

Residents' Survey
Glasgow Community Planning Partnership

Maryhill / Kelvin & Canal

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 Maryhill / Kelvin and Canal 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 Maryhill / Kelvin and Canal area

- 1.9 The Maryhill / Kelvin and Canal Local Community Planning Partnership (LCPP) area has a population of 57,800 people, representing 10 per cent of the total city population. The area includes the neighbourhoods of:
- Lambhill and Milton;
 - North Maryhill and Summerston;
 - Ruchill and Possilpark;
 - Kelvindale and Kelvinside; and
 - Maryhill Road Corridor.
- 1.10 Almost two-thirds of the local population live in a Data Zone among the 15 per cent most deprived neighbourhoods in Scotland as defined by the Scottish Index of Multiple Deprivation (SIMD). Furthermore, 33 of the area's 67 Data

Zones fall into the bottom five per cent most deprived – 27,700 people or 48 per cent of the local population live in these neighbourhoods. Three of the local neighbourhoods are in the bottom five ranked Scottish Data Zones – and one is the second bottom ranked neighbourhood in Scotland.

- 1.11 The SIMD demonstrates that joblessness is a key issue for Maryhill / Kelvin and Canal. Almost three-fifths of the local population live in a bottom 15 per cent ranked 'employment deprived' Data Zone and seven Zones are in the bottom one per cent of employment deprived neighbourhoods. Sixty three per cent of the local population live in a neighbourhood that is in the bottom 15 per cent in relation to education, skills and training deprivation – significantly higher than the Glasgow average of 49 per cent.
- 1.12 More than three-quarters of residents (76% or 43,800 people) live in a bottom 15 per cent housing deprived neighbourhood. While this can be explained by the high concentration of tenement-style properties it is clear that housing is a pressing issue in the local area.
- 1.13 Alcohol and drug misuse levels in the Maryhill / Kelvin and Canal area are higher than the norm for the city. Health indicators show that the area is disproportionately affected by poor health. Emergency hospital admissions and cancer rates are both above the average for the city – and there were proportionately more low birth weight babies born to local mothers.
- 1.14 Overall, crime rates in the area are below the city average. However, crime rates relating to vandalism, drugs and carrying of offensive weapons are more prevalent in the Maryhill / Kelvin and Canal area.

2. Methodology

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

	Target	Achieved
Ethnic Minority	4%	5.9%
Lone Parent Households	8%	8.6%
Two parent Households	13.5%	14%
Older People (60+)	18.3%	24.9%
Younger People (16-29)	23.1%	24.1%
O/O and privately rented	54%	52.3%
Socially rented	46%	47.2%
Economically inactive	46%	41%

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

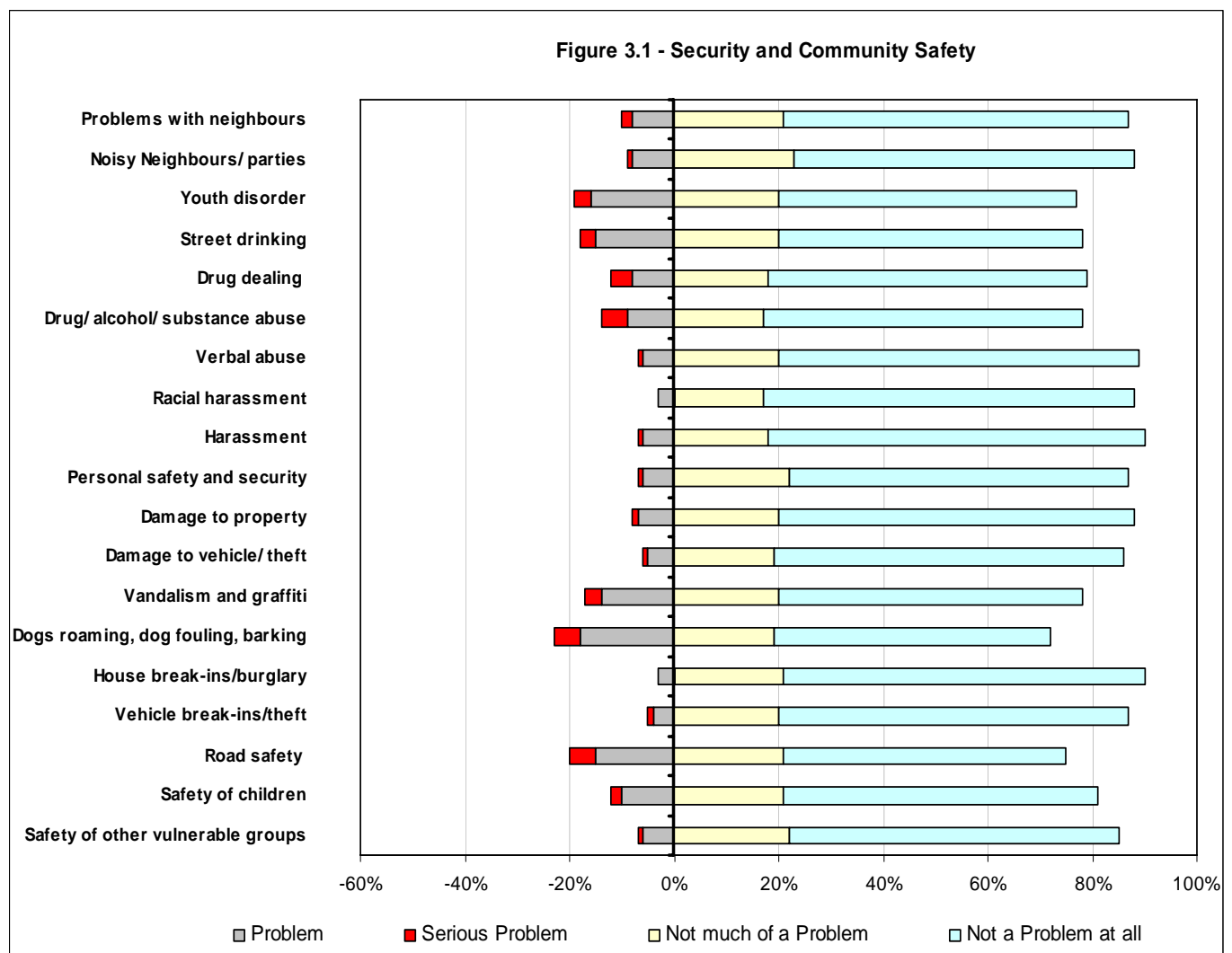
- 2.5 As the table shows each of the targets for the key demographics were very closely met (+/- 2%) during the survey field work with the exception of 'economically inactive' and 'older people'. Older people may be slightly over-represented in the sample. This can be explained by the fact that older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

3. Study Findings – Overall Analysis

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

Security and Community Safety

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



	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	22	2%	83	8%	23	2%	207	21%	658	66%	7	1%
Noisy neighbours/ parties	13	1%	79	8%	27	3%	226	23%	648	65%	7	1%
Youth disorder	28	3%	159	16%	45	5%	198	20%	565	57%	5	1%
Street drinking	29	3%	146	15%	42	4%	198	20%	582	58%	3	0%
Drug dealing	44	4%	77	8%	40	4%	175	18%	614	61%	50	5%
Drug/ alcohol / substance abuse	53	5%	89	9%	32	3%	173	17%	613	61%	40	4%
Verbal abuse	10	1%	56	6%	40	4%	196	20%	690	69%	8	1%
Racial harassment	2	0%	31	3%	34	3%	174	17%	708	71%	51	5%
Harassment	5	1%	58	6%	23	2%	182	18%	717	72%	15	2%
Personal safety and security	12	1%	64	6%	44	4%	222	22%	650	65%	8	1%
Damage to property	14	1%	66	7%	40	4%	197	20%	676	68%	7	1%
Damage to vehicle/ theft	11	1%	48	5%	44	4%	192	19%	667	67%	38	4%
Vandalism and graffiti	33	3%	138	14%	37	4%	200	20%	584	58%	8	1%
Dogs roaming, dog fouling, barking	50	5%	178	18%	48	5%	186	19%	531	53%	7	1%
House break-ins/burglary	4	0%	30	3%	46	5%	206	21%	690	69%	24	2%
Vehicle break-ins/theft	8	1%	36	4%	46	5%	195	20%	673	67%	42	4%
Road safety	50	5%	150	15%	47	5%	212	21%	535	54%	6	1%
Safety of children	21	2%	100	10%	48	5%	212	21%	595	60%	24	2%
Safety of other vulnerable groups	8	1%	61	6%	52	5%	217	22%	626	63%	36	4%
Total	417		1,649		758		3,768		12,022		386	

Table 3.1 – Security and Community Safety

Most significant issues

3.3 The survey highlights a number of issues that were viewed as problems by a substantial minority of residents. The most significant concerns were 'youth disorder', 'street drinking', 'drug dealing', 'drug, alcohol and substance misuse', 'vandalism and graffiti', 'dogs roaming, dog fouling and barking', 'road safety', and 'safety of children'.

Youth disorder

3.4 Youth disorder was considered a significant issue by some of the respondents although a majority said that it was not a problem. Sixteen per cent (159 people) said that it was a 'problem' with a further three per cent (28 people) stating that it was a 'serious problem'.

Street drinking

- 3.5 Fifteen per cent (146 people) of respondents felt that street drinking was a 'problem' and a further three per cent (29 people) said that it was a 'serious problem'.

Drug Dealing

- 3.6 Drug dealing was also viewed as a significant issue by some residents. Eight per cent of respondents (77 people) felt that this was a 'problem' in the local area, while another four per cent (44 people) said it was a 'serious problem'.

Drug, alcohol and substance misuse

- 3.7 Drug, alcohol and substance misuse were viewed as more of a problem than other issues. Nine per cent (89 people) said that it was a 'problem' and a further five per cent (53 people) said that it was a 'serious problem'.

Vandalism and graffiti

- 3.8 Fourteen per cent of respondents (138 people) said that vandalism and graffiti were a 'problem'. Three per cent (33 people) said that it was a 'serious problem'.

Dogs roaming, dog fouling and barking

- 3.9 Of all the issues raised dog roaming, fouling and barking was considered the greatest problem in the local area. Eighteen per cent (178 people) felt that it was a 'problem' and a further five per cent (50 people) stated that it was a 'serious problem'.

Road safety

- 3.10 Road safety was viewed as the second most significant problem in the area. Fifteen per cent (150 people) said that it was a 'problem' and a further five per cent (50 people) stated that it was a 'serious problem' in the local area.
- 3.11 The 200 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	68	34%
Cars driving too fast	168	84%
Roads in a poor condition	10	5%
Lack of safe places to cross the road	32	16%
Too many parked cars on both sides of the road	32	16%
Other	6	3%

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 84 per cent giving this response. Just over a third were concerned about drivers using the streets in the area as a 'rat run'. There was concern about safety for those crossing the road with 16 per cent stating that a 'lack of safe places to cross' and 'too many cars parked on both sides of the road' were particular issues. There was less concern about the condition of roads in the area with just five per cent stating that this was a concern.

Safety of children

- 3.13 A significant proportion of respondents felt that the safety of children was an issue in the local area with a third recognising this as an issue to some extent. Ten per cent of respondents (100 people) felt that this was a 'problem' and two per cent (21 people) felt it was a 'serious problem'.
- 3.14 The 121 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	31	26%
Risk of drugs	47	39%
Danger on the roads	109	90%
Building work/ derelict buildings	1	1%
Other	1	1%

Table 3.3 – Particular concerns about safety of children

- 3.15 Most of the respondents (90%) said that 'danger on the roads' was the greatest issue for children's safety. The risk of becoming involved in drug use was a significant concern (39%) as was the danger of encountering

violence (26%). There was less concern about the physical environment including building works and derelict buildings.

Less significant issues

- 3.16 Overall, house break-ins/burglary and racial harassment were considered less of a problem than other areas of community safety. Ninety per cent of respondents (896 people) said that house break-ins were either 'not much of a problem' or 'not a problem at all' while only three per cent (34 people) said that it was a 'problem' in the local area. The same low proportion of respondents (3%) said that racial harassment was a problem while 88 per cent (882 people) said that it was either 'not much of a problem' or 'not a problem at all'.
- 3.17 Other issues that were not viewed as significant problems in the local area were: 'noisy neighbours', 'verbal abuse', 'harassment', 'personal safety and security', 'damage to property', 'damage to vehicle/theft' and 'vehicle break-ins' and 'safety of vulnerable groups' all with less than 10 per cent of respondents stating that these issues were either a 'problem' or 'serious problem'.

Number of concerns

- 3.18 As Table 3.4 shows less than half of the respondents (48% - 478 people) felt that none of the issues were a 'problem' or 'serious problem' in their neighbourhood. Sixteen per cent (161 people) said that five or more of the issues were either a 'problem' or 'serious problem'. Fourteen per cent (142 people) felt that one of the issues was a problem locally.

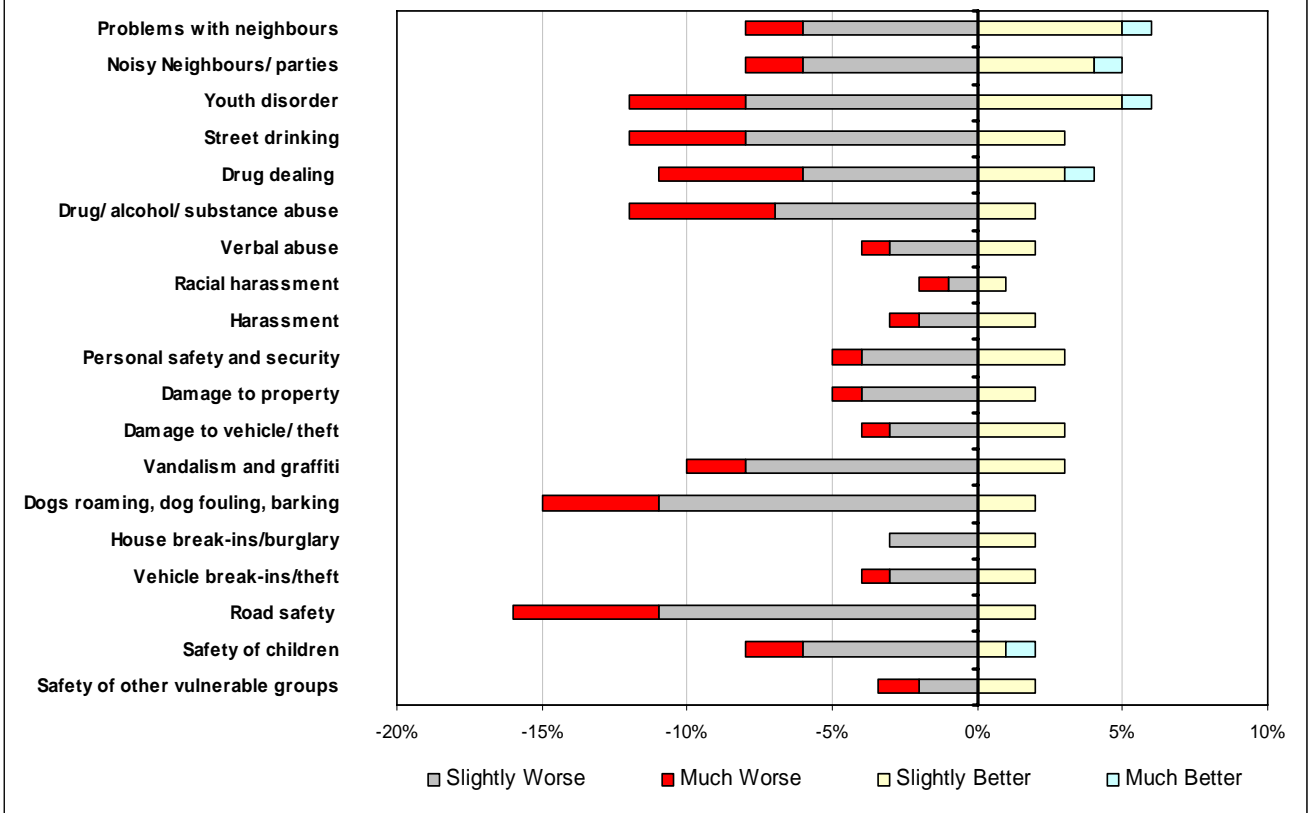
Number of concerns (Serious Problem or Problem)	Respondents	%
None	478	48%
1	142	14%
2	90	9%
3	84	8%
4	45	5%
5+	161	16%
	1,000	

Table 3.4 – Number of concerns – Security and Community Safety

Changes in community safety in the past year

- 3.19 Residents were asked to consider the same issues relating to community safety and were encouraged to state whether they have got worse, stayed the same or got better in the past year. For each question, they were asked to rate the issue as either being 'much worse', 'slightly worse', 'slightly better', or 'much better'. The results are shown in Figure 3.2 below.
- 3.20 For each of the issues the most common response was that the problem had stayed 'the same' in the last year. As the sizes 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 17 per cent (174 people) said that it had got better or worse. The remaining 83 per cent either said that it has stayed the same or did not answer the question. For the issue of racial harassment just three per cent (34 people) felt that there had been a change in the previous year. On average, for each issue only ten 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	23	2%	55	6%	867	87%	45	5%	6	1%	4	0%
Noisy neighbours/ parties	15	2%	63	6%	874	87%	36	4%	9	1%	3	0%
Youth disorder	40	4%	79	8%	818	82%	51	5%	10	1%	2	0%
Street drinking	39	4%	78	8%	849	85%	30	3%	3	0%	1	0%
Drug dealing	47	5%	60	6%	859	86%	27	3%	5	1%	2	0%
Drug/ alcohol/ substance abuse	50	5%	66	7%	855	86%	23	2%	4	0%	2	0%
Verbal abuse	12	1%	30	3%	939	94%	15	2%	2	0%	2	0%
Racial harassment	6	1%	14	1%	960	96%	14	1%	2	0%	4	0%
Harassment	7	1%	23	2%	946	95%	21	2%	1	0%	2	0%
Personal safety and security	8	1%	44	4%	913	91%	31	3%	2	0%	2	0%
Damage to property	9	1%	43	4%	921	92%	22	2%	4	0%	1	0%
Damage to vehicle/ theft	10	1%	33	3%	919	92%	33	3%	4	0%	1	0%
Vandalism and graffiti	23	2%	81	8%	864	86%	27	3%	4	0%	1	0%
Dogs roaming, dog fouling, barking	42	4%	113	11%	823	82%	20	2%	1	0%	1	0%
House break-ins/burglary	0	0%	25	3%	950	95%	19	2%	3	0%	3	0%
Vehicle break-ins/theft	7	1%	25	3%	947	95%	17	2%	3	0%	1	0%
Road safety	50	5%	105	11%	825	83%	15	2%	4	0%	1	0%
Safety of children	18	2%	59	6%	904	90%	13	1%	5	1%	1	0%
Safety of other vulnerable groups	6	1%	22	2%	946	95%	20	2%	4	0%	2	0%
Total	412		1,018		16,979		479		76		36	

Table 3.5 – Security and Community Safety in the past year

Change for the worse

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

Road safety

3.22 The most negative response came in relation to road safety which 11 per cent of respondents (105 people) felt had got 'slightly worse' in the past year and a further five per cent (50 people) felt it had got 'much worse'. Just two per cent of respondents felt that road safety had improved in the area.

Dog roaming, dog fouling and barking

- 3.23 Eleven per cent of respondents (113 people) felt that the problem of dogs had got 'slightly worse' in the previous year and a further four per cent (42 people) said that it had got 'much worse'. Two per cent of respondents felt that the issue had got 'slightly better' in the area.

Drug /alcohol / substance abuse and street drinking

- 3.24 The problem of drug, alcohol and substance misuse was considered to have got 'slightly worse' by seven per cent (66 people) and a further five per cent (50 people) felt it had got 'much worse'. Two per cent felt that the problem had got 'slightly better' in the previous year.
- 3.25 Eight per cent of respondents (78 people) felt that street drinking had got worse in the area and a further four per cent (39 people) felt that the situation was 'much worse'. However, three per cent of respondents felt that the situation had got 'slightly better' on this issue.

Vandalism and graffiti

- 3.26 Eight per cent of respondents (81 people) felt that the problem of vandalism and graffiti had got 'slightly worse' locally and two per cent (23 people) felt that it had got 'much worse'. Three per cent of the respondents said that the issue had got 'slightly better' in the area.

Change for the better

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

Problems with neighbours

- 3.28 The most positive view came in relation to 'problems with neighbours' where 45 people (5%) felt that the situation with regard to neighbours had gotten 'slightly better' – and six people (1%) said that it had got 'much better'. However, six per cent felt that problems with neighbours had got 'slightly worse' in the previous year and a further two per cent stated that it had got 'much worse'.

- 3.29 There were also positive responses in relation to 'noisy neighbours and parties' with four per cent (36 people) stating that things had got 'slightly better' and one per cent (9 people) stating that the situation was 'much better'. However, eight per cent felt that the situation had got worse including two per cent (15 people) who felt it had got 'much worse'.

Youth disorder and drug dealing

- 3.30 Along with 'problems with neighbours' the response in relation to 'youth disorder' indicates improvement with five per cent (51 people) stating that the situation was 'slightly better' than twelve months ago and a further one per cent (10 people) saying it was 'much better'. However, eight per cent felt that the problem had got 'slightly worse' in the area and a further four per cent who felt it had got 'much worse'.
- 3.31 Three per cent of respondents (27 people) felt that the problem of drug dealing had got 'slightly better' in the area in the previous year and one per cent (5 people) felt it had got 'much better'. However, six per cent (60 people) felt that the problem had got 'slightly worse' in the area and a further five per cent (47 people) felt it had got 'much worse'.

Number of concerns

- 3.32 As Table 3.6 (below) shows 61 per cent of the respondents (607 people) felt that none of the issues had become 'slightly' or 'much worse' in the past year. Thirty-nine per cent felt that some of the issues had got worse in the previous year and 10 per cent (102 people) felt that five or more issues had got worse.

Number of concerns (Slightly or much worse)	Respondents	%
None	607	61%
1	108	11%
2	95	10%
3	45	5%
4	43	4%
5+	102	10%
	1,000	

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

Anti-social behaviour

3.33 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	8%
Noisy neighbours/parties	6%
Youth disorder	5%
Street drinking	4%
Drug dealing	2%
Drug/ alcohol/ substance abuse	3%
Verbal abuse	3%
Racial harassment	2%
Harassment	3%
Personal safety and security	2%
Damage to property	2%
Damage to vehicle/theft	2%
Vandalism and graffiti	3%
Dogs roaming, dog fouling, barking	5%
House break-ins/burglary	1%
Vehicle break-ins/theft	1%
Road safety	3%
Safety of children	2%
Safety of other vulnerable groups	0%
None of these	78%

Table 3.7: Incidence of anti-social behaviour

3.34 Twenty-two per cent of respondents said that they had been the victim of one of the forms of anti-social behaviour in the past year. The most common types of anti-social behaviour for the residents to encounter were general 'problems with neighbours' (8%) and 'noisy neighbours/parties' (6%). Other forms of anti-social behaviour that the residents have been reporting are 'dog roaming, dog fouling and barking' (5%) as well as 'youth disorder' (5%) and 'street drinking' (4%).

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

Personal safety

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

	%
Very safe	24%
Fairly safe	41%
Neutral	10%
Fairly unsafe	14%
Very unsafe	9%
Don't Know/Can't answer	2%

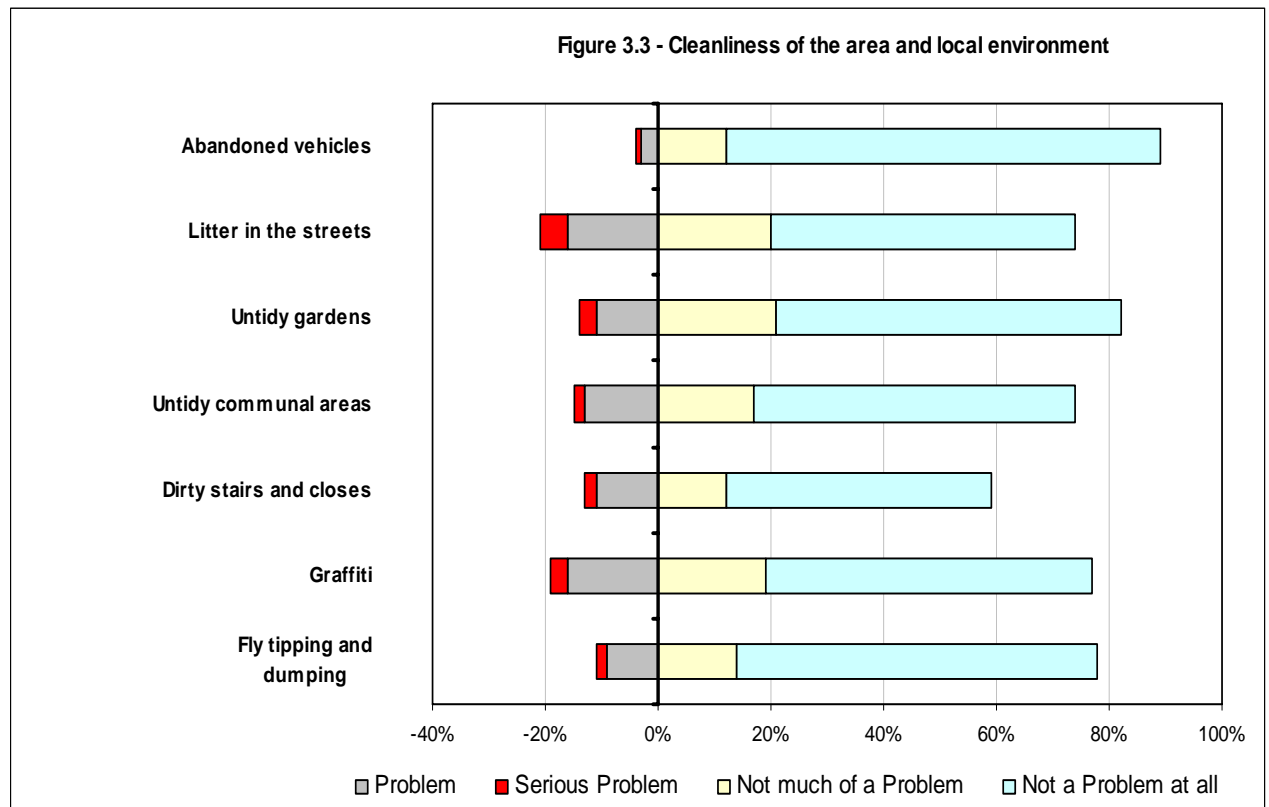
Table 3.8: Feeling of personal safety in neighbourhood after dark

- 3.37 A majority of residents (65%) said that they feel safe walking alone after dark. However, less than one in four said that they feel 'very safe' walking at night. Fourteen per cent of respondents said that they feel 'fairly unsafe' walking in their neighbourhood after dark and a further nine per cent said that they feel 'very unsafe'. Ten 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	5	1%	29	3%	29	3%	123	12%	772	77%	39	4%	3	0%
Litter in the streets	49	5%	159	16%	38	4%	203	20%	543	54%	4	0%	4	0%
Untidy gardens	26	3%	105	11%	41	4%	206	21%	609	61%	6	1%	7	1%
Untidy communal areas	22	2%	133	13%	30	3%	171	17%	570	57%	8	1%	66	7%
Dirty stairs and closes	20	2%	112	11%	22	2%	117	12%	471	47%	28	3%	230	23%
Graffiti	34	3%	155	16%	32	3%	187	19%	579	58%	5	1%	8	1%
Fly tipping and dumping	23	2%	91	9%	39	4%	143	14%	635	64%	62	6%	7	1%
Total	179		784		231		1,150		4,179		152		325	

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 one of the issues. Abandoned vehicles were considered to be the least of a concern with 77 per cent stating that this is 'not a problem' and only four per cent considering it a 'problem' or 'serious problem'.
- 3.40 Eighty-two per cent of respondents felt that 'untidy gardens' were either 'not much of a problem' (21%) or 'not a problem at all' (61%) perhaps reflecting the high proportion of flats in the area.
- 3.41 Of more concern was the issue of 'litter in the street'. Sixteen per cent of respondents (159 people) felt that this was a 'problem' and a further five per cent (49 people) said it was a 'serious problem'. The issue of graffiti was also a concern with 16 per cent stating that it was a 'problem' and three per cent (34 people) stating it was a 'serious problem'.
- 3.42 There were also negative responses in relation to the condition of stairs and closes. Eleven per cent (112 people) felt that dirty stairs and closes were a 'problem' and a further two per cent (20 people) said that this was 'serious problem'. Less than half of respondents (47%) said that this was 'not a problem at all' although 28 per cent either gave a neutral comment or did not respond.

Number of concerns

- 3.43 As Table 3.10 shows 63 per cent of the respondents (629 people) felt that none of the issues were a problem or serious problem in their neighbourhood. Thirty-seven per cent (371 people) felt that some of the issues were a problem and seven per cent (66 people) felt that five or more of the issues were a problem.

Number of concerns (Serious problem or problem)	Respondents	%
None	629	63%
1	133	13%
2	87	9%
3	52	5%
4	33	3%
5+	66	7%
	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.

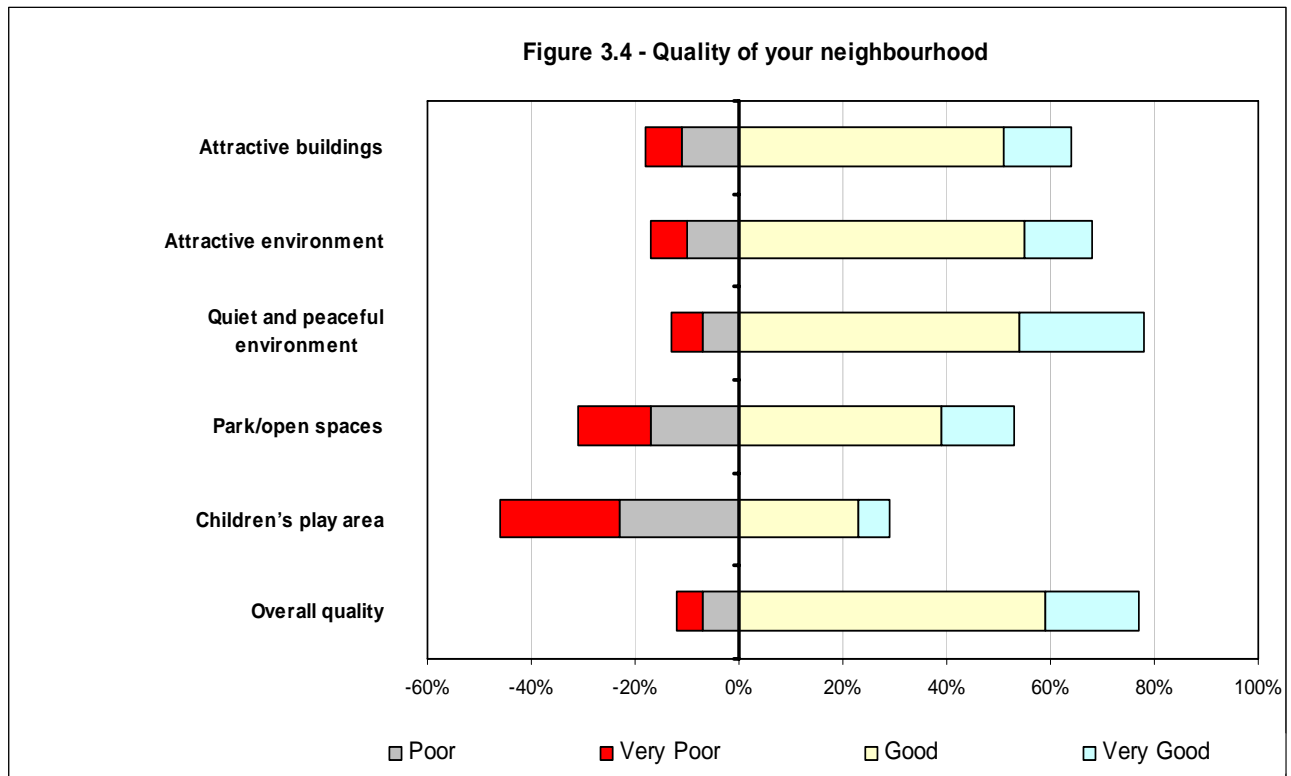
Issue	Very Poor	Poor	Neutral	Good	Very Good
General maintenance of properties and public spaces	3%	10%	10%	54%	23%

Table 3.11: Views on maintenance

- 3.45 The respondents were generally positive about the maintenance where they live with more than three quarters stating that maintenance is either 'good' or 'very good'. However, 13 per cent felt that maintenance was either 'poor' (10%) or 'very poor' (3%). One in ten people did not have a clear view of the quality of maintenance where they live.

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	69	7%	111	11%	170	17%	513	51%	127	13%	9	1%	1	0%
Attractive environment	67	7%	103	10%	144	14%	546	55%	133	13%	5	1%	2	0%
Quiet and peaceful environment	55	6%	67	7%	100	10%	538	54%	236	24%	3	0%	1	0%
Park/open spaces	135	14%	165	17%	155	16%	385	39%	139	14%	15	2%	6	1%
Children's play area	232	23%	232	23%	139	14%	227	23%	61	6%	97	10%	12	1%
Overall quality	49	5%	69	7%	108	11%	588	59%	180	18%	4	0%	2	0%
Total	607		747		816		2,797		876		133		24	

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-seven per cent of the respondents said that the overall quality of the area was either 'good' (59%) or 'very good' (18%). 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. Twenty-three per cent of respondents (232 people)

said that children's play areas are 'poor' in the neighbourhood. A further 23 per cent said that the play areas are 'very poor'.

- 3.49 Seventeen per cent of respondents (165 people) said that the parks and open spaces in the area are 'poor' and 14 per cent (135 people) said that they are 'very poor'. Just over half of the respondents disagreed and felt that the parks are either 'good' (39% - 385 people) or 'very good' (14% - 139 people).

Number of concerns

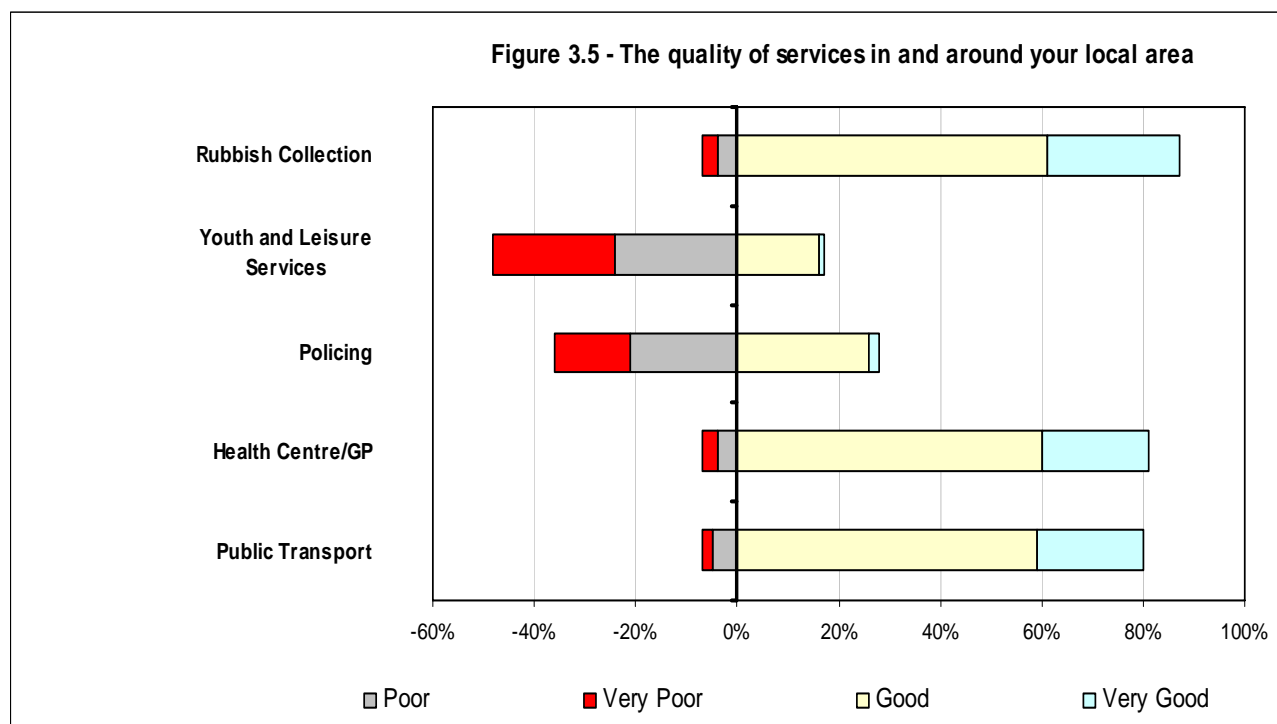
- 3.50 As Table 3.13 (below) shows 46 per cent of the respondents (459 people) felt that none of the elements were either 'poor' or 'very poor' in their neighbourhood. Fifty-four per cent felt that some of the elements were poor and nine per cent (93 people) felt that five or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	459	46%
1	191	19%
2	173	17%
3	43	4%
4	41	4%
5+	93	9%
	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	30	3%	43	4%	54	5%	612	61%	259	26%	2	0%	0	0%
Youth and Leisure Services	236	24%	236	24%	111	11%	158	16%	13	1%	214	21%	32	3%
Policing	146	15%	213	21%	214	21%	264	26%	21	2%	125	13%	17	2%
Health Centre/GP	29	3%	38	4%	60	6%	598	60%	213	21%	46	5%	16	2%
Public Transport	18	2%	50	5%	68	7%	586	59%	214	21%	49	5%	15	2%
Total	459		580		507		2,218		720		436		80	

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 80 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 21 per cent (213 people) saying that the service was 'poor' and a further 15 per cent (146 people) stating that policing is 'very poor' in the area. Twenty-six per cent (264 people) said that policing was 'good' and two per cent (21 people) said it was 'very good'.

- 3.54 The respondents were most critical of youth and leisure services. Twenty-four per cent of the residents (236 people) felt that the service was 'poor' and a further 24 per cent (236 people) said it was 'very poor'. Sixteen per cent (158 people) said that youth and leisure services were 'good' and just one per cent said the service was 'very good' (13 people).

Public transport

- 3.55 Those who had stated that public transport was poor (68 people) were asked what the particular issues were that concerned them. The results are shown in Table 3.15.

Issue	%
Punctuality / reliability – services don't run on time	41%
Frequency – services don't run often enough	74%
Convenience – service doesn't run when I need it (e.g. evenings / weekends)	13%
Stability – service could be withdrawn	0%
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	3%
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	7%
Affordability – it costs too much to use the service	1%
Other	4%
None of these	0%
Don't know	6%

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 – three quarters stated that this was a problem. Other significant issues were punctuality and reliability (41%) and convenience (13%) 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	28%
2-3 times a week	28%
Once a week	11%
Once a month	4%
Less often	19%
Never	11%

Table 3.16: Frequency of use of public transport

- 3.58 Two-thirds of the residents use public transport more than once a week with 28 per cent using it every day. Thirty per cent of the respondents use public transport less than once a month.

Number of concerns

- 3.59 As Table 3.17 shows, 37 per cent of the respondents (373 people) felt that none of the services were either 'poor' or 'very poor' in their neighbourhood. Sixty-three per cent felt that some of the services were poor and eight per cent (84 people) felt that three or more of the elements were poor.

Number of concerns (Very poor or poor)	Respondents	%
None	373	37%
1	309	31%
2	234	23%
3	74	7%
4	10	1%
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	2%	5%	2%	5%	2%	83%
Glasgow City Council	2%	3%	1%	2%	1%	92%
Glasgow Community & Safety Services (GCSS)	0%	0%	0%	0%	0%	99%
Community Safety Patrol Officer	0%	0%	0%	0%	0%	100%
Community Enforcement Officer	0%	0%	0%	0%	0%	100%
Glasgow Housing Association	0%	1%	1%	1%	1%	96%
Housing Association (other)	0%	1%	0%	1%	0%	97%
Private Landlord	0%	0%	0%	0%	0%	100%
Health Service	0%	0%	0%	2%	2%	96%
Fire Brigade	0%	0%	0%	0%	1%	99%

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

- 3.61 For the majority of services only small percentages had ever reported a problem. However, 17 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, equal proportions said that they were 'satisfied' or 'very satisfied'.
- 3.62 Eight per cent of respondents had reported a problem to Glasgow City Council. While three per cent were satisfied with the response they received, five per cent were dissatisfied. Four 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	76%
Fear of reprisal	3%
It might aggravate the situation	4%
Felt intimidated	2%
It wouldn't make any difference	8%
Didn't know who to report it to	1%
It's none of my business	1%
It wasn't a serious enough problem to report	4%
Other	9%

Table 3.19: Reason for not reporting a problem

- 3.64 Three-quarters 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 'wouldn't have made any difference' to the situation (8% – 76 people).
- 3.65 Other reasons for not reporting were: concerns it might aggravate the situation (4%); a view that the problem wasn't serious enough to be reported (4%); and concerns that reporting the issue might lead to reprisals (3%).

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	5%
Less than 2 years	10%
Less than 4 years	11%
Less than 6 years	8%
Less than 10 years	8%
10 years or more	58%

Table 3.20: Length of residence

- 3.67 The majority of respondents were long term residents with 58 per cent (577 people) having lived in the area for ten or more years. Fifteen per cent (150 people) 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	49%
Fairly satisfied	40%
Neutral	5%
Fairly dissatisfied	3%
Very dissatisfied	3%

Table 3.21: Satisfaction with the area

3.69 Eighty-nine per cent of respondents (890 people) said that they were satisfied with the area as a place to live. Nearly half of all respondents said that they were 'very satisfied'. Six per cent of residents (62 people) said that they were dissatisfied with the area – and half of these 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	5%
Got slightly worse	13%
Not changed	64%
Got slightly better	12%
Got much better	3%
Don't know	3%
Not applicable	2%

Table 3.22: Perceived change in area over past two years

3.71 A majority of respondents (64% – 636 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. Thirteen per cent (131 people) said that it had got 'slightly worse' and five per cent (46 people) felt that it had got 'much worse'. Twelve per cent (118 people) said that the area had improved slightly and three per cent (26 people) said that it had got 'much better'. Five per cent of respondents either didn't give a view or hadn't lived in the area long enough to comment.

Continuing to live in the area

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

	%
Yes	89%
No	7%
Don't know	4%

Table 3.23: Desire to continue living in area

3.73 The vast majority of respondents (89% – 889 people) wish to continue living in the area. Seven per cent (67 people) said that they would like to move away from the area and four per cent (44 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	12%
Clean up graffiti	2%
Clean streets	4%
More speed restrictions on the roads	6%
Reduce youth misbehaviour	6%
More employment for young people	3%
More employment for all	2%
More leisure facilities	5%
More play areas for younger children	9%
More sports areas for teenagers	7%
More care in housing allocation/ better vetting of tenants	2%
Evict problem tenants	2%
Other (write in)	6%
Nothing	20%
Don't know	16%

Table 3.24: How to improve quality of life in neighbourhood

3.75 The most common response to the this question was to change 'nothing' (20% –199 people) and a significant proportion (16%) did not have a clear view on what they would change. The most popular suggestion was 'more police on the street' which was supported by 12 per cent (117 people) reflecting concerns about street disorder.

- 3.76 In accordance with earlier responses on the quality of the neighbourhood (paragraphs 3.46-3.50 above) there was concern about play and leisure facilities for children and young people. Nine per cent (87 people) said that 'more play areas for younger children' would improve the quality of life in the area and seven per cent (73 people) said that 'more sports areas for teenagers' would do the same.
- 3.77 Concerns about road safety and youth disorder were reflected in the number of people suggesting 'more speed restrictions on the roads' and 'reduce youth misbehaviour' as interventions to improve the neighbourhood.
- 3.78 Lower numbers felt that efforts to increase employment for all (2%) or for young people (3%) would improve the quality of life in the area.
- 3.79 Some people suggested housing management measures such as 'more care in housing allocation/ better vetting of tenants' (2%) and 'evicting problem tenants' (2%).

Demographics

- 3.80 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

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

Age	%
16 – 19	4%
20 - 24	8%
25 - 29	13%
30 - 39	10%
40 - 49	13%
50-59 (female) or 50-64 (male)	28%
60-74 (female) or 65-74 (male)	16%
75+	9%

Table 3.26: Age

- 3.82 Although there is a good range of age groups represented in the survey sample there is an over-representation of people aged over 50 years (53%). Twenty-five per cent of the sample were aged under 30 years.
- 3.83 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

- 3.84 Respondents were asked about their current employment status.

	%
Full-time paid work	42%
Part-time paid work	7%
Self-employed	1%
Government Supported Training or Employment Programmes	0%
Full-time education	3%
Part-time education	0%
Still at school	0%
Unemployed	11%
Long-term sick or disabled	5%
Looking after family home	6%
Retired	26%
Other	0%

Table 3.27: Current employment status

- 3.85 Fifty per cent of respondents were economically active - either in full-time or part-time employment or were self-employed. Eleven per cent were unemployed. Five per cent were long-term sick or disabled while six per cent were looking after their family home. Approximately a quarter of respondents were retired.

Disability or special needs

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

	%
Yes	19%
No	81%

Table 3.28: Disability or special need

- 3.87 Nearly a fifth (189) of responding households include a person who has a disability or special need.

	%
Physical	75%
Mental ill health	19%
Learning disability	7%
Visual impairment	6%
Hearing impairment	10%
Other	3%

Table 3.29: Nature of disability / special need

- 3.88 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 three quarters of households which include a disabled person. A fifth of households include someone with a mental illness. One in ten of the households include someone with a hearing impairment. Seven per cent include someone with a learning disability and six per cent include a household member with a visual impairment.

Ethnic origin and status in the UK

3.89 Table 3.30 shows the ethnic origin of the respondents.

Ethnic Origin	%
White	
Scottish	91%
Other British	2%
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	1%
Bangladeshi	0%
Chinese	1%
Any other Asian background	1%
Black, Black Scottish, Black English, Black Welsh or other Black	
Caribbean	0%
African	1%
Any other Black background	0%
Other Ethnic background	
Any other background	1%
Refused	0%
Don't know	0%

Table 3.30: Ethnic origin

3.90 The majority of participants (91% or 912 people) answered 'White Scottish' to the question of ethnic origin, whilst a further three per cent of respondents (26 people) answered that they were white and from elsewhere in the British Isles and Ireland. Four per cent of respondents were from an Asian background with 'Indian', 'Pakistani', 'Chinese' and 'Other Asian' each representing one per cent of respondents.

