

**Glasgow City Council
Household Survey
Final Report
November 2008
IK20392**

Prepared For:



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Executive Summary

This is the third wave of research conducted by **mruk**, continuing the Council's twice-yearly tracking study to investigate public attitudes towards the Council and satisfaction with a range of services.

Council Services

Overall, the majority of residents were satisfied with Council Services and Parks and Libraries remained the services that are used most often. Indeed, overall satisfaction levels have increased since the last wave in addition to the satisfaction scores of individual services, particularly Primary and Secondary Schools. Usage of Council Services is higher in the areas within a two mile radius of where the Commonwealth Games Village will be situated, particularly Parks, and Libraries.

Community Engagement / Citizenship

Very few Glasgow residents believe they can influence local service delivery, although there appears to be some agreement that not all local service delivery decisions should be left to the professionals. Conversely however, individual residents did not want to influence the process although participation in community groups is also low. Overall - residents do not feel involved in their own community.

Anti-Social Behaviour

The majority of residents have been affected by anti-social behaviour with the main misdemeanours being youth disorder, street drinking, and dogs roaming, fouling or barking – but the majority do not believe the problems are getting any worse. However, it should be recognised that individual communities will have different experiences and this is highlighted in the areas close to the planned Commonwealth Games Village. Different problems are highlighted and there is a belief that problems in this area are worsening. Overall more police on the street is the main suggestion for dealing with anti-social behaviour, as is becoming worse increasing the level of leisure facilities, and providing more training / employment opportunities for those assumed to be responsible for anti-social behaviour.

CCTV

Only a minority believe CCTV cameras to be effective in either tackling crime or anti-social behaviour, and most do not believe it has been effective in reducing their fear of such activities. In spite of this the vast majority do support the introduction of new or additional cameras in their area apart from those living within one mile of the planned Commonwealth Games Village.

City Centre

Of those who have visited Glasgow city centre after 10pm, over 40% have either seen, or been involved in, an incident, and believe that Glasgow city centre streets are not safe after 10pm. More police tended to be the answer to counter this. The introduction of the Nite Zone Initiative has had mixed results. There is low awareness of the Initiative, but there is a belief amongst those that are aware that it has helped to make the city centre safer after 10pm at weekends.

Clean Glasgow Campaign

The majority of residents were aware of the clean Glasgow Campaign and 80% of these residents believe the campaign has encouraged them to keep Glasgow clean. Overall, the various problems affecting cleanliness are felt to be improving, particularly in the city centre. However, dog fouling and littering are still continuing to be seen as problem areas.

Land and the Environment

Over 90% of residents have their paper, plastic bottles and cans collected by the Council however around a quarter of Glasgow residents still do not recycle their waste, those that do - do so regularly. With the exception of glass recycling, residents are unlikely to use civic amenity sites or other local recycling facilities.

Volunteering

Only 11% had given up their time to help others on a voluntary basis in the last 12 months. Volunteers benefited particularly from personal development but other useful benefits included transferable skills, better understanding of health, and environment and community safety. Those who do not volunteer countered that they either did not have the time, nor interest and 10% had never considered it because they had never been asked.

Child Protection

If there was a concern that a child may be being treated badly at home, the majority of residents would contact either the Police or Social Work Services.

Commonwealth Games 2014

Residents believe the Games will have a positive affect on them, their families, their local area, and Glasgow in general. Those living closest to the planned Commonwealth Games Village are less likely to believe there will be a positive impact on themselves and their families however. For Glasgow to benefit as much as possible from the Games the priorities, according to residents, should be to improve the image of Glasgow, and provide access to employment opportunities associated with the Games.

1. Introduction

This report summarises the results of Glasgow City Council's Household Survey, Wave 2 2008 conducted by **mruk** research, continuing the Council's twice-yearly tracking study to investigate public attitudes towards the Council and satisfaction with a range of services. The latest wave of this project included the following main topic areas:

- Usage and Satisfaction with Council Services
- Community Engagement / Citizenship
- Anti-Social Behaviour
- CCTV
- Visiting the City Centre
- Clean Glasgow Campaign
- Land and the Environment
- Volunteering
- Child Protection
- Commonwealth Games

All interviewing was carried out face-to-face in-home, using Computer Aided Personal Interviewing (CAPI) machines, by Interviewer Quality Control Standard accredited interviewers (IQCS). A full annotated questionnaire is attached as an Appendix to this report.

2. Methodology

As with previous waves, an in-home face-to-face interviewing approach was considered the most appropriate for conducting this survey, for the following reasons:

- Permits the use of longer questionnaires than telephone or in-street surveys;
- Allows quota-controlled sampling within pre-selected geographical areas e.g. community planning areas;
- Allows interviewers to call-back at a time more suitable to respondents, thereby maximising their opportunity to participate in the research;
- Allows provision to be made for respondents who do not speak English as their first language.

In total, 1002 interviews were conducted in accordance with a set of pre-determined quota controls that reflected the demographic and economic characteristics of the target population of each area, as derived from available demographic data and discussions with the Council.

The sample was drawn to provide a representative cross-section of Glasgow's population, with 10 interviews carried out at each of 101 sample points. Each point was a Census Output Area comprising 70-100 addresses. Interviewers selected households at random within each list and then chose respondents using the next birthday rule when more than one was available within the required quota structure. Final data were then weighted by age/gender in accordance with the 2001 census.

In addition, a further 200 interviews were conducted with residents from the East End of Glasgow. The results and charts in this report refer to the 1,002 "representative" interviews, with additional commentary for the East End booster sample where appropriate. The booster sample has been analysed by examining the views of residents within a one and two mile radius of the planned Commonwealth Games Village. This enables a comparison of opinions and attitudes of those closest to the Village against other Glasgow residents.

All interviewing was carried out face to face in-home, using CAPI (Computer Aided Personal Interviewing) machines, by IQCS-accredited interviewers.

In order to achieve the desired number of interviews of each quota the following steps were taken:

- Interviewing was undertaken between the hours of 10.00am and 8.00pm on weekdays and weekends in order to maximise response from a cross-section of residents;
- Interviewers made an initial call and up to three call backs if this was necessary. Call backs were undertaken at different times during weekdays and weekends to maximise responses;

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- Calling cards which include **mruk's** freephone telephone number were left after each visit.

3. Usage and Satisfaction with Council Services

3.1 Introduction

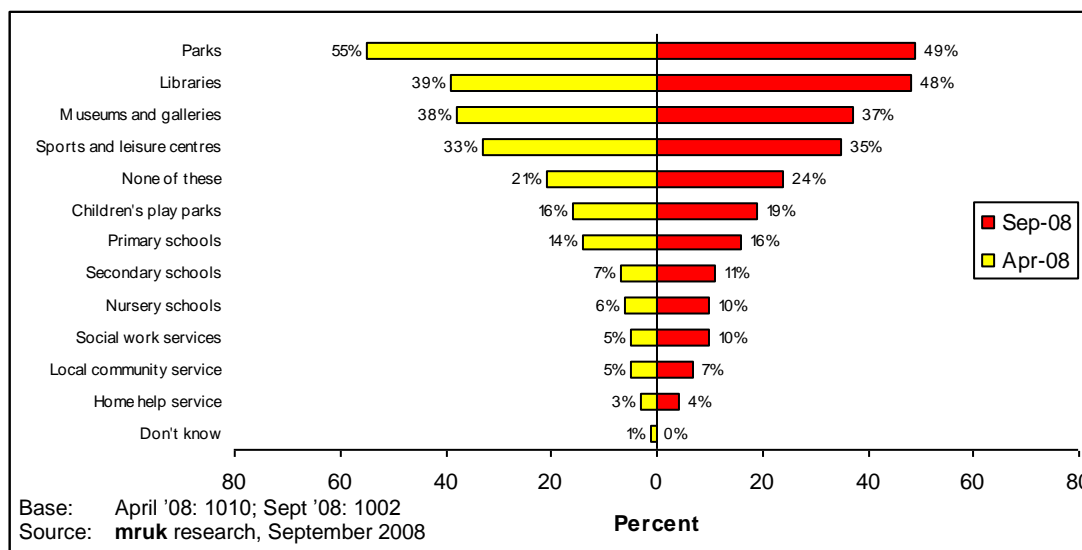
This section concerns residents' usage of and satisfaction with, a variety of services provided by Glasgow City Council. In general, the numbers using each service was consistent with the previous survey, and residents were positive about the quality of services provided by the Council. Satisfaction levels of all services were higher than in the previous survey with the largest increased in satisfaction shown for Primary Schools.

3.2 Usage of Council Services

The two most widely used Council Services are Parks and Libraries with 49% and 48% of residents using these facilities respectively. These services also had the highest usage in the last survey but the usage of Parks has fallen slightly from 55% whereas there has been an increase in Library usage from 39%.

Over one third use Museums and Galleries (37%), and Sport And Leisure Centres (35%). Other services are used less by residents but this reflects the specific target audience for these services such as Nursery, Primary and Secondary Schools.

Figure 3.1: Which of these services provided by Glasgow City Council, if any, have you or any other household members used in the last year or so?



Interestingly, residents that live close to the proposed Commonwealth Games Village site are using the services more than other residents. More than two thirds of those within one (72%) and two (68%) miles use Parks compared with 44% outside of this radius. Usage of Libraries also see a sharp increase within this radius as 69% and 61% within 1 and 2 miles respectively use Libraries compared with 44% overall. Other services showing a similar pattern include Museums And Galleries, Sports And Leisure Centres and Social Work Services. Only around one in ten residents within the two mile radius have not used any of these services compared with around one in four residents overall.

Table 3.1: Usage of Council services in relation to residents proximity to planned Commonwealth Games Village

	Within 1 mile %	Within 2 miles %	More than 2 miles %
Parks	72	68	44
Libraries	69	61	44
Sports and Leisure centres	49	41	34
Museums and galleries	45	44	35
Social work services	19	14	9
Secondary schools	12	9	11
Children's play parks	11	20	18
Primary schools	11	16	17
Local community centres	7	10	6
Nursery schools	4	9	10
Home Help service	4	5	3
None of these	9	12	27
Don't know	-	-	-

Base: Within 1 mile: 65; Within 2 miles: 199; More than 2 miles: 804
 Source: **mruk** research, September 2008

3.3 Satisfaction with Council Services

High levels of satisfaction were recorded for most services, particularly Nursery Schools (95%), museums/ galleries (92%), and libraries (91%). In addition, Secondary Schools, Sports / Leisure Centres, Primary Schools, Home Help Service and Parks were also highly rated. The greatest level of dissatisfaction was with road maintenance (32%) but this is still an improvement from the previous wave.

Table 3.2: Satisfaction with the quality of each in your local area

	Very Satisfied %	Fairly Satisfied %	Neither / nor %	Fairly Dissatisfied %	Very Dissatisfied %	Don't know %
Museums And Galleries (373)	60	32	4	1	*	3
Secondary Schools (109)	33	56	4	3	2	3
Primary Schools (165)	41	48	6	1	1	2
Libraries (479)	38	53	3	3	*	3
Home Help Service (35)	46	40	6	6	0	6
Sports And Leisure Centres (334)	31	58	4	3	*	2
Social Work Services (99)	27	41	8	7	4	11
Local Community Centres (70)	31	37	11	3	0	17
Refuse Collection (1002)	13	60	9	8	4	6
Parks (487)	31	54	5	5	2	2
Street Lighting (1002)	12	65	11	4	2	6
Nursery Schools (101)	51	44	0	4	1	1
Road Maintenance	4	38	17	24	8	10
Children's Play Parks (187)	19	47	9	12	6	7
Street Cleaning (1002)	9	54	15	12	4	8
Pavement Maintenance (1002)	5	47	17	18	5	7

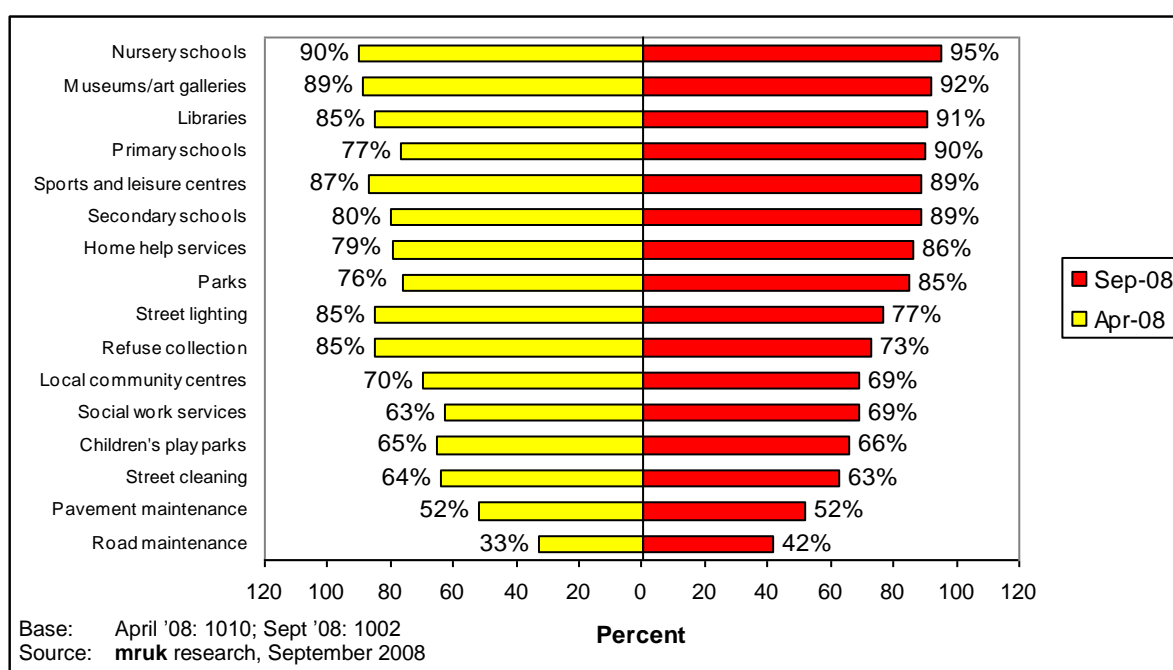
* = Less than 1%
 Base: 1002
 Source: mruk research, September 2008

When comparing the results with the previous wave there has been an improvement in the satisfaction levels of all services with the exception of refuse collection, street cleaning, local community centres and pavement maintenance. The largest improvement is seen in schools. Previously only 77% were either very or fairly satisfied with Primary Schools, but this is now 90%, and the satisfaction with Secondary schools has increased from 80% to 89%.

