

## Fife People's Panel - Survey 31 - November 2018

815 respondents

### Household Energy Costs - Information and Advice

Since January 2016, have you asked any organisation/company for energy advice?

Yes	No	No answer
20.5%	79.1%	0.4%

If you did seek advice, which organisation(s) did you contact?

Changeworks	0.0%
Citizens Advice Rights Fife	1.2%
Citizens Advice Scotland	10.2%
Citrus Energy / Switch	4.2%
Cosy Kingdom / Greener Kirkcaldy; STEN	2.4%
Energy Saving Trust / Home Energy Scotland	0.0%

Fife Council	1.8%
Pensions Service	4.8%
St Andrews Environmental Network	23.4%
Your energy provider	1.8%
Your landlord	52.7%
Other - see below	20.4%

<i>Advisors in dundee</i>	<i>0.6%</i>
<i>British Gas</i>	<i>0.6%</i>
<i>Dundee advisory</i>	<i>0.6%</i>
<i>Electrician friend</i>	<i>0.6%</i>
<i>Energy line</i>	<i>0.6%</i>
<i>Financial adviser</i>	<i>0.6%</i>
<i>Googled go compare</i>	<i>0.6%</i>
<i>Independent company</i>	<i>0.6%</i>
<i>Installer of our solar panels</i>	<i>0.6%</i>
<i>Internet comparison site</i>	<i>4.2%</i>

<i>Martin Lewis website</i>	<i>1.2%</i>
<i>Money saving expert website</i>	<i>1.2%</i>
<i>Online energy providers</i>	<i>0.6%</i>
<i>Scottish Gas</i>	<i>1.2%</i>
<i>Solar panels</i>	<i>0.6%</i>
<i>SSE</i>	<i>0.6%</i>
<i>USWITCH</i>	<i>3.0%</i>
<i>Warmworks</i>	<i>0.6%</i>
<i>Which</i>	<i>1.8%</i>

### How did you hear about the organisation(s) you contacted?

<i>Current energy provider</i>	<i>22.1%</i>	<i>Family / friend</i>	<i>2.9%</i>
<i>Internet</i>	<i>22.1%</i>	<i>Fife Council</i>	<i>2.9%</i>
<i>Other (mentioned only once)</i>	<i>16.4%</i>	<i>Media</i>	<i>2.9%</i>
<i>Have had previous contact</i>	<i>5.0%</i>	<i>Newspaper</i>	<i>2.1%</i>
<i>Local event</i>	<i>5.0%</i>	<i>Word of mouth</i>	<i>2.1%</i>
<i>Television</i>	<i>5.0%</i>	<i>Work / volunteering</i>	<i>2.1%</i>
<i>Telephone call</i>	<i>3.6%</i>	<i>Can't remember</i>	<i>1.4%</i>
<i>Advertising</i>	<i>2.9%</i>	<i>E-mail</i>	<i>1.4%</i>

### Did you act on any advice given by the organisation(s)?

Yes	No	Not applicable	No answer
67.7%	12.6%	10.2%	9.6%

### If you answered "No", what was your main reason(s) for not acting on the advice?

<i>A lot of gobble-de-gook and mis-information deliberately done to confuse me into doing nothing!</i>
<i>Because I wished to review all options.</i>
<i>Bill's too high - couldn't match price comparison website</i>
<i>Could not afford it</i>
<i>I have a Smart Meter - fitted 2 years ago. Scottish Power told me the meters in this area do not transmit data to the supplier!! The Smart Meter is useful - as a night light!!</i>
<i>I was already on a good deal</i>
<i>no one offers help to economy 10 customers</i>
<i>Not impartial</i>
<i>Not relevant</i>
<i>Too expensive to buy</i>
<i>Provider stated that already on their best tariff</i>
<i>There was none available to me (that wasn't already in place)</i>
<i>They are only interested in a price increase</i>
<i>Thought I was going to get financial help, but it turned out to be an expensive con too busy so far</i>
<i>Too expensive</i>
<i>Too much to do at work - not enough spare time to change (change was minimal)</i>
<i>We are Economy 10 tariff and no other company can provide this</i>
<i>We were already doing what was right we were told</i>

