



Glasgow Community Planning Partnership

Neighbourhood Management Survey 2010/11

Purpose

1. This report provides an outline of the key findings from the 2010/11 Neighbourhood Management Survey, recently completed on behalf of the Glasgow Community Planning Partnership (CPP) by BMG research. The content and commentary in this report has been compiled by Glasgow City Council based upon the original source data supplied by BMG.

Headlines

- the vast majority of Glaswegians (87%) are satisfied with their neighbourhoods, although this has fallen slightly (-3%) since 2007. 87% of residents also want to continue living in the same neighbourhood
- three-quarters of residents (74%) feel safe in their neighbourhood, an increase on the 2007 figure (69%)
- there has been an improvement in the rating of key neighbourhood features such as attractive environment, parks/open spaces and children's play areas since 2007, features that have all experienced significant CPP partnership investment in recent years
- however, there has also been a recorded rise in the proportion of residents reporting a range of neighbourhood issues as being problematic. The biggest recorded rises have included street drinking, disorder, vandalism, theft and personal safety or security
- more residents are also reporting a range of environmental issues as problematic in comparison with 2007. Issues of growing concern to residents include litter in the street, untidy gardens, and untidy communal areas
- despite this, residents have expressed an increased satisfaction with a range of key public services including health, public transport, youth and leisure services. In particular, policing, which has benefited from additional CPP partnership investment, has experienced a 10 percentage point rise in satisfaction levels over the past 3 years

Background

2. Neighbourhood Management is a process where local communities & service providers working together to improve & join up local services. In 2007, the Glasgow CPP commissioned a major survey of city residents in order to gather views and improve local intelligence on a range of issues central to the neighbourhood management process such as cleansing, the environment, and safety & security.
3. Following the release of the results from the survey, a number of local action plans were drawn up and agreed by Community Planning partners across the city to respond to the issues and concerns identified in the survey. Between 2008 and 2009, a raft of new investment was made across Glasgow to address concerns in a number of areas including policing, road safety, play areas, and public spaces.

Methodology

4. In 2010, the CPP agreed investment in a follow-up survey to assess the impact of Neighbourhood Management in the city over the past few years. In

order to secure best value, the 2010/11 survey was conducted in tandem with the existing annual GHA Tenant Satisfaction Survey, with CPP partners funding a boost to the GHA sample in order to secure a representative cross-section of households across Glasgow. A small project team, led by GHA and supported by officers from Glasgow City Council, oversaw the development and delivery of the contract with BMG research on behalf of the Partnership.

5. Over 6,900 household interviews were conducted across Glasgow, with results weighted by area, tenure, age, gender, ethnicity and economic status to ensure a representative sample. Key results are available down to local CPP and ward levels. Headline results for the city are also available by age, gender, ethnicity, housing tenure, and economic status.

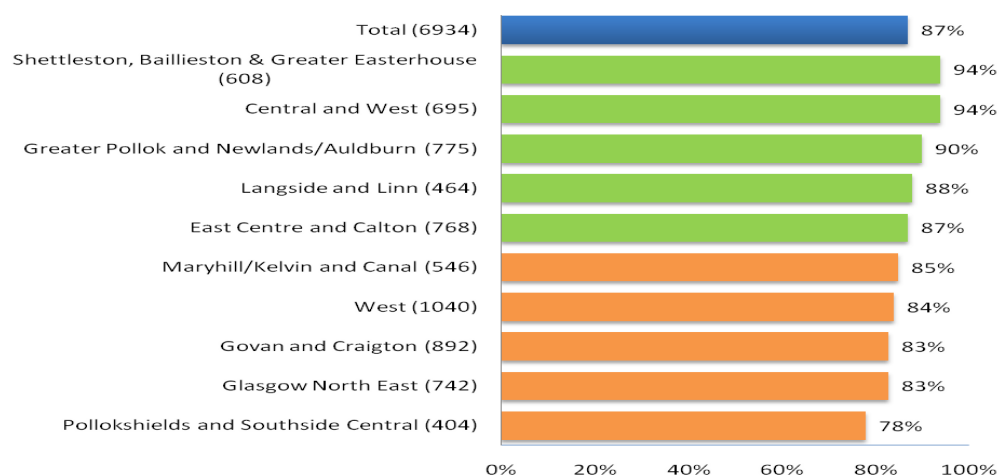
Main Findings

6. The 2010/11 Neighbourhood Management Survey is split into two main themes – *housing and neighbourhood*, and *cleansing and environment*. Supplementary data are collected around engagement and involvement, digital inclusion, income and health.

