

Residents' Survey
Glasgow Community Planning Partnership

Langside and Linn

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 Langside and Linn 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 Langside and Linn area

- 1.9 The Langside and Linn Local Community Planning Partnership (LCPP) area has a population of 51,700 people, representing just less than nine per cent of the total city population. The area includes the neighbourhoods of:
- Langside and Battlefield;
 - King's Park and Mount Florida;
 - Cathcart and Simshill;
 - Croftfoot;
 - Castlemilk;
 - Carmunnock.

- 1.10 Just over one quarter (27%) 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). All of those living in such areas live within the boundary of the former Castlemilk Social Inclusion Partnership area. Sixteen of the area's 64 Data Zones fall into the bottom five per cent most deprived – 12,200 people or 24 per cent of the local population live in these neighbourhoods. Five of the local neighbourhoods are in the bottom one per cent of ranked Scottish Data Zones. The lowest ranking neighbourhood in Langside and Linn is the 27th most deprived Data Zone in Scotland.
- 1.11 While Langside and Linn scores above the city average for a range of issues (for example income, employment, health, housing) the same 18 Data Zones centred around Castlemilk appear as the worst performing neighbourhoods. Therefore, although the wider Langside and Linn LCPP area does not rank among the most deprived in the city, a range of social problems continue to exist in the Castlemilk area.
- 1.12 The SIMD shows that health and housing are more of an issue in Langside and Linn than some other domains such as education or income. Almost one third of local residents (31% or 16,000 people) live in a neighbourhood that is in the bottom 15 per cent most deprived in relation to health. More than half of the local population (59% or 30,500 people) live in a bottom 15 per cent housing deprived neighbourhood.
- 1.13 Alcohol and drug misuse levels in parts of the local area are higher than the norm for the city. In 2003/04, 23 local Data Zones in the area had a rate of drugs related emergency admissions above the city average. For alcohol related admissions, 21 Data Zones had admission levels above the city average. Three local neighbourhoods had alcohol admission rates in the worst five per cent across the city.
- 1.14 Overall, crime rates in the area are below the city average. In 2004/05 the rate of crime was one third below the city average. However, in ten local Data Zones crime rates were above the city norm.

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	4.5%	3.9%
Lone Parent Households	7.2%	8.9%
Two parent Households	16%	18%
Older People (60+)	15.4%	23.7%
Younger People (16-29)	21.5%	19.6%
O/O and privately rented	74.7%	78.4%
Socially rented	25.3%	21.4%
Economically inactive	34.6%	38.5%

Table 2.1 – Key demographic comparison – Maryhill / Kelvin & Canal

- 2.5 As the table shows, each of the targets for the key demographics were closely met (+/- 4%) during the survey field work with the exception of 'older people'. Older people may be slightly over-represented in the sample. This can be explained by the fact that older residents were more likely to be at home when the survey was being carried out.

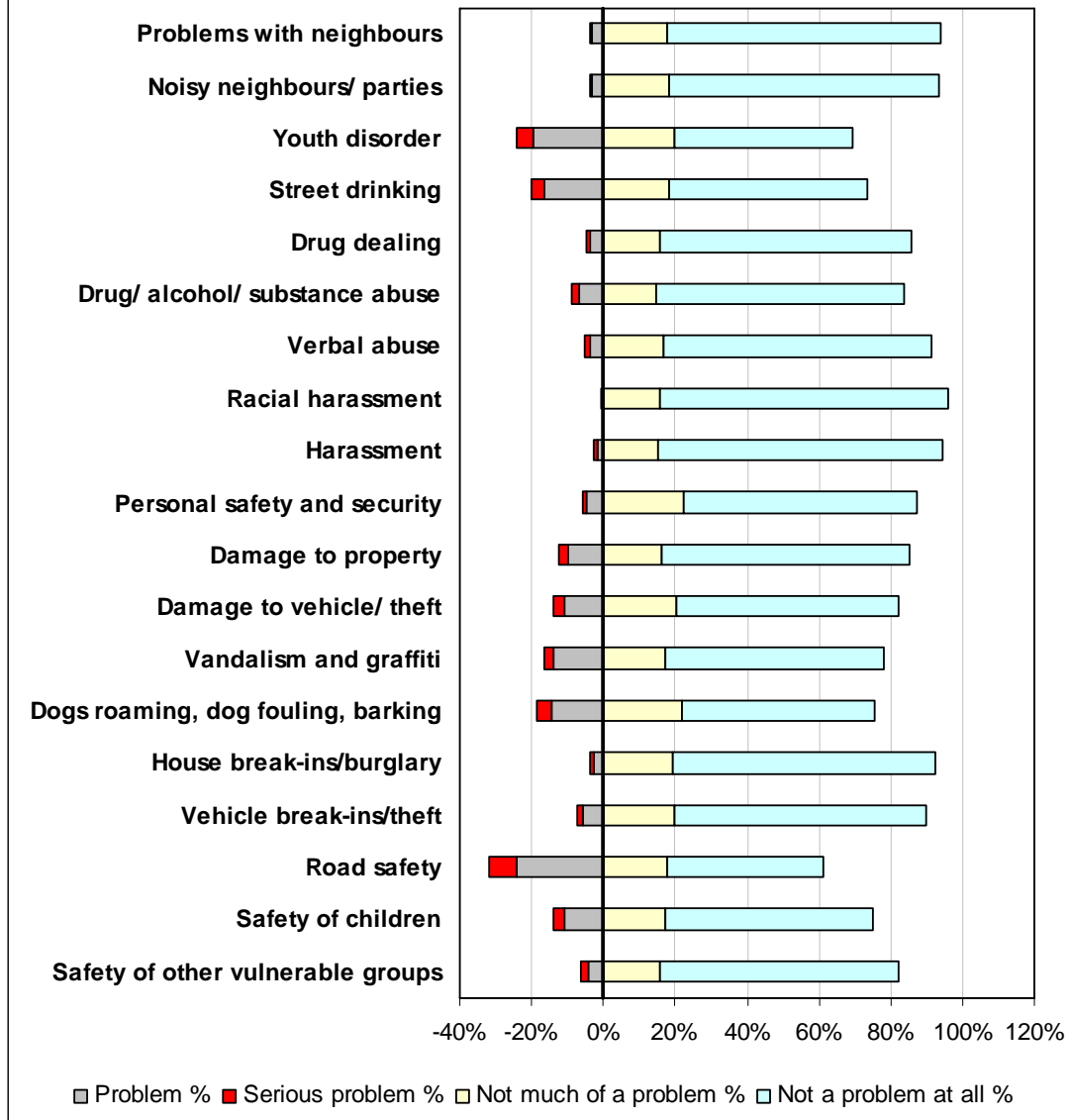
3. Study Findings – Overall Analysis

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

Security and Community Safety

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

Figure 3.1- Security and Community Safety



	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	0%	33	3%	12	1%	177	18%	763	76%	11	1%
Noisy neighbours/ parties	7	1%	31	3%	16	2%	182	18%	753	75%	11	1%
Youth disorder	45	5%	198	20%	61	6%	196	20%	497	50%	3	0%
Street drinking	39	4%	164	16%	59	6%	185	19%	549	55%	4	0%
Drug dealing	9	1%	39	4%	44	4%	155	16%	703	70%	50	5%
Drug/ alcohol / substance abuse	19	2%	69	7%	35	4%	149	15%	688	69%	40	4%
Verbal abuse	12	1%	39	4%	29	3%	169	17%	744	74%	7	1%
Racial harassment	2	0%	4	0%	13	1%	159	16%	801	80%	21	2%
Harassment	11	1%	16	2%	15	2%	153	15%	790	79%	15	2%
Personal safety and security	9	1%	49	5%	58	6%	223	22%	651	65%	10	1%
Damage to property	24	2%	98	10%	18	2%	160	16%	693	69%	7	1%
Damage to vehicle/ theft	29	3%	111	11%	25	3%	205	21%	619	62%	11	1%
Vandalism and graffiti	25	3%	141	14%	48	5%	175	18%	604	60%	7	1%
Dogs roaming, dog fouling, barking	41	4%	143	14%	49	5%	217	22%	536	54%	14	1%
House break-ins/burglary	10	1%	29	3%	20	2%	192	19%	734	73%	15	2%
Vehicle break-ins/theft	14	1%	57	6%	15	2%	197	20%	701	70%	16	2%
Road safety	75	8%	242	24%	57	6%	177	18%	435	44%	14	1%
Safety of children	33	3%	107	11%	66	7%	171	17%	577	58%	46	5%
Safety of other vulnerable groups	21	2%	44	4%	46	5%	155	16%	668	67%	66	7%
Total	429		1,614		686		3,397		12,506		368	

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', 'damage to property', 'damage to vehicle/theft', 'vandalism and graffiti', 'dogs roaming, dog fouling and barking', 'road safety', and 'safety of children'.

Youth disorder

3.4 Youth disorder was considered to be the second most significant issue in the area, although a majority said that it was not a problem. Twenty per cent (198 people) said that it was a 'problem' with a further five per cent (45 people) stating that it was a 'serious problem'.

Street drinking

- 3.5 Street drinking was the third most significant issue in the area. Sixteen per cent (164 people) of respondents felt that street drinking was a 'problem' and a further four per cent (39 people) said that it was a 'serious problem'.

Damage to property and damage to vehicles/theft

- 3.6 Damage to property was considered to be a 'problem' by 10 per cent of respondents (98 people) and a further two per cent (24 people) said that this was a 'serious problem'.
- 3.7 Damage to vehicles was considered to be a problem by slightly more people. Eleven per cent (111 people) said that this was a problem locally, and a further three per cent (29 people) said that it was a 'serious problem'.

Vandalism and graffiti

- 3.8 Fourteen per cent of respondents (141 people) said that vandalism and graffiti was a 'problem'. Three per cent (25 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

- 3.9 Dog roaming, fouling and barking was the fourth most significant issue for the respondents. Fourteen per cent (143 people) felt that it was a 'problem' and a further four per cent (41 people) stated that it was a 'serious problem'.

Road safety

- 3.10 Road safety was considered to be the most significant problem in the local area. Twenty-four per cent (242 people) said that it was a 'problem' and a further eight per cent (75 people) stated that it was a 'serious problem' in the local area.
- 3.11 The 317 respondents who stated that road safety was either a 'problem' or 'serious problem' were asked what their particular concerns were in relation to the issue. The results are shown in Table 3.2.

Issue	No	%
Volume of cars driving through the neighbourhood as a short cut	149	47%
Cars driving too fast	275	87%
Roads in a poor condition	32	10%
Lack of safe places to cross the road	73	23%
Too many parked cars on both sides of the road	114	36%
Other	3	1%

Table 3.2 – Particular concerns about road safety

- 3.12 For those concerned about road safety the most significant issue was 'cars driving too fast' with 87 per cent giving this response. Forty-seven per cent 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 36 per cent stating there were 'too many cars parked on both sides of the road'. Twenty-three per cent were concerned about a 'lack of safe places to cross'. There was less concern about the condition of roads in the area although ten per cent said that this was a concern.

Safety of children

- 3.13 A significant proportion of respondents felt that the safety of children was an issue. Eleven per cent of respondents (107 people) felt that this was a 'problem' and three per cent (33 people) felt it was a 'serious problem'.
- 3.14 The 140 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	5	4%
Risk of drugs	4	3%
Danger on the roads	136	97%
Building work/ derelict buildings	0	0%
Other	2	1%

Table 3.3 – Particular concerns about safety of children

- 3.15 Most of the respondents (97%) said that 'danger on the roads' was the greatest issue for children's safety. There was less concern about the other issues raised. Just four per cent of respondents felt that the danger of encountering violence was a significant concern. Three per cent felt that the

risk of becoming involved in drug use was a particular issue for children's safety.

Less significant issues

- 3.16 Overall, respondents were least concerned about problems between community members. Only low percentages said that there were problems locally in terms of 'problems with neighbours', 'noisy neighbours/parties', 'racial harassment' and 'harassment'.
- 3.17 Ninety-four per cent of respondents (940 people) said that 'problems with neighbours' were either 'not much of a problem' or 'not a problem at all' while only three per cent (33 people) said that it was a 'problem' in the local area. Three per cent of respondents said that 'noisy neighbours / parties' were a 'problem' and one per cent said they were a 'serious problem'. However, 93 per cent (935 people) said that it was either 'not much of a problem' or 'not a problem at all'.
- 3.18 Racial harassment was considered to be the least significant issue by the respondents. Just six people said that it was either a 'problem' or 'serious problem'. Just two per cent said that 'harassment' was a 'problem' and one per cent felt it was a 'serious problem'.
- 3.19 Other issues that were not viewed as significant problems in the local area were: 'drug dealing', 'drug / alcohol / substance misuse', 'verbal abuse', 'personal safety and security', 'vehicle break-ins' and 'safety of vulnerable groups'. Nine per cent or less of respondents stated that these issues were either a 'problem' or 'serious problem'.

Number of concerns

- 3.20 As Table 3.4 shows, less than half of the respondents (41% - 410 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Sixteen per cent (155 people) said that five or more of the issues were either a 'problem' or 'serious problem'. Nineteen per cent (189 people) felt that one of the issues was a problem locally.

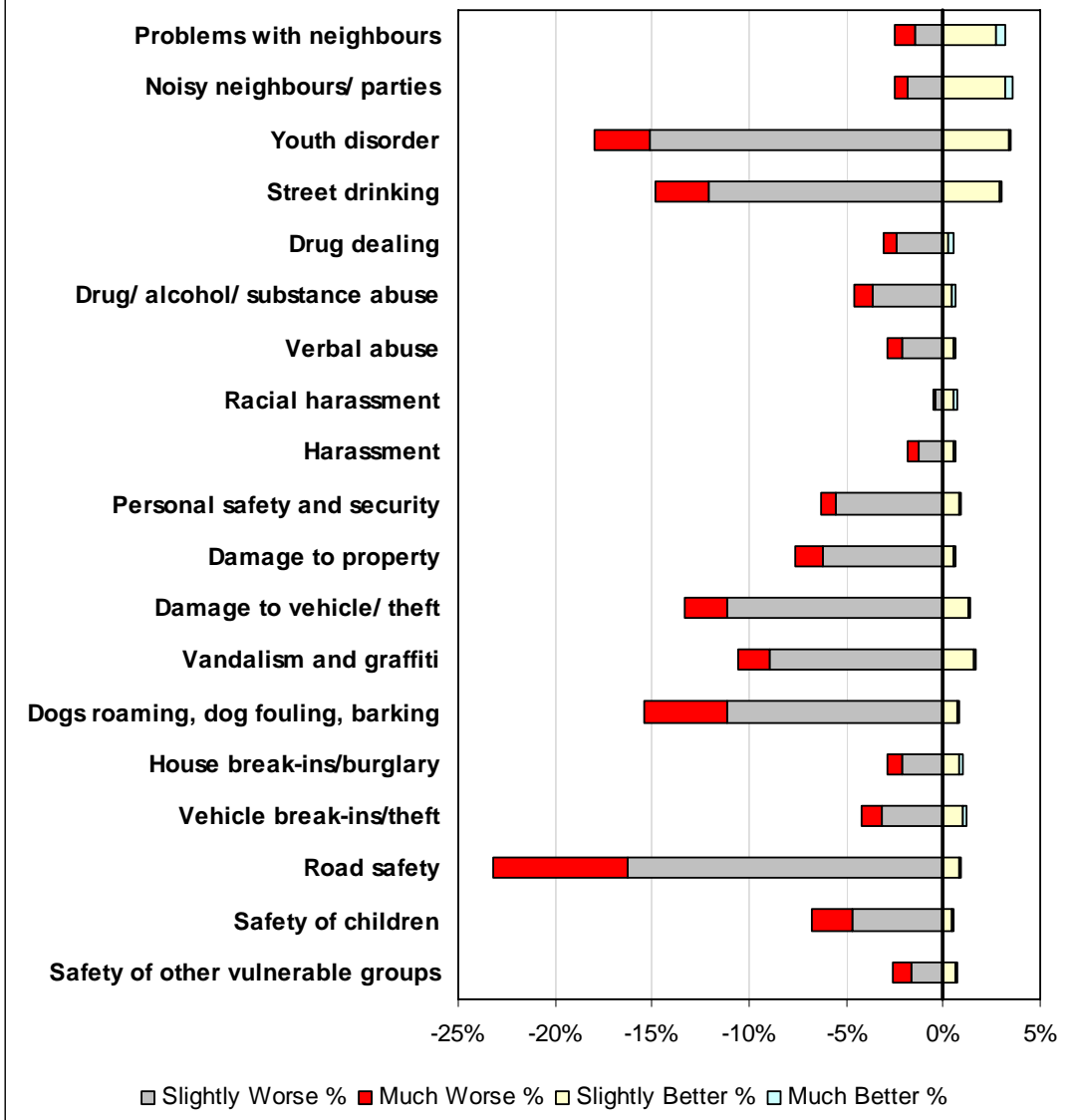
Number of concerns (Serious Problem or Problem)	Respondents	%
None	410	41%
1	189	19%
2	113	11%
3	89	9%
4	44	4%
5+	155	16%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

- 3.21 Residents were asked to consider the same issues relating to community safety and were encouraged to state whether they have got worse, stayed the same or got better in the past year. For each question, they were asked to rate the issue as either being 'much worse', 'slightly worse', 'slightly better', or 'much better'. The results are shown in Figure 3.2.
- 3.22 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 'road safety' where 21 per cent (215 people) said that it had got better or worse. The remaining 79 per cent either said that it has stayed the same or did not answer the question. For the issue of racial harassment just one per cent (12 people) felt that there had been a change in the previous year. On average, for each issue only nine per cent felt that there had been a notable change for better or worse.

Figure 3.2 - Security and Community Safety in the past year



	Much Worse		Slightly Worse		Same		Slightly Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	1%	15	2%	943	94%	27	3%	5	1%	0	0%
Noisy neighbours/ parties	7	1%	18	2%	939	94%	32	3%	4	0%	0	0%
Youth disorder	29	3%	151	15%	785	79%	34	3%	1	0%	0	0%
Street drinking	27	3%	121	12%	822	82%	29	3%	1	0%	0	0%
Drug dealing	7	1%	24	2%	964	96%	3	0%	2	0%	0	0%
Drug/ alcohol/ substance abuse	10	1%	36	4%	948	95%	4	0%	2	0%	0	0%
Verbal abuse	8	1%	21	2%	965	97%	5	1%	1	0%	0	0%
Racial harassment	1	0%	4	0%	988	99%	5	1%	2	0%	0	0%
Harassment	5	1%	13	1%	976	98%	5	1%	1	0%	0	0%
Personal safety and security	8	1%	55	6%	928	93%	8	1%	1	0%	0	0%
Damage to property	14	1%	62	6%	918	92%	5	1%	1	0%	0	0%
Damage to vehicle/ theft	22	2%	111	11%	853	85%	13	1%	1	0%	0	0%
Vandalism and graffiti	16	2%	90	9%	877	88%	16	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	43	4%	111	11%	838	84%	7	1%	1	0%	0	0%
House break-ins/burglary	8	1%	21	2%	961	96%	8	1%	2	0%	0	0%
Vehicle break-ins/theft	10	1%	32	3%	946	95%	10	1%	2	0%	0	0%
Road safety	69	7%	163	16%	759	76%	8	1%	1	0%	0	0%
Safety of children	21	2%	47	5%	927	93%	4	0%	1	0%	0	0%
Safety of other vulnerable groups	10	1%	16	2%	967	97%	6	1%	1	0%	0	0%
Total	325		1,111		17,304		229		31		0	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

3.23 Where there were comments that an issue has changed, the majority of responses were 'negative' with most issues being characterised as having got worse in the previous year. Comparatively, the most negative responses came in relation to: 'road safety'; 'youth disorder', 'dog roaming / fouling / barking'; 'street drinking'; and 'damage to vehicle/theft'. For each of these issues 13 per cent or more of respondents felt that the problem had got 'slightly worse' or 'much worse' in the previous year.

Road safety

3.24 The most negative response came in relation to road safety which 16 per cent of respondents (163 people) felt had got 'slightly worse' in the past year and a further seven per cent (69 people) felt it had got 'much worse'. Just one per cent of respondents felt that road safety had improved in the area.

Youth disorder and street drinking

- 3.25 Fifteen per cent of respondents (151 people) said that youth disorder had got 'slightly worse' in the area and a further three per cent (29 people) felt that the situation had got 'much worse'. Twelve per cent (121 people) felt that street drinking had got 'slightly worse' in the past year and three per cent (27 people) felt that it had got 'much worse'.

Dog roaming, dog fouling and barking

- 3.26 Eleven per cent of respondents (111 people) felt that the problem of dogs had got 'slightly worse' in the previous year and a further four per cent (43 people) said that it had got 'much worse'. One per cent of respondents felt that the issue had got 'slightly better' in the area.

Damage to vehicle / theft

- 3.27 Eleven per cent of respondents (111 people) felt that the problem of damage to vehicles had got 'slightly worse' locally and two per cent (22 people) felt that it had got 'much worse'. One per cent of the respondents said that the issue had got 'slightly better' in the area.

Change for the better

- 3.28 More 'positive' responses came in relation to 'problems with neighbours', and 'noisy neighbours/parties'.

Problems with neighbours

- 3.29 In relation to 'problems with neighbours', 27 people (3%) felt that the situation had gotten 'slightly better' – and five people (1%) said that it had got 'much 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'.
- 3.30 There were also positive responses in relation to 'noisy neighbours and parties' with 32 people (3%) stating that things had got 'slightly better' and four people stating that the situation was 'much better'. However, three per cent felt that the situation had got 'worse' or 'much worse'.

Number of concerns

- 3.31 As Table 3.6 shows, 52 per cent of the respondents (524 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Forty-eight per cent felt that some of the issues had got worse in the previous year and nine per cent (86 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	524	52%
1	155	16%
2	122	12%
3	72	7%
4	41	4%
5+	86	9%
	1,000	

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

Anti-social behaviour

- 3.32 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	2%
Noisy neighbours/parties	1%
Youth disorder	5%
Street drinking	4%
Drug dealing	0%
Drug/ alcohol/ substance abuse	1%
Verbal abuse	2%
Racial harassment	0%
Harassment	1%
Personal safety and security	2%
Damage to property	4%
Damage to vehicle/theft	6%
Vandalism and graffiti	4%
Dogs roaming, dog fouling, barking	3%
House break-ins/burglary	1%
Vehicle break-ins/theft	1%
Road safety	5%
Safety of children	1%
Safety of other vulnerable groups	1%
None of these	79%

Table 3.7: Incidence of anti-social behaviour

- 3.33 Twenty-one 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 'damage to vehicle / theft' (6%), 'youth disorder' (5%) and 'road safety' (5%).

3.34 Other forms of anti-social behaviour that the residents have experienced are 'street drinking' (4%), 'damage to property' (4%) and 'vandalism and graffiti' (4%).

3.35 Seventy-nine per cent of respondents said that they had not been the victim of any of the forms of anti-social behaviour in the previous year.

Personal safety

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

	%
Very safe	26%
Fairly safe	49%
Neutral	11%
Fairly unsafe	9%
Very unsafe	4%
Don't Know/Can't answer	2%

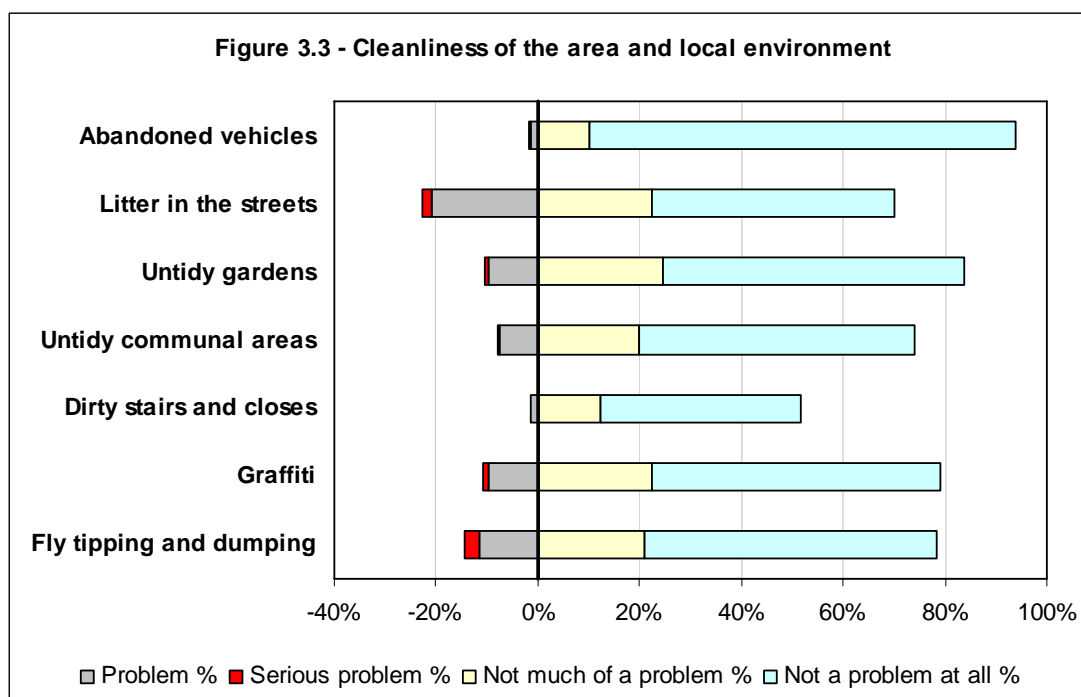
Table 3.8: Feeling of personal safety in neighbourhood after dark

3.37 Three quarters of residents (75%) said that they feel safe walking alone after dark. A quarter of respondents said that they feel 'very safe' walking at night. Nine per cent of respondents said that they feel 'fairly unsafe' walking in their neighbourhood after dark and a further four per cent said that they feel 'very unsafe'. Eleven per cent gave a neutral response and two per cent did not answer.

Cleansing and Environment

Issues in local area

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



	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	15	2%	15	2%	102	10%	835	84%	28	3%	4	0%
Litter in the streets	19	2%	209	21%	63	6%	226	23%	476	48%	6	1%	1	0%
Untidy gardens	9	1%	96	10%	46	5%	246	25%	592	59%	11	1%	0	0%
Untidy communal areas	4	0%	76	8%	52	5%	200	20%	542	54%	16	2%	110	11%
Dirty stairs and closes	1	0%	14	1%	29	3%	122	12%	393	39%	31	3%	410	41%
Graffiti	11	1%	98	10%	57	6%	223	22%	569	57%	10	1%	32	3%
Fly tipping and dumping	29	3%	114	11%	41	4%	210	21%	572	57%	18	2%	16	2%
Total	74		622		303		1,329		3,979		120		573	

Table 3.9: Issues in the local area

3.39 Overall, the responses were positive with majorities stating that the issues were 'not a problem at all' for all but two of the issues. Abandoned vehicles were considered to be the least of a concern with 84 per cent stating that this is 'not a problem at all' and only two per cent considering it a 'problem' or 'serious problem'.

- 3.40 Of more concern was the issue of 'litter in the street'. Twenty-one per cent of respondents (209 people) felt that this was a 'problem' and a further two per cent (19 people) said it was a 'serious problem'.
- 3.41 The issue of 'fly tipping and dumping' was a concern with 11 per cent (114 people) stating that it was a 'problem' and three per cent (29 people) stating it was a 'serious problem'. There were also negative responses in relation to graffiti. Ten per cent (98 people) said that graffiti was a 'problem' and one per cent (11 people) felt it was a 'serious problem'.
- 3.42 The issue of 'dirty stairs and closes' received the lowest number of responses reflecting the comparatively high proportion of respondents living in houses.

Number of concerns

- 3.43 As Table 3.10 shows, 68 per cent of the respondents (678 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Thirty-two per cent (322 people) felt that some of the issues were a problem and two per cent (19 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	678	68%
1	119	12%
2	102	10%
3	56	6%
4	26	3%
5+	19	2%
	1,000	

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

General maintenance of properties and public spaces

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

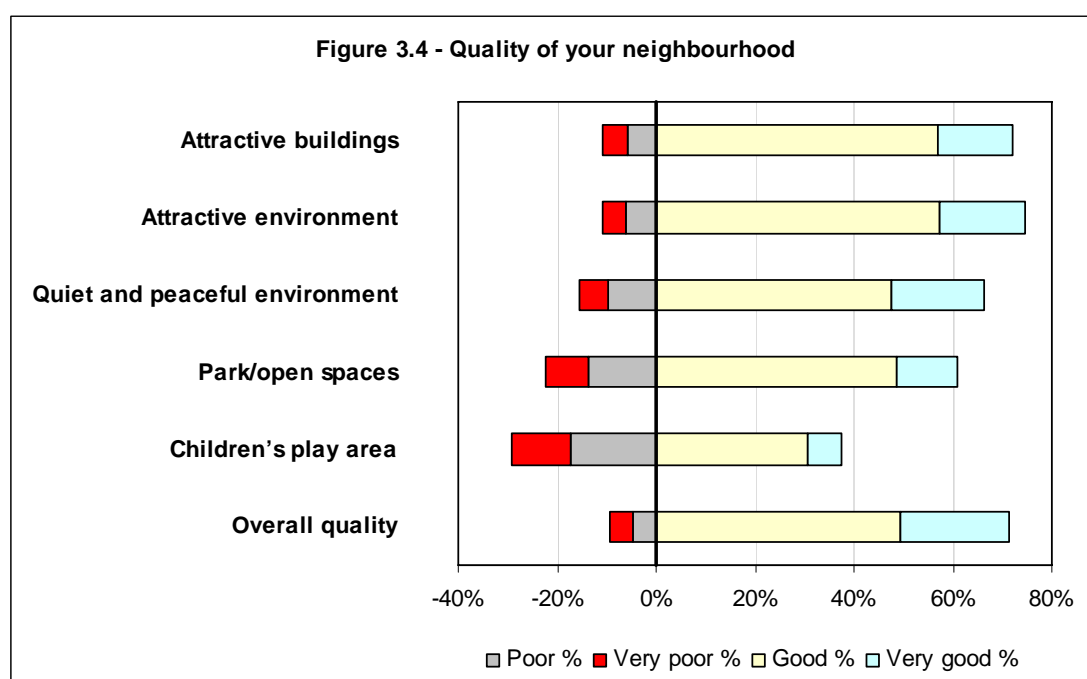
Issue	Very Poor	Poor	Good	Very Good
General maintenance of properties and public spaces	5%	2%	58%	22%

Table 3.11: Views on maintenance

- 3.45 The respondents were positive about the maintenance where they live with 80 per cent stating that maintenance is either 'good' or 'very good'. However, seven per cent felt that maintenance was either 'poor' (2%) or 'very poor' (5%).

Quality of your neighbourhood

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



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	51	5%	57	6%	161	16%	568	57%	152	15%	5	1%	6	1%
Attractive environment	46	5%	61	6%	145	15%	573	57%	173	17%	2	0%	0	0%
Quiet and peaceful environment	59	6%	96	10%	181	18%	477	48%	186	19%	1	0%	0	0%
Park/open spaces	84	8%	138	14%	165	17%	485	49%	123	12%	5	1%	0	0%
Children's play area	120	12%	173	17%	217	22%	305	31%	71	7%	111	11%	3	0%
Overall quality	45	5%	48	5%	193	19%	495	50%	217	22%	2	0%	0	0%
Total	405		573		1,062		2,903		922		126		9	

Table 3.12: Quality of your neighbourhood

- 3.47 For most of the elements the respondents were positive about the quality of their neighbourhood. Seventy-two per cent of respondents said that the overall quality of the area was either 'good' (50%) 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.
- 3.48 The residents were less positive about the quality of parks / open spaces and children's play areas. Seventeen per cent of respondents (173 people) said that children's play areas are 'poor' in the neighbourhood. A further 12 per cent said that the play areas are 'very poor'.
- 3.49 Fourteen per cent of respondents (138 people) said that the parks and open spaces in the area are 'poor' and eight per cent (84 people) said that they are 'very poor'. However, larger numbers disagreed and felt that the parks are either 'good' (49% - 485 people) or 'very good' (12% - 123 people).

Number of concerns

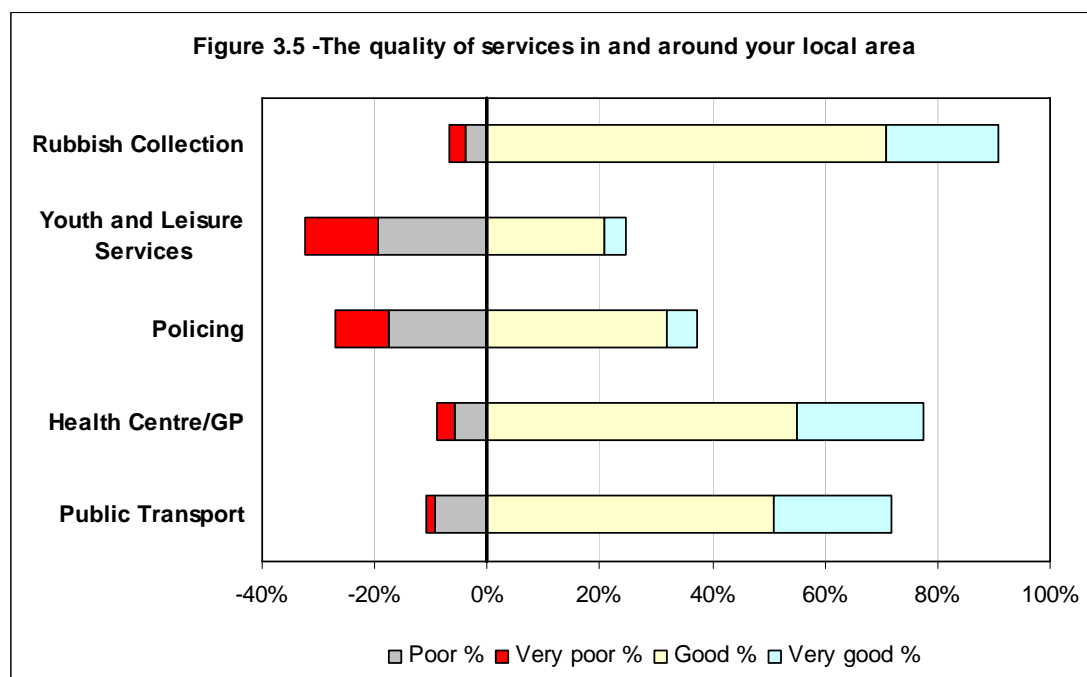
- 3.50 As Table 3.13 (below) shows, 64 per cent of the respondents (636 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Thirty-six per cent felt that some of the elements were poor and eight per cent (81 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	636	64%
1	123	12%
2	111	11%
3	29	3%
4	20	2%
5+	81	8%
	1,000	

Table 3.13 – Number of concerns – Quality of neighbourhood

Local Service Provision

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



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	28	3%	39	4%	22	2%	709	71%	198	20%	3	0%	1	0%
Youth and Leisure Services	130	13%	195	20%	191	19%	209	21%	38	4%	224	22%	13	1%
Policing	95	10%	174	17%	281	28%	320	32%	54	5%	75	8%	1	0%
Health Centre/GP	33	3%	58	6%	107	11%	551	55%	223	22%	26	3%	2	0%
Public Transport	15	2%	93	9%	121	12%	509	51%	209	21%	32	3%	21	2%
Total	301		559		722		2,298		722		360		38	

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

3.52 This question revealed contrasting views about different services provided locally. For rubbish collection, health services (through the local health centre or GP) and public transport 72 per cent and higher said that the service was either 'good' or 'very good'.

- 3.53 There were mixed views about policing in the local area with 17 per cent (174 people) saying that the service was 'poor' and a further 10 per cent (95 people) stating that policing is 'very poor' in the area. Thirty-two per cent (320 people) said that policing was 'good' and five per cent (54 people) said it was 'very good'.
- 3.54 The respondents were most critical of youth and leisure services. Twenty per cent of the residents (195 people) felt that the service was 'poor' and a further 13 per cent (130 people) said it was 'very poor'. Twenty-one per cent (209 people) said that youth and leisure services were 'good' and four per cent said the service was 'very good' (38 people).

Public transport

- 3.55 Those who had stated that public transport was poor (108 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	42%
Frequency – services don't run often enough	63%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	21%
Stability – service could be withdrawn	8%
Cleanliness / comfort – service isn't clean or comfortable	1%
Safety / security – I don't feel safe when using the service	0%
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	3%
Location – bus stop / railway station / subway station is too far away	32%
Affordability – it costs too much to use the service	0%
No direct route	6%
Other	0%
None of these	0%
Don't know	0%

Table 3.15: Particular concerns about public transport

- 3.56 For those concerned about the quality of public transport in the local area the biggest issue is the infrequency of the service – sixty-three per cent stated that this was a problem. Other significant issues were punctuality and

reliability (42%), location of bus stops and stations (32%) and convenience, (21%) where services are not available at the desired times.

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

Frequency	%
Every day	17%
2-3 times a week	31%
Once a week	15%
Once a month	6%
Less often	20%
Never	12%

Table 3.16: Frequency of use of public transport

- 3.58 Just less than half of the residents (48%) use public transport more than once a week with 17 per cent using it every day. Thirty-two per cent of the respondents use public transport less than once a month.

Number of concerns

- 3.59 As Table 3.17 shows, 50 per cent of respondents (496 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. The other 50 per cent felt that some of the services were poor and seven per cent (74 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	496	50%
1	240	24%
2	190	19%
3	56	6%
4	18	2%
5+	0	0%
	1,000	

Table 3.17 – Number of concerns – Quality of services

Reporting problems about services

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

Service provider	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Never Reported
Police	6%	1%	2%	8%	2%	81%
Glasgow City Council	3%	1%	2%	7%	1%	86%
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%	1%	0%	98%
Housing Association (other)	0%	0%	0%	1%	0%	98%
Private Landlord	0%	0%	0%	0%	0%	100%
Health Service	0%	0%	0%	5%	5%	90%
Fire Brigade	0%	0%	0%	1%	1%	98%

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

- 3.61 For the majority of services only small numbers of people had ever reported a problem. However, 19 per cent of respondents had reported a problem to the police. While seven per cent said that they had been 'dissatisfied' or 'very dissatisfied' with the response, ten per cent said that they were 'satisfied' or 'very satisfied'.
- 3.62 Fourteen per cent of respondents had reported a problem to Glasgow City Council. While eight per cent were satisfied with the response they received four per cent were dissatisfied. Ten per cent had reported a problem to the health service – all of these respondents were either 'satisfied' or 'very satisfied' with the response.
- 3.63 The residents were asked if they had ever experienced problems but not reported them to a service provider – and if so, why they hadn't reported the problem.

Reason for not reporting problem	%
I've never had a problem that I didn't report	83%
Fear of reprisal	2%
It might aggravate the situation	3%
Felt intimidated	1%
It wouldn't make any difference	4%
Didn't know who to report it to	1%
It's none of my business	2%
It wasn't a serious enough problem to report	9%
Other	1%

Table 3.19: Reason for not reporting a problem

- 3.64 Eighty-three 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' (9% - 85 people).
- 3.65 Other reasons for not reporting included: 'wouldn't have made any difference' to the situation (4% - 41 people) concerns it might aggravate the situation (3% - 30 people); 'fear of reprisal' (2% - 23 people); and the view that 'it's none of my business' (2% - 16 people).

Quality of Life

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

Length of stay in the area

	%
Less than 1 year	7%
Less than 2 years	10%
Less than 4 years	10%
Less than 6 years	9%
Less than 10 years	9%
10 years or more	56%

Table 3.20: Length of residence

- 3.67 The majority of respondents were long term residents with 56 per cent (558 people) having lived in the area for ten or more years. Sixteen per cent had lived in the area for less than two years.

Satisfaction with the area as a place to live

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

	%
Very satisfied	44%
Fairly satisfied	47%
Neutral	6%
Fairly dissatisfied	3%
Very dissatisfied	1%

Table 3.21: Satisfaction with the area

3.69 Ninety-one per cent of respondents said that they were satisfied with the area as a place to live. Forty-four per cent of respondents said that they were 'very satisfied'. Four per cent of residents (62 people) said that they were dissatisfied with the area including one per cent who said that they were 'very dissatisfied'.

Change over the past two years

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

	%
Got much worse	3%
Got slightly worse	17%
Not changed	67%
Got slightly better	7%
Got much better	1%
Don't know	2%
Not applicable	2%

Table 3.22: Perceived change in area over past two years

3.71 A majority of respondents (67% – 672 people) felt that the area had not changed in the past two years. More people felt that the area had deteriorated than felt it had improved. Seventeen per cent (172 people) said that it had got 'slightly worse' and three per cent (33 people) felt that it had got 'much worse'. Seven per cent (74 people) said that the area had improved slightly and one per cent (10 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

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

	%
Yes	92%
No	4%
Don't know	5%

Table 3.23: Desire to continue living in area

3.73 The vast majority of respondents (92% – 918 people) wish to continue living in the area. Four per cent (36 people) said that they would like to move away from the area and five per cent (46 people) were unsure.

Improving your neighbourhood

3.74 The respondents were asked what, if anything, they would change about their neighbourhood that would improve the quality of life.

	%
More police on the street	20%
Clean up graffiti	1%
Clean streets	3%
More speed restrictions on the roads	15%
Reduce youth misbehaviour	10%
More employment for young people	5%
More employment for all	3%
More leisure facilities	3%
More play areas for younger children	4%
More sports areas for teenagers	3%
More care in housing allocation / better vetting of tenants	2%
Car parking	3%
Dog wardens / stop dog dirt	1%
Variety of shops	1%
Public transport	1%
More street lighting	1%
Nothing	13%
Don't know	10%

Table 3.24: How to improve quality of life in neighbourhood

3.75 The most popular suggestion was 'more police on the street' which was supported by 20 per cent (202 people). Fifteen per cent (149 people) said that they would like to see 'more speed restrictions on roads' reflecting concerns

about road safety. Thirteen per cent (128 people) said they would change 'nothing' and a significant proportion (10%) did not have a clear view on what they would change.

- 3.76 In accordance with earlier responses on youth disorder, 10 per cent (103 people) said that there should be measures to 'reduce youth misbehaviour'.

Demographics

- 3.77 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

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

Age	%
16 – 19	2%
20 - 24	4%
25 - 29	14%
30 - 39	10%
40 - 49	21%
50-59 (female) or 50-64 (male)	25%
60-74 (female) or 65-74 (male)	14%
75+	9%

Table 3.26: Age

- 3.79 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 (48%). Twenty per cent of the sample was aged under 30 years.
- 3.80 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

3.81 Respondents were asked about their current employment status.

	%
Full-time paid work	45%
Part-time paid work	7%
Self-employed	1%
Government Supported Training or Employment Programmes	0%
Full-time education	2%
Part-time education	0%
Still at school	0%
Unemployed	10%
Long-term sick or disabled	3%
Looking after family home	8%
Retired	24%
Other	1%

Table 3.27: Current employment status

3.82 Fifty-three per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Ten per cent were unemployed. Three per cent were long-term sick or disabled while eight per cent were looking after their family home. Approximately a quarter of respondents were retired.

Disability or special needs

3.83 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

3.84 Eleven per cent (112) of responding households include a person who has a disability or special need.

	%
Physical	90%
Mental ill health	4%
Learning disability	2%
Visual impairment	4%
Hearing impairment	5%
Other	0%

Table 3.29: Nature of disability / special need

- 3.85 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 90 per cent of households which include a disabled person. Four per cent of households include someone with a mental illness. Two per cent of the households include someone with a learning disability. Four per cent include someone with a visual impairment and five per cent include a household member with a hearing impairment.

Ethnic origin and status in the UK

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

Ethnic Origin	%
White	
Scottish	92%
Other British	3%
Irish	1%
East European	0%
Other White British	0%
Mixed	
Any mixed background	0%
Asian, Asian Scottish, Asian English, Asian Welsh or other Asian	
Indian	1%
Pakistani	2%
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

3.87 The majority of participants (92% or 923 people) answered 'White Scottish' to the question of ethnic origin, whilst a further four per cent of respondents answered that they were white and from elsewhere in the British Isles and Ireland. One per cent of respondents were of Indian origin and two per cent were Pakistani.

3.88 The respondents were asked about their status in the UK. As Table 3.31 shows, one per cent (5 people) were temporarily resident in the UK. None of the respondents were asylum seekers or had refugee status in the UK.

	%
Permanent resident	99%
Temporary resident	1%
Refugee	0%
Asylum Seeker	0%
Refused	0%

Table 3.31: Status in the UK

Households with dependent children

3.89 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. Thirteen per cent (130 households) include one dependent child while eleven per cent (109 households) contain two dependent children. Three per cent of households contain more than two dependent children.

No. of children	%
1	13%
2	11%
3	2%
4	1%
5	0%
6+	0%
None	73%

Table 3.32: Number of dependent children

- 3.90 Of households involving children, 33 per cent (88 households) are lone parent/ carer households. Sixty-seven per cent (178 households) are two parents / carers households.

	%
Lone parent/carers	33%
Two parents/carers	67%

Table 3.33: Number of parents / carers

Accommodation

- 3.91 The respondents were asked about the housing tenure where they live. As Table 3.34 shows, approximately two-thirds of the respondents live in owner-occupied housing (65% – 654 people). A fifth (21% - 214 people) live in owner-occupied housing. Thirteen per cent of respondents (130 people) live in private rented accommodation.

	%
Rented – Private landlord	13%
Rented – Housing Association	21%
Rented – not sure who is the landlord	0%
Owned by you or someone who lives in it	65%
Don't know	0%

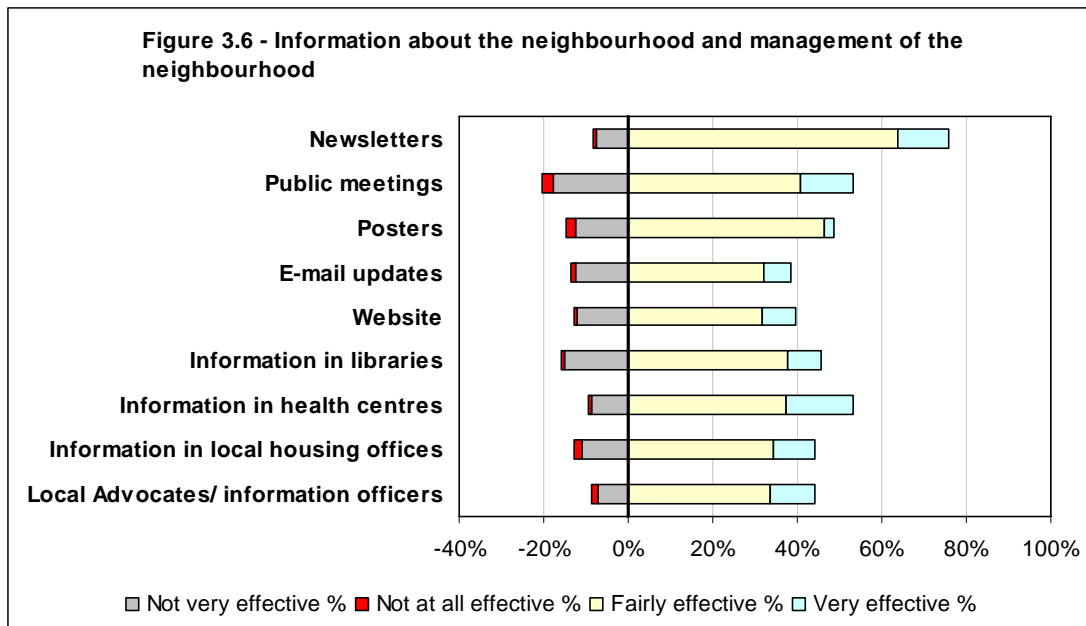
Table 3.34: Housing tenure

Involving Local People

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

Informing local people

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



- 3.94 The residents were most positive about receiving information through newsletters. Although eight per cent felt that newsletters were not effective, 64 per cent said they were 'fairly effective' and 12 per cent said they were 'very effective'. Respondents were also positive that 'information in health centres' was an effective way to provide information. While ten per cent felt that this was ineffective, 37 per cent said that it was 'fairly effective' and 16 per cent said that it was 'very effective'.
- 3.95 The residents were also comparatively positive about providing information using posters (47% said 'fairly effective' and 2% said 'very effective').
- 3.96 There were mixed views on the effectiveness of public meetings. Although 54 per cent felt they were either 'fairly' or 'very effective', 21 per cent said they were either 'not very effective' or 'not at all effective'.
- 3.97 There was less support for information to be provided electronically. While 40 per cent of respondents felt that a website would be effective, 13 per cent said that it would not be effective. There was also limited support for email updates – while 38 per cent thought this would be effective 13 per cent disagreed.

