fruit and veg
 Close fast food places (KFC, Burger king, McDonalds) and open a farm shop at Straiton

Q23 other

Exercise DVD
 Rowing
 Indoor bowls
 DVD at home
 Exercise bike
 Ice skating
 Tennis
 No car so walk a lot to shops
 Climbing
 DIY, home decorating
 Golf
 Keep fit at home
 Daily warm up
 Playing bag pipes
 Yoga and Pilates
 Archery, bowls
 Playing with grand kids
 Walking, rugby

Q24 other

Family member
Health nutritionist
District nurse

Q29

Friends, internet, GP
Family and friends

Q30

Guidance teacher school
Friends, internet, GP
Internet / GP
Family, friends, school

Q31

Not enough homework, unsociable behaviour at break times
They are very helpful with the children
Good education, discipline and caring environment
Issue at the provision in our primary school
Shortage of teachers and constant(yearly) changes to course choice selection
Most of the teachers are good. I think that the extra-curricular activities could be greatly improved with more active schools activities within each school. Lasswade has also really suffered through having 5 different head teachers in 4 years and changing deputies at the same time.
School standards have dropped in last 10 years

Q32

Postgraduate course – part time
University – teaching
A life coach
Post grad /vocational

Q33c

Online application help
Induce a work ethic
More courses at convenient times, more widely spread over county
Job club in every community
Placements in business or NHS or local authority
Computing classes
Financial advice
Respecting the community – littering/vandalising, educating young people not to do this.
Practical advice rather than all academic, life skills
I wish there were still factories like Ferranti, woollen mills etc. They were brilliant – offices are not.
More information at places such as receptions GP/leisure centre
Financial management, confidence building
More trade related subjects in schools
Life

Better schooling

Promote local apprenticeships

Active schools team programmes in primary , secondary and adult education – provide activities to encourage life skills – after school activities.

Free courses

Not sure – my own leaning is towards engineering apprenticeships

Employment

Voluntary national service for school leavers – teach them a trade, then you have a trained soldier with a trade for the same dole money

Make sure they attend school regularly

The importance of community, exercise, sustainability and compassion

Financial management skills/household management

Work placement

Going out into secondary schools and working with teachers etc.

More access to libraries

Work placement schemes

Build on work you have done with IKEA

CV. support, financing/budgeting, general domestic

work with large local employers to find out what is needed and to access people interested

offer quality apprenticeships

The best possible student /tutor ratio

Life skills – cooking and healthy eating, financial management, mindfulness

Building confidence and self-worth when going for jobs etc. would be time well spent

Q34

Social skills

Set up life learning classes in schools for 4 year onward

Future pathways – DYW apprenticeship information evenings

Practical skills

Need to co-ordinate the activities of different groups

Promote in schools, sports facilities, youth groups

Evening classes

Taking pride in your community – i.e. making use of litter bins

Get the adults to go back to school. I did in my 40's. O grades then higher accounts. The kids were absolutely lovely, totally accepted me

Making them aware of services on offer

Confidence and household financial management, interview techniques

More outdoor activities and life skills

Outdoor activities

Wider range of adult learning – proper skills, cooking DIY etc

Encouraging learning / skills development for early school leavers, this is a critical time to stop this age group choosing future lifestyle

Education in schools

Encourage children to walk to school – walk a mile a day. More time on curriculum for active physical and thinking skills. This would help enhance emotional intelligence

Teach young people basic manners
 Any improvement in true basic education must be encouraged
 Offer wood, metal, electrical, plumbing activities – computing, craft making, gardening skills, any shining stars get them on an apprenticeship
 Make sure they attend school regularly
 Growing and cooking organic food
 Personal financial management
 Safety
 Encourage /tutor literacy and social interaction and numeracy
 Increase exposure to workplaces
 Budgeting – interviewing skills
 Literacy, interpersonal skills, emotional self-care, numeracy
 Support for 16-20 year olds should be a priority
 Encouraging peer support activities/projects
 Life skills – cooking , financial management, sports
 Classes/workshops deigned to build confidence such a valuable asset to all parts of life

