Residents' Survey

Glasgow Community Planning Partnership

West

Final Report
January 2008

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Contents

List of Figures

List of Tables

Appendix 1:   Residents' Survey Questionnaire

List of Figures

List of Tables

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 West 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 West area

1.9 The West Local Community Planning Partnership (LCPP) area has a population of 56,987 people, representing just under ten per cent of the total city population. The area includes the neighbourhoods of:

- Yoker and Scotstoun;
- Knightswood;
- Temple and Anniesland;
- Blairdardie; and
- Drumchapel.

1.10 Nearly half of the local population (49%) live in a Data Zone among the 10 per cent most deprived neighbourhoods in Scotland as defined by the Scottish Index of Multiple Deprivation (SIMD). Furthermore, 22 of the area's 71 Data

Zones fall into the bottom five per cent most deprived –17,800 people or 31 per cent of the local population live in these neighbourhoods.

1.11   The SIMD demonstrates that income, employment, health and housing deprivation are key issues for the West. Higher proportions of residents live in a bottom 15 per cent ranked Data Zone for these elements compared to Glasgow as a whole.

1.12   The SIMD evidence shows that income is an issue in the local area. Fifty-seven per cent of the population (32,300 people) live in the worst 15 per cent of income deprived Scottish Data Zones. Employment is also a key issue for the area with nearly two-thirds of residents (65% or 37,100) living in one of the 15 per cent worst employment deprived neighbourhoods. Sixty-three per cent of local residents (35,800) live in a bottom 15 per cent health deprived Data Zone which is also above the Glasgow average.

1.13   Housing deprivation is also an issue in the local area with three-quarters of residents (42,500) living in a bottom 15 per cent housing deprived neighbourhood. Fifty-two of the 71 Data Zones are in the worst 15 per cent which is the highest concentration for any individual domain. However, this may be due to the high level of tenemental properties in the area which may skew the over-crowding indicator used in the housing domain.

1.14   Drugs and alcohol appear to be serious issues for some sections of the local community. Twelve local Data Zones had drugs related emergency hospital admission rates above the Glasgow average. Fifteen Zones had levels of alcohol related hospital admissions that were above the city average.

1.15   Crime statistics show that the rate of crimes and offences locally is just two-thirds the city average. However, rates of housebreaking and vandalism crime were closer to the city norm.

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 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	2.1	4.1
Lone Parent Households	11.3	11.8
Two parent Households	16.5	20.4
Older People (60+)	19.3	19.1
Younger People (16-29)	20	19.8
O/O and privately rented	53	50.1
Socially rented	46.8	49.4
Economically inactive	52.5	40

Table 2.1 – Key demographic comparison –West

2.5   As the table shows each of the targets for the key demographics were closely met (+/- 4%) during the survey field work with the exception of 'economically inactive'. People who are 'economically inactive' may be underrepresented in the survey.

3. Study Findings – Overall Analysis

3.1   This chapter describes the findings of the overall analysis of the residents' survey from all five 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
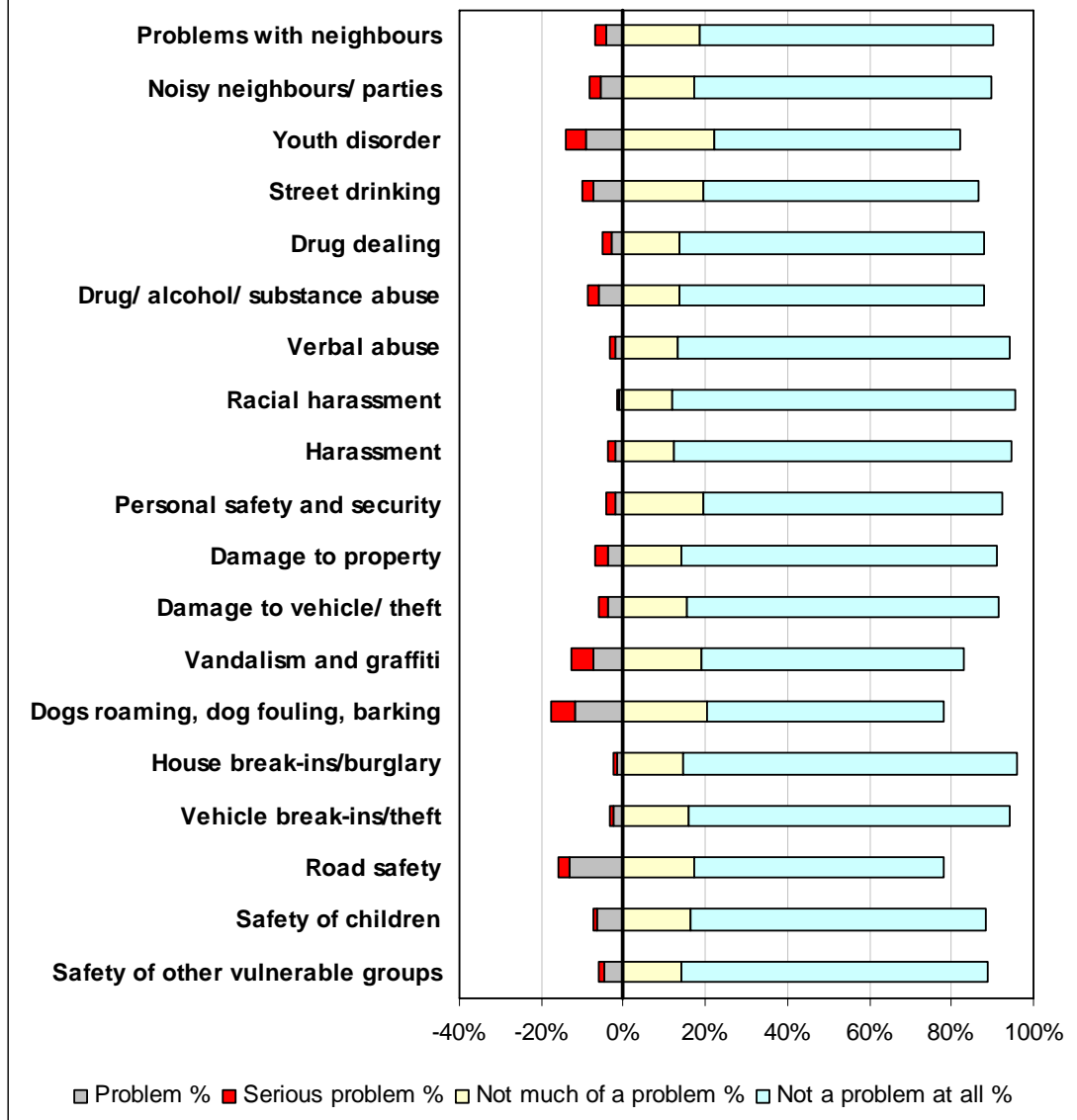
Problems with neighbours
Noisy neighbours/ parties
Youth disorder
Street drinking
Drug dealing
Drug/ alcohol/ substance abuse
Verbal abuse
Racial harassment
Harassment
Personal safety and security
Damage to property
Damage to vehicle/ theft
Vandalism and graffiti
Dogs roaming, dog fouling, barking
House break-ins/burglary
Vehicle break-ins/theft
Road safety
Safety of children
Safety of other vulnerable groups

-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	26	3%	43	4%	23	2%	185	19%	717	72%	6	1%
Noisy neighbours/ parties	27	3%	56	6%	14	1%	173	17%	723	72%	7	1%
Youth disorder	50	5%	90	9%	36	4%	221	22%	600	60%	3	0%
Street drinking	29	3%	72	7%	26	3%	193	19%	674	67%	6	1%
Drug dealing	22	2%	29	3%	41	4%	138	14%	741	74%	29	3%
Drug/ alcohol / substance abuse	30	3%	58	6%	23	2%	137	14%	740	74%	12	1%
Verbal abuse	13	1%	21	2%	14	1%	132	13%	812	81%	8	1%
Racial harassment	6	1%	10	1%	15	2%	119	12%	838	84%	12	1%
Harassment	15	2%	22	2%	11	1%	122	12%	823	82%	7	1%
Personal safety and security	18	2%	22	2%	29	3%	196	20%	728	73%	7	1%
Damage to property	32	3%	38	4%	15	2%	141	14%	769	77%	5	1%
Damage to vehicle/ theft	21	2%	38	4%	20	2%	156	16%	760	76%	5	1%
Vandalism and graffiti	53	5%	74	7%	37	4%	190	19%	642	64%	4	0%
Dogs roaming, dog fouling, barking	55	6%	120	12%	36	4%	203	20%	580	58%	6	1%
House break-ins/burglary	9	1%	14	1%	12	1%	147	15%	811	81%	7	1%
Vehicle break-ins/theft	6	1%	25	3%	22	2%	160	16%	783	78%	4	0%
Road safety	26	3%	132	13%	52	5%	174	17%	609	61%	7	1%
Safety of children	12	1%	63	6%	34	3%	165	17%	718	72%	8	1%
Safety of other vulnerable groups	13	1%	47	5%	33	3%	140	14%	750	75%	17	2%
Total	**463**		**974**		**493**		**3,092**		**13,818**		**160**	

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', 'vandalism and graffiti', 'dogs roaming, dog fouling, and barking', and 'road safety'. There were also comparatively high levels of concern about 'noisy neighbours / parties' and 'drug / alcohol / substance abuse'.

Noisy neighbours / parties

3.4   This was not one of the main issues for the residents but was considered to be a 'problem' by six per cent (56 people). A further three per cent (27 people) said that this was a 'serious problem'.

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Youth disorder

3.5   Youth disorder was the third most significant issue for the respondents. Nine per cent (121 people) said that it was a 'problem' with a further five per cent (50 people) stating that it was a 'serious problem'.

Street drinking

3.6   Seven per cent of respondents (72 people) felt that street drinking was a 'problem' and a further three per cent (29 people) said that 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. Six per cent (58 people) said that it was a 'problem' and a further three per cent (30 people) said that it was a 'serious problem'.

Vandalism and graffiti

3.8   Vandalism and graffiti was viewed as the fourth most significant problem in the area. Seven per cent of respondents (74 people) said that vandalism and graffiti was a 'problem'. Five per cent (53 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

3.9   Dog roaming / fouling / barking was the issue that the highest percentage viewed as a problem in the local area. Twelve per cent (120 people) felt that this was a 'problem' and a further six per cent (55 people) stated that it was a 'serious problem'.

Road safety

3.10   Road safety was the second biggest concern for local residents. Thirteen per cent (132 people) said that road safety was a 'problem' and a further three per cent (26 people) stated that it was a 'serious problem' in the local area.

3.11   The 158 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	64	41%
Cars driving too fast	135	85%
Roads in a poor condition	16	10%
Lack of safe places to cross the road	11	7%
Too many parked cars on both sides of the road	21	13%
Other	4	3%

Table 3.2 – Particular concerns about road safety

3.12   For those concerned about road safety by far the most significant issue was 'cars driving too fast' with 85 per cent of respondents (135 people) giving this response. Forty-one per cent (64 people) were concerned about drivers using the streets in the area as a 'rat run'.

3.13   Thirteen per cent of respondents felt that there are too many parked cars on both sides of the road and there was some concern about the poor condition of local roads (10%).

Safety of children

3.14   A small proportion of respondents felt that the safety of children was an issue in the local area. Six per cent of respondents (63 people) felt that this was a 'problem' and one per cent (12 people) felt it was a 'serious problem'.

3.15   The 75 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 below.

Issue	No	%
In danger from violence	9	12%
Risk of drugs	13	17%
Danger on the roads	68	91%
Building work/ derelict buildings	4	5%
Other	3	4%

Table 3.3 – Particular concerns about safety of children

3.16   Most of the respondents (91%) said that 'danger on the roads' was the greatest issue for children's safety. The risk of becoming involved in drug use was a concern (17%) as was the danger of encountering violence (12%). There was less concern about the physical environment including building works and derelict buildings.

Less significant issues

3.17   Overall, 'racial harassment' and 'house break-ins / burglary' were considered
        less of a problem than other areas of community safety. Ninety-six per cent
        of respondents (957 people) said that racial harassment was either 'not much
        of a problem' or 'not a problem at all' while only two per cent (16 people) said
        that it was a 'problem' or 'serious problem' in the local area.

3.18   Other issues that were not viewed as significant problems in the local area
        were: 'verbal abuse', 'drug dealing', 'harassment', 'personal safety and
        security' and 'vehicle break-ins / theft', all with less than five per cent of
        respondents stating that these issues were either a 'problem' or 'serious
        problem'.

Number of concerns

3.19   As Table 3.4 shows more than half of the respondents (57% - 574 people) felt
        that none of the issues were a 'problem' or 'serious problem' in their
        neighbourhood. Nine per cent (91 people) said that five or more of the issues
        were either a 'problem' or 'serious problem'. Fourteen per cent (143 people)
        felt that one of the issues was a problem locally.

Number of concerns (Serious Problem or Problem)	Respondents	%
None	574	57%
1	143	14%
2	104	10%
3	55	6%
4	33	3%
5+	91	9%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

3.20   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.

3.21   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 scale in Figure 3.2 indicates, 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 'dog roaming / fouling / barking' where 14 per cent (139 people) said that it had got better or worse. The remaining 86 per cent either said that it has stayed the same or did not answer the question. For the issue of racial harassment just three per cent (28 people) felt that there had been a change in the previous year. On average, for each issue only six 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

□ Slightly Worse %   ■ Much Worse %   □ Slightly Better %   □ Much Better %
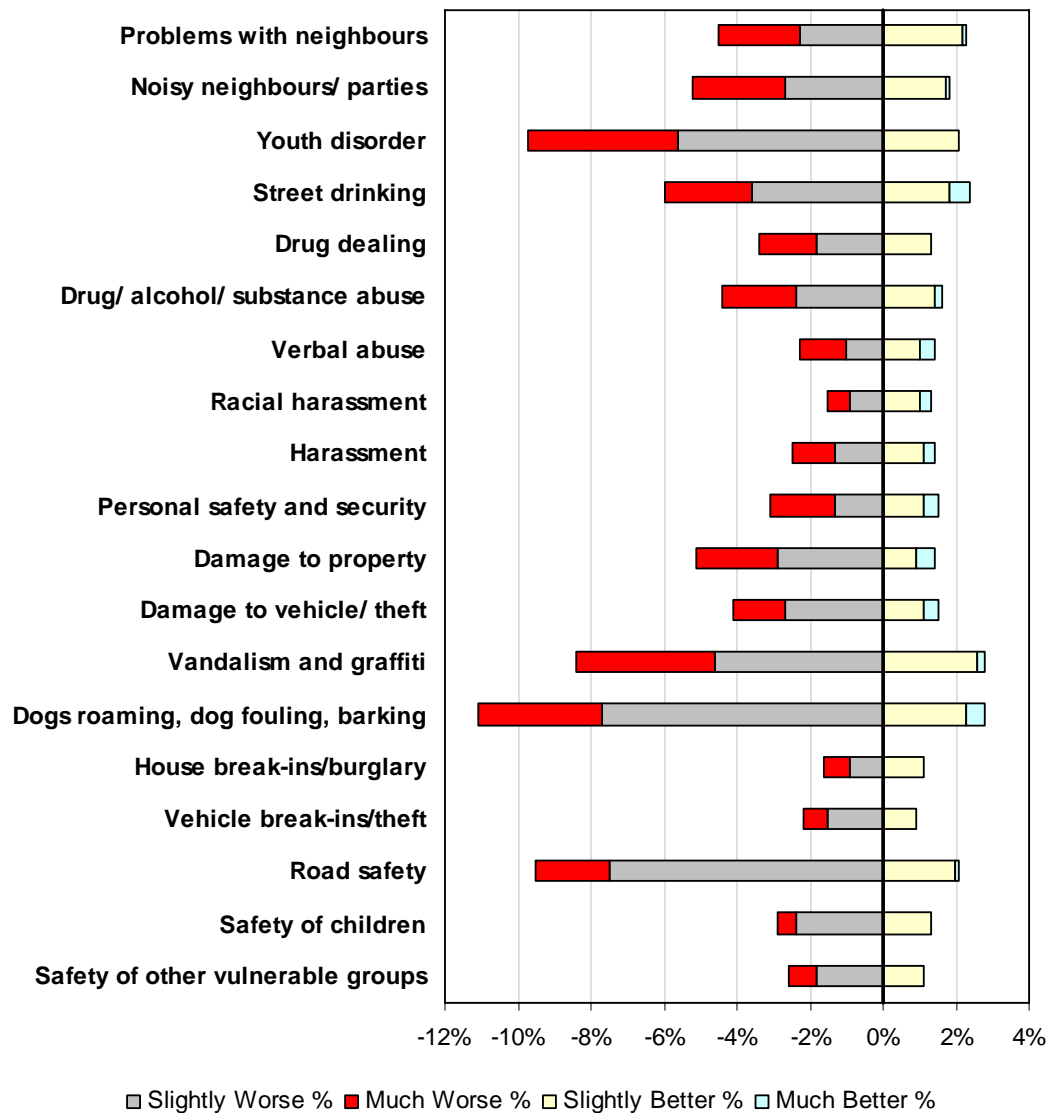
	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	22	2%	23	2%	932	93%	22	2%	1	0%	0	0%
Noisy neighbours/ parties	25	3%	27	3%	930	93%	17	2%	1	0%	0	0%
Youth disorder	41	4%	56	6%	882	88%	21	2%	0	0%	0	0%
Street drinking	24	2%	36	4%	916	92%	18	2%	6	1%	0	0%
Drug dealing	16	2%	18	2%	953	95%	13	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	20	2%	24	2%	940	94%	14	1%	2	0%	0	0%
Verbal abuse	13	1%	10	1%	963	96%	10	1%	4	0%	0	0%
Racial harassment	6	1%	9	1%	972	97%	10	1%	3	0%	0	0%
Harassment	12	1%	13	1%	961	96%	11	1%	3	0%	0	0%
Personal safety and security	18	2%	13	1%	954	95%	11	1%	4	0%	0	0%
Damage to property	22	2%	29	3%	935	94%	9	1%	5	1%	0	0%
Damage to vehicle/ theft	14	1%	27	3%	944	94%	11	1%	4	0%	0	0%
Vandalism and graffiti	38	4%	46	5%	888	89%	26	3%	2	0%	0	0%
Dogs roaming, dog fouling, barking	34	3%	77	8%	861	86%	23	2%	5	1%	0	0%
House break-ins/burglary	7	1%	9	1%	973	97%	11	1%	0	0%	0	0%
Vehicle break-ins/theft	7	1%	15	2%	969	97%	9	1%	0	0%	0	0%
Road safety	20	2%	75	8%	884	88%	20	2%	1	0%	0	0%
Safety of children	5	1%	24	2%	958	96%	13	1%	0	0%	0	0%
Safety of other vulnerable groups	8	1%	18	2%	963	96%	11	1%	0	0%	0	0%
Total	**352**		**549**		**17,778**		**280**		**41**		**0**	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

3.22   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: 'dogs roaming / fouling / barking'; 'youth disorder'; 'road safety'; 'vandalism and graffiti', and 'street drinking'. For each of these issues six per cent or more of respondents felt that the problem had got 'slightly worse' or 'much worse' in the previous year.

Dog roaming / fouling / barking

3.23   This was the issue that the highest proportion of respondents felt had deteriorated in the past year. Eight per cent (77 people) felt that the problem had got 'slightly worse' in the past year and a further three per cent (34 people) felt that it had got 'much worse'.

Youth disorder

3.24   Six per cent of respondents (56 people) felt that the problem of youth disorder had got 'slightly worse' in the previous year and a further four per cent (41 people) said that it had got 'much worse'. Two per cent of respondents felt that the issue had got 'slightly better' in the area.

Road Safety

3.25   The problem of road safety was considered to have got 'slightly worse' by eight per cent (75 people) and a further two per cent (20 people) felt it had got 'much worse'. Two per cent felt that the problem had got 'slightly better' in the previous year.

Vandalism and graffiti

3.26   Five per cent of respondents (46 people) felt that vandalism and graffiti had got 'slightly worse' in the area while a further four per cent (38 people) felt that the situation was 'much worse'. However, three per cent of respondents felt that the situation had got 'slightly better' on this issue.

Street drinking

3.27   Four per cent of respondents (36 people) felt the 'street drinking' had got 'slightly worse' in the past year and a further two per cent (24 people) felt it had got 'much worse'. Two per cent of respondents felt that road safety had improved in the area.

Change for the better

3.28   More 'positive' responses came in relation to 'problems with neighbours' and 'noisy neighbours/parties'.   There were also some positive comments in relation to 'vandalism / graffiti' and 'dog roaming / fouling / barking'.

Problems with neighbours

3.29   The most positive view came in relation to 'problems with neighbours' where 22 people (2%) felt that the situation with regard to neighbours had gotten 'slightly better' and one person said that it had got 'much 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'.

3.30   There were also positive responses in relation to 'noisy neighbours and parties' with 17 people (2%) stating that things had got 'slightly better' and one person said that it had got 'much better'. However, three per cent felt that the situation had got 'slightly worse' and a further three per cent of respondents felt it had got 'much worse'.

Vandalism and problems with dogs

3.31   Despite larger numbers saying the situation had gotten worse, 26 people (3%) felt that 'vandalism / graffiti' had got 'slightly better' in the previous year and two people felt that it had got 'much better'.

3.32   Although a higher percentage felt that the problem had gotten worse, 23 people (2%) said that 'dog roaming / fouling / barking' had got 'slightly better' and five people (1%) said that it had got 'much better'.

Number of concerns

3.33   As Table 3.6 shows 71 per cent of the respondents (708 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Twenty-nine per cent felt that some of the issues had got worse in the previous year and five per cent (50 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	708	71%
1	112	11%
2	80	8%
3	33	3%
4	17	2%
5+	50	5%
	1,000	

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

Anti-social behaviour

3.34   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	4%
Noisy neighbours/parties	3%
Youth disorder	5%
Street drinking	2%
Drug dealing	0%
Drug/ alcohol/ substance abuse	2%
Verbal abuse	2%
Racial harassment	1%
Harassment	2%
Personal safety and security	1%
Damage to property	3%
Damage to vehicle/theft	2%
Vandalism and graffiti	4%
Dogs roaming, dog fouling, barking	3%
House break-ins/burglary	1%
Vehicle break-ins/theft	1%
Road safety	2%
Safety of children	1%
Safety of other vulnerable groups	1%
None of these	85%

Table 3.7: Incidence of anti-social behaviour

3.35   Fifteen 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' (5%), 'problems with neighbours' (4%), and 'vandalism and graffiti' (4%). Other forms of anti-social behaviour that the residents have been reporting include 'noisy neighbours/parties' (3%), 'damage to property' (3%) and 'dog roaming / fouling / barking' (3%).

3.36   Eight-five 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

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

	%
Very safe	24%
Fairly safe	46%
Neutral	11%
Fairly unsafe	7%
Very unsafe	9%
Don't Know/Can't answer	4%

Table 3.8: Feeling of personal safety in neighbourhood after dark

3.38   A majority of residents (70%) said that they feel safe walking alone after dark.
        Seven per cent of respondents said that they feel 'fairly unsafe' walking in
        their neighbourhood after dark and a further nine per cent said that they feel
        'very unsafe'. Eleven per cent gave a neutral response and four per cent did
        not answer.

Cleansing and Environment

Issues in local area

3.39   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.
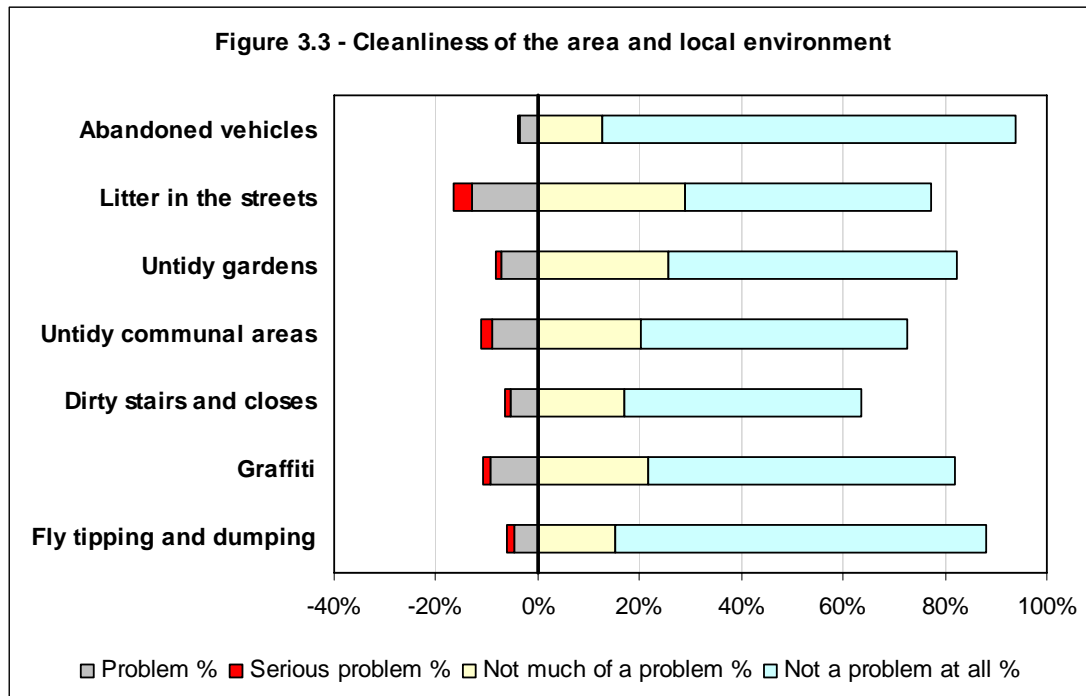
Figure 3.3 - Cleanliness of the area and local environment

	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	0%	36	4%	20	2%	127	13%	810	81%	2	0%	2	0%
Litter in the streets	38	4%	129	13%	57	6%	290	29%	484	48%	1	0%	1	0%
Untidy gardens	12	1%	70	7%	26	3%	255	26%	568	57%	14	1%	55	6%
Untidy communal areas	21	2%	90	9%	33	3%	202	20%	523	52%	10	1%	121	12%
Dirty stairs and closes	13	1%	52	5%	30	3%	171	17%	466	47%	37	4%	231	23%
Graffiti	15	2%	94	9%	58	6%	218	22%	602	60%	9	1%	4	0%
Fly tipping and dumping	15	2%	45	5%	29	3%	153	15%	727	73%	29	3%	2	0%
Total	117		516		253		1,416		4,180		102		416	

Table 3.9: Issues in the local area

3.40   Overall, the responses were positive with majorities stating that each of the issues were either 'not a problem at all' or 'not much of a problem'. Abandoned vehicles were considered to be the least of a concern with 13 per cent stating that this is 'not much of a problem' and 81 per cent saying it is 'not a problem at all'. Just four per cent considered it a problem.

3.41   Eighty-eight per cent of respondents felt that 'fly-tipping / dumping' was either 'not much of a problem' (15%) or 'not a problem at all' (73%).

3.42   Of more concern was the issue of 'litter in the street'. Thirteen per cent of respondents (129 people) felt that this was a 'problem' and a further four per cent (38 people) said it was a 'serious problem'.

3.43   'Untidy communal areas' was felt to be a 'problem' by nine per cent of respondents (90 people). A further two per cent (21 people) felt that this was a 'serious problem'. The issue of graffiti was also a concern with nine per cent (94 people) stating that it was a 'problem' and two per cent (15 people) stating that it was a 'serious problem'.

Number of concerns

3.44   As Table 3.10 shows 78 per cent of the respondents (779 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Twenty-two per cent (221 people) felt that some of the issues were a problem and five per cent (46 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	779	78%
1	85	9%
2	36	4%
3	34	3%
4	20	2%
5+	46	5%
	1,000	

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

General maintenance of properties and public spaces

3.45   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	6%	1%	16%	58%	19%

Table 3.11: Views on maintenance

3.46   The respondents were generally positive about the maintenance where they live with 77 per cent of respondents stating that maintenance is either 'good' or 'very good'. However, one per cent felt that maintenance was 'poor' and a further six per cent said that it was 'very poor'. Sixteen per cent of people did not have a clear view of the quality of maintenance where they live.

Quality of your neighbourhood

3.47   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.
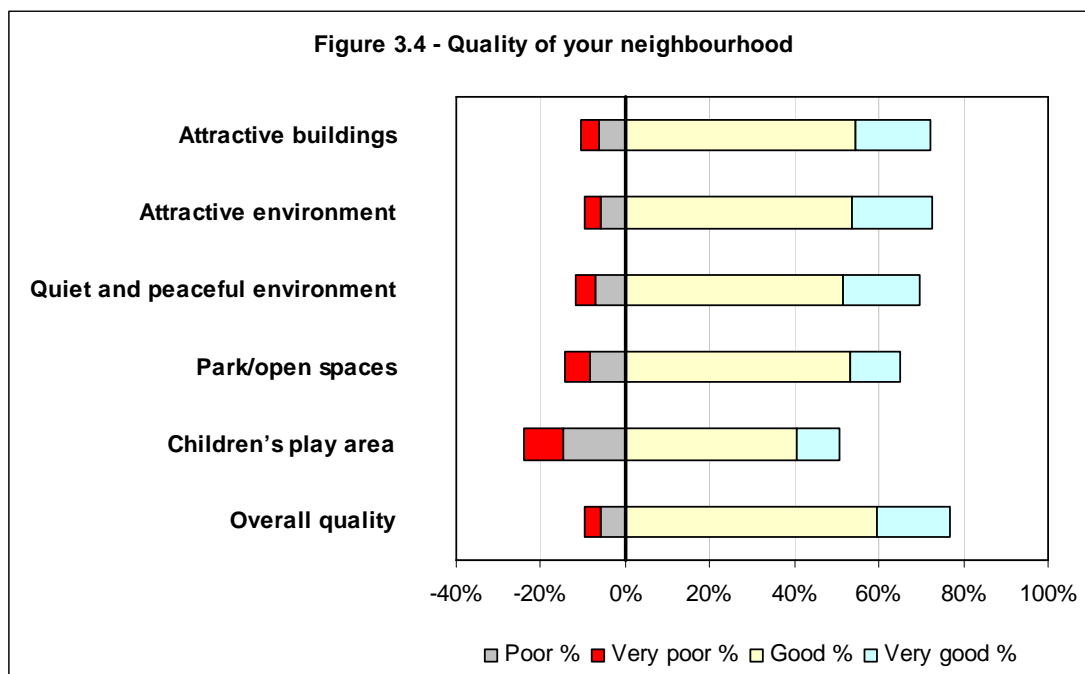
Figure 3.4 - Quality of your neighbourhood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	43	4%	63	6%	169	17%	544	54%	178	18%	2	0%	1	0%
Attractive environment	37	4%	60	6%	173	17%	537	54%	191	19%	1	0%	1	0%
Quiet and peaceful environment	44	4%	73	7%	186	19%	514	51%	181	18%	1	0%	1	0%
Park/open spaces	60	6%	84	8%	197	20%	531	53%	118	12%	9	1%	1	0%
Children's play area	92	9%	146	15%	185	19%	406	41%	101	10%	58	6%	12	1%
Overall quality	38	4%	60	6%	134	13%	594	59%	172	17%	1	0%	1	0%
Total	**314**		**486**		**1,044**		**3,126**		**941**		**72**		**17**	

Table 3.12: Quality of your neighbourhood

3.48   For most of the elements the respondents were positive about the quality of their neighbourhood. Seventy-six per cent of the respondents said that the overall quality of the area was either 'good' (59%) or 'very good' (17%). The residents were generally positive that the area has attractive buildings, an attractive environment and that the neighbourhood is good for quiet and peaceful places.

3.49   The residents were less positive about the quality of children's play areas. Fifteen per cent of respondents (146 people) said that children's play areas are 'poor' in the neighbourhood. A further nine per cent (92 people) said that the play areas are 'very poor'.

3.50   Eight per cent of respondents (84 people) said that the parks and open spaces in the area are 'poor' and six per cent (60 people) said that they are 'very poor'. Nearly two thirds of the respondents disagreed and felt that the parks are either 'good' (53% - 531 people) or 'very good' (12% - 118 people).

Number of concerns

3.51   As Table 3.13 shows, 72 per cent of the respondents (722 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Twenty-eight per cent felt that some of the elements were poor and eight per cent (78 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	722	72%
1	107	11%
2	63	6%
3	13	1%
4	17	2%
5+	78	8%
	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.
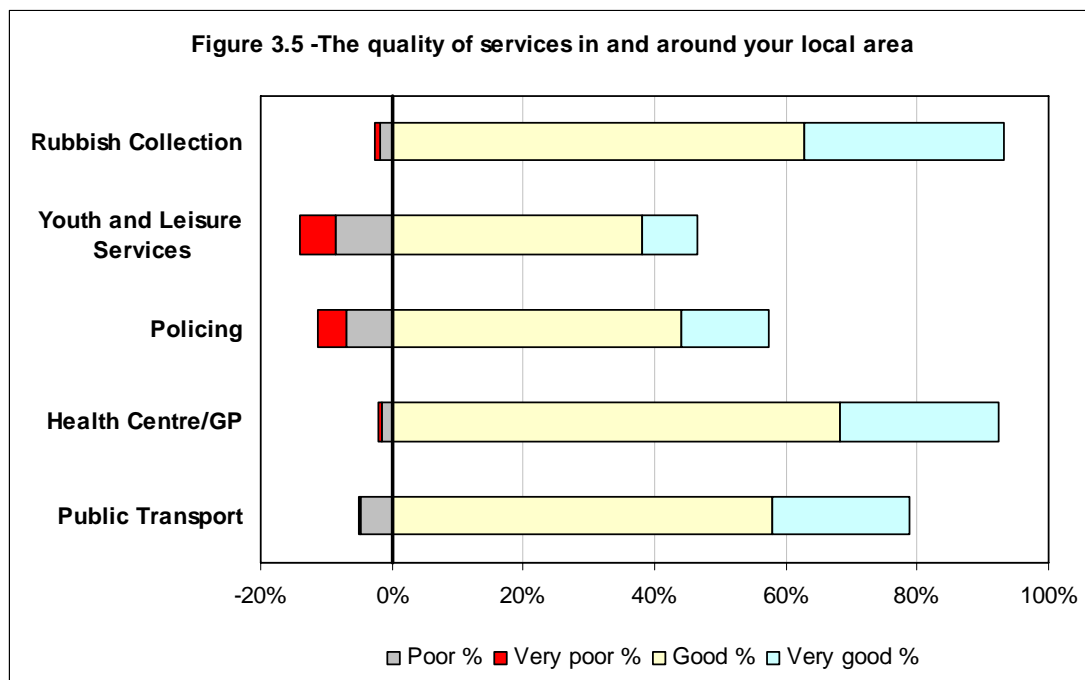
Figure 3.5 - The quality of services in and around your local area

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	10	1%	17	2%	39	4%	627	63%	304	30%	3	0%	0	0%
Youth and Leisure Services	53	5%	86	9%	184	18%	380	38%	85	9%	189	19%	23	2%
Policing	43	4%	70	7%	252	25%	441	44%	134	13%	57	6%	3	0%
Health Centre/GP	6	1%	16	2%	40	4%	683	68%	241	24%	14	1%	0	0%
Public Transport	5	1%	47	5%	114	11%	579	58%	210	21%	36	4%	9	1%
Total	**117**		**236**		**629**		**2,710**		**974**		**299**		**35**	

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

3.53   This question revealed that respondents were generally happy about the quality of different services provided locally. For rubbish collection, health services (through the local health centre or GP) and public transport, 79 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 seven per cent (70 people) saying that the service was 'poor' and a further four per cent (43 people) stating that policing is 'very poor' in the area. However, 44 per cent (441 people) said that policing was 'good' and 13 per cent (134 people) said it was 'very good'.

3.55   The respondents were least positive about youth and leisure services. Nine per cent of the residents (86 people) felt that the service was 'poor' and a further five per cent (53 people) said it was 'very poor'. Thirty-eight per cent (380 people) said that youth and leisure services were 'good' and nine per cent said the service was 'very good' (85 people).

Public transport

3.56   Those who had stated that public transport was poor (52 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	38%
Frequency – services don't run often enough	71%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	38%
Cleanliness / comfort – service isn't clean or comfortable	2%
Safety / security – I don't feel safe when using the service	0%
Ticketing - the ticketing arrangements are confusing	2%
Information – it's difficult finding out about routes and times	4%
No direct route	2%
Buses are old	2%
Need more low level buses	4%
Don't go where I need them to go	2%
Don't know	4%

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 – 71 per cent stated that this was a problem. Other significant issues were punctuality / reliability (38%), and convenience (38%) 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	25%
2-3 times a week	26%
Once a week	15%
Once a month	7%
Less often	14%
Never	13%

Table 3.16: Frequency of use of public transport

3.59   Just over half of the residents use public transport more than once a week with a quarter using it every day. Twenty-seven per cent of the respondents use public transport less than once a month.

Number of concerns

3.60   As Table 3.17 shows, 76 per cent of the respondents (762 people) felt that
none of the services were either 'poor' or 'very poor' in their neighbourhood.
Twenty-four per cent felt that some of the services were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	762	76%
1	159	16%
2	50	5%
3	23	2%
4	5	1%
5+	1	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	2%	1%	2%	4%	2%	90%
Glasgow City Council	2%	1%	2%	3%	1%	92%
Glasgow Community & Safety Services (GCSS)	0%	0%	0%	0%	1%	99%
Community Safety Patrol Officer	0%	0%	0%	0%	1%	99%
Community Enforcement Officer	0%	0%	0%	0%	1%	99%
Glasgow Housing Association	1%	1%	2%	2%	1%	94%
Housing Association (other)	0%	0%	0%	1%	1%	97%
Private Landlord	0%	0%	0%	0%	1%	99%
Health Service	0%	0%	0%	1%	3%	96%
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, ten per cent of respondents had reported a problem to
the police. While three per cent said that they had been 'dissatisfied' or 'very
dissatisfied' with the response, six per cent said that they were 'satisfied' or
'very satisfied'.