Involvement of local people in decision making

- 3.98 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	78%
Local people and organisations should be actively involved	63%
Local people and organisations should be equal partners in making decisions	32%
Decision-making powers should be only with local people and organisations	17%
No involvement	1%
Don't know	2%
Other	0%

Table 3.35: Views on level of involvement

- 3.99 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 78 per cent (776 people) agreed that 'local people and organisations should be asked their opinions', less than a fifth (17% – 169 people) felt that 'decision-making powers should be only with local people and organisations'.
- 3.100 Nearly two-thirds of the respondents (63% – 626 people) felt that local people and organisations should be 'actively involved'. Roughly a third (32% – 316 people) felt that local people should be 'equal partners' in making decisions about neighbourhood management. Only a small proportion (1% - 14 people) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

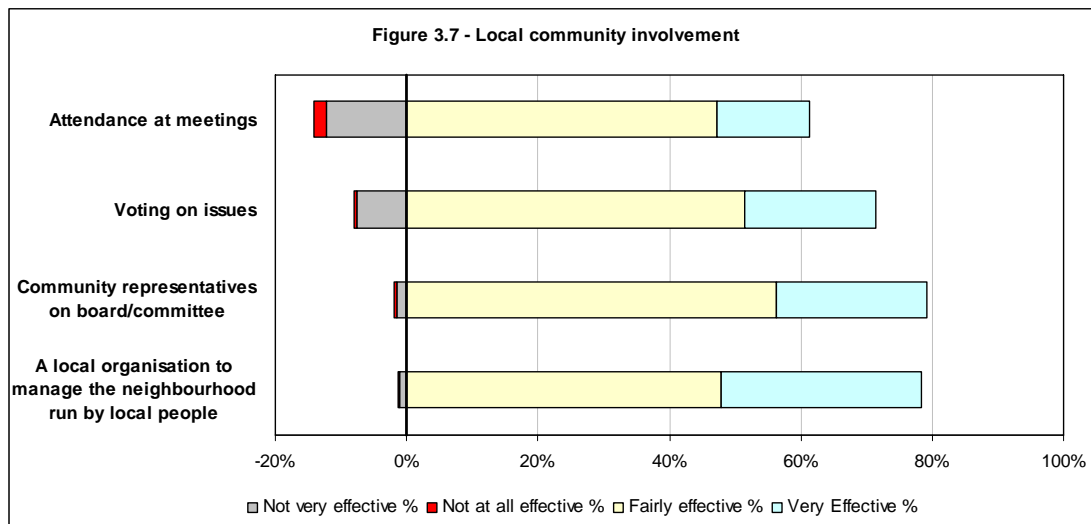
	%
Regular feedback events	55%
Feedback boards in libraries, health centres and so on	30%
Regular surveys	51%
Consultation forums	26%
Feedback slips on newsletters	45%
Dedicated internet site	12%
No feedback	2%
Don't know	1%
Other	0%

Table 3.36: Ways to collect feedback from community

- 3.102 More than half of the respondents (55% - 547 people) supported the idea of 'regular feedback events' and there was also strong support for the use of 'regular feedback surveys' (51% - 508 people). The use of 'feedback slips on newsletters' was supported by 45 per cent of respondents (449 people).
- 3.103 There was also support for 'feedback boards' placed at venues such as libraries, health centres etc (30% - 303 people) and the use of 'consultation forums' (26% - 256 people).
- 3.104 There was less support for gathering feedback through a 'dedicated internet site' (12% – 119 people).

Involving the local community

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



3.106 The respondents felt that the most effective form of community involvement would be through the presence of community representatives on boards and committees. While two per cent felt that this would not be effective, 56 per cent felt that it would be 'fairly effective' and a further 23 per cent felt it would be 'very effective'.

3.107 The respondents were also supportive of having a 'local organisation to manage the neighbourhood run by local people'. Just one per cent felt that this would not be effective, while 48 per cent felt that it would be 'fairly effective' and a further 31 per cent felt it would be 'very effective'.

3.108 The respondents were supportive of 'voting on issues' although eight per cent believed that this would not be effective. The least popular option was 'attendance at meetings' although a majority supported the method. While 61 per cent thought meetings were effective, 14 per cent thought meetings were either 'not very effective' (12% – 122 people) or 'not at all effective' (2% – 19 people).

4. Study Findings – Area Analyses

- 4.1 This chapter of the report analyses the study findings by neighbourhood. It identifies which issues are the priorities for each of the six areas and which issues are not considered by residents to be as significant. The six areas are:
- Langside and Battlefield;
 - King's Park and Mount Florida;
 - Cathcart and Simshill;
 - Croftfoot;
 - Castlemilk; and
 - Carmunnock.
- 4.2 Whilst there are some similarities between areas there are also differences which reflect the different characteristics, for example pattern of housing tenure and population demographics.

Security and Community Safety

- 4.3 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are problems with 'youth disorder', 'street drinking', 'damage to property', 'damage to vehicle/theft', 'vandalism and graffiti', 'dogs roaming, dog fouling and barking', 'road safety', and 'safety of children'.
- 4.4 Generally, responses to the survey in Cathcart / Simshill, Croftfoot and Carmunnock were more 'positive' in relation to community safety than other areas. In these areas 'road safety' was considered to be the most significant issue. Road safety was also the most serious issue in Langside / Battlefield and King's Park / Mount Florida, but was less of an issue for people living in Castlemilk.
- 4.5 Youth disorder and street drinking were considered the most serious problems by Castlemilk residents. These were also significant issues for people living in King's Park / Mount Florida, Croftfoot and Carmunnock. Youth disorder and street drinking were less of a problem for residents in Langside / Battlefield and Cathcart / Simshill.

- 4.6 Dog roaming / fouling / barking was a significant issue for those living in Carmunnock, Cathcart / Simshill and Croftfoot but was less of a priority for residents in other areas.
- 4.7 Vandalism and graffiti was a major concern for residents in Castlemilk and Langside / Battlefield but was raised by fewer people in other neighbourhoods.
- 4.8 A significant proportion of residents in Castlemilk were concerned about drug / alcohol / substance abuse in the area. This was also raised as an issue in King's Park / Mount Florida, but was not considered a problem by many people in the other areas.
- 4.9 Damage to vehicle and vehicle theft were considered to be significant problems in Langside / Battlefield and King's Park / Mount Florida. This was less of a problem for residents in other areas. Residents in Carmunnock were worried about damage to property.
- 4.10 In terms of changes taking place, residents in Cathcart / Simshill were the most positive with low proportions stating that any of the issues had got worse in the past year. The exception to this was road safety which more than a quarter felt had got worse. Residents in all areas felt that road safety had got worse in the past year.
- 4.11 Residents in King's Park / Mount Florida, Croftfoot, Castlemilk and Carmunnock were concerned that the situation with youth disorder and street drinking had got worse in the past year. Dog roaming / fouling / barking was considered to have got worse by significant proportions of residents in Langside / Battlefield, Carmunnock, Castlemilk and Croftfoot. Residents in Langside / Battlefield were most concerned about the deteriorating situation in respect of damage to vehicles.

Cleansing and Environment

- 4.12 Across the Langside and Linn LCPP area, litter in the streets was considered the main cleansing and environment issue. This was followed by fly tipping and dumping, graffiti, and untidy gardens and communal areas. Residents were least concerned about abandoned vehicles.
- 4.13 Generally, residents in Castlemilk were more concerned about environmental issues compare to the other areas. Residents in Cathcart / Simshill had the least concerns about their local environment.
- 4.14 Litter was considered to be the biggest problem by residents in each of the areas except King's Park / Mount Florida. In Croftfoot more than 40 per cent of respondents felt it was a 'problem' or a 'serious problem'.
- 4.15 Fly tipping was the most significant environmental problem in King's Park / Mount Florida and was the second most serious issue in Langside / Battlefield and Castlemilk. Graffiti was the second biggest problem for residents in King's Park / Mount Florida, Carmunnock and Cathcart / Simshill. It was also a significant issue for residents in Castlemilk.
- 4.16 Untidy gardens was the second most significant environmental issue for residents in Croftfoot. Untidy communal areas were a serious issue for residents in Langside / Battlefield.

Quality of neighbourhood

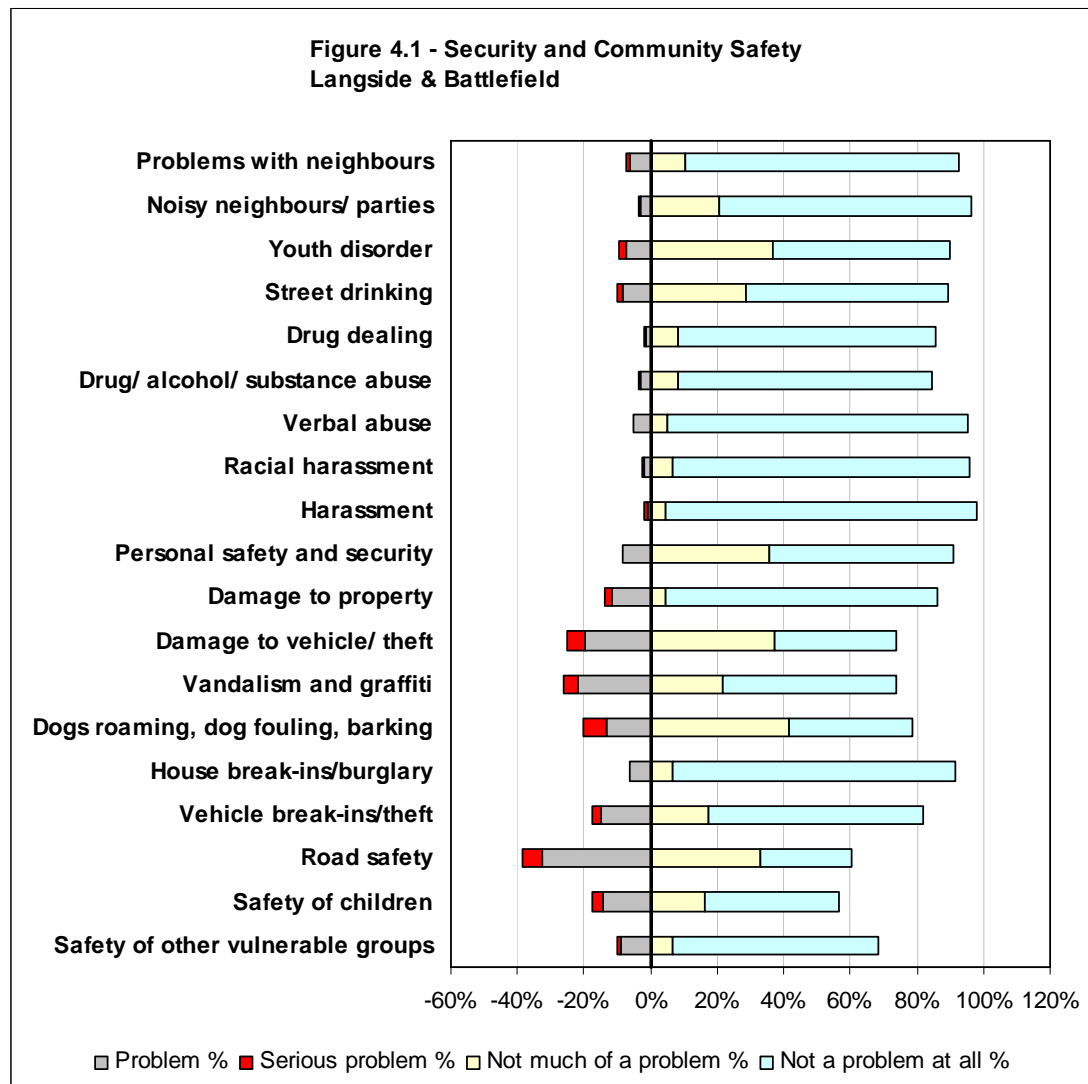
- 4.17 The quality of children's play areas was the main concern for residents in all neighbourhoods except King's Park / Mount Florida. In this area the availability of 'quiet and peaceful' environment was the main issue.
- 4.18 Generally, residents in Castlemilk were more concerned than others about the quality of their neighbourhood. More than 60 per cent were unhappy with the quality of children's play areas.

- 4.19 The quality of parks and open spaces was a significant issue and was the second most significant issue in all areas. Parks were considered to be either 'poor' or 'very poor' by more than half of all respondents in Castlemilk.

Quality of service provision

- 4.20 Residents were least satisfied with the quality of youth and leisure services in all areas except Langside / Battlefield and King's Park / Mount Florida. In both of these areas policing was the main concern. In Cathcart / Simshill, Castlemilk, Carmunnock and Croftfoot 40 per cent or more felt that the quality of youth and leisure services was either 'poor' or 'very poor'.
- 4.21 The quality of policing was one of the top two issues in all areas except Cathcart / Simshill and Carmunnock. In these areas the quality of health care provision was more of an issue. The quality of public transport was also an issue for residents in Carmunnock.

Langside and Battlefield



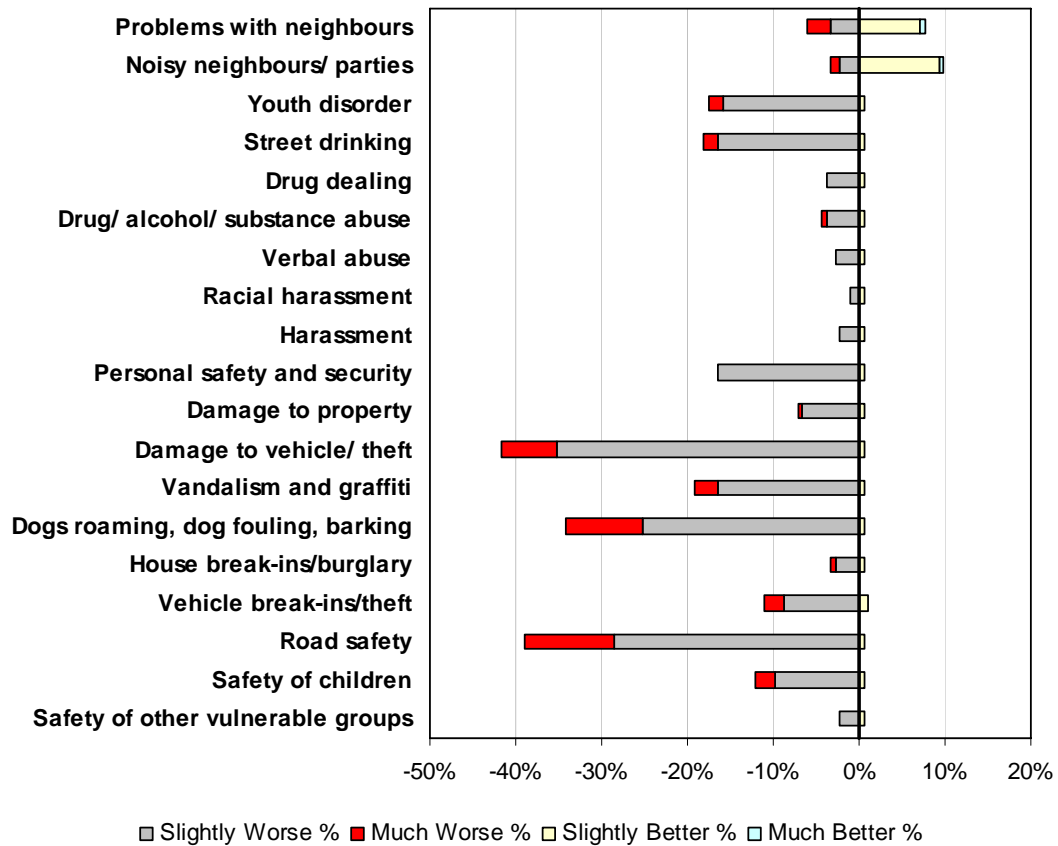
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	1%	11	6%	0	0%	19	10%	150	82%	0	0%
Noisy neighbours/ parties	1	1%	6	3%	0	0%	37	20%	138	76%	0	0%
Youth disorder	4	2%	13	7%	1	1%	67	37%	97	53%	0	0%
Street drinking	3	2%	15	8%	0	0%	52	29%	111	61%	1	1%
Drug dealing	1	1%	3	2%	5	3%	15	8%	141	77%	17	9%
Drug/ alcohol/ substance abuse	1	1%	6	3%	5	3%	15	8%	139	76%	16	9%
Verbal abuse	0	0%	9	5%	0	0%	9	5%	164	90%	0	0%
Racial harassment	1	1%	4	2%	1	1%	12	7%	162	89%	2	1%
Harassment	2	1%	2	1%	0	0%	8	4%	170	93%	0	0%
Personal safety and security	0	0%	15	8%	1	1%	65	36%	101	55%	0	0%
Damage to property	4	2%	21	12%	0	0%	8	4%	149	82%	0	0%
Damage to vehicle/ theft	10	5%	36	20%	1	1%	68	37%	66	36%	1	1%
Vandalism and graffiti	8	4%	40	22%	0	0%	39	21%	95	52%	0	0%
Dogs roaming, dog fouling, barking	13	7%	24	13%	2	1%	76	42%	67	37%	0	0%
House break-ins/burglary	0	0%	11	6%	1	1%	12	7%	155	85%	3	2%
Vehicle break-ins/theft	5	3%	27	15%	0	0%	32	18%	117	64%	1	1%
Road safety	11	6%	59	32%	2	1%	60	33%	50	27%	0	0%
Safety of children	6	3%	26	14%	14	8%	30	16%	73	40%	33	18%
Safety of other vulnerable groups	2	1%	16	9%	10	5%	12	7%	113	62%	29	16%
Total	74		344		43		636		2,258		103	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	72	40%
1	27	15%
2	22	12%
3	21	12%
4	11	6%
5+	29	16%
	182	

Table 4.2 – Number of concerns – Security and Community Safety

**Figure 4.2 - Security and community safety in the past year
Langside & Battlefield**

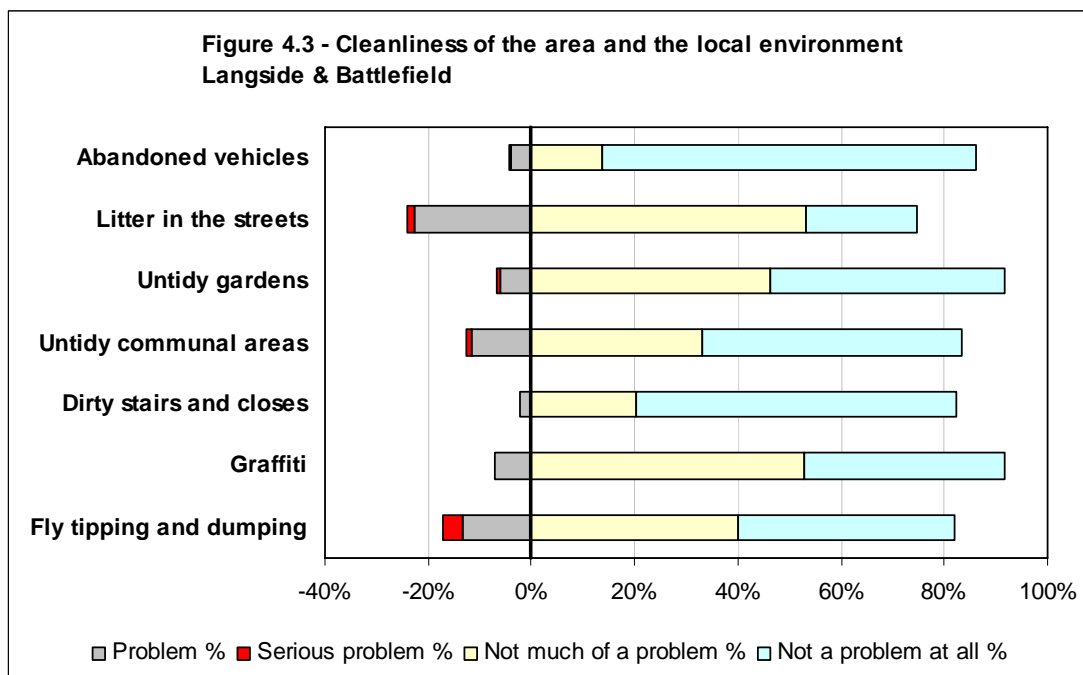


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	3%	6	3%	157	86%	13	7%	1	1%	0	0%
Noisy neighbours / parties	2	1%	4	2%	158	87%	17	9%	1	1%	0	0%
Youth disorder	3	2%	29	16%	149	82%	1	1%	0	0%	0	0%
Street drinking	3	2%	30	16%	148	81%	1	1%	0	0%	0	0%
Drug dealing	0	0%	7	4%	174	96%	1	1%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	7	4%	173	95%	1	1%	0	0%	0	0%
Verbal abuse	0	0%	5	3%	176	97%	1	1%	0	0%	0	0%
Racial harassment	0	0%	2	1%	179	98%	1	1%	0	0%	0	0%
Harassment	0	0%	4	2%	177	97%	1	1%	0	0%	0	0%
Personal safety and security	0	0%	30	16%	151	83%	1	1%	0	0%	0	0%
Damage to property	1	1%	12	7%	168	92%	1	1%	0	0%	0	0%
Damage to vehicle/ theft	12	7%	64	35%	105	58%	1	1%	0	0%	0	0%
Vandalism and graffiti	5	3%	30	16%	146	80%	1	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	16	9%	46	25%	119	65%	1	1%	0	0%	0	0%
House break-ins/burglary	1	1%	5	3%	175	96%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	4	2%	16	9%	160	88%	2	1%	0	0%	0	0%
Road safety	19	10%	52	29%	110	60%	1	1%	0	0%	0	0%
Safety of children	4	2%	18	10%	159	87%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	4	2%	177	97%	1	1%	0	0%	0	0%
Total	76		371		2,961		48		2		0	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	51	28%
1	21	12%
2	35	19%
3	27	15%
4	23	13%
5+	25	14%
	182	

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

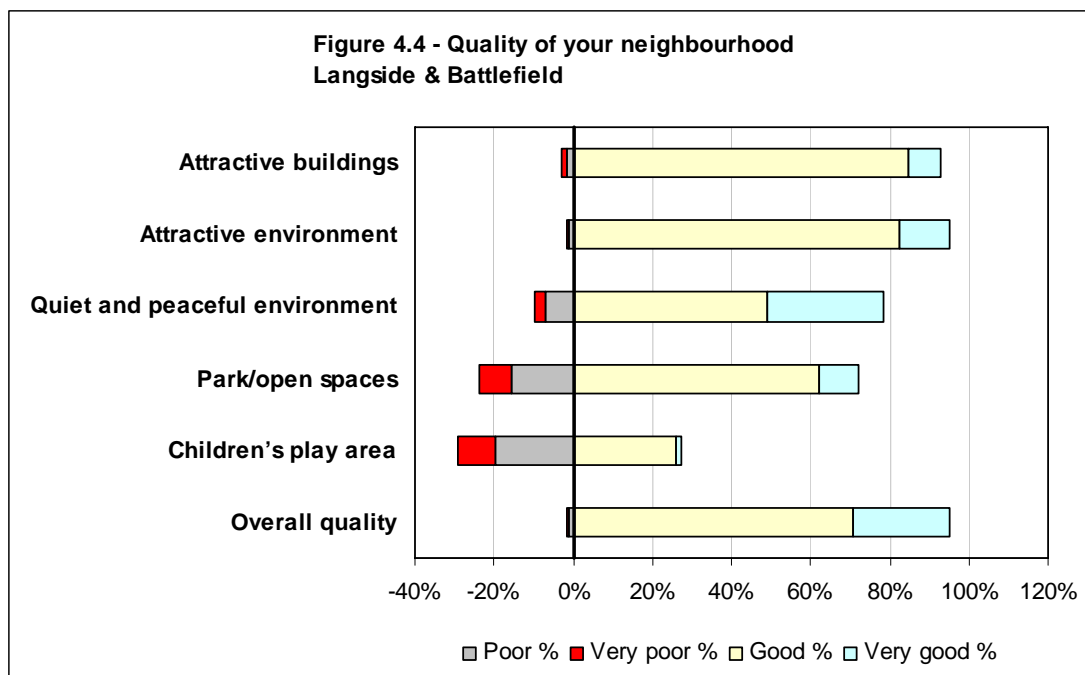


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	7	4%	3	2%	25	14%	132	73%	12	7%	2	1%
Litter in the streets	3	2%	41	23%	1	1%	97	53%	39	21%	0	0%	1	1%
Untidy gardens	1	1%	11	6%	2	1%	84	46%	83	46%	1	1%	0	0%
Untidy communal areas	2	1%	21	12%	6	3%	60	33%	92	51%	1	1%	0	0%
Dirty stairs and closes	0	0%	4	2%	2	1%	37	20%	113	62%	1	1%	25	14%
Graffiti	0	0%	13	7%	2	1%	96	53%	71	39%	0	0%	0	0%
Fly tipping and dumping	7	4%	24	13%	2	1%	73	40%	76	42%	0	0%	0	0%
Total	14		121		18		472		606		15		28	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	117	64%
1	27	15%
2	19	10%
3	11	6%
4	5	3%
5+	3	2%
	182	

Table 4.6 – Number of concerns – Cleanliness and local environment

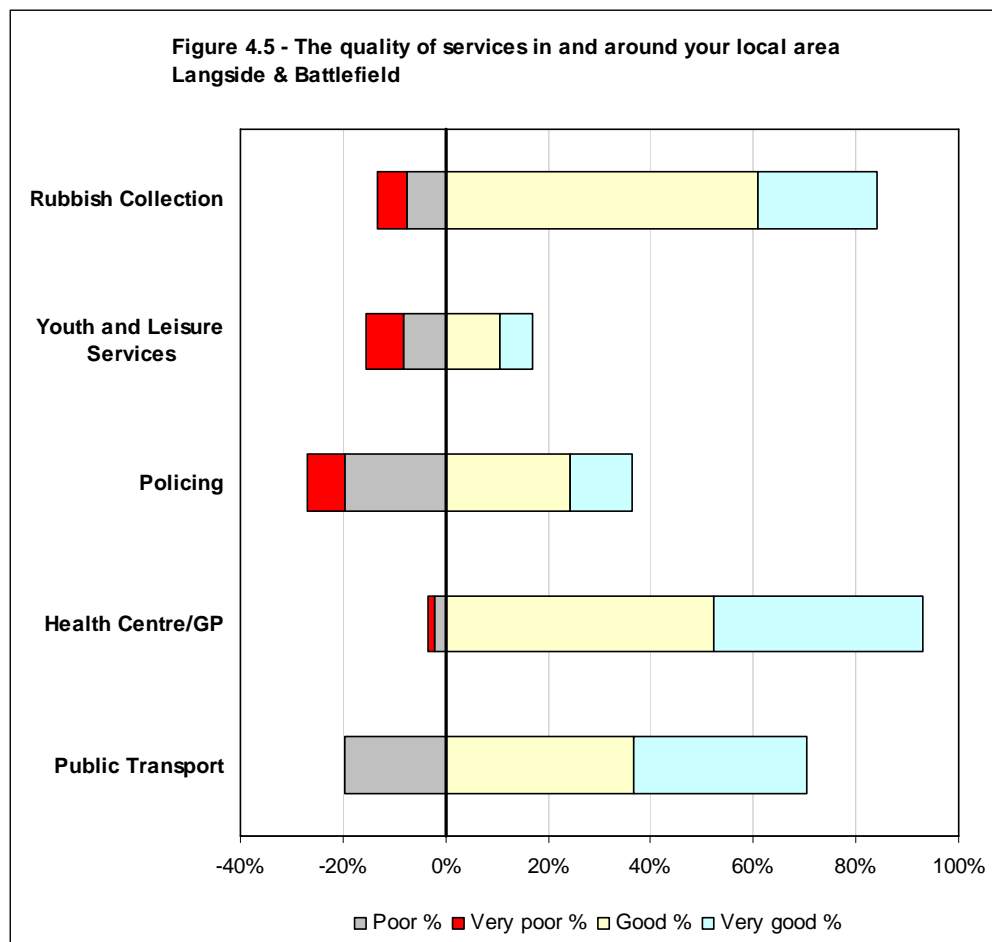


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	3	2%	8	4%	154	85%	15	8%	0	0%	0	0%
Attractive environment	1	1%	2	1%	6	3%	150	82%	23	13%	0	0%	0	0%
Quiet and peaceful environment	5	3%	13	7%	21	12%	89	49%	54	30%	0	0%	0	0%
Park/open spaces	15	8%	28	15%	8	4%	113	62%	18	10%	0	0%	0	0%
Children's play area	17	9%	36	20%	23	13%	47	26%	3	2%	56	31%	0	0%
Overall quality	1	1%	2	1%	6	3%	129	71%	44	24%	0	0%	0	0%
Total	41		84		72		682		157		56		0	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	110	60%
1	33	18%
2	34	19%
3	2	1%
4	0	0%
5+	3	2%
	182	

Table 4.8 – Number of concerns – Quality of neighbourhood

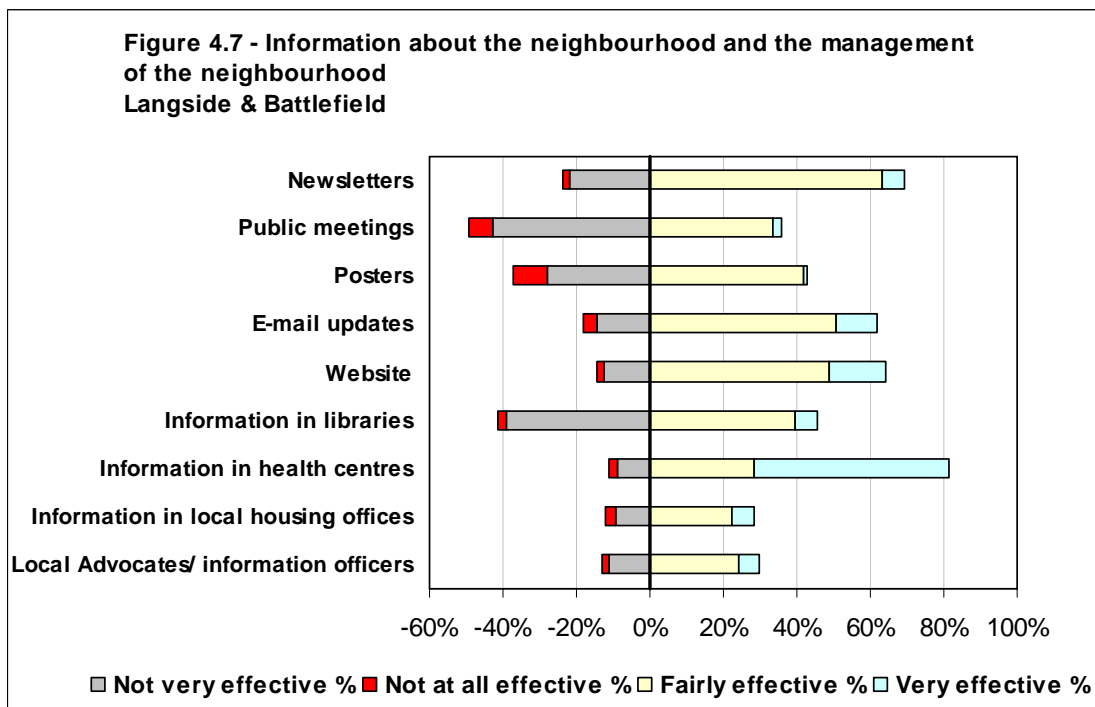
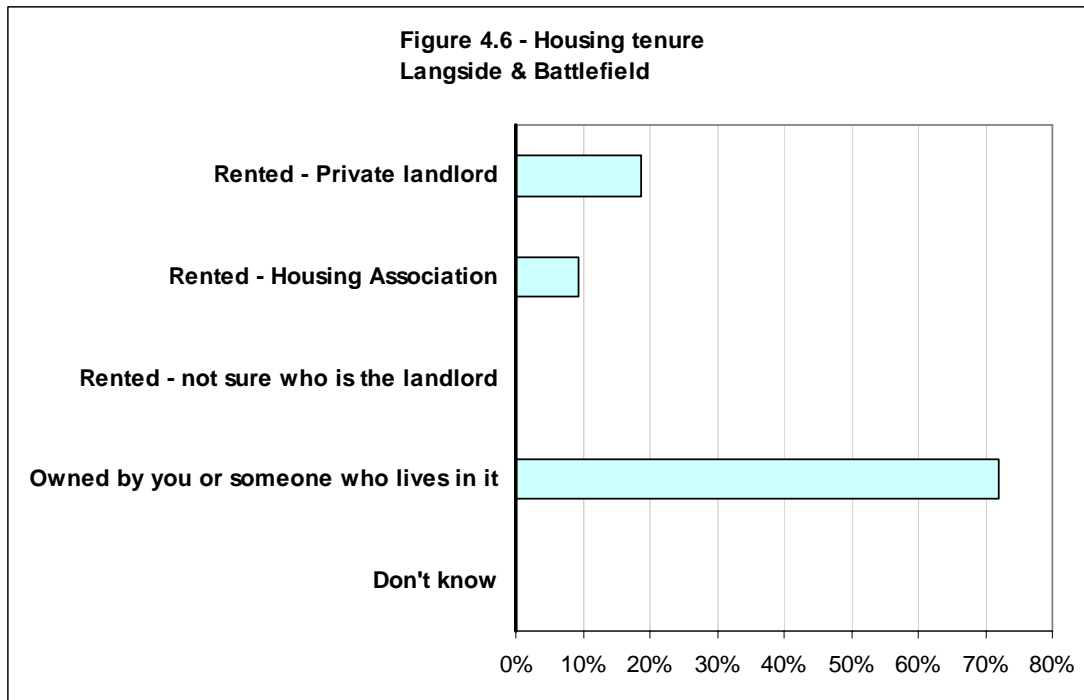


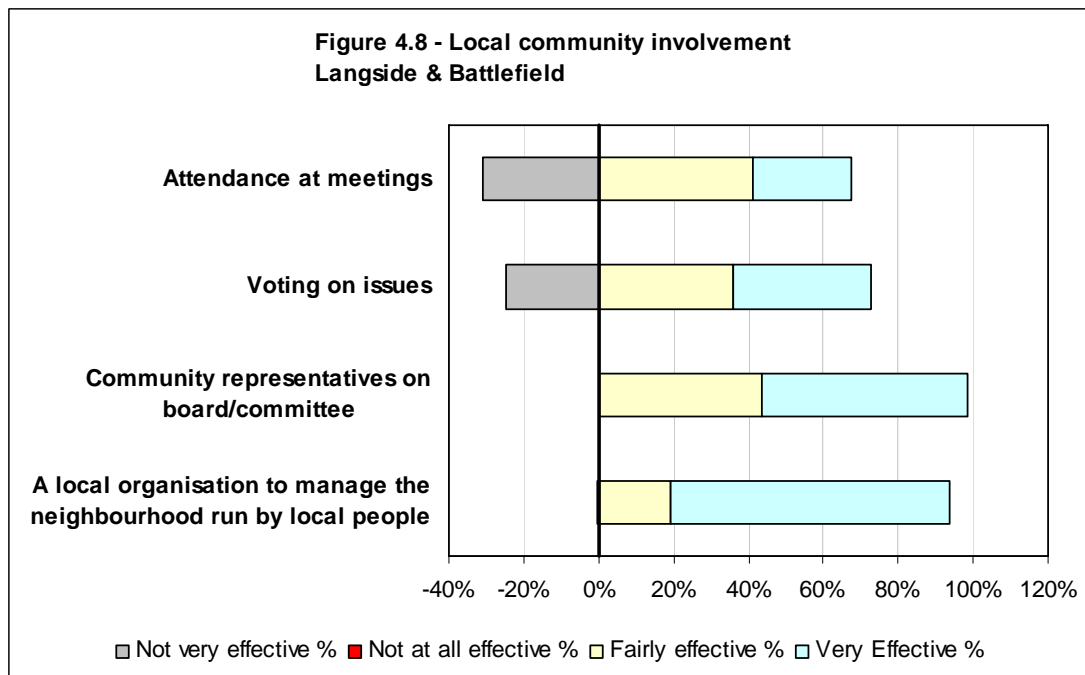
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	10	5%	14	8%	4	2%	111	61%	42	23%	0	0%	1	1%
Youth and Leisure Services	13	7%	15	8%	10	5%	19	10%	12	7%	107	59%	6	3%
Policing	13	7%	36	20%	38	21%	44	24%	22	12%	28	15%	1	1%
Health Centre/GP	2	1%	4	2%	4	2%	95	52%	74	41%	1	1%	2	1%
Public Transport	0	0%	36	20%	16	9%	67	37%	61	34%	0	0%	2	1%
Total	38		105		72		336		211		136		12	

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

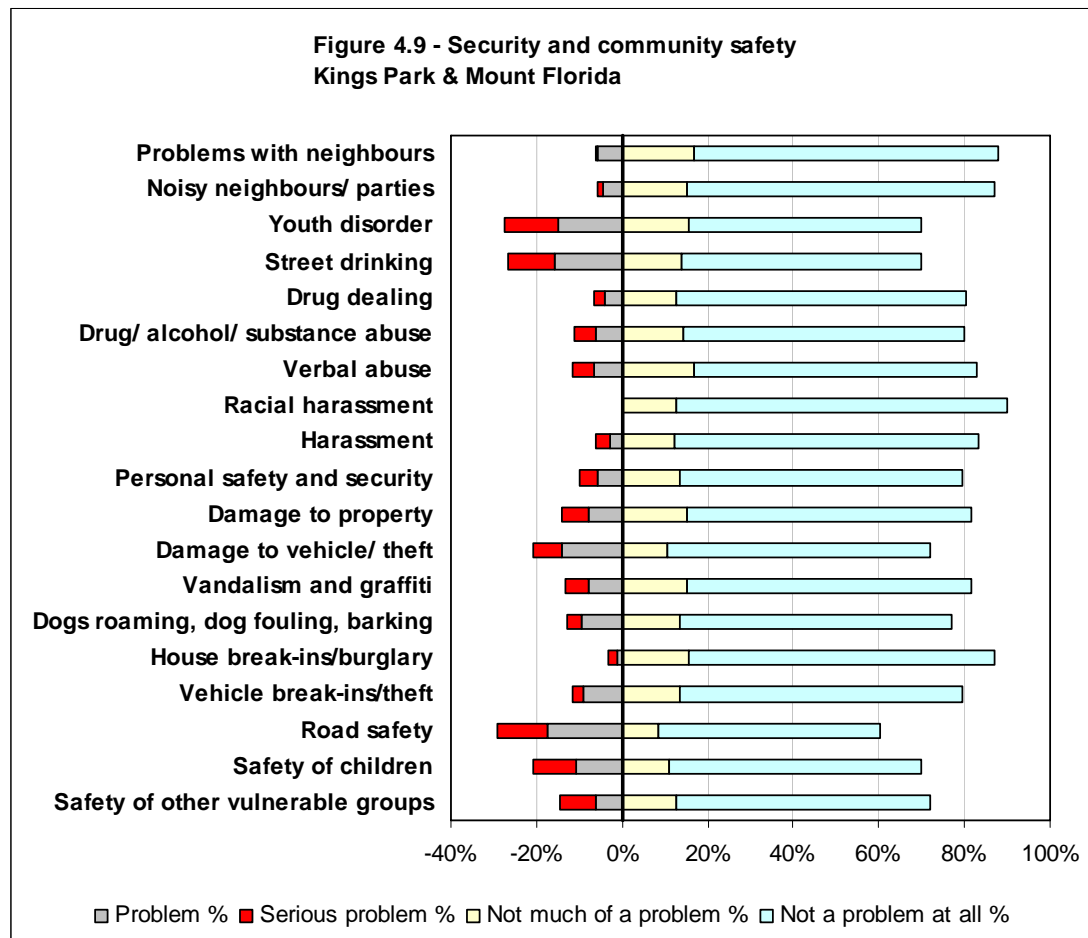
Number of concerns (Very poor or poor)	Respondents	%
None	83	46%
1	65	36%
2	27	15%
3	4	2%
4	3	2%
5+	0	0%
	182	

Table 4.10 – Number of concerns – Quality of services





King's Park and Mount Florida



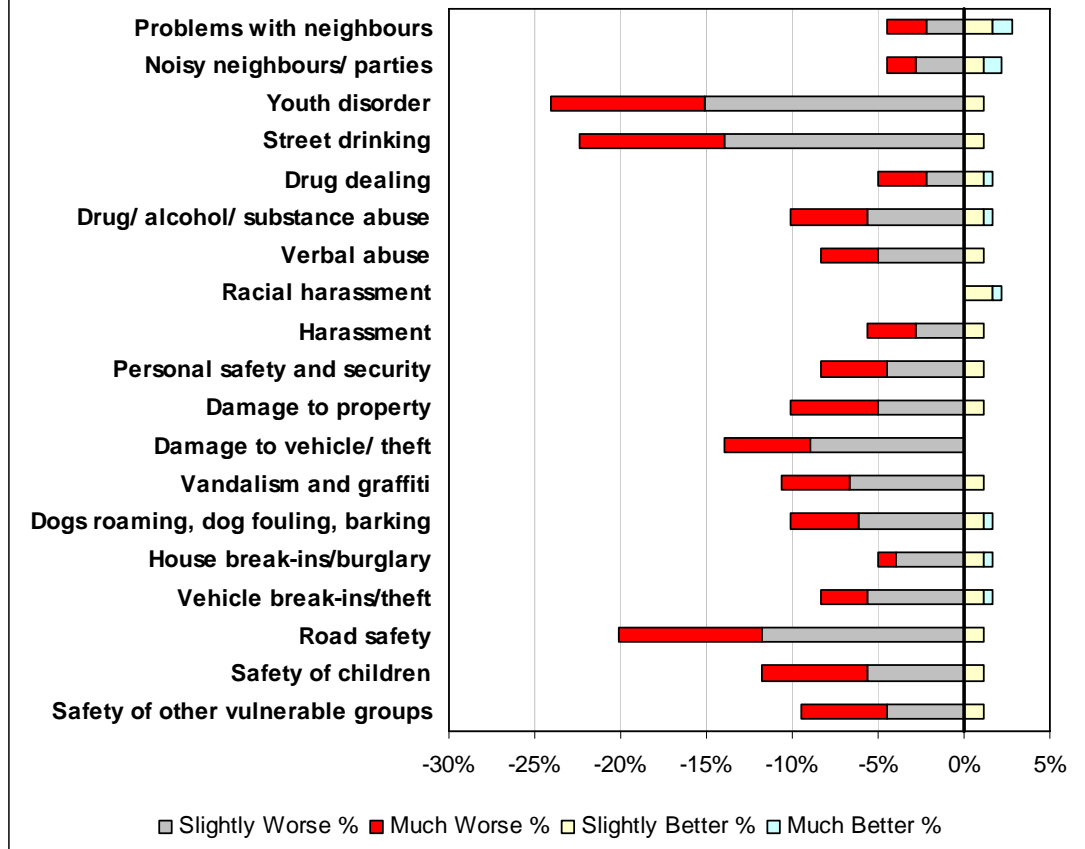
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	10	6%	2	1%	30	17%	127	71%	9	5%
Noisy neighbours / parties	2	1%	8	4%	3	2%	27	15%	129	72%	10	6%
Youth disorder	22	12%	27	15%	4	2%	28	16%	97	54%	1	1%
Street drinking	20	11%	28	16%	5	3%	25	14%	100	56%	1	1%
Drug dealing	5	3%	7	4%	5	3%	23	13%	121	68%	18	10%
Drug/ alcohol/ substance abuse	9	5%	11	6%	4	2%	26	15%	117	65%	12	7%
Verbal abuse	9	5%	12	7%	6	3%	30	17%	118	66%	4	2%
Racial harassment	0	0%	0	0%	5	3%	23	13%	138	77%	13	7%
Harassment	6	3%	5	3%	6	3%	22	12%	127	71%	13	7%
Personal safety and security	8	4%	10	6%	10	6%	24	13%	118	66%	9	5%
Damage to property	11	6%	14	8%	3	2%	27	15%	119	66%	5	3%
Damage to vehicle/ theft	12	7%	25	14%	6	3%	19	11%	110	61%	7	4%
Vandalism and graffiti	10	6%	14	8%	4	2%	27	15%	119	66%	5	3%
Dogs roaming, dog fouling, barking	6	3%	17	9%	6	3%	24	13%	114	64%	12	7%
House break-ins/burglary	4	2%	2	1%	7	4%	28	16%	128	72%	10	6%
Vehicle break-ins/theft	5	3%	16	9%	5	3%	24	13%	118	66%	11	6%
Road safety	21	12%	31	17%	7	4%	15	8%	93	52%	12	7%
Safety of children	18	10%	19	11%	7	4%	20	11%	105	59%	10	6%
Safety of other vulnerable groups	15	8%	11	6%	9	5%	23	13%	106	59%	15	8%
Total	184		267		104		465		2,204		177	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	76	42%
1	20	11%
2	23	13%
3	16	9%
4	11	6%
5+	33	18%
Total	179	

Table 4.12 – Number of concerns – Security and Community Safety

**Figure 4.10 - Security and community safety in the past year
Kings Park & Mount Florida**

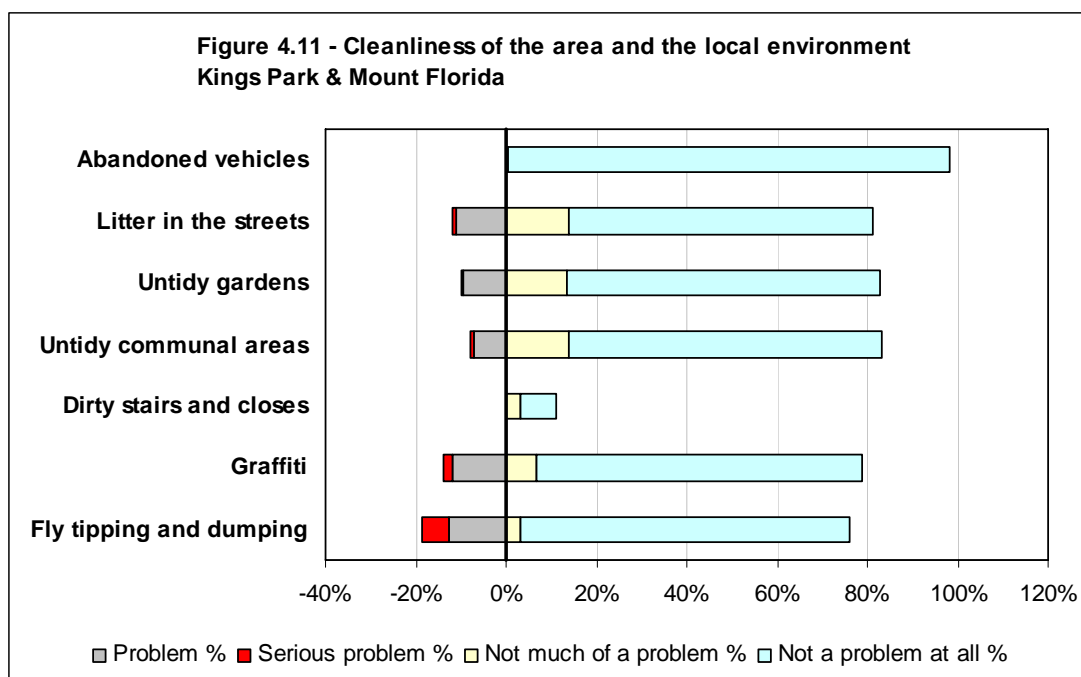


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	4	2%	166	93%	3	2%	2	1%	0	0%
Noisy neighbours / parties	3	2%	5	3%	167	93%	2	1%	2	1%	0	0%
Youth disorder	16	9%	27	15%	134	75%	2	1%	0	0%	0	0%
Street drinking	15	8%	25	14%	137	77%	2	1%	0	0%	0	0%
Drug dealing	5	3%	4	2%	167	93%	2	1%	1	1%	0	0%
Drug/ alcohol/ substance abuse	8	4%	10	6%	158	88%	2	1%	1	1%	0	0%
Verbal abuse	6	3%	9	5%	162	91%	2	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	175	98%	3	2%	1	1%	0	0%
Harassment	5	3%	5	3%	167	93%	2	1%	0	0%	0	0%
Personal safety and security	7	4%	8	4%	162	91%	2	1%	0	0%	0	0%
Damage to property	9	5%	9	5%	159	89%	2	1%	0	0%	0	0%
Damage to vehicle/ theft	9	5%	16	9%	154	86%	0	0%	0	0%	0	0%
Vandalism and graffiti	7	4%	12	7%	158	88%	2	1%	0	0%	0	0%
Dogs roaming, dog fouling, barking	7	4%	11	6%	158	88%	2	1%	1	1%	0	0%
House break-ins/burglary	2	1%	7	4%	167	93%	2	1%	1	1%	0	0%
Vehicle break-ins/theft	5	3%	10	6%	161	90%	2	1%	1	1%	0	0%
Road safety	15	8%	21	12%	141	79%	2	1%	0	0%	0	0%
Safety of children	11	6%	10	6%	156	87%	2	1%	0	0%	0	0%
Safety of other vulnerable groups	9	5%	8	4%	160	89%	2	1%	0	0%	0	0%
Total	143		201		3,009		38		10		0	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	103	58%
1	14	8%
2	19	11%
3	12	7%
4	6	3%
5+	25	14%
Total	179	

