

**Residents' Survey**  
**Glasgow Community Planning Partnership**

**East Centre and Calton**

**Final Report**  
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## 1. Introduction

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### 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 East Centre and Calton 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 East Centre and Calton area**

- 1.9 The East Centre and Calton Local Community Planning Partnership (LCPP) area has a population of 49,718 people, representing nine per cent of the total city population. The area includes the neighbourhoods of:
- Dennistoun;
  - Haghill and Carntyne;
  - Riddrie and Cranhill;
  - Parkhead and Dalmarnock;
  - Calton and Bridgeton.
- 1.10 More than three-quarters (77%) 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, 31 of the

area's 61 Data Zones fall into the bottom five per cent most deprived – 25,300 people or 51 per cent of the local population live in these neighbourhoods. One of the Data Zones is ranked the sixth most deprived neighbourhood in the whole of Scotland. In total, fourteen of the local neighbourhoods are ranked in the bottom one per cent of Scottish Data Zones.

- 1.11 The SIMD looks at Data Zones by domain (for example 'income', 'employment', 'health') and shows that for all domains other than 'geographical access' the percentage of East Centre and Calton living in the worst 15 per cent of Data Zones is higher than the Glasgow average.
- 1.12 Health is a particularly significant issue with the vast majority of people (90% or 44,600) living in a neighbourhood that is in the bottom 15 per cent in relation to health. The Glasgow average is 56 per cent. Alcohol and drug misuse levels in the East Centre and Calton area are higher than the norm for the city. Emergency hospital admissions and cancer rates are both above the average for the city – and there were proportionately more low birth weight babies born to local mothers.
- 1.13 Eighty-six per cent of residents live in a bottom 15 per cent housing deprived neighbourhood. While this can be explained by the high concentration of tenement-style properties it is clear that housing is a pressing issue in the local area.
- 1.14 The SIMD demonstrates that joblessness is a key issue for East Centre and Calton. Three-quarters of the local population live in a bottom 15 per cent ranked 'employment deprived' Data Zone and three of the five most employment deprived Data Zones in Scotland are located in the area. Sixty-nine per cent of the local population live in a neighbourhood that is in the bottom 15 per cent in relation education, skills and training deprivation – significantly higher than the Glasgow average of 49 per cent.

- 1.15 Income deprivation is also a significant issue for large numbers of residents. More than two-thirds of local people (71% or 35,100) live in a bottom 15 per cent income deprived Data Zone. This is well above the Glasgow average of 49 per cent.
- 1.16 Overall, crime rates in the area are above the city average. In 2004/05 there were 2,800 crimes and offences per 10,000 people in East Centre and Calton – 21 per cent above the Glasgow figure. In particular, crimes of indecency, including sexual assault and prostitution were almost three times the city average. Vehicle crime and violent crime were also much more common in the area compared to the city norm.

## 2. Methodology

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- 2.1 The survey was designed to present residents' views, perceptions and requirements at a neighbourhood level in three key areas:
- security (control of nuisance and general supervision);
  - environmental (maintenance and repair of damage to public areas); and
  - cleansing (street cleaning, refuse collection and rubbish removal).
- 2.2 The questionnaire was developed in consultation with representatives from Glasgow Community Planning Partnership, Glasgow Housing Association, the Community Health and Care Partnerships and Strathclyde Police. The survey questionnaire is included as Appendix One.
- 2.3 One thousand interviews were undertaken in ten LCPP areas.
- 2.4 We aimed to make the survey as representative as possible by speaking to sufficient numbers of participants in a range of key demographic groups. Targets were agreed in advance with Glasgow Community Planning Partnership. The results are shown in Table 2.1:

	Target	Achieved
Ethnic Minority	1.9%	2.1%
Lone Parent Households	7.9%	9.5%
Two parent Households	10.1%	10.3%
Older People (60+)	21%	27.4%
Younger People (16-29)	21.9%	20.4%
O/O and privately rented	51.6%	52.5%
Socially rented	48.4%	46%
Economically inactive	50.7%	43.5%

**Table 2.1 – Key demographic comparison – East Centre and Calton**

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

### **3. Study Findings – Overall Analysis**

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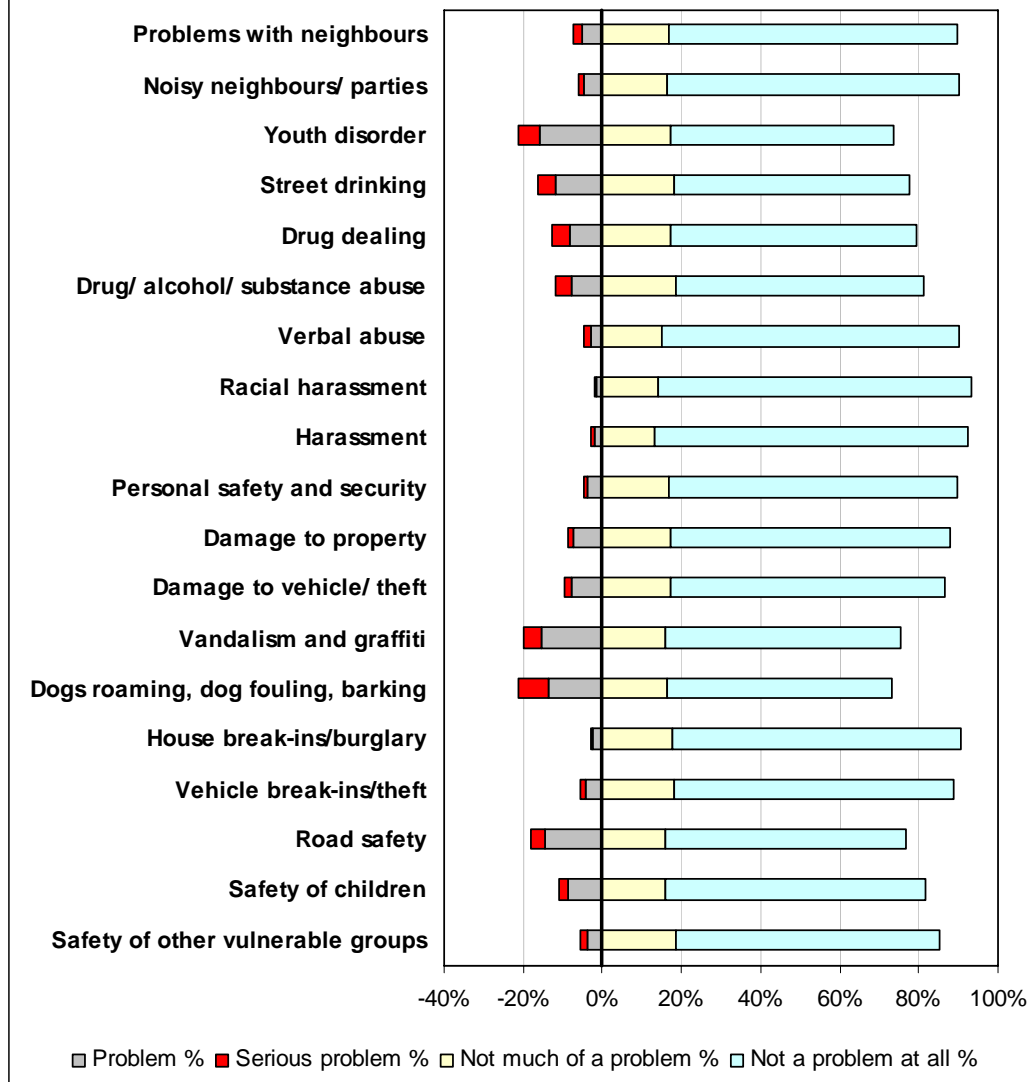
- 3.1 This chapter describes the findings of the overall analysis of the residents' survey from all five neighbourhoods as well as providing a summary of key findings.

#### **Security and Community Safety**

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



Figure 3.1- Security and Community Safety



	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	22	2%	52	5%	22	2%	167	17%	730	73%	7	1%
Noisy neighbours/ parties	15	2%	47	5%	23	2%	162	16%	740	74%	13	1%
Youth disorder	56	6%	157	16%	40	4%	171	17%	567	57%	9	1%
Street drinking	49	5%	116	12%	44	4%	183	18%	595	60%	13	1%
Drug dealing	47	5%	81	8%	34	3%	172	17%	621	62%	45	5%
Drug/ alcohol / substance abuse	38	4%	78	8%	35	4%	185	19%	629	63%	35	4%
Verbal abuse	18	2%	30	3%	35	4%	151	15%	751	75%	15	2%
Racial harassment	4	0%	15	2%	23	2%	143	14%	788	79%	27	3%
Harassment	8	1%	21	2%	25	3%	133	13%	789	79%	24	2%
Personal safety and security	10	1%	36	4%	43	4%	170	17%	725	73%	16	2%
Damage to property	15	2%	73	7%	20	2%	171	17%	710	71%	11	1%
Damage to vehicle/ theft	18	2%	76	8%	23	2%	174	17%	690	69%	19	2%
Vandalism and graffiti	44	4%	156	16%	35	4%	159	16%	597	60%	9	1%
Dogs roaming, dog fouling, barking	74	7%	137	14%	45	5%	162	16%	571	57%	11	1%
House break-ins/burglary	6	1%	23	2%	32	3%	176	18%	731	73%	32	3%
Vehicle break-ins/theft	13	1%	42	4%	28	3%	180	18%	707	71%	30	3%
Road safety	33	3%	146	15%	42	4%	157	16%	611	61%	11	1%
Safety of children	22	2%	89	9%	46	5%	160	16%	658	66%	25	3%
Safety of other vulnerable groups	15	2%	39	4%	50	5%	185	19%	669	67%	42	4%
<b>Total</b>	<b>507</b>		<b>1,414</b>		<b>645</b>		<b>3,161</b>		<b>12,879</b>		<b>394</b>	

**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', 'street drinking', 'drug dealing' and 'drug, alcohol and substance misuse', 'vandalism and graffiti', 'dogs roaming, dog fouling and barking', 'road safety' and 'safety of children'.

### Youth disorder

3.4 Youth disorder was one of the most significant issues highlighted by respondents. Sixteen per cent (157 people) said that it was a 'problem' with a further six per cent (56 people) stating that it was a 'serious problem' in the local area.

### **Street drinking**

- 3.5 Twelve per cent (116 people) felt that street drinking was a 'problem' and a further five per cent (49 people) said that it was a 'serious problem' in the area.

### **Drug dealing and drug/alcohol/substance misuse**

- 3.6 Drug dealing was viewed as a more of a problem than other issues locally. Eight per cent (81 people) said that it was a 'problem' and a further five per cent (47 people) said that it was a 'serious problem'.
- 3.7 The misuse of drugs, alcohol and other substances was also viewed as an issue in the local area by some respondents. Eight per cent (78 people) said that it was a 'problem' and four per cent (38 people) said that it was a 'serious problem'.

### **Vandalism and graffiti**

- 3.8 Vandalism and graffiti was viewed as one of the most significant problems in the area with a fifth of respondents stating that it was an issue locally. Sixteen per cent (156 people) said that vandalism / graffiti was a 'problem' and a further four per cent (44 people) said that it was a 'serious problem'.

### **Dogs roaming, dog fouling and barking**

- 3.9 Along with 'youth disorder', problems with dogs raised concern with the greatest number of respondents. Fourteen per cent (137 people) said that dog roaming, fouling and barking was a 'problem' and seven per cent (74 people) felt that this was a 'serious problem' locally.

### **Road safety**

- 3.10 Road safety was also viewed by some as a significant problem in the area. Fifteen per cent (146 people) said that it was a 'problem' and a further three per cent (33 people) stated that it was a 'serious problem' in the local area.
- 3.11 The 179 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	23	13%
Cars driving too fast	158	88%
Roads in a poor condition	5	3%
Lack of safe places to cross the road	38	21%
Too many parked cars on both sides of the road	23	13%
Other	13	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. A fifth of respondents (21%) were worried about the lack of safe places to cross. Other issues raised were the volume of cars using the area as a 'rat run' (13%) and the number of cars parked on both sides of the road (13%).

### Safety of children

- 3.13 The safety of children was also highlighted as a problem by some of the respondents. Nine per cent of respondents (89 people) felt that this was a 'problem' and two per cent (22 people) felt it was a 'serious problem'. However, two-thirds (66% - 658 people) said that it was 'not a problem at all' and 16 per cent (160 people) said that it was 'not much of a problem'.
- 3.14 The 111 respondents who stated that safety of children was either a 'problem' or 'serious problem' were asked what their particular concerns were in relation to the issue. The results are shown in Table 3.3.

Issue	No	%
In danger from violence	32	29%
Risk of drugs	21	19%
Danger on the roads	97	87%
Building work/ derelict buildings	4	4%
Other	1	1%

**Table 3.3 – Particular concerns about safety of children**

- 3.15 Most of the respondents (87% - 97 people) said that 'danger on the roads' was the greatest issue for children's safety. The risk of becoming involved in drug use was a significant concern (19%) as was the danger of encountering violence (29%). There was less concern about the physical environment including building works and derelict buildings.

### Less significant issues

- 3.16 Overall, 'harassment', 'racial harassment' and 'house break-ins/burglary' were considered less of a problem than other areas of community safety. Seventy-nine per cent of respondents (788 people) said that 'racial harassment' was 'not a problem at all' and a further 14 per cent (143 people) said that it was 'not much of a problem'. Just two per cent felt that the issue was a 'problem' locally. The response was similar for other types of harassment. Seventy-three per cent of respondents (731 people) said that house break-ins were 'not a problem at all' and a further 18 per cent (176 people) said that they were 'not much of a problem'. Just two per cent (23 people) said that it was a 'problem' while one per cent (6 people) said that it was a 'serious problem'.
- 3.17 Other issues that were not viewed as significant problems in the local area were: 'problems with neighbours'; 'noisy neighbours/parties', 'verbal abuse', 'personal safety and security', 'damage to property', 'vehicle break-ins' and 'safety of vulnerable groups' all with less than 10 per cent of respondents stating that these issues were either a 'problem' or 'serious problem'.

### Number of concerns

- 3.18 As Table 3.4 shows, just under half of the respondents (49% - 489 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Fifteen per cent (145 people) said that five or more of the issues were either a 'problem' or 'serious problem'. Fifteen per cent (151 people) felt that just one of the issues was a problem locally.

Number of concerns (Serious Problem or Problem)	Respondents	%
None	489	49%
1	151	15%
2	106	11%
3	57	6%
4	52	5%
5+	145	15%
	<b>1,000</b>	

**Table 3.4 – Number of concerns – Security and Community Safety**

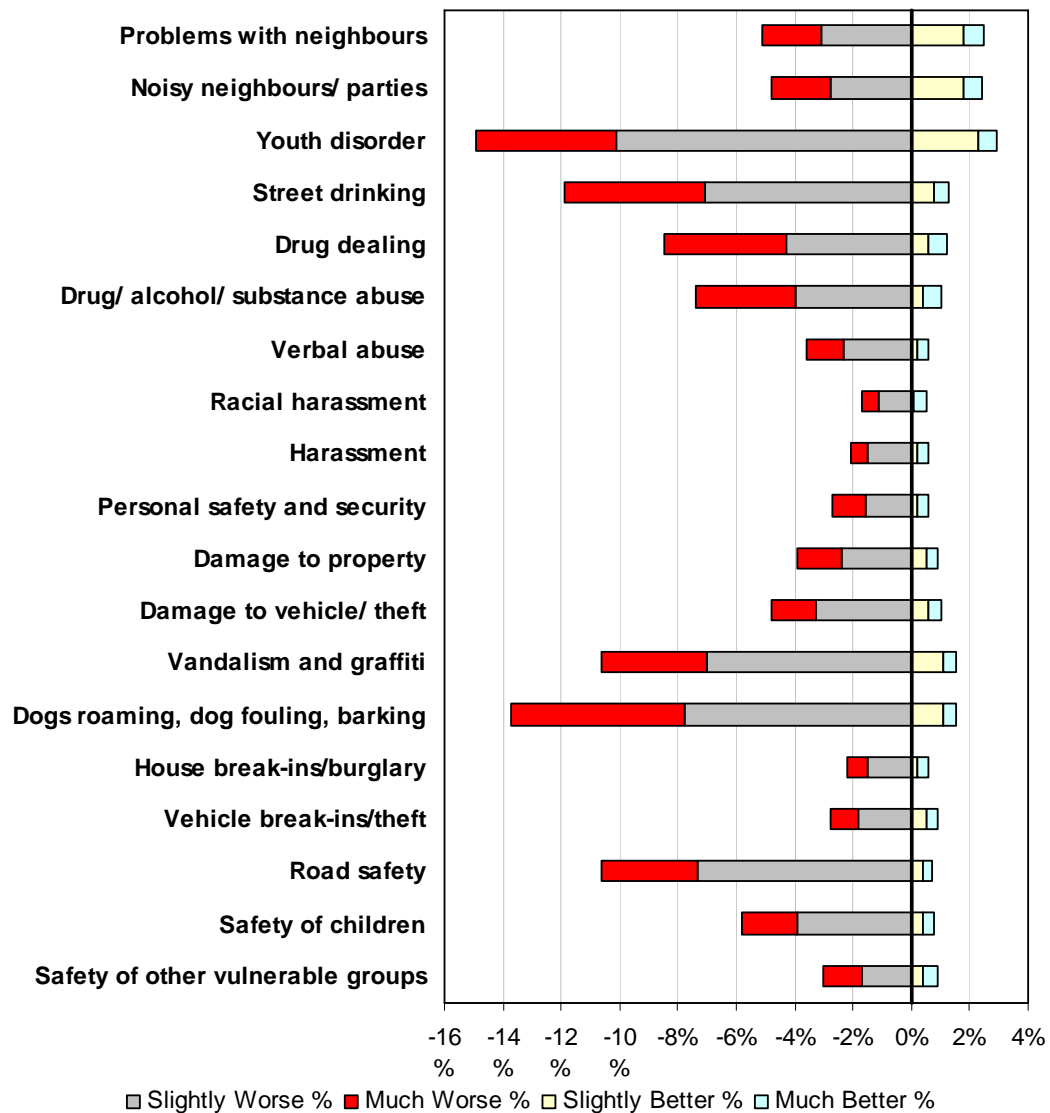
### Changes in community safety in the past year

- 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', '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 indicates only small percentages of respondents stated that the issues had got either better or worse. The issue for which the most people felt there had been a change was 'youth disorder' where 18 per cent (178 people) said that it had got better or worse. The remaining 82 per cent either said that it has stayed the same or did not answer the question. For the issue of racial harassment just two per cent (22 people) felt that there had been a change in the previous year. On average, for each issue only seven per cent felt that there had been a notable change for better or worse.

**Figure 3.2 - Security and Community Safety in the past year**



	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	20	2%	31	3%	924	92%	18	2%	7	1%	0	0%
Noisy neighbours/ parties	20	2%	28	3%	928	93%	18	2%	6	1%	0	0%
Youth disorder	48	5%	101	10%	822	82%	23	2%	6	1%	0	0%
Street drinking	48	5%	71	7%	868	87%	8	1%	5	1%	0	0%
Drug dealing	42	4%	43	4%	903	90%	6	1%	6	1%	0	0%
Drug/ alcohol/ substance abuse	34	3%	40	4%	916	92%	4	0%	6	1%	0	0%
Verbal abuse	13	1%	23	2%	958	96%	2	0%	4	0%	0	0%
Racial harassment	6	1%	11	1%	978	98%	1	0%	4	0%	0	0%
Harassment	6	1%	15	2%	973	97%	2	0%	4	0%	0	0%
Personal safety and security	11	1%	16	2%	967	97%	2	0%	4	0%	0	0%
Damage to property	15	2%	24	2%	952	95%	5	1%	4	0%	0	0%
Damage to vehicle/ theft	15	2%	33	3%	942	94%	6	1%	4	0%	0	0%
Vandalism and graffiti	36	4%	70	7%	879	88%	11	1%	4	0%	0	0%
Dogs roaming, dog fouling, barking	59	6%	78	8%	848	85%	11	1%	4	0%	0	0%
House break-ins/burglary	7	1%	15	2%	972	97%	2	0%	4	0%	0	0%
Vehicle break-ins/theft	10	1%	18	2%	963	96%	5	1%	4	0%	0	0%
Road safety	33	3%	73	7%	887	89%	4	0%	3	0%	0	0%
Safety of children	19	2%	39	4%	934	93%	4	0%	4	0%	0	0%
Safety of other vulnerable groups	13	1%	17	2%	961	96%	4	0%	5	1%	0	0%
<b>Total</b>	<b>455</b>		<b>746</b>		<b>17,575</b>		<b>136</b>		<b>88</b>		<b>0</b>	

**Table 3.5 – Security and Community Safety in the past year**

### Change for the worse

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

### Youth disorder

3.22 The issue of youth disorder was viewed by the highest percentage of respondents as having got worse in the past year. Ten per cent of respondents (101 people) said that it had got 'slightly worse' and a further five per cent (48 people) said that it had got 'much worse'.



### **Dog roaming, dog fouling and barking**

- 3.23 Eight per cent of respondents (78 people) felt that the problem of dogs had got 'slightly worse' in the previous year and a further six per cent (59 people) said that it had got 'much worse'. Just one per cent of respondents felt that the issue had got 'slightly better' in the area.

### **Street drinking**

- 3.24 Seven per cent of respondents (71 people) felt that street drinking had got 'slightly worse' in the area and a further five per cent (48 people) felt that the situation was 'much worse'. Two per cent felt that the situation had improved locally.

### **Road safety**

- 3.25 Seven per cent of respondents (73 people) felt that road safety had got 'slightly worse' in the past year and a further three per cent (33 people) felt it had got 'much worse'. Less than one per cent felt that there had been any improvement on the issue in the local area.

### **Vandalism and graffiti**

- 3.26 Seven per cent of respondents (70 people) felt that the problem of vandalism and graffiti had got 'slightly worse' locally and four per cent (36 people) felt that it had got 'much worse'. Just one per cent of the respondents said that the issue had got 'slightly better' in the area.

### **Change for the better**

- 3.27 The most 'positive' response came in relation to 'problems with neighbours', 'noisy neighbours / parties'. While some respondents felt that there had been improvements in relation to 'youth disorder', 'vandalism / graffiti' and problems with dogs, for each of these issues a far higher percentage felt that the problem had got worse.

### **Problems with neighbours**

- 3.28 The most positive view came in relation to 'problems with neighbours' where seven respondents (1%) felt that it had got 'much better and a further 18 respondents (2%) felt that it had got 'slightly better'. However, three per cent

felt that problems with neighbours had got 'slightly worse' in the previous year and a further two per cent stated that it had got 'much worse'.

- 3.29 There were also positive responses in relation to 'noisy neighbours and parties' with six people (1%) stating that things had got 'much better' and a further 18 people (2%) stating that the situation was 'slightly better'. However, two per cent felt that the situation had got 'much worse' and a further three per cent felt it had got 'slightly worse'.

### Number of concerns

- 3.30 As Table 3.6 shows, 63 per cent of the respondents (633 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Thirty-seven per cent felt that some of the issues had got worse in the previous year and seven per cent (69 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	633	63%
1	130	13%
2	83	8%
3	50	5%
4	35	4%
5+	69	7%
	<b>1,000</b>	

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

### Anti-social behaviour

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

Anti-social behaviour	Yes (%)
Problems with neighbours	4%
Noisy neighbours/parties	4%
Youth disorder	4%
Street drinking	2%
Drug dealing	0%
Drug/ alcohol/ substance abuse	0%
Verbal abuse	1%
Racial harassment	0%
Harassment	1%
Personal safety and security	0%
Damage to property	2%
Damage to vehicle/theft	2%
Vandalism and graffiti	2%
Dogs roaming, dog fouling, barking	2%
House break-ins/burglary	0%
Vehicle break-ins/theft	0%
Road safety	1%
Safety of children	0%
Safety of other vulnerable groups	0%
None of these	86%

**Table 3.7: Incidence of anti-social behaviour**

3.32 Fourteen 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 three most common types of anti-social behaviour for the residents to encounter were 'problems with neighbours', 'noisy neighbours / parties' and 'youth disorder' each with four per cent. Other notable forms of anti-social behaviour that the residents have experienced were 'street drinking', 'damage to property' damage to vehicles', 'vandalism and graffiti' and 'dog roaming / fouling / barking' – each mentioned by two per cent or more of respondents.

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

### **Personal safety**

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

	%
Very safe	32%
Fairly safe	41%
Neutral	8%
Fairly unsafe	8%
Very unsafe	7%
Don't Know/Can't answer	4%

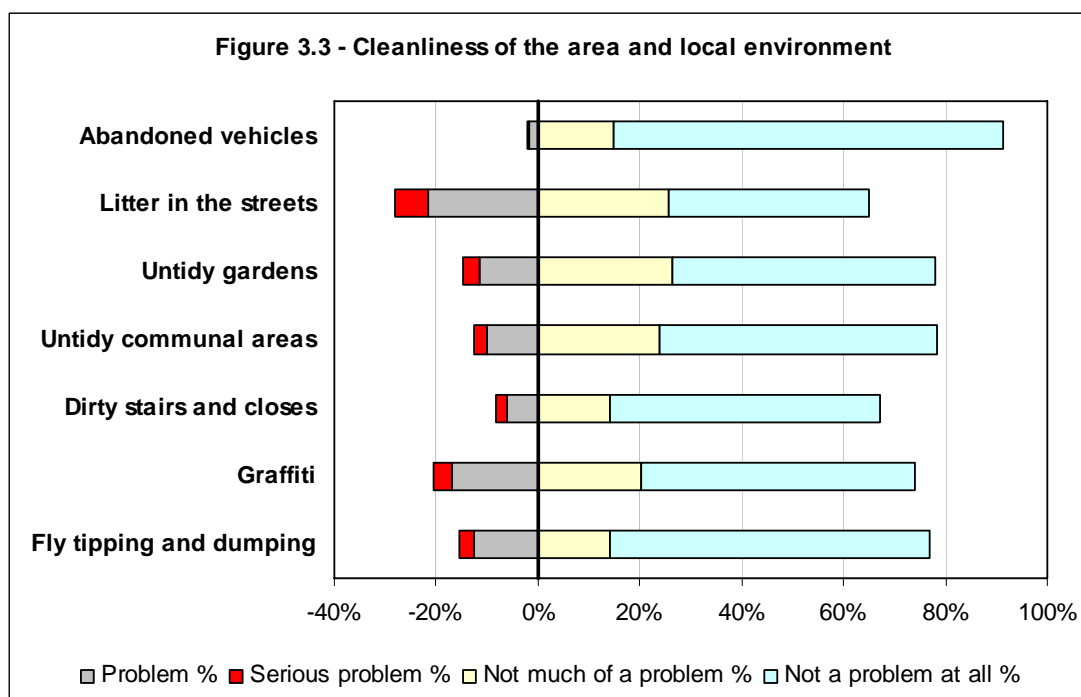
**Table 3.8: Feeling of personal safety in neighbourhood after dark**

- 3.35 A majority of residents (73%) said that they feel safe walking alone after dark. Approximately a third said that they feel 'very safe' walking at night. Eight per cent of respondents said that they feel 'fairly unsafe' walking in their neighbourhood after dark and a further seven per cent said that they feel 'very unsafe'. Eight per cent gave a neutral response and four per cent did not answer.

## Cleansing and Environment

### **Issues in local area**

- 3.36 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	6	1%	16	2%	30	3%	148	15%	765	77%	34	3%	1	0%
Litter in the streets	65	7%	217	22%	65	7%	255	26%	394	39%	4	0%	0	0%
Untidy gardens	35	4%	114	11%	65	7%	264	26%	515	52%	5	1%	2	0%
Untidy communal areas	27	3%	100	10%	61	6%	237	24%	547	55%	9	1%	19	2%
Dirty stairs and closes	19	2%	62	6%	49	5%	141	14%	530	53%	30	3%	169	17%
Graffiti	34	3%	170	17%	49	5%	202	20%	539	54%	5	1%	1	0%
Fly tipping and dumping	27	3%	127	13%	46	5%	140	14%	628	63%	29	3%	3	0%
<b>Total</b>	<b>213</b>		<b>806</b>		<b>365</b>		<b>1,387</b>		<b>3,918</b>		<b>116</b>		<b>195</b>	

**Table 3.9: Issues in the local area**

3.37 Overall, the responses were positive with majorities stating that the issues were 'not a problem at all' for all but one of the issues.

3.38 Abandoned vehicles were considered to be the least of a concern with 77 per cent (765 people) stating that this is 'not a problem at all' and a further 15 per cent (148 people) stating that it is 'not much of a problem'. Only three per

cent considered it a 'problem' (2% - 16 people) or 'serious problem' (1% - 6 people).

- 3.39 Of more concern was the issue of 'litter in the street'. Twenty-two per cent of respondents (217 people) felt that this was a 'problem' and a further Seven per cent (65 people) said it was a 'serious problem'. The issue of graffiti was also a concern with 17 per cent (170 people) stating that it was a 'problem' and three per cent (34 people) stating it was a 'serious problem'.
- 3.40 There were also negative responses in relation to 'fly tipping and dumping' in the area. Thirteen per cent (127 people) said this was a 'problem' and a further three per cent (27 people) said it was a 'serious problem'.
- 3.41 In relation to the condition of housing, 'untidy gardens' were felt to be more of a problem than communal areas and 'dirty stairs and closes'. Eleven per cent (114 people) said that 'untidy gardens' were a 'problem' and a further four per cent (35 people) said that this was a 'serious problem'.

### Number of concerns

- 3.42 As Table 3.10 shows, 61 per cent of the respondents (605 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Thirty-nine per cent (395 people) felt that some of the issues were a problem and eight per cent (75 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	605	61%
1	160	16%
2	89	9%
3	39	4%
4	32	3%
5+	75	8%
	<b>1,000</b>	

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

### General maintenance of properties and public spaces

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

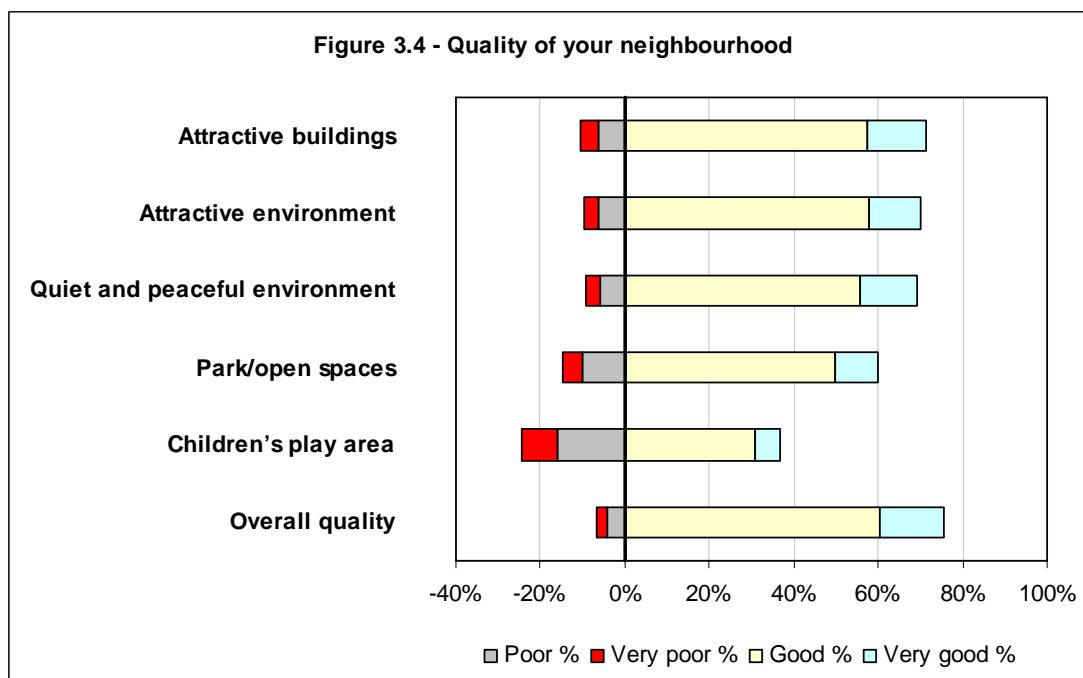
Issue	Very Poor	Poor	Neutral	Good	Very Good
General maintenance of properties and public spaces	8%	2%	15%	54%	21%

**Table 3.11: Views on maintenance**

3.44 The respondents were generally positive about the maintenance where they live with 75 per cent stating that maintenance is either 'good' or 'very good'. However, two per cent felt that maintenance was 'poor' and further eight per cent said it was 'very poor'. Fifteen per cent of respondents did not have a clear view of the quality of maintenance where they live.

### Quality of your neighbourhood

3.45 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	39	4%	64	6%	174	17%	575	58%	139	14%	6	1%	3	0%
Attractive environment	35	4%	62	6%	193	19%	580	58%	121	12%	7	1%	2	0%
Quiet and peaceful environment	37	4%	57	6%	210	21%	558	56%	133	13%	5	1%	0	0%
Park/open spaces	48	5%	101	10%	231	23%	498	50%	100	10%	18	2%	4	0%
Children's play area	85	9%	159	16%	256	26%	307	31%	59	6%	94	9%	40	4%
Overall quality	24	2%	43	4%	169	17%	605	61%	151	15%	8	1%	0	0%
<b>Total</b>	<b>268</b>		<b>486</b>		<b>1,233</b>		<b>3,123</b>		<b>703</b>		<b>138</b>		<b>49</b>	

**Table 3.12: Quality of your neighbourhood**

- 3.46 For most of the elements the respondents were positive about the quality of their neighbourhood. Seventy-six per cent of the respondents said that the overall quality of the area was either 'good' (61%) or 'very good' (15%). 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.
- 3.47 The residents were less positive about the quality of children's play areas and parks / open spaces in their area. Sixteen per cent of respondents (159 people) said that children's play areas are 'poor' in the neighbourhood. A further nine per cent (85 people) said that the play areas are 'very poor'.
- 3.48 Ten per cent of respondents (101 people) said that the parks and open spaces in the area are 'poor' and five per cent (48 people) said that they are 'very poor'. However, 60 per cent of the respondents disagreed and felt that the parks are either 'good' (50% - 498 people) or 'very good' (10% - 100 people).

### Number of concerns

- 3.49 As Table 3.13 shows, 69 per cent of the respondents (698 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Thirty-one per cent felt that some of the elements were poor and five per cent (52 people) felt that five or more of the elements were poor.

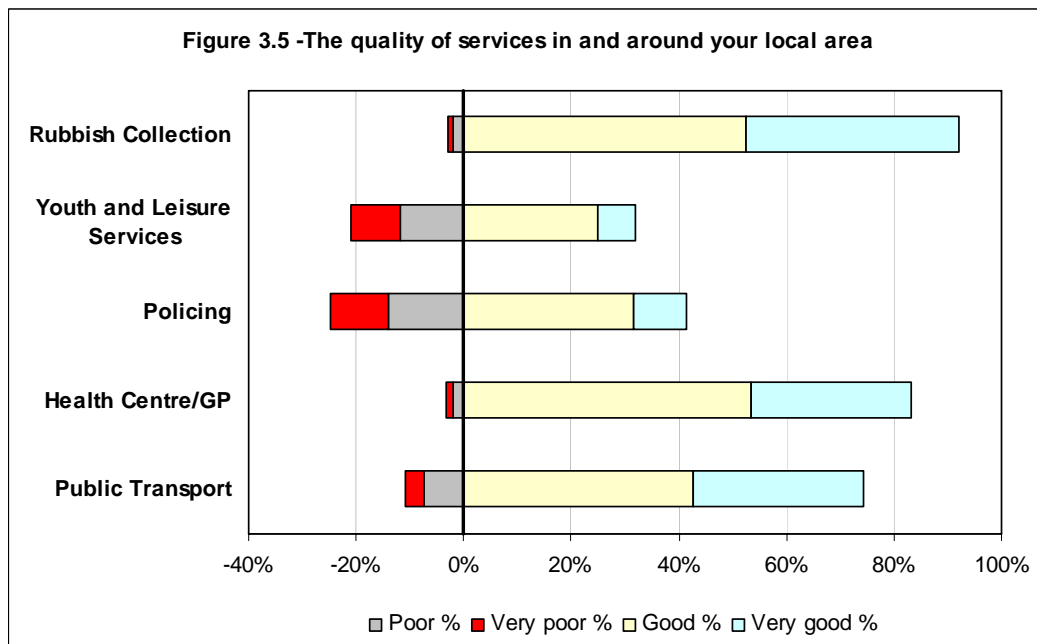


Number of concerns (Very poor or poor)	Respondents	%
None	688	69%
1	134	13%
2	79	8%
3	28	3%
4	19	2%
5+	52	5%
	<b>1,000</b>	

**Table 3.13 – Number of concerns – Quality of neighbourhood**

### Local Service Provision

3.50 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	10	1%	20	2%	43	4%	524	52%	398	40%	5	1%	0	0%
Youth and Leisure Services	92	9%	119	12%	172	17%	248	25%	70	7%	264	26%	35	4%
Policing	106	11%	141	14%	269	27%	315	32%	99	10%	66	7%	4	0%
Health Centre/GP	10	1%	21	2%	87	9%	534	53%	298	30%	46	5%	4	0%
Public Transport	35	4%	74	7%	57	6%	426	43%	316	32%	59	6%	33	3%
<b>Total</b>	<b>253</b>		<b>375</b>		<b>628</b>		<b>2,047</b>		<b>1,181</b>		<b>440</b>		<b>76</b>	

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

- 3.51 This question revealed contrasting views about different services provided locally. For rubbish collection, health services (through the local health centre or GP) and public transport 75 per cent and higher said that the service was either 'good' or 'very good'.
- 3.52 Respondents were most critical about policing in the local area with 14 per cent (141 people) saying that the service was 'poor' and a further 11 per cent (106 people) stating that policing is 'very poor' in the area. However, thirty-two per cent (314 people) said that policing was 'good' and ten per cent (99 people) said it was 'very good'.
- 3.53 Some respondents were negative about youth and leisure services. Twelve per cent of the residents (119 people) felt that the service was 'poor' and a further nine per cent (92 people) said it was 'very poor'. However, 25 per cent (248 people) said that youth and leisure services were 'good' and seven per cent (70 people) said the service was 'very good'.

#### **Public transport**

- 3.54 Those who had stated that public transport was 'poor' or 'very poor' (109 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	51%
Frequency - services don't run often enough	76%
Convenience - service doesn't run when I need it (e.g. evenings / weekends)	17%
Stability - service could be withdrawn	1%
Cleanliness / comfort - service isn't clean or comfortable	1%
Safety / security - I don't feel safe when using the service	1%
Ticketing - the ticketing arrangements are confusing	0%
Information - it's difficult finding out about routes and times	4%
Interchange - the service doesn't stop near a rail station / bus stop / subway station	1%
Location - bus stop / railway station / subway station is too far away	9%
Affordability - it costs too much to use the service	2%
None of these	1%
Don't know	0%
No direct route	5%
Buses are old	0%
Need more low level buses	0%

**Table 3.15: Particular concerns about public transport**

3.55 For those concerned about the quality of public transport in the local area the biggest issues are the infrequency of the service (76%) and punctuality and reliability (51%). Another significant issue was convenience where services are not available at the desired times – raised by 17 per cent of respondents.

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

Frequency	%
Every day	32%
2-3 times a week	31%
Once a week	8%
Once a month	4%
Less often	9%
Never	17%

**Table 3.16: Frequency of use of public transport**

3.57 Sixty-three per cent of the residents use public transport more than once a week with nearly a third (32%) using it every day. Twenty-six per cent of the respondents use public transport less than once a month.

### Number of concerns

3.58 As Table 3.17 shows, 59 per cent of the respondents (594 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. Thirty-one per cent felt that some of the services were poor and four per cent (44 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	594	59%
1	240	24%
2	122	12%
3	33	3%
4	10	1%
5+	1	0%
	<b>1,000</b>	

**Table 3.17 – Number of concerns – Quality of services**

### Reporting problems about services

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

Service provider	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Never Reported
Police	2%	2%	2%	5%	2%	87%
Glasgow City Council	2%	1%	2%	3%	1%	92%
Glasgow Community & Safety Services (GCSS)	0%	0%	0%	0%	0%	99%
Community Safety Patrol Officer	0%	0%	0%	0%	0%	99%
Community Enforcement Officer	0%	0%	0%	0%	0%	99%
Glasgow Housing Association	1%	1%	1%	1%	0%	95%
Housing Association (other)	1%	1%	0%	1%	0%	97%
Private Landlord	0%	0%	0%	1%	0%	98%
Health Service	0%	0%	0%	1%	0%	99%
Fire Brigade	0%	0%	0%	1%	0%	99%

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

3.60 For the majority of services only small percentages had ever reported a problem. However, 13 per cent of respondents had reported a problem to the police. While four per cent said that they had been 'dissatisfied' or 'very

dissatisfied' with the response, higher proportions said that they were 'satisfied' (5%) or 'very satisfied' (2%).

- 3.61 Seven per cent of respondents had reported a problem to Glasgow City Council. While three per cent were dissatisfied with the response they received four per cent were satisfied.
- 3.62 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	77%
Fear of reprisal	2%
It might aggravate the situation	1%
Felt intimidated	1%
It wouldn't make any difference	9%
Didn't know who to report it to	0%
It's none of my business	1%
It wasn't a serious enough problem to report	7%
Other	5%

**Table 3.19: Reason for not reporting a problem**

- 3.63 Seventy-seven per cent of 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 (9%). Seven per cent said that the problem wasn't serious enough to report.
- 3.64 Other reasons for not reporting were: 'fear of reprisals'; concern that 'it might aggravate the situation'; it was 'none of my business', and that the complainant 'felt intimidated'.

### Quality of Life

- 3.65 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	6%
Less than 2 years	8%
Less than 4 years	8%
Less than 6 years	8%
Less than 10 years	13%
10 years or more	58%

**Table 3.20: Length of residence**

- 3.66 The majority of respondents were long term residents with 58 per cent having lived in the area for ten or more years. Fourteen per cent had lived in the area for less than two years.

### Satisfaction with the area as a place to live

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

	%
Very satisfied	44%
Fairly satisfied	44%
Neutral	7%
Fairly dissatisfied	4%
Very dissatisfied	2%

**Table 3.21: Satisfaction with the area**

- 3.68 Eighty-eight per cent of respondents (878 people) said that they were satisfied with the area as a place to live. Forty-four per cent of respondents said that they were 'very satisfied'. Four per cent of respondents said that they were 'fairly dissatisfied' with their area and a further two per cent said that they were 'very dissatisfied'.

### Change over the past two years

- 3.69 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	16%
Not changed	69%
Got slightly better	7%
Got much better	2%
Don't know	2%
Not applicable	0%

**Table 3.22: Perceived change in area over past two years**

3.70 A majority of respondents (69% – 689 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. Sixteen per cent (156 people) said that it had got 'slightly worse' and five per cent (50 people) felt that it had got 'much worse'. Seven per cent (65 people) said that the area had improved slightly and two per cent (20 people) said that it had got 'much better'. Two 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

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

	%
Yes	86%
No	7%
Don't know	8%

**Table 3.23: Desire to continue living in area**

3.72 The vast majority of respondents (86% – 855 people) wish to continue living in the area. Seven per cent (70 people) said that they would like to move away from the area and eight per cent (75 people) were unsure.

### Improving your neighbourhood

3.73 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	26%
Clean up graffiti	3%
Clean streets	9%
More speed restrictions on the roads	6%
Reduce youth misbehaviour	7%
More employment for young people	1%
More employment for all	4%
More leisure facilities	2%
More play areas for younger children	3%
More sports areas for teenagers	1%
More care in housing allocation/ better vetting of tenants	2%
Evict problem tenants	2%
Better housing	1%
Public transport	1%
Nothing	21%
Don't know	6%

**Table 3.24: How to improve quality of life in neighbourhood**

- 3.74 More than a fifth of respondents (21%) said that they would change 'nothing' about their local area. The most popular suggestion for action was 'more police on the street' which was supported by 26 per cent (262 people) reflecting concerns about street disorder.
- 3.75 There were concerns about the local environment with nine per cent (91 people) stating that the streets should be cleaner and three per cent (25 people) stating that efforts should be made to clean up graffiti.
- 3.76 Concerns about road safety and youth disorder were reflected in the number of people suggesting 'more speed restrictions on the roads' (6%) and 'reduce youth misbehaviour' (7%) as interventions to improve the neighbourhood.
- 3.77 Four per cent felt that there should be action to improve employment and three per cent said that there should be 'more play areas for children'.

### Demographics

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



## Age and gender

Gender	%
Male	50%
Female	50%

**Table 3.25: Gender**

- 3.79 A good balance of men and women with each group making up half of the respondents.

Age	%
16 – 19	4%
20 - 24	8%
25 - 29	9%
30 - 39	10%
40 - 49	16%
50-59 (female) or 50-64 (male)	26%
60-74 (female) or 65-74 (male)	16%
75+	11%

**Table 3.26: Age**

- 3.80 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 (53%). Twenty-one per cent of the sample were aged under 30 years.
- 3.81 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

3.82 Respondents were asked about their current employment status.

	%
Full-time paid work	32%
Part-time paid work	6%
Self-employed	1%
Government Supported Training or Employment Programmes	0%
Full-time education	3%
Part-time education	1%
Still at school	0%
Unemployed	17%
Long-term sick or disabled	4%
Looking after family home	10%
Retired	26%
Other	0%

**Table 3.27: Current employment status**

3.83 Thirty-nine per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Seventeen per cent were unemployed. Four per cent were long-term sick or disabled while ten per cent were looking after their family home. Approximately a quarter (26%) of respondents were retired.

## Disability or special needs

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

	%
Yes	18%
No	82%

**Table 3.28: Disability or special need**

3.85 Nearly a fifth (18% - 178 people) of responding households include a person who has a disability or special need.

	%
Physical	74%
Mental ill health	11%
Learning disability	5%
Visual impairment	9%
Hearing impairment	8%
Other	6%

**Table 3.29: Nature of disability / special need**

- 3.86 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 74 per cent of households which include a disabled person. Eleven per cent of households include someone with a mental illness. Nine per cent of the households include someone with a visual impairment. Eight per cent include someone with a hearing impairment and five per cent include a household member with a learning disability.

### **Ethnic origin and status in the UK**

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

<b>Ethnic Origin</b>	<b>%</b>
<b>White</b>	
Scottish	96%
Other British	0%
Irish	0%
East European	1%
Other White British	1%
<b>Mixed</b>	
Any mixed background	0%
<b>Asian, Asian Scottish, Asian English, Asian Welsh or other Asian</b>	
Indian	0%
Pakistani	1%
Bangladeshi	0%
Chinese	1%
Any other Asian background	0%
<b>Black, Black Scottish, Black English, Black Welsh or other Black</b>	
Caribbean	0%
African	0%
Any other Black background	0%
<b>Other Ethnic background</b>	
Any other background	0%
Refused	0%
Don't know	0%

**Table 3.30: Ethnic origin**

- 3.88 The majority of participants (96% or 959 people) answered 'White Scottish' to the question of ethnic origin, and one per cent of respondents (5 people) answered that they were white and from elsewhere in the Britain.
- 3.89 There were smaller groups of people whose ethnic background was either Pakistani or Chinese – each making up one per cent of respondents.
- 3.90 The respondents were asked about their status in the UK. As Table 3.31 shows one per cent of respondents were temporary resident in the UK. None of the respondents stated that they were refugees or asylum seekers. Two per cent of respondents (19 people) refused to answer the question.