3.91 One per cent of respondents were of 'African' ethnic origin and one per cent had an 'Other Ethnic' background.

3.92 The respondents were asked about their status in the UK. As Table 3.31 shows two per cent (16 people) were temporarily resident in the UK while one per cent (5 people) were asylum seekers. None of the respondents had refugee status in the UK.

	%
Permanent resident	98%
Temporary resident	2%
Refugee	0%
Asylum Seeker	1%
Refused	0%

Table 3.31: Status in the UK

Households with dependent children

3.93 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 less than a quarter of households in the area include dependent children. Twelve percent (123 households) include one dependent child while eight per cent (77 households) contain two dependent children. Three per cent of households contain more than two dependent children.

No. of children	%
1	12%
2	8%
3	2%
4	1%
5	0%
6+	0%
None	77%

Table 3.32: Number of dependent children

3.94 Of households involving children 38 per cent (86 households) are lone parent/ carer households. Sixty-two per cent (140 households) are two parents / carers households.

	%
Lone parent/carers	38%
Two parents/carers	62%

Table 3.33: Number of parents / carers

Accommodation

3.95 The respondents were asked about the housing tenure where they live. As Table 3.34 shows, a (slight) majority of the respondents live in social rented accommodation (47% – 472 people). A similar proportion (46% - 459 people) live in owner-occupied housing. Six per cent of respondents (64 people) live in private rented accommodation.

	%
Rented – Private landlord	6%
Rented – Housing Association	47%
Rented – not sure who is the landlord	1%
Owned by you or someone who lives in it	46%
Don't know	0%

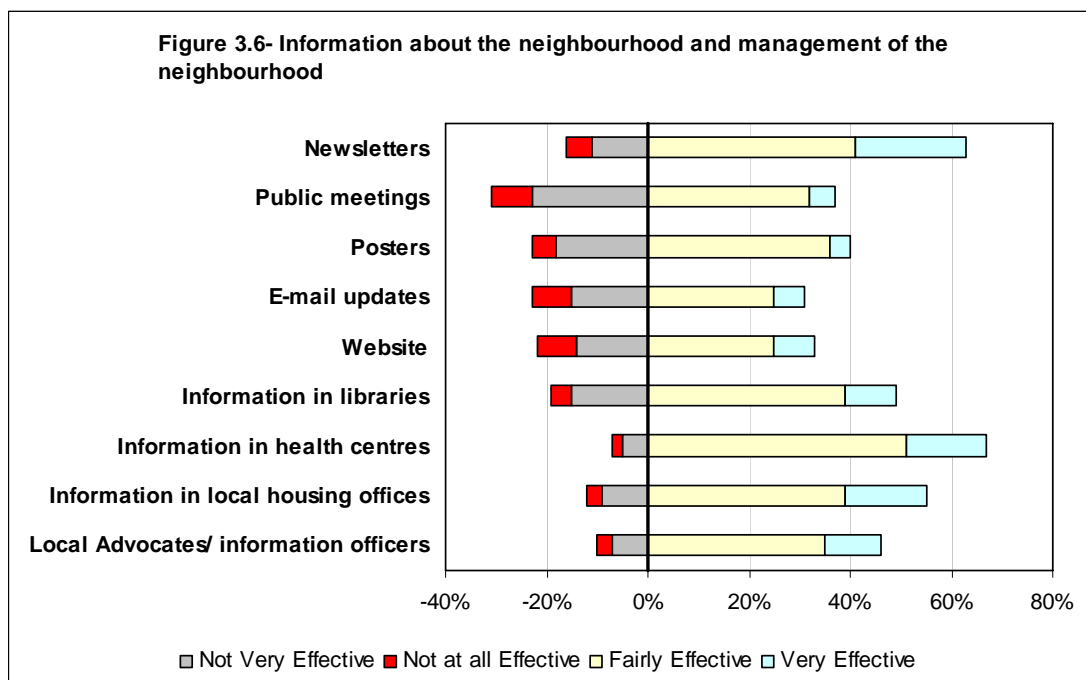
Table 3.34: Housing tenure

Involving Local People

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

Informing local people

3.97 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.



3.98 Respondents were generally positive that 'information in health centres' was an effective way to provide information. While seven per cent felt that this was ineffective, 51 per cent said that it was 'fairly effective' and 16 per cent said that it was 'very effective'. The residents were also positive about

receiving information through newsletters. Although 16 per cent felt that newsletters were not effective, 41 per cent said they were 'fairly effective' and 22 per cent said they were 'very effective'.

- 3.99 The residents were also comparatively positive about providing information through local housing offices (39% said 'fairly effective' and 16% said 'very effective') and in libraries (39% said 'fairly effective' and 10% said 'very effective').
- 3.100 There were mixed views on the effectiveness of public meetings. While 37 per cent felt they were either 'fairly' or 'very effective' 31 per cent said they were either 'not very effective' or 'not at all effective'.
- 3.101 There was not much support for information to be provided electronically. While a third of respondents felt that a website would be effective 14 per cent said that it would not be very effective and a further eight per cent said that it would not be effective 'at all'. There was less support for email updates – while 31 per cent thought this would be effective 23 per cent disagreed.

Involvement of local people in decision making

- 3.102 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	62%
Local people and organisations should be actively involved	40%
Local people and organisations should be equal partners in making decisions	32%
Decision-making powers should be only with local people and organisations	18%
No involvement	3%
Don't know	1%
Other	0%

Table 3.35: Views on level of involvement

- 3.103 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 62 per cent (618 people) agreed that

'local people and organisations should be asked their opinions', less than a fifth (18% – 184 people) felt that 'decision-making powers should be only with local people and organisations'.

- 3.104 Minorities of the respondents felt that local people and organisations should be 'actively involved' (40% – 397 people) or 'equal partners' (32% – 315 people) in making decisions about neighbourhood management. Only a small proportion (3%) felt that local people should have 'no involvement' in making decisions about how the neighbourhood is managed.

Collecting feedback from the community

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

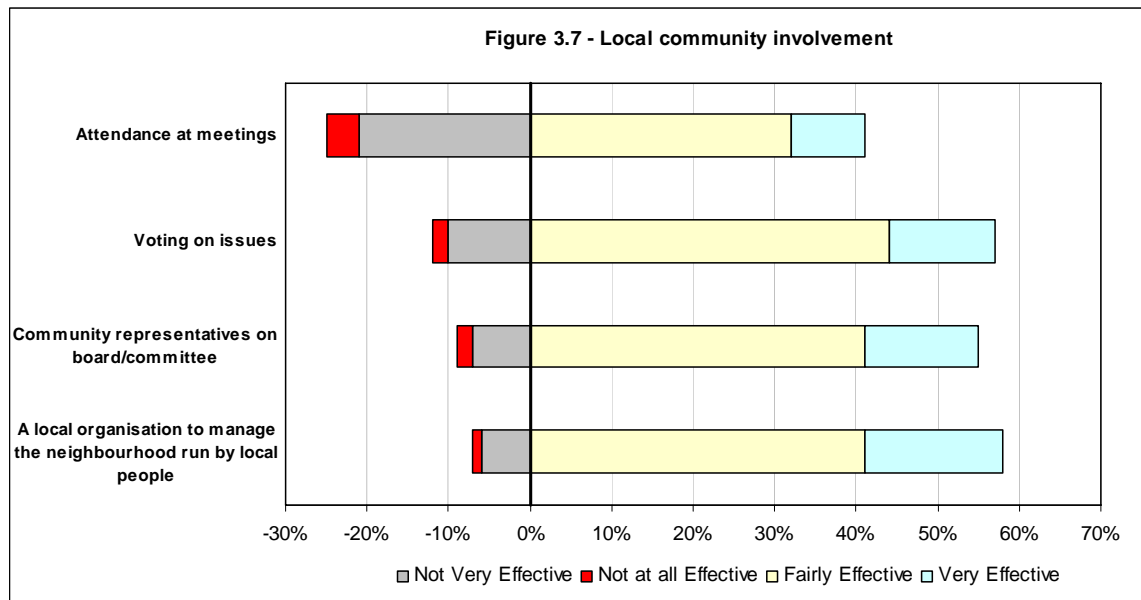
	%
Regular feedback events	39%
Feedback boards in libraries, health centres and so on	27%
Regular surveys	50%
Consultation forums	12%
Feedback slips on newsletters	46%
Dedicated internet site	8%
No feedback	2%
Don't know	3%
Other	0%

Table 3.36: Ways to collect feedback from community

- 3.106 Half of the respondents (501 people) said that 'regular surveys' are the best way to gather feedback from the community. There was also support for 'feedback slips on newsletters' (46% – 459 people), 'regular feedback events' (39% – 391 people), and 'feedback boards' placed at venues such as libraries, health centres etc.
- 3.107 There was less support for gathering feedback through 'consultation forums' (12% – 119 people) or a 'dedicated internet site' (8% – 82 people).

Involving the local community

3.108 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.



3.109 In contrast to the views expressed on 'decision making' (see above) the respondents felt that the most effective form of community involvement would be through 'a local organisation to manage the neighbourhood run by local people'. While seven per cent felt that this would not be effective, 41 per cent felt that it would be 'fairly effective' and a further 17 per cent felt it would be 'very effective'.

3.110 The respondents were supportive of 'voting on issues' although 12 per cent believed that this would not be effective. The least popular option was 'attendance at meetings' although views were mixed on this. While 41 per cent thought meetings were effective, a quarter of respondents thought meetings were either 'not very effective' (21% – 214 people) or 'not at all effective' (4% – 40 people).

4. Study Findings – Area Analyses

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

- Lambhill and Milton;
- North Maryhill and Summerston;
- Ruchill and Possilpark;
- Kelvindale and Kelvinside; and
- Maryhill Road Corridor.

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

Security and Community Safety

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

4.4 Responses to the survey in Kelvindale / Kelvinside were notably more 'positive' in relation to community safety than other areas. For many of the issues raised only low numbers considered them to be a problem and for some issues (including drug/alcohol/substance abuse and vehicle break-ins/theft) none of the participants said that they were a problem locally.

4.5 Road safety was considered to be the most serious issue in Lambhill / Milton and in Kelvindale / Kelvinside. In both of these areas problems with dogs were considered to be the second most serious problem in the neighbourhood. This may reflect a lower incidence in these areas of what might be considered more serious problems, for example street drinking and drug using and dealing.

- 4.6 While road safety was considered an issue in all areas it was less of a priority in North Maryhill and Summerston, Maryhill Road Corridor and Ruchill and Possilpark.
- 4.7 Dog roaming, fouling and barking was considered one of the most serious issues in all of the areas and was raised as the main issue in Ruchill and Possilpark.
- 4.8 Residents in Lambhill and Milton, North Maryhill and Summerston and Maryhill Road Corridor expressed more concern than others about youth disorder, street drinking and vandalism/graffiti. Youth disorder was considered the second or third biggest problem in these areas. Street drinking is considered the biggest problem in Maryhill Road Corridor. For residents in North Maryhill/Summerston vandalism/graffiti is the most serious issue.
- 4.9 Concerns over drug dealing and drug/alcohol/substance misuse were raised most often by residents in Ruchill / Possilpark and Maryhill Road Corridor.
- 4.10 In terms of changes taking place in their local area, residents in all neighbourhoods felt that the situation with road safety and problems with dogs were getting worse. Residents in Kelvindale / Kelvinside were particularly concerned about deteriorating road safety.
- 4.11 Respondents in North Maryhill/Summerston were most concerned about an increasing level of vandalism/graffiti in the area. In Ruchill / Possilpark there was significant concern about a worsening situation in relation to drug dealing and drug/alcohol/substance misuse. These issues were also considered to have got worse in Maryhill Road Corridor. However, residents in this area were most concerned about a perceived increase in street drinking and youth disorder.
- 4.12 In Lambhill and Milton (and in contrast to other neighbourhoods) a significant proportion of residents (17%) stated that the situation in respect of youth disorder had been improving in the previous year.

Cleansing and Environment

- 4.13 Across the Maryhill / Kelvin and Canal LCPP area litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, untidy communal areas and dirty stairs/closes. Residents were least concerned about abandoned vehicles and fly tipping/dumping.
- 4.14 Although considered a problem by some residents in each of the areas, litter in the street was only felt to be the top issue in one neighbourhood – Lambhill and Milton.
- 4.15 Graffiti was the main environmental problem in North Maryhill and Summerston and Maryhill Road Corridor.
- 4.16 In contrast to other areas the top two issues in Ruchill / Possilpark were 'dirty stairs and closes' and 'untidy communal areas' – perhaps reflecting the high level of social rented accommodation in the area. In Kelvindale / Kelvinside 'untidy gardens' was considered the top problem similarly reflecting the level of owner occupation and homes with gardens in the area. Untidy gardens were also the second biggest problem in Maryhill Road Corridor.

Quality of neighbourhood

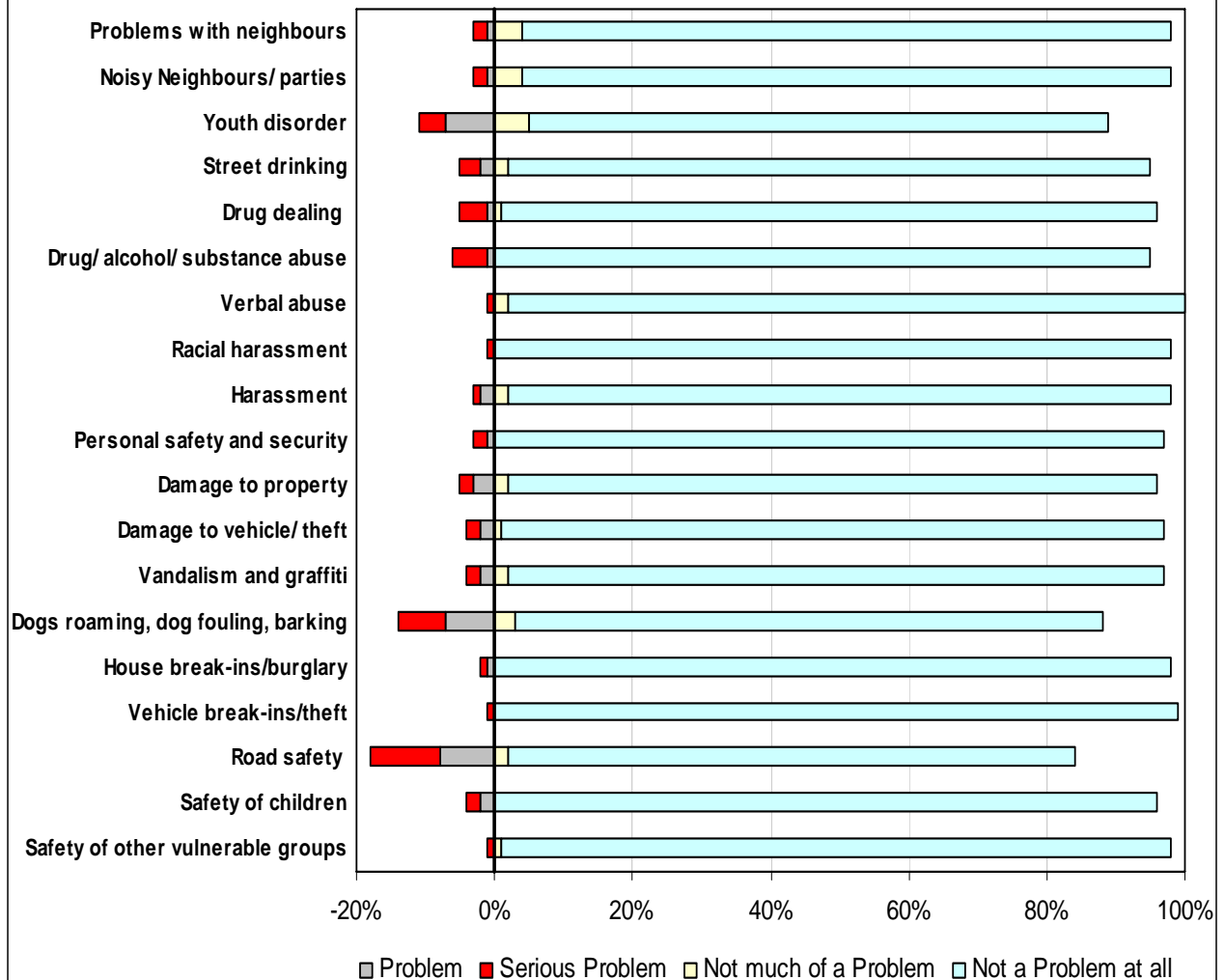
- 4.17 The quality of children's play areas was the main concern for residents in all neighbourhoods except Maryhill Road Corridor (where it was the second biggest issue). Play areas and parks/open spaces were the top two concerns in all of the neighbourhoods.
- 4.18 Children's play areas were of greatest concern in Ruchill / Possilpark and North Maryhill/Summerston. In both areas about two thirds stated that the play areas were either 'poor' or 'very poor'.

Quality of service provision

- 4.19 In all areas residents were least satisfied with the quality of youth and leisure services with the exception of Maryhill Road Corridor where more people said that policing was poor. In Ruchill / Possilpark equal proportions (67%) said that policing and youth and leisure services were poor.
- 4.20 Residents in Kelvindale / Kelvinside were more positive than others about the quality of services in their area and did not emphasise policing as an issue.

Lambhill and Milton

Figure 4.1 - Security and community Safety - Lambhill and Milton



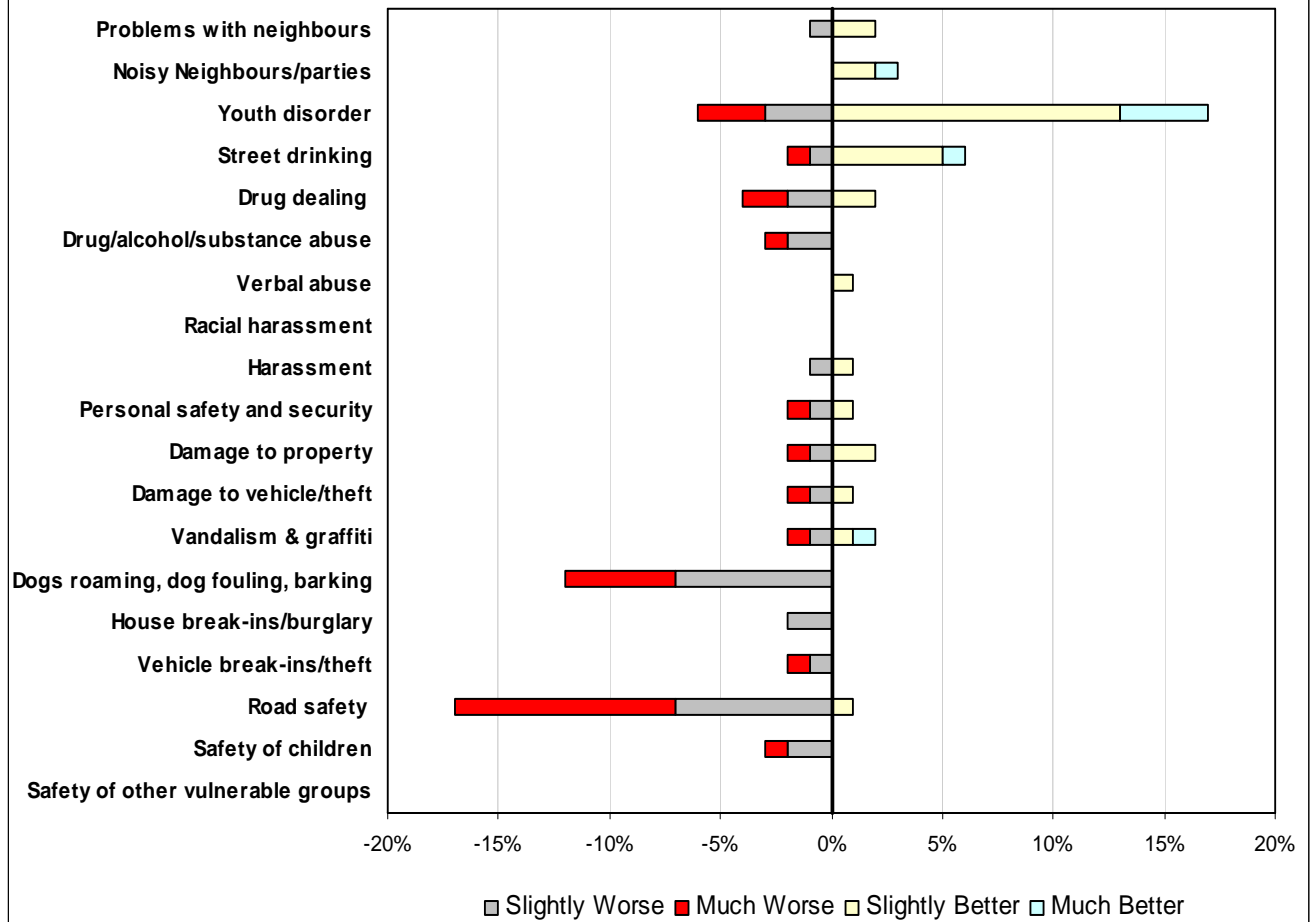
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	3	2%	2	1%	0	0%	7	4%	188	94%	0	0%
Noisy neighbours/ parties	3	2%	2	1%	0	0%	8	4%	187	94%	0	0%
Youth disorder	8	4%	13	7%	1	1%	10	5%	168	84%	0	0%
Street drinking	6	3%	4	2%	1	1%	4	2%	185	93%	0	0%
Drug dealing	7	4%	1	1%	0	0%	1	1%	190	95%	1	1%
Drug/ alcohol/ substance abuse	9	5%	1	1%	0	0%	0	0%	189	95%	1	1%
Verbal abuse	1	1%	0	0%	1	1%	3	2%	195	98%	0	0%
Racial harassment	1	1%	0	0%	1	1%	0	0%	195	98%	3	2%
Harassment	1	1%	3	2%	1	1%	3	2%	192	96%	0	0%
Personal safety and security	4	2%	1	1%	1	1%	0	0%	194	97%	0	0%
Damage to property	4	2%	6	3%	0	0%	3	2%	187	94%	0	0%
Damage to vehicle/ theft	3	2%	3	2%	0	0%	2	1%	191	96%	1	1%
Vandalism and graffiti	4	2%	3	2%	1	1%	3	2%	189	95%	0	0%
Dogs roaming, dog fouling, barking	13	7%	13	7%	0	0%	5	3%	169	85%	0	0%
House break-ins/burglary	2	1%	1	1%	0	0%	0	0%	196	98%	1	1%
Vehicle break-ins/theft	2	1%	0	0%	0	0%	0	0%	198	99%	0	0%
Road safety	19	10%	15	8%	0	0%	3	2%	163	82%	0	0%
Safety of children	3	2%	4	2%	1	1%	0	0%	192	96%	0	0%
Safety of other vulnerable groups	2	1%	0	0%	1	1%	1	1%	194	97%	2	1%
Total	95		72		9		53		3,562		9	

Table 4.1 – Security and Community Safety

Number of concerns (Serious Problem or Problem)	Respondents	%
None	135	68%
1	32	16%
2	18	9%
3	7	4%
4	1	1%
5+	7	4%
	200	

Table 4.2 – Number of concerns – Security and Community Safety

Figure 4.2 - Security and community safety in the past year - Lambhill and Milton

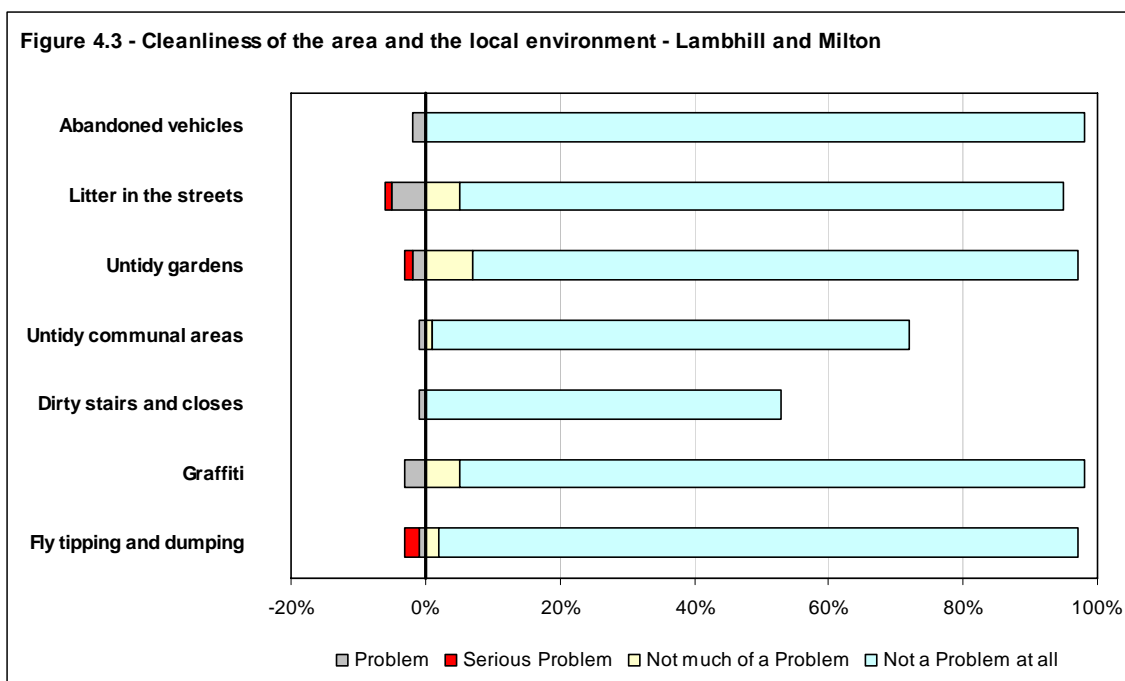


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	2	1%	194	97%	4	2%	0	0%	0	0%
Noisy neighbours / parties	0	0%	0	0%	195	98%	3	2%	2	1%	0	0%
Youth disorder	5	3%	5	3%	157	79%	26	13%	7	4%	0	0%
Street drinking	2	1%	1	1%	187	94%	9	5%	1	1%	0	0%
Drug dealing	4	2%	3	2%	190	95%	3	2%	0	0%	0	0%
Drug/ alcohol/ substance abuse	2	1%	4	2%	194	97%	0	0%	0	0%	0	0%
Verbal abuse	0	0%	0	0%	198	99%	2	1%	0	0%	0	0%
Racial harassment	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Harassment	0	0%	1	1%	197	99%	2	1%	0	0%	0	0%
Personal safety and security	2	1%	2	1%	195	98%	1	1%	0	0%	0	0%
Damage to property	1	1%	2	1%	193	97%	4	2%	0	0%	0	0%
Damage to vehicle/ theft	1	1%	2	1%	195	98%	2	1%	0	0%	0	0%
Vandalism and graffiti	2	1%	2	1%	193	97%	2	1%	1	1%	0	0%
Dogs roaming, dog fouling, barking	9	5%	14	7%	177	89%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	3	2%	197	99%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	1%	2	1%	197	99%	0	0%	0	0%	0	0%
Road safety	19	10%	13	7%	167	84%	1	1%	0	0%	0	0%
Safety of children	2	1%	3	2%	195	98%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	0	0%	200	100%	0	0%	0	0%	0	0%
Total	50		59		3,621		59		11		0	

Table 4.3 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	142	71%
1	37	19%
2	14	7%
3	2	1%
4	1	1%
5+	4	2%
	200	

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



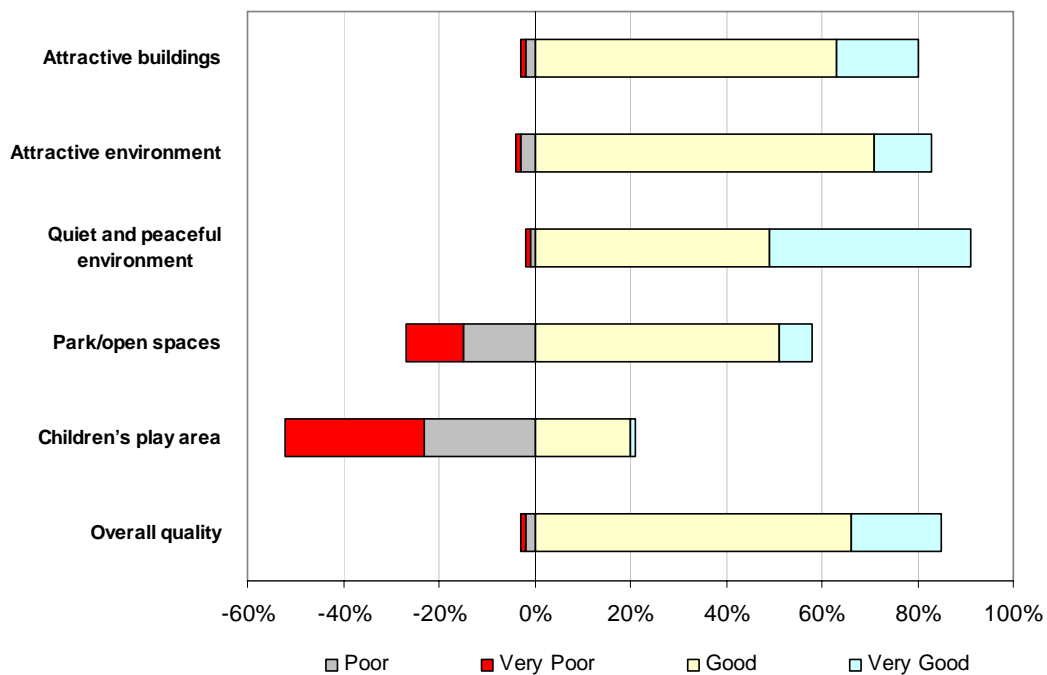
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	4	2%	0	0%	0	0%	196	98%	0	0%	0	0%
Litter in the streets	2	1%	10	5%	0	0%	9	5%	179	90%	0	0%	0	0%
Untidy gardens	2	1%	4	2%	0	0%	14	7%	180	90%	0	0%	0	0%
Untidy communal areas	0	0%	1	1%	0	0%	2	1%	141	71%	1	1%	55	28%
Dirty stairs and closes	0	0%	1	1%	0	0%	0	0%	105	53%	0	0%	94	47%
Graffiti	0	0%	6	3%	0	0%	9	5%	185	93%	0	0%	0	0%
Fly tipping and dumping	3	2%	2	1%	1	1%	3	2%	189	95%	2	1%	0	0%
Total	7		28		1		37		1,175		3		149	

Table 4.5 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	174	87%
1	21	11%
2	4	2%
3	0	0%
4	0	0%
5+	1	1%
	200	

Table 4.6 – Number of concerns – Cleanliness and local environment

Figure 4.4 - Quality of your neighbourhood - Lambhill and Milton

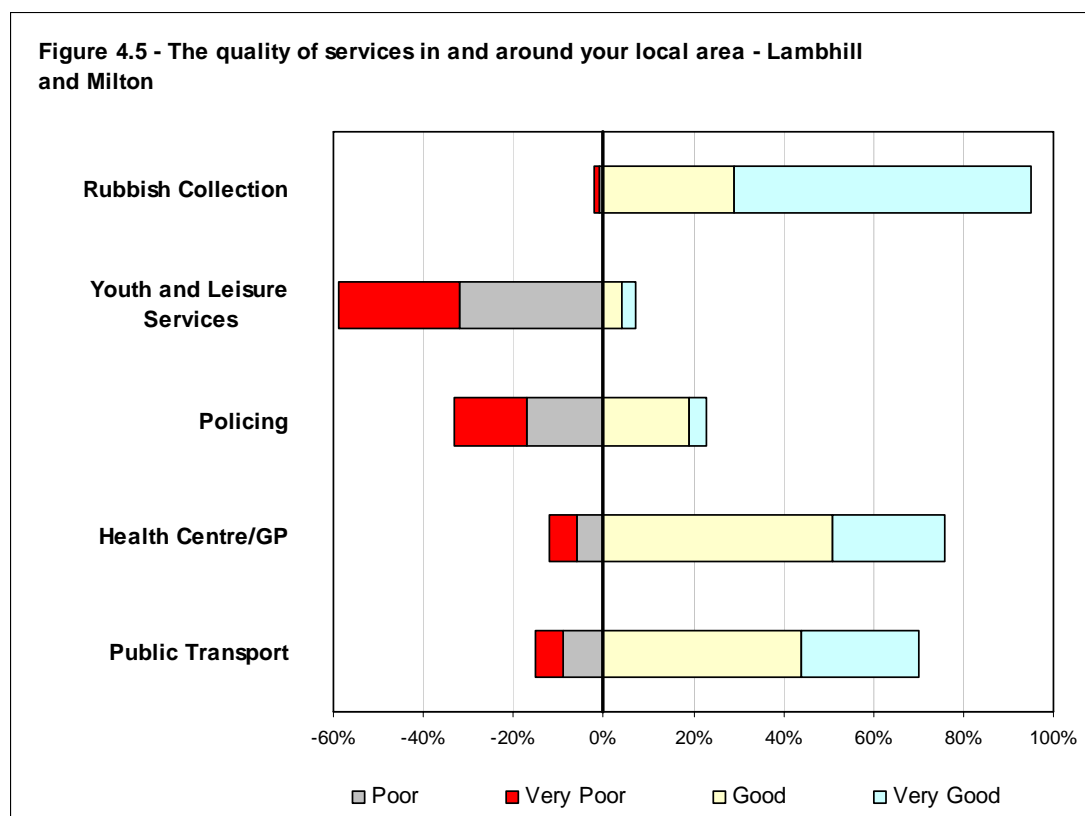


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	2	1%	4	2%	34	17%	126	63%	33	17%	1	1%	0	0%
Attractive environment	2	1%	5	3%	29	15%	141	71%	23	12%	0	0%	0	0%
Quiet and peaceful environment	2	1%	2	1%	14	7%	98	49%	84	42%	0	0%	0	0%
Park/open spaces	23	12%	29	15%	27	14%	101	51%	14	7%	2	1%	4	2%
Children's play area	58	29%	45	23%	23	12%	39	20%	2	1%	23	12%	10	5%
Overall quality	2	1%	4	2%	23	12%	131	66%	37	19%	2	1%	1	1%
Total	89		89		150		636		193		28		15	

Table 4.7 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	94	47%
1	51	26%
2	44	22%
3	6	3%
4	4	2%
5+	1	1%
	200	

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	2	1%	2	1%	4	2%	58	29%	132	66%	2	1%	0	0%
Youth and Leisure Services	54	27%	63	32%	11	6%	8	4%	6	3%	50	25%	8	4%
Policing	32	16%	34	17%	35	18%	37	19%	8	4%	52	26%	2	1%
Health Centre/GP	11	6%	11	6%	9	5%	101	51%	50	25%	13	7%	5	3%
Public Transport	12	6%	17	9%	14	7%	88	44%	51	26%	16	8%	2	1%
Total	111		127		73		292		247		133		17	

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

Number of concerns (Very poor or poor)	Respondents	%
None	55	28%
1	75	38%
2	50	25%
3	17	9%
4	3	2%
5+	0	0%
	200	

Table 4.10 – Number of concerns – Quality of services

Figure 4.6 - Housing tenure - Lambhill and Milton

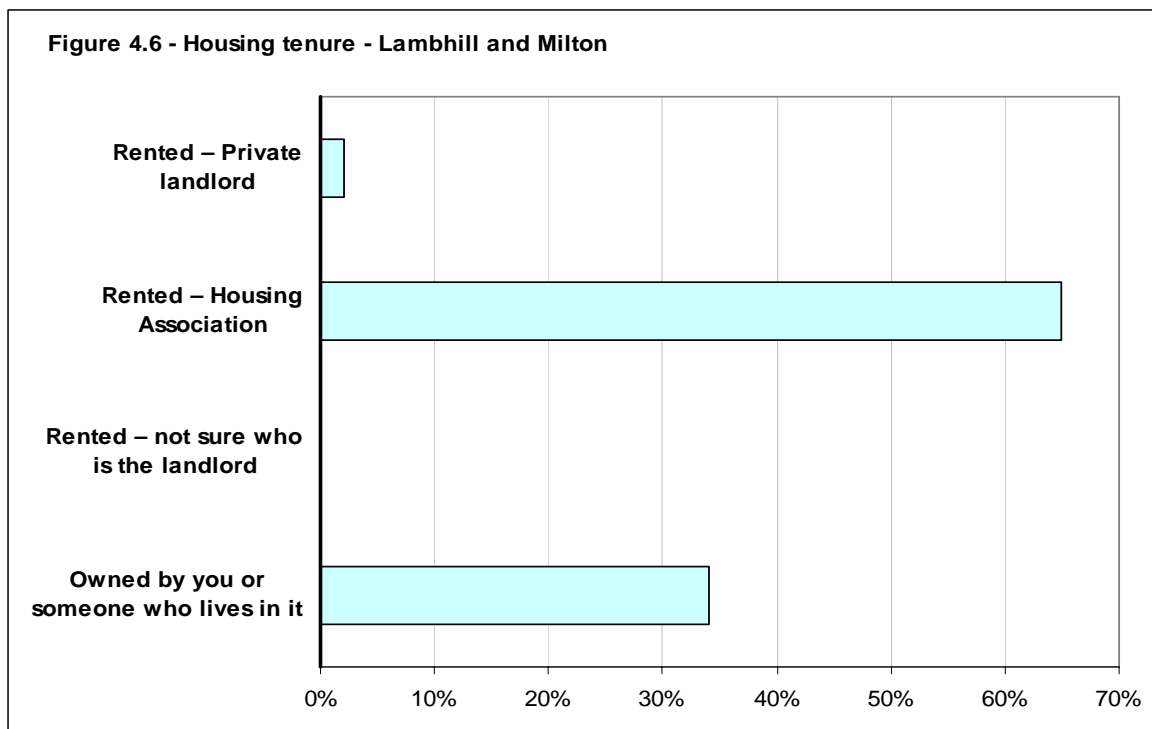


Figure 4.7 - Information about the neighbourhood and management of the neighbourhood - Lambhill and Milton

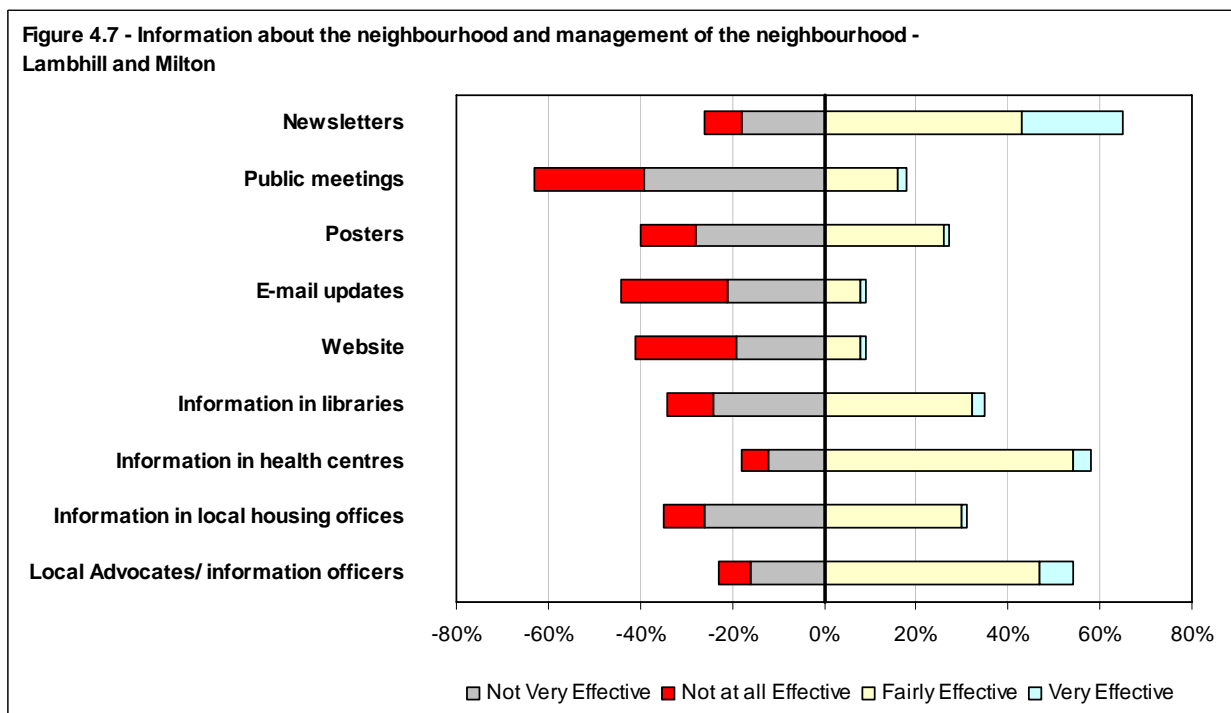
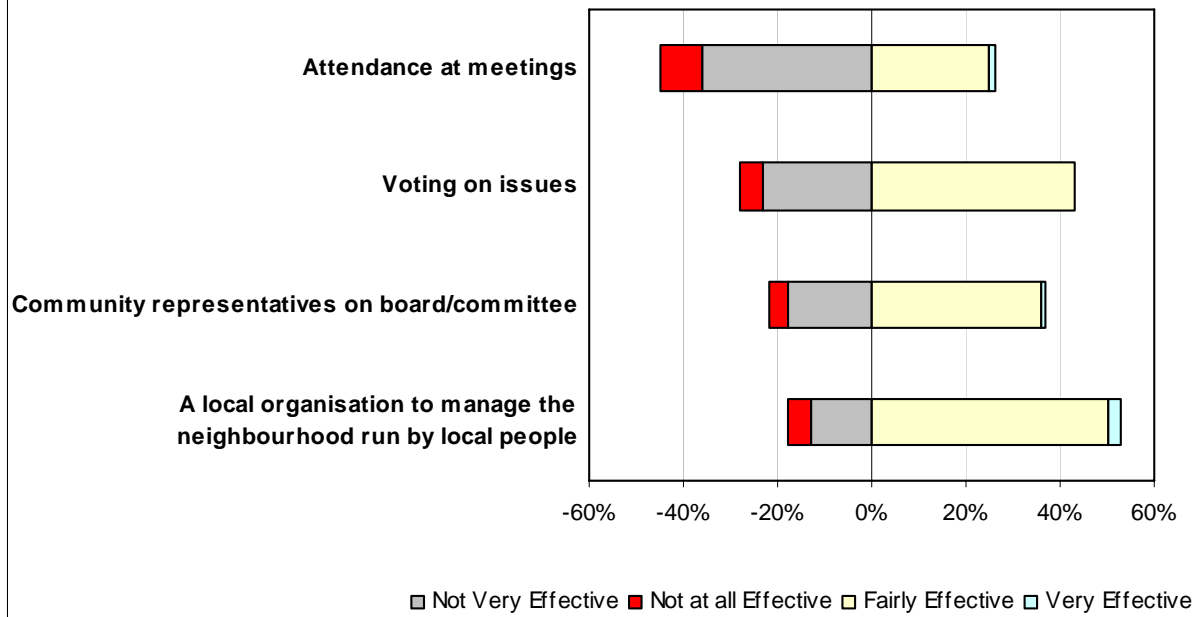
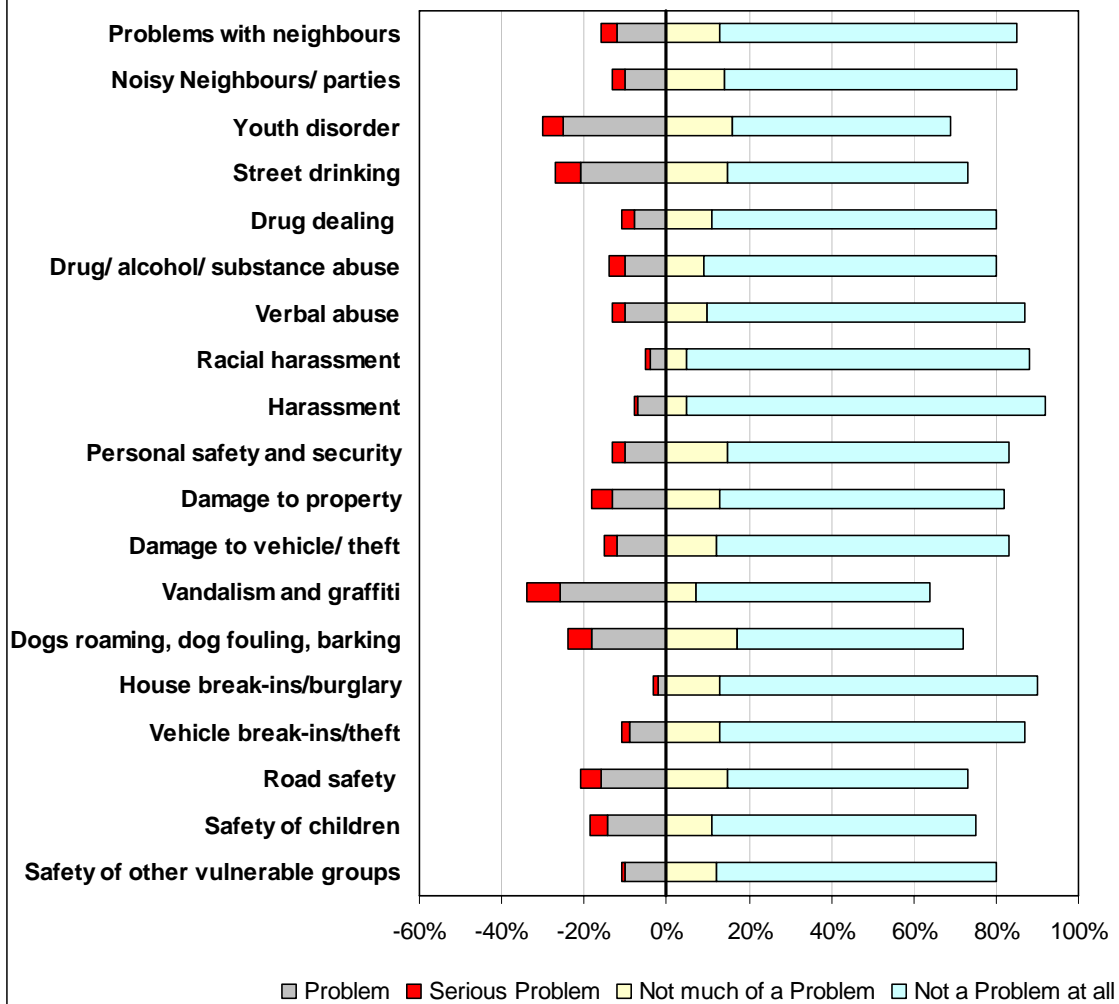


