Residents' Survey
Glasgow Community Planning Partnership

Glasgow North East

Final Report
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ODS Consulting
(in partnership with MRUK)
2 Myrtle Park
Glasgow
G42 8UQ

Tel 0141 424 3765
Fax 0141 423 9997
Email: john.scott@odsconsulting.co.uk

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1. Introduction

About this report

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

1.2 This report gives the findings of the survey work undertaken in the Glasgow North East 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 Glasgow North East area

1.9   The Glasgow North East Local Community Planning Partnership (LCPP) area has a population of 42,021 people, representing seven per cent of the total city population. The area includes the neighbourhoods of:

- Springburn;
- Sighthill, Roystonhill and Germiston;
- Blackhill & Hogganfield;
- Balornock & Barmulloch;
- Robroyston and Millerston;

1.10   Eighty-two per cent of the local population live in a Data Zone among the 15 per cent most deprived neighbourhoods in Scotland as defined by the Scottish Index of Multiple Deprivation (SIMD). Furthermore, 25 of the area's

52 Data Zones fall into the bottom five per cent most deprived – 20,500 people or 49 per cent of the local population live in these neighbourhoods. One local neighbourhood is the seventeenth most deprived Scottish Data Zone. In total, three local neighbourhoods are in the bottom one per cent of Scottish Data Zones.

1.11   The SIMD demonstrates that unemployment is a key issue for Springburn as a higher proportion of residents live in a bottom 15 per cent ranked employment deprived Data Zone compared to Glasgow as a whole. More than three quarters of the local population live in these Data Zones. The local area has three Data Zones in the bottom one per cent of employment deprived neighbourhoods.

1.12   The SIMD evidence suggests that health is an issue in the local area. Eighty-four per cent of the population live in the worst 15 per cent of heath deprived Scottish Data Zones. Five local Data Zones are ranked in the bottom one per cent of all health deprived neighbourhoods.

1.13   Education, skills and training is also a key issue for the area with four-fifths (80% or 33, 400) of residents living in one of the 15 per cent worst housing deprived neighbourhoods.   Forty-one of the 52 Data Zones are in the worst 15 per cent. Five local Data Zones are ranked in the bottom one per cent of all education deprived neighbourhoods.

1.14   Overall, crime rates in the area are ten per cent below the city average. However, high crime rates are recorded in a handful of local neighbourhoods.

1.15   Drug related crime appear to be serious issues for some sections of the local community. Drug related crime rates are 14 per cent above the city average. Almost half of local Data Zones have drug related crime rates above the average for the city.

2.   Methodology

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

- security (control of nuisance and general supervision);

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

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

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

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

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

	Target	Achieved
Ethnic Minority	5.6%	4.9%
Lone Parent Households	11.2%	10.8%
Two parent Households	18.2%	16.7%
Older People (60+)	16%	23.6%
Younger People (16-29)	21.5%	21.4%
O/O and privately rented	40%	40.5%
Socially rented	60%	59.1%
Economically inactive	50%	45.1%

Table 2.1 – Key demographic comparison – Glasgow North East

2.5   As the table shows each of the targets for the key demographics were very closely met (+/- 2%) during the survey field work with the exception of 'older people' and 'economically inactive'. Older people may be over-represented in the sample. This can be explained by the fact that older residents were more likely to be at home when the survey was being carried out.

3. Study Findings – Overall Analysis

3.1 This chapter describes the findings of the overall analysis of the residents' survey from all 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
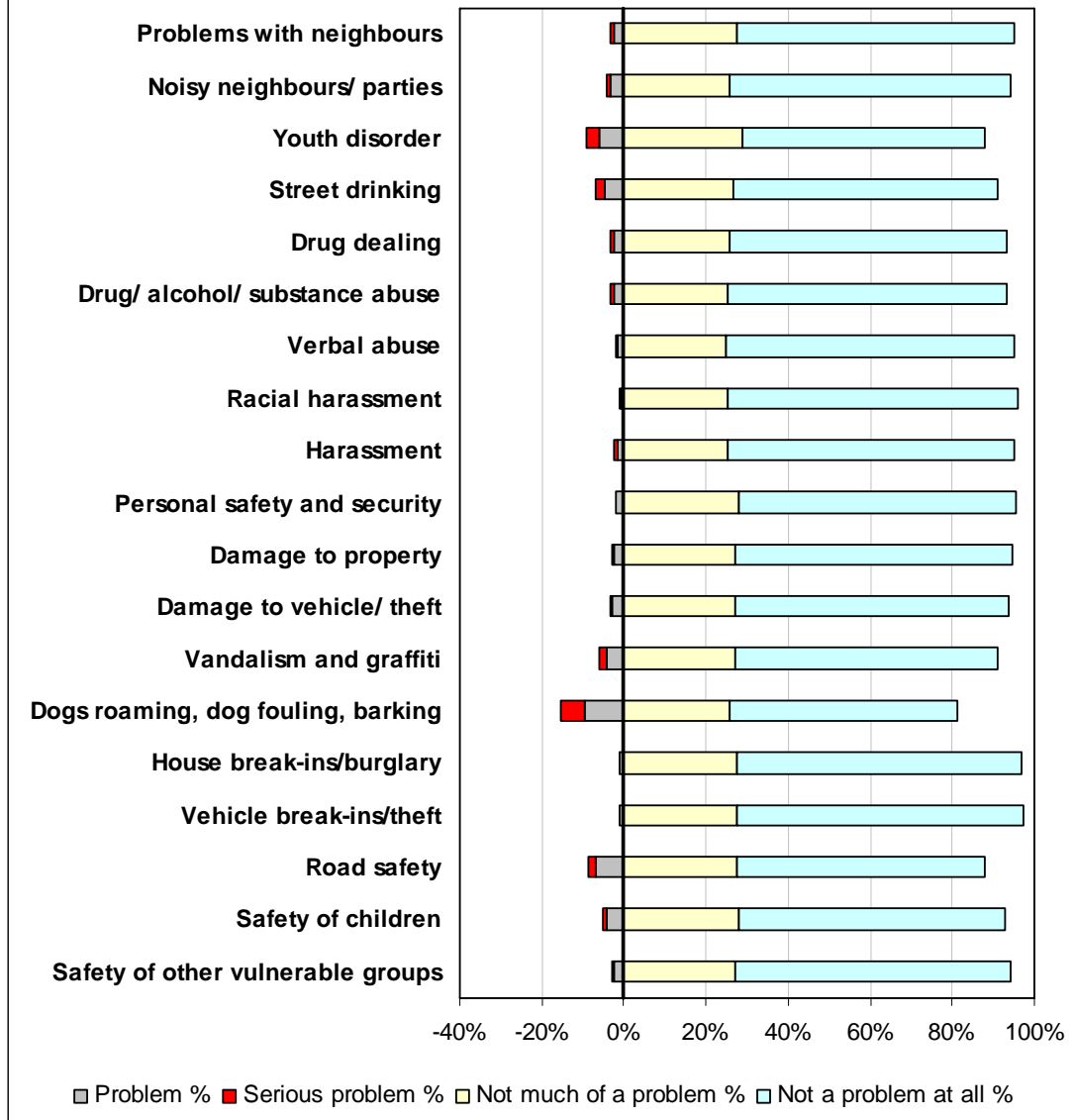
Legend: □ Problem % ■ Serious problem % □ Not much of a problem % □ Not a problem at all %

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	1%	25	3%	15	2%	276	28%	675	68%	2	0%
Noisy neighbours/ parties	11	1%	33	3%	15	2%	258	26%	682	68%	1	0%
Youth disorder	30	3%	62	6%	27	3%	290	29%	591	59%	0	0%
Street drinking	21	2%	46	5%	23	2%	267	27%	642	64%	1	0%
Drug dealing	11	1%	24	2%	27	3%	256	26%	675	68%	7	1%
Drug/ alcohol / substance abuse	11	1%	24	2%	26	3%	251	25%	682	68%	6	1%
Verbal abuse	6	1%	14	1%	24	2%	250	25%	702	70%	4	0%
Racial harassment	3	0%	7	1%	16	2%	251	25%	710	71%	13	1%
Harassment	6	1%	17	2%	17	2%	252	25%	699	70%	9	1%
Personal safety and security	2	0%	19	2%	23	2%	282	28%	674	67%	0	0%
Damage to property	3	0%	26	3%	24	2%	273	27%	674	67%	0	0%
Damage to vehicle/ theft	7	1%	28	3%	24	2%	271	27%	667	67%	3	0%
Vandalism and graffiti	16	2%	44	4%	25	3%	271	27%	641	64%	3	0%
Dogs roaming, dog fouling, barking	61	6%	95	10%	34	3%	257	26%	553	55%	0	0%
House break-ins/burglary	2	0%	11	1%	16	2%	274	27%	695	70%	2	0%
Vehicle break-ins/theft	0	0%	10	1%	18	2%	275	28%	696	70%	1	0%
Road safety	17	2%	71	7%	31	3%	275	28%	606	61%	0	0%
Safety of children	8	1%	43	4%	21	2%	278	28%	650	65%	0	0%
Safety of other vulnerable groups	3	0%	24	2%	20	2%	271	27%	673	67%	9	1%
Total	225		623		426		5,078		12,587		61	

Table 3.1 – Security and Community Safety

Most significant issues

3.3   The survey highlights a number of issues that were viewed as problems by a substantial minority of residents. The most significant concerns were 'youth disorder', 'street drinking', 'dogs roaming, dog fouling and barking', and 'road safety'. There was also concern expressed about, 'problems with neighbours', 'noisy neighbours / parties', 'vandalism and graffiti', 'damage to vehicles / theft', and 'safety of children'.

Problems with neighbours

3.4   Three per cent (25 people) of respondents reported having 'problems' with their neighbours. While an additional one per cent (7 people) reported having 'serious problems' with their neighbours

Noisy neighbours / parties

3.5   Three per cent (33 people) of respondents felt that noisy neighbours / parties were a 'problem' in their local area. While an additional one per cent (11 people) felt there was a 'serious problem' with this issue.

Youth disorder

3.6   Youth disorder was considered the second most serious problem in the area by survey respondents. Six per cent (62 people) considered youth disorder to be a 'problem' and a further three per cent (30 people) felt it was a 'serious problem'.

Street drinking

3.7   Street drinking was viewed as the third most significant issue in the area. Five per cent of respondents (46 people) felt that street drinking was a 'problem' and a further two per cent (21 people) said that it was a 'serious problem'.

Damage to vehicle / theft

3.8   Damage to vehicle / theft was also viewed as a significant issue by some residents. Three per cent of respondents (28 people) felt that this was a 'problem' in the local area, while one per cent (7 people) said it was a 'serious problem'.

Vandalism and graffiti

3.9   Four per cent of respondents (44 people) said that vandalism and graffiti were a 'problem'. Two per cent (16 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

3.10   Of all the issues raised, dog roaming, fouling and barking was considered the greatest problem in the local area. Ten per cent (95 people) felt that it was a 'problem' and a further six per cent (61 people) stated that it was a 'serious problem'.

Road safety

3.11   Seven per cent (71 people) said that it was a 'problem' and a further two cent (17 people) stated that it was a 'serious problem' in the local area.

3.12 The 88 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	21	24%
Cars driving too fast	77	88%
Roads in a poor condition	3	3%
Lack of safe places to cross the road	8	9%
Too many parked cars on both sides of the road	13	15%
Other	0	0%

Table 3.2 – Particular concerns about road safety

3.13 For those concerned about road safety the most significant issue was 'cars driving too fast' with 88 per cent (77 people) of respondents giving this response. Twenty-four per cent (21 people) were concerned about drivers using the streets in the area as a 'rat run'. Safety for those crossing the road was an issue with nine per cent (8 people) stating that a 'lack of safe places to cross' was a particular concern and 15 per cent (13 people) stating that there are 'too many parked cars on both sides of the road'. Three per cent (3 people) said that the roads in their area are in poor condition.

Safety of children

3.14 Four per cent of respondents (43 people) felt that the safety of children was a 'problem' locally and a further one per cent (8 people) felt it was a 'serious problem'.

3.15 The 51 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	12	24%
Risk of drugs	8	16%
Danger on the roads	44	86%
Building work/ derelict buildings	0	0%
Other	0	0%

Table 3.3 – Particular concerns about safety of children

3.16   Most of the respondents (86%) said that 'danger on the roads' was the greatest issue for children's safety. The danger of encountering violence was a concern (24%) as was the risk of becoming involved in drug use (16%). There were no concerns about the physical environment including building works and derelict buildings.

Less significant issues

3.17   Overall, racial harassment, house break-ins / burglary and vehicle break-ins / theft were considered less of a problem than other areas of community safety. Ninety-six per cent of respondents (961 people) said that racial harassment was either 'not much of a problem' or 'not a problem at all' while only one per cent (10 people) said that it was a 'problem' or 'serious problem' in the local area. Similarly, a low proportion of respondents (3%) said that house break-ins were a 'problem' or 'serious problem' while 97 per cent (969 people) said that it was either 'not much of a problem' or 'not a problem at all'. While 98 per cent of respondents felt that vehicles break-ins / theft were not a problem locally, only one per cent of respondents felt this issue was a problem.

3.18   Other issues that were not viewed as significant problems in the local area were: 'drug dealing', 'drug, alcohol and substance misuse', 'harassment' 'personal safety and security', 'damage to property', 'safety of vulnerable groups' all with three per cent or less of respondents stating that these issues were either a 'problem' or 'serious problem'.

Number of concerns

3.19   As Table 3.4 shows, more than two third of the respondents (69% - 692 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Five per cent (45 people) said that five or more of the issues were either a 'problem' or 'serious problem'. Fifteen per cent (151 people) felt that one of the issues was a problem locally.

Number of concerns (Serious Problem or Problem)	Respondents	%
None	692	69%
1	151	15%
2	64	6%
3	30	3%
4	18	2%
5+	45	5%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

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

3.21   For each of the issues the most common response was that the problem had stayed 'the same' in the last year. As the size of the bars in Figure 3.2 indicate, only small percentages of respondents stated that the issues had got either better or worse. The issue for which the most people felt there had been a change was 'youth disorder' where nine per cent (90 people) said that it had got better or worse. The remaining 91 per cent said that it has stayed the same. For the issues of 'verbal abuse', 'racial harassment', 'harassment', 'personal safety and security', 'house break-ins / burglary', vehicle break-ins / theft' and 'safety of 'vulnerable groups' just one per cent respectively felt that there had been a change in the previous year. On average, for each issue only three per cent felt that there had been a notable change for better or worse.

Figure 3.2 - Security and Community Safety in the past year

□ Slightly Worse % ■ Much Worse % □ Slightly Better % □ Much Better %
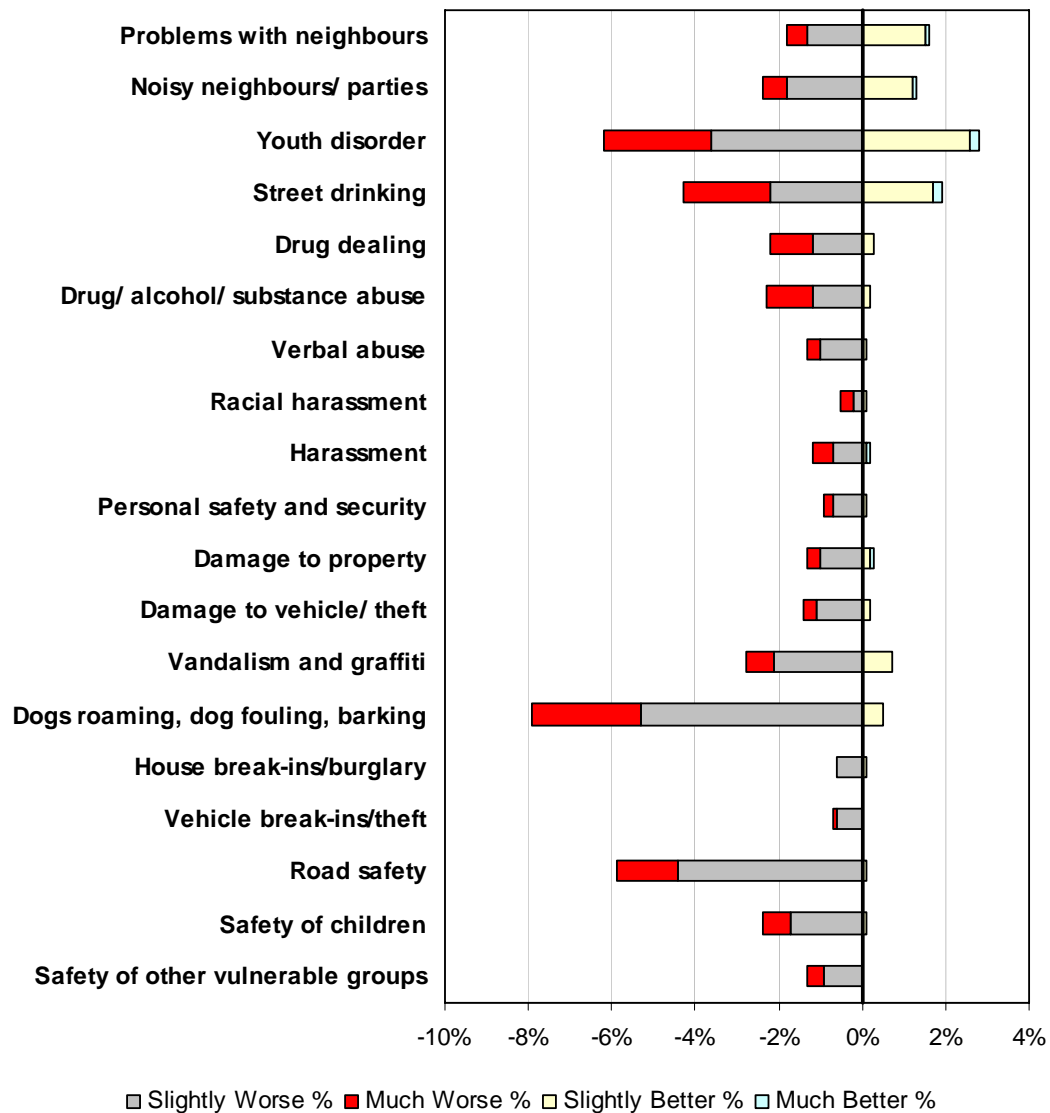
	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	1%	13	1%	966	97%	15	2%	1	0%	0	0%
Noisy neighbours/ parties	6	1%	18	2%	963	96%	12	1%	1	0%	0	0%
Youth disorder	26	3%	36	4%	910	91%	26	3%	2	0%	0	0%
Street drinking	21	2%	22	2%	938	94%	17	2%	2	0%	0	0%
Drug dealing	10	1%	12	1%	975	98%	3	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	11	1%	12	1%	975	98%	2	0%	0	0%	0	0%
Verbal abuse	3	0%	10	1%	986	99%	1	0%	0	0%	0	0%
Racial harassment	3	0%	2	0%	994	99%	1	0%	0	0%	0	0%
Harassment	5	1%	7	1%	986	99%	1	0%	1	0%	0	0%
Personal safety and security	2	0%	7	1%	990	99%	1	0%	0	0%	0	0%
Damage to property	3	0%	10	1%	984	98%	2	0%	1	0%	0	0%
Damage to vehicle/ theft	3	0%	11	1%	984	98%	2	0%	0	0%	0	0%
Vandalism and graffiti	7	1%	21	2%	965	97%	7	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	26	3%	53	5%	916	92%	5	1%	0	0%	0	0%
House break-ins/burglary	0	0%	6	1%	993	99%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	1	0%	6	1%	993	99%	0	0%	0	0%	0	0%
Road safety	15	2%	44	4%	940	94%	1	0%	0	0%	0	0%
Safety of children	7	1%	17	2%	975	98%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	4	0%	9	1%	987	99%	0	0%	0	0%	0	0%
Total	158		316		18,420		98		8		0	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

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

Dogs roaming, fouling and barking

3.23   The most negative response came in relation to 'dog roaming/fouling/barking' which five per cent of respondents (53 people) felt had got 'slightly worse' in the previous year and a further three per cent (26 people) said that it had got 'much worse'.

Youth Disorder

3.24   The second most serious concern was 'youth disorder' which four per cent of respondents (36 people) felt had got 'slightly worse' in the past year and a further three per cent (26 people) felt it had got 'much worse'. Three per cent of respondents felt that youth disorder had slightly improved over the past year.

Road Safety

3.25   Road Safety was considered to have got 'slightly worse' by four per cent of respondents (44 people). An additional two per cent (15 people) felt that road safety had got 'much worse' in the local area.

Street drinking

3.26   Two per cent of respondents to the survey (22 people) felt that problems with street drinking had got 'slightly worse' in the local area. A further two per cent (21 people) felt that the problem had got 'much worse'. Two per cent of respondents to the survey felt that issues relating to street drinking had improved in the previous year.

Change for the better – Youth disorder

3.27   The most positive view came in relation to 'youth disorder' where 26 people (3%) felt that the situation had gotten 'slightly better'. However, four per cent felt that problems with youth disorder had got 'slightly worse' in the previous year and a further three per cent stated that it had got 'much worse'.

Number of concerns

3.28   As Table 3.6 shows, 81 per cent of the respondents (813 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Seventeen per cent (165 people) felt that some of the issues had got worse in the previous year and two per cent (22 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	813	81%
1	91	9%
2	42	4%
3	17	2%
4	15	2%
5+	22	2%
	1,000	

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

Anti-social behaviour

3.29 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	1%
Noisy neighbours/parties	1%
Youth disorder	3%
Street drinking	2%
Drug dealing	1%
Drug/ alcohol/ substance abuse	1%
Verbal abuse	1%
Racial harassment	0%
Harassment	1%
Personal safety and security	0%
Damage to property	0%
Damage to vehicle/theft	1%
Vandalism and graffiti	1%
Dogs roaming, dog fouling, barking	2%
House break-ins/burglary	0%
Vehicle break-ins/theft	1%
Road safety	1%
Safety of children	0%
Safety of other vulnerable groups	0%
None of these	92%

Table 3.7: Incidence of anti-social behaviour

3.30 Eight per cent of respondents said that they had been the victim of one of the forms of anti-social behaviour in the past year. The most common types of anti-social behaviour for the residents to encounter were; 'youth disorder' (3%), 'street drinking' (2%) and 'dog roaming, dog fouling, barking' (2%). Other forms of anti-social behaviour that the residents have been reporting are 'problems with neighbours', as well as 'noisy neighbours / parties', 'drug dealing', 'drug / alcohol / substance abuse', 'verbal abuse', 'harassment',

'damage to property and vehicles', 'vandalism and graffiti', 'vehicle break-ins / theft' and 'road safety' (each with 1% respectively).

3.31   Ninety-two 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

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

	%
Very safe	25%
Fairly safe	44%
Neutral	10%
Fairly unsafe	8%
Very unsafe	9%
Don't Know/Can't answer	4%

Table 3.8: Feeling of personal safety in neighbourhood after dark

3.33   A majority of residents (69%) said that they feel safe walking alone after dark. One in four respondents 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 nine per cent said that they feel 'very unsafe'. Ten per cent gave a neutral response and four per cent did not answer.

Cleansing and Environment

Issues in local area

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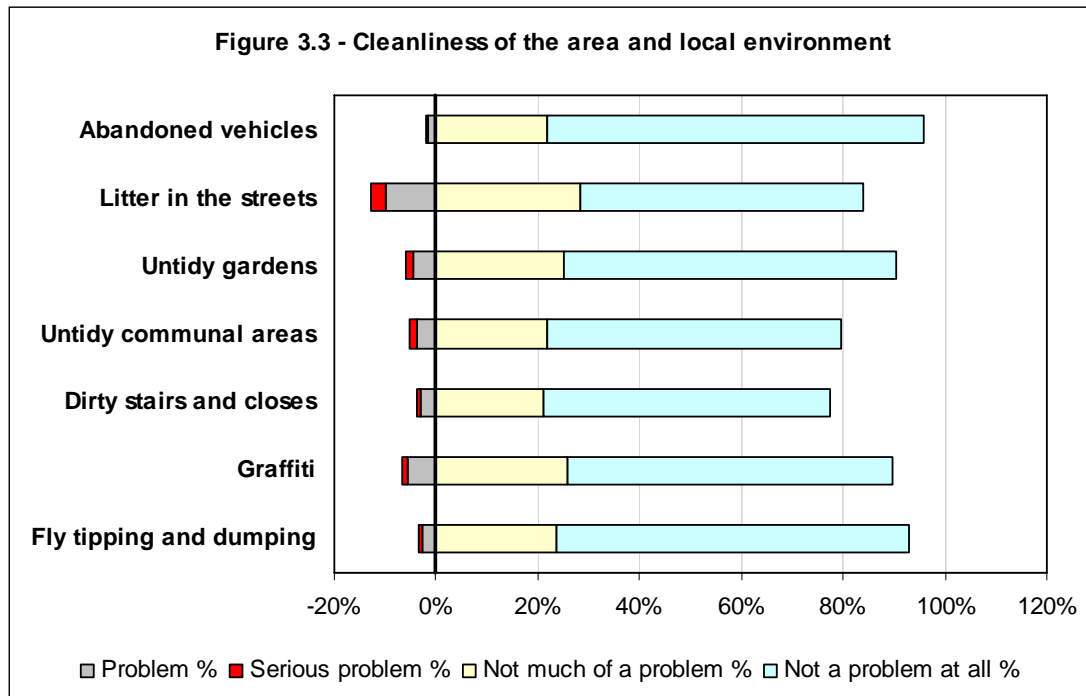
Figure 3.3 - Cleanliness of the area and local environment

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	0%	16	2%	14	1%	218	22%	739	74%	11	1%	0	0%
Litter in the streets	27	3%	100	10%	30	3%	282	28%	557	56%	4	0%	0	0%
Untidy gardens	16	2%	44	4%	28	3%	252	25%	651	65%	2	0%	7	1%
Untidy communal areas	15	2%	38	4%	24	2%	220	22%	577	58%	6	1%	120	12%
Dirty stairs and closes	9	1%	29	3%	19	2%	211	21%	562	56%	16	2%	154	15%
Graffiti	8	1%	57	6%	32	3%	257	26%	640	64%	3	0%	3	0%
Fly tipping and dumping	7	1%	27	3%	20	2%	236	24%	692	69%	17	2%	1	0%
Total	84		311		167		1,676		4,418		59		285	

Table 3.9: Issues in the local area

3.35 Overall, the responses were positive with majorities stating that the issues were 'not a problem at all' for all of the issues. Abandoned vehicles were considered to be the least of a concern with 74 per cent stating that this is 'not a problem at all' and 22 per cent stating that this is 'not much of a problem'. Just two per cent considered it a 'problem'.

3.36   Most respondents felt that 'untidy gardens' were either 'not much of a
        problem' (25%) or 'not a problem at all' (65%) perhaps reflecting the high
        proportion of flats in the area.

3.37   Of more concern was the issue of 'litter in the street'. Ten per cent of
        respondents (100 people) felt that this was a 'problem' and a further three per
        cent (27 people) said it was a 'serious problem'. The issue of graffiti was also
        a concern with six per cent (57 people) stating that it was a 'problem' and one
        per cent (8 people) stating it was a 'serious problem'.

Number of concerns

3.38   As Table 3.10 shows, 83 per cent of the respondents (832 people) felt that
        none of the issues were a problem or serious problem in their neighbourhood.
        Fourteen per cent (146 people) felt that some of the issues were a problem
        and two per cent (22 people) felt that five or more of the issues were a
        problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	832	83%
1	81	8%
2	32	3%
3	24	2%
4	9	1%
5+	22	2%
	1,000	

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

General maintenance of properties and public spaces

3.39   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	3%	1%	10%	61%	25%

Table 3.11: Views on maintenance

3.40   The respondents were positive about the maintenance where they live with 61
        per cent stating that maintenance was 'good' and a further 25 per cent stating

that it was 'very good'. However, four per cent felt that maintenance was either 'poor' (1%) or 'very poor' (3%). Ten per cent did not have a clear view of the quality of maintenance where they live.

Quality of your neighbourhood

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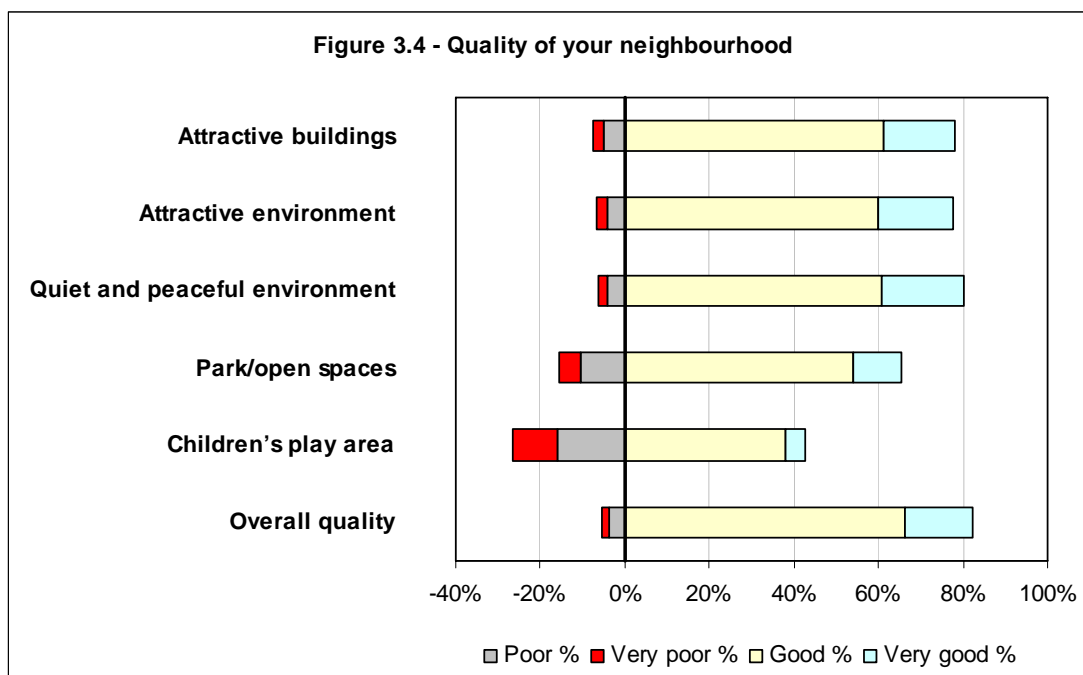
Figure 3.4 - Quality of your neighbourhood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	26	3%	48	5%	146	15%	614	61%	165	17%	1	0%	0	0%
Attractive environment	23	2%	42	4%	155	16%	600	60%	178	18%	2	0%	0	0%
Quiet and peaceful environment	19	2%	42	4%	136	14%	606	61%	195	20%	2	0%	0	0%
Park/open spaces	53	5%	104	10%	176	18%	539	54%	115	12%	13	1%	0	0%
Children's play area	105	11%	158	16%	220	22%	382	38%	46	5%	86	9%	3	0%
Overall quality	19	2%	37	4%	120	12%	661	66%	161	16%	2	0%	0	0%
Total	**245**		**431**		**953**		**3,402**		**860**		**106**		**3**	

Table 3.12: Quality of your neighbourhood

3.42   For most of the elements the respondents were positive about the quality of their neighbourhood. Eighty-two per cent of the respondents said that the overall quality of the area was either 'good' (66%) or 'very good' (16%). The residents were generally positive that the area has attractive buildings, an attractive environment, that the neighbourhood is quiet and peaceful and benefits from parks and open spaces.

3.43   The residents were less positive about children's play areas. Sixteen per cent of respondents (158 people) said that children's play areas are 'poor' in the neighbourhood. A further eleven per cent (105 people) said that the play areas are 'very poor'.

Number of concerns

3.44   As Table 3.13 shows, 71 per cent of the respondents (706 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Twenty-nine per cent felt that some of the elements were poor and five per cent (47 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	706	71%
1	126	13%
2	94	9%
3	20	2%
4	7	1%
5+	47	5%
	1,000	

Table 3.13 – Number of concerns – Quality of neighbourhood

Local Service Provision

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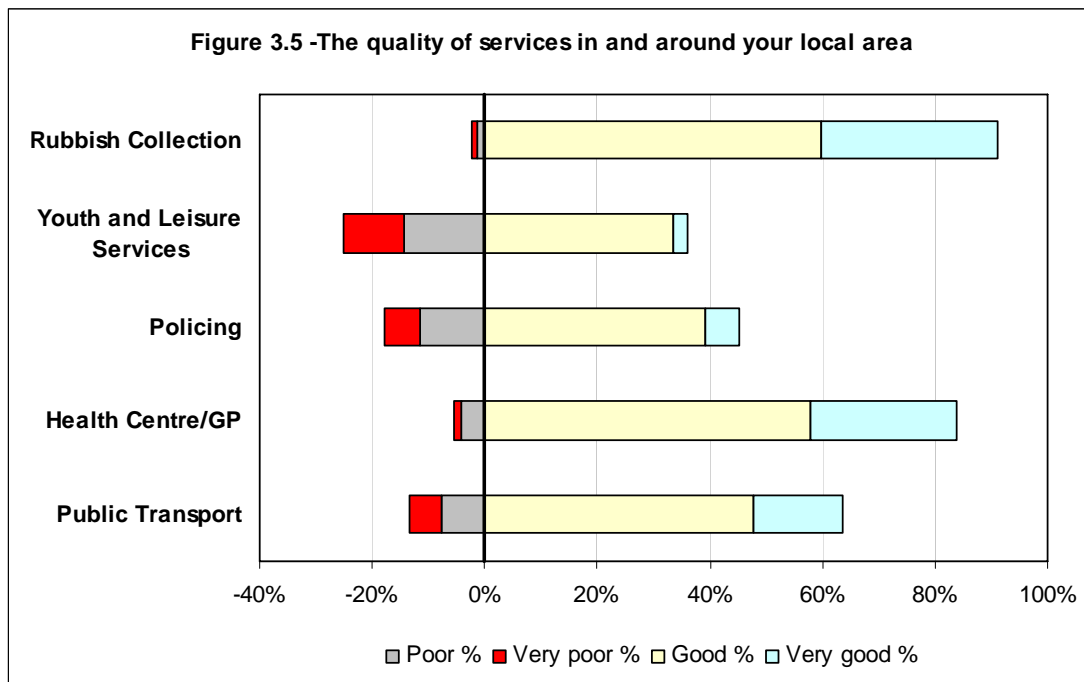
Figure 3.5 -The quality of services in and around your local area

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	8	1%	15	2%	58	6%	599	60%	311	31%	9	1%	0	0%
Youth and Leisure Services	105	11%	145	15%	126	13%	336	34%	24	2%	252	25%	12	1%
Policing	63	6%	115	12%	208	21%	391	39%	61	6%	152	15%	10	1%
Health Centre/GP	15	2%	41	4%	78	8%	580	58%	260	26%	24	2%	2	0%
Public Transport	55	6%	78	8%	127	13%	477	48%	158	16%	96	10%	9	1%
Total	246		394		597		2,383		814		533		33	

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

3.46 This question revealed contrasting views about different services provided locally. For rubbish collection and health services (through the local health centre or GP) 84 per cent and higher said that the service was either 'good' or 'very good'. Just less than two thirds said that public transport in the area was either 'good' or 'very good'.

3.47 There were mixed views about policing in the local area with 12 per cent (115 people) saying that the service was 'poor' and a further six per cent (63 people) stating that policing is 'very poor' in the area. Thirty-nine per cent (391 people) said that policing was 'good' and six per cent (61 people) said it was 'very good'.

3.48 Fifteen per cent (145 people) of respondents felt that youth and leisure services were 'poor' and another eleven per cent (105 people) felt that the service was 'very poor'. Thirty-four per cent (336 people) said that youth and leisure services were 'good' and two per cent said the service was 'very good' (24 people).

Public transport

3.49 Those who had stated that public transport was 'poor' or 'very poor' (133 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	40%
Frequency – services don't run often enough	85%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	37%
Stability – service could be withdrawn	2%
Information – it's difficult finding out about routes and times	1%
Location – bus stop / railway station / subway station is too far away	2%
Other	2%
None of these	
Don't know	5%

Table 3.15: Particular concerns about public transport

3.50 For those concerned about the quality of public transport in the local area the biggest issue is the infrequency of the service – 85 per cent stated that this was a problem. Other significant issues were convenience where services are not available at the desired times (37%) and punctuality / reliability (40%).

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

Frequency	%
Every day	16%
2-3 times a week	28%
Once a week	15%
Once a month	8%
Less often	10%
Never	24%

Table 3.16: Frequency of use of public transport

3.52   Forty-four per cent of respondents use public transport more than once a week with 16 per cent using it every day. Ten per cent of the respondents use public transport less than once a month. Twenty-four per cent said that they never use public transport.

Number of concerns

3.53   As Table 3.17 shows, 60 per cent of the respondents (601 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. The other 40 per cent felt that some of the services were poor and five per cent (60 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	601	60%
1	235	24%
2	106	11%
3	43	4%
4	11	1%
5+	4	0%
	1,000	

Table 3.17 – Number of concerns – Quality of services

Reporting problems about services

3.54   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	1%	0%	1%	2%	2%	93%
Glasgow City Council	1%	0%	1%	2%	2%	94%
Glasgow Community & Safety Services (GCSS)	0%	0%	0%	0%	0%	99%
Community Safety Patrol Officer	0%	0%	0%	0%	0%	100%
Community Enforcement Officer	0%	0%	0%	0%	0%	100%
Glasgow Housing Association	0%	0%	1%	1%	1%	97%
Housing Association (other)	0%	0%	0%	0%	0%	99%
Private Landlord	0%	0%	0%	0%	0%	100%
Health Service	0%	0%	0%	0%	6%	94%
Fire Brigade	0%	0%	0%	0%	0%	99%

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

3.55   For the majority of services only small percentages had ever reported a
        problem. However, seven per cent of respondents had reported a problem to
        the police. While one per cent said that they had been 'very dissatisfied' with
        the response, four per cent said that they were 'satisfied' or 'very satisfied'
        and one per cent gave a neutral response.

3.56   Six per cent of respondents had reported a problem to Glasgow City Council.
        While four per cent were satisfied with the response they received, one per
        cent were dissatisfied.

3.57   The residents were asked if they had ever experienced problems but had 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	94%
Fear of reprisal	1%
It might aggravate the situation	1%
Felt intimidated	1%
It wouldn't make any difference	1%
Didn't know who to report it to	0%
It's none of my business	0%
It wasn't a serious enough problem to report	2%
Other	0%

Table 3.19: Reason for not reporting a problem

3.58   Ninety-four per cent of the respondents said that they had never had a
        problem that they hadn't reported. Of those who had chosen not to report a
        problem the most common reason was a view that *'it wasn't a serious enough
        problem to report'* (2% - 24 people).

3.59   Other reasons for not reporting were: feeling 'intimidated' (1%); 'wouldn't have
        made any difference' to the situation (1%); concerns that reporting the issue
        might lead to reprisals (1%); and concerns that it might aggravate the
        situation (1%).