	%
Permanent resident	97%
Temporary resident	1%
Refugee	0%
Asylum Seeker	0%
Refused	2%

**Table 3.31: Status in the UK**

### Households with dependent children

- 3.91 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 20 per cent of households (198) in the area include dependent children. Ten percent (98 households) include one dependent child while seven per cent (69 households) contain two dependent children. Three per cent (25 households) contain more than two dependent children.

No. of children	%
1	10%
2	7%
3	2%
4	0%
5	1%
6+	0%
None	80%

**Table 3.32: Number of dependent children**

- 3.92 Of households involving children 48 per cent (95 households) are lone parent / carer households. Fifty-two per cent (103 households) are two parents / carers households.

	%
Lone parent / carer	48%
Two parents / carers	52%

**Table 3.33: Number of parents / carers**

### **Accommodation**

- 3.93 The respondents were asked about the housing tenure where they live. As Table 3.34 shows, 46 per cent of the respondents (460 people) live in social rented accommodation and a similar proportion (44% - 441 people) live in owner-occupied housing. Eight per cent of respondents (84 people) live in private rented accommodation.

	%
Rented – Private landlord	8%
Rented – Housing Association	46%
Rented – not sure who is the landlord	1%
Owned by you or someone who lives in it	44%
Don't know	0%

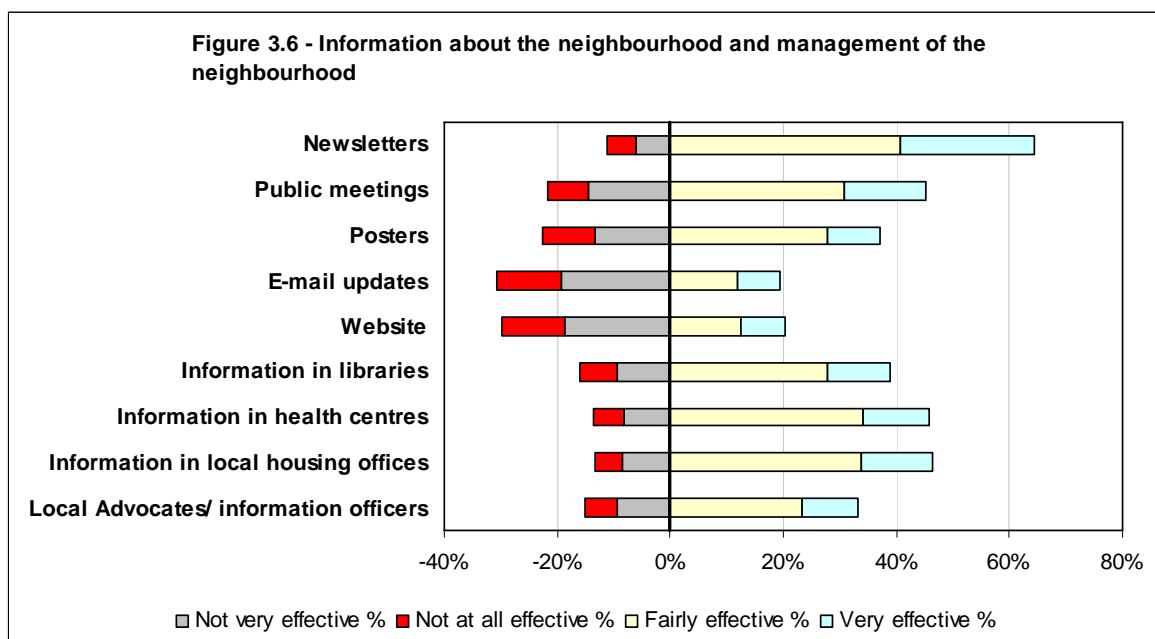
**Table 3.34: Housing tenure**

### **Involving Local People**

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

### **Informing local people**

- 3.95 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.



3.96 Respondents were generally positive that 'newsletters' were an effective way to provide information. While eleven per cent felt that this was ineffective, 41 per cent said that it was 'fairly effective' and 24 per cent said that it was 'very effective'.

3.97 The residents were also comparatively positive about providing information through local housing offices (34% said 'fairly effective' and 13% said 'very effective') and in health centres (34% said 'fairly effective' and 12% said 'very effective').

3.98 There was also support for the use of public meetings. Thirty-one per cent felt they were 'fairly effective' and a further 14 per cent said were 'very effective'. However, 15 per cent said that public meetings are 'not very effective' and a further seven per cent said they are 'not at all effective'.

3.99 There was not much support for information to be provided electronically. While a 21 per cent of respondents felt that a website would be either 'fairly' or 'very effective' 19 per cent said that it would not be very effective and a further 11 per cent said that it would not be effective 'at all'. There was less support for email updates – while 19 per cent thought this would be effective 31 per cent disagreed.

### **Involvement of local people in decision making**

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

	<b>%</b>
Local people and organisations should be asked their opinions	67%
Local people and organisations should be actively involved	33%
Local people and organisations should be equal partners in making decisions	26%
Decision-making powers should be only with local people and organisations	8%
No involvement	6%
Don't know	1%
Other	0%

**Table 3.35: Views on level of involvement**

3.101 The respondents were clear that local people's views should influence decisions about neighbourhood management but were less supportive of direct control by local people. While 67 per cent (669 people) agreed that 'local people and organisations should be asked their opinions', just eight per cent (84 people) felt that 'decision-making powers should be only with local people and organisations'.

3.102 Minorities of the respondents felt that local people and organisations should be 'actively involved' (33% – 329 people) or 'equal partners' (26% – 256 people) in making decisions about neighbourhood management. Only a small proportion (6% - 55 people) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

### **Collecting feedback from the community**

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

	%
Regular feedback events	37%
Feedback boards in libraries, health centres and so on	16%
Regular surveys	58%
Consultation forums	8%
Feedback slips on newsletters	29%
Dedicated internet site	2%
No feedback	5%
Don't know	1%
Other	0%

**Table 3.36: Ways to collect feedback from community**

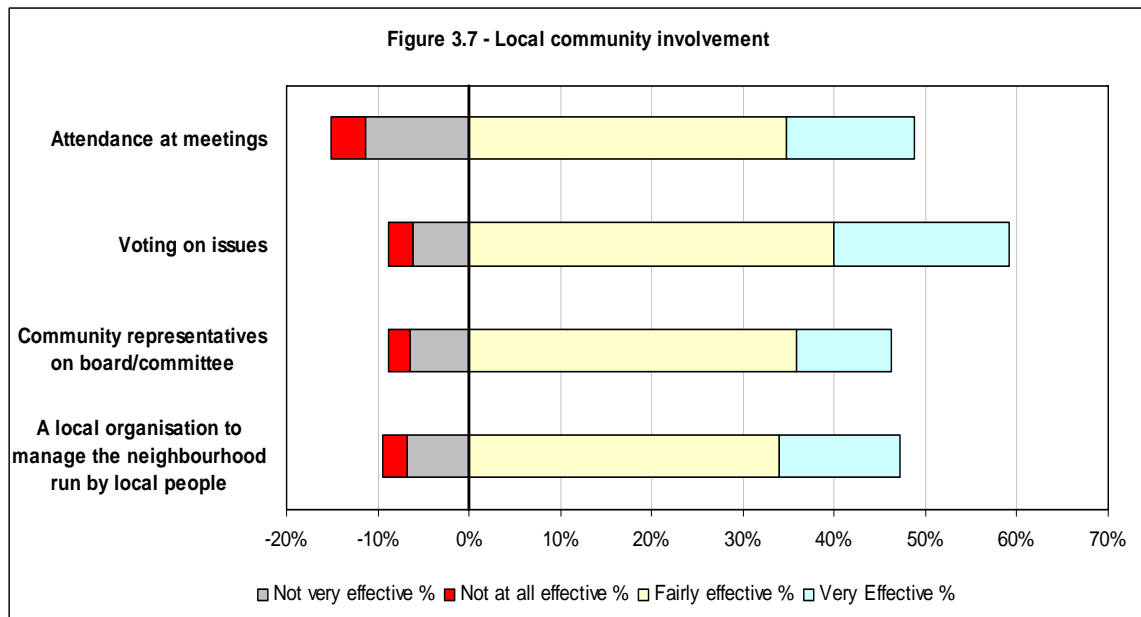
3.104 More than half of the respondents (58% - 579 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'regular feedback events' (37% – 371 people), 'feedback slips on newsletters' (29% – 288 people), and 'feedback boards' placed at venues such as libraries, health centres etc (16% - 159 people).

3.105 There was less support for gathering feedback through 'consultation forums' (8% – 77 people) or a 'dedicated internet site' (2% – 19 people). Five per cent of respondents (54 people) said that there should be 'no feedback'.

### **Involving the local community**

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





3.107 The respondents were most supportive of being involved by 'voting on issues'. Forty per cent thought that this was 'fairly effective' and a further 19 per cent said that it was 'very effective'.

3.108 There were mixed views on whether 'attendance at meetings' was an effective method for community involvement. Thirty-five per cent thought meetings were 'fairly effective' and a further 14 per cent said that they were 'very effective'. However, eleven per cent said they were 'not very effective' and a further four per cent said they were 'not at all effective'.

## 4. Study Findings – Area Analysis

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

- Dennistoun;
- Haghill and Carntyne;
- Riddrie and Cranhill;
- Parkhead and Dalmarnock;
- Calton and Bridgeton.

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

### Security and Community Safety

4.3 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are problems with dogs, youth disorder, vandalism / graffiti, road safety, and street drinking. There were also significant levels of concern about drug dealing and drug / alcohol / substance misuse.

4.4 There was not a huge variation in responses across the five neighbourhoods in relation to community safety and no areas were notably 'positive' or 'negative' when compared to others.

4.5 Dog roaming, fouling and barking was considered to be a serious issue in all of the areas and was raised as the most significant problem in Dennistoun, Haghill / Carntyne, and Calton / Bridgeton. Problems with dogs were less of an issue for residents in Parkhead / Dalmarnock where it was only the seventh most serious problem. Dog roaming / fouling / barking was the second most serious issue for respondents living in Riddrie / Cranhill.

- 4.6 Youth disorder was considered the biggest problem by residents in Riddrie / Cranhill but was less of an issue for respondents living in Parkhead / Dalmarnock. The main problems in Calton and Bridgeton were youth disorder, street drinking and vandalism / graffiti – each issue was described as a problem by 20 per cent of respondents.
- 4.7 There was most concern about road safety in Parkhead / Dalmarnock (where it was the most prevalent issue) and in Dennistoun. Road safety was less of a problem for respondents in Riddrie / Cranhill and did not stand out as a major issue for people living in Haghill / Carntyne.
- 4.8 Drug dealing and issues of drug / alcohol / substance misuse were raised as a serious problem by people living in Parkhead / Dalmarnock. These issues were less of a concern for respondents living in Dennistoun and Riddrie / Cranhill.
- 4.9 In terms of changes taking place in their local area residents in all neighbourhoods felt that the situation regarding 'youth disorder' and 'problems with dogs' were getting worse. Residents in Riddrie / Cranhill were particularly concerned about worsening youth disorder. While one in ten residents in Parkhead / Dalmarnock felt that youth disorder was getting worse, seven per cent felt that the situation was improving.
- 4.10 Residents in Dennistoun and Haghill / Carntyne were particularly concerned about the deteriorating situation in relation to problems with dogs. Residents in Dennistoun, Parkhead / Dalmarnock, and Calton / Bridgeton highlighted a worsening situation in relation to road safety.
- 4.11 In Parkhead / Dalmarnock street drinking and drug dealing were highlighted as the two main issues that had gotten worse in the previous year. Street drinking also stood out as a worsening problem for residents in Calton / Bridgeton and Riddrie / Cranhill.

### **Cleansing and Environment**

- 4.12 Across the East Centre and Calton LCPP area, litter in the streets was considered the main cleansing and environment issue. This was followed by

vandalism and graffiti, fly tipping and untidy gardens. Residents were least concerned about dirty stairs and closes and abandoned vehicles.

- 4.13 Litter in the street was the top issue in three neighbourhood (Dennistoun; Haghill / Carntyne; Calton / Bridgeton) and was by far the most significant issue for residents in Dennistoun.
- 4.14 Graffiti was the considered the main environmental problem in Parkhead / Dalmarnock and Riddrie / Cranhill but was only the third most significant issue in Dennistoun and Haghill / Carntyne.
- 4.15 Fly tipping and dumping was more of an issue for residents in Dennistoun and Riddrie / Cranhill than in other areas. In comparison with other neighbourhoods untidy gardens was more of a problem for residents living in Haghill / Carntyne.

#### **Quality of neighbourhood**

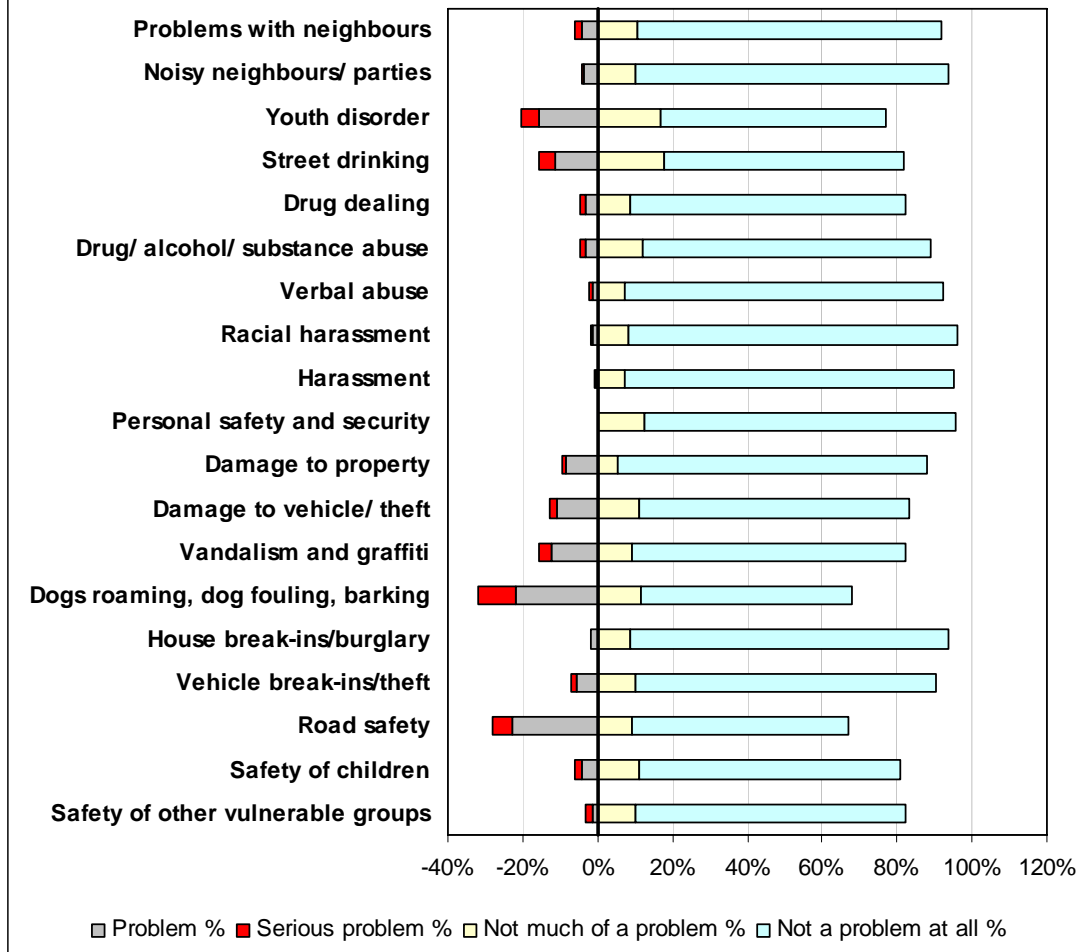
- 4.16 The quality of children's play areas was the main concern for residents in all neighbourhoods and was a particular problem in Parkhead / Dalmarnock where more than a third said that play areas were poor.
- 4.17 The quality of parks and open spaces was the second most prominent issue in all areas except Haghill / Carntyne. In this neighbourhood there was more concern about the attractiveness of buildings and whether there is a quiet / peaceful environment.

#### **Quality of service provision**

- 4.18 In all areas residents were least satisfied with the quality of policing with the exception of Haghill / Carntyne where more people said that youth and leisure services were poor.
- 4.19 The quality of youth and leisure services was one of the top two issues for all areas except Riddrie and Cranhill where a significant proportion of respondents (28%) said that public transport was either 'poor' or 'very poor'.

## Dennistoun

**Figure 4.1 - Security and Community Safety  
Dennistoun**



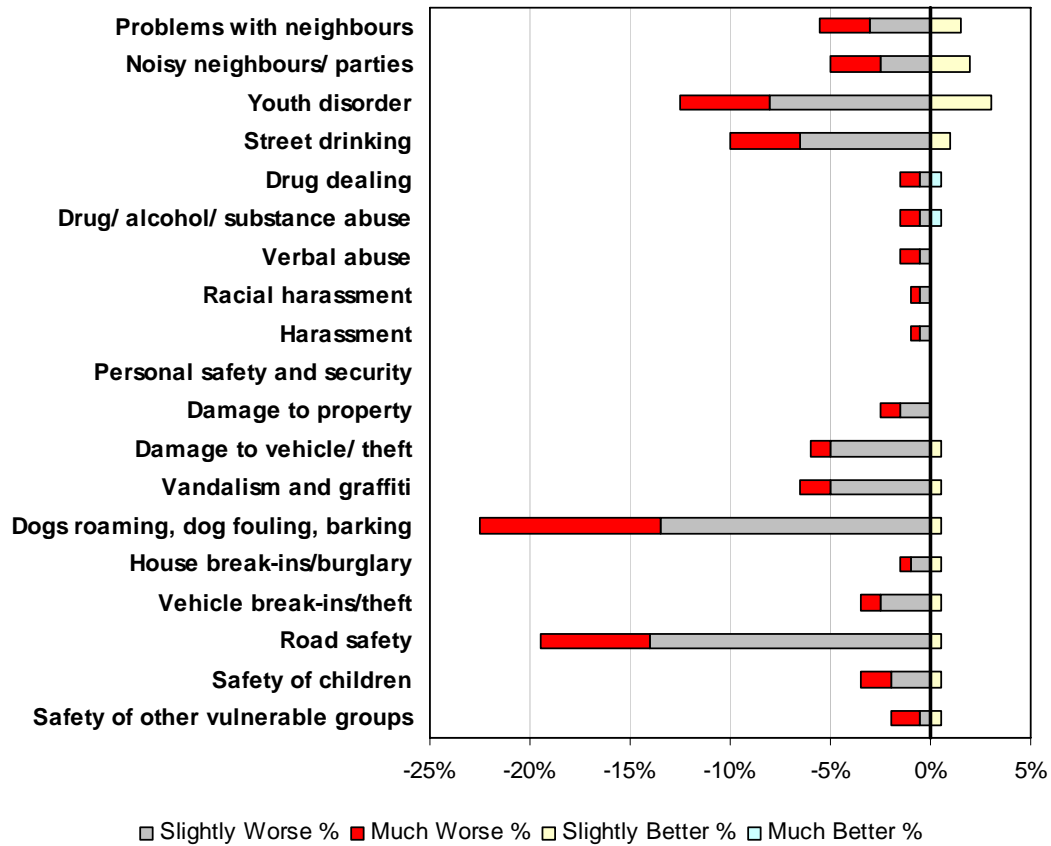
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	8	4%	4	2%	21	11%	163	82%	0	0%
Noisy neighbours/ parties	1	1%	7	4%	4	2%	20	10%	167	84%	1	1%
Youth disorder	10	5%	31	16%	5	3%	34	17%	120	60%	0	0%
Street drinking	8	4%	23	12%	4	2%	36	18%	128	64%	1	1%
Drug dealing	3	2%	6	3%	9	5%	17	9%	148	74%	17	9%
Drug/ alcohol/ substance abuse	3	2%	6	3%	4	2%	24	12%	154	77%	9	5%
Verbal abuse	2	1%	3	2%	6	3%	15	8%	170	85%	4	2%
Racial harassment	1	1%	3	2%	2	1%	16	8%	176	88%	2	1%
Harassment	1	1%	1	1%	3	2%	15	8%	175	88%	5	3%
Personal safety and security	0	0%	0	0%	6	3%	25	13%	166	83%	3	2%
Damage to property	2	1%	17	9%	4	2%	11	6%	165	83%	1	1%
Damage to vehicle/ theft	4	2%	22	11%	6	3%	22	11%	144	72%	2	1%
Vandalism and graffiti	6	3%	25	13%	4	2%	18	9%	147	74%	0	0%
Dogs roaming, dog fouling, barking	20	10%	44	22%	0	0%	23	12%	113	57%	0	0%
House break-ins/burglary	0	0%	4	2%	5	3%	17	9%	170	85%	4	2%
Vehicle break-ins/theft	3	2%	11	6%	3	2%	20	10%	161	81%	2	1%
Road safety	10	5%	46	23%	9	5%	18	9%	116	58%	1	1%
Safety of children	4	2%	8	4%	15	8%	22	11%	140	70%	11	6%
Safety of other vulnerable groups	3	2%	3	2%	14	7%	20	10%	145	73%	15	8%
<b>Total</b>	<b>85</b>		<b>268</b>		<b>107</b>		<b>394</b>		<b>2,868</b>		<b>78</b>	

**Table 4.1 – Security and Community Safety**

Number of concerns (Serious Problem or Problem)	Respondents	%
None	76	38%
1	47	24%
2	29	15%
3	13	7%
4	9	5%
5+	26	13%
	<b>200</b>	

**Table 4.2 – Number of concerns – Security and Community Safety**

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



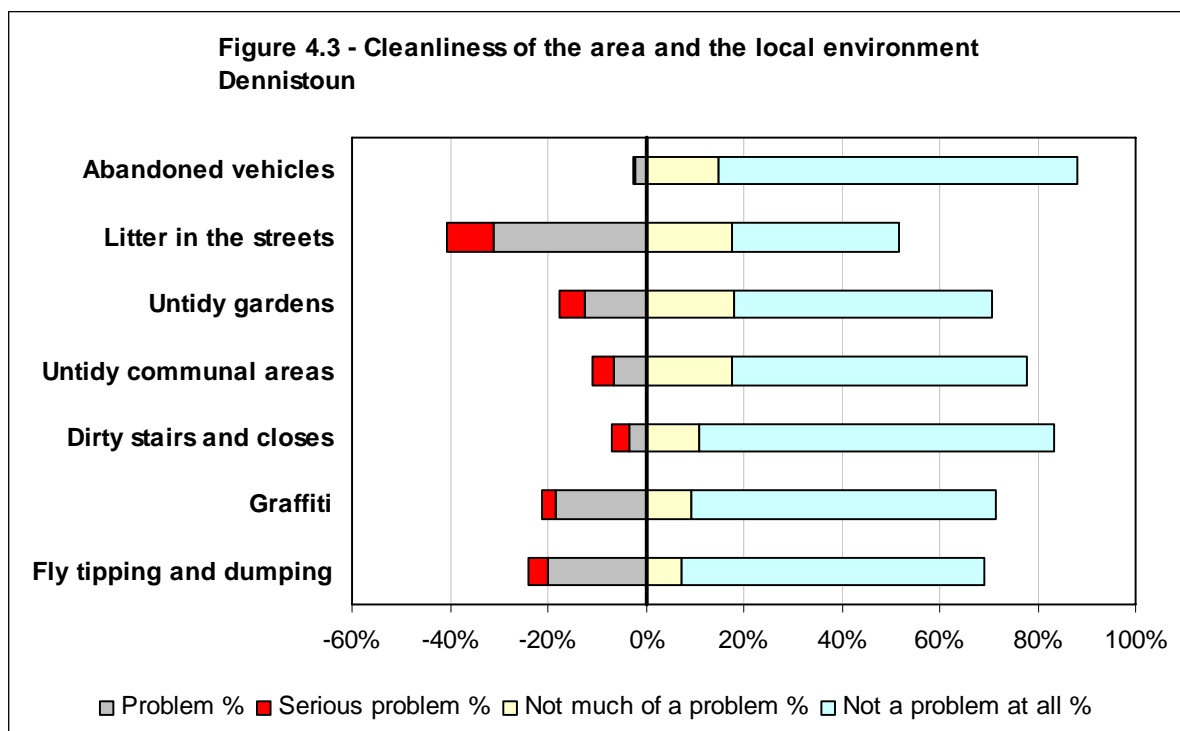
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	6	3%	186	93%	3	2%	0	0%	0	0%
Noisy neighbours / parties	5	3%	5	3%	186	93%	4	2%	0	0%	0	0%
Youth disorder	9	5%	16	8%	169	85%	6	3%	0	0%	0	0%
Street drinking	7	4%	13	7%	178	89%	2	1%	0	0%	0	0%
Drug dealing	2	1%	1	1%	196	98%	0	0%	1	1%	0	0%
Drug/ alcohol/ substance abuse	2	1%	1	1%	196	98%	0	0%	1	1%	0	0%
Verbal abuse	2	1%	1	1%	197	99%	0	0%	0	0%	0	0%
Racial harassment	1	1%	1	1%	198	99%	0	0%	0	0%	0	0%
Harassment	1	1%	1	1%	198	99%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Damage to property	2	1%	3	2%	195	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	10	5%	187	94%	1	1%	0	0%	0	0%
Vandalism and graffiti	3	2%	10	5%	186	93%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	18	9%	27	14%	154	77%	1	1%	0	0%	0	0%
House break-ins/burglary	1	1%	2	1%	196	98%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	5	3%	192	96%	1	1%	0	0%	0	0%
Road safety	11	6%	28	14%	160	80%	1	1%	0	0%	0	0%
Safety of children	3	2%	4	2%	192	96%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	3	2%	1	1%	195	98%	1	1%	0	0%	0	0%
<b>Total</b>	<b>79</b>		<b>135</b>		<b>3,561</b>		<b>23</b>		<b>2</b>		<b>0</b>	

**Table 4.3 – Security and Community Safety in the past year**

Number of concerns (Slightly or much worse)	Respondents	%
None	106	53%
1	47	24%
2	20	10%
3	10	5%
4	4	2%
5+	13	7%
	<b>200</b>	

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



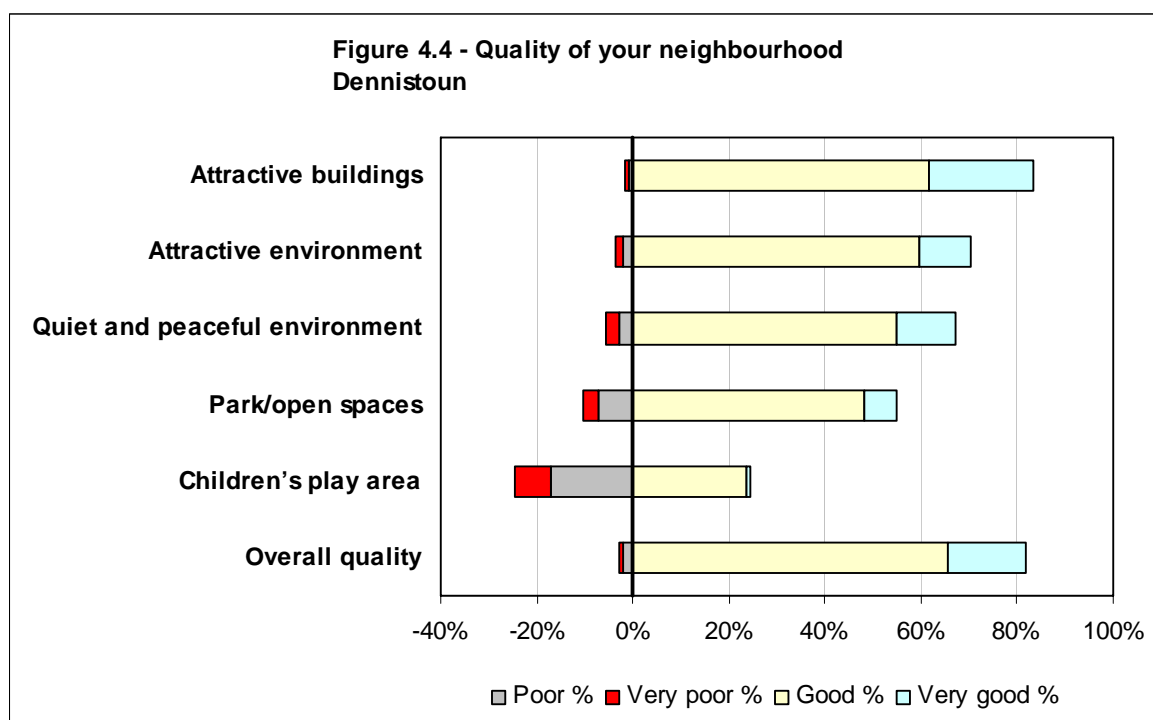


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	4	2%	9	5%	30	15%	146	73%	10	5%	0	0%
Litter in the streets	19	10%	62	31%	16	8%	35	18%	68	34%	0	0%	0	0%
Untidy gardens	10	5%	25	13%	23	12%	36	18%	105	53%	1	1%	0	0%
Untidy communal areas	9	5%	13	7%	21	11%	35	18%	121	61%	1	1%	0	0%
Dirty stairs and closes	7	4%	7	4%	16	8%	22	11%	145	73%	0	0%	3	2%
Graffiti	5	3%	37	19%	15	8%	19	10%	124	62%	0	0%	0	0%
Fly tipping and dumping	8	4%	40	20%	13	7%	15	8%	123	62%	1	1%	0	0%
<b>Total</b>	<b>59</b>		<b>188</b>		<b>113</b>		<b>192</b>		<b>832</b>		<b>13</b>		<b>3</b>	

**Table 4.5 – Issues in the local area**

Number of concerns (Serious problem or problem)	Respondents	%
None	94	47%
1	46	23%
2	28	14%
3	10	5%
4	7	4%
5+	15	8%
	<b>200</b>	

**Table 4.6 – Number of concerns – Cleanliness and local environment**

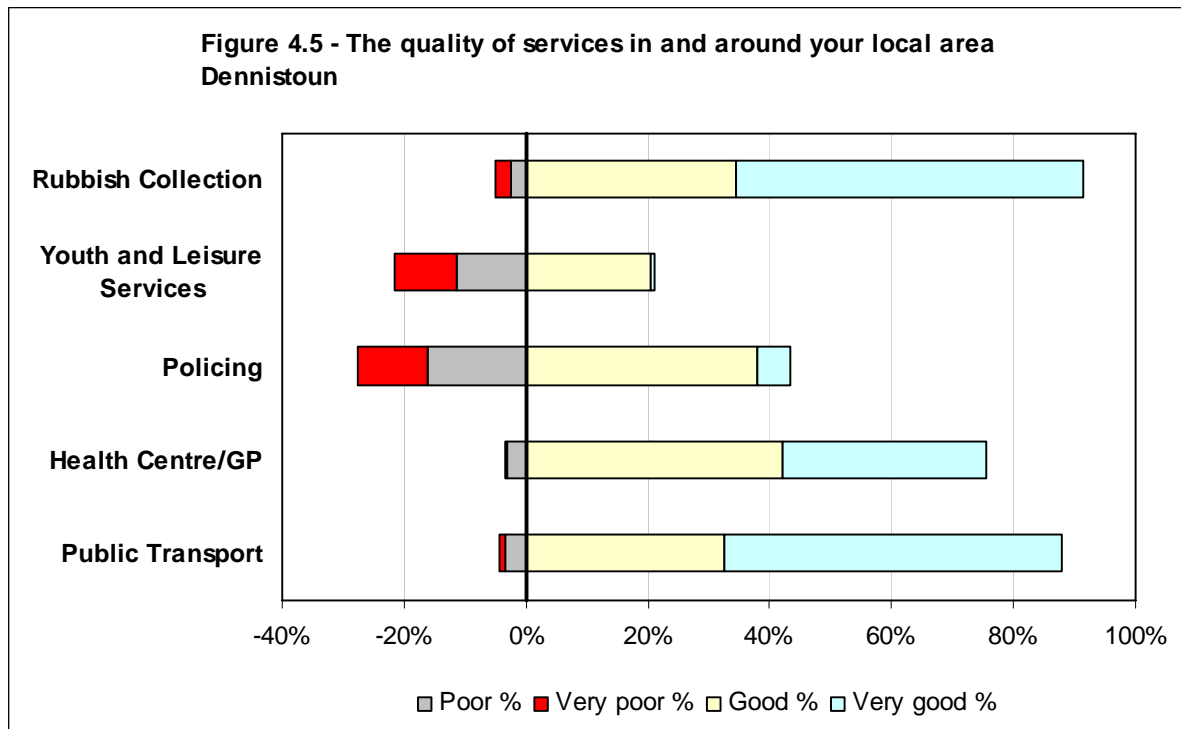


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	1	1%	2	1%	30	15%	123	62%	44	22%	0	0%	0	0%
Attractive environment	3	2%	4	2%	52	26%	119	60%	22	11%	0	0%	0	0%
Quiet and peaceful environment	5	3%	6	3%	55	28%	110	55%	24	12%	0	0%	0	0%
Park/open spaces	7	4%	14	7%	65	33%	96	48%	14	7%	4	2%	0	0%
Children's play area	15	8%	34	17%	64	32%	47	24%	2	1%	34	17%	4	2%
Overall quality	2	1%	4	2%	29	15%	131	66%	33	17%	1	1%	0	0%
<b>Total</b>	<b>33</b>		<b>64</b>		<b>295</b>		<b>626</b>		<b>139</b>		<b>39</b>		<b>4</b>	

**Table 4.7 – Quality of your neighbourhood**

Number of concerns (Very poor or poor)	Respondents	%
None	139	70%
1	43	22%
2	10	5%
3	2	1%
4	2	1%
5+	4	2%
	<b>200</b>	

**Table 4.8 – Number of concerns – Quality of neighbourhood**

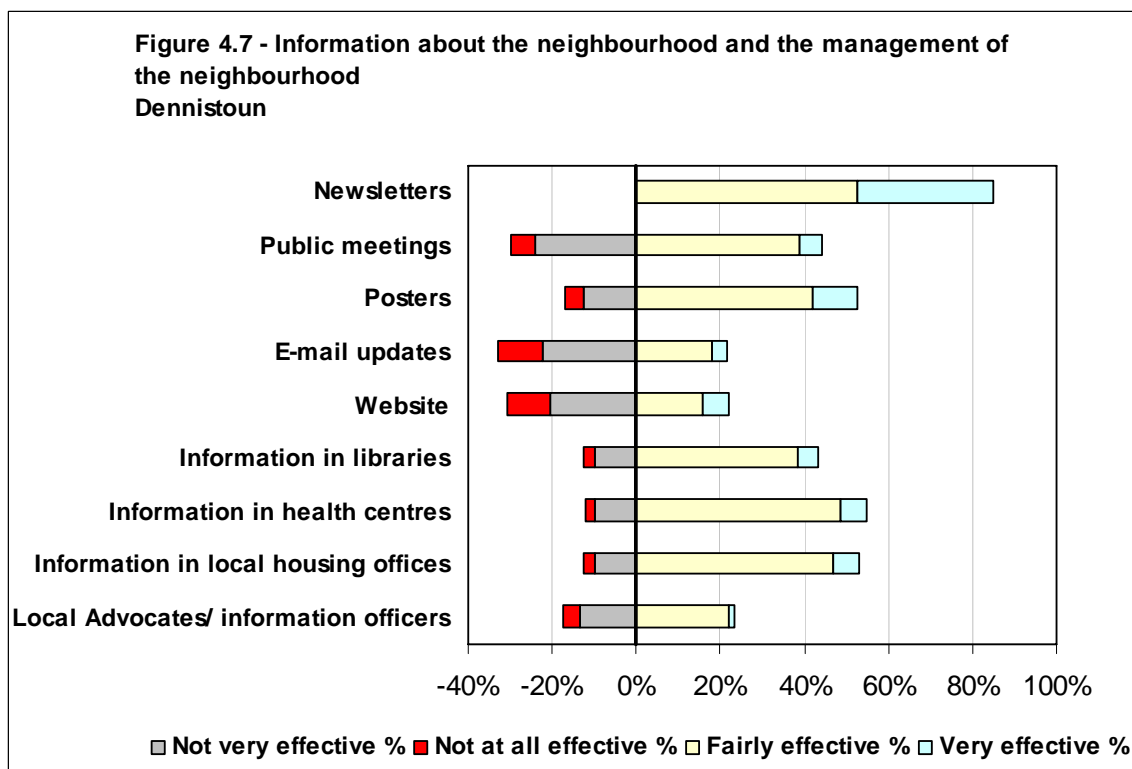
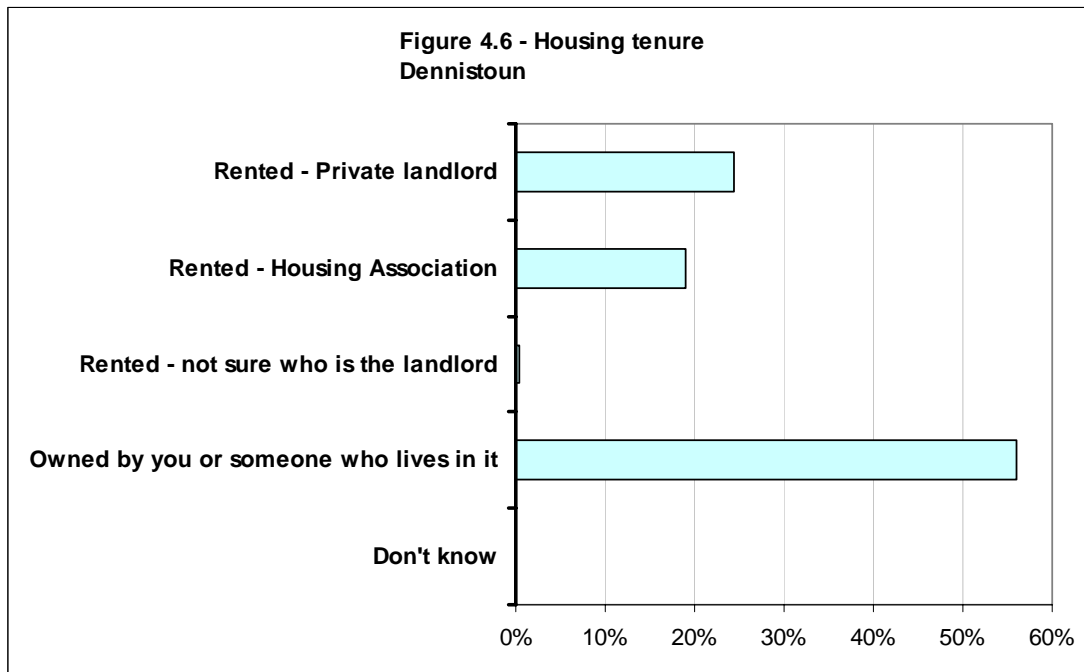


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	3%	5	3%	7	4%	69	35%	114	57%	0	0%	0	0%
Youth and Leisure Services	20	10%	23	12%	32	16%	41	21%	1	1%	81	41%	2	1%
Policing	23	12%	32	16%	46	23%	76	38%	11	6%	12	6%	0	0%
Health Centre/GP	1	1%	6	3%	16	8%	84	42%	67	34%	25	13%	1	1%
Public Transport	2	1%	7	4%	3	2%	65	33%	111	56%	10	5%	2	1%
<b>Total</b>	<b>51</b>		<b>73</b>		<b>104</b>		<b>335</b>		<b>304</b>		<b>128</b>		<b>5</b>	

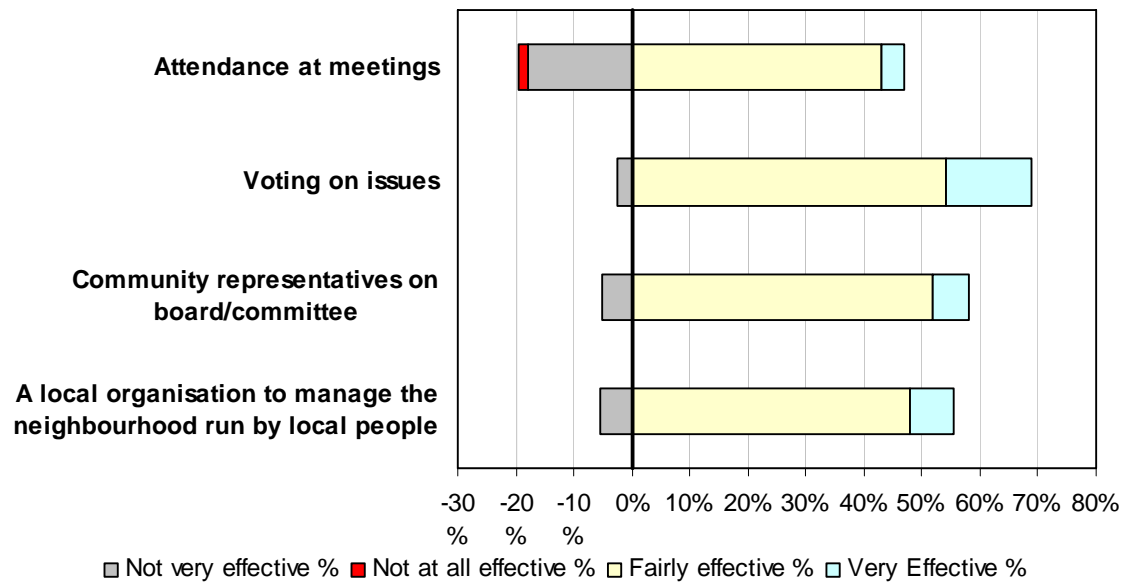
**Table 4.9 – The quality of services in and around your local area**

Number of concerns (Very poor or poor)	Respondents	%
None	116	58%
1	52	26%
2	26	13%
3	5	3%
4	0	0%
5+	1	1%
	<b>200</b>	

**Table 4.10 – Number of concerns – Quality of services**

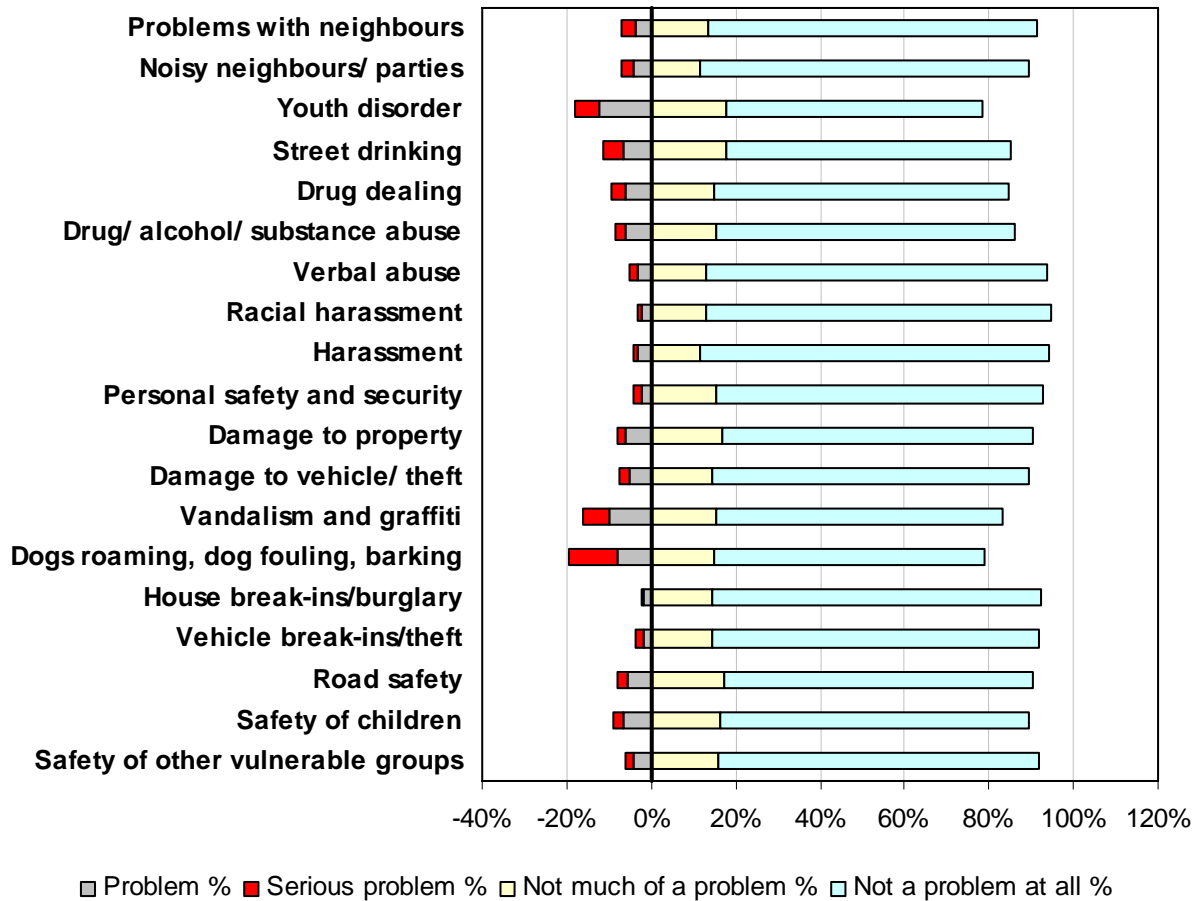


**Figure 4.8 - Local community involvement  
Dennistoun**



## Haghill and Carntyne

**Figure 4.9 - Security and community safety  
Haghill & Carntyne**

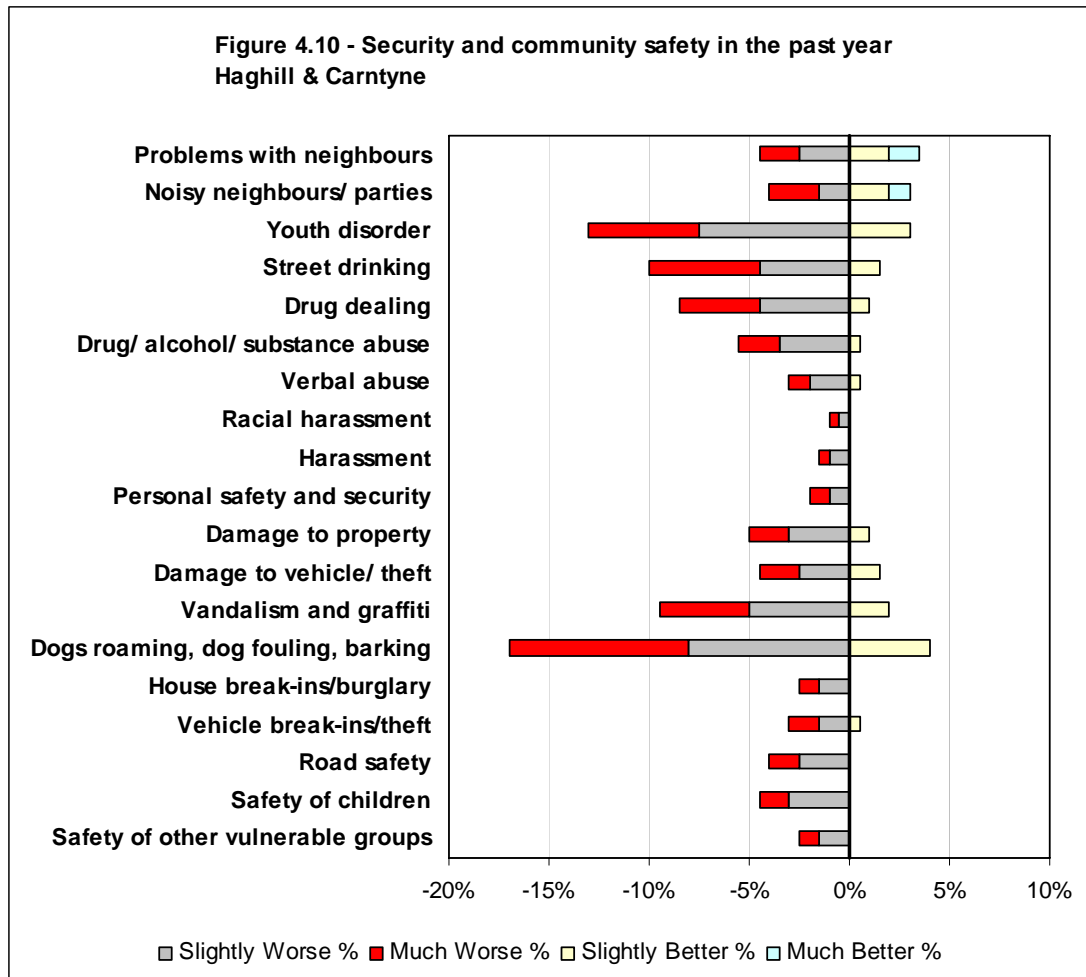


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	4%	7	4%	2	1%	27	14%	156	78%	1	1%
Noisy neighbours / parties	6	3%	8	4%	4	2%	23	12%	156	78%	3	2%
Youth disorder	11	6%	25	13%	5	3%	36	18%	121	61%	2	1%
Street drinking	10	5%	13	7%	5	3%	36	18%	134	67%	2	1%
Drug dealing	7	4%	12	6%	5	3%	30	15%	139	70%	7	4%
Drug/ alcohol/ substance abuse	5	3%	12	6%	9	5%	31	16%	141	71%	2	1%
Verbal abuse	4	2%	6	3%	2	1%	26	13%	161	81%	1	1%
Racial harassment	1	1%	5	3%	0	0%	26	13%	163	82%	5	3%
Harassment	2	1%	6	3%	1	1%	23	12%	165	83%	3	2%
Personal safety and security	3	2%	5	3%	4	2%	31	16%	155	78%	2	1%
Damage to property	4	2%	12	6%	2	1%	34	17%	147	74%	1	1%
Damage to vehicle/ theft	5	3%	10	5%	1	1%	29	15%	150	75%	5	3%
Vandalism and graffiti	12	6%	20	10%	2	1%	31	16%	135	68%	0	0%
Dogs roaming, dog fouling, barking	23	12%	16	8%	1	1%	30	15%	128	64%	2	1%
House break-ins/burglary	1	1%	4	2%	3	2%	29	15%	156	78%	7	4%
Vehicle break-ins/theft	3	2%	4	2%	3	2%	29	15%	155	78%	6	3%
Road safety	5	3%	11	6%	1	1%	35	18%	146	73%	2	1%
Safety of children	5	3%	13	7%	0	0%	33	17%	146	73%	3	2%
Safety of other vulnerable groups	4	2%	8	4%	1	1%	32	16%	152	76%	3	2%
<b>Total</b>	<b>118</b>		<b>197</b>		<b>51</b>		<b>571</b>		<b>2,806</b>		<b>57</b>	

