Residents' Survey
Glasgow Community Planning Partnership

Pollokshields / Southside Central

Final Report
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1. Introduction

About this report

1.1 In July 2007 Glasgow Community Planning Partnership Ltd commissioned ODS Consulting and MRUK to conduct a survey of 10,000 households in Glasgow to establish residents' views, perceptions and expectations of issues relating to their neighbourhoods.

1.2 This report gives the findings of the survey work undertaken in the Pollokshields East / Southside Central Local Community Planning Partnership (LCPP). There are ten LCPPs in Glasgow and, as such, this report is one of a suite of ten. The reports are accompanied by an overview report which looks at the survey results for the whole of Glasgow.

1.3 Data presented in output tables have been rounded to whole numbers – as such percentage totals may not equal 100 per cent.

Background to the study

1.4 The quality of the neighbourhood we live in can have a significant impact on our self-esteem and well-being. It also affects how others perceive us which, in turn can have indirect consequences on the quality of our lives, for instance, in our ability to secure employment. It is therefore no coincidence that there is a direct correlation between neighbourhood quality and the relative concentration of deprivation.

1.5 Improving neighbourhood management is a tool that has been used across the UK to try and address social exclusion. It covers a wide spectrum of activities, from the work of neighbourhood wardens, caretakers and housing managers, to broader approaches such as service decentralisation and improved means of local governance.

1.6 The Glasgow Community Planning Partnership (CPP) brings key public, private, community and voluntary representatives together with the aim of delivering better, more joined-up public services in the City. Ten Local

Community Planning Partnerships (LCPP) have been established which have co-terminus boundaries with a range of other service providers. They are also aligned with 56 neighbourhoods.

1.7   Glasgow Housing Association (GHA) is the largest social landlord in Glasgow with around 70,000 houses. There is a significant correlation between concentrations of its housing stock and the most deprived neighbourhoods in the city. Its most recent tenant survey published in March 2007 found a high proportion of tenants to be satisfied with the organisation and the services it provides. However, the survey did underline concerns amongst tenants about the maintenance of common access areas. Ongoing problems in neighbourhood management were identified as a result of groups of young people 'hanging around', noisy neighbours, vandalism and graffiti, drug/alcohol abuse, unkempt open spaces, abandoned vehicles, litter and rubbish.

1.8   The CPP intends to address these issues by implementing a Neighbourhood Management Initiative across the city. This will extend the Pathfinder Initiative undertaken last year in the North East LCPP. The CPP has therefore commissioned a survey of 10,000 households to establish residents' views, perceptions and expectations of issues relating to their neighbourhoods.

The Pollokshields East / Southside Central area

1.9   The Pollokshields East / Southside Central Local Community Planning Partnership (LCPP) area has a population of 49,434 people, representing just under nine per cent of the total city population. The area includes the neighbourhoods of:

- Pollokshields West;
- Pollokshields East;
- Greater Gorbals;
- Shawlands and Strathbungo;
- Toryglen; and
- Govanhill.

1.10   Forty-two per cent of the local population live in a Data Zone among the 15 per cent most deprived neighbourhoods in Scotland as defined by the Scottish Index of Multiple Deprivation (SIMD). Furthermore, 15 of the area's 60 Data Zones fall into the bottom five per cent most deprived – 12,100 people or 24 per cent of the local population live in these neighbourhoods. One local neighbourhood is the seventh most deprived Scottish Data Zone. In total six local neighbourhoods are in the bottom one per cent of Scottish Datazones.

1.11   The SIMD demonstrates that housing deprivation is a key issue for Pollokshields East / Southside Central. Almost half of the local Data Zones are in the bottom 15 per cent ranked 'housing deprived' Scottish Data Zones. More than three quarters of the local population live in these Data Zones. While this can be explained by the high concentration of tenement-style properties it is clear that housing is a pressing issue in the local area.

1.12   The SIMD evidence suggests that health seems to be an issue in the local area. Half of the population live in the worst 15 per cent of health deprived Scottish Data Zones.

1.13   Income, employment and education deprivation does not appear to be a major problem in Pollokshields and Southside Central. Each of these areas displays levels of deprivation lower than the Glasgow norm. This is especially evident in relation to employment and education. However there are pockets of severe deprivation locally for each of these domains. Two Data Zones in particular are ranked in the bottom ten of all employment deprived Scottish Data Zones.

1.14   Overall, crime rates in the area are 15 per cent above the city average. Crime rates relating to housebreaking, road traffic offences and other crimes relating to drugs or carrying offensive weapons were more prevalent in the Pollokshields / Southside Central area.

1.15   Drugs and alcohol appear to be serious issues for many sections of the local community. Two of the areas Data Zones were in the top ten highest neighbourhoods for alcohol related hospital admissions. More than half of

local Data Zones had emergency drug related hospital admission rates above
the city average.

2.   Methodology

2.1   The survey was designed to present residents' views, perceptions and requirements at a neighbourhood level in three key areas:

- security (control of nuisance and general supervision);

- environmental (maintenance and repair of damage to public areas); and

- cleansing (street cleaning, refuse collection and rubbish removal).

2.2   The questionnaire was developed in consultation with representatives from Glasgow Community Planning Partnership, Glasgow Housing Association, the Community Health and Care Partnerships and Strathclyde Police. The survey questionnaire is included as Appendix One.

2.3   One thousand interviews were undertaken in each of the ten LCPP areas.

2.4   We aimed to make the survey as representative as possible by speaking to sufficient numbers of participants in a range of key demographic groups. Targets were agreed in advance with Glasgow Community Planning Partnership. The results are shown in Table 2.1 below:

	Target	Achieved
Ethnic Minority	19%	19.2%
Lone Parent Households	5.9%	6.5%
Two parent Households	14.5%	18%
Older People (60+)	16.1%	21.2%
Younger People (16-29)	22.2%	23.4%
O/O and privately rented	66.2%	64.6%
Socially rented	33.9%	34.8%
Economically inactive	45.14%	37.2%

Table 2.1 – Key demographic comparison – Pollokshields and Southside Central

2.5   As the table shows each of the targets for the key demographics were very closely met (+/- 4%) during the survey field work with the exception of 'economically inactive' and 'older people'. Older people may be slightly over-represented in the sample. This can be explained by the fact that older residents were more likely to be at home when the survey was being carried out.

3.   Study Findings – Overall Analysis

3.1   This chapter describes the findings of the overall analysis of the residents' survey from all six neighbourhoods as well as providing a summary of key findings.

Security and Community Safety

3.2   Residents were asked a number of questions concerning security and community safety issues in their neighbourhood. For each question, they were asked to rate the issue as either 'not a problem at all', 'not much of a problem', 'problem' or 'serious problem'. The results are shown in Figure 3.1.

Figure 3.1- Security and Community Safety

Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

Categories (top to bottom):
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	23	2%	44	4%	11	1%	152	15%	764	76%	6	1%
Noisy neighbours/ parties	23	2%	45	5%	10	1%	147	15%	769	77%	6	1%
Youth disorder	65	7%	166	17%	31	3%	140	14%	594	59%	4	0%
Street drinking	41	4%	103	10%	30	3%	150	15%	667	67%	9	1%
Drug dealing	37	4%	68	7%	36	4%	132	13%	697	70%	30	3%
Drug/ alcohol / substance abuse	37	4%	73	7%	32	3%	129	13%	697	70%	32	3%
Verbal abuse	20	2%	39	4%	13	1%	162	16%	759	76%	7	1%
Racial harassment	11	1%	28	3%	17	2%	142	14%	786	79%	16	2%
Harassment	15	2%	20	2%	15	2%	164	16%	776	78%	10	1%
Personal safety and security	22	2%	72	7%	26	3%	158	16%	716	72%	6	1%
Damage to property	51	5%	90	9%	12	1%	134	13%	705	71%	8	1%
Damage to vehicle/ theft	36	4%	95	10%	16	2%	150	15%	691	69%	12	1%
Vandalism and graffiti	57	6%	139	14%	25	3%	130	13%	642	64%	7	1%
Dogs roaming, dog fouling, barking	41	4%	113	11%	42	4%	158	16%	636	64%	10	1%
House break-ins/burglary	18	2%	51	5%	29	3%	159	16%	732	73%	11	1%
Vehicle break-ins/theft	18	2%	63	6%	21	2%	159	16%	729	73%	10	1%
Road safety	71	7%	184	18%	34	3%	145	15%	563	56%	3	0%
Safety of children	35	4%	103	10%	42	4%	146	15%	662	66%	12	1%
Safety of other vulnerable groups	9	1%	37	4%	53	5%	156	16%	713	71%	32	3%
Total	**630**		**1,533**		**495**		**2,813**		**13,296**		**231**	

Table 3.1 – Security and Community Safety

Most significant issues

3.3   The survey highlights a number of issues that were viewed as problems by a substantial minority of residents. The most significant concerns were 'youth disorder', 'street drinking', 'drug dealing', 'drug, alcohol and substance misuse', 'damage to property', 'damage to vehicle/theft', 'vandalism and graffiti', 'dogs roaming, dog fouling and barking', 'road safety', and 'safety of children'.

Youth disorder

3.4   Youth disorder was considered a significant issue by some of the respondents although a majority said that it was not a problem. Seventeen per cent (166 people) said that it was a 'problem' with a further seven per cent (65 people) stating that it was a 'serious problem'.

Street drinking

3.5   Ten per cent (103 people) of respondents felt that street drinking was a 'problem' and a further four per cent (41 people) said that it was a 'serious problem'.

Drug dealing

3.6   Drug dealing was also viewed as a significant issue by some residents. Seven per cent of respondents (68 people) felt that this was a 'problem' in the local area, while another four per cent (37 people) said it was a 'serious problem'.

Drug, alcohol and substance misuse

3.7   Drug, alcohol and substance misuse were viewed as more of a problem than other issues. Seven per cent (73 people) said that it was a 'problem' and a further four per cent (37 people) said that it was a 'serious problem'.

Damage to property

3.8   For nine per cent (90 people) of respondents to the survey 'damage to property' was a 'problem' and for an additional 51 people (5%) it was a serious 'problem'.

Damage to vehicle/theft

3.9   Damage to Vehicle/Theft was a 'problem' for 10 per cent (95 people) of survey respondents and a 'serious problem' for another four per cent (36 people).

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Vandalism and graffiti

3.10   Fourteen per cent of respondents (139 people) said that vandalism and graffiti were a 'problem'. Six per cent (57 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

3.11   Of all the issues raised dog roaming, fouling and barking was considered the fourth greatest problem in the local area. Eleven per cent (113 people) felt that it was a 'problem' and a further four per cent (41 people) stated that it was a 'serious problem'.

Road safety

3.12 Road safety was viewed as the most significant problem in the LCPP area. Eighteen per cent (184 people) said that it was a 'problem' and a further seven per cent (71 people) stated that it was a 'serious problem' in the local area.

3.13 The 255 respondents who stated that road safety was either a 'problem' or 'serious problem' were asked what their particular concerns were in relation to the issue. The results are shown in Table 3.2.

Issue	No	%
Volume of cars driving through the neighbourhood as a short cut	83	33%
Cars driving too fast	215	85%
Roads in a poor condition	26	10%
Lack of safe places to cross the road	46	18%
Too many parked cars on both sides of the road	85	33%
Other	14	5%

Table 3.2 – Particular concerns about road safety

3.14 For those concerned about road safety the most significant issue was 'cars driving too fast' with 85 per cent giving this response. Just over a third were concerned about drivers using the streets in the area as a 'rat run and the same number of people were concerned about 'too many cars parked on both sides of the road'. Safety for those crossing the road was an issue with 16 per cent stating that a 'lack of safe places to cross' was a particular concern. There was less concern about the condition of roads in the area with ten per cent stating that this was a concern. An additional five per cent had concerns about other issues.

Safety of children

3.15 A significant proportion of respondents felt that the safety of children was an issue in the local area with a third recognising this as an issue to some extent. Ten per cent of respondents (103 people) felt that this was a 'problem' and four per cent (35 people) felt it was a 'serious problem'.

3.16   The 138 respondents who stated that safety of children was either a 'problem'
or 'serious problem' were asked what their particular concerns were in
relation to the issue. The results are shown in Table 3.3.

Issue	No	%
In danger from violence	15	11%
Risk of drugs	17	12%
Danger on the roads	132	96%
Building work/ derelict buildings	7	5%
Other	6	4%

Table 3.3 – Particular concerns about safety of children

3.17   Most of the respondents (96%) said that 'danger on the roads' was the
greatest issue for children's safety. The risk of becoming involved in drug use
was a slight concern (12%) as was the danger of encountering violence
(11%). There was less concern about the physical environment including
building works and derelict buildings.

Less significant issues

3.18   Overall, racial harassment and harassment were considered less of a
problem than other areas of community safety. Ninety-three per cent of
respondents (928 people) said that racial harassment was either 'not much of
a problem' or 'not a problem at all' while only four per cent (39 people) said
that it was a 'problem' in the local area. The same low proportion of
respondents (4%) said that harassment was a problem while 94 per cent (940
people) said that it was either 'not much of a problem' or 'not a problem at all'.

3.19   Other issues that were not viewed as significant problems in the local area
were: 'problems with neighbours', 'noisy neighbours', 'house break-ins /
burglary', 'verbal abuse', 'personal safety and security', 'theft and vehicle
break-ins' and 'safety of vulnerable groups' all with less than 10 per cent of
respondents stating that these issues were either a 'problem' or 'serious
problem'.

Number of concerns

3.20   As Table 3.4 shows, less than half of the respondents (42% - 420 people) felt
that none of the issues were a 'problem' or 'serious problem' in their
neighbourhood. Sixteen per cent (161 people) said that five or more of the

issues were either a 'problem' or 'serious problem'. Fifteen per cent (145 people) felt that one of the issues was a problem locally.

Number of concerns (Serious Problem or Problem)	Respondents	%
None	420	42%
1	145	15%
2	127	13%
3	99	10%
4	48	5%
5+	161	16%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

3.21   Residents were asked to consider the same issues relating to community safety and were encouraged to state whether they have got worse, stayed the same or got better in the past year. For each question, they were asked to rate the issue as either being 'much worse', slightly worse', 'slightly better', or 'much better'. The results are shown in Figure 3.2.

3.22   For each of the issues the most common response was that the problem had stayed 'the same' in the last year. As the size of the bars in Figure 3.2 indicate, only small percentages of respondents stated that the issues had got either better or worse. The issue for which the most people felt there had been a change was 'youth disorder' where 14 per cent (145 people) said that it had got better or worse. The remaining 86 per cent either said that it has stayed the same. For the issue of 'safety of vulnerable groups' just two per cent (18 people) felt that there had been a change in the previous year. On average, for each issue only seven per cent felt that there had been a notable change for better or worse.

Figure 3.2 - Security and Community Safety in the past year

Problems with neighbours
Noisy neighbours/ parties
Youth disorder
Street drinking
Drug dealing
Drug/ alcohol/ substance abuse
Verbal abuse
Racial harassment
Harassment
Personal safety and security
Damage to property
Damage to vehicle/ theft
Vandalism and graffiti
Dogs roaming, dog fouling, barking
House break-ins/burglary
Vehicle break-ins/theft
Road safety
Safety of children
Safety of other vulnerable groups

-14% -12% -10% -8% -6% -4% -2% 0% 2% 4% 6%

☐ Slightly Worse % ■ Much Worse % ☐ Slightly Better % ☐ Much Better %

	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	21	2%	28	3%	914	91%	33	3%	4	0%	0	0%
Noisy neighbours/ parties	17	2%	24	2%	919	92%	37	4%	3	0%	0	0%
Youth disorder	50	5%	79	8%	855	86%	15	2%	1	0%	0	0%
Street drinking	32	3%	52	5%	900	90%	15	2%	1	0%	0	0%
Drug dealing	26	3%	31	3%	929	93%	12	1%	2	0%	0	0%
Drug/ alcohol/ substance abuse	23	2%	21	2%	944	94%	10	1%	2	0%	0	0%
Verbal abuse	8	1%	17	2%	964	96%	10	1%	1	0%	0	0%
Racial harassment	8	1%	9	1%	972	97%	9	1%	2	0%	0	0%
Harassment	9	1%	12	1%	965	97%	12	1%	2	0%	0	0%
Personal safety and security	16	2%	27	3%	940	94%	15	2%	2	0%	0	0%
Damage to property	26	3%	40	4%	921	92%	12	1%	1	0%	0	0%
Damage to vehicle/ theft	21	2%	47	5%	917	92%	14	1%	1	0%	0	0%
Vandalism and graffiti	31	3%	56	6%	903	90%	9	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	27	3%	39	4%	923	92%	10	1%	1	0%	0	0%
House break-ins/burglary	12	1%	19	2%	958	96%	10	1%	1	0%	0	0%
Vehicle break-ins/theft	14	1%	25	3%	949	95%	11	1%	1	0%	0	0%
Road safety	39	4%	64	6%	882	88%	14	1%	1	0%	0	0%
Safety of children	15	2%	30	3%	947	95%	7	1%	1	0%	0	0%
Safety of other vulnerable groups	3	0%	6	1%	982	98%	7	1%	2	0%	0	0%
Total	**398**		**626**		**17,684**		**262**		**30**		**0**	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

3.23   Where there were comments that an issue has changed, the majority of responses were 'negative' with most issues being characterised as having got worse in the previous year. Comparatively, the most negative responses came in relation to: 'youth disorder'; 'road safety'; 'vandalism and graffiti'; 'street drinking'; 'dog roaming/fouling/barking'; 'damage to vehicle / theft' and 'damage to property'.   For each of these issues seven per cent or more of respondents felt that the problem had got 'slightly worse' or 'much worse' in the previous year.

Youth Disorder

3.24   The most negative response came in relation to 'youth disorder' which eight per cent of respondents (79 people) felt had got 'slightly worse' in the past year and a further five per cent (50 people) felt it had got 'much worse'. Just two per cent of respondents felt that road safety had improved in the area.

Road Safety

3.25   Six per cent of respondents (64 people) felt that road safety had got 'slightly worse' in the previous year and a further four per cent (39 people) said that it had got 'much worse'. One per cent of respondents felt that the issue had got 'slightly better' in the area.

Vandalism and Graffiti

3.26   The problem of Vandalism and Graffiti was considered to have got 'slightly worse' by six per cent (56 people), a further three per cent (31 people) felt it had got 'much worse'. One per cent felt that the problem had got 'slightly better' in the previous year.

Street Drinking

3.27   Street drinking was considered to have got 'slightly worse' by five per cent (52 people) of respondents. An additional three per cent (32 people) felt that street drinking had got 'much worse' in the local area. Two per cent of the respondents said that the issue had got 'slightly better' in the area.

Dogs roaming, dog fouling, barking

3.28   Four percent (39 people) of respondents to the survey felt that problems with dogs had got 'slightly worse' in the local area. While another three per cent (27 people) felt that the problem had got 'much worse'. One per cent of respondents to the survey felt that issues relating to dogs had got 'slightly better'.

Damage to vehicle/theft and damage to property

3.29   Five per cent (47 people) of respondents to the survey felt that the risk of damage to vehicles and theft had got 'slightly worse'. While a further two per cent (21 people) felt that the situation had got 'much worse'. At the same time one per cent of respondents felt that the issue had got 'slightly better'

3.30   Damage to property had got 'slightly worse' for four per cent (40) of respondents. While 26 people (3%) felt that things had got 'much worse'. At the same time one per cent of respondents felt that the issue had got 'slightly better'.

Change for the better

3.31   More 'positive' responses came in relation to 'problems with neighbours', 'noisy neighbours/parties'.

Problems with neighbours and noisy neighbours

3.32   The most positive view came in relation to 'noisy neighbours' where 37 people (4%) felt that the situation with regard to neighbours had gotten 'slightly better'. However, two per cent felt that problems with neighbours had got 'slightly worse' in the previous year and a further two per cent stated that it had got 'much worse'.

3.33   There were also positive responses in relation to 'problem with neighbours and parties' with three per cent (33 people) stating that things had got 'slightly better'. However three per cent felt that the situation had got 'slightly worse' and another two per cent (15 people) who felt it had got 'much worse'.

Number of concerns

3.34   As Table 3.6 (below) shows, 65 per cent of the respondents (647 people) felt than none of the issues had become 'slightly' or 'much worse' in the past year. Twenty-eight per cent felt that some of the issues had got worse in the previous year and six per cent (63 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	647	65%
1	133	13%
2	83	8%
3	53	5%
4	21	2%
5+	63	6%
	1,000	

Table 3.6 – Number of concerns – Security and Community Safety in the past year

Anti-social behaviour

3.35   The respondents were asked if they had been a victim of any form of anti-social behaviour in the previous year. The results are shown in Table 3.7.

Anti-social behaviour	Yes (%)
Problems with neighbours	3%
Noisy neighbours/parties	2%
Youth disorder	4%
Street drinking	1%
Drug dealing	1%
Drug/ alcohol/ substance abuse	1%
Verbal abuse	2%
Racial harassment	1%
Harassment	1%
Personal safety and security	1%
Damage to property	3%
Damage to vehicle/theft	4%
Vandalism and graffiti	3%
Dogs roaming, dog fouling, barking	1%
House break-ins/burglary	1%
Vehicle break-ins/theft	1%
Road safety	2%
Safety of children	1%
Safety of other vulnerable groups	0%
None of these	84%

Table 3.7: Incidence of anti-social behaviour

3.36 Sixteen per cent of respondents said that they had been the victim of one of the forms of anti-social behaviour in the past year. The most common types of anti-social behaviour for the residents to encounter were; 'youth disorder' (4%) and 'damage to vehicle / theft' (4%). Other forms of anti-social behaviour that the residents have been reporting are 'vandalism and graffiti' (3%) as well as 'problems with neighbours' (3%) and 'damage to property' (3%).

3.37 Eighty-six per cent of the respondents said that they had not been the victim of any of the forms of anti-social behaviour in the previous year.

Personal safety

3.38 The residents were asked how safe they feel walking alone in their neighbourhood after dark.

	%
Very safe	24%
Fairly safe	38%
Neutral	11%
Fairly unsafe	10%
Very unsafe	11%
Don't Know/Can't answer	5%

Table 3.8: Feeling of personal safety in neighbourhood after dark

3.39 A majority of residents (62%) said that they feel safe walking alone after dark. However, less than one in four said that they feel 'very safe' walking at night. Ten per cent of respondents said that they feel 'fairly unsafe' walking in their neighbourhood after dark and eleven per cent said that they feel 'very unsafe'. Eleven per cent gave a neutral response and two per cent did not answer.

Cleansing and Environment

Issues in local area

3.40 Respondents were asked for their views on the cleanliness of the area and the local environment. They were given a series of issues and were asked to rate the issue as either 'not a problem at all', 'not much of a problem', 'problem' or 'serious problem'. The results are shown in Figure 3.3.
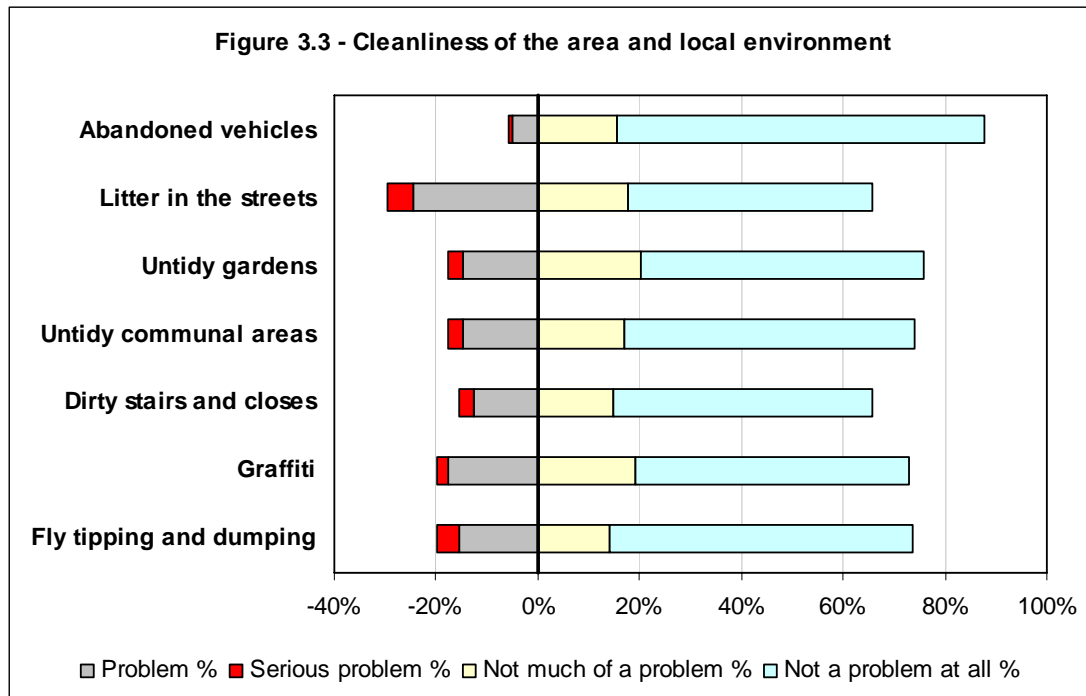
Figure 3.3 - Cleanliness of the area and local environment

Legend: ☐ Problem % ■ Serious problem % ☐ Not much of a problem % ☐ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	7	1%	49	5%	41	4%	154	15%	723	72%	26	3%	7	1%
Litter in the streets	52	5%	245	25%	39	4%	176	18%	483	48%	5	1%	52	5%
Untidy gardens	29	3%	148	15%	56	6%	204	20%	555	56%	6	1%	29	3%
Untidy communal areas	28	3%	148	15%	59	6%	170	17%	569	57%	6	1%	28	3%
Dirty stairs and closes	26	3%	127	13%	62	6%	148	15%	508	51%	11	1%	26	3%
Graffiti	22	2%	176	18%	66	7%	192	19%	538	54%	6	1%	22	2%
Fly tipping and dumping	42	4%	156	16%	52	5%	143	14%	595	60%	11	1%	42	4%
Total	206		1,049		375		1,187		3,971		71		206	

Table 3.9: Issues in the local area

3.41   Overall, the responses were positive with majorities stating that the issues were 'not a problem at all' for all of the issues. Abandoned vehicles were considered to be the least of a concern with 72 per cent stating that this is 'not a problem' and only six per cent considering it a 'problem' or 'serious problem'.

3.42 Most respondents felt that 'untidy gardens' were either 'not much of a problem' (21%) or 'not a problem at all' (61%) perhaps reflecting the high proportion of flats in the area.

3.43 Of more concern was the issue of 'litter in the street'. Twenty-five per cent of respondents (245 people) felt that this was a 'problem' and a further five per cent (52 people) said it was a 'serious problem'. The issue of graffiti was also a concern with 18 per cent (176) stating that it was a 'problem' and two per cent (22 people) stating it was a 'serious problem'.

3.44 There were also negative responses in relation to the condition of stairs and closes. Thirteen per cent (127 people) felt that dirty stairs and closes were a 'problem' and a further three per cent (26 people) said that this was 'serious problem'.

Number of concerns

3.45 As Table 3.10 shows 56 per cent of the respondents (561 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Thirty-five per cent (348 people) felt that some of the issues were a problem and nine per cent (91 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	561	56%
1	148	15%
2	77	8%
3	61	6%
4	62	6%
5+	91	9%
	1,000	

Table 3.10 – Number of concerns – Cleanliness of area and local environment

General maintenance of properties and public spaces

3.46 The respondents were asked about the maintenance of properties and public spaces where they live.

Issue	Very Poor	Poor	Neutral	Good	Very Good
General maintenance of properties and public spaces	11%	2%	18%	56%	13%

Table 3.11: Views on maintenance

3.47   The respondents were generally positive about the maintenance where they live with more than two thirds stating that maintenance is either 'good' or 'very good'. However, 13 per cent felt that maintenance was either 'poor' (2%) or 'very poor' (11%). Nearly a fifth of people did not have a clear view of the quality of maintenance where they live.

Quality of your neighbourhood

3.48   Residents were asked for their views on the quality of their neighbourhood in relation to a number of elements. They were asked to rate the issues as either 'very good', 'good', 'poor' or 'very poor'. The results are shown in Figure 3.4.
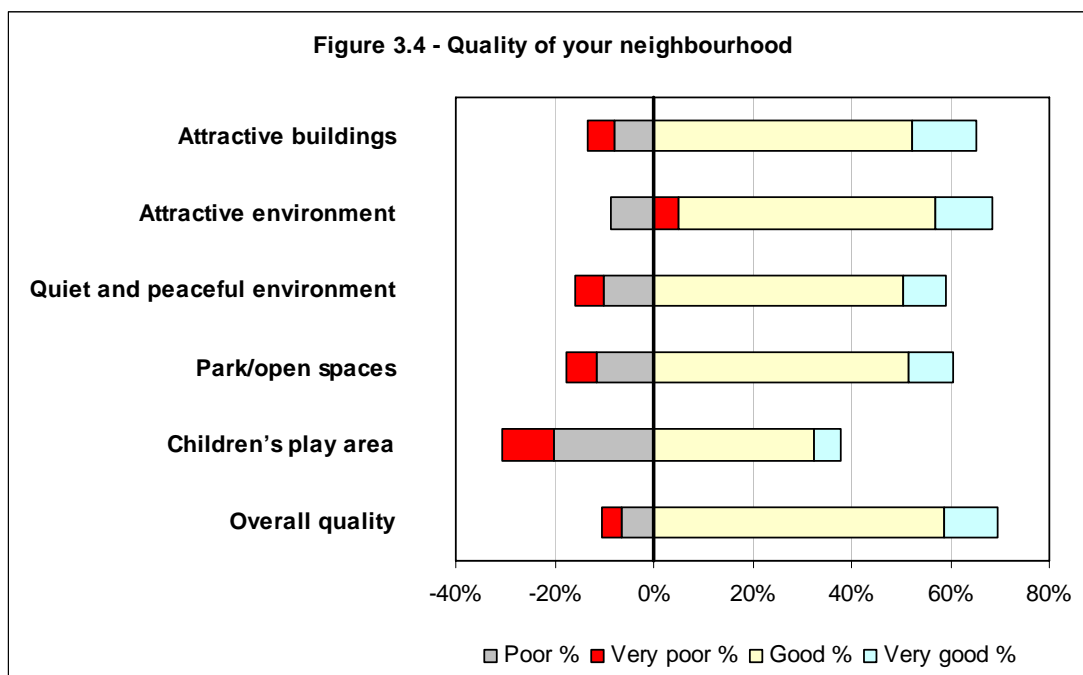
Figure 3.4 - Quality of your neighbourhood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	51	5%	81	8%	209	21%	524	52%	129	13%	3	0%	3	0%
Attractive environment	51	5%	87	9%	226	23%	517	52%	117	12%	2	0%	0	0%
Quiet and peaceful environment	58	6%	102	10%	246	25%	504	50%	88	9%	1	0%	1	0%
Park/open spaces	61	6%	116	12%	212	21%	517	52%	87	9%	6	1%	1	0%
Children's play area	106	11%	202	20%	239	24%	323	32%	55	6%	65	7%	10	1%
Overall quality	41	4%	65	7%	197	20%	589	59%	105	11%	2	0%	1	0%
Total	**368**		**653**		**1,329**		**2,974**		**581**		**79**		**16**	

Table 3.12: Quality of your neighbourhood

3.49 For most of the elements the respondents were positive about the quality of their neighbourhood. Seventy per cent of the respondents said that the overall quality of the area was either 'good' (59%) or 'very good' (11%). The residents were generally positive that the area has attractive buildings, an attractive environment, that the neighbourhood is quiet and peaceful and benefits from parks and open spaces.

3.50 The residents were less positive about children's play areas. Twenty per cent of respondents (202 people) said that children's play areas are 'poor' in the neighbourhood. A further 11 per cent (106 people) said that the play areas are 'very poor'.

Number of concerns

3.51 As Table 3.13 shows, 63 per cent of the respondents (632 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Twenty-nine per cent felt that some of the elements were poor and nine per cent (87 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	632	63%
1	140	14%
2	78	8%
3	36	4%
4	27	3%
5+	87	9%
	1,000	

Table 3.13 – Number of concerns – Quality of neighbourhood

Local Service Provision

3.52   The respondents were asked to rate the quality of local service provision on a scale of 'very poor', 'poor', 'good' and 'very good'. The results are given in Figure 3.5.
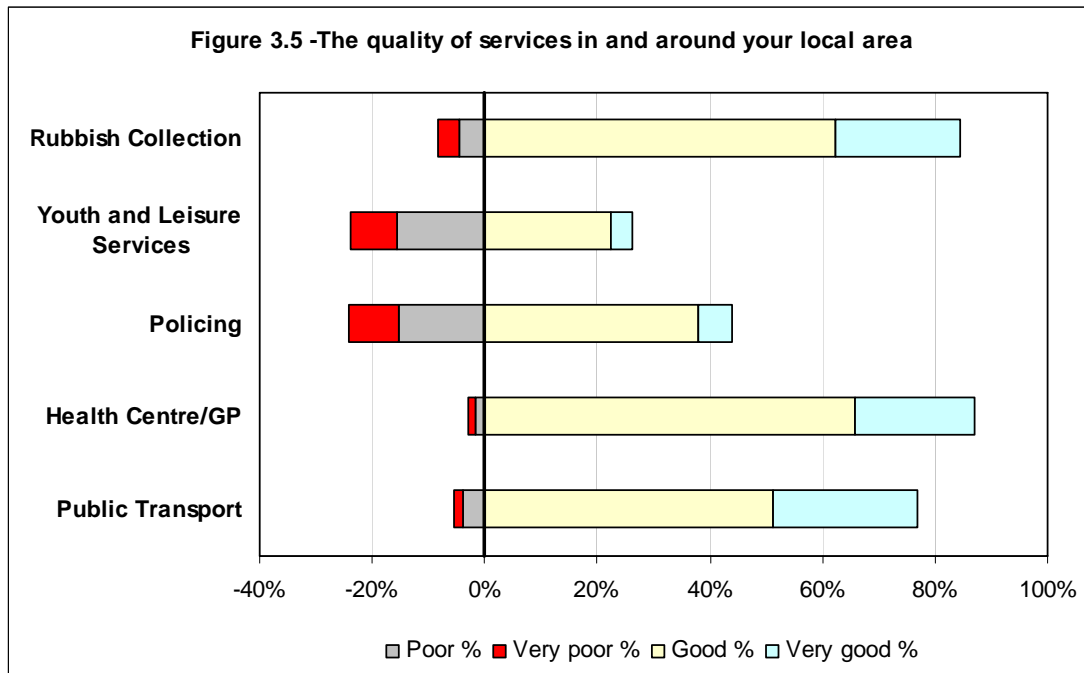
Figure 3.5 -The quality of services in and around your local area

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	37	4%	45	5%	67	7%	624	62%	222	22%	5	1%	0	0%
Youth and Leisure Services	83	8%	156	16%	164	16%	225	23%	38	4%	300	30%	34	3%
Policing	87	9%	154	15%	217	22%	379	38%	60	6%	97	10%	6	1%
Health Centre/GP	12	1%	18	2%	57	6%	659	66%	212	21%	27	3%	15	2%
Public Transport	18	2%	38	4%	68	7%	511	51%	259	26%	79	8%	27	3%
Total	237		411		573		2,398		791		508		82	

Table 3.14: The quality of services in and around your local area

3.53   This question revealed contrasting views about different services provided locally. For rubbish collection, health services (through the local health centre or GP) and public transport 75 per cent and higher said that the service was either 'good' or 'very good'.

3.54   There were mixed views about policing in the local area with 15 per cent (154 people) saying that the service was 'poor' and a further nine per cent (87 people) stating that policing is 'very poor' in the area. Thirty-eight per cent (379 people) said that policing was 'good' and six per cent (60 people) said it was 'very good'.

3.55   Sixteen per cent (156 people) of respondents felt that youth and leisure services were 'poor' and another eight per cent (83 people) felt that the service was 'very poor'. Twenty-three per cent (225 people) said that youth and leisure services were 'good' and four per cent said the service was 'very good' (38 people). However 30 per cent (300 people) responded 'don't know' to this question and 16 per cent (164 people) gave a neutral response.

Public transport

3.56   Those who had stated that public transport was poor (56 people) were asked what the particular issues were that concerned them. The results are shown in Table 3.15.

Issue	%
Punctuality / reliability – services don't run on time	39%
Frequency – services don't run often enough	75%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	21%
Stability – service could be withdrawn	5%
Cleanliness / comfort – service isn't clean or comfortable	5%
Safety / security – I don't feel safe when using the service	2%
Ticketing – the ticketing arrangements are confusing	2%
Information – it's difficult finding out about routes and times	2%
Interchange – the service doesn't stop near a rail station / bus stop / subway station	5%
Location – bus stop / railway station / subway station is too far away	11%
Affordability – it costs too much to use the service	0%
Other	2%
None of these	4%
Don't know	0%

Table 3.15: Particular concerns about public transport

3.57   For those concerned about the quality of public transport in the local area the biggest issue is the infrequency of the service – three quarters stated that this

was a problem. Other significant issues were punctuality and reliability (39%) and convenience (21%) where services are not available at the desired times.

3.58   All of the respondents were asked how often they use public transport (Table 3.16).

Frequency	%
Every day	26%
2-3 times a week	26%
Once a week	10%
Once a month	7%
Less often	14%
Never	17%

Table 3.16: Frequency of use of public transport

3.59   More than half of the respondents use public transport more than once a week with 26 per cent using it every day. Thirty-one per cent of the respondents use public transport less than once a month.

Number of concerns

3.60   As Table 3.17 shows, 60 per cent of the respondents (598 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. Thirty-six per cent felt that some of the services were poor and five per cent (43 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	598	60%
1	211	21%
2	146	15%
3	37	4%
4	6	1%
5+	2	0%
	1,000	

Table 3.17 – Number of concerns – Quality of services

Reporting problems about services

3.61   The respondents were asked if they have ever reported any problems to service providers and how satisfied they were with the speed and effectiveness of the response.

Service provider	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Never Reported
Police	3%	2%	2%	9%	2%	82%
Glasgow City Council	3%	2%	1%	3%	1%	90%
Glasgow Community & Safety Services (GCSS)	0%	0%	0%	0%	0%	99%
Community Safety Patrol Officer	0%	0%	0%	0%	0%	100%
Community Enforcement Officer	0%	0%	0%	0%	0%	100%
Glasgow Housing Association	1%	0%	1%	2%	0%	96%
Housing Association (other)	1%	1%	1%	1%	0%	96%
Private Landlord	0%	0%	0%	0%	0%	99%
Health Service	0%	0%	0%	2%	1%	97%
Fire Brigade	0%	0%	0%	0%	1%	99%

Table 3.18: Level of satisfaction with service providers' response to problem

3.62   For the majority of services only small percentages had ever reported a problem. However, 18 per cent of respondents had reported a problem to the police. While five per cent said that they had been 'dissatisfied' or 'very dissatisfied' with the response, 11 per cent said that they were 'satisfied' or 'very satisfied'.

3.63   Ten per cent of respondents had reported a problem to Glasgow City Council. While three per cent were satisfied with the response they received two per cent were dissatisfied. Four per cent had reported a problem to GHA – two per cent of the respondents were either 'satisfied' with the response, while one per cent were 'very dissatisfied'.

3.64   The residents were asked if they had ever experienced problems but not reported them to a service provider – and if so, why they hadn't reported the problem.

Reason for not reporting problem	%
I've never had a problem that I didn't report	87%
Fear of reprisal	2%
It might aggravate the situation	2%
Felt intimidated	1%
It wouldn't make any difference	5%
Didn't know who to report it to	1%
It's none of my business	0%
It wasn't a serious enough problem to report	3%
Other	3%

Table 3.19: Reason for not reporting a problem

3.65   Eighty-seven per cent of the respondents said that they had never had a problem that they hadn't reported. Of those who had chosen not to report a problem the most common reason was a view that it 'wouldn't have made any difference' to the situation (5% – 49 people).

3.66   Other reasons for not reporting were: it wasn't serious enough to report (3%); other reasons (3%); concerns that reporting the issue might lead to reprisals (2%) and fears of reprisal (2%).

Quality of Life

3.67   Residents were briefly asked how long they had lived in the area and how satisfied they were living there.

Length of stay in the area

	%
Less than 1 year	9%
Less than 2 years	8%
Less than 4 years	9%
Less than 6 years	8%
Less than 10 years	9%
10 years or more	58%

Table 3.20: Length of residence

3.68   The majority of respondents were long term residents with 58 per cent (578 people) having lived in the area for ten or more years. Seventeen per cent (173 people) had lived in the area for less than two years.

Satisfaction with the area as a place to live

3.69   Respondents were asked how satisfied they are living in the area. As Table 3.21 shows the vast majority of responses were positive.

	%
Very satisfied	44%
Fairly satisfied	44%
Neutral	7%
Fairly dissatisfied	3%
Very dissatisfied	1%

Table 3.21: Satisfaction with the area

3.70   Eighty-eight per cent of respondents (885 people) said that they were satisfied with the area as a place to live. Nearly half of all respondents said that they were 'very satisfied'. Four per cent of residents (62 people) said that they were dissatisfied with the area – one per cent of these said that they were 'very dissatisfied'.

Change over the past two years

3.71   The respondents were asked, in general, whether the area had changed for the better or worse over the preceding two years.

	%
Got much worse	7%
Got slightly worse	20%
Not changed	62%
Got slightly better	6%
Got much better	0%
Don't know	2%
Not applicable	3%

Table 3.22: Perceived change in area over past two years

3.72   A majority of respondents (62% – 619 people) felt that the area had not changed in the past two years. More people felt that the area had deteriorated than felt it had improved. Twenty per cent (199 people) said that it had got 'slightly worse' and seven per cent (66 people) felt that it had got 'much worse'. Six per cent (64 people) said that the area had improved slightly but only one person said that it had got 'much better'. Five per cent of respondents either didn't give a view or hadn't lived in the area long enough to comment.

Continuing to live in the area

3.73   Respondents were asked whether they would like to continue to live in the area.

	%
Yes	88%
No	6%
Don't know	7%

Table 3.23: Desire to continue living in area

3.74   The vast majority of respondents (88% – 876 people) wish to continue living in the area. Six per cent (56 people) said that they would like to move away from the area and seven per cent (68 people) were unsure.

Improving your neighbourhood

3.75   The respondents were asked what, if anything, they would change about their neighbourhood that would improve the quality of life.

	%
More police on the street	37%
Clean streets	8%
More speed restrictions on the roads	9%
Reduce youth misbehaviour	4%
More employment for young people	3%
More employment for all	2%
More leisure facilities	3%
More play areas for younger children	2%
More sports areas for teenagers	1%
More care in housing allocation/ better vetting of tenants	4%
Nothing	11%
Don't know	9%

Table 3.24: How to improve quality of life in neighbourhood

3.76   The most common response to this question was to have more police on the streets (37% –371 people). A significant proportion (9%) wanted to see more speed restrictions on the roads. Eleven per cent of the respondents wanted nothing to change and nine per cent were unsure about what changes they would like to see.

3.77   In accordance with earlier responses on the quality of the neighbourhood (paragraphs 3.48-3.51 above) there was concern about play and leisure

facilities for children and young people. Two per cent (23 people) said that 'more play areas for younger children' would improve the quality of life in the area.

3.78   Concerns about cleanliness were reflected in the number of people suggesting 'clean the streets' (8% - 77 people).

3.79   Lower numbers felt that efforts to increase employment for all (2%) or for young people (3%) would improve the quality of life in the area.

3.80   Some people suggested housing management measures such as 'more care in housing allocation / better vetting of tenants' (4%).

Demographics

3.81   Residents were asked a number of demographic questions about themselves. The totals were then compared against the stratified sample for the area in order to ensure a broad representation of the local community was achieved.

Age and gender

Gender	%
Male	48%
Female	52%

Table 3.25: Gender

3.82   A good balance of men and women were surveyed with slightly more women taking part in the survey (52%).

Age	%
16 – 19	3%
20 - 24	7%
25 - 29	13%
30 - 39	13%
40 - 49	17%
50-59 (female) or 50-64 (male)	25%
60-74 (female) or 65-74 (male)	13%
75+	8%

Table 3.26: Age

3.83   There is a good range of age groups represented in the survey sample. The largest group represented in the sample are people aged over 50 years (25%) while 23 per cent of the sample is aged under 30 years of age.

3.84   Any under-representation of younger people, particularly those aged between 16 and 29 may be attributable to several different factors including the fact that younger people were less willing to take part, that they would often defer to their parents to answer the questionnaire, they were more likely to be working and that they were more likely to live in areas with a lower response rate. Conversely, an over-representation of elderly people may be because they were more likely to agree to take part in the survey and because they tended to live in lower density housing areas with a higher response rate.

Employment status

3.85   Respondents were asked about their current employment status.

	%
Full-time paid work	39%
Part-time paid work	8%
Self-employed	2%
Government Supported Training or Employment Programmes	0%
Full-time education	4%
Part-time education	0%
Still at school	0%
Unemployed	9%
Long-term sick or disabled	6%
Looking after family home	13%
Retired	19%
Other	0%

Table 3.27: Current employment status

3.86   Forty-nine per cent of respondents were economically active - either in full-
        time or part-time employment or were self-employed. Nine per cent were
        unemployed. Six per cent were long-term sick or disabled while thirteen per
        cent were looking after their family home. Just under a fifth of respondents
        were retired.

Disability or special needs

3.87   Respondents were asked if any members of their household have a disability
        or special need.

	%
Yes	16%
No	84%

Table 3.28: Disability or special need

3.88   Sixteen per cent (156) of responding households include a person who has a
        disability or special need.

	%
Physical	85%
Mental ill health	13%
Learning disability	6%
Visual impairment	6%
Hearing impairment	4%
Other	3%

Table 3.29: Nature of disability / special need

3.89   These households were asked about the nature of the disability / special
        need. As Table 3.29 shows the most common type of disability relates to a
        physical impairment. This affects 85 per cent of households which include a
        disabled person. Thirteen per cent of households include someone with a
        mental illness. Four per cent of the households include someone with a
        hearing impairment. Six per cent include someone with a learning disability
        and six per cent include a household member with a visual impairment.

Ethnic origin and status in the UK

3.90   Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	74%
Other British	5%
Irish	1%
East European	1%
Other White British	1%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	2%
Pakistani	15%
Bangladeshi	0%
Chinese	0%
Any other Asian background	0%
Black, Black Scottish, Black English, Black Welsh or other Black	
Caribbean	0%
African	1%
Any other Black background	0%
Other Ethnic background	
Any other background	0%
Refused	0%
Don't know	0%

Table 3.30: Ethnic origin

3.91   The majority of participants (74% or 739 people) answered 'White Scottish' to
the question of ethnic origin, whilst a further seven per cent of respondents
(48 people) answered that they were white and from elsewhere in the British
Isles and Ireland. Fifteen per cent of respondents were from a Pakistani
background and a further two per cent were Indian. One per cent of
respondents were of 'African' ethnic origin.

3.92   The respondents were asked about their status in the UK. As Table 3.31
shows one per cent (11 people) were temporarily resident in the UK while one
per cent (14 people) were asylum seekers. None of the respondents had
refugee status in the UK.

	%
Permanent resident	97%
Temporary resident	1%
Refugee	0%
Asylum Seeker	1%
Refused	0%

Table 3.31: Status in the UK

Households with dependent children

3.93   Respondents were asked about the number of children in their household (either under 16 years or aged 16 to 18 and in full time education or training). Table 3.32 shows that less than a quarter of households in the area include dependent children. Thirteen percent (127 households) include one dependent child while six per cent (63 households) contain two dependent children. Six per cent of households contain more than two dependent children.

