Residents' Survey
Glasgow Community Planning Partnership

Govan and Craigton

Final Report
January 2008

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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 Govan and Craigton 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 Govan and Craigton area

1.9   The Govan and Craigton Local Community Planning Partnership (LCPP) area has a population of 61,504 people, representing just under 11 per cent of the total city population. The area includes the neighbourhoods of:

- Ibrox and Kingston;
- Greater Govan;
- Bellahouston, Craigton and Mosspark;
- North Cardonald and Penilee;
- Crookston and South Cardonald;
- Corkerhill and Pollok.

1.10   More than half 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, 19 of the area's 72 Data Zones fall into the bottom five per cent most deprived – 16,700 people or 27 per cent of the local population live in these neighbourhoods. One local neighbourhood is the seventeenth most deprived Scottish Data Zone. In total five 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 Govan and Craigton 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 half 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. Sixty-two 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   Housing is also a key issue for the area with almost three-quarters (73% or 44,800) of residents living in one of the 15 per cent worst housing deprived neighbourhoods. Fifty-two of the 72 Data Zones are in the worst 15 per cent which is the highest concentration for any individual domain. However, this may be due to the high level of tenemental properties in the area which may skew the over-crowding indicator used in the housing domain.

1.14   Overall, crime rates in the area are five per cent above the city average. Crime rates relating to motor vehicle theft, vandalism and drug possession were more prevalent in the Govan and Craigton area relative to the Glasgow figures.

1.15   Drugs and alcohol appear to be serious issues for some sections of the local community. One Data Zone had the second highest alcohol related hospital admissions rate for the city. Eleven local Data Zones had drugs related emergency hospital admission rates above the city average.

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	4%	3.9%
Lone Parent Households	9%	9.5%
Two parent Households	15%	14.1%
Older People (60+)	20.1%	25.7%
Younger People (16-29)	20.5%	20.4%
O/O and privately rented	59.9%	59.4%
Socially rented	40.1%	40.3%
Economically inactive	43.59%	42.4%

Table 2.1 – Key demographic comparison – Govan and Craigton

2.5   As the table shows each of the targets for the key demographics were very closely met (+/- 1.2%) during the survey field work with the exception of 'older people'. Older people may be slightly over-represented in the sample. This can be explained by the fact that older residents were more likely to be at home when the survey was being carried out.

3. Study Findings – Overall Analysis

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

Security and Community Safety

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

Figure 3.1- Security and Community Safety
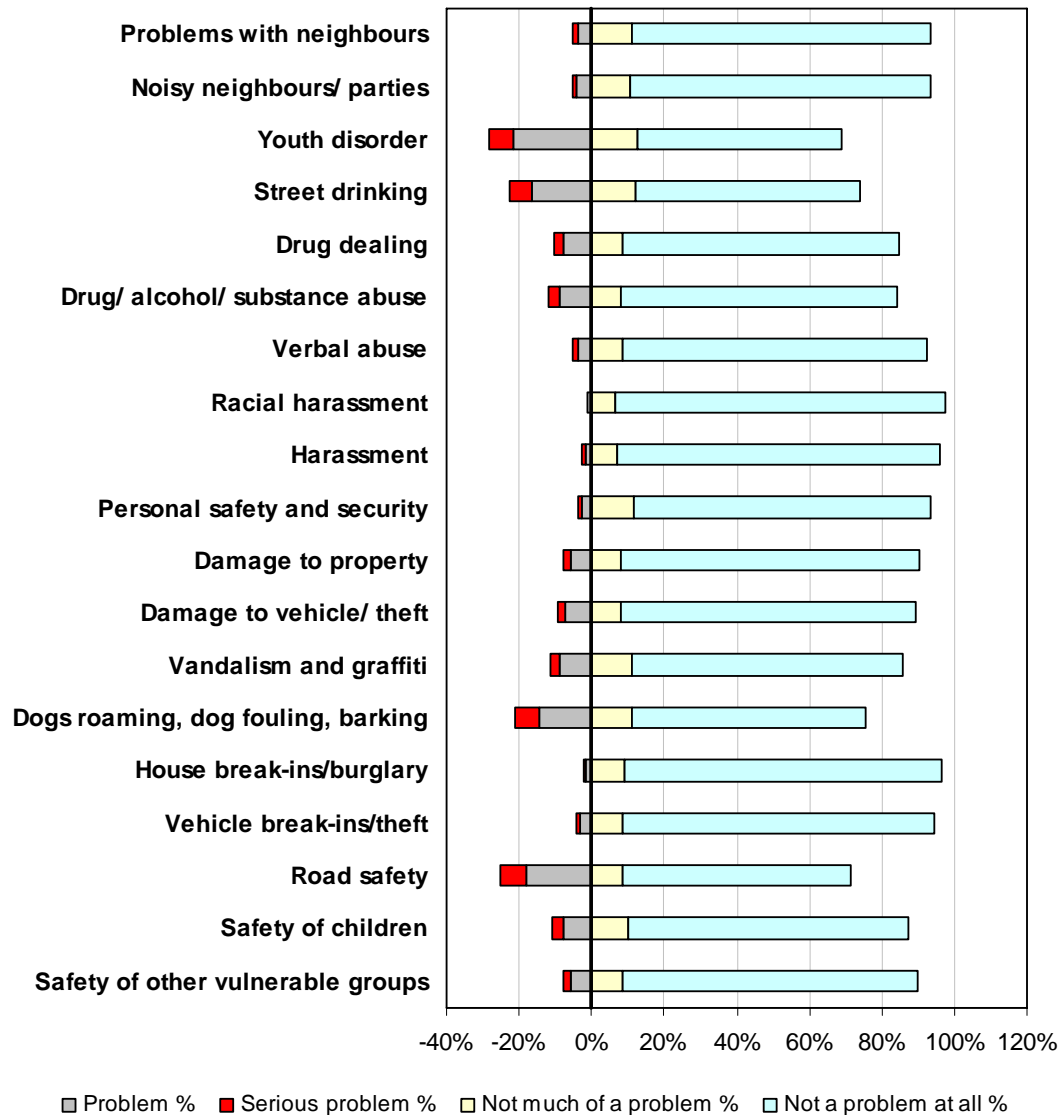
- Problems with neighbours
- Noisy neighbours/ parties
- Youth disorder
- Street drinking
- Drug dealing
- Drug/ alcohol/ substance abuse
- Verbal abuse
- Racial harassment
- Harassment
- Personal safety and security
- Damage to property
- Damage to vehicle/ theft
- Vandalism and graffiti
- Dogs roaming, dog fouling, barking
- House break-ins/burglary
- Vehicle break-ins/theft
- Road safety
- Safety of children
- Safety of other vulnerable groups

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	14	1%	38	4%	10	1%	113	11%	821	82%	4	0%
Noisy neighbours/ parties	13	1%	41	4%	8	1%	105	11%	827	83%	6	1%
Youth disorder	65	7%	215	22%	29	3%	128	13%	561	56%	2	0%
Street drinking	61	6%	167	17%	30	3%	123	12%	615	62%	4	0%
Drug dealing	25	3%	77	8%	31	3%	85	9%	762	76%	20	2%
Drug/ alcohol / substance abuse	28	3%	90	9%	22	2%	83	8%	761	76%	16	2%
Verbal abuse	15	2%	38	4%	18	2%	87	9%	838	84%	4	0%
Racial harassment	4	0%	9	1%	7	1%	66	7%	909	91%	5	1%
Harassment	12	1%	15	2%	7	1%	71	7%	891	89%	4	0%
Personal safety and security	9	1%	29	3%	26	3%	116	12%	817	82%	3	0%
Damage to property	17	2%	59	6%	18	2%	81	8%	823	82%	2	0%
Damage to vehicle/ theft	21	2%	74	7%	11	1%	81	8%	811	81%	2	0%
Vandalism and graffiti	27	3%	88	9%	24	2%	109	11%	750	75%	2	0%
Dogs roaming, dog fouling, barking	67	7%	145	15%	29	3%	112	11%	644	64%	3	0%
House break-ins/burglary	6	1%	17	2%	12	1%	92	9%	871	87%	2	0%
Vehicle break-ins/theft	10	1%	32	3%	12	1%	88	9%	854	85%	4	0%
Road safety	71	7%	180	18%	33	3%	84	8%	630	63%	2	0%
Safety of children	29	3%	79	8%	18	2%	102	10%	769	77%	3	0%
Safety of other vulnerable groups	16	2%	60	6%	19	2%	88	9%	809	81%	8	1%
Total	**510**		**1,453**		**364**		**1,814**		**14,763**		**96**	

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   'drug dealing', 'drug, alcohol and substance misuse', 'vandalism and graffiti', and 'safety of children'.

Youth disorder

3.4   Youth disorder was considered to be the most significant issue by the respondents although a majority said that it was not a problem. Twenty-two per cent (215 people) said that it was a 'problem' with a further seven per cent (65 people) stating that it was a 'serious problem'.

Street drinking

3.5   Street drinking was viewed as the third most significant issue in the area. Seventeen per cent of respondents (167 people) felt that street drinking was a 'problem' and a further six per cent (61 people) said that it was a 'serious problem'.

Drug dealing

3.6   Drug dealing was also viewed as a significant issue by some residents. Eight per cent of respondents (77 people) felt that this was a 'problem' in the local area, while another three per cent (25 people) said it was a 'serious problem'.

Drug, alcohol and substance abuse

3.7   Drug, alcohol and substance abuse were viewed as more of a problem than other issues. Nine per cent (90 people) said that it was a 'problem' and a further three per cent (28 people) said that it was a 'serious problem'.

Vandalism and graffiti

3.8   Nine per cent of respondents (88 people) said that vandalism and graffiti were a 'problem'. Three per cent (27 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

3.9   Of all the issues raised dog roaming, fouling and barking was considered the fourth greatest problem in the local area. Fifteen per cent (145 people) felt that it was a 'problem' and a further seven per cent (67 people) stated that it was a 'serious problem'.

Road safety

3.10   Road safety was viewed as the second most significant problem in the LCPP area. Eighteen per cent (180 people) said that it was a 'problem' and a further seven per cent (71 people) stated that it was a 'serious problem' in the local area.

3.11   The 251 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	70	28%
Cars driving too fast	234	93%
Roads in a poor condition	29	12%
Lack of safe places to cross the road	43	17%
Too many parked cars on both sides of the road	30	12%
Other	2	1%

Table 3.2 – Particular concerns about road safety

3.12   For those concerned about road safety the most significant issue was 'cars driving too fast' with 93 per cent (234 people) giving this response. Twenty-eight per cent (70 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 17 per cent (43 people) stating that a 'lack of safe places to cross' was a particular concern and 12 per cent (30 people) stating that there are 'too many parked cars on both sides of the road'. Twelve per cent (29 people) said that the roads in their area are in poor condition.

Safety of children

3.13   Eight per cent of respondents (79 people) felt that the safety of children was a 'problem' locally and a further three per cent (29 people) felt it was a 'serious problem'.

3.14   The 108 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	18	17%
Risk of drugs	12	11%
Danger on the roads	104	96%
Building work/ derelict buildings	9	8%
Other	2	2%

Table 3.3 – Particular concerns about safety of children

3.15   Most of the respondents (96%) said that 'danger on the roads' was the greatest issue for children's safety. The danger of encountering violence was a slight concern (17%) as was the risk of becoming involved in drug use (11%). There was less concern about the physical environment including building works and derelict buildings.

Less significant issues

3.16   Overall, racial harassment and harassment were considered less of a problem than other areas of community safety. Ninety-eight per cent of respondents (975 people) said that racial harassment was either 'not much of a problem' or 'not a problem at all' while only four per cent (39 people) said that it was a 'problem' in the local area. Similarly, a low proportion of respondents (3%) said that harassment was a 'problem' or 'serious problem' while 96 per cent (968 people) said that it was either 'not much of a problem' or 'not a problem at all'.

3.17   Other issues that were not viewed as significant problems in the local area were: 'problems with neighbours', 'noisy neighbours', 'personal safety and security', 'house break-ins / burglary', 'theft and vehicle break-ins' all with five per cent or less of respondents stating that these issues were either a 'problem' or 'serious problem'.

Number of concerns

3.18   As Table 3.4 shows, less than half of the respondents (46% - 458 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Sixteen per cent (162 people) said that five or more of the issues were either a 'problem' or 'serious problem'. Fifteen per cent (146 people) felt that one of the issues was a problem locally.

Number of concerns (Serious Problem or Problem)	Respondents	%
None	458	46%
1	146	15%
2	103	10%
3	75	8%
4	56	6%
5+	162	16%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

3.19   Residents were asked to consider the same issues relating to community safety and were encouraged to state whether they have got worse, stayed the same or got better in the past year. For each question, they were asked to

rate the issue as either being 'much worse', slightly worse', 'slightly better', or 'much better'. The results are shown in Figure 3.2.

3.20   For each of the issues the most common response was that the problem had stayed 'the same' in the last year. As the size of the bars in Figure 3.2 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 20 per cent (205 people) said that it had got better or worse. The remaining 80 per cent either said that it has stayed the same. For the issues of 'racial harassment', 'harassment' and 'house break-ins / burglary' just two per cent respectively felt that there had been a change in the previous year. On average, for each issue only seven per cent felt that there had been a notable change for better or worse.

Figure 3.2 - Security and Community Safety in the past year
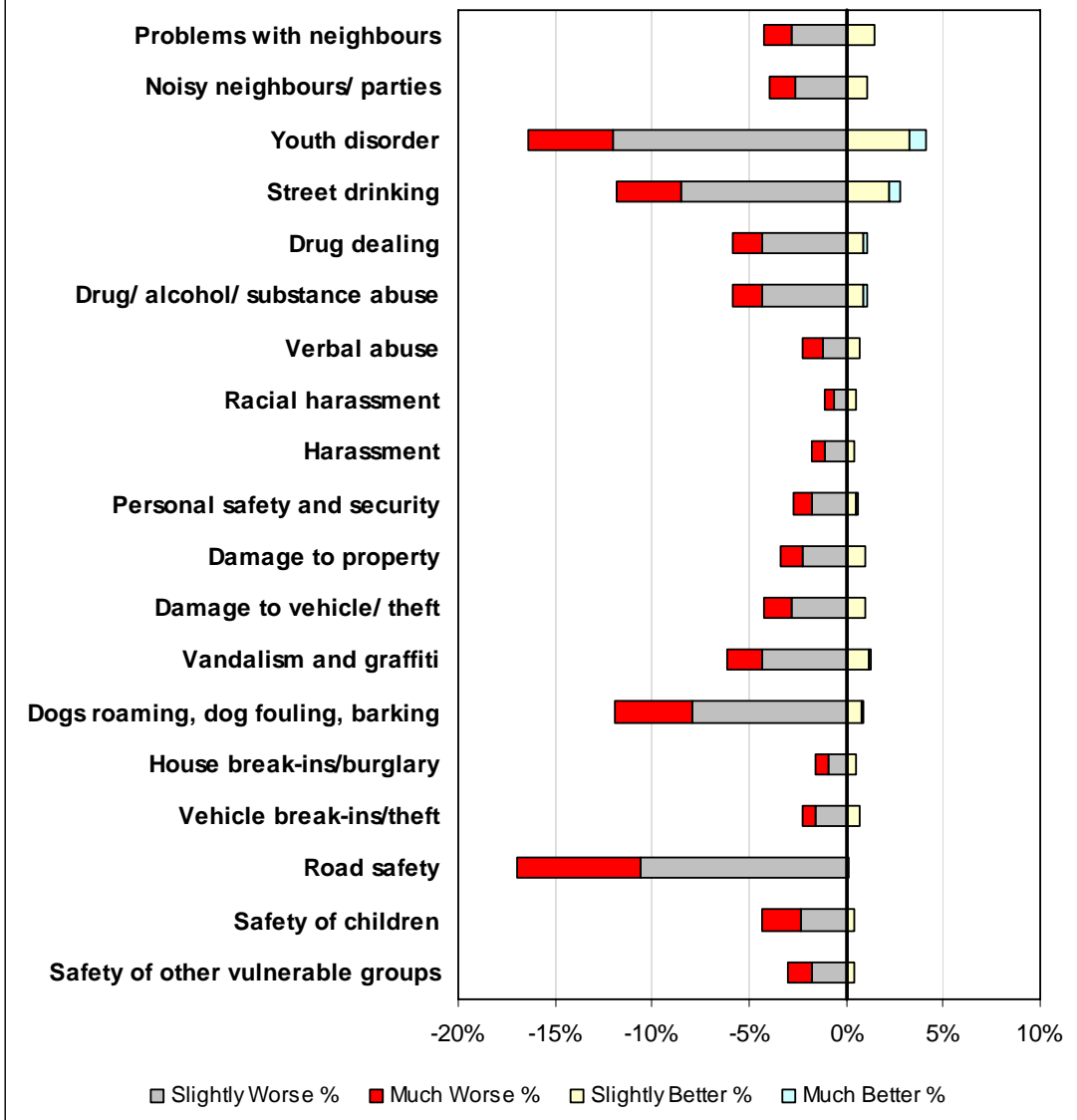
	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	14	1%	28	3%	943	94%	15	2%	0	0%	0	0%
Noisy neighbours/ parties	14	1%	26	3%	949	95%	11	1%	0	0%	0	0%
Youth disorder	44	4%	120	12%	795	80%	33	3%	8	1%	0	0%
Street drinking	33	3%	85	9%	854	85%	22	2%	6	1%	0	0%
Drug dealing	16	2%	43	4%	930	93%	9	1%	2	0%	0	0%
Drug/ alcohol/ substance abuse	16	2%	43	4%	930	93%	9	1%	2	0%	0	0%
Verbal abuse	10	1%	12	1%	971	97%	7	1%	0	0%	0	0%
Racial harassment	5	1%	6	1%	984	98%	5	1%	0	0%	0	0%
Harassment	7	1%	11	1%	978	98%	4	0%	0	0%	0	0%
Personal safety and security	9	1%	18	2%	967	97%	5	1%	1	0%	0	0%
Damage to property	12	1%	22	2%	956	96%	10	1%	0	0%	0	0%
Damage to vehicle/ theft	14	1%	28	3%	948	95%	10	1%	0	0%	0	0%
Vandalism and graffiti	18	2%	43	4%	926	93%	12	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	40	4%	79	8%	872	87%	8	1%	1	0%	0	0%
House break-ins/burglary	7	1%	9	1%	979	98%	5	1%	0	0%	0	0%
Vehicle break-ins/theft	6	1%	16	2%	971	97%	7	1%	0	0%	0	0%
Road safety	64	6%	106	11%	829	83%	0	0%	1	0%	0	0%
Safety of children	20	2%	23	2%	953	95%	4	0%	0	0%	0	0%
Safety of other vulnerable groups	12	1%	18	2%	966	97%	4	0%	0	0%	0	0%
Total	361		736		17,701		180		22		0	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

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

Road Safety

3.22   The most negative response came in relation to 'road safety' which eleven per cent of respondents (106 people) felt had got 'slightly worse' in the previous year and a further six per cent (64 people) said that it had got 'much worse'.

Youth Disorder

3.23   The second most serious concern was 'youth disorder' which 12 per cent of respondents (120 people) felt had got 'slightly worse' in the past year and a further four per cent (44 people) felt it had got 'much worse'. Four per cent of respondents felt that road safety had improved in the area.

Street Drinking

3.24   Street drinking was considered to have got 'slightly worse' by nine per cent of respondents (85 people). An additional three per cent (33 people) felt that street drinking had got 'much worse' in the local area. Three per cent of the respondents said that the issue had got 'slightly better' in the area.

Dogs roaming, dog fouling, barking

3.25   Eight per cent of respondents to the survey (79 people) felt that problems with dogs had got 'slightly worse' in the local area. A further four per cent (40 people) felt that the problem had got 'much worse'. One per cent of respondents to the survey felt that issues relating to dogs had improved in the previous year.

Drug dealing and drug / alcohol / substance abuse

3.26   Four per cent of respondents (43 people) felt that drug dealing had got 'slightly worse' locally and a further two per cent (16 people) felt that it had got 'much worse'. Exactly the same proportions stated that the 'drug / alcohol / substance abuse' had got 'slightly worse' (4% - 43 people) or 'much worse' (2% - 16 people).

Vandalism and Graffiti

3.27   The problem of 'vandalism and graffiti' was considered to have got 'slightly worse' by four per cent (43 people) and a further two per cent (18 people) felt it had got 'much worse'. One per cent felt that the problem had got 'slightly better' in the previous year.

Change for the better - Problems with neighbours

3.28   The most positive view came in relation to 'problems with neighbours' where 15 people (2%) felt that the situation with regard to neighbours had gotten 'slightly better'. However, three per cent felt that problems with neighbours

had got 'slightly worse' in the previous year and a further one per cent stated that it had got 'much worse'.

Number of concerns

3.29   As Table 3.6 shows, 64 per cent of the respondents (637 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Thirty-six per cent felt that some of the issues had got worse in the previous year and six per cent (57 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	637	64%
1	129	13%
2	93	9%
3	44	4%
4	40	4%
5+	57	6%
	1,000	

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

Anti-social behaviour

3.30   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	3%
Noisy neighbours/parties	2%
Youth disorder	7%
Street drinking	4%
Drug dealing	1%
Drug/ alcohol/ substance abuse	2%
Verbal abuse	2%
Racial harassment	0%
Harassment	1%
Personal safety and security	1%
Damage to property	2%
Damage to vehicle/theft	2%
Vandalism and graffiti	2%
Dogs roaming, dog fouling, barking	4%
House break-ins/burglary	0%
Vehicle break-ins/theft	1%
Road safety	4%
Safety of children	1%
Safety of other vulnerable groups	1%
None of these	83%

Table 3.7: Incidence of anti-social behaviour

3.31 Seventeen 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' (7%), 'street drinking' (4%), 'dog roaming, dog fouling, barking' (4%) and 'road safety' (4%). Other forms of anti-social behaviour that the residents have been reporting are 'problems with neighbours' (3%) as well as 'noisy neighbours / parties', 'drug / alcohol / substance abuse', 'verbal abuse', damage to property and vehicles, and 'vandalism and graffiti' (each with 2% respectively).

3.32 Eighty-three per cent of the respondents said that they had not been the victim of any of the forms of anti-social behaviour in the previous year.

Personal safety

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

	%
Very safe	22%
Fairly safe	43%
Neutral	9%
Fairly unsafe	11%
Very unsafe	10%
Don't Know/Can't answer	5%

Table 3.8: Feeling of personal safety in neighbourhood after dark

3.34   A majority of residents (65%) said that they feel safe walking alone after dark. However, less than one in four said that they feel 'very safe' walking at night. Eleven per cent of respondents said that they feel 'fairly unsafe' walking in their neighbourhood after dark and ten per cent said that they feel 'very unsafe'. Nine per cent gave a neutral response and five per cent did not answer.

Cleansing and Environment

Issues in local area

3.35   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.
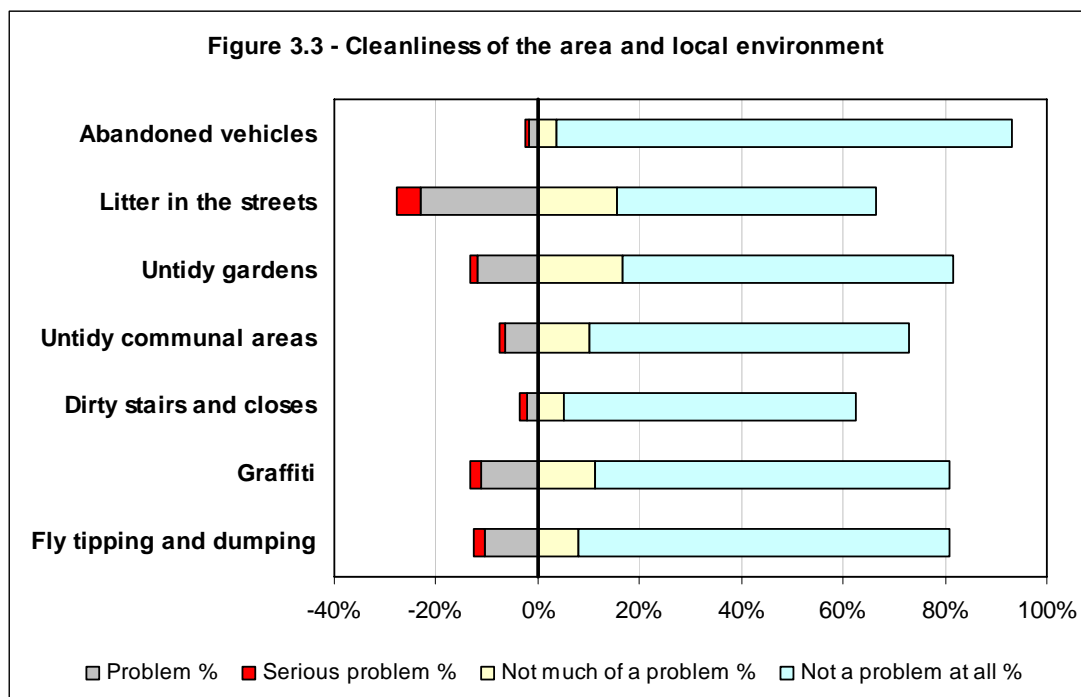
Figure 3.3 - Cleanliness of the area and local environment

	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	4	0%	19	2%	16	2%	36	4%	897	90%	20	2%	8	1%
Litter in the streets	48	5%	231	23%	52	5%	154	15%	509	51%	6	1%	0	0%
Untidy gardens	14	1%	119	12%	47	5%	167	17%	649	65%	4	0%	0	0%
Untidy communal areas	11	1%	66	7%	36	4%	100	10%	631	63%	16	2%	140	14%
Dirty stairs and closes	12	1%	22	2%	37	4%	51	5%	575	58%	44	4%	259	26%
Graffiti	21	2%	112	11%	50	5%	113	11%	694	69%	4	0%	6	1%
Fly tipping and dumping	20	2%	104	10%	32	3%	80	8%	729	73%	28	3%	7	1%
Total	**130**		**673**		**270**		**701**		**4,684**		**122**		**420**	

Table 3.9: Issues in the local area

3.36   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 90 per cent stating that this is 'not
a problem at all' and four per cent stating that this is 'not much of a problem'.
Just two per cent considered it a 'problem' or 'serious problem'.

3.37   Most respondents felt that 'untidy gardens' were either 'not much of a problem' (17%) or 'not a problem at all' (65%) perhaps reflecting the high proportion of flats in the area.

3.38   Of more concern was the issue of 'litter in the street'. Twenty-three per cent of respondents (231 people) felt that this was a 'problem' and a further five per cent (48 people) said it was a 'serious problem'. The issue of graffiti was also a concern with 11 per cent (112 people) stating that it was a 'problem' and two per cent (21 people) stating it was a 'serious problem'.

Number of concerns

3.39   As Table 3.10 shows 63 per cent of the respondents (625 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Thirty-seven per cent (375 people) felt that some of the issues were a problem and four per cent (35 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	625	63%
1	165	17%
2	105	11%
3	52	5%
4	18	2%
5+	35	4%
	1,000	

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

General maintenance of properties and public spaces

3.40   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	7%	1%	11%	60%	21%

Table 3.11: Views on maintenance

3.41   The respondents were positive about the maintenance where they live with 60 per cent stating that maintenance was 'good' and a further 21 per cent stating that it was 'very good'. However, eight per cent felt that maintenance was either 'poor' (1%) or 'very poor' (7%). Eleven per cent did not have a clear view of the quality of maintenance where they live.

Quality of your neighbourhood

3.42   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.
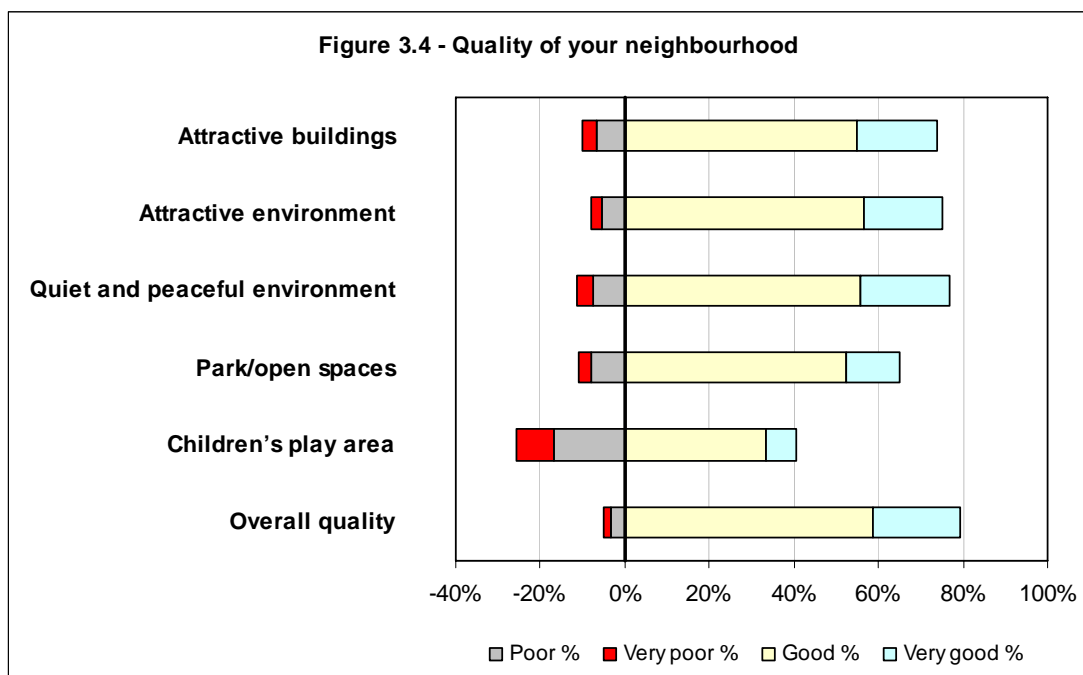
Figure 3.4 - Quality of your neighbourhood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	36	4%	66	7%	161	16%	549	55%	188	19%	0	0%	0	0%
Attractive environment	25	3%	55	6%	168	17%	566	57%	186	19%	0	0%	0	0%
Quiet and peaceful environment	36	4%	76	8%	121	12%	558	56%	209	21%	0	0%	0	0%
Park/open spaces	33	3%	78	8%	185	19%	522	52%	129	13%	48	5%	5	1%
Children's play area	89	9%	168	17%	197	20%	335	34%	72	7%	129	13%	10	1%
Overall quality	15	2%	34	3%	158	16%	588	59%	205	21%	0	0%	0	0%
Total	234		477		990		3,118		989		177		15	

Table 3.12: Quality of your neighbourhood

3.43 For most of the elements the respondents were positive about the quality of their neighbourhood. Eighty per cent of the respondents said that the overall quality of the area was either 'good' (59%) or 'very good' (21%). 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.

3.44 The residents were less positive about children's play areas. Seventeen per cent of respondents (168 people) said that children's play areas are 'poor' in the neighbourhood. A further nine per cent (89 people) said that the play areas are 'very poor'.

Number of concerns

3.45 As Table 3.13 shows, 67 per cent of the respondents (674 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Twenty-three per cent felt that some of the elements were poor and four per cent (44 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	674	67%
1	165	17%
2	75	8%
3	30	3%
4	12	1%
5+	44	4%
	1,000	

Table 3.13 – Number of concerns – Quality of neighbourhood

Local Service Provision

3.46   The respondents were asked to rate the quality of local service provision on a scale of 'very poor', 'poor', 'good' and 'very good'. The results are given in Figure 3.5.
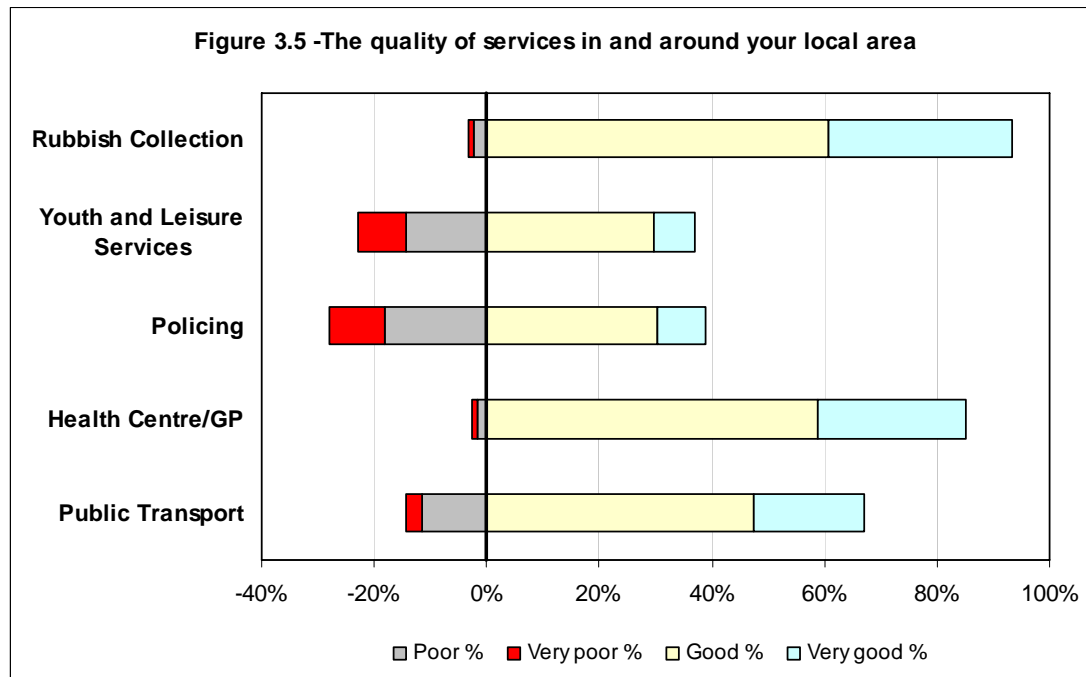
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	10	1%	23	2%	31	3%	606	61%	327	33%	2	0%	1	0%
Youth and Leisure Services	87	9%	142	14%	129	13%	298	30%	72	7%	263	26%	9	1%
Policing	99	10%	180	18%	249	25%	302	30%	88	9%	79	8%	3	0%
Health Centre/GP	9	1%	16	2%	88	9%	588	59%	264	26%	16	2%	19	2%
Public Transport	28	3%	116	12%	105	11%	474	47%	197	20%	61	6%	19	2%
Total	**233**		**477**		**602**		**2,268**		**948**		**421**		**51**	

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

3.47   This question revealed contrasting views about different services provided locally. For rubbish collection and health services (through the local health centre or GP) 75 per cent and higher said that the service was either 'good' or 'very good'. More than two thirds said that public transport in the area was either 'good' or 'very good'.

3.48   There were mixed views about policing in the local area with 18 per cent (180 people) saying that the service was 'poor' and a further 10 per cent (99 people) stating that policing is 'very poor' in the area. Thirty per cent (302 people) said that policing was 'good' and nine per cent (88 people) said it was 'very good'.

3.49   Fourteen per cent (142 people) of respondents felt that youth and leisure services were 'poor' and another nine per cent (87 people) felt that the service was 'very poor'. Thirty per cent (298 people) said that youth and leisure services were 'good' and seven per cent said the service was 'very good' (72 people).

Public transport

3.50   Those who had stated that public transport was 'poor' or 'very poor' (144 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	56%
Frequency – services don't run often enough	78%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	60%
Stability – service could be withdrawn	7%
Cleanliness / comfort – service isn't clean or comfortable	2%
Safety / security – I don't feel safe when using the service	1%
Ticketing – the ticketing arrangements are confusing	1%
Information – it's difficult finding out about routes and times	4%
Interchange – the service doesn't stop near a rail station / bus stop / subway station	1%
Location – bus stop / railway station / subway station is too far away	14%
Affordability – it costs too much to use the service	2%
No direct route	10%
Other	1%
None of these	0%
Don't know	0%

Table 3.15: Particular concerns about public transport

3.51   For those concerned about the quality of public transport in the local area the biggest issue is the infrequency of the service – 78 per cent stated that this

was a problem. Other significant issues were convenience where services are not available at the desired times (60%), punctuality and reliability (56%).

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

Frequency	%
Every day	27%
2-3 times a week	29%
Once a week	10%
Once a month	5%
Less often	12%
Never	17%

Table 3.16: Frequency of use of public transport

3.53   More than half of the respondents use public transport more than once a week with 27 per cent using it every day. Twenty-nine per cent of the respondents use public transport less than once a month.

Number of concerns

3.54   As Table 3.17 shows, 50 per cent of the respondents (498 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. The other 50 per cent felt that some of the services were poor and just under four per cent (37 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	498	50%
1	336	34%
2	129	13%
3	33	3%
4	3	0%
5+	1	0%
	1,000	

Table 3.17 – Number of concerns – Quality of services

Reporting problems about services

3.55   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	4%	2%	2%	4%	4%	85%
Glasgow City Council	3%	1%	2%	3%	2%	90%
Glasgow Community & Safety Services (GCSS)	0%	0%	0%	0%	0%	100%
Community Safety Patrol Officer	0%	0%	0%	0%	0%	100%
Community Enforcement Officer	0%	0%	0%	0%	0%	100%
Glasgow Housing Association	0%	0%	0%	0%	0%	99%
Housing Association (other)	0%	0%	0%	1%	0%	98%
Private Landlord	0%	0%	0%	0%	0%	100%
Health Service	1%	0%	0%	0%	0%	98%
Fire Brigade	0%	0%	0%	1%	1%	98%

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

3.56 For the majority of services only small percentages had ever reported a problem. However, 15 per cent of respondents had reported a problem to the police. While six per cent said that they had been 'dissatisfied' or 'very dissatisfied' with the response, eight per cent said that they were 'satisfied' or 'very satisfied'.

3.57 Ten per cent of respondents had reported a problem to Glasgow City Council. While five per cent were satisfied with the response they received four per cent were dissatisfied.

3.58 The residents were asked if they had ever experienced problems but not reported them to a service provider – and if so, why they hadn't reported the problem.

Reason for not reporting problem	%
I've never had a problem that I didn't report	85%
Fear of reprisal	1%
It might aggravate the situation	1%
Felt intimidated	0%
It wouldn't make any difference	3%
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	10%
Other	0%

Table 3.19: Reason for not reporting a problem

3.59   Eighty-five 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' (10% - 102 people).

3.60   Other reasons for not reporting were: it 'wouldn't have made any difference' to the situation (3%); concerns that reporting the issue might lead to reprisals (1%); and concerns that it might aggravate the situation (1%).

Quality of Life

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

Length of stay in the area

	%
Less than 1 year	8%
Less than 2 years	6%
Less than 4 years	8%
Less than 6 years	6%
Less than 10 years	11%
10 years or more	62%

Table 3.20: Length of residence

3.62   The majority of respondents were long term residents with 62 per cent (619 people) having lived in the area for ten or more years. Fourteen per cent (134 people) had lived in the area for less than two years.

Satisfaction with the area as a place to live

3.63   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	43%
Fairly satisfied	49%
Neutral	5%
Fairly dissatisfied	2%
Very dissatisfied	1%

Table 3.21: Satisfaction with the area

3.64   Ninety-two per cent of respondents (925 people) said that they were satisfied with the area as a place to live. Forty-three per cent (434 people) said that they were 'very satisfied'. Three per cent of residents (29 people) said that they were dissatisfied with the area – one per cent of these said that they were 'very dissatisfied'.

Change over the past two years

3.65   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	12%
Not changed	64%
Got slightly better	13%
Got much better	2%
Don't know	1%
Not applicable	4%

Table 3.22: Perceived change in area over past two years

3.66   A majority of respondents (64% – 643 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. Twelve per cent (122 people) said that it had got 'slightly worse' and four per cent (37 people) felt that it had got 'much worse'. Thirteen per cent (129 people) said that the area had improved slightly and two per cent (24 people) said that it had got 'much better'. Five 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

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

	%
Yes	90%
No	5%
Don't know	5%

Table 3.23: Desire to continue living in area

3.68   The vast majority of respondents (90% – 904 people) wish to continue living in the area. Five per cent (47 people) said that they would like to move away from the area and five per cent (49 people) were unsure.

Improving your neighbourhood

3.69   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	18%
Clean streets	7%
More speed restrictions on the roads	9%
Reduce youth misbehaviour	4%
More employment for young people	3%
More employment for all	1%
More leisure facilities	2%
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	2%
Other	8%
Nothing	19%
Don't know	19%

Table 3.24: How to improve quality of life in neighbourhood

3.70   The most common suggestion for change was to have more police on the streets (18% – 176 people). A significant proportion (9%) wanted to see more speed restrictions on the roads and seven per cent want to see cleaner streets. Nineteen per cent of the respondents wanted nothing to change and nineteen per cent were unsure about what changes they would like to see.

3.71   In accordance with earlier responses on the quality of the neighbourhood
        (paragraphs 3.48-3.51 above) there was concern about play and leisure
        facilities for children and young people. Five per cent (45 people) said that
        'more play areas for younger children' would improve the quality of life in the
        area.

3.72   Lower numbers felt that efforts to increase employment for all (1%) or for
        young people (3%) would improve the quality of life in the area.

3.73   There were concerns about youth disorder and activities for young people.
        Four per cent (37 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.

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

Demographics

3.75   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

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

Age	%
16 – 19	2%
20 - 24	6%
25 - 29	12%
30 - 39	12%
40 - 49	17%
50-59 (female) or 50-64 (male)	25%
60-74 (female) or 65-74 (male)	16%
75+	10%

Table 3.26: Age

3.77   Although there is a good range of age groups represented in the survey sample, more than half are people aged over 50 years (51%). Twenty per cent of the sample is aged under 30 years of age.

3.78   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

3.79   Respondents were asked about their current employment status.

	%
Full-time paid work	35%
Part-time paid work	11%
Self-employed	1%
Government Supported Training or Employment Programmes	0%
Full-time education	3%
Part-time education	0%
Still at school	0%
Unemployed	11%
Long-term sick or disabled	4%
Looking after family home	7%
Retired	27%
Other	35%

Table 3.27: Current employment status

3.80   Forty-seven per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Eleven per cent were unemployed. Four per cent were long-term sick or disabled while seven per cent were looking after their family home. More than a quarter of respondents were retired.

Disability or special needs

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

	%
Yes	16%
No	84%

Table 3.28: Disability or special need

3.82   Sixteen per cent (156) of responding households include a person who has a disability or special need.

	%
Physical	80%
Mental ill health	24%
Learning disability	4%
Visual impairment	5%
Hearing impairment	6%
Other	4%

Table 3.29: Nature of disability / special need

3.83   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 80 per cent of households which include a disabled person. Twenty-four per cent of households include someone with a mental illness. Six per cent of the households include someone with a hearing impairment and five per cent include a household member with a visual impairment. Four per cent include someone with a learning disability.

Ethnic origin and status in the UK

3.84   Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	90%
Other British	5%
Irish	1%
East European	1%
Other White British	0%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	0%
Pakistani	3%
Bangladeshi	0%
Chinese	0%
Any other Asian background	0%
Black, Black Scottish, Black English, Black Welsh or other Black	
Caribbean	0%
African	0%
Any other Black background	0%
Other Ethnic background	
Any other background	0%
Refused	0%
Don't know	0%

Table 3.30: Ethnic origin

3.85   The vast majority of participants (90% or 896 people) answered 'White
        Scottish' to the question of ethnic origin, whilst a further six per cent of
        respondents (55 people) answered that they were white and from elsewhere
        in the British Isles and Ireland. Three per cent of respondents were from a
        Pakistani background. One per cent of respondents were of Eastern
        European origin.

3.86   The respondents were asked about their status in the UK. As Table 3.31
        shows two per cent (16 people) were temporarily resident in the UK. None of
        the respondents were asylum seekers or had refugee status in the UK.

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

Table 3.31: Status in the UK

Households with dependent children

3.87   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. Ten percent (103 households) include one dependent child while eleven per cent (105 households) contains two dependent children. Three per cent of households contain more than two dependent children.

No. of children	%
1	10%
2	11%
3	2%
4	1%
5	0%
6+	0%
None	76%

Table 3.32: Number of dependent children

3.88   Of households involving children 40 per cent (95 households) are lone parent/ carer households. Sixty per cent (141 households) are two parents / carers households.

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

Table 3.33: Number of parents / carers

Accommodation

3.89   The respondents were asked about the housing tenure where they live. As Table 3.34 shows, a majority of the respondents live in owner occupied housing (53% – 527 people). A smaller proportion (40% - 403 people)

currently rent from a housing association. Six per cent of respondents
(63 people) live in private rented accommodation.

