

Residents' Survey
Glasgow Community Planning Partnership
Baillieston, Shettleston & Greater Easterhouse

Final Report
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1. Introduction

About this report

- 1.1 In July 2007 Glasgow Community Planning Partnership Ltd commissioned ODS Consulting and MRUK to conduct a survey of 10,000 households in Glasgow to establish residents' views, perceptions and expectations of issues relating to their neighbourhoods.
- 1.2 This report gives the findings of the survey work undertaken in the Baillieston / Shettleston and Greater Easterhouse 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 Baillieston / Shettleston and Greater Easterhouse area

- 1.9 The Baillieston / Shettleston and Greater Easterhouse Local Community Planning Partnership (LCPP) area has a population of 77,838 people, representing 13 per cent of the total city population. The area includes the neighbourhoods of:
- Ruchazie and Garthamlock;
 - Easterhouse;
 - Baillieston and Garrowhill;
 - Mount Vernon and East Shettleston;
 - Tollcross and West Shettleston; and
 - Springboig and Barlanark.

- 1.10 Almost two-thirds of the local population live in a Data Zone among the 15 per cent most deprived neighbourhoods in Scotland as defined by the Scottish Index of Multiple Deprivation (SIMD). Furthermore, 35 of the area's 96 Data Zones fall into the bottom five per cent most deprived – 27,600 people or 35 per cent of the local population live in these neighbourhoods. One of the Data Zones is the lowest ranked neighbourhood across the whole of Scotland.
- 1.11 The SIMD demonstrates that low incomes are a key issue for Baillieston / Shettleston and Greater Easterhouse. More than half of the local population live in a bottom 15 per cent ranked 'income deprived' Data Zone and eleven Zones are in the bottom one per cent of income deprived neighbourhoods. Fifty Five per cent of the local population live in a neighbourhood that is in the bottom 15 per cent of Scottish Data Zones in relation to income – significantly higher than the Glasgow average of 49 per cent.
- 1.12 More than half of residents (55 %) live in the bottom 15 per cent employment deprived Scottish Data Zones. Fifty-nine of the 96 Data Zones had levels of worklessness above the Glasgow average. There are also eight neighbourhoods in the bottom one per cent of employment deprived Scottish Data Zones. In addition 12 local Data Zones are ranked in the bottom one per cent of all education deprived neighbourhoods.
- 1.13 Almost two thirds (61%) of local residents live in a bottom 15 per cent health data zones. Health indicators show that the area is disproportionately affected by poor health as 56 per cent of the population of Glasgow live in the most deprived 15 per cent of health Data Zones. Nine local Data Zones are ranked in the bottom one per cent of all health deprived neighbourhoods.
- 1.14 Overall, crime rates in the area are below the city average. However two fifths of local Data Zones have higher than average drug crimes rates. Alcohol related crime rates are 20 per cent about the levels of Glasgow as a whole.

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 1,000 interviews were undertaken in each of the 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	1.2%	1.3%
Lone Parent Households	9.6%	13.5%
Two parent Households	18.6%	19.9%
Older People (60+)	17.4%	24.5%
Younger People (16-29)	18.2%	18.3%
O/O and privately rented	57.2%	54.6%
Socially rented	42.8%	45%
Economically inactive	42.6%	44.4%

Table 2.1 – Key demographic comparison – Baillieston / Shettleston and Greater Easterhouse

- 2.5 As the table shows each of the targets for the key demographics were very closely met (+/- 3%) during the survey field work with the exception of 'lone parent households' and 'older people'. Older people may be slightly over-represented in the sample. This can be explained by the fact that older

residents were more likely to be at home when the survey was being carried out.

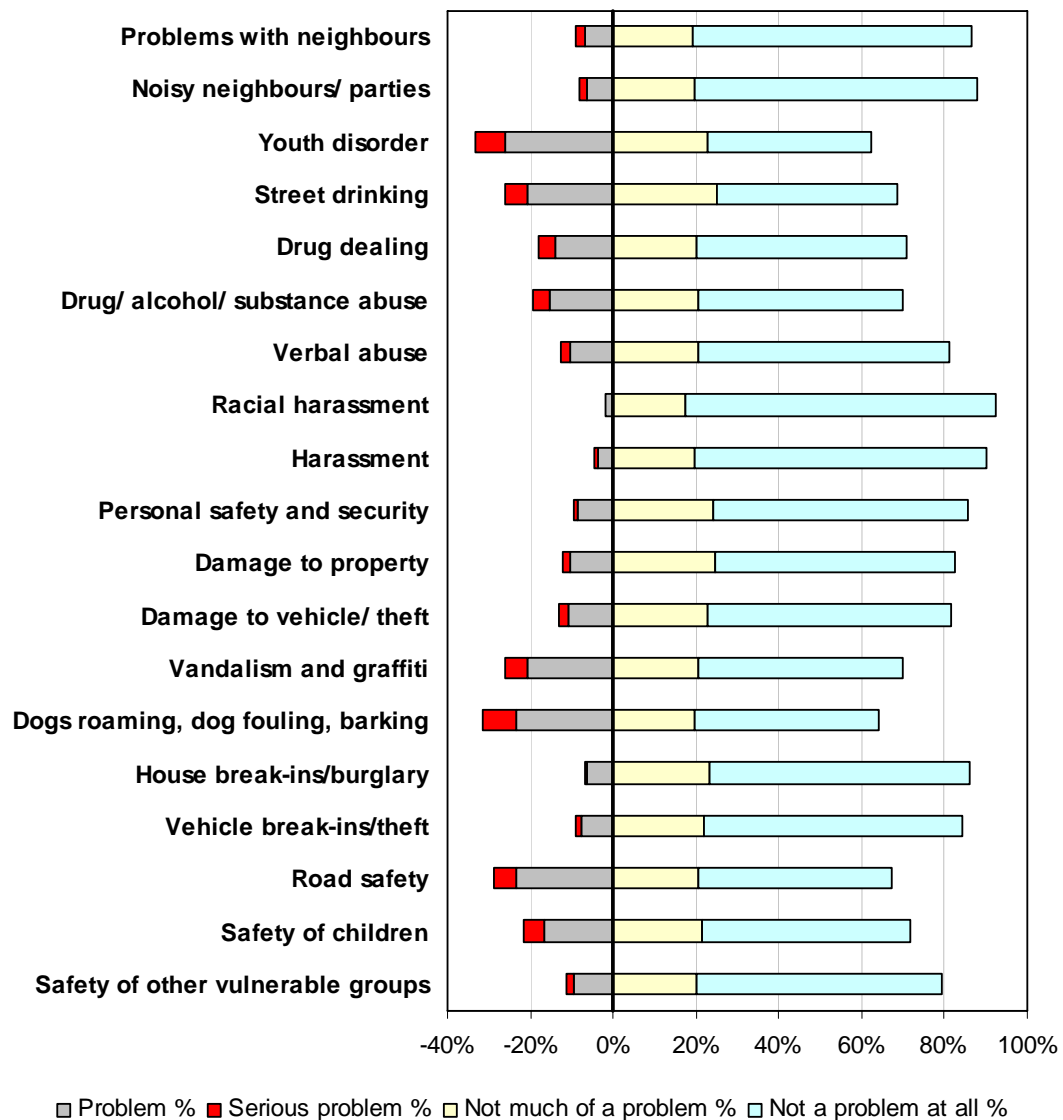
3. Study Findings – Overall Analysis

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

Security and Community Safety

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

Figure 3.1- Security and Community Safety



	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	23	2%	69	7%	38	4%	193	19%	671	67%	6	1%
Noisy neighbours/ parties	18	2%	63	6%	34	3%	197	20%	681	68%	7	1%
Youth disorder	73	7%	260	26%	42	4%	230	23%	391	39%	4	0%
Street drinking	54	5%	206	21%	46	5%	249	25%	439	44%	6	1%
Drug dealing	41	4%	138	14%	59	6%	201	20%	506	51%	55	6%
Drug/ alcohol / substance abuse	41	4%	154	15%	57	6%	208	21%	490	49%	50	5%
Verbal abuse	19	2%	106	11%	52	5%	207	21%	606	61%	10	1%
Racial harassment	1	0%	17	2%	44	4%	173	17%	752	75%	13	1%
Harassment	9	1%	37	4%	42	4%	197	20%	704	70%	11	1%
Personal safety and security	9	1%	88	9%	40	4%	241	24%	614	61%	8	1%
Damage to property	17	2%	104	10%	43	4%	247	25%	579	58%	10	1%
Damage to vehicle/ theft	21	2%	110	11%	34	3%	229	23%	588	59%	18	2%
Vandalism and graffiti	50	5%	209	21%	33	3%	206	21%	495	50%	7	1%
Dogs roaming, dog fouling, barking	82	8%	234	23%	36	4%	198	20%	444	44%	6	1%
House break-ins/burglary	6	1%	63	6%	51	5%	234	23%	627	63%	19	2%
Vehicle break-ins/theft	13	1%	78	8%	43	4%	220	22%	621	62%	25	3%
Road safety	53	5%	233	23%	33	3%	208	21%	466	47%	7	1%
Safety of children	48	5%	167	17%	51	5%	216	22%	503	50%	15	2%
Safety of other vulnerable groups	19	2%	93	9%	67	7%	203	20%	591	59%	27	3%
Total	597		2,429		845		4,057		10,768		304	

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 issues were 'youth disorder', 'dogs roaming, dog fouling and barking', 'road safety', 'street drinking', 'vandalism and graffiti', 'safety of children' and 'drug, alcohol and 'substance misuse'.

Youth disorder

3.4 Youth disorder was considered a significant issue by some of the respondents although a majority said that it was not a problem. Twenty-six per cent said that it was a 'problem' with a further seven per cent stating that it was a 'serious problem'.

Street drinking

- 3.5 Street drinking was also considered to be an issue of concern for respondents to the survey. Twenty-one per cent (206 people) felt that it was a 'problem' and five per cent (54 people) said that it was a 'serious problem'.

Drug dealing

- 3.6 Drug dealing was also seen as a 'problem' by 14 per cent of respondents to the survey and as a 'serious problem' by another 4 per cent of residents.

Drug, alcohol and substance misuse

- 3.7 Drug, alcohol and substance misuse was viewed as a 'problem' by 15 per cent (154 people) and a further four per cent (41 people) felt that it was a 'serious problem'.

Vandalism and graffiti

- 3.8 Twenty-one per cent acknowledged that vandalism and graffiti were a 'problem' for the local area. An additional five per cent said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

- 3.9 Of all the issues raised dog roaming, fouling and barking was considered the second greatest problem in the local area. A total of 15 per cent (234 people) felt that it was a problem with an additional eight per cent (82 people) stating that it was a 'serious problem'.

Road safety

- 3.10 Road safety was viewed as the third most significant problem in the LCPP area. Twenty-three per cent (233 people) said that it was a 'problem' and a further five per cent (53 people) stated that it was a 'serious problem' in the local area.
- 3.11 The 286 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	37	13%
Cars driving too fast	251	88%
Roads in a poor condition	8	3%
Lack of safe places to cross the road	60	21%
Too many parked cars on both sides of the road	37	13%
Other	20	7%

Table 3.2 – Particular concerns about road safety

- 3.12 For those concerned about road safety the most significant issue was 'cars driving too fast' with 88 per cent giving this response. There was concern about safety for those crossing the road with 34 per cent stating that a 'lack of safe places to cross' and 'too many cars parked on both sides of the road' were particular issues. There was less concern about the condition of roads in the area with just three per cent stating that this was a concern.

Safety of children

- 3.13 A significant proportion of respondents felt that the safety of children was an issue in the local area with over a fifth recognising this as an issue to some extent. Seventeen per cent of respondents (167 people) felt that this was a problem and an additional five per cent (48 people) felt it was a 'serious problem'.
- 3.14 The 215 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	62	29%
Risk of drugs	40	19%
Danger on the roads	187	87%
Building work/ derelict buildings	8	4%
Other	2	1%

Table 3.3 – Particular concerns about safety of children

- 3.15 Most of the respondents (87%) said that 'danger on the roads' was the greatest issue for children's safety. The danger of encountering violence was a significant concern (29%) as was the risk of becoming involved in drug use

(19 %). There was less concern about the physical environment including building works and derelict buildings.

Less significant issues

- 3.16 Overall, house break-ins/burglary and racial harassment were considered less of a problem than other areas of community safety. Sixty-three per cent of respondents (627 people) said that house break-ins were 'not a problem at all' an additional 23 per cent felt that break-ins were 'not much of a problem'. While only six per cent (63 people) said that it was a 'problem' in the local area and one per cent felt it was a 'serious problem'. A low proportion of respondents (2%) said that racial harassment was a problem while 75 per cent (925 people) said that it was 'not a problem at all' and 17 per cent (173 people) stated that it was 'not much of a problem'.
- 3.17 Other issues that were not viewed as significant problems in the local area were: 'noisy neighbours', 'problems with neighbours', 'harassment', and 'damage, break-ins or theft of vehicles' all with less than 10 per cent of respondents stating that these issues were either a 'problem' or 'serious problem'

Number of Concerns

- 3.18 As Table 3.4 shows over a third of the respondents (35% - 352 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Twenty-four per cent (240 people) said that five or more of the issues were either a problem or serious problem. Fourteen per cent (144 people) felt that one of the issues was a problem locally.

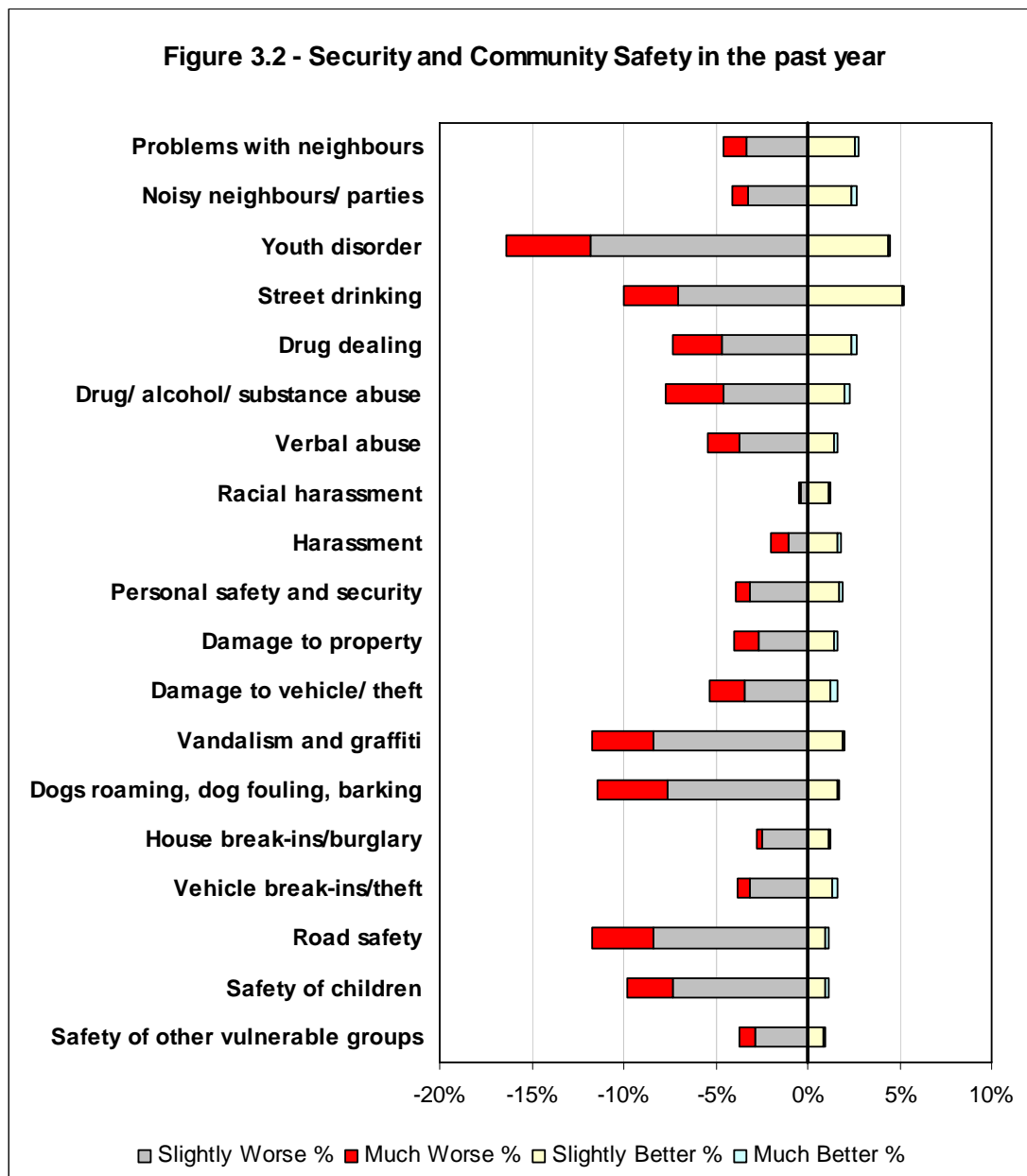
Number of concerns (Serious Problem or Problem)	Respondents	%
None	352	35%
1	144	14%
2	112	11%
3	105	11%
4	47	5%
5+	240	24%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

- 3.19 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', 'stayed the same', 'slightly better', or 'much better'. The results are shown in Figure 3.2.
- 3.20 For each of the issues the most common response was that the problem had stayed 'the same' in the last year. As the size of the bars in Figure 3.2 show there have been some significant changes in the percentages of respondents who felt issues had got worse over the last year. The issue for which the most people felt there had been a change was 'youth disorder' where 21 per cent (209 people) said there had been a change for better or worse. The remaining 79 per cent either said that it has stayed the same or did not answer the question. For the issue of racial harassment just one per cent (17 people) felt that there had been a change in the previous year. On average, for each issue only 10 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



	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	13	1%	33	3%	926	93%	26	3%	2	0%	0	0%
Noisy neighbours/ parties	9	1%	32	3%	932	93%	24	2%	3	0%	0	0%
Youth disorder	46	5%	118	12%	791	79%	44	4%	1	0%	0	0%
Street drinking	30	3%	70	7%	848	85%	51	5%	1	0%	0	0%
Drug dealing	26	3%	47	5%	900	90%	24	2%	3	0%	0	0%
Drug/ alcohol/ substance abuse	31	3%	46	5%	900	90%	20	2%	3	0%	0	0%
Verbal abuse	17	2%	37	4%	930	93%	14	1%	2	0%	0	0%
Racial harassment	1	0%	4	0%	983	98%	11	1%	1	0%	0	0%
Harassment	10	1%	10	1%	962	96%	16	2%	2	0%	0	0%
Personal safety and security	8	1%	31	3%	942	94%	17	2%	2	0%	0	0%
Damage to property	13	1%	27	3%	944	94%	14	1%	2	0%	0	0%
Damage to vehicle/ theft	19	2%	34	3%	931	93%	12	1%	4	0%	0	0%
Vandalism and graffiti	33	3%	84	8%	863	86%	19	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	38	4%	76	8%	869	87%	16	2%	1	0%	0	0%
House break-ins/burglary	3	0%	25	3%	960	96%	11	1%	1	0%	0	0%
Vehicle break-ins/theft	7	1%	31	3%	946	95%	13	1%	3	0%	0	0%
Road safety	33	3%	84	8%	872	87%	10	1%	1	0%	0	0%
Safety of children	25	3%	73	7%	891	89%	10	1%	1	0%	0	0%
Safety of other vulnerable groups	8	1%	29	3%	953	95%	9	1%	1	0%	0	0%
Total	370		891		17,343		361		35		0	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

3.21 Where there have been 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. The most negative responses came in relation to: youth disorder; street drinking; road safety; vandalism and graffiti; and dog roaming/fouling/barking. For each of these issues 10 per cent or more of respondents felt that the problem had got worse in the previous year.

Youth Disorder

3.22 The most negative response came in relation to youth disorder, which 12 per cent of respondents felt had got slightly worse in the last year. Another five per cent of respondents felt it had got 'much worse'. However, four per cent of respondents felt that youth disorder had got 'slightly better' in the last twelve months.

Road safety

- 3.23 The second most negative response came in relation to road safety which eight per cent of respondents felt had got 'slightly worse' in the past year. Another three per cent of respondents felt it had got 'much worse' in the past twelve months. Just one per cent of respondents felt that road safety had improved in the area.

Vandalism and graffiti

- 3.24 Eight per cent of respondents felt that the problem of vandalism and graffiti had got 'slightly worse' locally and three per cent felt that it had got 'much worse'. Two per cent of the respondents said that the issue had got 'slightly better' in the area.

Dog roaming, dog fouling and barking

- 3.25 Eight per cent of respondents felt that the problem of dogs had got 'slightly worse' in the previous year while four per cent said that it had got 'much worse'. Two per cent of respondents felt that the issue had got 'slightly better' in the area.

Street drinking

- 3.26 The problem of street drinking was considered to have got slightly worse by eight per cent of respondents and got 'much worse' by another three per cent. Five per cent felt that the problem had got 'slightly better' in the previous year.

Safety of children

- 3.27 Seven per cent of respondents felt that the safety of children had got 'slightly worse' in the area. At the same time another three per cent felt that the situation was 'much worse' compared with a year ago. One per cent of respondents felt that the situation had got 'slightly better' on this issue.

Change for better

- 3.28 More 'positive' responses came in relation to 'street drinking', 'youth disorder' and 'drug dealing'.

Street Drinking

- 3.29 The most positive view came in relation to 'street drinking' where 51 people (5%) felt that the situation with regard to drinking on the streets had improved – and one person said that it had got 'much better'. However, seven per cent felt that street drinking had got 'slightly worse' in the previous year with three per cent stating that it had got 'much worse'.

Youth disorder and drug dealing

- 3.30 'Youth Disorder' indicates improvement with four per cent (44 people) stating that the situation was better than twelve months ago. However, 12 per cent felt that the problem had got worse in the area and another five per cent felt it had got 'much worse'.
- 3.31 Two per cent of respondents (24 people) felt that the problem of drug dealing had got better in the area in the previous year. However, more people (47 – 5%) felt that the problem had got worse in the area and three per cent (26 people) felt it had got 'much worse'.

Number of concerns

- 3.32 As Table 3.6 shows 66 per cent of the respondents (663 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Thirty-four per cent felt that some of the issues had got worse in the previous year and 9 per cent (92 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	663	66%
1	99	10%
2	77	8%
3	45	5%
4	24	2%
5+	92	9%
	1,000	

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

Anti-social behaviour

3.33 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	6%
Noisy neighbours/parties	4%
Youth disorder	11%
Street drinking	2%
Drug dealing	1%
Drug/ alcohol/ substance abuse	1%
Verbal abuse	3%
Racial harassment	0%
Harassment	1%
Personal safety and security	0%
Damage to property	2%
Damage to vehicle/theft	2%
Vandalism and graffiti	4%
Dogs roaming, dog fouling, barking	5%
House break-ins/burglary	0%
Vehicle break-ins/theft	1%
Road safety	3%
Safety of children	1%
Safety of other vulnerable groups	0%
None of these	73%

Table 3.7: Incidence of anti-social behaviour

- 3.34 Twenty-seven 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 residents to encounter were 'youth disorder' (11%), general 'problems with neighbours' (6%) and 'noisy neighbours/parties' (4%). Other forms of anti-social behaviour that the residents have been reporting are 'dog roaming, dog fouling and barking' (5%) as well as 'youth disorder' (5%) and 'vandalism and graffiti' (4%).
- 3.35 Seventy-three 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

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

	%
Very safe	24%
Fairly safe	37%
Neutral	10%
Fairly unsafe	13%
Very unsafe	10%
Don't Know/Can't answer	7%

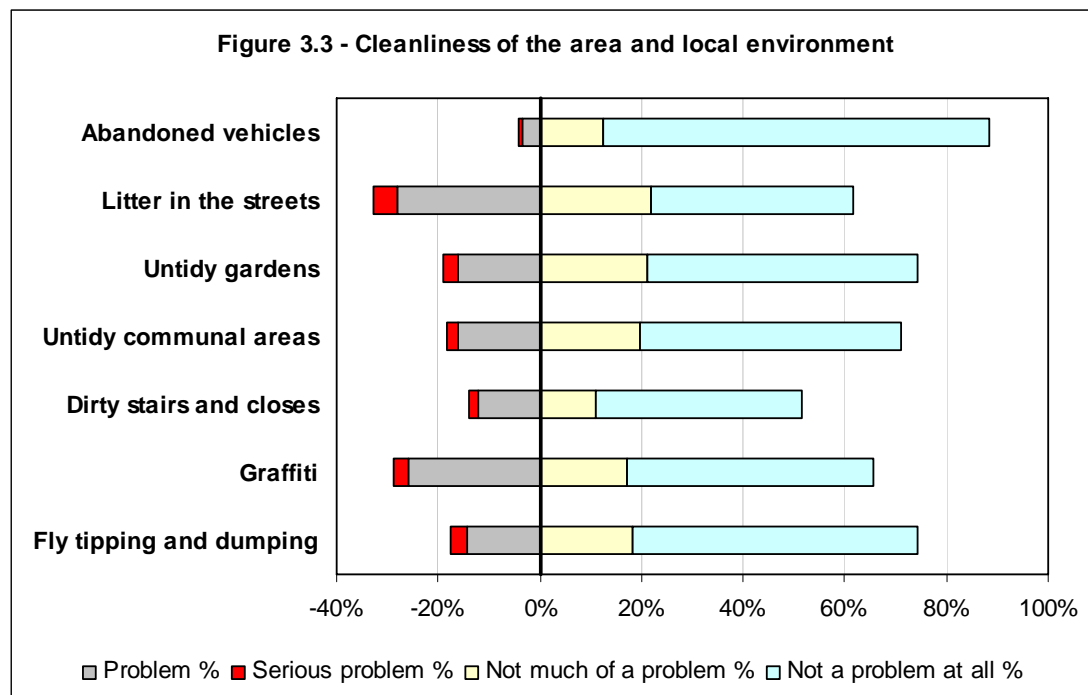
Table 3.8: Feeling of personal safety in neighbourhood after dark

- 3.37 A slight majority of residents (51%) said that they feel safe walking alone after dark. However, less than one in four said that they feel 'very safe' walking at night. Twenty-three per cent of respondents said that they feel unsafe walking in their neighbourhood after dark including ten per cent who said that they feel 'very unsafe'. Seven per cent gave a neutral response and two per cent did not answer.

Cleansing and Environment

Issues in local area

3.38 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.



	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	5	1%	36	4%	21	2%	126	13%	759	76%	35	4%	18	2%
Litter in the streets	47	5%	280	28%	53	5%	220	22%	395	40%	4	0%	1	0%
Untidy gardens	27	3%	163	16%	53	5%	213	21%	530	53%	12	1%	2	0%
Untidy communal areas	20	2%	163	16%	46	5%	196	20%	514	51%	15	2%	46	5%
Dirty stairs and closes	19	2%	120	12%	22	2%	110	11%	406	41%	21	2%	302	30%
Graffiti	27	3%	260	26%	46	5%	172	17%	485	49%	8	1%	2	0%
Fly tipping and dumping	34	3%	142	14%	40	4%	181	18%	563	56%	23	2%	17	2%
Total	179		1154		281		1,218		3,652		118		388	

Table 3.9: Issues in the local area

- 3.39 Overall, the responses were positive with majorities stating that the issues were 'not a problem at all' on four of the seven issues. Abandoned vehicles were considered to be the least of a concern with 76 per cent stating that this is 'not a problem' and only four per cent considering it a 'problem' and one per cent a 'serious problem'.
- 3.40 Fifty-three per cent of respondents felt that 'untidy gardens' were not a problem at all. An additional 22 per cent felt that they were 'not much of a problem', this perhaps reflecting the high proportion of flats in the area. In all 16 per cent considered untidy gardens to be a 'problem' and three per cent a 'serious problem'.
- 3.41 Of more concern was the issue of 'litter in the street'. Twenty-eight per cent of respondents felt that this was a problem. However five per cent of respondents said it was a 'serious problem'. The issue of graffiti was also a concern with 26 per cent stating that it was a problem and three per cent stating that it was a 'serious problem'.
- 3.42 There were also negative responses in relation to fly tipping. Fourteen per cent felt that fly tipping and dumping was a 'problem' with three per cent stating that it was a 'serious problem'. However, more than half of respondents (56%) said that this was 'not a problem at all'.

Number of concerns

- 3.43 As Table 3.10 shows 52 per cent of the respondents (521 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Forty-eight per cent (479 people) felt that some of the issues were a problem and 12 per cent (118 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	521	52%
1	178	18%
2	87	9%
3	56	6%
4	40	4%
5+	118	12%
	1,000	

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

General maintenance of properties and public spaces

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

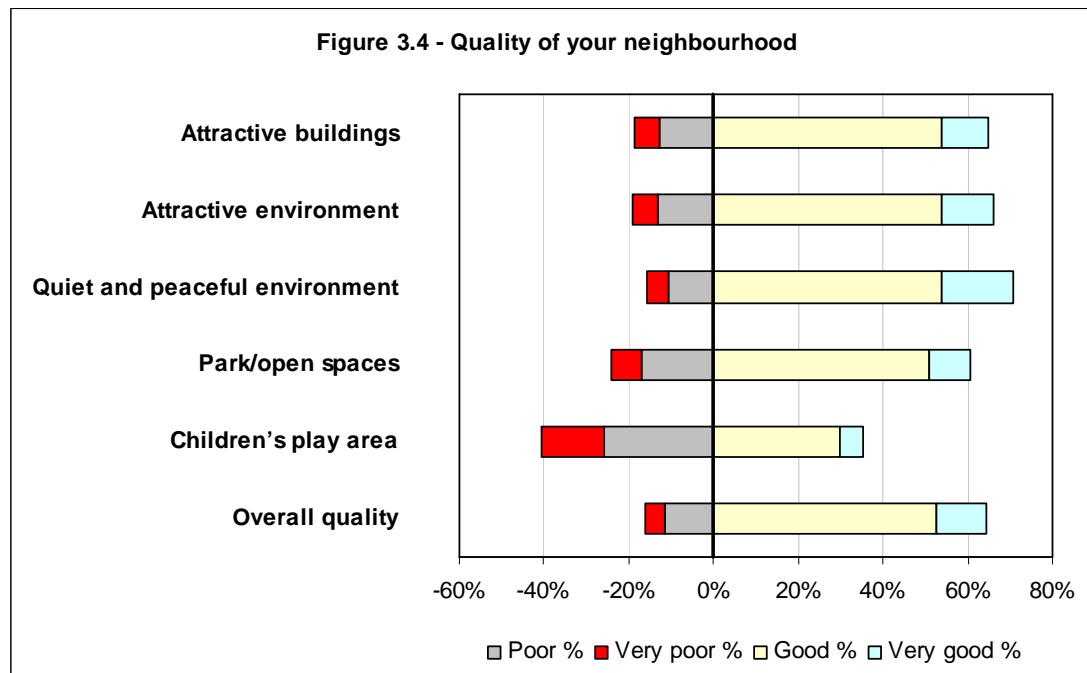
Issue	Very Poor	Poor	Neutral	Good	Very Good
General maintenance of properties and public spaces	13%	2%	15%	53%	17%

Table 3.11: Views on maintenance

- 3.45 The respondents were generally positive about the maintenance where they live with 53 per cent stating that maintenance is 'good' and 17 per cent stating that it was 'very good'. However, 13 per cent felt that maintenance was 'very poor'. Fifteen percent of respondents did not have a clear view of the quality of maintenance where they live.

Quality of your neighbourhood

3.46 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.



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	56	6%	129	13%	155	16%	540	54%	108	11%	7	1%	5	1%
Attractive environment	61	6%	132	13%	143	14%	537	54%	124	12%	2	0%	1	0%
Quiet and peaceful environment	53	5%	106	11%	132	13%	540	54%	166	17%	2	0%	1	0%
Park/open spaces	71	7%	169	17%	138	14%	510	51%	96	10%	14	1%	2	0%
Children's play area	148	15%	259	26%	165	17%	297	30%	54	5%	62	6%	15	2%
Overall quality	50	5%	113	11%	190	19%	526	53%	117	12%	3	0%	1	0%
Total	439		908		923		2,950		665		90		25	

Table 3.12: Quality of your neighbourhood

3.47 For most of the elements the respondents were positive about the quality of their neighbourhood. Fifty-three per cent of the respondents said that the overall quality of the area was 'good' while an additional 12 per cent felt it was

'very good'. 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.

- 3.48 The residents were less positive about the quality of parks / open spaces and children's play areas. Twenty-six per cent of respondents said that children's play areas are poor in the area. While 15 per cent felt that the play areas are 'very poor'.
- 3.49 Seventeen per cent of respondents said that the parks and open spaces in the area are 'poor' while seven per cent felt they were very poor. Around two thirds disagreed and felt that the parks are either 'good' (51%) or 'very good' (10%).

Number of concerns

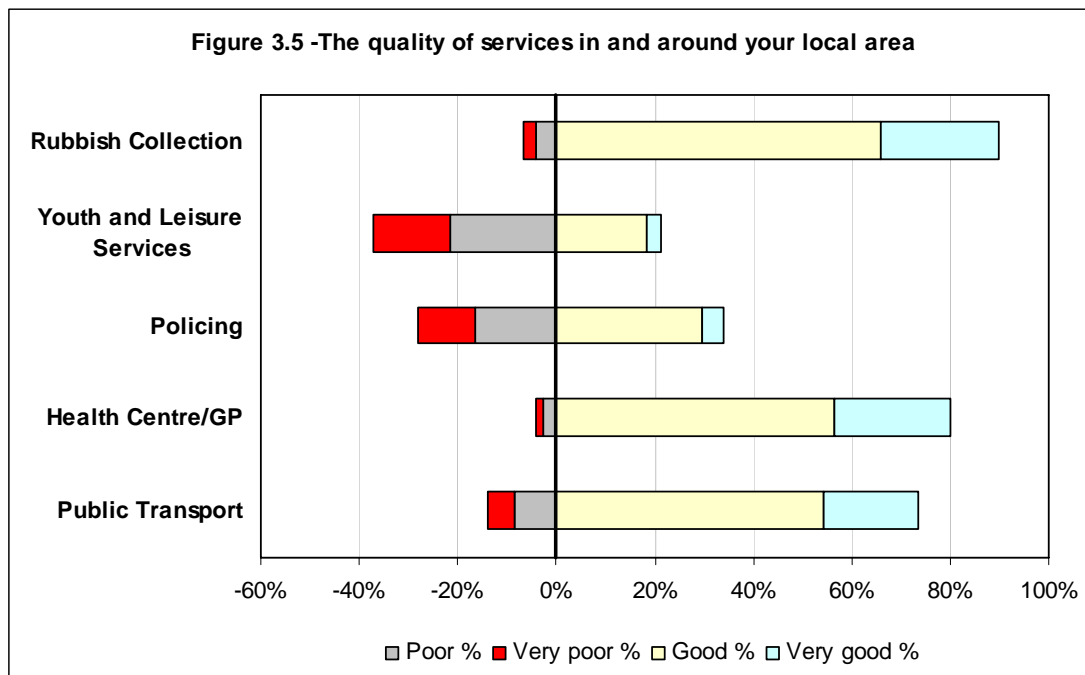
- 3.50 As Table 3.13 shows 52 per cent of the respondents (521 people) felt that none of the elements were either poor or very poor in their neighbourhood. Forty-eight per cent felt that some of the elements were poor and 12 per cent (122 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	521	52%
1	182	18%
2	105	11%
3	45	5%
4	25	3%
5+	122	12%
	1,000	

Table 3.13 – Number of concerns – Quality of neighbourhood

Local Service Provision

- 3.51 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.



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	23	2%	43	4%	32	3%	659	66%	240	24%	3	0%	0	0%
Youth and Leisure Services	157	16%	216	22%	113	11%	185	19%	29	3%	278	28%	22	2%
Policing	118	12%	164	16%	224	22%	297	30%	44	4%	134	13%	19	2%
Health Centre/GP	13	1%	27	3%	55	6%	566	57%	236	24%	59	6%	44	4%
Public Transport	56	6%	83	8%	56	6%	543	54%	193	19%	60	6%	9	1%
Total	367		533		480		2,250		742		534		94	

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

3.52 This question revealed contrasting views about different services provided locally. For rubbish collection and health services (through the local health centre or GP) 80 per cent and higher said that the service was either 'good' (57%) or 'very good' (24%). Over 70 per cent felt they received a 'good' (54%) or 'very good' (19%) public transport service.

3.53 There were mixed views about policing in the local area with 28 per cent saying that the service was 'poor'. Twelve per cent of respondents felt that policing is 'very poor' in the area. Thirty per cent said that policing was 'good' and four per cent said it was 'very good'.

- 3.54 The respondents were most critical of youth and leisure services. Twenty-two per cent of the residents felt that the service was poor and another 16 per cent felt youth and leisure services were 'very poor'. Nineteen per cent said that youth and leisure services were 'good' and just three per cent said the service was 'very good'.

Public transport

- 3.55 Those who had stated that public transport was poor (139 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	34%
Frequency – services don't run often enough	53%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	53%
Stability – service could be withdrawn	5%
Cleanliness / comfort – service isn't clean or comfortable	8%
Safety / security – I don't feel safe when using the service	7%
Ticketing – the ticketing arrangements are confusing	4%
Information – it's difficult finding out about routes and times	13%
Interchange – the service doesn't stop near a rail station / bus stop / subway station	4%
Location – bus stop / railway station / subway station is too far away	11%
Affordability – it costs too much to use the service	7%
Other	0%
None of these	6%
Don't know	9%

Table 3.15: Particular concerns about public transport

- 3.56 For those concerned about the quality of public transport in the local area the biggest issue is the infrequency of the service and the convenience of the service – over half of respondents stated that this was a problem in each case. Other significant issues were punctuality and reliability (34%) and limited service information (13%).

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

Frequency	%
Every day	26%
2-3 times a week	26%
Once a week	10%
Once a month	9%
Less often	12%
Never	19%

Table 3.16: Frequency of use of public transport

- 3.58 Two-thirds of the residents use public transport more than once a week with 26 per cent using it every day. Thirty-one per cent of the respondents use public transport less than once a month.

Number of concerns

- 3.59 As Table 3.17 shows, 46 per cent of the respondents (459 people) felt that none of the services were either poor or very poor in their neighbourhood. Fifty-four per cent felt that some of the services were poor or very poor and eight per cent (89 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	459	46%
1	299	30%
2	153	15%
3	66	7%
4	18	2%
5+	5	1%
	1,000	

Table 3.17 – Number of concerns – Quality of services

Reporting problems about services

- 3.60 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	6%	2%	2%	9%	2%	79%
Glasgow City Council	6%	2%	2%	7%	1%	84%
Glasgow Community & Safety Services (GCSS)	0%	0%	1%	0%	0%	98%
Community Safety Patrol Officer	1%	0%	1%	0%	0%	98%
Community Enforcement Officer	1%	0%	1%	0%	0%	98%
Glasgow Housing Association	5%	1%	2%	4%	1%	88%
Housing Association (other)	0%	0%	1%	1%	0%	98%
Private Landlord	0%	0%	1%	0%	0%	99%
Health Service	0%	0%	0%	7%	1%	91%
Fire Brigade	0%	0%	1%	3%	1%	96%

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

- 3.61 For the majority of services only small percentages had ever reported a problem. However, 21 per cent of respondents had reported a problem to the police. While two per cent said that they had been 'dissatisfied' with the service they received, six per cent were 'very dissatisfied' with the response. Conversely 11 per cent said they were 'satisfied' with the response and two per cent said they were 'very satisfied'.
- 3.62 Sixteen per cent of respondents had reported a problem to Glasgow City Council. While nine per cent were satisfied with the response they received, eight per cent were dissatisfied. Twelve per cent of respondents had reported a problem to GHA – six per cent of these were 'dissatisfied' with five per cent being 'very dissatisfied' with the response while four per cent were 'satisfied' with the response and one per cent being left 'very satisfied'. Nine per cent of respondents had reported a problem to the health service, all of these respondents were satisfied with the response they received.
- 3.63 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	80%
Fear of reprisal	3%
It might aggravate the situation	3%
Felt intimidated	3%
It wouldn't make any difference	7%
Didn't know who to report it to	0%
It's none of my business	0%
It wasn't a serious enough problem to report	1%
Other	7%

Table 3.19: Reason for not reporting a problem

- 3.64 Eighty per cent of the respondents said that they had never had a problem that they hadn't reported. Of those who had chosen not to report a problem the most common reason was a view that it 'wouldn't have made any difference' to the situation (7% – 69 people).
- 3.65 Other reasons for not reporting were: concerns it might aggravate the situation (3%); feeling intimidated (3%); and concerns that reporting the issue might lead to reprisals (3%). Seven per cent also reported 'other' reasons for not reporting a problem.

Quality of Life

- 3.66 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	5%
Less than 2 years	6%
Less than 4 years	7%
Less than 6 years	7%
Less than 10 years	8%
10 years or more	67%

Table 3.20: Length of residence

- 3.67 The majority of respondents were long term residents with 67 per cent (672 people) having lived in the area for ten or more years. Eleven per cent (110 people) had lived in the area for less than two years.

Satisfaction with the area as a place to live

3.68 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	47%
Fairly satisfied	40%
Neutral	6%
Fairly dissatisfied	4%
Very dissatisfied	3%

Table 3.21: Satisfaction with area

3.69 Eighty-seven per cent of respondents (868 people) said that they were satisfied with the area as a place to live. Nearly half of all respondents said that they were 'very satisfied'. Four per cent of residents (69 people) said that they were dissatisfied with the area – and 26 residents (3%) said that they were 'very dissatisfied'.

Change over the past two years

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

	%
Got much worse	5%
Got slightly worse	15%
Not changed	60%
Got slightly better	14%
Got much better	3%
Don't know	3%
Not applicable	1%

Table 3.22: Perceived change in area over past two years

3.71 A majority of respondents (60% – 595 people) felt that the area had not changed in the past two years. More people felt that the area had deteriorated than felt it had improved. Fifteen per cent (150 people) said that it had got 'slightly worse' and five per cent (46 people) felt that it had got 'much worse'. Fourteen per cent (114 people) said that the area had improved slightly and three per cent (26 people) said that it had got 'much

better'. One 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

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

	%
Yes	87%
No	8%
Don't know	5%

Table 3.23: Desire to continue living in area

3.73 The vast majority of respondents (87% – 870 people) wish to continue living in the area. Eight per cent (77 people) said that they would like to move away from the area and five per cent (53 people) were unsure.

Improving your neighbourhood

3.74 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	17%
Clean streets	2%
More speed restrictions on the roads	5%
Reduce youth misbehaviour	7%
More employment for young people	3%
More employment for all	1%
More leisure facilities	3%
More play areas for younger children	7%
More sports areas for teenagers	5%
More care in housing allocation/ better vetting of tenants	5%
Evict problem tenants	2%
Nothing	17%
Don't know	20%

Table 3.24: How to improve quality of life in neighbourhood

3.75 Although the most common response to this question was 'don't know' (20%), a significant proportion of the population (17 per cent or 174 people) wanted to see 'more police on the streets'. A similar proportion (17 per cent or 167 people) didn't want anything to change in the local area.

- 3.76 In accordance with earlier responses on the quality of the neighbourhood (paragraphs 3.46-3.50 above) there was concern about play and leisure facilities for children and young people. Seven per cent (66 people) said that 'more play areas for younger children' would improve the quality of life in the area and five per cent (46 people) said that 'more sports areas for teenagers' would do the same.
- 3.77 Concerns about road safety and youth disorder were reflected in the number of people suggesting 'more speed restrictions on the roads' and 'reduce youth misbehaviour' as interventions to improve the neighbourhood.
- 3.78 Lower numbers felt that efforts to increase employment for all (1%) or for young people (3%) would improve the quality of life in the area.
- 3.79 Some people suggested housing management measures such as 'more care in housing allocation/ better vetting of tenants' (5%) and 'evicting problem tenants' (2%).

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	49%
Female	51%

Table 3.25: Gender

- 3.81 A good balance of men and women were surveyed with slightly more women taking part in the survey (51%).

Age	%
16 – 19	3%
20 - 24	6%
25 - 29	9%
30 - 39	12%
40 - 49	18%
50-59 (female) or 50-64 (male)	26%
60-74 (female) or 65-74 (male)	16%
75+	9%

Table 3.26: Age

- 3.82 Although there is a good range of age groups represented in the survey sample there is an over-representation of people aged over 50 years (51%). Eighteen 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	32%
Part-time paid work	9%
Self-employed	1%
Government Supported Training or Employment Programmes	0%
Full-time education	1%
Part-time education	0%
Still at school	0%
Unemployed	10%
Long-term sick or disabled	6%
Looking after family home	15%
Retired	26%
Other	0%

Table 3.27: Current employment status

- 3.85 Forty-two per cent of respondents are economically active - either in full-time or part-time employment or are self-employed. Ten per cent are unemployed. Six per cent are long-term sick or disabled while 15 per cent are looking after their family home. Approximately a quarter of respondents are retired.

Disability or special needs

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

	%
Yes	23%
No	77%

Table 3.28: Disability or special need

- 3.87 Over one fifth (226) of responding households include a person who has a disability or special need.

	%
Physical	83%
Mental ill health	13%
Learning disability	4%
Visual impairment	5%
Hearing impairment	7%
Other	1%

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 83 per cent of households which include a disabled person. Thirteen per cent of households include someone with a mental illness. Seven per cent of the households include someone with a hearing impairment. Four per cent include someone with a learning disability and five per cent include a household member with a visual impairment.

Ethnic origin and status in the UK

- 3.89 Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	92%
Other British	6%
Irish	1%
East European	0%
Other White British	0%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	0%
Pakistani	0%
Bangladeshi	0%
Chinese	0%
Any other Asian background	0%
Black, Black Scottish, Black English, Black Welsh or other Black	
Caribbean	0%
African	0%
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 majority of participants (92% or 915 people) answered 'White Scottish' to the question of ethnic origin, whilst a further seven per cent of respondents (66 people) answered that they were white and from elsewhere in the British Isles and Ireland. There were very low numbers of people from the remaining ethnic backgrounds.
- 3.91 The respondents were asked about their status in the UK. As Table 3.31 shows 98 per cent (976 people) were permanent residents in the UK while two per cent (22 people) were refused asylum seekers. None of the respondents had refugee status in the UK, were asylum seekers or were temporary residents.

	%
Permanent resident	98%
Temporary resident	0%
Refugee	0%
Asylum Seeker	0%
Refused	2%

Table 3.31: Status in the UK

Households with dependent children

- 3.92 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 a third of households in the area include dependent children. Nineteen percent (186 households) include one dependent child while 11 per cent (112 households) contain two dependent children. Three per cent of households contain more than two dependent children.

No. of children	%
1	19%
2	11%
3	2%
4	1%
5	0%
6+	0%
None	67%

Table 3.32: Number of dependent children

- 3.93 Of households involving children 40 per cent (133 households) are lone parent / carer households. Sixty per cent (200 households) are two parents / carers households.

	%
Lone parent/carers	40%
Two parents/carers	60%

Table 3.33: Number of parents / carers

Accommodation

- 3.94 The respondents were asked about the housing tenure where they live. As Table 3.34 shows, a (slight) majority of the respondents live in owner occupied housing (50% – 499 people). A slightly smaller proportion (45% - 446 people) live in social rented. Five per cent of respondents (47 people) live in private rented accommodation.

	%
Rented – Private landlord	5%
Rented – Housing Association	45%
Rented – not sure who is the landlord	0%
Owned by you or someone who lives in it	50%
Don't know	1%

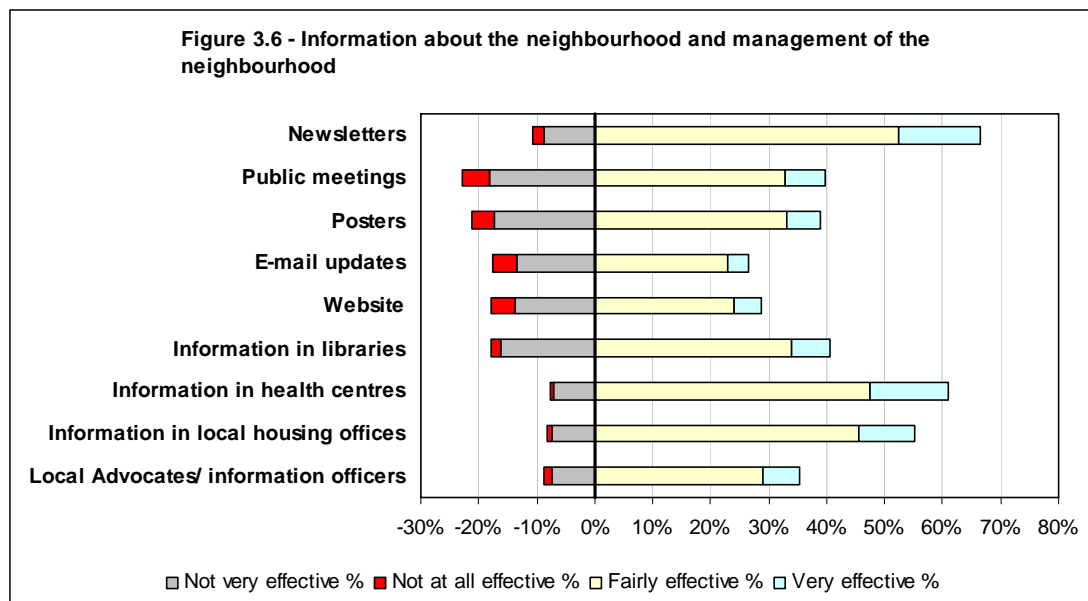
Table 3.34: Housing tenure

Involving Local People

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

Informing local people

3.96 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 below.