Figure 4.8 - Local community involvement - Lambhill and Milton



North Maryhill and Summerston

Figure 4.9 - Security and community safety - North Maryhill and Summerston



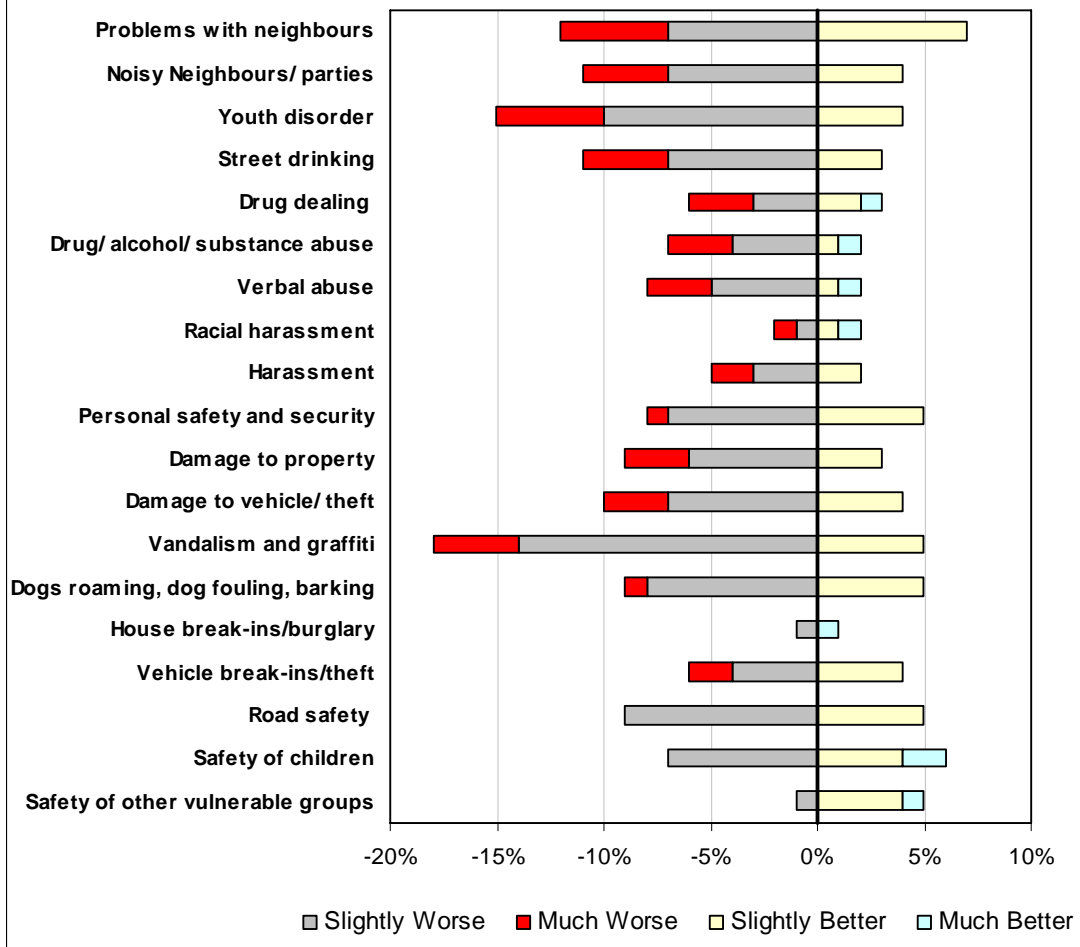
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	8	4%	23	12%	0	0%	25	13%	143	72%	1	1%
Noisy neighbours / parties	6	3%	19	10%	4	2%	27	14%	142	71%	2	1%
Youth disorder	10	5%	50	25%	4	2%	31	16%	105	53%	0	0%
Street drinking	11	6%	42	21%	3	2%	29	15%	115	58%	0	0%
Drug dealing	5	3%	15	8%	10	5%	21	11%	137	69%	12	6%
Drug/ alcohol/ substance abuse	7	4%	19	10%	8	4%	18	9%	141	71%	7	4%
Verbal abuse	6	3%	19	10%	2	1%	19	10%	154	77%	0	0%
Racial harassment	1	1%	8	4%	4	2%	10	5%	166	83%	11	6%
Harassment	2	1%	14	7%	0	0%	10	5%	173	87%	1	1%
Personal safety and security	5	3%	19	10%	12	6%	29	15%	135	68%	0	0%
Damage to property	9	5%	25	13%	4	2%	25	13%	137	69%	0	0%
Damage to vehicle/ theft	6	3%	24	12%	4	2%	23	12%	142	71%	1	1%
Vandalism and graffiti	16	8%	52	26%	5	3%	14	7%	113	57%	0	0%
Dogs roaming, dog fouling, barking	12	6%	36	18%	9	5%	34	17%	109	55%	0	0%
House break-ins/burglary	2	1%	3	2%	10	5%	26	13%	153	77%	6	3%
Vehicle break-ins/theft	4	2%	18	9%	6	3%	25	13%	147	74%	0	0%
Road safety	10	5%	31	16%	14	7%	29	15%	116	58%	0	0%
Safety of children	7	4%	28	14%	10	5%	21	11%	128	64%	6	3%
Safety of other vulnerable groups	1	1%	19	10%	15	8%	23	12%	135	68%	7	4%
Total	128		464		124		439		2,591		54	

Table 4.11 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	67	34%
1	31	16%
2	19	10%
3	24	12%
4	11	6%
5+	48	24%
Total	200	

Table 4.12 – Number of concerns – Security and Community Safety

Figure 4.10 - Security and community safety in the past year - North Maryhill and Summerston



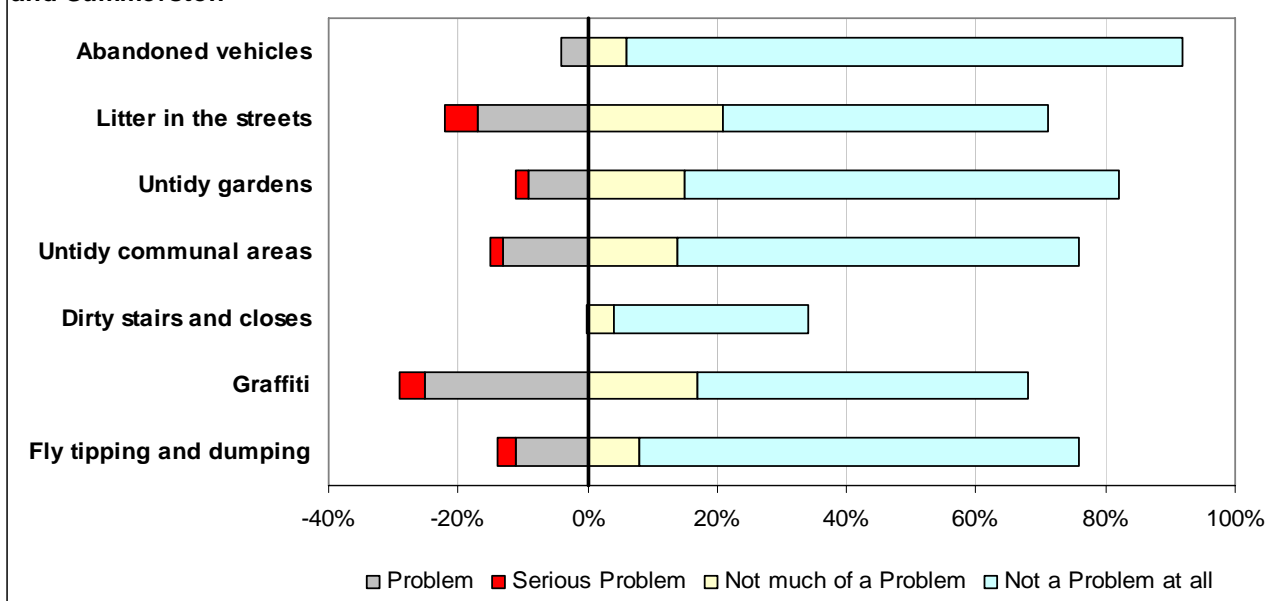
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	5%	13	7%	163	82%	13	7%	0	0%	2	1%
Noisy neighbours / parties	8	4%	14	7%	169	85%	8	4%	0	0%	1	1%
Youth disorder	9	5%	20	10%	164	82%	7	4%	0	0%	0	0%
Street drinking	8	4%	14	7%	172	86%	6	3%	0	0%	0	0%
Drug dealing	5	3%	6	3%	182	91%	4	2%	2	1%	1	1%
Drug/ alcohol/ substance abuse	5	3%	8	4%	182	91%	2	1%	2	1%	1	1%
Verbal abuse	5	3%	10	5%	182	91%	2	1%	1	1%	0	0%
Racial harassment	2	1%	2	1%	190	95%	2	1%	1	1%	3	2%
Harassment	3	2%	5	3%	187	94%	4	2%	0	0%	1	1%
Personal safety and security	1	1%	13	7%	175	88%	10	5%	0	0%	1	1%
Damage to property	6	3%	12	6%	177	89%	5	3%	0	0%	0	0%
Damage to vehicle/ theft	6	3%	13	7%	173	87%	8	4%	0	0%	0	0%
Vandalism and graffiti	7	4%	27	14%	157	79%	9	5%	0	0%	0	0%
Dogs roaming, dog fouling, barking	1	1%	15	8%	175	88%	9	5%	0	0%	0	0%
House break-ins/burglary	0	0%	2	1%	190	95%	7	4%	0	0%	1	1%
Vehicle break-ins/theft	4	2%	8	4%	180	90%	8	4%	0	0%	0	0%
Road safety	0	0%	17	9%	174	87%	9	5%	0	0%	0	0%
Safety of children	0	0%	13	7%	177	89%	7	4%	3	2%	0	0%
Safety of other vulnerable groups	0	0%	2	1%	189	95%	7	4%	2	1%	0	0%
Total	79		214		3,358		127		11		11	

Table 4.13 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	133	67%
1	15	8%
2	19	10%
3	6	3%
4	6	3%
5+	21	11%
Total	200	

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

Figure 4.11 - Cleanliness of the area and the local environment - North Maryhill and Summerston



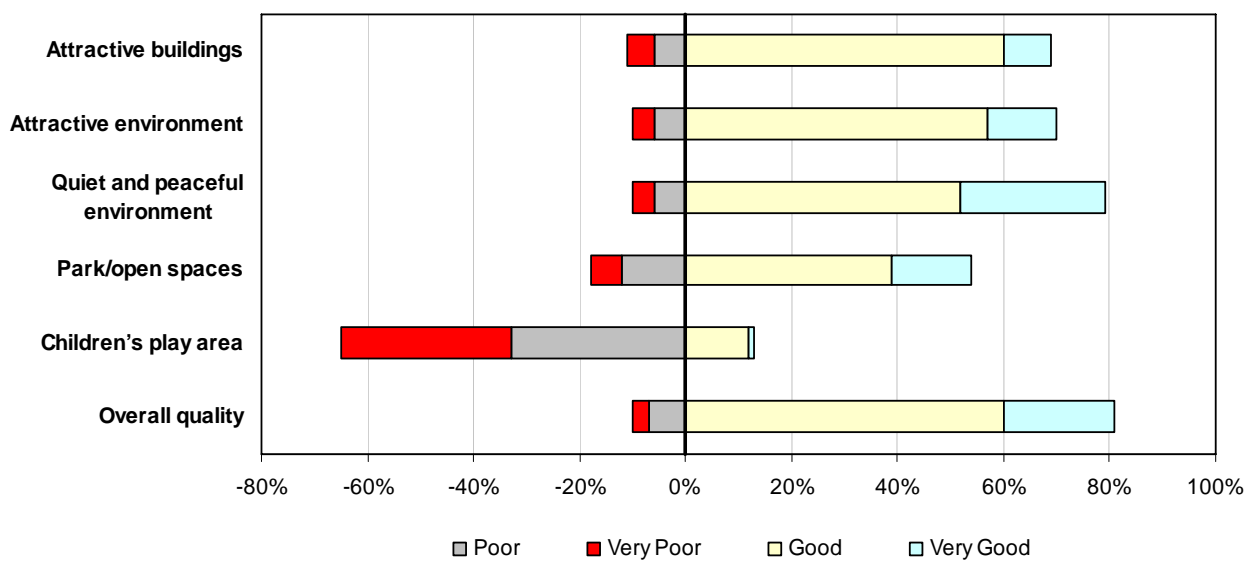
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	7	4%	4	2%	12	6%	172	86%	3	2%	2	1%
Litter in the streets	10	5%	34	17%	10	5%	41	21%	99	50%	2	1%	4	2%
Untidy gardens	3	2%	17	9%	5	3%	30	15%	134	67%	4	2%	7	4%
Untidy communal areas	3	2%	26	13%	6	3%	28	14%	123	62%	3	2%	11	6%
Dirty stairs and closes	0	0%	12	6%	3	2%	8	4%	59	30%	2	1%	116	58%
Graffiti	7	4%	49	25%	7	4%	33	17%	102	51%	0	0%	2	1%
Fly tipping and dumping	5	3%	21	11%	6	3%	15	8%	135	68%	13	7%	5	3%
Total	28		166		41		167		824		27		147	

Table 4.15 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	106	53%
1	36	18%
2	32	16%
3	15	8%
4	6	3%
5+	5	3%
Total	200	

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

Figure 4.12 - Quality of your neighbourhood - North Maryhill and Summerston

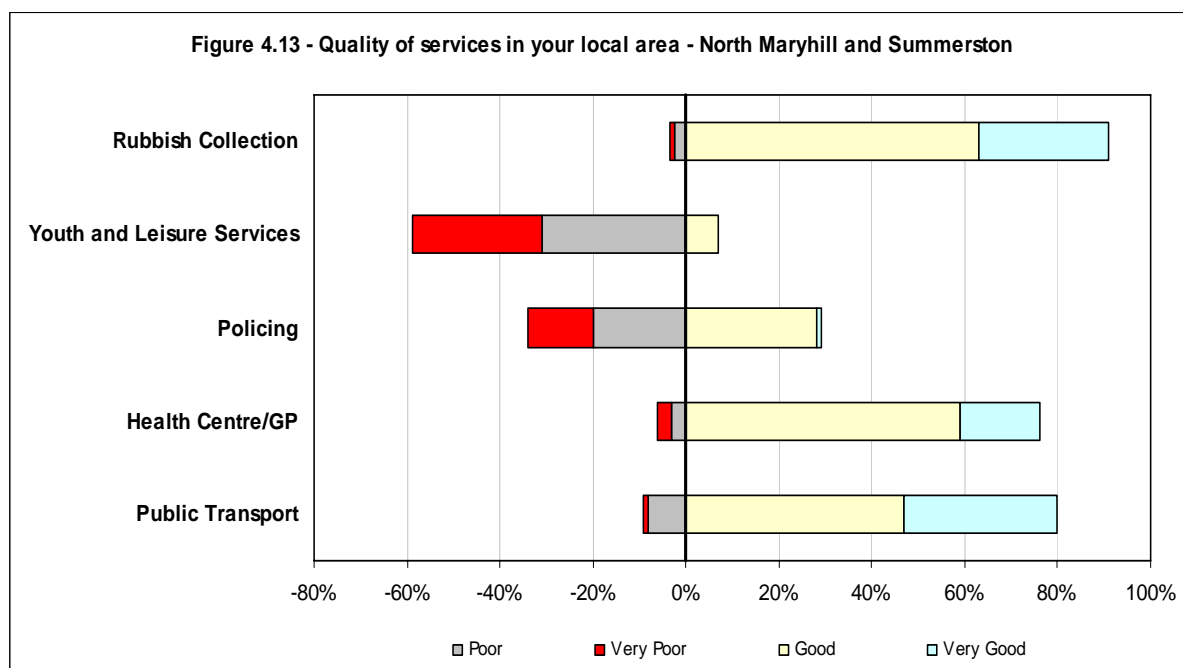


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	10	5%	12	6%	38	19%	119	60%	18	9%	3	2%	0	0%
Attractive environment	7	4%	11	6%	40	20%	114	57%	25	13%	2	1%	1	1%
Quiet and peaceful environment	7	4%	12	6%	20	10%	104	52%	54	27%	2	1%	1	1%
Park/open spaces	12	6%	23	12%	51	26%	77	39%	29	15%	6	3%	2	1%
Children's play area	63	32%	65	33%	36	18%	24	12%	2	1%	8	4%	2	1%
Overall quality	6	3%	13	7%	19	10%	119	60%	41	21%	1	1%	1	1%
Total	105		136		204		557		169		22		7	

Table 4.17 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	64	32%
1	78	39%
2	37	19%
3	9	5%
4	3	2%
5+	9	5%
Total	200	

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	2	1%	3	2%	13	7%	126	63%	56	28%	0	0%	0	0%
Youth and Leisure Services	56	28%	61	31%	26	13%	14	7%	0	0%	38	19%	5	3%
Policing	27	14%	40	20%	62	31%	56	28%	1	1%	14	7%	0	0%
Health Centre/GP	5	3%	6	3%	19	10%	118	59%	34	17%	17	9%	1	1%
Public Transport	1	1%	16	8%	16	8%	94	47%	65	33%	8	4%	0	0%
Total	91		126		136		408		156		77		6	

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

Number of concerns (Very poor or poor)	Respondents	%
None	44	22%
1	103	52%
2	46	23%
3	6	3%
4	1	1%
5+	0	0%
Total	200	

Table 4.20 – Number of concerns – Quality of services

Figure 4.14: Housing tenure - North Maryhill and Summerston

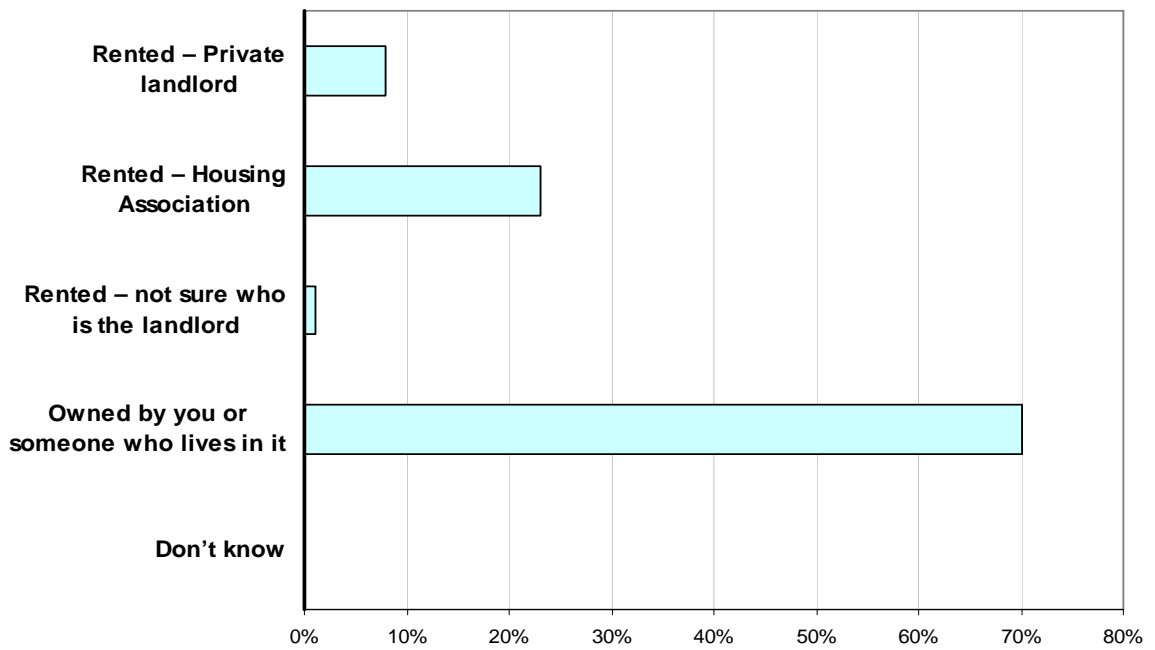


Figure 4.15 - Information about the neighbourhood and the management of the neighbourhood - North Maryhill and Summerston

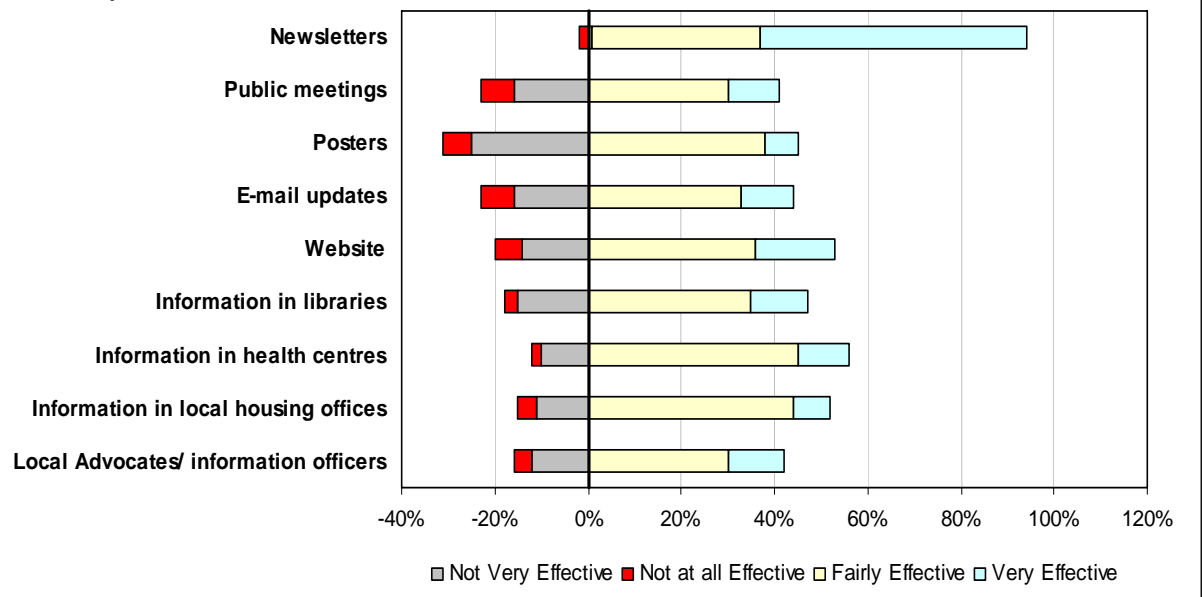
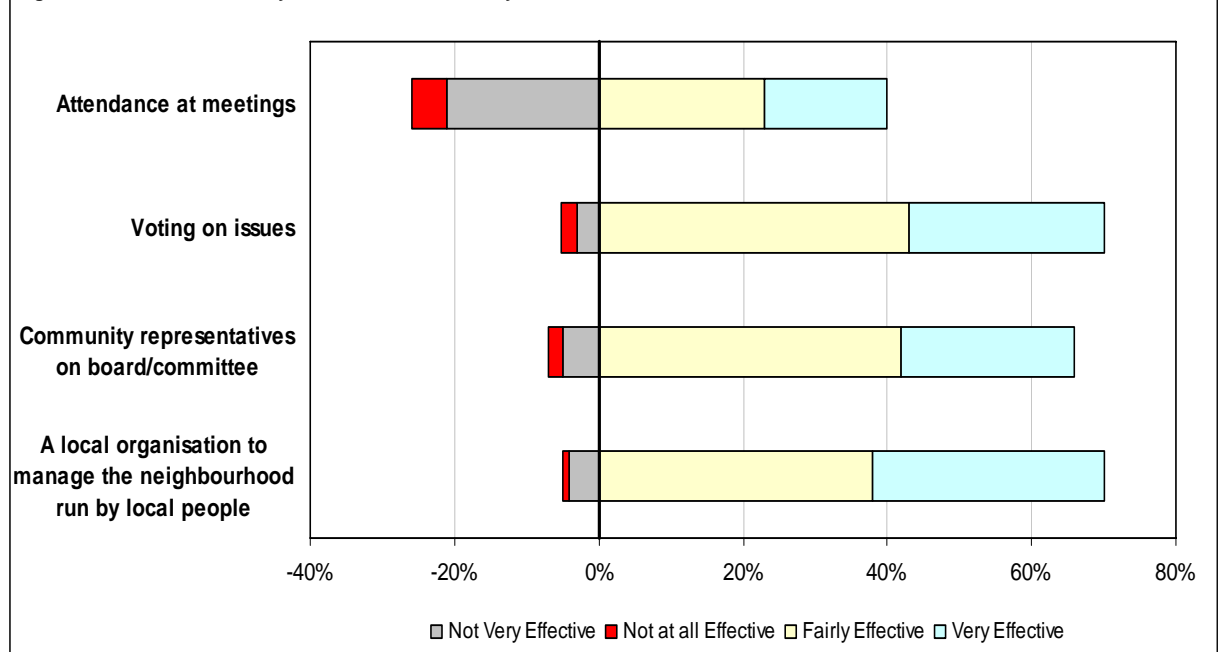
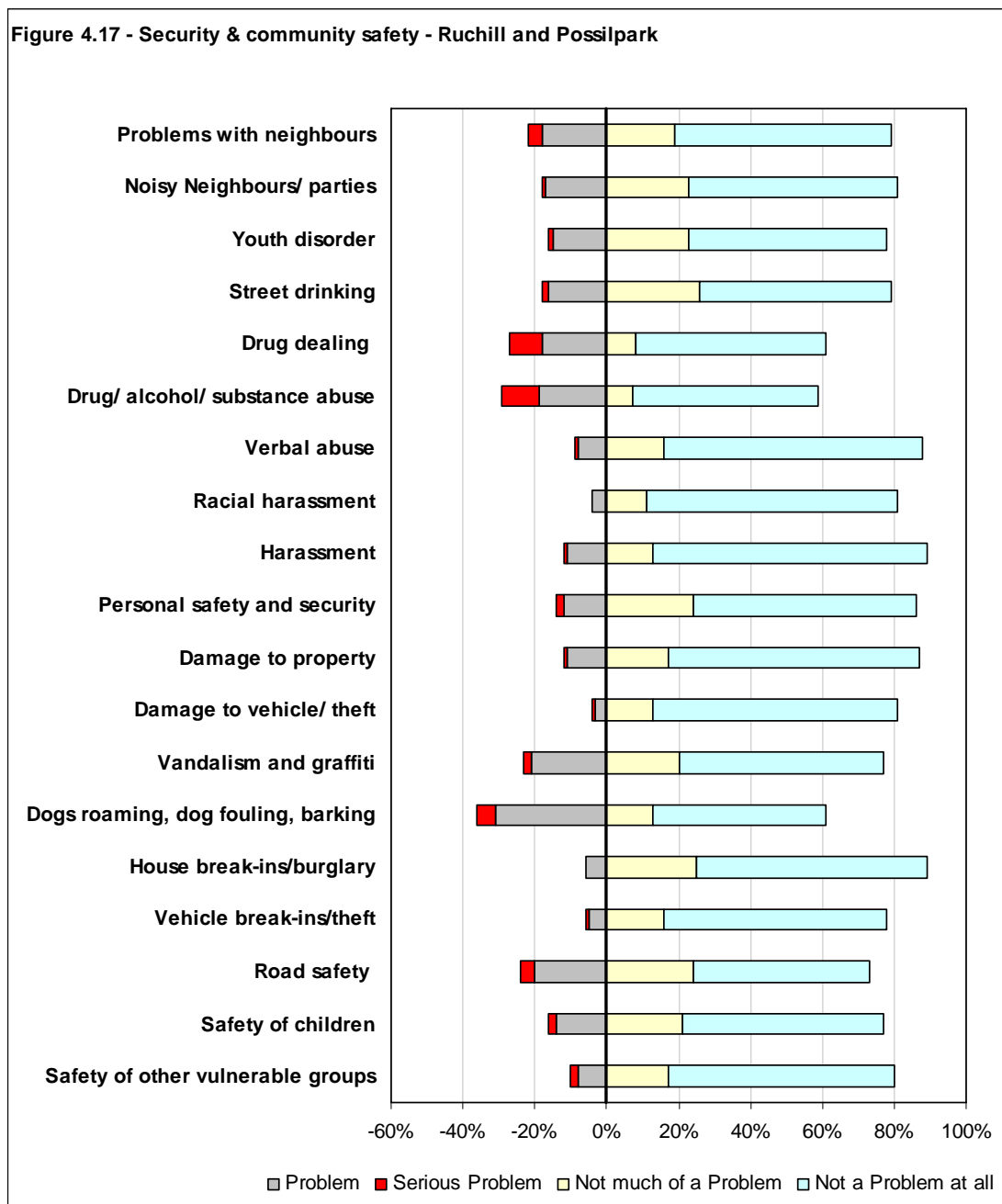


Figure 4.16 - Local community involvement - North Maryhill and Summerston



Ruchill and Possilpark

Figure 4.17 - Security & community safety - Ruchill and Possilpark



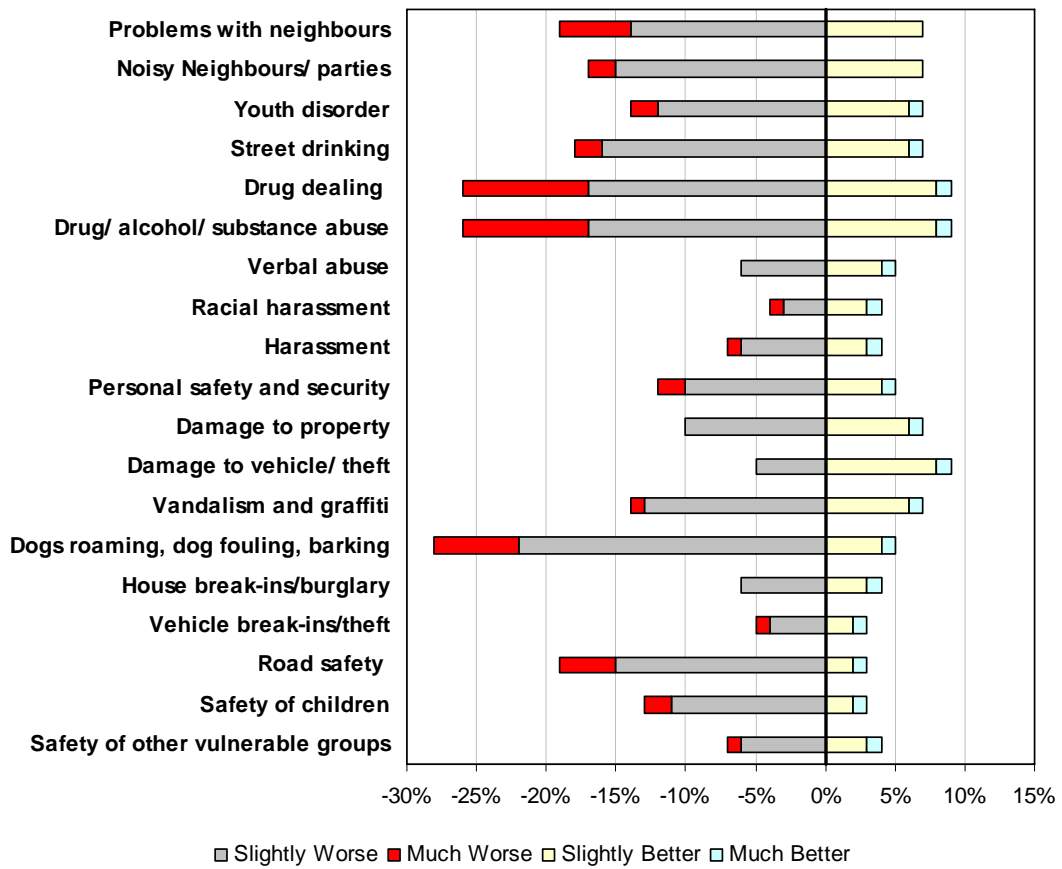
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	4%	36	18%	1	1%	37	19%	119	60%	0	0%
Noisy neighbours/ parties	2	1%	34	17%	3	2%	45	23%	116	58%	0	0%
Youth disorder	2	1%	30	15%	12	6%	46	23%	110	55%	0	0%
Street drinking	3	2%	31	16%	9	5%	52	26%	105	53%	0	0%
Drug dealing	17	9%	36	18%	7	4%	16	8%	105	53%	19	10%
Drug/ alcohol / substance abuse	19	10%	37	19%	7	4%	14	7%	103	52%	20	10%
Verbal abuse	1	1%	15	8%	9	5%	31	16%	144	72%	0	0%
Racial harassment	0	0%	8	4%	11	6%	21	11%	140	70%	20	10%
Harassment	1	1%	21	11%	1	1%	25	13%	152	76%	0	0%
Personal safety and security	3	2%	23	12%	3	2%	47	24%	124	62%	0	0%
Damage to property	1	1%	22	11%	4	2%	34	17%	139	70%	0	0%
Damage to vehicle / theft	1	1%	5	3%	11	6%	26	13%	136	68%	21	11%
Vandalism and graffiti	4	2%	42	21%	1	1%	40	20%	113	57%	0	0%
Dogs roaming, dog fouling, barking	10	5%	62	31%	7	4%	25	13%	96	48%	0	0%
House break-ins /burglary	0	0%	18	9%	6	3%	49	25%	127	64%	0	0%
Vehicle break-ins/theft	1	1%	9	5%	14	7%	31	16%	123	62%	22	11%
Road safety	8	4%	39	20%	7	4%	48	24%	98	49%	0	0%
Safety of children	3	2%	28	14%	10	5%	41	21%	111	56%	7	4%
Safety of other vulnerable groups	3	2%	16	8%	10	5%	33	17%	125	63%	13	7%
Total	86		512		133		661		2,286		122	

Table 4.21 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	65	33%
1	23	12%
2	23	12%
3	23	12%
4	24	12%
5+	42	21%
	200	

Table 4.22 – Number of concerns – Security and Community Safety

Figure 4.18- Security and community safety in the past year - Ruchill and Possilpark

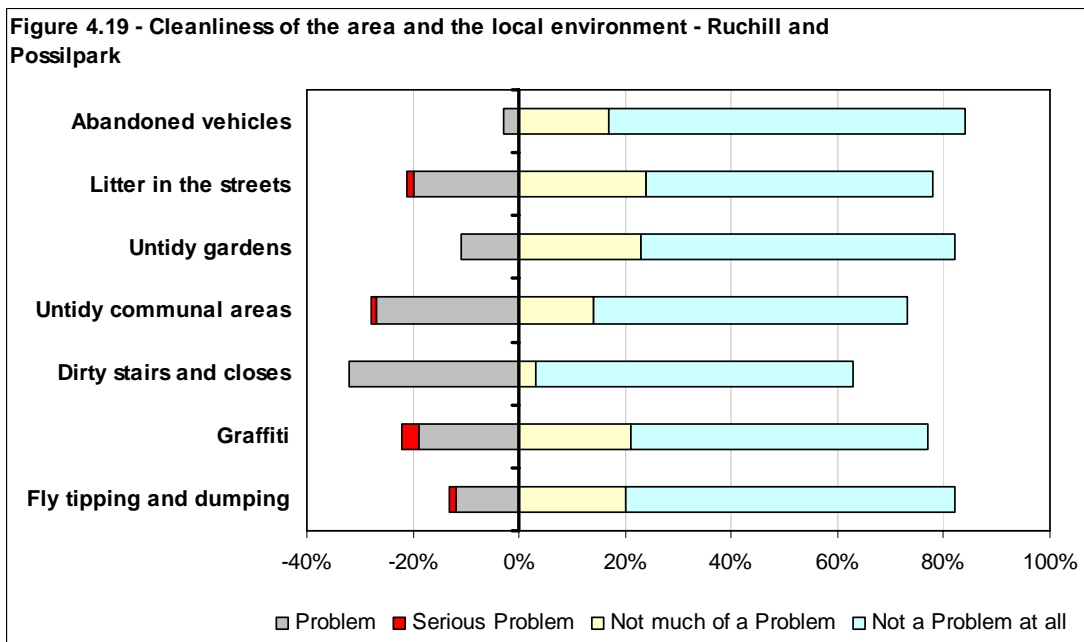


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	5%	27	14%	148	74%	14	7%	0	0%	1	1%
Noisy neighbours / parties	4	2%	29	15%	153	77%	14	7%	0	0%	0	0%
Youth disorder	3	2%	24	12%	160	80%	12	6%	1	1%	0	0%
Street drinking	4	2%	32	16%	152	76%	11	6%	1	1%	0	0%
Drug dealing	17	9%	33	17%	133	67%	15	8%	2	1%	0	0%
Drug/ alcohol/ substance abuse	17	9%	34	17%	132	66%	16	8%	1	1%	0	0%
Verbal abuse	0	0%	12	6%	178	89%	8	4%	1	1%	1	1%
Racial harassment	2	1%	6	3%	185	93%	6	3%	1	1%	0	0%
Harassment	2	1%	12	6%	180	90%	5	3%	1	1%	0	0%
Personal safety and security	4	2%	19	10%	168	84%	8	4%	1	1%	0	0%
Damage to property	0	0%	19	10%	169	85%	11	6%	1	1%	0	0%
Damage to vehicle/ theft	0	0%	10	5%	174	87%	15	8%	1	1%	0	0%
Vandalism and graffiti	2	1%	25	13%	160	80%	12	6%	1	1%	0	0%
Dogs roaming, dog fouling, barking	11	6%	44	22%	136	68%	8	4%	1	1%	0	0%
House break-ins/burglary	0	0%	12	6%	182	91%	5	3%	1	1%	0	0%
Vehicle break-ins/theft	1	1%	7	4%	188	94%	3	2%	1	1%	0	0%
Road safety	8	4%	29	15%	158	79%	4	2%	1	1%	0	0%
Safety of children	3	2%	21	11%	172	86%	3	2%	1	1%	0	0%
Safety of other vulnerable groups	2	1%	11	6%	180	90%	5	3%	1	1%	1	1%
Total	90		406		3,108		175		18		3	

Table 4.23 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	83	42%
1	18	9%
2	23	12%
3	21	11%
4	19	10%
5+	36	18%
	200	

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%	5	3%	10	5%	33	17%	133	67%	19	10%	0	0%
Litter in the streets	1	1%	39	20%	5	3%	47	24%	107	54%	1	1%	0	0%
Untidy gardens	0	0%	22	11%	15	8%	45	23%	118	59%	0	0%	0	0%
Untidy communal areas	1	1%	54	27%	0	0%	28	14%	117	59%	0	0%	0	0%
Dirty stairs and closes	0	0%	64	32%	0	0%	6	3%	120	60%	2	1%	8	4%
Graffiti	6	3%	38	19%	4	2%	41	21%	111	56%	0	0%	0	0%
Fly tipping and dumping	2	1%	24	12%	10	5%	40	20%	123	62%	1	1%	0	0%
Total	10		246		44		240		829		23		8	

Table 4.25 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	105	53%
1	36	18%
2	16	8%
3	10	5%
4	14	7%
5+	19	10%
	200	

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

Figure 4.20 - Quality of your neighbourhood - Ruchill and Possilpark

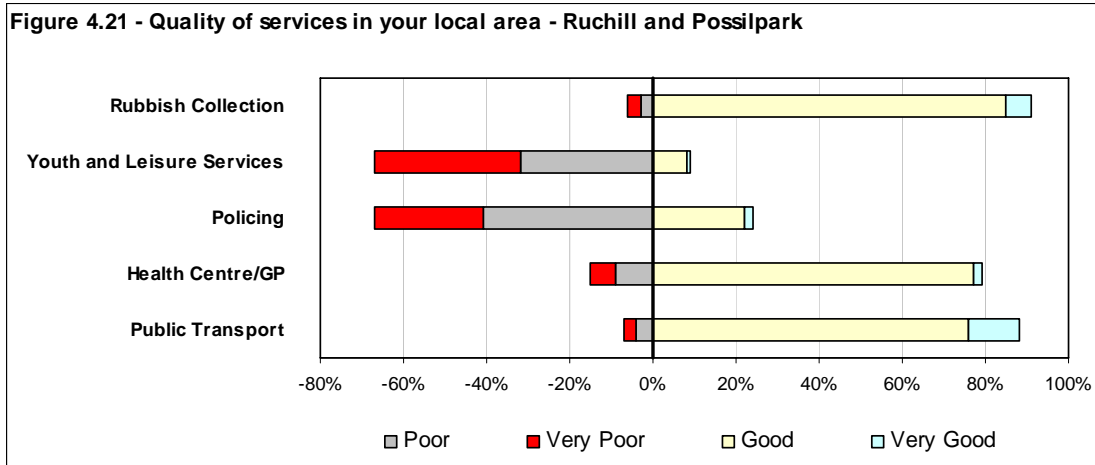


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	28	14%	57	29%	35	18%	74	37%	4	2%	2	1%	0	0%
Attractive environment	24	12%	49	25%	27	14%	93	47%	5	3%	2	1%	0	0%
Quiet and peaceful environment	20	10%	28	14%	18	9%	120	60%	13	7%	1	1%	0	0%
Park/open spaces	49	25%	62	31%	11	6%	65	33%	12	6%	1	1%	0	0%
Children's play area	61	31%	69	35%	16	8%	29	15%	3	2%	22	11%	0	0%
Overall quality	19	10%	28	14%	23	12%	123	62%	6	3%	1	1%	0	0%
Total	201		293		130		504		43		29		0	

Table 4.27 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	41	21%
1	30	15%
2	55	28%
3	14	7%
4	15	8%
5+	45	23%
	200	

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	5	3%	6	3%	9	5%	169	85%	11	6%	0	0%	0	0%
Youth and Leisure Services	69	35%	64	32%	7	4%	16	8%	1	1%	39	20%	4	2%
Policing	52	26%	82	41%	19	10%	44	22%	3	2%	0	0%	0	0%
Health Centre/GP	12	6%	17	9%	13	7%	154	77%	4	2%	0	0%	0	0%
Public Transport	5	3%	8	4%	9	5%	151	76%	23	12%	3	2%	1	1%
Total	143		177		57		534		42		42		5	

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

Number of concerns (Very poor or poor)	Respondents	%
None	25	13%
1	64	32%
2	82	41%
3	24	12%
4	5	3%
5+	0	0%
	200	

Table 4.30 – Number of concerns – Quality of services

Figure 4.22 - Housing tenure - Ruchill and Possilpark

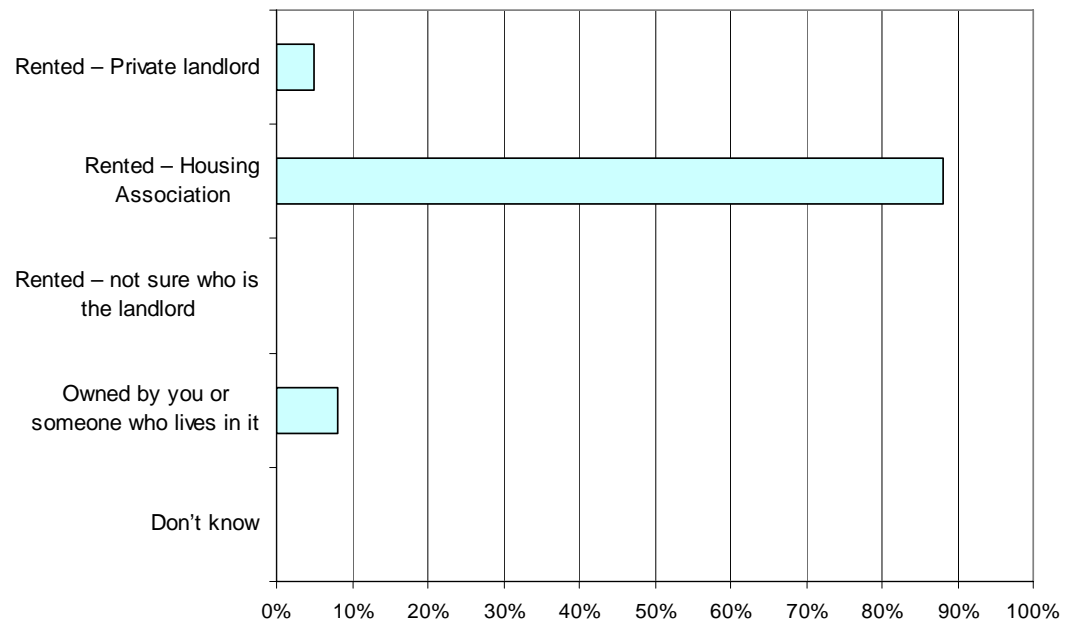


Figure 4.23 - Information about the neighbourhood and the management of the neighbourhood - Ruchill and Possilpark