Q44

Staff at local library are brilliant
 Lasswade library is pleasant, staff and environment
 Found info required and got laminating done
 Friendly staff, real community atmosphere
 Efficient friendly staff
 Good service, reasonable opening hours
 The printer wasn't that great
 Librarians are so helpful and once a month I go to their book group
 The old Loanhead library was better – more books
 Libraries are not only about books but information about Midlothian and elsewhere and family history
 Penicuik Library is a great resource for learning
 Never use the library
 Would like a wider selection of books and self-help guides
 I use the overdrive app to read library books but need to phone every year or two to reactivate my library membership which is inconvenient
 Considering the local library is a combination of two pre-existing libraries there are fewer books.
 Very few books to refer to for local information including local history. Non-fiction books are not arranged as per genre
 Good friendly service
 A source of literature which is free . Able to get knowledge of local events , librarian has activities to encourage children to use library
 The libraries are an essential service I think
 Library staff are very helpful
 Choice on offer and the behaviour of pupils at Lasswade in the library
 Good service
 Found what I was looking for and staff were very helpful

Very good service and helpful
 Midlothian's library service is excellent
 Its nearby and staff are very helpful
 Great staff, very helpful
 Book group in Gorebridge is very good

Q46

Moved out of town centre
 All reading material done on line by self
 Can access everything from home or work
 The internet
 Too busy
 Prefer to buy books
 No requirement, internet provides
 Not got time
 Use book borrowing and book bugs
 Only used it for physical books
 Not a big reader
 Access to everything from home
 I use my kindle and work in a school with an excellent library
 I prefer to buy from charity shops then pass them on to friends
 Have computer and books
 Because it was moved from Town centre to Lasswade H.S.Hub
 Considering the local library is a combination of two pre-existing libraries there are fewer books.
 Very few books to refer to for local information including local history. Non-fiction books are not
 arranged as per genre
 I do like to go to book shops to see what's there
 Not convenient
 I keep forgetting it's there
 Get most info through internet but interested in ebooks @ library
 Use internet
 Was not aware of all these services
 Can get service online
 I can access most things at home
 I get excellent help at the desk
 More info can be found online
 Only want books
 Too little leisure time, easier to buy books I read
 Inability to get about
 I'm never near the library

Q48

New modern facility local
 Use local leisure centre most days
 Some gym items need updating

Few facilities in Gorebridge. Hub is a joke
 Lasswade centre generally clean and tidy
 Overall very good but repair/upkeep very poor
 Penicuik swimming pool is badly needing repairs etc. Jacuzzi, locks on doors
 Friendly staff, real community atmosphere
 OK in the main, but classes often cancelled
 Use swimming, facilities limited
 Never hardly use this service
 Lack of access to community centre, gymnastics most nights, unable to book court
 Swimming pool at Dalkeith Campus can be a bit dirty at times – changing rooms – people wearing outdoor shoes
 I used to use the leisure centre more when I was younger. Now I want to attend a coffee and communication slot but something always put a stop
 Disappointed Newtongrange is closing
 Local, affordable, reasonable quality facilities – room for improvement
 Very friendly staff, well equipped though sometimes faulty TV
 People I know enjoy the facilities
 Don't visit any
 Need a wider choice of classes locally
 Classes changed/cancelled with little notice. The stopping of regular classes as Midlothian Council no longer prepared to pay fees/lack of instructors
 Not a great choice really for such a high population
 Well organised
 Use Penicuik leisure – provides great amenities for exercise also love that library is within building
 They are an essential service. Disappointed in price increase though its excessive
 Never use them
 Always seems to be problems with sauna, Jacuzzi, steam room
 Local, easy access, well equipped, reasonable cost
 Good range of books
 Easy to book, easy to use, helpful staff
 Library services in my area are good
 No complaints from family members that use them
 I use swimming pool but steam room always broken and sometimes bottom end of pool is closed for classes (no problem) but problem when part of width of pool closed for high school pupils and swimmers are trying to swim in narrow area. Also have to park a long way from entrance as teachers park near entrance all day long despite signs telling them not to
 Newtongrange swimming pool is extremely well run
 We had several memberships and the cost continues to increase but many of the machines/equipment are broken and a long time to replace. There was also a recent criminal offence in our local gym that now makes me feel unsafe being there
 No information
 Clean , reliable
 The people who look after them are good
 Swimming pool at Newtongrange is lovely

Q49

Reliable

Covers most of needs

Regular service

Love food recycling, would love shredded paper recycling

Seems that any excuse and bins not emptied

No food bin liners

Good service , no complaints

Do a good job

Never had an issue

More than adequate for my one person needs

All collected frequently enough

Bins collected regularly

Can sometimes skip my bin for no clear reason

Satisfied as there are only 2 in household but fortnightly collection for larger households often leads to overflowing bins