	%
Rented – Private landlord	6%
Rented – Housing Association	40%
Rented – not sure who is the landlord	0%
Owned by you or someone who lives in it	53%
Don't know	0%

Table 3.34: Housing tenure

Involving Local People

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

Informing local people

3.91   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
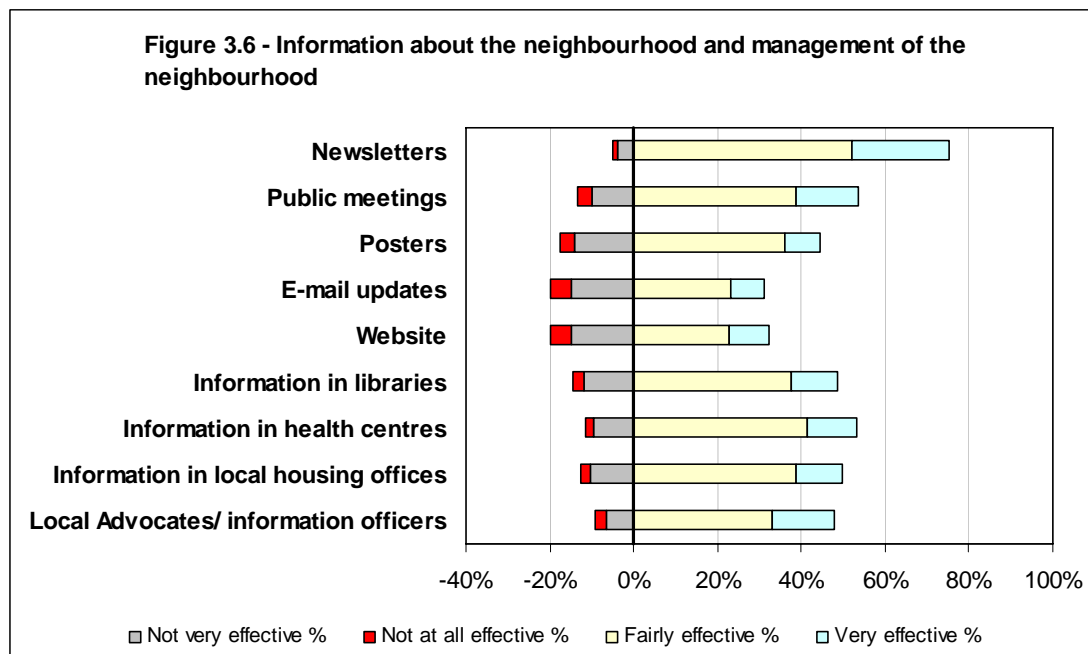
3.92   Respondents were generally positive that 'newsletters' were an effective way
to provide information. While five per cent felt that this was ineffective, 52 per

cent said that it was 'fairly effective' and 23 per cent said that it was 'very effective'.

3.93 The residents were also positive about receiving information through health centres and at public meetings. Although 12 per cent felt that providing information through health centres was not effective, 42 per cent said they were 'fairly effective' and 12 per cent said they were 'very effective'. While 13 per cent said that public meetings were ineffective, 39 per cent said they were 'fairly effective' and 15 per cent said they were 'very effective'.

3.94 The residents were also comparatively positive about providing information through housing offices (39% said 'fairly effective' and 11% said 'very effective') and through libraries (38% said 'fairly effective' and 11% said 'very effective').

3.95 There was not much support for information to be provided electronically. While a third of respondents felt that a website would be effective, fifteen per cent said that it would not be very effective and a further five per cent said that it would not be effective 'at all'. There was also limited support for email updates – while 31 per cent thought this would be effective 30 per cent disagreed.

Involvement of local people in decision making

3.96 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	79%
Local people and organisations should be actively involved	48%
Local people and organisations should be equal partners in making decisions	29%
Decision-making powers should be only with local people and organisations	14%
No involvement	1%
Don't know	3%
Other	0%

Table 3.35: Views on level of involvement

3.97   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 79 per cent (792 people) agreed that 'local people and organisations should be asked their opinions', just 14 per cent (141 people) felt that 'decision-making powers should be only with local people and organisations'.

3.98   Just less than half of the respondents (48% - 475 people) felt that local people and organisations should be 'actively involved'. A smaller proportion (29% - 294 people) felt that they should be 'equal partners' in making decisions about neighbourhood management. Only a small group (1%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

	%
Regular feedback events	29%
Feedback boards in libraries, health centres and so on	25%
Regular surveys	49%
Consultation forums	11%
Feedback slips on newsletters	40%
Dedicated internet site	4%
No feedback	1%
Don't know	4%
Other	0%

Table 3.36: Ways to collect feedback from community

3.100   Nearly half of the respondents (49%- 493 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'feedback slips on newsletters' (40% – 404 people) 'regular feedback events' (29% – 288 people), and 'feedback boards in libraries and health centres etc' (25% – 247 people).

3.101   There was also some support for gathering feedback through 'consultation forums' (11% - 114 people) or a 'dedicated internet site' (4% – 37 people).

Involving the local community

3.102 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
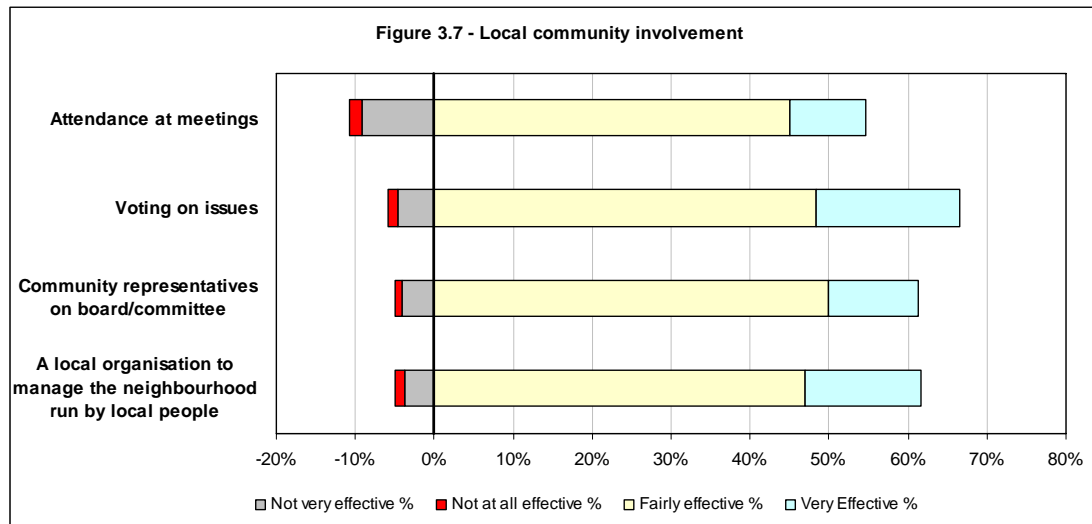
3.103 The respondents felt that the most effective form of community involvement would be through 'voting on issues'. While six per cent felt that this would not be effective, 48 per cent felt that it would be 'fairly effective' and a further 18 per cent felt it would be 'very effective'.

3.104 The respondents were supportive of 'a local organisation to manage the neighbourhood run by local people'. While four per cent believed that this would not be effective, 47 per cent though this would be 'fairly effective' and a further 15 per cent felt it would be 'very effective'. There was similar support for the presence of community representatives on boards and committees.

3.105 The least popular option was 'attendance at meetings' although a majority supported this approach. While 55 per cent thought meetings were effective, 11 per cent of respondents thought meetings were either 'not very effective' (9% – 92 people) or 'not at all effective' (2% – 16 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 six areas and which issues are not considered by residents to be as significant. The six areas are:

- Ibrox and Kingston;

- Greater Govan;

- Bellahouston, Craigton and Mosspark;

- North Cardonald and Penilee;

- Crookston and South Cardonald;

- Corkerhill and Pollok.

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 'drug dealing', 'drug, alcohol and substance misuse', 'vandalism and graffiti', and 'safety of children'.

4.4 Youth disorder was one of the top two most serious concerns in all neighbourhoods with the exception of Ibrox / Kingston where it was third. Youth disorder was a particular concern for respondents living in Corkerhill / North Pollok, Crookston / South Cardonald and North Cardonald / Penilee.

4.5 Street drinking was one of the most serious issues for residents in Corkerhill / North Pollok, North Cardonald / Penilee and Greater Govan. Lower percentages felt that this was an issue in Ibrox / Kingston and Bellahouston / Craigton / Mosspark.

4.6   Residents in all neighbourhoods expressed concern about road safety. This was considered the most serious issue by residents living in Greater Govan and Crookston / South Cardonald, and was one of the main problems for residents in Ibrox / Kingston and Corkerhill / North Pollok. Road safety was not one of the main issues for people living in North Cardonald / Penilee.

4.7   Dog roaming, fouling and barking was considered the most serious issue by residents in Ibrox / Kingston and Bellahouston / Craigton / Mosspark. This was also viewed as a significant problem by respondents living in Crookston / South Cardonald and Greater Govan. Problems with dogs were less of an issue for residents in North Cardonald / Penilee.

4.8   Concerns over drug / alcohol / substance misuse were raised most often by residents in Corkerhill / Penilee, where 30 per cent felt this was a problem. This was also highlighted as a problem in North Cardonald / Penilee and to a lesser extent in Greater Govan.   Drug dealing was also a significant issue for residents in Corkerhill / North Pollok.

4.9   Vandalism / graffiti was more of an issue for residents in North Cardonald / Penilee and Greater Govan in comparison with other neighbourhoods.

4.10   In terms of changes taking place in their local area residents in all neighbourhoods felt that the situation with youth disorder and road safety was getting worse. Residents in Corkerhill / North Pollok, Bellahouston / Craigton / Mosspark and North Cardonald / Penilee felt that youth disorder was the issue that had deteriorated most in the past year.

4.11   Respondents in Crookston / South Cardonald and Greater Govan were most concerned about the worsening situation regarding road safety in the area. In Ibrox / Kingston 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 Bellahouston / Crraigton / Mosspark, North Cardonald / Penilee and Crookston / South Cardonald.

4.12   Residents in Corkerhill / North Pollok and Greater Govan were more concerned that street drinking was getting worse in their area compared with

other respondents. The respondents in Corkerhill / North Pollok also highlighted worsening problems with drug dealing and drug / alcohol / substance abuse more than any other neighbourhood. Residents in Greater Govan were more concerned about the situation with vandalism / graffiti than other neighbourhoods.

Cleansing and Environment

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

4.14   Litter was considered to be the biggest problem by residents in each of the areas with the exception of Bellahouston / Craigton / Mosspark where graffiti was the top issue. Graffiti was also one of the main concerns for residents in North Cardonald / Penilee, Greater Govan and Crookston / South Cardonald.

4.15   Untidy gardens were more of an issue for respondents in Ibrox / Kingston and Crookston / South Cardonald compared to other neighbourhoods.

4.16   Fly tipping was the second most significant environmental problem in Corkerhill / North Pollok and Greater Govan and was also an issue for respondents in North Cardonald / Penilee.

Quality of neighbourhood

4.17   The quality of children's play areas was the main concern for residents in all neighbourhoods with the exception of Ibrox / Kingston where this was the second top issue. In Greater Govan 44 per cent of respondents said that play areas were either 'poor' or 'very poor'.

4.18   In Ibrox / Kingston the main problem was the lack of a quiet and peaceful environment. This was also a key concern for residents in Greater Govan. Respondents in Crookston / South Cardonald and North Cardonald / Penilee were more concerned than others about the lack of attractive buildings in their neighbourhoods.

Quality of service provision

4.19   The quality of service provided by the police was felt to be poorest by respondents in Corkerhill / North Pollok, Crookston / South Cardonald, North Cardonald / Penilee and Ibrox / Kingston. In Corkerhill / North Pollok and Crookston / South Cardonald more than 40 per cent of respondents said that the service was either 'poor' or 'very poor'.

4.20   Youth and leisure services was the most serious issue for respondents in Greater Govan with 55 per cent stating that the services were either 'poor' or 'very poor'. The quality of youth and leisure services were also an issue for residents in Crookston / South Cardonald, North Cardonald / Penilee and Corkerhill / North Pollok.

4.21   The quality of public transport was the main issue for residents in Bellahouston / Craigton / Mosspark and was a significant concern for residents in Corkerhill / North Pollok.

Ibrox and Kingston
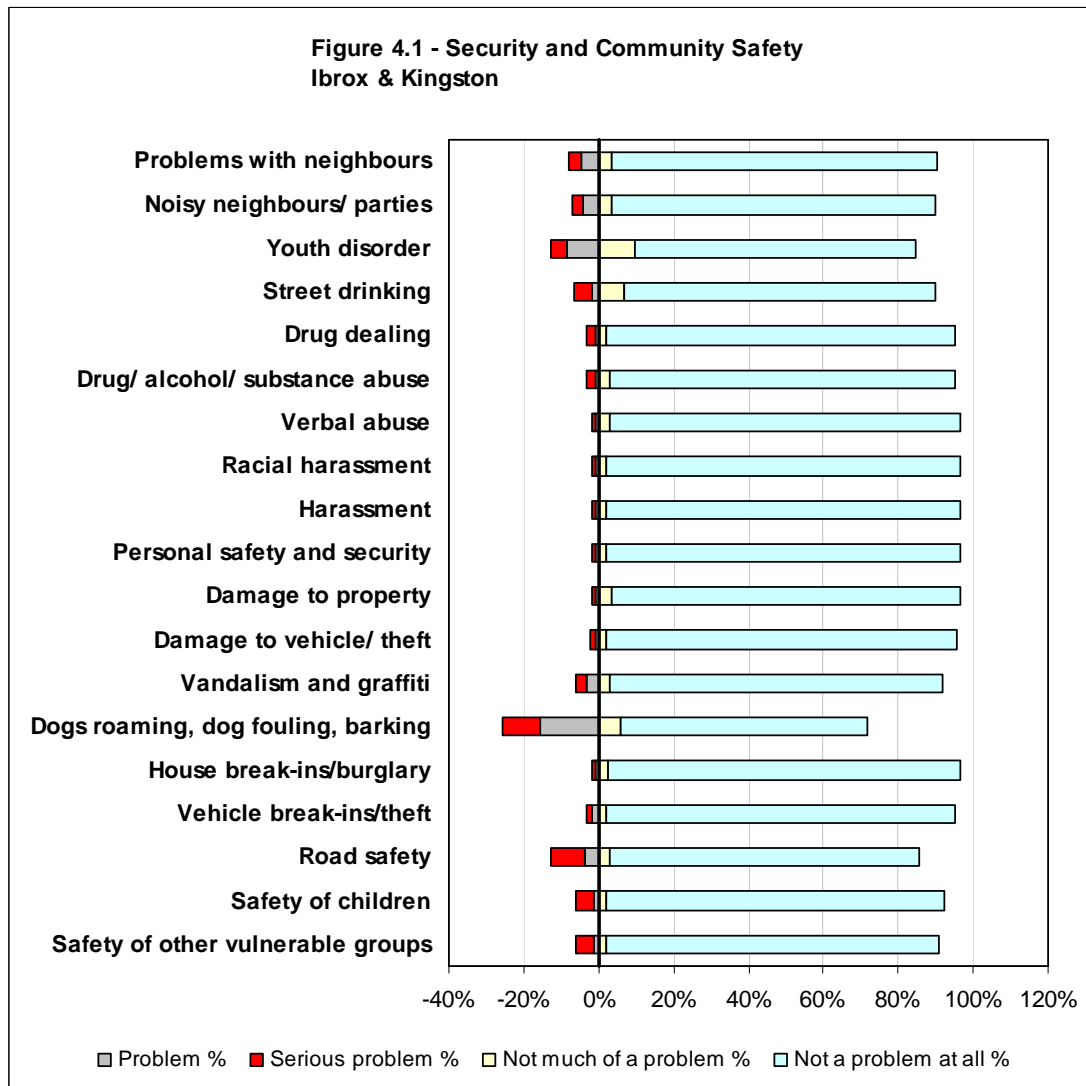
Figure 4.1 - Security and Community Safety
Ibrox & Kingston

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	8	5%	1	1%	6	4%	145	87%	2	1%
Noisy neighbours/ parties	5	3%	7	4%	2	1%	6	4%	144	86%	3	2%
Youth disorder	7	4%	14	8%	3	2%	16	10%	125	75%	2	1%
Street drinking	8	5%	3	2%	4	2%	11	7%	139	83%	2	1%
Drug dealing	4	2%	1	1%	1	1%	3	2%	156	93%	2	1%
Drug/ alcohol/ substance abuse	4	2%	1	1%	1	1%	5	3%	154	92%	2	1%
Verbal abuse	2	1%	1	1%	1	1%	5	3%	156	93%	2	1%
Racial harassment	2	1%	1	1%	1	1%	3	2%	158	95%	2	1%
Harassment	2	1%	1	1%	1	1%	3	2%	158	95%	2	1%
Personal safety and security	2	1%	1	1%	1	1%	3	2%	158	95%	2	1%
Damage to property	2	1%	1	1%	1	1%	6	4%	155	93%	2	1%
Damage to vehicle/ theft	3	2%	1	1%	1	1%	3	2%	157	94%	2	1%
Vandalism and graffiti	5	3%	5	3%	2	1%	5	3%	148	89%	2	1%
Dogs roaming, dog fouling, barking	17	10%	26	16%	2	1%	10	6%	110	66%	2	1%
House break-ins/burglary	2	1%	1	1%	1	1%	4	2%	157	94%	2	1%
Vehicle break-ins/theft	2	1%	3	2%	1	1%	3	2%	156	93%	2	1%
Road safety	15	9%	6	4%	1	1%	5	3%	138	83%	2	1%
Safety of children	8	5%	2	1%	1	1%	3	2%	151	90%	2	1%
Safety of other vulnerable groups	8	5%	2	1%	1	1%	3	2%	149	89%	4	2%
Total	103		85		27		103		2,814		41	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	109	65%
1	24	14%
2	10	6%
3	6	4%
4	13	8%
5+	5	3%
	167	

Table 4.2 – Number of concerns – Security and Community Safety

Figure 4.2 - Security and community safety in the past year
Ibrox & Kingston
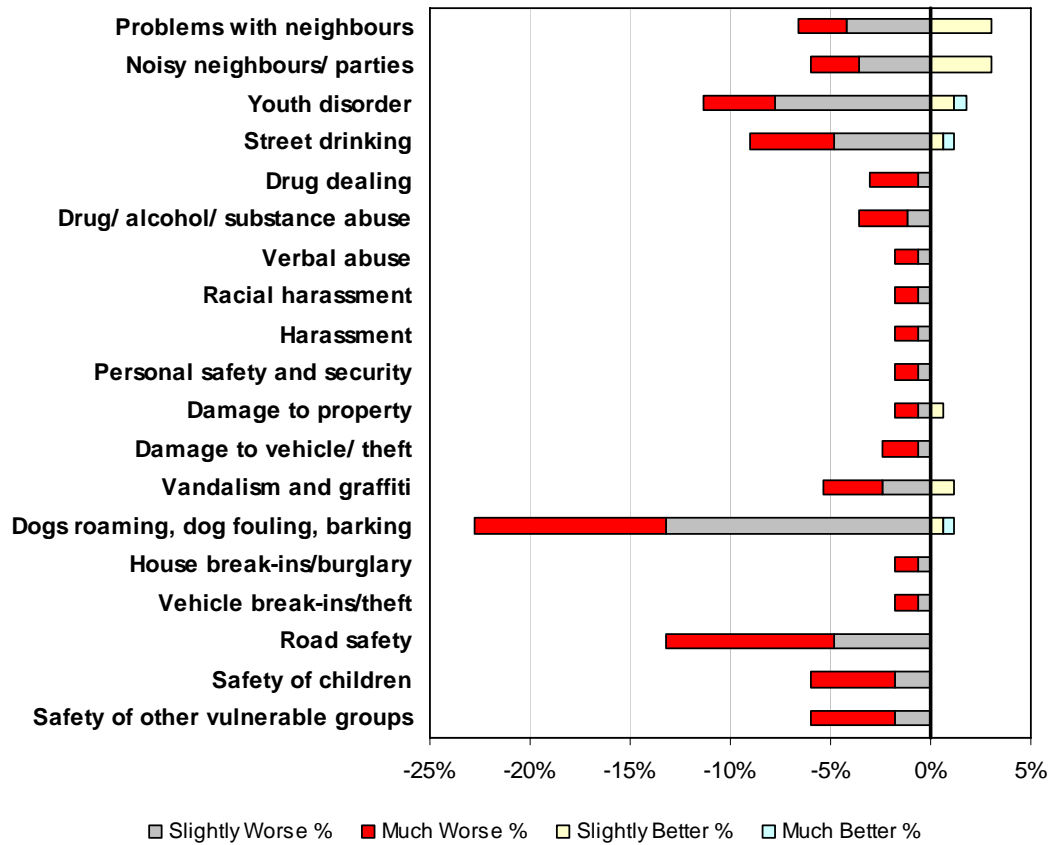
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	7	4%	151	90%	5	3%	0	0%	0	0%
Noisy neighbours / parties	4	2%	6	4%	152	91%	5	3%	0	0%	0	0%
Youth disorder	6	4%	13	8%	145	87%	2	1%	1	1%	0	0%
Street drinking	7	4%	8	5%	150	90%	1	1%	1	1%	0	0%
Drug dealing	4	2%	1	1%	162	97%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	2	1%	161	96%	0	0%	0	0%	0	0%
Verbal abuse	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Racial harassment	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Harassment	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Personal safety and security	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Damage to property	2	1%	1	1%	163	98%	1	1%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	1	1%	163	98%	0	0%	0	0%	0	0%
Vandalism and graffiti	5	3%	4	2%	156	93%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	16	10%	22	13%	127	76%	1	1%	1	1%	0	0%
House break-ins/burglary	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	1	1%	164	98%	0	0%	0	0%	0	0%
Road safety	14	8%	8	5%	145	87%	0	0%	0	0%	0	0%
Safety of children	7	4%	3	2%	157	94%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	7	4%	3	2%	157	94%	0	0%	0	0%	0	0%
Total	95		85		2,973		17		3		0	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	112	67%
1	20	12%
2	13	8%
3	8	5%
4	9	5%
5+	5	3%
	167	

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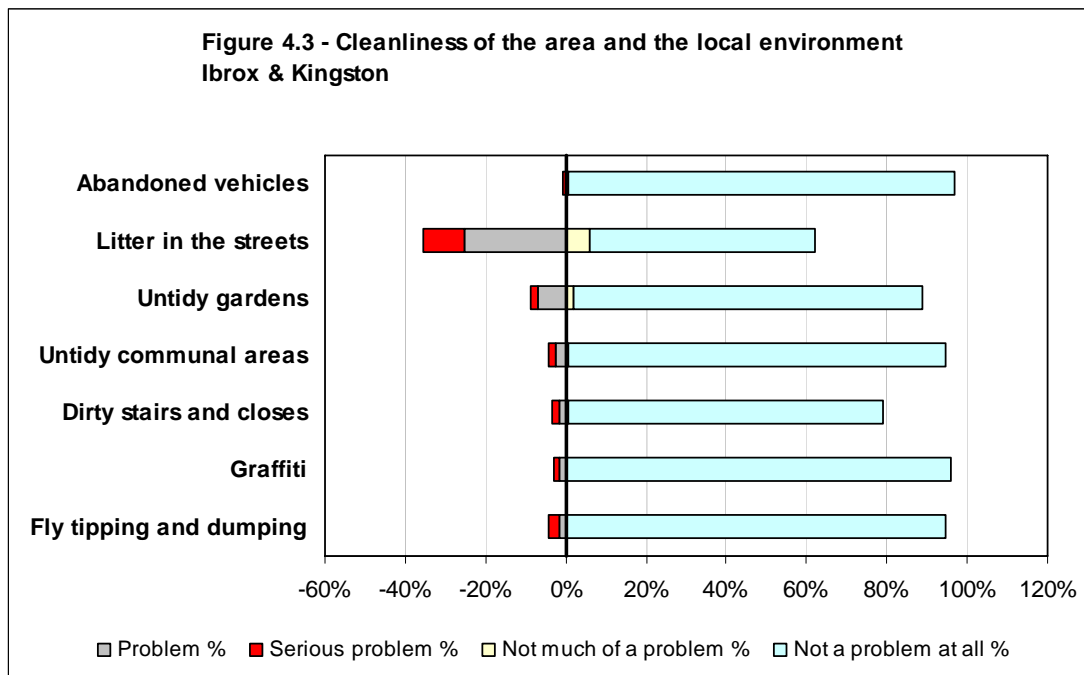
Figure 4.3 - Cleanliness of the area and the local environment
Ibrox & Kingston

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	0	0%	3	2%	1	1%	161	96%	1	1%	0	0%
Litter in the streets	17	10%	42	25%	3	2%	10	6%	94	56%	1	1%	0	0%
Untidy gardens	3	2%	12	7%	4	2%	3	2%	145	87%	0	0%	0	0%
Untidy communal areas	3	2%	4	2%	2	1%	1	1%	157	94%	0	0%	0	0%
Dirty stairs and closes	3	2%	3	2%	2	1%	1	1%	131	78%	0	0%	27	16%
Graffiti	2	1%	3	2%	2	1%	0	0%	160	96%	0	0%	0	0%
Fly tipping and dumping	4	2%	3	2%	2	1%	0	0%	158	95%	0	0%	0	0%
Total	33		67		18		16		1,006		2		27	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	108	65%
1	38	23%
2	12	7%
3	4	2%
4	2	1%
5+	3	2%
	167	

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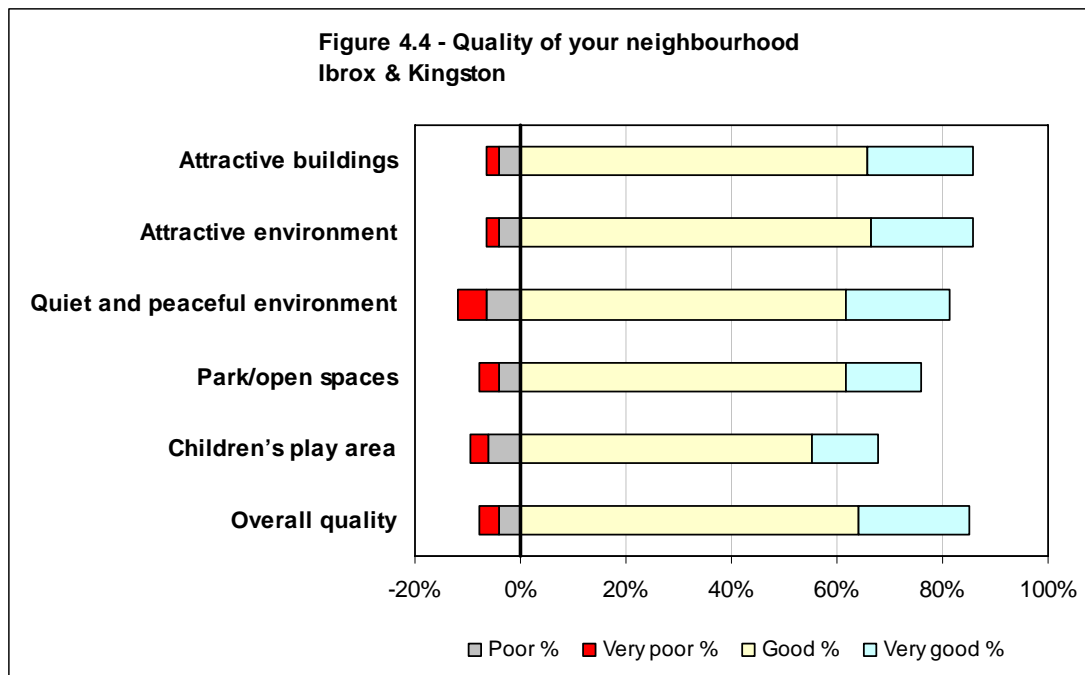
Figure 4.4 - Quality of your neighbourhood
Ibrox & Kingston

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	4	2%	7	4%	13	8%	110	66%	33	20%	0	0%	0	0%
Attractive environment	4	2%	7	4%	13	8%	111	66%	32	19%	0	0%	0	0%
Quiet and peaceful environment	9	5%	11	7%	11	7%	103	62%	33	20%	0	0%	0	0%
Park/open spaces	6	4%	7	4%	22	13%	103	62%	24	14%	4	2%	1	1%
Children's play area	6	4%	10	6%	22	13%	92	55%	21	13%	14	8%	2	1%
Overall quality	6	4%	7	4%	12	7%	107	64%	35	21%	0	0%	0	0%
Total	35		49		93		626		178		18		3	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	140	84%
1	12	7%
2	1	1%
3	4	2%
4	1	1%
5+	9	5%
	167	

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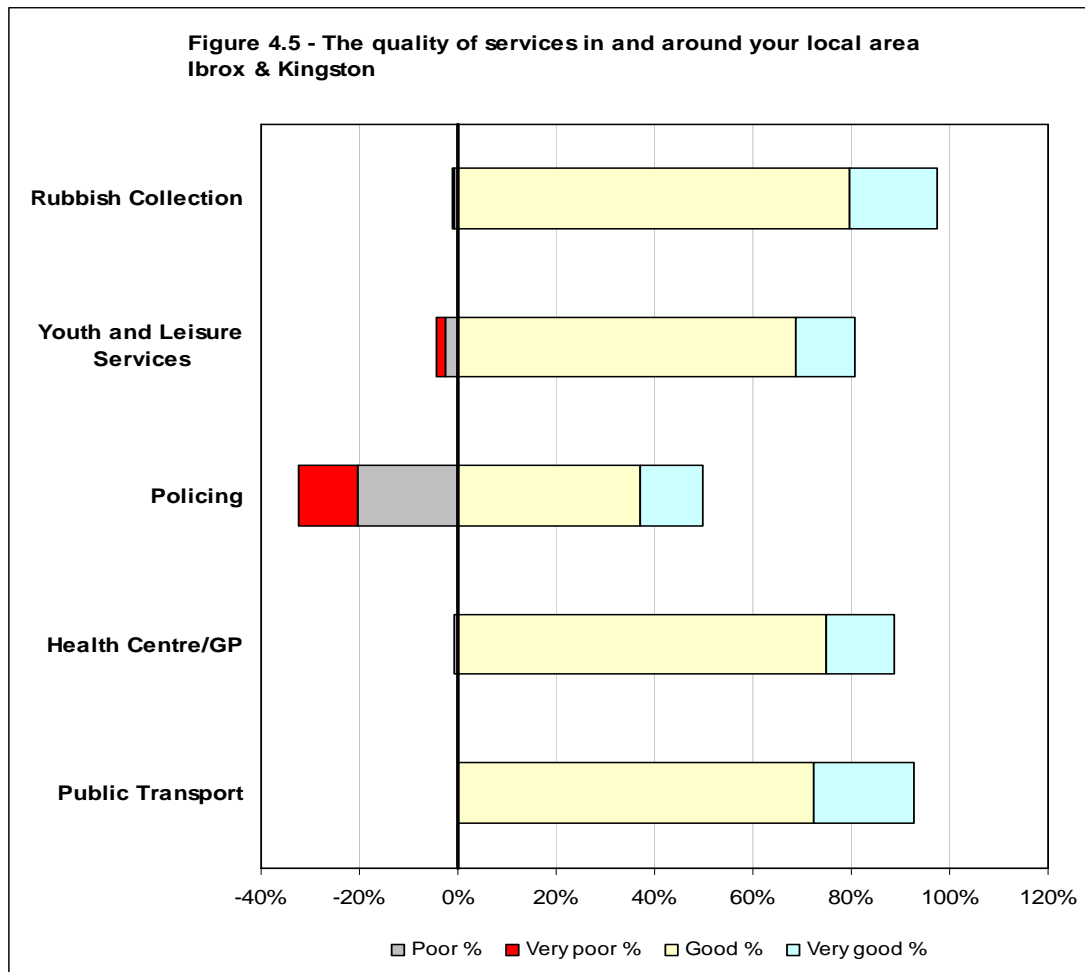
Figure 4.5 - The quality of services in and around your local area
Ibrox & Kingston

	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%	2	1%	133	80%	30	18%	0	0%	0	0%
Youth and Leisure Services	3	2%	4	2%	16	10%	115	69%	20	12%	9	5%	0	0%
Policing	20	12%	34	20%	28	17%	62	37%	21	13%	2	1%	0	0%
Health Centre/GP	0	0%	1	1%	15	9%	125	75%	23	14%	0	0%	3	2%
Public Transport	0	0%	0	0%	10	6%	121	72%	34	20%	0	0%	2	1%
Total	24		40		71		556		128		11		5	

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

Number of concerns (Very poor or poor)	Respondents	%
None	107	64%
1	56	34%
2	4	2%
3	0	0%
4	0	0%
5+	0	0%
	167	

Table 4.10 – Number of concerns – Quality of services

**Figure 4.6 - Housing tenure
Ibrox & Kingston**
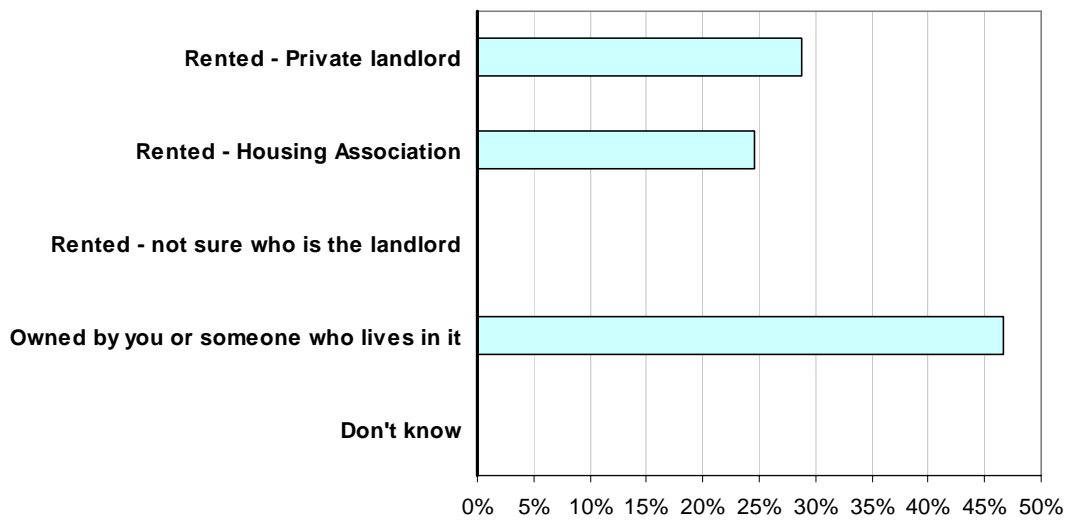
**Figure 4.7 - Information about the neighbourhood and the management of
the neighbourhood
Ibrox & Kingston**
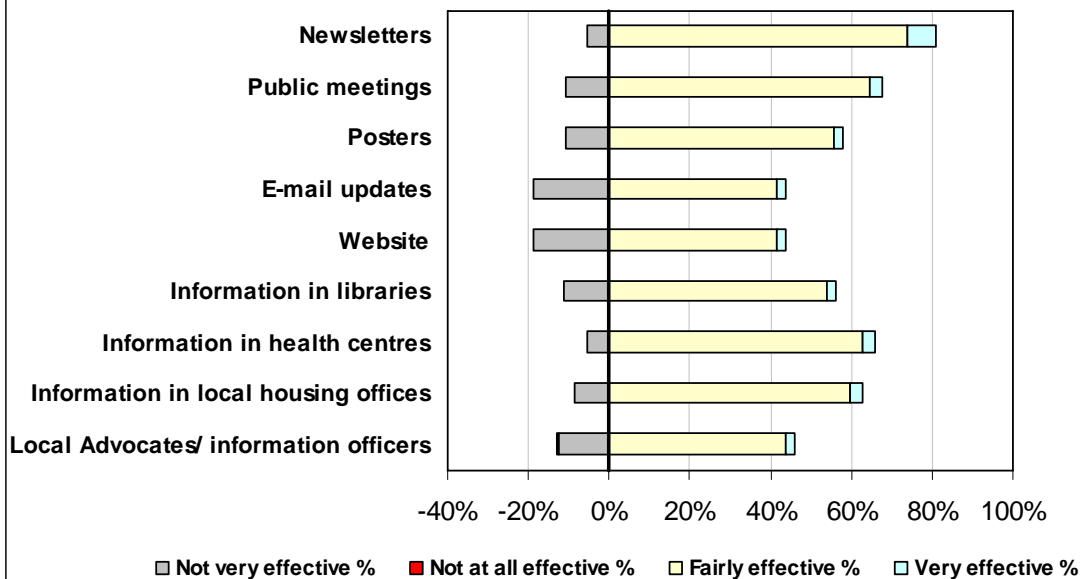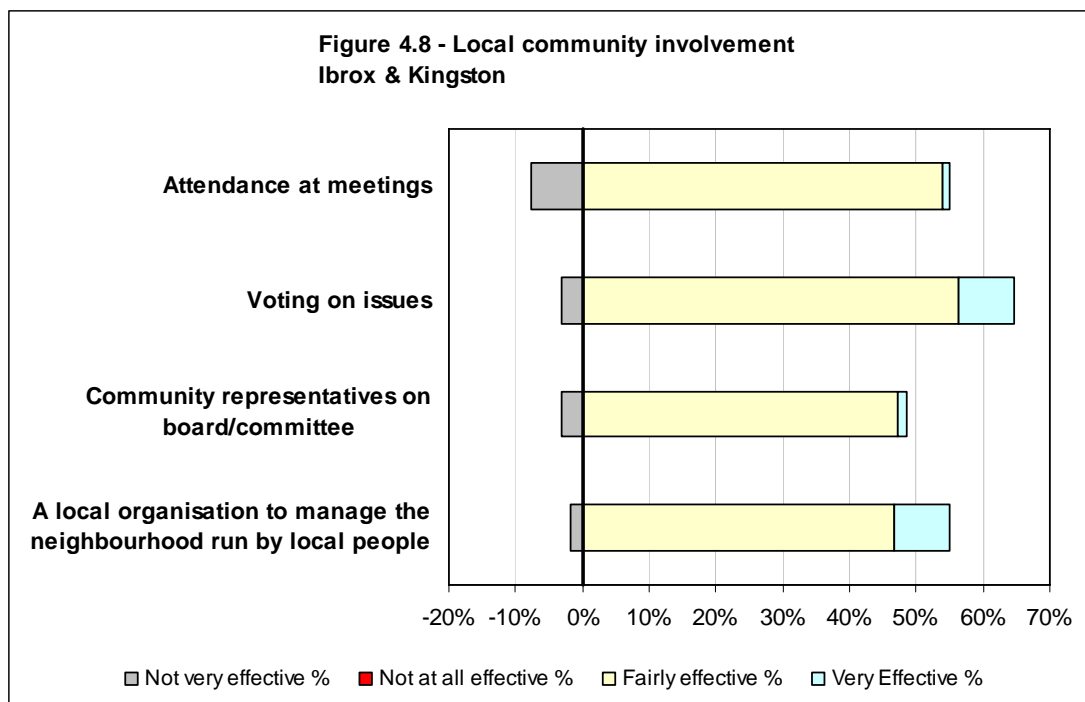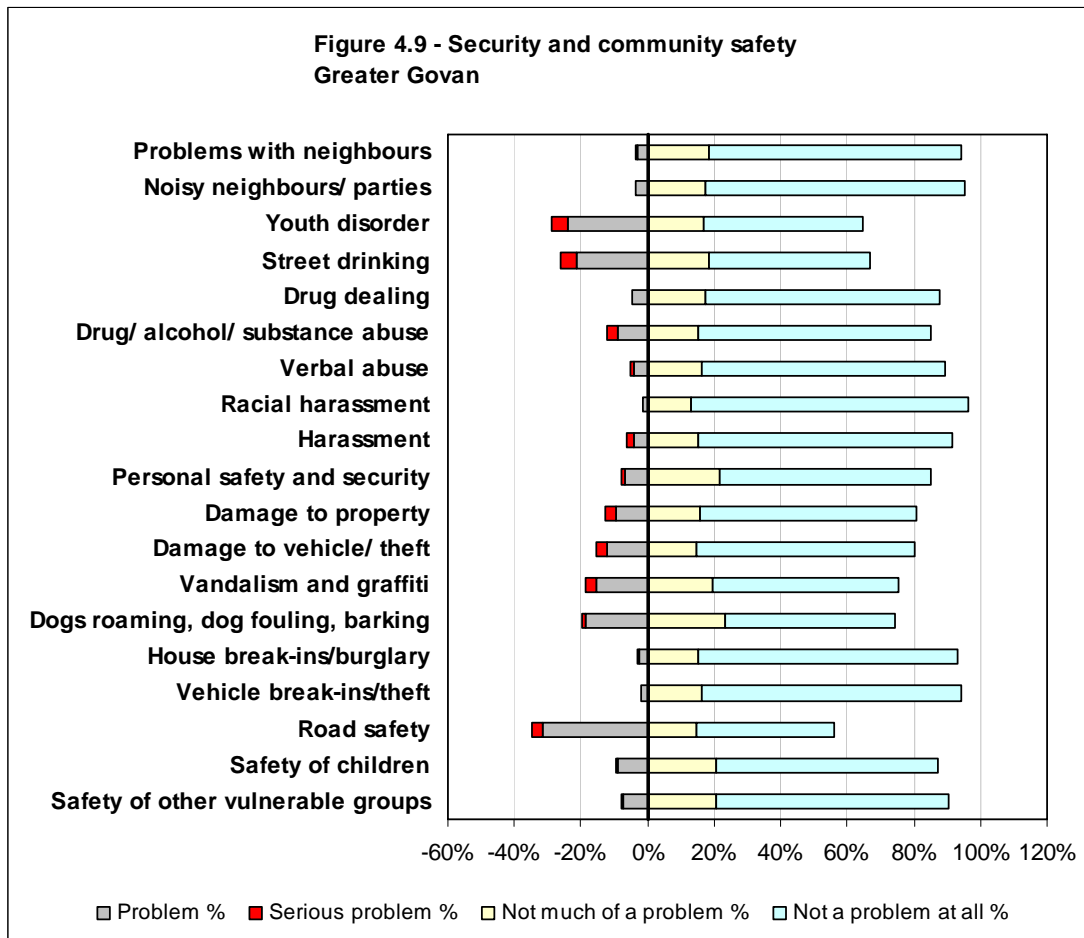
Figure 4.8 - Local community involvement
Ibrox & Kingston

Greater Govan

Figure 4.9 - Security and community safety
Greater Govan

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	5	3%	4	2%	31	19%	125	75%	0	0%
Noisy neighbours / parties	0	0%	6	4%	2	1%	29	17%	129	78%	0	0%
Youth disorder	8	5%	40	24%	11	7%	28	17%	79	48%	0	0%
Street drinking	8	5%	35	21%	11	7%	31	19%	80	48%	1	1%
Drug dealing	0	0%	8	5%	8	5%	29	17%	117	70%	4	2%
Drug/ alcohol/ substance abuse	5	3%	15	9%	3	2%	25	15%	116	70%	2	1%
Verbal abuse	2	1%	7	4%	8	5%	27	16%	121	73%	1	1%
Racial harassment	0	0%	2	1%	3	2%	22	13%	138	83%	1	1%
Harassment	3	2%	7	4%	3	2%	25	15%	127	77%	1	1%
Personal safety and security	2	1%	11	7%	12	7%	36	22%	105	63%	0	0%
Damage to property	5	3%	16	10%	11	7%	26	16%	108	65%	0	0%
Damage to vehicle/ theft	6	4%	20	12%	7	4%	24	14%	109	66%	0	0%
Vandalism and graffiti	5	3%	26	16%	10	6%	32	19%	93	56%	0	0%
Dogs roaming, dog fouling, barking	2	1%	31	19%	10	6%	39	23%	84	51%	0	0%
House break-ins/burglary	1	1%	4	2%	6	4%	25	15%	130	78%	0	0%
Vehicle break-ins/theft	0	0%	3	2%	6	4%	27	16%	129	78%	1	1%
Road safety	6	4%	52	31%	15	9%	24	14%	69	42%	0	0%
Safety of children	1	1%	15	9%	5	3%	34	20%	111	67%	0	0%
Safety of other vulnerable groups	1	1%	12	7%	3	2%	34	20%	116	70%	0	0%
Total	**56**		**315**		**138**		**548**		**2,086**		**11**	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	65	39%
1	27	16%
2	20	12%
3	14	8%
4	8	5%
5+	32	19%
Total	**166**	