Other areas that have shown a strong improvement include Libraries, Road Maintenance, and the Home Help Service.

The service that has shown the largest decline is Refuse Collection. Satisfaction levels have dropped from 84% to just 73%.

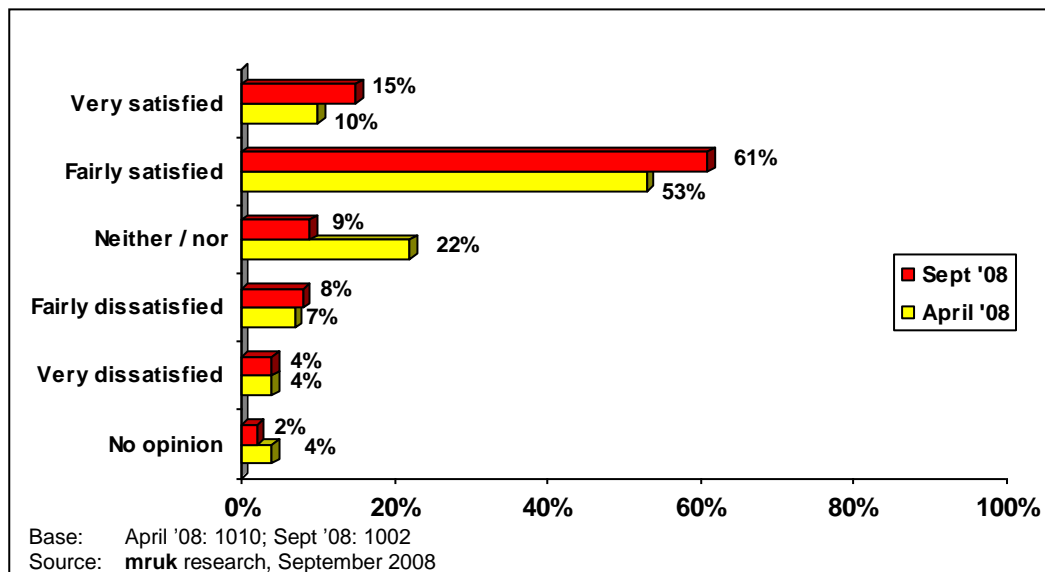
Figure 3.2: Satisfaction with the quality of services in your local area (very/fairly satisfied combined)



When asked “How satisfied would you say you are with the services provided by Glasgow City Council?” 76% were very satisfied or fairly satisfied. Both of these figures represent an increase compared with the satisfaction figures from the previous survey where only 63% were either very or fairly satisfied.

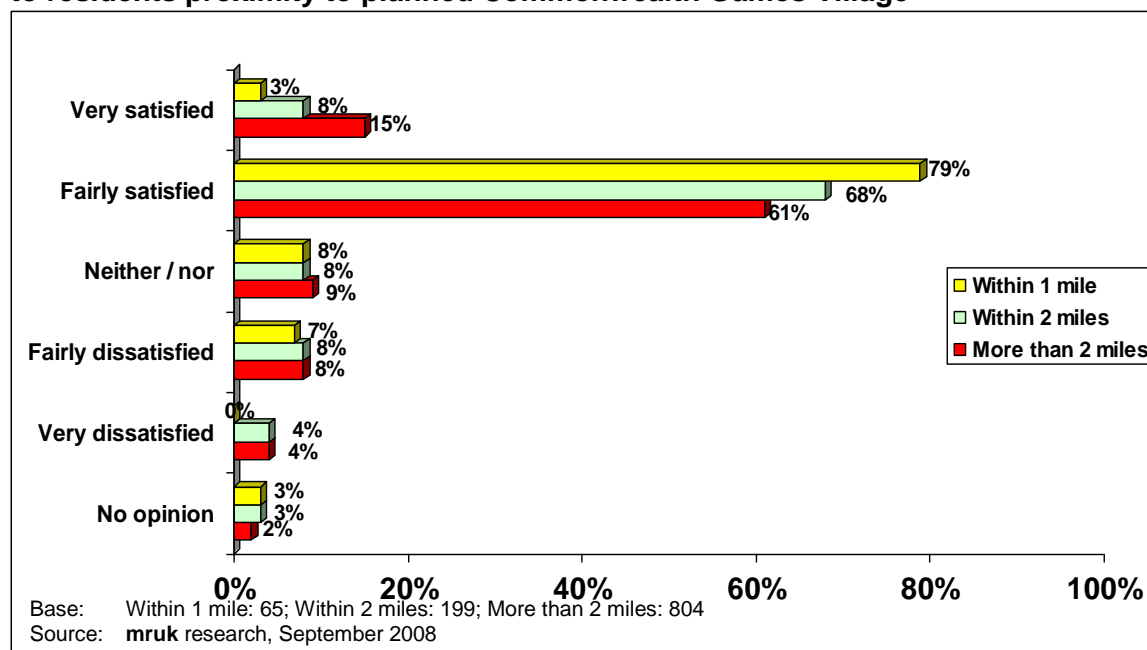
In general, each age group was satisfied with the services with between 67% and 86% being either very or fairly satisfied.

Figure 3.3: Satisfaction with services provided by Glasgow City Council



The level of satisfaction in the areas within close proximity to where the Commonwealth Games Village will be built is also strong; however the strength of satisfaction is not as strong. Only 3% and 8% of residents within one and two miles of this area respectively are very satisfied.

Figure 3.4: Satisfaction with services provided by Glasgow City Council in relation to residents proximity to planned Commonwealth Games Village



3.4 Summary

Parks and Libraries remain as the Council Services that are used most, but the usage of Parks has fallen whilst more residents are using Libraries. The usage of Council Services is higher in the areas within a two mile radius of where the Commonwealth Games Village will be situated, particularly Parks, and Libraries. The majority of residents were satisfied with Council Services, with only 12% dissatisfied overall. Satisfaction has increased since last wave for the majority of services, particularly for Primary and Secondary Schools.

4. Community Engagement / Citizenship

4.1 Introduction

Within this Section we examine how involved residents feel with regard to decision making in their local community; if they believe they are able to influence this process; and how involved they feel. The majority felt they had little influence in local service delivery and there was little indication that they wanted to become more involved in their community.

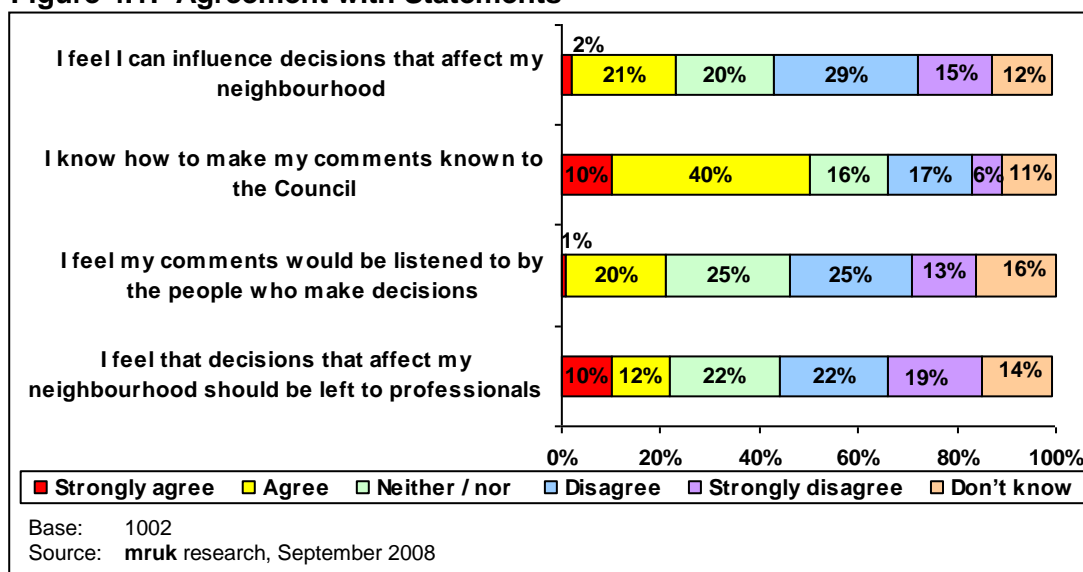
4.2 Influencing Decisions

Statements about decision making in local communities and the influence residents have in this process were read out to residents, and they were then asked how strongly they either agreed or disagreed.

Almost half (49%) thought that they *'know how to make my comments to the Council'*, but only 21% believe *'their comments would be listened to by the people who make decisions'*. It is unsurprising therefore that only 24% agreed with the statement *'I feel I can influence decisions that affect my neighbourhood'*.

Conversely, however, many residents appear to believe that they should have more influence. Only 22% agreed with the statement *'decisions that affect my neighbourhood should be left to the professionals'*.

Figure 4.1: Agreement with Statements



Residents who live within one and two miles of where the Commonwealth Games Village will be established also perceive they have little influence over decisions affecting their neighbourhood; have mixed knowledge about how to make comments to the Council; and do not believe their comments would be listened to by decision makers. The major difference however, is that 61% of residents within one mile, and 40% within two miles believe decisions affecting their neighbourhood should be left to the professionals. This compares to only 18% of residents in the rest of Glasgow. Residents within these areas do not believe they have much influence over decisions but in general they still appear happy with their limited role.

4.3 Influencing Service Delivery

When prompted with a list of Council Services nearly half (48%) of residents felt they had no influence on how they were delivered.

Table 4.1: Which of the following services do you think you can influence (in terms of how they deliver services to your local community?)

	%		%
Street Cleaning/Refuse Collection Etc.)	7	Community & Safety Services	3
Police	6	Local Job Agencies	2
Nhs Hospital Services	6	Train Services	2
Bus Services	6	Fire And Rescue Services	2
GP Or Other Community Health Services	5	Culture, Leisure And Sporting Facilities	2
Community Based Housing Association	3	Planning Services	2
Glasgow Housing Association	4	Social Care Services	2
Local Housing Organisation	4	Subway	1
School Or Pre-School Education Services	4	None	48
Roads	3	Don't Know	27
Further Education (I.E. Colleges / Universities)	2	Other	-
Community Based Learning Services	2		
Base: 1002			
Source: mruk research, September 2008			

Although only 22% of residents agreed with the statement that '*decisions that affect my neighbourhood should be left to the professionals*', few want to actively influence service delivery. From the list of services shown to them, 35% did not show any interest over influencing how they were delivered and 22% said '*don't know*'.

Marginal interest was shown for Police (13%), Street Cleaning / Refuse Collection (13%) and NHS Hospital Service (11%).

The higher socio-economic groupings (AB) appeared to want more influence over the delivery of local services, in particular NHS Hospital Services (27%), Street Cleaning / Refuse Collection (25%), Roads (23%), and Planning Services (19%). Only around one third (36%) of DEs wanted more influence compared with 64% of ABs.

Few residents who live close to where the Commonwealth Games Village will be situated believe they can influence service delivery but many would like to, particularly those who live within a one mile radius. These residents want influence over the Police (34%), NHS Hospital Services (31%) and Local Job Agencies (31%).

Table 4.2: And which of these would you like to have more influence over (in terms of the way they are delivered to your local community?)

	Overall %	Within one mile %	Within 2 miles %
Police	11	34	22
Street Cleaning/Refuse Collection Etc.)	12	19	16
NHS Hospital Services	9	31	17
Roads	10	15	11
Bus Services	10	17	10
Glasgow Housing Association	7	21	15
GP Or Other Community Health Services	7	12	9
School Or Pre-School Education Services	7	9	7
Planning Services	6	17	10
Local Housing Organisation	7	20	11
Culture, Leisure And Sporting Facilities	7	12	10
Local Job Agencies	6	31	12
Train Services	6	12	6
Social Care Services	6	25	12
Community & Safety Services	5	9	7
Further Education (I.E. Colleges/Universities)	4	9	5
Community Based Learning Services	4	11	8
Community Based Housing Association	4	9	7
Fire And Rescue Services	3	9	5
Subway	3	9	4
None	35	23	31
Don't Know	22	8	18
Other	*	*	*

Base: 1002

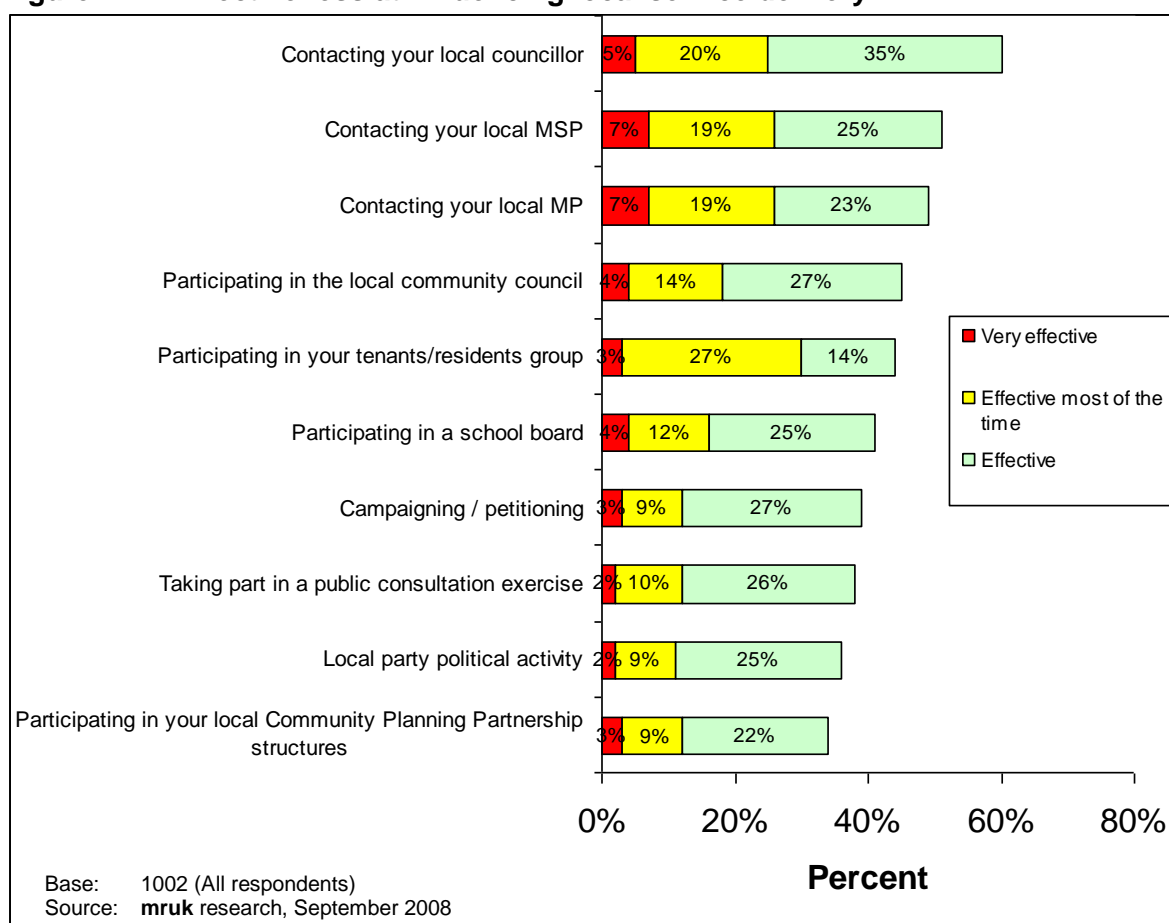
Source: **Mruk** Research, September 2008

Contacting local politicians (Councillor (60%), MSP (51%) and MP (49%)) are perceived as the most effective way of influencing local service delivery. Many more residents living within one mile of the planned Commonwealth Games Village believe contacting local politicians (Councillor (81%), MSP (76%) and MP (76%)) is an effective method of influencing how service are delivered locally.