**Table 4.11 – Security and Community Safety**

Number of concerns (Serious problem or problem)	Respondents	%
None	111	56%
1	35	18%
2	17	9%
3	6	3%
4	10	5%
5+	21	11%
<b>Total</b>	<b>200</b>	

**Table 4.12 – Number of concerns – Security and Community Safety**



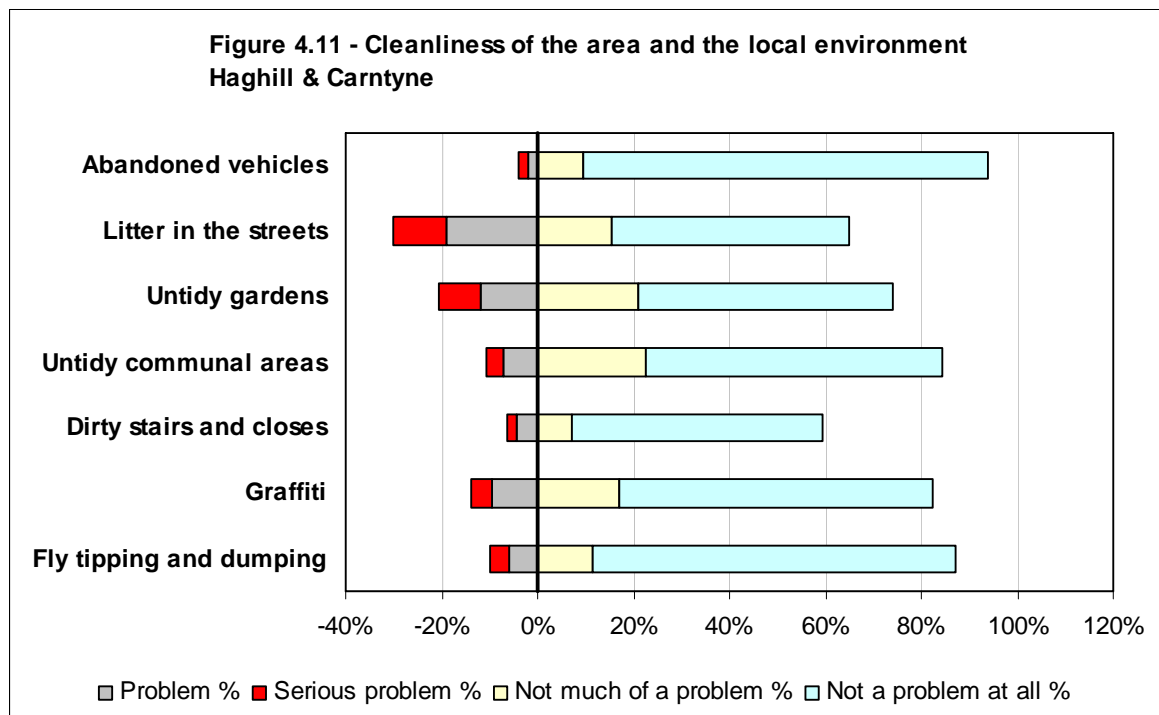


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	5	3%	184	92%	4	2%	3	2%	0	0%
Noisy neighbours / parties	5	3%	3	2%	186	93%	4	2%	2	1%	0	0%
Youth disorder	11	6%	15	8%	168	84%	6	3%	0	0%	0	0%
Street drinking	11	6%	9	5%	177	89%	3	2%	0	0%	0	0%
Drug dealing	8	4%	9	5%	181	91%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	7	4%	188	94%	1	1%	0	0%	0	0%
Verbal abuse	2	1%	4	2%	193	97%	1	1%	0	0%	0	0%
Racial harassment	1	1%	1	1%	198	99%	0	0%	0	0%	0	0%
Harassment	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Personal safety and security	2	1%	2	1%	196	98%	0	0%	0	0%	0	0%
Damage to property	4	2%	6	3%	188	94%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	4	2%	5	3%	188	94%	3	2%	0	0%	0	0%
Vandalism and graffiti	9	5%	10	5%	177	89%	4	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	18	9%	16	8%	158	79%	8	4%	0	0%	0	0%
House break-ins/burglary	2	1%	3	2%	195	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	3	2%	3	2%	193	97%	1	1%	0	0%	0	0%
Road safety	3	2%	5	3%	192	96%	0	0%	0	0%	0	0%
Safety of children	3	2%	6	3%	191	96%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	2	1%	3	2%	195	98%	0	0%	0	0%	0	0%
<b>Total</b>	<b>97</b>		<b>114</b>		<b>3,545</b>		<b>39</b>		<b>5</b>		<b>0</b>	

**Table 4.13 – Security and Community Safety in the past year**

Number of concerns (Slightly or much worse)	Respondents	%
None	138	69%
1	20	10%
2	18	9%
3	6	3%
4	5	3%
5+	13	7%
<b>Total</b>	<b>200</b>	

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

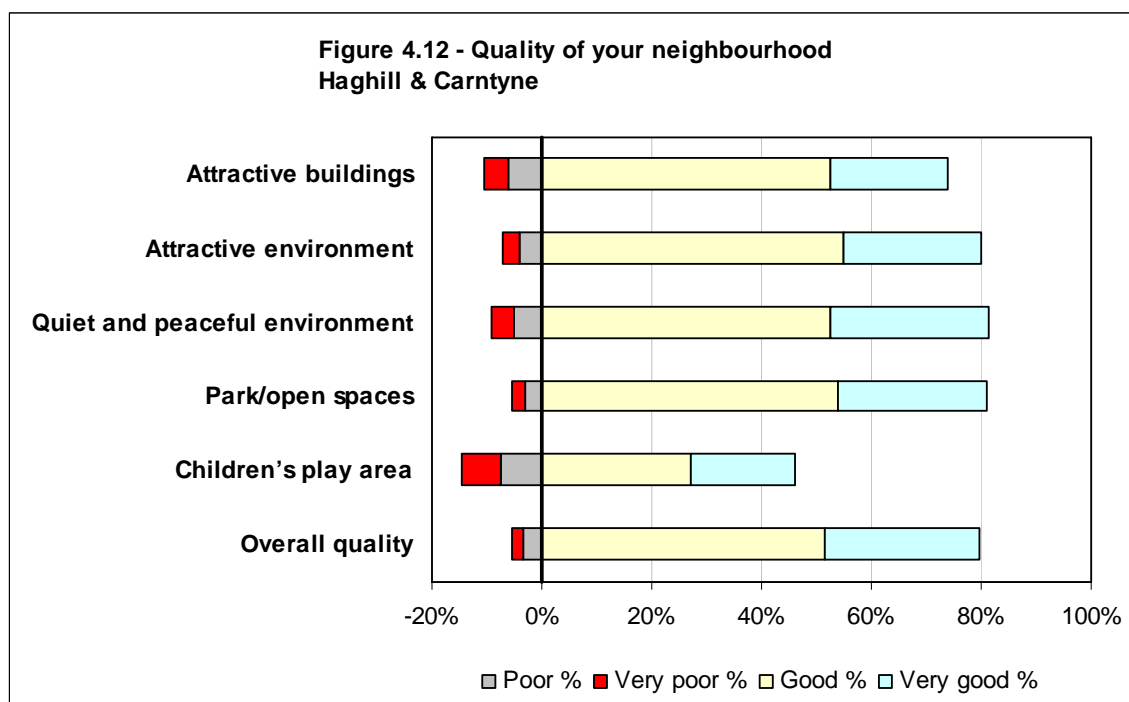


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	2%	4	2%	1	1%	19	10%	169	85%	2	1%	1	1%
Litter in the streets	22	11%	38	19%	9	5%	31	16%	99	50%	1	1%	0	0%
Untidy gardens	17	9%	24	12%	11	6%	42	21%	106	53%	0	0%	0	0%
Untidy communal areas	7	4%	14	7%	8	4%	45	23%	124	62%	1	1%	1	1%
Dirty stairs and closes	4	2%	9	5%	2	1%	14	7%	105	53%	1	1%	65	33%
Graffiti	9	5%	19	10%	6	3%	34	17%	131	66%	1	1%	0	0%
Fly tipping and dumping	8	4%	12	6%	4	2%	23	12%	151	76%	1	1%	1	1%
<b>Total</b>	<b>71</b>		<b>120</b>		<b>41</b>		<b>208</b>		<b>885</b>		<b>7</b>		<b>68</b>	

**Table 4.15 – Issues in the local area**

Number of concerns (Serious problem or problem)	Respondents	%
None	119	60%
1	38	19%
2	19	10%
3	6	3%
4	6	3%
5+	12	6%
<b>Total</b>	<b>200</b>	

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

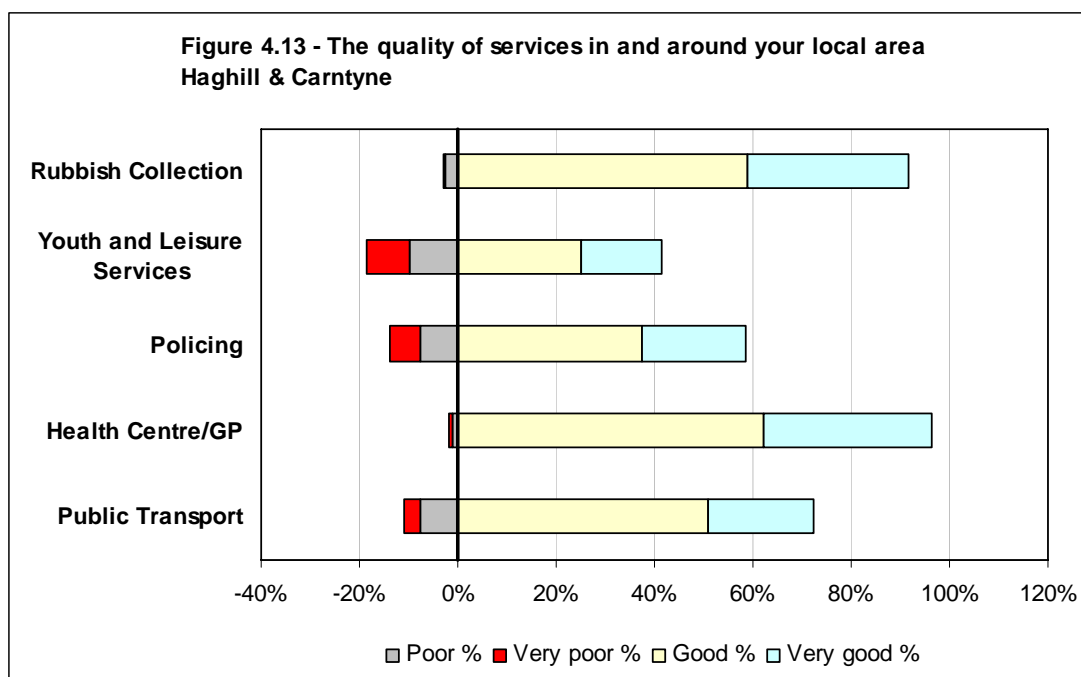


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	9	5%	12	6%	31	16%	105	53%	43	22%	0	0%	0	0%
Attractive environment	6	3%	8	4%	26	13%	110	55%	50	25%	0	0%	0	0%
Quiet and peaceful environment	8	4%	10	5%	19	10%	105	53%	58	29%	0	0%	0	0%
Park/open spaces	5	3%	6	3%	24	12%	108	54%	54	27%	2	1%	1	1%
Children's play area	14	7%	15	8%	37	19%	54	27%	38	19%	23	12%	19	10%
Overall quality	4	2%	7	4%	29	15%	103	52%	56	28%	1	1%	0	0%
<b>Total</b>	<b>46</b>		<b>58</b>		<b>166</b>		<b>585</b>		<b>299</b>		<b>26</b>		<b>20</b>	

**Table 4.17 – Quality of your neighbourhood**

Number of concerns (Very poor or poor)	Respondents	%
None	154	77%
1	22	11%
2	9	5%
3	6	3%
4	3	2%
5+	6	3%
<b>Total</b>	<b>200</b>	

**Table 4.18 – Number of concerns – Quality of neighbourhood**

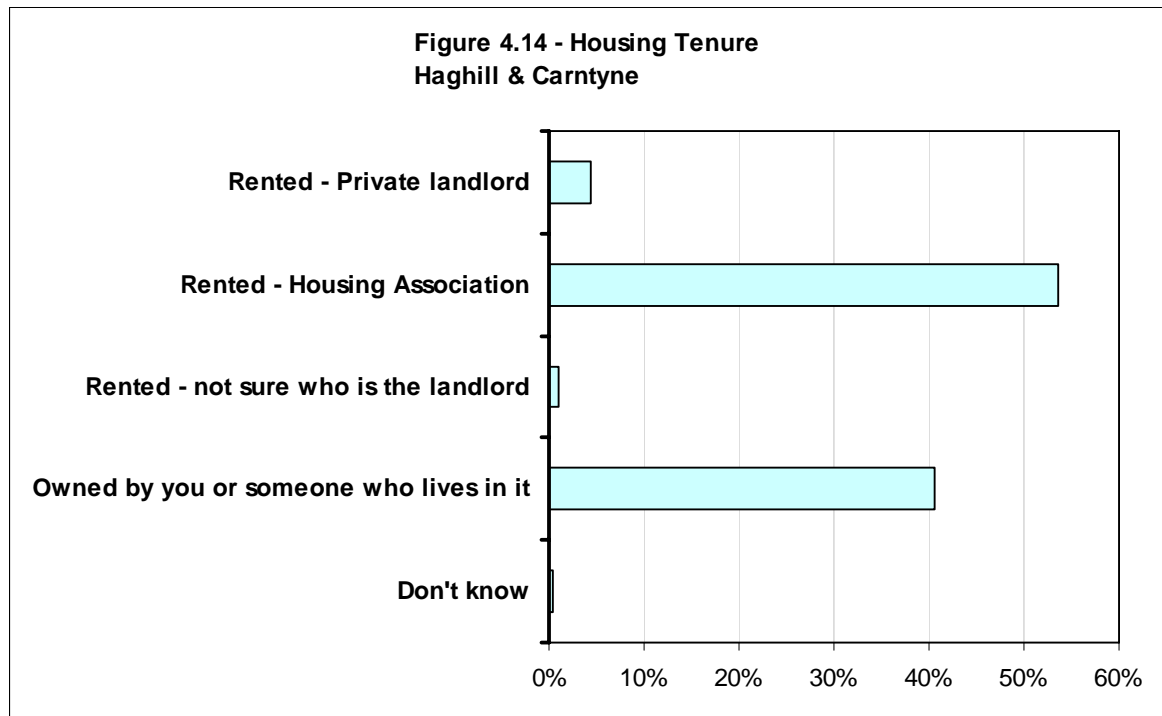


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	5	3%	11	6%	118	59%	65	33%	0	0%	0	0%
Youth and Leisure Services	17	9%	20	10%	13	7%	50	25%	33	17%	54	27%	13	7%
Policing	13	7%	15	8%	31	16%	75	38%	42	21%	21	11%	3	2%
Health Centre/GP	2	1%	2	1%	2	1%	124	62%	69	35%	0	0%	1	1%
Public Transport	7	4%	15	8%	14	7%	102	51%	43	22%	10	5%	9	5%
<b>Total</b>	<b>40</b>		<b>57</b>		<b>71</b>		<b>469</b>		<b>252</b>		<b>85</b>		<b>26</b>	

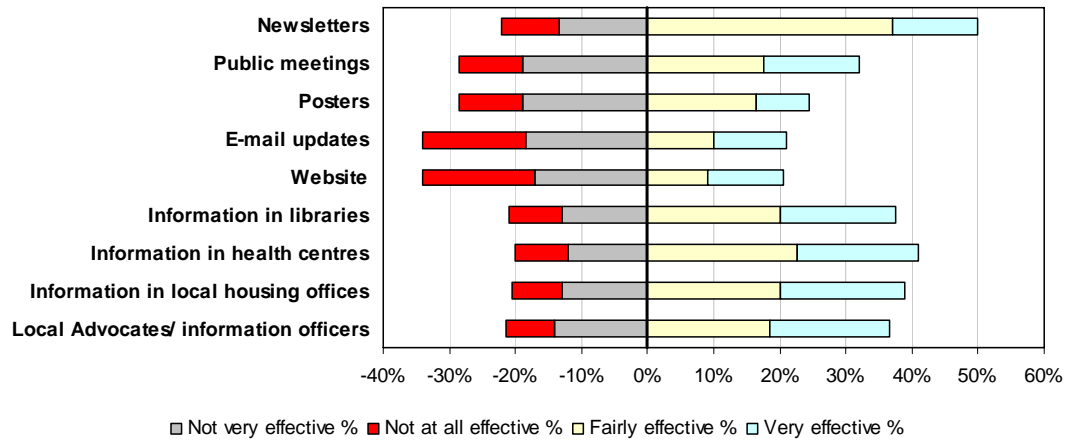
**Table 4.19 – The quality of services in and around your local area**

Number of concerns (Very poor or poor)	Respondents	%
None	132	66%
1	47	24%
2	15	8%
3	4	2%
4	2	1%
5+	0	0%
<b>Total</b>	<b>200</b>	

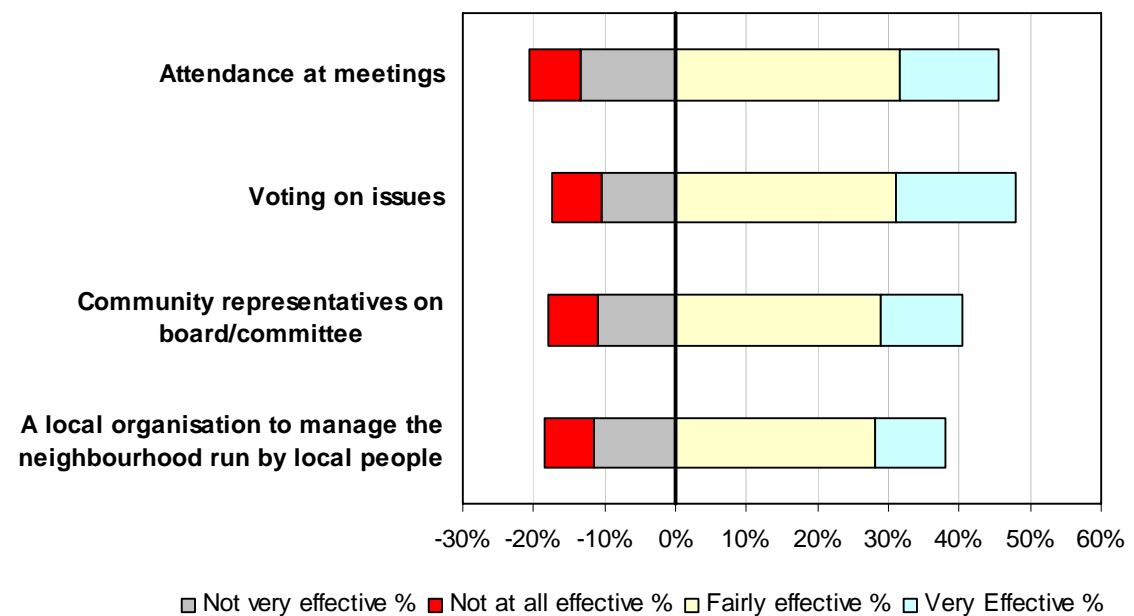
**Table 4.20 – Number of concerns – Quality of services**



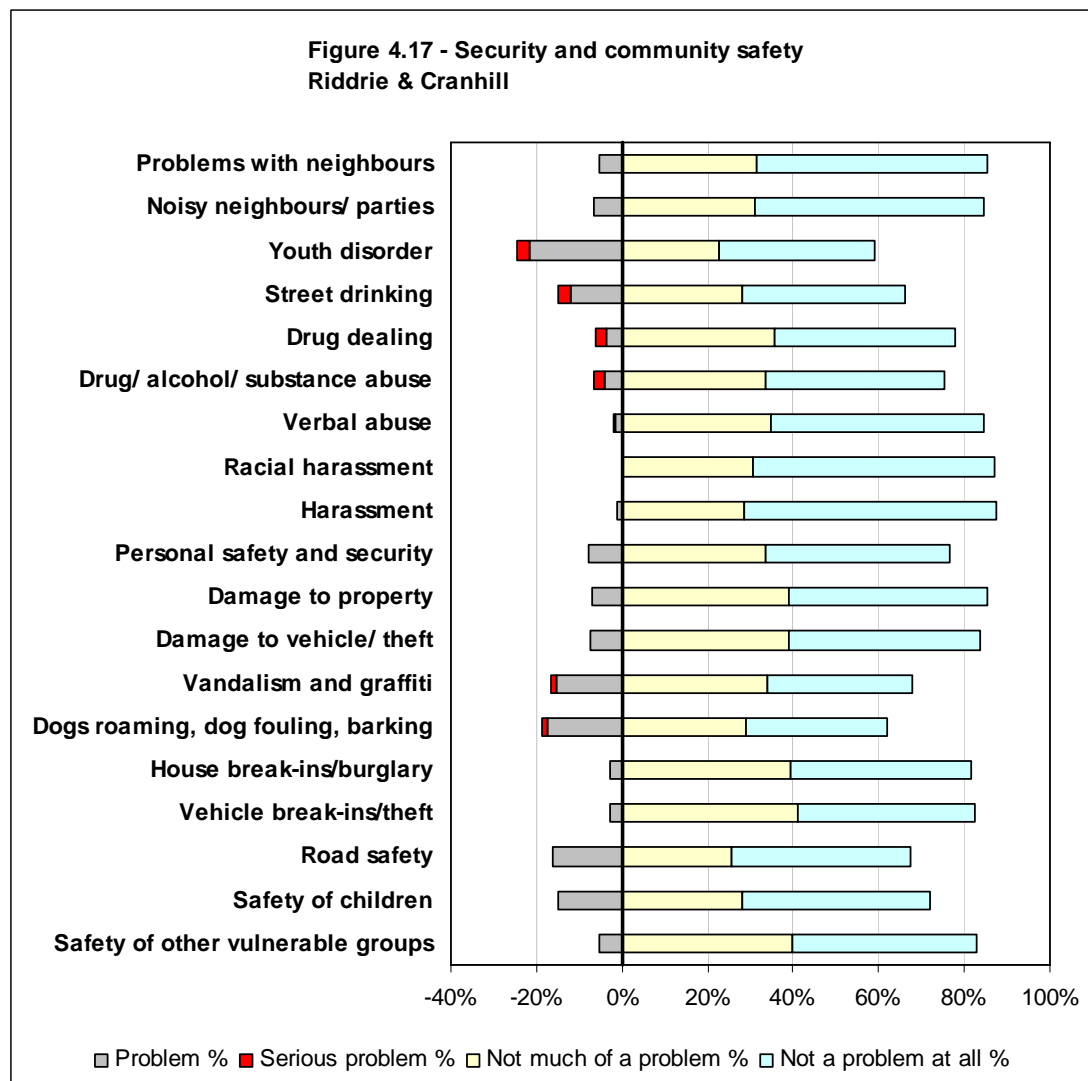
**Figure 4.15 - Information about the neighbourhood and management of the neighbourhood  
Haghill & Carntyne**



**Figure 4.16 - Local community involvement  
Haghill & Carntyne**



## Riddrie and Cranhill



	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%	11	6%	12	6%	63	32%	108	54%	6	3%
Noisy neighbours/ parties	0	0%	13	7%	11	6%	62	31%	107	54%	7	4%
Youth disorder	6	3%	43	22%	26	13%	45	23%	73	37%	7	4%
Street drinking	6	3%	24	12%	29	15%	56	28%	76	38%	9	5%
Drug dealing	5	3%	7	4%	12	6%	71	36%	85	43%	20	10%
Drug/ alcohol / substance abuse	5	3%	8	4%	14	7%	67	34%	84	42%	22	11%
Verbal abuse	1	1%	3	2%	18	9%	70	35%	99	50%	9	5%
Racial harassment	0	0%	0	0%	13	7%	61	31%	113	57%	13	7%
Harassment	0	0%	2	1%	13	7%	57	29%	118	59%	10	5%
Personal safety and security	0	0%	16	8%	23	12%	67	34%	86	43%	8	4%
Damage to property	0	0%	14	7%	7	4%	78	39%	93	47%	8	4%
Damage to vehicle / theft	0	0%	15	8%	9	5%	78	39%	89	45%	9	5%
Vandalism and graffiti	2	1%	31	16%	22	11%	68	34%	68	34%	9	5%
Dogs roaming, dog fouling, barking	2	1%	35	18%	31	16%	58	29%	66	33%	8	4%
House break-ins /burglary	0	0%	6	3%	12	6%	79	40%	84	42%	19	10%
Vehicle break-ins/theft	0	0%	6	3%	11	6%	82	41%	83	42%	18	9%
Road safety	0	0%	32	16%	25	13%	51	26%	84	42%	8	4%
Safety of children	0	0%	30	15%	18	9%	56	28%	88	44%	8	4%
Safety of other vulnerable groups	0	0%	11	6%	15	8%	80	40%	86	43%	8	4%
<b>Total</b>	<b>27</b>		<b>307</b>		<b>321</b>		<b>1,249</b>		<b>1,690</b>		<b>206</b>	

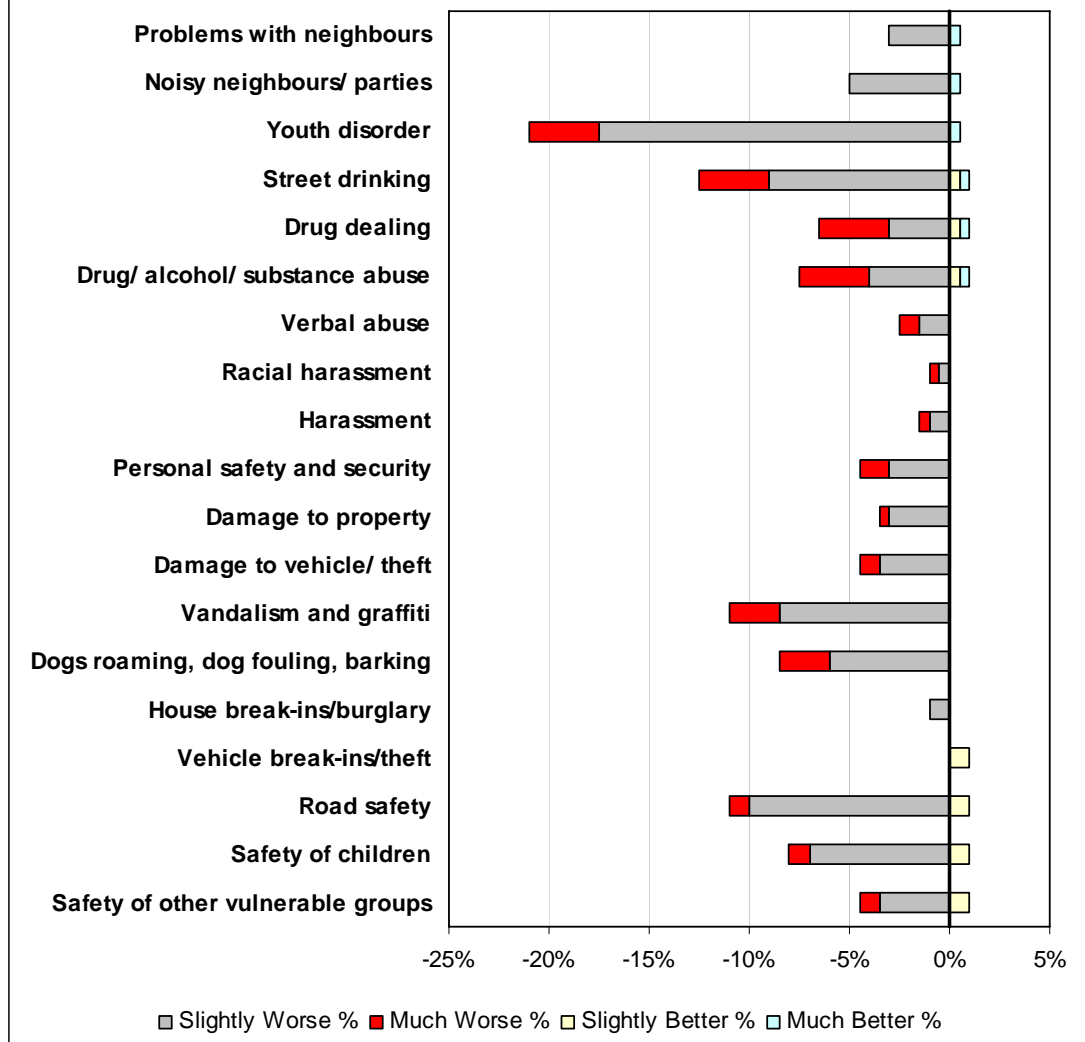
**Table 4.21 – Security and Community Safety**

Number of concerns (Serious problem or problem)	Respondents	%
None	106	53%
1	17	9%
2	29	15%
3	15	8%
4	10	5%
5+	23	12%
	<b>200</b>	

**Table 4.22 – Number of concerns – Security and Community Safety**



**Figure 4.18 - Security and community safety in the past year  
Riddrie & Cranhill**

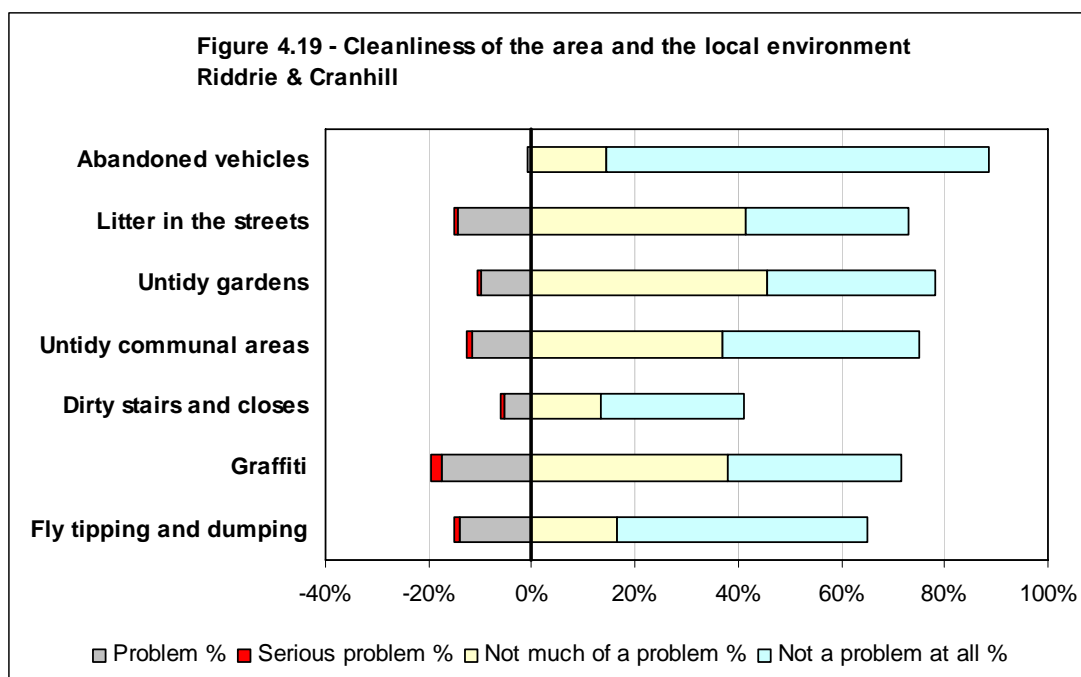


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	6	3%	193	97%	0	0%	1	1%	0	0%
Noisy neighbours / parties	0	0%	10	5%	189	95%	0	0%	1	1%	0	0%
Youth disorder	7	4%	35	18%	157	79%	0	0%	1	1%	0	0%
Street drinking	7	4%	18	9%	173	87%	1	1%	1	1%	0	0%
Drug dealing	7	4%	6	3%	185	93%	1	1%	1	1%	0	0%
Drug/ alcohol/ substance abuse	7	4%	8	4%	183	92%	1	1%	1	1%	0	0%
Verbal abuse	2	1%	3	2%	195	98%	0	0%	0	0%	0	0%
Racial harassment	1	1%	1	1%	198	99%	0	0%	0	0%	0	0%
Harassment	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Personal safety and security	3	2%	6	3%	191	96%	0	0%	0	0%	0	0%
Damage to property	1	1%	6	3%	193	97%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	7	4%	191	96%	0	0%	0	0%	0	0%
Vandalism and graffiti	5	3%	17	9%	178	89%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	3%	12	6%	183	92%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	2	1%	198	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	198	99%	2	1%	0	0%	0	0%
Road safety	2	1%	20	10%	176	88%	2	1%	0	0%	0	0%
Safety of children	2	1%	14	7%	182	91%	2	1%	0	0%	0	0%
Safety of other vulnerable groups	2	1%	7	4%	189	95%	2	1%	0	0%	0	0%
<b>Total</b>	<b>54</b>		<b>180</b>		<b>3,549</b>		<b>11</b>		<b>6</b>		<b>0</b>	

**Table 4.23 – Security and Community Safety in the past year**

Number of concerns (Slightly or much worse)	Respondents	%
None	122	61%
1	19	10%
2	25	13%
3	10	5%
4	14	7%
5+	10	5%
	<b>200</b>	

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

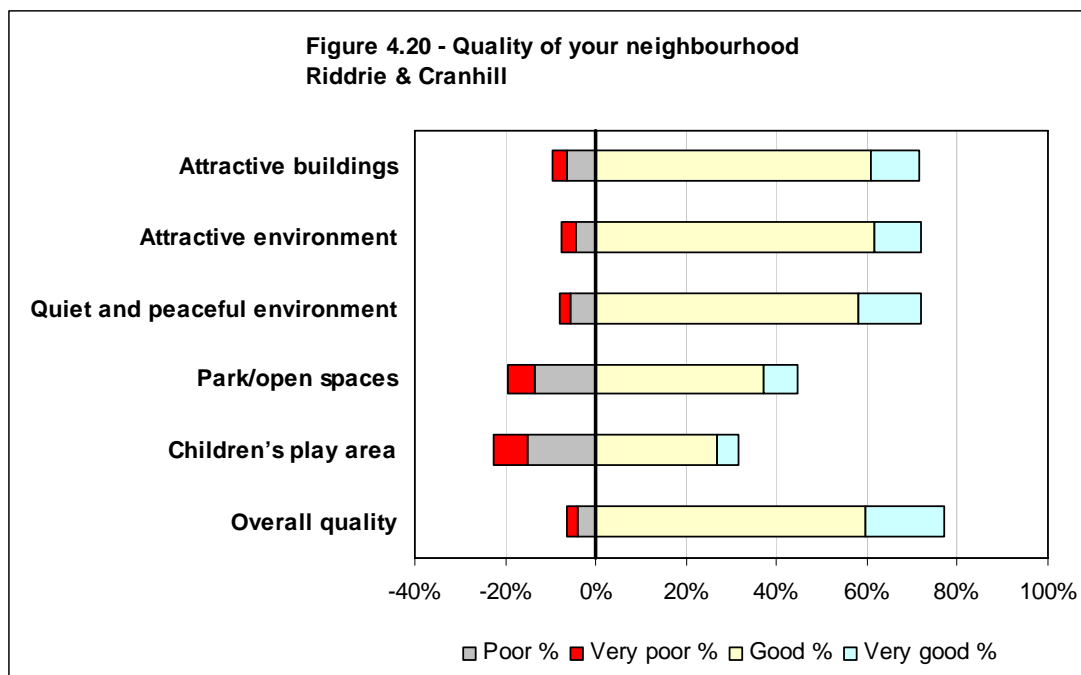


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	2	1%	5	3%	29	15%	148	74%	16	8%	0	0%
Litter in the streets	1	1%	29	15%	22	11%	83	42%	63	32%	2	1%	0	0%
Untidy gardens	1	1%	20	10%	21	11%	91	46%	65	33%	2	1%	0	0%
Untidy communal areas	2	1%	23	12%	19	10%	74	37%	76	38%	5	3%	1	1%
Dirty stairs and closes	1	1%	11	6%	17	9%	27	14%	55	28%	26	13%	63	32%
Graffiti	4	2%	35	18%	16	8%	76	38%	67	34%	2	1%	0	0%
Fly tipping and dumping	2	1%	28	14%	16	8%	33	17%	97	49%	23	12%	1	1%
<b>Total</b>	<b>11</b>		<b>148</b>		<b>116</b>		<b>413</b>		<b>571</b>		<b>76</b>		<b>65</b>	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	142	71%
1	19	10%
2	11	6%
3	10	5%
4	6	3%
5+	12	6%
	<b>200</b>	

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

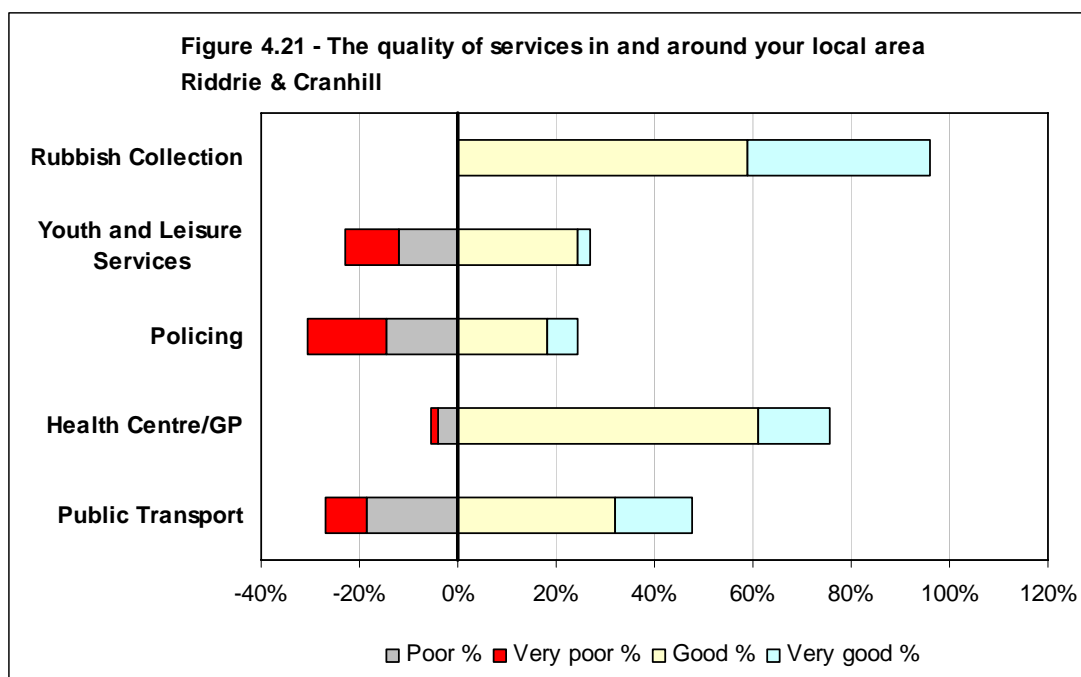


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	6	3%	13	7%	35	18%	122	61%	21	11%	3	2%	0	0%
Attractive environment	6	3%	9	5%	38	19%	123	62%	21	11%	3	2%	0	0%
Quiet and peaceful environment	5	3%	11	6%	37	19%	116	58%	28	14%	3	2%	0	0%
Park/open spaces	12	6%	27	14%	62	31%	74	37%	15	8%	8	4%	2	1%
Children's play area	15	8%	30	15%	68	34%	54	27%	9	5%	16	8%	8	4%
Overall quality	5	3%	8	4%	30	15%	119	60%	35	18%	3	2%	0	0%
<b>Total</b>	<b>49</b>		<b>98</b>		<b>270</b>		<b>608</b>		<b>129</b>		<b>36</b>		<b>10</b>	

**Table 4.27 – Quality of your neighbourhood**

Number of concerns (Very poor or poor)	Respondents	%
None	144	72%
1	16	8%
2	25	13%
3	1	1%
4	3	2%
5+	11	6%
	<b>200</b>	

**Table 4.28 – Number of concerns – Quality of neighbourhood**

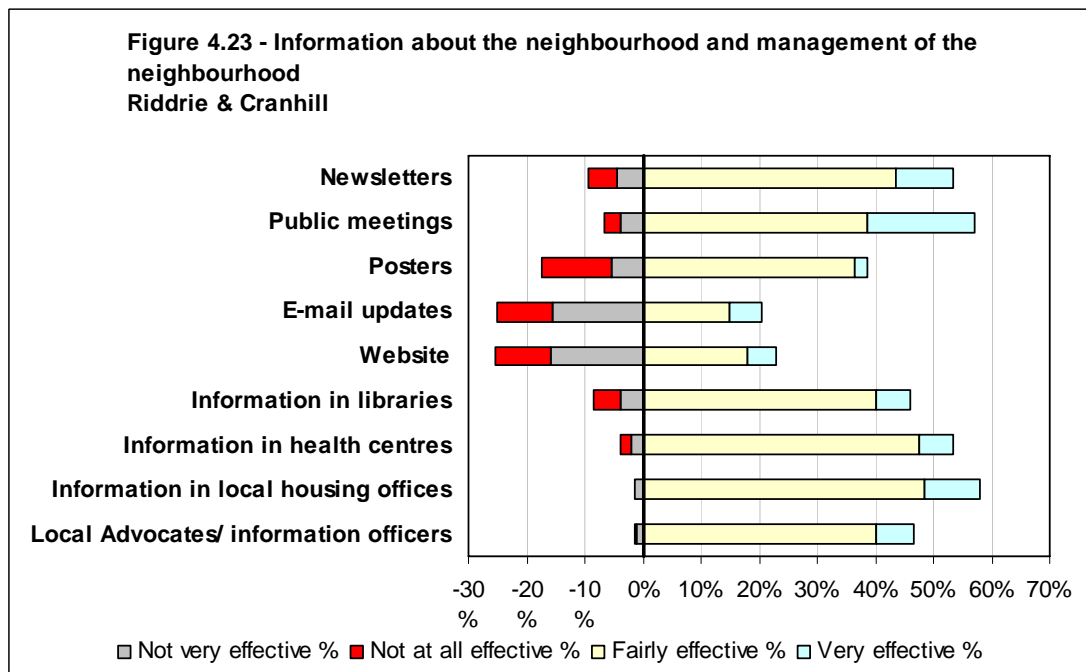
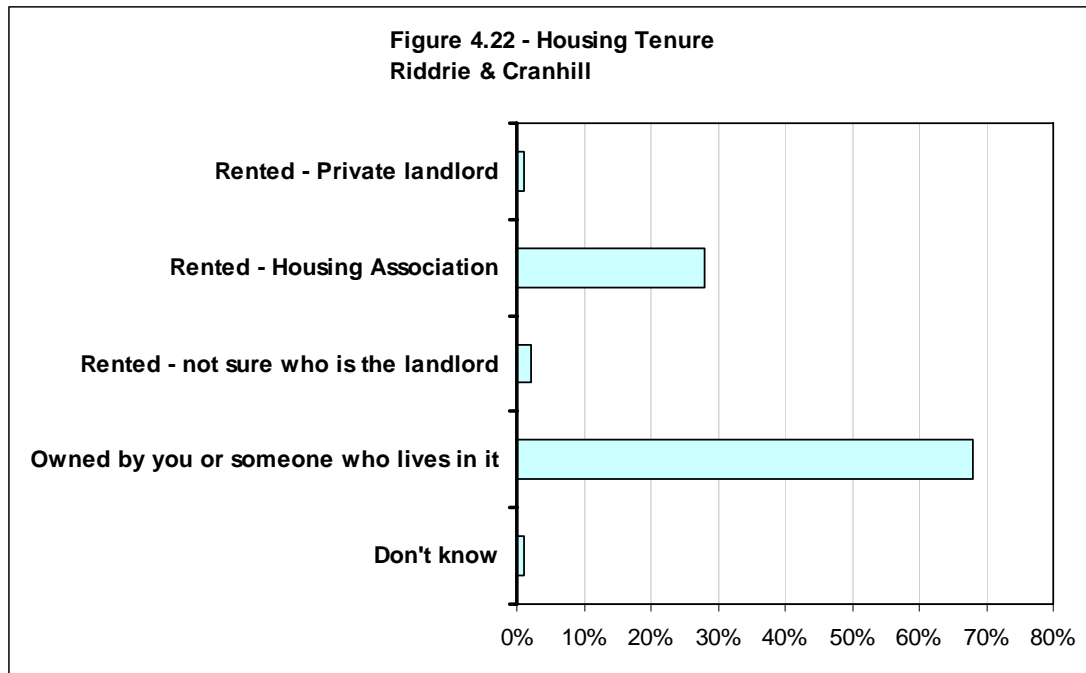


