Residents' Survey

Glasgow Community Planning Partnership

Greater Pollok and Newlands / Auldburn

Final Report
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1.   Introduction

About this report

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

1.2   This report gives the findings of the survey work undertaken in the Greater Pollok and Newlands / Auldburn 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 Greater Pollok and Newlands / Auldburn area

1.9   The Greater Pollok and Newlands / Auldburn Local Community Planning Partnership (LCPP) area has a population of 53,852 people, representing nine per cent of the total city population. The area includes the neighbourhoods of:

- Pollok;
- Newlands and Cathcart;
- Pollokshaws and Mansewood;
- Priesthill and Househillwood;
- Arden and Carnwadric; and
- South Nitshill and Darnley.

1.10 Just over 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, 21 of the area's 62 Data Zones fall into the bottom five per cent most deprived – 18,300 people or 34 per cent of the local population live in these neighbourhoods. There are no local neighbourhoods in the bottom one per cent of Scottish Data Zones.

1.11 The SIMD demonstrates that joblessness is a key issue for Greater Pollok and Newlands / Auldburn. Just over half of the local population live in a bottom 15 per cent ranked 'employment deprived' Data Zone. Forty five per cent of the local population live in a neighbourhood that is in the bottom 15 per cent in relation to education, skills and training deprivation.

1.12 Over half of residents (53% or 28,500 people) live in a bottom 15 per cent of housing deprived neighbourhood. While this can be explained by the high concentration of tenement-style properties it is clear that housing is a pressing issue in the local area.

1.13 Alcohol and drug misuse levels in the Greater Pollok and Newlands / Auldburn area are similar to the norm for the city. However 20 local Data Zones had alcohol related hospital admission rates above the city average and three local Data Zones were in the worst five per cent of alcohol related hospital admission rates for the city. In addition alcohol related crime rates in 27 Data Zones are above the average for the city. Drugs related crimes are similar to the city average but a third of Data Zones have higher than average drug crime rates.

1.14 Overall, crime rates in the area are below the city average. However, crime rates relating to vandalism, drugs and alcohol are more prevalent in the Greater Pollok and Newlands / Auldburn area.

2.   Methodology

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

- security (control of nuisance and general supervision);

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

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

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

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

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

	Target	Achieved
Ethnic Minority	4.9%	4.9%
Lone Parent Households	8.7%	7.1%
Two parent Households	20.4%	19.8%
Older People (60+)	16.8%	20.2%
Younger People (16-29)	19%	20.2%
O/O and privately rented	60%	61%
Socially rented	39.7%	38.5%
Economically inactive	44.1%	39%

Table 2.1 – Key demographic comparison – Greater Pollok and Newlands / Auldburn

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

3.   Study Findings – Overall Analysis

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

-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	16	2%	42	4%	9	1%	144	14%	787	79%	2	0%
Noisy neighbours/ parties	18	2%	38	4%	12	1%	146	15%	782	78%	4	0%
Youth disorder	37	4%	90	9%	32	3%	148	15%	691	69%	2	0%
Street drinking	27	3%	55	6%	16	2%	153	15%	745	75%	4	0%
Drug dealing	16	2%	39	4%	17	2%	128	13%	786	79%	14	1%
Drug/ alcohol / substance abuse	17	2%	47	5%	18	2%	135	14%	771	77%	12	1%
Verbal abuse	9	1%	20	2%	10	1%	122	12%	832	83%	7	1%
Racial harassment	2	0%	6	1%	5	1%	112	11%	867	87%	8	1%
Harassment	2	0%	12	1%	5	1%	110	11%	867	87%	4	0%
Personal safety and security	5	1%	9	1%	18	2%	159	16%	804	80%	5	1%
Damage to property	18	2%	39	4%	16	2%	116	12%	806	81%	5	1%
Damage to vehicle/ theft	8	1%	49	5%	16	2%	120	12%	794	79%	13	1%
Vandalism and graffiti	16	2%	46	5%	22	2%	144	14%	763	76%	9	1%
Dogs roaming, dog fouling, barking	45	5%	79	8%	23	2%	138	14%	707	71%	8	1%
House break-ins/burglary	4	0%	16	2%	10	1%	131	13%	830	83%	9	1%
Vehicle break-ins/theft	9	1%	37	4%	17	2%	123	12%	801	80%	13	1%
Road safety	42	4%	98	10%	26	3%	122	12%	707	71%	5	1%
Safety of children	15	2%	46	5%	27	3%	140	14%	766	77%	6	1%
Safety of other vulnerable groups	2	0%	23	2%	27	3%	124	12%	800	80%	24	2%
Total	308		791		326		2,515		14,906		15	

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

Youth disorder

3.4   Youth disorder was considered a significant issue by some of the respondents although a majority said that it was not a problem. Nine per cent (90 people) said that it was a 'problem' with a further four per cent (37 people) stating that it was a 'serious problem'.

Street drinking

3.5   Six per cent (55 people) of respondents felt that street drinking was a 'problem' and a further three per cent (27 people) said that it was a 'serious problem'.

Drug, alcohol and substance misuse

3.6   Drug, alcohol and substance misuse were viewed as more of a problem than other issues. Four per cent (39 people) said that it was a 'problem' and a further two per cent (17 people) said that it was a 'serious problem'.

Vandalism and graffiti

3.7   Five per cent of respondents (46 people) said that vandalism and graffiti were a 'problem'. Two per cent (16 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

3.8   Of all the issues raised dog roaming, fouling and barking was considered the second biggest problem in the local area. Eight per cent (79 people) felt that it was a 'problem' and a further five per cent (45 people) stated that it was a 'serious problem'.

Road safety

3.9   Road safety was viewed as the second most significant problem in the area. Ten per cent (98 people) said that it was a 'problem' and a further four per cent (42 people) stated that it was a 'serious problem' in the local area.

3.10   The 140 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 below.

Issue	No	%
Volume of cars driving through the neighbourhood as a short cut	55	39%
Cars driving too fast	113	81%
Roads in a poor condition	6	4%
Lack of safe places to cross the road	20	14%
Too many parked cars on both sides of the road	32	23%
Other	6	4%

Table 3.2 – Particular concerns about road safety

3.11   For those concerned about road safety the most significant issue was 'cars driving too fast' with 81 per cent giving this response. Just over a third were concerned about drivers using the streets in the area as a 'rat run'. There was concern about safety for those crossing the road with 'lack of safe places to cross' (14%) and 'too many cars parked on both sides of the road' (23%) were particular issues. There was less concern about the condition of roads in the area with just four per cent stating that this was a concern.

Safety of children

3.12   A significant proportion of respondents felt that the safety of children was an issue in the local area. Five per cent of respondents (46 people) felt that this was a 'problem' and two per cent (15 people) felt it was a 'serious problem'.

3.13   The 61 respondents who stated that safety of children was either a 'problem' or 'serious problem' were asked what their particular concerns were in relation to the issue. The results are shown in Table 3.3 below.

Issue	No	%
In danger from violence	12	20%
Risk of drugs	3	5%
Danger on the roads	58	95%
Building work/ derelict buildings	2	3%
Other	1	2%

Table 3.3 – Particular concerns about safety of children

3.14   Most of the respondents (95%) said that 'danger on the roads' was the greatest issue for children's safety. The risk of encountering violence was also a significant concern (20%) while becoming involved in drug use was a worry for five per cent of people. There was less concern about the physical environment including building works and derelict buildings.

Less significant issues

3.15   Overall, harassment and racial harassment were considered less of a problem than other areas of community safety. Ninety-eight per cent of respondents (981 people) said that harassment was either 'not much of a problem' or 'not a problem at all' while only one per cent (34 people) said that it was a 'problem' in the local area. The same low proportion of respondents

(1%) said that racial harassment was a problem while 98 per cent (879 people) said that it was either 'not much of a problem' or 'not a problem at all'.

3.16   Other issues that were not viewed as significant problems in the local area were: 'noisy neighbours', 'drug dealing', 'damage to property', 'damage to vehicle/theft' and 'vehicle break-ins' all with less than seven per cent of respondents stating that these issues were either a 'problem' or 'serious problem'.

Number of concerns

3.17   As Table 3.4 shows, almost two thirds of the respondents (61% - 606 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Six per cent (58 people) said that five or more of the issues were either a 'problem' or 'serious problem'. Sixteen per cent (164 people) felt that one of the issues was a problem locally.

Number of concerns (Serious Problem or Problem)	Respondents	%
None	606	61%
1	164	16%
2	77	8%
3	56	6%
4	39	4%
5+	58	6%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

3.18   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 below.

3.19   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 ten per cent (100 people) said that

it had got better or worse. The remaining 90 per cent said that it has stayed the same. For the issue of racial harassment just one per cent (14 people) felt that there had been a change in the previous year. On average, for each issue only five per cent felt that there had been a notable change for better or worse.

Figure 3.2 - Security and Community Safety in the past year

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

	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	1%	21	2%	942	94%	28	3%	2	0%	0	0%
Noisy neighbours/ parties	4	0%	22	2%	950	95%	23	2%	1	0%	0	0%
Youth disorder	22	2%	54	5%	900	90%	24	2%	0	0%	0	0%
Street drinking	19	2%	32	3%	934	93%	15	2%	0	0%	0	0%
Drug dealing	10	1%	19	2%	963	96%	7	1%	1	0%	0	0%
Drug/ alcohol/ substance abuse	13	1%	21	2%	955	96%	9	1%	2	0%	0	0%
Verbal abuse	5	1%	9	1%	981	98%	4	0%	1	0%	0	0%
Racial harassment	2	0%	5	1%	986	99%	6	1%	1	0%	0	0%
Harassment	2	0%	7	1%	985	99%	6	1%	0	0%	0	0%
Personal safety and security	3	0%	12	1%	979	98%	6	1%	0	0%	0	0%
Damage to property	8	1%	17	2%	971	97%	4	0%	0	0%	0	0%
Damage to vehicle/ theft	3	0%	27	3%	963	96%	6	1%	1	0%	0	0%
Vandalism and graffiti	6	1%	26	3%	955	96%	12	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	25	3%	47	5%	923	92%	4	0%	1	0%	0	0%
House break-ins/burglary	2	0%	12	1%	979	98%	5	1%	2	0%	0	0%
Vehicle break-ins/theft	3	0%	22	2%	966	97%	8	1%	1	0%	0	0%
Road safety	31	3%	52	5%	909	91%	7	1%	1	0%	0	0%
Safety of children	7	1%	24	2%	963	96%	5	1%	1	0%	0	0%
Safety of other vulnerable groups	2	0%	7	1%	984	98%	4	0%	3	0%	0	0%
Total	174		436		18,188		183		19		0	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

3.20   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'; 'dog roaming/fouling/barking'; 'youth disorder; 'street drinking'; 'drug dealing'; 'drug, alcohol, substance abuse'; 'damage to vehicle / theft', vehicle break-ins' and 'vandalism and graffiti'. For each of these issues three per cent or more of respondents felt that the problem had got 'slightly worse' or 'much worse' in the previous year.

Road safety

3.21   The most negative response came in relation to road safety which five per cent of respondents (52 people) felt had got 'slightly worse' in the past year and a further three per cent (31 people) felt it had got 'much worse'. Just one per cent of respondents felt that road safety had improved in the area.

Dog roaming, dog fouling and barking

3.22   Five per cent of respondents (47 people) felt that the problem of dogs had got 'slightly worse' in the previous year and a further three per cent (25 people) said that it had got 'much worse'. Only five respondents felt that the issue had improved in the area.

Youth Disorder and Street Drinking

3.23   The problem of youth disorder was considered to have got 'slightly worse' by five per cent (54 people) and a further two per cent (22 people) felt it had got 'much worse'. Two per cent felt that the problem had got 'slightly better' in the previous year.

3.24   Three per cent of respondents (32 people) felt that street drinking had got worse in the area and a further two per cent (19 people) felt that the situation was 'much worse'. However, two per cent of respondents felt that the situation had got 'slightly better' on this issue.

Vandalism and graffiti

3.25   Three per cent of respondents (26 people) felt that the problem of vandalism and graffiti had got 'slightly worse' locally and a further one per cent (6 people) felt that it had got 'much worse'. One per cent of respondents said that the issue had got 'slightly better' in the area.

Drug dealing

3.26   Drug dealing in the area was felt to have got 'slightly worse' over the past year by two per cent of respondents (19 people) and much worse by one per cent of respondents (10 people). At the same time one per cent of respondents felt that the levels of drug dealing had got slightly better in the area.

Drug, alcohol substance abuse

3.27   Two per cent of respondents (21 people) felt that the problem of drug, alcohol and substance abuse had got 'slightly worse' over the previous year. While one per cent of respondents (13 people) felt that the problem had got 'much worse'. One per cent of respondents (9 people) felt that the problem had improved over the past year.

Damage to vehicle/theft and Vehicle Break-ins

3.28   Damage caused to vehicles and theft was though to have got slightly worse by three per cent of respondents (27 people) to the survey. At the same time one per cent of residents (6 people) felt that this issue had improved over the past year.

2.29   Vehicle Break-ins were also thought to have got slightly worse by two per cent of respondents (22 people). The level of break-ins was also though to have got slightly better by one per cent of residents (8 people).

Change for the better

3.30   More 'positive' responses came in relation to 'problems with neighbours', 'noisy neighbours/parties', 'youth disorder' and 'street drinking' although there were higher levels of 'negative' comments for the latter two issues.

Problems with neighbours

3.31   The most positive view came in relation to 'problems with neighbours' where 28 people (3%) felt that the situation with regard to neighbours had gotten 'slightly better'. However, two 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'.

3.32   There were also positive responses in relation to 'noisy neighbours and parties' with two per cent (23 people) stating that things had got 'slightly better'. However, two per cent felt that the situation had got worse.

Youth disorder and street drinking

3.33   Responses in relation to 'youth disorder' indicate an improvement with two per cent (24 people) stating that the situation was 'slightly better' than twelve months ago. However, five per cent felt that the problem had got 'slightly worse' in the area and a further two per cent who felt it had got 'much worse'.

3.34   Two per cent of respondents (15 people) felt that the problem of street drinking had got 'slightly better' in the area in the previous year. However,

three per cent (32 people) felt that the problem had got 'slightly worse' in the area and a further two per cent (19 people) felt it had got 'much worse'.

Number of concerns

3.35 As Table 3.6 shows, 78 per cent of the respondents (775 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Twenty per cent felt that some of the issues had got worse in the previous year and three per cent (34 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	775	78%
1	115	12%
2	38	4%
3	21	2%
4	17	2%
5+	34	3%
	1,000	

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

Anti-social behaviour

3.36 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	3%
Street drinking	1%
Drug dealing	0%
Drug/ alcohol/ substance abuse	0%
Verbal abuse	1%
Racial harassment	0%
Harassment	1%
Personal safety and security	0%
Damage to property	1%
Damage to vehicle/theft	2%
Vandalism and graffiti	1%
Dogs roaming, dog fouling, barking	1%
House break-ins/burglary	1%
Vehicle break-ins/theft	1%
Road safety	1%
Safety of children	0%
Safety of other vulnerable groups	0%
None of these	89%

Table 3.7: Incidence of anti-social behaviour

3.37   Eleven 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 general 'problems with neighbours' (3%) and 'youth disorder' (3%). Other forms of anti-social behaviour that the residents have been reporting are 'noisy neighbours / parties' (2%) as well as 'damage to vehicle / theft' (2%).

3.38   Eighty-nine 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

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

	%
Very safe	39%
Fairly safe	36%
Neutral	7%
Fairly unsafe	7%
Very unsafe	6%
Don't Know/Can't answer	5%

Table 3.8: Feeling of personal safety in neighbourhood after dark

3.40   A majority of residents (75%) said that they feel safe walking alone after dark. However, only 39 per cent said that they feel 'very safe' walking at night. Seven per cent of respondents said that they feel 'fairly unsafe' walking in their neighbourhood after dark and a further six per cent said that they feel 'very unsafe'. Seven per cent gave a neutral response and five per cent did not answer.

Cleansing and Environment

Issues in local area

3.41   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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	4	0%	8	1%	123	12%	850	85%	13	1%	2	0%
Litter in the streets	20	2%	99	10%	30	3%	226	23%	622	62%	3	0%	0	0%
Untidy gardens	9	1%	38	4%	31	3%	178	18%	732	73%	4	0%	8	1%
Untidy communal areas	2	0%	34	3%	28	3%	186	19%	713	71%	17	2%	20	2%
Dirty stairs and closes	5	1%	19	2%	21	2%	131	13%	635	64%	19	2%	170	17%
Graffiti	9	1%	46	5%	26	3%	176	18%	724	72%	8	1%	11	1%
Fly tipping and dumping	6	1%	45	5%	28	3%	154	15%	746	75%	11	1%	10	1%
Total	**51**		**285**		**172**		**1,174**		**5,022**		**75**		**221**	

Table 3.9: Issues in the local area

3.42   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 85 per cent stating that this is 'not a problem' and only four respondents considering it a 'problem' or 'serious problem'.

3.43   Ninety per cent of respondents felt that 'fly tipping and dumping' were either 'not much of a problem' (15%) or 'not a problem at all' (75%).

3.44   Of more concern was the issue of 'litter in the street'. Ten per cent of
        respondents (99 people) felt that this was a 'problem' and a further two per
        cent (20 people) said it was a 'serious problem'.

3.45   There were also negative responses in relation to graffiti in the area. Five per
        cent (46 people) felt that graffiti was a 'problem' and one per cent (9 people)
        said that this was 'serious problem'. While fly tipping was considered to be a
        'problem' by five per cent of respondents (45 people) and a serious problem
        by a further one percent (6 people).