Just below a half of residents believe Participating In Their Local Community Council to be effective.

However, the large number of 'Don't Knows' is an indicator that a large number of residents have not used any of these methods in an attempt to influence service delivery. A similar number of males and females replied 'Don't Know', but they tended to be older. This was particularly the case for participating in a School Board (32% younger and 53% older), Contacting Your Local MSP (16% younger and 30% older) and Participating In The Local Planning Council (32% younger and 40% older).

Figure 4.2: Effectiveness at influencing local service delivery



4.4 Level of Involvement with Local Groups and Committees

Awareness of Local Groups and Communities was low. Residents were most aware of a Tenant / Resident Group and a Church Group / Charity with 18% and 17% stating that these operated in their area respectively. A further 11% were aware of a Community Council covering their area, but the majority either thought no such Groups/Committees operated in their area (24%) or they did not know (33%).

Those who replied that they were not aware or did not know of these Groups/Committees operating within their local area were still asked about their involvement in these types of Groups/Committees as it was acknowledged that they may travel to access them. However, residents that were not aware of the Groups/Committees in their local area were not involved in these Groups/Committees at all. The figures below therefore only refer to those residents who were aware, or did not know, of these Groups/Committees operating in their local area.

Amongst these residents, 62% were not involved in any of these groups [based in either their local area or wider area] in the last 12 months and an additional 21% did not know. The group that residents were most likely to be involved with was a Church Group / Charity but the level of involvement was only at 8%.

These findings were also consistent when looking at the residents who live in a two mile radius of the planned Commonwealth Games Village. There was a low awareness of local groups/committees and a low level of involvement.

	Operating in area %	Involved with organisation %
Tenants/Residents Group	18	4
Church group / charity	17	8
Local Housing Organisation / Community based Housing association	11	2
Community Council	11	2
Neighbourhood Watch	9	2
Youth group / youth organisation	8	2
Area Committees	3	*
Crime Prevention Panel	2	*
Community Reference Group or Forum	1	1
Public Participation Forums	1	*
Key Individual Networks	1	0
None of these	24	62
Don't know	33	21
* = Less than 1%		
Base: Operating in area: 1002; involved with organisation: 764 (total sample excluding those who said none of these groups were operating in their area)		
Source: mruk research, September 2008		

The 62% of residents that stated they had no involvement in these group/committees explain their reasons for not getting involved. The main reasons are due to residents just not being interested / wanting to become involved (48%), and a lack of time (44%). No other reason was mentioned by 10% or more residents.

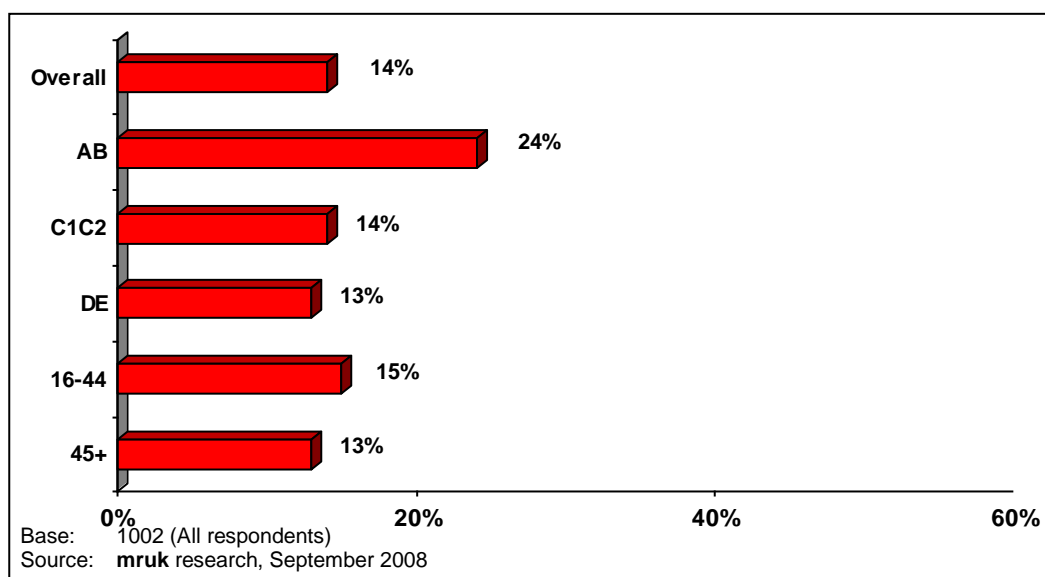
Table 4.4: Why are you not involved with local community groups?	
	%
No personal interest / don't want to	48
Don't have the time	44
It's a waste of time because my views won't be acted upon	7
No need for involvement – I am happy with the job they do	6
I don't know what's going on – e.g. where and when meetings take place	5
They are dominated by small groups of activists	3
I don't understand how they work or operate	3
Too much jargon involved in these groups	3
I don't like formal group structures	2
A lack of childcare facilities	1
Meeting times don't suit	1
None of these	5
Don't know	3
Other	2
Base: 474 (Those who were aware of local community groups in their area)	
Source: mruk research, September 2008	

4.5 Feeling Involved in the Community

Considering that residents generally do not believe they can influence service delivery and their low level of involvement in community groups it is unsurprising that 85% do not feel involved in their local community. This is again consistent in the areas close to the planned Commonwealth Games Village.

AB residents are more likely to feel involved than any other grouping (24%).

Figure 4.3: Overall, how involved do you feel in your local community?

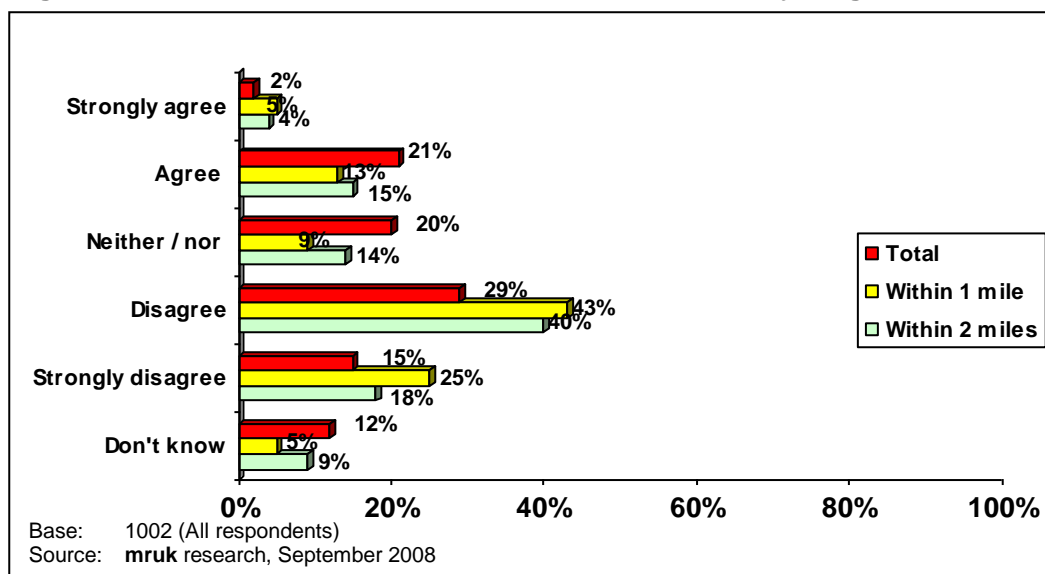


4.6 Communication about Issues affecting Local Communities

By far the most popular method – across all age groups and SEG categories - of receiving communications regarding local issues was through Local Newsletters Or Magazines (72%) with a further 22% stating Local Press was the best medium.

The only key differences between the areas close to the planned Commonwealth Games Village and the rest of Glasgow is that residents close to this site would prefer to see information in public places. Almost half (49%) of residents within one mile of the planned Commonwealth Games Village would like to see Posters In Shop Windows Or Other Prominent Public Places, and 24% would like to see Information In A Community Centre, Library, Housing Office, Leisure Or Sports Facility. For residents within two miles of this site these figures drop to 31% and 16% respectively; but this is still higher compared with the findings for the rest of Glasgow.

Figure 4.4: I feel I can influence decisions that affect my neighbourhood



4.7 Summary

There is a general belief that decisions should not be left to the professionals, however individuals are still unlikely to want to assist in influencing the decision-making process and there is a belief that they can do little to influence Council Services delivery, with only 21% believing that their comments would be taken on board. Participation in community groups is also low. The lack of perceived influence and limited participation is compounded by residents not feeling involved in their own community.

5. Anti-Social Behaviour

5.1 Introduction

Residents were asked a series of questions about anti-social behaviour in their area; their perceptions and experience and who they believe were the main culprits.

Over half of Glasgow residents felt they had been affected by anti-social behaviour, although the problem was to be neither getting better or worse. Unsurprisingly 13-17 year olds were seen to be responsible and increasing police numbers on the street was thought to be the way to tackle the problem of anti-social behaviour.

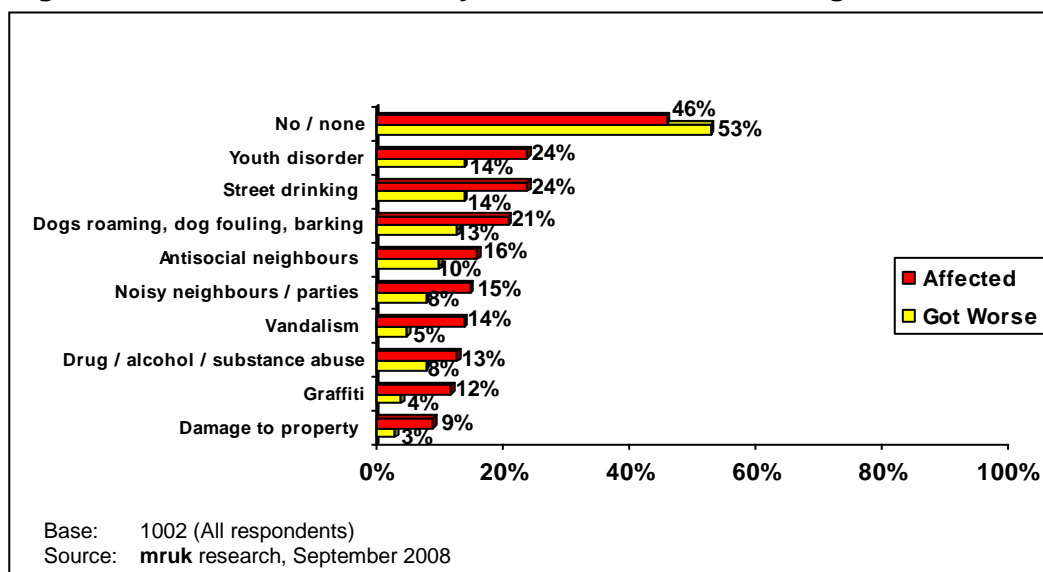
5.2 Experience of Anti-Social Behaviour

Over half of households (54%) had been affected by anti-social behaviour, with Youth Disorder (24%), Street Drinking (24%), and Dogs Roaming / Dog Fouling / Barking (21%) being the most likely cause.

Encouragingly, more than half of residents (53%) do not believe any of these activities has got worse over the last two years. However, a minority think that Youth Disorder (14%), Street Drinking (14%), Dogs Roaming, Dog Fouling or Barking (13%), and Anti-Social Neighbours (10%) have worsened.

Around half of those aged 35-44 (49%) perceive at least one problem associated with anti-social behaviour to be worsening. This compares to just over one third (37%) of 16-34 year olds (37%) and 60+ year olds (35%) who believe a problem is getting worse.

Figure 5.1: Residents Affected by ASB and Areas Becoming Worse



Residents within one mile of the planned Commonwealth Games Village are more affected by Drug / Alcohol / Substance Abuse (20%) and Dogs Roaming / Fouling / Barking (30%) than other residents. They also perceive issues associated with anti-social behaviour to be getting worse contrary to Glasgow as a whole. Only 24% believe the problems have not been worsening compared to 55% of residents in the rest of the City. In particular, Dogs Roaming, Fouling, Barking (34%) and Street Drinking (24%) are perceived to be a bigger problem now than before by those within the one mile radius. Around one fifth of residents within a two mile radius of the Commonwealth Games Village also believe these two issues are worsening.