Quality of Life

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

Length of stay in the area

	%
Less than 1 year	5%
Less than 2 years	6%
Less than 4 years	8%
Less than 6 years	7%
Less than 10 years	11%
10 years or more	63%

Table 3.20: Length of residence

3.61   The majority of respondents were long term residents with 63 per cent (634 people) having lived in the area for ten or more years. Eleven per cent (108 people) had lived in the area for less than two years.

Satisfaction with the area as a place to live

3.62   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	52%
Fairly satisfied	38%
Neutral	5%
Fairly dissatisfied	2%
Very dissatisfied	2%

Table 3.21: Satisfaction with the area

3.63   Thirty-eight per cent of respondents (379 people) said that they were satisfied with the area as a place to live. Fifty-two per cent (521 people) said that they were 'very satisfied'. Four per cent of residents (43 people) said that they were dissatisfied with the area – two per cent of these said that they were 'very dissatisfied'.

Change over the past two years

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

	%
Got much worse	4%
Got slightly worse	13%
Not changed	72%
Got slightly better	8%
Got much better	2%
Don't know	1%
Not applicable	1%

Table 3.22: Perceived change in area over past two years

3.65   A majority of respondents (72% – 717 people) felt that the area had not changed in the past two years. A slightly higher proportion of respondents felt that the area had deteriorated than felt it had improved. Thirteen per cent (129 people) said that it had got 'slightly worse' and four per cent (36 people) felt that it had got 'much worse'. Eight per cent (76 people) said that the area had improved slightly and two per cent (18 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

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

	%
Yes	90%
No	6%
Don't know	4%

Table 3.23: Desire to continue living in area

3.67   The vast majority of respondents (90% – 898 people) wish to continue living in the area. Six per cent (61 people) said that they would like to move away from the area and four per cent (41 people) were unsure.

Improving your neighbourhood

3.68   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	22%
Clean streets	2%
More speed restrictions on the roads	4%
Reduce youth misbehaviour	2%
More employment for young people	2%
More employment for all	3%
More leisure facilities	5%
More play areas for younger children	5%
More sports areas for teenagers	3%
More care in housing allocation/ better vetting of tenants	2%
Evict problem tenants	1%
Other	2%
Nothing	31%
Don't know	16%

Table 3.24: How to improve quality of life in neighbourhood

3.69   The most common suggestion for change was to change nothing (31% - 313 people). A significant number of people wanted to have more police on the streets (22% – 222 people). Four per cent wanted to see more speed restrictions on the roads and two per cent want to see cleaner streets. Sixteen per cent of the respondents were unsure about what changes they would like to see.

3.70   In accordance with earlier responses on the quality of the neighbourhood (paragraphs 3.41-3.45 above) there was concern about play and leisure facilities for children and young people. Five per cent (48 people) said that 'more play areas for younger children' would improve the quality of life in the area. Five per cent (49 people) also wanted to see more leisure facilities in the area.

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

3.72   There were concerns about youth disorder and activities for young people. Two per cent (21 people) said that there should be measures to reduce youth misbehaviour and three per cent (25 people) felt there should be 'more sports areas for young people.

3.73   Some people suggested housing management measures such as 'more care in housing allocation / better vetting of tenants' (2%) and 'evicting problem tenants' (1%).

Demographics

3.74   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

3.75   A good balance of men and women were surveyed with each group making up 50 per cent of the sample.

Age	%
16 – 19	3%
20 - 24	8%
25 - 29	10%
30 - 39	10%
40 - 49	15%
50-59 (female) or 50-64 (male)	30%
60-74 (female) or 65-74 (male)	15%
75+	9%

Table 3.26: Age

3.76   Although there was a good range of age groups represented in the survey sample, more than half were people aged over 50 years (54%). Twenty-one per cent of the sample were aged under 30 years of age.

3.77   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

3.78   Respondents were asked about their current employment status.

	%
Full-time paid work	39%
Part-time paid work	5%
Self-employed	0%
Government Supported Training or Employment Programmes	0%
Full-time education	2%
Part-time education	0%
Still at school	0%
Unemployed	15%
Long-term sick or disabled	3%
Looking after family home	8%
Retired	28%
Other	0%

Table 3.27: Current employment status

3.79   Forty-four per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Fifteen per cent were unemployed. Three per cent were long-term sick or disabled while eight per cent were looking after their family home. More than a quarter of respondents were retired.

Disability or special needs

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

	%
Yes	11%
No	89%

Table 3.28: Disability or special need

3.81   Eleven per cent (109) of responding households includes a person who has a disability or special need.

	%
Physical	91%
Mental ill health	10%
Learning disability	2%
Visual impairment	4%
Hearing impairment	5%
Other	1%

Table 3.29: Nature of disability / special need

3.82   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 91 per cent of households which include a disabled person. Ten per cent of households include someone with a mental illness. Five per cent of the households include someone with a hearing impairment and four per cent include a household member with a visual impairment. Two per cent include someone with a learning disability.

Ethnic origin and status in the UK

3.83   Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	94%
Other British	0%
Irish	0%
East European	1%
Other White British	0%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	1%
Pakistani	1%
Bangladeshi	0%
Chinese	1%
Any other Asian background	0%
Black, Black Scottish, Black English, Black Welsh or other Black	
Caribbean	0%
African	1%
Any other Black background	0%
Other Ethnic background	
Any other background	0%
Refused	0%
Don't know	0%

Table 3.30: Ethnic origin

3.84 The vast majority of participants (94% or 935 people) answered 'White Scottish' to the question of ethnic origin. Three per cent of respondents were from an Asian background. One per cent of respondents were of Eastern European origin and one per cent were from an African background.

3.85 The respondents were asked about their status in the UK. As Table 3.31 shows 100 per cent of the respondents were permanent residents in the UK.

	%
Permanent resident	100%
Temporary resident	0%
Refugee	0%
Asylum Seeker	0%
Refused	0%

Table 3.31: Status in the UK

Households with dependent children

3.86 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 approximately a quarter of responding households include dependent children. Sixteen percent (155 households) include one dependent child while nine per cent (93 households) contain two dependent children. Three per cent of households contain more than two dependent children.

No. of children	%
1	16%
2	9%
3	2%
4	0%
5	0%
6+	1%
None	73%

Table 3.32: Number of dependent children

3.87 Of households involving children 39 per cent (106 households) are lone parent/ carer households. Sixty per cent (166 households) are two parents / carers households.

	%
Lone parent/carer	39%
Two parents/carers	61%

Table 3.33: Number of parents / carers

Accommodation

3.88 The respondents were asked about the housing tenure where they live. As Table 3.34 shows, a majority of the respondents live in social rented accommodation (59% – 591 people). A smaller proportion (39% - 388 people) own their home. Two per cent of respondents (17 people) live in private rented accommodation.

	%
Rented – Private landlord	2%
Rented – Housing Association	59%
Rented – not sure who is the landlord	0%
Owned by you or someone who lives in it	39%
Don't know	0%

Table 3.34: Housing tenure

Involving Local People

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

Informing local people

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

Figure 3.6 - Information about the neighbourhood and management of the neighbourhood
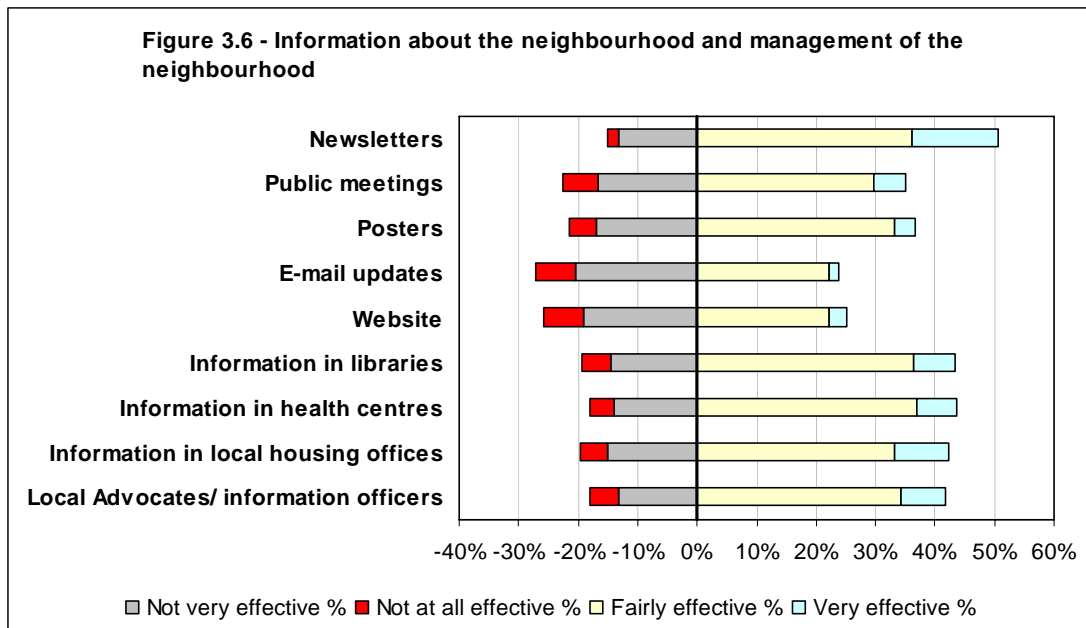
3.91   Respondents were generally positive that 'newsletters' were an effective way to provide information. While fifteen per cent felt that this was ineffective, 36 per cent said that it was 'fairly effective' and 14 per cent said that it was 'very effective'.

3.92   The residents were also positive about receiving information through health centres and libraries. Although 18 per cent felt that providing information through health centres was not effective, 37 per cent said they were 'fairly effective' and seven per cent said they were 'very effective'. While 20 per cent said that providing information in libraries was ineffective, 37 per cent said they were 'fairly effective' and seven per cent said they were 'very effective'.

3.93   The residents were also comparatively positive about providing information through housing offices (33% said 'fairly effective' and 9% said 'very effective') and through local advocates / information officers (34% said 'fairly effective' and 8% said 'very effective').

3.94   There was less support for information to be provided electronically. While a quarter of respondents felt that a website would be effective, 19 per cent said that it would not be very effective and a further seven per cent said that it would not be effective 'at all'. There was also limited support for email

updates – while 24 per cent thought this would be effective 28 per cent disagreed.

Involvement of local people in decision making

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

	%
Local people and organisations should be asked their opinions	70%
Local people and organisations should be actively involved	30%
Local people and organisations should be equal partners in making decisions	23%
Decision-making powers should be only with local people and organisations	12%
No involvement	2%
Don't know	1%
Other	0%

Table 3.35: Views on level of involvement

3.96   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 70 per cent (697 people) agreed that 'local people and organisations should be asked their opinions', just 12 per cent (119 people) felt that 'decision-making powers should be only with local people and organisations'.

3.97   Just less than a third of the respondents (30% - 303 people) felt that local people and organisations should be 'actively involved'. A smaller proportion (23% - 230 people) felt that they should be 'equal partners' in making decisions about neighbourhood management. Only a small group (2%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

	%
Regular feedback events	41%
Feedback boards in libraries, health centres and so on	27%
Regular surveys	59%
Consultation forums	16%
Feedback slips on newsletters	30%
Dedicated internet site	9%
No feedback	2%
Don't know	2%
Other	0%

Table 3.36: Ways to collect feedback from community

3.99   Nearly two thirds of the respondents (59%- 587 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'regular feedback events' (41% – 414 people), 'feedback slips on newsletters' (30% – 299 people), and 'feedback boards in libraries and health centres etc' (27% – 269 people).

3.100   There was also some support for gathering feedback through 'consultation forums' (16% - 164 people) or a 'dedicated internet site' (9% – 86 people).

Involving the local community

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

Figure 3.7 - Local community involvement
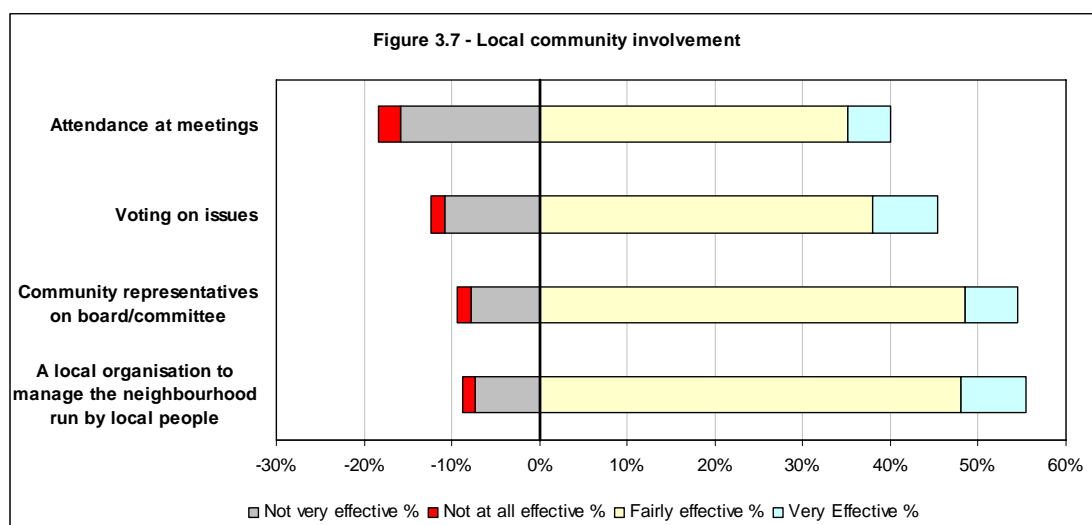
3.102   The respondents felt that the most effective form of community involvement would be through 'a local organisation to manage the neighbourhood run by local people''. While nine per cent felt that this would not be effective, 48 per cent felt that it would be 'fairly effective' and a further seven per cent felt it would be 'very effective'.

3.103   The respondents were supportive of 'community representatives on boards or committees'. While ten per cent believed that this would not be effective, 49 per cent thought this would be 'fairly effective' and a further six per cent felt it would be 'very effective'. There was less support for voting on issues, 13 per cent thought this would not be effective, while 38 per cent felt this would be 'fairly effective' and a further seven per cent 'very effective'.

3.104   The least popular option was 'attendance at meetings' although a majority supported this approach. While 40 per cent thought meetings were effective, 19 per cent of respondents thought meetings were either 'not very effective' (16% – 158 people) or 'not at all effective' (3% – 25 people).

4.   Study Findings – Area Analyses

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

- Springburn;
- Sighthill, Roystonhill and Germiston;
- Blackhill & Hogganfield;
- Balornock & Barmulloch;
- Robroyston and Millerston;

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

Security and Community Safety

4.3   The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are problems with 'youth disorder', 'street drinking', 'dogs roaming, dog fouling and barking', and 'road safety'. There was also concern expressed about   'problems with neighbours', 'noisy neighbours / parties' and 'vandalism and graffiti'.

4.4   Youth disorder was one of the top two most serious concerns in all neighbourhoods with the exception of Robroyston and Millerston were it was third and Balornock and Barmulloch where it was fourth.   Youth disorder was the most serious concern for respondents living in Springburn.

4.5   Street drinking was of the greatest concern in Springburn where it was the second most serious community safety issue. Lower percentages felt that this was an issue in all other areas.

4.6   Residents Springburn, Balornock / Barmulloch and Robroyston / Millerston expressed concern about road safety. This was considered the most serious issue by residents living in Robroyston / Millerston. In Springburn and

Balornock / Balmulloch the issue was considered the third and second most serious issue respectively. Road safety was not one of the main issues for people living in Sighthill, Roystonhill and Germiston.

4.7 Dog roaming, fouling and barking was considered the most serious issue by residents in Sighthill, Roystonhill and Germiston, Blackhill / Hogganfield and Balornock / Balmulloch. This was also viewed as a significant problem by respondents living in Robroyston / Millerston and Springburn.

4.8 Problems with neighbours and noisy neighbours were raised most often by residents in Blackhill / Hogganfield. Problems with neighbours were also highlighted as a problem in Sighthill, Roystonhill and Germiston.

4.9 Vandalism / graffiti is more of an issue for residents in Springburn and Robroyston / Millerston in comparison with other neighbourhoods.

4.10 In terms of changes taking place in their local area residents in all neighbourhoods, with the exception of Sighthill, Roystonhill and Germiston, felt that the situation with youth disorder and road safety was getting worse. Respondents in Balornock / Balmulloch were most concerned about the worsening situation regarding road safety in the area.

4.11 In Sighthill, Roystonhill and Germiston, Blackhill / Hogganfield and Robroyston / Millerston residents were most concerned about problems with dogs getting worse over the past year. This was also one of the top concerns for residents in Balornock / Balmulloch.

Cleansing and Environment

4.12 Across the Glasgow North East Local Community Planning Partnership area, litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, untidy gardens. Residents were least concerned about abandoned vehicles.

4.13 Litter was considered to be the biggest problem by residents in each of the areas with the exception of Robroyston / Millerston where graffiti was the top

issue. Graffiti was also one of the main concerns for residents in Springburn, Blackhill / Hogganfield and Balornock / Balmulloch.

4.14   Untidy gardens were more of an issue for respondents in Springburn and Sighthill, Roystonhill and Germiston compared to other neighbourhoods.

4.15   Graffiti was the second most significant environmental problem in Balornock / Balmulloch and was also an issue for respondents in Springburn. Responses in terms of the cleanliness of the local neighbourhood were more positive in Blackhill / Hogganfield and Balornock / Balmulloch compared to other areas.

Quality of neighbourhood

4.16   The quality of children's play areas was the main concern for residents in all neighbourhoods with the exception of Balornock / Balmulloch where this was the second top issue. In Sighthill, Roystonhill and Germiston 41 per cent of respondents said that play areas were either 'poor' or 'very poor'.

4.17   In Balornock / Balmulloch the main problem was the lack of attractive buildings. This was also a concern for residents in Sighthill, Roystonhill and Germiston as were a lack of parks / open spaces.

Quality of service provision

4.18   The quality of service provided by youth and leisure services was felt to be poorest by respondents in Springburn, Sighthill, Roystonhill and Germiston, and Robroyston / Millerston. In Springburn more than 40 per cent of respondents said that the service was either 'poor' or 'very poor'.

4.19   Policing was the most serious issue for respondents in Balornock / Balmulloch with 15 per cent stating that the services were either 'poor' or 'very poor'. The quality of policing was the second most serious issue for residents in Springburn, Sighthill, Roystonhill and Germiston and Blackhill / Hogganfield

4.20   The quality of public transport was the main issue for residents in Blackhill / Hogganfield and was a significant concern for residents in Robroyston / Millerston.

Springburn

Figure 4.1 - Security and Community Safety
Springburn

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

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	5	3%	2	1%	6	3%	184	92%	0	0%
Noisy neighbours/ parties	5	3%	6	3%	2	1%	5	3%	182	91%	0	0%
Youth disorder	13	7%	26	13%	6	3%	6	3%	149	75%	0	0%
Street drinking	10	5%	24	12%	6	3%	3	2%	157	79%	0	0%
Drug dealing	8	4%	17	9%	9	5%	3	2%	162	81%	1	1%
Drug/ alcohol/ substance abuse	9	5%	17	9%	7	4%	3	2%	163	82%	1	1%
Verbal abuse	4	2%	8	4%	5	3%	3	2%	180	90%	0	0%
Racial harassment	2	1%	2	1%	2	1%	1	1%	191	96%	2	1%
Harassment	5	3%	8	4%	3	2%	1	1%	182	91%	1	1%
Personal safety and security	1	1%	11	6%	4	2%	6	3%	178	89%	0	0%
Damage to property	0	0%	8	4%	12	6%	8	4%	172	86%	0	0%
Damage to vehicle/ theft	2	1%	13	7%	11	6%	7	4%	166	83%	1	1%
Vandalism and graffiti	6	3%	19	10%	5	3%	4	2%	165	83%	1	1%
Dogs roaming, dog fouling, barking	11	6%	18	9%	12	6%	8	4%	151	76%	0	0%
House break-ins/burglary	0	0%	1	1%	3	2%	12	6%	184	92%	0	0%
Vehicle break-ins/theft	0	0%	4	2%	5	3%	13	7%	178	89%	0	0%
Road safety	9	5%	22	11%	7	4%	7	4%	155	78%	0	0%
Safety of children	4	2%	10	5%	8	4%	13	7%	165	83%	0	0%
Safety of other vulnerable groups	3	2%	10	5%	8	4%	13	7%	166	83%	0	0%
Total	**95**		**229**		**117**		**122**		**3,230**		**7**	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	120	60%
1	28	14%
2	15	8%
3	10	5%
4	2	1%
5+	25	13%
	200	

Table 4.2 – Number of concerns – Security and Community Safety
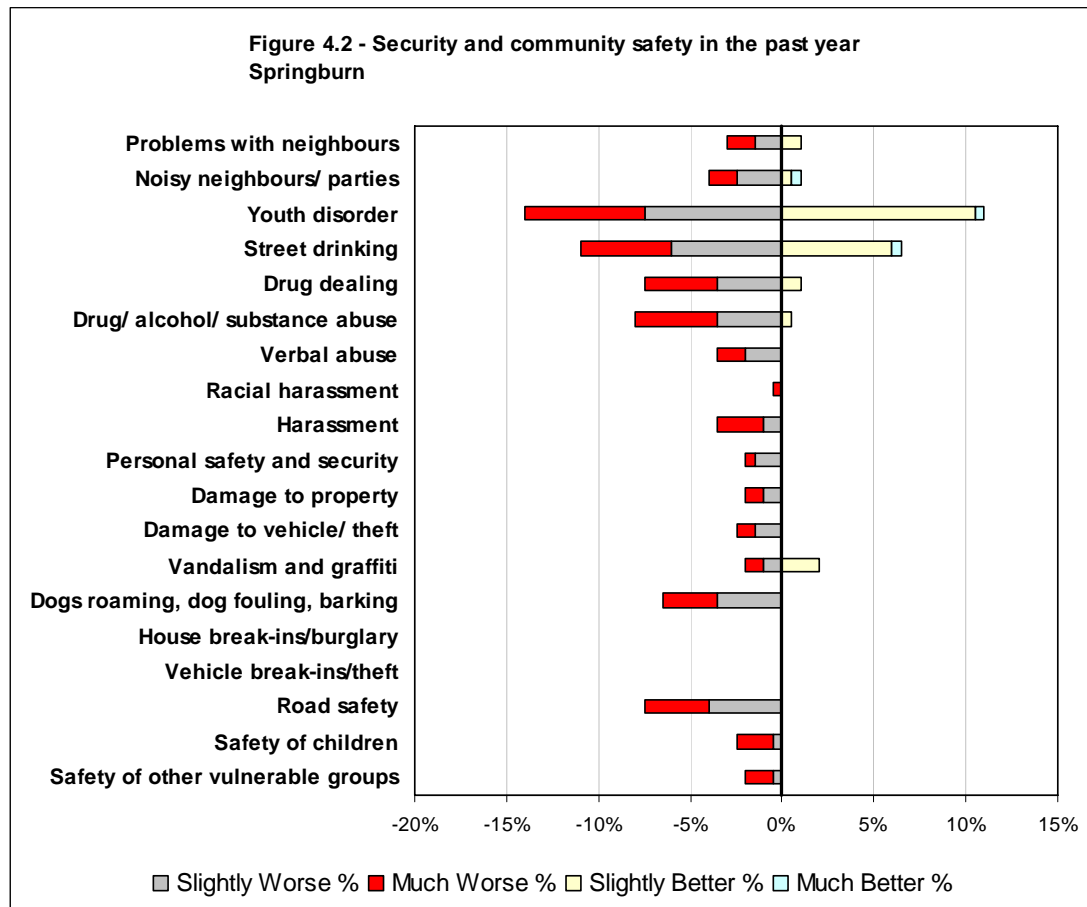
Figure 4.2 - Security and community safety in the past year
Springburn

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	3	2%	192	96%	2	1%	0	0%	0	0%
Noisy neighbours / parties	3	2%	5	3%	190	95%	1	1%	1	1%	0	0%
Youth disorder	13	7%	15	8%	150	75%	21	11%	1	1%	0	0%
Street drinking	10	5%	12	6%	165	83%	12	6%	1	1%	0	0%
Drug dealing	8	4%	7	4%	183	92%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	9	5%	7	4%	183	92%	1	1%	0	0%	0	0%
Verbal abuse	3	2%	4	2%	193	97%	0	0%	0	0%	0	0%
Racial harassment	1	1%	0	0%	199	100%	0	0%	0	0%	0	0%
Harassment	5	3%	2	1%	193	97%	0	0%	0	0%	0	0%
Personal safety and security	1	1%	3	2%	196	98%	0	0%	0	0%	0	0%
Damage to property	2	1%	2	1%	196	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	3	2%	195	98%	0	0%	0	0%	0	0%
Vandalism and graffiti	2	1%	2	1%	192	96%	4	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	3%	7	4%	187	94%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Road safety	7	4%	8	4%	185	93%	0	0%	0	0%	0	0%
Safety of children	4	2%	1	1%	195	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	2%	1	1%	196	98%	0	0%	0	0%	0	0%
Total	**82**		**82**		**3,590**		**43**		**3**		**0**	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	147	74%
1	20	10%
2	13	7%
3	4	2%
4	5	3%
5+	11	6%
	200	

Table 4.4 – Number of concerns – Security and Community Safety in the past year
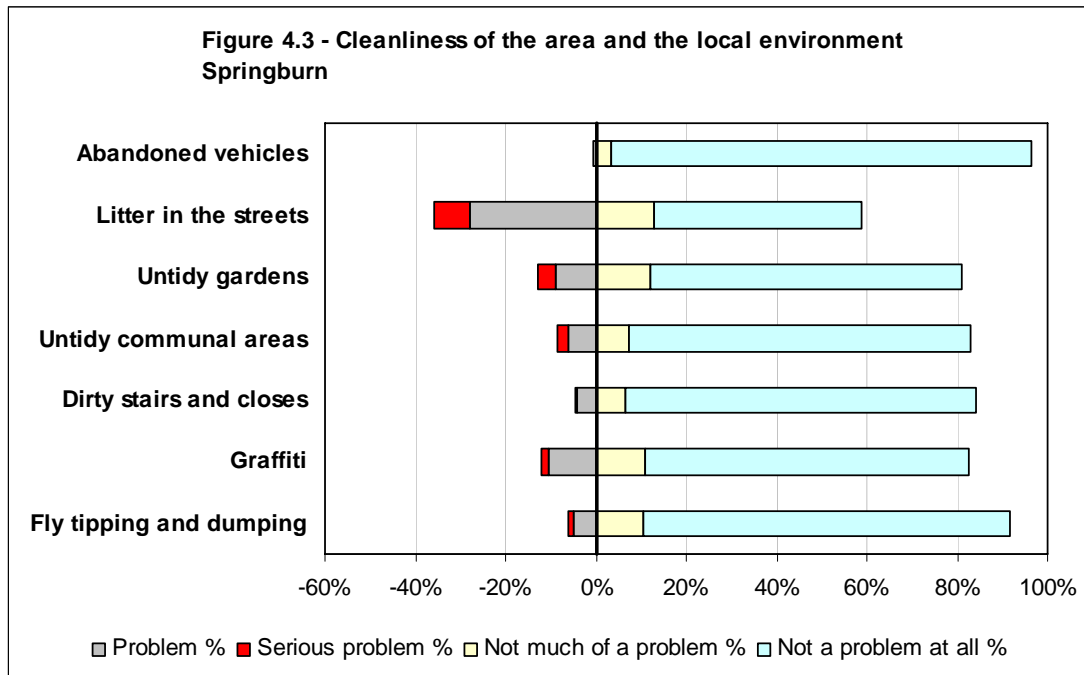
**Figure 4.3 - Cleanliness of the area and the local environment
Springburn**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	3	2%	7	4%	186	93%	3	2%	0	0%
Litter in the streets	16	8%	56	28%	9	5%	26	13%	92	46%	1	1%	0	0%
Untidy gardens	8	4%	18	9%	6	3%	24	12%	138	69%	0	0%	6	3%
Untidy communal areas	5	3%	12	6%	4	2%	15	8%	151	76%	0	0%	13	7%
Dirty stairs and closes	1	1%	8	4%	2	1%	13	7%	155	78%	0	0%	21	11%
Graffiti	3	2%	21	11%	11	6%	22	11%	143	72%	0	0%	0	0%
Fly tipping and dumping	2	1%	10	5%	4	2%	21	11%	162	81%	1	1%	0	0%
Total	**35**		**126**		**39**		**128**		**1,027**		**5**		**40**	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	113	57%
1	42	21%
2	25	13%
3	12	6%
4	7	4%
5+	1	1%
	200	

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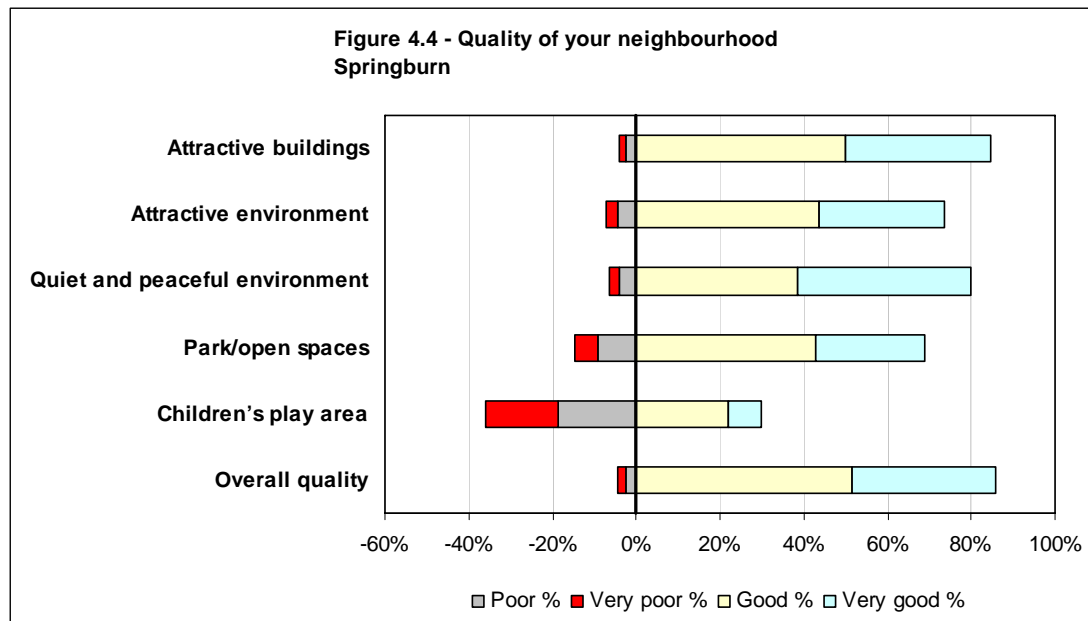
Figure 4.4 - Quality of your neighbourhood
Springburn

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	2%	5	3%	23	12%	100	50%	69	35%	0	0%	0	0%
Attractive environment	5	3%	9	5%	39	20%	87	44%	60	30%	0	0%	0	0%
Quiet and peaceful environment	5	3%	8	4%	27	14%	77	39%	83	42%	0	0%	0	0%
Park/open spaces	11	6%	18	9%	31	16%	86	43%	52	26%	2	1%	0	0%
Children's play area	35	18%	37	19%	37	19%	44	22%	16	8%	28	14%	3	2%
Overall quality	4	2%	5	3%	19	10%	103	52%	69	35%	0	0%	0	0%
Total	63		82		176		497		349		30		3	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	122	61%
1	45	23%
2	18	9%
3	5	3%
4	3	2%
5+	7	4%
	200	

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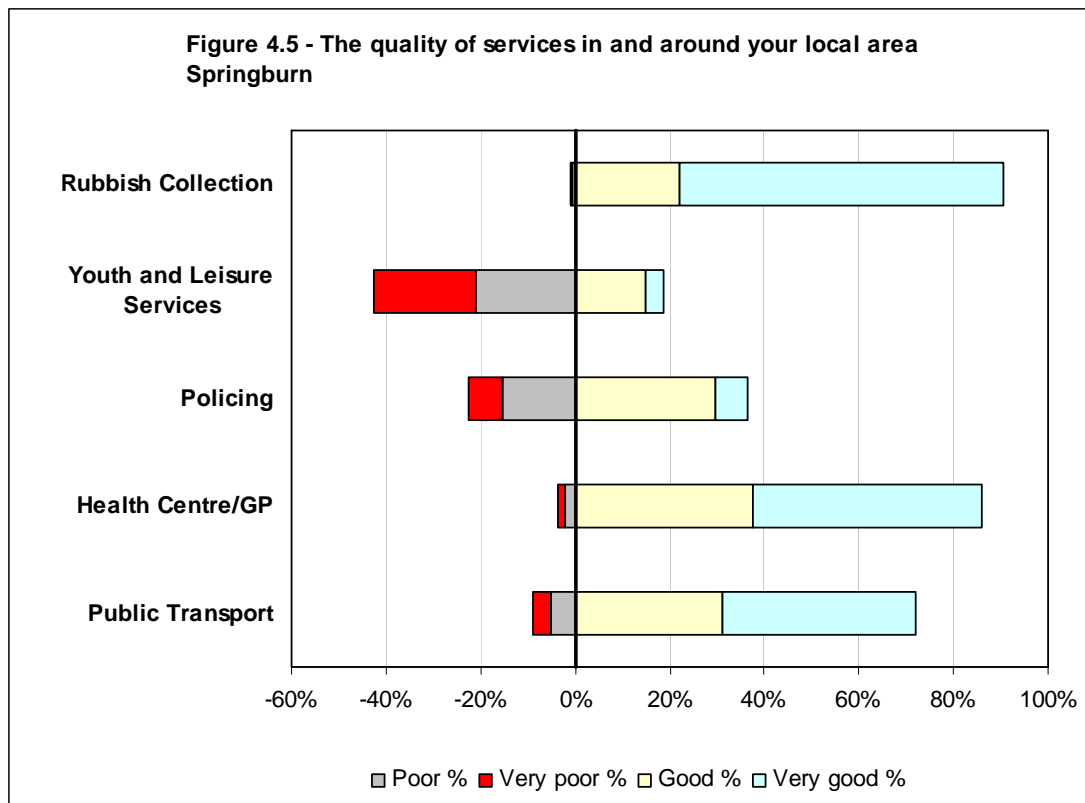
Figure 4.5 - The quality of services in and around your local area
Springburn

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	1	1%	11	6%	44	22%	137	69%	6	3%	0	0%
Youth and Leisure Services	43	22%	42	21%	12	6%	30	15%	7	4%	63	32%	3	2%
Policing	14	7%	31	16%	59	30%	59	30%	14	7%	23	12%	0	0%
Health Centre/GP	3	2%	4	2%	12	6%	75	38%	97	49%	9	5%	0	0%
Public Transport	8	4%	10	5%	9	5%	62	31%	82	41%	28	14%	1	1%
Total	**69**		**88**		**103**		**270**		**337**		**129**		**4**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	89	45%
1	73	37%
2	31	16%
3	6	3%
4	1	1%
5+	0	0%
	200	

Table 4.10 – Number of concerns – Quality of services

**Figure 4.6 - Housing tenure
Springburn**

**Figure 4.7 - Information about the neighbourhood and the management of the neighbourhood
Springburn**

**Figure 4.8 - Local community involvement
Springburn**

Sighthill, Roystonhill and Germiston

**Figure 4.9 - Security and community safety
Sighthill, Roystonhill & Germiston**

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	4	2%	5	3%	71	36%	117	59%	1	1%
Noisy neighbours / parties	2	1%	8	4%	7	4%	67	34%	115	58%	1	1%
Youth disorder	5	3%	7	4%	7	4%	72	36%	109	55%	0	0%
Street drinking	2	1%	2	1%	7	4%	71	36%	118	59%	0	0%
Drug dealing	2	1%	1	1%	8	4%	72	36%	117	59%	0	0%
Drug/ alcohol/ substance abuse	2	1%	1	1%	9	5%	69	35%	119	60%	0	0%
Verbal abuse	0	0%	0	0%	9	5%	69	35%	122	61%	0	0%
Racial harassment	0	0%	1	1%	8	4%	71	36%	120	60%	0	0%
Harassment	0	0%	2	1%	8	4%	73	37%	117	59%	0	0%
Personal safety and security	0	0%	1	1%	10	5%	70	35%	119	60%	0	0%
Damage to property	0	0%	1	1%	8	4%	73	37%	118	59%	0	0%
Damage to vehicle/ theft	0	0%	1	1%	7	4%	75	38%	117	59%	0	0%
Vandalism and graffiti	0	0%	1	1%	8	4%	73	37%	118	59%	0	0%
Dogs roaming, dog fouling, barking	11	6%	22	11%	7	4%	57	29%	103	52%	0	0%
House break-ins/burglary	0	0%	0	0%	7	4%	76	38%	117	59%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	7	4%	75	38%	117	59%	0	0%
Road safety	0	0%	0	0%	8	4%	75	38%	117	59%	0	0%
Safety of children	0	0%	0	0%	7	4%	76	38%	117	59%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	7	4%	76	38%	117	59%	0	0%
Total	**26**		**53**		**144**		**1,361**		**2,214**		**2**	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	156	78%
1	27	14%
2	8	4%
3	2	1%
4	6	3%
5+	1	1%
Total	**200**	