Number of concerns

3.46   As Table 3.10 shows, 82 per cent of the respondents (817 people) felt that
        none of the issues were a problem or serious problem in their neighbourhood.
        Seventeen per cent (172 people) felt that some of the issues were a problem
        and one per cent (11 people) felt that five or more of the issues were a
        problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	817	82%
1	103	10%
2	40	4%
3	24	2%
4	5	1%
5+	11	1%
	1,000	

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

General maintenance of properties and public spaces

3.47   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	5%	0%	8%	60%	27%

Table 3.11: Views on maintenance

3.48   The respondents were generally positive about the maintenance where they live with 87 per cent of respondents stating that maintenance is either 'good' or 'very good'. However, five per cent felt that maintenance was very poor. Eight per cent of people did not have a clear view of the quality of maintenance where they live.

Quality of your neighbourhood

3.49   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	19	2%	47	5%	129	13%	581	58%	222	22%	2	0%	0	0%
Attractive environment	19	2%	36	4%	136	14%	578	58%	229	23%	2	0%	0	0%
Quiet and peaceful environment	17	2%	34	3%	150	15%	558	56%	240	24%	1	0%	0	0%
Park/open spaces	28	3%	44	4%	152	15%	585	59%	183	18%	8	1%	0	0%
Children's play area	74	7%	95	10%	175	18%	440	44%	150	15%	61	6%	5	1%
Overall quality	11	1%	22	2%	113	11%	633	63%	216	22%	4	0%	1	0%
Total	**168**		**278**		**855**		**3,375**		**1,240**		**78**		**6**	

Table 3.12: Quality of your neighbourhood

3.50   For most of the elements the respondents were positive about the quality of their neighbourhood. Eight-five per cent of the respondents said that the overall quality of the area was either 'good' (63%) or 'very good' (22%). The residents were generally positive that the area has attractive buildings, an attractive environment and that the neighbourhood is good for quiet and peaceful places.

3.51   The residents were less positive about children's play areas. Ten per cent of respondents (95 people) said that children's play areas are 'poor' in the neighbourhood. A further seven per cent said that the play areas are 'very poor'.

Number of concerns

3.52   As Table 3.13 shows, 79 per cent of the respondents (792 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Eighteen per cent felt that some of the elements were poor and three per cent (33 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	792	79%
1	122	12%
2	31	3%
3	15	2%
4	7	1%
5+	33	3%
	1,000	

Table 3.13 – Number of concerns – Quality of neighbourhood

Local Service Provision

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

Figure 3.5 -The quality of services in and around your local area

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	16	2%	26	3%	25	3%	588	59%	343	34%	2	0%	0	0%
Youth and Leisure Services	108	11%	153	15%	131	13%	284	28%	105	11%	217	22%	2	0%
Policing	128	13%	150	15%	200	20%	350	35%	115	12%	56	6%	1	0%
Health Centre/GP	10	1%	24	2%	48	5%	645	65%	235	24%	35	4%	3	0%
Public Transport	20	2%	48	5%	97	10%	523	52%	232	23%	63	6%	17	2%
Total	282		401		501		2,390		1,030		373		23	

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

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

3.55   The respondents were least positive about policing in the local area with 15 per cent (150 people) saying that the service was 'poor' and a further 13 per cent (128 people) stating that policing is 'very poor' in the area. In comparison 35 per cent (350 people) said that policing was 'good' and 12 per cent (115 people) said it was 'very good'.

3.56   The respondents had mixed views on youth and leisure services. Fifteen per cent of the residents (153 people) felt that the service was 'poor' and a further 11 per cent (108 people) said it was 'very poor'. Twenty-eight per cent (284 people) said that youth and leisure services were 'good' and eleven per cent said the service was 'very good' (105 people).

Public transport

3.57   Those who had stated that public transport was poor (68 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	53%
Frequency – services don't run often enough	75%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	19%
Location – bus stop / railway station / subway station is too far away	15%
Cleanliness / comfort – service isn't clean or comfortable	1%
Don't go where I need them to go	6%
Ticketing – the ticketing arrangements are confusing	0%
Information – it's difficult finding out about routes and times	0%
Interchange – the service doesn't stop near a rail station / bus stop / subway station	0%
Affordability – it costs too much to use the service	0%
Other	1%
None of these	1%
Don't know	0%

Table 3.15: Particular concerns about public transport

3.58   For those concerned about the quality of public transport in the local area, the biggest issue is the infrequency of the service – three quarters stated that this was a problem. Other significant issues were punctuality and reliability (53%) and convenience (19%) where services are not available at the desired times.

Respondents also expressed concerned about the location of bus and railway stations / stops.

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

Frequency	%
Every day	22%
2-3 times a week	25%
Once a week	9%
Once a month	6%
Less often	18%
Never	20%

Table 3.16: Frequency of use of public transport

3.60   Just under half of the residents use public transport more than once a week with 22 per cent using it every day. Thirty-eight per cent of the respondents use public transport less than once a month.

Number of concerns

3.61   As Table 3.17 shows, 56 per cent of the respondents (555 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. Forty per cent felt that some of the services were poor and five per cent (48 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	555	56%
1	276	28%
2	121	12%
3	28	3%
4	19	2%
5+	1	0%
	1,000	

Table 3.17 – Number of concerns – Quality of services

Reporting problems about services

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

Service provider	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Never Reported
Police	1%	1%	1%	3%	2%	92%
Glasgow City Council	1%	0%	0%	1%	0%	97%
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	1%	0%	0%	0%	0%	99%
Housing Association (other)	0%	0%	0%	0%	0%	99%
Private Landlord	0%	0%	0%	0%	0%	100%
Health Service	0%	0%	0%	0%	0%	100%
Fire Brigade	0%	0%	0%	1%	0%	99%

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

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

3.64   Three per cent of respondents had reported a problem to Glasgow City Council. While one per cent were 'satisfied' with the response they received one per cent were also 'very dissatisfied'. Very low numbers of residents had reported a problem to other service providers.

3.65   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	87%
Fear of reprisal	2%
It might aggravate the situation	1%
Felt intimidated	1%
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	7%
Other	1%

Table 3.19: Reason for not reporting a problem

3.66   Eighty-seven 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' (7% – 65 people).

3.67   Other reasons for not reporting were: it wouldn't make any difference (3%)
         and fear of reprisal (2%).

Quality of Life

3.68   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	9%
Less than 2 years	11%
Less than 4 years	9%
Less than 6 years	7%
Less than 10 years	9%
10 years or more	55%

Table 3.20: Length of residence

3.69   The majority of respondents were long term residents with 55 per cent (554
         people) having lived in the area for ten or more years. Twenty per cent (198
         people) had lived in the area for less than two years.

Satisfaction with the area as a place to live

3.70   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	59%
Fairly satisfied	36%
Neutral	3%
Fairly dissatisfied	1%
Very dissatisfied	1%

Table 3.21: Satisfaction with the area

3.71   Ninety-five per cent of respondents (944 people) said that they were satisfied
with the area as a place to live. Nearly two thirds of all respondents said that
they were 'very satisfied'. Two per cent of residents (23 people) said that
they were dissatisfied with the area – and ten of these said that they were
'very dissatisfied'.

Change over the past two years

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

	%
Got much worse	3%
Got slightly worse	10%
Not changed	73%
Got slightly better	10%
Got much better	2%
Don't know	2%
Not applicable	2%

Table 3.22: Perceived change in area over past two years

3.73   A majority of respondents (73% – 727 people) felt that the area had not
changed in the past two years. Similar levels of people felt that the area had
deteriorated or improved. Ten per cent (97 people) said that it had got
'slightly worse' and three per cent (27 people) felt that it had got 'much
worse'. Ten per cent (102 people) said that the area had improved slightly
and two per cent (15 people) said that it had got 'much better'. Four 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

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

	%
Yes	92%
No	4%
Don't know	4%

Table 3.23: Desire to continue living in area

3.75   The vast majority of respondents (92% – 919 people) wish to continue living in the area. Four per cent (40 people) said that they would like to move away from the area and four per cent (41 people) were unsure.

Improving your neighbourhood

3.76   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	39%
Clean up graffiti	1%
Clean streets	3%
More speed restrictions on the roads	5%
Reduce youth misbehaviour	2%
More employment for young people	1%
More employment for all	1%
More leisure facilities	4%
More play areas for younger children	6%
More sports areas for teenagers	2%
More care in housing allocation/ better vetting of tenants	1%
Evict problem tenants	1%
Other (write in)	1%
Nothing	21%
Don't know	12%

Table 3.24: How to improve quality of life in neighbourhood

3.77   The most common response to this question was to change 'more police on the street' (39% –386 people). A significant proportion (21%) wanted 'nothing' to change and 12 per cent were unsure about what they would change.

3.78   In accordance with earlier responses on the quality of the neighbourhood (paragraphs 3.49-3.51 above) there was concern about play and leisure facilities for children and young people. Six per cent (55 people) said that 'more play areas for younger children' would improve the quality of life in the area and four per cent (35 people) said that 'more leisure facilities' would also benefit the area.

3.79   Concerns about road safety and youth disorder were reflected in the number of people suggesting 'more speed restrictions on the roads' and 'reduce youth misbehaviour' as interventions to improve the neighbourhood.

3.80   Lower numbers felt that efforts to clean up the streets (3%) and more sports areas for teenagers (2%) would improve the quality of life in the area.

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

Demographics

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

Age and gender

Gender	%
Male	49%
Female	51%

Table 3.25: Gender

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

Age	%
16 – 19	3%
20 - 24	6%
25 - 29	11%
30 - 39	15%
40 - 49	20%
50-59 (female) or 50-64 (male)	25%
60-74 (female) or 65-74 (male)	12%
75+	8%

Table 3.26: Age

3.84   Although there is a good range of age groups represented in the survey sample there is an over-representation of people aged over 50 years (53%). Twenty-five per cent of the sample was aged under 30 years.

3.85   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

3.86   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	2%
Part-time education	0%
Still at school	0%
Unemployed	14%
Long-term sick or disabled	4%
Looking after family home	11%
Retired	22%
Other	1%

Table 3.27: Current employment status

3.87   Forty-seven per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Fourteen per cent were unemployed. Four per cent were long-term sick or disabled while eleven per cent were looking after their family home. Just over one fifth of respondents were retired.

Disability or special needs

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

	%
Yes	11%
No	89%

Table 3.28: Disability or special need

3.89   Just over one tenth (112) of responding households include a person who has a disability or special need.

	%
Physical	79%
Mental ill health	21%
Learning disability	7%
Visual impairment	4%
Hearing impairment	3%
Other	1%

Table 3.29: Nature of disability / special need

3.90   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 over three quarters of households which includes a disabled person. Just over a fifth of households include someone with a mental illness. Seven per cent include someone with a learning disability and four per cent include a household member with a visual impairment. Three per cent of disabled households include someone with a hearing impairment

Ethnic origin and status in the UK

3.91   Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	92%
Other British	2%
Irish	0%
East European	1%
Other White British	0%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	1%
Pakistani	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

3.92   The majority of participants (92% or 917 people) answered 'White Scottish' to the question of ethnic origin, whilst a further two per cent of respondents (21 people) answered that they were white and from elsewhere in the British Isles and Ireland. Three per cent of respondents were from 'Pakistani' origin, one per cent was Indian and a further one per cent was from an Eastern European background.

3.93   The respondents were asked about their status in the UK. Although not shown in Table 3.31 two respondents were temporary residents in the UK. A further two respondents were seeking asylum and one respondent was a refugee.

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

Table 3.31: Status in the UK

Households with dependent children

3.94   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 just over a quarter of households in the area include dependent children. Twelve percent (117 households) include one dependent child, while ten per cent (98 households) contain two dependent children. Five per cent of households contain more than two dependent children.

No. of children	%
1	12%
2	10%
3	3%
4	2%
5	0%
6+	0%
None	73%

Table 3.32: Number of dependent children

3.95   Of households involving children 26 per cent (264 households) are lone parent/ carer households. Seventy-four per cent (736 households) are two parents / carers households.

	%
Lone parent/carer	26%
Two parents/carers	74%

Table 3.33: Number of parents / carers

Accommodation

3.96   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 accommodation (54% – 536 people). A slightly lower proportion (39% - 385

people) live in housing association properties. Seven per cent of respondents (74 people) live in private rented accommodation.

	%
Rented – Private landlord	7%
Rented – Housing Association	39%
Rented – not sure who is the landlord	1%
Owned by you or someone who lives in it	54%
Don't know	0%

Table 3.34: Housing tenure

Involving Local People

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

Informing local people

3.98   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

3.99   Respondents were generally positive that 'newsletters' were an effective way to provide information. While eight per cent felt that this was ineffective, 51 per cent said that it was 'fairly effective' and 18 per cent said that it was 'very

effective'. Respondents were also positive about using posters, 32 per cent felt that posters were fairly effective and five per cent felt they would be a very effective way of providing information. However eight per cent felt that posters were not very effective and four per cent felt they were not effective at all.

3.100 The residents were also comparatively positive about providing information through local housing offices (35% said 'fairly effective' and 5% said 'very effective'); health centres (35% said 'fairly effective' and 4% 'very effective') and in libraries (32% said 'fairly effective' and 3% said 'very effective').

3.101 There were mixed views on the effectiveness of public meetings. While 44 per cent felt they were either 'fairly' or 'very effective' 17 per cent said they were either 'not very effective' or 'not at all effective'.

3.102 There were lower levels of support for information to be provided electronically. While over a quarter of respondents felt that a website would be effective, nine per cent said that it would not be very effective and a further six per cent said that it would not be effective 'at all'. There were similar levels of support for email updates – while 27 per cent thought this would be effective, 12 per cent disagreed.

Involvement of local people in decision making

3.103 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	76%
Local people and organisations should be actively involved	38%
Local people and organisations should be equal partners in making decisions	17%
Decision-making powers should be only with local people and organisations	3%
No involvement	4%
Don't know	2%
Other	0%

Table 3.35: Views on level of involvement

3.104   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 76 per cent (757 people) agreed that 'local people and organisations should be asked their opinions, only three per cent felt that 'decision-making powers should rest only with local people and organisations'.

3.105   Minorities of the respondents felt that local people and organisations should be 'actively involved' (38% – 375 people) or 'equal partners' (17% – 168 people) in making decisions about neighbourhood management. Only a small proportion (4%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

	%
Regular feedback events	32%
Feedback boards in libraries, health centres and so on	15%
Regular surveys	55%
Consultation forums	14%
Feedback slips on newsletters	28%
Dedicated internet site	3%
No feedback	8%
Don't know	3%
Other	0%

Table 3.36: Ways to collect feedback from community

3.107   Over half of the respondents (546 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'regular feedback events' (32% - 320 people); 'feedback slips on newsletters' (28% – 275 people), 'feedback boards' placed at venues such as libraries, health centres etc (15% - 145 people). Fourteen per cent of residents felt that consultation forums would be a good way of gathering feedback from the community.

3.108   There was less support for gathering feedback through 'a dedicated internet site (3% – 33 people).

Involving the local community

3.109   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

3.110   In contrast to the views expressed on 'decision making' (see above) the respondents felt that the most effective form of community involvement would be through 'a local organisation to manage the neighbourhood run by local people'. While four per cent felt that this would not be effective, 41 per cent felt that it would be 'fairly effective' and a further eleven per cent felt it would be 'very effective'.

3.111   The respondents were supportive of 'voting on issues' although seven per cent believed that this would not be effective. The least popular option was 'attendance at meetings' although views were mixed on this. While 44 per cent thought meetings were effective, 13 per cent of respondents thought meetings were either 'not very effective' (77% – 214 people) or 'not at all effective' (5% – 45 people).

4.   Study Findings – Area Analyses

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

- Pollok;
- Newlands and Cathcart;
- Pollokshaws and Mansewood;
- Priesthill and Househillwood;
- Arden and Carnwadric; and
- South Nitshill and Darnley.

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 road safety, problems with dogs, youth disorder, street drinking, drug and alcohol abuse, vandalism / graffiti and the safety of children, damage to vehicles, vehicle break-ins.

4.4   Road safety was considered to be the most serious issue in Newlands / Cathcart and in Priesthill / Househillwood. In Arden / Carnwadric road safety was also the second most serious issue for local residents.

4.5   While road safety was considered an issue in all areas it was less of a priority in Pollok, Pollokshaws / Mansewood and South Nitshill / Darnley.

4.6   Dog roaming, fouling and barking was considered the most serious issue Pollokshaws / Mansewood and Arden / Carnwadric and the second most serious issue in Newlands / Cathcart and Pollok. While in Priesthill / Househillwood the issue was considered the third most serious in the area.

4.7   Residents in Pollok and South Nitshill / Darnley highlighted youth disorder as the most serious issue in the area. Youth disorder was also considered the second biggest problem in Priesthill / Househillwood and the joint second biggest problem in Arden. While in Newlands / Cathcart it was the third biggest problem.

4.8   Concerns over street drinking, drug and alcohol abuse and vandalism were raised most often by residents in Priesthill / Househillwood and Arden / Carnwadric.

4.9   In terms of changes taking place in their local area residents in all neighbourhoods felt that the situation with youth disorder, road safety and problems with dogs were getting worse. Residents in Newlands / Cathcart were particularly concerned about deteriorating road safety.

4.10   In South Nitshill / Darnley there was significant concern about a worsening situation in relation to damage to vehicles / vehicle theft and vehicle break-ins.   Street drinking was also considered to have got worse in the area. However, residents in this area were most concerned about a perceived increase in youth disorder.