<b>Before receiving this questionnaire, were you aware of the Cosy Kingdom organisation?</b>	Yes	No	No answer
	10.7%	87.2%	2.1%

**Were you aware that Cosy Kingdom can provide advice and assistance on the following:**  
(% of respondents who were aware of Cosy Kingdom)

Bills and tariffs	69.0%	Funding for heating systems/insulation	52.9%
Switching energy suppliers	75.9%	Dealing with fuel debt	55.2%
Understanding your heating controls	65.5%	Applying for grants to reduce fuel debt	48.3%
Getting the best from appliances	63.2%	Renewable systems and reducing your carbon footprint	46.0%
Smart meters	65.5%	Warm Home Discount	54.0%
Energy efficiency measures	80.5%	Tackling draughts and dampness	72.4%

<b>Have you visited the energy advice pages on FifeDirect?</b>	Yes	No - but aware	No - not aware	No - no internet	No answer
	3.3%	19.0%	69.0%	6.7%	2.0%

<b>If you have visited the energy advice pages on FifeDirect, was the information helpful?</b>	Yes	No	No answer
	70.4%	22.2%	7.4%

**If you answered "No" at Q3(b), what sort of information would be more helpful to you?**

- Financial help - as in a free grant, not just a loan*
- How to afford anything on benefits*
- I needed help switching supplier as an economy 10 customer*
- Plain simple language - what are each company's cheapest deals - get the companies to stop teh blinkering and offer fair, honest deals*

**Suggestions from respondents who had NOT visited FifeDirect energy advice pages**

<i>Best / cheapest energy suppliers</i>	<b>7</b>	<b>13.0%</b>	<i>What grants etc. are available</i>	<b>3</b>	<b>5.6%</b>
<i>Information by post</i>	<b>5</b>	<b>9.3%</b>	<i>Advertise</i>	<b>2</b>	<b>3.7%</b>
<i>Notices / leaflet in public areas</i>	<b>5</b>	<b>9.3%</b>	<i>Contact details for organisations</i>	<b>2</b>	<b>3.7%</b>
<i>Advice specific to your home</i>	<b>4</b>	<b>7.4%</b>	<i>Independent assessment of energy suppliers</i>	<b>2</b>	<b>3.7%</b>
<i>Ways to reduce energy bills</i>	<b>4</b>	<b>7.4%</b>	<i>A local meeting run by Cosy Kingdom</i>	<b>1</b>	<b>1.9%</b>
<i>Comparison without being online</i>	<b>3</b>	<b>5.6%</b>	<i>Advice on solar or wind turbine energy</i>	<b>1</b>	<b>1.9%</b>
<i>How to reduce energy usage</i>	<b>3</b>	<b>5.6%</b>	<i>Advice specific to you home</i>	<b>1</b>	<b>1.9%</b>
<i>Information about Smart meters</i>	<b>3</b>	<b>5.6%</b>	<i>Direction to support bodies</i>	<b>1</b>	<b>1.9%</b>
<i>Local press</i>	<b>3</b>	<b>5.6%</b>	<i>Information on thermal clothing and bedding</i>	<b>1</b>	<b>1.9%</b>

## Household Energy Costs - Reducing Energy Costs

How much of your household income do you spend on fuel bills?	Under 10%	10 - 20%	Over 20%	Don't know	Not applicable	No answer
	41.3%	28.2%	9.9%	17.4%	0.9%	2.2%

Do you know how to operate your central heating in a way that heats your home as cost-effectively as possible?	Yes	No	Not sure	Not applicable	No answer
	74.7%	4.7%	18.4%	1.8%	0.4%

### How easy do you find it to understand the following aspects of your energy bills?

	Very easy	Fairly easy	Fairly difficult	Very difficult	Not applicable	No answer
The tariff & billing plan	19.5%	43.2%	21.3%	10.3%	2.3%	3.3%
Estimated/actual readings	37.5%	40.5%	10.1%	4.3%	3.2%	4.4%
Billing period	42.1%	40.2%	7.9%	2.8%	2.3%	4.7%
Overall bill	31.0%	44.2%	13.6%	5.8%	2.0%	3.4%