3.63   Eight per cent of respondents had reported a problem to Glasgow City
        Council. While four per cent were satisfied with the response they received,
        three per cent were dissatisfied. Six per cent had reported a problem to the
        Glasgow Housing Association – three per cent were satisfied with the
        response while two per cent were 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	90%
Fear of reprisal	2%
It might aggravate the situation	1%
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	1%
It wasn't a serious enough problem to report	4%
Other	0%

Table 3.19: Reason for not reporting a problem

3.65   Ninety 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 reasons were that it 'wouldn't have made any difference'
        (5%) and a view that it 'wasn't a serious enough problem to report' (4%).

3.66   Another reason given for not reporting was 'fear of reprisals' (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	8%
Less than 2 years	7%
Less than 4 years	11%
Less than 6 years	11%
Less than 10 years	13%
10 years or more	49%

Table 3.20: Length of residence

3.68   The majority of respondents were longer term residents with 62 per cent (624 people) having lived in the area for six or more years. Fifteen per cent (158 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	42%
Fairly satisfied	45%
Neutral	6%
Fairly dissatisfied	3%
Very dissatisfied	3%

Table 3.21: Satisfaction with the area

3.70   Eighty-seven per cent of respondents (875 people) said that they were satisfied with the area as a place to live. Of these, forty-two per cent of respondents said that they were 'very satisfied'. Six per cent of residents (58 people) said that they were dissatisfied with the area – and just less than half 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	6%
Got slightly worse	15%
Not changed	66%
Got slightly better	9%
Got much better	1%
Don't know	2%
Not applicable	1%

Table 3.22: Perceived change in area over past two years

3.72   A majority of respondents (66%) 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. Fifteen per cent (147 people) said that it had got 'slightly worse' and six per cent (56 people) felt that it had got 'much worse'. Nine per cent (88 people) said that the area had improved slightly and one per cent (9 people) said that it had got 'much better'. Three 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	89%
No	6%
Don't know	5%

Table 3.23: Desire to continue living in area

3.74   The vast majority of respondents (89% – 888 people) wish to continue living in the area. Six per cent (61 people) said that they would like to move away from the area and five per cent (51 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	27%
Clean up graffiti	1%
Clean streets	4%
More speed restrictions on the roads	8%
Reduce youth misbehaviour	6%
More employment for young people	2%
More employment for all	2%
More leisure facilities	2%
More play areas for younger children	4%
More sports areas for teenagers	1%
More care in housing allocation / better vetting of tenants	2%
Evict problem tenants	3%
Car parking	1%
Better housing	1%
Public transport / improve bus shelters	1%
Better roads / pavements	1%
Nothing	22%
Don't know	11%

Table 3.24: How to improve quality of life in neighbourhood

3.76   The most common response to this question was to put 'more police on the street' (27% –269 people). A significant proportion (22%) did not want to change anything and 11 per cent didn't have a clear view on what they would change.

3.77   Concerns about road safety were expressed by eight per cent of respondents (82 people) who would like to see 'more speed restrictions on the roads'. Six per cent (59 people) said that they would like to see measures to 'reduce youth misbehaviour'.

3.78   Four per cent (39 people) said that 'more play areas for younger children' would improve the quality of life in the area and four per cent (42 people) said that cleaner streets would do the same.

3.79   Three per cent of respondents (30 people) would like to see measures to evict problem tenants in the local area.

Demographics

3.80   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	50%
Female	50%

Table 3.25: Gender

3.81   A good balance of men and women were surveyed with each group making up half of the respondents.

Age	%
16 – 19	4%
20 - 24	6%
25 - 29	10%
30 - 39	15%
40 - 49	20%
50-59 (female) or 50-64 (male)	26%
60-74 (female) or 65-74 (male)	11%
75+	9%

Table 3.26: Age

3.82   Although there is a good range of age groups represented in the sample, more older people completed the survey than younger people. While 46 per cent of the respondents are people aged over 50 years, 20 per cent of the sample were aged under 30 years.

3.83   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

3.84   Respondents were asked about their current employment status.

	%
Full-time paid work	38%
Part-time paid work	5%
Self-employed	1%
Government Supported Training or Employment Programmes	0%
Full-time education	3%
Part-time education	0%
Still at school	0%
Unemployed	17%
Long-term sick or disabled	5%
Looking after family home	10%
Retired	20%
Other	0%

Table 3.27: Current employment status

3.85   Forty-four per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Seventeen per cent were unemployed. Three per cent of respondents were in full time education. Five per cent were long-term sick or disabled while ten per cent were looking after their family home. A fifth of respondents were retired.

Disability or special needs

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

	%
Yes	13%
No	88%

Table 3.28: Disability or special need

3.87   Thirteen per cent of responding households (125) include a person who has a disability or special need.

	%
Physical	82%
Mental ill health	22%
Learning disability	3%
Visual impairment	4%
Hearing impairment	1%
Other	5%

Table 3.29: Nature of disability / special need

3.88   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 82 per cent of households which include a
        disabled person. Twenty-two per cent of households include someone with a
        mental illness. Four per cent include someone with a visual impairment and
        one per cent include someone with a hearing impairment. Three per cent of
        the households include someone with a learning disability.

Ethnic origin and status in the UK

3.89   Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	93%
Other British	1%
Irish	0%
East European	2%
Other White British	0%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	0%
Pakistani	1%
Bangladeshi	0%
Chinese	0%
Any other Asian background	1%
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

3.90   The vast majority of participants (93% or 927 people) answered 'White
        Scottish' to the question of ethnic origin, whilst a further one per cent were
        white and from elsewhere in Britain. Two per cent of respondents were of
        'East European' origin.

3.91   One per cent of respondents were from a Pakistani ethnic background and
        one per cent were 'Other Asian'. A further one per cent were of African 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. None of the respondents were refugees although two respondents were asylum seekers (less than 1%).

	%
Permanent resident	98%
Temporary resident	1%
Refugee	0%
Asylum Seeker	0%
Refused	1%

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 nearly a third of households in the area (32% - 322) include dependent children. Fourteen percent (141 households) include one dependent child and thirteen per cent (129 households) contain two dependent children. Five per cent of households contain more than two children.

No. of children	%
1	14%
2	13%
3	4%
4	1%
5	0%
6+	0%
None	68%

Table 3.32: Number of dependent children

3.94 Of households involving children 37 per cent (118 households) are lone parent / carer households. Sixty-three per cent (204 households) are two parents / carers households.

	%
Lone parent/carer	37%
Two parents/carers	63%

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, the largest group of respondents are housing association
        tenants (49% – 494 people). A slightly smaller proportion (46% - 459 people)
        live in owner-occupied housing. Just four per cent (42 people) live in private
        rented accommodation.

	%
Rented – Private landlord	4%
Rented – Housing Association	49%
Rented – not sure who is the landlord	0%
Owned by you or someone who lives in it	46%
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
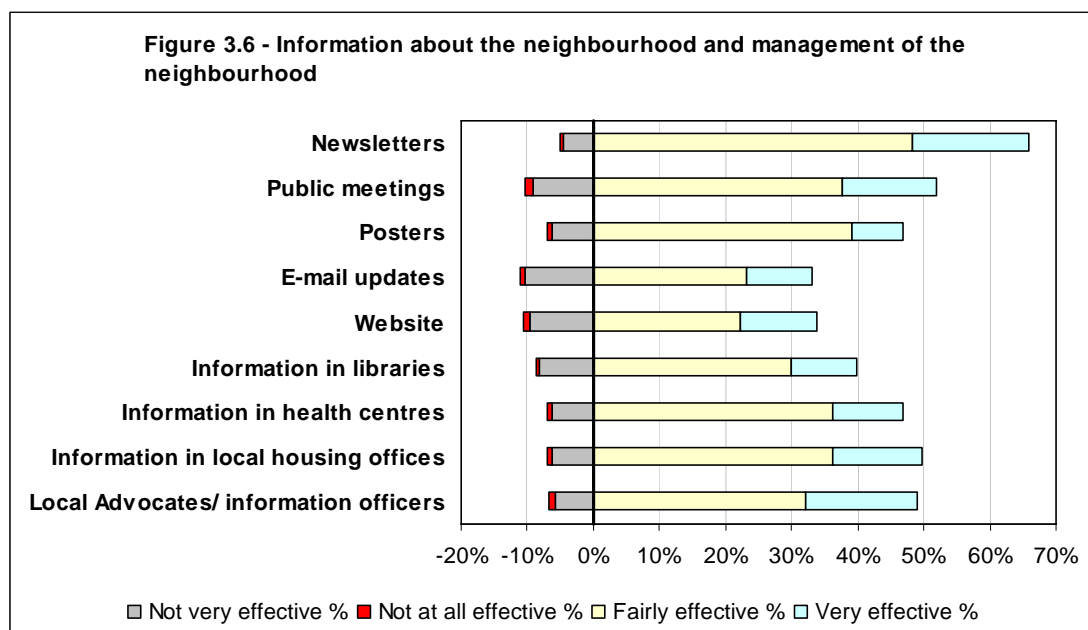
3.98 Respondents were generally positive that 'newsletters' were an effective way to provide information. While six per cent felt that this was ineffective, 48 per cent said that it was 'fairly effective' and 18 per cent said that it was 'very effective'. The residents were also positive about receiving information through public meetings, local housing offices and local advocates / information officers.

3.99 The least popular way of providing information was electronically. While 34 per cent of respondents felt that a website would be effective, 11 per cent said that it would not be effective. There was also limited support for email updates – while 33 per cent thought this would be effective, 11 per cent disagreed.

Involvement of local people in decision making

3.100 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	65%
Local people and organisations should be actively involved	35%
Local people and organisations should be equal partners in making decisions	17%
Decision-making powers should be only with local people and organisations	9%
No involvement	6%
Don't know	1%
Other	0%

Table 3.35: Views on level of involvement

3.101 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 65 per cent (651 people) agreed that 'local people and organisations should be asked their opinions', less than a tenth (9% – 92 people) felt that 'decision-making powers should be only with local people and organisations'.

3.102   Minorities of the respondents felt that local people and organisations should be 'actively involved' (35% – 347 people) or 'equal partners' (17% – 165 people) in making decisions about neighbourhood management. A small proportion (6%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

	%
Regular feedback events	31%
Feedback boards in libraries, health centres and so on	23%
Regular surveys	47%
Consultation forums	20%
Feedback slips on newsletters	25%
Dedicated internet site	8%
No feedback	7%
Don't know	3%
Other	0%

Table 3.36: Ways to collect feedback from community

3.104   Nearly half of the respondents (47% - 470 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'regular feedback events' (31% – 310 people), 'feedback slips on newsletters' (25% – 251 people), 'feedback boards' (23% - 231 people) and 'consultation forums' (20% – 197 people).

3.105   There was less support for gathering feedback through a 'dedicated internet site' (8% – 79 people).

Involving the local community

3.106   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
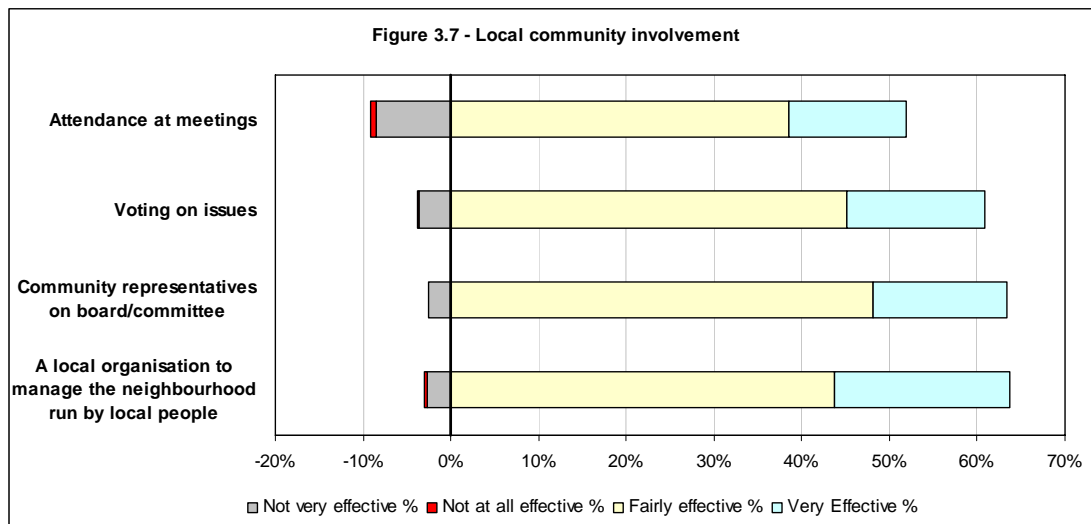
3.107   The respondents felt that the most effective forms of community involvement were a 'local organisation to manage the neighbourhood run by local people' and 'community representatives on boards /committees'. Nearly two thirds felt that these options would be effective.

3.108   The least popular option was 'attendance at meetings' although views were mixed on this. While 52 per cent thought meetings were effective, ten per cent of respondents thought meetings were either 'not very effective' (9% – 85 people) or 'not at all effective' (1% – 6 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 five areas and which issues are not considered by residents to be as significant. The five areas are:

- Yoker and Scotstoun;

- Knightswood;

- Temple and Anniesland;

- Blairdardie; and

- Drumchapel.

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 most significant concerns across the wider West LCPP area were 'youth disorder', 'street drinking', 'vandalism and graffiti', 'dogs roaming, dog fouling, and barking', and 'road safety'. There were also comparatively high levels of concern about 'noisy neighbours / parties' and 'drug / alcohol / substance abuse'.

4.4 Responses to the survey in Temple / Anniesland and Blairdardie were notably more 'positive' in relation to community safety than other areas. In Blairdardie none of the issues were considered to be a problem by more than a fifth of respondents. In both of these areas problems with dogs and road safety were more of a concern than the other issues.

4.5 Youth disorder was one of the main concerns for residents in Yoker / Scotstoun, Knightswood and Drumchapel, although it was not considered the top issue in any of these neighbourhoods. In these three neighbourhoods there were also concerns raised about street drinking. Residents in Blairdardie and Temple / Anniesland showed lower levels of concern about youth disorder and street drinking.

4.6   Vandalism and graffiti were significant concerns for residents in Drumchapel and Yoker / Scotstoun but were less of an issue for residents in other neighbourhoods.

4.7   Dog roaming / fouling / barking was the top issue for residents living in Yoker / Scotstoun and Temple / Anniesland and was among the main concerns for residents in Blairdardie and Drumchapel. Lower proportions said it was a problem in Knightswood.

4.8   Road safety was the top issue for respondents living in Knightswood and Blairdardie and this was the second most serious issue for residents in Temple / Anniesland. Although this was a concern for some residents it was not one of the main issues in Drumchapel and Yoker / Scotstoun.

4.9   Drug / alcohol / substance abuse was the top issue for respondents in Drumchapel. This was not emphasised as a significant problem by residents in any of the other four neighbourhoods.

4.10   Residents in Knightswood were more concerned about noisy neighbours / parties than any of the other neighbourhoods.

4.11   In terms of changes taking place in their local area, residents in Temple / Anniesland, Blairdardie and Yoker / Scotstoun were particularly concerned about worsening problems with dogs.

4.12   Deteriorating road safety was the top issue for respondents in Knightswood and this was a serious issue for residents in Blairdardie, Yoker / Scotstoun and to a lesser extent Temple / Anniesland. Residents in Drumchapel did not feel that road safety had deteriorated significantly.

4.13   Youth disorder was emphasised as a problem that was getting worse in all of the areas with the exception of Blairdardie.

4.14   Residents in Yoker / Scotstoun and Drumchapel were most concerned about increasing levels of vandalism / graffiti.   In Blairdardie, 11 per cent said that the situation with vandalism / graffiti was improving.

4.15   Compared with other neighbourhoods, residents in Knightswood were most concerned that noisy neighbours / parties and other problems with neighbours were getting worse locally.

Cleansing and Environment

4.16   Across the West LCPP area litter in the streets was considered the main cleansing and environmental issue. This was followed by untidy communal areas and vandalism and graffiti. Residents were least concerned about abandoned vehicles and fly tipping/dumping.

4.17   Reflecting views across the West LCPP, litter in the street was the issue of most concern in each of the five neighbourhoods. Residents living in Drumchapel and Yoker / Scotstoun were particularly concerned about litter.

4.18   Untidy communal areas was the second most serious issue in Drumchapel and this was also a concern for residents in Knightswood and Yoker / Scotstoun.

4.19   Graffiti was an issue of significant concern in Drumchapel and to a lesser extent in Yoker / Scotstoun and Temple / Anniesland.

Quality of neighbourhood

4.20   The quality of children's play areas was the main concern for residents in all neighbourhoods except Yoker / Scotstoun where a lack of attractive buildings was the main concern. The lack of a quiet and peaceful environment was the second biggest issue for residents in Drumchapel and Yoker / Scotstoun.

4.21   Residents in Temple / Anniesland were more critical about the quality of parks / open spaces compared to the other neighbourhoods although this was also an issue for a fifth of residents in Drumchapel.

Quality of service provision

4.22   The quality of youth and leisure services was the top issue for residents in Temple / Anniesland, Blairdardie and Drumchapel. In Yoker / Scotstoun and Knightswood residents were more concerned about policing in their area.

4.23   Unlike any of the other areas the quality of public transport was the main
        concern for respondents living in Knightswood.

Yoker and Scotstoun

**Figure 4.1 - Security and Community Safety
Yoker & Scotstoun**

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

Axis: -40%, -20%, 0%, 20%, 40%, 60%, 80%, 100%

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	8	4%	3	2%	2	1%	38	19%	149	75%	0	0%
Noisy neighbours/ parties	7	4%	3	2%	0	0%	40	20%	150	75%	0	0%
Youth disorder	19	10%	11	6%	4	2%	52	26%	114	57%	0	0%
Street drinking	11	6%	11	6%	0	0%	43	22%	134	67%	1	1%
Drug dealing	7	4%	5	3%	1	1%	34	17%	151	76%	2	1%
Drug/ alcohol/ substance abuse	7	4%	5	3%	1	1%	34	17%	151	76%	2	1%
Verbal abuse	4	2%	3	2%	0	0%	34	17%	158	79%	1	1%
Racial harassment	2	1%	1	1%	0	0%	32	16%	163	82%	2	1%
Harassment	3	2%	3	2%	0	0%	33	17%	160	80%	1	1%
Personal safety and security	6	3%	8	4%	4	2%	57	29%	124	62%	1	1%
Damage to property	8	4%	6	3%	0	0%	40	20%	146	73%	0	0%
Damage to vehicle/ theft	7	4%	4	2%	0	0%	40	20%	149	75%	0	0%
Vandalism and graffiti	21	11%	15	8%	0	0%	48	24%	116	58%	0	0%
Dogs roaming, dog fouling, barking	17	9%	25	13%	4	2%	55	28%	99	50%	0	0%
House break-ins/burglary	5	3%	1	1%	0	0%	39	20%	155	78%	0	0%
Vehicle break-ins/theft	4	2%	2	1%	0	0%	38	19%	156	78%	0	0%
Road safety	7	4%	16	8%	6	3%	47	24%	124	62%	0	0%
Safety of children	2	1%	7	4%	1	1%	43	22%	146	73%	1	1%
Safety of other vulnerable groups	1	1%	3	2%	0	0%	34	17%	162	81%	0	0%
Total	**146**		**132**		**23**		**781**		**2,707**		**11**	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	114	57%
1	25	13%
2	25	13%
3	10	5%
4	11	6%
5+	15	8%
	200	

Table 4.2 – Number of concerns – Security and Community Safety

Figure 4.2 - Security and community safety in the past year
Yoker & Scotstoun
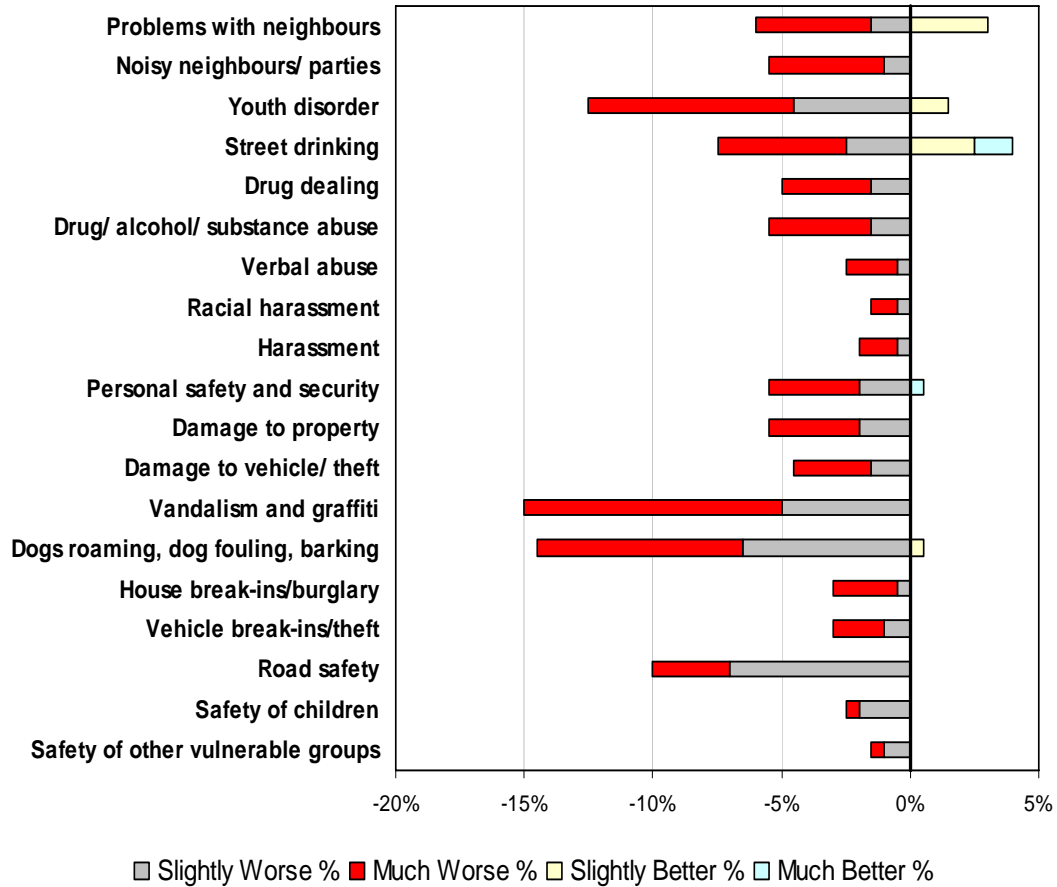
Legend: ☐ Slightly Worse % ■ Much Worse % ☐ Slightly Better % ☐ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	5%	3	2%	182	91%	6	3%	0	0%	0	0%
Noisy neighbours / parties	9	5%	2	1%	189	95%	0	0%	0	0%	0	0%
Youth disorder	16	8%	9	5%	172	86%	3	2%	0	0%	0	0%
Street drinking	10	5%	5	3%	177	89%	5	3%	3	2%	0	0%
Drug dealing	7	4%	3	2%	190	95%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	8	4%	3	2%	189	95%	0	0%	0	0%	0	0%
Verbal abuse	4	2%	1	1%	195	98%	0	0%	0	0%	0	0%
Racial harassment	2	1%	1	1%	197	99%	0	0%	0	0%	0	0%
Harassment	3	2%	1	1%	196	98%	0	0%	0	0%	0	0%
Personal safety and security	7	4%	4	2%	188	94%	0	0%	1	1%	0	0%
Damage to property	7	4%	4	2%	189	95%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	6	3%	3	2%	191	96%	0	0%	0	0%	0	0%
Vandalism and graffiti	20	10%	10	5%	170	85%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	16	8%	13	7%	170	85%	1	1%	0	0%	0	0%
House break-ins/burglary	5	3%	1	1%	194	97%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	4	2%	2	1%	194	97%	0	0%	0	0%	0	0%
Road safety	6	3%	14	7%	180	90%	0	0%	0	0%	0	0%
Safety of children	1	1%	4	2%	195	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Total	**141**		**85**		**3,555**		**15**		**4**		**0**	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	127	64%
1	21	11%
2	27	14%
3	7	4%
4	5	3%
5+	13	7%
	200	

Table 4.4 – Number of concerns – Security and Community Safety in the past year

Figure 4.3 - Cleanliness of the area and the local environment Yoker & Scotstoun

	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%	8	4%	1	1%	47	24%	144	72%	0	0%	0	0%
Litter in the streets	11	6%	25	13%	1	1%	67	34%	96	48%	0	0%	0	0%
Untidy gardens	5	3%	14	7%	1	1%	69	35%	108	54%	1	1%	2	1%
Untidy communal areas	5	3%	11	6%	1	1%	67	34%	110	55%	1	1%	5	3%
Dirty stairs and closes	4	2%	10	5%	4	2%	48	24%	92	46%	11	6%	31	16%
Graffiti	4	2%	15	8%	1	1%	50	25%	126	63%	2	1%	2	1%
Fly tipping and dumping	8	4%	12	6%	2	1%	47	24%	127	64%	4	2%	0	0%
Total	**37**		**95**		**11**		**395**		**803**		**19**		**40**	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	152	76%
1	20	10%
2	10	5%
3	5	3%
4	4	2%
5+	9	5%
	200	

Table 4.6 – Number of concerns – Cleanliness and local environment
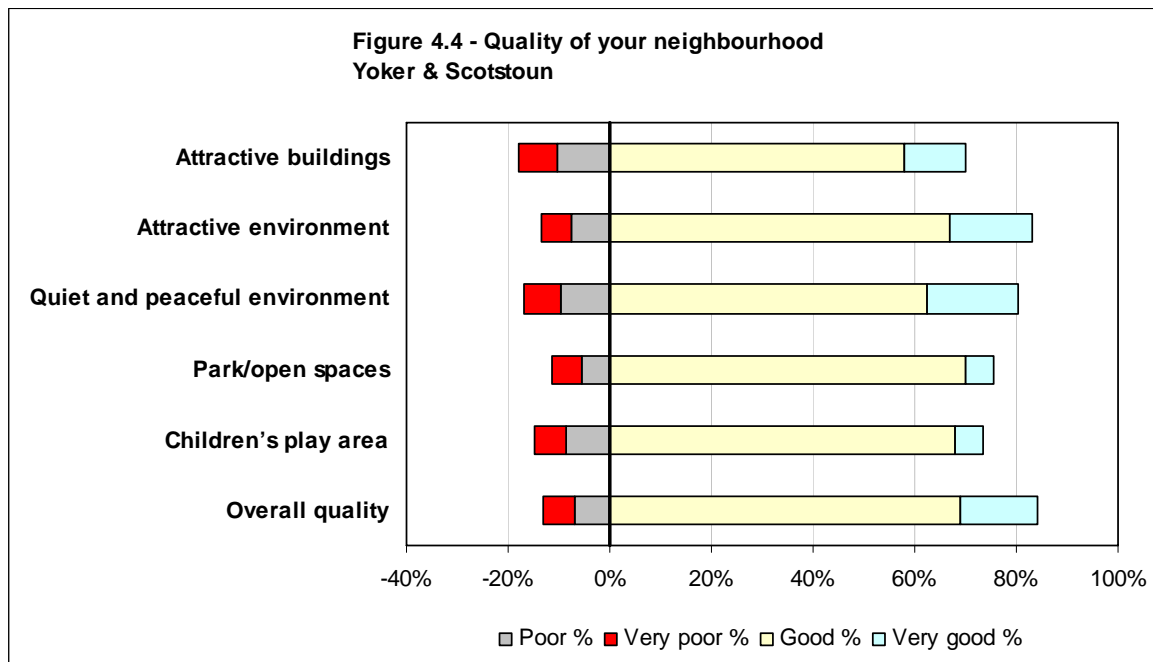
Figure 4.4 - Quality of your neighbourhood
Yoker & Scotstoun

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	15	8%	21	11%	24	12%	116	58%	24	12%	0	0%	0	0%
Attractive environment	12	6%	15	8%	7	4%	134	67%	32	16%	0	0%	0	0%
Quiet and peaceful environment	15	8%	19	10%	5	3%	125	63%	36	18%	0	0%	0	0%
Park/open spaces	12	6%	11	6%	23	12%	140	70%	11	6%	3	2%	0	0%
Children's play area	13	7%	17	9%	14	7%	136	68%	11	6%	8	4%	1	1%
Overall quality	12	6%	14	7%	6	3%	138	69%	30	15%	0	0%	0	0%
Total	**79**		**97**		**79**		**789**		**144**		**11**		**1**	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	147	74%
1	19	10%
2	7	4%
3	3	2%
4	3	2%
5+	21	11%
	200	

Table 4.8 – Number of concerns – Quality of neighbourhood
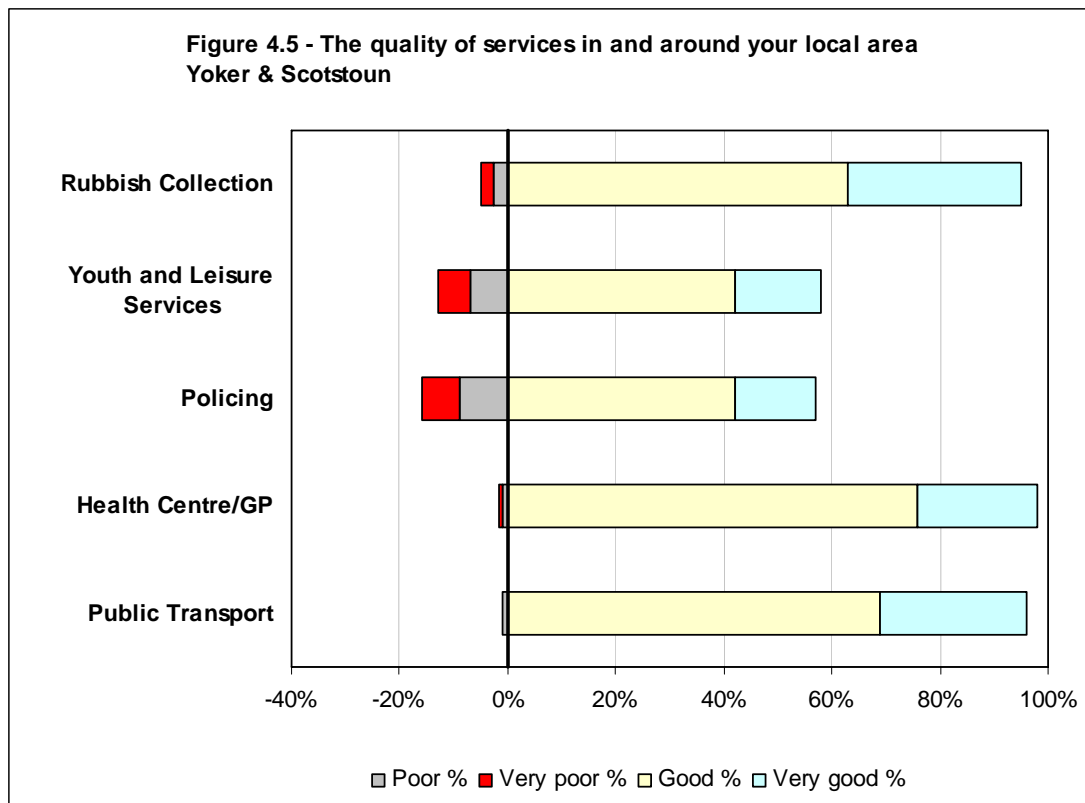
Figure 4.5 - The quality of services in and around your local area
Yoker & Scotstoun

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	3%	5	3%	0	0%	126	63%	64	32%	0	0%	0	0%
Youth and Leisure Services	12	6%	14	7%	24	12%	84	42%	32	16%	30	15%	4	2%
Policing	14	7%	18	9%	43	22%	84	42%	30	15%	11	6%	0	0%
Health Centre/GP	1	1%	2	1%	1	1%	152	76%	44	22%	0	0%	0	0%
Public Transport	0	0%	2	1%	3	2%	138	69%	54	27%	1	1%	2	1%
Total	32		41		71		584		224		42		6	

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

Number of concerns (Very poor or poor)	Respondents	%
None	151	76%
1	34	17%
2	6	3%
3	9	5%
4	0	0%
5+	0	0%
	200	

Table 4.10 – Number of concerns – Quality of services

**Figure 4.6 - Housing tenure
Yoker & Scotstoun**

**Figure 4.7 - Information about the neighbourhood and the management of the neighbourhood
Yoker & Scotstoun**

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

Figure 4.8 - Local community involvement
Yoker & Scotstoun
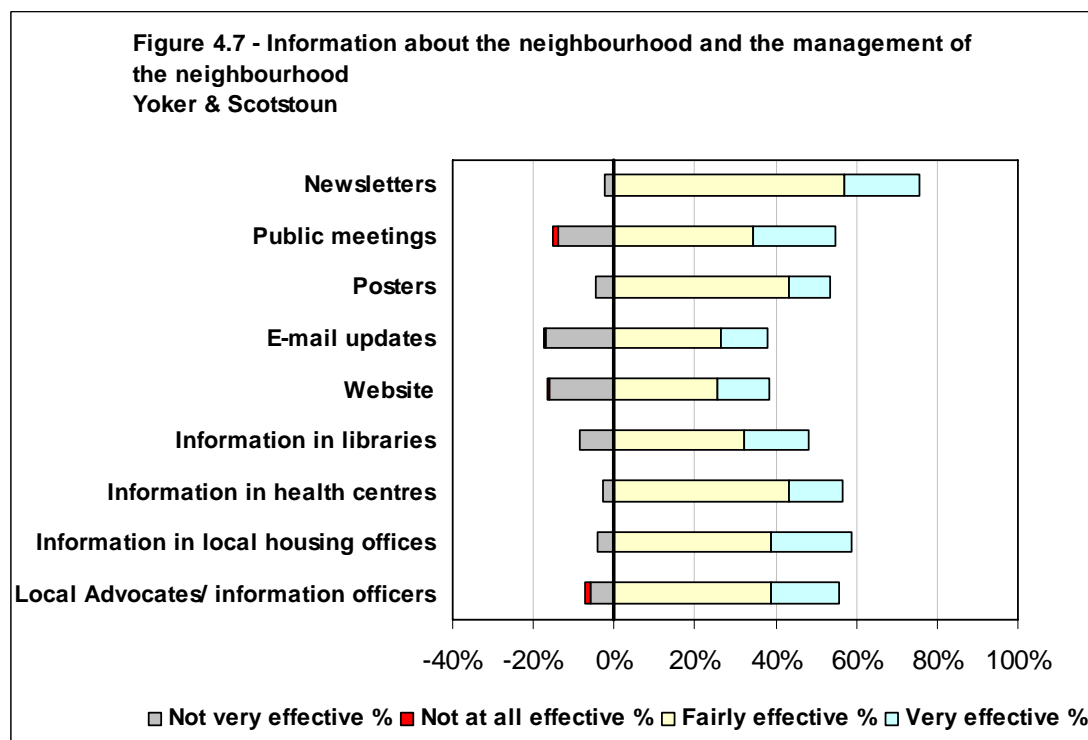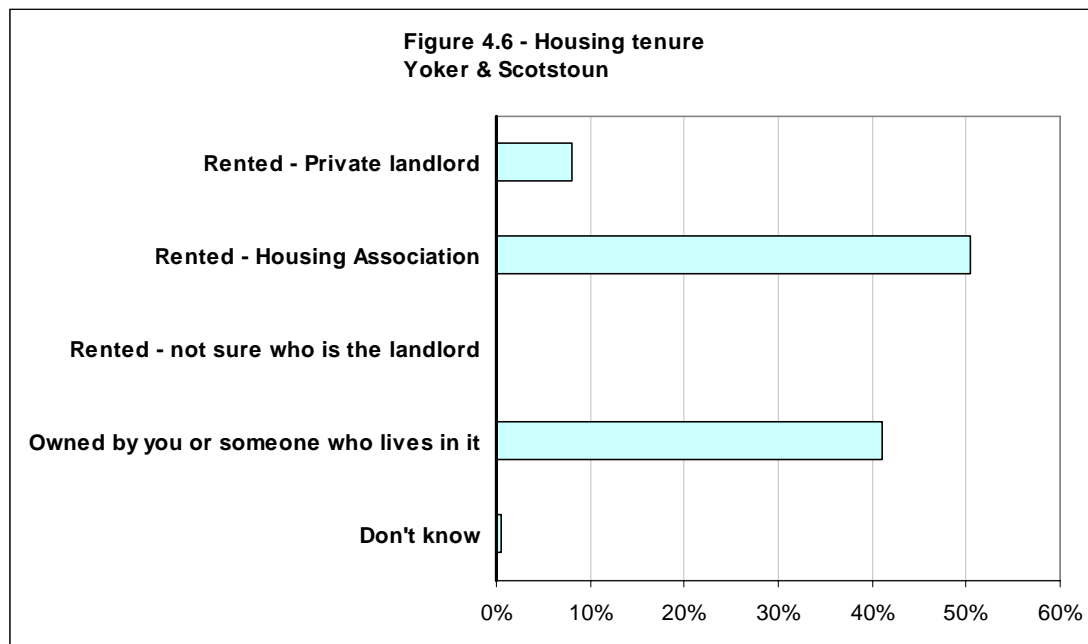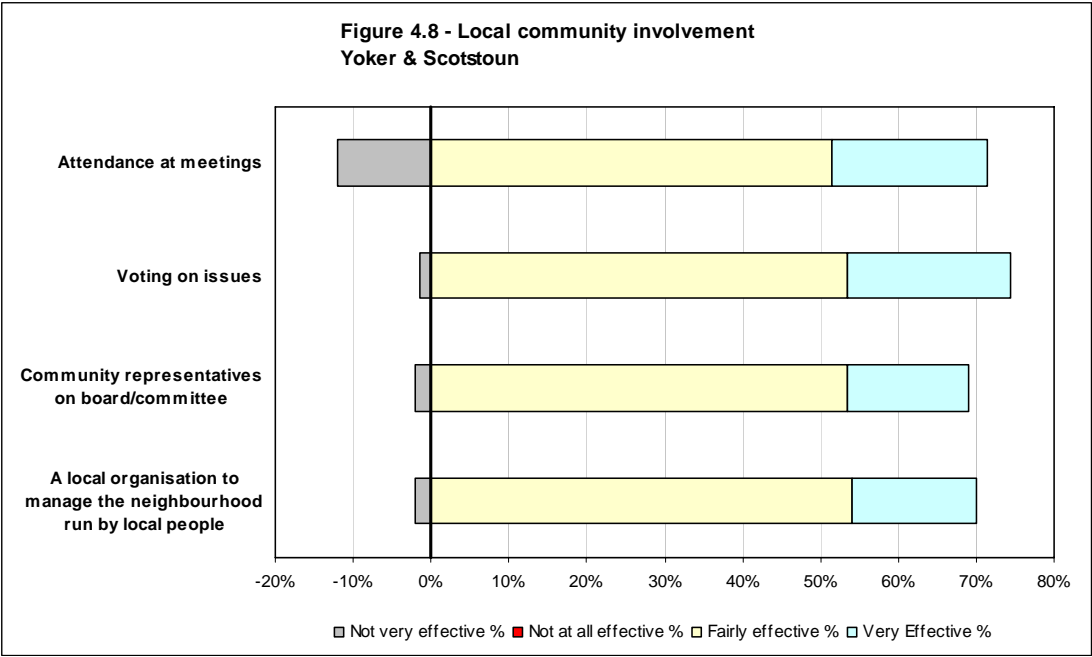
Knightswood