Table 4.12 – Number of concerns – Security and Community Safety
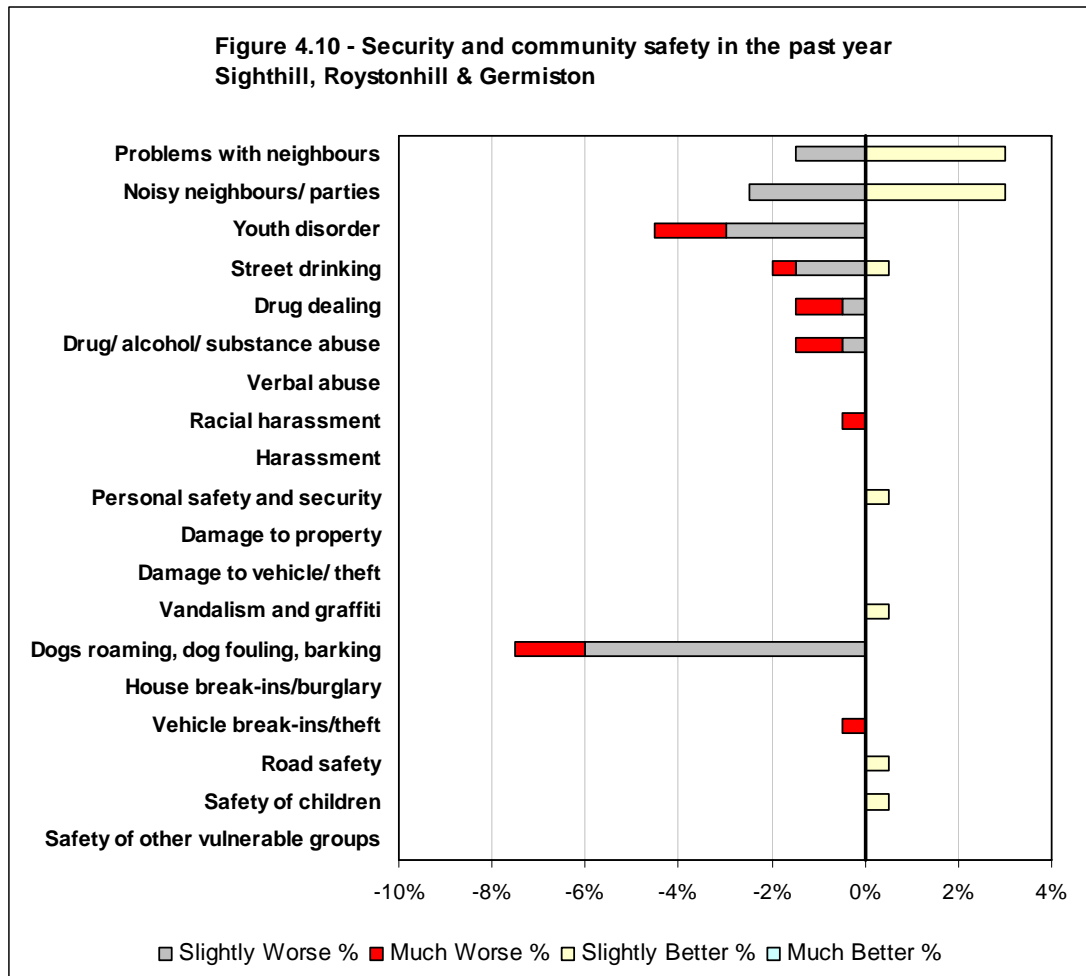
Figure 4.10 - Security and community safety in the past year
Sighthill, Roystonhill & Germiston

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	3	2%	191	96%	6	3%	0	0%	0	0%
Noisy neighbours / parties	0	0%	5	3%	189	95%	6	3%	0	0%	0	0%
Youth disorder	3	2%	6	3%	191	96%	0	0%	0	0%	0	0%
Street drinking	1	1%	3	2%	195	98%	1	1%	0	0%	0	0%
Drug dealing	2	1%	1	1%	197	99%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	1	1%	197	99%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Racial harassment	1	1%	0	0%	199	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Damage to property	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Vandalism and graffiti	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	3	2%	12	6%	185	93%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	0	0%	199	100%	0	0%	0	0%	0	0%
Road safety	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Safety of children	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Total	13		31		3,739		17		0		0	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	175	88%
1	14	7%
2	6	3%
3	2	1%
4	3	2%
5+	0	0%
Total	**200**	

Table 4.14 – Number of concerns – Security and Community Safety in the past year
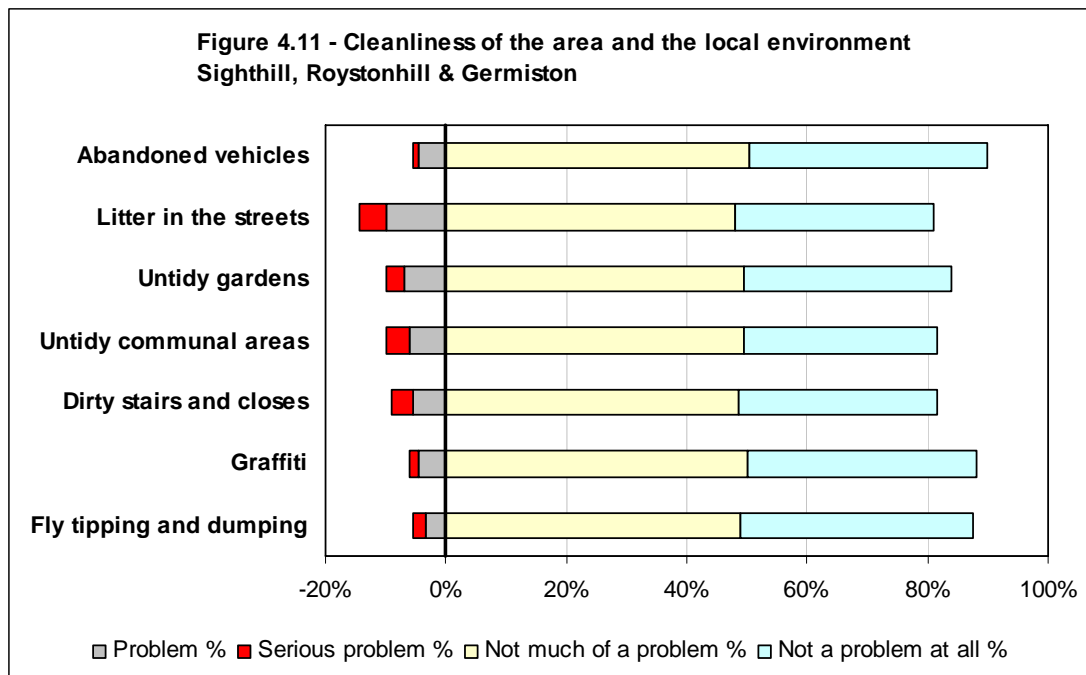
**Figure 4.11 - Cleanliness of the area and the local environment
Sighthill, Roystonhill & Germiston**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	1%	9	5%	7	4%	101	51%	79	40%	2	1%	0	0%
Litter in the streets	9	5%	20	10%	7	4%	96	48%	66	33%	2	1%	0	0%
Untidy gardens	6	3%	14	7%	9	5%	99	50%	69	35%	2	1%	1	1%
Untidy communal areas	8	4%	12	6%	8	4%	99	50%	64	32%	2	1%	7	4%
Dirty stairs and closes	7	4%	11	6%	8	4%	97	49%	66	33%	2	1%	9	5%
Graffiti	3	2%	9	5%	9	5%	100	50%	76	38%	2	1%	1	1%
Fly tipping and dumping	4	2%	7	4%	8	4%	98	49%	77	39%	5	3%	1	1%
Total	**39**		**82**		**56**		**690**		**497**		**17**		**19**	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	164	82%
1	15	8%
2	3	2%
3	6	3%
4	0	0%
5+	12	6%
Total	**200**	

Table 4.16 – Number of concerns – Cleanliness of area and local environment
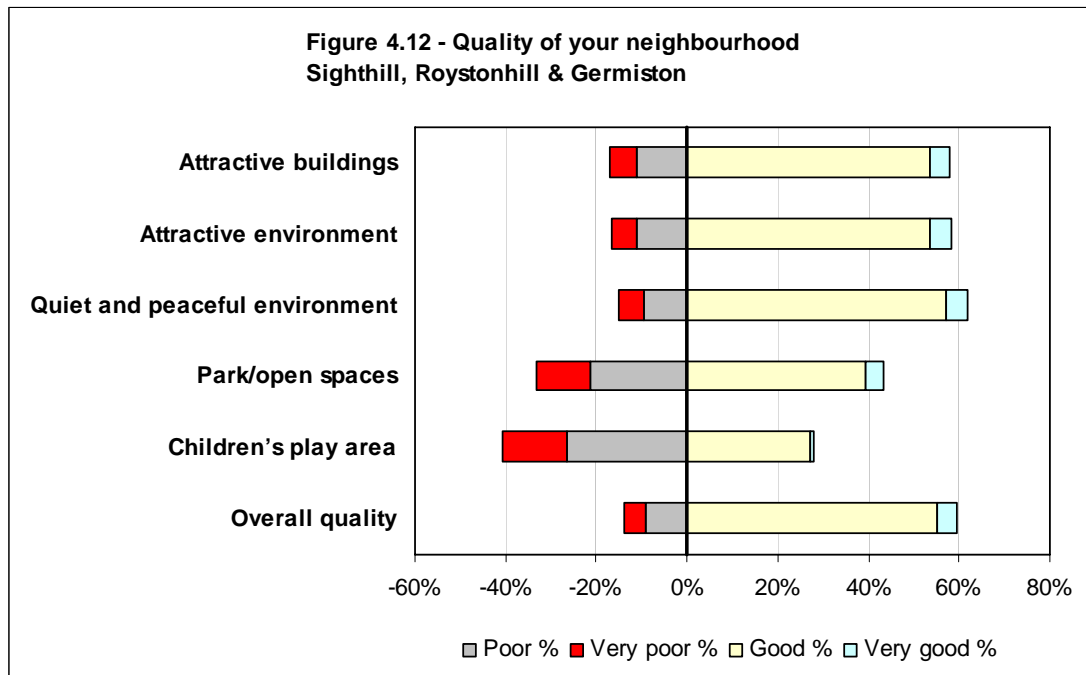
Figure 4.12 - Quality of your neighbourhood
Sighthill, Roystonhill & Germiston

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	12	6%	22	11%	49	25%	107	54%	9	5%	1	1%	0	0%
Attractive environment	11	6%	22	11%	49	25%	107	54%	10	5%	1	1%	0	0%
Quiet and peaceful environment	11	6%	19	10%	45	23%	114	57%	10	5%	1	1%	0	0%
Park/open spaces	23	12%	43	22%	44	22%	79	40%	8	4%	3	2%	0	0%
Children's play area	28	14%	53	27%	50	25%	54	27%	2	1%	13	7%	0	0%
Overall quality	10	5%	18	9%	52	26%	110	55%	9	5%	1	1%	0	0%
Total	**95**		**177**		**289**		**571**		**48**		**20**		**0**	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	115	58%
1	16	8%
2	37	19%
3	2	1%
4	2	1%
5+	28	14%
Total	**200**	

Table 4.18 – Number of concerns – Quality of neighbourhood
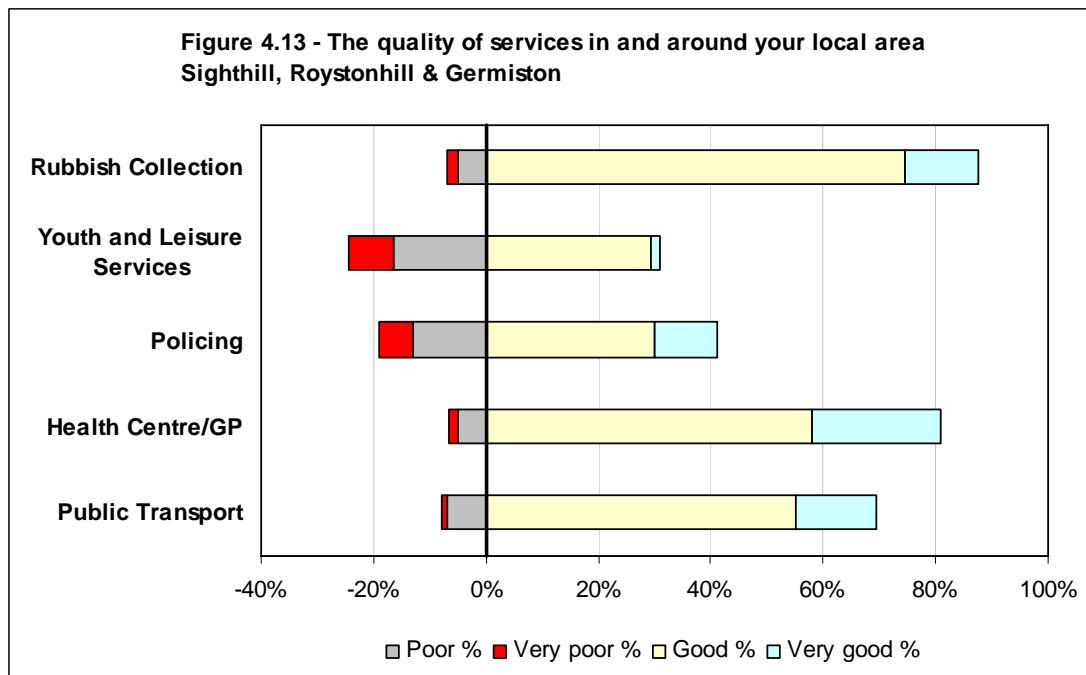
**Figure 4.13 - The quality of services in and around your local area
Sighthill, Roystonhill & Germiston**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	2%	10	5%	10	5%	149	75%	26	13%	1	1%	0	0%
Youth and Leisure Services	16	8%	33	17%	38	19%	59	30%	3	2%	46	23%	5	3%
Policing	12	6%	26	13%	33	17%	60	30%	22	11%	42	21%	5	3%
Health Centre/GP	3	2%	10	5%	17	9%	116	58%	46	23%	6	3%	2	1%
Public Transport	2	1%	14	7%	43	22%	110	55%	29	15%	2	1%	0	0%
Total	**37**		**93**		**141**		**494**		**126**		**97**		**12**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	130	65%
1	35	18%
2	21	11%
3	7	4%
4	3	2%
5+	4	2%
Total	**200**	

Table 4.20 – Number of concerns – Quality of services

**Figure 4.14 - Housing Tenure
Sighthill, Roystonhill & Germiston**

**Figure 4.15 - Information about the neighbourhood and management of the neighbourhood
Sighthill, Roystonhill & Germiston**

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

**Figure 4.16 - Local community involvement
Sighthill, Roystonhill & Germiston**
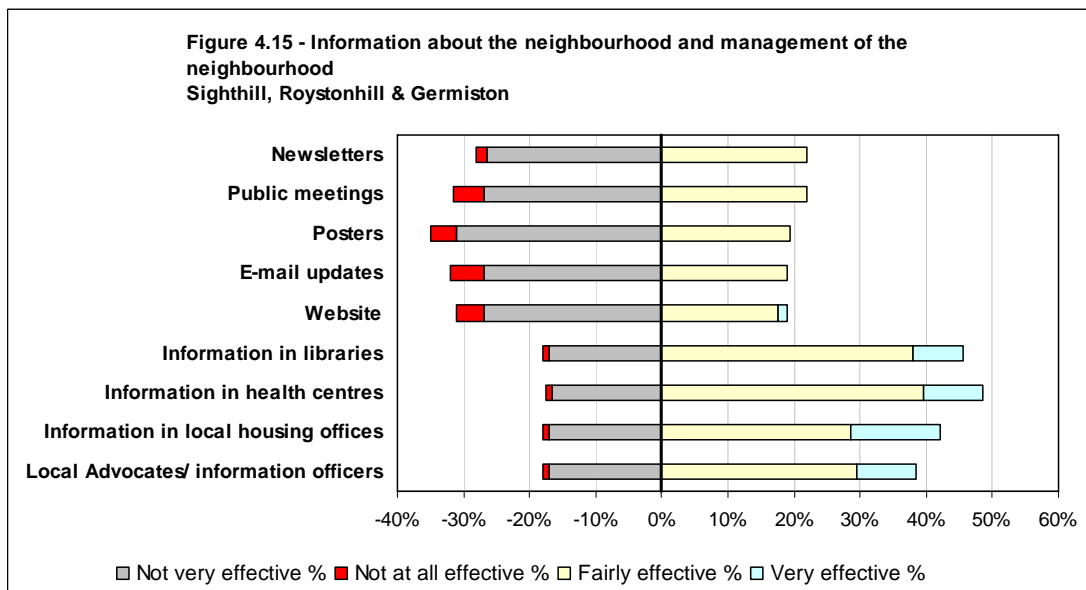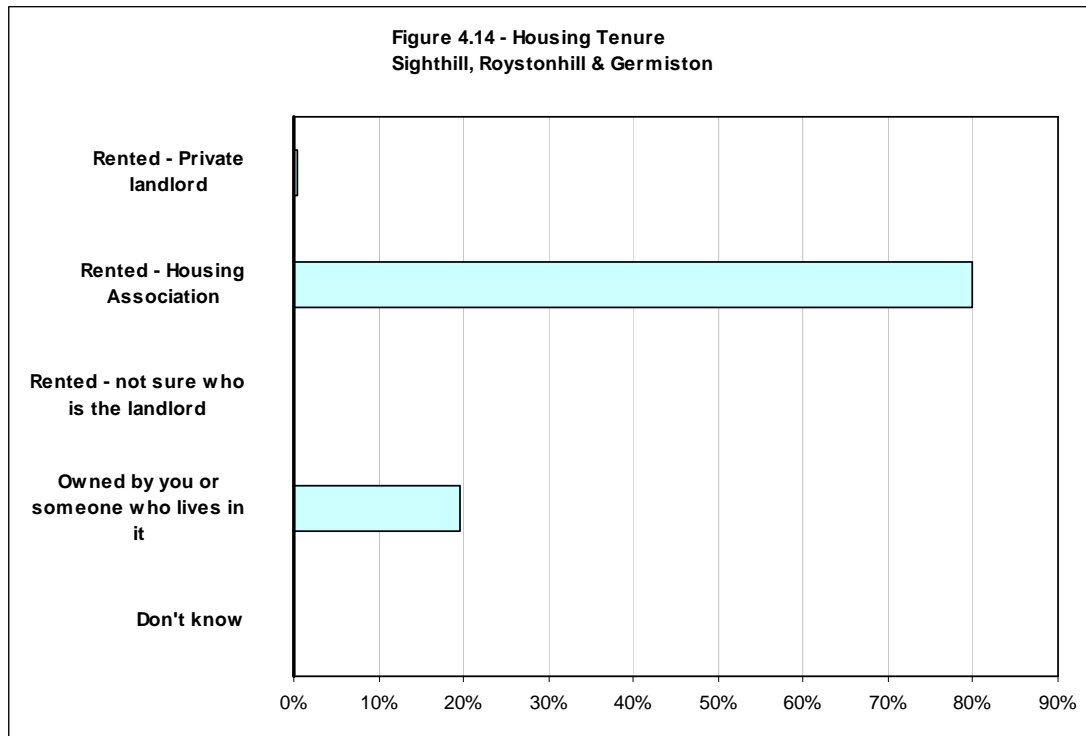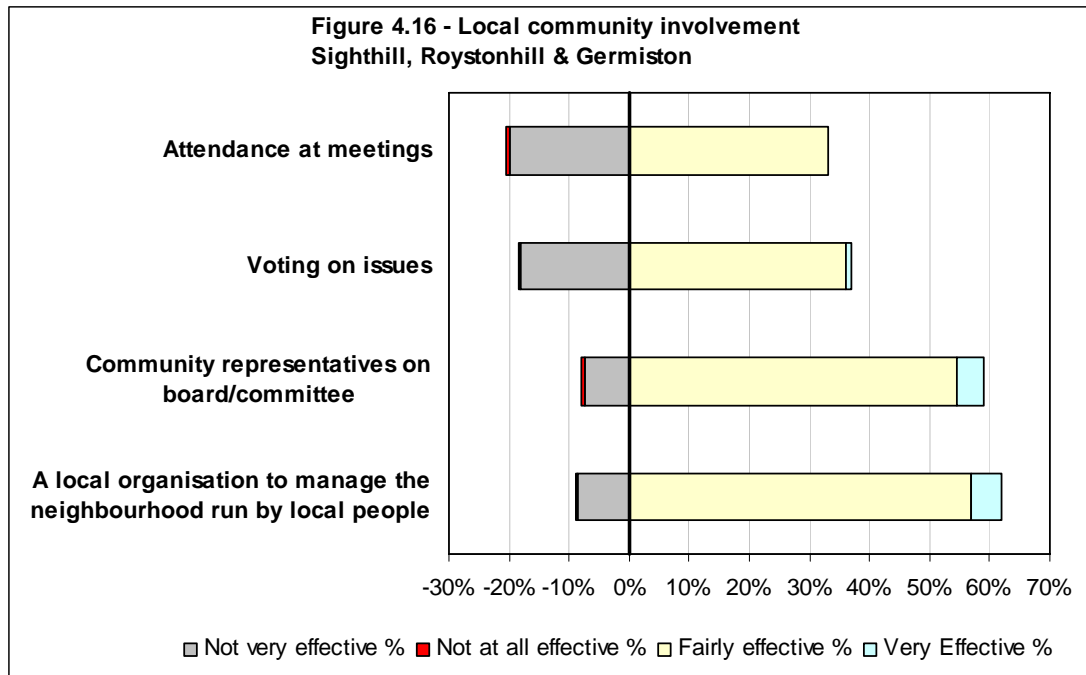
Blackhill and Hogganfield
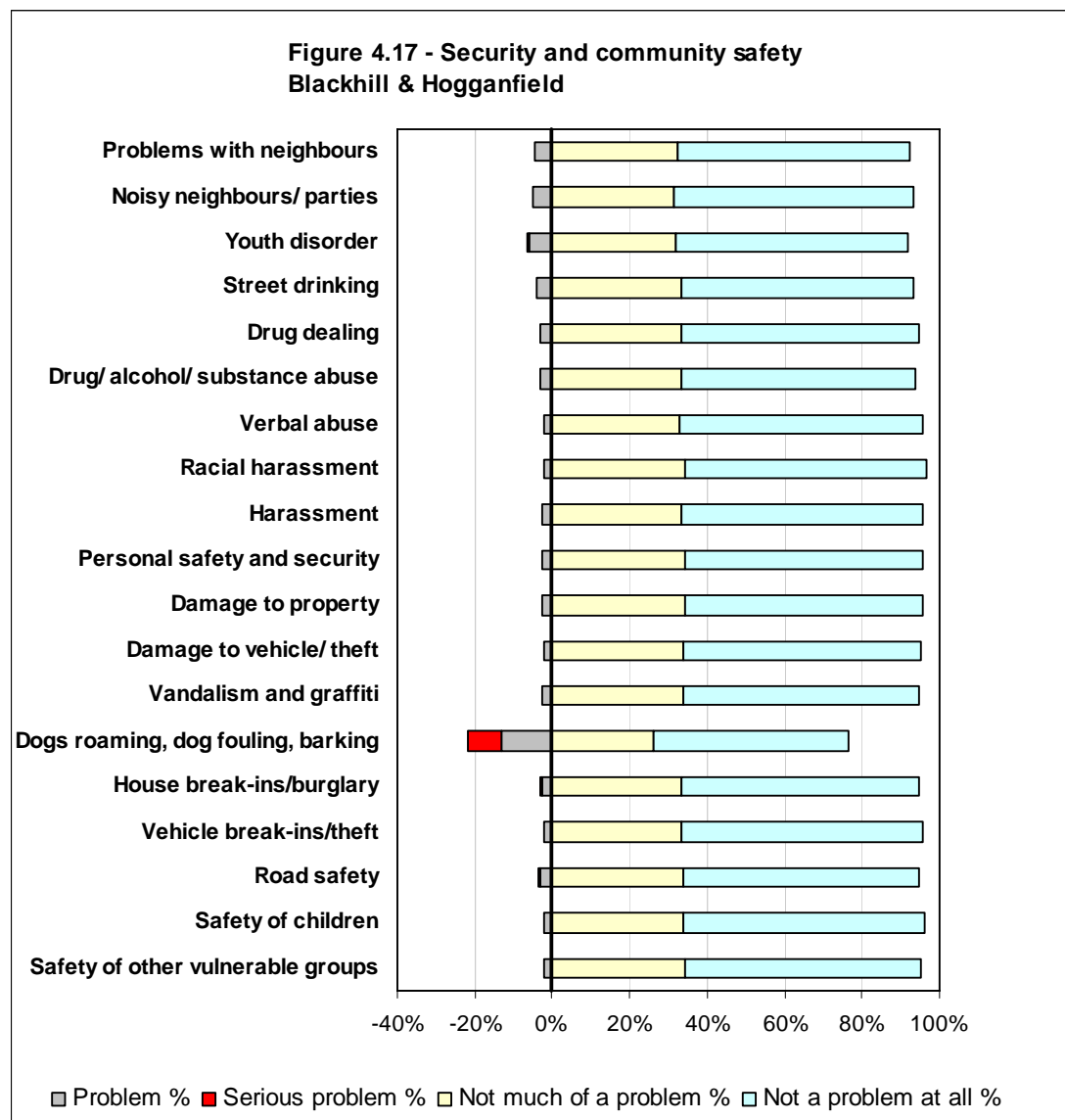
**Figure 4.17 - Security and community safety
Blackhill & Hogganfield**

	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%	9	5%	5	3%	65	33%	120	60%	1	1%
Noisy neighbours/ parties	0	0%	10	5%	3	2%	63	32%	124	62%	0	0%
Youth disorder	1	1%	12	6%	3	2%	64	32%	120	60%	0	0%
Street drinking	0	0%	8	4%	5	3%	67	34%	120	60%	0	0%
Drug dealing	0	0%	6	3%	5	3%	67	34%	122	61%	0	0%
Drug/ alcohol / substance abuse	0	0%	6	3%	6	3%	67	34%	121	61%	0	0%
Verbal abuse	0	0%	4	2%	5	3%	66	33%	125	63%	0	0%
Racial harassment	0	0%	4	2%	3	2%	69	35%	124	62%	0	0%
Harassment	0	0%	5	3%	3	2%	67	34%	124	62%	1	1%
Personal safety and security	0	0%	5	3%	4	2%	69	35%	122	61%	0	0%
Damage to property	0	0%	5	3%	4	2%	69	35%	122	61%	0	0%
Damage to vehicle / theft	0	0%	4	2%	4	2%	68	34%	122	61%	2	1%
Vandalism and graffiti	0	0%	5	3%	4	2%	68	34%	121	61%	2	1%
Dogs roaming, dog fouling, barking	18	9%	26	13%	3	2%	52	26%	101	51%	0	0%
House break-ins /burglary	1	1%	5	3%	5	3%	67	34%	122	61%	0	0%
Vehicle break-ins/theft	0	0%	4	2%	5	3%	67	34%	124	62%	0	0%
Road safety	1	1%	6	3%	4	2%	68	34%	121	61%	0	0%
Safety of children	0	0%	4	2%	4	2%	68	34%	124	62%	0	0%
Safety of other vulnerable groups	0	0%	4	2%	4	2%	69	35%	121	61%	2	1%
Total	**21**		**132**		**79**		**1,260**		**2,300**		**8**	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	146	73%
1	41	21%
2	4	2%
3	0	0%
4	1	1%
5+	8	4%
	200	

Table 4.22 – Number of concerns – Security and Community Safety

**Figure 4.18 - Security and community safety in the past year
Blackhill & Hogganfield**
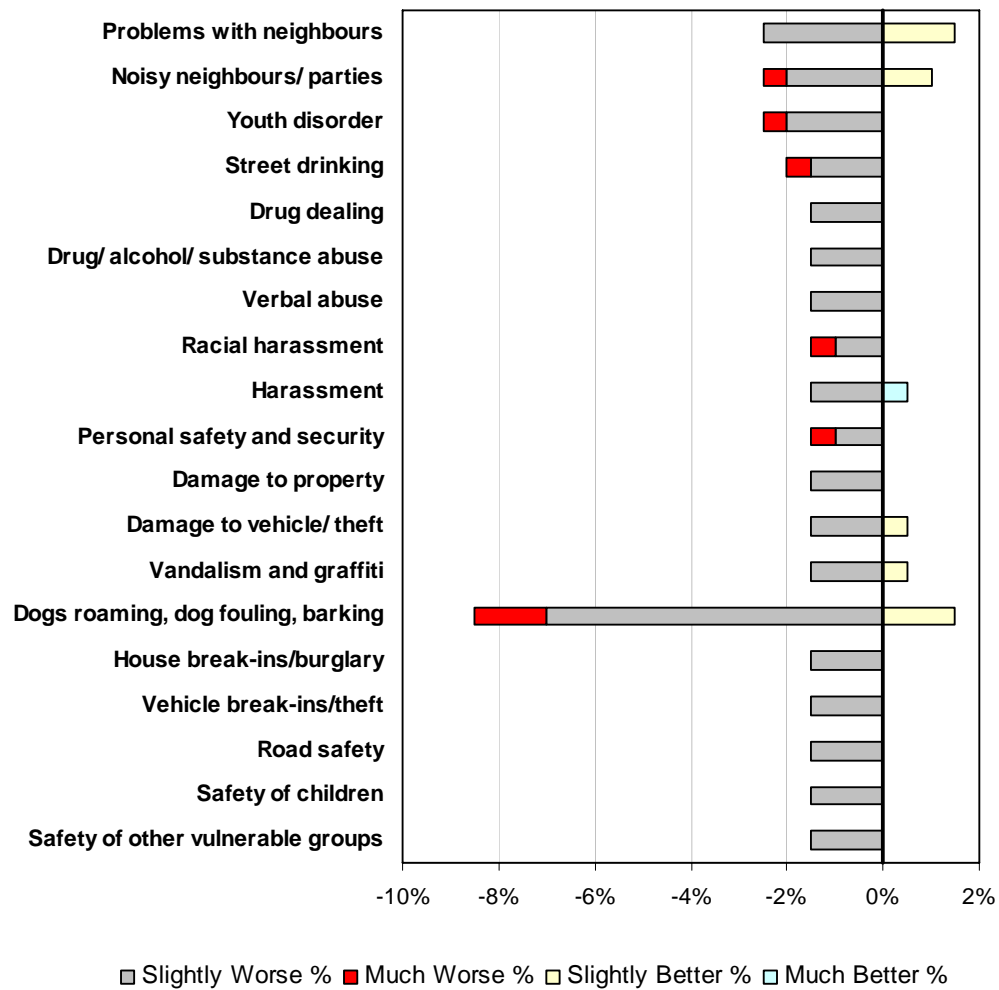
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	5	3%	192	96%	3	2%	0	0%	0	0%
Noisy neighbours / parties	1	1%	4	2%	193	97%	2	1%	0	0%	0	0%
Youth disorder	1	1%	4	2%	195	98%	0	0%	0	0%	0	0%
Street drinking	1	1%	3	2%	196	98%	0	0%	0	0%	0	0%
Drug dealing	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Racial harassment	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Harassment	0	0%	3	2%	196	98%	0	0%	1	1%	0	0%
Personal safety and security	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Damage to property	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	3	2%	196	98%	1	1%	0	0%	0	0%
Vandalism and graffiti	0	0%	3	2%	196	98%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	3	2%	14	7%	180	90%	3	2%	0	0%	0	0%
House break-ins/burglary	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Road safety	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Safety of children	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Total	**8**		**70**		**3,711**		**10**		**1**		**0**	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	182	91%
1	13	7%
2	0	0%
3	1	1%
4	0	0%
5+	4	2%
	200	

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

Figure 4.19 - Cleanliness of the area and the local environment Blackhill & Hogganfield

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	4	2%	2	1%	55	28%	139	70%	0	0%	0	0%
Litter in the streets	0	0%	5	3%	3	2%	53	27%	139	70%	0	0%	0	0%
Untidy gardens	0	0%	4	2%	4	2%	54	27%	138	69%	0	0%	0	0%
Untidy communal areas	0	0%	5	3%	6	3%	38	19%	130	65%	2	1%	19	10%
Dirty stairs and closes	0	0%	4	2%	3	2%	41	21%	136	68%	2	1%	14	7%
Graffiti	0	0%	4	2%	6	3%	51	26%	139	70%	0	0%	0	0%
Fly tipping and dumping	0	0%	4	2%	3	2%	53	27%	135	68%	5	3%	0	0%
Total	**0**		**30**		**27**		**345**		**956**		**9**		**33**	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	194	97%
1	2	1%
2	0	0%
3	0	0%
4	0	0%
5+	4	2%
	200	

Table 4.26 – Number of concerns – Cleanliness of area and local environment
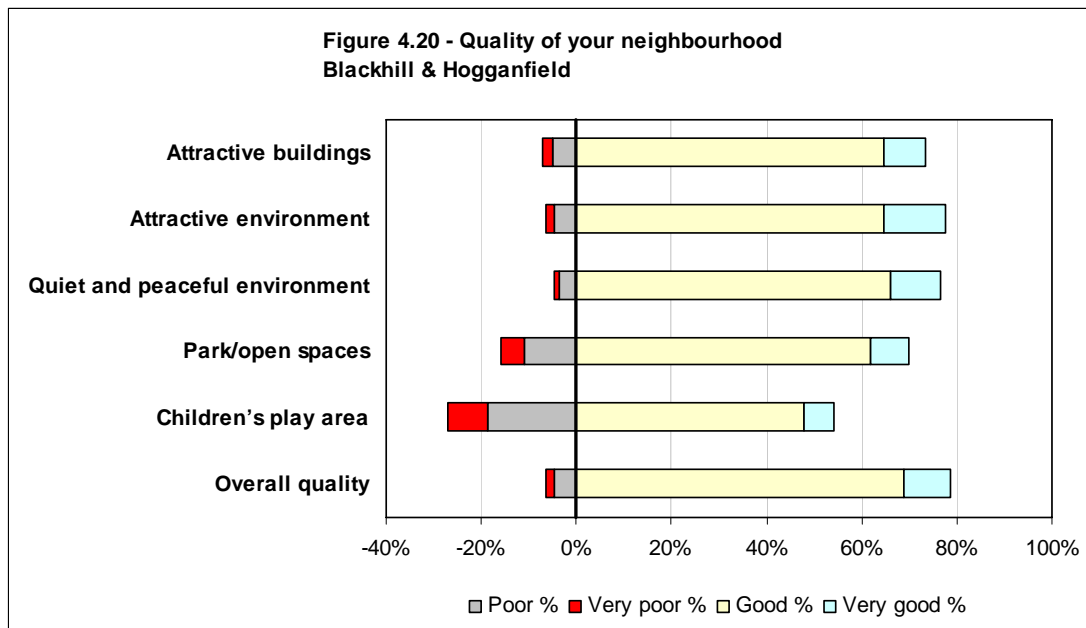
Figure 4.20 - Quality of your neighbourhood
Blackhill & Hogganfield

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	4	2%	10	5%	39	20%	129	65%	18	9%	0	0%	0	0%
Attractive environment	4	2%	9	5%	32	16%	129	65%	26	13%	0	0%	0	0%
Quiet and peaceful environment	2	1%	7	4%	38	19%	132	66%	21	11%	0	0%	0	0%
Park/open spaces	10	5%	22	11%	27	14%	124	62%	16	8%	1	1%	0	0%
Children's play area	17	9%	37	19%	27	14%	96	48%	12	6%	11	6%	0	0%
Overall quality	4	2%	9	5%	30	15%	138	69%	19	10%	0	0%	0	0%
Total	**41**		**94**		**193**		**748**		**112**		**12**		**0**	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	143	72%
1	22	11%
2	16	8%
3	10	5%
4	1	1%
5+	8	4%
	200	

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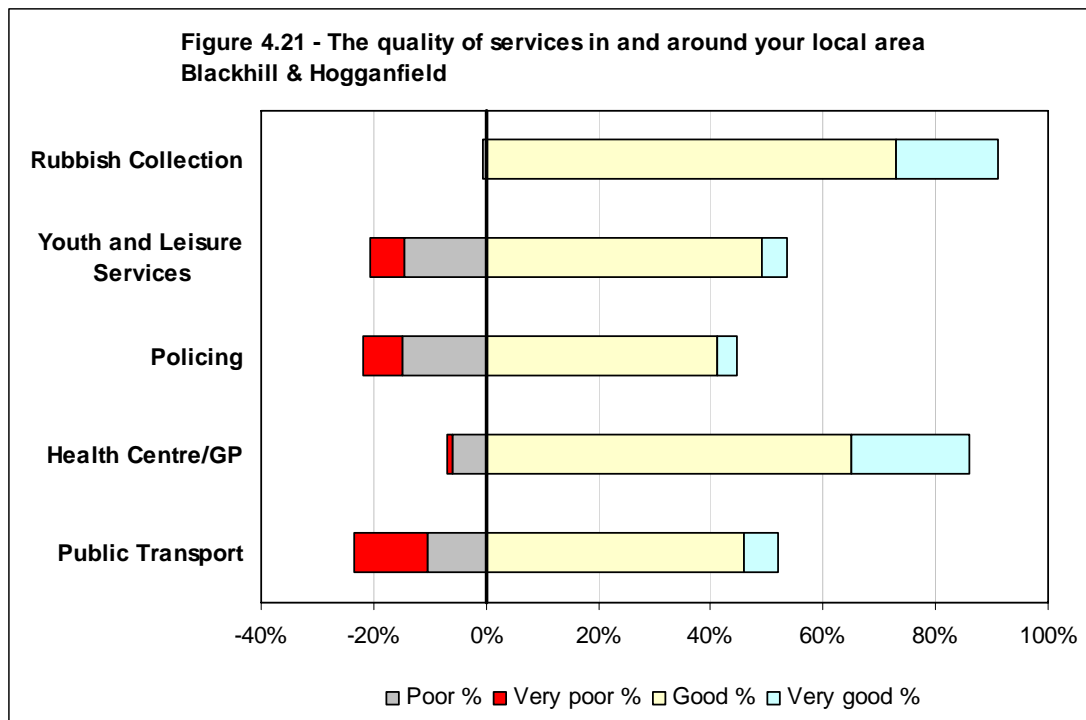
Figure 4.21 - The quality of services in and around your local area
Blackhill & Hogganfield

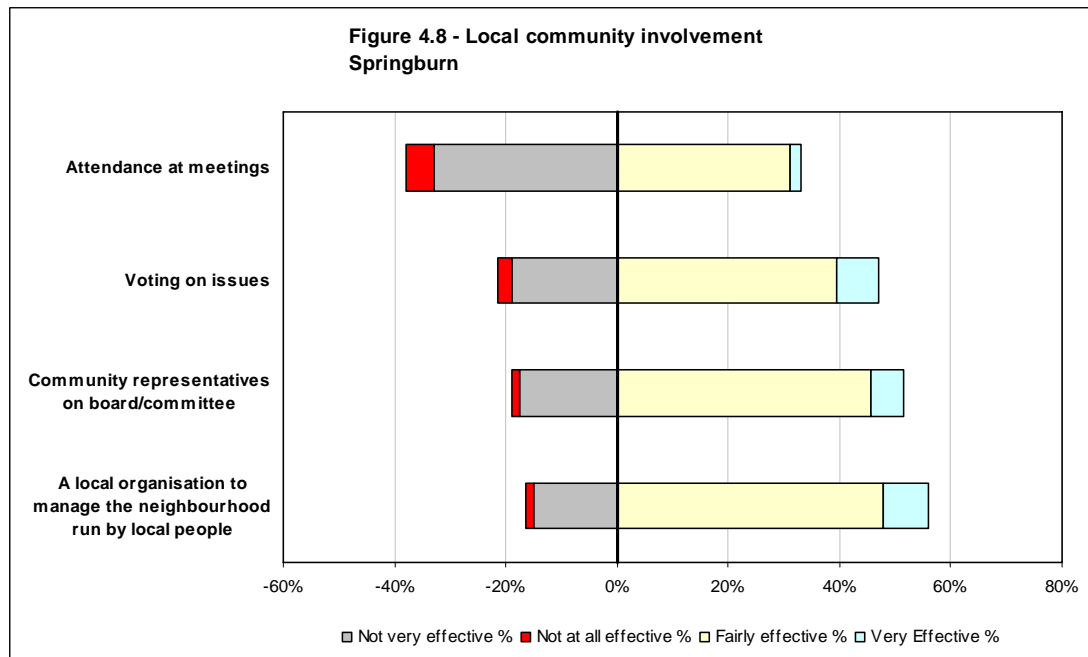|	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	1	1%	15	8%	146	73%	36	18%	2	1%	0	0%
Youth and Leisure Services	12	6%	29	15%	18	9%	98	49%	9	5%	32	16%	2	1%
Policing	14	7%	30	15%	29	15%	82	41%	7	4%	35	18%	3	2%
Health Centre/GP	2	1%	12	6%	14	7%	130	65%	42	21%	0	0%	0	0%
Public Transport	26	13%	21	11%	32	16%	92	46%	12	6%	16	8%	1	1%
Total	**54**		**93**		**108**		**548**		**106**		**85**		**6**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	128	64%
1	28	14%
2	19	10%
3	19	10%
4	6	3%
5+	0	0%
	200	