### Which of the following have you done since January 2016?

Changed gas tariff with your existing supplier	16.3%	Changed your electricity fuel supplier	8.8%
Changed electricity tariff with your exiting supplier	18.8%	Changed your dual fuel supplier	19.8%
Changed dual fuel tariff with your existing supplier	23.9%	Made no changes to tariff or supplier	38.7%
Changed your gas fuel supplier	7.6%	No answer	4.2%

### If you have not made any changes to your energy tariffs or supplier, please tell us why not

<i>Happy with present supplier</i>	<b>115</b>	<b>36.5%</b>	<i>Old age</i>	<b>4</b>	<b>1.3%</b>
<i>Too much bother/complicated</i>	<b>36</b>	<b>11.4%</b>	<i>Sticking with renewable sources supplier</i>	<b>4</b>	<b>1.3%</b>
<i>Short-term/no advantage</i>	<b>12</b>	<b>3.8%</b>	<i>Nervous of / don't trust new suppliers</i>	<b>3</b>	<b>1.0%</b>
<i>In a fixed deal</i>	<b>11</b>	<b>3.5%</b>	<i>Not worth the trouble</i>	<b>3</b>	<b>1.0%</b>
<i>Eco 10/off-peak - problematic</i>	<b>10</b>	<b>3.2%</b>	<i>Don't like change</i>	<b>2</b>	<b>0.6%</b>
<i>Previous switch went wrong</i>	<b>10</b>	<b>3.2%</b>	<i>Don't want Smart meter</i>	<b>2</b>	<b>0.6%</b>
<i>All suppliers change prices</i>	<b>8</b>	<b>2.5%</b>	<i>Hard to switch by telephone</i>	<b>2</b>	<b>0.6%</b>
<i>Apathy / inertia</i>	<b>7</b>	<b>2.2%</b>	<i>Lack of time</i>	<b>2</b>	<b>0.6%</b>
<i>On fixed term deal</i>	<b>7</b>	<b>2.2%</b>	<i>Not worth it - low fuel costs</i>	<b>2</b>	<b>0.6%</b>
<i>Don't know how</i>	<b>6</b>	<b>1.9%</b>	<i>Oil is main fuel cost - no deals available</i>	<b>2</b>	<b>0.6%</b>
<i>Haven't thought about it</i>	<b>6</b>	<b>1.9%</b>			
<i>Lack of knowledge</i>	<b>5</b>	<b>1.6%</b>	<i>Other</i>	<b>13</b>	<b>4.1%</b>

<b>If you HAVE changed tariffs or suppliers, did the change help to reduce your fuel costs?</b>	Yes 62.3%	No 21.1%	Don't know 16.6%
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<b>If you answered "No" at Q7(c), why do you think energy costs did not reduce?</b>					
<i>Price increase(s)</i>	<b>51</b>	<b>46.8%</b>	<i>Increased consumption</i>	<b>3</b>	<b>2.8%</b>
<i>Energy providers want bigger profits</i>	<b>7</b>	<b>6.4%</b>	<i>Longer term fixed tariff</i>	<b>3</b>	<b>2.8%</b>
<i>Direct Debit issues</i>	<b>4</b>	<b>3.7%</b>	<i>Chose supplier on ethics, not price</i>	<b>2</b>	<b>1.8%</b>
<i>Error on previous bill(s)</i>	<b>4</b>	<b>3.7%</b>	<i>UK government policies</i>	<b>2</b>	<b>1.8%</b>
<i>Ambiguous / misleading information</i>	<b>3</b>	<b>2.8%</b>	<i>Other</i>	<b>5</b>	<b>4.6%</b>