**Figure 4.9 - Security and community safety
Knightswood**
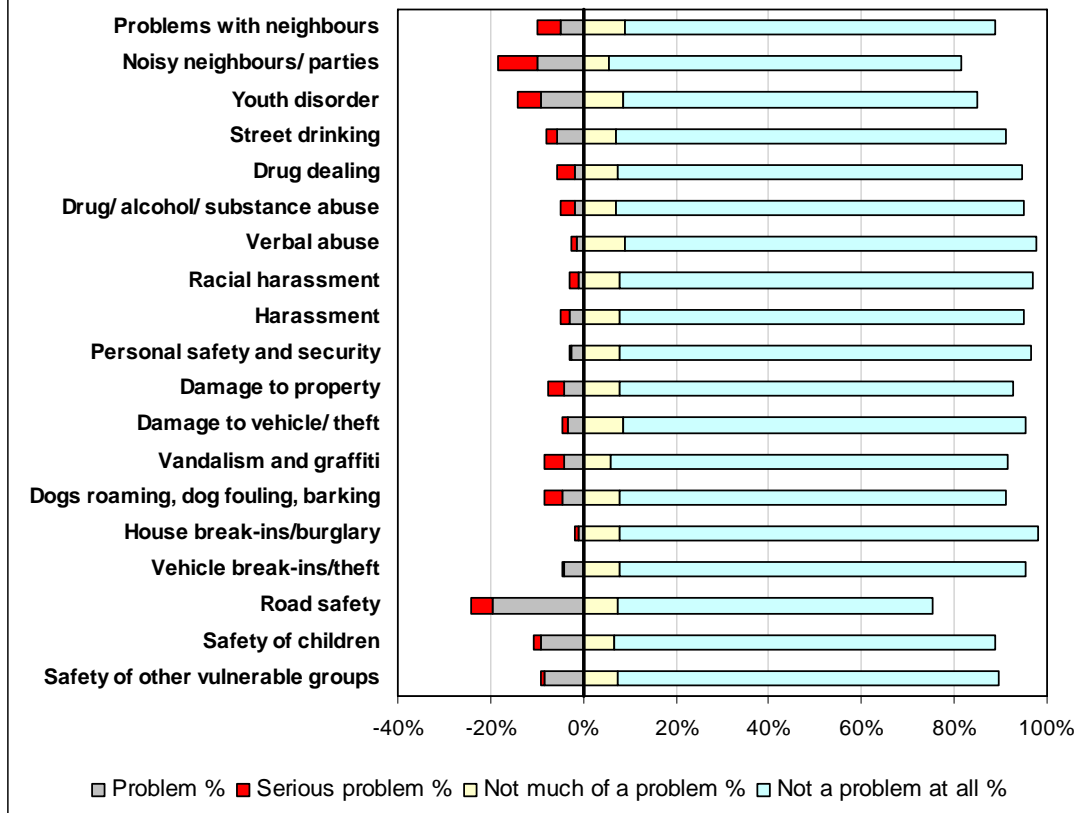
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, 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	10	5%	10	5%	1	1%	18	9%	160	80%	1	1%
Noisy neighbours / parties	17	9%	20	10%	0	0%	11	6%	152	76%	0	0%
Youth disorder	10	5%	18	9%	1	1%	17	9%	153	77%	1	1%
Street drinking	5	3%	11	6%	1	1%	14	7%	168	84%	1	1%
Drug dealing	7	4%	4	2%	0	0%	15	8%	174	87%	0	0%
Drug/ alcohol/ substance abuse	6	3%	4	2%	0	0%	14	7%	176	88%	0	0%
Verbal abuse	2	1%	3	2%	0	0%	18	9%	177	89%	0	0%
Racial harassment	4	2%	2	1%	0	0%	16	8%	178	89%	0	0%
Harassment	4	2%	6	3%	0	0%	16	8%	174	87%	0	0%
Personal safety and security	1	1%	5	3%	1	1%	16	8%	177	89%	0	0%
Damage to property	7	4%	8	4%	0	0%	16	8%	169	85%	0	0%
Damage to vehicle/ theft	2	1%	7	4%	0	0%	17	9%	174	87%	0	0%
Vandalism and graffiti	9	5%	8	4%	0	0%	12	6%	171	86%	0	0%
Dogs roaming, dog fouling, barking	8	4%	9	5%	1	1%	16	8%	166	83%	0	0%
House break-ins/burglary	2	1%	2	1%	0	0%	16	8%	180	90%	0	0%
Vehicle break-ins/theft	1	1%	8	4%	0	0%	16	8%	175	88%	0	0%
Road safety	9	5%	39	20%	1	1%	15	8%	136	68%	0	0%
Safety of children	3	2%	18	9%	1	1%	13	7%	165	83%	0	0%
Safety of other vulnerable groups	1	1%	17	9%	2	1%	15	8%	164	82%	1	1%
Total	**108**		**199**		**9**		**291**		**3,189**		**4**	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	98	49%
1	30	15%
2	36	18%
3	14	7%
4	6	3%
5+	16	8%
Total	**200**	

Table 4.12 – Number of concerns – Security and Community Safety

**Figure 4.10 - Security and community safety in the past year
Knightswood**
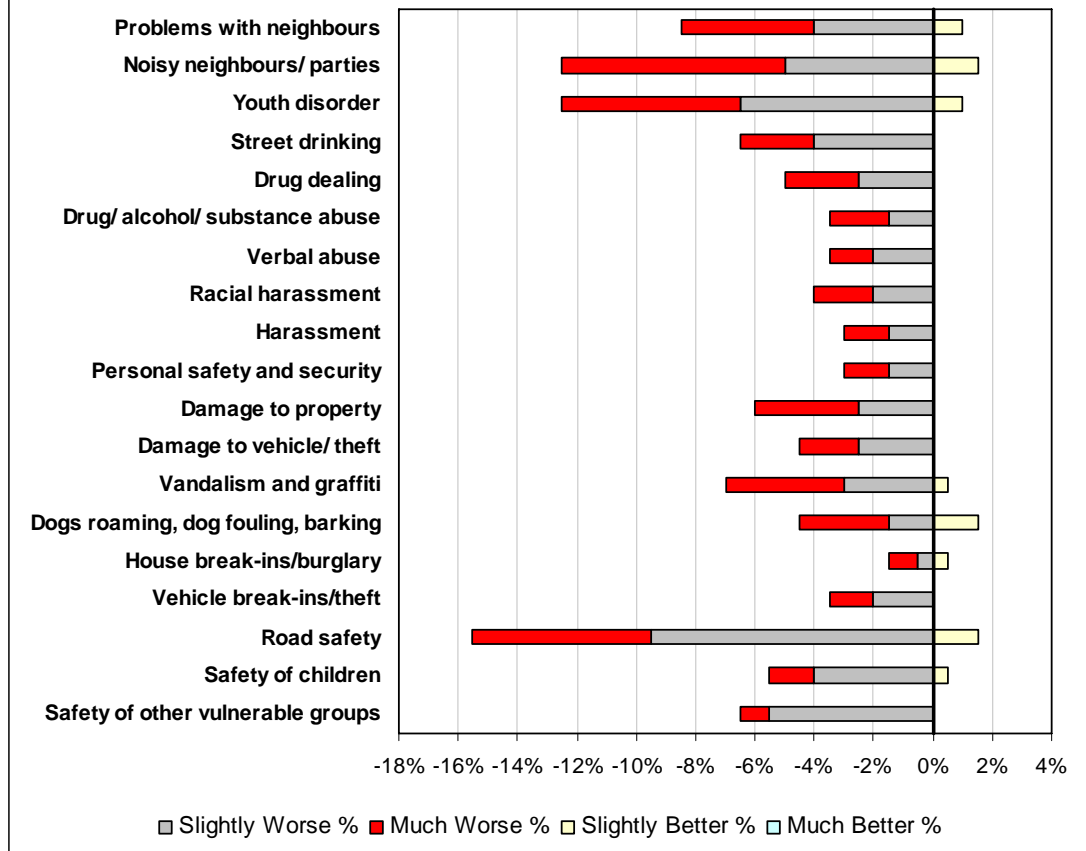
Legend: ☐ Slightly Worse % ■ Much Worse % ☐ Slightly Better % ☐ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	5%	8	4%	181	91%	2	1%	0	0%	0	0%
Noisy neighbours / parties	15	8%	10	5%	172	86%	3	2%	0	0%	0	0%
Youth disorder	12	6%	13	7%	173	87%	2	1%	0	0%	0	0%
Street drinking	5	3%	8	4%	187	94%	0	0%	0	0%	0	0%
Drug dealing	5	3%	5	3%	190	95%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	3	2%	193	97%	0	0%	0	0%	0	0%
Verbal abuse	3	2%	4	2%	193	97%	0	0%	0	0%	0	0%
Racial harassment	4	2%	4	2%	192	96%	0	0%	0	0%	0	0%
Harassment	3	2%	3	2%	194	97%	0	0%	0	0%	0	0%
Personal safety and security	3	2%	3	2%	194	97%	0	0%	0	0%	0	0%
Damage to property	7	4%	5	3%	188	94%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	4	2%	5	3%	191	96%	0	0%	0	0%	0	0%
Vandalism and graffiti	8	4%	6	3%	185	93%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	3%	3	2%	188	94%	3	2%	0	0%	0	0%
House break-ins/burglary	2	1%	1	1%	196	98%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	3	2%	4	2%	193	97%	0	0%	0	0%	0	0%
Road safety	12	6%	19	10%	166	83%	3	2%	0	0%	0	0%
Safety of children	3	2%	8	4%	188	94%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	2	1%	11	6%	187	94%	0	0%	0	0%	0	0%
Total	110		123		3,551		16		0		0	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	127	64%
1	24	12%
2	22	11%
3	11	6%
4	5	3%
5+	11	6%
Total	200	

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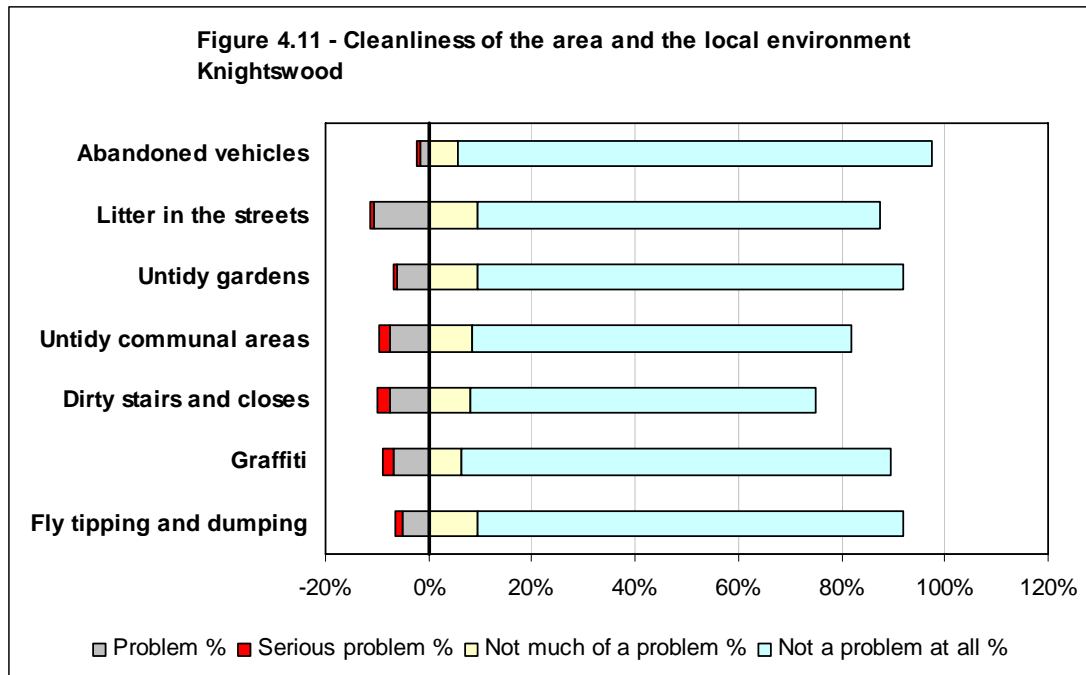
Figure 4.11 - Cleanliness of the area and the local environment
Knightswood

	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%	3	2%	0	0%	11	6%	184	92%	0	0%	0	0%
Litter in the streets	2	1%	21	11%	2	1%	19	10%	156	78%	0	0%	0	0%
Untidy gardens	2	1%	12	6%	1	1%	19	10%	165	83%	1	1%	0	0%
Untidy communal areas	4	2%	15	8%	0	0%	17	9%	147	74%	1	1%	16	8%
Dirty stairs and closes	5	3%	15	8%	1	1%	16	8%	134	67%	0	0%	29	15%
Graffiti	4	2%	14	7%	2	1%	13	7%	166	83%	1	1%	0	0%
Fly tipping and dumping	3	2%	10	5%	3	2%	19	10%	165	83%	0	0%	0	0%
Total	22		90		9		114		1,117		3		45	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	169	85%
1	13	7%
2	1	1%
3	0	0%
4	3	2%
5+	14	7%
Total	200	

Table 4.16 – Number of concerns – Cleanliness of area and local environment
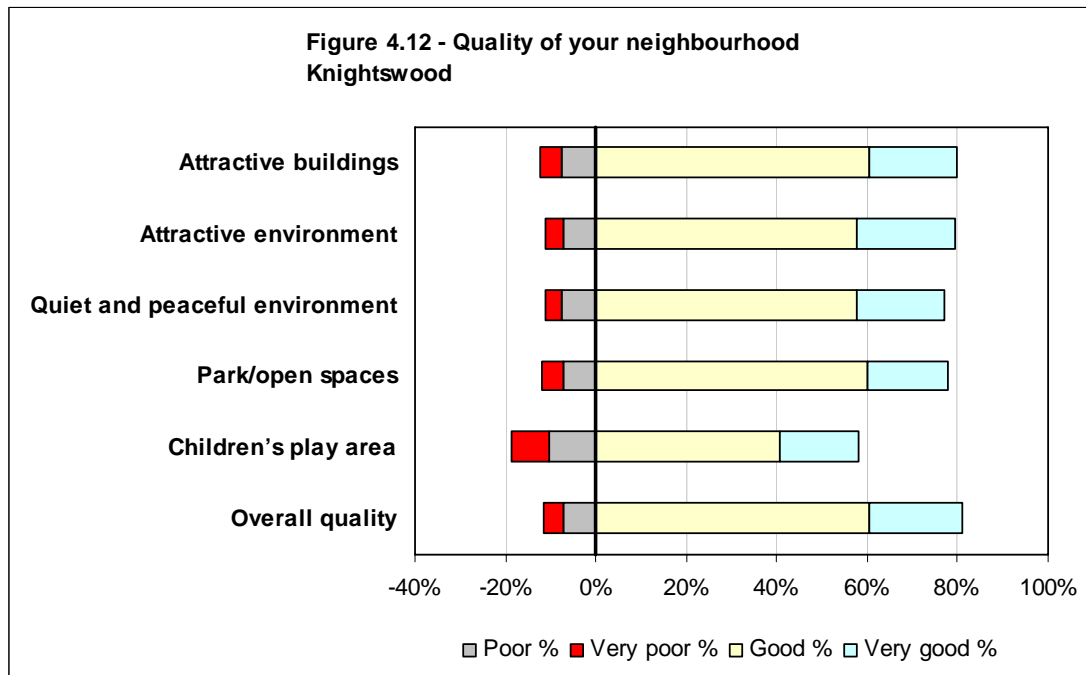
Figure 4.12 - Quality of your neighbourhood
Knightswood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	10	5%	15	8%	15	8%	121	61%	39	20%	0	0%	0	0%
Attractive environment	8	4%	14	7%	19	10%	115	58%	44	22%	0	0%	0	0%
Quiet and peaceful environment	7	4%	15	8%	24	12%	115	58%	39	20%	0	0%	0	0%
Park/open spaces	10	5%	14	7%	19	10%	120	60%	36	18%	1	1%	0	0%
Children's play area	16	8%	21	11%	27	14%	81	41%	35	18%	20	10%	0	0%
Overall quality	9	5%	14	7%	15	8%	121	61%	41	21%	0	0%	0	0%
Total	**60**		**93**		**119**		**673**		**234**		**21**		**0**	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	156	78%
1	17	9%
2	0	0%
3	3	2%
4	8	4%
5+	16	8%
Total	**200**	

Table 4.18 – Number of concerns – Quality of neighbourhood
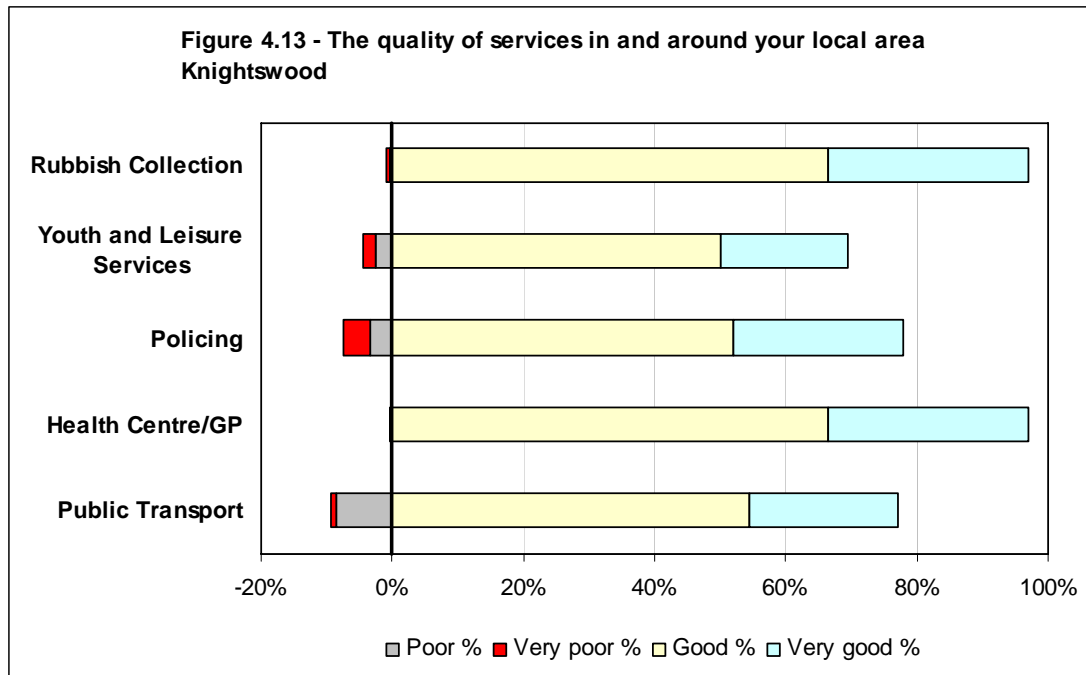
Figure 4.13 - The quality of services in and around your local area Knightswood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	1	1%	4	2%	133	67%	61	31%	0	0%	0	0%
Youth and Leisure Services	4	2%	5	3%	7	4%	100	50%	39	20%	39	20%	6	3%
Policing	8	4%	7	4%	22	11%	104	52%	52	26%	7	4%	0	0%
Health Centre/GP	0	0%	1	1%	2	1%	133	67%	61	31%	3	2%	0	0%
Public Transport	2	1%	17	9%	18	9%	109	55%	45	23%	8	4%	1	1%
Total	**15**		**31**		**53**		**579**		**258**		**57**		**7**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	163	82%
1	29	15%
2	7	4%
3	1	1%
4	0	0%
5+	0	0%
	200	

Table 4.20 – Number of concerns – Quality of services

Figure 4.14 - Housing Tenure
Knightswood

Figure 4.15 - Information about the neighbourhood and management of the neighbourhood
Knightswood

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

**Figure 4.16 - Local community involvement
Knightswood**

Legend: ☐ Not very effective % ■ Not at all effective % ☐ Fairly effective % ☐ Very Effective %
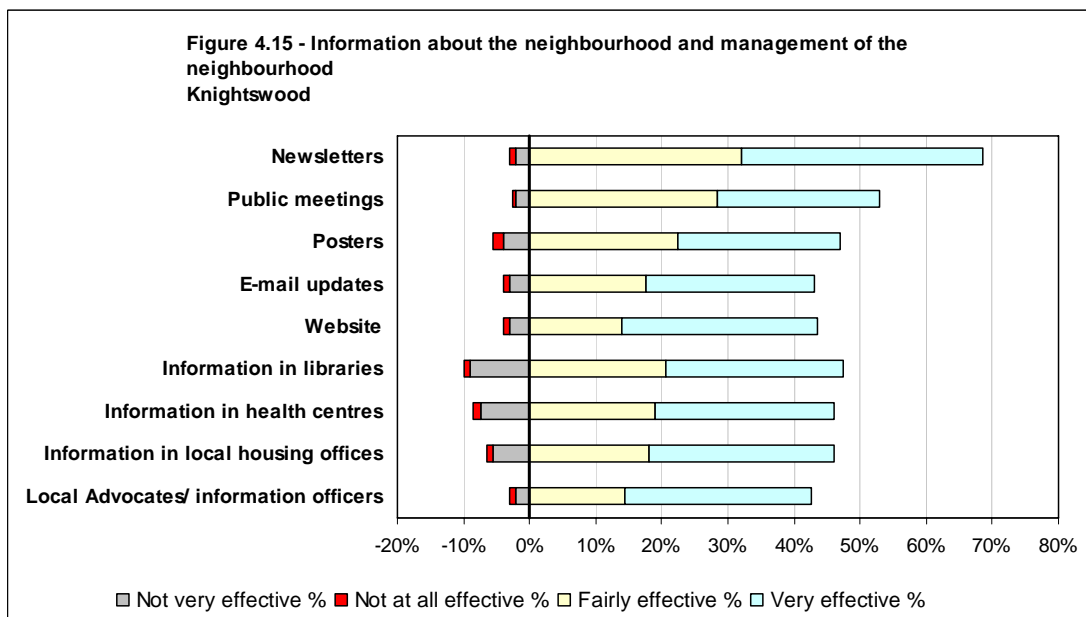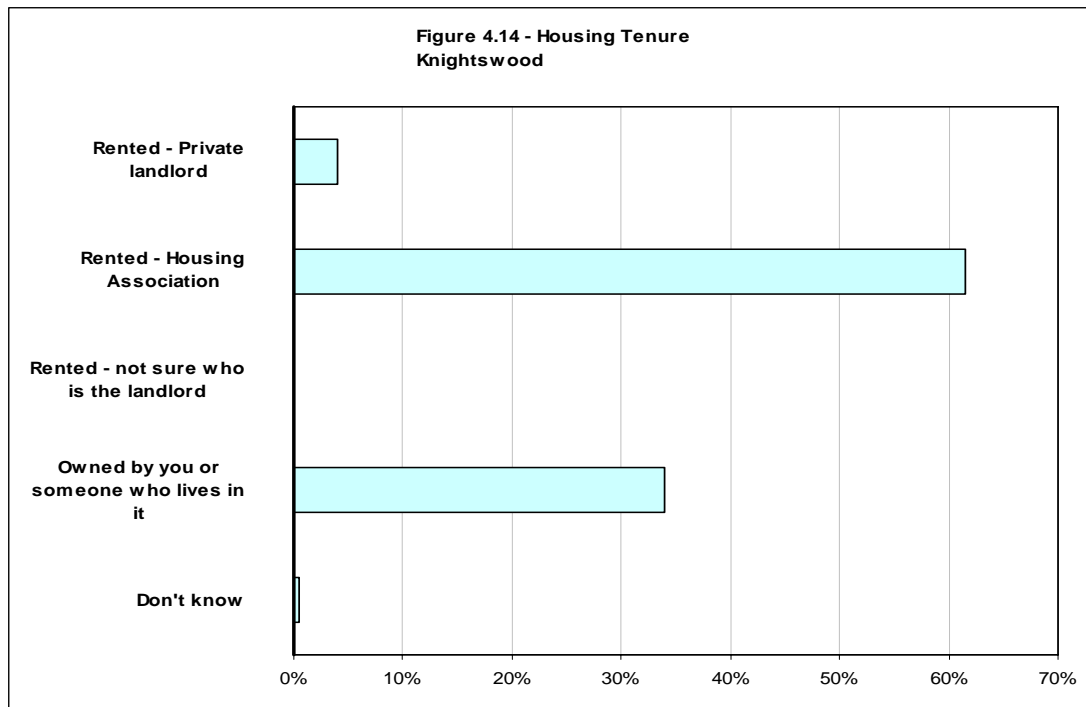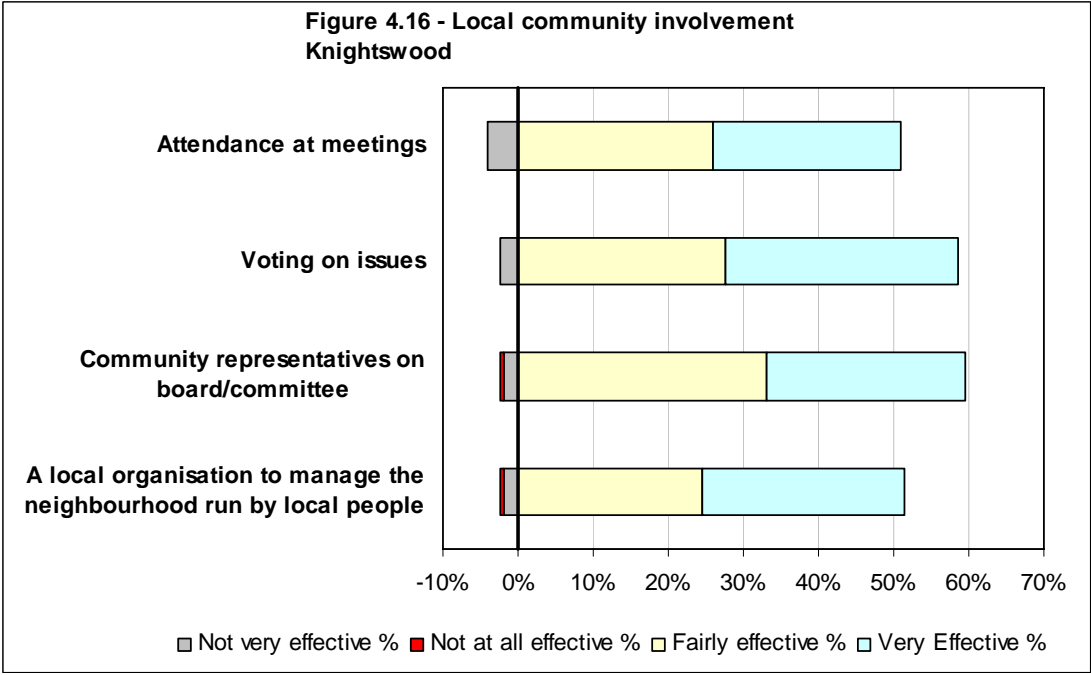
Temple and Anniesland

Figure 4.17 - Security and community safety
Temple & Anniesland
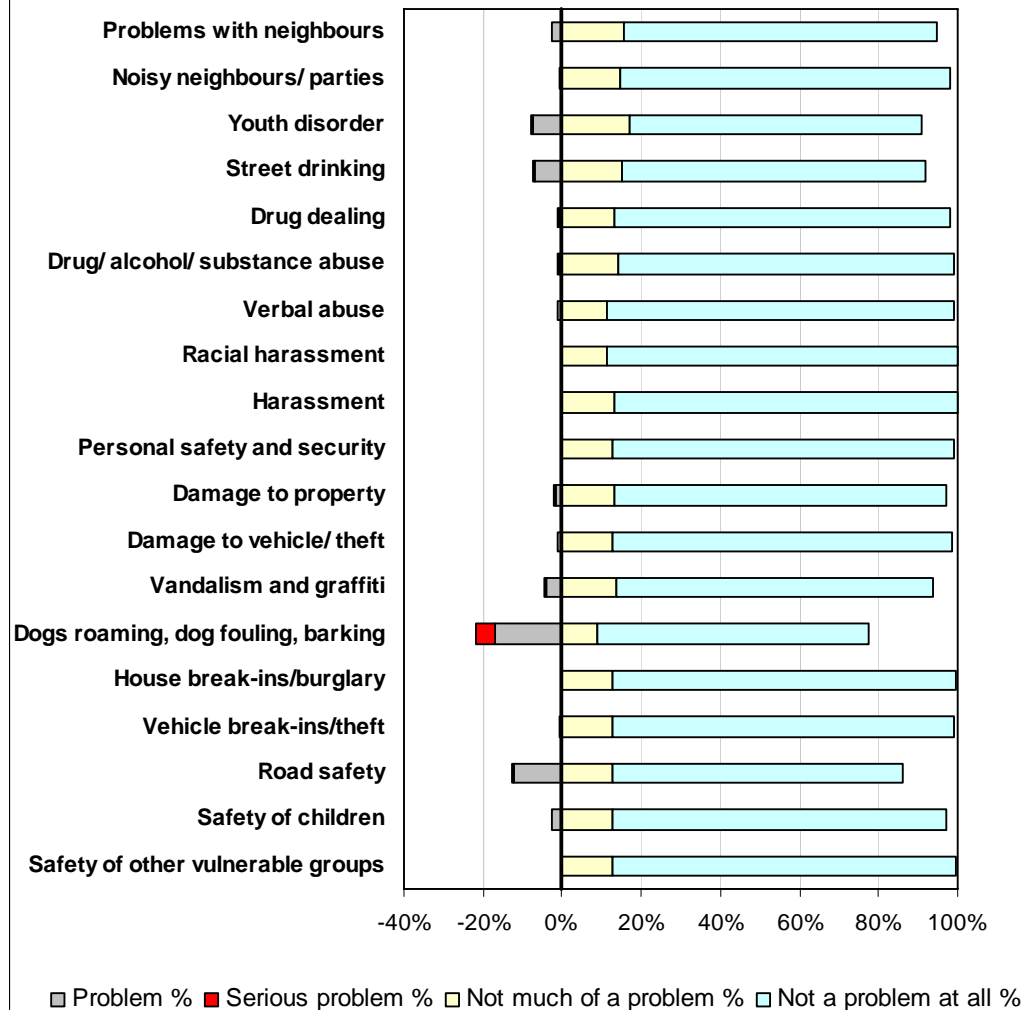
Legend: Problem % | Serious problem % | Not much of a problem % | Not a problem at all %

	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%	5	3%	5	3%	31	16%	158	79%	1	1%
Noisy neighbours/ parties	0	0%	1	1%	2	1%	29	15%	167	84%	1	1%
Youth disorder	1	1%	15	8%	2	1%	34	17%	148	74%	0	0%
Street drinking	1	1%	14	7%	1	1%	30	15%	154	77%	0	0%
Drug dealing	1	1%	1	1%	1	1%	26	13%	170	85%	1	1%
Drug/ alcohol / substance abuse	1	1%	1	1%	0	0%	28	14%	170	85%	0	0%
Verbal abuse	0	0%	2	1%	0	0%	23	12%	175	88%	0	0%
Racial harassment	0	0%	0	0%	0	0%	23	12%	177	89%	0	0%
Harassment	0	0%	0	0%	0	0%	26	13%	174	87%	0	0%
Personal safety and security	0	0%	0	0%	2	1%	25	13%	173	87%	0	0%
Damage to property	1	1%	3	2%	2	1%	26	13%	168	84%	0	0%
Damage to vehicle / theft	0	0%	2	1%	1	1%	25	13%	172	86%	0	0%
Vandalism and graffiti	1	1%	8	4%	3	2%	27	14%	161	81%	0	0%
Dogs roaming, dog fouling, barking	10	5%	34	17%	1	1%	18	9%	137	69%	0	0%
House break-ins /burglary	0	0%	0	0%	1	1%	25	13%	174	87%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	1	1%	25	13%	173	87%	0	0%
Road safety	1	1%	24	12%	3	2%	25	13%	147	74%	0	0%
Safety of children	0	0%	5	3%	1	1%	25	13%	169	85%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	1	1%	25	13%	174	87%	0	0%
Total	**17**		**116**		**27**		**496**		**3,141**		**3**	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	130	65%
1	38	19%
2	12	6%
3	13	7%
4	4	2%
5+	3	2%
	200	

Table 4.22 – Number of concerns – Security and Community Safety

**Figure 4.18 - Security and community safety in the past year
Temple & Anniesland**
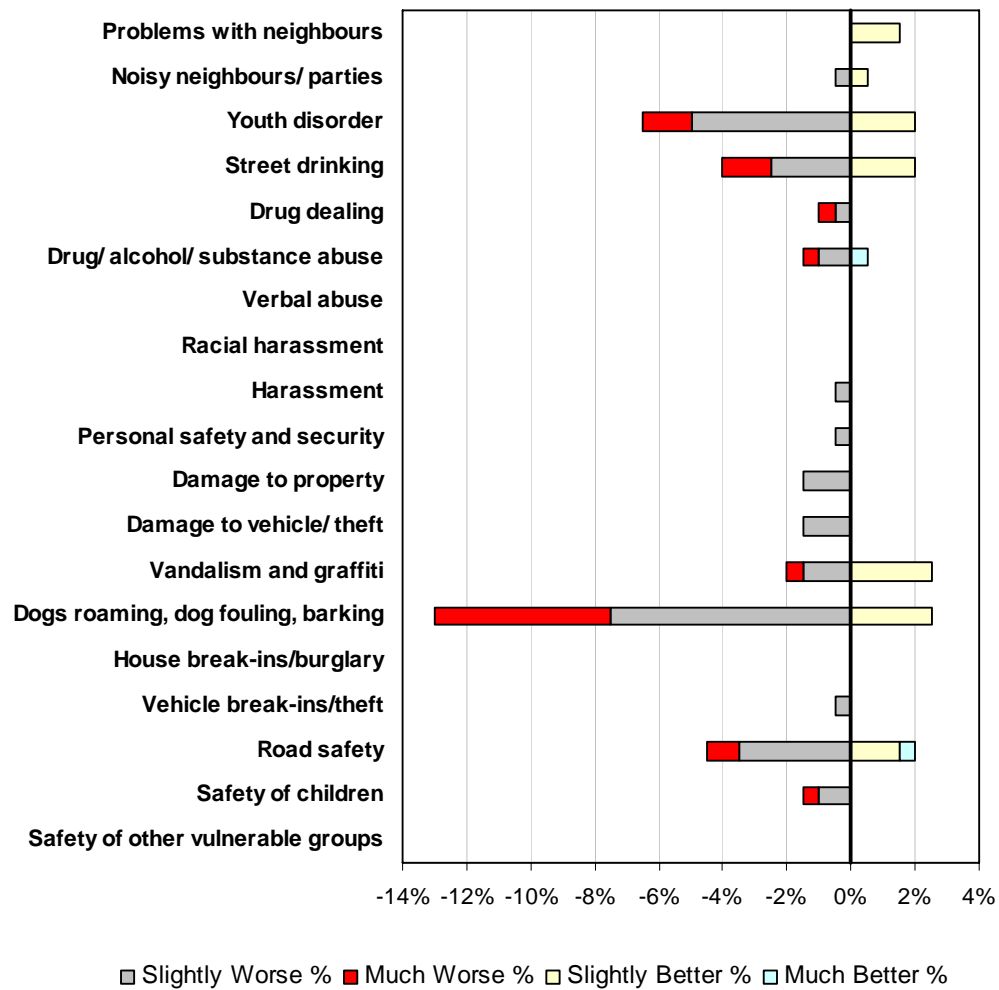
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	197	99%	3	2%	0	0%	0	0%
Noisy neighbours / parties	0	0%	1	1%	198	99%	1	1%	0	0%	0	0%
Youth disorder	3	2%	10	5%	183	92%	4	2%	0	0%	0	0%
Street drinking	3	2%	5	3%	188	94%	4	2%	0	0%	0	0%
Drug dealing	1	1%	1	1%	198	99%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	2	1%	196	98%	0	0%	1	1%	0	0%
Verbal abuse	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Harassment	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Damage to property	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Vandalism and graffiti	1	1%	3	2%	191	96%	5	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	11	6%	15	8%	169	85%	5	3%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Road safety	2	1%	7	4%	187	94%	3	2%	1	1%	0	0%
Safety of children	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Total	**23**		**55**		**3,695**		**25**		**2**		**0**	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	155	78%
1	28	14%
2	7	4%
3	6	3%
4	2	1%
5+	2	1%
	200	