4.11   Improvements were most notable in terms of problems with neighbours and noisy neighbours. Arden / Carnwadric saw the greatest improvement on this issue.

Cleansing and Environment

4.12   Across the Greater Pollok and Newlands / Auldburn LCPP area, litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, fly tipping and untidy gardens. Residents were least concerned about abandoned vehicles.

4.13   Litter in the street was felt to be the top issue in all but one neighbourhood. Residents in Pollok, Arden / Carnwadric and South Nitshill / Darnley were most concerned about this issue.

4.14   Fly tipping was the main environmental problem in Priesthill / Househillwood and the third most important issue in Arden / Carnwadric and South Nitshill / Darnley.

4.15   In contrast to other areas, residents in Newlands / Cathcart and Pollokshaws / Mansewood were less likely to report environmental issues as a problem. No environmental issue was highlighted as a problem or serious problem by more than four per cent of residents in these areas.

Quality of neighbourhood

4.16   The quality of children's play areas was the main concern for residents in Newlands / Cathcart, Priesthill and Househillwood, Arden / Carnwadric and South Nitshill / Darnley. Residents in Pollok were most concerned about having a quiet and peaceful environment, while in Pollokshaws / Mansewood residents were equally most concerned about the quality of parks and the attractiveness of buildings.

4.17   Children's play areas were of greatest concern in Arden / Carnwadric and Priesthill and Househillwood. In both areas about a third of residents stated that the play areas were either 'poor' or 'very poor'.

Quality of service provision

4.18   In Priesthill / Househillwood, Arden / Carnwadric and South Nitshill /Darnley areas residents were least satisfied with the quality of youth and leisure services. In Pollok, Newlands / Cathcart and Pollokshaws / Manswewood residents voiced the greatest concern over Policing in the area.

4.19   Residents in South Nitshill / Darnley were more positive than others about the quality of services in their area.

Pollok

Figure 4.1 - Security and Community Safety
Pollok

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	9	5%	9	5%	0	0%	13	8%	136	81%	0	0%
Noisy neighbours/ parties	9	5%	10	6%	0	0%	13	8%	135	81%	0	0%
Youth disorder	12	7%	11	7%	1	1%	17	10%	126	75%	0	0%
Street drinking	9	5%	5	3%	1	1%	15	9%	137	82%	0	0%
Drug dealing	3	2%	0	0%	2	1%	17	10%	143	86%	2	1%
Drug/ alcohol/ substance abuse	4	2%	1	1%	2	1%	17	10%	141	84%	2	1%
Verbal abuse	4	2%	3	2%	1	1%	15	9%	143	86%	1	1%
Racial harassment	1	1%	1	1%	0	0%	20	12%	145	87%	0	0%
Harassment	1	1%	1	1%	0	0%	20	12%	145	87%	0	0%
Personal safety and security	4	2%	2	1%	1	1%	17	10%	142	85%	1	1%
Damage to property	10	6%	9	5%	0	0%	13	8%	135	81%	0	0%
Damage to vehicle/ theft	1	1%	3	2%	1	1%	18	11%	143	86%	1	1%
Vandalism and graffiti	3	2%	3	2%	2	1%	20	12%	138	83%	1	1%
Dogs roaming, dog fouling, barking	13	8%	4	2%	2	1%	17	10%	130	78%	1	1%
House break-ins/burglary	1	1%	1	1%	1	1%	20	12%	143	86%	1	1%
Vehicle break-ins/theft	0	0%	0	0%	1	1%	20	12%	144	86%	2	1%
Road safety	6	4%	2	1%	1	1%	19	11%	138	83%	1	1%
Safety of children	3	2%	0	0%	1	1%	19	11%	143	86%	1	1%
Safety of other vulnerable groups	1	1%	0	0%	1	1%	20	12%	144	86%	1	1%
Total	94		65		18		330		2,651		15	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	107	64%
1	25	15%
2	12	7%
3	9	5%
4	5	3%
5+	9	5%
	167	

Table 4.2 – Number of concerns – Security and Community Safety

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

| | 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	4	2%	3	2%	156	93%	4	2%	0	0%	0	0%
Noisy neighbours / parties	1	1%	3	2%	160	96%	3	2%	0	0%	0	0%
Youth disorder	5	3%	5	3%	157	94%	0	0%	0	0%	0	0%
Street drinking	4	2%	2	1%	161	96%	0	0%	0	0%	0	0%
Drug dealing	1	1%	0	0%	166	99%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	0	0%	166	99%	0	0%	0	0%	0	0%
Verbal abuse	2	1%	0	0%	164	98%	1	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	167	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	167	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	0	0%	167	100%	0	0%	0	0%	0	0%
Damage to property	2	1%	0	0%	165	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	2	1%	165	99%	0	0%	0	0%	0	0%
Vandalism and graffiti	1	1%	0	0%	164	98%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	4%	2	1%	157	94%	2	1%	0	0%	0	0%
House break-ins/burglary	0	0%	1	1%	166	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	0	0%	166	99%	0	0%	0	0%	0	0%
Road safety	1	1%	0	0%	166	99%	0	0%	0	0%	0	0%
Safety of children	1	1%	0	0%	166	99%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	167	100%	0	0%	0	0%	0	0%
Total	30		18		3,113		12		0		0	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	142	85%
1	14	8%
2	4	2%
3	3	2%
4	3	2%
5+	1	1%
	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
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%	1	1%	0	0%	42	25%	121	72%	1	1%	2	1%
Litter in the streets	8	5%	26	16%	0	0%	47	28%	86	51%	0	0%	0	0%
Untidy gardens	4	2%	6	4%	5	3%	39	23%	112	67%	1	1%	0	0%
Untidy communal areas	0	0%	7	4%	5	3%	42	25%	112	67%	1	1%	0	0%
Dirty stairs and closes	2	1%	7	4%	3	2%	37	22%	118	71%	0	0%	0	0%
Graffiti	1	1%	15	9%	1	1%	39	23%	110	66%	1	1%	0	0%
Fly tipping and dumping	0	0%	3	2%	4	2%	40	24%	119	71%	1	1%	0	0%
Total	**15**		**65**		**18**		**286**		**778**		**5**		**2**	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	125	75%
1	24	14%
2	6	4%
3	9	5%
4	0	0%
5+	3	2%
	167	

Table 4.6 – Number of concerns – Cleanliness and local environment

Figure 4.4 - Quality of your neighbourhood
Pollok

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	7	4%	11	7%	117	70%	30	18%	0	0%	0	0%
Attractive environment	2	1%	7	4%	11	7%	114	68%	33	20%	0	0%	0	0%
Quiet and peaceful environment	2	1%	9	5%	14	8%	113	68%	29	17%	0	0%	0	0%
Park/open spaces	2	1%	6	4%	16	10%	113	68%	30	18%	0	0%	0	0%
Children's play area	2	1%	6	4%	22	13%	99	59%	31	19%	6	4%	1	1%
Overall quality	2	1%	6	4%	9	5%	115	69%	34	20%	0	0%	1	1%
Total	12		41		83		671		187		6		2	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	155	93%
1	2	1%
2	2	1%
3	0	0%
4	0	0%
5+	8	5%
	200	

Table 4.8 – Number of concerns – Quality of neighbourhood

Figure 4.5 - The quality of services in and around your local area
Pollok

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	4%	5	3%	5	3%	104	62%	47	28%	0	0%	0	0%
Youth and Leisure Services	7	4%	11	7%	21	13%	66	40%	24	14%	38	23%	0	0%
Policing	33	20%	24	14%	5	3%	70	42%	28	17%	7	4%	0	0%
Health Centre/GP	1	1%	2	1%	4	2%	111	66%	47	28%	2	1%	0	0%
Public Transport	6	4%	6	4%	16	10%	92	55%	35	21%	11	7%	1	1%
Total	**53**		**48**		**51**		**443**		**181**		**58**		**1**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	101	60%
1	40	24%
2	20	12%
3	4	2%
4	1	1%
5+	1	1%
	167	

Table 4.10 – Number of concerns – Quality of services

Figure 4.6 - Housing tenure
Pollok

Figure 4.7 - Information about the neighbourhood and the management of the neighbourhood
Pollok

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

**Figure 4.8 - Local community involvement
Pollok**

Newlands and Cathcart

Figure 4.9 - Security and community safety
Newlands & Cathcart

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	3	2%	3	2%	45	27%	114	69%	0	0%
Noisy neighbours / parties	1	1%	3	2%	3	2%	44	27%	115	69%	0	0%
Youth disorder	3	2%	8	5%	14	8%	43	26%	98	59%	0	0%
Street drinking	1	1%	6	4%	1	1%	48	29%	110	66%	0	0%
Drug dealing	0	0%	3	2%	1	1%	38	23%	123	74%	1	1%
Drug/ alcohol/ substance abuse	1	1%	5	3%	1	1%	35	21%	121	73%	3	2%
Verbal abuse	0	0%	0	0%	2	1%	34	20%	128	77%	2	1%
Racial harassment	0	0%	2	1%	0	0%	27	16%	135	81%	2	1%
Harassment	0	0%	4	2%	1	1%	27	16%	133	80%	1	1%
Personal safety and security	0	0%	0	0%	4	2%	51	31%	110	66%	1	1%
Damage to property	1	1%	2	1%	4	2%	28	17%	128	77%	3	2%
Damage to vehicle/ theft	1	1%	6	4%	2	1%	27	16%	126	76%	4	2%
Vandalism and graffiti	2	1%	4	2%	7	4%	44	27%	107	64%	2	1%
Dogs roaming, dog fouling, barking	8	5%	13	8%	7	4%	41	25%	95	57%	2	1%
House break-ins/burglary	1	1%	2	1%	1	1%	32	19%	128	77%	2	1%
Vehicle break-ins/theft	3	2%	7	4%	1	1%	25	15%	127	77%	3	2%
Road safety	2	1%	27	16%	13	8%	26	16%	98	59%	0	0%
Safety of children	2	1%	9	5%	7	4%	45	27%	103	62%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	0	0%	34	20%	129	78%	1	1%
Total	27		106		72		694		2,228		27	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	98	59%
1	41	25%
2	13	8%
3	6	4%
4	1	1%
5+	7	4%
Total	**166**	

Table 4.12 – Number of concerns – Security and Community Safety

Figure 4.10 - Security and community safety in the past year
Newlands & Cathcart

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

-16% -14% -12% -10% -8% -6% -4% -2% 0% 2% 4%

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

mruk

ODS

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	2	1%	162	98%	2	1%	0	0%	0	0%
Noisy neighbours / parties	0	0%	2	1%	163	98%	1	1%	0	0%	0	0%
Youth disorder	4	2%	7	4%	153	92%	2	1%	0	0%	0	0%
Street drinking	2	1%	0	0%	162	98%	2	1%	0	0%	0	0%
Drug dealing	0	0%	0	0%	164	99%	1	1%	1	1%	0	0%
Drug/ alcohol/ substance abuse	1	1%	1	1%	163	98%	0	0%	1	1%	0	0%
Verbal abuse	0	0%	0	0%	166	100%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	164	99%	2	1%	0	0%	0	0%
Harassment	0	0%	0	0%	164	99%	2	1%	0	0%	0	0%
Personal safety and security	0	0%	2	1%	164	99%	0	0%	0	0%	0	0%
Damage to property	0	0%	2	1%	164	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	0	0%	163	98%	3	2%	0	0%	0	0%
Vandalism and graffiti	0	0%	4	2%	158	95%	4	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	3%	9	5%	152	92%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	1	1%	164	99%	0	0%	1	1%	0	0%
Vehicle break-ins/theft	0	0%	0	0%	161	97%	5	3%	0	0%	0	0%
Road safety	5	3%	19	11%	141	85%	1	1%	0	0%	0	0%
Safety of children	2	1%	7	4%	157	95%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	1	1%	164	99%	0	0%	0	0%	0	0%
Total	**20**		**57**		**3,049**		**25**		**3**		**0**	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	123	74%
1	24	14%
2	12	7%
3	3	2%
4	2	1%
5+	2	1%
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 Newlands & Cathcart

Table 4.15 – Issues in the local area

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	0	0%	20	12%	143	86%	2	1%	0	0%
Litter in the streets	0	0%	6	4%	3	2%	52	31%	104	63%	1	1%	0	0%
Untidy gardens	0	0%	2	1%	9	5%	47	28%	107	64%	1	1%	0	0%
Untidy communal areas	0	0%	0	0%	5	3%	46	28%	104	63%	1	1%	10	6%
Dirty stairs and closes	0	0%	0	0%	2	1%	33	20%	93	56%	3	2%	35	21%
Graffiti	0	0%	1	1%	6	4%	39	23%	108	65%	2	1%	10	6%
Fly tipping and dumping	0	0%	1	1%	2	1%	34	20%	114	69%	6	4%	9	5%
Total	**0**		**11**		**27**		**271**		**773**		**16**		**64**	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	156	94%
1	9	5%
2	1	1%
3	0	0%
4	0	0%
5+	0	0%
Total	**166**	

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

Figure 4.12 - Quality of your neighbourhood
Newlands & Cathcart

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	0	0%	0	0%	2	1%	78	47%	84	51%	2	1%	0	0%
Attractive environment	0	0%	1	1%	5	3%	75	45%	83	50%	2	1%	0	0%
Quiet and peaceful environment	0	0%	1	1%	11	7%	71	43%	82	49%	1	1%	0	0%
Park/open spaces	2	1%	5	3%	10	6%	89	54%	58	35%	2	1%	0	0%
Children's play area	4	2%	10	6%	10	6%	82	49%	49	30%	11	7%	0	0%
Overall quality	0	0%	0	0%	4	2%	87	52%	73	44%	2	1%	0	0%
Total	**6**		**17**		**42**		**482**		**429**		**20**		**0**	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	150	90%
1	10	6%
2	5	3%
3	1	1%
4	0	0%
5+	0	0%
Total	**166**	

Table 4.18 – Number of concerns – Quality of neighbourhood

Figure 4.13 - The quality of services in and around your local area
Newlands & Cathcart

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	4%	11	7%	4	2%	78	47%	67	40%	0	0%	0	0%
Youth and Leisure Services	20	12%	18	11%	26	16%	51	31%	21	13%	29	17%	1	1%
Policing	29	17%	21	13%	29	17%	52	31%	29	17%	6	4%	0	0%
Health Centre/GP	5	3%	13	8%	11	7%	88	53%	46	28%	3	2%	0	0%
Public Transport	2	1%	2	1%	10	6%	77	46%	65	39%	4	2%	6	4%
Total	**62**		**65**		**80**		**346**		**228**		**42**		**7**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	106	64%
1	28	17%
2	11	7%
3	7	4%
4	14	8%
5+	0	0%
Total	**166**	

Table 4.20 – Number of concerns – Quality of services

**Figure 4.14 - Housing Tenure
Newlands & Cathcart**

Category	
Rented - Private landlord	
Rented - Housing Association	
Rented - not sure who is the landlord	
Owned by you or someone who lives in it	
Don't know	

0% 10% 20% 30% 40% 50% 60% 70% 80% 90%

Figure 4.15 - Information about the neighbourhood and management of the neighbourhood
Newlands & Cathcart

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

Figure 4.16 - Local community involvement
Newlands & Cathcart

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

Pollokshaws and Mansewood

Figure 4.17 - Security and community safety
Pollokshaws & Mansewood

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	4	2%	0	0%	56	34%	107	64%	0	0%
Noisy neighbours/ parties	1	1%	3	2%	1	1%	54	32%	107	64%	1	1%
Youth disorder	2	1%	4	2%	2	1%	50	30%	109	65%	0	0%
Street drinking	0	0%	2	1%	0	0%	54	32%	111	66%	0	0%
Drug dealing	3	2%	4	2%	0	0%	50	30%	110	66%	0	0%
Drug/ alcohol / substance abuse	2	1%	5	3%	0	0%	51	31%	109	65%	0	0%
Verbal abuse	0	0%	0	0%	0	0%	53	32%	114	68%	0	0%
Racial harassment	0	0%	0	0%	0	0%	48	29%	116	69%	3	2%
Harassment	0	0%	0	0%	0	0%	47	28%	120	72%	0	0%
Personal safety and security	0	0%	1	1%	0	0%	58	35%	108	65%	0	0%
Damage to property	0	0%	0	0%	0	0%	49	29%	118	71%	0	0%
Damage to vehicle / theft	0	0%	7	4%	0	0%	47	28%	112	67%	1	1%
Vandalism and graffiti	0	0%	2	1%	1	1%	55	33%	109	65%	0	0%
Dogs roaming, dog fouling, barking	9	5%	9	5%	3	2%	52	31%	94	56%	0	0%
House break-ins /burglary	0	0%	0	0%	0	0%	48	29%	119	71%	0	0%
Vehicle break-ins/theft	1	1%	5	3%	1	1%	47	28%	112	67%	1	1%
Road safety	4	2%	9	5%	0	0%	46	28%	108	65%	0	0%
Safety of children	1	1%	6	4%	1	1%	49	29%	110	66%	0	0%
Safety of other vulnerable groups	0	0%	3	2%	5	3%	46	28%	101	60%	12	7%
Total	23		64		14		960		2,094		18	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	129	77%
1	19	11%
2	4	2%
3	6	4%
4	5	3%
5+	4	2%
	167	