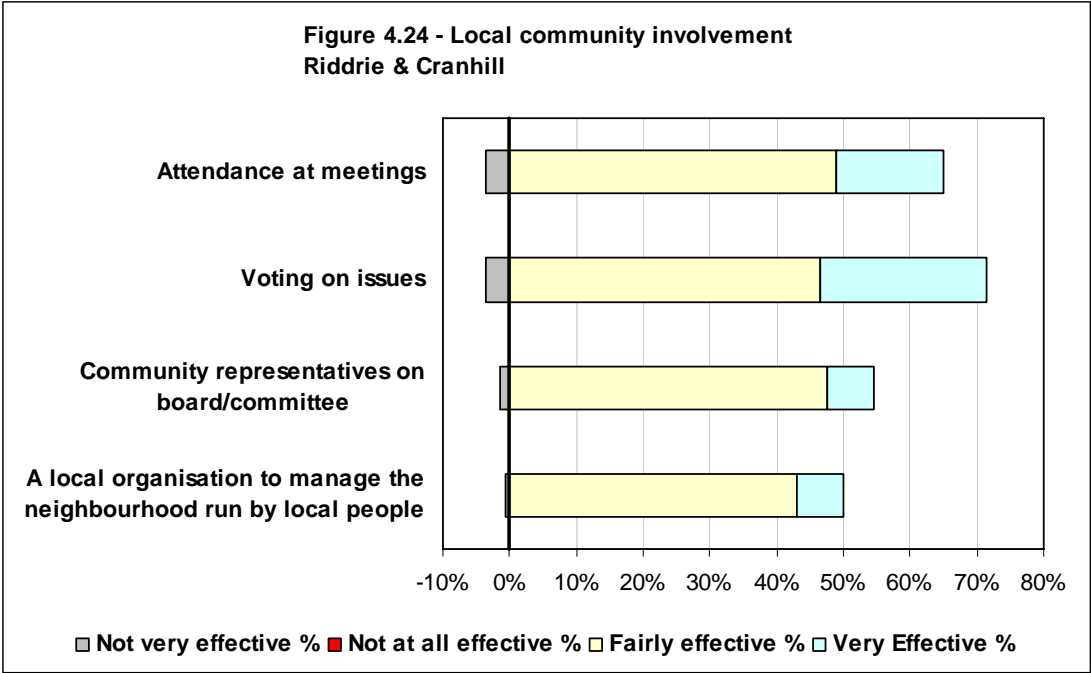
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	0	0%	7	4%	118	59%	74	37%	1	1%	0	0%
Youth and Leisure Services	22	11%	24	12%	52	26%	49	25%	5	3%	37	19%	11	6%
Policing	32	16%	29	15%	87	44%	36	18%	13	7%	3	2%	0	0%
Health Centre/GP	3	2%	8	4%	34	17%	122	61%	29	15%	4	2%	0	0%
Public Transport	17	9%	37	19%	24	12%	64	32%	31	16%	9	5%	18	9%
<b>Total</b>	<b>74</b>		<b>98</b>		<b>204</b>		<b>389</b>		<b>152</b>		<b>54</b>		<b>29</b>	

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

Number of concerns (Very poor or poor)	Respondents	%
None	99	50%
1	56	28%
2	26	13%
3	12	6%
4	7	4%
5+	0	0%
	<b>200</b>	

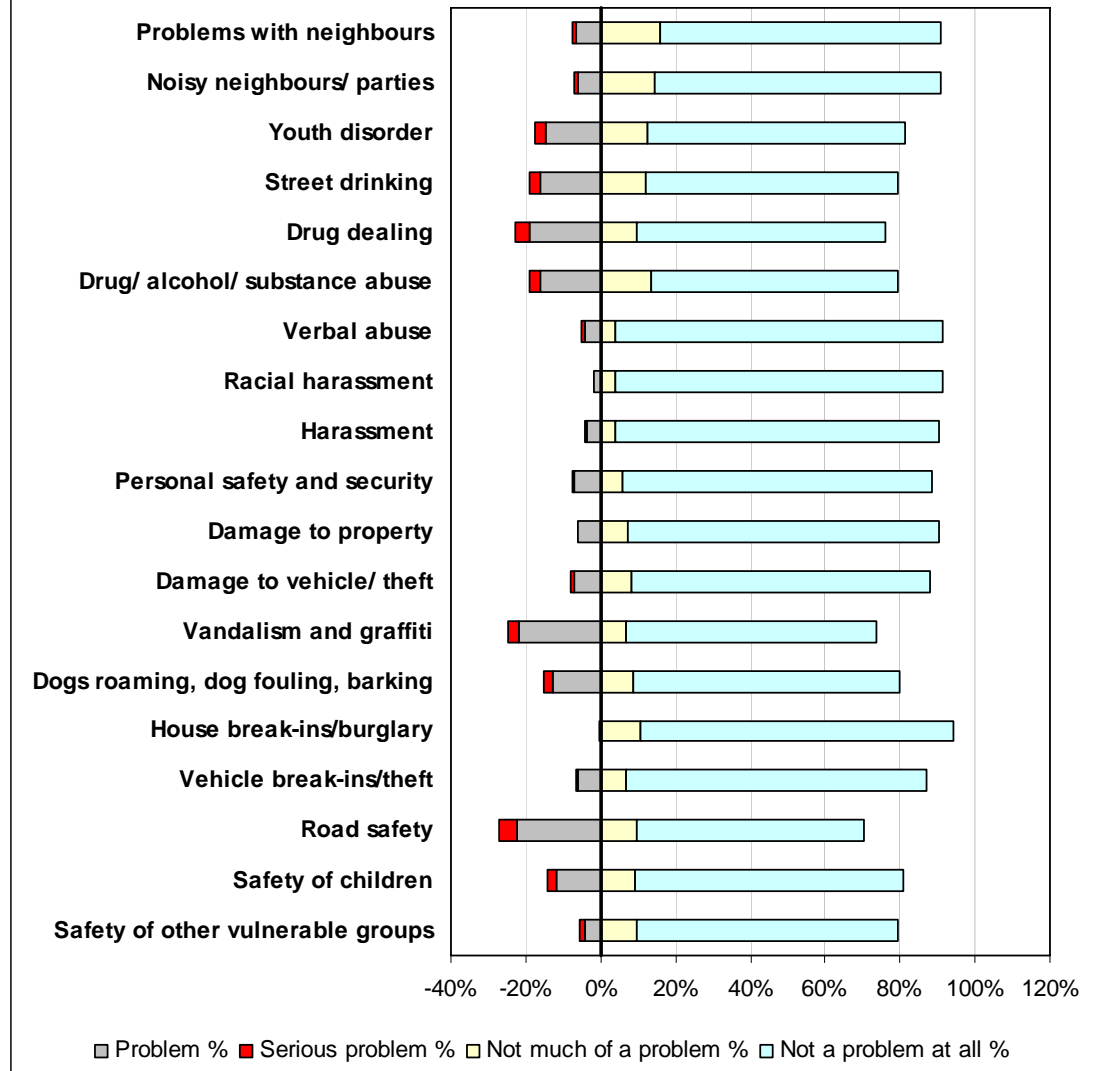
**Table 4.30 – Number of concerns – Quality of services**





## Parkhead and Dalmarnock

Figure 4.25 - Security and community safety  
Parkhead & Dalmarnock





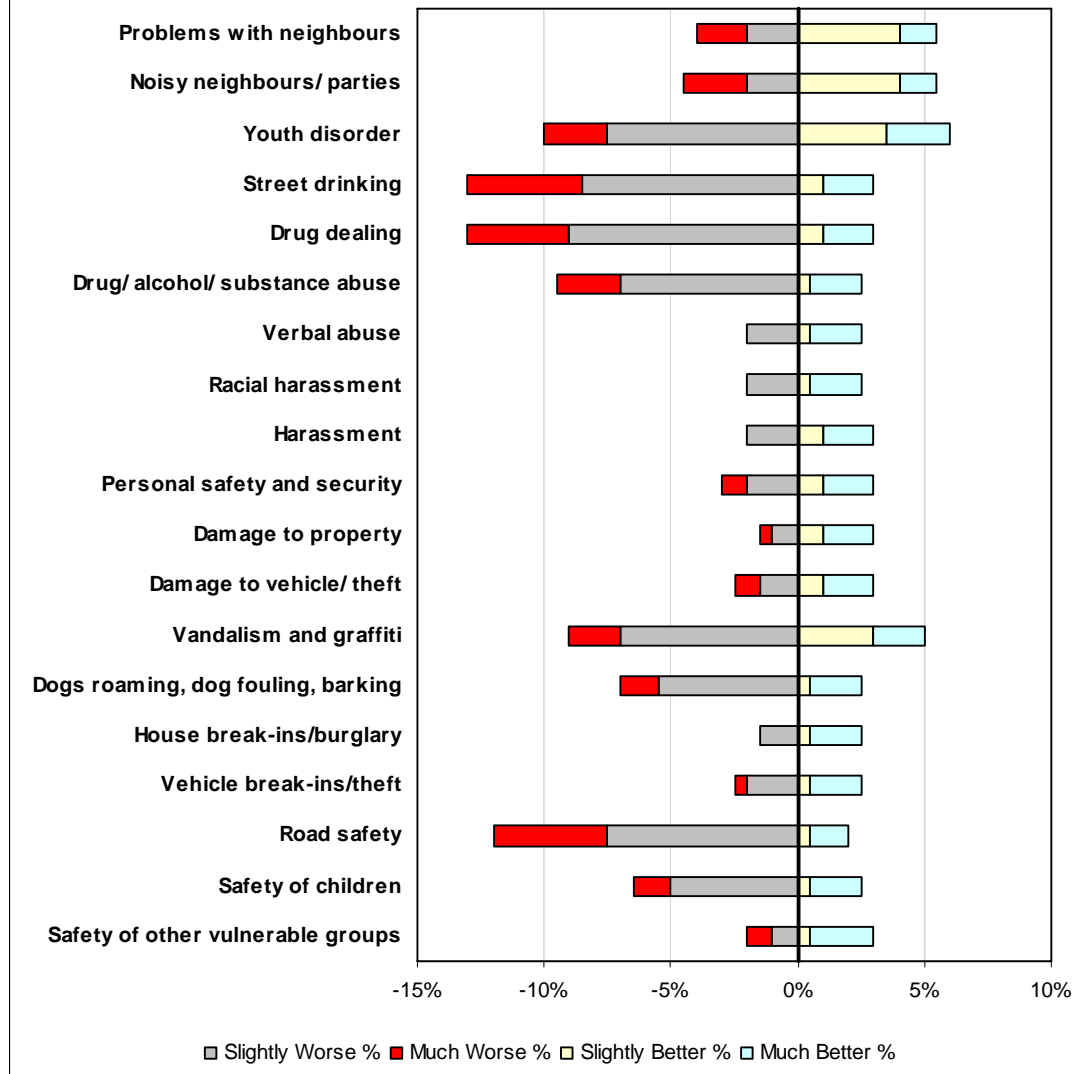
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	2	1%	13	7%	3	2%	32	16%	150	75%	0	0%
Noisy neighbours/ parties	2	1%	12	6%	3	2%	29	15%	153	77%	1	1%
Youth disorder	6	3%	29	15%	2	1%	25	13%	138	69%	0	0%
Street drinking	6	3%	32	16%	3	2%	24	12%	135	68%	0	0%
Drug dealing	8	4%	38	19%	2	1%	19	10%	133	67%	0	0%
Drug/ alcohol/ substance abuse	6	3%	32	16%	3	2%	27	14%	132	66%	0	0%
Verbal abuse	2	1%	8	4%	6	3%	8	4%	175	88%	1	1%
Racial harassment	0	0%	4	2%	7	4%	8	4%	175	88%	6	3%
Harassment	1	1%	7	4%	6	3%	8	4%	173	87%	5	3%
Personal safety and security	1	1%	14	7%	7	4%	12	6%	165	83%	1	1%
Damage to property	0	0%	12	6%	6	3%	15	8%	166	83%	1	1%
Damage to vehicle/ theft	2	1%	14	7%	6	3%	16	8%	160	80%	2	1%
Vandalism and graffiti	5	3%	44	22%	4	2%	14	7%	133	67%	0	0%
Dogs roaming, dog fouling, barking	4	2%	26	13%	9	5%	17	9%	143	72%	1	1%
House break-ins/burglary	0	0%	1	1%	10	5%	21	11%	167	84%	1	1%
Vehicle break-ins/theft	1	1%	12	6%	9	5%	14	7%	160	80%	4	2%
Road safety	9	5%	45	23%	5	3%	19	10%	122	61%	0	0%
Safety of children	4	2%	24	12%	9	5%	18	9%	144	72%	1	1%
Safety of other vulnerable groups	3	2%	8	4%	15	8%	19	10%	140	70%	15	8%
<b>Total</b>	<b>62</b>		<b>375</b>		<b>115</b>		<b>345</b>		<b>2,864</b>		<b>39</b>	

**Table 4.31 – Security and Community Safety**

Number of concerns (Serious problem or problem)	Respondents	%
None	97	49%
1	29	15%
2	21	11%
3	7	4%
4	11	6%
5+	35	18%
	<b>200</b>	

**Table 4.32 – Number of concerns – Security and Community Safety**

**Figure 4.26 - Security and community safety in the past year  
Parkhead & Dalmarnock**

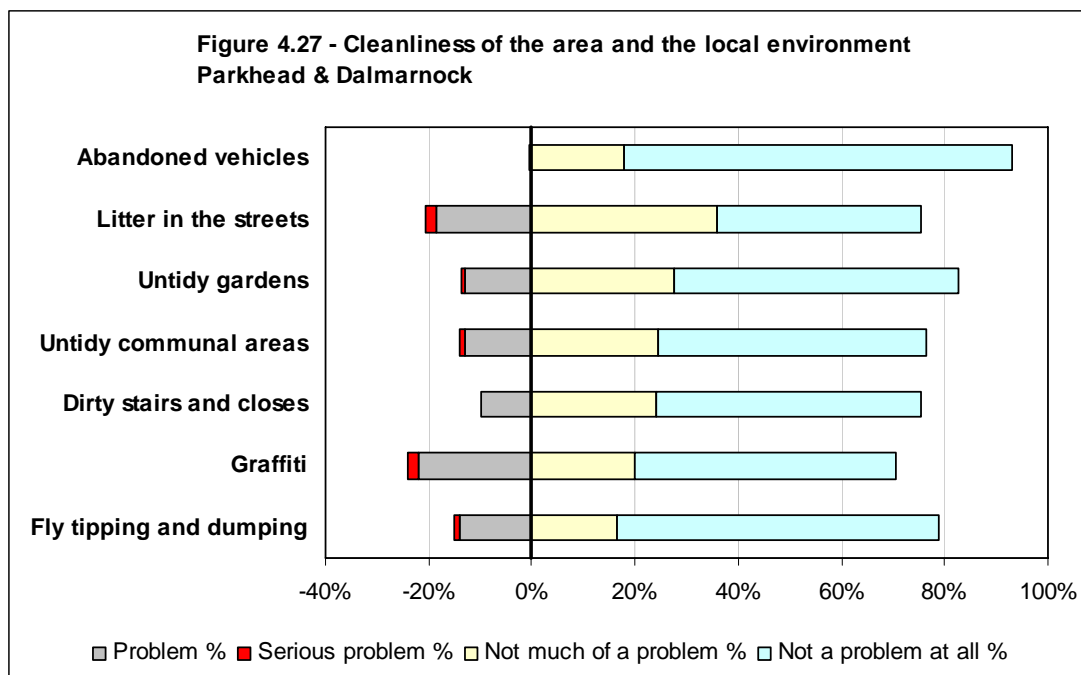


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	4	2%	181	91%	8	4%	3	2%	0	0%
Noisy neighbours/ parties	5	3%	4	2%	180	90%	8	4%	3	2%	0	0%
Youth disorder	5	3%	15	8%	168	84%	7	4%	5	3%	0	0%
Street drinking	9	5%	17	9%	168	84%	2	1%	4	2%	0	0%
Drug dealing	8	4%	18	9%	168	84%	2	1%	4	2%	0	0%
Drug/ alcohol/ substance abuse	5	3%	14	7%	176	88%	1	1%	4	2%	0	0%
Verbal abuse	0	0%	4	2%	191	96%	1	1%	4	2%	0	0%
Racial harassment	0	0%	4	2%	191	96%	1	1%	4	2%	0	0%
Harassment	0	0%	4	2%	190	95%	2	1%	4	2%	0	0%
Personal safety and security	2	1%	4	2%	188	94%	2	1%	4	2%	0	0%
Damage to property	1	1%	2	1%	191	96%	2	1%	4	2%	0	0%
Damage to vehicle/ theft	2	1%	3	2%	189	95%	2	1%	4	2%	0	0%
Vandalism and graffiti	4	2%	14	7%	172	86%	6	3%	4	2%	0	0%
Dogs roaming, dog fouling, barking	3	2%	11	6%	181	91%	1	1%	4	2%	0	0%
House break-ins/burglary	0	0%	3	2%	192	96%	1	1%	4	2%	0	0%
Vehicle break-ins/theft	1	1%	4	2%	190	95%	1	1%	4	2%	0	0%
Road safety	9	5%	15	8%	172	86%	1	1%	3	2%	0	0%
Safety of children	3	2%	10	5%	182	91%	1	1%	4	2%	0	0%
Safety of other vulnerable groups	2	1%	2	1%	190	95%	1	1%	5	3%	0	0%
<b>Total</b>	<b>63</b>		<b>152</b>		<b>3,460</b>		<b>50</b>		<b>75</b>		<b>0</b>	

**Table 4.33 – Security and Community Safety in the past year**

Number of concerns (Slightly or much worse)	Respondents	%
None	137	69%
1	24	12%
2	10	5%
3	9	5%
4	9	5%
5+	11	6%
	<b>200</b>	

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

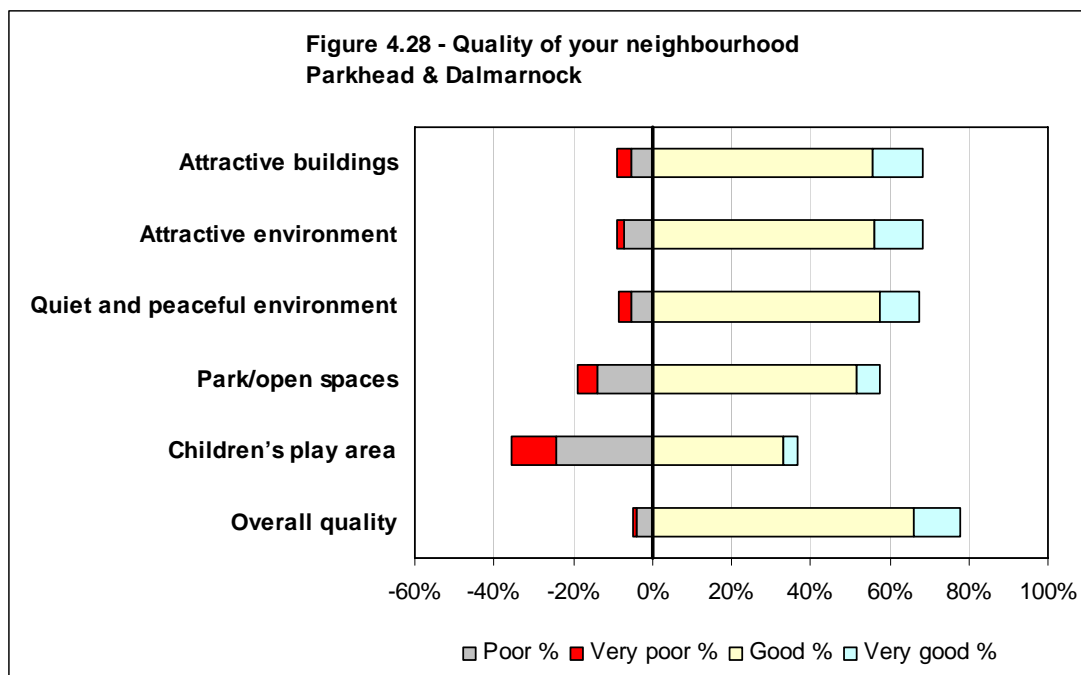


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	10	5%	36	18%	150	75%	3	2%	0	0%
Litter in the streets	4	2%	37	19%	8	4%	72	36%	79	40%	0	0%	0	0%
Untidy gardens	1	1%	26	13%	6	3%	55	28%	110	55%	1	1%	1	1%
Untidy communal areas	2	1%	26	13%	8	4%	49	25%	104	52%	1	1%	10	5%
Dirty stairs and closes	0	0%	20	10%	9	5%	48	24%	103	52%	0	0%	20	10%
Graffiti	4	2%	44	22%	9	5%	40	20%	101	51%	1	1%	1	1%
Fly tipping and dumping	2	1%	28	14%	9	5%	33	17%	125	63%	2	1%	1	1%
<b>Totals</b>	<b>13</b>		<b>182</b>		<b>59</b>		<b>333</b>		<b>772</b>		<b>8</b>		<b>33</b>	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	131	66%
1	30	15%
2	11	6%
3	3	2%
4	5	3%
5+	20	10%
	<b>200</b>	

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

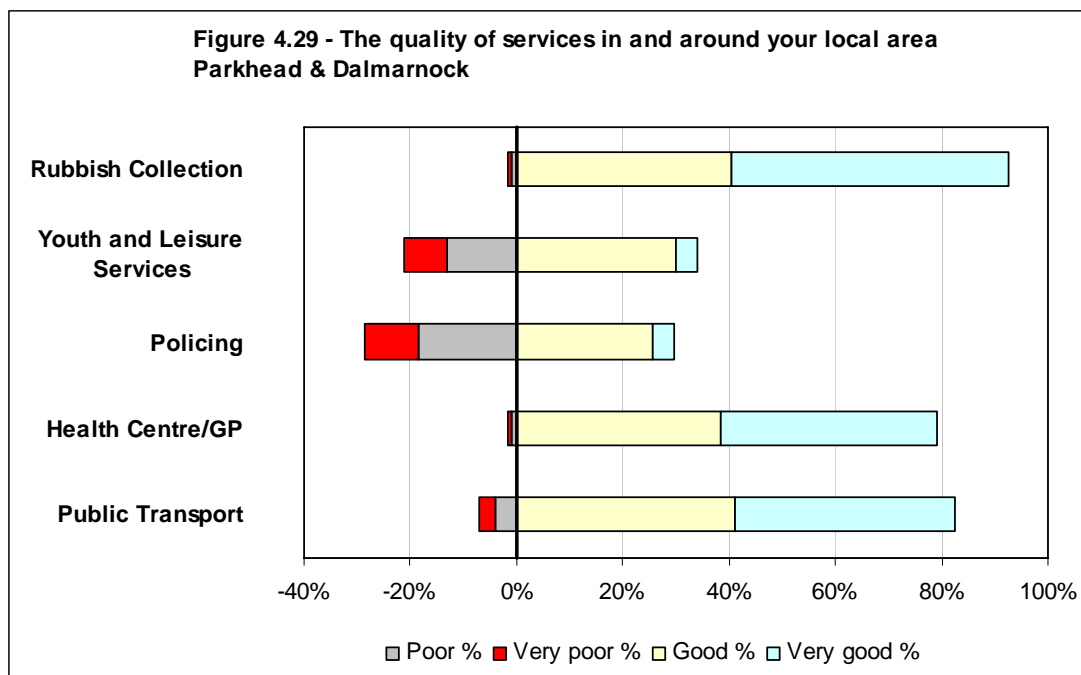


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	7	4%	11	6%	40	20%	111	56%	26	13%	2	1%	3	2%
Attractive environment	4	2%	14	7%	40	20%	112	56%	25	13%	3	2%	2	1%
Quiet and peaceful environment	6	3%	11	6%	47	24%	115	58%	20	10%	1	1%	0	0%
Park/open spaces	10	5%	28	14%	45	23%	103	52%	12	6%	2	1%	0	0%
Children's play area	22	11%	49	25%	49	25%	66	33%	7	4%	6	3%	1	1%
Overall quality	2	1%	8	4%	32	16%	132	66%	24	12%	2	1%	0	0%
	51		121		253		639		114		16		6	

**Table 4.37 – Quality of your neighbourhood**

Number of concerns (Very poor or poor)	Respondents	%
None	118	59%
1	36	18%
2	26	13%
3	8	4%
4	5	3%
5+	7	4%
	200	

**Table 4.38 – Number of concerns – Quality of neighbourhood**

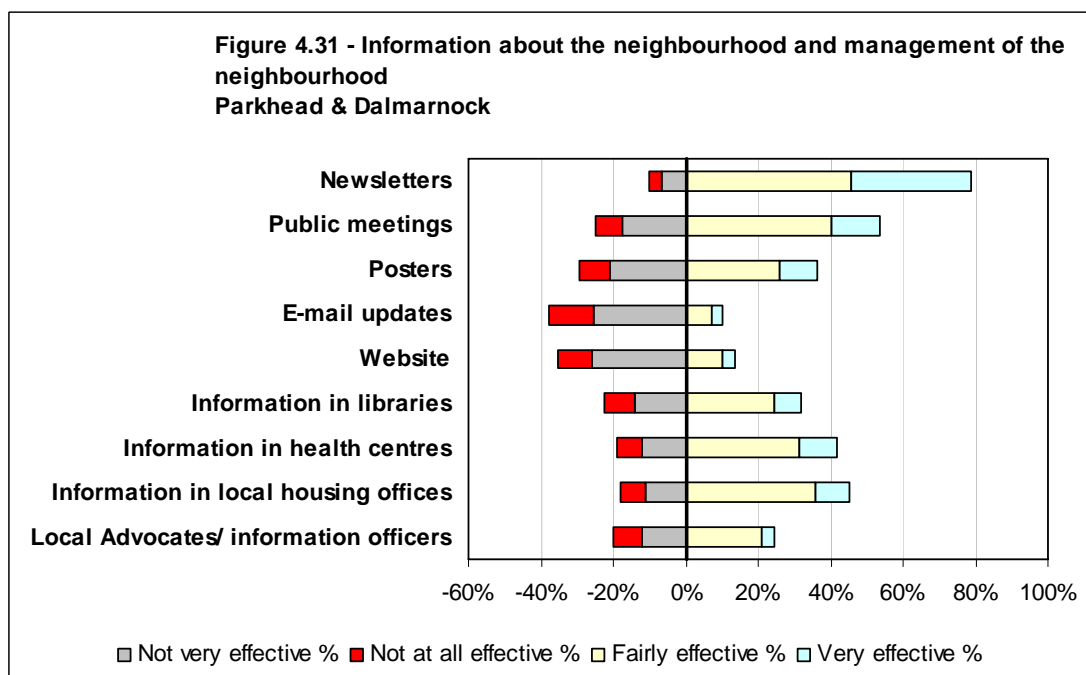
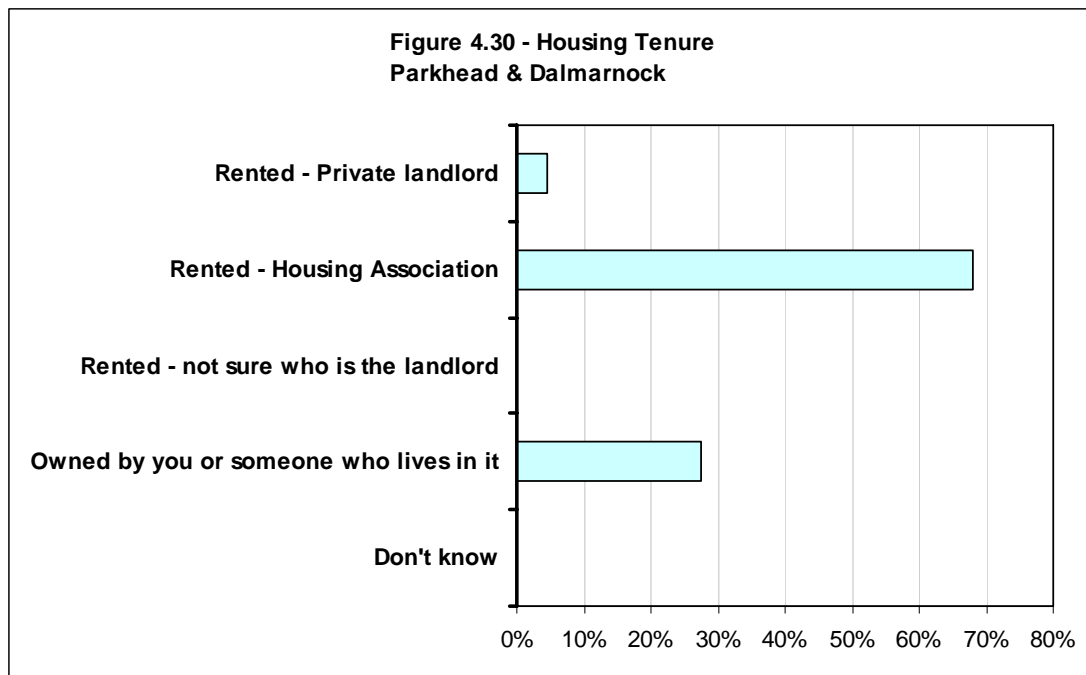


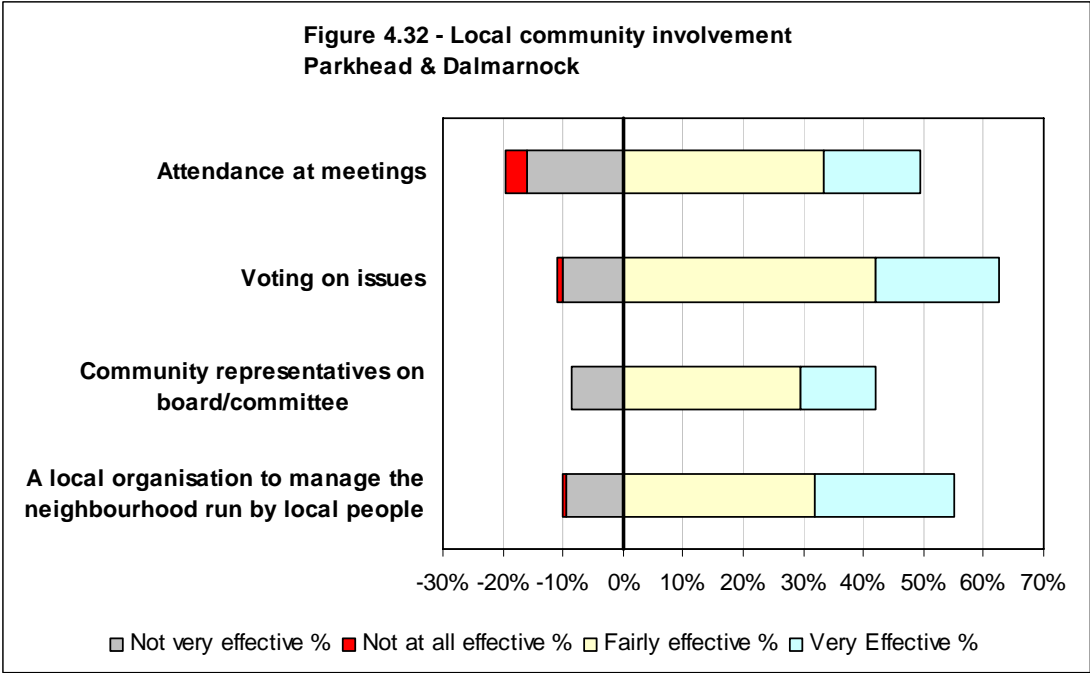
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	2	1%	10	5%	81	41%	104	52%	2	1%	0	0%
Youth and Leisure Services	16	8%	26	13%	62	31%	60	30%	8	4%	25	13%	3	2%
Policing	20	10%	37	19%	66	33%	51	26%	8	4%	17	9%	1	1%
Health Centre/GP	1	1%	2	1%	28	14%	77	39%	81	41%	11	6%	0	0%
Public Transport	6	3%	8	4%	7	4%	82	41%	83	42%	12	6%	2	1%
<b>Total</b>	<b>44</b>		<b>75</b>		<b>173</b>		<b>351</b>		<b>284</b>		<b>67</b>		<b>6</b>	

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

Number of concerns (Very poor or poor)	Respondents	%
None	118	59%
1	51	26%
2	26	13%
3	4	2%
4	1	1%
5+	0	0%
	<b>200</b>	

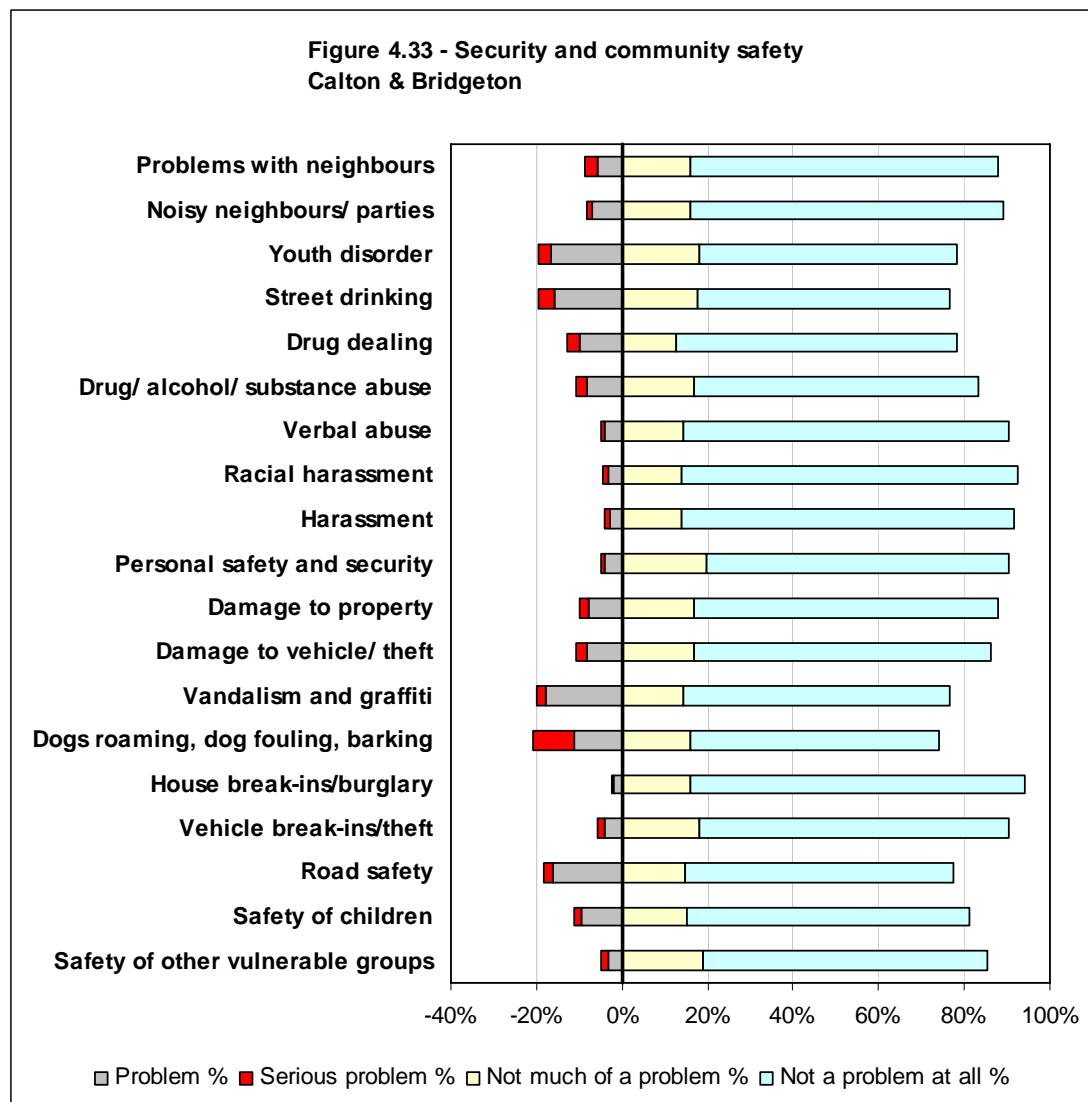
**Table 4.40 – Number of concerns – Quality of Services**







## Calton and Bridgeton



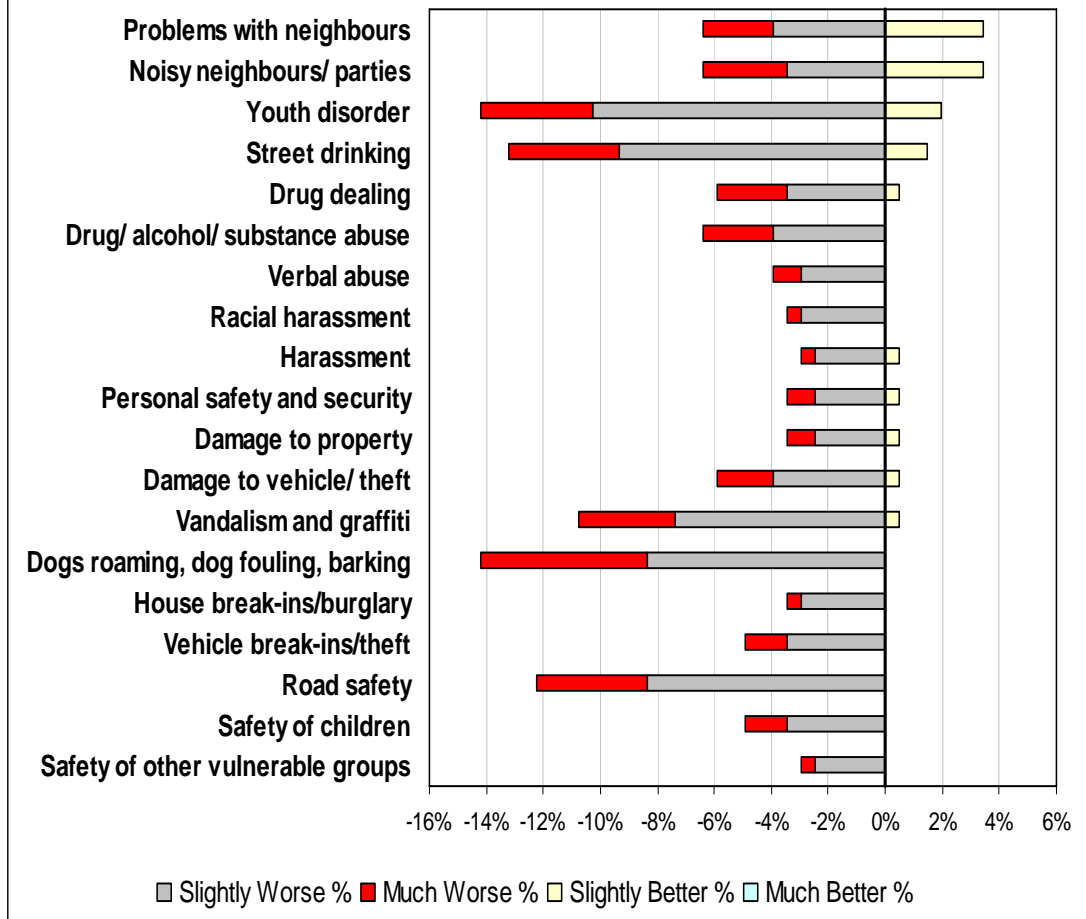
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	9	5%	13	7%	1	1%	24	12%	153	77%	0	0%
Noisy neighbours/ parties	6	3%	7	4%	1	1%	28	14%	157	79%	1	1%
Youth disorder	23	12%	29	15%	2	1%	31	16%	115	58%	0	0%
Street drinking	19	10%	24	12%	3	2%	31	16%	122	61%	1	1%
Drug dealing	24	12%	18	9%	6	3%	35	18%	116	58%	1	1%
Drug/ alcohol/ substance abuse	19	10%	20	10%	5	3%	36	18%	118	59%	2	1%
Verbal abuse	9	5%	10	5%	3	2%	32	16%	146	73%	0	0%
Racial harassment	2	1%	3	2%	1	1%	32	16%	161	81%	1	1%
Harassment	4	2%	5	3%	2	1%	30	15%	158	79%	1	1%
Personal safety and security	6	3%	1	1%	3	2%	35	18%	153	77%	2	1%
Damage to property	9	5%	18	9%	1	1%	33	17%	139	70%	0	0%
Damage to vehicle/ theft	7	4%	15	8%	1	1%	29	15%	147	74%	1	1%
Vandalism and graffiti	19	10%	36	18%	3	2%	28	14%	114	57%	0	0%
Dogs roaming, dog fouling, barking	25	13%	16	8%	4	2%	34	17%	121	61%	0	0%
House break-ins/burglary	5	3%	8	4%	2	1%	30	15%	154	77%	1	1%
Vehicle break-ins/theft	6	3%	9	5%	2	1%	35	18%	148	74%	0	0%
Road safety	9	5%	12	6%	2	1%	34	17%	143	72%	0	0%
Safety of children	9	5%	14	7%	4	2%	31	16%	140	70%	2	1%
Safety of other vulnerable groups	5	3%	9	5%	5	3%	34	17%	146	73%	1	1%
<b>Total</b>	<b>215</b>		<b>267</b>		<b>51</b>		<b>602</b>		<b>2,651</b>		<b>14</b>	

**Table 4.41 – Security and Community Safety**

Number of concerns (Serious problem or problem)	Respondents	%
None	99	50%
1	23	12%
2	10	5%
3	16	8%
4	12	6%
5+	40	20%
	<b>200</b>	

**Table 4.42 – Number of concerns – Security and Community Safety**

Figure 4.34 - Security and community safety in the past year  
Calton & Bridgeton

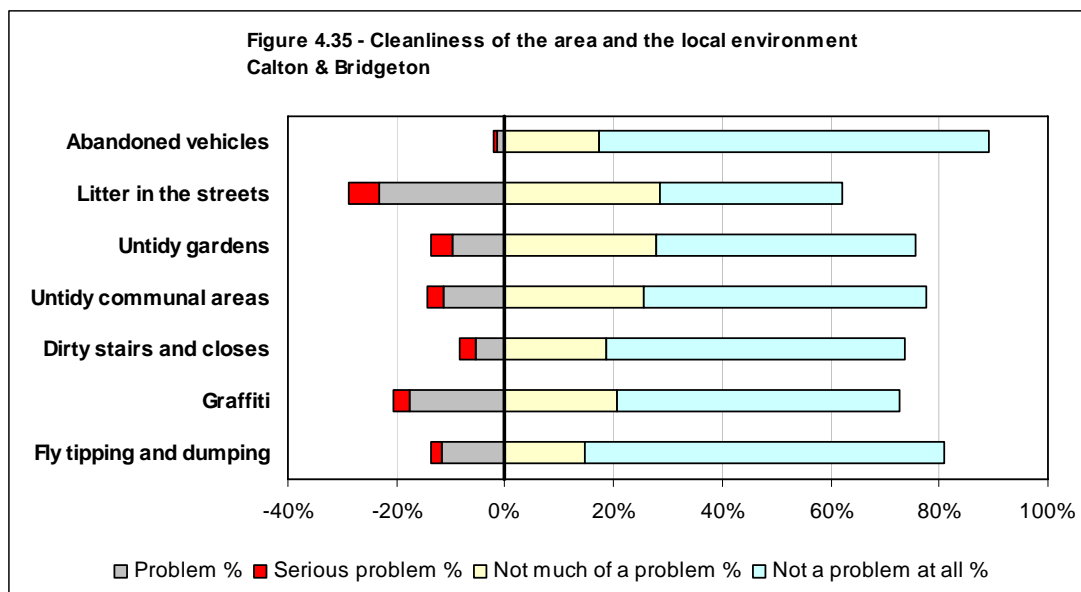


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	4%	10	5%	180	90%	3	2%	0	0%	0	0%
Noisy neighbours / parties	5	3%	6	3%	187	94%	2	1%	0	0%	0	0%
Youth disorder	16	8%	20	10%	160	80%	4	2%	0	0%	0	0%
Street drinking	14	7%	14	7%	172	86%	0	0%	0	0%	0	0%
Drug dealing	17	9%	9	5%	173	87%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	16	8%	10	5%	173	87%	1	1%	0	0%	0	0%
Verbal abuse	7	4%	11	6%	182	91%	0	0%	0	0%	0	0%
Racial harassment	3	2%	4	2%	193	97%	0	0%	0	0%	0	0%
Harassment	3	2%	6	3%	191	96%	0	0%	0	0%	0	0%
Personal safety and security	4	2%	4	2%	192	96%	0	0%	0	0%	0	0%
Damage to property	7	4%	7	4%	185	93%	1	1%	0	0%	0	0%
Damage to vehicle/ theft	5	3%	8	4%	187	94%	0	0%	0	0%	0	0%
Vandalism and graffiti	15	8%	19	10%	166	83%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	15	8%	12	6%	172	86%	1	1%	0	0%	0	0%
House break-ins/burglary	4	2%	5	3%	191	96%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	4	2%	6	3%	190	95%	0	0%	0	0%	0	0%
Road safety	8	4%	5	3%	187	94%	0	0%	0	0%	0	0%
Safety of children	8	4%	5	3%	187	94%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	4	2%	4	2%	192	96%	0	0%	0	0%	0	0%
<b>Total</b>	<b>162</b>		<b>165</b>		<b>3,460</b>		<b>13</b>		<b>0</b>		<b>0</b>	