<b>Have you asked for advice on how to manage outstanding fuel bills or standing charges?</b>			
Yes - acted on advice/help	3.1%	No - did not seek advice, despite having outstanding fuel bills/standing charges	4.0%
Yes - repayment plan agreed	1.0%	Not had outstanding fuel bills/standing charges	86.6%
Yes - but did not act on advice/help	0.4%	No answer	4.9%

<b>If you did not seek advice despite having outstanding fuel bills or charges; OR, did not follow up the advice given; please tell us your reasons:</b>
<i>Came into a care home</i>
<i>Did not seek advice as I understand all requirements</i>
<i>Had tried to engage the supplier to provide up to date costings based on meter readings, with little success. Eventually Ofgem forced the company to be transferred to a new supplier</i>
<i>Have no money to do anything about debt</i>
<i>I emailed the supplier asking to increase my monthly payments to pay off the outstanding amount.</i>
<i>I paid off the outstanding amount through increased monthly charges, as set by the fuel company</i>
<i>I'm old school - pay quarterly and try to arrange heating in accordance with the weather</i>
<i>Installing the best kind of central heating because of health issues</i>
<i>No need - info available</i>
<i>Not sure what will change</i>
<i>Not sure who would help</i>
<i>Paid them</i>
<i>Pay direct debit monthly tariff - during winter always in debt</i>
<i>They ask you to change, but they are all the same</i>
<i>Try phoning a switch service. You give up. Is there anywhere to go physically to get help changing?</i>

**Have you taken any steps to improve energy efficiency in your home?**

Yes	No	No answer
82.2%	16.3%	1.5%

**What energy efficiency measures have you taken?**

(% of respondents who had taken steps)

Cavity wall insulation	38.5%	Internal wall insulation	10.6%	Thermal curtains	17.9%
Draught excluders	25.1%	Loft insulation	63.4%	Radiator reflector panels	13.0%
Energy efficient lightbulbs	74.3%	New doors	29.6%	Upgraded gas central heating	40.1%
External wall insulation	9.7%	New windows	40.6%	Other - see below	10.3%

Solar panels	13	1.9%
Wood burning stove	7	1.0%
Installed a smart meter	5	0.7%
PV Solar Panels	4	0.6%
Switch things off	4	0.6%
Closed off rooms	3	0.4%
Cut out draughts	3	0.4%
HIVE / smart energy system	3	0.4%

Under floor insulation	3	0.4%
Energy efficient appliances	2	0.3%
Insulated conservatory roof	2	0.3%
Restrict usage	2	0.3%
Turn heating down / off	2	0.3%
Wear warm clothes	2	0.3%
Other	14	2.1%

**Who carried out and/or paid for the energy efficiency measures?**

	Work done by	Paid for by
Fife Council	9.9%	7.9%
Housing association	0.9%	0.7%
Private landlord	0.1%	0.1%

	Work done by	Paid for by
Referral by energy advice organisation re. grants/loans	14.3%	11.5%
Private company	48.1%	6.7%
Yourself or family/friend	37.3%	67.6%

**If the measures taken were installed for you, were you given additional information to help maximise the benefits of the energy efficiency measure(s)?**

Yes	No
46.9%	53.1%

Since taking the measures to improve energy efficiency, do you think your fuel bills have come down?

Yes	No	Don't know
47.8%	24.2%	27.2%

If you answered "No", please tell us what the reason(s) might be

Increased fuel prices	79	64.8%
Home is hard to heat / draughty	8	6.6%
House is warmer now	8	6.6%
More usage / at home more	6	4.9%
Measures had little or no effect	4	3.3%

Cold weather	3	2.5%
Bad advice	2	1.6%
New lightbulbs - little difference	2	1.6%
Not done enough yet	2	1.6%
Other	8	6.6%

## Household Energy Costs - Making the Most of Your Income

Since January 2016, have you asked any organisation/company for advice on making the most of your budget and/or maximising your income?

Yes	No	No answer
4.5%	92.9%	2.6%

If you did seek advice, which organisation(s) did you contact?