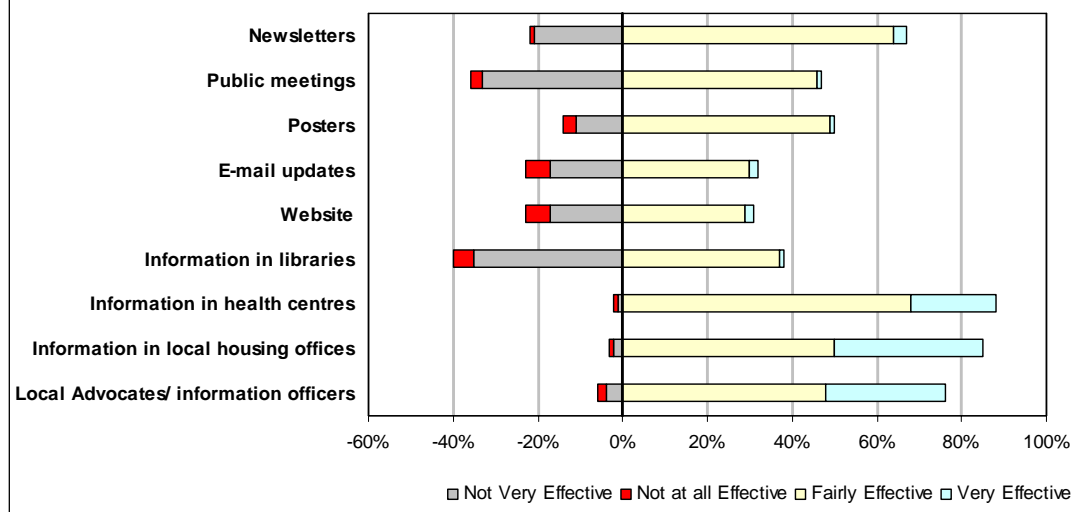
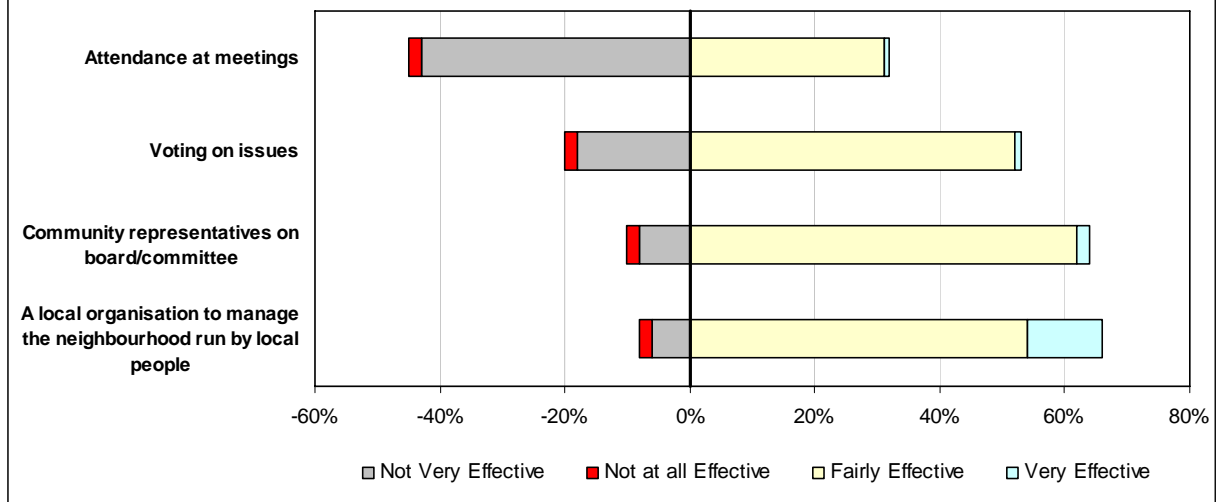
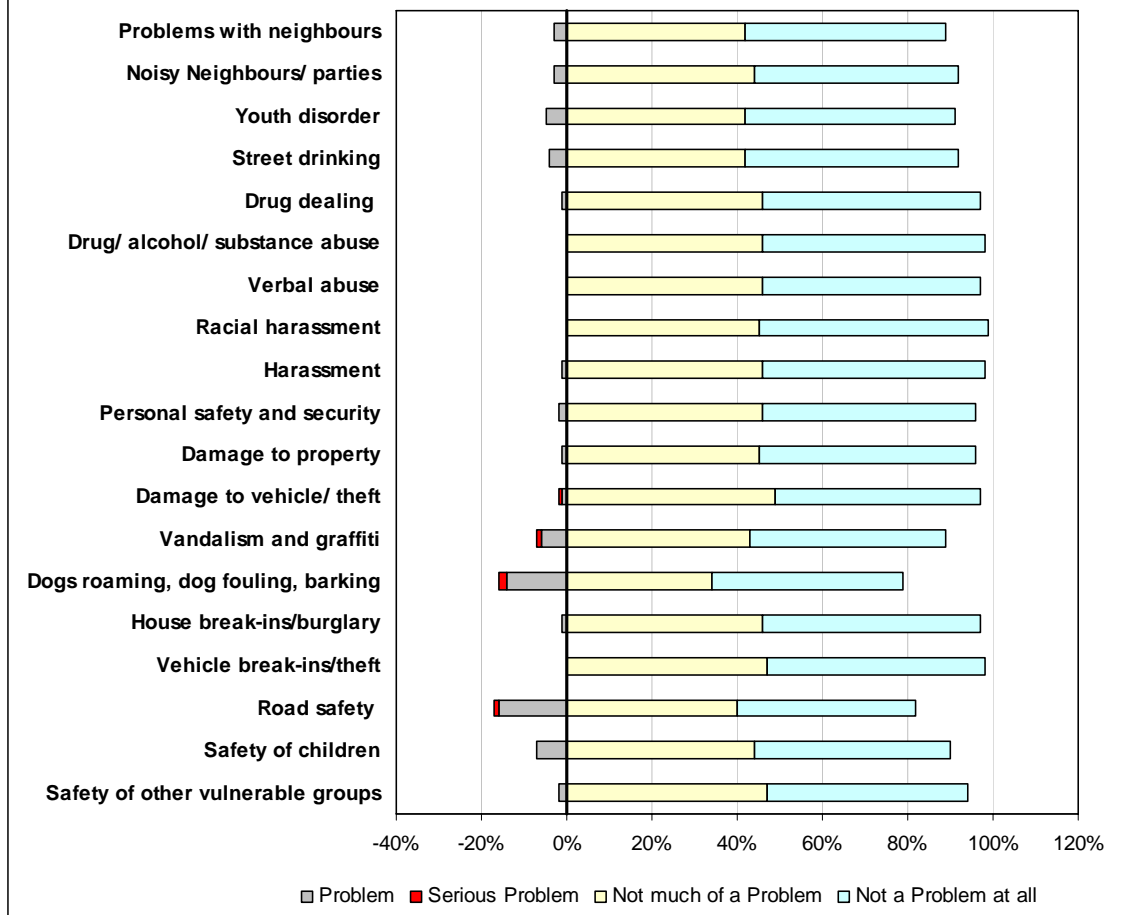


Figure 4.24 - Local community involvement - Ruchill and Possilpark



Kelvindale and Kelvinside

Figure 4.25 - Security and community safety - Kelvindale and Kelvinside



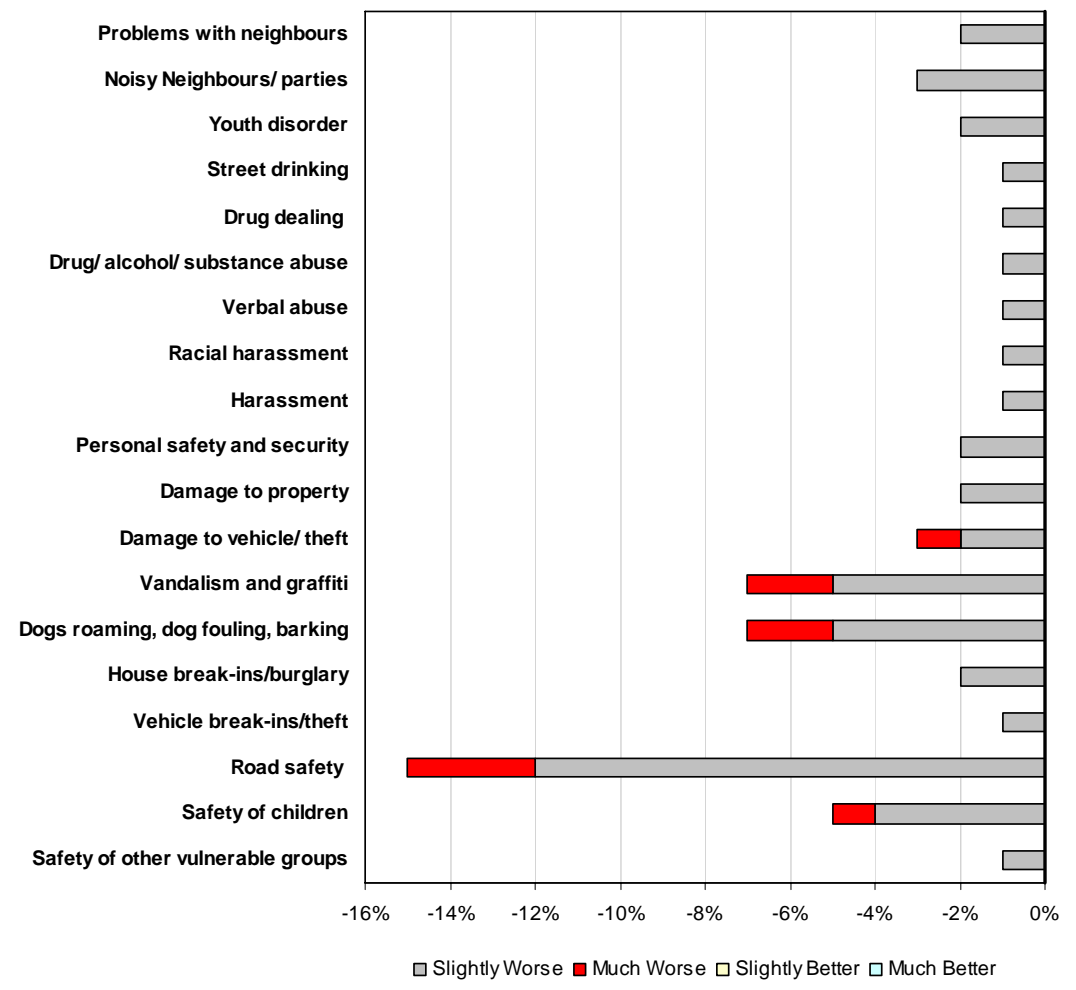
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	6	3%	13	7%	84	42%	94	47%	3	2%
Noisy neighbours/ parties	0	0%	6	3%	10	5%	88	44%	95	48%	1	1%
Youth disorder	0	0%	9	5%	9	5%	84	42%	98	49%	0	0%
Street drinking	0	0%	8	4%	8	4%	84	42%	100	50%	0	0%
Drug dealing	0	0%	2	1%	5	3%	91	46%	102	51%	0	0%
Drug/ alcohol/ substance abuse	0	0%	0	0%	4	2%	92	46%	104	52%	0	0%
Verbal abuse	0	0%	0	0%	6	3%	92	46%	102	51%	0	0%
Racial harassment	0	0%	0	0%	3	2%	89	45%	108	54%	0	0%
Harassment	0	0%	2	1%	3	2%	91	46%	104	52%	0	0%
Personal safety and security	0	0%	4	2%	5	3%	91	46%	100	50%	0	0%
Damage to property	0	0%	2	1%	7	4%	90	45%	101	51%	0	0%
Damage to vehicle/ theft	1	1%	2	1%	5	3%	97	49%	95	48%	0	0%
Vandalism and graffiti	2	1%	12	6%	8	4%	86	43%	91	46%	1	1%
Dogs roaming, dog fouling, barking	4	2%	28	14%	8	4%	68	34%	90	45%	2	1%
House break-ins/burglary	0	0%	1	1%	4	2%	92	46%	102	51%	1	1%
Vehicle break-ins/theft	0	0%	0	0%	4	2%	94	47%	101	51%	1	1%
Road safety	2	1%	32	16%	3	2%	79	40%	84	42%	0	0%
Safety of children	0	0%	13	7%	6	3%	87	44%	92	46%	2	1%
Safety of other vulnerable groups	0	0%	3	2%	4	2%	94	47%	94	47%	5	3%
Total	9		130		115		1,673		1,857		16	

Table 4.31 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	129	65%
1	39	20%
2	13	7%
3	11	6%
4	3	2%
5+	5	3%
	200	

Table 4.32 – Number of concerns – Security and Community Safety

Figure 4.26 - Security and community safety in the past year - Kelvindale and Kelvinside

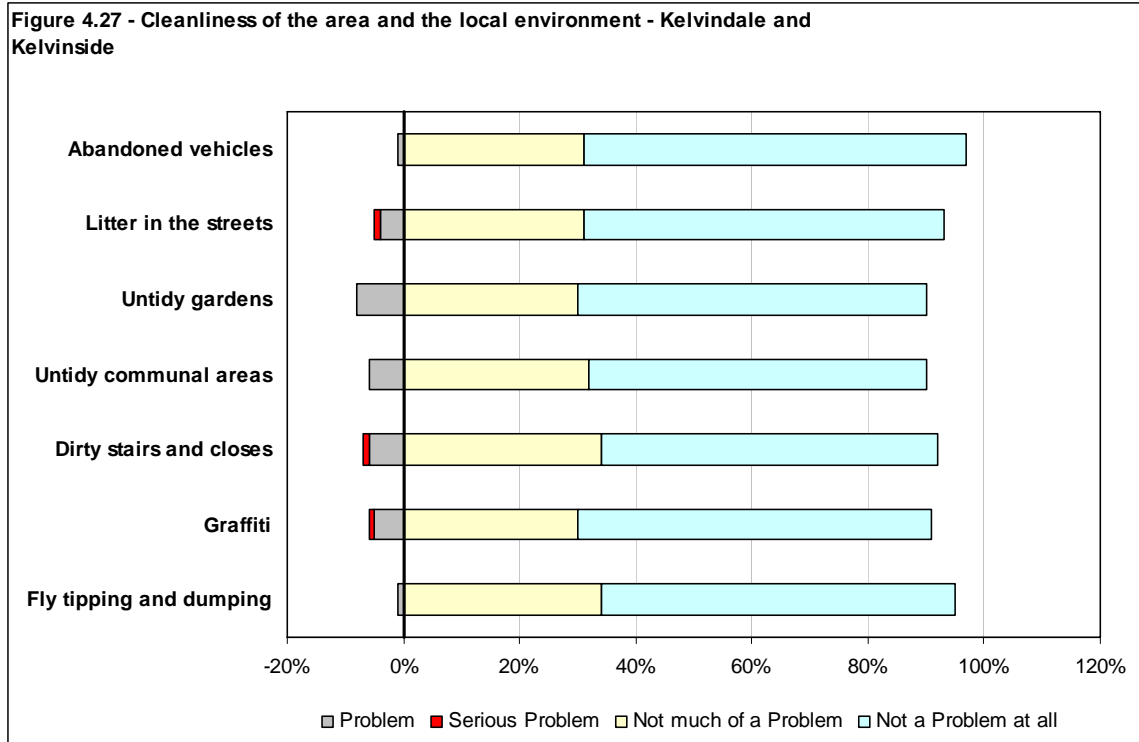


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	0	0%	3	2%	196	98%	0	0%	0	0%	1	1%
Noisy neighbours/ parties	0	0%	5	3%	194	97%	0	0%	0	0%	1	1%
Youth disorder	0	0%	3	2%	196	98%	0	0%	0	0%	1	1%
Street drinking	0	0%	2	1%	197	99%	0	0%	0	0%	1	1%
Drug dealing	0	0%	1	1%	198	99%	0	0%	0	0%	1	1%
Drug/ alcohol/ substance abuse	0	0%	1	1%	198	99%	0	0%	0	0%	1	1%
Verbal abuse	0	0%	1	1%	198	99%	0	0%	0	0%	1	1%
Racial harassment	0	0%	1	1%	198	99%	0	0%	0	0%	1	1%
Harassment	0	0%	1	1%	198	99%	0	0%	0	0%	1	1%
Personal safety and security	0	0%	3	2%	196	98%	0	0%	0	0%	1	1%
Damage to property	0	0%	4	2%	195	98%	0	0%	0	0%	1	1%
Damage to vehicle/ theft	1	1%	3	2%	195	98%	0	0%	0	0%	1	1%
Vandalism and graffiti	4	2%	9	5%	186	93%	0	0%	0	0%	1	1%
Dogs roaming, dog fouling, barking	3	2%	10	5%	186	93%	0	0%	0	0%	1	1%
House break-ins/burglary	0	0%	3	2%	196	98%	0	0%	0	0%	1	1%
Vehicle break-ins/theft	0	0%	2	1%	197	99%	0	0%	0	0%	1	1%
Road safety	5	3%	23	12%	171	86%	0	0%	0	0%	1	1%
Safety of children	1	1%	8	4%	190	95%	0	0%	0	0%	1	1%
Safety of other vulnerable groups	0	0%	1	1%	198	99%	0	0%	0	0%	1	1%
Total	14		84		3,683		0		0		19	

Table 4.33 – Security and Community Safety in the past year

Number of concerns (Slightly or much worse)	Respondents	%
None	157	79%
1	22	11%
2	12	6%
3	2	1%
4	4	2%
5+	3	2%
	200	

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



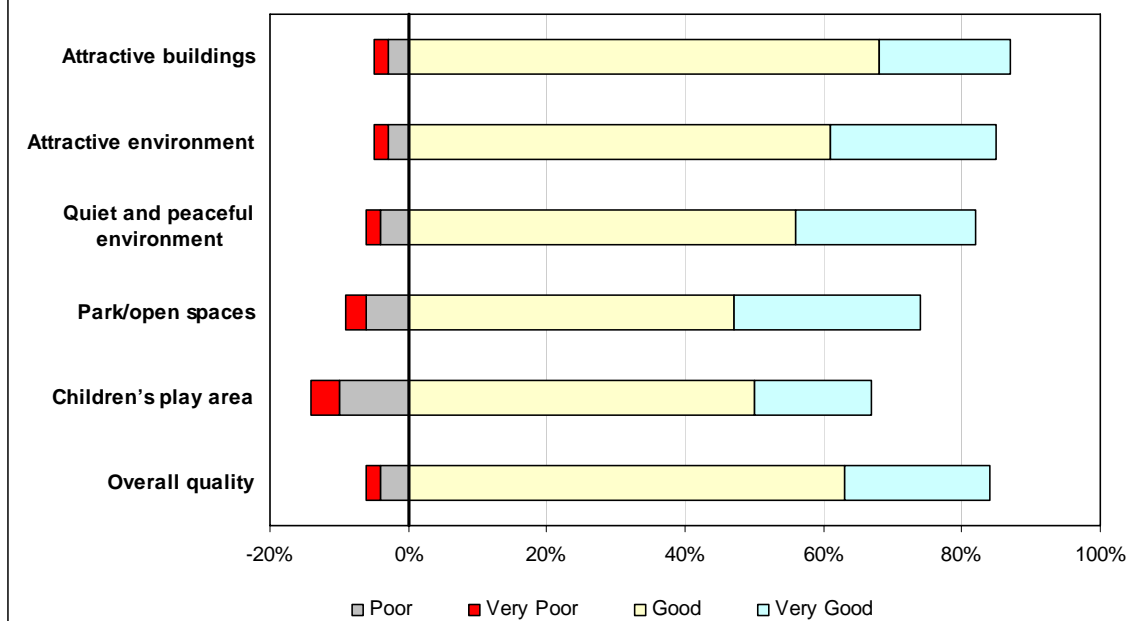
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	2	1%	5	3%	62	31%	131	66%	0	0%	0	0%
Litter in the streets	1	1%	8	4%	6	3%	61	31%	124	62%	0	0%	0	0%
Untidy gardens	0	0%	15	8%	6	3%	60	30%	119	60%	0	0%	0	0%
Untidy communal areas	0	0%	12	6%	9	5%	63	32%	116	58%	0	0%	0	0%
Dirty stairs and closes	1	1%	11	6%	5	3%	67	34%	116	58%	0	0%	0	0%
Graffiti	1	1%	9	5%	9	5%	59	30%	122	61%	0	0%	0	0%
Fly tipping and dumping	0	0%	2	1%	5	3%	68	34%	122	61%	2	1%	1	1%
	3		59		45		440		850		2		1	

Table 4.35 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	179	90%
1	4	2%
2	7	4%
3	4	2%
4	2	1%
5+	4	2%
	200	

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

Figure 4.28 - Quality of your neighbourhood - Kelvindale and Kelvinside

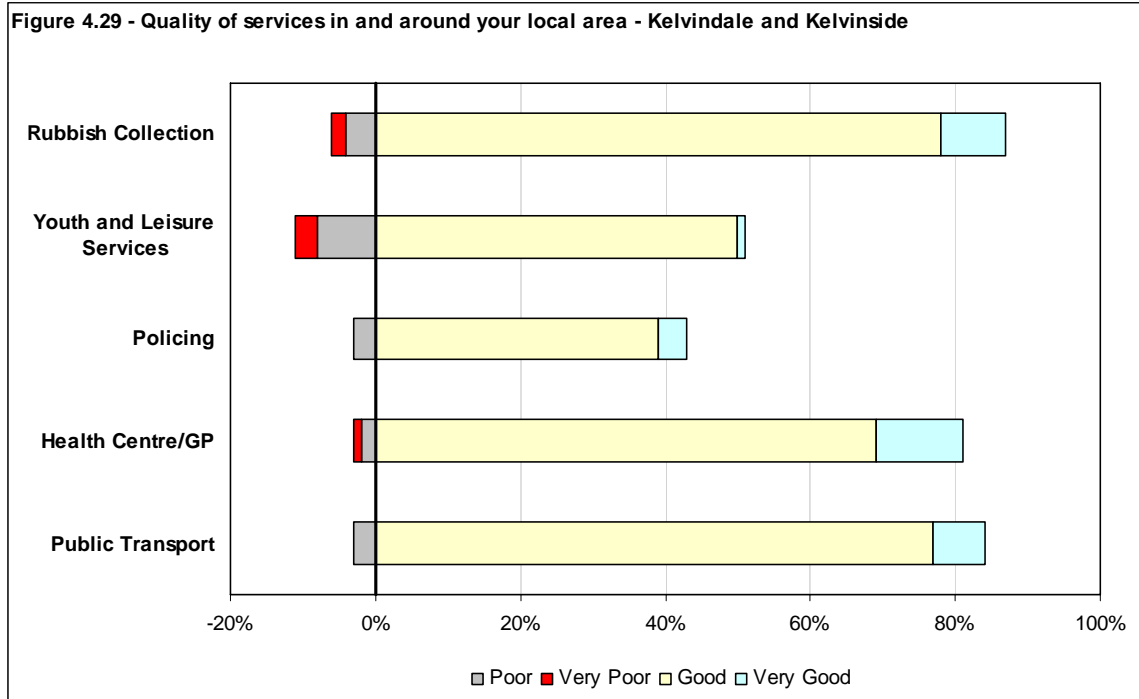


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	2%	6	3%	18	9%	135	68%	38	19%	0	0%	0	0%
Attractive environment	3	2%	6	3%	23	12%	121	61%	47	24%	0	0%	0	0%
Quiet and peaceful environment	4	2%	8	4%	25	13%	112	56%	51	26%	0	0%	0	0%
Park/open spaces	5	3%	12	6%	35	18%	94	47%	54	27%	0	0%	0	0%
Children's play area	8	4%	19	10%	29	15%	99	50%	33	17%	12	6%	0	0%
Overall quality	3	2%	7	4%	23	12%	125	63%	42	21%	0	0%	0	0%
	26		58		153		686		265		12		0	

Table 4.37 – Quality of your neighbourhood

Number of concerns (Very poor or poor)	Respondents	%
None	171	86%
1	11	6%
2	6	3%
3	3	2%
4	1	1%
5+	8	4%
	200	

Table 4.38 – Number of concerns – Quality of neighbourhood



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	3	2%	7	4%	18	9%	155	78%	17	9%	0	0%	0	0%
Youth and Leisure Services	5	3%	16	8%	27	14%	99	50%	2	1%	37	19%	14	7%
Policing	0	0%	6	3%	53	27%	77	39%	7	4%	42	21%	15	8%
Health Centre/GP	1	1%	4	2%	12	6%	137	69%	23	12%	13	7%	10	5%
Public Transport	0	0%	6	3%	16	8%	154	77%	13	7%	9	5%	2	1%
Total	9		39		126		622		62		101		41	

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

Number of concerns (Very poor or poor)	Respondents	%
None	166	83%
1	25	13%
2	5	3%
3	3	2%
4	1	1%
5+	0	0%
	200	

Table 4.40 – Number of concerns – Quality of Services

Figure 4.30 - Housing tenure - Kelvindale and Kelvinside

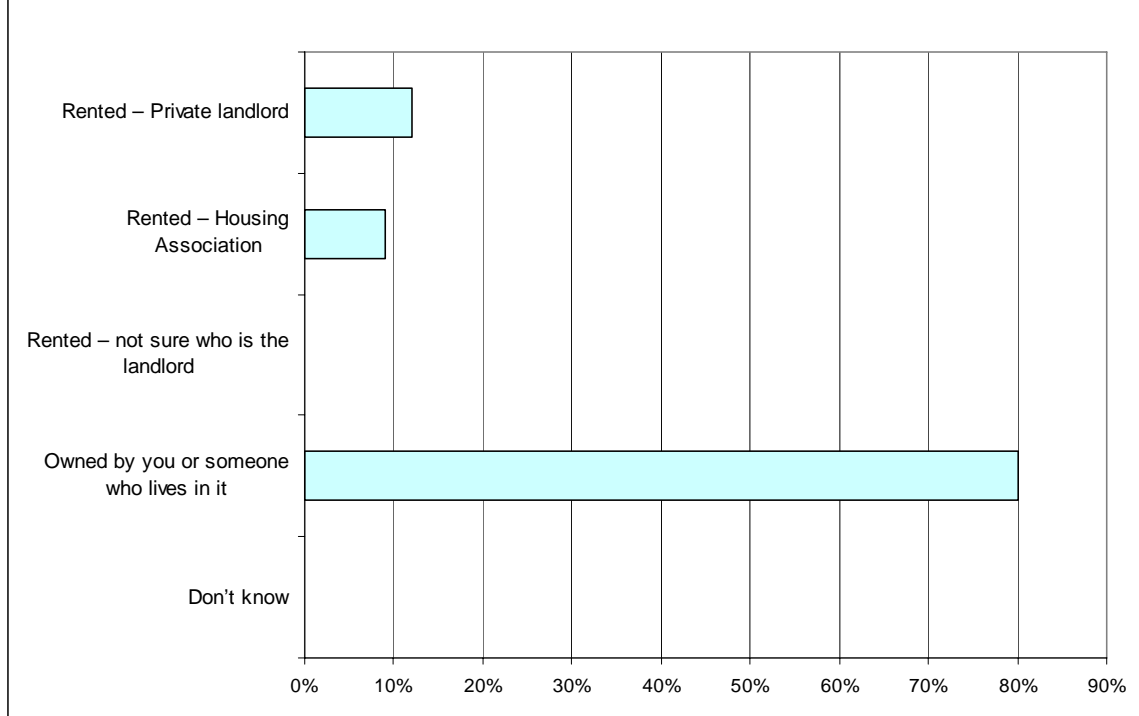


Figure 4.31 - Information about the neighbourhood and the management of the neighbourhood - Kelvindale and Kelvinside

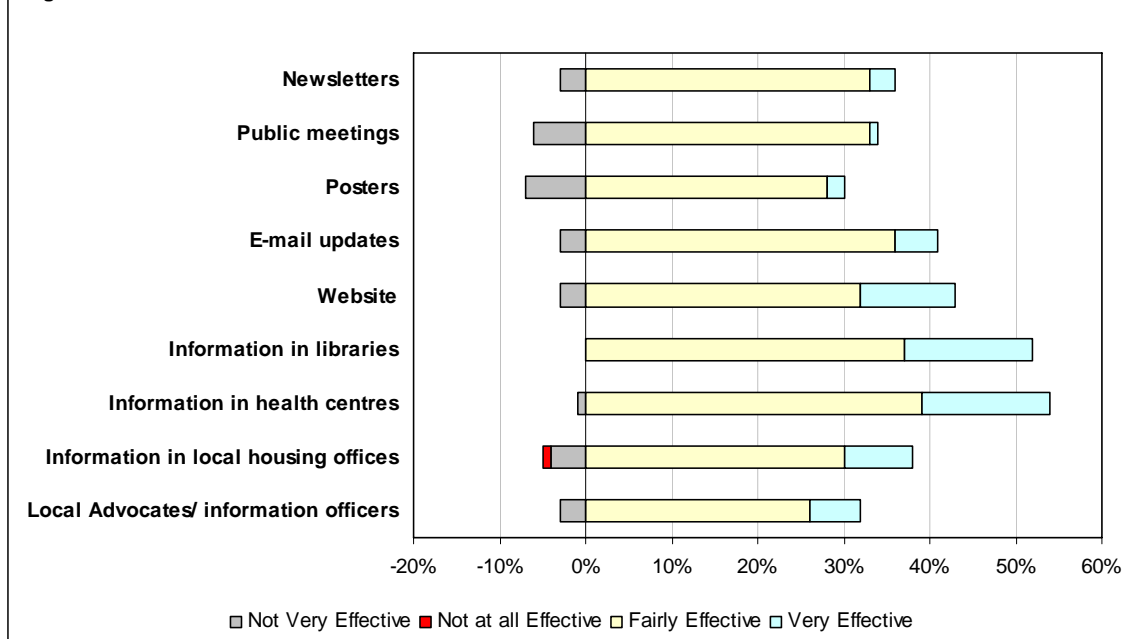
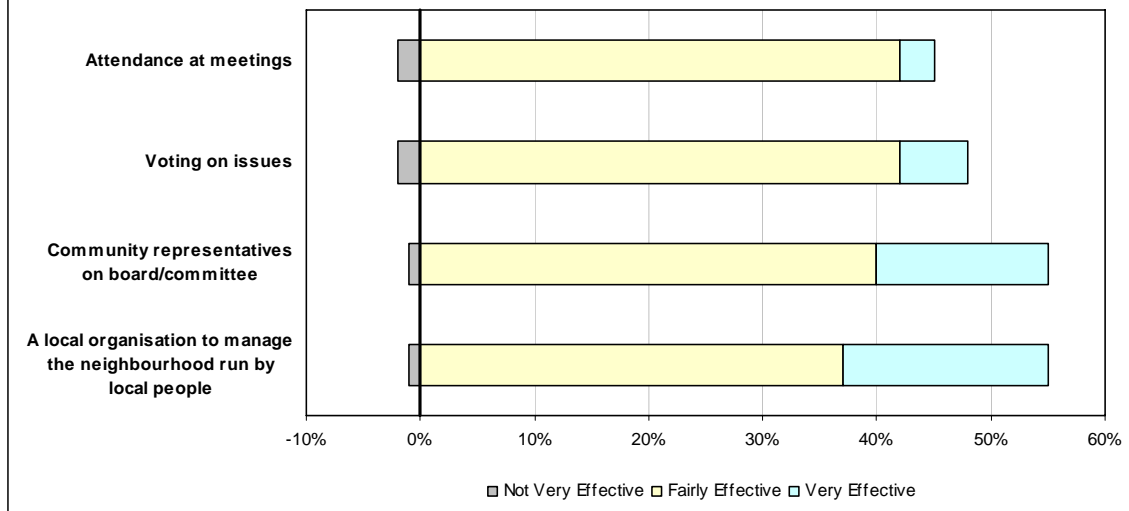
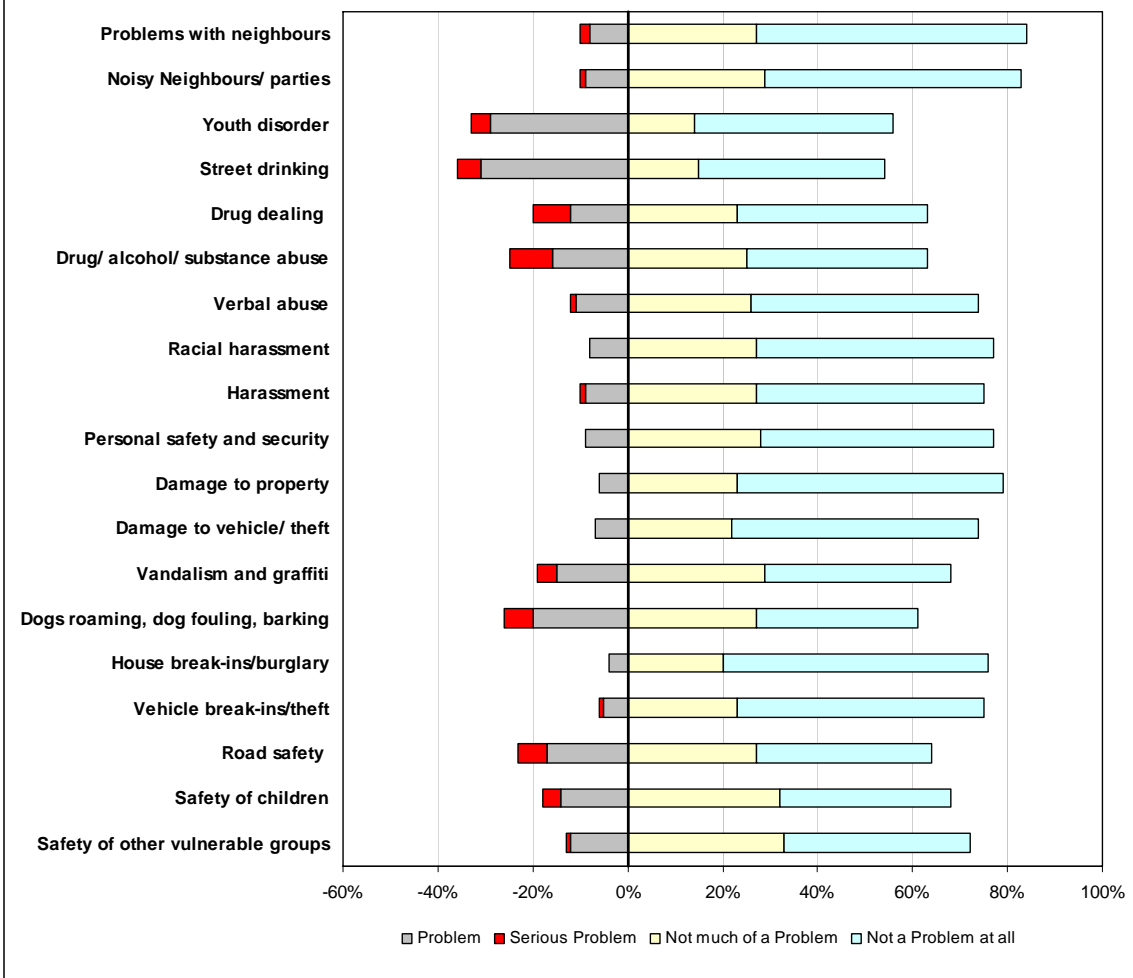


Figure 4.32 - Local community involvement - Kelvindale and Kelvinside



Maryhill Road Corridor

Figure 4.33 - Security and community safety - Maryhill Road Corridor



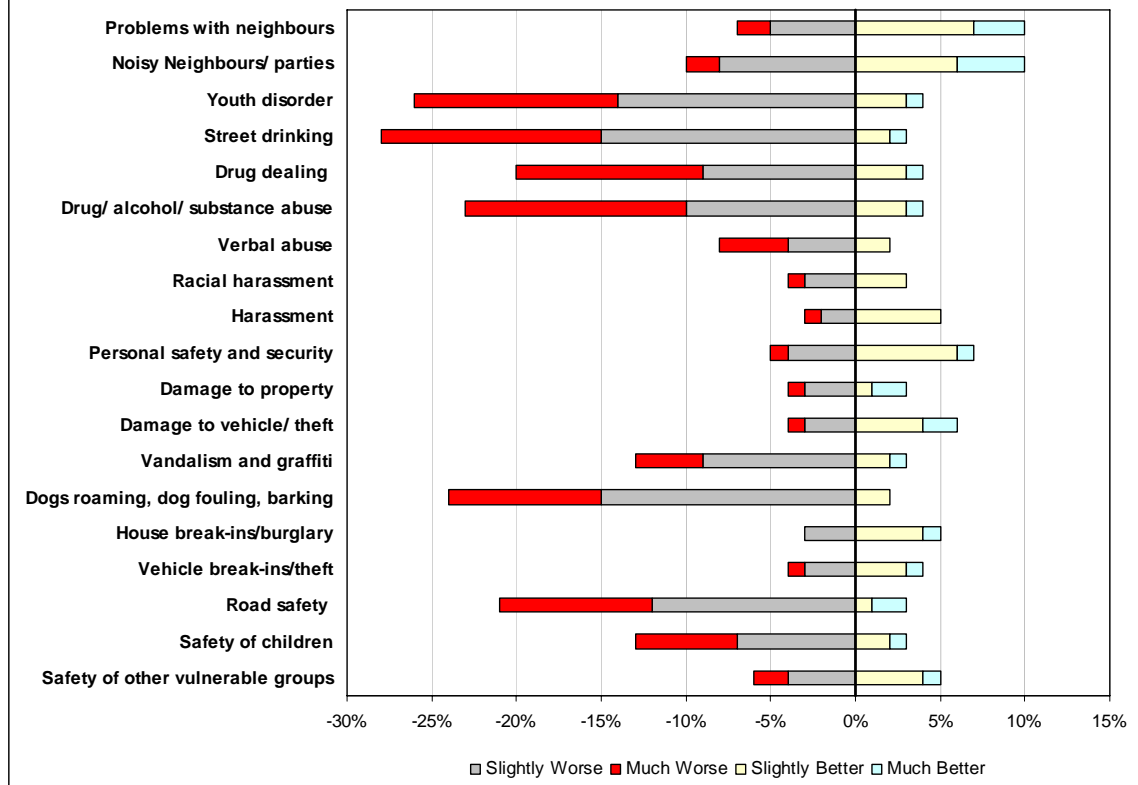
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	16	8%	9	5%	54	27%	114	57%	3	2%
Noisy neighbours/ parties	2	1%	18	9%	10	5%	58	29%	108	54%	4	2%
Youth disorder	8	4%	57	29%	19	10%	27	14%	84	42%	5	3%
Street drinking	9	5%	61	31%	21	11%	29	15%	77	39%	3	2%
Drug dealing	15	8%	23	12%	18	9%	46	23%	80	40%	18	9%
Drug/ alcohol/ substance abuse	18	9%	32	16%	13	7%	49	25%	76	38%	12	6%
Verbal abuse	2	1%	22	11%	22	11%	51	26%	95	48%	8	4%
Racial harassment	0	0%	15	8%	15	8%	54	27%	99	50%	17	9%
Harassment	1	1%	18	9%	18	9%	53	27%	96	48%	14	7%
Personal safety and security	0	0%	17	9%	23	12%	55	28%	97	49%	8	4%
Damage to property	0	0%	11	6%	25	13%	45	23%	112	56%	7	4%
Damage to vehicle/ theft	0	0%	14	7%	24	12%	44	22%	103	52%	15	8%
Vandalism and graffiti	7	4%	29	15%	22	11%	57	29%	78	39%	7	4%
Dogs roaming, dog fouling, barking	11	6%	39	20%	24	12%	54	27%	67	34%	5	3%
House break-ins/burglary	0	0%	7	4%	26	13%	39	20%	112	56%	16	8%
Vehicle break-ins/theft	1	1%	9	5%	22	11%	45	23%	104	52%	19	10%
Road safety	11	6%	33	17%	23	12%	53	27%	74	37%	6	3%
Safety of children	8	4%	27	14%	21	11%	63	32%	72	36%	9	5%
Safety of other vulnerable groups	2	1%	23	12%	22	11%	66	33%	78	39%	9	5%
Total	99		471		377		942		1,726		185	

Table 4.41 – Security and Community Safety

Number of concerns (Serious problem or problem)	Respondents	%
None	82	41%
1	17	9%
2	17	9%
3	19	10%
4	6	3%
5+	59	30%
	200	

Table 4.42 – Number of concerns – Security and Community Safety

Figure 4.34 - Security and community safety in the past year - Maryhill Road Corridor



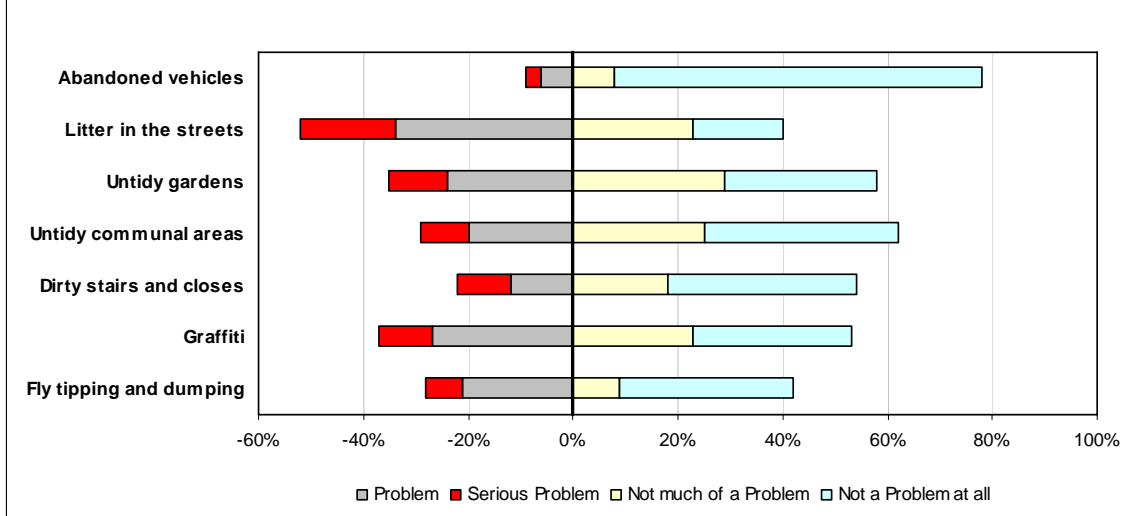
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	10	5%	166	83%	14	7%	6	3%	0	0%
Noisy neighbours / parties	3	2%	15	8%	163	82%	11	6%	7	4%	1	1%
Youth disorder	23	12%	27	14%	141	71%	6	3%	2	1%	1	1%
Street drinking	25	13%	29	15%	141	71%	4	2%	1	1%	0	0%
Drug dealing	21	11%	17	9%	156	78%	5	3%	1	1%	0	0%
Drug/ alcohol/ substance abuse	26	13%	19	10%	149	75%	5	3%	1	1%	0	0%
Verbal abuse	7	4%	7	4%	183	92%	3	2%	0	0%	0	0%
Racial harassment	2	1%	5	3%	187	94%	6	3%	0	0%	0	0%
Harassment	2	1%	4	2%	184	92%	10	5%	0	0%	0	0%
Personal safety and security	1	1%	7	4%	179	90%	12	6%	1	1%	0	0%
Damage to property	2	1%	6	3%	187	94%	2	1%	3	2%	0	0%
Damage to vehicle/ theft	2	1%	5	3%	182	91%	8	4%	3	2%	0	0%
Vandalism and graffiti	8	4%	18	9%	168	84%	4	2%	2	1%	0	0%
Dogs roaming, dog fouling, barking	18	9%	30	15%	149	75%	3	2%	0	0%	0	0%
House break-ins/burglary	0	0%	5	3%	185	93%	7	4%	2	1%	1	1%
Vehicle break-ins/theft	1	1%	6	3%	185	93%	6	3%	2	1%	0	0%
Road safety	18	9%	23	12%	155	78%	1	1%	3	2%	0	0%
Safety of children	12	6%	14	7%	170	85%	3	2%	1	1%	0	0%
Safety of other vulnerable groups	4	2%	8	4%	179	90%	8	4%	1	1%	0	0%
Total	179		255		3,209		118		36		3	

Table 4.43 – Security and community safety in the past year

Summary of Negative Responses (Much Worse or Slightly Worse)	Respondents	%
None	92	46%
1	16	8%
2	27	14%
3	14	7%
4	13	7%
5+	38	19%
	200	

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

Figure 4.35 - Cleanliness of the area and the local environment - Maryhill Road Corridor



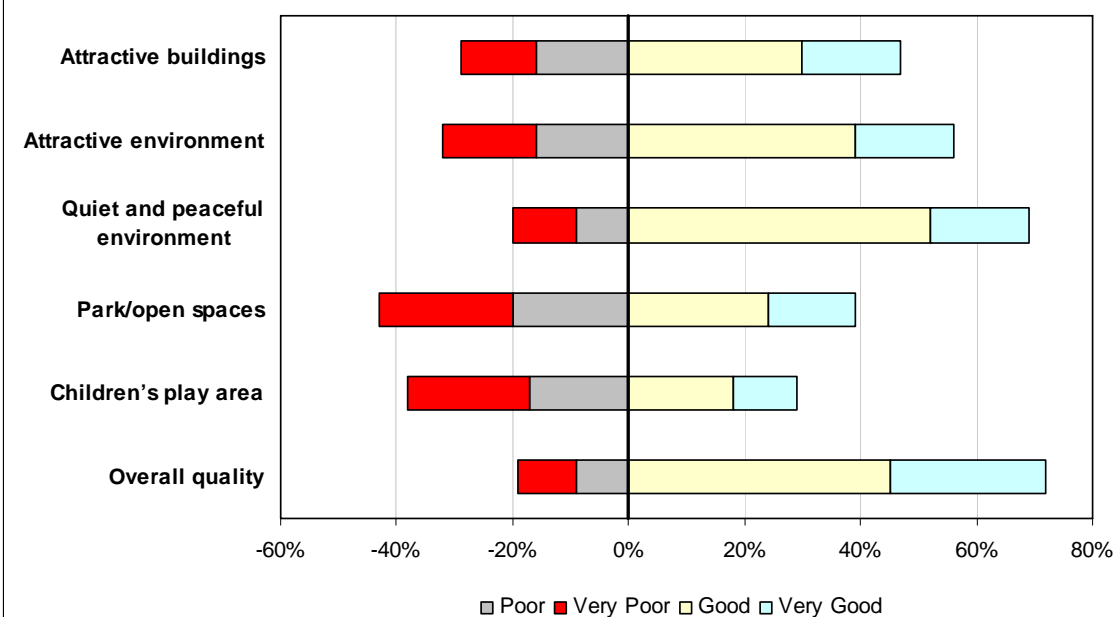
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	5	3%	11	6%	10	5%	16	8%	140	70%	17	9%	1	1%
Litter in the streets	35	18%	68	34%	17	9%	45	23%	34	17%	1	1%	0	0%
Untidy gardens	21	11%	47	24%	15	8%	57	29%	58	29%	2	1%	0	0%
Untidy communal areas	18	9%	40	20%	15	8%	50	25%	73	37%	4	2%	0	0%
Dirty stairs and closes	19	10%	24	12%	14	7%	36	18%	71	36%	24	12%	12	6%
Graffiti	20	10%	53	27%	12	6%	45	23%	59	30%	5	3%	6	3%
Fly tipping and dumping	13	7%	42	21%	17	9%	17	9%	66	33%	44	22%	1	1%
Total	131		285		100		266		501		97		20	