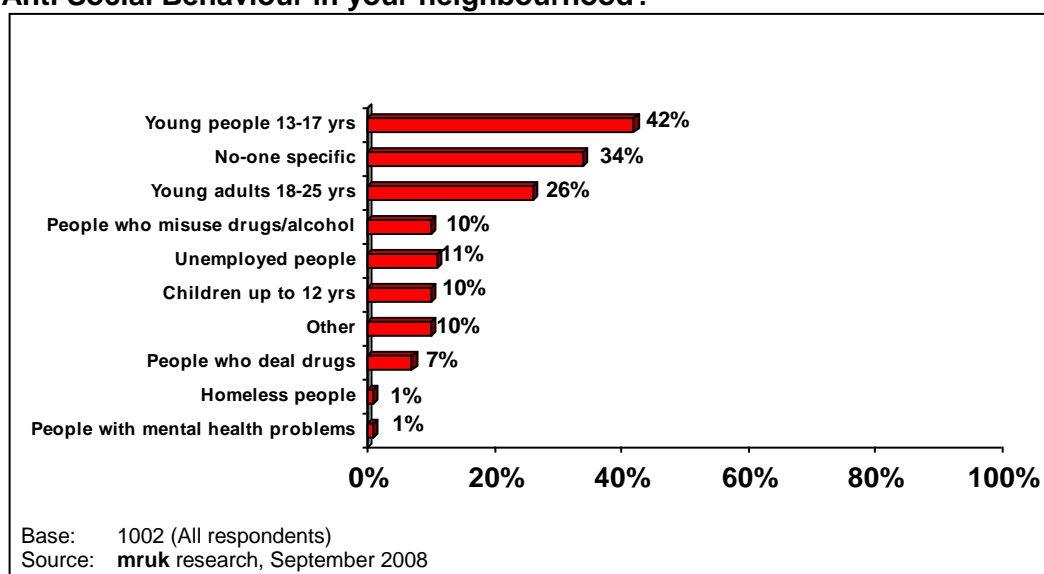
5.3 Responsibility for Anti-Social Behaviour

According to residents, 13-17 year olds are the most likely group to be responsible for anti-social behaviour. Forty-two percent believe this age group undertake activities associated with anti-social behaviour. This compares with those who perceive 18-25 year olds (26%) and people who misuse drugs and alcohol (19%) to be responsible for anti-social behaviour.

However, just over one third (34%) did not apportion blame to any group ('no one specific'). This was a more likely response amongst older residents, those aged 65-74 years old (39%) and 75+ (47%).

Those living nearby the planned Commonwealth Games Village also blame young people 13-17 years old (59%) more than any other group. Young adults (41% within one mile and 32% within two miles) and unemployed people (28% within one mile and 20% within two miles) are also perceived to be responsible for this behaviour by many.

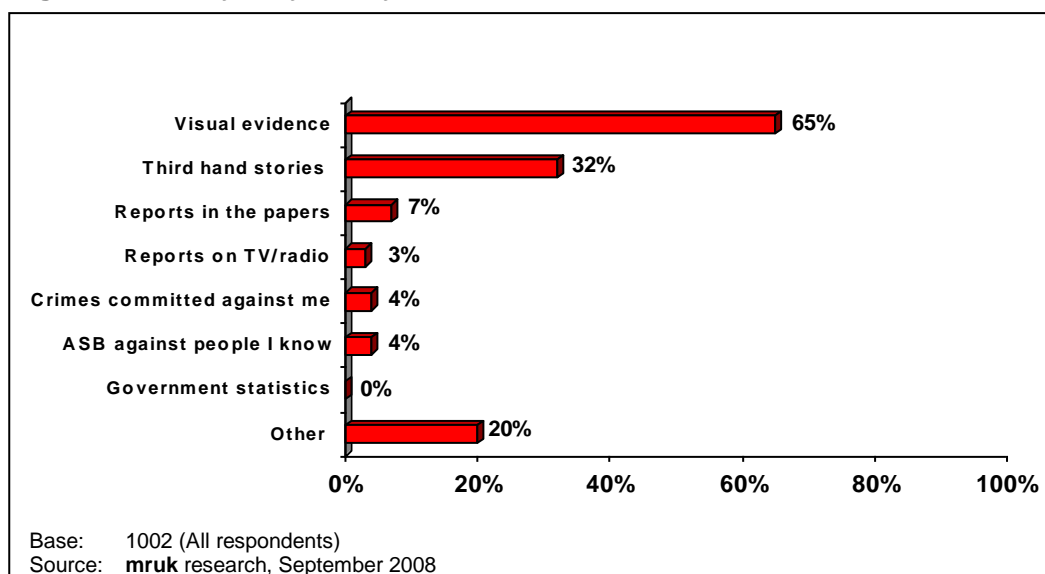
Figure 5.2: Which kinds of groups or individuals do you think are responsible for Anti Social Behaviour in your neighbourhood?



Witnessing activities (65%) is the main reason for residents forming opinions regarding who is responsible for anti-social behaviour, whereas another 32% rely on what other people have said. In general, residents stated that media reports, crimes committed against them and/or people they know, have not influenced their perception of who is responsible for anti-social behaviour.

These findings are also consistent when examining how opinions are formed by residents nearby where the Commonwealth Games Village is to be situated. Witnessing activities is again the main reason for forming their opinions but a much larger proportion provided this as a reason (82% within one mile and 78% within 2 miles). Third hand stories are also more common in these areas (50% within one mile and 42% within two miles).

Figure 5.3: Why do you say this?



5.4 Tackling Anti-Social Behaviour

The measure that most residents want to see implemented to tackle anti-social behaviour is More Police Officers On The Street (54%), but the lowest support for this comes from 16-24 year olds (42%). Other age groups mainly support this measure with the most support coming from 45-54 (61%) and 60-64 year olds (61%).

The next two most popular suggestions are about providing activities and opportunities for people, particularly young people, with 38% supporting More Leisure Facilities For Young People, and 29% wanting More Training / Employment Opportunities. The measures that concentrated on deterrents such as Increased CCTV (17%), Increased Community Wardens (12%), and the Greater Use of Anti-Social Behaviour Orders (ASBOs) (10%) were less popular.

In tackling anti-social behaviour, residents near the proposed Commonwealth Games Village place More Leisure Facilities For Young People almost as important as More Police Officers On The Street. Another major difference from the views of Glasgow as a whole is the importance given to More Training / Employment Opportunities, particularly for residents within one mile.

Table 5.1: What measures would you most like to see the Council and its partners introduce to tackle antisocial behaviour?

	Overall %	Within one mile %	Within two miles %
More Police Officers on the Street	54	71	62
More Leisure Facilities for Young People	38	69	58
More Training/Employment Opportunities	29	52	38
Increased CCTV Provision	17	8	14
Increase Price of Alcohol	16	6	9
Increased Community Wardens/Enforcement Officers	12	8	11
More Support for Families	11	12	11
Greater Use of ASBOs/Other Legal Action	10	8	8
Reduce Availability of Alcohol	8	9	8
Make Offenders Face their Victims (Restorative Justice)	7	3	6
Increased Availability of Treatment for Drug/Alcohol Abuse	6	14	6
Support to Resolve Neighbour Disputes	4	6	5
Better Lit Streets	3	*	1
Increased Graffiti Removal	3	*	1
More Action to Reduce Prostitution	1	3	2
Other	16	6	9

* = less than 1%
 Base: 1002
 Source: mruk research, September 2008

5.5 Summary

The majority of residents have been affected by anti-social behaviour with the main misdemeanours being Youth Disorder, Street Drinking, and Dogs Roaming / Fouling / Barking, but encouragingly the majority do not believe the problems are getting worse. However, it should be recognised that individual communities will have different experiences. This is highlighted in the areas close to the planned Commonwealth Games Village where different problems are highlighted and there is a belief that problems are worsening.

Overall, More Police On The Street is the top suggestion for dealing with this problem as is the more positive approaches of increasing the level of Leisure Facilities For Young People, and providing More Training / Employment Opportunities.

6. Closed Circuit Television (CCTV)

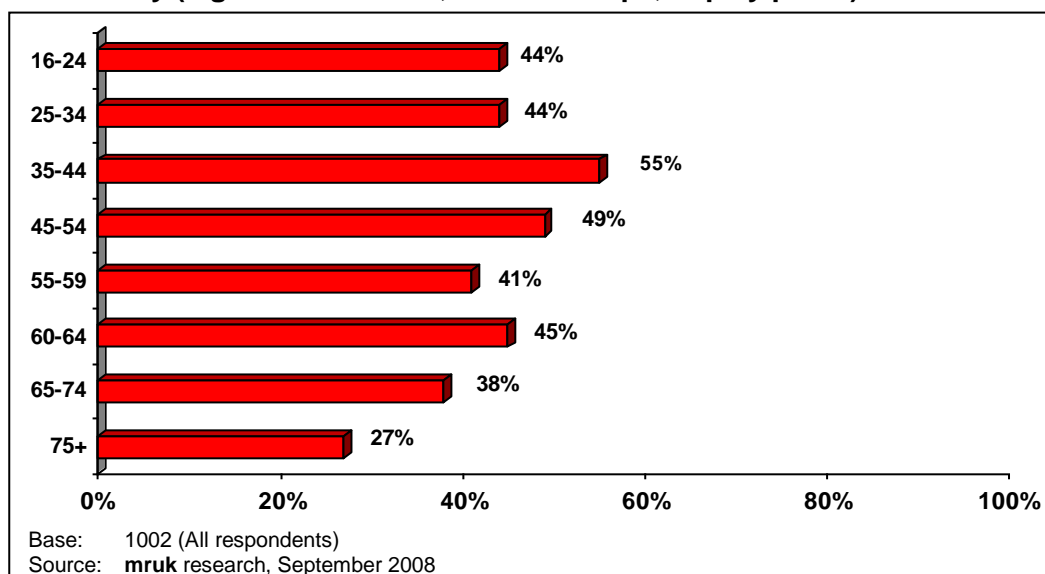
6.1 Introduction

Residents were asked about their awareness of CCTV and their perception of its effectiveness. Less than half of residents were aware of CCTV cameras in their area and few were convinced of their effectiveness. The majority however, still support the idea of new or additional CCTV cameras in their local area.

6.2 Awareness of CCTV

Half of residents interviewed were unaware of cameras in their area, particularly amongst older residents (64%). Conversely, 79% who live within one mile of the planned Commonwealth Games Village are aware of cameras in their area. This drops to just 48% for those who live within two miles of the site.

Figure 6.1: Aware of any CCTV cameras installed in public areas in your local community (e.g. street corners, outside shops, in play parks)?



6.3 Effectiveness of CCTV

Amongst those who are aware of CCTV cameras in their local community, 41% believe they have been effective in tackling crime, and 42% believe they had been effective in tackling anti-social behaviour.

The cameras appear to be more reassuring for older residents. Just over half of those over 65 years old believe the cameras are effective at tackling crime (52%) and anti-social behaviour (52%). However, less than 25% of 16-34 and 35-64 year olds believe that cameras are effective at tackling these issues.

The residents living in the area immediately surrounding the planned Commonwealth Games Village (within one mile) believe the cameras to be ineffective at tackling crime (76%) and anti-social behaviour (76%).

Fewer believe that CCTV reduces their fear of crime (25%) or anti-social behaviour (26%). There was little difference between young residents (16-44 year olds) and older residents (45+ year olds) or between AB, C1C2 and DE residents in this brief. However, a smaller proportion of residents within one mile of the planned Commonwealth Games Village believe that the cameras have decreased fear of crime (15%) or anti-social behaviour (15%).

Figure 6.2: Effectiveness of CCTV at tackling crime and anti-social behaviour

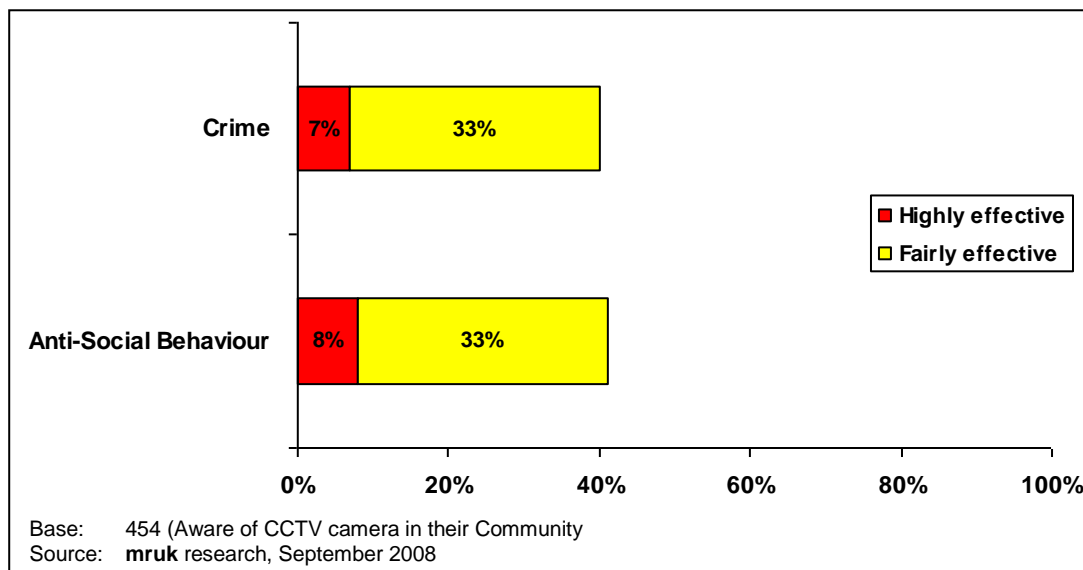
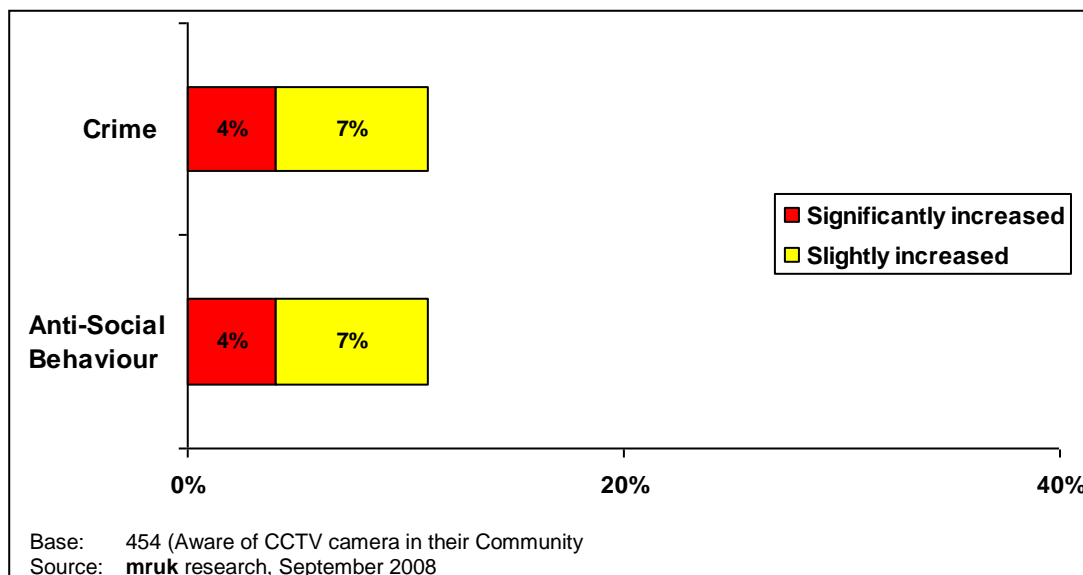