3.97 Respondents were generally positive that 'newsletters' were an effective way to provide information. While eleven per cent felt that this was ineffective 67 per cent said that it was either 'fairly' or 'very effective'. The residents were also positive about receiving information through health centres. Although 11

per cent felt that newsletters were not effective 52 per cent said they were 'fairly effective' and 14 per cent said they were 'very effective'.

- 3.98 The residents were also comparatively positive about providing information through local housing offices (which 56% felt was effective) and libraries (which 41% said was effective).
- 3.99 There were mixed views on the effectiveness of public meetings. While 33 per cent felt they were 'fairly effective' and seven per cent 'very effective', 18 per cent said they were 'not very effective' and five per cent 'not at all effective'.
- 3.100 There was not much support for information to be provided electronically. While a 23 per cent of respondents felt that a website would 'fairly effective', another four per cent thought it wouldn't be effective 'at all'. Fourteen per cent said that it would 'not be effective' and four per cent said that it would not be effective 'at all'. There was less support for email updates – while 27 per cent thought this would be effective 17 per cent disagreed.

Involvement of local people in decision making

- 3.101 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	77%
Local people and organisations should be actively involved	48%
Local people and organisations should be equal partners in making decisions	31%
Decision-making powers should be only with local people and organisations	22%
No involvement	4%
Don't know	1%
Other	0%

Table 3.35: Views on level of involvement

- 3.102 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 77 per cent (765 people) agreed that 'local people and organisations should be asked their opinions', just over a fifth (22% – 222 people) felt that 'decision-making powers should be only with local people and organisations'.

- 3.103 Minorities of the respondents felt that local people and organisations should be 'actively involved' (48% – 478 people) or 'equal partners' (31% – 310 people) in making decisions about neighbourhood management. Only a small proportion (4%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

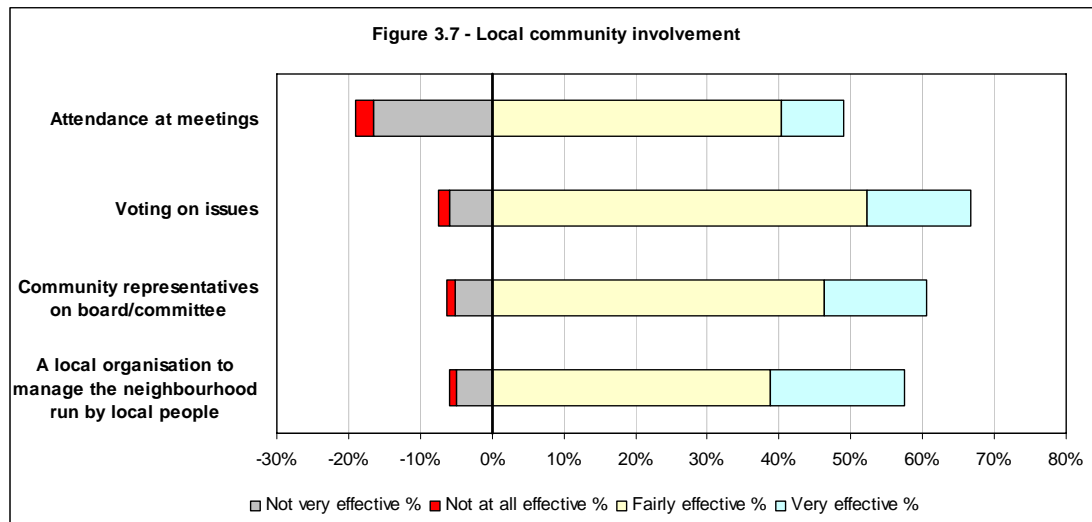
	%
Regular feedback events	34%
Feedback boards in libraries, health centres and so on	24%
Regular surveys	52%
Consultation forums	11%
Feedback slips on newsletters	37%
Dedicated internet site	5%
No feedback	7%
Don't know	2%
Other	0%

Table 3.36: Ways to collect feedback from community

- 3.105 Over half of the respondents (522 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'feedback slips on newsletters' (37% – 370 people), 'regular feedback events' (34% – 344 people), and 'feedback boards' placed at venues such as libraries, health centres etc.
- 3.106 There was less support for gathering feedback through 'consultation forums' (11% – 110 people) or a 'dedicated internet site' (5% – 53 people).

Involving the local community

3.107 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.



3.108 In contrast to the views expressed on 'decision making' (see paragraphs 3.101-3.103 above) the respondents felt that the most effective form of community involvement would be through 'voting on issues'. Fifty-two per cent of respondents (522 people) felt this was an 'effective' form of community involvement with 15 per cent believing it to be 'very effective'

3.109 The survey also found that 'a local organisation to manage the neighbourhood run by local people' was a popular way of involving the local community. While seven per cent felt that this would not be effective, 39 per cent felt that it would be effective and 19 per cent felt it would be 'very effective'.

3.110 The respondents were supportive of 'community representatives on boards / committees'. Forty-six per cent of respondents felt it was 'effective' and 14 per cent felt it was a 'very effective' way of involving the community. Although six per cent believed that this would not be effective. The least popular option was 'attendance at meetings' although views were mixed on this. While 49 per cent though meetings were effective, a fifth of respondents thought

meetings were either 'not very effective' (17% – 166 people) or 'not at all effective' (3% – 30 people).

4. Study Findings – Area Analysis

- 4.1 This chapter of the report analyses the study findings by neighbourhood. It identifies which issues are the priorities for each of the six areas and which issues are not considered by residents to be as significant. The six areas are:
- Ruchazie and Garthamlock;
 - Easterhouse;
 - Baillieston and Garrowhill;
 - Mount Vernon and East Shettleston;
 - Tollcross and West Shettleston; and
 - Springboig and Barlanark.
- 4.2 Whilst there are some similarities between areas there are also differences which reflect the different characteristics, for example pattern of housing tenure and population demographics.

Security and Community Safety

- 4.3 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are youth disorder, vandalism / graffiti, problems with dogs, road safety, and street drinking. There were also significant levels of concern about drug/alcohol/substance misuse and drug dealing.
- 4.4 Responses to the survey in Mount Vernon / East Shettleston were notably more 'positive' in relation to community safety than other areas. For many of the issues raised only low numbers considered them to be a problem and for some issues (including racial abuse and house break-ins), none of the participants said that they were a problem locally.
- 4.5 Road safety was considered to be the second most serious issue in Baillieston / Garrowhill and in Tollcross / West Shettleston. In both of these areas problems with dogs were also considered to be a serious problem in the neighbourhood.

- 4.6 While road safety was considered an issue in all areas it was less of a priority in Mount Vernon / East Shettleston.
- 4.7 Dog roaming, fouling and barking was considered one of the most serious issues in all of the areas and was raised as the main issue in Mount Vernon / East Shettleston and Tollcross / West Shettleston.
- 4.8 Residents in all area expressed concerns about youth disorder, street drinking and vandalism/graffiti. Youth disorder was considered the biggest problem in Ruchazie / Garthamlock, Baillieston and Garrowhill and Springboig / Barlanark. While vandalism and graffiti was considered to be the most serious problem in Easterhouse and the second most serious issue in Springboig / Barlanark.
- 4.9 Concerns over drug dealing and drug/alcohol/substance misuse were raised most often by residents in Easterhouse and Springboig / Barlanark.
- 4.10 In terms of changes taking place in their local area residents in all neighbourhoods felt that the situation with youth disorder was getting worse. While residents in Baillieston / Garrowhill were particularly concerned about deteriorating road safety.
- 4.11 Respondents in Mount Vernon / East Shettleston and Tollcross / West Shettleston were most concerned about an increasing level of problems with dogs in the area. In Springboig / Barlanark there was significant concern about a worsening situation in relation to vandalism and graffiti. These issues were also considered to have got worse in Ruchazie / Garthamlock. However, residents in this area were most concerned about a perceived increase in street drinking and youth disorder.
- 4.12 In Baillieston / Garrowhill and in Ruchazie / Garthamlock (and in contrast to other neighbourhoods) a number of residents stated that the situation in respect of youth disorder and street drinking had been improving in the previous year.

Cleansing and Environment

- 4.13 Across the Baillieston / Shettleston LCPP area litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, untidy gardens and untidy communal areas. Residents were least concerned about abandoned vehicles and dirty stairs / closes.
- 4.14 Litter in the street was felt to be the top issue in three of the six neighbourhoods – Ruchazie / Garthamlock, Baillieston / Garrowhill, and Mount Vernon / East Shettleston.
- 4.15 Graffiti was the main environmental problem in Easterhouse, Tollcross / west Shettleston and Springboig / Barlanark.
- 4.16 Despite not being considered a serious issue across the LCPP as a whole, Fly Tipping was considered the third most serious issue in Ruchazie / Garthamlock and Mount Vernon / East Shettleston. In Easterhouse and Springboig / Barlanark untidy gardens were considered the third most serious issue and in Tollcross and West Shettleston dirty stairs and closes were giving cause for concern.

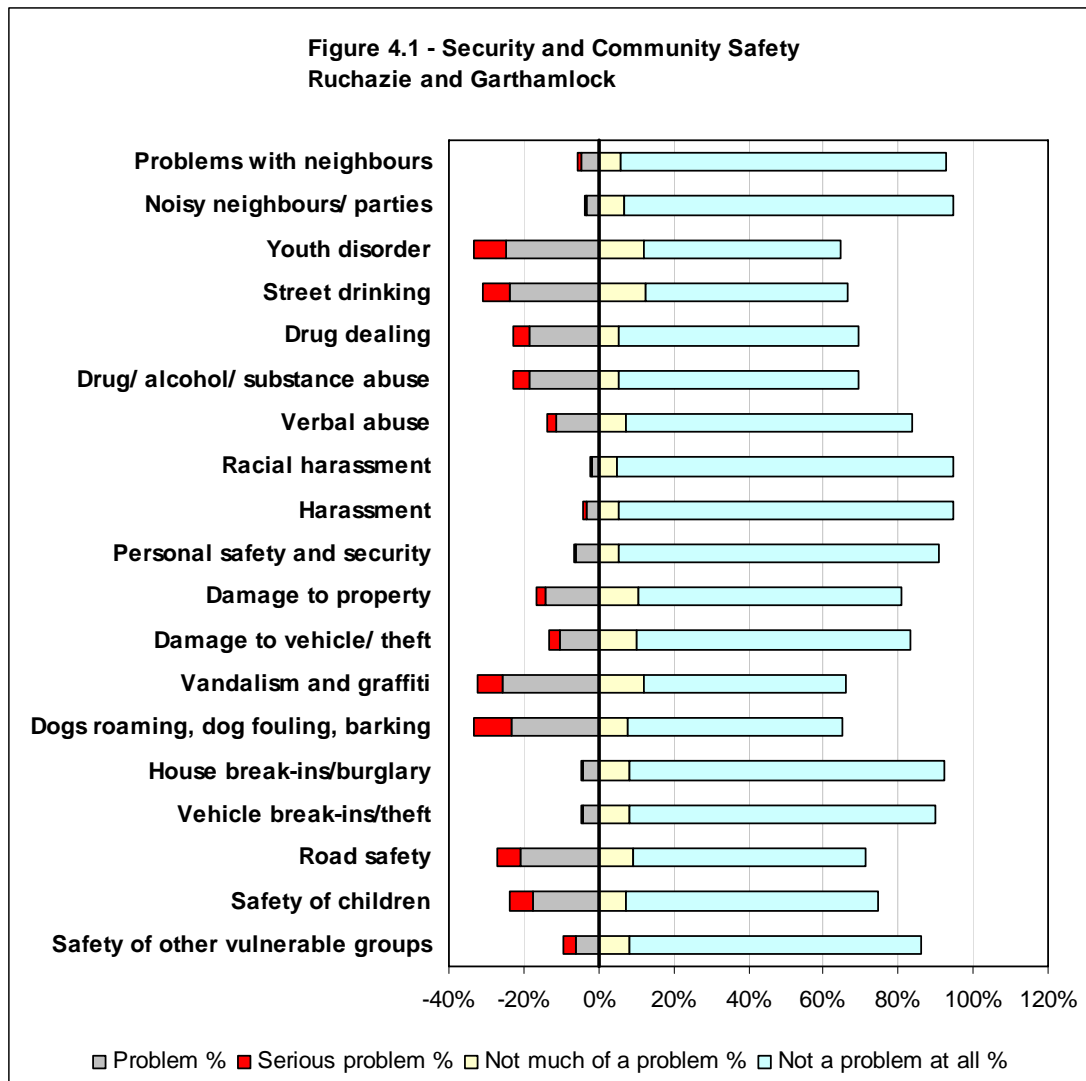
Quality of neighbourhood

- 4.17 The quality of children's play areas was the main concern for residents in all neighbourhoods. Play areas and parks/open spaces were the second top concern in four of the six neighbourhoods.
- 4.18 Children's play areas were of greatest concern in Ruchazie / Garthamlock, where around two thirds stated that the play areas were either 'poor' or 'very poor'.

Quality of service provision

- 4.19 In all areas residents were least satisfied with the quality of youth and leisure services with the exception of Mount Vernon / East Shettleston and Tollcross / West Shettleston where more people said that policing was poor.
- 4.20 Residents in all areas were generally positive in relation to the standard of service offered in terms of health services and public transport.

Ruchazie / Garthamlock



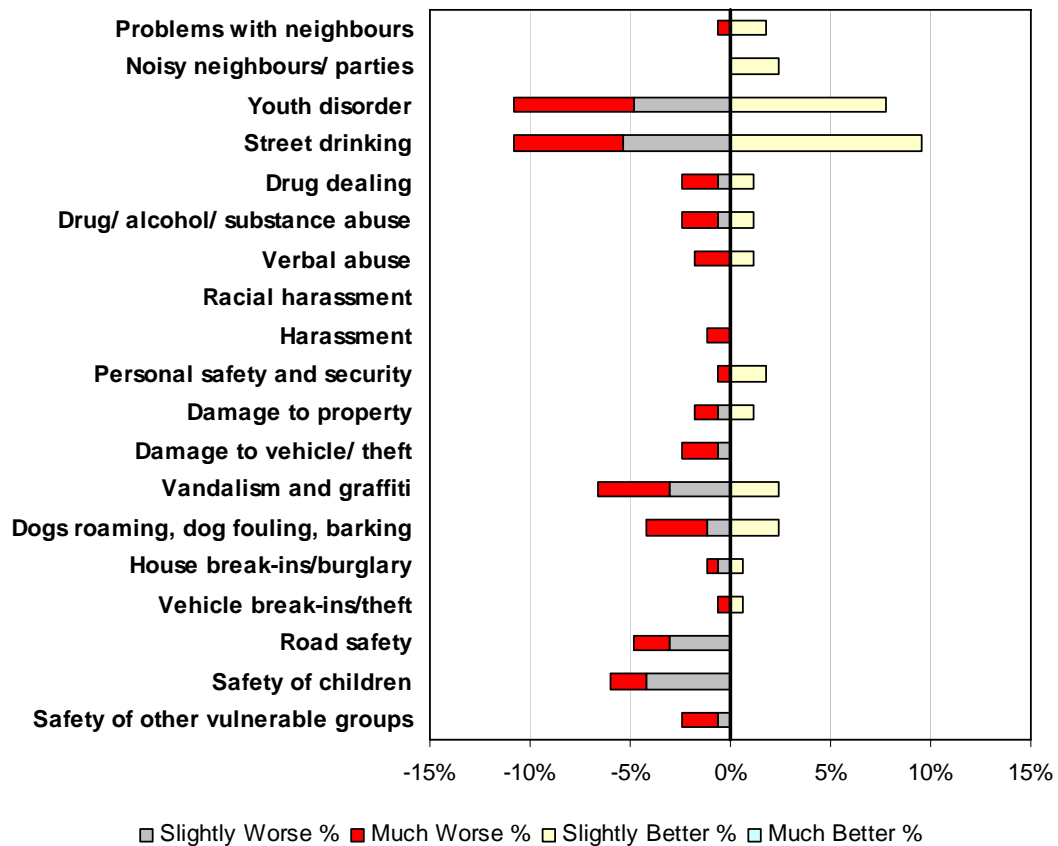
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	8	5%	3	2%	10	6%	145	87%	0	0%
Noisy neighbours/ parties	1	1%	5	3%	3	2%	11	7%	147	88%	0	0%
Youth disorder	15	9%	41	25%	3	2%	20	12%	88	53%	0	0%
Street drinking	12	7%	40	24%	3	2%	21	13%	90	54%	1	1%
Drug dealing	7	4%	31	19%	6	4%	9	5%	107	64%	7	4%
Drug/ alcohol/ substance abuse	7	4%	31	19%	6	4%	9	5%	107	64%	7	4%
Verbal abuse	4	2%	19	11%	4	2%	12	7%	128	77%	0	0%
Racial harassment	1	1%	3	2%	4	2%	8	5%	150	90%	1	1%
Harassment	2	1%	5	3%	2	1%	9	5%	149	89%	0	0%
Personal safety and security	1	1%	10	6%	4	2%	9	5%	143	86%	0	0%
Damage to property	4	2%	24	14%	4	2%	18	11%	117	70%	0	0%
Damage to vehicle/ theft	5	3%	17	10%	3	2%	17	10%	122	73%	3	2%
Vandalism and graffiti	11	7%	43	26%	3	2%	20	12%	90	54%	0	0%
Dogs roaming, dog fouling, barking	17	10%	39	23%	2	1%	13	8%	96	57%	0	0%
House break-ins/burglary	1	1%	7	4%	2	1%	14	8%	140	84%	3	2%
Vehicle break-ins/theft	1	1%	7	4%	5	3%	14	8%	136	81%	4	2%
Road safety	10	6%	35	21%	3	2%	15	9%	104	62%	0	0%
Safety of children	11	7%	29	17%	2	1%	12	7%	113	68%	0	0%
Safety of other vulnerable groups	6	4%	10	6%	4	2%	14	8%	130	78%	3	2%
Total	117		404		66		255		2,302		29	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	72	43%
1	13	8%
2	13	8%
3	15	9%
4	2	1%
5+	52	31%
	167	

Table 4.2 – Number of concerns – Security and Community Safety

**Figure 4.2 - Security and community safety in the past year
Ruchazie and Garthamlock**

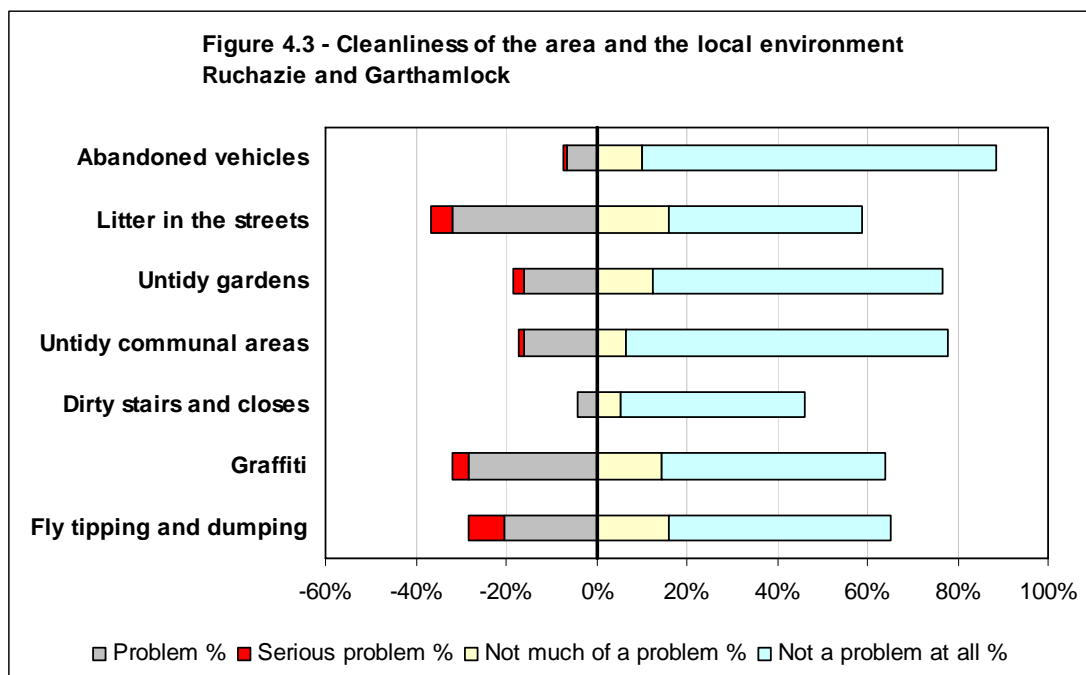


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	0	0%	163	98%	3	2%	0	0%	0	0%
Noisy neighbours / parties	0	0%	0	0%	163	98%	4	2%	0	0%	0	0%
Youth disorder	10	6%	8	5%	136	81%	13	8%	0	0%	0	0%
Street drinking	9	5%	9	5%	133	80%	16	10%	0	0%	0	0%
Drug dealing	3	2%	1	1%	161	96%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	3	2%	1	1%	161	96%	2	1%	0	0%	0	0%
Verbal abuse	3	2%	0	0%	162	97%	2	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	167	100%	0	0%	0	0%	0	0%
Harassment	2	1%	0	0%	165	99%	0	0%	0	0%	0	0%
Personal safety and security	1	1%	0	0%	163	98%	3	2%	0	0%	0	0%
Damage to property	2	1%	1	1%	162	97%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	1	1%	163	98%	0	0%	0	0%	0	0%
Vandalism and graffiti	6	4%	5	3%	152	91%	4	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	3%	2	1%	156	93%	4	2%	0	0%	0	0%
House break-ins/burglary	1	1%	1	1%	164	98%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	0	0%	165	99%	1	1%	0	0%	0	0%
Road safety	3	2%	5	3%	159	95%	0	0%	0	0%	0	0%
Safety of children	3	2%	7	4%	157	94%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	2%	1	1%	163	98%	0	0%	0	0%	0	0%
Total	59		42		3015		57		0		0	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	128	77%
1	14	8%
2	14	8%
3	4	2%
4	1	1%
5+	6	4%
	167	

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

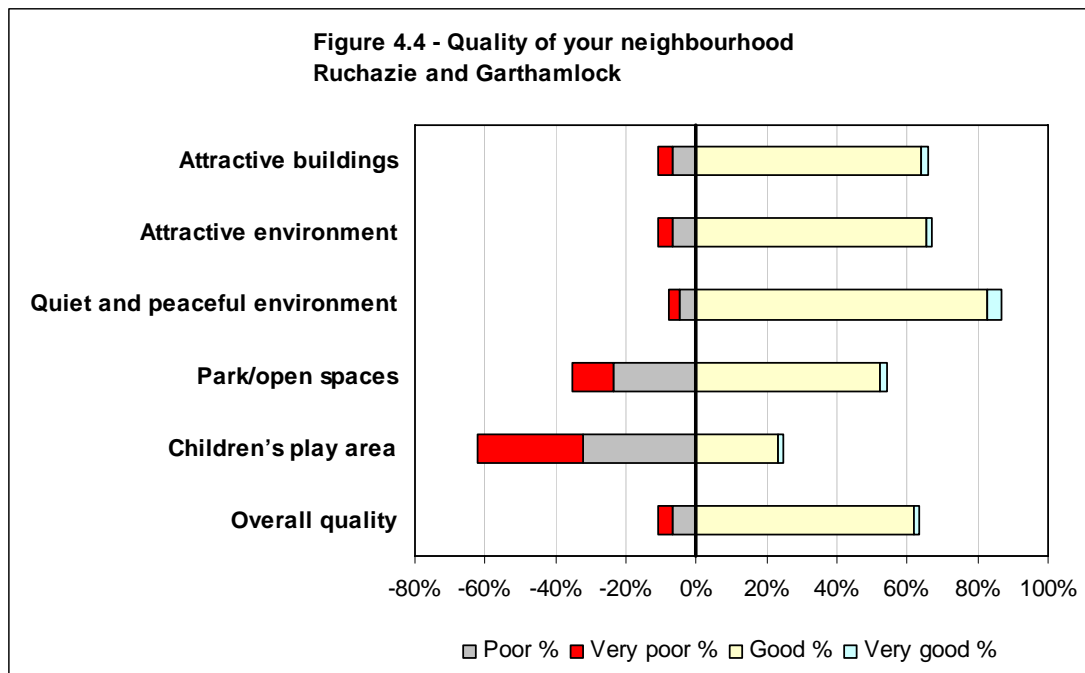


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	11	7%	5	3%	17	10%	131	78%	2	1%	0	0%
Litter in the streets	8	5%	53	32%	8	5%	27	16%	71	43%	0	0%	0	0%
Untidy gardens	4	2%	27	16%	8	5%	21	13%	107	64%	0	0%	0	0%
Untidy communal areas	2	1%	27	16%	7	4%	11	7%	119	71%	0	0%	1	1%
Dirty stairs and closes	0	0%	7	4%	3	2%	9	5%	68	41%	0	0%	80	48%
Graffiti	6	4%	47	28%	7	4%	24	14%	83	50%	0	0%	0	0%
Fly tipping and dumping	13	8%	34	20%	9	5%	27	16%	82	49%	2	1%	0	0%
Total	34		206		47		136		661		2		81	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	68	41%
1	41	25%
2	20	12%
3	14	8%
4	11	7%
5+	13	8%
	167	

Table 4.6 – Number of concerns – Cleanliness and local environment

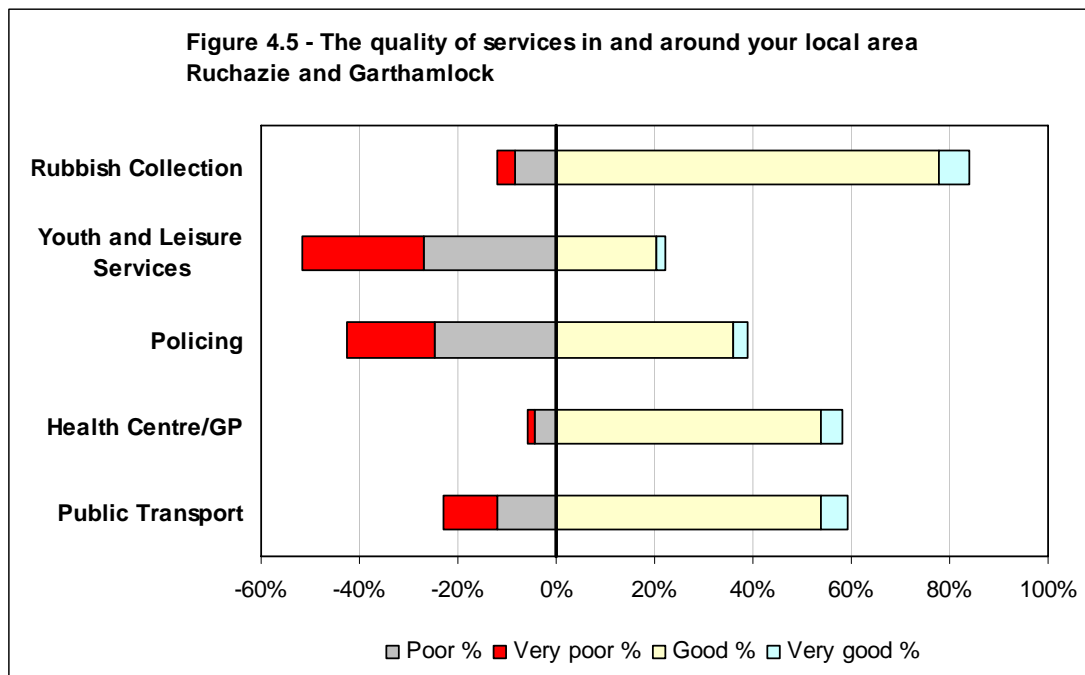


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	7	4%	11	7%	36	22%	107	64%	3	2%	3	2%	0	0%
Attractive environment	7	4%	11	7%	37	22%	109	65%	3	2%	0	0%	0	0%
Quiet and peaceful environment	5	3%	8	5%	9	5%	138	83%	7	4%	0	0%	0	0%
Park/open spaces	20	12%	39	23%	12	7%	87	52%	4	2%	5	3%	0	0%
Children's play area	50	30%	54	32%	11	7%	39	23%	2	1%	7	4%	4	2%
Overall quality	7	4%	11	7%	43	26%	103	62%	3	2%	0	0%	0	0%
Total	96		134		148		583		22		15		4	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	50	30%
1	54	32%
2	40	24%
3	11	7%
4	1	1%
5+	11	7%
	167	

Table 4.8 – Number of concerns – Quality of neighbourhood

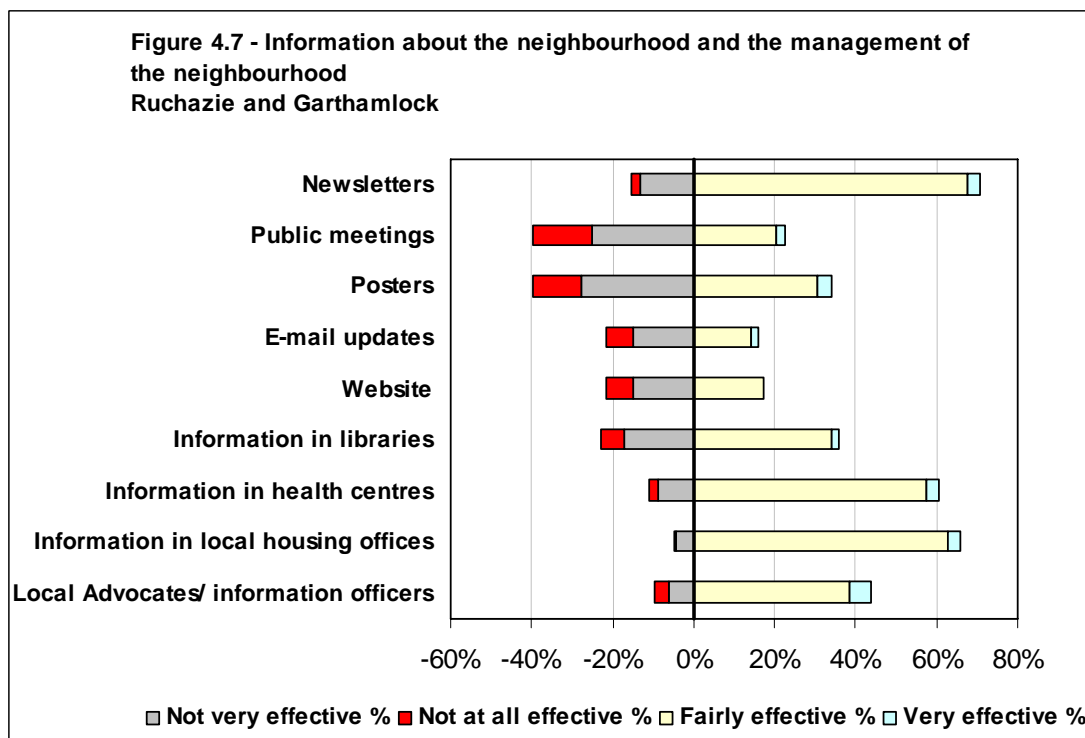
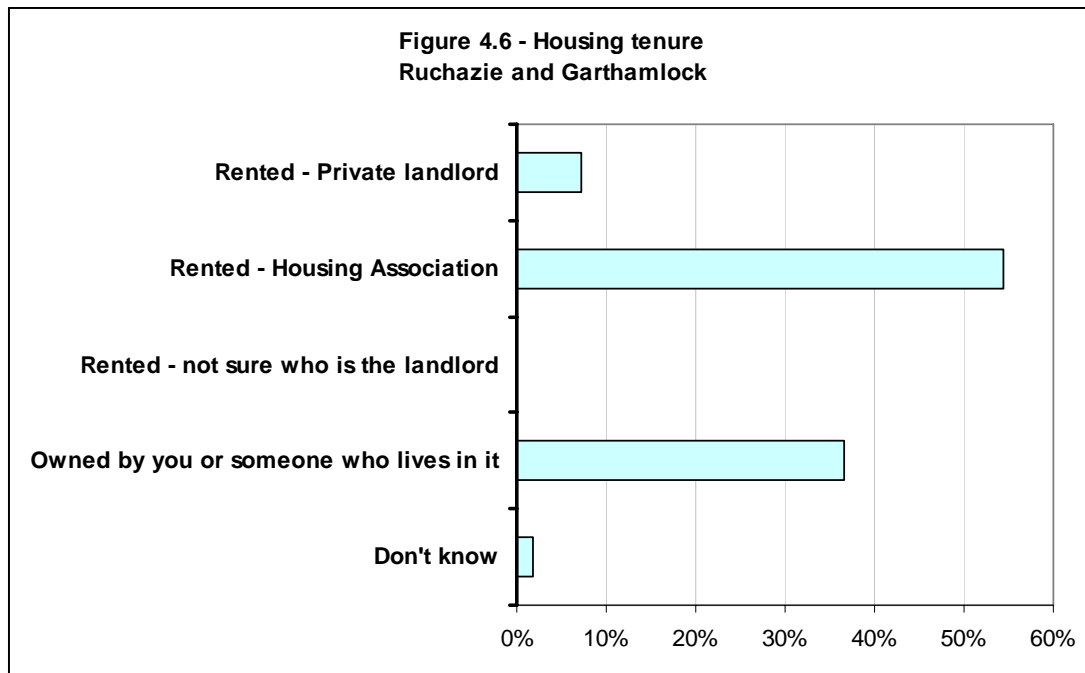


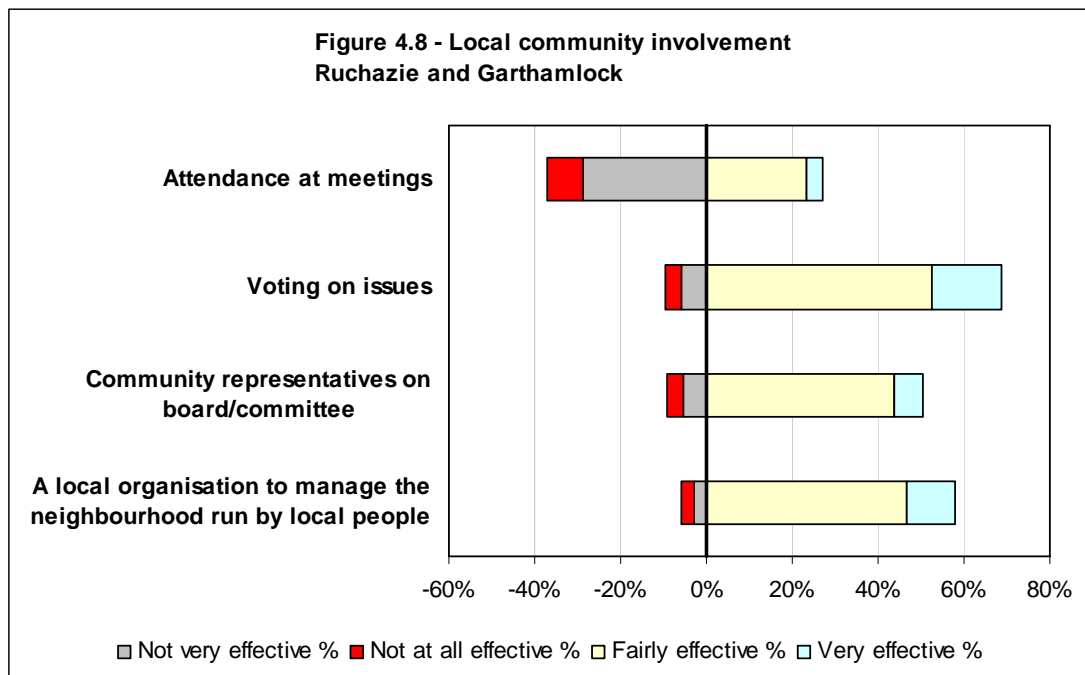
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	4%	14	8%	7	4%	130	78%	10	6%	0	0%	0	0%
Youth and Leisure Services	41	25%	45	27%	16	10%	34	20%	3	2%	26	16%	2	1%
Policing	30	18%	41	25%	27	16%	60	36%	5	3%	4	2%	0	0%
Health Centre/GP	3	2%	7	4%	23	14%	90	54%	7	4%	8	5%	29	17%
Public Transport	18	11%	20	12%	20	12%	90	54%	9	5%	9	5%	1	1%
Total	98		127		93		404		34		47		32	

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

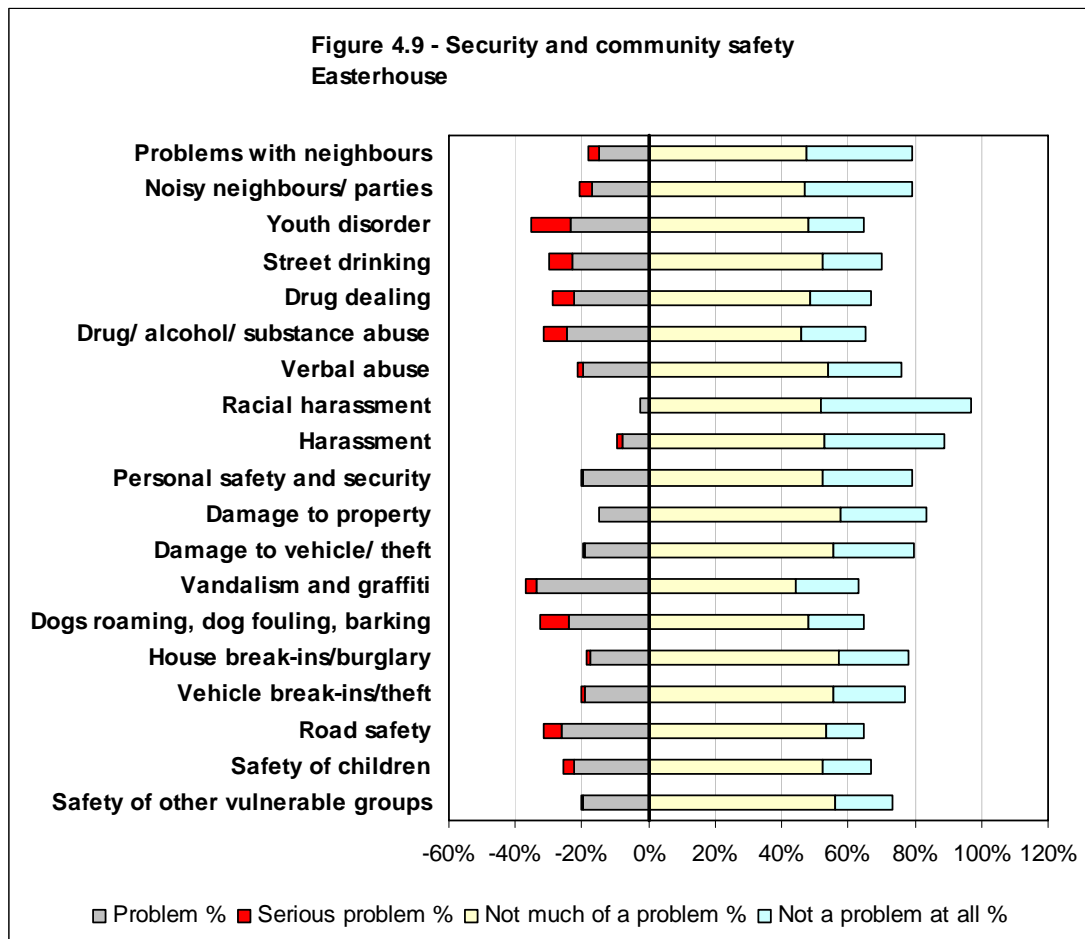
Number of concerns (Very poor or poor)	Respondents	%
None	48	29%
1	47	28%
2	43	26%
3	24	14%
4	5	3%
5+	0	0%
	167	

Table 4.10 – Number of concerns – Quality of services





Easterhouse



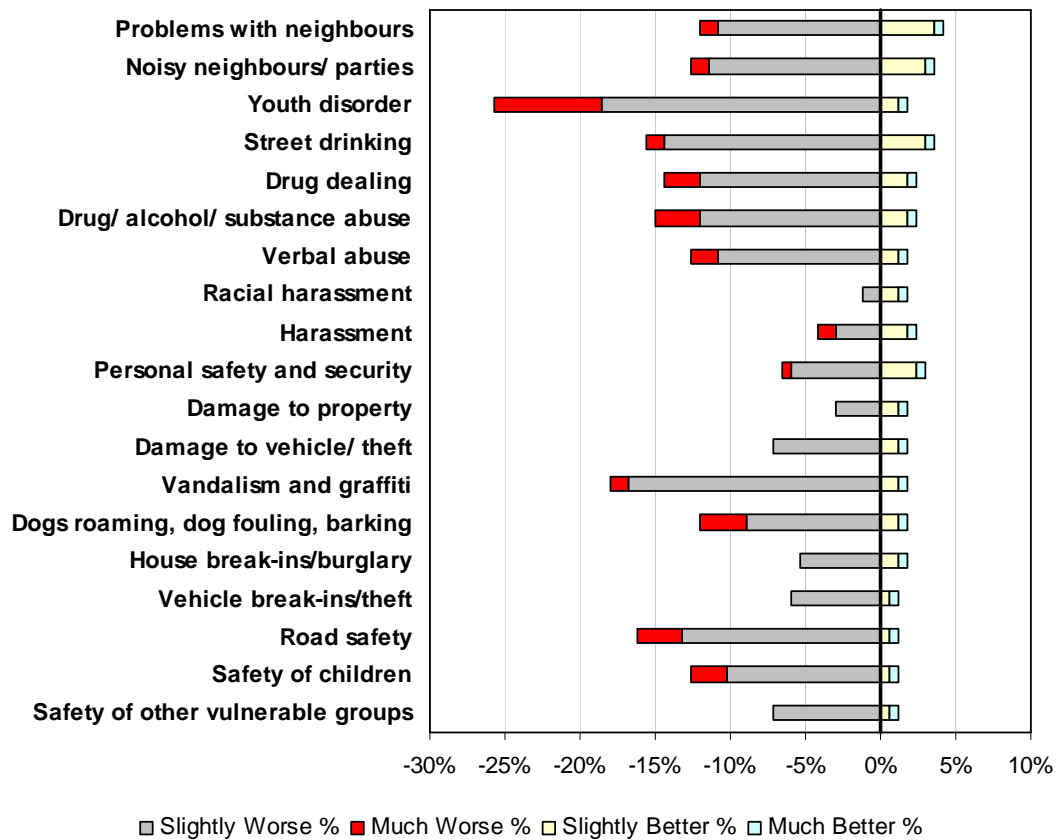
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	25	15%	4	2%	79	47%	53	32%	1	1%
Noisy neighbours / parties	7	4%	28	17%	0	0%	78	47%	54	32%	0	0%
Youth disorder	20	12%	39	23%	0	0%	80	48%	28	17%	0	0%
Street drinking	12	7%	38	23%	0	0%	87	52%	30	18%	0	0%
Drug dealing	11	7%	37	22%	2	1%	81	49%	31	19%	5	3%
Drug/ alcohol/ substance abuse	12	7%	41	25%	1	1%	77	46%	32	19%	4	2%
Verbal abuse	3	2%	33	20%	3	2%	90	54%	37	22%	1	1%
Racial harassment	0	0%	4	2%	1	1%	86	51%	76	46%	0	0%
Harassment	3	2%	13	8%	2	1%	88	53%	60	36%	1	1%
Personal safety and security	1	1%	33	20%	1	1%	87	52%	45	27%	0	0%
Damage to property	0	0%	25	15%	3	2%	96	57%	43	26%	0	0%
Damage to vehicle/ theft	1	1%	32	19%	0	0%	93	56%	40	24%	1	1%
Vandalism and graffiti	6	4%	56	34%	0	0%	74	44%	31	19%	0	0%
Dogs roaming, dog fouling, barking	14	8%	40	24%	5	3%	80	48%	28	17%	0	0%
House break-ins/burglary	2	1%	29	17%	6	4%	95	57%	35	21%	0	0%
Vehicle break-ins/theft	2	1%	32	19%	2	1%	93	56%	36	22%	2	1%
Road safety	9	5%	44	26%	6	4%	89	53%	19	11%	0	0%
Safety of children	6	4%	37	22%	10	6%	87	52%	25	15%	2	1%
Safety of other vulnerable groups	1	1%	33	20%	9	5%	94	56%	28	17%	2	1%
Total	115		619		55		1,634		731		19	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	52	31%
1	22	13%
2	15	9%
3	18	11%
4	4	2%
5+	56	34%
Total	167	

Table 4.12 – Number of concerns – Security and Community Safety

**Figure 4.10 - Security and community safety in the past year
Easterhouse**

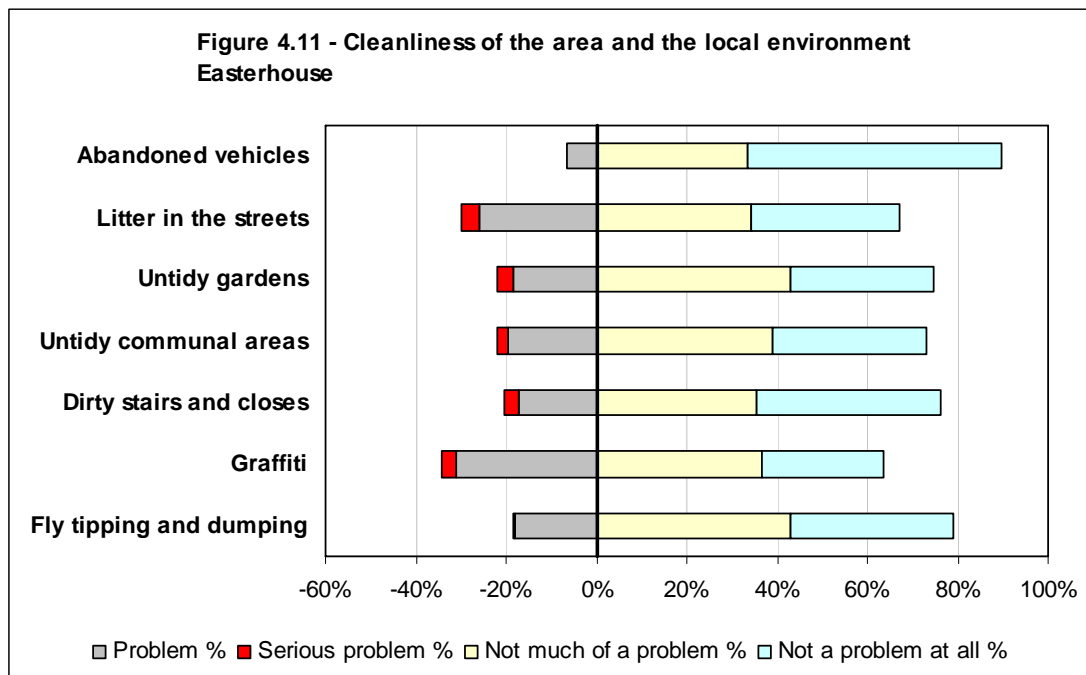


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	18	11%	140	84%	6	4%	1	1%	0	0%
Noisy neighbours / parties	2	1%	19	11%	140	84%	5	3%	1	1%	0	0%
Youth disorder	12	7%	31	19%	121	72%	2	1%	1	1%	0	0%
Street drinking	2	1%	24	14%	135	81%	5	3%	1	1%	0	0%
Drug dealing	4	2%	20	12%	139	83%	3	2%	1	1%	0	0%
Drug/ alcohol/ substance abuse	5	3%	20	12%	138	83%	3	2%	1	1%	0	0%
Verbal abuse	3	2%	18	11%	143	86%	2	1%	1	1%	0	0%
Racial harassment	0	0%	2	1%	162	97%	2	1%	1	1%	0	0%
Harassment	2	1%	5	3%	156	93%	3	2%	1	1%	0	0%
Personal safety and security	1	1%	10	6%	151	90%	4	2%	1	1%	0	0%
Damage to property	0	0%	5	3%	159	95%	2	1%	1	1%	0	0%
Damage to vehicle/ theft	0	0%	12	7%	152	91%	2	1%	1	1%	0	0%
Vandalism and graffiti	2	1%	28	17%	134	80%	2	1%	1	1%	0	0%
Dogs roaming, dog fouling, barking	5	3%	15	9%	144	86%	2	1%	1	1%	0	0%
House break-ins/burglary	0	0%	9	5%	155	93%	2	1%	1	1%	0	0%
Vehicle break-ins/theft	0	0%	10	6%	155	93%	1	1%	1	1%	0	0%
Road safety	5	3%	22	13%	138	83%	1	1%	1	1%	0	0%
Safety of children	4	2%	17	10%	144	86%	1	1%	1	1%	0	0%
Safety of other vulnerable groups	0	0%	12	7%	153	92%	1	1%	1	1%	0	0%
Total	49		297		2,759		49		19		0	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	92	55%
1	19	11%
2	9	5%
3	15	9%
4	3	2%
5+	29	17%
Total	167	