No. of children	%
1	13%
2	6%
3	4%
4	1%
5	0%
6+	1%
None	76%

Table 3.32: Number of dependent children

3.94   Of households involving children 27 per cent (65 households) are lone parent/ carer households. Seventy-three per cent (180 households) are two parents / carers households.

	%
Lone parent/carer	27%
Two parents/carers	73%

Table 3.33: Number of parents / carers

Accommodation

3.95   The respondents were asked about the housing tenure where they live. As Table 3.34 shows, a (slight) majority of the respondents live in owner occupied housing (51% – 511 people). A smaller proportion (35% - 348

people) currently rent from a housing association. Fourteen per cent of respondents (135 people) live in private rented accommodation.

	%
Rented – Private landlord	14%
Rented – Housing Association	35%
Rented – not sure who is the landlord	0%
Owned by you or someone who lives in it	51%
Don't know	0%

Table 3.34: Housing tenure

Involving Local People

3.96   The survey asked residents to consider how best to involve local people in the community and in neighbourhood management.

Informing local people

3.97   Respondents were asked to rate how effective they thought different types of information were in terms of informing local people about their neighbourhood, on a scale from 'not effective' to 'very effective'. The results are shown in Figure 3.6.

Figure 3.6 - Information about the neighbourhood and management of the neighbourhood
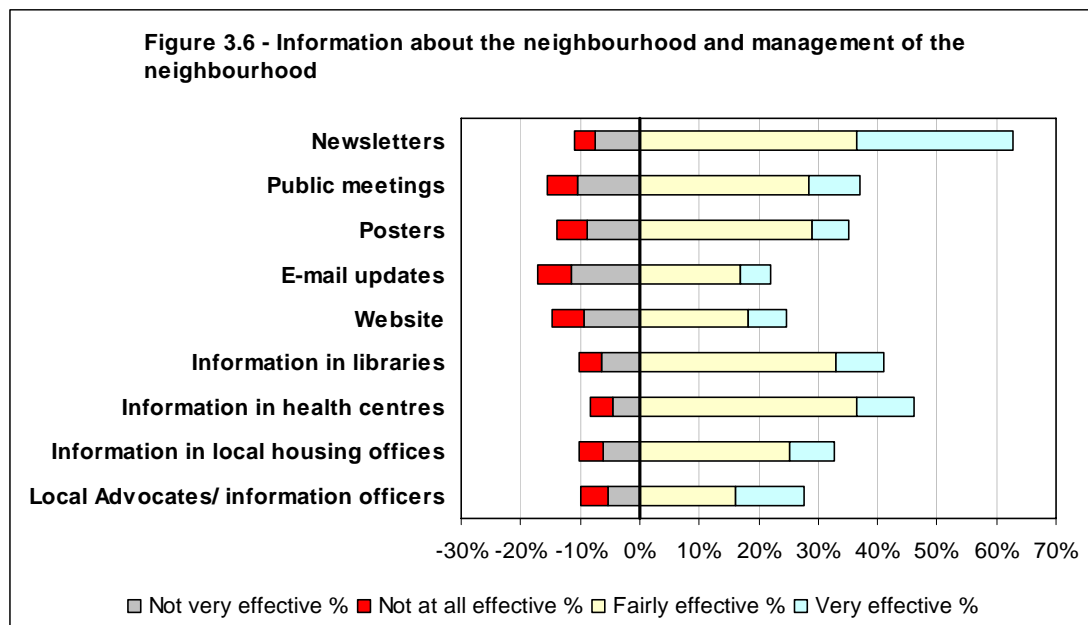
3.98   Respondents were generally positive that 'newsletters' were an effective way to provide information. While 12 per cent felt that this was ineffective, 37 per cent said that it was 'fairly effective' and 26 per cent said that it was 'very

effective'. The residents were also positive about receiving information through health centres. Although nine per cent felt that providing information through health centres was not effective, 36 per cent said they were 'fairly effective' and 10 per cent said they were 'very effective'.

3.99 The residents were also comparatively positive about providing information through libraries (33% said 'fairly effective' and 8% said 'very effective') and through posters (29% said 'fairly effective' and 6% said 'very effective').

3.100 There were mixed views on the effectiveness of public meetings. While 37 per cent felt they were either 'fairly' or 'very effective' 15 per cent said they were either 'not very effective' or 'not at all effective'.

3.101 There was not much support for information to be provided electronically. While just under a quarter of respondents felt that a website would be effective, nine per cent said that it would not be very effective and a further five per cent said that it would not be effective 'at all'. There was less support for email updates – while 22 per cent thought this would be effective 18 per cent disagreed.

Involvement of local people in decision making

3.102 The residents were asked what level of involvement they think local people should have in making decisions about how the neighbourhood is managed.

	%
Local people and organisations should be asked their opinions	72%
Local people and organisations should be actively involved	36%
Local people and organisations should be equal partners in making decisions	32%
Decision-making powers should be only with local people and organisations	6%
No involvement	4%
Don't know	2%
Other	0%

Table 3.35: Views on level of involvement

3.103 The respondents were clear that local people's views should influence decisions about neighbourhood management but were less supportive of

direct control by local people. While 72 per cent (719 people) agreed that 'local people and organisations should be asked their opinions', less than a tenth (6% – 60 people) felt that 'decision-making powers should be only with local people and organisations'.

3.104 Minorities of the respondents felt that local people and organisations should be 'actively involved' (36% – 357 people) or 'equal partners' (32% – 321 people) in making decisions about neighbourhood management. Only a small proportion (4%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

3.105 The residents were asked what they thought would be good ways to collect feedback from the local community.

	%
Regular feedback events	32%
Feedback boards in libraries, health centres and so on	15%
Regular surveys	55%
Consultation forums	18%
Feedback slips on newsletters	25%
Dedicated internet site	6%
No feedback	4%
Don't know	2%
Other	0%

Table 3.36: Ways to collect feedback from community

3.106 Over half of the respondents (55%- 549 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'regular feedback events' (32% – 317 people), 'feedback slips on newsletters' (25% – 253 people), and 'consultation forums'.

3.107 There was less support for gathering feedback through 'feedback boards in libraries and health centres etc' (15% – 151 people) or a 'dedicated internet site' (6% – 57 people).

Involving the local community

3.108   The residents were asked to judge different forms of community involvement, again on a scale 'not effective' to 'very effective'. Figure 3.7 shows the results.

Figure 3.7 - Local community involvement
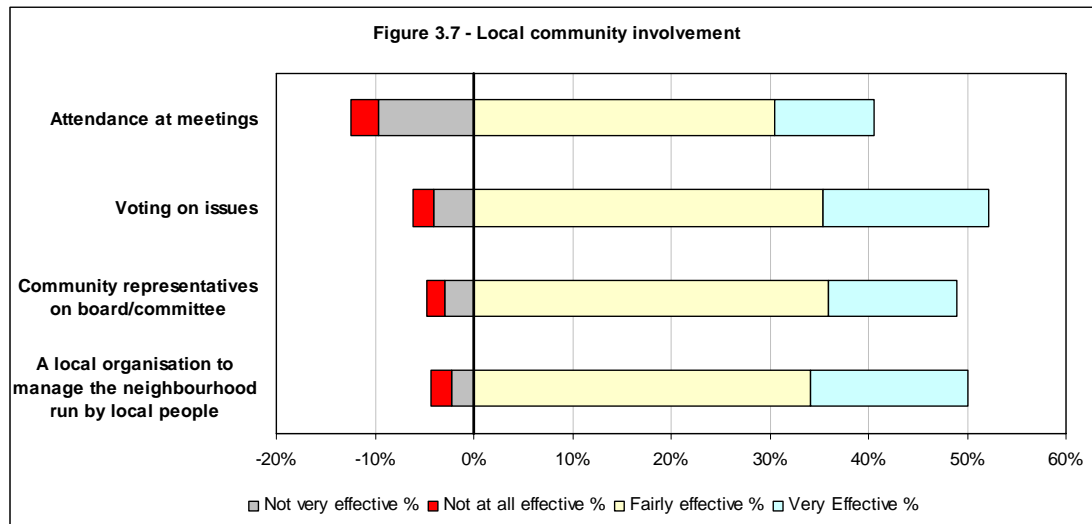
3.109   The respondents felt that the most effective form of community involvement would be through 'voting on issues'. While six per cent felt that this would not be effective, 35 per cent felt that it would be 'fairly effective' and a further 17 per cent felt it would be 'very effective'.

3.110   The respondents were supportive of 'a local organisation to manage the neighbourhood run by local people although four per cent believed that this would not be effective 34 per cent though this would be 'fairly effective' and another 16 per cent felt it would be 'very effective'. The least popular option was 'attendance at meetings' although views were mixed on this. While 41 per cent thought meetings were effective, 13 per cent of respondents thought meetings were either 'not very effective' (10% – 96 people) or 'not at all effective' (3% – 29 people).

4.   Study Findings – Area Analyses

4.1   This chapter of the report analyses the study findings by neighbourhood. It identifies which issues are the priorities for each of the six areas and which issues are not considered by residents to be as significant. The six areas are:

- Pollokshields West;

- Pollokshields East;

- Greater Gorbals;

- Shawlands and Strathbungo;

- Toryglen; and

- Govanhill.

4.2   Whilst there are some similarities between areas there are also differences which reflect the different characteristics, for example pattern of housing tenure and population demographics.

Security and Community Safety

4.3   The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are problems with youth disorder, street drinking, drug dealing/alcohol/substance misuse, damage to property, damage to vehicle, vandalism and graffiti, problems with dogs, road safety and safety of children.

4.4   Responses to the survey in Toryglen were notably more 'positive' in relation to community safety than other areas. For many of the issues raised only low numbers considered them to be a problem. The exception to this was 'youth disorder', which was thought to be more of a problem in Toryglen than in all but one of the other neighbourhoods in the local area.

4.5   Road safety was considered to be the most serious issue in Pollokshields West and in Shawlands / Strathbungo. In both of these areas concerns about the safety of children were also reported as a significant problem, in the case of Pollokshields West it was the second most significant problem. This may be linked to the concerns about road safety in the area.

4.6   While road safety was considered an issue in all areas it was less of a priority in the Greater Gorbals neighbourhood.

4.7   Dog roaming, fouling and barking was considered one of the most serious issues in all of the areas apart from Pollokshields West and the Greater Gorbals. It was raised as the second most serious issue in Govanhill.

4.8   Residents in all areas expressed concerns about youth disorder, street drinking and vandalism / graffiti. Youth disorder was considered the biggest problem in Pollokshields East, Greater Gorbals, Toryglen and Govanhill. Street drinking was a concern for residents in all areas but was most apparent in Govanhill and Shawlands / Strathbungo. For residents in Shawlands / Strathbungo vandalism/graffiti is the second most serious issue.

4.9   Concerns over drug dealing and drug / alcohol / substance misuse were raised most often by residents in Pollokshields East, Greater Gorbals and Govanhill. Drug /alcohol and substance misuse were also reported as a problem in Shawlands / Strathbungo.

4.10   In terms of changes taking place in their local area residents in all neighbourhoods felt that the situation with road safety and youth disorder was getting worse. Residents in Shawlands / Strathbungo and Toryglen were particularly concerned about deteriorating road safety.

4.11   Respondents in Pollokshileds East, Greater Gorbals, Toryglen and Govanhill were most concerned about an increasing level of youth disorder in the area. In Shawlands / Strathbungo there was significant concern about a worsening situation in relation to damage to vehicles and theft and vandalism and graffiti. Vandalism and Graffiti were also considered to have got worse in the Greater Gorbals, Toryglen and Govanhill neighbourhoods.

4.12   Residents in Pollokshields West, Greater Gorbals, Shawlands and Govanhill stated that the situation in respect of noisy neighbours had been improving in the previous year. While in Pollokshields East and the Greater Gorbals residents felt that youth disorder had been improving.

Cleansing and Environment

4.13   Across the Pollokshields / Southside Central LCPP area litter in the streets
        was considered the main cleansing and environment issue. This was followed
        by vandalism and graffiti, fly tipping and untidy gardens and communal areas.
        Residents were least concerned about abandoned vehicles.

4.14   Litter was considered to be the biggest problem by residents in each of the
        areas. In Pollokshields East and Govanhill almost 50 per cent of respondents
        felt it was a 'problem' or a 'serious problem'.

4.15   Fly tipping was the second main environmental problem in Pollokshields
        West, Pollokshields West (where 44 % expressed a concern) and Shawlands
        / Strathbungo.

4.16   In contrast to other areas the second most important issues in Greater
        Gorbals were 'untidy communal areas' and in Govanhill 'untidy stairs and
        closes'. Untidy gardens and communal areas was also a concern for
        residents in Pollokshields East.

Quality of neighbourhood

4.17   The quality of children's play areas was the main concern for residents in all
        neighbourhoods. Play areas and parks/open spaces were the second top
        concerns in Pollokshields West, Pollokshelids East and Toryglen.

4.18   Children's play areas were of greatest concern in Shawlands / Strathbungo,
        Greater Gorbals and Govanhill. In each area over one third stated that the
        play areas were either 'poor' or 'very poor'.

Quality of service provision

4.19   In all areas residents were least satisfied with the quality of youth and leisure
        services and policing. In Pollokshields West, Greater Gorbals and Govanhill
        most residents were least satisfied with policing in the area. While in
        Pollokshields East, Shawlands / Strathbungo and Toryglen it was youth and
        leisure services that were rated as the poorest service.

4.20   Residents in Toryglen were more positive than others about the quality of
        services in their area and did not emphasise policing as an issue.

Pollokshields West
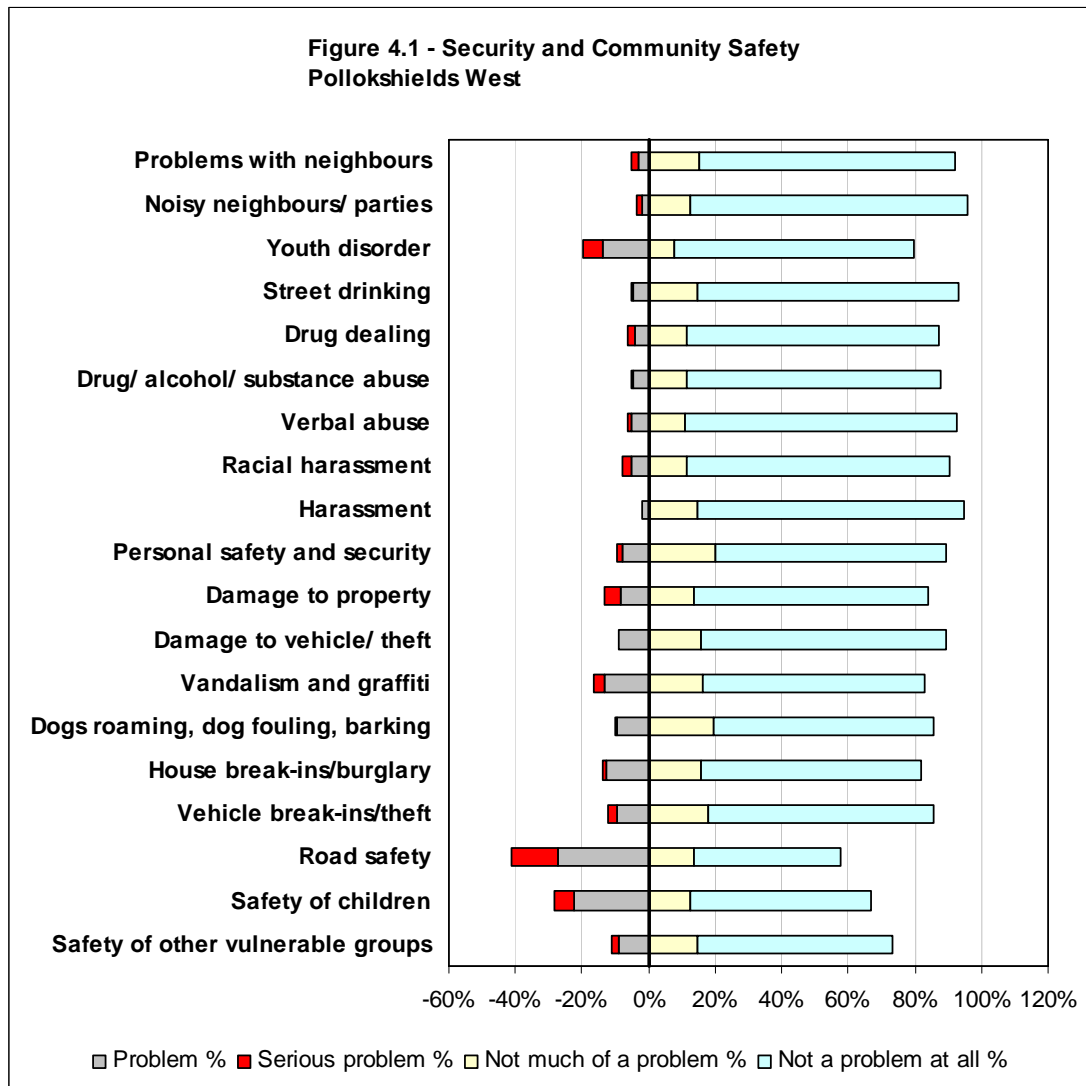
**Figure 4.1 - Security and Community Safety
Pollokshields West**

mruk	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	5	3%	2	1%	25	15%	128	77%	2	1%
Noisy neighbours/ parties	3	2%	3	2%	1	1%	21	13%	138	83%	0	0%
Youth disorder	10	6%	23	14%	1	1%	13	8%	119	72%	0	0%
Street drinking	1	1%	8	5%	2	1%	24	14%	131	79%	0	0%
Drug dealing	3	2%	7	4%	5	3%	19	11%	126	76%	6	4%
Drug/ alcohol/ substance abuse	1	1%	8	5%	5	3%	19	11%	127	77%	6	4%
Verbal abuse	1	1%	9	5%	2	1%	18	11%	136	82%	0	0%
Racial harassment	4	2%	9	5%	2	1%	19	11%	131	79%	1	1%
Harassment	0	0%	3	2%	5	3%	24	14%	133	80%	1	1%
Personal safety and security	3	2%	13	8%	2	1%	33	20%	115	69%	0	0%
Damage to property	8	5%	14	8%	4	2%	23	14%	116	70%	1	1%
Damage to vehicle/ theft	0	0%	15	9%	3	2%	26	16%	122	73%	0	0%
Vandalism and graffiti	5	3%	22	13%	1	1%	27	16%	111	67%	0	0%
Dogs roaming, dog fouling, barking	1	1%	16	10%	6	4%	32	19%	110	66%	1	1%
House break-ins/burglary	2	1%	21	13%	5	3%	26	16%	110	66%	2	1%
Vehicle break-ins/theft	4	2%	16	10%	4	2%	30	18%	112	67%	0	0%
Road safety	23	14%	45	27%	2	1%	23	14%	73	44%	0	0%
Safety of children	10	6%	37	22%	4	2%	21	13%	90	54%	4	2%
Safety of other vulnerable groups	3	2%	15	9%	15	9%	24	14%	98	59%	11	7%
Total	86		289		71		447		2,226		35	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	57	34%
1	28	17%
2	23	14%
3	19	11%
4	11	7%
5+	28	17%
	166	

Table 4.2 – Number of concerns – Security and Community Safety

Figure 4.2 - Security and community safety in the past year
Pollokshields West
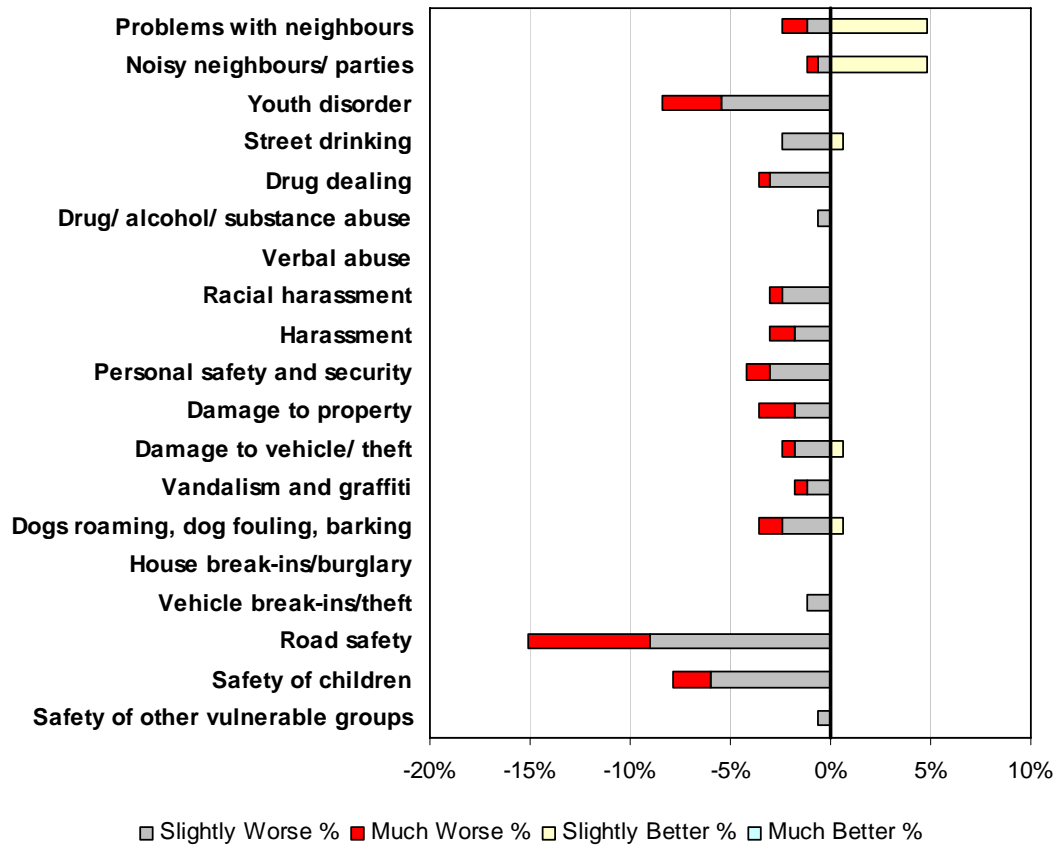
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	2	1%	154	93%	8	5%	0	0%	0	0%
Noisy neighbours / parties	1	1%	1	1%	156	94%	8	5%	0	0%	0	0%
Youth disorder	5	3%	9	5%	152	92%	0	0%	0	0%	0	0%
Street drinking	0	0%	4	2%	161	97%	1	1%	0	0%	0	0%
Drug dealing	1	1%	5	3%	160	96%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	1	1%	165	99%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	0	0%	166	100%	0	0%	0	0%	0	0%
Racial harassment	1	1%	4	2%	161	97%	0	0%	0	0%	0	0%
Harassment	2	1%	3	2%	161	97%	0	0%	0	0%	0	0%
Personal safety and security	2	1%	5	3%	159	96%	0	0%	0	0%	0	0%
Damage to property	3	2%	3	2%	160	96%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	1	1%	3	2%	161	97%	1	1%	0	0%	0	0%
Vandalism and graffiti	1	1%	2	1%	163	98%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	2	1%	4	2%	159	96%	1	1%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	166	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	164	99%	0	0%	0	0%	0	0%
Road safety	10	6%	15	9%	141	85%	0	0%	0	0%	0	0%
Safety of children	3	2%	10	6%	153	92%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	1	1%	165	99%	0	0%	0	0%	0	0%
Total	34		74		3,027		19		0		0	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	115	69%
1	26	16%
2	12	7%
3	5	3%
4	4	2%
5+	4	2%
	166	

Table 4.4 – Number of concerns – Security and Community Safety in the past year
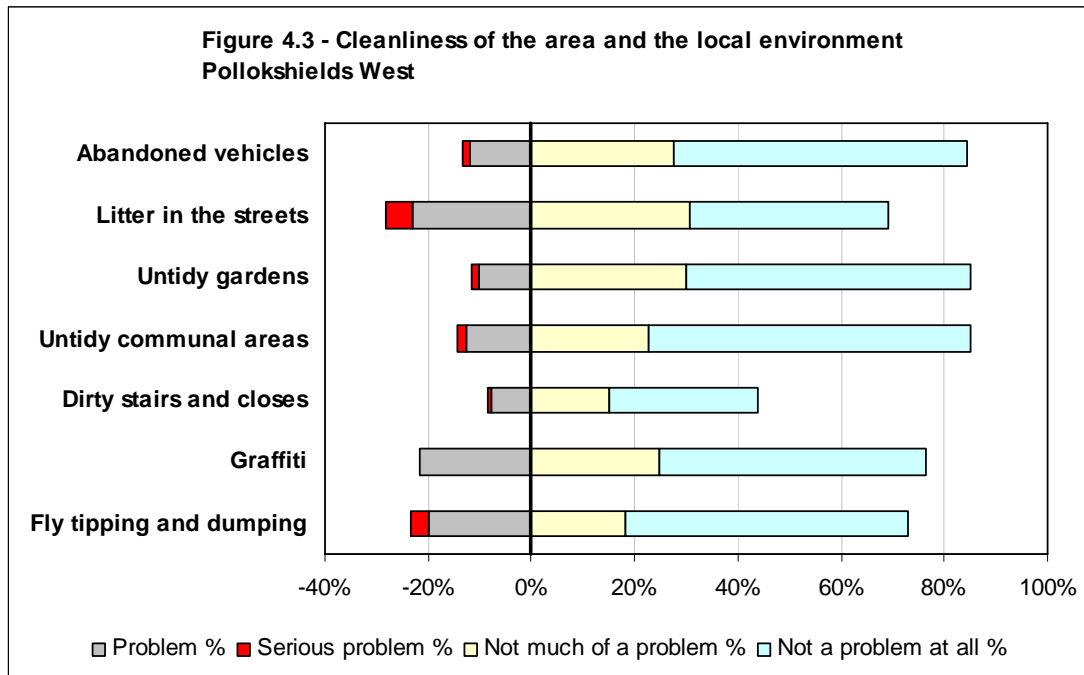
Table 4.5 – Issues in the local area

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	1%	20	12%	3	2%	46	28%	94	57%	1	1%	0	0%
Litter in the streets	9	5%	38	23%	4	2%	51	31%	64	39%	0	0%	0	0%
Untidy gardens	2	1%	17	10%	5	3%	50	30%	91	55%	1	1%	0	0%
Untidy communal areas	3	2%	21	13%	1	1%	38	23%	103	62%	0	0%	0	0%
Dirty stairs and closes	1	1%	13	8%	2	1%	25	15%	48	29%	3	2%	74	45%
Graffiti	0	0%	36	22%	2	1%	41	25%	86	52%	1	1%	0	0%
Fly tipping and dumping	6	4%	33	20%	4	2%	30	18%	91	55%	1	1%	1	1%
Total	**23**		**178**		**21**		**281**		**577**		**7**		**75**	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	96	58%
1	27	16%
2	6	4%
3	10	6%
4	14	8%
5+	13	8%
	166	

Table 4.6 – Number of concerns – Cleanliness and local environment
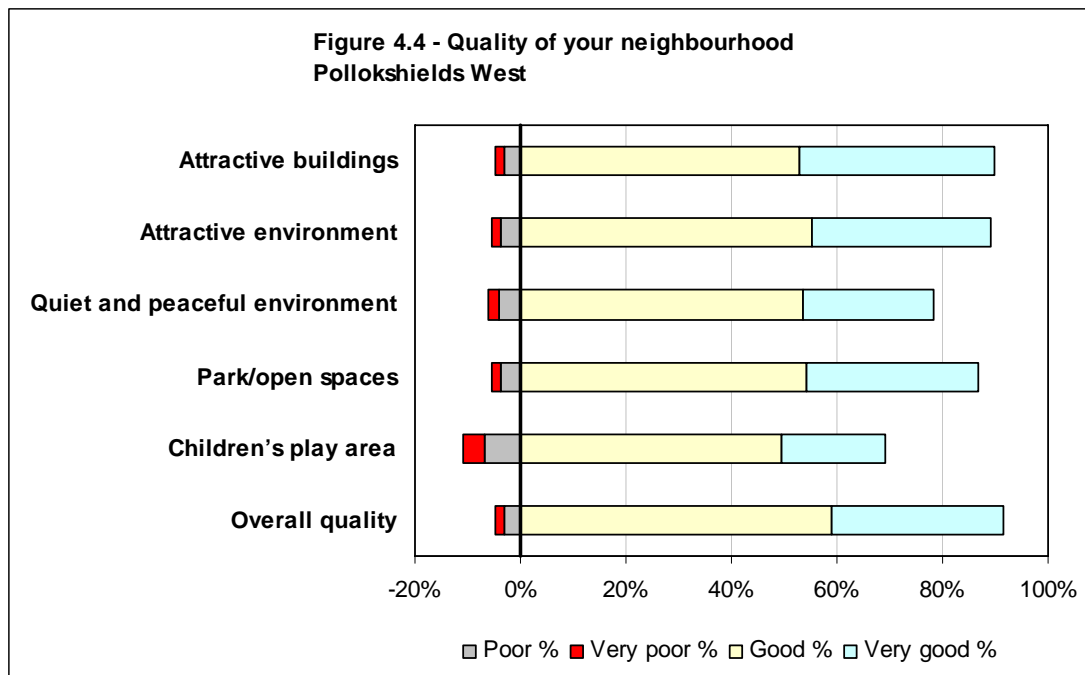
Figure 4.4 - Quality of your neighbourhood
Pollokshields West

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	2%	5	3%	9	5%	88	53%	61	37%	0	0%	0	0%
Attractive environment	3	2%	6	4%	9	5%	92	55%	56	34%	0	0%	0	0%
Quiet and peaceful environment	3	2%	7	4%	26	16%	89	54%	41	25%	0	0%	0	0%
Park/open spaces	3	2%	6	4%	13	8%	90	54%	54	33%	0	0%	0	0%
Children's play area	7	4%	11	7%	28	17%	82	49%	33	20%	4	2%	1	1%
Overall quality	3	2%	5	3%	6	4%	98	59%	54	33%	0	0%	0	0%
Total	**22**		**40**		**91**		**539**		**299**		**4**		**1**	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	144	87%
1	14	8%
2	0	0%
3	0	0%
4	0	0%
5+	8	5%
	166	

Table 4.8 – Number of concerns – Quality of neighbourhood

Figure 4.5 - The quality of services in and around your local area
Pollokshields West

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	7	4%	8	5%	10	6%	81	49%	58	35%	2	1%	0	0%
Youth and Leisure Services	11	7%	13	8%	25	15%	31	19%	17	10%	67	40%	2	1%
Policing	21	13%	32	19%	22	13%	62	37%	18	11%	10	6%	1	1%
Health Centre/GP	2	1%	6	4%	10	6%	74	45%	63	38%	2	1%	9	5%
Public Transport	8	5%	10	6%	12	7%	63	38%	36	22%	36	22%	1	1%
Total	49		69		79		311		192		117		13	

Table 4.9 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	90	54%
1	45	27%
2	23	14%
3	6	4%
4	1	1%
5+	1	1%
	166	

Table 4.10 – Number of concerns – Quality of services

**Figure 4.6 - Housing tenure
Pollokshields West**

**Figure 4.7 - Information about the neighbourhood and the management of the neighbourhood
Pollokshields West**

☐ Not very effective % ■ Not at all effective % ☐ Fairly effective % ☐ Very effective %

**Figure 4.8 - Local community involvement
Pollokshields West**

Pollokshields East

Figure 4.9 - Security and community safety
Pollokshields East

Categories (top to bottom):
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

Legend: ☐ Problem % ■ Serious problem % ☐ Not much of a problem % ☐ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	8	5%	5	3%	32	19%	120	72%	1	1%
Noisy neighbours / parties	2	1%	12	7%	5	3%	32	19%	114	69%	1	1%
Youth disorder	10	6%	30	18%	23	14%	31	19%	71	43%	1	1%
Street drinking	4	2%	16	10%	19	11%	31	19%	92	55%	4	2%
Drug dealing	4	2%	21	13%	19	11%	16	10%	87	52%	19	11%
Drug/ alcohol/ substance abuse	5	3%	20	12%	18	11%	17	10%	85	51%	21	13%
Verbal abuse	4	2%	15	9%	6	4%	39	23%	99	60%	3	2%
Racial harassment	2	1%	8	5%	10	6%	29	17%	114	69%	3	2%
Harassment	2	1%	2	1%	7	4%	37	22%	114	69%	4	2%
Personal safety and security	1	1%	20	12%	18	11%	30	18%	96	58%	1	1%
Damage to property	6	4%	15	9%	5	3%	33	20%	104	63%	3	2%
Damage to vehicle/ theft	7	4%	27	16%	6	4%	32	19%	90	54%	4	2%
Vandalism and graffiti	8	5%	21	13%	18	11%	23	14%	94	57%	2	1%
Dogs roaming, dog fouling, barking	6	4%	29	17%	27	16%	27	16%	75	45%	2	1%
House break-ins/burglary	0	0%	3	2%	12	7%	34	20%	113	68%	4	2%
Vehicle break-ins/theft	1	1%	17	10%	6	4%	29	17%	109	66%	4	2%
Road safety	4	2%	24	14%	22	13%	32	19%	83	50%	1	1%
Safety of children	1	1%	5	3%	25	15%	36	22%	95	57%	4	2%
Safety of other vulnerable groups	0	0%	4	2%	20	12%	37	22%	102	61%	3	2%
Total	67		297		271		577		1,857		85	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	68	41%
1	27	16%
2	14	8%
3	16	10%
4	12	7%
5+	29	17%
Total	**166**	

Table 4.12 – Number of concerns – Security and Community Safety

**Figure 4.10 - Security and community safety in the past year**
Pollokshields East
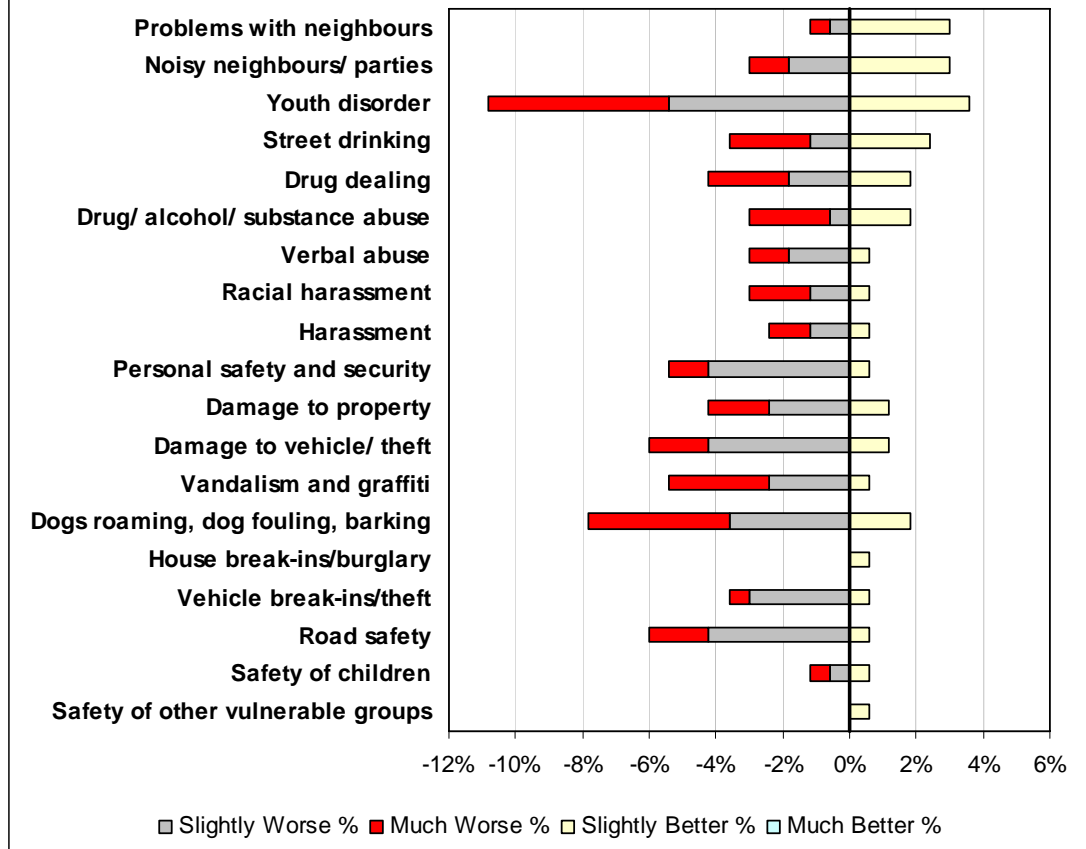
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	1	1%	159	96%	5	3%	0	0%	0	0%
Noisy neighbours / parties	2	1%	3	2%	156	94%	5	3%	0	0%	0	0%
Youth disorder	9	5%	9	5%	142	86%	6	4%	0	0%	0	0%
Street drinking	4	2%	2	1%	156	94%	4	2%	0	0%	0	0%
Drug dealing	4	2%	3	2%	156	94%	3	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	1	1%	158	95%	3	2%	0	0%	0	0%
Verbal abuse	2	1%	3	2%	160	96%	1	1%	0	0%	0	0%
Racial harassment	3	2%	2	1%	160	96%	1	1%	0	0%	0	0%
Harassment	2	1%	2	1%	161	97%	1	1%	0	0%	0	0%
Personal safety and security	2	1%	7	4%	156	94%	1	1%	0	0%	0	0%
Damage to property	3	2%	4	2%	157	95%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	7	4%	154	93%	2	1%	0	0%	0	0%
Vandalism and graffiti	5	3%	4	2%	156	94%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	7	4%	6	4%	150	90%	3	2%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	165	99%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	5	3%	159	96%	1	1%	0	0%	0	0%
Road safety	3	2%	7	4%	155	93%	1	1%	0	0%	0	0%
Safety of children	1	1%	1	1%	163	98%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	165	99%	1	1%	0	0%	0	0%
Total	**56**		**67**		**2,988**		**43**		**0**		**0**	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	112	67%
1	24	14%
2	15	9%
3	7	4%
4	2	1%
5+	6	4%
Total	**166**	

Table 4.14 – Number of concerns – Security and Community Safety in the past year
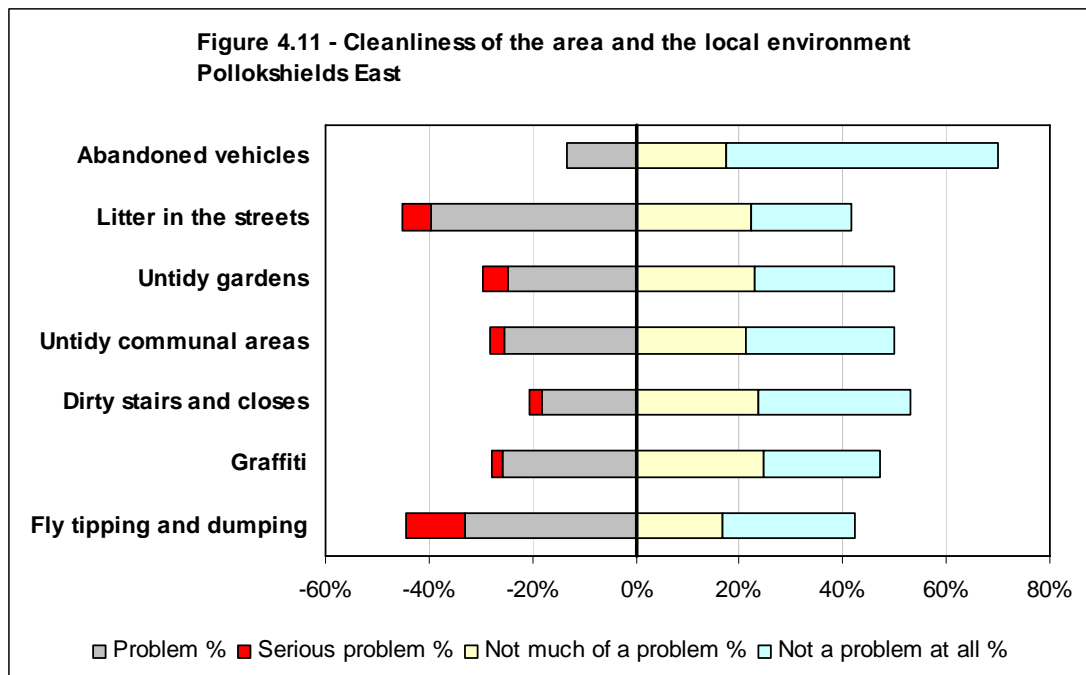
Figure 4.11 - Cleanliness of the area and the local environment
Pollokshields East

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	22	13%	22	13%	29	17%	87	52%	6	4%	0	0%
Litter in the streets	9	5%	66	40%	20	12%	37	22%	32	19%	2	1%	0	0%
Untidy gardens	8	5%	41	25%	32	19%	38	23%	45	27%	2	1%	0	0%
Untidy communal areas	5	3%	42	25%	34	20%	35	21%	48	29%	2	1%	0	0%
Dirty stairs and closes	4	2%	30	18%	38	23%	39	23%	49	30%	5	3%	1	1%
Graffiti	3	2%	43	26%	39	23%	41	25%	37	22%	3	2%	0	0%
Fly tipping and dumping	19	11%	55	33%	18	11%	28	17%	42	25%	4	2%	0	0%
Total	**48**		**299**		**203**		**247**		**340**		**24**		**1**	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	49	30%
1	31	19%
2	22	13%
3	25	15%
4	14	8%
5+	25	15%
Total	**166**	

Table 4.16 – Number of concerns – Cleanliness of area and local environment
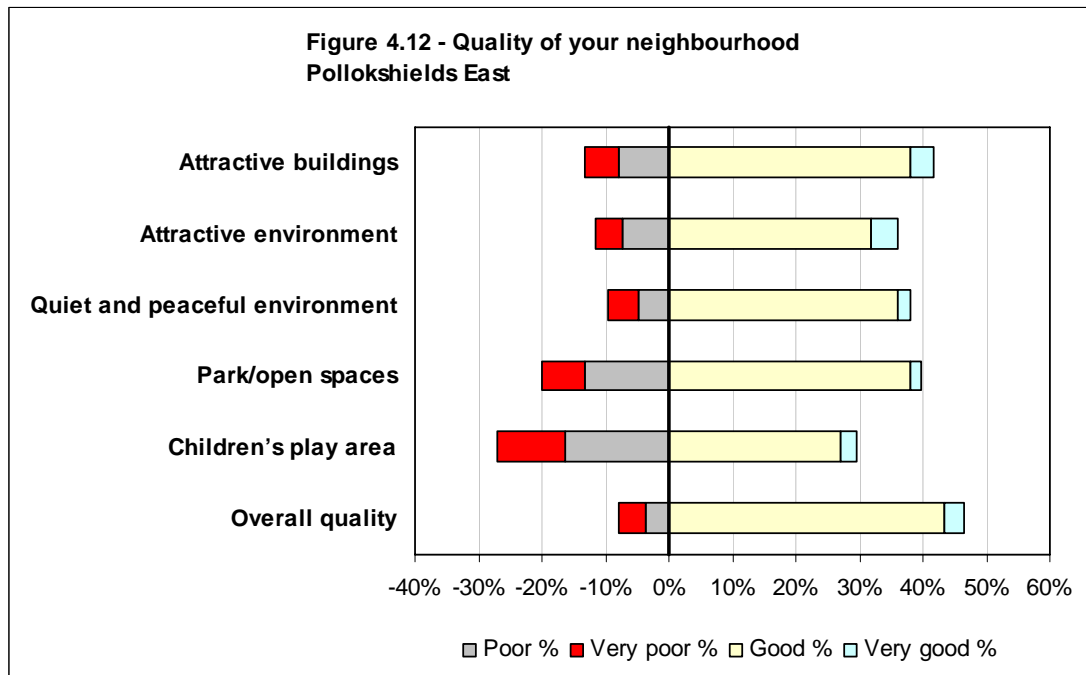
56

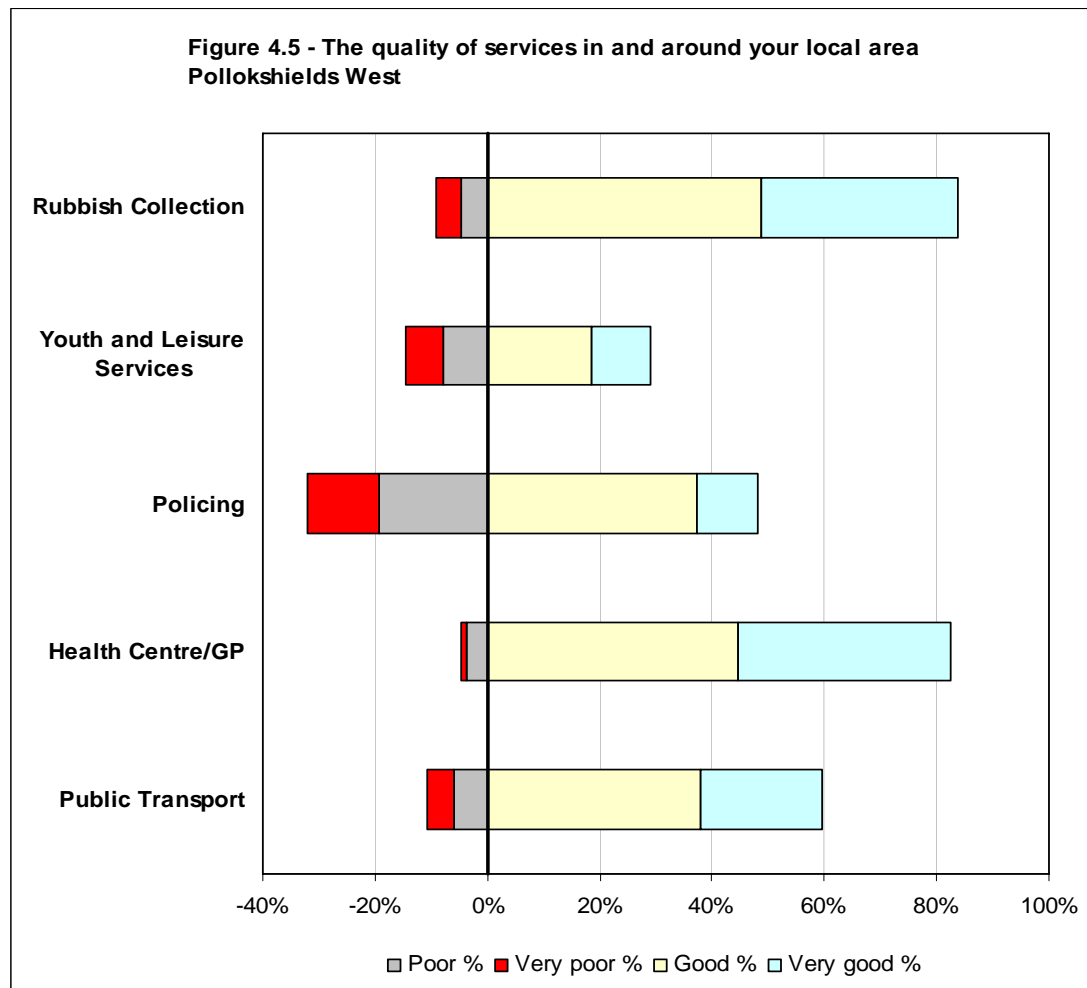Figure 4.12 - Quality of your neighbourhood
Pollokshields East