Table 4.45 – Issues in the local area

Number of concerns (Serious problem or problem)	Respondents	%
None	65	33%
1	36	18%
2	28	14%
3	23	12%
4	11	6%
5+	37	19%
	200	

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

Figure 4.36 - Quality of your neighbourhood - Maryhill Road Corridor



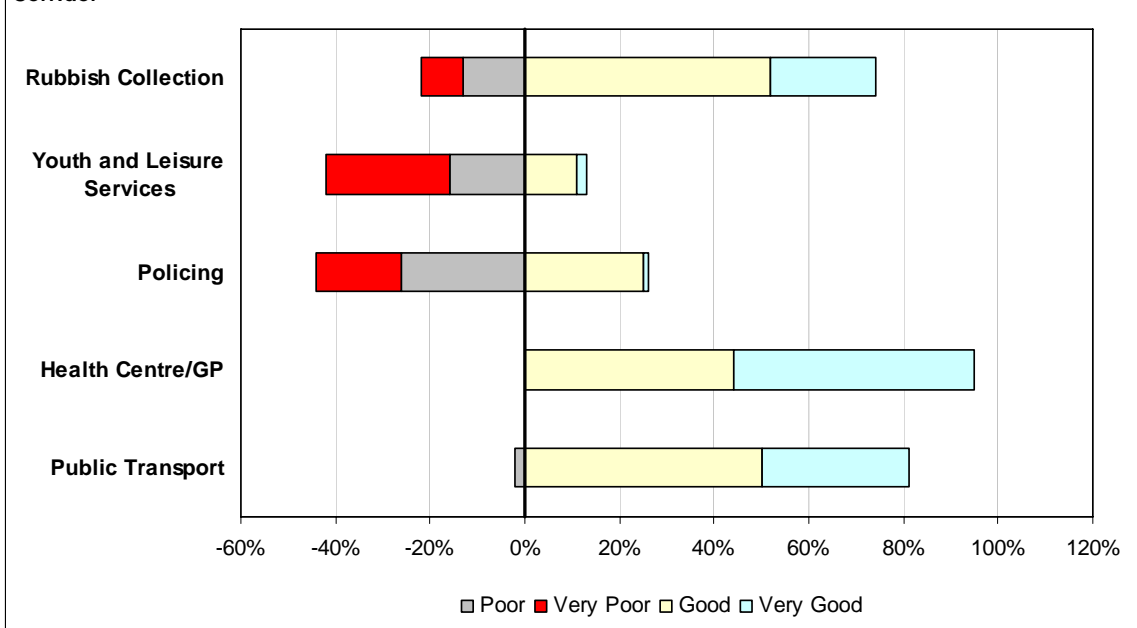
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	26	13%	32	16%	45	23%	59	30%	34	17%	3	2%	1	1%
Attractive environment	31	16%	32	16%	25	13%	77	39%	33	17%	1	1%	1	1%
Quiet and peaceful environment	22	11%	17	9%	23	12%	104	52%	34	17%	0	0%	0	0%
Park/open spaces	46	23%	39	20%	31	16%	48	24%	30	15%	6	3%	0	0%
Children's play area	42	21%	34	17%	35	18%	36	18%	21	11%	32	16%	0	0%
Overall quality	19	10%	17	9%	20	10%	90	45%	54	27%	0	0%	0	0%
Total	186		171		179		414		206		42		2	

Table 4.47 – Quality of your neighbourhood

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	89	45%
1	21	11%
2	31	16%
3	11	6%
4	18	9%
5+	30	15%
	200	

Table 4.48 – Number of concerns – Quality of neighbourhood

Figure 4.37 - Quality of services in and around your local area - Maryhill Road Corridor



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	18	9%	25	13%	10	5%	104	52%	43	22%	0	0%	0	0%
Youth and Leisure Services	52	26%	32	16%	40	20%	21	11%	4	2%	50	25%	1	1%
Policing	35	18%	51	26%	45	23%	50	25%	2	1%	17	9%	0	0%
Health Centre/GP	0	0%	0	0%	7	4%	88	44%	102	51%	3	2%	0	0%
Public Transport	0	0%	3	2%	13	7%	99	50%	62	31%	13	7%	10	5%
Total	105		111		115		362		213		83		11	

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

Number of concerns (Very Poor or Poor)	Respondents	%
None	83	42%
1	42	21%
2	51	26%
3	24	12%
4	0	0%
5+	0	0%
	200	

Table 4.50 – Number of concerns – Quality of services

Figure 4.38 - Housing tenure - Maryhill Road Corridor

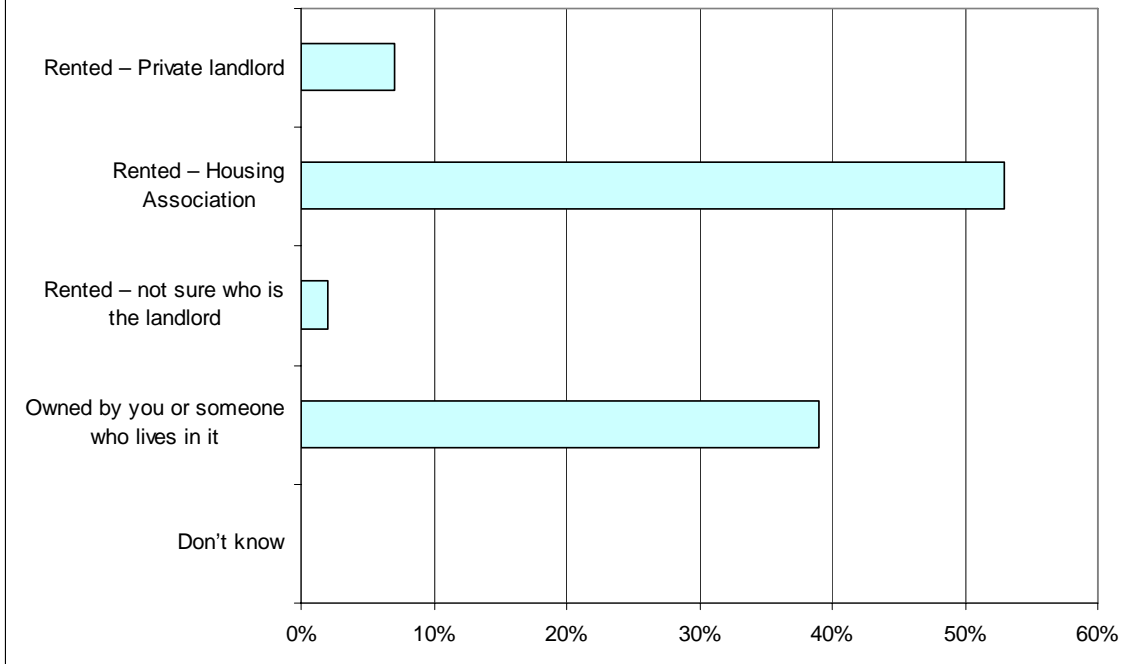
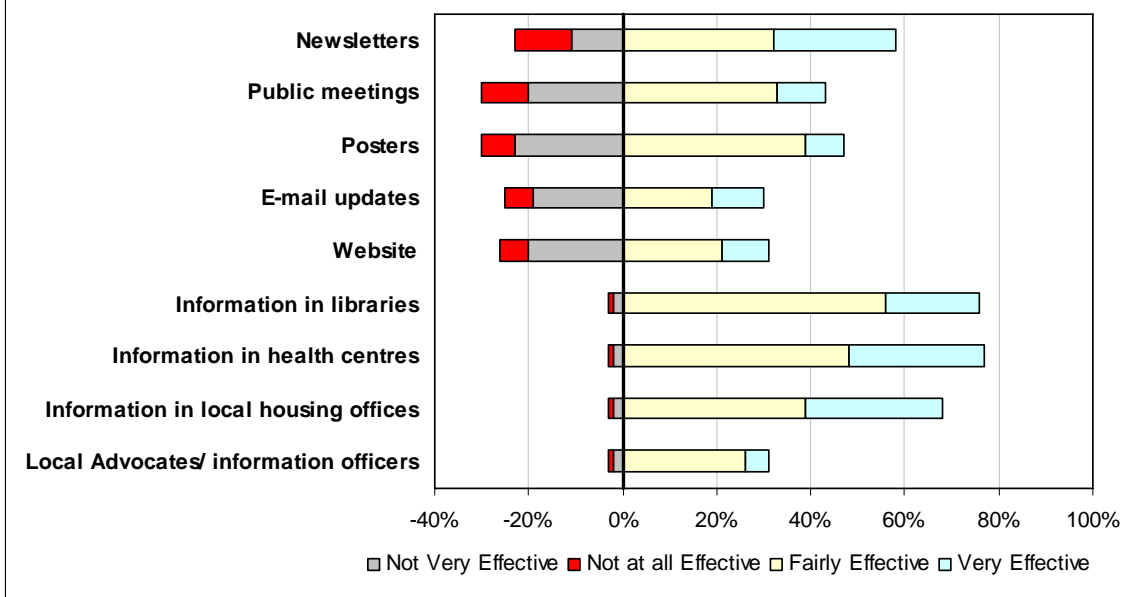
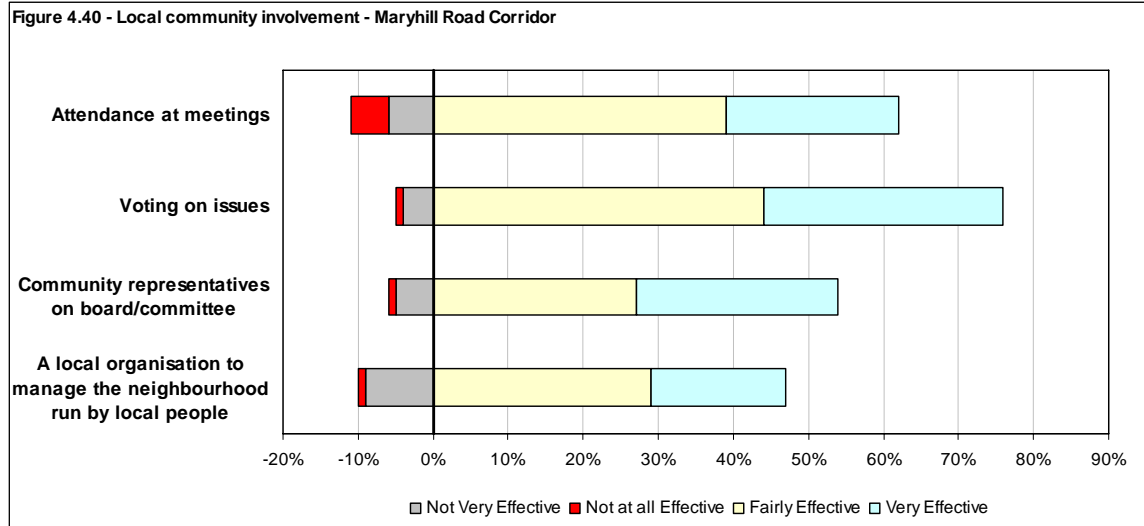


Figure 4.39 - Information about the neighbourhood and the management of the neighbourhood - Maryhill Road Corridor





5. Study Findings – Other

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

Housing Tenure

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

Security and Community Safety

- 5.4 The findings in Chapter 3 show that the top issues of concern for security and community safety across the area as a whole were problems with dogs, road safety, youth disorder, street drinking and vandalism / graffiti. There were also significant levels of concern about drug / alcohol / substance misuse and drug dealing.
- 5.5 While road safety was the most serious problem for people living in either owner-occupied or private rented accommodation this issue was not in the five most serious issues for those living in housing association properties.
- 5.6 Problems with dogs was the main problem for people living in housing association properties. This issue was the second most serious issue for people living in owner-occupied housing but there was less of a concern for this in private rented accommodation.
- 5.7 Youth disorder, street drinking, drug dealing, and drug / alcohol / substance abuse were each considered to be a 'problem' or a 'serious problem' by a

greater percentage of housing association residents than those in private rented or owner-occupied housing.

Cleansing and Environment

- 5.8 Across the Maryhill / Kelvin and Canal LCPP area litter in the streets was considered the main cleansing and environment issue. This was followed by vandalism and graffiti, untidy communal areas and dirty stairs / closes. Residents were least concerned about abandoned vehicles and fly tipping/dumping.
- 5.9 Litter in the street was the biggest problem for people living in both housing association and owner-occupied housing but was less of an issue for those in private rented accommodation.
- 5.10 The problem of graffiti was one of the main issues for people living in all three tenures. Concern about dirty stairs and closes and untidy communal areas was most common among housing association tenants. Owner-occupiers were more concerned about untidy gardens in their local area.

Tenure by neighbourhood

- 5.11 The highest rate of social renting was in the Ruchill and Possilpark area where 88 per cent of survey respondents live in housing association properties. Social renting was also high in Lambhill and Milton (65%) and Maryhill Road Corridor (53%).
- 5.12 Owner-occupation was most common in Kelvindale and Kelvinside where 80 per cent of respondents lived in this type of accommodation. 70 per cent of respondents in North Maryhill and Summerston lived in owner-occupied housing.
- 5.13 Private renting was most common in Kelvindale and Kelvinside where 12 per cent of respondent live in this tenure. There was also a comparatively large private rented sector in North Maryhill and Summerston (8%) and Maryhill Road Corridor (7%).

Involving local people

- 5.14 Across all three tenures providing information in local health centres and issuing newsletters were considered the most effective ways of keeping local people informed. Providing information through local housing officers was most popular among those living in housing association properties. Residents living in either owner-occupied or social rented accommodation were more likely to support the use of email updates or a dedicated website than housing association residents.
- 5.15 In terms of community involvement housing association residents were more sceptical than other respondents about the value of attending meetings – nearly a third said that this was not effective. Respondents living in either housing association or owner-occupied accommodation were more supportive of the idea of a local management organisation run by local people than those living in private rented accommodation.

Age

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

Security and Community Safety

- 5.17 Across age groups there was no significant difference in the issues that were identified as problems in relation to security and community safety. However people of retirement age were generally less likely to say that issues were a problem than the younger age groups.
- 5.18 Respondents aged under thirty were less likely than the older groups to consider road safety a problem or serious problem.
- 5.19 While all age groups identified youth disorder as an issue in their area, the two younger groups (and particularly under 30s) were more likely to state that street drinking, drug dealing and drug / alcohol / substance abuse were problems. People below retirement age were also more likely to think that vandalism and graffiti were problems.

- 5.20 Respondents aged under thirty were more concerned about problems with dogs than the older groups – and they felt that this was the problem that had got worse in their area in the past year. Over 30s and those of retirement age were more concerned about road safety and felt that this was the issue that was becoming most serious over the previous year.

Cleansing and Environment

- 5.21 The different age groups had similar views on the cleanliness of their local area although those over retirement age were less likely to think that graffiti was a problem than the younger groups. Graffiti was the top issue for the under 30s while 'litter in the street' was the main problem for the two older age groups.
- 5.22 Younger people (particularly those under 30) were more likely to be concerned about 'dirty stairs and closes' and 'untidy communal areas' than people of retirement age perhaps reflecting the tendency for younger people to live in flats.

Age by neighbourhood

- 5.23 The neighbourhood with the largest proportion of people aged under thirty was Ruchill and Possilpark with 30 per cent of respondents in this group. There were also higher levels of people under thirty in Kelvindale and Kelvinside (28%) and Maryhill Road Corridor (27%).
- 5.24 Lambhill and Milton had the oldest age profile with the smallest proportion of under 30s (17%) and highest proportion of people of retirement age (34%).

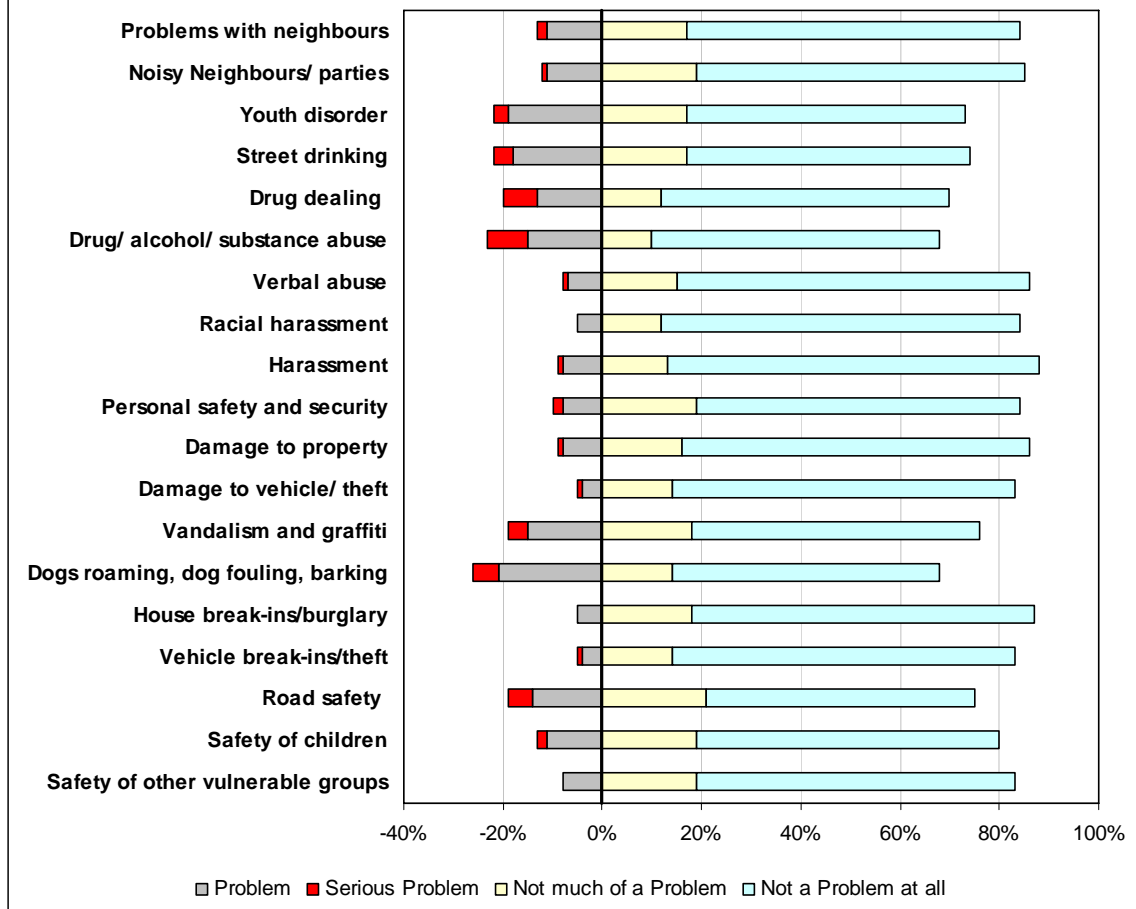
Involving local people

- 5.25 Newsletters, information in health centres and information in local housing offices were the three most highly rated methods of informing local people across all three age groups. There was more support for the use of local advocates/information officers among the two younger groups than among those of retirement age.

- 5.26 The two younger age groups (and particularly the under 30s) were more positive than those of retirement age about the use of email updates and a website to keep the community informed – reflecting higher levels of IT literacy.
- 5.27 Across all age groups the respondents were negative about the effectiveness of attending meetings. While people of retirement age felt that 'voting on issues' was the most effective way to involve the community the two younger age groups felt that the most effective method was to establish a local organisation to manage the neighbourhood run by local people.

Housing Association

Figure 5.1 - Security and community safety - Housing Association



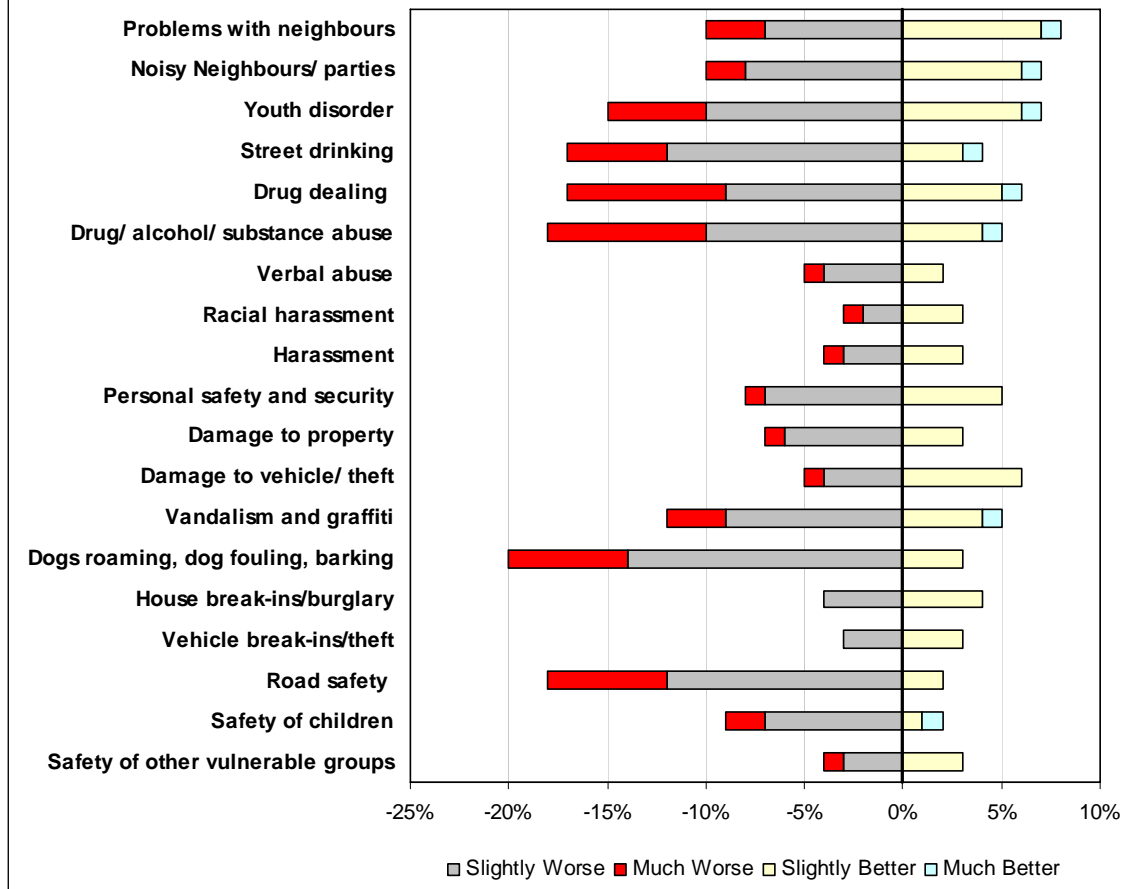
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	11	2%	54	11%	8	2%	78	17%	318	67%	3	1%
Noisy neighbours / parties	5	1%	51	11%	11	2%	92	19%	311	66%	2	0%
Youth disorder	15	3%	88	19%	25	5%	79	17%	262	56%	3	1%
Street drinking	19	4%	83	18%	23	5%	79	17%	267	57%	1	0%
Drug dealing	33	7%	61	13%	21	4%	55	12%	272	58%	30	6%
Drug/ alcohol/ substance abuse	38	8%	71	15%	17	4%	49	10%	273	58%	24	5%
Verbal abuse	5	1%	35	7%	27	6%	69	15%	333	71%	3	1%
Racial harassment	0	0%	23	5%	22	5%	55	12%	341	72%	31	7%
Harassment	4	1%	36	8%	13	3%	62	13%	352	75%	5	1%
Personal safety and security	8	2%	40	8%	23	5%	89	19%	308	65%	4	1%
Damage to property	7	1%	36	8%	21	4%	75	16%	331	70%	2	0%
Damage to vehicle/ theft	4	1%	21	4%	28	6%	64	14%	326	69%	29	6%
Vandalism and graffiti	21	4%	73	15%	17	4%	83	18%	275	58%	3	1%
Dogs roaming, dog fouling, barking	23	5%	101	21%	27	6%	66	14%	254	54%	1	0%
House break-ins/burglary	1	0%	25	5%	27	6%	85	18%	325	69%	9	2%
Vehicle break-ins/theft	3	1%	18	4%	31	7%	64	14%	324	69%	32	7%
Road safety	23	5%	66	14%	27	6%	97	21%	257	54%	2	0%
Safety of children	9	2%	52	11%	27	6%	89	19%	286	61%	9	2%
Safety of other vulnerable groups	2	0%	36	8%	28	6%	88	19%	301	64%	17	4%
Total	231		970		423		1,418		5,716		210	

Table 5.1 – Security and Community Safety – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	219	46%
1	55	12%
2	32	7%
3	39	8%
4	22	5%
5+	105	22%
	472	

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

Figure 5.2 - Security and community safety in the past year - Housing Association



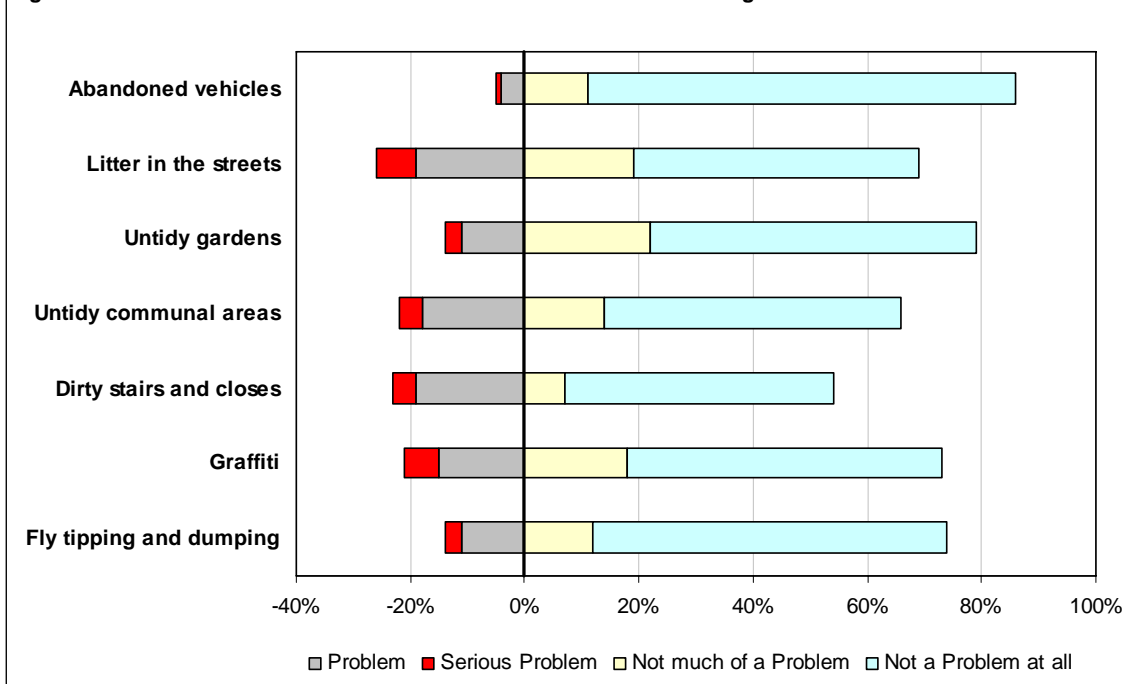
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	14	3%	35	7%	385	82%	33	7%	3	1%	2	0%
Noisy neighbours/ parties	9	2%	40	8%	388	82%	28	6%	5	1%	2	0%
Youth disorder	25	5%	48	10%	364	77%	30	6%	4	1%	1	0%
Street drinking	23	5%	57	12%	373	79%	15	3%	3	1%	1	0%
Drug dealing	37	8%	44	9%	361	76%	25	5%	4	1%	1	0%
Drug/ alcohol/ substance abuse	39	8%	45	10%	363	77%	21	4%	3	1%	1	0%
Verbal abuse	6	1%	18	4%	434	92%	11	2%	1	0%	2	0%
Racial harassment	5	1%	10	2%	441	93%	13	3%	1	0%	2	0%
Harassment	6	1%	14	3%	434	92%	16	3%	1	0%	1	0%
Personal safety and security	6	1%	31	7%	409	87%	23	5%	2	0%	1	0%
Damage to property	5	1%	28	6%	421	89%	15	3%	2	0%	1	0%
Damage to vehicle/ theft	4	1%	17	4%	422	89%	26	6%	2	0%	1	0%
Vandalism and graffiti	13	3%	42	9%	396	84%	17	4%	3	1%	1	0%
Dogs roaming, dog fouling, barking	28	6%	65	14%	365	77%	12	3%	1	0%	1	0%
House break-ins/burglary	0	0%	17	4%	435	92%	17	4%	1	0%	2	0%
Vehicle break-ins/theft	2	0%	15	3%	440	93%	13	3%	1	0%	1	0%
Road safety	26	6%	55	12%	380	81%	9	2%	1	0%	1	0%
Safety of children	11	2%	32	7%	419	89%	6	1%	3	1%	1	0%
Safety of other vulnerable groups	6	1%	15	3%	435	92%	13	3%	2	0%	1	0%
Total	265		628		7,665		343		43		24	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	258	55%
1	48	10%
2	41	9%
3	25	5%
4	28	6%
5+	72	15%
	472	

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

Figure 5.3 - Cleanliness of the area and the local environment - Housing Association

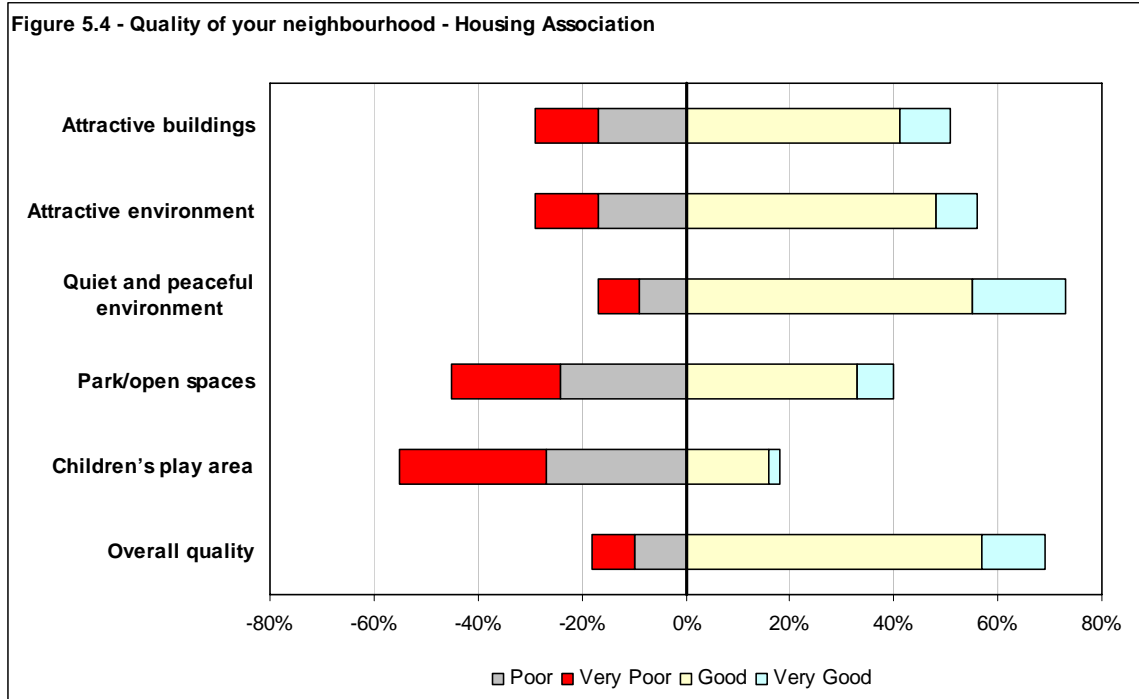


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	1%	18	4%	16	3%	53	11%	355	75%	26	6%	0	0%
Litter in the streets	31	7%	91	19%	20	4%	90	19%	238	50%	2	0%	0	0%
Untidy gardens	16	3%	54	11%	26	6%	103	22%	268	57%	3	1%	2	0%
Untidy communal areas	18	4%	86	18%	12	3%	64	14%	244	52%	6	1%	42	9%
Dirty stairs and closes	17	4%	89	19%	9	2%	34	7%	224	47%	18	4%	81	17%
Graffiti	28	6%	73	15%	17	4%	86	18%	261	55%	4	1%	3	1%
Fly tipping and dumping	13	3%	52	11%	21	4%	58	12%	292	62%	35	7%	1	0%
Total	127		463		121		488		1,882		94		129	

Table 5.5 – Issues in the local area – Housing Association

Number of concerns (Serious problem or problem)	Respondents	%
None	265	56%
1	71	15%
2	38	8%
3	27	6%
4	21	4%
5+	50	11%
	472	

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

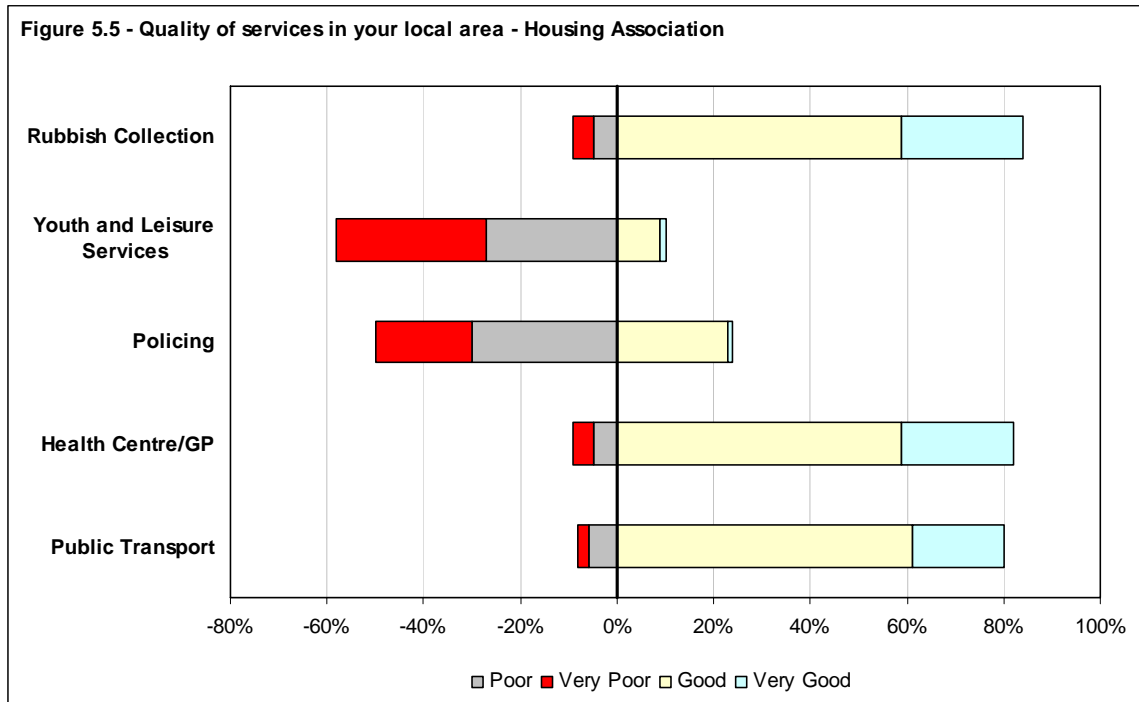


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	55	12%	80	17%	91	19%	192	41%	49	10%	4	1%	1	0%
Attractive environment	55	12%	78	17%	71	15%	226	48%	39	8%	2	0%	1	0%
Quiet and peaceful environment	37	8%	42	9%	46	10%	258	55%	87	18%	2	0%	0	0%
Park/open spaces	98	21%	111	24%	63	13%	155	33%	34	7%	9	2%	2	0%
Children's play area	133	28%	129	27%	63	13%	77	16%	9	2%	54	11%	7	1%
Overall quality	37	8%	48	10%	57	12%	268	57%	58	12%	3	1%	1	0%
Total	415		488		391		1,176		276		74		12	

Table 5.7 – Quality of your neighbourhood – Housing Association

Number of concerns (Very poor or poor)	Respondents	%
None	156	33%
1	81	17%
2	103	22%
3	32	7%
4	26	6%
5+	74	16%
	472	

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	20	4%	25	5%	27	6%	279	59%	119	25%	2	0%	0	0%
Youth and Leisure Services	147	31%	129	27%	43	9%	44	9%	4	1%	93	20%	12	3%
Policing	96	20%	140	30%	81	17%	107	23%	7	1%	39	8%	2	0%
Health Centre/GP	19	4%	23	5%	27	6%	279	59%	110	23%	10	2%	4	1%
Public Transport	11	2%	26	6%	28	6%	289	61%	90	19%	20	4%	8	2%
Total	293		343		206		998		330		164		26	

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

Number of concerns (Very poor or poor)	Respondents	%
None	115	24%
1	146	31%
2	151	32%
3	52	11%
4	8	2%
5+	0	0%
	472	

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

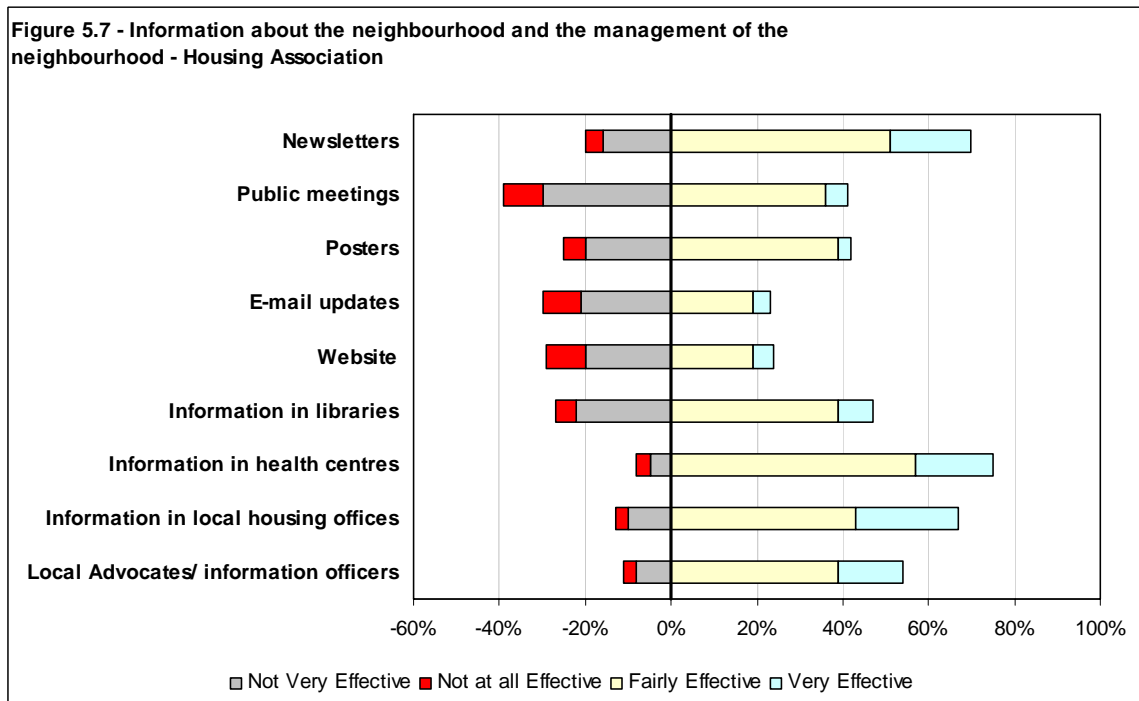
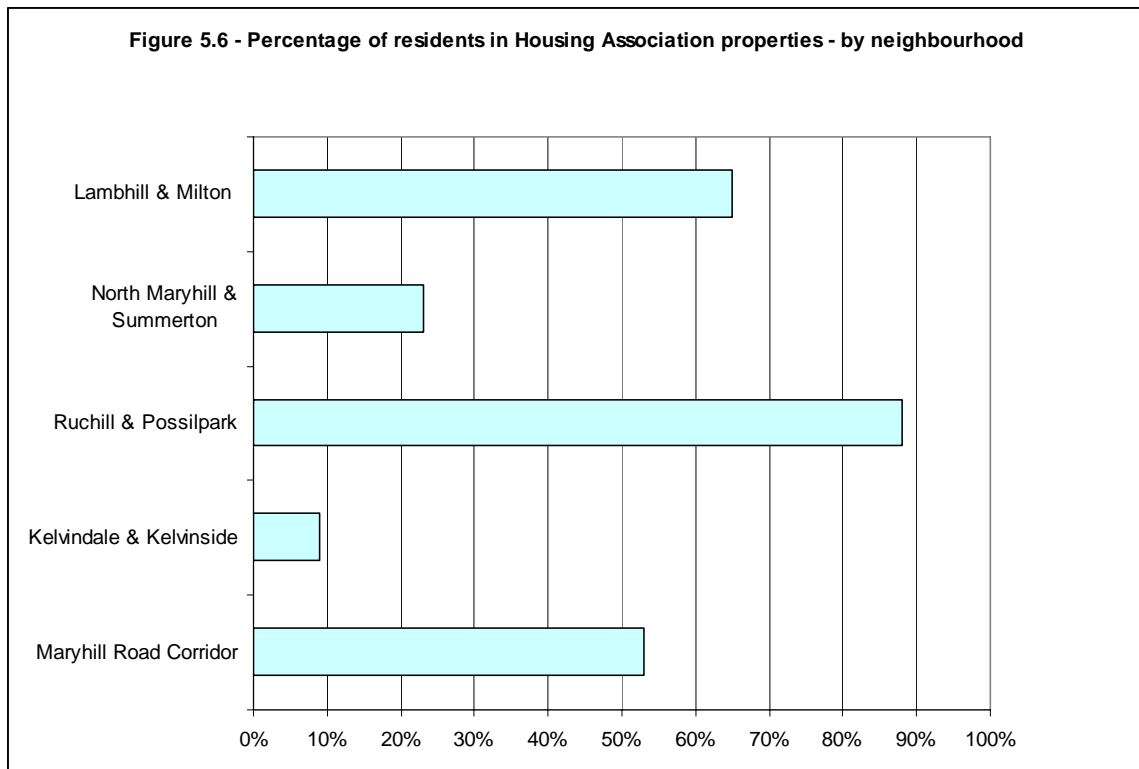
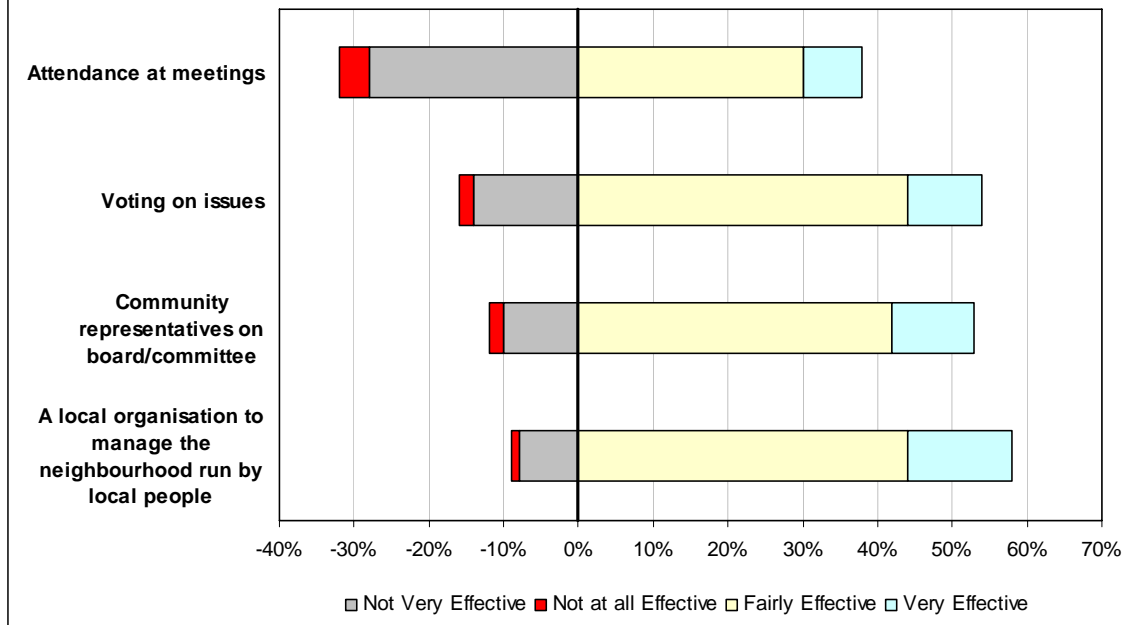
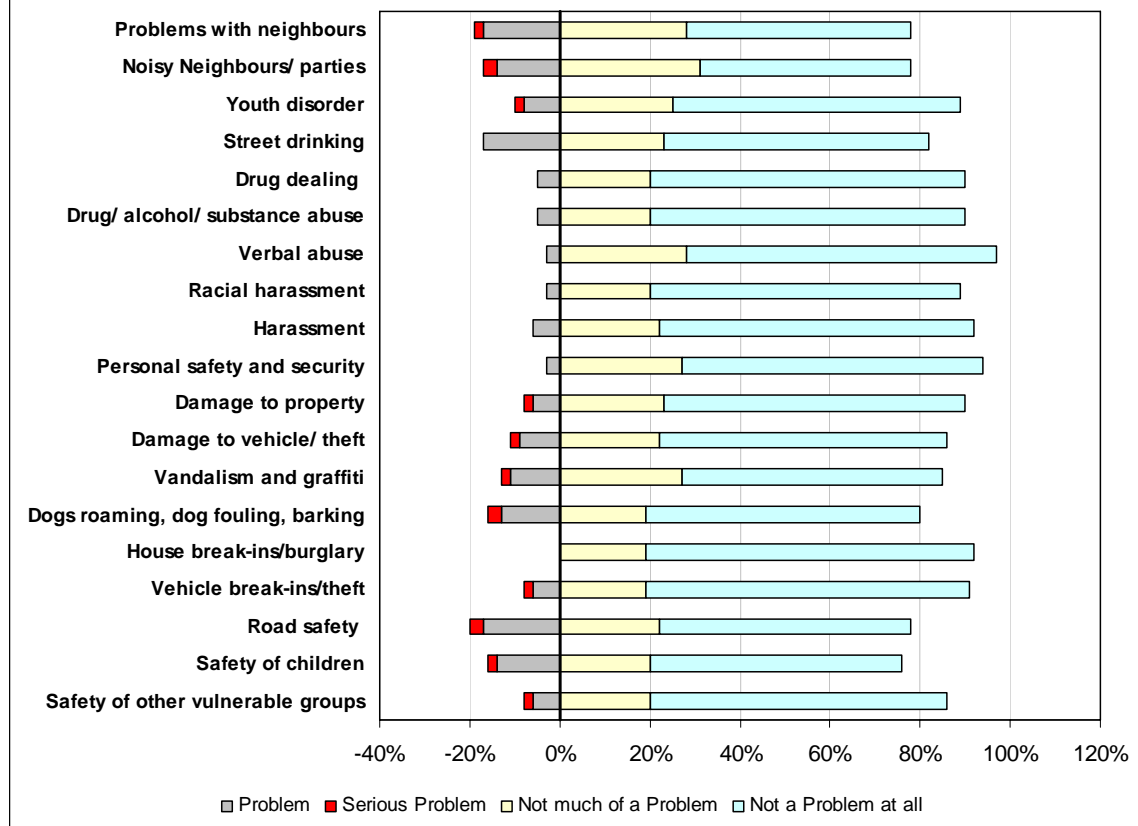