Housing and Neighbourhood

7. Almost nine in ten (87%) of residents of Glasgow are satisfied with their neighbourhood as a place to live – this ranges from 78% of residents in Pollokshields and Southside Central to 94% in Shettleston, Baillieston and Greater Easterhouse.

Figure 1: Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live? % satisfied by Community Planning Partnership

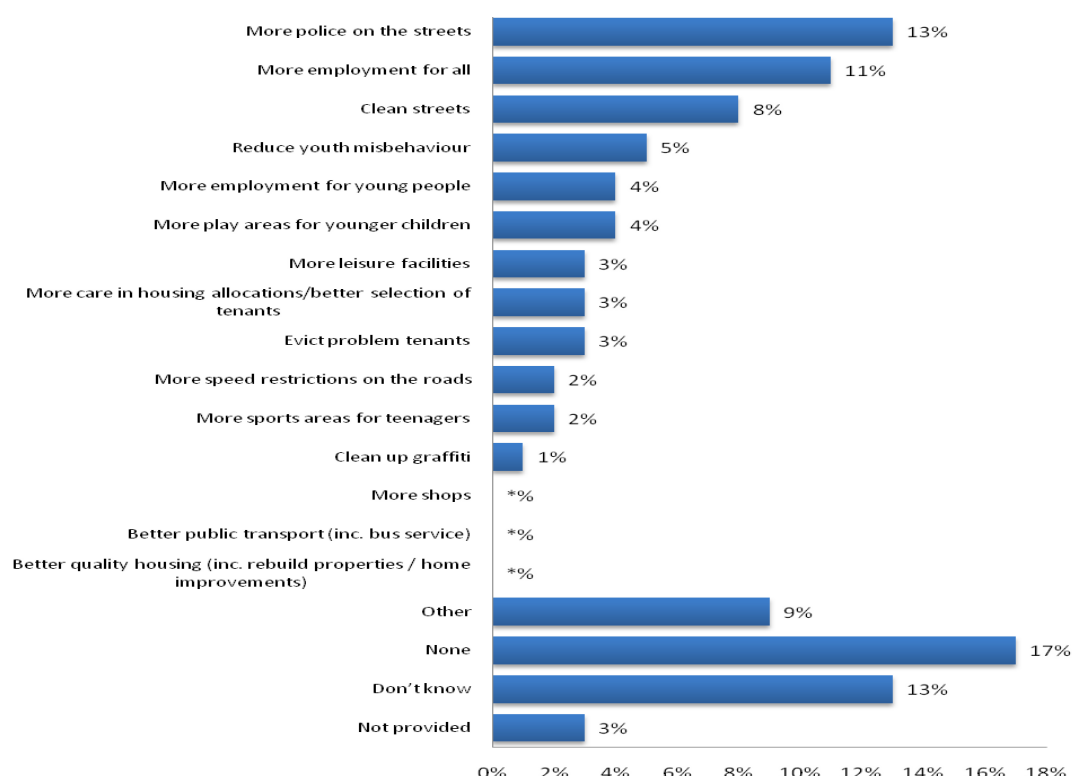


8. Satisfaction levels at a city level have fallen very slightly (-3 percentage points) in comparison with the 2007 figure. The local areas which have experienced the greatest changes in satisfaction levels are Pollokshields and Southside Central (-10 percentage points) and Shettleston, Baillieston and Greater Easterhouse (+7 percentage points).
9. Satisfaction levels also vary across different groups. Those aged under 25 (92% satisfaction) and over 65 (91% satisfaction) are more satisfied with their neighbourhoods as a place to live. Those residents with a disability (84%), those from a Black/Minority Ethnic background (85%), or those who rent their

homes from a social landlord (81%) are less satisfied with their neighbourhoods.