Table 4.30 – Number of concerns – Quality of services
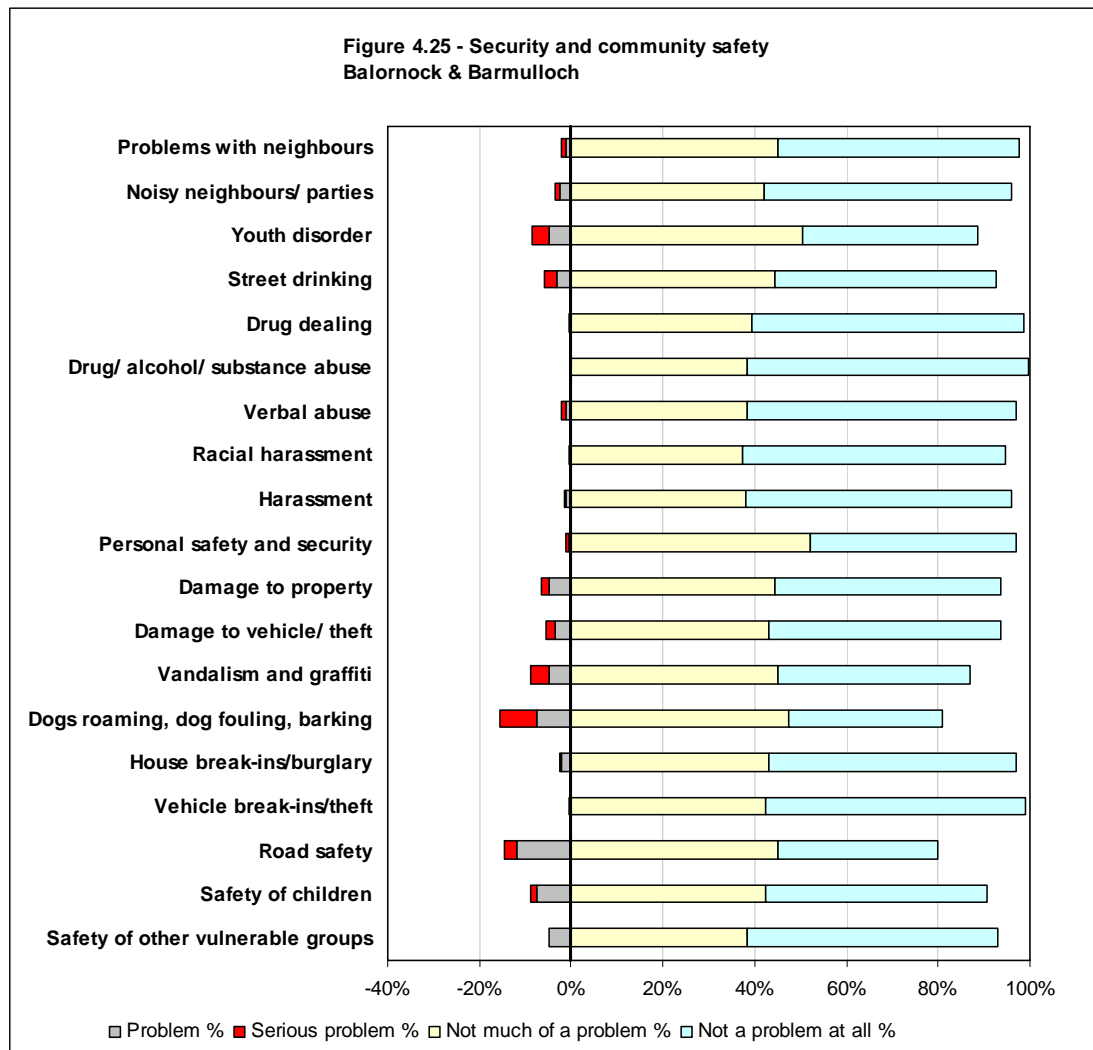
**Figure 4.22 - Housing Tenure
Blackhill & Hogganfield**

**Figure 4.23 - Information about the neighbourhood and management of the neighbourhood
Blackhill & Hogganfield**

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

**Figure 4.24 - Local community involvement
Blackhill & Hogganfield**

Balornock & Barmulloch

Figure 4.25 - Security and community safety
Balornock & Barmulloch

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	2	1%	1	1%	90	45%	105	53%	0	0%
Noisy neighbours/ parties	2	1%	5	3%	1	1%	84	42%	108	54%	0	0%
Youth disorder	7	4%	10	5%	6	3%	101	51%	76	38%	0	0%
Street drinking	6	3%	6	3%	2	1%	89	45%	96	48%	1	1%
Drug dealing	1	1%	0	0%	0	0%	79	40%	118	59%	2	1%
Drug/ alcohol/ substance abuse	0	0%	0	0%	0	0%	77	39%	122	61%	1	1%
Verbal abuse	2	1%	2	1%	1	1%	77	39%	117	59%	1	1%
Racial harassment	1	1%	0	0%	1	1%	75	38%	114	57%	9	5%
Harassment	1	1%	2	1%	0	0%	76	38%	116	58%	5	3%
Personal safety and security	1	1%	1	1%	4	2%	104	52%	90	45%	0	0%
Damage to property	3	2%	10	5%	0	0%	89	45%	98	49%	0	0%
Damage to vehicle/ theft	4	2%	7	4%	2	1%	86	43%	101	51%	0	0%
Vandalism and graffiti	8	4%	10	5%	8	4%	90	45%	84	42%	0	0%
Dogs roaming, dog fouling, barking	16	8%	15	8%	7	4%	95	48%	67	34%	0	0%
House break-ins/burglary	1	1%	4	2%	1	1%	86	43%	108	54%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	1	1%	85	43%	113	57%	0	0%
Road safety	5	3%	24	12%	11	6%	90	45%	70	35%	0	0%
Safety of children	3	2%	15	8%	1	1%	85	43%	96	48%	0	0%
Safety of other vulnerable groups	0	0%	10	5%	1	1%	77	39%	109	55%	3	2%
Total	63		124		48		1,635		1,908		22	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	125	63%
1	28	14%
2	22	11%
3	8	4%
4	9	5%
5+	8	4%
	200	

Table 4.32 – Number of concerns – Security and Community Safety

**Figure 4.26 - Security and community safety in the past year
Balornock & Barmulloch**
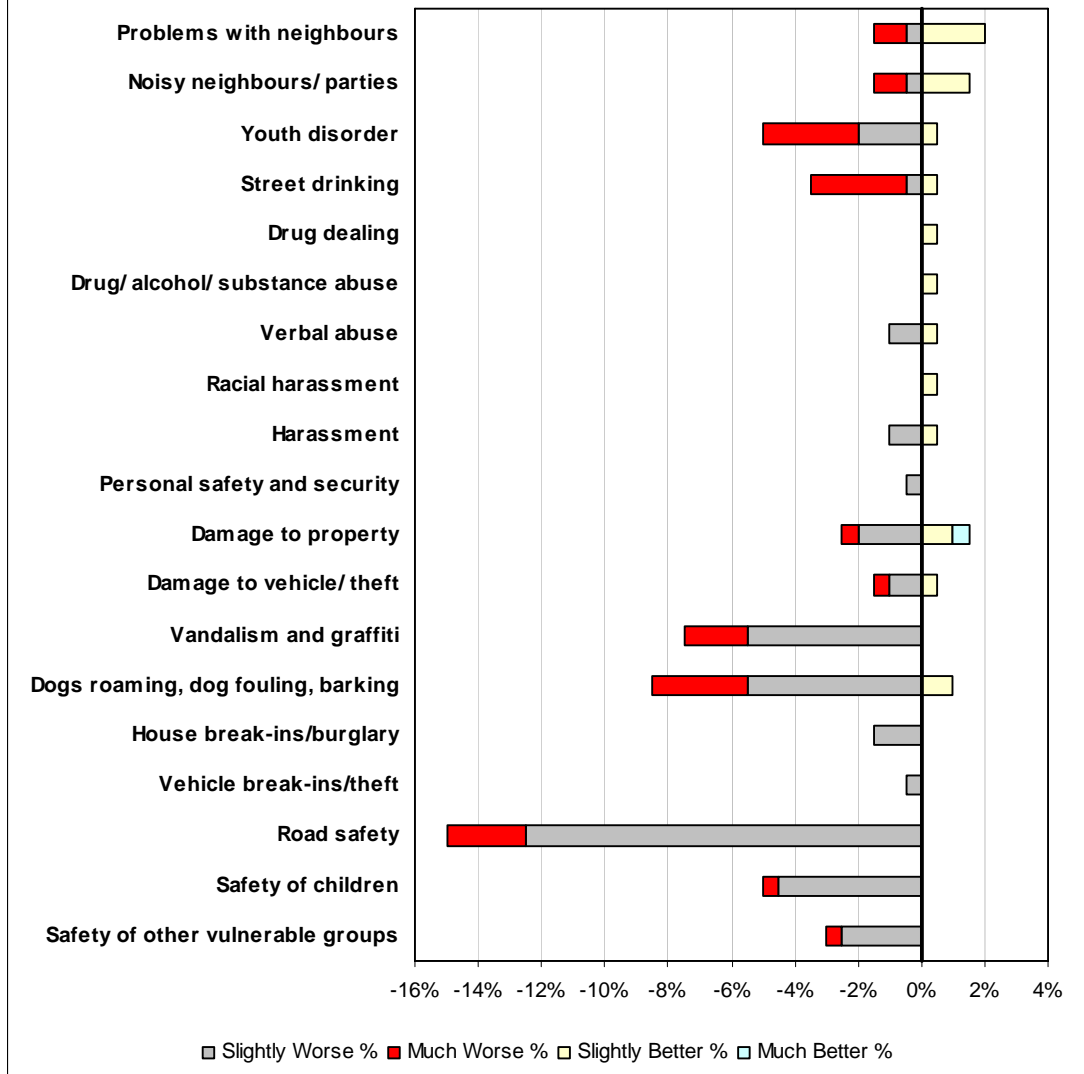
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	1	1%	193	97%	4	2%	0	0%	0	0%
Noisy neighbours/ parties	2	1%	1	1%	194	97%	3	2%	0	0%	0	0%
Youth disorder	6	3%	4	2%	189	95%	1	1%	0	0%	0	0%
Street drinking	6	3%	1	1%	192	96%	1	1%	0	0%	0	0%
Drug dealing	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Verbal abuse	0	0%	2	1%	197	99%	1	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Harassment	0	0%	2	1%	197	99%	1	1%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Damage to property	1	1%	4	2%	192	96%	2	1%	1	1%	0	0%
Damage to vehicle/ theft	1	1%	2	1%	196	98%	1	1%	0	0%	0	0%
Vandalism and graffiti	4	2%	11	6%	185	93%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	3%	11	6%	181	91%	2	1%	0	0%	0	0%
House break-ins/burglary	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Road safety	5	3%	25	13%	170	85%	0	0%	0	0%	0	0%
Safety of children	1	1%	9	5%	190	95%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	5	3%	194	97%	0	0%	0	0%	0	0%
Total	35		83		3,662		19		1		0	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	145	73%
1	26	13%
2	13	7%
3	7	4%
4	5	3%
5+	4	2%
	200	

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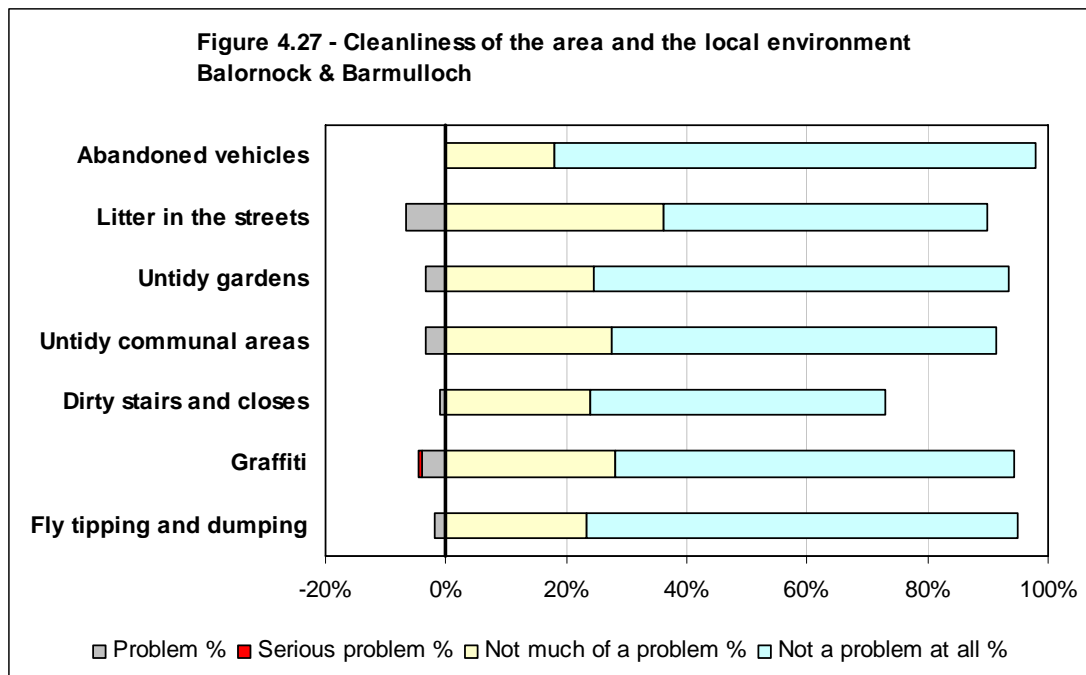
Figure 4.27 - Cleanliness of the area and the local environment
Balornock & Barmulloch

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	0	0%	36	18%	160	80%	4	2%	0	0%
Litter in the streets	0	0%	13	7%	7	4%	72	36%	108	54%	0	0%	0	0%
Untidy gardens	0	0%	7	4%	6	3%	49	25%	138	69%	0	0%	0	0%
Untidy communal areas	0	0%	7	4%	4	2%	55	28%	128	64%	2	1%	4	2%
Dirty stairs and closes	0	0%	2	1%	4	2%	48	24%	98	49%	12	6%	36	18%
Graffiti	1	1%	8	4%	2	1%	56	28%	133	67%	0	0%	0	0%
Fly tipping and dumping	0	0%	4	2%	2	1%	47	24%	143	72%	4	2%	0	0%
Total	**1**		**41**		**25**		**363**		**908**		**22**		**40**	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	186	93%
1	4	2%
2	1	1%
3	5	3%
4	0	0%
5+	4	2%
	200	

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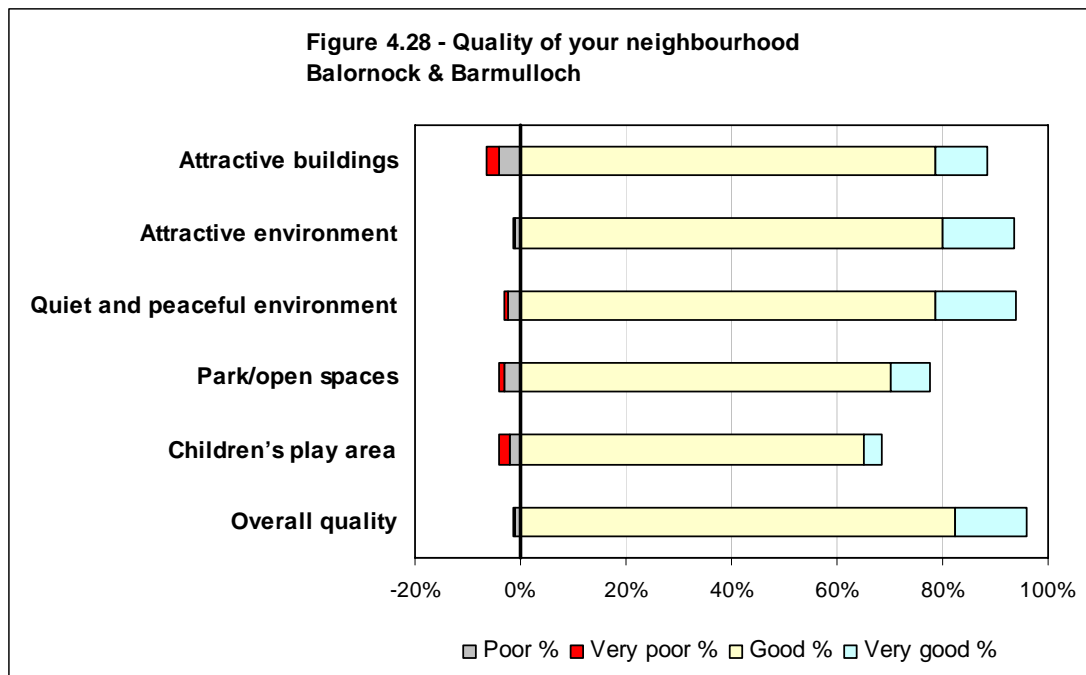
Figure 4.28 - Quality of your neighbourhood
Balornock & Barmulloch

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	5	3%	8	4%	10	5%	157	79%	20	10%	0	0%	0	0%
Attractive environment	1	1%	2	1%	10	5%	160	80%	27	14%	0	0%	0	0%
Quiet and peaceful environment	1	1%	5	3%	6	3%	157	79%	31	16%	0	0%	0	0%
Park/open spaces	2	1%	6	3%	33	17%	140	70%	15	8%	4	2%	0	0%
Children's play area	4	2%	4	2%	38	19%	130	65%	7	4%	17	9%	0	0%
Overall quality	1	1%	2	1%	5	3%	165	83%	27	14%	0	0%	0	0%
Total	**14**		**27**		**102**		**909**		**127**		**21**		**0**	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	179	90%
1	12	6%
2	5	3%
3	1	1%
4	1	1%
5+	2	1%
	200	

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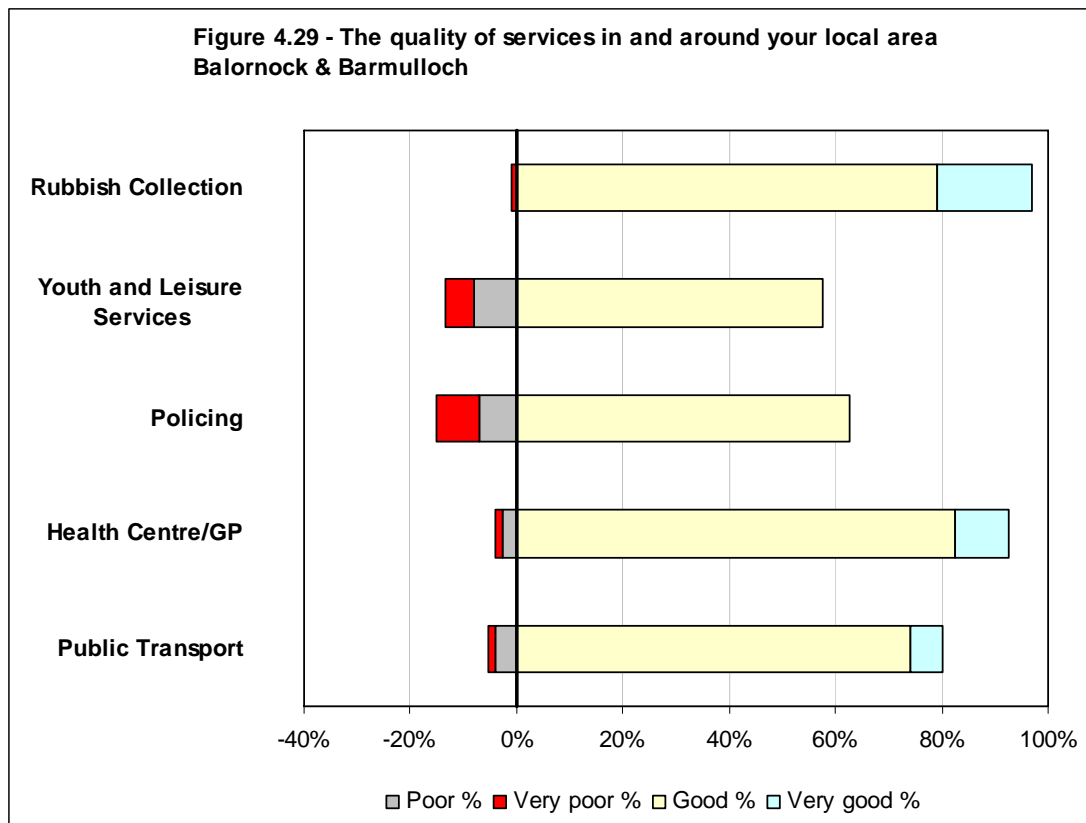
Figure 4.29 - The quality of services in and around your local area
Balornock & Barmulloch

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	2	1%	0	0%	4	2%	158	79%	36	18%	0	0%	0	0%
Youth and Leisure Services	11	6%	16	8%	13	7%	115	58%	0	0%	45	23%	0	0%
Policing	16	8%	14	7%	34	17%	125	63%	0	0%	11	6%	0	0%
Health Centre/GP	3	2%	5	3%	4	2%	165	83%	20	10%	3	2%	0	0%
Public Transport	3	2%	8	4%	12	6%	148	74%	12	6%	13	7%	4	2%
Total	35		43		67		711		68		72		4	

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

Number of concerns (Very poor or poor)	Respondents	%
None	139	70%
1	48	24%
2	10	5%
3	2	1%
4	1	1%
5+	0	0%
	200	

Table 4.40 – Number of concerns – Quality of Services

Figure 4.30 - Housing Tenure
Barlornock & Barmulloch

Figure 4.31 - Information about the neighbourhood and management of the neighbourhood
Balornock & Barmulloch

Legend: ▨ Not very effective % ■ Not at all effective % ▫ Fairly effective % ▫ Very effective %

Figure 4.32 - Local community involvement
Balornock & Barmulloch
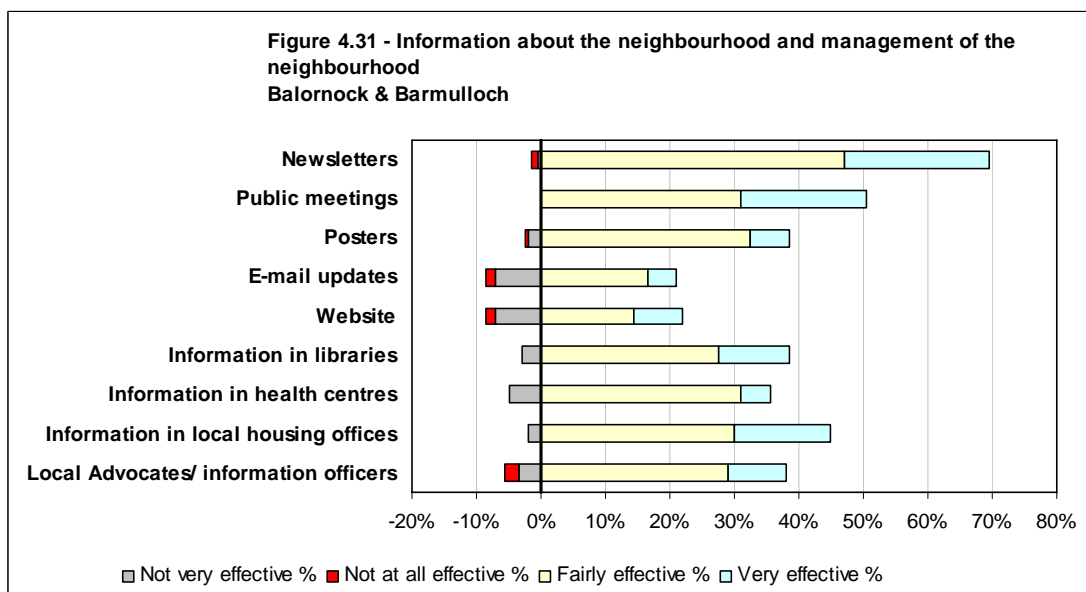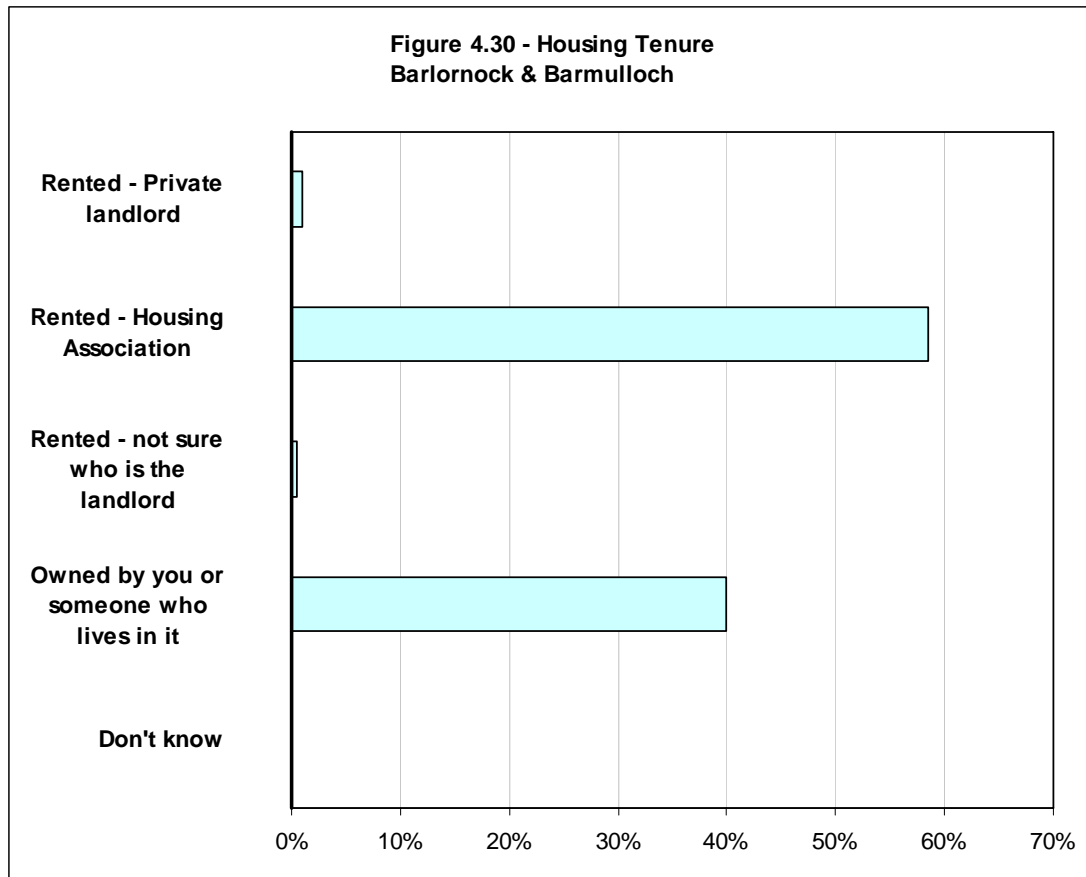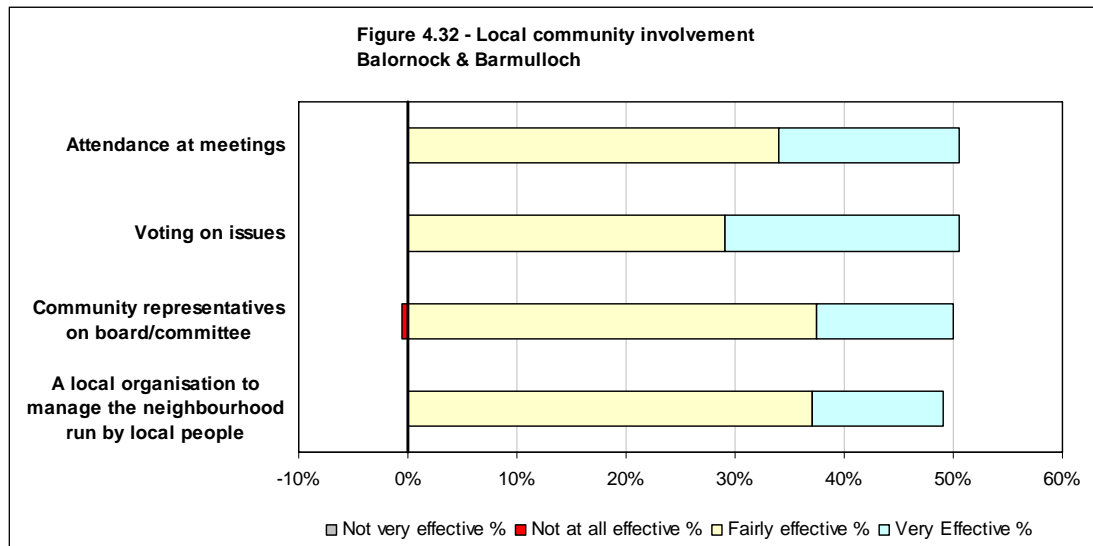
Robroyston and Millerston

**Figure 4.33 - Security and community safety
Robroyston & Millerston**
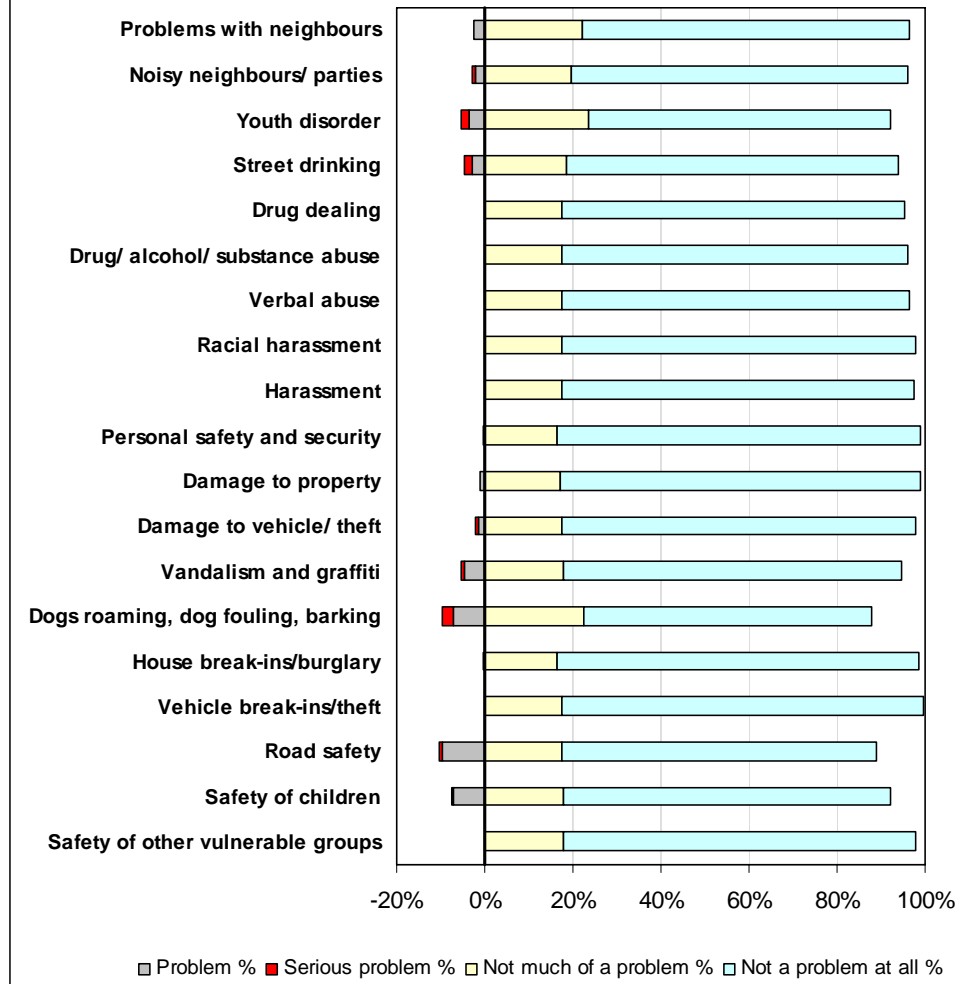
Problem % ◻ Serious problem % ■ Not much of a problem % ◻ Not a problem at all % ◻

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	5	3%	2	1%	44	22%	149	75%	0	0%
Noisy neighbours/ parties	2	1%	4	2%	2	1%	39	20%	153	77%	0	0%
Youth disorder	4	2%	7	4%	5	3%	47	24%	137	69%	0	0%
Street drinking	3	2%	6	3%	3	2%	37	19%	151	76%	0	0%
Drug dealing	0	0%	0	0%	5	3%	35	18%	156	78%	4	2%
Drug/ alcohol/ substance abuse	0	0%	0	0%	4	2%	35	18%	157	79%	4	2%
Verbal abuse	0	0%	0	0%	4	2%	35	18%	158	79%	3	2%
Racial harassment	0	0%	0	0%	2	1%	35	18%	161	81%	2	1%
Harassment	0	0%	0	0%	3	2%	35	18%	160	80%	2	1%
Personal safety and security	0	0%	1	1%	1	1%	33	17%	165	83%	0	0%
Damage to property	0	0%	2	1%	0	0%	34	17%	164	82%	0	0%
Damage to vehicle/ theft	1	1%	3	2%	0	0%	35	18%	161	81%	0	0%
Vandalism and graffiti	2	1%	9	5%	0	0%	36	18%	153	77%	0	0%
Dogs roaming, dog fouling, barking	5	3%	14	7%	5	3%	45	23%	131	66%	0	0%
House break-ins/burglary	0	0%	1	1%	0	0%	33	17%	164	82%	2	1%
Vehicle break-ins/theft	0	0%	0	0%	0	0%	35	18%	164	82%	1	1%
Road safety	2	1%	19	10%	1	1%	35	18%	143	72%	0	0%
Safety of children	1	1%	14	7%	1	1%	36	18%	148	74%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	0	0%	36	18%	160	80%	4	2%
Total	**20**		**85**		**38**		**700**		**2,935**		**22**	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	145	73%
1	27	14%
2	15	8%
3	10	5%
4	0	0%
5+	3	2%
	200	

Table 4.42 – Number of concerns – Security and Community Safety

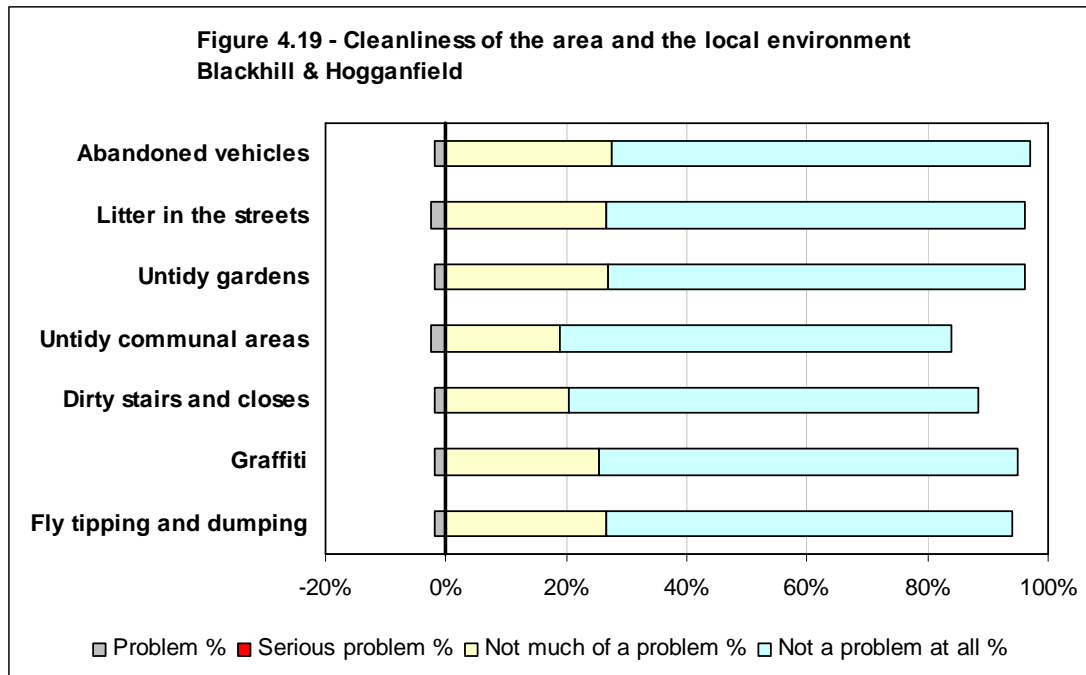**Figure 4.34 - Security and community safety in the past year**
Robroyston & Millerston
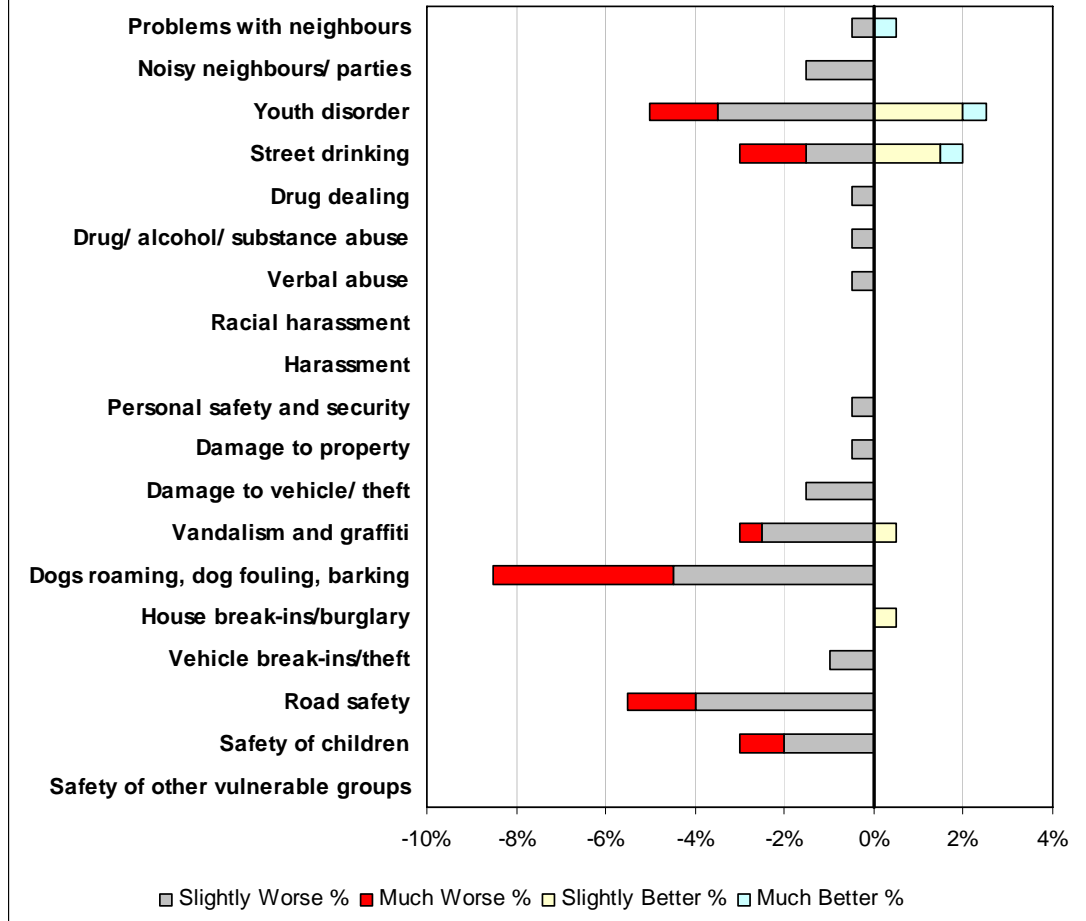
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	1	1%	198	99%	0	0%	1	1%	0	0%
Noisy neighbours / parties	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Youth disorder	3	2%	7	4%	185	93%	4	2%	1	1%	0	0%
Street drinking	3	2%	3	2%	190	95%	3	2%	1	1%	0	0%
Drug dealing	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Damage to property	0	0%	1	1%	199	100%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Vandalism and graffiti	1	1%	5	3%	193	97%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	8	4%	9	5%	183	92%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	199	100%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	198	99%	0	0%	0	0%	0	0%
Road safety	3	2%	8	4%	189	95%	0	0%	0	0%	0	0%
Safety of children	2	1%	4	2%	194	97%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Total	**20**		**50**		**3,718**		**9**		**3**		**0**	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	164	82%
1	18	9%
2	10	5%
3	3	2%
4	2	1%
5+	3	2%
	200	