Table 4.22 – Number of concerns – Security and Community Safety

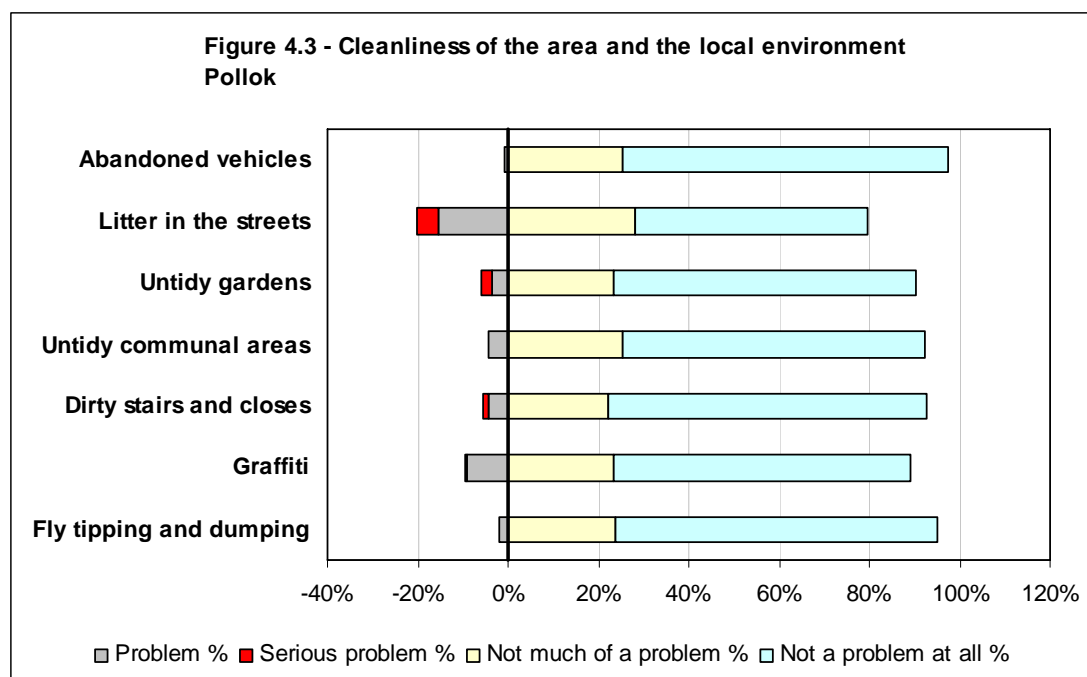**Figure 4.18 - Security and community safety in the past year
Pollokshaws & Mansewood**

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	7	4%	158	95%	2	1%	0	0%	0	0%
Noisy neighbours / parties	0	0%	5	3%	160	96%	2	1%	0	0%	0	0%
Youth disorder	1	1%	4	2%	161	96%	1	1%	0	0%	0	0%
Street drinking	1	1%	4	2%	161	96%	1	1%	0	0%	0	0%
Drug dealing	1	1%	4	2%	161	96%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	4	2%	161	96%	1	1%	0	0%	0	0%
Verbal abuse	0	0%	3	2%	162	97%	2	1%	0	0%	0	0%
Racial harassment	0	0%	1	1%	164	98%	2	1%	0	0%	0	0%
Harassment	0	0%	2	1%	163	98%	2	1%	0	0%	0	0%
Personal safety and security	0	0%	4	2%	162	97%	1	1%	0	0%	0	0%
Damage to property	0	0%	2	1%	164	98%	1	1%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	5	3%	162	97%	0	0%	0	0%	0	0%
Vandalism and graffiti	0	0%	4	2%	160	96%	3	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	2	1%	8	5%	157	94%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	2	1%	164	98%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	5	3%	161	96%	1	1%	0	0%	0	0%
Road safety	0	0%	5	3%	161	96%	1	1%	0	0%	0	0%
Safety of children	0	0%	4	2%	162	97%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	161	96%	2	1%	2	1%	0	0%
Total	**6**		**75**		**3,065**		**25**		**2**		**0**	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	147	88%
1	10	6%
2	1	1%
3	1	1%
4	2	1%
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
Pollokshaws & Mansewood**

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	2	1%	34	20%	129	77%	2	1%	0	0%
Litter in the streets	2	1%	4	2%	8	5%	58	35%	93	56%	2	1%	0	0%
Untidy gardens	0	0%	2	1%	3	2%	43	26%	118	71%	1	1%	0	0%
Untidy communal areas	0	0%	0	0%	3	2%	41	25%	122	73%	1	1%	0	0%
Dirty stairs and closes	0	0%	2	1%	4	2%	39	23%	121	72%	1	1%	0	0%
Graffiti	0	0%	0	0%	4	2%	40	24%	122	73%	1	1%	0	0%
Fly tipping and dumping	0	0%	0	0%	4	2%	30	18%	132	79%	1	1%	0	0%
Total	**2**		**8**		**28**		**285**		**837**		**9**		**0**	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	159	95%
1	6	4%
2	2	1%
3	0	0%
4	0	0%
5+	0	0%
	167	

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

Figure 4.20 - Quality of your neighbourhood
Pollokshaws & Mansewood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	6	4%	18	11%	115	69%	26	16%	0	0%	0	0%
Attractive environment	1	1%	3	2%	19	11%	108	65%	36	22%	0	0%	0	0%
Quiet and peaceful environment	1	1%	2	1%	31	19%	95	57%	38	23%	0	0%	0	0%
Park/open spaces	2	1%	6	4%	26	16%	109	65%	23	14%	1	1%	0	0%
Children's play area	3	2%	4	2%	28	17%	112	67%	18	11%	2	1%	0	0%
Overall quality	0	0%	0	0%	19	11%	120	72%	28	17%	0	0%	0	0%
Total	**9**		**21**		**141**		**659**		**169**		**3**		**0**	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	149	89%
1	12	7%
2	2	1%
3	2	1%
4	2	1%
5+	0	0%
	167	

Table 4.28 – Number of concerns – Quality of neighbourhood

**Figure 4.21 - The quality of services in and around your local area
Pollokshaws & Mansewood**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	3	2%	1	1%	94	56%	67	40%	1	1%	0	0%
Youth and Leisure Services	8	5%	11	7%	16	10%	58	35%	38	23%	36	22%	0	0%
Policing	20	12%	24	14%	29	17%	55	33%	34	20%	5	3%	0	0%
Health Centre/GP	1	1%	1	1%	7	4%	105	63%	47	28%	6	4%	0	0%
Public Transport	1	1%	9	5%	6	4%	86	51%	57	34%	8	5%	0	0%
Total	31		48		59		398		243		56		0	

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

Number of concerns (Very poor or poor)	Respondents	%
None	100	60%
1	57	34%
2	8	5%
3	2	1%
4	0	0%
5+	0	0%
	167	

Table 4.30 – Number of concerns – Quality of services

**Figure 4.22 - Housing Tenure
Pollokshaws & Mansewood**

Rented - Private landlord

Rented - Housing Association

Rented - not sure who is the landlord

Owned by you or someone who lives in it

Don't know

0%   5%   10%   15%   20%   25%   30%   35%   40%   45%   50%

**Figure 4.23 - Information about the neighbourhood and management of the neighbourhood
Pollokshaws & Mansewood**

Newsletters
Public meetings
Posters
E-mail updates
Website
Information in libraries
Information in health centres
Information in local housing offices
Local Advocates/ information officers

-20% -10% 0% 10% 20% 30% 40% 50% 60% 70% 80% 90%

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

**Figure 4.24 - Local community involvement
Pollokshaws & Mansewood**

Priesthill and Househillwood

Figure 4.25 - Security and community safety
Priesthill & Househillwood

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

mruk	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	0	0%	1	1%	8	5%	157	94%	0	0%
Noisy neighbours/ parties	0	0%	2	1%	1	1%	8	5%	156	93%	0	0%
Youth disorder	7	4%	26	16%	8	5%	5	3%	121	72%	0	0%
Street drinking	4	2%	12	7%	6	4%	8	5%	137	82%	0	0%
Drug dealing	4	2%	11	7%	8	5%	7	4%	137	82%	0	0%
Drug/ alcohol/ substance abuse	3	2%	9	5%	8	5%	7	4%	140	84%	0	0%
Verbal abuse	1	1%	4	2%	4	2%	6	4%	151	90%	1	1%
Racial harassment	0	0%	0	0%	3	2%	5	3%	159	95%	0	0%
Harassment	0	0%	0	0%	3	2%	4	2%	160	96%	0	0%
Personal safety and security	0	0%	2	1%	5	3%	12	7%	148	89%	0	0%
Damage to property	2	1%	7	4%	7	4%	8	5%	143	86%	0	0%
Damage to vehicle/ theft	2	1%	9	5%	6	4%	9	5%	140	84%	1	1%
Vandalism and graffiti	2	1%	8	5%	8	5%	8	5%	140	84%	1	1%
Dogs roaming, dog fouling, barking	5	3%	17	10%	7	4%	7	4%	129	77%	2	1%
House break-ins/burglary	0	0%	2	1%	4	2%	11	7%	149	89%	1	1%
Vehicle break-ins/theft	2	1%	8	5%	6	4%	12	7%	137	82%	2	1%
Road safety	18	11%	23	14%	7	4%	11	7%	108	65%	0	0%
Safety of children	3	2%	7	4%	14	8%	8	5%	134	80%	1	1%
Safety of other vulnerable groups	1	1%	6	4%	14	8%	8	5%	135	81%	3	2%
Total	**55**		**153**		**120**		**152**		**2,681**		**12**	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	90	54%
1	30	18%
2	16	10%
3	12	7%
4	11	7%
5+	8	5%
	167	

Table 4.32 – Number of concerns – Security and Community Safety

**Figure 4.26 - Security and community safety in the past year
Priesthill & Househillwood**
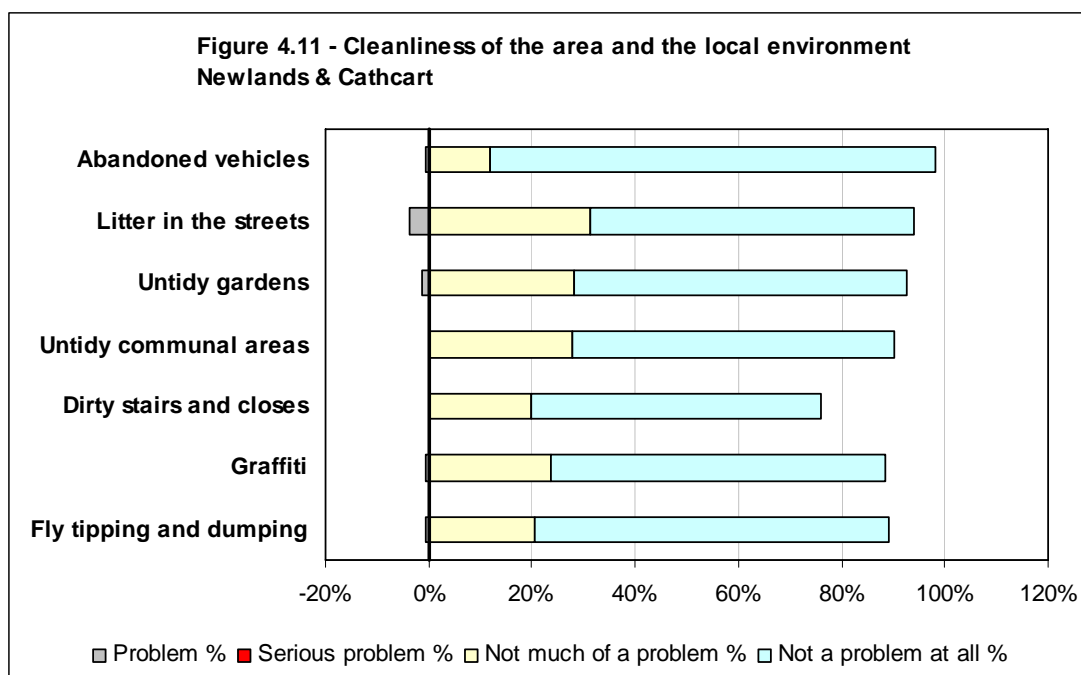

Legend: ▢ Slightly Worse % ■ Much Worse % ▢ Slightly Better % ▢ Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	1	1%	164	98%	1	1%	0	0%	0	0%
Noisy neighbours/ parties	0	0%	3	2%	163	98%	1	1%	0	0%	0	0%
Youth disorder	2	1%	12	7%	145	87%	8	5%	0	0%	0	0%
Street drinking	2	1%	5	3%	157	94%	3	2%	0	0%	0	0%
Drug dealing	2	1%	5	3%	159	95%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	3	2%	159	95%	1	1%	0	0%	0	0%
Verbal abuse	0	0%	2	1%	165	99%	0	0%	0	0%	0	0%
Racial harassment	0	0%	1	1%	166	99%	0	0%	0	0%	0	0%
Harassment	0	0%	1	1%	166	99%	0	0%	0	0%	0	0%
Personal safety and security	1	1%	2	1%	163	98%	1	1%	0	0%	0	0%
Damage to property	0	0%	2	1%	165	99%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	1	1%	2	1%	163	98%	1	1%	0	0%	0	0%
Vandalism and graffiti	0	0%	3	2%	163	98%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	3	2%	7	4%	157	94%	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%	2	1%	165	99%	0	0%	0	0%	0	0%
Road safety	13	8%	10	6%	144	86%	0	0%	0	0%	0	0%
Safety of children	1	1%	2	1%	164	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	165	99%	0	0%	0	0%	0	0%
Total	**30**		**66**		**3,059**		**18**		**0**		**0**	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	122	73%
1	30	18%
2	6	4%
3	4	2%
4	2	1%
5+	3	2%
	167	

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
Priesthill & Househillwood**

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	3	2%	13	8%	150	90%	0	0%	0	0%
Litter in the streets	1	1%	11	7%	14	8%	30	18%	111	66%	0	0%	0	0%
Untidy gardens	0	0%	10	6%	8	5%	15	9%	134	80%	0	0%	0	0%
Untidy communal areas	0	0%	6	4%	6	4%	13	8%	122	73%	13	8%	7	4%
Dirty stairs and closes	0	0%	5	3%	4	2%	4	2%	97	58%	12	7%	45	27%
Graffiti	0	0%	9	5%	7	4%	18	11%	131	78%	2	1%	0	0%
Fly tipping and dumping	3	2%	19	11%	9	5%	10	6%	125	75%	1	1%	0	0%
	4		**61**		**51**		**103**		**870**		**28**		**52**	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	133	80%
1	20	12%
2	8	5%
3	1	1%
4	1	1%
5+	4	2%
	167	

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

mruk

72

ODS

Figure 4.28 - Quality of your neighbourhood
Priesthill & Househillwood

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	9	5%	47	28%	71	43%	38	23%	0	0%	0	0%
Attractive environment	2	1%	3	2%	57	34%	74	44%	31	19%	0	0%	0	0%
Quiet and peaceful environment	3	2%	5	3%	38	23%	75	45%	46	28%	0	0%	0	0%
Park/open spaces	7	4%	11	7%	36	22%	73	44%	37	22%	3	2%	0	0%
Children's play area	23	14%	23	14%	33	20%	31	19%	31	19%	26	16%	0	0%
Overall quality	1	1%	2	1%	32	19%	93	56%	39	23%	0	0%	0	0%
	38		53		243		417		222		29		0	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	113	68%
1	33	20%
2	14	8%
3	2	1%
4	2	1%
5+	3	2%
	167	

Table 4.38 – Number of concerns – Quality of neighbourhood

**Figure 4.29 - The quality of services in and around your local area
Priesthill & Househillwood**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	2	1%	4	2%	3	2%	46	28%	111	66%	1	1%	0	0%
Youth and Leisure Services	26	16%	36	22%	17	10%	22	13%	7	4%	59	35%	0	0%
Policing	22	13%	29	17%	51	31%	41	25%	12	7%	12	7%	0	0%
Health Centre/GP	1	1%	5	3%	7	4%	81	49%	60	36%	12	7%	1	1%
Public Transport	7	4%	14	8%	17	10%	83	50%	40	24%	5	3%	1	1%
Total	**58**		**88**		**95**		**273**		**230**		**89**		**2**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	72	43%
1	56	34%
2	28	17%
3	10	6%
4	1	1%
5+	0	0%
	167	

Table 4.40 – Number of concerns – Quality of Services

**Figure 4.30 - Housing Tenure
Priesthill & Householhillwood**

**Figure 4.31 - Information about the neighbourhood and management of the neighbourhood
Priesthill & Householhillwood**

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

Figure 4.32 - Local community involvement
Priesthill & Househillwood

Arden and Carnwadric

Figure 4.33 - Security and community safety
Arden & Carnwadric

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%	15	9%	3	2%	12	7%	132	79%	1	1%
Noisy neighbours/ parties	3	2%	10	6%	4	2%	14	8%	134	80%	2	1%
Youth disorder	9	5%	25	15%	2	1%	10	6%	119	71%	2	1%
Street drinking	8	5%	22	13%	5	3%	9	5%	120	72%	3	2%
Drug dealing	5	3%	18	11%	3	2%	7	4%	128	77%	6	4%
Drug/ alcohol/ substance abuse	6	4%	19	11%	4	2%	5	3%	127	76%	6	4%
Verbal abuse	1	1%	8	5%	0	0%	2	1%	154	92%	2	1%
Racial harassment	0	0%	2	1%	1	1%	3	2%	159	95%	2	1%
Harassment	0	0%	6	4%	0	0%	2	1%	157	94%	2	1%
Personal safety and security	0	0%	3	2%	5	3%	7	4%	150	90%	2	1%
Damage to property	4	2%	14	8%	1	1%	5	3%	142	85%	1	1%
Damage to vehicle/ theft	3	2%	12	7%	2	1%	5	3%	141	84%	4	2%
Vandalism and graffiti	8	5%	18	11%	0	0%	4	2%	133	80%	4	2%
Dogs roaming, dog fouling, barking	9	5%	26	16%	1	1%	10	6%	119	71%	2	1%
House break-ins/burglary	1	1%	5	3%	1	1%	8	5%	149	89%	3	2%
Vehicle break-ins/theft	1	1%	3	2%	2	1%	6	4%	152	91%	3	2%
Road safety	7	4%	27	16%	1	1%	7	4%	122	73%	3	2%
Safety of children	5	3%	17	10%	2	1%	5	3%	136	81%	2	1%
Safety of other vulnerable groups	0	0%	11	7%	5	3%	4	2%	144	86%	3	2%
Total	74		261		42		125		2,618		53	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	81	49%
1	28	17%
2	15	9%
3	10	6%
4	7	4%
5+	26	16%
	167	