Table 4.12 – Number of concerns – Security and Community Safety

Figure 4.10 - Security and community safety in the past year
Greater Govan
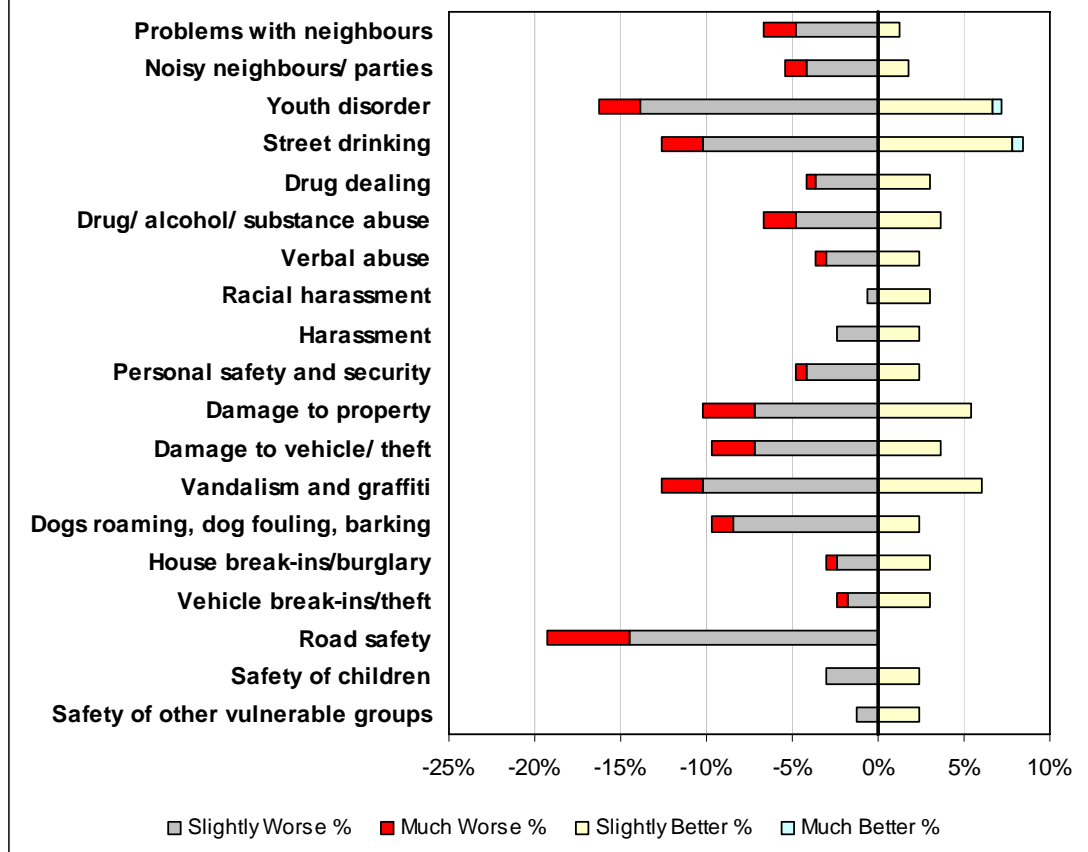
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	8	5%	153	92%	2	1%	0	0%	0	0%
Noisy neighbours / parties	2	1%	7	4%	154	93%	3	2%	0	0%	0	0%
Youth disorder	4	2%	23	14%	127	77%	11	7%	1	1%	0	0%
Street drinking	4	2%	17	10%	131	79%	13	8%	1	1%	0	0%
Drug dealing	1	1%	6	4%	154	93%	5	3%	0	0%	0	0%
Drug/ alcohol/ substance abuse	3	2%	8	5%	149	90%	6	4%	0	0%	0	0%
Verbal abuse	1	1%	5	3%	156	94%	4	2%	0	0%	0	0%
Racial harassment	0	0%	1	1%	160	96%	5	3%	0	0%	0	0%
Harassment	0	0%	4	2%	158	95%	4	2%	0	0%	0	0%
Personal safety and security	1	1%	7	4%	154	93%	4	2%	0	0%	0	0%
Damage to property	5	3%	12	7%	140	84%	9	5%	0	0%	0	0%
Damage to vehicle/ theft	4	2%	12	7%	144	87%	6	4%	0	0%	0	0%
Vandalism and graffiti	4	2%	17	10%	135	81%	10	6%	0	0%	0	0%
Dogs roaming, dog fouling, barking	2	1%	14	8%	146	88%	4	2%	0	0%	0	0%
House break-ins/burglary	1	1%	4	2%	156	94%	5	3%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	3	2%	157	95%	5	3%	0	0%	0	0%
Road safety	8	5%	24	14%	134	81%	0	0%	0	0%	0	0%
Safety of children	0	0%	5	3%	157	95%	4	2%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	160	96%	4	2%	0	0%	0	0%
Total	**44**		**179**		**2,825**		**104**		**2**		**0**	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	94	57%
1	26	16%
2	19	11%
3	6	4%
4	8	5%
5+	13	8%
Total	**166**	

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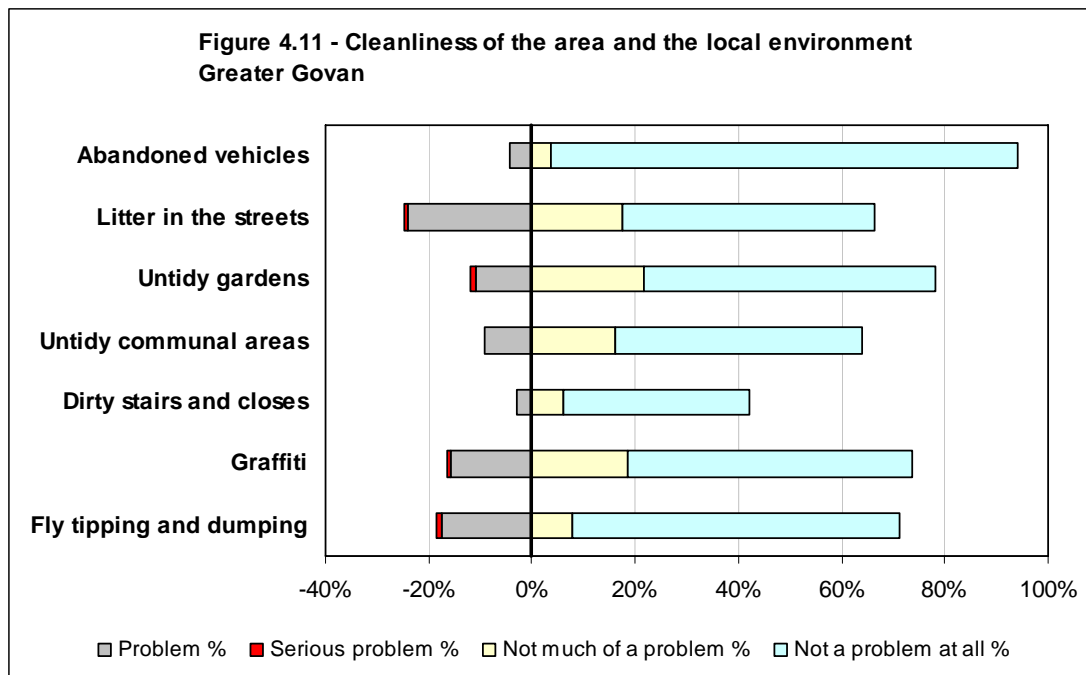
Figure 4.11 - Cleanliness of the area and the local environment Greater Govan

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	7	4%	2	1%	6	4%	150	90%	1	1%	0	0%
Litter in the streets	1	1%	40	24%	15	9%	29	17%	81	49%	0	0%	0	0%
Untidy gardens	2	1%	18	11%	16	10%	36	22%	94	57%	0	0%	0	0%
Untidy communal areas	0	0%	15	9%	15	9%	27	16%	79	48%	0	0%	30	18%
Dirty stairs and closes	0	0%	5	3%	16	10%	10	6%	60	36%	20	12%	55	33%
Graffiti	1	1%	26	16%	16	10%	31	19%	91	55%	1	1%	0	0%
Fly tipping and dumping	2	1%	29	17%	11	7%	13	8%	105	63%	6	4%	0	0%
Total	**6**		**140**		**91**		**152**		**660**		**28**		**85**	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	99	60%
1	25	15%
2	22	13%
3	11	7%
4	5	3%
5+	4	2%
Total	**166**	

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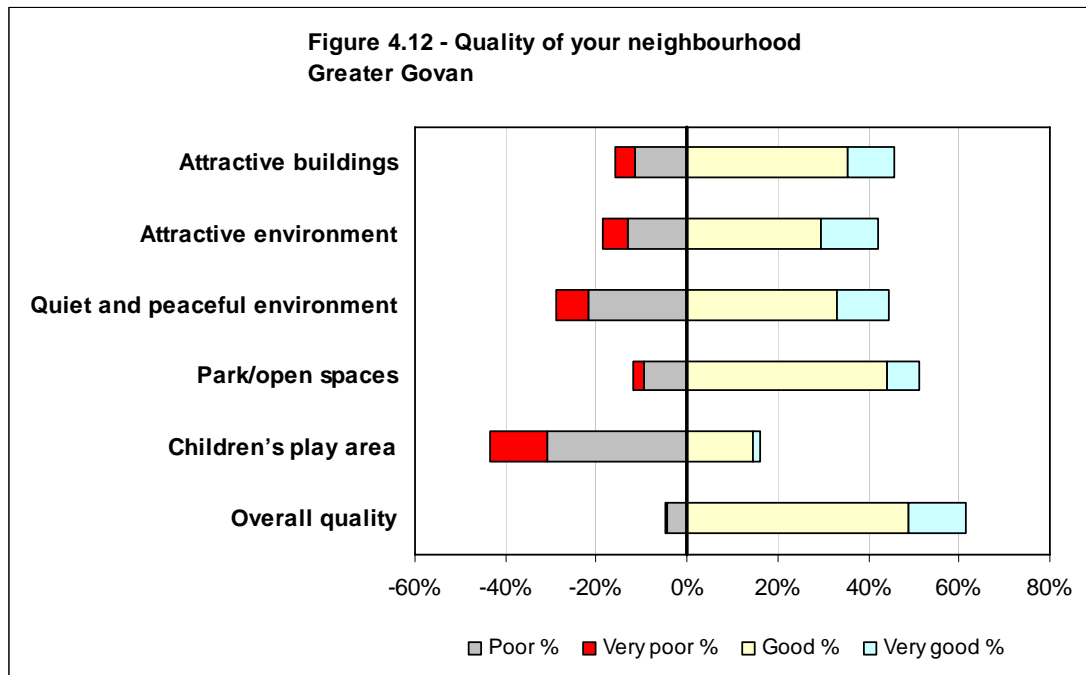
Figure 4.12 - Quality of your neighbourhood
Greater Govan

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	7	4%	19	11%	64	39%	59	36%	17	10%	0	0%	0	0%
Attractive environment	9	5%	22	13%	65	39%	49	30%	21	13%	0	0%	0	0%
Quiet and peaceful environment	12	7%	36	22%	44	27%	55	33%	19	11%	0	0%	0	0%
Park/open spaces	4	2%	16	10%	61	37%	73	44%	12	7%	0	0%	0	0%
Children's play area	21	13%	51	31%	49	30%	24	14%	3	2%	18	11%	0	0%
Overall quality	1	1%	7	4%	56	34%	81	49%	21	13%	0	0%	0	0%
Total	**54**		**151**		**339**		**341**		**93**		**18**		**0**	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	79	48%
1	30	18%
2	27	16%
3	16	10%
4	4	2%
5+	10	6%
Total	**166**	

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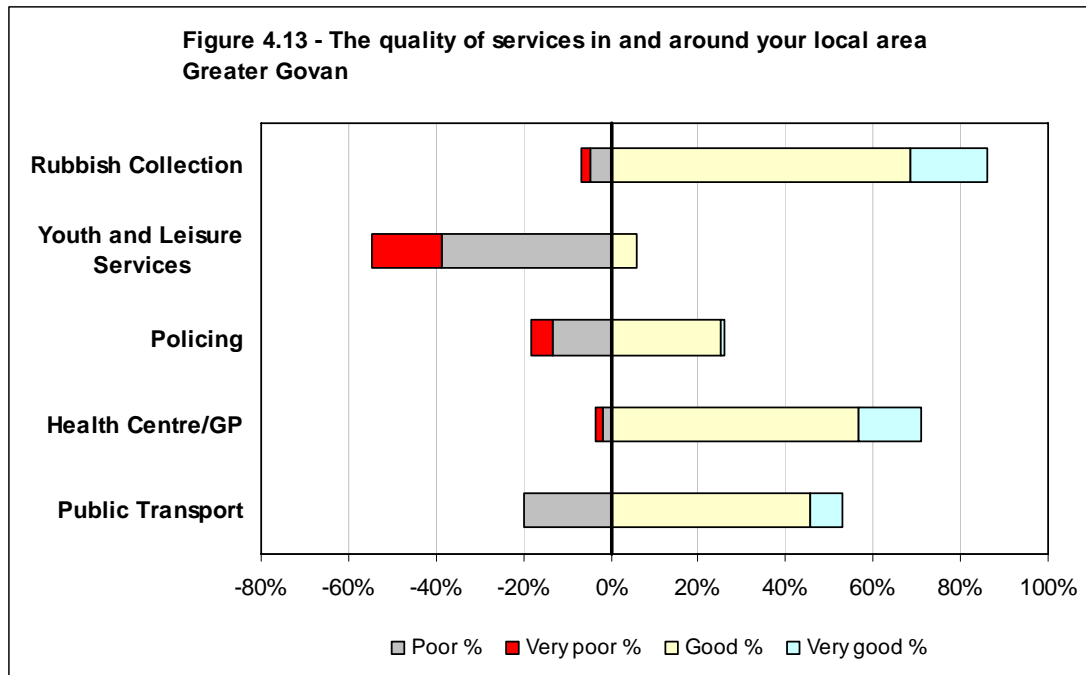
Figure 4.13 - The quality of services in and around your local area Greater Govan

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	8	5%	12	7%	114	69%	29	17%	0	0%	0	0%
Youth and Leisure Services	27	16%	64	39%	42	25%	10	6%	0	0%	22	13%	1	1%
Policing	8	5%	22	13%	91	55%	42	25%	1	1%	2	1%	0	0%
Health Centre/GP	3	2%	3	2%	42	25%	94	57%	24	14%	0	0%	0	0%
Public Transport	0	0%	33	20%	38	23%	76	46%	12	7%	2	1%	5	3%
Total	**41**		**130**		**225**		**336**		**66**		**26**		**6**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	52	31%
1	64	39%
2	44	27%
3	5	3%
4	1	1%
5+	0	0%
Total	**166**	

Table 4.20 – Number of concerns – Quality of services
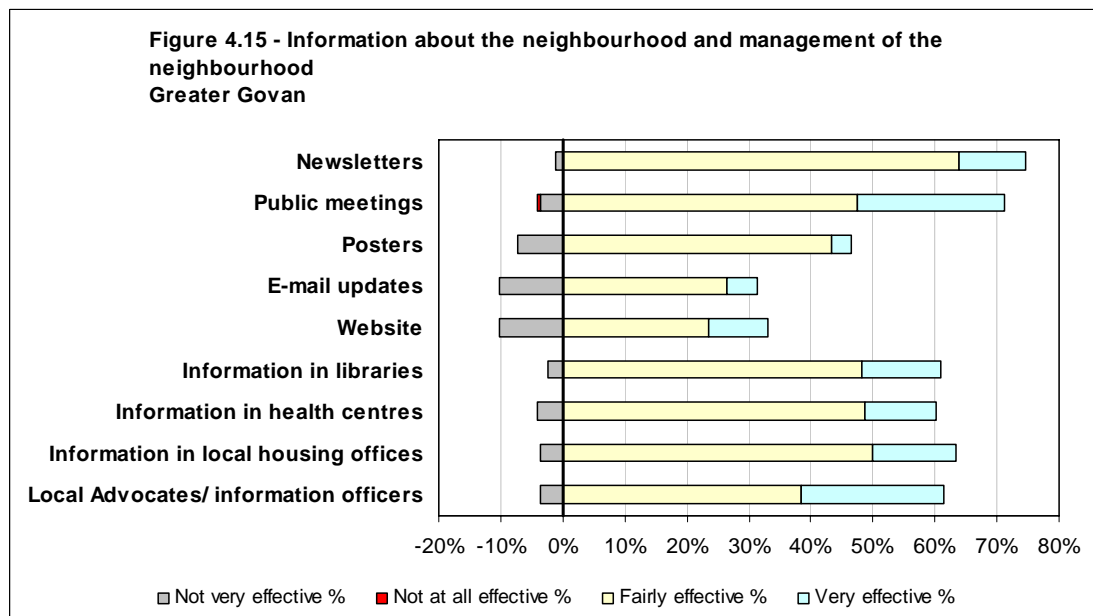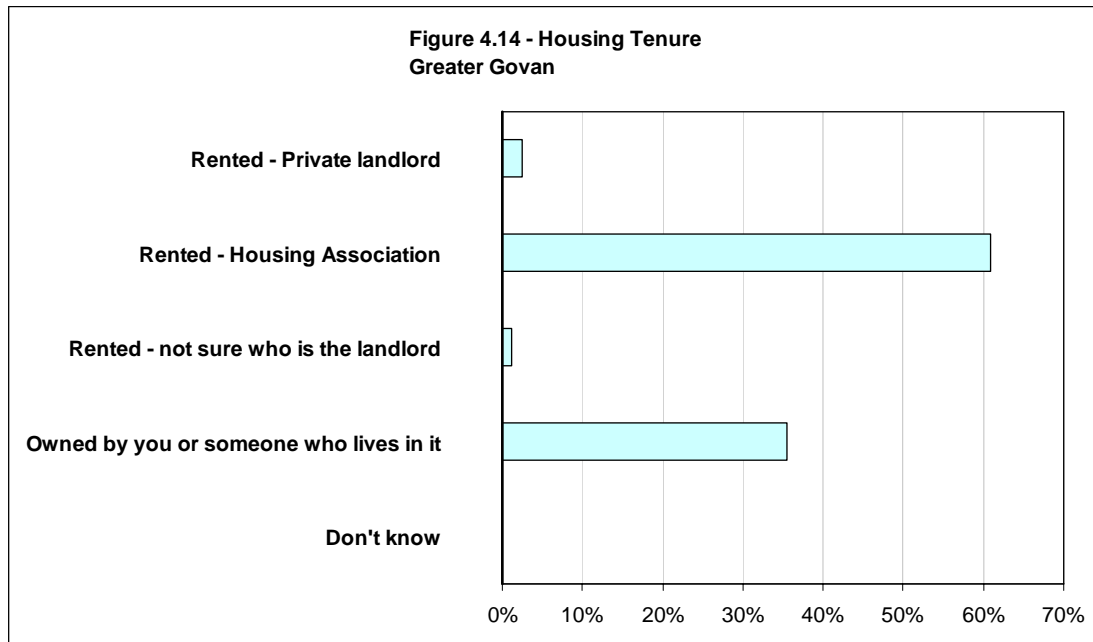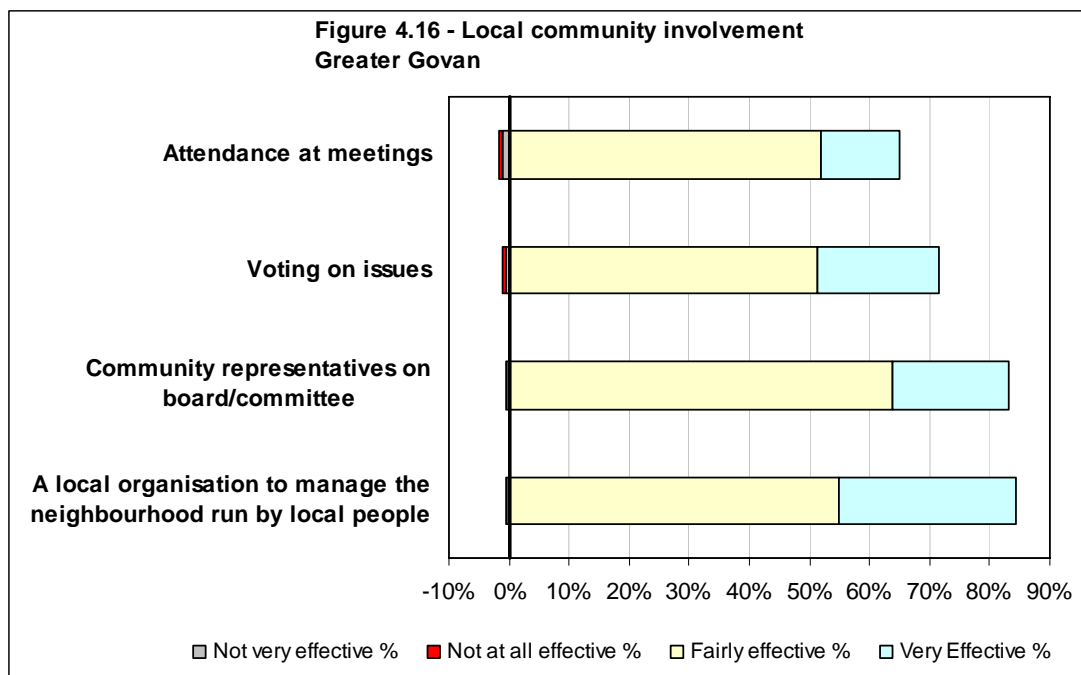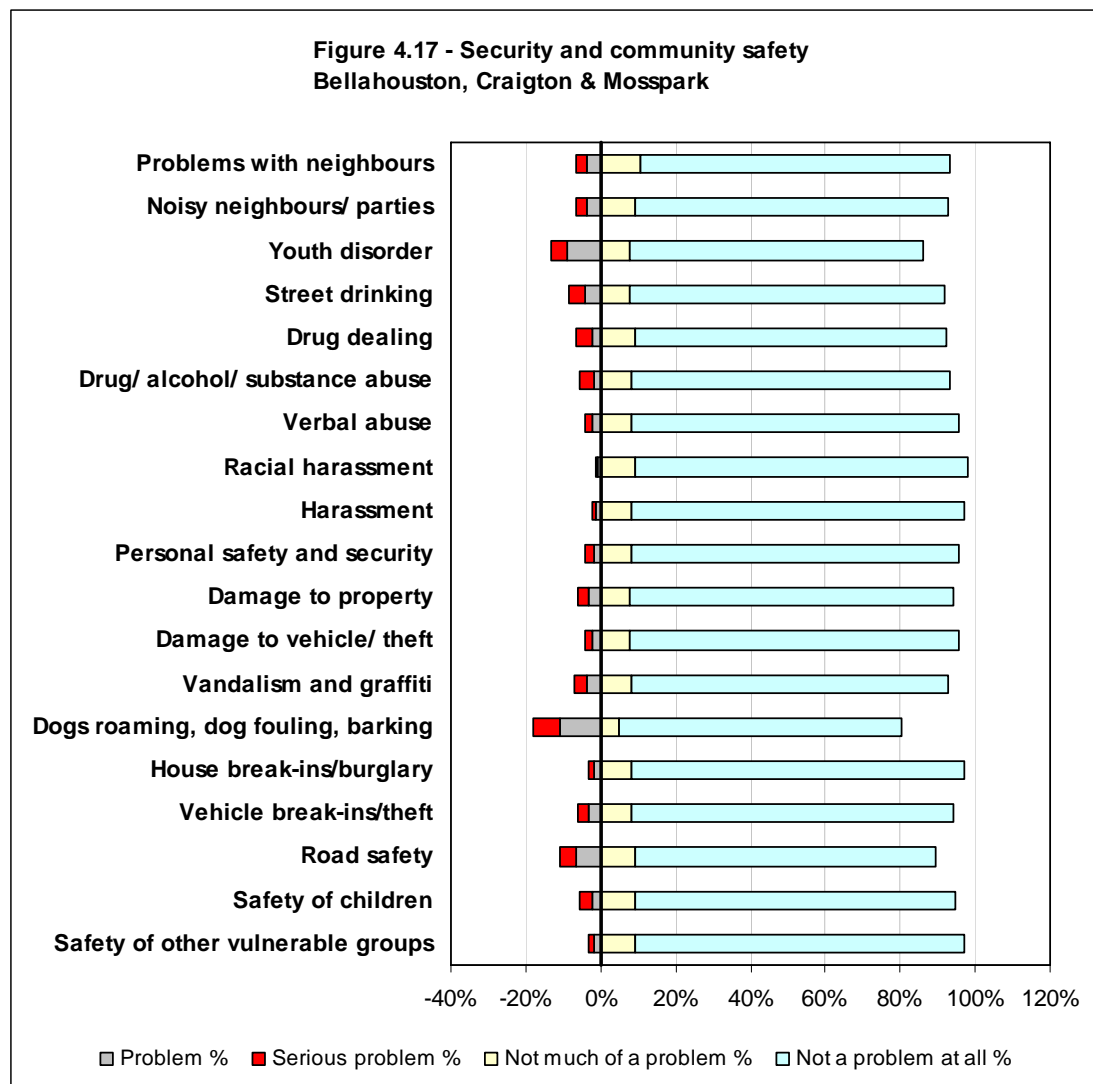
**Figure 4.14 - Housing Tenure
Greater Govan**

**Figure 4.15 - Information about the neighbourhood and management of the neighbourhood
Greater Govan**

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

Figure 4.16 - Local community involvement
Greater Govan

Bellahouston, Craigton and Mosspark

**Figure 4.17 - Security and community safety
Bellahouston, Craigton & Mosspark**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	6	4%	0	0%	18	11%	138	83%	0	0%
Noisy neighbours/ parties	5	3%	6	4%	0	0%	15	9%	140	84%	1	1%
Youth disorder	7	4%	15	9%	1	1%	13	8%	131	78%	0	0%
Street drinking	7	4%	7	4%	0	0%	13	8%	140	84%	0	0%
Drug dealing	7	4%	4	2%	1	1%	15	9%	139	83%	1	1%
Drug/ alcohol / substance abuse	6	4%	3	2%	1	1%	14	8%	142	85%	1	1%
Verbal abuse	3	2%	4	2%	0	0%	14	8%	146	87%	0	0%
Racial harassment	1	1%	1	1%	0	0%	15	9%	149	89%	1	1%
Harassment	2	1%	2	1%	0	0%	14	8%	148	89%	1	1%
Personal safety and security	4	2%	3	2%	0	0%	14	8%	146	87%	0	0%
Damage to property	5	3%	5	3%	0	0%	13	8%	144	86%	0	0%
Damage to vehicle / theft	3	2%	4	2%	0	0%	13	8%	147	88%	0	0%
Vandalism and graffiti	6	4%	6	4%	0	0%	14	8%	141	84%	0	0%
Dogs roaming, dog fouling, barking	12	7%	18	11%	3	2%	8	5%	126	75%	0	0%
House break-ins /burglary	2	1%	3	2%	0	0%	14	8%	148	89%	0	0%
Vehicle break-ins/theft	5	3%	5	3%	0	0%	14	8%	143	86%	0	0%
Road safety	7	4%	11	7%	0	0%	15	9%	134	80%	0	0%
Safety of children	5	3%	4	2%	0	0%	15	9%	143	86%	0	0%
Safety of other vulnerable groups	2	1%	3	2%	0	0%	15	9%	147	88%	0	0%
Total	94		110		6		266		2,692		5	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	101	60%
1	28	17%
2	15	9%
3	11	7%
4	2	1%
5+	10	6%
	167	

Table 4.22 – Number of concerns – Security and Community Safety

**Figure 4.18 - Security and community safety in the past year
Bellahouston, Craigton & Mosspark**
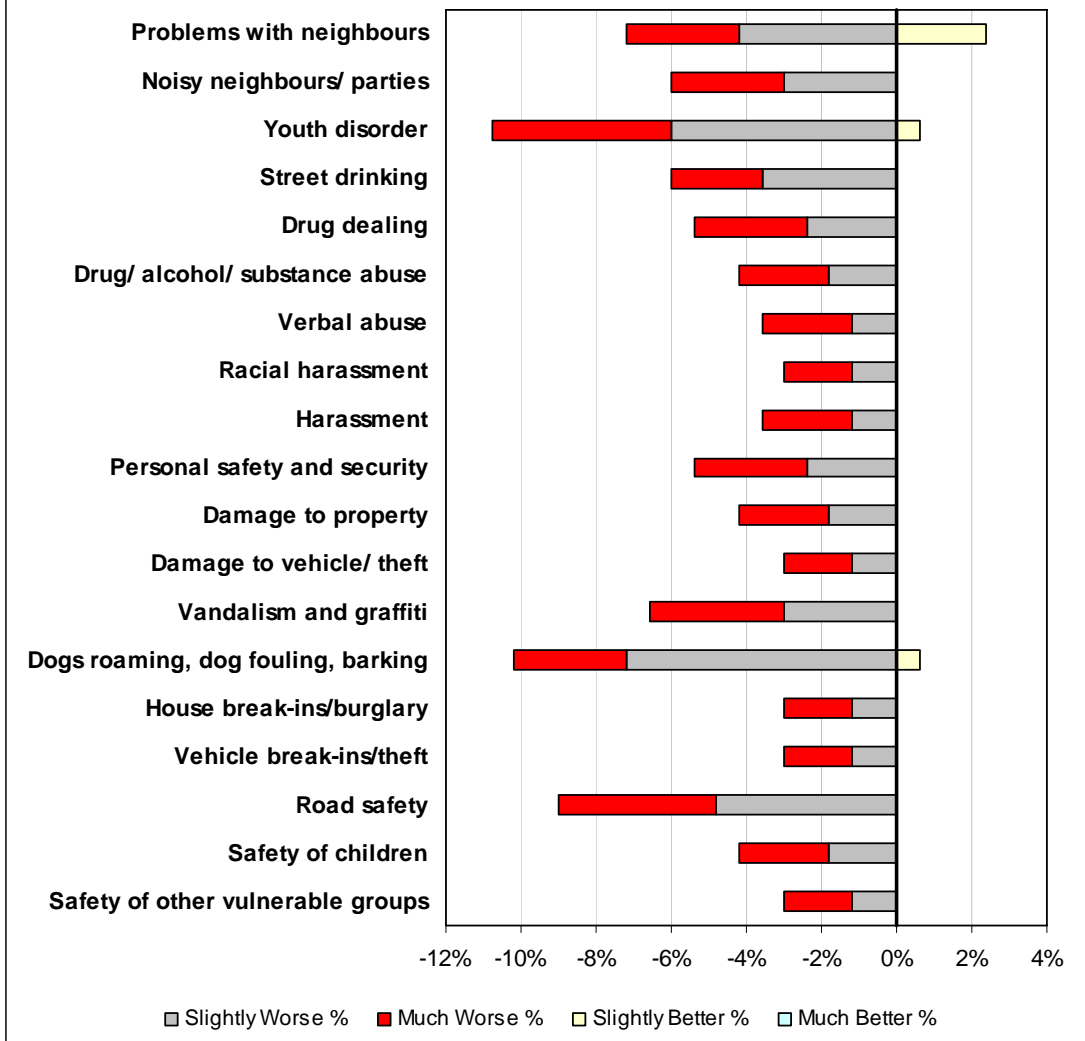
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	7	4%	151	90%	4	2%	0	0%	0	0%
Noisy neighbours / parties	5	3%	5	3%	157	94%	0	0%	0	0%	0	0%
Youth disorder	8	5%	10	6%	148	89%	1	1%	0	0%	0	0%
Street drinking	4	2%	6	4%	157	94%	0	0%	0	0%	0	0%
Drug dealing	5	3%	4	2%	158	95%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	3	2%	160	96%	0	0%	0	0%	0	0%
Verbal abuse	4	2%	2	1%	161	96%	0	0%	0	0%	0	0%
Racial harassment	3	2%	2	1%	162	97%	0	0%	0	0%	0	0%
Harassment	4	2%	2	1%	161	96%	0	0%	0	0%	0	0%
Personal safety and security	5	3%	4	2%	158	95%	0	0%	0	0%	0	0%
Damage to property	4	2%	3	2%	160	96%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	2	1%	162	97%	0	0%	0	0%	0	0%
Vandalism and graffiti	6	4%	5	3%	156	93%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	3%	12	7%	149	89%	1	1%	0	0%	0	0%
House break-ins/burglary	3	2%	2	1%	162	97%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	3	2%	2	1%	162	97%	0	0%	0	0%	0	0%
Road safety	7	4%	8	5%	152	91%	0	0%	0	0%	0	0%
Safety of children	4	2%	3	2%	160	96%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	2%	2	1%	162	97%	0	0%	0	0%	0	0%
Total	**85**		**84**		**2,998**		**6**		**0**		**0**	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	127	76%
1	17	10%
2	8	5%
3	5	3%
4	4	2%
5+	6	4%
	167	

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
Bellahouston, Craigton & Mosspark

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	3	2%	4	2%	0	0%	15	9%	143	86%	2	1%	0	0%
Litter in the streets	4	2%	14	8%	0	0%	14	8%	133	80%	2	1%	0	0%
Untidy gardens	5	3%	9	5%	1	1%	17	10%	133	80%	2	1%	0	0%
Untidy communal areas	7	4%	10	6%	1	1%	11	7%	129	77%	2	1%	7	4%
Dirty stairs and closes	9	5%	8	5%	0	0%	10	6%	132	79%	1	1%	7	4%
Graffiti	9	5%	12	7%	0	0%	13	8%	132	79%	1	1%	0	0%
Fly tipping and dumping	7	4%	8	5%	0	0%	13	8%	137	82%	1	1%	1	1%
Total	**44**		**65**		**2**		**93**		**939**		**11**		**15**	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	137	82%
1	8	5%
2	6	4%
3	1	1%
4	3	2%
5+	12	7%
	167	

Table 4.26 – Number of concerns – Cleanliness of area and local environment
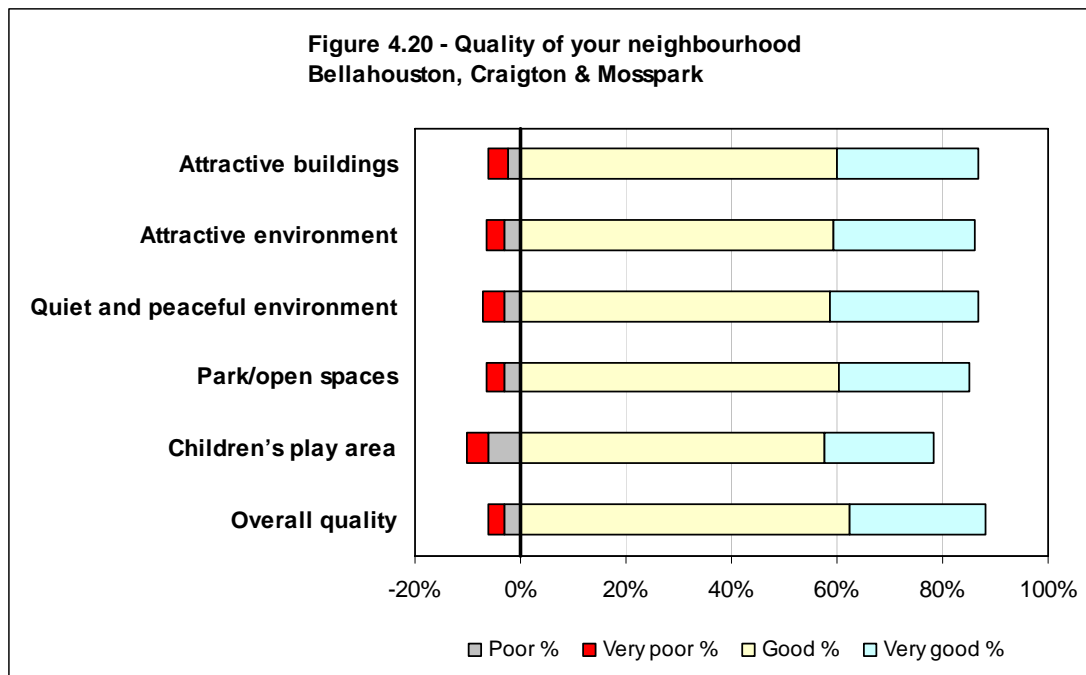
Figure 4.20 - Quality of your neighbourhood
Bellahouston, Craigton & Mosspark

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	6	4%	4	2%	12	7%	100	60%	45	27%	0	0%	0	0%
Attractive environment	6	4%	5	3%	12	7%	99	59%	45	27%	0	0%	0	0%
Quiet and peaceful environment	7	4%	5	3%	10	6%	98	59%	47	28%	0	0%	0	0%
Park/open spaces	6	4%	5	3%	13	8%	101	60%	41	25%	1	1%	0	0%
Children's play area	7	4%	10	6%	12	7%	96	57%	35	21%	4	2%	3	2%
Overall quality	5	3%	5	3%	10	6%	104	62%	43	26%	0	0%	0	0%
Total	**37**		**34**		**69**		**598**		**256**		**5**		**3**	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	148	89%
1	8	5%
2	0	0%
3	1	1%
4	0	0%
5+	10	6%
	167	

Table 4.28 – Number of concerns – Quality of neighbourhood
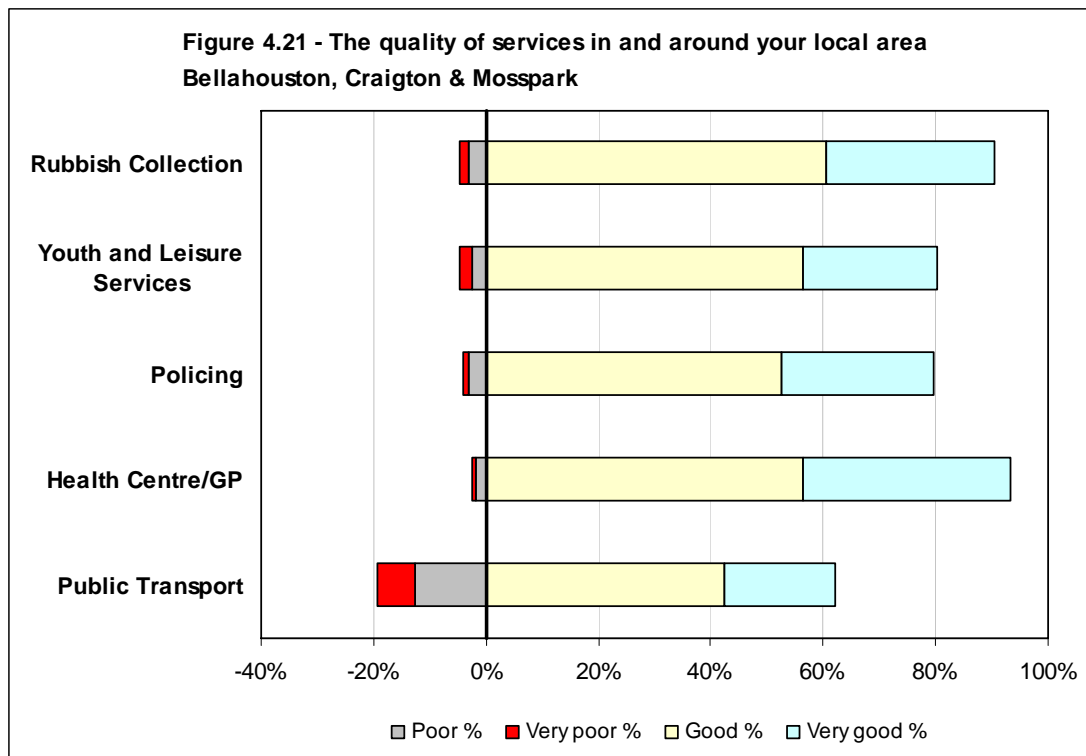
Figure 4.21 - The quality of services in and around your local area
Bellahouston, Craigton & Mosspark

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	5	3%	6	4%	101	60%	50	30%	1	1%	1	1%
Youth and Leisure Services	4	2%	4	2%	5	3%	94	56%	40	24%	18	11%	2	1%
Policing	2	1%	5	3%	12	7%	88	53%	45	27%	13	8%	2	1%
Health Centre/GP	1	1%	3	2%	4	2%	94	56%	62	37%	3	2%	0	0%
Public Transport	11	7%	21	13%	19	11%	71	43%	33	20%	6	4%	6	4%
Total	**21**		**38**		**46**		**448**		**230**		**41**		**11**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	124	74%
1	34	20%
2	4	2%
3	4	2%
4	0	0%
5+	1	1%
	167	

Table 4.30 – Number of concerns – Quality of services

**Figure 4.22 - Housing Tenure
Bellahouston, Craigton & Mosspark**

**Figure 4.23 - Information about the neighbourhood and management of the neighbourhood
Bellahouston, Craigton & Mosspark**

**Figure 4.24 - Local community involvement
Bellahouston, Craigton & Mosspark**
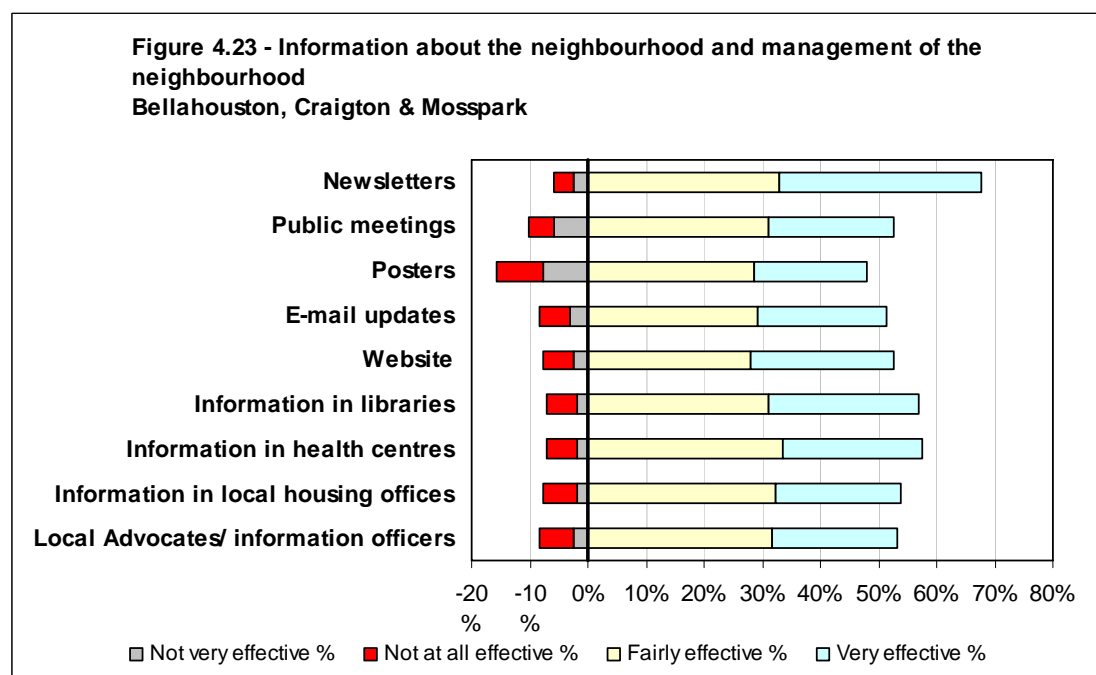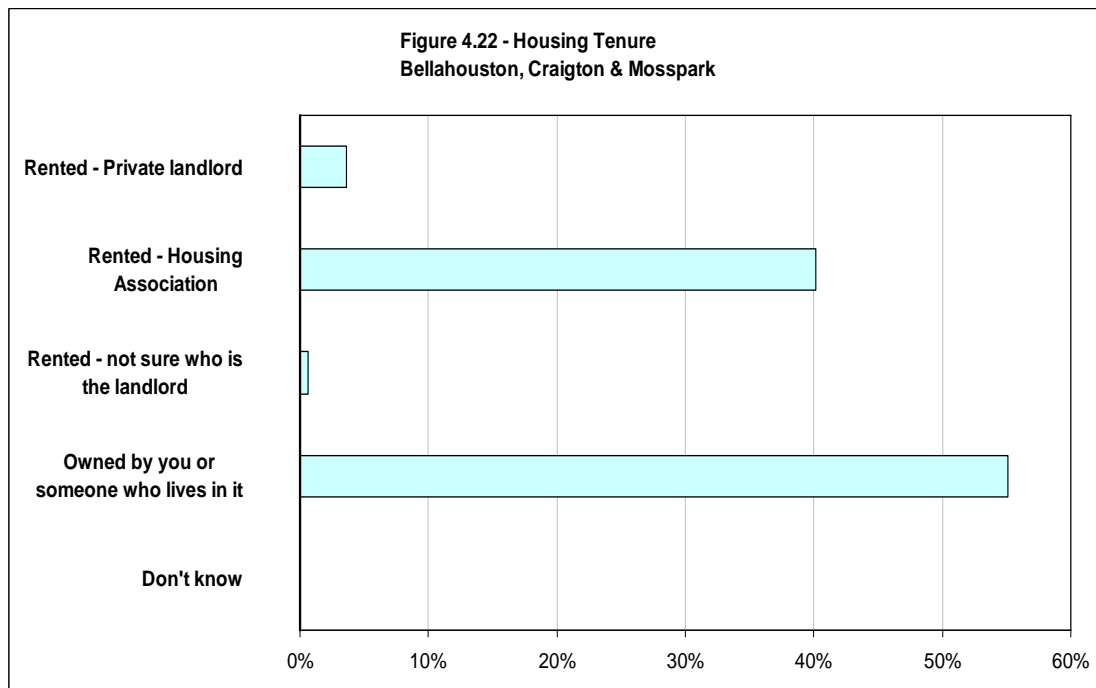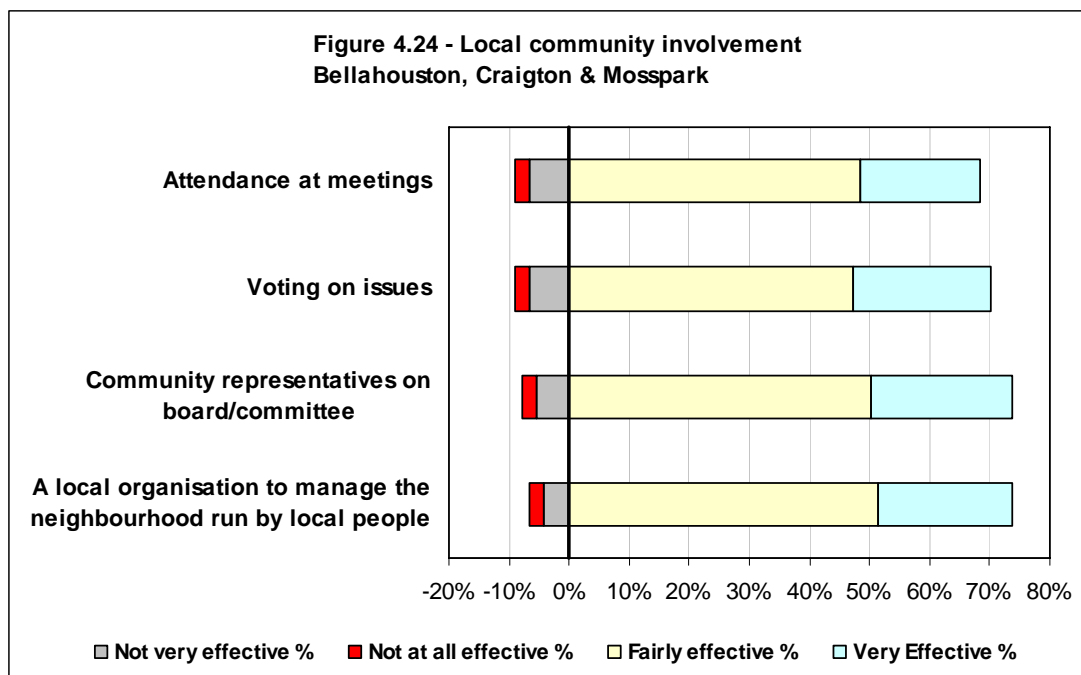
North Cardonald and Penilee