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

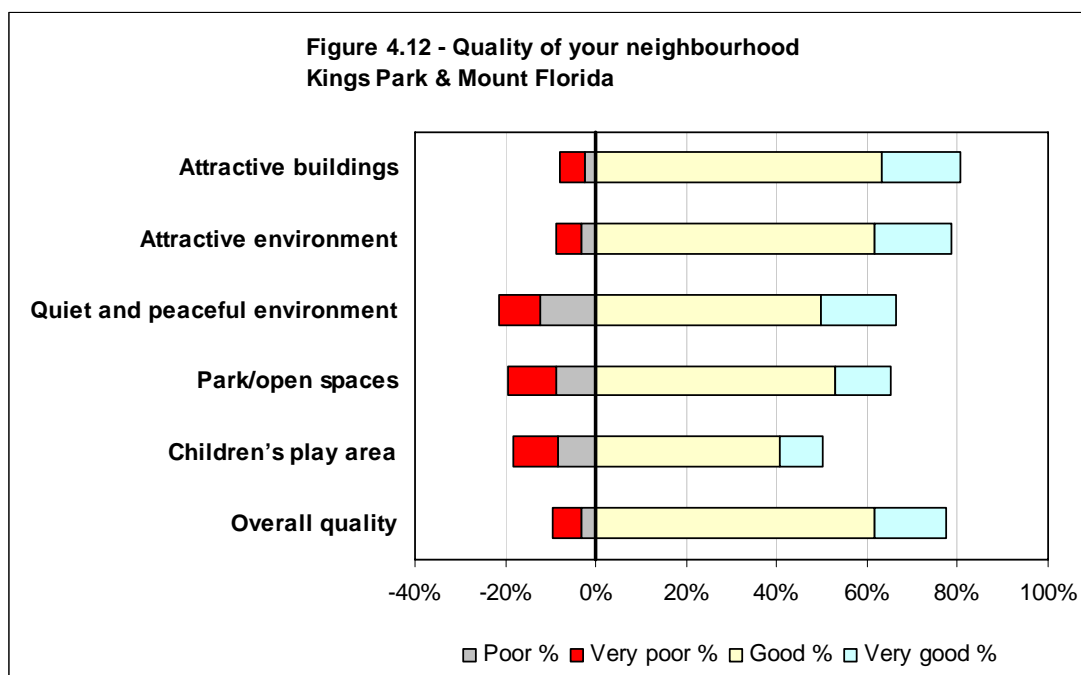


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	0	0%	1	1%	175	98%	3	2%	0	0%
Litter in the streets	1	1%	20	11%	11	6%	25	14%	120	67%	2	1%	0	0%
Untidy gardens	1	1%	17	9%	10	6%	24	13%	124	69%	3	2%	0	0%
Untidy communal areas	1	1%	13	7%	13	7%	25	14%	124	69%	2	1%	1	1%
Dirty stairs and closes	0	0%	0	0%	2	1%	6	3%	14	8%	2	1%	155	87%
Graffiti	4	2%	21	12%	11	6%	12	7%	129	72%	2	1%	0	0%
Fly tipping and dumping	10	6%	23	13%	6	3%	6	3%	130	73%	4	2%	0	0%
Total	17		94		53		99		816		18		156	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	128	72%
1	16	9%
2	21	12%
3	7	4%
4	3	2%
5+	4	2%
Total	179	

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

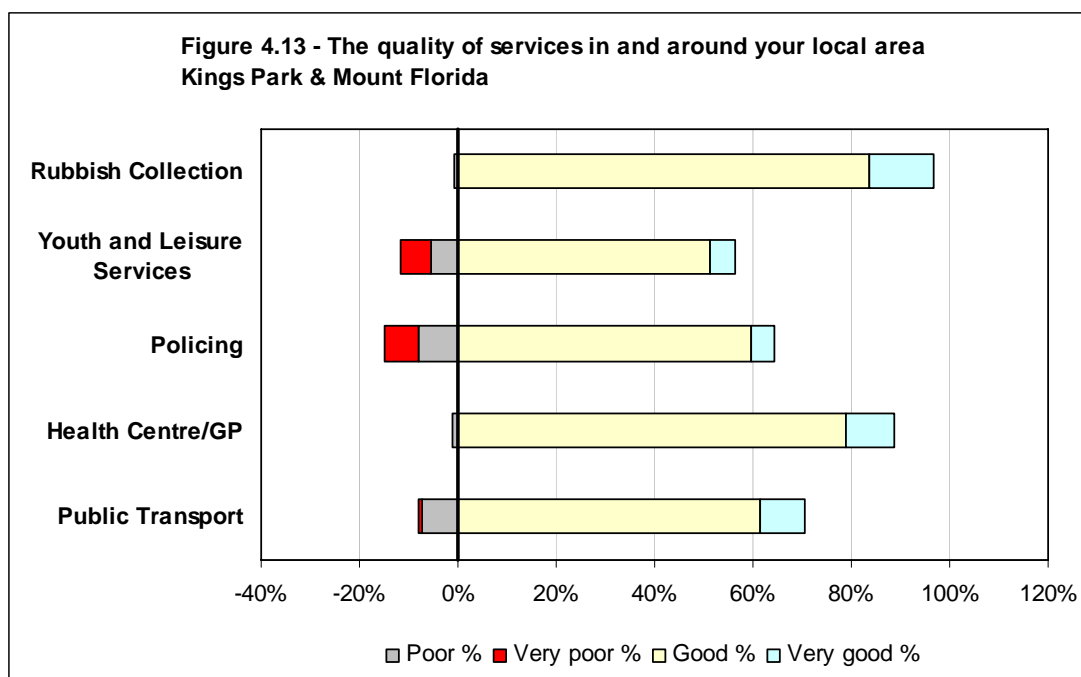


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	10	6%	4	2%	20	11%	113	63%	31	17%	1	1%	0	0%
Attractive environment	10	6%	6	3%	22	12%	110	61%	31	17%	0	0%	0	0%
Quiet and peaceful environment	16	9%	22	12%	22	12%	89	50%	30	17%	0	0%	0	0%
Park/open spaces	19	11%	16	9%	26	15%	95	53%	22	12%	1	1%	0	0%
Children's play area	18	10%	15	8%	35	20%	73	41%	17	9%	18	10%	3	2%
Overall quality	11	6%	6	3%	23	13%	110	61%	29	16%	0	0%	0	0%
Total	84		69		148		590		160		20		3	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	125	70%
1	17	9%
2	16	9%
3	2	1%
4	7	4%
5+	12	7%
Total	179	

Table 4.18 – Number of concerns – Quality of neighbourhood

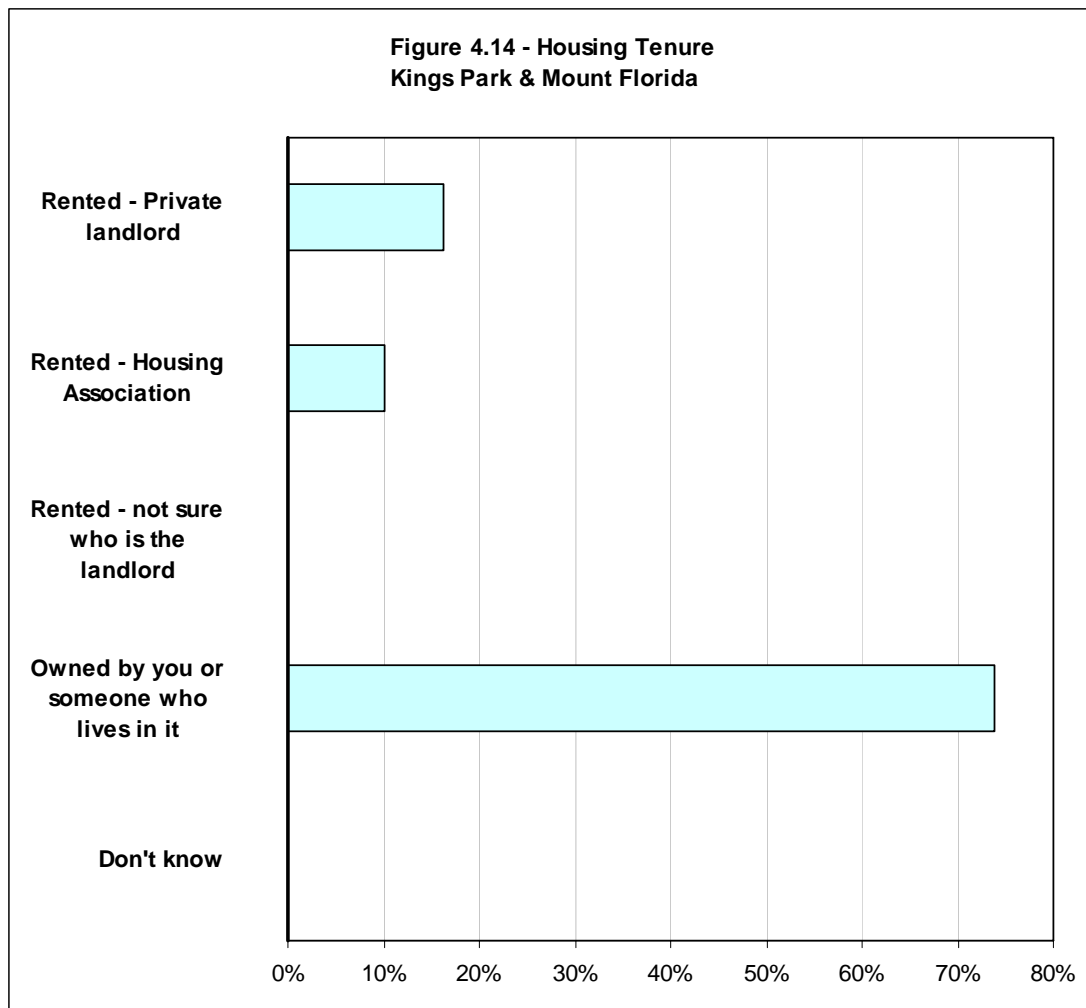


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	1	1%	3	2%	150	84%	23	13%	2	1%	0	0%
Youth and Leisure Services	11	6%	10	6%	35	20%	92	51%	9	5%	21	12%	1	1%
Policing	13	7%	14	8%	33	18%	107	60%	8	4%	4	2%	0	0%
Health Centre/GP	0	0%	2	1%	16	9%	141	79%	18	10%	2	1%	0	0%
Public Transport	1	1%	13	7%	29	16%	110	61%	16	9%	3	2%	7	4%
Total	25		40		116		600		74		32		8	

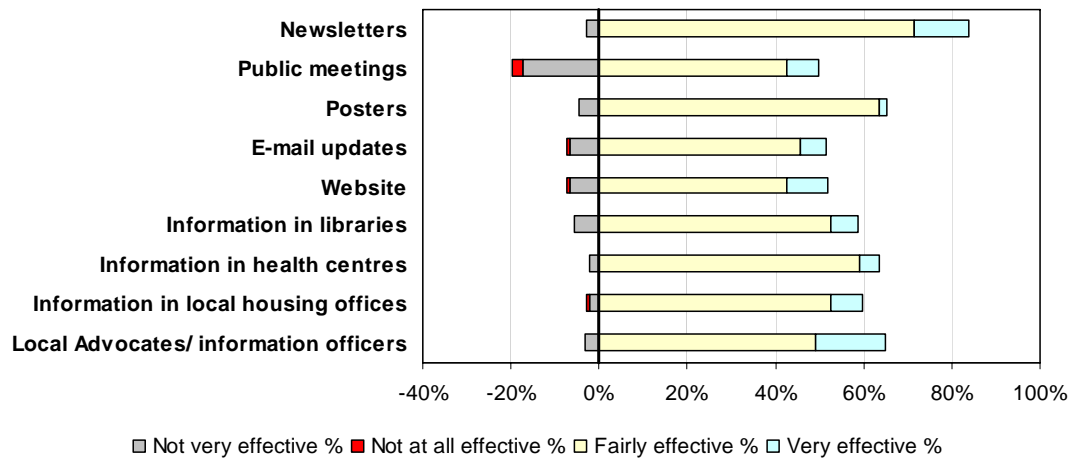
Table 4.19 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	133	74%
1	29	16%
2	16	9%
3	0	0%
4	1	1%
5+	0	0%
Total	179	

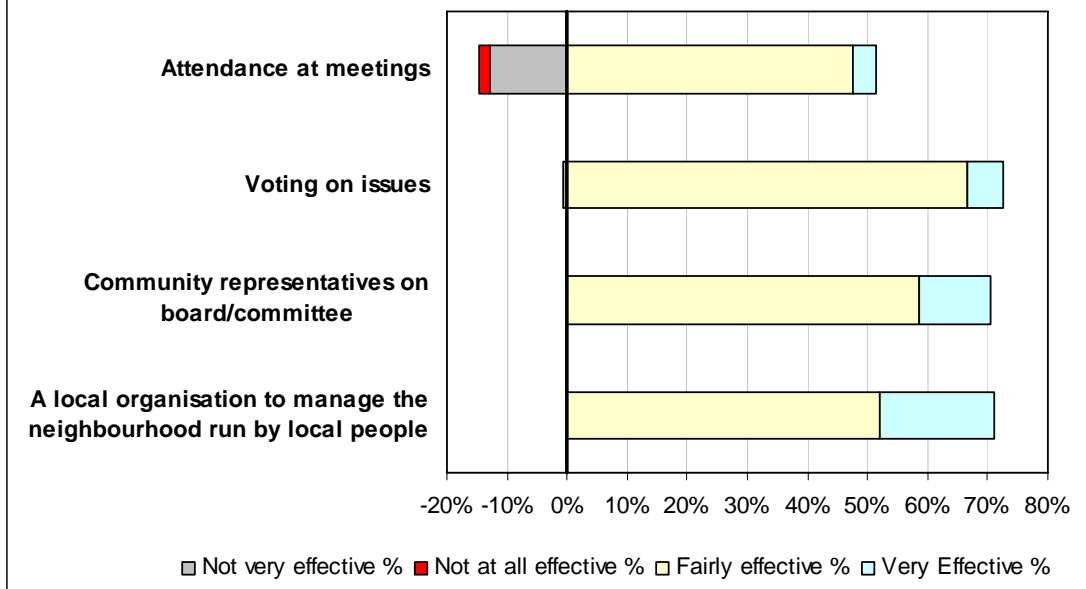
Table 4.20 – Number of concerns – Quality of services



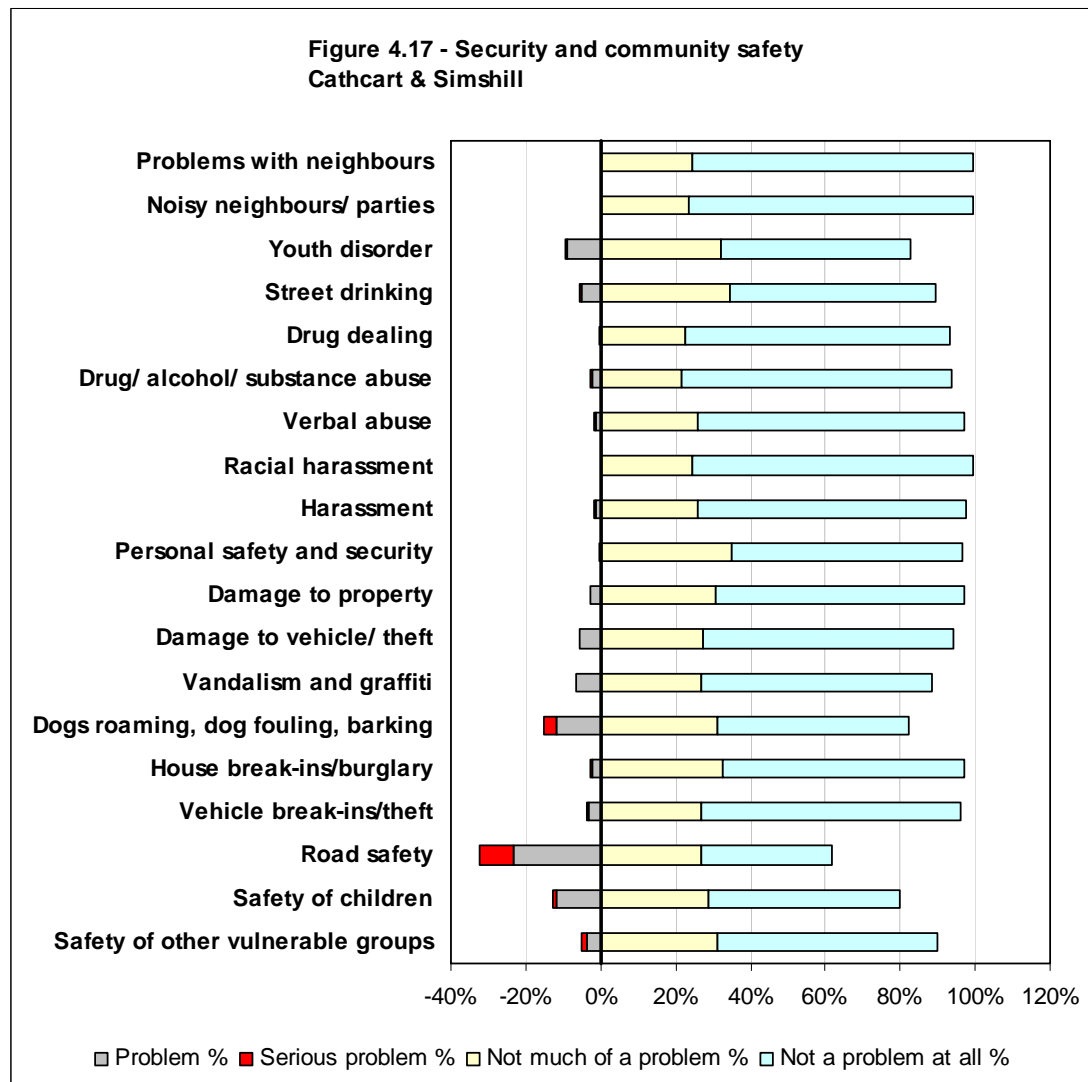
**Figure 4.15 - Information about the neighbourhood and management of the neighbourhood
Kings Park & Mount Florida**



**Figure 4.16 - Local community involvement
Kings Park & Mount Florida**



Cathcart and Simshill



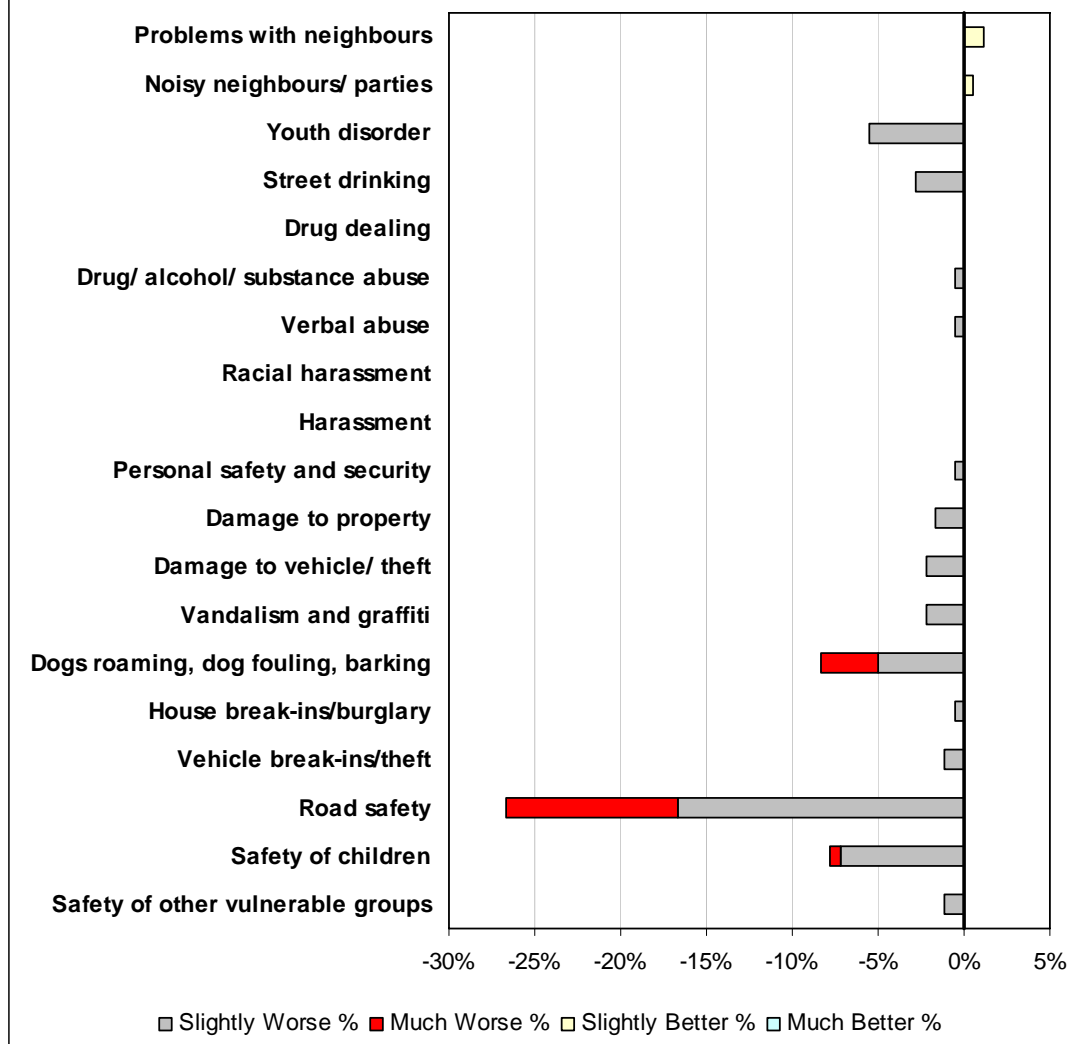
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	0	0%	44	24%	135	75%	1	1%
Noisy neighbours/ parties	0	0%	0	0%	1	1%	42	23%	137	76%	0	0%
Youth disorder	1	1%	16	9%	14	8%	58	32%	91	51%	0	0%
Street drinking	1	1%	9	5%	9	5%	62	34%	99	55%	0	0%
Drug dealing	1	1%	0	0%	4	2%	41	23%	127	71%	7	4%
Drug/ alcohol / substance abuse	1	1%	4	2%	2	1%	39	22%	130	72%	4	2%
Verbal abuse	1	1%	2	1%	1	1%	47	26%	128	71%	1	1%
Racial harassment	0	0%	0	0%	0	0%	44	24%	135	75%	1	1%
Harassment	1	1%	2	1%	0	0%	47	26%	129	72%	1	1%
Personal safety and security	0	0%	1	1%	5	3%	63	35%	111	62%	0	0%
Damage to property	0	0%	5	3%	0	0%	55	31%	120	67%	0	0%
Damage to vehicle / theft	0	0%	10	6%	0	0%	49	27%	121	67%	0	0%
Vandalism and graffiti	0	0%	12	7%	8	4%	48	27%	111	62%	1	1%
Dogs roaming, dog fouling, barking	6	3%	21	12%	4	2%	56	31%	92	51%	1	1%
House break-ins /burglary	1	1%	4	2%	0	0%	59	33%	116	64%	0	0%
Vehicle break-ins/theft	1	1%	6	3%	0	0%	48	27%	125	69%	0	0%
Road safety	16	9%	42	23%	11	6%	48	27%	63	35%	0	0%
Safety of children	2	1%	21	12%	13	7%	52	29%	92	51%	0	0%
Safety of other vulnerable groups	2	1%	7	4%	6	3%	56	31%	106	59%	3	2%
Total	34		162		78		958		2,168		20	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	99	55%
1	37	21%
2	21	12%
3	8	4%
4	5	3%
5+	10	6%
	180	

Table 4.22 – Number of concerns – Security and Community Safety

**Figure 4.18 - Security and community safety in the past year
Cathcart & Simshill**

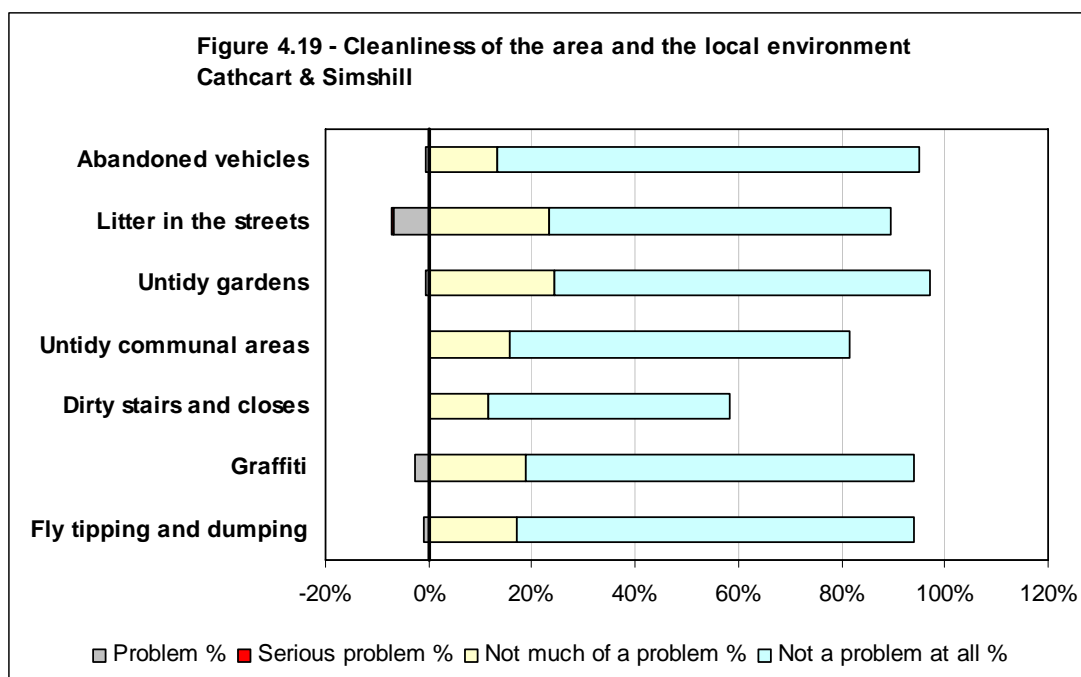


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	178	99%	2	1%	0	0%	0	0%
Noisy neighbours / parties	0	0%	0	0%	179	99%	1	1%	0	0%	0	0%
Youth disorder	0	0%	10	6%	170	94%	0	0%	0	0%	0	0%
Street drinking	0	0%	5	3%	175	97%	0	0%	0	0%	0	0%
Drug dealing	0	0%	0	0%	180	100%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	1	1%	179	99%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	1	1%	179	99%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	180	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	180	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	179	99%	0	0%	0	0%	0	0%
Damage to property	0	0%	3	2%	177	98%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	4	2%	176	98%	0	0%	0	0%	0	0%
Vandalism and graffiti	0	0%	4	2%	176	98%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	3%	9	5%	165	92%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	1	1%	179	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	178	99%	0	0%	0	0%	0	0%
Road safety	18	10%	30	17%	132	73%	0	0%	0	0%	0	0%
Safety of children	1	1%	13	7%	166	92%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	178	99%	0	0%	0	0%	0	0%
Total	25		86		3,306		3		0		0	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	117	65%
1	37	21%
2	18	10%
3	4	2%
4	1	1%
5+	3	2%
	180	

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

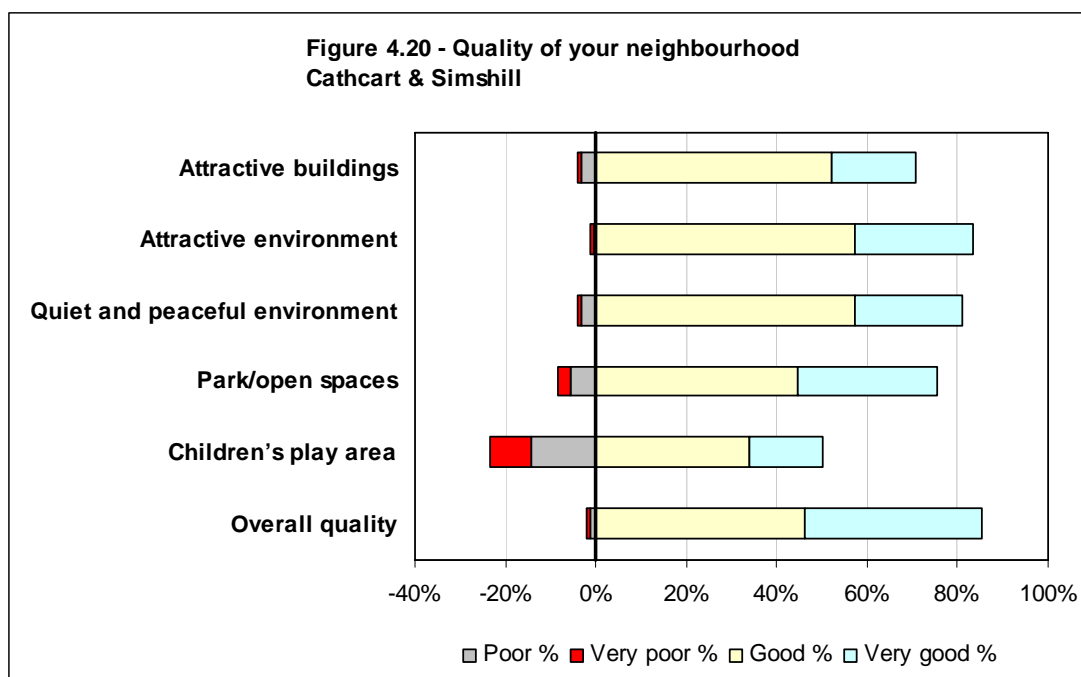


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	1	1%	3	2%	24	13%	147	82%	5	3%	0	0%
Litter in the streets	1	1%	12	7%	6	3%	42	23%	119	66%	0	0%	0	0%
Untidy gardens	0	0%	1	1%	1	1%	44	24%	131	73%	3	2%	0	0%
Untidy communal areas	0	0%	0	0%	2	1%	28	16%	119	66%	4	2%	27	15%
Dirty stairs and closes	0	0%	0	0%	2	1%	21	12%	84	47%	4	2%	69	38%
Graffiti	0	0%	5	3%	5	3%	34	19%	135	75%	0	0%	1	1%
Fly tipping and dumping	0	0%	2	1%	3	2%	31	17%	138	77%	4	2%	2	1%
Total	1		21		22		224		873		20		99	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	165	92%
1	10	6%
2	3	2%
3	2	1%
4	0	0%
5+	0	0%
	180	

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

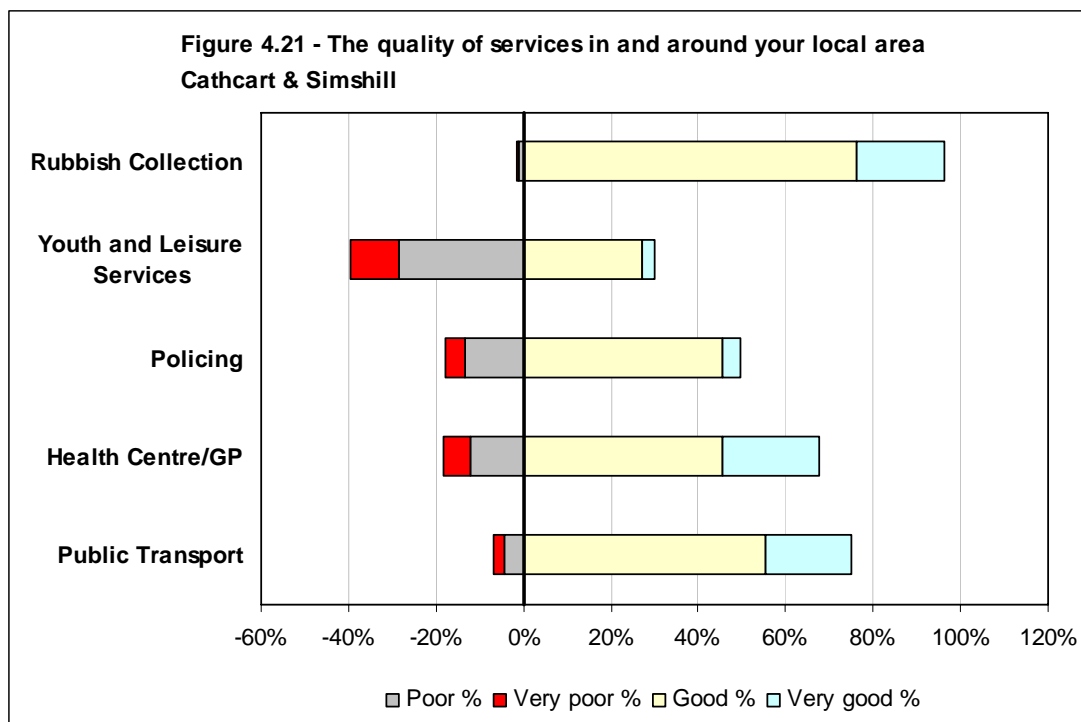


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	1	1%	6	3%	36	20%	94	52%	33	18%	4	2%	6	3%
Attractive environment	1	1%	1	1%	26	14%	103	57%	47	26%	2	1%	0	0%
Quiet and peaceful environment	1	1%	6	3%	26	14%	103	57%	43	24%	1	1%	0	0%
Park/open spaces	5	3%	10	6%	28	16%	80	44%	56	31%	1	1%	0	0%
Children's play area	16	9%	26	14%	29	16%	61	34%	29	16%	19	11%	0	0%
Overall quality	2	1%	2	1%	20	11%	83	46%	71	39%	2	1%	0	0%
Total	26		51		165		524		279		29		6	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	133	74%
1	26	14%
2	16	9%
3	3	2%
4	0	0%
5+	2	1%
	180	

Table 4.28 – Number of concerns – Quality of neighbourhood

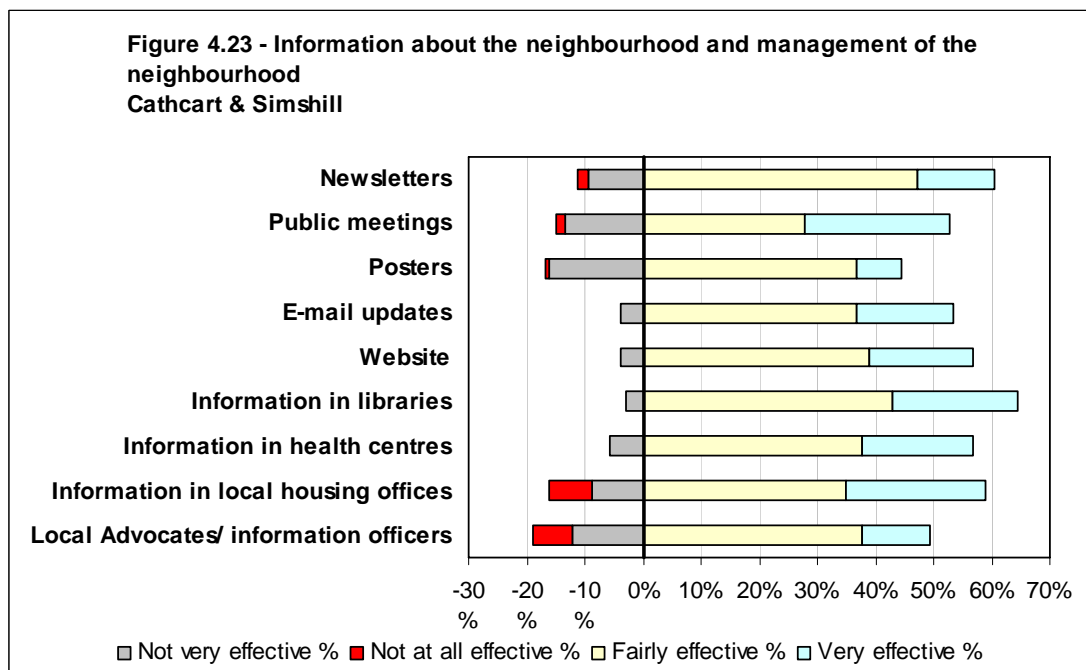
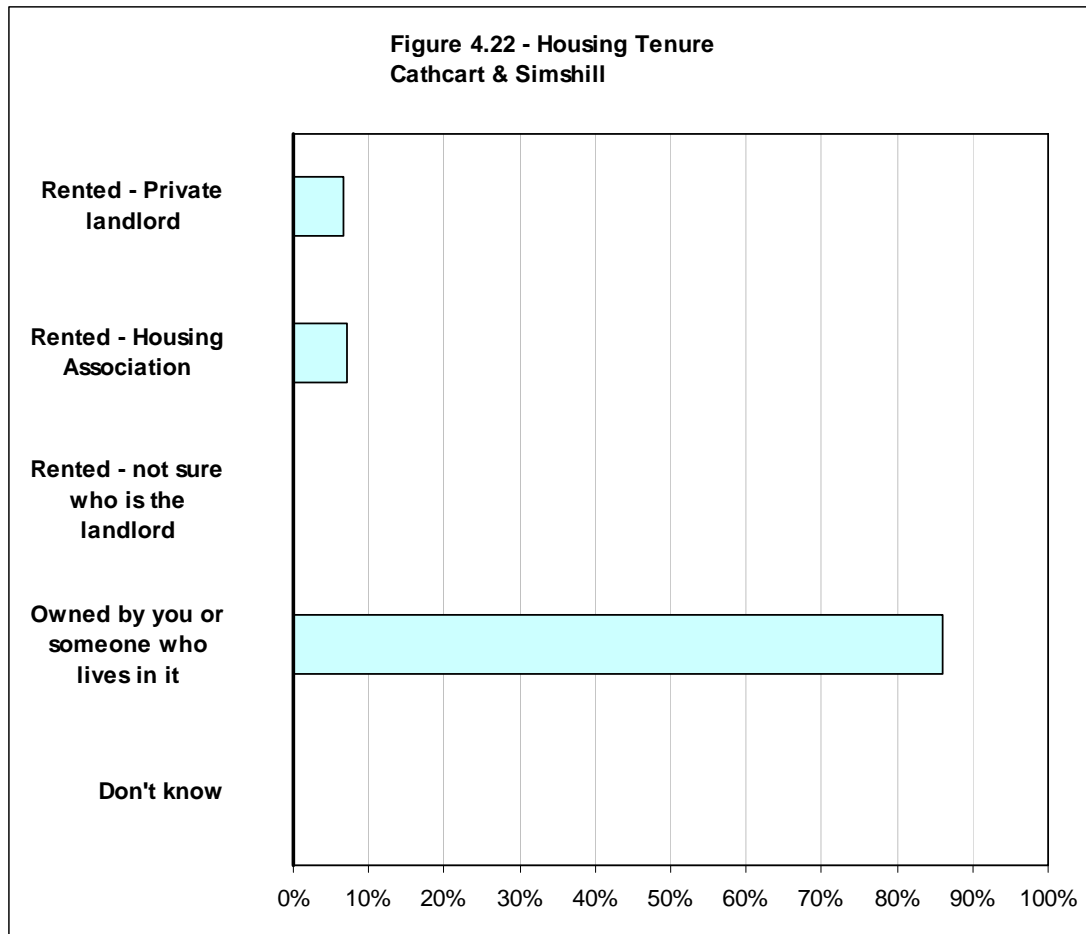


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	1	1%	2	1%	4	2%	137	76%	36	20%	0	0%	0	0%
Youth and Leisure Services	20	11%	51	28%	17	9%	49	27%	5	3%	38	21%	0	0%
Policing	8	4%	24	13%	37	21%	82	46%	7	4%	22	12%	0	0%
Health Centre/GP	11	6%	22	12%	24	13%	82	46%	40	22%	1	1%	0	0%
Public Transport	4	2%	8	4%	18	10%	100	56%	35	19%	11	6%	4	2%
Total	44		107		100		450		123		72		4	

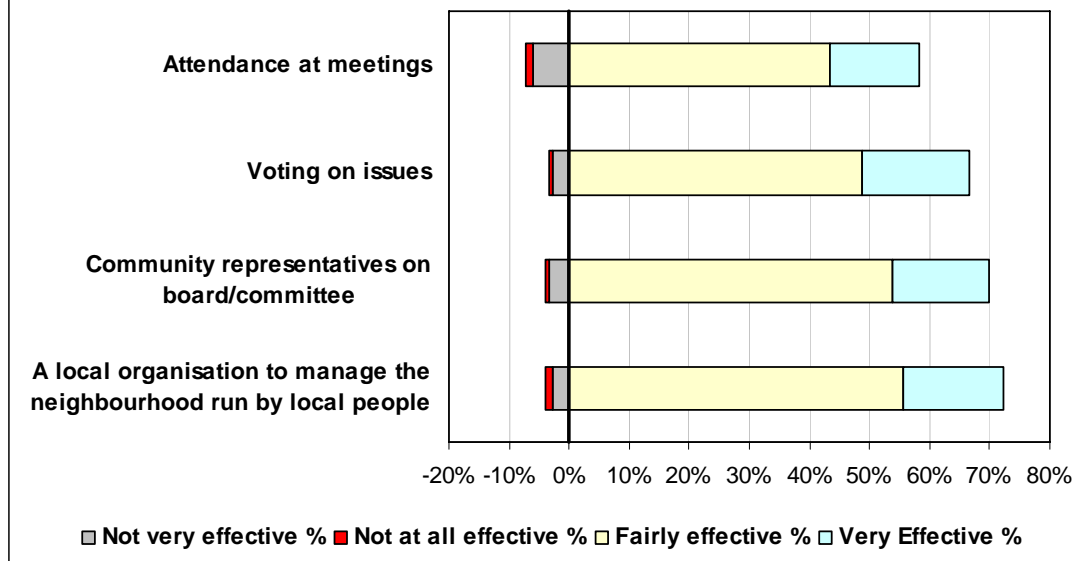
Table 4.29 – The quality of services in and around your local area

Number of concerns (Very poor or poor)	Respondents	%
None	99	55%
1	33	18%
2	29	16%
3	16	9%
4	3	2%
5+	0	0%
	180	

Table 4.30 – Number of concerns – Quality of services

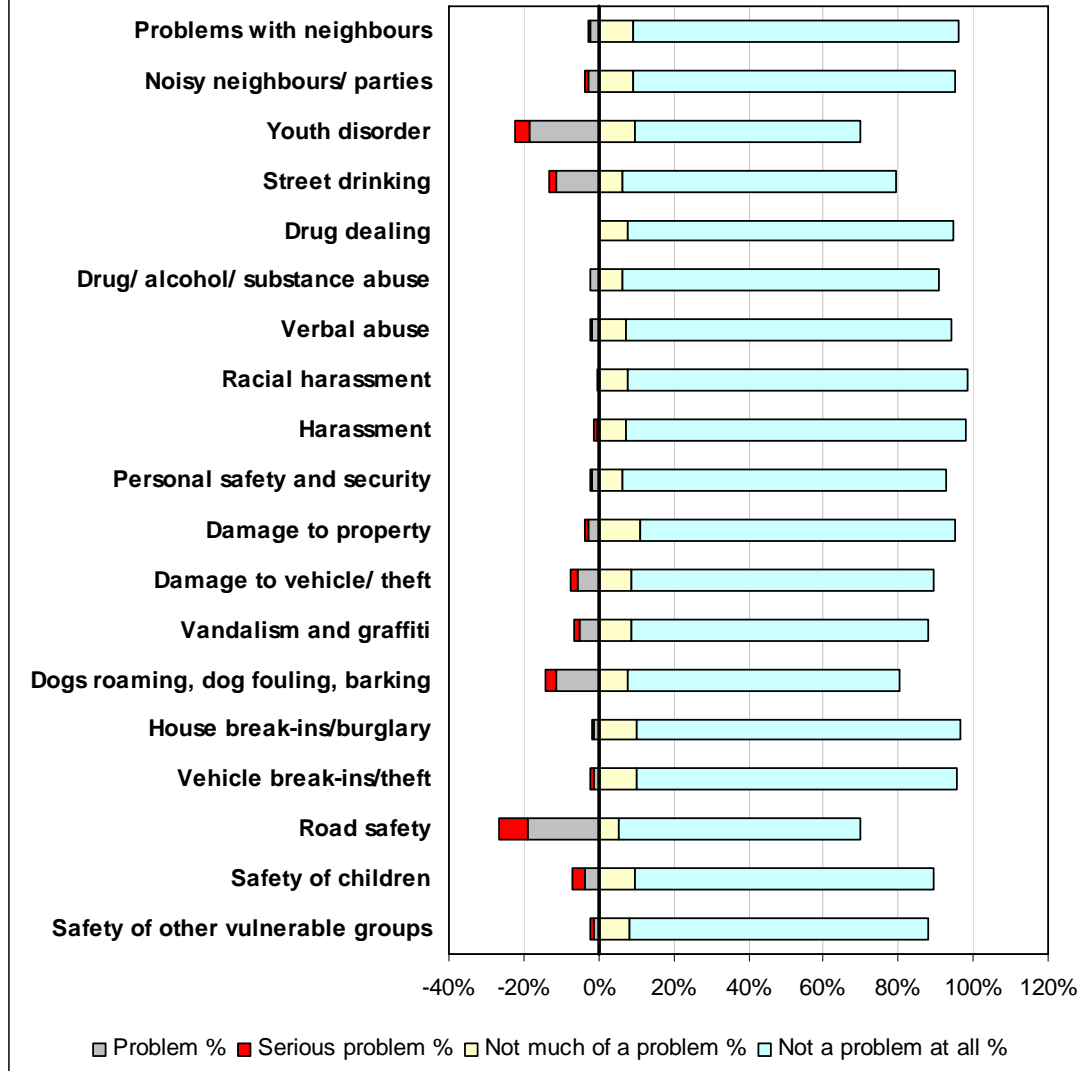


**Figure 4.24 - Local community involvement
Cathcart & Simshill**



Croftfoot

Figure 4.25 - Security and community safety
Croftfoot



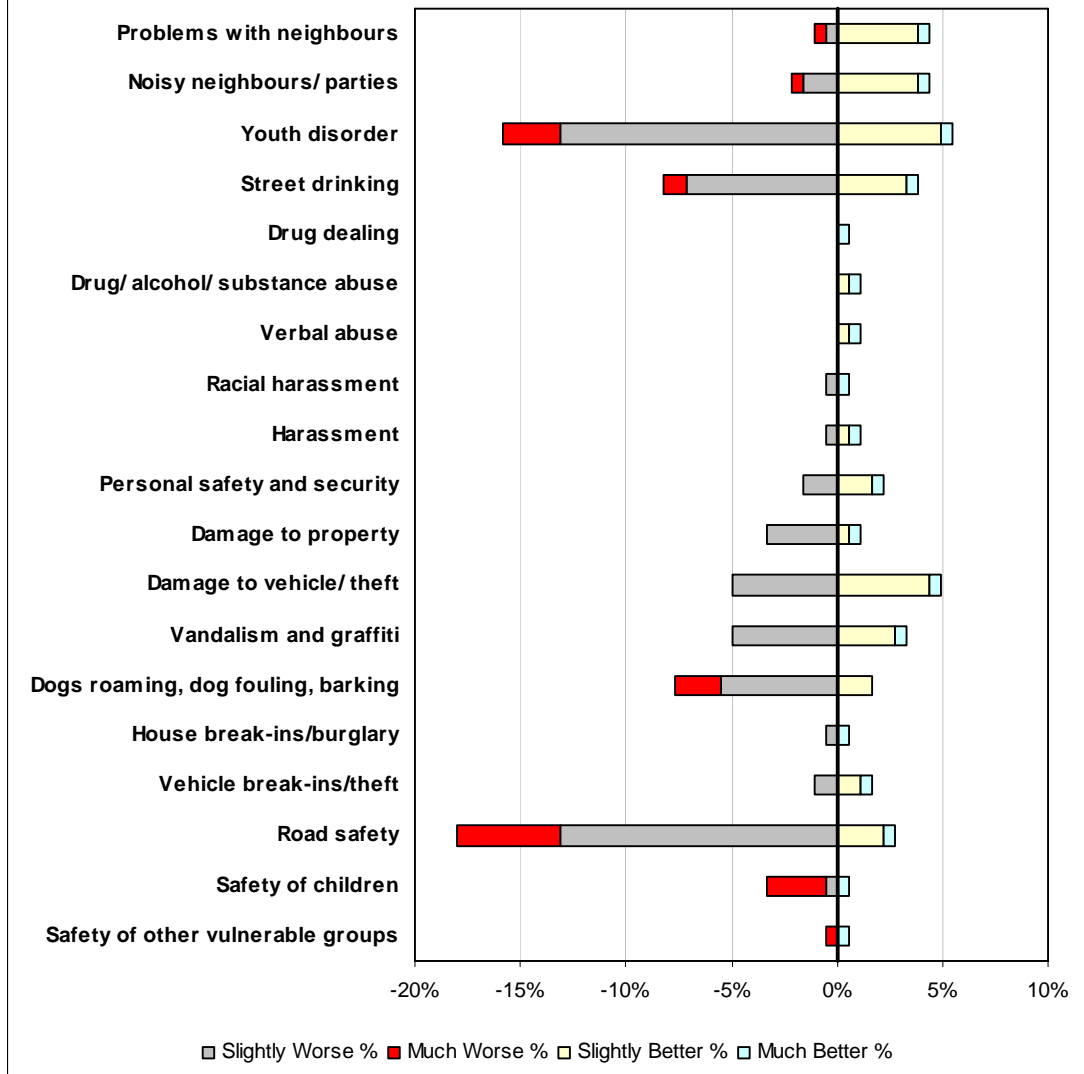
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	4	2%	1	1%	17	9%	159	87%	1	1%
Noisy neighbours/ parties	2	1%	5	3%	1	1%	17	9%	157	86%	1	1%
Youth disorder	7	4%	34	19%	12	7%	18	10%	110	60%	2	1%
Street drinking	3	2%	21	11%	12	7%	12	7%	133	73%	2	1%
Drug dealing	0	0%	0	0%	5	3%	14	8%	159	87%	5	3%
Drug/ alcohol/ substance abuse	0	0%	4	2%	8	4%	12	7%	154	84%	5	3%
Verbal abuse	1	1%	3	2%	6	3%	13	7%	159	87%	1	1%
Racial harassment	1	1%	0	0%	1	1%	14	8%	166	91%	1	1%
Harassment	1	1%	1	1%	1	1%	13	7%	166	91%	1	1%
Personal safety and security	1	1%	3	2%	8	4%	12	7%	158	86%	1	1%
Damage to property	2	1%	5	3%	1	1%	20	11%	154	84%	1	1%
Damage to vehicle/ theft	4	2%	10	5%	3	2%	16	9%	148	81%	2	1%
Vandalism and graffiti	3	2%	9	5%	9	5%	16	9%	145	79%	1	1%
Dogs roaming, dog fouling, barking	5	3%	21	11%	9	5%	14	8%	133	73%	1	1%
House break-ins/burglary	1	1%	2	1%	1	1%	19	10%	158	86%	2	1%
Vehicle break-ins/theft	2	1%	2	1%	2	1%	19	10%	156	85%	2	1%
Road safety	14	8%	35	19%	4	2%	10	5%	118	64%	2	1%
Safety of children	6	3%	7	4%	4	2%	18	10%	146	80%	2	1%
Safety of other vulnerable groups	2	1%	2	1%	3	2%	15	8%	146	80%	15	8%
Total	56		168		91		289		2,825		48	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	89	49%
1	51	28%
2	16	9%
3	7	4%
4	5	3%
5+	15	8%
	183	