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	9	5%	13	8%	71	43%	63	38%	6	4%	1	1%	3	2%
Attractive environment	7	4%	12	7%	87	52%	53	32%	7	4%	0	0%	0	0%
Quiet and peaceful environment	8	5%	8	5%	87	52%	60	36%	3	2%	0	0%	0	0%
Park/open spaces	11	7%	22	13%	64	39%	63	38%	3	2%	3	2%	0	0%
Children's play area	18	11%	27	16%	61	37%	45	27%	4	2%	11	7%	0	0%
Overall quality	7	4%	6	4%	75	45%	72	43%	5	3%	1	1%	0	0%
Total	**60**		**88**		**445**		**356**		**28**		**16**		**3**	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	105	63%
1	20	12%
2	14	8%
3	14	8%
4	10	6%
5+	3	2%
Total	**166**	

Table 4.18 – Number of concerns – Quality of neighbourhood

Figure 4.13 - The quality of services in and around your local area
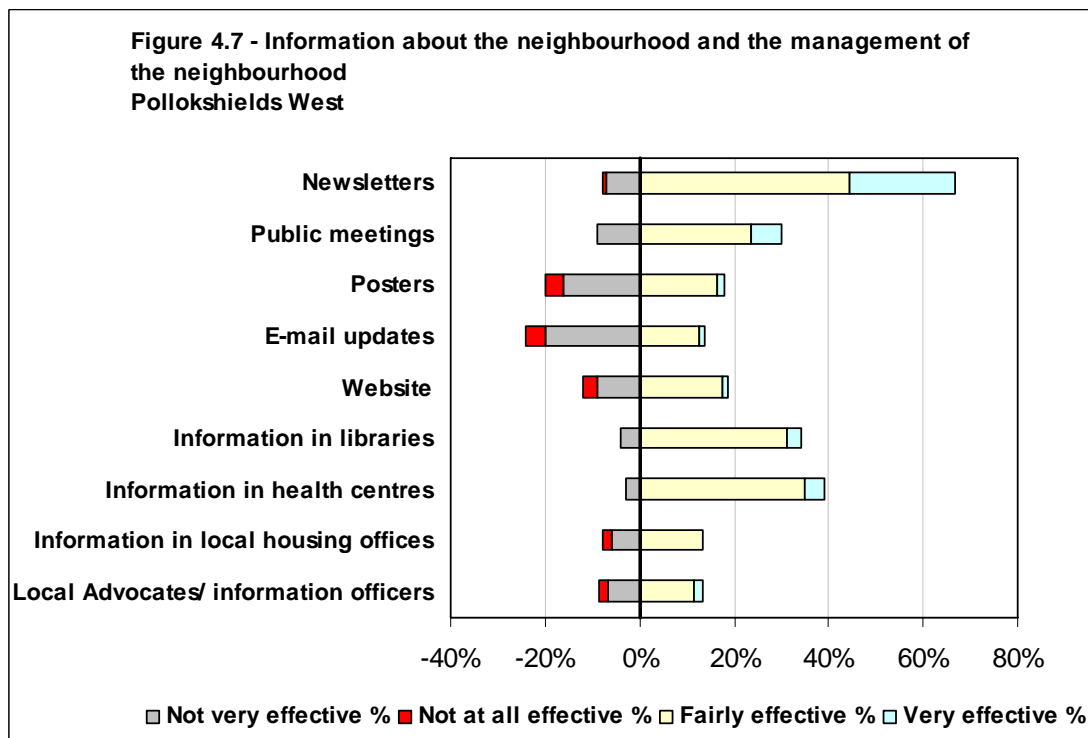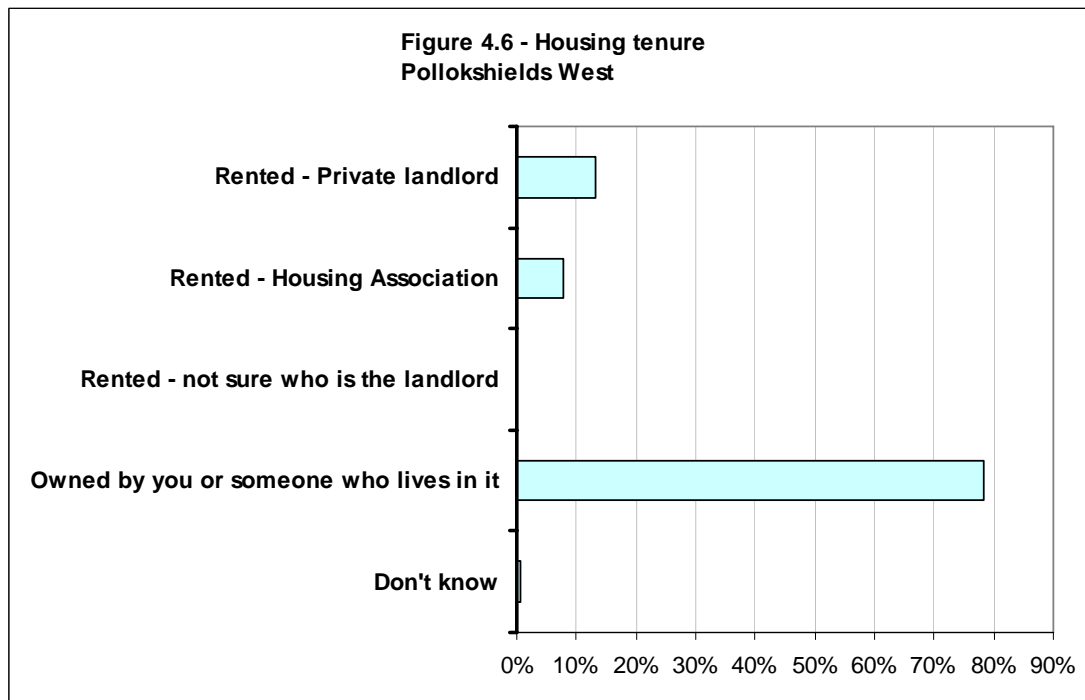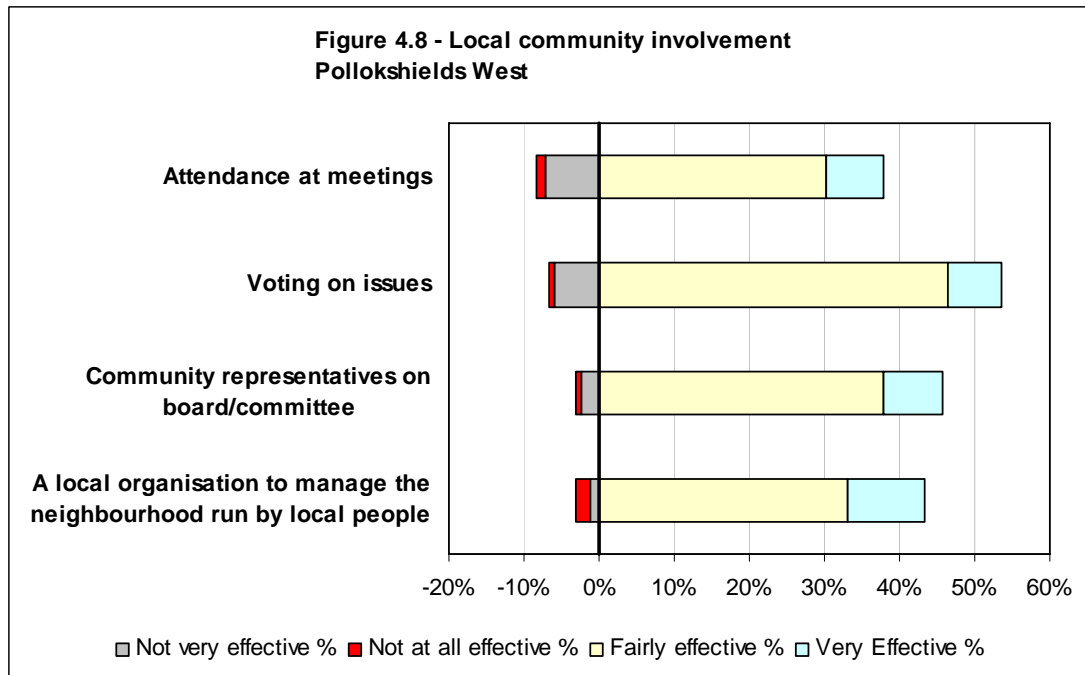Pollokshields East

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	7	4%	6	4%	23	14%	87	52%	42	25%	1	1%	0	0%
Youth and Leisure Services	15	9%	27	16%	37	22%	27	16%	1	1%	58	35%	1	1%
Policing	9	5%	20	12%	65	39%	56	34%	5	3%	11	7%	0	0%
Health Centre/GP	2	1%	2	1%	23	14%	98	59%	29	17%	11	7%	1	1%
Public Transport	3	2%	14	8%	32	19%	77	46%	24	14%	7	4%	9	5%
Total	36		69		180		345		101		88		11	

Table 4.19 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	107	64%
1	24	14%
2	25	15%
3	9	5%
4	1	1%
5+	0	0%
Total	166	

Table 4.20 – Number of concerns – Quality of services

**Figure 4.14 - Housing Tenure
Pollokshields East**

Figure 4.15 - Information about the neighbourhood and management of the neighbourhood
Pollokshields East
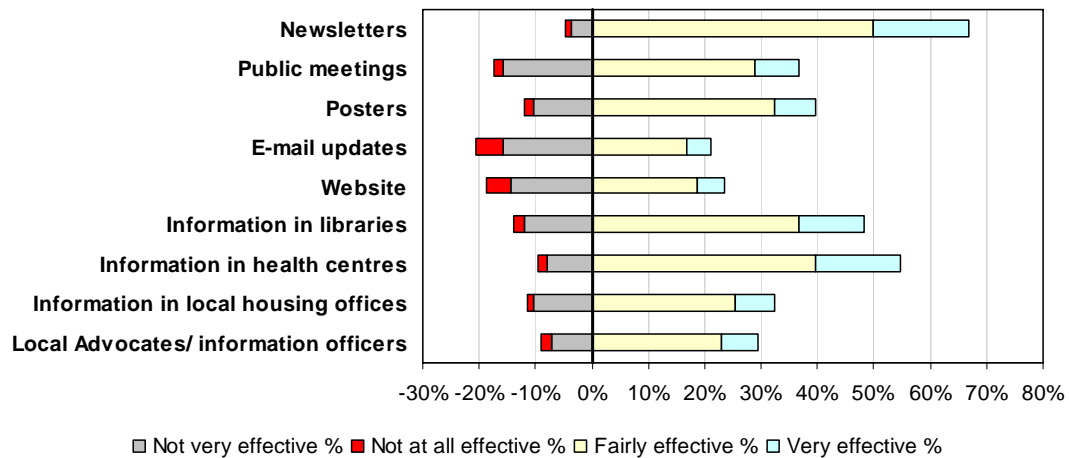
Figure 4.16 - Local community involvement
Pollokshields East
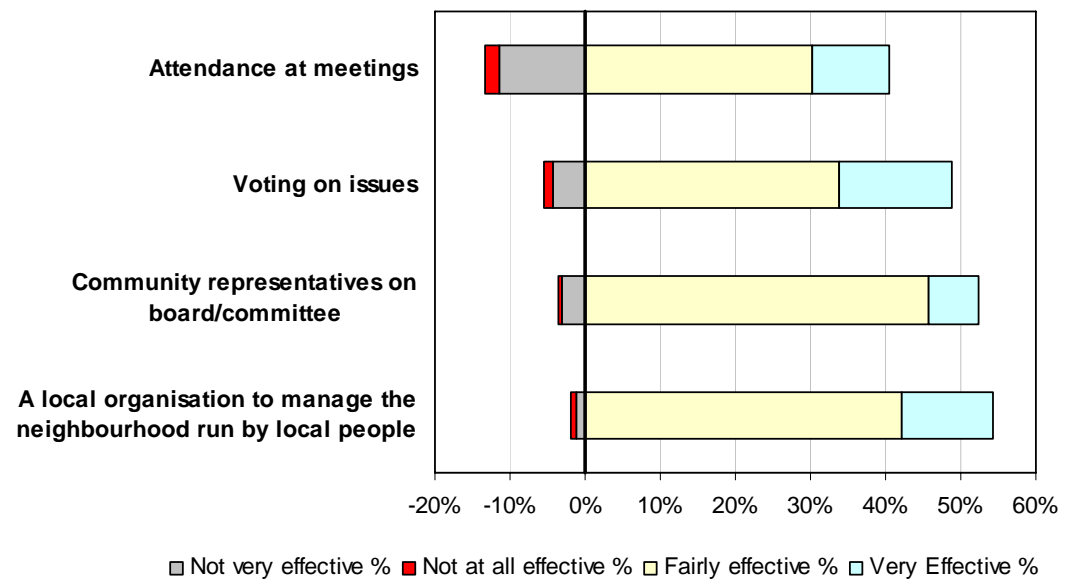
Greater Gorbals

Figure 4.17 - Security and community safety
Greater Gorbals

Legend: ☐ Problem % ■ Serious problem % ☐ Not much of a problem % ☐ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	4%	13	8%	0	0%	33	20%	115	68%	1	1%
Noisy neighbours/ parties	7	4%	7	4%	1	1%	34	20%	118	70%	2	1%
Youth disorder	14	8%	20	12%	1	1%	28	17%	104	62%	2	1%
Street drinking	13	8%	13	8%	0	0%	27	16%	114	67%	2	1%
Drug dealing	15	9%	10	6%	0	0%	30	18%	112	66%	2	1%
Drug/ alcohol / substance abuse	13	8%	14	8%	0	0%	29	17%	111	66%	2	1%
Verbal abuse	2	1%	2	1%	0	0%	38	22%	125	74%	2	1%
Racial harassment	2	1%	7	4%	0	0%	33	20%	122	72%	5	3%
Harassment	3	2%	6	4%	0	0%	38	22%	120	71%	2	1%
Personal safety and security	4	2%	5	3%	1	1%	37	22%	120	71%	2	1%
Damage to property	10	6%	12	7%	0	0%	28	17%	117	69%	2	1%
Damage to vehicle / theft	4	2%	3	2%	1	1%	37	22%	122	72%	2	1%
Vandalism and graffiti	14	8%	15	9%	0	0%	26	15%	112	66%	2	1%
Dogs roaming, dog fouling, barking	10	6%	10	6%	0	0%	33	20%	114	67%	2	1%
House break-ins /burglary	2	1%	5	3%	2	1%	34	20%	124	73%	2	1%
Vehicle break-ins/theft	3	2%	3	2%	2	1%	37	22%	121	72%	3	2%
Road safety	14	8%	6	4%	1	1%	35	21%	111	66%	2	1%
Safety of children	7	4%	8	5%	0	0%	34	20%	118	70%	2	1%
Safety of other vulnerable groups	3	2%	4	2%	1	1%	37	22%	122	72%	2	1%
Total	**147**		**163**		**10**		**628**		**2,222**		**41**	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	93	55%
1	22	13%
2	16	9%
3	11	7%
4	5	3%
5+	22	13%
	166	

Table 4.22 – Number of concerns – Security and Community Safety

**Figure 4.18 - Security and community safety in the past year
Greater Gorbals**

Legend: □ Slightly Worse % ■ Much Worse % □ Slightly Better % □ Much Better %

Categories (top to bottom):
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	4%	7	4%	143	85%	10	6%	2	1%	0	0%
Noisy neighbours / parties	7	4%	5	3%	144	85%	12	7%	1	1%	0	0%
Youth disorder	13	8%	11	7%	139	82%	6	4%	0	0%	0	0%
Street drinking	11	7%	10	6%	141	83%	7	4%	0	0%	0	0%
Drug dealing	12	7%	8	5%	142	84%	6	4%	1	1%	0	0%
Drug/ alcohol/ substance abuse	10	6%	8	5%	146	86%	4	2%	1	1%	0	0%
Verbal abuse	1	1%	1	1%	161	95%	6	4%	0	0%	0	0%
Racial harassment	3	2%	1	1%	159	94%	6	4%	0	0%	0	0%
Harassment	2	1%	1	1%	159	94%	7	4%	0	0%	0	0%
Personal safety and security	4	2%	2	1%	157	93%	6	4%	0	0%	0	0%
Damage to property	6	4%	5	3%	152	90%	6	4%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	3	2%	157	93%	6	4%	0	0%	0	0%
Vandalism and graffiti	11	7%	7	4%	147	87%	4	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	4%	7	4%	152	90%	4	2%	0	0%	0	0%
House break-ins/burglary	3	2%	2	1%	159	94%	5	3%	0	0%	0	0%
Vehicle break-ins/theft	3	2%	1	1%	158	93%	7	4%	0	0%	0	0%
Road safety	13	8%	4	2%	147	87%	5	3%	0	0%	0	0%
Safety of children	6	4%	6	4%	153	91%	4	2%	0	0%	0	0%
Safety of other vulnerable groups	2	1%	1	1%	160	95%	6	4%	0	0%	0	0%
Total	**123**		**90**		**2,876**		**117**		**5**		**0**	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	116	69%
1	17	10%
2	9	5%
3	8	5%
4	5	3%
5+	14	8%
	166	

Table 4.24 – Number of concerns – Security and Community Safety in the past year

Figure 4.19 - Cleanliness of the area and the local environment Greater Gorbals

Legend: Problem % Serious problem % Not much of a problem % Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	1%	4	2%	3	2%	32	19%	123	73%	5	3%	0	0%
Litter in the streets	8	5%	41	24%	1	1%	21	12%	97	57%	1	1%	0	0%
Untidy gardens	7	4%	28	17%	5	3%	28	17%	100	59%	1	1%	0	0%
Untidy communal areas	6	4%	32	19%	5	3%	26	15%	99	59%	1	1%	0	0%
Dirty stairs and closes	8	5%	28	17%	3	2%	27	16%	100	59%	2	1%	1	1%
Graffiti	8	5%	28	17%	4	2%	27	16%	101	60%	1	1%	0	0%
Fly tipping and dumping	4	2%	10	6%	5	3%	30	18%	119	70%	1	1%	0	0%
Total	**43**		**171**		**26**		**191**		**739**		**12**		**1**	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	108	64%
1	11	7%
2	15	9%
3	4	2%
4	8	5%
5+	23	14%
	166	

Table 4.26 – Number of concerns – Cleanliness of area and local environment
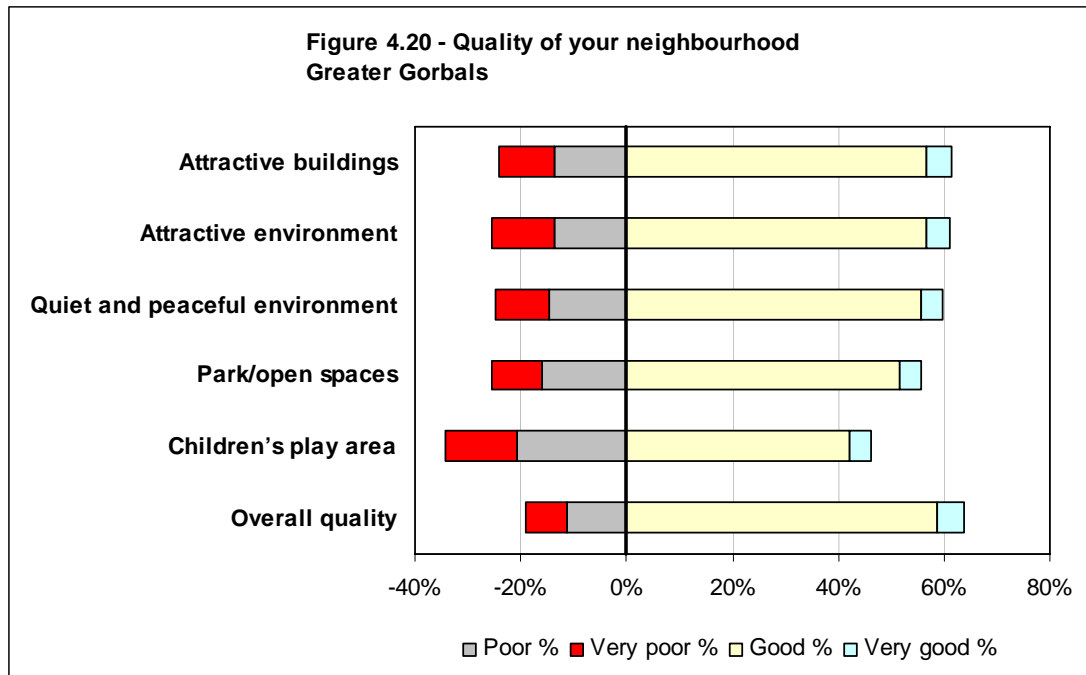
Figure 4.20 - Quality of your neighbourhood
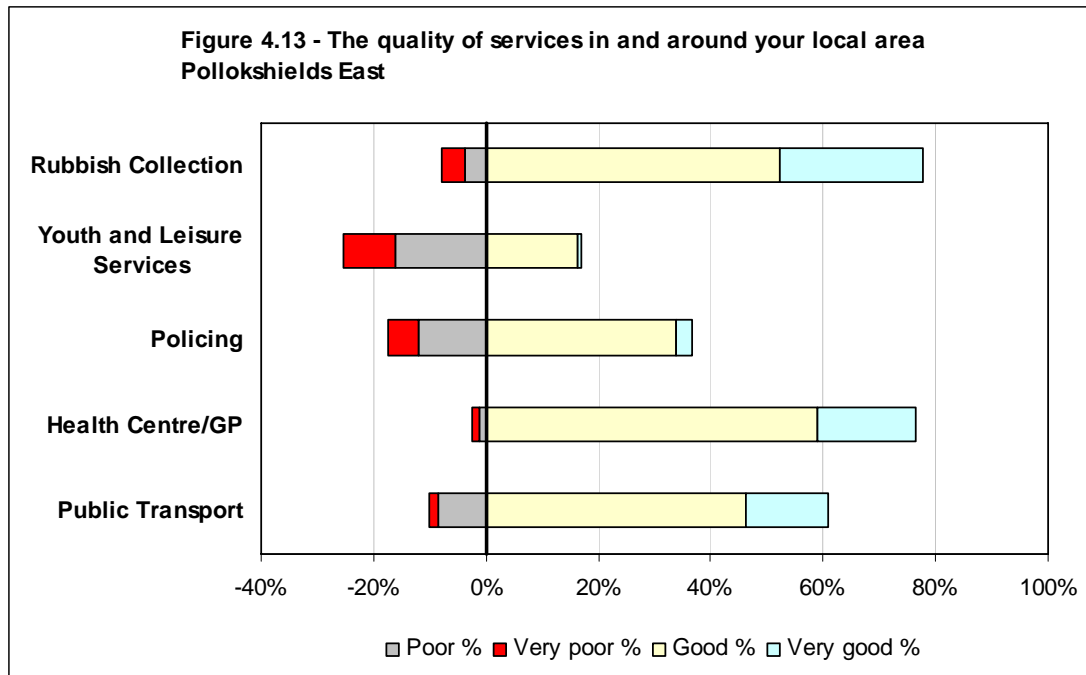Greater Gorbals

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	18	11%	23	14%	24	14%	96	57%	8	5%	0	0%	0	0%
Attractive environment	20	12%	23	14%	23	14%	96	57%	7	4%	0	0%	0	0%
Quiet and peaceful environment	17	10%	25	15%	26	15%	94	56%	7	4%	0	0%	0	0%
Park/open spaces	16	9%	27	16%	32	19%	87	51%	7	4%	0	0%	0	0%
Children's play area	23	14%	35	21%	28	17%	71	42%	7	4%	5	3%	0	0%
Overall quality	13	8%	19	11%	29	17%	99	59%	9	5%	0	0%	0	0%
Total	**107**		**152**		**162**		**543**		**45**		**5**		**0**	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	107	63%
1	8	5%
2	10	6%
3	5	3%
4	7	4%
5+	32	19%
	166	

Table 4.28 – Number of concerns – Quality of neighbourhood

**Figure 4.21 - The quality of services in and around your local area
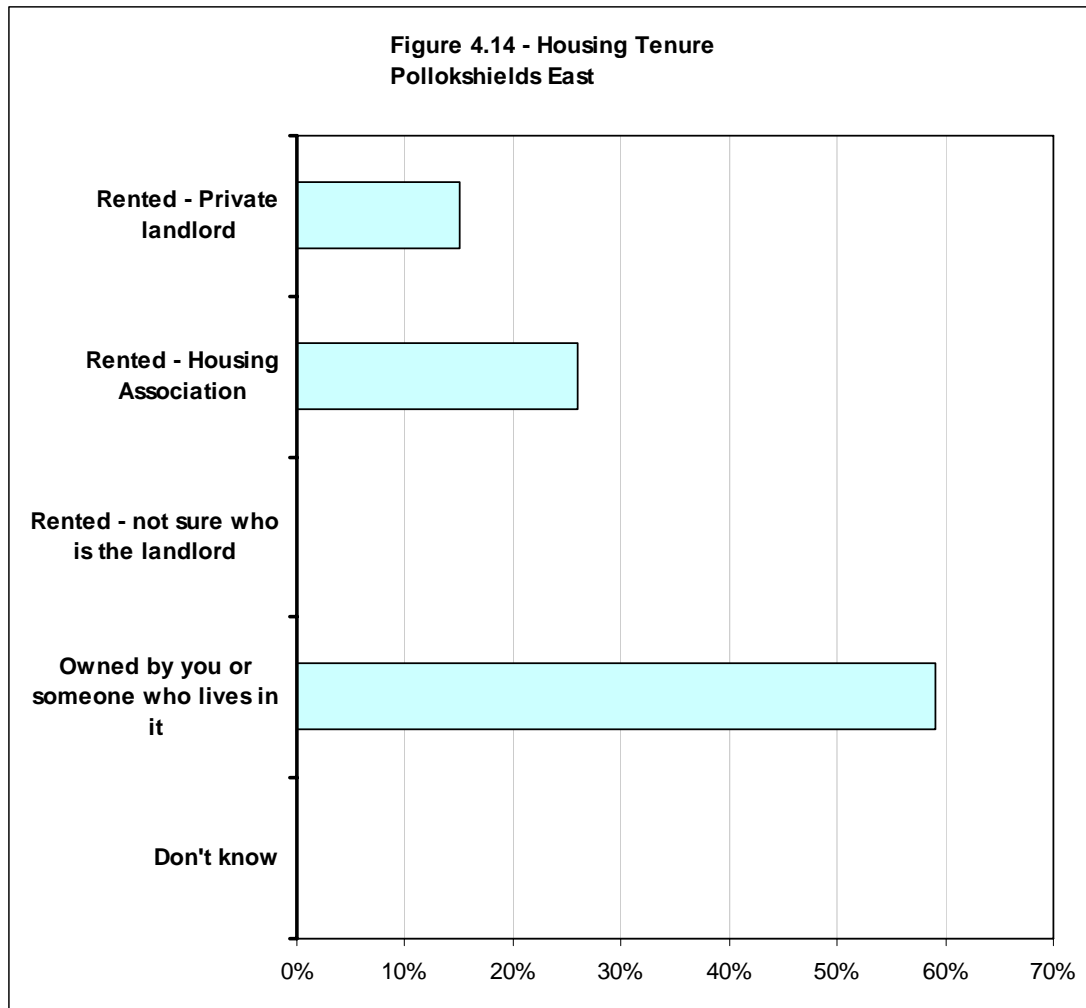Greater Gorbals**

|	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	10	6%	15	9%	6	4%	109	64%	27	16%	2	1%	0	0%
Youth and Leisure Services	13	8%	14	8%	15	9%	63	37%	11	7%	48	28%	5	3%
Policing	17	10%	18	11%	24	14%	62	37%	14	8%	33	20%	1	1%
Health Centre/GP	2	1%	1	1%	3	2%	125	74%	29	17%	9	5%	0	0%
Public Transport	5	3%	3	2%	5	3%	109	64%	32	19%	9	5%	6	4%
Total	**47**		**51**		**53**		**468**		**113**		**101**		**12**	

Table 4.29 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	106	63%
1	36	21%
2	21	12%
3	5	3%
4	0	0%
5+	1	1%
	166	

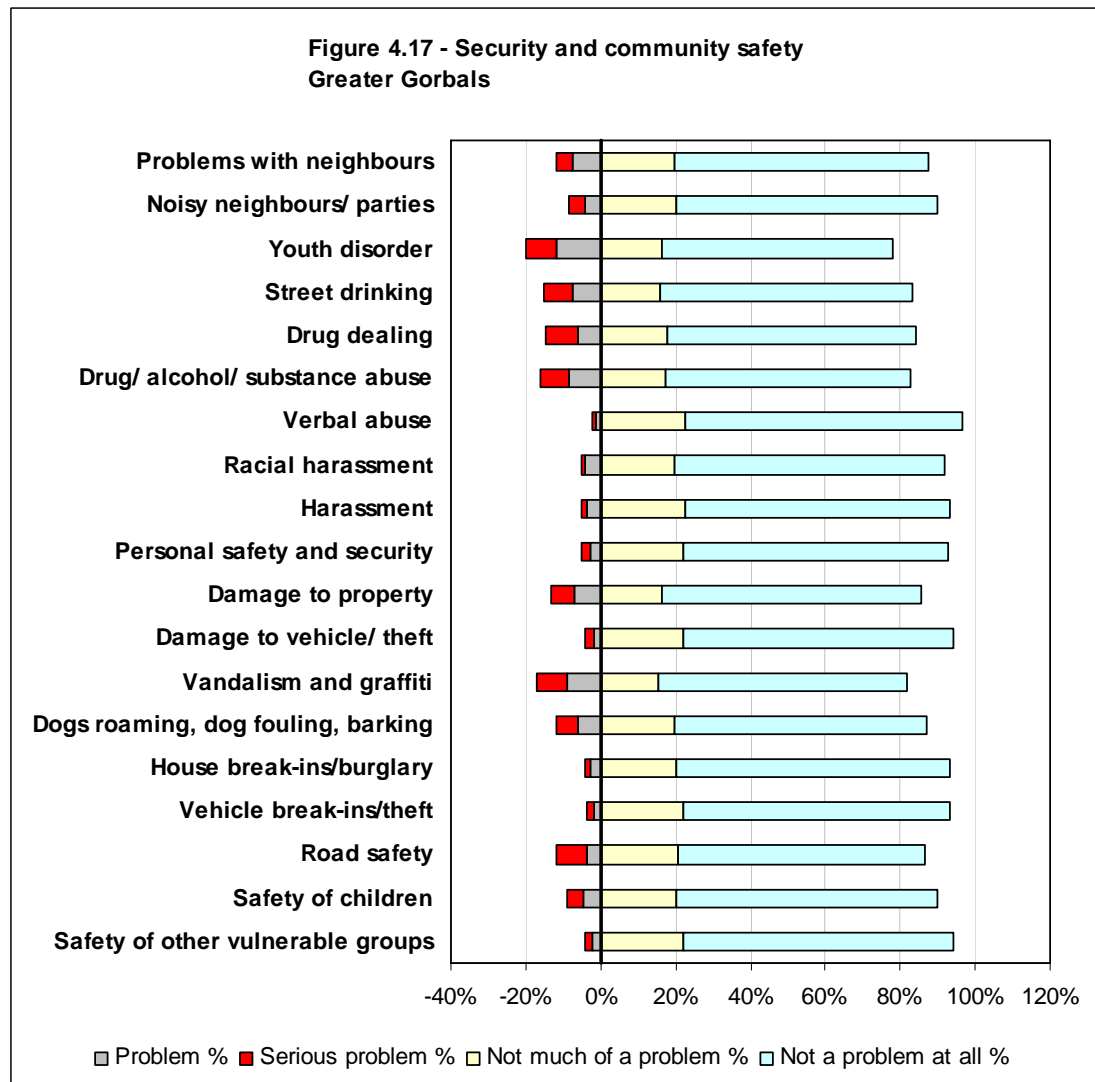**Table 4.30 – Number of concerns – Quality of services**

Figure 4.22 - Housing Tenure
Greater Gorbals

Figure 4.23 - Information about the neighbourhood and management of the neighbourhood
Greater Gorbals

☐ Not very effective % ■ Not at all effective % ☐ Fairly effective % ☐ Very effective %

**Figure 4.24 - Local community involvement
Greater Gorbals**

Shawlands and Strathbungo

**Figure 4.25 - Security and community safety
Shawlands & Strathbungo**
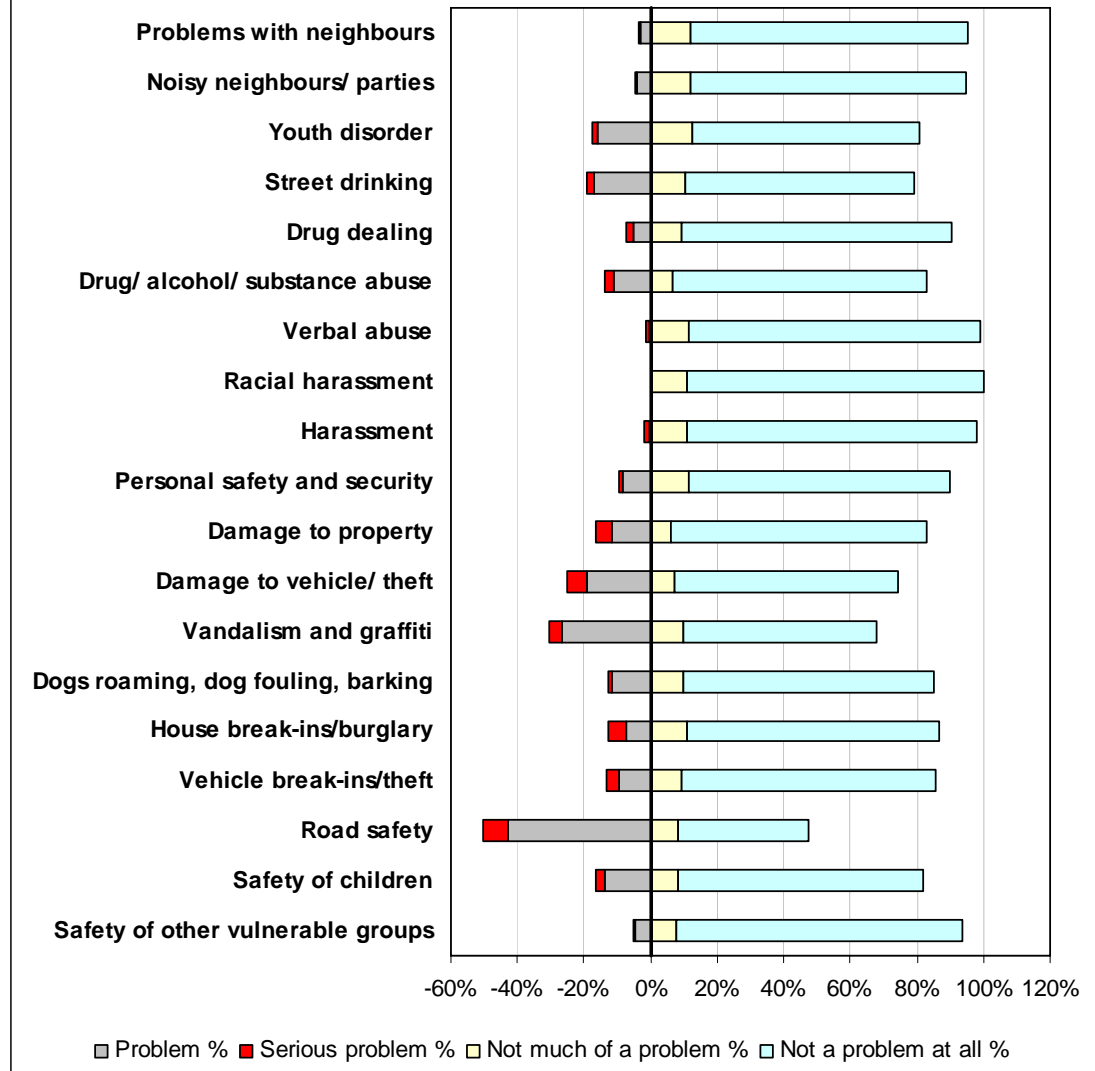
Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %
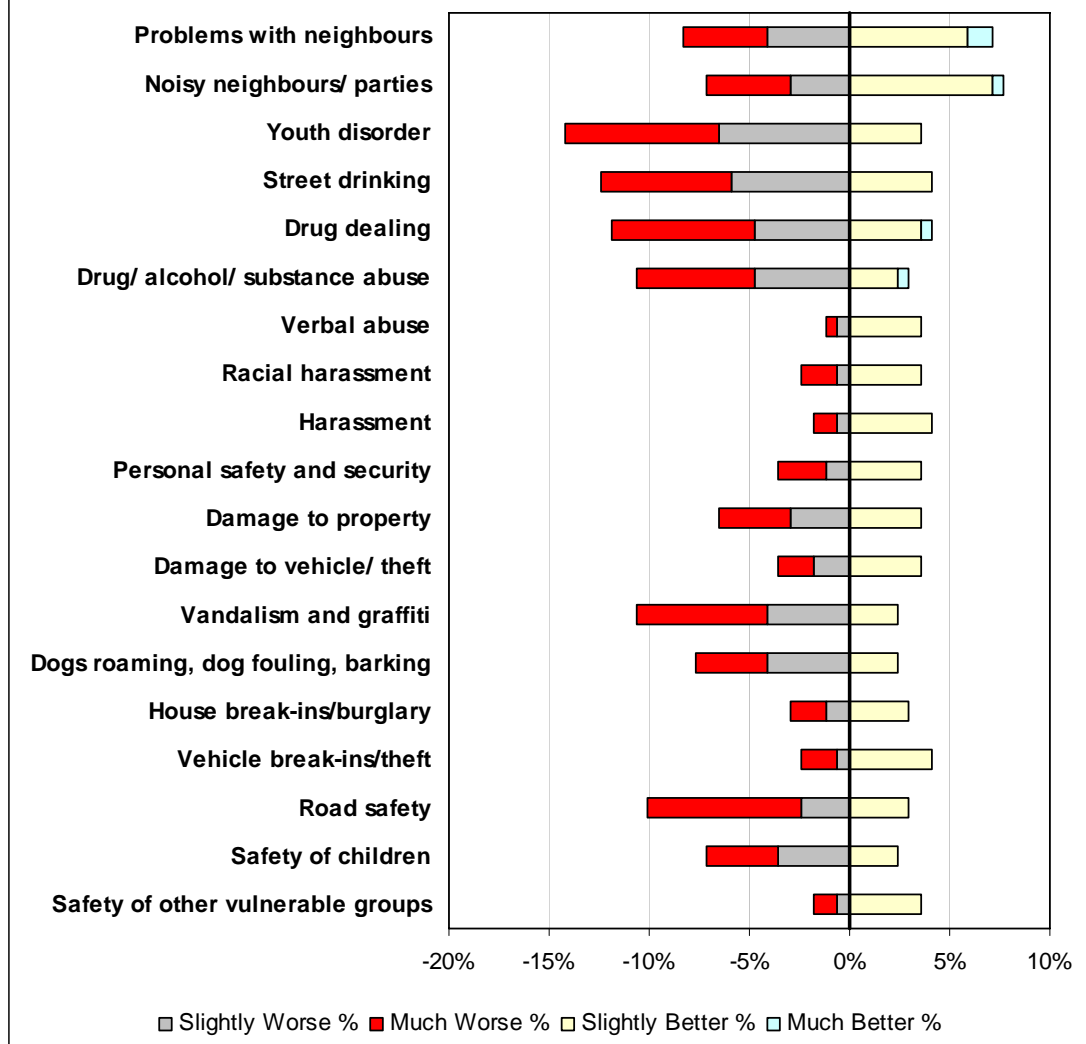
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	5	3%	2	1%	20	12%	137	83%	0	0%
Noisy neighbours/ parties	1	1%	7	4%	1	1%	20	12%	136	82%	0	0%
Youth disorder	3	2%	26	16%	3	2%	21	13%	112	68%	0	0%
Street drinking	4	2%	28	17%	2	1%	17	10%	114	69%	0	0%
Drug dealing	3	2%	9	5%	4	2%	15	9%	134	81%	0	0%
Drug/ alcohol/ substance abuse	5	3%	18	11%	5	3%	11	7%	126	76%	0	0%
Verbal abuse	1	1%	1	1%	0	0%	19	12%	144	87%	0	0%
Racial harassment	0	0%	0	0%	0	0%	18	11%	147	89%	0	0%
Harassment	2	1%	1	1%	0	0%	18	11%	144	87%	0	0%
Personal safety and security	2	1%	14	8%	1	1%	19	12%	129	78%	0	0%
Damage to property	8	5%	19	12%	1	1%	10	6%	127	77%	0	0%
Damage to vehicle/ theft	9	5%	32	19%	1	1%	12	7%	111	67%	0	0%
Vandalism and graffiti	6	4%	44	27%	3	2%	16	10%	96	58%	0	0%
Dogs roaming, dog fouling, barking	2	1%	19	12%	3	2%	16	10%	124	75%	1	1%
House break-ins/burglary	9	5%	12	7%	1	1%	18	11%	125	76%	0	0%
Vehicle break-ins/theft	6	4%	16	10%	2	1%	15	9%	126	76%	0	0%
Road safety	12	7%	71	43%	4	2%	14	8%	64	39%	0	0%
Safety of children	4	2%	23	14%	3	2%	14	8%	121	73%	0	0%
Safety of other vulnerable groups	1	1%	8	5%	1	1%	13	8%	142	86%	0	0%
Total	79		353		37		306		2,359		1	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	44	27%
1	28	17%
2	26	16%
3	25	15%
4	12	7%
5+	30	18%
	166	

Table 4.32 – Number of concerns – Security and Community Safety

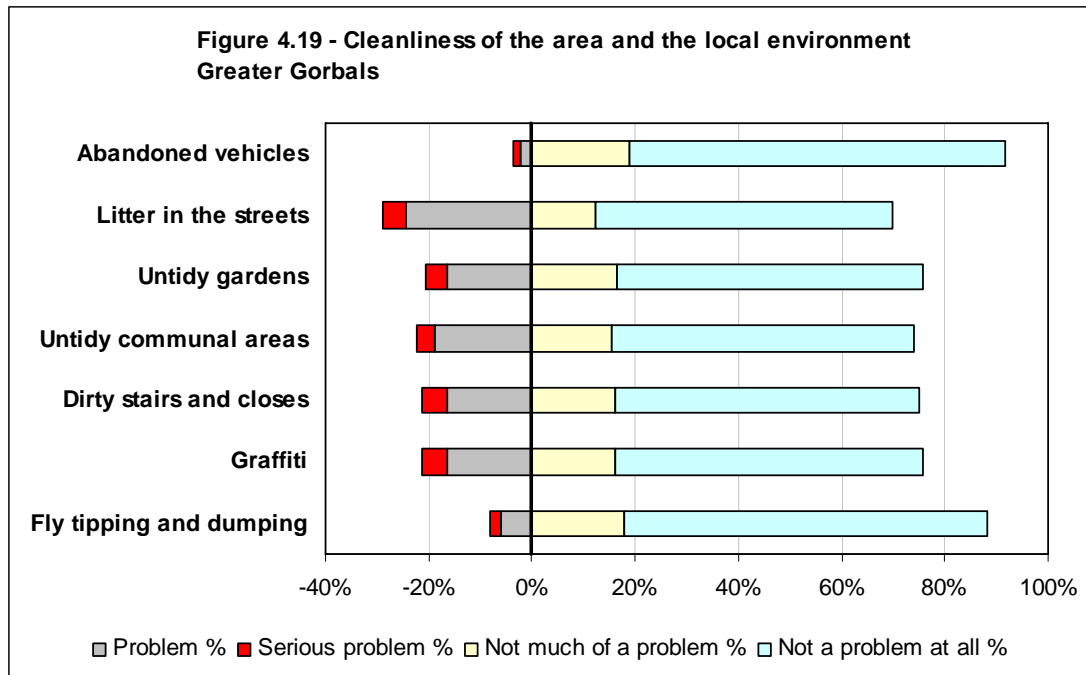**Figure 4.26 - Security and community safety in the past year
Shawlands & Strathbungo**

Chart categories (top to bottom):
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

X-axis: -20%, -15%, -10%, -5%, 0%, 5%, 10%

Legend: □ Slightly Worse % ■ Much Worse % □ Slightly Better % □ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	3	2%	156	95%	4	2%	1	1%	0	0%
Noisy neighbours/ parties	1	1%	5	3%	152	92%	6	4%	1	1%	0	0%
Youth disorder	2	1%	6	4%	155	94%	1	1%	1	1%	0	0%
Street drinking	2	1%	10	6%	152	92%	1	1%	0	0%	0	0%
Drug dealing	2	1%	4	2%	158	96%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	5	3%	157	95%	1	1%	0	0%	0	0%
Verbal abuse	0	0%	2	1%	162	98%	1	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	164	99%	1	1%	0	0%	0	0%
Harassment	0	0%	0	0%	163	99%	1	1%	1	1%	0	0%
Personal safety and security	2	1%	5	3%	153	93%	4	2%	1	1%	0	0%
Damage to property	3	2%	9	5%	151	92%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	4	2%	22	13%	136	82%	3	2%	0	0%	0	0%
Vandalism and graffiti	2	1%	21	13%	140	85%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	0	0%	3	2%	162	98%	0	0%	0	0%	0	0%
House break-ins/burglary	4	2%	9	5%	150	91%	2	1%	0	0%	0	0%
Vehicle break-ins/theft	5	3%	11	7%	148	90%	1	1%	0	0%	0	0%
Road safety	5	3%	26	16%	128	78%	6	4%	0	0%	0	0%
Safety of children	1	1%	4	2%	160	97%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	3	2%	162	98%	0	0%	0	0%	0	0%
Total	**36**		**148**		**2,909**		**37**		**5**		**0**	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	96	58%
1	26	16%
2	19	12%
3	10	6%
4	4	2%
5+	10	6%
	166	

Table 4.34 – Number of concerns – Security and Community Safety in the past year
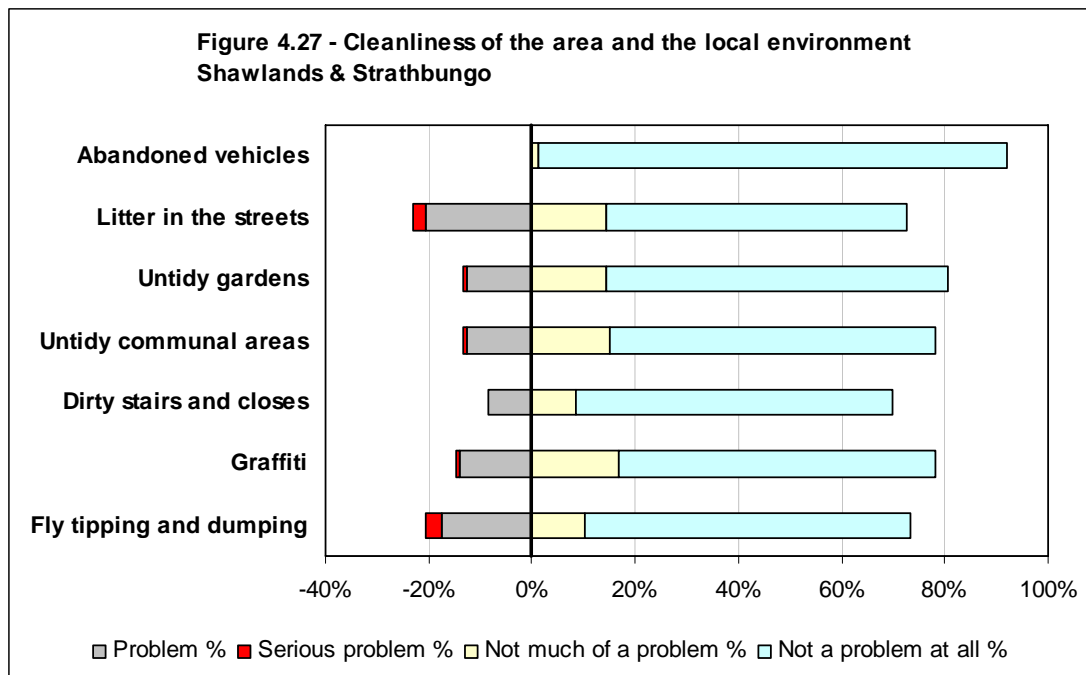
**Figure 4.27 - Cleanliness of the area and the local environment Shawlands & Strathbungo**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	5	3%	2	1%	150	91%	8	5%	0	0%
Litter in the streets	4	2%	34	21%	7	4%	24	15%	96	58%	0	0%	0	0%
Untidy gardens	1	1%	21	13%	8	5%	24	15%	109	66%	0	0%	2	1%
Untidy communal areas	1	1%	21	13%	11	7%	25	15%	104	63%	0	0%	3	2%
Dirty stairs and closes	0	0%	14	8%	14	8%	14	8%	101	61%	0	0%	22	13%
Graffiti	1	1%	23	14%	12	7%	28	17%	101	61%	0	0%	0	0%
Fly tipping and dumping	5	3%	29	18%	10	6%	17	10%	104	63%	0	0%	0	0%
Total	**12**		**142**		**67**		**134**		**765**		**8**		**27**	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	94	57%
1	30	18%
2	18	11%
3	10	6%
4	9	5%
5+	4	2%
	166	