Citizens Advice Rights Fife	10.8%
Citizens Advice Scotland/Money Advice Service	5.4%
Conduit	0.0%
Cosy Kingdom: Greener Kirkcaldy / STEN	5.4%
Dept. of Work and Pensions	16.2%

Energy Saving Trust / Home Energy Scotland	8.1%
Fife Council, Housing Services	8.1%
Pensions Service	5.4%
Scottish Welfare Fund	2.7%
Other - see below	51.4%

<i>Financial advisor</i>	<i>14</i>	<i>37.8%</i>
<i>Energy line, comparator websites</i>	<i>1</i>	<i>2.7%</i>
<i>Financial advice by employer</i>	<i>1</i>	<i>2.7%</i>

<i>Investment advisor</i>	<i>1</i>	<i>2.7%</i>
<i>My bank</i>	<i>1</i>	<i>2.7%</i>
<i>Pensions, council</i>	<i>1</i>	<i>2.7%</i>

How did you hear about the organisation(s) you contacted?

<i>Previous dealings</i>	<i>8</i>	<i>32.0%</i>
<i>Internet</i>	<i>5</i>	<i>20.0%</i>
<i>Employer</i>	<i>3</i>	<i>12.0%</i>
<i>Word of mouth</i>	<i>3</i>	<i>12.0%</i>
<i>General knowledge</i>	<i>2</i>	<i>8.0%</i>

<i>Legal adviser</i>	<i>1</i>	<i>4.0%</i>
<i>Newspaper</i>	<i>1</i>	<i>4.0%</i>
<i>Through care worker</i>	<i>1</i>	<i>4.0%</i>
<i>Various sources</i>	<i>1</i>	<i>4.0%</i>

Have you acted on any organisation's advice on making the most of your budget and/or maximising your income?	Yes	No	Not applicable	No answer
	56.8%	21.6%	16.2%	5.4%

**If you answered "No", please tell us why not**

<i>I am waiting for 2 yrs and until i see how brexit will affect me</i>
<i>It's my current bank and I wanted to check security issues and some other matters</i>
<i>No better opportunities available</i>
<i>Since my husband died 9 years ago I realised it's not easy to replace savings while retired - so I'm very careful</i>
<i>Welfare fund refused me due to race, ethnicity, age, criminal record etc</i>

Do you feel your health is affected by lack of heating in your home during cold weather?	Yes	No	No answer
	5.8%	46.4%	47.9%

**If you answered "Yes", please tell us how you are affected**

<i>Aggravates arthritis/joint pain</i>	<b>13</b>	<b>27.7%</b>	<i>Limits mobility</i>	<b>2</b>	<b>4.3%</b>
<i>Colds &amp; sore throats</i>	<b>6</b>	<b>12.8%</b>	<i>Multiple health issues</i>	<b>2</b>	<b>4.3%</b>
<i>Feeling cold</i>	<b>6</b>	<b>12.8%</b>	<i>Aches &amp; pains</i>	<b>1</b>	<b>2.1%</b>
<i>Circulation problems</i>	<b>4</b>	<b>8.5%</b>	<i>Asthma / respiratory problems</i>	<b>1</b>	<b>2.1%</b>
<i>Lethargic / down in the dumps</i>	<b>3</b>	<b>6.4%</b>	<i>Choice between food and heat</i>	<b>1</b>	<b>2.1%</b>

**Thinking about last winter (2017/2018), which of these statements best applies to you?**

No problem maintaining a comfortable temperature in my home	73.0%
Difficult to maintain a comfortable temperature - heating system couldn't cope	3.4%
Difficult to maintain a comfortable temperature - cost of electricity/gas/oil	9.9%
Difficult to maintain a comfortable temperature - heating system and cost	8.2%
Other - see below	2.3%
No answer	3.1%

**How likely are you to contact any of the organisations mentioned in this questionnaire for advice on:**

	Very likely	Fairly likely	Not very likely	Not at all likely	Don't know	No answer
Energy tariffs & billing	4.8%	13.3%	30.3%	42.2%	4.8%	4.7%
Energy efficiency measures	3.3%	11.8%	32.0%	40.7%	4.8%	7.4%
Budgeting / maximising income	2.3%	4.2%	27.5%	52.3%	4.2%	9.6%