**Figure 4.25 - Security and community safety
North Cardonald & Penilee**
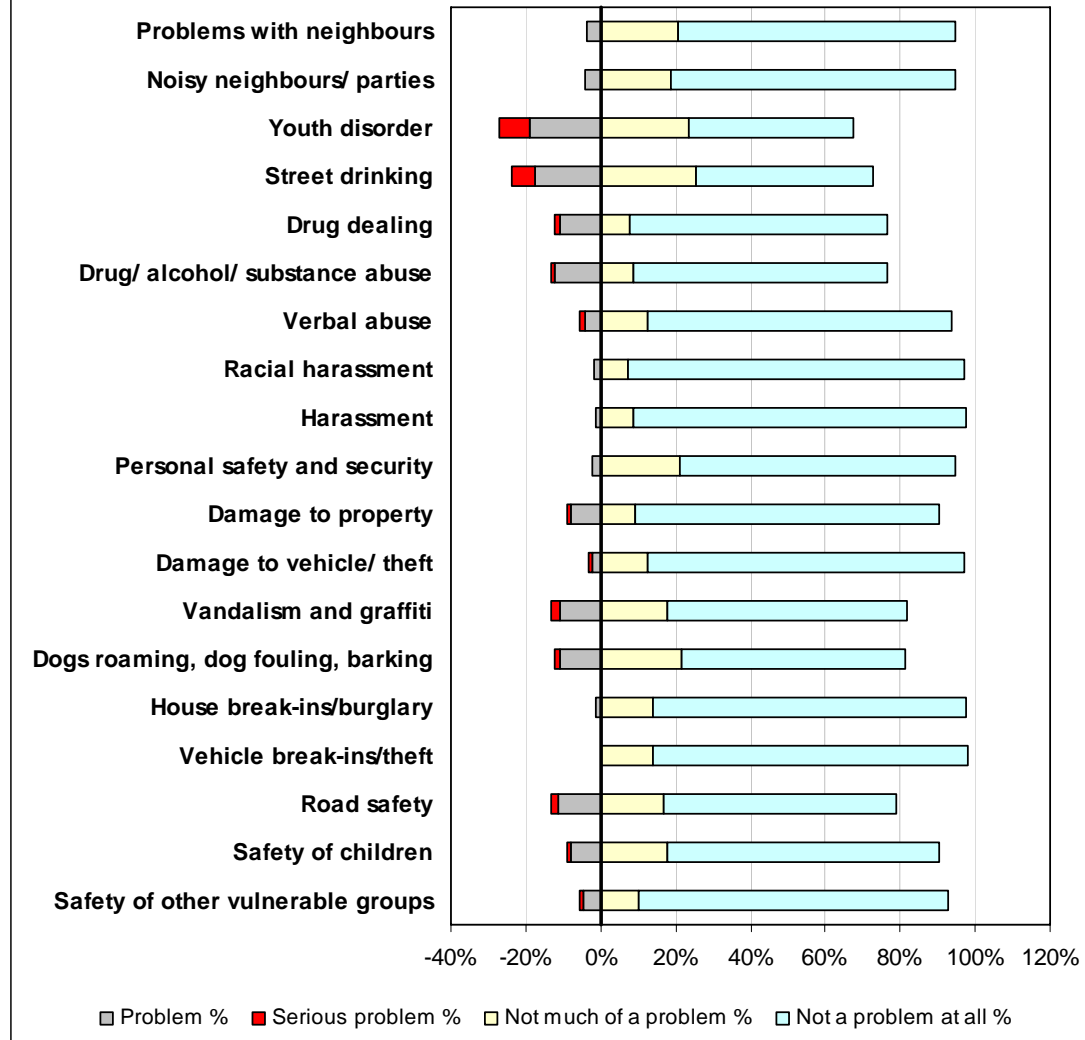
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	6	4%	3	2%	34	21%	122	74%	0	0%
Noisy neighbours/ parties	0	0%	7	4%	2	1%	31	19%	125	76%	0	0%
Youth disorder	14	8%	31	19%	9	5%	39	24%	72	44%	0	0%
Street drinking	10	6%	29	18%	6	4%	42	25%	78	47%	0	0%
Drug dealing	2	1%	18	11%	8	5%	13	8%	113	68%	11	7%
Drug/ alcohol/ substance abuse	2	1%	20	12%	7	4%	14	8%	112	68%	10	6%
Verbal abuse	2	1%	7	4%	1	1%	21	13%	134	81%	0	0%
Racial harassment	0	0%	3	2%	2	1%	12	7%	148	90%	0	0%
Harassment	0	0%	2	1%	2	1%	14	8%	147	89%	0	0%
Personal safety and security	0	0%	4	2%	5	3%	35	21%	121	73%	0	0%
Damage to property	2	1%	13	8%	1	1%	15	9%	134	81%	0	0%
Damage to vehicle/ theft	1	1%	4	2%	0	0%	21	13%	139	84%	0	0%
Vandalism and graffiti	4	2%	18	11%	8	5%	29	18%	106	64%	0	0%
Dogs roaming, dog fouling, barking	2	1%	18	11%	11	7%	36	22%	98	59%	0	0%
House break-ins/burglary	0	0%	2	1%	2	1%	23	14%	138	84%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	3	2%	23	14%	139	84%	0	0%
Road safety	3	2%	19	12%	13	8%	28	17%	102	62%	0	0%
Safety of children	2	1%	13	8%	1	1%	29	18%	120	73%	0	0%
Safety of other vulnerable groups	1	1%	8	5%	2	1%	17	10%	136	82%	1	1%
Total	45		222		86		476		2,284		22	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	87	53%
1	17	10%
2	16	10%
3	10	6%
4	8	5%
5+	27	16%
	165	

Table 4.32 – Number of concerns – Security and Community Safety

**Figure 4.26 - Security and community safety in the past year
North Cardonald & Penilee**
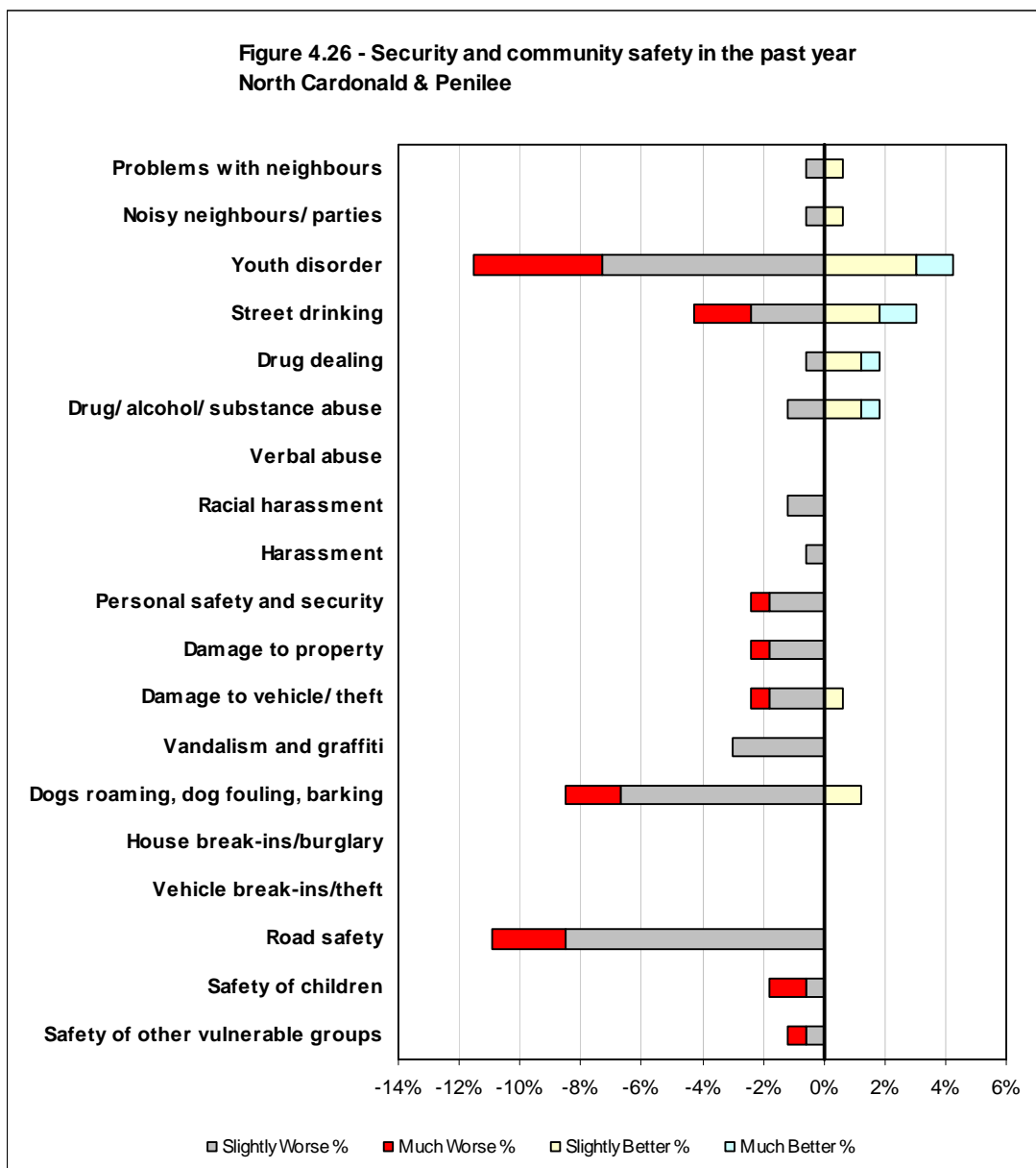
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	1	1%	163	99%	1	1%	0	0%	0	0%
Noisy neighbours/ parties	0	0%	1	1%	163	99%	1	1%	0	0%	0	0%
Youth disorder	7	4%	12	7%	139	84%	5	3%	2	1%	0	0%
Street drinking	3	2%	4	2%	153	93%	3	2%	2	1%	0	0%
Drug dealing	0	0%	1	1%	161	98%	2	1%	1	1%	0	0%
Drug/ alcohol/ substance abuse	0	0%	2	1%	160	97%	2	1%	1	1%	0	0%
Verbal abuse	0	0%	0	0%	165	100%	0	0%	0	0%	0	0%
Racial harassment	0	0%	2	1%	163	99%	0	0%	0	0%	0	0%
Harassment	0	0%	1	1%	164	99%	0	0%	0	0%	0	0%
Personal safety and security	1	1%	3	2%	161	98%	0	0%	0	0%	0	0%
Damage to property	1	1%	3	2%	161	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	1	1%	3	2%	160	97%	1	1%	0	0%	0	0%
Vandalism and graffiti	0	0%	5	3%	160	97%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	3	2%	11	7%	149	90%	2	1%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	165	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	165	100%	0	0%	0	0%	0	0%
Road safety	4	2%	14	8%	147	89%	0	0%	0	0%	0	0%
Safety of children	2	1%	1	1%	162	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	1	1%	163	99%	0	0%	0	0%	0	0%
Total	23		65		3,024		17		6		0	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	119	72%
1	19	12%
2	20	12%
3	4	2%
4	1	1%
5+	2	1%
	165	

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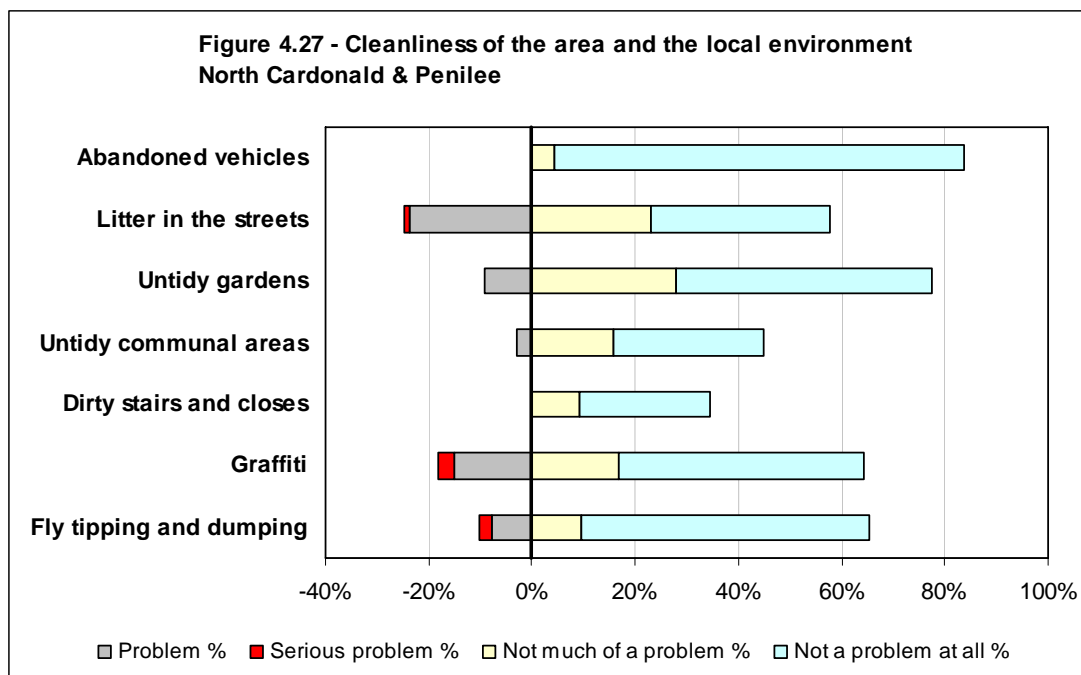
Figure 4.27 - Cleanliness of the area and the local environment
North Cardonald & Penilee

	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%	6	4%	7	4%	131	79%	13	8%	8	5%
Litter in the streets	2	1%	39	24%	29	18%	38	23%	57	35%	0	0%	0	0%
Untidy gardens	0	0%	15	9%	21	13%	46	28%	82	50%	1	1%	0	0%
Untidy communal areas	0	0%	5	3%	8	5%	26	16%	48	29%	6	4%	72	44%
Dirty stairs and closes	0	0%	0	0%	9	5%	15	9%	42	25%	17	10%	82	50%
Graffiti	5	3%	25	15%	24	15%	28	17%	78	47%	0	0%	5	3%
Fly tipping and dumping	4	2%	13	8%	15	9%	16	10%	92	56%	19	12%	6	4%
Total	11		97		112		176		530		56		173	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	101	61%
1	33	20%
2	22	13%
3	6	4%
4	2	1%
5+	1	1%
	165	

Table 4.36 – Number of concerns – Cleanliness and the local environment
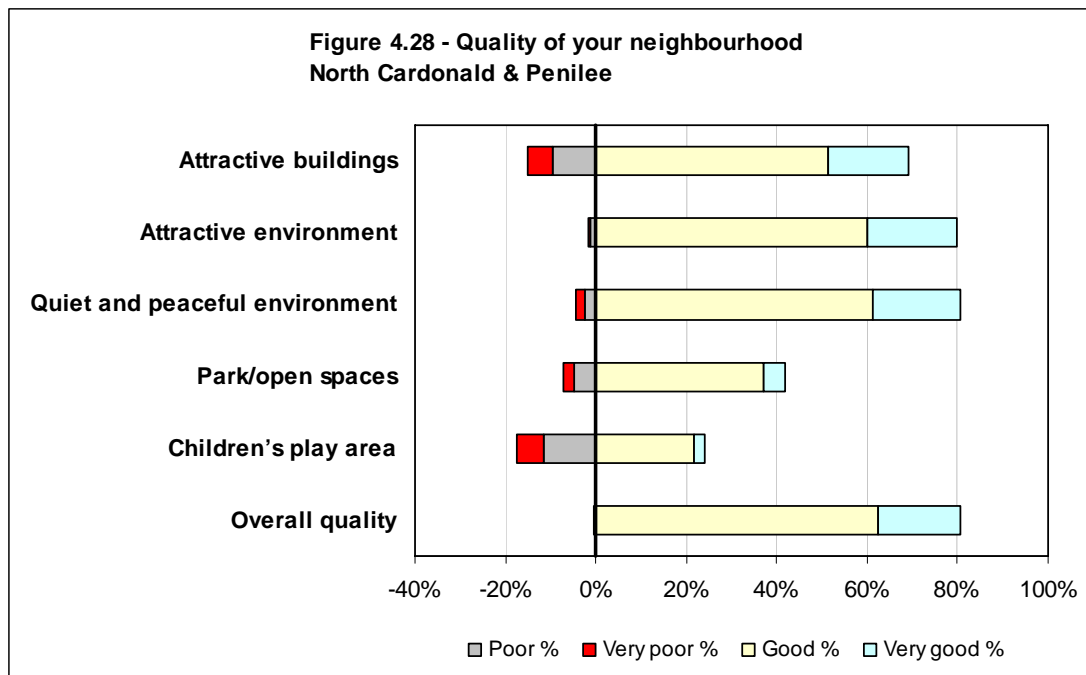
Figure 4.28 - Quality of your neighbourhood
North Cardonald & Penilee

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	9	5%	16	10%	26	16%	85	52%	29	18%	0	0%	0	0%
Attractive environment	1	1%	2	1%	30	18%	99	60%	33	20%	0	0%	0	0%
Quiet and peaceful environment	3	2%	4	2%	25	15%	101	61%	32	19%	0	0%	0	0%
Park/open spaces	4	2%	8	5%	41	25%	61	37%	8	5%	39	24%	4	2%
Children's play area	10	6%	19	12%	43	26%	36	22%	4	2%	49	30%	4	2%
Overall quality	0	0%	1	1%	31	19%	103	62%	30	18%	0	0%	0	0%
Total	**27**		**50**		**196**		**485**		**136**		**88**		**8**	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	122	74%
1	19	12%
2	17	10%
3	6	4%
4	0	0%
5+	1	1%
	165	

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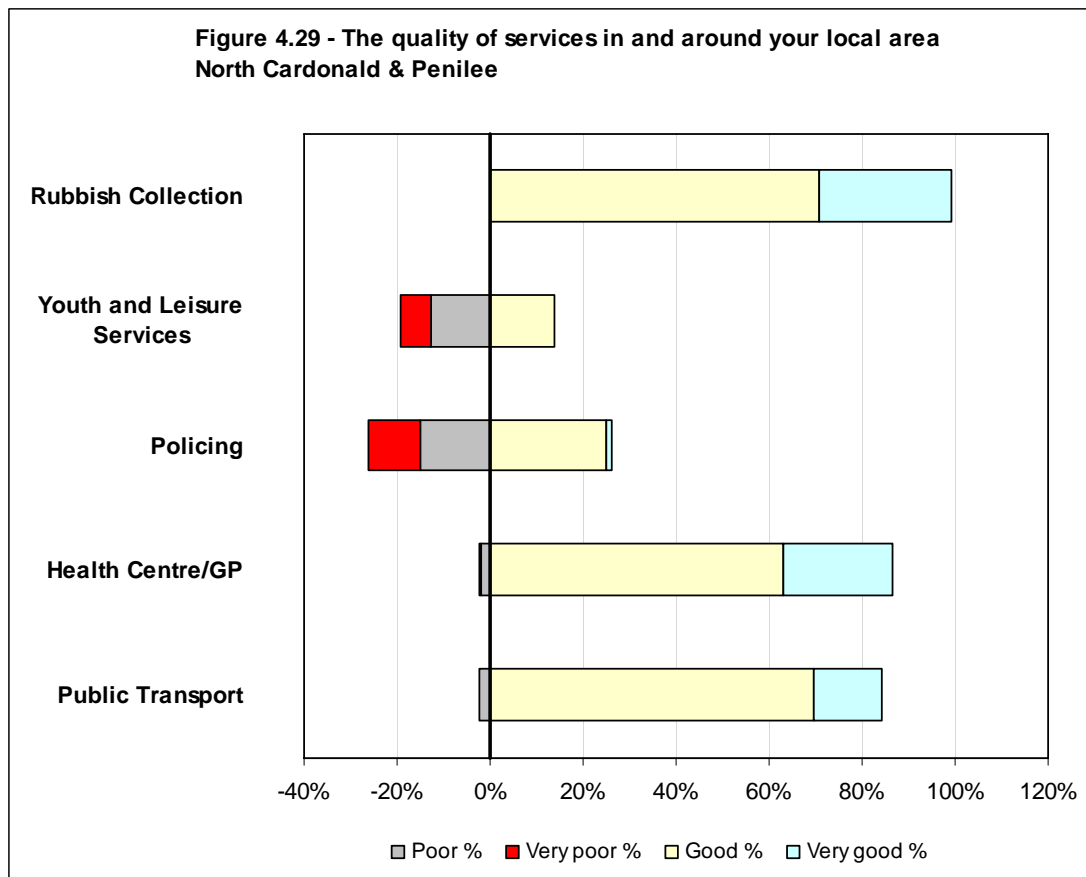
Figure 4.29 - The quality of services in and around your local area
North Cardonald & Penilee

	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%	1	1%	117	71%	47	28%	0	0%	0	0%
Youth and Leisure Services	11	7%	21	13%	21	13%	23	14%	0	0%	85	52%	4	2%
Policing	18	11%	25	15%	47	28%	41	25%	2	1%	31	19%	1	1%
Health Centre/GP	1	1%	3	2%	15	9%	104	63%	39	24%	1	1%	2	1%
Public Transport	0	0%	4	2%	16	10%	115	70%	24	15%	1	1%	5	3%
Total	30		53		100		400		112		118		12	

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

Number of concerns (Very poor or poor)	Respondents	%
None	99	60%
1	51	31%
2	13	8%
3	2	1%
4	0	0%
5+	0	0%
	165	

Table 4.40 – Number of concerns – Quality of Services
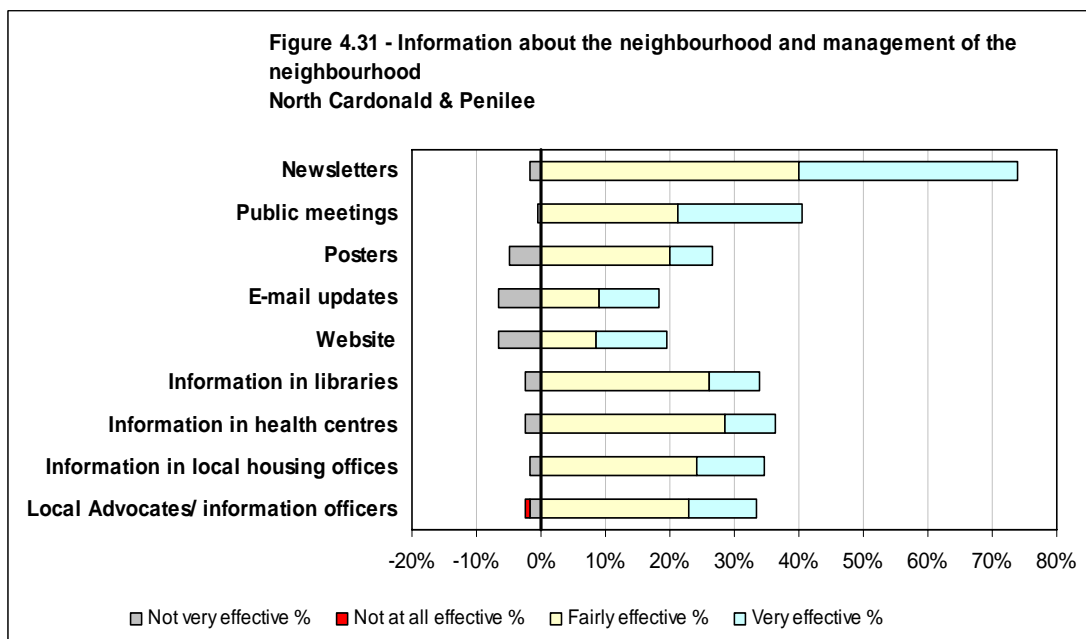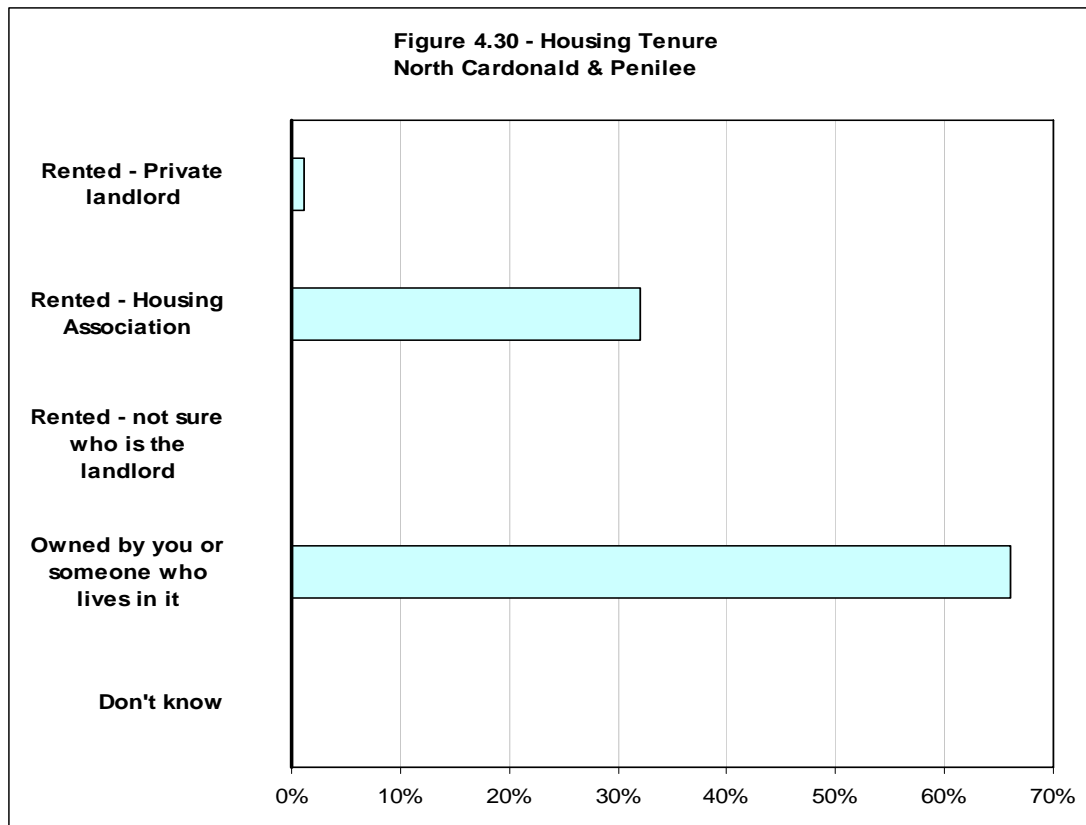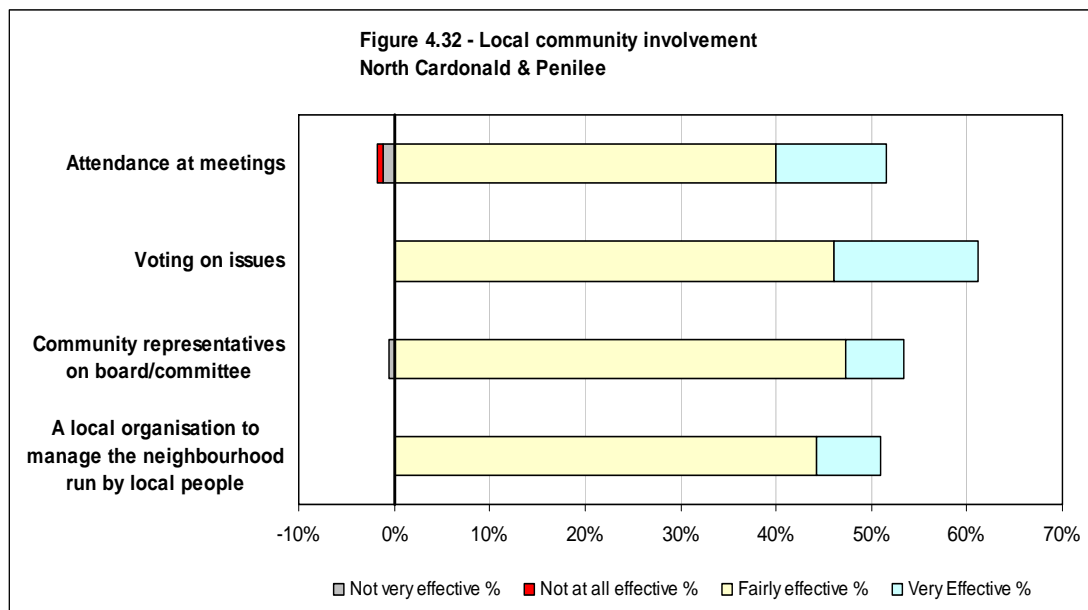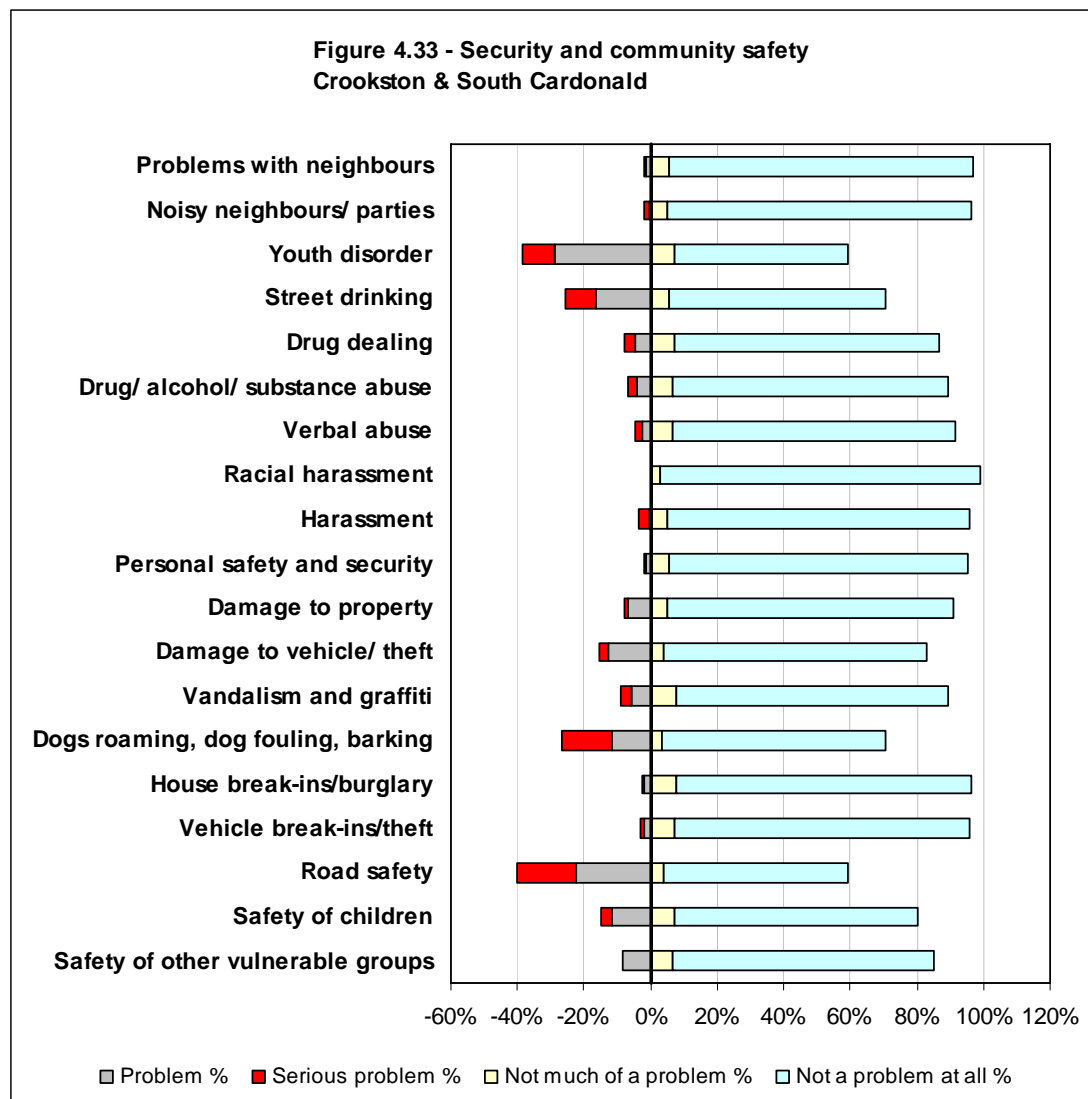
Figure 4.30 - Housing Tenure
North Cardonald & Penilee

Figure 4.31 - Information about the neighbourhood and management of the neighbourhood
North Cardonald & Penilee

Figure 4.32 - Local community involvement
North Cardonald & Penilee

Crookston and South Cardonald

**Figure 4.33 - Security and community safety
Crookston & South Cardonald**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	2	1%	1	1%	9	5%	154	92%	1	1%
Noisy neighbours/ parties	2	1%	1	1%	1	1%	8	5%	154	92%	2	1%
Youth disorder	17	10%	48	29%	3	2%	12	7%	88	52%	0	0%
Street drinking	15	9%	28	17%	6	4%	9	5%	110	65%	0	0%
Drug dealing	5	3%	8	5%	8	5%	12	7%	134	80%	1	1%
Drug/ alcohol/ substance abuse	4	2%	7	4%	7	4%	11	7%	139	83%	0	0%
Verbal abuse	4	2%	4	2%	5	3%	11	7%	143	85%	1	1%
Racial harassment	0	0%	0	0%	1	1%	5	3%	161	96%	1	1%
Harassment	5	3%	1	1%	1	1%	8	5%	153	91%	0	0%
Personal safety and security	1	1%	2	1%	4	2%	9	5%	151	90%	1	1%
Damage to property	2	1%	11	7%	2	1%	8	5%	145	86%	0	0%
Damage to vehicle/ theft	5	3%	21	13%	3	2%	7	4%	132	79%	0	0%
Vandalism and graffiti	5	3%	10	6%	3	2%	13	8%	137	82%	0	0%
Dogs roaming, dog fouling, barking	25	15%	20	12%	3	2%	6	4%	113	67%	1	1%
House break-ins/burglary	1	1%	3	2%	2	1%	13	8%	149	89%	0	0%
Vehicle break-ins/theft	2	1%	3	2%	2	1%	12	7%	149	89%	0	0%
Road safety	29	17%	38	23%	1	1%	7	4%	93	55%	0	0%
Safety of children	5	3%	20	12%	8	5%	12	7%	123	73%	0	0%
Safety of other vulnerable groups	0	0%	14	8%	9	5%	11	7%	132	79%	2	1%
Total	128		241		70		183		2,560		10	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	53	32%
1	32	19%
2	28	17%
3	17	10%
4	9	5%
5+	29	17%
	168	

Table 4.42 – Number of concerns – Security and Community Safety

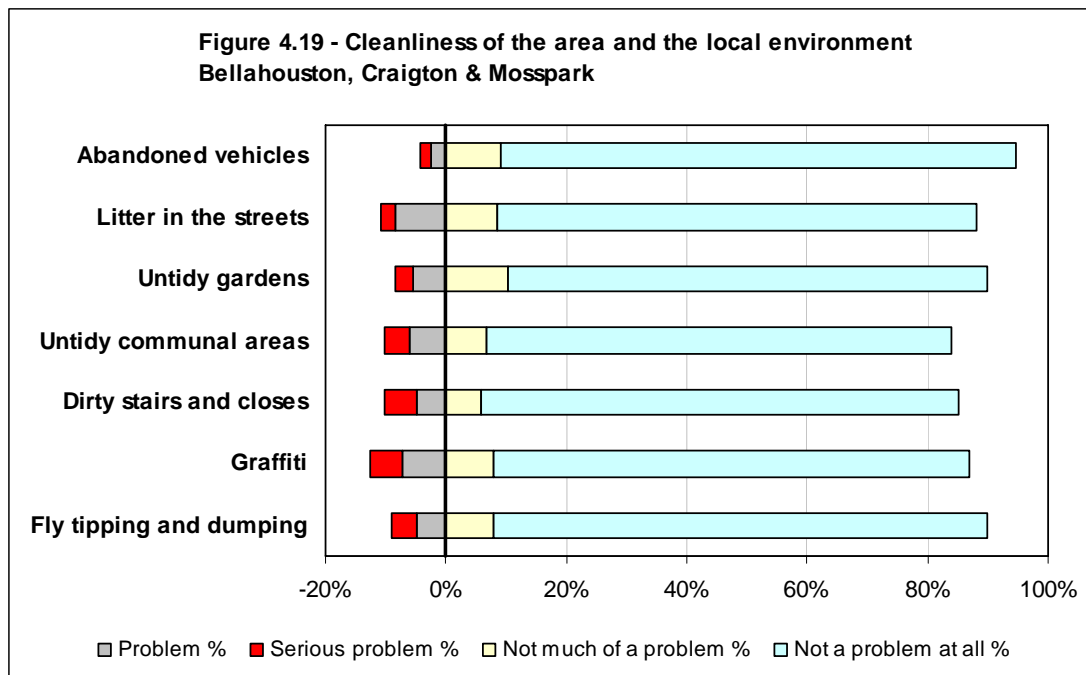**Figure 4.34 - Security and community safety in the past year
Crookston & South Cardonald**
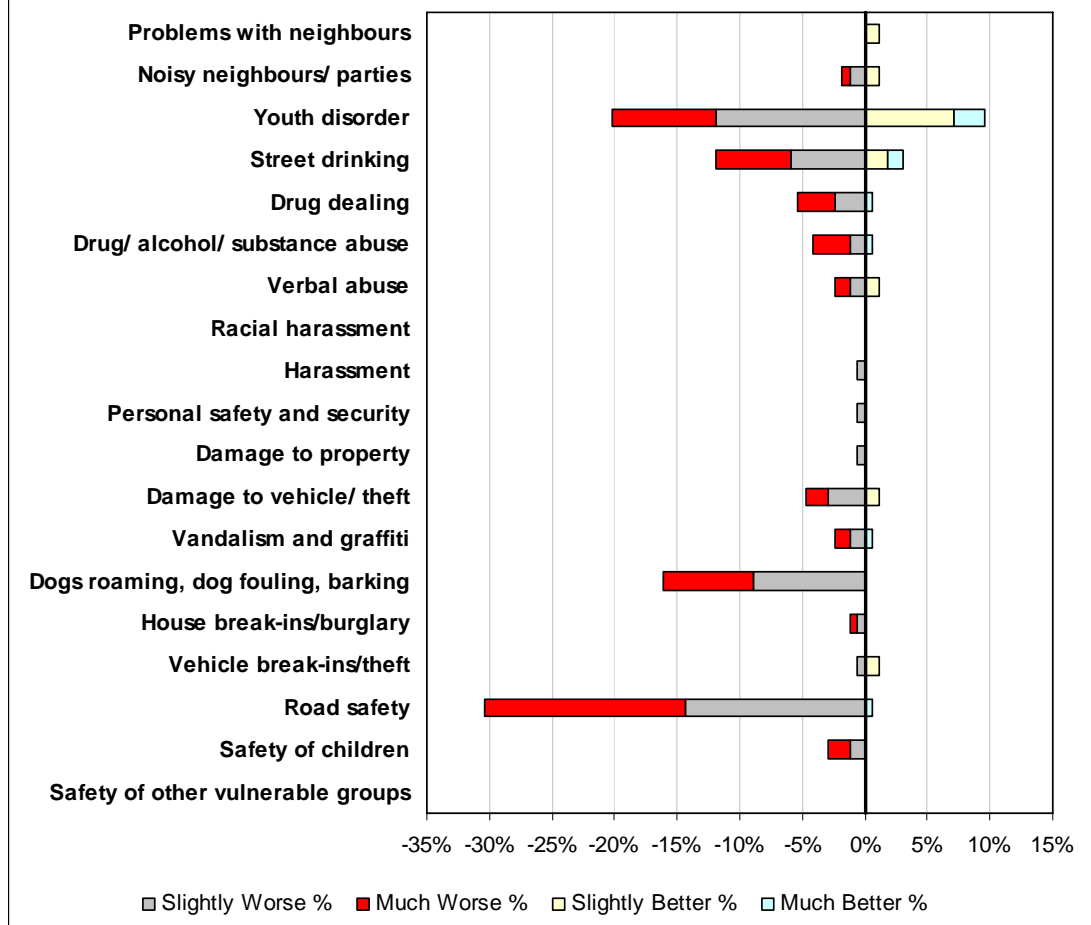
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	166	99%	2	1%	0	0%	0	0%
Noisy neighbours / parties	1	1%	2	1%	163	97%	2	1%	0	0%	0	0%
Youth disorder	14	8%	20	12%	118	70%	12	7%	4	2%	0	0%
Street drinking	10	6%	10	6%	143	85%	3	2%	2	1%	0	0%
Drug dealing	5	3%	4	2%	158	94%	0	0%	1	1%	0	0%
Drug/ alcohol/ substance abuse	5	3%	2	1%	160	95%	0	0%	1	1%	0	0%
Verbal abuse	2	1%	2	1%	162	96%	2	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	168	100%	0	0%	0	0%	0	0%
Harassment	0	0%	1	1%	167	99%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	167	99%	0	0%	0	0%	0	0%
Damage to property	0	0%	1	1%	167	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	3	2%	5	3%	158	94%	2	1%	0	0%	0	0%
Vandalism and graffiti	2	1%	2	1%	163	97%	0	0%	1	1%	0	0%
Dogs roaming, dog fouling, barking	12	7%	15	9%	141	84%	0	0%	0	0%	0	0%
House break-ins/burglary	1	1%	1	1%	166	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	165	98%	2	1%	0	0%	0	0%
Road safety	27	16%	24	14%	116	69%	0	0%	1	1%	0	0%
Safety of children	3	2%	2	1%	163	97%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	168	100%	0	0%	0	0%	0	0%
Total	**85**		**93**		**2,979**		**25**		**10**		**0**	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	88	52%
1	37	22%
2	19	11%
3	10	6%
4	8	5%
5+	6	4%
	168	

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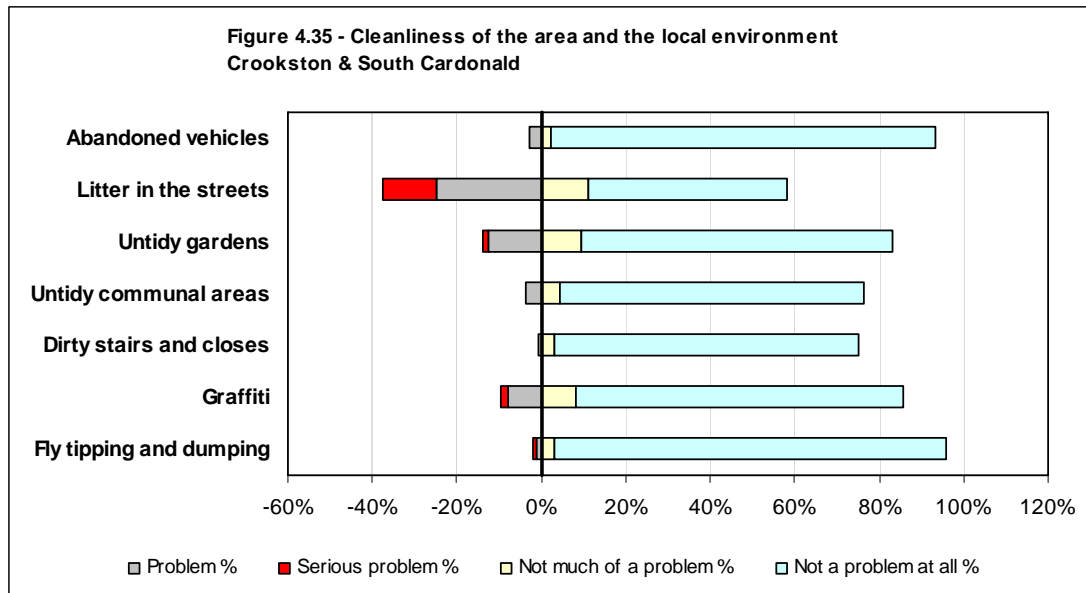
Figure 4.35 - Cleanliness of the area and the local environment
Crookston & South Cardonald

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	5	3%	4	2%	4	2%	153	91%	2	1%	0	0%
Litter in the streets	21	13%	42	25%	4	2%	19	11%	79	47%	3	2%	0	0%
Untidy gardens	2	1%	21	13%	4	2%	16	10%	124	74%	1	1%	0	0%
Untidy communal areas	0	0%	6	4%	5	3%	7	4%	121	72%	5	3%	24	14%
Dirty stairs and closes	0	0%	1	1%	5	3%	5	3%	121	72%	6	4%	30	18%
Graffiti	3	2%	13	8%	5	3%	14	8%	130	77%	2	1%	1	1%
Fly tipping and dumping	1	1%	2	1%	3	2%	5	3%	156	93%	1	1%	0	0%
Total	**27**		**90**		**30**		**70**		**884**		**20**		**55**	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	97	58%
1	42	25%
2	15	9%
3	12	7%
4	1	1%
5+	1	1%
	168	