Table 4.36 – Number of concerns – Cleanliness and the local environment
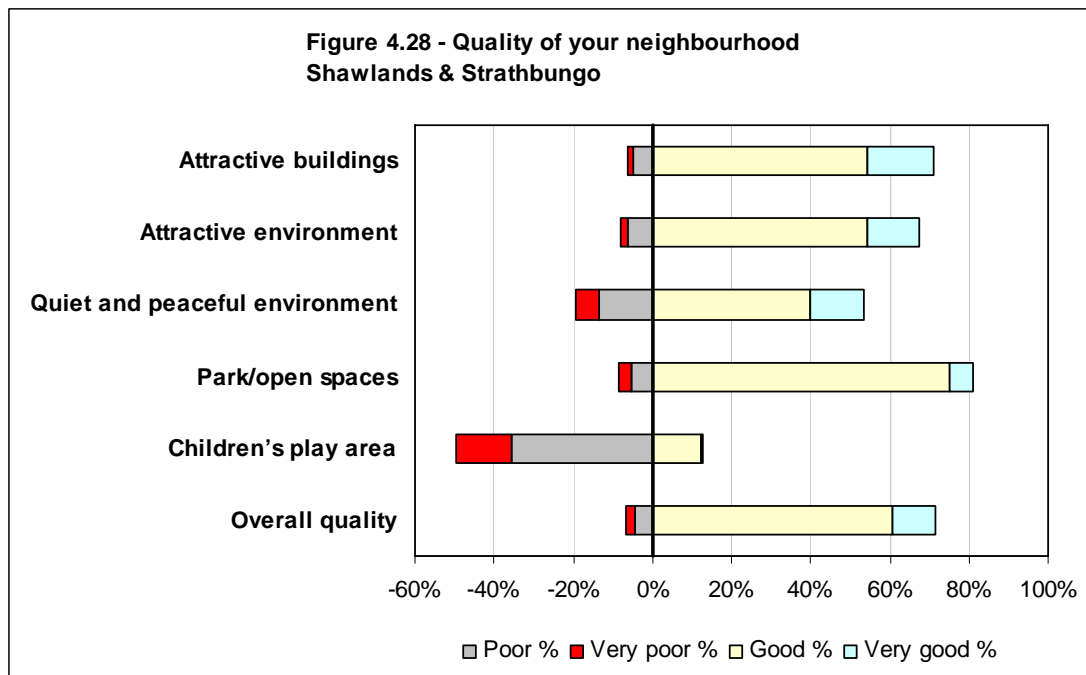
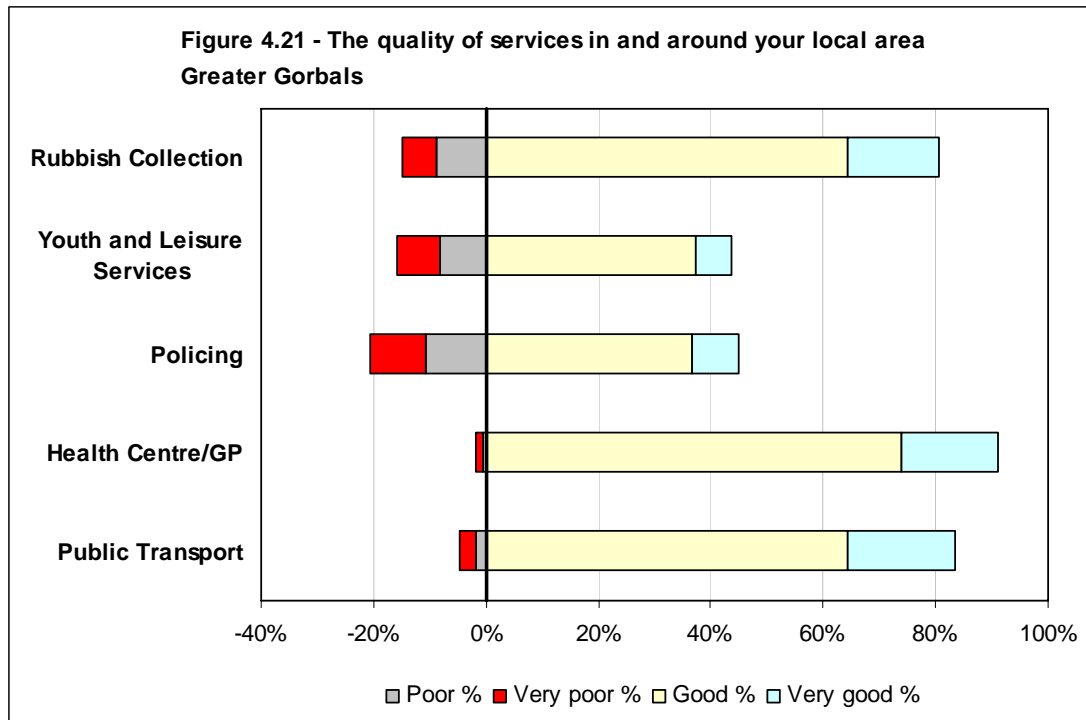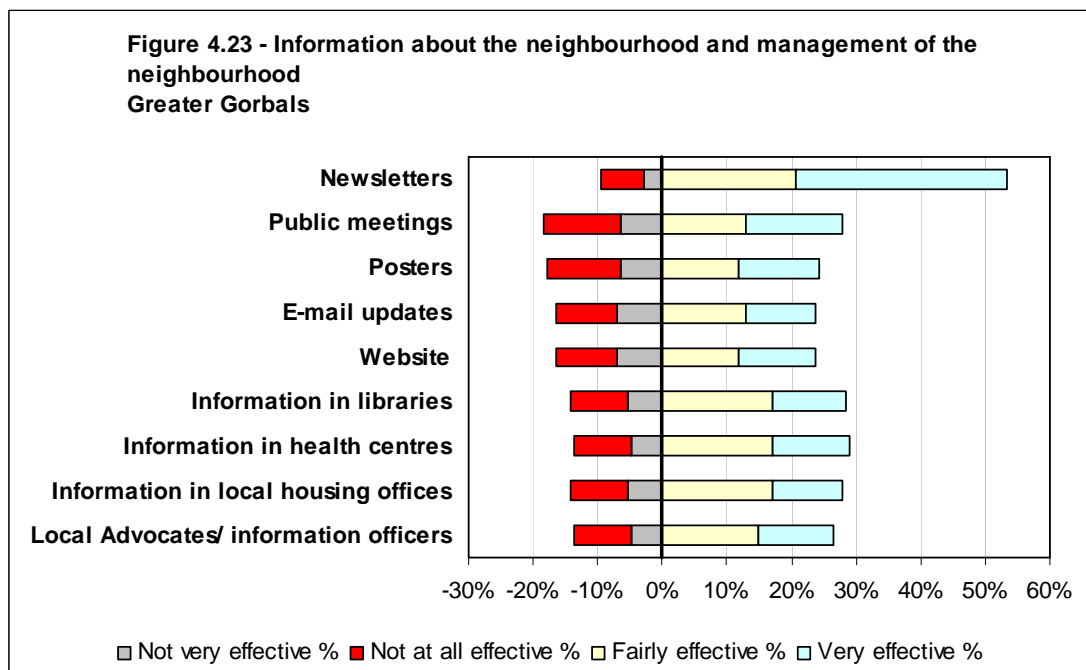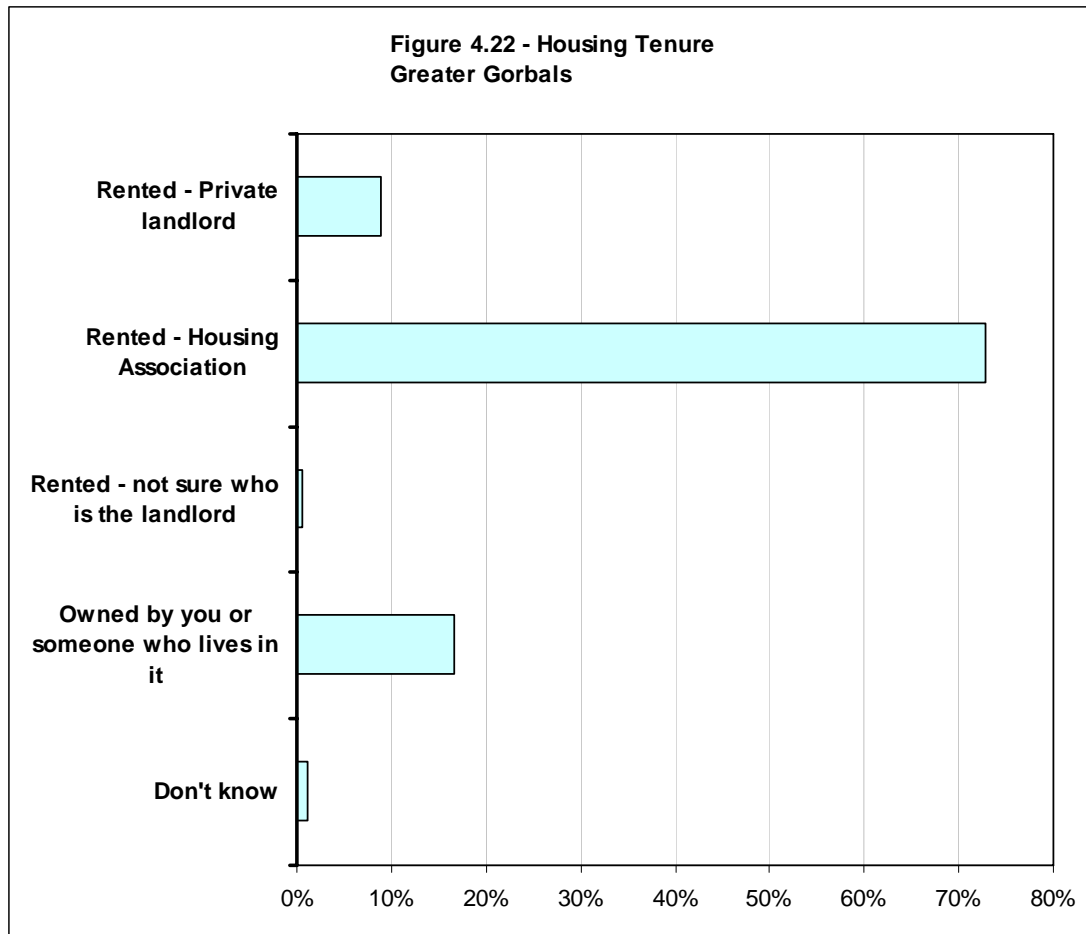Figure 4.28 - Quality of your neighbourhood
Shawlands & Strathbungo

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	8	5%	37	22%	90	55%	27	16%	1	1%	0	0%
Attractive environment	3	2%	10	6%	40	24%	90	55%	21	13%	1	1%	0	0%
Quiet and peaceful environment	10	6%	22	13%	45	27%	66	40%	22	13%	0	0%	0	0%
Park/open spaces	5	3%	9	5%	17	10%	124	75%	10	6%	0	0%	0	0%
Children's play area	23	14%	59	36%	41	25%	20	12%	1	1%	19	12%	2	1%
Overall quality	4	2%	7	4%	36	22%	100	61%	18	11%	0	0%	0	0%
Total	**47**		**115**		**216**		**490**		**99**		**21**		**2**	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	71	43%
1	59	36%
2	16	10%
3	11	7%
4	5	3%
5+	3	2%
	166	

Table 4.38 – Number of concerns – Quality of neighbourhood

**Figure 4.29 - The quality of services in and around your local area
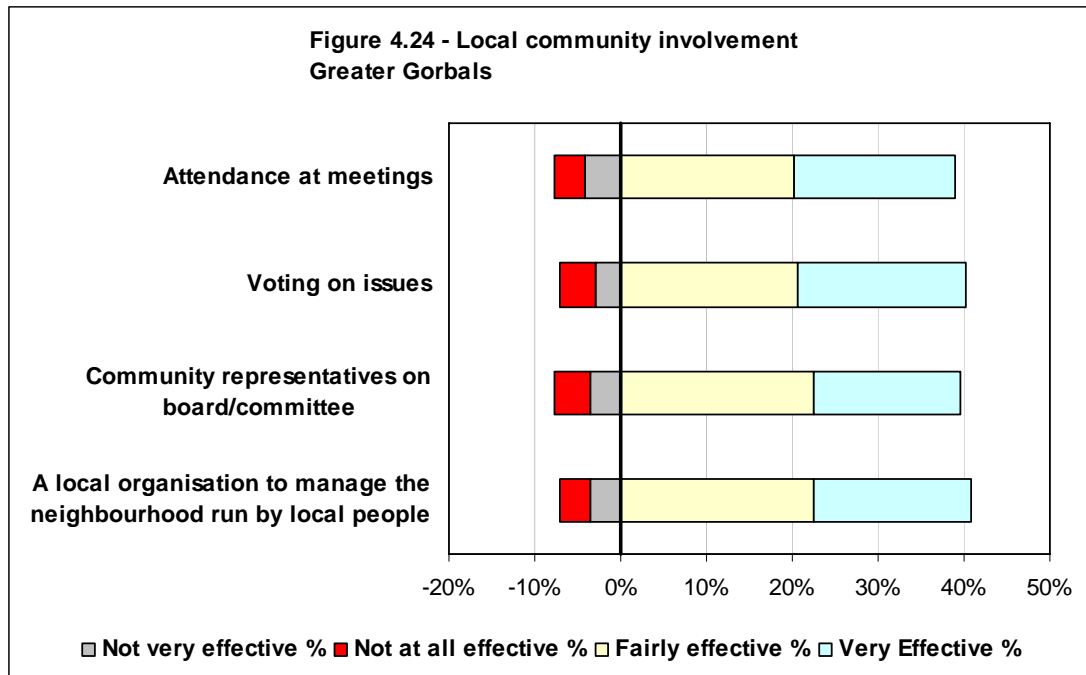Shawlands & Strathbungo**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	2%	9	5%	22	13%	117	71%	13	8%	0	0%	0	0%
Youth and Leisure Services	21	13%	59	36%	33	20%	19	12%	0	0%	33	20%	0	0%
Policing	18	11%	51	31%	53	32%	27	16%	5	3%	11	7%	0	0%
Health Centre/GP	3	2%	5	3%	17	10%	122	74%	15	9%	3	2%	0	0%
Public Transport	0	0%	1	1%	3	2%	86	52%	69	42%	6	4%	0	0%
Total	**46**		**125**		**128**		**371**		**102**		**53**		**0**	

Table 4.39 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	66	40%
1	40	24%
2	46	28%
3	13	8%
4	0	0%
5+	0	0%
	166	

Table 4.40 – Number of concerns – Quality of Services

**Figure 4.30 - Housing Tenure
Shawlands & Strathbungo**

**Figure 4.31 - Information about the neighbourhood and management of the neighbourhood
Shawlands & Strathbungo**

Figure 4.32 - Local community involvement
Shawlands and Strathbungo

Toryglen

Figure 4.33 - Security and community safety
Toryglen

Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	3	2%	2	1%	6	4%	149	89%	2	1%
Noisy neighbours/ parties	4	2%	4	2%	2	1%	4	2%	150	90%	3	2%
Youth disorder	10	6%	33	20%	1	1%	11	7%	111	66%	1	1%
Street drinking	7	4%	16	10%	2	1%	13	8%	126	75%	3	2%
Drug dealing	2	1%	4	2%	2	1%	4	2%	152	91%	3	2%
Drug/ alcohol/ substance abuse	5	3%	7	4%	2	1%	6	4%	144	86%	3	2%
Verbal abuse	8	5%	5	3%	3	2%	7	4%	142	85%	2	1%
Racial harassment	0	0%	0	0%	2	1%	4	2%	158	95%	3	2%
Harassment	4	2%	5	3%	1	1%	5	3%	150	90%	2	1%
Personal safety and security	5	3%	6	4%	2	1%	4	2%	147	88%	3	2%
Damage to property	10	6%	14	8%	1	1%	5	3%	135	81%	2	1%
Damage to vehicle/ theft	6	4%	8	5%	2	1%	6	4%	142	85%	3	2%
Vandalism and graffiti	12	7%	12	7%	1	1%	3	2%	137	82%	2	1%
Dogs roaming, dog fouling, barking	8	5%	11	7%	2	1%	8	5%	135	81%	3	2%
House break-ins/burglary	1	1%	6	4%	2	1%	6	4%	149	89%	3	2%
Vehicle break-ins/theft	3	2%	5	3%	2	1%	5	3%	149	89%	3	2%
Road safety	14	8%	20	12%	1	1%	4	2%	128	77%	0	0%
Safety of children	10	6%	19	11%	2	1%	5	3%	131	78%	0	0%
Safety of other vulnerable groups	1	1%	4	2%	6	4%	5	3%	145	87%	6	4%
Total	**115**		**182**		**38**		**111**		**2,680**		**47**	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	79	47%
1	19	11%
2	29	17%
3	18	11%
4	3	2%
5+	19	11%
	166	

Table 4.42 – Number of concerns – Security and Community Safety

**Figure 4.34 - Security and community safety in the past year
Torgyglen**
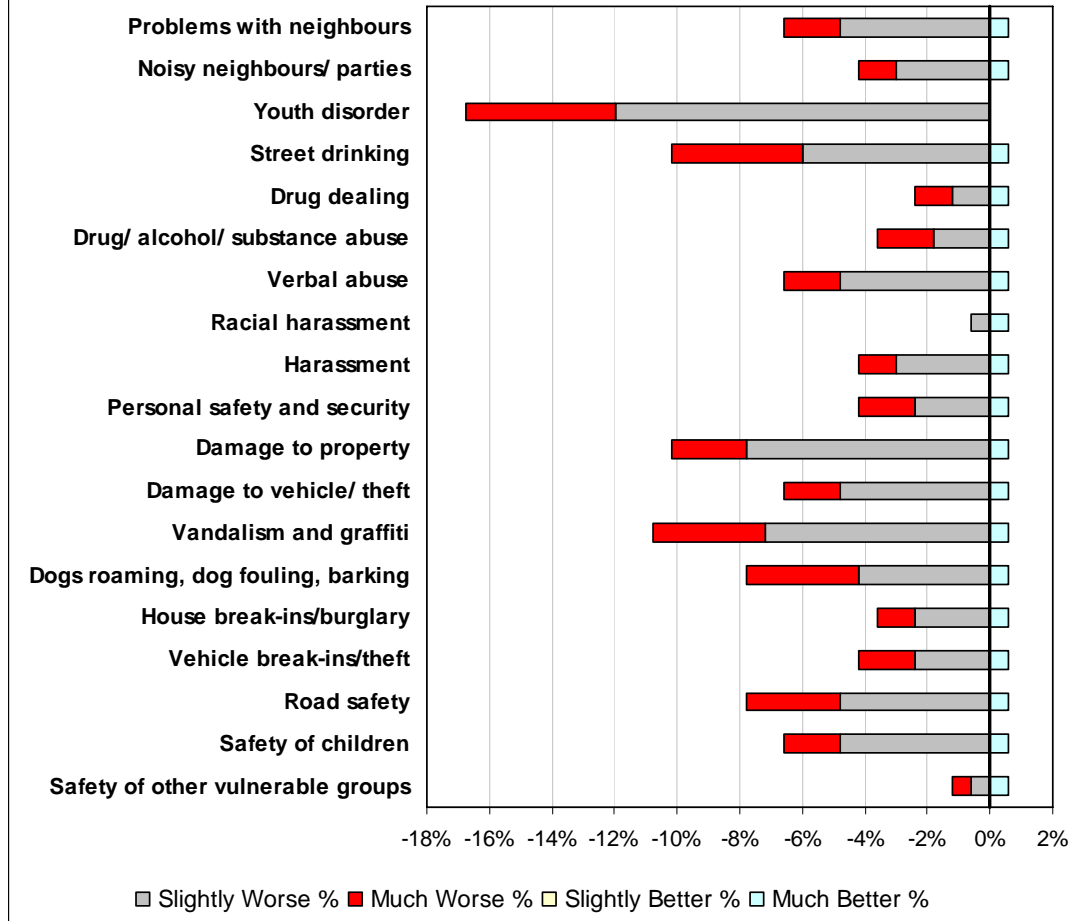
Legend: ☐ Slightly Worse % ■ Much Worse % ☐ Slightly Better % ☐ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	8	5%	155	93%	0	0%	1	1%	0	0%
Noisy neighbours / parties	2	1%	5	3%	159	95%	0	0%	1	1%	0	0%
Youth disorder	8	5%	20	12%	139	83%	0	0%	0	0%	0	0%
Street drinking	7	4%	10	6%	149	89%	0	0%	1	1%	0	0%
Drug dealing	2	1%	2	1%	162	97%	0	0%	1	1%	0	0%
Drug/ alcohol/ substance abuse	3	2%	3	2%	160	96%	0	0%	1	1%	0	0%
Verbal abuse	3	2%	8	5%	155	93%	0	0%	1	1%	0	0%
Racial harassment	0	0%	1	1%	165	99%	0	0%	1	1%	0	0%
Harassment	2	1%	5	3%	159	95%	0	0%	1	1%	0	0%
Personal safety and security	3	2%	4	2%	159	95%	0	0%	1	1%	0	0%
Damage to property	4	2%	13	8%	149	89%	0	0%	1	1%	0	0%
Damage to vehicle/ theft	3	2%	8	5%	155	93%	0	0%	1	1%	0	0%
Vandalism and graffiti	6	4%	12	7%	148	89%	0	0%	1	1%	0	0%
Dogs roaming, dog fouling, barking	6	4%	7	4%	153	92%	0	0%	1	1%	0	0%
House break-ins/burglary	2	1%	4	2%	160	96%	0	0%	1	1%	0	0%
Vehicle break-ins/theft	3	2%	4	2%	159	95%	0	0%	1	1%	0	0%
Road safety	5	3%	8	5%	153	92%	0	0%	1	1%	0	0%
Safety of children	3	2%	8	5%	155	93%	0	0%	1	1%	0	0%
Safety of other vulnerable groups	1	1%	1	1%	164	98%	0	0%	1	1%	0	0%
Total	66		131		2,958		0		18		0	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	107	64%
1	18	11%
2	13	8%
3	12	7%
4	3	2%
5+	14	8%
	166	

Table 4.44 – Number of concerns – Security and Community Safety in the past year
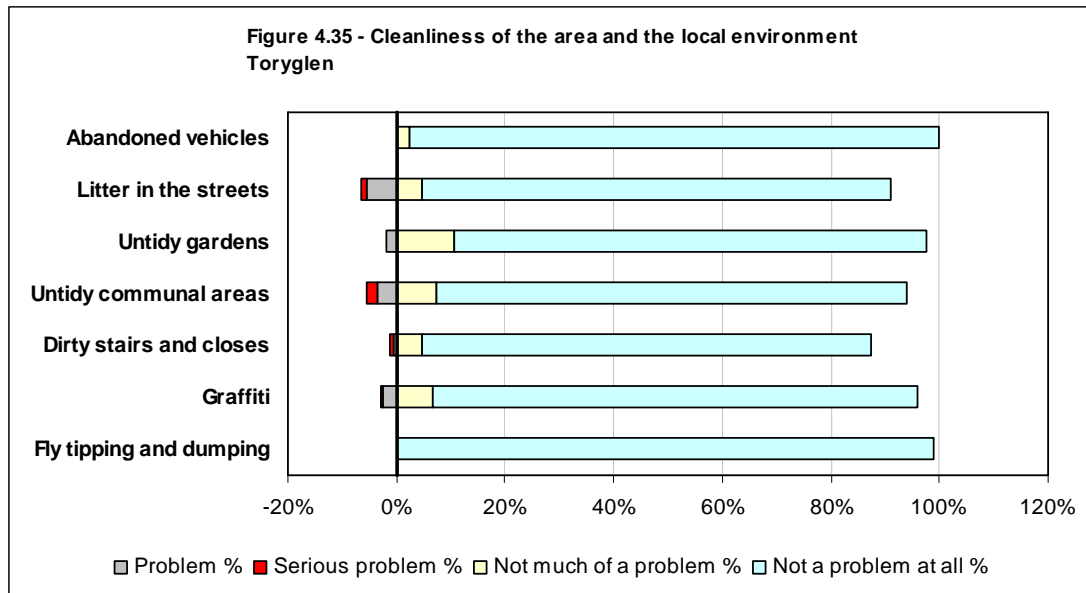
Table 4.45 – Issues in the local area

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	0	0%	4	2%	163	98%	0	0%	0	0%
Litter in the streets	2	1%	9	5%	2	1%	8	5%	144	86%	2	1%	0	0%
Untidy gardens	0	0%	3	2%	0	0%	18	11%	145	87%	1	1%	0	0%
Untidy communal areas	3	2%	6	4%	1	1%	12	7%	145	87%	0	0%	0	0%
Dirty stairs and closes	1	1%	1	1%	1	1%	8	5%	138	83%	1	1%	17	10%
Graffiti	1	1%	4	2%	1	1%	11	7%	149	89%	1	1%	0	0%
Fly tipping and dumping	0	0%	0	0%	1	1%	0	0%	165	99%	1	1%	0	0%
Total	**7**		**23**		**6**		**61**		**1,049**		**6**		**17**	

Number of concerns (Serious problem or problem)	Respondents	%
None	145	87%
1	16	10%
2	4	2%
3	2	1%
4	0	0%
5+	0	0%
	166	

Table 4.46 – Number of concerns – Cleanliness and the local environment
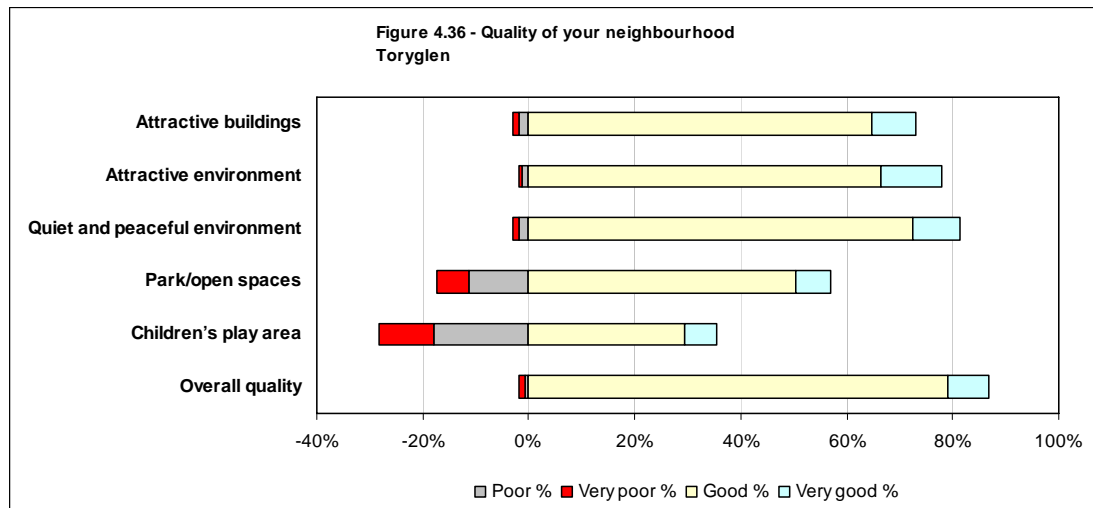
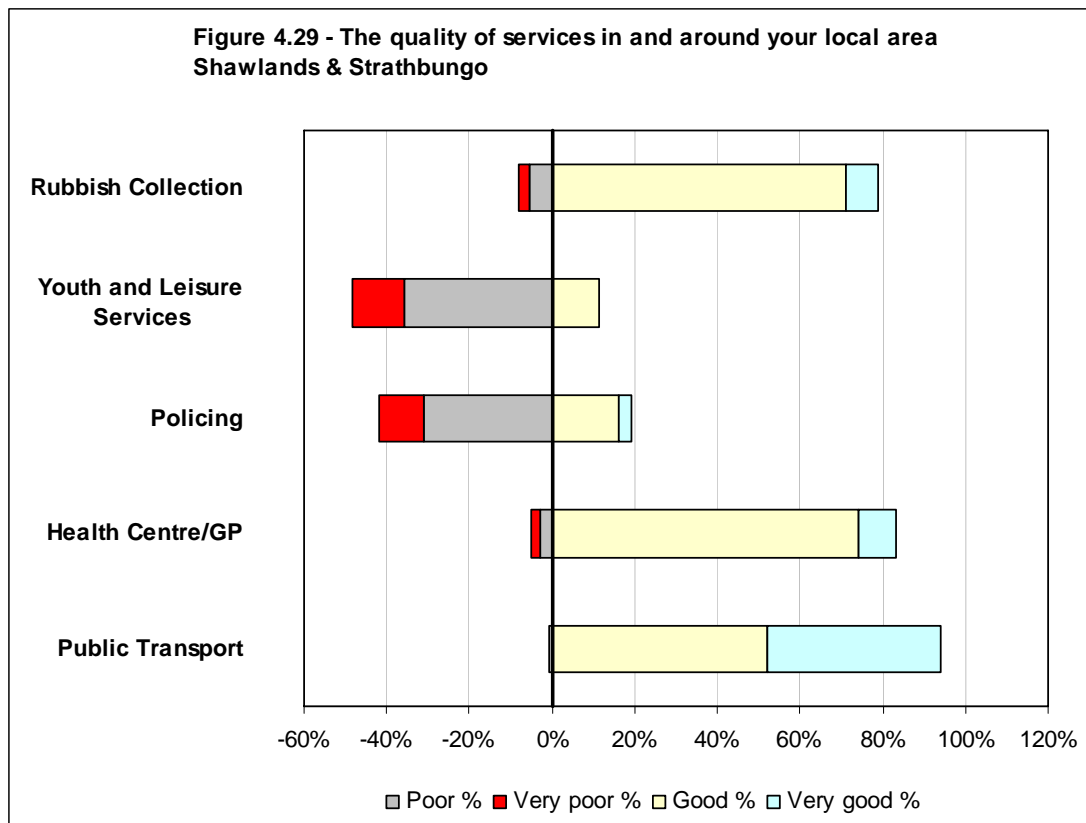Figure 4.36 - Quality of your neighbourhood
Toryglen

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	3	2%	39	23%	108	65%	14	8%	1	1%	0	0%
Attractive environment	1	1%	2	1%	33	20%	111	66%	19	11%	1	1%	0	0%
Quiet and peaceful environment	2	1%	3	2%	24	14%	121	72%	15	9%	1	1%	1	1%
Park/open spaces	10	6%	19	11%	40	24%	84	50%	11	7%	2	1%	1	1%
Children's play area	17	10%	30	18%	50	30%	49	29%	10	6%	9	5%	2	1%
Overall quality	2	1%	1	1%	17	10%	132	79%	13	8%	1	1%	1	1%
Total	34		58		203		605		82		15		5	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	117	70%
1	19	11%
2	26	16%
3	2	1%
4	0	0%
5+	3	2%
	166	

Table 4.48 – Number of concerns – Quality of neighbourhood

Figure 4.37 - The quality of services in and around your local area
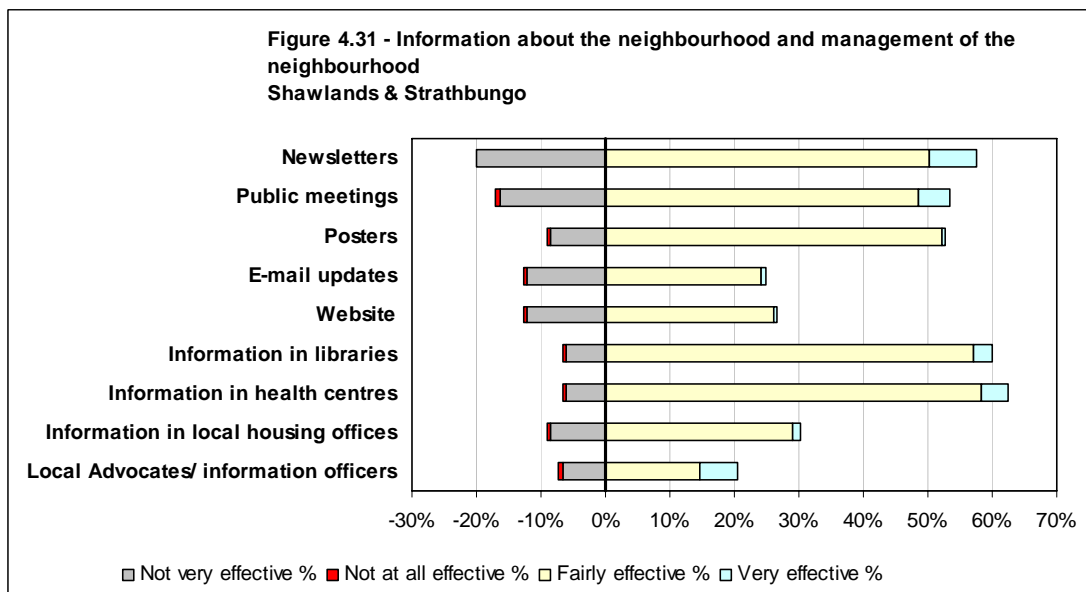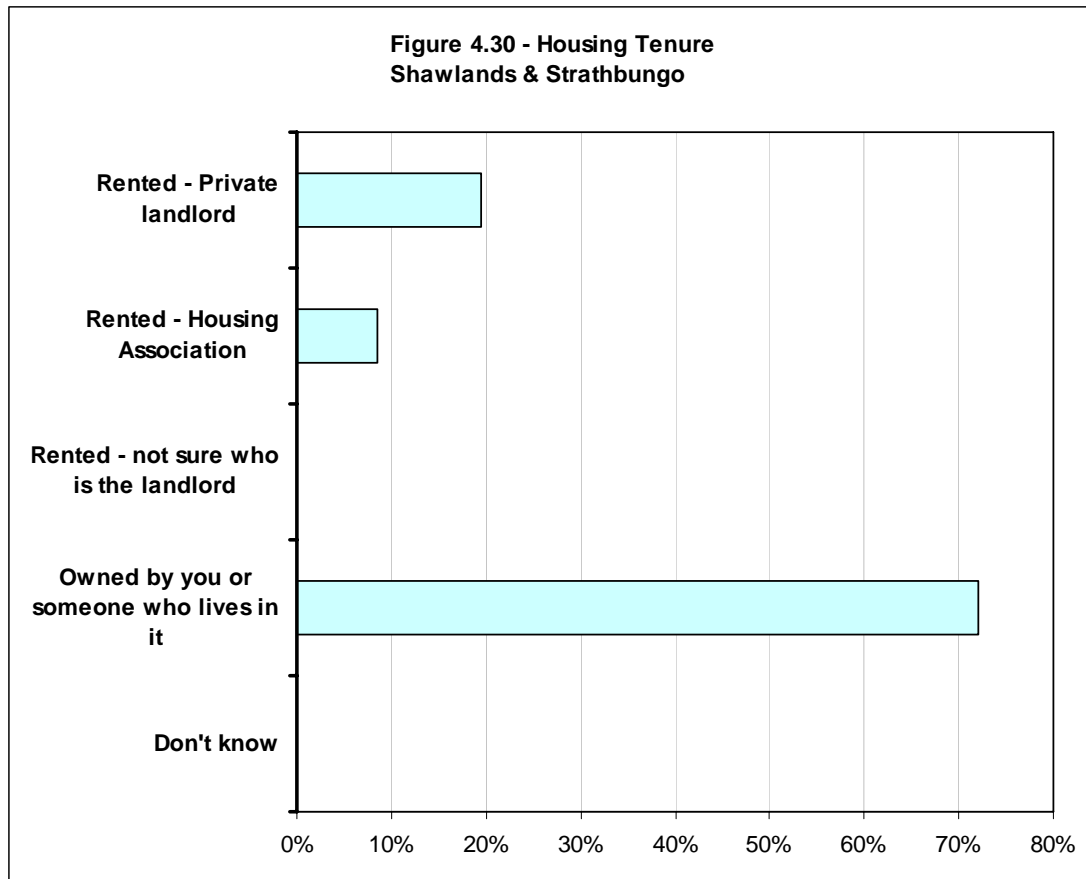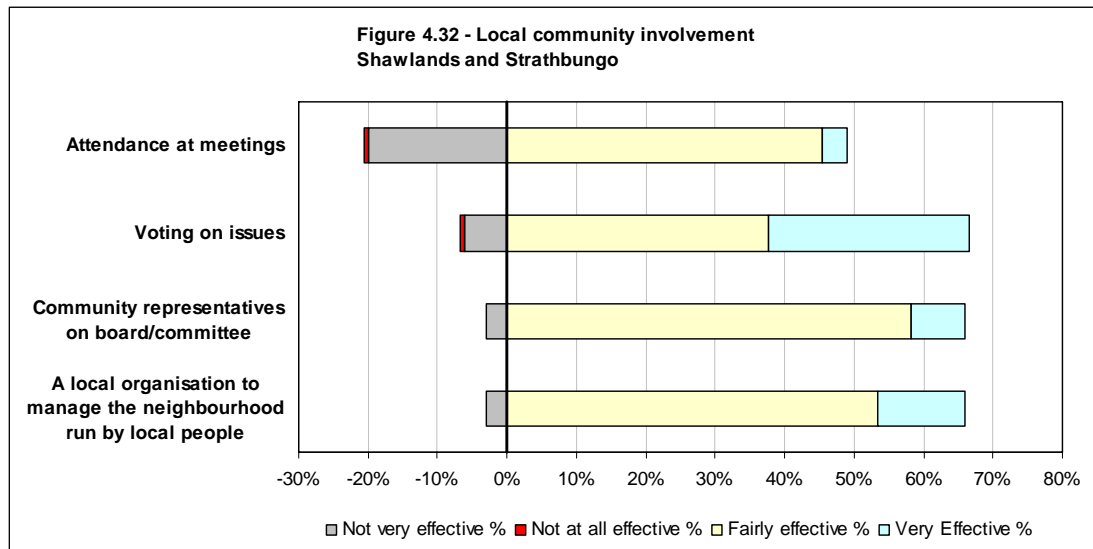Toryglen

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	2%	5	3%	0	0%	135	81%	23	14%	0	0%	0	0%
Youth and Leisure Services	13	8%	14	8%	28	17%	61	37%	3	2%	33	20%	15	9%
Policing	7	4%	5	3%	28	17%	92	55%	5	3%	26	16%	4	2%
Health Centre/GP	2	1%	2	1%	1	1%	134	80%	24	14%	2	1%	2	1%
Public Transport	2	1%	6	4%	7	4%	113	68%	31	19%	3	2%	5	3%
Total	28		32		64		535		86		64		26	

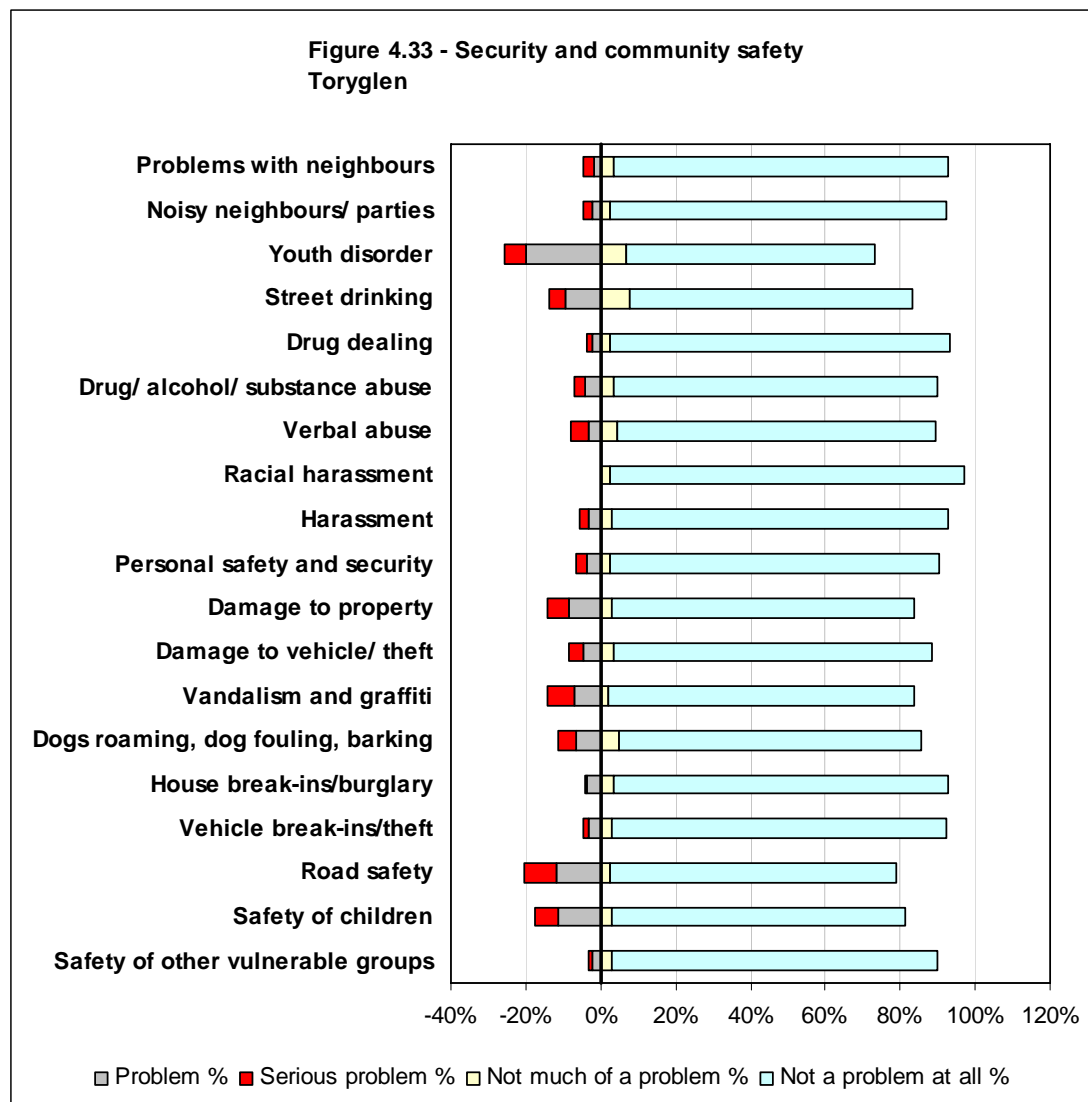**Table 4.49 – The quality of services in and around your local area**

| Number of concerns (Very Poor or Poor)	Respondents	%
None	128	77%
1	28	17%
2	5	3%
3	2	1%
4	4	2%
5+	0	0%
	166	

Table 4.50 – Number of concerns – Quality of services

**Figure 4.38 - Housing Tenure
Toryglen**

**Figure 4.39 - Information about the neighbourhood and management of the neighbourhood
Toryglen**

Not very effective %   Not at all effective %   Fairly effective %   Very effective %

Figure 4.40 - Local community involvement
Toryglen

Legend: Not very effective % | Not at all effective % | Fairly effective % | Very Effective %

Govanhill

Figure 4.41 - Security and community safety
Govanhill

□ Problem %	■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	4%	10	6%	0	0%	36	22%	115	69%	0	0%
Noisy neighbours/ parties	6	4%	12	7%	0	0%	36	22%	113	68%	0	0%
Youth disorder	18	11%	34	20%	2	1%	36	22%	77	46%	0	0%
Street drinking	12	7%	22	13%	5	3%	38	23%	90	54%	0	0%
Drug dealing	10	6%	17	10%	6	4%	48	29%	86	51%	0	0%
Drug/ alcohol/ substance abuse	8	5%	6	4%	2	1%	47	28%	104	62%	0	0%
Verbal abuse	4	2%	7	4%	2	1%	41	25%	113	68%	0	0%
Racial harassment	3	2%	4	2%	3	2%	39	23%	114	68%	4	2%
Harassment	4	2%	3	2%	2	1%	42	25%	115	69%	1	1%
Personal safety and security	7	4%	14	8%	2	1%	35	21%	109	65%	0	0%
Damage to property	9	5%	16	10%	1	1%	35	21%	106	63%	0	0%
Damage to vehicle/ theft	10	6%	10	6%	3	2%	37	22%	104	62%	3	2%
Vandalism and graffiti	12	7%	25	15%	2	1%	35	21%	92	55%	1	1%
Dogs roaming, dog fouling, barking	14	8%	28	17%	4	2%	42	25%	78	47%	1	1%
House break-ins/burglary	4	2%	4	2%	7	4%	41	25%	111	66%	0	0%
Vehicle break-ins/theft	1	1%	6	4%	5	3%	43	26%	112	67%	0	0%
Road safety	4	2%	18	11%	4	2%	37	22%	104	62%	0	0%
Safety of children	3	2%	11	7%	8	5%	36	22%	107	64%	2	1%
Safety of other vulnerable groups	1	1%	2	1%	10	6%	40	24%	104	62%	10	6%
Total	**136**		**249**		**68**		**744**		**1,954**		**22**	

Table 4.51 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	79	47%
1	21	13%
2	19	11%
3	10	6%
4	5	3%
5+	33	20%
	166	

Table 4.52 – Number of concerns – Security and Community Safety

**Figure 4.42 - Security and community safety in the past year
Govanhill**

Legend: ☐ Slightly Worse %   ■ Much Worse %   ☐ Slightly Better %   ☐ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	4%	7	4%	147	88%	6	4%	0	0%	0	0%
Noisy neighbours / parties	4	2%	5	3%	152	91%	6	4%	0	0%	0	0%
Youth disorder	13	8%	24	14%	128	77%	2	1%	0	0%	0	0%
Street drinking	8	5%	16	10%	141	84%	2	1%	0	0%	0	0%
Drug dealing	5	3%	9	5%	151	90%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	3	2%	158	95%	2	1%	0	0%	0	0%
Verbal abuse	2	1%	3	2%	160	96%	2	1%	0	0%	0	0%
Racial harassment	1	1%	1	1%	163	98%	1	1%	1	1%	0	0%
Harassment	1	1%	1	1%	162	97%	3	2%	0	0%	0	0%
Personal safety and security	3	2%	4	2%	156	93%	4	2%	0	0%	0	0%
Damage to property	7	4%	6	4%	152	91%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	7	4%	4	2%	154	92%	2	1%	0	0%	0	0%
Vandalism and graffiti	6	4%	10	6%	149	89%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	4%	12	7%	147	88%	2	1%	0	0%	0	0%
House break-ins/burglary	3	2%	4	2%	158	95%	2	1%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	2	1%	161	96%	2	1%	0	0%	0	0%
Road safety	3	2%	4	2%	158	95%	2	1%	0	0%	0	0%
Safety of children	1	1%	1	1%	163	98%	2	1%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	166	99%	0	0%	1	1%	0	0%
Total	**83**		**116**		**2,926**		**46**		**2**		**0**	