Sufficient frequency

Because it's amazing and I get mad at people who wash things before putting them in blue bin (2 of my kids)

Recently during snow (NO) advice given regarding disrupted services

Regular and generally efficient – some litter still falls out

Very efficient, always collected on time

Every 2 weeks for bins work ; weekly food bin

Never been let down so far

Come on days as per calendar

Regular uplifts

Could do better especially after recycle days. Think charging policy is stupid as it only encourages fly tipping

Good regular uplift and provision of recycling

Because you can separate all the different rubbish

Always collected

Regular and efficient

It works very well

Don't think refuse being collected fortnightly is enough

Very reliable. However food collection, don't agree with this as food rats quickly and bacteria flourishes

Service is good but aftermath leaves much to be desired. i.e. spillages etc.

Regular and efficient

Clean and tidy, can be very helpful

Works well for me

Bins emptied regularly, bin men very pleasant

Regular and efficient

Bucket put back where they got it would be good

Done efficiently

Have no problems, the recycling is awesome

Regular

Never experienced any problems, missed collections etc.

Food bin has been missed a few times even though it has been put out on pavement

It's the best they can do

Good service

Bins and boxes uplifted on correct days – garden waste collection stops too early

Would like weekly collection

Because it works well

Don't always empty bins on day specified and sometimes not at all

Food bin collected once a week which is more than we require, red glass bin per fortnight, other bins grey and blue perfect

The blue bins are far too light in the wind and the food bins are just thrown down

Other than last week's snow, refuse collection excellent

Do a great job

Good recycling options

Garden refuse accumulates quicker than collection

Its regular and comprehensive

Refuse collected on time and in an appropriate way but pedestrian access to Penicuik refuse/recycling centre is needed – unrealistic to expect everyone to go with a car

Good service, reliable, more than adequate

Regular and reliable

Always collected efficiently

Q50

Cannot possibly keep up with the mess general public make

Streets and pavements are filthy

Regular service

Rarely litter around for long

Litter in Dalkeith town

Litter is not cleared in all paths behind houses

Streets not cleaned often enough

Do a good job

Do not see much cleaning

Heavy goods traffic on A7, obliterating road markings

Never ever see them cleaning our streets

Streets always clean

Seems good but not fully aware of their presence

Dalkeith is very neglected – litter/seagulls everywhere

Lots of dog mess on certain streets

Not enough staff

Seems OK

But please start cleaning out drains

Our street cleaner usually does a great job

See the cleaners in Penicuik

Never seem to clean my street
 Drains need proper servicing and deep clean. Short sighted policy to have them chocked with silt and leaves as this leads to flooding and erosion
 Never see street getting cleaned
 A bit of dropped litter after bin collection
 Clean streets
 Until roads are free of parked cars the mobile sweeper cannot do its job
 Rarely see street cleaner
 Its abysmal
 Could be better but residents and through traffic also responsible
 Regular and efficient
 Towns could be better
 Pavements cleaned on a regular basis
 Much room for improvement
 Our street – a main road with many pensioners very seldom cleaned. Pavements never cleaned
 Can't say I've noticed any litter
 Don't see much happening
 Despite how many folk throw litter around here, the centre is clean. Near the Straiton
 Roundabout is disgusting
 Not perfect
 Not applicable in my street, town centre OK most of the time
 Never see them around our estate
 Never been cleaned
 Could be better
 Need to clean leaves from roads
 Road never swept, road gullies not cleaned out, road floods
 No street cleaning on a regular basis
 There's not enough of it
 See little evidence that any is done, litter and dog fouling lies for weeks in some places
 Dog fouling everywhere , blue paper recycling bins get blown over and paper everywhere
 The service is erratic to say the least
 Scottish woodland rarely uplift rubbish. Streets full of rubbish and litter
 Do a great job
 There seems to be a lot of litter and dog poo still around
 Our street is clean
 Litter not cleared quickly
 Local streets neglected
 Difficult job, requires support from Council – litter dropping
 So much litter along rural roads but not the Councils fault
 Could have more people clearing up litter

Q51 other

Motorbike

Q53

Direct bus to Dalkeith from Cockpen road area

Good service

More regular

Bus service is decent

More "x" services to speed up getting into Edinburgh CC

Direct to Royal infirmary, otherwise my area is served well

A better service round Mayfield to Tesco

APP to be clear about delays, the * doesn't actually clarify

More buses (31) to Polton Mill – evenings and weekends (Sundays)