Table 4.42 – Number of concerns – Security and Community Safety

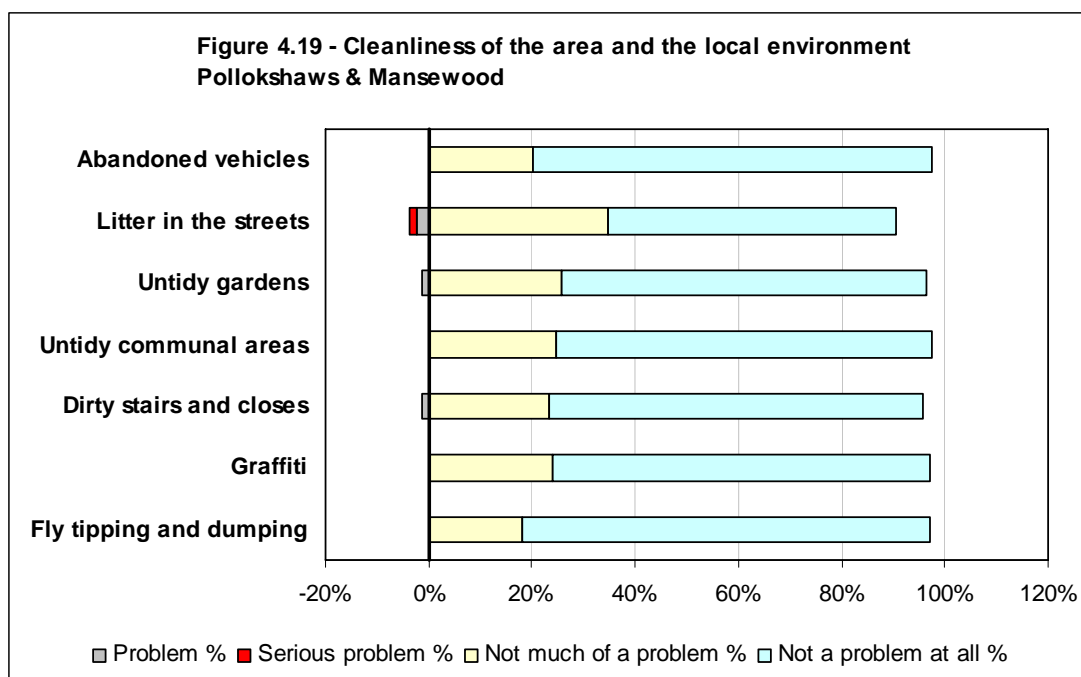**Figure 4.34 - Security and community safety in the past year
Arden & Carnwadric**

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	3	2%	148	89%	13	8%	1	1%	0	0%
Noisy neighbours / parties	3	2%	2	1%	149	89%	13	8%	0	0%	0	0%
Youth disorder	7	4%	11	7%	141	84%	8	5%	0	0%	0	0%
Street drinking	8	5%	11	7%	140	84%	8	5%	0	0%	0	0%
Drug dealing	5	3%	7	4%	152	91%	3	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	5	3%	7	4%	152	91%	3	2%	0	0%	0	0%
Verbal abuse	1	1%	3	2%	163	98%	0	0%	0	0%	0	0%
Racial harassment	1	1%	2	1%	164	98%	0	0%	0	0%	0	0%
Harassment	1	1%	3	2%	162	97%	1	1%	0	0%	0	0%
Personal safety and security	1	1%	2	1%	163	98%	1	1%	0	0%	0	0%
Damage to property	4	2%	5	3%	158	95%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	7	4%	158	95%	0	0%	0	0%	0	0%
Vandalism and graffiti	3	2%	6	4%	158	95%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	8	5%	15	9%	144	86%	0	0%	0	0%	0	0%
House break-ins/burglary	1	1%	1	1%	163	98%	2	1%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	3	2%	163	98%	0	0%	0	0%	0	0%
Road safety	9	5%	10	6%	146	87%	2	1%	0	0%	0	0%
Safety of children	2	1%	8	5%	155	93%	2	1%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	2	1%	164	98%	0	0%	0	0%	0	0%
Total	**65**		**108**		**2,943**		**56**		**1**		**0**	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	118	71%
1	22	13%
2	5	3%
3	6	4%
4	2	1%
5+	14	8%
	167	

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
Arden & Carnwadric**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	2	1%	7	4%	150	90%	7	4%	0	0%
Litter in the streets	5	3%	27	16%	4	2%	27	16%	104	62%	0	0%	0	0%
Untidy gardens	3	2%	11	7%	3	2%	25	15%	117	70%	0	0%	8	5%
Untidy communal areas	2	1%	14	8%	6	4%	26	16%	116	69%	0	0%	3	2%
Dirty stairs and closes	3	2%	3	2%	7	4%	17	10%	100	60%	1	1%	36	22%
Graffiti	6	4%	13	8%	4	2%	27	16%	115	69%	1	1%	1	1%
Fly tipping and dumping	2	1%	17	10%	7	4%	27	16%	113	68%	0	0%	1	1%
Total	**21**		**86**		**33**		**156**		**815**		**9**		**49**	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	117	70%
1	21	13%
2	12	7%
3	10	6%
4	4	2%
5+	3	2%
	167	

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

Figure 4.36 - Quality of your neighbourhood
Arden & Carnwadric

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	11	7%	21	13%	28	17%	86	51%	21	13%	0	0%	0	0%
Attractive environment	12	7%	19	11%	30	18%	83	50%	23	14%	0	0%	0	0%
Quiet and peaceful environment	10	6%	15	9%	33	20%	85	51%	24	14%	0	0%	0	0%
Park/open spaces	10	6%	12	7%	38	23%	88	53%	18	11%	1	1%	0	0%
Children's play area	24	14%	36	22%	54	32%	34	20%	9	5%	7	4%	3	2%
Overall quality	7	4%	11	7%	40	24%	87	52%	22	13%	0	0%	0	0%
Total	74		114		223		463		117		8		3	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	95	57%
1	38	23%
2	6	4%
3	7	4%
4	2	1%
5+	19	11%
	167	

Table 4.48 – Number of concerns – Quality of neighbourhood

Figure 4.37 - The quality of services in and around your local area
Arden & Carnwadric

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	2	1%	5	3%	126	75%	33	20%	0	0%	0	0%
Youth and Leisure Services	27	16%	52	31%	29	17%	26	16%	4	2%	28	17%	1	1%
Policing	10	6%	28	17%	43	26%	71	43%	3	2%	12	7%	0	0%
Health Centre/GP	2	1%	2	1%	13	8%	121	72%	17	10%	12	7%	0	0%
Public Transport	2	1%	9	5%	22	13%	99	59%	19	11%	15	9%	1	1%
Total	105		111		115		362		213		83		11	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	73	44%
1	61	37%
2	27	16%
3	4	2%
4	2	1%
5+	0	0%
	167	

Table 4.50 – Number of concerns – Quality of services

**Figure 4.38 - Housing Tenure
Arden & Carnwadric**

**Figure 4.39 - Information about the neighbourhood and management of the neighbourhood
Arden & Carnwadric**

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

Figure 4.40 - Local community involvement
Arden & Carnwadric

South Nitshill and Darnley

**Figure 4.41 - Security and community safety
South Nitshill & Darnley**

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	1	1%	11	7%	2	1%	10	6%	141	85%	1	1%
Noisy neighbours/ parties	4	2%	10	6%	3	2%	13	8%	135	81%	1	1%
Youth disorder	4	2%	16	10%	5	3%	23	14%	118	71%	0	0%
Street drinking	5	3%	8	5%	3	2%	19	11%	130	78%	1	1%
Drug dealing	1	1%	3	2%	3	2%	9	5%	145	87%	5	3%
Drug/ alcohol/ substance abuse	1	1%	8	5%	3	2%	20	12%	133	80%	1	1%
Verbal abuse	3	2%	5	3%	3	2%	12	7%	142	86%	1	1%
Racial harassment	1	1%	1	1%	1	1%	9	5%	153	92%	1	1%
Harassment	1	1%	1	1%	1	1%	10	6%	152	92%	1	1%
Personal safety and security	1	1%	1	1%	3	2%	14	8%	146	88%	1	1%
Damage to property	1	1%	7	4%	4	2%	13	8%	140	84%	1	1%
Damage to vehicle/ theft	1	1%	12	7%	5	3%	14	8%	132	80%	2	1%
Vandalism and graffiti	1	1%	11	7%	4	2%	13	8%	136	82%	1	1%
Dogs roaming, dog fouling, barking	1	1%	10	6%	3	2%	11	7%	140	84%	1	1%
House break-ins/burglary	1	1%	6	4%	3	2%	12	7%	142	86%	2	1%
Vehicle break-ins/theft	2	1%	14	8%	6	4%	13	8%	129	78%	2	1%
Road safety	5	3%	10	6%	4	2%	13	8%	133	80%	1	1%
Safety of children	1	1%	7	4%	2	1%	14	8%	140	84%	2	1%
Safety of other vulnerable groups	0	0%	1	1%	2	1%	12	7%	147	89%	4	2%
Total	35		142		60		254		2,634		29	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	101	61%
1	21	13%
2	17	10%
3	13	8%
4	10	6%
5+	4	2%
	166	

Table 4.42 – Number of concerns – Security and Community Safety

**Figure 4.42 - Security and community safety in the past year
South Nitshill & Darnley**

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	5	3%	154	93%	6	4%	1	1%	0	0%
Noisy neighbours / parties	0	0%	7	4%	155	93%	3	2%	1	1%	0	0%
Youth disorder	3	2%	15	9%	143	86%	5	3%	0	0%	0	0%
Street drinking	2	1%	10	6%	153	92%	1	1%	0	0%	0	0%
Drug dealing	1	1%	3	2%	161	97%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	6	4%	154	93%	4	2%	1	1%	0	0%
Verbal abuse	2	1%	1	1%	161	97%	1	1%	1	1%	0	0%
Racial harassment	1	1%	1	1%	161	97%	2	1%	1	1%	0	0%
Harassment	1	1%	1	1%	163	98%	1	1%	0	0%	0	0%
Personal safety and security	1	1%	2	1%	160	96%	3	2%	0	0%	0	0%
Damage to property	2	1%	6	4%	155	93%	3	2%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	11	7%	152	92%	2	1%	1	1%	0	0%
Vandalism and graffiti	2	1%	9	5%	152	92%	2	1%	1	1%	0	0%
Dogs roaming, dog fouling, barking	1	1%	6	4%	156	94%	2	1%	1	1%	0	0%
House break-ins/burglary	1	1%	6	4%	156	94%	2	1%	1	1%	0	0%
Vehicle break-ins/theft	1	1%	12	7%	150	90%	2	1%	1	1%	0	0%
Road safety	3	2%	8	5%	151	91%	3	2%	1	1%	0	0%
Safety of children	1	1%	3	2%	159	96%	2	1%	1	1%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	163	98%	2	1%	1	1%	0	0%
Total	**23**		**112**		**2,959**		**47**		**13**		**0**	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	123	74%
1	15	9%
2	10	6%
3	4	2%
4	6	4%
5+	8	5%
	167	

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

Figure 4.43 - Cleanliness of the area and the local environment
South Nitshill & Darnley

	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%	1	1%	7	4%	157	95%	1	1%	0	0%
Litter in the streets	4	2%	25	15%	1	1%	12	7%	124	75%	0	0%	0	0%
Untidy gardens	2	1%	7	4%	3	2%	9	5%	144	87%	1	1%	0	0%
Untidy communal areas	0	0%	7	4%	3	2%	18	11%	137	83%	1	1%	0	0%
Dirty stairs and closes	0	0%	2	1%	1	1%	1	1%	106	64%	2	1%	54	33%
Graffiti	2	1%	8	5%	4	2%	13	8%	138	83%	1	1%	0	0%
Fly tipping and dumping	1	1%	5	3%	2	1%	13	8%	143	86%	2	1%	0	0%
Total	**9**		**54**		**15**		**73**		**949**		**8**		**54**	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	127	77%
1	23	14%
2	11	7%
3	4	2%
4	0	0%
5+	1	1%
	167	

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

Figure 4.44 - Quality of your neighbourhood
South Nitshill & Darnley

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	4	2%	23	14%	114	69%	23	14%	0	0%	0	0%
Attractive environment	2	1%	3	2%	14	8%	124	75%	23	14%	0	0%	0	0%
Quiet and peaceful environment	1	1%	2	1%	23	14%	119	72%	21	13%	0	0%	0	0%
Park/open spaces	5	3%	4	2%	26	16%	113	68%	17	10%	1	1%	0	0%
Children's play area	18	11%	16	10%	28	17%	82	49%	12	7%	9	5%	1	1%
Overall quality	1	1%	3	2%	9	5%	131	79%	20	12%	2	1%	0	0%
Total	**29**		**32**		**123**		**683**		**116**		**12**		**1**	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	130	78%
1	27	16%
2	2	1%
3	3	2%
4	1	1%
5+	3	2%
	167	

Table 4.48 – Number of concerns – Quality of neighbourhood

Figure 4.45 - The quality of services in and around your local area
South Nitshill & Darnley

	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%	7	4%	140	84%	18	11%	0	0%	0	0%
Youth and Leisure Services	20	12%	25	15%	22	13%	61	37%	11	7%	27	16%	0	0%
Policing	14	8%	24	14%	43	26%	61	37%	9	5%	14	8%	1	1%
Health Centre/GP	0	0%	1	1%	6	4%	139	84%	18	11%	0	0%	2	1%
Public Transport	2	1%	8	5%	26	16%	86	52%	16	10%	20	12%	8	5%
Total	36		59		104		487		72		61		11	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	103	62%
1	34	20%
2	27	16%
3	1	1%
4	1	1%
5+	0	0%
	167	

Table 4.50 – Number of concerns – Quality of services

Figure 4.46 - Housing Tenure
South Nitshill & Darnley

Figure 4.47 - Information about the neighbourhood and management of the neighbourhood
South Nitshill & Darnley

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

Figure 4.48 - Local community involvement
South Nitshill & Darnley

5. Study Findings – Other

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

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

Housing Tenure

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

Security and Community Safety

5.4 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole were problems with dogs, road safety, youth disorder, drug and alcohol abuse, street drinking, vandalism / graffiti and the safety of children.

5.5 Road safety was the most serious problem for people living in owner-occupied accommodation and the second most serious issue for those living in housing association and private rented properties.

5.6 Problems with dogs was the main problem for people living in housing association properties. This issue was the third most serious issue for people living in owner-occupied housing but there was less of a concern for this in private rented accommodation.

5.7   Youth disorder was the main problem for people living in private rented accommodation. The issue was also the second most serious for owner occupiers and the third most serious for tenants of housing associations.

Cleansing and Environment

5.8   Across the Greater Pollok and Newlands / Auldburn LCPP area litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, fly tipping and untidy gardens. Residents were least concerned about abandoned vehicles.

5.9   Litter in the street was the biggest problem for people living in both housing association and owner-occupied housing, but was less of an issue for those in private rented accommodation.

5.10   The problem of fly tipping was the most serious issue in private rented accommodation. Dirty stairs and closes was also a concern for people living in this tenure. Graffiti was mainly a concern for people living in housing association accommodation. Owner-occupiers were more concerned about untidy gardens in their local area.

Tenure by neighbourhood

5.11   The highest rate of social renting was in the Priesthill / Househillwood area where over 60 per cent of survey respondents live in housing association properties. Social renting was lowest in Newlands / Cathcart.

5.12   Owner-occupation was most common in Newlands / Cathcart, where 83 per cent of respondents lived in this type of accommodation. There were also high levels of owner occupation in South Nitshill / Darnley, where 68 per cent of respondents own their home.

5.13   Private renting was most common in Pollok, where 14 per cent of respondent live in this tenure. There was also a comparatively large private rented sector in Pollokshaws and Mansewood (11%).

Involving local people

5.14   Across all three tenures providing information in newsletters was considered the most effective way of keeping local people informed. Residents living in social rented accommodation were least likely to support the use of email updates or a dedicated website to involve local people. While people in private rented accommodation considered posters and public meetings as the most ineffective ways of providing information. Providing information through public meetings was most popular among those living in owner occupied accommodation. However this was also the most unpopular way of receiving information for home owners.

5.15   In terms of community involvement residents in all tenures were sceptical about the value of attending meetings. Respondents living in either housing association or owner-occupied accommodation were most supportive of voting on issues. The idea of a local management organisation run by local people was most popular for owner occupiers, while both home owners and private rented tenants felt that community representative sitting on boards / committees was an effective way of involving local people.