Table 4.14 – Number of concerns – Security and Community Safety in the past year

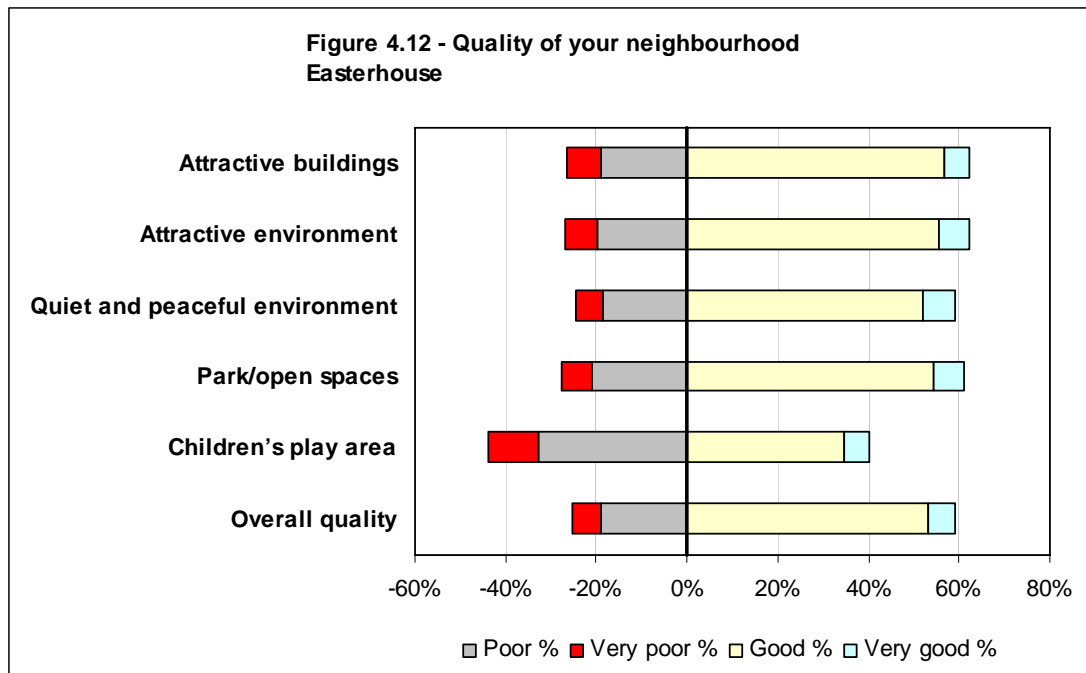


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	11	7%	5	3%	56	34%	94	56%	1	1%	0	0%
Litter in the streets	7	4%	43	26%	5	3%	57	34%	55	33%	0	0%	0	0%
Untidy gardens	6	4%	31	19%	5	3%	72	43%	53	32%	0	0%	0	0%
Untidy communal areas	4	2%	33	20%	8	5%	65	39%	57	34%	0	0%	0	0%
Dirty stairs and closes	5	3%	29	17%	6	4%	59	35%	68	41%	0	0%	0	0%
Graffiti	5	3%	52	31%	4	2%	61	37%	45	27%	0	0%	0	0%
Fly tipping and dumping	1	1%	30	18%	4	2%	72	43%	60	36%	0	0%	0	0%
Total	28		229		37		442		432		1		0	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	90	54%
1	32	19%
2	7	4%
3	3	2%
4	7	4%
5+	28	17%
Total	167	

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

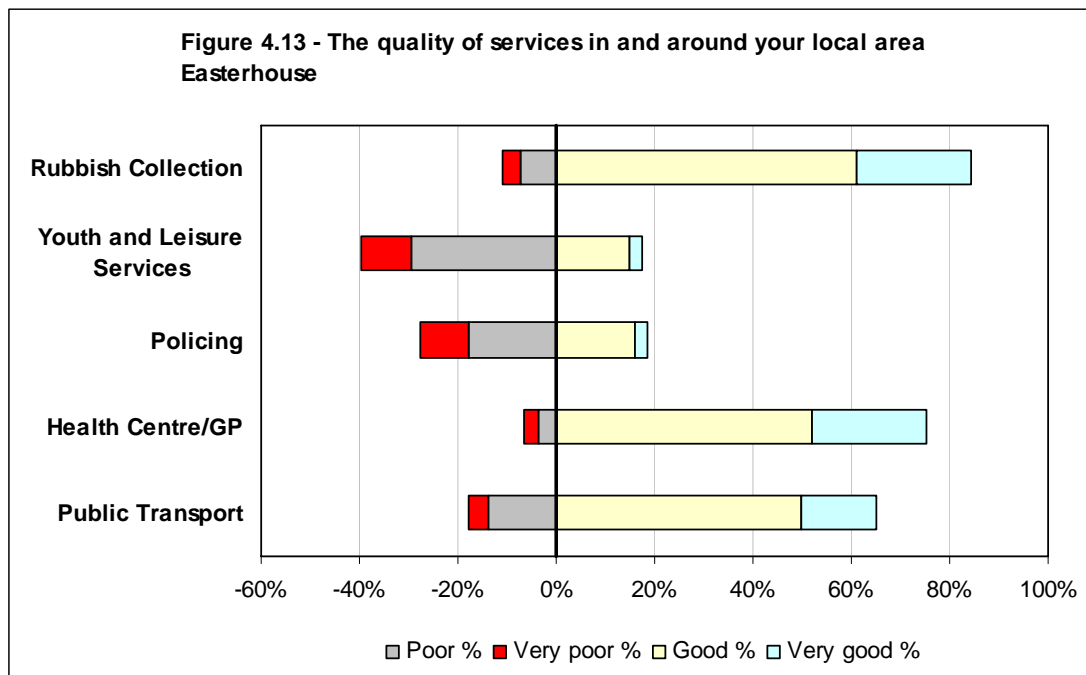


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	12	7%	32	19%	19	11%	95	57%	9	5%	0	0%	0	0%
Attractive environment	12	7%	33	20%	18	11%	93	56%	11	7%	0	0%	0	0%
Quiet and peaceful environment	10	6%	31	19%	27	16%	87	52%	12	7%	0	0%	0	0%
Park/open spaces	11	7%	35	21%	19	11%	91	54%	11	7%	0	0%	0	0%
Children's play area	18	11%	55	33%	22	13%	58	35%	9	5%	4	2%	1	1%
Overall quality	10	6%	32	19%	26	16%	89	53%	10	6%	0	0%	0	0%
Total	73		218		131		513		62		4		1	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	88	53%
1	24	14%
2	9	5%
3	6	4%
4	4	2%
5+	36	22%
Total	167	

Table 4.18 – Number of concerns – Quality of neighbourhood

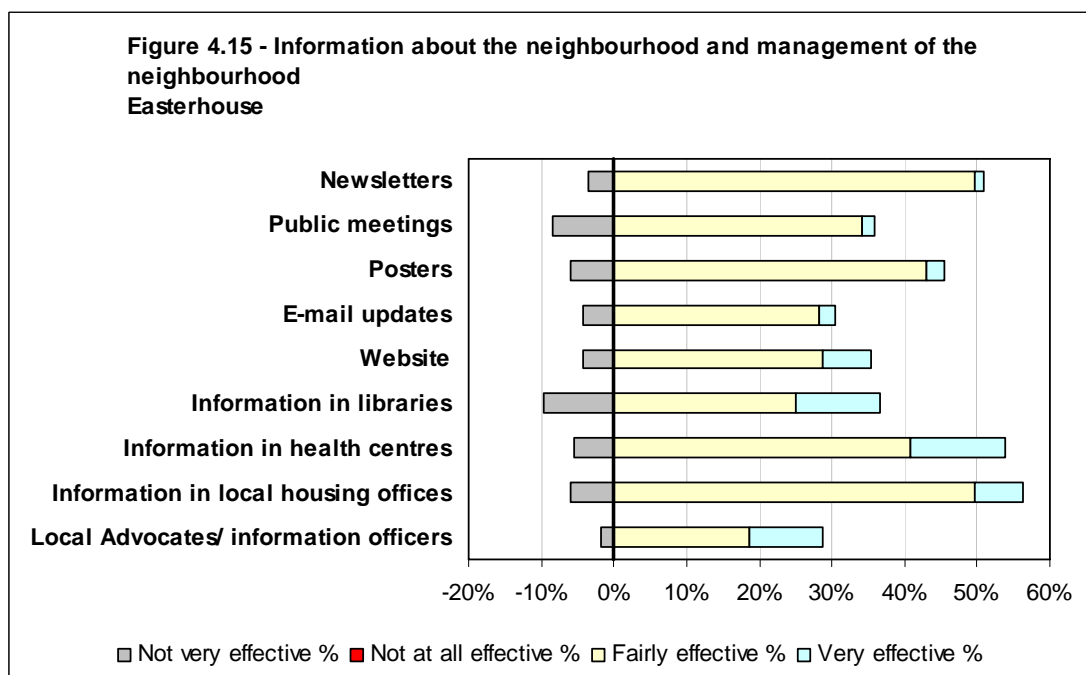
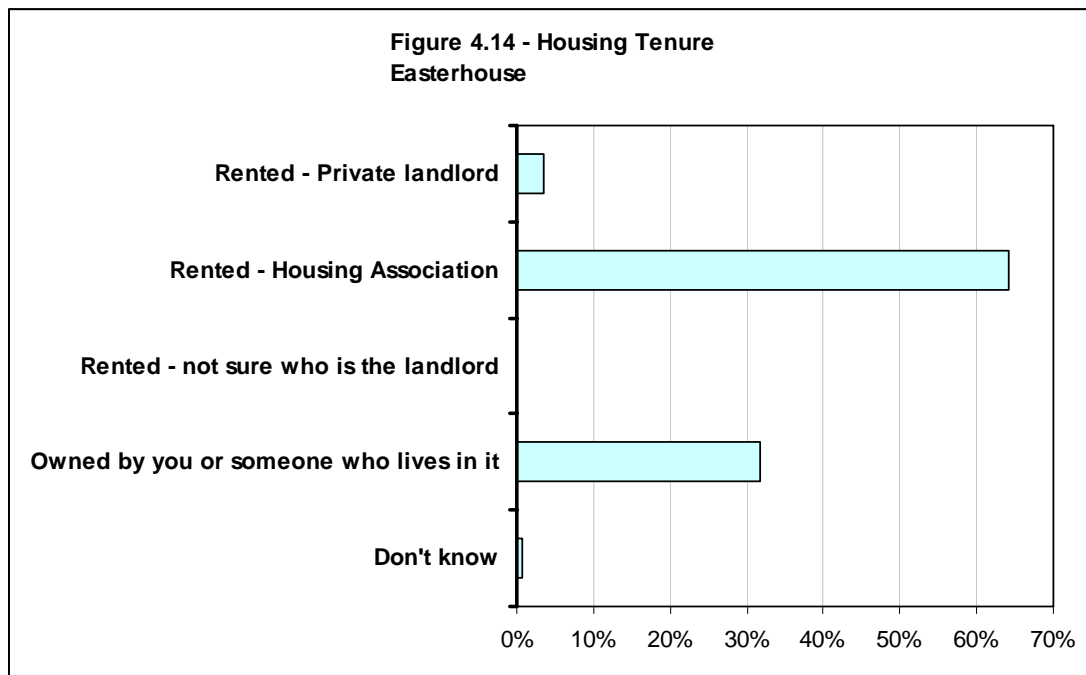


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	4%	12	7%	8	5%	102	61%	39	23%	0	0%	0	0%
Youth and Leisure Services	17	10%	49	29%	14	8%	25	15%	4	2%	49	29%	9	5%
Policing	16	10%	30	18%	39	23%	27	16%	4	2%	41	25%	10	6%
Health Centre/GP	5	3%	6	4%	10	6%	87	52%	39	23%	15	9%	5	3%
Public Transport	7	4%	23	14%	13	8%	83	50%	26	16%	14	8%	1	1%
Total	51		120		84		324		112		119		25	

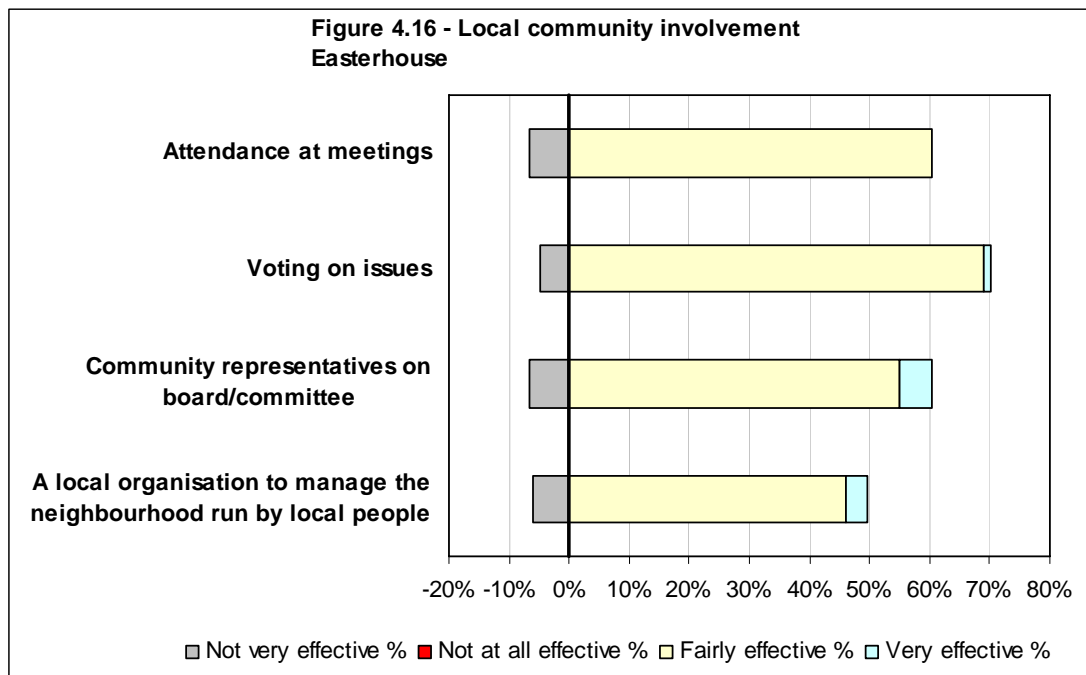
Table 4.19 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	71	43%
1	51	31%
2	24	14%
3	15	9%
4	3	2%
5+	3	2%
Total	167	

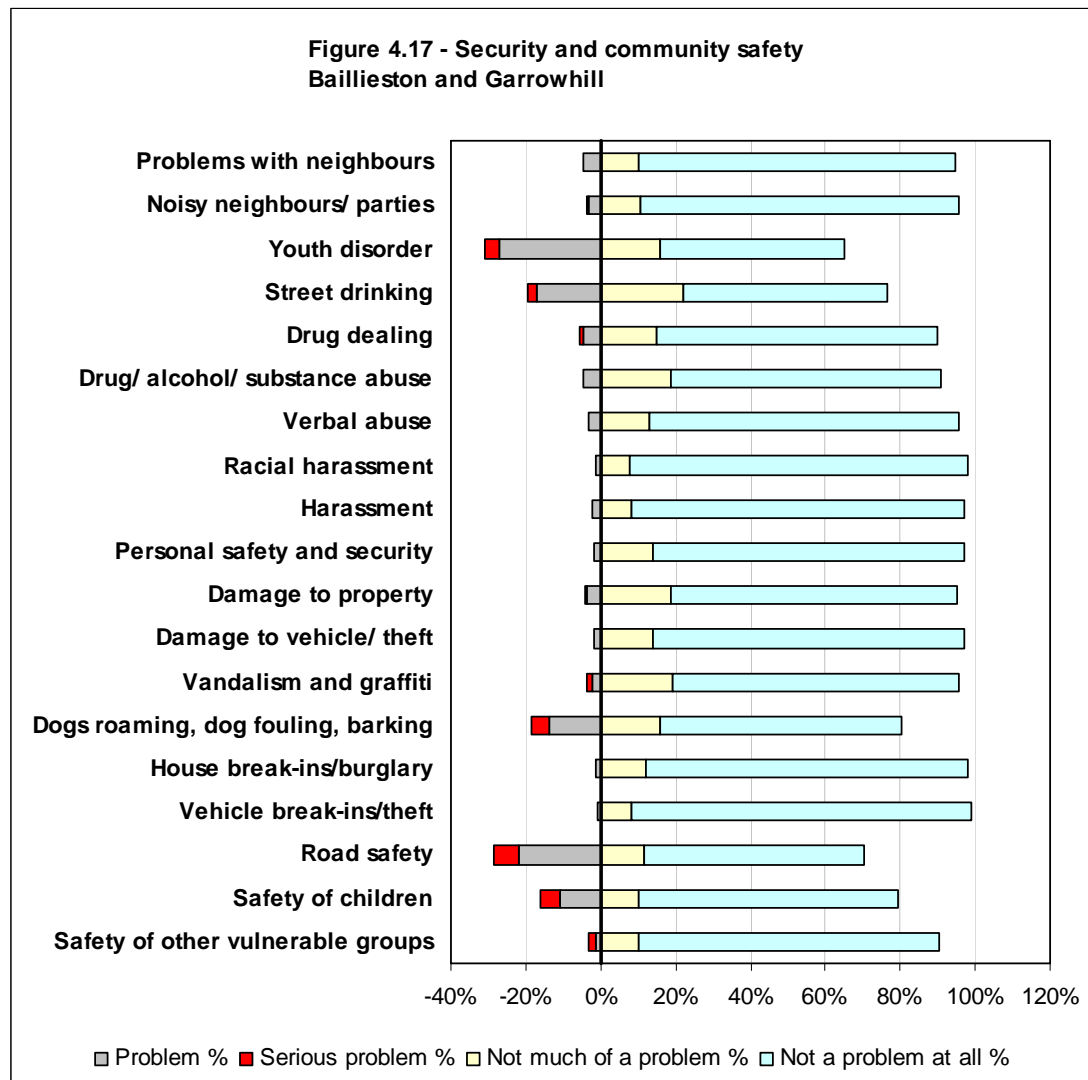
Table 4.20 – Number of concerns – Quality of services



**Figure 4.16 - Local community involvement
Easterhouse**



Baillieston / Garrowhill



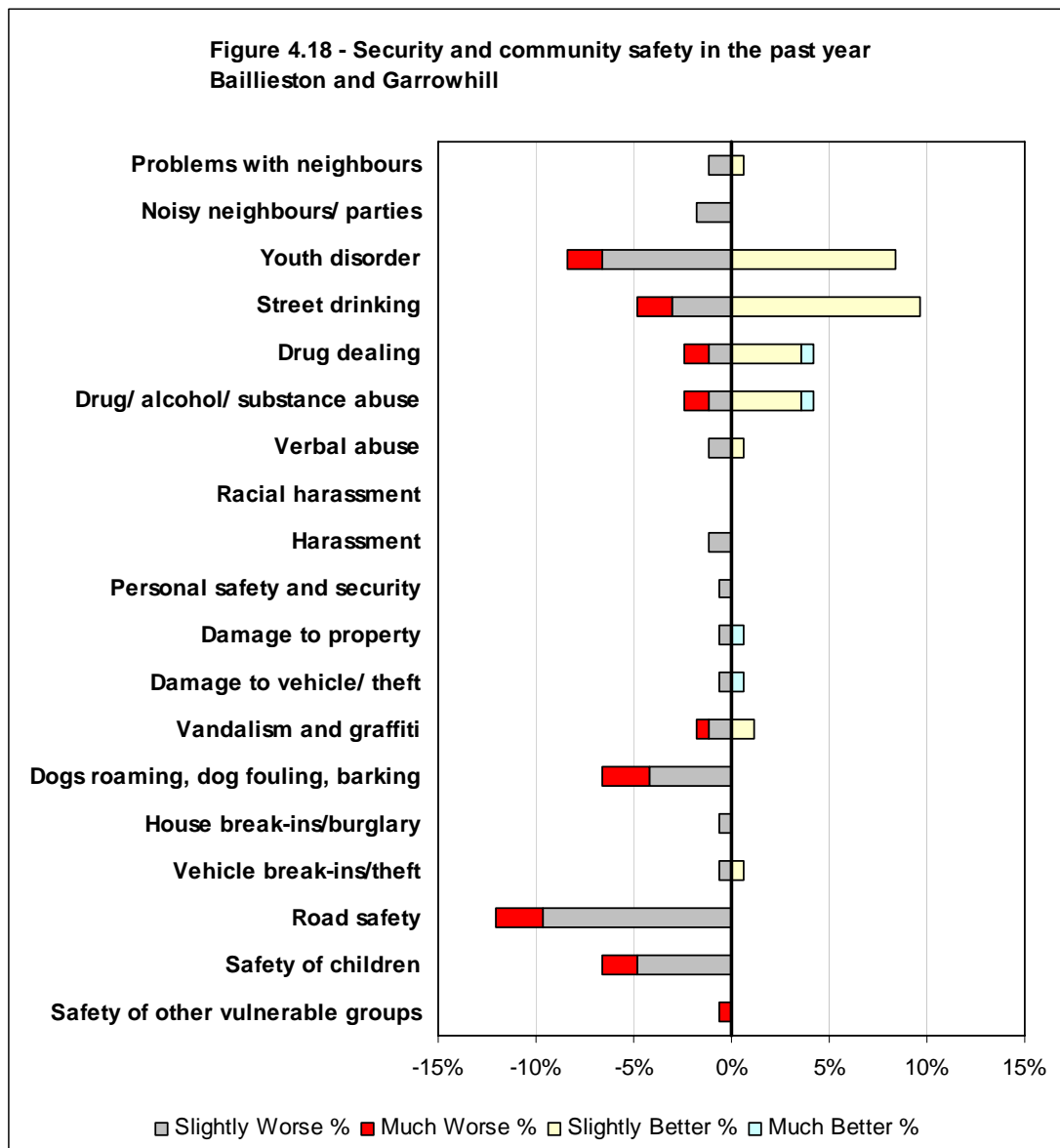
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	8	5%	1	1%	17	10%	140	84%	0	0%
Noisy neighbours/ parties	1	1%	5	3%	1	1%	18	11%	141	85%	0	0%
Youth disorder	6	4%	45	27%	7	4%	26	16%	82	49%	0	0%
Street drinking	4	2%	28	17%	7	4%	37	22%	90	54%	0	0%
Drug dealing	1	1%	8	5%	7	4%	25	15%	124	75%	1	1%
Drug/ alcohol / substance abuse	0	0%	8	5%	7	4%	31	19%	120	72%	0	0%
Verbal abuse	0	0%	5	3%	2	1%	22	13%	137	83%	0	0%
Racial harassment	0	0%	2	1%	0	0%	13	8%	150	90%	1	1%
Harassment	0	0%	4	2%	1	1%	14	8%	147	89%	0	0%
Personal safety and security	0	0%	3	2%	2	1%	23	14%	138	83%	0	0%
Damage to property	1	1%	6	4%	0	0%	31	19%	127	77%	1	1%
Damage to vehicle / theft	0	0%	3	2%	1	1%	23	14%	138	83%	1	1%
Vandalism and graffiti	2	1%	4	2%	1	1%	32	19%	127	77%	0	0%
Dogs roaming, dog fouling, barking	8	5%	23	14%	2	1%	26	16%	107	64%	0	0%
House break-ins /burglary	0	0%	2	1%	0	0%	20	12%	143	86%	1	1%
Vehicle break-ins/theft	0	0%	1	1%	0	0%	14	8%	150	90%	1	1%
Road safety	11	7%	36	22%	2	1%	19	11%	98	59%	0	0%
Safety of children	9	5%	18	11%	6	4%	17	10%	115	69%	1	1%
Safety of other vulnerable groups	3	2%	2	1%	7	4%	17	10%	133	80%	4	2%
Total	46		211		54		425		2,407		11	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	70	42%
1	34	20%
2	26	16%
3	14	8%
4	9	5%
5+	13	8%
	167	

Table 4.22 – Number of concerns – Security and Community Safety

**Figure 4.18 - Security and community safety in the past year
Baillieston and Garrowhill**

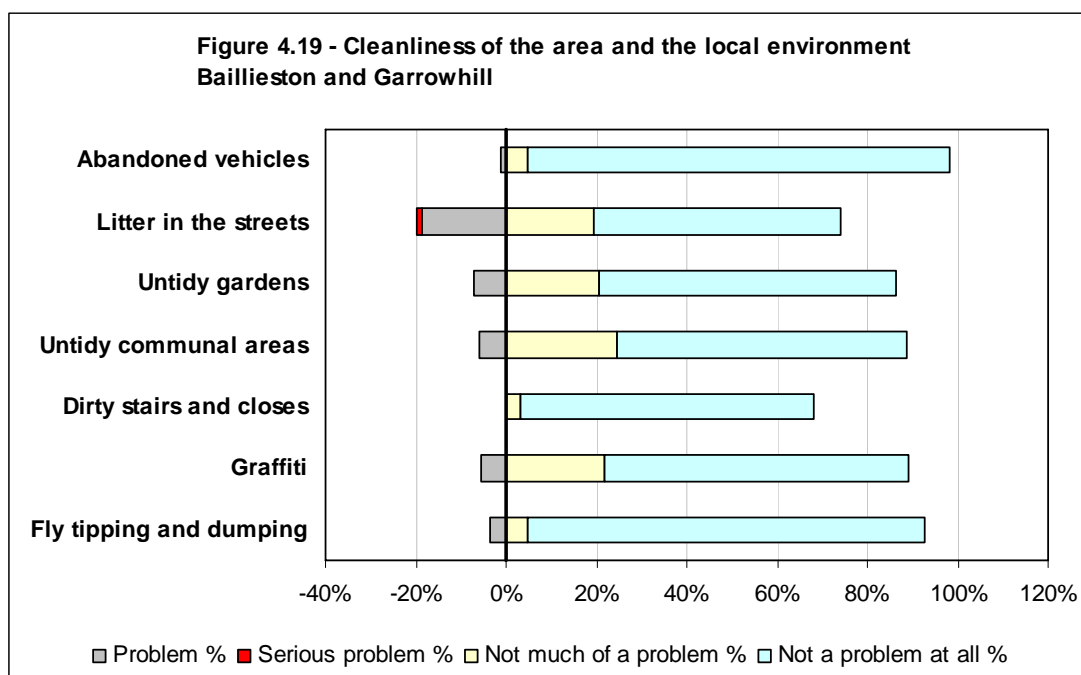


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	5%	27	14%	148	74%	14	7%	0	0%	1	1%
Noisy neighbours / parties	0	0%	2	1%	163	98%	1	1%	0	0%	0	0%
Youth disorder	0	0%	3	2%	163	98%	0	0%	0	0%	0	0%
Street drinking	3	2%	11	7%	138	83%	14	8%	0	0%	0	0%
Drug dealing	3	2%	5	3%	142	86%	16	10%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	2	1%	155	93%	6	4%	1	1%	0	0%
Verbal abuse	2	1%	2	1%	155	93%	6	4%	1	1%	0	0%
Racial harassment	0	0%	2	1%	163	98%	1	1%	0	0%	0	0%
Harassment	0	0%	0	0%	166	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	2	1%	164	99%	0	0%	0	0%	0	0%
Damage to property	0	0%	1	1%	165	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	1	1%	164	99%	0	0%	1	1%	0	0%
Vandalism and graffiti	0	0%	1	1%	164	99%	0	0%	1	1%	0	0%
Dogs roaming, dog fouling, barking	1	1%	2	1%	161	97%	2	1%	0	0%	0	0%
House break-ins/burglary	4	2%	7	4%	155	93%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	165	99%	0	0%	0	0%	0	0%
Road safety	0	0%	1	1%	164	99%	1	1%	0	0%	0	0%
Safety of children	4	2%	16	10%	146	88%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	2%	8	5%	155	93%	0	0%	0	0%	0	0%
Total	32		94		2,996		61		4		1	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	126	76%
1	20	12%
2	11	7%
3	3	2%
4	3	2%
5+	3	2%
	167	

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

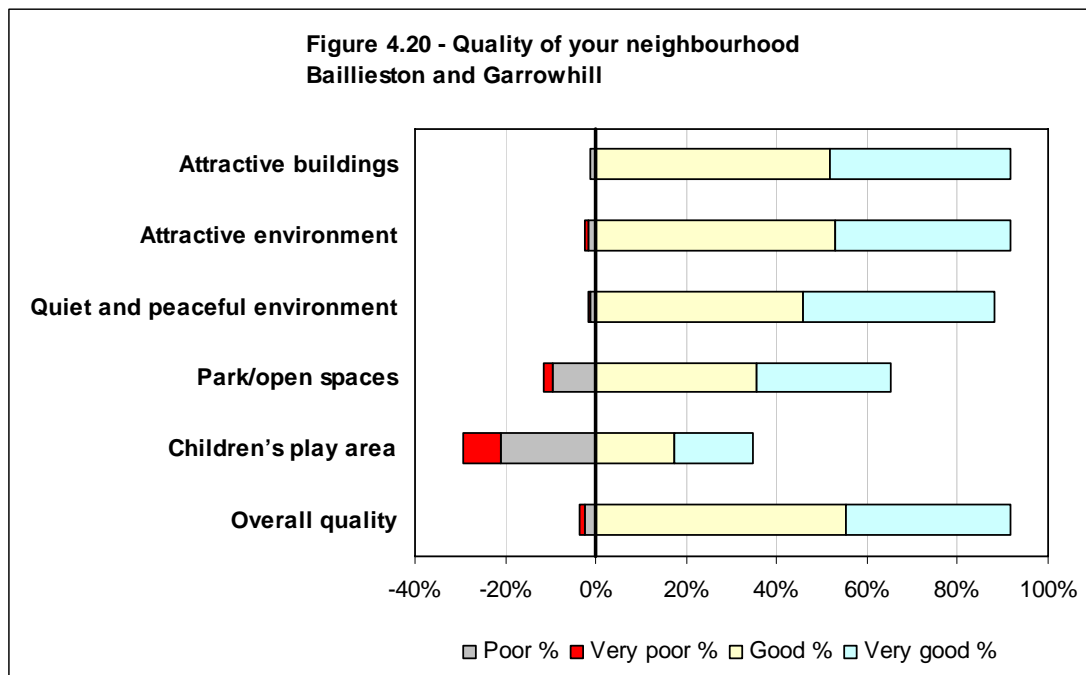


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	2	1%	0	0%	8	5%	155	93%	1	1%	0	0%
Litter in the streets	2	1%	31	19%	10	6%	32	19%	91	55%	0	0%	0	0%
Untidy gardens	0	0%	12	7%	10	6%	34	20%	109	66%	1	1%	0	0%
Untidy communal areas	0	0%	10	6%	8	5%	41	25%	106	64%	1	1%	0	0%
Dirty stairs and closes	0	0%	0	0%	1	1%	5	3%	108	65%	4	2%	48	29%
Graffiti	0	0%	9	5%	8	5%	36	22%	112	67%	1	1%	0	0%
Fly tipping and dumping	0	0%	6	4%	4	2%	8	5%	146	88%	2	1%	0	0%
Total	2		70		41		164		827		11		48	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	126	76%
1	21	13%
2	8	5%
3	10	6%
4	0	0%
5+	1	1%
	167	

Table 4.26 – Number of concerns – Cleanliness of area and local environment

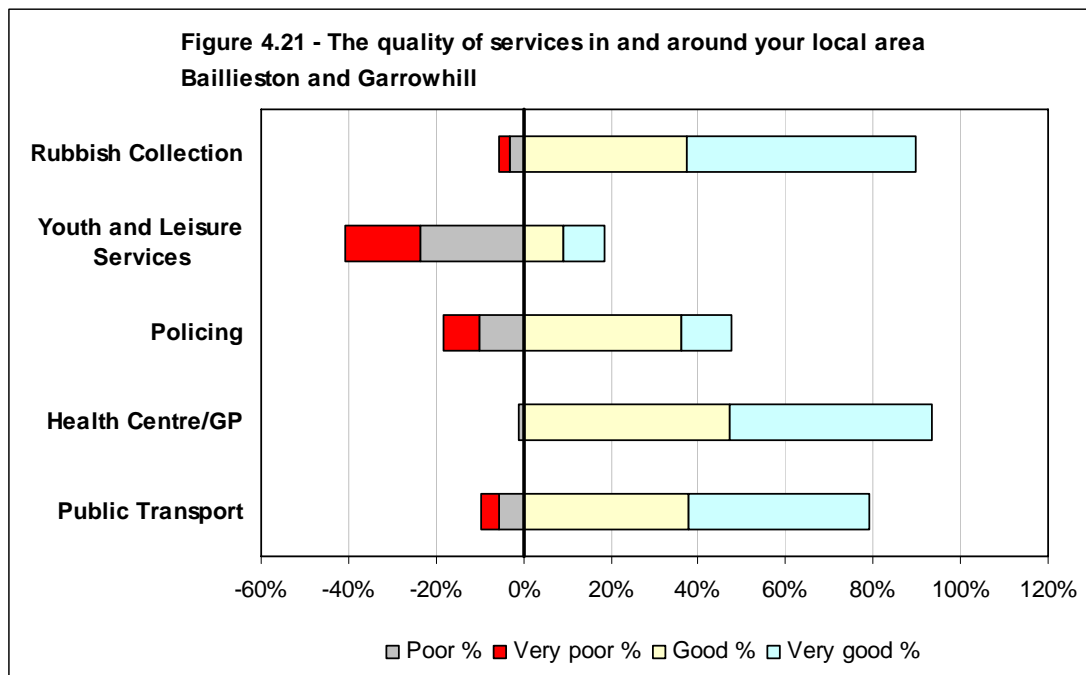


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	0	0%	2	1%	11	7%	86	52%	66	40%	0	0%	1	1%
Attractive environment	1	1%	3	2%	9	5%	88	53%	64	39%	0	0%	1	1%
Quiet and peaceful environment	1	1%	2	1%	16	10%	76	46%	70	42%	0	0%	1	1%
Park/open spaces	3	2%	16	10%	38	23%	59	36%	49	30%	0	0%	1	1%
Children's play area	14	8%	35	21%	49	30%	29	17%	29	17%	9	5%	1	1%
Overall quality	2	1%	4	2%	7	4%	92	55%	60	36%	0	0%	1	1%
Total	21		62		130		430		338		9		6	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	116	70%
1	29	17%
2	15	9%
3	2	1%
4	3	2%
5+	1	1%
	167	

Table 4.28 – Number of concerns – Quality of neighbourhood

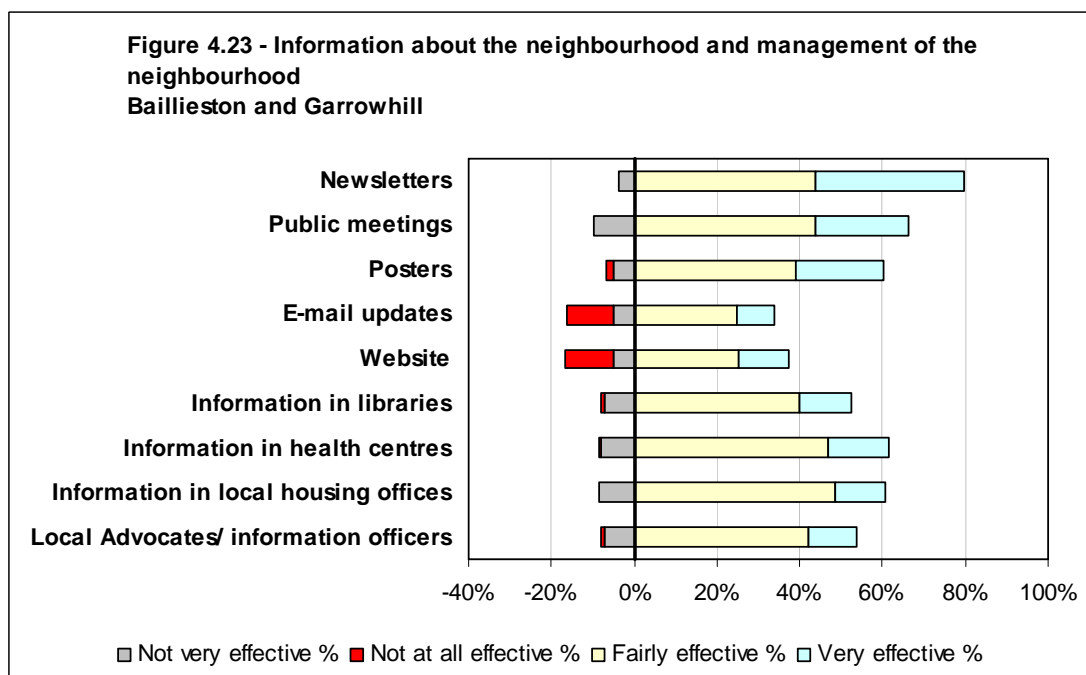
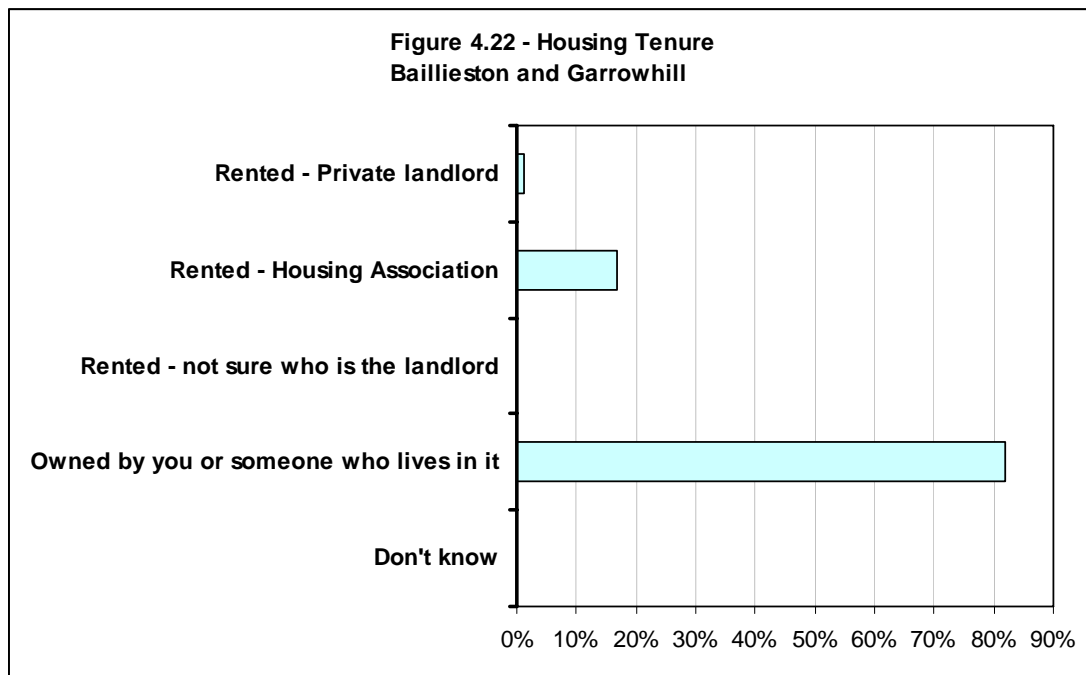


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	2%	5	3%	7	4%	62	37%	87	52%	1	1%	0	0%
Youth and Leisure Services	29	17%	39	23%	35	21%	15	9%	16	10%	32	19%	0	0%
Policing	13	8%	17	10%	38	23%	60	36%	19	11%	19	11%	0	0%
Health Centre/GP	0	0%	2	1%	2	1%	78	47%	77	46%	7	4%	0	0%
Public Transport	7	4%	9	5%	5	3%	63	38%	68	41%	13	8%	1	1%
Total	53		72		87		278		267		72		1	

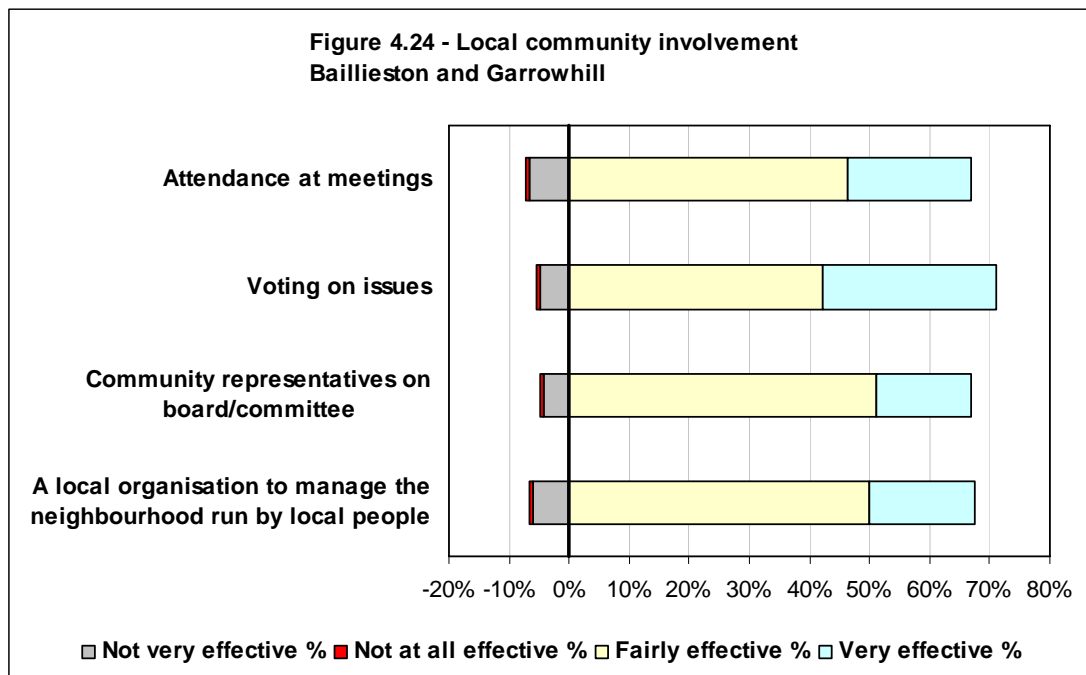
Table 4.29 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	76	46%
1	63	38%
2	21	13%
3	4	2%
4	2	1%
5+	0	0%
	167	

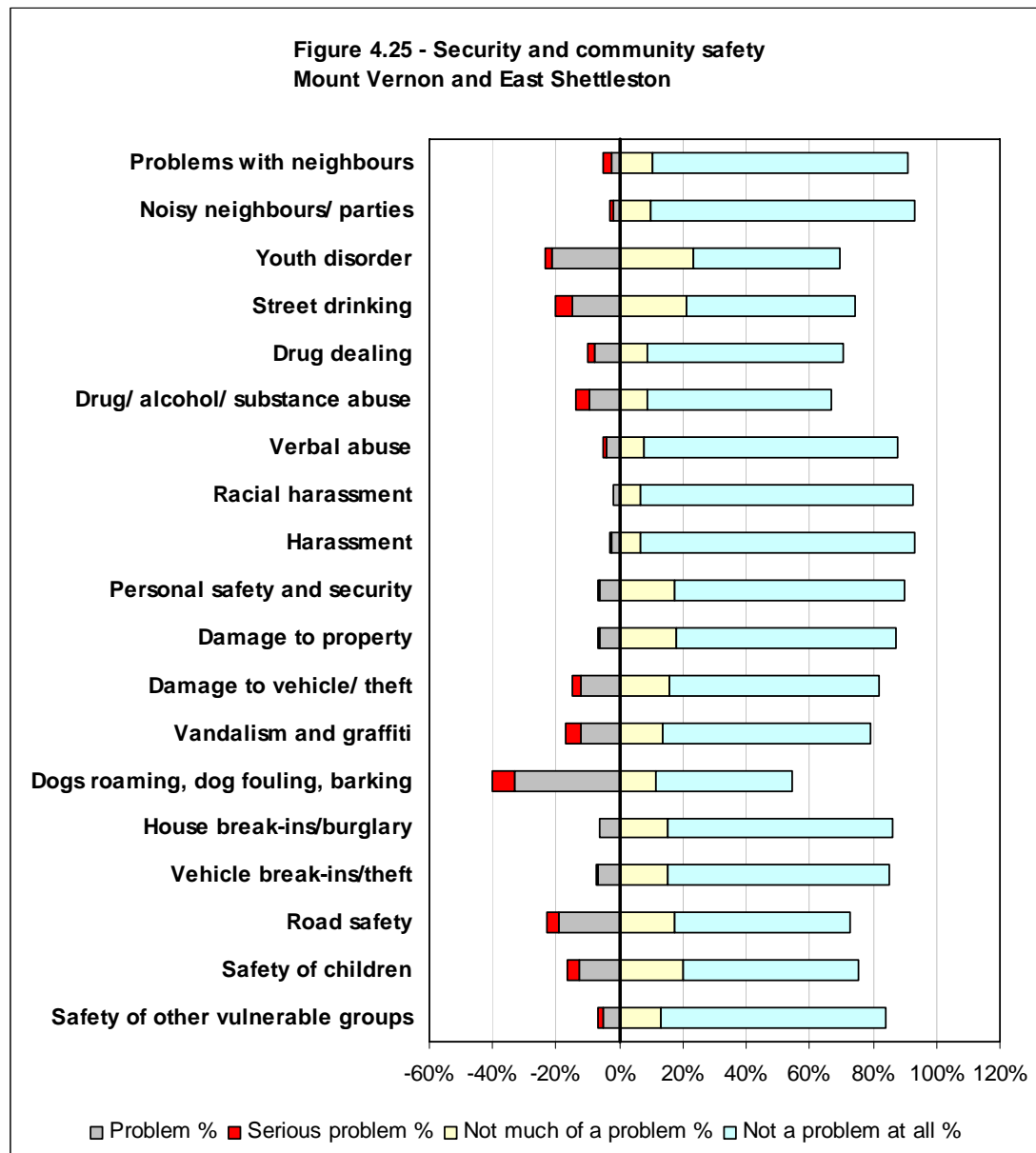
Table 4.30 – Number of concerns – Quality of services