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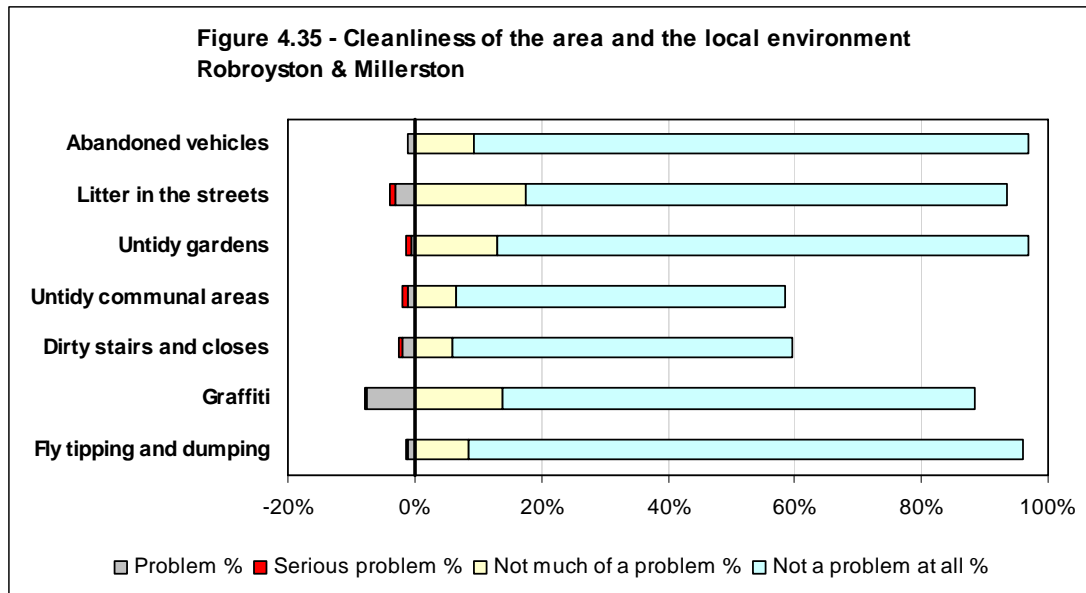
Figure 4.35 - Cleanliness of the area and the local environment
Robroyston & Millerston

	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%	2	1%	19	10%	175	88%	2	1%	0	0%
Litter in the streets	2	1%	6	3%	4	2%	35	18%	152	76%	1	1%	0	0%
Untidy gardens	2	1%	1	1%	3	2%	26	13%	168	84%	0	0%	0	0%
Untidy communal areas	2	1%	2	1%	2	1%	13	7%	104	52%	0	0%	77	39%
Dirty stairs and closes	1	1%	4	2%	2	1%	12	6%	107	54%	0	0%	74	37%
Graffiti	1	1%	15	8%	4	2%	28	14%	149	75%	1	1%	2	1%
Fly tipping and dumping	1	1%	2	1%	3	2%	17	9%	175	88%	2	1%	0	0%
Total	**9**		**32**		**20**		**150**		**1,030**		**6**		**153**	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	175	88%
1	18	9%
2	3	2%
3	1	1%
4	2	1%
5+	1	1%
	200	

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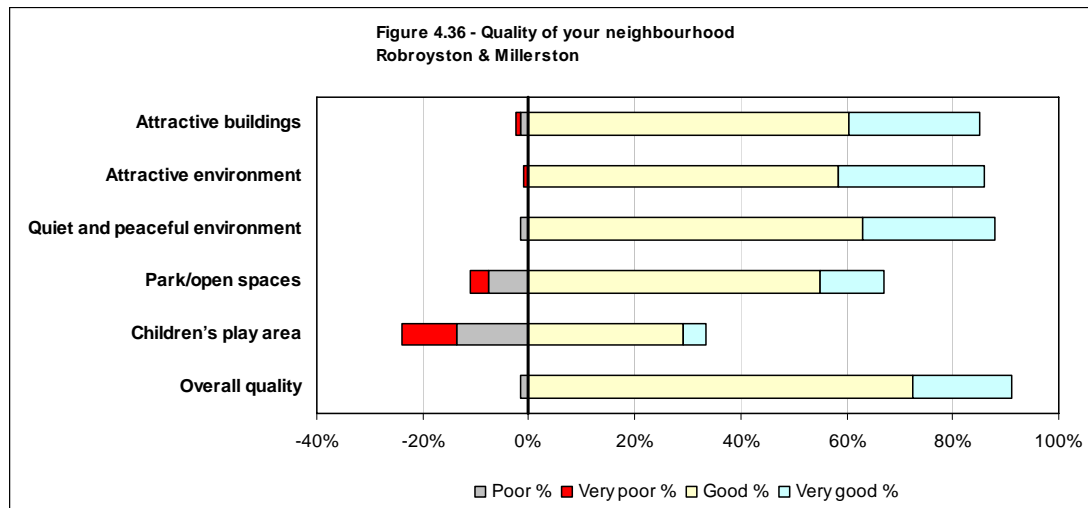
Figure 4.36 - Quality of your neighbourhood
Robroyston & Millerston

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	3	2%	25	13%	121	61%	49	25%	0	0%	0	0%
Attractive environment	2	1%	0	0%	25	13%	117	59%	55	28%	1	1%	0	0%
Quiet and peaceful environment	0	0%	3	2%	20	10%	126	63%	50	25%	1	1%	0	0%
Park/open spaces	7	4%	15	8%	41	21%	110	55%	24	12%	3	2%	0	0%
Children's play area	21	11%	27	14%	68	34%	58	29%	9	5%	17	9%	0	0%
Overall quality	0	0%	3	2%	14	7%	145	73%	37	19%	1	1%	0	0%
Total	**32**		**51**		**193**		**677**		**224**		**23**		**0**	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	147	74%
1	31	16%
2	18	9%
3	2	1%
4	0	0%
5+	2	1%
	200	

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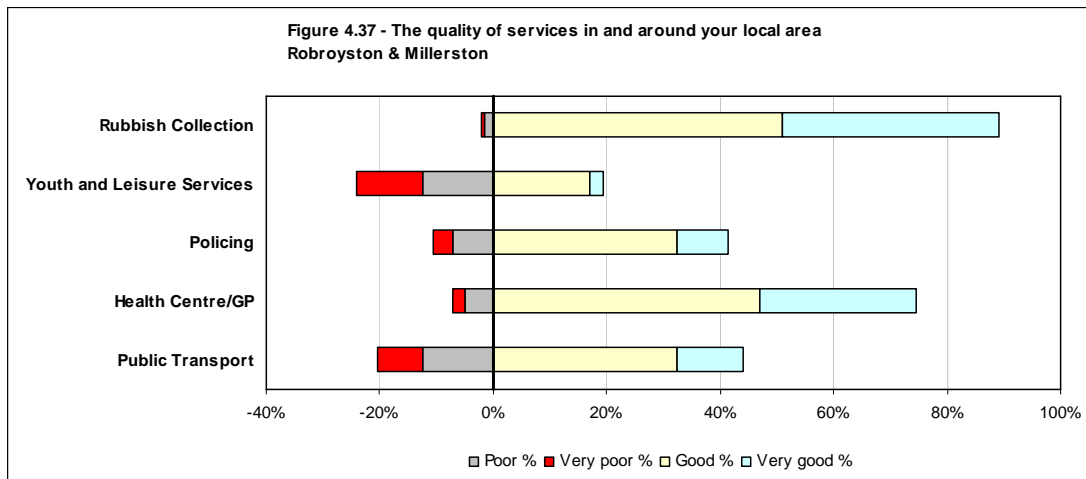
Figure 4.37 - The quality of services in and around your local area
Robroyston & Millerston

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	3	2%	18	9%	102	51%	76	38%	0	0%	0	0%
Youth and Leisure Services	23	12%	25	13%	45	23%	34	17%	5	3%	66	33%	2	1%
Policing	7	4%	14	7%	53	27%	65	33%	18	9%	41	21%	2	1%
Health Centre/GP	4	2%	10	5%	31	16%	94	47%	55	28%	6	3%	0	0%
Public Transport	16	8%	25	13%	31	16%	65	33%	23	12%	37	19%	3	2%
Total	51		77		178		360		177		150		7	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	115	58%
1	51	26%
2	25	13%
3	9	5%
4	0	0%
5+	0	0%
	200	

Table 4.50 – Number of concerns – Quality of services

**Figure 4.38 - Housing Tenure
Robroyston & Millerston**

**Figure 4.39 - Information about the neighbourhood and management of the neighbourhood
Robroyston & Millerston**

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

**Figure 4.40 - Local community involvement
Robroyston & Millerston**
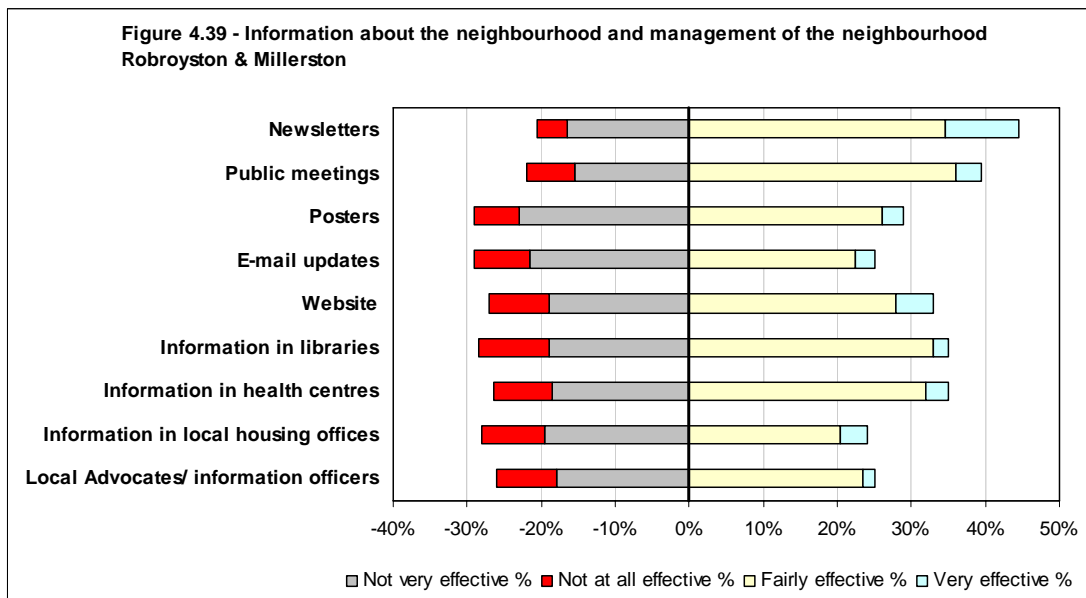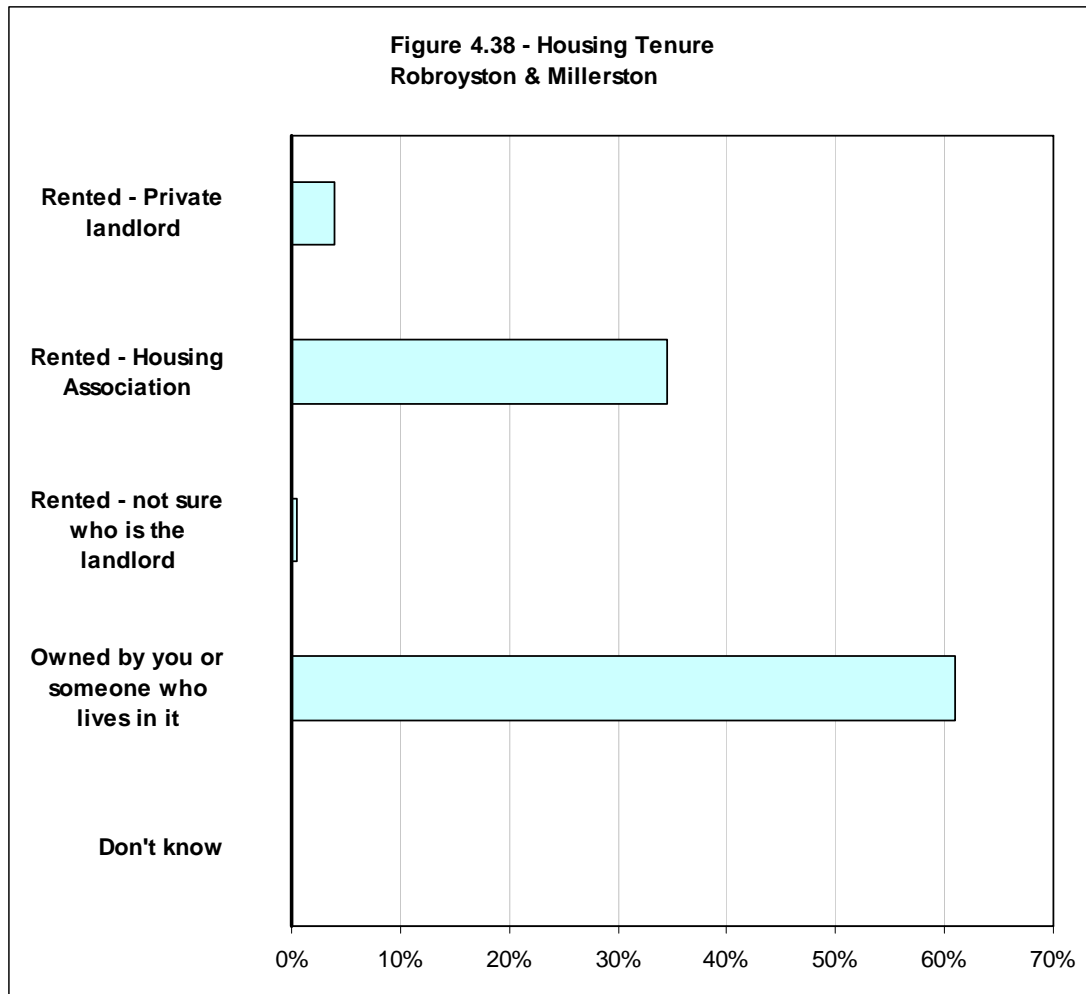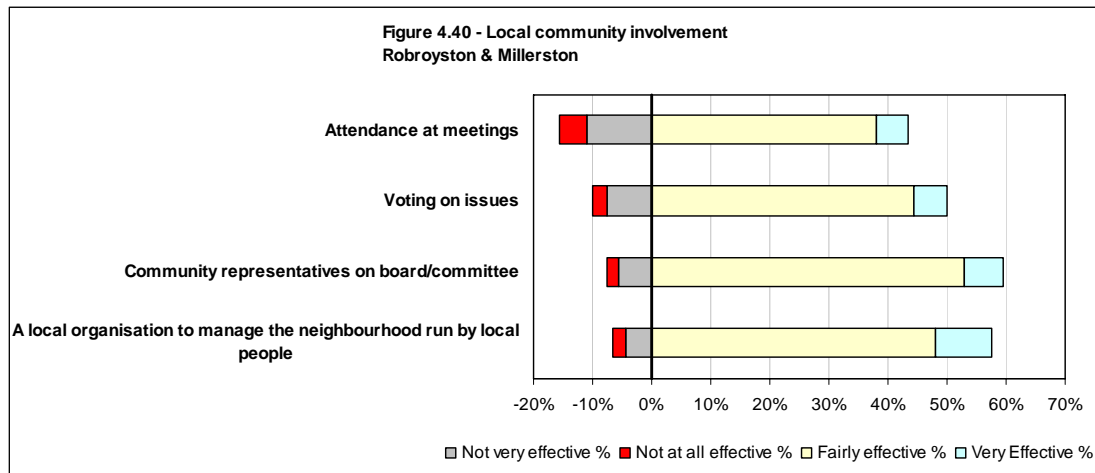
5. Study Findings – Other

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

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

Housing Tenure

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

Security and Community Safety

5.4 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are problems with 'youth disorder', 'street drinking', 'dogs roaming, dog fouling and barking', and 'road safety'. There was also concern expressed about 'problems with neighbours', 'noisy neighbours', and 'vandalism and graffiti'.

5.5 Road safety was a problem for people living in all tenures. It was the most serious problem for people living in private rented accommodation. The issue was the second most serious problem for owner occupiers and the third most serious for those living in housing association accommodation.

5.6 Problems with dogs were the main problem for people living in housing association and owner occupied accommodation. The issue did not feature as a topic of concern for people living in private rented housing. Drug, alcohol and substance abuse was an issue for residents across all tenures but was highlighted most by private renting tenants.

5.7   Problems with youth disorder were considered to be a 'problem' or a 'serious problem' by a greater percentage of owner occupiers and housing association tenants than those in private rented accommodation.

Cleansing and Environment

5.8   Across Springburn LCPP area, litter in the streets was considered the main cleansing and environment issue. This was followed by untidy gardens, and vandalism and graffiti. Residents were least concerned about abandoned vehicles.

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

5.10   The problem of untidy gardens and communal areas was one of the main issues for housing association and private renting tenants, but was less of an issue for people living owner occupied accommodation. Graffiti was more of an issue for housing association tenants than people in other tenures.

Tenure by neighbourhood

5.11   The highest rate of social renting was in the Sighthill, Roystonhill & Germiston area where 80 per cent of survey respondents live in housing association properties. Social renting was also high in Springburn (71%).

5.12   Owner-occupation was most common in Robroyston & Millerston where 61 per cent of respondents lived in this type of accommodation. Just under half of respondents in Balckhill & Hogganfield live in owner-occupied housing.

5.13   Private renting was most common in Robroyston & Millerston where four per cent of respondents live in this tenure.

Involving local people

5.14   Across all three tenures providing information in newsletters was considered the most effective way of keeping local people informed. Providing information through local health centres was most popular among those living in housing association and owner occupied properties. Receiving information electronically was the most unpopular way of involving local people across all tenures.

5.15   In terms of community involvement, residents living in housing association properties were most supportive of the idea of having a local organisation run by local people to manage the area. However, private renting residents were most supportive of voting on issues. Owner occupiers meanwhile felt that having community representatives on boards and committees was the most effective form of community involvement.

Age

5.16   For the purposes of comparison, residents have been divided into three groups according to age; under 30, below retirement age (under 60 for women, under 65 for men); and retirement age. These groups have then been contrasted with regards to key issues.

Security and Community Safety

5.17   Across age groups the community safety issue of greatest concern was the problems people experienced with dogs in the area.

5.18   Youth disorder was the second most serious issue for the two younger groups but was less of a concern for those of retirement age.

5.19   Road safety was the second most serious issue for people of retirement age and the third top issue for the middle age group. Road safety was also in the top five most serious community safety issues for the under 30 age group.

5.20   People under 30 were more likely to report street drinking as a problem than the other age groups. People of retirement age were more likely to be concerned about the safety of children in the area.

Cleansing and Environment

5.21   The different age groups had similar views on the cleanliness of their local area. 'Litter in the street' was the top issue for each of the three age groups.

5.22   People in the 30-59 age group were more likely to be concerned about 'graffiti and vandalism' than the other age groups.

Age by neighbourhood

5.23   The neighbourhood with the largest proportion of people aged under thirty was Springburn with 27 per cent of respondents in this group.

5.24   Balornock & Barmulloch had the largest proportion of respondents of retirement age. Nearly a third of respondents were in this group.

Involving local people

5.25   Newsletters were the most highly rated methods of informing local people across all three age groups. There were high levels of support among all age groups for providing information in health centres, libraries, local housing offices and local information officers.

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   'A local organisation to manage the neighbourhood run by local people' and 'community representatives on boards / committees' were seen as the most effective ways of involving the local community. The respondents were most negative about the effectiveness of attending meetings.

Housing Association

**Figure 5.1 - Security and community safety
Housing Association**

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

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

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

mruk

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	1%	20	3%	9	2%	169	29%	387	65%	0	0%
Noisy neighbours / parties	8	1%	28	5%	10	2%	159	27%	386	65%	0	0%
Youth disorder	14	2%	43	7%	15	3%	176	30%	343	58%	0	0%
Street drinking	14	2%	33	6%	14	2%	166	28%	364	62%	0	0%
Drug dealing	8	1%	17	3%	17	3%	163	28%	383	65%	3	1%
Drug/ alcohol/ substance abuse	7	1%	18	3%	15	3%	163	28%	385	65%	3	1%
Verbal abuse	5	1%	11	2%	17	3%	160	27%	398	67%	0	0%
Racial harassment	3	1%	5	1%	12	2%	161	27%	407	69%	3	1%
Harassment	5	1%	13	2%	13	2%	163	28%	395	67%	2	0%
Personal safety and security	1	0%	14	2%	14	2%	170	29%	392	66%	0	0%
Damage to property	2	0%	13	2%	17	3%	171	29%	388	66%	0	0%
Damage to vehicle/ theft	3	1%	15	3%	14	2%	173	29%	383	65%	3	1%
Vandalism and graffiti	11	2%	29	5%	13	2%	166	28%	371	63%	1	0%
Dogs roaming, dog fouling, barking	40	7%	61	10%	15	3%	156	26%	319	54%	0	0%
House break-ins/burglary	1	0%	7	1%	10	2%	172	29%	401	68%	0	0%
Vehicle break-ins/theft	0	0%	5	1%	11	2%	174	29%	401	68%	0	0%
Road safety	7	1%	34	6%	13	2%	174	29%	363	61%	0	0%
Safety of children	7	1%	21	4%	12	2%	174	29%	377	64%	0	0%
Safety of other vulnerable groups	3	1%	16	3%	13	2%	173	29%	384	65%	2	0%
Total	145		403		254		3,183		7,227		17	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	411	70%
1	85	14%
2	36	6%
3	14	2%
4	14	2%
5+	31	5%
	591	

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

Figure 5.2 - Security and community safety in the past year
Housing Association
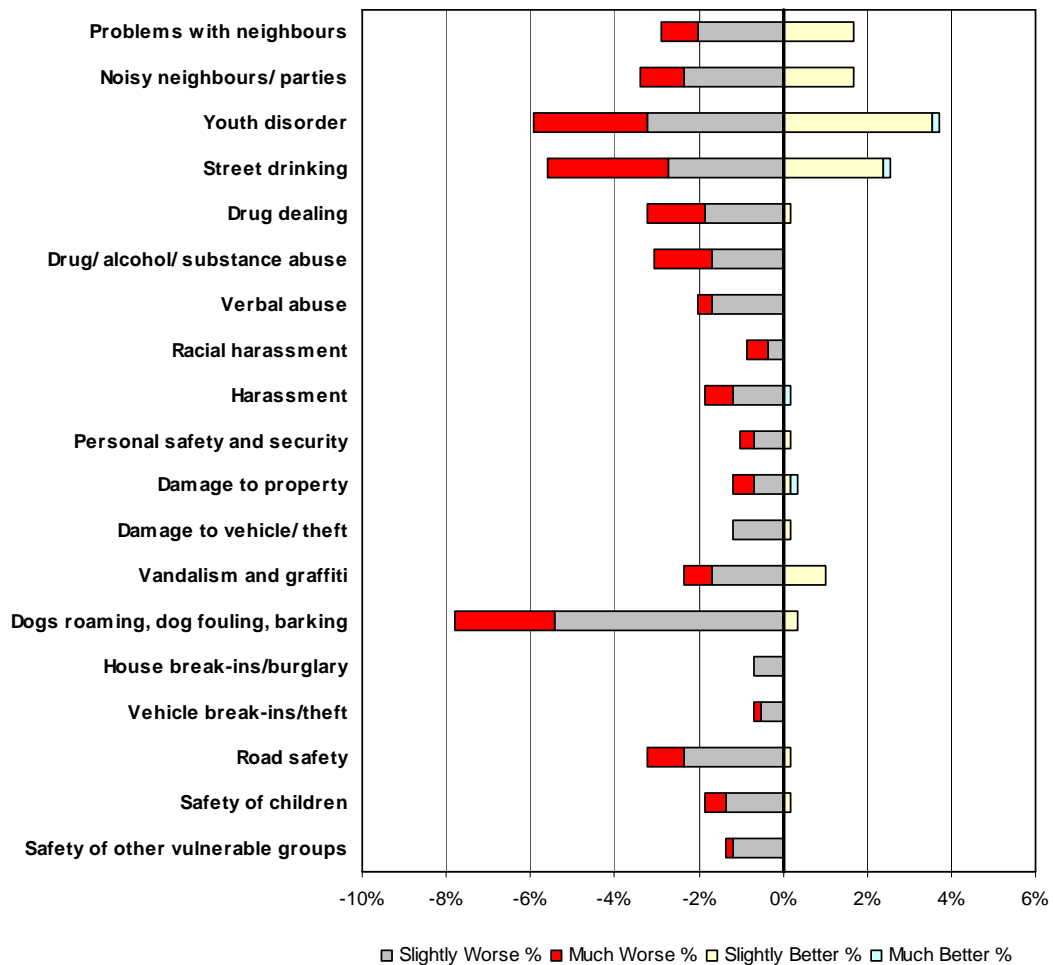
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	1%	12	2%	564	95%	10	2%	0	0%	0	0%
Noisy neighbours/ parties	6	1%	14	2%	561	95%	10	2%	0	0%	0	0%
Youth disorder	16	3%	19	3%	534	90%	21	4%	1	0%	0	0%
Street drinking	17	3%	16	3%	543	92%	14	2%	1	0%	0	0%
Drug dealing	8	1%	11	2%	571	97%	1	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	8	1%	10	2%	573	97%	0	0%	0	0%	0	0%
Verbal abuse	2	0%	10	2%	579	98%	0	0%	0	0%	0	0%
Racial harassment	3	1%	2	0%	586	99%	0	0%	0	0%	0	0%
Harassment	4	1%	7	1%	579	98%	0	0%	1	0%	0	0%
Personal safety and security	2	0%	4	1%	584	99%	1	0%	0	0%	0	0%
Damage to property	3	1%	4	1%	582	98%	1	0%	1	0%	0	0%
Damage to vehicle/ theft	0	0%	7	1%	583	99%	1	0%	0	0%	0	0%
Vandalism and graffiti	4	1%	10	2%	571	97%	6	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	14	2%	32	5%	543	92%	2	0%	0	0%	0	0%
House break-ins/burglary	0	0%	4	1%	587	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	0%	3	1%	587	99%	0	0%	0	0%	0	0%
Road safety	5	1%	14	2%	571	97%	1	0%	0	0%	0	0%
Safety of children	3	1%	8	1%	579	98%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	7	1%	583	99%	0	0%	0	0%	0	0%
Total	102		194		10,860		69		4		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	496	84%
1	46	8%
2	17	3%
3	4	1%
4	11	2%
5+	17	3%
	591	

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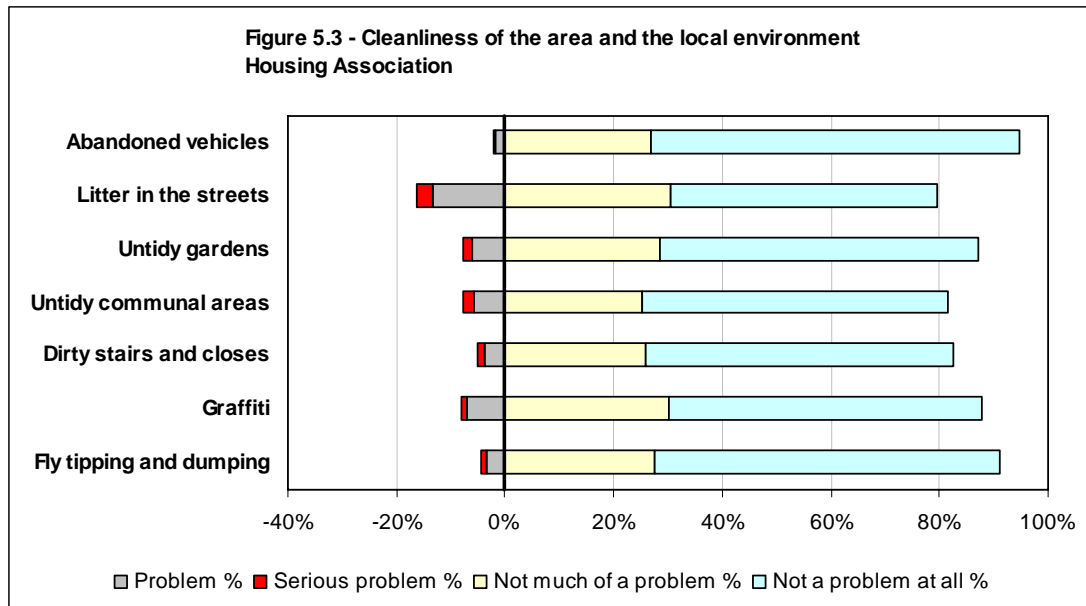
Figure 5.3 - Cleanliness of the area and the local environment
Housing Association

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	0%	11	2%	11	2%	158	27%	401	68%	8	1%	0	0%
Litter in the streets	19	3%	78	13%	19	3%	180	30%	291	49%	4	1%	0	0%
Untidy gardens	11	2%	35	6%	21	4%	169	29%	347	59%	2	0%	6	1%
Untidy communal areas	12	2%	33	6%	18	3%	149	25%	333	56%	4	1%	42	7%
Dirty stairs and closes	8	1%	22	4%	13	2%	152	26%	335	57%	4	1%	57	10%
Graffiti	6	1%	42	7%	22	4%	178	30%	340	58%	3	1%	0	0%
Fly tipping and dumping	7	1%	20	3%	15	3%	163	28%	375	63%	11	2%	0	0%
Total	**65**		**241**		**119**		**1,149**		**2,422**		**36**		**105**	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	470	80%
1	53	9%
2	22	4%
3	21	4%
4	7	1%
5+	18	3%
	591	

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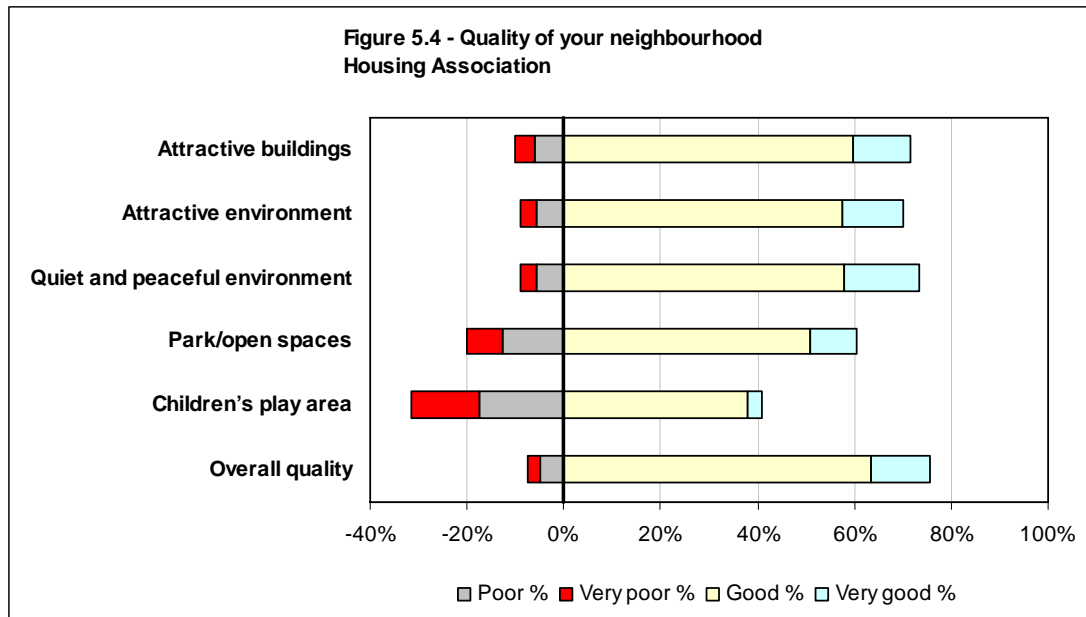
Figure 5.4 - Quality of your neighbourhood
Housing Association

Table 5.7 – Quality of your neighbourhood – Housing Association

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	18	4%	26	6%	86	21%	218	54%	55	14%	0	0%	0	0%
Attractive environment	17	4%	31	8%	88	22%	211	52%	56	14%	0	0%	0	0%
Quiet and peaceful environment	20	5%	42	10%	67	17%	200	50%	74	18%	0	0%	0	0%
Park/open spaces	15	4%	34	8%	90	22%	202	50%	37	9%	24	6%	1	0%
Children's play area	46	11%	88	22%	76	19%	107	27%	28	7%	56	14%	2	0%
Overall quality	7	2%	18	4%	78	19%	239	59%	61	15%	0	0%	0	0%
Total	**208**		**308**		**657**		**1,937**		**380**		**53**		**3**	

Table 5.7 – Quality of your neighbourhood – Housing Association

Number of concerns (Very poor or poor)	Respondents	%
None	384	65%
1	77	13%
2	68	12%
3	17	3%
4	6	1%
5+	39	7%
	591	

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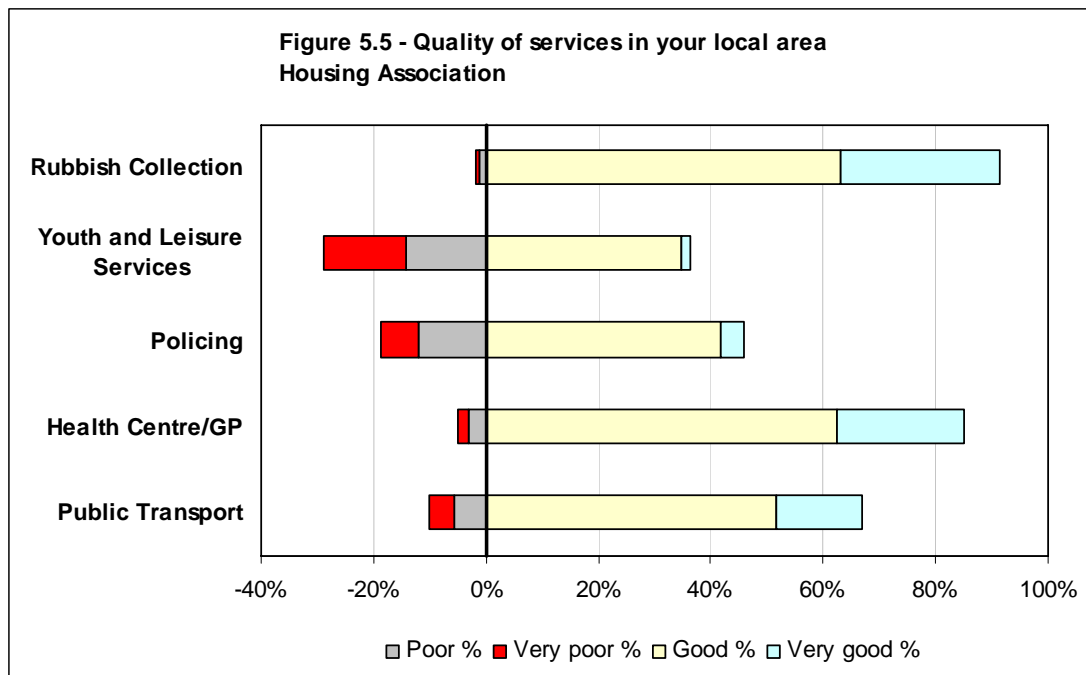
Figure 5.5 - Quality of services in your local area Housing Association

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	1%	7	1%	34	6%	373	63%	168	28%	5	1%	0	0%
Youth and Leisure Services	85	14%	85	14%	76	13%	205	35%	10	2%	124	21%	6	1%
Policing	40	7%	71	12%	126	21%	246	42%	26	4%	78	13%	4	1%
Health Centre/GP	12	2%	18	3%	44	7%	369	62%	133	23%	14	2%	1	0%
Public Transport	27	5%	33	6%	85	14%	305	52%	91	15%	49	8%	1	0%
Total	**168**		**214**		**365**		**1,498**		**428**		**270**		**12**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	353	60%
1	134	23%
2	73	12%
3	23	4%
4	7	1%
5+	1	0%
	591	

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

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

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

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

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

Private rented

Figure 5.9 - Security and community safety
Private Rented

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Noisy neighbours/parties	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Youth disorder	0	0%	0	0%	0	0%	2	12%	15	88%	0	0%
Street drinking	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Drug dealing	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Drug/ alcohol/ substance abuse	1	6%	0	0%	0	0%	1	6%	15	88%	0	0%
Verbal abuse	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Racial harassment	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Harassment	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Personal safety and security	0	0%	0	0%	0	0%	2	12%	15	88%	0	0%
Damage to property	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Damage to vehicle/theft	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Vandalism and graffiti	0	0%	0	0%	0	0%	2	12%	15	88%	0	0%
Dogs roaming, dog fouling, barking	0	0%	0	0%	0	0%	2	12%	15	88%	0	0%
House break-ins/burglary	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Road safety	1	6%	1	6%	0	0%	2	12%	13	76%	0	0%
Safety of children	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	0	0%	1	6%	16	94%	0	0%
Total	**2**		**1**		**0**		**24**		**296**		**0**	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	15	88%
1	1	6%
2	1	6%
3	0	0%
4	0	0%
5+	0	0%
	17	