Age

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

Security and Community Safety

5.17   Across age groups there was no significant difference in the issues that were identified as problems in relation to security and community safety. However people aged 30-59 were generally more likely to say that issues were a problem than the younger age groups or people of retirement age.

5.18   Respondents aged under thirty were more likely than the older groups to consider road safety a problem or serious problem. Although all age groups considered the issue a problem to some extent.

5.19   While all age groups identified youth disorder as an issue in their area, the 30-59 age group were more likely to state that youth disorder was a problem. This age group were also more likely to highlight street drinking, drug dealing and drug / alcohol / substance abuse as problems.

5.20   Retired respondents were more concerned about problems with dogs than the younger groups – and they felt that this was the problem that had got worse in their area in the past year.

Cleansing and Environment

5.21   The different age groups had similar views on the cleanliness of their local area although those over retirement age were more likely to think that untidy gardens were a problem than the younger groups. Litter in the streets was the top issue for all age groups.

5.22   Younger people (particularly those under 30) were more likely to be concerned about 'fly tipping' than people of retirement age. Graffiti was the second more important environmental issue in the area for all age groups.

Age by neighbourhood

5.23   The neighbourhood with the largest proportion of people aged under thirty was Priesthill / Househillwood with 27 per cent of respondents in this group. There were also higher levels of people under thirty in Arden /Carnwadric.

5.24   Pollok had the largest number of retired people of all the neighbourhoods (31%). All areas had high numbers of people aged 30-59 with South Nitshill and Darnley having the largest number of people in this age group (65%).

Involving local people

5.25   Newsletters, public meetings were the two most highly rated methods of informing local people across all three age groups. There was more support for the use of posters among people aged 16-29 than the two older groups.

5.26   The two younger age groups (and particularly the under 30s) were more positive than those of retirement age about the use of email updates and a

website to keep the community informed – reflecting higher levels of IT literacy.

5.27   Across all age groups the respondents were negative about the effectiveness of attending meetings. While people of retirement age felt that 'a local organisation to manage the neighbourhood run by local people' was the most effective way to involve the community the two younger age groups felt that the most effective method was to vote on issues (16-29 age group) or have community representation on boards and committee (30-59 age group).

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	7	2%	24	6%	2	1%	53	14%	299	78%	0	0%
Noisy neighbours / parties	10	3%	18	5%	3	1%	55	14%	299	78%	0	0%
Youth disorder	17	4%	40	10%	5	1%	44	11%	278	72%	1	0%
Street drinking	14	4%	28	7%	5	1%	50	13%	287	75%	1	0%
Drug dealing	9	2%	22	6%	6	2%	48	12%	295	77%	5	1%
Drug/ alcohol/ substance abuse	12	3%	26	7%	7	2%	46	12%	289	75%	5	1%
Verbal abuse	3	1%	10	3%	3	1%	43	11%	324	84%	2	1%
Racial harassment	0	0%	4	1%	2	1%	41	11%	334	87%	4	1%
Harassment	0	0%	9	2%	1	0%	40	10%	334	87%	1	0%
Personal safety and security	2	1%	5	1%	7	2%	59	15%	311	81%	1	0%
Damage to property	13	3%	21	5%	0	0%	44	11%	307	80%	0	0%
Damage to vehicle/ theft	4	1%	18	5%	2	1%	43	11%	314	82%	4	1%
Vandalism and graffiti	10	3%	19	5%	3	1%	50	13%	300	78%	3	1%
Dogs roaming, dog fouling, barking	25	6%	43	11%	5	1%	50	13%	261	68%	1	0%
House break-ins/burglary	2	1%	4	1%	1	0%	50	13%	326	85%	2	1%
Vehicle break-ins/theft	2	1%	8	2%	3	1%	48	12%	320	83%	4	1%
Road safety	22	6%	38	10%	2	1%	47	12%	274	71%	2	1%
Safety of children	11	3%	23	6%	6	2%	44	11%	300	78%	1	0%
Safety of other vulnerable groups	1	0%	16	4%	13	3%	41	11%	299	78%	15	4%
Total	**164**		**376**		**76**		**896**		**5,751**		**52**	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	228	59%
1	53	14%
2	21	5%
3	27	7%
4	21	5%
5+	35	9%
	385	

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	3	1%	12	3%	350	91%	18	5%	2	1%	0	0%
Noisy neighbours/ parties	3	1%	9	2%	359	93%	14	4%	0	0%	0	0%
Youth disorder	14	4%	23	6%	337	88%	11	3%	0	0%	0	0%
Street drinking	13	3%	16	4%	347	90%	9	2%	0	0%	0	0%
Drug dealing	7	2%	10	3%	363	94%	5	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	8	2%	11	3%	361	94%	5	1%	0	0%	0	0%
Verbal abuse	3	1%	5	1%	375	97%	2	1%	0	0%	0	0%
Racial harassment	1	0%	3	1%	376	98%	5	1%	0	0%	0	0%
Harassment	1	0%	5	1%	373	97%	6	2%	0	0%	0	0%
Personal safety and security	2	1%	6	2%	374	97%	3	1%	0	0%	0	0%
Damage to property	4	1%	7	2%	372	97%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	8	2%	371	96%	4	1%	0	0%	0	0%
Vandalism and graffiti	3	1%	9	2%	366	95%	7	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	8	2%	23	6%	351	91%	3	1%	0	0%	0	0%
House break-ins/burglary	1	0%	3	1%	377	98%	4	1%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	6	2%	374	97%	3	1%	0	0%	0	0%
Road safety	15	4%	15	4%	350	91%	5	1%	0	0%	0	0%
Safety of children	5	1%	11	3%	365	95%	4	1%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	3	1%	378	98%	2	1%	1	0%	0	0%
Total	**96**		**185**		**6,919**		**112**		**3**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	302	78%
1	39	10%
2	9	2%
3	10	3%
4	5	1%
5+	20	5%
	385	

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	0	0%	1	0%	4	1%	55	14%	317	82%	8	2%	0	0%
Litter in the streets	6	2%	44	11%	8	2%	102	26%	225	58%	0	0%	0	0%
Untidy gardens	5	1%	13	3%	7	2%	71	18%	280	73%	1	0%	8	2%
Untidy communal areas	2	1%	13	3%	12	3%	73	19%	275	71%	5	1%	5	1%
Dirty stairs and closes	4	1%	6	2%	11	3%	60	16%	260	68%	5	1%	39	10%
Graffiti	6	2%	23	6%	6	2%	73	19%	276	72%	1	0%	0	0%
Fly tipping and dumping	2	1%	21	5%	14	4%	66	17%	281	73%	1	0%	0	0%
Total	**25**		**121**		**62**		**500**		**1,914**		**21**		**52**	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	308	80%
1	46	12%
2	13	3%
3	10	3%
4	1	0%
5+	7	2%
	385	

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	10	3%	31	8%	55	14%	239	62%	50	13%	0	0%	0	0%
Attractive environment	11	3%	25	6%	68	18%	232	60%	49	13%	0	0%	0	0%
Quiet and peaceful environment	13	3%	26	7%	70	18%	217	56%	59	15%	0	0%	0	0%
Park/open spaces	15	4%	26	7%	66	17%	234	61%	42	11%	2	1%	0	0%
Children's play area	32	8%	46	12%	74	19%	173	45%	37	10%	22	6%	1	0%
Overall quality	7	2%	18	5%	54	14%	258	67%	47	12%	1	0%	0	0%
Total	**88**		**172**		**387**		**1,353**		**284**		**25**		**1**	

Number of concerns (Very poor or poor)	Respondents	%
None	282	73%
1	53	14%
2	13	3%
3	9	2%
4	4	1%
5+	24	6%
	385	

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

**Figure 5.5 - Quality of services in your local area
Housing Association**

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	4	1%	4	1%	8	2%	218	57%	151	39%	0	0%	0	0%
Youth and Leisure Services	36	9%	64	17%	42	11%	103	27%	42	11%	97	25%	1	0%
Policing	38	10%	59	15%	79	21%	135	35%	48	12%	26	7%	0	0%
Health Centre/GP	2	1%	6	2%	18	5%	237	62%	101	26%	20	5%	1	0%
Public Transport	9	2%	18	5%	30	8%	215	56%	93	24%	16	4%	4	1%
Total	**89**		**151**		**177**		**908**		**435**		**159**		**6**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	213	55%
1	122	32%
2	36	9%
3	11	3%
4	2	1%
5+	1	0%
	385	

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

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

Neighbourhood	Percentage
Pollok	33%
Newlands & Cathcart	13%
Pollokshaws & Mansewood	47%
Priesthill & Householdwood	65%
Arden & Carnwadric	50%
South Nitshill & Darnley	22%

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**

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	2	3%	5	7%	0	0%	8	11%	59	80%	0	0%
Noisy neighbours/parties	2	3%	4	5%	0	0%	10	14%	58	78%	0	0%
Youth disorder	4	5%	9	12%	1	1%	6	8%	54	73%	0	0%
Street drinking	4	5%	5	7%	1	1%	7	9%	56	76%	1	1%
Drug dealing	0	0%	4	5%	3	4%	6	8%	60	81%	1	1%
Drug/ alcohol/ substance abuse	0	0%	3	4%	3	4%	8	11%	59	80%	1	1%
Verbal abuse	3	4%	4	5%	0	0%	6	8%	61	82%	0	0%
Racial harassment	1	1%	1	1%	0	0%	6	8%	66	89%	0	0%
Harassment	1	1%	1	1%	0	0%	6	8%	66	89%	0	0%
Personal safety and security	2	3%	2	3%	1	1%	6	8%	63	85%	0	0%
Damage to property	2	3%	6	8%	2	3%	6	8%	58	78%	0	0%
Damage to vehicle/theft	1	1%	4	5%	3	4%	7	9%	58	78%	1	1%
Vandalism and graffiti	0	0%	3	4%	3	4%	8	11%	59	80%	1	1%
Dogs roaming, dog fouling, barking	2	3%	2	3%	2	3%	8	11%	59	80%	1	1%
House break-ins/burglary	0	0%	0	0%	2	3%	6	8%	65	88%	1	1%
Vehicle break-ins/theft	1	1%	3	4%	2	3%	8	11%	59	80%	1	1%
Road safety	4	5%	6	8%	4	5%	9	12%	50	68%	1	1%
Safety of children	0	0%	6	8%	3	4%	9	12%	55	74%	1	1%
Safety of other vulnerable groups	0	0%	2	3%	3	4%	9	12%	59	80%	1	1%
Total	**29**		**70**		**33**		**139**		**1,124**		**11**	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	46	62%
1	7	9%
2	9	12%
3	1	1%
4	2	3%
5+	9	12%
	74	

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	1	1%	3	4%	68	92%	2	3%	0	0%	0	0%
Noisy neighbours / parties	0	0%	3	4%	67	91%	3	4%	1	1%	0	0%
Youth disorder	0	0%	4	5%	67	91%	3	4%	0	0%	0	0%
Street drinking	0	0%	4	5%	70	95%	0	0%	0	0%	0	0%
Drug dealing	0	0%	4	5%	70	95%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	1	1%	70	95%	1	1%	1	1%	0	0%
Verbal abuse	0	0%	2	3%	70	95%	1	1%	1	1%	0	0%
Racial harassment	0	0%	1	1%	71	96%	1	1%	1	1%	0	0%
Harassment	0	0%	1	1%	73	99%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	70	95%	3	4%	0	0%	0	0%
Damage to property	0	0%	1	1%	71	96%	2	3%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	2	3%	70	95%	1	1%	1	1%	0	0%
Vandalism and graffiti	0	0%	2	3%	70	95%	1	1%	1	1%	0	0%
Dogs roaming, dog fouling, barking	1	1%	1	1%	70	95%	1	1%	1	1%	0	0%
House break-ins/burglary	0	0%	1	1%	71	96%	1	1%	1	1%	0	0%
Vehicle break-ins/theft	0	0%	3	4%	68	92%	2	3%	1	1%	0	0%
Road safety	2	3%	5	7%	65	88%	1	1%	1	1%	0	0%
Safety of children	0	0%	3	4%	69	93%	1	1%	1	1%	0	0%
Safety of other vulnerable groups	0	0%	2	3%	68	92%	2	3%	2	3%	0	0%
Total	**5**		**44**		**1,318**		**26**		**13**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	62	84%
1	4	5%
2	3	4%
3	1	1%
4	0	0%
5+	4	5%
	74	

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**

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	1	1%	13	18%	59	80%	1	1%	0	0%
Litter in the streets	3	4%	5	7%	5	7%	18	24%	42	57%	1	1%	0	0%
Untidy gardens	0	0%	7	9%	3	4%	14	19%	49	66%	1	1%	0	0%
Untidy communal areas	0	0%	7	9%	2	3%	14	19%	50	68%	1	1%	0	0%
Dirty stairs and closes	1	1%	10	14%	1	1%	14	19%	45	61%	1	1%	2	3%
Graffiti	2	3%	6	8%	3	4%	17	23%	44	59%	2	3%	0	0%
Fly tipping and dumping	2	3%	10	14%	1	1%	12	16%	48	65%	1	1%	0	0%
Total	**8**	**0**	**45**	**1**	**16**	**0**	**102**	**1**	**337**	**5**	**8**	**0**	**2**	**0**

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	55	74%
1	8	11%
2	0	0%
3	4	5%
4	3	4%
5+	4	5%
	74	

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	5	7%	5	7%	21	28%	31	42%	12	16%	0	0%	0	0%
Attractive environment	4	5%	5	7%	14	19%	37	50%	14	19%	0	0%	0	0%
Quiet and peaceful environment	3	4%	3	4%	20	27%	33	45%	15	20%	0	0%	0	0%
Park/open spaces	5	7%	7	9%	19	26%	33	45%	10	14%	0	0%	0	0%
Children's play area	12	16%	8	11%	17	23%	26	35%	10	14%	1	1%	0	0%
Overall quality	4	5%	4	5%	16	22%	38	51%	12	16%	0	0%	0	0%
Total	33		32		107		198		73		1		0	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	54	73%
1	5	7%
2	5	7%
3	3	4%
4	0	0%
5+	7	9%
	74	

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

Figure 5.13 - Quality of services in your local area Private Rented

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	4%	4	5%	1	1%	49	66%	16	22%	1	1%	0	0%
Youth and Leisure Services	10	14%	9	12%	10	14%	25	34%	7	9%	13	18%	0	0%
Policing	13	18%	10	14%	11	15%	34	46%	5	7%	1	1%	0	0%
Health Centre/GP	1	1%	2	3%	1	1%	58	78%	10	14%	2	3%	0	0%
Public Transport	0	0%	2	3%	6	8%	45	61%	16	22%	5	7%	0	0%
Total	**27**		**27**		**29**		**211**		**54**		**22**		**0**	

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

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	39	53%
1	20	27%
2	12	16%
3	2	3%
4	1	1%
5+	0	0%
	74	

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

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

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

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

Figure 5.16 - Local community involvement
Private Rented

Figure 5.16 - Local community involvement, Private Rented

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

Owner occupied

Figure 5.17 - Security and community safety
Owner Occupation

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	1%	13	2%	7	1%	82	15%	425	79%	2	0%
Noisy neighbours/ parties	6	1%	16	3%	9	2%	80	15%	421	79%	4	1%
Youth disorder	15	3%	41	8%	26	5%	98	18%	355	66%	1	0%
Street drinking	9	2%	22	4%	10	2%	95	18%	398	74%	2	0%
Drug dealing	6	1%	13	2%	8	1%	74	14%	427	80%	8	1%
Drug/ alcohol/ substance abuse	5	1%	17	3%	8	1%	81	15%	419	78%	6	1%
Verbal abuse	3	1%	6	1%	7	1%	72	13%	443	83%	5	1%
Racial harassment	1	0%	1	0%	3	1%	64	12%	463	86%	4	1%
Harassment	1	0%	2	0%	4	1%	63	12%	463	86%	3	1%
Personal safety and security	1	0%	1	0%	10	2%	94	18%	426	79%	4	1%
Damage to property	3	1%	12	2%	14	3%	65	12%	437	82%	5	1%
Damage to vehicle/ theft	3	1%	27	5%	11	2%	69	13%	418	78%	8	1%
Vandalism and graffiti	6	1%	24	4%	16	3%	85	16%	400	75%	5	1%
Dogs roaming, dog fouling, barking	18	3%	34	6%	16	3%	79	15%	383	71%	6	1%
House break-ins/burglary	2	0%	12	2%	7	1%	74	14%	435	81%	6	1%
Vehicle break-ins/theft	6	1%	26	5%	12	2%	66	12%	418	78%	8	1%
Road safety	16	3%	54	10%	20	4%	65	12%	379	71%	2	0%
Safety of children	4	1%	17	3%	18	3%	86	16%	407	76%	4	1%
Safety of other vulnerable groups	1	0%	5	1%	11	2%	73	14%	438	82%	8	1%
Total	**113**		**343**		**217**		**1,465**		**7,955**		**91**	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	328	61%
1	104	19%
2	47	9%
3	28	5%
4	15	3%
5+	14	3%
	536	