Figure 6.3: Effectiveness of CCTV at reducing fear of crime and anti-social behaviour



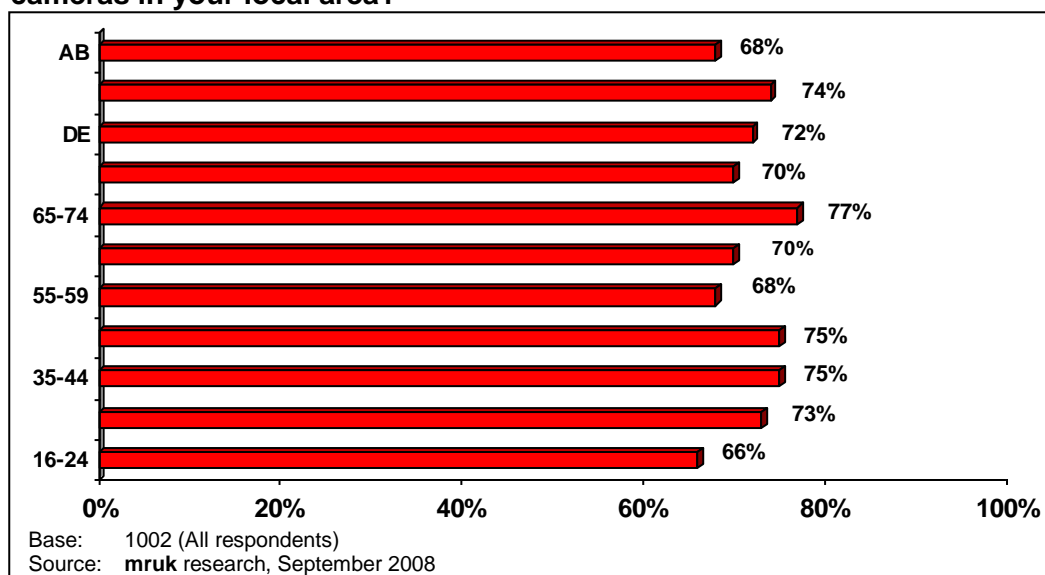
6.4 Introduction of New or Additional CCTV Cameras

In spite of the mixed opinions of the success of CCTV cameras at tackling crime and anti-social behaviour, and its limited impact at reducing fear, the substantial majority of residents (72%) do support more CCTV cameras being installed in their local communities.

The support is widespread throughout all the different age and SEG categories with the lowest support from 16-24 year olds (66%) and B and D residents (both at 67%) and the highest from 65-74 year olds (77%) and C1 residents (76%). The larger variation occurs in the strength of the support of new/additional cameras where only 28% of C2 residents strongly support the idea with around one in four of the other SEGs supporting it.

However, residents within one mile of the planned Commonwealth Games Village are least likely to support new/additional cameras (35%). The highest awareness level of cameras already exists in this community, but they are not viewed as effective and nor have they reduced their fear of crime or anti-social behaviour amongst the substantial majority of this population.

Figure 6.4: Would you support or oppose the introduction of new or additional CCTV cameras in your local area?



6.5 Summary

Only the minority of those who are aware of CCTV cameras believe them to be effective in either tackling crime or anti-social behaviour. In addition to this, the vast majority do not believe it has been effective at reducing their fear of these activities. In spite of this however, the vast majority of Glasgow residents do support the introduction of new or additional cameras in their area. Nonetheless, this support should not be viewed as the norm throughout all of Glasgow's communities as is shown by a lack of support from those living within one mile of the planned Commonwealth Games Village.

7. City Centre

7.1 Introduction

The frequency of visiting the city centre, the safety of the city centre and the success of the Nite Zone is evaluated in this section.

In spite of residents feeling positive about the city centre one fifth do not believe the streets are safe after 10pm. Encouragingly however, amongst those who are aware of the Nite Zone, they believe it has been effective in making the streets safer, but there is the view that to improve the city centre there should be more police, better transport, and drunkenness should be dealt with.

7.2 Frequency of Visiting the City Centre after 10pm

Over two thirds (67%) of residents never visit the city centre after 10pm on week days (Monday - Thursday) with only 8% visiting there at least once a week. The number of visitors to the city centre after 10pm at the weekend (Friday – Sunday) is similar. Only 9% visit the city centre at least once after 10pm at a weekend, whereas 59% never visit there at this time.

Males are more likely than females to visit the city centre after 10pm, but the largest variation occurs with the different age groups. Unsurprisingly, 16-24 year olds are more likely to visit there more than any other age group. On a week day 25% of them will visit the city centre after 10pm at least once a week, and this rises to 32% at weekends. This falls to just 8% and 10% of 25-34 year olds who visit the city centre after 10pm on a week day, and a weekend respectively. The older a resident is the less likely they are to visit the town centre after 10pm.

There is also a difference in the frequency of visiting the City Centre depending on where you live. Residents who live close to the planned Commonwealth Games Village are more likely to visit the City Centre after 10pm, particularly at weekends (64%).

Figure 7.1: How often, if ever, do you go out in Glasgow City Centre after 10 in the evening during the week, on a Monday to Thursday?

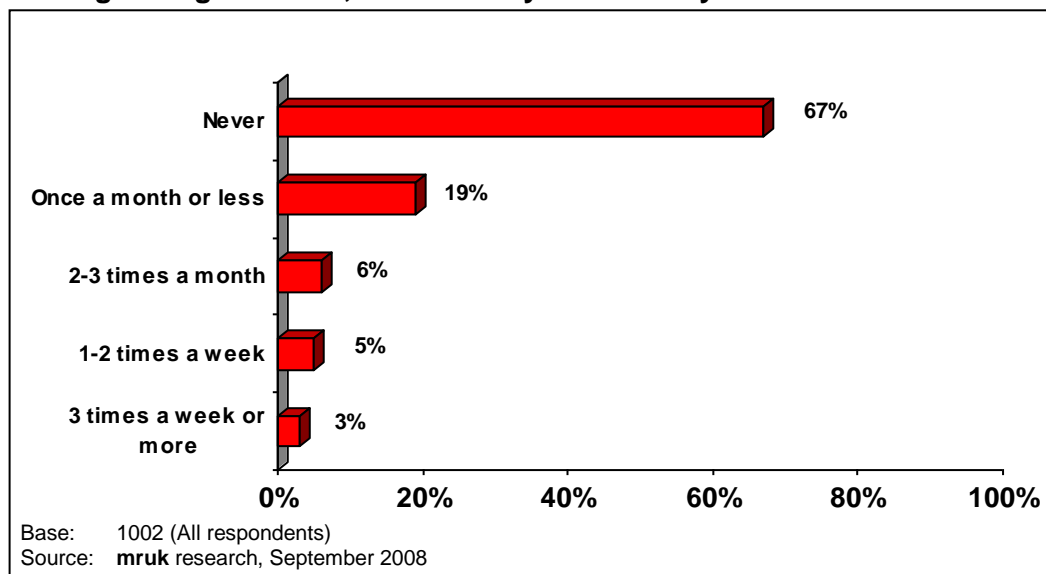
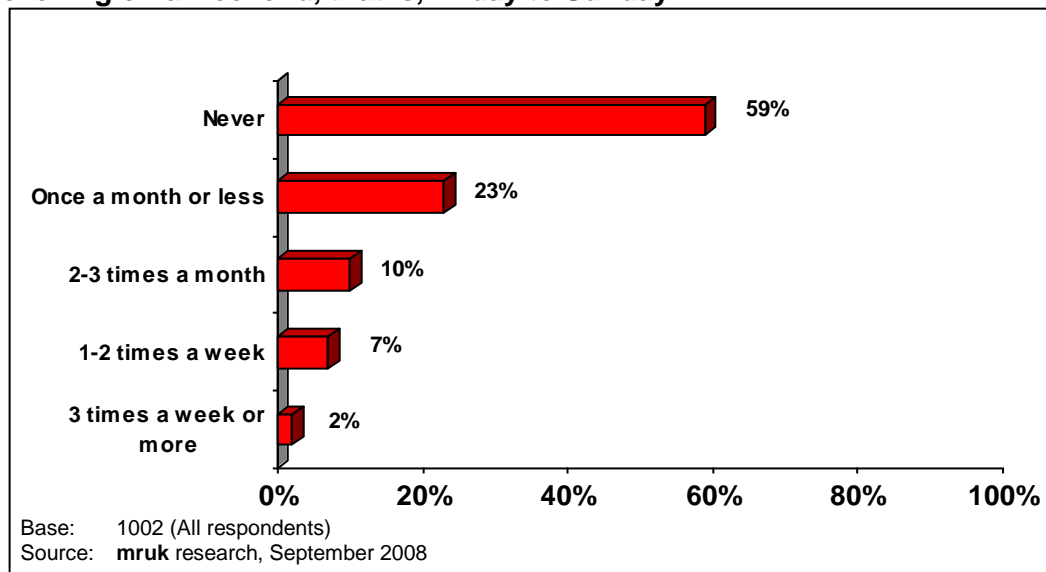


Figure 7.2: And how often do you go out in Glasgow City Centre after 10 in the evening on a weekend, that is, Friday to Sunday?



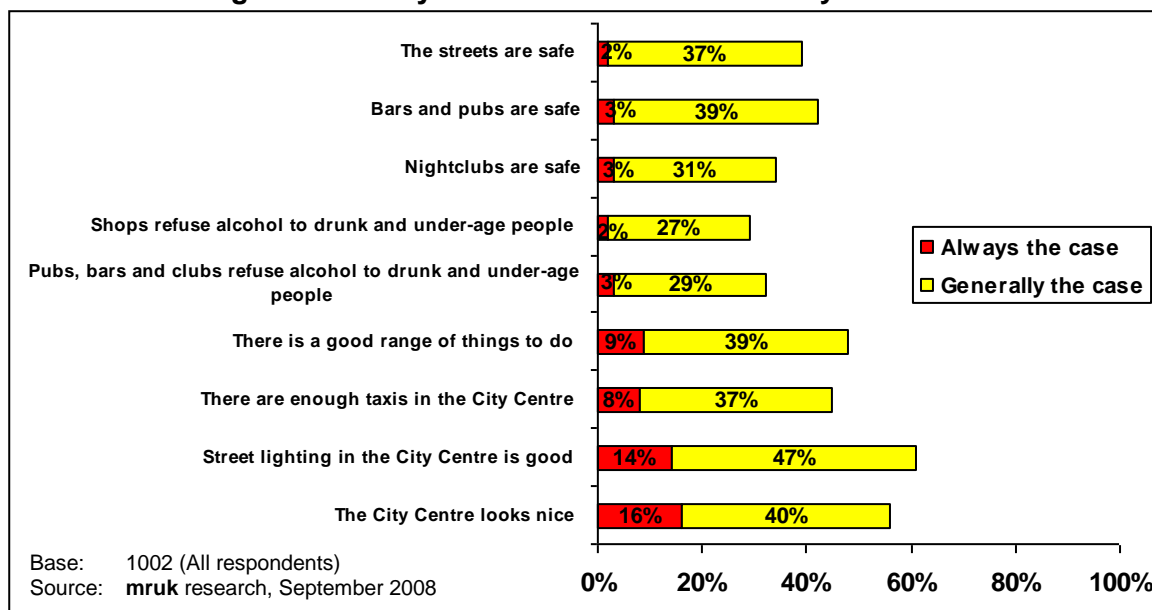
7.3 City Centre and Safety after 10pm

Residents were positive about many of the statements about the city centre with the majority agreeing that Street Lighting Was Good (61%), that the City Centre Looks Good (56%), Good Range Of Things To Do (48%), and that There Are Enough Taxis In The City Centre (46%).

Residents from within one mile of the planned Commonwealth Games Village were more likely to believe that the Streets (86%) and Bars And Pubs Are Safe (86%), but less likely to believe that Nightclubs Are Safe (36%).

Many of the older residents simply replied don't know which indicates that they do not visit the city centre after 10pm, and the residents who were most positive about the city centre were more likely to be younger.

Figure 7.3: I'm going to read out some statements about Glasgow City Centre after 10 in the evening and I'd like you to tell me to what extent you feel each is the case?



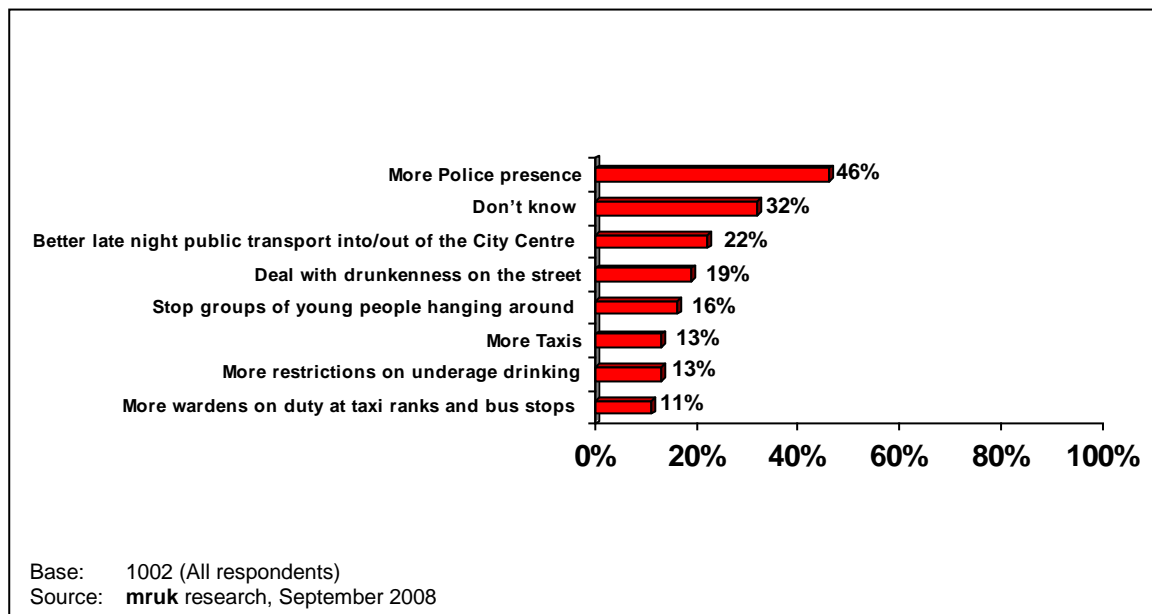
7.4 Improvements to the City Centre

Just under one half of residents (46%) indicated that more police presence would help make the city centre a better place after 10pm. Slightly more than one fifth believe that better transport in and out of the city centre would be beneficial (22%), and a further 19% want to see drunkenness on the street dealt with.