Table 4.46 – Number of concerns – Cleanliness and the local environment
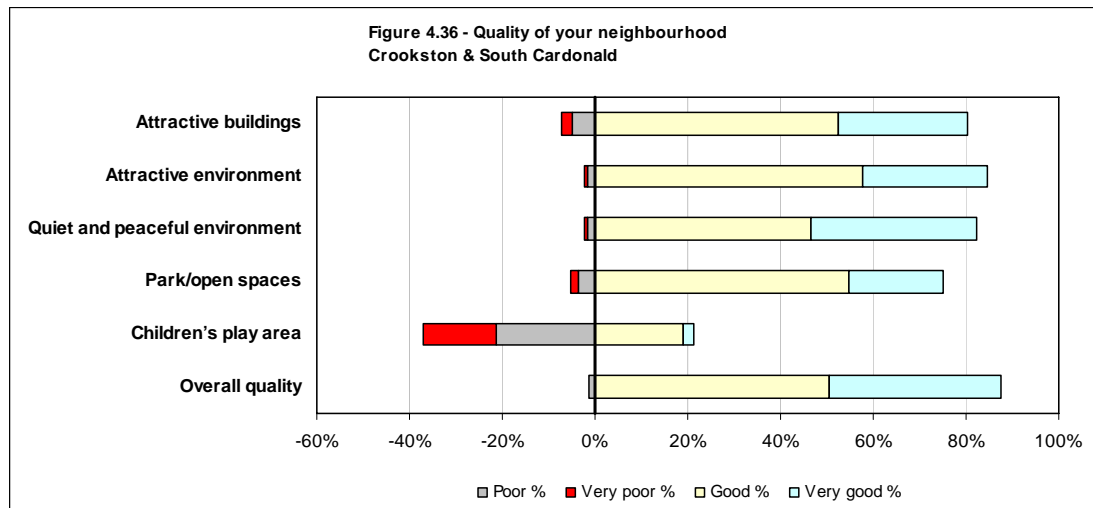
Figure 4.36 - Quality of your neighbourhood
Crookston & South Cardonald

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	4	2%	8	5%	21	13%	88	52%	47	28%	0	0%	0	0%
Attractive environment	1	1%	3	2%	22	13%	97	58%	45	27%	0	0%	0	0%
Quiet and peaceful environment	1	1%	3	2%	26	15%	78	46%	60	36%	0	0%	0	0%
Park/open spaces	3	2%	6	4%	30	18%	92	55%	34	20%	3	2%	0	0%
Children's play area	26	15%	36	21%	38	23%	32	19%	4	2%	32	19%	0	0%
Overall quality	0	0%	2	1%	19	11%	85	51%	62	37%	0	0%	0	0%
Total	**35**		**58**		**156**		**472**		**252**		**35**		**0**	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	103	61%
1	46	27%
2	15	9%
3	0	0%
4	3	2%
5+	1	1%
	168	

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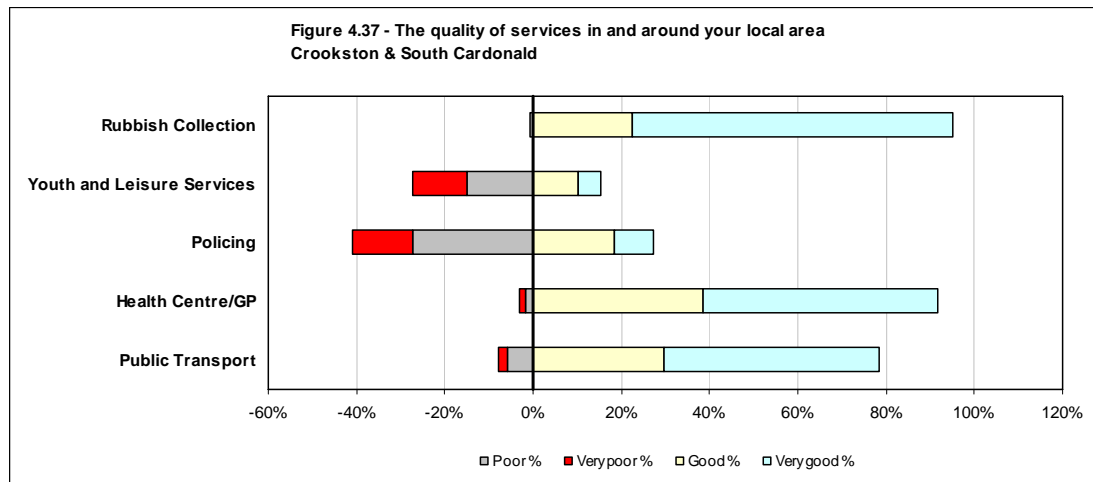
Figure 4.37 - The quality of services in and around your local area
Crookston & South Cardonald

	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%	6	4%	38	23%	122	73%	1	1%	0	0%
Youth and Leisure Services	21	13%	25	15%	28	17%	17	10%	9	5%	68	40%	0	0%
Policing	23	14%	46	27%	36	21%	31	18%	15	9%	17	10%	0	0%
Health Centre/GP	2	1%	3	2%	4	2%	65	39%	89	53%	5	3%	0	0%
Public Transport	3	2%	10	6%	6	4%	50	30%	82	49%	17	10%	0	0%
Total	**49**		**85**		**80**		**201**		**317**		**108**		**0**	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	70	42%
1	66	39%
2	28	17%
3	4	2%
4	0	0%
5+	0	0%
	168	

Table 4.50 – Number of concerns – Quality of services

**Figure 4.38 - Housing Tenure
Crookston & South Cardonald**

**Figure 4.39 - Information about the neighbourhood and management of the neighbourhood
Crookston & South Cardonald**

**Figure 4.40 - Local community involvement
Crookston & South Cardonald**

□ Not very effective %   ■ Not at all effective %   □ Fairly effective %   □ Very Effective %
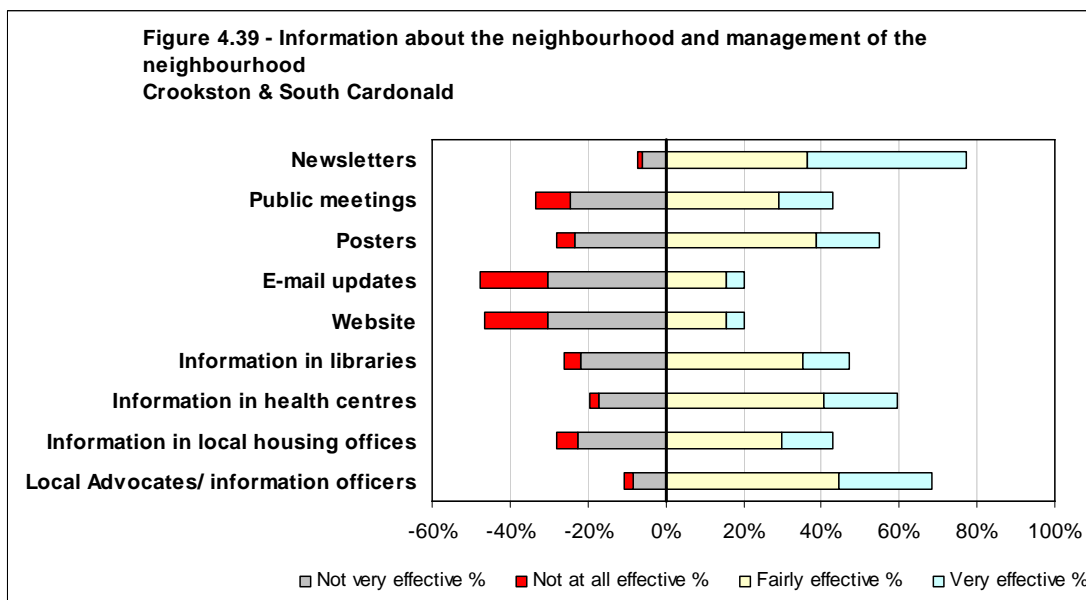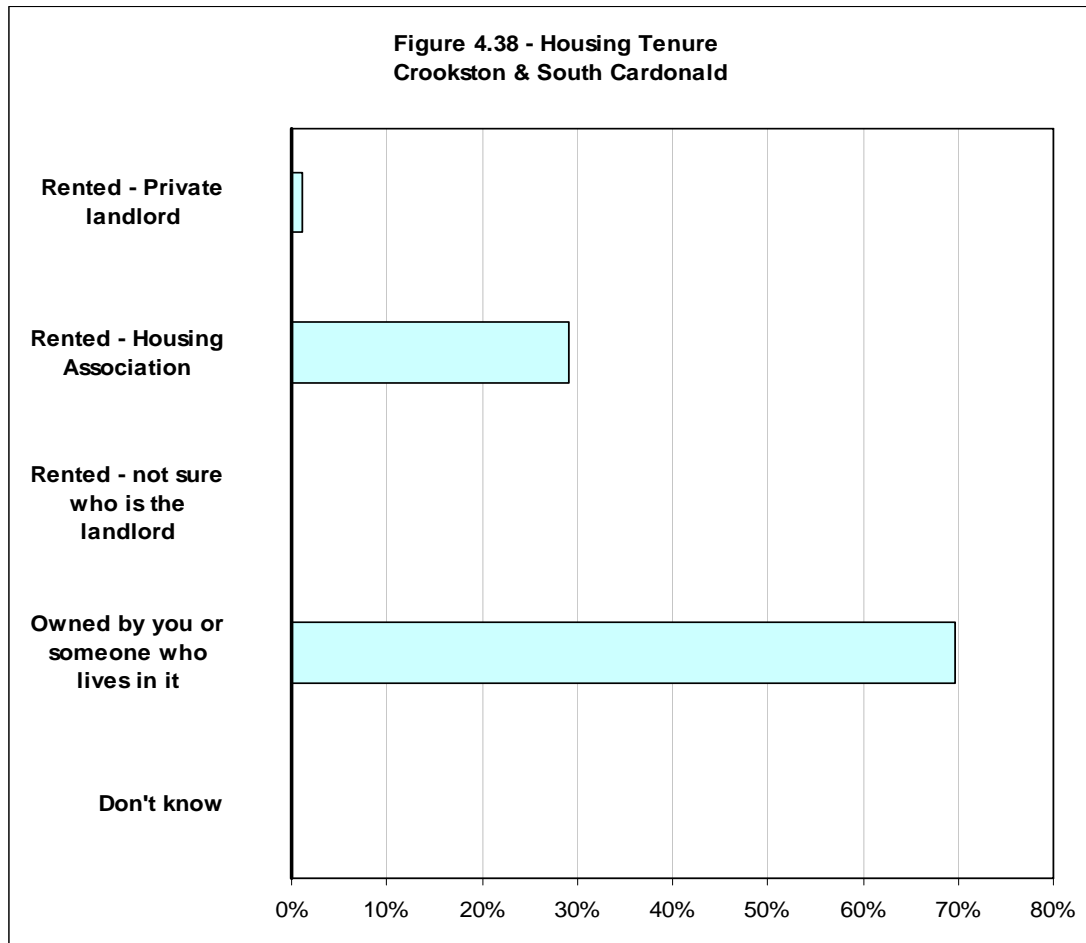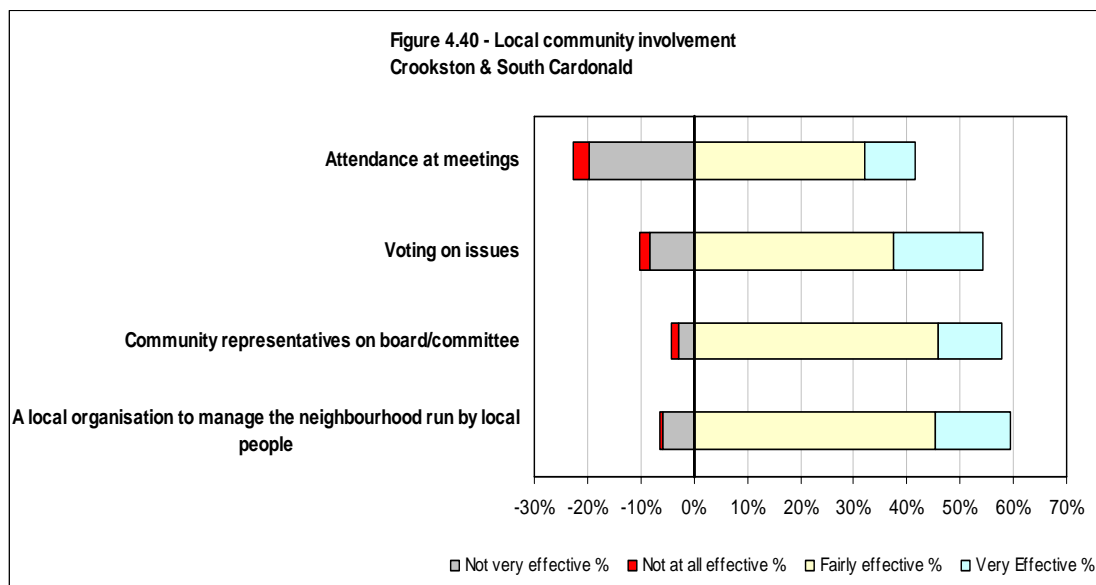
Corkerhill and Pollok

**Figure 4.41 - Security and community safety
Corkerhill & North Pollok**
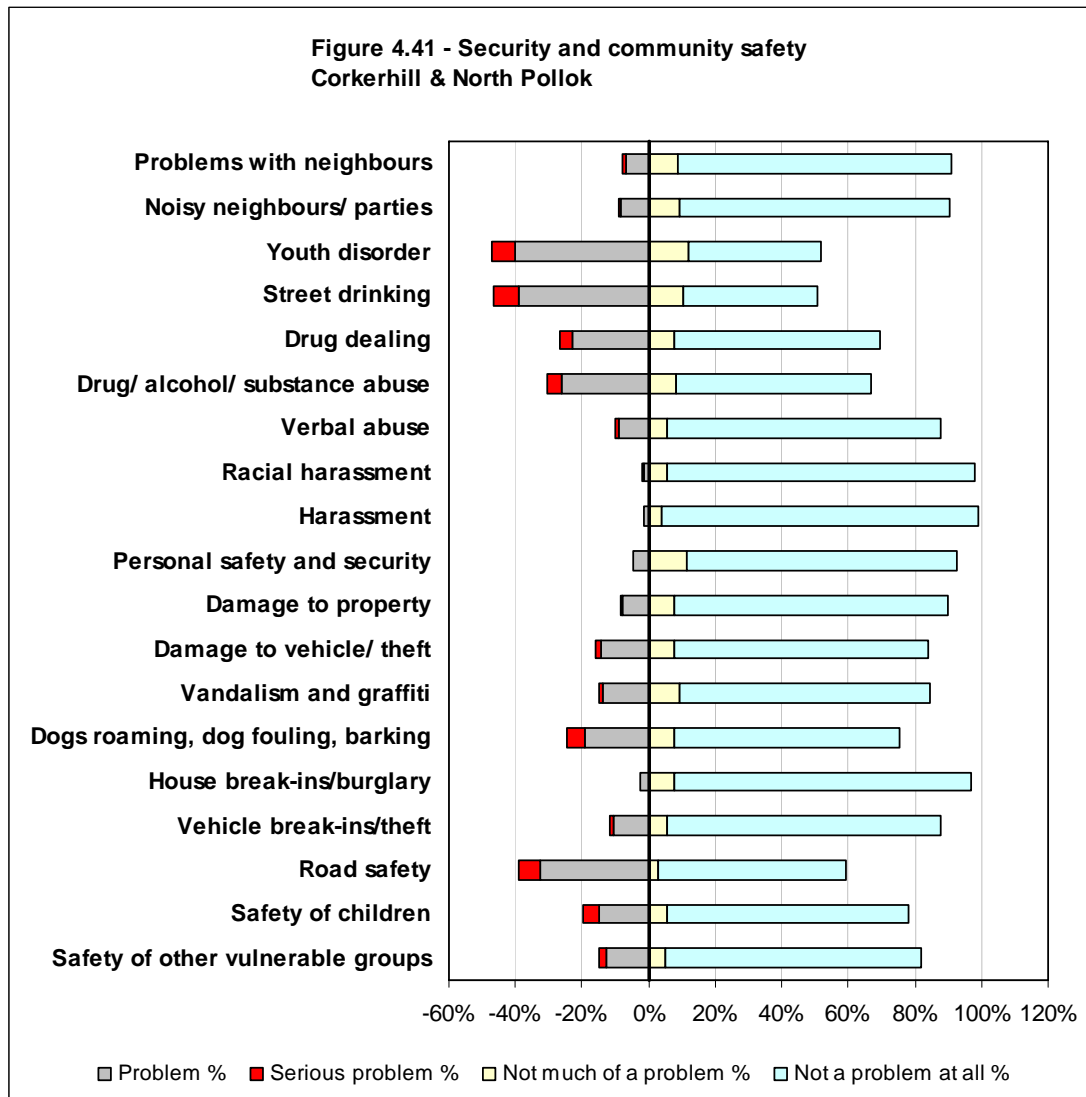
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	11	7%	1	1%	15	9%	137	82%	1	1%
Noisy neighbours/ parties	1	1%	14	8%	1	1%	16	10%	135	81%	0	0%
Youth disorder	12	7%	67	40%	2	1%	20	12%	66	40%	0	0%
Street drinking	13	8%	65	39%	3	2%	17	10%	68	41%	1	1%
Drug dealing	7	4%	38	23%	5	3%	13	8%	103	62%	1	1%
Drug/ alcohol/ substance abuse	7	4%	44	26%	3	2%	14	8%	98	59%	1	1%
Verbal abuse	2	1%	15	9%	3	2%	9	5%	138	83%	0	0%
Racial harassment	1	1%	2	1%	0	0%	9	5%	155	93%	0	0%
Harassment	0	0%	2	1%	0	0%	7	4%	158	95%	0	0%
Personal safety and security	0	0%	8	5%	4	2%	19	11%	136	81%	0	0%
Damage to property	1	1%	13	8%	3	2%	13	8%	137	82%	0	0%
Damage to vehicle/ theft	3	2%	24	14%	0	0%	13	8%	127	76%	0	0%
Vandalism and graffiti	2	1%	23	14%	1	1%	16	10%	125	75%	0	0%
Dogs roaming, dog fouling, barking	9	5%	32	19%	0	0%	13	8%	113	68%	0	0%
House break-ins/burglary	0	0%	4	2%	1	1%	13	8%	149	89%	0	0%
Vehicle break-ins/theft	1	1%	18	11%	0	0%	9	5%	138	83%	1	1%
Road safety	11	7%	54	32%	3	2%	5	3%	94	56%	0	0%
Safety of children	8	5%	25	15%	3	2%	9	5%	121	72%	1	1%
Safety of other vulnerable groups	4	2%	21	13%	4	2%	8	5%	129	77%	1	1%
Total	84		480		37		238		2,327		7	

Table 4.51 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	43	26%
1	18	11%
2	14	8%
3	17	10%
4	16	10%
5+	59	35%
	167	

Table 4.52 – Number of concerns – Security and Community Safety

Figure 4.42 - Security and community safety in the past year
Corkerhill & North Pollok
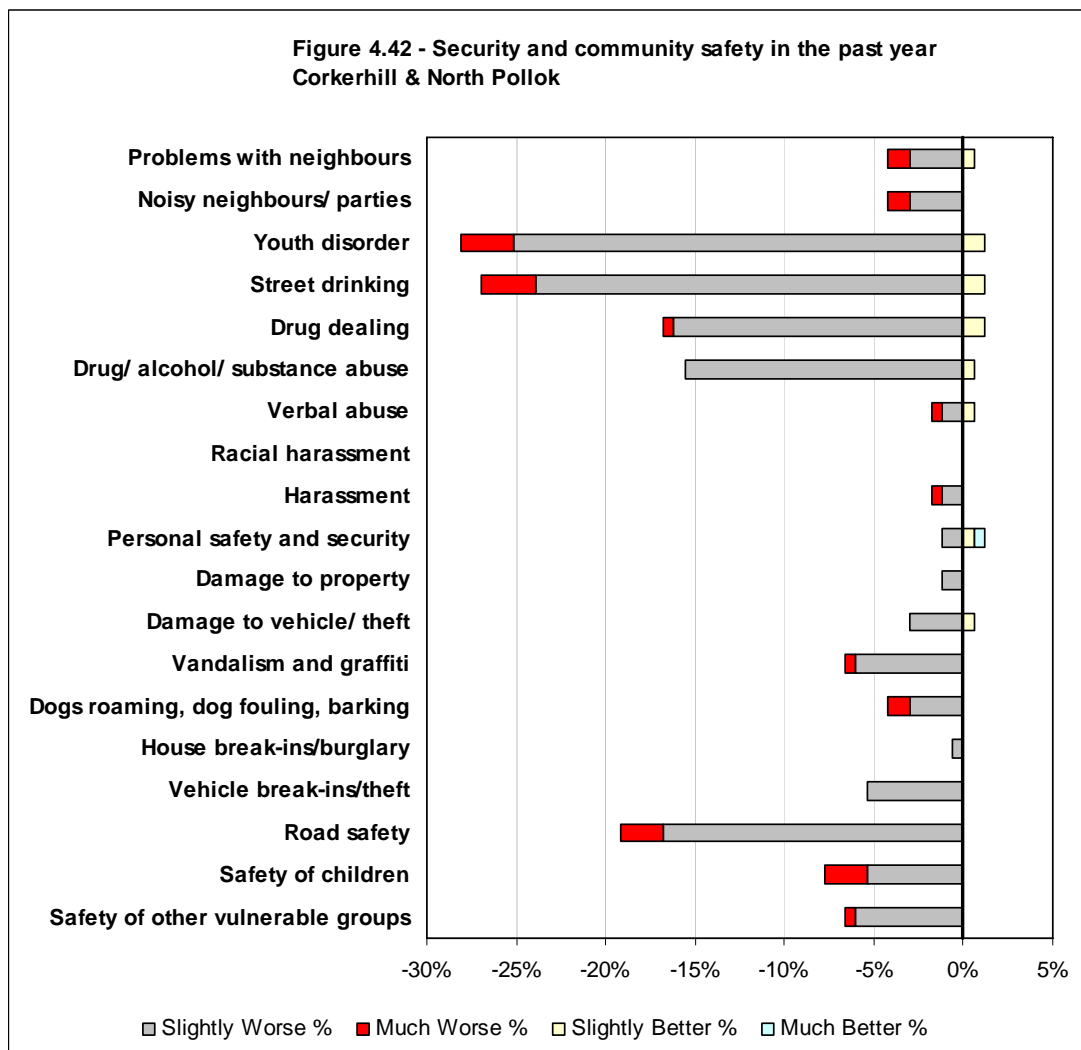
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	5	3%	159	95%	1	1%	0	0%	0	0%
Noisy neighbours / parties	2	1%	5	3%	160	96%	0	0%	0	0%	0	0%
Youth disorder	5	3%	42	25%	118	71%	2	1%	0	0%	0	0%
Street drinking	5	3%	40	24%	120	72%	2	1%	0	0%	0	0%
Drug dealing	1	1%	27	16%	137	82%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	26	16%	140	84%	1	1%	0	0%	0	0%
Verbal abuse	1	1%	2	1%	163	98%	1	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	167	100%	0	0%	0	0%	0	0%
Harassment	1	1%	2	1%	164	98%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	2	1%	163	98%	1	1%	1	1%	0	0%
Damage to property	0	0%	2	1%	165	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	5	3%	161	96%	1	1%	0	0%	0	0%
Vandalism and graffiti	1	1%	10	6%	156	93%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	2	1%	5	3%	160	96%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	1	1%	166	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	9	5%	158	95%	0	0%	0	0%	0	0%
Road safety	4	2%	28	17%	135	81%	0	0%	0	0%	0	0%
Safety of children	4	2%	9	5%	154	92%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	10	6%	156	93%	0	0%	0	0%	0	0%
Total	**29**		**230**		**2,902**		**11**		**1**		**0**	

Table 4.53 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	97	58%
1	10	6%
2	14	8%
3	11	7%
4	10	6%
5+	25	15%
	167	

Table 4.54 – Number of concerns – Security and Community Safety in the past year
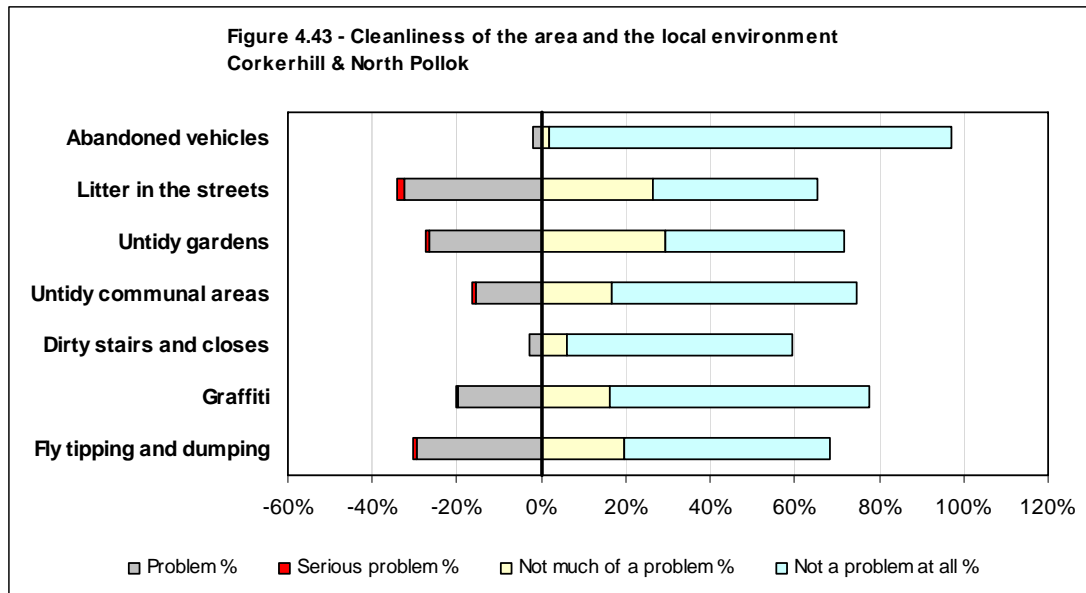
Figure 4.43 - Cleanliness of the area and the local environment
Corkerhill & North Pollok

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	3	2%	1	1%	3	2%	159	95%	1	1%	0	0%
Litter in the streets	3	2%	54	32%	1	1%	44	26%	65	39%	0	0%	0	0%
Untidy gardens	2	1%	44	26%	1	1%	49	29%	71	43%	0	0%	0	0%
Untidy communal areas	1	1%	26	16%	5	3%	28	17%	97	58%	3	2%	7	4%
Dirty stairs and closes	0	0%	5	3%	5	3%	10	6%	89	53%	0	0%	58	35%
Graffiti	1	1%	33	20%	3	2%	27	16%	103	62%	0	0%	0	0%
Fly tipping and dumping	2	1%	49	29%	1	1%	33	20%	81	49%	1	1%	0	0%
Total	**9**		**214**		**17**		**194**		**665**		**5**		**65**	

Table 4.55 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	83	50%
1	19	11%
2	28	17%
3	18	11%
4	5	3%
5+	14	8%
	167	

Table 4.56 – Number of concerns – Cleanliness and the local environment
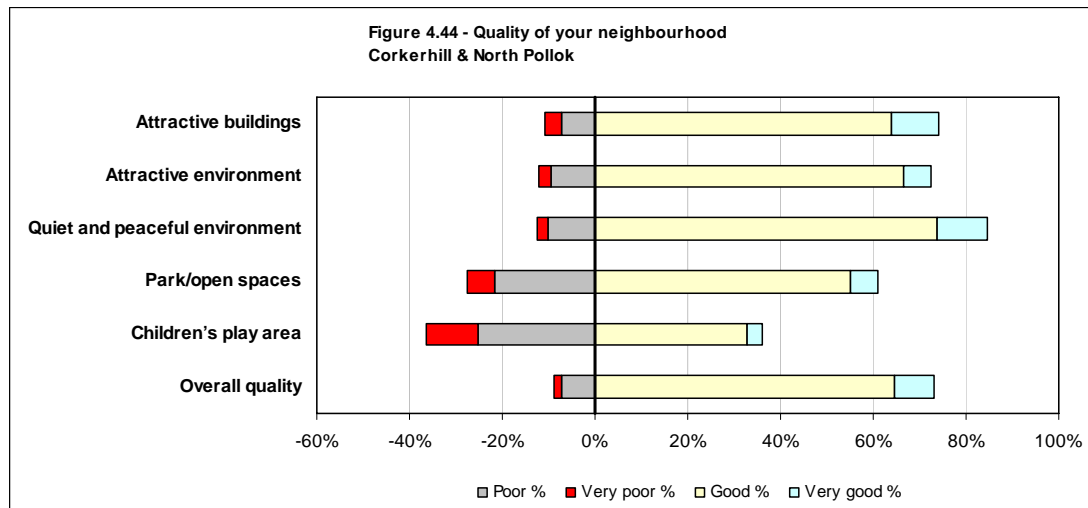
Figure 4.44 - Quality of your neighbourhood
Corkerhill & North Pollok

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	6	4%	12	7%	25	15%	107	64%	17	10%	0	0%	0	0%
Attractive environment	4	2%	16	10%	26	16%	111	66%	10	6%	0	0%	0	0%
Quiet and peaceful environment	4	2%	17	10%	5	3%	123	74%	18	11%	0	0%	0	0%
Park/open spaces	10	6%	36	22%	18	11%	92	55%	10	6%	1	1%	0	0%
Children's play area	19	11%	42	25%	33	20%	55	33%	5	3%	12	7%	1	1%
Overall quality	3	2%	12	7%	30	18%	108	65%	14	8%	0	0%	0	0%
Total	**46**		**135**		**137**		**596**		**74**		**13**		**1**	

Table 4.57 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	82	49%
1	50	30%
2	15	9%
3	3	2%
4	4	2%
5+	13	8%
	167	

Table 4.58 – Number of concerns – Quality of neighbourhood
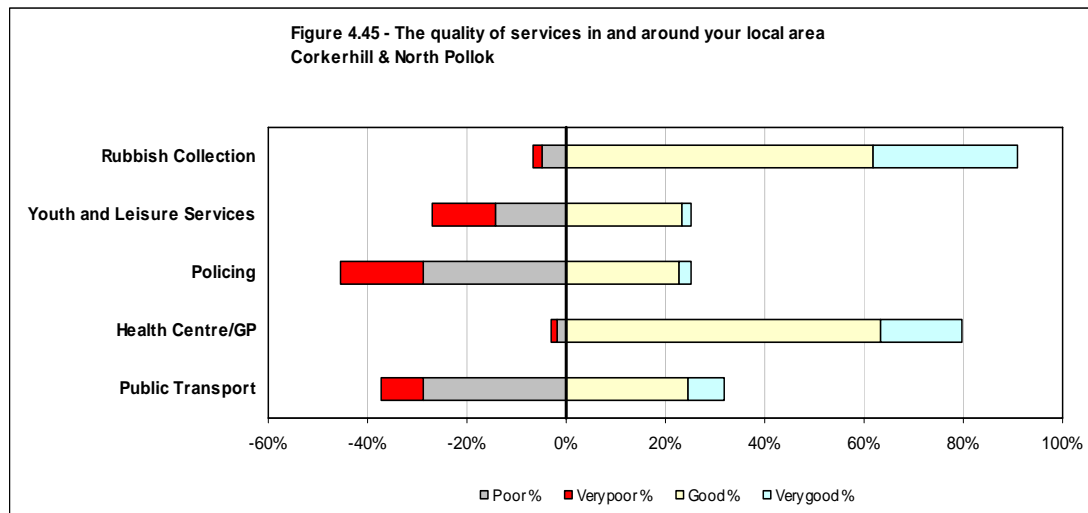
Figure 4.45 - The quality of services in and around your local area
Corkerhill & North Pollok

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	8	5%	4	2%	103	62%	49	29%	0	0%	0	0%
Youth and Leisure Services	21	13%	24	14%	17	10%	39	23%	3	2%	61	37%	2	1%
Policing	28	17%	48	29%	35	21%	38	23%	4	2%	14	8%	0	0%
Health Centre/GP	2	1%	3	2%	8	5%	106	63%	27	16%	7	4%	14	8%
Public Transport	14	8%	48	29%	16	10%	41	25%	12	7%	35	21%	1	1%
Total	68		131		80		327		95		117		17	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	46	28%
1	65	39%
2	36	22%
3	18	11%
4	2	1%
5+	0	0%
	167	

Table 4.60 – Number of concerns – Quality of services

Figure 4.46 - Housing Tenure
Corkerhill & North Pollok

Figure 4.47 - Information about the neighbourhood and management of the neighbourhood
Corkerhill & North Pollok

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

**Figure 4.48 - Local community involvement
Corkerhill & North Pollok**
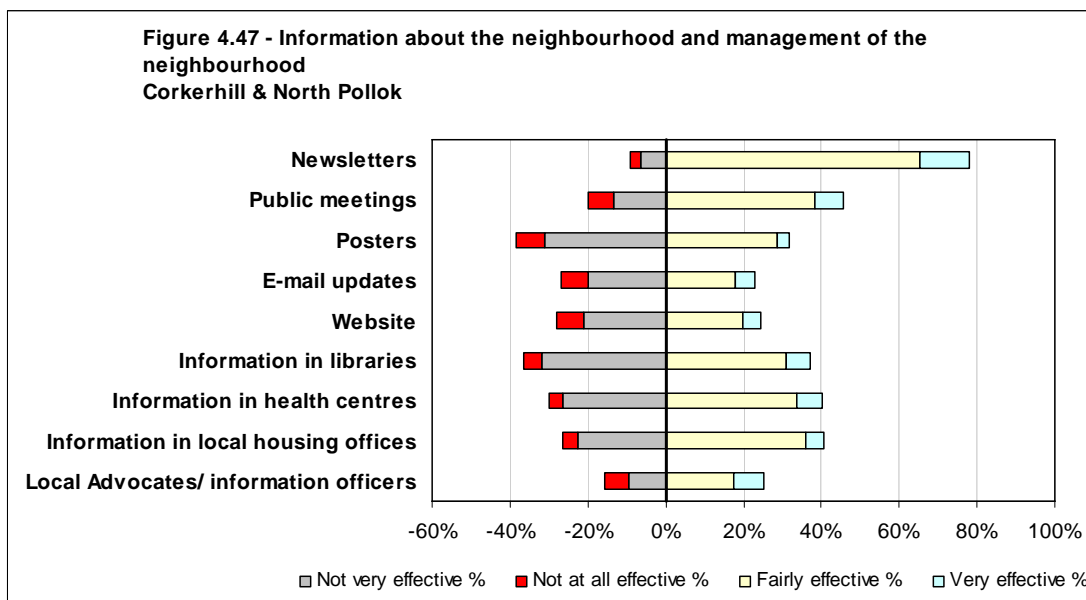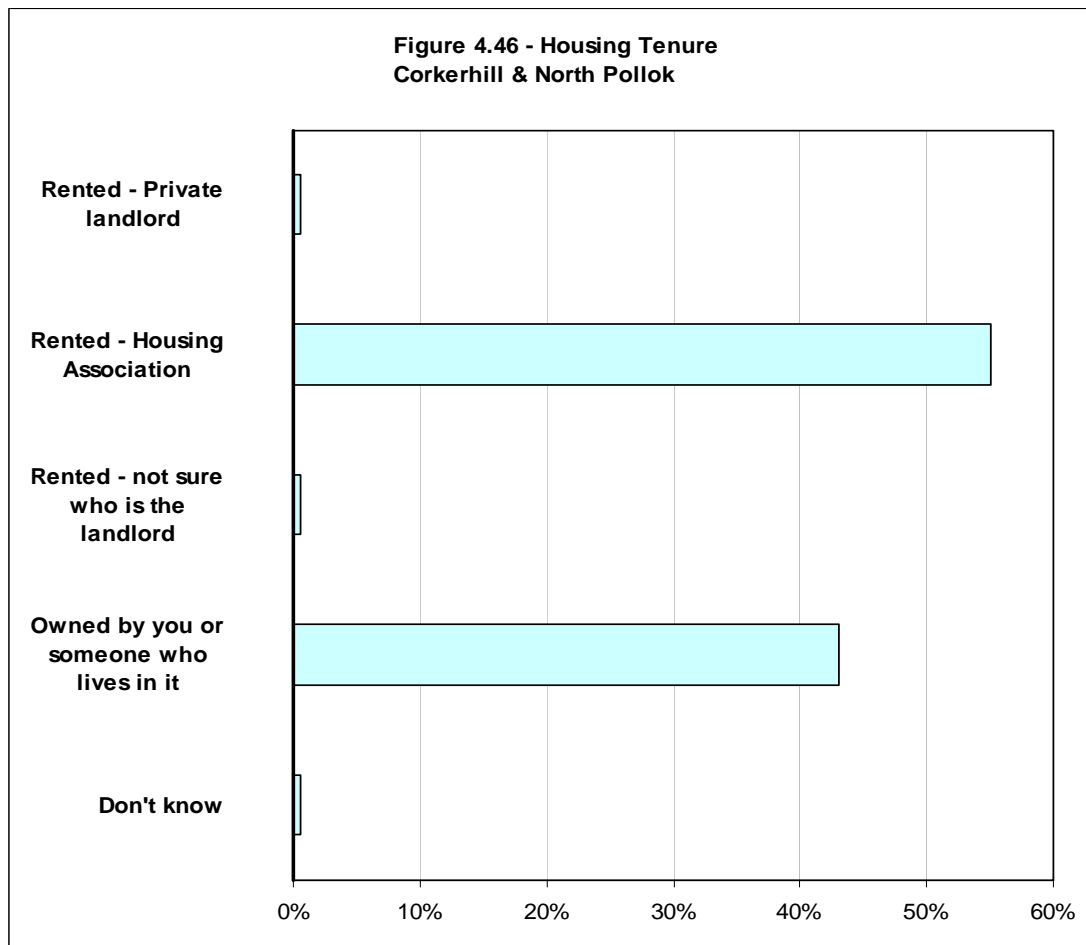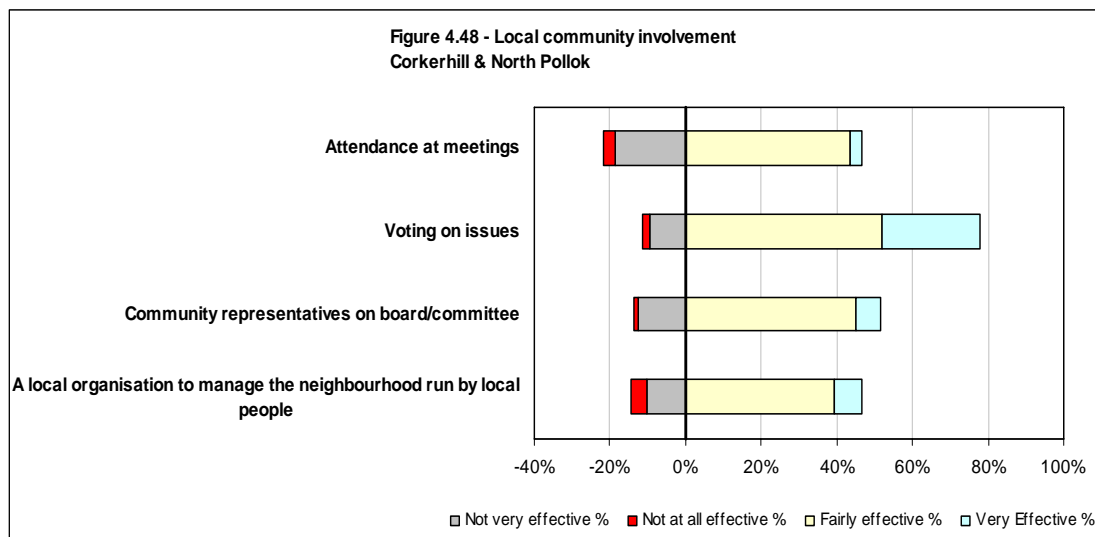
5.   Study Findings – Other

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   'drug dealing', 'drug, alcohol and substance misuse', 'vandalism and graffiti', and 'safety of children'.

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 and owner-occupied accommodation but was less of an issue for housing association tenants.

5.6   Problems with youth disorder were the main problem for people living in housing association accommodation. The issue was also the second most serious issue for people living in private rented and owner-occupied housing. Street drinking was an issue for residents across tenures but was highlighted most by housing association tenants.

5.7   Problems with dogs 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 the Govan and Craigton LCPP area, litter in the streets was
        considered the main cleansing and environment issue. This was followed by
        vandalism and graffiti, untidy gardens and fly tipping. 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 fly tipping was one of the main issues for housing association
        tenants, but was less of an issue for people living in the other tenures.
        Concern about untidy gardens was most common among owner-occupiers
        and private renting tenants. Graffiti was more of an issue for housing
        association tenants and owner-occupiers than people in private rented
        accommodation.

Tenure by neighbourhood

5.11   The highest rate of social renting was in the Greater Govan area where 61
        per cent of survey respondents live in housing association properties. Social
        renting was also high in Corkerhill / North Pollok (55%).

5.12   Owner-occupation was most common in Crookston / South Cardonald where
        70 per cent of respondents lived in this type of accommodation. Two-thirds of
        respondents in North Cardonald / Penilee live in owner-occupied housing.

5.13   Private renting was most common in Ibrox / Kingston where 29 per cent of
        respondents live in this tenure. This was far higher than in any other
        neighbourhood.

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 properties and private rented properties. Residents living in private rented and owner-occupied accommodation were more likely to support the use of websites and email updates than housing association tenants.

5.15   In terms of community involvement, residents in all tenures were most supportive of voting on issues. Housing association residents and owner occupiers were more sceptical than private renters about the value of attending meetings.

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 there was agreement on the top four issues in terms of security and community safety – although there was variation in order of importance.

5.18   Youth disorder was the top issue for the two older groups but was less of a concern for those aged under 30. Street drinking was the second most serious issue for people of retirement age and the third top issue for the middle age group.

5.19   Road safety was the top issue for respondents aged under 30 and this was the second top concern for those aged 30 to 59 / 64.

5.20   For people under 30, problems with dogs was the second most significant issue. This was the fourth most serious problem for the two older age groups.

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   The two younger age groups were more likely to be concerned about 'fly tipping' than those of retirement age.

Age by neighbourhood

5.23   The neighbourhood with the largest proportion of people aged under thirty was Ibrox / Kingston with 36 per cent of respondents in this group. All other neighbourhoods had less 20 per cent of respondents aged under 30.

5.24   Bellahouston / Craigton / Mosspark had the largest proportion of respondents of retirement age. A third of respondents were in this group.

Involving local people

5.25   Newsletters and information in health centres were the two most highly rated methods of informing local people across all three age groups. There was more support for the use of public meetings among people below retirement age than the oldest age group.

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   People of all ages felt that 'voting on issues' was the most effective way to involve the community. The respondents were most negative about the effectiveness of attending meetings.