Table 4.32 – Number of concerns – Security and Community Safety

**Figure 4.26 - Security and community safety in the past year
Croftfoot**

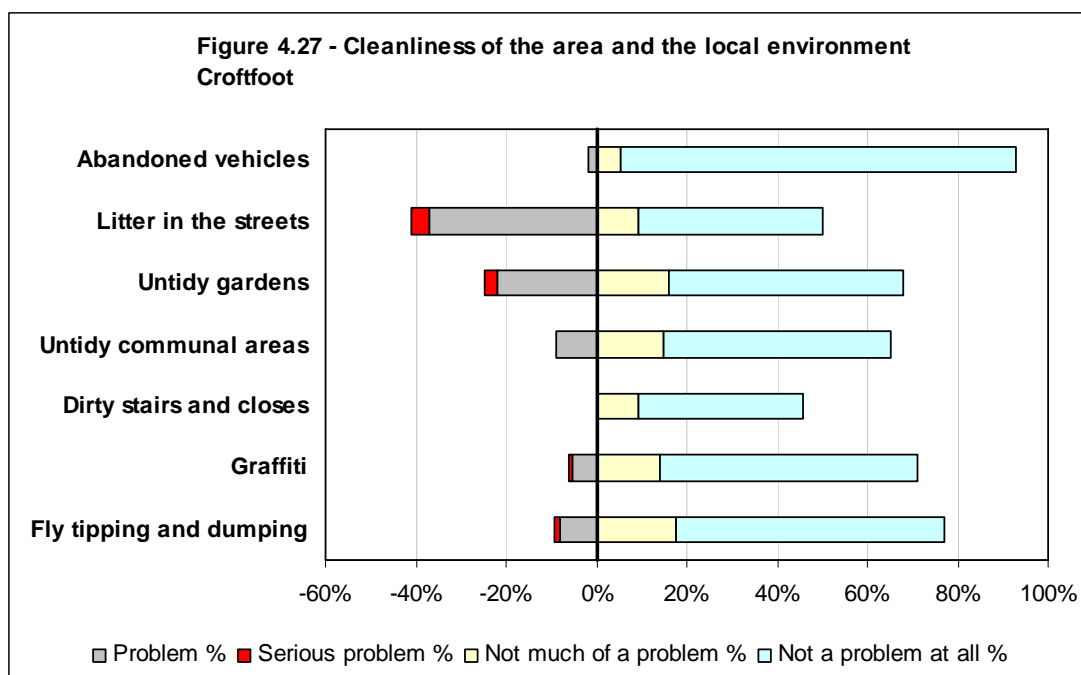


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	1	1%	173	95%	7	4%	1	1%	0	0%
Noisy neighbours/ parties	1	1%	3	2%	171	93%	7	4%	1	1%	0	0%
Youth disorder	5	3%	24	13%	144	79%	9	5%	1	1%	0	0%
Street drinking	2	1%	13	7%	161	88%	6	3%	1	1%	0	0%
Drug dealing	0	0%	0	0%	182	99%	0	0%	1	1%	0	0%
Drug/ alcohol/ substance abuse	0	0%	0	0%	181	99%	1	1%	1	1%	0	0%
Verbal abuse	0	0%	0	0%	181	99%	1	1%	1	1%	0	0%
Racial harassment	0	0%	1	1%	181	99%	0	0%	1	1%	0	0%
Harassment	0	0%	1	1%	180	98%	1	1%	1	1%	0	0%
Personal safety and security	0	0%	3	2%	176	96%	3	2%	1	1%	0	0%
Damage to property	0	0%	6	3%	175	96%	1	1%	1	1%	0	0%
Damage to vehicle/ theft	0	0%	9	5%	165	90%	8	4%	1	1%	0	0%
Vandalism and graffiti	0	0%	9	5%	168	92%	5	3%	1	1%	0	0%
Dogs roaming, dog fouling, barking	4	2%	10	5%	166	91%	3	2%	0	0%	0	0%
House break-ins/burglary	0	0%	1	1%	181	99%	0	0%	1	1%	0	0%
Vehicle break-ins/theft	0	0%	2	1%	178	97%	2	1%	1	1%	0	0%
Road safety	9	5%	24	13%	145	79%	4	2%	1	1%	0	0%
Safety of children	5	3%	1	1%	176	96%	0	0%	1	1%	0	0%
Safety of other vulnerable groups	1	1%	0	0%	181	99%	0	0%	1	1%	0	0%
Total	28		108		3,265		58		18		0	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	112	61%
1	40	22%
2	16	9%
3	7	4%
4	4	2%
5+	4	2%
	183	

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

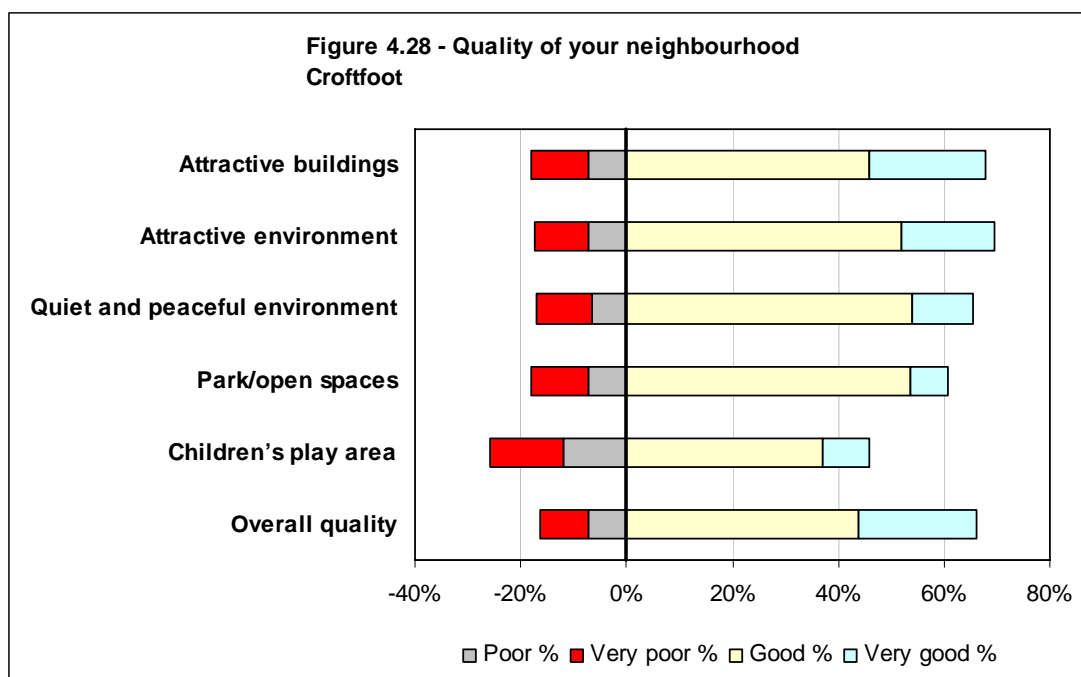


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	3	2%	4	2%	10	5%	160	87%	4	2%	2	1%
Litter in the streets	7	4%	68	37%	13	7%	17	9%	75	41%	3	2%	0	0%
Untidy gardens	5	3%	40	22%	12	7%	29	16%	95	52%	2	1%	0	0%
Untidy communal areas	0	0%	16	9%	11	6%	27	15%	92	50%	5	3%	32	17%
Dirty stairs and closes	0	0%	0	0%	8	4%	17	9%	67	37%	11	6%	80	44%
Graffiti	1	1%	10	5%	11	6%	26	14%	104	57%	5	3%	26	14%
Fly tipping and dumping	2	1%	15	8%	7	4%	32	17%	109	60%	5	3%	13	7%
Total	15		152		66		158		702		35		153	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	99	54%
1	32	17%
2	29	16%
3	15	8%
4	8	4%
5+	0	0%
	183	

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

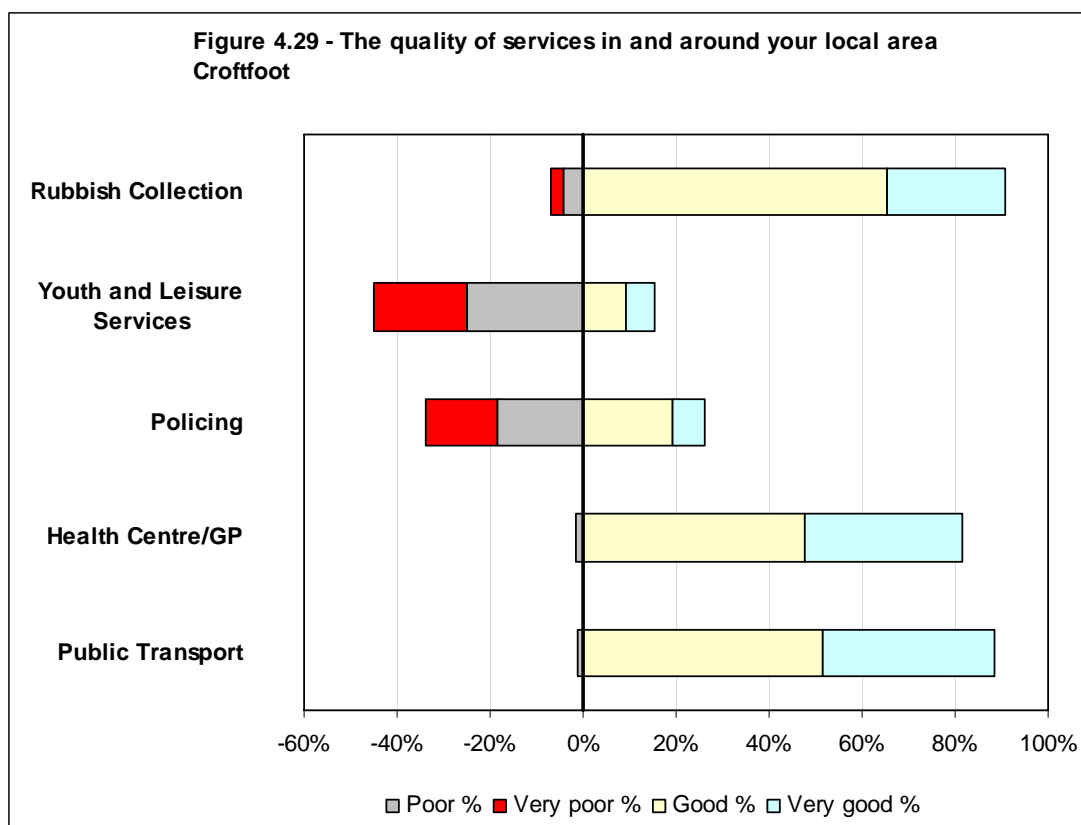


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	20	11%	13	7%	26	14%	84	46%	40	22%	0	0%	0	0%
Attractive environment	19	10%	13	7%	24	13%	95	52%	32	17%	0	0%	0	0%
Quiet and peaceful environment	19	10%	12	7%	32	17%	99	54%	21	11%	0	0%	0	0%
Park/open spaces	20	11%	13	7%	38	21%	98	54%	13	7%	1	1%	0	0%
Children's play area	25	14%	22	12%	46	25%	68	37%	16	9%	6	3%	0	0%
Overall quality	17	9%	13	7%	32	17%	80	44%	41	22%	0	0%	0	0%
Total	120		86		198		524		163		7		0	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	130	71%
1	17	9%
2	5	3%
3	1	1%
4	1	1%
5+	29	16%
	183	

Table 4.38 – Number of concerns – Quality of neighbourhood

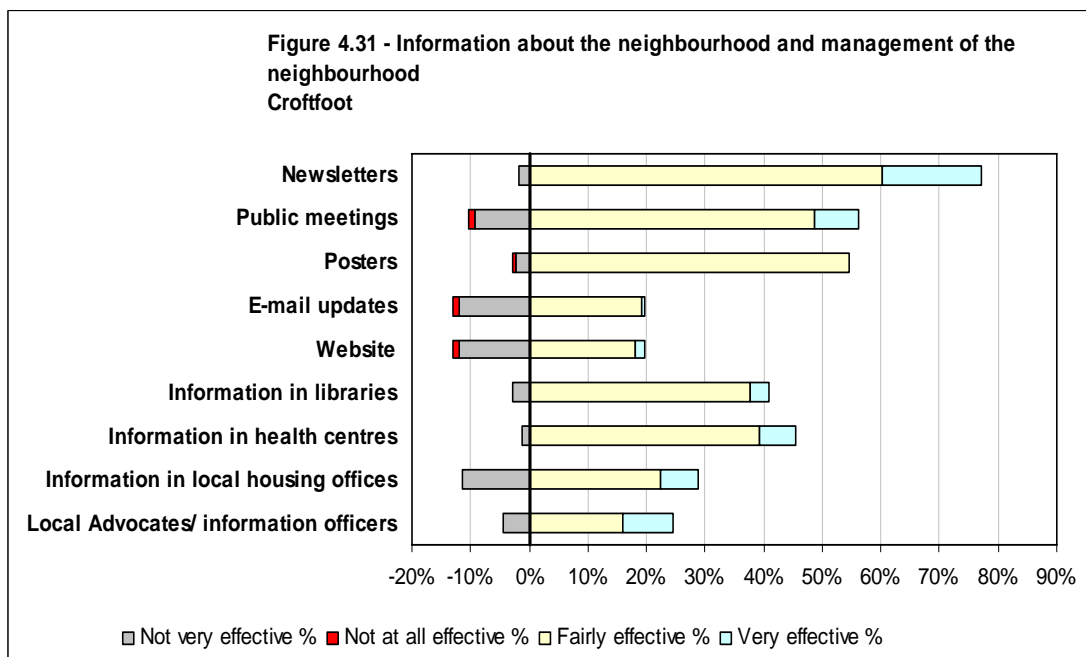
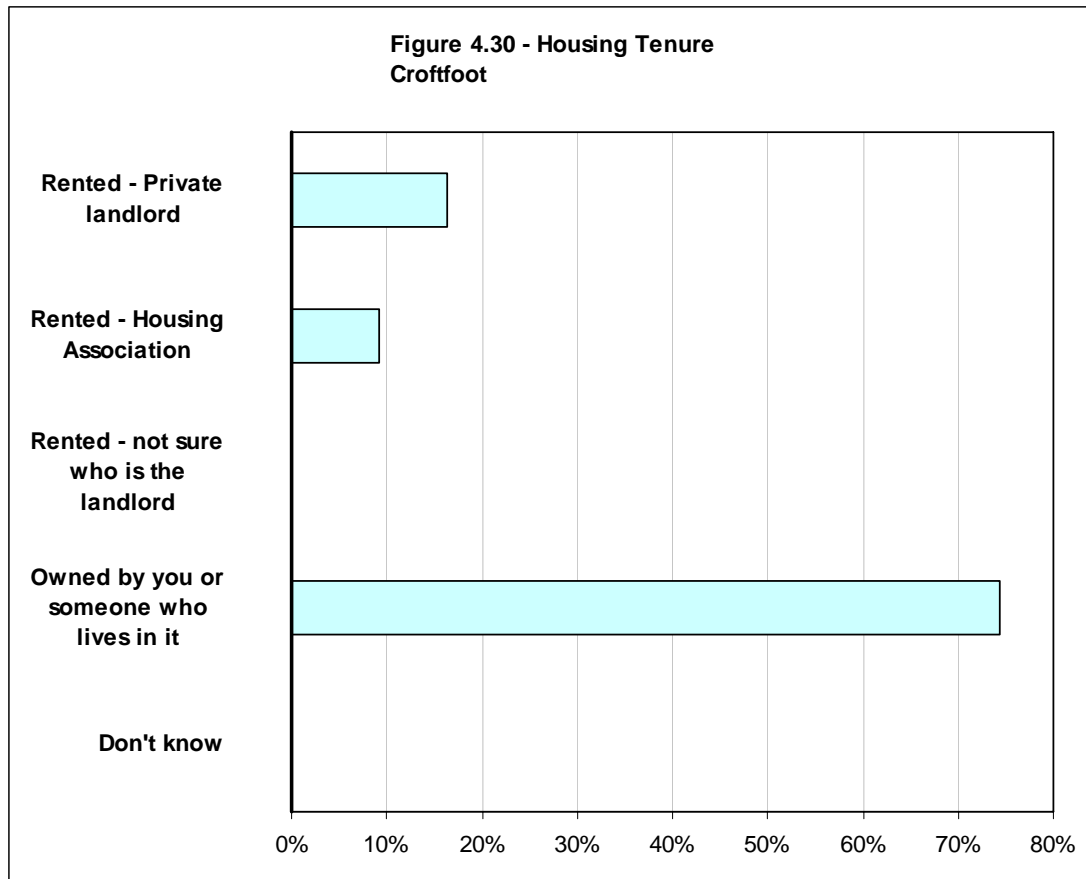


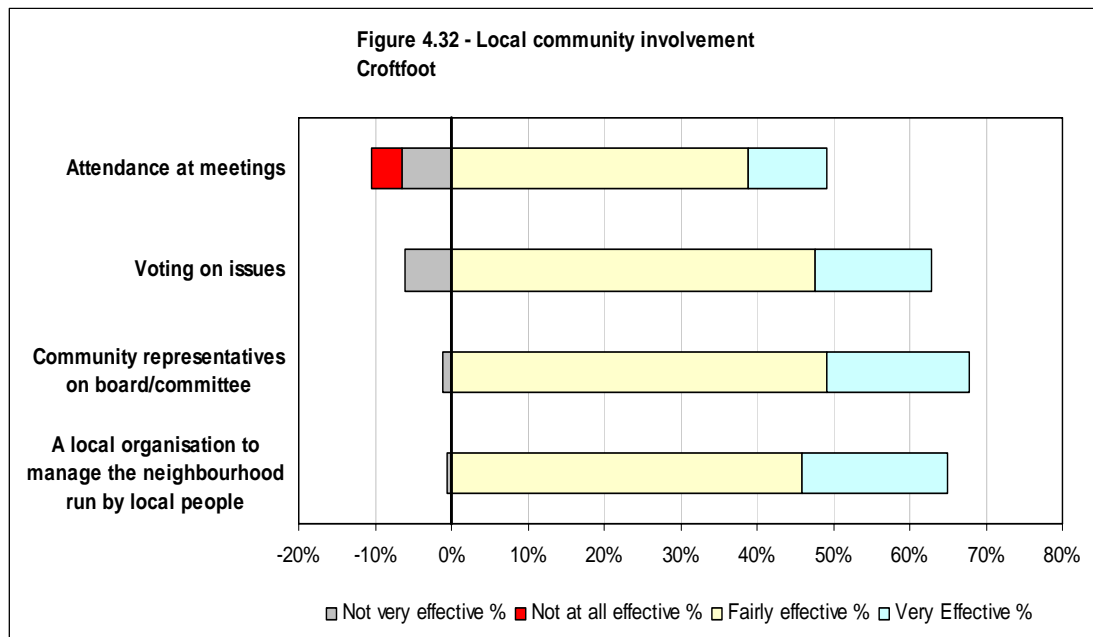
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	5	3%	8	4%	3	2%	120	66%	46	25%	1	1%	0	0%
Youth and Leisure Services	36	20%	46	25%	32	17%	17	9%	11	6%	38	21%	3	2%
Policing	28	15%	34	19%	58	32%	35	19%	13	7%	15	8%	0	0%
Health Centre/GP	0	0%	3	2%	23	13%	87	48%	62	34%	8	4%	0	0%
Public Transport	0	0%	2	1%	11	6%	94	51%	68	37%	6	3%	2	1%
Total	69		93		127		353		200		68		5	

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

Number of concerns (Very poor or poor)	Respondents	%
None	79	43%
1	55	30%
2	40	22%
3	9	5%
4	0	0%
5+	0	0%
	183	

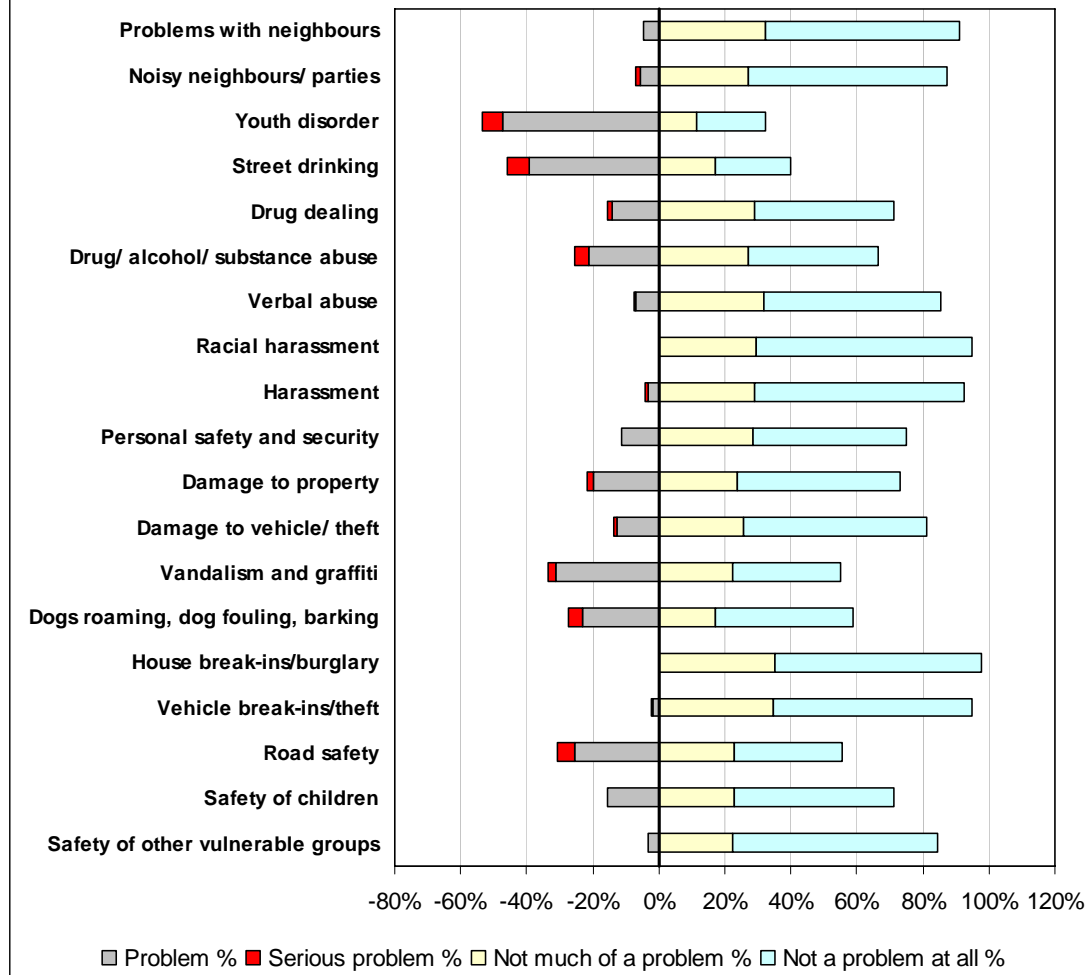
Table 4.40 – Number of concerns – Quality of Services





Castlemilk

**Figure 4.33 - Security and community safety
Castlemilk**



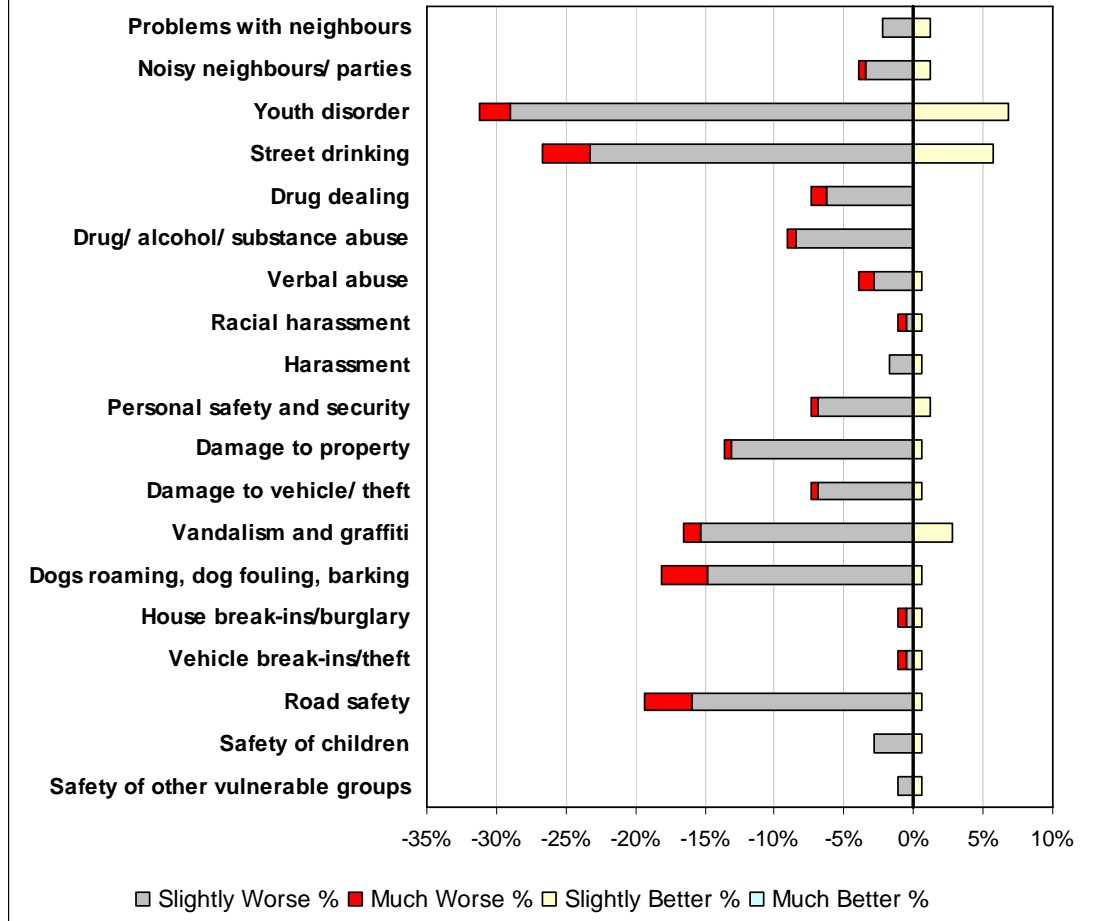
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	8	5%	8	5%	57	32%	103	59%	0	0%
Noisy neighbours/ parties	2	1%	10	6%	10	6%	48	27%	106	60%	0	0%
Youth disorder	11	6%	83	47%	25	14%	20	11%	37	21%	0	0%
Street drinking	12	7%	69	39%	25	14%	30	17%	40	23%	0	0%
Drug dealing	2	1%	25	14%	21	12%	51	29%	74	42%	3	2%
Drug/ alcohol/ substance abuse	8	5%	37	21%	11	6%	48	27%	69	39%	3	2%
Verbal abuse	1	1%	12	7%	12	7%	56	32%	94	53%	1	1%
Racial harassment	0	0%	0	0%	5	3%	52	30%	115	65%	4	2%
Harassment	1	1%	6	3%	6	3%	51	29%	112	64%	0	0%
Personal safety and security	0	0%	20	11%	24	14%	50	28%	82	47%	0	0%
Damage to property	3	2%	35	20%	8	5%	42	24%	87	49%	1	1%
Damage to vehicle/ theft	2	1%	22	13%	8	5%	45	26%	98	56%	1	1%
Vandalism and graffiti	4	2%	55	31%	20	11%	39	22%	58	33%	0	0%
Dogs roaming, dog fouling, barking	7	4%	41	23%	24	14%	30	17%	74	42%	0	0%
House break-ins/burglary	0	0%	0	0%	4	2%	62	35%	110	63%	0	0%
Vehicle break-ins/theft	1	1%	3	2%	3	2%	61	35%	106	60%	2	1%
Road safety	9	5%	45	26%	24	14%	40	23%	58	33%	0	0%
Safety of children	0	0%	27	15%	23	13%	40	23%	85	48%	1	1%
Safety of other vulnerable groups	0	0%	6	3%	18	10%	39	22%	110	63%	3	2%
Total	63		504		279		861		1,618		19	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	42	24%
1	30	17%
2	17	10%
3	24	14%
4	8	5%
5+	55	31%
	176	

Table 4.42 – Number of concerns – Security and Community Safety

**Figure 4.34 - Security and community safety in the past year
Castlemilk**

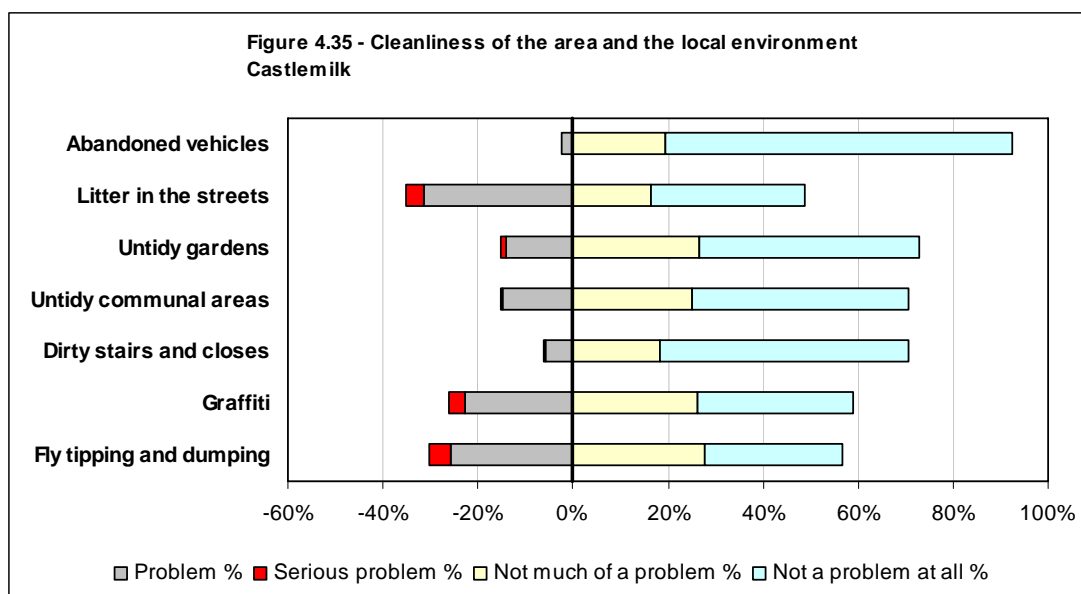


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	4	2%	170	97%	2	1%	0	0%	0	0%
Noisy neighbours / parties	1	1%	6	3%	167	95%	2	1%	0	0%	0	0%
Youth disorder	4	2%	51	29%	109	62%	12	7%	0	0%	0	0%
Street drinking	6	3%	41	23%	119	68%	10	6%	0	0%	0	0%
Drug dealing	2	1%	11	6%	163	93%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	15	9%	160	91%	0	0%	0	0%	0	0%
Verbal abuse	2	1%	5	3%	168	95%	1	1%	0	0%	0	0%
Racial harassment	1	1%	1	1%	173	98%	1	1%	0	0%	0	0%
Harassment	0	0%	3	2%	172	98%	1	1%	0	0%	0	0%
Personal safety and security	1	1%	12	7%	161	91%	2	1%	0	0%	0	0%
Damage to property	1	1%	23	13%	151	86%	1	1%	0	0%	0	0%
Damage to vehicle/ theft	1	1%	12	7%	162	92%	1	1%	0	0%	0	0%
Vandalism and graffiti	2	1%	27	15%	142	81%	5	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	3%	26	15%	143	81%	1	1%	0	0%	0	0%
House break-ins/burglary	1	1%	1	1%	173	98%	1	1%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	1	1%	173	98%	1	1%	0	0%	0	0%
Road safety	6	3%	28	16%	141	80%	1	1%	0	0%	0	0%
Safety of children	0	0%	5	3%	170	97%	1	1%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	173	98%	1	1%	0	0%	0	0%
Total	36		274		2,990		44		0		0	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	82	47%
1	25	14%
2	21	12%
3	17	10%
4	6	3%
5+	25	14%
	176	

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

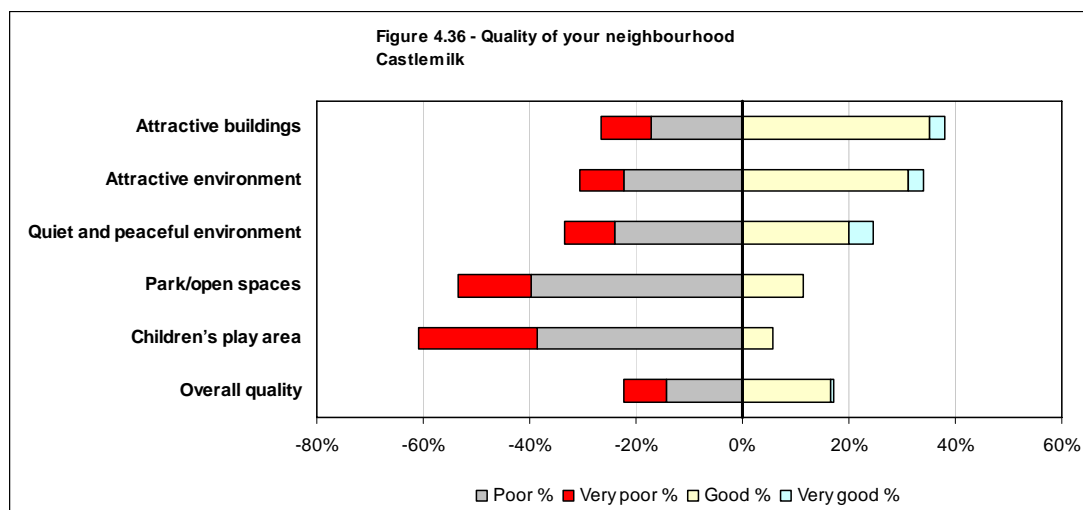


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	4	2%	5	3%	34	19%	129	73%	4	2%	0	0%
Litter in the streets	7	4%	55	31%	27	15%	29	16%	57	32%	1	1%	0	0%
Untidy gardens	2	1%	25	14%	19	11%	47	27%	81	46%	2	1%	0	0%
Untidy communal areas	1	1%	26	15%	19	11%	44	25%	80	45%	4	2%	2	1%
Dirty stairs and closes	1	1%	10	6%	14	8%	32	18%	92	52%	9	5%	18	10%
Graffiti	6	3%	40	23%	23	13%	46	26%	58	33%	3	2%	0	0%
Fly tipping and dumping	8	5%	45	26%	19	11%	49	28%	51	29%	4	2%	0	0%
Total	25		205		126		281		548		27		20	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	89	51%
1	23	13%
2	22	13%
3	21	12%
4	9	5%
5+	12	7%
	176	

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

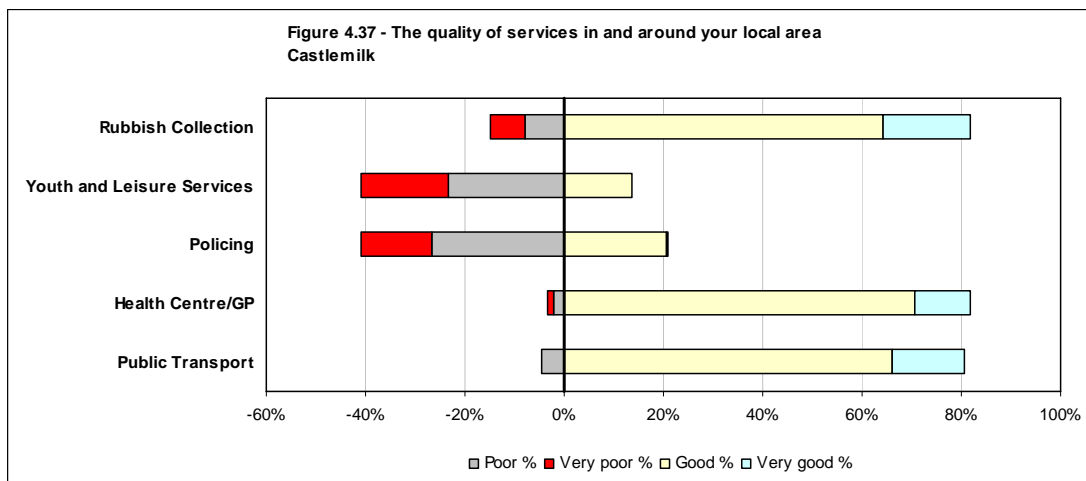


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	17	10%	30	17%	62	35%	62	35%	5	3%	0	0%	0	0%
Attractive environment	15	9%	39	22%	62	35%	55	31%	5	3%	0	0%	0	0%
Quiet and peaceful environment	17	10%	42	24%	74	42%	35	20%	8	5%	0	0%	0	0%
Park/open spaces	24	14%	70	40%	60	34%	20	11%	0	0%	2	1%	0	0%
Children's play area	39	22%	68	39%	52	30%	10	6%	0	0%	7	4%	0	0%
Overall quality	14	8%	25	14%	107	61%	29	16%	1	1%	0	0%	0	0%
Total	126		274		417		211		19		9		0	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	53	30%
1	17	10%
2	38	22%
3	21	12%
4	12	7%
5+	35	20%
	176	

Table 4.48 – Number of concerns – Quality of neighbourhood

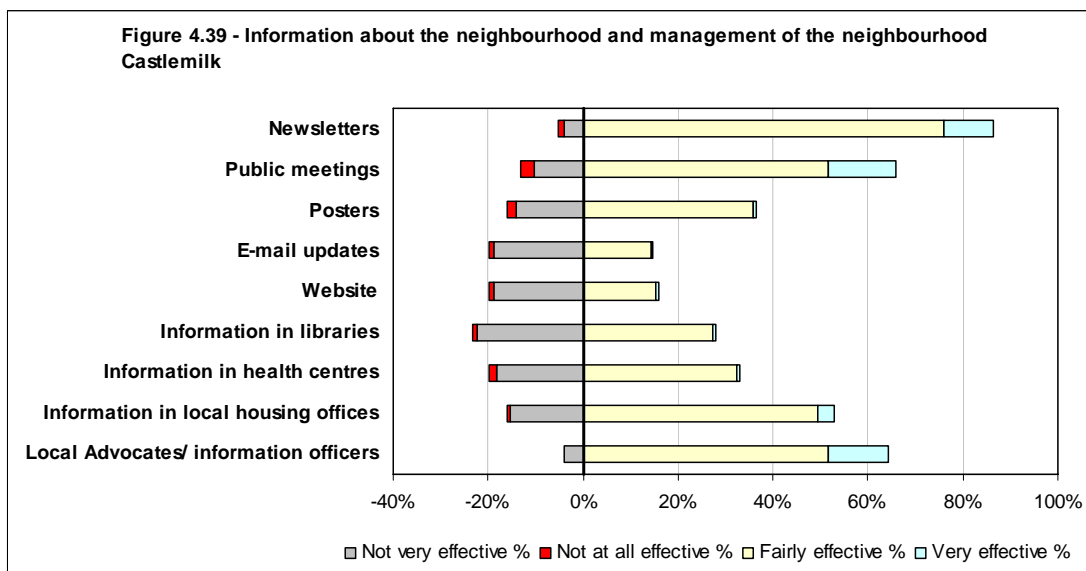
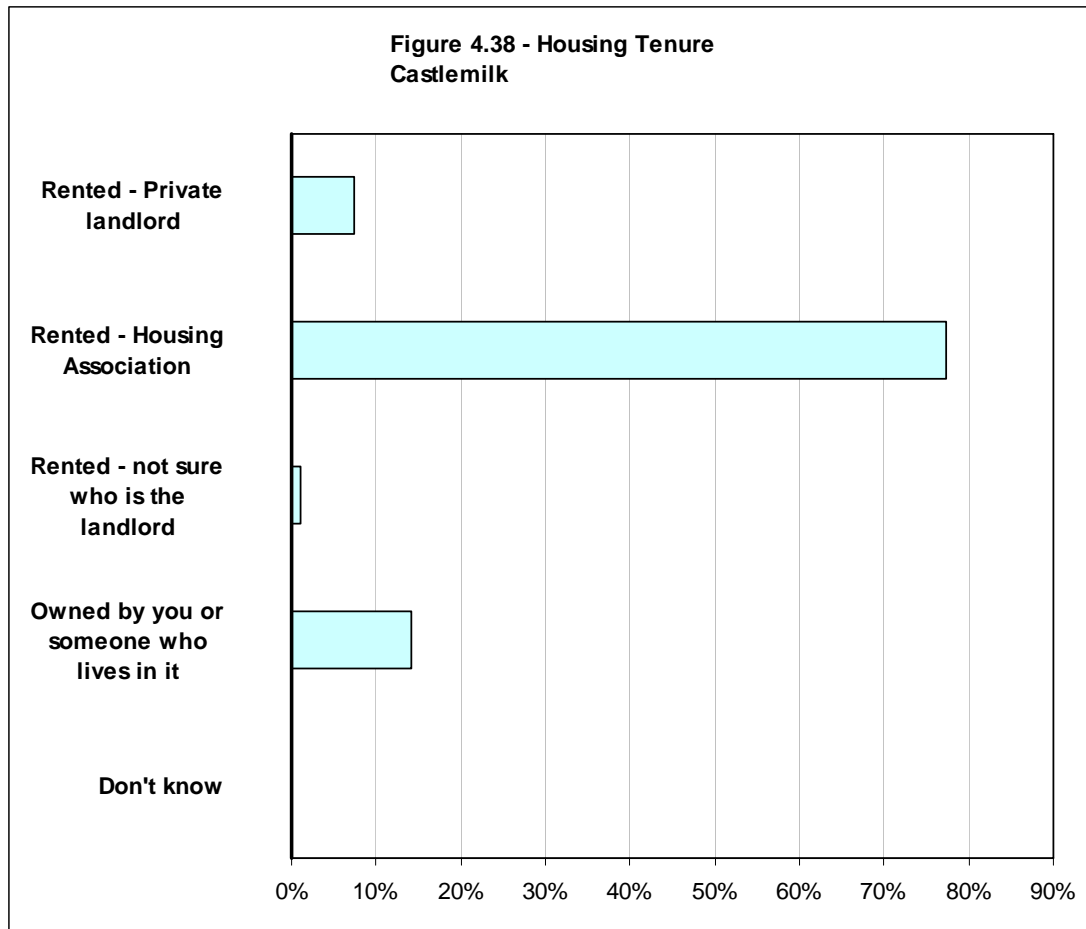


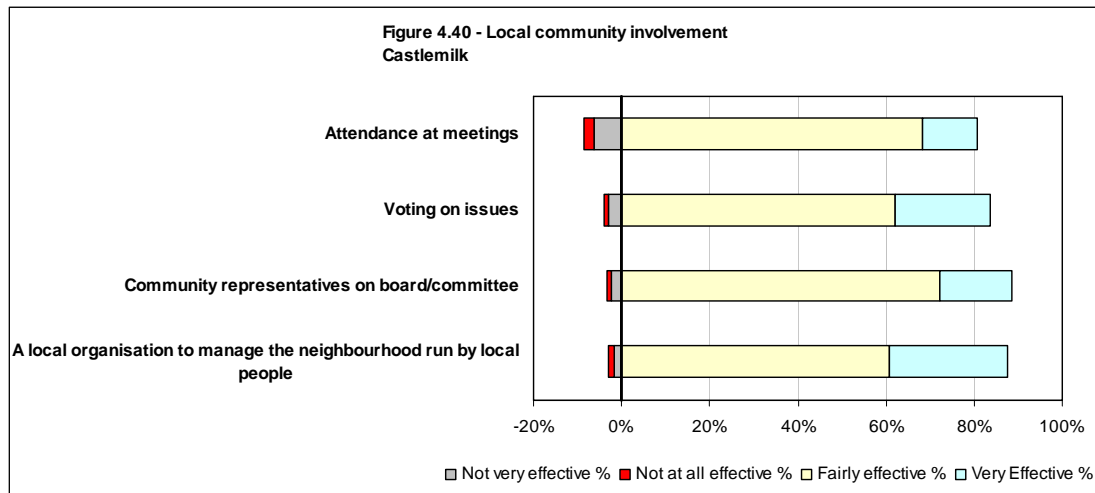
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	12	7%	14	8%	6	3%	113	64%	31	18%	0	0%	0	0%
Youth and Leisure Services	31	18%	41	23%	70	40%	24	14%	0	0%	9	5%	1	1%
Policing	25	14%	47	27%	67	38%	36	20%	1	1%	0	0%	0	0%
Health Centre/GP	2	1%	4	2%	14	8%	124	70%	20	11%	12	7%	0	0%
Public Transport	0	0%	8	5%	16	9%	116	66%	26	15%	8	5%	2	1%
Total	70		114		173		413		78		29		3	

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

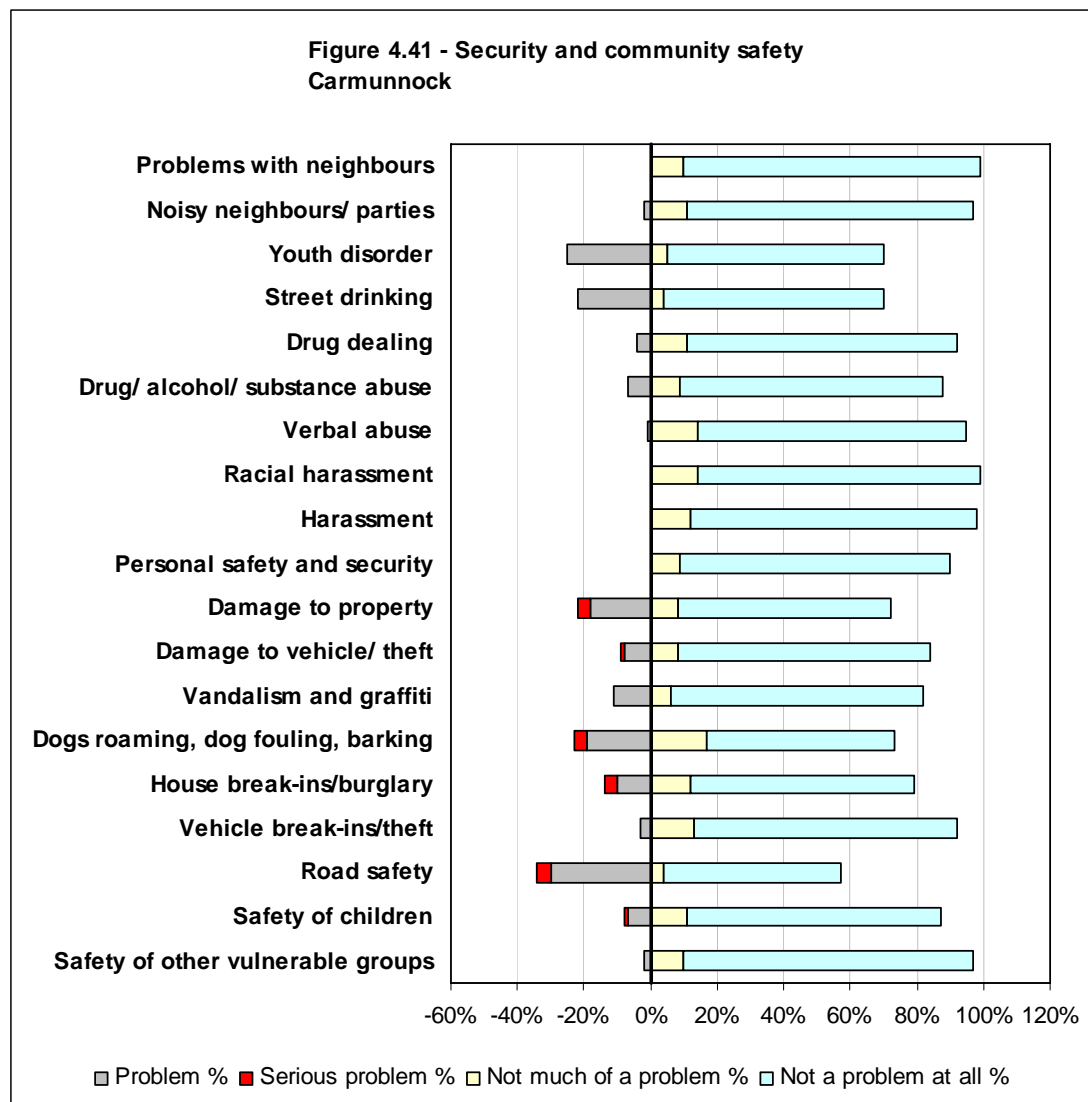
Number of concerns (Very Poor or Poor)	Respondents	%
None	76	43%
1	38	22%
2	44	25%
3	14	8%
4	4	2%
5+	0	0%
	176	