Figure 5.8 - Local community involvement - Housing Association



Private rented

Figure 5.9 - Security and community safety - Private rented



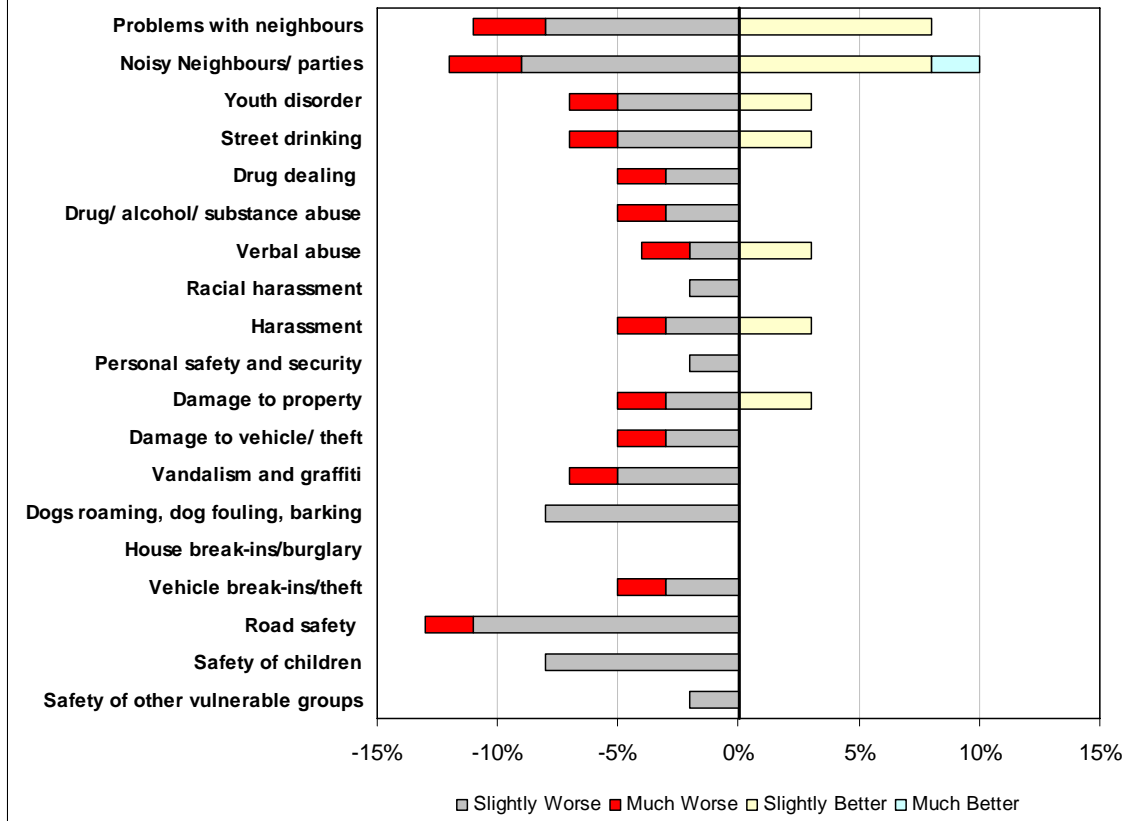
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	1	2%	11	17%	2	3%	18	28%	32	50%	0	0%
Noisy neighbours/parties	2	3%	9	14%	3	5%	20	31%	30	47%	0	0%
Youth disorder	1	2%	5	8%	1	2%	16	25%	41	64%	0	0%
Street drinking	0	0%	11	17%	0	0%	15	23%	38	59%	0	0%
Drug dealing	0	0%	3	5%	2	3%	13	20%	45	70%	1	2%
Drug/ alcohol/ substance abuse	0	0%	3	5%	2	3%	13	20%	45	70%	1	2%
Verbal abuse	0	0%	2	3%	0	0%	18	28%	44	69%	0	0%
Racial harassment	0	0%	2	3%	2	3%	13	20%	44	69%	3	5%
Harassment	0	0%	4	6%	0	0%	14	22%	45	70%	1	2%
Personal safety and security	0	0%	2	3%	2	3%	17	27%	43	67%	0	0%
Damage to property	1	2%	4	6%	1	2%	15	23%	43	67%	0	0%
Damage to vehicle/theft	1	2%	6	9%	1	2%	14	22%	41	64%	1	2%
Vandalism and graffiti	1	2%	7	11%	2	3%	17	27%	37	58%	0	0%
Dogs roaming, dog fouling, barking	2	3%	8	13%	3	5%	12	19%	39	61%	0	0%
House break-ins/burglary	0	0%	0	0%	3	5%	12	19%	47	73%	2	3%
Vehicle break-ins/theft	1	2%	4	6%	1	2%	12	19%	46	72%	0	0%
Road safety	2	3%	11	17%	1	2%	14	22%	36	56%	0	0%
Safety of children	1	2%	9	14%	2	3%	13	20%	36	56%	3	5%
Safety of other vulnerable groups	1	2%	4	6%	1	2%	13	20%	42	66%	3	5%
Total	14		105		29		279		774		15	

Table 5.11 – Security and Community Safety – Private Rented

Number of concerns (Serious problem or problem)	Respondents	%
None	32	50%
1	8	13%
2	7	11%
3	5	8%
4	6	9%
5+	6	9%
	64	

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

Figure 5.10 - Security and community safety in the past year - Private rented

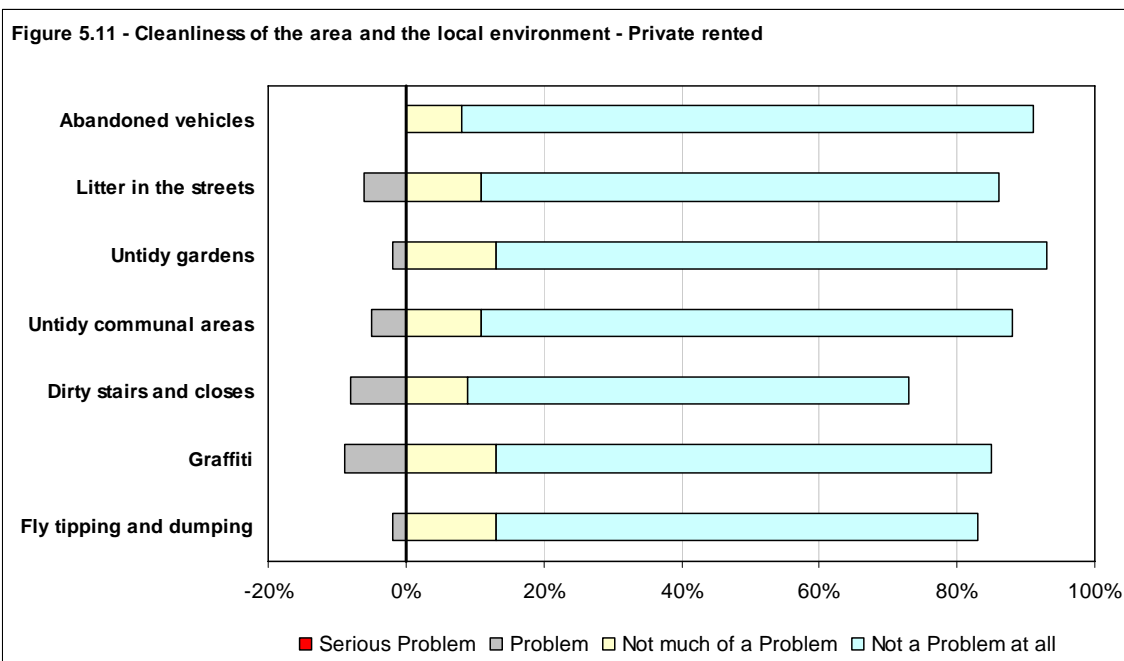


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	2	3%	5	8%	51	80%	5	8%	0	0%	1	2%
Noisy neighbours / parties	2	3%	6	9%	50	78%	5	8%	1	2%	0	0%
Youth disorder	1	2%	3	5%	58	91%	2	3%	0	0%	0	0%
Street drinking	1	2%	3	5%	58	91%	2	3%	0	0%	0	0%
Drug dealing	1	2%	2	3%	61	95%	0	0%	0	0%	0	0%
Drug/ alcohol/ substance abuse	1	2%	2	3%	61	95%	0	0%	0	0%	0	0%
Verbal abuse	1	2%	1	2%	60	94%	2	3%	0	0%	0	0%
Racial harassment	0	0%	1	2%	62	97%	0	0%	0	0%	1	2%
Harassment	1	2%	2	3%	59	92%	2	3%	0	0%	0	0%
Personal safety and security	0	0%	1	2%	63	98%	0	0%	0	0%	0	0%
Damage to property	1	2%	2	3%	59	92%	2	3%	0	0%	0	0%
Damage to vehicle/ theft	1	2%	2	3%	61	95%	0	0%	0	0%	0	0%
Vandalism and graffiti	1	2%	3	5%	60	94%	0	0%	0	0%	0	0%
Dogs roaming, dog fouling, barking	0	0%	5	8%	59	92%	0	0%	0	0%	0	0%
House break-ins/burglary	0	0%	0	0%	64	100%	0	0%	0	0%	0	0%
Vehicle break-ins/theft	1	2%	2	3%	61	95%	0	0%	0	0%	0	0%
Road safety	1	2%	7	11%	56	88%	0	0%	0	0%	0	0%
Safety of children	0	0%	5	8%	59	92%	0	0%	0	0%	0	0%
Safety of other vulnerable groups	0	0%	1	2%	63	98%	0	0%	0	0%	0	0%
Total	15		53		1,125		20		1		2	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	46	72%
1	4	6%
2	6	9%
3	2	3%
4	2	3%
5+	4	6%
	64	

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

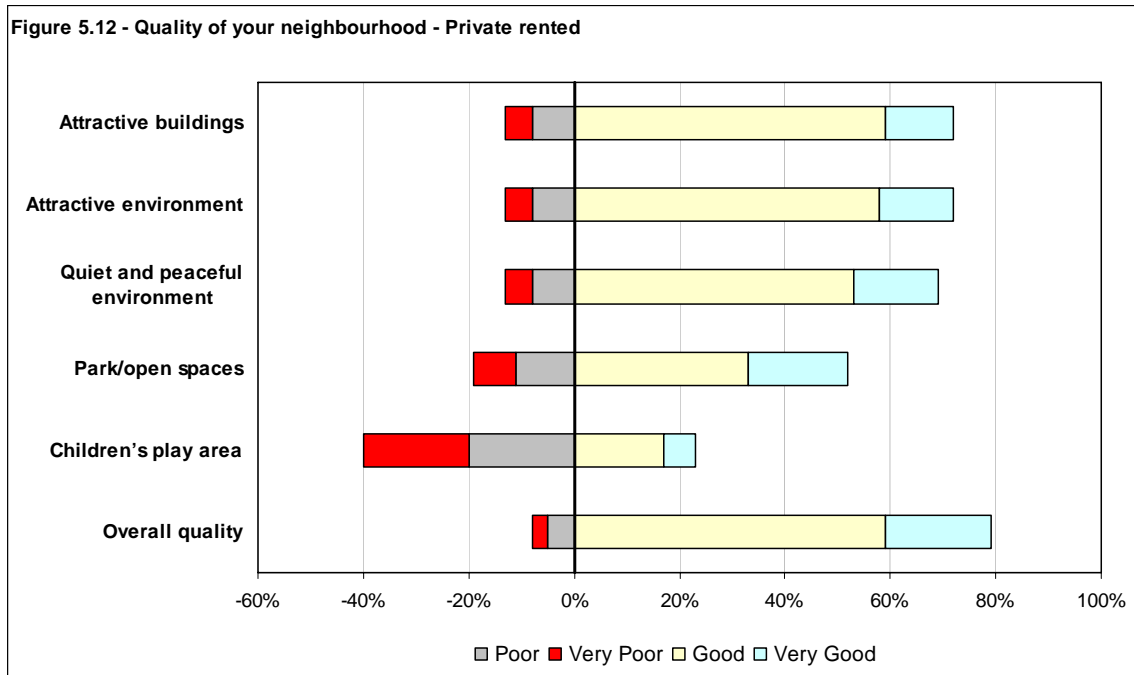


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	0	0%	2	3%	5	8%	53	83%	2	3%	2	3%
Litter in the streets	0	0%	4	6%	2	3%	7	11%	48	75%	1	2%	2	3%
Untidy gardens	0	0%	1	2%	1	2%	8	13%	51	80%	1	2%	2	3%
Untidy communal areas	0	0%	3	5%	2	3%	7	11%	49	77%	0	0%	3	5%
Dirty stairs and closes	0	0%	5	8%	3	5%	6	9%	41	64%	1	2%	8	13%
Graffiti	0	0%	6	9%	4	6%	8	13%	46	72%	0	0%	0	0%
Fly tipping and dumping	0	0%	1	2%	3	5%	8	13%	45	70%	5	8%	2	3%
Total	0		20		17		49		333		10		19	

Table 5.15 – Issues in the local area – Private Rented

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	51	80%
1	7	11%
2	5	8%
3	1	2%
4	0	0%
5+	0	0%
	64	

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

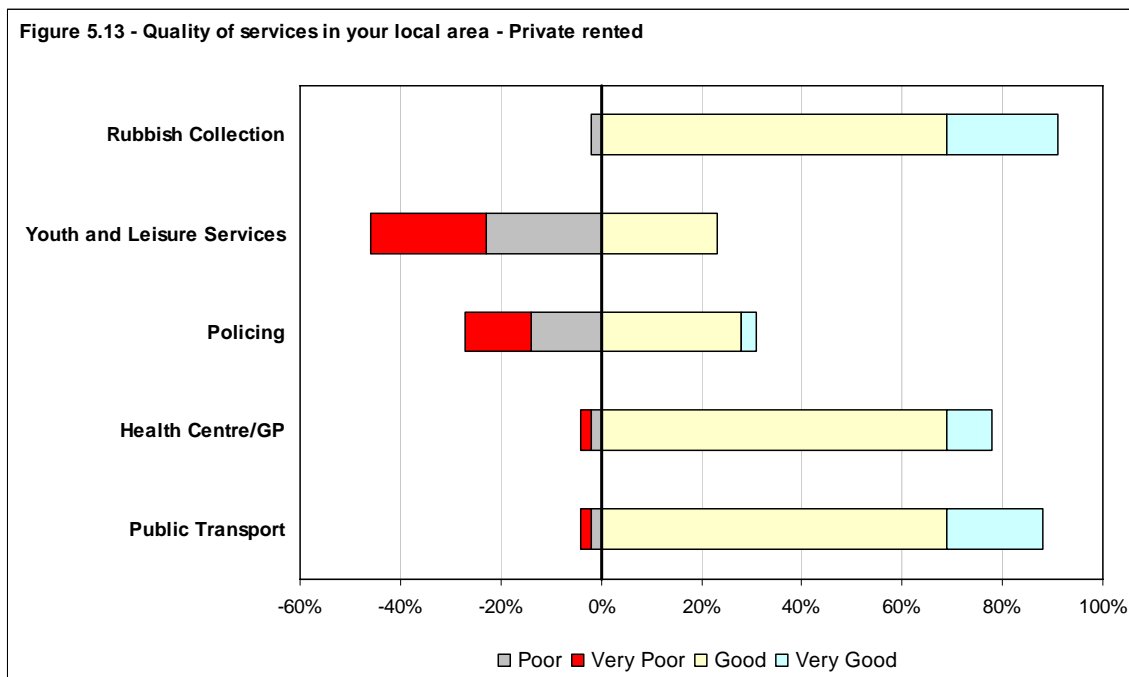


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	3	5%	5	8%	9	14%	38	59%	8	13%	1	2%	0	0%
Attractive environment	3	5%	5	8%	10	16%	37	58%	9	14%	0	0%	0	0%
Quiet and peaceful environment	3	5%	5	8%	11	17%	34	53%	10	16%	1	2%	0	0%
Park/open spaces	5	8%	7	11%	17	27%	21	33%	12	19%	2	3%	0	0%
Children's play area	13	20%	13	20%	13	20%	11	17%	4	6%	10	16%	0	0%
Overall quality	2	3%	3	5%	8	13%	38	59%	13	20%	0	0%	0	0%
Total	29		38		68		179		56		14		0	

Table 5.17 – Quality of your neighbourhood – Private Rented

Summary of Negative Responses (Very Poor or Poor)	Respondents	%
None	38	59%
1	11	17%
2	7	11%
3	0	0%
4	3	5%
5+	5	8%
	64	

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	0	0%	1	2%	5	8%	44	69%	14	22%	0	0%	0	0%
Youth and Leisure Services	15	23%	15	23%	4	6%	15	23%	0	0%	12	19%	3	5%
Policing	8	13%	9	14%	10	16%	18	28%	2	3%	16	25%	1	2%
Health Centre/GP	1	2%	1	2%	7	11%	44	69%	6	9%	4	6%	1	2%
Public Transport	1	2%	1	2%	5	8%	44	69%	12	19%	1	2%	0	0%
Total	25		27		31		165		34		33		5	

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	31	48%
1	18	28%
2	12	19%
3	2	3%
4	1	2%
5+	0	0%
	64	

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

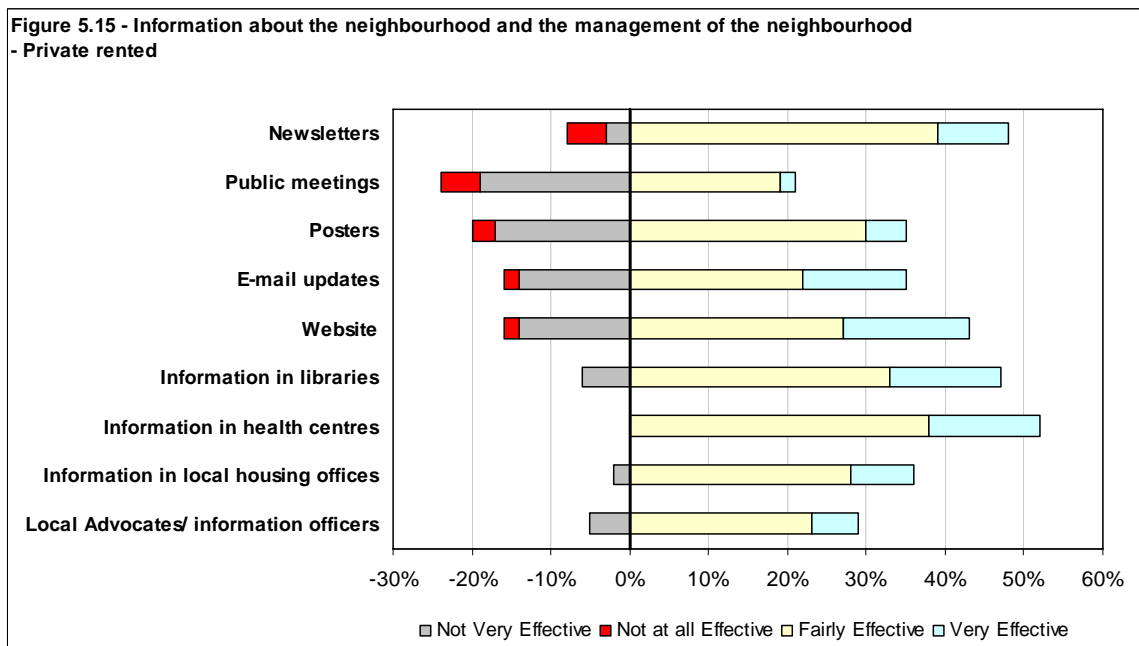
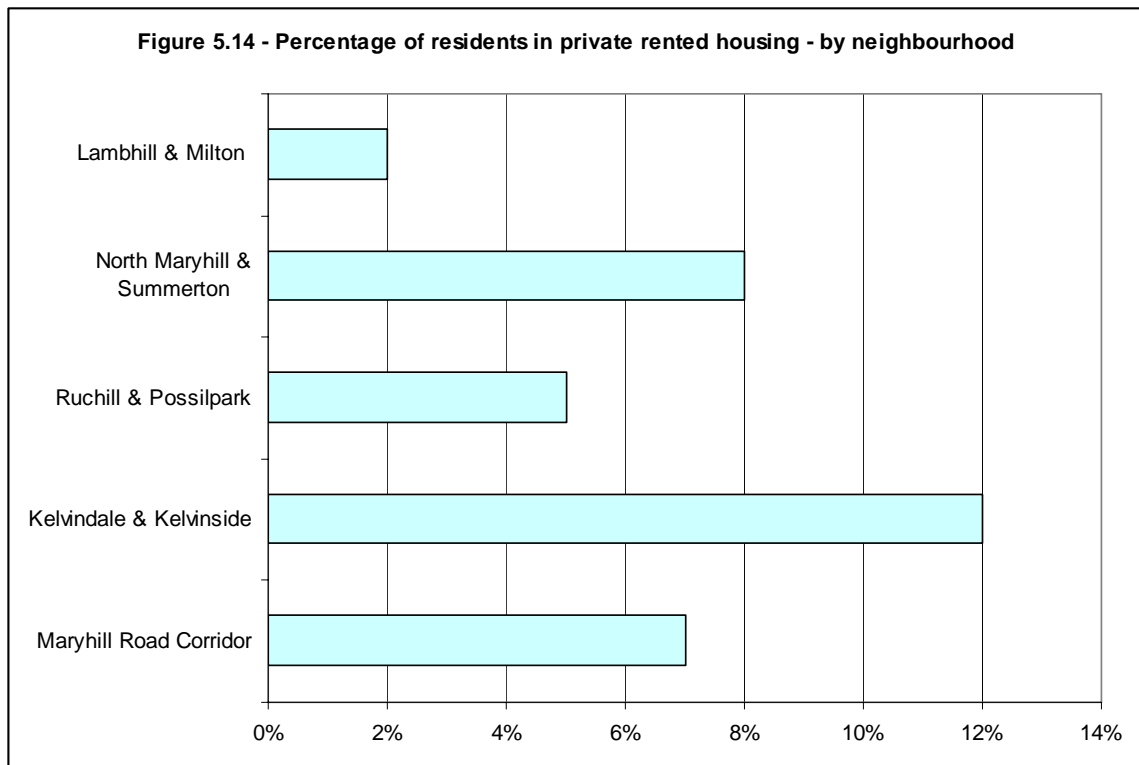
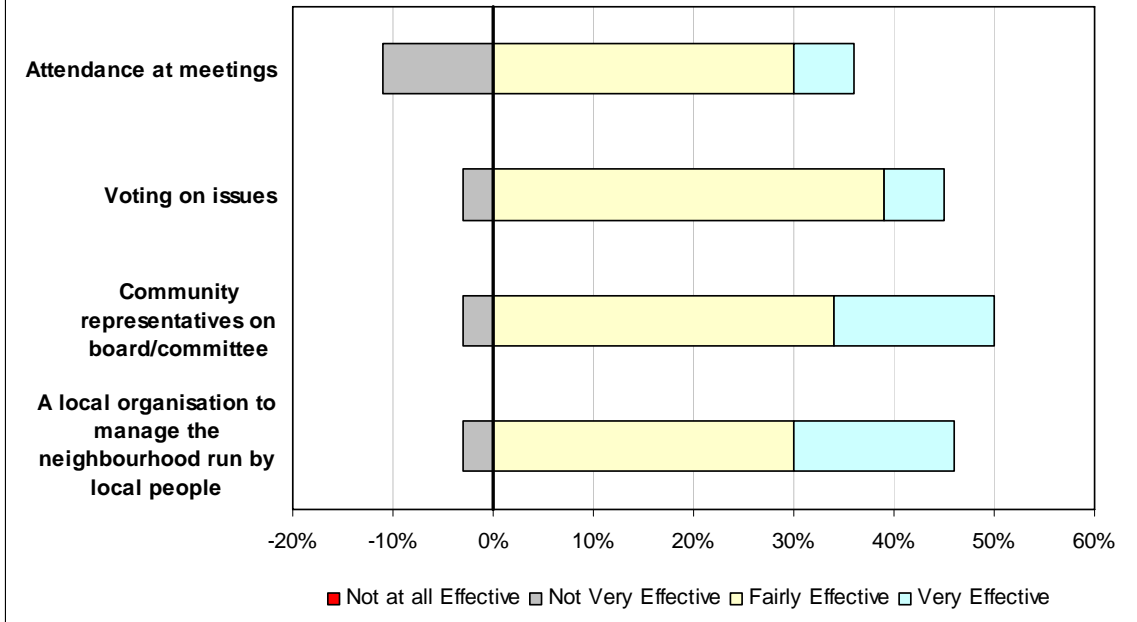
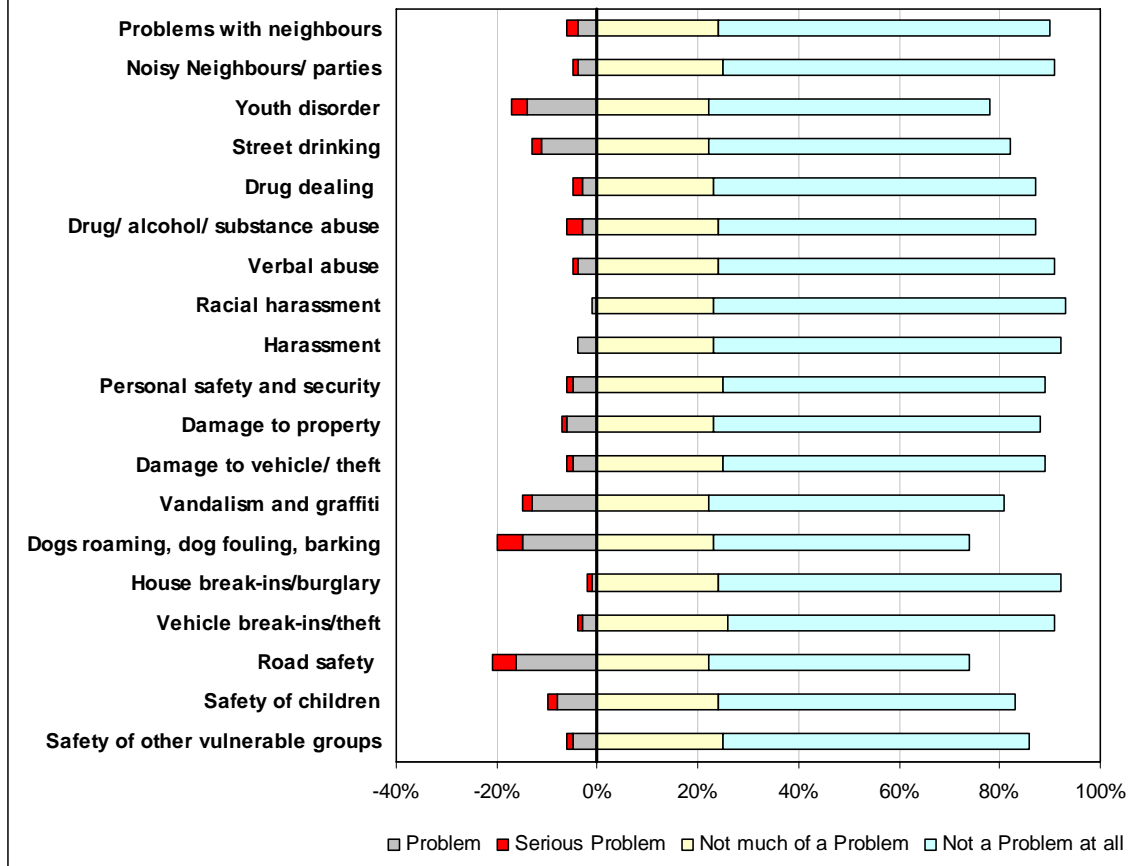


Figure 5.16 - Local community involvement - Private rented



Owner occupied

Figure 5.17 - Security and community safety - Owner-occupation



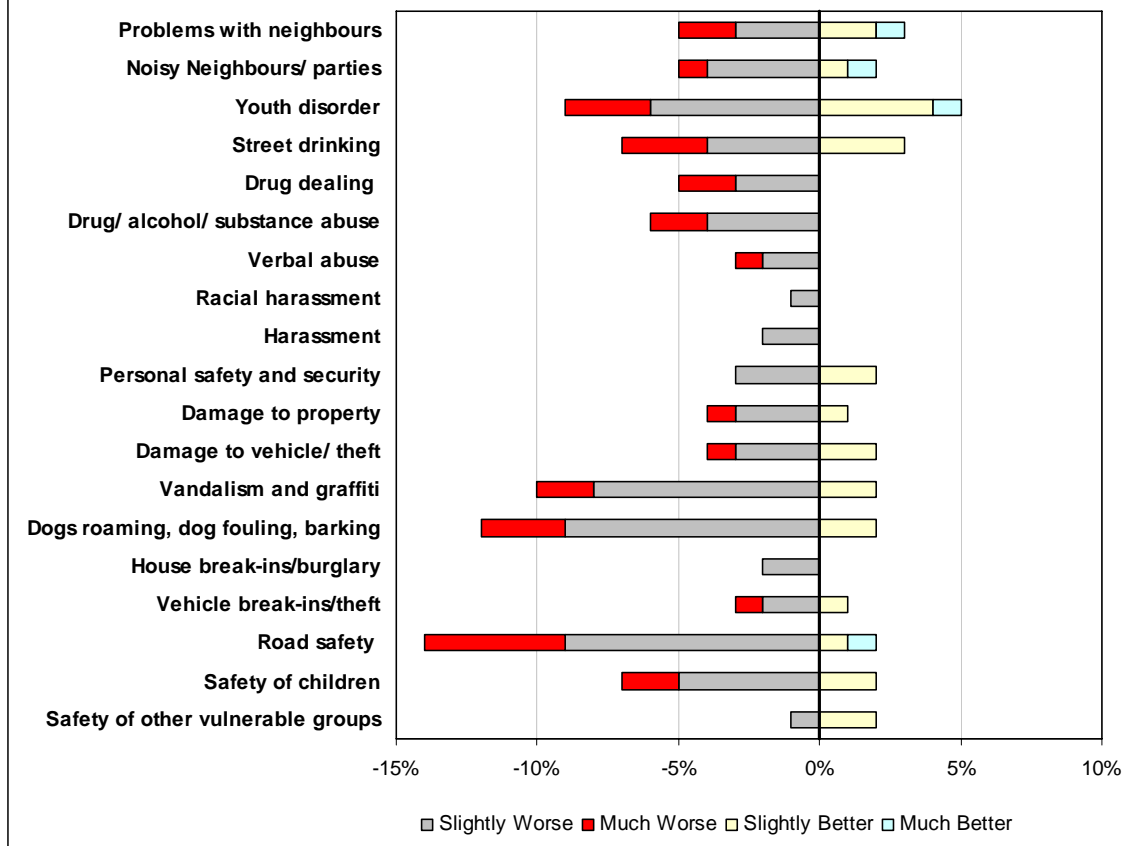
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	2%	18	4%	13	3%	111	24%	303	66%	4	1%
Noisy neighbours/ parties	6	1%	19	4%	13	3%	114	25%	302	66%	5	1%
Youth disorder	12	3%	66	14%	18	4%	103	22%	258	56%	2	0%
Street drinking	10	2%	51	11%	18	4%	103	22%	275	60%	2	0%
Drug dealing	11	2%	13	3%	17	4%	106	23%	293	64%	19	4%
Drug/ alcohol/ substance abuse	15	3%	15	3%	13	3%	110	24%	291	63%	15	3%
Verbal abuse	5	1%	19	4%	13	3%	108	24%	309	67%	5	1%
Racial harassment	2	0%	6	1%	10	2%	104	23%	320	70%	17	4%
Harassment	1	0%	18	4%	10	2%	104	23%	317	69%	9	2%
Personal safety and security	4	1%	21	5%	19	4%	115	25%	296	64%	4	1%
Damage to property	6	1%	26	6%	18	4%	106	23%	298	65%	5	1%
Damage to vehicle/ theft	6	1%	21	5%	15	3%	113	25%	296	64%	8	2%
Vandalism and graffiti	10	2%	58	13%	18	4%	99	22%	269	59%	5	1%
Dogs roaming, dog fouling, barking	25	5%	68	15%	18	4%	106	23%	236	51%	6	1%
House break-ins/burglary	3	1%	5	1%	16	3%	108	24%	314	68%	13	3%
Vehicle break-ins/theft	4	1%	14	3%	14	3%	118	26%	299	65%	10	2%
Road safety	25	5%	73	16%	19	4%	100	22%	238	52%	4	1%
Safety of children	10	2%	39	8%	19	4%	109	24%	270	59%	12	3%
Safety of other vulnerable groups	5	1%	21	5%	23	5%	115	25%	279	61%	16	3%
Total	170		571		304		2,052		5,463		161	

Table 5.21 – Security and Community Safety – Owner Occupied

Number of concerns (Serious problem or problem)	Respondents	%
None	224	49%
1	78	17%
2	51	11%
3	40	9%
4	16	3%
5+	50	11%
	459	

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

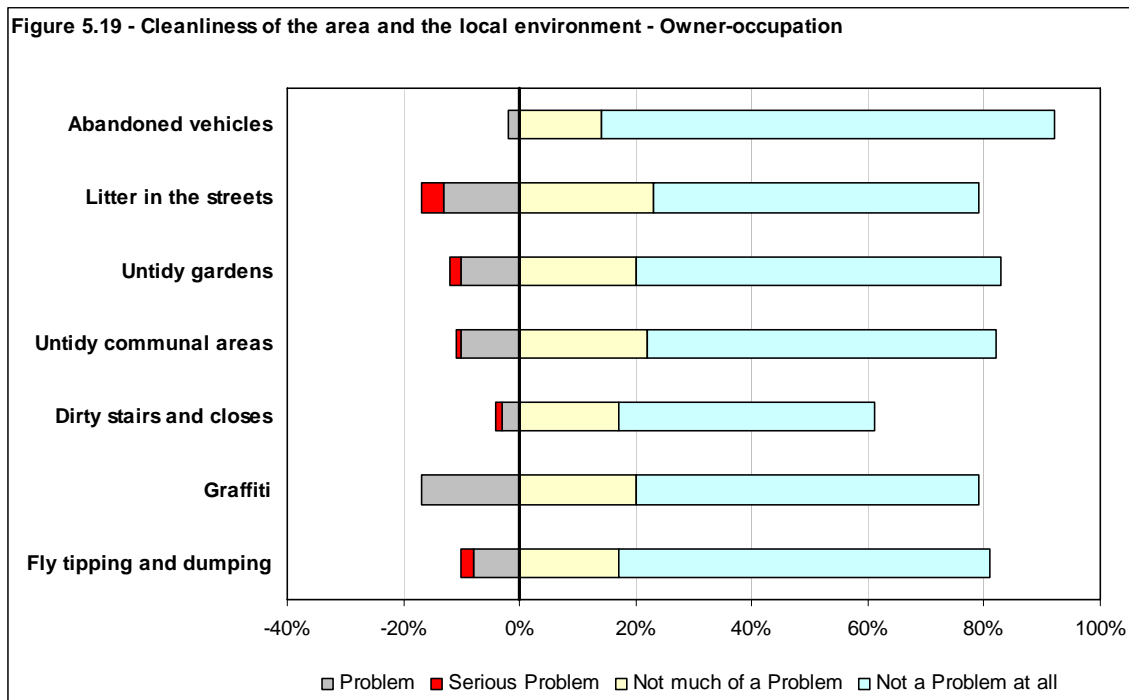


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	7	2%	15	3%	426	93%	7	2%	3	1%	1	0%
Noisy neighbours / parties	4	1%	17	4%	431	94%	3	1%	3	1%	1	0%
Youth disorder	14	3%	28	6%	391	85%	19	4%	6	1%	1	0%
Street drinking	15	3%	18	4%	413	90%	13	3%	0	0%	0	0%
Drug dealing	9	2%	14	3%	432	94%	2	0%	1	0%	1	0%
Drug/ alcohol/ substance abuse	10	2%	19	4%	426	93%	2	0%	1	0%	1	0%
Verbal abuse	5	1%	10	2%	441	96%	2	0%	1	0%	0	0%
Racial harassment	1	0%	3	1%	453	99%	0	0%	1	0%	1	0%
Harassment	0	0%	7	2%	449	98%	2	0%	0	0%	1	0%
Personal safety and security	2	0%	12	3%	436	95%	8	2%	0	0%	1	0%
Damage to property	3	1%	13	3%	436	95%	5	1%	2	0%	0	0%
Damage to vehicle/ theft	5	1%	14	3%	431	94%	7	2%	2	0%	0	0%
Vandalism and graffiti	9	2%	36	8%	403	88%	10	2%	1	0%	0	0%
Dogs roaming, dog fouling, barking	14	3%	42	9%	396	86%	7	2%	0	0%	0	0%
House break-ins/burglary	0	0%	8	2%	446	97%	2	0%	2	0%	1	0%
Vehicle break-ins/theft	4	1%	8	2%	441	96%	4	1%	2	0%	0	0%
Road safety	23	5%	43	9%	384	84%	6	1%	3	1%	0	0%
Safety of children	7	2%	22	5%	421	92%	7	2%	2	0%	0	0%
Safety of other vulnerable groups	0	0%	6	1%	443	97%	7	2%	2	0%	1	0%
Total	132		335		8,099		113		32		10	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	300	65%
1	54	12%
2	48	10%
3	18	4%
4	13	3%
5+	26	6%
	459	

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

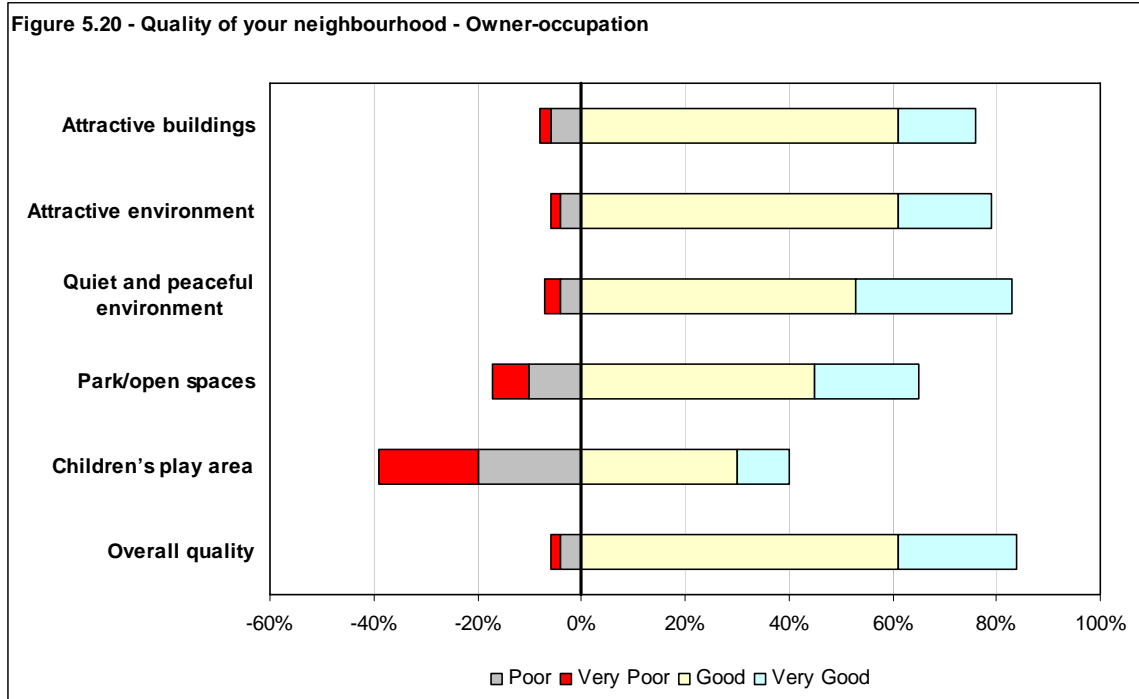


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	11	2%	11	2%	65	14%	359	78%	11	2%	1	0%
Litter in the streets	18	4%	61	13%	16	3%	106	23%	255	56%	1	0%	2	0%
Untidy gardens	10	2%	48	10%	14	3%	94	20%	288	63%	2	0%	3	1%
Untidy communal areas	4	1%	44	10%	15	3%	99	22%	274	60%	2	0%	21	5%
Dirty stairs and closes	3	1%	16	3%	10	2%	76	17%	204	44%	9	2%	141	31%
Graffiti	6	1%	76	17%	11	2%	91	20%	269	59%	1	0%	5	1%
Fly tipping and dumping	10	2%	38	8%	15	3%	77	17%	296	64%	19	4%	4	1%
Total	52		294		92		608		1,945		45		177	

Table 5.25 – Issues in the area – Owner Occupied

Summary of Negative Responses (Serious Problem or Problem)	Respondents	%
None	311	68%
1	54	12%
2	44	10%
3	22	5%
4	12	3%
5+	16	3%
	459	

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

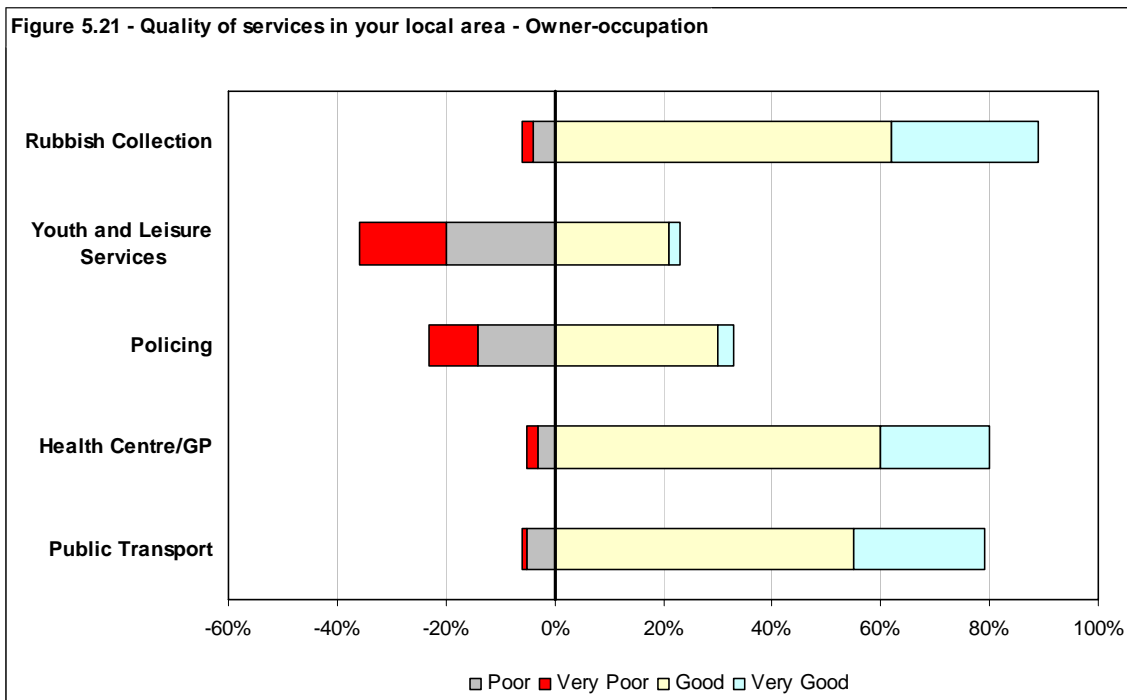


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	11	2%	26	6%	70	15%	279	61%	69	15%	4	1%	0	0%
Attractive environment	9	2%	20	4%	62	14%	280	61%	84	18%	3	1%	1	0%
Quiet and peaceful environment	15	3%	20	4%	43	9%	243	53%	137	30%	0	0%	1	0%
Park/open spaces	32	7%	47	10%	75	16%	206	45%	91	20%	4	1%	4	1%
Children's play area	86	19%	90	20%	63	14%	138	30%	45	10%	32	7%	5	1%
Overall quality	10	2%	18	4%	43	9%	280	61%	106	23%	1	0%	1	0%
Total	163		221		356		1,426		532		44		12	

Table 5.27 – Quality of your neighbourhood – Owner Occupied

Number of concerns (Very poor or poor)	Respondents	%
None	260	57%
1	99	22%
2	63	14%
3	11	2%
4	12	3%
5+	14	3%
	459	

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	10	2%	17	4%	22	5%	285	62%	125	27%	0	0%	0	0%
Youth and Leisure Services	74	16%	91	20%	64	14%	98	21%	9	2%	106	23%	17	4%
Policing	41	9%	62	14%	123	27%	138	30%	12	3%	69	15%	14	3%
Health Centre/GP	9	2%	13	3%	26	6%	274	60%	94	20%	32	7%	11	2%
Public Transport	6	1%	23	5%	35	8%	252	55%	108	24%	28	6%	7	2%
Total	140		206		270		1,047		348		235		49	