More males (50%) than females (43%) suggested more police presence to improve the city centre. However, 16-24 year olds who are the most likely to visit the city centre at this time were the least supportive of this suggestion.

Older residents, who are the least likely to visit the city centre after 10pm, were the most likely to say they don't know.

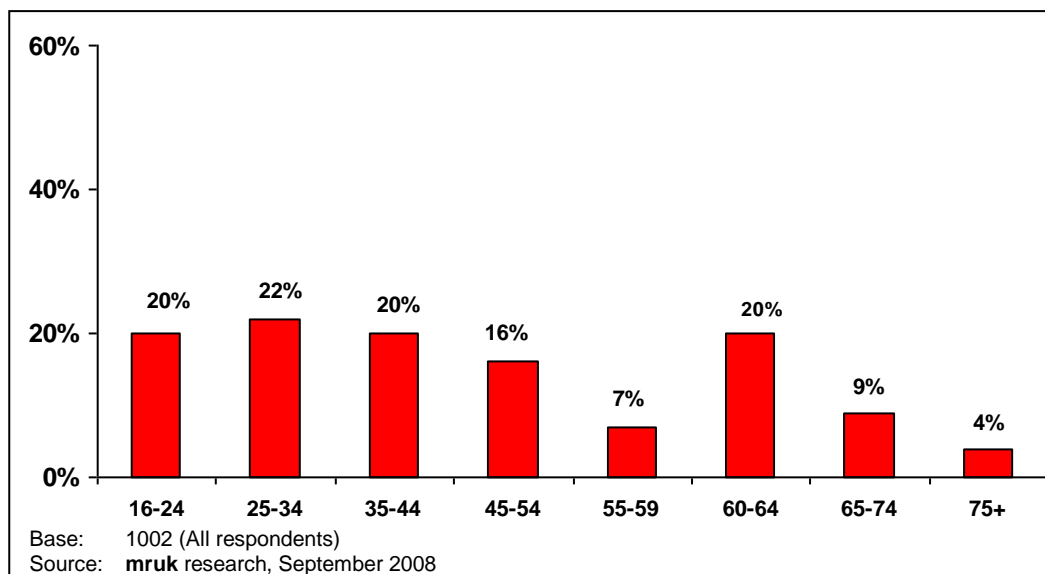
Figure 7.4: What improvements, if any, would make Glasgow City Centre a better place to be after 10pm?



7.5 The Nite Zone Initiative

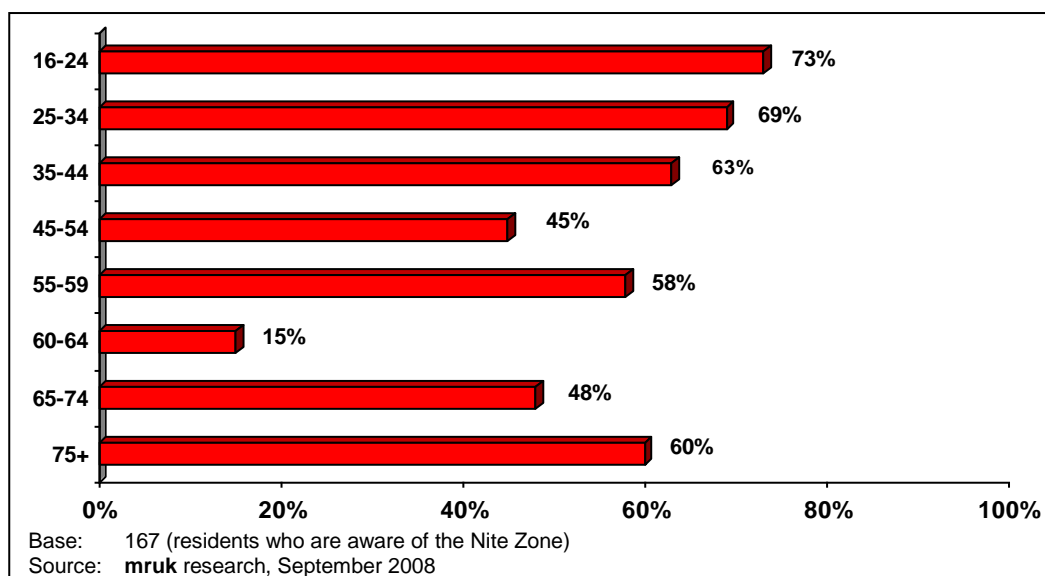
The majority of the residents (81%) are unaware of the Nite Zone Initiative. Those who visit the city centre in the evening would be more likely to be aware than those who do not so it is unsurprising that the older residents are least likely to be aware (83%) with 76% of younger residents being unaware. However, residents who live nearby the planned Commonwealth Games Village are likelier to visit the City Centre after 10pm but are less likely to be aware of the Nite Zone Initiative (88% unaware).

Figure 7.5: Are you aware of the Nite Zone Initiative?



The majority (59%) of those who are aware of it believe it has made the city centre safer after 10pm at weekends. The younger residents between 16-44 year olds (67%) (those more likely to visit the city centre) are much more likely to believe that the Initiative has made the city centre safer than older residents (40%).

Figure 7.6: Do you think the Nite Zone has made Glasgow city centre a safer place to be after 10pm at weekends (Yes)



7.6 City Centre Incidents

To help to establish why those who visit the city centre at weekends after 10pm hold the perceptions that they do, such as believing the streets are not safe, they were asked if they had witnessed or experienced assaults, intimidation, or an accident.

Almost one third (29%) had seen an assault with this most likely amongst the 16-24 age group (45%). The older someone is the less likely they are to see an assault. No-one age 65+ had witnessed an assault.

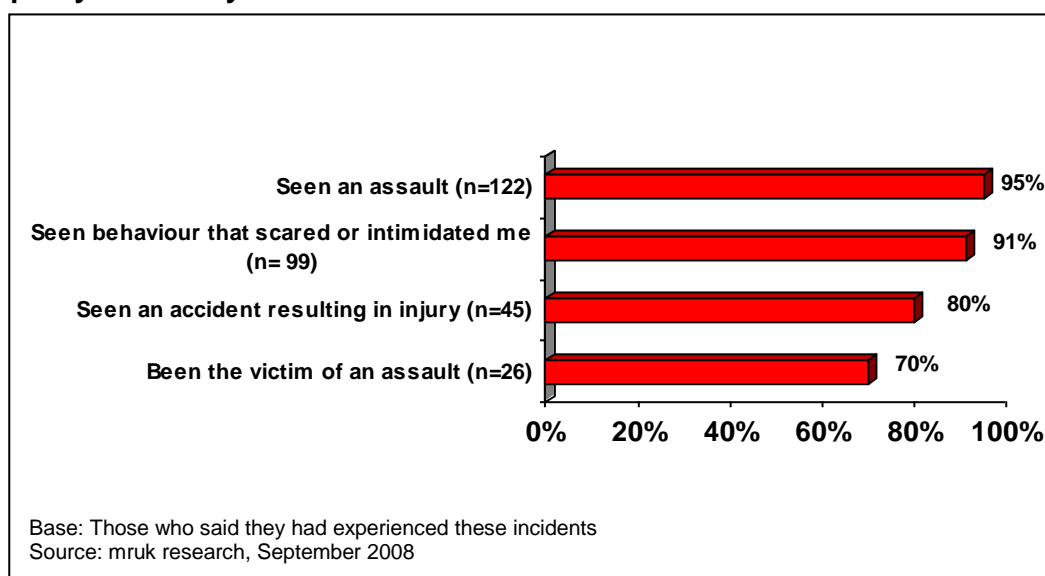
Overall, only 6% had been a victim of an assault with as many females being assaulted as males. A further 24% had seen behaviour that had scared or intimidated them, and 11% had seen an accident resulting in injury.

Figure 7.7: Within the past year, have you experienced any of these things in the city centre after 10 in the evening?



It is clear that the vast majority of those who did see an incident, or were involved in one, believe that alcohol was at least partly to blame. Interestingly however, those who had witnessed an assault were more likely to blame alcohol than those who had actually been a victim of an assault.

Figure 7.8: Thinking about these incidents, which, if any do you feel were at least partly caused by alcohol?



7.7 Summary

Of those who have visited the city centre after 10pm, over 40% have either seen or been involved in an incident, and 20% of all residents believe that the city centre streets are not safe after 10pm. More police was the top suggestion to counter this. The introduction of the Nite Zone Initiative has had mixed results. There is a low level of awareness of the Initiative, but the majority of those who are aware of it believe it has helped to make the city centre safer after 10pm at weekends.

8. Clean Glasgow

8.1 Introduction

The effectiveness of the Clean Glasgow Campaign is assessed in this section, and the issues impacting on cleanliness on Glasgow's streets are identified.

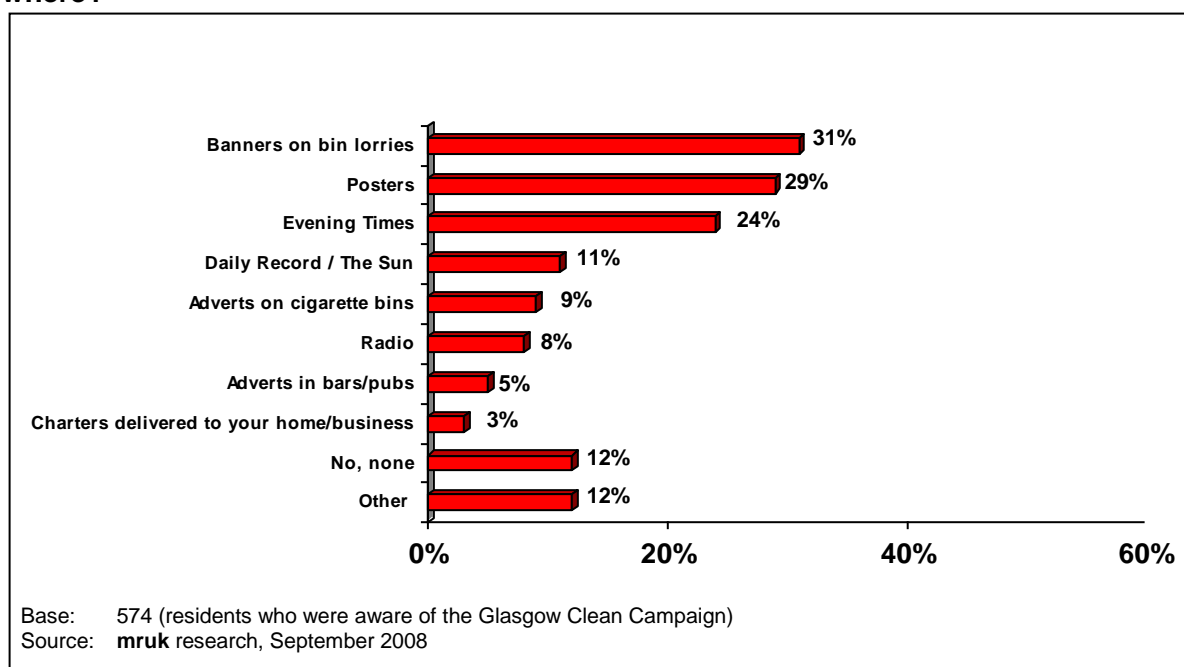
The majority of residents are aware of the Campaign and they believe it has encouraged them to keep Glasgow clean. Overall, there is a belief that the Campaign has been effective, particularly in the city centre, but issues such as Dog Fouling and Litter were highlighted as problems.

8.2 Awareness of the Clean Glasgow Campaign

The majority of residents (57%) are aware of the Clean Glasgow Campaign with the highest levels of awareness found in females (61%) and 60-64 year olds (73%). Awareness is higher (70%) amongst those living within one mile of the planned Commonwealth Games Village than Glasgow as a whole.

Amongst those that are aware of the Campaign, recall tended to be from Banners On Bin Lorries, Posters, and Print Media, however 5% believe the advertising had been on Television. In addition, those living within one mile of the planned Commonwealth Games Village tended to recall Adverts On Cigarette Bins (23%), and Adverts In Bars And Pubs (21%).

Figure 8.1: Have you seen any advertising for the Clean Glasgow Campaign? If so, where?



8.3 Issues for a Cleaner Glasgow

Residents were asked to identify the main issues in their area affecting its cleanliness and evaluate what had improved or deteriorated since the Clean Glasgow Campaign was launched in February 2007.

Dog Fouling (17%) and Litter (12%) are perceived as the most significant problems for residents. Vandalism and Graffiti, whilst not seen as a significant problem by many, is seen as at least a moderate problem by 25%.

Litter tended to be the largest problem in the areas close to the planned Commonwealth Games Village. Just under half (49%) of residents within one mile of the site thought it either a significant or moderate problem and 42% of residents within two miles agreed that these issues were a problem.

Figure 8.2: In your opinion, how much of an issue, or otherwise, are the following in your local area?