Table 4.24 – Number of concerns – Security and Community Safety in the past year
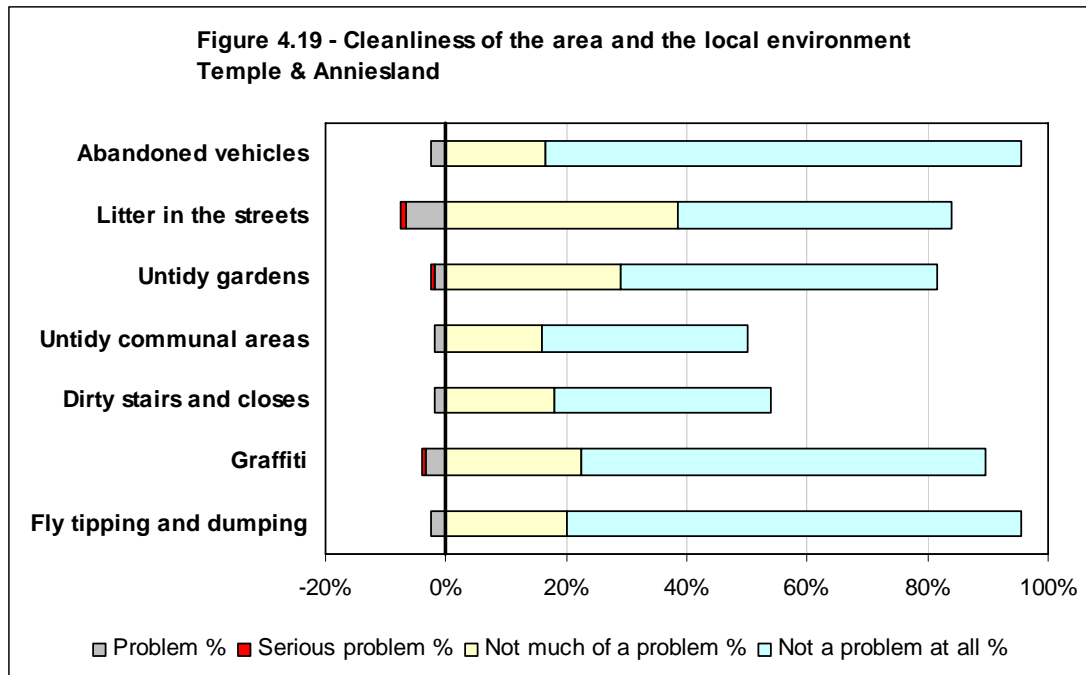
Figure 4.19 - Cleanliness of the area and the local environment Temple & Anniesland

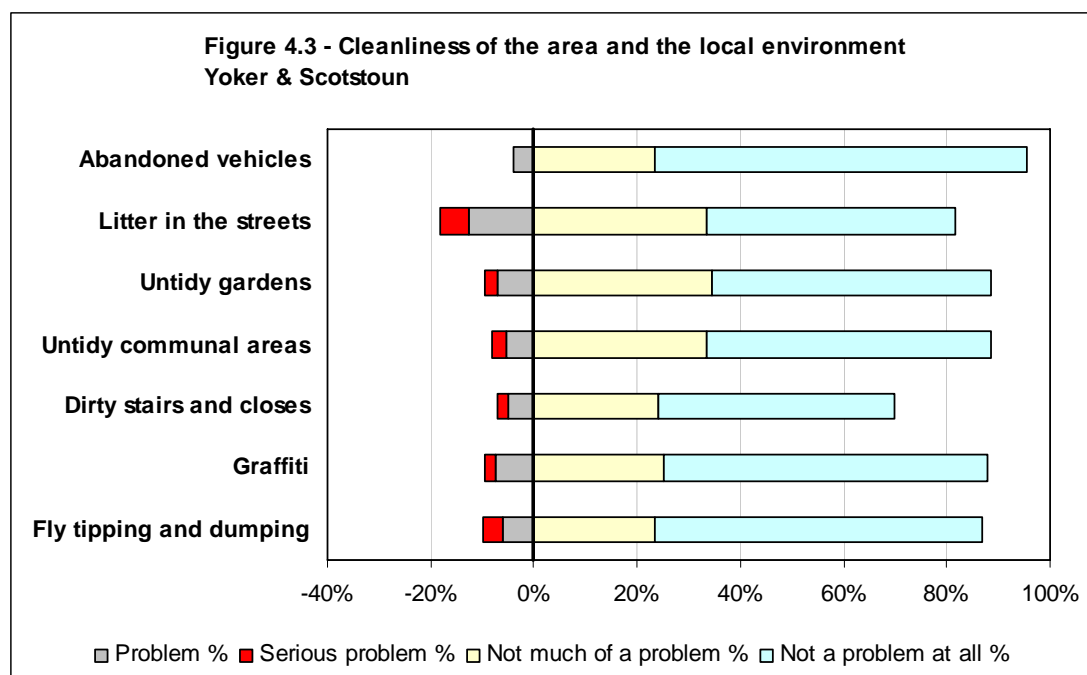|	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	5	3%	4	2%	33	17%	158	79%	0	0%	0	0%
Litter in the streets	2	1%	13	7%	17	9%	77	39%	91	46%	0	0%	0	0%
Untidy gardens	1	1%	4	2%	8	4%	58	29%	105	53%	2	1%	22	11%
Untidy communal areas	0	0%	4	2%	8	4%	32	16%	68	34%	4	2%	84	42%
Dirty stairs and closes	0	0%	4	2%	6	3%	36	18%	72	36%	4	2%	78	39%
Graffiti	1	1%	7	4%	10	5%	45	23%	134	67%	2	1%	1	1%
Fly tipping and dumping	0	0%	5	3%	3	2%	40	20%	151	76%	1	1%	0	0%
Total	**4**		**42**		**56**		**321**		**779**		**13**		**185**	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	182	91%
1	12	6%
2	1	1%
3	0	0%
4	1	1%
5+	4	2%
	200	

Table 4.26 – Number of concerns – Cleanliness of area and local environment
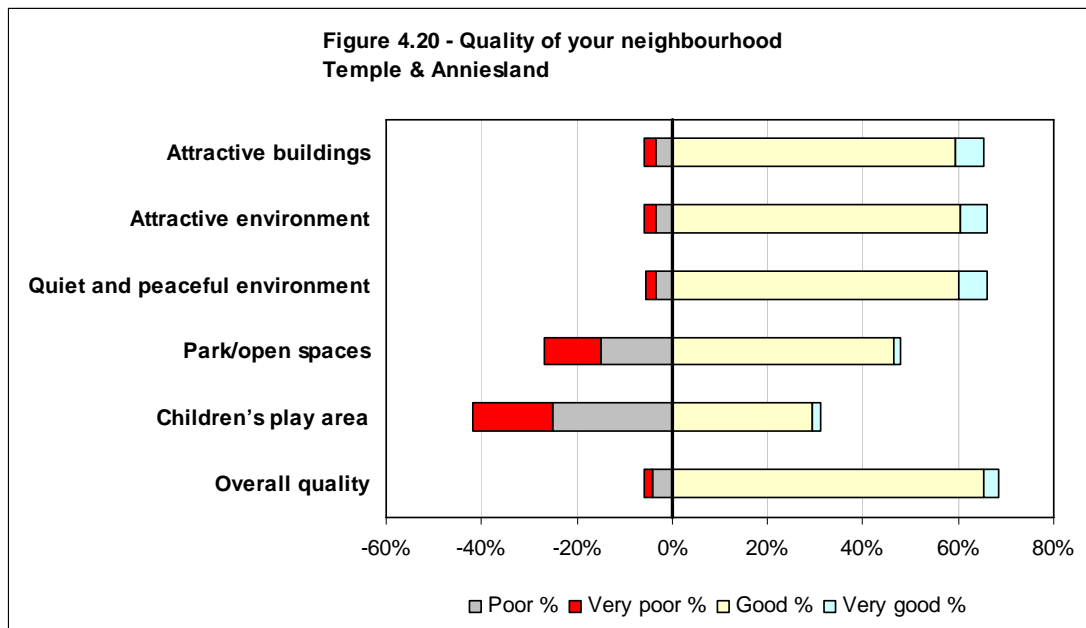
**Figure 4.20 - Quality of your neighbourhood
Temple & Anniesland**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	5	3%	7	4%	57	29%	119	60%	12	6%	0	0%	0	0%
Attractive environment	5	3%	7	4%	56	28%	121	61%	11	6%	0	0%	0	0%
Quiet and peaceful environment	4	2%	7	4%	57	29%	120	60%	12	6%	0	0%	0	0%
Park/open spaces	24	12%	30	15%	48	24%	93	47%	3	2%	2	1%	0	0%
Children's play area	34	17%	50	25%	38	19%	59	30%	3	2%	16	8%	0	0%
Overall quality	4	2%	8	4%	51	26%	131	66%	6	3%	0	0%	0	0%
Total	**76**		**109**		**307**		**643**		**47**		**18**		**0**	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	115	58%
1	29	15%
2	43	22%
3	1	1%
4	1	1%
5+	11	6%
	200	

Table 4.28 – Number of concerns – Quality of neighbourhood
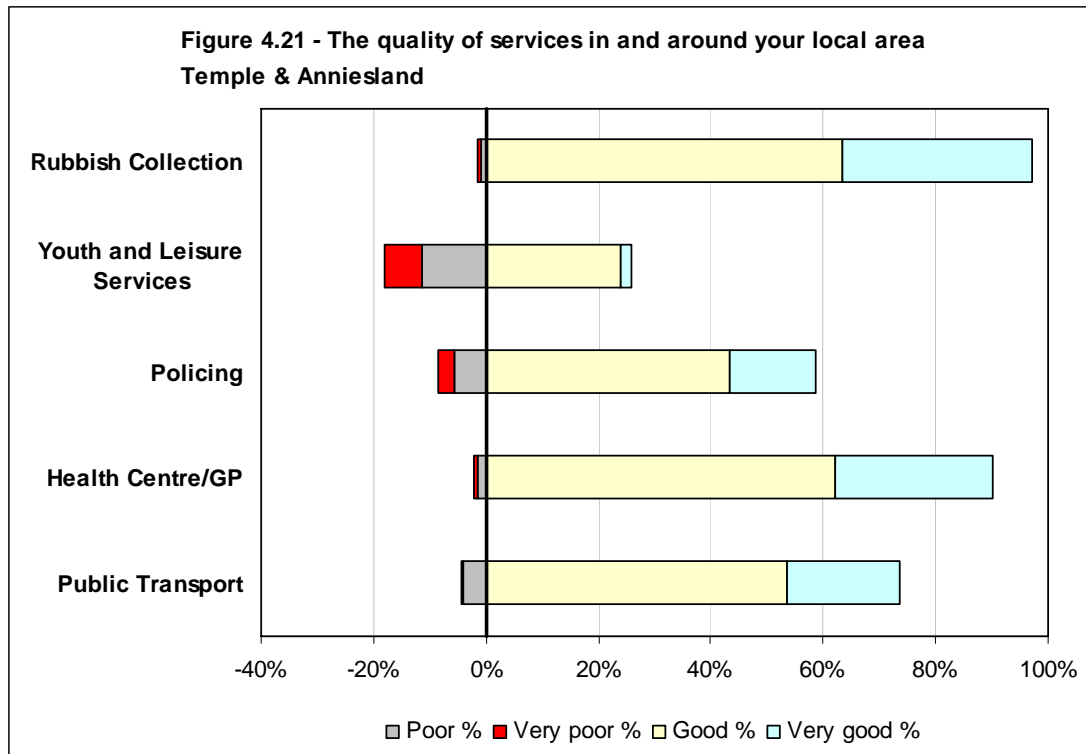
**Figure 4.21 - The quality of services in and around your local area
Temple & Anniesland**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	2	1%	3	2%	127	64%	67	34%	0	0%	0	0%
Youth and Leisure Services	13	7%	23	12%	46	23%	48	24%	4	2%	65	33%	1	1%
Policing	6	3%	11	6%	40	20%	87	44%	30	15%	25	13%	1	1%
Health Centre/GP	1	1%	3	2%	16	8%	124	62%	56	28%	0	0%	0	0%
Public Transport	1	1%	8	4%	28	14%	107	54%	40	20%	16	8%	0	0%
Total	**22**		**47**		**133**		**493**		**197**		**106**		**2**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	156	78%
1	26	13%
2	13	7%
3	3	2%
4	2	1%
5+	0	0%
	200	

Table 4.30 – Number of concerns – Quality of services

**Figure 4.22 - Housing Tenure
Temple & Anniesland**

**Figure 4.23 - Information about the neighbourhood and management of the neighbourhood
Temple & Anniesland**

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

**Figure 4.24 - Local community involvement
Temple & Anniesland**
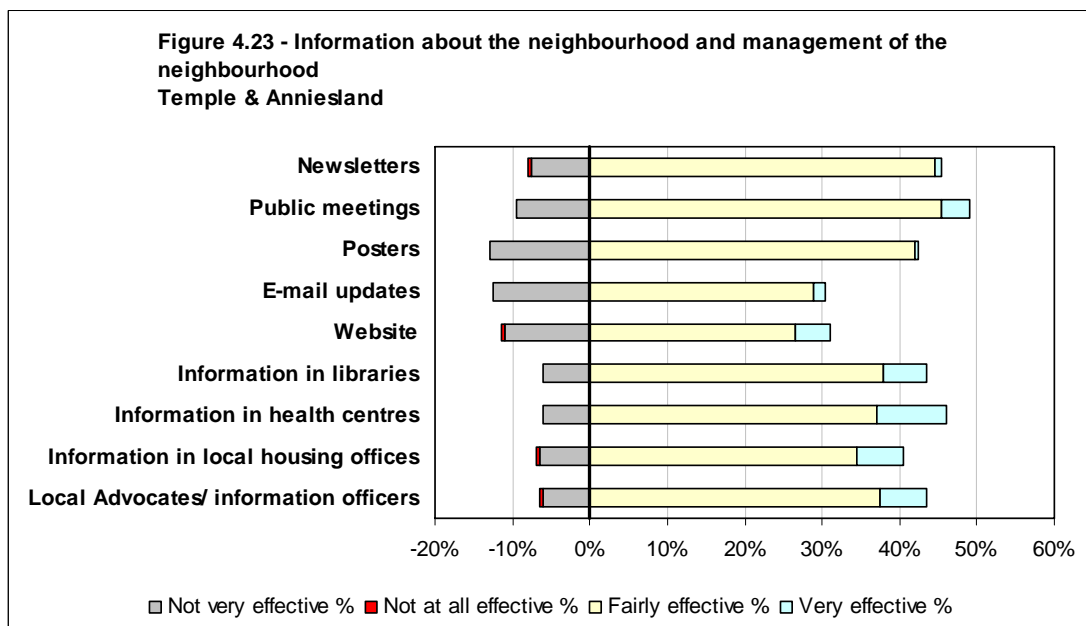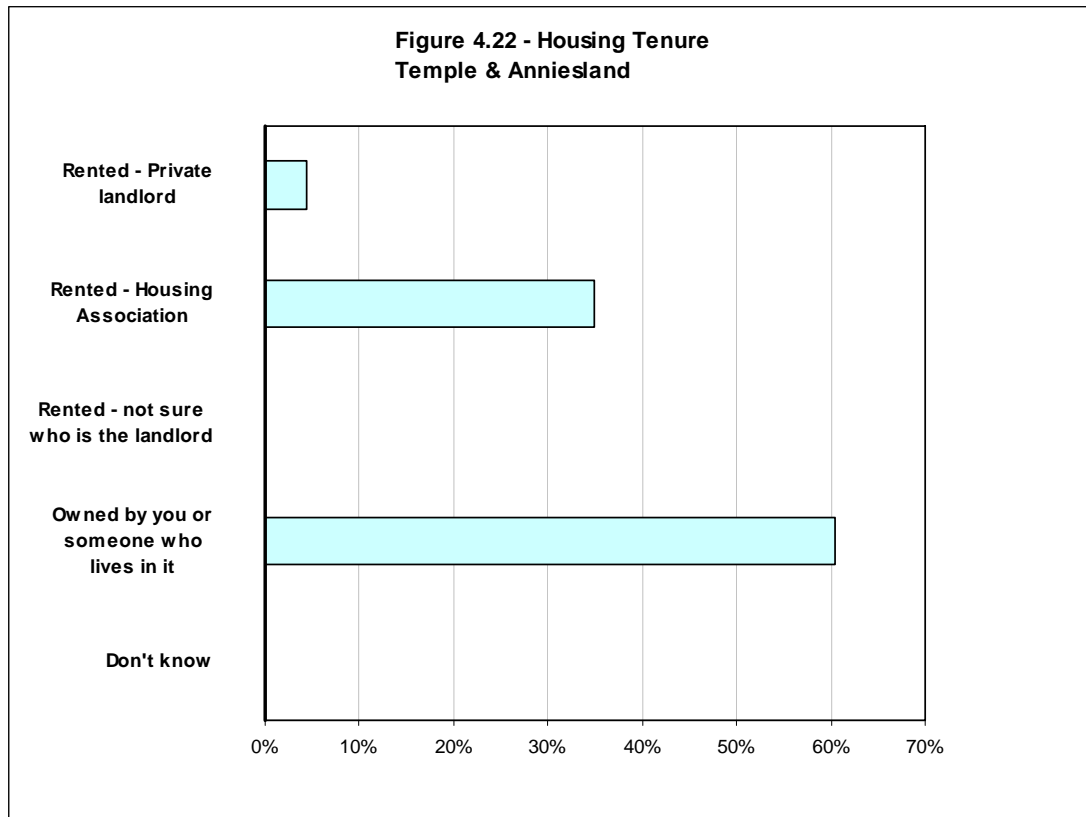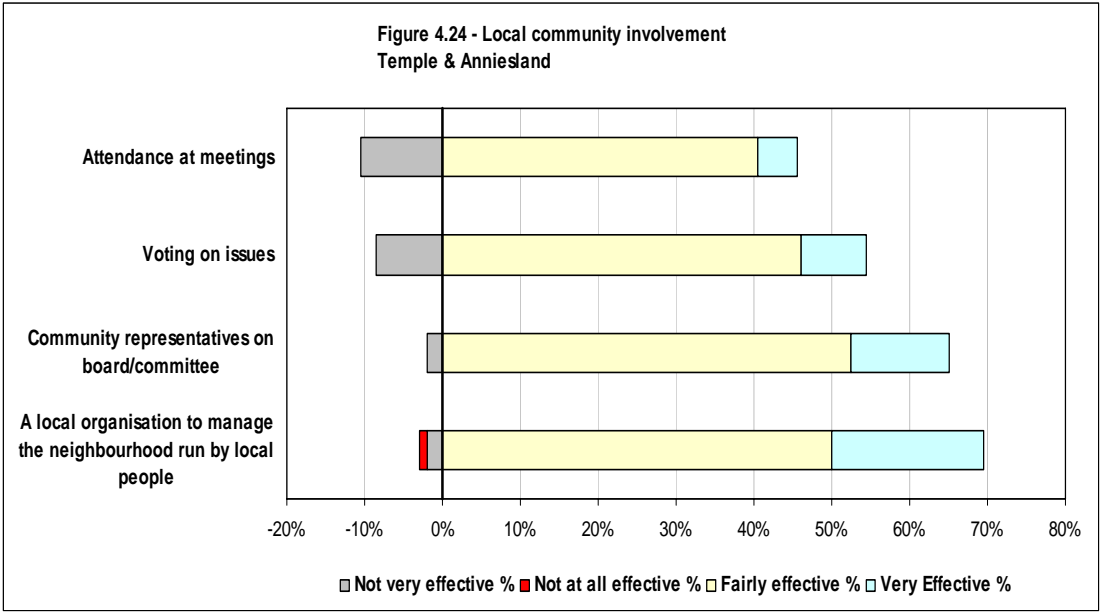
Blairdardie

**Figure 4.25 - Security and community safety
Blairdardie**
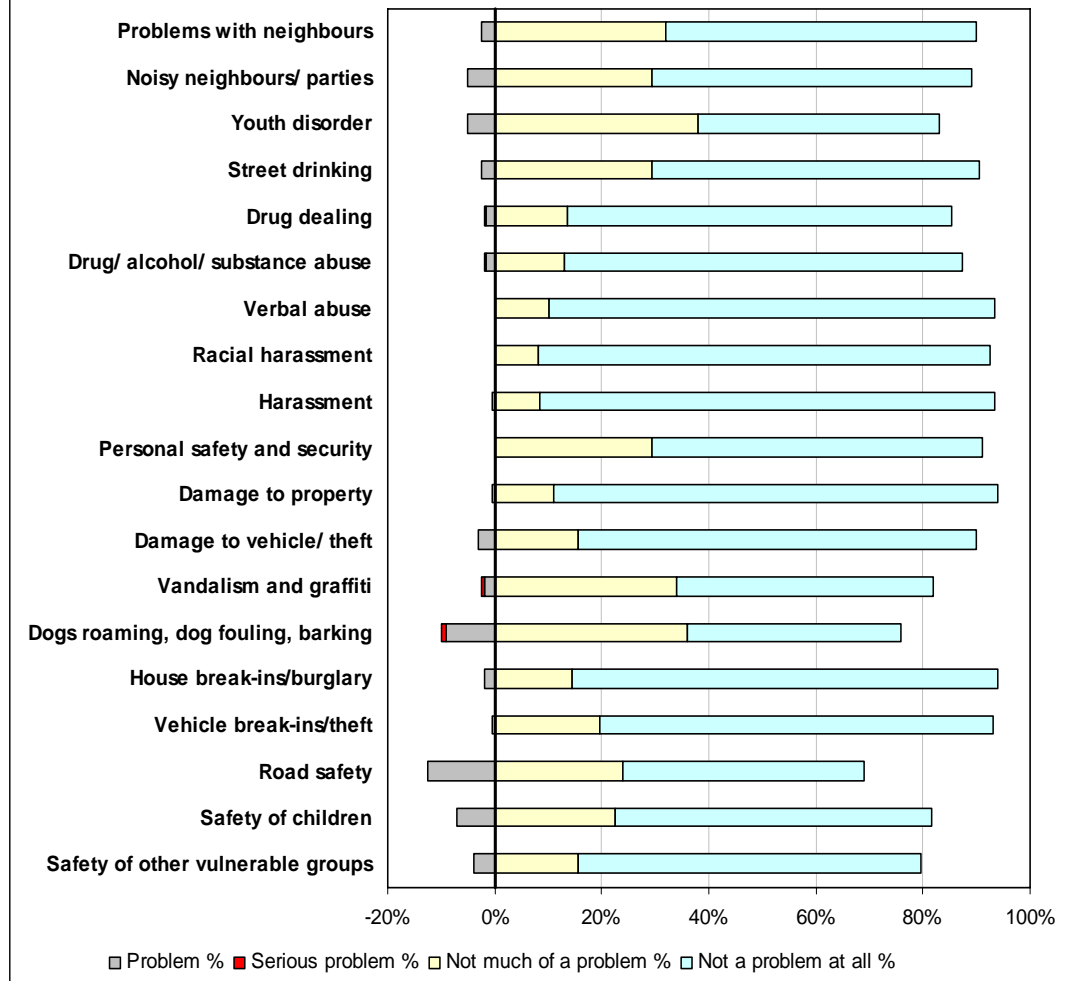
Legend: ▫ Problem % ▪ Serious problem % ▫ Not much of a problem % ▫ Not a problem at all %

	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%	5	3%	12	6%	64	32%	116	58%	3	2%
Noisy neighbours/ parties	0	0%	10	5%	9	5%	59	30%	119	60%	3	2%
Youth disorder	0	0%	10	5%	22	11%	76	38%	90	45%	2	1%
Street drinking	0	0%	5	3%	11	6%	59	30%	122	61%	3	2%
Drug dealing	1	1%	3	2%	18	9%	27	14%	144	72%	7	4%
Drug/ alcohol/ substance abuse	1	1%	3	2%	14	7%	26	13%	149	75%	7	4%
Verbal abuse	0	0%	0	0%	8	4%	20	10%	167	84%	5	3%
Racial harassment	0	0%	0	0%	9	5%	16	8%	169	85%	6	3%
Harassment	0	0%	1	1%	6	3%	17	9%	170	85%	6	3%
Personal safety and security	0	0%	0	0%	14	7%	59	30%	123	62%	4	2%
Damage to property	0	0%	1	1%	7	4%	22	11%	166	83%	4	2%
Damage to vehicle/ theft	0	0%	6	3%	11	6%	31	16%	149	75%	3	2%
Vandalism and graffiti	1	1%	4	2%	28	14%	68	34%	96	48%	3	2%
Dogs roaming, dog fouling, barking	2	1%	18	9%	24	12%	72	36%	80	40%	4	2%
House break-ins/burglary	0	0%	4	2%	4	2%	29	15%	159	80%	4	2%
Vehicle break-ins/theft	0	0%	1	1%	10	5%	39	20%	147	74%	3	2%
Road safety	0	0%	25	13%	34	17%	48	24%	90	45%	3	2%
Safety of children	0	0%	14	7%	20	10%	45	23%	118	59%	3	2%
Safety of other vulnerable groups	0	0%	8	4%	21	11%	31	16%	128	64%	12	6%
Total	**5**		**118**		**282**		**808**		**2,502**		**85**	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	135	68%
1	31	16%
2	21	11%
3	8	4%
4	2	1%
5+	3	2%
	200	

Table 4.32 – Number of concerns – Security and Community Safety

**Figure 4.26 - Security and community safety in the past year
Blairdardie**

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

-20% -15% -10% -5% 0% 5% 10% 15%

☐ 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%	4	2%	186	93%	8	4%	1	1%	0	0%
Noisy neighbours/ parties	0	0%	6	3%	183	92%	10	5%	1	1%	0	0%
Youth disorder	1	1%	8	4%	180	90%	11	6%	0	0%	0	0%
Street drinking	1	1%	4	2%	186	93%	6	3%	3	2%	0	0%
Drug dealing	1	1%	0	0%	188	94%	11	6%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	0	0%	186	93%	12	6%	1	1%	0	0%
Verbal abuse	0	0%	0	0%	188	94%	8	4%	4	2%	0	0%
Racial harassment	0	0%	0	0%	189	95%	8	4%	3	2%	0	0%
Harassment	0	0%	1	1%	187	94%	9	5%	3	2%	0	0%
Personal safety and security	0	0%	0	0%	188	94%	9	5%	3	2%	0	0%
Damage to property	0	0%	2	1%	186	93%	7	4%	5	3%	0	0%
Damage to vehicle/ theft	1	1%	4	2%	183	92%	8	4%	4	2%	0	0%
Vandalism and graffiti	1	1%	5	3%	172	86%	20	10%	2	1%	0	0%
Dogs roaming, dog fouling, barking	1	1%	28	14%	154	77%	12	6%	5	3%	0	0%
House break-ins/burglary	0	0%	2	1%	191	96%	7	4%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	191	96%	9	5%	0	0%	0	0%
Road safety	0	0%	28	14%	163	82%	9	5%	0	0%	0	0%
Safety of children	0	0%	3	2%	185	93%	12	6%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	189	95%	11	6%	0	0%	0	0%
Total	**8**		**95**		**3,475**		**187**		**35**		**0**	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	145	73%
1	30	15%
2	15	8%
3	6	3%
4	1	1%
5+	3	2%
	200	

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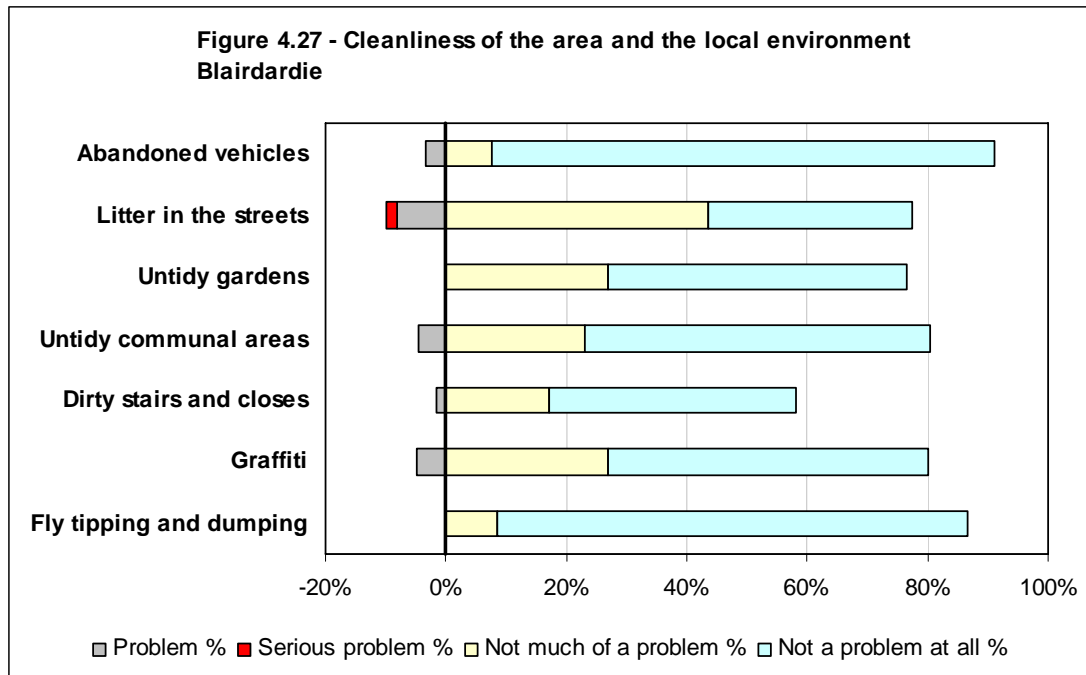
Figure 4.27 - Cleanliness of the area and the local environment Blairdardie

	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%	7	4%	8	4%	15	8%	167	84%	2	1%	1	1%
Litter in the streets	4	2%	16	8%	24	12%	87	44%	68	34%	1	1%	0	0%
Untidy gardens	0	0%	0	0%	7	4%	54	27%	99	50%	10	5%	30	15%
Untidy communal areas	0	0%	9	5%	16	8%	46	23%	115	58%	4	2%	10	5%
Dirty stairs and closes	0	0%	3	2%	12	6%	34	17%	82	41%	19	10%	50	25%
Graffiti	0	0%	10	5%	27	14%	54	27%	106	53%	3	2%	0	0%
Fly tipping and dumping	0	0%	0	0%	11	6%	17	9%	156	78%	16	8%	0	0%
Total	**4**		**45**		**105**		**307**		**793**		**55**		**91**	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	168	84%
1	19	10%
2	9	5%
3	4	2%
4	0	0%
5+	0	0%
	200	

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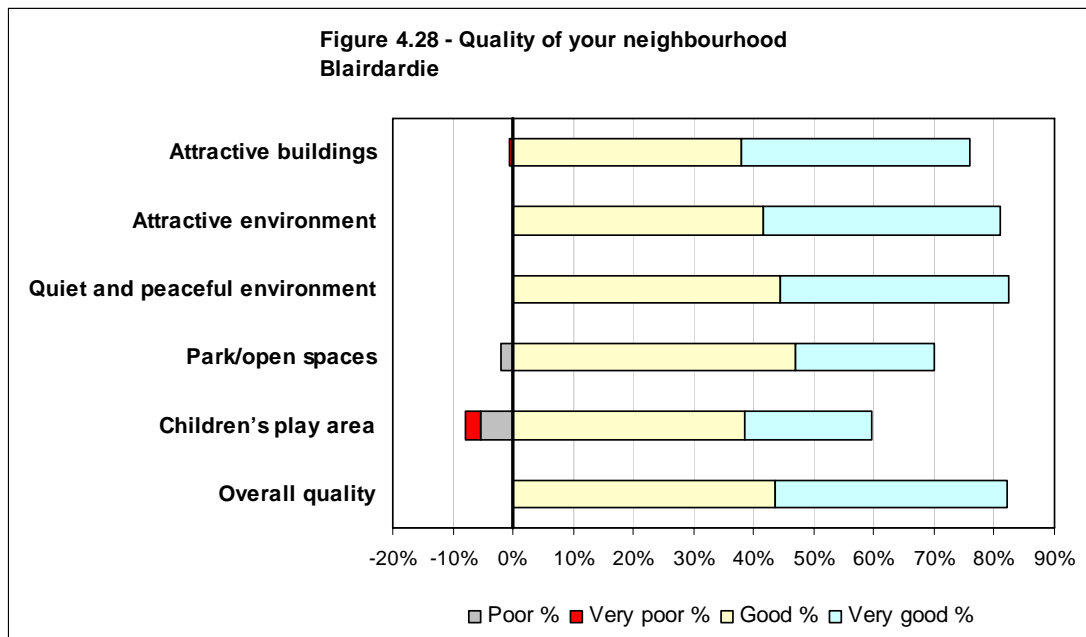
Figure 4.28 - Quality of your neighbourhood
Blairdardie

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	1	1%	0	0%	45	23%	76	38%	76	38%	2	1%	0	0%
Attractive environment	0	0%	0	0%	37	19%	83	42%	79	40%	1	1%	0	0%
Quiet and peaceful environment	0	0%	0	0%	34	17%	89	45%	76	38%	1	1%	0	0%
Park/open spaces	0	0%	4	2%	55	28%	94	47%	46	23%	1	1%	0	0%
Children's play area	5	3%	11	6%	55	28%	77	39%	42	21%	10	5%	0	0%
Overall quality	0	0%	0	0%	35	18%	87	44%	77	39%	1	1%	0	0%
Total	6		15		261		506		396		16		0	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	182	91%
1	15	8%
2	3	2%
3	0	0%
4	0	0%
5+	0	0%
	200	

Table 4.38 – Number of concerns – Quality of neighbourhood
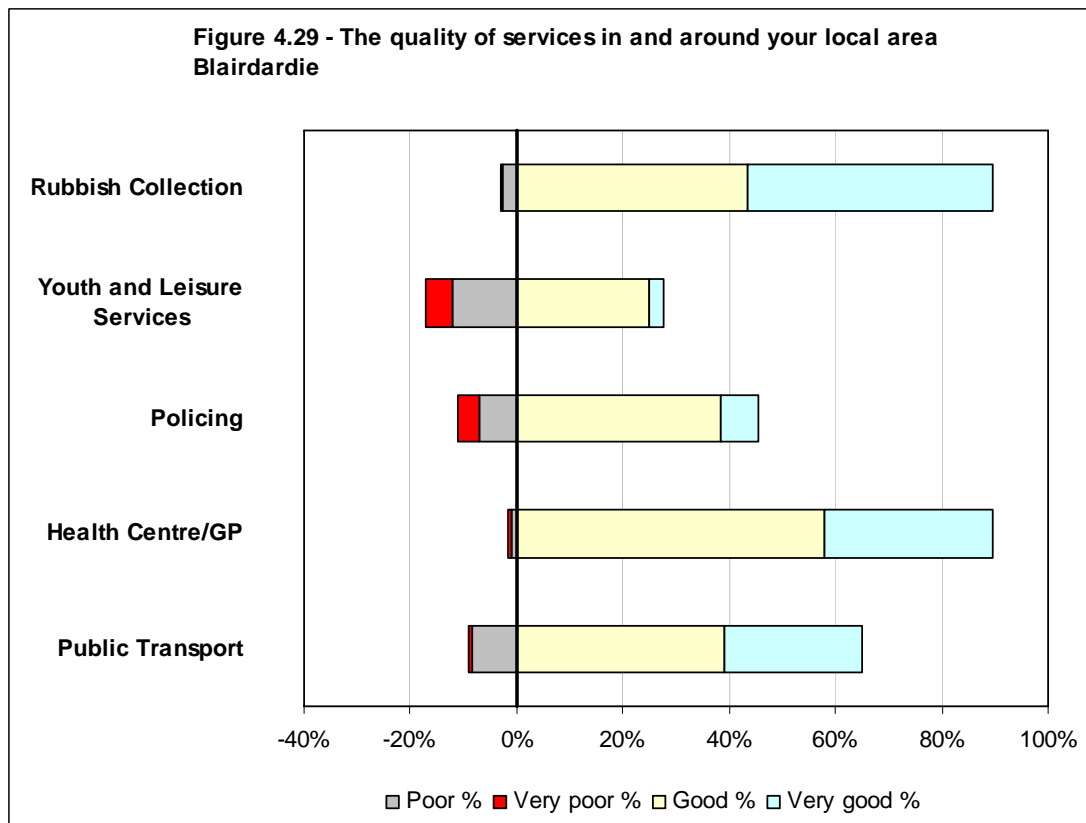
Figure 4.29 - The quality of services in and around your local area Blairdardie

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	5	3%	12	6%	87	44%	92	46%	3	2%	0	0%
Youth and Leisure Services	10	5%	24	12%	70	35%	50	25%	5	3%	37	19%	4	2%
Policing	8	4%	14	7%	77	39%	77	39%	14	7%	9	5%	1	1%
Health Centre/GP	1	1%	2	1%	10	5%	116	58%	63	32%	8	4%	0	0%
Public Transport	1	1%	17	9%	42	21%	78	39%	52	26%	6	3%	4	2%
Total	21		62		211		408		226		63		9	

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

Number of concerns (Very poor or poor)	Respondents	%
None	136	68%
1	48	24%
2	13	7%
3	3	2%
4	0	0%
5+	0	0%
	200	