Table 4.53 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	101	60%
1	22	13%
2	15	9%
3	11	7%
4	3	2%
5+	15	9%
	166	

Table 4.54 – Number of concerns – Security and Community Safety in the past year
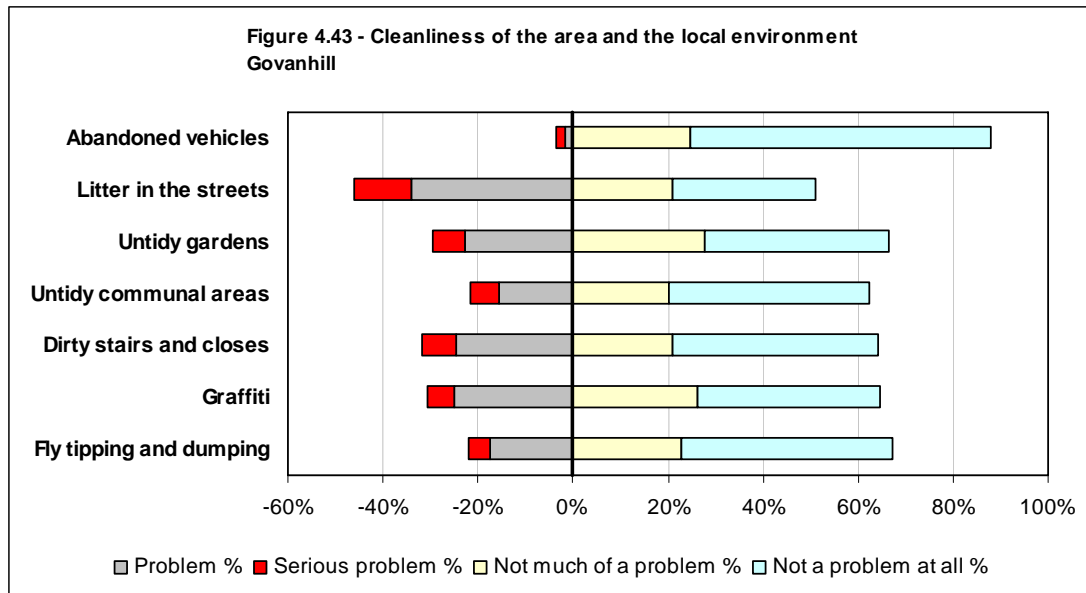
Figure 4.43 - Cleanliness of the area and the local environment Govanhill

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	3	2%	3	2%	8	5%	41	25%	106	63%	6	4%	0	0%
Litter in the streets	20	12%	57	34%	5	3%	35	21%	50	30%	0	0%	0	0%
Untidy gardens	11	7%	38	23%	6	4%	46	28%	65	39%	1	1%	0	0%
Untidy communal areas	10	6%	26	16%	7	4%	34	20%	70	42%	3	2%	17	10%
Dirty stairs and closes	12	7%	41	25%	4	2%	35	21%	72	43%	0	0%	3	2%
Graffiti	9	5%	42	25%	8	5%	44	26%	64	38%	0	0%	0	0%
Fly tipping and dumping	8	5%	29	17%	14	8%	38	23%	74	44%	4	2%	0	0%
Total	**73**		**236**		**52**		**273**		**501**		**14**		**20**	

Table 4.55 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	69	41%
1	33	20%
2	12	7%
3	10	6%
4	17	10%
5+	26	16%
	166	

Table 4.56 – Number of concerns – Cleanliness and the local environment
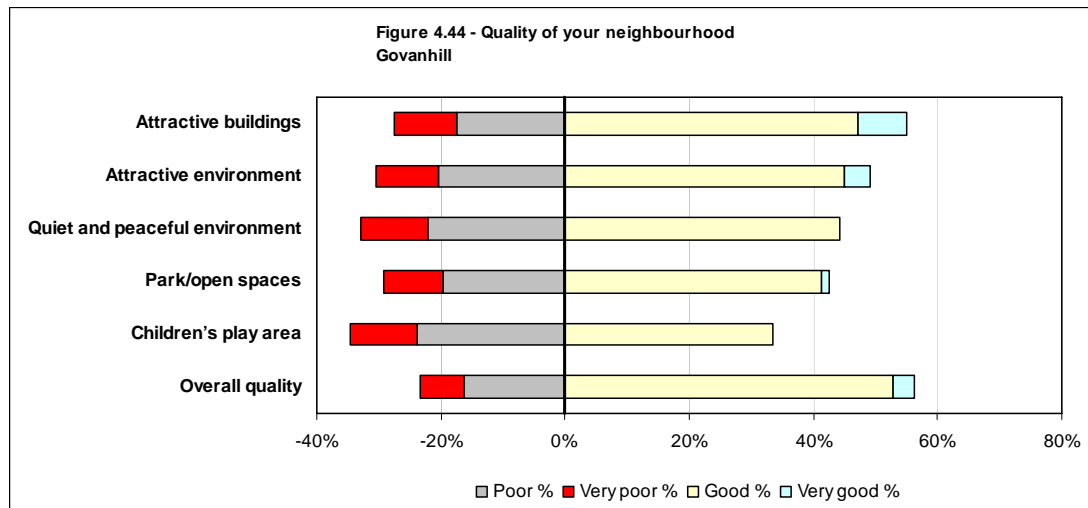
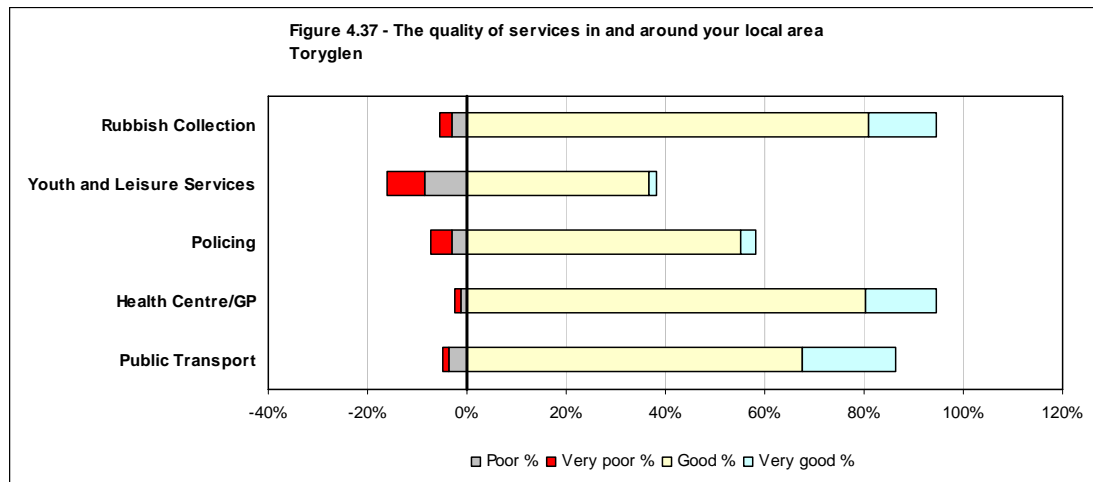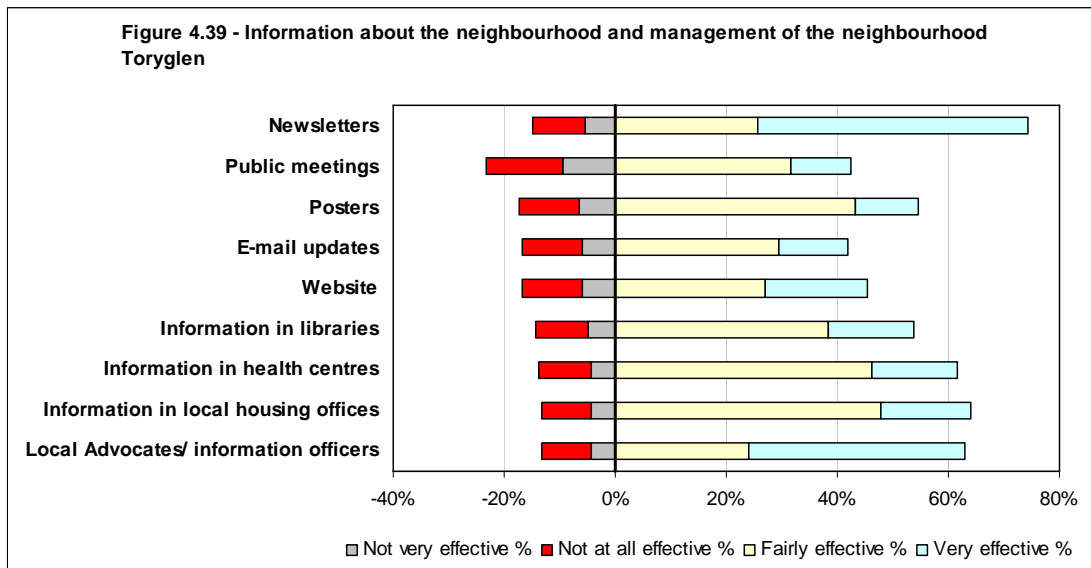Figure 4.44 - Quality of your neighbourhood
Govanhill

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	17	10%	29	17%	29	17%	79	47%	13	8%	0	0%	0	0%
Attractive environment	17	10%	34	20%	34	20%	75	45%	7	4%	0	0%	0	0%
Quiet and peaceful environment	18	11%	37	22%	38	23%	74	44%	0	0%	0	0%	0	0%
Park/open spaces	16	10%	33	20%	46	28%	69	41%	2	1%	1	1%	0	0%
Children's play area	18	11%	40	24%	31	19%	56	34%	0	0%	17	10%	5	3%
Overall quality	12	7%	27	16%	34	20%	88	53%	6	4%	0	0%	0	0%
Total	98		200		212		441		28		18		5	

Table 4.57 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	88	53%
1	20	12%
2	12	7%
3	4	2%
4	5	3%
5+	38	23%
	166	

Table 4.58 – Number of concerns – Quality of neighbourhood
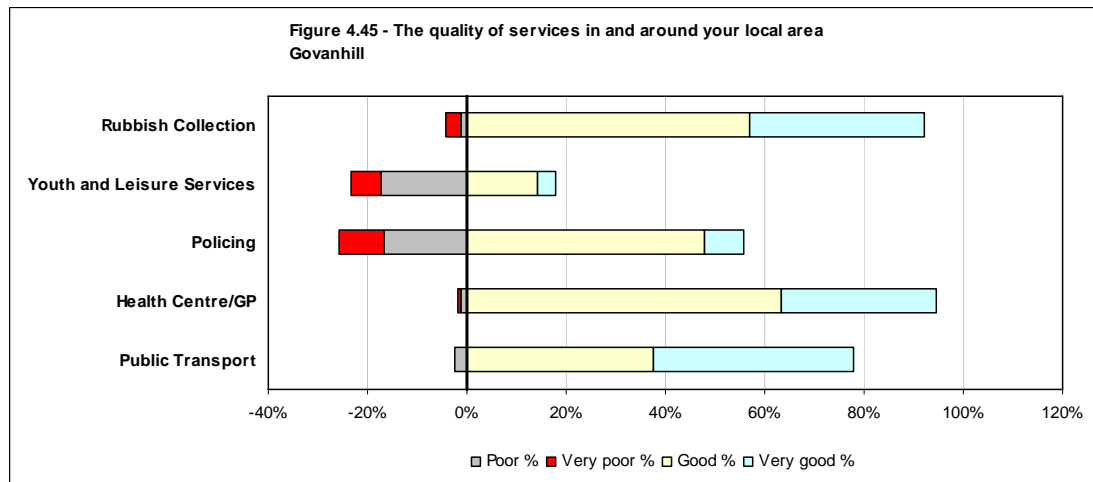
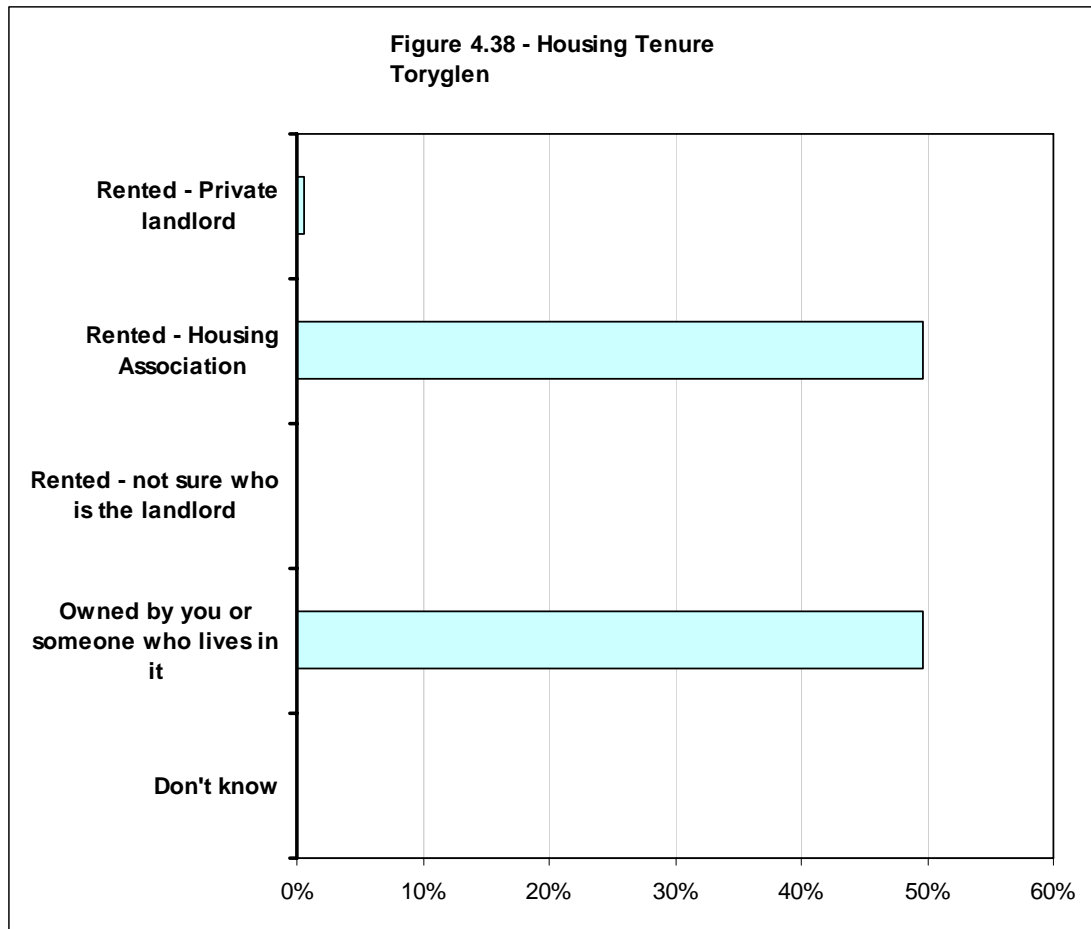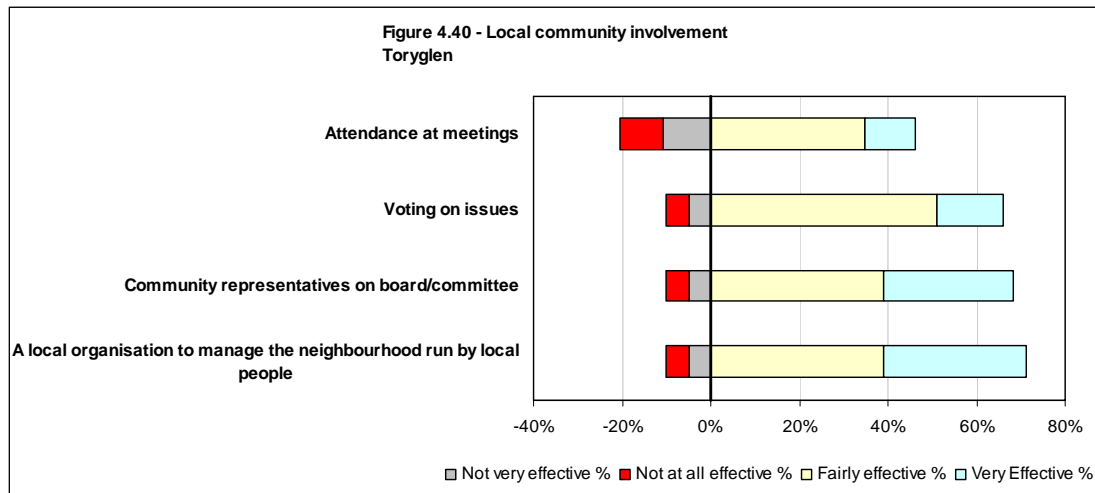Figure 4.45 - The quality of services in and around your local area
Govanhill

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	3%	2	1%	6	4%	95	57%	59	35%	0	0%	0	0%
Youth and Leisure Services	10	6%	29	17%	26	16%	24	14%	6	4%	61	37%	11	7%
Policing	15	9%	28	17%	25	15%	80	48%	13	8%	6	4%	0	0%
Health Centre/GP	1	1%	2	1%	3	2%	106	63%	52	31%	0	0%	3	2%
Public Transport	0	0%	4	2%	9	5%	63	38%	67	40%	18	11%	6	4%
Total	31		65		69		368		197		85		20	

Table 4.59 – The quality of services in and around your local area
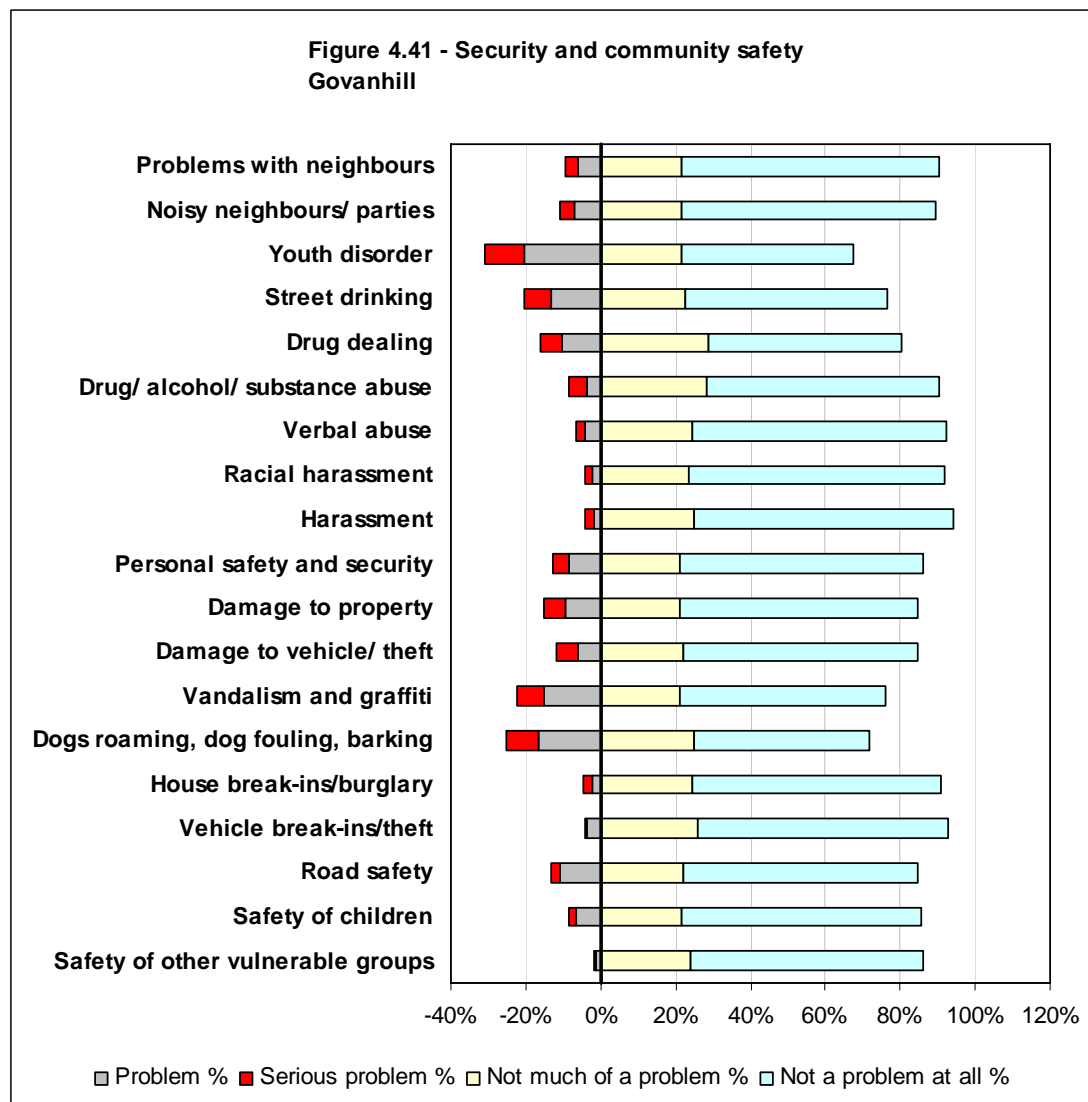
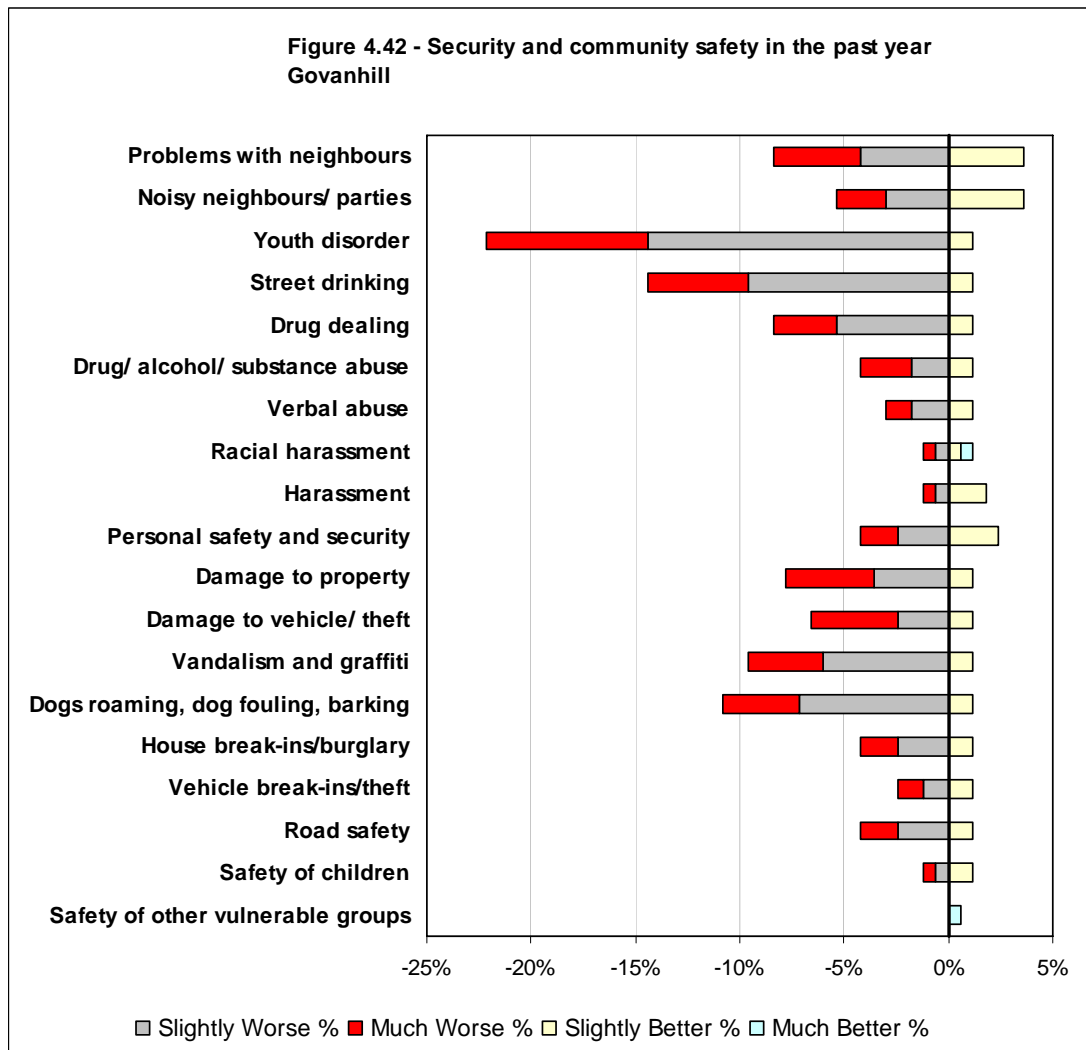| Number of concerns (Very Poor or Poor)	Respondents	%
None	101	60%
1	38	23%
2	26	16%
3	2	1%
4	0	0%
5+	0	0%
	166	

Table 4.60 – Number of concerns – Quality of services

Figure 4.46 - Housing Tenure
Govanhill

Figure 4.47 - Information about the neighbourhood and management of the neighbourhood
Govanhill

☐ Not very effective % ■ Not at all effective % ☐ Fairly effective % ☐ Very effective %

Figure 4.48 - Local community involvement
Govanhill
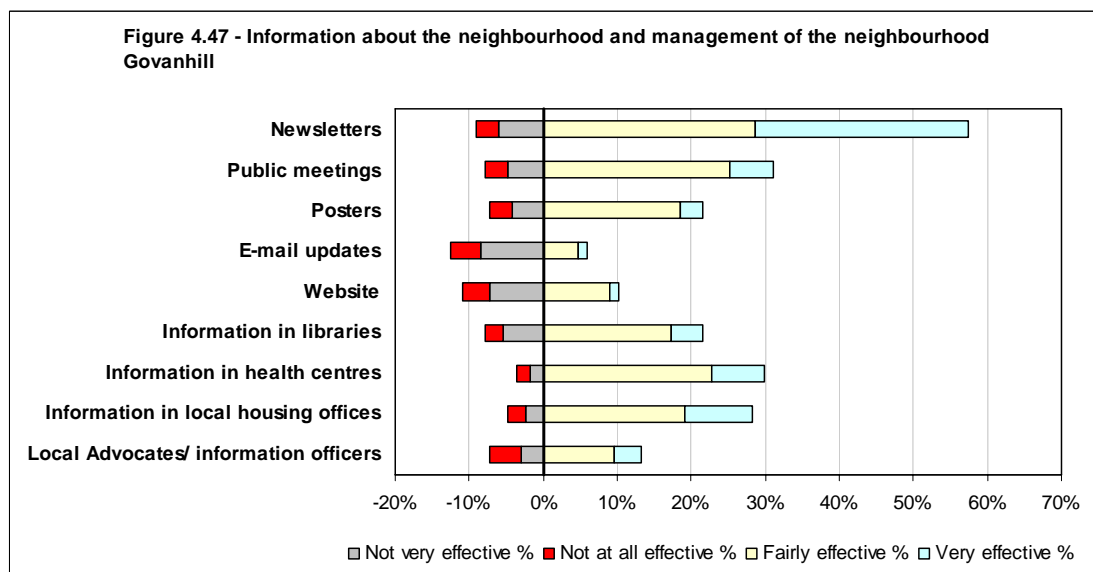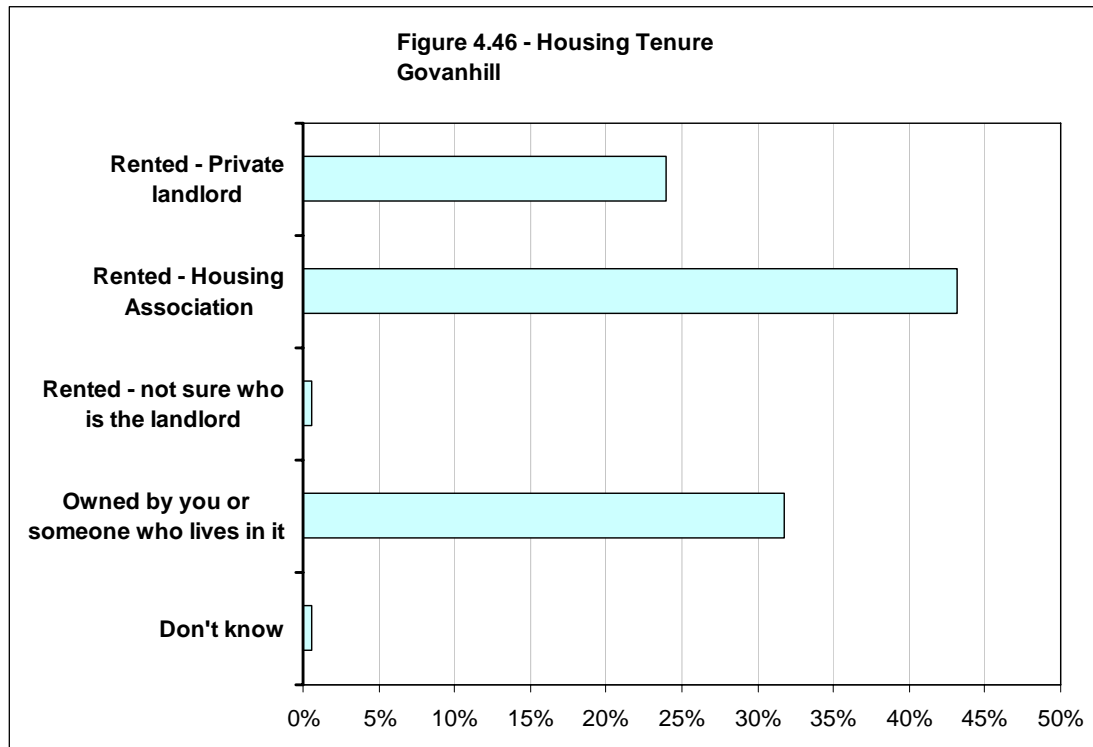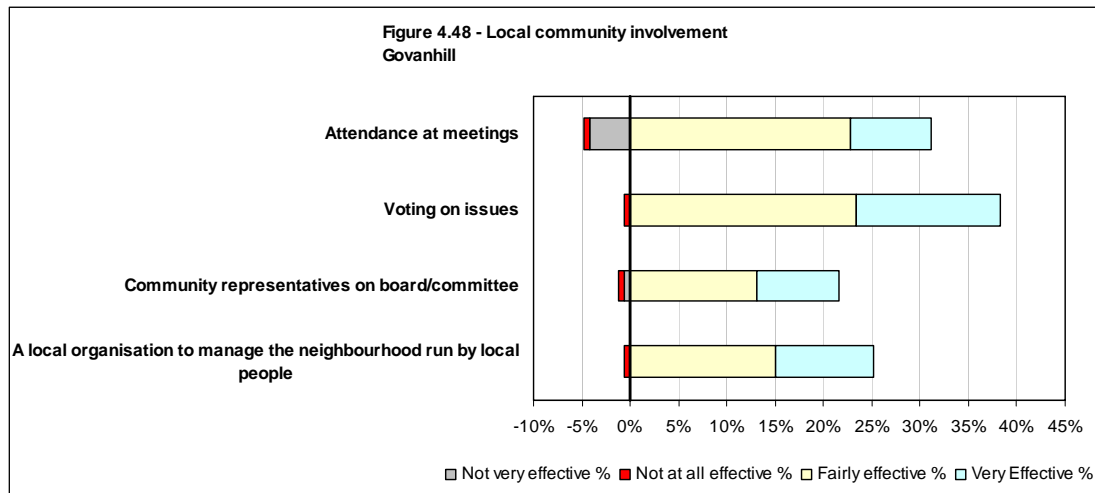
5. Study Findings – Other

5.1   This chapter of the report analyses the study findings by the key demographics of tenure and age group. It identifies which issues are of the greatest priority to residents in each of these key demographics and which are the most popular methods for involving local residents.

5.2   There are some substantial differences between demographics that therefore have a direct influence on the results for neighbourhoods and for the entire survey area.

Housing Tenure

5.3   The key issues have been broken down by tenure into residents in housing association properties, private rented and owner-occupiers. These three categories have then been compared to each other and against the entire survey.

Security and Community Safety

5.4   The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole were youth disorder, street drinking, drug dealing, drug, alcohol and substance abuse, damage to property, damage and vehicle theft, vandalism and graffiti, problems with dogs, road safety and the safety of children.

5.5   Road safety was a problem for people living in all tenures. It was the most serious problem for people living in owner-occupied accommodation and the third most serious issue for people renting from a housing association. For people renting privately road safety was the fourth most important issue in their area.

5.6   Problems with youth disorder were the main problem for people living in housing association properties and for those renting privately. The issue was also the second most serious issue for people living in owner-occupied housing.

5.7   Vandalism and problems with dogs were each considered to be a 'problem' or a 'serious problem' by a greater percentage of owner occupiers than those in private rented or housing association housing properties. Owner occupiers were also more concerned about the safety of children than those living in other tenures.

Cleansing and Environment

5.8   Across the Pollokshields / Southside Central LCPP area litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, fly tipping, untidy gardens and untidy communal areas. Residents were least concerned about abandoned vehicles.

5.9   Litter in the street was the biggest problem for people living in all tenures. However the issue was more of a concern for people living in private rented accommodation with a much higher proportion of people reporting this as a problem.

5.10   The problem of fly tipping was one of the main issues for people living in owner occupied and private rented accommodation but was less of an issue for housing association tenants. Concern about untidy communal areas was most common among housing association and private renting tenants. While owner-occupiers were more concerned about graffiti in their local area.

Tenure by neighbourhood

5.11   The highest rate of social renting was in the Greater Gorbals area where 73 per cent of survey respondents live in housing association properties. Social renting was also high in Toryglen (50%) and Govanhill (43%).

5.12   Owner-occupation was most common in Pollokshields West where 78 per cent of respondents lived in this type of accommodation. 72 per cent of respondents in Shawlands / Strathbungo live in owner-occupied housing.

5.13   Private renting was most common in Govanhill where 24 per cent of respondents live in this tenure. There was also a comparatively large private

rented sector in Shawlands / Strathbungo (19%) and Pollokshields East (15%) and Pollokshields East (13%).

Involving local people

5.14   Across all three tenures providing information in newsletters was considered the most effective way of keeping local people informed. Providing information through local health centres was most popular among those living in housing association properties and private rented properties. Residents living in owner-occupied accommodation were more likely to support the use of libraries than housing association or private renting residents.

5.15   In terms of community involvement housing association residents and owner occupiers were more sceptical than other respondents about the value of attending meetings. Respondents living in either housing association or owner-occupied accommodation were more supportive of the idea of voting on issues, while private tenants preferred a local organisation to manage the neighbourhood that was run by local people.

Age

5.16   For the purposes of comparison, residents have been divided into three groups according to age; under thirty, below retirement age (under 60 for women, under 65 for men); and retirement age. These groups have then been contrasted with regards to key issues.

Security and Community Safety

5.17   Across age groups there was no significant difference in the issues that were identified as problems in relation to security and community safety. However people of retirement age were generally less likely to say that issues were a problem than the younger age groups.

5.18   Road safety was the biggest area of concern for respondents from all age groups.

5.19   While all age groups identified youth disorder as an issue in their area, the two younger groups (and particularly under 30s) were more likely to state that street drinking, drug dealing and drug / alcohol / substance abuse were

problems. People below retirement age were also more likely to think that vandalism and graffiti were problems.

5.20   Respondents from all age groups were concerned about problems with dogs– and felt that this was the problem that had got worse in their area in the past year.

Cleansing and Environment

5.21   The different age groups had similar views on the cleanliness of their local area although those over retirement age were less likely to think that graffiti was a problem than the younger groups. 'Litter in the street' was the top issue for the under 30s.

5.22   Younger people were more likely to be concerned about 'fly tipping' and 'untidy communal areas' than people of retirement age perhaps reflecting the tendency for younger people to live in flats.

Age by neighbourhood

5.23   The neighbourhood with the largest proportion of people aged under thirty was Pollokshields East with 40 per cent of respondents in this group. There were also higher levels of people under thirty in Shawlands / Strathbungo (30%).

5.24   Toryglen had the oldest age profile with the smallest proportion of under 30s (13%) and highest proportion of people of retirement age (35%).

Involving local people

5.25   Newsletters, information in health centres and information in local libraries were the three most highly rated methods of informing local people across all three age groups. There was more support for the use of local advocates/information officers among people of retirement age than the younger groups.

5.26   The two younger age groups (and particularly the under 30s) were more positive than those of retirement age about the use of email updates and a

website to keep the community informed – reflecting higher levels of IT literacy.

5.27   Across all age groups the respondents were negative about the effectiveness of attending meetings. While people of all ages felt that 'voting on issues' was the most effective way to involve the community.

Housing Association
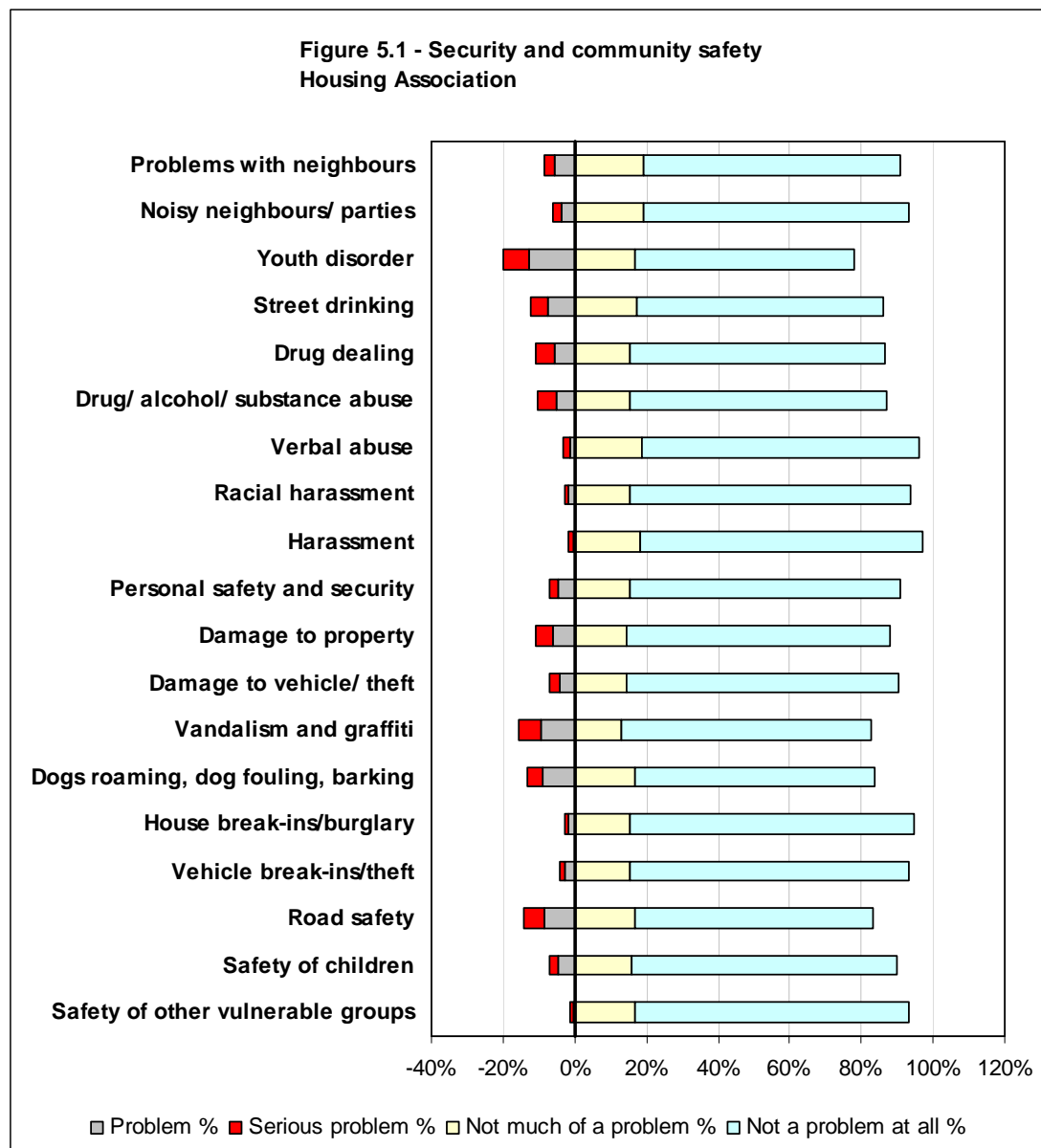
Figure 5.1 - Security and community safety
Housing Association

Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	10	3%	19	5%	1	0%	67	19%	250	72%	1	0%
Noisy neighbours / parties	8	2%	13	4%	1	0%	67	19%	258	74%	1	0%
Youth disorder	24	7%	45	13%	6	2%	58	17%	214	61%	1	0%
Street drinking	17	5%	26	7%	4	1%	60	17%	240	69%	1	0%
Drug dealing	18	5%	19	5%	4	1%	53	15%	248	71%	6	2%
Drug/ alcohol/ substance abuse	18	5%	18	5%	4	1%	54	16%	249	72%	5	1%
Verbal abuse	6	2%	5	1%	2	1%	65	19%	269	77%	1	0%
Racial harassment	4	1%	6	2%	4	1%	53	15%	274	79%	7	2%
Harassment	6	2%	1	0%	1	0%	63	18%	274	79%	3	1%
Personal safety and security	8	2%	17	5%	5	1%	54	16%	263	76%	1	0%
Damage to property	17	5%	21	6%	1	0%	51	15%	256	74%	2	1%
Damage to vehicle/ theft	9	3%	15	4%	5	1%	51	15%	263	76%	5	1%
Vandalism and graffiti	23	7%	32	9%	4	1%	45	13%	243	70%	1	0%
Dogs roaming, dog fouling, barking	15	4%	31	9%	9	3%	58	17%	234	67%	1	0%
House break-ins/burglary	2	1%	7	2%	6	2%	54	16%	276	79%	3	1%
Vehicle break-ins/theft	4	1%	10	3%	6	2%	54	16%	270	78%	4	1%
Road safety	19	5%	30	9%	8	2%	58	17%	232	67%	1	0%
Safety of children	9	3%	16	5%	8	2%	55	16%	258	74%	2	1%
Safety of other vulnerable groups	3	1%	1	0%	12	3%	59	17%	265	76%	8	2%
Total	**220**		**332**		**91**		**1,079**		**4,836**		**54**	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	187	54%
1	51	15%
2	34	10%
3	21	6%
4	14	4%
5+	41	12%
	348	

Table 5.2 – Number of concerns – Security and Community Safety – Housing Association
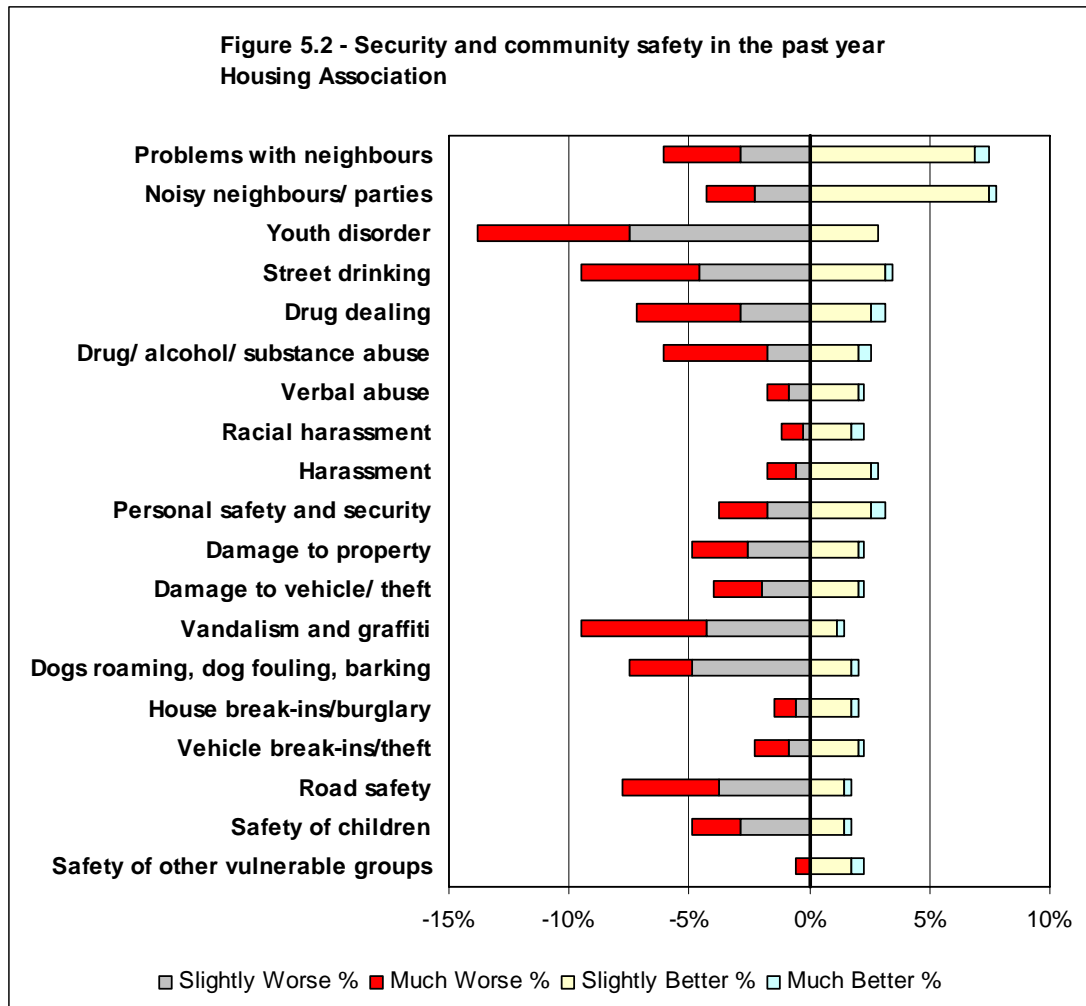
Figure 5.2 - Security and community safety in the past year
Housing Association

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	11	3%	10	3%	301	86%	24	7%	2	1%	0	0%
Noisy neighbours/ parties	7	2%	8	2%	306	88%	26	7%	1	0%	0	0%
Youth disorder	22	6%	26	7%	290	83%	10	3%	0	0%	0	0%
Street drinking	17	5%	16	5%	303	87%	11	3%	1	0%	0	0%
Drug dealing	15	4%	10	3%	312	90%	9	3%	2	1%	0	0%
Drug/ alcohol/ substance abuse	15	4%	6	2%	318	91%	7	2%	2	1%	0	0%
Verbal abuse	3	1%	3	1%	334	96%	7	2%	1	0%	0	0%
Racial harassment	3	1%	1	0%	336	97%	6	2%	2	1%	0	0%
Harassment	4	1%	2	1%	332	95%	9	3%	1	0%	0	0%
Personal safety and security	7	2%	6	2%	324	93%	9	3%	2	1%	0	0%
Damage to property	8	2%	9	3%	323	93%	7	2%	1	0%	0	0%
Damage to vehicle/ theft	7	2%	7	2%	326	94%	7	2%	1	0%	0	0%
Vandalism and graffiti	18	5%	15	4%	310	89%	4	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	9	3%	17	5%	315	91%	6	2%	1	0%	0	0%
House break-ins/burglary	3	1%	2	1%	336	97%	6	2%	1	0%	0	0%
Vehicle break-ins/theft	5	1%	3	1%	332	95%	7	2%	1	0%	0	0%
Road safety	14	4%	13	4%	315	91%	5	1%	1	0%	0	0%
Safety of children	7	2%	10	3%	325	93%	5	1%	1	0%	0	0%
Safety of other vulnerable groups	2	1%	0	0%	338	97%	6	2%	2	1%	0	0%
Total	**177**		**164**		**6,076**		**171**		**24**		**0**	