More buses from Loanhead to Edinburgh /West

More 101 serving Penicuik

Half hour service on X95 / borders would help

More choice to Eskbank – especially Newbattle Rd

We need a public bus service more regularly in Auchendinny

Have a good bus service

More buses going to different locations coming through town – can only go to Edinburgh

None, now that 3 service on Lothian buses has returned to "old" route

To save all day parking in Bonnyrigg High Street at least 2 of the six 31 buses which go along High St to Lasswade should come down Lothian Street to provide transport to New Hospital (community and ERI) and not go through Dalkeith as the other service 49 takes too long to get to Edinburgh

No3 Lothian Bus redirected to travel by Bonnyrigg Road

No 37 bus – more routed via Roslin especially at peak times (Bush is extremely well provided with 37X route) could some come into Roslin

More regular 51/52 service

33 bus coming along West House

Very glad our 51/52 bus retained Pathhead

Bus service is excellent

Elimination of queues – buses queueing to get to stop and every passenger having to get past driver. Visit any European city to see how it is done.

The bus service is great- thanks

More buses

More if possible

I believe we have an excellent bus service, travel to East Lothian can be complicated

Bus service is excellent

Faster link from Rosewell to Edinburgh is now a priority due to new build

More buses/choices

More services

Content at present – they have improved in the last 2-3 years

More frequent and more direct/faster services

Improvements to safe cycle networks especially from Midlothian to Edinburgh

Adequate capacity immediately after work – buses full

The buses are very good as they are

No29 diverted via Eskbank Toll

Bus services are very good already
 Negotiate for all buses which pass Straiton Park and Ride to go into the park and Ride i.e.
 Borders buses as well as Lothian Buses.
 Recent changes to 29 bus have made a big difference - great

Q54 other

Bus tracker online
 Timetable on bus
 Pick up timetables from operator shop
 Internet
 Internet
 On line
 Website
 computer
 on their website
 Bus company website
 Local paper

Q56

Could do with more services
 Until bus stop parking is eliminated it will be nigh impossible for disability loading and unloading
 Access to transport due to poor maintenance of roads and pathways is a concern
 Only use ambulance whose services are limited even to some hospitals
 Bus ramps need to work efficiently or it becomes embarrassing for the disabled traveller

Q57

Lots of holes
 Potholes
 State of roads appalling
 Too many potholes
 Winter potholes
 Illegal parking very bad and roads are I need of repair
 Disgusted, use our road tax and on all cars
 Potholes everywhere, disgraceful
 Pot holes
 Pot holes, rough surfaces, proliferated
 Pot holes
 Roads are terrible at Mayfield Roundabout (Pot Holes)
 Too many potholes
 Potholes everywhere
 Some are OK, some are awful – potholes
 Lots of potholes and repairs needed
 Too many potholes and not being fixed when reported
 Potholes
 Reasonable given finance available

Potholes

Road repairs are well overdue

Surfaces breaking up , potholes and very untidy service contractors - signs, cones and lights often left for days

Lots of roadworks, traffic queued back in Eskbank at 7am

They are continually potholed

Potholes, some very dangerous

There are less potholes than in Edinburgh and repairs are OK

Potholes, closing roads (not planning the impact on the public)

Most need resurfacing . Full of potholes

Too many potholes and cheap repairs. No road markings – white lines

The drains within Dalhousie road are rarely cleaned and majority are blocked so during heavy rain the road floods

There is too much roadworks and potholes in the area

Far too many potholes

Potholes

Generally reasonable condition but there are some potholes

Potholes

Roads are a disgrace with potholes that only get patched

Potholes, Potholes. A701 cannot cope with volume of traffic which will increase as more houses are built. What happened to plans to upgrade A701 in 10 year plan

The roads are an absolute disgrace

Currently potholes an issue

The roads in Bonnyrigg are appalling the potholes are increasing

Lack of repairs

Too many holes and broken bits

Fill in potholes please

Potholes

Much room for improvement

Potholes, potholes, potholes, surfaces breaking up

A stretch of the A6094 is muddy due to the NWH trucks. Surely they could have a drive through wheel wash before leaving

Too many potholes

The main roundabout into Loanhead needs to be safer for pedestrians

Not as good as used to be - potholes

Some main roads have unacceptable pot holing

Too many potholes

Too many potholes

Many roads are in a shocking state of disrepair

Could be better with repairs

Potholes, roadworks and potholes again

Not maintained properly or frequently enough

Needs upgrade

Too many potholes; parking causing obstructions between Bonnyrigg Toll and Hardengreen