Housing Association
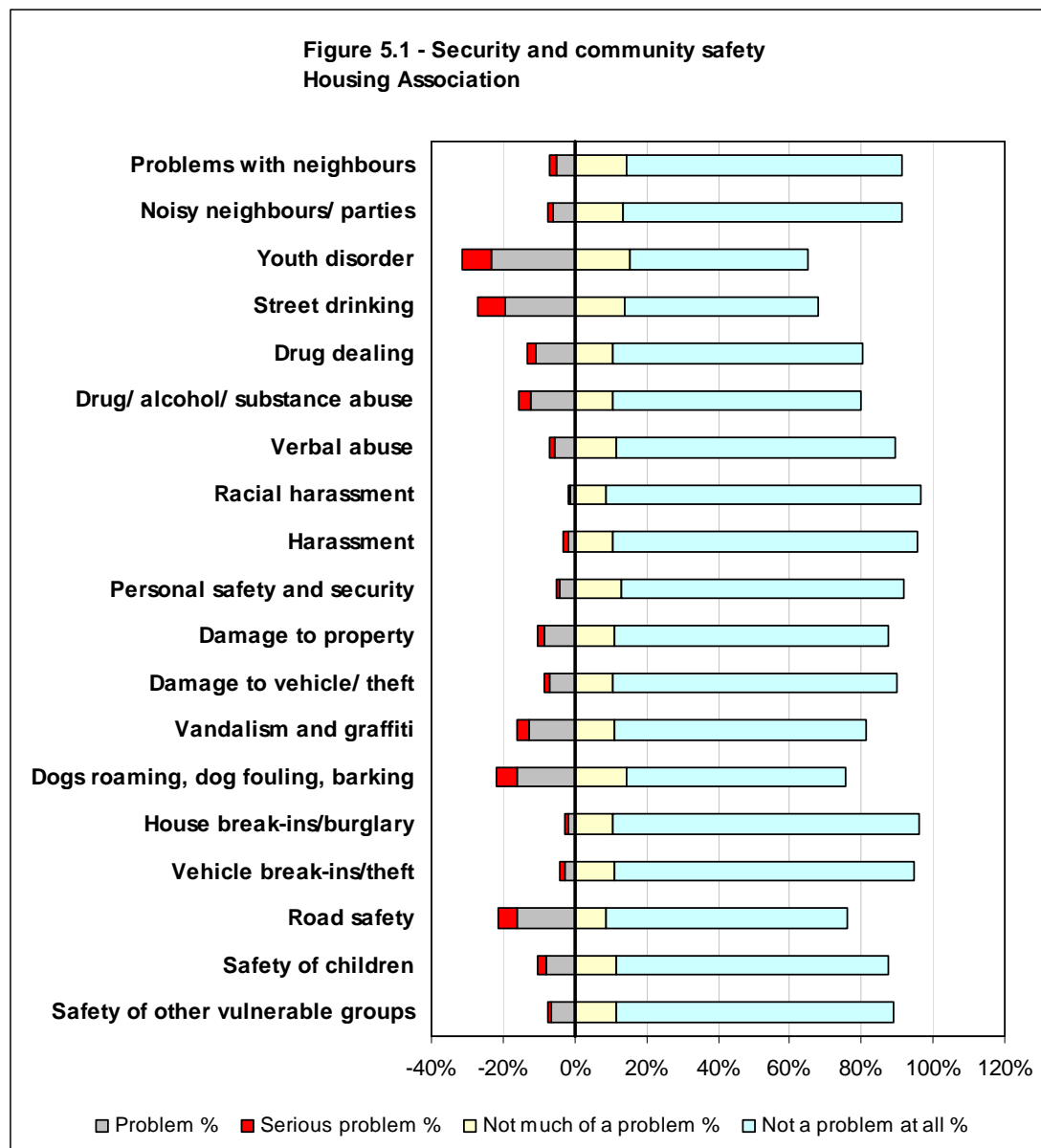
Figure 5.1 - Security and community safety
Housing Association

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	8	2%	21	5%	5	1%	59	15%	309	77%	1	0%
Noisy neighbours / parties	6	1%	24	6%	4	1%	54	13%	314	78%	1	0%
Youth disorder	33	8%	94	23%	13	3%	63	16%	200	50%	0	0%
Street drinking	32	8%	78	19%	18	4%	57	14%	216	54%	2	0%
Drug dealing	11	3%	43	11%	17	4%	43	11%	281	70%	8	2%
Drug/ alcohol/ substance abuse	13	3%	50	12%	11	3%	42	10%	280	69%	7	2%
Verbal abuse	6	1%	22	5%	12	3%	47	12%	314	78%	2	0%
Racial harassment	2	0%	5	1%	4	1%	36	9%	354	88%	2	0%
Harassment	5	1%	8	2%	3	1%	42	10%	343	85%	2	0%
Personal safety and security	4	1%	17	4%	12	3%	52	13%	318	79%	0	0%
Damage to property	8	2%	34	8%	9	2%	44	11%	308	76%	0	0%
Damage to vehicle/ theft	5	1%	29	7%	6	1%	42	10%	321	80%	0	0%
Vandalism and graffiti	14	3%	51	13%	10	2%	45	11%	283	70%	0	0%
Dogs roaming, dog fouling, barking	24	6%	65	16%	10	2%	58	14%	246	61%	0	0%
House break-ins/burglary	4	1%	7	2%	5	1%	43	11%	344	85%	0	0%
Vehicle break-ins/theft	5	1%	11	3%	5	1%	44	11%	337	84%	1	0%
Road safety	22	5%	64	16%	10	2%	35	9%	272	67%	0	0%
Safety of children	9	2%	32	8%	8	2%	46	11%	307	76%	1	0%
Safety of other vulnerable groups	4	1%	26	6%	10	2%	46	11%	313	78%	4	1%
Total	**215**		**681**		**172**		**898**		**5,660**		**31**	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	176	44%
1	49	12%
2	40	10%
3	35	9%
4	22	5%
5+	81	20%
	403	

Table 5.2 – Number of concerns – Security and Community Safety – Housing Association
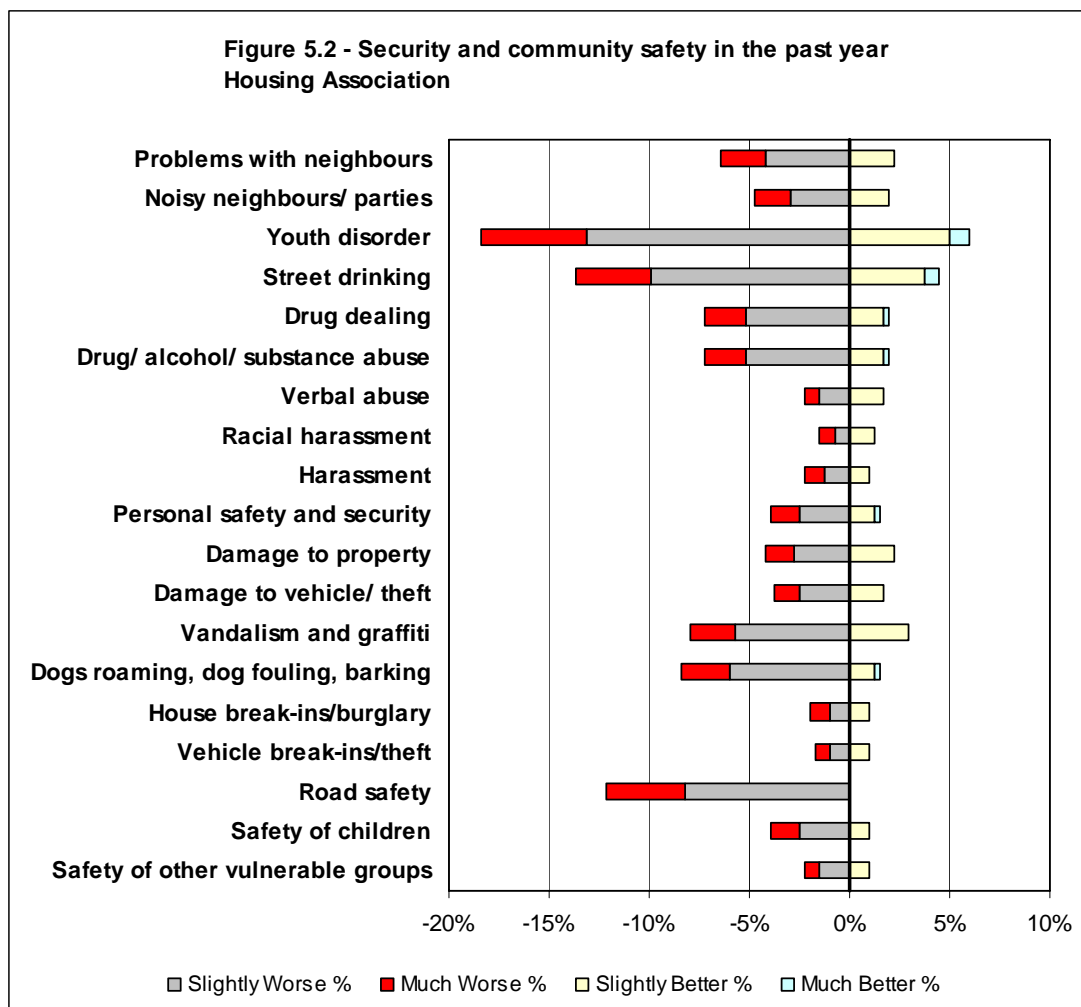
**Figure 5.2 - Security and community safety in the past year
Housing Association**

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	17	4%	368	91%	9	2%	0	0%	0	0%
Noisy neighbours/ parties	7	2%	12	3%	376	93%	8	2%	0	0%	0	0%
Youth disorder	21	5%	53	13%	305	76%	20	5%	4	1%	0	0%
Street drinking	15	4%	40	10%	330	82%	15	4%	3	1%	0	0%
Drug dealing	8	2%	21	5%	366	91%	7	2%	1	0%	0	0%
Drug/ alcohol/ substance abuse	8	2%	21	5%	366	91%	7	2%	1	0%	0	0%
Verbal abuse	3	1%	6	1%	387	96%	7	2%	0	0%	0	0%
Racial harassment	3	1%	3	1%	392	97%	5	1%	0	0%	0	0%
Harassment	4	1%	5	1%	390	97%	4	1%	0	0%	0	0%
Personal safety and security	6	1%	10	2%	381	95%	5	1%	1	0%	0	0%
Damage to property	6	1%	11	3%	377	94%	9	2%	0	0%	0	0%
Damage to vehicle/ theft	5	1%	10	2%	381	95%	7	2%	0	0%	0	0%
Vandalism and graffiti	9	2%	23	6%	359	89%	12	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	10	2%	24	6%	363	90%	5	1%	1	0%	0	0%
House break-ins/burglary	4	1%	4	1%	391	97%	4	1%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	4	1%	392	97%	4	1%	0	0%	0	0%
Road safety	16	4%	33	8%	354	88%	0	0%	0	0%	0	0%
Safety of children	6	1%	10	2%	383	95%	4	1%	0	0%	0	0%
Safety of other vulnerable groups	3	1%	6	1%	390	97%	4	1%	0	0%	0	0%
Total	**146**		**313**		**7,051**		**136**		**11**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	261	65%
1	42	10%
2	43	11%
3	15	4%
4	19	5%
5+	23	6%
	403	

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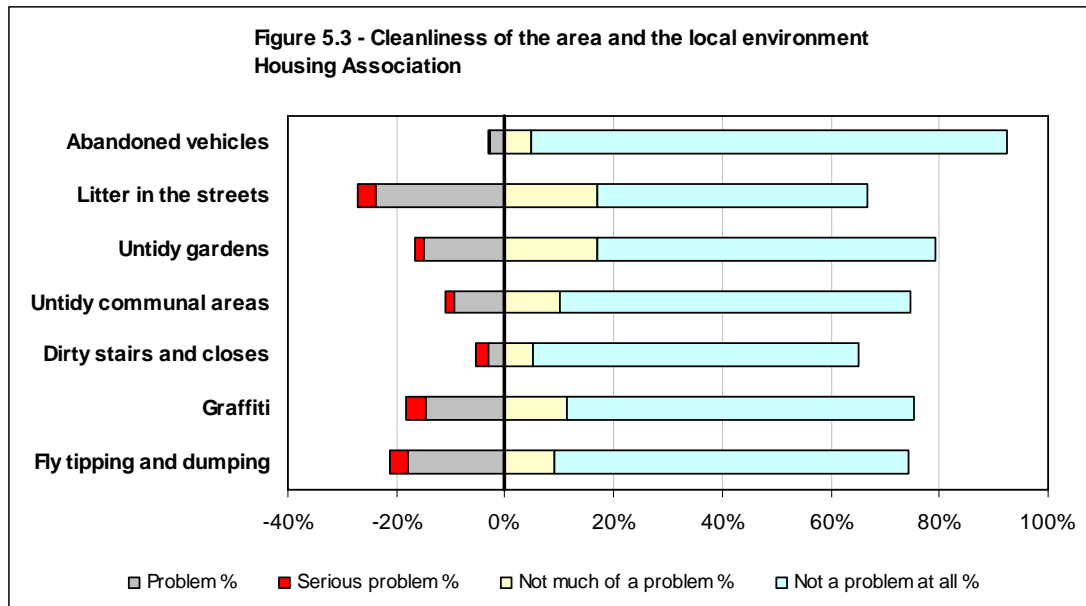
Figure 5.3 - Cleanliness of the area and the local environment
Housing Association

	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	3%	8	2%	20	5%	352	87%	8	2%	2	0%
Litter in the streets	14	3%	96	24%	21	5%	68	17%	201	50%	3	1%	0	0%
Untidy gardens	7	2%	60	15%	16	4%	68	17%	251	62%	1	0%	0	0%
Untidy communal areas	7	2%	38	9%	19	5%	41	10%	260	65%	4	1%	34	8%
Dirty stairs and closes	9	2%	13	3%	17	4%	21	5%	241	60%	13	3%	89	22%
Graffiti	14	3%	59	15%	22	5%	46	11%	258	64%	1	0%	3	1%
Fly tipping and dumping	13	3%	72	18%	9	2%	36	9%	263	65%	9	2%	1	0%
Total	**66**		**349**		**112**		**300**		**1,826**		**39**		**129**	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	233	58%
1	58	14%
2	54	13%
3	25	6%
4	10	2%
5+	23	6%
	403	

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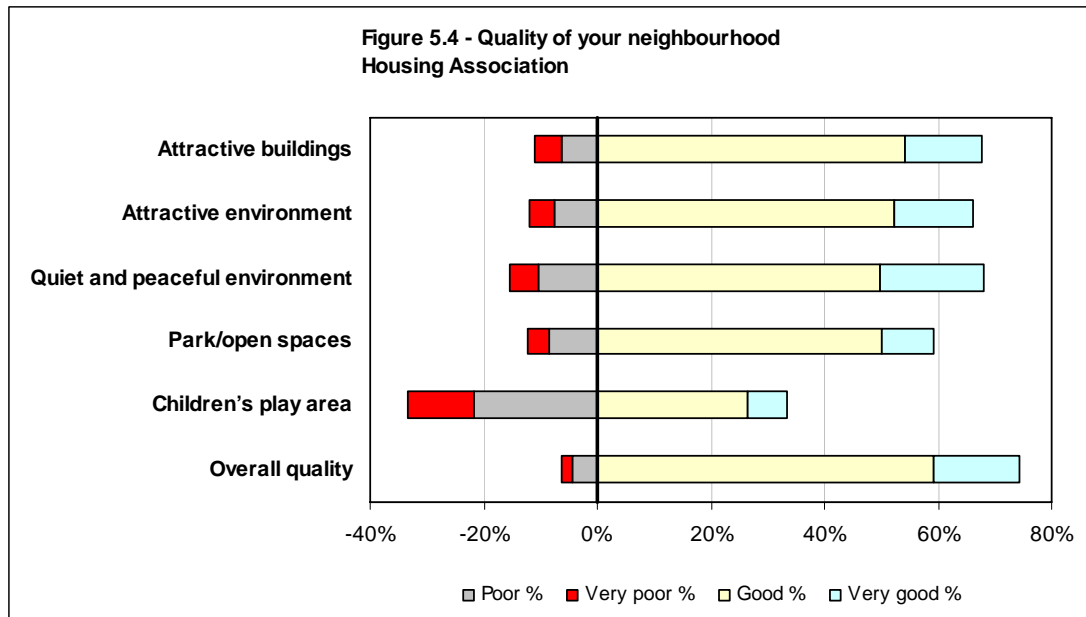
Figure 5.4 - Quality of your neighbourhood
Housing Association

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	**123**		**239**		**485**		**1,177**		**311**		**80**		**3**	

Number of concerns (Very poor or poor)	Respondents	%
None	247	61%
1	73	18%
2	34	8%
3	20	5%
4	5	1%
5+	24	6%
	403	

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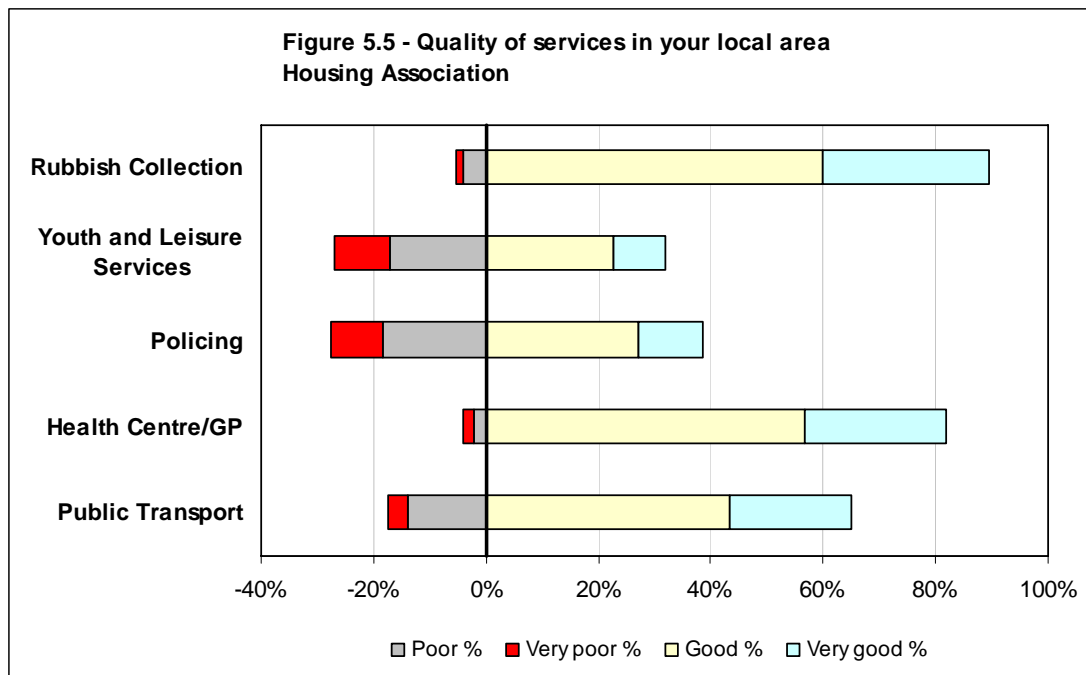
Figure 5.5 - Quality of services in your local area
Housing Association

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	1%	16	4%	20	5%	242	60%	119	30%	0	0%	0	0%
Youth and Leisure Services	40	10%	69	17%	46	11%	91	23%	38	9%	116	29%	3	1%
Policing	37	9%	74	18%	107	27%	109	27%	46	11%	29	7%	1	0%
Health Centre/GP	8	2%	8	2%	48	12%	229	57%	101	25%	3	1%	6	1%
Public Transport	14	3%	56	14%	45	11%	175	43%	87	22%	22	5%	4	1%
Total	105		223		266		846		391		170		14	

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

Number of concerns (Very poor or poor)	Respondents	%
None	184	46%
1	133	33%
2	66	16%
3	18	4%
4	1	0%
5+	1	0%
	403	

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

Figure 5.6 - Percentage of residents in housing association properties by neighbourhood
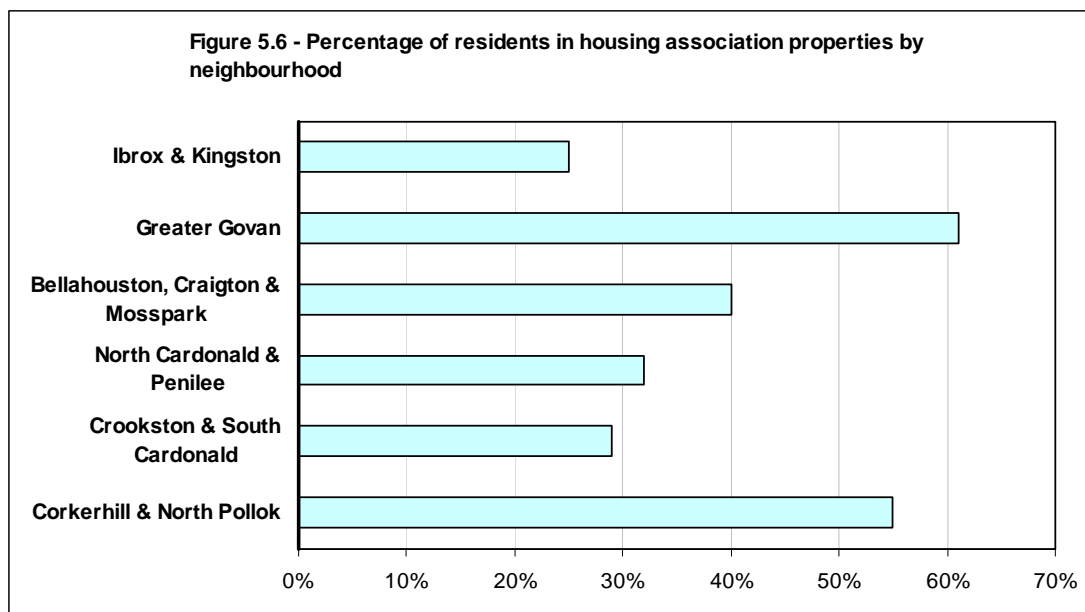
Figure 5.7 - Information about the neighbourhood and the management of the neighbourhood
Housing Association
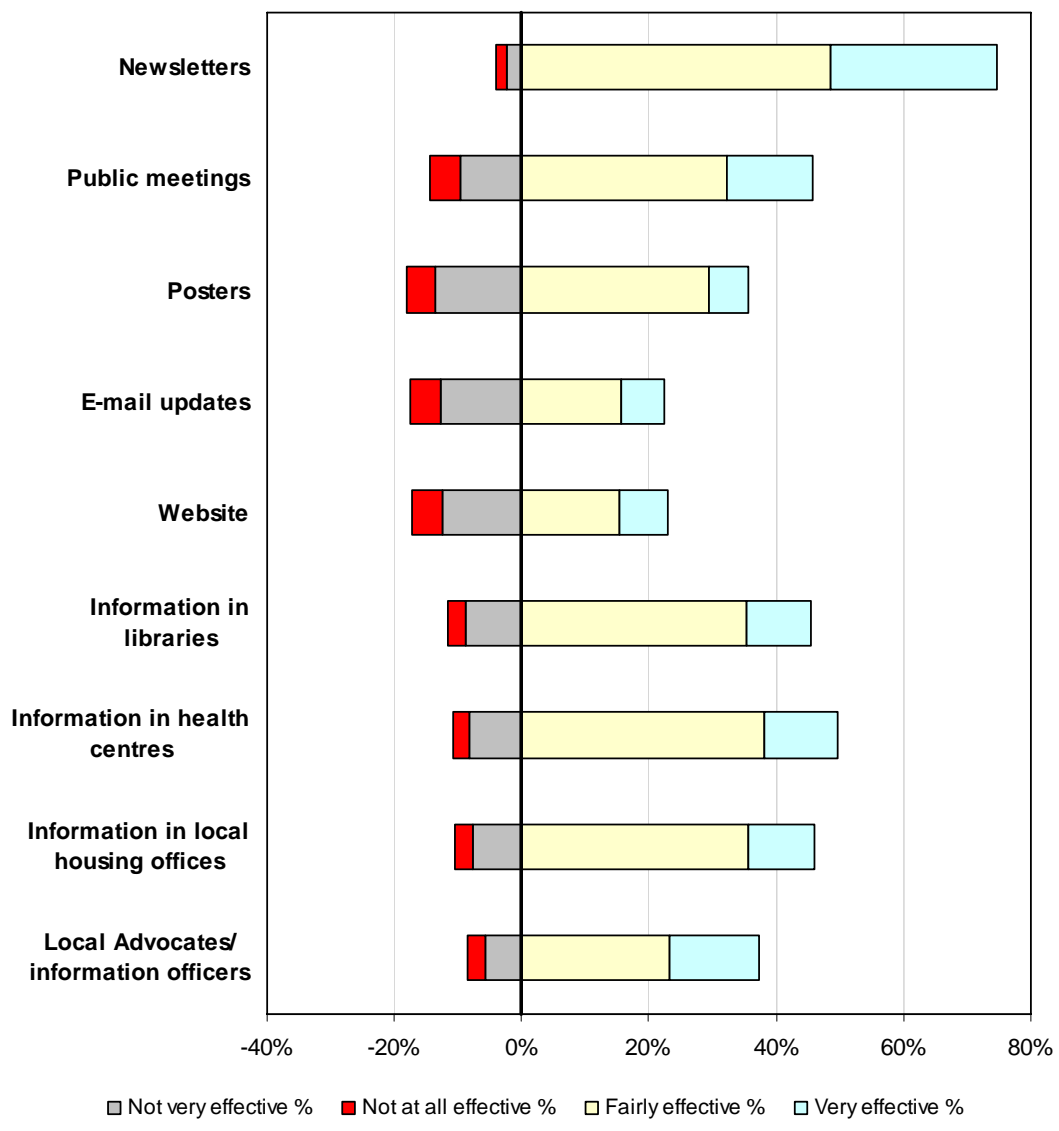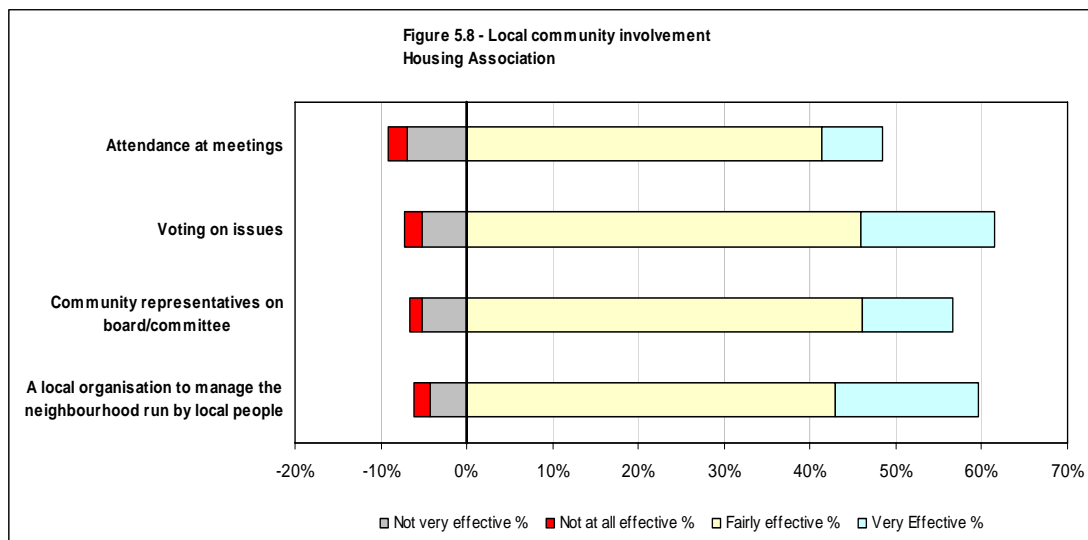
**Figure 5.8 - Local community involvement
Housing Association**

Private rented
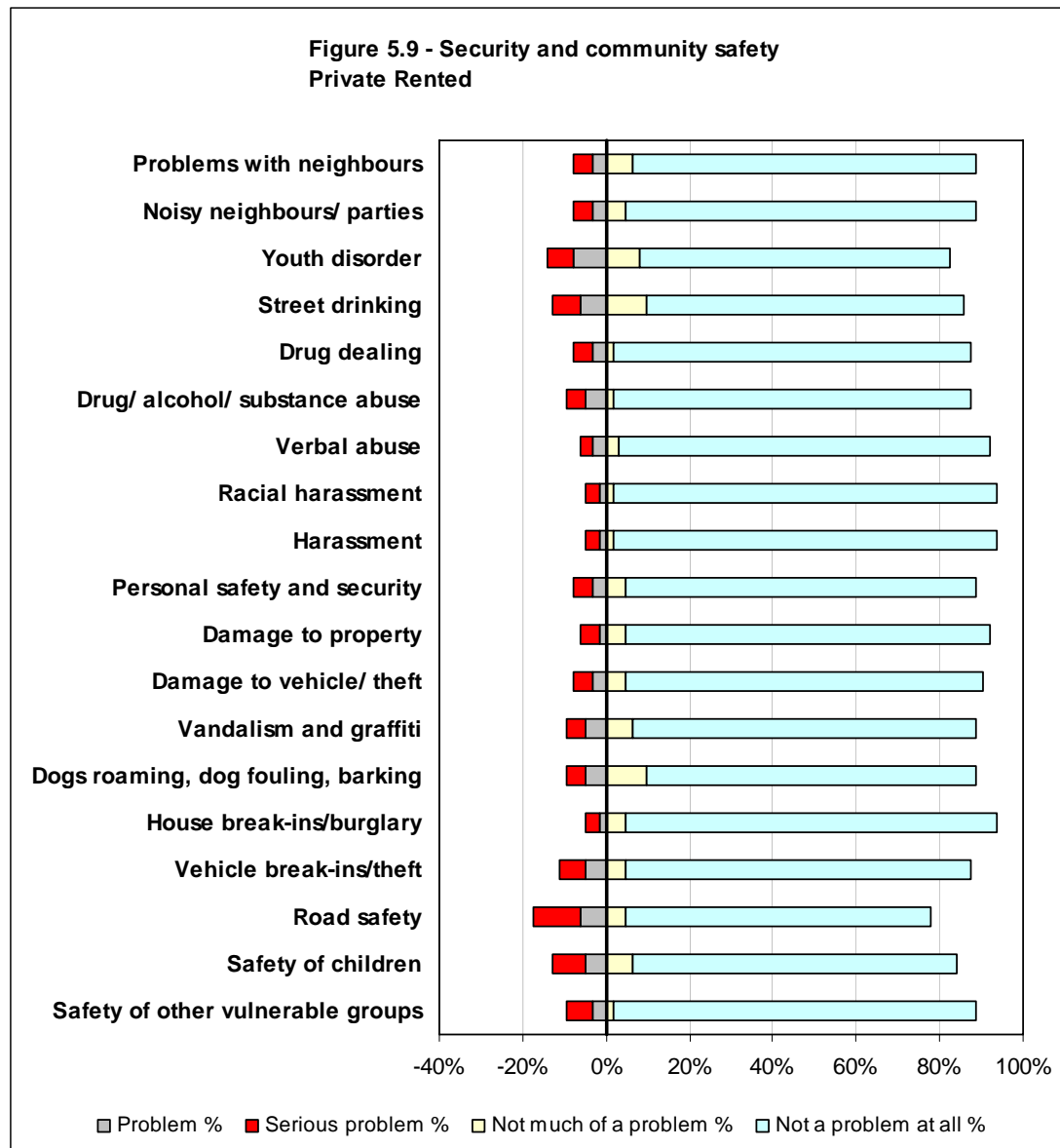
Figure 5.9 - Security and community safety
Private Rented

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	5%	2	3%	1	2%	4	6%	52	83%	1	2%
Noisy neighbours/parties	3	5%	2	3%	1	2%	3	5%	53	84%	1	2%
Youth disorder	4	6%	5	8%	1	2%	5	8%	47	75%	1	2%
Street drinking	4	6%	4	6%	0	0%	6	10%	48	76%	1	2%
Drug dealing	3	5%	2	3%	0	0%	1	2%	54	86%	3	5%
Drug/ alcohol/ substance abuse	3	5%	3	5%	0	0%	1	2%	54	86%	2	3%
Verbal abuse	2	3%	2	3%	0	0%	2	3%	56	89%	1	2%
Racial harassment	2	3%	1	2%	0	0%	1	2%	58	92%	1	2%
Harassment	2	3%	1	2%	0	0%	1	2%	58	92%	1	2%
Personal safety and security	3	5%	2	3%	1	2%	3	5%	53	84%	1	2%
Damage to property	3	5%	1	2%	0	0%	3	5%	55	87%	1	2%
Damage to vehicle/theft	3	5%	2	3%	0	0%	3	5%	54	86%	1	2%
Vandalism and graffiti	3	5%	3	5%	0	0%	4	6%	52	83%	1	2%
Dogs roaming, dog fouling, barking	3	5%	3	5%	0	0%	6	10%	50	79%	1	2%
House break-ins/burglary	2	3%	1	2%	0	0%	3	5%	56	89%	1	2%
Vehicle break-ins/theft	4	6%	3	5%	0	0%	3	5%	52	83%	1	2%
Road safety	7	11%	4	6%	2	3%	3	5%	46	73%	1	2%
Safety of children	5	8%	3	5%	1	2%	4	6%	49	78%	1	2%
Safety of other vulnerable groups	4	6%	2	3%	0	0%	1	2%	55	87%	1	2%
Total	**63**		**46**		**7**		**57**		**1,002**		**22**	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	44	70%
1	7	11%
2	5	8%
3	0	0%
4	1	2%
5+	6	10%
	63	

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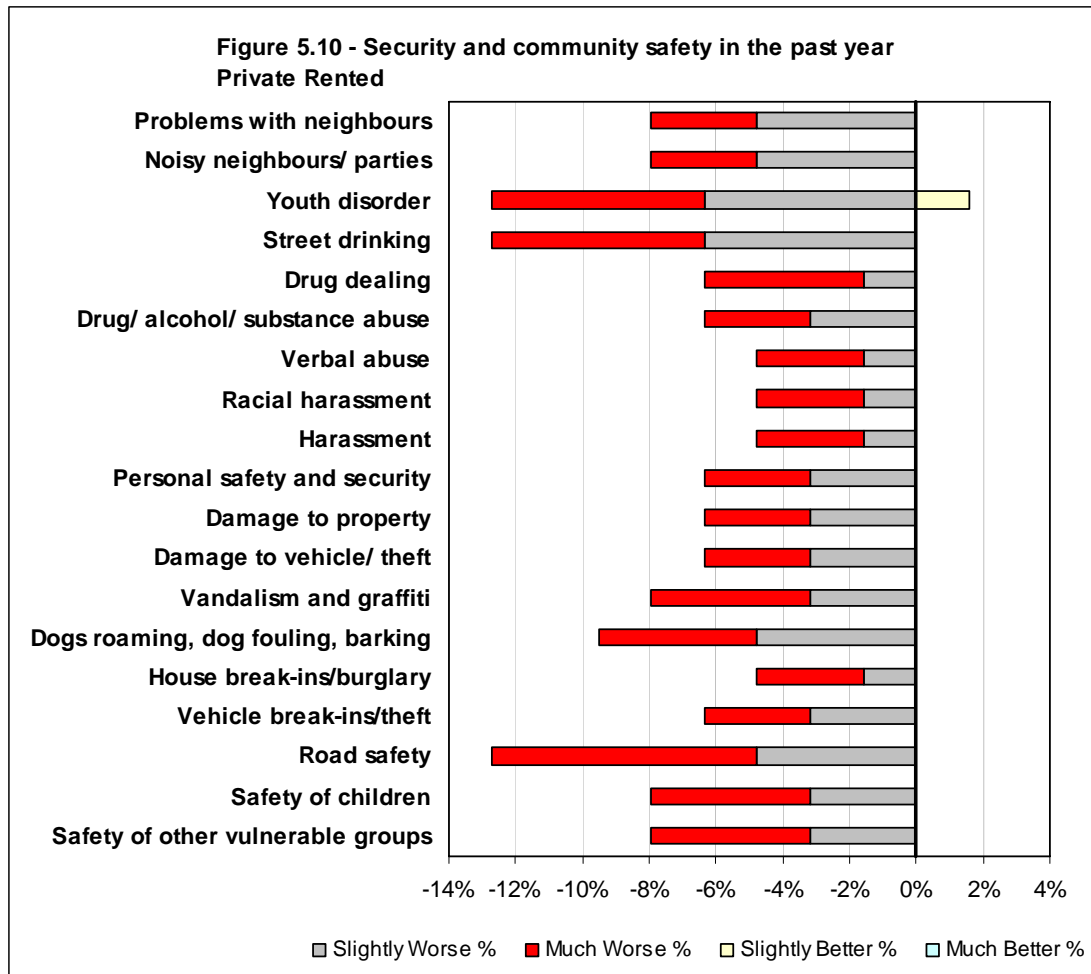
Figure 5.10 - Security and community safety in the past year
Private Rented

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	3%	3	5%	58	92%	0	0%	0	0%	0	0%
Noisy neighbours / parties	2	3%	3	5%	58	92%	0	0%	0	0%	0	0%
Youth disorder	4	6%	4	6%	54	86%	1	2%	0	0%	0	0%
Street drinking	4	6%	4	6%	55	87%	0	0%	0	0%	0	0%
Drug dealing	3	5%	1	2%	59	94%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	3%	2	3%	59	94%	0	0%	0	0%	0	0%
Verbal abuse	2	3%	1	2%	60	95%	0	0%	0	0%	0	0%
Racial harassment	2	3%	1	2%	60	95%	0	0%	0	0%	0	0%
Harassment	2	3%	1	2%	60	95%	0	0%	0	0%	0	0%
Personal safety and security	2	3%	2	3%	59	94%	0	0%	0	0%	0	0%
Damage to property	2	3%	2	3%	59	94%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	3%	2	3%	59	94%	0	0%	0	0%	0	0%
Vandalism and graffiti	3	5%	2	3%	58	92%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	3	5%	3	5%	57	90%	0	0%	0	0%	0	0%
House break-ins/burglary	2	3%	1	2%	60	95%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	2	3%	2	3%	59	94%	0	0%	0	0%	0	0%
Road safety	5	8%	3	5%	55	87%	0	0%	0	0%	0	0%
Safety of children	3	5%	2	3%	58	92%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	5%	2	3%	58	92%	0	0%	0	0%	0	0%
Total	50		41		1,105		1		0		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	48	76%
1	5	8%
2	5	8%
3	0	0%
4	1	2%
5+	4	6%
	63	

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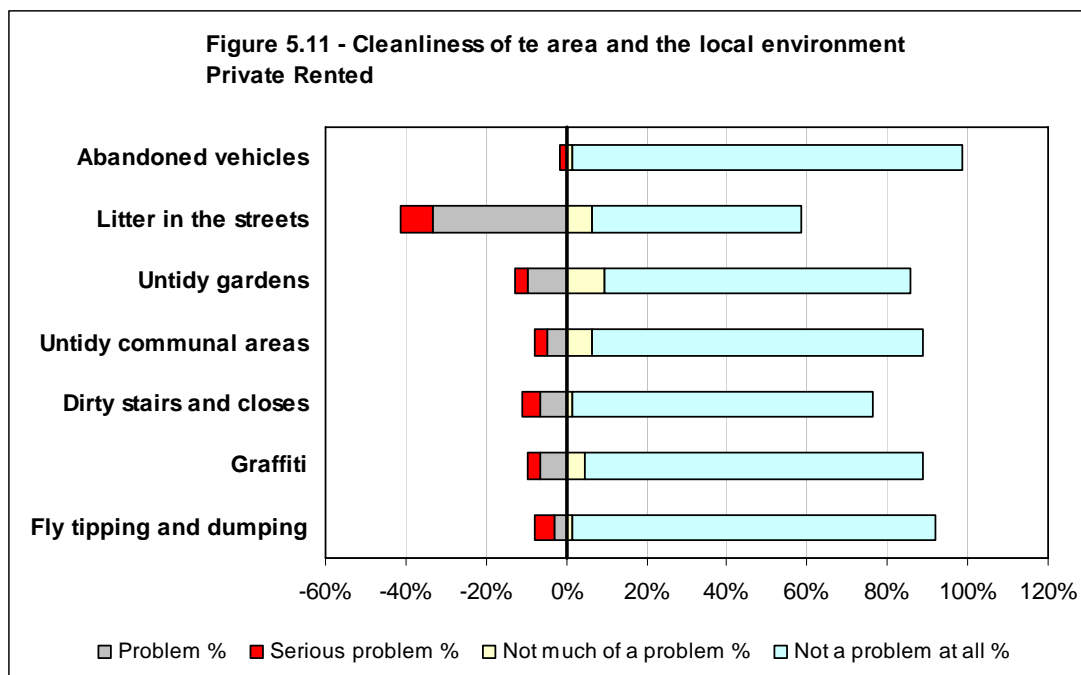
Figure 5.11 - Cleanliness of te area and the local environment Private Rented

	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	1	2%	0	0%	0	0%	1	2%	61	97%	0	0%	0	0%
Litter in the streets	5	8%	21	33%	0	0%	4	6%	33	52%	0	0%	0	0%
Untidy gardens	2	3%	6	10%	1	2%	6	10%	48	76%	0	0%	0	0%
Untidy communal areas	2	3%	3	5%	0	0%	4	6%	52	83%	0	0%	2	3%
Dirty stairs and closes	3	5%	4	6%	1	2%	1	2%	47	75%	1	2%	6	10%
Graffiti	2	3%	4	6%	1	2%	3	5%	53	84%	0	0%	0	0%
Fly tipping and dumping	3	5%	2	3%	0	0%	1	2%	57	90%	0	0%	0	0%
Total	**18**		**40**		**3**		**20**		**351**		**1**		**8**	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	37	59%
1	16	25%
2	3	5%
3	1	2%
4	1	2%
5+	5	8%
	63	

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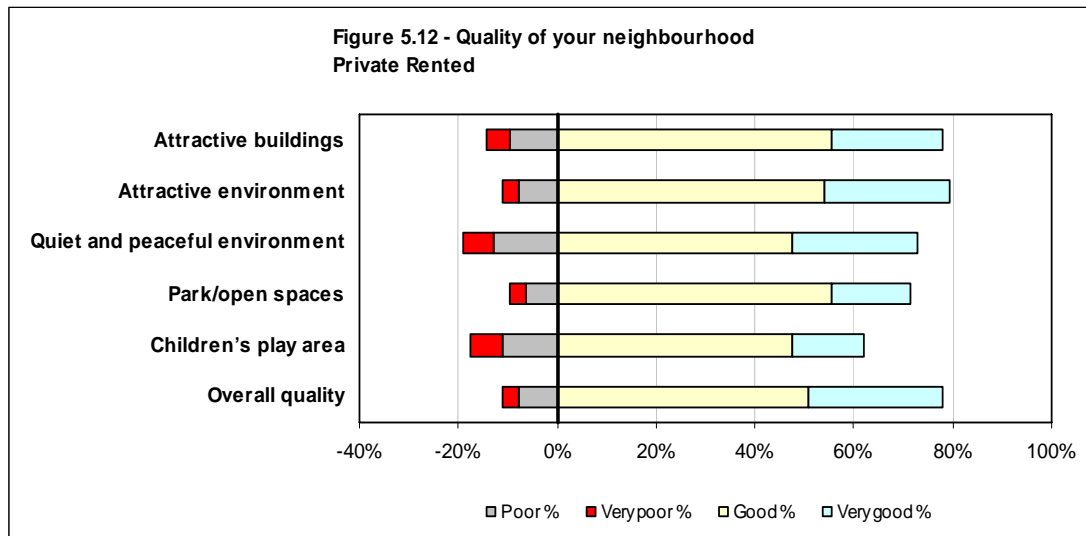
Figure 5.12 - Quality of your neighbourhood
Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	5%	6	10%	5	8%	35	56%	14	22%	0	0%	0	0%
Attractive environment	2	3%	5	8%	6	10%	34	54%	16	25%	0	0%	0	0%
Quiet and peaceful environment	4	6%	8	13%	5	8%	30	48%	16	25%	0	0%	0	0%
Park/open spaces	2	3%	4	6%	10	16%	35	56%	10	16%	1	2%	1	2%
Children's play area	4	6%	7	11%	8	13%	30	48%	9	14%	3	5%	2	3%
Overall quality	2	3%	5	8%	7	11%	32	51%	17	27%	0	0%	0	0%
Total	**17**		**35**		**41**		**196**		**82**		**4**		**3**	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	45	71%
1	8	13%
2	2	3%
3	2	3%
4	1	2%
5+	5	8%
	63	

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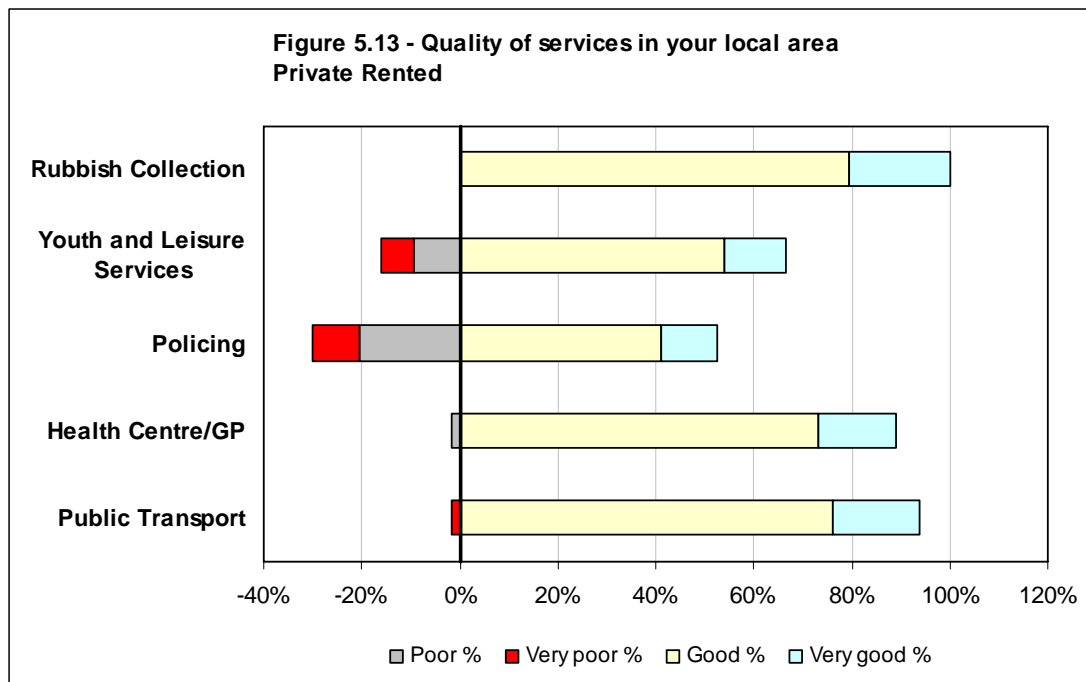
Figure 5.13 - Quality of services in your local area
Private Rented

	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%	0	0%	50	79%	13	21%	0	0%	0	0%
Youth and Leisure Services	4	6%	6	10%	6	10%	34	54%	8	13%	5	8%	0	0%
Policing	6	10%	13	21%	10	16%	26	41%	7	11%	1	2%	0	0%
Health Centre/GP	0	0%	1	2%	5	8%	46	73%	10	16%	0	0%	1	2%
Public Transport	1	2%	0	0%	3	5%	48	76%	11	17%	0	0%	0	0%
Total	11		20		24		204		49		6		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	39	62%
1	18	29%
2	5	8%
3	1	2%
4	0	0%
5+	0	0%
	63	