**Figure 4.24 - Local community involvement
Baillieston and Garrowhill**



Mount Vernon and East Shettleston



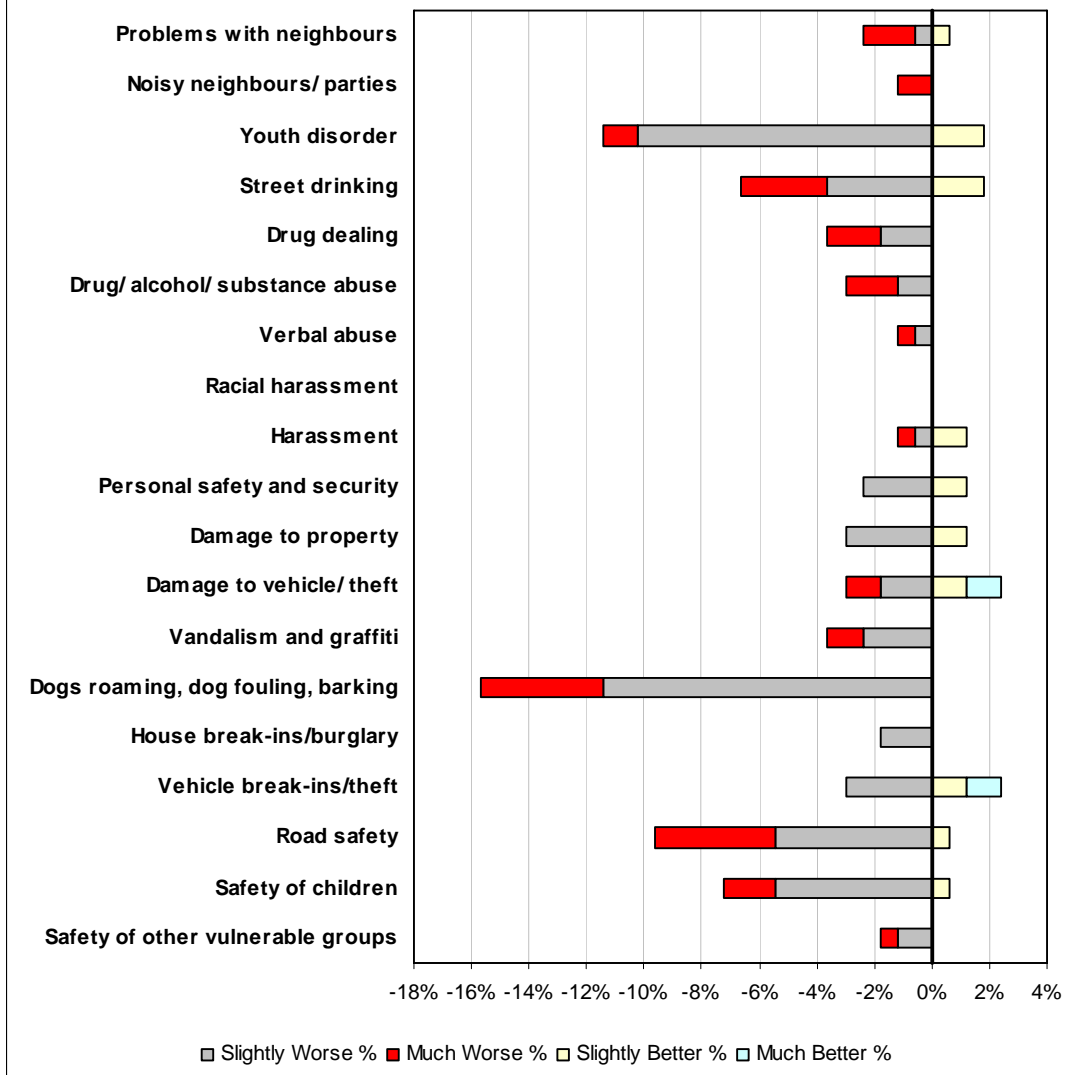
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	4	2%	5	3%	17	10%	134	81%	1	1%
Noisy neighbours/ parties	2	1%	3	2%	5	3%	16	10%	139	84%	1	1%
Youth disorder	4	2%	35	21%	11	7%	39	23%	76	46%	1	1%
Street drinking	9	5%	25	15%	8	5%	35	21%	88	53%	1	1%
Drug dealing	4	2%	13	8%	10	6%	15	9%	102	61%	22	13%
Drug/ alcohol/ substance abuse	7	4%	16	10%	11	7%	15	9%	96	58%	21	13%
Verbal abuse	2	1%	7	4%	9	5%	13	8%	133	80%	2	1%
Racial harassment	0	0%	3	2%	7	4%	11	7%	143	86%	2	1%
Harassment	1	1%	4	2%	5	3%	11	7%	144	87%	1	1%
Personal safety and security	1	1%	10	6%	5	3%	29	17%	120	72%	1	1%
Damage to property	1	1%	10	6%	9	5%	30	18%	115	69%	1	1%
Damage to vehicle/ theft	5	3%	20	12%	3	2%	26	16%	110	66%	2	1%
Vandalism and graffiti	8	5%	20	12%	6	4%	23	14%	108	65%	1	1%
Dogs roaming, dog fouling, barking	12	7%	55	33%	7	4%	19	11%	71	43%	2	1%
House break-ins/burglary	0	0%	10	6%	9	5%	25	15%	118	71%	4	2%
Vehicle break-ins/theft	1	1%	11	7%	7	4%	25	15%	116	70%	6	4%
Road safety	6	4%	32	19%	5	3%	29	17%	92	55%	2	1%
Safety of children	6	4%	21	13%	10	6%	33	20%	92	55%	4	2%
Safety of other vulnerable groups	2	1%	9	5%	13	8%	22	13%	117	70%	3	2%
Total	76		308		145		433		2,114		78	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	55	33%
1	36	22%
2	19	11%
3	23	14%
4	6	4%
5+	27	16%
	166	

Table 4.32 – Number of concerns – Security and Community Safety

**Figure 4.26 - Security and community safety in the past year
Mount Vernon and East Shettleston**

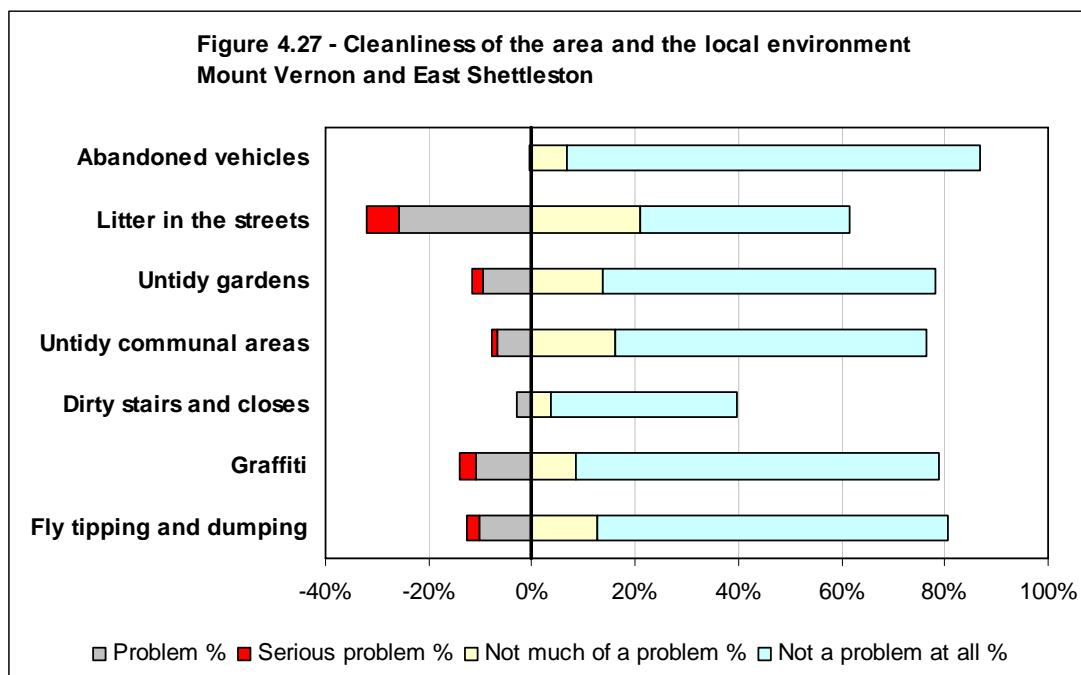


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	1	1%	161	97%	1	1%	0	0%	0	0%
Noisy neighbours/ parties	2	1%	0	0%	164	99%	0	0%	0	0%	0	0%
Youth disorder	2	1%	17	10%	144	87%	3	2%	0	0%	0	0%
Street drinking	5	3%	6	4%	152	92%	3	2%	0	0%	0	0%
Drug dealing	3	2%	3	2%	160	96%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	3	2%	2	1%	161	97%	0	0%	0	0%	0	0%
Verbal abuse	1	1%	1	1%	164	99%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	166	100%	0	0%	0	0%	0	0%
Harassment	1	1%	1	1%	162	98%	2	1%	0	0%	0	0%
Personal safety and security	0	0%	4	2%	160	96%	2	1%	0	0%	0	0%
Damage to property	0	0%	5	3%	159	96%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	3	2%	157	95%	2	1%	2	1%	0	0%
Vandalism and graffiti	2	1%	4	2%	160	96%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	7	4%	19	11%	140	84%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	3	2%	163	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	5	3%	157	95%	2	1%	2	1%	0	0%
Road safety	7	4%	9	5%	149	90%	1	1%	0	0%	0	0%
Safety of children	3	2%	9	5%	153	92%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	2	1%	163	98%	0	0%	0	0%	0	0%
Total	42		94		2,995		19		4		0	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	118	71%
1	16	10%
2	13	8%
3	6	4%
4	5	3%
5+	8	5%
	166	

Table 4.34 – Number of concerns – Security and Community Safety in the past year

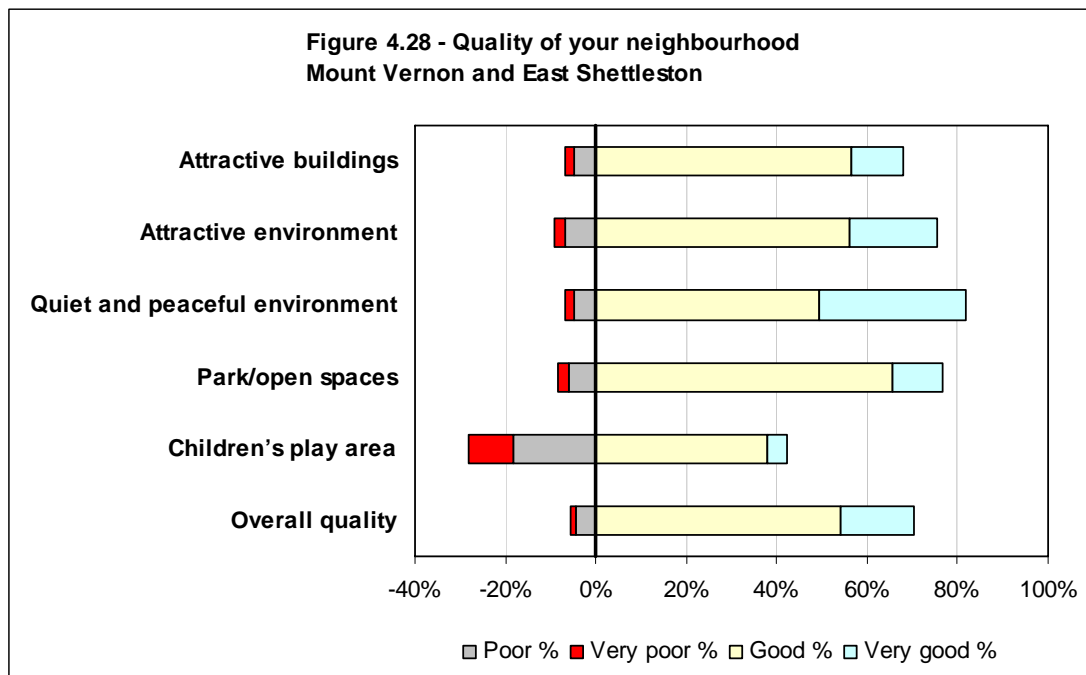


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	3	2%	11	7%	133	80%	11	7%	7	4%
Litter in the streets	10	6%	43	26%	9	5%	35	21%	67	40%	2	1%	0	0%
Untidy gardens	3	2%	16	10%	11	7%	23	14%	107	64%	4	2%	2	1%
Untidy communal areas	2	1%	11	7%	8	5%	27	16%	100	60%	5	3%	13	8%
Dirty stairs and closes	0	0%	5	3%	6	4%	6	4%	60	36%	8	5%	81	49%
Graffiti	5	3%	18	11%	10	6%	14	8%	117	70%	2	1%	0	0%
Fly tipping and dumping	4	2%	17	10%	3	2%	21	13%	113	68%	6	4%	2	1%
	24		111		50		137		697		38		105	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	104	63%
1	25	15%
2	18	11%
3	8	5%
4	5	3%
5+	6	4%
	166	

Table 4.36 – Number of concerns – Cleanliness and the local environment

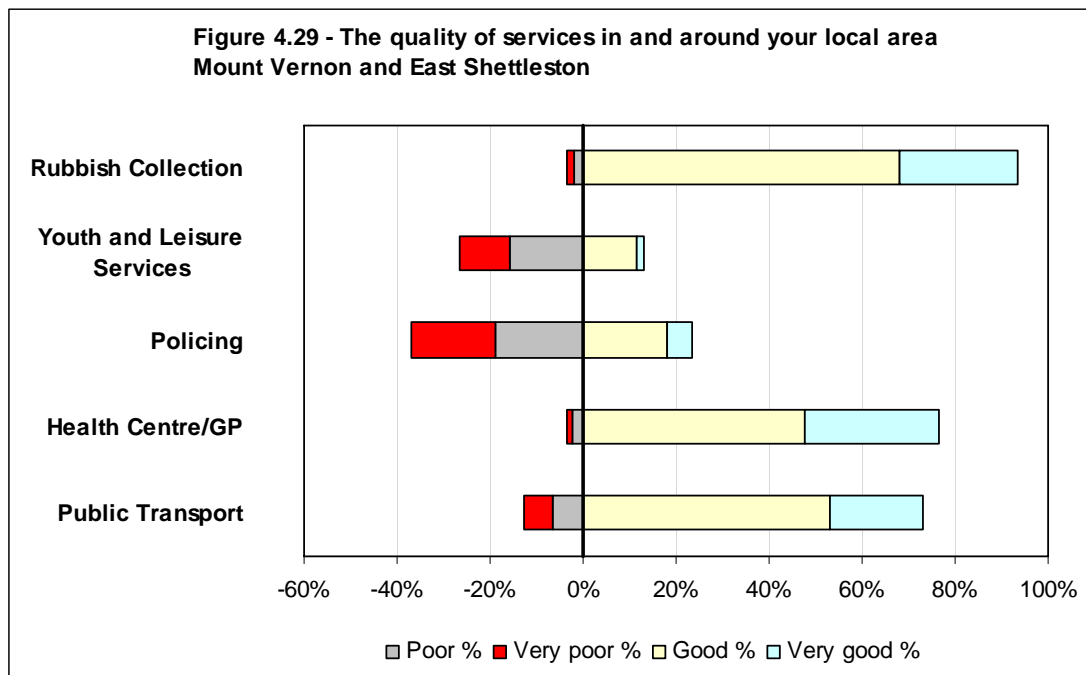


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	2%	8	5%	36	22%	94	57%	19	11%	2	1%	4	2%
Attractive environment	4	2%	11	7%	26	16%	93	56%	32	19%	0	0%	0	0%
Quiet and peaceful environment	3	2%	8	5%	19	11%	82	49%	54	33%	0	0%	0	0%
Park/open spaces	4	2%	10	6%	21	13%	109	66%	18	11%	4	2%	0	0%
Children's play area	17	10%	30	18%	26	16%	63	38%	7	4%	21	13%	2	1%
Overall quality	2	1%	7	4%	39	23%	90	54%	27	16%	1	1%	0	0%
	33		74		167		531		157		28		6	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	110	66%
1	33	20%
2	11	7%
3	6	4%
4	1	1%
5+	5	3%
	166	

Table 4.38 – Number of concerns – Quality of neighbourhood

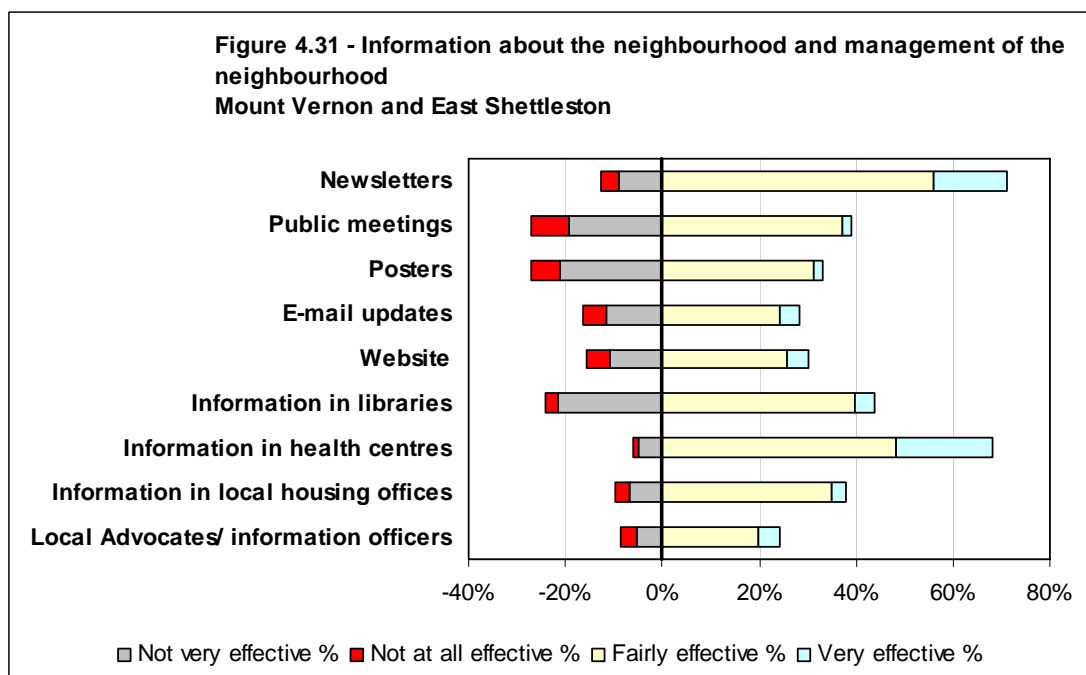
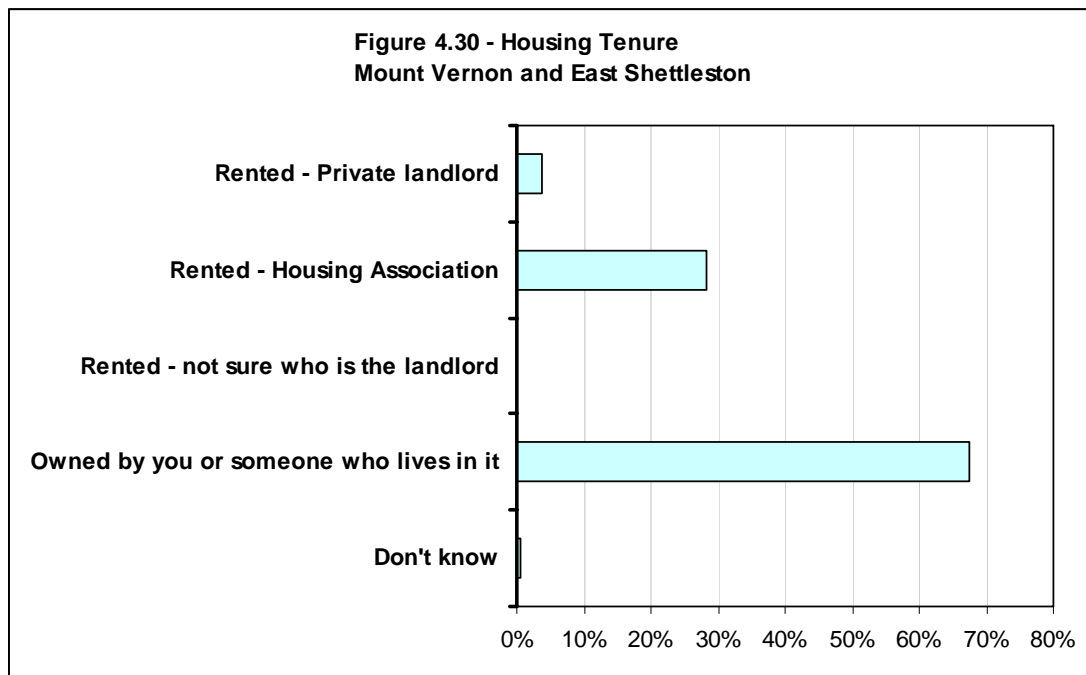


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	3	2%	3	2%	113	68%	42	25%	2	1%	0	0%
Youth and Leisure Services	18	11%	26	16%	12	7%	19	11%	3	2%	88	53%	0	0%
Policing	30	18%	31	19%	48	29%	30	18%	9	5%	17	10%	1	1%
Health Centre/GP	2	1%	4	2%	10	6%	79	48%	48	29%	15	9%	8	5%
Public Transport	10	6%	11	7%	7	4%	88	53%	33	20%	14	8%	3	2%
Total	63		75		80		329		135		136		12	

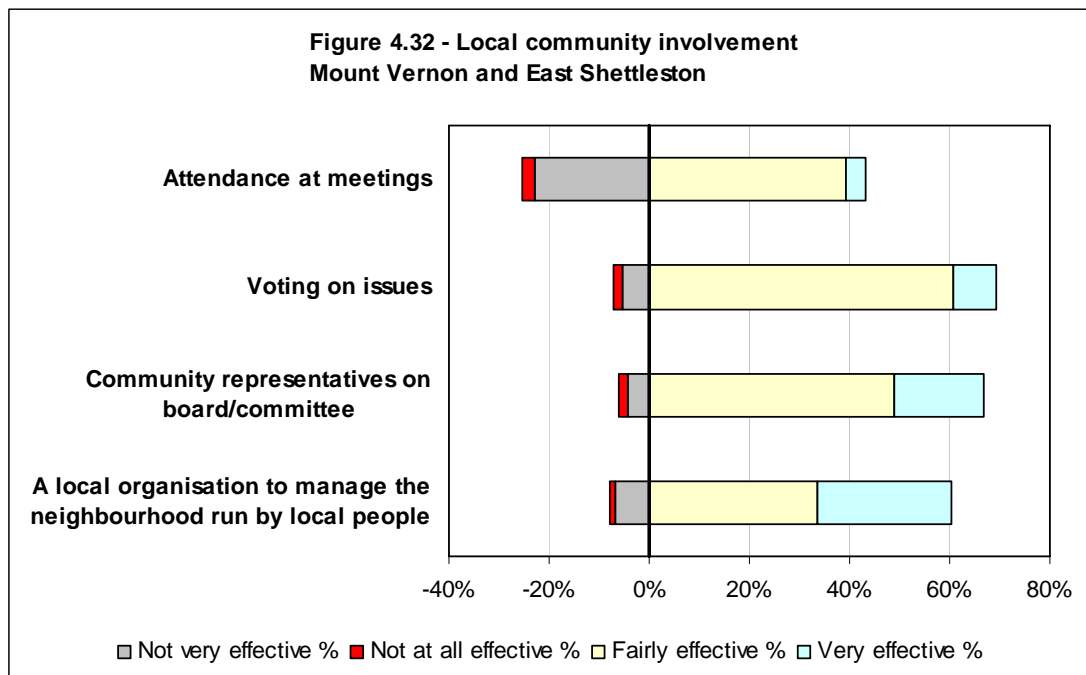
Table 4.39 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	80	48%
1	48	29%
2	26	16%
3	10	6%
4	2	1%
5+	0	0%
	166	

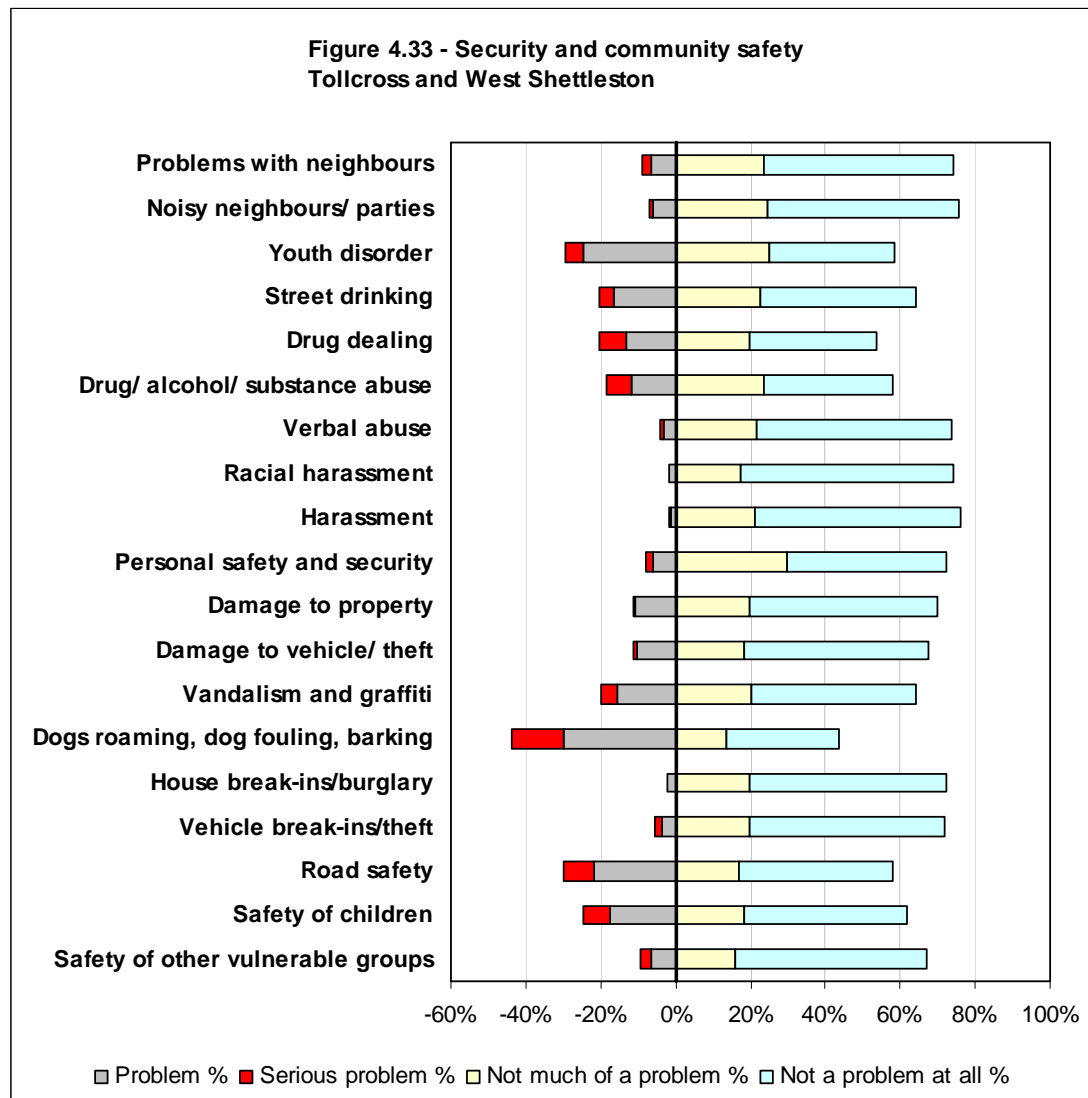
Table 4.40 – Number of concerns – Quality of Services



**Figure 4.32 - Local community involvement
Mount Vernon and East Shettleston**



Tollcross / West Shettleston



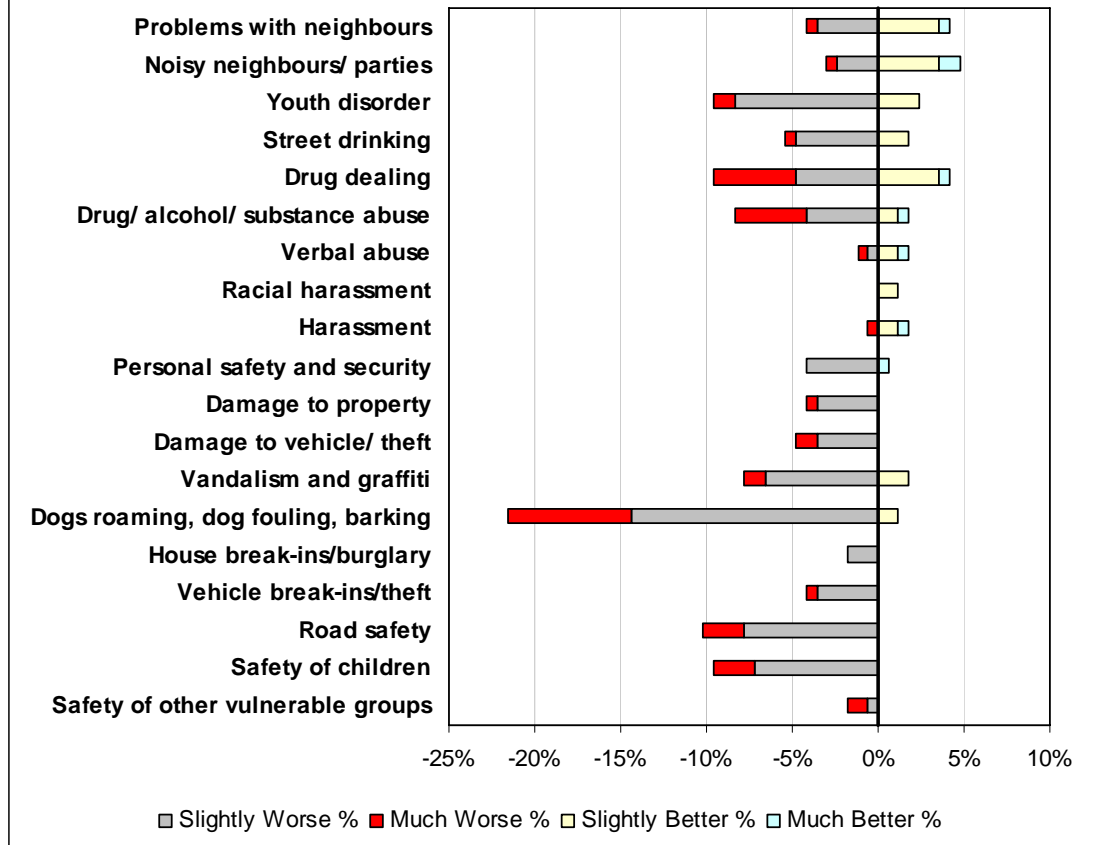
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	11	7%	24	14%	39	23%	85	51%	4	2%
Noisy neighbours/parties	2	1%	10	6%	24	14%	41	25%	85	51%	5	3%
Youth disorder	8	5%	41	25%	17	10%	42	25%	56	34%	3	2%
Street drinking	6	4%	28	17%	22	13%	38	23%	69	41%	4	2%
Drug dealing	12	7%	22	13%	27	16%	33	20%	57	34%	16	10%
Drug/ alcohol/ substance abuse	11	7%	20	12%	24	14%	39	23%	58	35%	15	9%
Verbal abuse	2	1%	5	3%	30	18%	36	22%	87	52%	7	4%
Racial harassment	0	0%	3	2%	31	19%	29	17%	95	57%	9	5%
Harassment	1	1%	2	1%	28	17%	35	21%	92	55%	9	5%
Personal safety and security	3	2%	10	6%	26	16%	50	30%	71	43%	7	4%
Damage to property	1	1%	18	11%	23	14%	33	20%	84	50%	8	5%
Damage to vehicle/ theft	2	1%	17	10%	24	14%	31	19%	82	49%	11	7%
Vandalism and graffiti	7	4%	26	16%	21	13%	34	20%	73	44%	6	4%
Dogs roaming, dog fouling, barking	23	14%	50	30%	17	10%	23	14%	50	30%	4	2%
House break-ins/burglary	0	0%	4	2%	31	19%	33	20%	88	53%	11	7%
Vehicle break-ins/theft	3	2%	6	4%	27	16%	33	20%	87	52%	11	7%
Road safety	14	8%	36	22%	15	9%	28	17%	69	41%	5	3%
Safety of children	12	7%	29	17%	17	10%	31	19%	72	43%	6	4%
Safety of other vulnerable groups	5	3%	11	7%	25	15%	27	16%	85	51%	14	8%
Total	116		349		453		655		1,445		155	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	56	34%
1	26	16%
2	21	13%
3	19	11%
4	10	6%
5+	35	21%
	167	

Table 4.42 – Number of concerns – Security and Community Safety

**Figure 4.34 - Security and community safety in the past year
Tollcross and West Shettleston**

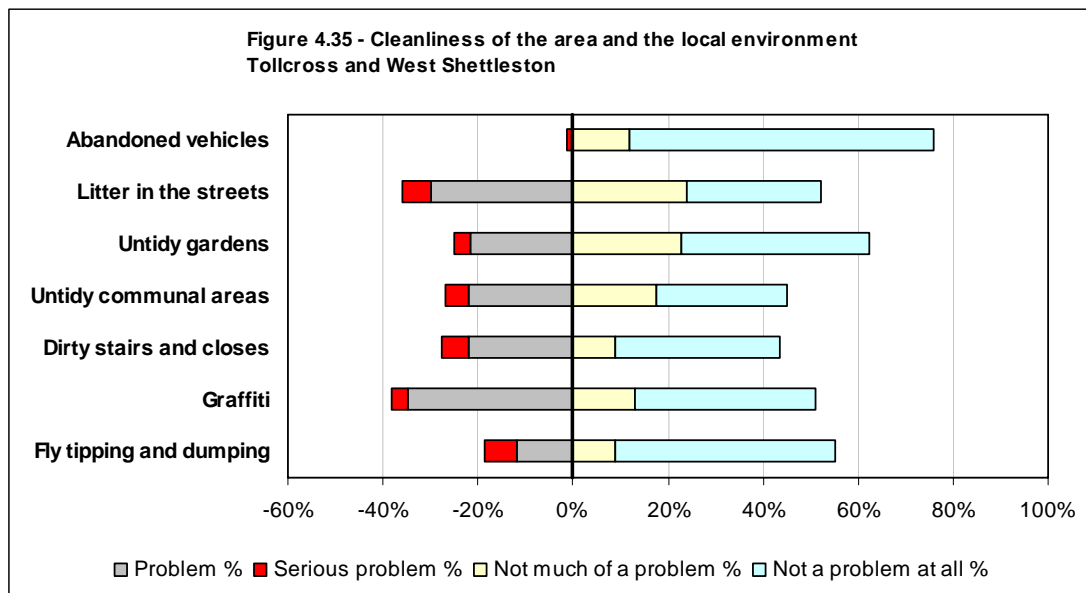


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	6	4%	153	92%	6	4%	1	1%	0	0%
Noisy neighbours / parties	1	1%	4	2%	154	92%	6	4%	2	1%	0	0%
Youth disorder	2	1%	14	8%	147	88%	4	2%	0	0%	0	0%
Street drinking	1	1%	8	5%	155	93%	3	2%	0	0%	0	0%
Drug dealing	8	5%	8	5%	144	86%	6	4%	1	1%	0	0%
Drug/ alcohol/ substance abuse	7	4%	7	4%	150	90%	2	1%	1	1%	0	0%
Verbal abuse	1	1%	1	1%	162	97%	2	1%	1	1%	0	0%
Racial harassment	0	0%	0	0%	165	99%	2	1%	0	0%	0	0%
Harassment	1	1%	0	0%	163	98%	2	1%	1	1%	0	0%
Personal safety and security	0	0%	7	4%	159	95%	0	0%	1	1%	0	0%
Damage to property	1	1%	6	4%	160	96%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	6	4%	159	95%	0	0%	0	0%	0	0%
Vandalism and graffiti	2	1%	11	7%	151	90%	3	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	12	7%	24	14%	129	77%	2	1%	0	0%	0	0%
House break-ins/burglary	0	0%	3	2%	164	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	6	4%	160	96%	0	0%	0	0%	0	0%
Road safety	4	2%	13	8%	150	90%	0	0%	0	0%	0	0%
Safety of children	4	2%	12	7%	151	90%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Total	50		137		2,940		38		8		0	

Table 4.43 – Security and Community Safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	116	69%
1	18	11%
2	8	5%
3	11	7%
4	3	2%
5+	11	7%
	167	

Table 4.44 – Number of concerns – Security and Community Safety in the past year

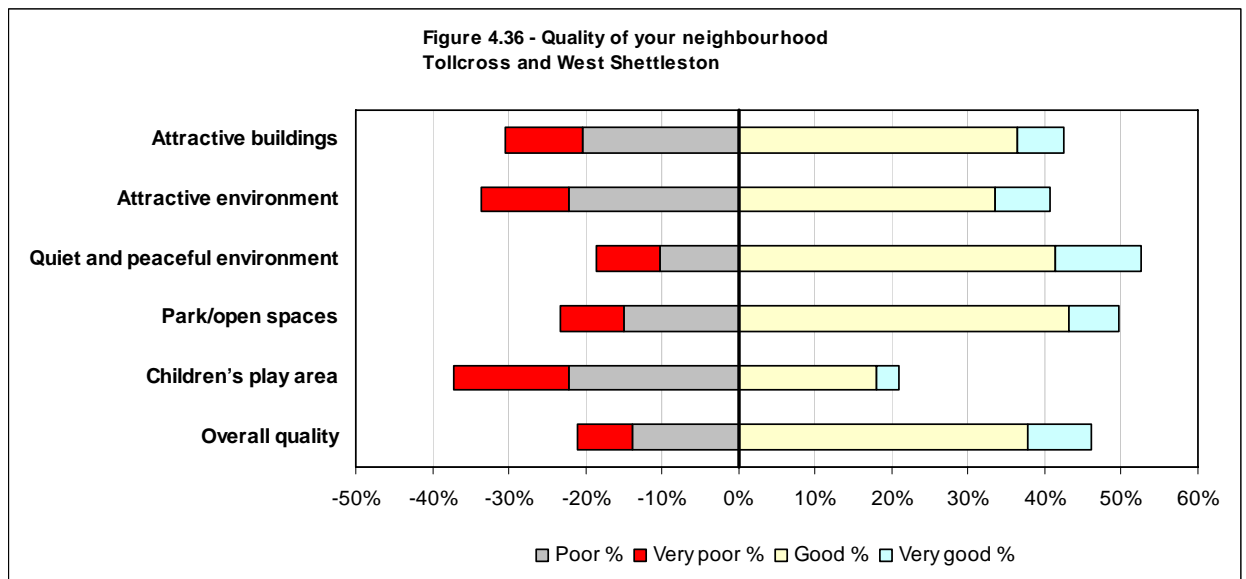


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	1%	0	0%	7	4%	20	12%	107	64%	20	12%	11	7%
Litter in the streets	10	6%	50	30%	17	10%	40	24%	47	28%	2	1%	1	1%
Untidy gardens	6	4%	36	22%	14	8%	38	23%	66	40%	7	4%	0	0%
Untidy communal areas	8	5%	37	22%	9	5%	29	17%	46	28%	8	5%	30	18%
Dirty stairs and closes	9	5%	37	22%	6	4%	15	9%	58	35%	8	5%	34	20%
Graffiti	6	4%	58	35%	12	7%	22	13%	63	38%	4	2%	2	1%
Fly tipping and dumping	11	7%	20	12%	16	10%	15	9%	77	46%	13	8%	15	9%
Total	52		238		81		179		464		62		93	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	69	41%
1	35	21%
2	14	8%
3	7	4%
4	13	8%
5+	29	17%
	167	

Table 4.46 – Number of concerns – Cleanliness and the local environment

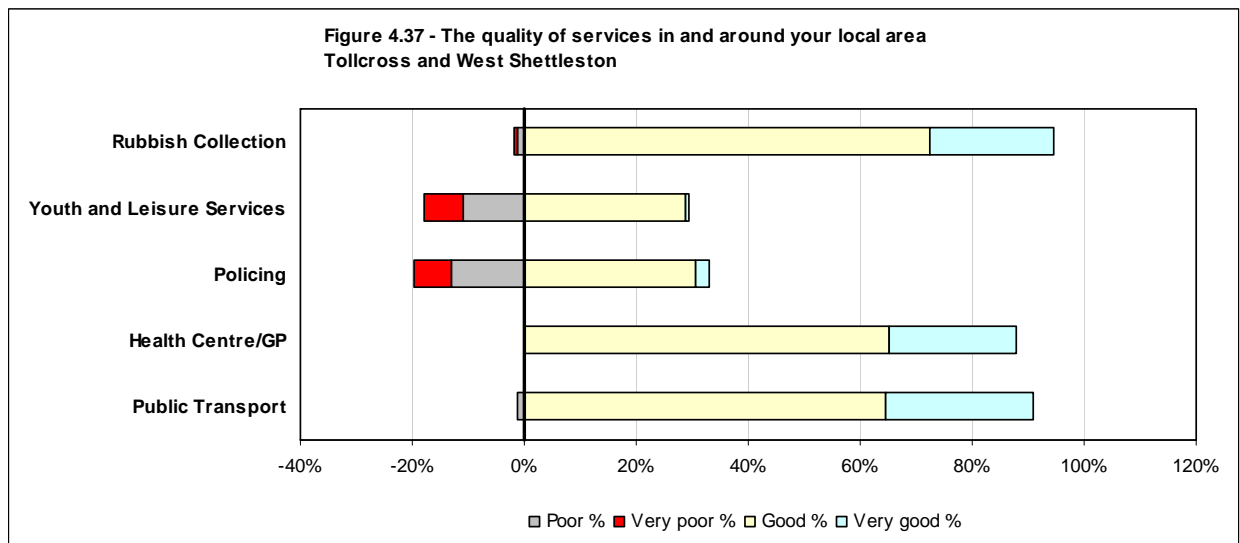


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	17	10%	34	20%	43	26%	61	37%	10	6%	2	1%	0	0%
Attractive environment	19	11%	37	22%	41	25%	56	34%	12	7%	2	1%	0	0%
Quiet and peaceful environment	14	8%	17	10%	46	28%	69	41%	19	11%	2	1%	0	0%
Park/open spaces	14	8%	25	15%	39	23%	72	43%	11	7%	5	3%	1	1%
Children's play area	25	15%	37	22%	46	28%	30	18%	5	3%	20	12%	4	2%
Overall quality	12	7%	23	14%	53	32%	63	38%	14	8%	2	1%	0	0%
Total	101		173		268		351		71		33		5	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	76	46%
1	29	17%
2	20	12%
3	9	5%
4	9	5%
5+	24	14%
	167	

Table 4.48 – Number of concerns – Quality of neighbourhood

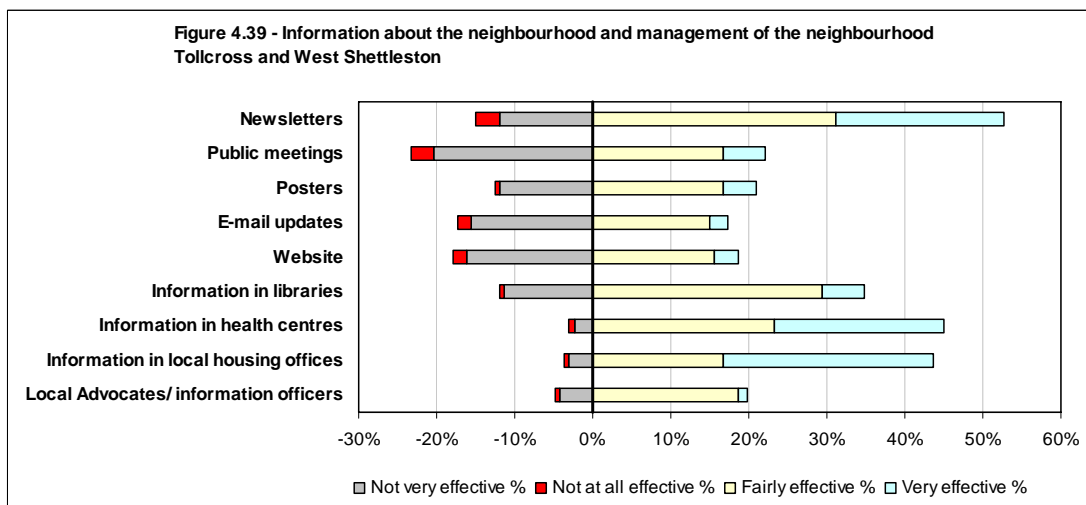
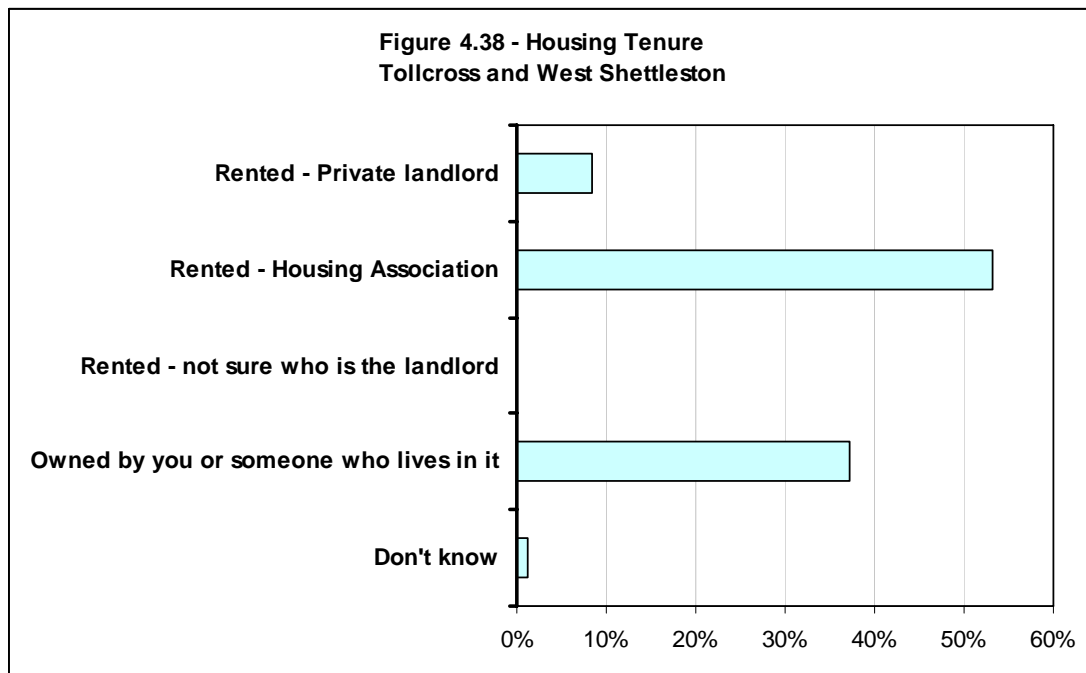


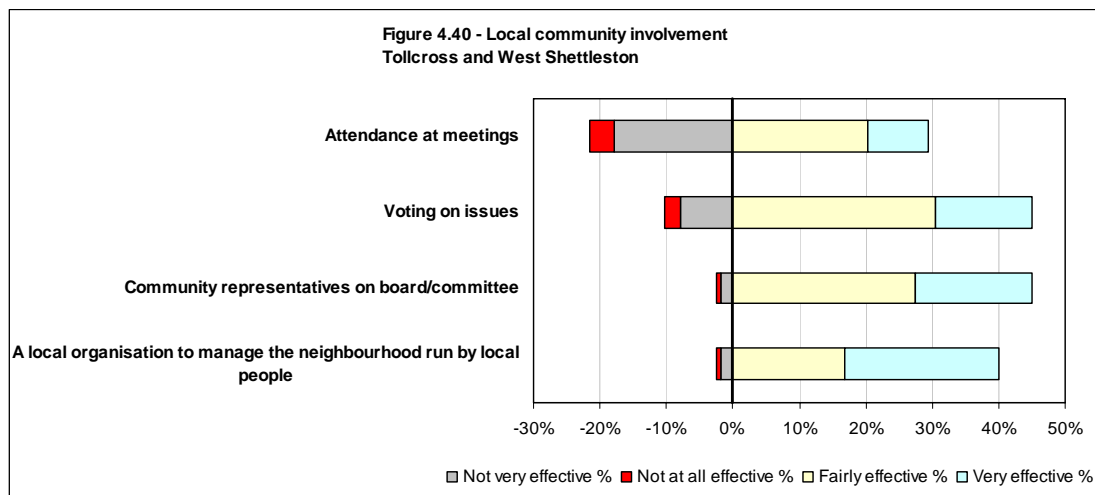
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	2	1%	6	4%	121	72%	37	22%	0	0%	0	0%
Youth and Leisure Services	12	7%	18	11%	22	13%	48	29%	1	1%	64	38%	2	1%
Policing	11	7%	22	13%	39	23%	51	31%	4	2%	39	23%	1	1%
Health Centre/GP	0	0%	0	0%	7	4%	109	65%	38	23%	12	7%	1	1%
Public Transport	0	0%	2	1%	7	4%	108	65%	44	26%	3	2%	3	2%
Total	24		44		81		437		124		118		7	