Far too many potholes

Terrible potholes everywhere
 They are poorly maintained
 Potholes now like tank traps
 Potholes everywhere consistently
 Poor road surface condition, unnecessary and excessive speed bumps, inadequate routes into Edinburgh to cope with all the traffic from new housing in Bonnyrigg and Rosewell. Lack of co-ordination when public services dig up the roads
 Poor road surface condition
 Potholes and flooding
 Potholes in side roads
 Roads are very poor, too many holes and poor repairs
 There are a lot of potholes
 Potholes everywhere
 Midlothian Council does its best with the resources it has available
 Reasonably well maintained, could be tidier
 Very poor cycle lane provision, paint on cycle lanes not replenished enough. Nightmare potholes for cars and even worse for cyclists. Increasingly bad congestion on A701 Penicuik – Straiton in rush hour
 Few potholes but not too bad

Q58

Dogs dirt and litter
 Disrepair
 Dangerous at best, filthy
 Need to stop people parking on them
 Overall not bad
 Pavements in Penicuik centre not cleared of snow (7/3/18)
 Most need resurfacing
 Refuse bins permanently on pavement
 Dog dirt
 Very uneven surfaces
 Odd cracks from roots
 Fine apart from litter and dog fouling
 Very inconsistent
 I walk a lot and have no problems with pavements
 Road repairs are well overdue
 Poor surfaces, overgrown verges and hedges
 Some are better than others
 Pavements are not a problem and appear to receive a fair amount of attention
 Try pushing a wheelchair – its hellish
 There is a fault with the timing of the street lights on Dalhousie Road and some neighbouring streets meaning they are in darkness sometimes
 Much better than roads although too many cars parked on them
 Sometimes blocked by parked cars on pavements and bad surfaces
 Well maintained

I have had a puddle (after rain) at my front door for 30 years
 Pavements are better than roads
 Pavements of variable quality – e.g. pavement from Gowkly Moss to Roslin very uneven – it is used a lot.
 They are an absolute disgrace
 AMEY responsibility – very uneven
 The pavements are not too bad but there is always room for improvement
 Lack of repairs
 Regularly cleaned
 Lack of cleaning
 Lot of upgrading required
 Cars park on them
 Bumps more
 Need to walk carefully
 Could be better with more repairs
 Dirty/rubbish lying on them – cigarettes /chewing gum
 Needs upgrade
 Uneven surfaces, too much dog fouling and litter lying about, little gritting or cleaning
 Holes everywhere
 Poorly maintained and persistently fouled by dogs
 Improvement in surface and in leaf uplift
 Poor maintenance and dangerous at times
 Poor condition and lots of dog poo
 Maintenance sometimes short lived
 There are a lot of potholes
 Again well maintained
 Good apart from dog owners not clearing up the mess

Q60

Poor parked cars at chip shop Arniston
 We have no parking facility (only 2 hours max)
 Pomathorn Road has no speed control measures unlike Loanstone, Howgate and Penicuik.
 Dangerous from B7026 to Penicuik at Uttershill and no safety barrier at Pomathorn Hill part of road into deep gully
 Lack of enforcement of site regulations pertaining to road soiling
 Potholes at Edmonston Avenue towards garages
 In Dalkeith people park anywhere – no regard for double yellow lines – where are the traffic wardens
 Too many new housing developments which roads do not have the carrying capacity to withhold
 Unregulated parking in town centres and on access roads
 Flooding bottom Eastfield Drive Penicuik: Beatson – Tesco. Need this to be sorted before it causes road to subside.
 Due to new houses in area, traffic build up now excessive
 Signs being too close to junctions to read and take action in time e.g. the new restrictions at Lasswade Primary School has not been well thought out regarding signing for drivers

Fill in potholes correctly – see internet for details – this would save time and money in long run as infill would last

North end of Pathhead, multi junction- joint Midlothian Council /AMEY

General lack of maintenance

Please address pot holes

The drains at Mayburn Terrace are always blocked. Between the McDonalds and the burn B702

You don't fill potholes as well

Parking is a big problem where cars are often parked on double yellow lines , at bus stops and also at junction ends

Pot holes – traffic on roads with all the new housing the Council has authorised no thought has been given to the road infrastructure

Council do not seem to make utility contractors redo bad reinstatements

Due to increased traffic difficulty in crossing road at Easthouses Way EH22 4UA

Travel should improve a lot when Sherrifhall Junction improved

At present too many temporary repairs to roads, wasting money – high quality, long lasting repairs need to be made at all times

Cars parked at corners in estates restricting vision, should be double yellow lines

Lollipop crossings seem to be historical and don't match new housing

Lack of road markings being enforced – zig zags/crossings regularly parked on or over and nothing done about it

Lack of consideration given to the increased commuter traffic generated by all the new houses and inadequate road capacity to cope with this.