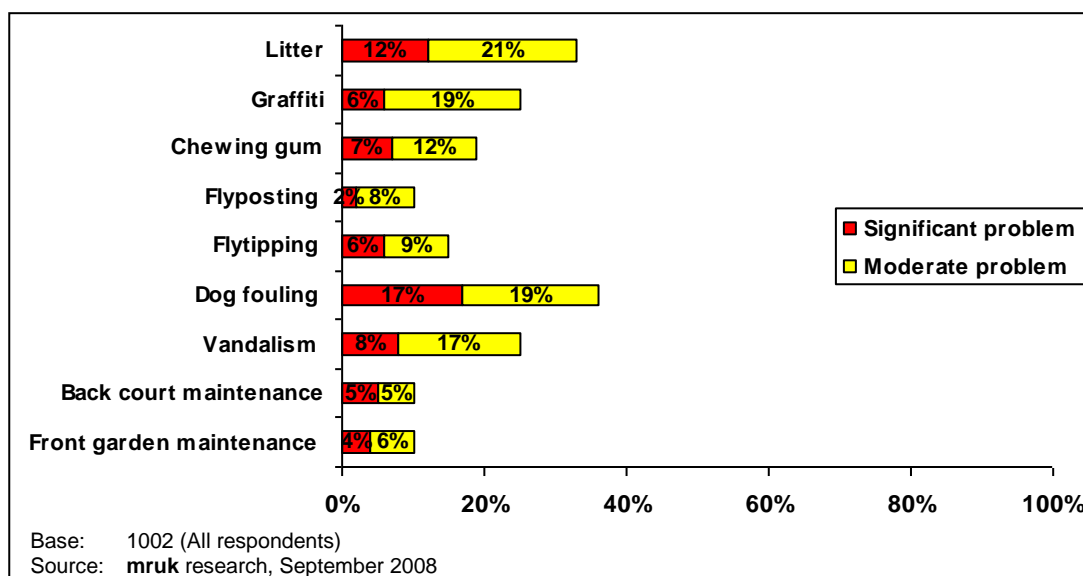
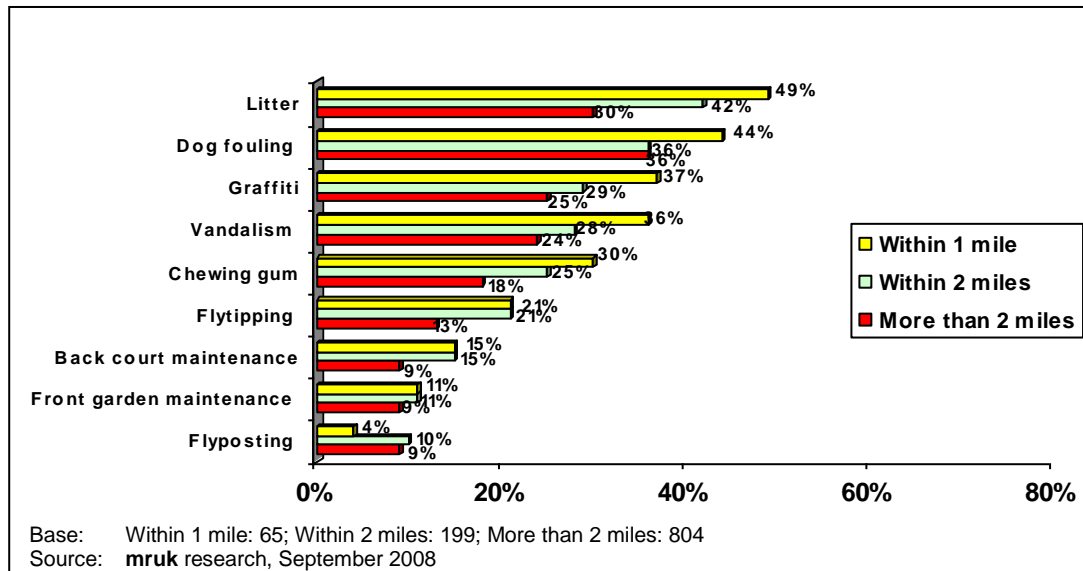


Figure 8.3: In your opinion, how much of an issue, or otherwise, are the following in your local area? (Shown by residents' proximity to planned Commonwealth Games Village)



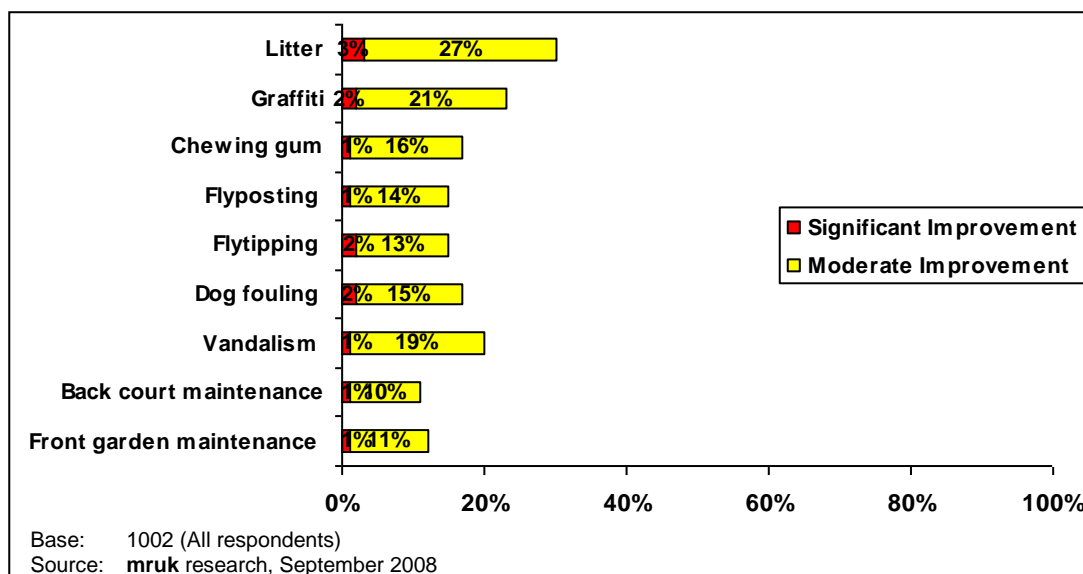
Residents were then asked which of these issues had improved or deteriorated since February 2007 when the Clean Glasgow Campaign was launched. Generally, residents had not seen either an improvement or deterioration. The minority that had noticed a difference mostly thought there had been improvements as opposed to things getting worse.

The issue that residents believe has improved most is littering. This was the second largest problem identified so it is encouraging that 30% believe this is improving. This problem is also seen to be improving in the areas close to the planned Commonwealth Games Village. Almost two thirds (65%) of residents within one mile believe this is improving, and 49% of residents two miles state that it is improving.

Dog Fouling by comparison, which was the largest problem identified, was thought to have improved by only 18%, with 17% believing the problem is worsening.

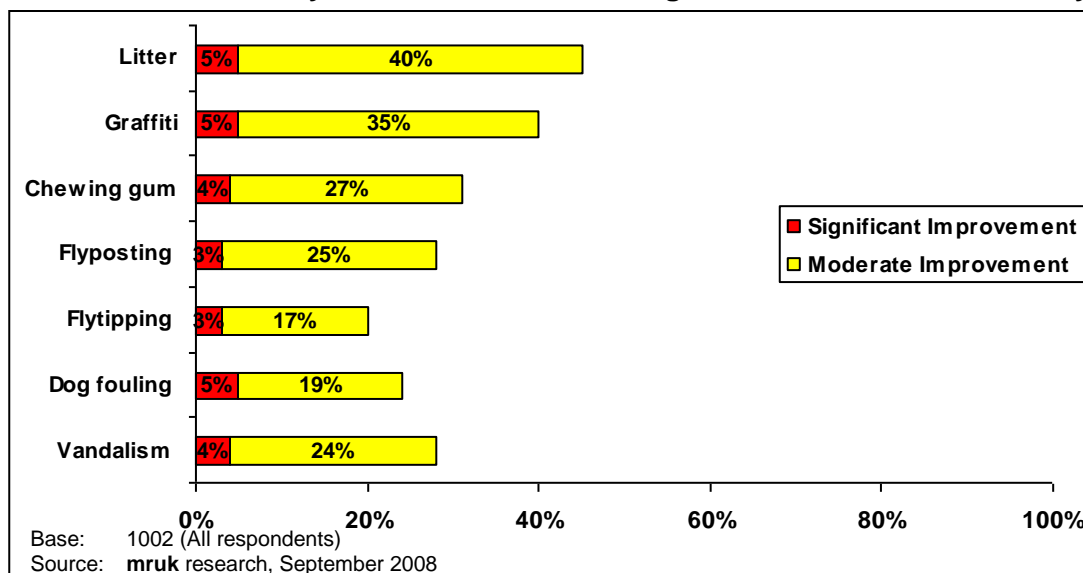
The other two main issues, Graffiti and Vandalism have improved according to 23% and 20% of residents respectively.

Figure 8.4: To what extent would you say that the following have improved or deteriorated in your local area since Clean Glasgow was launched in February 2007?



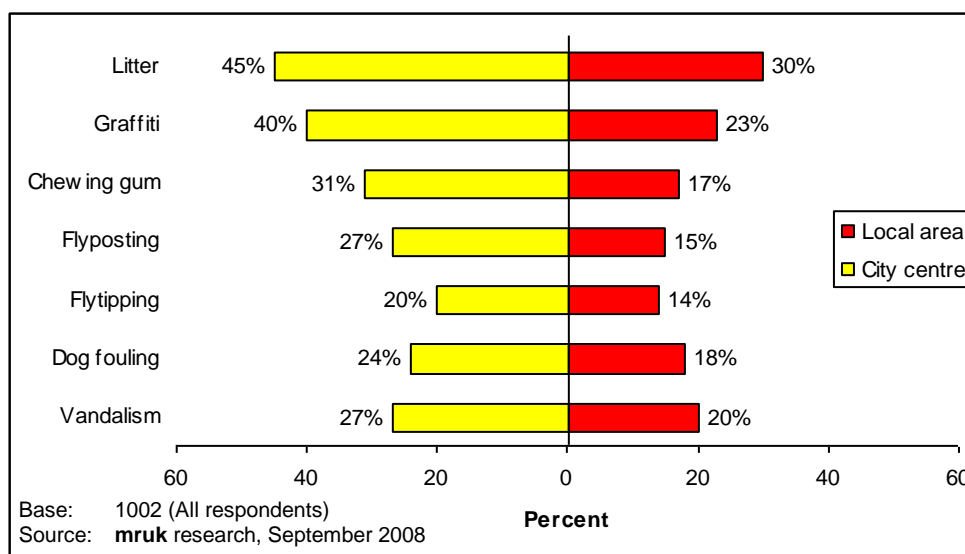
When the same question was asked about the city centre residents again thought Littering (45%) and Graffiti (40%) had improved more than anything else.

Figure 8.5: To what extent would you say that the following have improved or deteriorated in the city centre since Clean Glasgow was launched in February 2007?



According to residents the Clean Glasgow Campaign has had a more positive impact in the city centre than other areas in Glasgow. For instance, 45% of residents believe there has been an improvement regarding Littering in the city centre compared to only 30% of residents who believe it has improved in their own area. Each issue follows a similar pattern with more residents believing there has been an improvement in the city centre than their own area.

Figure 8.6: To what extent would you say that the following have improved in your local area and the city centre since Clean Glasgow was launched in February 2007? (moderate and significant improvement combined)

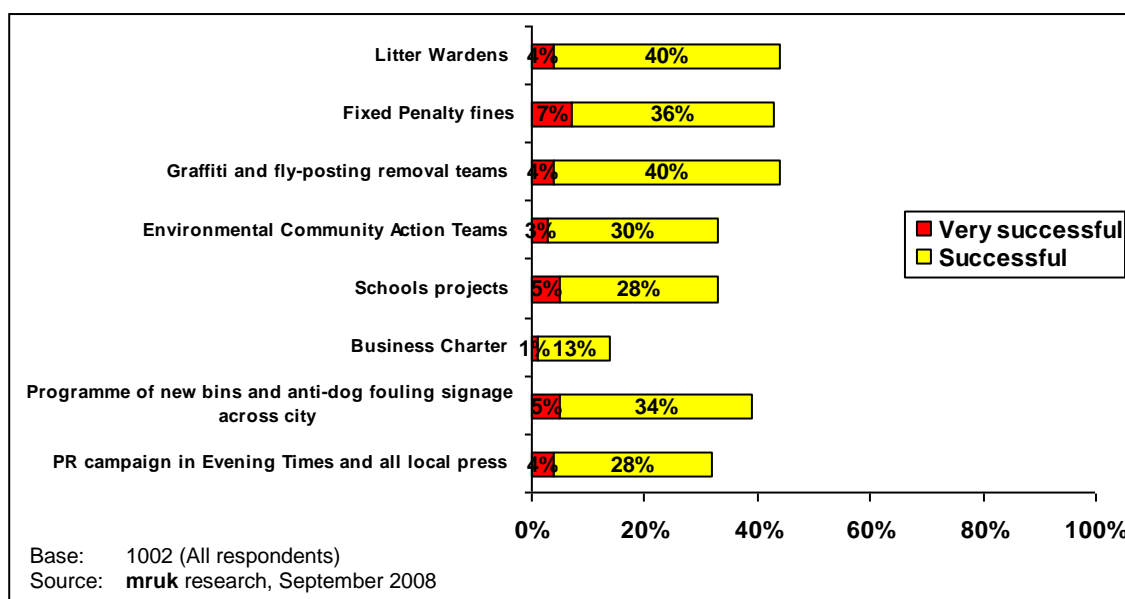


The Clean Glasgow Campaign introduced initiatives to help achieve its objectives. To help evaluate these initiatives residents were asked to comment on how successful or unsuccessful they believed them to be.

Each initiative was read out to residents but between one third and three quarters could not give an opinion which indicates their lack of awareness of the initiative. Of those that felt able to comment, positive feedback was provided and this supported the previous findings regarding Litter and Graffiti. More residents believe that these problems have improved more than any other so it is unsurprising that they highlighted these areas again when referring to initiatives they believe to be the most successful. Graffiti and Flyposting Removal Teams and Litter Wardens were deemed successful by 45% and 44% of residents respectively. Another area that many residents believe to be a success is Fixed Penalty Fines (43%).

The Business Charter was not viewed a success by at least 32% of residents. Another 75% did not feel able to give an opinion. As this initiative was not targeted at the general public however these findings are unsurprising and may not be a true reflection of its success.

Figure 8.7: To what extent do you believe the following Clean Glasgow initiatives have been successful or unsuccessful?



Residents were also asked if they had seen Discarded Syringes/Hypodermic Needles in either their local area or the city centre; 10% and 5% had seen this in their local area and city centre respectively.