**Table 4.43 – Security and community safety in the past year**

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	130	65%
1	20	10%
2	10	5%
3	15	8%
4	3	2%
5+	22	11%
	<b>200</b>	

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

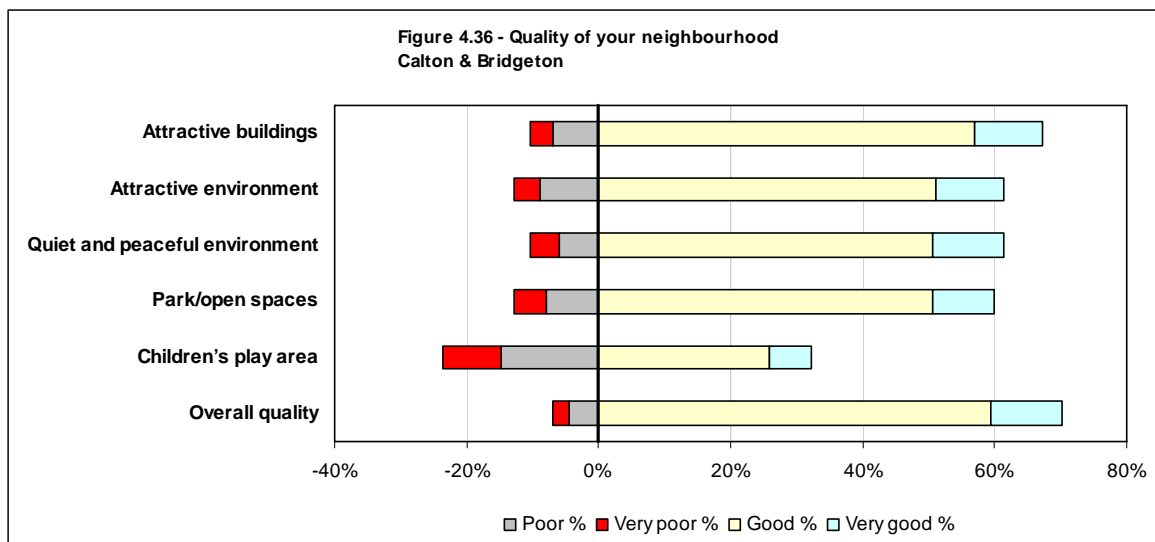


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	5	3%	5	3%	34	17%	152	76%	3	2%	0	0%
Litter in the streets	19	10%	51	26%	10	5%	34	17%	85	43%	1	1%	0	0%
Untidy gardens	6	3%	19	10%	4	2%	40	20%	129	65%	1	1%	1	1%
Untidy communal areas	7	4%	24	12%	5	3%	34	17%	122	61%	1	1%	7	4%
Dirty stairs and closes	7	4%	15	8%	5	3%	30	15%	122	61%	3	2%	18	9%
Graffiti	12	6%	35	18%	3	2%	33	17%	116	58%	1	1%	0	0%
Fly tipping and dumping	7	4%	19	10%	4	2%	36	18%	132	66%	2	1%	0	0%
<b>Total</b>	<b>59</b>		<b>168</b>		<b>36</b>		<b>241</b>		<b>858</b>		<b>12</b>		<b>26</b>	

**Table 4.45 – Issues in the local area**

Number of concerns (Serious problem or problem)	Respondents	%
None	119	60%
1	27	14%
2	20	10%
3	10	5%
4	8	4%
5+	16	8%
	<b>200</b>	

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

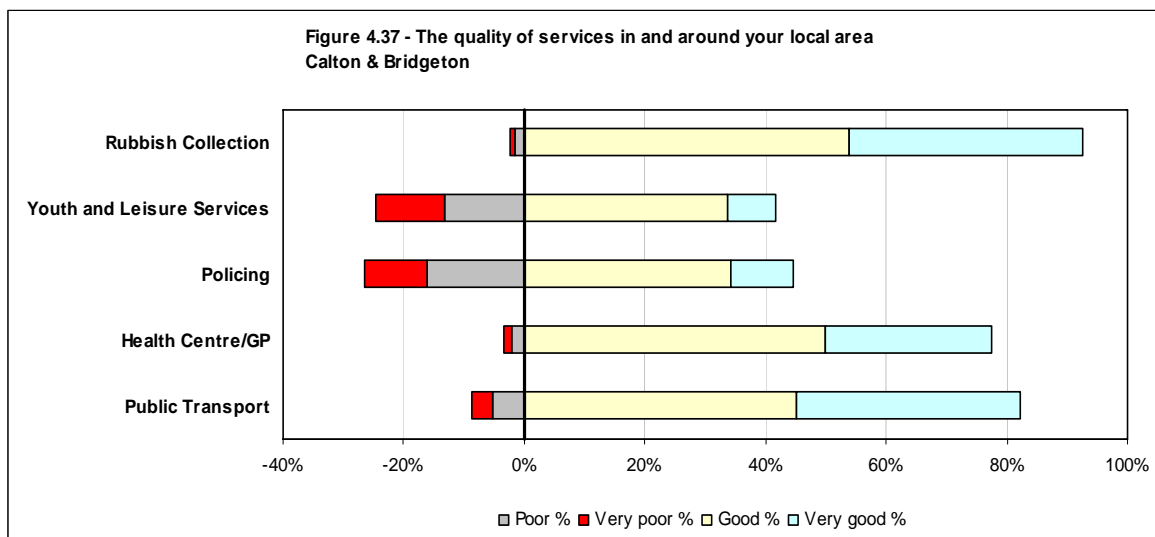


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	16	8%	26	13%	38	19%	114	57%	5	3%	1	1%	0	0%
Attractive environment	16	8%	27	14%	37	19%	116	58%	3	2%	1	1%	0	0%
Quiet and peaceful environment	13	7%	19	10%	52	26%	112	56%	3	2%	1	1%	0	0%
Park/open spaces	14	7%	26	13%	35	18%	117	59%	5	3%	2	1%	1	1%
Children's play area	19	10%	31	16%	38	19%	86	43%	3	2%	15	8%	8	4%
Overall quality	11	6%	16	8%	49	25%	120	60%	3	2%	1	1%	0	0%
<b>Total</b>	<b>89</b>		<b>145</b>		<b>249</b>		<b>665</b>		<b>22</b>		<b>21</b>		<b>9</b>	

**Table 4.47 – Quality of your neighbourhood**

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	133	67%
1	17	9%
2	9	5%
3	11	6%
4	6	3%
5+	24	12%
	<b>200</b>	

**Table 4.48 – Number of concerns – Quality of neighbourhood**

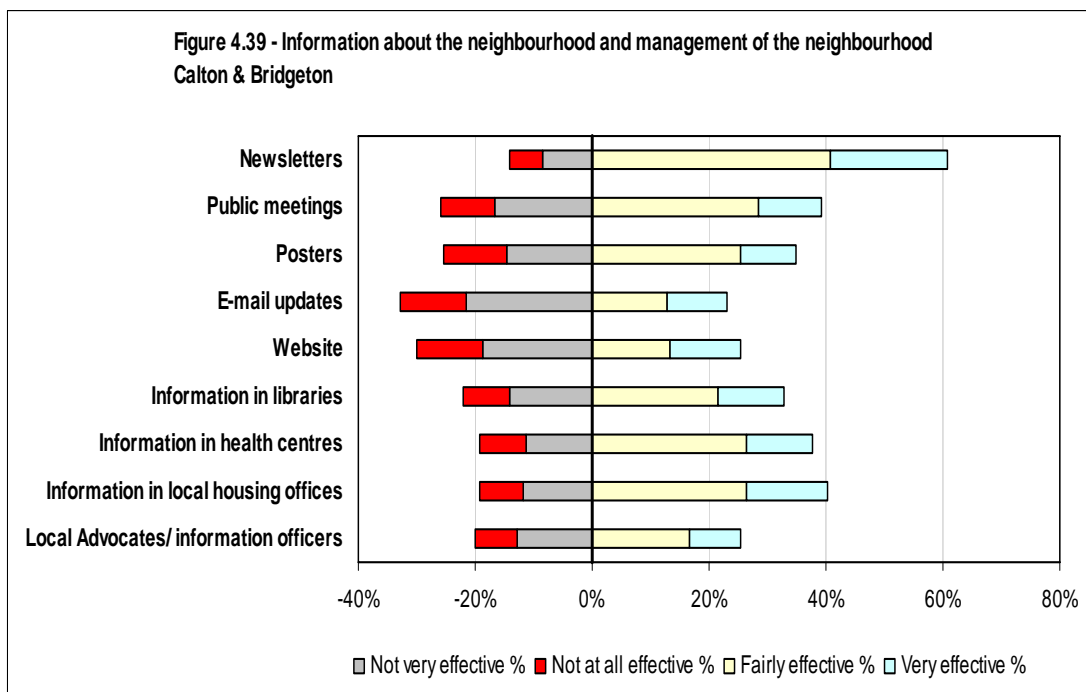
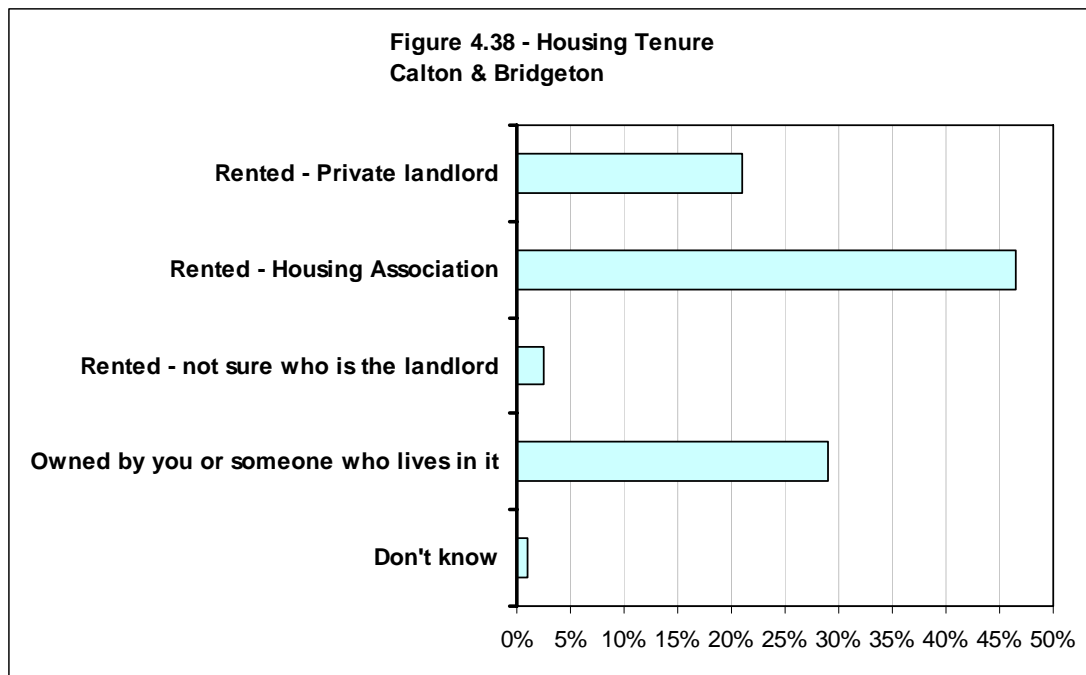


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	8	4%	8	4%	138	69%	41	21%	2	1%	0	0%
Youth and Leisure Services	17	9%	26	13%	13	7%	48	24%	23	12%	67	34%	6	3%
Policing	18	9%	28	14%	39	20%	77	39%	25	13%	13	7%	0	0%
Health Centre/GP	3	2%	3	2%	7	4%	127	64%	52	26%	6	3%	2	1%
Public Transport	3	2%	7	4%	9	5%	113	57%	48	24%	18	9%	2	1%
<b>Total</b>	<b>44</b>		<b>72</b>		<b>76</b>		<b>503</b>		<b>189</b>		<b>106</b>		<b>10</b>	

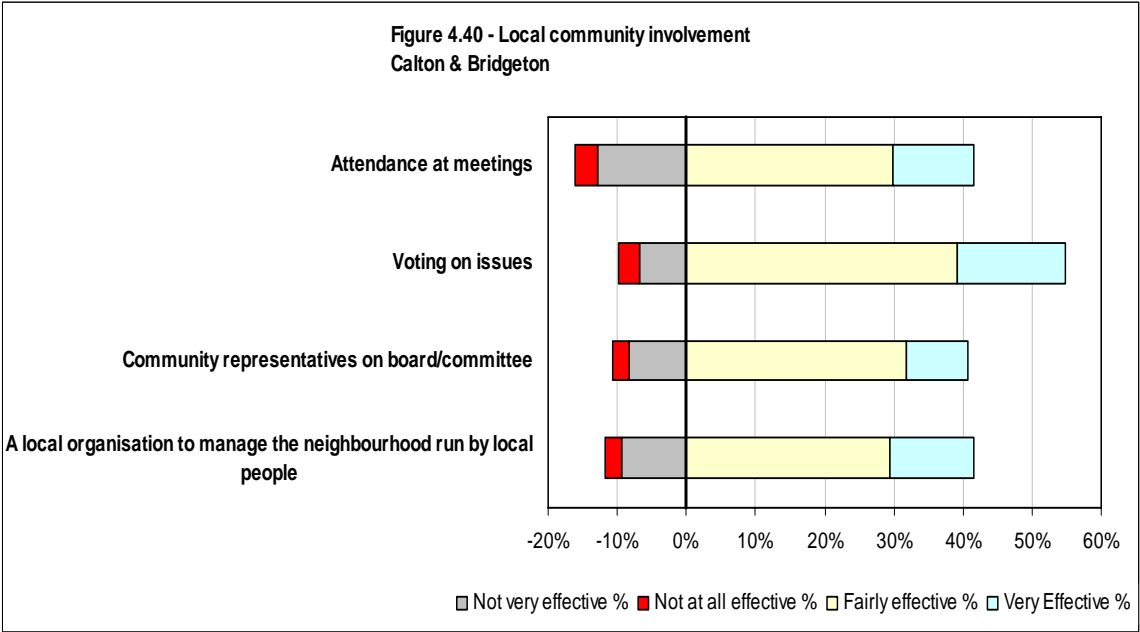
**Table 4.49 – The quality of services in and around your local area**

Number of concerns (Very Poor or Poor)	Respondents	%
None	129	65%
1	34	17%
2	29	15%
3	8	4%
4	0	0%
5+	0	0%
	<b>200</b>	

**Table 4.50 – Number of concerns – Quality of services**







## 5. Study Findings – Other

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- 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 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 are problems with dogs, youth disorder, vandalism / graffiti, road safety, and street drinking. There were also significant levels of concern about drug dealing and drug / alcohol / substance misuse.
- 5.5 While 'youth disorder' was the most serious problem for people living in either social rented or owner-occupied accommodation this issue was considered only the fourth most serious problem for people living in private rented accommodation.
- 5.6 Problems with dogs were the main problem for people living in private rented housing. This was the second most serious issue for people living in owner-occupied housing and the third most serious concern for housing association tenants.

- 5.7 Road safety was a significant issue for people living in private rented accommodation where it was the second most serious problem. Lower percentages of people living in owner-occupied and social rented accommodation said that this was a problem.
- 5.8 Vandalism and graffiti were raised as a major problem by housing association tenants and to a lesser extent by those in owner-occupied housing. It was less of an issue for people living in private rented housing.

### **Cleansing and Environment**

- 5.9 Across the East Centre and Calton LCPP area, litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, fly tipping and untidy gardens. Residents were least concerned about dirty stairs and closes and abandoned vehicles.
- 5.10 Litter in the street was the biggest problem for people living in all three tenures.
- 5.11 Graffiti was the second biggest issue for people living in social rented and owner-occupied housing. It was slightly less of a concern for those living in the private rented sector. Fly tipping and dumping was a significant issue for residents in private rented and owner-occupied accommodation but was less of a concern for those in housing association properties.

### **Tenure by neighbourhood**

- 5.12 The highest rate of social renting was in the Parkhead and Dalmarnock area where 68 per cent of survey respondents live in housing association properties. Social renting was also high in Haghill and Carntyne (54%) and Calton and Bridgeton (47%).
- 5.13 Owner-occupation was most common in Riddrie and Cranhill where 68 per cent of respondents lived in this type of accommodation. Fifty-six per cent of respondents in Dennistoun lived in owner-occupied housing.

- 5.14 Private renting was most common in Dennistoun where 25 per cent of respondent live in this tenure. There was also a large private rented sector in Calton and Bridgeton (21%).

### **Involving local people**

- 5.15 Across all three tenures providing information to residents through newsletters was considered the most effective way of keeping local people informed. Providing information through local housing officers and in health centres was also considered an effective method by residents in all tenures. Providing information through public meetings was more popular among owner-occupiers and housing association tenants than residents in private rented accommodation. Residents living in either owner-occupied or private rented accommodation were more likely to support the use of email updates or a dedicated website than housing association residents.
- 5.16 In terms of community involvement housing association residents were more sceptical than other respondents about the suggested methods for consultation. Residents living in private rented accommodation were least supportive of the use of meetings – with a fifth saying that attending meetings was either 'not very effective' or 'not at all effective'.
- 5.17 The idea of voting on issues was popular across all tenures. Housing association tenants were more sceptical than other residents about the effectiveness of establishing a local organisation to manage the neighbourhood run by local people.

### **Age**

- 5.18 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**

- 5.19 Across age groups there was no significant difference in the issues that were identified as problems in relation to security and community safety.

However people aged between 30 and retirement age were generally more likely to say that issues were a problem than the other age groups.

- 5.20 While all age groups identified youth disorder as an issue in their area, the two younger groups 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. Problems with dogs and road safety were also more of an issue for the two younger age groups.

### **Cleansing and Environment**

- 5.21 Litter in the streets was the main issue for people in all three age groups. The different age groups had similar views on the cleanliness of their local area although those over retirement were less likely to think that graffiti was a problem than the younger groups.
- 5.22 Residents in the two younger age groups (and particularly those between 30 and retirement age) were more worried about fly tipping and dumping than those of retirement age. Untidy communal areas were more of an issue for those aged under thirty than the other age groups.

### **Age by neighbourhood**

- 5.23 The neighbourhood with the largest proportion of people aged under thirty was Haghill and Carntyne with 25 per cent respondents in this group. There were also higher levels of people under thirty in Calton and Bridgeton (22%) and Dennistoun (18%). Riddrie and Cranhill had the lowest proportion of people aged under 30 (7%).
- 5.24 Dennistoun had the highest proportion aged between 30 and retirement age (69%) and the lowest level of residents of retirement age (13%). The highest proportions of people of retirement age were in Riddrie and Cranhill (31%) and Parkhead and Dalmarnock (30%).

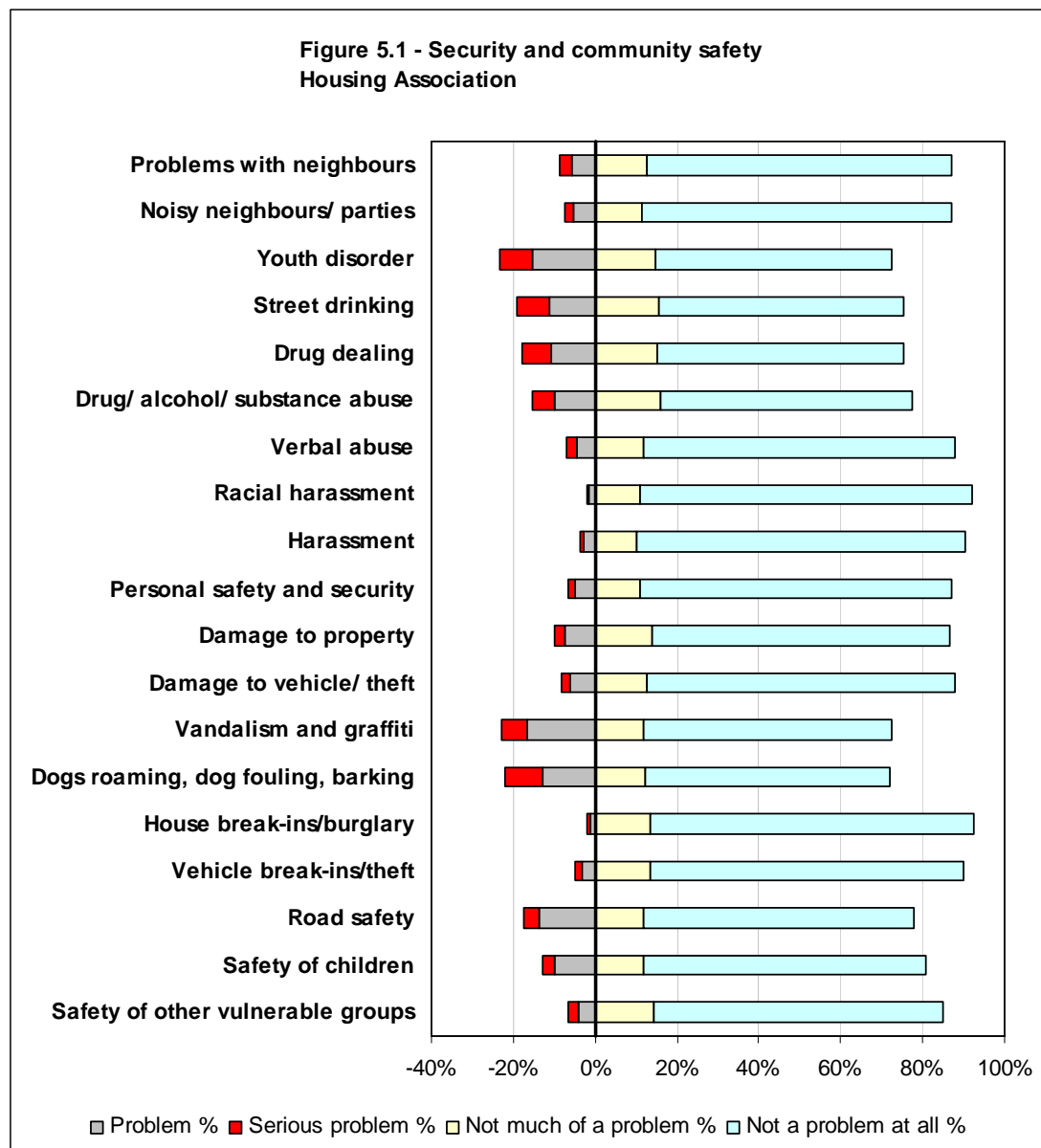
### **Involving local people**

- 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 older groups than among those aged under 30.

- 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 most negative about the effectiveness of attending meetings. All groups felt that voting on issue was the most effective way to involve the local community. Generally those aged between 30 and retirement age were more supportive about the proposed methods of community engagement than the older and younger age groups.

## Housing Association



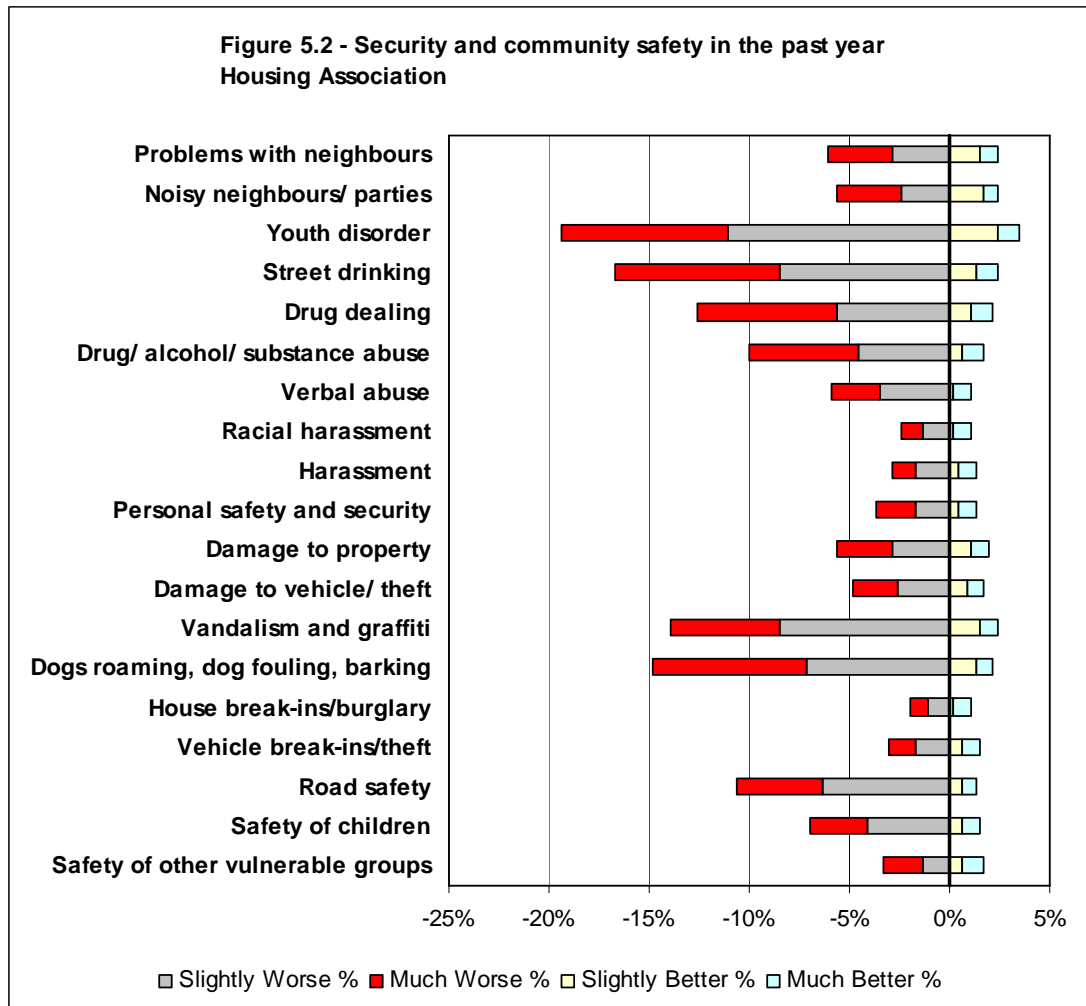
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	13	3%	27	6%	15	3%	58	13%	342	74%	5	1%
Noisy neighbours / parties	11	2%	24	5%	15	3%	52	11%	349	76%	9	2%
Youth disorder	37	8%	70	15%	14	3%	68	15%	265	58%	6	1%
Street drinking	35	8%	52	11%	19	4%	71	15%	276	60%	7	2%
Drug dealing	33	7%	50	11%	14	3%	70	15%	276	60%	17	4%
Drug/ alcohol/ substance abuse	26	6%	45	10%	19	4%	74	16%	282	61%	14	3%
Verbal abuse	13	3%	20	4%	16	3%	55	12%	349	76%	7	2%
Racial harassment	2	0%	7	2%	12	3%	51	11%	372	81%	16	3%
Harassment	4	1%	13	3%	15	3%	47	10%	369	80%	12	3%
Personal safety and security	7	2%	23	5%	22	5%	50	11%	350	76%	8	2%
Damage to property	10	2%	35	8%	9	2%	64	14%	335	73%	7	2%
Damage to vehicle/ theft	9	2%	29	6%	8	2%	59	13%	346	75%	9	2%
Vandalism and graffiti	29	6%	76	17%	17	4%	54	12%	280	61%	4	1%
Dogs roaming, dog fouling, barking	42	9%	59	13%	22	5%	56	12%	276	60%	5	1%
House break-ins/burglary	5	1%	5	1%	11	2%	62	13%	364	79%	13	3%
Vehicle break-ins/theft	7	2%	15	3%	12	3%	62	13%	352	77%	12	3%
Road safety	18	4%	63	14%	14	3%	54	12%	305	66%	6	1%
Safety of children	14	3%	46	10%	17	4%	55	12%	317	69%	11	2%
Safety of other vulnerable groups	11	2%	19	4%	21	5%	65	14%	326	71%	18	4%
<b>Total</b>	<b>326</b>		<b>678</b>		<b>292</b>		<b>1,127</b>		<b>6,131</b>		<b>186</b>	

**Table 5.1 – Security and Community Safety – Housing Association**

Number of concerns (Serious problem or problem)	Respondents	%
None	221	48%
1	72	16%
2	37	8%
3	26	6%
4	24	5%
5+	80	17%
	<b>460</b>	

**Table 5.2 – Number of concerns – Security and Community Safety – Housing Association**



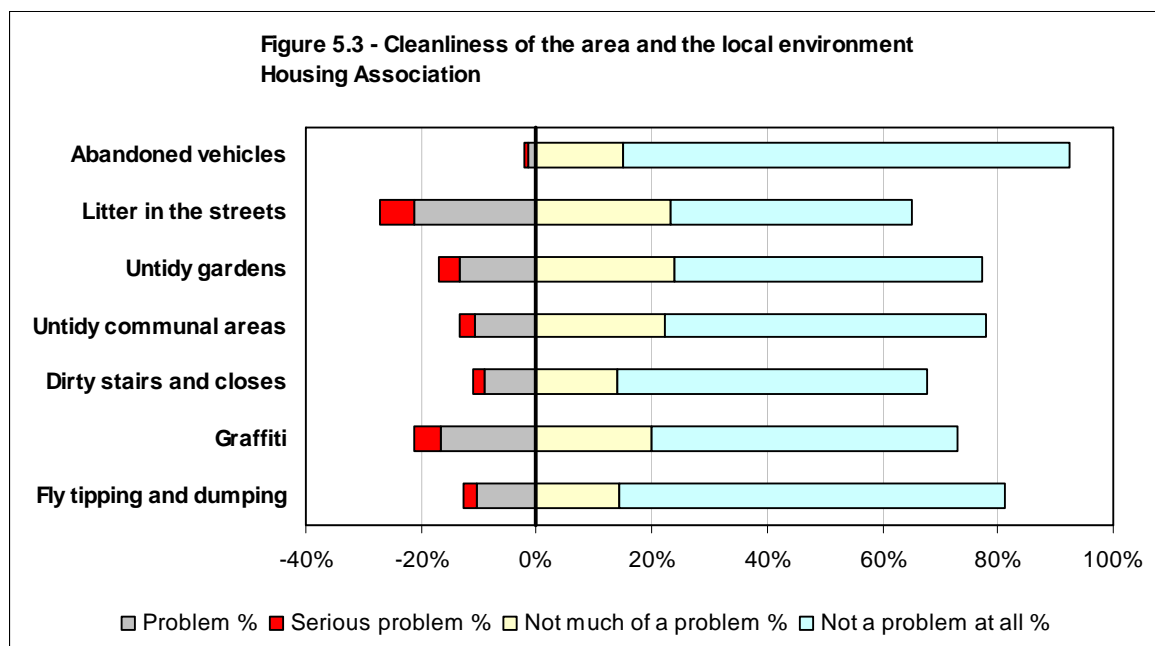


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	15	3%	13	3%	421	92%	7	2%	4	1%	0	0%
Noisy neighbours/ parties	15	3%	11	2%	423	92%	8	2%	3	1%	0	0%
Youth disorder	38	8%	51	11%	355	77%	11	2%	5	1%	0	0%
Street drinking	38	8%	39	8%	372	81%	6	1%	5	1%	0	0%
Drug dealing	32	7%	26	6%	392	85%	5	1%	5	1%	0	0%
Drug/ alcohol/ substance abuse	25	5%	21	5%	406	88%	3	1%	5	1%	0	0%
Verbal abuse	11	2%	16	3%	428	93%	1	0%	4	1%	0	0%
Racial harassment	5	1%	6	1%	444	97%	1	0%	4	1%	0	0%
Harassment	5	1%	8	2%	441	96%	2	0%	4	1%	0	0%
Personal safety and security	9	2%	8	2%	437	95%	2	0%	4	1%	0	0%
Damage to property	13	3%	13	3%	425	92%	5	1%	4	1%	0	0%
Damage to vehicle/ theft	10	2%	12	3%	430	93%	4	1%	4	1%	0	0%
Vandalism and graffiti	25	5%	39	8%	385	84%	7	2%	4	1%	0	0%
Dogs roaming, dog fouling, barking	35	8%	33	7%	382	83%	6	1%	4	1%	0	0%
House break-ins/burglary	4	1%	5	1%	446	97%	1	0%	4	1%	0	0%
Vehicle break-ins/theft	6	1%	8	2%	439	95%	3	1%	4	1%	0	0%
Road safety	20	4%	29	6%	405	88%	3	1%	3	1%	0	0%
Safety of children	13	3%	19	4%	421	92%	3	1%	4	1%	0	0%
Safety of other vulnerable groups	9	2%	6	1%	437	95%	3	1%	5	1%	0	0%
<b>Total</b>	<b>328</b>		<b>363</b>		<b>7,889</b>		<b>81</b>		<b>79</b>		<b>0</b>	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	278	60%
1	60	13%
2	38	8%
3	23	5%
4	16	3%
5+	45	10%
	<b>460</b>	

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

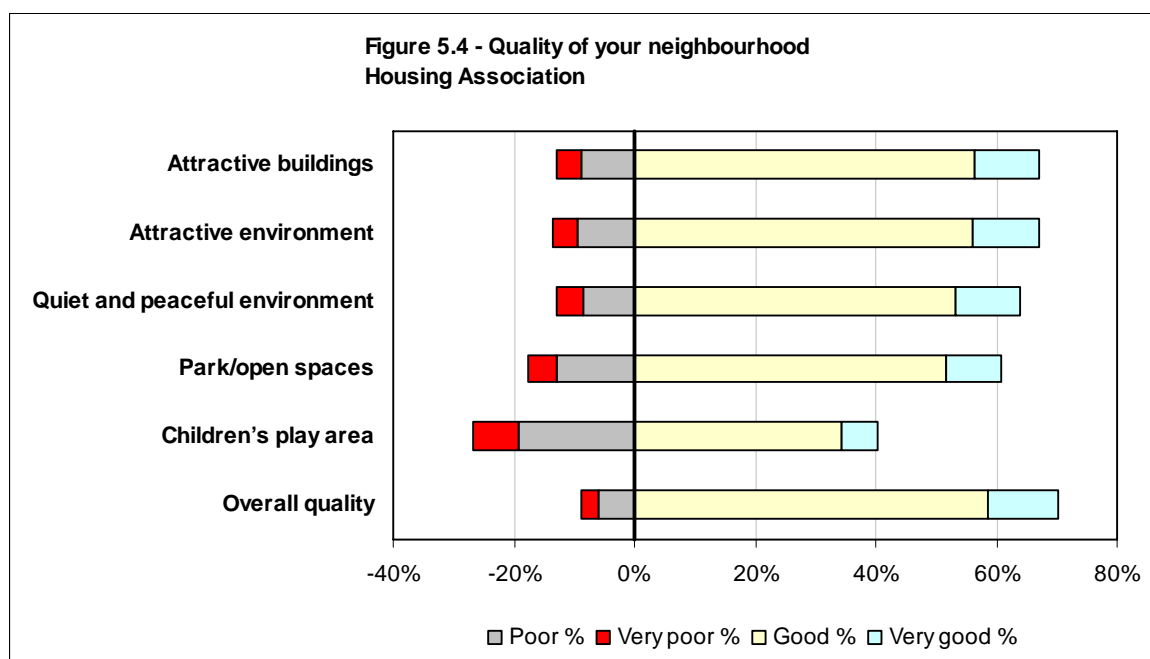


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	3	1%	7	2%	14	3%	69	15%	356	77%	10	2%	1	0%
Litter in the streets	27	6%	98	21%	32	7%	107	23%	193	42%	3	1%	0	0%
Untidy gardens	17	4%	61	13%	24	5%	110	24%	245	53%	2	0%	1	0%
Untidy communal areas	13	3%	49	11%	29	6%	103	22%	256	56%	2	0%	8	2%
Dirty stairs and closes	10	2%	41	9%	17	4%	65	14%	247	54%	9	2%	71	15%
Graffiti	20	4%	77	17%	25	5%	92	20%	243	53%	3	1%	0	0%
Fly tipping and dumping	10	2%	48	10%	17	4%	66	14%	308	67%	10	2%	1	0%
<b>Total</b>	<b>100</b>		<b>381</b>		<b>158</b>		<b>612</b>		<b>1,848</b>		<b>39</b>		<b>82</b>	

**Table 5.5 – Issues in the local area – Housing Association**

Number of concerns (Serious problem or problem)	Respondents	%
None	291	63%
1	64	14%
2	36	8%
3	12	3%
4	14	3%
5+	43	9%
	<b>460</b>	

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

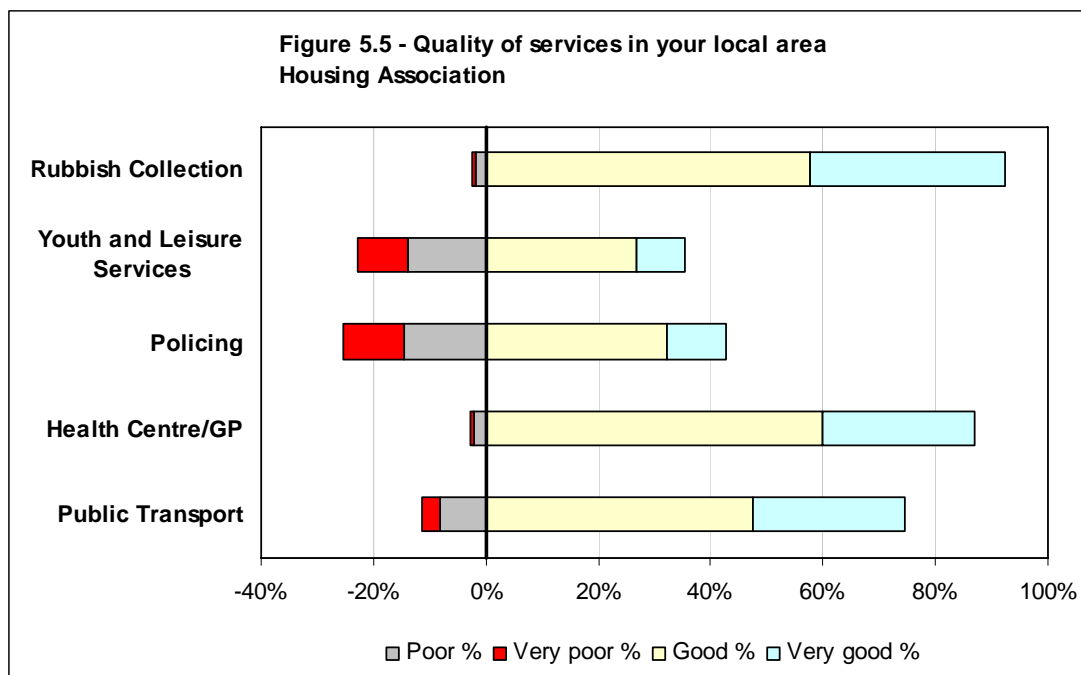


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	19	4%	41	9%	87	19%	259	56%	50	11%	2	0%	2	0%
Attractive environment	19	4%	43	9%	86	19%	258	56%	50	11%	3	1%	1	0%
Quiet and peaceful environment	21	5%	39	8%	104	23%	245	53%	49	11%	2	0%	0	0%
Park/open spaces	21	5%	60	13%	94	20%	238	52%	41	9%	6	1%	0	0%
Children's play area	35	8%	88	19%	106	23%	158	34%	28	6%	37	8%	8	2%
Overall quality	13	3%	27	6%	92	20%	270	59%	53	12%	5	1%	0	0%
<b>Total</b>	<b>128</b>		<b>298</b>		<b>569</b>		<b>1,428</b>		<b>271</b>		<b>55</b>		<b>11</b>	

**Table 5.7 – Quality of your neighbourhood – Housing Association**

Number of concerns (Very poor or poor)	Respondents	%
None	295	64%
1	61	13%
2	42	9%
3	21	5%
4	12	3%
5+	29	6%
	<b>460</b>	

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



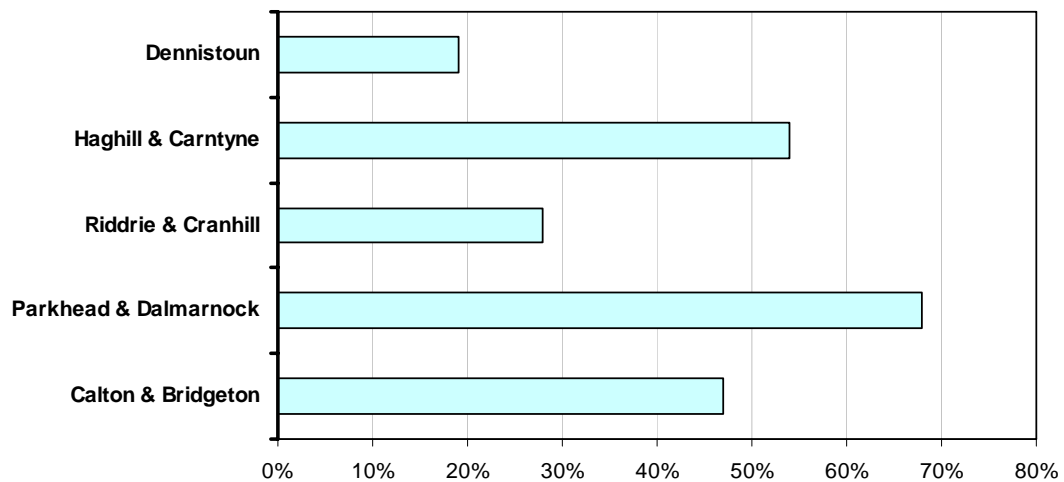
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	1%	8	2%	22	5%	265	58%	160	35%	2	0%	0	0%
Youth and Leisure Services	41	9%	64	14%	75	16%	124	27%	39	8%	103	22%	14	3%
Policing	49	11%	67	15%	116	25%	148	32%	48	10%	29	6%	3	1%
Health Centre/GP	3	1%	10	2%	32	7%	276	60%	124	27%	14	3%	1	0%
Public Transport	15	3%	38	8%	25	5%	219	48%	124	27%	27	6%	12	3%
<b>Total</b>	<b>111</b>		<b>187</b>		<b>270</b>		<b>1,032</b>		<b>495</b>		<b>175</b>		<b>30</b>	

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

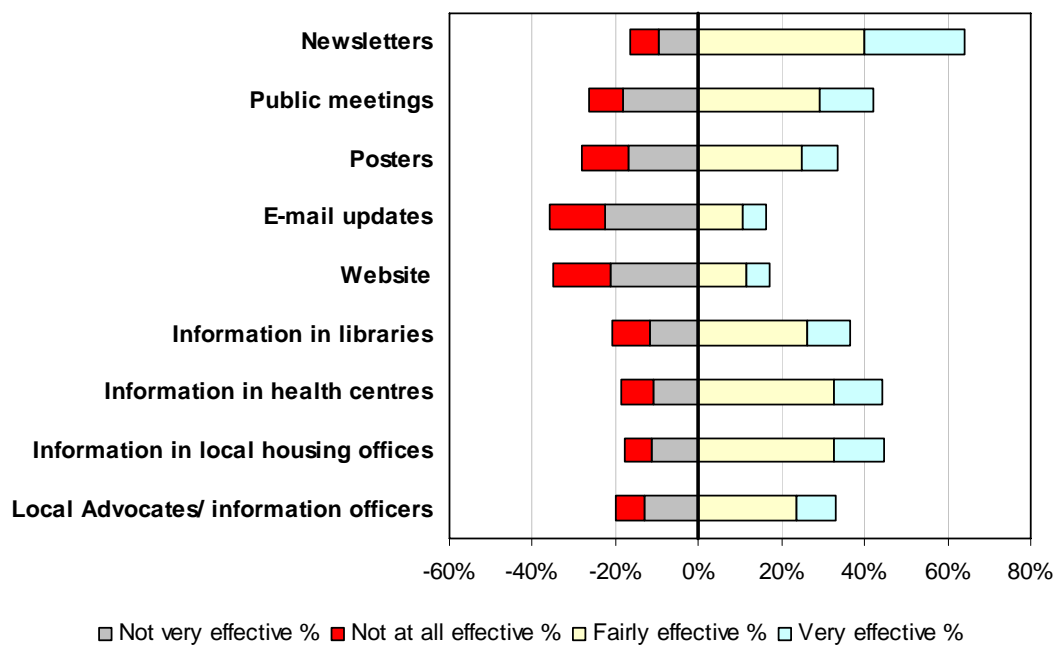
Number of concerns (Very poor or poor)	Respondents	%
None	268	58%
1	113	25%
2	55	12%
3	21	5%
4	3	1%
5+	0	0%
	<b>460</b>	

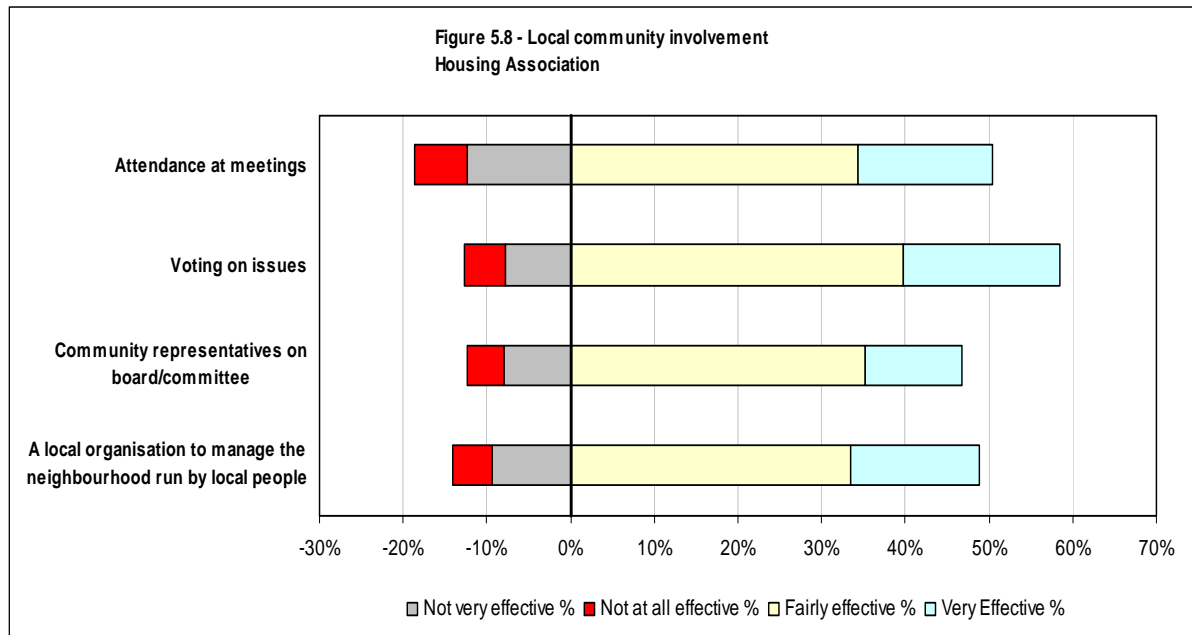
**Table 5.10 – Number of concerns – Quality of services – Housing Association**