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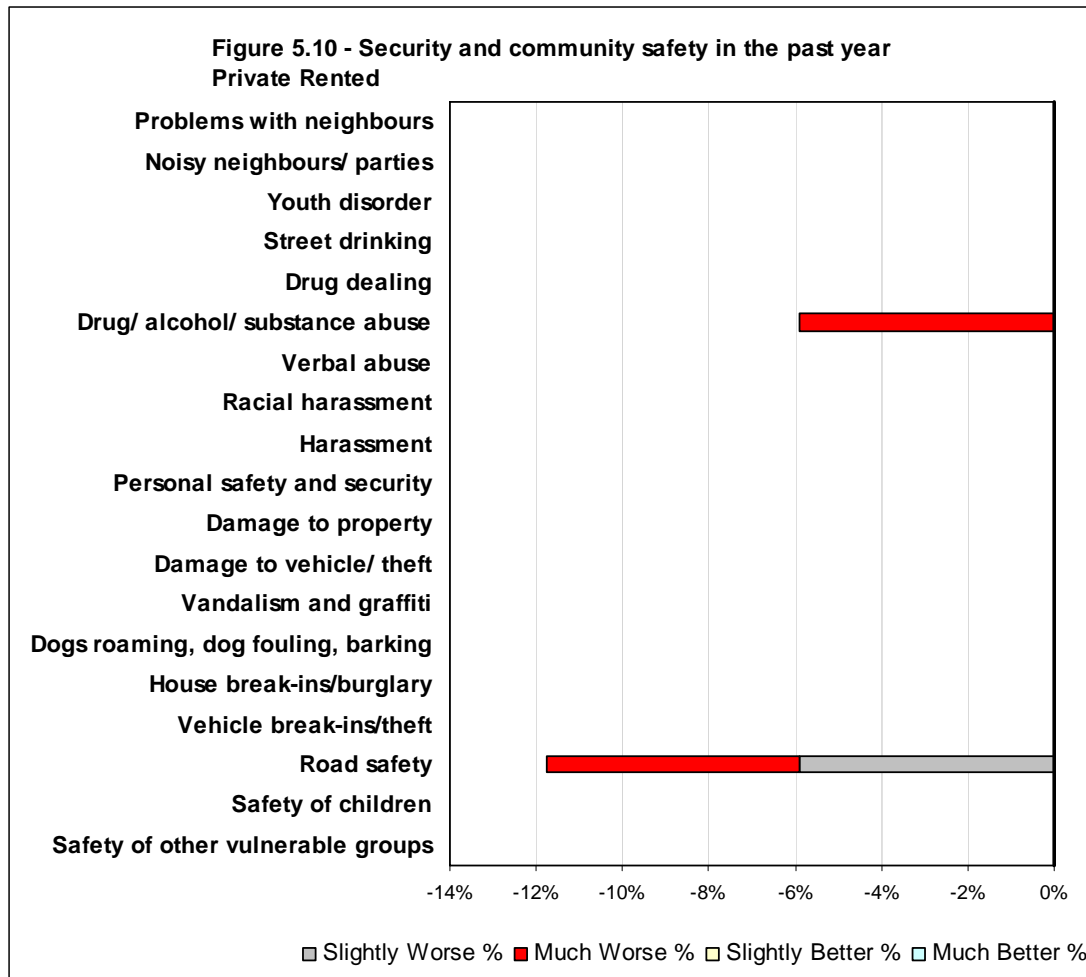
Figure 5.10 - Security and community safety in the past year
Private Rented

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Noisy neighbours / parties	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Youth disorder	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Street drinking	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Drug dealing	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	6%	0	0%	16	94%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Damage to property	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Vandalism and graffiti	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Road safety	1	6%	1	6%	15	88%	0	0%	0	0%	0	0%
Safety of children	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	17	100%	0	0%	0	0%	0	0%
Total	2		1		320		0		0		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	15	88%
1	1	6%
2	1	6%
3	0	0%
4	0	0%
5+	0	0%
	17	

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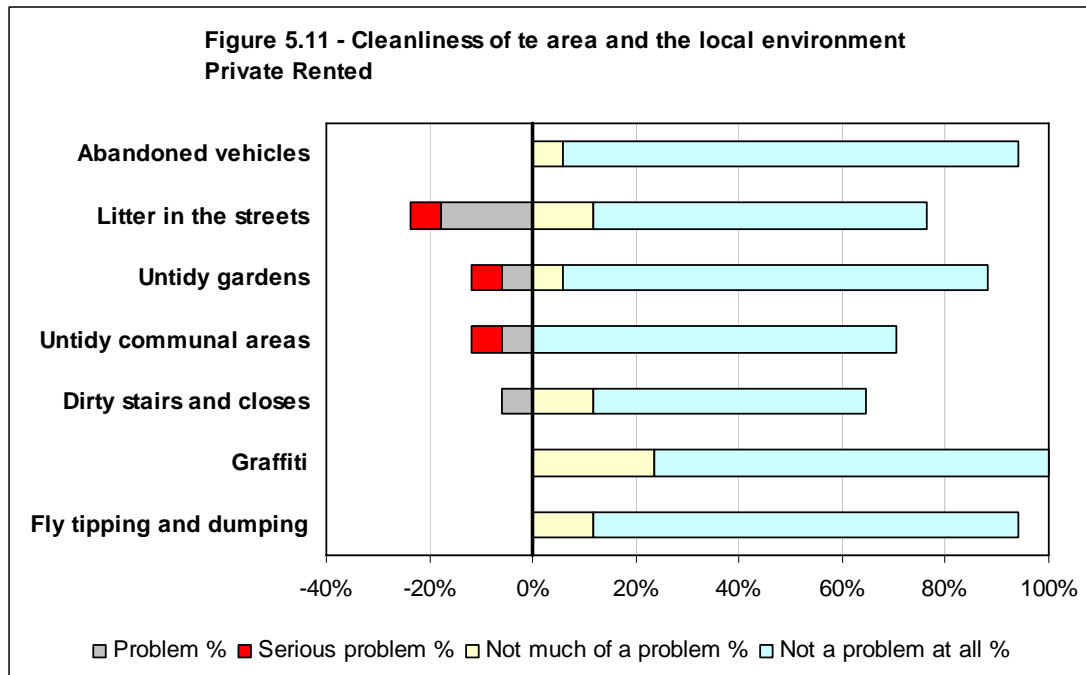
**Figure 5.11 - Cleanliness of te area and the local environment
Private Rented**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	0	0%	1	6%	15	88%	1	6%	0	0%
Litter in the streets	1	6%	3	18%	0	0%	2	12%	11	65%	0	0%	0	0%
Untidy gardens	1	6%	1	6%	0	0%	1	6%	14	82%	0	0%	0	0%
Untidy communal areas	1	6%	1	6%	0	0%	0	0%	12	71%	0	0%	3	18%
Dirty stairs and closes	0	0%	1	6%	0	0%	2	12%	9	53%	0	0%	5	29%
Graffiti	0	0%	0	0%	0	0%	4	24%	13	76%	0	0%	0	0%
Fly tipping and dumping	0	0%	0	0%	0	0%	2	12%	14	82%	1	6%	0	0%
Total	**3**		**6**		**0**		**12**		**88**		**2**		**8**	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	13	76%
1	2	12%
2	0	0%
3	1	6%
4	1	6%
5+	0	0%
	17	

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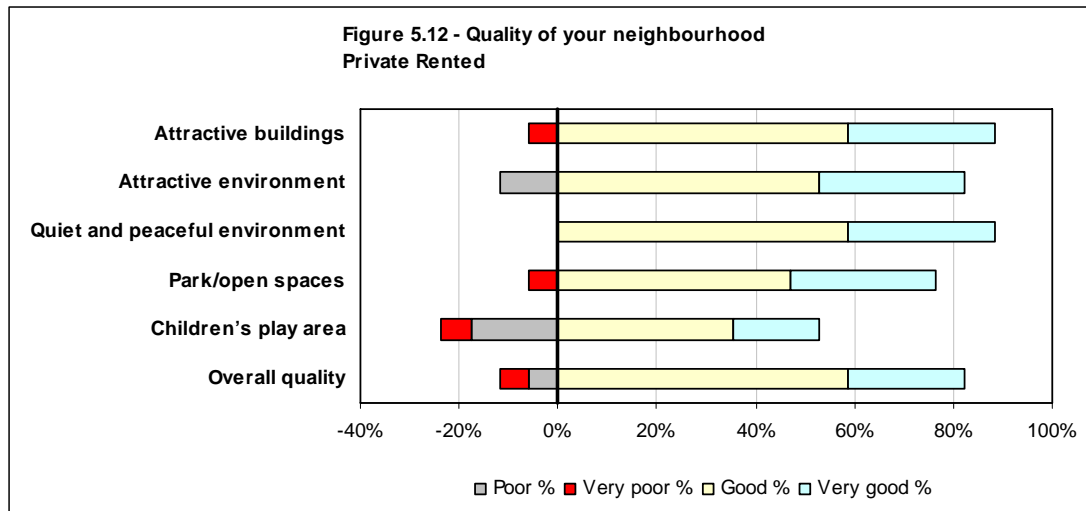
Figure 5.12 - Quality of your neighbourhood
Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	1	6%	0	0%	1	6%	10	59%	5	29%	0	0%	0	0%
Attractive environment	0	0%	2	12%	1	6%	9	53%	5	29%	0	0%	0	0%
Quiet and peaceful environment	0	0%	0	0%	2	12%	10	59%	5	29%	0	0%	0	0%
Park/open spaces	1	6%	0	0%	3	18%	8	47%	5	29%	0	0%	0	0%
Children's play area	1	6%	3	18%	3	18%	6	35%	3	18%	1	6%	0	0%
Overall quality	1	6%	1	6%	1	6%	10	59%	4	24%	0	0%	0	0%
Total	**4**		**6**		**11**		**53**		**27**		**1**		**0**	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	13	76%
1	2	12%
2	0	0%
3	1	6%
4	0	0%
5+	1	6%
	17	

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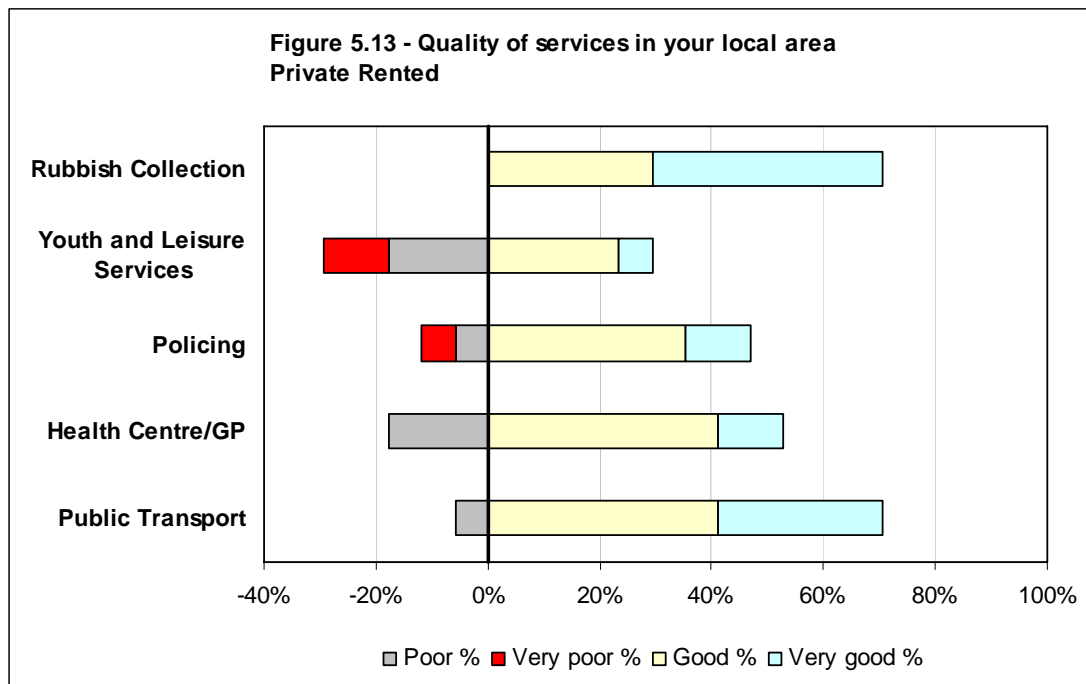
Figure 5.13 - Quality of services in your local area
Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	0	0%	4	24%	5	29%	7	41%	1	6%	0	0%
Youth and Leisure Services	2	12%	3	18%	4	24%	4	24%	1	6%	3	18%	0	0%
Policing	1	6%	1	6%	5	29%	6	35%	2	12%	2	12%	0	0%
Health Centre/GP	0	0%	3	18%	4	24%	7	41%	2	12%	1	6%	0	0%
Public Transport	0	0%	1	6%	1	6%	7	41%	5	29%	2	12%	1	6%
Total	**3**		**8**		**18**		**29**		**17**		**9**		**1**	

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	9	53%
1	6	35%
2	1	6%
3	1	6%
4	0	0%
5+	0	0%
	17	

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

Figure 5.14 - Percentage of residents in private rented housing by neighbourhood
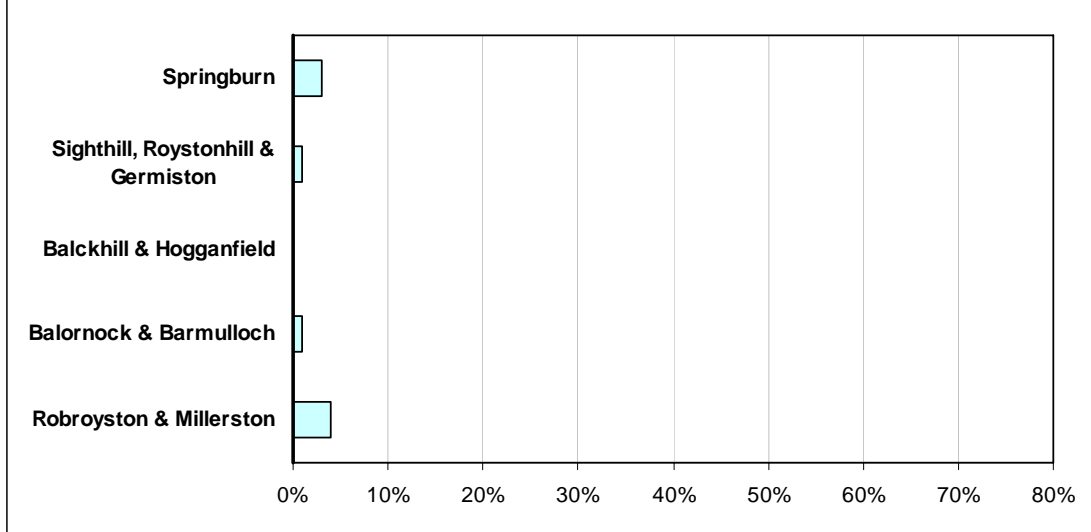
Figure 5.15 - Information about the neighbourhood and the management of the neighbourhood
Private Rented
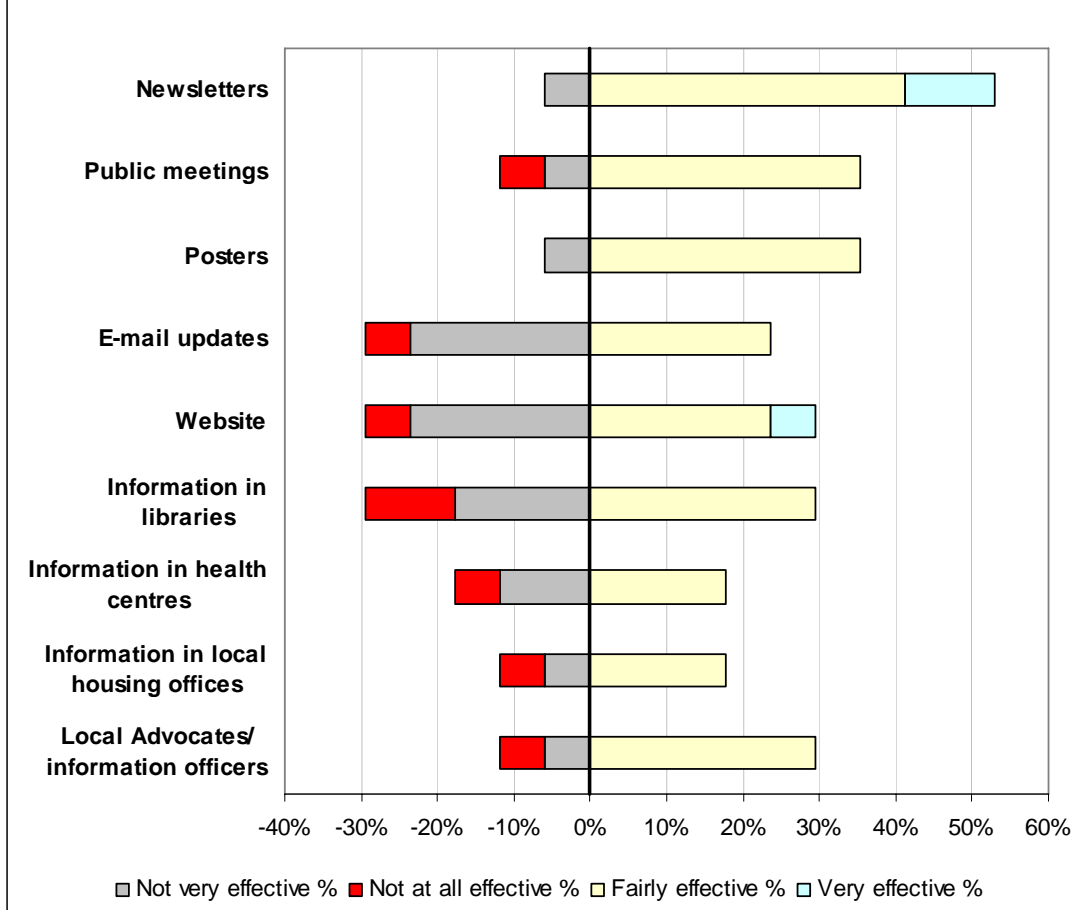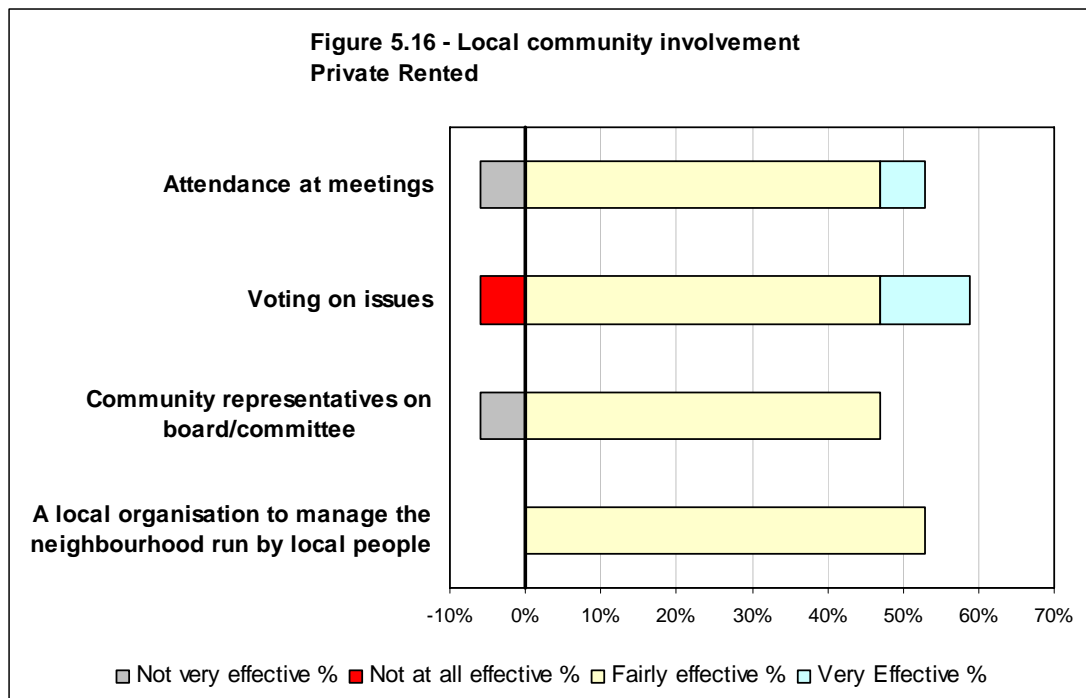
□ Not very effective %   ■ Not at all effective %   □ Fairly effective %   □ Very effective %

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

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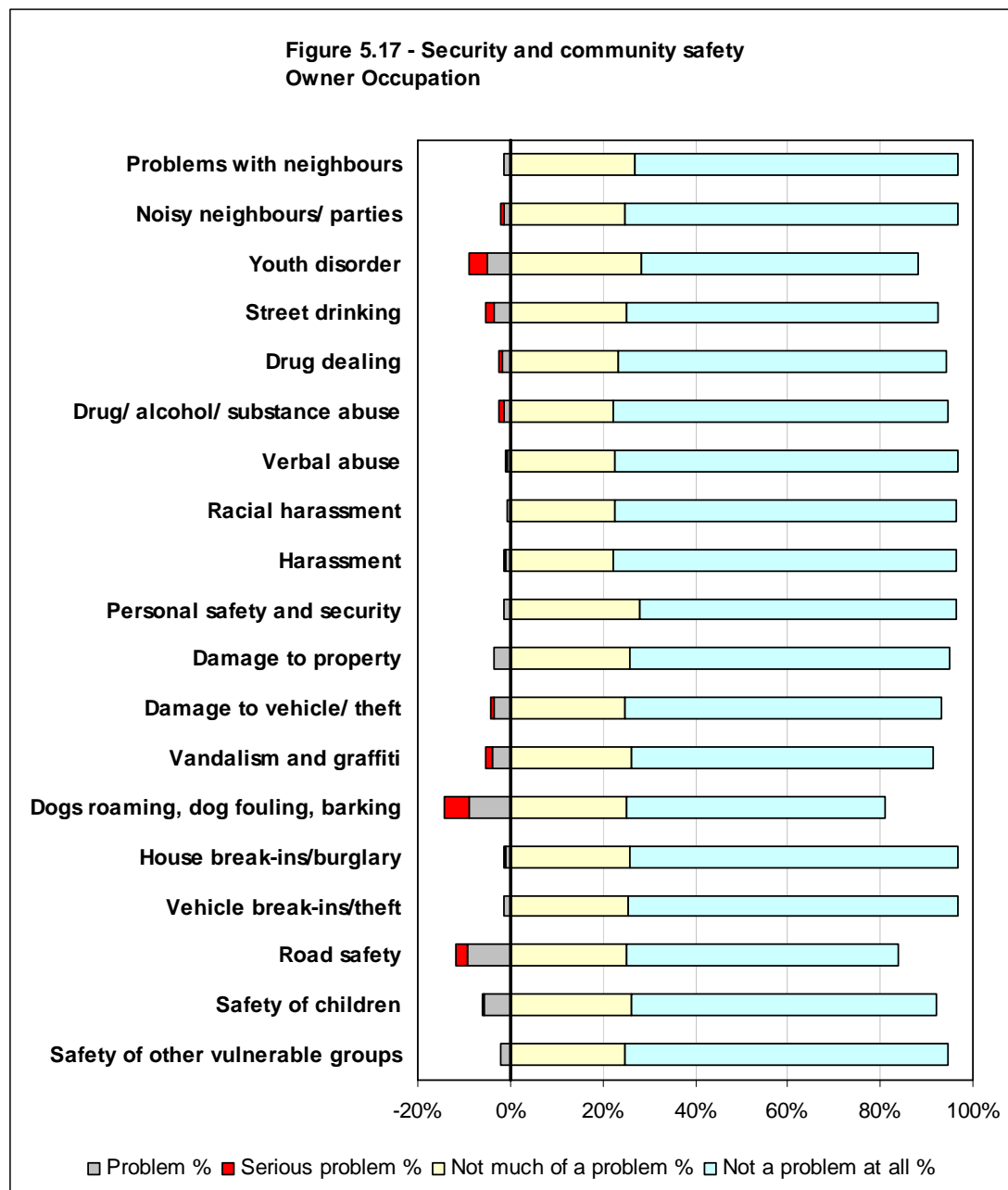
**Figure 5.17 - Security and community safety
Owner Occupation**

	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	0%	5	1%	5	1%	104	27%	271	70%	2	1%
Noisy neighbours/ parties	3	1%	5	1%	4	1%	96	25%	279	72%	1	0%
Youth disorder	16	4%	19	5%	11	3%	110	28%	232	60%	0	0%
Street drinking	7	2%	13	3%	8	2%	98	25%	261	67%	1	0%
Drug dealing	3	1%	7	2%	9	2%	91	23%	275	71%	3	1%
Drug/ alcohol/ substance abuse	3	1%	6	2%	10	3%	86	22%	281	72%	2	1%
Verbal abuse	1	0%	3	1%	6	2%	88	23%	287	74%	3	1%
Racial harassment	0	0%	2	1%	3	1%	88	23%	286	74%	9	2%
Harassment	1	0%	4	1%	3	1%	87	22%	287	74%	6	2%
Personal safety and security	1	0%	5	1%	8	2%	109	28%	265	68%	0	0%
Damage to property	1	0%	13	3%	6	2%	100	26%	268	69%	0	0%
Damage to vehicle/ theft	4	1%	13	3%	9	2%	96	25%	266	69%	0	0%
Vandalism and graffiti	5	1%	15	4%	11	3%	102	26%	253	65%	2	1%
Dogs roaming, dog fouling, barking	21	5%	34	9%	18	5%	97	25%	218	56%	0	0%
House break-ins/burglary	1	0%	4	1%	5	1%	100	26%	276	71%	2	1%
Vehicle break-ins/theft	0	0%	5	1%	6	2%	99	26%	277	71%	1	0%
Road safety	9	2%	36	9%	17	4%	98	25%	228	59%	0	0%
Safety of children	1	0%	22	6%	8	2%	102	26%	255	66%	0	0%
Safety of other vulnerable groups	0	0%	8	2%	6	2%	96	25%	271	70%	7	2%
Total	78		219		153		1,847		5,036		39	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	262	68%
1	65	17%
2	27	7%
3	16	4%
4	4	1%
5+	14	4%
	388	

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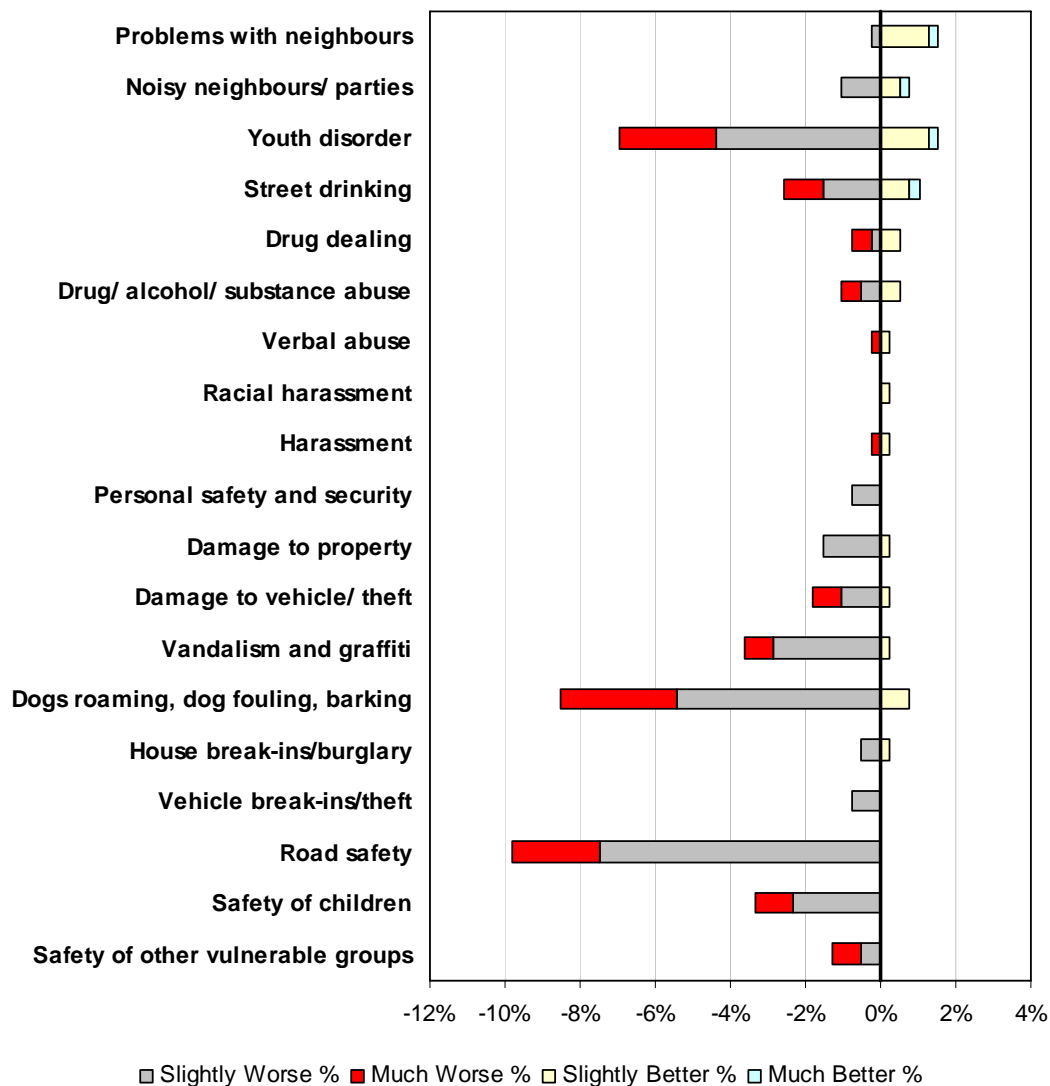
□ Slightly Worse %	■ Much Worse %
□ Slightly Better %	□ Much Better %

mruk

ODS

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	1	0%	381	98%	5	1%	1	0%	0	0%
Noisy neighbours / parties	0	0%	4	1%	381	98%	2	1%	1	0%	0	0%
Youth disorder	10	3%	17	4%	355	91%	5	1%	1	0%	0	0%
Street drinking	4	1%	6	2%	374	96%	3	1%	1	0%	0	0%
Drug dealing	2	1%	1	0%	383	99%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	2	1%	382	98%	2	1%	0	0%	0	0%
Verbal abuse	1	0%	0	0%	386	99%	1	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	387	100%	1	0%	0	0%	0	0%
Harassment	1	0%	0	0%	386	99%	1	0%	0	0%	0	0%
Personal safety and security	0	0%	3	1%	385	99%	0	0%	0	0%	0	0%
Damage to property	0	0%	6	2%	381	98%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	3	1%	4	1%	380	98%	1	0%	0	0%	0	0%
Vandalism and graffiti	3	1%	11	3%	373	96%	1	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	12	3%	21	5%	352	91%	3	1%	0	0%	0	0%
House break-ins/burglary	0	0%	2	1%	385	99%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	3	1%	385	99%	0	0%	0	0%	0	0%
Road safety	9	2%	29	7%	350	90%	0	0%	0	0%	0	0%
Safety of children	4	1%	9	2%	375	97%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	1%	2	1%	383	99%	0	0%	0	0%	0	0%
Total	54		121		7,164		29		4		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	298	77%
1	44	11%
2	24	6%
3	13	3%
4	4	1%
5+	5	1%
	388	

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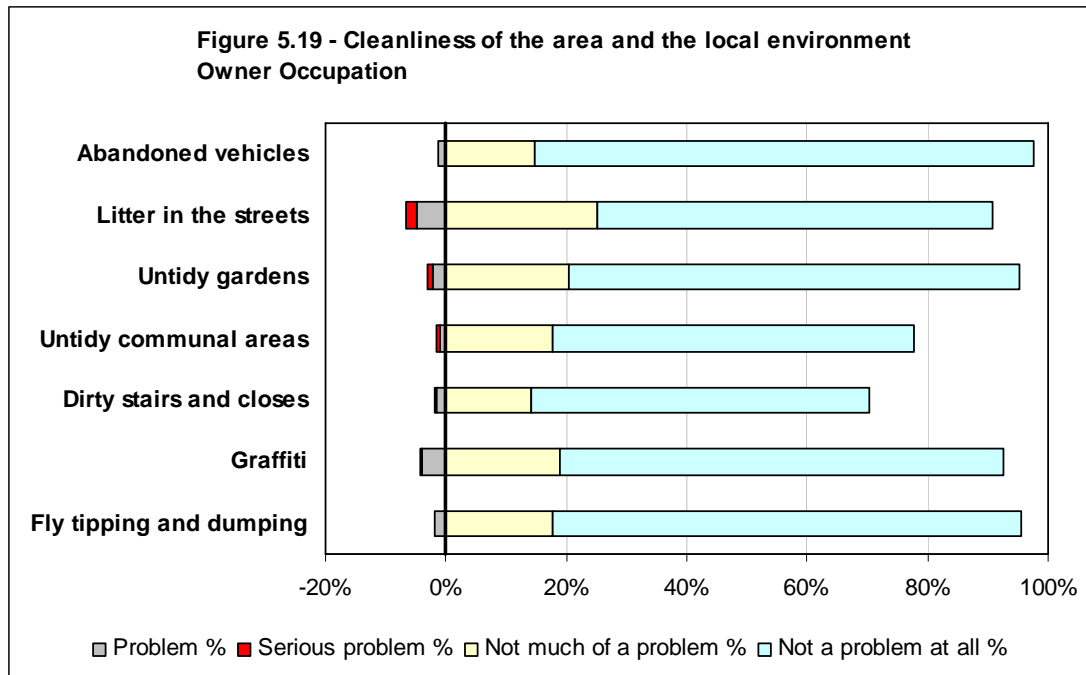
Figure 5.19 - Cleanliness of the area and the local environment
Owner Occupation

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	5	1%	2	1%	57	15%	322	83%	2	1%	0	0%
Litter in the streets	7	2%	19	5%	10	3%	97	25%	255	66%	0	0%	0	0%
Untidy gardens	4	1%	8	2%	6	2%	79	20%	290	75%	0	0%	1	0%
Untidy communal areas	2	1%	4	1%	5	1%	69	18%	232	60%	2	1%	74	19%
Dirty stairs and closes	1	0%	6	2%	5	1%	55	14%	218	56%	12	3%	91	23%
Graffiti	2	1%	15	4%	9	2%	73	19%	286	74%	0	0%	3	1%
Fly tipping and dumping	0	0%	7	2%	4	1%	69	18%	302	78%	5	1%	1	0%
Total	**16**		**64**		**41**		**499**		**1,905**		**21**		**170**	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	345	89%
1	26	7%
2	10	3%
3	2	1%
4	1	0%
5+	4	1%
	388	

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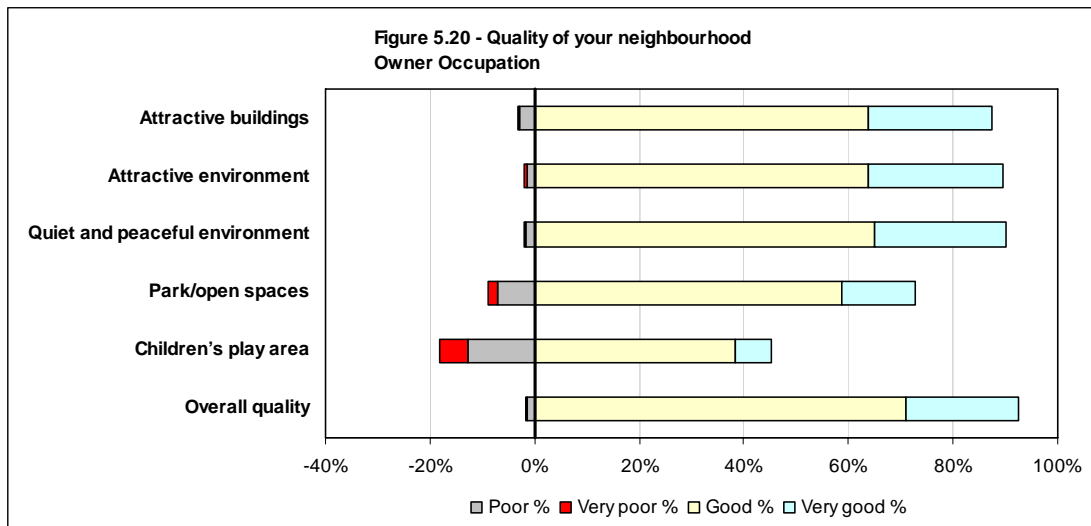
Figure 5.20 - Quality of your neighbourhood Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	11	3%	36	9%	248	64%	91	23%	0	0%	0	0%
Attractive environment	2	1%	6	2%	32	8%	248	64%	99	26%	1	0%	0	0%
Quiet and peaceful environment	1	0%	7	2%	29	7%	252	65%	98	25%	1	0%	0	0%
Park/open spaces	7	2%	28	7%	65	17%	228	59%	54	14%	6	2%	0	0%
Children's play area	20	5%	50	13%	99	26%	149	38%	27	7%	43	11%	0	0%
Overall quality	1	0%	6	2%	21	5%	275	71%	84	22%	1	0%	0	0%
Total	**33**		**108**		**282**		**1,400**		**453**		**52**		**0**	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	307	79%
1	47	12%
2	26	7%
3	1	0%
4	1	0%
5+	6	2%
	388	