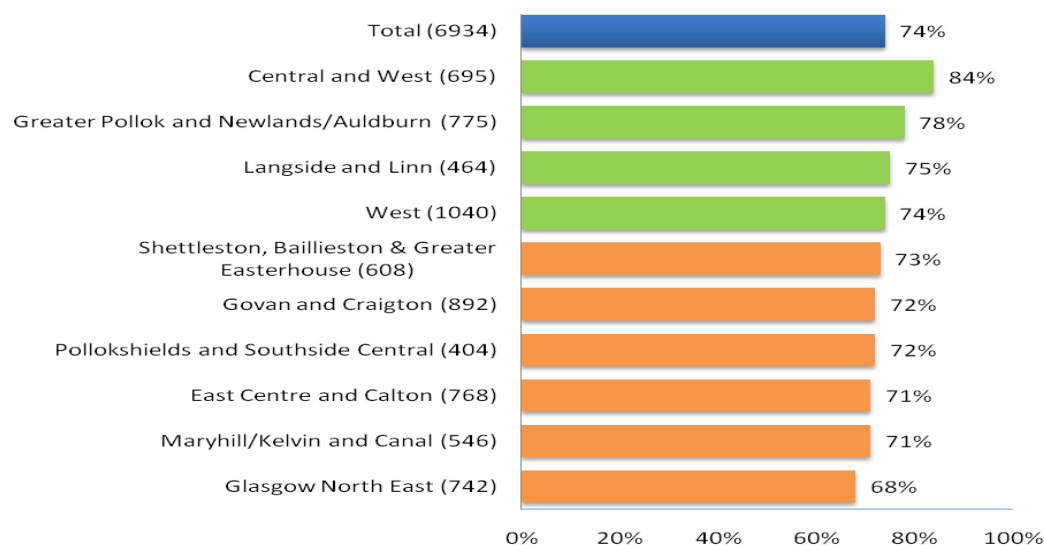
10. Almost one-in-ten (9%) residents thought that their neighbourhoods had become better places over the past 12 months. The most common reasons cited for this were less crime, less teenagers/gangs hanging around, and that the area had become quieter and more peaceful.
11. Conversely, 12% of residents thought that their neighbourhoods had become worse places over the past year. The most common reasons cited for this were gangs of youths hanging around, litter / lack of cleanliness, and crime.
12. The vast majority of residents (87%) want to continue to live in their current neighbourhood.
13. Over four-fifths (85%) of residents also feel they belong to their neighbourhoods. There is found to be a greater sense of belonging amongst residents of Langside and Linn and Shettleston, Baillieston and Greater Easterhouse (90% and 92%), but lower in East Centre and Calton (75%) and Pollokshields and Southside Central (79%).
14. Residents were asked which one thing they would change in their neighbourhoods that would help improve the quality of life. The most frequent responses were more police on the streets (mentioned by 13% of respondents), more employment (11%) and clean streets (8%). In 2007, 25% of respondents wanted more police on the streets, 5% cleaner streets, and 2% more employment.

Figure 2: What one thing, if anything, would you change about your neighbourhood that would help improve your quality of life?



15. The vast majority of residents feel safe in their local neighbourhood, with 74% feeling safe walking along in their neighbourhoods after dark. This figure has increased from 69% in 2007. Levels of safety vary across the city, from 69% in North East Glasgow, to 84% in Central & West. Most parts of the city have recorded an improvement, most notably Central & West (up 13 percentage points), Shettleston, Baillieston, & Greater Easterhouse (+12.p.p), and Pollokshields & Southside Central (+10 p.p.).

Figure 3: How safe would you feel walking alone in this neighbourhood after dark? % who feel safe by Community Planning Partnership