Table 4.50 – Number of concerns – Quality of services





Carmunnock



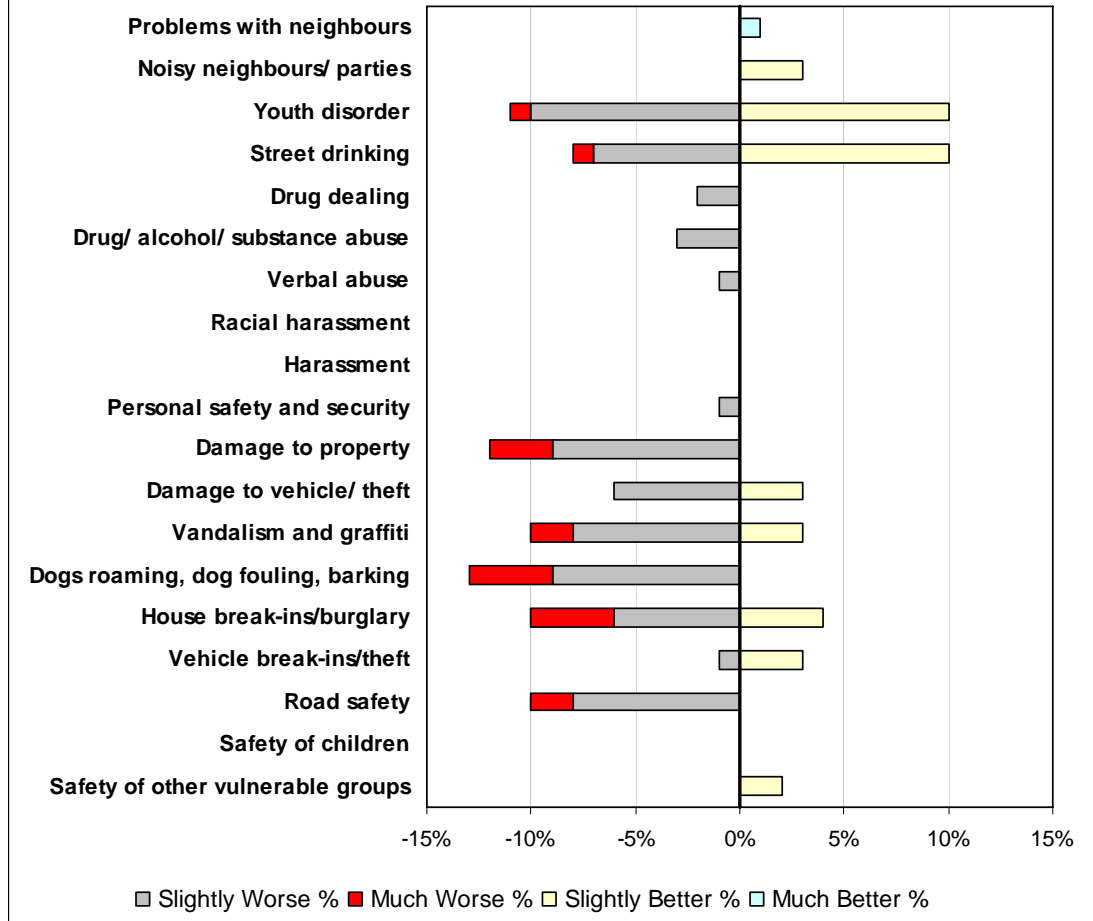
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	1	1%	10	10%	89	89%	0	0%
Noisy neighbours/ parties	0	0%	2	2%	1	1%	11	11%	86	86%	0	0%
Youth disorder	0	0%	25	25%	5	5%	5	5%	65	65%	0	0%
Street drinking	0	0%	22	22%	8	8%	4	4%	66	66%	0	0%
Drug dealing	0	0%	4	4%	4	4%	11	11%	81	81%	0	0%
Drug/ alcohol/ substance abuse	0	0%	7	7%	5	5%	9	9%	79	79%	0	0%
Verbal abuse	0	0%	1	1%	4	4%	14	14%	81	81%	0	0%
Racial harassment	0	0%	0	0%	1	1%	14	14%	85	85%	0	0%
Harassment	0	0%	0	0%	2	2%	12	12%	86	86%	0	0%
Personal safety and security	0	0%	0	0%	10	10%	9	9%	81	81%	0	0%
Damage to property	4	4%	18	18%	6	6%	8	8%	64	64%	0	0%
Damage to vehicle/ theft	1	1%	8	8%	7	7%	8	8%	76	76%	0	0%
Vandalism and graffiti	0	0%	11	11%	7	7%	6	6%	76	76%	0	0%
Dogs roaming, dog fouling, barking	4	4%	19	19%	4	4%	17	17%	56	56%	0	0%
House break-ins/burglary	4	4%	10	10%	7	7%	12	12%	67	67%	0	0%
Vehicle break-ins/theft	0	0%	3	3%	5	5%	13	13%	79	79%	0	0%
Road safety	4	4%	30	30%	9	9%	4	4%	53	53%	0	0%
Safety of children	1	1%	7	7%	5	5%	11	11%	76	76%	0	0%
Safety of other vulnerable groups	0	0%	2	2%	0	0%	10	10%	87	87%	1	1%
Total	18		169		91		188		1,433		1	

Table 4.51 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	32	32%
1	24	24%
2	14	14%
3	13	13%
4	4	4%
5+	13	13%
	100	

Table 4.52 – Number of concerns – Security and Community Safety

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

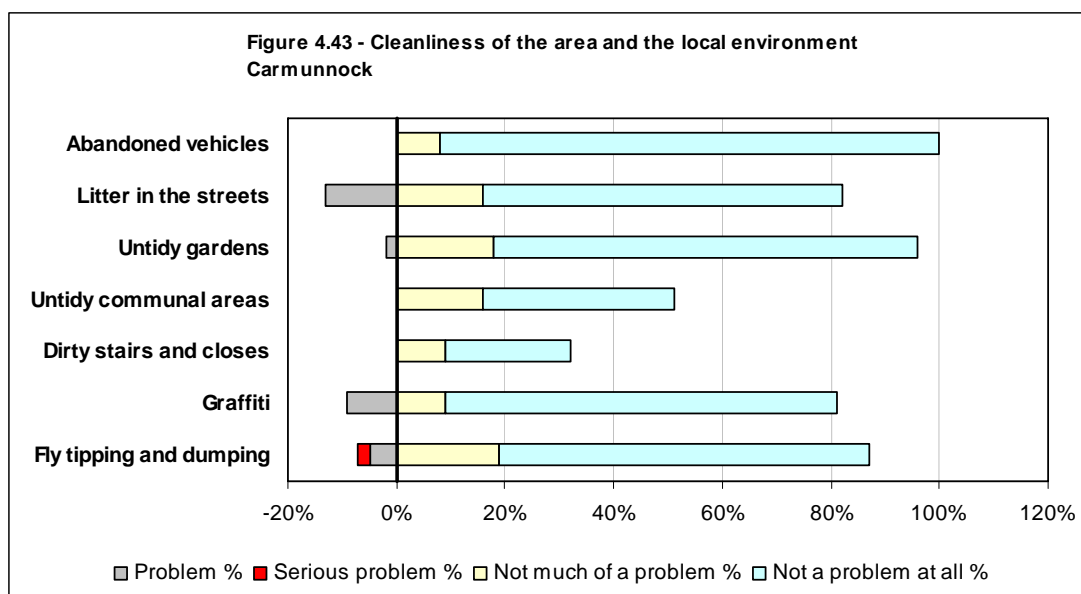


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	0	0%	99	99%	0	0%	1	1%	0	0%
Noisy neighbours / parties	0	0%	0	0%	97	97%	3	3%	0	0%	0	0%
Youth disorder	1	1%	10	10%	79	79%	10	10%	0	0%	0	0%
Street drinking	1	1%	7	7%	82	82%	10	10%	0	0%	0	0%
Drug dealing	0	0%	2	2%	98	98%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	0	0%	3	3%	97	97%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	1	1%	99	99%	0	0%	0	0%	0	0%
Racial harassment	0	0%	0	0%	100	100%	0	0%	0	0%	0	0%
Harassment	0	0%	0	0%	100	100%	0	0%	0	0%	0	0%
Personal safety and security	0	0%	1	1%	99	99%	0	0%	0	0%	0	0%
Damage to property	3	3%	9	9%	88	88%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	0	0%	6	6%	91	91%	3	3%	0	0%	0	0%
Vandalism and graffiti	2	2%	8	8%	87	87%	3	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	4	4%	9	9%	87	87%	0	0%	0	0%	0	0%
House break-ins/burglary	4	4%	6	6%	86	86%	4	4%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	1	1%	96	96%	3	3%	0	0%	0	0%
Road safety	2	2%	8	8%	90	90%	0	0%	0	0%	0	0%
Safety of children	0	0%	0	0%	100	100%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	98	98%	2	2%	0	0%	0	0%
Total	17		71		1,773		38		1		0	

Table 4.53 – Security and Community Safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	59	59%
1	18	18%
2	13	13%
3	5	5%
4	1	1%
5+	4	4%
	100	

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

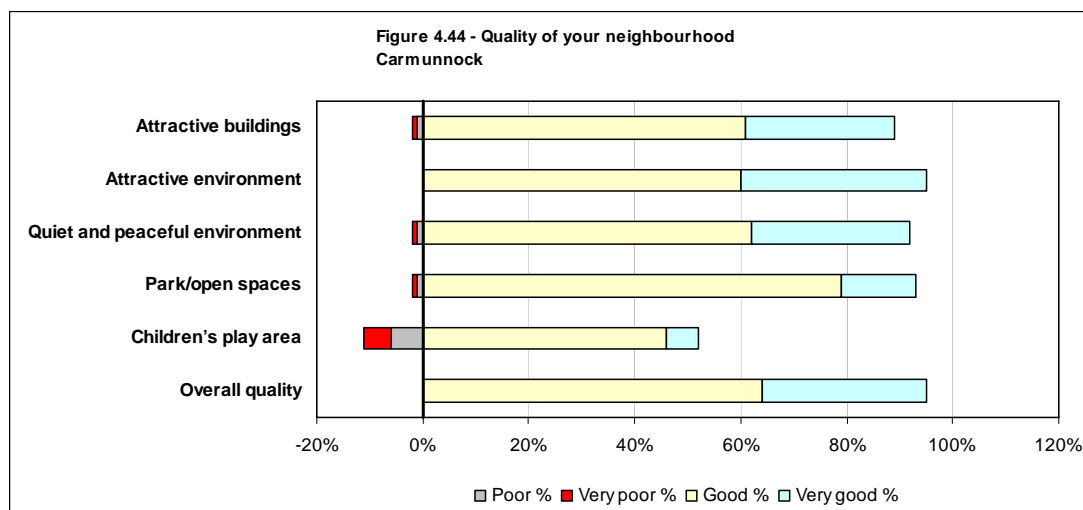


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	0	0%	8	8%	92	92%	0	0%	0	0%
Litter in the streets	0	0%	13	13%	5	5%	16	16%	66	66%	0	0%	0	0%
Untidy gardens	0	0%	2	2%	2	2%	18	18%	78	78%	0	0%	0	0%
Untidy communal areas	0	0%	0	0%	1	1%	16	16%	35	35%	0	0%	48	48%
Dirty stairs and closes	0	0%	0	0%	1	1%	9	9%	23	23%	4	4%	63	63%
Graffiti	0	0%	9	9%	5	5%	9	9%	72	72%	0	0%	5	5%
Fly tipping and dumping	2	2%	5	5%	4	4%	19	19%	68	68%	1	1%	1	1%
Total	2		29		18		95		434		5		117	

Table 4.55 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	80	80%
1	11	11%
2	8	8%
3	0	0%
4	1	1%
5+	0	0%
	100	

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

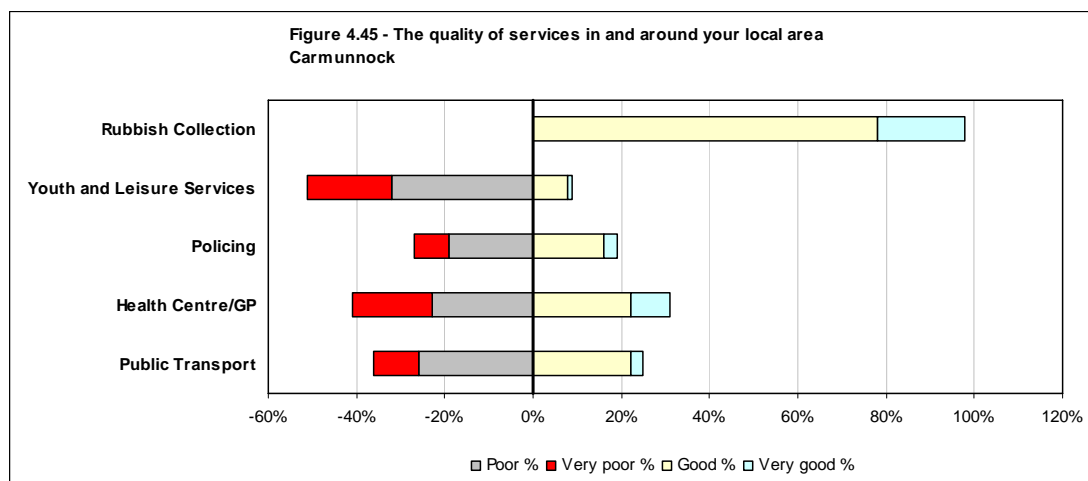


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	1	1%	1	1%	9	9%	61	61%	28	28%	0	0%	0	0%
Attractive environment	0	0%	0	0%	5	5%	60	60%	35	35%	0	0%	0	0%
Quiet and peaceful environment	1	1%	1	1%	6	6%	62	62%	30	30%	0	0%	0	0%
Park/open spaces	1	1%	1	1%	5	5%	79	79%	14	14%	0	0%	0	0%
Children's play area	5	5%	6	6%	32	32%	46	46%	6	6%	5	5%	0	0%
Overall quality	0	0%	0	0%	5	5%	64	64%	31	31%	0	0%	0	0%
Total	8		9		62		372		144		5		0	

Table 4.57 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	85	85%
1	13	13%
2	2	2%
3	0	0%
4	0	0%
5+	0	0%
	100	

Table 4.58 – Number of concerns – Quality of neighbourhood

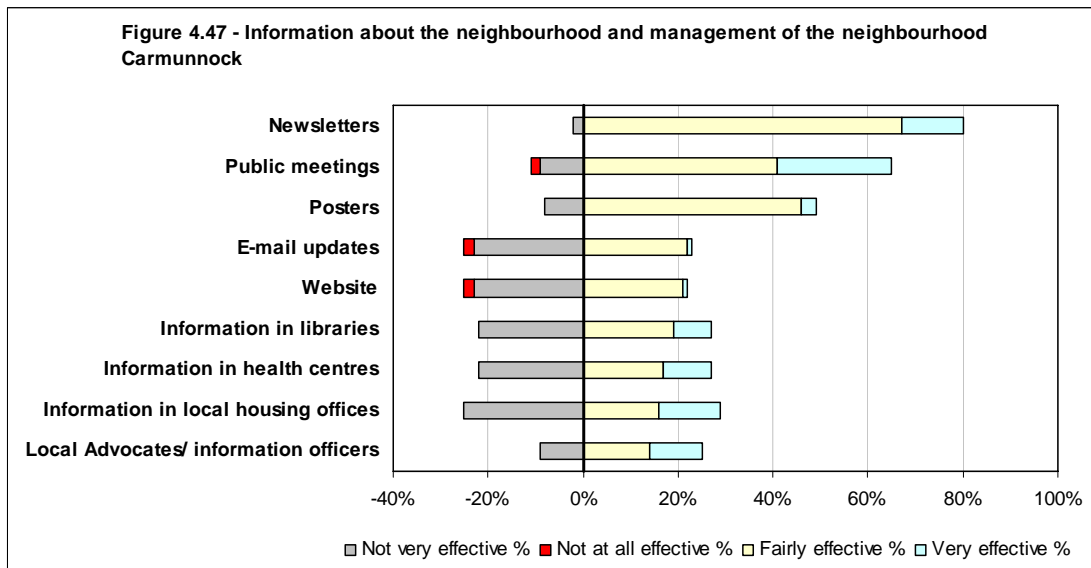
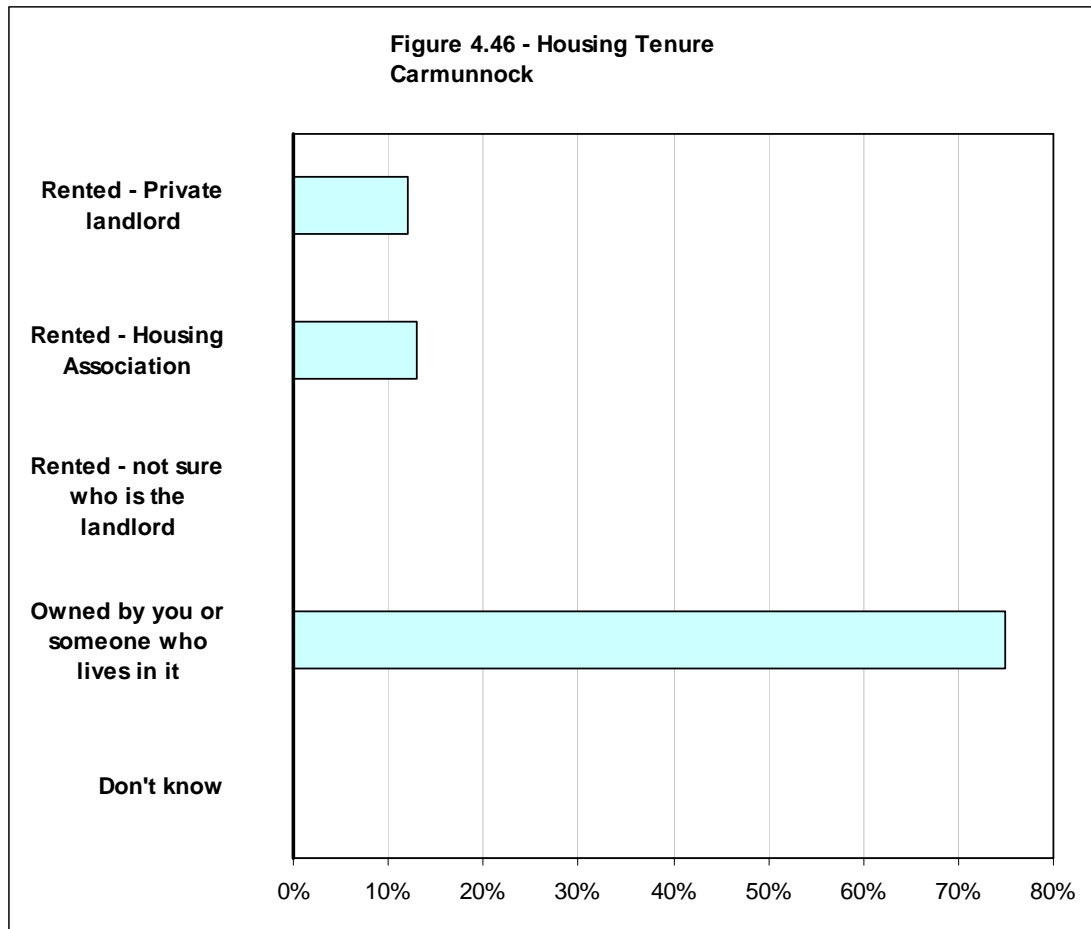


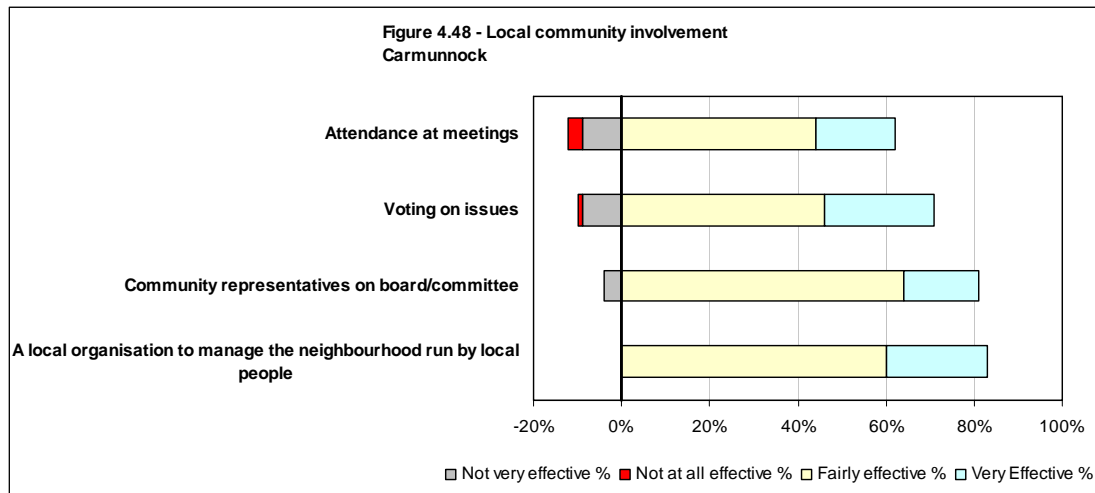
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	0	0%	0	0%	2	2%	78	78%	20	20%	0	0%	0	0%
Youth and Leisure Services	19	19%	32	32%	27	27%	8	8%	1	1%	11	11%	2	2%
Policing	8	8%	19	19%	48	48%	16	16%	3	3%	6	6%	0	0%
Health Centre/GP	18	18%	23	23%	26	26%	22	22%	9	9%	2	2%	0	0%
Public Transport	10	10%	26	26%	31	31%	22	22%	3	3%	4	4%	4	4%
Total	55		100		134		146		36		23		6	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	26	26%
1	20	20%
2	34	34%
3	13	13%
4	7	7%
5+	0	0%
	100	

Table 4.60 – Number of concerns – Quality of services





5. Study Findings – Other

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

Housing Tenure

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

Security and Community Safety

- 5.4 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole are problems with 'youth disorder', 'street drinking', 'damage to property', 'damage to vehicle/theft', 'vandalism and graffiti', 'dogs roaming, dog fouling and barking', 'road safety', and 'safety of children'.
- 5.5 While road safety was the most serious problem for people living in either owner-occupied or private rented accommodation this issue was the third most important for those living in housing association properties.
- 5.6 Youth disorder and street drinking were the two most significant issues for people living in housing association properties. Youth disorder was the second most serious issue for people living in the other two tenures.
- 5.7 Problems with dogs were a significant issue for people living in private rented and owner-occupied housing but were less of an issue for housing

association tenants. Vandalism and graffiti were more of a problem for people living in housing association properties than the other tenures.

Cleansing and Environment

- 5.8 Across the Langside and Linn LCPP area, litter in the streets was considered the main cleansing and environment issue. This was followed by fly tipping and dumping, graffiti, and untidy gardens and communal areas. Residents were least concerned about abandoned vehicles.
- 5.9 Litter in the street was the biggest problem for people living in each of the three tenures, but was slightly less of a concern for residents in owner-occupied housing.
- 5.10 Fly tipping / dumping was the second most significant issue for people living in housing association and owner-occupied housing. This was also one of the top three issues for people living in private rented accommodation.
- 5.11 Residents in housing association and private rented housing were more concerned about untidy gardens and untidy communal areas than people living in owner-occupied housing.
- 5.12 Graffiti was of most concern to housing association tenants, but this was also one of the top issues for residents living in owner-occupier properties.

Tenure by neighbourhood

- 5.13 The highest rate of social renting was in Castlemilk where 77 per cent of survey respondents live in housing association properties. Social renting was 13 per cent in Carmunnock and ten per cent or less in all other areas.
- 5.14 Owner-occupation was most common in Cathcart / Simshill where 86 per cent of respondents lived in this type of accommodation. In each of the six neighbourhoods more than 70 per cent of respondents lived in owner-occupied housing with the exception of Castlemilk where 14 per cent lived in this tenure.

- 5.15 Private renting was most common in Langside / Battlefield where 19 per cent of respondent live in this tenure. There was also a comparatively large private rented sector in King's Park / Mount Florida (16%), Croftfoot (16%) and Carmunnock (12%).

Involving local people

- 5.16 Across all three tenures, providing information through newsletters was considered the most effective way of keeping local people informed. Providing information through health centres was the second most popular method for people living in owner-occupied and private rented housing and was the third most popular for housing association tenants. There were mixed views on the effectiveness of public meetings, but people living housing association and owner-occupied housing were more supportive of meetings than those living in private rented accommodation. Residents living in either owner-occupied or private rented accommodation were more likely to support the use of email updates or a dedicated website than housing association residents.
- 5.17 In terms of community involvement, residents in all tenures were most sceptical about the value of attending meetings. Respondents living in housing association accommodation were most supportive of the idea of a local management organisation run by local people. People living in either private rented or owner-occupied housing were slightly more supportive of having community representatives on boards and committees than housing association tenants.

Age

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

Security and Community Safety

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

- 5.20 Respondents aged under thirty were less likely than the older groups to consider dog roaming / fouling / barking a 'problem' or 'serious problem'.
- 5.21 Vandalism and graffiti were more of an issue for the group aged between 30 and retirement age than the other two groups. They were also more concerned about 'damage to vehicles / theft'.

Cleansing and Environment

- 5.22 The different age groups had similar views on the cleanliness of their local area although those aged under 30 were less concerned about graffiti than the other two groups.
- 5.23 Respondents aged between 30 and retirement age were more concerned about fly tipping and dumping than the other groups.
- 5.24 All age groups felt that 'litter in the street' was the main problem in the local area. The two younger groups were slightly more concerned about the issue than those over retirement age.

Age by neighbourhood

- 5.25 The neighbourhood with the largest proportion of people aged under thirty was Langside / Battlefield with 25 per cent of respondents in this group. There were also higher levels of people under 30 in Castlemilk (24%) and Croftfoot (20%).
- 5.26 Carmunnock had the oldest age profile with the smallest proportion of under 30s (10%) and highest proportion of people of retirement age (38%).

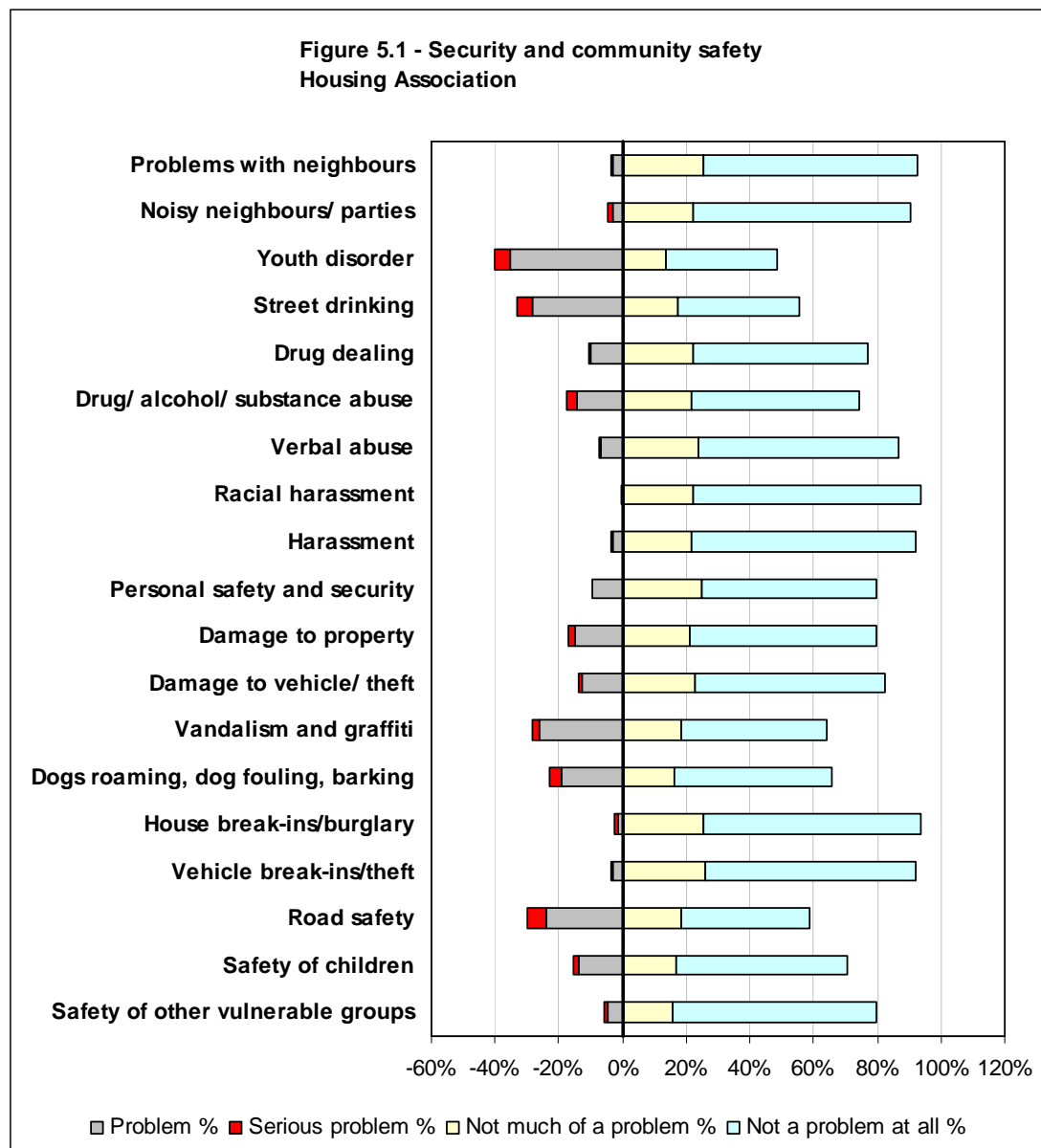
Involving local people

- 5.27 Newsletters and information in health centres were among the top three most highly rated methods of informing local people across all three age groups. Public meetings were also in the top three for the two older age groups – but this was less popular among respondents aged under 30.
- 5.28 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.

- 5.29 Across all age groups the respondents were sceptical about the effectiveness of attending meetings. Involving community representatives on boards / committees was strongly supported across the three groups, as was the establishment of a local organisation to manage the neighbourhood run by local people. Respondents over retirement age were more supportive of 'voting on issues' compared to the other age groups.

Housing Association

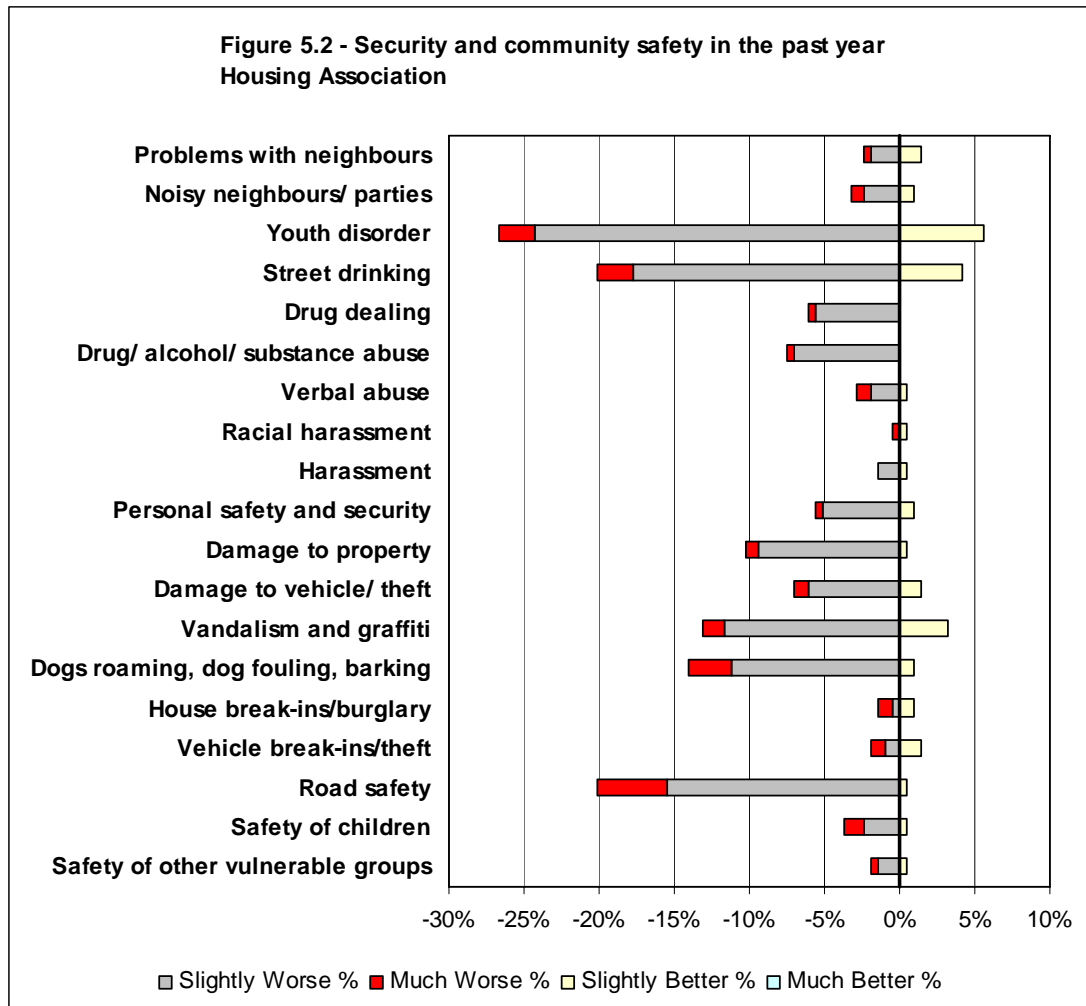


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	1	0%	7	3%	8	4%	54	25%	144	67%	0	0%
Noisy neighbours / parties	3	1%	7	3%	11	5%	48	22%	145	68%	0	0%
Youth disorder	11	5%	75	35%	24	11%	29	14%	75	35%	0	0%
Street drinking	10	5%	61	29%	23	11%	37	17%	82	38%	1	0%
Drug dealing	1	0%	22	10%	21	10%	48	22%	117	55%	5	2%
Drug/ alcohol/ substance abuse	6	3%	31	14%	13	6%	46	21%	113	53%	5	2%
Verbal abuse	1	0%	15	7%	11	5%	51	24%	135	63%	1	0%
Racial harassment	0	0%	1	0%	8	4%	48	22%	153	71%	4	2%
Harassment	1	0%	7	3%	8	4%	46	21%	151	71%	1	0%
Personal safety and security	0	0%	20	9%	24	11%	53	25%	117	55%	0	0%
Damage to property	4	2%	32	15%	7	3%	45	21%	125	58%	1	0%
Damage to vehicle/ theft	2	1%	27	13%	8	4%	49	23%	127	59%	1	0%
Vandalism and graffiti	4	2%	56	26%	17	8%	39	18%	98	46%	0	0%
Dogs roaming, dog fouling, barking	8	4%	41	19%	24	11%	35	16%	106	50%	0	0%
House break-ins/burglary	2	1%	3	1%	7	3%	55	26%	145	68%	2	1%
Vehicle break-ins/theft	2	1%	6	3%	6	3%	56	26%	141	66%	3	1%
Road safety	13	6%	51	24%	24	11%	40	19%	86	40%	0	0%
Safety of children	4	2%	29	14%	29	14%	36	17%	115	54%	1	0%
Safety of other vulnerable groups	2	1%	10	5%	28	13%	34	16%	137	64%	3	1%
Total	75		501		301		849		2,312		28	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	72	34%
1	38	18%
2	20	9%
3	21	10%
4	9	4%
5+	54	25%
	214	

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

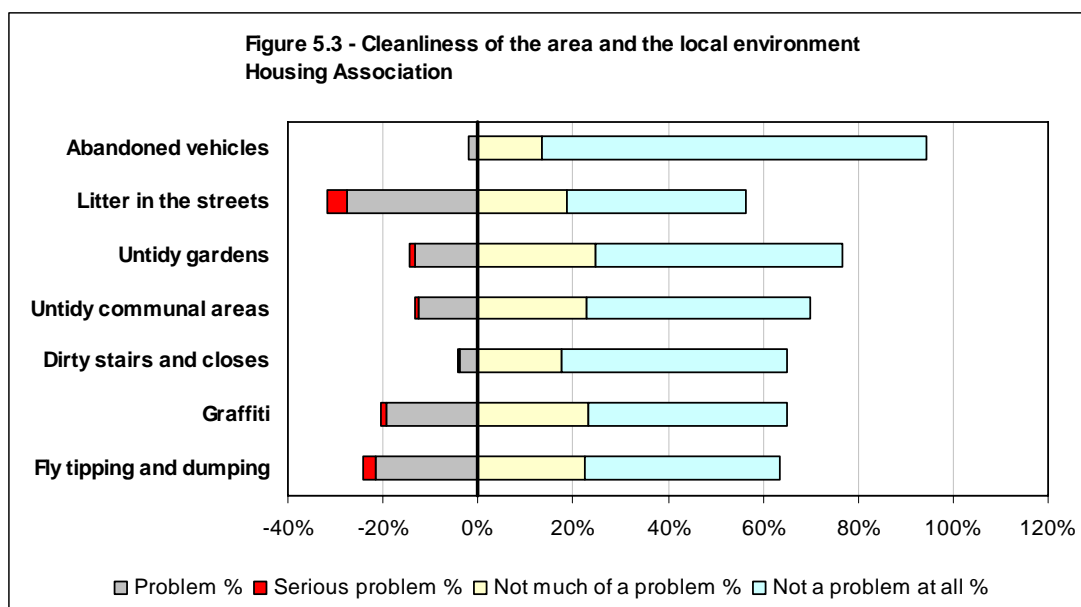


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	0%	4	2%	206	96%	3	1%	0	0%	0	0%
Noisy neighbours/ parties	2	1%	5	2%	205	96%	2	1%	0	0%	0	0%
Youth disorder	5	2%	52	24%	145	68%	12	6%	0	0%	0	0%
Street drinking	5	2%	38	18%	162	76%	9	4%	0	0%	0	0%
Drug dealing	1	0%	12	6%	201	94%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	0%	15	7%	198	93%	0	0%	0	0%	0	0%
Verbal abuse	2	1%	4	2%	207	97%	1	0%	0	0%	0	0%
Racial harassment	1	0%	0	0%	212	99%	1	0%	0	0%	0	0%
Harassment	0	0%	3	1%	210	98%	1	0%	0	0%	0	0%
Personal safety and security	1	0%	11	5%	200	93%	2	1%	0	0%	0	0%
Damage to property	2	1%	20	9%	191	89%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	13	6%	196	92%	3	1%	0	0%	0	0%
Vandalism and graffiti	3	1%	25	12%	179	84%	7	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	6	3%	24	11%	182	85%	2	1%	0	0%	0	0%
House break-ins/burglary	2	1%	1	0%	209	98%	2	1%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	2	1%	207	97%	3	1%	0	0%	0	0%
Road safety	10	5%	33	15%	170	79%	1	0%	0	0%	0	0%
Safety of children	3	1%	5	2%	205	96%	1	0%	0	0%	0	0%
Safety of other vulnerable groups	1	0%	3	1%	209	98%	1	0%	0	0%	0	0%
Total	50		270		3,694		52		0		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	113	53%
1	32	15%
2	22	10%
3	17	8%
4	6	3%
5+	24	11%
	214	

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

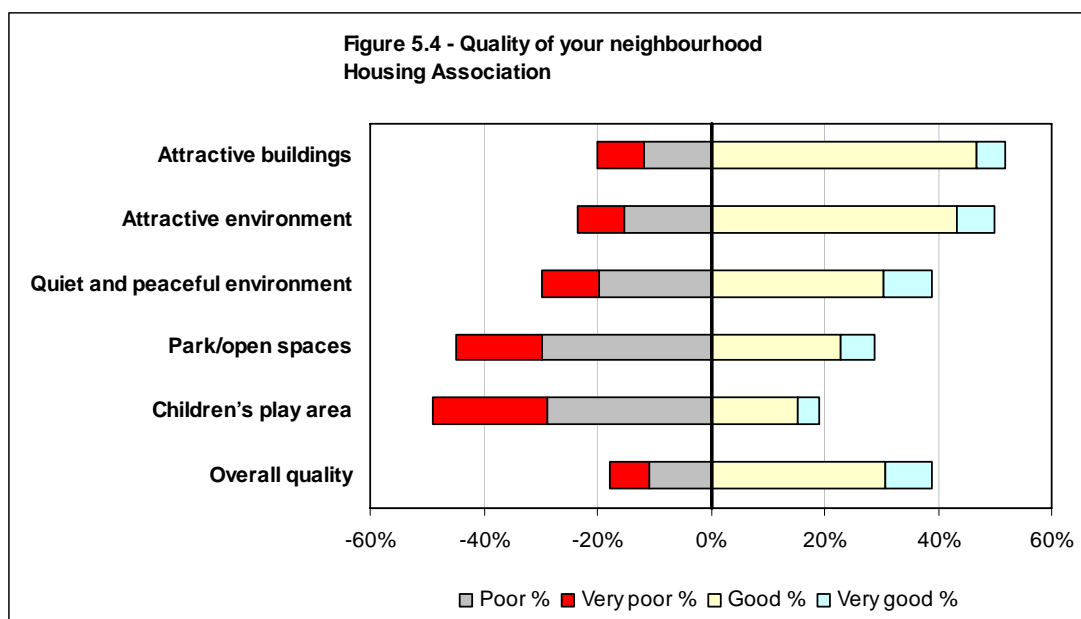


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	4	2%	3	1%	29	14%	173	81%	4	2%	1	0%
Litter in the streets	9	4%	59	28%	24	11%	40	19%	81	38%	1	0%	0	0%
Untidy gardens	3	1%	28	13%	18	8%	53	25%	111	52%	1	0%	0	0%
Untidy communal areas	1	0%	27	13%	19	9%	49	23%	101	47%	1	0%	16	7%
Dirty stairs and closes	1	0%	8	4%	14	7%	38	18%	101	47%	6	3%	46	21%
Graffiti	3	1%	41	19%	22	10%	50	23%	89	42%	3	1%	6	3%
Fly tipping and dumping	6	3%	46	21%	19	9%	48	22%	88	41%	4	2%	3	1%
Total	23		213		119		307		744		20		72	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	115	54%
1	31	14%
2	30	14%
3	19	9%
4	10	5%
5+	9	4%
	214	

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

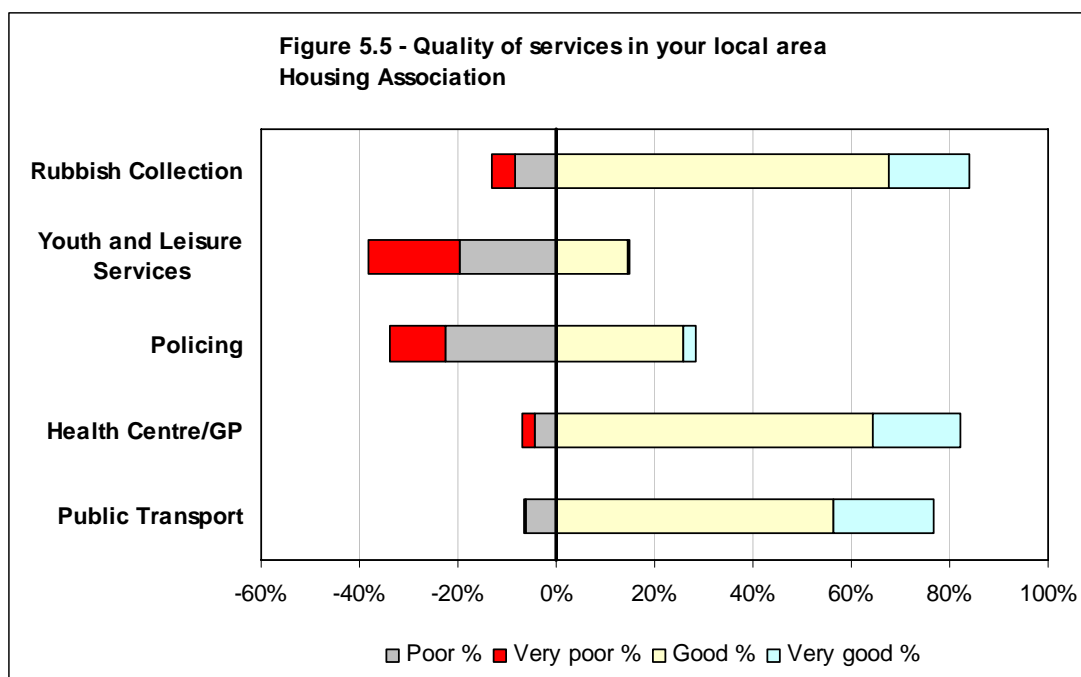


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	18	8%	25	12%	60	28%	100	47%	11	5%	0	0%	0	0%
Attractive environment	17	8%	33	15%	57	27%	93	43%	14	7%	0	0%	0	0%
Quiet and peaceful environment	22	10%	42	20%	67	31%	65	30%	18	8%	0	0%	0	0%
Park/open spaces	32	15%	64	30%	54	25%	49	23%	13	6%	2	1%	0	0%
Children's play area	43	20%	62	29%	61	29%	33	15%	8	4%	7	3%	0	0%
Overall quality	15	7%	23	11%	93	43%	66	31%	17	8%	0	0%	0	0%
Total	147		249		392		406		81		9		0	

Table 5.7 – Quality of your neighbourhood – Housing Association

Number of concerns (Very poor or poor)	Respondents	%
None	88	41%
1	22	10%
2	41	19%
3	17	8%
4	12	6%
5+	34	16%
	214	