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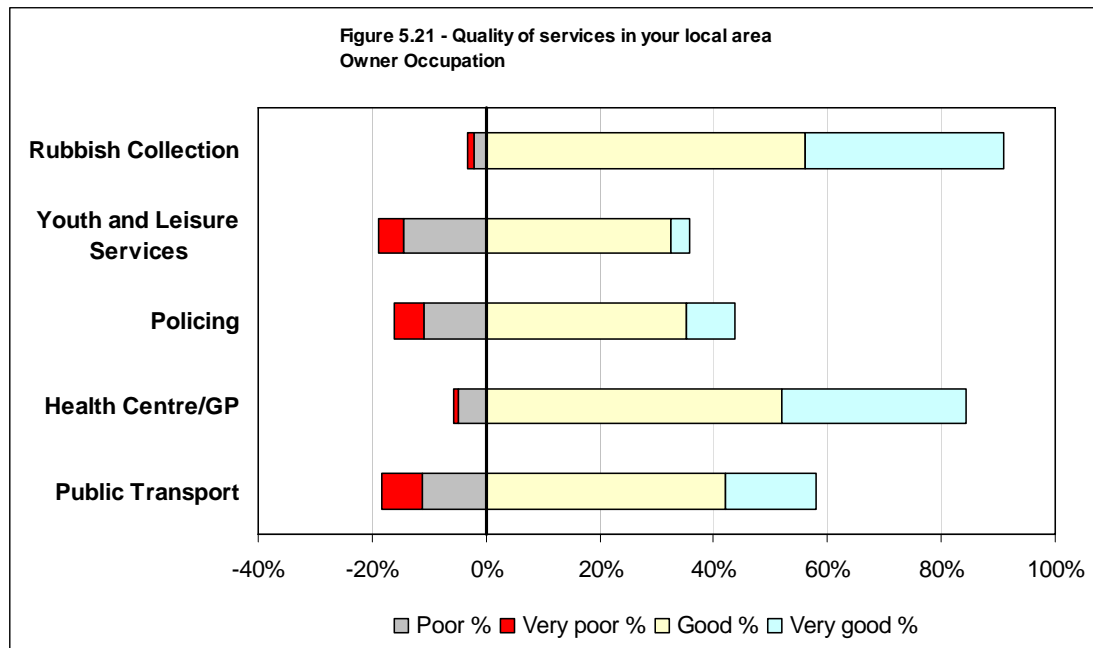
Figure 5.21 - Quality of services in your local area
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	1%	8	2%	20	5%	218	56%	135	35%	3	1%	0	0%
Youth and Leisure Services	17	4%	56	14%	46	12%	126	32%	13	3%	124	32%	6	2%
Policing	21	5%	42	11%	77	20%	137	35%	33	9%	72	19%	6	2%
Health Centre/GP	3	1%	19	5%	29	7%	202	52%	125	32%	9	2%	1	0%
Public Transport	28	7%	43	11%	41	11%	163	42%	62	16%	44	11%	7	2%
Total	73		168		213		846		368		252		20	

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

Number of concerns (Very poor or poor)	Respondents	%
None	237	61%
1	95	24%
2	31	8%
3	19	5%
4	3	1%
5+	3	1%
	388	

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

**Figure 5.22 - Percentage of residents in owner occupied housing by neighbourhood**
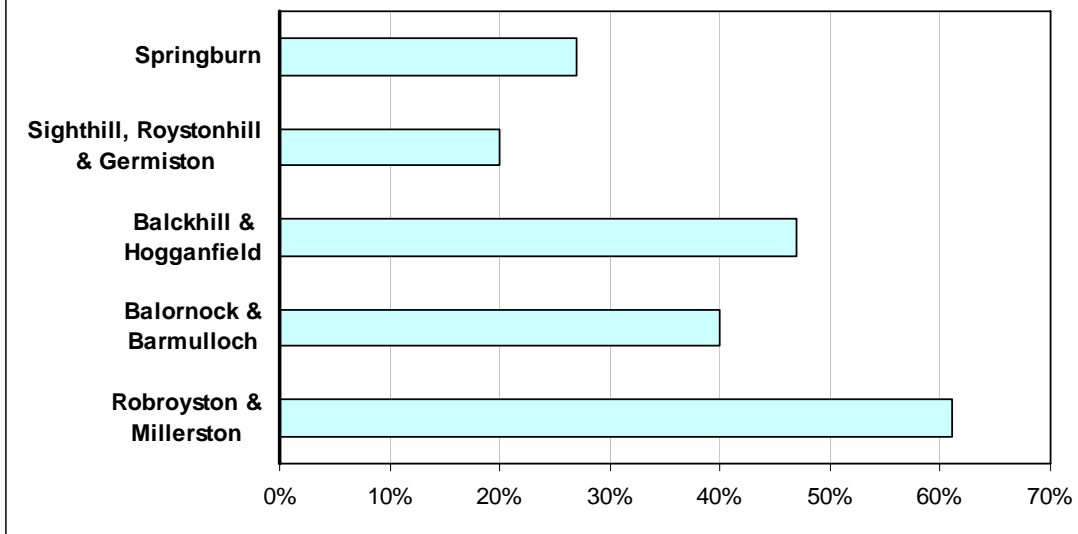
Figure 5.23 - Information about the neighbourhood and management of the neighbourhood
Owner occupation

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

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

Age – 16 to 29 years

**Figure 5.25 - Security and community safety
Ages 16 to 29**

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	4	2%	4	2%	51	24%	153	71%	0	0%
Noisy neighbours/ parties	3	1%	9	4%	4	2%	44	21%	154	72%	0	0%
Youth disorder	3	1%	17	8%	2	1%	54	25%	138	64%	0	0%
Street drinking	4	2%	13	6%	3	1%	49	23%	145	68%	0	0%
Drug dealing	2	1%	11	5%	4	2%	51	24%	146	68%	0	0%
Drug/ alcohol/ substance abuse	3	1%	9	4%	4	2%	51	24%	147	69%	0	0%
Verbal abuse	1	0%	6	3%	3	1%	51	24%	153	71%	0	0%
Racial harassment	0	0%	3	1%	4	2%	48	22%	158	74%	1	0%
Harassment	1	0%	7	3%	3	1%	51	24%	152	71%	0	0%
Personal safety and security	0	0%	6	3%	4	2%	53	25%	151	71%	0	0%
Damage to property	1	0%	5	2%	3	1%	54	25%	151	71%	0	0%
Damage to vehicle/ theft	2	1%	6	3%	3	1%	54	25%	148	69%	1	0%
Vandalism and graffiti	3	1%	13	6%	3	1%	52	24%	142	66%	1	0%
Dogs roaming, dog fouling, barking	10	5%	13	6%	6	3%	55	26%	130	61%	0	0%
House break-ins/burglary	0	0%	3	1%	3	1%	53	25%	155	72%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	3	1%	53	25%	156	73%	0	0%
Road safety	2	1%	10	5%	4	2%	51	24%	147	69%	0	0%
Safety of children	0	0%	8	4%	4	2%	50	23%	152	71%	0	0%
Safety of other vulnerable groups	0	0%	7	3%	4	2%	50	23%	152	71%	1	0%
Total	37		152		68		975		2,830		4	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	159	74%
1	21	10%
2	15	7%
3	5	2%
4	2	1%
5+	12	6%
	214	

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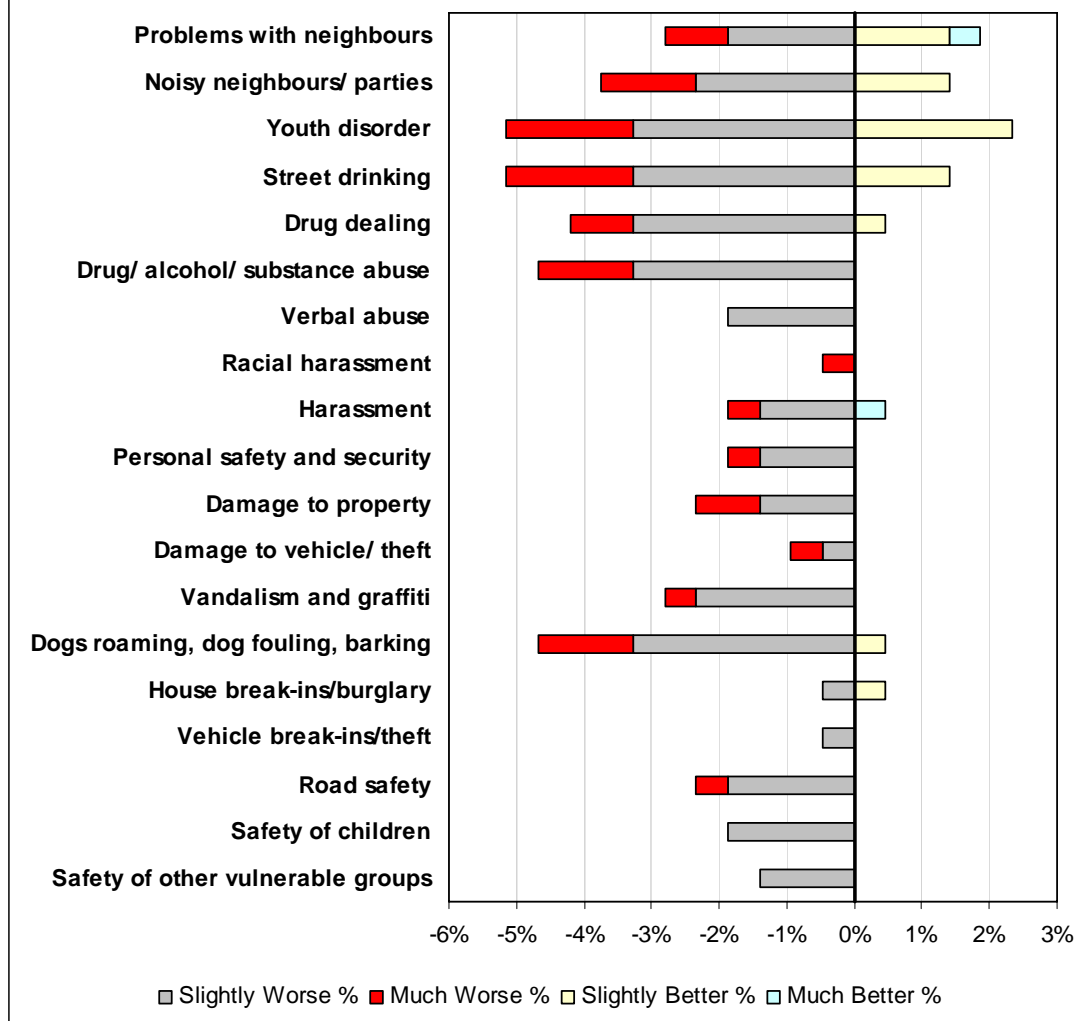
☐ Slightly Worse %	■ Much Worse %
☐ Slightly Better %	☐ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	4	2%	204	95%	3	1%	1	0%	0	0%
Noisy neighbours/ parties	3	1%	5	2%	203	95%	3	1%	0	0%	0	0%
Youth disorder	4	2%	7	3%	198	93%	5	2%	0	0%	0	0%
Street drinking	4	2%	7	3%	200	93%	3	1%	0	0%	0	0%
Drug dealing	2	1%	7	3%	204	95%	1	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	3	1%	7	3%	204	95%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	4	2%	210	98%	0	0%	0	0%	0	0%
Racial harassment	1	0%	0	0%	213	100%	0	0%	0	0%	0	0%
Harassment	1	0%	3	1%	209	98%	0	0%	1	0%	0	0%
Personal safety and security	1	0%	3	1%	210	98%	0	0%	0	0%	0	0%
Damage to property	2	1%	3	1%	209	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	1	0%	1	0%	212	99%	0	0%	0	0%	0	0%
Vandalism and graffiti	1	0%	5	2%	208	97%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	3	1%	7	3%	203	95%	1	0%	0	0%	0	0%
House break-ins/burglary	0	0%	1	0%	212	99%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	0%	213	100%	0	0%	0	0%	0	0%
Road safety	1	0%	4	2%	209	98%	0	0%	0	0%	0	0%
Safety of children	0	0%	4	2%	210	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	3	1%	211	99%	0	0%	0	0%	0	0%
Total	29		76		3,942		17		2		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	186	87%
1	9	4%
2	6	3%
3	2	1%
4	4	2%
5+	7	3%
	214	

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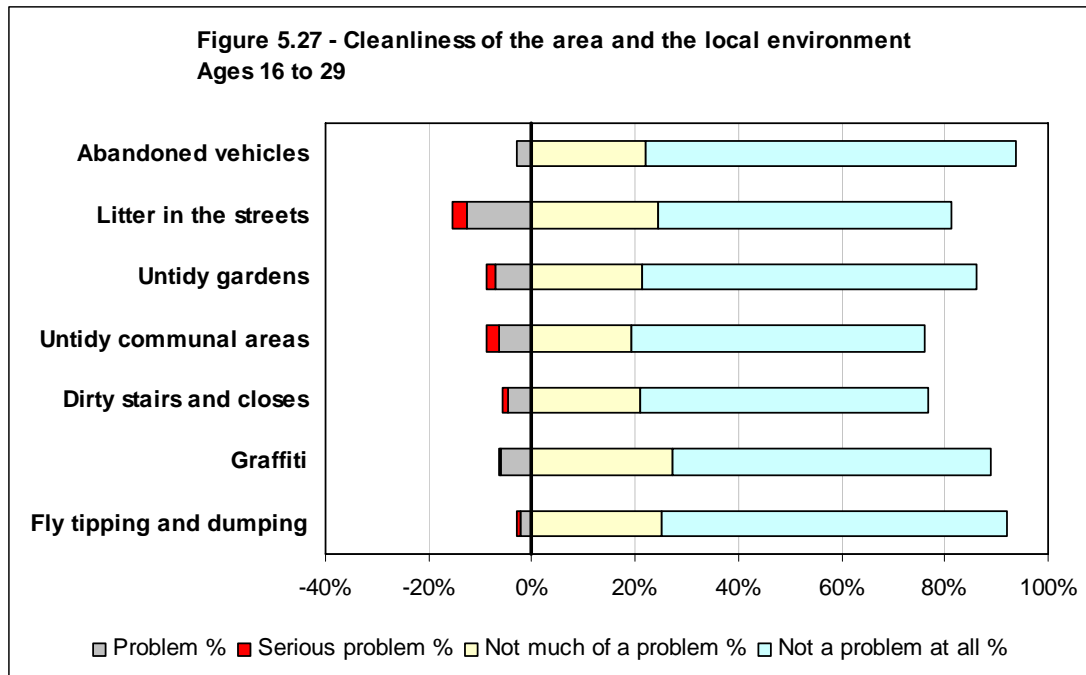
Figure 5.27 - Cleanliness of the area and the local environment
Ages 16 to 29

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	6	3%	4	2%	47	22%	154	72%	3	1%	0	0%
Litter in the streets	6	3%	27	13%	5	2%	52	24%	122	57%	2	1%	0	0%
Untidy gardens	4	2%	15	7%	7	3%	46	21%	138	64%	2	1%	2	1%
Untidy communal areas	5	2%	14	7%	5	2%	41	19%	122	57%	3	1%	24	11%
Dirty stairs and closes	2	1%	10	5%	4	2%	45	21%	119	56%	3	1%	31	14%
Graffiti	1	0%	13	6%	8	4%	58	27%	132	62%	2	1%	0	0%
Fly tipping and dumping	1	0%	5	2%	5	2%	54	25%	143	67%	6	3%	0	0%
Total	**19**		**90**		**38**		**343**		**930**		**21**		**57**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	176	82%
1	14	7%
2	5	2%
3	7	3%
4	6	3%
5+	6	3%
	214	

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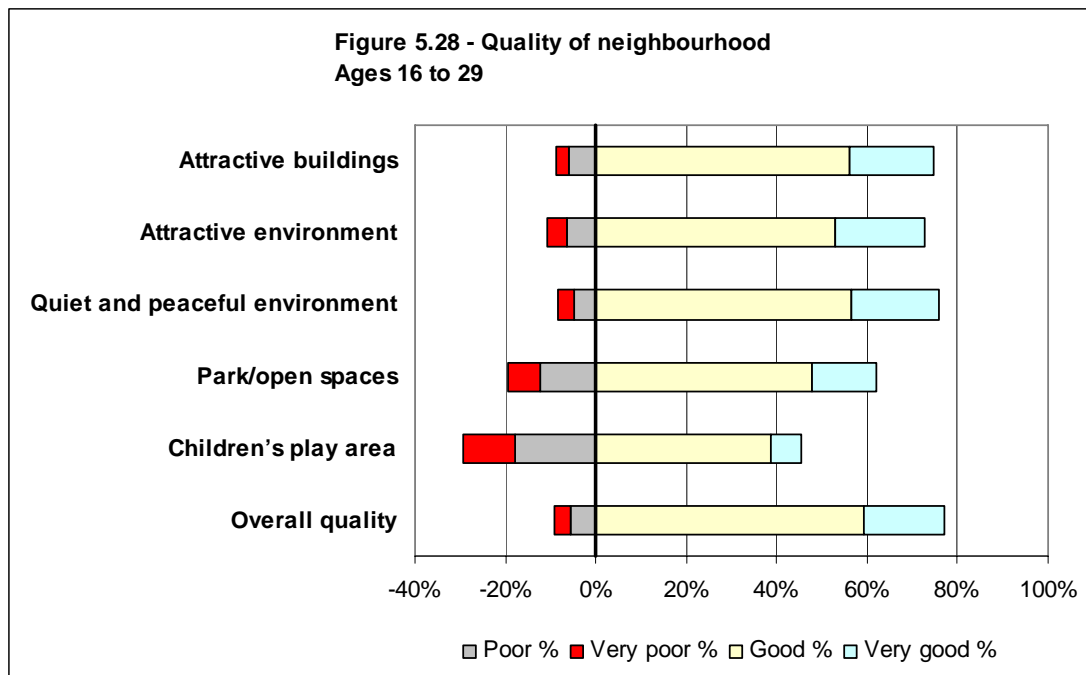
Figure 5.28 - Quality of neighbourhood
Ages 16 to 29

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	6	3%	13	6%	34	16%	120	56%	40	19%	1	0%	0	0%
Attractive environment	9	4%	14	7%	34	16%	113	53%	43	20%	1	0%	0	0%
Quiet and peaceful environment	8	4%	10	5%	33	15%	121	57%	41	19%	1	0%	0	0%
Park/open spaces	16	7%	26	12%	38	18%	102	48%	31	14%	1	0%	0	0%
Children's play area	25	12%	38	18%	42	20%	83	39%	14	7%	12	6%	0	0%
Overall quality	8	4%	12	6%	28	13%	127	59%	38	18%	1	0%	0	0%
Total	72		113		209		666		207		17		0	

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

Number of concerns (Very poor or poor)	Respondents	%
None	143	67%
1	25	12%
2	22	10%
3	7	3%
4	1	0%
5+	16	7%
	214	

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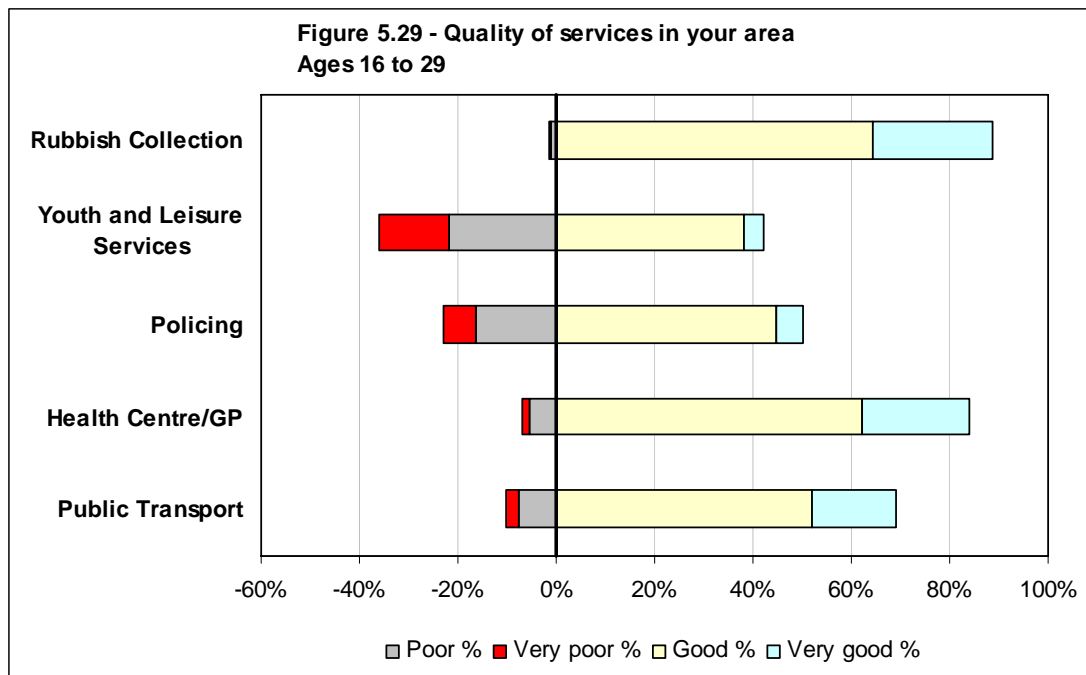
Figure 5.29 - Quality of services in your area
Ages 16 to 29

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	0%	2	1%	14	7%	138	64%	52	24%	7	3%	0	0%
Youth and Leisure Services	30	14%	47	22%	20	9%	82	38%	8	4%	24	11%	3	1%
Policing	14	7%	35	16%	31	14%	96	45%	11	5%	24	11%	3	1%
Health Centre/GP	3	1%	12	6%	12	6%	133	62%	47	22%	7	3%	0	0%
Public Transport	6	3%	16	7%	29	14%	111	52%	37	17%	14	7%	1	0%
Total	**54**		**112**		**106**		**560**		**155**		**76**		**7**	

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	116	54%
1	49	23%
2	35	16%
3	9	4%
4	5	2%
5+	0	0%
	214	

Table 5.40 – Number of concerns – Quality of services – Age 16-29
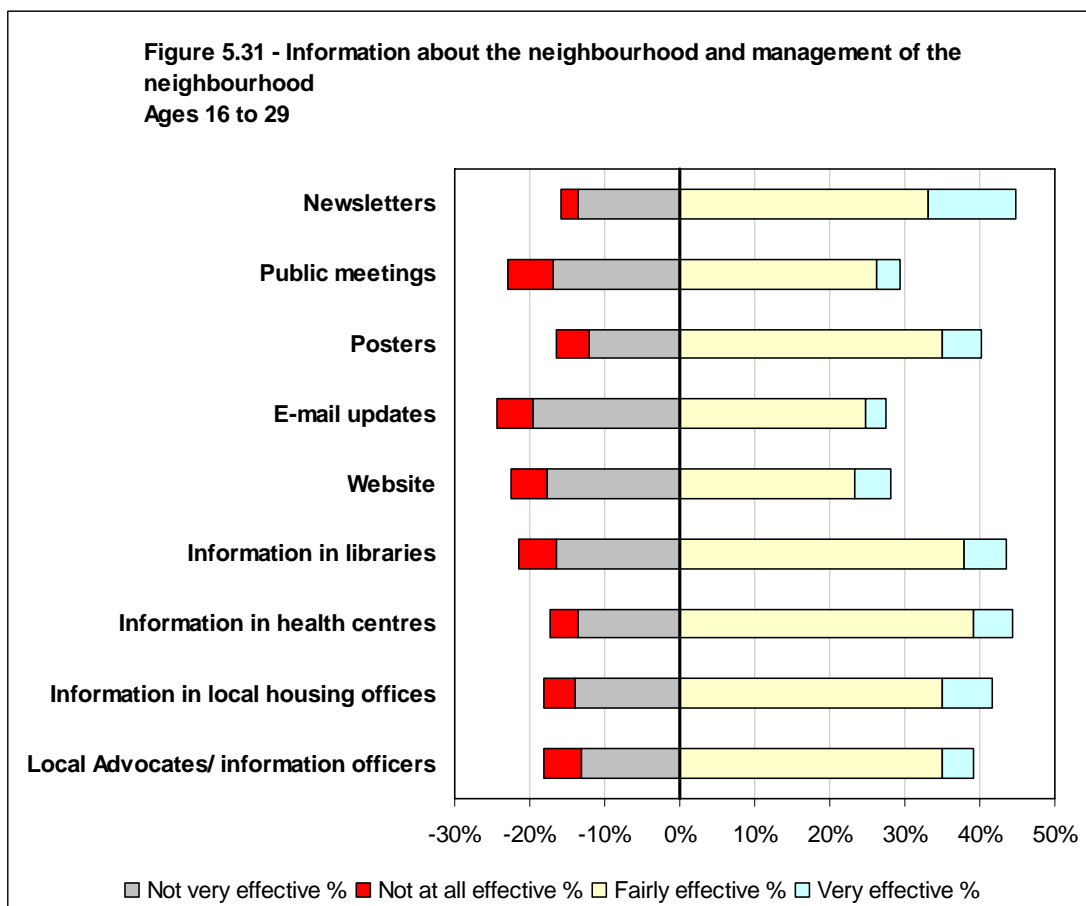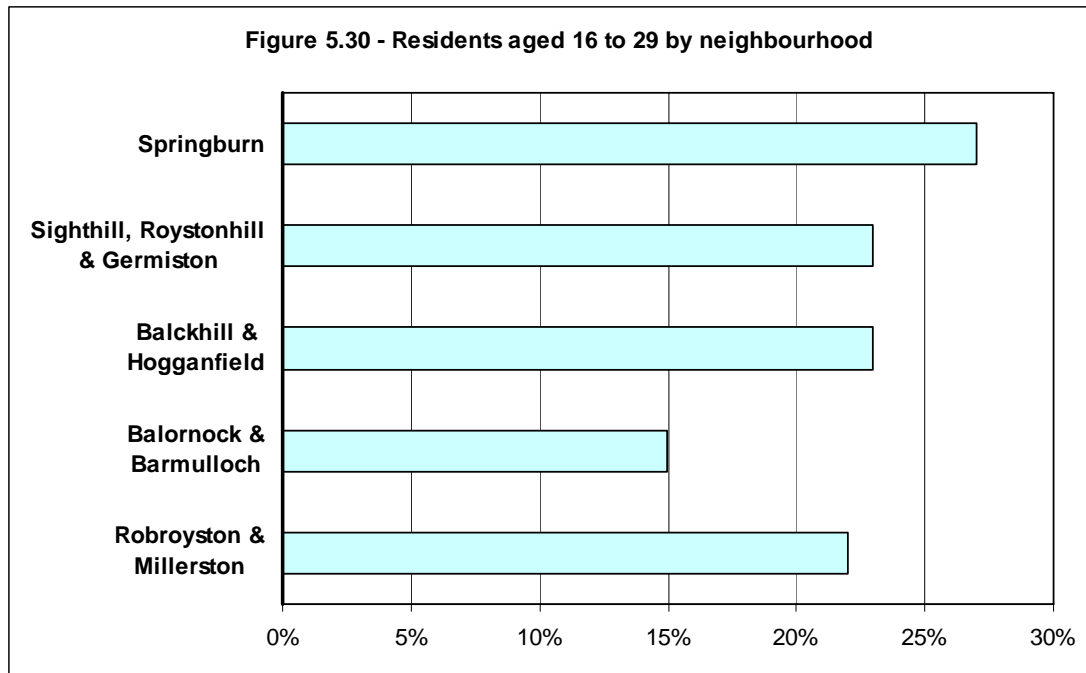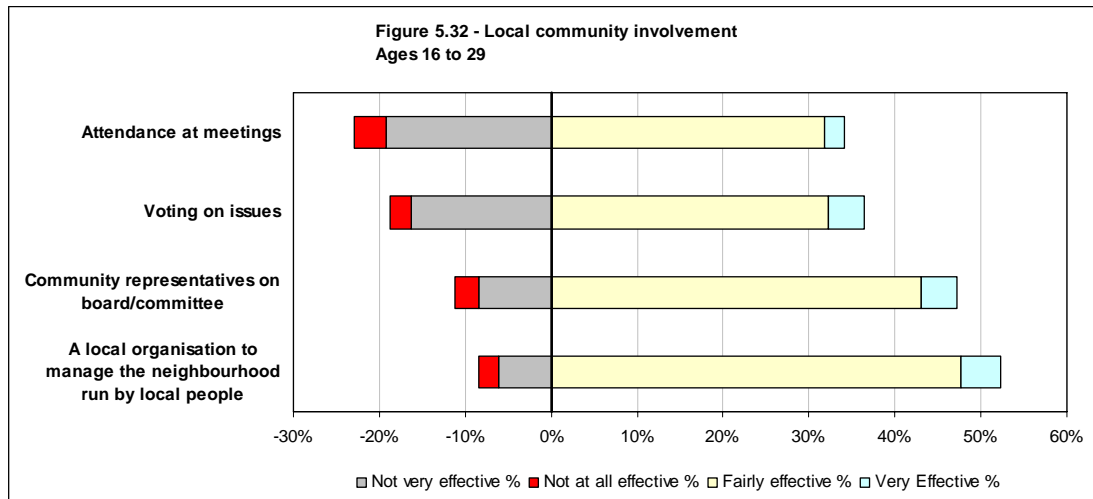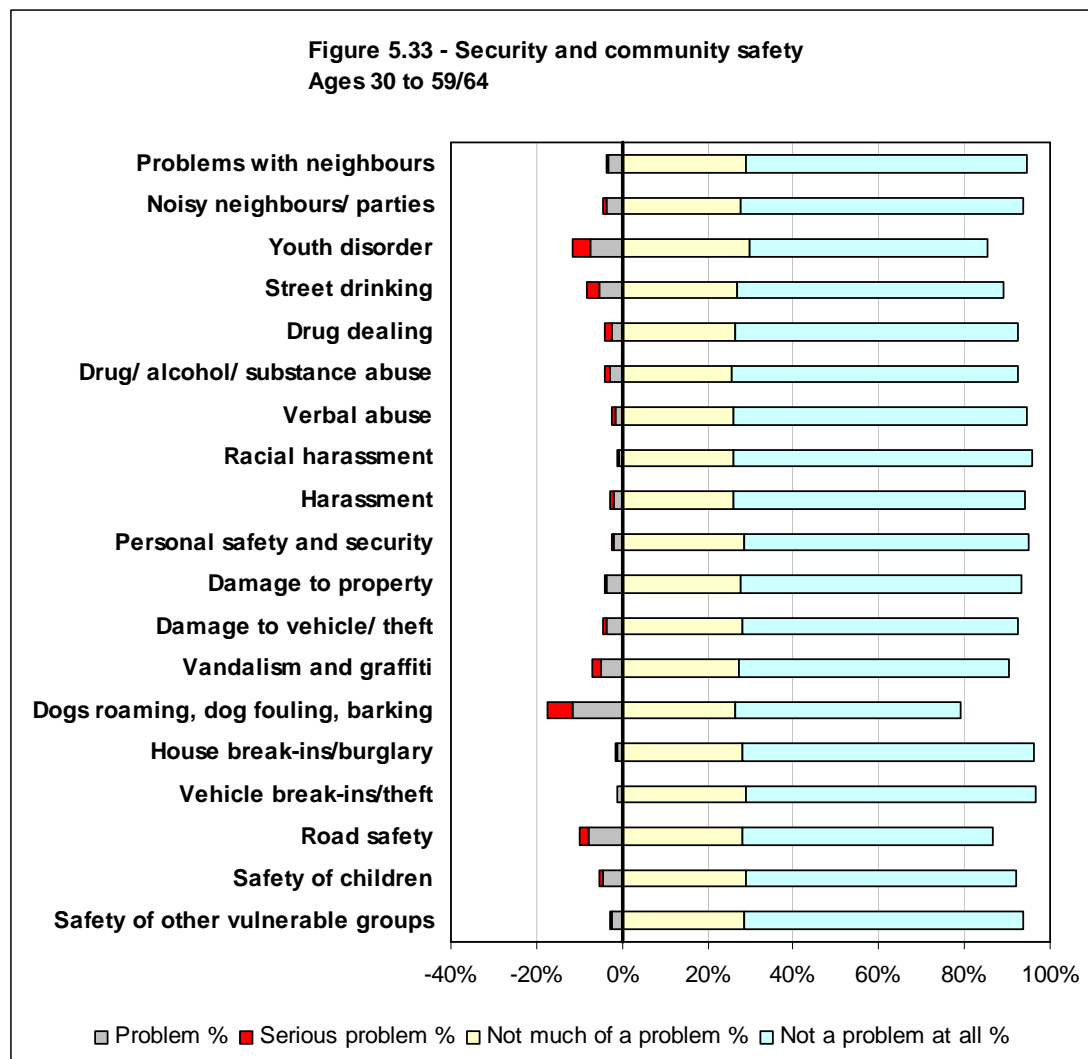
Figure 5.30 - Residents aged 16 to 29 by neighbourhood

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

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

**Figure 5.32 - Local community involvement
Ages 16 to 29**

Age – 30 to 59/64 years

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

	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	1%	17	3%	8	1%	160	29%	359	65%	2	0%
Noisy neighbours / parties	6	1%	19	3%	9	2%	152	28%	363	66%	1	0%
Youth disorder	23	4%	40	7%	17	3%	164	30%	306	56%	0	0%
Street drinking	16	3%	30	5%	13	2%	148	27%	343	62%	0	0%
Drug dealing	9	2%	13	2%	17	3%	145	26%	364	66%	2	0%
Drug/ alcohol/ substance abuse	8	1%	15	3%	16	3%	140	25%	369	67%	2	0%
Verbal abuse	5	1%	8	1%	16	3%	143	26%	376	68%	2	0%
Racial harassment	3	1%	4	1%	9	2%	144	26%	382	69%	8	1%
Harassment	5	1%	10	2%	11	2%	143	26%	374	68%	7	1%
Personal safety and security	2	0%	11	2%	14	3%	156	28%	367	67%	0	0%
Damage to property	2	0%	20	4%	15	3%	153	28%	360	65%	0	0%
Damage to vehicle/ theft	5	1%	19	3%	15	3%	155	28%	354	64%	2	0%
Vandalism and graffiti	11	2%	28	5%	13	2%	149	27%	347	63%	2	0%
Dogs roaming, dog fouling, barking	33	6%	63	11%	19	3%	146	27%	289	53%	0	0%
House break-ins/burglary	2	0%	7	1%	11	2%	155	28%	374	68%	1	0%
Vehicle break-ins/theft	0	0%	7	1%	12	2%	159	29%	372	68%	0	0%
Road safety	11	2%	44	8%	19	3%	154	28%	322	59%	0	0%
Safety of children	6	1%	24	4%	14	3%	159	29%	347	63%	0	0%
Safety of other vulnerable groups	3	1%	12	2%	13	2%	158	29%	357	65%	7	1%
Total	**154**		**391**		**261**		**2,883**		**6,725**		**36**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	365	66%
1	86	16%
2	37	7%
3	19	3%
4	12	2%
5+	31	6%
	550	

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**

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

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

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	1%	5	1%	538	98%	4	1%	0	0%	0	0%
Noisy neighbours / parties	3	1%	8	1%	536	97%	3	1%	0	0%	0	0%
Youth disorder	19	3%	21	4%	493	90%	16	3%	1	0%	0	0%
Street drinking	14	3%	13	2%	509	93%	12	2%	2	0%	0	0%
Drug dealing	8	1%	5	1%	536	97%	1	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	8	1%	5	1%	536	97%	1	0%	0	0%	0	0%
Verbal abuse	3	1%	6	1%	541	98%	0	0%	0	0%	0	0%
Racial harassment	2	0%	2	0%	546	99%	0	0%	0	0%	0	0%
Harassment	4	1%	4	1%	542	99%	0	0%	0	0%	0	0%
Personal safety and security	1	0%	4	1%	544	99%	1	0%	0	0%	0	0%
Damage to property	1	0%	7	1%	540	98%	1	0%	1	0%	0	0%
Damage to vehicle/ theft	0	0%	10	2%	540	98%	0	0%	0	0%	0	0%
Vandalism and graffiti	5	1%	14	3%	527	96%	4	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	11	2%	36	7%	501	91%	2	0%	0	0%	0	0%
House break-ins/burglary	0	0%	4	1%	546	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	0%	3	1%	546	99%	0	0%	0	0%	0	0%
Road safety	9	2%	23	4%	518	94%	0	0%	0	0%	0	0%
Safety of children	4	1%	6	1%	540	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	1%	3	1%	544	99%	0	0%	0	0%	0	0%
Total	99		179		10,123		45		4		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	443	81%
1	52	9%
2	22	4%
3	12	2%
4	8	1%
5+	13	2%
	550	

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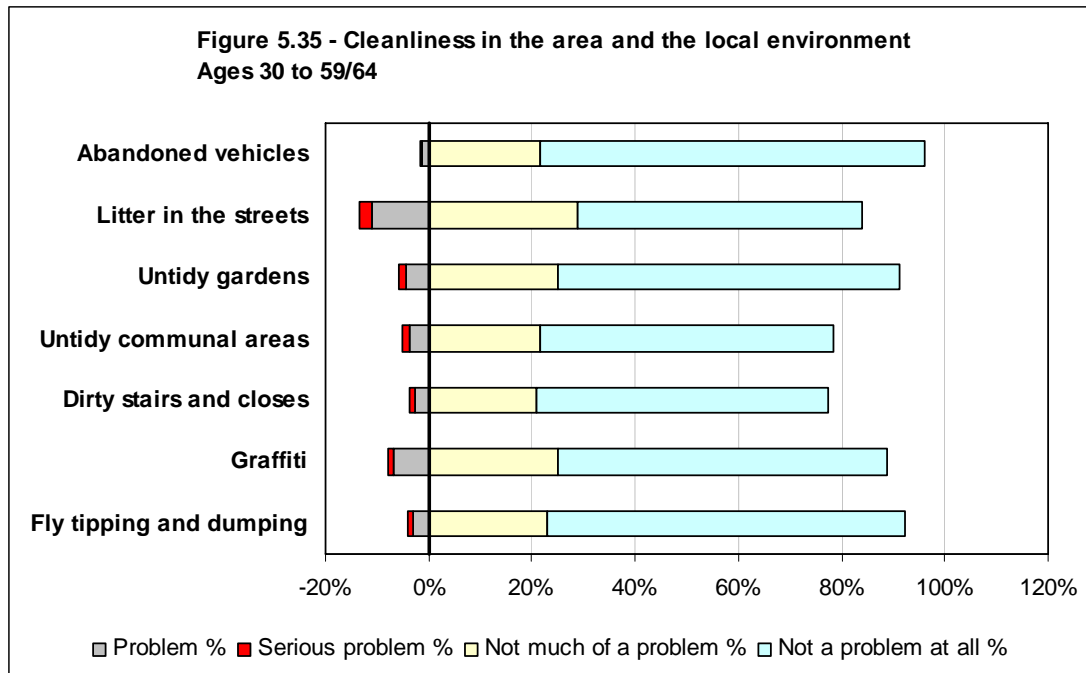
Figure 5.35 - Cleanliness in the area and the local environment
Ages 30 to 59/64

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	2	0%	7	1%	7	1%	118	21%	411	75%	5	1%	0	0%
Litter in the streets	13	2%	60	11%	15	3%	159	29%	302	55%	1	0%	0	0%
Untidy gardens	7	1%	25	5%	13	2%	137	25%	364	66%	0	0%	4	1%
Untidy communal areas	8	1%	20	4%	10	2%	118	21%	314	57%	3	1%	77	14%
Dirty stairs and closes	5	1%	15	3%	11	2%	114	21%	311	57%	8	1%	86	16%
Graffiti	6	1%	37	7%	17	3%	137	25%	351	64%	0	0%	2	0%
Fly tipping and dumping	5	1%	17	3%	13	2%	126	23%	382	69%	6	1%	1	0%
Total	**46**		**181**		**86**		**909**		**2,435**		**23**		**170**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	448	81%
1	51	9%
2	22	4%
3	13	2%
4	3	1%
5+	13	2%
	550	