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

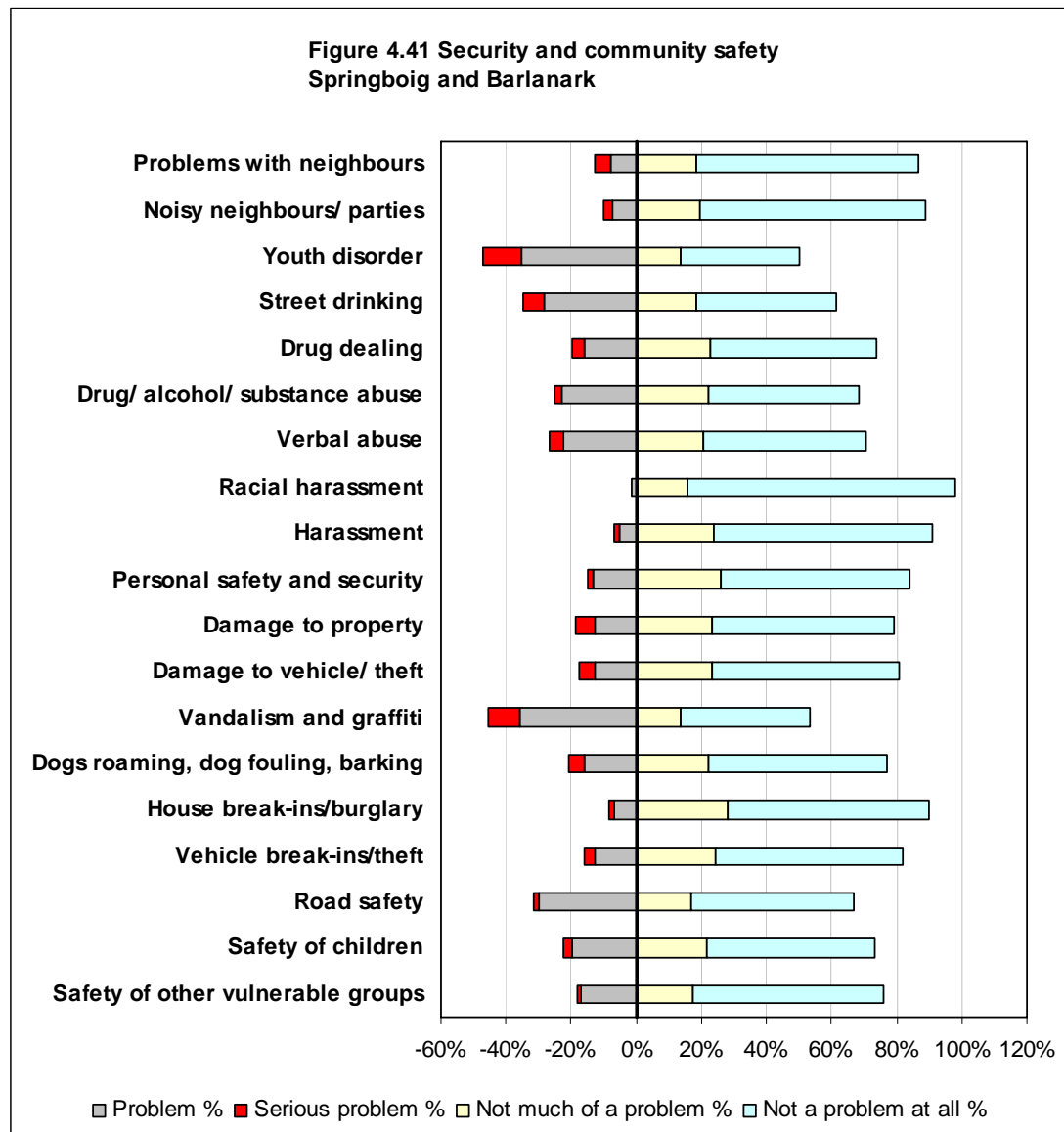
Number of concerns (Very Poor or Poor)	Respondents	%
None	121	72%
1	26	16%
2	19	11%
3	0	0%
4	1	1%
5+	0	0%
	167	

Table 4.50 – Number of concerns – Quality of services





Springboig / Barlanark



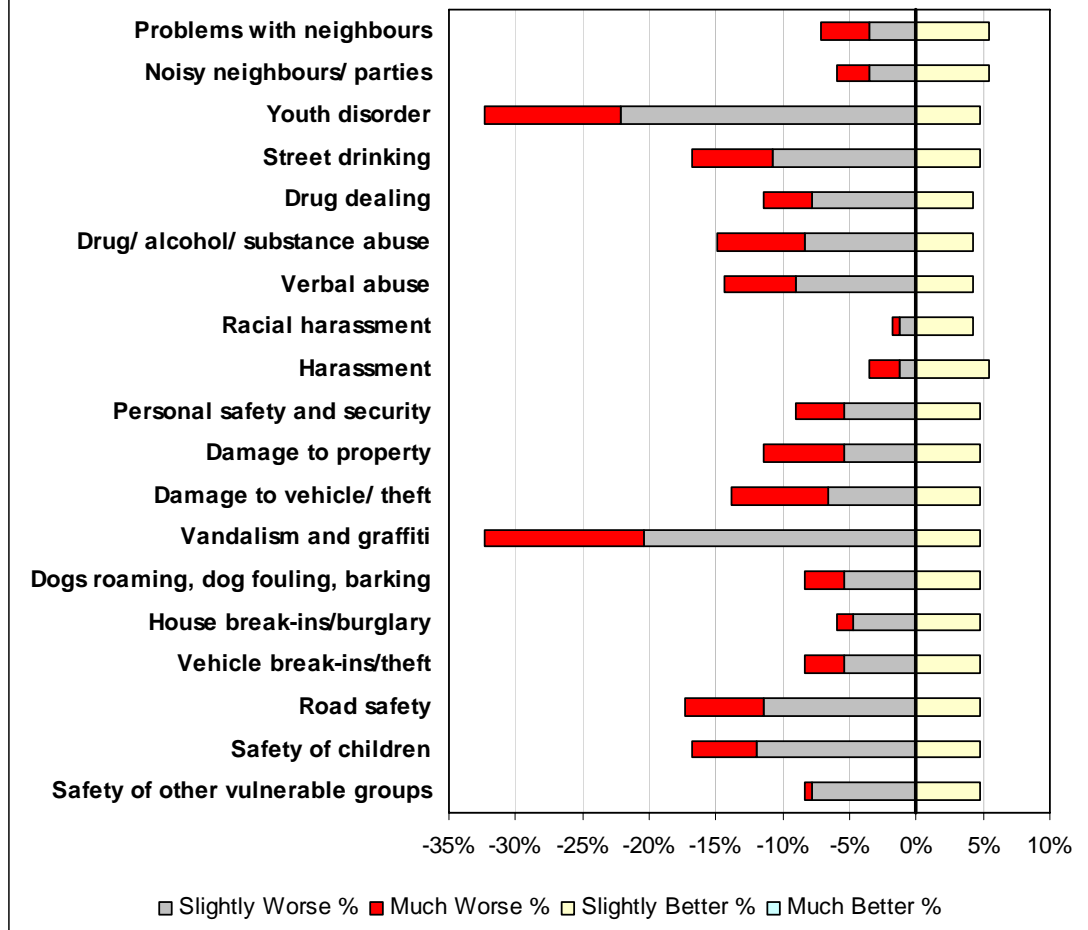
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	8	5%	13	8%	1	1%	31	19%	114	68%	0	0%
Noisy neighbours/parties	5	3%	12	7%	1	1%	33	20%	115	69%	1	1%
Youth disorder	20	12%	59	35%	4	2%	23	14%	61	37%	0	0%
Street drinking	11	7%	47	28%	6	4%	31	19%	72	43%	0	0%
Drug dealing	6	4%	27	16%	7	4%	38	23%	85	51%	4	2%
Drug/ alcohol/ substance abuse	4	2%	38	23%	8	5%	37	22%	77	46%	3	2%
Verbal abuse	8	5%	37	22%	4	2%	34	20%	84	50%	0	0%
Racial harassment	0	0%	2	1%	1	1%	26	16%	138	83%	0	0%
Harassment	2	1%	9	5%	4	2%	40	24%	112	67%	0	0%
Personal safety and security	3	2%	22	13%	2	1%	43	26%	97	58%	0	0%
Damage to property	10	6%	21	13%	4	2%	39	23%	93	56%	0	0%
Damage to vehicle/ theft	8	5%	21	13%	3	2%	39	23%	96	57%	0	0%
Vandalism and graffiti	16	10%	60	36%	2	1%	23	14%	66	40%	0	0%
Dogs roaming, dog fouling, barking	8	5%	27	16%	3	2%	37	22%	92	55%	0	0%
House break-ins/burglary	3	2%	11	7%	3	2%	47	28%	103	62%	0	0%
Vehicle break-ins/theft	6	4%	21	13%	2	1%	41	25%	96	57%	1	1%
Road safety	3	2%	50	30%	2	1%	28	17%	84	50%	0	0%
Safety of children	4	2%	33	20%	6	4%	36	22%	86	51%	2	1%
Safety of other vulnerable groups	2	1%	28	17%	9	5%	29	17%	98	59%	1	1%
Total	127		538		72		655		1,769		12	

Table 4.51 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	47	28%
1	13	8%
2	18	11%
3	16	10%
4	16	10%
5+	57	34%
	167	

Table 4.52 – Number of concerns – Security and Community Safety

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

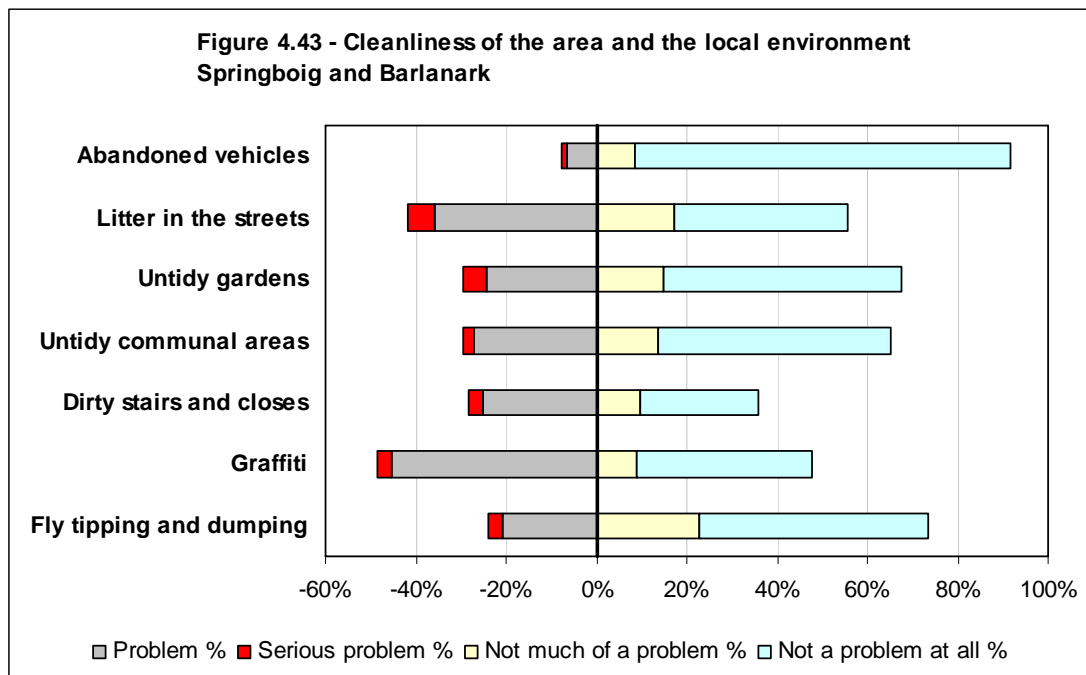


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	4%	6	4%	146	87%	9	5%	0	0%	0	0%
Noisy neighbours / parties	4	2%	6	4%	148	89%	9	5%	0	0%	0	0%
Youth disorder	17	10%	37	22%	105	63%	8	5%	0	0%	0	0%
Street drinking	10	6%	18	11%	131	78%	8	5%	0	0%	0	0%
Drug dealing	6	4%	13	8%	141	84%	7	4%	0	0%	0	0%
Drug/ alcohol/ substance abuse	11	7%	14	8%	135	81%	7	4%	0	0%	0	0%
Verbal abuse	9	5%	15	9%	136	81%	7	4%	0	0%	0	0%
Racial harassment	1	1%	2	1%	157	94%	7	4%	0	0%	0	0%
Harassment	4	2%	2	1%	152	91%	9	5%	0	0%	0	0%
Personal safety and security	6	4%	9	5%	144	86%	8	5%	0	0%	0	0%
Damage to property	10	6%	9	5%	140	84%	8	5%	0	0%	0	0%
Damage to vehicle/ theft	12	7%	11	7%	136	81%	8	5%	0	0%	0	0%
Vandalism and graffiti	20	12%	34	20%	105	63%	8	5%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	3%	9	5%	145	87%	8	5%	0	0%	0	0%
House break-ins/burglary	2	1%	8	5%	149	89%	8	5%	0	0%	0	0%
Vehicle break-ins/theft	5	3%	9	5%	145	87%	8	5%	0	0%	0	0%
Road safety	10	6%	19	11%	130	78%	8	5%	0	0%	0	0%
Safety of children	8	5%	20	12%	131	78%	8	5%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	13	8%	145	87%	8	5%	0	0%	0	0%
Total	147		254		2621		151		0		0	

Table 4.53 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	83	50%
1	12	7%
2	22	13%
3	6	4%
4	9	5%
5+	35	21%
	167	

Table 4.54 – Number of concerns – Security and Community Safety in the past year

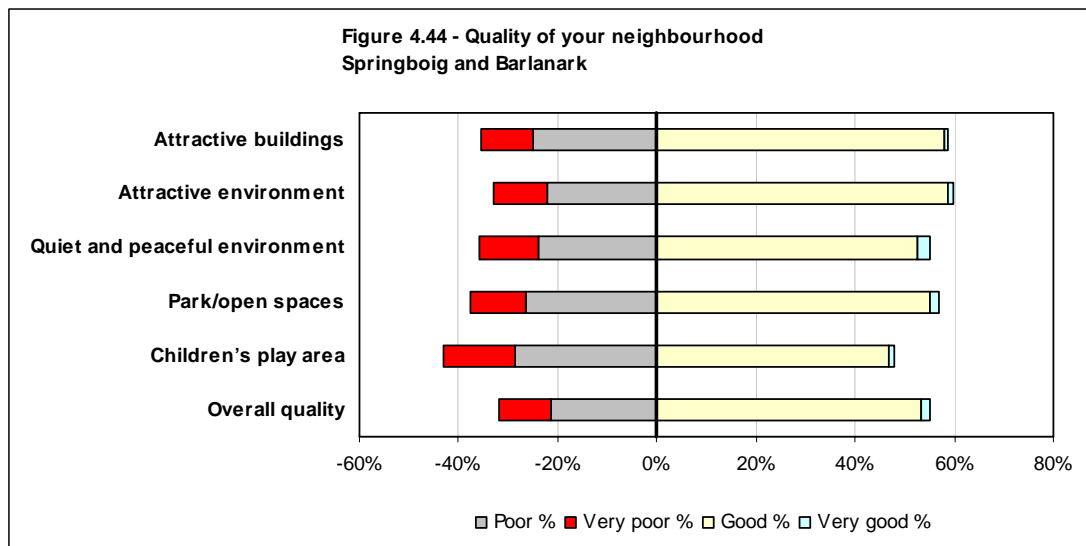


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	1%	11	7%	1	1%	14	8%	139	83%	0	0%	0	0%
Litter in the streets	10	6%	60	36%	4	2%	29	17%	64	38%	0	0%	0	0%
Untidy gardens	8	5%	41	25%	5	3%	25	15%	88	53%	0	0%	0	0%
Untidy communal areas	4	2%	45	27%	6	4%	23	14%	86	51%	1	1%	2	1%
Dirty stairs and closes	5	3%	42	25%	0	0%	16	10%	44	26%	1	1%	59	35%
Graffiti	5	3%	76	46%	5	3%	15	9%	65	39%	1	1%	0	0%
Fly tipping and dumping	5	3%	35	21%	4	2%	38	23%	85	51%	0	0%	0	0%
Total	39		310		25		139		571		3		61	

Table 4.55 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	64	38%
1	24	14%
2	20	12%
3	14	8%
4	4	2%
5+	41	25%
Total	167	

Table 4.56 – Number of concerns – Cleanliness and the local environment

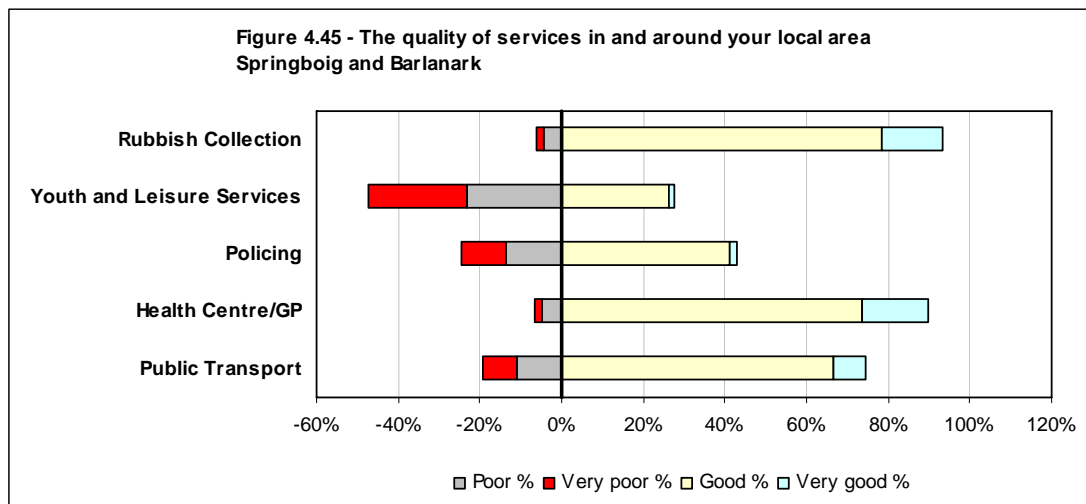


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	17	10%	42	25%	10	6%	97	58%	1	1%	0	0%	0	0%
Attractive environment	18	11%	37	22%	12	7%	98	59%	2	1%	0	0%	0	0%
Quiet and peaceful environment	20	12%	40	24%	15	9%	88	53%	4	2%	0	0%	0	0%
Park/open spaces	19	11%	44	26%	9	5%	92	55%	3	2%	0	0%	0	0%
Children's play area	24	14%	48	29%	11	7%	78	47%	2	1%	1	1%	3	2%
Overall quality	17	10%	36	22%	22	13%	89	53%	3	2%	0	0%	0	0%
Total	115		274		79		542		15		1		3	

Table 4.57 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	81	49%
1	13	8%
2	10	6%
3	11	7%
4	7	4%
5+	45	27%
	167	

Table 4.58 – Number of concerns – Quality of neighbourhood

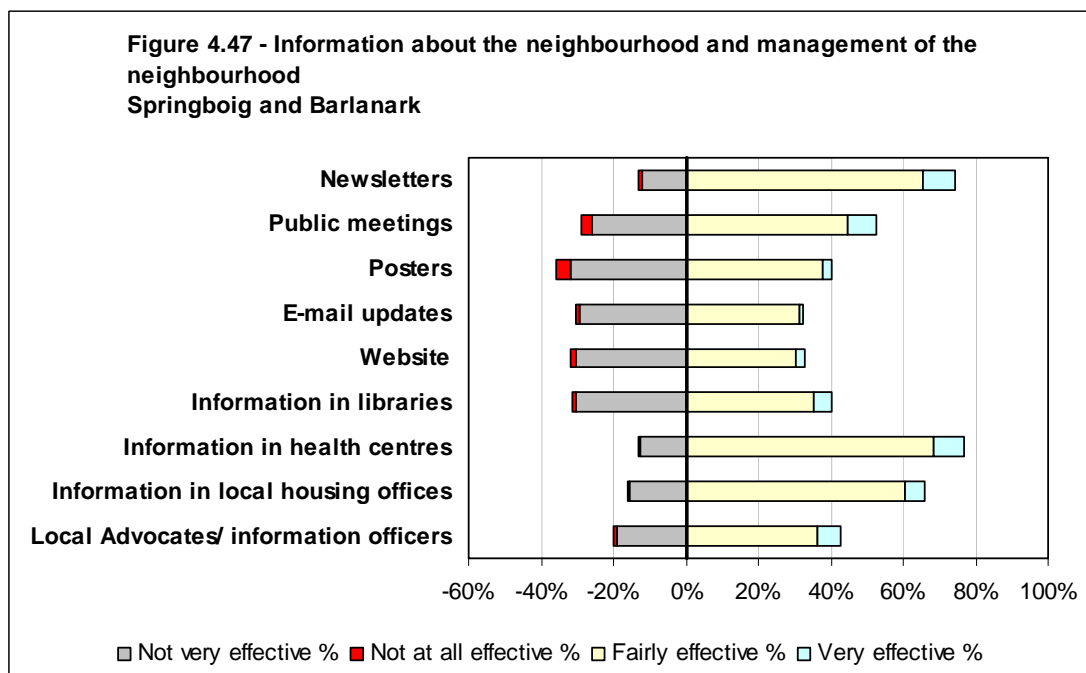
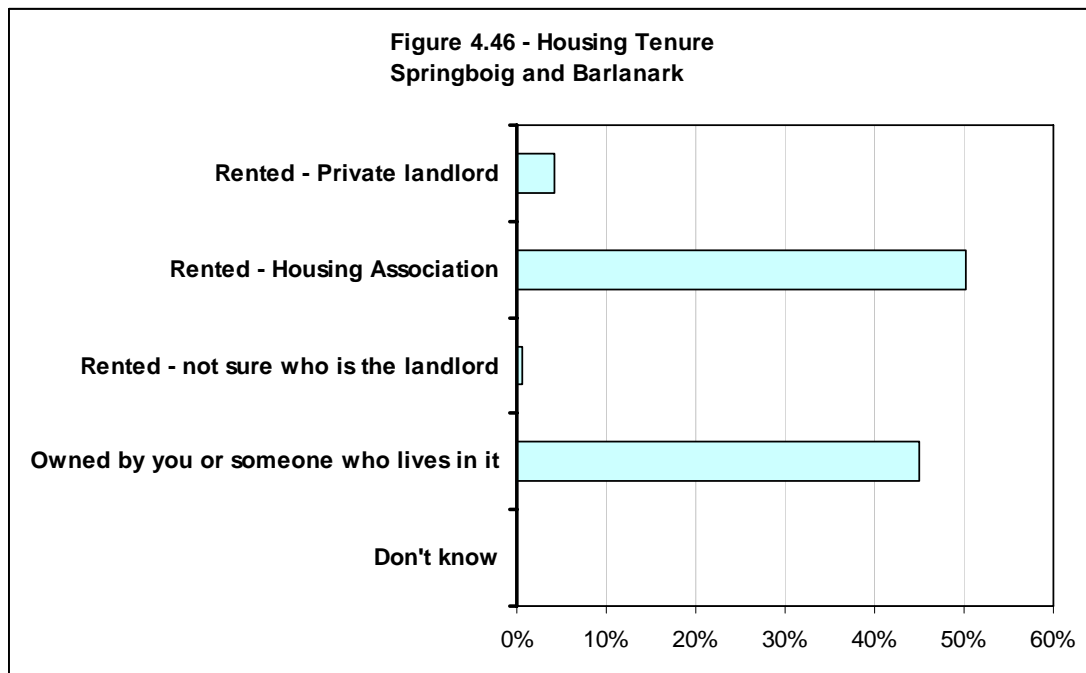


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	7	4%	1	1%	131	78%	25	15%	0	0%	0	0%
Youth and Leisure Services	40	24%	39	23%	14	8%	44	26%	2	1%	19	11%	9	5%
Policing	18	11%	23	14%	33	20%	69	41%	3	2%	14	8%	7	4%
Health Centre/GP	3	2%	8	5%	3	2%	123	74%	27	16%	2	1%	1	1%
Public Transport	14	8%	18	11%	4	2%	111	66%	13	8%	7	4%	0	0%
Total	81		95		55		478		70		42		17	

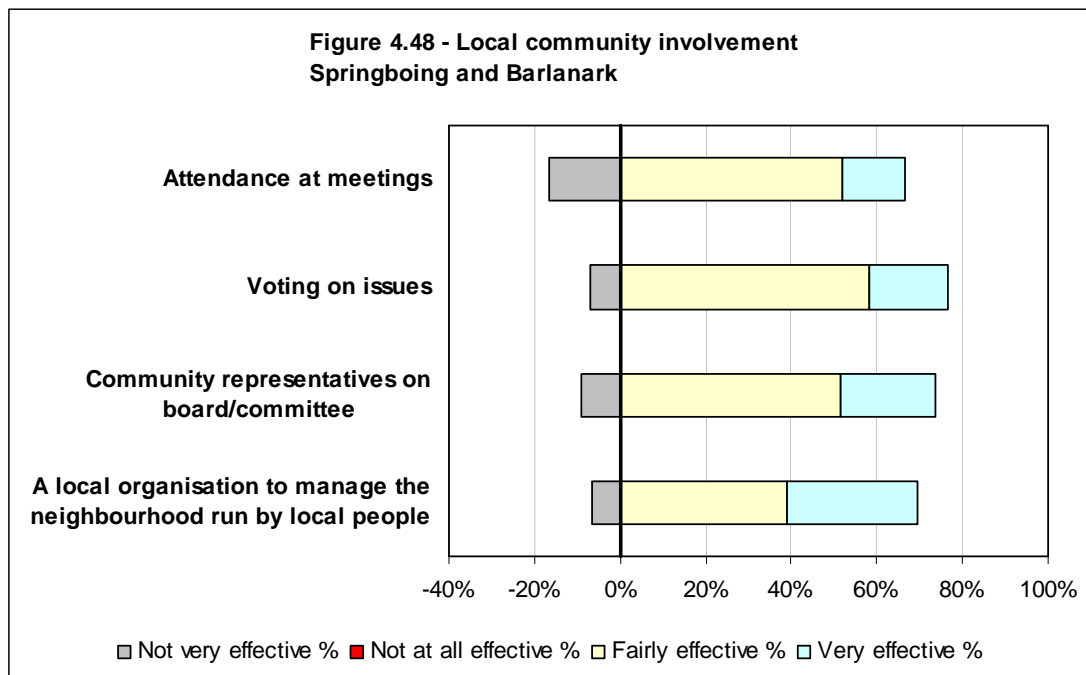
Table 4.59 – The quality of services in and around your local area

Number of concerns (Very Poor or Poor)	Respondents	%
None	63	38%
1	64	38%
2	20	12%
3	13	8%
4	5	3%
5+	2	1%
	167	

Table 4.60 – Number of concerns – Quality of services



**Figure 4.48 - Local community involvement
Springboing and Barlanark**



5. Study Findings – Other

- 5.1 This chapter of the report analyses the study findings by the key demographics of tenure and age group. It identifies which issues are of the greatest priority to residents in each of these key demographics and which are the most popular methods for involving local residents.
- 5.2 There are some substantial differences between demographics that therefore have a direct influence on the results for neighbourhoods and for the entire survey area.

Housing Tenure

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

Security and Community Safety

- 5.4 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole were problems with youth disorder, vandalism / graffiti, dogs, road safety and street drinking. There were also significant levels of concern about drug / alcohol / substance misuse and drug dealing.
- 5.5 While youth disorder was the most serious problem for people living in either private rented or housing association accommodation this issue was the third most serious issue for those living in owner occupied housing.
- 5.6 Road safety was the main problem for people living in owner-occupied housing. However this issue was not among the five most serious issues for people living in housing association or private rented accommodation.
- 5.7 Youth disorder, street drinking, drug dealing, and drug / alcohol / substance abuse were each considered to be a 'problem' or a 'serious problem' by a

greater percentage of housing association residents than those in private rented or owner-occupied housing.

Cleansing and Environment

- 5.8 Across the Baillieston / Shettleston and Greater Easterhouse LCPP area litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, untidy communal areas and untidy gardens. Residents were least concerned about abandoned vehicles and fly tipping/dumping.
- 5.9 Litter in the street was the biggest problem for people living in all housing tenures. However this was more of a problem for people living in both housing association and private rented accommodation than owner-occupiers.
- 5.10 The problem of graffiti was one of the main issues for people living in all three tenures. Concern about dirty stairs and closes and untidy communal areas was most common among housing association tenants. Owner-occupiers were more concerned about fly tipping in their local area.

Tenure by neighbourhood

- 5.11 The highest rate of social renting was in the Easterhouse area where 64 per cent of survey respondents live in housing association properties. Social renting was also high in Ruchazie / Garthamlock (54%); Tollcross / West Shettleston (53%) and Springboig / Barlanark (50%).
- 5.12 Owner-occupation was most common in Baillieston where 82 per cent of respondents lived in this type of accommodation. Sixty-eight per cent of respondents in Mount Vernon/ East Shettleston lived in owner-occupied housing.
- 5.13 Private renting was most common in Tollcross / West Shettleston where 8 per cent of respondent live in this tenure. There was also a comparatively large private rented sector Ruchazie and Garthamlock (7%).

Involving local people

- 5.14 For residents living in all tenures providing information through newsletters and at health centres were considered the most effective ways of keeping local people informed. Providing information through local housing offices was also among the most popular ways of keeping local people informed. Residents living in owner-occupied accommodation were more likely to support the use of email updates or a dedicated website than housing association or private renting residents.
- 5.15 In terms of community involvement people that were living in private rented housing were more sceptical than other respondents about the value of attending meetings – nearly a third said that this was not effective. Respondents in all tenures were generally negative about the idea of using posters to keep people informed.

Age

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

Security and Community Safety

- 5.17 Across age groups there was no significant difference in the issues that were identified as problems in relation to security and community safety. .
- 5.18 Respondents aged under thirty were less likely than the older groups to consider road safety a problem or serious problem.
- 5.19 While all age groups identified youth disorder as an issue in their area, the two younger groups (and particularly under 30s) were more likely to state that street drinking, drug dealing and drug / alcohol / substance abuse were problems. People below retirement age were also more likely to think that vandalism and graffiti were problems.

- 5.20 Respondents aged under thirty were more concerned about problems with dogs than the older groups – and they felt that this was the problem that had got worse in their area in the past year. Over 30s and those of retirement age were more concerned about road safety and felt that this was the issue that was becoming most serious over the previous year.

Cleansing and Environment

- 5.21 The under 30 age groups had much more negative views on the cleanliness of their local area than the older age groups. Graffiti was the main concern for people under 30, while litter in the streets was the top issue for the two older age groups.
- 5.22 Younger people (particularly those under 30) were more likely to be concerned about 'untidy gardens', 'dirty stairs and closes' and 'untidy communal areas' than people of retirement age perhaps reflecting the tendency for younger people to live in flats.

Age by neighbourhood

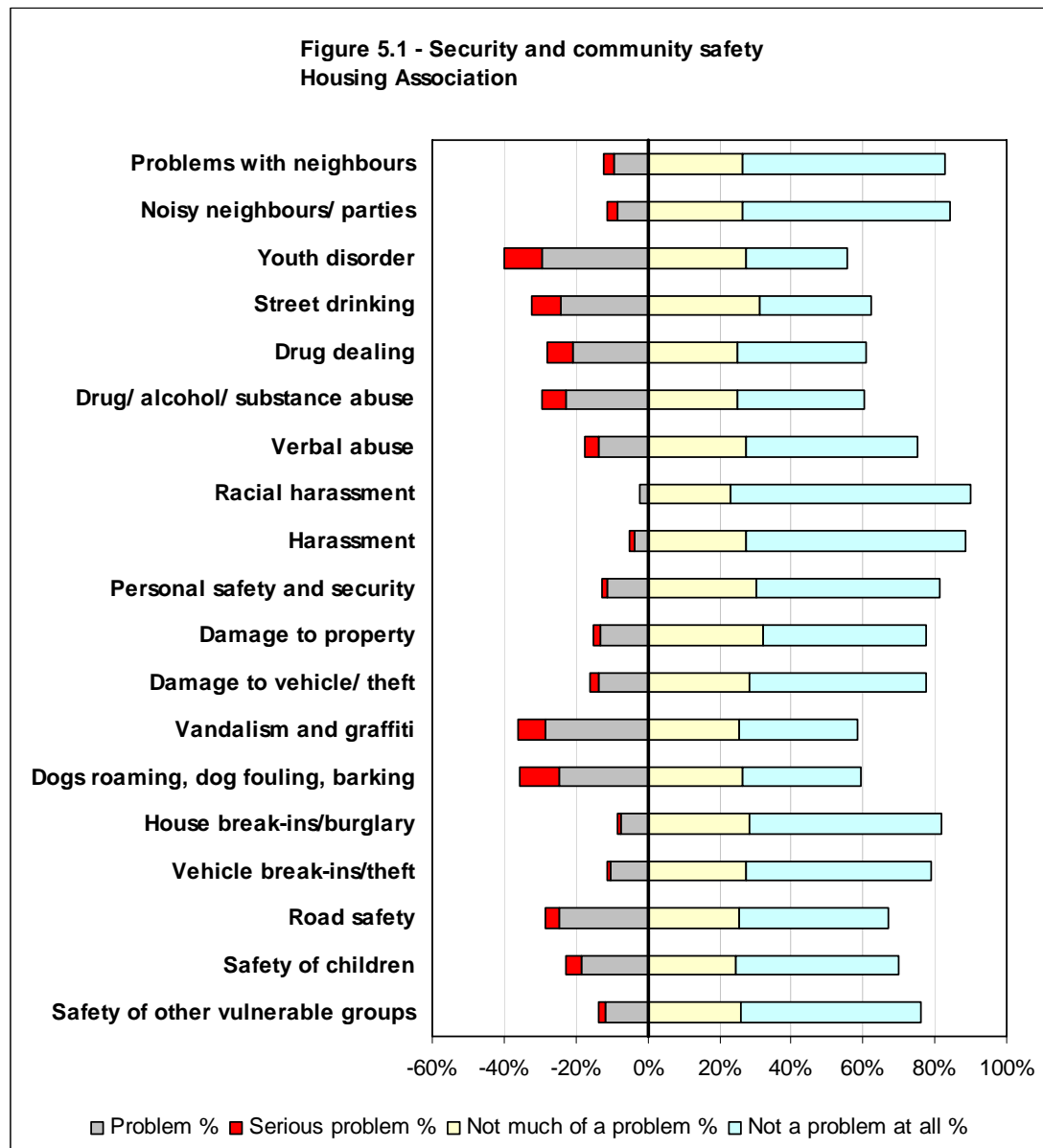
- 5.23 The neighbourhoods with the largest proportion of people aged under thirty was Easterhouse and Springboig / Barlanark both with 25 per cent of respondents in this group. There were also higher levels of people under thirty in Tollcross / West Shettleston (22%) and Ruchazie / Garthamlock (18%).
- 5.24 Baillieston had the oldest age profile with the smallest proportion of under 30s (6%) and highest proportion of people of retirement age (31%).

Involving local people

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

- 5.26 The two younger age groups (and particularly the under 30s) were more positive than those of retirement age about the use of email updates and a website to keep the community informed – reflecting higher levels of IT literacy.
- 5.27 Across all age groups the respondents were negative about the effectiveness of attending meetings. People of all age groups also felt that 'voting on issues' was the most effective way to involve the community.

Housing Association



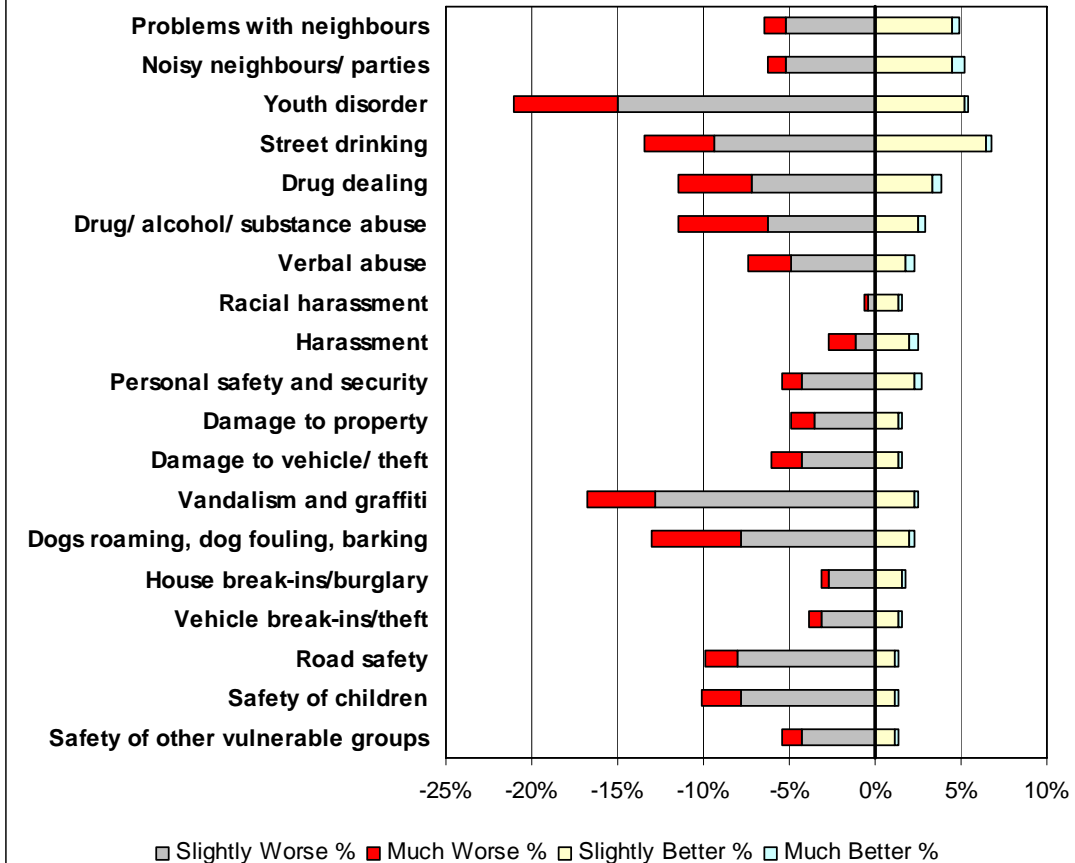
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	13	3%	41	9%	19	4%	118	26%	252	57%	3	1%
Noisy neighbours/parties	13	3%	37	8%	17	4%	117	26%	259	58%	3	1%
Youth disorder	47	11%	131	29%	18	4%	122	27%	125	28%	3	1%
Street drinking	36	8%	107	24%	22	5%	140	31%	138	31%	3	1%
Drug dealing	32	7%	93	21%	25	6%	111	25%	161	36%	24	5%
Drug/ alcohol/ substance abuse	29	7%	102	23%	24	5%	112	25%	157	35%	22	5%
Verbal abuse	17	4%	61	14%	27	6%	123	28%	213	48%	5	1%
Racial harassment	1	0%	9	2%	26	6%	103	23%	299	67%	8	2%
Harassment	6	1%	17	4%	23	5%	122	27%	272	61%	6	1%
Personal safety and security	6	1%	50	11%	24	5%	136	30%	226	51%	4	1%
Damage to property	9	2%	58	13%	27	6%	143	32%	203	46%	6	1%
Damage to vehicle/theft	12	3%	60	13%	16	4%	127	28%	218	49%	13	3%
Vandalism and graffiti	34	8%	127	28%	20	4%	114	26%	147	33%	4	1%
Dogs roaming, dog fouling, barking	49	11%	110	25%	19	4%	118	26%	146	33%	4	1%
House break-ins/burglary	4	1%	33	7%	31	7%	127	28%	237	53%	14	3%
Vehicle break-ins/theft	6	1%	45	10%	24	5%	122	27%	231	52%	18	4%
Road safety	16	4%	111	25%	17	4%	114	26%	184	41%	4	1%
Safety of children	18	4%	83	19%	25	6%	109	24%	202	45%	9	2%
Safety of other vulnerable groups	9	2%	53	12%	32	7%	115	26%	224	50%	13	3%
Total	357		1,328		436		2,293		3,894		166	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	141	32%
1	54	12%
2	42	9%
3	44	10%
4	18	4%
5+	147	33%
	446	

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**

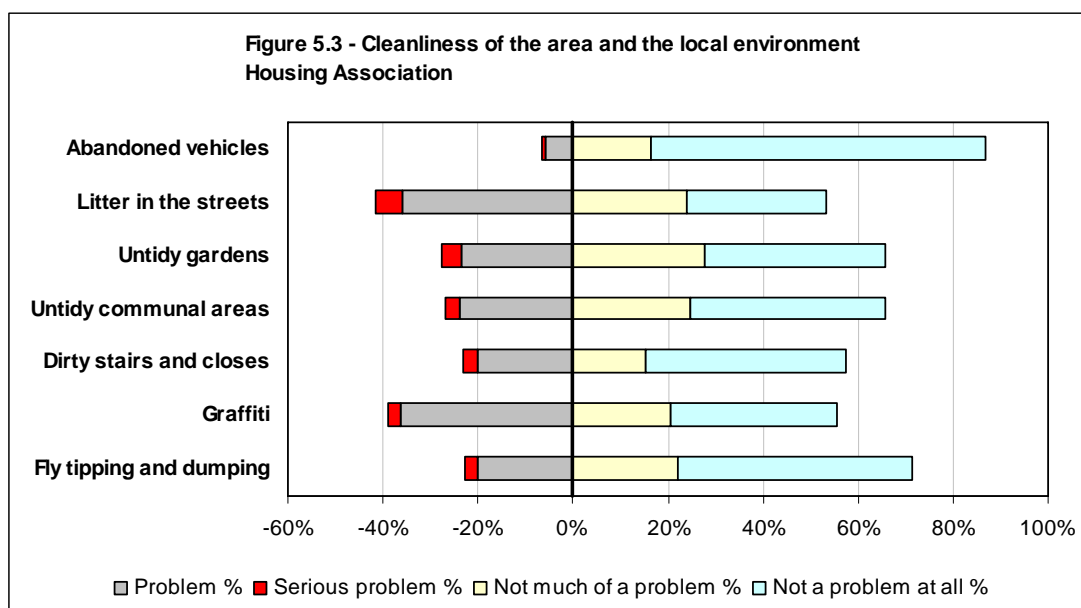


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	1%	23	5%	395	89%	20	4%	2	0%	0	0%
Noisy neighbours / parties	5	1%	23	5%	395	89%	20	4%	3	1%	0	0%
Youth disorder	27	6%	67	15%	328	74%	23	5%	1	0%	0	0%
Street drinking	18	4%	42	9%	356	80%	29	7%	1	0%	0	0%
Drug dealing	19	4%	32	7%	378	85%	15	3%	2	0%	0	0%
Drug/ alcohol/ substance abuse	23	5%	28	6%	382	86%	11	2%	2	0%	0	0%
Verbal abuse	11	2%	22	5%	403	90%	8	2%	2	0%	0	0%
Racial harassment	1	0%	2	0%	436	98%	6	1%	1	0%	0	0%
Harassment	7	2%	5	1%	423	95%	9	2%	2	0%	0	0%
Personal safety and security	5	1%	19	4%	410	92%	10	2%	2	0%	0	0%
Damage to property	6	1%	16	4%	417	93%	6	1%	1	0%	0	0%
Damage to vehicle/ theft	8	2%	19	4%	412	92%	6	1%	1	0%	0	0%
Vandalism and graffiti	18	4%	57	13%	360	81%	10	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	23	5%	35	8%	378	85%	9	2%	1	0%	0	0%
House break-ins/burglary	2	0%	12	3%	424	95%	7	2%	1	0%	0	0%
Vehicle break-ins/theft	3	1%	14	3%	422	95%	6	1%	1	0%	0	0%
Road safety	8	2%	36	8%	396	89%	5	1%	1	0%	0	0%
Safety of children	10	2%	35	8%	395	89%	5	1%	1	0%	0	0%
Safety of other vulnerable groups	5	1%	19	4%	416	93%	5	1%	1	0%	0	0%
Total	205		506		7526		210		27		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	275	62%
1	50	11%
2	33	7%
3	22	5%
4	10	2%
5+	56	13%
	446	

Table 5.4 – Number of concerns – Security and Community Safety in the past year – Housing Association

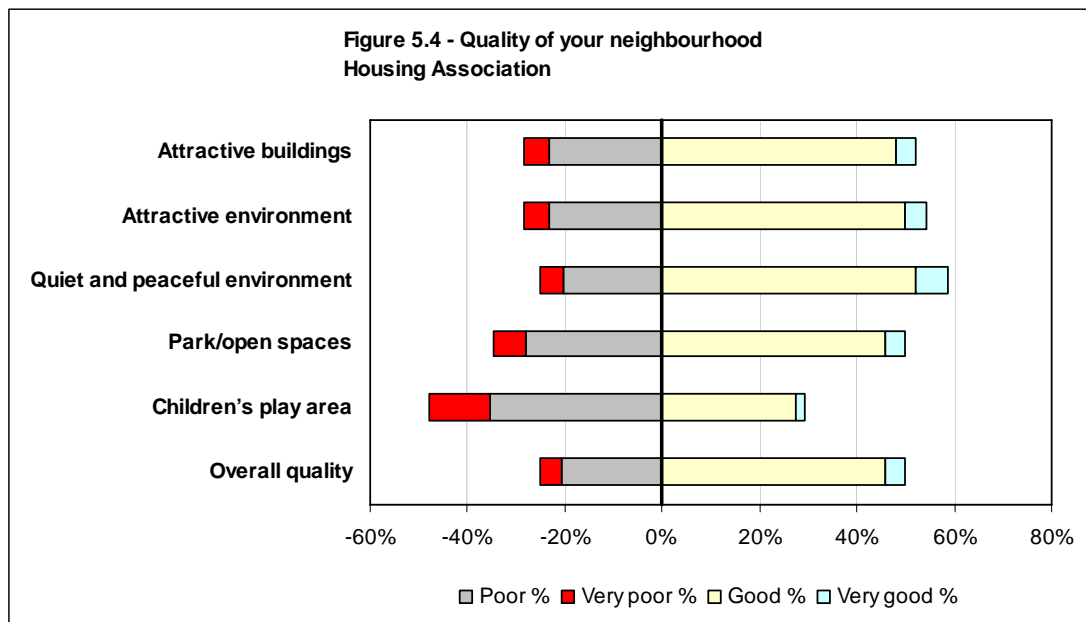


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	1%	25	6%	10	2%	74	17%	314	70%	17	4%	2	0%
Litter in the streets	25	6%	160	36%	22	5%	107	24%	131	29%	1	0%	0	0%
Untidy gardens	19	4%	104	23%	26	6%	124	28%	169	38%	3	1%	1	0%
Untidy communal areas	13	3%	107	24%	27	6%	111	25%	182	41%	3	1%	3	1%
Dirty stairs and closes	14	3%	89	20%	13	3%	69	15%	188	42%	5	1%	68	15%
Graffiti	12	3%	161	36%	22	5%	92	21%	156	35%	3	1%	0	0%
Fly tipping and dumping	11	2%	90	20%	16	4%	98	22%	220	49%	11	2%	0	0%
Total	98		736		136		675		1,360		43		74	

Table 5.5 – Issues in the local area – Housing Association

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	180	40%
1	88	20%
2	38	9%
3	30	7%
4	25	6%
5+	85	19%
	446	

Table 5.6 – Number of concerns – Cleanliness of area and local environment – Housing Association

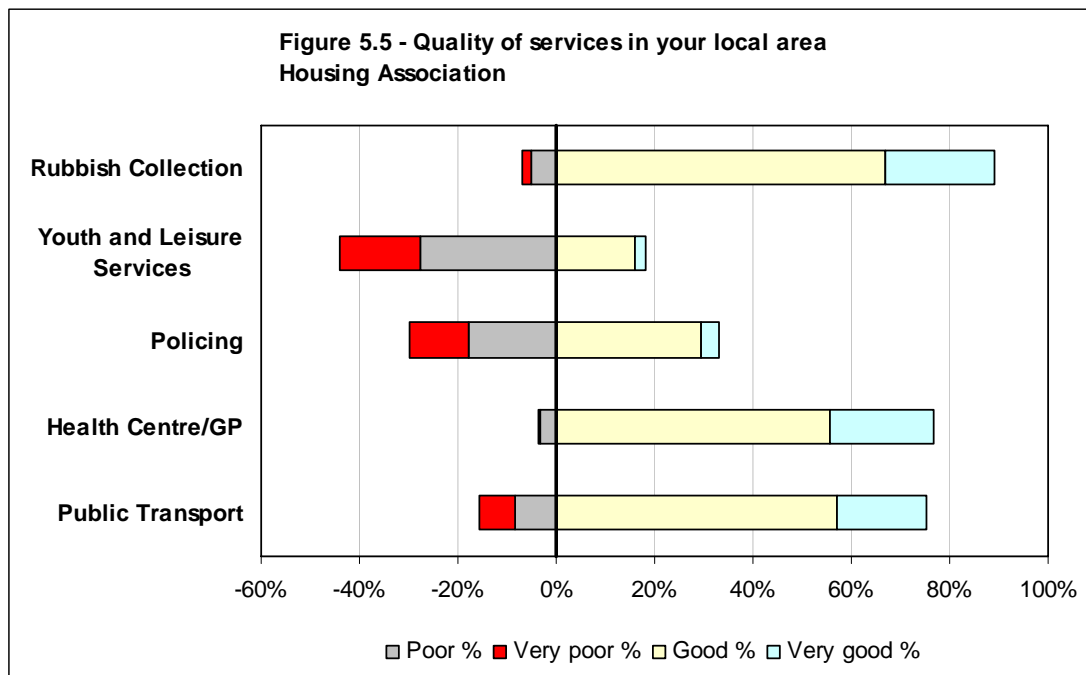


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	22	5%	104	23%	83	19%	215	48%	17	4%	5	1%	0	0%
Attractive environment	23	5%	104	23%	75	17%	222	50%	20	4%	2	0%	0	0%
Quiet and peaceful environment	22	5%	90	20%	71	16%	232	52%	29	7%	2	0%	0	0%
Park/open spaces	29	7%	125	28%	62	14%	204	46%	19	4%	7	2%	0	0%
Children's play area	57	13%	157	35%	69	15%	122	27%	8	2%	26	6%	7	2%
Overall quality	20	4%	92	21%	109	24%	204	46%	19	4%	2	0%	0	0%
Total	173		672		469		1,199		112		44		7	