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

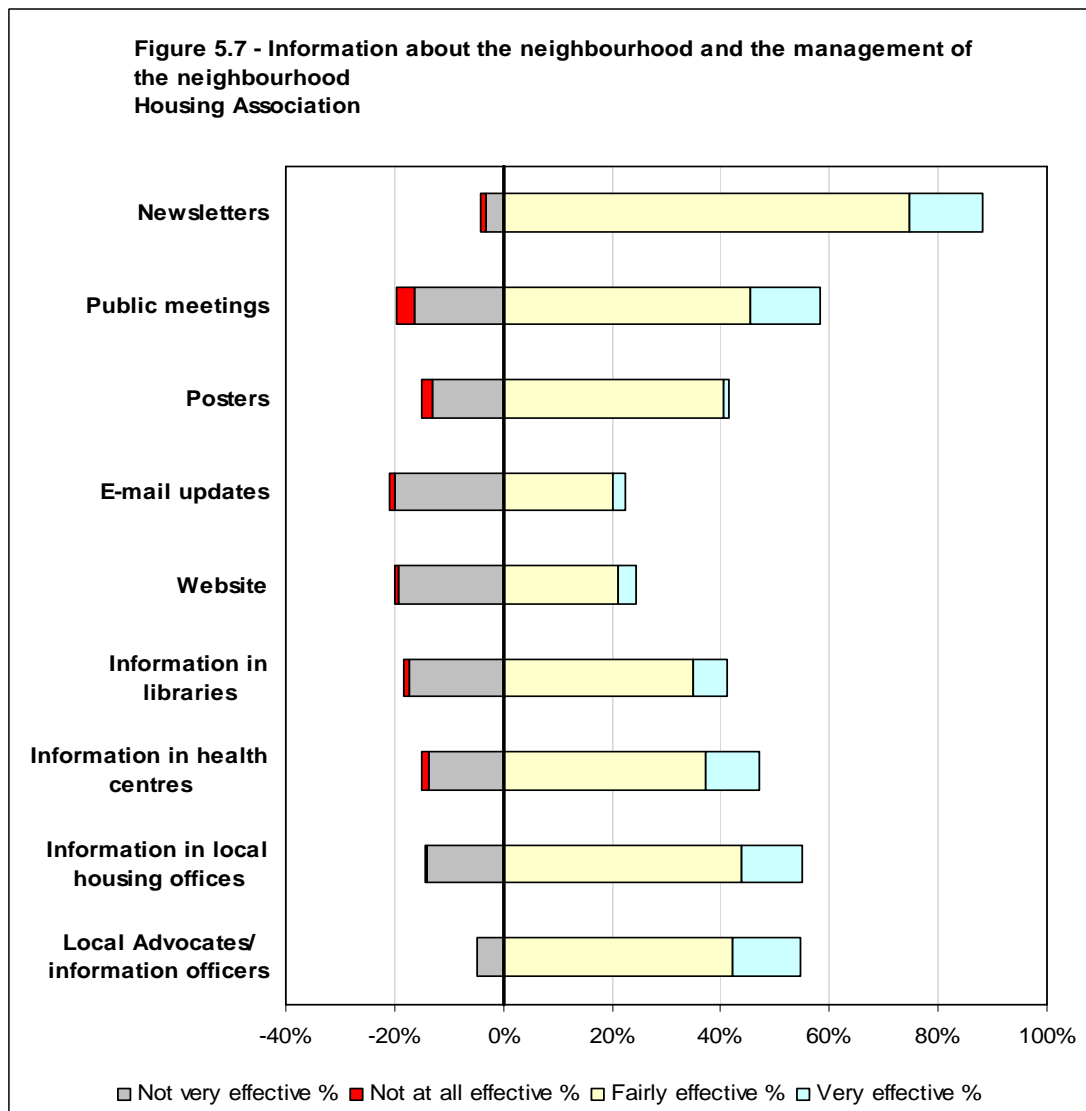
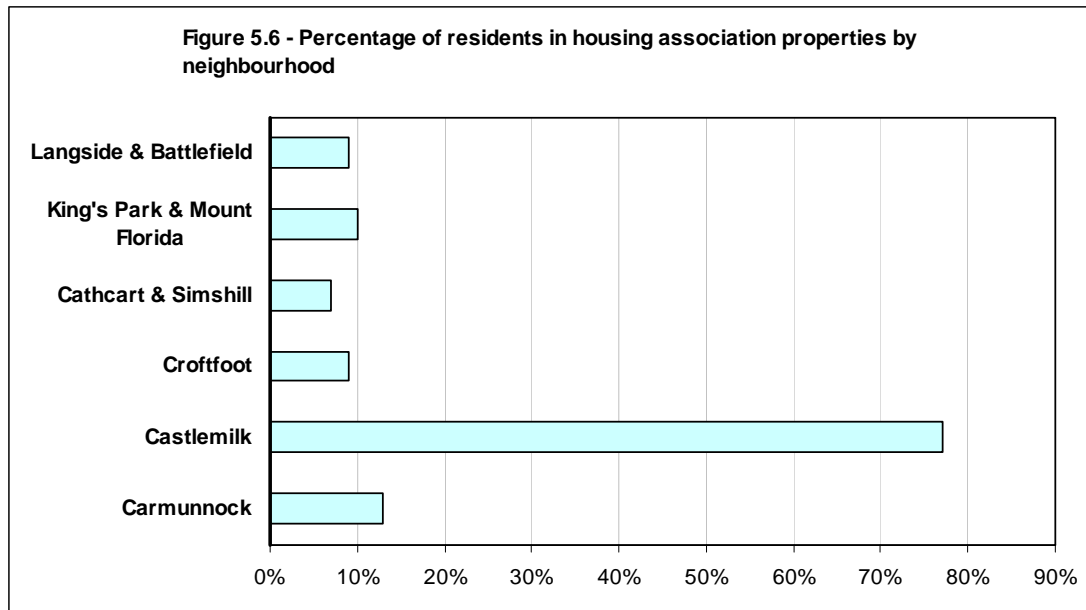


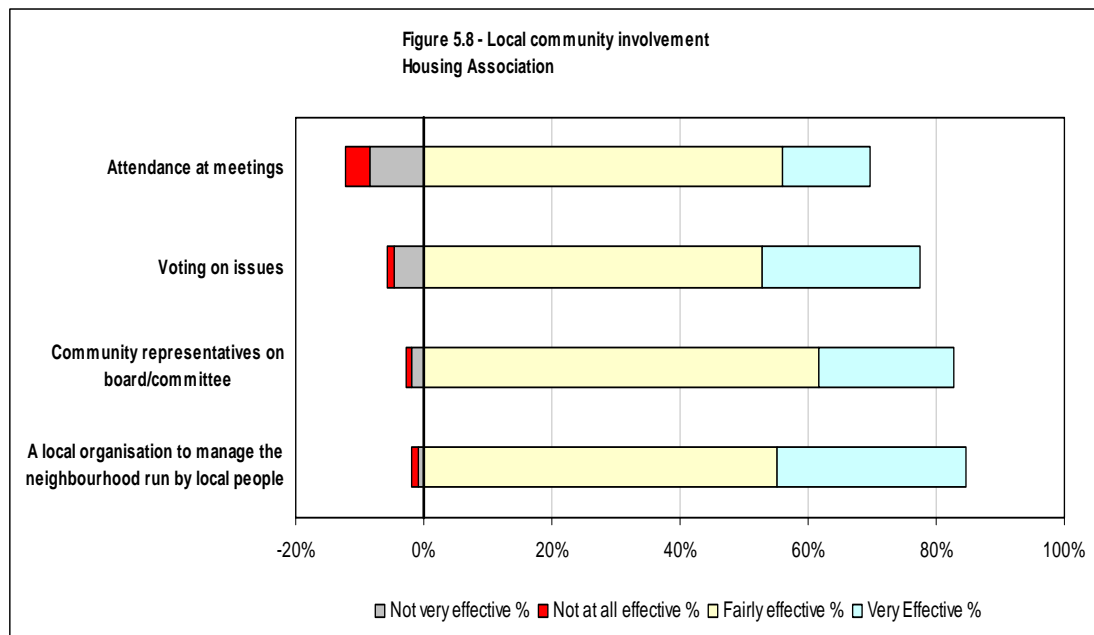
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	10	5%	18	8%	5	2%	145	68%	35	16%	1	0%	0	0%
Youth and Leisure Services	40	19%	42	20%	65	30%	31	14%	1	0%	34	16%	1	0%
Policing	24	11%	48	22%	72	34%	55	26%	6	3%	9	4%	0	0%
Health Centre/GP	6	3%	9	4%	16	7%	138	64%	38	18%	7	3%	0	0%
Public Transport	1	0%	13	6%	26	12%	121	57%	43	20%	8	4%	2	1%
Total	81		130		184		490		123		59		3	

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

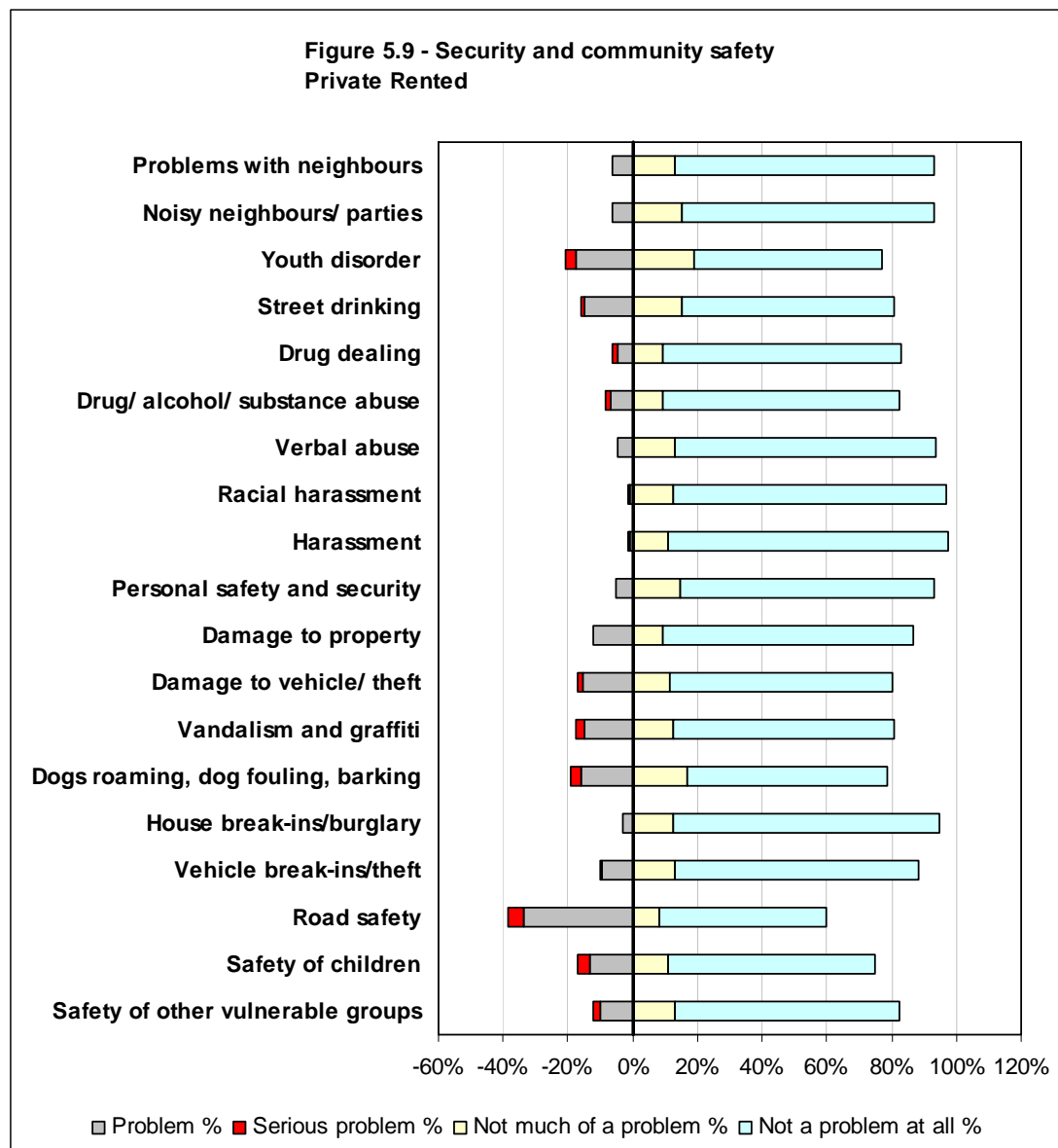
Number of concerns (Very poor or poor)	Respondents	%
None	96	45%
1	48	22%
2	51	24%
3	15	7%
4	4	2%
5+	0	0%
	214	

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





Private rented

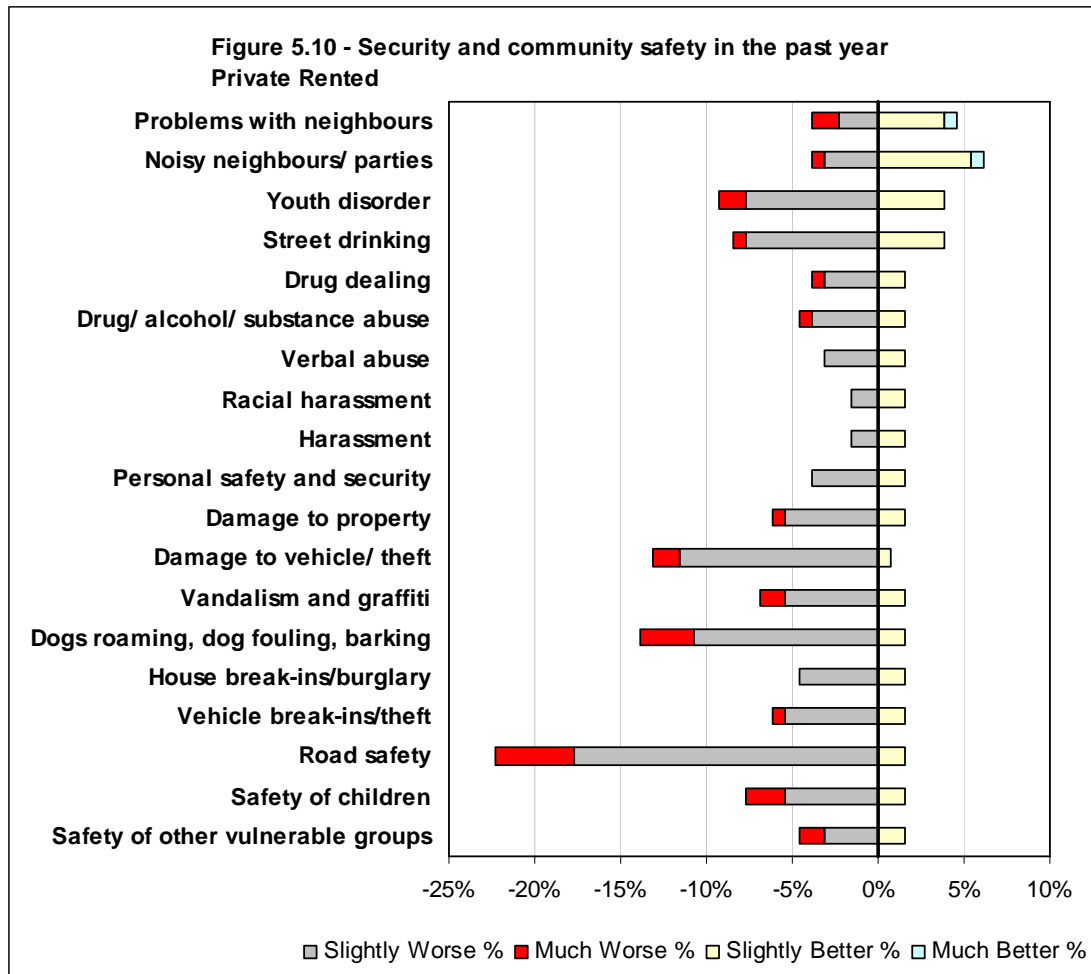


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	0	0%	8	6%	0	0%	17	13%	104	80%	1	1%
Noisy neighbours/parties	0	0%	8	6%	0	0%	20	15%	101	78%	1	1%
Youth disorder	4	3%	23	18%	2	2%	25	19%	75	58%	1	1%
Street drinking	2	2%	19	15%	3	2%	20	15%	85	65%	1	1%
Drug dealing	2	2%	6	5%	9	7%	12	9%	96	74%	5	4%
Drug/ alcohol/ substance abuse	2	2%	9	7%	7	5%	12	9%	95	73%	5	4%
Verbal abuse	0	0%	6	5%	1	1%	17	13%	105	81%	1	1%
Racial harassment	1	1%	1	1%	1	1%	16	12%	110	85%	1	1%
Harassment	1	1%	1	1%	0	0%	14	11%	113	87%	1	1%
Personal safety and security	0	0%	7	5%	1	1%	19	15%	102	78%	1	1%
Damage to property	0	0%	16	12%	0	0%	12	9%	101	78%	1	1%
Damage to vehicle/theft	2	2%	20	15%	2	2%	15	12%	89	68%	2	2%
Vandalism and graffiti	4	3%	19	15%	1	1%	16	12%	89	68%	1	1%
Dogs roaming, dog fouling, barking	4	3%	21	16%	2	2%	22	17%	80	62%	1	1%
House break-ins/burglary	0	0%	4	3%	1	1%	16	12%	107	82%	2	2%
Vehicle break-ins/theft	1	1%	12	9%	0	0%	17	13%	98	75%	2	2%
Road safety	6	5%	44	34%	1	1%	11	8%	67	52%	1	1%
Safety of children	5	4%	17	13%	5	4%	14	11%	83	64%	6	5%
Safety of other vulnerable groups	3	2%	13	10%	3	2%	17	13%	90	69%	4	3%
Total	37		254		39		312		1,790		38	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	45	35%
1	31	24%
2	19	15%
3	10	8%
4	4	3%
5+	21	16%
	130	

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

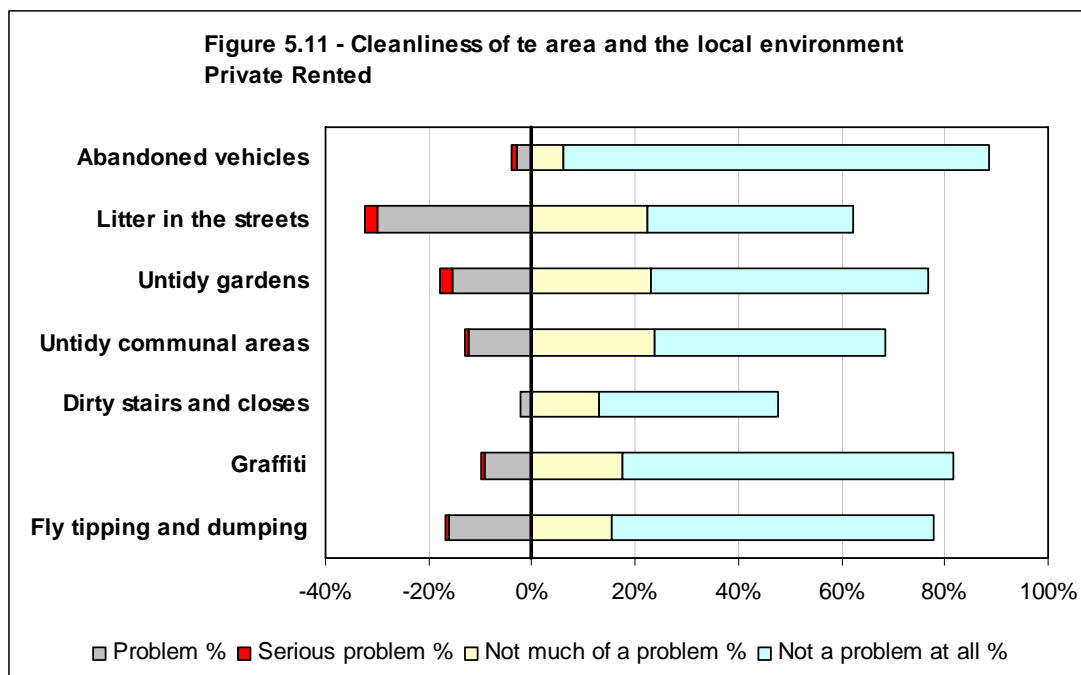


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	2%	3	2%	119	92%	5	4%	1	1%	0	0%
Noisy neighbours / parties	1	1%	4	3%	117	90%	7	5%	1	1%	0	0%
Youth disorder	2	2%	10	8%	113	87%	5	4%	0	0%	0	0%
Street drinking	1	1%	10	8%	114	88%	5	4%	0	0%	0	0%
Drug dealing	1	1%	4	3%	123	95%	2	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	1%	5	4%	122	94%	2	2%	0	0%	0	0%
Verbal abuse	0	0%	4	3%	124	95%	2	2%	0	0%	0	0%
Racial harassment	0	0%	2	2%	126	97%	2	2%	0	0%	0	0%
Harassment	0	0%	2	2%	126	97%	2	2%	0	0%	0	0%
Personal safety and security	0	0%	5	4%	123	95%	2	2%	0	0%	0	0%
Damage to property	1	1%	7	5%	120	92%	2	2%	0	0%	0	0%
Damage to vehicle/ theft	2	2%	15	12%	112	86%	1	1%	0	0%	0	0%
Vandalism and graffiti	2	2%	7	5%	119	92%	2	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	4	3%	14	11%	110	85%	2	2%	0	0%	0	0%
House break-ins/burglary	0	0%	6	5%	122	94%	2	2%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	7	5%	120	92%	2	2%	0	0%	0	0%
Road safety	6	5%	23	18%	99	76%	2	2%	0	0%	0	0%
Safety of children	3	2%	7	5%	118	91%	2	2%	0	0%	0	0%
Safety of other vulnerable groups	2	2%	4	3%	122	94%	2	2%	0	0%	0	0%
Total	29		139		2,249		51		2		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	78	60%
1	19	15%
2	13	10%
3	8	6%
4	1	1%
5+	11	8%
	130	

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

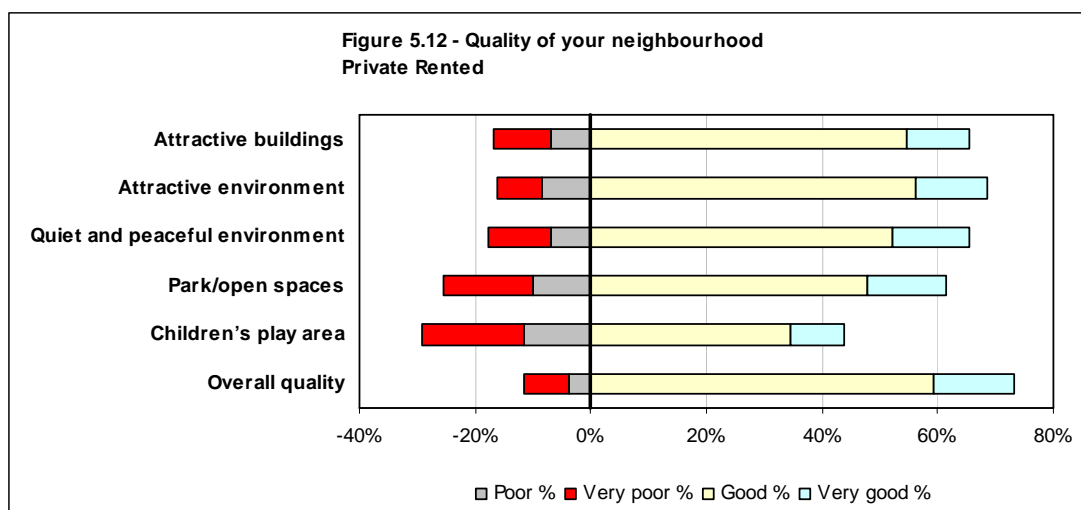


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	4	3%	5	4%	8	6%	107	82%	4	3%	1	1%
Litter in the streets	3	2%	39	30%	5	4%	29	22%	52	40%	1	1%	1	1%
Untidy gardens	3	2%	20	15%	6	5%	30	23%	70	54%	1	1%	0	0%
Untidy communal areas	1	1%	16	12%	4	3%	31	24%	58	45%	2	2%	18	14%
Dirty stairs and closes	0	0%	3	2%	2	2%	17	13%	45	35%	3	2%	60	46%
Graffiti	1	1%	12	9%	4	3%	23	18%	83	64%	2	2%	5	4%
Fly tipping and dumping	1	1%	21	16%	2	2%	20	15%	81	62%	2	2%	3	2%
Total	10		115		28		158		496		15		88	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	80	62%
1	14	11%
2	15	12%
3	9	7%
4	7	5%
5+	5	4%
	130	

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

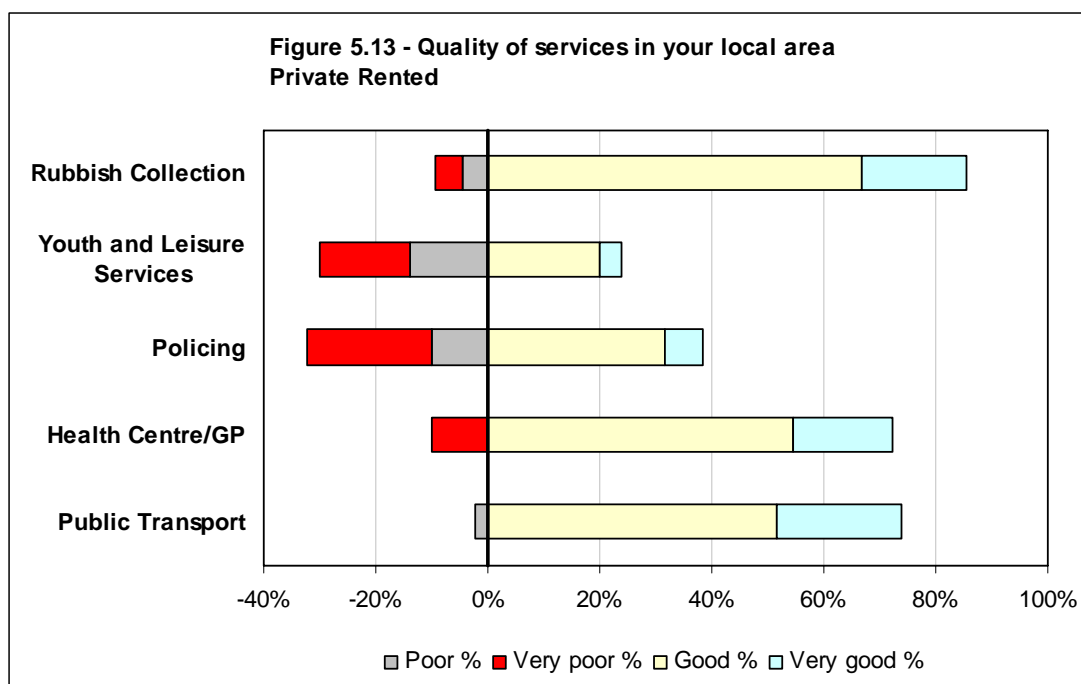


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	13	10%	9	7%	23	18%	71	55%	14	11%	0	0%	0	0%
Attractive environment	10	8%	11	8%	20	15%	73	56%	16	12%	0	0%	0	0%
Quiet and peaceful environment	14	11%	9	7%	22	17%	68	52%	17	13%	0	0%	0	0%
Park/open spaces	20	15%	13	10%	17	13%	62	48%	18	14%	0	0%	0	0%
Children's play area	23	18%	15	12%	28	22%	45	35%	12	9%	7	5%	0	0%
Overall quality	10	8%	5	4%	20	15%	77	59%	18	14%	0	0%	0	0%
Total	90		62		130		396		95		7		0	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	81	62%
1	12	9%
2	16	12%
3	2	2%
4	4	3%
5+	15	12%
	130	

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

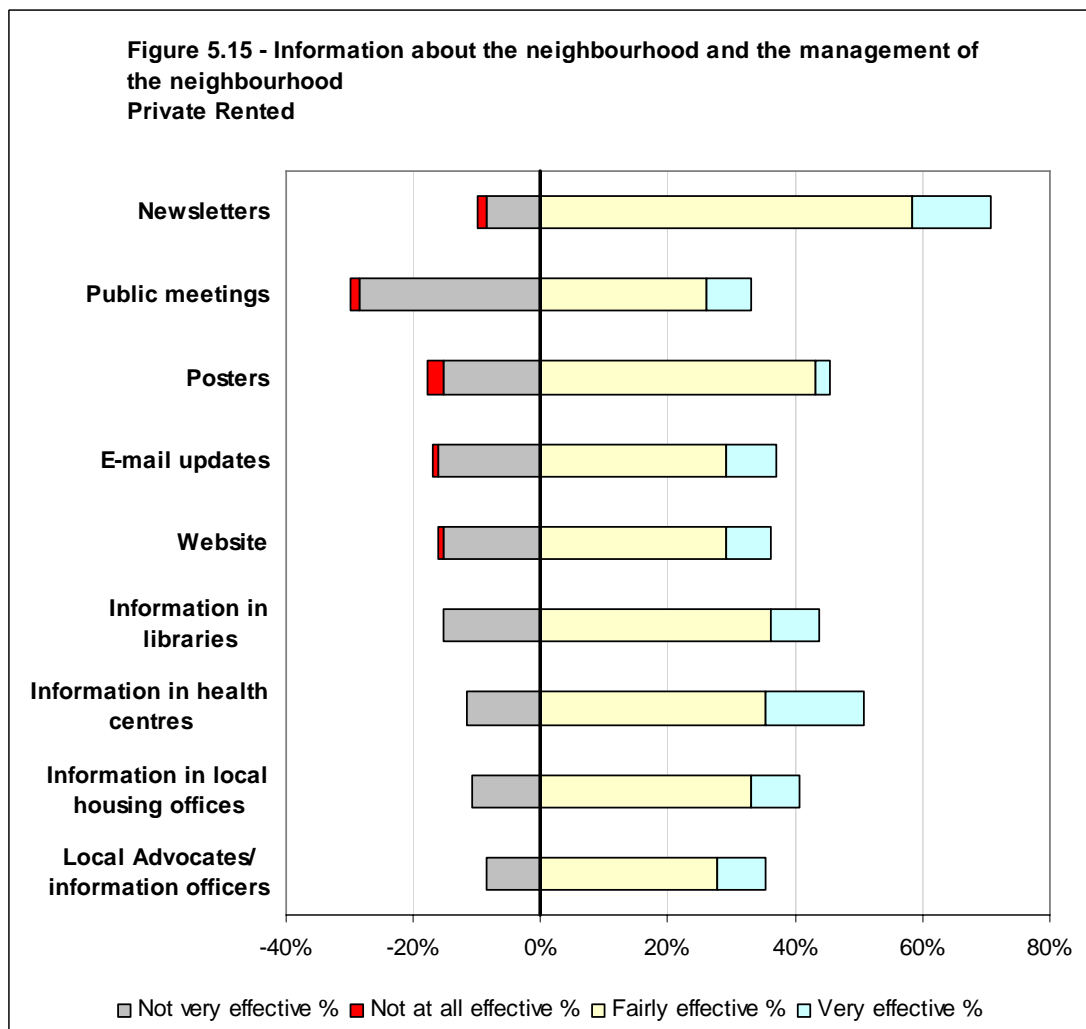
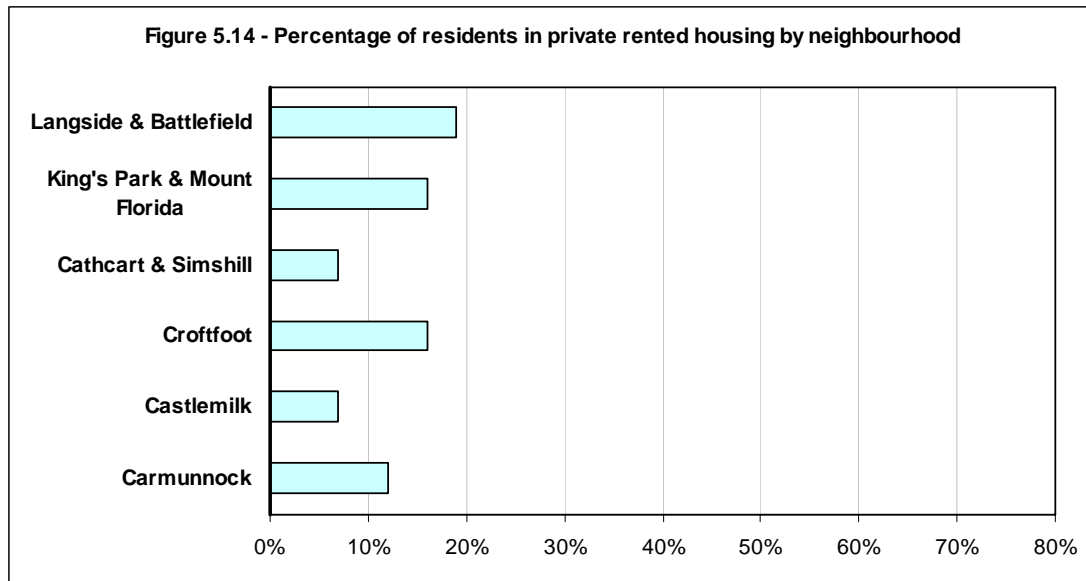


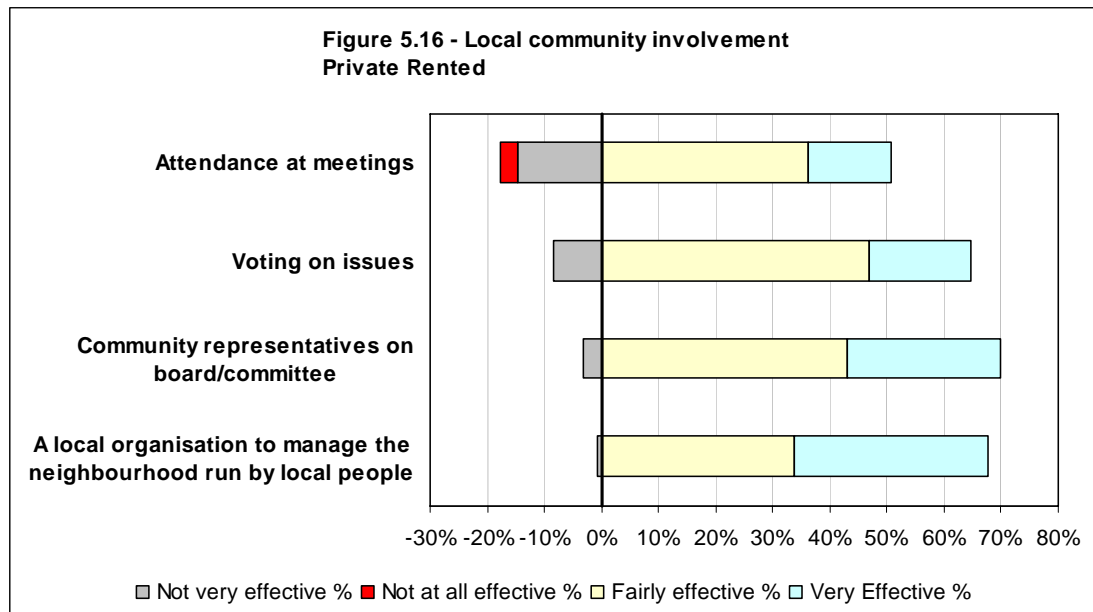
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	5%	6	5%	5	4%	87	67%	24	18%	1	1%	1	1%
Youth and Leisure Services	21	16%	18	14%	24	18%	26	20%	5	4%	34	26%	2	2%
Policing	29	22%	13	10%	24	18%	41	32%	9	7%	13	10%	1	1%
Health Centre/GP	13	10%	0	0%	13	10%	71	55%	23	18%	9	7%	1	1%
Public Transport	0	0%	3	2%	22	17%	67	52%	29	22%	8	6%	1	1%
Total	69		40		88		292		90		65		6	

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

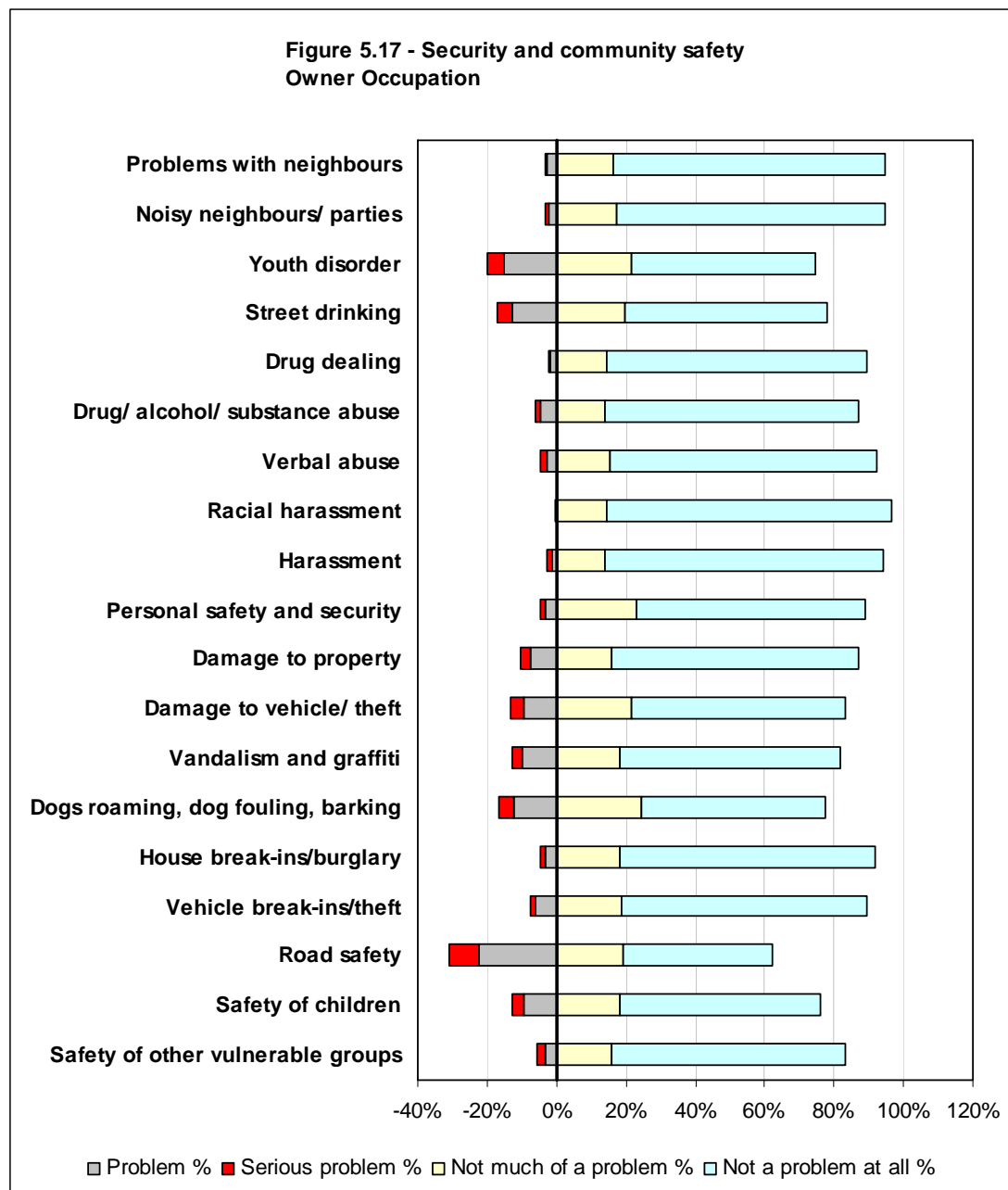
Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	67	52%
1	27	21%
2	27	21%
3	8	6%
4	1	1%
5+	0	0%
	130	

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





Owner occupied



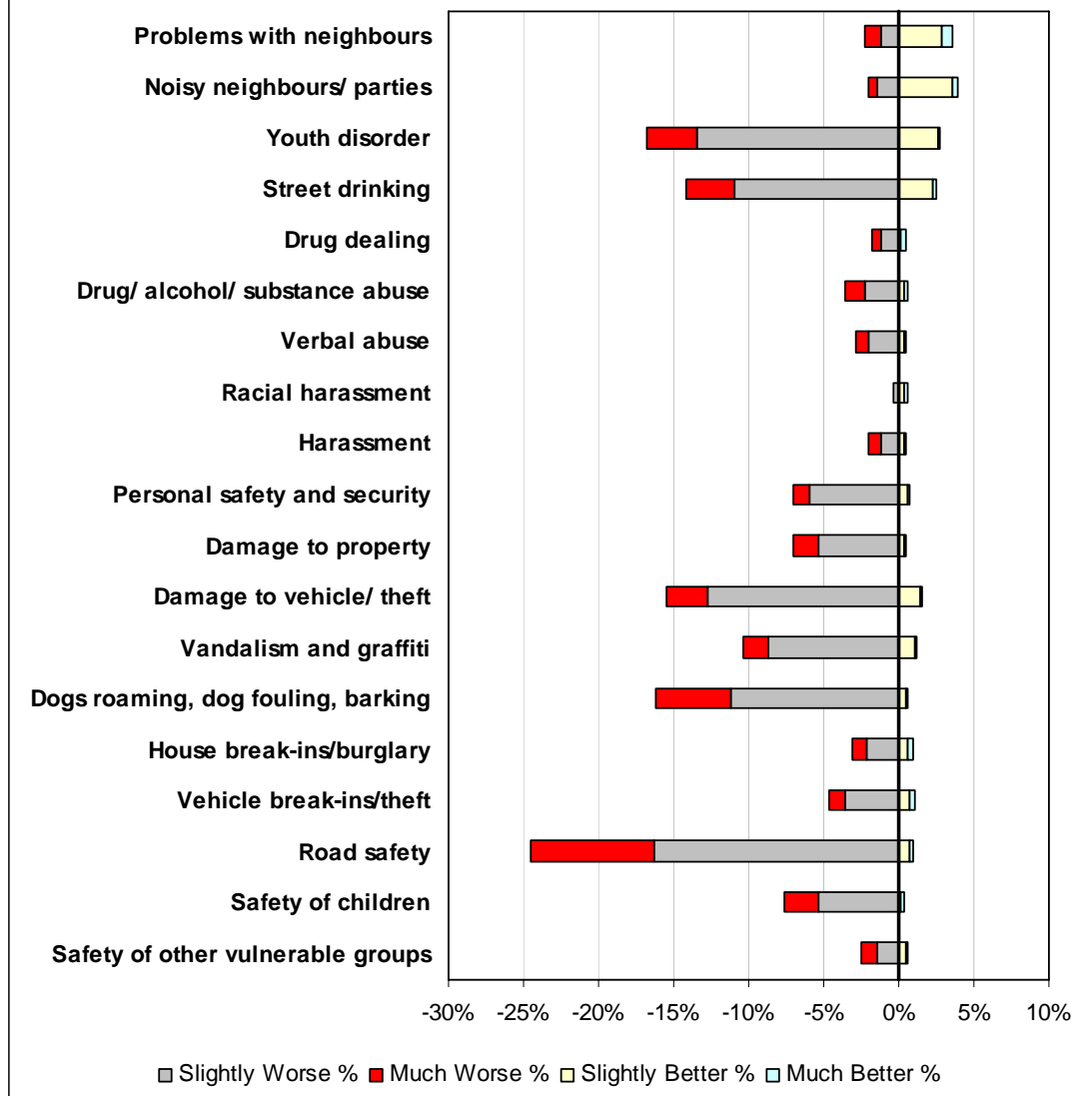
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	3	0%	18	3%	4	1%	106	16%	513	78%	10	2%
Noisy neighbours/ parties	4	1%	16	2%	5	1%	114	17%	505	77%	10	2%
Youth disorder	30	5%	100	15%	34	5%	141	22%	347	53%	2	0%
Street drinking	27	4%	84	13%	32	5%	128	20%	381	58%	2	0%
Drug dealing	5	1%	11	2%	14	2%	95	15%	489	75%	40	6%
Drug/ alcohol/ substance abuse	10	2%	29	4%	15	2%	91	14%	479	73%	30	5%
Verbal abuse	11	2%	18	3%	17	3%	100	15%	503	77%	5	1%
Racial harassment	1	0%	2	0%	4	1%	95	15%	536	82%	16	2%
Harassment	9	1%	8	1%	7	1%	92	14%	525	80%	13	2%
Personal safety and security	9	1%	22	3%	33	5%	151	23%	430	66%	9	1%
Damage to property	20	3%	49	7%	11	2%	103	16%	466	71%	5	1%
Damage to vehicle/ theft	25	4%	63	10%	15	2%	141	22%	402	61%	8	1%
Vandalism and graffiti	17	3%	66	10%	29	4%	120	18%	416	64%	6	1%
Dogs roaming, dog fouling, barking	29	4%	81	12%	23	4%	160	24%	348	53%	13	2%
House break-ins/burglary	8	1%	22	3%	12	2%	121	19%	480	73%	11	2%
Vehicle break-ins/theft	11	2%	39	6%	9	1%	124	19%	460	70%	11	2%
Road safety	56	9%	146	22%	32	5%	126	19%	281	43%	13	2%
Safety of children	24	4%	61	9%	32	5%	121	19%	377	58%	39	6%
Safety of other vulnerable groups	16	2%	21	3%	15	2%	104	16%	439	67%	59	9%
Total	315		856		343		2,233		8,377		302	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	293	45%
1	120	18%
2	73	11%
3	57	9%
4	31	5%
5+	80	12%
	654	

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

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

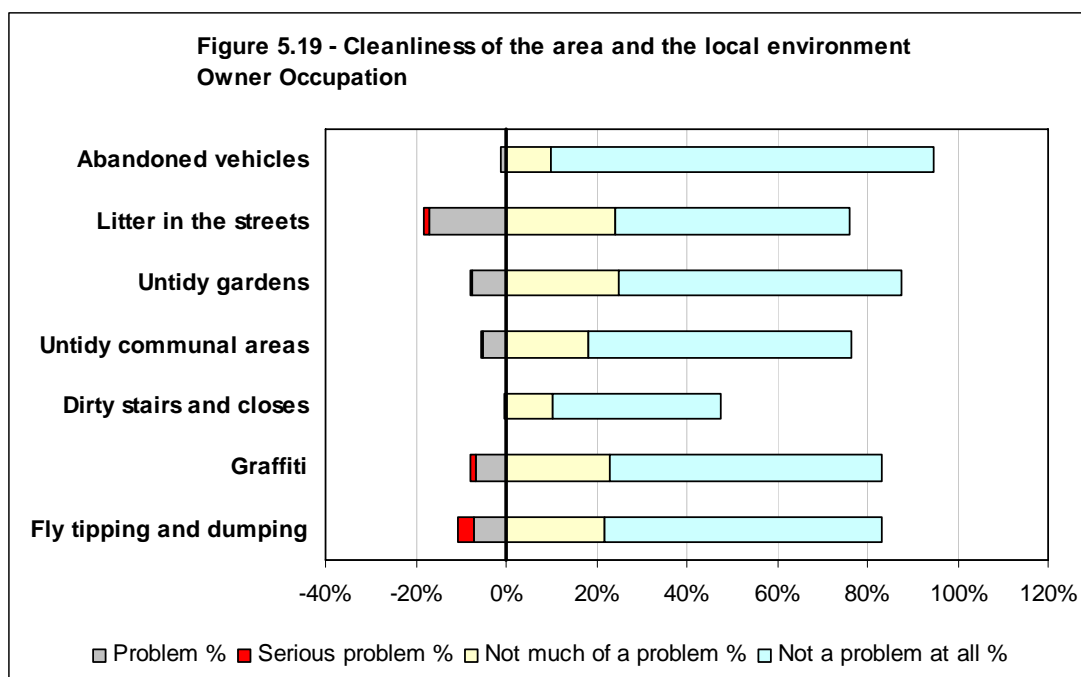


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	1%	8	1%	616	94%	19	3%	4	1%	0	0%
Noisy neighbours / parties	4	1%	9	1%	615	94%	23	4%	3	0%	0	0%
Youth disorder	22	3%	88	13%	526	80%	17	3%	1	0%	0	0%
Street drinking	21	3%	72	11%	545	83%	15	2%	1	0%	0	0%
Drug dealing	4	1%	8	1%	639	98%	1	0%	2	0%	0	0%
Drug/ alcohol/ substance abuse	8	1%	15	2%	627	96%	2	0%	2	0%	0	0%
Verbal abuse	6	1%	13	2%	632	97%	2	0%	1	0%	0	0%
Racial harassment	0	0%	2	0%	648	99%	2	0%	2	0%	0	0%
Harassment	5	1%	8	1%	638	98%	2	0%	1	0%	0	0%
Personal safety and security	7	1%	39	6%	603	92%	4	1%	1	0%	0	0%
Damage to property	11	2%	35	5%	605	93%	2	0%	1	0%	0	0%
Damage to vehicle/ theft	18	3%	83	13%	543	83%	9	1%	1	0%	0	0%
Vandalism and graffiti	11	2%	57	9%	578	88%	7	1%	1	0%	0	0%
Dogs roaming, dog fouling, barking	33	5%	73	11%	544	83%	3	0%	1	0%	0	0%
House break-ins/burglary	6	1%	14	2%	628	96%	4	1%	2	0%	0	0%
Vehicle break-ins/theft	7	1%	23	4%	617	94%	5	1%	2	0%	0	0%
Road safety	53	8%	107	16%	488	75%	5	1%	1	0%	0	0%
Safety of children	15	2%	35	5%	602	92%	1	0%	1	0%	0	0%
Safety of other vulnerable groups	7	1%	9	1%	634	97%	3	0%	1	0%	0	0%
Total	245		698		11,328		126		29		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	332	51%
1	104	16%
2	87	13%
3	47	7%
4	34	5%
5+	50	8%
	654	