Table 5.20 – Number of concerns – Quality of services – Private Rented
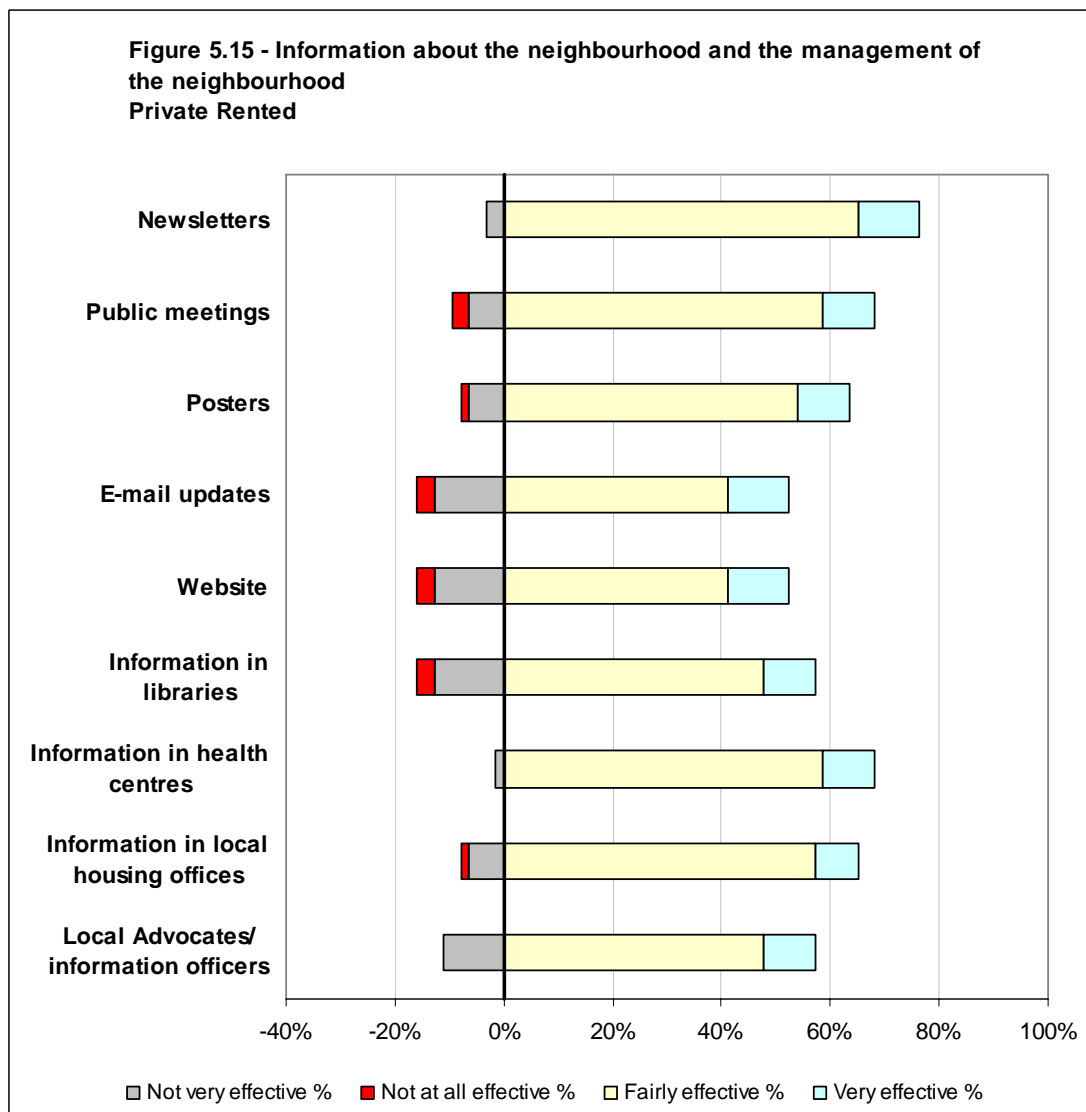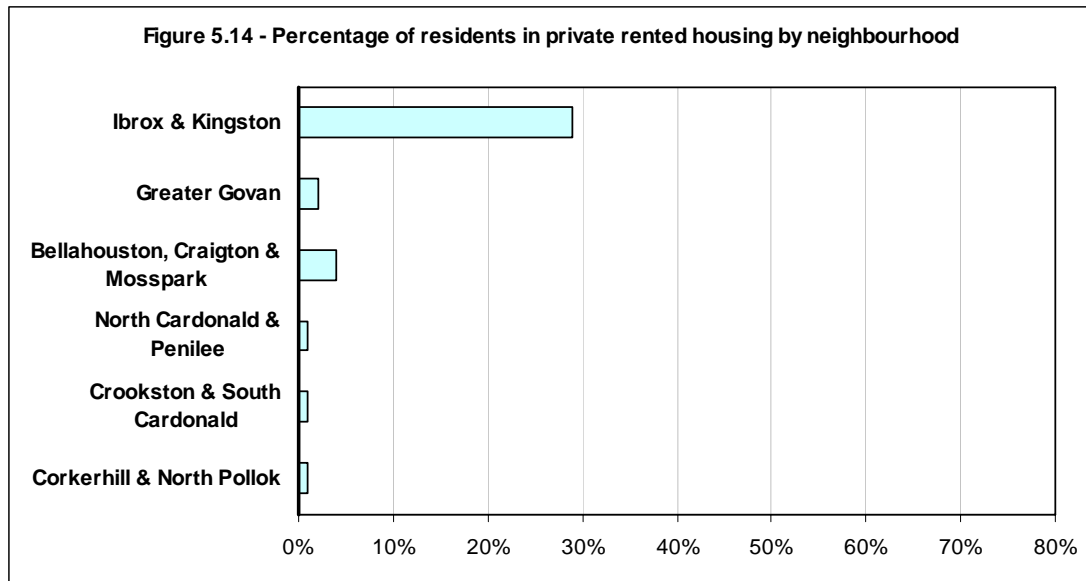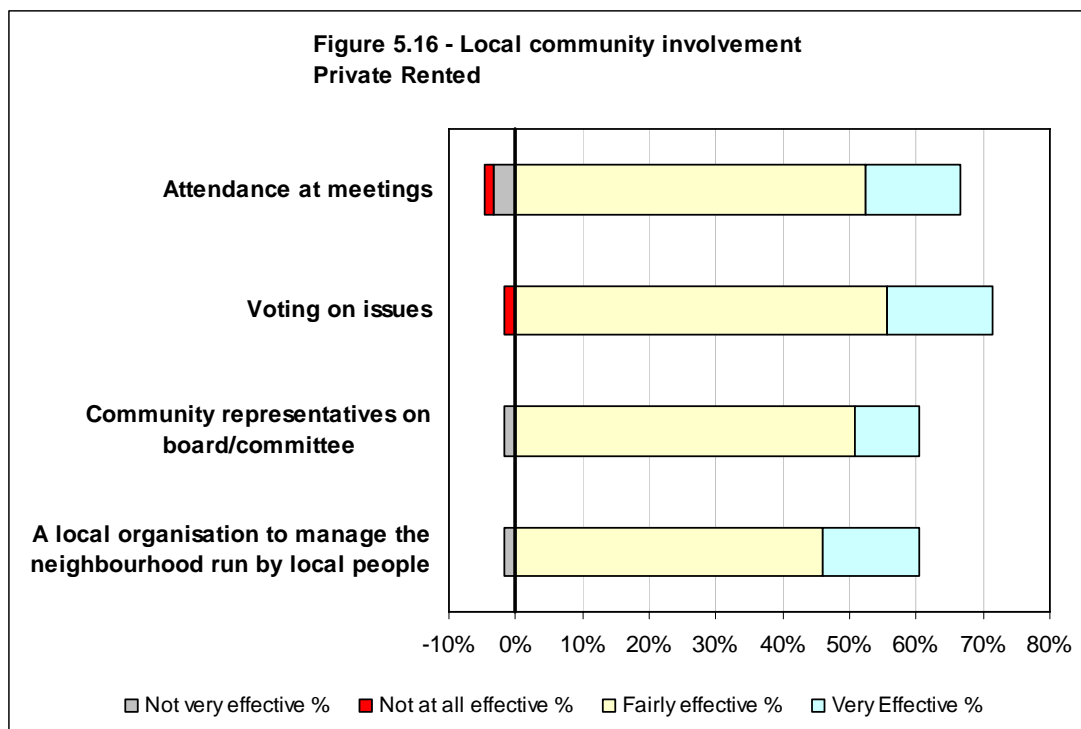
Figure 5.14 - Percentage of residents in private rented housing by neighbourhood

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

Figure 5.16 - Local community involvement
Private Rented

Owner occupied
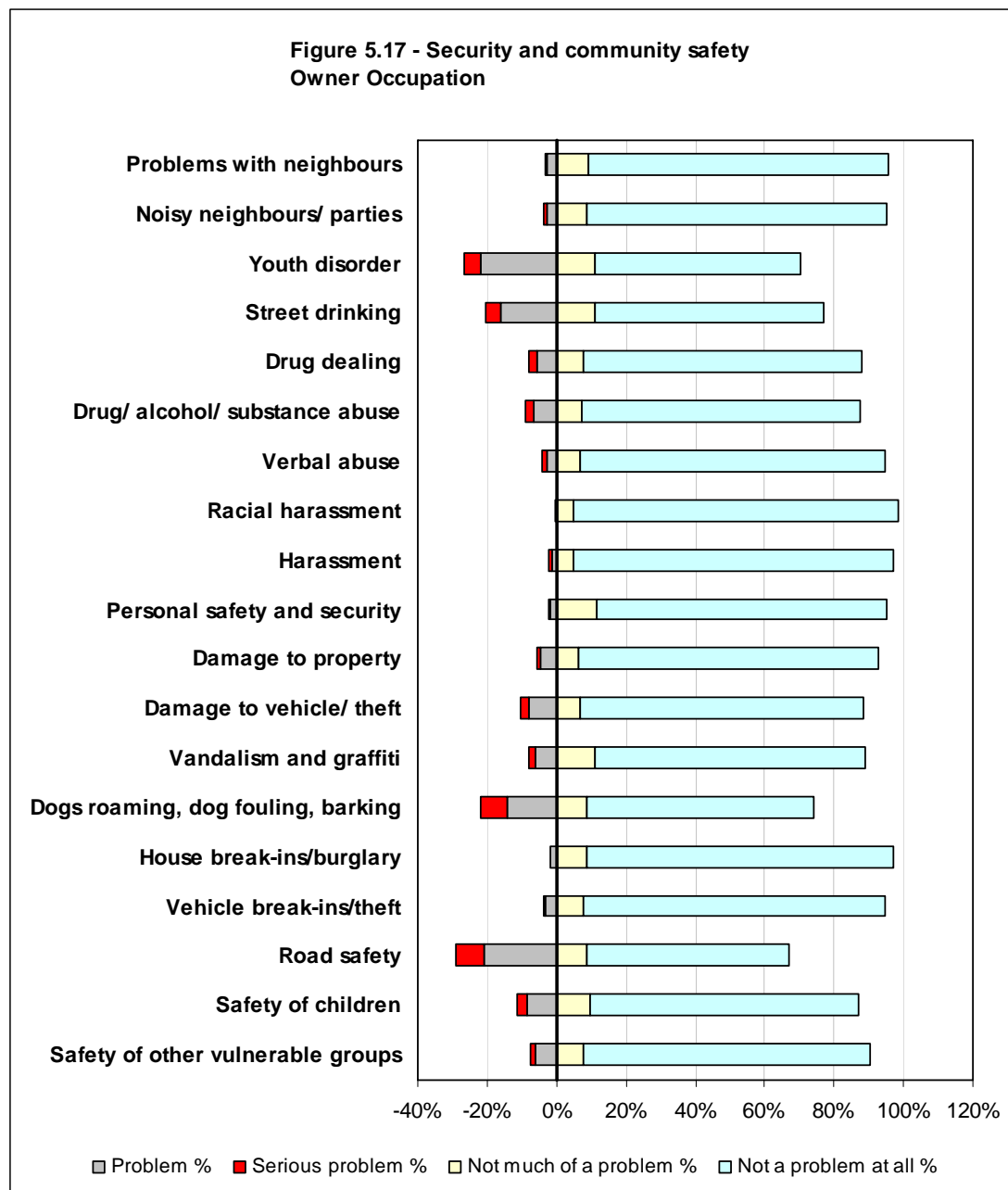
Figure 5.17 - Security and community safety
Owner Occupation

	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	3	1%	15	3%	3	1%	48	9%	456	87%	2	0%
Noisy neighbours/ parties	4	1%	15	3%	2	0%	46	9%	456	87%	4	1%
Youth disorder	26	5%	115	22%	14	3%	59	11%	312	59%	1	0%
Street drinking	24	5%	84	16%	11	2%	59	11%	348	66%	1	0%
Drug dealing	11	2%	30	6%	14	3%	40	8%	423	80%	9	2%
Drug/ alcohol/ substance abuse	12	2%	35	7%	11	2%	38	7%	424	80%	7	1%
Verbal abuse	7	1%	14	3%	5	1%	35	7%	465	88%	1	0%
Racial harassment	0	0%	3	1%	3	1%	27	5%	492	93%	2	0%
Harassment	5	1%	6	1%	4	1%	26	5%	485	92%	1	0%
Personal safety and security	2	0%	10	2%	12	2%	60	11%	441	84%	2	0%
Damage to property	6	1%	24	5%	8	2%	33	6%	455	86%	1	0%
Damage to vehicle/ theft	13	2%	42	8%	5	1%	35	7%	431	82%	1	0%
Vandalism and graffiti	10	2%	32	6%	14	3%	59	11%	411	78%	1	0%
Dogs roaming, dog fouling, barking	40	8%	75	14%	19	4%	47	9%	344	65%	2	0%
House break-ins/burglary	0	0%	9	2%	6	1%	45	9%	466	88%	1	0%
Vehicle break-ins/theft	1	0%	18	3%	6	1%	40	8%	460	87%	2	0%
Road safety	42	8%	111	21%	20	4%	45	9%	308	58%	1	0%
Safety of children	15	3%	44	8%	8	2%	50	9%	409	78%	1	0%
Safety of other vulnerable groups	8	2%	32	6%	8	2%	40	8%	436	83%	3	1%
Total	**229**		**714**		**173**		**832**		**8,022**		**43**	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	235	45%
1	89	17%
2	58	11%
3	40	8%
4	31	6%
5+	74	14%
	527	

Table 5.22 – Number of concerns – Security and Community Safety – Owner Occupied

**Figure 5.18 - Security and community safety in the past year
Owner Occupation**
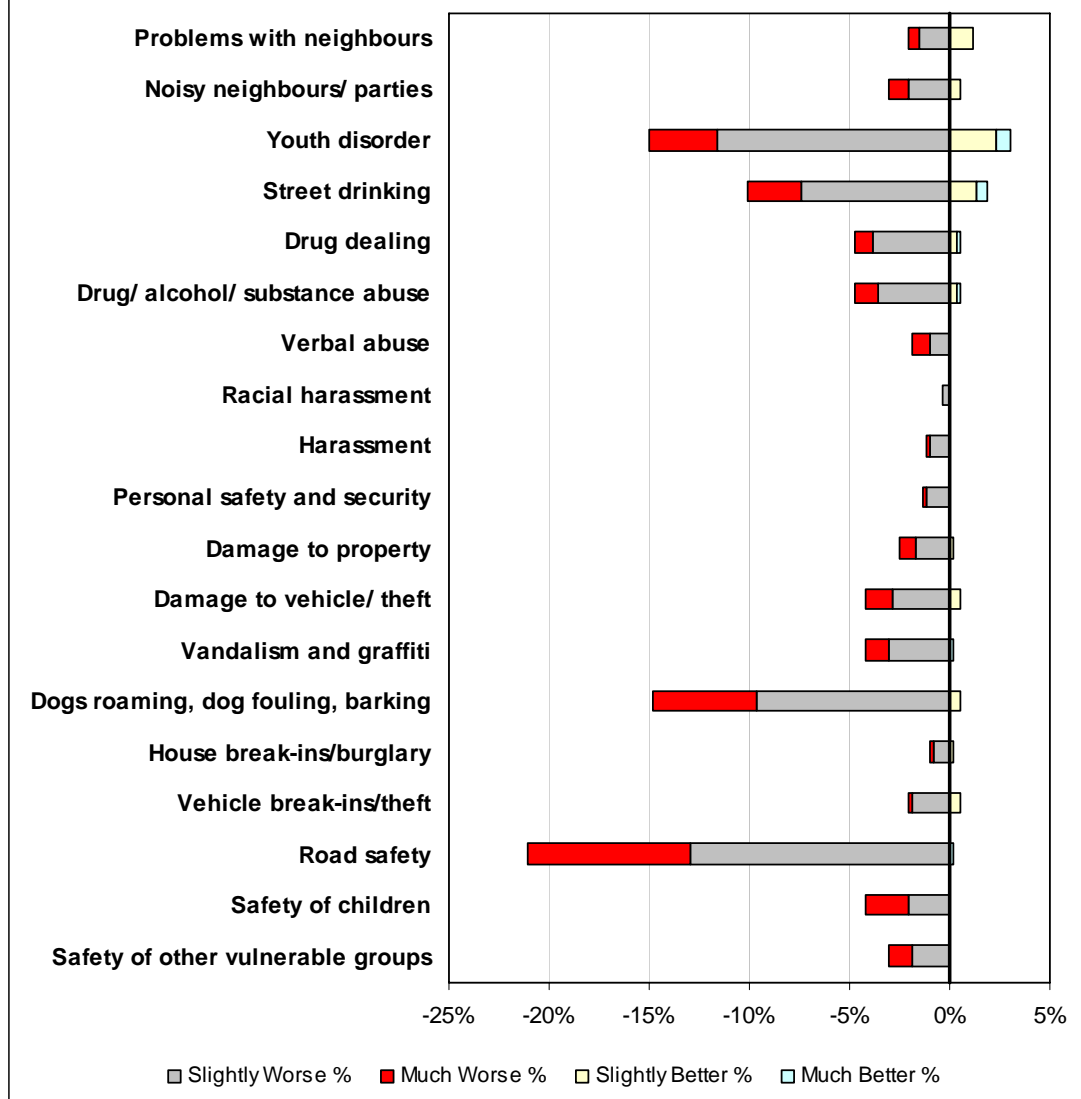
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	1%	8	2%	510	97%	6	1%	0	0%	0	0%
Noisy neighbours / parties	5	1%	11	2%	508	96%	3	1%	0	0%	0	0%
Youth disorder	18	3%	61	12%	432	82%	12	2%	4	1%	0	0%
Street drinking	14	3%	39	7%	464	88%	7	1%	3	1%	0	0%
Drug dealing	5	1%	20	4%	499	95%	2	0%	1	0%	0	0%
Drug/ alcohol/ substance abuse	6	1%	19	4%	499	95%	2	0%	1	0%	0	0%
Verbal abuse	5	1%	5	1%	517	98%	0	0%	0	0%	0	0%
Racial harassment	0	0%	2	0%	525	100%	0	0%	0	0%	0	0%
Harassment	1	0%	5	1%	521	99%	0	0%	0	0%	0	0%
Personal safety and security	1	0%	6	1%	520	99%	0	0%	0	0%	0	0%
Damage to property	4	1%	9	2%	513	97%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	7	1%	15	3%	502	95%	3	1%	0	0%	0	0%
Vandalism and graffiti	6	1%	16	3%	504	96%	0	0%	1	0%	0	0%
Dogs roaming, dog fouling, barking	27	5%	51	10%	446	85%	3	1%	0	0%	0	0%
House break-ins/burglary	1	0%	4	1%	521	99%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	1	0%	10	2%	513	97%	3	1%	0	0%	0	0%
Road safety	43	8%	68	13%	415	79%	0	0%	1	0%	0	0%
Safety of children	11	2%	11	2%	505	96%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	6	1%	10	2%	511	97%	0	0%	0	0%	0	0%
Total	**164**		**370**		**9,425**		**43**		**11**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	325	62%
1	81	15%
2	45	9%
3	28	5%
4	19	4%
5+	29	6%
	527	

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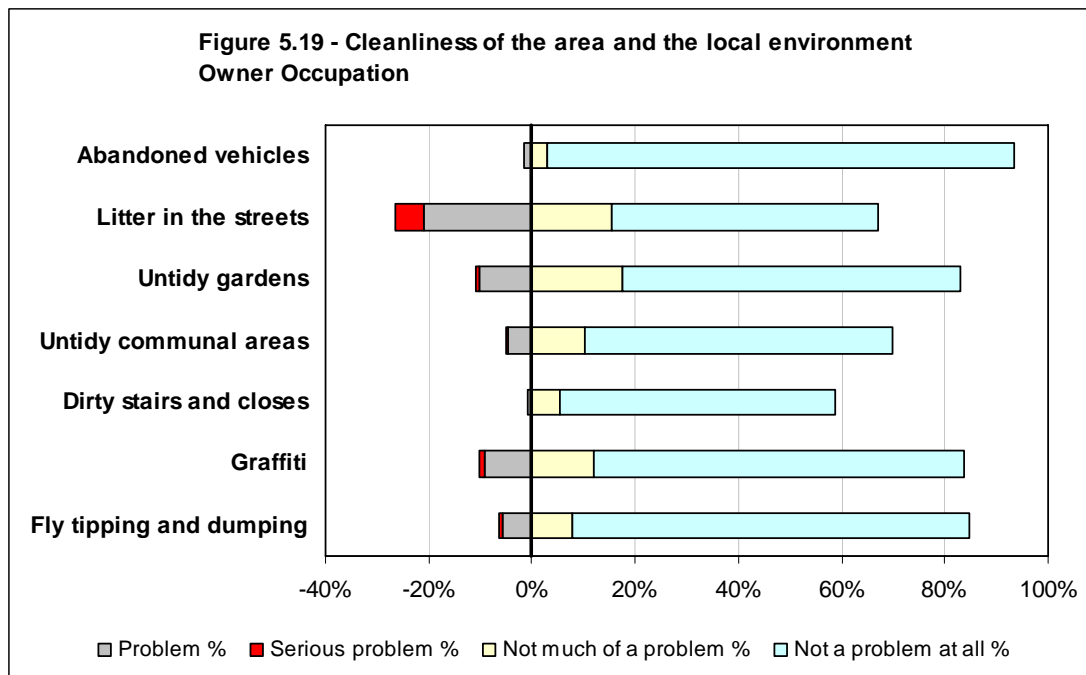
Figure 5.19 - Cleanliness of the area and the local environment Owner Occupation

	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	1	0%	8	2%	8	2%	15	3%	477	91%	12	2%	6	1%
Litter in the streets	29	6%	111	21%	31	6%	82	16%	271	51%	3	1%	0	0%
Untidy gardens	5	1%	53	10%	28	5%	92	17%	346	66%	3	1%	0	0%
Untidy communal areas	2	0%	25	5%	16	3%	54	10%	314	60%	12	2%	104	20%
Dirty stairs and closes	0	0%	5	1%	18	3%	29	6%	281	53%	30	6%	164	31%
Graffiti	5	1%	48	9%	26	5%	63	12%	379	72%	3	1%	3	1%
Fly tipping and dumping	4	1%	30	6%	22	4%	41	8%	405	77%	19	4%	6	1%
Total	**46**		**280**		**149**		**376**		**2,473**		**82**		**283**	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	351	67%
1	89	17%
2	47	9%
3	26	5%
4	7	1%
5+	7	1%
	527	

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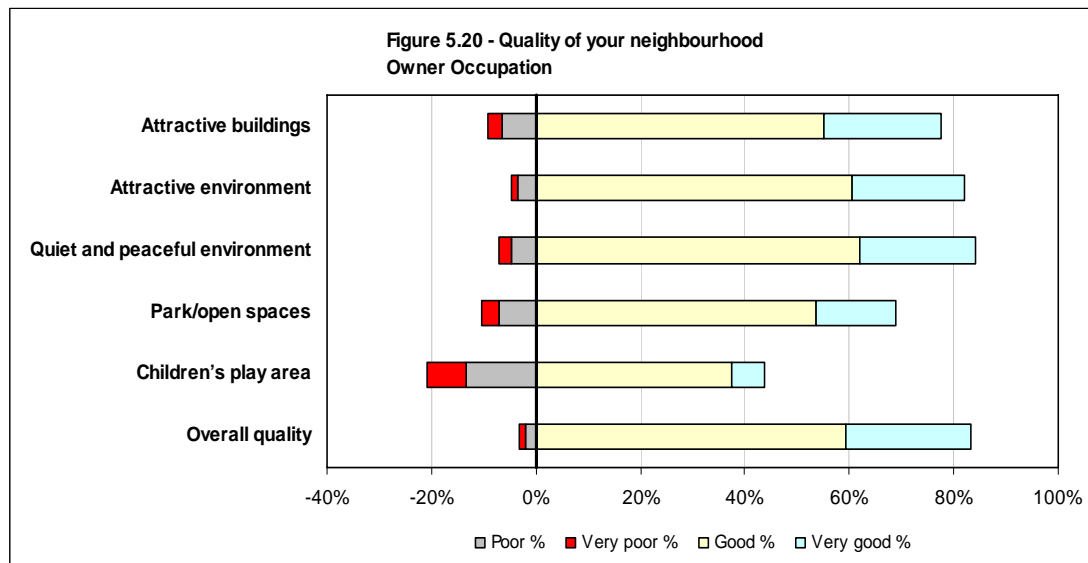
Figure 5.20 - Quality of your neighbourhood
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	15	3%	34	6%	69	13%	291	55%	118	22%	0	0%	0	0%
Attractive environment	6	1%	19	4%	70	13%	319	61%	113	21%	0	0%	0	0%
Quiet and peaceful environment	12	2%	25	5%	46	9%	326	62%	118	22%	0	0%	0	0%
Park/open spaces	16	3%	38	7%	84	16%	282	54%	81	15%	23	4%	3	1%
Children's play area	39	7%	71	13%	111	21%	197	37%	34	6%	69	13%	6	1%
Overall quality	6	1%	11	2%	71	13%	313	59%	126	24%	0	0%	0	0%
Total	94		198		451		1,728		590		92		9	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	378	72%
1	82	16%
2	39	7%
3	7	1%
4	6	1%
5+	15	3%
	527	

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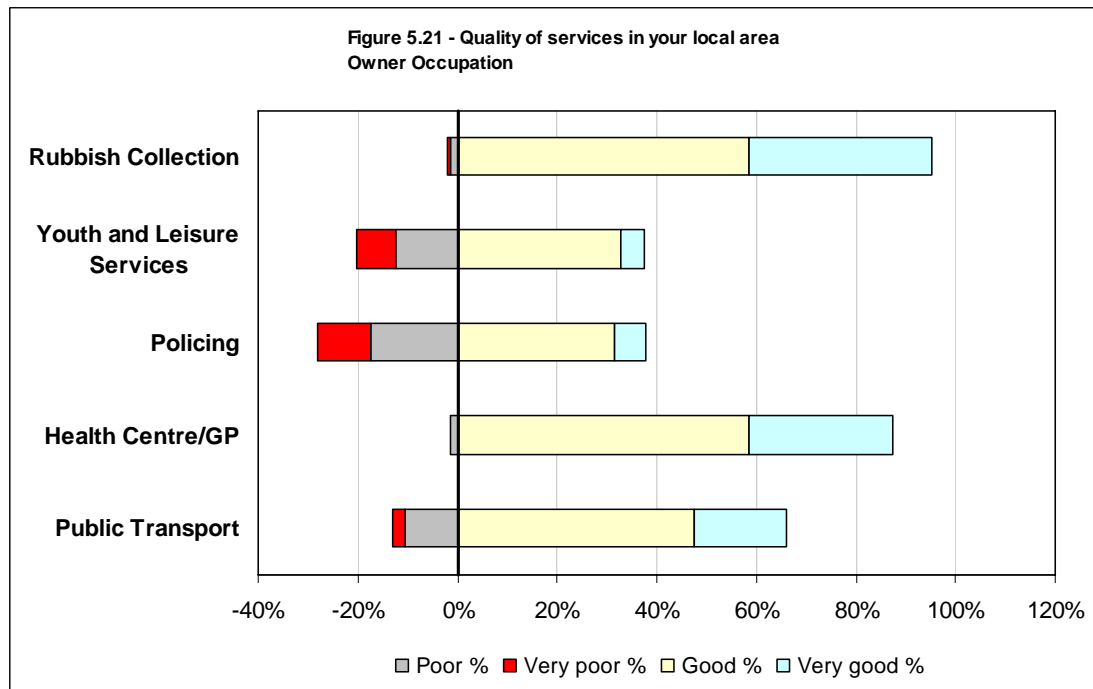
Figure 5.21 - Quality of services in your local area
Owner Occupation

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	1%	7	1%	11	2%	309	59%	193	37%	2	0%	1	0%
Youth and Leisure Services	41	8%	66	13%	76	14%	172	33%	25	5%	141	27%	6	1%
Policing	56	11%	92	17%	128	24%	166	31%	34	6%	49	9%	2	0%
Health Centre/GP	1	0%	7	1%	34	6%	309	59%	151	29%	13	2%	12	2%
Public Transport	13	2%	56	11%	56	11%	251	48%	97	18%	39	7%	15	3%
Total	**115**		**228**		**305**		**1,207**		**500**		**244**		**36**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	274	52%
1	181	34%
2	56	11%
3	14	3%
4	2	0%
5+	0	0%
	527	

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

Figure 5.22 - Percentage of residents in owner occupied housing by neighbourhood
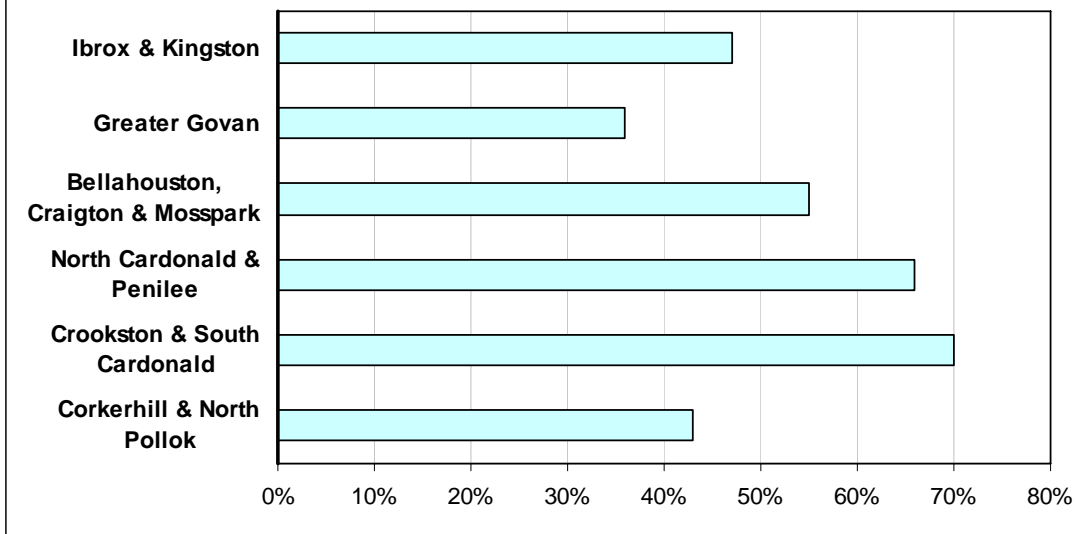
Figure 5.23 - Information about the neighbourhood and management of the neighbourhood
Owner occupation
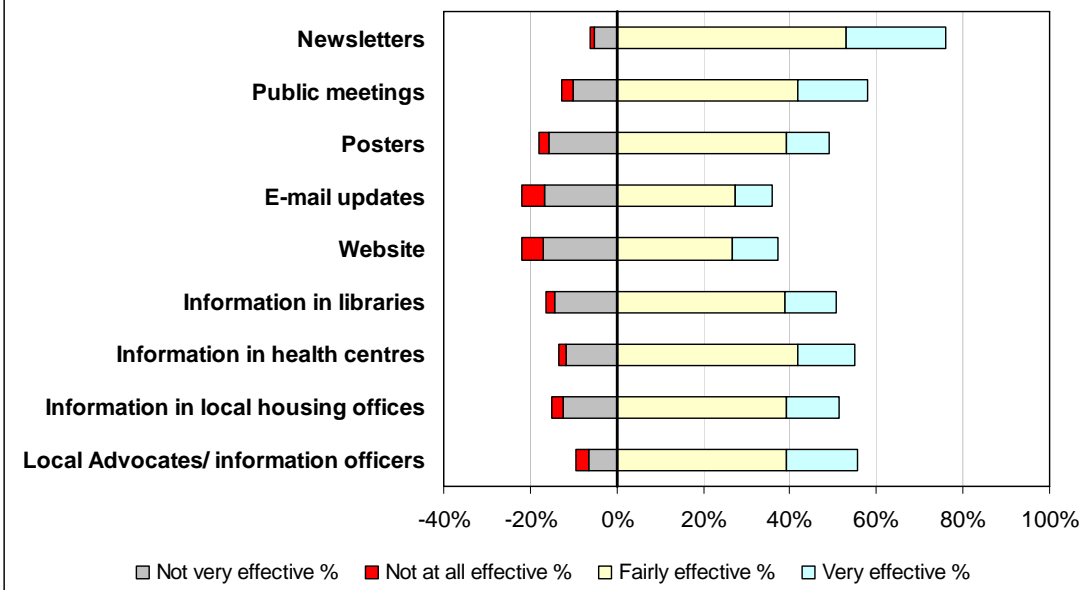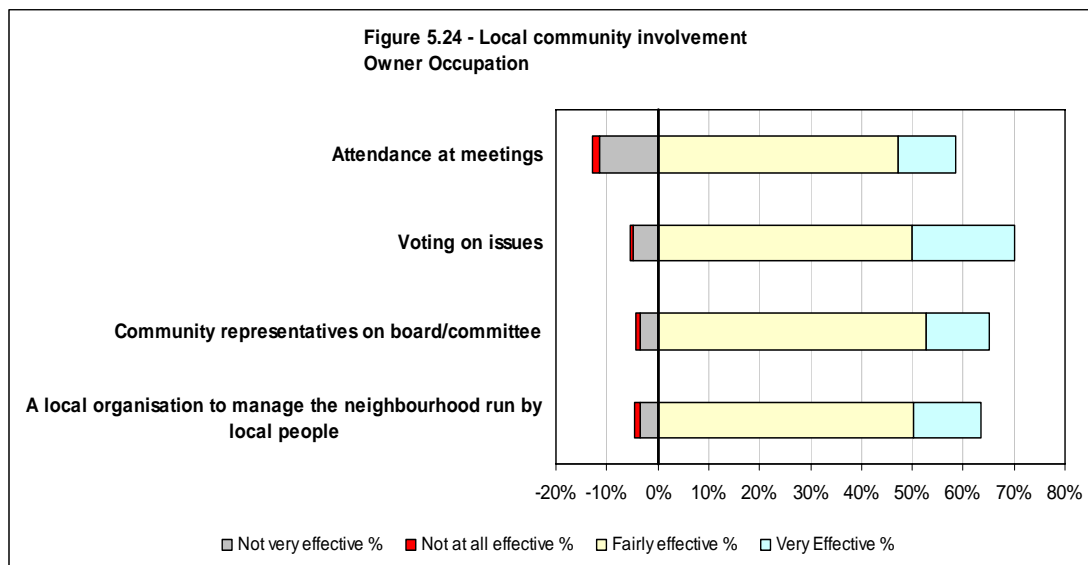
□ Not very effective %   ■ Not at all effective %   □ Fairly effective %   □ Very effective %

126

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

Age – 16 to 29 years
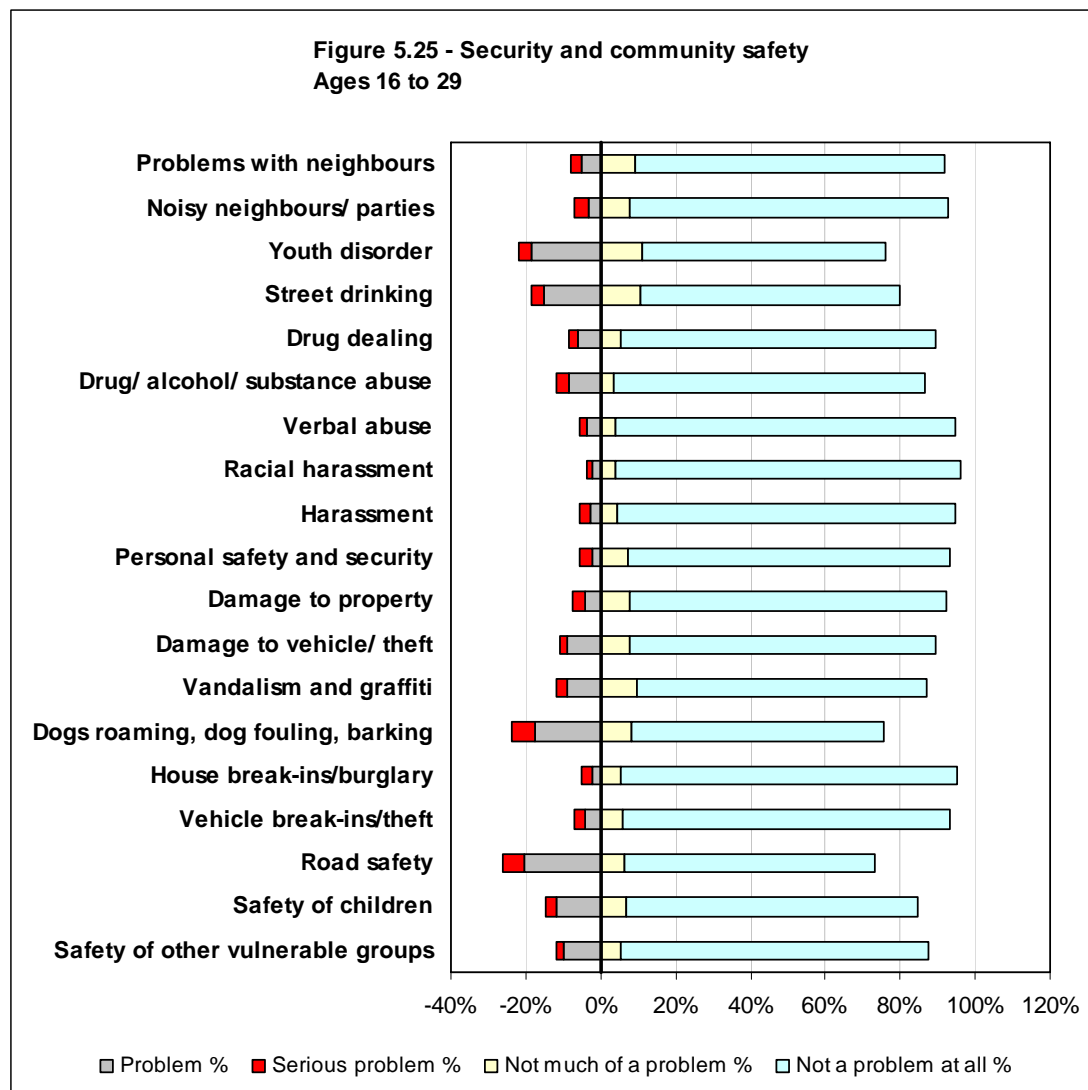
Figure 5.25 - Security and community safety
Ages 16 to 29

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	6	3%	10	5%	1	0%	19	9%	168	82%	0	0%
Noisy neighbours/ parties	7	3%	7	3%	1	0%	16	8%	173	85%	0	0%
Youth disorder	7	3%	38	19%	4	2%	23	11%	132	65%	0	0%
Street drinking	7	3%	31	15%	2	1%	22	11%	141	69%	1	0%
Drug dealing	5	2%	12	6%	4	2%	11	5%	171	84%	1	0%
Drug/ alcohol/ substance abuse	7	3%	17	8%	2	1%	7	3%	170	83%	1	0%
Verbal abuse	3	1%	8	4%	0	0%	8	4%	185	91%	0	0%
Racial harassment	3	1%	5	2%	0	0%	8	4%	188	92%	0	0%
Harassment	5	2%	6	3%	0	0%	9	4%	184	90%	0	0%
Personal safety and security	6	3%	5	2%	3	1%	15	7%	175	86%	0	0%
Damage to property	6	3%	9	4%	1	0%	16	8%	172	84%	0	0%
Damage to vehicle/ theft	4	2%	18	9%	0	0%	16	8%	166	81%	0	0%
Vandalism and graffiti	6	3%	18	9%	2	1%	20	10%	158	77%	0	0%
Dogs roaming, dog fouling, barking	12	6%	36	18%	2	1%	17	8%	137	67%	0	0%
House break-ins/burglary	5	2%	5	2%	0	0%	11	5%	183	90%	0	0%
Vehicle break-ins/theft	5	2%	9	4%	0	0%	12	6%	178	87%	0	0%
Road safety	11	5%	42	21%	2	1%	13	6%	136	67%	0	0%
Safety of children	6	3%	24	12%	1	0%	14	7%	159	78%	0	0%
Safety of other vulnerable groups	4	2%	20	10%	0	0%	11	5%	168	82%	1	0%
Total	**115**		**320**		**25**		**268**		**3,144**		**4**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	102	50%
1	26	13%
2	22	11%
3	13	6%
4	6	3%
5+	35	17%
	204	

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**

Legend: ☐ Slightly Worse % ■ Much Worse % ☐ Slightly Better % ☐ Much Better %

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

X-axis: -20%, -15%, -10%, -5%, 0%, 5%

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	8	4%	191	94%	1	0%	0	0%	0	0%
Noisy neighbours/ parties	4	2%	6	3%	193	95%	1	0%	0	0%	0	0%
Youth disorder	5	2%	15	7%	176	86%	8	4%	0	0%	0	0%
Street drinking	6	3%	12	6%	181	89%	5	2%	0	0%	0	0%
Drug dealing	5	2%	6	3%	193	95%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	5	2%	7	3%	191	94%	1	0%	0	0%	0	0%
Verbal abuse	4	2%	4	2%	195	96%	1	0%	0	0%	0	0%
Racial harassment	3	1%	1	0%	199	98%	1	0%	0	0%	0	0%
Harassment	5	2%	4	2%	195	96%	0	0%	0	0%	0	0%
Personal safety and security	4	2%	5	2%	195	96%	0	0%	0	0%	0	0%
Damage to property	5	2%	3	1%	193	95%	3	1%	0	0%	0	0%
Damage to vehicle/ theft	5	2%	5	2%	192	94%	2	1%	0	0%	0	0%
Vandalism and graffiti	6	3%	7	3%	185	91%	6	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	9	4%	15	7%	179	88%	1	0%	0	0%	0	0%
House break-ins/burglary	3	1%	3	1%	198	97%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	3	1%	196	96%	2	1%	0	0%	0	0%
Road safety	10	5%	21	10%	173	85%	0	0%	0	0%	0	0%
Safety of children	4	2%	9	4%	191	94%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	3	1%	5	2%	196	96%	0	0%	0	0%	0	0%
Total	93		139		3,612		32		0		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	145	71%
1	22	11%
2	17	8%
3	5	2%
4	3	1%
5+	12	6%
	204	

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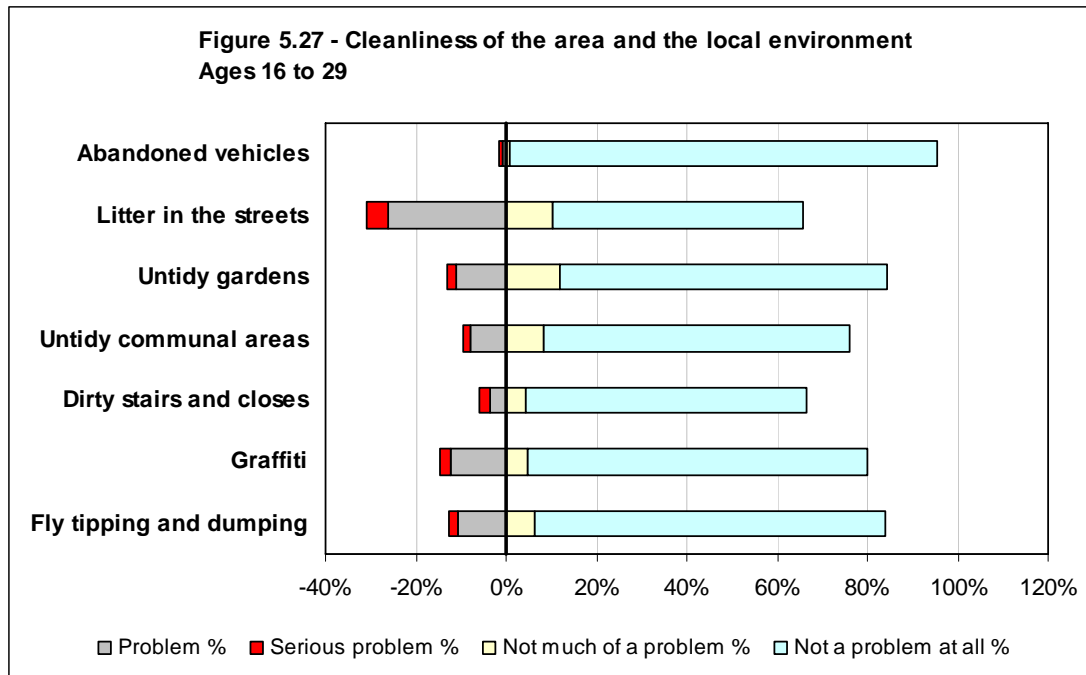
Figure 5.27 - Cleanliness of the area and the local environment Ages 16 to 29

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	2	1%	2	1%	2	1%	193	95%	4	2%	0	0%
Litter in the streets	10	5%	53	26%	5	2%	21	10%	113	55%	2	1%	0	0%
Untidy gardens	4	2%	23	11%	4	2%	24	12%	148	73%	1	0%	0	0%
Untidy communal areas	3	1%	16	8%	4	2%	17	8%	138	68%	3	1%	23	11%
Dirty stairs and closes	5	2%	7	3%	7	3%	9	4%	127	62%	7	3%	42	21%
Graffiti	5	2%	25	12%	8	4%	10	5%	153	75%	3	1%	0	0%
Fly tipping and dumping	4	2%	22	11%	2	1%	13	6%	158	77%	4	2%	1	0%
Total	32		148		32		96		1,030		24		66	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	123	60%
1	41	20%
2	17	8%
3	6	3%
4	5	2%
5+	12	6%
	204	