Table 5.7 – Quality of your neighbourhood – Housing Association

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	189	42%
1	72	16%
2	53	12%
3	30	7%
4	14	3%
5+	88	20%
	446	

Table 5.8 – Number of concerns – Quality of neighbourhood – Housing Association

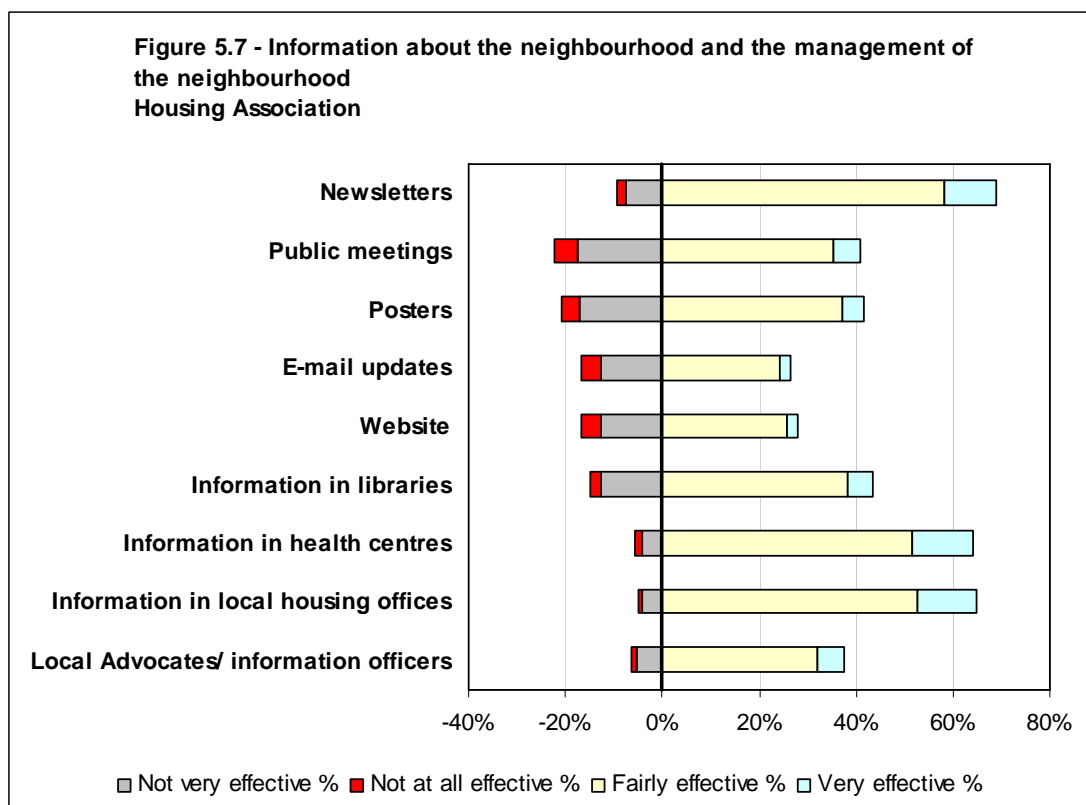
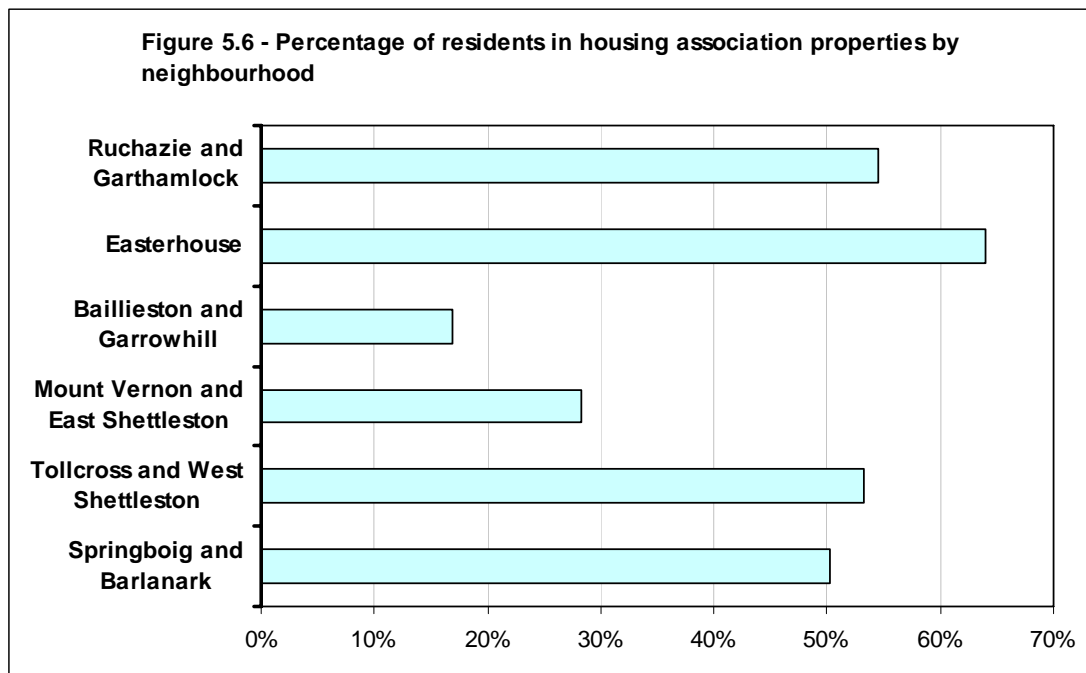


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	8	2%	23	5%	16	4%	299	67%	99	22%	1	0%	0	0%
Youth and Leisure Services	72	16%	124	28%	50	11%	72	16%	9	2%	104	23%	15	3%
Policing	53	12%	80	18%	97	22%	132	30%	15	3%	53	12%	16	4%
Health Centre/GP	2	0%	14	3%	25	6%	248	56%	94	21%	31	7%	32	7%
Public Transport	31	7%	38	9%	21	5%	255	57%	80	18%	21	5%	0	0%
Total	166		279		209		1,006		297		210		63	

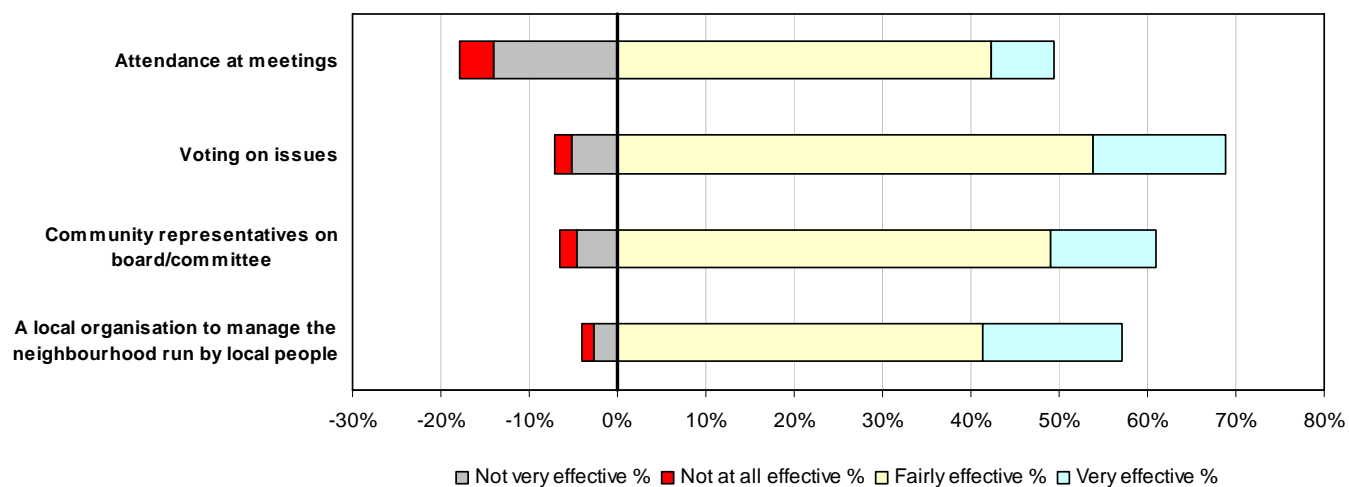
Table 5.9 – The quality of services in and around your local area – Housing Association

Number of concerns (Very poor or poor)	Respondents	%
None	187	42%
1	131	29%
2	80	18%
3	40	9%
4	6	1%
5+	2	0%
	446	

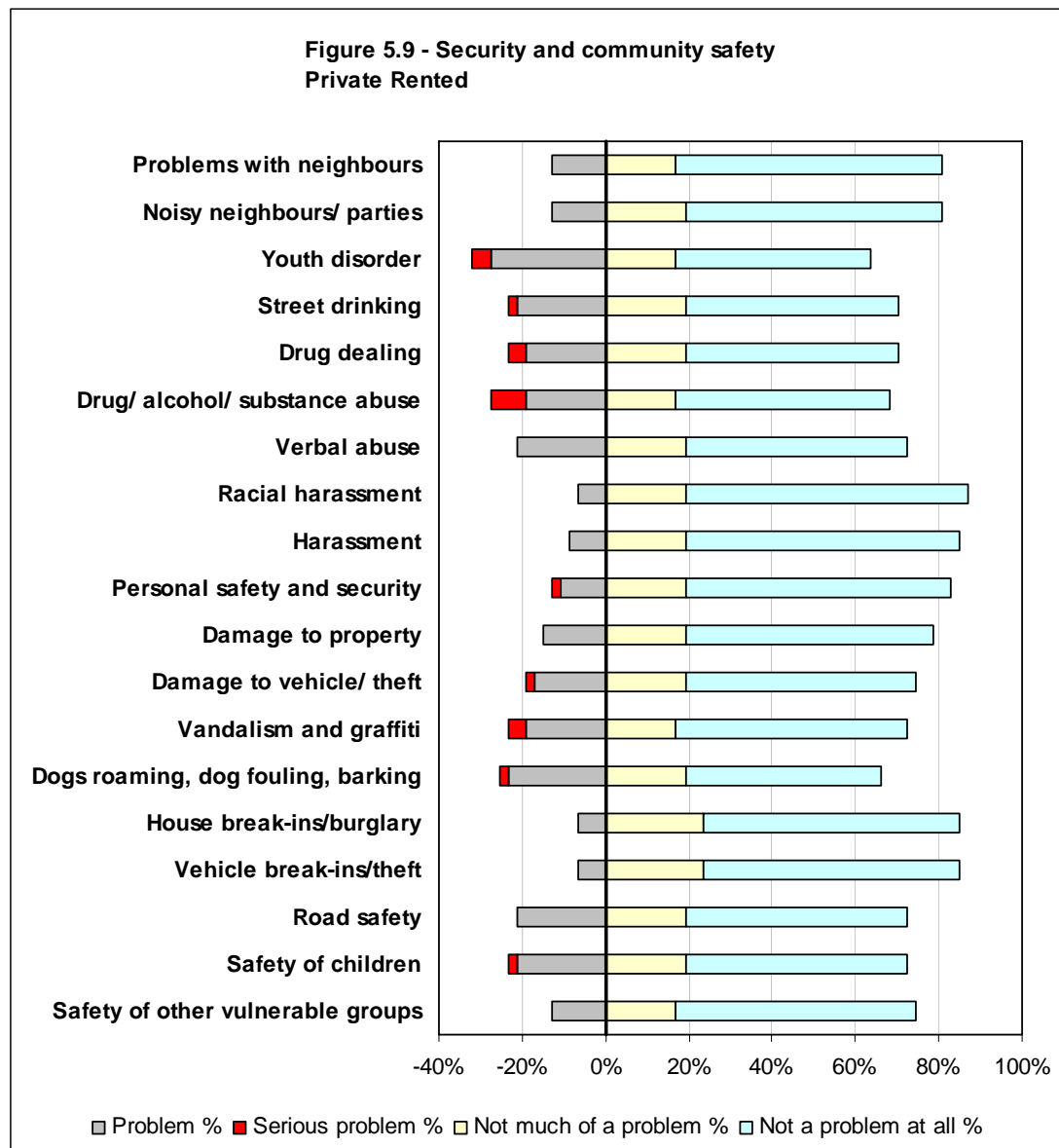
Table 5.10 – Number of concerns – Quality of services – Housing Association



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



Private Rented

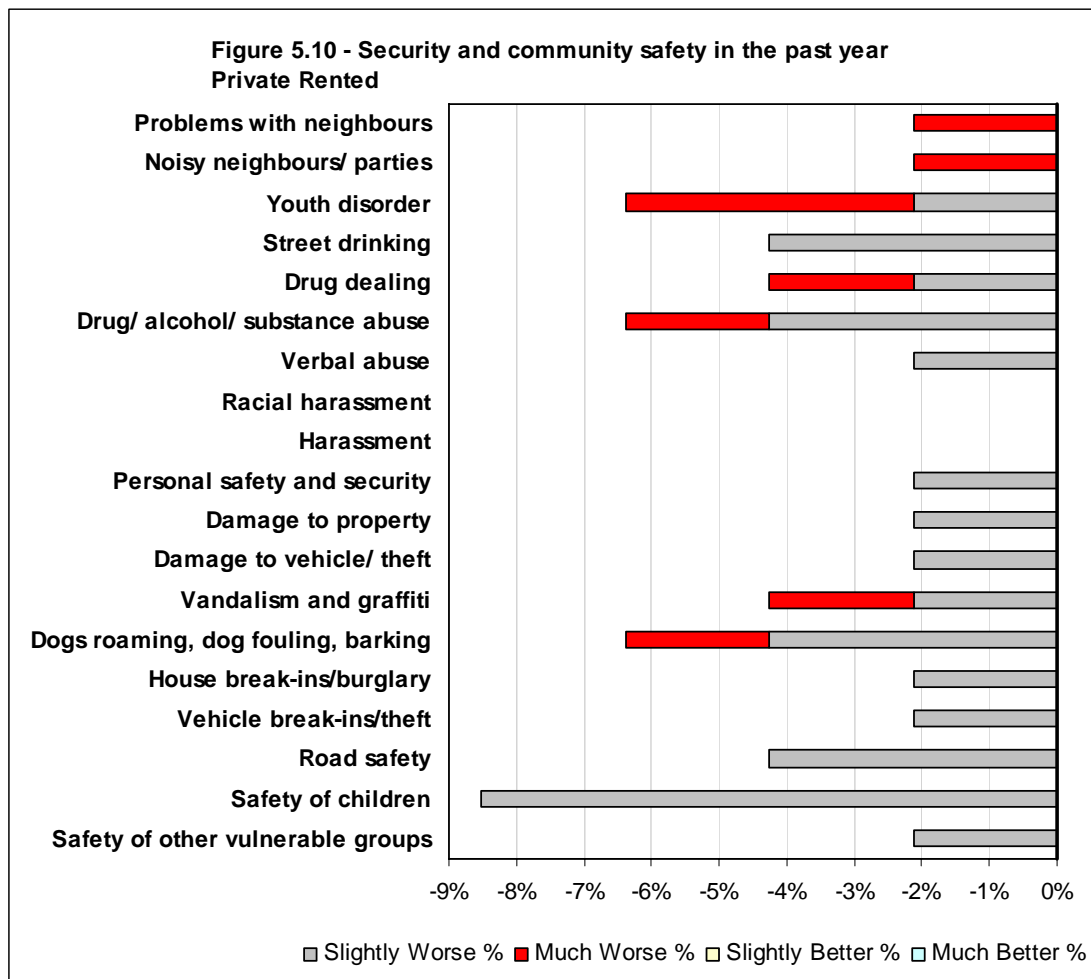


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	6	13%	2	4%	8	17%	30	64%	1	2%
Noisy neighbours / parties	0	0%	6	13%	2	4%	9	19%	29	62%	1	2%
Youth disorder	2	4%	13	28%	2	4%	8	17%	22	47%	0	0%
Street drinking	1	2%	10	21%	1	2%	9	19%	24	51%	2	4%
Drug dealing	2	4%	9	19%	2	4%	9	19%	24	51%	1	2%
Drug/ alcohol/ substance abuse	4	9%	9	19%	1	2%	8	17%	24	51%	1	2%
Verbal abuse	0	0%	10	21%	2	4%	9	19%	25	53%	1	2%
Racial harassment	0	0%	3	6%	2	4%	9	19%	32	68%	1	2%
Harassment	0	0%	4	9%	2	4%	9	19%	31	66%	1	2%
Personal safety and security	1	2%	5	11%	1	2%	9	19%	30	64%	1	2%
Damage to property	0	0%	7	15%	2	4%	9	19%	28	60%	1	2%
Damage to vehicle/ theft	1	2%	8	17%	1	2%	9	19%	26	55%	2	4%
Vandalism and graffiti	2	4%	9	19%	2	4%	8	17%	26	55%	0	0%
Dogs roaming, dog fouling, barking	1	2%	11	23%	3	6%	9	19%	22	47%	1	2%
House break-ins/burglary	0	0%	3	6%	2	4%	11	23%	29	62%	2	4%
Vehicle break-ins/theft	0	0%	3	6%	2	4%	11	23%	29	62%	2	4%
Road safety	0	0%	10	21%	2	4%	9	19%	25	53%	1	2%
Safety of children	1	2%	10	21%	1	2%	9	19%	25	53%	1	2%
Safety of other vulnerable groups	0	0%	6	13%	4	9%	8	17%	27	57%	2	4%
Total	15		142		36		170		508		22	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	21	45%
1	7	15%
2	1	2%
3	3	6%
4	2	4%
5+	13	28%
	47	

Table 5.12 – Number of concerns – Security and Community Safety – Private Rented

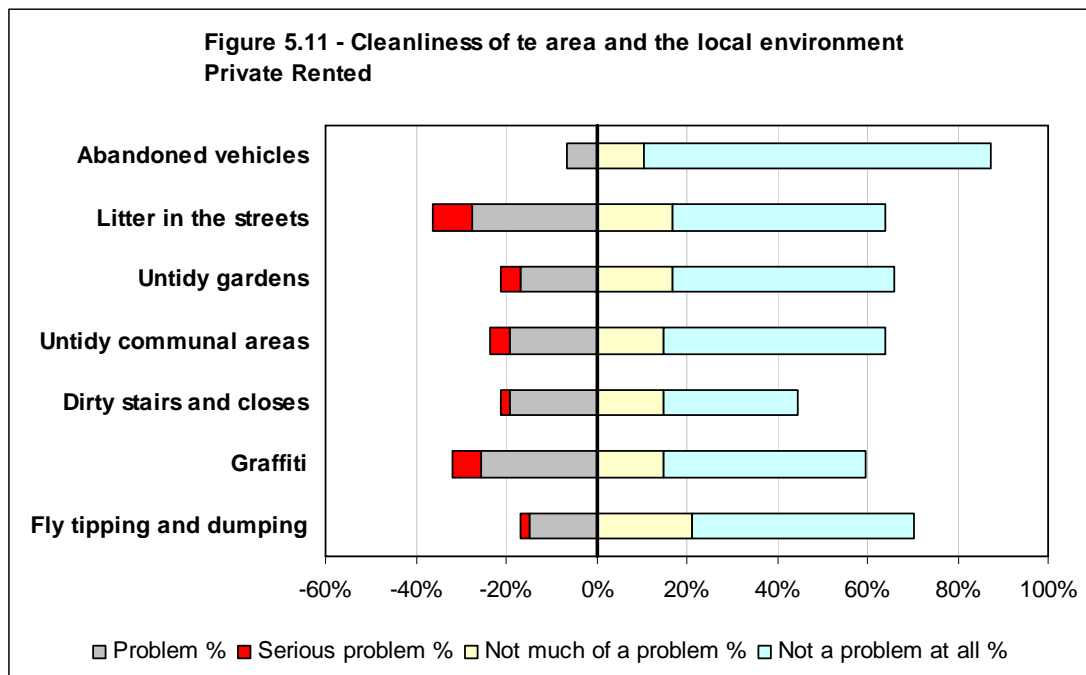


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	2%	0	0%	46	98%	0	0%	0	0%	0	0%
Noisy neighbours/ parties	1	2%	0	0%	46	98%	0	0%	0	0%	0	0%
Youth disorder	2	4%	1	2%	44	94%	0	0%	0	0%	0	0%
Street drinking	0	0%	2	4%	45	96%	0	0%	0	0%	0	0%
Drug dealing	1	2%	1	2%	45	96%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	2%	2	4%	44	94%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	47	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	47	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Damage to property	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Vandalism and graffiti	1	2%	1	2%	45	96%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	1	2%	2	4%	44	94%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Road safety	0	0%	2	4%	45	96%	0	0%	0	0%	0	0%
Safety of children	0	0%	4	9%	43	91%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	1	2%	46	98%	0	0%	0	0%	0	0%
Total	8		22		863		0		0		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	39	83%
1	3	6%
2	1	2%
3	2	4%
4	0	0%
5+	2	4%
	47	

Table 5.14 – Number of concerns - Security and Community Safety in the past year – Private Rented

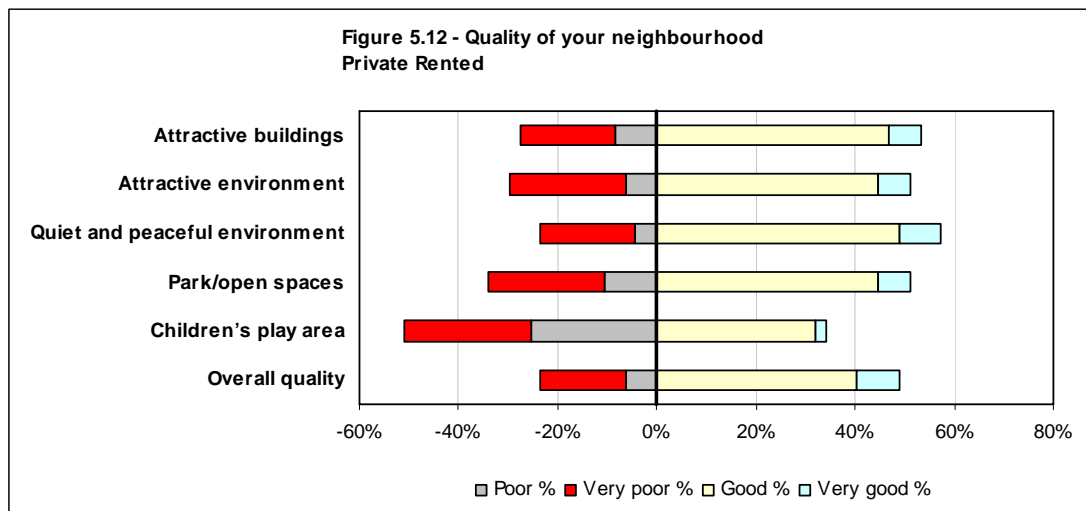


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	3	6%	0	0%	5	11%	36	77%	2	4%	1	2%
Litter in the streets	4	9%	13	28%	0	0%	8	17%	22	47%	0	0%	0	0%
Untidy gardens	2	4%	8	17%	2	4%	8	17%	23	49%	4	9%	0	0%
Untidy communal areas	2	4%	9	19%	1	2%	7	15%	23	49%	3	6%	2	4%
Dirty stairs and closes	1	2%	9	19%	1	2%	7	15%	14	30%	3	6%	12	26%
Graffiti	3	6%	12	26%	1	2%	7	15%	21	45%	3	6%	0	0%
Fly tipping and dumping	1	2%	7	15%	2	4%	10	21%	23	49%	3	6%	1	2%
Total	13		61		7		52		162		18		16	

Table 5.15 – Issues in the local area – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	26	55%
1	7	15%
2	2	4%
3	2	4%
4	1	2%
5+	9	19%
	47	

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

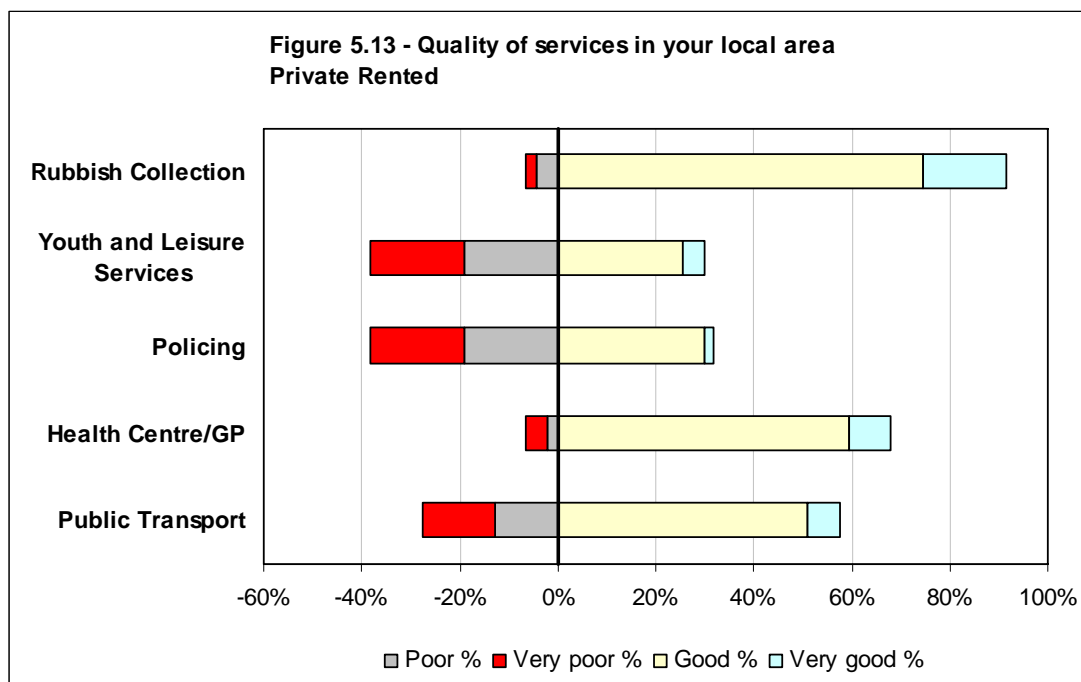


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	9	19%	4	9%	8	17%	22	47%	3	6%	0	0%	1	2%
Attractive environment	11	23%	3	6%	8	17%	21	45%	3	6%	0	0%	1	2%
Quiet and peaceful environment	9	19%	2	4%	8	17%	23	49%	4	9%	0	0%	1	2%
Park/open spaces	11	23%	5	11%	5	11%	21	45%	3	6%	1	2%	1	2%
Children's play area	12	26%	12	26%	4	9%	15	32%	1	2%	1	2%	2	4%
Overall quality	8	17%	3	6%	12	26%	19	40%	4	9%	0	0%	1	2%
Total	60		29		45		121		18		2		7	

Table 5.17 – Quality of your neighbourhood – Private Rented

Number of concerns (Very poor or poor)	Respondents	%
None	19	40%
1	7	15%
2	9	19%
3	1	2%
4	2	4%
5+	9	19%
	47	

Table 5.18 – Number of concerns – Quality of neighbourhood – Private Rented

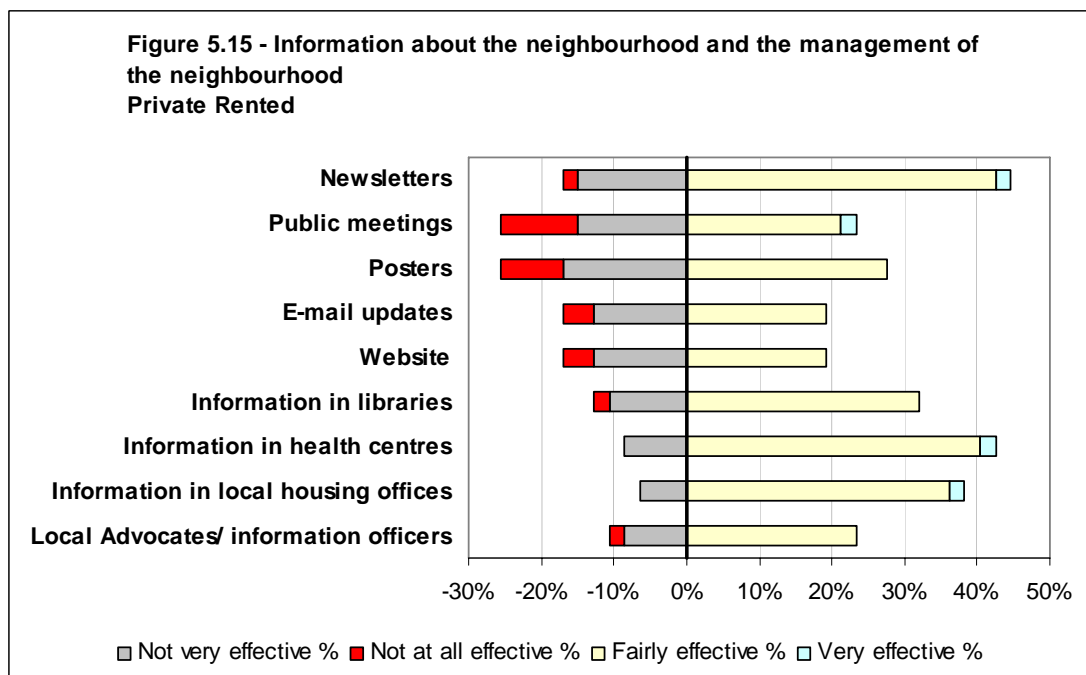
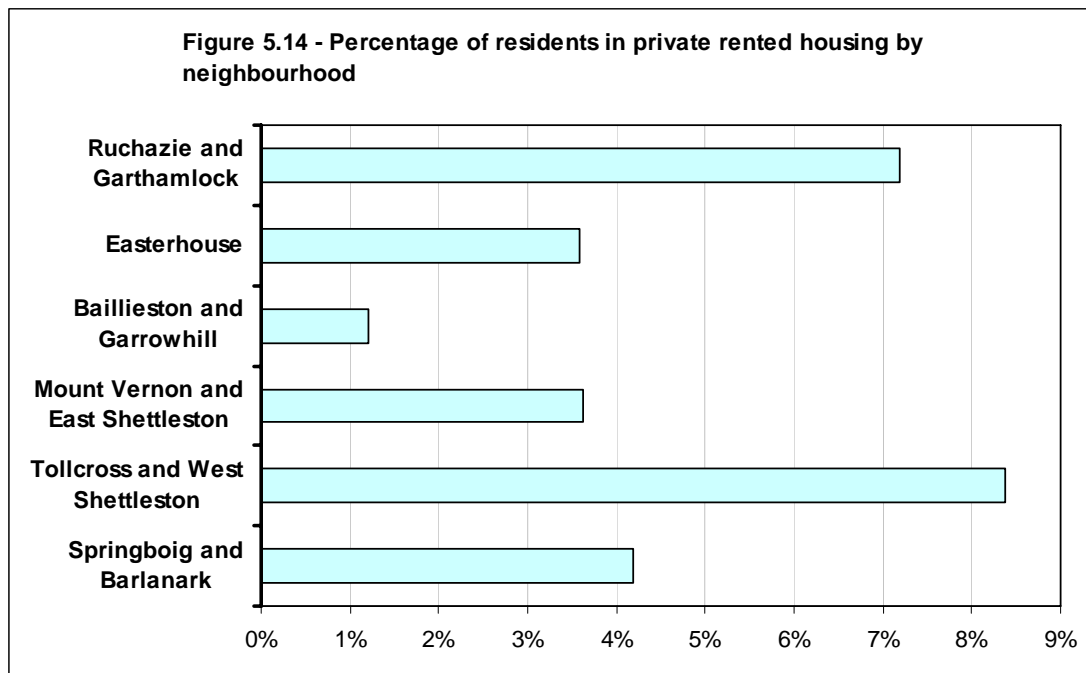


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	2%	2	4%	1	2%	35	74%	8	17%	0	0%	0	0%
Youth and Leisure Services	9	19%	9	19%	2	4%	12	26%	2	4%	12	26%	1	2%
Policing	9	19%	9	19%	2	4%	14	30%	1	2%	12	26%	0	0%
Health Centre/GP	2	4%	1	2%	4	9%	28	60%	4	9%	5	11%	3	6%
Public Transport	7	15%	6	13%	3	6%	24	51%	3	6%	3	6%	1	2%
Total	28		27		12		113		18		32		5	

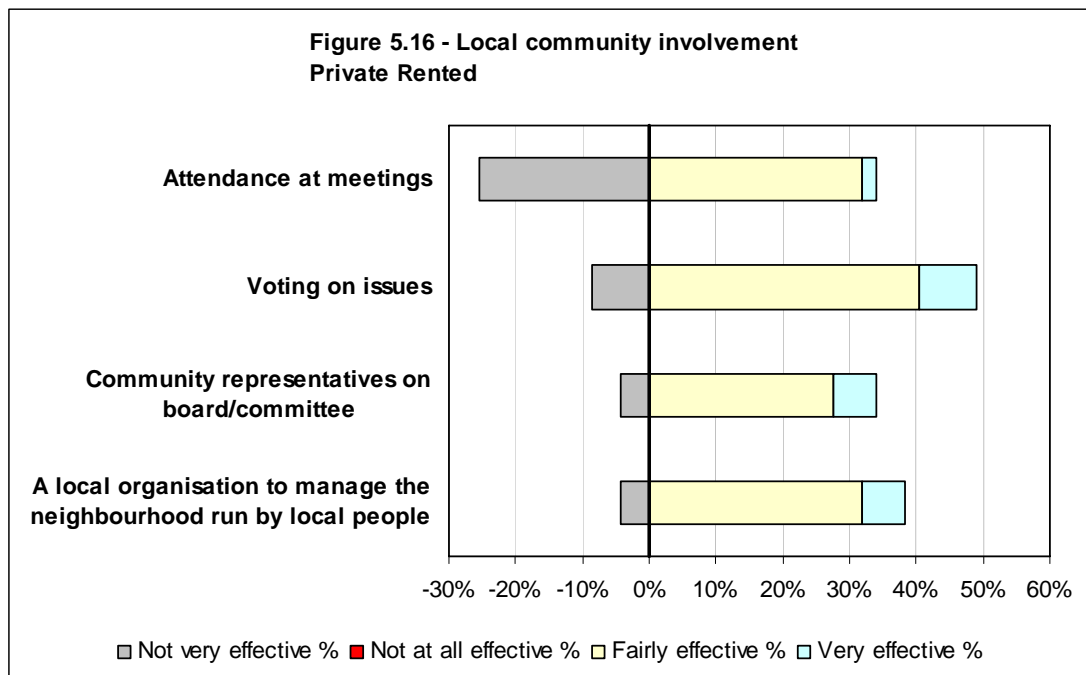
Table 5.19 – The quality of services in and around your local area – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	22	47%
1	9	19%
2	7	15%
3	6	13%
4	1	2%
5+	2	4%
	47	

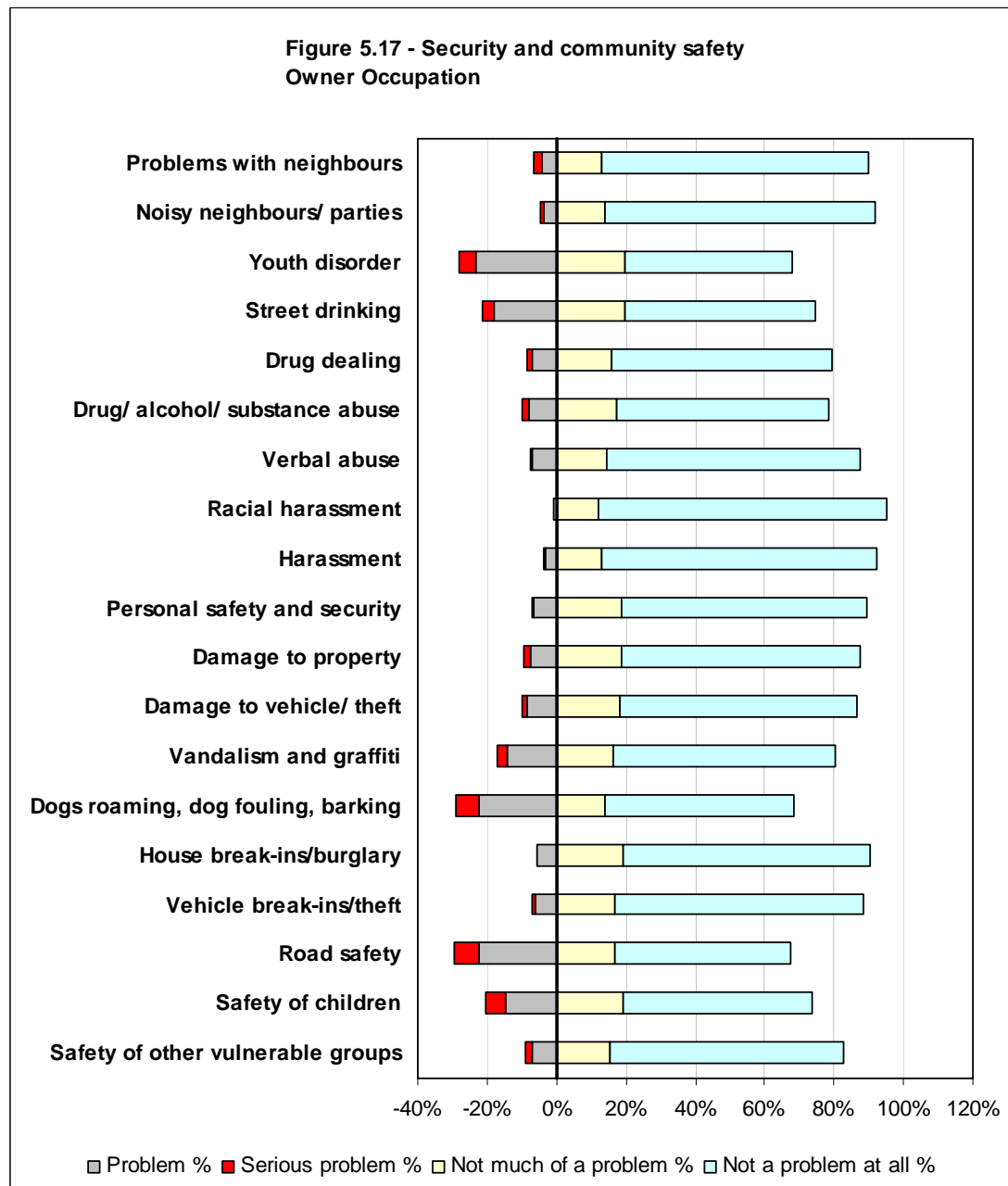
Table 5.20 – Number of concerns – Quality of services – Private Rented



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



Owner occupied



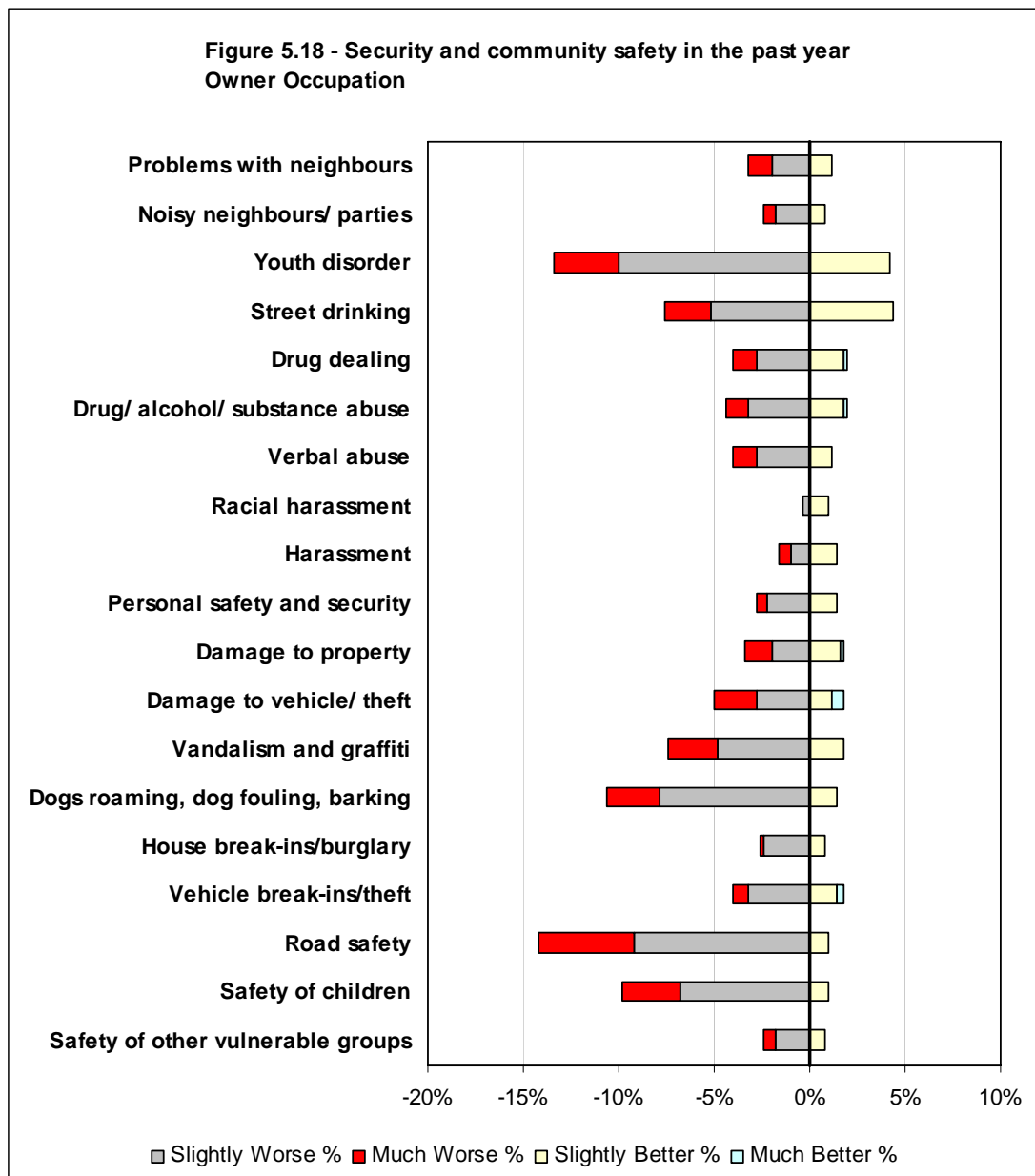
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	2%	22	4%	16	3%	65	13%	384	77%	2	0%
Noisy neighbours/ parties	5	1%	19	4%	14	3%	70	14%	388	78%	3	1%
Youth disorder	23	5%	116	23%	20	4%	98	20%	241	48%	1	0%
Street drinking	17	3%	89	18%	20	4%	98	20%	274	55%	1	0%
Drug dealing	7	1%	35	7%	31	6%	79	16%	317	64%	30	6%
Drug/ alcohol/ substance abuse	8	2%	41	8%	31	6%	86	17%	306	61%	27	5%
Verbal abuse	2	0%	35	7%	22	4%	73	15%	363	73%	4	1%
Racial harassment	0	0%	5	1%	15	3%	59	12%	416	83%	4	1%
Harassment	3	1%	16	3%	16	3%	64	13%	396	79%	4	1%
Personal safety and security	2	0%	33	7%	14	3%	94	19%	353	71%	3	1%
Damage to property	8	2%	38	8%	13	3%	93	19%	344	69%	3	1%
Damage to vehicle/ theft	7	1%	42	8%	16	3%	91	18%	340	68%	3	1%
Vandalism and graffiti	14	3%	72	14%	10	2%	81	16%	319	64%	3	1%
Dogs roaming, dog fouling, barking	32	6%	112	22%	13	3%	69	14%	272	55%	1	0%
House break-ins/burglary	2	0%	27	5%	16	3%	95	19%	356	71%	3	1%
Vehicle break-ins/theft	6	1%	30	6%	16	3%	85	17%	357	72%	5	1%
Road safety	36	7%	112	22%	13	3%	83	17%	253	51%	2	0%
Safety of children	29	6%	74	15%	24	5%	96	19%	271	54%	5	1%
Safety of other vulnerable groups	10	2%	34	7%	30	6%	78	16%	335	67%	12	2%
Total	221		952		350		1,557		6,285		116	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	187	37%
1	82	16%
2	67	13%
3	56	11%
4	27	5%
5+	80	16%
	499	

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**

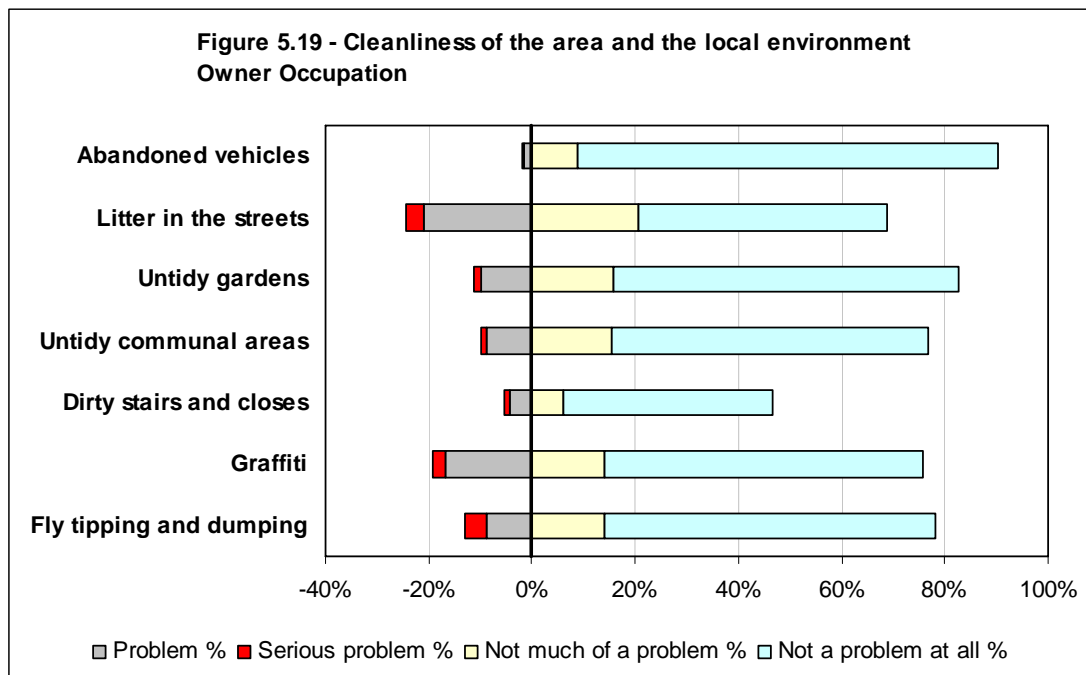


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	1%	10	2%	477	96%	6	1%	0	0%	0	0%
Noisy neighbours / parties	3	1%	9	2%	483	97%	4	1%	0	0%	0	0%
Youth disorder	17	3%	50	10%	411	82%	21	4%	0	0%	0	0%
Street drinking	12	2%	26	5%	439	88%	22	4%	0	0%	0	0%
Drug dealing	6	1%	14	3%	469	94%	9	2%	1	0%	0	0%
Drug/ alcohol/ substance abuse	6	1%	16	3%	467	94%	9	2%	1	0%	0	0%
Verbal abuse	6	1%	14	3%	473	95%	6	1%	0	0%	0	0%
Racial harassment	0	0%	2	0%	492	99%	5	1%	0	0%	0	0%
Harassment	3	1%	5	1%	484	97%	7	1%	0	0%	0	0%
Personal safety and security	3	1%	11	2%	478	96%	7	1%	0	0%	0	0%
Damage to property	7	1%	10	2%	473	95%	8	2%	1	0%	0	0%
Damage to vehicle/ theft	11	2%	14	3%	465	93%	6	1%	3	1%	0	0%
Vandalism and graffiti	13	3%	24	5%	453	91%	9	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	14	3%	39	8%	439	88%	7	1%	0	0%	0	0%
House break-ins/burglary	1	0%	12	2%	482	97%	4	1%	0	0%	0	0%
Vehicle break-ins/theft	4	1%	16	3%	470	94%	7	1%	2	0%	0	0%
Road safety	25	5%	46	9%	423	85%	5	1%	0	0%	0	0%
Safety of children	15	3%	34	7%	445	89%	5	1%	0	0%	0	0%
Safety of other vulnerable groups	3	1%	9	2%	483	97%	4	1%	0	0%	0	0%
Total	155		361		8,806		151		8		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	344	69%
1	44	9%
2	42	8%
3	21	4%
4	14	3%
5+	34	7%
	499	