## Satisfaction with Services

Generally, how satisfied or dissatisfied are you with each of the following in Fife?	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No answer
Access to Fife's countryside coastline and beaches	42.2%	38.9%	12.3%	1.6%	0.7%	4.3%
Access to public transport services	22.0%	42.6%	16.0%	10.9%	3.6%	5.0%
Bereavement services funerals cemeteries	10.4%	24.2%	46.0%	2.6%	0.9%	16.0%
Local parks play areas and green spaces	23.2%	49.4%	15.1%	4.7%	2.0%	5.6%
Library services	23.9%	32.1%	27.4%	6.9%	2.5%	7.2%
Municipal Golf Courses	8.2%	13.5%	60.1%	0.6%	0.5%	17.1%
Museums and art galleries	21.3%	36.0%	31.0%	2.9%	0.5%	8.2%
Planning and building control services	4.2%	13.0%	54.7%	8.3%	6.1%	13.6%
Services supporting business investment and employment	2.1%	5.6%	67.2%	4.5%	1.6%	18.9%
Sports and leisure centres	13.7%	35.2%	33.3%	5.9%	1.8%	10.1%
Street cleaning services	11.5%	45.9%	12.8%	18.2%	6.9%	4.8%
Support for local cultural and community events	6.3%	30.9%	44.3%	5.6%	1.7%	11.2%
Theatres	13.7%	36.3%	36.3%	2.8%	1.2%	9.6%
Town centres	5.6%	23.1%	21.0%	30.6%	13.5%	6.3%
Trading standards and consumer protection services	4.2%	14.4%	60.1%	3.8%	1.7%	15.8%
Waste collection and recycling services	17.2%	46.6%	11.3%	13.6%	7.1%	4.2%
Well maintained roads	1.3%	13.3%	14.1%	34.2%	32.1%	4.9%
Well maintained footpaths	2.0%	22.3%	20.4%	28.2%	21.1%	6.0%
Well maintained cycle ways	2.7%	14.4%	50.6%	12.4%	8.1%	11.9%
Well maintained street lighting	14.8%	43.6%	22.0%	9.1%	4.8%	5.8%

**Thinking about the area where you live, how important is dealing with each of the following?**

<b>Scale = 1 (not at all important) to 5 (very important)</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>No answer</b>
The standard of street cleaning	2.8%	3.9%	11.3%	33.5%	46.1%	2.3%
The standard of grass cutting in open grassed areas such as housing estates grass verges	3.8%	6.3%	20.6%	36.9%	29.7%	2.7%
The standard of grass cutting in parks and landscaped open areas such as war memorials	3.8%	4.7%	18.7%	33.9%	36.7%	2.3%
Discarded chewing gum	5.4%	7.0%	22.1%	27.4%	35.2%	2.9%
Discarded cigarette butts	4.8%	8.2%	19.1%	27.2%	37.4%	3.2%
Dog fouling	3.9%	4.2%	7.7%	17.3%	64.9%	2.0%
Fly tipping	4.2%	4.0%	7.7%	13.4%	67.1%	3.6%
Provision of litter bins	3.4%	3.4%	11.4%	23.3%	56.1%	2.3%
Removal of litter from open grassed areas	2.9%	4.9%	13.9%	32.9%	42.5%	2.9%
Removal of litter from shrubs and flower beds	2.6%	6.3%	15.7%	36.1%	36.4%	2.9%
Weed control on public streets	3.2%	5.3%	22.5%	33.4%	32.3%	3.4%
Removal of leaves from streets	4.9%	9.1%	25.2%	29.2%	29.1%	2.6%
Removal of leaves from grassed areas	9.7%	16.2%	33.1%	23.9%	12.9%	4.2%
Removal of soil grit or dirt from the streets	3.7%	7.1%	23.7%	31.5%	30.9%	3.1%
Flower beds floral displays in public areas	3.8%	6.6%	21.3%	36.2%	28.7%	3.3%
Providing small localised play areas for children	3.9%	5.9%	16.9%	31.8%	39.1%	2.3%
Providing large central wellequipped play areas for children	4.9%	6.0%	21.2%	26.3%	38.5%	3.1%