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

Number of concerns (Very poor or poor)	Respondents	%
None	225	49%
1	143	31%
2	71	15%
3	19	4%
4	1	0%
5+	0	0%
	459	

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

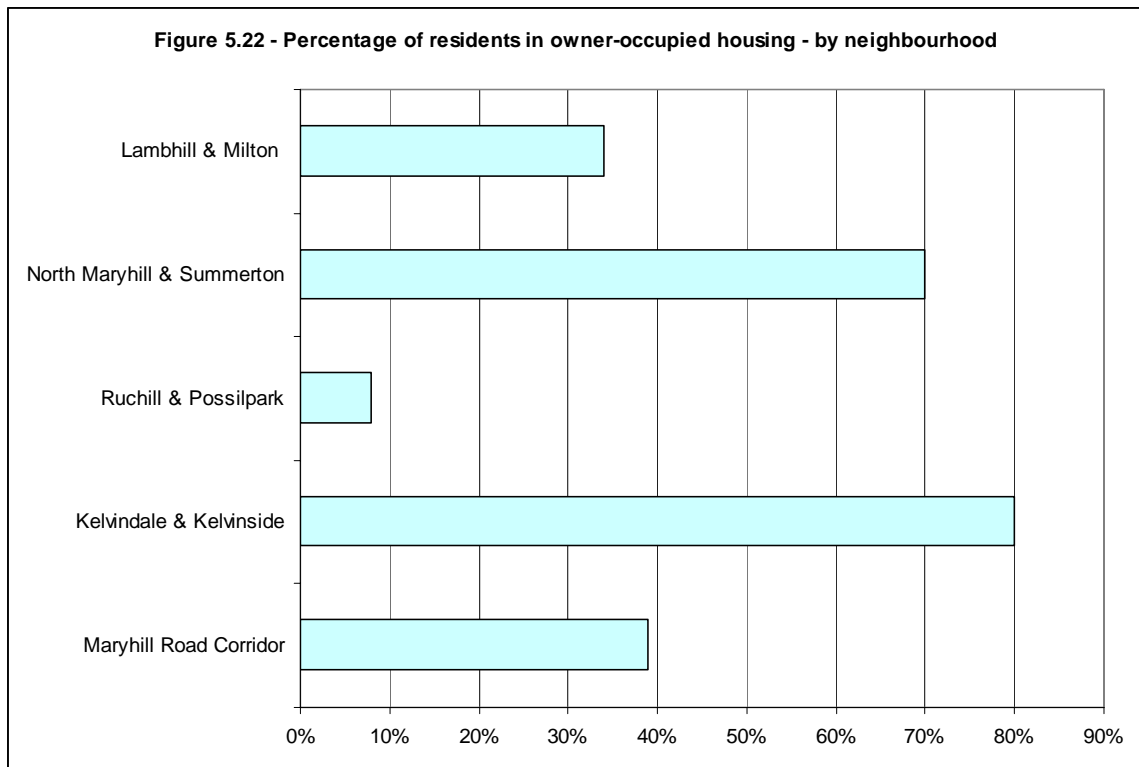


Figure 5.23 - Information about the neighbourhood and management of the neighbourhood - Owner-occupation

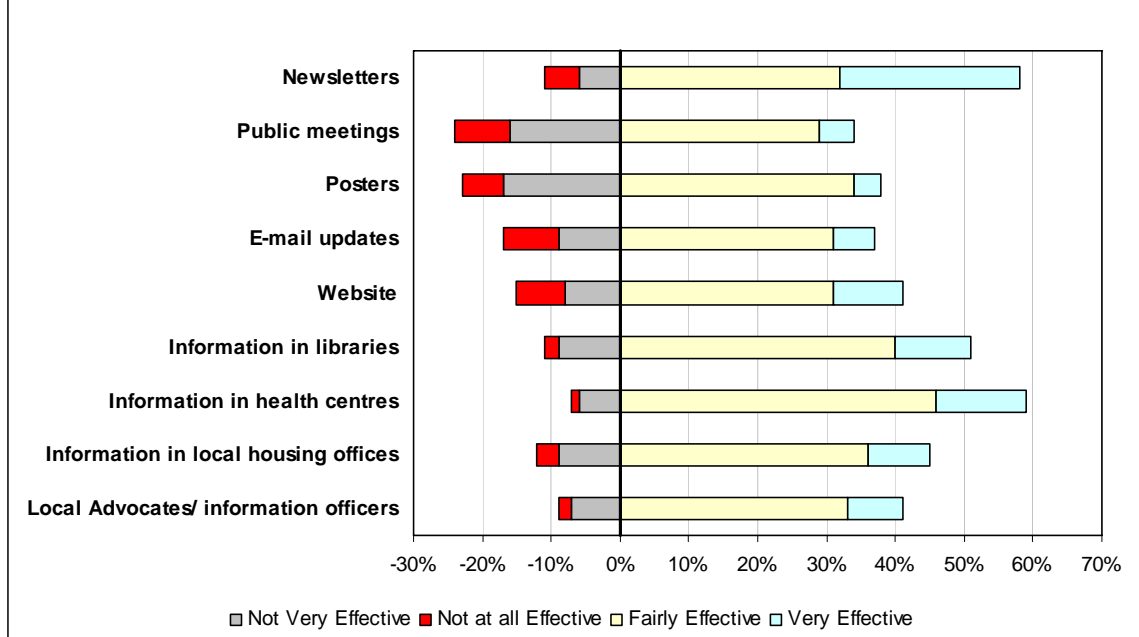
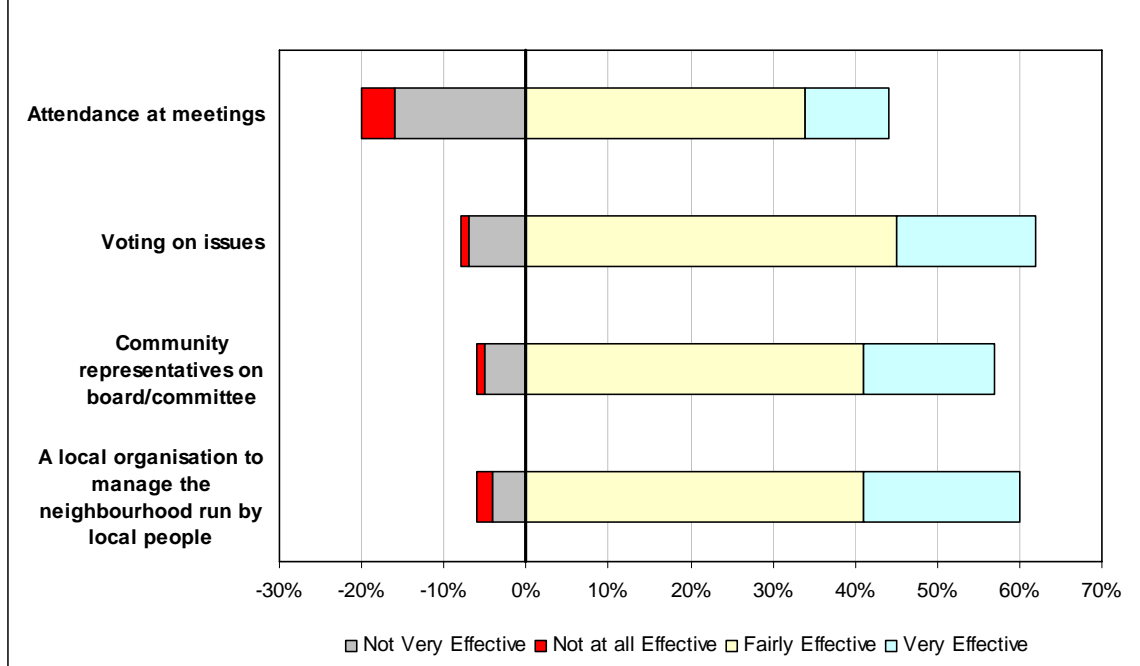
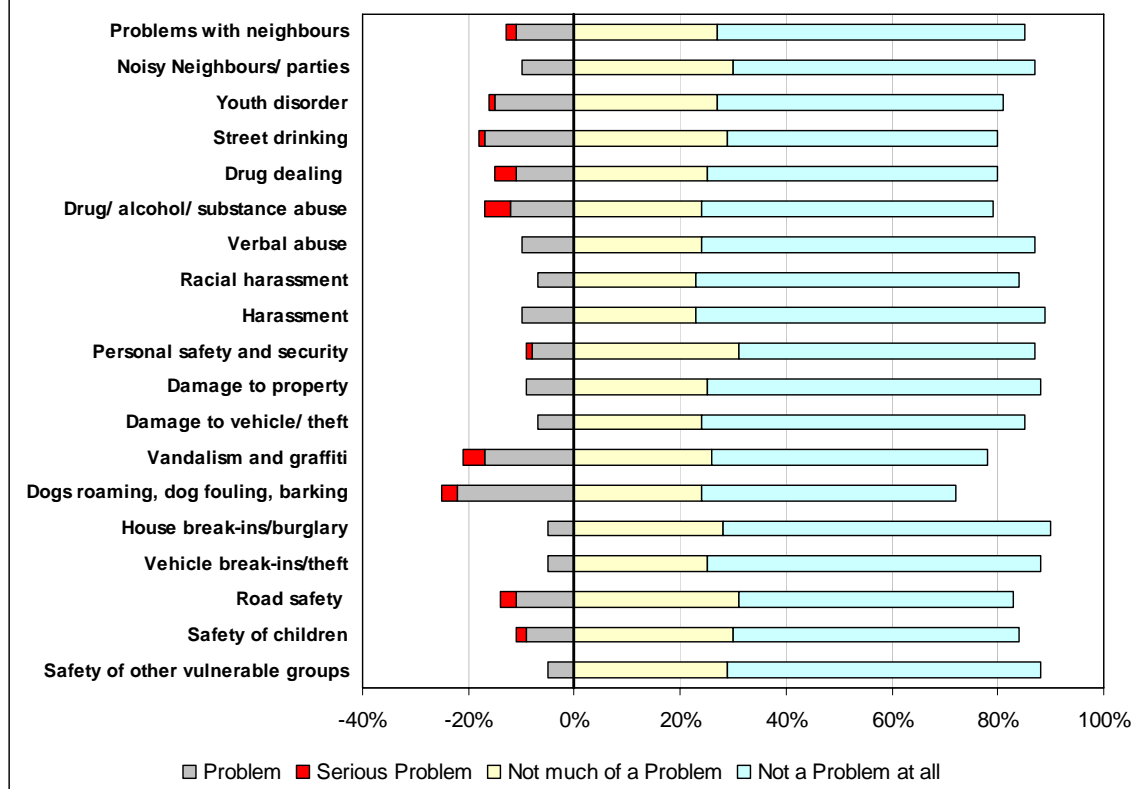


Figure 5.24 - Local community involvement - Owner-occupation



Age – 16 to 29 years

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



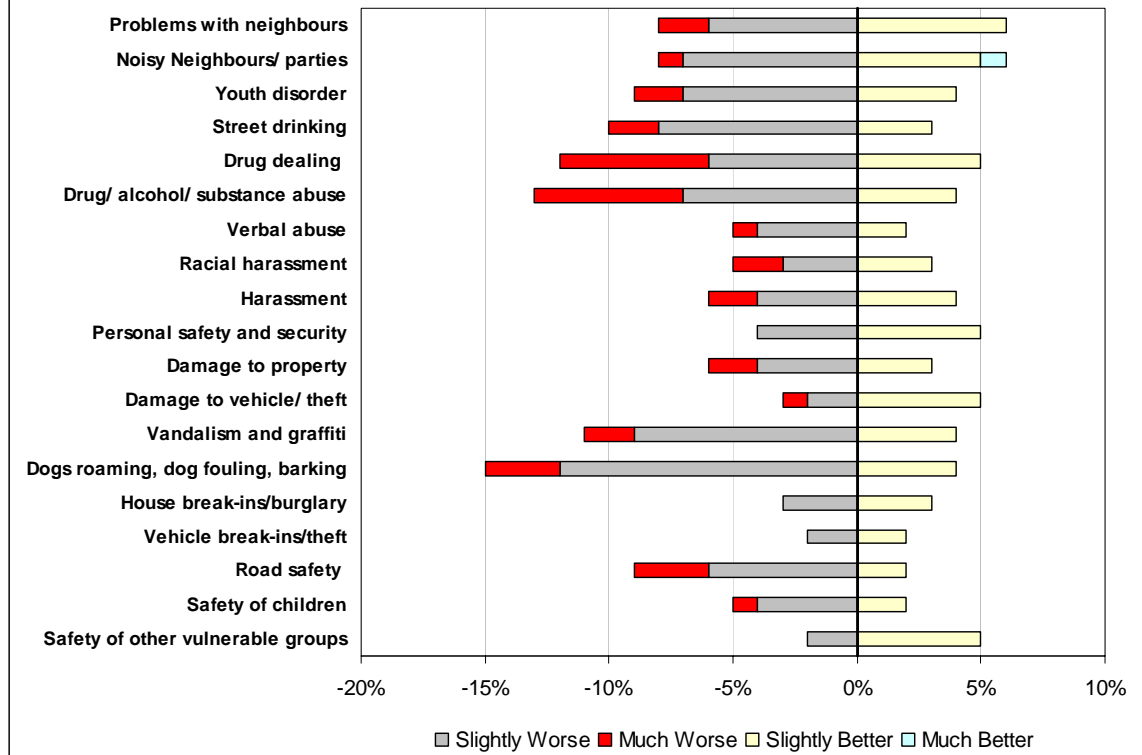
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	4	2%	27	11%	2	1%	66	27%	140	58%	2	1%
Noisy neighbours/ parties	1	0%	25	10%	3	1%	73	30%	137	57%	2	1%
Youth disorder	2	1%	36	15%	7	3%	65	27%	131	54%	0	0%
Street drinking	2	1%	41	17%	5	2%	70	29%	123	51%	0	0%
Drug dealing	10	4%	26	11%	7	3%	60	25%	133	55%	5	2%
Drug/ alcohol/ substance abuse	12	5%	28	12%	7	3%	57	24%	132	55%	5	2%
Verbal abuse	0	0%	25	10%	4	2%	59	24%	153	63%	0	0%
Racial harassment	0	0%	18	7%	9	4%	55	23%	147	61%	12	5%
Harassment	1	0%	24	10%	1	0%	55	23%	159	66%	1	0%
Personal safety and security	3	1%	20	8%	8	3%	75	31%	135	56%	0	0%
Damage to property	1	0%	21	9%	7	3%	60	25%	152	63%	0	0%
Damage to vehicle/ theft	0	0%	18	7%	9	4%	57	24%	148	61%	9	4%
Vandalism and graffiti	9	4%	40	17%	3	1%	63	26%	126	52%	0	0%
Dogs roaming, dog fouling, barking	7	3%	53	22%	7	3%	59	24%	115	48%	0	0%
House break-ins/burglary	1	0%	13	5%	7	3%	68	28%	149	62%	3	1%
Vehicle break-ins/theft	0	0%	12	5%	7	3%	61	25%	152	63%	9	4%
Road safety	7	3%	27	11%	7	3%	75	31%	125	52%	0	0%
Safety of children	5	2%	21	9%	7	3%	73	30%	130	54%	5	2%
Safety of other vulnerable groups	1	0%	12	5%	7	3%	70	29%	143	59%	8	3%
Total	66		487		114		1,221		2,630		61	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	115	48%
1	33	14%
2	21	9%
3	12	5%
4	17	7%
5+	43	18%
	241	

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



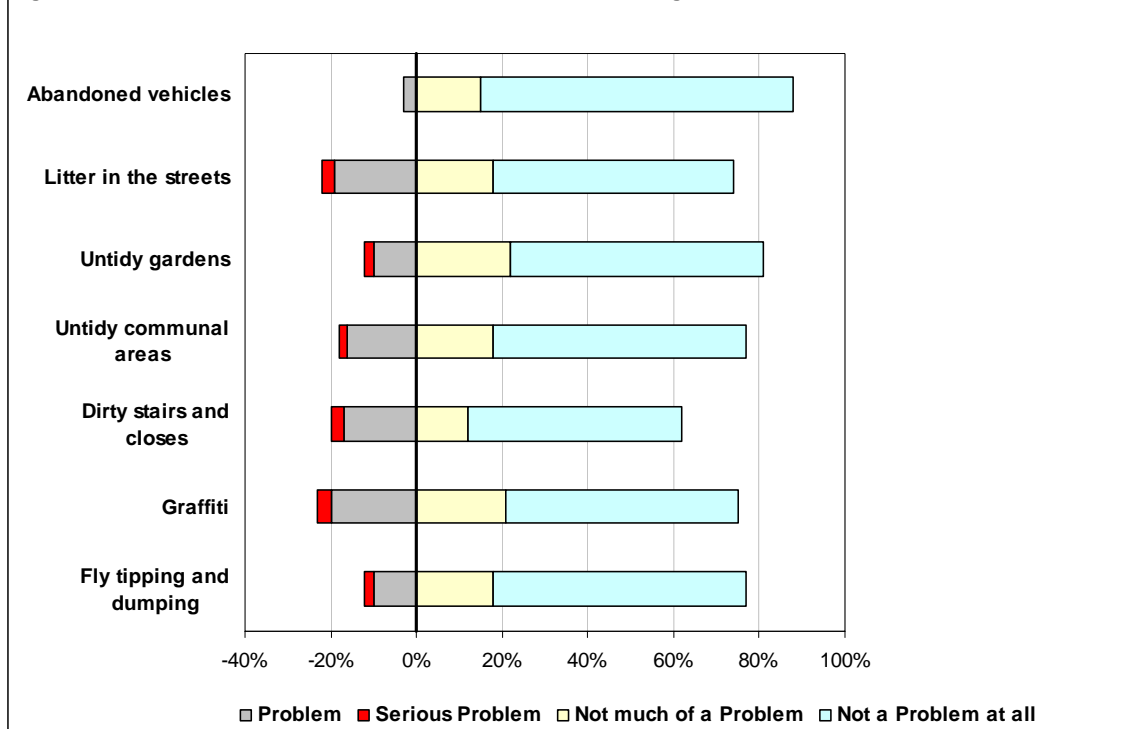
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	6	2%	15	6%	204	85%	14	6%	1	0%	1	0%
Noisy neighbours/ parties	3	1%	16	7%	207	86%	13	5%	2	1%	0	0%
Youth disorder	5	2%	16	7%	210	87%	9	4%	1	0%	0	0%
Street drinking	5	2%	20	8%	209	87%	7	3%	0	0%	0	0%
Drug dealing	14	6%	15	6%	200	83%	11	5%	1	0%	0	0%
Drug/ alcohol/ substance abuse	14	6%	16	7%	201	83%	9	4%	1	0%	0	0%
Verbal abuse	3	1%	10	4%	220	91%	6	2%	1	0%	1	0%
Racial harassment	4	2%	7	3%	221	92%	8	3%	0	0%	1	0%
Harassment	5	2%	9	4%	218	90%	9	4%	0	0%	0	0%
Personal safety and security	1	0%	9	4%	219	91%	12	5%	0	0%	0	0%
Damage to property	4	2%	10	4%	218	90%	8	3%	1	0%	0	0%
Damage to vehicle/ theft	3	1%	5	2%	221	92%	11	5%	1	0%	0	0%
Vandalism and graffiti	6	2%	21	9%	203	84%	10	4%	1	0%	0	0%
Dogs roaming, dog fouling, barking	8	3%	28	12%	196	81%	9	4%	0	0%	0	0%
House break-ins/burglary	0	0%	7	3%	225	93%	8	3%	1	0%	0	0%
Vehicle break-ins/theft	1	0%	4	2%	229	95%	6	2%	1	0%	0	0%
Road safety	7	3%	14	6%	213	88%	6	2%	1	0%	0	0%
Safety of children	3	1%	10	4%	221	92%	6	2%	1	0%	0	0%
Safety of other vulnerable groups	1	0%	4	2%	225	93%	11	5%	0	0%	0	0%
Total	93		236		4,060		173		14		3	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	159	66%
1	16	7%
2	23	10%
3	9	4%
4	11	5%
5+	23	10%
	241	

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

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

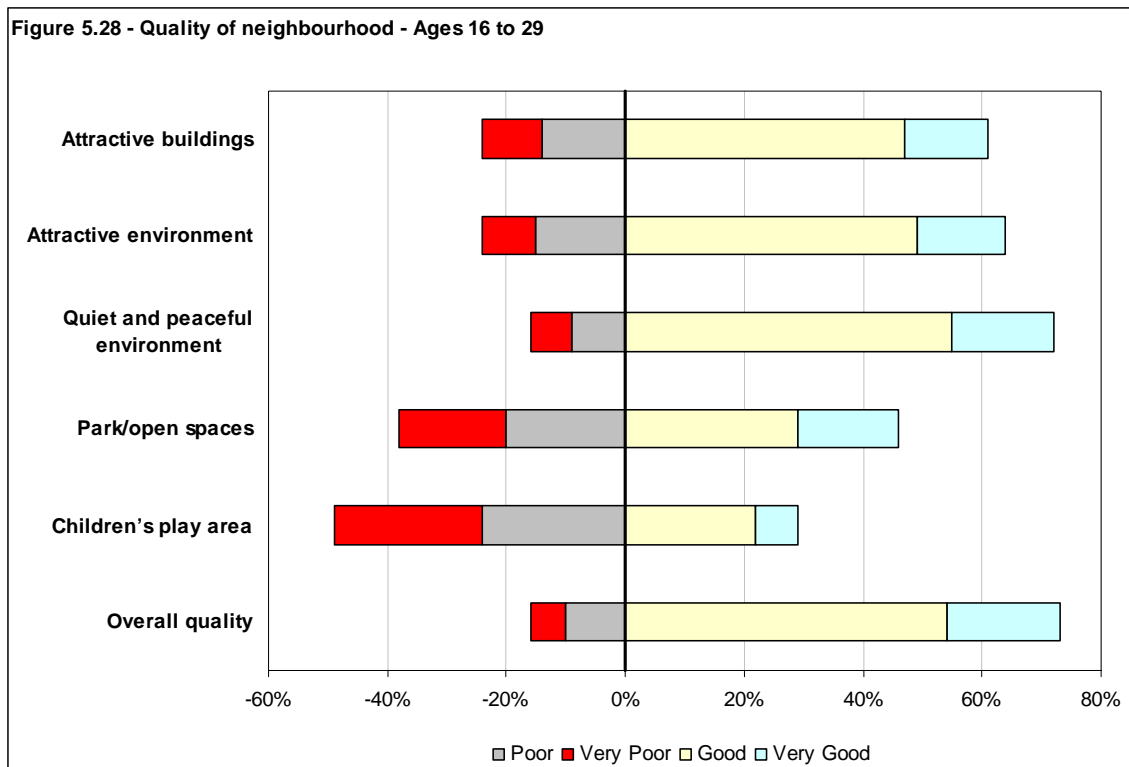


	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	0	0%	7	3%	11	5%	36	15%	175	73%	10	4%	2	1%
Litter in the streets	8	3%	46	19%	6	2%	43	18%	135	56%	1	0%	2	1%
Untidy gardens	5	2%	25	10%	9	4%	54	22%	143	59%	2	1%	3	1%
Untidy communal areas	5	2%	39	16%	4	2%	43	18%	141	59%	1	0%	8	3%
Dirty stairs and closes	7	3%	42	17%	6	2%	30	12%	120	50%	3	1%	33	14%
Graffiti	8	3%	48	20%	5	2%	50	21%	129	54%	1	0%	0	0%
Fly tipping and dumping	5	2%	23	10%	12	5%	43	18%	141	59%	15	6%	2	1%
Total	38		230		53		299		984		33		50	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	146	61%
1	33	14%
2	24	10%
3	5	2%
4	7	3%
5+	26	11%
	241	

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

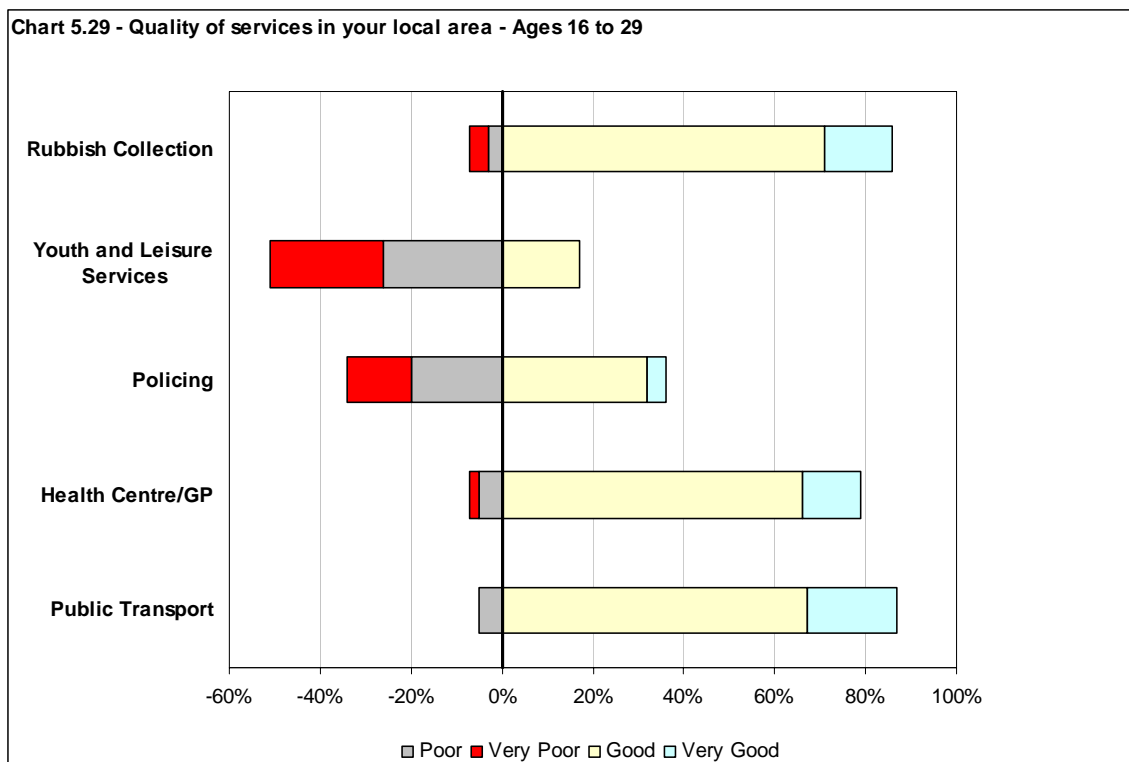


	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	23	10%	33	14%	37	15%	113	47%	33	14%	2	1%	0	0%
Attractive environment	21	9%	35	15%	31	13%	118	49%	35	15%	1	0%	0	0%
Quiet and peaceful environment	18	7%	22	9%	26	11%	132	55%	42	17%	1	0%	0	0%
Park/open spaces	44	18%	49	20%	32	13%	70	29%	42	17%	4	2%	0	0%
Children's play area	61	25%	59	24%	30	12%	53	22%	17	7%	20	8%	1	0%
Overall quality	15	6%	23	10%	27	11%	131	54%	45	19%	0	0%	0	0%
Total	182		221		183		617		214		28		1	

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

Number of concerns (Very poor or poor)	Respondents	%
None	101	42%
1	41	17%
2	44	18%
3	7	3%
4	11	5%
5+	37	15%
	241	

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	9	4%	8	3%	15	6%	170	71%	37	15%	2	1%	0	0%
Youth and Leisure Services	60	25%	63	26%	24	10%	40	17%	0	0%	48	20%	6	2%
Policing	34	14%	49	20%	41	17%	78	32%	9	4%	24	10%	6	2%
Health Centre/GP	6	2%	12	5%	11	5%	160	66%	32	13%	15	6%	5	2%
Public Transport	1	0%	11	5%	14	6%	161	67%	47	20%	5	2%	2	1%
Total	110		143		105		609		125		94		19	

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	91	38%
1	75	31%
2	49	20%
3	24	10%
4	2	1%
5+	0	0%
	241	

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

Figure 5.30 - Residents aged 16 to 29 by neighbourhood

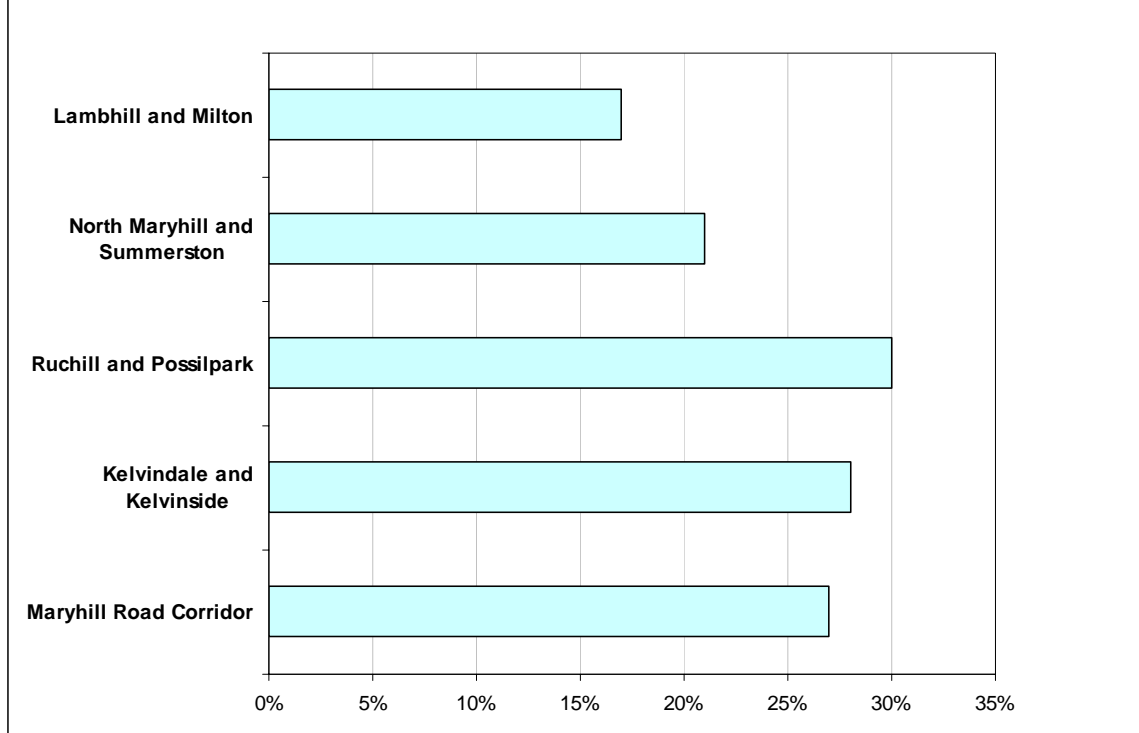


Figure 5.31 - Information about the neighbourhood and management of the neighbourhood - Ages 16 to 29

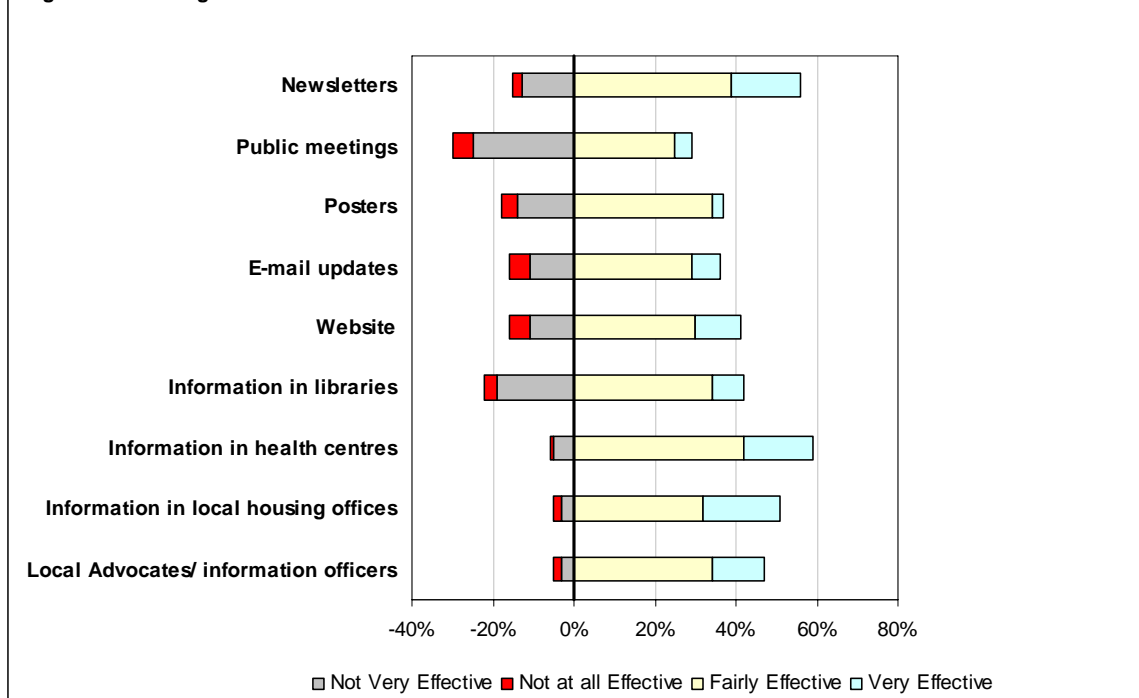
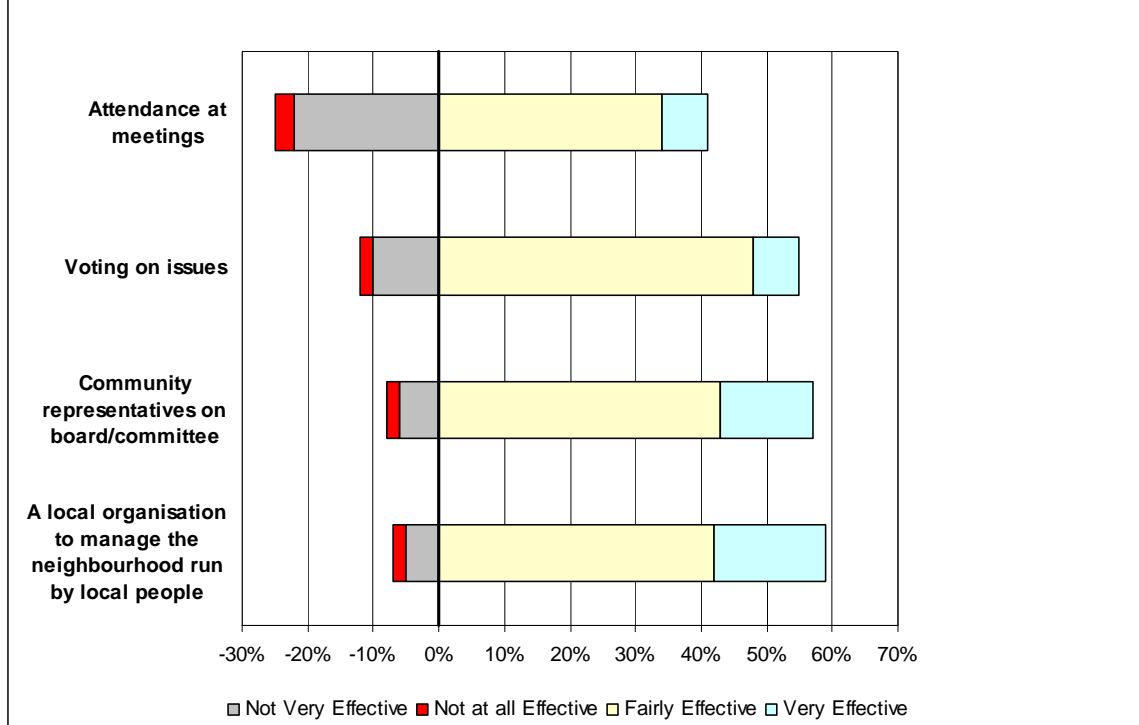
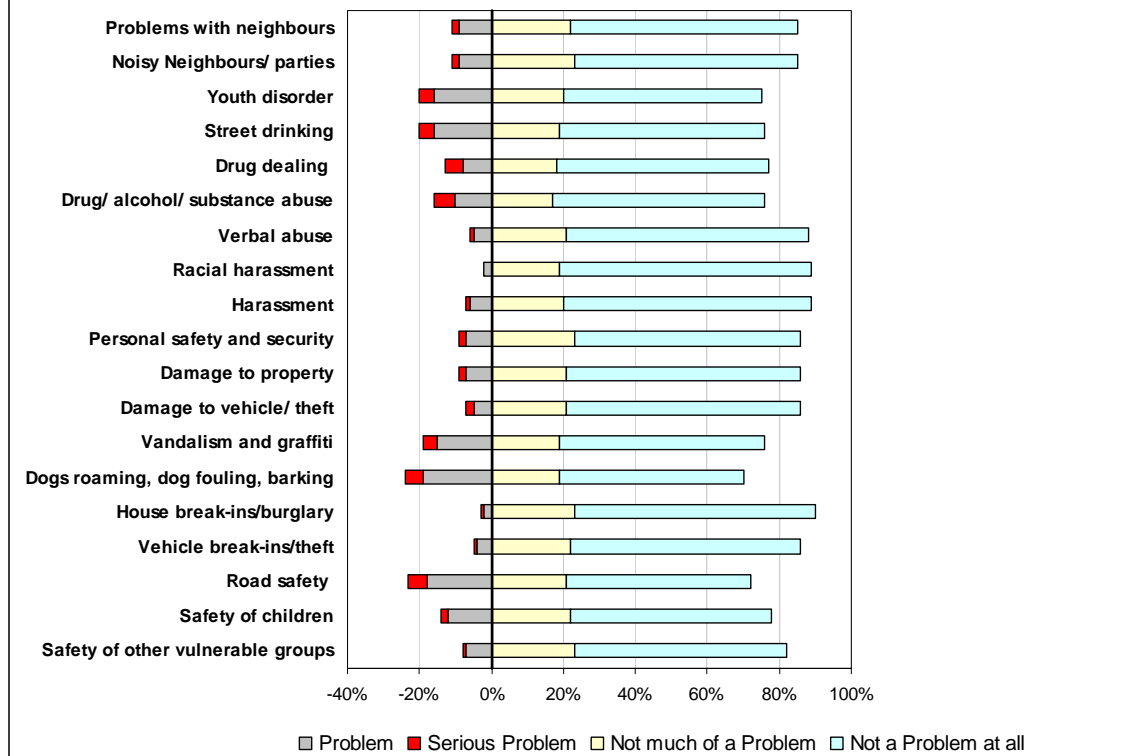


Figure 5.32 - Local community involvement - Ages 16 to 29



Age – 30 to 59/64 years

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



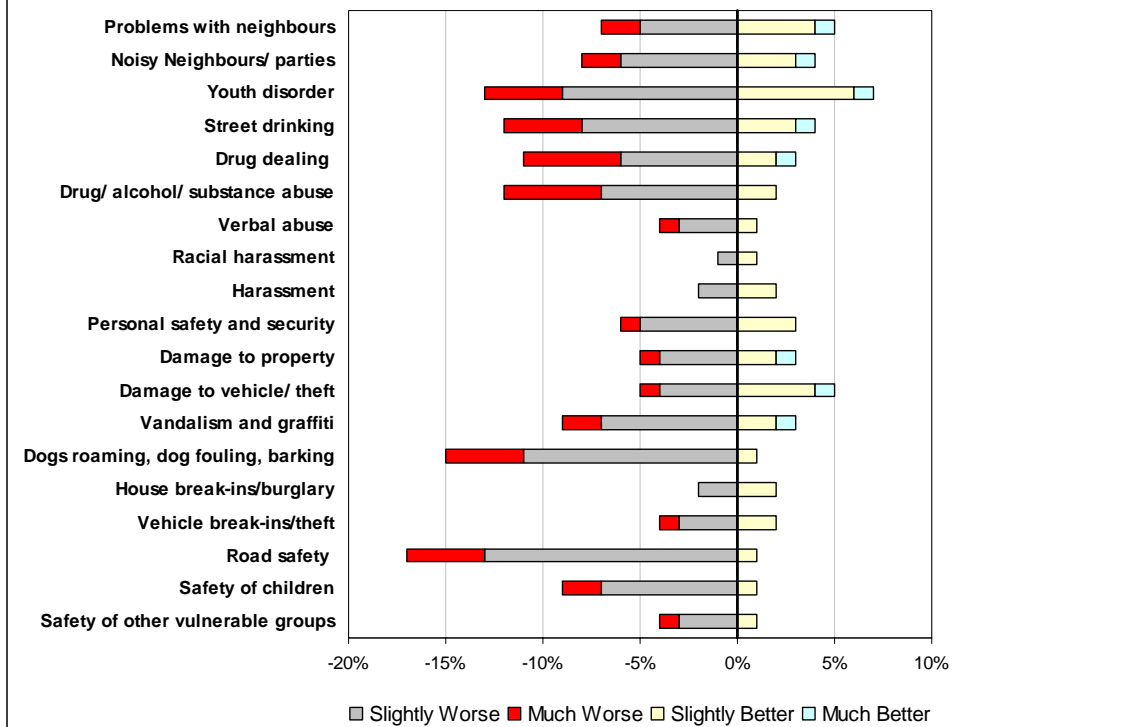
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	10	2%	46	9%	16	3%	111	22%	322	63%	4	1%
Noisy neighbours / parties	8	2%	45	9%	20	4%	117	23%	315	62%	4	1%
Youth disorder	18	4%	83	16%	25	5%	103	20%	279	55%	1	0%
Street drinking	20	4%	83	16%	20	4%	97	19%	288	57%	1	0%
Drug dealing	23	5%	42	8%	26	5%	90	18%	302	59%	26	5%
Drug/ alcohol/ substance abuse	29	6%	49	10%	20	4%	89	17%	302	59%	20	4%
Verbal abuse	6	1%	27	5%	25	5%	107	21%	341	67%	3	1%
Racial harassment	2	0%	12	2%	19	4%	95	19%	358	70%	23	5%
Harassment	4	1%	28	6%	15	3%	104	20%	353	69%	5	1%
Personal safety and security	8	2%	35	7%	23	5%	117	23%	321	63%	5	1%
Damage to property	11	2%	35	7%	22	4%	107	21%	330	65%	4	1%
Damage to vehicle/ theft	8	2%	24	5%	23	5%	106	21%	329	65%	19	4%
Vandalism and graffiti	18	4%	74	15%	23	5%	99	19%	290	57%	5	1%
Dogs roaming, dog fouling, barking	26	5%	97	19%	29	6%	96	19%	258	51%	3	1%
House break-ins/burglary	3	1%	12	2%	26	5%	116	23%	339	67%	13	3%
Vehicle break-ins/theft	6	1%	22	4%	25	5%	111	22%	325	64%	20	4%
Road safety	23	5%	90	18%	26	5%	106	21%	261	51%	3	1%
Safety of children	11	2%	62	12%	29	6%	110	22%	287	56%	10	2%
Safety of other vulnerable groups	6	1%	37	7%	34	7%	115	23%	301	59%	16	3%
Total	240		903		446		1,996		5,901		185	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	236	46%
1	67	13%
2	44	9%
3	49	10%
4	21	4%
5+	92	18%
	509	

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

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



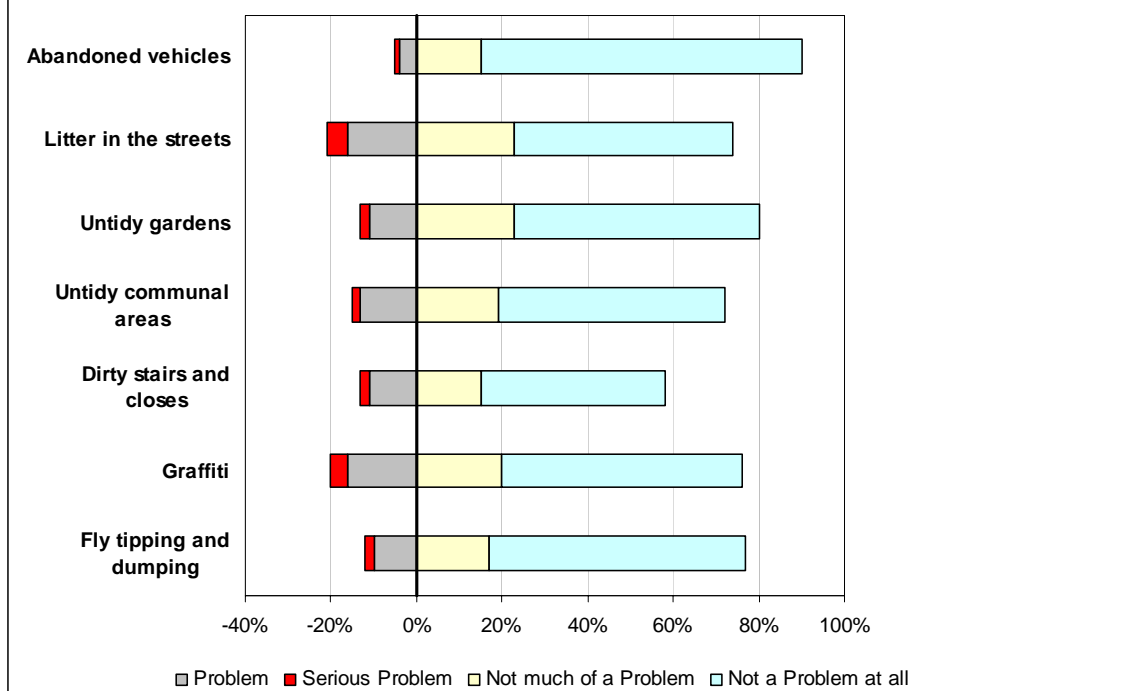
	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	9	2%	26	5%	447	88%	21	4%	3	1%	3	1%
Noisy neighbours / parties	9	2%	33	6%	446	88%	15	3%	4	1%	2	0%
Youth disorder	18	4%	45	9%	410	81%	30	6%	5	1%	1	0%
Street drinking	21	4%	40	8%	427	84%	17	3%	3	1%	1	0%
Drug dealing	25	5%	30	6%	437	86%	12	2%	3	1%	2	0%
Drug/ alcohol/ substance abuse	26	5%	34	7%	433	85%	12	2%	2	0%	2	0%
Verbal abuse	5	1%	13	3%	483	95%	6	1%	1	0%	1	0%
Racial harassment	1	0%	6	1%	492	97%	5	1%	2	0%	3	1%
Harassment	2	0%	10	2%	483	95%	11	2%	1	0%	2	0%
Personal safety and security	5	1%	26	5%	458	90%	16	3%	2	0%	2	0%
Damage to property	4	1%	21	4%	470	92%	10	2%	3	1%	1	0%
Damage to vehicle/ theft	5	1%	19	4%	463	91%	18	4%	3	1%	1	0%
Vandalism and graffiti	10	2%	38	7%	447	88%	10	2%	3	1%	1	0%
Dogs roaming, dog fouling, barking	22	4%	57	11%	421	83%	7	1%	1	0%	1	0%
House break-ins/burglary	0	0%	12	2%	482	95%	10	2%	2	0%	3	1%
Vehicle break-ins/theft	4	1%	13	3%	480	94%	9	2%	2	0%	1	0%
Road safety	20	4%	64	13%	416	82%	6	1%	2	0%	1	0%
Safety of children	11	2%	37	7%	453	89%	5	1%	2	0%	1	0%
Safety of other vulnerable groups	4	1%	13	3%	482	95%	7	1%	2	0%	1	0%
Total	201		537		8,630		227		46		30	