Table 5.24 – Number of concerns - Security and Community Safety in the past year – Owner Occupied

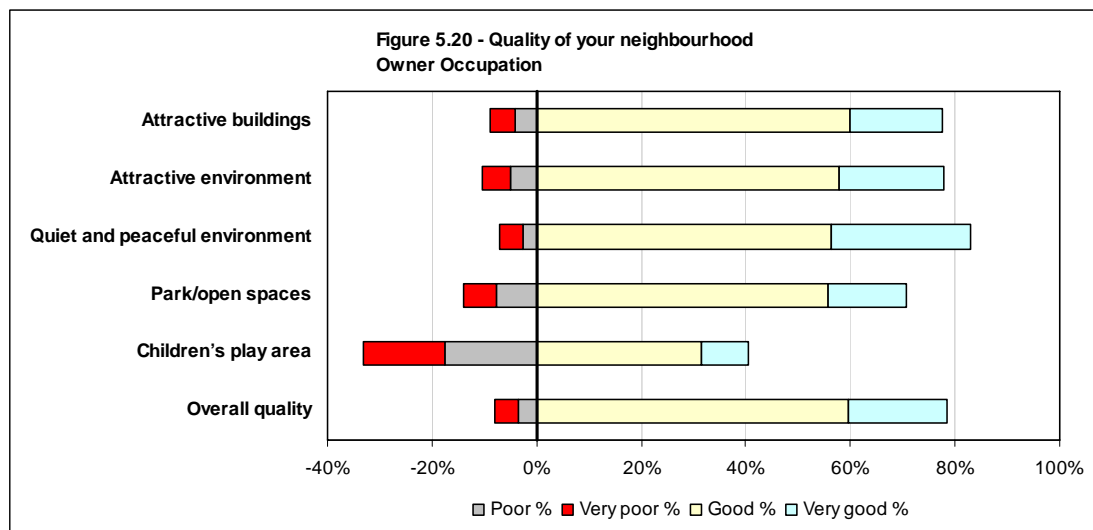


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	8	2%	10	2%	45	9%	405	81%	15	3%	15	3%
Litter in the streets	17	3%	105	21%	29	6%	103	21%	241	48%	3	1%	1	0%
Untidy gardens	6	1%	50	10%	24	5%	79	16%	334	67%	5	1%	1	0%
Untidy communal areas	5	1%	44	9%	17	3%	77	15%	307	62%	8	2%	41	8%
Dirty stairs and closes	4	1%	22	4%	7	1%	31	6%	201	40%	12	2%	222	44%
Graffiti	12	2%	84	17%	21	4%	70	14%	308	62%	2	0%	2	0%
Fly tipping and dumping	20	4%	44	9%	21	4%	70	14%	320	64%	9	2%	15	3%
Total	65		357		129		475		2116		54		297	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	311	62%
1	83	17%
2	45	9%
3	24	5%
4	13	3%
5+	23	5%
	499	

Table 5.26 – Number of concerns – Cleanliness of area and local environment – Owner Occupied

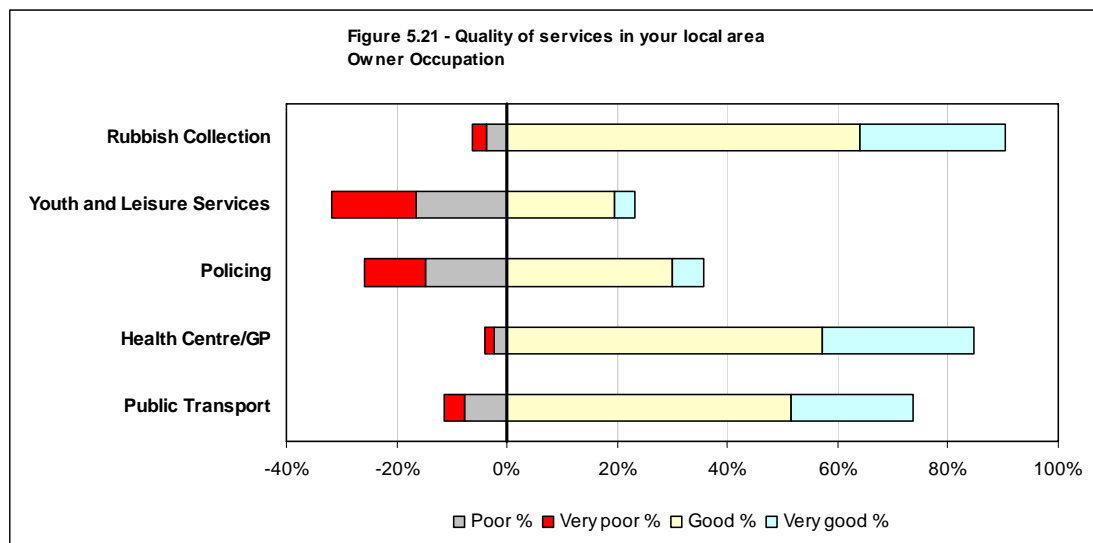


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	25	5%	20	4%	61	12%	299	60%	88	18%	2	0%	4	1%
Attractive environment	27	5%	25	5%	58	12%	288	58%	101	20%	0	0%	0	0%
Quiet and peaceful environment	22	4%	13	3%	50	10%	281	56%	133	27%	0	0%	0	0%
Park/open spaces	31	6%	39	8%	70	14%	278	56%	74	15%	6	1%	1	0%
Children's play area	79	16%	87	17%	91	18%	157	31%	45	9%	34	7%	6	1%
Overall quality	22	4%	18	4%	67	13%	297	60%	94	19%	1	0%	0	0%
Total	206		202		397		1,600		535		43		11	206

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	310	62%
1	98	20%
2	43	9%
3	14	3%
4	9	2%
5+	25	5%
	499	

Table – 5.28 – Number of concerns – Quality of neighbourhood – Owner Occupied

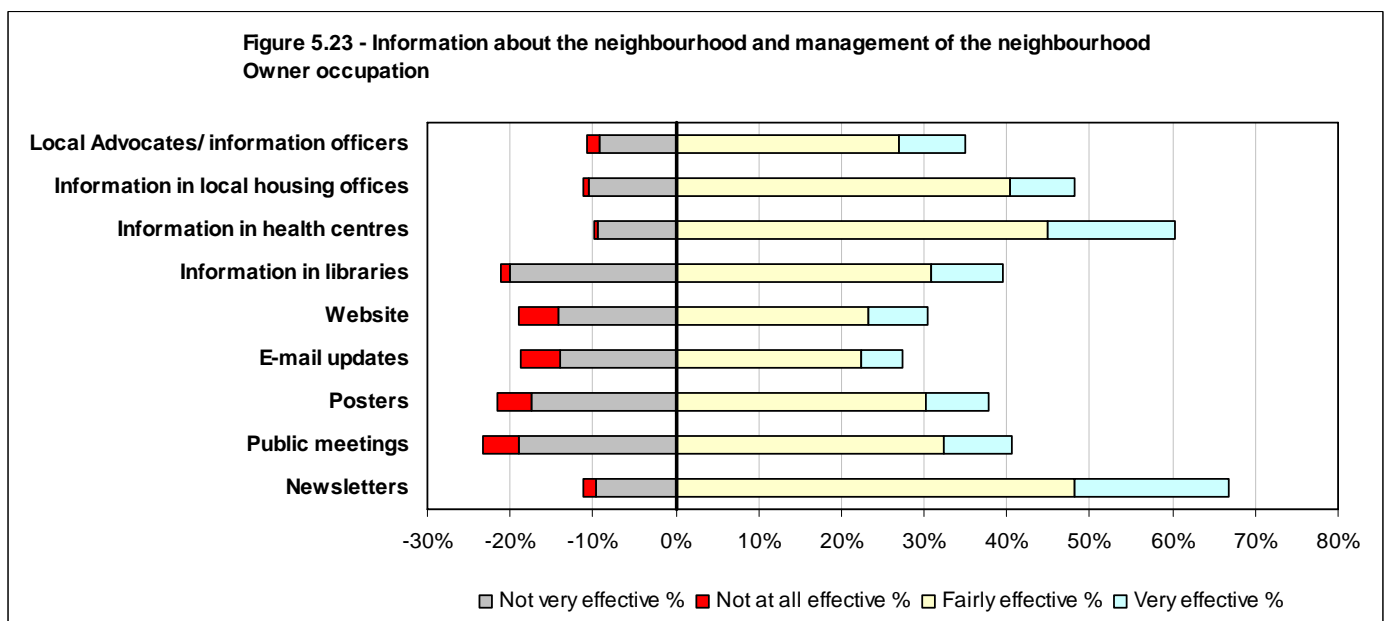
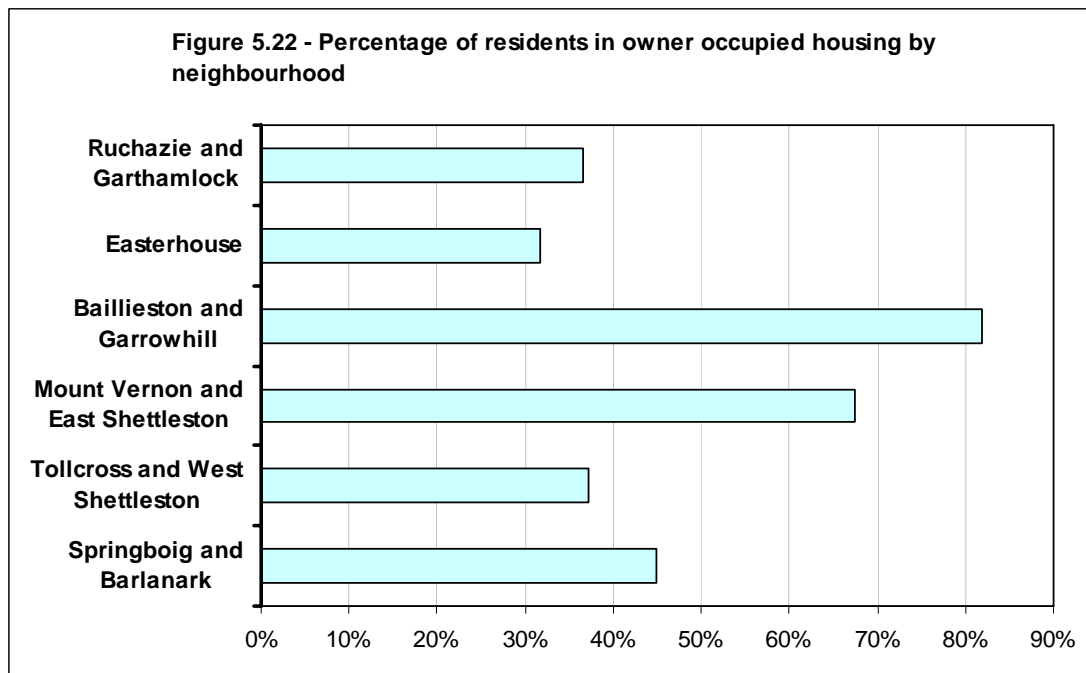


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	14	3%	18	4%	14	3%	319	64%	132	26%	2	0%	0	0%
Youth and Leisure Services	76	15%	82	16%	59	12%	98	20%	18	4%	160	32%	6	1%
Policing	55	11%	74	15%	123	25%	150	30%	28	6%	66	13%	3	1%
Health Centre/GP	9	2%	11	2%	25	5%	286	57%	137	27%	22	4%	9	2%
Public Transport	18	4%	39	8%	31	6%	257	52%	110	22%	36	7%	8	2%
Total	172		224		252		1110		425		286		26	

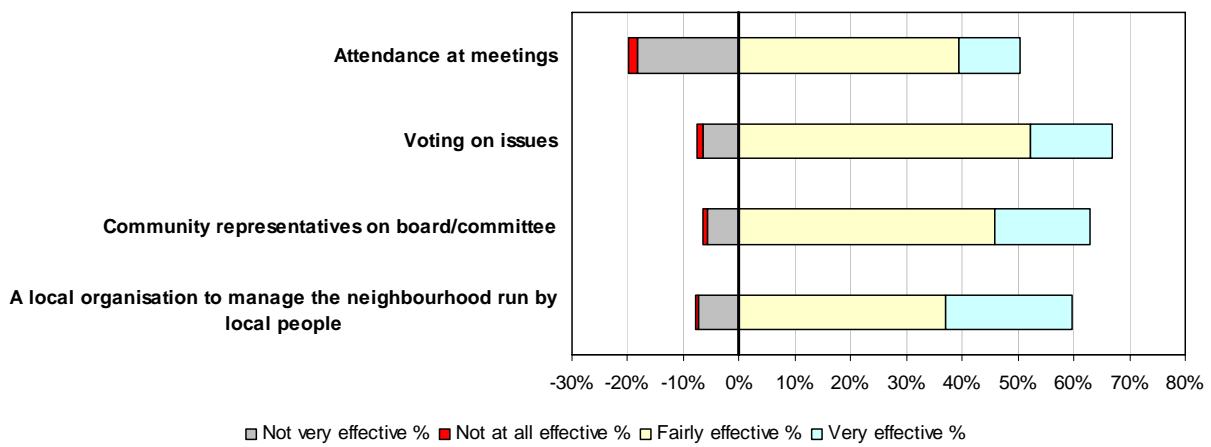
Table 5.29 – The quality of services in and around your local area – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	244	49%
1	159	32%
2	64	13%
3	20	4%
4	11	2%
5+	1	0%
	459	

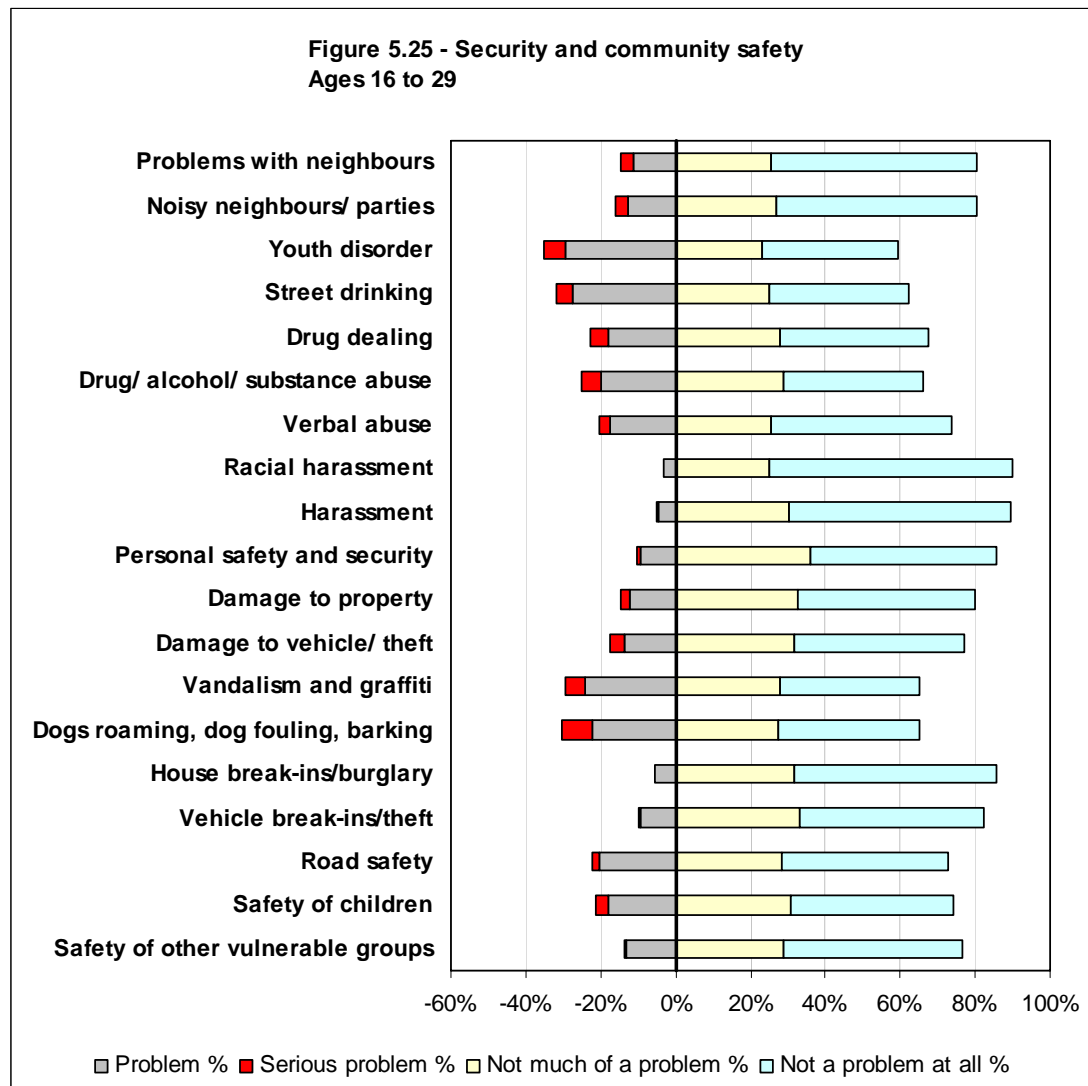
Table 5.30 – Number of concerns – Quality of services – Owner Occupied



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



Age – 16 to 29 years



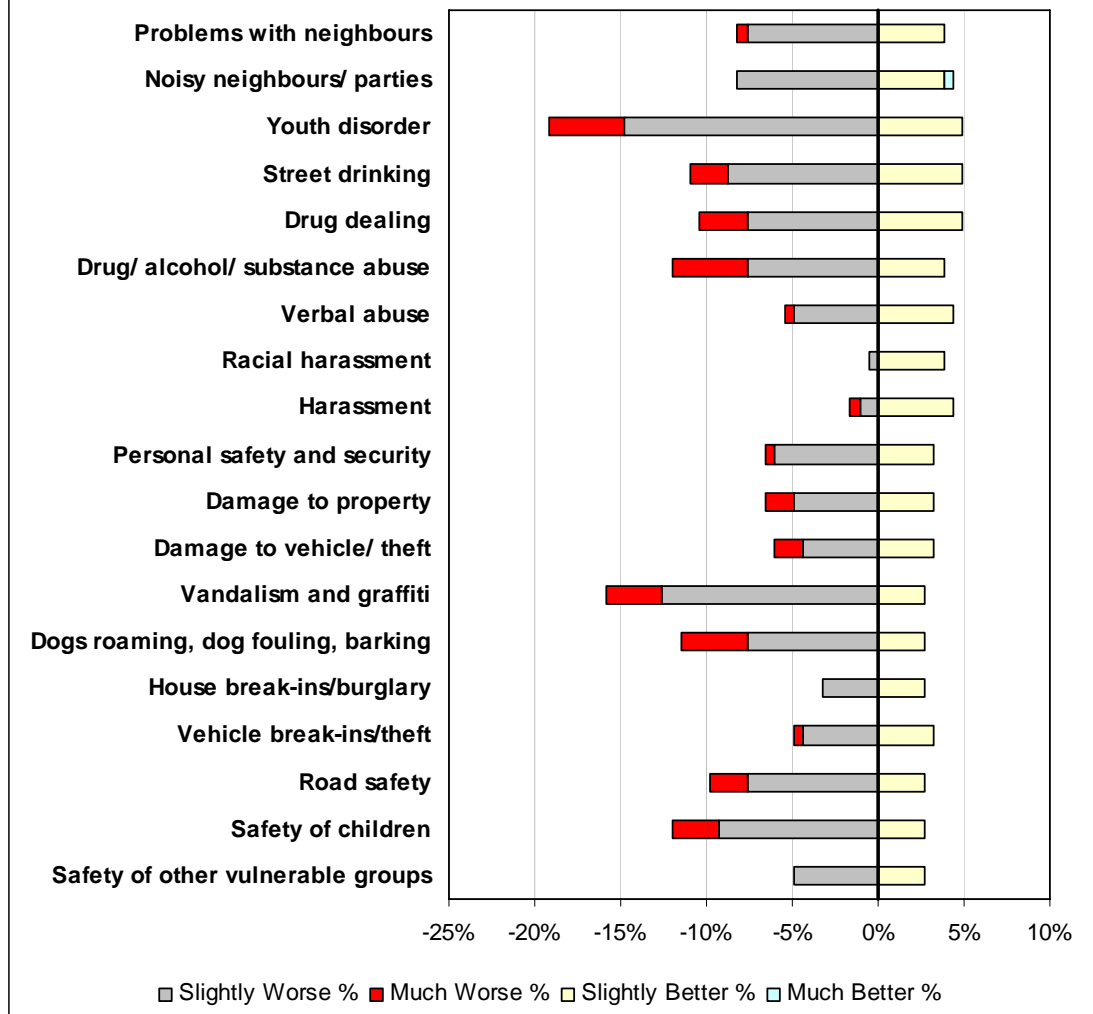
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	3%	21	11%	8	4%	47	26%	100	55%	1	1%
Noisy neighbours/ parties	6	3%	23	13%	6	3%	49	27%	98	54%	1	1%
Youth disorder	10	5%	54	30%	9	5%	42	23%	67	37%	1	1%
Street drinking	8	4%	50	27%	9	5%	46	25%	68	37%	2	1%
Drug dealing	9	5%	33	18%	11	6%	51	28%	73	40%	6	3%
Drug/ alcohol/ substance abuse	10	5%	36	20%	10	5%	53	29%	68	37%	6	3%
Verbal abuse	5	3%	32	17%	9	5%	47	26%	88	48%	2	1%
Racial harassment	0	0%	6	3%	9	5%	46	25%	119	65%	3	2%
Harassment	1	1%	8	4%	7	4%	55	30%	109	60%	3	2%
Personal safety and security	2	1%	17	9%	5	3%	66	36%	91	50%	2	1%
Damage to property	5	3%	22	12%	8	4%	60	33%	86	47%	2	1%
Damage to vehicle/ theft	7	4%	25	14%	5	3%	58	32%	83	45%	5	3%
Vandalism and graffiti	10	5%	44	24%	8	4%	51	28%	68	37%	2	1%
Dogs roaming, dog fouling, barking	15	8%	41	22%	7	4%	50	27%	69	38%	1	1%
House break-ins/burglary	0	0%	10	5%	12	7%	58	32%	99	54%	4	2%
Vehicle break-ins/theft	1	1%	17	9%	8	4%	61	33%	90	49%	6	3%
Road safety	4	2%	37	20%	7	4%	52	28%	81	44%	2	1%
Safety of children	6	3%	33	18%	7	4%	56	31%	80	44%	1	1%
Safety of other vulnerable groups	1	1%	24	13%	13	7%	53	29%	87	48%	5	3%
Total	106		533		158		1,001		1,624		55	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	72	39%
1	13	7%
2	14	8%
3	15	8%
4	13	7%
5+	56	31%
	183	

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**

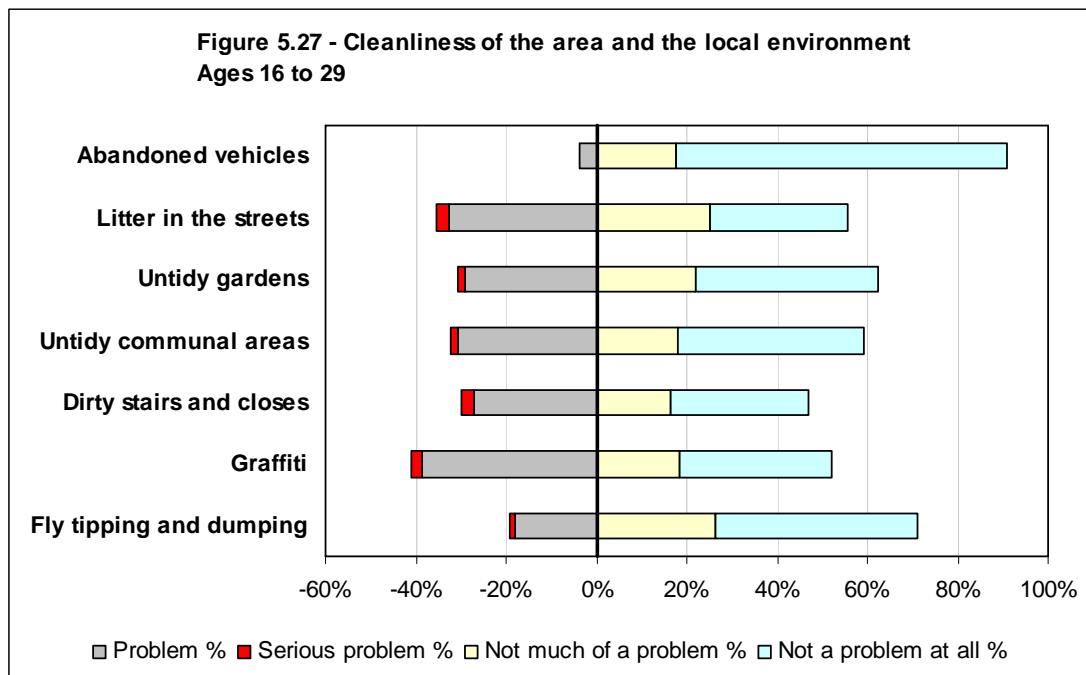


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	14	8%	161	88%	7	4%	0	0%	0	0%
Noisy neighbours/ parties	0	0%	15	8%	160	87%	7	4%	1	1%	0	0%
Youth disorder	8	4%	27	15%	139	76%	9	5%	0	0%	0	0%
Street drinking	4	2%	16	9%	154	84%	9	5%	0	0%	0	0%
Drug dealing	5	3%	14	8%	155	85%	9	5%	0	0%	0	0%
Drug/ alcohol/ substance abuse	8	4%	14	8%	154	84%	7	4%	0	0%	0	0%
Verbal abuse	1	1%	9	5%	165	90%	8	4%	0	0%	0	0%
Racial harassment	0	0%	1	1%	175	96%	7	4%	0	0%	0	0%
Harassment	1	1%	2	1%	172	94%	8	4%	0	0%	0	0%
Personal safety and security	1	1%	11	6%	165	90%	6	3%	0	0%	0	0%
Damage to property	3	2%	9	5%	165	90%	6	3%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	8	4%	166	91%	6	3%	0	0%	0	0%
Vandalism and graffiti	6	3%	23	13%	149	81%	5	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	7	4%	14	8%	157	86%	5	3%	0	0%	0	0%
House break-ins/burglary	0	0%	6	3%	172	94%	5	3%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	8	4%	168	92%	6	3%	0	0%	0	0%
Road safety	4	2%	14	8%	160	87%	5	3%	0	0%	0	0%
Safety of children	5	3%	17	9%	156	85%	5	3%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	9	5%	169	92%	5	3%	0	0%	0	0%
Total	58		231		3,062		125		1		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	123	67%
1	8	4%
2	11	6%
3	11	6%
4	5	3%
5+	25	14%
	183	

Table 5.34 – Number of concerns - Security and Community Safety in the past year – Age 16-29

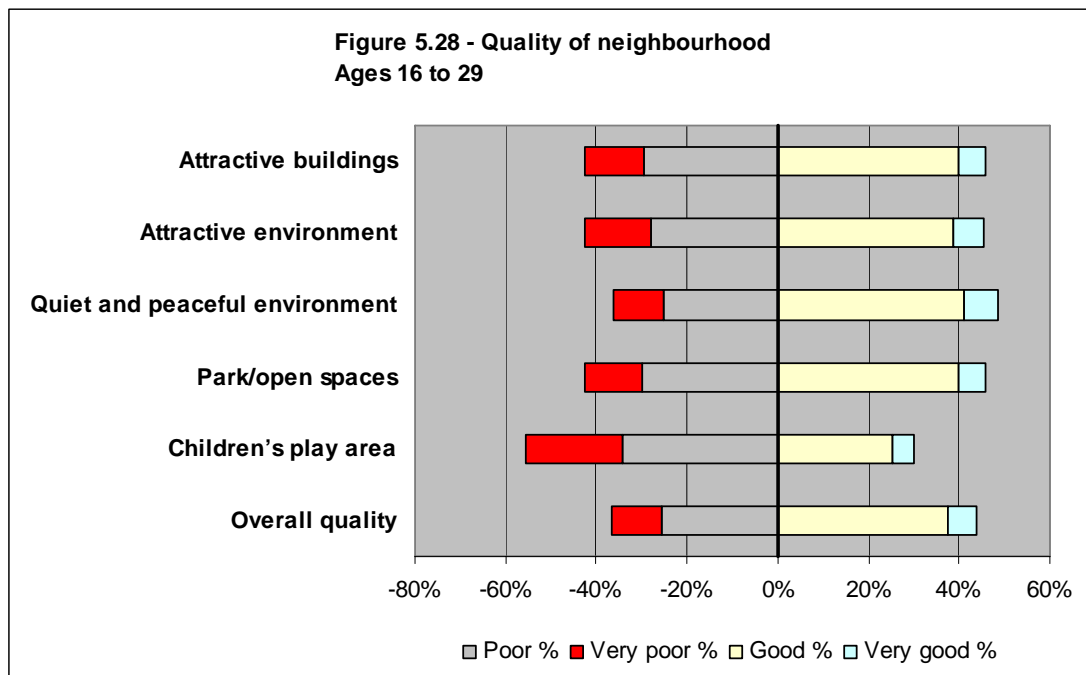


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	7	4%	4	2%	32	17%	134	73%	6	3%	0	0%
Litter in the streets	5	3%	60	33%	15	8%	46	25%	56	31%	1	1%	0	0%
Untidy gardens	3	2%	53	29%	10	5%	40	22%	74	40%	3	2%	0	0%
Untidy communal areas	3	2%	56	31%	10	5%	33	18%	75	41%	3	2%	3	2%
Dirty stairs and closes	5	3%	50	27%	5	3%	30	16%	56	31%	3	2%	34	19%
Graffiti	4	2%	71	39%	10	5%	34	19%	61	33%	3	2%	0	0%
Fly tipping and dumping	2	1%	33	18%	11	6%	48	26%	82	45%	7	4%	0	0%
Total	22		330		65		263		538		26		37	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	78	43%
1	26	14%
2	19	10%
3	10	5%
4	14	8%
5+	36	20%
Total	186	

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

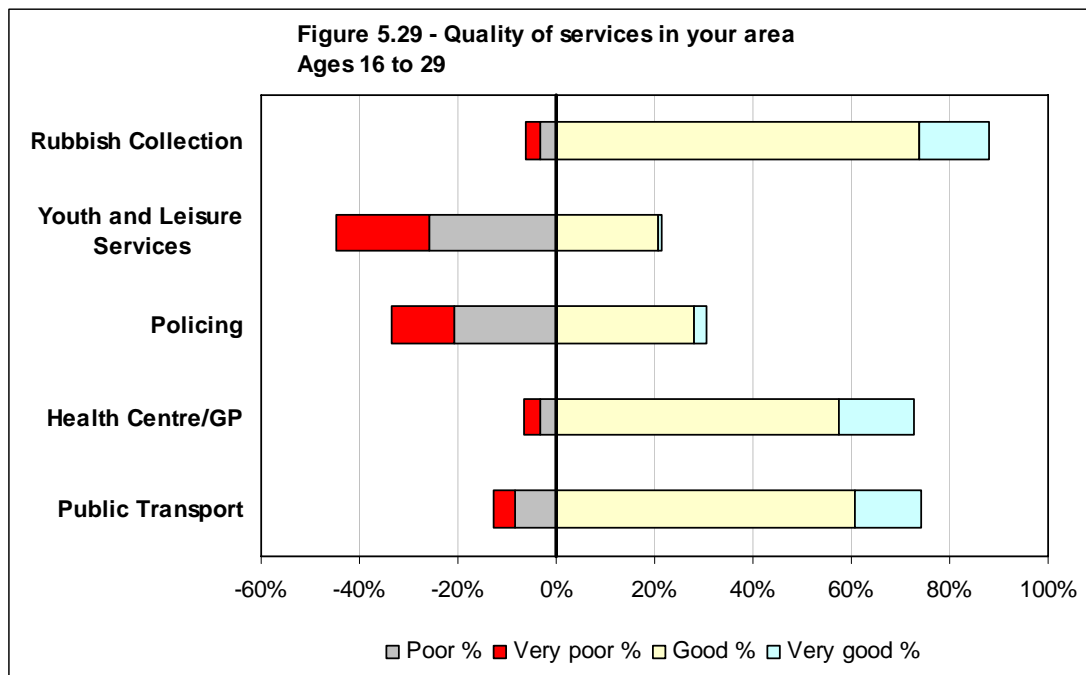


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	24	13%	54	30%	20	11%	73	40%	11	6%	1	1%	0	0%
Attractive environment	27	15%	51	28%	22	12%	71	39%	12	7%	0	0%	0	0%
Quiet and peaceful environment	20	11%	46	25%	28	15%	75	41%	14	8%	0	0%	0	0%
Park/open spaces	23	13%	55	30%	21	11%	73	40%	11	6%	0	0%	0	0%
Children's play area	39	21%	63	34%	21	11%	46	25%	9	5%	5	3%	0	0%
Overall quality	20	11%	47	26%	36	20%	69	38%	11	6%	0	0%	0	0%
Total	153		316		148		407		68		6		0	

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

Number of concerns (Very poor or poor)	Respondents	%
None	66	36%
1	16	9%
2	22	12%
3	14	8%
4	8	4%
5+	57	31%
	186	

Table 5.38 – Number of concerns – Quality of neighbourhood – Age 16-29

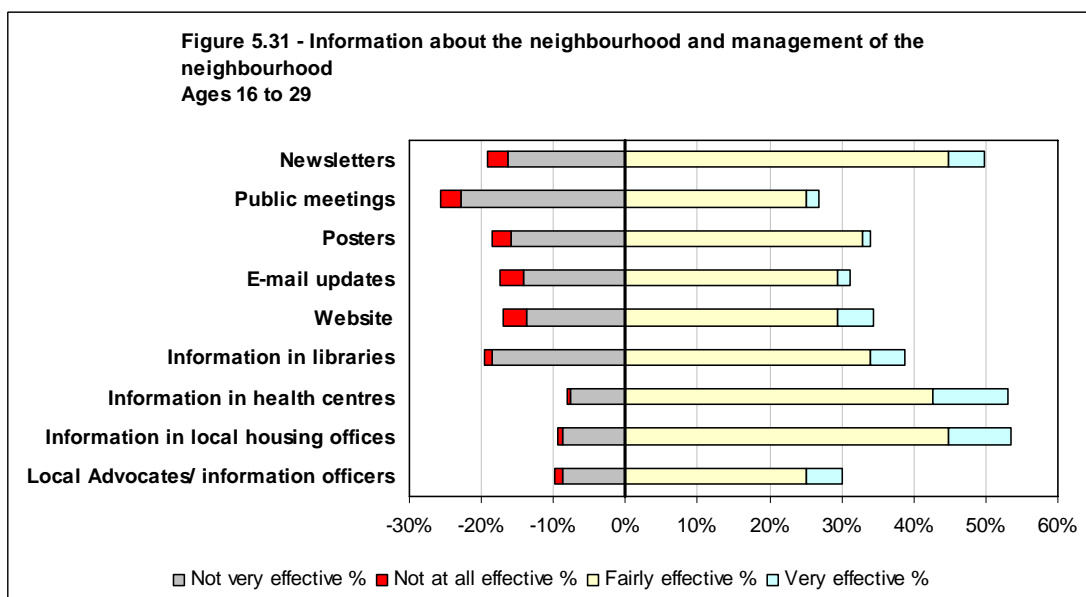
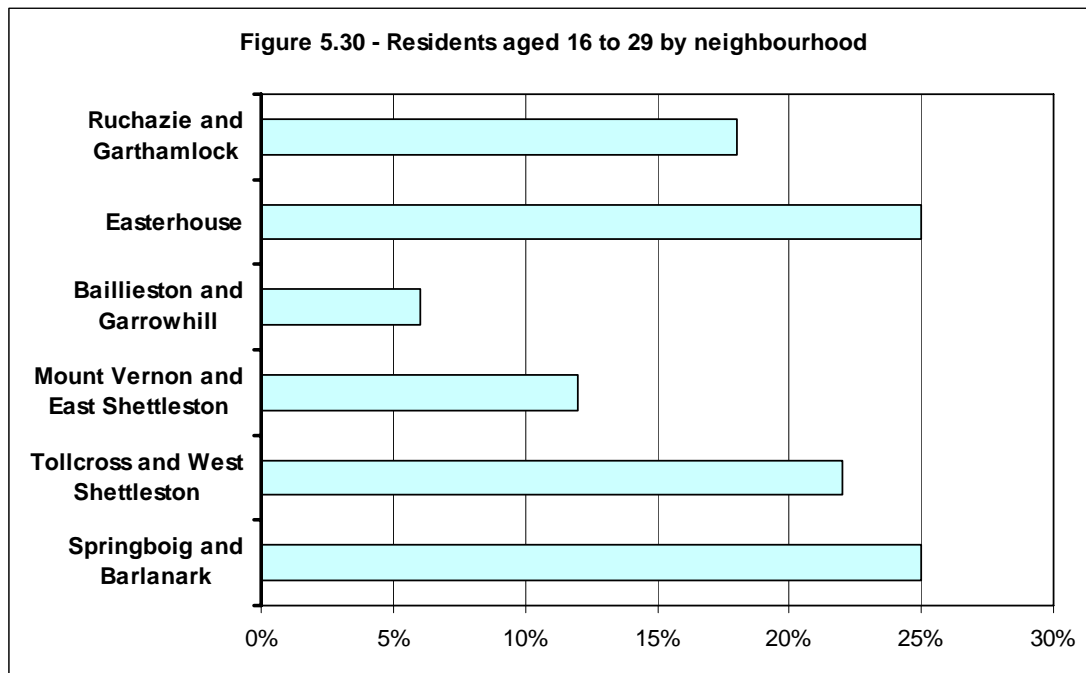


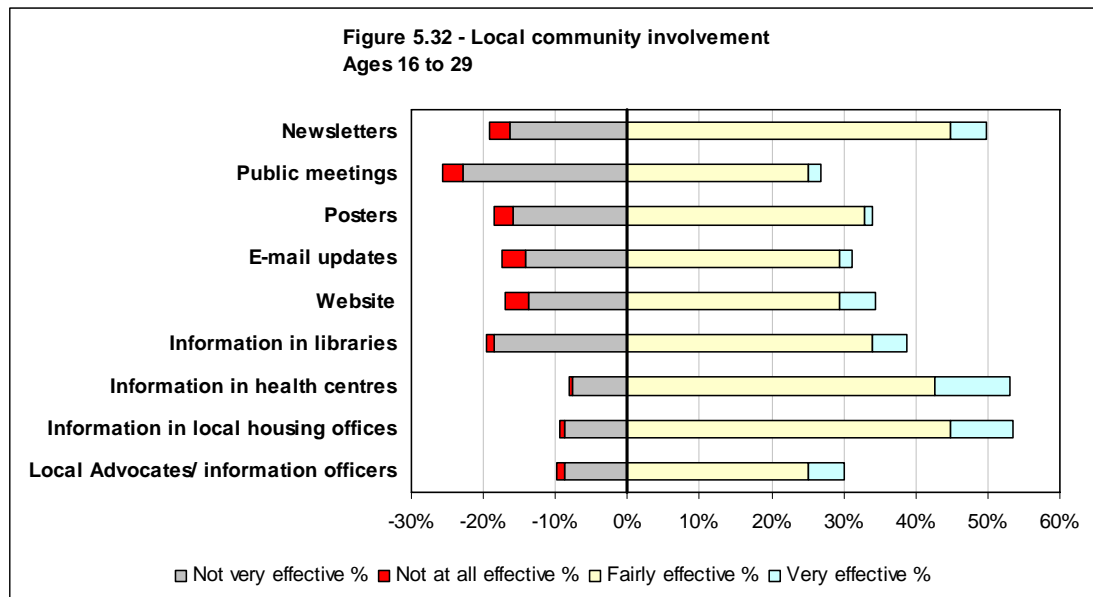
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	3%	6	3%	8	4%	135	74%	26	14%	3	2%	0	0%
Youth and Leisure Services	35	19%	47	26%	26	14%	38	21%	1	1%	32	17%	4	2%
Policing	23	13%	38	21%	38	21%	51	28%	5	3%	23	13%	5	3%
Health Centre/GP	6	3%	6	3%	17	9%	105	57%	28	15%	10	5%	11	6%
Public Transport	8	4%	15	8%	17	9%	111	61%	25	14%	6	3%	1	1%
Total	77		112		106		440		85		74		21	

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

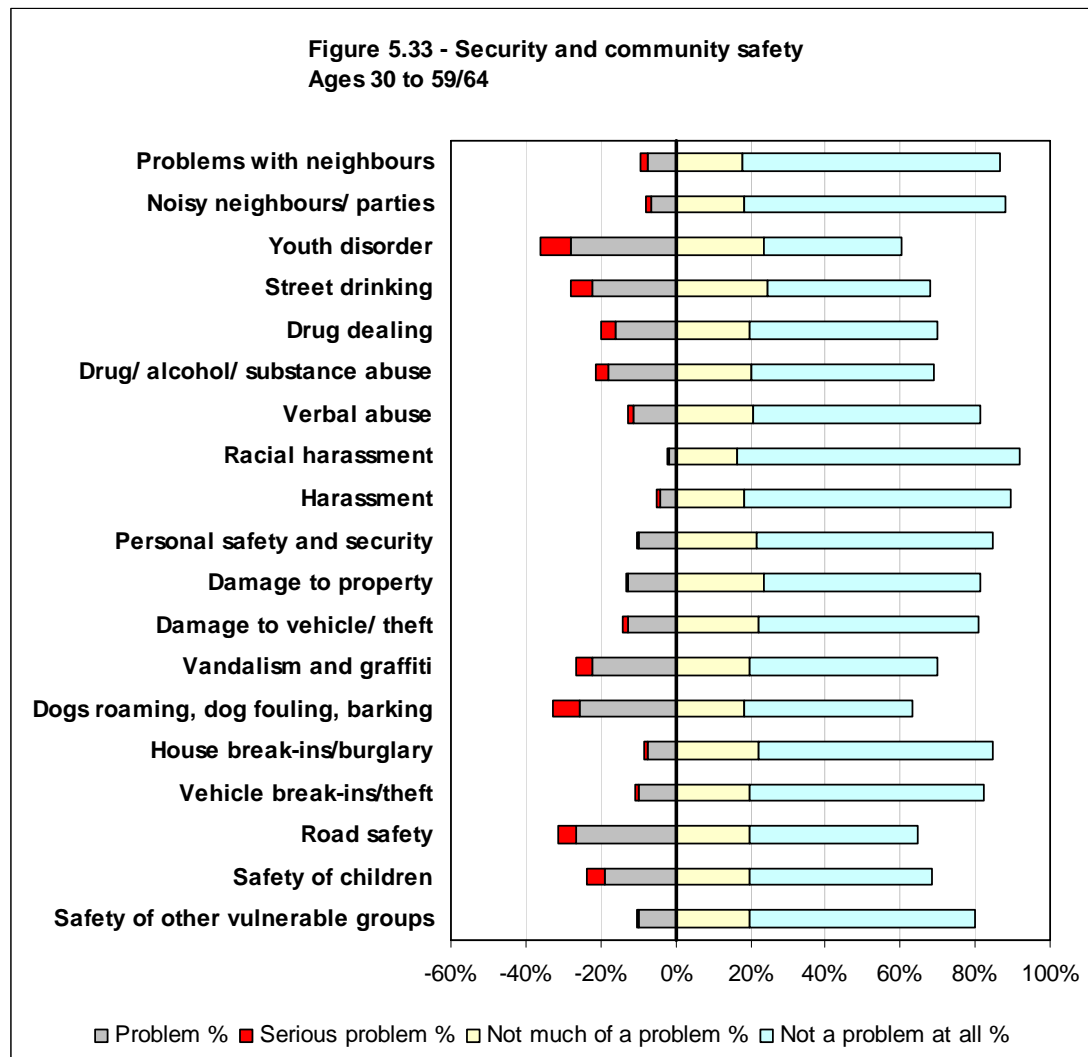
Number of concerns (Very poor or poor)	Respondents	%
None	77	42%
1	52	28%
2	30	16%
3	19	10%
4	5	3%
5+	0	0%
	186	

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





Age – 30 to 59/64 years



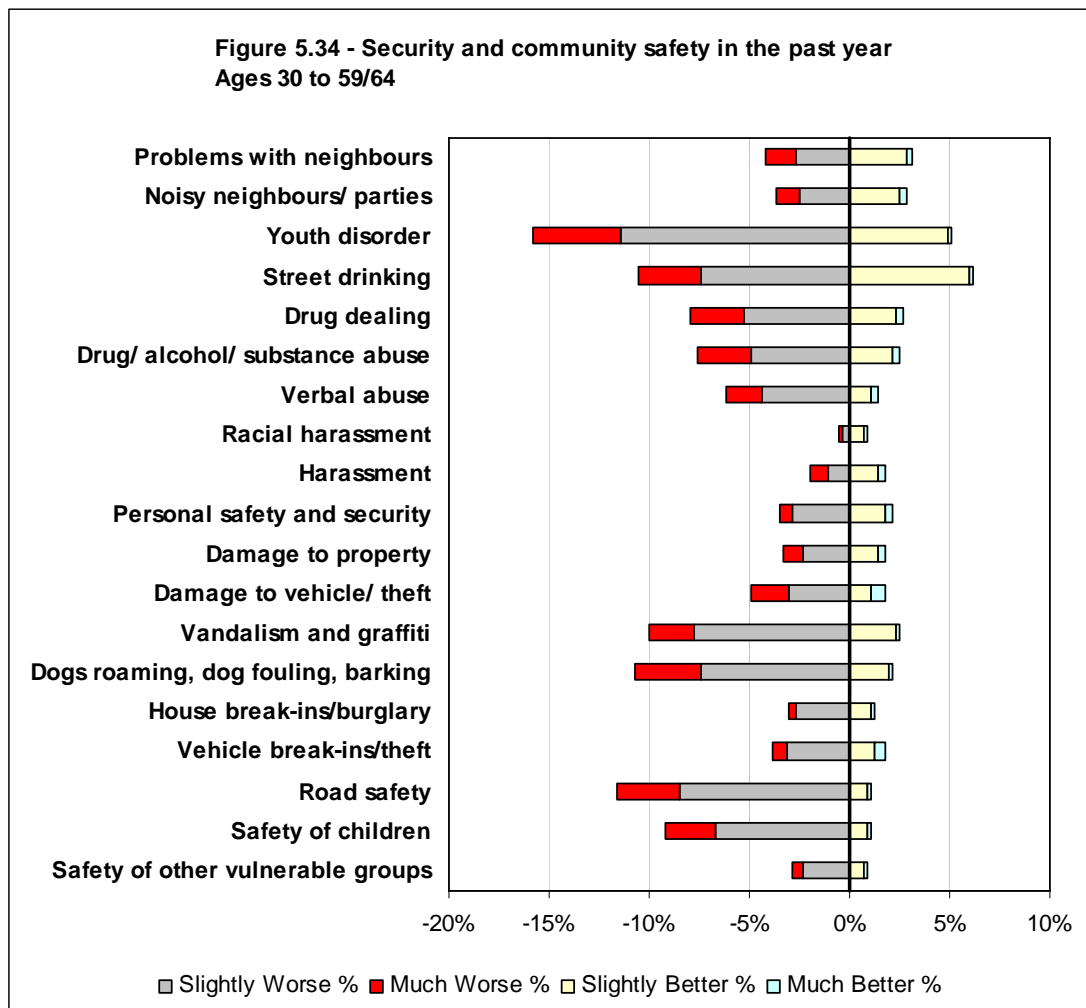
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	2%	42	7%	20	4%	102	18%	389	68%	5	1%
Noisy neighbours / parties	8	1%	36	6%	18	3%	103	18%	397	70%	6	1%
Youth disorder	44	8%	160	28%	19	3%	133	23%	210	37%	2	0%
Street drinking	32	6%	127	22%	20	4%	140	25%	246	43%	3	1%
Drug dealing	22	4%	90	16%	29	5%	112	20%	284	50%	31	5%
Drug/ alcohol/ substance abuse	21	4%	101	18%	27	5%	114	20%	278	49%	27	5%
Verbal abuse	8	1%	63	11%	29	5%	118	21%	343	60%	7	1%
Racial harassment	1	0%	11	2%	24	4%	93	16%	430	76%	9	2%
Harassment	6	1%	24	4%	23	4%	105	18%	403	71%	7	1%
Personal safety and security	4	1%	56	10%	22	4%	124	22%	357	63%	5	1%
Damage to property	5	1%	71	13%	24	4%	135	24%	327	58%	6	1%
Damage to vehicle/ theft	9	2%	72	13%	20	4%	125	22%	334	59%	8	1%
Vandalism and graffiti	24	4%	127	22%	16	3%	113	20%	284	50%	4	1%
Dogs roaming, dog fouling, barking	42	7%	145	26%	20	4%	105	18%	253	45%	3	1%
House break-ins/burglary	5	1%	43	8%	27	5%	127	22%	355	63%	11	2%
Vehicle break-ins/theft	7	1%	55	10%	25	4%	112	20%	355	63%	14	2%
Road safety	25	4%	152	27%	21	4%	113	20%	253	45%	4	1%
Safety of children	27	5%	108	19%	35	6%	112	20%	278	49%	8	1%
Safety of other vulnerable groups	5	1%	55	10%	40	7%	111	20%	343	60%	14	2%
Total	305		1,538		459		2,197		6,119		174	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	190	33%
1	80	14%
2	62	11%
3	68	12%
4	22	4%
5+	146	26%
	568	