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

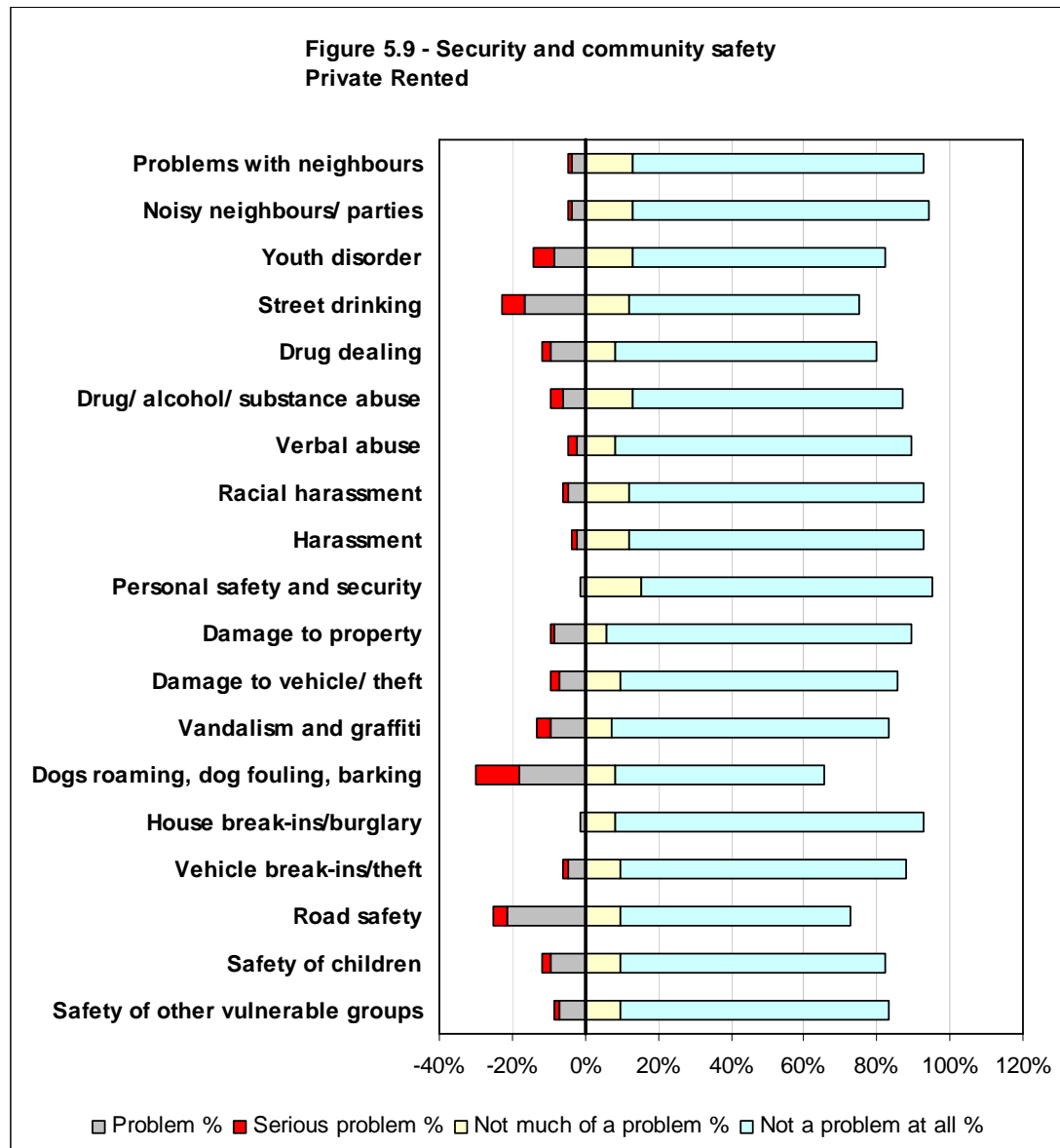


**Figure 5.7 - Information about the neighbourhood and the management of the neighbourhood  
Housing Association**





## Private rented



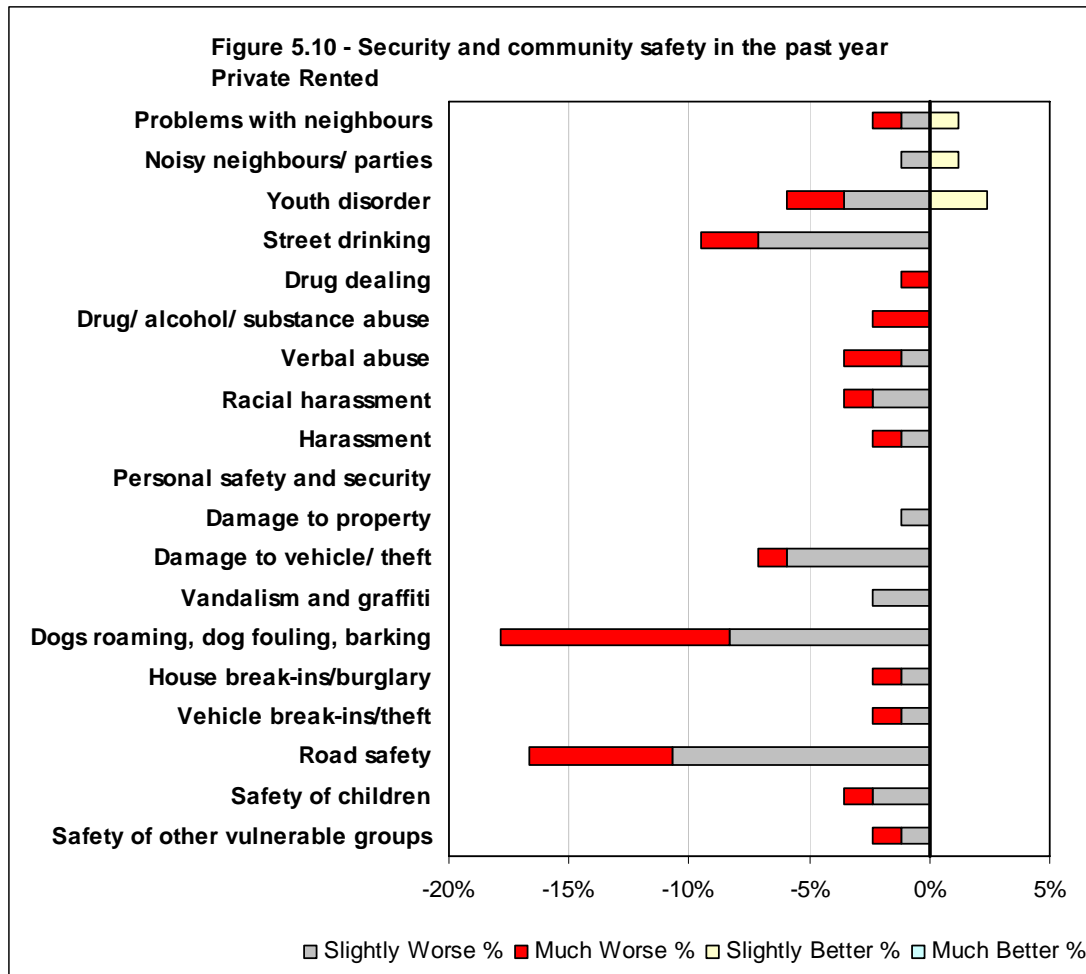


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	1	1%	3	4%	2	2%	11	13%	67	80%	0	0%
Noisy neighbours/parties	1	1%	3	4%	1	1%	11	13%	68	81%	0	0%
Youth disorder	5	6%	7	8%	3	4%	11	13%	58	69%	0	0%
Street drinking	5	6%	14	17%	2	2%	10	12%	53	63%	0	0%
Drug dealing	2	2%	8	10%	3	4%	7	8%	60	71%	4	5%
Drug/ alcohol/ substance abuse	3	4%	5	6%	2	2%	11	13%	62	74%	1	1%
Verbal abuse	2	2%	2	2%	4	5%	7	8%	68	81%	1	1%
Racial harassment	1	1%	4	5%	0	0%	10	12%	68	81%	1	1%
Harassment	1	1%	2	2%	0	0%	10	12%	68	81%	3	4%
Personal safety and security	0	0%	1	1%	2	2%	13	15%	67	80%	1	1%
Damage to property	1	1%	7	8%	1	1%	5	6%	70	83%	0	0%
Damage to vehicle/theft	2	2%	6	7%	2	2%	8	10%	64	76%	2	2%
Vandalism and graffiti	3	4%	8	10%	3	4%	6	7%	64	76%	0	0%
Dogs roaming, dog fouling, barking	10	12%	15	18%	3	4%	7	8%	48	57%	1	1%
House break-ins/burglary	0	0%	1	1%	3	4%	7	8%	71	85%	2	2%
Vehicle break-ins/theft	1	1%	4	5%	2	2%	8	10%	66	79%	3	4%
Road safety	3	4%	18	21%	2	2%	8	10%	53	63%	0	0%
Safety of children	2	2%	8	10%	3	4%	8	10%	61	73%	2	2%
Safety of other vulnerable groups	1	1%	6	7%	3	4%	8	10%	62	74%	4	5%
<b>Total</b>	<b>44</b>		<b>122</b>		<b>41</b>		<b>166</b>		<b>1,198</b>		<b>25</b>	

**Table 5.11 – Security and Community Safety – Private Rented**

Number of concerns (Serious problem or problem)	Respondents	%
None	36	43%
1	19	23%
2	10	12%
3	3	4%
4	2	2%
5+	14	17%
	<b>84</b>	

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

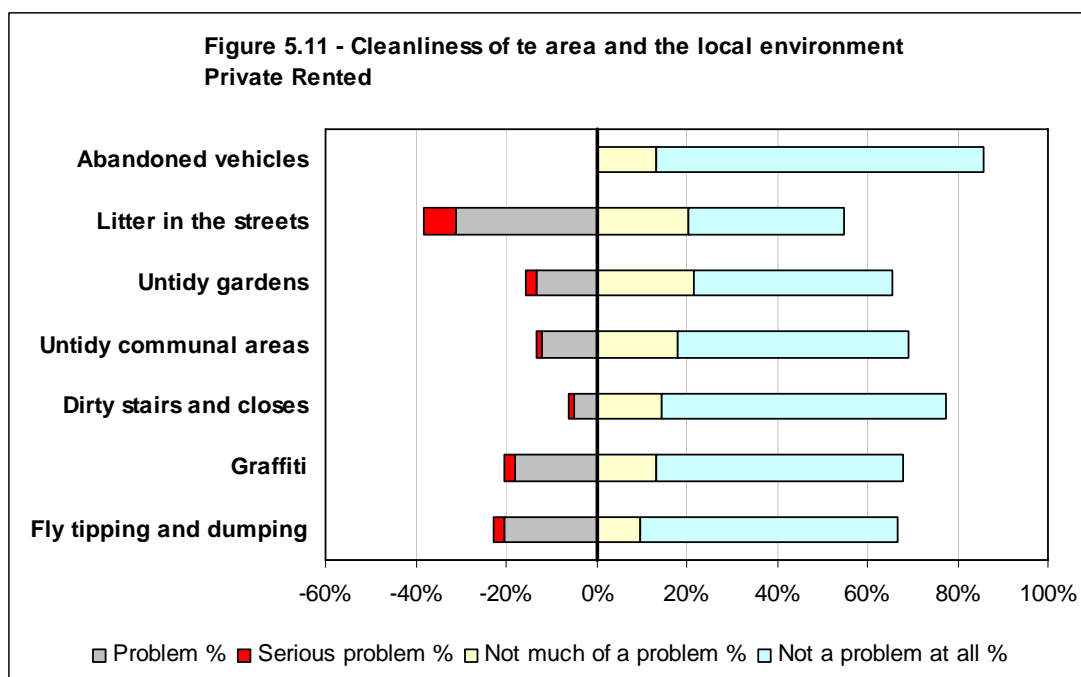


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	1	1%	81	96%	1	1%	0	0%	0	0%
Noisy neighbours / parties	0	0%	1	1%	82	98%	1	1%	0	0%	0	0%
Youth disorder	2	2%	3	4%	77	92%	2	2%	0	0%	0	0%
Street drinking	2	2%	6	7%	76	90%	0	0%	0	0%	0	0%
Drug dealing	1	1%	0	0%	83	99%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	2%	0	0%	82	98%	0	0%	0	0%	0	0%
Verbal abuse	2	2%	1	1%	81	96%	0	0%	0	0%	0	0%
Racial harassment	1	1%	2	2%	81	96%	0	0%	0	0%	0	0%
Harassment	1	1%	1	1%	82	98%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	0	0%	84	100%	0	0%	0	0%	0	0%
Damage to property	0	0%	1	1%	83	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	1	1%	5	6%	78	93%	0	0%	0	0%	0	0%
Vandalism and graffiti	0	0%	2	2%	82	98%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	8	10%	7	8%	69	82%	0	0%	0	0%	0	0%
House break-ins/burglary	1	1%	1	1%	82	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	1	1%	82	98%	0	0%	0	0%	0	0%
Road safety	5	6%	9	11%	70	83%	0	0%	0	0%	0	0%
Safety of children	1	1%	2	2%	81	96%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	1	1%	82	98%	0	0%	0	0%	0	0%
<b>Total</b>	<b>30</b>		<b>44</b>		<b>1,518</b>		<b>4</b>		<b>0</b>		<b>0</b>	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	52	62%
1	17	20%
2	7	8%
3	3	4%
4	1	1%
5+	4	5%
	<b>84</b>	

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

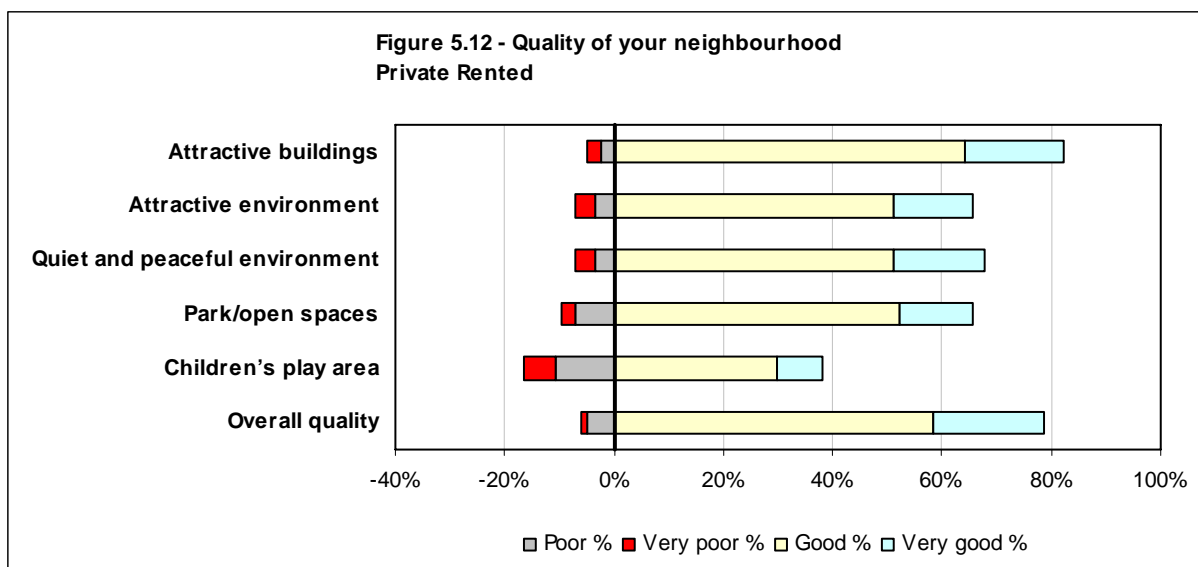


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	3	4%	11	13%	61	73%	9	11%	0	0%
Litter in the streets	6	7%	26	31%	6	7%	17	20%	29	35%	0	0%	0	0%
Untidy gardens	2	2%	11	13%	13	15%	18	21%	37	44%	2	2%	1	1%
Untidy communal areas	1	1%	10	12%	13	15%	15	18%	43	51%	1	1%	1	1%
Dirty stairs and closes	1	1%	4	5%	9	11%	12	14%	53	63%	2	2%	3	4%
Graffiti	2	2%	15	18%	9	11%	11	13%	46	55%	0	0%	1	1%
Fly tipping and dumping	2	2%	17	20%	5	6%	8	10%	48	57%	3	4%	1	1%
<b>Total</b>	<b>14</b>		<b>83</b>		<b>58</b>		<b>92</b>		<b>317</b>		<b>17</b>		<b>7</b>	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	39	46%
1	22	26%
2	11	13%
3	3	4%
4	4	5%
5+	5	6%
	<b>84</b>	

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

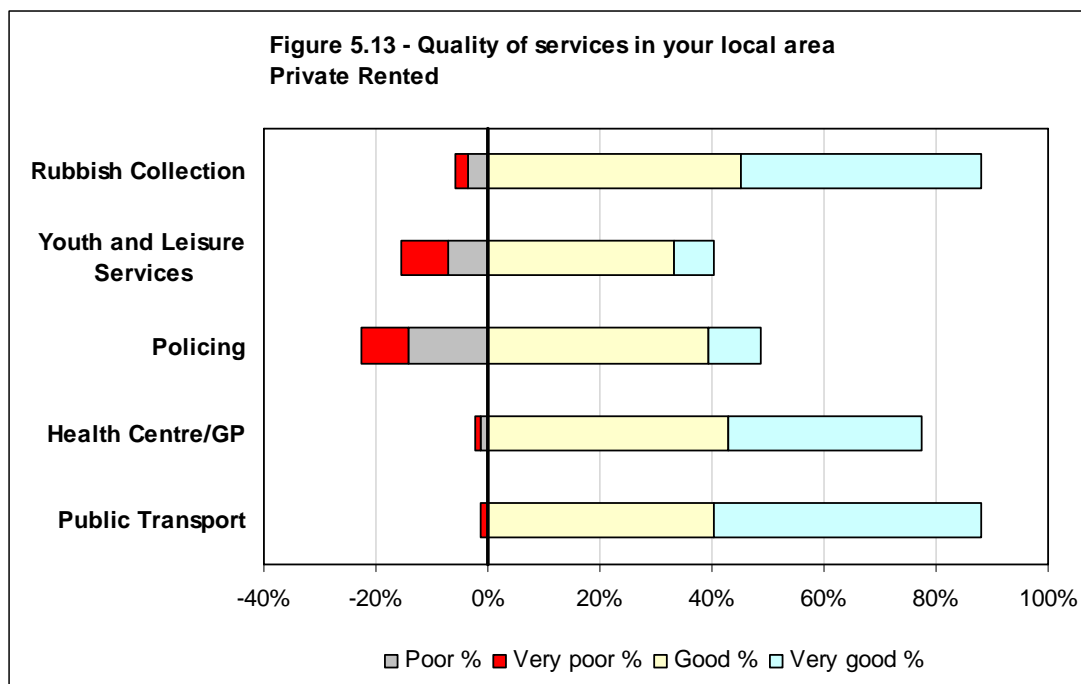


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	2%	2	2%	11	13%	54	64%	15	18%	0	0%	0	0%
Attractive environment	3	4%	3	4%	23	27%	43	51%	12	14%	0	0%	0	0%
Quiet and peaceful environment	3	4%	3	4%	21	25%	43	51%	14	17%	0	0%	0	0%
Park/open spaces	2	2%	6	7%	21	25%	44	52%	11	13%	0	0%	0	0%
Children's play area	5	6%	9	11%	25	30%	25	30%	7	8%	10	12%	3	4%
Overall quality	1	1%	4	5%	13	15%	49	58%	17	20%	0	0%	0	0%
<b>Total</b>	<b>16</b>		<b>27</b>		<b>114</b>		<b>258</b>		<b>76</b>		<b>10</b>		<b>3</b>	

**Table 5.17 – Quality of your neighbourhood – Private Rented**

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	68	81%
1	6	7%
2	2	2%
3	3	4%
4	3	4%
5+	2	2%
	<b>84</b>	

**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	2	2%	3	4%	5	6%	38	45%	36	43%	0	0%	0	0%
Youth and Leisure Services	7	8%	6	7%	8	10%	28	33%	6	7%	29	35%	0	0%
Policing	7	8%	12	14%	20	24%	33	39%	8	10%	3	4%	1	1%
Health Centre/GP	1	1%	1	1%	5	6%	36	43%	29	35%	10	12%	2	2%
Public Transport	1	1%	0	0%	2	2%	34	40%	40	48%	5	6%	2	2%
<b>Total</b>	<b>18</b>		<b>22</b>		<b>40</b>		<b>169</b>		<b>119</b>		<b>47</b>		<b>5</b>	

**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	59	70%
1	13	15%
2	9	11%
3	3	4%
4	0	0%
5+	0	0%
	<b>84</b>	

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

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

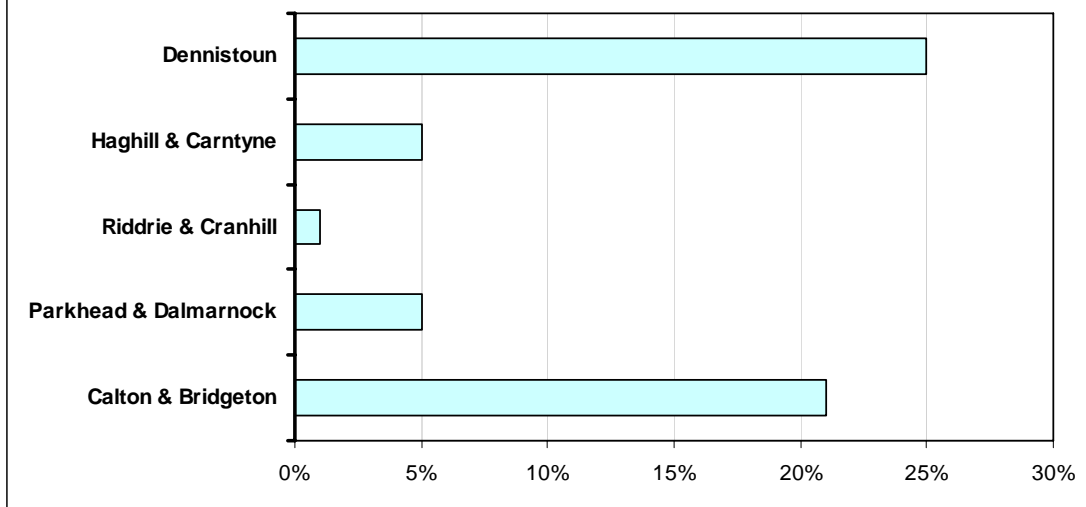
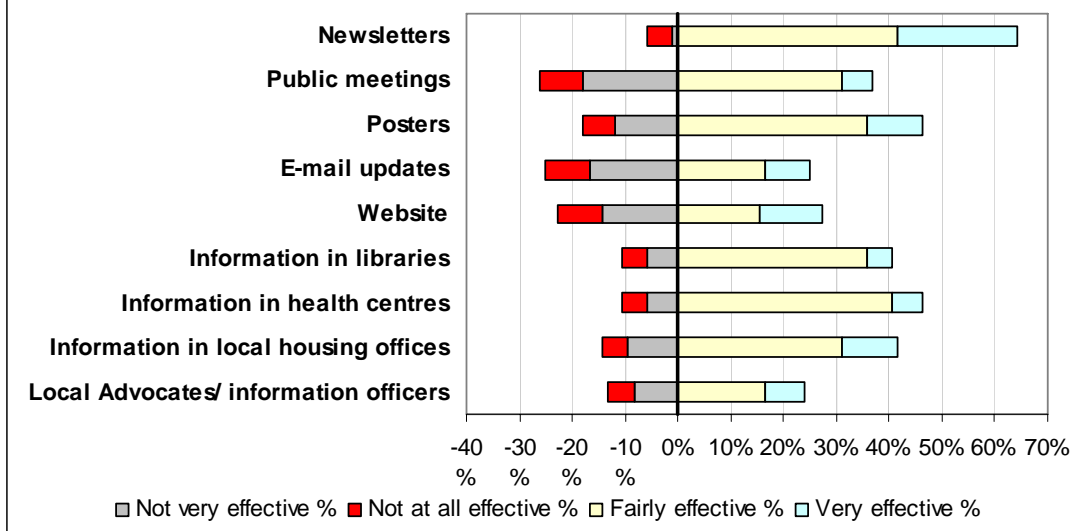
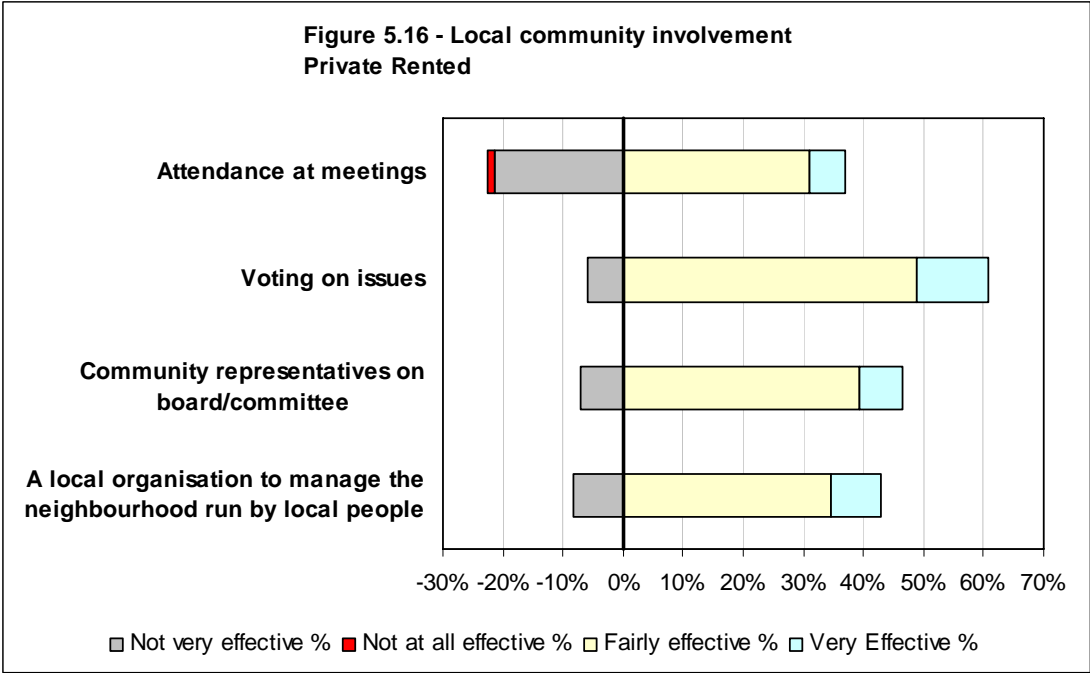


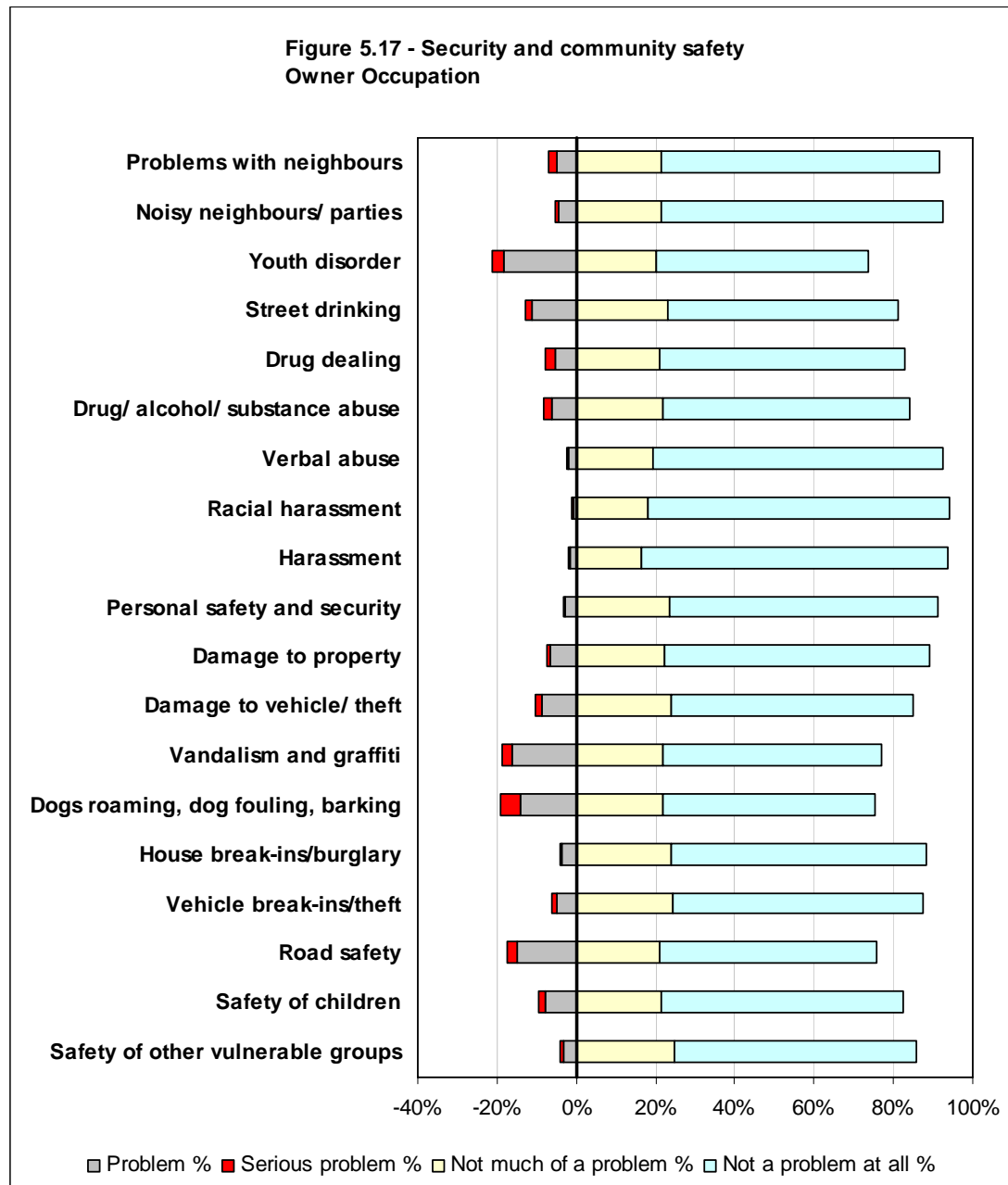
Figure 5.15 - Information about the neighbourhood and the management of the neighbourhood  
Private Rented







## Owner occupied



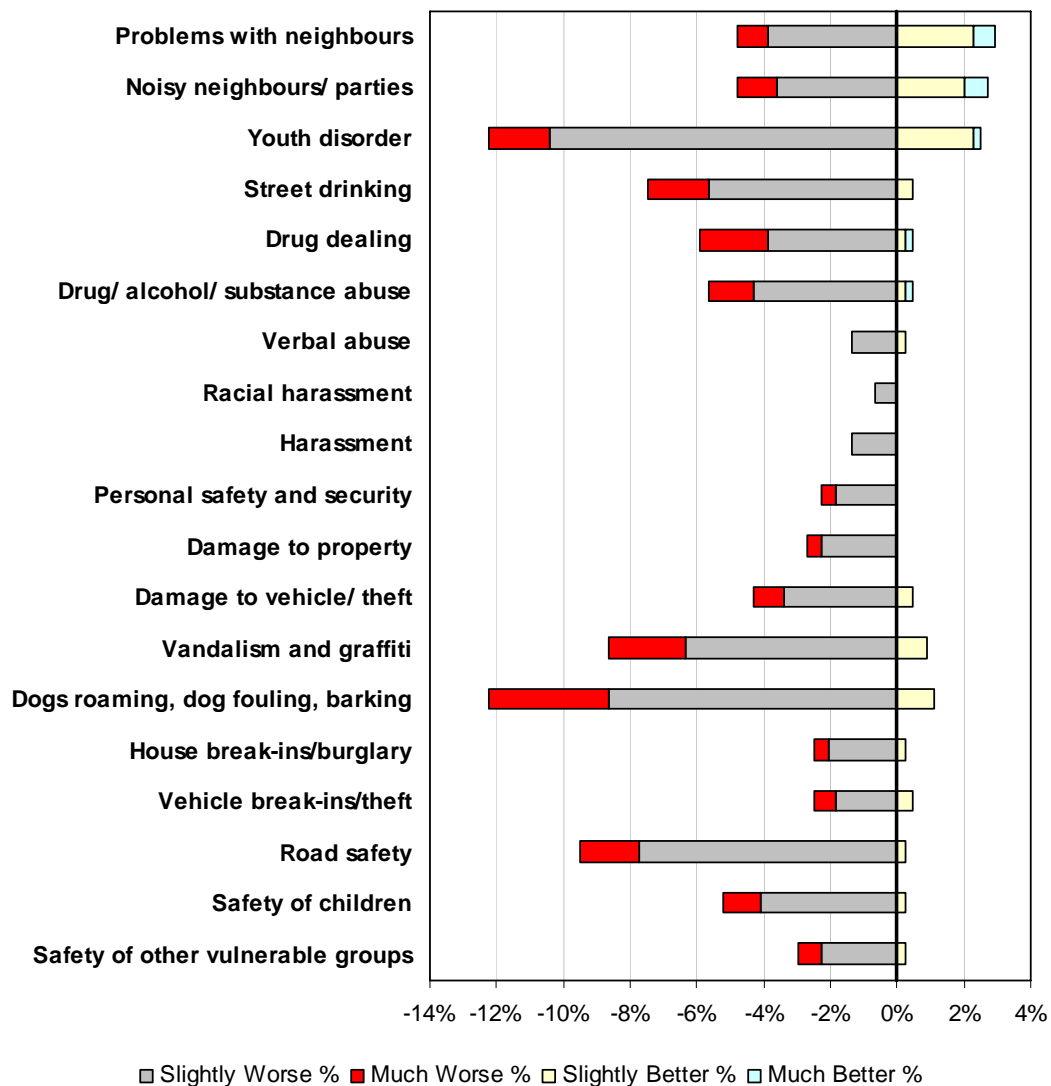
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	8	2%	22	5%	4	1%	94	21%	311	71%	2	0%
Noisy neighbours/ parties	3	1%	20	5%	6	1%	95	22%	313	71%	4	1%
Youth disorder	14	3%	80	18%	20	5%	89	20%	235	53%	3	1%
Street drinking	8	2%	49	11%	20	5%	101	23%	257	58%	6	1%
Drug dealing	11	2%	23	5%	17	4%	92	21%	274	62%	24	5%
Drug/ alcohol/ substance abuse	8	2%	28	6%	14	3%	97	22%	274	62%	20	5%
Verbal abuse	3	1%	8	2%	15	3%	85	19%	323	73%	7	2%
Racial harassment	1	0%	4	1%	11	2%	80	18%	335	76%	10	2%
Harassment	3	1%	6	1%	10	2%	73	17%	340	77%	9	2%
Personal safety and security	3	1%	12	3%	18	4%	104	24%	298	68%	6	1%
Damage to property	4	1%	29	7%	10	2%	99	22%	295	67%	4	1%
Damage to vehicle/ theft	7	2%	39	9%	13	3%	105	24%	269	61%	8	2%
Vandalism and graffiti	11	2%	71	16%	14	3%	96	22%	244	55%	5	1%
Dogs roaming, dog fouling, barking	22	5%	63	14%	19	4%	96	22%	236	54%	5	1%
House break-ins/burglary	1	0%	16	4%	17	4%	105	24%	285	65%	17	4%
Vehicle break-ins/theft	5	1%	22	5%	13	3%	107	24%	279	63%	15	3%
Road safety	12	3%	65	15%	24	5%	92	21%	243	55%	5	1%
Safety of children	6	1%	35	8%	25	6%	95	22%	268	61%	12	3%
Safety of other vulnerable groups	3	1%	14	3%	25	6%	110	25%	269	61%	20	5%
<b>Total</b>	<b>133</b>		<b>606</b>		<b>295</b>		<b>1,815</b>		<b>5,348</b>		<b>182</b>	

**Table 5.21 – Security and Community Safety – Owner Occupied**

Number of concerns (Serious problem or problem)	Respondents	%
None	221	50%
1	59	13%
2	58	13%
3	27	6%
4	26	6%
5+	50	11%
	<b>441</b>	

**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**

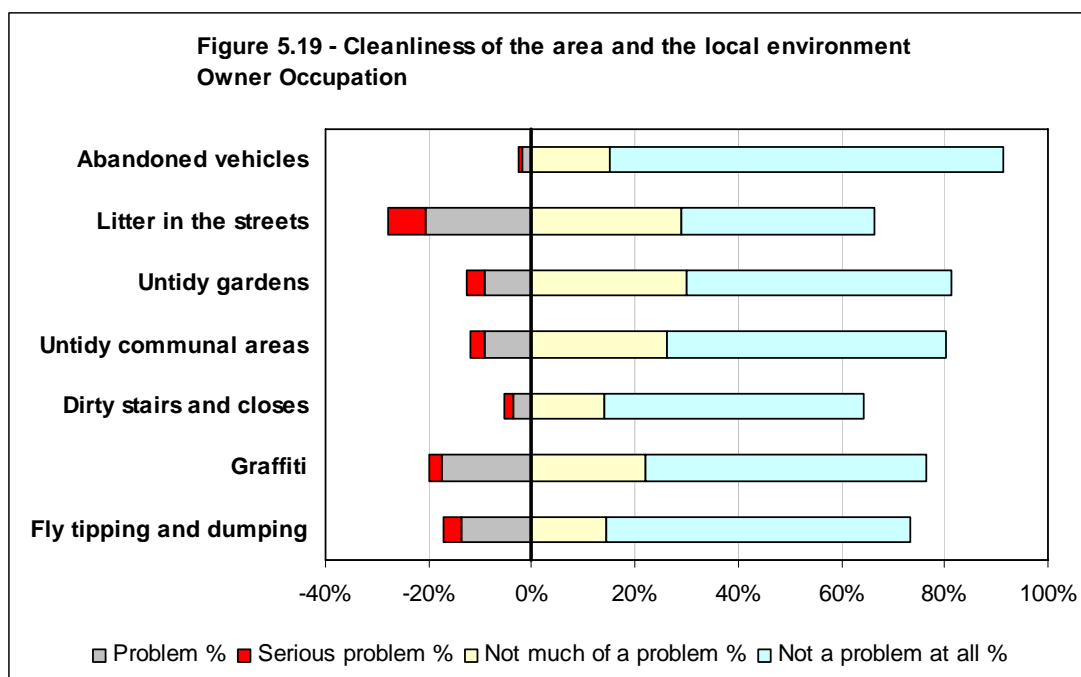


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	1%	17	4%	407	92%	10	2%	3	1%	0	0%
Noisy neighbours / parties	5	1%	16	4%	408	93%	9	2%	3	1%	0	0%
Youth disorder	8	2%	46	10%	376	85%	10	2%	1	0%	0	0%
Street drinking	8	2%	25	6%	406	92%	2	0%	0	0%	0	0%
Drug dealing	9	2%	17	4%	413	94%	1	0%	1	0%	0	0%
Drug/ alcohol/ substance abuse	6	1%	19	4%	414	94%	1	0%	1	0%	0	0%
Verbal abuse	0	0%	6	1%	434	98%	1	0%	0	0%	0	0%
Racial harassment	0	0%	3	1%	438	99%	0	0%	0	0%	0	0%
Harassment	0	0%	6	1%	435	99%	0	0%	0	0%	0	0%
Personal safety and security	2	0%	8	2%	431	98%	0	0%	0	0%	0	0%
Damage to property	2	0%	10	2%	429	97%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	4	1%	15	3%	420	95%	2	0%	0	0%	0	0%
Vandalism and graffiti	10	2%	28	6%	399	90%	4	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	16	4%	38	9%	382	87%	5	1%	0	0%	0	0%
House break-ins/burglary	2	0%	9	2%	429	97%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	8	2%	428	97%	2	0%	0	0%	0	0%
Road safety	8	2%	34	8%	398	90%	1	0%	0	0%	0	0%
Safety of children	5	1%	18	4%	417	95%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	3	1%	10	2%	427	97%	1	0%	0	0%	0	0%
<b>Total</b>	<b>95</b>		<b>333</b>		<b>7,891</b>		<b>51</b>		<b>9</b>		<b>0</b>	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	292	66%
1	50	11%
2	38	9%
3	24	5%
4	18	4%
5+	19	4%
	<b>441</b>	

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

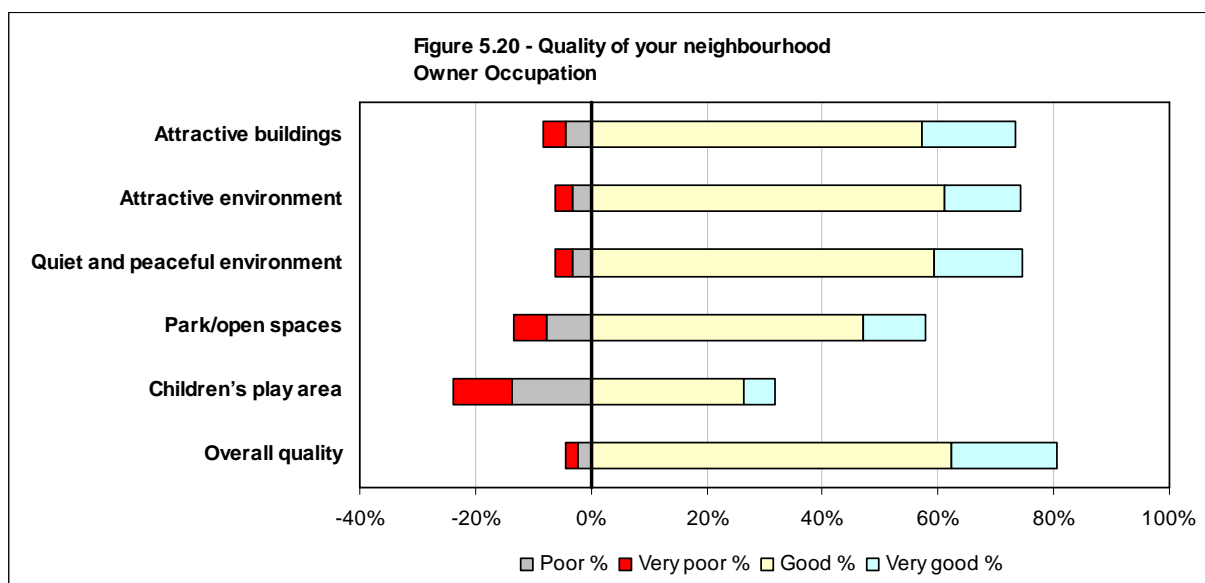


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	3	1%	8	2%	13	3%	67	15%	336	76%	14	3%	0	0%
Litter in the streets	32	7%	91	21%	25	6%	127	29%	165	37%	1	0%	0	0%
Untidy gardens	15	3%	41	9%	25	6%	133	30%	226	51%	1	0%	0	0%
Untidy communal areas	13	3%	40	9%	18	4%	115	26%	239	54%	6	1%	10	2%
Dirty stairs and closes	8	2%	16	4%	21	5%	62	14%	221	50%	19	4%	94	21%
Graffiti	11	2%	77	17%	14	3%	97	22%	240	54%	2	0%	0	0%
Fly tipping and dumping	15	3%	61	14%	24	5%	63	14%	261	59%	16	4%	1	0%
<b>Total</b>	<b>97</b>		<b>334</b>		<b>140</b>		<b>664</b>		<b>1,688</b>		<b>59</b>		<b>105</b>	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	264	60%
1	71	16%
2	42	10%
3	24	5%
4	14	3%
5+	26	6%
	<b>441</b>	

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

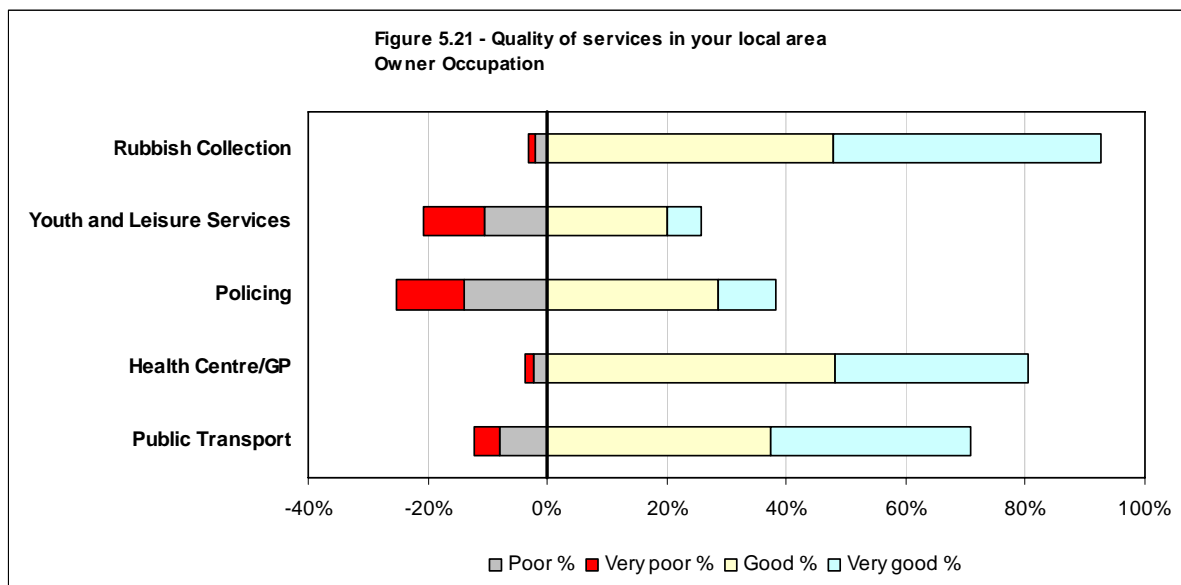


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	18	4%	19	4%	75	17%	252	57%	72	16%	4	1%	1	0%
Attractive environment	13	3%	14	3%	82	19%	270	61%	57	13%	4	1%	1	0%
Quiet and peaceful environment	13	3%	14	3%	82	19%	261	59%	68	15%	3	1%	0	0%
Park/open spaces	25	6%	34	8%	111	25%	208	47%	47	11%	12	3%	4	1%
Children's play area	45	10%	60	14%	121	27%	117	27%	23	5%	47	11%	28	6%
Overall quality	10	2%	10	2%	63	14%	275	62%	80	18%	3	1%	0	0%
<b>Total</b>	<b>124</b>		<b>151</b>		<b>534</b>		<b>1,383</b>		<b>347</b>		<b>73</b>		<b>34</b>	

**Table 5.27 – Quality of your neighbourhood – Owner Occupied**

Number of concerns (Very poor or poor)	Respondents	%
None	312	71%
1	67	15%
2	35	8%
3	4	1%
4	3	1%
5+	20	5%
	<b>441</b>	