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

**Figure 5.18 - Security and community safety in the past year
Owner Occupation**

Legend: Slightly Worse %, Much Worse %, Slightly Better %, Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	1%	6	1%	519	97%	8	1%	0	0%	0	0%
Noisy neighbours / parties	1	0%	10	2%	519	97%	6	1%	0	0%	0	0%
Youth disorder	8	1%	27	5%	491	92%	10	2%	0	0%	0	0%
Street drinking	6	1%	12	2%	512	96%	6	1%	0	0%	0	0%
Drug dealing	3	1%	5	1%	525	98%	2	0%	1	0%	0	0%
Drug/ alcohol/ substance abuse	4	1%	9	2%	519	97%	3	1%	1	0%	0	0%
Verbal abuse	2	0%	2	0%	531	99%	1	0%	0	0%	0	0%
Racial harassment	1	0%	1	0%	534	100%	0	0%	0	0%	0	0%
Harassment	1	0%	1	0%	534	100%	0	0%	0	0%	0	0%
Personal safety and security	1	0%	5	1%	530	99%	0	0%	0	0%	0	0%
Damage to property	4	1%	9	2%	523	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	1	0%	17	3%	517	96%	1	0%	0	0%	0	0%
Vandalism and graffiti	3	1%	15	3%	514	96%	4	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	16	3%	23	4%	497	93%	0	0%	0	0%	0	0%
House break-ins/burglary	1	0%	8	1%	526	98%	0	0%	1	0%	0	0%
Vehicle break-ins/theft	1	0%	13	2%	519	97%	3	1%	0	0%	0	0%
Road safety	14	3%	32	6%	489	91%	1	0%	0	0%	0	0%
Safety of children	2	0%	10	2%	524	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	2	0%	533	99%	0	0%	0	0%	0	0%
Total	73		207		9,856		45		3		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	406	76%
1	72	13%
2	26	5%
3	10	2%
4	12	2%
5+	10	2%
	536	

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**

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	3	1%	3	1%	55	10%	469	88%	4	1%	2	0%
Litter in the streets	11	2%	50	9%	17	3%	106	20%	350	65%	2	0%	0	0%
Untidy gardens	4	1%	18	3%	21	4%	93	17%	398	74%	2	0%	0	0%
Untidy communal areas	0	0%	14	3%	14	3%	99	18%	383	71%	11	2%	15	3%
Dirty stairs and closes	0	0%	3	1%	9	2%	57	11%	325	61%	13	2%	129	24%
Graffiti	1	0%	17	3%	17	3%	86	16%	399	74%	5	1%	11	2%
Fly tipping and dumping	2	0%	14	3%	13	2%	76	14%	412	77%	9	2%	10	2%
Total	**18**		**119**		**94**		**572**		**2,736**		**46**		**167**	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	449	84%
1	49	9%
2	27	5%
3	10	2%
4	1	0%
5+	0	0%
	536	

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	4	1%	11	2%	53	10%	307	57%	159	30%	2	0%	0	0%
Attractive environment	4	1%	6	1%	54	10%	305	57%	165	31%	2	0%	0	0%
Quiet and peaceful environment	1	0%	5	1%	60	11%	304	57%	165	31%	1	0%	0	0%
Park/open spaces	8	1%	11	2%	67	13%	314	59%	130	24%	6	1%	0	0%
Children's play area	30	6%	41	8%	84	16%	237	44%	102	19%	38	7%	4	1%
Overall quality	0	0%	0	0%	43	8%	333	62%	156	29%	3	1%	1	0%
Total	**47**		**74**		**361**		**1,800**		**877**		**52**		**5**	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	451	84%
1	64	12%
2	13	2%
3	3	1%
4	3	1%
5+	2	0%
	536	

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	9	2%	18	3%	16	3%	318	59%	174	32%	1	0%	0	0%
Youth and Leisure Services	62	12%	80	15%	79	15%	153	29%	54	10%	107	20%	1	0%
Policing	77	14%	81	15%	110	21%	178	33%	60	11%	29	5%	1	0%
Health Centre/GP	7	1%	16	3%	29	5%	347	65%	122	23%	13	2%	2	0%
Public Transport	11	2%	28	5%	61	11%	260	49%	121	23%	42	8%	13	2%
Total	**166**		**223**		**295**		**1,256**		**531**		**192**		**17**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	298	56%
1	134	25%
2	73	14%
3	15	3%
4	16	3%
5+	0	0%
	536	

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

Table 5.22 - Percentage of residents in owner occupied housing by neighbourhood

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

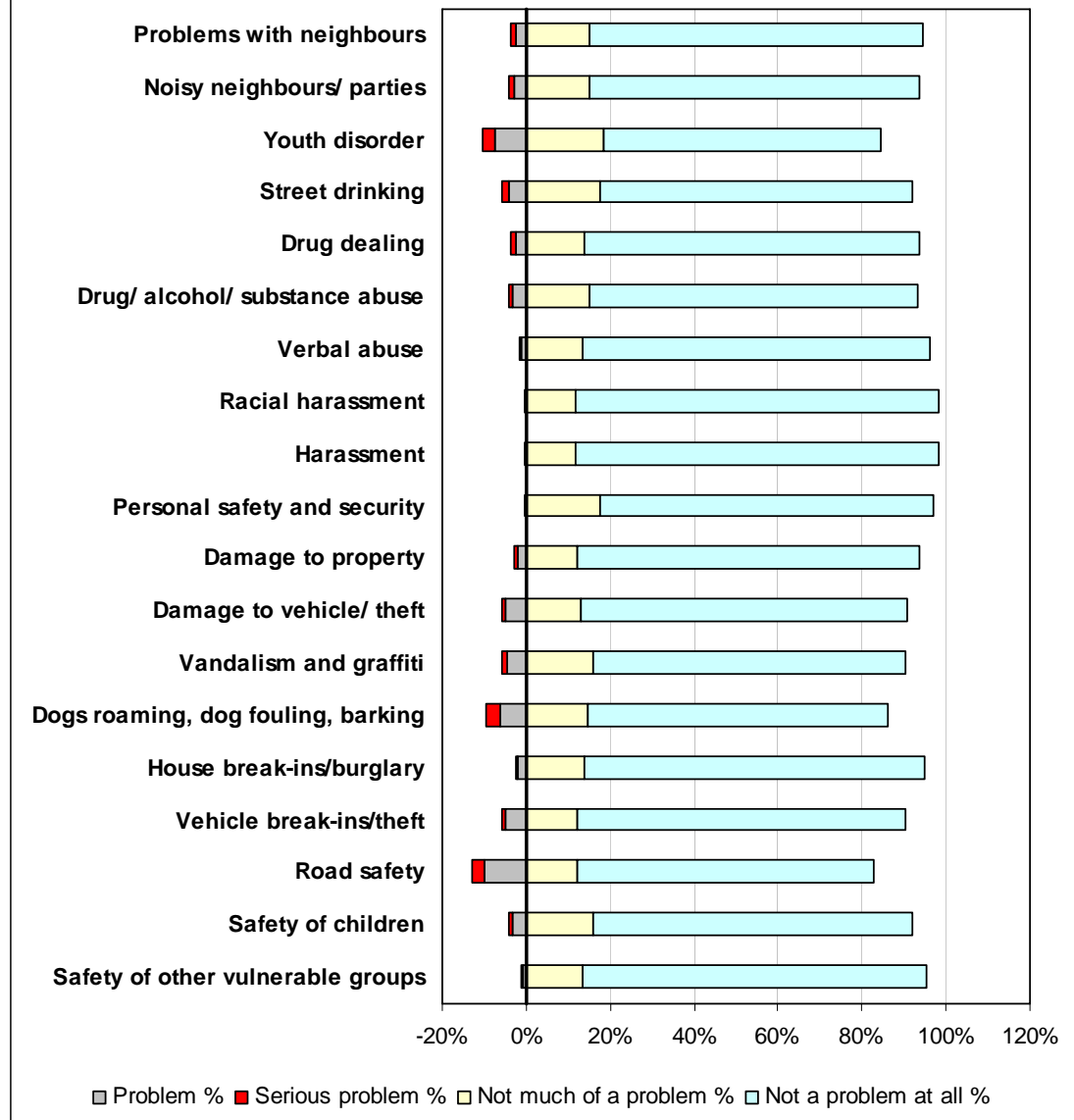□ Not very effective %   ■ Not at all effective %   □ Fairly effective %   □ Very effective %

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

Age – 16 to 29 years

Figure 5.25 - Security and community safety
Ages 16 to 29

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	0%	11	5%	0	0%	29	14%	160	79%	1	0%
Noisy neighbours/ parties	1	0%	11	5%	0	0%	29	14%	160	79%	1	0%
Youth disorder	6	3%	14	7%	1	0%	27	13%	153	76%	1	0%
Street drinking	3	1%	6	3%	2	1%	27	13%	162	80%	2	1%
Drug dealing	2	1%	5	2%	1	0%	24	12%	166	82%	4	2%
Drug/ alcohol/ substance abuse	3	1%	6	3%	2	1%	27	13%	160	79%	4	2%
Verbal abuse	0	0%	3	1%	0	0%	25	12%	172	85%	2	1%
Racial harassment	0	0%	0	0%	0	0%	20	10%	179	89%	3	1%
Harassment	0	0%	2	1%	0	0%	20	10%	179	89%	1	0%
Personal safety and security	1	0%	0	0%	2	1%	27	13%	170	84%	2	1%
Damage to property	6	3%	9	4%	1	0%	22	11%	162	80%	2	1%
Damage to vehicle/ theft	1	0%	4	2%	1	0%	23	11%	171	85%	2	1%
Vandalism and graffiti	1	0%	2	1%	4	2%	22	11%	171	85%	2	1%
Dogs roaming, dog fouling, barking	7	3%	10	5%	5	2%	22	11%	157	78%	1	0%
House break-ins/burglary	0	0%	0	0%	0	0%	22	11%	178	88%	2	1%
Vehicle break-ins/theft	3	1%	4	2%	1	0%	21	10%	171	85%	2	1%
Road safety	9	4%	30	15%	2	1%	19	9%	141	70%	1	0%
Safety of children	2	1%	16	8%	2	1%	20	10%	161	80%	1	0%
Safety of other vulnerable groups	1	0%	7	3%	3	1%	18	9%	165	82%	8	4%
Total	47		140		27		444		3,138		42	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	130	64%
1	28	14%
2	16	8%
3	7	3%
4	13	6%
5+	8	4%
	202	

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

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

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

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	2	1%	188	93%	12	6%	0	0%	0	0%
Noisy neighbours/ parties	0	0%	4	2%	185	92%	12	6%	1	0%	0	0%
Youth disorder	3	1%	7	3%	184	91%	8	4%	0	0%	0	0%
Street drinking	0	0%	4	2%	193	96%	5	2%	0	0%	0	0%
Drug dealing	0	0%	3	1%	195	97%	4	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	4	2%	192	95%	5	2%	1	0%	0	0%
Verbal abuse	0	0%	2	1%	197	98%	2	1%	1	0%	0	0%
Racial harassment	0	0%	0	0%	199	99%	2	1%	1	0%	0	0%
Harassment	0	0%	2	1%	199	99%	1	0%	0	0%	0	0%
Personal safety and security	0	0%	3	1%	195	97%	4	2%	0	0%	0	0%
Damage to property	1	0%	4	2%	194	96%	3	1%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	5	2%	195	97%	1	0%	1	0%	0	0%
Vandalism and graffiti	0	0%	3	1%	194	96%	4	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	4	2%	6	3%	188	93%	3	1%	1	0%	0	0%
House break-ins/burglary	0	0%	2	1%	197	98%	2	1%	1	0%	0	0%
Vehicle break-ins/theft	0	0%	3	1%	197	98%	1	0%	1	0%	0	0%
Road safety	4	2%	11	5%	184	91%	2	1%	1	0%	0	0%
Safety of children	0	0%	5	2%	194	96%	2	1%	1	0%	0	0%
Safety of other vulnerable groups	0	0%	1	0%	196	97%	3	1%	2	1%	0	0%
Total	**12**		**71**		**3,666**		**76**		**13**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	167	83%
1	19	9%
2	6	3%
3	5	2%
4	1	0%
5+	4	2%
	202	

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

**Figure 5.27 - Cleanliness of the area and the local environment
Ages 16 to 29**

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	0%	1	0%	13	6%	183	91%	4	2%	0	0%
Litter in the streets	3	1%	11	5%	5	2%	37	18%	145	72%	1	0%	0	0%
Untidy gardens	1	0%	5	2%	2	1%	27	13%	165	82%	1	0%	1	0%
Untidy communal areas	1	0%	5	2%	3	1%	33	16%	152	75%	4	2%	4	2%
Dirty stairs and closes	2	1%	5	2%	2	1%	21	10%	143	71%	3	1%	26	13%
Graffiti	0	0%	10	5%	5	2%	29	14%	152	75%	2	1%	4	2%
Fly tipping and dumping	0	0%	12	6%	6	3%	26	13%	153	76%	1	0%	4	2%
Total	7		49		24		186		1,093		16		39	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	172	85%
1	21	10%
2	2	1%
3	2	1%
4	3	1%
5+	2	1%
	202	

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

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

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	5	2%	36	18%	119	59%	39	19%	1	0%	0	0%
Attractive environment	4	2%	6	3%	34	17%	111	55%	46	23%	1	0%	0	0%
Quiet and peaceful environment	4	2%	7	3%	35	17%	110	54%	45	22%	1	0%	0	0%
Park/open spaces	3	1%	6	3%	41	20%	109	54%	40	20%	3	1%	0	0%
Children's play area	16	8%	23	11%	41	20%	77	38%	29	14%	16	8%	0	0%
Overall quality	0	0%	2	1%	33	16%	123	61%	42	21%	2	1%	0	0%
Total	**29**		**49**		**220**		**649**		**241**		**24**		**0**	

Number of concerns (Very poor or poor)	Respondents	%
None	155	77%
1	32	16%
2	7	3%
3	4	2%
4	2	1%
5+	2	1%
	202	

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%	5	2%	4	2%	118	58%	72	36%	0	0%	0	0%
Youth and Leisure Services	23	11%	37	18%	33	16%	65	32%	19	9%	25	12%	0	0%
Policing	15	7%	31	15%	45	22%	85	42%	19	9%	6	3%	1	0%
Health Centre/GP	0	0%	3	1%	10	5%	136	67%	44	22%	9	4%	0	0%
Public Transport	4	2%	7	3%	14	7%	118	58%	46	23%	8	4%	5	2%
Total	**45**		**83**		**106**		**522**		**200**		**48**		**6**	

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	112	55%
1	57	28%
2	28	14%
3	5	2%
4	0	0%
5+	0	0%
	202	

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

Table 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

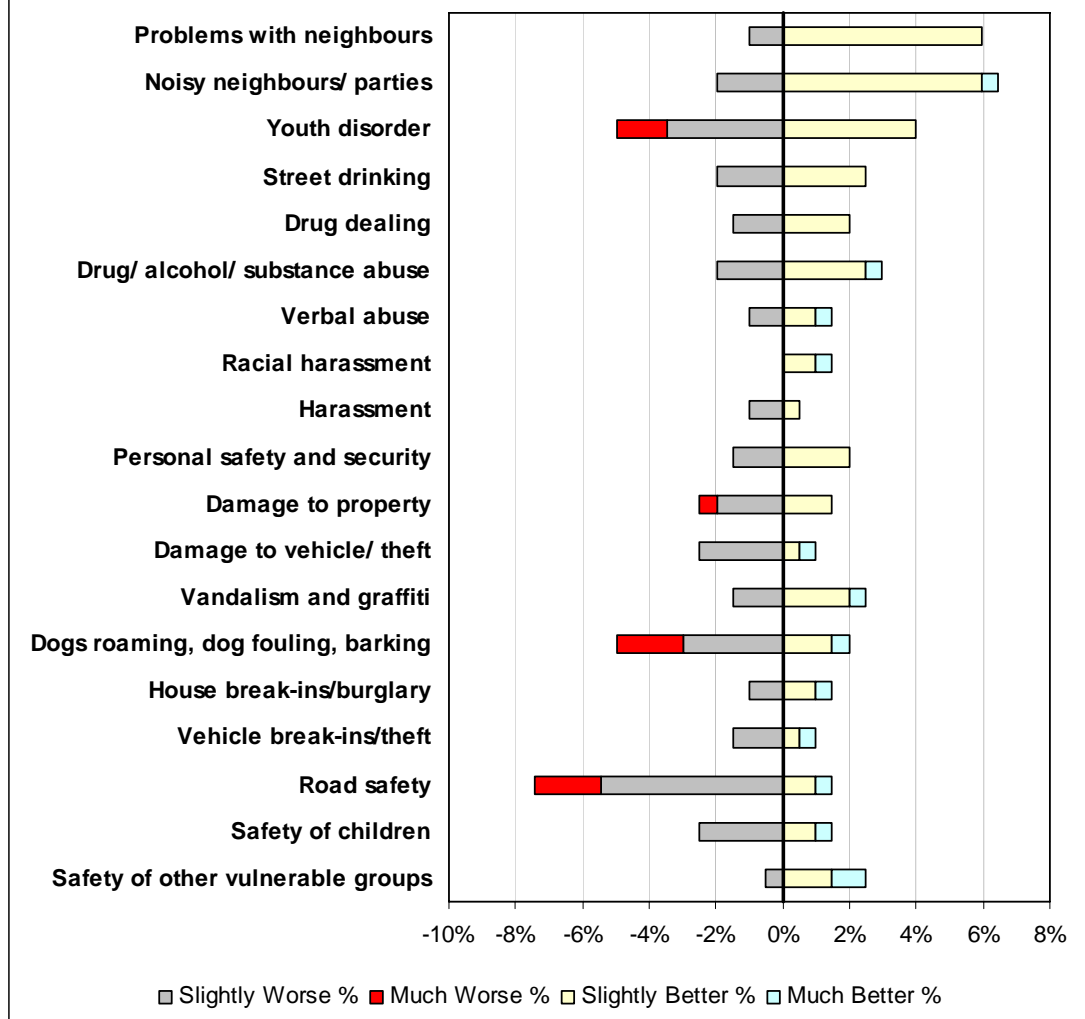□ Not very effective % ■ Not at all effective % □ Fairly effective % □ Very effective %