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**

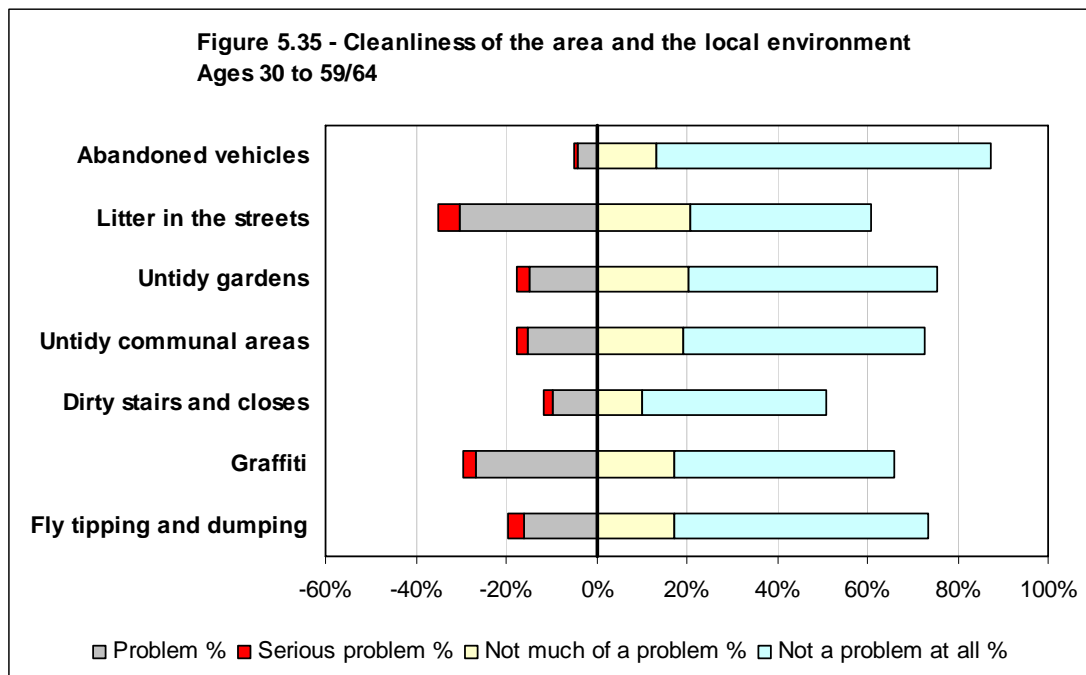


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	15	3%	526	93%	16	3%	2	0%	0	0%
Noisy neighbours / parties	7	1%	14	2%	531	93%	14	2%	2	0%	0	0%
Youth disorder	25	4%	65	11%	449	79%	28	5%	1	0%	0	0%
Street drinking	18	3%	42	7%	473	83%	34	6%	1	0%	0	0%
Drug dealing	15	3%	30	5%	508	89%	13	2%	2	0%	0	0%
Drug/ alcohol/ substance abuse	15	3%	28	5%	511	90%	12	2%	2	0%	0	0%
Verbal abuse	10	2%	25	4%	525	92%	6	1%	2	0%	0	0%
Racial harassment	1	0%	2	0%	560	99%	4	1%	1	0%	0	0%
Harassment	5	1%	6	1%	547	96%	8	1%	2	0%	0	0%
Personal safety and security	4	1%	16	3%	536	94%	10	2%	2	0%	0	0%
Damage to property	6	1%	13	2%	539	95%	8	1%	2	0%	0	0%
Damage to vehicle/ theft	11	2%	17	3%	530	93%	6	1%	4	1%	0	0%
Vandalism and graffiti	13	2%	44	8%	497	88%	13	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	19	3%	42	7%	495	87%	11	2%	1	0%	0	0%
House break-ins/burglary	2	0%	15	3%	544	96%	6	1%	1	0%	0	0%
Vehicle break-ins/theft	4	1%	18	3%	536	94%	7	1%	3	1%	0	0%
Road safety	18	3%	48	8%	496	87%	5	1%	1	0%	0	0%
Safety of children	14	2%	38	7%	510	90%	5	1%	1	0%	0	0%
Safety of other vulnerable groups	3	1%	13	2%	547	96%	4	1%	1	0%	0	0%
Total	199		491		9,860		210		32		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	375	66%
1	70	12%
2	47	8%
3	17	3%
4	11	2%
5+	48	8%
	568	

Table 5.44 – Number of concerns - Security and Community Safety in the past year – Age 30 to 59/64

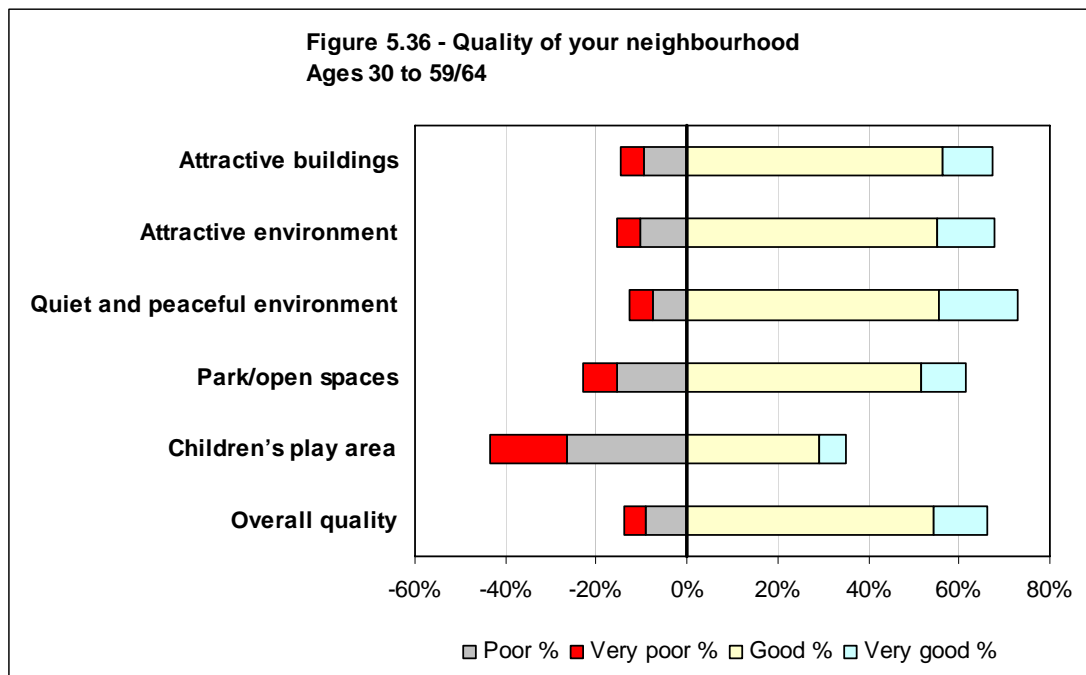


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	1%	23	4%	14	2%	75	13%	422	74%	20	4%	10	2%
Litter in the streets	28	5%	171	30%	19	3%	117	21%	229	40%	3	1%	1	0%
Untidy gardens	16	3%	84	15%	30	5%	116	20%	312	55%	8	1%	2	0%
Untidy communal areas	13	2%	87	15%	24	4%	109	19%	304	54%	7	1%	24	4%
Dirty stairs and closes	12	2%	54	10%	14	2%	57	10%	232	41%	11	2%	188	33%
Graffiti	16	3%	151	27%	21	4%	98	17%	277	49%	4	1%	1	0%
Fly tipping and dumping	21	4%	91	16%	22	4%	97	17%	320	56%	11	2%	6	1%
Total	110		661		144		669		2,096		64		232	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	293	52%
1	100	18%
2	51	9%
3	37	7%
4	22	4%
5+	65	11%
	568	

Table 5.46 – Number of concerns – Cleanliness of area and local environment – Age 30 to 59/64

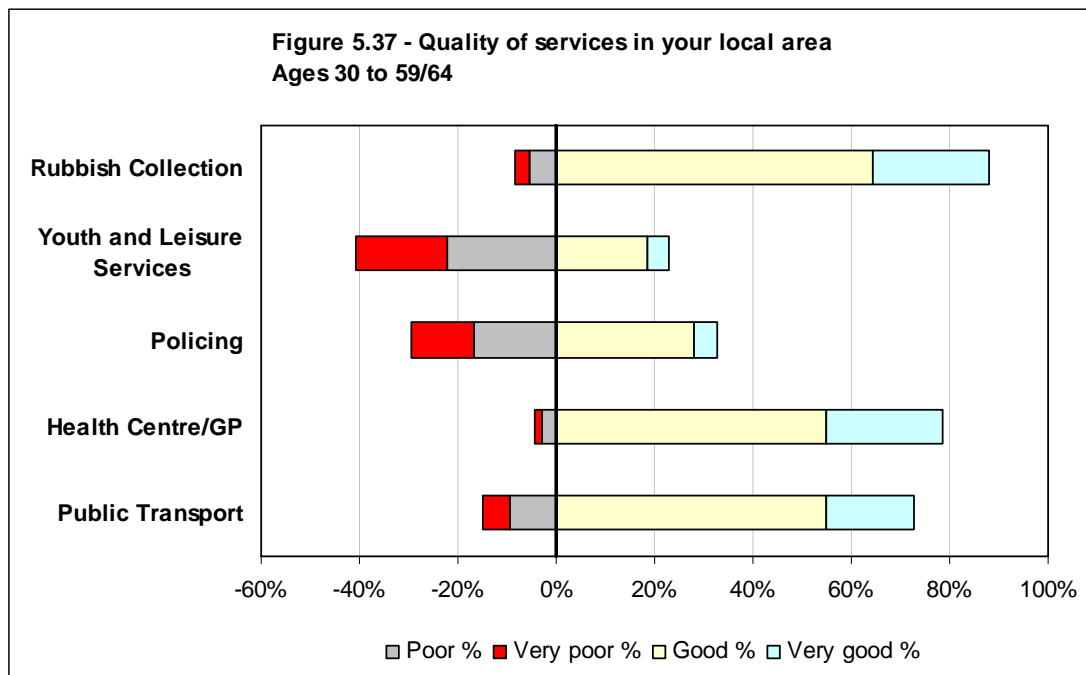


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	29	5%	54	10%	96	17%	319	56%	63	11%	4	1%	3	1%
Attractive environment	29	5%	59	10%	93	16%	313	55%	72	13%	1	0%	1	0%
Quiet and peaceful environment	29	5%	44	8%	80	14%	316	56%	97	17%	1	0%	1	0%
Park/open spaces	43	8%	87	15%	81	14%	293	52%	57	10%	6	1%	1	0%
Children's play area	95	17%	151	27%	91	16%	166	29%	32	6%	25	4%	8	1%
Overall quality	28	5%	51	9%	112	20%	309	54%	66	12%	1	0%	1	0%
Total	253		446		553		1,716		387		38		15	

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

Number of concerns (Very poor or poor)	Respondents	%
None	282	50%
1	130	23%
2	67	12%
3	23	4%
4	13	2%
5+	53	9%
	568	

Table 5.48 – Number of concerns – Quality of neighbourhood – Age 30 to 59/64

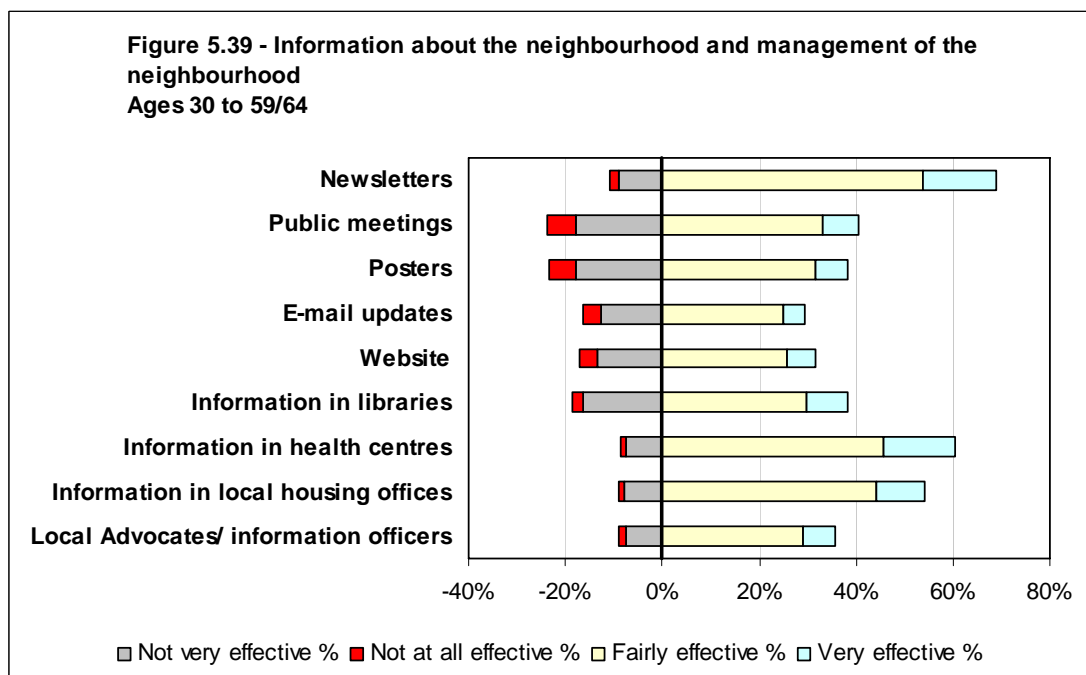
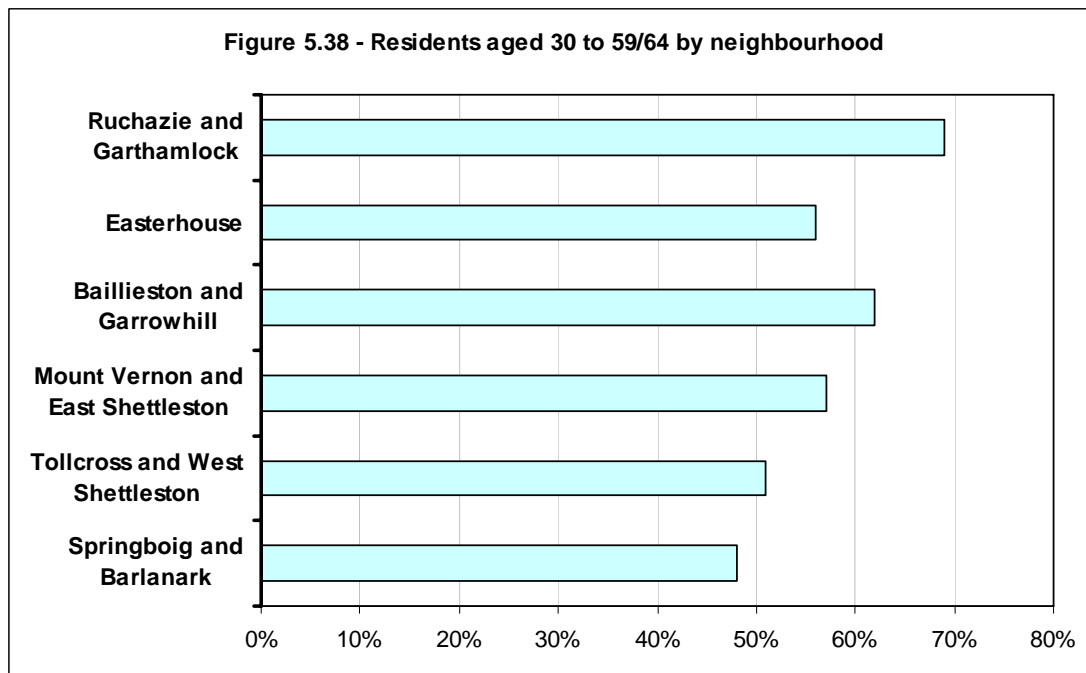


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	17	3%	30	5%	22	4%	366	64%	133	23%	0	0%	0	0%
Youth and Leisure Services	105	18%	126	22%	58	10%	106	19%	24	4%	136	24%	13	2%
Policing	72	13%	95	17%	137	24%	160	28%	26	5%	65	11%	13	2%
Health Centre/GP	7	1%	17	3%	29	5%	311	55%	135	24%	41	7%	28	5%
Public Transport	32	6%	53	9%	28	5%	311	55%	103	18%	38	7%	3	1%
Total	233		321		274		1,254		421		280		57	

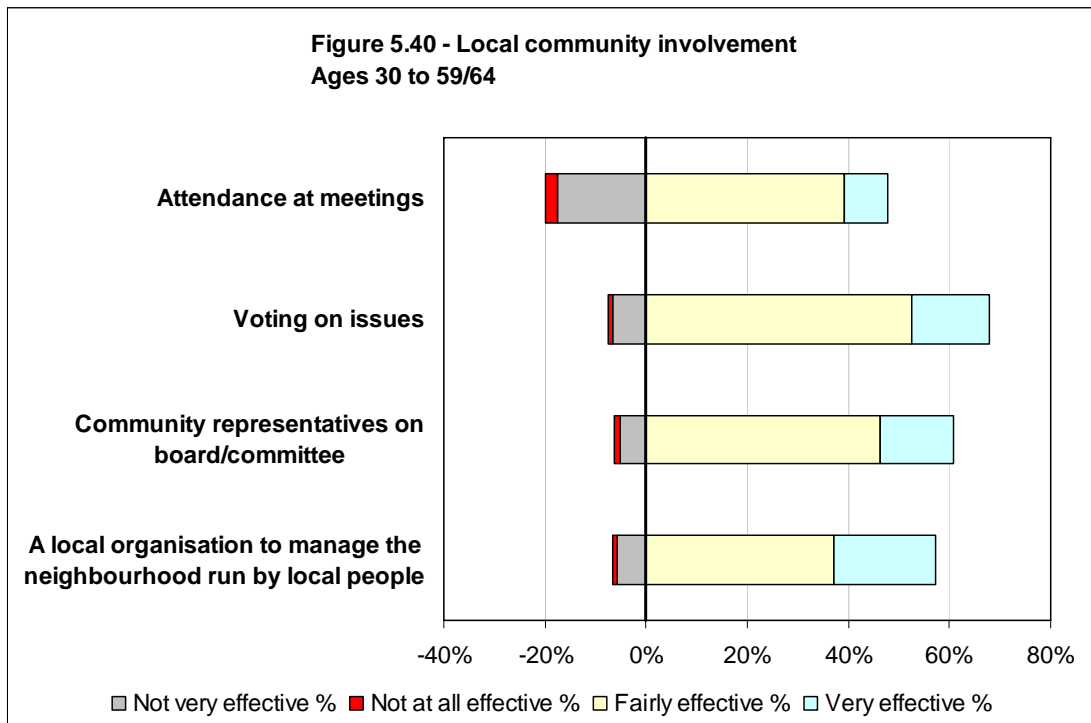
Table 5.49 – The quality of services in and around your local area – Age 30 to 59/64

Number of concerns (Very poor or poor)	Respondents	%
None	246	37%
1	165	30%
2	101	26%
3	41	7%
4	11	1%
5+	4	0%
	568	

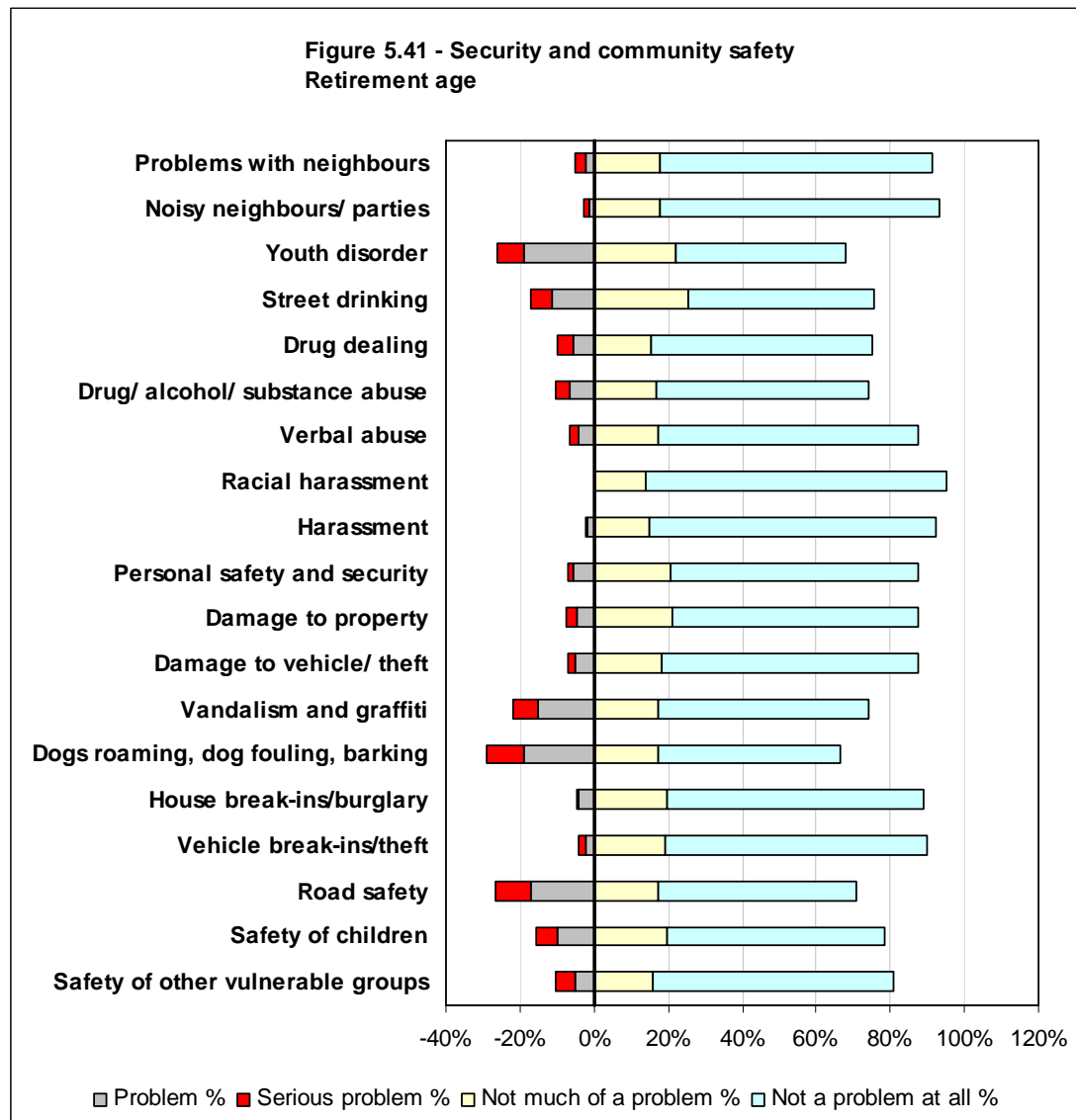
Table 5.50 – Number of concerns – Quality of services – Age 30 to 59/64



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



Age – Retirement age



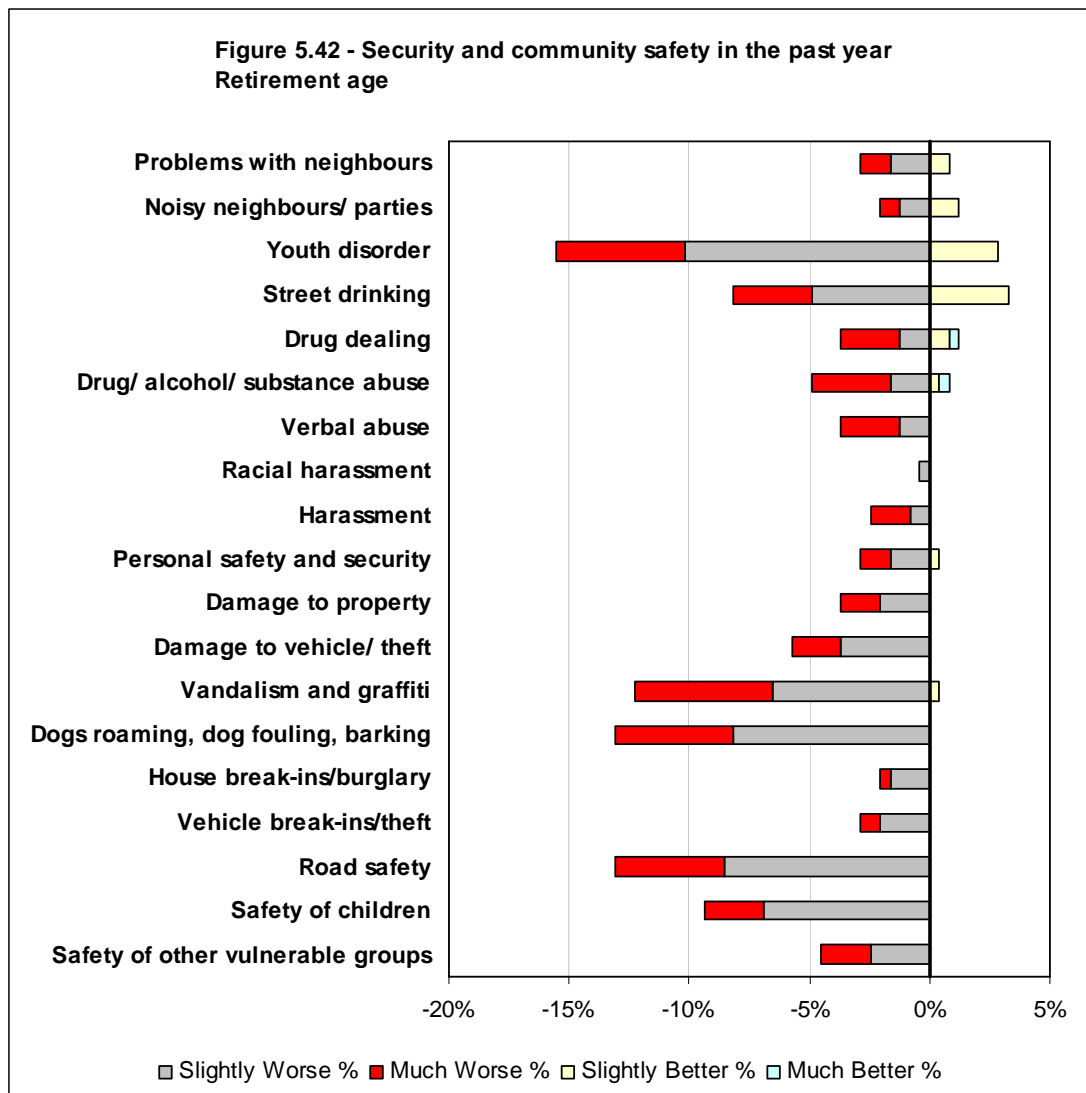
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	3%	5	2%	9	4%	44	18%	180	73%	0	0%
Noisy neighbours / parties	4	2%	3	1%	10	4%	44	18%	184	75%	0	0%
Youth disorder	18	7%	46	19%	14	6%	54	22%	112	46%	1	0%
Street drinking	14	6%	28	11%	17	7%	62	25%	123	50%	1	0%
Drug dealing	10	4%	14	6%	19	8%	38	16%	146	60%	18	7%
Drug/ alcohol/ substance abuse	10	4%	16	7%	20	8%	41	17%	141	58%	17	7%
Verbal abuse	6	2%	10	4%	14	6%	42	17%	172	70%	1	0%
Racial harassment	0	0%	0	0%	11	4%	34	14%	199	81%	1	0%
Harassment	2	1%	4	2%	12	5%	37	15%	189	77%	1	0%
Personal safety and security	3	1%	14	6%	13	5%	51	21%	163	67%	1	0%
Damage to property	7	3%	11	4%	10	4%	52	21%	163	67%	2	1%
Damage to vehicle/ theft	5	2%	12	5%	9	4%	45	18%	169	69%	5	2%
Vandalism and graffiti	16	7%	37	15%	9	4%	42	17%	140	57%	1	0%
Dogs roaming, dog fouling, barking	24	10%	47	19%	9	4%	42	17%	121	49%	2	1%
House break-ins/burglary	1	0%	10	4%	12	5%	48	20%	170	69%	4	2%
Vehicle break-ins/theft	5	2%	5	2%	10	4%	47	19%	173	71%	5	2%
Road safety	23	9%	42	17%	5	2%	43	18%	131	53%	1	0%
Safety of children	14	6%	24	10%	9	4%	48	20%	144	59%	6	2%
Safety of other vulnerable groups	12	5%	13	5%	14	6%	39	16%	159	65%	8	3%
Total	181		341		226		853		2,979		75	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	90	37%
1	51	21%
2	35	14%
3	20	8%
4	12	5%
5+	37	15%
	245	

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

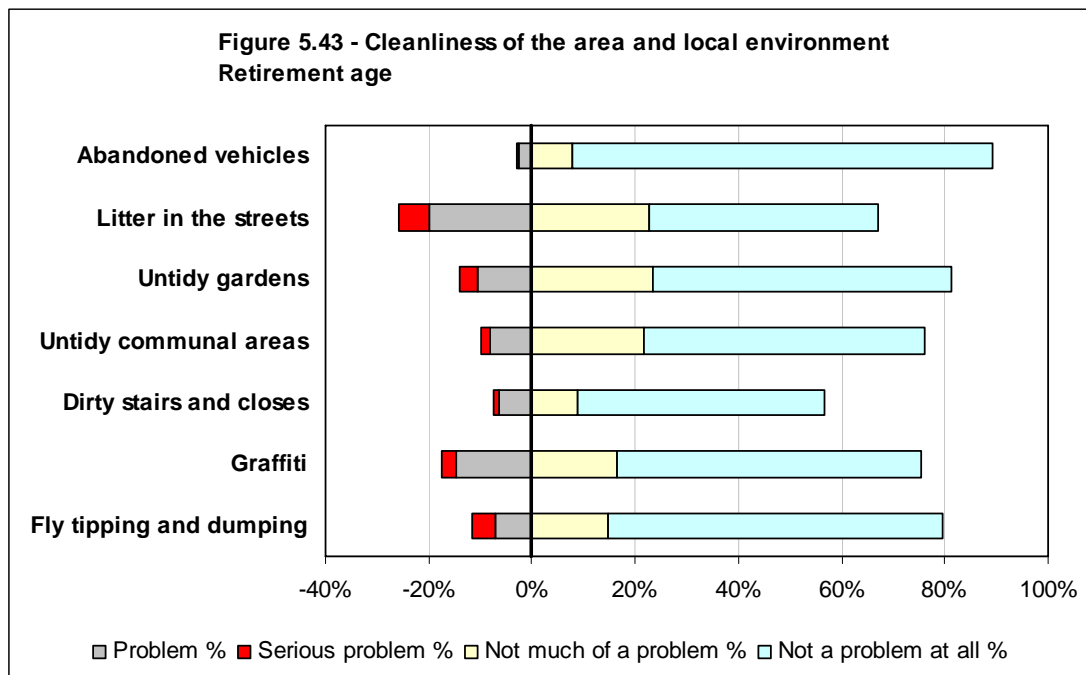


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	1%	4	2%	236	96%	2	1%	0	0%	0	0%
Noisy neighbours / parties	2	1%	3	1%	237	97%	3	1%	0	0%	0	0%
Youth disorder	13	5%	25	10%	200	82%	7	3%	0	0%	0	0%
Street drinking	8	3%	12	5%	217	89%	8	3%	0	0%	0	0%
Drug dealing	6	2%	3	1%	233	95%	2	1%	1	0%	0	0%
Drug/ alcohol/ substance abuse	8	3%	4	2%	231	94%	1	0%	1	0%	0	0%
Verbal abuse	6	2%	3	1%	236	96%	0	0%	0	0%	0	0%
Racial harassment	0	0%	1	0%	244	100%	0	0%	0	0%	0	0%
Harassment	4	2%	2	1%	239	98%	0	0%	0	0%	0	0%
Personal safety and security	3	1%	4	2%	237	97%	1	0%	0	0%	0	0%
Damage to property	4	2%	5	2%	236	96%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	5	2%	9	4%	231	94%	0	0%	0	0%	0	0%
Vandalism and graffiti	14	6%	16	7%	214	87%	1	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	12	5%	20	8%	213	87%	0	0%	0	0%	0	0%
House break-ins/burglary	1	0%	4	2%	240	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	5	2%	238	97%	0	0%	0	0%	0	0%
Road safety	11	4%	21	9%	213	87%	0	0%	0	0%	0	0%
Safety of children	6	2%	17	7%	222	91%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	5	2%	6	2%	234	96%	0	0%	0	0%	0	0%
Total	113		164		4,351		25		2		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	163	67%
1	21	9%
2	18	7%
3	16	7%
4	8	3%
5+	19	8%
	245	

Table 5.54 – Number of concerns - Security and Community Safety in the past year – Retirement Age

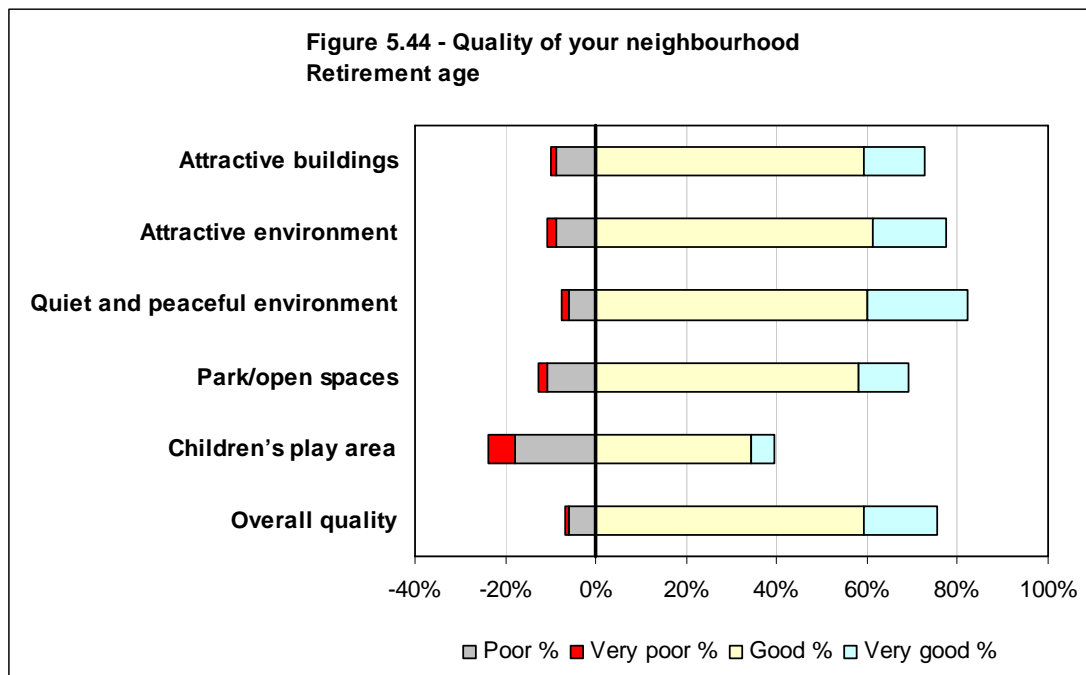


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	6	2%	3	1%	19	8%	200	82%	8	3%	8	3%
Litter in the streets	14	6%	49	20%	18	7%	56	23%	108	44%	0	0%	0	0%
Untidy gardens	8	3%	26	11%	11	4%	57	23%	142	58%	1	0%	0	0%
Untidy communal areas	4	2%	20	8%	12	5%	53	22%	133	54%	5	2%	18	7%
Dirty stairs and closes	2	1%	16	7%	3	1%	22	9%	117	48%	7	3%	78	32%
Graffiti	7	3%	36	15%	15	6%	40	16%	145	59%	1	0%	1	0%
Fly tipping and dumping	11	4%	17	7%	7	3%	36	15%	159	65%	5	2%	10	4%
Total	47		170		69		283		1,004		27		115	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	148	60%
1	51	21%
2	16	7%
3	9	4%
4	4	2%
5+	17	7%
	245	

Table 5.56 – Number of concerns – Cleanliness of area and local environment – Retirement Age

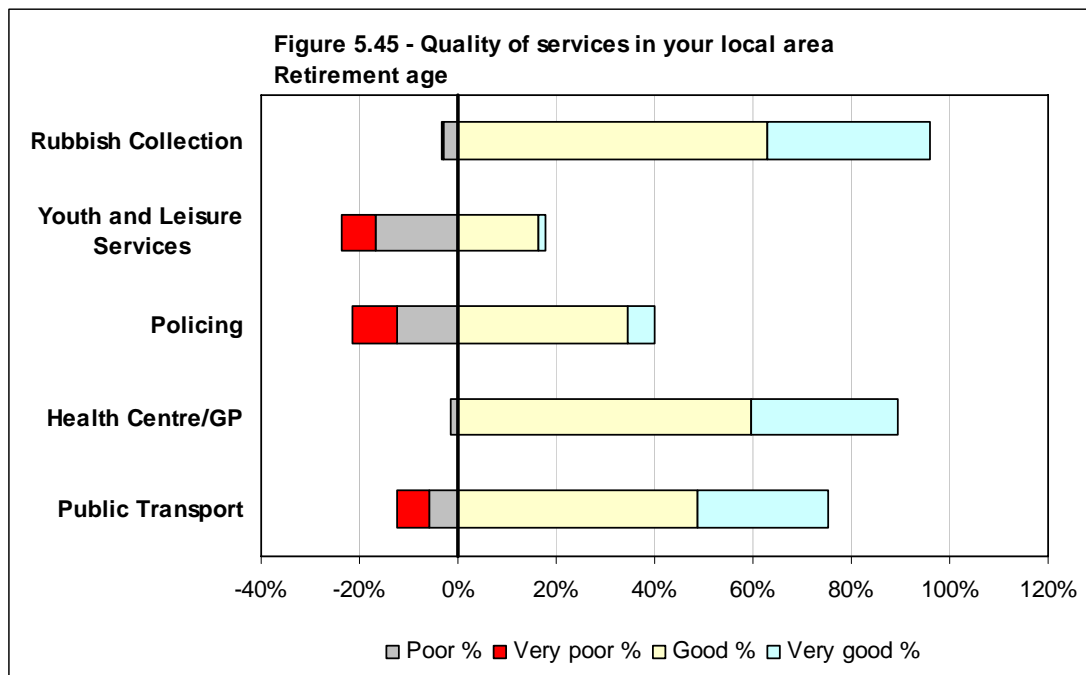


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	1%	21	9%	39	16%	145	59%	33	13%	2	1%	2	1%
Attractive environment	5	2%	21	9%	28	11%	150	61%	40	16%	1	0%	0	0%
Quiet and peaceful environment	4	2%	15	6%	24	10%	147	60%	54	22%	1	0%	0	0%
Park/open spaces	5	2%	26	11%	36	15%	142	58%	27	11%	8	3%	1	0%
Children's play area	14	6%	44	18%	51	21%	84	34%	13	5%	32	13%	7	3%
Overall quality	2	1%	15	6%	41	17%	145	59%	40	16%	2	1%	0	0%
Total	33		142		219		813		207		46		10	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	171	70%
1	35	14%
2	16	7%
3	7	3%
4	4	2%
5+	12	5%
	245	

Table 5.58 – Number of concerns – Quality of neighbourhood – Retirement Age

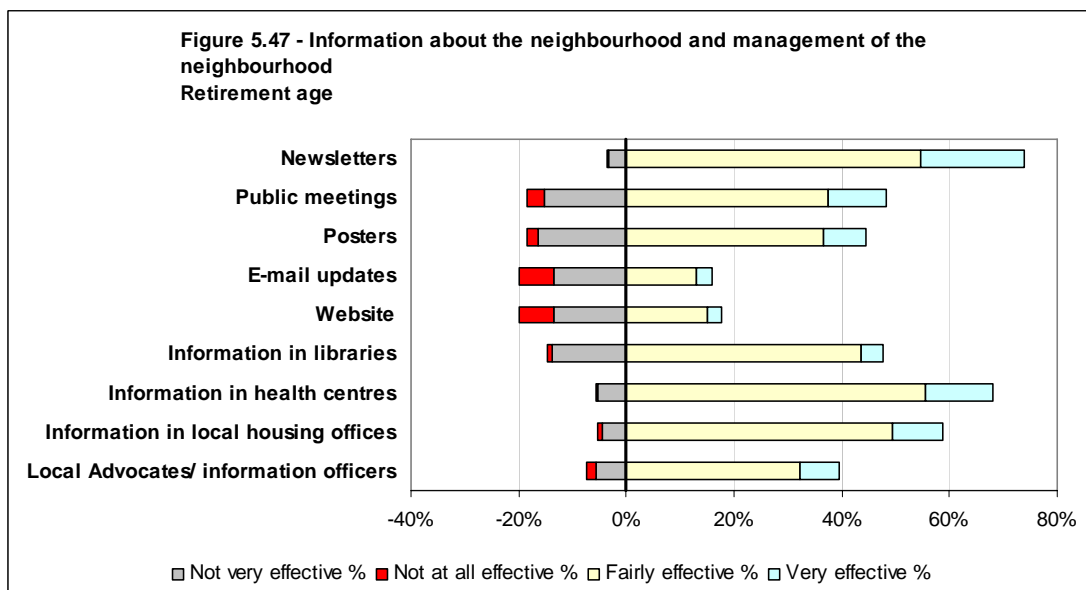
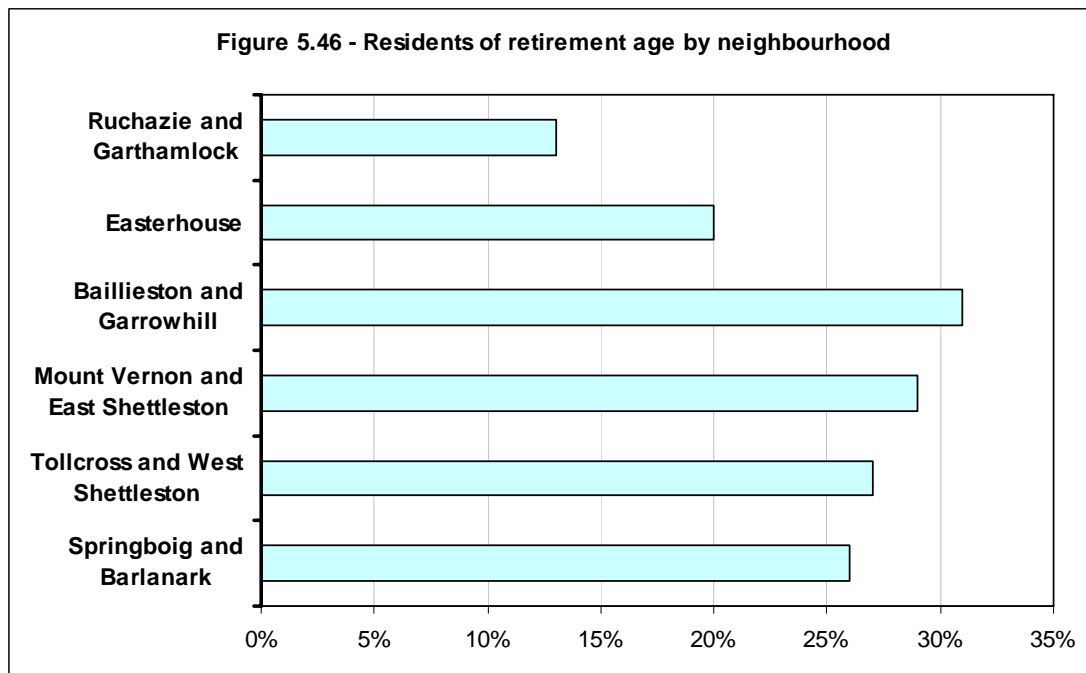


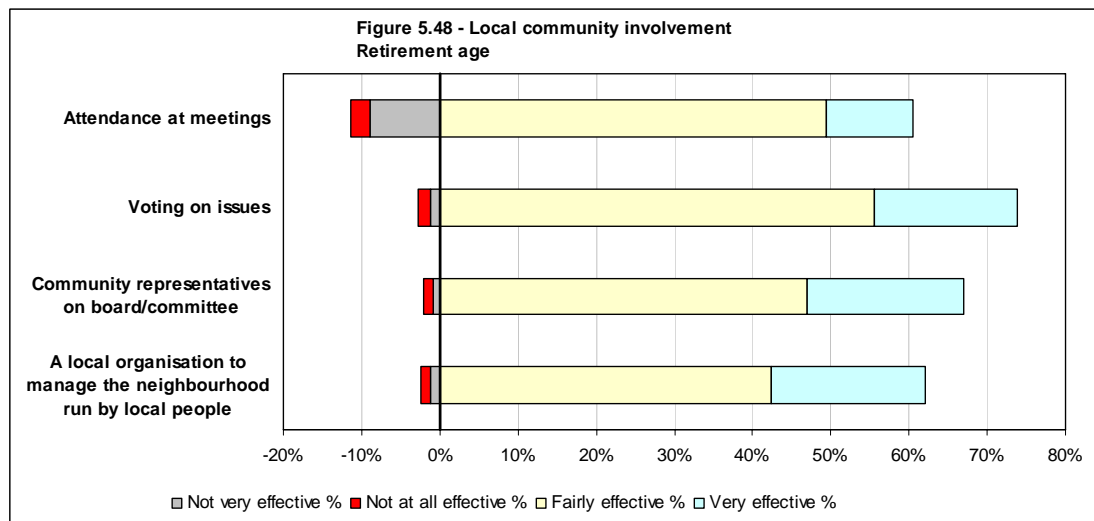
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	0%	7	3%	2	1%	154	63%	81	33%	0	0%	0	0%
Youth and Leisure Services	17	7%	41	17%	29	12%	40	16%	4	2%	109	44%	5	2%
Policing	23	9%	30	12%	48	20%	85	35%	13	5%	45	18%	1	0%
Health Centre/GP	0	0%	4	2%	9	4%	146	60%	73	30%	8	3%	5	2%
Public Transport	16	7%	14	6%	11	4%	119	49%	65	27%	16	7%	4	2%
Total	57		96		99		544		236		178		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	135	55%
1	80	33%
2	21	9%
3	6	2%
4	2	1%
5+	1	0%
	245	

Table 5.60 – Number of concerns – Quality of services – 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 reported 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 not 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**) **ROUTE**

INTERVIEWER: DO NOT PROMPT OR SHOW LIST

	(129)	(130)
More police on the street	0	1
Clean up graffiti	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
Unemployed	0	8
Long-term sick or disabled	0	9
Looking after family home	1	0
Retired	1	1
Other – Please specify		

Q24

Q23

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 at 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
No	2

GO TO Q26

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
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		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

	(191)	ROUTE
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?

	(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

ROUTE

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 NEIGHBOURHOOD 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.

I give permission for my address and contact details to be passed on to GCPP 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.

YES

NO

☐
☐

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