Table 4.40 – Number of concerns – Quality of Services

**Figure 4.30 - Housing Tenure
Blairdardie**

**Figure 4.31 - Information about the neighbourhood and management of the neighbourhood
Blairdardie**

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

**Figure 4.32 - Local community involvement
Blairdardie**
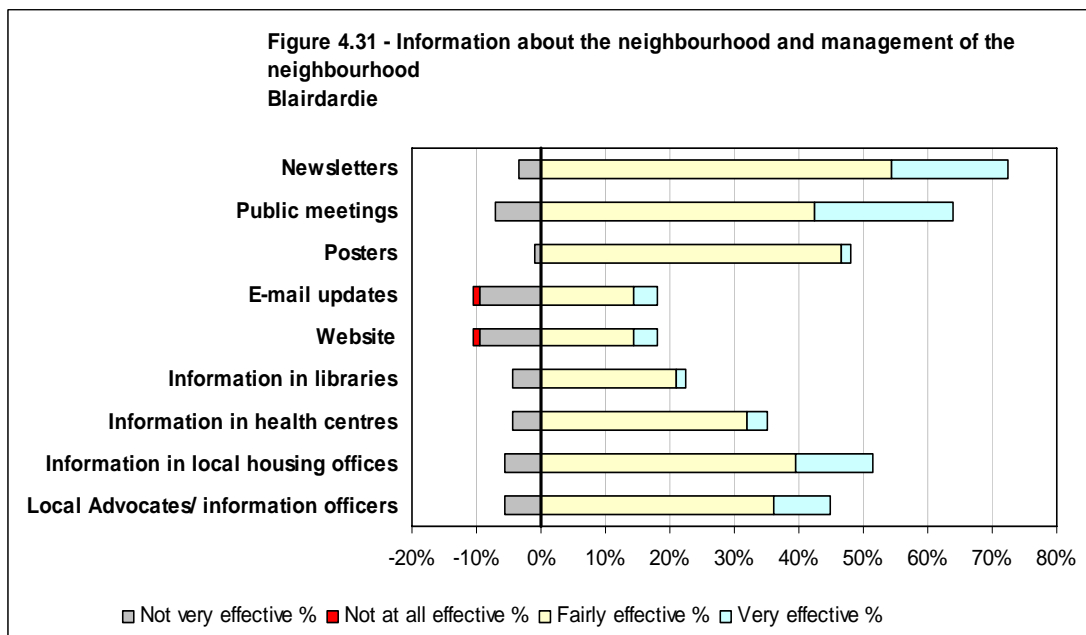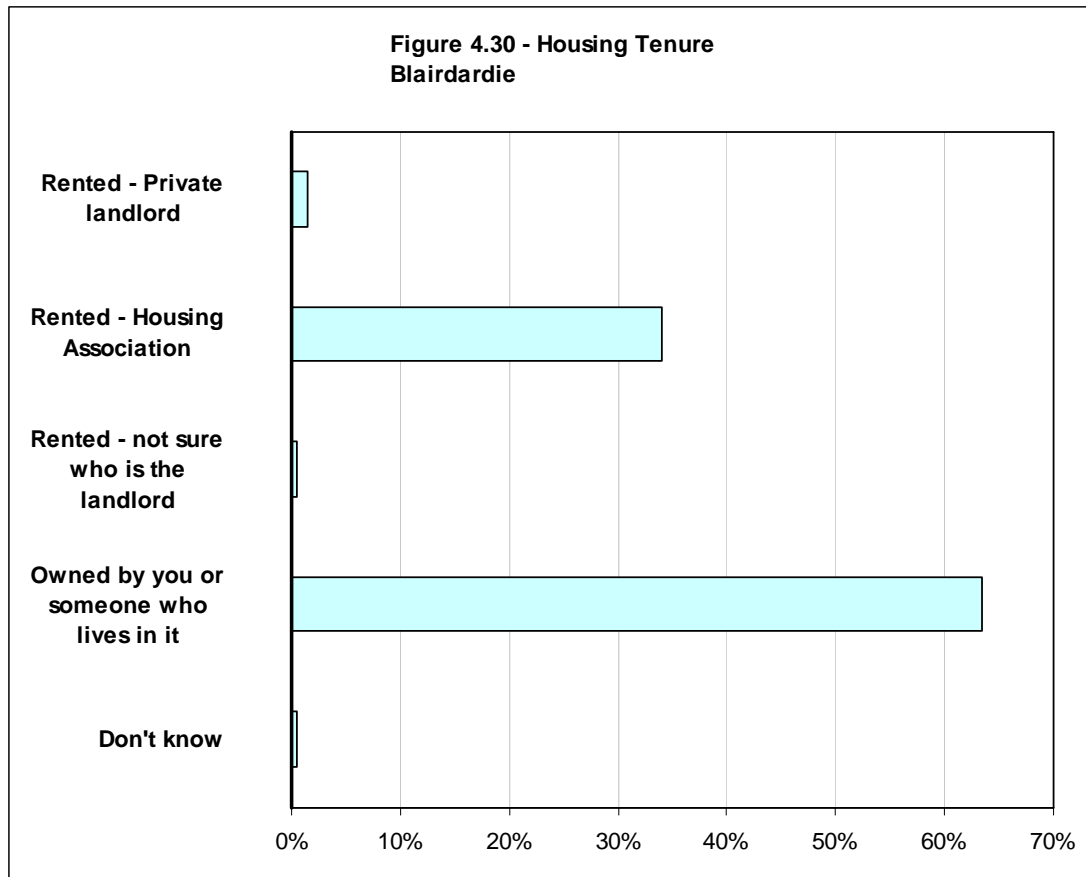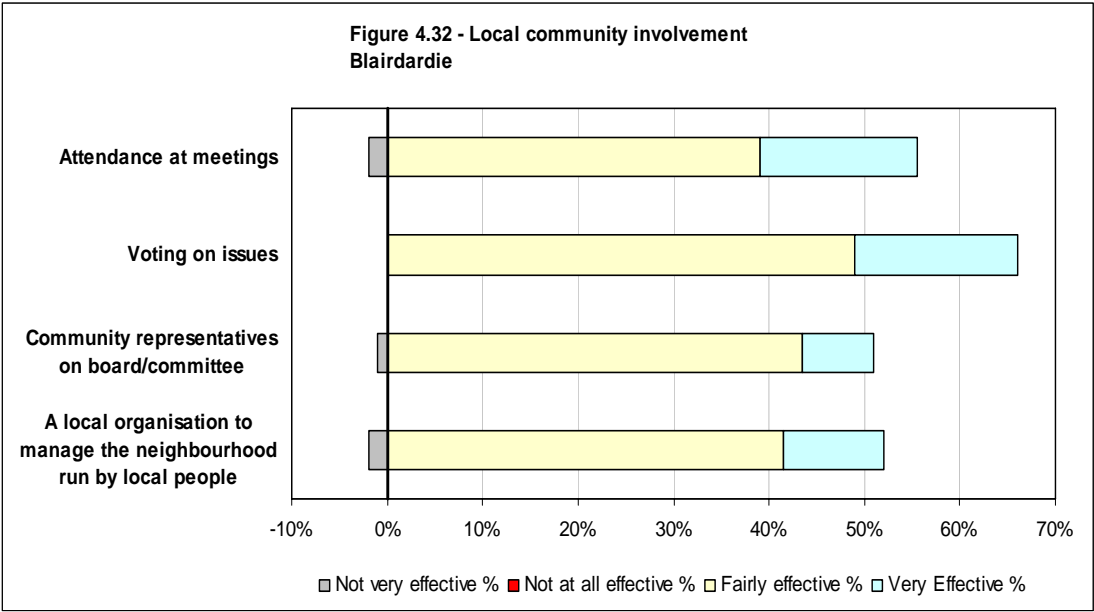
Drumchapel

**Figure 4.33 - Security and community safety
Drumchapel**
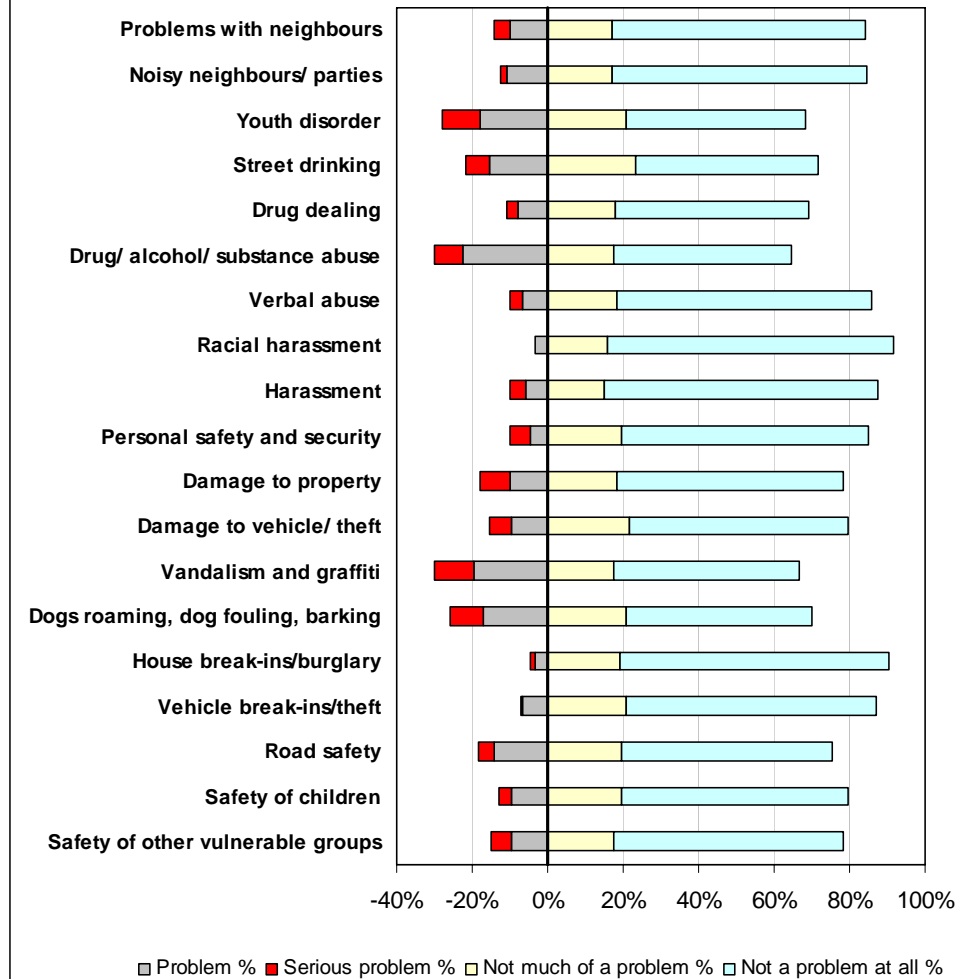
mruk	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	8	4%	20	10%	3	2%	34	17%	134	67%	1	1%
Noisy neighbours/ parties	3	2%	22	11%	3	2%	34	17%	135	68%	3	2%
Youth disorder	20	10%	36	18%	7	4%	42	21%	95	48%	0	0%
Street drinking	12	6%	31	16%	13	7%	47	24%	96	48%	1	1%
Drug dealing	6	3%	16	8%	21	11%	36	18%	102	51%	19	10%
Drug/ alcohol/ substance abuse	15	8%	45	23%	8	4%	35	18%	94	47%	3	2%
Verbal abuse	7	4%	13	7%	6	3%	37	19%	135	68%	2	1%
Racial harassment	0	0%	7	4%	6	3%	32	16%	151	76%	4	2%
Harassment	8	4%	12	6%	5	3%	30	15%	145	73%	0	0%
Personal safety and security	11	6%	9	5%	8	4%	39	20%	131	66%	2	1%
Damage to property	16	8%	20	10%	6	3%	37	19%	120	60%	1	1%
Damage to vehicle/ theft	12	6%	19	10%	8	4%	43	22%	116	58%	2	1%
Vandalism and graffiti	21	11%	39	20%	6	3%	35	18%	98	49%	1	1%
Dogs roaming, dog fouling, barking	18	9%	34	17%	6	3%	42	21%	98	49%	2	1%
House break-ins/burglary	2	1%	7	4%	7	4%	38	19%	143	72%	3	2%
Vehicle break-ins/theft	1	1%	13	7%	11	6%	42	21%	132	66%	1	1%
Road safety	9	5%	28	14%	8	4%	39	20%	112	56%	4	2%
Safety of children	7	4%	19	10%	11	6%	39	20%	120	60%	4	2%
Safety of other vulnerable groups	11	6%	19	10%	9	5%	35	18%	122	61%	4	2%
Total	**187**		**409**		**152**		**716**		**2,279**		**57**	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	97	49%
1	19	10%
2	10	5%
3	10	5%
4	10	5%
5+	54	27%
	200	

Table 4.42 – Number of concerns – Security and Community Safety

Figure 4.34 - Security and community safety in the past year
Drumchapel
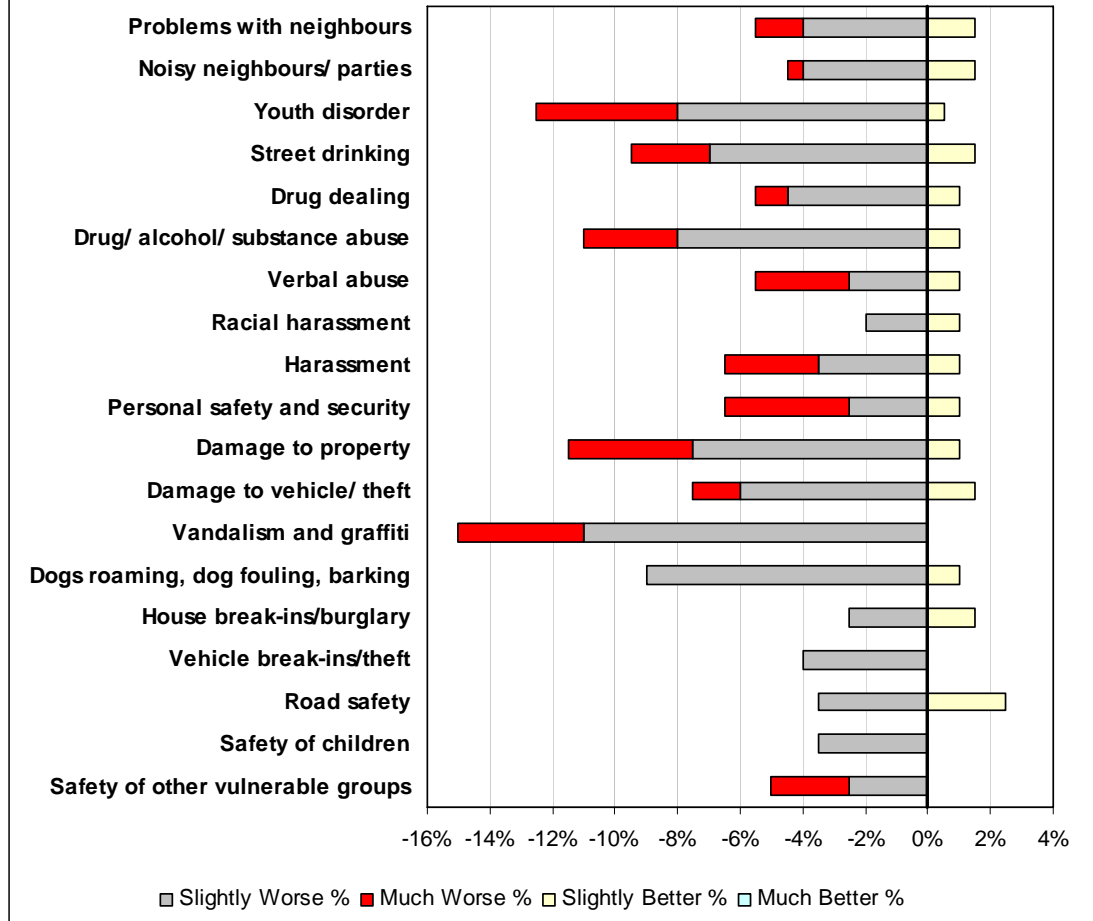
|		
Problems with neighbours		
Noisy neighbours/ parties		
Youth disorder		
Street drinking		
Drug dealing		
Drug/ alcohol/ substance abuse		
Verbal abuse		
Racial harassment		
Harassment		
Personal safety and security		
Damage to property		
Damage to vehicle/ theft		
Vandalism and graffiti		
Dogs roaming, 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	3	2%	8	4%	186	93%	3	2%	0	0%	0	0%
Noisy neighbours / parties	1	1%	8	4%	188	94%	3	2%	0	0%	0	0%
Youth disorder	9	5%	16	8%	174	87%	1	1%	0	0%	0	0%
Street drinking	5	3%	14	7%	178	89%	3	2%	0	0%	0	0%
Drug dealing	2	1%	9	5%	187	94%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	6	3%	16	8%	176	88%	2	1%	0	0%	0	0%
Verbal abuse	6	3%	5	3%	187	94%	2	1%	0	0%	0	0%
Racial harassment	0	0%	4	2%	194	97%	2	1%	0	0%	0	0%
Harassment	6	3%	7	4%	185	93%	2	1%	0	0%	0	0%
Personal safety and security	8	4%	5	3%	185	93%	2	1%	0	0%	0	0%
Damage to property	8	4%	15	8%	175	88%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	12	6%	182	91%	3	2%	0	0%	0	0%
Vandalism and graffiti	8	4%	22	11%	170	85%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	0	0%	18	9%	180	90%	2	1%	0	0%	0	0%
House break-ins/burglary	0	0%	5	3%	192	96%	3	2%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	8	4%	192	96%	0	0%	0	0%	0	0%
Road safety	0	0%	7	4%	188	94%	5	3%	0	0%	0	0%
Safety of children	0	0%	7	4%	193	97%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	5	3%	5	3%	190	95%	0	0%	0	0%	0	0%
Total	**70**		**191**		**3,502**		**37**		**0**		**0**	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	154	77%
1	9	5%
2	9	5%
3	3	2%
4	4	2%
5+	21	11%
	200	

Table 4.44 – Number of concerns – Security and Community Safety in the past year
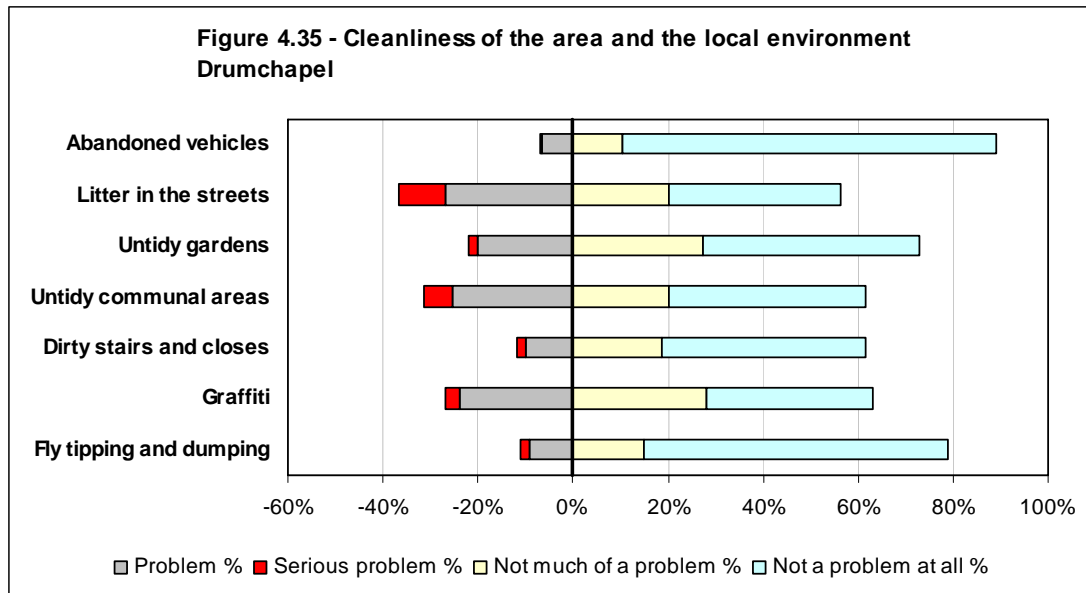
Figure 4.35 - Cleanliness of the area and the local environment Drumchapel

	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	1%	13	7%	7	4%	21	11%	157	79%	0	0%	1	1%
Litter in the streets	19	10%	54	27%	13	7%	40	20%	73	37%	0	0%	1	1%
Untidy gardens	4	2%	40	20%	9	5%	55	28%	91	46%	0	0%	1	1%
Untidy communal areas	12	6%	51	26%	8	4%	40	20%	83	42%	0	0%	6	3%
Dirty stairs and closes	4	2%	20	10%	7	4%	37	19%	86	43%	3	2%	43	22%
Graffiti	6	3%	48	24%	18	9%	56	28%	70	35%	1	1%	1	1%
Fly tipping and dumping	4	2%	18	9%	10	5%	30	15%	128	64%	8	4%	2	1%
Total	**50**		**244**		**72**		**279**		**688**		**12**		**55**	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	108	54%
1	21	11%
2	15	8%
3	25	13%
4	12	6%
5+	19	10%
	200	

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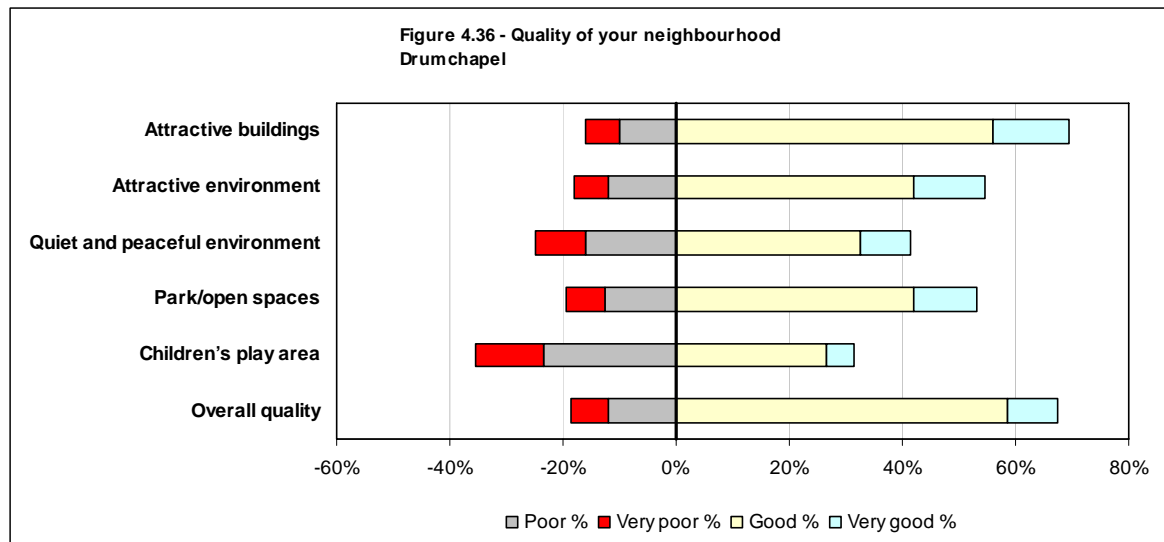
Figure 4.36 - Quality of your neighbourhood
Drumchapel

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	12	6%	20	10%	28	14%	112	56%	27	14%	0	0%	1	1%
Attractive environment	12	6%	24	12%	54	27%	84	42%	25	13%	0	0%	1	1%
Quiet and peaceful environment	18	9%	32	16%	66	33%	65	33%	18	9%	0	0%	1	1%
Park/open spaces	14	7%	25	13%	52	26%	84	42%	22	11%	2	1%	1	1%
Children's play area	24	12%	47	24%	51	26%	53	27%	10	5%	4	2%	11	6%
Overall quality	13	7%	24	12%	27	14%	117	59%	18	9%	0	0%	1	1%
Total	**93**		**172**		**278**		**515**		**120**		**6**		**16**	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	122	61%
1	27	14%
2	10	5%
3	6	3%
4	5	3%
5+	30	15%
	200	

Table 4.48 – Number of concerns – Quality of neighbourhood
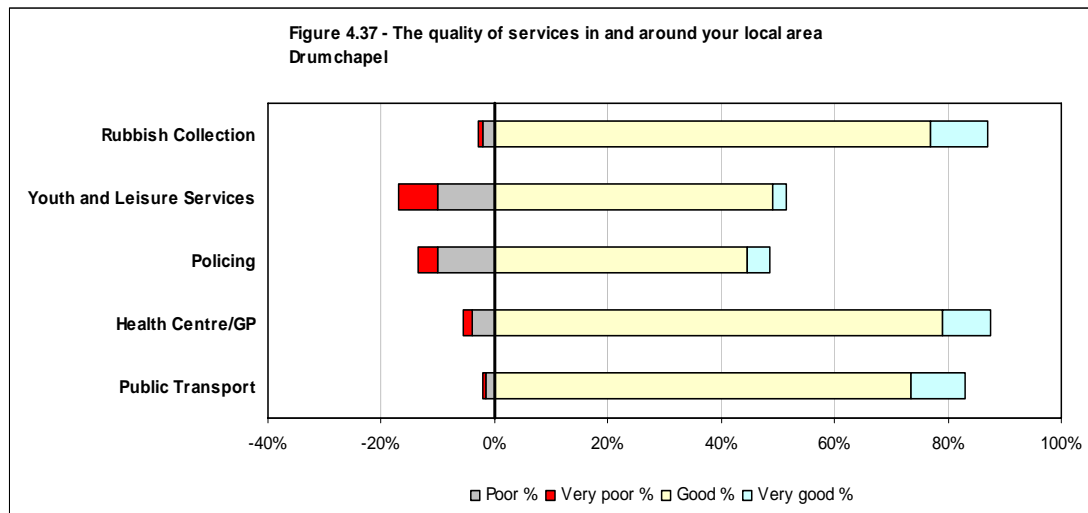
Figure 4.37 - The quality of services in and around your local area
Drumchapel

	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%	20	10%	154	77%	20	10%	0	0%	0	0%
Youth and Leisure Services	14	7%	20	10%	37	19%	98	49%	5	3%	18	9%	8	4%
Policing	7	4%	20	10%	70	35%	89	45%	8	4%	5	3%	1	1%
Health Centre/GP	3	2%	8	4%	11	6%	158	79%	17	9%	3	2%	0	0%
Public Transport	1	1%	3	2%	23	12%	147	74%	19	10%	5	3%	2	1%
Total	27		55		161		646		69		31		11	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	156	78%
1	22	11%
2	11	6%
3	7	4%
4	3	2%
5+	1	1%
	200	

Table 4.50 – Number of concerns – Quality of services

**Figure 4.38 - Housing Tenure
Drumchapel**

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

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

mruk

Figure 4.40 - Local community involvement
Drumchapel
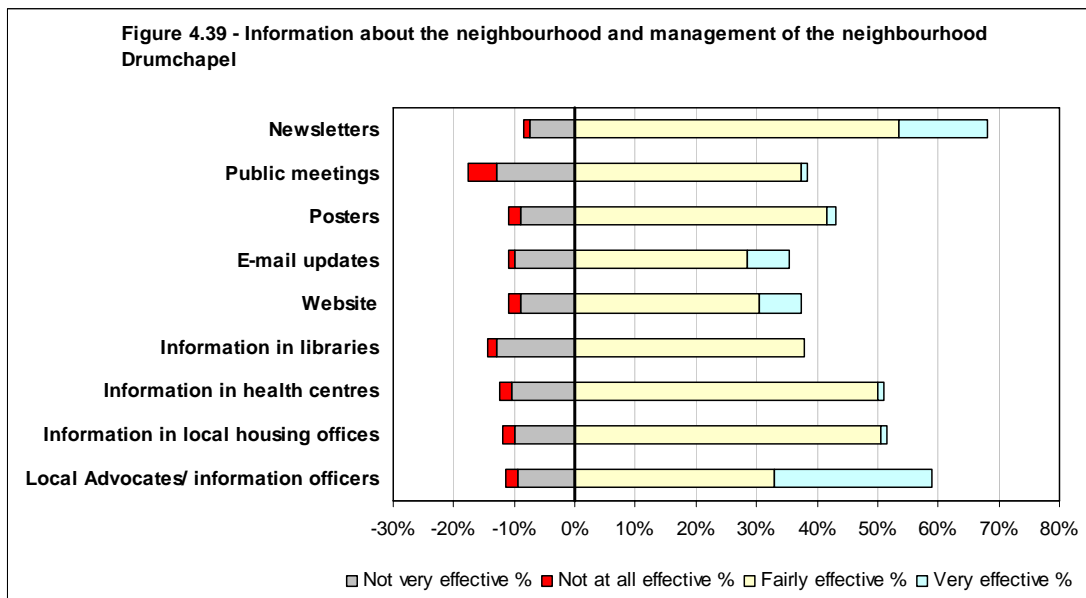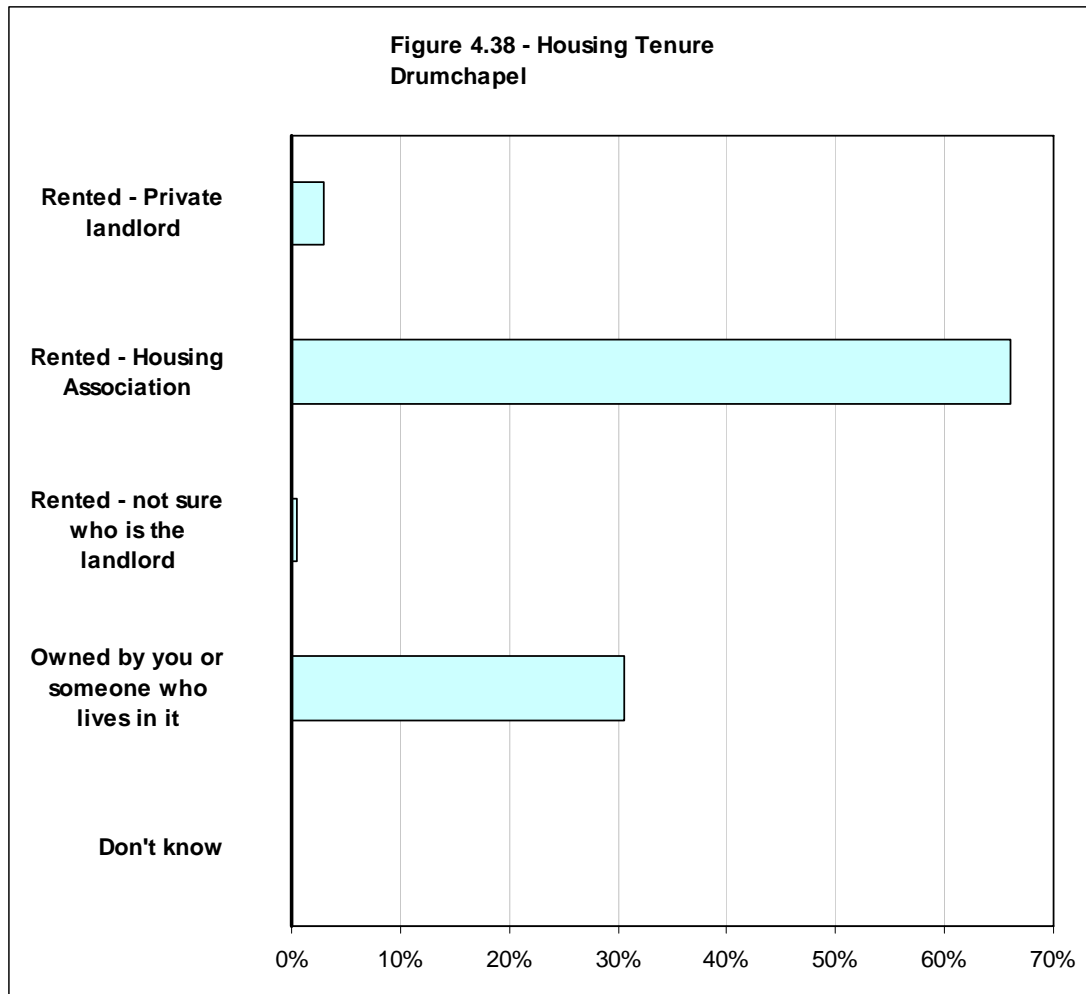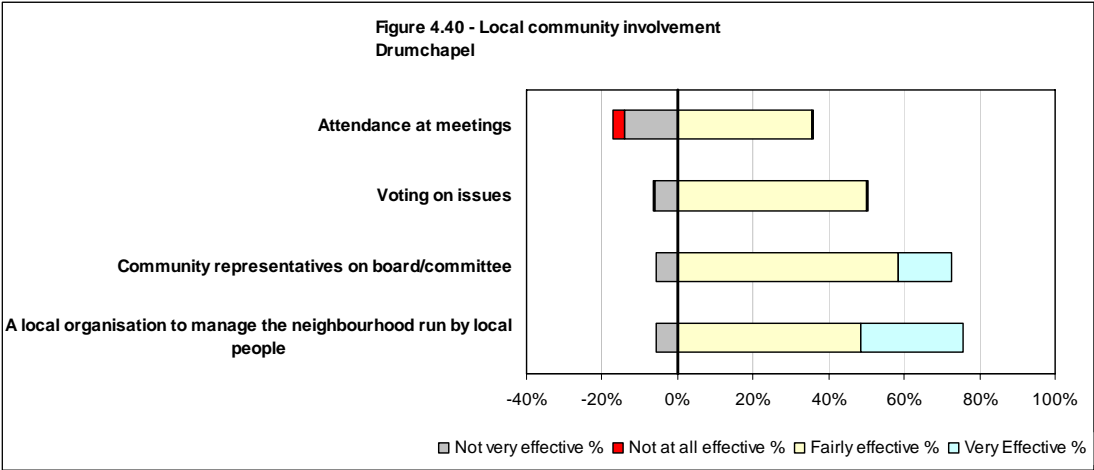
5.   Study Findings – Other

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 most significant concerns across the
wider West LCPP area were 'youth disorder', 'street drinking', 'vandalism and
graffiti', 'dogs roaming, dog fouling, and barking', and 'road safety'. There
were also comparatively high levels of concern about 'noisy neighbours /
parties' and 'drug / alcohol / substance abuse'.

5.5   While road safety was the most serious problem for people living in owner-
occupied housing, people living in housing association accommodation did
not raise road safety in their top five most serious issues. Road safety was a
serious issue for people in private rented housing, as was safety of children.

5.6   Problems with youth disorder were the main issue for people living in private
rented accommodation. This issue was the third most serious issue for
people living in owner-occupied and social rented accommodation.

5.7   Dog roaming / fouling / barking was the top issue for people in social rented accommodation and was the second most serious issue for people in owner-occupation. It was less of a problem for people in private rented housing.

5.8   Vandalism and graffiti was a concern to housing association tenants but was less of an issue for people in other tenures.

Cleansing and Environment

5.9   Across the West LCPP, area litter in the streets was considered the main cleansing and environmental issue. This was followed by untidy communal areas and vandalism and graffiti. Residents were least concerned about abandoned vehicles and fly tipping/dumping.

5.10   Litter in the street was the biggest problem for people living in all tenures. Housing association tenants expressed the greatest level of concern on this issue.

5.11   Concern about untidy communal areas was most common among housing association tenants and people in owner-occupation. Private renting tenants were slightly more concerned about untidy gardens in their local area. Graffiti was more of an issue for people in social renting compared to the other two tenures.

Tenure by neighbourhood

5.12   The highest rate of social renting was in the Drumchapel area where 66 per cent of survey respondents live in housing association properties. Social renting was also comparatively high in Knightswood (62%) and Yoker / Scotstoun (51%). The lowest level of social renting was in Blairdardie (34%).

5.13   Owner-occupation was most common in Blairdardie (64%) and Temple / Anniesland (61%). The lowest level of owner-occupation was in Drumchapel (34%).

5.14   Private renting was low amongst the survey respondents. The highest rate of private renting was in Yoker / Scotstoun but was only eight per cent. Just two per cent of respondents in Blairdardie lived in private rented accommodation.

Involving local people

5.15   Across all three tenures providing information through issuing newsletters was considered the most effective way of keeping local people informed. Providing information through public meetings was considered effective by residents in owner-occupation but was less popular among residents in the other tenures. Providing information in local housing offices and through local advocates / information officers were supported by housing association tenants and owner-occupiers. Private renters preferred the idea of providing information in local health centres.

5.16   In terms of community involvement, residents in all tenures were sceptical about the value of attending meetings. This was particularly the case for housing association tenants. Across tenures there was support for a local organisation to manage the neighbourhood run by local people.

Age

5.17   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

5.18   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 over retirement age were slightly less likely to say that issues were a problem than the other age groups.

5.19   Although dog roaming / fouling / barking was the top issue across age groups, respondents aged under thirty were less likely than the older groups to consider this a problem or serious problem.

5.20   Similarly, while road safety was one of the main issues for people of all ages, people aged under thirty were less likely to describe it as a problem in their local area.

Cleansing and Environment

5.21   The different age groups had similar views on the cleanliness of their local area. Litter in the streets was the top issue for all age groups.

5.22   Graffiti and untidy communal areas were raised as concerns by residents of all ages. Residents aged under 30 were more likely to state that untidy gardens and dirty stairs / closes were a problem than people in the two older groups.

Age by neighbourhood

5.23   There were large percentages of respondents aged under thirty in Knightswood (26%) and Yoker / Scotstoun (25%). Drumchapel had the highest proportion of people aged 30 to 59 / 64 with 66 per cent in this group.

5.24   Temple / Anniesland had the oldest age profile with the smallest proportion of under 30s (14%) and highest proportion of people of retirement age (26%).

Involving local people

5.25   Newsletters were the most highly rated method of informing local people across all three age groups. There was less support for the use of public meetings among people aged under 30 compared with the two older 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   For all age groups the most popular approaches to community involvement were the presence of community representatives on boards / committees or the establishment of a local organisation run by local people.