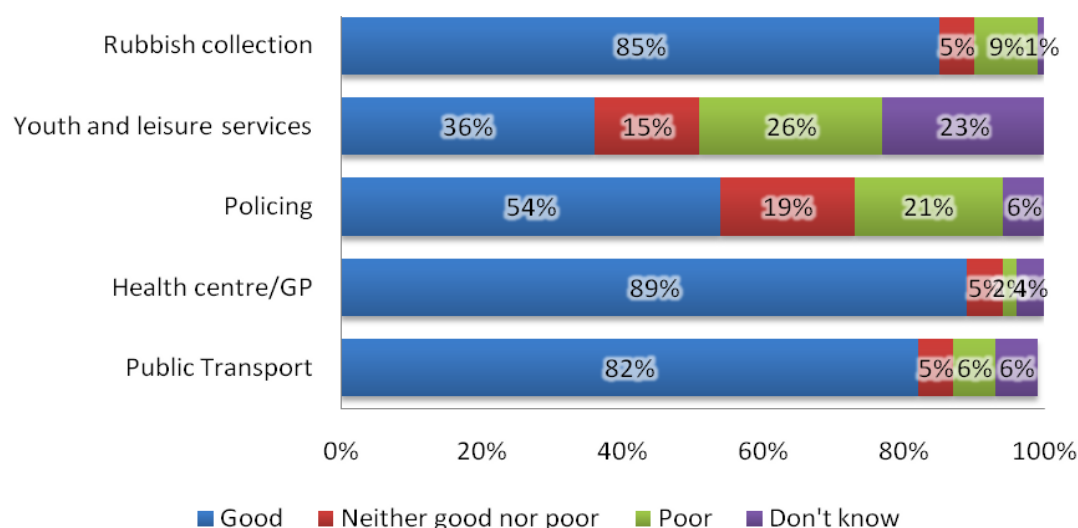


16. Residents were asked to rate particular aspects of their neighbourhoods. Those most frequently rated as good included quality housing, access to shops, attractive environment, with over 80% citing each of these as good. Conversely, less than half (48%) cited the quality of youth provision/activities for young people as good, with 49% citing children's play areas as good.
17. There were very clear differences in responses across the city to the above question. Residents of Central & West were far more likely to rate the quality of local amenities and services as good, whereas residents of North East Glasgow were less likely to rate local amenities and services as good.
18. Residents were also asked whether they had experienced one or more of a range of problems specifically with a neighbour(s) in the past 12 months. Just one in seven (14%) residents had experienced at least one problem, with the large majority (84%) saying they hadn't. However, experience of neighbour problems rose amongst residents of East Centre and Calton (20%) and Greater Pollok / Newlands and Auldburn (21%).
19. The large majority of residents feel that none of the problems outlined are an issue. Of those which are, noisy neighbours, drunk or rowdy behaviour, disruptive children/teenagers, street drinking, vandalism/graffiti, and drug use or drug dealing are those most commonly viewed as a serious issue.
20. However, the proportion of residents that regard a list of key issues as serious is on the rise, with disorder, street drinking, theft, vandalism, and personal safety / security, amongst those issues regarded as being more of a problem now in comparison with 2007. Conversely, road safety and the safety of children are two issues that residents felt had become less of an issue since 2007.

Cleansing and Environment

21. A key section of the survey sought the views of residents regarding the quality of the public services operating in their neighbourhood and in particular cleansing and environmental issues.
22. When considering key public services in their local area, those most commonly described as good are health centres/GPs (89%) and rubbish collection (85%). Four in five residents (82%) rate public transport as good and 54% say the same about policing. By contrast, just 36% give a positive rating of youth and leisure services locally. However, amongst the under 25's some 50% of residents described youth and leisure services as good.

Figure 4: How would you rate the quality of the following services in and around your local area?



23. The survey highlights local differences in the perception of key services. For example, residents in Langside & Linn gave the lowest rating (80%) to rubbish collection and residents of Govan & Craigton the highest rating (93%). The quality of youth services are rated the lowest in Govan & Craigton (15%) and highest in Central & West (57%). The quality of policing is rated highest in Greater Pollok/Newlands & Auldburn (68%), and lowest in Shettleston, Baillieston & Greater Easterhouse (39%).
24. Residents reported improvements in key services in comparison with 2007. The largest improvement in quality was recorded in policing, with a 10 p.p. increase in the rating of services as good, from 44% to 54%. Similarly, public transport, health, and youth/leisure services saw an improvement in their rating. Only rubbish collection (-5 p.p.) saw a decrease in its rating.