Table 5.3 – Security and Community Safety in the past year – Housing Association

Number of concerns (Slightly or much worse)	Respondents	%
None	234	67%
1	46	13%
2	22	6%
3	18	5%
4	5	1%
5+	23	7%
	348	

Table 5.4 – Number of concerns - Security and Community Safety in the past year – Housing Association
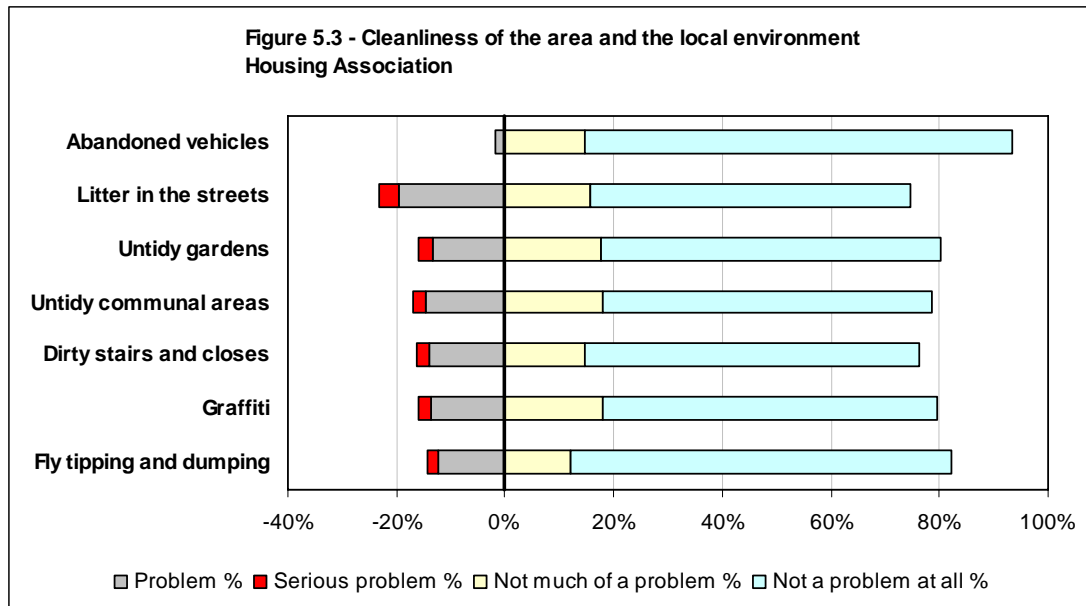
Figure 5.3 - Cleanliness of the area and the local environment Housing Association

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	6	2%	7	2%	51	15%	274	79%	10	3%	0	0%
Litter in the streets	13	4%	68	20%	7	2%	55	16%	205	59%	0	0%	0	0%
Untidy gardens	9	3%	46	13%	14	4%	61	18%	218	63%	0	0%	0	0%
Untidy communal areas	8	2%	51	15%	15	4%	62	18%	212	61%	0	0%	0	0%
Dirty stairs and closes	8	2%	49	14%	16	5%	51	15%	215	62%	3	1%	6	2%
Graffiti	7	2%	48	14%	14	4%	63	18%	214	61%	2	1%	0	0%
Fly tipping and dumping	7	2%	43	12%	8	2%	42	12%	244	70%	4	1%	0	0%
Total	**52**		**311**		**81**		**385**		**1582**		**19**		**6**	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	218	63%
1	64	18%
2	49	14%
3	13	4%
4	3	1%
5+	1	0%
	348	

Table 5.6 – Number of concerns – Cleanliness of area and local environment – Housing Association
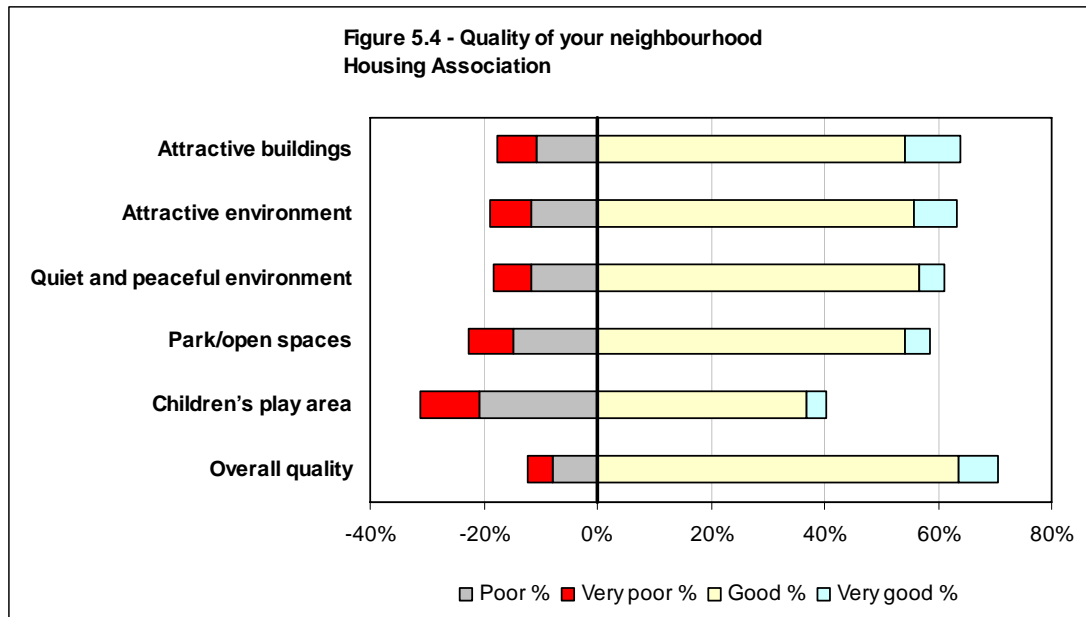
Figure 5.4 - Quality of your neighbourhood
Housing Association

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	24	7%	37	11%	65	19%	189	54%	33	9%	0	0%	0	0%
Attractive environment	25	7%	41	12%	62	18%	194	56%	26	7%	0	0%	0	0%
Quiet and peaceful environment	23	7%	41	12%	71	20%	197	57%	16	5%	0	0%	0	0%
Park/open spaces	27	8%	52	15%	63	18%	188	54%	16	5%	2	1%	0	0%
Children's play area	36	10%	72	21%	68	20%	128	37%	12	3%	26	7%	6	2%
Overall quality	16	5%	27	8%	59	17%	221	64%	24	7%	1	0%	0	0%
Total	151		270		388		1,117		127		29		6	

Table 5.7 – Quality of your neighbourhood – Housing Association

Number of concerns (Very poor or poor)	Respondents	%
None	221	64%
1	34	10%
2	27	8%
3	9	3%
4	15	4%
5+	42	12%
	348	

Table 5.8 – Number of concerns – Quality of neighbourhood – Housing Association
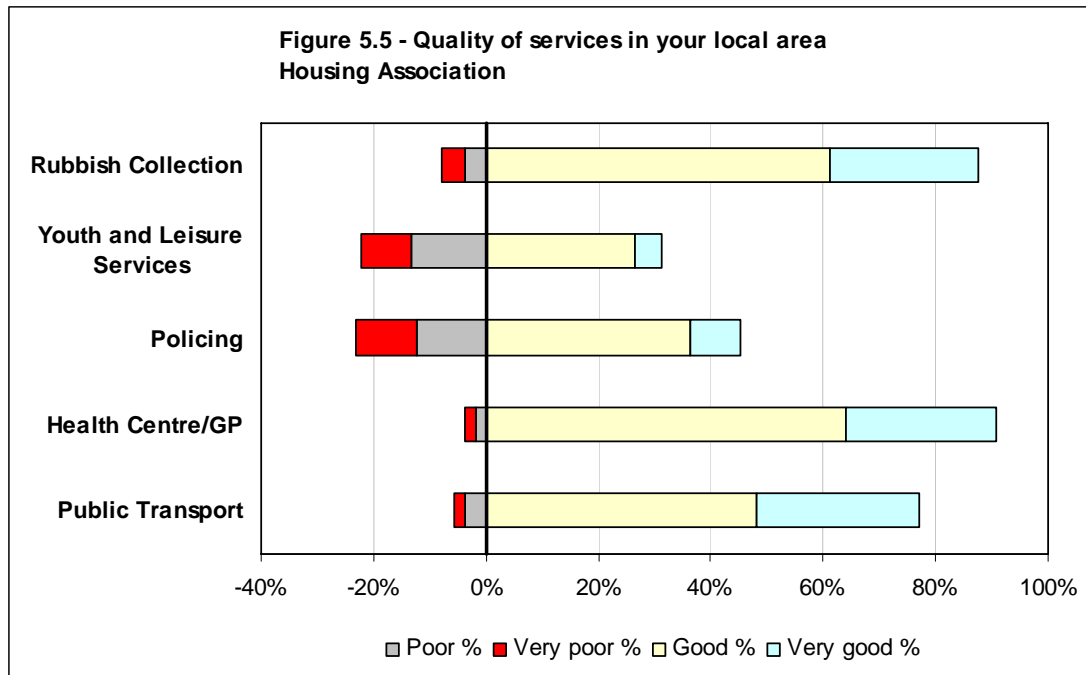
**Figure 5.5 - Quality of services in your local area
Housing Association**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	14	4%	13	4%	13	4%	213	61%	92	26%	3	1%	0	0%
Youth and Leisure Services	31	9%	46	13%	41	12%	92	26%	17	5%	106	30%	15	4%
Policing	38	11%	43	12%	59	17%	127	36%	30	9%	49	14%	2	1%
Health Centre/GP	7	2%	6	2%	12	3%	223	64%	93	27%	7	2%	0	0%
Public Transport	7	2%	13	4%	24	7%	168	48%	100	29%	25	7%	11	3%
Total	**97**		**121**		**149**		**823**		**332**		**190**		**28**	

Table 5.9 – The quality of services in and around your local area – Housing Association

Number of concerns (Very poor or poor)	Respondents	%
None	218	63%
1	64	18%
2	49	14%
3	13	4%
4	3	1%
5+	1	0%
	348	

Table 5.10 – Number of concerns – Quality of services – Housing Association

Figure 5.6 - Percentage of residents in housing association properties by neighbourhood

Neighbourhood	Percentage
Pollokshields West	~8%
Pollokshields East	~26%
Greater Gorbals	~73%
Shawlands & Strathbungo	~8%
Toryglen	~49%
Govanhill	~43%

Figure 5.7 - Information about the neighbourhood and the management of the neighbourhood
Housing Association

Legend: □ Not very effective % ■ Not at all effective % □ Fairly effective % □ Very effective %
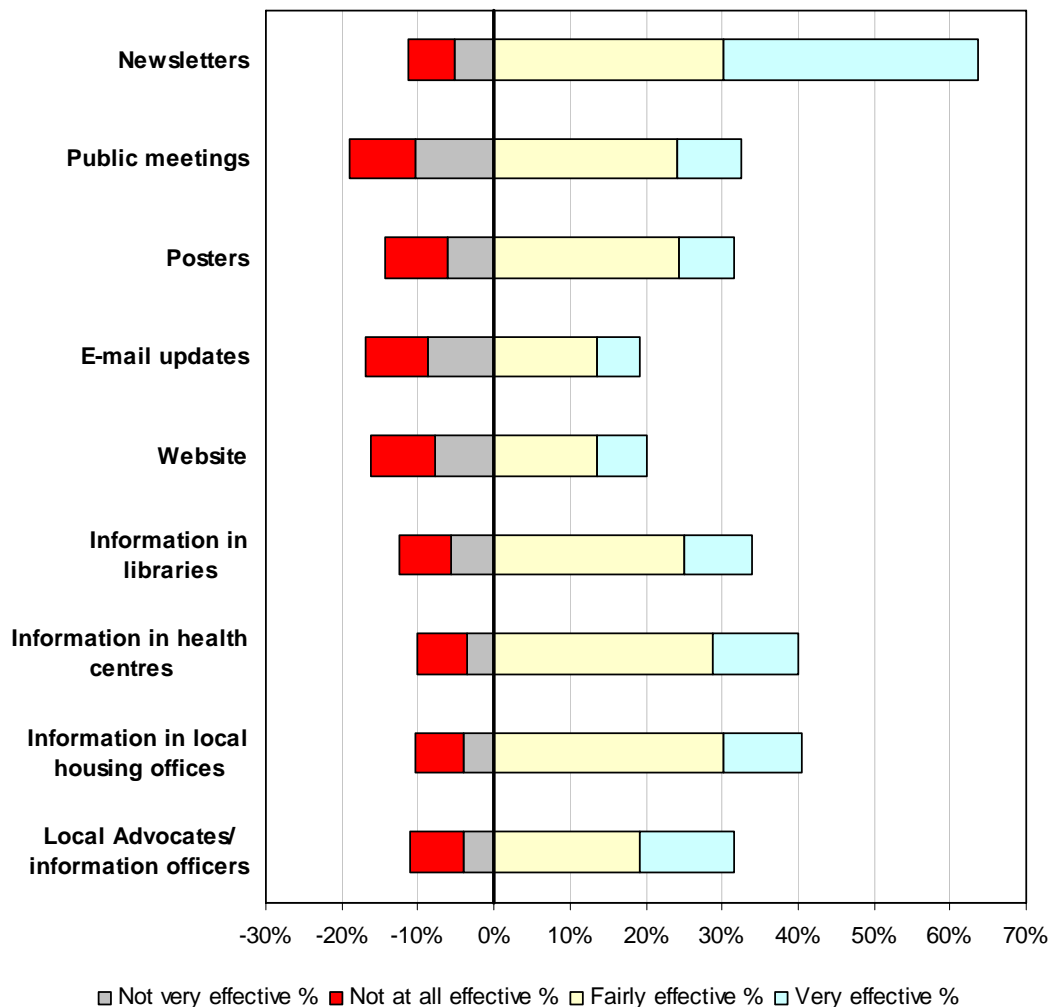
Figure 5.8 - Local community involvement
Housing Association
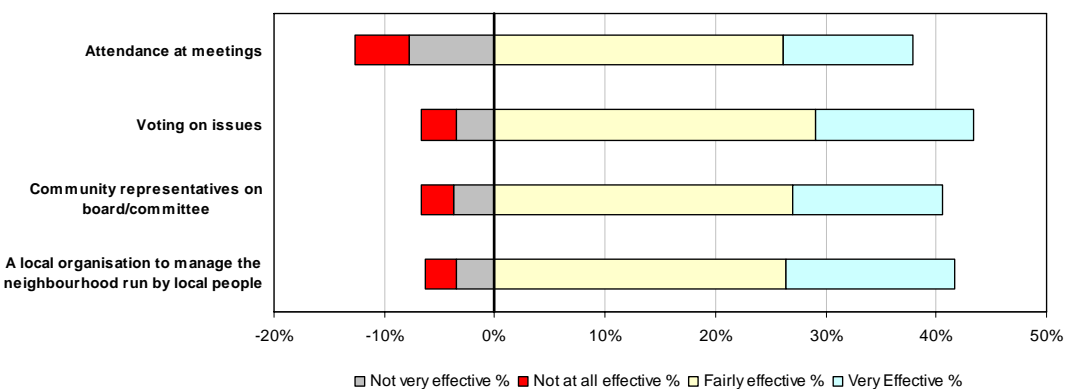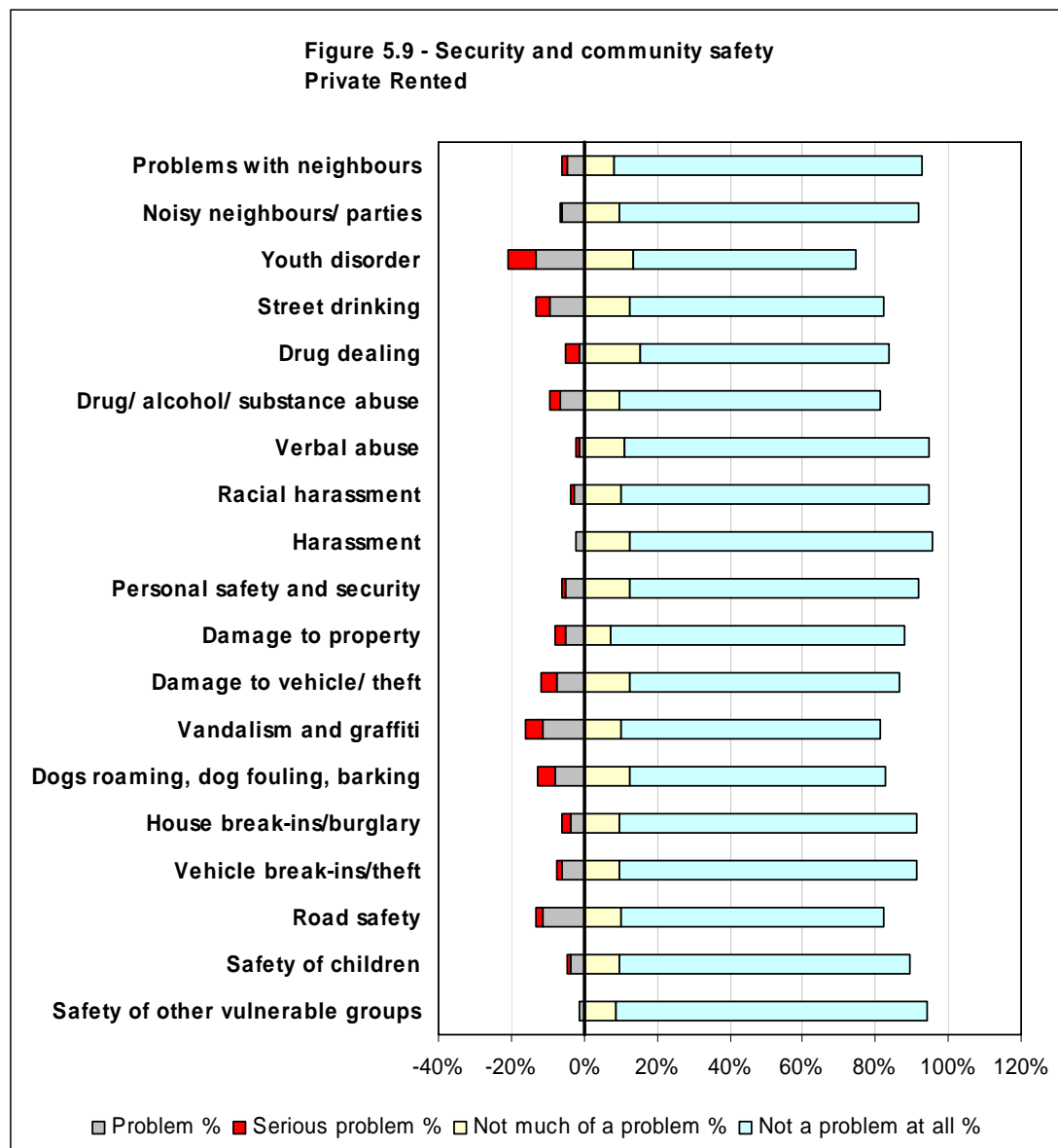
Legend: □ Not very effective % ■ Not at all effective % □ Fairly effective % □ Very Effective %

Private rented

Figure 5.9 - Security and community safety
Private Rented

Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	6	4%	2	1%	11	8%	114	84%	0	0%
Noisy neighbours/parties	1	1%	8	6%	2	1%	13	10%	111	82%	0	0%
Youth disorder	10	7%	18	13%	6	4%	18	13%	83	61%	0	0%
Street drinking	5	4%	13	10%	5	4%	17	13%	94	70%	1	1%
Drug dealing	5	4%	2	1%	8	6%	21	16%	92	68%	7	5%
Drug/ alcohol/ substance abuse	4	3%	9	7%	6	4%	13	10%	97	72%	6	4%
Verbal abuse	1	1%	2	1%	3	2%	15	11%	113	84%	1	1%
Racial harassment	1	1%	4	3%	1	1%	14	10%	114	84%	1	1%
Harassment	0	0%	3	2%	2	1%	17	13%	112	83%	1	1%
Personal safety and security	1	1%	7	5%	3	2%	17	13%	107	79%	0	0%
Damage to property	4	3%	7	5%	3	2%	10	7%	109	81%	2	1%
Damage to vehicle/theft	6	4%	10	7%	2	1%	17	13%	100	74%	0	0%
Vandalism and graffiti	7	5%	15	11%	2	1%	14	10%	96	71%	1	1%
Dogs roaming, dog fouling, barking	6	4%	11	8%	4	3%	17	13%	95	70%	2	1%
House break-ins/burglary	3	2%	5	4%	3	2%	13	10%	110	81%	1	1%
Vehicle break-ins/theft	2	1%	8	6%	1	1%	13	10%	110	81%	1	1%
Road safety	3	2%	15	11%	6	4%	14	10%	97	72%	0	0%
Safety of children	1	1%	5	4%	7	5%	13	10%	108	80%	1	1%
Safety of other vulnerable groups	0	0%	2	1%	4	3%	12	9%	115	85%	2	1%
Total	**62**		**150**		**70**		**279**		**1,977**		**27**	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	69	51%
1	16	12%
2	14	10%
3	13	10%
4	6	4%
5+	17	13%
	135	

Table 5.12 – Number of concerns – Security and Community Safety – Private Rented
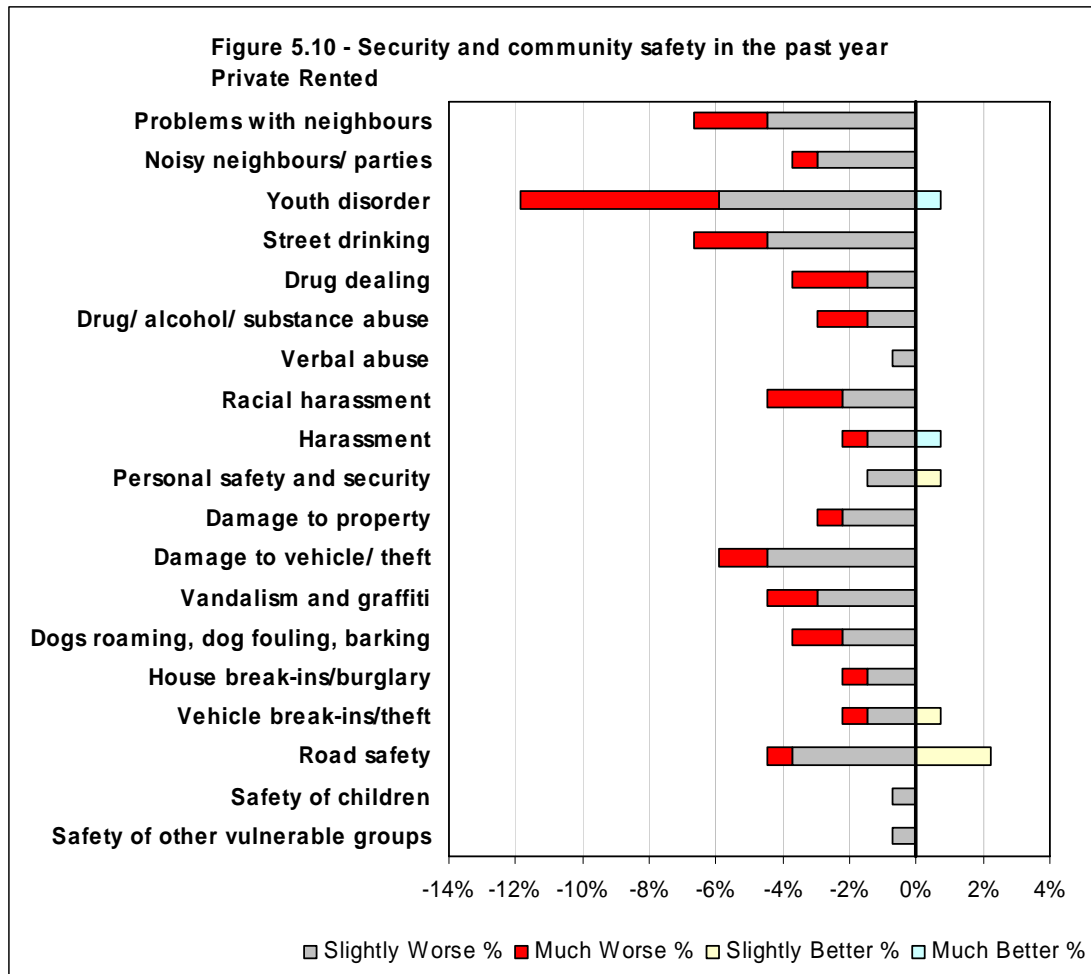
**Figure 5.10 - Security and community safety in the past year**
Private Rented

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	6	4%	126	93%	0	0%	0	0%	0	0%
Noisy neighbours / parties	1	1%	4	3%	130	96%	0	0%	0	0%	0	0%
Youth disorder	8	6%	8	6%	118	87%	0	0%	1	1%	0	0%
Street drinking	3	2%	6	4%	126	93%	0	0%	0	0%	0	0%
Drug dealing	3	2%	2	1%	130	96%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	2	1%	131	97%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	1	1%	134	99%	0	0%	0	0%	0	0%
Racial harassment	3	2%	3	2%	129	96%	0	0%	0	0%	0	0%
Harassment	1	1%	2	1%	131	97%	0	0%	1	1%	0	0%
Personal safety and security	0	0%	2	1%	132	98%	1	1%	0	0%	0	0%
Damage to property	1	1%	3	2%	131	97%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	6	4%	127	94%	0	0%	0	0%	0	0%
Vandalism and graffiti	2	1%	4	3%	129	96%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	2	1%	3	2%	130	96%	0	0%	0	0%	0	0%
House break-ins/burglary	1	1%	2	1%	132	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	2	1%	131	97%	1	1%	0	0%	0	0%
Road safety	1	1%	5	4%	126	93%	3	2%	0	0%	0	0%
Safety of children	0	0%	1	1%	134	99%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	1	1%	134	99%	0	0%	0	0%	0	0%
Total	34		63		2,461		5		2		0	

Table 5.13 – Security and Community Safety in the past year – Private Rented

Number of concerns (Slightly or much worse)	Respondents	%
None	102	76%
1	11	8%
2	9	7%
3	4	3%
4	6	4%
5+	3	2%
	135	

Table 5.14 – Number of concerns – Security and Community Safety in the past year – Private Rented
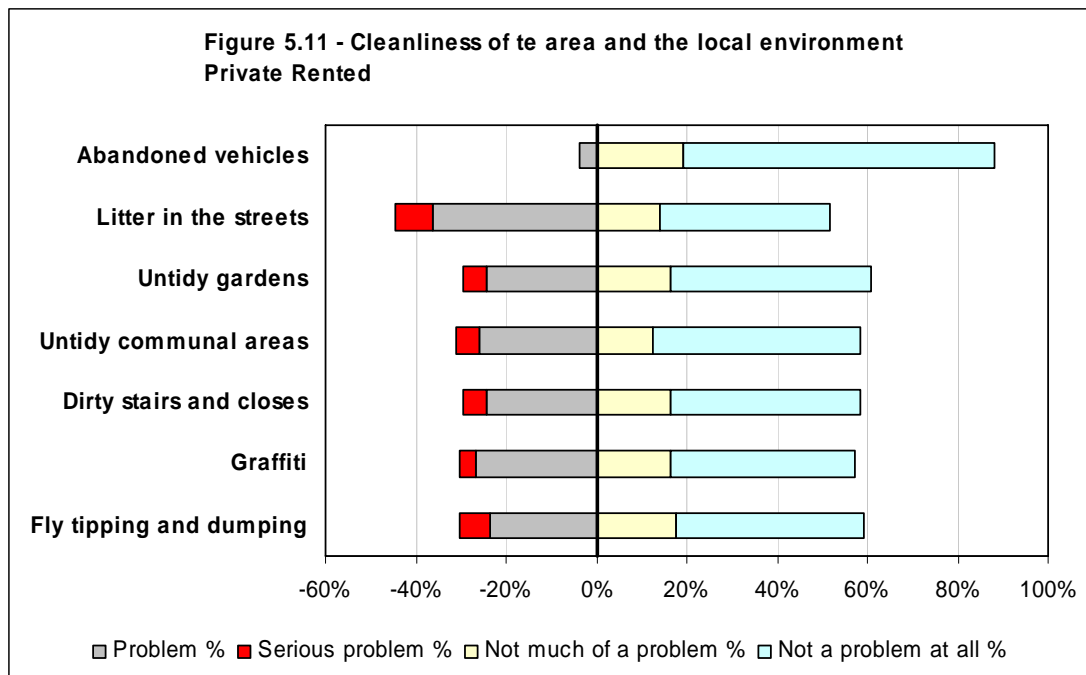
Figure 5.11 - Cleanliness of te area and the local environment
Private Rented

Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	5	4%	7	5%	26	19%	93	69%	4	3%	0	0%
Litter in the streets	11	8%	49	36%	4	3%	19	14%	51	38%	1	1%	0	0%
Untidy gardens	7	5%	33	24%	9	7%	22	16%	60	44%	2	1%	2	1%
Untidy communal areas	7	5%	35	26%	10	7%	17	13%	62	46%	4	3%	0	0%
Dirty stairs and closes	7	5%	33	24%	12	9%	22	16%	57	42%	1	1%	3	2%
Graffiti	5	4%	36	27%	15	11%	22	16%	55	41%	2	1%	0	0%
Fly tipping and dumping	9	7%	32	24%	11	8%	24	18%	56	41%	3	2%	0	0%
Total	46		223		68		152		434		17		5	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	52	39%
1	21	16%
2	12	9%
3	18	13%
4	7	5%
5+	25	19%
	135	

Table 5.16 – Number of concerns – Cleanliness of area and local environment – Private Rented

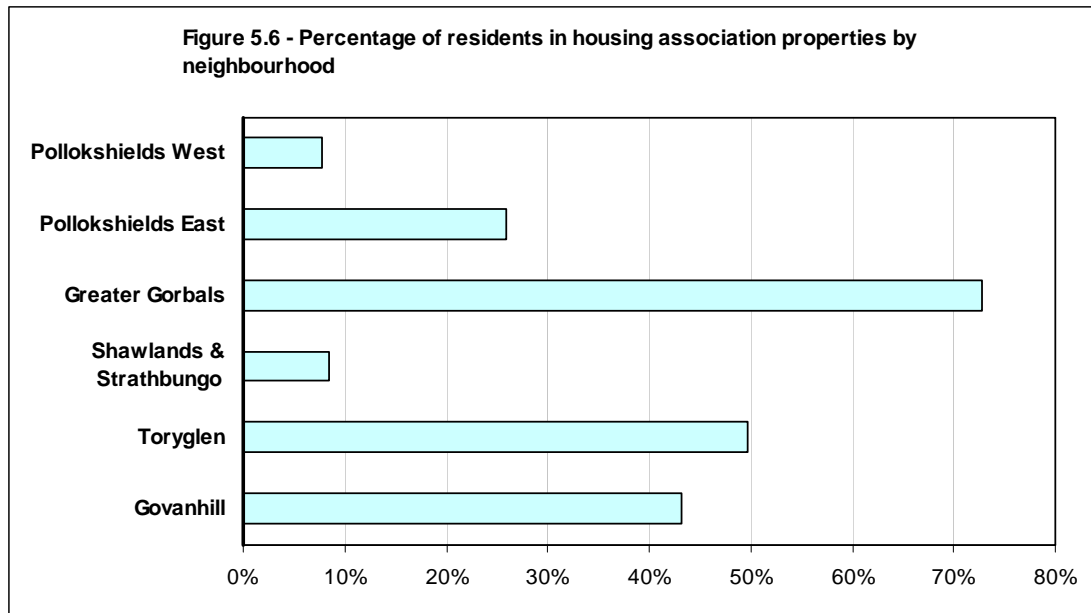Figure 5.12 - Quality of your neighbourhood
Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	11	8%	21	16%	34	25%	64	47%	5	4%	0	0%	0	0%
Attractive environment	9	7%	21	16%	41	30%	59	44%	5	4%	0	0%	0	0%
Quiet and peaceful environment	14	10%	32	24%	36	27%	47	35%	6	4%	0	0%	0	0%
Park/open spaces	10	7%	19	14%	42	31%	56	41%	6	4%	2	1%	0	0%
Children's play area	18	13%	35	26%	27	20%	42	31%	4	3%	8	6%	1	1%
Overall quality	8	6%	16	12%	44	33%	62	46%	5	4%	0	0%	0	0%
Total	**70**		**144**		**224**		**330**		**31**		**10**		**1**	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	66	49%
1	22	16%
2	11	8%
3	9	7%
4	8	6%
5+	19	14%
	135	

Table 5.18 – Number of concerns – Quality of neighbourhood – Private Rented
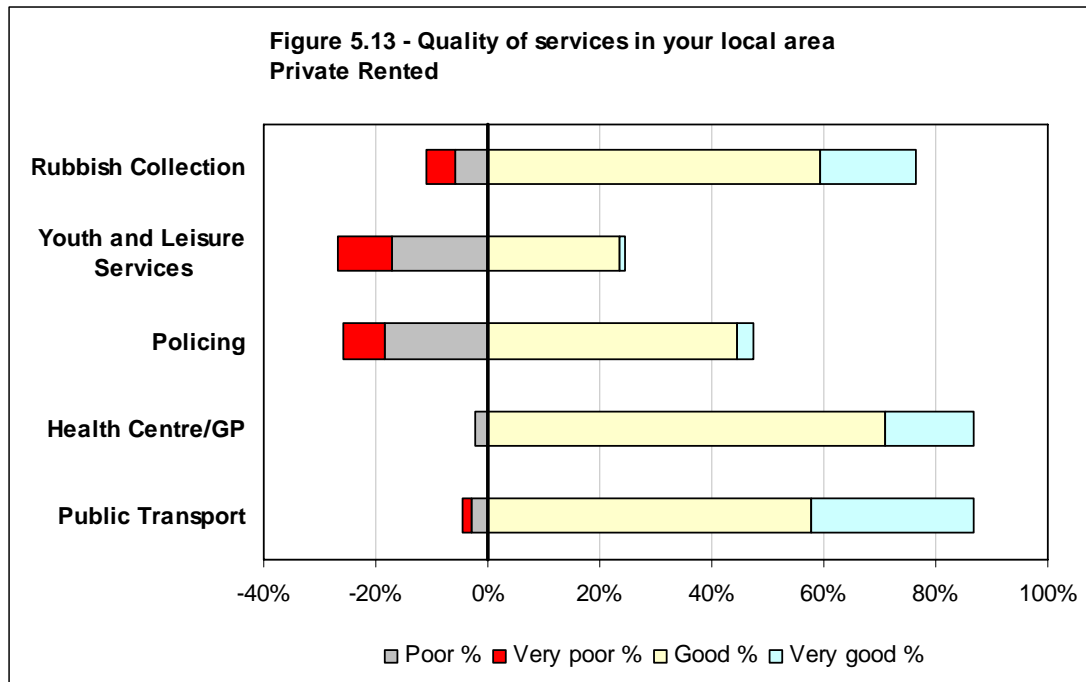
**Figure 5.13 - Quality of services in your local area
Private Rented**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	7	5%	8	6%	15	11%	80	59%	23	17%	2	1%	0	0%
Youth and Leisure Services	13	10%	23	17%	20	15%	32	24%	1	1%	41	30%	5	4%
Policing	10	7%	25	19%	25	19%	60	44%	4	3%	11	8%	0	0%
Health Centre/GP	0	0%	3	2%	7	5%	96	71%	21	16%	7	5%	1	1%
Public Transport	2	1%	4	3%	7	5%	78	58%	39	29%	3	2%	2	1%
Total	**32**		**63**		**74**		**346**		**88**		**64**		**8**	

Table 5.19 – The quality of services in and around your local area – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	75	56%
1	31	23%
2	24	18%
3	4	3%
4	1	1%
5+	0	0%
	135	

Table 5.20 – Number of concerns – Quality of services – Private Rented

Figure 5.14 - Percentage of residents in private rented housing by neighbourhood

Figure 5.15 - Information about the neighbourhood and the management of the neighbourhood
Private Rented

□ Not very effective %   ■ Not at all effective %   □ Fairly effective %   □ Very effective %

**Figure 5.16 - Local community involvement
Private Rented**

Owner occupied

**Figure 5.17 - Security and community safety
Owner Occupation**

- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

-60% -40% -20% 0% 20% 40% 60% 80% 100%

☐ Problem % ■ Serious problem % ☐ Not much of a problem % ☐ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	19	4%	8	2%	72	14%	398	78%	5	1%
Noisy neighbours/ parties	12	2%	24	5%	7	1%	65	13%	398	78%	5	1%
Youth disorder	27	5%	103	20%	19	4%	63	12%	296	58%	3	1%
Street drinking	17	3%	64	13%	21	4%	71	14%	331	65%	7	1%
Drug dealing	13	3%	47	9%	23	5%	56	11%	355	69%	17	3%
Drug/ alcohol/ substance abuse	14	3%	46	9%	22	4%	60	12%	348	68%	21	4%
Verbal abuse	12	2%	32	6%	8	2%	80	16%	374	73%	5	1%
Racial harassment	5	1%	18	4%	12	2%	73	14%	395	77%	8	2%
Harassment	8	2%	16	3%	12	2%	82	16%	387	76%	6	1%
Personal safety and security	12	2%	48	9%	18	4%	85	17%	343	67%	5	1%
Damage to property	28	5%	62	12%	8	2%	72	14%	337	66%	4	1%
Damage to vehicle/ theft	20	4%	70	14%	9	2%	80	16%	325	64%	7	1%
Vandalism and graffiti	25	5%	92	18%	19	4%	69	14%	301	59%	5	1%
Dogs roaming, dog fouling, barking	17	3%	71	14%	29	6%	81	16%	306	60%	7	1%
House break-ins/burglary	12	2%	39	8%	19	4%	90	18%	344	67%	7	1%
Vehicle break-ins/theft	11	2%	45	9%	14	3%	90	18%	346	68%	5	1%
Road safety	47	9%	139	27%	20	4%	71	14%	232	45%	2	0%
Safety of children	23	5%	82	16%	27	5%	76	15%	294	58%	9	2%
Safety of other vulnerable groups	5	1%	34	7%	37	7%	83	16%	330	65%	22	4%
Total	**317**		**1,051**		**332**		**1,419**		**6,440**		**150**	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	162	32%
1	78	15%
2	78	15%
3	65	13%
4	28	5%
5+	100	20%
	511	

Table 5.22 – Number of concerns – Security and Community Safety – Owner Occupied

Figure 5.18 - Security and community safety in the past year
Owner Occupation

Problems with neighbours	
Noisy neighbours/ parties	
Youth disorder	
Street drinking	
Drug dealing	
Drug/ alcohol/ substance abuse	
Verbal abuse	
Racial harassment	
Harassment	
Personal safety and security	
Damage to property	
Damage to vehicle/ theft	
Vandalism and graffiti	
Dogs roaming, dog fouling, barking	
House break-ins/burglary	
Vehicle break-ins/theft	
Road safety	
Safety of children	
Safety of other vulnerable groups	

-16% -14% -12% -10% -8% -6% -4% -2% 0% 2% 4%

□ Slightly Worse % ■ Much Worse % □ Slightly Better % □ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	1%	12	2%	482	94%	9	2%	2	0%	0	0%
Noisy neighbours / parties	8	2%	12	2%	478	94%	11	2%	2	0%	0	0%
Youth disorder	17	3%	45	9%	444	87%	5	1%	0	0%	0	0%
Street drinking	11	2%	30	6%	466	91%	4	1%	0	0%	0	0%
Drug dealing	8	2%	19	4%	481	94%	3	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	6	1%	13	3%	489	96%	3	1%	0	0%	0	0%
Verbal abuse	5	1%	13	3%	490	96%	3	1%	0	0%	0	0%
Racial harassment	2	0%	5	1%	501	98%	3	1%	0	0%	0	0%
Harassment	4	1%	8	2%	496	97%	3	1%	0	0%	0	0%
Personal safety and security	9	2%	19	4%	478	94%	5	1%	0	0%	0	0%
Damage to property	16	3%	28	5%	462	90%	5	1%	0	0%	0	0%
Damage to vehicle/ theft	12	2%	34	7%	458	90%	7	1%	0	0%	0	0%
Vandalism and graffiti	11	2%	37	7%	458	90%	5	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	15	3%	19	4%	473	93%	4	1%	0	0%	0	0%
House break-ins/burglary	8	2%	15	3%	484	95%	4	1%	0	0%	0	0%
Vehicle break-ins/theft	8	2%	20	4%	480	94%	3	1%	0	0%	0	0%
Road safety	24	5%	46	9%	435	85%	6	1%	0	0%	0	0%
Safety of children	8	2%	19	4%	482	94%	2	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	5	1%	504	99%	1	0%	0	0%	0	0%
Total	**179**		**399**		**9,041**		**86**		**4**		**0**	

Table 5.23 – Security and Community Safety in the past year – Owner Occupied

Number of concerns (Slightly or much worse)	Respondents	%
None	308	60%
1	75	15%
2	51	10%
3	31	6%
4	10	2%
5+	36	7%
	511	

Table 5.24 – Number of concerns - Security and Community Safety in the past year – Owner Occupied
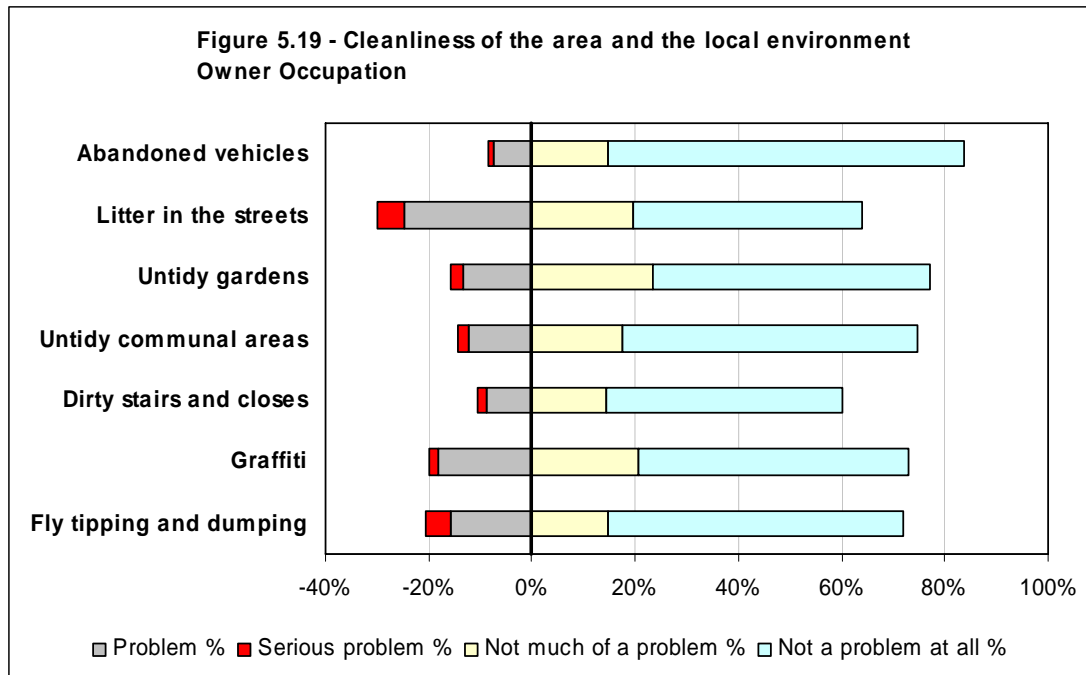
Figure 5.19 - Cleanliness of the area and the local environment Owner Occupation

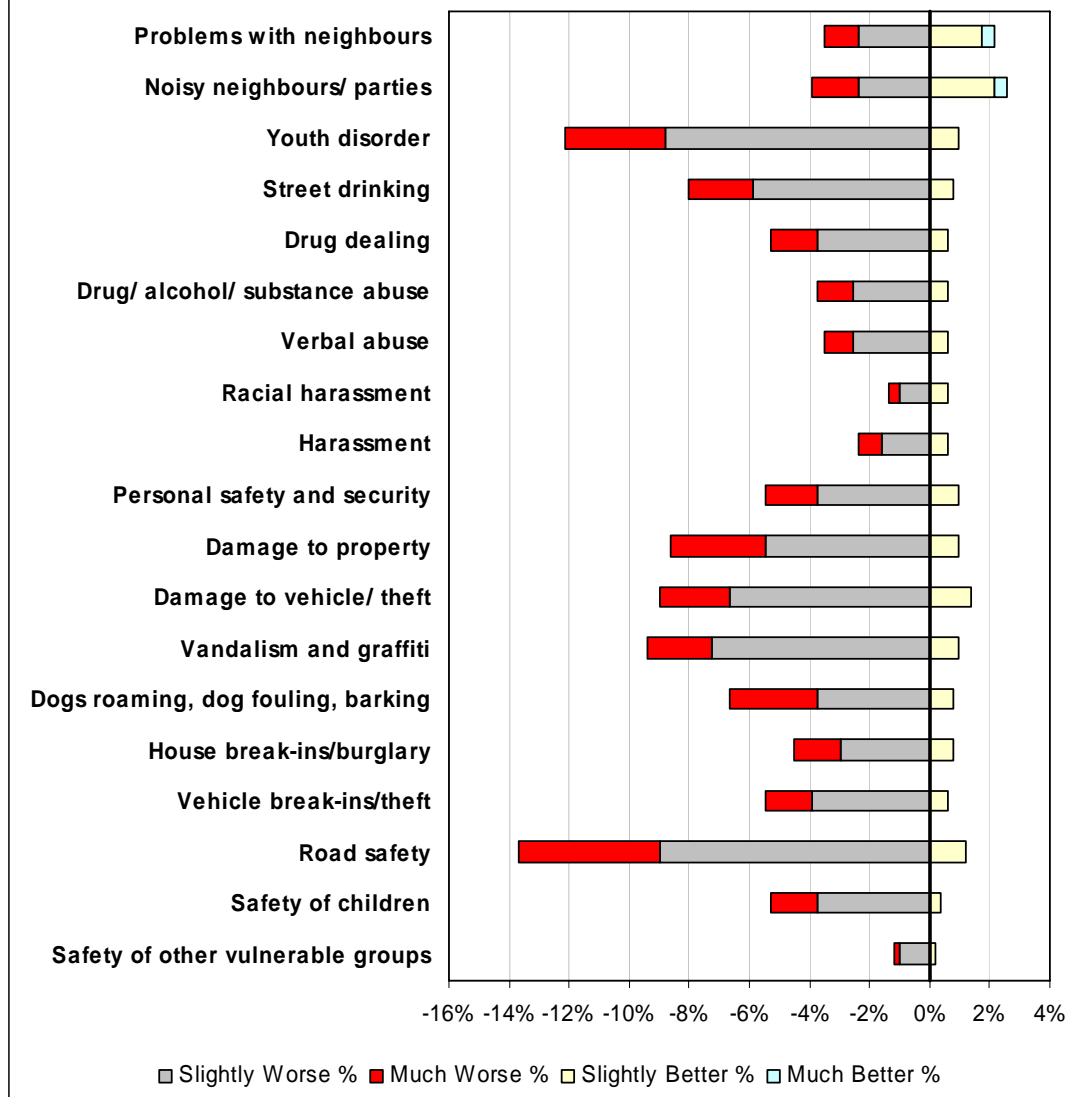|	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	6	1%	38	7%	27	5%	76	15%	352	69%	12	2%	0	0%
Litter in the streets	26	5%	127	25%	28	5%	101	20%	225	44%	4	1%	0	0%
Untidy gardens	12	2%	68	13%	33	6%	120	23%	274	54%	4	1%	0	0%
Untidy communal areas	12	2%	62	12%	33	6%	90	18%	292	57%	2	0%	20	4%
Dirty stairs and closes	9	2%	45	9%	33	6%	74	14%	234	46%	7	1%	109	21%
Graffiti	9	2%	92	18%	36	7%	106	21%	266	52%	2	0%	0	0%
Fly tipping and dumping	25	5%	81	16%	32	6%	76	15%	292	57%	4	1%	1	0%
Total	**99**		**513**		**222**		**643**		**1,935**		**35**		**130**	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	288	56%
1	81	16%
2	41	8%
3	31	6%
4	30	6%
5+	40	8%
	511	