Housing Association

Figure 5.1 - Security and community safety
Housing Association

- 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

-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	23	5%	25	5%	13	3%	73	15%	356	72%	4	1%
Noisy neighbours / parties	24	5%	34	7%	9	2%	66	13%	355	72%	6	1%
Youth disorder	34	7%	31	6%	21	4%	91	18%	315	64%	2	0%
Street drinking	19	4%	28	6%	19	4%	88	18%	335	68%	5	1%
Drug dealing	19	4%	16	3%	20	4%	65	13%	357	72%	17	3%
Drug/ alcohol/ substance abuse	23	5%	30	6%	12	2%	66	13%	354	72%	9	2%
Verbal abuse	10	2%	10	2%	8	2%	65	13%	394	80%	7	1%
Racial harassment	5	1%	6	1%	9	2%	57	12%	408	83%	9	2%
Harassment	14	3%	14	3%	5	1%	59	12%	397	80%	5	1%
Personal safety and security	16	3%	10	2%	11	2%	72	15%	379	77%	6	1%
Damage to property	28	6%	19	4%	7	1%	64	13%	373	76%	3	1%
Damage to vehicle/ theft	14	3%	18	4%	8	2%	70	14%	380	77%	4	1%
Vandalism and graffiti	41	8%	28	6%	19	4%	73	15%	329	67%	4	1%
Dogs roaming, dog fouling, barking	37	7%	43	9%	10	2%	78	16%	322	65%	4	1%
House break-ins/burglary	7	1%	9	2%	7	1%	71	14%	395	80%	5	1%
Vehicle break-ins/theft	5	1%	11	2%	11	2%	79	16%	385	78%	3	1%
Road safety	13	3%	38	8%	18	4%	78	16%	341	69%	6	1%
Safety of children	8	2%	24	5%	18	4%	69	14%	369	75%	6	1%
Safety of other vulnerable groups	10	2%	23	5%	15	3%	65	13%	371	75%	10	2%
Total	**350**		**417**		**240**		**1,349**		**6,915**		**115**	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	303	61%
1	58	12%
2	47	10%
3	19	4%
4	16	3%
5+	51	10%
	494	

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**
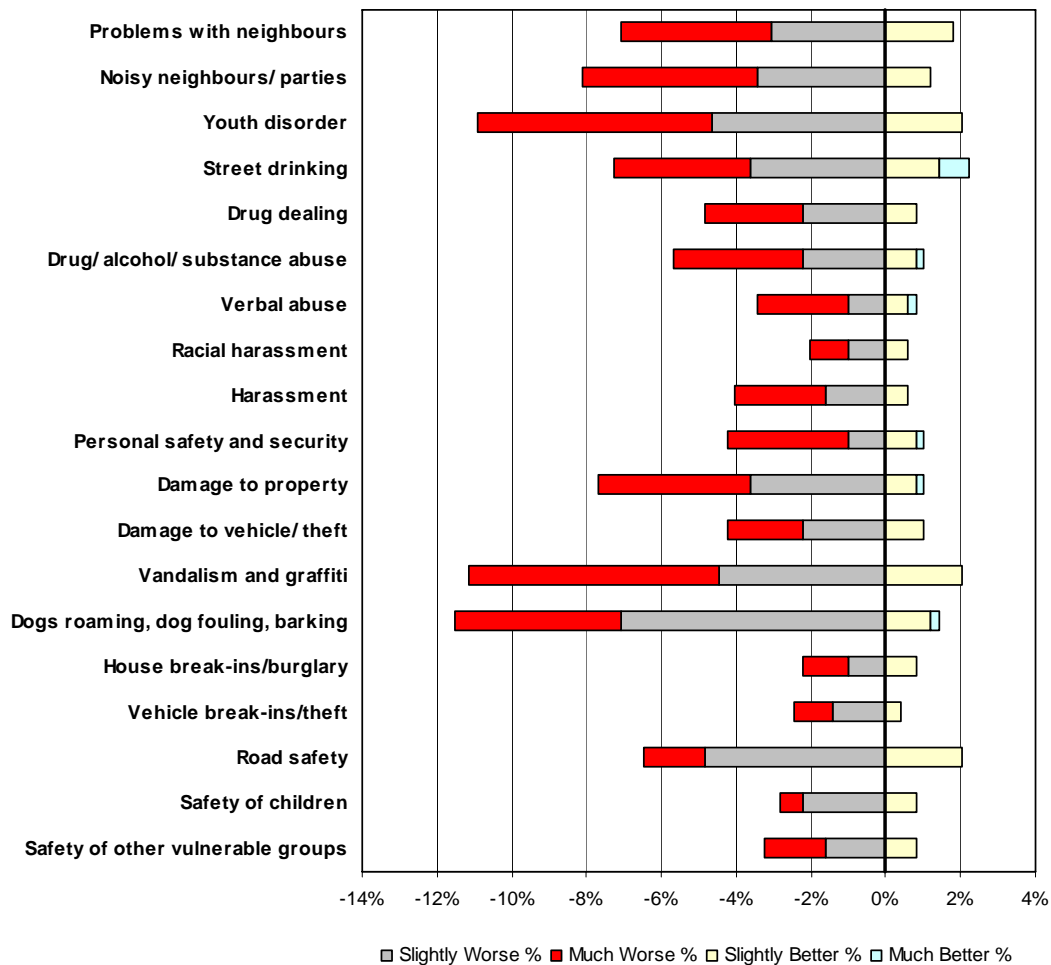
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	20	4%	15	3%	450	91%	9	2%	0	0%	0	0%
Noisy neighbours/ parties	23	5%	17	3%	448	91%	6	1%	0	0%	0	0%
Youth disorder	31	6%	23	5%	430	87%	10	2%	0	0%	0	0%
Street drinking	18	4%	18	4%	447	90%	7	1%	4	1%	0	0%
Drug dealing	13	3%	11	2%	466	94%	4	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	17	3%	11	2%	461	93%	4	1%	1	0%	0	0%
Verbal abuse	12	2%	5	1%	473	96%	3	1%	1	0%	0	0%
Racial harassment	5	1%	5	1%	481	97%	3	1%	0	0%	0	0%
Harassment	12	2%	8	2%	471	95%	3	1%	0	0%	0	0%
Personal safety and security	16	3%	5	1%	468	95%	4	1%	1	0%	0	0%
Damage to property	20	4%	18	4%	451	91%	4	1%	1	0%	0	0%
Damage to vehicle/ theft	10	2%	11	2%	468	95%	5	1%	0	0%	0	0%
Vandalism and graffiti	33	7%	22	4%	429	87%	10	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	22	4%	35	7%	430	87%	6	1%	1	0%	0	0%
House break-ins/burglary	6	1%	5	1%	479	97%	4	1%	0	0%	0	0%
Vehicle break-ins/theft	5	1%	7	1%	480	97%	2	0%	0	0%	0	0%
Road safety	8	2%	24	5%	452	91%	10	2%	0	0%	0	0%
Safety of children	3	1%	11	2%	476	96%	4	1%	0	0%	0	0%
Safety of other vulnerable groups	8	2%	8	2%	474	96%	4	1%	0	0%	0	0%
Total	282		259		8,734		102		9		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	346	70%
1	52	11%
2	42	9%
3	12	2%
4	10	2%
5+	32	6%
	494	

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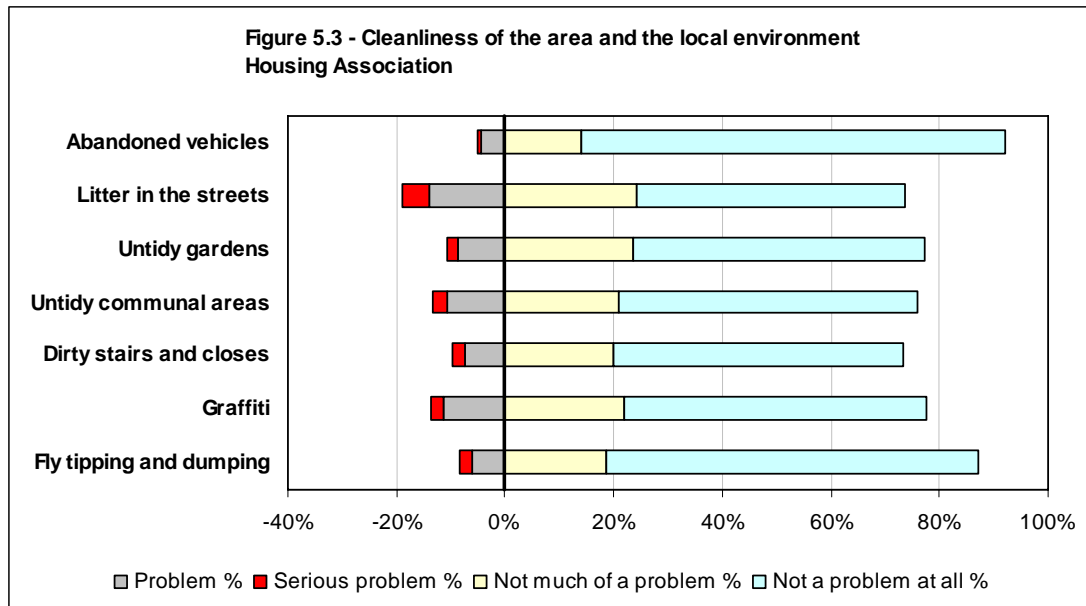
Figure 5.3 - Cleanliness of the area and the local environment Housing Association

	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	3	1%	22	4%	11	2%	70	14%	385	78%	2	0%	1	0%
Litter in the streets	25	5%	69	14%	34	7%	120	24%	244	49%	1	0%	1	0%
Untidy gardens	10	2%	43	9%	14	3%	117	24%	265	54%	10	2%	35	7%
Untidy communal areas	14	3%	52	11%	16	3%	104	21%	271	55%	2	0%	35	7%
Dirty stairs and closes	12	2%	36	7%	15	3%	98	20%	264	53%	7	1%	62	13%
Graffiti	12	2%	56	11%	36	7%	108	22%	275	56%	4	1%	3	1%
Fly tipping and dumping	11	2%	30	6%	12	2%	92	19%	338	68%	10	2%	1	0%
Total	87		308		138		709		2,042		36		138	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	369	75%
1	45	9%
2	18	4%
3	15	3%
4	14	3%
5+	33	7%
	494	

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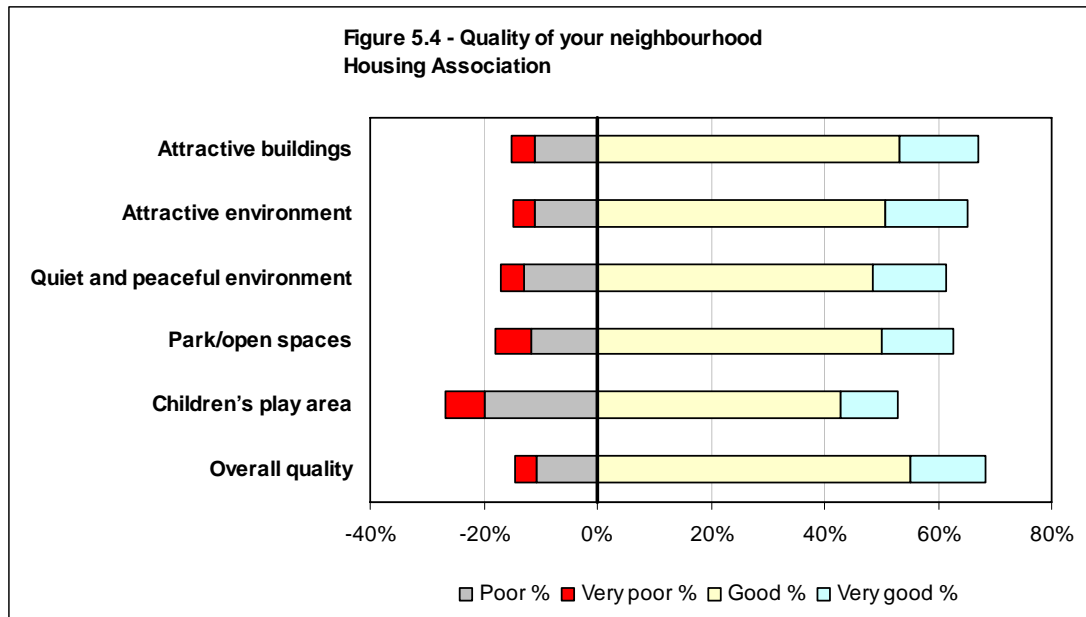
Figure 5.4 - Quality of your neighbourhood
Housing Association

Table 5.7 – 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	20	4%	55	11%	85	17%	263	53%	68	14%	2	0%	1	0%
Attractive environment	19	4%	54	11%	97	20%	251	51%	71	14%	1	0%	1	0%
Quiet and peaceful environment	20	4%	64	13%	104	21%	240	49%	64	13%	1	0%	1	0%
Park/open spaces	30	6%	58	12%	94	19%	248	50%	61	12%	2	0%	1	0%
Children's play area	35	7%	98	20%	72	15%	211	43%	50	10%	19	4%	9	2%
Overall quality	18	4%	53	11%	83	17%	272	55%	66	13%	1	0%	1	0%
Total	**142**		**382**		**535**		**1,485**		**380**		**26**		**14**	

Number of concerns (Very poor or poor)	Respondents	%
None	343	69%
1	44	9%
2	25	5%
3	11	2%
4	12	2%
5+	59	12%
	494	

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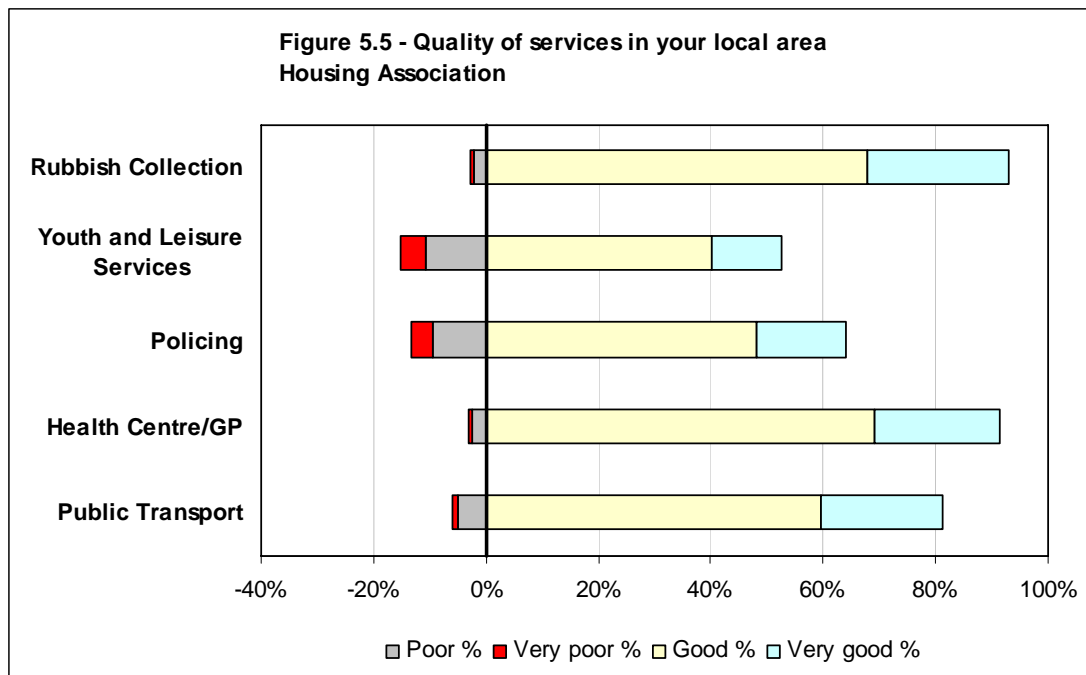
Figure 5.5 - Quality of services in your local area Housing Association

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	2	0%	11	2%	20	4%	335	68%	125	25%	1	0%	0	0%
Youth and Leisure Services	22	4%	53	11%	64	13%	199	40%	61	12%	80	16%	15	3%
Policing	18	4%	47	10%	82	17%	238	48%	79	16%	28	6%	2	0%
Health Centre/GP	4	1%	12	2%	21	4%	341	69%	111	22%	5	1%	0	0%
Public Transport	4	1%	25	5%	45	9%	295	60%	106	21%	13	3%	6	1%
Total	50		148		232		1,408		482		127		23	

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

Number of concerns (Very poor or poor)	Respondents	%
None	374	76%
1	67	14%
2	32	6%
3	18	4%
4	2	0%
5+	1	0%
	494	

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

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

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

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

**Figure 5.8 - Local community involvement
Housing Association**

Private rented

Figure 5.9 - Security and community safety
Private Rented

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

-40%   -20%   0%   20%   40%   60%   80% 100% 120%

□ 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%	2	5%	1	2%	7	17%	31	74%	1	2%
Noisy neighbours/parties	0	0%	2	5%	1	2%	8	19%	31	74%	0	0%
Youth disorder	3	7%	4	10%	0	0%	8	19%	27	64%	0	0%
Street drinking	3	7%	1	2%	0	0%	9	21%	29	69%	0	0%
Drug dealing	1	2%	1	2%	0	0%	10	24%	29	69%	1	2%
Drug/ alcohol/ substance abuse	1	2%	1	2%	0	0%	10	24%	30	71%	0	0%
Verbal abuse	0	0%	1	2%	0	0%	8	19%	32	76%	1	2%
Racial harassment	0	0%	1	2%	0	0%	8	19%	32	76%	1	2%
Harassment	0	0%	1	2%	0	0%	8	19%	32	76%	1	2%
Personal safety and security	1	2%	3	7%	0	0%	8	19%	30	71%	0	0%
Damage to property	2	5%	2	5%	0	0%	7	17%	31	74%	0	0%
Damage to vehicle/theft	1	2%	1	2%	0	0%	9	21%	31	74%	0	0%
Vandalism and graffiti	2	5%	2	5%	1	2%	9	21%	28	67%	0	0%
Dogs roaming, dog fouling, barking	2	5%	2	5%	1	2%	9	21%	28	67%	0	0%
House break-ins/burglary	0	0%	0	0%	0	0%	10	24%	32	76%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	0	0%	10	24%	32	76%	0	0%
Road safety	2	5%	4	10%	2	5%	9	21%	25	60%	0	0%
Safety of children	2	5%	4	10%	2	5%	8	19%	26	62%	0	0%
Safety of other vulnerable groups	1	2%	2	5%	2	5%	8	19%	29	69%	0	0%
Total	21		34		10		163		565		5	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	28	67%
1	2	5%
2	4	10%
3	3	7%
4	2	5%
5+	3	7%
	42	

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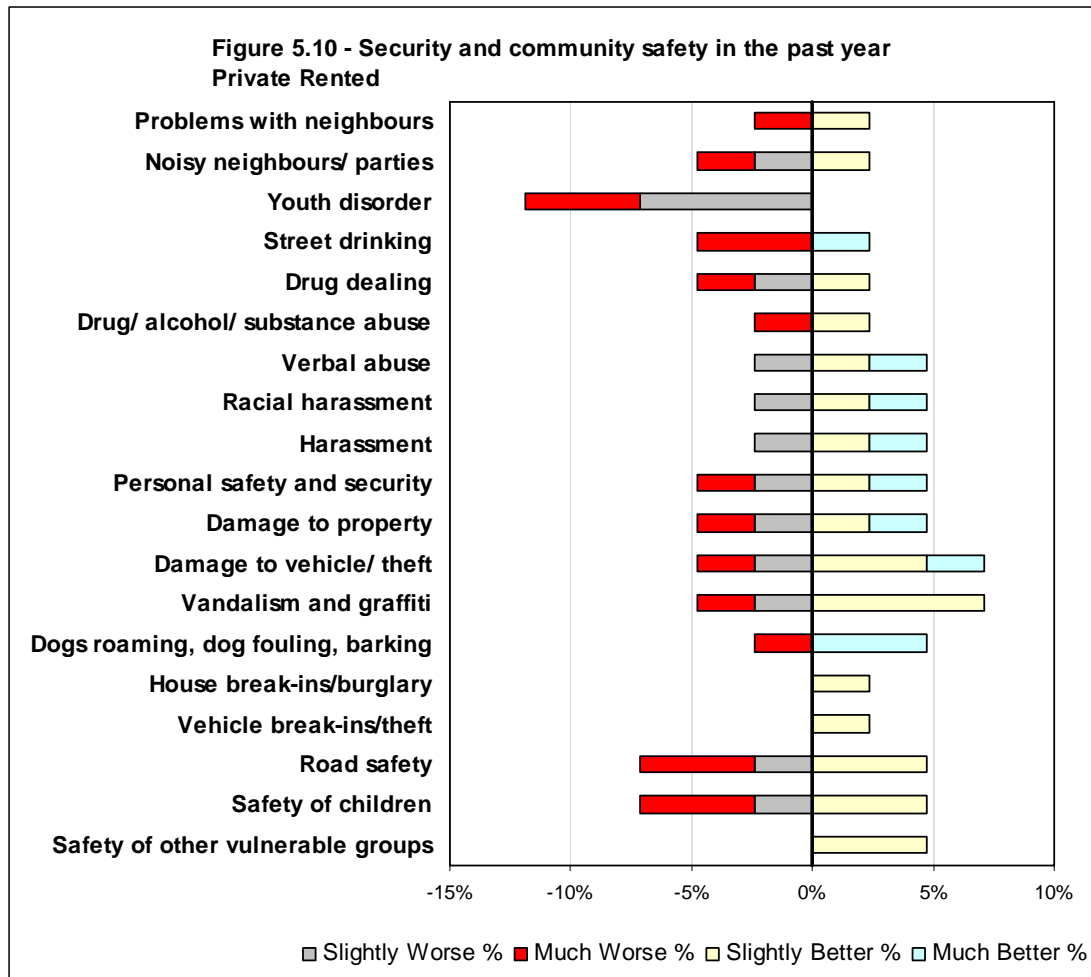
Figure 5.10 - Security and community safety in the past year
Private Rented

- □ 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	2%	0	0%	40	95%	1	2%	0	0%	0	0%
Noisy neighbours / parties	1	2%	1	2%	39	93%	1	2%	0	0%	0	0%
Youth disorder	2	5%	3	7%	37	88%	0	0%	0	0%	0	0%
Street drinking	2	5%	0	0%	39	93%	0	0%	1	2%	0	0%
Drug dealing	1	2%	1	2%	39	93%	1	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	2%	0	0%	40	95%	1	2%	0	0%	0	0%
Verbal abuse	0	0%	1	2%	39	93%	1	2%	1	2%	0	0%
Racial harassment	0	0%	1	2%	39	93%	1	2%	1	2%	0	0%
Harassment	0	0%	1	2%	39	93%	1	2%	1	2%	0	0%
Personal safety and security	1	2%	1	2%	38	90%	1	2%	1	2%	0	0%
Damage to property	1	2%	1	2%	38	90%	1	2%	1	2%	0	0%
Damage to vehicle/ theft	1	2%	1	2%	37	88%	2	5%	1	2%	0	0%
Vandalism and graffiti	1	2%	1	2%	37	88%	3	7%	0	0%	0	0%
Dogs roaming, dog fouling, barking	1	2%	0	0%	39	93%	0	0%	2	5%	0	0%
House break-ins/burglary	0	0%	0	0%	41	98%	1	2%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	41	98%	1	2%	0	0%	0	0%
Road safety	2	5%	1	2%	37	88%	2	5%	0	0%	0	0%
Safety of children	2	5%	1	2%	37	88%	2	5%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	40	95%	2	5%	0	0%	0	0%
Total	17		14		736		22		9		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	33	79%
1	1	2%
2	3	7%
3	1	2%
4	2	5%
5+	2	5%
	42	

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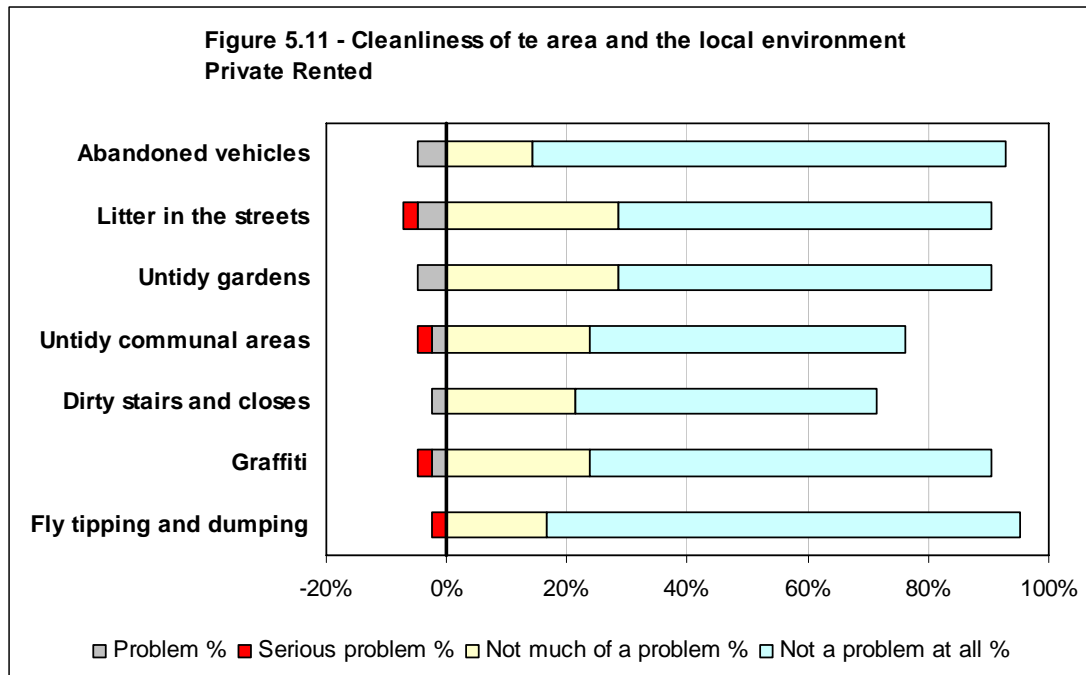
Figure 5.11 - Cleanliness of te area and the local environment Private Rented

	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%	2	5%	0	0%	6	14%	33	79%	0	0%	1	2%
Litter in the streets	1	2%	2	5%	1	2%	12	29%	26	62%	0	0%	0	0%
Untidy gardens	0	0%	2	5%	0	0%	12	29%	26	62%	1	2%	1	2%
Untidy communal areas	1	2%	1	2%	2	5%	10	24%	22	52%	2	5%	4	10%
Dirty stairs and closes	0	0%	1	2%	1	2%	9	21%	21	50%	2	5%	8	19%
Graffiti	1	2%	1	2%	2	5%	10	24%	28	67%	0	0%	0	0%
Fly tipping and dumping	1	2%	0	0%	0	0%	7	17%	33	79%	1	2%	0	0%
Total	4		9		6		66		189		6		14	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	36	86%
1	3	7%
2	1	2%
3	1	2%
4	0	0%
5+	1	2%
	42	

Table 5.16 – Number of concerns – Cleanliness of area and local environment – Private Rented
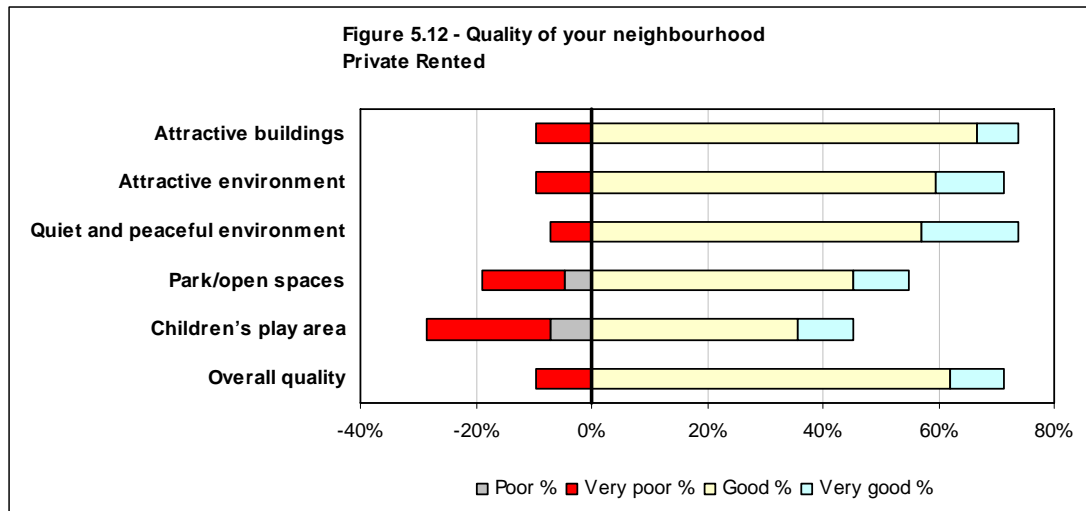
Figure 5.12 - Quality of your neighbourhood
Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	4	10%	0	0%	7	17%	28	67%	3	7%	0	0%	0	0%
Attractive environment	4	10%	0	0%	8	19%	25	60%	5	12%	0	0%	0	0%
Quiet and peaceful environment	3	7%	0	0%	8	19%	24	57%	7	17%	0	0%	0	0%
Park/open spaces	6	14%	2	5%	11	26%	19	45%	4	10%	0	0%	0	0%
Children's play area	9	21%	3	7%	10	24%	15	36%	4	10%	1	2%	0	0%
Overall quality	4	10%	0	0%	8	19%	26	62%	4	10%	0	0%	0	0%
Total	**30**		**5**		**52**		**137**		**27**		**1**		**0**	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	30	71%
1	3	7%
2	5	12%
3	0	0%
4	1	2%
5+	3	7%
	42	

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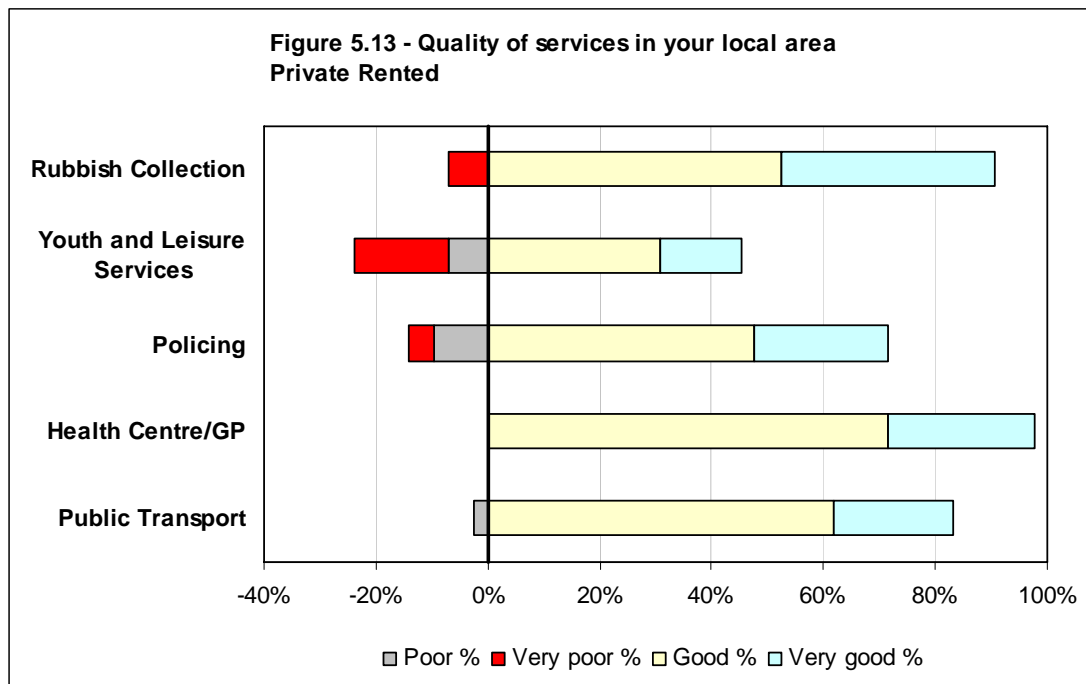
Figure 5.13 - Quality of services in your local area Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	7%	0	0%	1	2%	22	52%	16	38%	0	0%	0	0%
Youth and Leisure Services	7	17%	3	7%	5	12%	13	31%	6	14%	8	19%	0	0%
Policing	2	5%	4	10%	3	7%	20	48%	10	24%	3	7%	0	0%
Health Centre/GP	0	0%	0	0%	1	2%	30	71%	11	26%	0	0%	0	0%
Public Transport	0	0%	1	2%	6	14%	26	62%	9	21%	0	0%	0	0%
Total	**12**		**8**		**16**		**111**		**52**		**11**		**0**	

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	28	67%
1	10	24%
2	2	5%
3	2	5%
4	0	0%
5+	0	0%
	42	

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

-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	3	1%	16	3%	9	2%	104	23%	326	71%	1	0%
Noisy neighbours/ parties	3	1%	20	4%	4	1%	98	21%	333	73%	1	0%
Youth disorder	12	3%	55	12%	15	3%	121	26%	255	56%	1	0%
Street drinking	6	1%	43	9%	7	2%	95	21%	307	67%	1	0%
Drug dealing	2	0%	12	3%	21	5%	63	14%	352	77%	9	2%
Drug/ alcohol/ substance abuse	5	1%	27	6%	11	2%	61	13%	353	77%	2	0%
Verbal abuse	3	1%	10	2%	6	1%	57	12%	383	83%	0	0%
Racial harassment	1	0%	3	1%	6	1%	52	11%	395	86%	2	0%
Harassment	1	0%	7	2%	6	1%	54	12%	390	85%	1	0%
Personal safety and security	1	0%	9	2%	18	4%	114	25%	316	69%	1	0%
Damage to property	2	0%	17	4%	7	2%	70	15%	361	79%	2	0%
Damage to vehicle/ theft	5	1%	19	4%	11	2%	77	17%	346	75%	1	0%
Vandalism and graffiti	9	2%	44	10%	15	3%	108	24%	283	62%	0	0%
Dogs roaming, dog fouling, barking	16	3%	74	16%	24	5%	115	25%	228	50%	2	0%
House break-ins/burglary	2	0%	5	1%	5	1%	65	14%	380	83%	2	0%
Vehicle break-ins/theft	1	0%	13	3%	11	2%	70	15%	363	79%	1	0%
Road safety	10	2%	90	20%	31	7%	86	19%	241	53%	1	0%
Safety of children	2	0%	35	8%	13	3%	87	19%	320	70%	2	0%
Safety of other vulnerable groups	2	0%	22	5%	15	3%	66	14%	347	76%	7	2%
Total	**86**		**521**		**235**		**1,563**		**6,279**		**37**	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	240	52%
1	82	18%
2	53	12%
3	33	7%
4	15	3%
5+	36	8%
	459	

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**

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

X-axis: -14% -12% -10% -8% -6% -4% -2% 0% 2% 4% 6%

mruk

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	0%	8	2%	437	95%	12	3%	1	0%	0	0%
Noisy neighbours / parties	1	0%	9	2%	438	95%	10	2%	1	0%	0	0%
Youth disorder	8	2%	29	6%	411	90%	11	2%	0	0%	0	0%
Street drinking	4	1%	17	4%	426	93%	11	2%	1	0%	0	0%
Drug dealing	2	0%	6	1%	443	97%	8	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	0%	12	3%	435	95%	9	2%	1	0%	0	0%
Verbal abuse	1	0%	4	1%	446	97%	6	1%	2	0%	0	0%
Racial harassment	1	0%	3	1%	447	97%	6	1%	2	0%	0	0%
Harassment	0	0%	4	1%	446	97%	7	2%	2	0%	0	0%
Personal safety and security	1	0%	7	2%	443	97%	6	1%	2	0%	0	0%
Damage to property	1	0%	10	2%	441	96%	4	1%	3	1%	0	0%
Damage to vehicle/ theft	3	1%	14	3%	435	95%	4	1%	3	1%	0	0%
Vandalism and graffiti	4	1%	22	5%	418	91%	13	3%	2	0%	0	0%
Dogs roaming, dog fouling, barking	11	2%	41	9%	388	85%	17	4%	2	0%	0	0%
House break-ins/burglary	1	0%	4	1%	448	98%	6	1%	0	0%	0	0%
Vehicle break-ins/theft	2	0%	8	2%	443	97%	6	1%	0	0%	0	0%
Road safety	9	2%	49	11%	392	85%	8	2%	1	0%	0	0%
Safety of children	0	0%	11	2%	441	96%	7	2%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	10	2%	444	97%	5	1%	0	0%	0	0%
Total	**52**		**268**		**8,222**		**156**		**23**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	327	71%
1	58	13%
2	34	7%
3	20	4%
4	5	1%
5+	15	3%
	459	