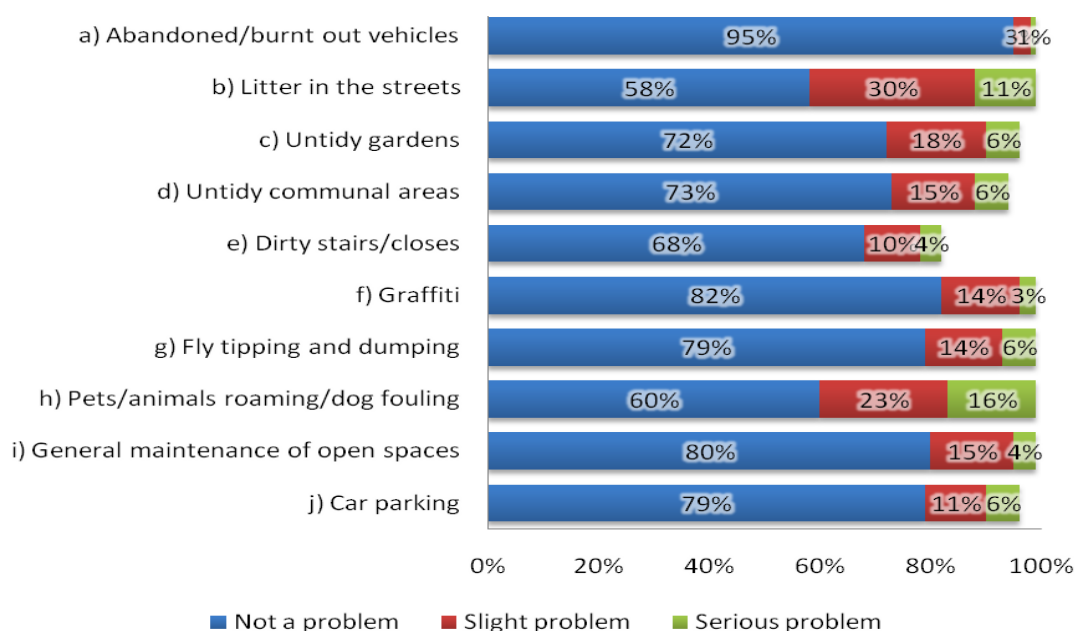
Figure 5: How would you rate the quality of the following services in and around your local area?

QUALITY OF SERVICES (% of respondents rating as 'good')			
	2010/11	2007	p.p. difference
Rubbish collection	85	90	-5
Youth and Leisure Services	36	33	+3
Policing	54	44	+10
Health Centre / GP	89	85	+4
Public Transport	82	74	+8

25. Residents were also asked to rate how problematic they perceive ten environmental issues to be where they live. In all instances the proportion identifying each issue as 'not being a problem' exceeds the proportions who do think the issue 'is a problem'. Overall, the issues most commonly identified

to be a problem to any extent are litter in the streets (41%), and pets and animals roaming and fouling (39%).

Figure 6: For each of the following statements I read out, could you tell me whether you think that each of these is a serious problem, a slight problem or not a problem in your local area?



26. By local area, there is a wide variation in people's perceptions of litter. More than half of residents (53%) of both Langside & Linn and Pollokshields & Southside Central view litter as a problem, against just 16% of Baillieston, Shettleston & Greater Easterhouse.

27. There is less of a variation locally in perceptions of the problems associated with pets and animals roaming/fouling. Residents of Maryhill/Kelvin and Canal were amongst those most likely (40% of) to view this issue as a problem. Conversely, just 30% of Central & West residents recognised this issue as a problem in the local area.

28. There has been a general increase in the proportion of residents regarding the range of environmental issues as 'being a problem' when compared to 2007. This rise was recorded almost universally across all areas of the city (with the exception of Baillieston, Shettleston & Greater Easterhouse which recorded a blanket reduction across all ten environmental issues).

29. For example, there was a 32 p.p. increase between 2007 and present among Greater Pollok/Newlands Auldburn residents regarding street litter as a problem; a 19 percentage point increase in Pollokshields & Southside Central residents reporting untidy communal areas as a problem, and an 18 percentage point increase in Glasgow North East residents reporting untidy gardens as a problem.

Local Involvement

30. Overall, 52% of residents feel their views are taken into account a lot / a little by Glasgow City Council when they make decisions. Approaching one in five (18%) state that they do not feel their views are taken into account at all, while over one in four (27%) do not have an opinion on this issue.
31. Those living in Maryhill, Kelvin & Canal (65%), Greater Pollok and Newlands / Auldburn (63%), and East Centre & Calton (61%) give the most positive response that their views are taken into account a little or a lot. Conversely, those living in Govan & Carington (47%) are far more likely than those anywhere else to suggest that their views are not taken into account at all.
32. Active and visible consultation ensures that participants receive feedback on how their views have been used and what influence they have had. When presented with a list of possible means by which consultation feedback could be provided, the approach most commonly favoured is direct mail, e.g. a letter or leaflet (47%). A further 15% mentioned the 'Glasgow Magazine'.