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

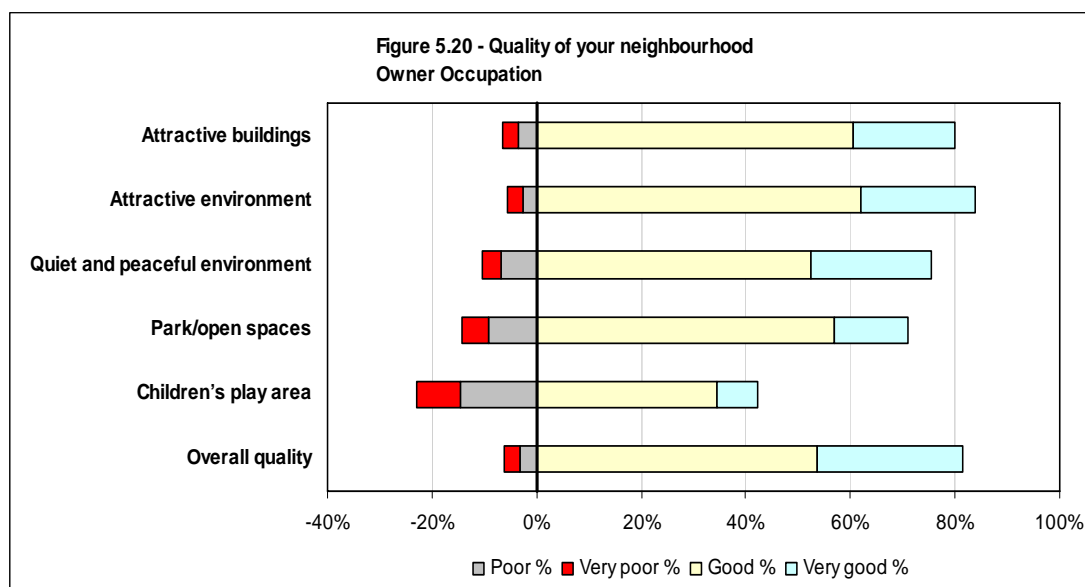


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	7	1%	7	1%	65	10%	553	85%	20	3%	2	0%
Litter in the streets	7	1%	111	17%	34	5%	157	24%	341	52%	4	1%	0	0%
Untidy gardens	3	0%	48	7%	22	3%	163	25%	409	63%	9	1%	0	0%
Untidy communal areas	2	0%	33	5%	29	4%	120	18%	381	58%	13	2%	76	12%
Dirty stairs and closes	0	0%	3	0%	13	2%	67	10%	245	37%	22	3%	304	46%
Graffiti	7	1%	45	7%	31	5%	150	23%	395	60%	5	1%	21	3%
Fly tipping and dumping	22	3%	47	7%	20	3%	142	22%	401	61%	12	2%	10	2%
Total	41		294		156		864		2,725		85		413	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	481	74%
1	74	11%
2	57	9%
3	28	4%
4	9	1%
5+	5	1%
	654	

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

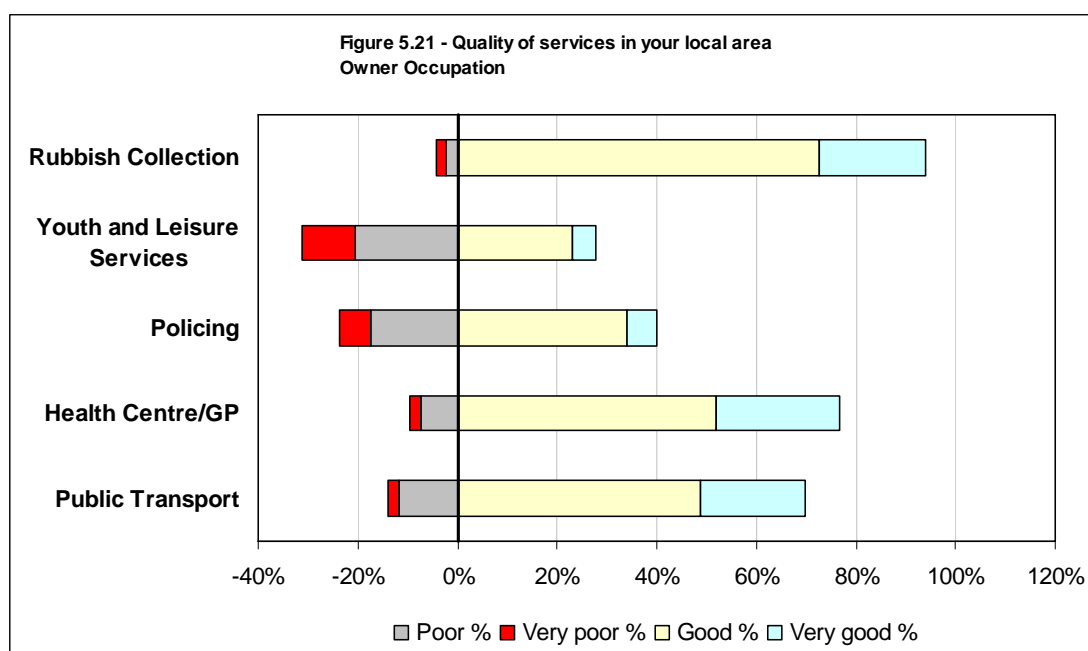


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	20	3%	23	4%	77	12%	396	61%	127	19%	5	1%	6	1%
Attractive environment	19	3%	17	3%	67	10%	406	62%	143	22%	2	0%	0	0%
Quiet and peaceful environment	23	4%	45	7%	91	14%	343	52%	151	23%	1	0%	0	0%
Park/open spaces	32	5%	61	9%	93	14%	373	57%	92	14%	3	0%	0	0%
Children's play area	54	8%	96	15%	127	19%	226	35%	51	8%	97	15%	3	0%
Overall quality	20	3%	20	3%	79	12%	351	54%	182	28%	2	0%	0	0%
Total	168		262		534		2,095		746		110		9	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	465	71%
1	89	14%
2	54	8%
3	10	2%
4	4	1%
5+	32	5%
	654	

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

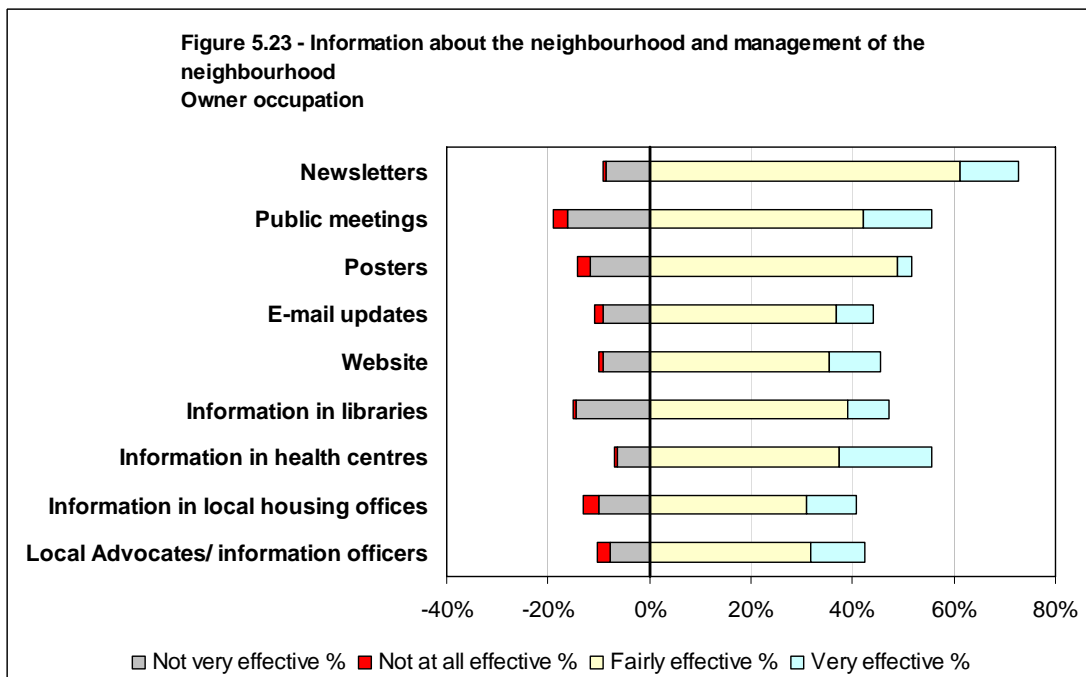
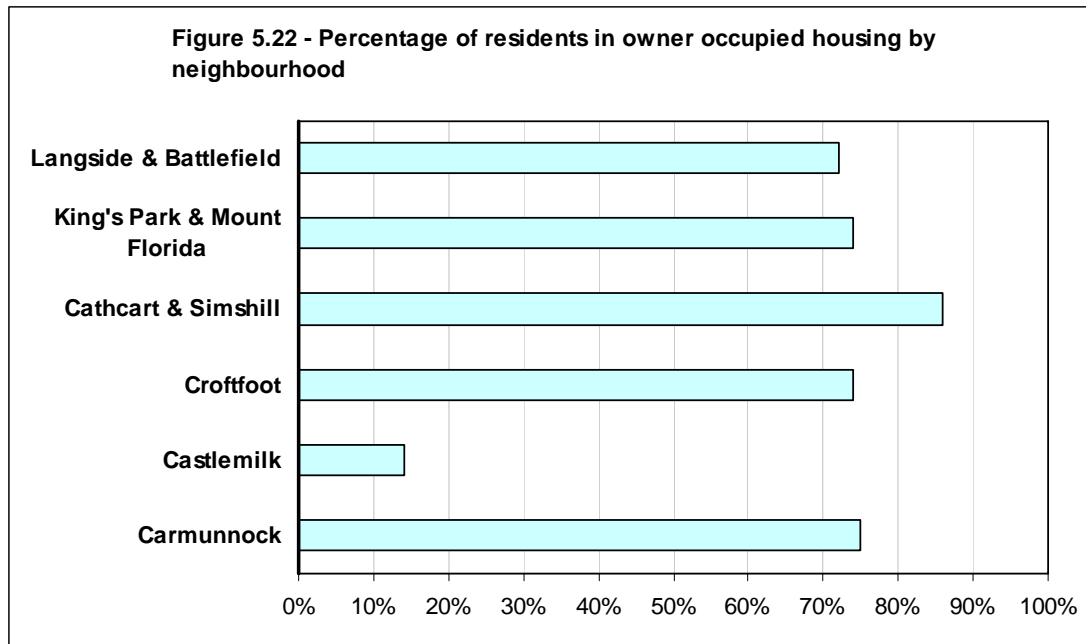


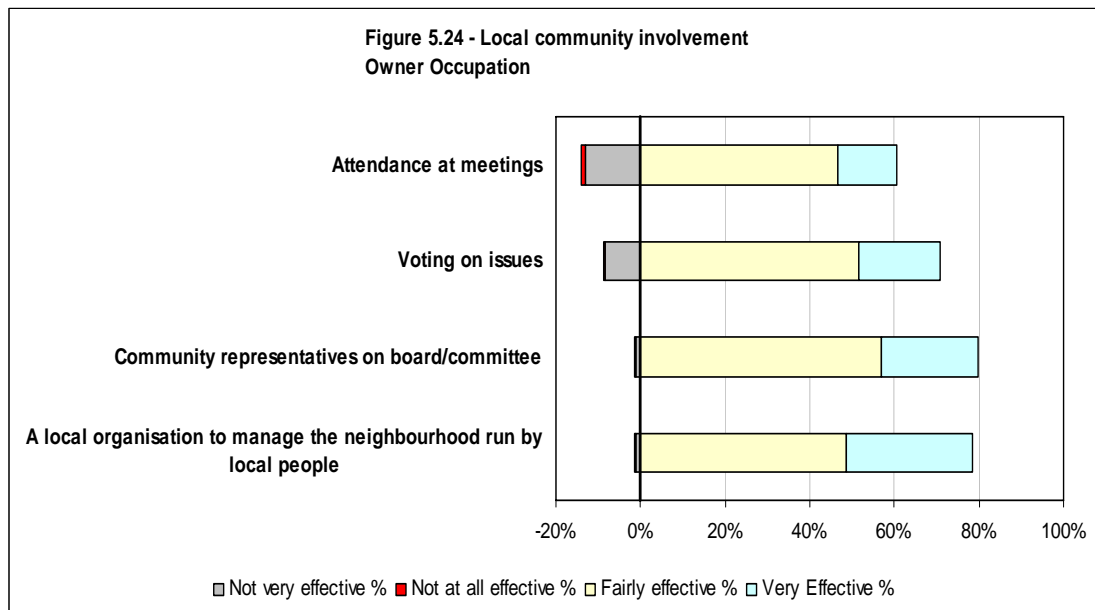
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	12	2%	15	2%	12	2%	475	73%	139	21%	1	0%	0	0%
Youth and Leisure Services	69	11%	135	21%	102	16%	150	23%	32	5%	156	24%	10	2%
Policing	42	6%	113	17%	184	28%	223	34%	39	6%	53	8%	0	0%
Health Centre/GP	14	2%	49	7%	78	12%	340	52%	162	25%	10	2%	1	0%
Public Transport	14	2%	77	12%	73	11%	319	49%	137	21%	16	2%	18	3%
Total	151		389		449		1,507		509		236		29	

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

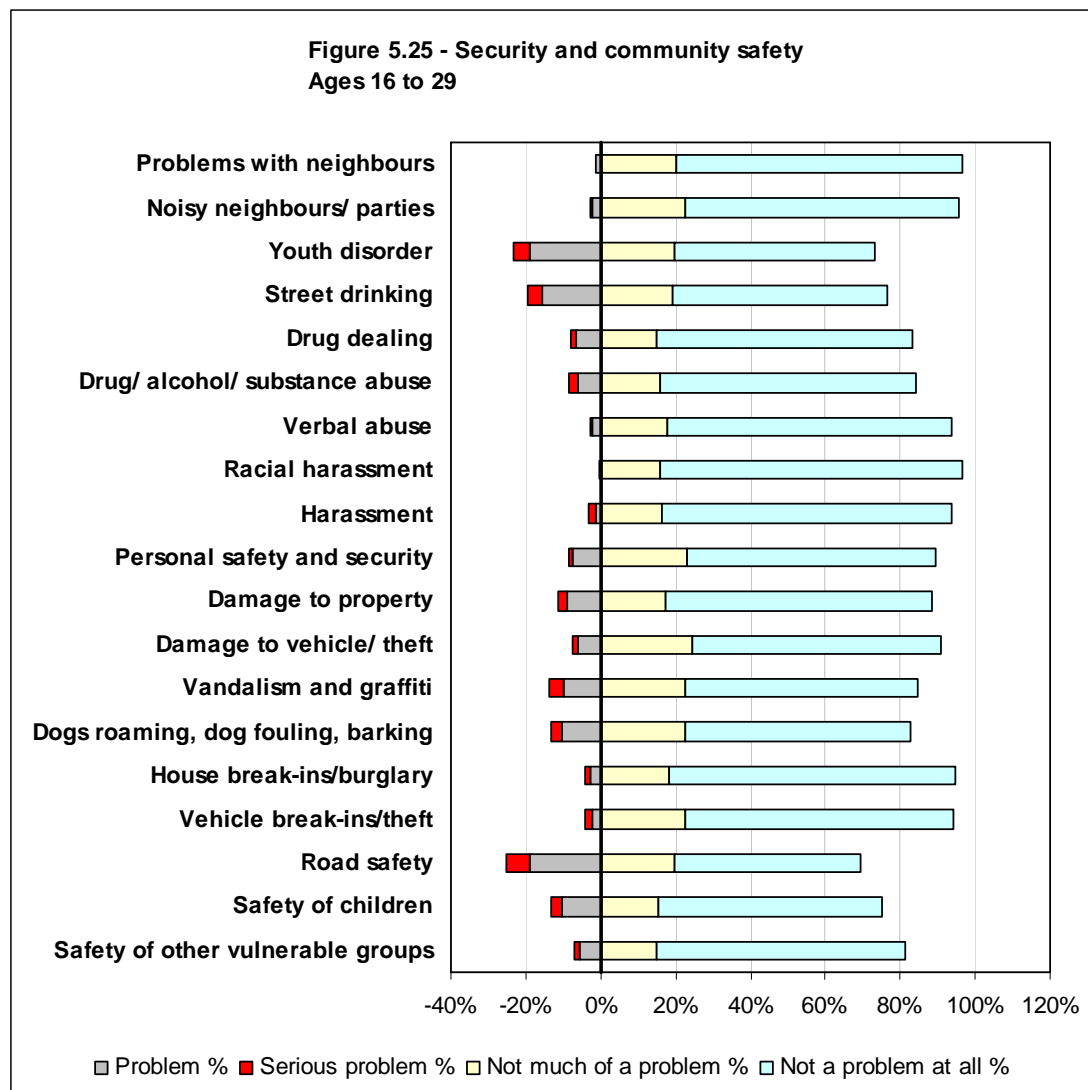
Number of concerns (Very poor or poor)	Respondents	%
None	331	51%
1	165	25%
2	112	17%
3	33	5%
4	13	2%
5+	0	0%
	654	

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





Age – 16 to 29 years



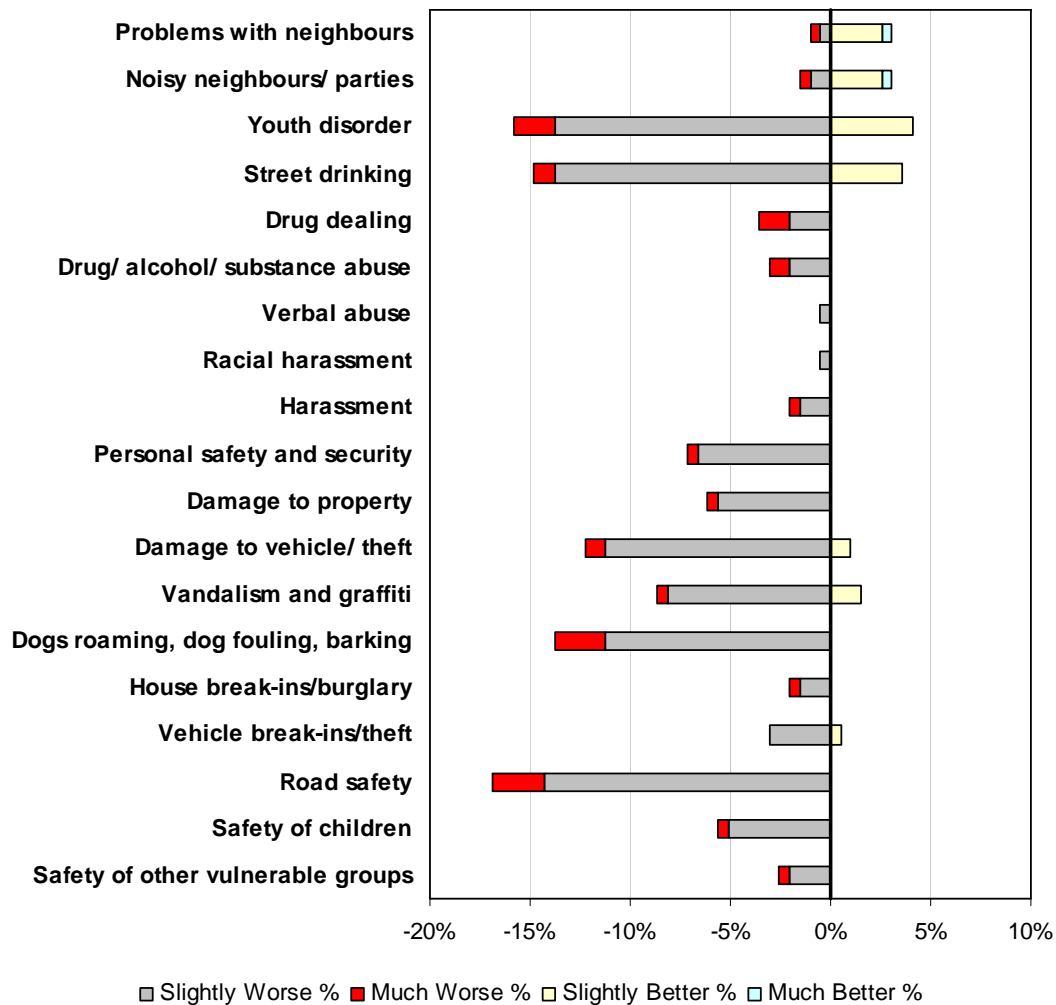
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	0	0%	3	2%	2	1%	40	20%	149	76%	2	1%
Noisy neighbours/ parties	1	1%	4	2%	2	1%	44	22%	143	73%	2	1%
Youth disorder	9	5%	37	19%	6	3%	39	20%	104	53%	1	1%
Street drinking	7	4%	31	16%	7	4%	38	19%	112	57%	1	1%
Drug dealing	3	2%	13	7%	6	3%	29	15%	134	68%	11	6%
Drug/ alcohol/ substance abuse	5	3%	12	6%	6	3%	31	16%	134	68%	8	4%
Verbal abuse	1	1%	4	2%	4	2%	35	18%	149	76%	3	2%
Racial harassment	1	1%	0	0%	3	2%	31	16%	158	81%	3	2%
Harassment	3	2%	3	2%	2	1%	32	16%	152	78%	4	2%
Personal safety and security	2	1%	15	8%	2	1%	45	23%	130	66%	2	1%
Damage to property	4	2%	18	9%	0	0%	34	17%	139	71%	1	1%
Damage to vehicle/ theft	3	2%	12	6%	1	1%	48	24%	130	66%	2	1%
Vandalism and graffiti	8	4%	19	10%	2	1%	44	22%	122	62%	1	1%
Dogs roaming, dog fouling, barking	6	3%	20	10%	5	3%	44	22%	118	60%	3	2%
House break-ins/burglary	3	2%	5	3%	0	0%	36	18%	150	77%	2	1%
Vehicle break-ins/theft	4	2%	4	2%	0	0%	44	22%	141	72%	3	2%
Road safety	12	6%	37	19%	8	4%	39	20%	97	49%	3	2%
Safety of children	6	3%	20	10%	9	5%	30	15%	117	60%	14	7%
Safety of other vulnerable groups	3	2%	11	6%	10	5%	29	15%	130	66%	13	7%
Total	81		268		75		712		2,509		79	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	95	48%
1	26	13%
2	25	13%
3	15	8%
4	8	4%
5+	27	14%
	196	

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

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

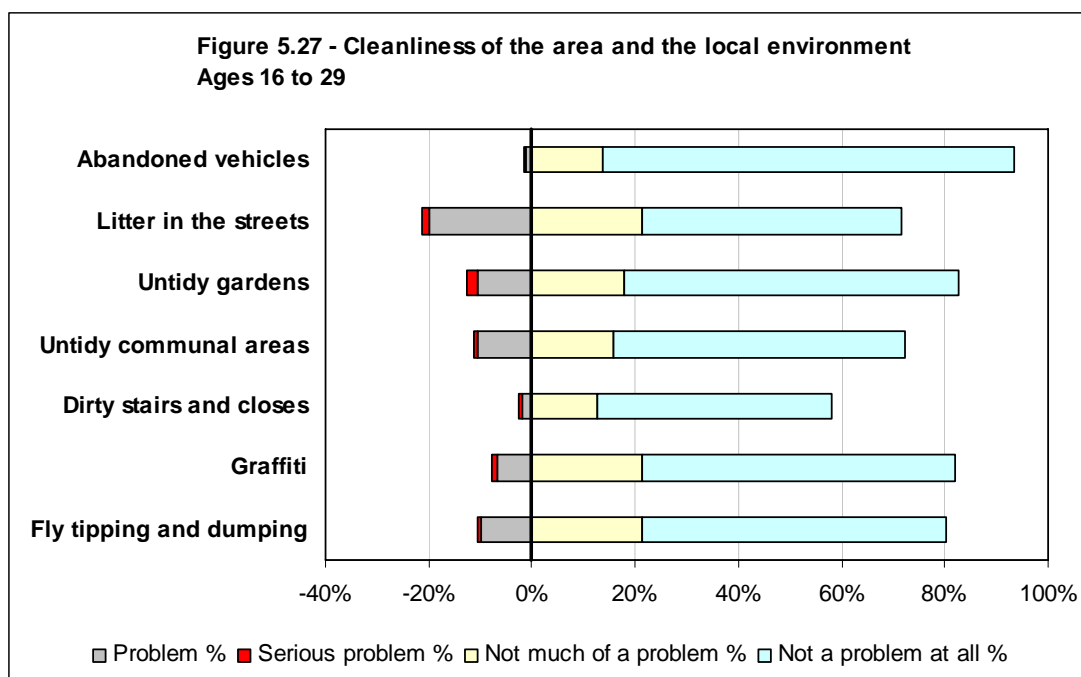


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	1%	1	1%	188	96%	5	3%	1	1%	0	0%
Noisy neighbours/ parties	1	1%	2	1%	187	95%	5	3%	1	1%	0	0%
Youth disorder	4	2%	27	14%	157	80%	8	4%	0	0%	0	0%
Street drinking	2	1%	27	14%	160	82%	7	4%	0	0%	0	0%
Drug dealing	3	2%	4	2%	189	96%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	4	2%	190	97%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	1	1%	195	99%	0	0%	0	0%	0	0%
Racial harassment	0	0%	1	1%	195	99%	0	0%	0	0%	0	0%
Harassment	1	1%	3	2%	192	98%	0	0%	0	0%	0	0%
Personal safety and security	1	1%	13	7%	182	93%	0	0%	0	0%	0	0%
Damage to property	1	1%	11	6%	184	94%	0	0%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	22	11%	170	87%	2	1%	0	0%	0	0%
Vandalism and graffiti	1	1%	16	8%	176	90%	3	2%	0	0%	0	0%
Dogs roaming, dog fouling, barking	5	3%	22	11%	169	86%	0	0%	0	0%	0	0%
House break-ins/burglary	1	1%	3	2%	192	98%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	0	0%	6	3%	189	96%	1	1%	0	0%	0	0%
Road safety	5	3%	28	14%	163	83%	0	0%	0	0%	0	0%
Safety of children	1	1%	10	5%	185	94%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	1	1%	4	2%	191	97%	0	0%	0	0%	0	0%
Total	32		205		3,454		31		2		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	114	58%
1	20	10%
2	28	14%
3	13	7%
4	8	4%
5+	13	7%
	196	

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

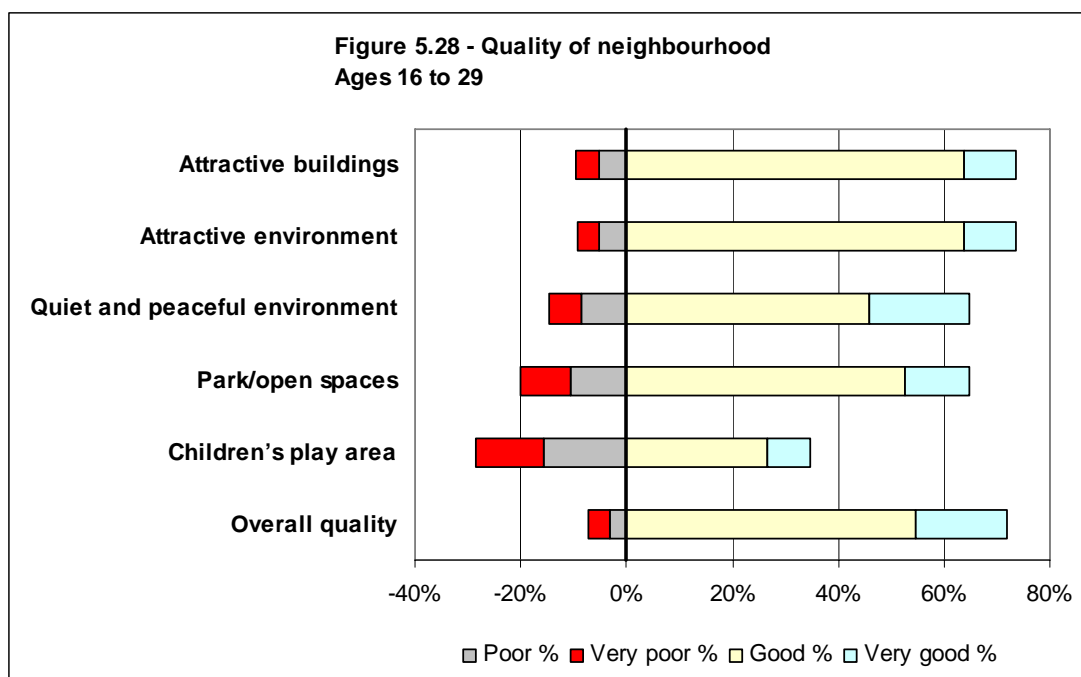


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	1%	2	1%	3	2%	27	14%	156	80%	6	3%	1	1%
Litter in the streets	3	2%	39	20%	12	6%	42	21%	98	50%	1	1%	1	1%
Untidy gardens	4	2%	21	11%	8	4%	35	18%	127	65%	1	1%	0	0%
Untidy communal areas	1	1%	21	11%	8	4%	31	16%	111	57%	2	1%	22	11%
Dirty stairs and closes	1	1%	4	2%	2	1%	25	13%	89	45%	3	2%	72	37%
Graffiti	2	1%	13	7%	10	5%	42	21%	119	61%	3	2%	7	4%
Fly tipping and dumping	2	1%	19	10%	9	5%	42	21%	115	59%	4	2%	5	3%
Total	14		119		52		244		815		20		108	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	138	70%
1	19	10%
2	18	9%
3	10	5%
4	7	4%
5+	4	2%
	196	

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

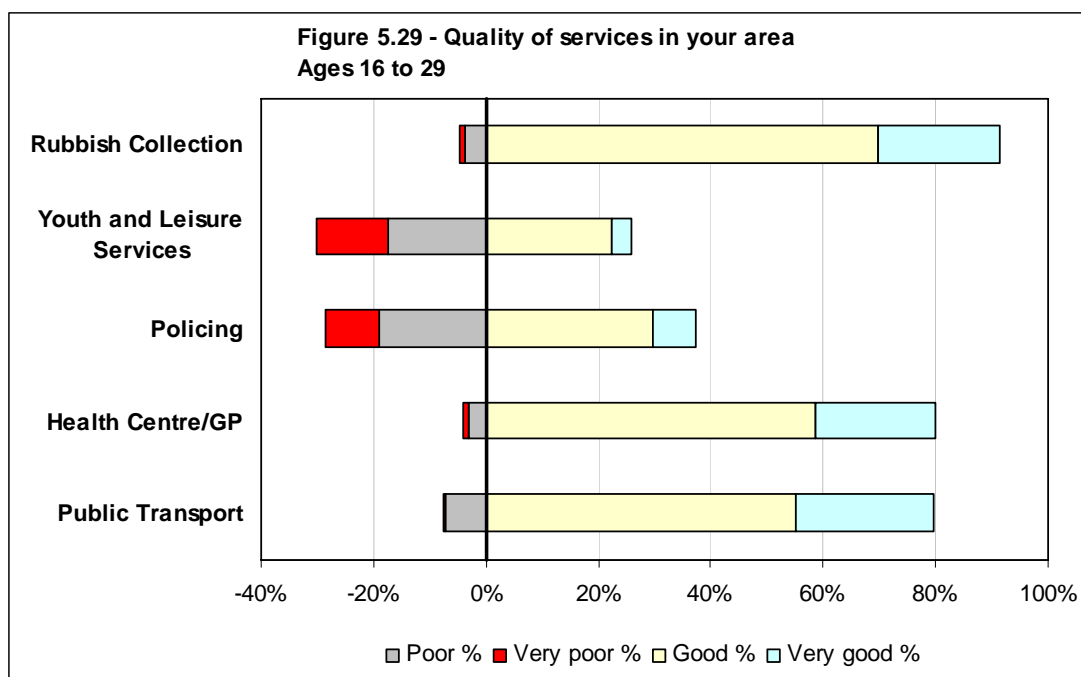


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	9	5%	10	5%	33	17%	125	64%	19	10%	0	0%	0	0%
Attractive environment	8	4%	10	5%	34	17%	125	64%	19	10%	0	0%	0	0%
Quiet and peaceful environment	12	6%	17	9%	40	20%	90	46%	37	19%	0	0%	0	0%
Park/open spaces	18	9%	21	11%	29	15%	103	53%	24	12%	1	1%	0	0%
Children's play area	25	13%	31	16%	45	23%	52	27%	16	8%	27	14%	0	0%
Overall quality	8	4%	6	3%	41	21%	107	55%	34	17%	0	0%	0	0%
Total	80		95		222		602		149		28		0	

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

Number of concerns (Very poor or poor)	Respondents	%
None	126	64%
1	25	13%
2	27	14%
3	2	1%
4	0	0%
5+	16	8%
	196	

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

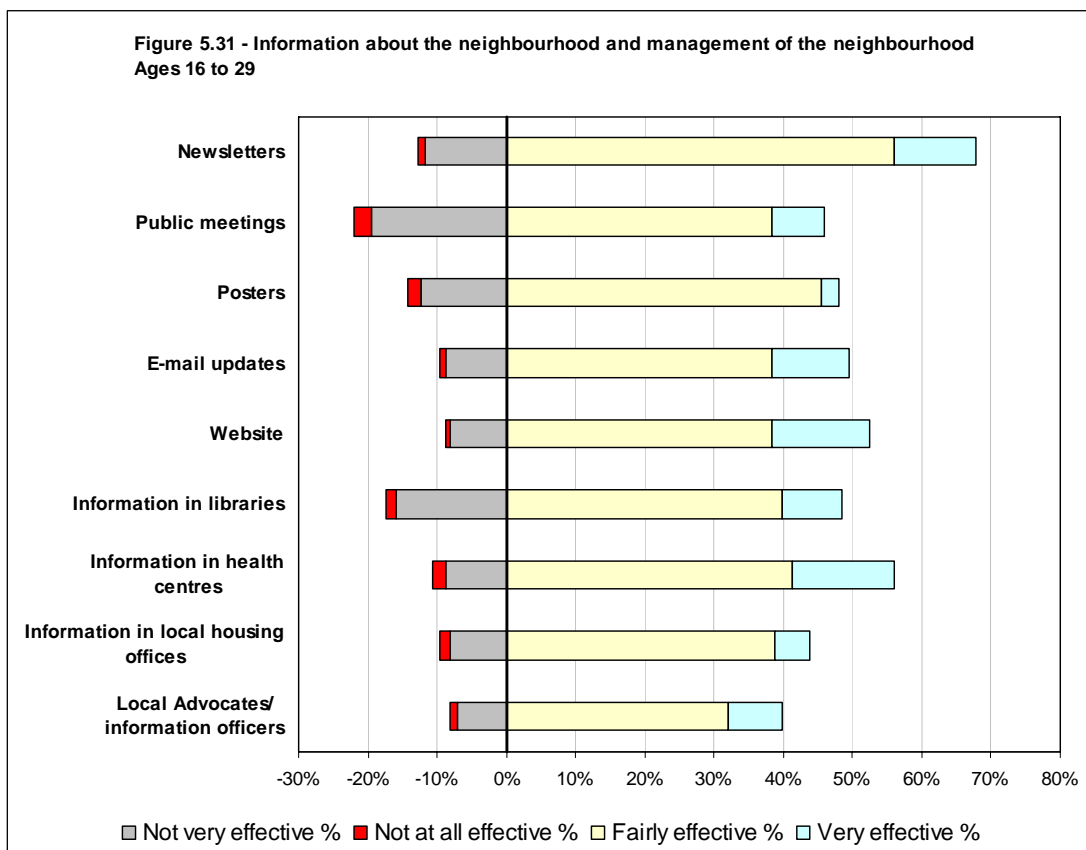
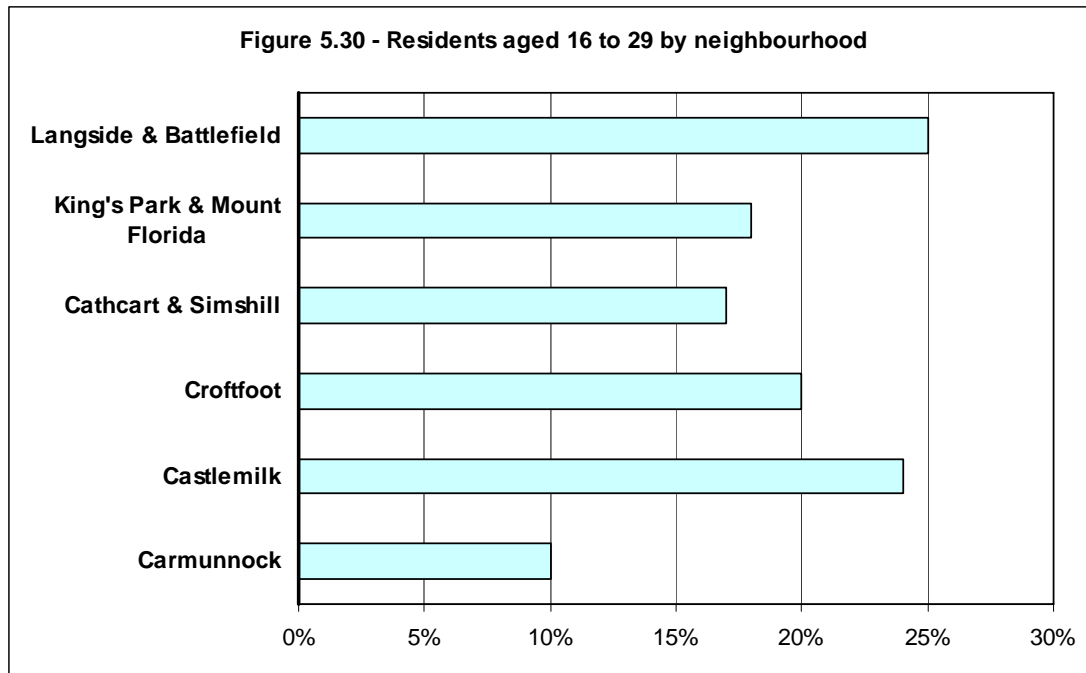


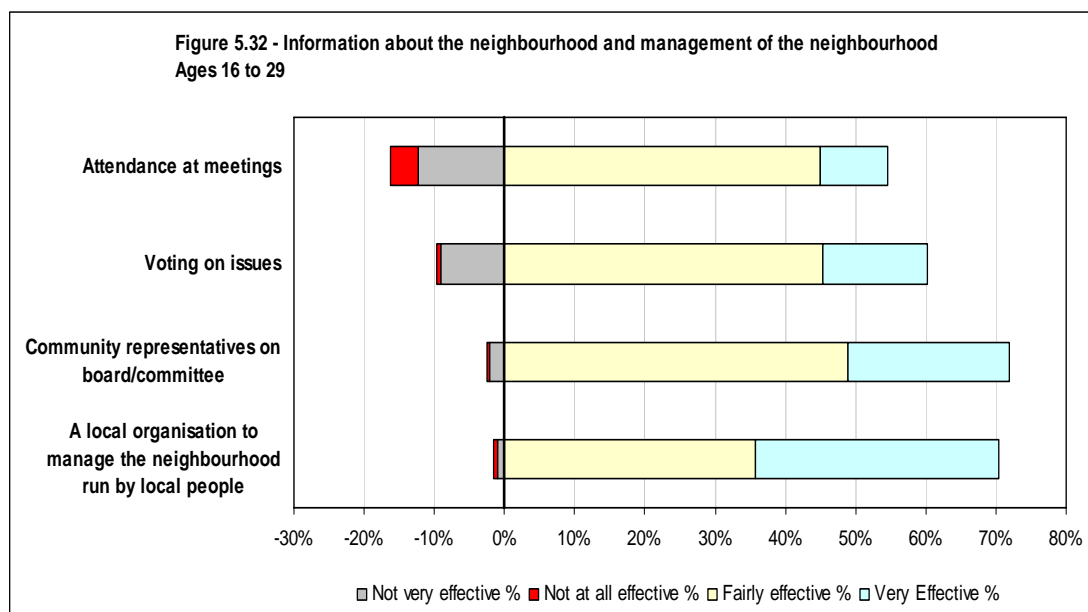
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	2	1%	7	4%	6	3%	137	70%	42	21%	1	1%	1	1%
Youth and Leisure Services	25	13%	34	17%	41	21%	44	22%	7	4%	43	22%	2	1%
Policing	19	10%	37	19%	48	24%	58	30%	15	8%	18	9%	1	1%
Health Centre/GP	2	1%	6	3%	19	10%	115	59%	42	21%	11	6%	1	1%
Public Transport	1	1%	14	7%	15	8%	108	55%	48	24%	5	3%	5	3%
Total	49		98		129		462		154		78		10	

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

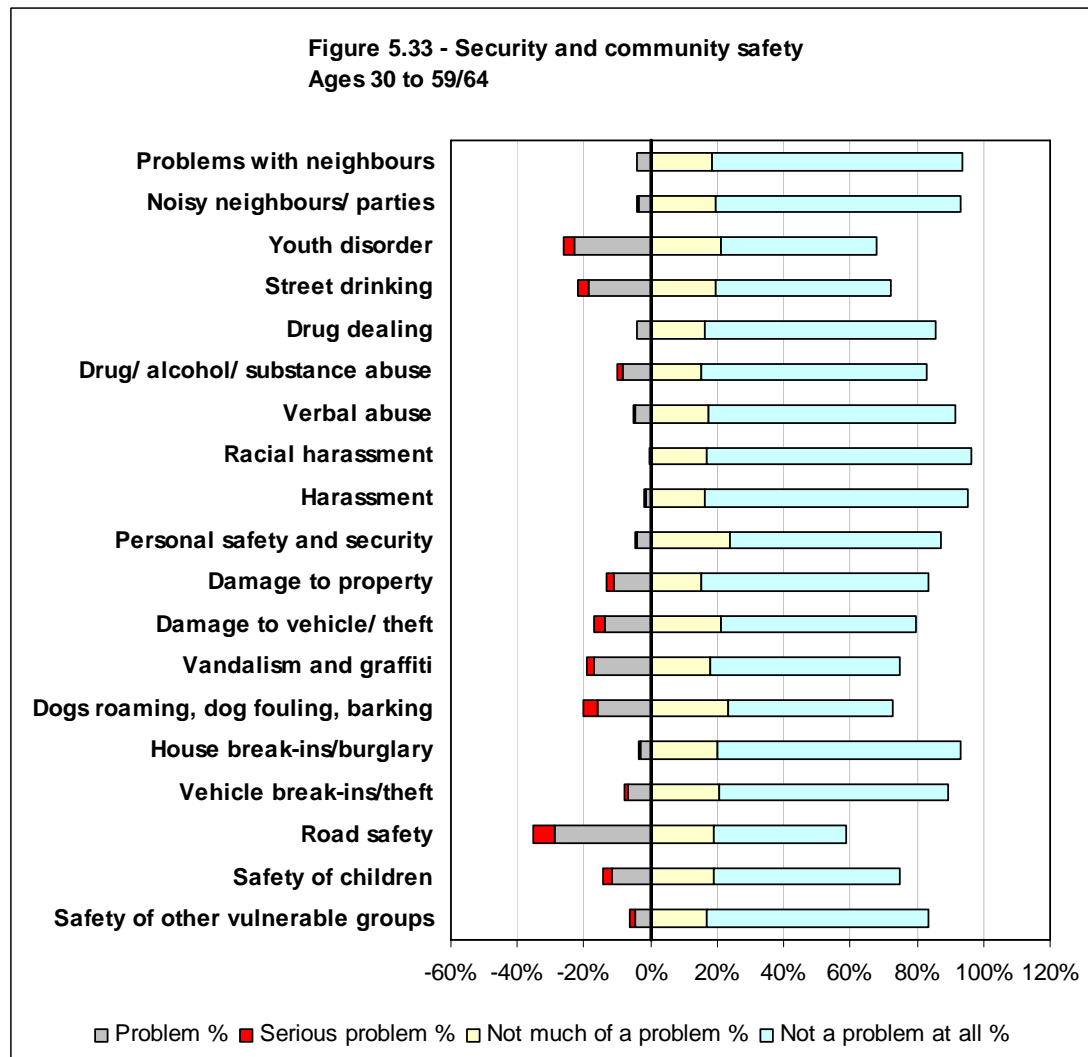
Number of concerns (Very poor or poor)	Respondents	%
None	103	53%
1	46	23%
2	40	20%
3	7	4%
4	0	0%
5+	0	0%
	196	

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





Age – 30 to 59/64 years



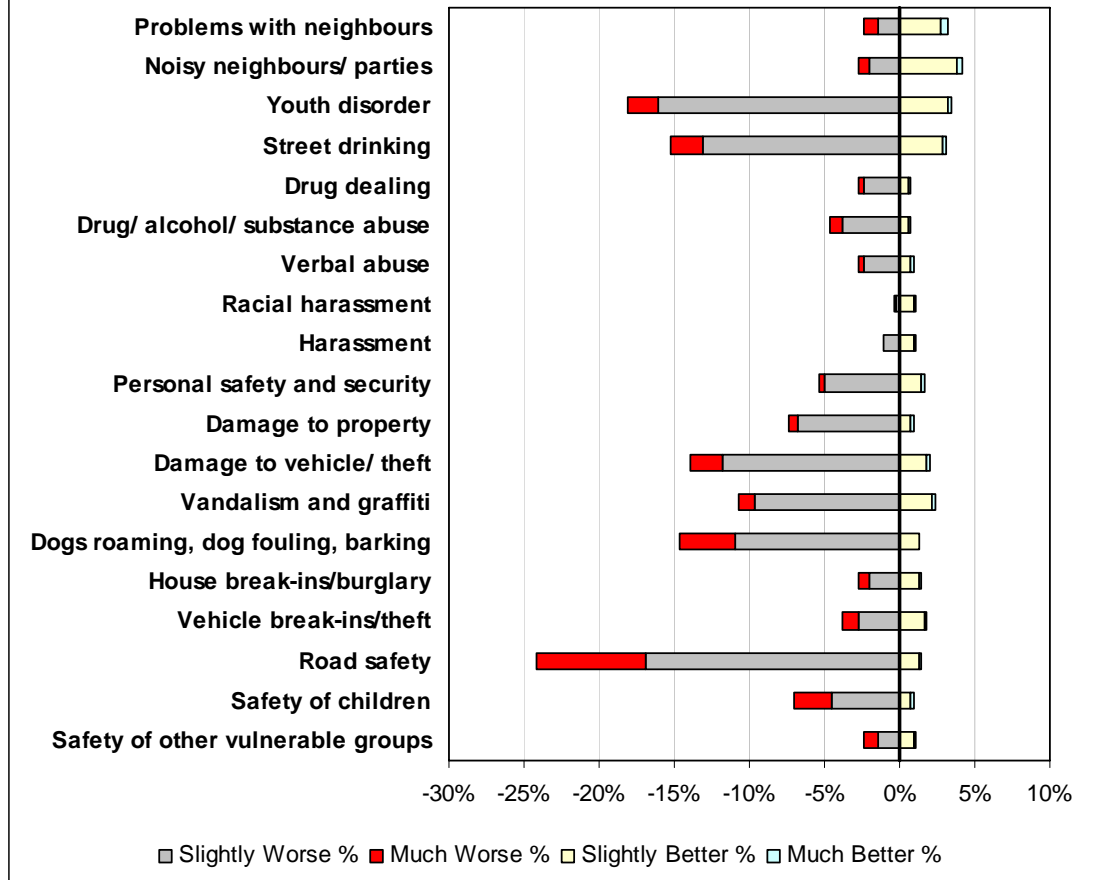
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	2	0%	22	4%	8	1%	103	18%	421	75%	2	0%
Noisy neighbours / parties	4	1%	20	4%	10	2%	108	19%	413	74%	3	1%
Youth disorder	20	4%	127	23%	31	6%	119	21%	260	47%	1	0%
Street drinking	17	3%	104	19%	33	6%	110	20%	294	53%	0	0%
Drug dealing	2	0%	22	4%	35	6%	90	16%	389	70%	20	4%
Drug/ alcohol/ substance abuse	8	1%	48	9%	22	4%	86	15%	377	68%	17	3%
Verbal abuse	3	1%	25	4%	18	3%	98	18%	413	74%	1	0%
Racial harassment	0	0%	3	1%	9	2%	93	17%	445	80%	8	1%
Harassment	1	0%	9	2%	10	2%	90	16%	443	79%	5	1%
Personal safety and security	3	1%	23	4%	41	7%	132	24%	356	64%	3	1%
Damage to property	11	2%	63	11%	14	3%	85	15%	382	68%	3	1%
Damage to vehicle/ theft	18	3%	76	14%	16	3%	117	21%	329	59%	2	0%
Vandalism and graffiti	12	2%	96	17%	28	5%	101	18%	318	57%	3	1%
Dogs roaming, dog fouling, barking	22	4%	90	16%	37	7%	130	23%	275	49%	4	1%
House break-ins/burglary	2	0%	17	3%	15	3%	113	20%	406	73%	5	1%
Vehicle break-ins/theft	7	1%	37	7%	11	2%	115	21%	384	69%	4	1%
Road safety	37	7%	160	29%	29	5%	105	19%	223	40%	4	1%
Safety of children	16	3%	65	12%	38	7%	107	19%	310	56%	22	4%
Safety of other vulnerable groups	8	1%	27	5%	27	5%	95	17%	372	67%	29	5%
Total	193		1,034		432		1,997		6,810		136	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	205	37%
1	117	21%
2	59	11%
3	52	9%
4	26	5%
5+	99	18%
	558	