Table 5.26 – Number of concerns – Cleanliness of area and local environment – Owner Occupied
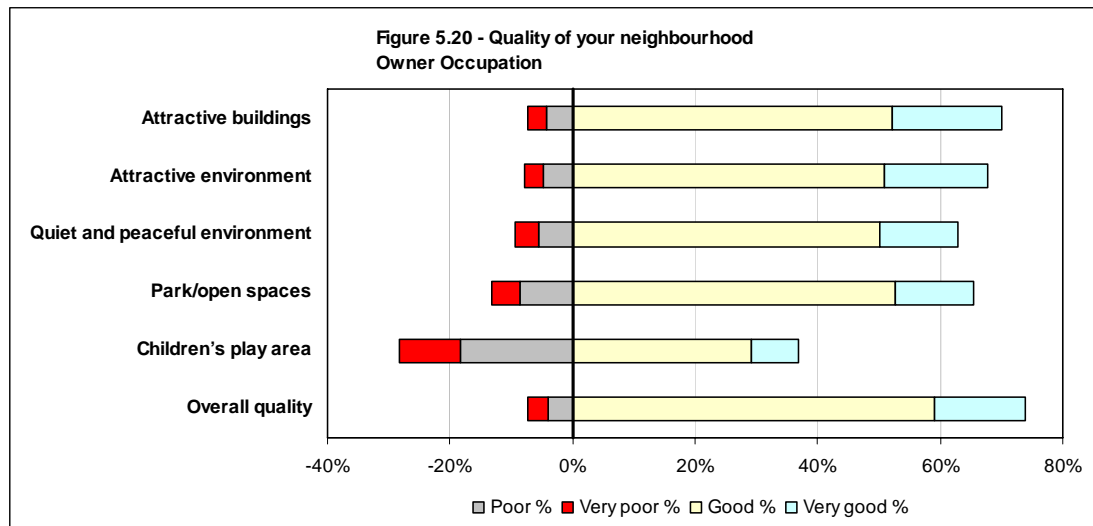
Figure 5.20 - Quality of your neighbourhood
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	15	3%	22	4%	110	22%	267	52%	91	18%	3	1%	3	1%
Attractive environment	16	3%	24	5%	123	24%	260	51%	86	17%	2	0%	0	0%
Quiet and peaceful environment	20	4%	28	5%	139	27%	256	50%	66	13%	1	0%	1	0%
Park/open spaces	23	5%	44	9%	107	21%	269	53%	65	13%	2	0%	1	0%
Children's play area	51	10%	94	18%	144	28%	149	29%	39	8%	31	6%	3	1%
Overall quality	16	3%	21	4%	94	18%	302	59%	76	15%	1	0%	1	0%
Total	141		233		717		1,503		423		40		9	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	341	67%
1	84	16%
2	40	8%
3	18	4%
4	4	1%
5+	24	5%
	511	

Table – 5.28 – Number of concerns – Quality of neighbourhood – Owner Occupied
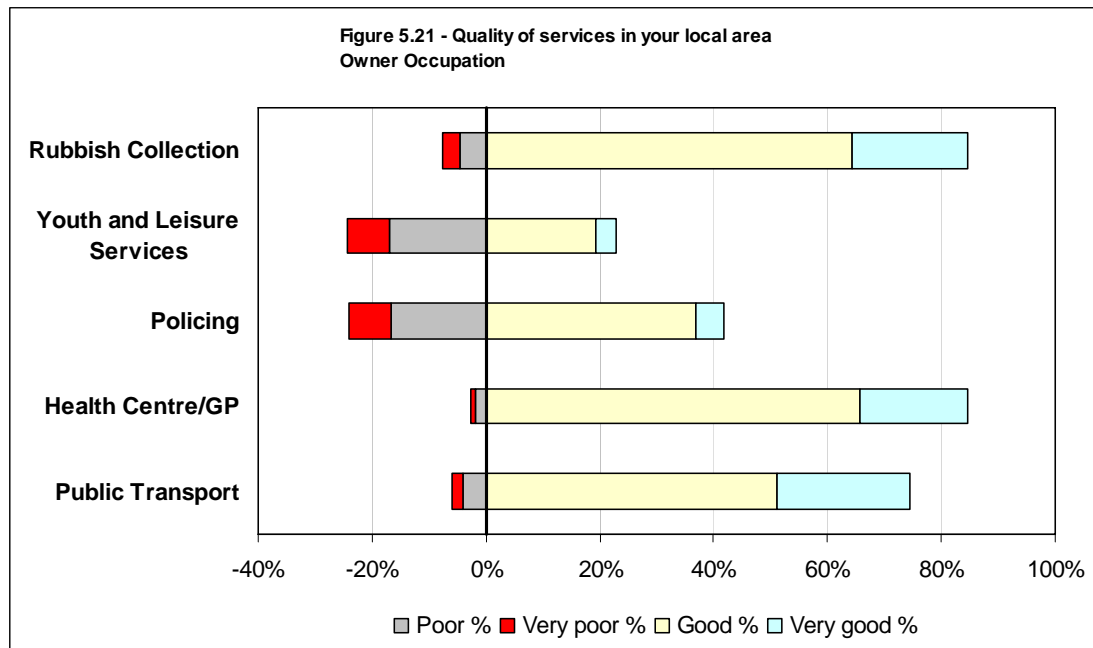
Figure 5.21 - Quality of services in your local area
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	16	3%	23	5%	39	8%	328	64%	105	21%	0	0%	0	0%
Youth and Leisure Services	39	8%	86	17%	102	20%	98	19%	19	4%	153	30%	14	3%
Policing	38	7%	85	17%	133	26%	189	37%	25	5%	37	7%	4	1%
Health Centre/GP	5	1%	9	2%	38	7%	336	66%	96	19%	13	3%	14	3%
Public Transport	9	2%	21	4%	37	7%	261	51%	119	23%	51	10%	13	3%
Total	**107**		**224**		**349**		**1,212**		**364**		**254**		**45**	

Table 5.29 – The quality of services in and around your local area – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	301	59%
1	116	23%
2	71	14%
3	20	4%
4	2	0%
5+	1	0%
	511	

Table 5.30 – Number of concerns – Quality of services – Owner Occupied

Figure 5.22 - Percentage of residents in owner occupied housing by neighbourhood

Figure 5.23 - Information about the neighbourhood and management of the neighbourhood
Owner occupation

□ Not very effective % ■ Not at all effective % □ Fairly effective % □ Very effective %

**Figure 5.24 - Local community involvement
Owner Occupation**

Age – 16 to 29 years

Figure 5.25 - Security and community safety
Ages 16 to 29

| Problems with neighbours |
| Noisy neighbours/ parties |
| Youth disorder |
| Street drinking |
| Drug dealing |
| Drug/ alcohol/ substance abuse |
| Verbal abuse |
| Racial harassment |
| Harassment |
| Personal safety and security |
| Damage to property |
| Damage to vehicle/ theft |
| Vandalism and graffiti |
| Dogs roaming, dog fouling, barking |
| House break-ins/burglary |
| Vehicle break-ins/theft |
| Road safety |
| Safety of children |
| Safety of other vulnerable groups |

□ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	4	2%	13	6%	5	2%	35	15%	175	75%	2	1%
Noisy neighbours/ parties	4	2%	15	6%	3	1%	36	15%	174	74%	2	1%
Youth disorder	14	6%	31	13%	12	5%	39	17%	136	58%	2	1%
Street drinking	10	4%	22	9%	7	3%	37	16%	155	66%	3	1%
Drug dealing	12	5%	18	8%	6	3%	26	11%	163	70%	9	4%
Drug/ alcohol/ substance abuse	11	5%	22	9%	5	2%	26	11%	161	69%	9	4%
Verbal abuse	5	2%	11	5%	2	1%	40	17%	173	74%	3	1%
Racial harassment	4	2%	10	4%	4	2%	30	13%	183	78%	3	1%
Harassment	2	1%	7	3%	5	2%	41	18%	176	75%	3	1%
Personal safety and security	3	1%	17	7%	9	4%	37	16%	166	71%	2	1%
Damage to property	12	5%	13	6%	4	2%	30	13%	172	74%	3	1%
Damage to vehicle/ theft	9	4%	22	9%	1	0%	39	17%	160	68%	3	1%
Vandalism and graffiti	16	7%	34	15%	10	4%	28	12%	143	61%	3	1%
Dogs roaming, dog fouling, barking	12	5%	22	9%	9	4%	38	16%	150	64%	3	1%
House break-ins/burglary	6	3%	4	2%	5	2%	42	18%	174	74%	3	1%
Vehicle break-ins/theft	6	3%	12	5%	2	1%	43	18%	167	71%	4	2%
Road safety	14	6%	38	16%	16	7%	38	16%	126	54%	2	1%
Safety of children	7	3%	17	7%	16	7%	34	15%	156	67%	4	2%
Safety of other vulnerable groups	1	0%	5	2%	14	6%	38	16%	170	73%	6	3%
Total	**152**		**333**		**135**		**677**		**3,080**		**69**	

Table 5.31 – Security and Community Safety – Age 16-29

Number of concerns (Serious problem or problem)	Respondents	%
None	97	41%
1	42	18%
2	32	14%
3	18	8%
4	11	5%
5+	34	15%
	234	

Table 5.32 – Number of concerns - Security and Community Safety – Age 16-29

Figure 5.26 - Security and community safety in the past year
Ages 16 to 29

	-12% -10% -8% -6% -4% -2% 0% 2% 4% 6%
Problems with neighbours	
Noisy neighbours/ parties	
Youth disorder	
Street drinking	
Drug dealing	
Drug/ alcohol/ substance abuse	
Verbal abuse	
Racial harassment	
Harassment	
Personal safety and security	
Damage to property	
Damage to vehicle/ theft	
Vandalism and graffiti	
Dogs roaming, dog fouling, barking	
House break-ins/burglary	
Vehicle break-ins/theft	
Road safety	
Safety of children	
Safety of other vulnerable groups	

□ Slightly Worse %   ■ Much Worse %   □ Slightly Better %   □ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	5	2%	218	93%	6	3%	1	0%	0	0%
Noisy neighbours/ parties	2	1%	4	2%	220	94%	7	3%	1	0%	0	0%
Youth disorder	12	5%	11	5%	207	88%	3	1%	1	0%	0	0%
Street drinking	7	3%	8	3%	216	92%	3	1%	0	0%	0	0%
Drug dealing	10	4%	3	1%	218	93%	3	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	7	3%	4	2%	222	95%	1	0%	0	0%	0	0%
Verbal abuse	2	1%	2	1%	228	97%	2	1%	0	0%	0	0%
Racial harassment	3	1%	2	1%	227	97%	2	1%	0	0%	0	0%
Harassment	1	0%	3	1%	227	97%	2	1%	1	0%	0	0%
Personal safety and security	1	0%	7	3%	222	95%	3	1%	1	0%	0	0%
Damage to property	2	1%	8	3%	222	95%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	9	4%	218	93%	5	2%	0	0%	0	0%
Vandalism and graffiti	8	3%	9	4%	215	92%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	2%	8	3%	220	94%	1	0%	0	0%	0	0%
House break-ins/burglary	2	1%	4	2%	226	97%	2	1%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	7	3%	221	94%	3	1%	0	0%	0	0%
Road safety	4	2%	17	7%	210	90%	3	1%	0	0%	0	0%
Safety of children	2	1%	5	2%	226	97%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	1	0%	231	99%	2	1%	0	0%	0	0%
Total	**77**		**117**		**4,194**		**53**		**5**		**0**	

Table 5.33 - Security and Community Safety in the past year – Age 16-29

Number of concerns (Slightly or much worse)	Respondents	%
None	161	69%
1	30	13%
2	22	9%
3	6	3%
4	3	1%
5+	12	5%
	234	

Table 5.34 – Number of concerns - Security and Community Safety in the past year – Age 16-29
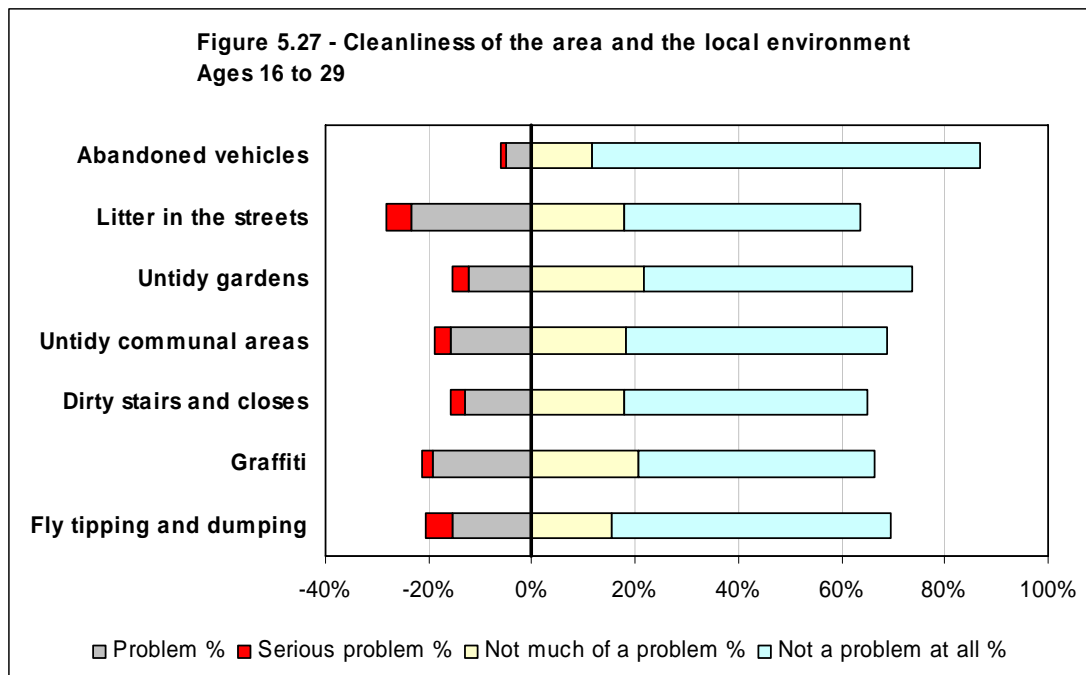
Figure 5.27 - Cleanliness of the area and the local environment
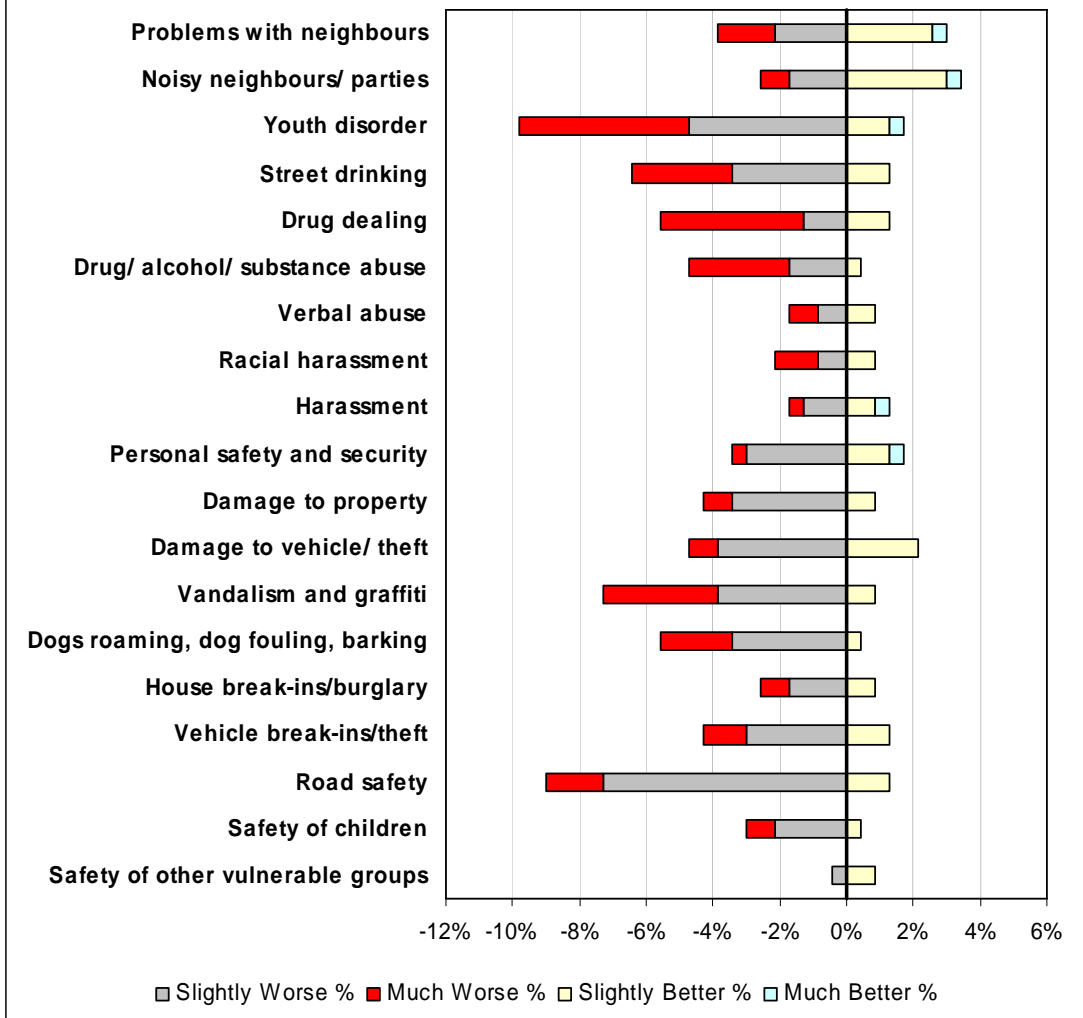Ages 16 to 29

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	1%	12	5%	12	5%	27	12%	176	75%	5	2%	0	0%
Litter in the streets	11	5%	55	24%	14	6%	42	18%	107	46%	5	2%	0	0%
Untidy gardens	7	3%	29	12%	19	8%	51	22%	121	52%	5	2%	2	1%
Untidy communal areas	7	3%	37	16%	18	8%	43	18%	118	50%	5	2%	6	3%
Dirty stairs and closes	7	3%	30	13%	26	11%	42	18%	110	47%	5	2%	14	6%
Graffiti	5	2%	45	19%	27	12%	48	21%	107	46%	2	1%	0	0%
Fly tipping and dumping	12	5%	36	15%	18	8%	36	15%	127	54%	5	2%	0	0%
Total	51		244		134		289		866		32		22	

Table 5.35 – Issues in the local area – Age 16-29

Number of concerns (Serious problem or problem)	Respondents	%
None	135	58%
1	29	12%
2	17	7%
3	16	7%
4	19	8%
5+	18	8%
	234	

Table 5.36 – Number of concerns – Cleanliness of area and local environment – Age 16-29
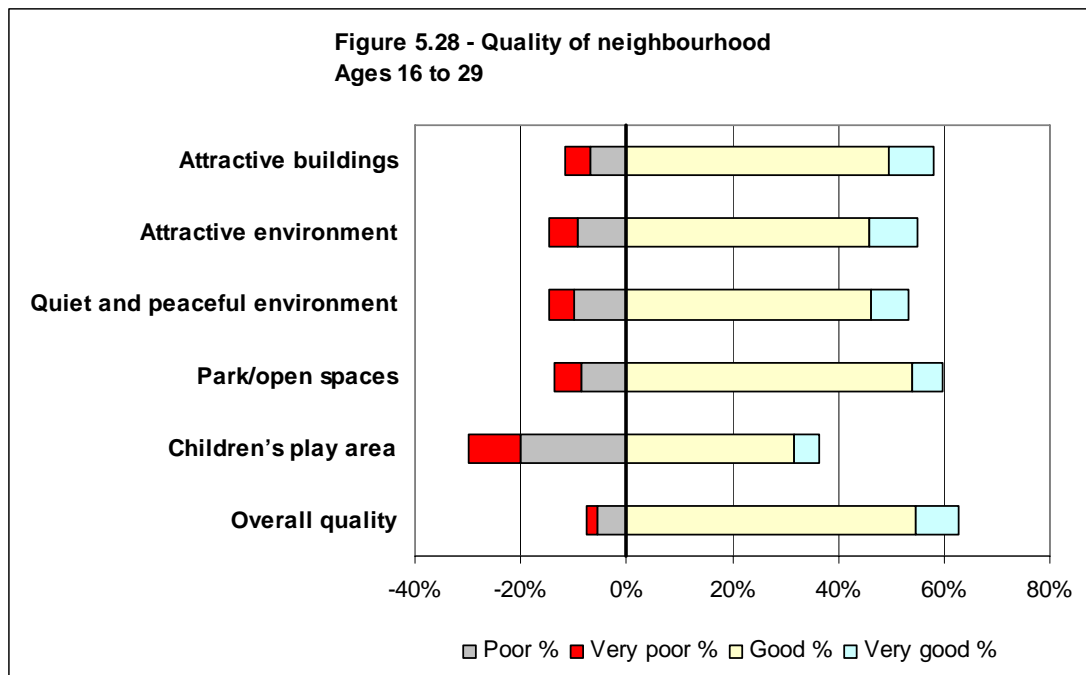
Figure 5.28 - Quality of neighbourhood
Ages 16 to 29

□ Poor % ■ Very poor % □ Good % □ Very good %

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	11	5%	16	7%	70	30%	116	50%	20	9%	0	0%	1	0%
Attractive environment	12	5%	22	9%	71	30%	107	46%	22	9%	0	0%	0	0%
Quiet and peaceful environment	11	5%	23	10%	75	32%	108	46%	17	7%	0	0%	0	0%
Park/open spaces	12	5%	20	9%	60	26%	126	54%	14	6%	2	1%	0	0%
Children's play area	23	10%	47	20%	60	26%	74	32%	11	5%	18	8%	1	0%
Overall quality	5	2%	13	6%	68	29%	128	55%	19	8%	1	0%	0	0%
Total	**74**		**141**		**404**		**659**		**103**		**21**		**2**	

Table 5.37 – Quality of your neighbourhood – Age 16-29

Number of concerns (Very poor or poor)	Respondents	%
None	149	64%
1	33	14%
2	19	8%
3	12	5%
4	8	3%
5+	13	6%
	234	

Table 5.38 – Number of concerns – Quality of neighbourhood – Age 16-29
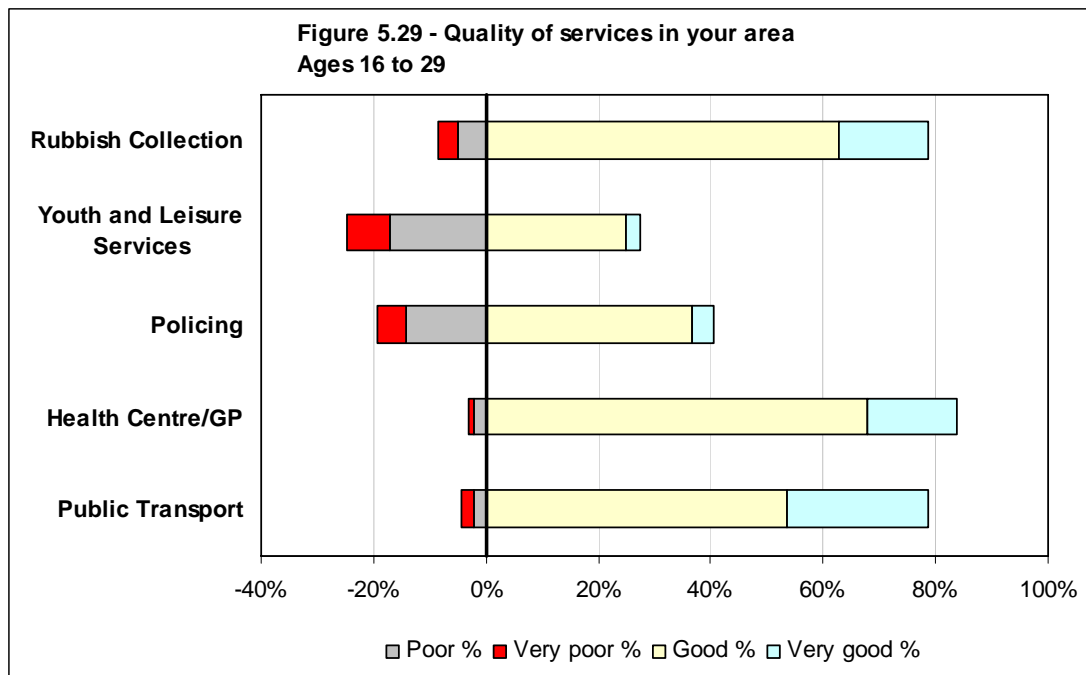
Table 5.39 – The quality of services in and around your local area – Age 16-29

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	8	3%	12	5%	27	12%	147	63%	37	16%	3	1%	0	0%
Youth and Leisure Services	18	8%	40	17%	46	20%	58	25%	6	3%	61	26%	5	2%
Policing	12	5%	33	14%	69	29%	86	37%	9	4%	25	11%	0	0%
Health Centre/GP	2	1%	5	2%	18	8%	159	68%	37	16%	12	5%	1	0%
Public Transport	5	2%	5	2%	24	10%	125	53%	59	25%	12	5%	4	2%
Total	45		95		184		575		148		113		10	

Table 5.39 – The quality of services in and around your local area – Age 16-29

Number of concerns (Very poor or poor)	Respondents	%
None	144	62%
1	49	21%
2	32	14%
3	9	4%
4	0	0%
5+	0	0%
	234	

Table 5.40 – Number of concerns – Quality of services – Age 16-29

Figure 5.30 - Residents aged 16 to 29 by neighbourhood

Figure 5.31 - Information about the neighbourhood and management of the neighbourhood
Ages 16 to 29

☐ Not very effective % ■ Not at all effective % ☐ Fairly effective % ☐ Very effective %

Figure 5.32 - Information about the neighbourhood and management of the neighbourhood
Ages 16 to 29

Age – 30 to 59/64 years

**Figure 5.33 - Security and community safety
Ages 30 to 59/64**

Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

Categories (top to bottom):
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

mruk	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	26	5%	5	1%	98	18%	408	74%	3	1%
Noisy neighbours / parties	8	1%	26	5%	5	1%	94	17%	414	75%	2	0%
Youth disorder	36	7%	107	19%	12	2%	79	14%	314	57%	1	0%
Street drinking	26	5%	70	13%	18	3%	86	16%	347	63%	2	0%
Drug dealing	20	4%	45	8%	23	4%	87	16%	364	66%	10	2%
Drug/ alcohol/ substance abuse	18	3%	46	8%	21	4%	84	15%	369	67%	11	2%
Verbal abuse	9	2%	24	4%	8	1%	100	18%	406	74%	2	0%
Racial harassment	6	1%	16	3%	10	2%	92	17%	418	76%	7	1%
Harassment	6	1%	13	2%	7	1%	106	19%	412	75%	5	1%
Personal safety and security	14	3%	45	8%	11	2%	99	18%	378	69%	2	0%
Damage to property	23	4%	62	11%	5	1%	82	15%	373	68%	4	1%
Damage to vehicle/ theft	21	4%	63	11%	11	2%	92	17%	355	65%	7	1%
Vandalism and graffiti	28	5%	82	15%	9	2%	90	16%	337	61%	3	1%
Dogs roaming, dog fouling, barking	18	3%	75	14%	22	4%	103	19%	327	60%	4	1%
House break-ins/burglary	9	2%	36	7%	18	3%	100	18%	380	69%	6	1%
Vehicle break-ins/theft	10	2%	44	8%	15	3%	96	17%	380	69%	4	1%
Road safety	41	7%	112	20%	9	2%	86	16%	300	55%	1	0%
Safety of children	20	4%	68	12%	17	3%	92	17%	348	63%	4	1%
Safety of other vulnerable groups	5	1%	24	4%	31	6%	101	18%	369	67%	19	3%
Total	327		984		257		1,767		6,999		97	

Table 5.41 – Security and Community Safety – Age 30 to 59/64

Number of concerns (Serious problem or problem)	Respondents	%
None	217	40%
1	67	12%
2	71	13%
3	64	12%
4	27	5%
5+	103	19%
	549	

Table 5.42 – Number of concerns - Security and Community Safety – Age 30 to 59/64

**Figure 5.34 - Security and community safety in the past year
Ages 30 to 59/64**
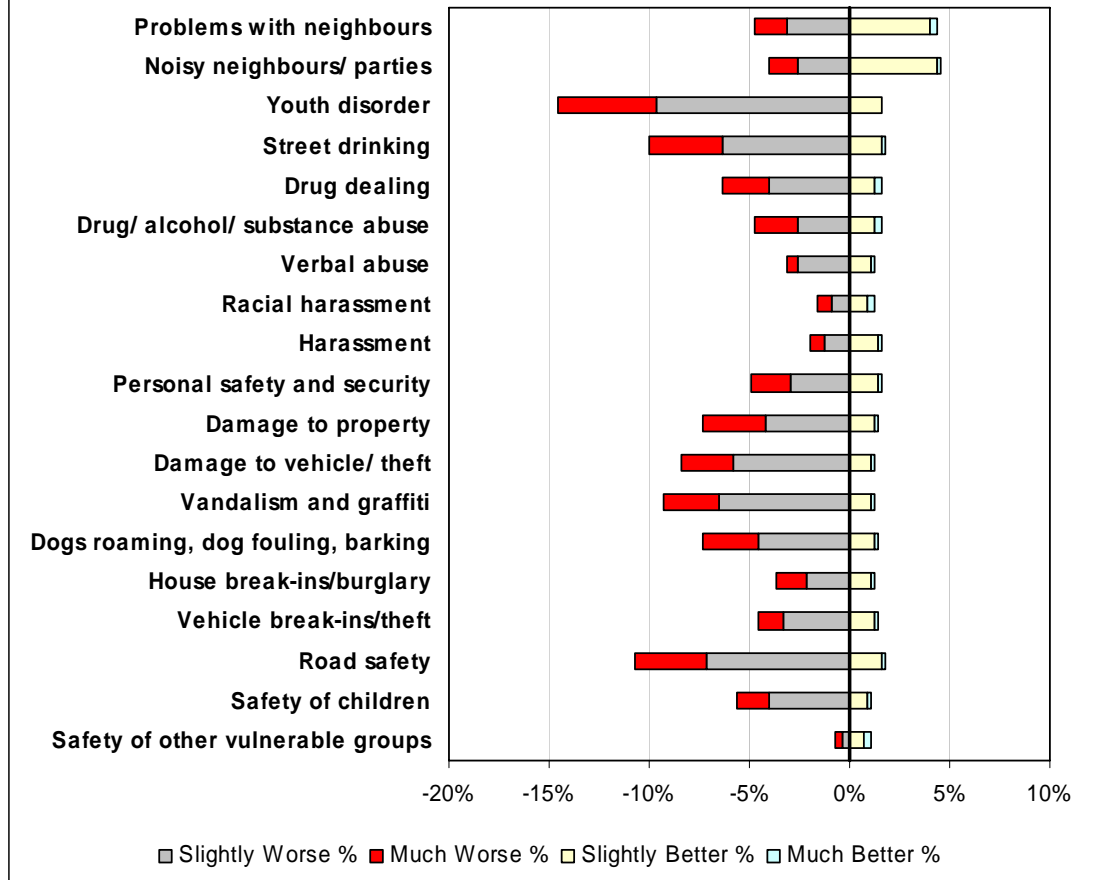
Legend: ☐ Slightly Worse % ■ Much Worse % ☐ Slightly Better % ☐ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	17	3%	499	91%	22	4%	2	0%	0	0%
Noisy neighbours / parties	8	1%	14	3%	502	91%	24	4%	1	0%	0	0%
Youth disorder	27	5%	53	10%	460	84%	9	2%	0	0%	0	0%
Street drinking	20	4%	35	6%	484	88%	9	2%	1	0%	0	0%
Drug dealing	13	2%	22	4%	505	92%	7	1%	2	0%	0	0%
Drug/ alcohol/ substance abuse	12	2%	14	3%	514	94%	7	1%	2	0%	0	0%
Verbal abuse	3	1%	14	3%	525	96%	6	1%	1	0%	0	0%
Racial harassment	4	1%	5	1%	533	97%	5	1%	2	0%	0	0%
Harassment	4	1%	7	1%	529	96%	8	1%	1	0%	0	0%
Personal safety and security	11	2%	16	3%	513	93%	8	1%	1	0%	0	0%
Damage to property	17	3%	23	4%	501	91%	7	1%	1	0%	0	0%
Damage to vehicle/ theft	14	3%	32	6%	496	90%	6	1%	1	0%	0	0%
Vandalism and graffiti	15	3%	36	7%	491	89%	6	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	15	3%	25	5%	501	91%	7	1%	1	0%	0	0%
House break-ins/burglary	8	1%	12	2%	522	95%	6	1%	1	0%	0	0%
Vehicle break-ins/theft	7	1%	18	3%	516	94%	7	1%	1	0%	0	0%
Road safety	20	4%	39	7%	480	87%	9	2%	1	0%	0	0%
Safety of children	9	2%	22	4%	512	93%	5	1%	1	0%	0	0%
Safety of other vulnerable groups	2	0%	2	0%	539	98%	4	1%	2	0%	0	0%
Total	**218**		**406**		**9,622**		**162**		**23**		**0**	

Table 5.43 - Security and Community Safety in the past year – Age 30 to 59/64

Number of concerns (Slightly or much worse)	Respondents	%
None	342	62%
1	75	14%
2	44	8%
3	35	6%
4	12	2%
5+	41	7%
	549	

Table 5.44 – Number of concerns - Security and Community Safety in the past year – Age 30 to 59/64
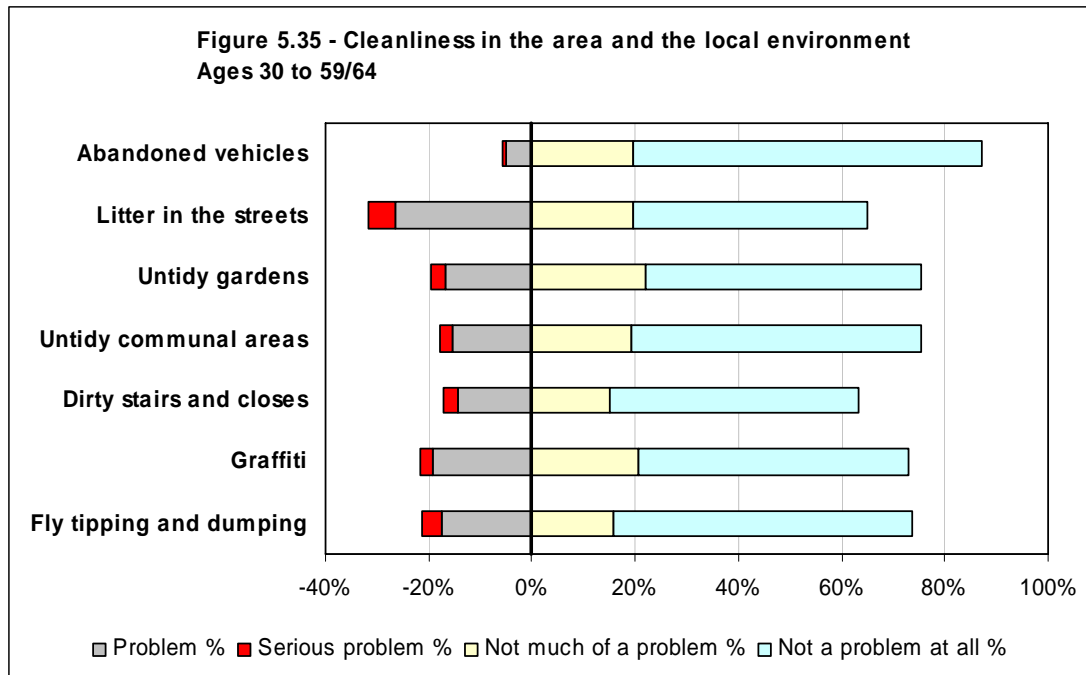
Figure 5.35 - Cleanliness in the area and the local environment
Ages 30 to 59/64

□ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	1%	28	5%	25	5%	107	19%	371	68%	14	3%	0	0%
Litter in the streets	27	5%	146	27%	19	3%	107	19%	250	46%	0	0%	0	0%
Untidy gardens	15	3%	93	17%	26	5%	120	22%	294	54%	1	0%	0	0%
Untidy communal areas	12	2%	85	15%	27	5%	106	19%	308	56%	0	0%	11	2%
Dirty stairs and closes	15	3%	79	14%	28	5%	83	15%	265	48%	4	1%	75	14%
Graffiti	13	2%	105	19%	27	5%	114	21%	287	52%	3	1%	0	0%
Fly tipping and dumping	21	4%	95	17%	24	4%	86	16%	318	58%	4	1%	1	0%
Total	**107**		**631**		**176**		**723**		**2,093**		**26**		**87**	

Table 5.45 – Issues in the local area – Age 30 to 59/64

Number of concerns (Serious problem or problem)	Respondents	%
None	293	53%
1	87	16%
2	48	9%
3	32	6%
4	30	5%
5+	59	11%
	549	

Table 5.46 – Number of concerns – Cleanliness of area and local environment – Age 30 to 59/64
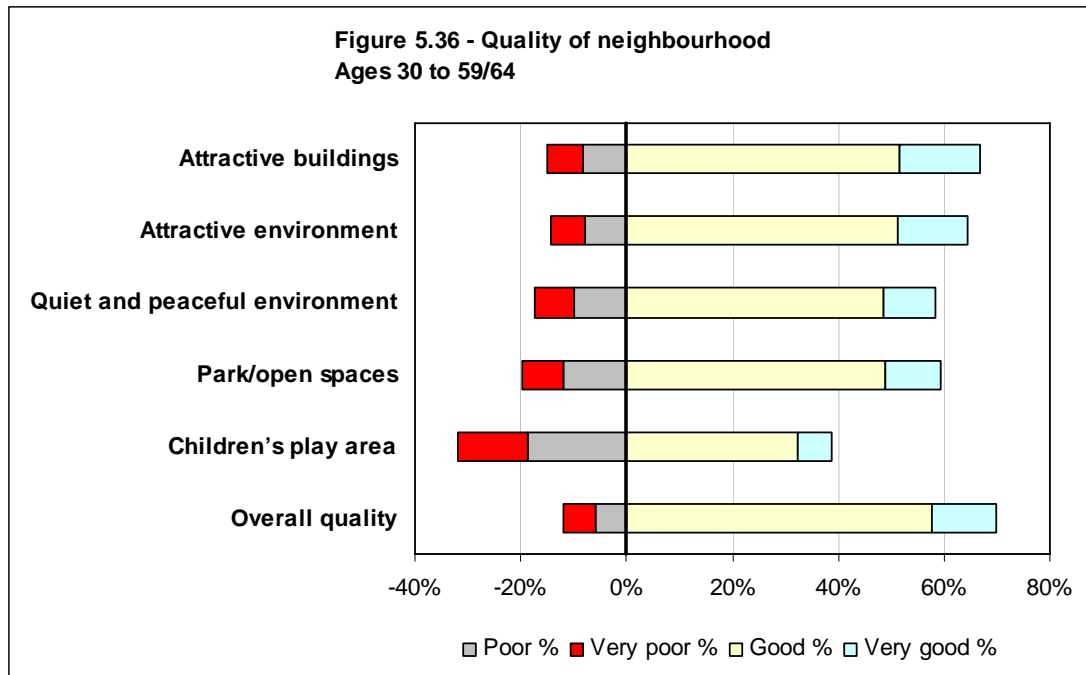
**Figure 5.36 - Quality of neighbourhood
Ages 30 to 59/64**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	36	7%	46	8%	97	18%	284	52%	83	15%	2	0%	1	0%
Attractive environment	35	6%	44	8%	115	21%	282	51%	72	13%	1	0%	0	0%
Quiet and peaceful environment	42	8%	54	10%	131	24%	266	48%	55	10%	0	0%	1	0%
Park/open spaces	43	8%	65	12%	112	20%	269	49%	57	10%	2	0%	1	0%
Children's play area	73	13%	102	19%	138	25%	177	32%	36	7%	20	4%	3	1%
Overall quality	33	6%	33	6%	98	18%	317	58%	67	12%	0	0%	1	0%
Total	**262**		**344**		**691**		**1,595**		**370**		**25**		**7**	

Table 5.47 – Quality of your neighbourhood – Age 30 to 59/64

Number of concerns (Very poor or poor)	Respondents	%
None	339	62%
1	79	14%
2	41	7%
3	18	3%
4	16	3%
5+	56	10%
	549	

Table 5.48 – Number of concerns – Quality of neighbourhood – Age 30 to 59/64
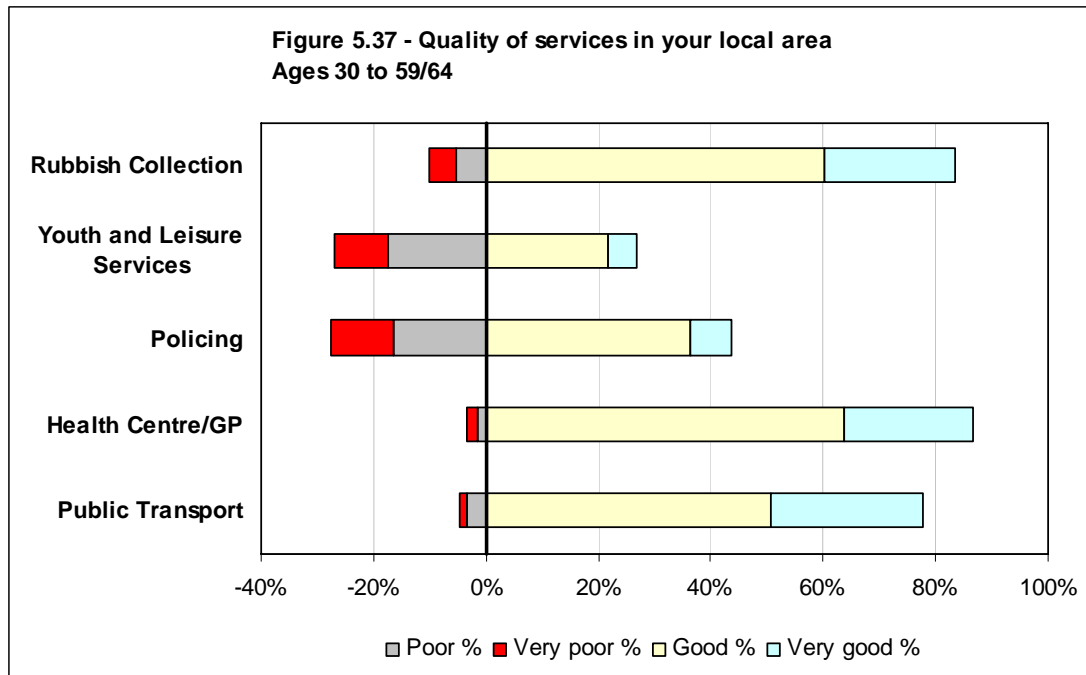
**Figure 5.37 - Quality of services in your local area
Ages 30 to 59/64**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	27	5%	29	5%	33	6%	330	60%	128	23%	2	0%	0	0%
Youth and Leisure Services	53	10%	95	17%	89	16%	119	22%	29	5%	151	28%	13	2%
Policing	62	11%	90	16%	108	20%	200	36%	40	7%	45	8%	4	1%
Health Centre/GP	10	2%	8	1%	33	6%	349	64%	127	23%	13	2%	9	2%
Public Transport	7	1%	18	3%	36	7%	279	51%	148	27%	47	9%	14	3%
Total	159		240		299		1,277		472		258		40	

Table 5.49 – The quality of services in and around your local area – Age 30 to 59/64

Number of concerns (Very poor or poor)	Respondents	%
None	308	56%
1	123	22%
2	88	16%
3	22	4%
4	6	1%
5+	2	0%
	549	

Table 5.50 – Number of concerns – Quality of services – Age 30 to 59/64

Figure 5.38 - Residents aged 30 to 59/64 by neighbourhood

Figure 5.39 - Information about the neighbourhood and management of the neighbourhood
Ages 30 to 59/64

□ Not very effective %   ■ Not at all effective %   □ Fairly effective %   □ Very effective %

**Figure 5.40 - Local community involvement
Ages 30 to 59/64**

Age – Retirement age
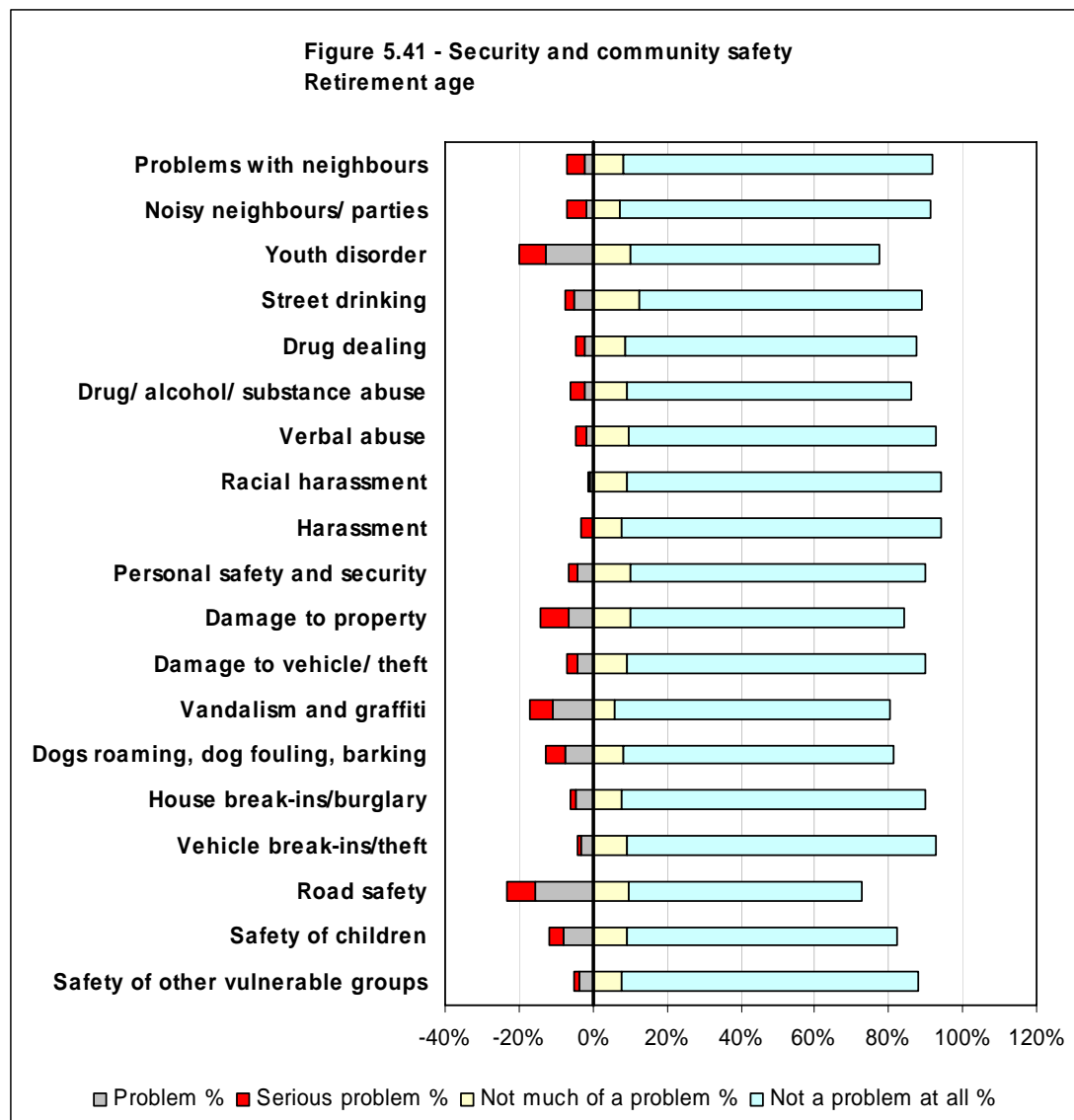
Figure 5.41 - Security and community safety
Retirement age