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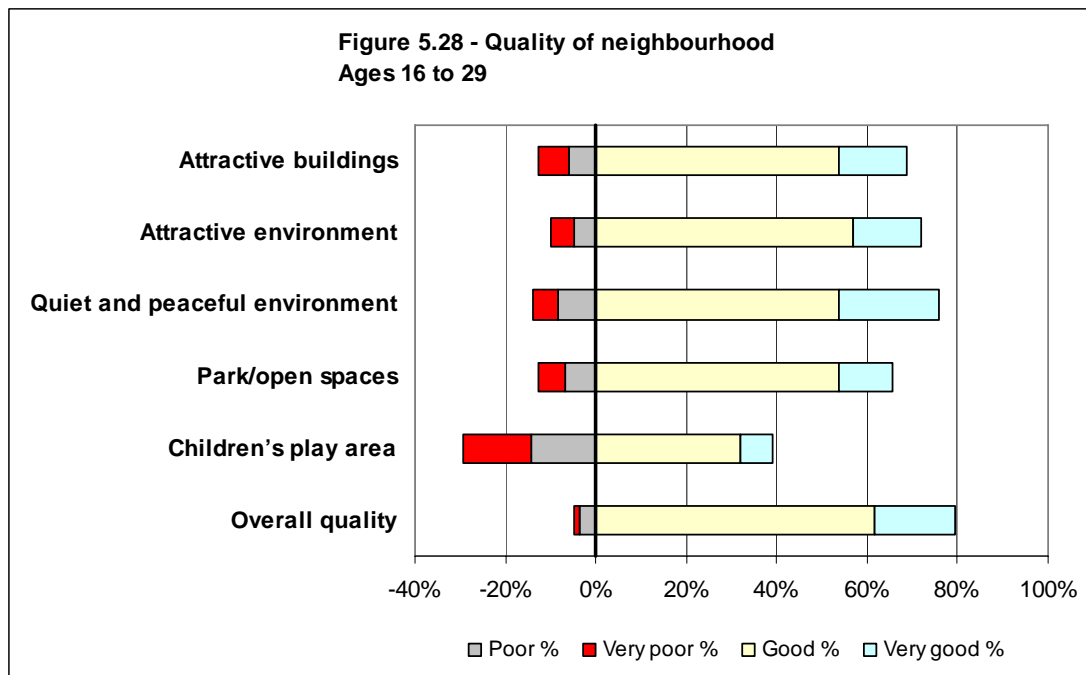
Figure 5.28 - Quality of neighbourhood
Ages 16 to 29

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	14	7%	12	6%	38	19%	110	54%	30	15%	0	0%	0	0%
Attractive environment	10	5%	10	5%	37	18%	116	57%	31	15%	0	0%	0	0%
Quiet and peaceful environment	11	5%	17	8%	21	10%	110	54%	45	22%	0	0%	0	0%
Park/open spaces	12	6%	14	7%	40	20%	110	54%	24	12%	3	1%	1	0%
Children's play area	31	15%	29	14%	44	22%	65	32%	15	7%	18	9%	2	1%
Overall quality	3	1%	7	3%	32	16%	126	62%	36	18%	0	0%	0	0%
Total	81		89		212		637		181		21		3	

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

Number of concerns (Very poor or poor)	Respondents	%
None	126	62%
1	34	17%
2	23	11%
3	10	5%
4	2	1%
5+	9	4%
	204	

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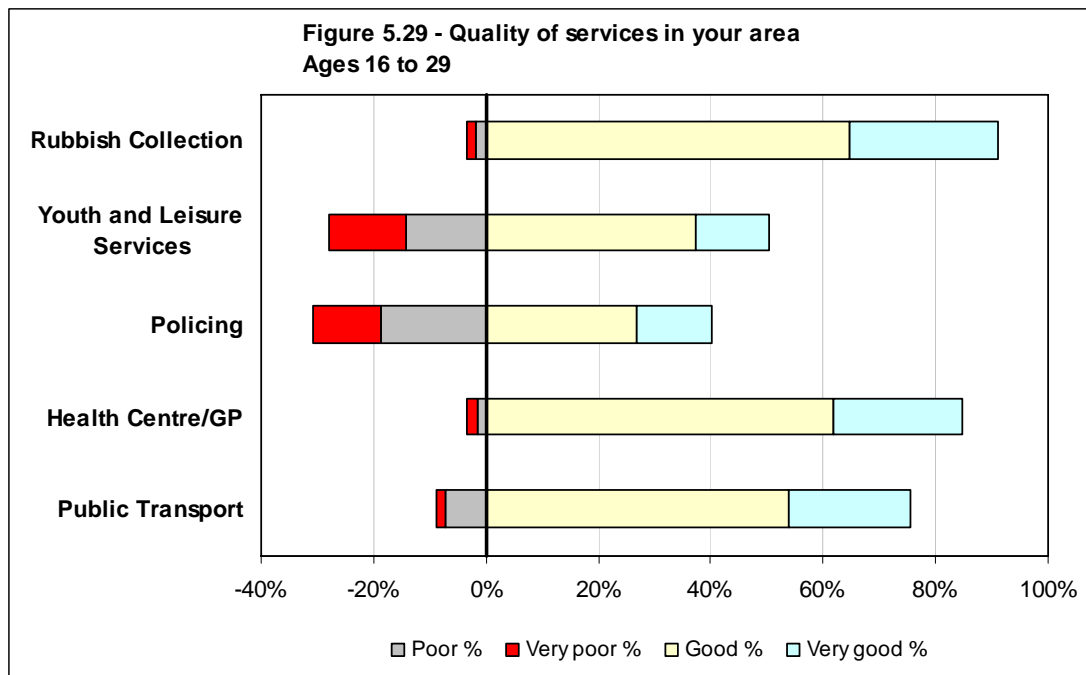
Figure 5.29 - Quality of services in your area
Ages 16 to 29

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	1%	4	2%	9	4%	132	65%	54	26%	1	0%	1	0%
Youth and Leisure Services	28	14%	29	14%	18	9%	76	37%	27	13%	24	12%	2	1%
Policing	25	12%	38	19%	50	25%	55	27%	27	13%	8	4%	1	0%
Health Centre/GP	4	2%	3	1%	20	10%	126	62%	47	23%	2	1%	2	1%
Public Transport	3	1%	15	7%	19	9%	110	54%	44	22%	11	5%	2	1%
Total	63		89		116		499		199		46		8	

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	93	46%
1	77	38%
2	29	14%
3	4	2%
4	0	0%
5+	1	0%
	204	

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

Figure 5.30 - Residents aged 16 to 29 by neighbourhood

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

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

Figure 5.32 - Local Community Involvement
Ages 16 to 29

Age – 30 to 59/64 years

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

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

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	1%	19	4%	7	1%	60	11%	443	83%	2	0%
Noisy neighbours / parties	4	1%	20	4%	6	1%	59	11%	442	83%	4	1%
Youth disorder	40	7%	134	25%	14	3%	69	13%	277	52%	1	0%
Street drinking	38	7%	100	19%	17	3%	67	13%	311	58%	2	0%
Drug dealing	16	3%	49	9%	19	4%	48	9%	393	73%	10	2%
Drug/ alcohol/ substance abuse	16	3%	58	11%	12	2%	49	9%	393	73%	7	1%
Verbal abuse	7	1%	21	4%	13	2%	50	9%	443	83%	1	0%
Racial harassment	1	0%	3	1%	4	1%	38	7%	487	91%	2	0%
Harassment	4	1%	7	1%	4	1%	42	8%	476	89%	2	0%
Personal safety and security	3	1%	14	3%	18	3%	64	12%	435	81%	1	0%
Damage to property	8	1%	37	7%	13	2%	44	8%	432	81%	1	0%
Damage to vehicle/ theft	15	3%	41	8%	7	1%	42	8%	429	80%	1	0%
Vandalism and graffiti	12	2%	57	11%	10	2%	61	11%	394	74%	1	0%
Dogs roaming, dog fouling, barking	37	7%	82	15%	11	2%	56	10%	348	65%	1	0%
House break-ins/burglary	0	0%	10	2%	7	1%	53	10%	464	87%	1	0%
Vehicle break-ins/theft	4	1%	17	3%	8	1%	45	8%	459	86%	2	0%
Road safety	47	9%	105	20%	16	3%	42	8%	324	61%	1	0%
Safety of children	19	4%	43	8%	10	2%	59	11%	403	75%	1	0%
Safety of other vulnerable groups	10	2%	33	6%	11	2%	52	10%	425	79%	4	1%
Total	**285**		**850**		**207**		**1,000**		**7,778**		**45**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	220	41%
1	81	15%
2	56	10%
3	46	9%
4	36	7%
5+	96	18%
	535	

Table 5.42 – Number of concerns - Security and Community Safety – Age 30 to 59/64

**Figure 5.34 - Security and community safety in the past year
Ages 30 to 59/64**
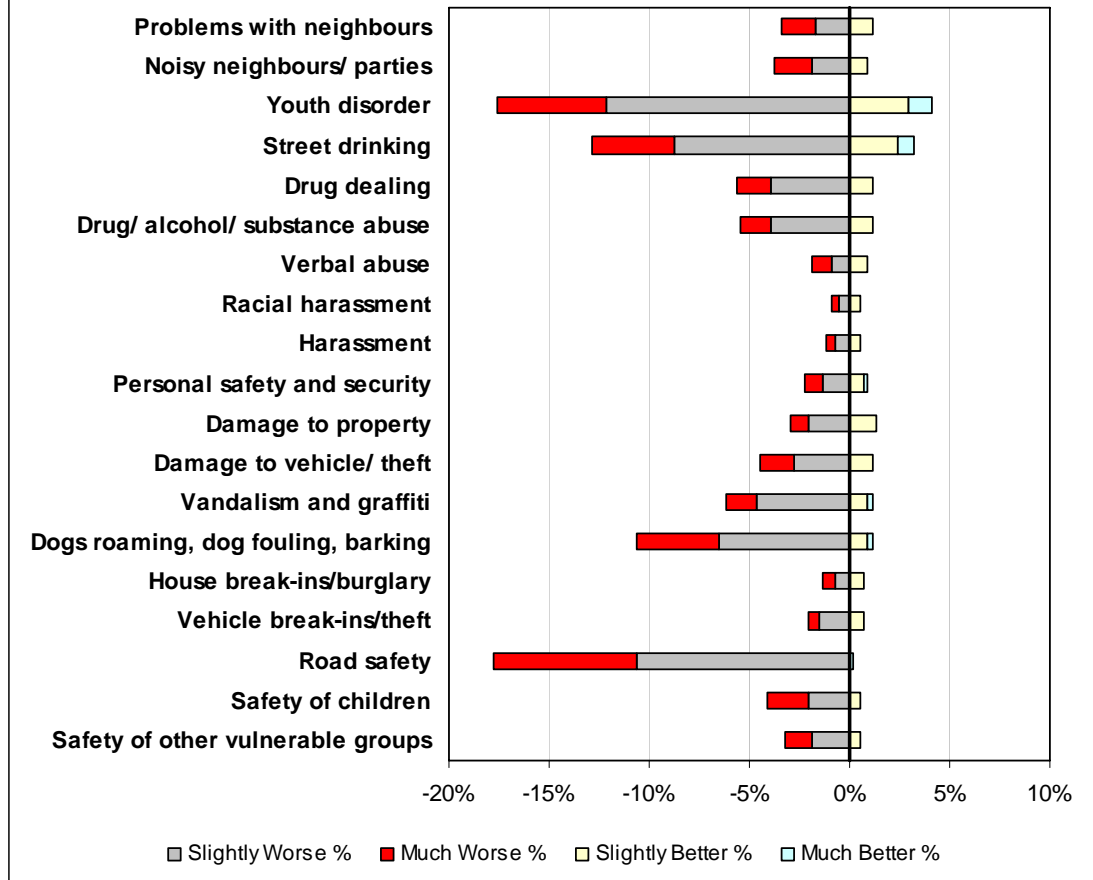
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	9	2%	511	96%	6	1%	0	0%	0	0%
Noisy neighbours / parties	10	2%	10	2%	510	95%	5	1%	0	0%	0	0%
Youth disorder	29	5%	65	12%	419	78%	16	3%	6	1%	0	0%
Street drinking	22	4%	47	9%	449	84%	13	2%	4	1%	0	0%
Drug dealing	9	2%	21	4%	499	93%	6	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	8	1%	21	4%	500	93%	6	1%	0	0%	0	0%
Verbal abuse	5	1%	5	1%	520	97%	5	1%	0	0%	0	0%
Racial harassment	2	0%	3	1%	527	99%	3	1%	0	0%	0	0%
Harassment	2	0%	4	1%	526	98%	3	1%	0	0%	0	0%
Personal safety and security	5	1%	7	1%	518	97%	4	1%	1	0%	0	0%
Damage to property	5	1%	11	2%	512	96%	7	1%	0	0%	0	0%
Damage to vehicle/ theft	9	2%	15	3%	505	94%	6	1%	0	0%	0	0%
Vandalism and graffiti	8	1%	25	5%	496	93%	5	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	22	4%	35	7%	472	88%	5	1%	1	0%	0	0%
House break-ins/burglary	3	1%	4	1%	524	98%	4	1%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	8	1%	520	97%	4	1%	0	0%	0	0%
Road safety	38	7%	57	11%	439	82%	0	0%	1	0%	0	0%
Safety of children	11	2%	11	2%	510	95%	3	1%	0	0%	0	0%
Safety of other vulnerable groups	7	1%	10	2%	515	96%	3	1%	0	0%	0	0%
Total	207		368		9,472		104		14		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	338	63%
1	63	12%
2	53	10%
3	29	5%
4	24	4%
5+	28	5%
	535	

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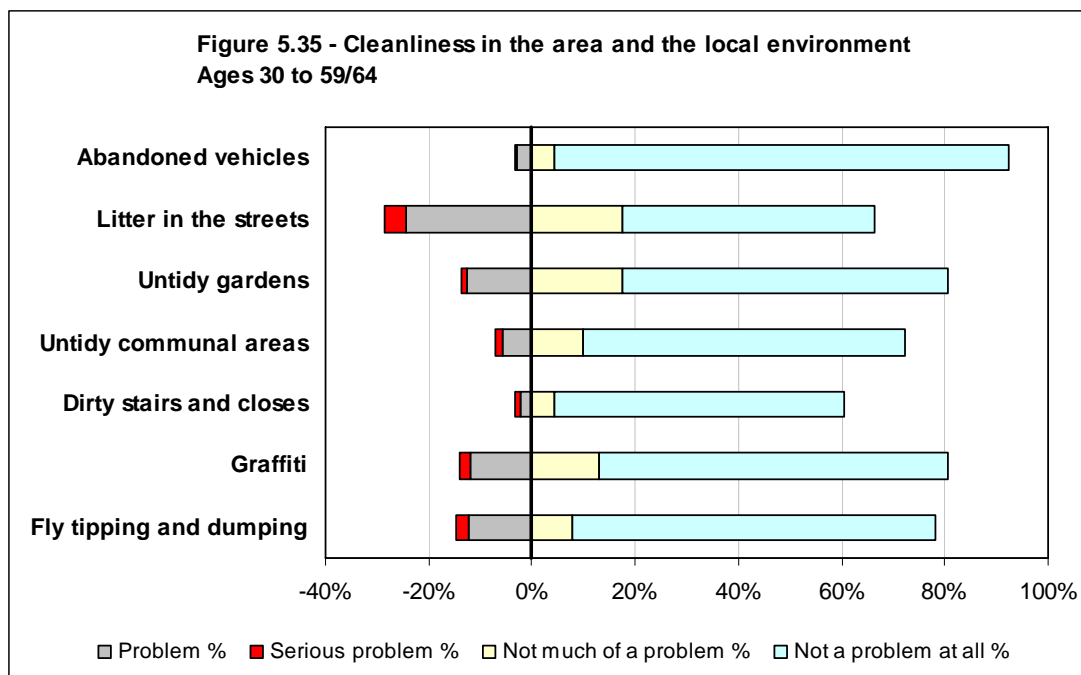
Figure 5.35 - Cleanliness in the area and the local environment
Ages 30 to 59/64

	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	3	1%	15	3%	12	2%	23	4%	471	88%	4	1%	7	1%
Litter in the streets	22	4%	130	24%	26	5%	93	17%	262	49%	2	0%	0	0%
Untidy gardens	6	1%	67	13%	28	5%	94	18%	338	63%	2	0%	0	0%
Untidy communal areas	6	1%	31	6%	20	4%	53	10%	333	62%	6	1%	86	16%
Dirty stairs and closes	6	1%	12	2%	21	4%	24	4%	299	56%	21	4%	152	28%
Graffiti	11	2%	64	12%	25	5%	70	13%	361	67%	0	0%	4	1%
Fly tipping and dumping	13	2%	66	12%	20	4%	42	8%	377	70%	13	2%	4	1%
Total	**67**		**385**		**152**		**399**		**2,441**		**48**		**253**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	325	61%
1	87	16%
2	65	12%
3	30	6%
4	10	2%
5+	18	3%
	535	

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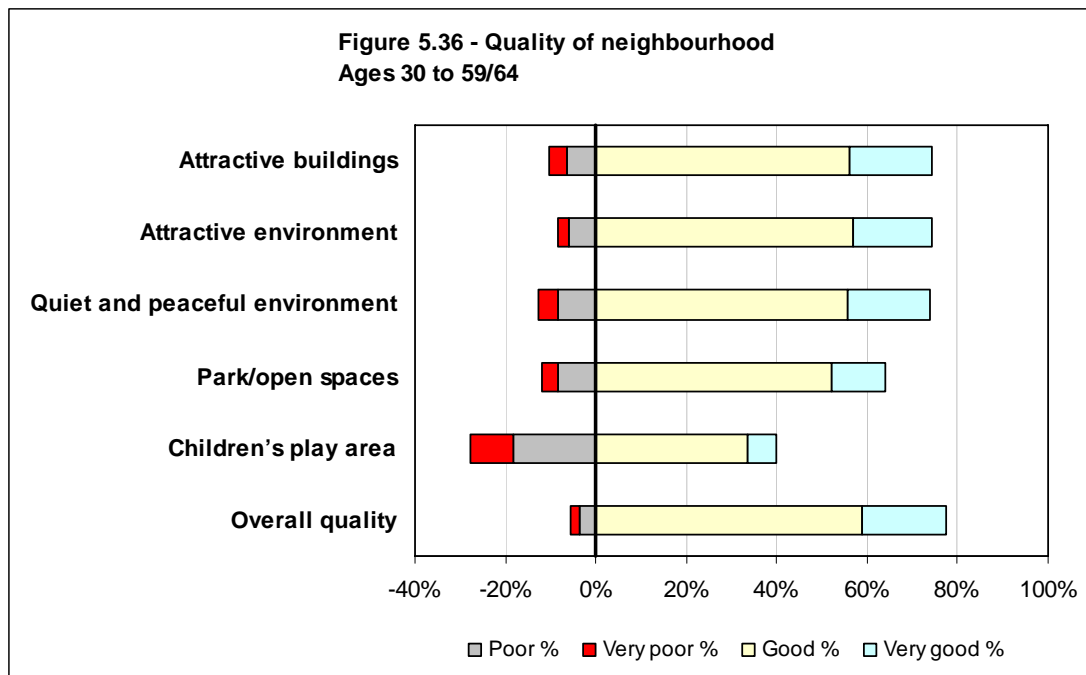
Figure 5.36 - Quality of neighbourhood
Ages 30 to 59/64

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	20	4%	35	7%	83	16%	301	56%	96	18%	0	0%	0	0%
Attractive environment	13	2%	31	6%	94	18%	304	57%	93	17%	0	0%	0	0%
Quiet and peaceful environment	22	4%	45	8%	72	13%	297	56%	99	19%	0	0%	0	0%
Park/open spaces	19	4%	45	8%	105	20%	280	52%	63	12%	21	4%	2	0%
Children's play area	51	10%	98	18%	120	22%	179	33%	34	6%	51	10%	2	0%
Overall quality	10	2%	19	4%	91	17%	315	59%	100	19%	0	0%	0	0%
Total	135		273		565		1,676		485		72		4	

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

Number of concerns (Very poor or poor)	Respondents	%
None	349	65%
1	95	18%
2	41	8%
3	16	3%
4	9	2%
5+	25	5%
	535	

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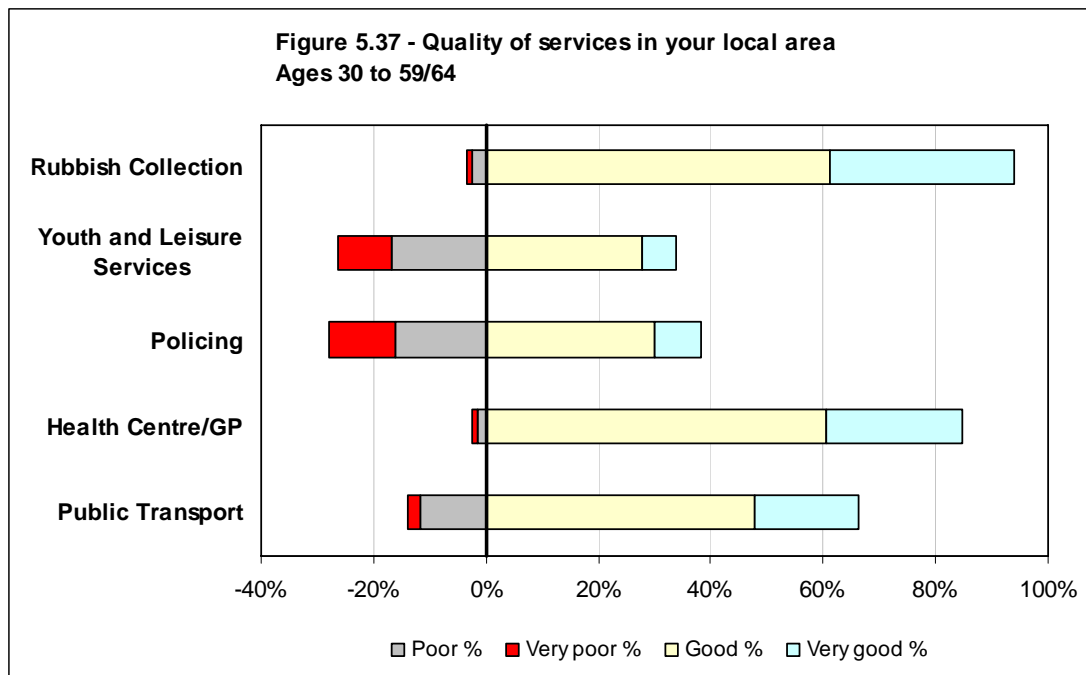
Figure 5.37 - Quality of services in your local area
Ages 30 to 59/64

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	1%	13	2%	14	3%	328	61%	174	33%	0	0%	0	0%
Youth and Leisure Services	51	10%	89	17%	74	14%	148	28%	33	6%	137	26%	3	1%
Policing	64	12%	86	16%	141	26%	160	30%	44	8%	40	7%	0	0%
Health Centre/GP	5	1%	8	1%	48	9%	324	61%	130	24%	9	2%	11	2%
Public Transport	11	2%	63	12%	68	13%	256	48%	98	18%	32	6%	7	1%
Total	**137**		**259**		**345**		**1,216**		**479**		**218**		**21**	

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	266	50%
1	166	31%
2	81	15%
3	20	4%
4	2	0%
5+	0	0%
	535	

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

Figure 5.38 - Residents aged 30 to 59/64 by neighbourhood

**Figure 5.39 - Information about the neighbourhood and management of the neighbourhood
Ages 30 to 59/64**

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

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

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

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	4	2%	9	4%	1	0%	33	13%	208	81%	2	1%
Noisy neighbours / parties	2	1%	13	5%	0	0%	30	12%	210	82%	2	1%
Youth disorder	17	7%	43	17%	10	4%	36	14%	150	58%	1	0%
Street drinking	15	6%	36	14%	11	4%	33	13%	161	63%	1	0%
Drug dealing	3	1%	16	6%	8	3%	26	10%	195	76%	9	4%
Drug/ alcohol/ substance abuse	4	2%	15	6%	8	3%	27	11%	195	76%	8	3%
Verbal abuse	4	2%	9	4%	5	2%	28	11%	208	81%	3	1%
Racial harassment	0	0%	1	0%	2	1%	20	8%	231	90%	3	1%
Harassment	3	1%	2	1%	2	1%	20	8%	228	89%	2	1%
Personal safety and security	0	0%	10	4%	4	2%	36	14%	205	80%	2	1%
Damage to property	3	1%	12	5%	4	2%	20	8%	217	84%	1	0%
Damage to vehicle/ theft	2	1%	14	5%	4	2%	22	9%	214	83%	1	0%
Vandalism and graffiti	9	4%	13	5%	10	4%	27	11%	197	77%	1	0%
Dogs roaming, dog fouling, barking	18	7%	27	11%	14	5%	39	15%	157	61%	2	1%
House break-ins/burglary	1	0%	2	1%	4	2%	27	11%	222	86%	1	0%
Vehicle break-ins/theft	1	0%	6	2%	3	1%	30	12%	215	84%	2	1%
Road safety	13	5%	33	13%	14	5%	28	11%	168	65%	1	0%
Safety of children	4	2%	12	5%	6	2%	28	11%	205	80%	2	1%
Safety of other vulnerable groups	2	1%	7	3%	7	3%	25	10%	213	83%	3	1%
Total	**105**		**280**		**117**		**535**		**3,799**		**47**	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	134	52%
1	38	15%
2	25	10%
3	16	6%
4	14	5%
5+	30	12%
	257	

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

-25%   -20%   -15%   -10%   -5%   0%   5%   10%

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	0%	11	4%	237	92%	8	3%	0	0%	0	0%
Noisy neighbours / parties	0	0%	10	4%	242	94%	5	2%	0	0%	0	0%
Youth disorder	10	4%	39	15%	197	77%	9	4%	2	1%	0	0%
Street drinking	5	2%	26	10%	220	86%	4	2%	2	1%	0	0%
Drug dealing	2	1%	16	6%	234	91%	3	1%	2	1%	0	0%
Drug/ alcohol/ substance abuse	3	1%	15	6%	235	91%	2	1%	2	1%	0	0%
Verbal abuse	1	0%	3	1%	252	98%	1	0%	0	0%	0	0%
Racial harassment	0	0%	2	1%	254	99%	1	0%	0	0%	0	0%
Harassment	0	0%	3	1%	253	98%	1	0%	0	0%	0	0%
Personal safety and security	0	0%	6	2%	250	97%	1	0%	0	0%	0	0%
Damage to property	2	1%	8	3%	247	96%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	8	3%	247	96%	2	1%	0	0%	0	0%
Vandalism and graffiti	4	2%	11	4%	241	94%	1	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	9	4%	28	11%	218	85%	2	1%	0	0%	0	0%
House break-ins/burglary	1	0%	2	1%	253	98%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	5	2%	251	98%	1	0%	0	0%	0	0%
Road safety	16	6%	28	11%	213	83%	0	0%	0	0%	0	0%
Safety of children	5	2%	3	1%	248	96%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	2	1%	3	1%	251	98%	1	0%	0	0%	0	0%
Total	**61**		**227**		**4,543**		**44**		**8**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	151	59%
1	44	17%
2	22	9%
3	10	4%
4	13	5%
5+	17	7%
	257	

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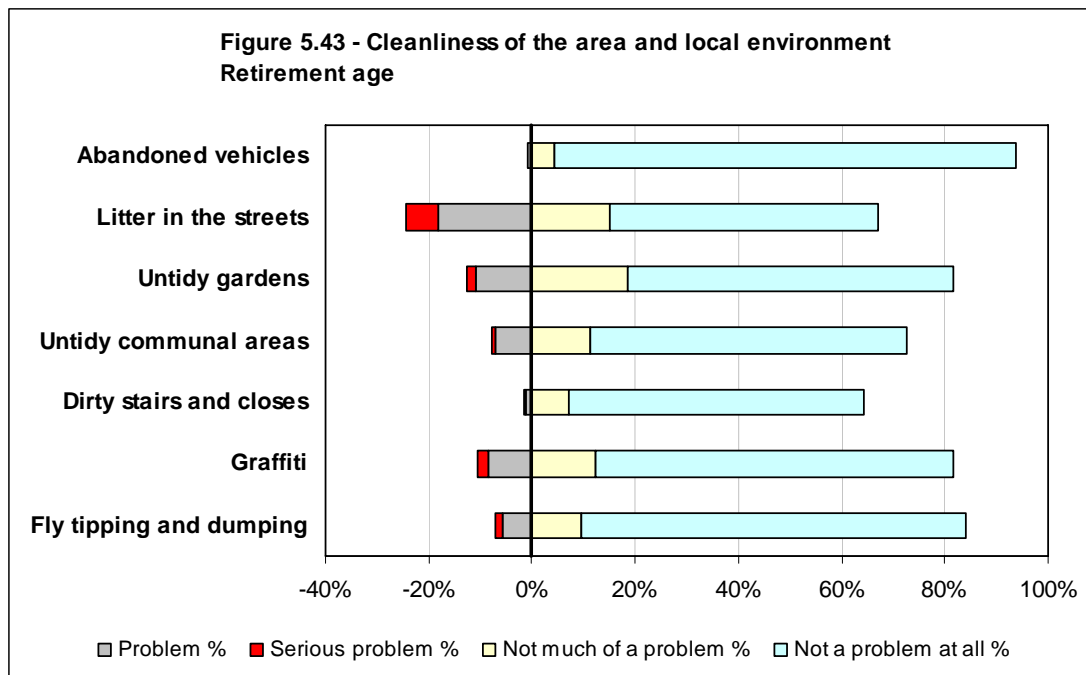
Figure 5.43 - Cleanliness of the area and local environment
Retirement age

	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%	2	1%	2	1%	11	4%	230	89%	11	4%	1	0%
Litter in the streets	16	6%	47	18%	20	8%	39	15%	133	52%	2	1%	0	0%
Untidy gardens	4	2%	28	11%	14	5%	48	19%	162	63%	1	0%	0	0%
Untidy communal areas	2	1%	18	7%	12	5%	29	11%	158	61%	7	3%	31	12%
Dirty stairs and closes	1	0%	3	1%	9	4%	18	7%	147	57%	14	5%	65	25%
Graffiti	5	2%	22	9%	17	7%	32	12%	178	69%	1	0%	2	1%
Fly tipping and dumping	3	1%	15	6%	10	4%	25	10%	191	74%	11	4%	2	1%
Total	**31**		**135**		**84**		**202**		**1,199**		**47**		**101**	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	174	68%
1	37	14%
2	23	9%
3	16	6%
4	3	1%
5+	4	2%
	257	

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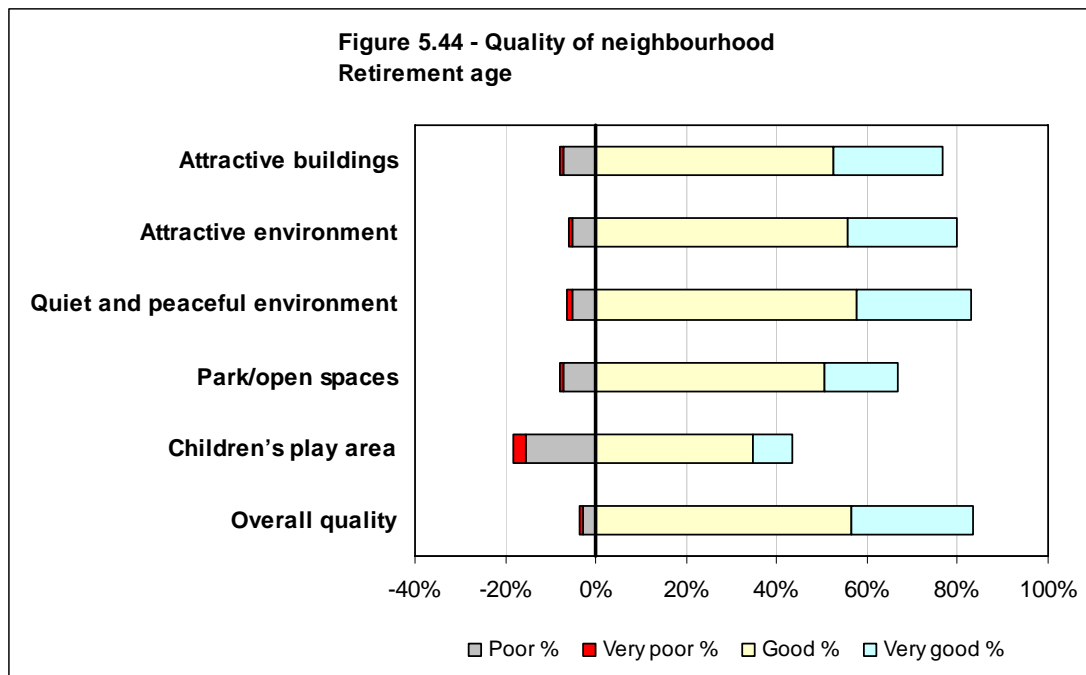
Figure 5.44 - Quality of neighbourhood
Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	18	7%	40	16%	135	53%	62	24%	0	0%	0	0%
Attractive environment	2	1%	13	5%	37	14%	143	56%	62	24%	0	0%	0	0%
Quiet and peaceful environment	3	1%	13	5%	28	11%	148	58%	65	25%	0	0%	0	0%
Park/open spaces	2	1%	18	7%	39	15%	130	51%	42	16%	24	9%	2	1%
Children's play area	7	3%	40	16%	32	12%	89	35%	23	9%	60	23%	6	2%
Overall quality	2	1%	7	3%	34	13%	145	56%	69	27%	0	0%	0	0%
Total	18		109		210		790		323		84		8	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	196	76%
1	36	14%
2	11	4%
3	4	2%
4	1	0%
5+	9	4%
	257	

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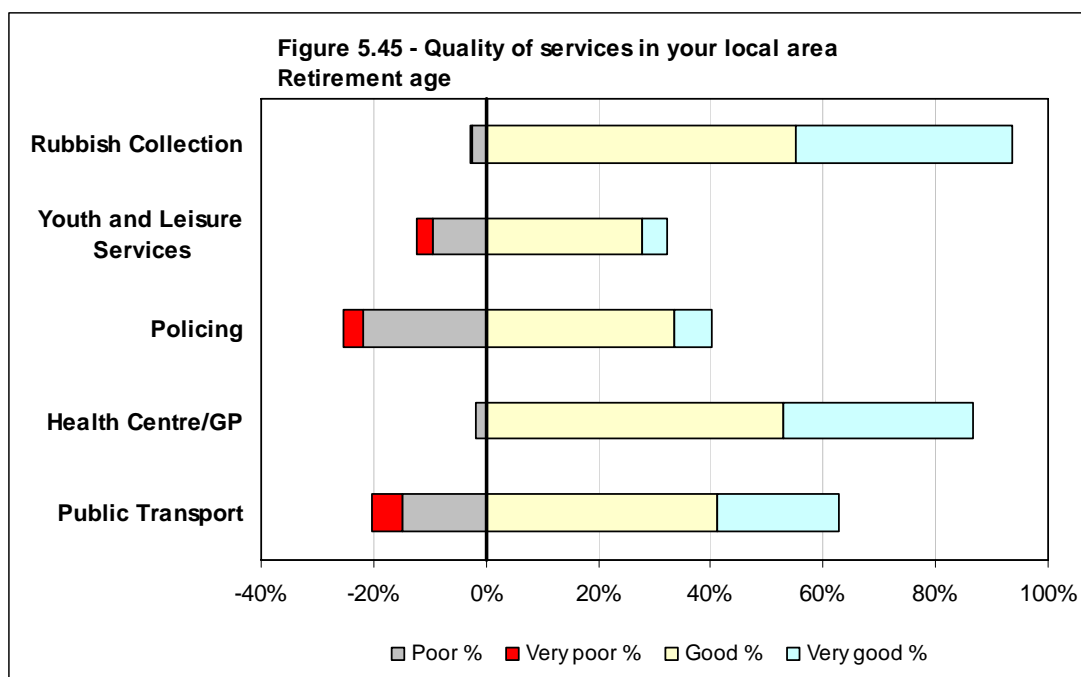
Figure 5.45 - Quality of services in your local area
Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	0%	6	2%	8	3%	142	55%	99	39%	1	0%	0	0%
Youth and Leisure Services	8	3%	24	9%	37	14%	71	28%	12	5%	101	39%	4	2%
Policing	9	4%	56	22%	56	22%	86	33%	17	7%	31	12%	2	1%
Health Centre/GP	0	0%	5	2%	18	7%	136	53%	87	34%	5	2%	6	2%
Public Transport	14	5%	38	15%	17	7%	106	41%	55	21%	17	7%	10	4%
Total	**32**		**129**		**136**		**541**		**270**		**155**		**22**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	136	53%
1	92	36%
2	19	7%
3	9	4%
4	1	0%
5+	0	0%
	257	

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 %

153

Figure 5.48 - Local community involvement
Retirement age
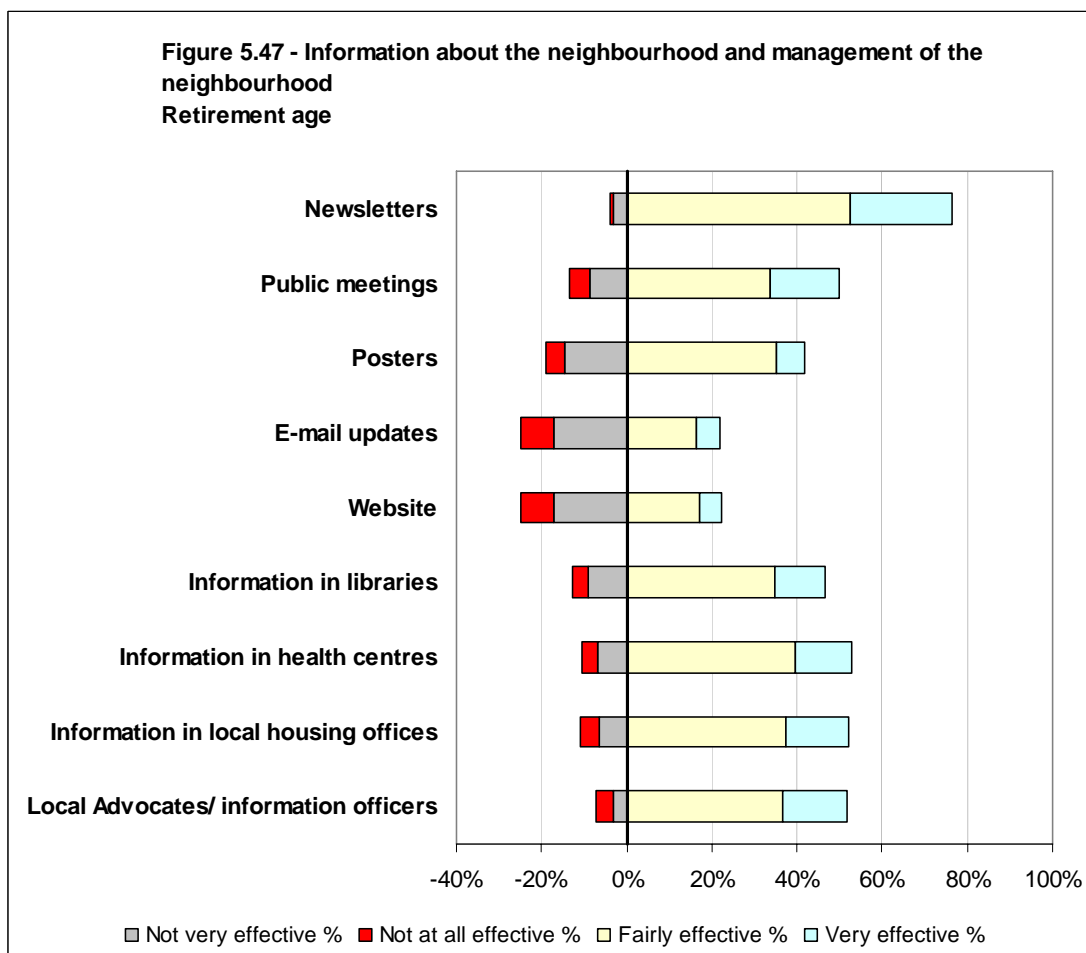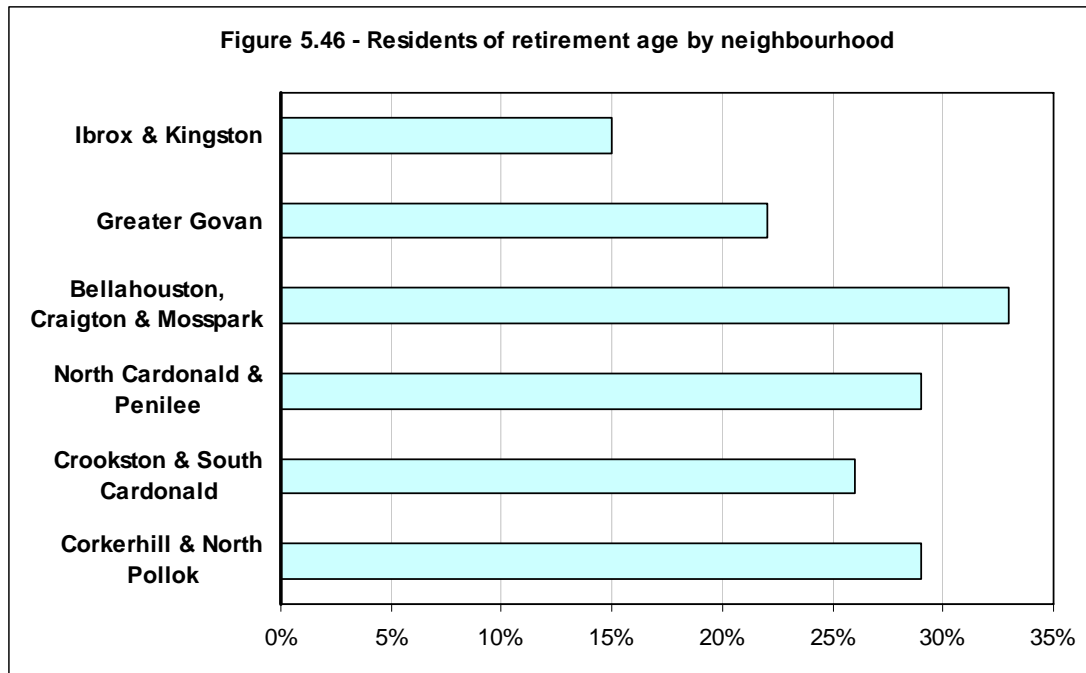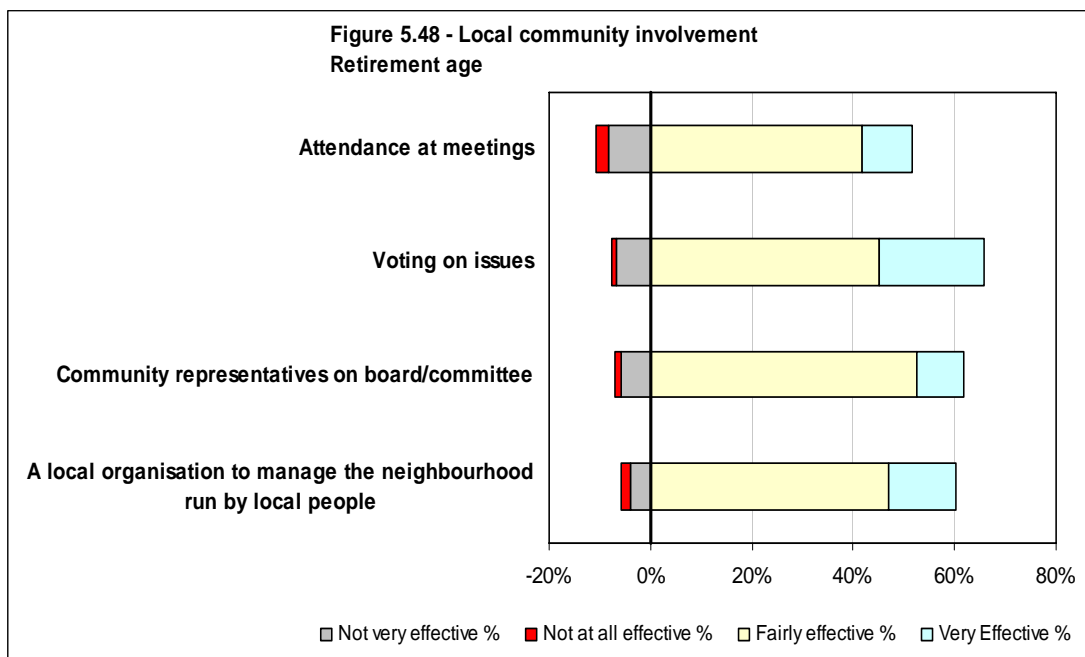
Appendix 1

Residents' Survey Questionnaire

Security and Community Safety

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

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

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

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

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

Q3

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

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

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

Q4

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

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

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

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

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

       (70)

Very safe	1
Fairly safe	2
Neutral	3
Fairly unsafe	4
Very unsafe	5
Don't Know/ Can't answer	6

Q7

Cleansing and Environment

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

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

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

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

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

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

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

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

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

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

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

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

(105)

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

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

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

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

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

Quality of Life

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

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

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

                                                                (126)

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

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

                                                                (127)

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

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

                                                               (128)

Yes	1
No	2
Don't know	3 **Q19**

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

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

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

Q20   Gender   **ROUTE**

                                                            (131)

Male	1
Female	2 **Q21**

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

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

Q22

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

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

Q24 (Still at school)
Q23 (Unemployed)

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**

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

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

Q27

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

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

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

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

Q29

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

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

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

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

Q31   Is your accommodation..   **ROUTE**

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

    Q32

Involving Local People

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

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

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

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

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

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

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

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

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

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

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

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

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

PRIZE DRAW EXPLANATION

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

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

GLASGOW COMMUNITY PLANNING PARTNERSHIP CONSENT FORM (IK20179 IH)

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

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

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

Please complete your name and address and sign the form.

NAME:_____

ADDRESS:_____

POST CODE: _____

TELEPHONE:_____

SIGNATURE: _____

DATE: _____

AREA OF INTEREST FOR CONSULATION (CIRCLE RESPONSE FROM Q37)

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