Poorly designed speed control measures, sudden narrowing , unduly sharp speed bumps

Poor quality utility repairs

1,000's of new houses built and planned but no improved road infrastructure hence worsening congestion and no encouragement for cyclists due to lack of safe cycling provision

More speed control measures especially on Newbyres Road

Q63

Brass band concert

Penicuik on Parade Rainbows

Numerous events, all local Galas etc.

CC meetings

Bonfire night

Sunday school, church

Gala day, Hunter and Lass

Gala day, church fun day, foot stomping gospel night at church

Coffee morning at local hall

Penicuik community council

Choirs, classes and residents association

Attend residents meeting , Member or Midsafe

Christmas lights

Gala day and bonfire night

Church, girl guiding, LLE classes leading to participating in helping the newly appointed Pioneer minister at Hopefield Estate , Knit and natter group, discussion groups and teaching

Penicuik Community Development Trust Lost Garden
 A committee member of local British legion- Armistice Parade – children’s Christmas party
 Food shopping for elderly/disabled
 Community Council organised protest at proposed loss of 51/52 buses
 Church Guild
 Local drama, community café, committee of hall, horticultural society
 Community council
 Church
 A 40th at Ormiston Village hall and Meditation @ Secret Herb Garden
 Mela
 Rotary, Church
 Gala day event
 Litter pick up
 Clubs such as KIC and LVBS while they offer a good service to children are detracting from what should be provided automatically and free of charge within schools as after school activities
 Church activity, country dancing
 Help out at local rugby club
 Church services, Penicuik market
 Fundraiser at Southall Gorebridge. Part of Stobhill music group

Q68

Lots of choice
 At the moment however Midlothian Council would like to close them
 Dog fouling is a problem
 Well kept
 Lots of lovely walks spoiled by litter everywhere
 Dog fouling a problem
 Penicuik Park is a disgrace , not enough dog patrols
 We are well served with parks
 Kept fairly clean and have good facilities
 The parks are fair
 New School – Park not opened yet – children’s area too near road
 Local parks well maintained
 Lots of greenspace nearby
 Generally clean, well maintained
 Lots of park/football fields
 Dalkeith Country Park, Newbattle Abbey, Ironmills Park
 Plenty of choice, well maintained
 In Gorebridge we have loads of open spaces – lovely for dog walking or just ambling
 Good size open space
 Problem with litter and dog fouling
 Midlothian does the best it can with limited resources
 I do a lot of walking and love Dalkeith Country Park
 Walking the dog
 Most of the time these are pleasant. However litter strewn, no matter how much you pick up

Loanhead-Roslin cycle path a disgrace – overgrown with weeds, rubbish and slurry as drains are clogged

Cycle paths mainly – generally well maintained.

Not close to public park and until yet more planned housing is built there are still countryside nearby to walk my dog

Parks are tidy and well maintained but sometimes rubbish is dumped in the countryside

The park is well kept and is used very well by locals

Upgrading local railway walkway in progress – will be great for wildlife, walkers, floral and dog walkers

Generally parks are fairly well maintained

Litter including dog mess

Grass cut regularly, parks are easy to walk through

More upkeep required

Too much traffic noise to get there but parks are well maintained. Roslin Glen is awesome

Dog mess

Accessible and well maintained

The parks I go to are well looked after and tidy

Lack of facilities

Well looked after

Well-kept/attractive flowers and bushes/ nice atmosphere

Could be upgraded

Let down by dog fouling

Good provision of parks with excellent facilities, open spaces used for litter/fly tipping

Dog fouling

Dog fouling and professional dog walkers

Parks are well maintained and beautiful

Seem to be well maintained but don't feel safe at night anywhere near them

George IV park, Vogrie and Dalkeith Country Park are all excellent facilities

They are well looked after

Lovely walks in Gorebridge