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

Age – 30 to 59/64 years

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

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	2%	26	4%	8	1%	84	14%	463	78%	1	0%
Noisy neighbours / parties	11	2%	23	4%	11	2%	87	15%	457	77%	3	1%
Youth disorder	22	4%	63	11%	21	4%	93	16%	392	66%	1	0%
Street drinking	19	3%	42	7%	11	2%	92	16%	426	72%	2	0%
Drug dealing	10	2%	28	5%	14	2%	74	13%	459	78%	7	1%
Drug/ alcohol/ substance abuse	9	2%	34	6%	13	2%	78	13%	451	76%	7	1%
Verbal abuse	9	2%	16	3%	10	2%	70	12%	484	82%	3	1%
Racial harassment	2	0%	6	1%	4	1%	68	11%	508	86%	4	1%
Harassment	2	0%	10	2%	4	1%	65	11%	508	86%	3	1%
Personal safety and security	3	1%	9	2%	8	1%	99	17%	470	79%	3	1%
Damage to property	11	2%	26	4%	13	2%	67	11%	472	80%	3	1%
Damage to vehicle/ theft	6	1%	41	7%	12	2%	68	11%	456	77%	9	2%
Vandalism and graffiti	10	2%	36	6%	14	2%	87	15%	440	74%	5	1%
Dogs roaming, dog fouling, barking	22	4%	57	10%	12	2%	86	15%	410	69%	5	1%
House break-ins/burglary	4	1%	12	2%	9	2%	77	13%	484	82%	6	1%
Vehicle break-ins/theft	5	1%	28	5%	14	2%	73	12%	465	79%	7	1%
Road safety	24	4%	56	9%	15	3%	71	12%	422	71%	4	1%
Safety of children	9	2%	24	4%	18	3%	84	14%	453	77%	4	1%
Safety of other vulnerable groups	1	0%	12	2%	18	3%	77	13%	470	79%	14	2%
Total	189		549		229		1,500		8,690		91	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	346	58%
1	97	16%
2	47	8%
3	41	7%
4	20	3%
5+	41	7%
	592	

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

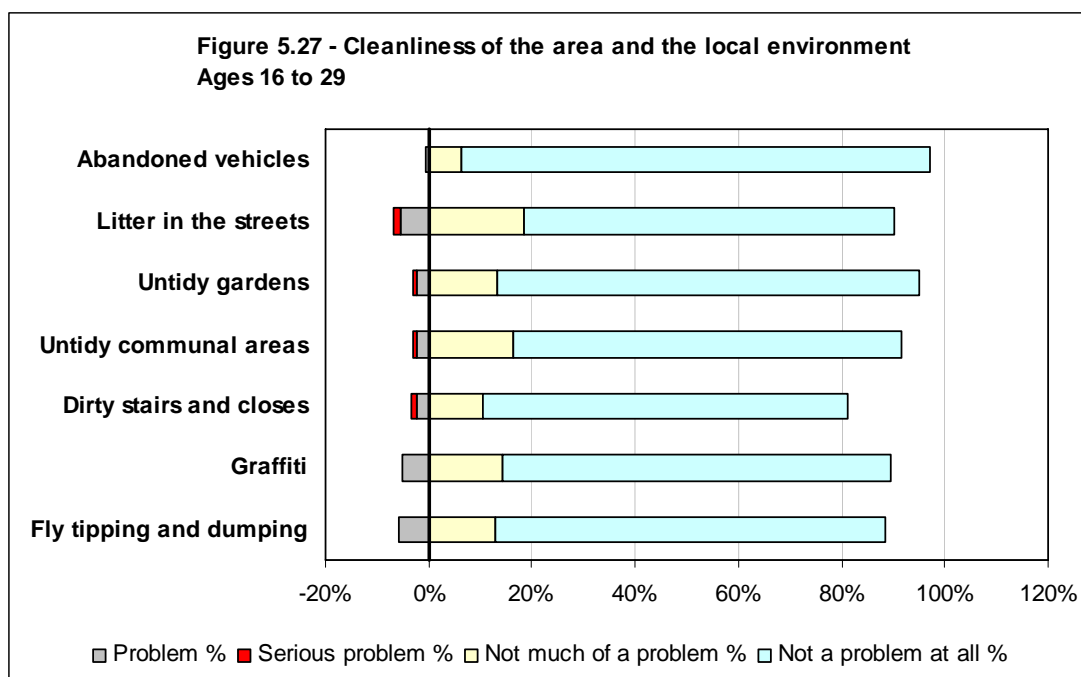**Figure 5.34 - Security and community safety in the past year
Ages 30 to 59/64**

Legend: Slightly Worse % | Much Worse % | Slightly Better % | Much Better %

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	1%	16	3%	561	95%	8	1%	2	0%	0	0%
Noisy neighbours / parties	4	1%	15	3%	569	96%	4	1%	0	0%	0	0%
Youth disorder	14	2%	36	6%	530	90%	12	2%	0	0%	0	0%
Street drinking	13	2%	24	4%	548	93%	7	1%	0	0%	0	0%
Drug dealing	7	1%	13	2%	570	96%	1	0%	1	0%	0	0%
Drug/ alcohol/ substance abuse	9	2%	12	2%	567	96%	3	1%	1	0%	0	0%
Verbal abuse	5	1%	5	1%	581	98%	1	0%	0	0%	0	0%
Racial harassment	2	0%	4	1%	583	98%	3	1%	0	0%	0	0%
Harassment	2	0%	4	1%	582	98%	4	1%	0	0%	0	0%
Personal safety and security	3	1%	7	1%	581	98%	1	0%	0	0%	0	0%
Damage to property	7	1%	12	2%	573	97%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	3	1%	19	3%	567	96%	3	1%	0	0%	0	0%
Vandalism and graffiti	6	1%	19	3%	563	95%	4	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	11	2%	31	5%	550	93%	0	0%	0	0%	0	0%
House break-ins/burglary	2	0%	6	1%	583	98%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	3	1%	16	3%	568	96%	5	1%	0	0%	0	0%
Road safety	20	3%	32	5%	538	91%	2	0%	0	0%	0	0%
Safety of children	6	1%	13	2%	572	97%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	4	1%	586	99%	0	0%	1	0%	0	0%
Total	**123**		**288**		**10,772**		**60**		**5**		**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	446	75%
1	74	13%
2	25	4%
3	12	2%
4	11	2%
5+	24	4%
	592	

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	0	0%	1	0%	7	1%	74	13%	501	85%	8	1%	1	0%
Litter in the streets	11	2%	70	12%	20	3%	137	23%	352	59%	2	0%	0	0%
Untidy gardens	5	1%	25	4%	24	4%	101	17%	428	72%	2	0%	7	1%
Untidy communal areas	1	0%	21	4%	22	4%	105	18%	422	71%	11	2%	10	2%
Dirty stairs and closes	3	1%	10	2%	16	3%	74	13%	369	62%	13	2%	107	18%
Graffiti	7	1%	27	5%	17	3%	103	17%	429	72%	5	1%	4	1%
Fly tipping and dumping	6	1%	26	4%	16	3%	86	15%	449	76%	6	1%	3	1%
Total	**33**		**180**		**122**		**680**		**2,950**		**47**		**132**	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	473	80%
1	66	11%
2	30	5%
3	15	3%
4	1	0%
5+	7	1%
	592	

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	14	2%	32	5%	72	12%	338	57%	135	23%	1	0%	0	0%
Attractive environment	13	2%	21	4%	83	14%	341	58%	133	22%	1	0%	0	0%
Quiet and peaceful environment	11	2%	21	4%	92	16%	326	55%	142	24%	0	0%	0	0%
Park/open spaces	20	3%	30	5%	93	16%	343	58%	103	17%	3	1%	0	0%
Children's play area	46	8%	63	11%	111	19%	253	43%	89	15%	28	5%	2	0%
Overall quality	9	2%	15	3%	63	11%	373	63%	131	22%	1	0%	0	0%
Total	**113**		**182**		**514**		**1,974**		**733**		**34**		**2**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	463	78%
1	72	12%
2	19	3%
3	10	2%
4	3	1%
5+	25	4%
	592	

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	13	2%	12	2%	18	3%	359	61%	188	32%	2	0%	0	0%
Youth and Leisure Services	73	12%	95	16%	82	14%	154	26%	61	10%	125	21%	2	0%
Policing	80	14%	97	16%	127	21%	188	32%	70	12%	30	5%	0	0%
Health Centre/GP	9	2%	15	3%	33	6%	385	65%	130	22%	17	3%	3	1%
Public Transport	13	2%	30	5%	70	12%	300	51%	128	22%	45	8%	6	1%
Total	**188**		**249**		**330**		**1,386**		**577**		**219**		**11**	

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	314	53%
1	170	29%
2	74	13%
3	18	3%
4	15	3%
5+	1	0%
	592	

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

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

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

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

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

Age – Retirement age

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

	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	2%	4	2%	1	0%	31	15%	161	80%	0	0%
Noisy neighbours / parties	6	3%	3	1%	1	0%	30	15%	162	80%	0	0%
Youth disorder	9	4%	13	6%	9	4%	26	13%	145	72%	0	0%
Street drinking	5	2%	7	3%	3	1%	31	15%	156	77%	0	0%
Drug dealing	4	2%	6	3%	2	1%	29	14%	158	78%	3	1%
Drug/ alcohol/ substance abuse	5	2%	7	3%	3	1%	29	14%	157	78%	1	0%
Verbal abuse	0	0%	1	0%	0	0%	26	13%	173	86%	2	1%
Racial harassment	0	0%	0	0%	1	0%	24	12%	177	88%	0	0%
Harassment	0	0%	0	0%	1	0%	25	12%	176	87%	0	0%
Personal safety and security	1	0%	0	0%	7	3%	31	15%	163	81%	0	0%
Damage to property	1	0%	4	2%	2	1%	25	12%	170	84%	0	0%
Damage to vehicle/ theft	1	0%	4	2%	3	1%	27	13%	165	82%	2	1%
Vandalism and graffiti	5	2%	8	4%	4	2%	32	16%	151	75%	2	1%
Dogs roaming, dog fouling, barking	16	8%	12	6%	6	3%	27	13%	139	69%	2	1%
House break-ins/burglary	0	0%	4	2%	1	0%	30	15%	166	82%	1	0%
Vehicle break-ins/theft	1	0%	5	2%	2	1%	27	13%	163	81%	4	2%
Road safety	9	4%	12	6%	8	4%	30	15%	143	71%	0	0%
Safety of children	4	2%	6	3%	7	3%	33	16%	151	75%	1	0%
Safety of other vulnerable groups	0	0%	4	2%	6	3%	29	14%	162	80%	1	0%
Total	72		100		67		542		3,038		19	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	127	63%
1	39	19%
2	13	6%
3	8	4%
4	6	3%
5+	9	4%
	202	

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**

| | Slightly Worse % | Much Worse % | Slightly Better % | Much Better % |

	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	3	1%	190	94%	7	3%	0	0%	0	0%
Noisy neighbours / parties	0	0%	3	1%	193	96%	6	3%	0	0%	0	0%
Youth disorder	5	2%	10	5%	183	91%	4	2%	0	0%	0	0%
Street drinking	6	3%	4	2%	189	94%	3	1%	0	0%	0	0%
Drug dealing	3	1%	3	1%	194	96%	2	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	4	2%	5	2%	192	95%	1	0%	0	0%	0	0%
Verbal abuse	0	0%	2	1%	199	99%	1	0%	0	0%	0	0%
Racial harassment	0	0%	1	0%	200	99%	1	0%	0	0%	0	0%
Harassment	0	0%	1	0%	200	99%	1	0%	0	0%	0	0%
Personal safety and security	0	0%	1	0%	200	99%	1	0%	0	0%	0	0%
Damage to property	0	0%	1	0%	200	99%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	3	1%	197	98%	2	1%	0	0%	0	0%
Vandalism and graffiti	0	0%	3	1%	195	97%	4	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	10	5%	10	5%	181	90%	1	0%	0	0%	0	0%
House break-ins/burglary	0	0%	4	2%	195	97%	2	1%	1	0%	0	0%
Vehicle break-ins/theft	0	0%	3	1%	197	98%	2	1%	0	0%	0	0%
Road safety	7	3%	8	4%	184	91%	3	1%	0	0%	0	0%
Safety of children	1	0%	6	3%	193	96%	2	1%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	2	1%	198	98%	1	0%	0	0%	0	0%
Total	**39**		**73**		**3,680**		**45**		**1**		**0**	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	159	79%
1	22	11%
2	7	3%
3	4	2%
4	4	2%
5+	6	3%
	202	

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%	0	0%	36	18%	162	80%	1	0%	1	0%
Litter in the streets	6	3%	18	9%	5	2%	49	24%	124	61%	0	0%	0	0%
Untidy gardens	3	1%	8	4%	5	2%	47	23%	138	68%	1	0%	0	0%
Untidy communal areas	0	0%	8	4%	3	1%	45	22%	138	68%	2	1%	6	3%
Dirty stairs and closes	0	0%	4	2%	3	1%	35	17%	122	60%	3	1%	35	17%
Graffiti	2	1%	9	4%	4	2%	41	20%	142	70%	1	0%	3	1%
Fly tipping and dumping	0	0%	7	3%	6	3%	40	20%	142	70%	4	2%	3	1%
Total	**11**		**56**		**26**		**293**		**968**		**12**		**48**	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	168	83%
1	16	8%
2	8	4%
3	7	3%
4	1	0%
5+	2	1%
	202	

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

Figure 5.44 - Quality of neighbourhood
Retirement age

Table 5.57 – Quality of your neighbourhood – Retirement Age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	1%	10	5%	21	10%	120	59%	48	24%	0	0%	0	0%
Attractive environment	2	1%	9	4%	19	9%	122	60%	50	25%	0	0%	0	0%
Quiet and peaceful environment	2	1%	6	3%	22	11%	119	59%	53	26%	0	0%	0	0%
Park/open spaces	5	2%	8	4%	18	9%	129	64%	40	20%	2	1%	0	0%
Children's play area	12	6%	9	4%	23	11%	106	52%	32	16%	17	8%	3	1%
Overall quality	2	1%	5	2%	17	8%	133	66%	43	21%	1	0%	1	0%
Total	26		47		120		729		266		20		4	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	170	84%
1	18	9%
2	5	2%
3	1	0%
4	2	1%
5+	6	3%
	202	

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

Figure 5.45 - Quality of services in your local area Retirement age

	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	9	4%	3	1%	109	54%	81	40%	0	0%	0	0%
Youth and Leisure Services	12	6%	21	10%	16	8%	62	31%	25	12%	66	33%	0	0%
Policing	33	16%	21	10%	28	14%	74	37%	26	13%	20	10%	0	0%
Health Centre/GP	1	0%	6	3%	5	2%	122	60%	59	29%	9	4%	0	0%
Public Transport	3	1%	10	5%	13	6%	104	51%	56	28%	10	5%	6	3%
Total	**49**		**67**		**65**		**471**		**247**		**105**		**6**	

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

Number of concerns (Very poor or poor)	Respondents	%
None	127	63%
1	47	23%
2	19	9%
3	5	2%
4	4	2%
5+	0	0%
	202	

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

Table 5.46 - Residents of retirement age by neighbourhood

Figure 5.47 - Information about the neighbourhood and management of the neighbourhood Retirement age

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

Figure 5.48 - Local community involvement
Retirement age

Attendance at meetings

Voting on issues

Community representatives on board/committee

A local organisation to manage the neighbourhood run by local people

-20% -10% 0% 10% 20% 30% 40% 50%

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

Appendix 1

Residents' Survey Questionnaire

Security and Community Safety

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

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

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

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

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

Q3

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

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

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

Q4

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

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

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

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

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

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

Cleansing and Environment

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

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

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

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

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

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

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

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

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

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

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

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

	(105)
Every day	1
2-3 times a week	2
Once a week	3
Once a month	4
Less often	5
Never	6 **Q13**

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

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

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

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

Quality of Life

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

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

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

(126)

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

Q17

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

(127)

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

Q18

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

(128)

Yes	1
No	2
Don't know	3

Q19

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

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

Q20

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

Q20 Gender **ROUTE**

(131)

Male	1
Female	2

Q21

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

		(132)	
A	16 – 19	1	
B	20 - 24	2	
C	25 - 29	3	
D	30 - 39	4	
E	40 - 49	5	
F	50-59 (female) or 50-64 (male)	6	
G	60-74 (female) or 65-74 (male)	7	
H	75+	8	
	Refused	9	**Q22**

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

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

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

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

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

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

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

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

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

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

Q27

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

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

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

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

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

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

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

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

Q31   Is your accommodation..   **ROUTE**

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

                                                                                        Q32

Involving Local People

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

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

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

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

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

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

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

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

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

Would you willing to be consulted?

IF YES, COMPLETE CONSENT FORM ON NEXT PAGE   **ROUTE**

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

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

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

PRIZE DRAW EXPLANATION

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

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

GLASGOW COMMUNITY PLANNING PARTNERSHIP CONSENT FORM (IK20179 IH)

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

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

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

Please complete your name and address and sign the form.

NAME:_____

ADDRESS:_____

POST CODE: _____

TELEPHONE:_____

SIGNATURE: _____

DATE: _____

AREA OF INTEREST FOR CONSULATION (CIRCLE RESPONSE FROM Q37)

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