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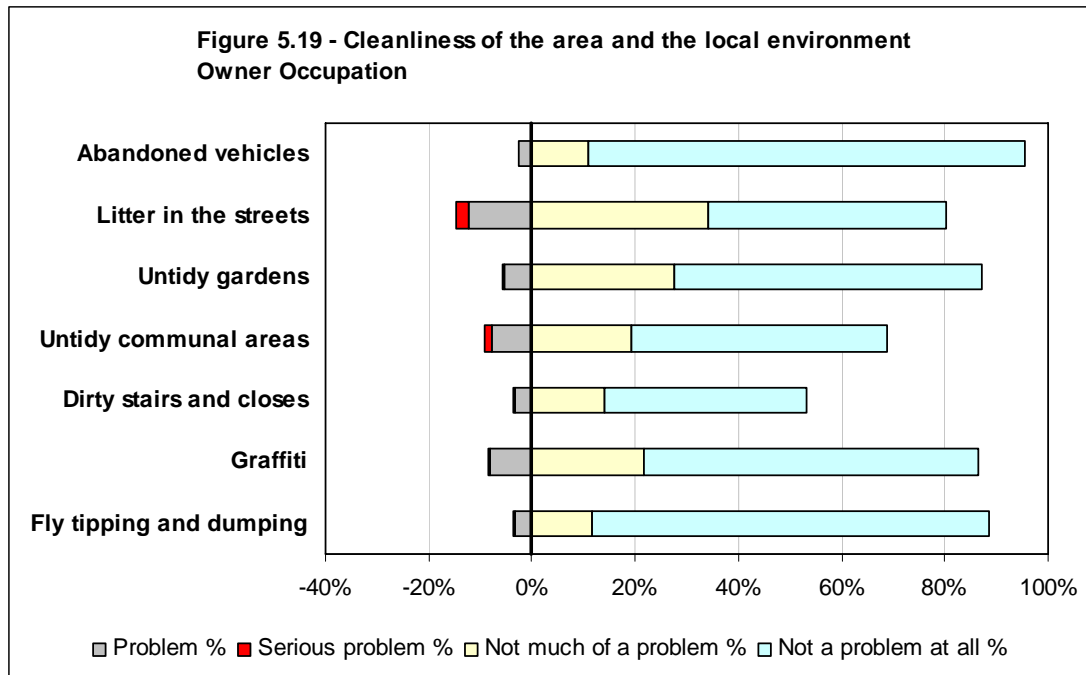
Figure 5.19 - Cleanliness of the area and the local environment Owner Occupation

	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	0	0%	12	3%	9	2%	51	11%	387	84%	0	0%	0	0%
Litter in the streets	11	2%	57	12%	22	5%	157	34%	212	46%	0	0%	0	0%
Untidy gardens	2	0%	24	5%	12	3%	126	27%	274	60%	2	0%	19	4%
Untidy communal areas	6	1%	36	8%	15	3%	88	19%	228	50%	4	1%	82	18%
Dirty stairs and closes	1	0%	15	3%	14	3%	64	14%	180	39%	26	6%	159	35%
Graffiti	2	0%	37	8%	17	4%	100	22%	297	65%	5	1%	1	0%
Fly tipping and dumping	2	0%	15	3%	17	4%	53	12%	354	77%	18	4%	0	0%
Total	**24**		**196**		**106**		**639**		**1,932**		**55**		**261**	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	371	81%
1	37	8%
2	16	3%
3	17	4%
4	6	1%
5+	12	3%
	459	

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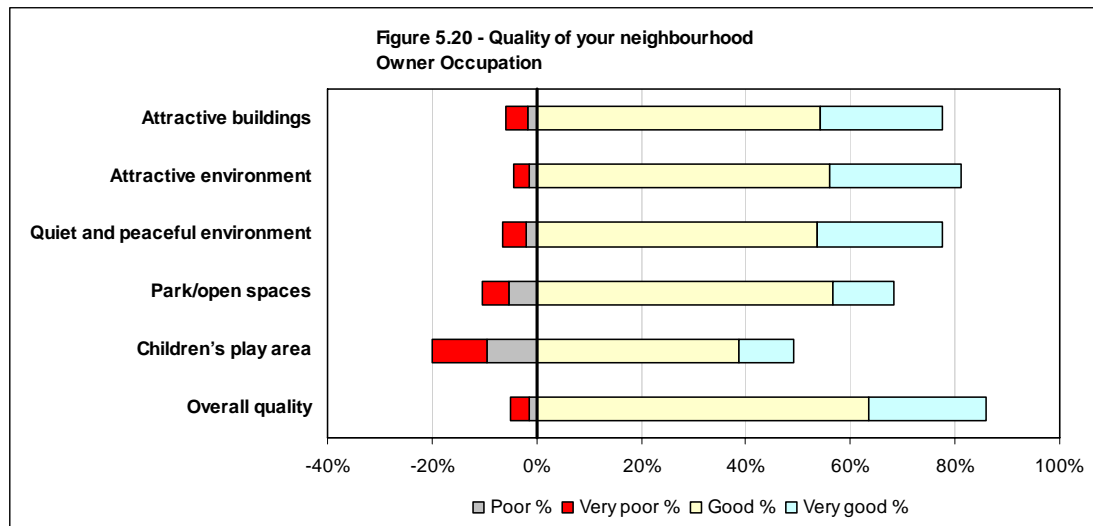
Figure 5.20 - Quality of your neighbourhood
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	19	4%	8	2%	76	17%	249	54%	107	23%	0	0%	0	0%
Attractive environment	14	3%	6	1%	67	15%	257	56%	115	25%	0	0%	0	0%
Quiet and peaceful environment	21	5%	9	2%	73	16%	246	54%	110	24%	0	0%	0	0%
Park/open spaces	24	5%	24	5%	91	20%	260	57%	53	12%	7	2%	0	0%
Children's play area	48	10%	44	10%	102	22%	178	39%	47	10%	37	8%	3	1%
Overall quality	16	3%	7	2%	42	9%	292	64%	102	22%	0	0%	0	0%
Total	142		98		451		1,482		534		44		3	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	345	75%
1	59	13%
2	33	7%
3	2	0%
4	4	1%
5+	16	3%
	459	

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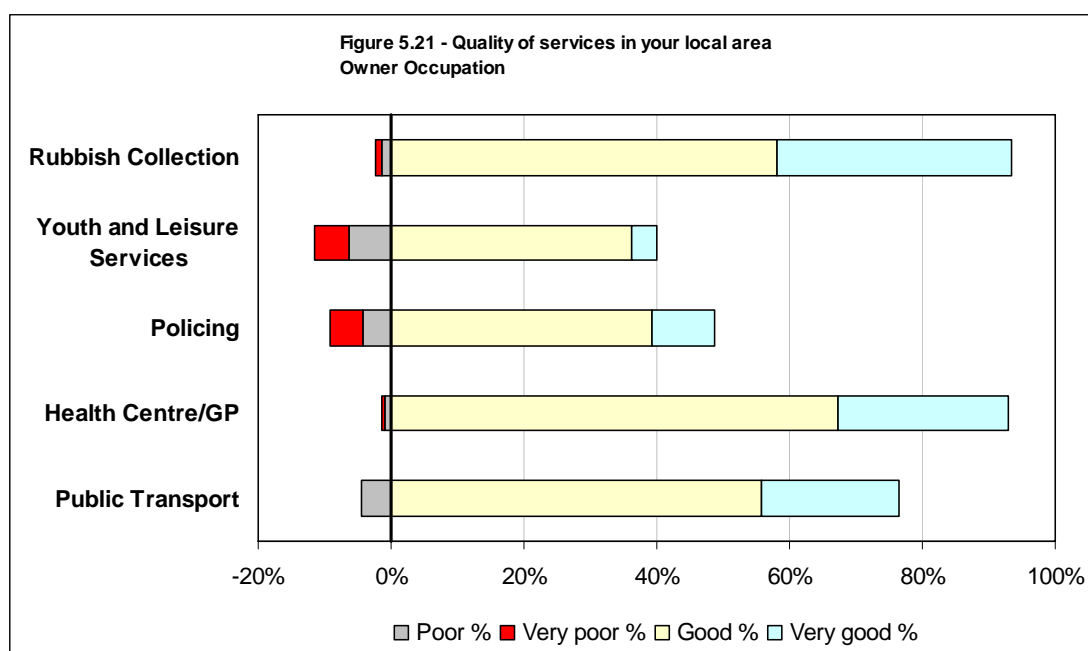
Figure 5.21 - Quality of services in your local area
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	1%	6	1%	17	4%	267	58%	162	35%	2	0%	0	0%
Youth and Leisure Services	24	5%	29	6%	114	25%	166	36%	18	4%	101	22%	7	2%
Policing	23	5%	19	4%	166	36%	180	39%	44	10%	26	6%	1	0%
Health Centre/GP	2	0%	4	1%	17	4%	309	67%	118	26%	9	2%	0	0%
Public Transport	1	0%	20	4%	62	14%	256	56%	95	21%	22	5%	3	1%
Total	**55**		**78**		**376**		**1,178**		**437**		**160**		**11**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	357	78%
1	80	17%
2	16	3%
3	3	1%
4	3	1%
5+	0	0%
	459	

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 %

116

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

Attendance at meetings

Voting on issues

Community representatives on board/committee

A local organisation to manage the neighbourhood run by local people

-20% -10% 0% 10% 20% 30% 40% 50% 60% 70% 80%

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

Age – 16 to 29 years

Figure 5.25 - Security and community safety
Ages 16 to 29

| | 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%	9	5%	7	4%	31	16%	143	72%	1	1%
Noisy neighbours/ parties	8	4%	13	7%	5	3%	33	17%	138	70%	1	1%
Youth disorder	11	6%	13	7%	7	4%	43	22%	124	63%	0	0%
Street drinking	8	4%	11	6%	6	3%	46	23%	126	64%	1	1%
Drug dealing	6	3%	7	4%	11	6%	34	17%	135	68%	5	3%
Drug/ alcohol/ substance abuse	8	4%	8	4%	9	5%	36	18%	134	68%	3	2%
Verbal abuse	3	2%	4	2%	3	2%	33	17%	153	77%	2	1%
Racial harassment	3	2%	4	2%	3	2%	32	16%	154	78%	2	1%
Harassment	5	3%	7	4%	1	1%	29	15%	155	78%	1	1%
Personal safety and security	5	3%	8	4%	5	3%	34	17%	146	74%	0	0%
Damage to property	10	5%	7	4%	2	1%	28	14%	151	76%	0	0%
Damage to vehicle/ theft	7	4%	8	4%	2	1%	27	14%	154	78%	0	0%
Vandalism and graffiti	11	6%	10	5%	8	4%	34	17%	135	68%	0	0%
Dogs roaming, dog fouling, barking	10	5%	18	9%	2	1%	35	18%	133	67%	0	0%
House break-ins/burglary	5	3%	3	2%	2	1%	35	18%	153	77%	0	0%
Vehicle break-ins/theft	3	2%	6	3%	5	3%	36	18%	148	75%	0	0%
Road safety	9	5%	14	7%	9	5%	34	17%	132	67%	0	0%
Safety of children	3	2%	16	8%	6	3%	36	18%	137	69%	0	0%
Safety of other vulnerable groups	3	2%	12	6%	6	3%	33	17%	143	72%	1	1%
Total	**125**		**178**		**99**		**649**		**2,694**		**17**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	126	64%
1	18	9%
2	20	10%
3	9	5%
4	10	5%
5+	15	8%
	198	

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**
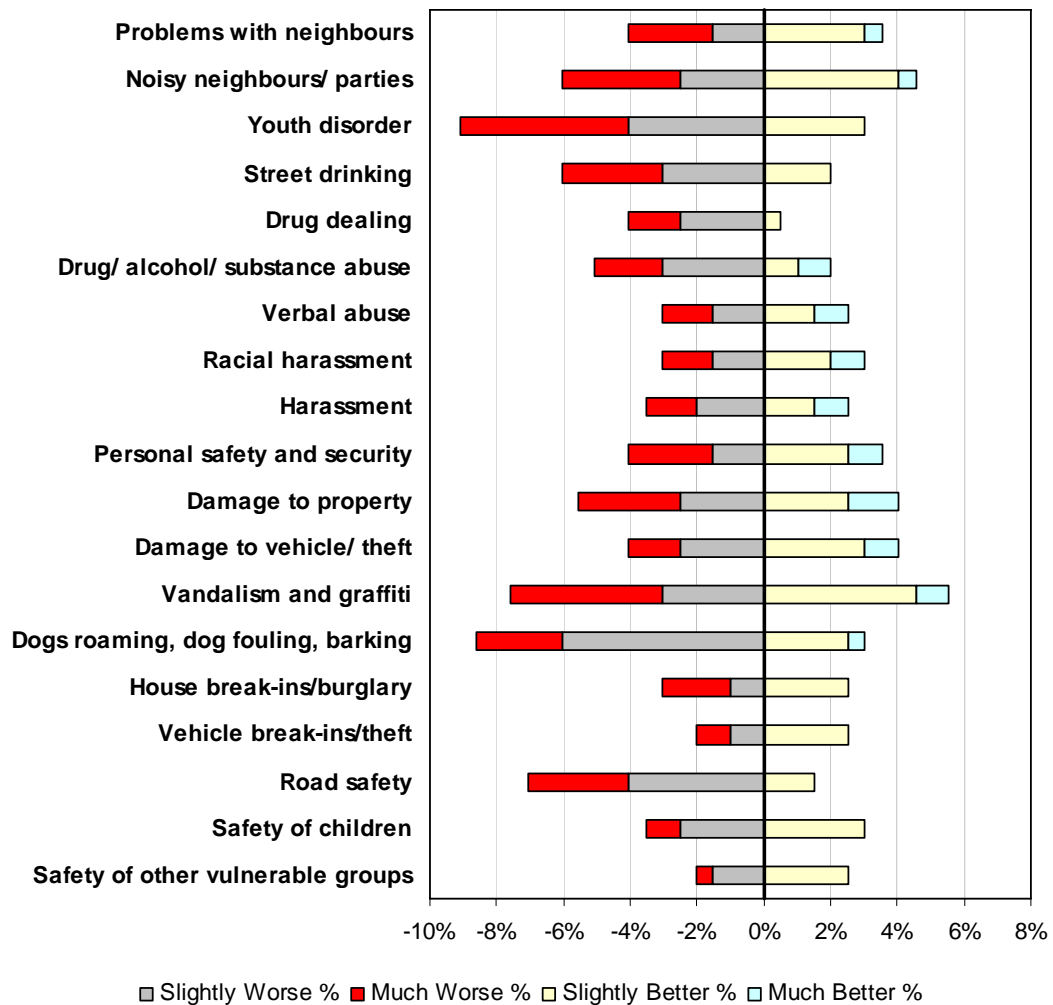
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	3	2%	183	92%	6	3%	1	1%	0	0%
Noisy neighbours/ parties	7	4%	5	3%	177	89%	8	4%	1	1%	0	0%
Youth disorder	10	5%	8	4%	174	88%	6	3%	0	0%	0	0%
Street drinking	6	3%	6	3%	182	92%	4	2%	0	0%	0	0%
Drug dealing	3	2%	5	3%	189	95%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	6	3%	184	93%	2	1%	2	1%	0	0%
Verbal abuse	3	2%	3	2%	187	94%	3	2%	2	1%	0	0%
Racial harassment	3	2%	3	2%	186	94%	4	2%	2	1%	0	0%
Harassment	3	2%	4	2%	186	94%	3	2%	2	1%	0	0%
Personal safety and security	5	3%	3	2%	183	92%	5	3%	2	1%	0	0%
Damage to property	6	3%	5	3%	179	90%	5	3%	3	2%	0	0%
Damage to vehicle/ theft	3	2%	5	3%	182	92%	6	3%	2	1%	0	0%
Vandalism and graffiti	9	5%	6	3%	172	87%	9	5%	2	1%	0	0%
Dogs roaming, dog fouling, barking	5	3%	12	6%	175	88%	5	3%	1	1%	0	0%
House break-ins/burglary	4	2%	2	1%	187	94%	5	3%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	2	1%	189	95%	5	3%	0	0%	0	0%
Road safety	6	3%	8	4%	181	91%	3	2%	0	0%	0	0%
Safety of children	2	1%	5	3%	185	93%	6	3%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	3	2%	189	95%	5	3%	0	0%	0	0%
Total	**87**		**94**		**3,470**		**91**		**20**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	153	77%
1	12	6%
2	14	7%
3	5	3%
4	5	3%
5+	9	5%
	198	

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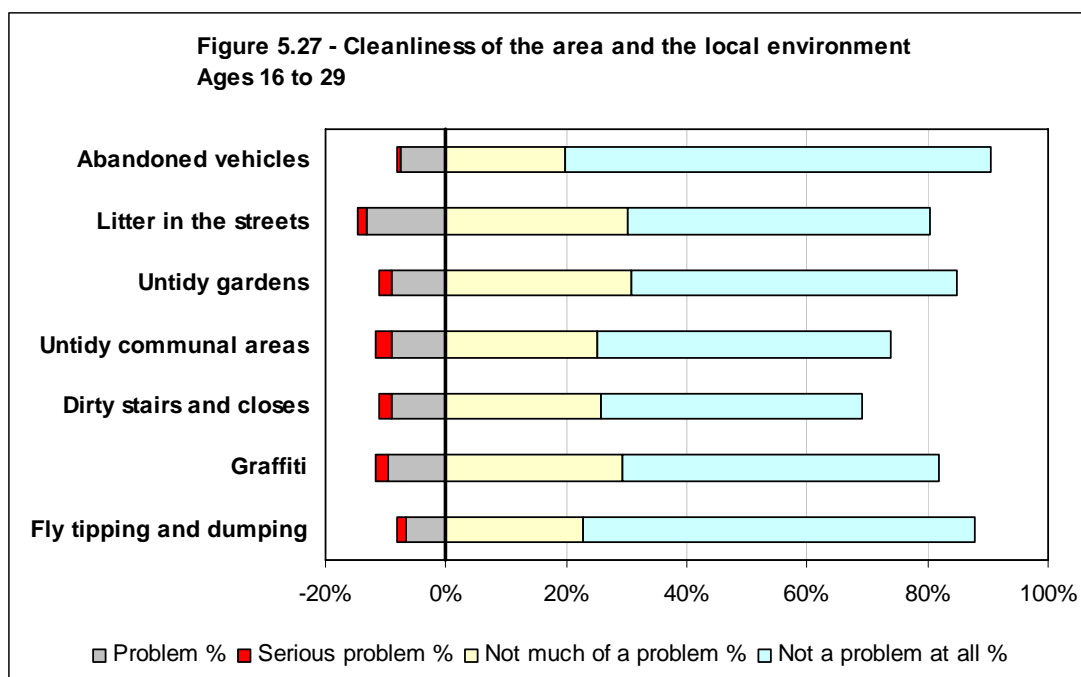
Figure 5.27 - Cleanliness of the area and the local environment Ages 16 to 29

	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	1	1%	15	8%	3	2%	39	20%	140	71%	0	0%	0	0%
Litter in the streets	3	2%	26	13%	10	5%	60	30%	99	50%	0	0%	0	0%
Untidy gardens	4	2%	18	9%	5	3%	61	31%	107	54%	1	1%	2	1%
Untidy communal areas	5	3%	18	9%	11	6%	50	25%	96	48%	0	0%	18	9%
Dirty stairs and closes	4	2%	18	9%	5	3%	51	26%	86	43%	2	1%	32	16%
Graffiti	4	2%	19	10%	12	6%	58	29%	104	53%	1	1%	0	0%
Fly tipping and dumping	3	2%	13	7%	4	2%	45	23%	129	65%	3	2%	1	1%
Total	**24**		**127**		**50**		**364**		**761**		**7**		**53**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	156	79%
1	15	8%
2	4	2%
3	5	3%
4	1	1%
5+	17	9%
	198	

Table 5.36 – Number of concerns – Cleanliness of area and local environment – Age 16-29
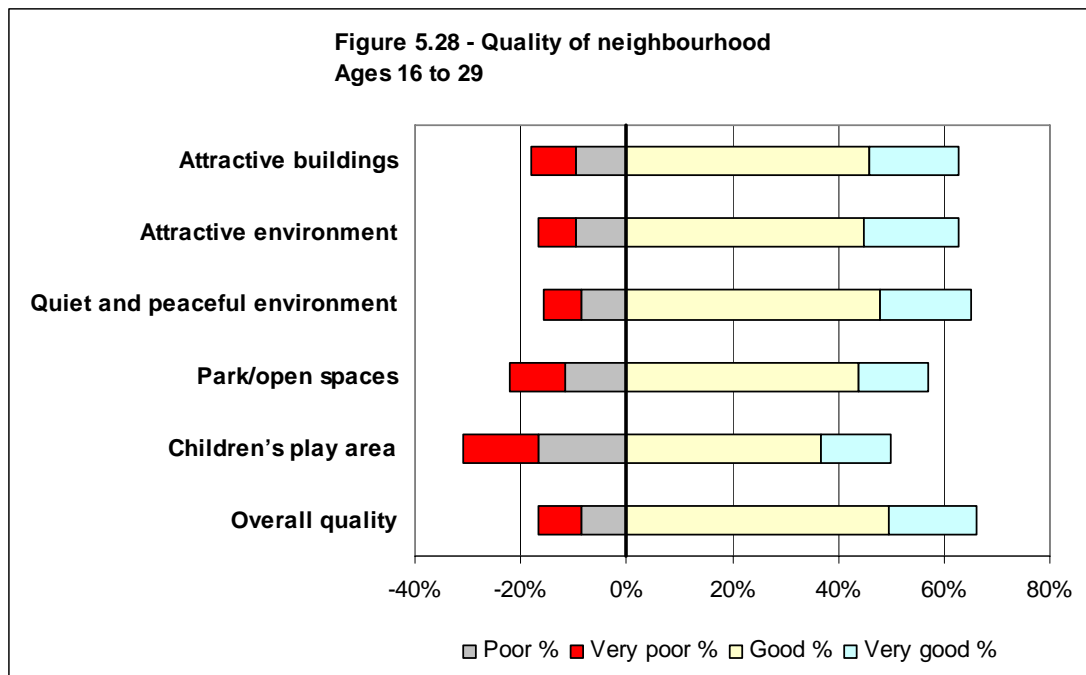
mruk

ODS

**Figure 5.28 - Quality of neighbourhood
Ages 16 to 29**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	17	9%	19	10%	37	19%	91	46%	33	17%	1	1%	0	0%
Attractive environment	14	7%	19	10%	41	21%	89	45%	35	18%	0	0%	0	0%
Quiet and peaceful environment	14	7%	17	9%	38	19%	95	48%	34	17%	0	0%	0	0%
Park/open spaces	21	11%	23	12%	41	21%	87	44%	26	13%	0	0%	0	0%
Children's play area	28	14%	33	17%	37	19%	73	37%	26	13%	1	1%	0	0%
Overall quality	16	8%	17	9%	34	17%	98	49%	33	17%	0	0%	0	0%
Total	110		128		228		533		187		2		0	

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

Number of concerns (Very poor or poor)	Respondents	%
None	135	68%
1	16	8%
2	11	6%
3	2	1%
4	4	2%
5+	30	15%
	198	

Table 5.38 – Number of concerns – Quality of neighbourhood – Age 16-29
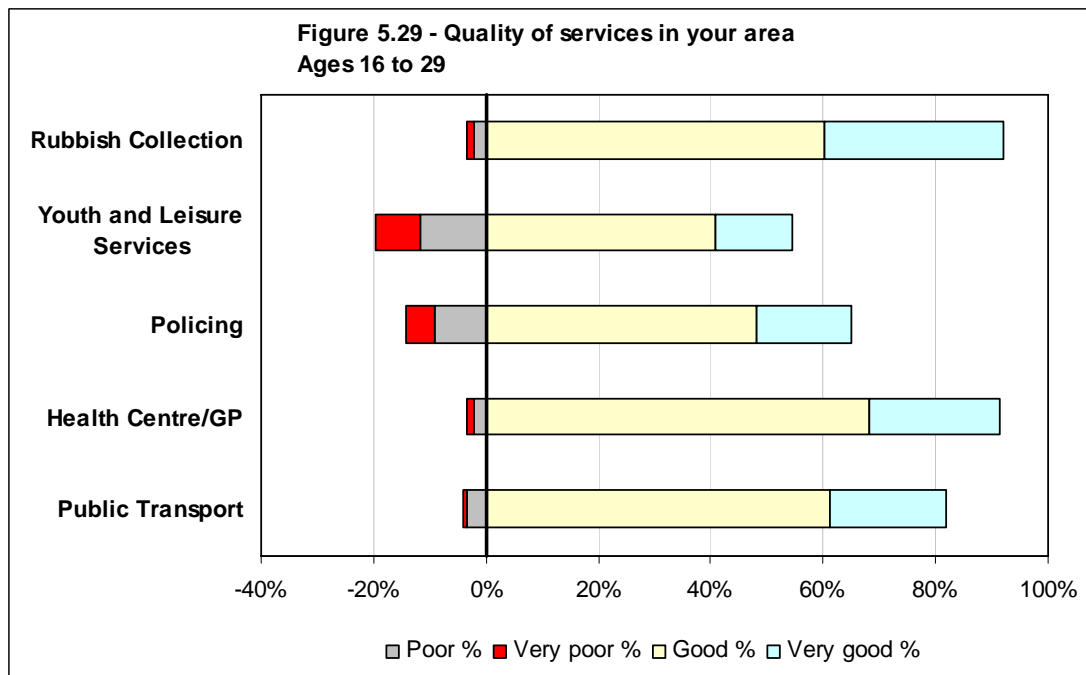
Figure 5.29 - Quality of services in your area Ages 16 to 29

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	4	2%	9	5%	119	60%	63	32%	0	0%	0	0%
Youth and Leisure Services	16	8%	23	12%	31	16%	81	41%	27	14%	19	10%	1	1%
Policing	10	5%	18	9%	32	16%	95	48%	34	17%	9	5%	0	0%
Health Centre/GP	3	2%	4	2%	8	4%	135	68%	46	23%	2	1%	0	0%
Public Transport	1	1%	7	4%	22	11%	121	61%	41	21%	4	2%	2	1%
Total	**33**		**56**		**102**		**551**		**211**		**34**		**3**	

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	145	73%
1	28	14%
2	16	8%
3	7	4%
4	2	1%
5+	0	0%
	198	

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 - Local community involvement
Ages 16 to 29

Age – 30 to 59/64 years

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

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 %

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	17	3%	31	5%	13	2%	115	19%	431	71%	2	0%
Noisy neighbours / parties	17	3%	34	6%	9	1%	106	17%	439	72%	4	1%
Youth disorder	29	5%	65	11%	20	3%	141	23%	351	58%	3	0%
Street drinking	12	2%	51	8%	18	3%	121	20%	404	66%	3	0%
Drug dealing	11	2%	19	3%	28	5%	86	14%	449	74%	16	3%
Drug/ alcohol/ substance abuse	13	2%	43	7%	12	2%	85	14%	448	74%	8	1%
Verbal abuse	6	1%	16	3%	10	2%	84	14%	488	80%	5	1%
Racial harassment	3	0%	6	1%	11	2%	73	12%	509	84%	7	1%
Harassment	6	1%	13	2%	8	1%	78	13%	498	82%	6	1%
Personal safety and security	7	1%	12	2%	16	3%	127	21%	440	72%	7	1%
Damage to property	14	2%	27	4%	11	2%	92	15%	460	76%	5	1%
Damage to vehicle/ theft	9	1%	27	4%	15	2%	102	17%	451	74%	5	1%
Vandalism and graffiti	30	5%	57	9%	25	4%	123	20%	371	61%	3	0%
Dogs roaming, dog fouling, barking	32	5%	80	13%	24	4%	134	22%	334	55%	5	1%
House break-ins/burglary	4	1%	11	2%	9	1%	90	15%	490	80%	5	1%
Vehicle break-ins/theft	2	0%	18	3%	13	2%	103	17%	469	77%	4	1%
Road safety	9	1%	93	15%	31	5%	109	18%	362	59%	5	1%
Safety of children	8	1%	38	6%	25	4%	100	16%	433	71%	5	1%
Safety of other vulnerable groups	9	1%	27	4%	25	4%	85	14%	451	74%	12	2%
Total	238		668		323		1,954		8,278		110	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	336	55%
1	90	15%
2	69	11%
3	36	6%
4	19	3%
5+	59	10%
	609	

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 %

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	16	3%	15	2%	563	92%	15	2%	0	0%	0	0%
Noisy neighbours / parties	16	3%	17	3%	567	93%	9	1%	0	0%	0	0%
Youth disorder	24	4%	35	6%	536	88%	14	2%	0	0%	0	0%
Street drinking	9	1%	22	4%	559	92%	13	2%	6	1%	0	0%
Drug dealing	9	1%	11	2%	577	95%	12	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	9	1%	14	2%	575	94%	11	2%	0	0%	0	0%
Verbal abuse	5	1%	6	1%	590	97%	6	1%	2	0%	0	0%
Racial harassment	3	0%	5	1%	595	98%	5	1%	1	0%	0	0%
Harassment	4	1%	6	1%	591	97%	7	1%	1	0%	0	0%
Personal safety and security	8	1%	5	1%	589	97%	5	1%	2	0%	0	0%
Damage to property	11	2%	16	3%	577	95%	4	1%	1	0%	0	0%
Damage to vehicle/ theft	8	1%	18	3%	577	95%	5	1%	1	0%	0	0%
Vandalism and graffiti	21	3%	31	5%	542	89%	15	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	19	3%	53	9%	518	85%	16	3%	3	0%	0	0%
House break-ins/burglary	3	0%	6	1%	595	98%	5	1%	0	0%	0	0%
Vehicle break-ins/theft	5	1%	11	2%	590	97%	3	0%	0	0%	0	0%
Road safety	7	1%	44	7%	544	89%	14	2%	0	0%	0	0%
Safety of children	3	0%	12	2%	588	97%	6	1%	0	0%	0	0%
Safety of other vulnerable groups	6	1%	8	1%	590	97%	5	1%	0	0%	0	0%
Total	**186**		**335**		**10,863**		**170**		**17**		**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	435	71%
1	64	11%
2	53	9%
3	21	3%
4	8	1%
5+	28	5%
	609	

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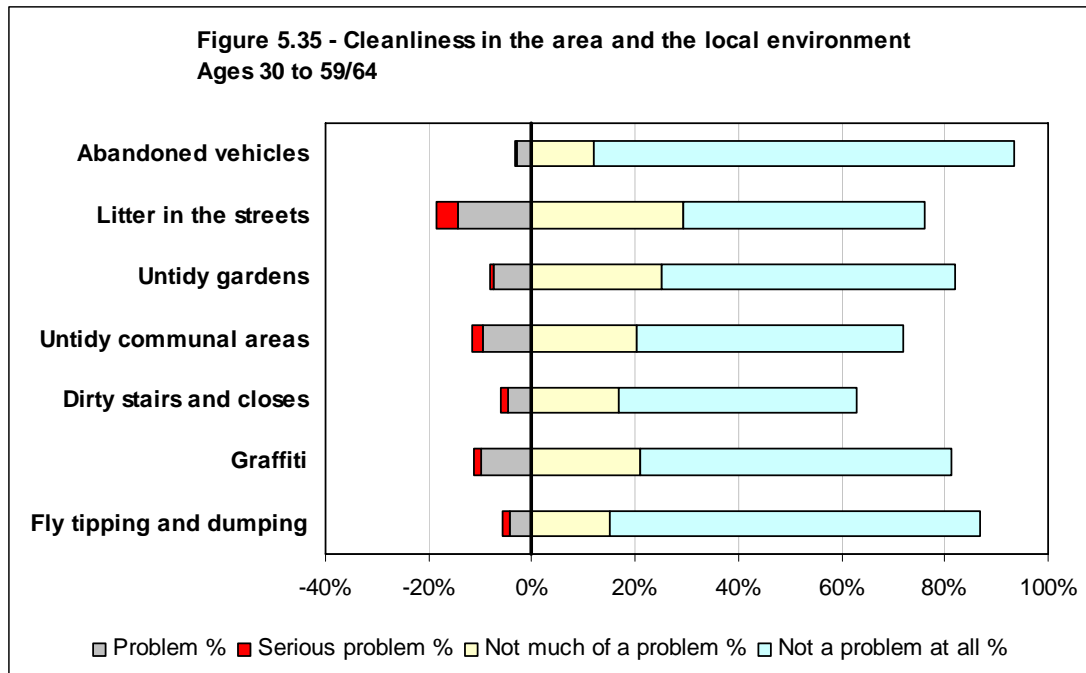
**Figure 5.35 - Cleanliness in the area and the local environment
Ages 30 to 59/64**

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	0%	18	3%	16	3%	74	12%	495	81%	2	0%	2	0%
Litter in the streets	25	4%	87	14%	32	5%	179	29%	284	47%	1	0%	1	0%
Untidy gardens	5	1%	45	7%	15	2%	154	25%	345	57%	8	1%	37	6%
Untidy communal areas	12	2%	58	10%	18	3%	124	20%	314	52%	5	1%	78	13%
Dirty stairs and closes	7	1%	29	5%	23	4%	102	17%	282	46%	18	3%	148	24%
Graffiti	8	1%	61	10%	39	6%	128	21%	366	60%	5	1%	2	0%
Fly tipping and dumping	9	1%	26	4%	23	4%	92	15%	437	72%	21	3%	1	0%
Total	**68**		**324**		**166**		**853**		**2,523**		**60**		**269**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	465	76%
1	59	10%
2	21	3%
3	25	4%
4	14	2%
5+	25	4%
	609	

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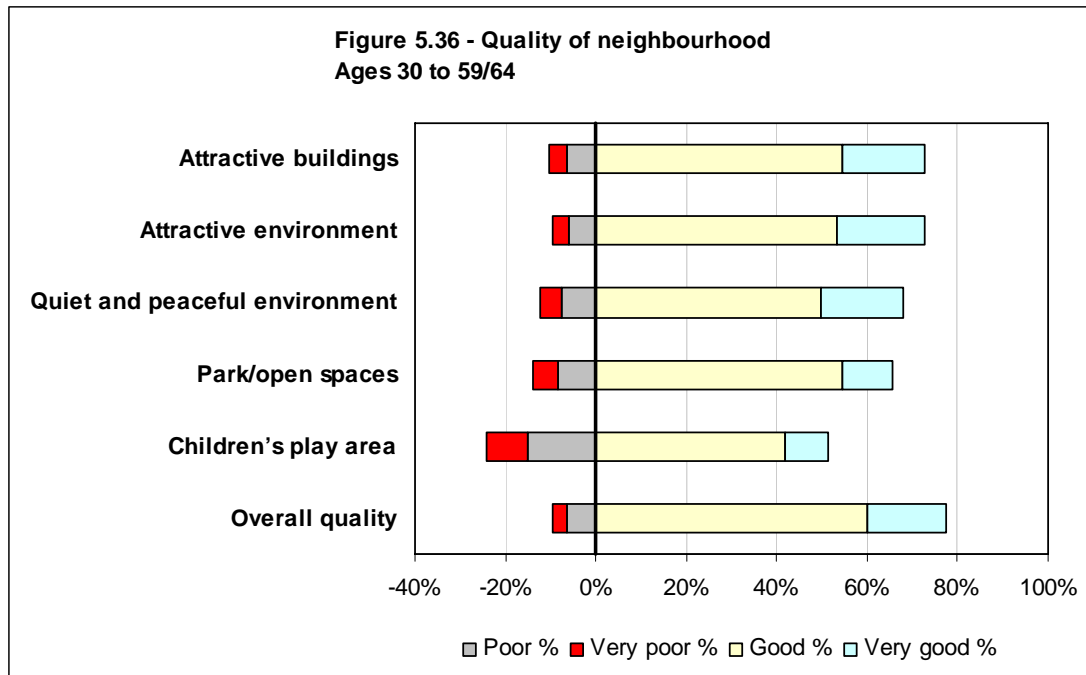
Figure 5.36 - Quality of neighbourhood
Ages 30 to 59/64

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	24	4%	40	7%	99	16%	332	55%	112	18%	1	0%	1	0%
Attractive environment	21	3%	37	6%	105	17%	325	53%	119	20%	1	0%	1	0%
Quiet and peaceful environment	28	5%	47	8%	117	19%	303	50%	112	18%	1	0%	1	0%
Park/open spaces	33	5%	51	8%	120	20%	331	54%	68	11%	5	1%	1	0%
Children's play area	55	9%	93	15%	116	19%	256	42%	57	9%	26	4%	6	1%
Overall quality	20	3%	38	6%	78	13%	366	60%	105	17%	1	0%	1	0%
Total	181		306		635		1,913		573		35		11	

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

Number of concerns (Very poor or poor)	Respondents	%
None	431	71%
1	73	12%
2	39	6%
3	10	2%
4	12	2%
5+	44	7%
	609	

Table 5.48 – Number of concerns – Quality of neighbourhood – Age 30 to 59/64
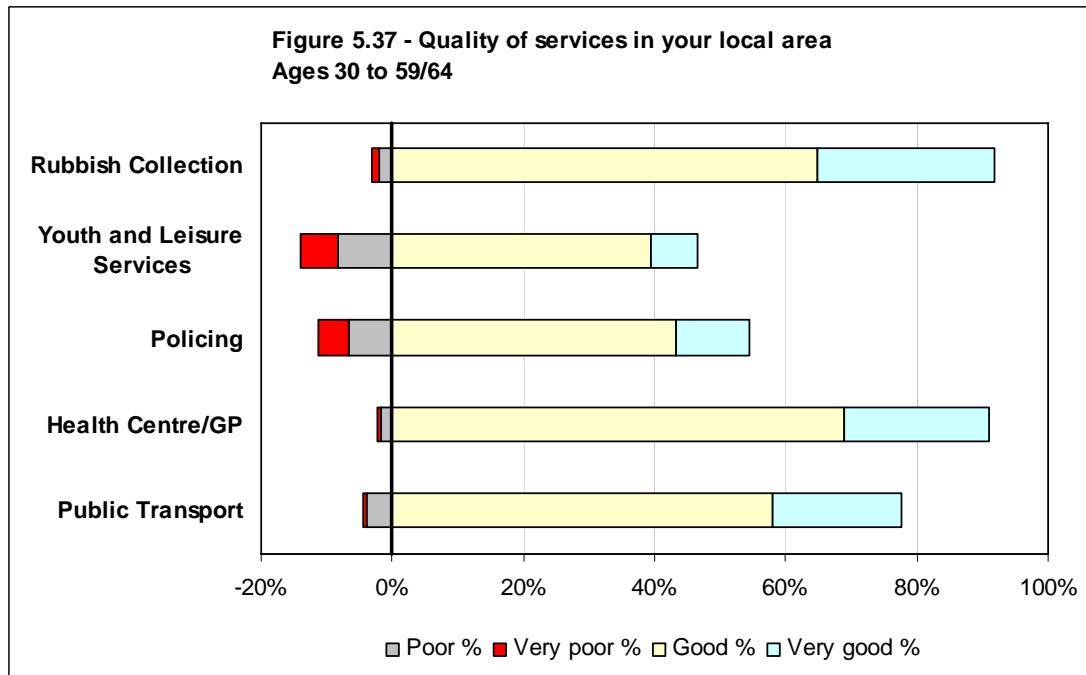
Table 5.49 – The quality of services in and around your local area – Age 30 to 59/64