<b>Thinking about the area where you live, how satisfied or dissatisfied are you with the way Fife Council deals with the following?</b>	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No answer
The standard of street cleaning	13.3%	46.0%	13.4%	15.1%	8.6%	3.7%
The standard of grass cutting in open grassed areas such as housing estates and grass verges	12.9%	48.5%	19.4%	10.7%	4.3%	4.3%
The standard of grass cutting in parks and landscaped open areas such as war memorials	16.6%	46.9%	21.6%	7.7%	2.3%	4.9%
Discarded chewing gum	5.3%	25.8%	37.9%	18.0%	7.9%	5.2%
Discarded cigarette butts	4.9%	25.3%	35.1%	19.6%	9.9%	5.2%
Dog fouling	4.3%	25.0%	20.5%	26.5%	19.8%	3.9%
Fly tipping	3.9%	20.0%	29.1%	20.4%	20.5%	6.1%
Provision of litter bins	7.2%	31.2%	24.2%	20.2%	11.9%	5.3%
Removal of litter from open grassed areas	5.6%	30.2%	34.5%	17.1%	8.5%	4.2%
Removal of litter from shrubs and flower beds	5.6%	29.9%	36.2%	15.8%	7.9%	4.5%
Weed control on public streets	6.7%	30.7%	29.8%	19.0%	9.0%	4.8%
Removal of leaves from streets	6.7%	31.2%	29.9%	16.9%	9.8%	5.4%
Removal of leaves from grassed areas	6.9%	27.0%	42.1%	11.4%	5.6%	7.0%
Removal of soil, grit or dirt from the streets	6.3%	29.6%	36.0%	15.5%	6.7%	6.0%
Flower beds / floral displays in public areas	16.8%	38.5%	28.0%	6.7%	3.8%	6.1%
Providing small, localised play areas for children	7.7%	36.9%	33.1%	10.8%	4.7%	6.7%
Providing large, central, well-equipped play areas for children	10.2%	34.7%	35.0%	9.3%	4.0%	6.7%
Landscape maintenance in cemeteries / crematorium gardens	14.7%	32.0%	36.1%	5.6%	3.4%	8.1%
Facilities and presentation of the chapel at crematoriums	19.3%	30.8%	35.0%	3.2%	1.3%	10.4%

## Respondents

### Age /gender

	25-34	35-44	45-54	55-64	65-74	75+	Not stated	Total
<b>Female</b>	8	26	56	88	121	77		376
	1.0%	3.2%	6.9%	10.8%	14.8%	9.4%		46.1%
<b>Male</b>	1	6	48	69	158	113		395
	0.1%	0.7%	5.9%	8.5%	19.4%	13.9%		48.5%
<b>Not stated</b>		1	1	7	8	5	22	44
		0.1%	0.1%	0.9%	1.0%	0.6%	2.7%	5.4%

### Ethnic Background

White Scottish	598	73.4%		Other ethnic background	2	0.2%
Other White British	151	18.5%		Caribbean or Black	1	0.1%
Other White background	30	3.7%		Mixed / multiple ethnic background	1	0.1%
	No answer	32		3.9%		

### Personal Circumstances

You consider yourself to be disabled	129	15.8%
You have problems with mobility	147	18.0%
You use a wheelchair outdoors	25	3.1%
You have a visual impairment	53	6.5%
You have a hearing impairment	121	14.8%
You care for a family member /friend because of their illness /disability	115	14.1%
You have preschool children living with you	11	1.3%
You have schoolage children living with you	75	9.2%

### Committee Area

City of Dunfermline	100	12.3%	Levenmouth	68	8.3%
Cowdenbeath	61	7.5%	North East Fife	178	21.8%
Glenrothes	102	12.5%	South West Fife	116	14.2%
Kirkcaldy	136	16.7%	Not stated	54	6.6%