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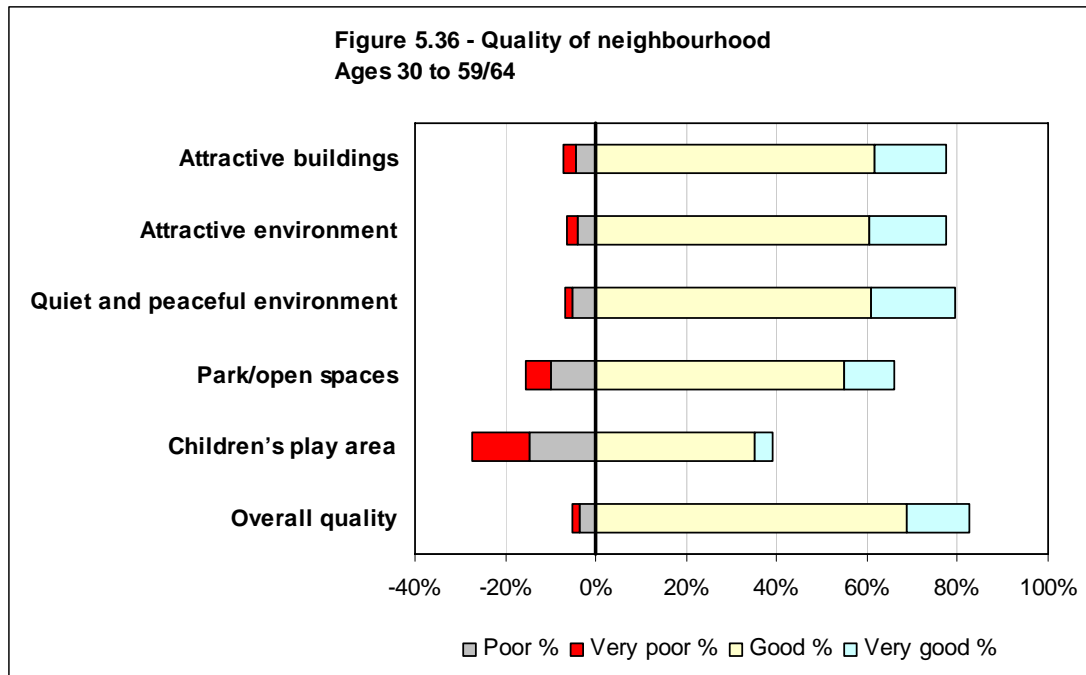
Figure 5.36 - Quality of neighbourhood
Ages 30 to 59/64

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	16	3%	24	4%	83	15%	340	62%	87	16%	0	0%	0	0%
Attractive environment	12	2%	23	4%	89	16%	332	60%	93	17%	1	0%	0	0%
Quiet and peaceful environment	9	2%	28	5%	76	14%	335	61%	101	18%	1	0%	0	0%
Park/open spaces	32	6%	54	10%	96	17%	303	55%	59	11%	6	1%	0	0%
Children's play area	70	13%	81	15%	141	26%	194	35%	21	4%	41	7%	2	0%
Overall quality	9	2%	19	3%	66	12%	378	69%	77	14%	1	0%	0	0%
Total	**148**		**229**		**551**		**1,882**		**438**		**50**		**2**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	383	70%
1	78	14%
2	49	9%
3	8	1%
4	6	1%
5+	26	5%
	550	

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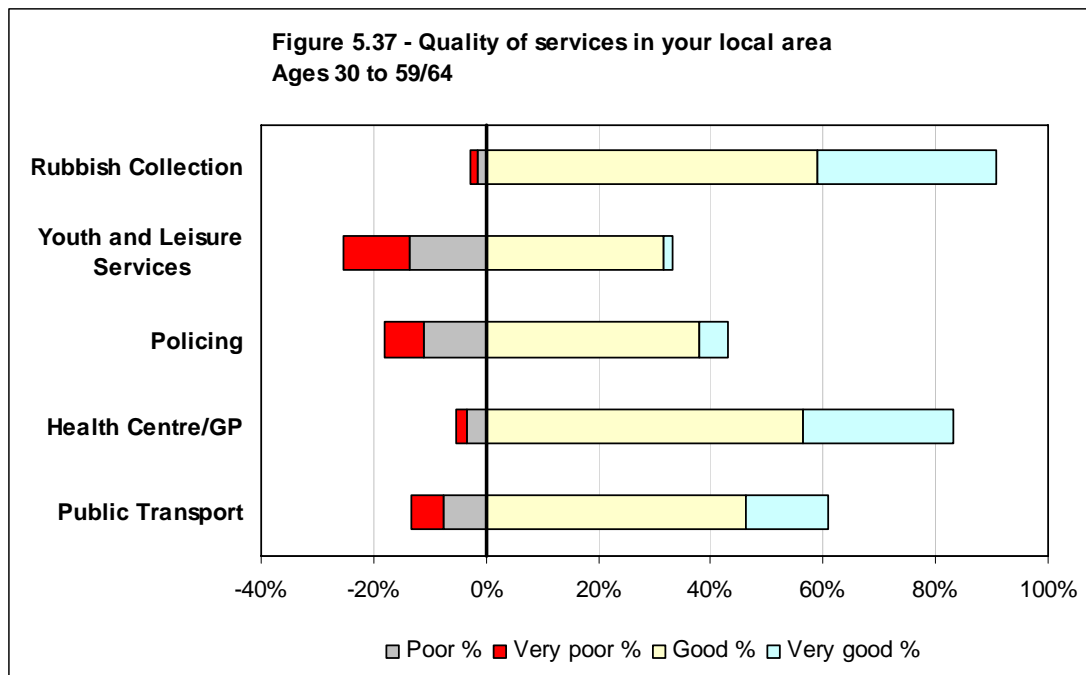
Figure 5.37 - Quality of services in your local area
Ages 30 to 59/64

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	7	1%	9	2%	34	6%	324	59%	175	32%	1	0%	0	0%
Youth and Leisure Services	64	12%	75	14%	79	14%	173	31%	10	2%	143	26%	6	1%
Policing	40	7%	60	11%	122	22%	208	38%	29	5%	85	15%	6	1%
Health Centre/GP	11	2%	19	3%	49	9%	310	56%	148	27%	11	2%	2	0%
Public Transport	32	6%	41	7%	76	14%	255	46%	80	15%	63	11%	3	1%
Total	154		204		360		1,270		442		303		17	

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

Number of concerns (Very poor or poor)	Respondents	%
None	323	59%
1	138	25%
2	58	11%
3	23	4%
4	5	1%
5+	3	1%
	550	

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

Figure 5.38 - Residents aged 30 to 59/64 by neighbourhood
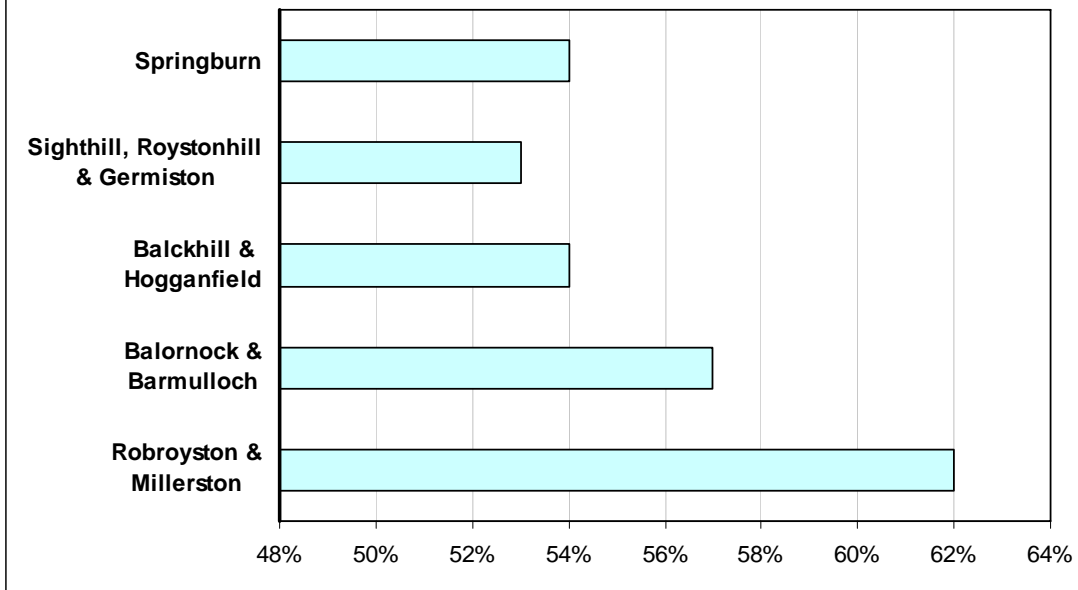
Figure 5.39 - Information about the neighbourhood and management of the neighbourhood
Ages 30 to 59/64

Legend: □ Not very effective % ■ Not at all effective % □ Fairly effective % □ Very effective %
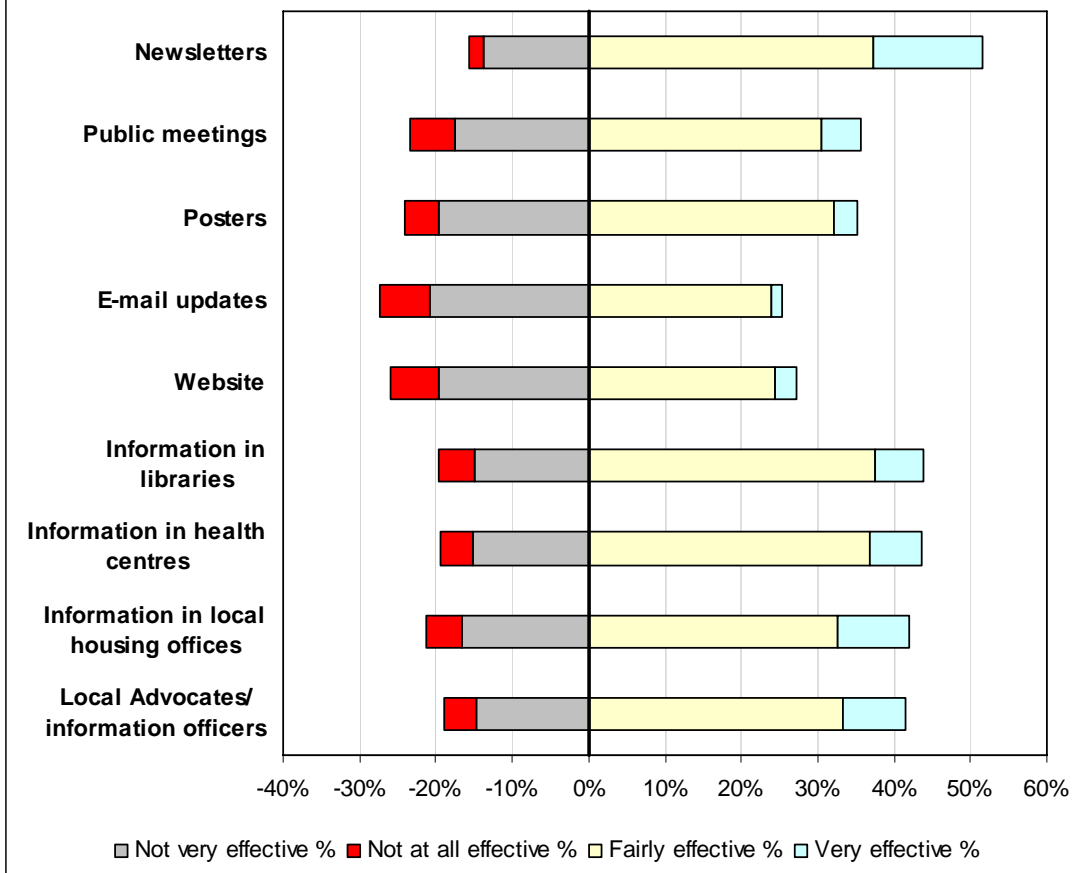
**Figure 5.40 - Local community involvement
Ages 30 to 59/64**

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

Age – Retirement age

Figure 5.41 - Security and community safety
Retirement age

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	0%	4	2%	3	1%	65	28%	163	69%	0	0%
Noisy neighbours / parties	2	1%	5	2%	2	1%	62	26%	165	70%	0	0%
Youth disorder	4	2%	5	2%	8	3%	72	31%	147	62%	0	0%
Street drinking	1	0%	3	1%	7	3%	70	30%	154	65%	1	0%
Drug dealing	0	0%	0	0%	6	3%	60	25%	165	70%	5	2%
Drug/ alcohol/ substance abuse	0	0%	0	0%	6	3%	60	25%	166	70%	4	2%
Verbal abuse	0	0%	0	0%	5	2%	56	24%	173	73%	2	1%
Racial harassment	0	0%	0	0%	3	1%	59	25%	170	72%	4	2%
Harassment	0	0%	0	0%	3	1%	58	25%	173	73%	2	1%
Personal safety and security	0	0%	2	1%	5	2%	73	31%	156	66%	0	0%
Damage to property	0	0%	1	0%	6	3%	66	28%	163	69%	0	0%
Damage to vehicle/ theft	0	0%	3	1%	6	3%	62	26%	165	70%	0	0%
Vandalism and graffiti	2	1%	3	1%	9	4%	70	30%	152	64%	0	0%
Dogs roaming, dog fouling, barking	18	8%	19	8%	9	4%	56	24%	134	57%	0	0%
House break-ins/burglary	0	0%	1	0%	2	1%	66	28%	166	70%	1	0%
Vehicle break-ins/theft	0	0%	1	0%	3	1%	63	27%	168	71%	1	0%
Road safety	4	2%	17	7%	8	3%	70	30%	137	58%	0	0%
Safety of children	2	1%	11	5%	3	1%	69	29%	151	64%	0	0%
Safety of other vulnerable groups	0	0%	5	2%	3	1%	63	27%	164	69%	1	0%
Total	**34**		**80**		**97**		**1,220**		**3,032**		**21**	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	168	71%
1	44	19%
2	12	5%
3	6	3%
4	4	2%
5+	2	1%
	236	

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

**Figure 5.42 - Security and community safety in the past year
Retirement age**
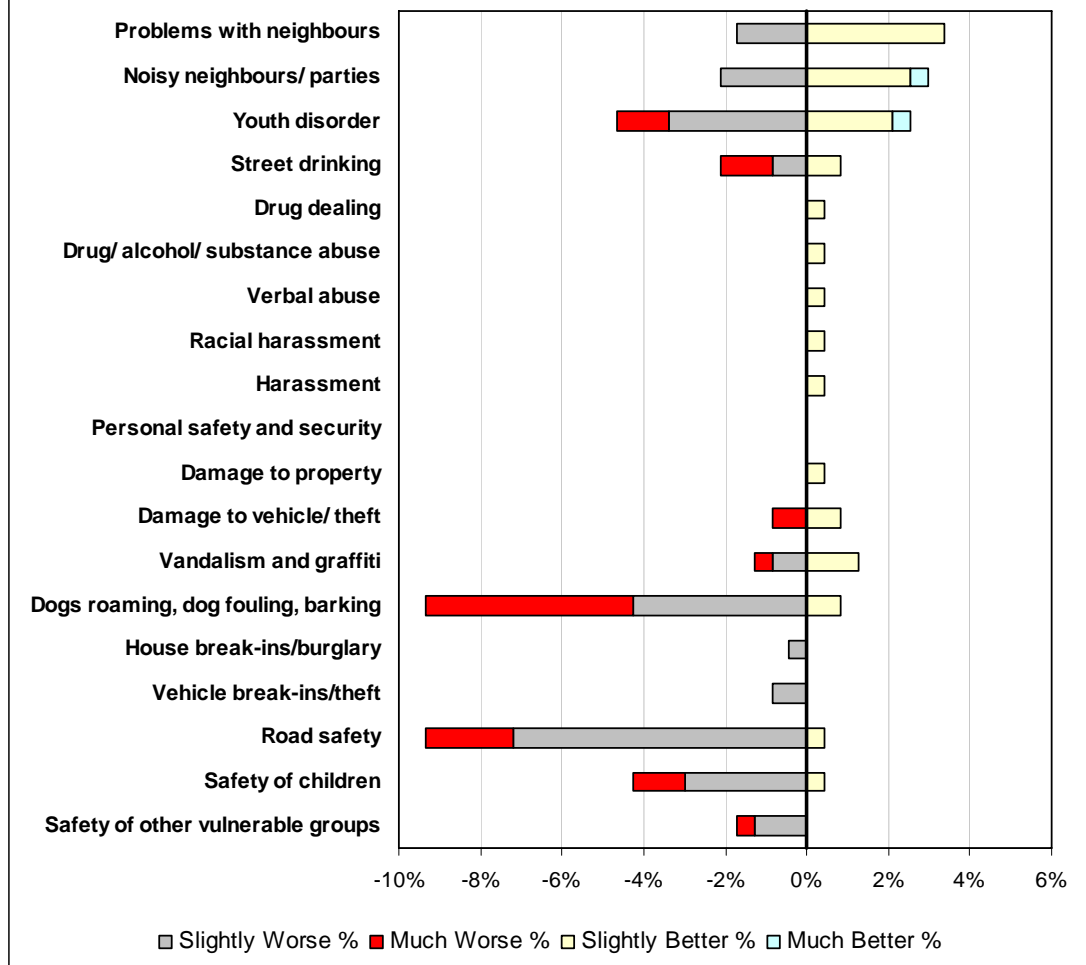
Problems with neighbours
Noisy neighbours/ parties
Youth disorder
Street drinking
Drug dealing
Drug/ alcohol/ substance abuse
Verbal abuse
Racial harassment
Harassment
Personal safety and security
Damage to property
Damage to vehicle/ theft
Vandalism and graffiti
Dogs roaming, dog fouling, barking
House break-ins/burglary
Vehicle break-ins/theft
Road safety
Safety of children
Safety of other vulnerable groups

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

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	4	2%	224	95%	8	3%	0	0%	0	0%
Noisy neighbours / parties	0	0%	5	2%	224	95%	6	3%	1	0%	0	0%
Youth disorder	3	1%	8	3%	219	93%	5	2%	1	0%	0	0%
Street drinking	3	1%	2	1%	229	97%	2	1%	0	0%	0	0%
Drug dealing	0	0%	0	0%	235	100%	1	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	0	0%	235	100%	1	0%	0	0%	0	0%
Verbal abuse	0	0%	0	0%	235	100%	1	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	235	100%	1	0%	0	0%	0	0%
Harassment	0	0%	0	0%	235	100%	1	0%	0	0%	0	0%
Personal safety and security	0	0%	0	0%	236	100%	0	0%	0	0%	0	0%
Damage to property	0	0%	0	0%	235	100%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	0	0%	232	98%	2	1%	0	0%	0	0%
Vandalism and graffiti	1	0%	2	1%	230	97%	3	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	12	5%	10	4%	212	90%	2	1%	0	0%	0	0%
House break-ins/burglary	0	0%	1	0%	235	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	234	99%	0	0%	0	0%	0	0%
Road safety	5	2%	17	7%	213	90%	1	0%	0	0%	0	0%
Safety of children	3	1%	7	3%	225	95%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	3	1%	232	98%	0	0%	0	0%	0	0%
Total	**30**		**61**		**4,355**		**36**		**2**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	184	78%
1	30	13%
2	14	6%
3	3	1%
4	3	1%
5+	2	1%
	236	

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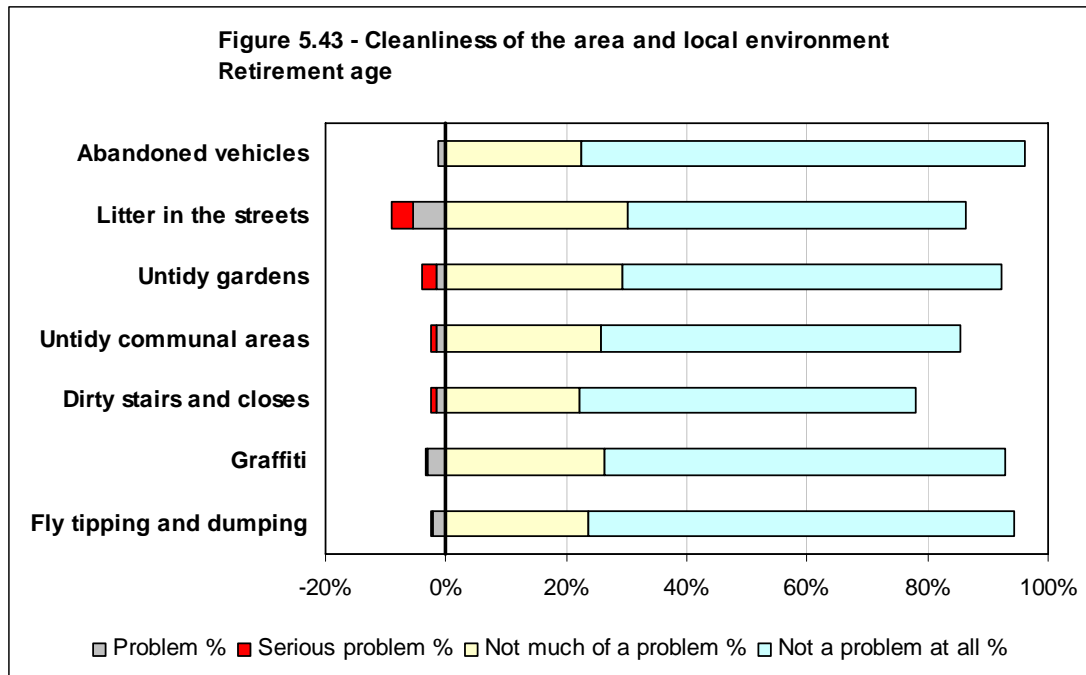
Figure 5.43 - Cleanliness of the area and local environment Retirement age

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	3	1%	3	1%	53	22%	174	74%	3	1%	0	0%
Litter in the streets	8	3%	13	6%	10	4%	71	30%	133	56%	1	0%	0	0%
Untidy gardens	5	2%	4	2%	8	3%	69	29%	149	63%	0	0%	1	0%
Untidy communal areas	2	1%	4	2%	9	4%	61	26%	141	60%	0	0%	19	8%
Dirty stairs and closes	2	1%	4	2%	4	2%	52	22%	132	56%	5	2%	37	16%
Graffiti	1	0%	7	3%	7	3%	62	26%	157	67%	1	0%	1	0%
Fly tipping and dumping	1	0%	5	2%	2	1%	56	24%	167	71%	5	2%	0	0%
Total	**19**		**40**		**43**		**424**		**1,053**		**15**		**58**	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	208	88%
1	16	7%
2	5	2%
3	4	2%
4	0	0%
5+	3	1%
	236	

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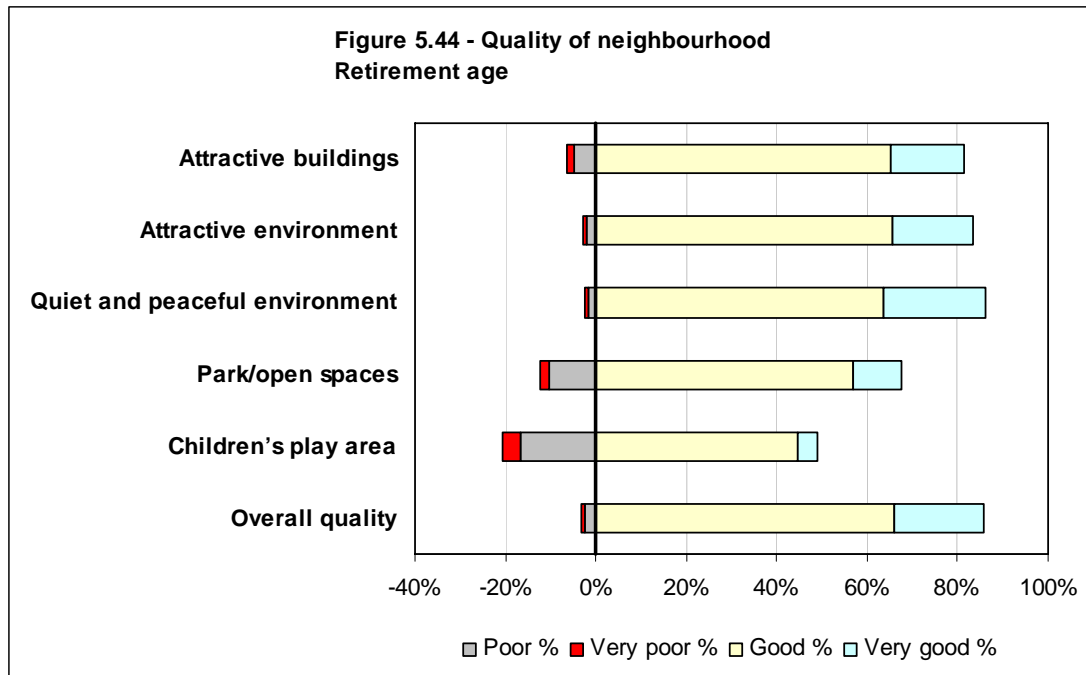
Figure 5.44 - Quality of neighbourhood
Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	4	2%	11	5%	29	12%	154	65%	38	16%	0	0%	0	0%
Attractive environment	2	1%	5	2%	32	14%	155	66%	42	18%	0	0%	0	0%
Quiet and peaceful environment	2	1%	4	2%	27	11%	150	64%	53	22%	0	0%	0	0%
Park/open spaces	5	2%	24	10%	42	18%	134	57%	25	11%	6	3%	0	0%
Children's play area	10	4%	39	17%	37	16%	105	44%	11	5%	33	14%	1	0%
Overall quality	2	1%	6	3%	26	11%	156	66%	46	19%	0	0%	0	0%
Total	25		89		193		854		215		39		1	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	180	76%
1	23	10%
2	23	10%
3	5	2%
4	0	0%
5+	5	2%
	236	

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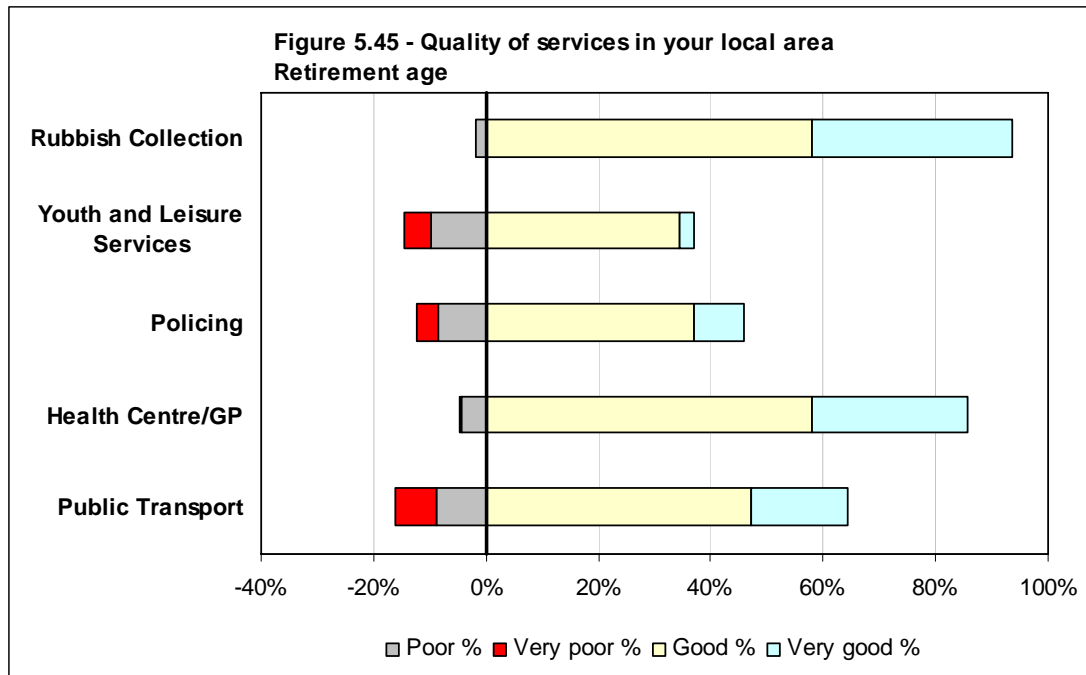
Figure 5.45 - Quality of services in your local area
Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	4	2%	10	4%	137	58%	84	36%	1	0%	0	0%
Youth and Leisure Services	11	5%	23	10%	27	11%	81	34%	6	3%	85	36%	3	1%
Policing	9	4%	20	8%	55	23%	87	37%	21	9%	43	18%	1	0%
Health Centre/GP	1	0%	10	4%	17	7%	137	58%	65	28%	6	3%	0	0%
Public Transport	17	7%	21	9%	22	9%	111	47%	41	17%	19	8%	5	2%
Total	**38**		**78**		**131**		**553**		**217**		**154**		**9**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	162	69%
1	48	20%
2	13	6%
3	11	5%
4	1	0%
5+	1	0%
	236	

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

Figure 5.46 - Residents of retirement age by neighbourhood
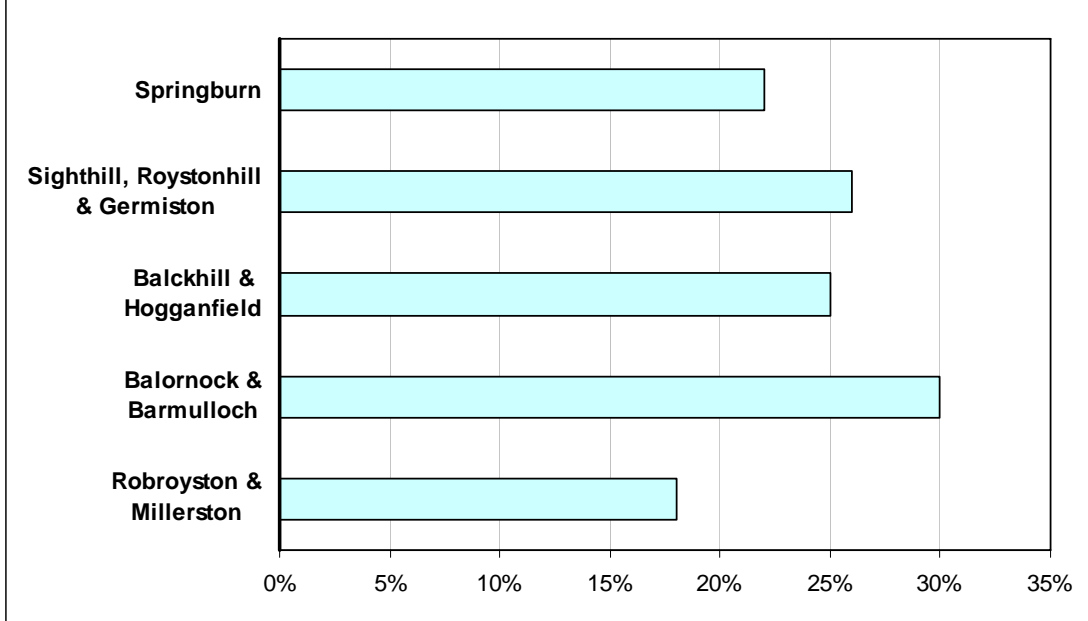
Figure 5.47 - Information about the neighbourhood and management of the neighbourhood Retirement age

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

Figure 5.48 - Local community involvement
Retirement age
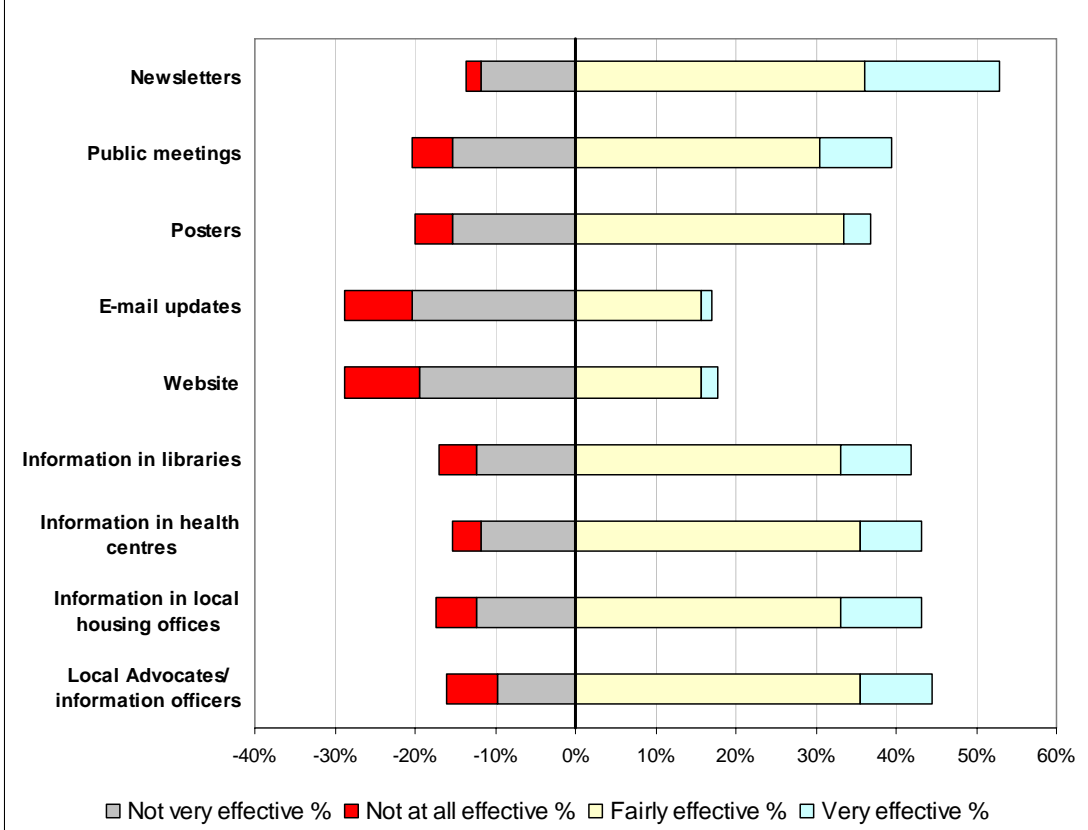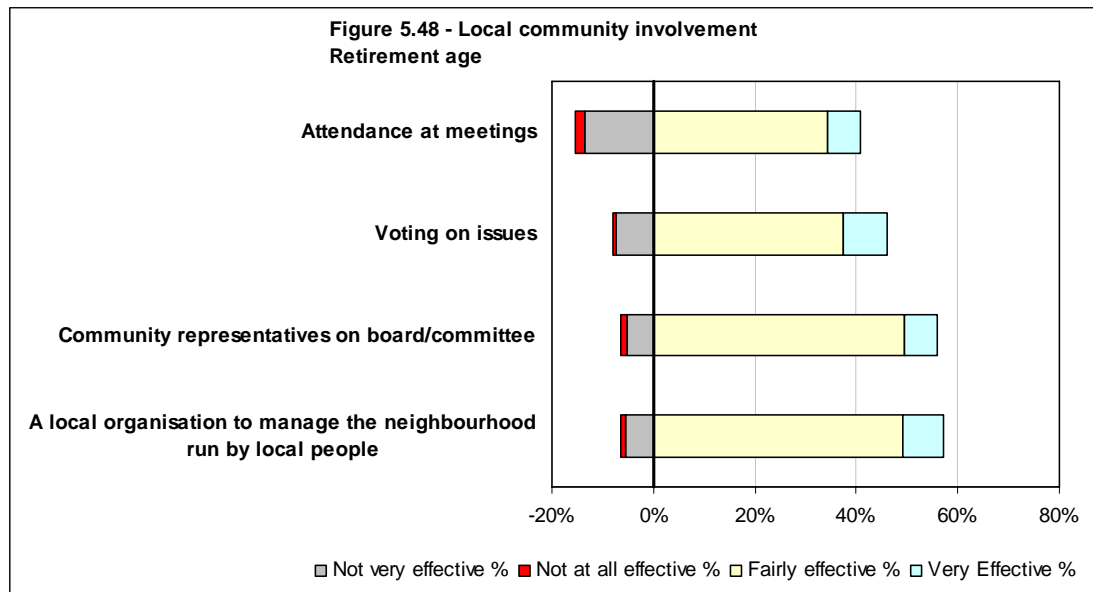
Appendix 1

Residents' Survey Questionnaire

Security and Community Safety

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

ROUTE

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

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

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

ROUTE

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

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

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

ROUTE

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

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

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

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

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

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

	(70)	
Very safe	1	
Fairly safe	2	
Neutral	3	
Fairly unsafe	4	
Very unsafe	5	
Don't Know/ Can't answer	6	**Q7**

Cleansing and Environment

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

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

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

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

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

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

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

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

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

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

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

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

(105)

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

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

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

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

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

Quality of Life

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

	(125)	
Less than 1 year	1	
1- 2 years	2	
2- 4 years	3	
4- 6 years	4	
6- 10 years	5	
10 years or more	6	**Q16**

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

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

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

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

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

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

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

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

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

Q20   Gender   **ROUTE**

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

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

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

Q22

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

ROUTE

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

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

ROUTE

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

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

ROUTE

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

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

ROUTE

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

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

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

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

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

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

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

Q29   How many dependant children live in the household? (Under 16, or 16-18 in full time
        education or training)   **ROUTE**

                                                                                    (158)
        1   1
        2   2
        3   3   **GO TO Q30**
        4   4
        5   5
        6+   6
        None   7   **GO TO Q31**

Q30   Is your household a lone parent/carer household or a two parents/carers household   **ROUTE**

                                                                                    (159)
        Lone parent/carer   1
        Two parents/carers   2   **Q31**

Q31   Is your accommodation..   **ROUTE**

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

                                                                                            Q32

Involving Local People

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

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

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

Local people and organisations should be asked their opinions	1	(171)
Local people and organisations should be actively involved	1	(172)
Local people and organisations should be equal partners in making decisions	1	(173)
Decision-making powers should be only with local people and organisations	1	(174)
No involvement	1	(175)
Other (please specify)		
	(176) (177)	**Q34**

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

Regular feedback events	1	(178)
Feedback boards in libraries, health centres and so on	1	(179)
Regular surveys	1	(180)
Consultation forums	1	(181)
Feedback slips on newsletters	1	(182)
Dedicated internet site	1	(183)
No feedback	1	(184)
Other (please specify)		
	(185) (186)	**Q35**

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

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

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

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

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

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

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

PRIZE DRAW EXPLANATION

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

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

GLASGOW COMMUNITY PLANNING PARTNERSHIP CONSENT FORM (IK20179 IH)

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

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

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

Please complete your name and address and sign the form.

NAME:_____

ADDRESS:_____

POST CODE: _____

TELEPHONE:_____

SIGNATURE: _____

DATE: _____

AREA OF INTEREST FOR CONSULATION (CIRCLE RESPONSE FROM Q37)

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