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



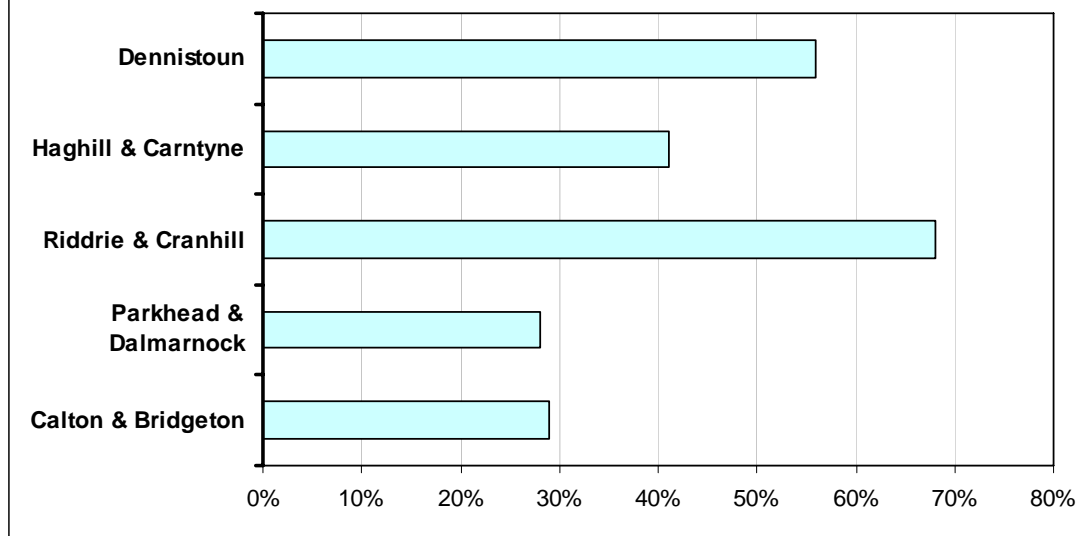
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	1%	9	2%	16	4%	211	48%	197	45%	3	1%	0	0%
Youth and Leisure Services	44	10%	47	11%	87	20%	89	20%	24	5%	131	30%	19	4%
Policing	50	11%	62	14%	127	29%	126	29%	42	10%	34	8%	0	0%
Health Centre/GP	6	1%	10	2%	47	11%	212	48%	143	32%	22	5%	1	0%
Public Transport	19	4%	35	8%	30	7%	165	37%	147	33%	27	6%	18	4%
<b>Total</b>	<b>124</b>		<b>163</b>		<b>307</b>		<b>803</b>		<b>553</b>		<b>217</b>		<b>38</b>	

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

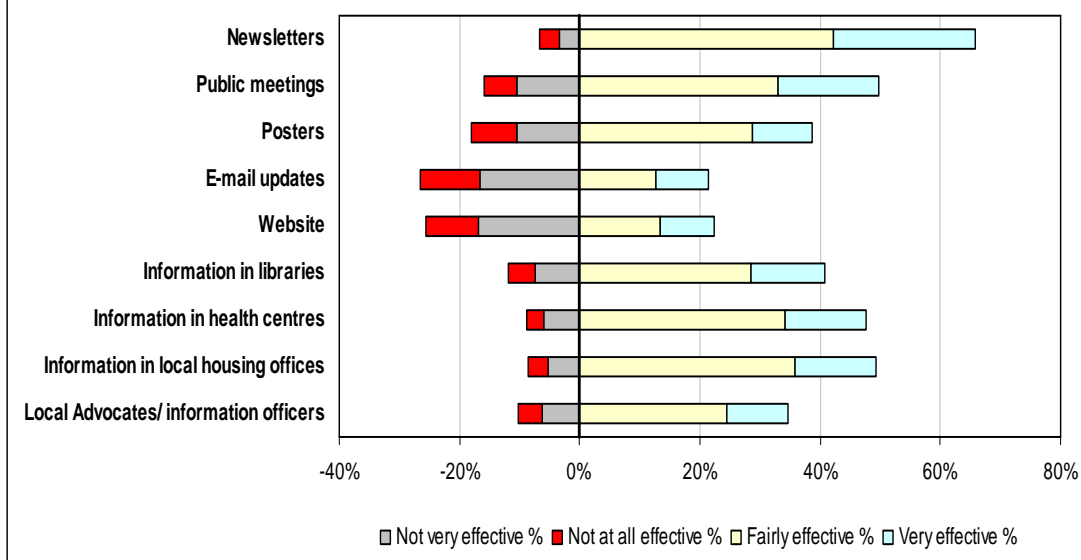
Number of concerns (Very poor or poor)	Respondents	%
None	255	58%
1	111	25%
2	58	13%
3	9	2%
4	7	2%
5+	1	0%
	<b>441</b>	

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

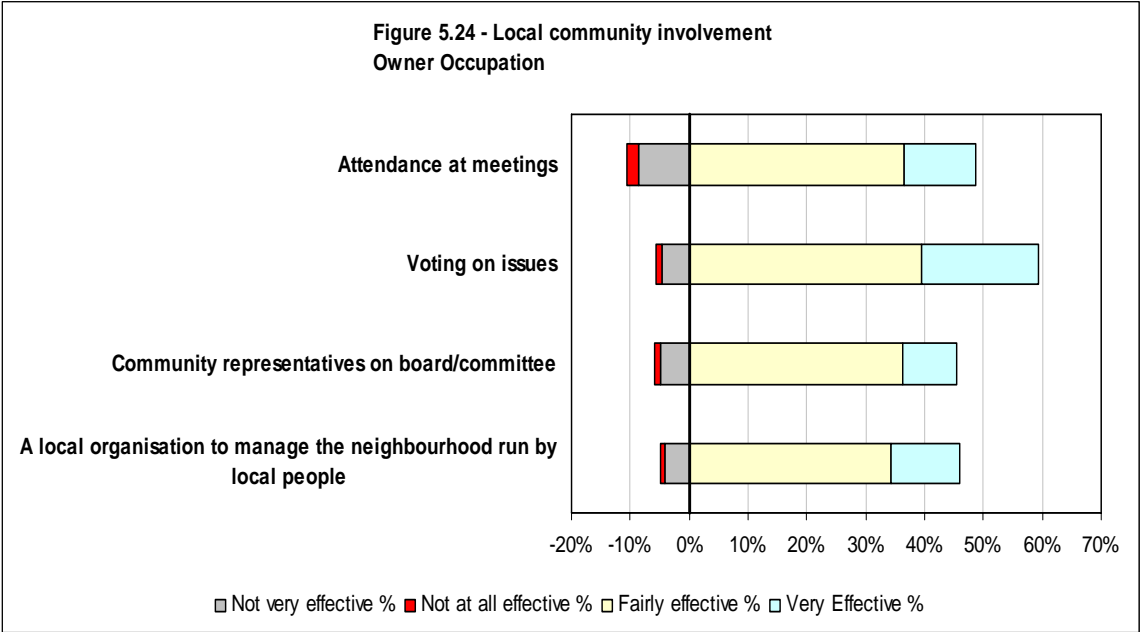
**Figure 5.22 - Percentage of residents in owner occupied housing by neighbourhood**



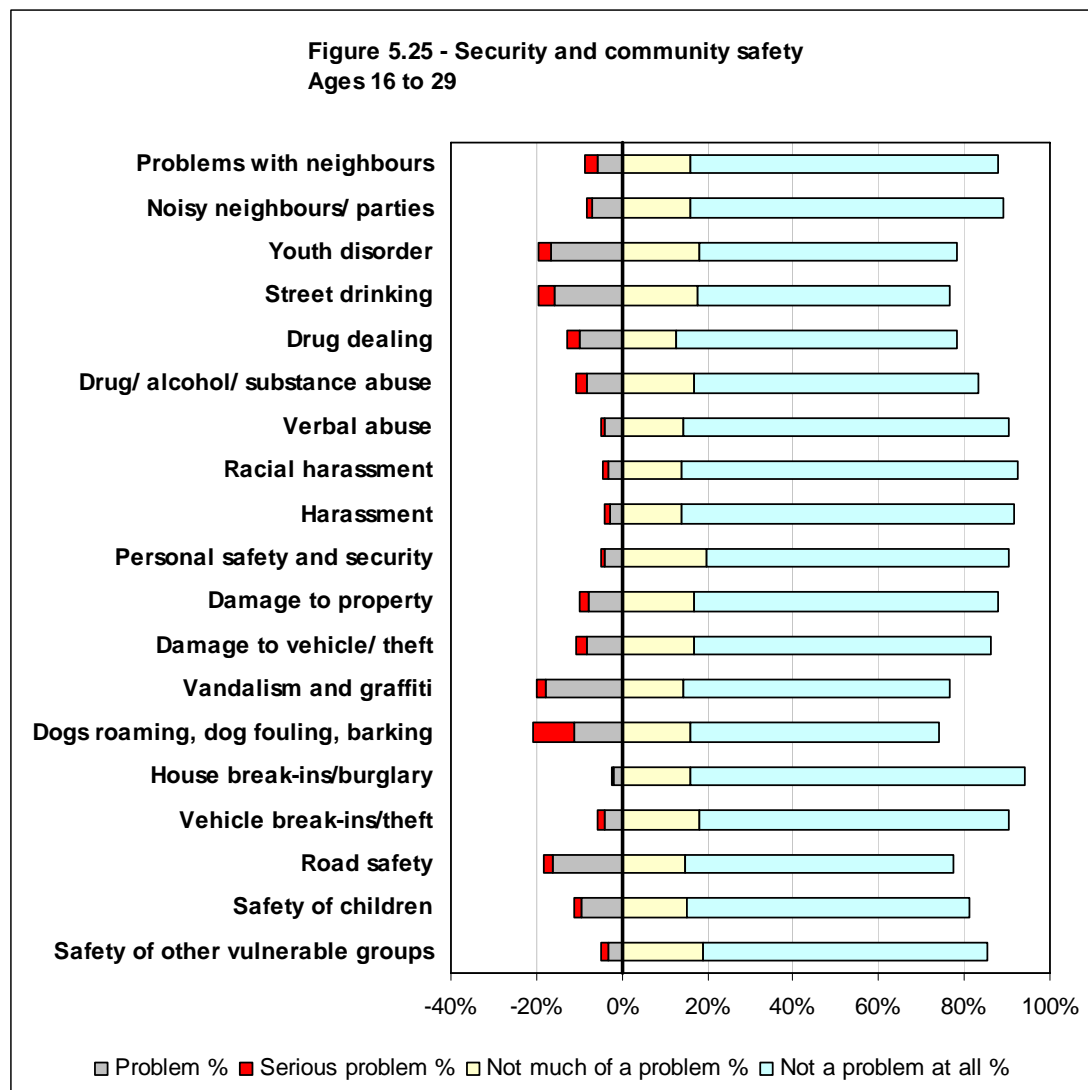
**Figure 5.23 - Information about the neighbourhood and management of the neighbourhood  
Owner occupation**







## Age – 16 to 29 years



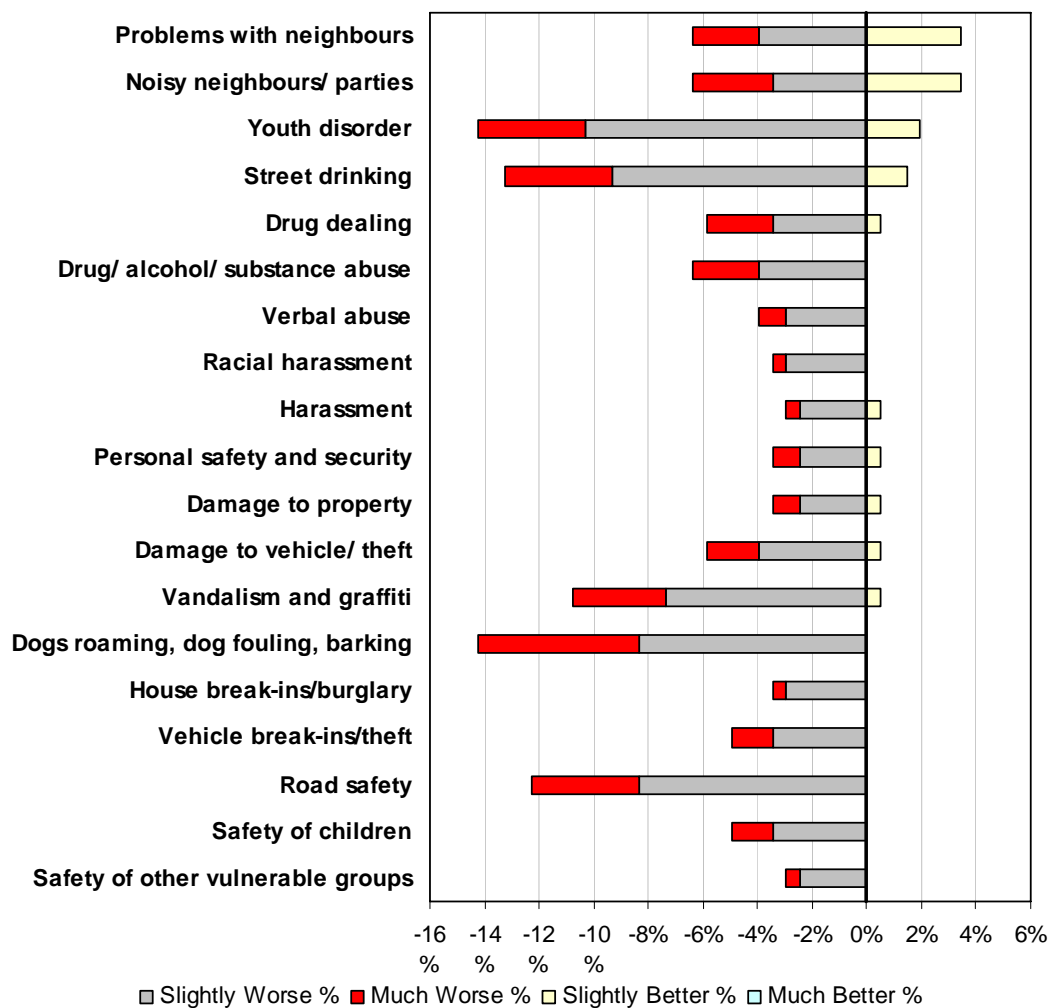
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	6	3%	12	6%	7	3%	33	16%	146	72%	0	0%
Noisy neighbours/ parties	3	1%	14	7%	5	2%	33	16%	149	73%	0	0%
Youth disorder	6	3%	34	17%	4	2%	37	18%	123	60%	0	0%
Street drinking	8	4%	32	16%	8	4%	36	18%	120	59%	0	0%
Drug dealing	6	3%	20	10%	11	5%	26	13%	134	66%	7	3%
Drug/ alcohol/ substance abuse	5	2%	17	8%	10	5%	34	17%	136	67%	2	1%
Verbal abuse	2	1%	8	4%	8	4%	29	14%	155	76%	2	1%
Racial harassment	2	1%	7	3%	4	2%	28	14%	161	79%	2	1%
Harassment	2	1%	6	3%	4	2%	28	14%	159	78%	5	2%
Personal safety and security	2	1%	8	4%	7	3%	40	20%	144	71%	3	1%
Damage to property	4	2%	16	8%	4	2%	34	17%	145	71%	1	0%
Damage to vehicle/ theft	5	2%	17	8%	4	2%	34	17%	142	70%	2	1%
Vandalism and graffiti	5	2%	36	18%	6	3%	29	14%	127	62%	1	0%
Dogs roaming, dog fouling, barking	19	9%	23	11%	9	4%	33	16%	118	58%	2	1%
House break-ins/burglary	1	0%	4	2%	5	2%	33	16%	159	78%	2	1%
Vehicle break-ins/theft	4	2%	8	4%	6	3%	37	18%	147	72%	2	1%
Road safety	4	2%	33	16%	9	4%	30	15%	128	63%	0	0%
Safety of children	4	2%	19	9%	9	4%	31	15%	135	66%	6	3%
Safety of other vulnerable groups	3	1%	7	3%	10	5%	39	19%	135	66%	10	5%
<b>Total</b>	<b>91</b>		<b>321</b>		<b>130</b>		<b>624</b>		<b>2,663</b>		<b>47</b>	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	96	47%
1	37	18%
2	20	10%
3	8	4%
4	12	6%
5+	31	15%
	<b>204</b>	

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

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

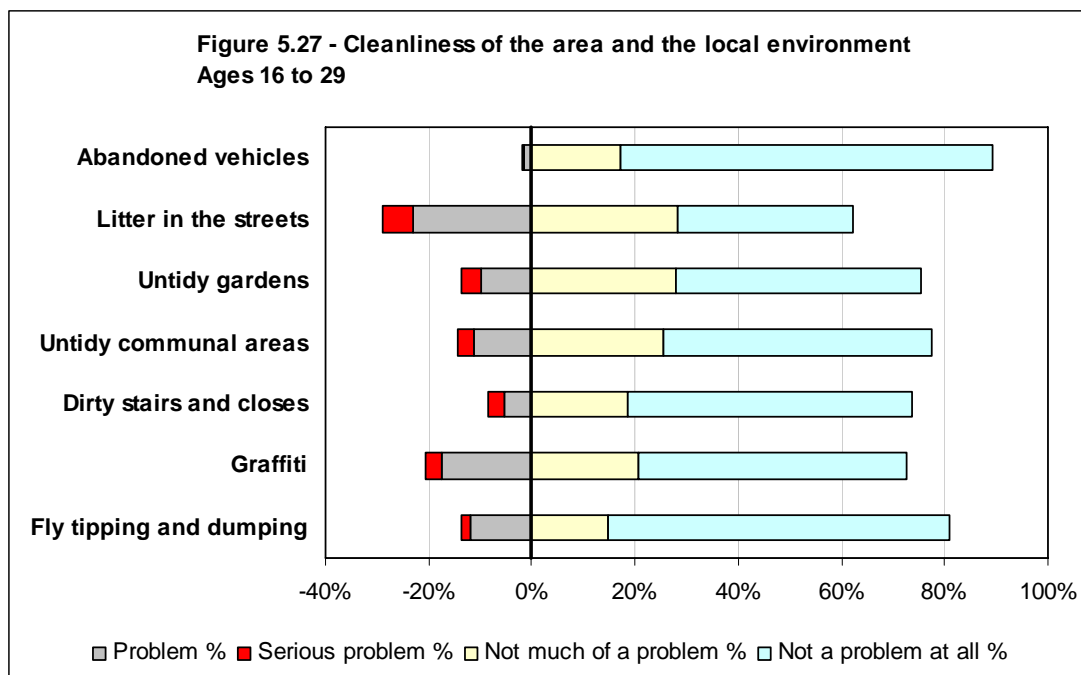


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	2%	8	4%	184	90%	7	3%	0	0%	0	0%
Noisy neighbours/ parties	6	3%	7	3%	184	90%	7	3%	0	0%	0	0%
Youth disorder	8	4%	21	10%	171	84%	4	2%	0	0%	0	0%
Street drinking	8	4%	19	9%	174	85%	3	1%	0	0%	0	0%
Drug dealing	5	2%	7	3%	191	94%	1	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	5	2%	8	4%	191	94%	0	0%	0	0%	0	0%
Verbal abuse	2	1%	6	3%	196	96%	0	0%	0	0%	0	0%
Racial harassment	1	0%	6	3%	197	97%	0	0%	0	0%	0	0%
Harassment	1	0%	5	2%	197	97%	1	0%	0	0%	0	0%
Personal safety and security	2	1%	5	2%	196	96%	1	0%	0	0%	0	0%
Damage to property	2	1%	5	2%	196	96%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	4	2%	8	4%	191	94%	1	0%	0	0%	0	0%
Vandalism and graffiti	7	3%	15	7%	181	89%	1	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	12	6%	17	8%	175	86%	0	0%	0	0%	0	0%
House break-ins/burglary	1	0%	6	3%	197	97%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	7	3%	194	95%	0	0%	0	0%	0	0%
Road safety	8	4%	17	8%	179	88%	0	0%	0	0%	0	0%
Safety of children	3	1%	7	3%	194	95%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	5	2%	198	97%	0	0%	0	0%	0	0%
<b>Total</b>	<b>84</b>		<b>179</b>		<b>3,586</b>		<b>27</b>		<b>0</b>		<b>0</b>	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	122	60%
1	36	18%
2	14	7%
3	9	4%
4	7	3%
5+	16	8%
	<b>204</b>	

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

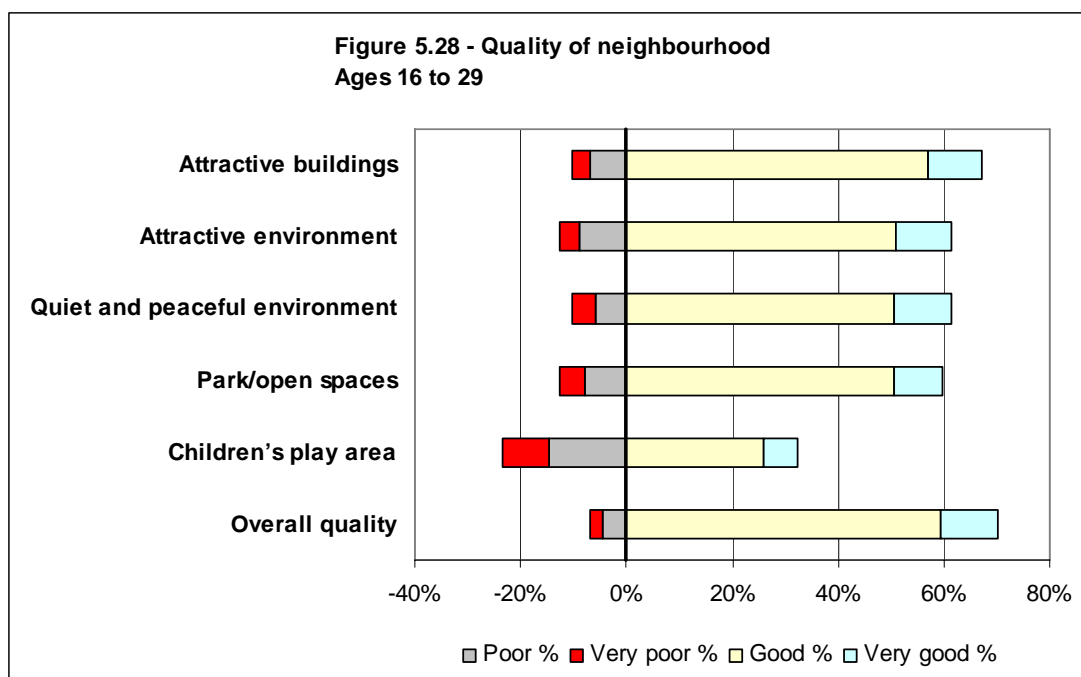


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	3	1%	10	5%	35	17%	147	72%	8	4%	0	0%
Litter in the streets	12	6%	47	23%	18	9%	58	28%	69	34%	0	0%	0	0%
Untidy gardens	8	4%	20	10%	20	10%	57	28%	97	48%	1	0%	1	0%
Untidy communal areas	6	3%	23	11%	17	8%	52	25%	106	52%	0	0%	0	0%
Dirty stairs and closes	6	3%	11	5%	20	10%	38	19%	112	55%	2	1%	15	7%
Graffiti	6	3%	36	18%	14	7%	42	21%	106	52%	0	0%	0	0%
Fly tipping and dumping	4	2%	24	12%	8	4%	30	15%	135	66%	3	1%	0	0%
<b>Total</b>	<b>43</b>		<b>164</b>		<b>107</b>		<b>312</b>		<b>772</b>		<b>14</b>		<b>16</b>	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	125	61%
1	38	19%
2	10	5%
3	7	3%
4	6	3%
5+	18	9%
	<b>204</b>	

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

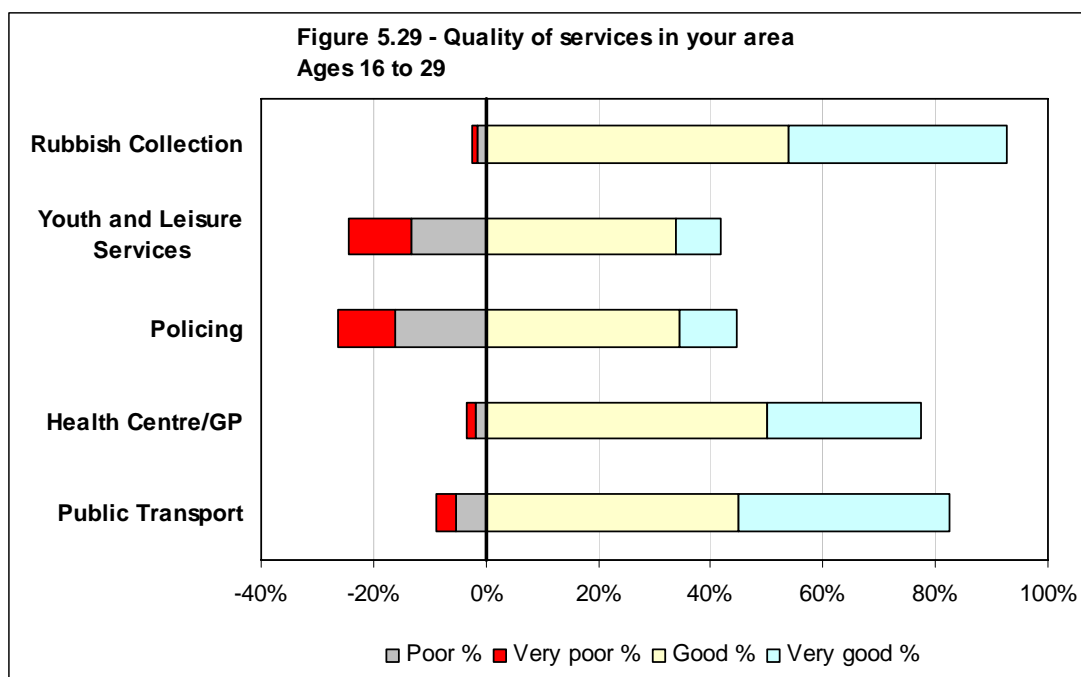


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	7	3%	14	7%	46	23%	116	57%	21	10%	0	0%	0	0%
Attractive environment	8	4%	18	9%	53	26%	104	51%	21	10%	0	0%	0	0%
Quiet and peaceful environment	9	4%	12	6%	58	28%	103	50%	22	11%	0	0%	0	0%
Park/open spaces	10	5%	16	8%	56	27%	103	50%	19	9%	0	0%	0	0%
Children's play area	18	9%	30	15%	64	31%	53	26%	13	6%	18	9%	8	4%
Overall quality	5	2%	9	4%	47	23%	121	59%	22	11%	0	0%	0	0%
<b>Total</b>	<b>57</b>		<b>99</b>		<b>324</b>		<b>600</b>		<b>118</b>		<b>18</b>		<b>8</b>	

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

Number of concerns (Very poor or poor)	Respondents	%
None	138	68%
1	30	15%
2	11	5%
3	11	5%
4	5	2%
5+	9	4%
	<b>204</b>	

**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	2	1%	3	1%	10	5%	110	54%	79	39%	0	0%	0	0%
Youth and Leisure Services	23	11%	27	13%	32	16%	69	34%	16	8%	36	18%	1	0%
Policing	21	10%	33	16%	56	27%	70	34%	21	10%	3	1%	0	0%
Health Centre/GP	3	1%	4	2%	26	13%	102	50%	56	27%	12	6%	1	0%
Public Transport	7	3%	11	5%	7	3%	92	45%	76	37%	11	5%	0	0%
<b>Total</b>	<b>56</b>		<b>78</b>		<b>131</b>		<b>443</b>		<b>248</b>		<b>62</b>		<b>2</b>	

**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	115	56%
1	51	25%
2	31	15%
3	7	3%
4	0	0%
5+	0	0%
<b>Total</b>	<b>204</b>	

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



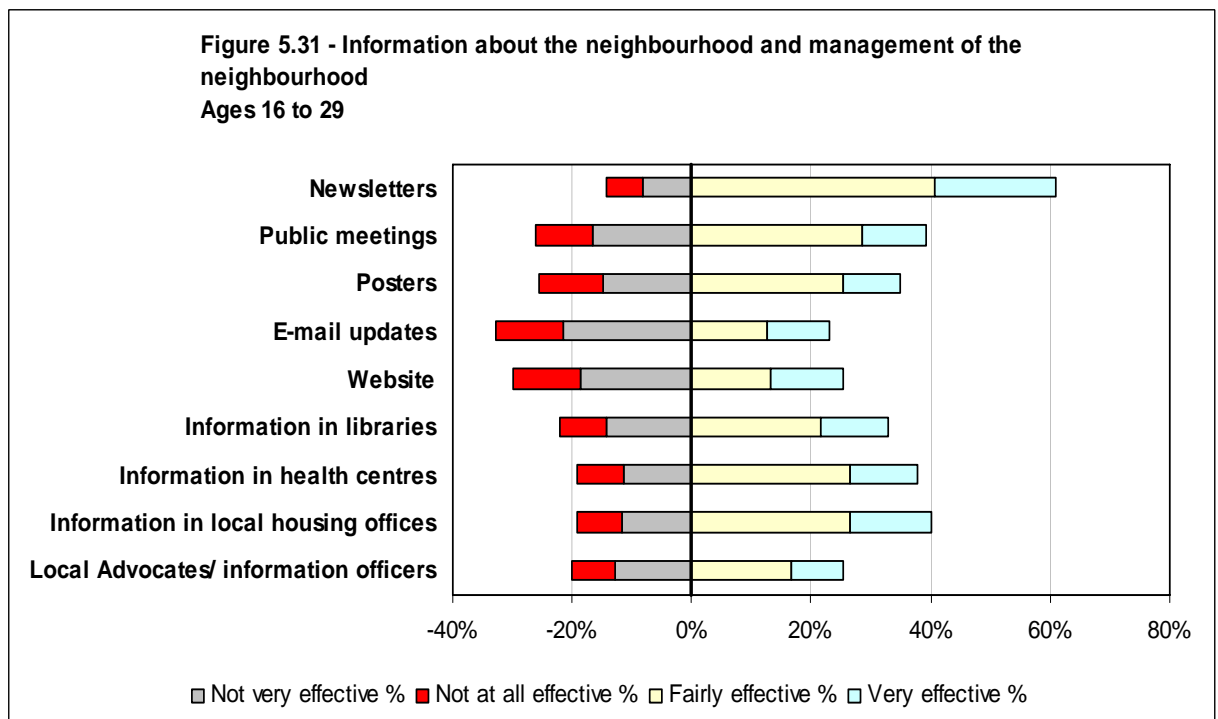
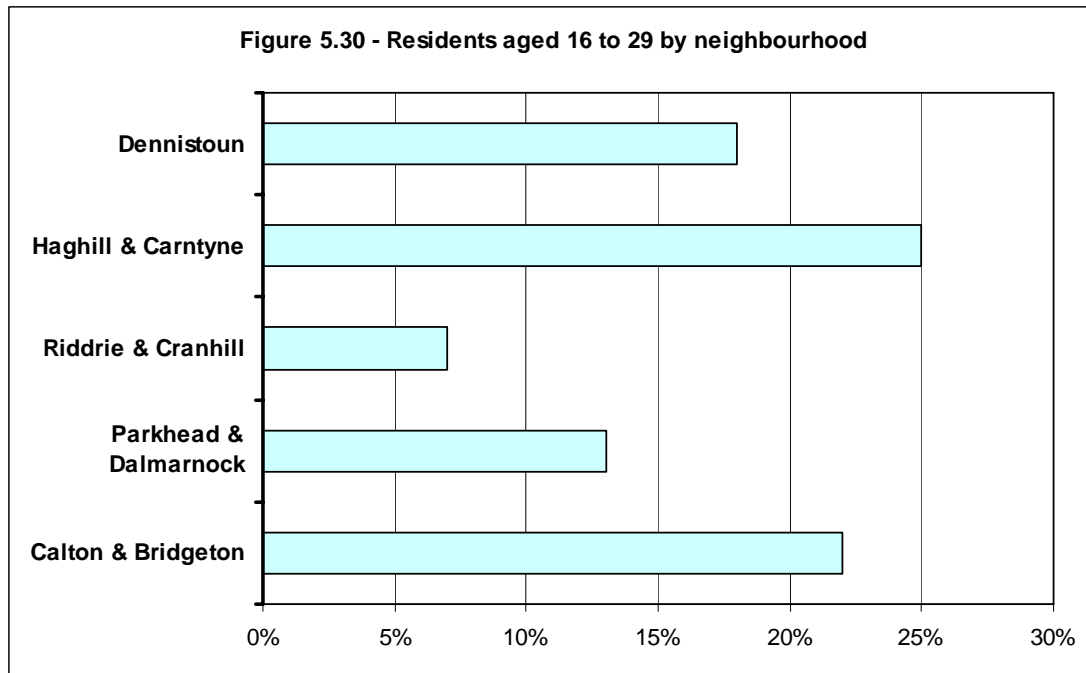
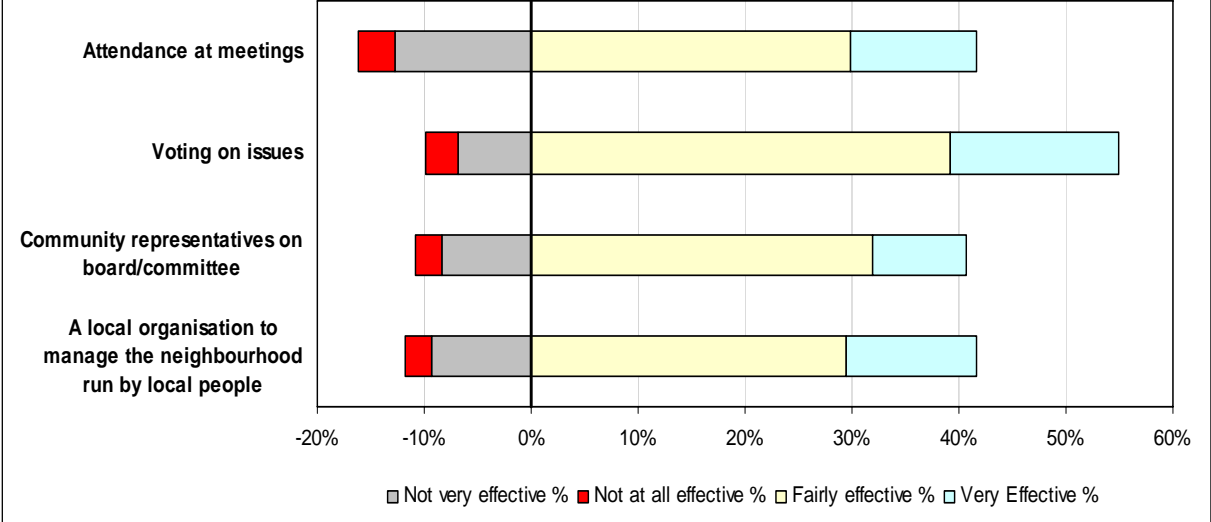
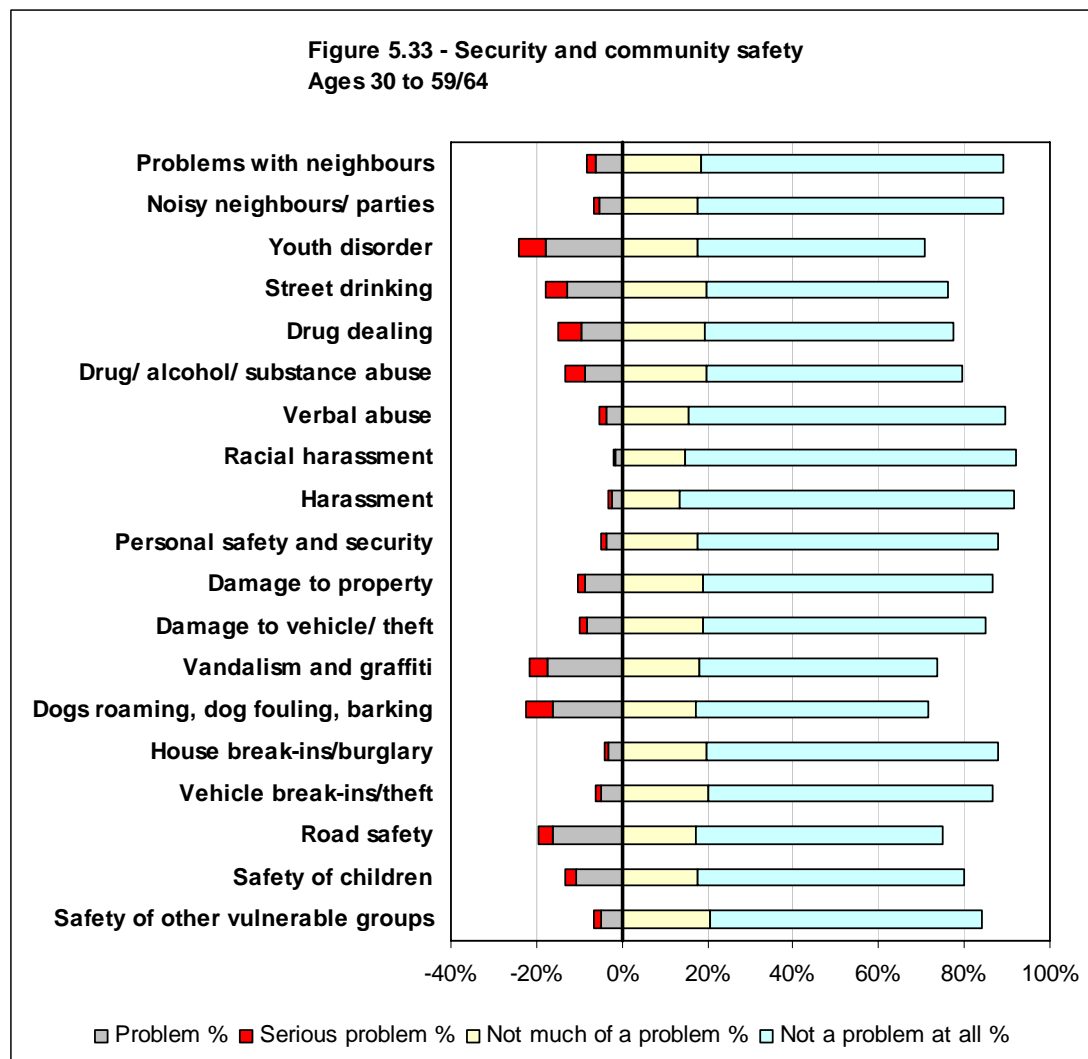


Figure 5.32 - Information about the neighbourhood and management of the neighbourhood  
Ages 16 to 29



**Age – 30 to 59/64 years**



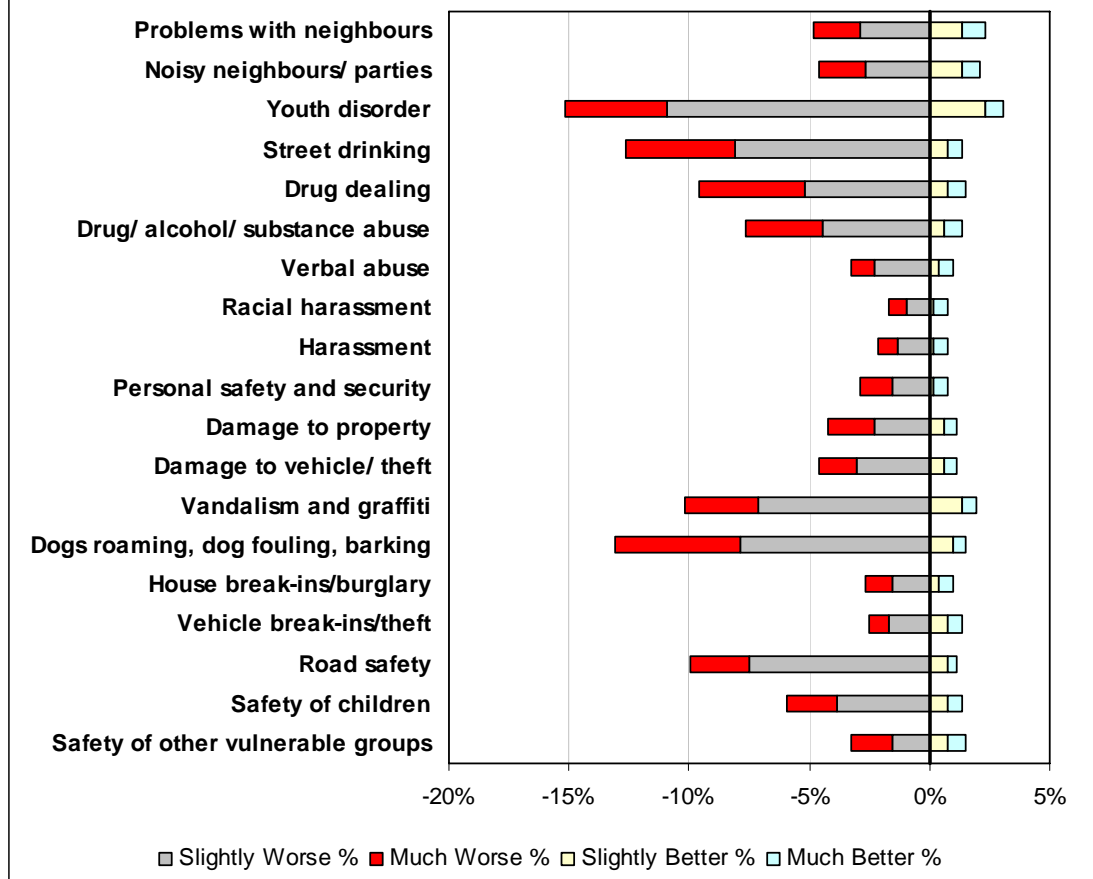
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	10	2%	32	6%	10	2%	96	18%	369	71%	4	1%
Noisy neighbours / parties	8	2%	27	5%	14	3%	91	17%	373	72%	8	2%
Youth disorder	31	6%	94	18%	22	4%	93	18%	275	53%	6	1%
Street drinking	27	5%	67	13%	23	4%	102	20%	294	56%	8	2%
Drug dealing	29	6%	49	9%	16	3%	101	19%	303	58%	23	4%
Drug/ alcohol/ substance abuse	23	4%	46	9%	21	4%	104	20%	311	60%	16	3%
Verbal abuse	9	2%	18	3%	22	4%	81	16%	385	74%	6	1%
Racial harassment	2	0%	8	2%	15	3%	76	15%	404	78%	16	3%
Harassment	4	1%	13	2%	16	3%	70	13%	408	78%	10	2%
Personal safety and security	6	1%	20	4%	29	6%	91	17%	367	70%	8	2%
Damage to property	8	2%	45	9%	10	2%	98	19%	354	68%	6	1%
Damage to vehicle/ theft	9	2%	43	8%	16	3%	98	19%	345	66%	10	2%
Vandalism and graffiti	22	4%	91	17%	19	4%	95	18%	288	55%	6	1%
Dogs roaming, dog fouling, barking	34	7%	84	16%	25	5%	90	17%	283	54%	5	1%
House break-ins/burglary	5	1%	17	3%	22	4%	103	20%	355	68%	19	4%
Vehicle break-ins/theft	7	1%	26	5%	19	4%	105	20%	346	66%	18	3%
Road safety	17	3%	85	16%	23	4%	90	17%	300	58%	6	1%
Safety of children	12	2%	56	11%	25	5%	93	18%	324	62%	11	2%
Safety of other vulnerable groups	9	2%	26	5%	28	5%	108	21%	331	64%	19	4%
<b>Total</b>	<b>272</b>		<b>847</b>		<b>375</b>		<b>1,785</b>		<b>6,415</b>		<b>205</b>	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	246	47%
1	67	13%
2	63	12%
3	29	6%
4	29	6%
5+	87	17%
	<b>521</b>	

**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**

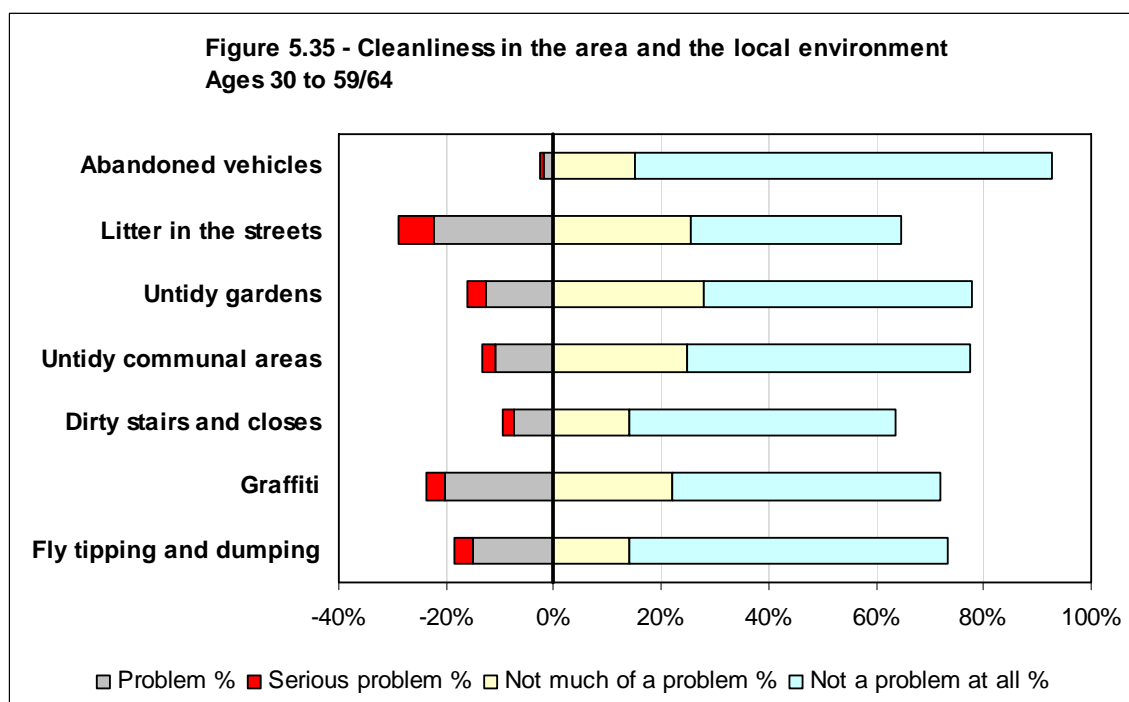


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	2%	15	3%	484	93%	7	1%	5	1%	0	0%
Noisy neighbours / parties	10	2%	14	3%	486	93%	7	1%	4	1%	0	0%
Youth disorder	22	4%	57	11%	426	82%	12	2%	4	1%	0	0%
Street drinking	24	5%	42	8%	448	86%	4	1%	3	1%	0	0%
Drug dealing	23	4%	27	5%	463	89%	4	1%	4	1%	0	0%
Drug/ alcohol/ substance abuse	17	3%	23	4%	474	91%	3	1%	4	1%	0	0%
Verbal abuse	5	1%	12	2%	499	96%	2	0%	3	1%	0	0%
Racial harassment	4	1%	5	1%	508	98%	1	0%	3	1%	0	0%
Harassment	4	1%	7	1%	506	97%	1	0%	3	1%	0	0%
Personal safety and security	7	1%	8	2%	502	96%	1	0%	3	1%	0	0%
Damage to property	10	2%	12	2%	493	95%	3	1%	3	1%	0	0%
Damage to vehicle/ theft	8	2%	16	3%	491	94%	3	1%	3	1%	0	0%
Vandalism and graffiti	16	3%	37	7%	458	88%	7	1%	3	1%	0	0%
Dogs roaming, dog fouling, barking	27	5%	41	8%	445	85%	5	1%	3	1%	0	0%
House break-ins/burglary	6	1%	8	2%	502	96%	2	0%	3	1%	0	0%
Vehicle break-ins/theft	4	1%	9	2%	501	96%	4	1%	3	1%	0	0%
Road safety	13	2%	39	7%	463	89%	4	1%	2	0%	0	0%
Safety of children	11	2%	20	4%	483	93%	4	1%	3	1%	0	0%
Safety of other vulnerable groups	9	2%	8	2%	496	95%	4	1%	4	1%	0	0%
<b>Total</b>	<b>230</b>		<b>400</b>		<b>9,128</b>		<b>78</b>		<b>63</b>		<b>0</b>	