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	7	1%	12	2%	28	5%	394	65%	165	27%	3	0%	0	0%
Youth and Leisure Services	35	6%	51	8%	120	20%	240	39%	43	7%	108	18%	12	2%
Policing	28	5%	41	7%	171	28%	264	43%	68	11%	34	6%	3	0%
Health Centre/GP	3	0%	11	2%	28	5%	419	69%	136	22%	12	2%	0	0%
Public Transport	3	0%	24	4%	82	13%	354	58%	119	20%	25	4%	2	0%
Total	**76**		**139**		**429**		**1,671**		**531**		**182**		**17**	

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	463	76%
1	100	16%
2	28	5%
3	14	2%
4	3	0%
5+	1	0%
	609	

Table 5.50 – Number of concerns – Quality of services – Age 30 to 59/64
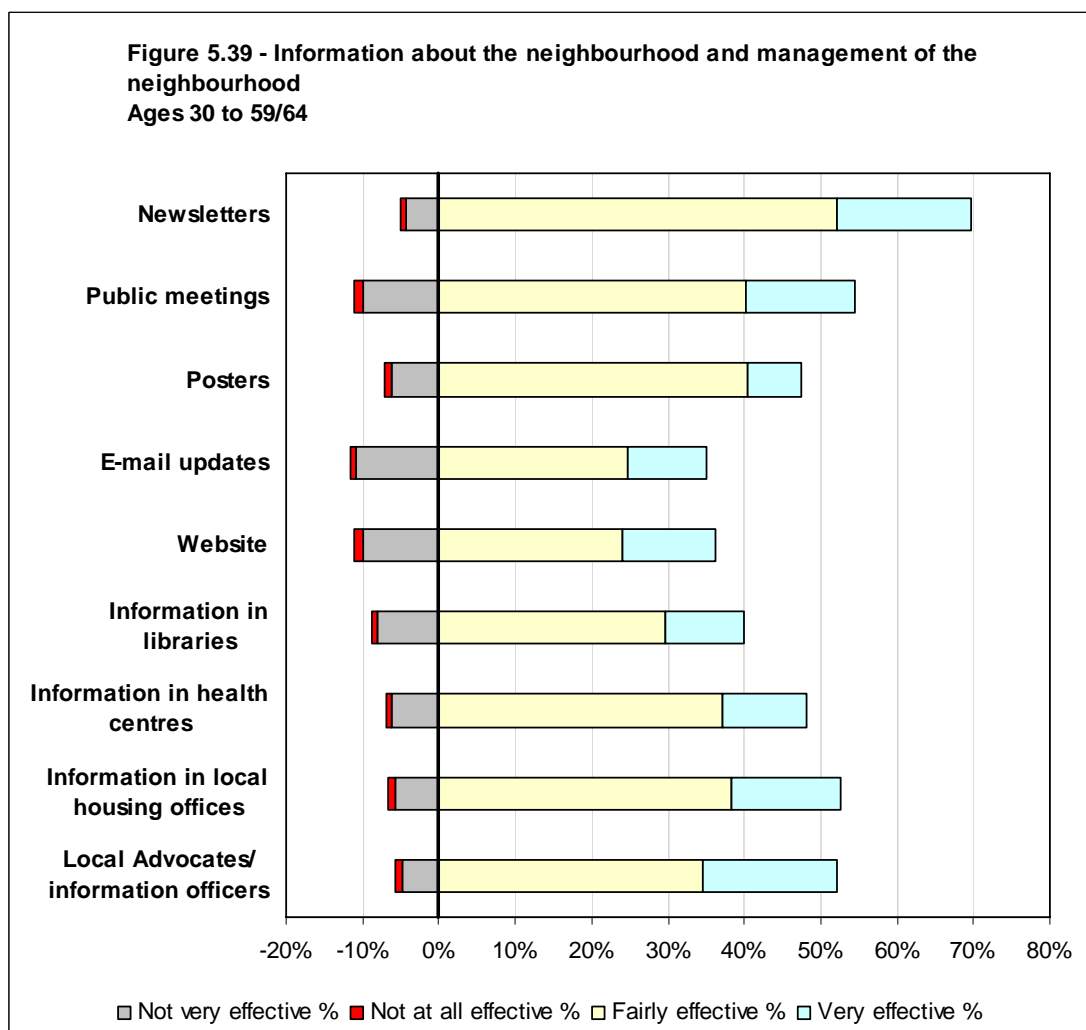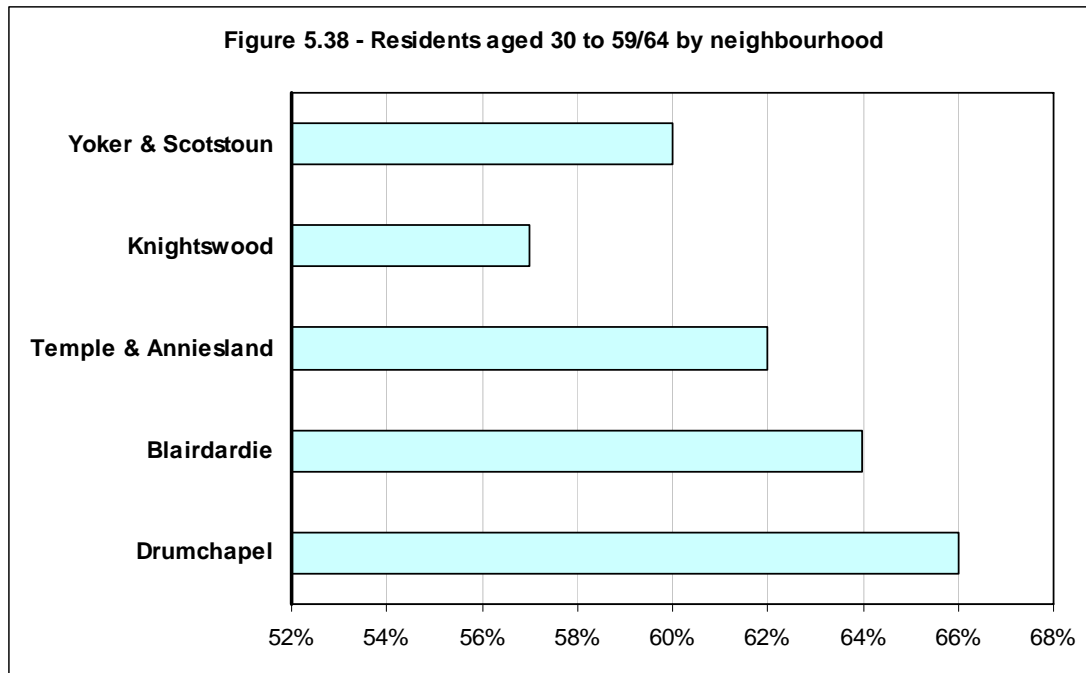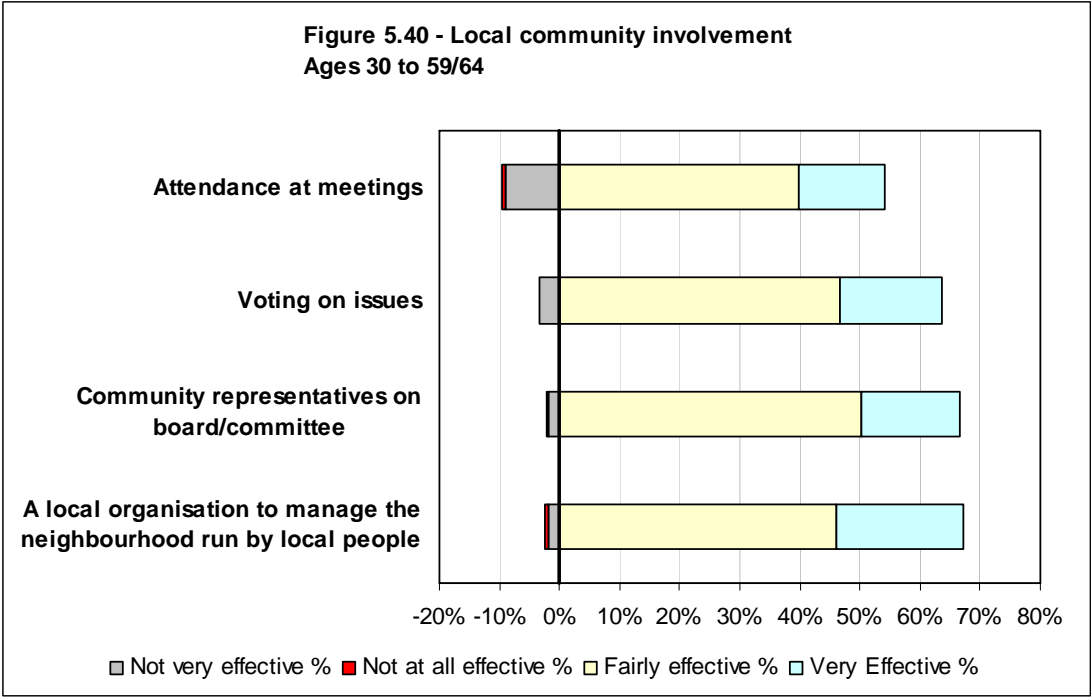
Figure 5.38 - Residents aged 30 to 59/64 by neighbourhood

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
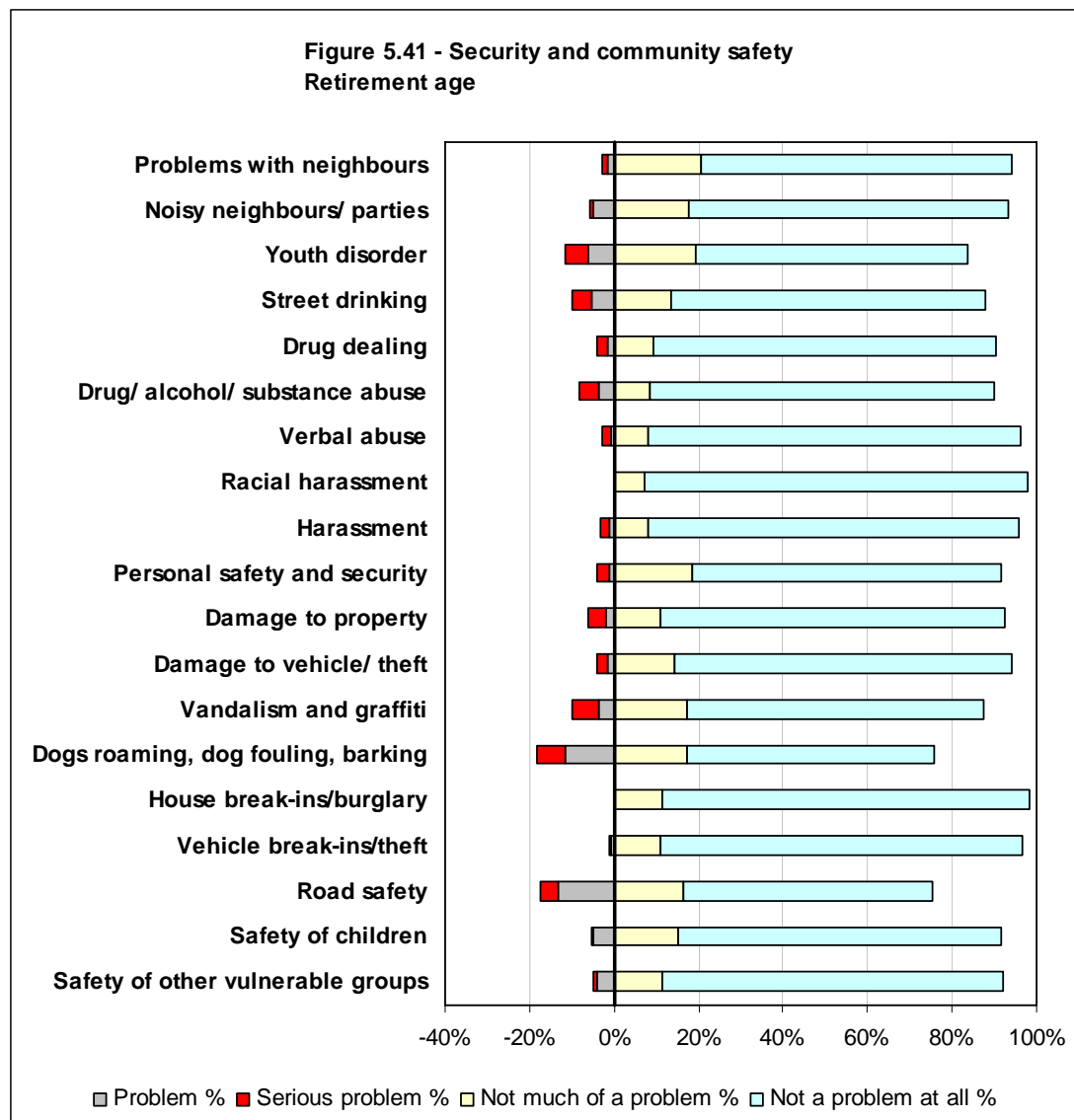
**Figure 5.41 - Security and community safety
Retirement age**

	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%	3	2%	3	2%	39	20%	141	74%	3	2%
Noisy neighbours / parties	2	1%	9	5%	0	0%	34	18%	144	75%	2	1%
Youth disorder	10	5%	12	6%	9	5%	37	19%	123	64%	0	0%
Street drinking	9	5%	10	5%	2	1%	26	14%	142	74%	2	1%
Drug dealing	5	3%	3	2%	2	1%	18	9%	155	81%	8	4%
Drug/ alcohol/ substance abuse	9	5%	7	4%	2	1%	16	8%	156	82%	1	1%
Verbal abuse	4	2%	1	1%	1	1%	15	8%	169	88%	1	1%
Racial harassment	0	0%	0	0%	1	1%	14	7%	173	91%	3	2%
Harassment	4	2%	2	1%	2	1%	15	8%	168	88%	0	0%
Personal safety and security	6	3%	2	1%	8	4%	35	18%	140	73%	0	0%
Damage to property	8	4%	4	2%	2	1%	21	11%	156	82%	0	0%
Damage to vehicle/ theft	5	3%	3	2%	3	2%	27	14%	153	80%	0	0%
Vandalism and graffiti	12	6%	7	4%	4	2%	33	17%	134	70%	1	1%
Dogs roaming, dog fouling, barking	13	7%	22	12%	10	5%	33	17%	112	59%	1	1%
House break-ins/burglary	0	0%	0	0%	1	1%	22	12%	166	87%	2	1%
Vehicle break-ins/theft	1	1%	1	1%	4	2%	21	11%	164	86%	0	0%
Road safety	8	4%	25	13%	12	6%	31	16%	113	59%	2	1%
Safety of children	1	1%	9	5%	3	2%	29	15%	146	76%	3	2%
Safety of other vulnerable groups	1	1%	8	4%	2	1%	22	12%	154	81%	4	2%
Total	100		128		71		488		2,809		33	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	110	58%
1	35	18%
2	15	8%
3	10	5%
4	4	2%
5+	17	9%
	191	

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**
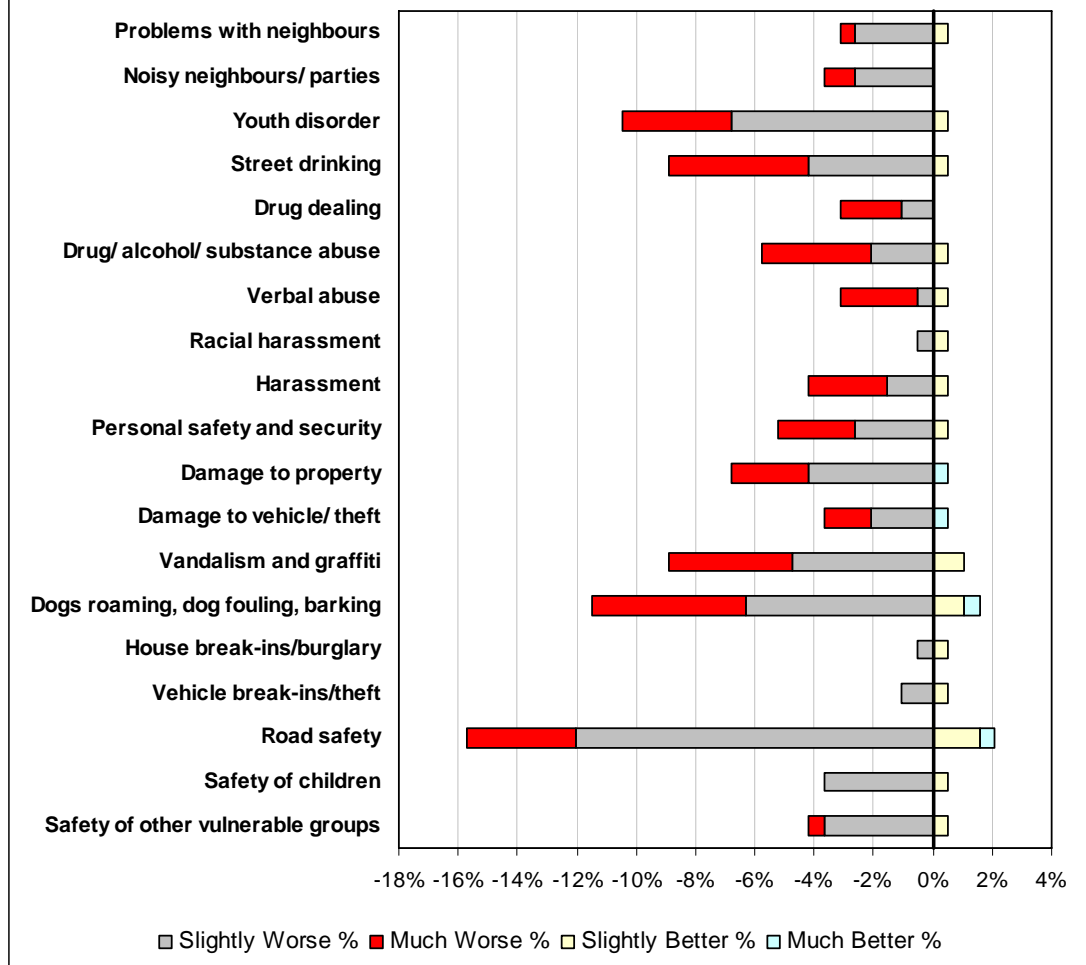
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	5	3%	184	96%	1	1%	0	0%	0	0%
Noisy neighbours / parties	2	1%	5	3%	184	96%	0	0%	0	0%	0	0%
Youth disorder	7	4%	13	7%	170	89%	1	1%	0	0%	0	0%
Street drinking	9	5%	8	4%	173	91%	1	1%	0	0%	0	0%
Drug dealing	4	2%	2	1%	185	97%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	7	4%	4	2%	179	94%	1	1%	0	0%	0	0%
Verbal abuse	5	3%	1	1%	184	96%	1	1%	0	0%	0	0%
Racial harassment	0	0%	1	1%	189	99%	1	1%	0	0%	0	0%
Harassment	5	3%	3	2%	182	95%	1	1%	0	0%	0	0%
Personal safety and security	5	3%	5	3%	180	94%	1	1%	0	0%	0	0%
Damage to property	5	3%	8	4%	177	93%	0	0%	1	1%	0	0%
Damage to vehicle/ theft	3	2%	4	2%	183	96%	0	0%	1	1%	0	0%
Vandalism and graffiti	8	4%	9	5%	172	90%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	10	5%	12	6%	166	87%	2	1%	1	1%	0	0%
House break-ins/burglary	0	0%	1	1%	189	99%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	188	98%	1	1%	0	0%	0	0%
Road safety	7	4%	23	12%	157	82%	3	2%	1	1%	0	0%
Safety of children	0	0%	7	4%	183	96%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	7	4%	182	95%	1	1%	0	0%	0	0%
Total	**79**		**120**		**3,407**		**19**		**4**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	118	62%
1	36	19%
2	13	7%
3	7	4%
4	4	2%
5+	13	7%
	191	

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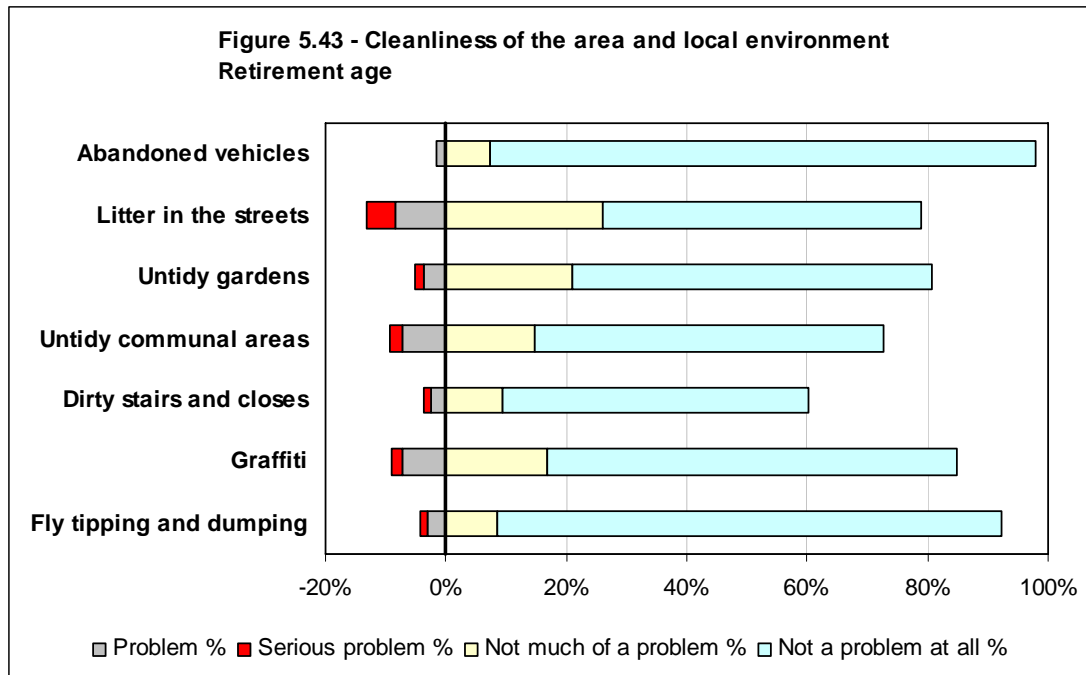
Figure 5.43 - Cleanliness of the area and local environment Retirement age

	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	0	0%	3	2%	1	1%	14	7%	173	91%	0	0%	0	0%
Litter in the streets	9	5%	16	8%	15	8%	50	26%	101	53%	0	0%	0	0%
Untidy gardens	3	2%	7	4%	6	3%	40	21%	114	60%	5	3%	16	8%
Untidy communal areas	4	2%	14	7%	4	2%	28	15%	111	58%	5	3%	25	13%
Dirty stairs and closes	2	1%	5	3%	2	1%	18	9%	97	51%	17	9%	50	26%
Graffiti	3	2%	14	7%	7	4%	32	17%	130	68%	3	2%	2	1%
Fly tipping and dumping	2	1%	6	3%	2	1%	16	8%	160	84%	5	3%	0	0%
Total	**23**		**65**		**37**		**198**		**886**		**35**		**93**	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	157	82%
1	11	6%
2	10	5%
3	4	2%
4	5	3%
5+	4	2%
	191	

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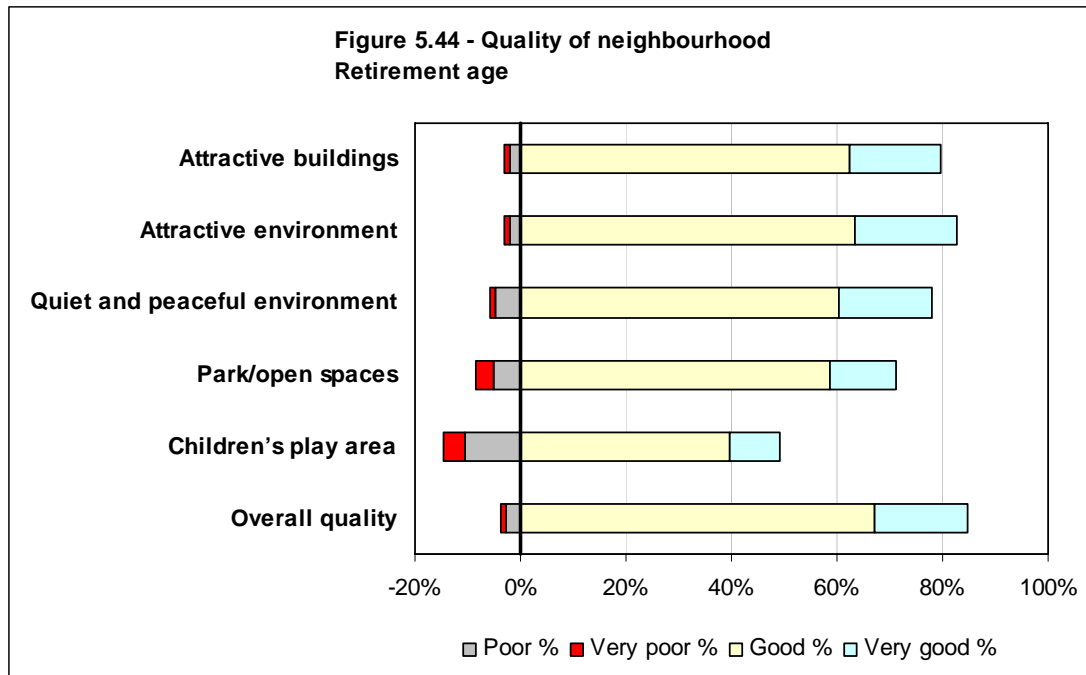
Figure 5.44 - Quality of neighbourhood
Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	4	2%	33	17%	119	62%	33	17%	0	0%	0	0%
Attractive environment	2	1%	4	2%	27	14%	121	63%	37	19%	0	0%	0	0%
Quiet and peaceful environment	2	1%	9	5%	31	16%	115	60%	34	18%	0	0%	0	0%
Park/open spaces	6	3%	10	5%	35	18%	112	59%	24	13%	4	2%	0	0%
Children's play area	8	4%	20	10%	32	17%	76	40%	18	9%	31	16%	6	3%
Overall quality	2	1%	5	3%	22	12%	128	67%	34	18%	0	0%	0	0%
Total	22		52		180		671		180		35		6	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	155	81%
1	17	9%
2	13	7%
3	1	1%
4	1	1%
5+	4	2%
	191	

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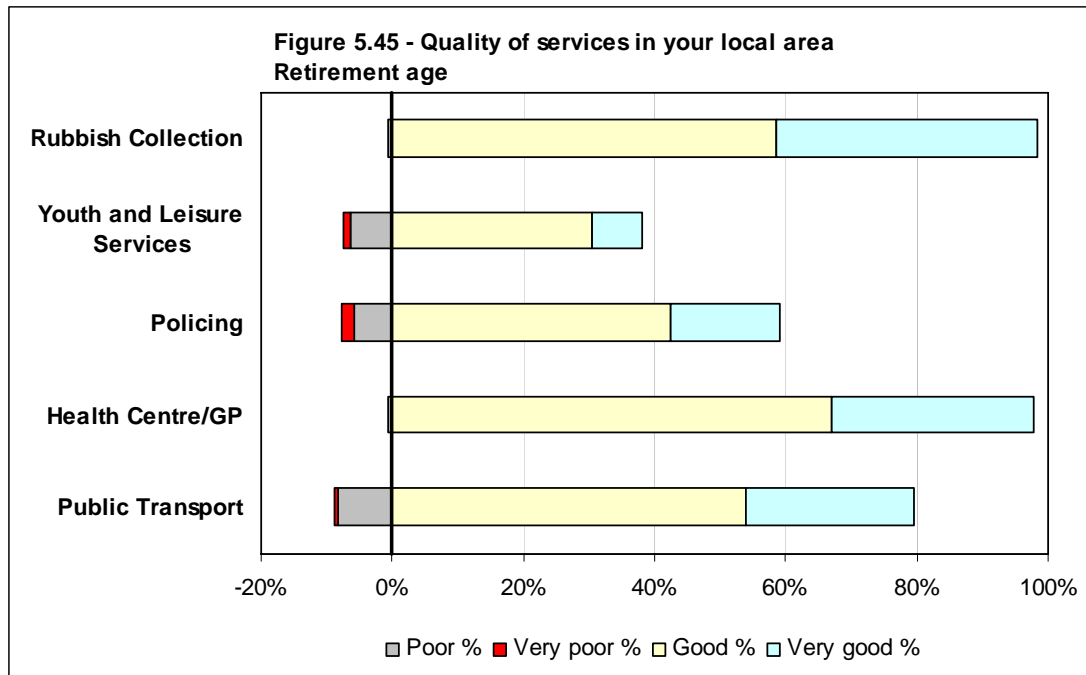
Figure 5.45 - Quality of services in your local area Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	1	1%	2	1%	112	59%	76	40%	0	0%	0	0%
Youth and Leisure Services	2	1%	12	6%	32	17%	58	30%	15	8%	62	32%	10	5%
Policing	4	2%	11	6%	49	26%	81	42%	32	17%	14	7%	0	0%
Health Centre/GP	0	0%	1	1%	3	2%	128	67%	59	31%	0	0%	0	0%
Public Transport	1	1%	16	8%	10	5%	103	54%	49	26%	7	4%	5	3%
Total	**7**		**41**		**96**		**482**		**231**		**83**		**15**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	153	80%
1	30	16%
2	6	3%
3	2	1%
4	0	0%
5+	0	0%
	191	

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
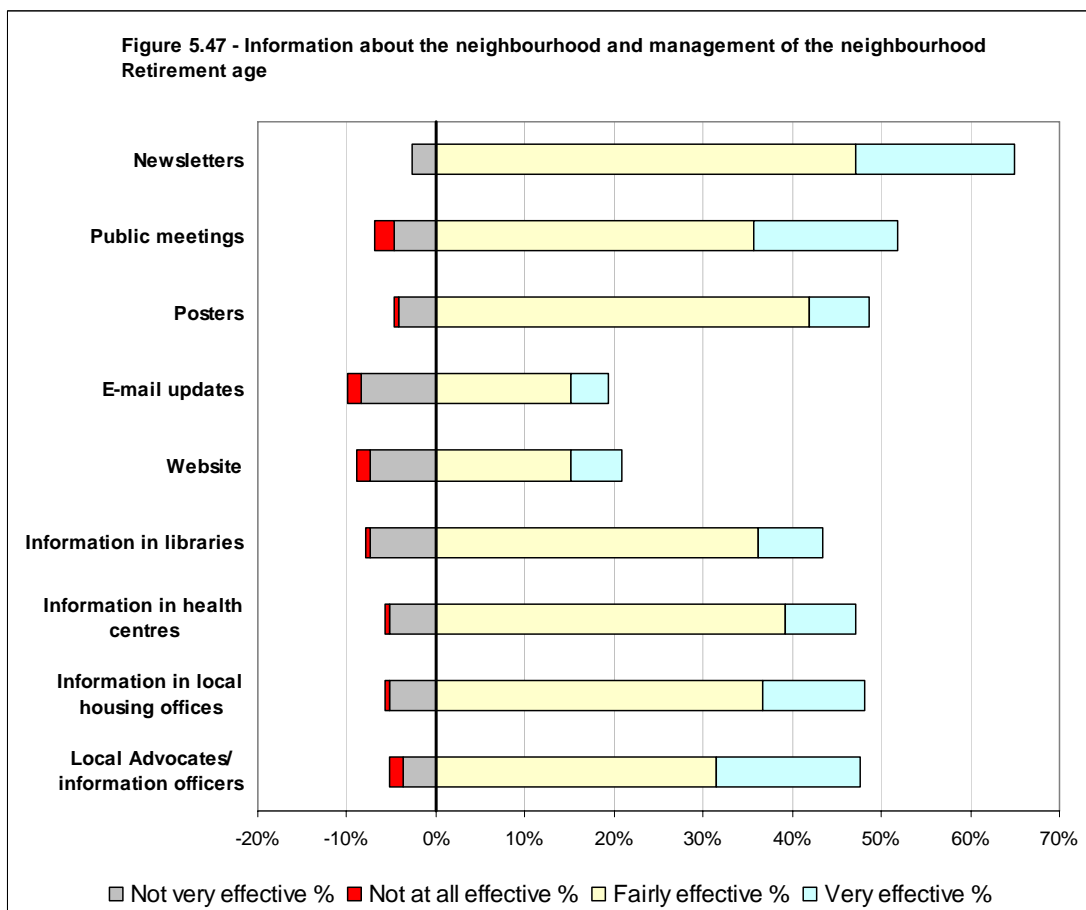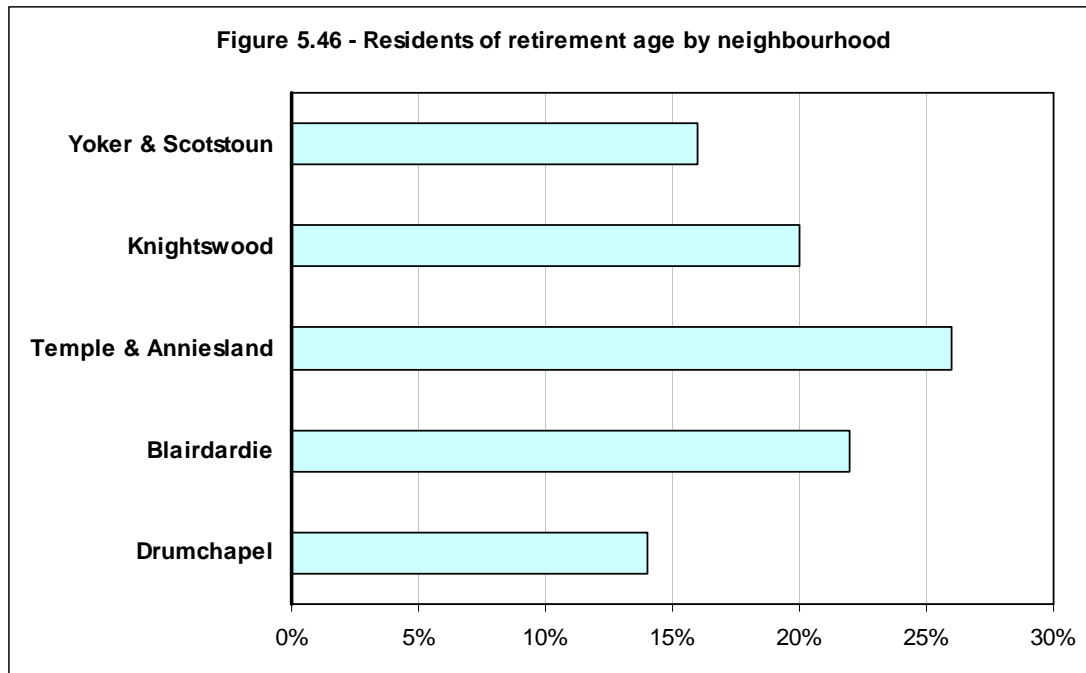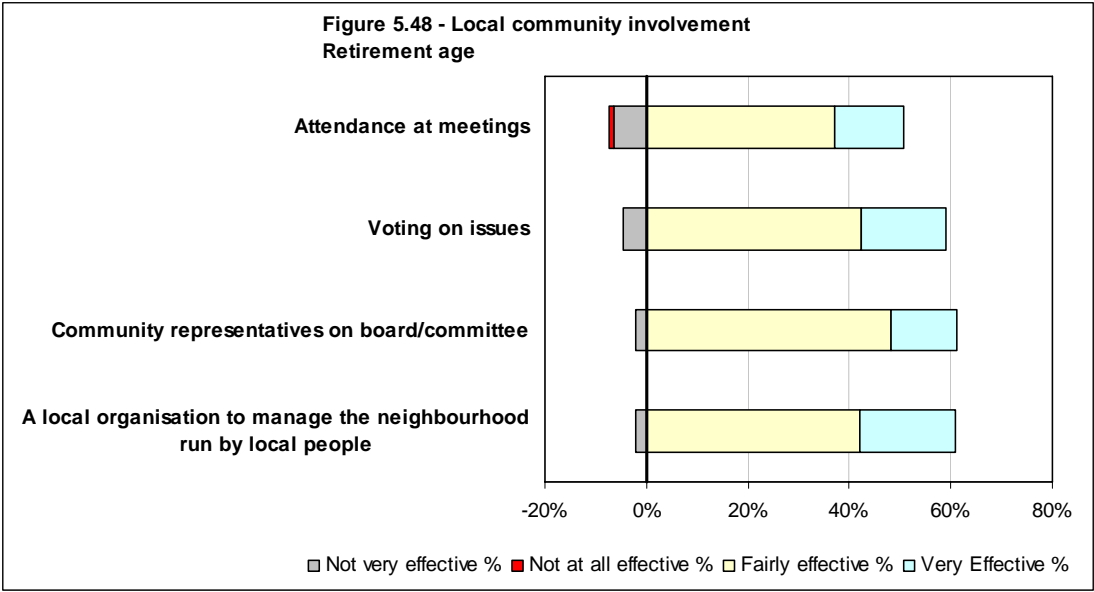
Appendix 1

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 responses 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