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	312	61%
1	57	11%
2	38	7%
3	25	5%
4	22	4%
5+	55	11%
	509	

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

Figure 5.35 - Cleanliness in the area and the local environment - Ages 30 to 59/64



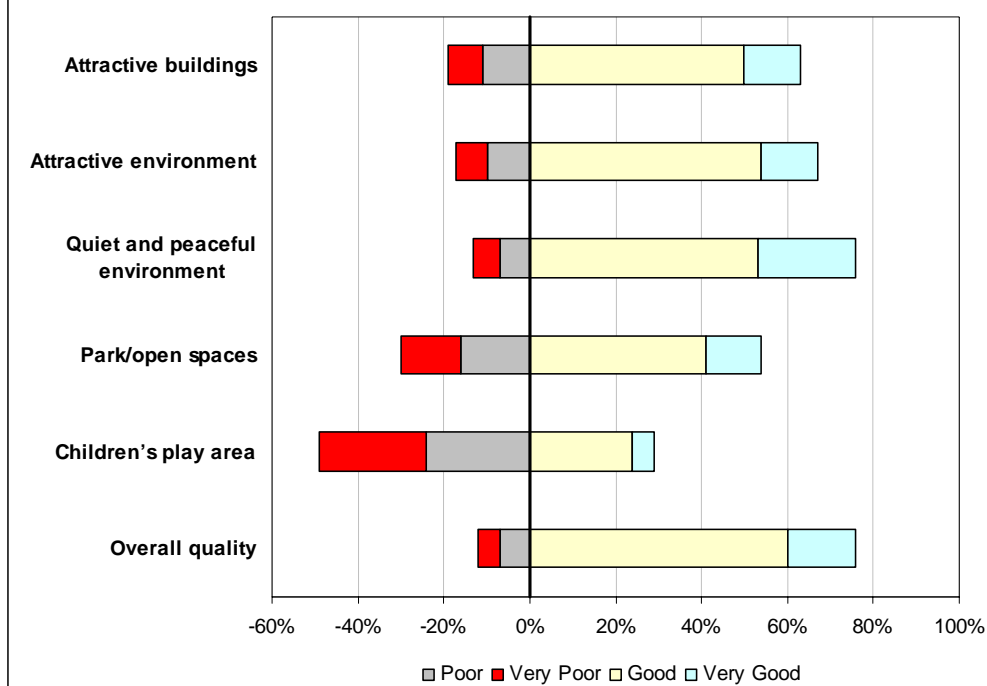
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	4	1%	20	4%	15	3%	74	15%	380	75%	15	3%	1	0%
Litter in the streets	26	5%	83	16%	20	4%	115	23%	260	51%	3	1%	2	0%
Untidy gardens	12	2%	58	11%	24	5%	115	23%	292	57%	4	1%	4	1%
Untidy communal areas	11	2%	67	13%	18	4%	99	19%	269	53%	6	1%	39	8%
Dirty stairs and closes	9	2%	54	11%	11	2%	75	15%	218	43%	13	3%	129	25%
Graffiti	18	4%	83	16%	16	3%	103	20%	283	56%	3	1%	3	1%
Fly tipping and dumping	10	2%	53	10%	22	4%	84	17%	303	60%	33	6%	4	1%
Total	90		418		126		665		2,005		77		182	

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

Number of concerns (Serious problem or problem)	Respondents	%
None	312	61%
1	63	12%
2	50	10%
3	39	8%
4	16	3%
5+	29	6%
	509	

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

Figure 5.36 - Quality of neighbourhood - Ages 30 to 59/64



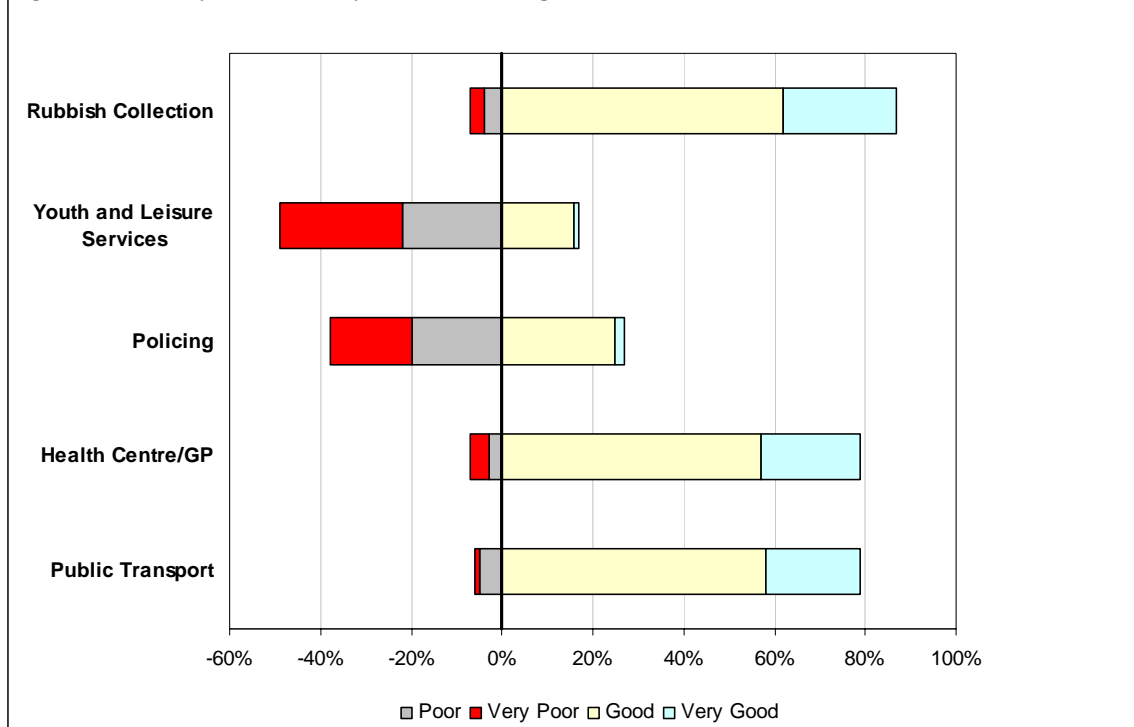
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	39	8%	54	11%	93	18%	254	50%	65	13%	3	1%	1	0%
Attractive environment	38	7%	50	10%	79	16%	273	54%	65	13%	2	0%	2	0%
Quiet and peaceful environment	29	6%	37	7%	52	10%	271	53%	118	23%	1	0%	1	0%
Park/open spaces	71	14%	80	16%	77	15%	207	41%	66	13%	5	1%	3	1%
Children's play area	127	25%	123	24%	76	15%	121	24%	27	5%	31	6%	4	1%
Overall quality	27	5%	36	7%	59	12%	304	60%	80	16%	1	0%	2	0%
Total	331		380		436		1,430		421		43		13	

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

Number of concerns (Very poor or poor)	Respondents	%
None	224	44%
1	103	20%
2	82	16%
3	31	6%
4	24	5%
5+	45	9%
	509	

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

Figure 5.37 - Quality of services in your local area - Ages 30 to 59/64



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	15	3%	21	4%	28	6%	317	62%	128	25%	0	0%	0	0%
Youth and Leisure Services	137	27%	111	22%	65	13%	82	16%	4	1%	96	19%	14	3%
Policing	90	18%	102	20%	114	22%	126	25%	8	2%	60	12%	9	2%
Health Centre/GP	21	4%	15	3%	39	8%	292	57%	113	22%	21	4%	8	2%
Public Transport	3	1%	24	5%	44	9%	297	58%	105	21%	30	6%	6	1%
Total	266		273		290		1,114		358		207		37	

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	186	37%
1	152	30%
2	131	26%
3	35	7%
4	5	1%
5+	0	0%
	509	

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

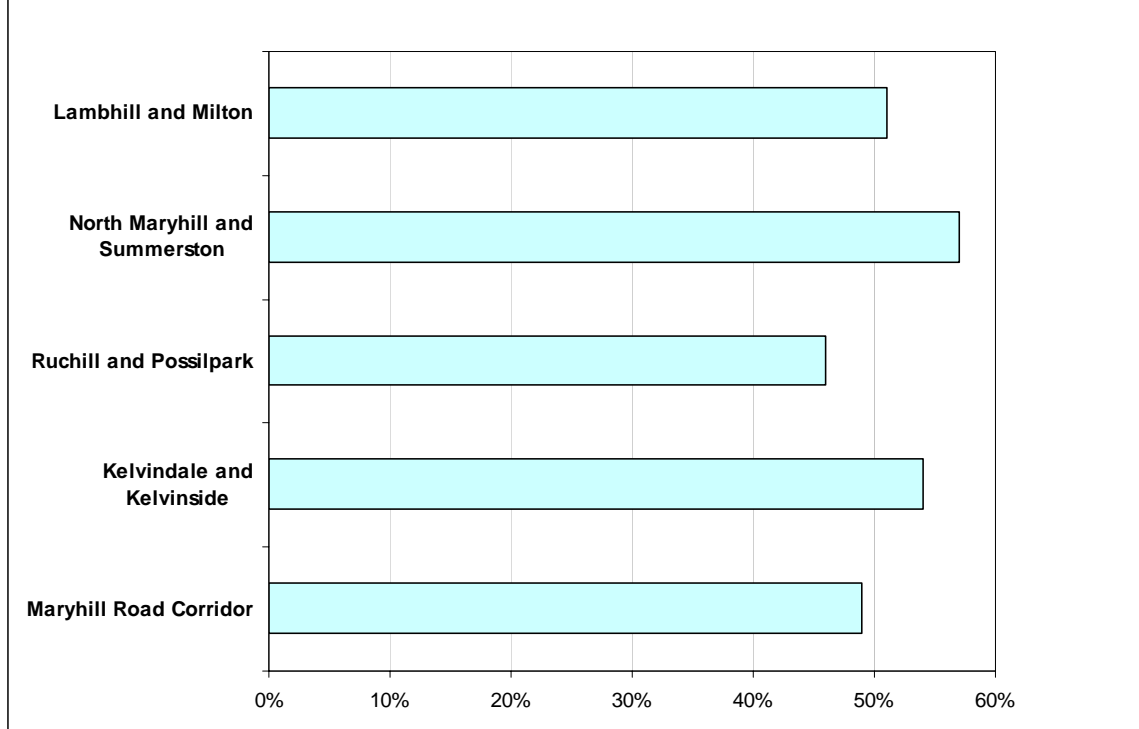


Figure 5.39 - Information about the neighbourhood and management of the neighbourhood - Ages 30 to 59/64

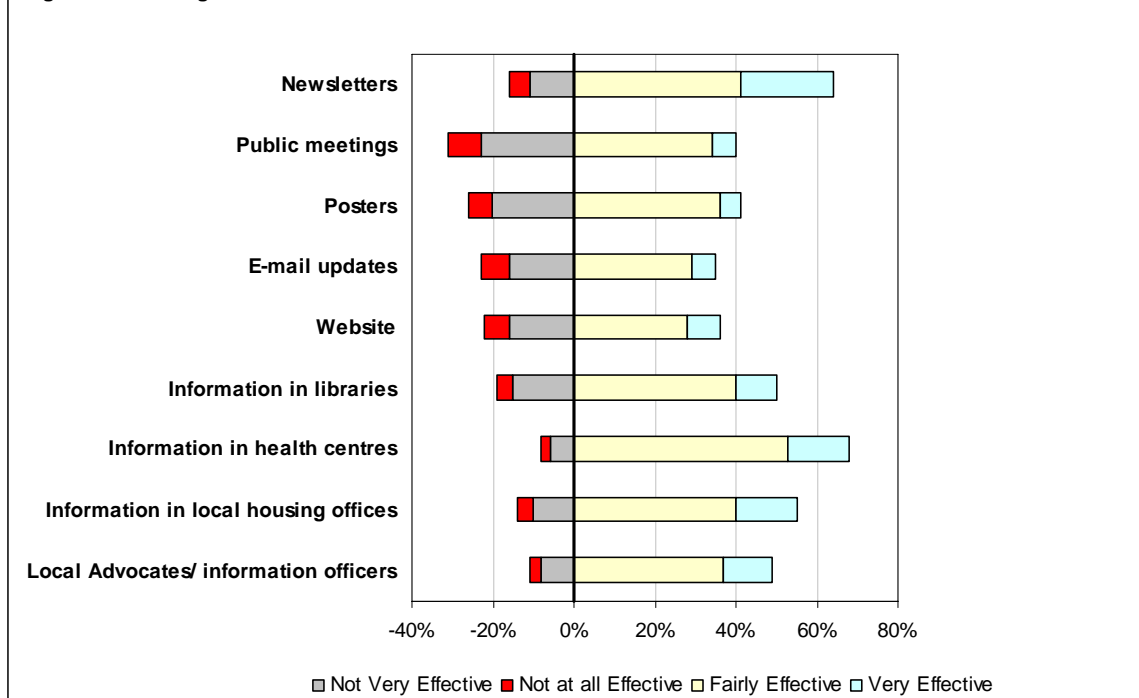
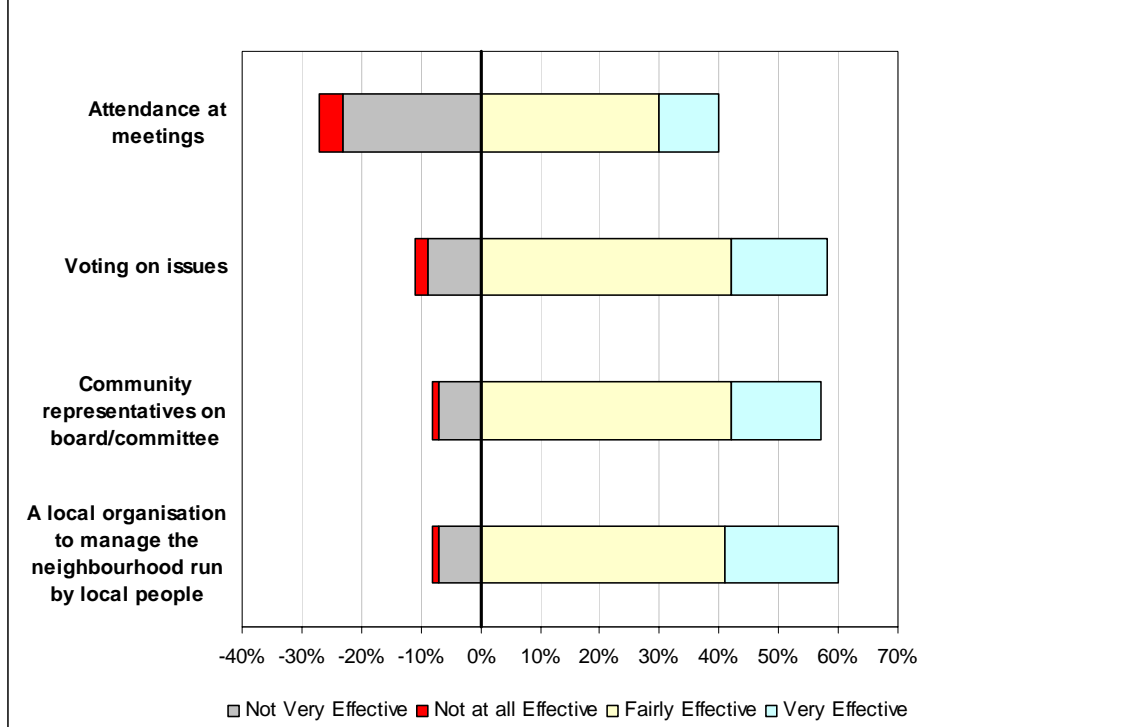
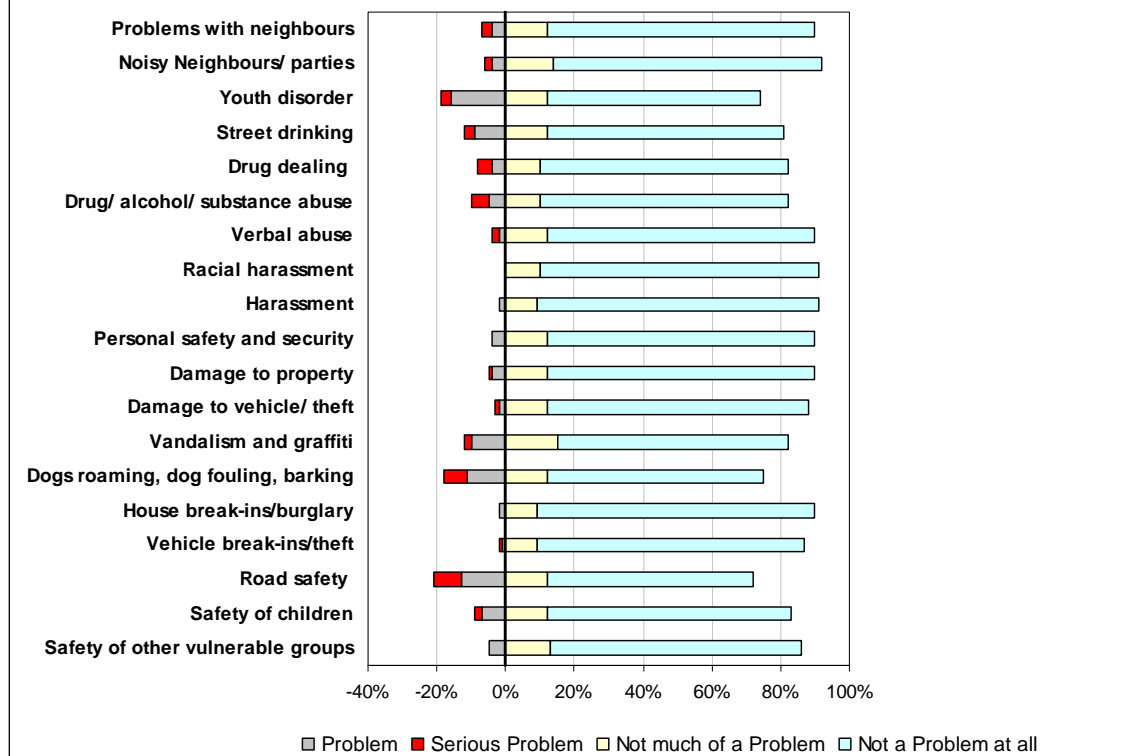


Figure 5.40 - Local community involvement - Ages 30 to 59/64



Age – Retirement age

Figure 5.41 - Security and community safety - Retirement age



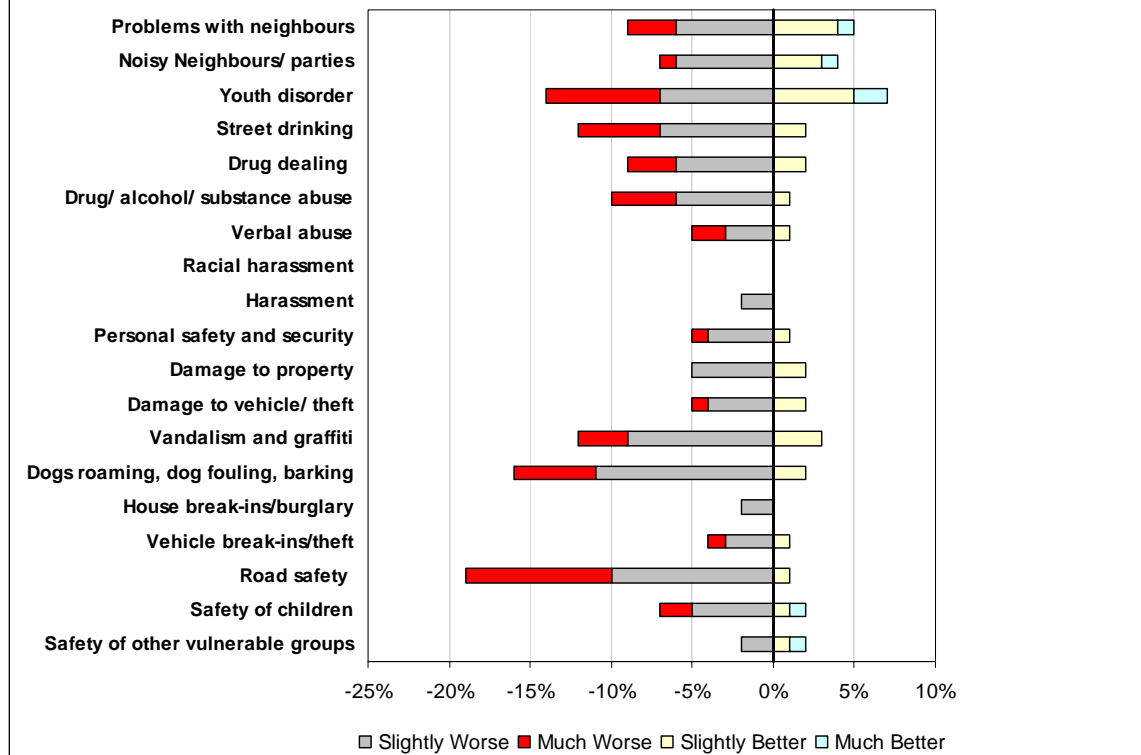
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	8	3%	10	4%	5	2%	30	12%	195	78%	1	0%
Noisy neighbours / parties	4	2%	9	4%	4	2%	36	14%	195	78%	1	0%
Youth disorder	8	3%	39	16%	13	5%	30	12%	155	62%	4	2%
Street drinking	7	3%	22	9%	16	6%	31	12%	171	69%	2	1%
Drug dealing	11	4%	9	4%	7	3%	24	10%	179	72%	19	8%
Drug/ alcohol/ substance abuse	12	5%	12	5%	5	2%	26	10%	179	72%	15	6%
Verbal abuse	4	2%	4	2%	11	4%	30	12%	195	78%	5	2%
Racial harassment	0	0%	1	0%	6	2%	24	10%	202	81%	16	6%
Harassment	0	0%	6	2%	7	3%	23	9%	204	82%	9	4%
Personal safety and security	1	0%	9	4%	13	5%	30	12%	193	78%	3	1%
Damage to property	2	1%	10	4%	11	4%	30	12%	193	78%	3	1%
Damage to vehicle/ theft	3	1%	6	2%	12	5%	29	12%	189	76%	10	4%
Vandalism and graffiti	6	2%	24	10%	11	4%	37	15%	168	67%	3	1%
Dogs roaming, dog fouling, barking	17	7%	28	11%	12	5%	30	12%	158	63%	4	2%
House break-ins/burglary	0	0%	5	2%	13	5%	22	9%	201	81%	8	3%
Vehicle break-ins/theft	2	1%	2	1%	14	6%	23	9%	195	78%	13	5%
Road safety	20	8%	33	13%	13	5%	31	12%	149	60%	3	1%
Safety of children	5	2%	17	7%	11	4%	29	12%	178	71%	9	4%
Safety of other vulnerable groups	1	0%	12	5%	10	4%	32	13%	182	73%	12	5%
Total	111		258		194		547		3,481		140	

Table 5.51 – Security and Community Safety – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	127	51%
1	41	16%
2	25	10%
3	23	9%
4	7	3%
5+	26	10%
	249	

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

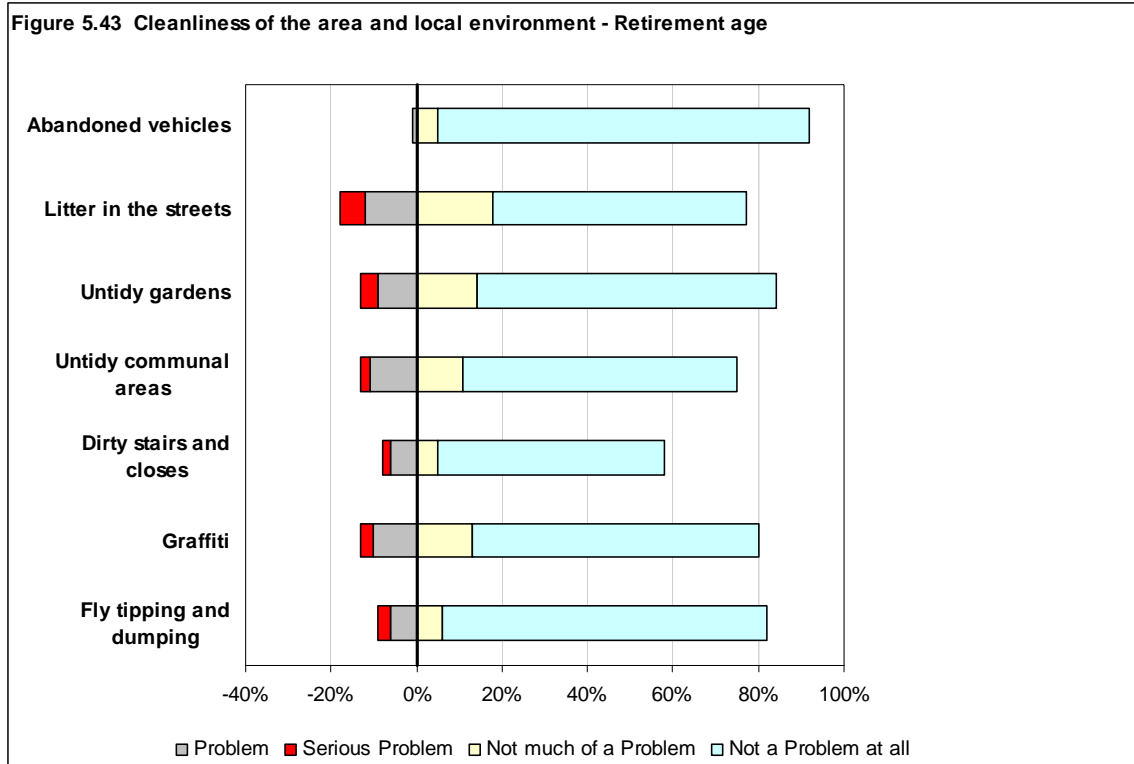


	Much Worse		Slightly Worse		Same		Slight Better		Much Better		Don't Know	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Problems with neighbours	8	3%	14	6%	215	86%	10	4%	2	1%	0	0%
Noisy neighbours / parties	3	1%	14	6%	220	88%	8	3%	3	1%	1	0%
Youth disorder	17	7%	17	7%	198	80%	12	5%	4	2%	1	0%
Street drinking	13	5%	18	7%	212	85%	6	2%	0	0%	0	0%
Drug dealing	8	3%	15	6%	221	89%	4	2%	1	0%	0	0%
Drug/ alcohol/ substance abuse	10	4%	16	6%	220	88%	2	1%	1	0%	0	0%
Verbal abuse	4	2%	7	3%	235	94%	3	1%	0	0%	0	0%
Racial harassment	1	0%	1	0%	246	99%	1	0%	0	0%	0	0%
Harassment	0	0%	4	2%	244	98%	1	0%	0	0%	0	0%
Personal safety and security	2	1%	9	4%	235	94%	3	1%	0	0%	0	0%
Damage to property	1	0%	12	5%	232	93%	4	2%	0	0%	0	0%
Damage to vehicle/ theft	2	1%	9	4%	234	94%	4	2%	0	0%	0	0%
Vandalism and graffiti	7	3%	22	9%	213	86%	7	3%	0	0%	0	0%
Dogs roaming, dog fouling, barking	12	5%	28	11%	205	82%	4	2%	0	0%	0	0%
House break-ins/burglary	0	0%	6	2%	242	97%	1	0%	0	0%	0	0%
Vehicle break-ins/theft	2	1%	8	3%	237	95%	2	1%	0	0%	0	0%
Road safety	23	9%	26	10%	196	79%	3	1%	1	0%	0	0%
Safety of children	4	2%	12	5%	229	92%	2	1%	2	1%	0	0%
Safety of other vulnerable groups	1	0%	5	2%	238	96%	2	1%	2	1%	1	0%
Total	118		243		4,272		79		16		3	

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

Number of concerns (Slightly or much worse)	Respondents	%
None	136	55%
1	35	14%
2	33	13%
3	11	4%
4	10	4%
5+	24	10%
	249	

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



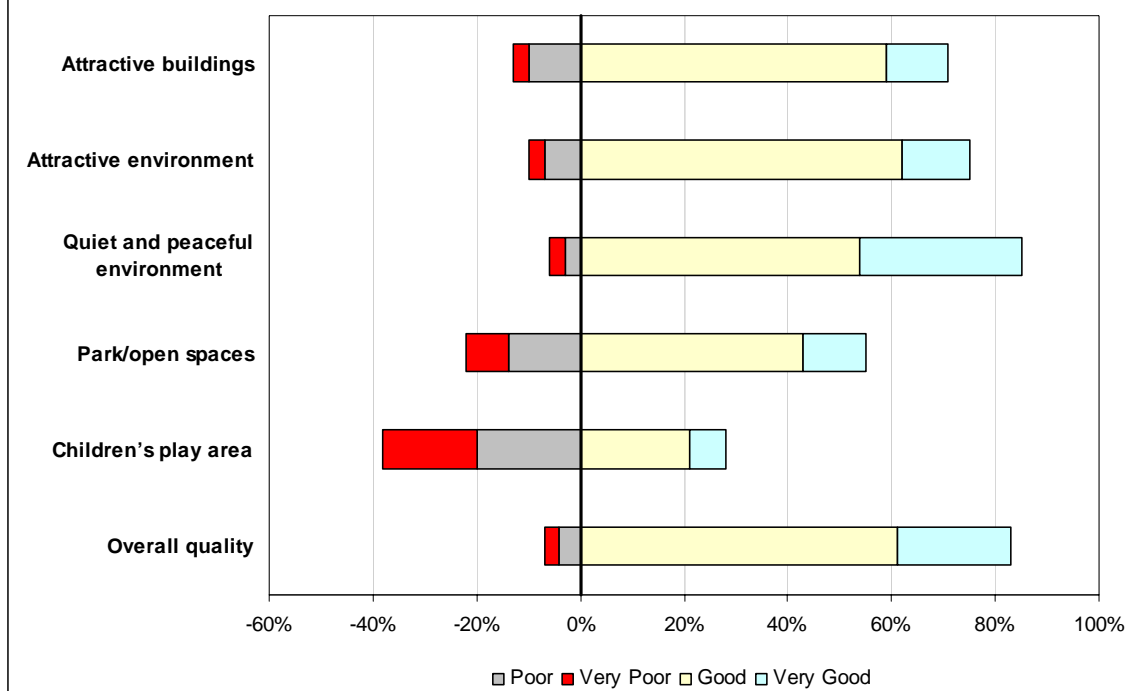
	Serious problem		Problem		Neutral		Not much of a problem		Not a problem at all		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Abandoned vehicles	1	0%	2	1%	3	1%	13	5%	216	87%	14	6%	0	0%
Litter in the streets	15	6%	30	12%	12	5%	44	18%	148	59%	0	0%	0	0%
Untidy gardens	9	4%	22	9%	8	3%	36	14%	174	70%	0	0%	0	0%
Untidy communal areas	6	2%	27	11%	8	3%	28	11%	160	64%	1	0%	19	8%
Dirty stairs and closes	4	2%	16	6%	5	2%	12	5%	133	53%	11	4%	68	27%
Graffiti	8	3%	24	10%	11	4%	33	13%	167	67%	1	0%	5	2%
Fly tipping and dumping	8	3%	15	6%	5	2%	16	6%	190	76%	14	6%	1	0%
Total	51		136		52		182		1,188		41		93	

Table 5.55 – Issues in the local area – Retirement Age

Number of concerns (Serious problem or problem)	Respondents	%
None	170	68%
1	37	15%
2	13	5%
3	8	3%
4	10	4%
5+	11	4%
	249	

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

Figure 5.44 - Quality of neighbourhood - Retirement age



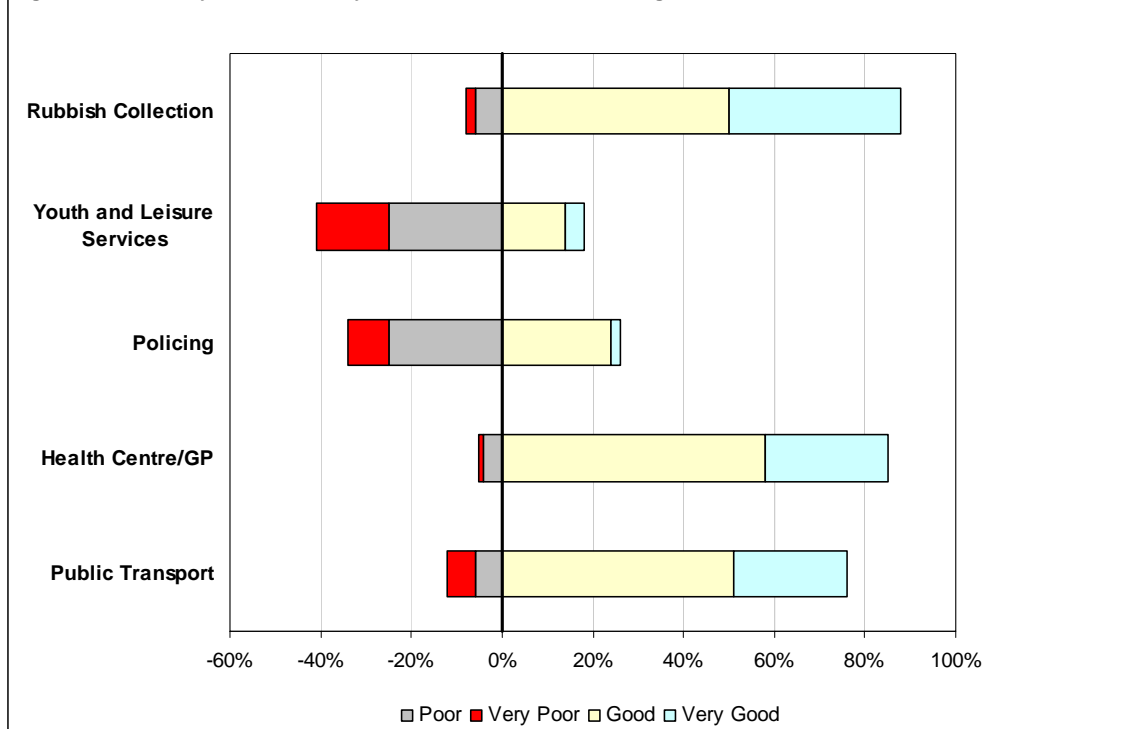
	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Attractive buildings	7	3%	24	10%	39	16%	146	59%	29	12%	4	2%	0	0%
Attractive environment	8	3%	18	7%	33	13%	155	62%	33	13%	2	1%	0	0%
Quiet and peaceful environment	8	3%	8	3%	22	9%	134	54%	76	31%	1	0%	0	0%
Park/open spaces	20	8%	36	14%	46	18%	107	43%	31	12%	6	2%	3	1%
Children's play area	44	18%	50	20%	33	13%	52	21%	17	7%	46	18%	7	3%
Overall quality	7	3%	10	4%	22	9%	152	61%	55	22%	3	1%	0	0%
Total	94		146		195		746		241		62		10	

Table 5.57 – Quality of your neighbourhood – Retirement Age

Number of concerns (Very poor or poor)	Respondents	%
None	133	53%
1	47	19%
2	47	19%
3	5	2%
4	6	2%
5+	11	4%
	249	

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

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



	Very poor		Poor		Neutral		Good		Very good		Don't know		Not applicable	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Rubbish Collection	6	2%	14	6%	11	4%	124	50%	94	38%	0	0%	0	0%
Youth and Leisure Services	39	16%	62	25%	21	8%	36	14%	9	4%	70	28%	12	5%
Policing	22	9%	62	25%	58	23%	60	24%	4	2%	41	16%	2	1%
Health Centre/GP	2	1%	11	4%	10	4%	145	58%	68	27%	10	4%	3	1%
Public Transport	14	6%	15	6%	10	4%	127	51%	62	25%	14	6%	7	3%
Total	83		164		110		492		237		135		24	

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

Number of concerns (Very poor or poor)	Respondents	%
None	95	38%
1	82	33%
2	54	22%
3	15	6%
4	3	1%
5+	0	0%
	249	

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

Figure 5.46 - Resident of retirement age - by neighbourhood

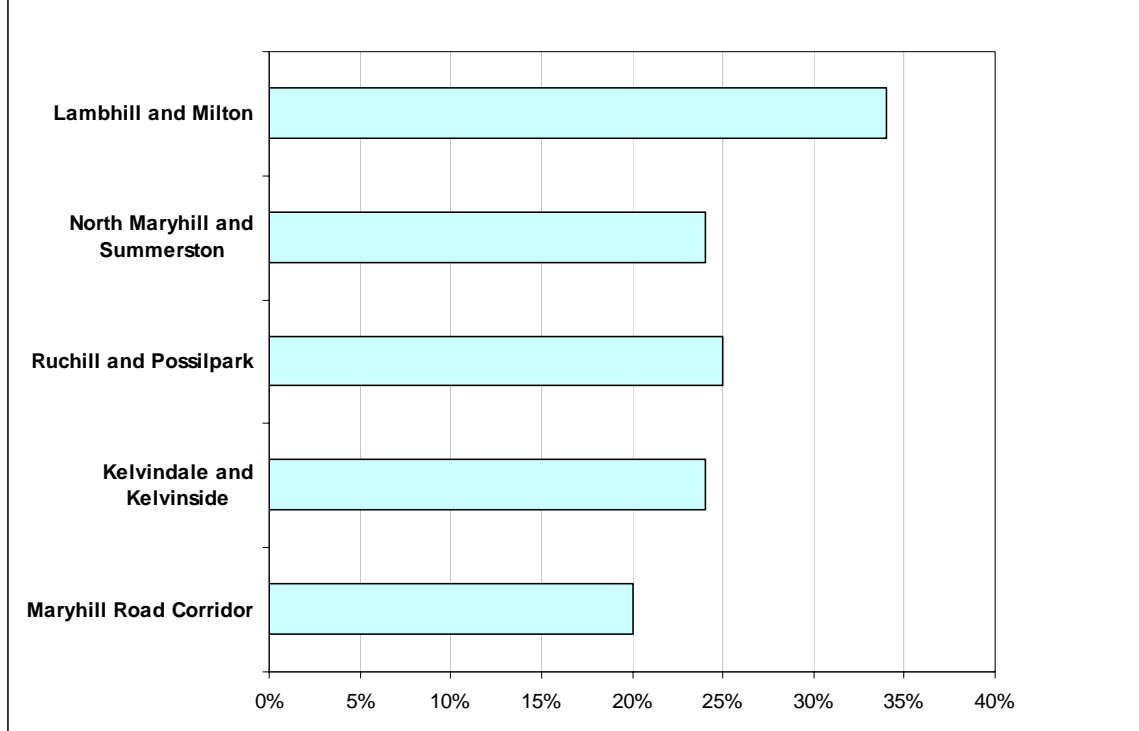


Figure 5.47 - Information about the neighbourhood and management of the neighbourhood - Retirement age

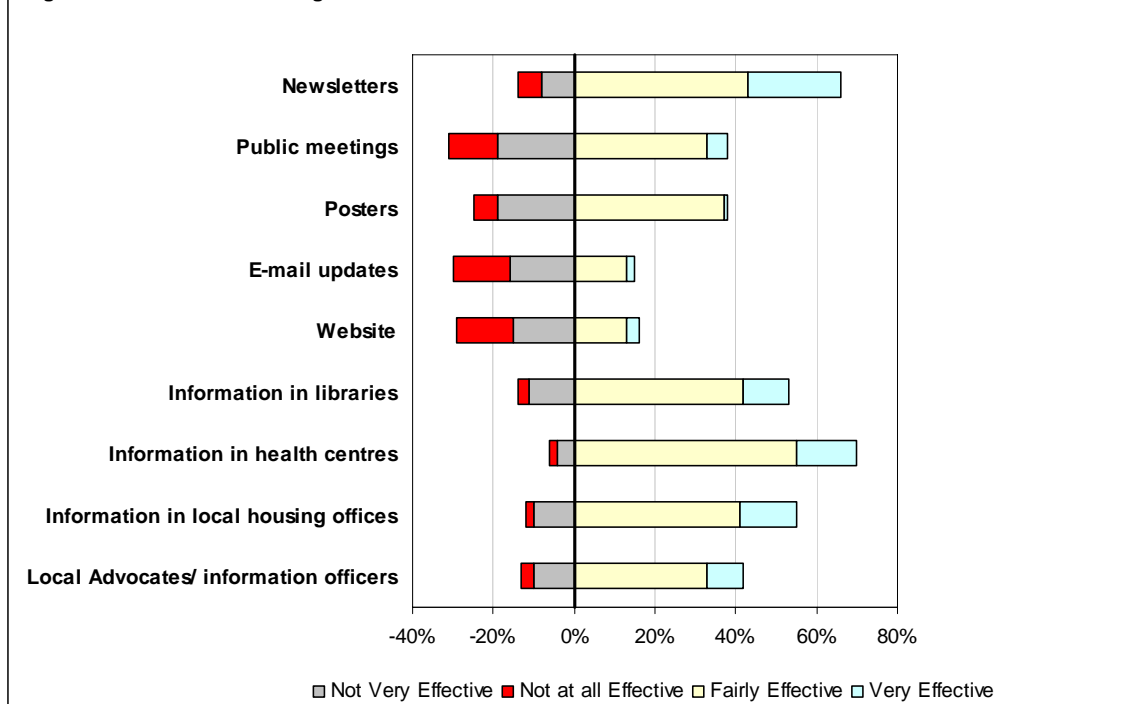
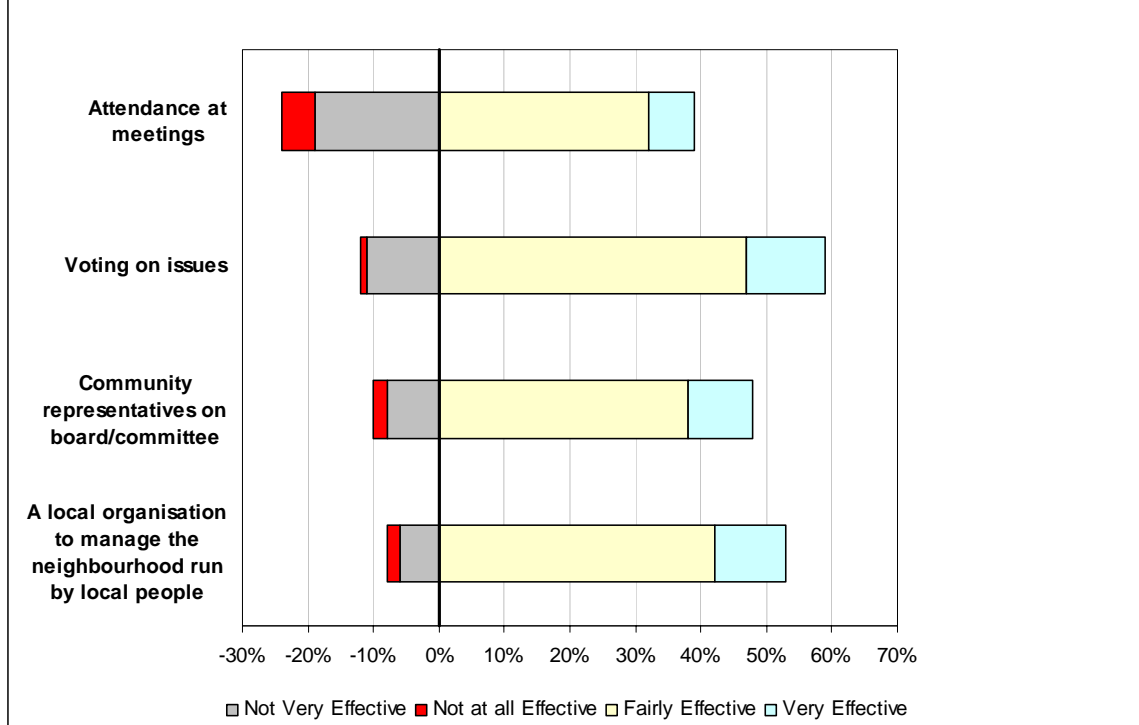


Figure 5.48 - Local community involvement - Retirement age



Appendix 1

Residents' Survey Questionnaire

Security and Community Safety

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

ROUTE

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

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

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

ROUTE

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

Q3

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

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

ROUTE

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

Q4

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

ROUTE

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

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

ROUTE

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

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

Cleansing and Environment

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

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

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

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

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

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

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

ROUTE

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

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

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

ROUTE

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

Q12

Q12 How often do you use public transport?

ROUTE

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

Q13

Q13 SHOWCARD 7. Have you ever 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	7	GO TO Q31

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

Q31	Is your accommodation..	ROUTE
		(160) (161)
	Rented – Private landlord	0 1
	Rented – Housing Association	0 2
	Rented – not sure who is the landlord	0 3
	Owned by you or someone who lives in it	0 4
	Don't know	0 5
	Other (please specify)	
		Q32

Involving Local People

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

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

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

ROUTE

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

Q34

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

ROUTE

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

Q35

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

ROUTE

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

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

Would you willing to be consulted?

IF YES, COMPLETE CONSENT FORM ON NEXT PAGE

	(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