**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	341	65%
1	52	10%
2	47	9%
3	28	5%
4	20	4%
5+	33	6%
	<b>521</b>	

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

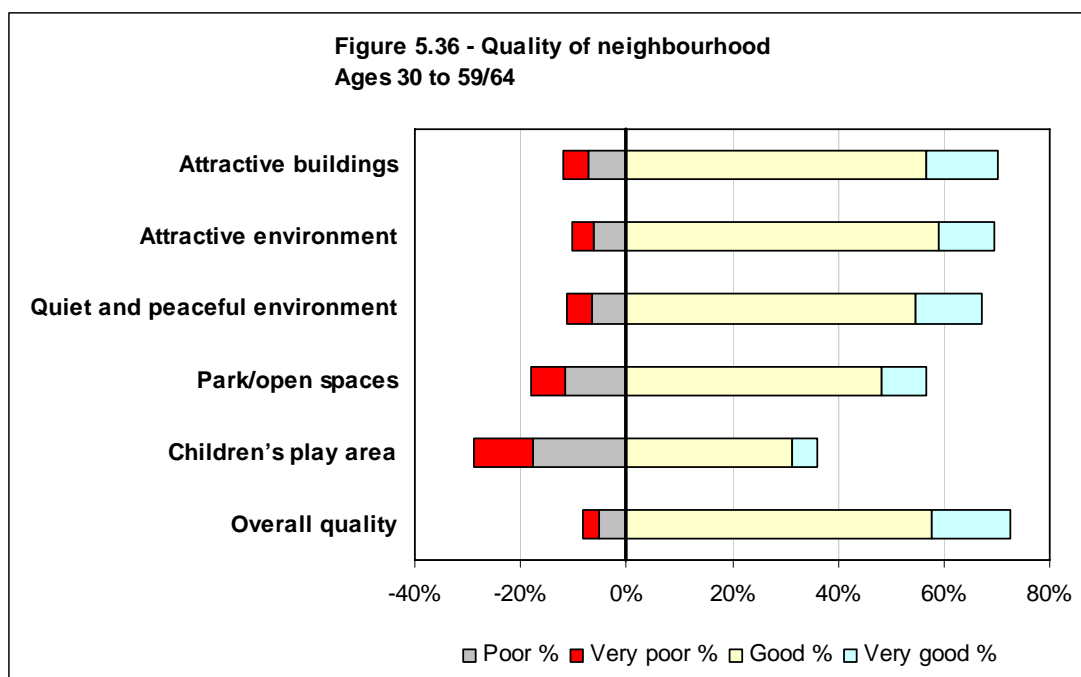


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	1%	9	2%	14	3%	79	15%	404	78%	11	2%	0	0%
Litter in the streets	33	6%	117	22%	32	6%	132	25%	204	39%	3	1%	0	0%
Untidy gardens	18	3%	65	12%	29	6%	145	28%	260	50%	4	1%	0	0%
Untidy communal areas	13	2%	57	11%	31	6%	129	25%	275	53%	5	1%	11	2%
Dirty stairs and closes	10	2%	39	7%	22	4%	74	14%	257	49%	21	4%	98	19%
Graffiti	17	3%	106	20%	20	4%	114	22%	261	50%	3	1%	0	0%
Fly tipping and dumping	18	3%	79	15%	21	4%	74	14%	308	59%	19	4%	2	0%
<b>Total</b>	<b>113</b>		<b>472</b>		<b>169</b>		<b>747</b>		<b>1,969</b>		<b>66</b>		<b>111</b>	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	308	59%
1	75	14%
2	49	9%
3	26	5%
4	19	4%
5+	44	8%
	<b>521</b>	

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



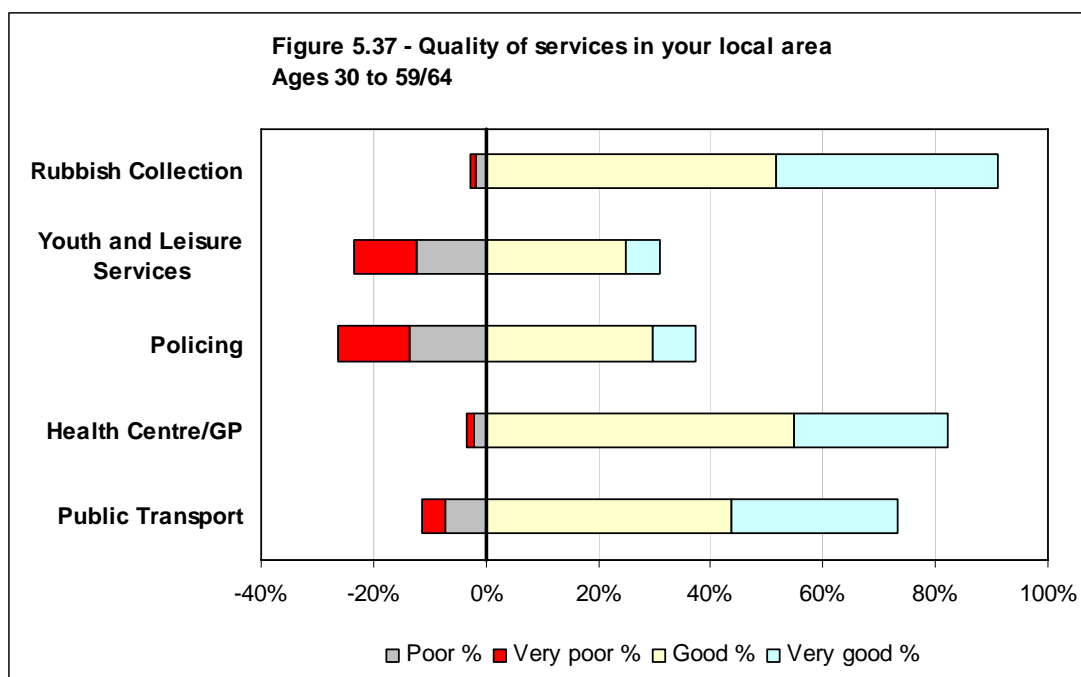
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	25	5%	37	7%	89	17%	295	57%	71	14%	3	1%	1	0%
Attractive environment	21	4%	32	6%	102	20%	307	59%	55	11%	3	1%	1	0%
Quiet and peaceful environment	24	5%	34	7%	111	21%	284	55%	65	12%	3	1%	0	0%
Park/open spaces	33	6%	61	12%	126	24%	251	48%	44	8%	5	1%	1	0%
Children's play area	57	11%	93	18%	142	27%	164	31%	23	4%	26	5%	16	3%
Overall quality	15	3%	27	5%	95	18%	300	58%	78	15%	6	1%	0	0%
<b>Total</b>	<b>175</b>		<b>284</b>		<b>665</b>		<b>1,601</b>		<b>336</b>		<b>46</b>		<b>19</b>	

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

Number of concerns (Very poor or poor)	Respondents	%
None	336	64%
1	74	14%
2	52	10%
3	15	3%
4	11	2%
5+	33	6%
	<b>521</b>	

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



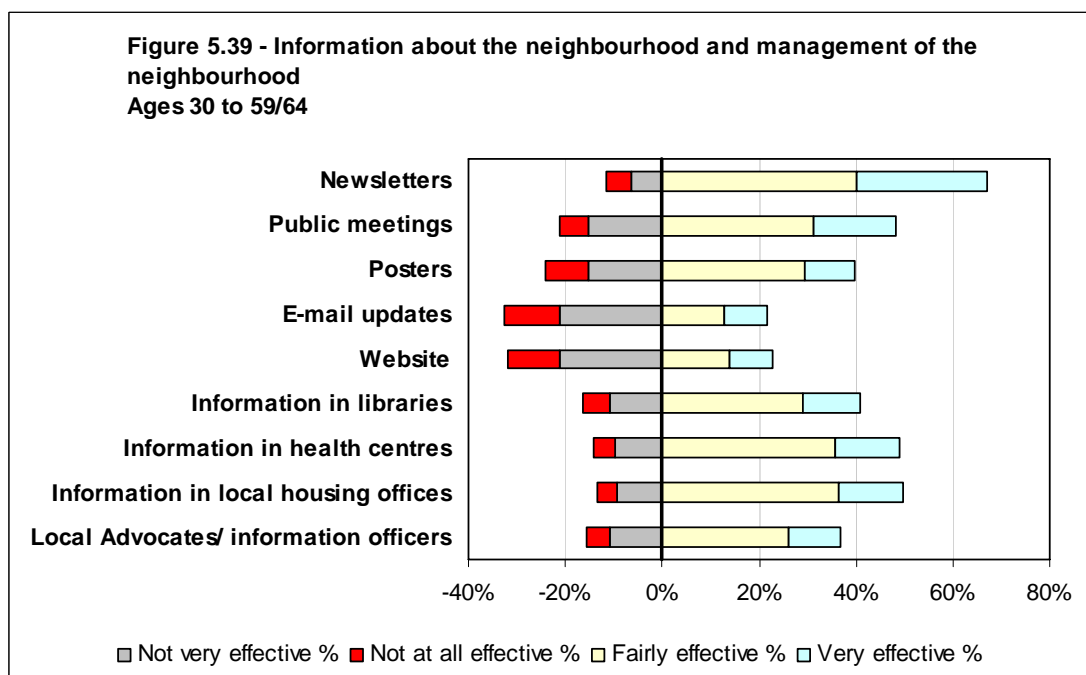
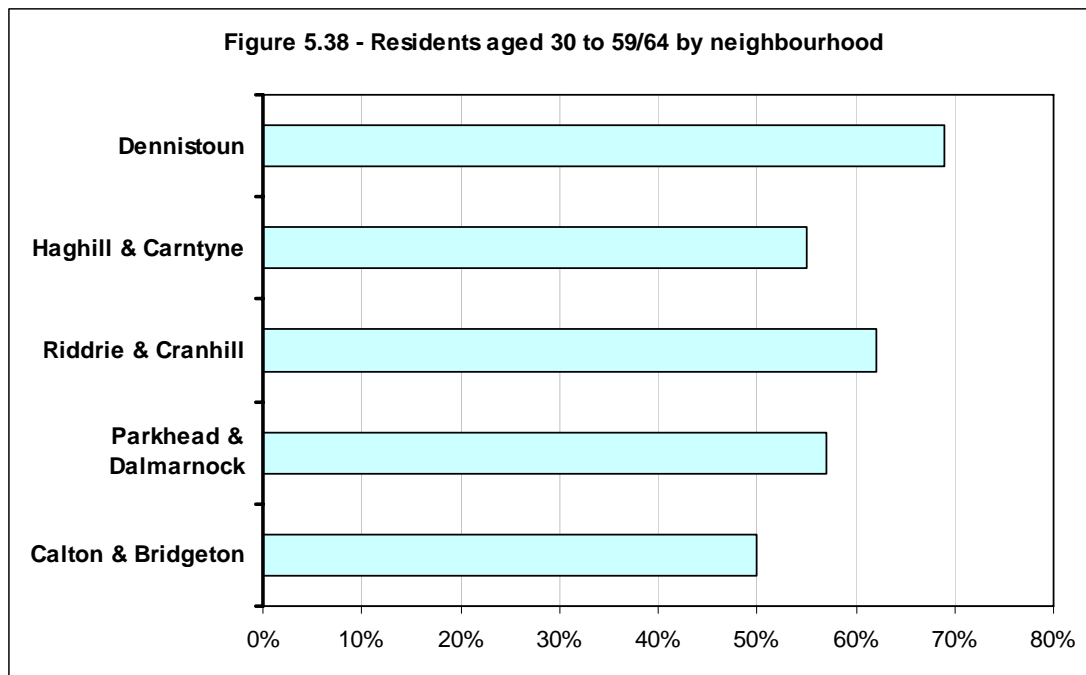


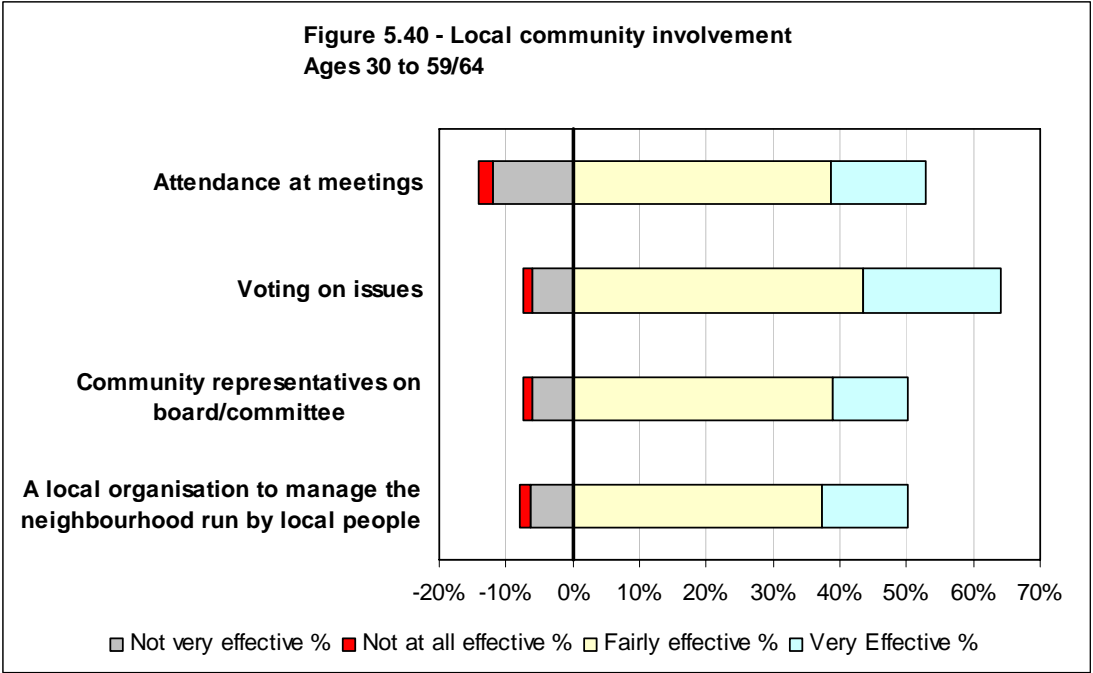
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	1%	9	2%	27	5%	269	52%	205	39%	5	1%	0	0%
Youth and Leisure Services	58	11%	65	12%	103	20%	130	25%	31	6%	119	23%	15	3%
Policing	67	13%	70	13%	152	29%	154	30%	41	8%	34	7%	3	1%
Health Centre/GP	7	1%	11	2%	45	9%	285	55%	143	27%	27	5%	3	1%
Public Transport	22	4%	37	7%	36	7%	228	44%	153	29%	33	6%	12	2%
<b>Total</b>	<b>160</b>		<b>192</b>		<b>363</b>		<b>1,066</b>		<b>573</b>		<b>218</b>		<b>33</b>	

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

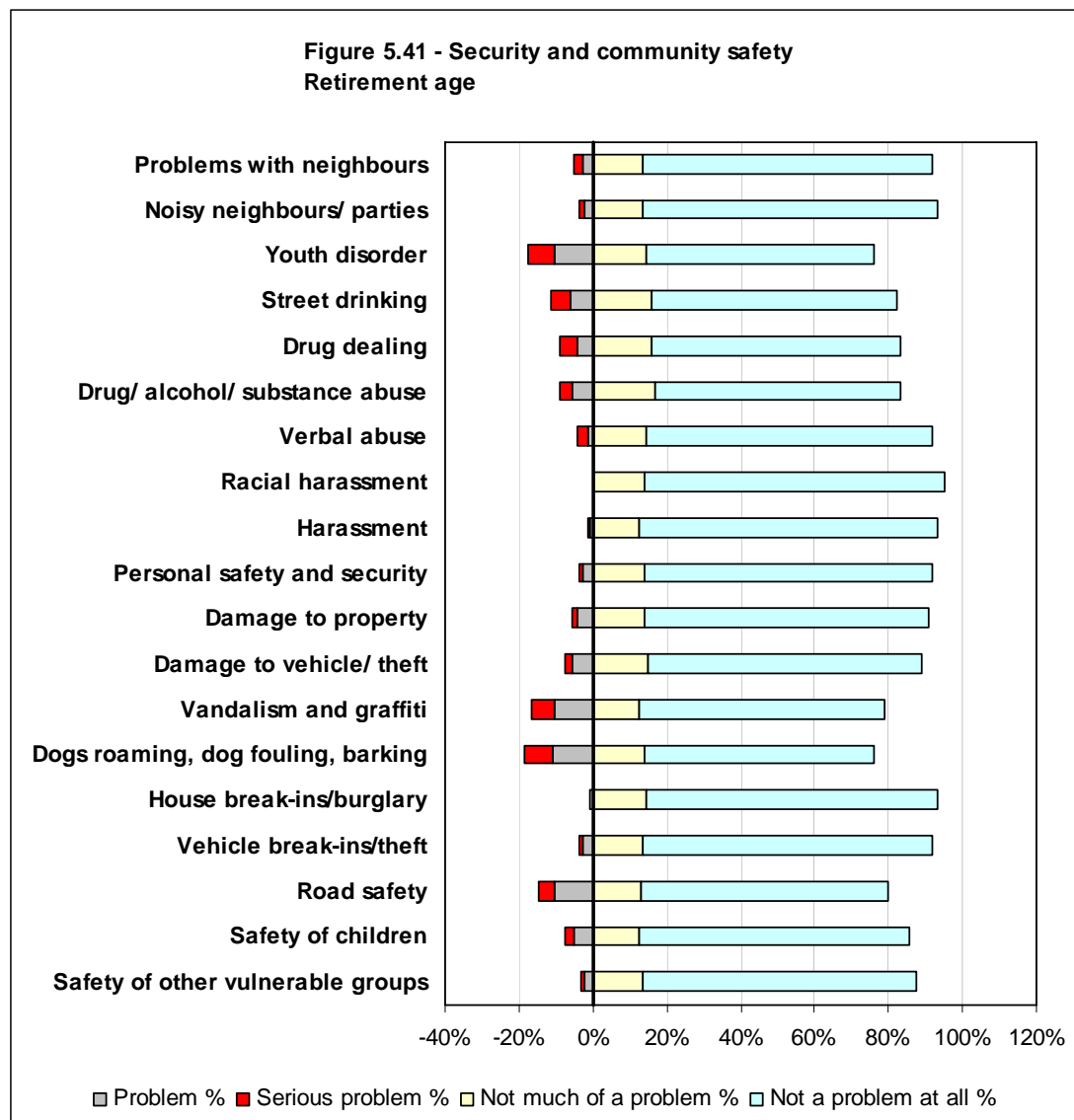
Number of concerns (Very poor or poor)	Respondents	%
None	304	58%
1	119	23%
2	70	13%
3	20	4%
4	7	1%
5+	1	0%
	<b>521</b>	

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





## Age – Retirement age

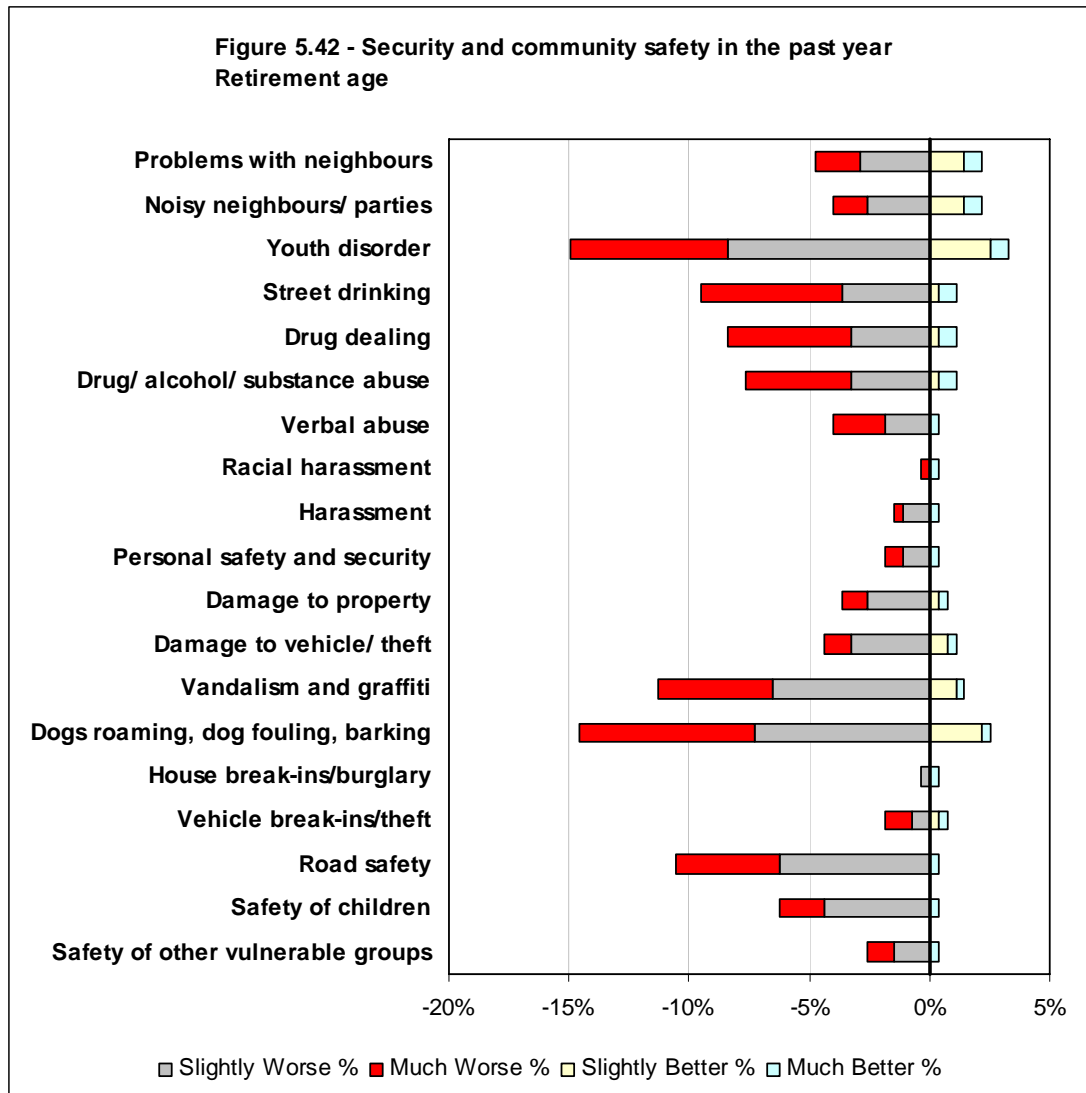


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	6	2%	8	3%	5	2%	37	14%	215	78%	3	1%
Noisy neighbours / parties	4	1%	6	2%	4	1%	37	14%	218	80%	5	2%
Youth disorder	19	7%	29	11%	14	5%	40	15%	169	62%	3	1%
Street drinking	14	5%	17	6%	13	5%	44	16%	181	66%	5	2%
Drug dealing	12	4%	12	4%	7	3%	44	16%	184	67%	15	5%
Drug/ alcohol/ substance abuse	10	4%	15	5%	4	1%	46	17%	182	66%	17	6%
Verbal abuse	7	3%	4	1%	5	2%	40	15%	211	77%	7	3%
Racial harassment	0	0%	0	0%	4	1%	38	14%	223	81%	9	3%
Harassment	2	1%	2	1%	5	2%	34	12%	222	81%	9	3%
Personal safety and security	2	1%	8	3%	7	3%	38	14%	214	78%	5	2%
Damage to property	3	1%	12	4%	6	2%	38	14%	211	77%	4	1%
Damage to vehicle/ theft	4	1%	16	6%	3	1%	41	15%	203	74%	7	3%
Vandalism and graffiti	17	6%	29	11%	10	4%	34	12%	182	66%	2	1%
Dogs roaming, dog fouling, barking	21	8%	30	11%	11	4%	38	14%	170	62%	4	1%
House break-ins/burglary	0	0%	2	1%	5	2%	39	14%	217	79%	11	4%
Vehicle break-ins/theft	2	1%	8	3%	3	1%	37	14%	214	78%	10	4%
Road safety	12	4%	28	10%	10	4%	36	13%	183	67%	5	2%
Safety of children	6	2%	14	5%	12	4%	35	13%	199	73%	8	3%
Safety of other vulnerable groups	3	1%	6	2%	12	4%	37	14%	203	74%	13	5%
<b>Total</b>	<b>144</b>		<b>246</b>		<b>140</b>		<b>733</b>		<b>3,801</b>		<b>142</b>	

**Table 5.51 – Security and Community Safety – Retirement Age**

Number of concerns (Serious problem or problem)	Respondents	%
None	146	53%
1	47	17%
2	23	8%
3	20	7%
4	11	4%
5+	27	10%
	<b>274</b>	

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

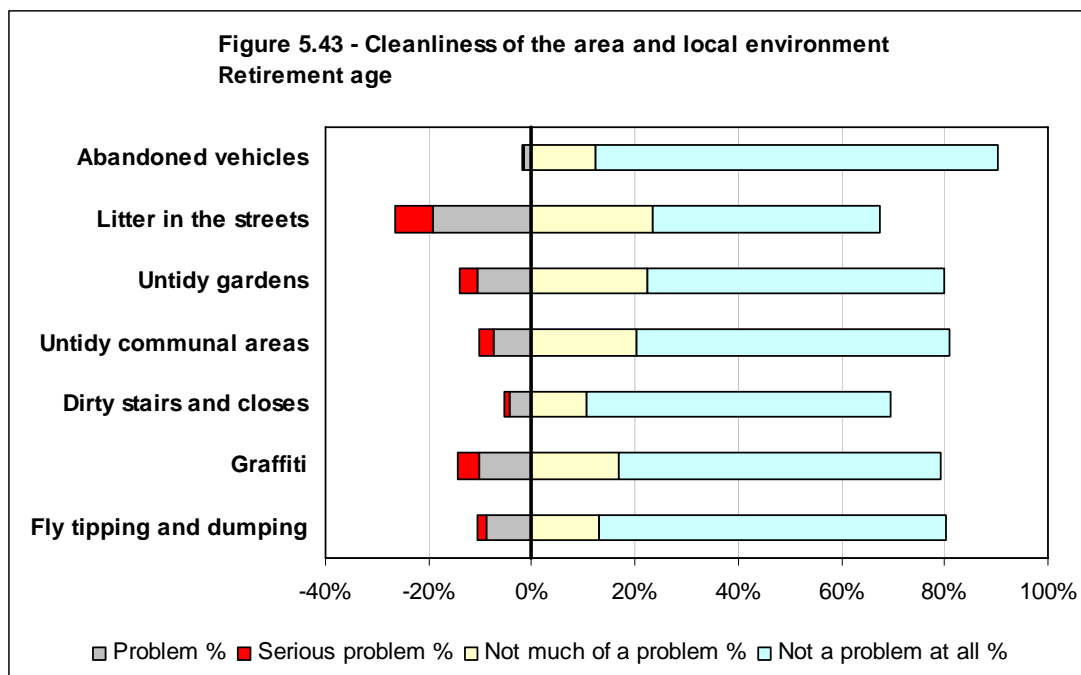


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	2%	8	3%	255	93%	4	1%	2	1%	0	0%
Noisy neighbours / parties	4	1%	7	3%	257	94%	4	1%	2	1%	0	0%
Youth disorder	18	7%	23	8%	224	82%	7	3%	2	1%	0	0%
Street drinking	16	6%	10	4%	245	89%	1	0%	2	1%	0	0%
Drug dealing	14	5%	9	3%	248	91%	1	0%	2	1%	0	0%
Drug/ alcohol/ substance abuse	12	4%	9	3%	250	91%	1	0%	2	1%	0	0%
Verbal abuse	6	2%	5	2%	262	96%	0	0%	1	0%	0	0%
Racial harassment	1	0%	0	0%	272	99%	0	0%	1	0%	0	0%
Harassment	1	0%	3	1%	269	98%	0	0%	1	0%	0	0%
Personal safety and security	2	1%	3	1%	268	98%	0	0%	1	0%	0	0%
Damage to property	3	1%	7	3%	262	96%	1	0%	1	0%	0	0%
Damage to vehicle/ theft	3	1%	9	3%	259	95%	2	1%	1	0%	0	0%
Vandalism and graffiti	13	5%	18	7%	239	87%	3	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	20	7%	20	7%	227	83%	6	2%	1	0%	0	0%
House break-ins/burglary	0	0%	1	0%	272	99%	0	0%	1	0%	0	0%
Vehicle break-ins/theft	3	1%	2	1%	267	97%	1	0%	1	0%	0	0%
Road safety	12	4%	17	6%	244	89%	0	0%	1	0%	0	0%
Safety of children	5	2%	12	4%	256	93%	0	0%	1	0%	0	0%
Safety of other vulnerable groups	3	1%	4	1%	266	97%	0	0%	1	0%	0	0%
<b>Total</b>	<b>141</b>		<b>167</b>		<b>4,842</b>		<b>31</b>		<b>25</b>		<b>0</b>	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	169	62%
1	42	15%
2	22	8%
3	13	5%
4	8	3%
5+	20	7%
	<b>274</b>	

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



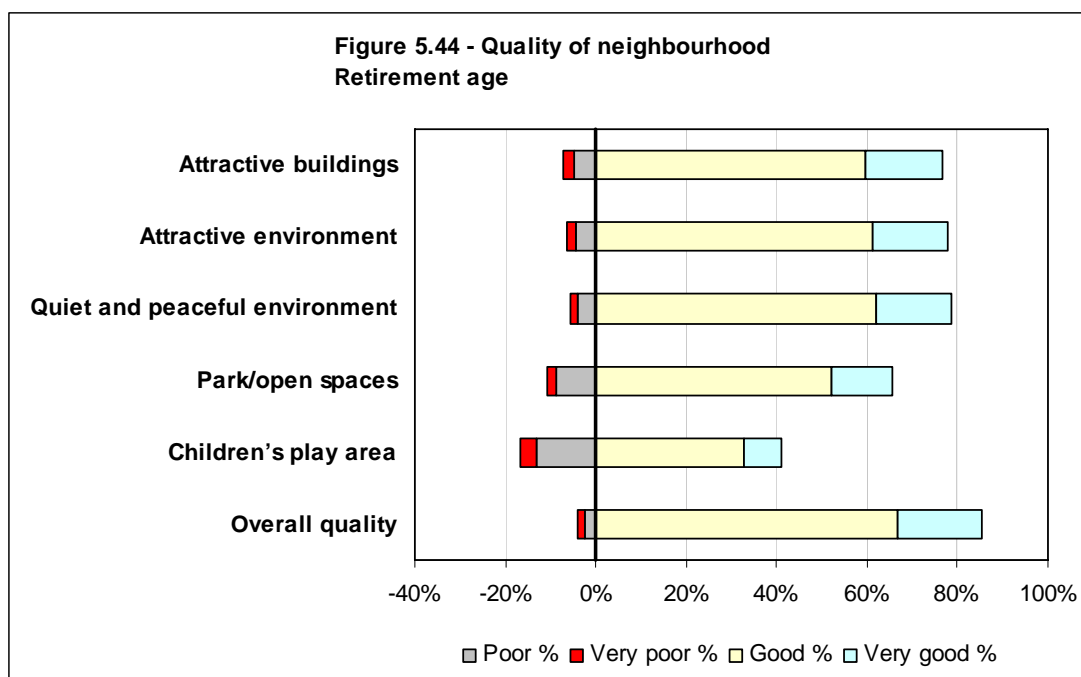
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	4	1%	6	2%	34	12%	213	78%	15	5%	1	0%
Litter in the streets	20	7%	53	19%	15	5%	64	23%	121	44%	1	0%	0	0%
Untidy gardens	9	3%	29	11%	16	6%	61	22%	158	58%	0	0%	1	0%
Untidy communal areas	8	3%	20	7%	13	5%	56	20%	166	61%	3	1%	8	3%
Dirty stairs and closes	3	1%	12	4%	7	3%	29	11%	161	59%	7	3%	55	20%
Graffiti	11	4%	28	10%	15	5%	46	17%	171	62%	2	1%	1	0%
Fly tipping and dumping	5	2%	24	9%	17	6%	36	13%	184	67%	7	3%	1	0%
<b>Total</b>	<b>57</b>		<b>170</b>		<b>89</b>		<b>326</b>		<b>1,174</b>		<b>35</b>		<b>67</b>	

**Table 5.55 – Issues in the local area – Retirement Age**

Number of concerns (Serious problem or problem)	Respondents	%
None	171	62%
1	47	17%
2	30	11%
3	6	2%
4	7	3%
5+	13	5%
	<b>274</b>	

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



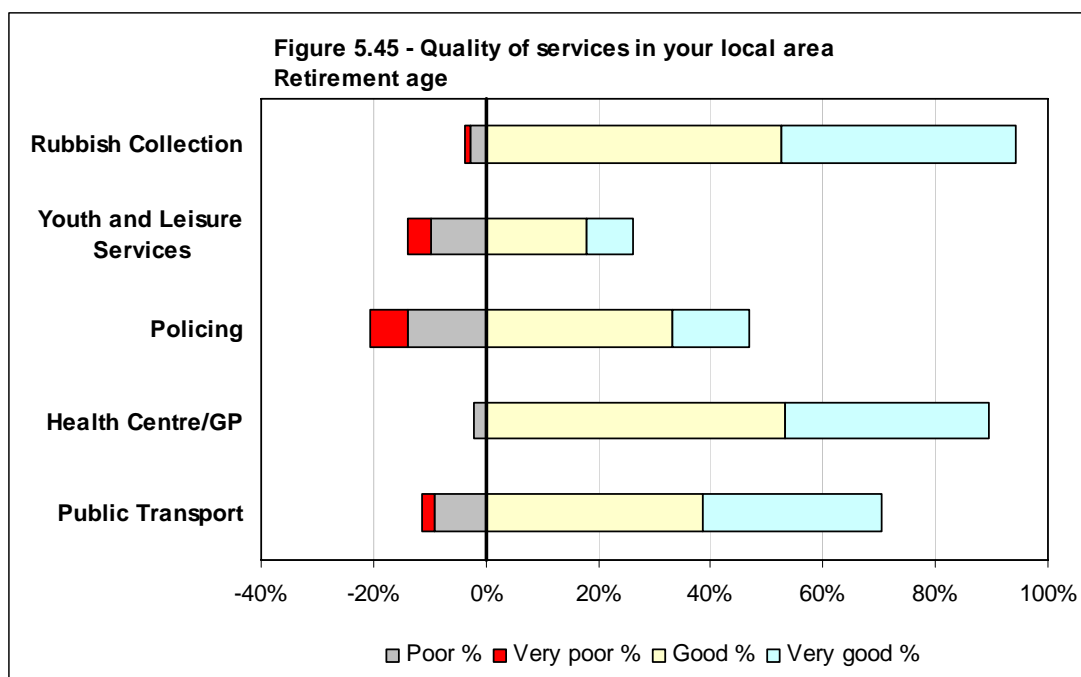


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	7	3%	13	5%	39	14%	163	59%	47	17%	3	1%	2	1%
Attractive environment	6	2%	12	4%	38	14%	168	61%	45	16%	4	1%	1	0%
Quiet and peaceful environment	4	1%	11	4%	41	15%	170	62%	46	17%	2	1%	0	0%
Park/open spaces	5	2%	24	9%	49	18%	143	52%	37	14%	13	5%	3	1%
Children's play area	10	4%	36	13%	50	18%	90	33%	23	8%	50	18%	15	5%
Overall quality	4	1%	7	3%	27	10%	183	67%	51	19%	2	1%	0	0%
<b>Total</b>	<b>36</b>		<b>103</b>		<b>244</b>		<b>917</b>		<b>249</b>		<b>74</b>		<b>21</b>	

**Table 5.57 – Quality of your neighbourhood – Retirement Age**

Number of concerns (Very poor or poor)	Respondents	%
None	213	78%
1	30	11%
2	16	6%
3	2	1%
4	3	1%
5+	10	4%
	<b>274</b>	

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

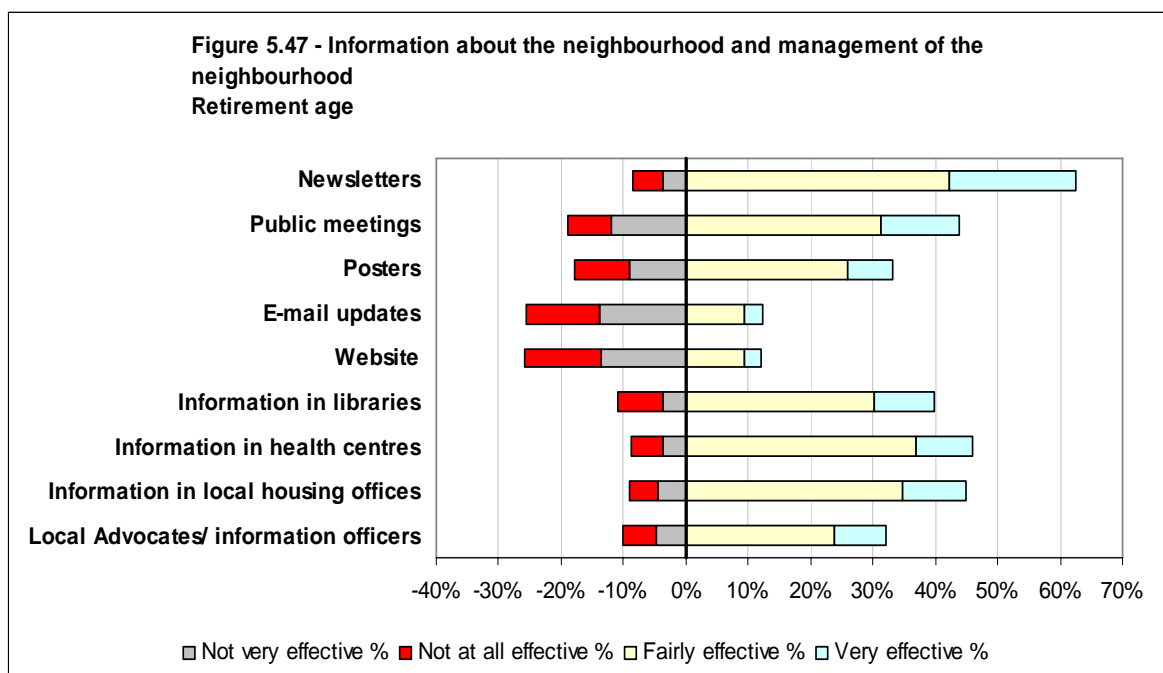
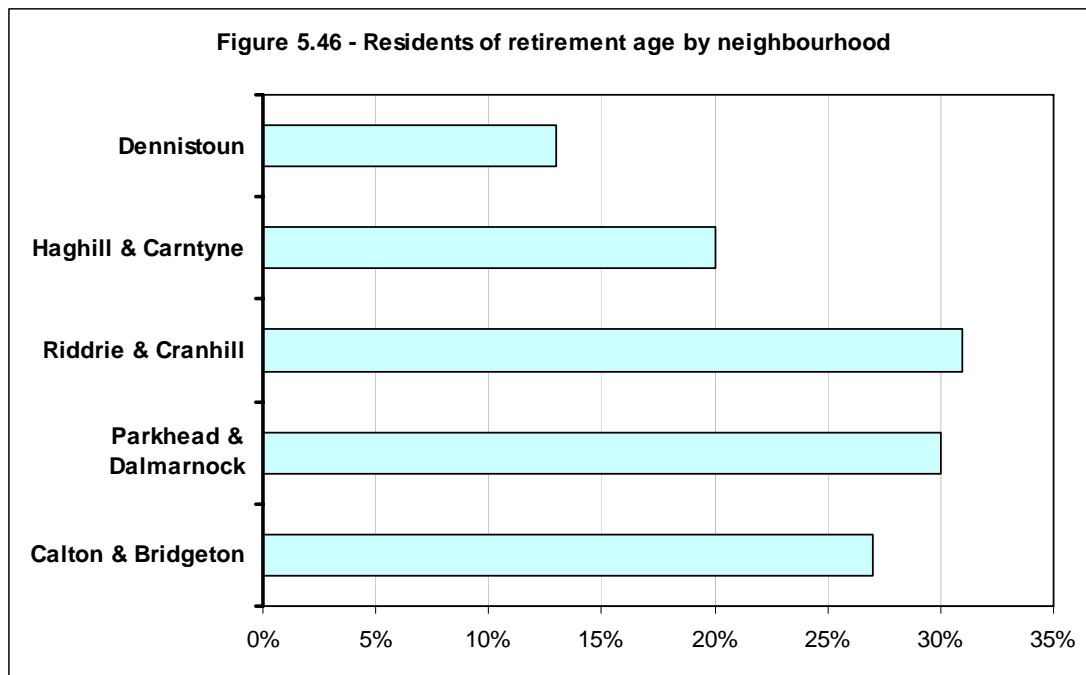


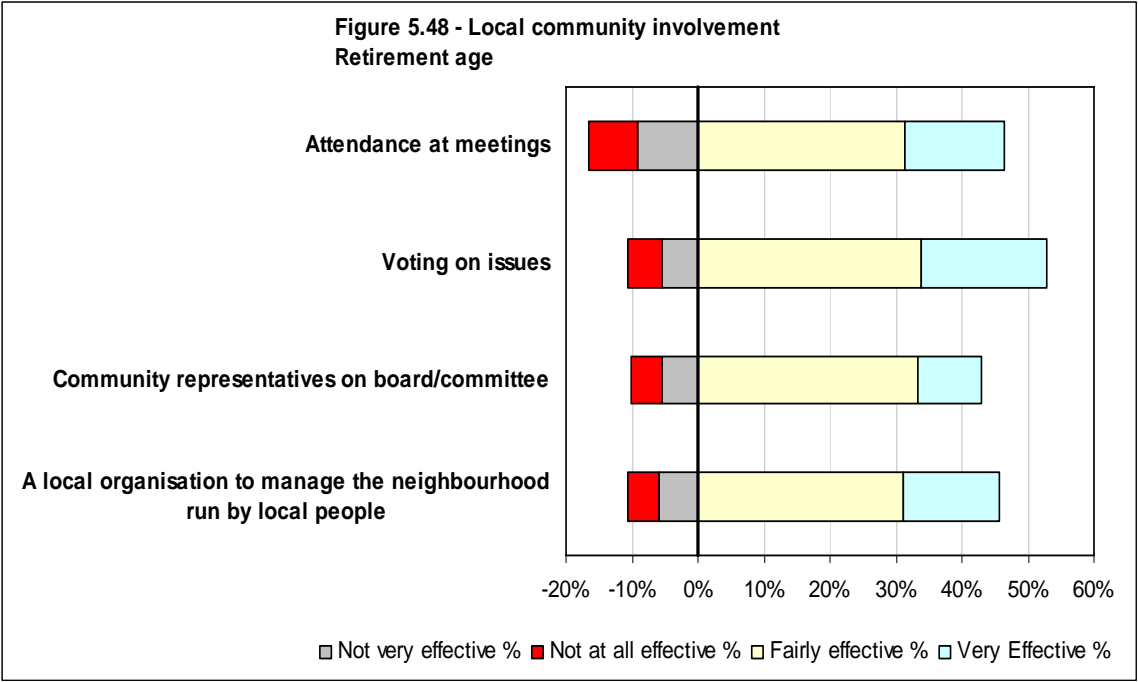
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	2	1%	8	3%	6	2%	144	53%	114	42%	0	0%	0	0%
Youth and Leisure Services	11	4%	27	10%	37	14%	49	18%	23	8%	108	39%	19	7%
Policing	18	7%	38	14%	60	22%	91	33%	37	14%	29	11%	1	0%
Health Centre/GP	0	0%	6	2%	16	6%	146	53%	99	36%	7	3%	0	0%
Public Transport	6	2%	25	9%	14	5%	106	39%	87	32%	15	5%	21	8%
<b>Total</b>	<b>37</b>		<b>104</b>		<b>133</b>		<b>536</b>		<b>360</b>		<b>159</b>		<b>41</b>	

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

Number of concerns (Very poor or poor)	Respondents	%
None	175	64%
1	69	25%
2	21	8%
3	6	2%
4	3	1%
5+	0	0%
	<b>274</b>	

**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**

		<b>Much Worse</b>	<b>Slightly Worse</b>	<b>Same</b>	<b>Slight Better</b>	<b>Much Better</b>	
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**

		<b>Yes</b>	
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 | <b>Q7</b> |

### 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**

		<b>Very Poor</b>	<b>Poor</b>	<b>Neutral</b>	<b>Good</b>	<b>Very good</b>	<b>Don't know</b>	<b>N/A</b>	
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)
	<b>White</b>		
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
	<b>Mixed</b>		
F	Any mixed background, please write in (149) (150)	0	6
	<b>Asian, Asian Scottish, Asian English, Asian Welsh or other Asian</b>		
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
	<b>Black, Black Scottish, Black English, Black Welsh or other Black</b>		
L	Caribbean	1	2
M	African	1	3
N	Any other Black background, please write in (153) (154)	1	4
	<b>Other Ethnic background</b>		
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)		<b>ROUTE</b>
		(158)	
	1	1	
	2	2	
	3	3	<b>GO TO Q30</b>
	4	4	
	5	5	
	6+	6	
	None	7	<b>GO TO Q31</b>

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

Q31	Is your accommodation..	<b>ROUTE</b>
		(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)	
		<b>Q32</b>

### **Involving Local People**

Q32	<b>SHOWCARD 15.</b> 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:	<b>ROUTE</b>
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		<b>Not at all effective</b>	<b>Not very effective</b>	<b>Neutral</b>	<b>Fairly effective</b>	<b>Very effective</b>	<b>Don't know</b>	
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	<b>GO TO Q37</b>
No	2	<b>GO TO PRIZE DRAW EXPLANATION AFTER Q37</b>

**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