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

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

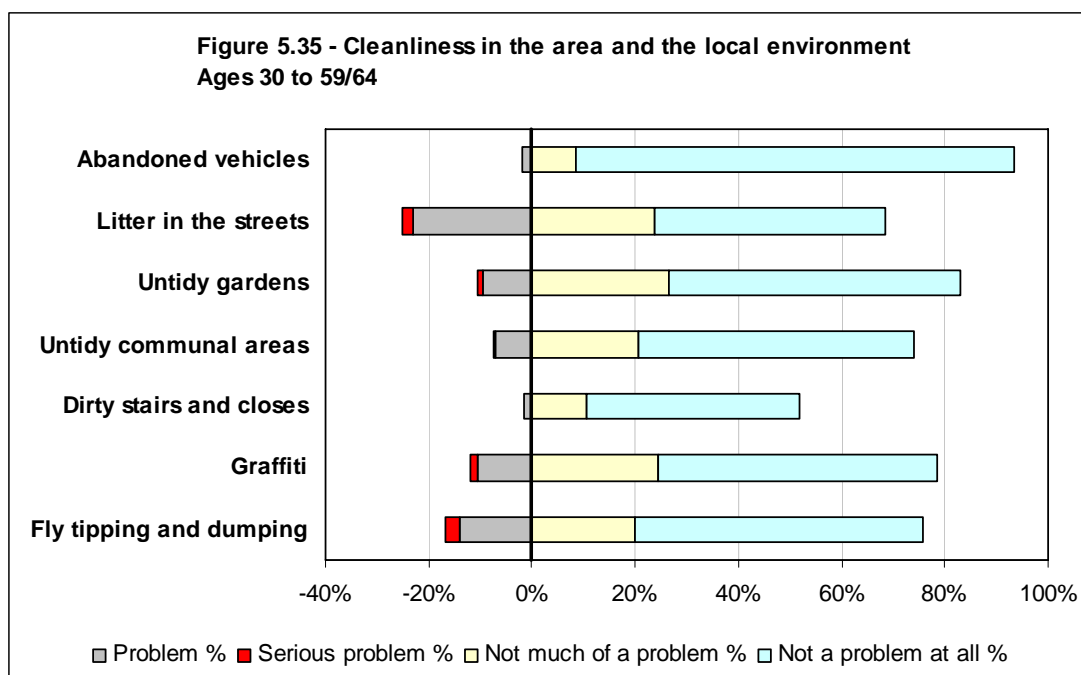


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	5	1%	8	1%	527	94%	15	3%	3	1%	0	0%
Noisy neighbours / parties	4	1%	11	2%	520	93%	21	4%	2	0%	0	0%
Youth disorder	11	2%	90	16%	438	78%	18	3%	1	0%	0	0%
Street drinking	12	2%	73	13%	456	82%	16	3%	1	0%	0	0%
Drug dealing	2	0%	13	2%	539	97%	3	1%	1	0%	0	0%
Drug/ alcohol/ substance abuse	5	1%	21	4%	528	95%	3	1%	1	0%	0	0%
Verbal abuse	2	0%	13	2%	538	96%	4	1%	1	0%	0	0%
Racial harassment	1	0%	1	0%	550	99%	5	1%	1	0%	0	0%
Harassment	0	0%	6	1%	546	98%	5	1%	1	0%	0	0%
Personal safety and security	2	0%	28	5%	519	93%	8	1%	1	0%	0	0%
Damage to property	3	1%	38	7%	512	92%	4	1%	1	0%	0	0%
Damage to vehicle/ theft	12	2%	66	12%	469	84%	10	2%	1	0%	0	0%
Vandalism and graffiti	6	1%	54	10%	485	87%	12	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	21	4%	61	11%	469	84%	7	1%	0	0%	0	0%
House break-ins/burglary	4	1%	11	2%	535	96%	7	1%	1	0%	0	0%
Vehicle break-ins/theft	6	1%	15	3%	527	94%	9	2%	1	0%	0	0%
Road safety	41	7%	94	17%	415	74%	7	1%	1	0%	0	0%
Safety of children	14	3%	25	4%	514	92%	4	1%	1	0%	0	0%
Safety of other vulnerable groups	5	1%	8	1%	539	97%	5	1%	1	0%	0	0%
Total	156		636		9,626		163		21		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	288	52%
1	91	16%
2	63	11%
3	46	8%
4	24	4%
5+	46	8%
	558	

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

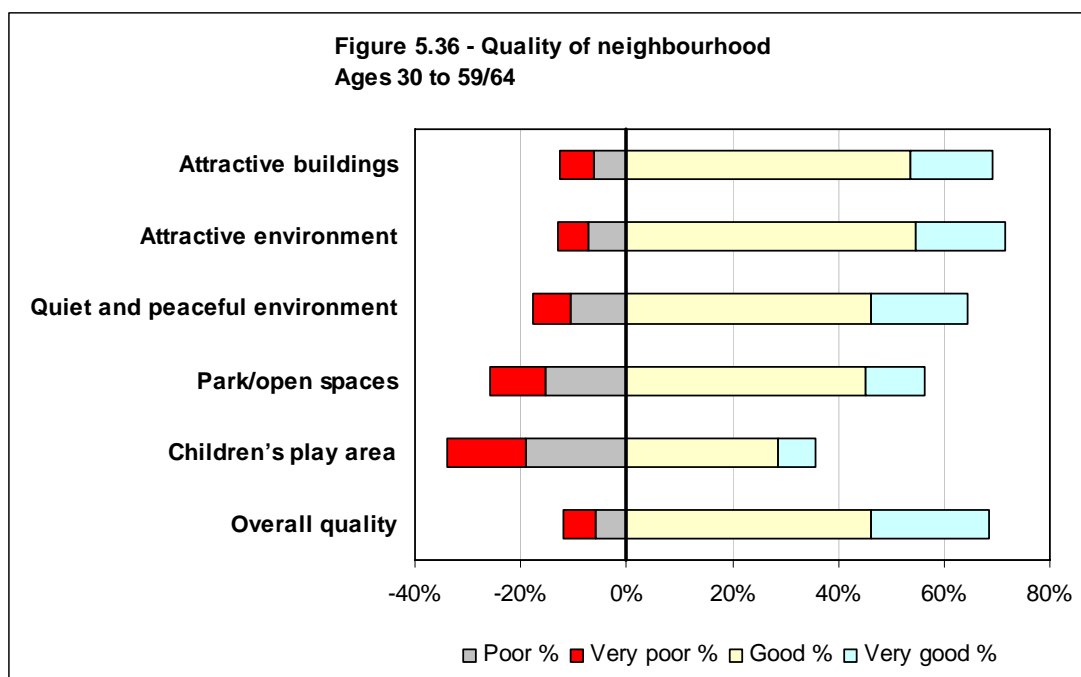


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	11	2%	9	2%	47	8%	475	85%	15	3%	1	0%
Litter in the streets	11	2%	129	23%	32	6%	132	24%	251	45%	3	1%	0	0%
Untidy gardens	4	1%	54	10%	31	6%	149	27%	314	56%	6	1%	0	0%
Untidy communal areas	1	0%	40	7%	36	6%	116	21%	297	53%	7	1%	61	11%
Dirty stairs and closes	0	0%	8	1%	23	4%	59	11%	231	41%	19	3%	218	39%
Graffiti	8	1%	58	10%	31	6%	136	24%	303	54%	4	1%	18	3%
Fly tipping and dumping	15	3%	78	14%	25	4%	112	20%	311	56%	10	2%	7	1%
Total	39		378		187		751		2,182		64		305	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	361	65%
1	72	13%
2	67	12%
3	35	6%
4	13	2%
5+	10	2%
	558	

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

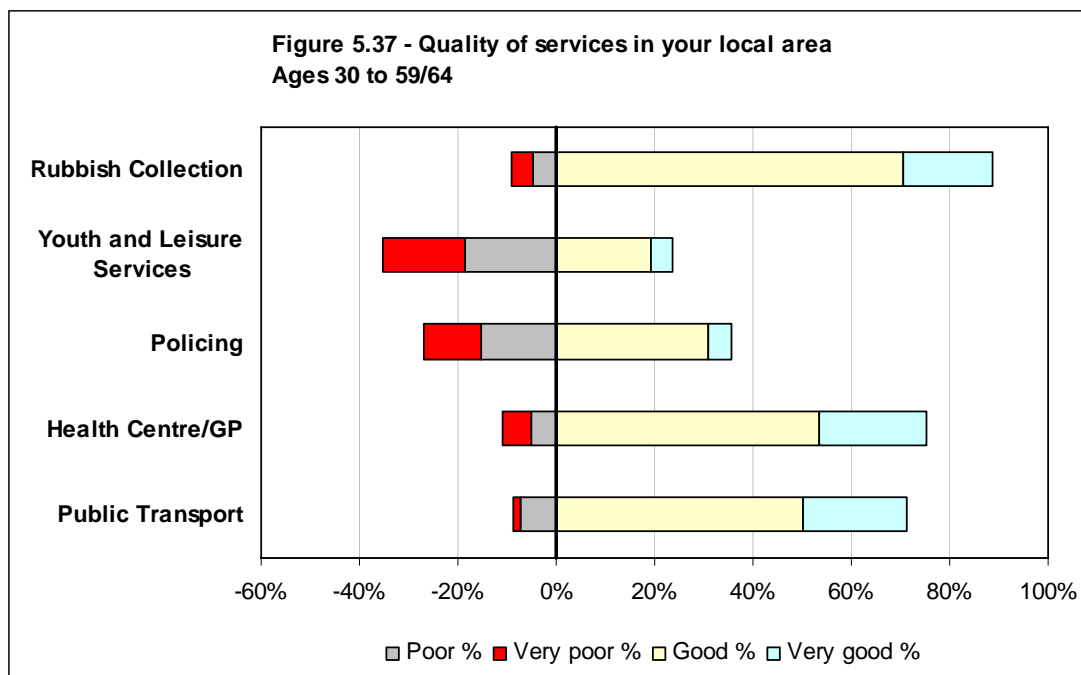


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	36	6%	34	6%	96	17%	300	54%	86	15%	3	1%	3	1%
Attractive environment	32	6%	41	7%	83	15%	305	55%	95	17%	2	0%	0	0%
Quiet and peaceful environment	40	7%	59	11%	99	18%	257	46%	102	18%	1	0%	0	0%
Park/open spaces	58	10%	86	15%	95	17%	252	45%	63	11%	4	1%	0	0%
Children's play area	84	15%	106	19%	126	23%	160	29%	40	7%	41	7%	1	0%
Overall quality	33	6%	33	6%	107	19%	258	46%	125	22%	2	0%	0	0%
Total	283		359		606		1,532		511		53		4	

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

Number of concerns (Very poor or poor)	Respondents	%
None	330	59%
1	74	13%
2	63	11%
3	20	4%
4	16	3%
5+	55	10%
	558	

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



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	23	4%	27	5%	11	2%	394	71%	102	18%	1	0%	0	0%
Youth and Leisure Services	92	16%	104	19%	113	20%	108	19%	23	4%	113	20%	5	1%
Policing	64	11%	86	15%	171	31%	172	31%	27	5%	38	7%	0	0%
Health Centre/GP	31	6%	29	5%	64	11%	298	53%	123	22%	12	2%	1	0%
Public Transport	7	1%	41	7%	85	15%	281	50%	116	21%	17	3%	11	2%
Total	217		287		444		1,253		391		181		17	

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

Number of concerns (Very poor or poor)	Respondents	%
None	267	48%
1	135	24%
2	110	20%
3	35	6%
4	11	2%
5+	0	0%
	558	

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

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

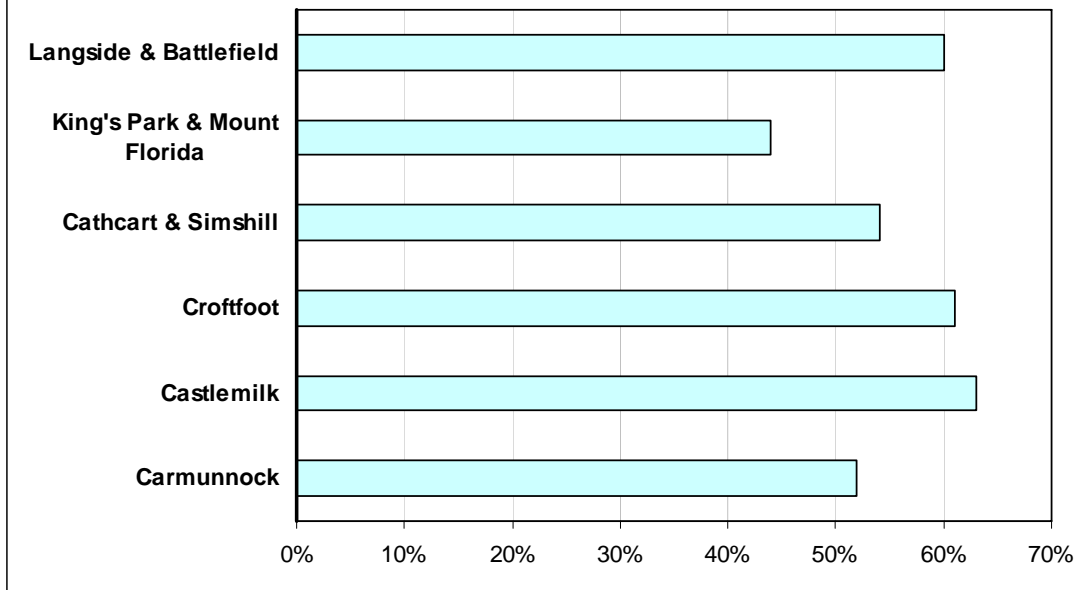
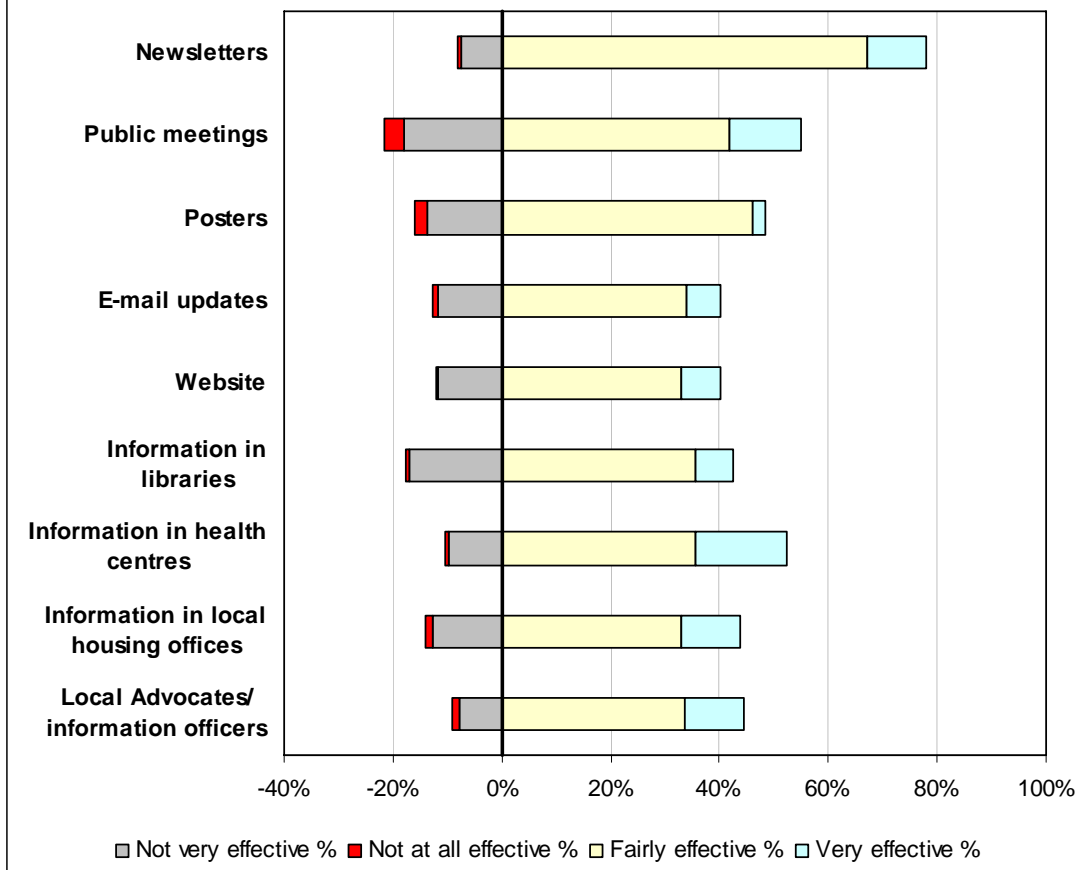
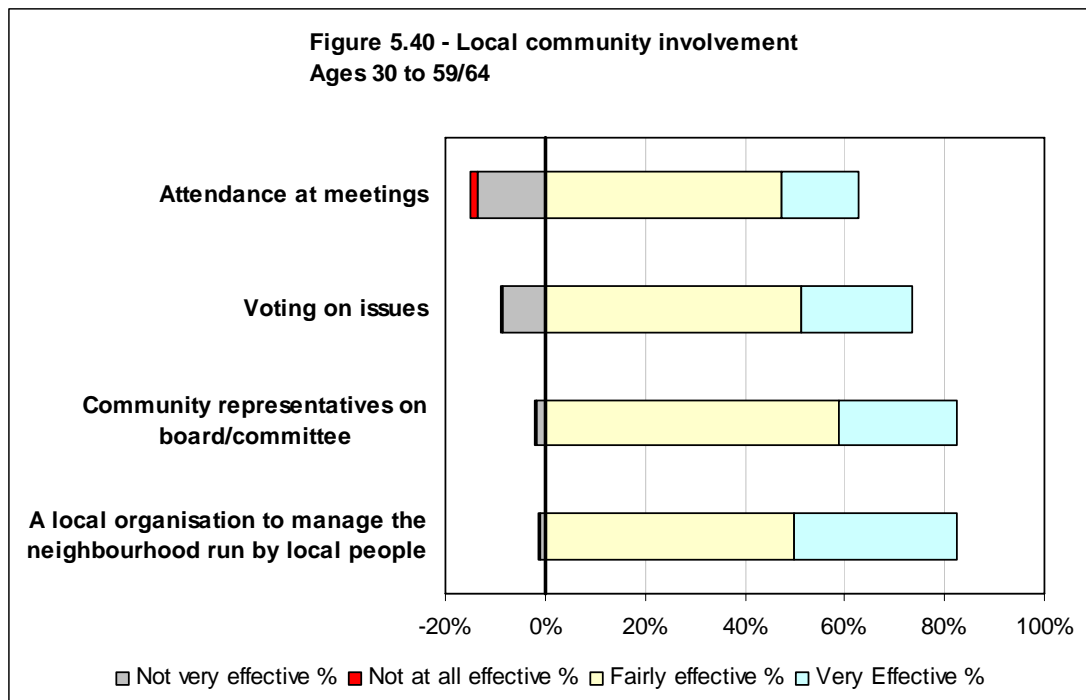
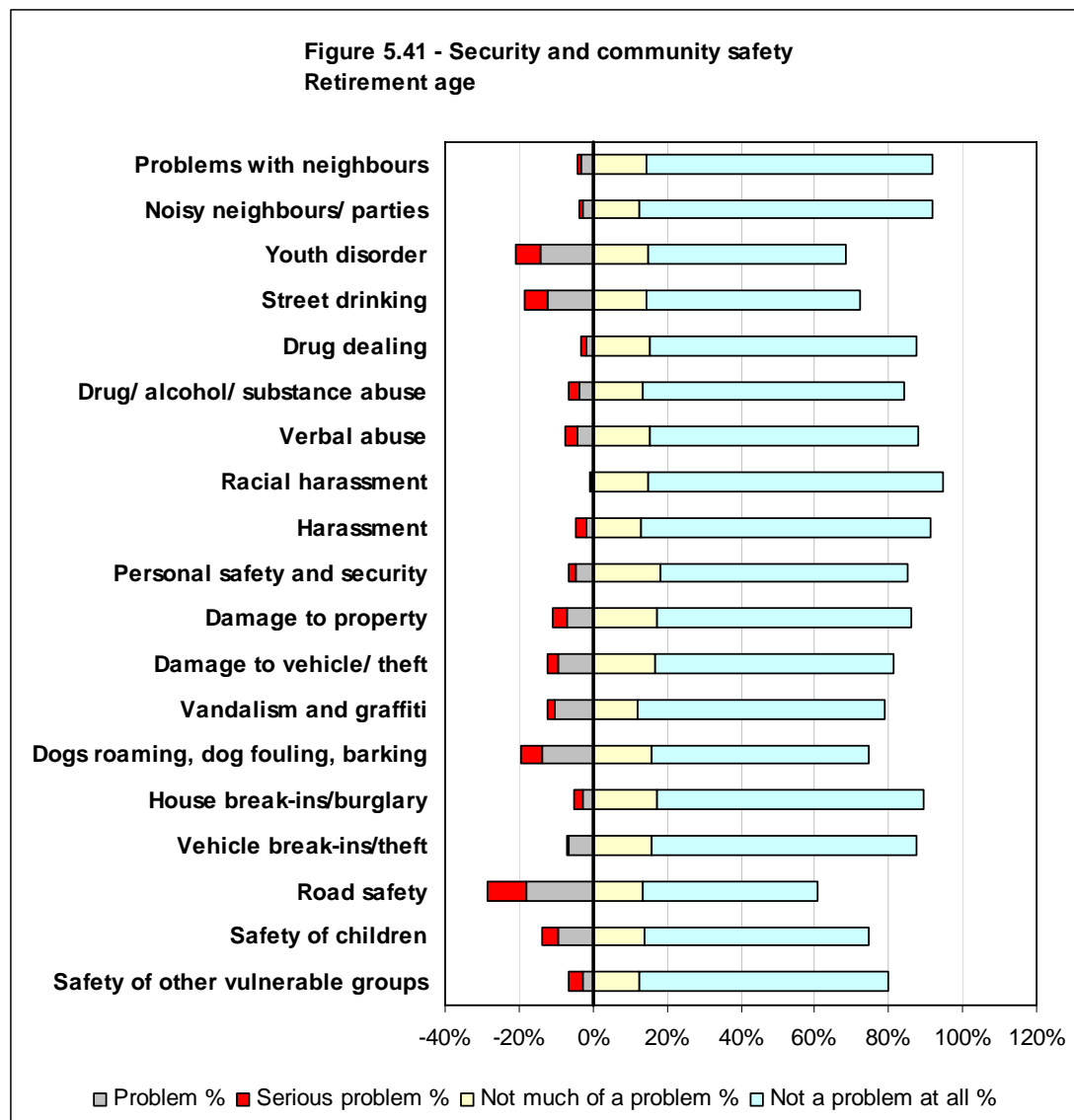


Figure 5.39 - Information about the neighbourhood and management of the neighbourhood
Ages 30 to 59/64





Age – Retirement age



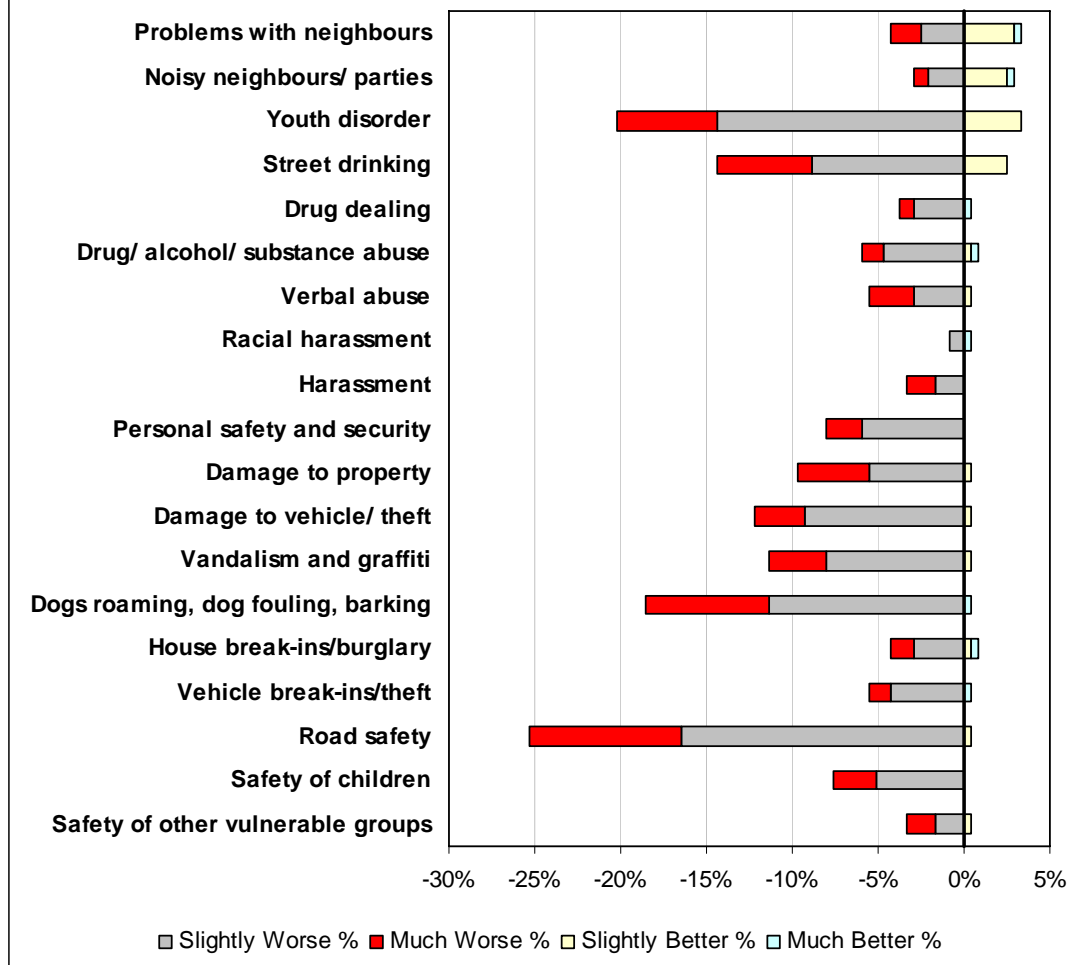
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours?	2	1%	8	3%	2	1%	34	14%	184	78%	7	3%
Noisy neighbours / parties	2	1%	7	3%	4	2%	30	13%	188	79%	6	3%
Youth disorder	16	7%	34	14%	24	10%	35	15%	127	54%	1	0%
Street drinking	15	6%	29	12%	19	8%	34	14%	137	58%	3	1%
Drug dealing	4	2%	4	2%	3	1%	36	15%	171	72%	19	8%
Drug/ alcohol/ substance abuse	6	3%	9	4%	7	3%	32	14%	168	71%	15	6%
Verbal abuse	8	3%	10	4%	7	3%	36	15%	173	73%	3	1%
Racial harassment	1	0%	1	0%	1	0%	35	15%	189	80%	10	4%
Harassment	7	3%	4	2%	3	1%	31	13%	186	78%	6	3%
Personal safety and security	4	2%	11	5%	15	6%	43	18%	159	67%	5	2%
Damage to property	9	4%	17	7%	4	2%	41	17%	163	69%	3	1%
Damage to vehicle/ theft	7	3%	22	9%	8	3%	40	17%	153	65%	7	3%
Vandalism and graffiti	4	2%	25	11%	18	8%	29	12%	158	67%	3	1%
Dogs roaming, dog fouling, barking	13	5%	33	14%	7	3%	38	16%	139	59%	7	3%
House break-ins/burglary	5	2%	7	3%	5	2%	41	17%	171	72%	8	3%
Vehicle break-ins/theft	2	1%	15	6%	4	2%	38	16%	169	71%	9	4%
Road safety	25	11%	43	18%	18	8%	32	14%	112	47%	7	3%
Safety of children	11	5%	22	9%	17	7%	33	14%	144	61%	10	4%
Safety of other vulnerable groups	10	4%	6	3%	8	3%	30	13%	159	67%	24	10%
Total	151		307		174		668		3,050		153	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	104	44%
1	45	19%
2	29	12%
3	22	9%
4	8	3%
5+	29	12%
	237	

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

Figure 5.42 - Security and community safety in the past year
Retirement age

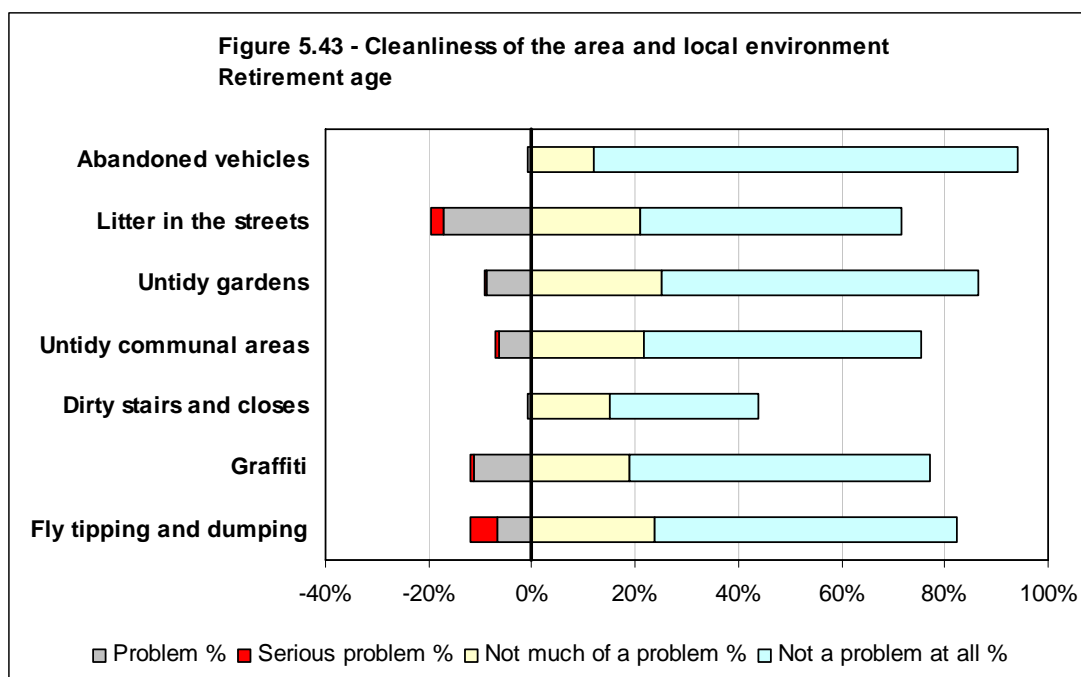


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	6	3%	219	92%	7	3%	1	0%	0	0%
Noisy neighbours / parties	2	1%	5	2%	223	94%	6	3%	1	0%	0	0%
Youth disorder	14	6%	34	14%	181	76%	8	3%	0	0%	0	0%
Street drinking	13	5%	21	9%	197	83%	6	3%	0	0%	0	0%
Drug dealing	2	1%	7	3%	227	96%	0	0%	1	0%	0	0%
Drug/ alcohol/ substance abuse	3	1%	11	5%	221	93%	1	0%	1	0%	0	0%
Verbal abuse	6	3%	7	3%	223	94%	1	0%	0	0%	0	0%
Racial harassment	0	0%	2	1%	234	99%	0	0%	1	0%	0	0%
Harassment	4	2%	4	2%	229	97%	0	0%	0	0%	0	0%
Personal safety and security	5	2%	14	6%	218	92%	0	0%	0	0%	0	0%
Damage to property	10	4%	13	5%	213	90%	1	0%	0	0%	0	0%
Damage to vehicle/ theft	7	3%	22	9%	207	87%	1	0%	0	0%	0	0%
Vandalism and graffiti	8	3%	19	8%	209	88%	1	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	17	7%	27	11%	192	81%	0	0%	1	0%	0	0%
House break-ins/burglary	3	1%	7	3%	225	95%	1	0%	1	0%	0	0%
Vehicle break-ins/theft	3	1%	10	4%	223	94%	0	0%	1	0%	0	0%
Road safety	21	9%	39	16%	176	74%	1	0%	0	0%	0	0%
Safety of children	6	3%	12	5%	219	92%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	4	2%	4	2%	228	96%	1	0%	0	0%	0	0%
Total	132		264		4,064		35		8		0	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	118	50%
1	41	17%
2	31	13%
3	13	5%
4	7	3%
5+	27	11%
	237	

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

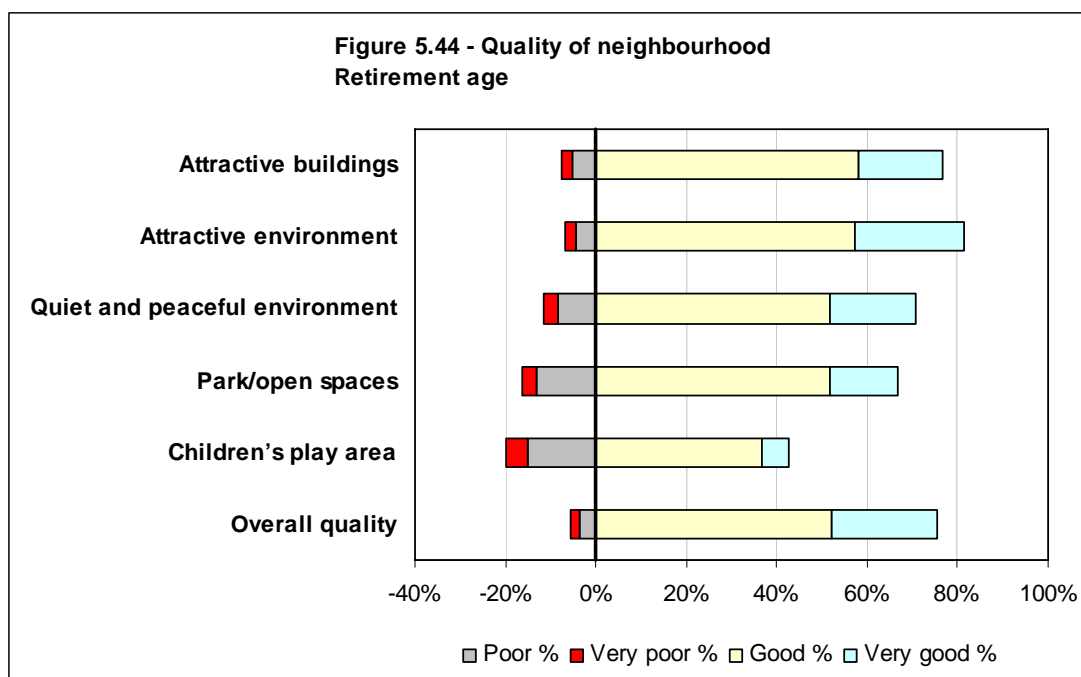


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	2	1%	3	1%	28	12%	195	82%	7	3%	2	1%
Litter in the streets	5	2%	41	17%	19	8%	50	21%	120	51%	2	1%	0	0%
Untidy gardens	1	0%	21	9%	7	3%	60	25%	145	61%	3	1%	0	0%
Untidy communal areas	2	1%	15	6%	8	3%	51	22%	128	54%	6	3%	27	11%
Dirty stairs and closes	0	0%	2	1%	4	2%	36	15%	68	29%	9	4%	118	50%
Graffiti	1	0%	27	11%	16	7%	45	19%	138	58%	3	1%	7	3%
Fly tipping and dumping	12	5%	16	7%	7	3%	56	24%	139	59%	3	1%	4	2%
Total	21		124		64		326		933		33		158	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	171	72%
1	27	11%
2	17	7%
3	11	5%
4	6	3%
5+	5	2%
	237	

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

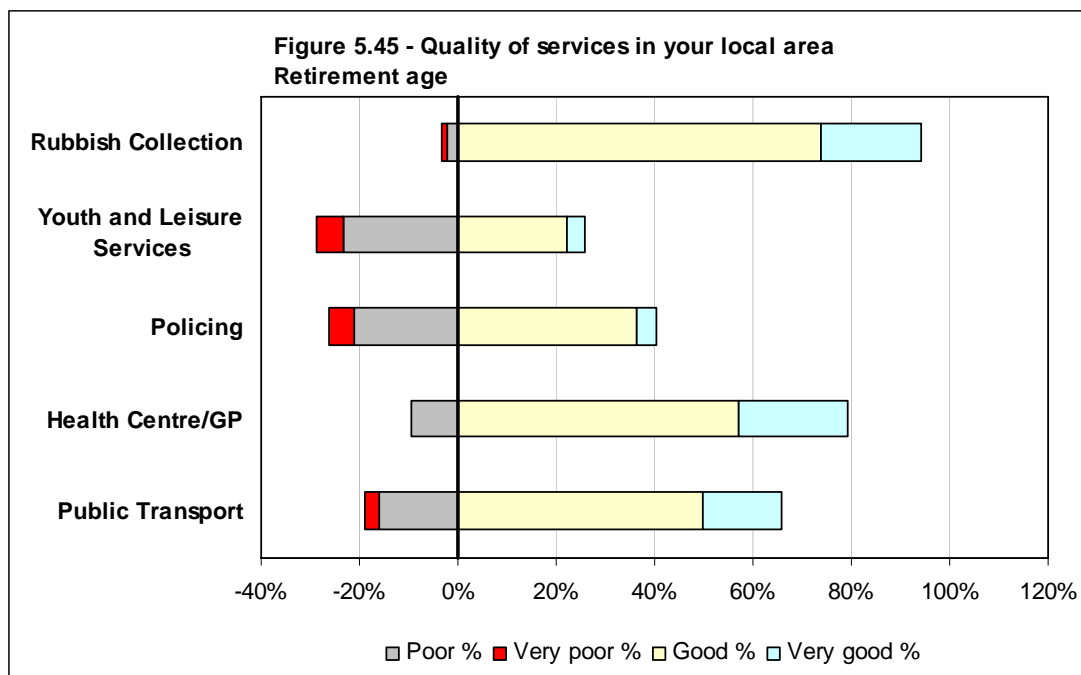


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	6	3%	12	5%	32	14%	138	58%	44	19%	2	1%	3	1%
Attractive environment	6	3%	10	4%	28	12%	136	57%	57	24%	0	0%	0	0%
Quiet and peaceful environment	7	3%	20	8%	42	18%	123	52%	45	19%	0	0%	0	0%
Park/open spaces	8	3%	31	13%	40	17%	123	52%	35	15%	0	0%	0	0%
Children's play area	11	5%	36	15%	44	19%	87	37%	14	6%	43	18%	2	1%
Overall quality	4	2%	9	4%	45	19%	124	52%	55	23%	0	0%	0	0%
Total	42		118		231		731		250		45		5	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	172	73%
1	23	10%
2	21	9%
3	7	3%
4	4	2%
5+	10	4%
	237	

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



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	1%	5	2%	5	2%	175	74%	48	20%	1	0%	0	0%
Youth and Leisure Services	13	5%	55	23%	36	15%	53	22%	8	3%	66	28%	6	3%
Policing	12	5%	50	21%	60	25%	86	36%	10	4%	19	8%	0	0%
Health Centre/GP	0	0%	22	9%	24	10%	135	57%	53	22%	3	1%	0	0%
Public Transport	7	3%	38	16%	21	9%	118	50%	38	16%	10	4%	5	2%
Total	35		170		146		567		157		99		11	

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

Number of concerns (Very poor or poor)	Respondents	%
None	119	50%
1	58	24%
2	40	17%
3	13	5%
4	7	3%
5+	0	0%
	237	

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

Figure 5.46 - Residents of retirement age by neighbourhood

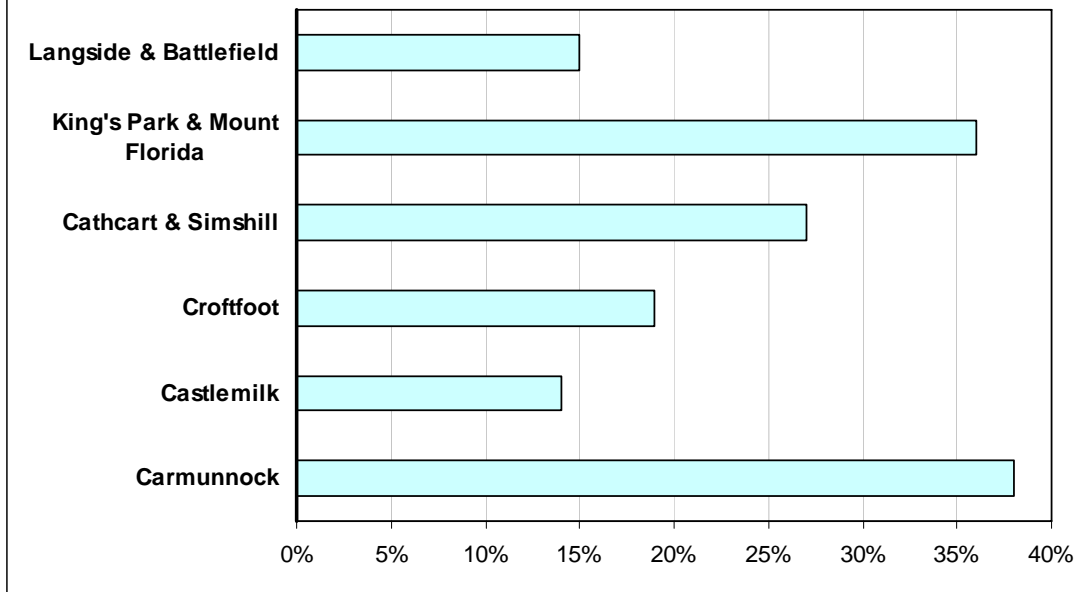
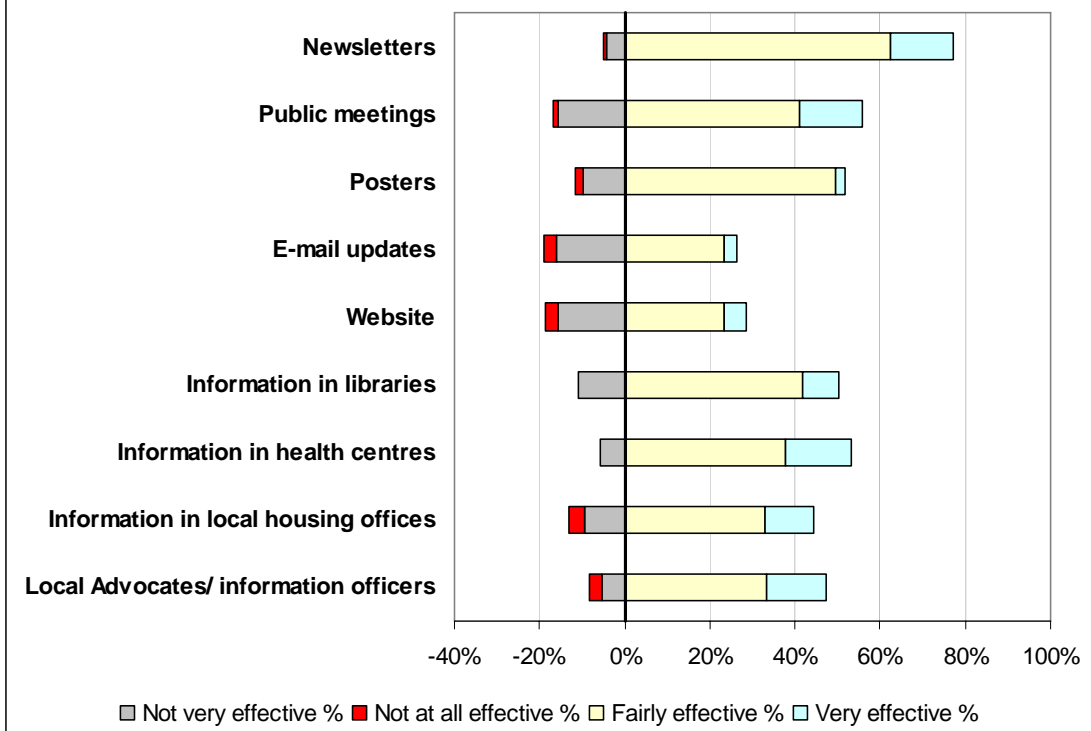
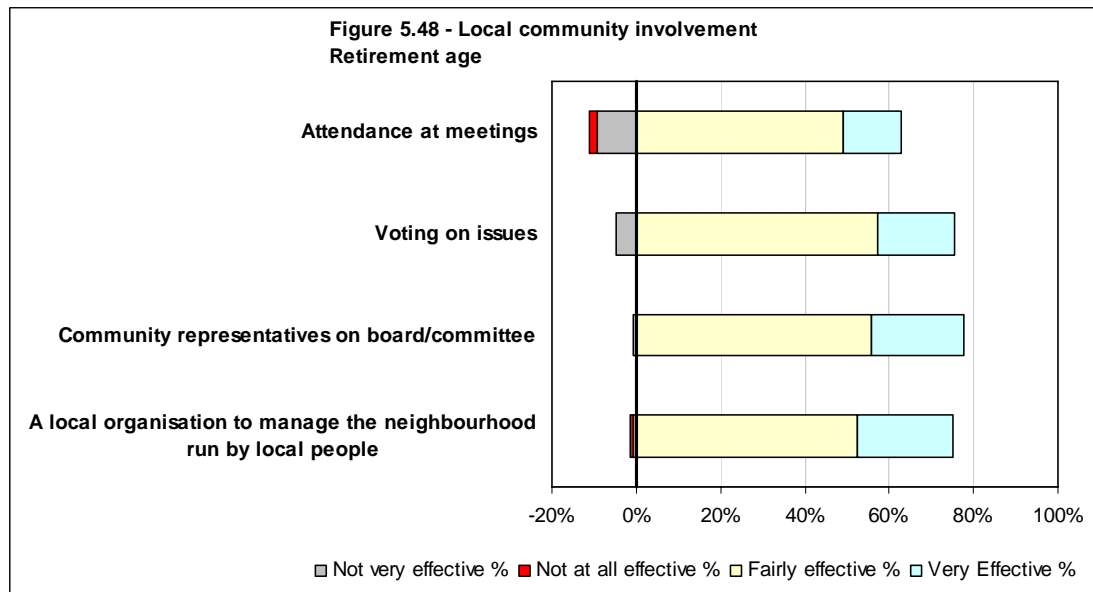


Figure 5.47 - Information about the neighbourhood and management of the neighbourhood
Retirement age





Appendix 1

Residents' Survey Questionnaire

Security and Community Safety

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

ROUTE

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

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

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

ROUTE

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

Q3

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

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

ROUTE

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

Q4

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

ROUTE

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

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

ROUTE

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

- Q6 SHOWCARD 2.** How safe do you personally feel walking alone in your neighbourhood after dark? **INTERVIEWER – IF RESPONDENT SAYS THAT THEY S/HE WOULD NOT GO OUT AT NIGHT AT ALL, PROBE TO CONFIRM S/HE MEANS CODE 4 OR 5** **ROUTE**
- (70)
- | | | |
|--------------------------|---|-----------|
| Very safe | 1 | |
| Fairly safe | 2 | |
| Neutral | 3 | |
| Fairly unsafe | 4 | |
| Very unsafe | 5 | |
| Don't Know/ Can't answer | 6 | Q7 |

Cleansing and Environment

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

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

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

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

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

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

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

ROUTE

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

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

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

ROUTE

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

Q12

Q12 How often do you use public transport?

ROUTE

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

Q13

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

ROUTE

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

Q14 Have you ever experienced any of these problems but not reported them? Is so, why did you not report the problem?

ROUTE

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

Q15

Quality of Life

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

ROUTE

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

Q16

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

(126)

Very satisfied 1

Fairly satisfied 2

Neutral 3

Fairly dissatisfied 4

Very dissatisfied 5

Don't know 6 **Q17**

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

(127)

Got much worse 1

Got slightly worse 2

Not changed 3

Got slightly better 4

Got much better 5

Don't know 6

Not applicable 7 **Q18**

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

(128)

Yes 1

No 2

Don't know 3 **Q19**

Q19 What, if anything, would you change about your neighbourhood that would help improve the quality of life? (**please select ONE main issue**) **ROUTE**

INTERVIEWER: DO NOT PROMPT OR SHOW LIST

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

Q20

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

Q20 Gender **ROUTE**

(131)

Male 1

Female 2 **Q21**

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

ROUTE

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

Q22

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

ROUTE

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

Q24

Q23

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

ROUTE

	(135)
Yes	1
No	2

Q24

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

ROUTE

	(136)
Yes	1
No	2

Q25

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

ROUTE

	(137)
Yes	1
No	2

GO TO Q26

GO TO Q27

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

ROUTE

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

Q27

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

ROUTE

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

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

ROUTE

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

Q29

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

ROUTE

(158)

1	1	
2	2	
3	3	GO TO Q30
4	4	
5	5	
6+	6	

None

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

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

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

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

ROUTE

PRIZE DRAW EXPLANATION

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

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

GLASGOW COMMUNITY PLANNING PARTNERSHIP CONSENT FORM (IK20179 IH)

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

I give permission for my address and contact details to be passed on to GCPP so that they can contact me with regards to involvement in residents' consultations.

YES

NO

☐
☐

I would like my name to be entered in to the prize draw.

YES

NO

☐
☐

Please complete your name and address and sign the form.

NAME: _____

ADDRESS: _____

POST CODE: _____

TELEPHONE: _____

SIGNATURE: _____

DATE: _____

AREA OF INTEREST FOR CONSULATION (CIRCLE RESPONSE FROM Q37)

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