Legend: Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

mruk	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	10	5%	5	2%	1	0%	17	8%	178	84%	1	0%
Noisy neighbours / parties	11	5%	4	2%	1	0%	15	7%	179	84%	2	1%
Youth disorder	15	7%	27	13%	5	2%	22	10%	142	67%	1	0%
Street drinking	5	2%	11	5%	3	1%	27	13%	162	76%	4	2%
Drug dealing	5	2%	5	2%	5	2%	18	8%	168	79%	11	5%
Drug/ alcohol/ substance abuse	8	4%	5	2%	4	2%	19	9%	164	77%	12	6%
Verbal abuse	6	3%	4	2%	3	1%	21	10%	176	83%	2	1%
Racial harassment	1	0%	2	1%	3	1%	19	9%	181	85%	6	3%
Harassment	7	3%	0	0%	3	1%	16	8%	184	87%	2	1%
Personal safety and security	5	2%	9	4%	5	2%	22	10%	169	80%	2	1%
Damage to property	16	8%	14	7%	3	1%	22	10%	156	74%	1	0%
Damage to vehicle/ theft	6	3%	9	4%	4	2%	19	9%	172	81%	2	1%
Vandalism and graffiti	13	6%	23	11%	5	2%	12	6%	158	75%	1	0%
Dogs roaming, dog fouling, barking	11	5%	16	8%	10	5%	17	8%	155	73%	3	1%
House break-ins/burglary	3	1%	10	5%	6	3%	16	8%	175	83%	2	1%
Vehicle break-ins/theft	2	1%	7	3%	4	2%	19	9%	178	84%	2	1%
Road safety	16	8%	33	16%	9	4%	20	9%	134	63%	0	0%
Safety of children	8	4%	17	8%	9	4%	19	9%	155	73%	4	2%
Safety of other vulnerable groups	3	1%	8	4%	8	4%	16	8%	171	81%	6	3%
Total	**151**		**209**		**91**		**356**		**3,157**		**64**	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	104	49%
1	36	17%
2	22	10%
3	16	8%
4	10	5%
5+	24	11%
	212	

Table 5.52 – Number of concerns - Security and Community Safety – Retirement Age

Figure 5.42 - Security and community safety in the past year
Retirement age
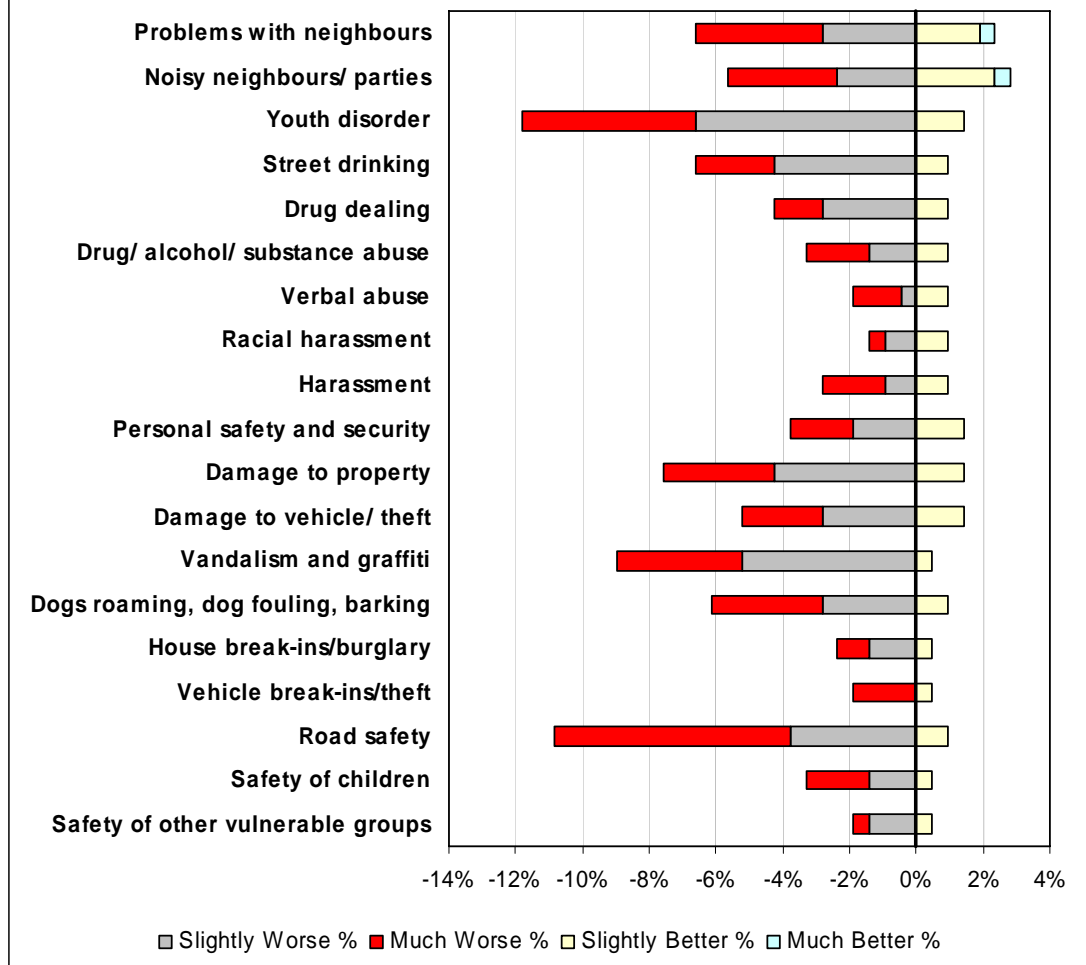
Legend: □ Slightly Worse % ■ Much Worse % □ Slightly Better % □ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	8	4%	6	3%	193	91%	4	2%	1	0%	0	0%
Noisy neighbours / parties	7	3%	5	2%	194	92%	5	2%	1	0%	0	0%
Youth disorder	11	5%	14	7%	184	87%	3	1%	0	0%	0	0%
Street drinking	5	2%	9	4%	196	92%	2	1%	0	0%	0	0%
Drug dealing	3	1%	6	3%	201	95%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	3	1%	203	96%	2	1%	0	0%	0	0%
Verbal abuse	3	1%	1	0%	206	97%	2	1%	0	0%	0	0%
Racial harassment	1	0%	2	1%	207	98%	2	1%	0	0%	0	0%
Harassment	4	2%	2	1%	204	96%	2	1%	0	0%	0	0%
Personal safety and security	4	2%	4	2%	201	95%	3	1%	0	0%	0	0%
Damage to property	7	3%	9	4%	193	91%	3	1%	0	0%	0	0%
Damage to vehicle/ theft	5	2%	6	3%	198	93%	3	1%	0	0%	0	0%
Vandalism and graffiti	8	4%	11	5%	192	91%	1	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	7	3%	6	3%	197	93%	2	1%	0	0%	0	0%
House break-ins/burglary	2	1%	3	1%	206	97%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	4	2%	0	0%	207	98%	1	0%	0	0%	0	0%
Road safety	15	7%	8	4%	187	88%	2	1%	0	0%	0	0%
Safety of children	4	2%	3	1%	204	96%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	3	1%	207	98%	1	0%	0	0%	0	0%
Total	103		101		3,780		42		2		0	

Table 5.53 - Security and Community Safety in the past year – Retirement Age

Number of concerns (Slightly or much worse)	Respondents	%
None	141	67%
1	26	12%
2	17	8%
3	12	6%
4	6	3%
5+	10	5%
	212	

Table 5.54 – Number of concerns - Security and Community Safety in the past year – Retirement Age
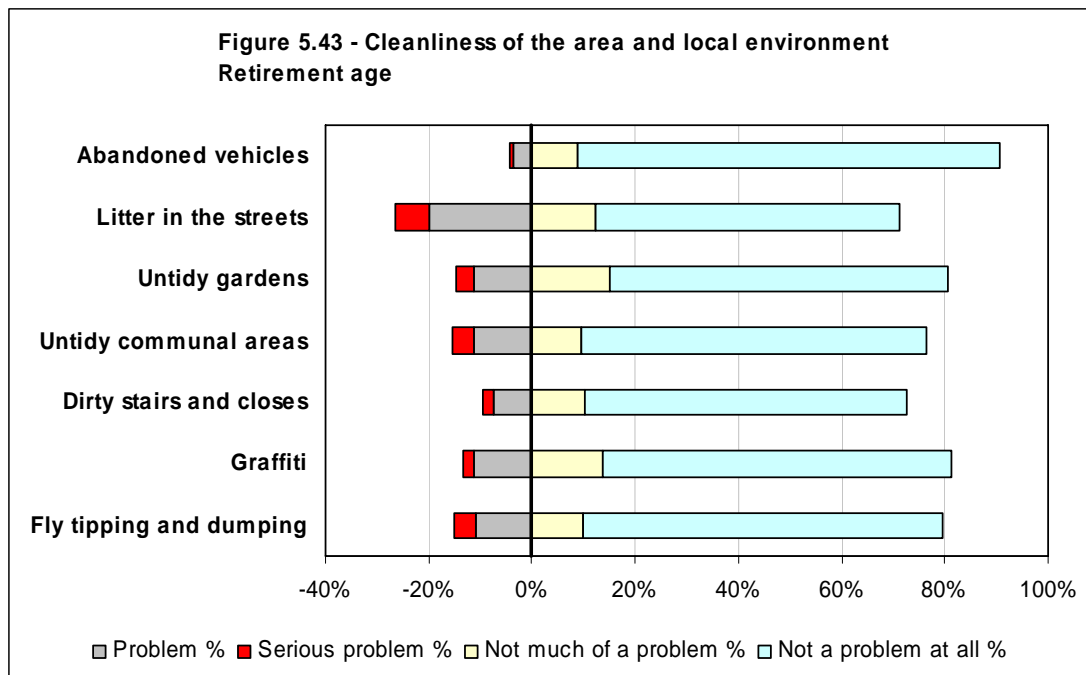
Figure 5.43 - Cleanliness of the area and local environment Retirement age

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	8	4%	4	2%	19	9%	173	82%	7	3%	0	0%
Litter in the streets	14	7%	42	20%	5	2%	26	12%	125	59%	0	0%	0	0%
Untidy gardens	7	3%	24	11%	10	5%	32	15%	139	66%	0	0%	0	0%
Untidy communal areas	9	4%	24	11%	13	6%	20	9%	142	67%	1	0%	3	1%
Dirty stairs and closes	4	2%	16	8%	7	3%	22	10%	132	62%	2	1%	29	14%
Graffiti	4	2%	24	11%	11	5%	29	14%	143	67%	1	0%	0	0%
Fly tipping and dumping	9	4%	23	11%	9	4%	21	10%	148	70%	2	1%	0	0%
Total	**48**		**161**		**59**		**169**		**1,002**		**13**		**32**	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	131	62%
1	32	15%
2	11	5%
3	13	6%
4	13	6%
5+	12	6%
	212	

Table 5.56 – Number of concerns – Cleanliness of area and local environment – Retirement Age
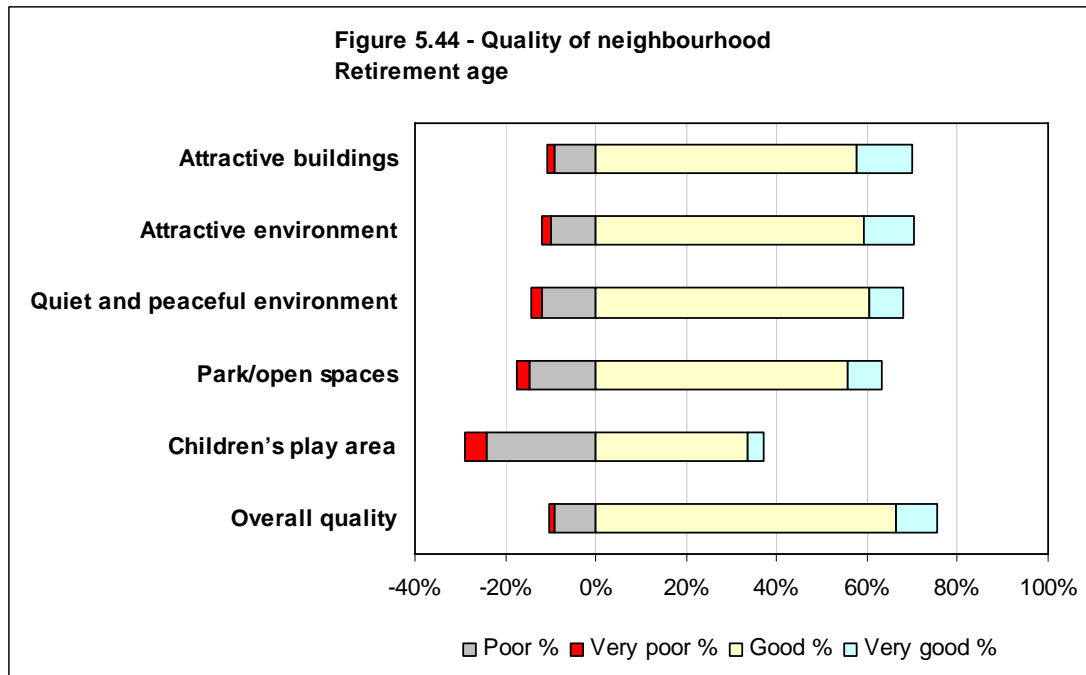
Figure 5.44 - Quality of neighbourhood
Retirement age

Table 5.57 – Quality of your neighbourhood – Retirement Age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	4	2%	19	9%	39	18%	122	58%	26	12%	1	0%	1	0%
Attractive environment	4	2%	21	10%	37	17%	126	59%	23	11%	1	0%	0	0%
Quiet and peaceful environment	5	2%	25	12%	37	17%	128	60%	16	8%	1	0%	0	0%
Park/open spaces	6	3%	31	15%	39	18%	118	56%	16	8%	2	1%	0	0%
Children's play area	10	5%	51	24%	39	18%	71	33%	8	4%	27	13%	6	3%
Overall quality	3	1%	19	9%	29	14%	141	67%	19	9%	1	0%	0	0%
Total	**32**		**166**		**220**		**706**		**108**		**33**		**7**	

Number of concerns (Very poor or poor)	Respondents	%
None	141	67%
1	26	12%
2	18	8%
3	6	3%
4	3	1%
5+	18	8%
	212	

Table 5.58 – Number of concerns – Quality of neighbourhood – Retirement Age
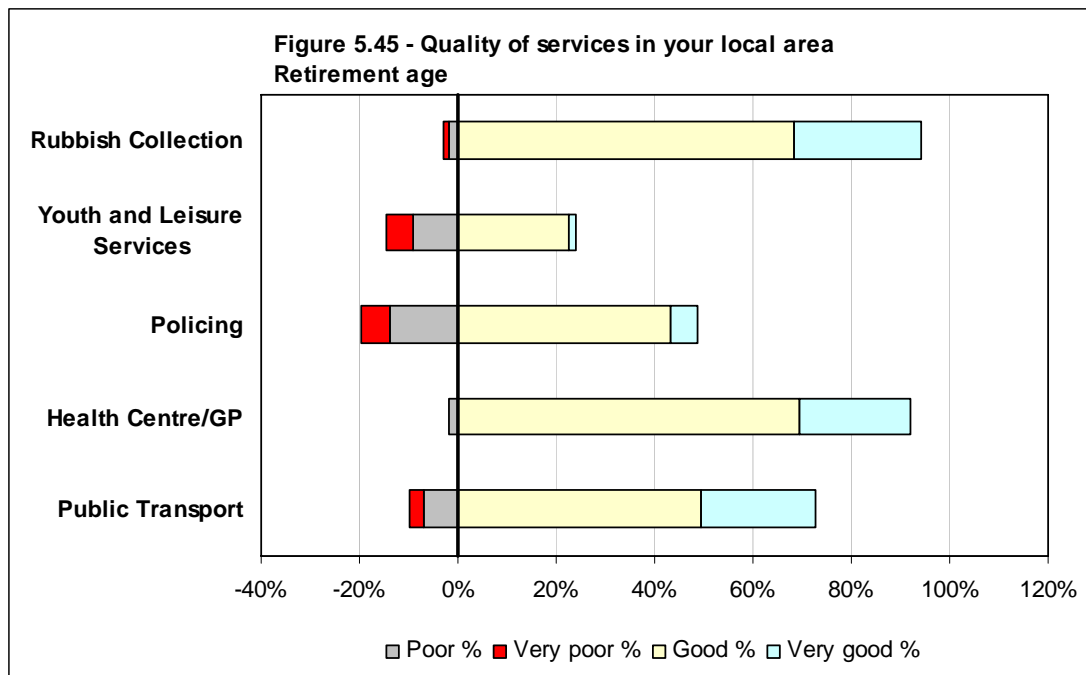
Figure 5.45 - Quality of services in your local area Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	2	1%	4	2%	6	3%	145	68%	55	26%	0	0%	0	0%
Youth and Leisure Services	12	6%	19	9%	27	13%	48	23%	3	1%	87	41%	16	8%
Policing	13	6%	29	14%	39	18%	92	43%	11	5%	26	12%	2	1%
Health Centre/GP	0	0%	4	2%	6	3%	147	69%	48	23%	2	1%	5	2%
Public Transport	6	3%	15	7%	8	4%	105	50%	49	23%	20	9%	9	4%
Total	**33**		**71**		**86**		**537**		**166**		**135**		**32**	

Table 5.59 – The quality of services in and around your local area – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	143	67%
1	39	18%
2	25	12%
3	5	2%
4	0	0%
5+	0	0%
	212	

Table 5.60 – Number of concerns – Quality of services – Retirement Age

Figure 5.46 - Residents of retirement age by neighbourhood

Figure 5.47 - Information about the neighbourhood and management of the neighbourhood
Retirement age

☐ Not very effective % ■ Not at all effective % ☐ Fairly effective % ☐ Very effective %

**Figure 5.48 - Local community involvement
Retirement age**

Legend: Not very effective % | Not at all effective % | Fairly effective % | Very Effective %
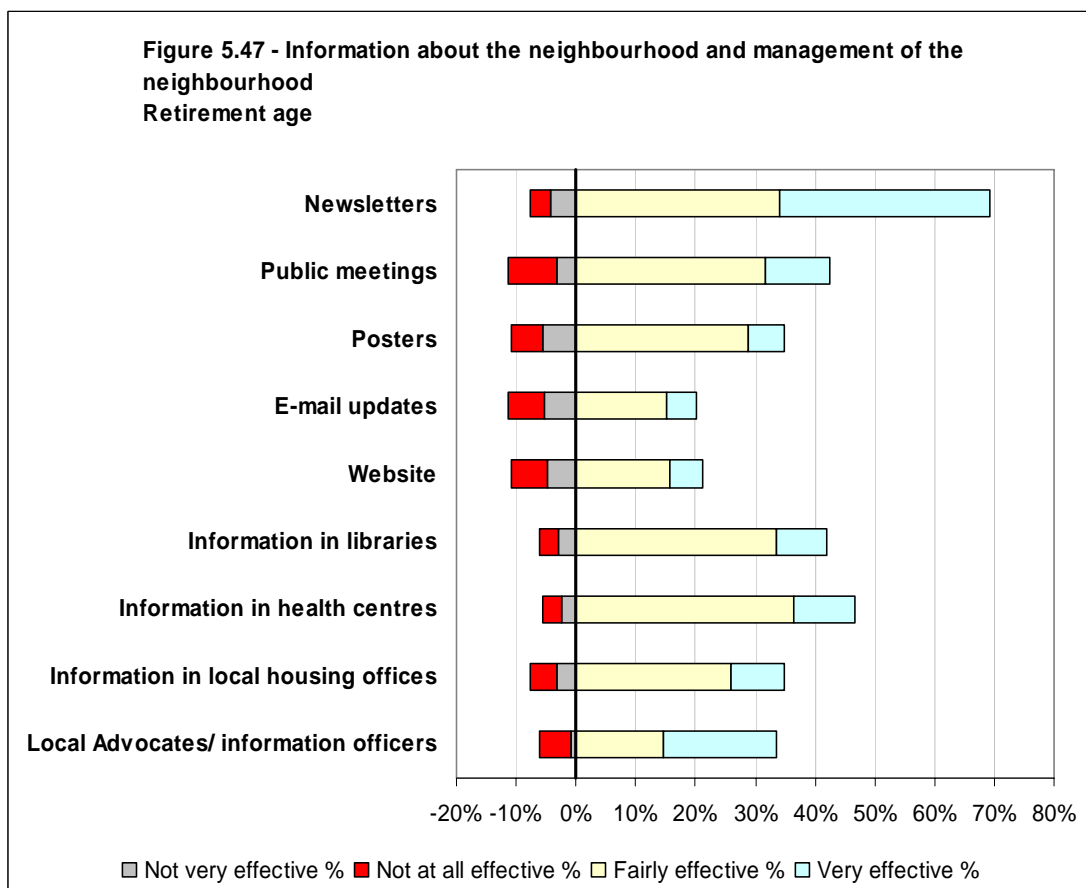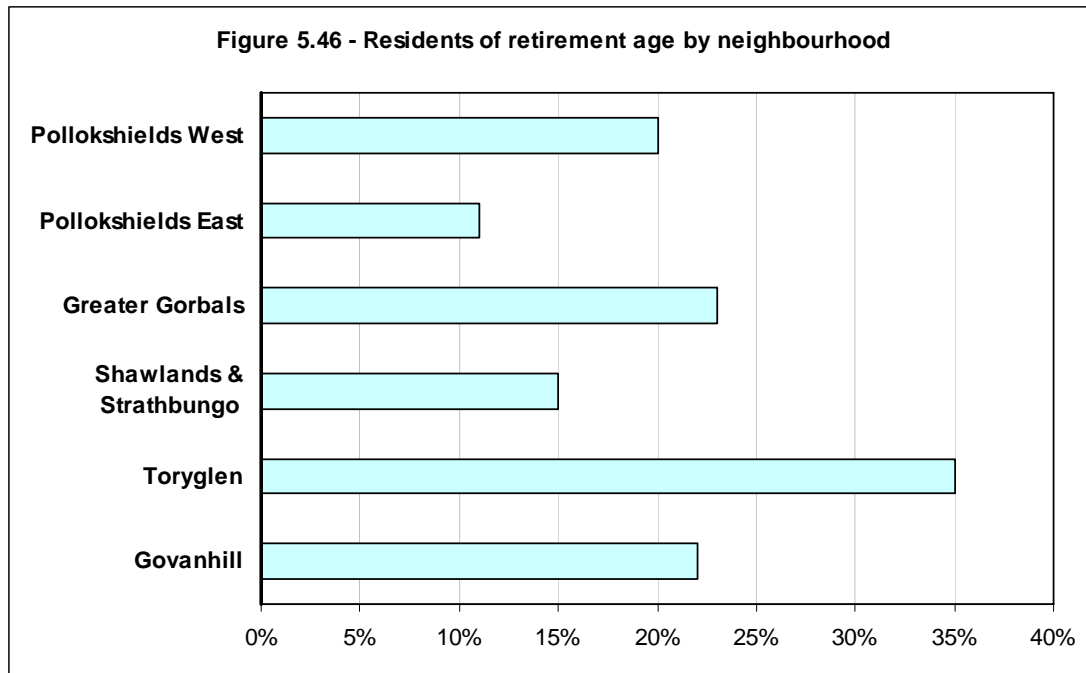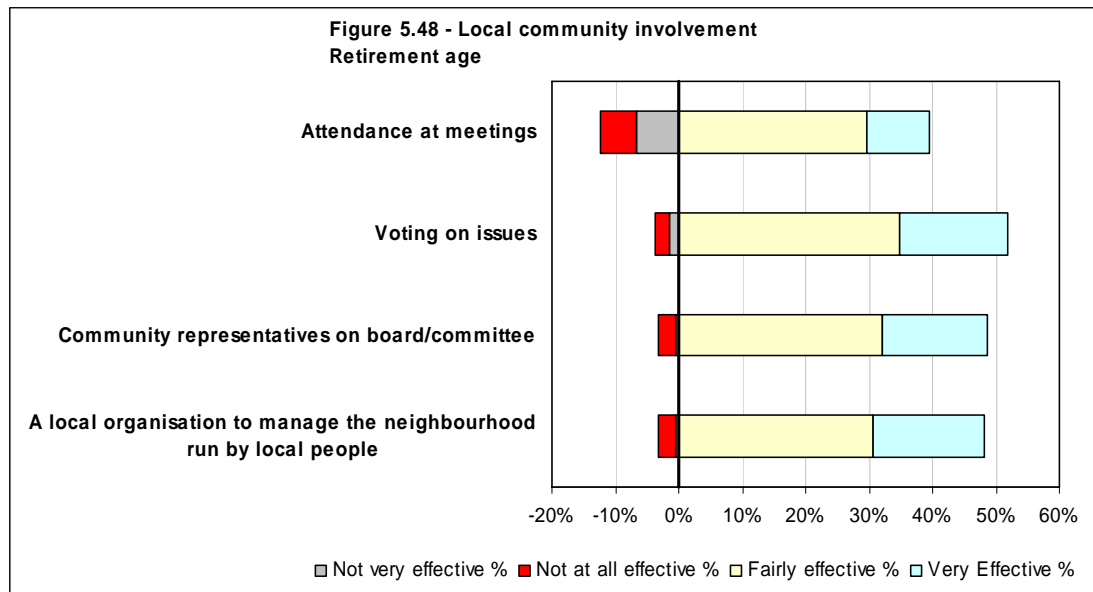
Appendix 1

Residents' Survey Questionnaire

Security and Community Safety

Q1 **SHOWCARD 1.** Thinking about safety and security in the area, how much of a problem are the following issues in the area. Please rate on a scale of 1 to 5, where 1 is a serious problem and 5 is not a problem at all. ROUTE

		Serious problem	Problem	Neutral	Not much of a problem	Not a problem at all	Don't know	
A	Problems with neighbours	1	2	3	4	5	6	(1)
B	Noisy Neighbours/ parties	1	2	3	4	5	6	(2)
C	Youth disorder	1	2	3	4	5	6	(3)
D	Street drinking	1	2	3	4	5	6	(4)
E	Drug dealing	1	2	3	4	5	6	(5)
F	Drug/ alcohol/ substance abuse	1	2	3	4	5	6	(6)
G	Verbal abuse	1	2	3	4	5	6	(7)
H	Racial harassment	1	2	3	4	5	6	(8)
I	Harassment	1	2	3	4	5	6	(9)
J	Personal safety and security	1	2	3	4	5	6	(10)
K	Damage to property	1	2	3	4	5	6	(11)
L	Damage to vehicle/ theft	1	2	3	4	5	6	(12)
M	Vandalism and graffiti	1	2	3	4	5	6	(13)
N	Dogs roaming, dog fouling, barking	1	2	3	4	5	6	(14)
O	House break-ins/burglary	1	2	3	4	5	6	(15)
P	Vehicle break-ins/theft	1	2	3	4	5	6	(16)
Q	Road safety	1	2	3	4	5	6	(17)
R	Safety of children	1	2	3	4	5	6	(18)
S	Safety of other vulnerable groups	1	2	3	4	5	6	(19)

ASK Q2 IF "ROAD SAFETY" (CODE Q) WAS CODED 1 OR 2 AT Q1

Q2 You mentioned that Road Safety was a problem in your area. What is it in particular that concerns you? **DO NOT SHOW OR READ OUT – PROBE TO PRECODE** ROUTE

Volume of cars driving through the neighbourhood as a short cut	1	(20)
Cars driving too fast	1	(21)
Roads in a poor condition	1	(22)
Lack of safe places to cross the road	1	(23)
Too many parked cars on both sides of the road	1	(24)
Other – closed	1	(25)	**Q3**

ASK Q3 IF "SAFETY OF CHILDREN" (CODE R) WAS CODED 1 OR 2 AT Q1

Q3 You mentioned that Safety of Children was a problem in your area. What is it in particular that concerns you? **DO NOT SHOW OR READ OUT – PROBE TO PRECODE** ROUTE

In danger from violence	1	(26)
Risk of drugs	1	(27)
Danger on the roads	1	(28)
Building work/ derelict buildings	1	(29)
Other – closed	1	(30)	**Q4**

Q4   **SHOWCARD 1A**. In your opinion, have these issues have got worse, stayed the same, or got better in your area **in the last year**?   **ROUTE**

		Much Worse	Slightly Worse	Same	Slight Better	Much Better	
A	Problems with neighbours	1	2	3	4	5	(31)
B	Noisy Neighbours/ parties	1	2	3	4	5	(32)
C	Youth disorder	1	2	3	4	5	(33)
D	Street drinking	1	2	3	4	5	(34)
E	Drug dealing	1	2	3	4	5	(35)
F	Drug/ alcohol/ substance abuse	1	2	3	4	5	(36)
G	Verbal abuse	1	2	3	4	5	(37)
H	Racial harassment	1	2	3	4	5	(38)
I	Harassment	1	2	3	4	5	(39)
J	Personal safety and security	1	2	3	4	5	(40)
K	Damage to property	1	2	3	4	5	(41)
L	Damage to vehicle/ theft	1	2	3	4	5	(42)
M	Vandalism and graffiti	1	2	3	4	5	(43)
N	Dogs roaming, dog fouling, barking	1	2	3	4	5	(44)
O	House break-ins/burglary	1	2	3	4	5	(45)
P	Vehicle break-ins/theft	1	2	3	4	5	(46)
Q	Road safety	1	2	3	4	5	(47)
R	Safety of children	1	2	3	4	5	(48)
S	Safety of other vulnerable groups	1	2	3	4	5	(49)

Q5   **SHOWCARD 1B.** Have you been a victim of any of these forms of anti-social behaviour **in the last year**?   **ROUTE**

		Yes	
A	Problems with neighbours	1	(50)
B	Noisy Neighbours/ parties	1	(51)
C	Youth disorder	1	(52)
D	Street drinking	1	(53)
E	Drug dealing	1	(54)
F	Drug/ alcohol/ substance abuse	1	(55)
G	Verbal abuse	1	(56)
H	Racial harassment	1	(57)
I	Harassment	1	(58)
J	Personal safety and security	1	(59)
K	Damage to property	1	(60)
L	Damage to vehicle/ theft	1	(61)
M	Vandalism and graffiti	1	(62)
N	Dogs roaming, dog fouling, barking	1	(63)
O	House break-ins/burglary	1	(64)
P	Vehicle break-ins/theft	1	(65)
Q	Road safety	1	(66)
R	Safety of children	1	(67)
S	Safety of other vulnerable groups	1	(68)
	None of these	1	(69)

Q6 **SHOWCARD 2.** How safe do you personally feel walking alone in your neighbourhood after dark? **INTERVIEWER – IF RESPONDENT SAYS THAT THEY S/HE WOULD NOT GO OUT AT NIGHT AT ALL, PROBE TO CONFIRM S/HE MEANS CODE 4 OR 5** **ROUTE**

(70)

Very safe	1
Fairly safe	2
Neutral	3
Fairly unsafe	4
Very unsafe	5
Don't Know/ Can't answer	6

Q7

Cleansing and Environment

Q7 **SHOWCARD 3**. Thinking about the cleanliness of the area and the local environment, please rate the following issues on a scale of 1 to 5, where 1 is a serious problem and 5 is not a problem at all. **ROUTE**

		Serious problem	Problem	Neutral	Not much of a problem	Not a problem at all	Don't know	N/A	
A	Abandoned vehicles	1	2	3	4	5	6	7	(71)
B	Litter in the streets	1	2	3	4	5	6	7	(72)
C	Untidy gardens	1	2	3	4	5	6	7	(73)
D	Untidy communal areas	1	2	3	4	5	6	7	(74)
E	Dirty stairs and closes	1	2	3	4	5	6	7	(75)
F	Graffiti	1	2	3	4	5	6	7	(76)
G	Fly tipping and dumping	1	2	3	4	5	6	7	(77)

Q8 **SHOWCARD 4.** On a scale of 1 to 5 where 1 is very poor and 5 is very good how would you rate: **ROUTE**

		Very Poor	Poor	Neutral	Good	Very good	Don't know	N/A	
A	General maintenance of properties and public spaces	1	2	3	4	5	6	7	(78)

Q9 **SHOWCARD 5.** On a scale of 1 to 5 how would you rate the quality of your neighbourhood in terms of the following things where 1 is very poor and 5 is very good? **ROUTE**

		Very Poor	Poor	Neutral	Good	Very good	Don't know	N/A	
A	Attractive buildings	1	2	3	4	5	6	7	(79)
B	Attractive environment	1	2	3	4	5	6	7	(80)
C	Quiet and peaceful environment	1	2	3	4	5	6	7	(81)
D	Park/open spaces	1	2	3	4	5	6	7	(82)
E	Children's play area	1	2	3	4	5	6	7	(83)
F	Overall quality	1	2	3	4	5	6	7	(84)

Q10   **SHOWCARD 6.** On a scale of 1 to 5 how would you rate the quality of the following services in and around your local area where 1 is very poor and 5 is very good?   **ROUTE**

		Very Poor	Poor	Neutral	Good	Very good	Don't know	N/A	
A	Rubbish Collection	1	2	3	4	5	6	7	(85)
B	Youth and Leisure Services	1	2	3	4	5	6	7	(86)
C	Policing	1	2	3	4	5	6	7	(87)
D	Health Centre/GP	1	2	3	4	5	6	7	(88)
E	Public Transport	1	2	3	4	5	6	7	(89)

ASK Q11 IF "PUBLIC TRANSPORT" WAS CODED 1 OR 2 AT Q10E – OTHERWISE GO TO Q12

Q11   You mentioned that the quality of public transport was poor in your area, what is it in particular that concerns you?   **ROUTE**

Punctuality / reliability – services don't run on time	1	(90)
Frequency – services don't run often enough	1	(91)
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	1	(92)
Stability – service could be withdrawn	1	(93)
Cleanliness / comfort – service isn't clean or comfortable	1	(94)
Safety / security – I don't feel safe when using the service	1	(95)
Ticketing – the ticketing arrangements are confusing	1	(96)
Information – it's difficult finding out about routes and times	1	(97)
Interchange – the service doesn't stop near a rail station / bus stop / subway station	1	(98)
Location – bus stop / railway station / subway station is too far away	1	(99)
Affordability – it costs too much to use the service	1	(100)
Other (write in)	(101)	(102)
None of these	1	(103)
Don't know	1	(104) **Q12**

Q12   How often do you use public transport?   **ROUTE**

	(105)
Every day	1
2-3 times a week	2
Once a week	3
Once a month	4
Less often	5
Never	6 **Q13**

Q13   **SHOWCARD 7.** Have you ever <u>reported</u> problems with any of the issues we have been discussing – security, community safety, cleansing, environment, health service, Strathclyde Fire Brigade, etc.? Of the services you contacted, how satisfied were you with the speed and effectiveness of the response? Please rate on a scale of 1 to 5, where 1 is a Very dissatisfied and 5 is Very satisfied. **INTERVIEWER – PLEASE CONFIRM THAT RESPONSES ONLY RELATE TO ISSUES RESPONDENTS HAVE ACTIVELY REPORTED, RATHER THAN THEIR GENERAL OPINION OF THESE SERVICE PROVIDERS**   **ROUTE**

		Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Never reported	
A	Police	1	2	3	4	5	9	(106)
B	Glasgow City Council	1	2	3	4	5	9	(107)
C	Glasgow Community & Safety Services (GCSS)	1	2	3	4	5	9	(108)
D	Community Safety Patrol Officer	1	2	3	4	5	9	(109)
E	Community Enforcement Officer	1	2	3	4	5	9	(110)
F	Glasgow Housing Association	1	2	3	4	5	9	(111)
G	Housing Association (other)	1	2	3	4	5	9	(112)
H	Private Landlord	1	2	3	4	5	9	(113)
I	Health Service	1	2	3	4	5	9	(114)
J	Fire Brigade	1	2	3	4	5	9	(115)

Q14   Have you ever experienced any of these problems but <u>not</u> reported them? Is so, why did you not report the problem?   **ROUTE**

No - never had a problem that I didn't report	1	(116)
Fear of reprisal	1	(117)
It might aggravate the situation	1	(118)
Felt intimidated	1	(119)
It wouldn't make any difference	1	(120)
Didn't know who to report it to	1	(121)
It's none of my business	1	(122)
It wasn't a serious enough problem to report	1	(123)
Other	1	(124)	**Q15**

Quality of Life

Q15   **SHOWCARD 8.** How long have you stayed in this area?   **ROUTE**

(125)

Less than 1 year	1
1- 2 years	2
2- 4 years	3
4- 6 years	4
6- 10 years	5
10 years or more	6 **Q16**

Q16   **SHOWCARD 9.** How satisfied are you with this area as a place to live?   **ROUTE**

	(126)	
Very satisfied	1	
Fairly satisfied	2	
Neutral	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	**Q17**

Q17   **SHOWCARD 10.** How has this changed over the past two years, has it..   **ROUTE**

	(127)	
Got much worse	1	
Got slightly worse	2	
Not changed	3	
Got slightly better	4	
Got much better	5	
Don't know	6	
Not applicable	7	**Q18**

Q18   Would you like to continue to live in the area?   **ROUTE**

	(128)	
Yes	1	
No	2	
Don't know	3	**Q19**

Q19   What, if anything, would you change about your neighbourhood that would help improve the quality of life? (**please select ONE main issue**)
INTERVIEWER: DO NOT PROMPT OR SHOW LIST   **ROUTE**

	(129)	(130)
More police on the street	0	1
Clean up grafitti	0	2
Clean streets	0	3
More speed restrictions on the roads	0	4
Reduce youth misbehaviour	0	5
More employment for young people	0	6
More employment for all	0	7
More leisure facilities	0	8
More play areas for younger children	0	9
More sports areas for teenagers	1	0
More care in housing allocation/ better vetting of tenants	1	1
Evict problem tenants	1	2
Other – Please specify		
Nothing	9	8
Don't know	9	9	**Q20**

In order to be sure that we gather the views of a good cross section of people in the area, we would like to ask you a few details about yourself. The information is confidential.

Q20   Gender   **ROUTE**

	(131)	
Male	1	
Female	2	**Q21**

Q21 **SHOWCARD 11.** Which of the following age ranges applies to you? **ROUTE**

		(132)
A	16 – 19	1
B	20 - 24	2
C	25 - 29	3
D	30 - 39	4
E	40 - 49	5
F	50-59 (female) or 50-64 (male)	6
G	60-74 (female) or 65-74 (male)	7
H	75+	8
	Refused	9	**Q22**

Q22 **SHOWCARD 12.** What is your current employment status? **ROUTE**

	(133)	(134)	
Full-time paid work	0	1	
Part-time paid work	0	2	
Self-employed	0	3	
Government Supported Training or Employment Programmes	0	4	
Full-time education	0	5	
Part-time education	0	6	
Still at school	0	7	**Q24**
Unemployed	0	8	**Q23**
Long-term sick or disabled	0	9	
Looking after family home	1	0	
Retired	1	1	
Other – Please specify			

Q23 Would you like to have a regular paid job at the moment, either a full- or part-time job? **ROUTE**

	(135)	
Yes	1	
No	2	**Q24**

Q24 Is there as least one adult over 16 in the household in employment (or self employment)? **INTERVIEWER: PLEASE INCLUDE RESPONDENT IF S/HE IS WORKING** **ROUTE**

	(136)	
Yes	1	
No	2	**Q25**

Q25 Do you or any members of your family – living in your household - have a disability or special need? **ROUTE**

	(137)	
Yes	1	**GO TO Q26**
No	2	**GO TO Q27**

Q26   What is the nature of the disability / special need? **MULTICODE**   **ROUTE**

Physical		1	(138)
Mental ill health		1	(139)
Learning disability		1	(140)
Visual impairment		1	(141)
Hearing impairment		1	(142)
Other – Please specify			
	(143)	(144)	**Q27**

Q27   **SHOWCARD 13.** What is your ethnic origin?   **ROUTE**

			(145)	(146)
	White			
A.	Scottish		0	1
B	Other British		0	2
C	Irish		0	3
D	East European		0	4
E	Other White British, please write in	(147) (148)	0	5
	Mixed			
F	Any mixed background, please write in	(149) (150)	0	6
	Asian, Asian Scottish, Asian English, Asian Welsh or other Asian			
G	Indian		0	7
H	Pakistani		0	8
I	Bangladeshi		0	9
J	Chinese		1	0
K	Any other Asian background, please write in	(151) (152)	1	1
	Black, Black Scottish, Black English, Black Welsh or other Black			
L	Caribbean		1	2
M	African		1	3
N	Any other Black background, please write in	(153) (154)	1	4
	Other Ethnic background			
O	Any other background, please write in	(155) (156)	1	5
	Refused		9	8
	Don't know		9	9

Q28   **SHOWCARD 14.** Which of the following best describes your status in the UK?   **ROUTE**

	(157)	
Permanent resident	1	
Temporary resident	2	
Refugee	3	
Asylum Seeker	4	
Refused	5	**Q29**

Q29   How many dependant children live in the household? (Under 16, or 16-18 in full time
       education or training)   **ROUTE**
                                                                        (158)
       1   1
       2   2
       3   3   **GO TO Q30**
       4   4
       5   5
       6+   6
       None   7   **GO TO Q31**

Q30   Is your household a lone parent/carer household or a two parents/carers household   **ROUTE**
                                                                        (159)
       Lone parent/carer   1
       Two parents/carers   2   **Q31**

Q31   Is your accommodation..   **ROUTE**

	(160)	(161)
Rented – Private landlord	0	1
Rented – Housing Association	0	2
Rented – not sure who is the landlord	0	3
Owned by you or someone who lives in it	0	4
Don't know	0	5
Other (please specify)		

                                                                              Q32

Involving Local People

Q32   **SHOWCARD 15.** We would like to know how you and other people living here could
       best be provided with information about the neighbourhood and the management of
       the neighbourhood. On a scale of 1 to 5, where 1 is not at all effective and 5 is very
       effective, how would you rate: **ROUTE**

		Not at all effective	Not very effective	Neutral	Fairly effective	Very effective	Don't know	
A	Newsletters	1	2	3	4	5	6	(162)
B	Public meetings	1	2	3	4	5	6	(163)
C	Posters	1	2	3	4	5	6	(164)
D	E-mail updates	1	2	3	4	5	6	(165)
E	Website	1	2	3	4	5	6	(166)
F	Information in libraries	1	2	3	4	5	6	(167)
G	Information in health centres	1	2	3	4	5	6	(168)
H	Information in local housing offices	1	2	3	4	5	6	(169)
I	Local Advocates/ information officers	1	2	3	4	5	6	(170)

Q33   **SHOWCARD 16.** What level of involvement do you think local people should have in making decisions about how the neighbourhood is managed? (Circle all that apply)   **ROUTE**

Local people and organisations should be asked their opinions	1	(171)
Local people and organisations should be actively involved	1	(172)
Local people and organisations should be equal partners in making decisions	1	(173)
Decision-making powers should be only with local people and organisations	1	(174)
No involvement	1	(175)
Other (please specify)		
	(176)	(177)

Q34

Q34   **SHOWCARD 17.**   What would be good ways to collect feedback from the local community? **MULTICODE – CODE ALL THAT APPLY**   **ROUTE**

Regular feedback events	1	(178)
Feedback boards in libraries, health centres and so on	1	(179)
Regular surveys	1	(180)
Consultation forums	1	(181)
Feedback slips on newsletters	1	(182)
Dedicated internet site	1	(183)
No feedback	1	(184)
Other (please specify)		
	(185)	(186)

Q35

Q35   **SHOWCARD 18.**   What would be good ways for the local community to be involved? On a scale of 1 to 5, where 1 is not effective and 5 is very effective, how would you rate: **ROUTE**

		Not at all effective	Not very effective	Neutral	Fairly effective	Very effective	Don't know	
A	Attendance at meetings	1	2	3	4	5	6	(187)
B	Voting on issues	1	2	3	4	5	6	(188)
C	Community representatives on board/committee	1	2	3	4	5	6	(189)
D	A local organisation to manage the neighbourhood run by local people	1	2	3	4	5	6	(190)

Q36   In order to assess the progress being made by this project in your neighbourhood, Glasgow Community Planning Partnership intends to contact a number of residents once or twice a year to engage their opinion. This would be for research purposes only, and your details would be kept for no more than two years before you would be asked again whether you would like to continue being consulted.

Would you willing to be consulted?
IF YES, COMPLETE CONSENT FORM ON NEXT PAGE   **ROUTE**

		(191)	
Yes		1	**GO TO Q37**
No		2	**GO TO PRIZE DRAW EXPLANATION AFTER Q37**

Q37   **SHOWCARD 19.** Which **one** topic would you be particularly interested in?   **ROUTE**

	(192)	(193)
Health and Care	0	1
Education	0	2
Learning in the Community	0	3
Employment and Training	0	4
Community Safety	0	5
Housing	0	6
Physical Regeneration & Local Environment	0	7
Transport Systems	0	8
Equality & Diversity	0	9
Children, Families & Young People	1	0
Arts & Culture	1	1
Being active in your community	1	2
All of these subjects	1	3

PRIZE DRAW EXPLANATION

> *Thank you for your time. Would you like to enter our prize draw? First prize is £100 worth of shopping vouchers. Second prize is £50 worth of vouchers. If you would like to enter we will need your name, address and telephone number. The information is confidential and will only be used for the purpose of contacting you in the event that you win.*

PLEASE ASK THE RESPONDENT TO COMPLETE THIS CONSENT FORM IF S/HE WANTS TO ENTER THE PRIZE DRAW AND/ OR BE CONSULTED ABOUT NEIGHTBOURHOOD ISSUES

GLASGOW COMMUNITY PLANNING PARTNERSHIP CONSENT FORM (IK20179 IH)

Your <u>responses</u> to this survey will remain confidential to mruk research and will not be passed on to GCPP or any other third party.

	YES	NO
I give permission for my address and contact details to be passed on to GCCP so that they can contact me with regards to involvement in residents' consultations.	☐	☐

	YES	NO
I would like my name to be entered in to the prize draw.	☐	☐

Please complete your name and address and sign the form.

NAME:_____

ADDRESS:_____

POST CODE: _____

TELEPHONE:_____

SIGNATURE: _____

DATE: _____

AREA OF INTEREST FOR CONSULATION (CIRCLE RESPONSE FROM Q37)

Health and Care	1
Education	1
Learning in the Community	1
Employment and Training	1
Community Safety	1
Housing	1
Physical Regeneration & Local Environment	1
Transport Systems	1
Equality & Diversity	1
Children, Families & Young People	1
Arts & Culture	1
Being active in your community	1
All of these subjects	1