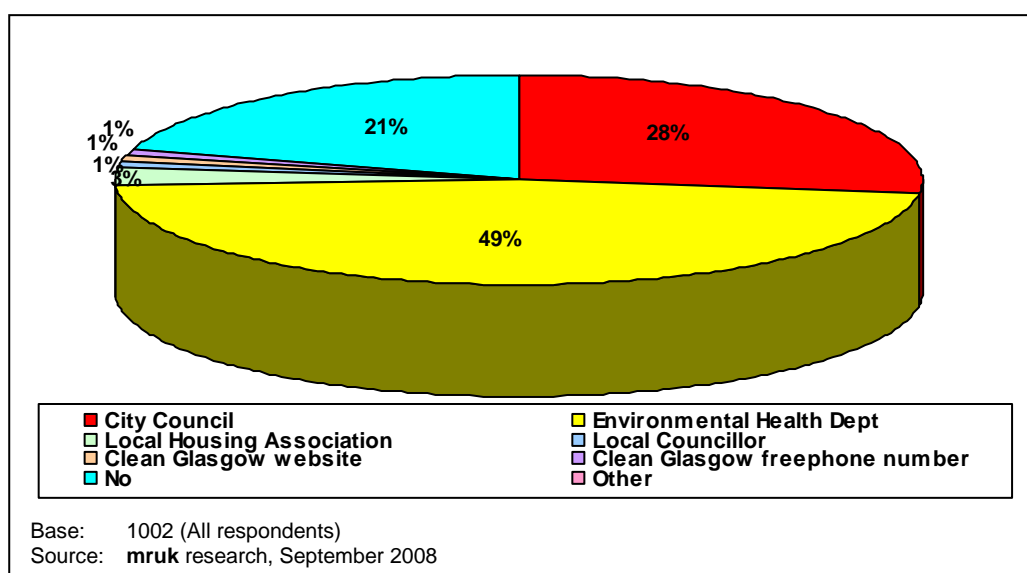
Overall, the Clean Glasgow Campaign has made an impact on residents. More residents believe cleanliness is improving than declining, particularly in the city centre, and those that felt able to comment on the Clean Glasgow Campaign initiatives were more liable to be positive than negative. In addition to this, 80% of those that were aware of the Campaign believe it has encouraged them to help keep Glasgow clean. This finding is also consistent in the areas close to the planned Commonwealth Games Village.

8.4 Environmental Issues

It is clearly important that the public know who to contact about environmental issues if they have a problem or issue they need help with but 21% did not know who to contact. Those aged 16-24 years old (28%) and 65+ (32%) were most likely not to know. It was also found that DE residents (24%) were the most likely SEG not to know who to contact.

Just under half (49%) of the residents stated that the Environmental Health Department was the relevant contact. The City Council (28%) was the only other contact that many residents thought was relevant. The Clean Glasgow freephone number was only known to 1% of residents.

Figure 8.8: Do you know who to contact about Environmental issues? If yes, who?



8.5 Summary

The Clean Glasgow Campaign has made a positive impact on residents. The majority of residents were aware of the Clean Glasgow Campaign and 80% of these residents believe the campaign has encouraged them to keep Glasgow clean. Overall, the various problems affecting cleanliness are improving, particularly in the city centre. The main problems affecting the cleanliness of Glasgow, according to residents, are littering and dog fouling. Although it is believed that cleanliness is generally improving these issues were highlighted as a problem by around one third of residents.

9. Land and the Environment

9.1 Introduction

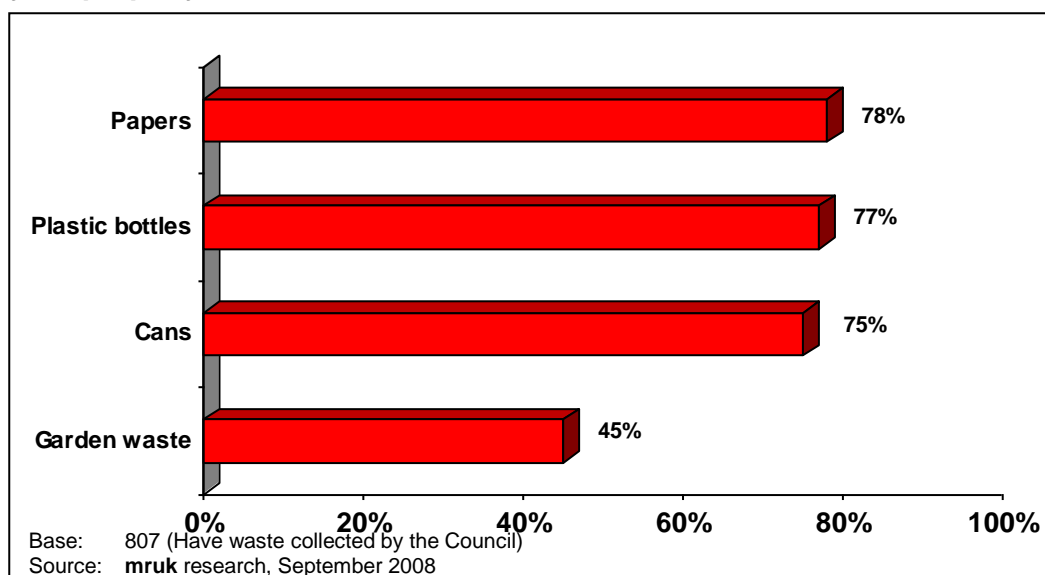
A series of questions were asked in order to assess the recycling service provided by the Council as well as examine the recycling behaviour of these residents.

Residents that recycle will do so regularly - at least once a month. Neither civic amenities or local recycling facilities are used by many residents.

9.2 Recycling

Three quarters or more residents have their paper (78%), plastic bottles (77%) and cans (75%) collected by the Council in addition to the normal refuse collection service. A smaller number (45%) have their garden waste collected.

Figure 9.1: Which of the following recyclable products does the Council uplift from your property in addition to the normal refuse collection?

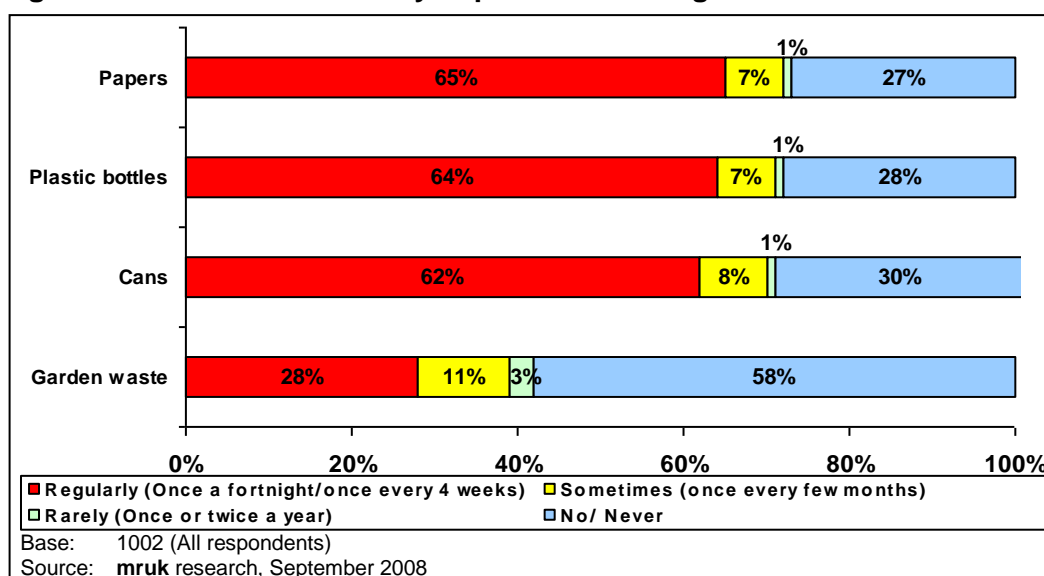


When asked how frequently residents put these out for collection it highlights that those that do recycle will do so regularly. Almost two thirds will put out papers (65%), plastic bottles (64%) and cans (62%) for collection at least once every month. This drops to just 28% for garden waste but given the number of residents that live in flats this difference is expected. However, more than one quarter of residents will not recycle these items.

In general, those least likely to put their waste out for recycling are those aged 16-24 and 75+, and DEs.

It is also noteworthy to highlight that those living close to the planned Commonwealth Games Village tend to recycle more regularly than others in Glasgow.

Figure 9.2: And how often do you put the following out for collection?



Only a few residents use the Council's civic amenity sites or other local recycling facilities. With the exception of recycling glass (17%), only one in ten or less use these facilities. Those age 55-64 (28%) and AB residents (44%) are the most likely to recycle glass via the Council's civic amenity sites.

However, consistent with the above finding, those living nearby the planned Commonwealth Games Village, particularly those living within one mile, are likelier to use these facilities and do so more regularly.

Table 9.1: Do you recycle at any of the Council's civic amenity sites or at other local recycling facilities

	Regularly (Once a fortnight/ once every 4 weeks) %	Sometimes (once every few months) %	Rarely (Once or twice a year) %	No/ Never %
Papers	6	2	1	90
Plastic Bottles	6	2	2	90
Cans	6	1	2	91
Garden Waste	3	4	3	90
Glass	10	4	3	83
Cardboard	4	3	3	90
Wood	2	2	7	90
Scrap Metal	1	2	5	92
Textiles	2	2	5	92
Rubble	1	2	5	93
No	2	*	*	97

* = Less than 1%
Base: 1002
Source: **mruk** research, September 2008

A variety of suggestions were made to improve the Council's recycling services but none were stated by 10% or more.

Table 9.2: What improvements would you like to see made to Glasgow City Council recycling services?

	%
Recycle More Plastic	1
More Recycle Bins	9
Recycle More Cardboard	1
Garden Waste	2
More Regular Collection	2
Somewhere For Glass / Bottles	3
Separate Bins Needs For All Types	1
None	44
Don't Know	33
Other	4

Comments under 1% not shown
Base: 1002
Source: **mruk** research, September 2008

9.3 Summary

In addition to the normal refuse collection, over 90% of residents have their paper, plastic bottles and cans collected by the Council. More than one quarter of residents do not recycle their waste, but those that do will tend to do so regularly. With the exception of recycling glass, residents are unlikely to use civic amenity sites or other local recycling facilities.

10. Volunteering

10.1 Introduction

In order to ascertain the attitudes and habits of residents towards volunteering, a series of questions were asked about the volunteering status of residents, the benefits of volunteering, and the reasons behind not volunteering.

Few residents volunteer, but those that do gain a variety of benefits including personal development. Little can be done to persuade the majority of those who do not volunteer currently as they simply have no interest or lack the time, although 9% said they have been asked.

10.2 Experience of Volunteering

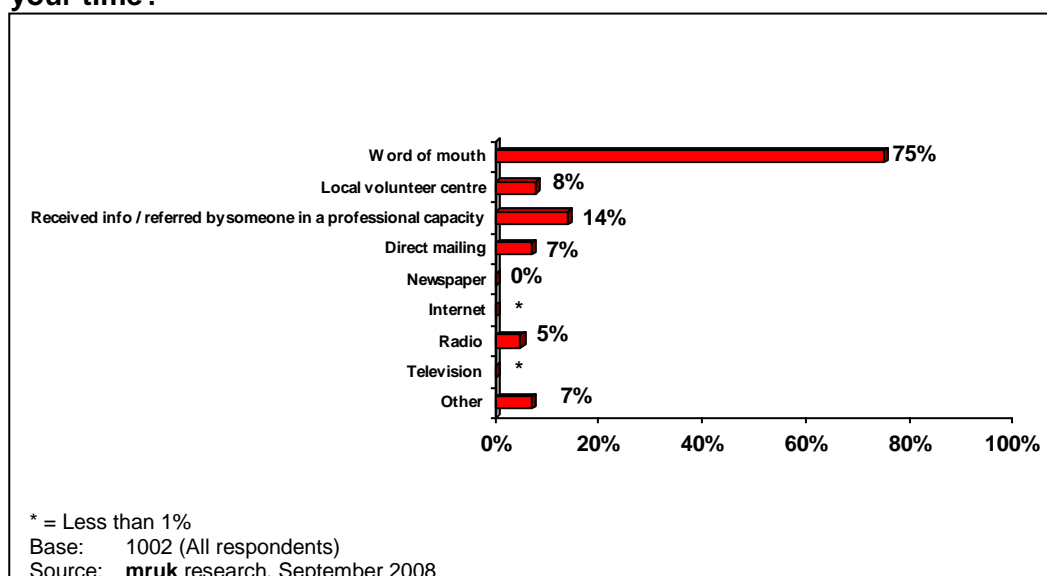
Respondents were asked whether they had given up any time to help others on a voluntary or unpaid basis in the last 12 months. Just over 1 in 10 (11%) said that they had volunteered in the last 12 months, but the vast majority (89%) hadn't. According to the findings a higher proportion of SEG A residents (60%) are likely to become volunteers other than groups, but this should be treated with caution due to the small base size.

Of the respondents who had given up time to help others in the past year, just over half (56%) said that this was volunteering of a Formal Nature (i.e. undertaken through an organisation, charity or club). The remaining 44% said their volunteering was of an Informal Nature – i.e. giving unpaid help to a person not related to them – for example, helping an elderly neighbour.

Those respondents that had given up time over the past year to volunteer were asked how they heard about the opportunity and were prompted with a list of possible sources. Three quarters of respondents (75%) said that they had become involved due to Word Of Mouth. A further 14% heard about it by Receiving Information / Being Referred By Someone In A Professional Capacity. Only 8% of respondents who volunteered had heard about the opportunity from a Local Volunteer Centre, and 7% had responded to Direct Mailing/Newsletter From An Organisation, Charity Or Club. The media (Newspapers, Internet, Radio, and Television) was not a source of recruiting volunteers.

For residents living within one mile of the planned Commonwealth Games Village Word Of Mouth (50%) was still the main recruitment source but was less dominant; Received Information/Referred By someone In A Professional Capacity (34%), Local Volunteer Centre (27%), and Direct Mailing / Newsletter From An Organisation, Club Or Charity (23%) were more prominent recruitment sources than in the rest of Glasgow.

Figure 10.1: If YES, how did you hear about the opportunity to volunteer/contribute your time?



10.3 Benefits of Volunteering

As well as contributing to the organisation / individuals involved, every volunteer will receive a personal benefit from volunteering. Over half of respondents (52%) who had volunteered in the last 12 months had gained from Personal Development, for example increased confidence or self-esteem, from their time volunteering.

To complement the benefit of Personal Development, many also obtained Learning Opportunities And Skills that could be useful for paid employment and the wider economy. The Development Of Transferable Skills was a benefit for 27%, where a further 16% Gained Access To Learning Opportunities.

Other general benefits include an Understanding Of Wider Issues such as health, environment, and community safety (36%), Gained Knowledge Of The Local Community (27%), and an Understanding Of Other Cultures / People (25%).

Personal Development was named as the single greatest benefit of volunteering by 26%. Other benefits that many of the volunteers believe to be the most important are an Understanding Of Wider Issues such as health, environment (15%), Gained Knowledge Of The Local Community (13%), and Developing Of Transferable Skills (12%).

	Personal Benefits %	Greatest Single Benefit %
Access to learning opportunities	16	8
Development of transferable skills (e.g. communication, time management, leadership)	27	12
Personal development (e.g. increased confidence or self-esteem)	52	26
Route into employment	5	2
Knowledge of local community	27	13
Understanding of wider issues (e.g. health, environment, community safety)	36	15
Awareness of the city's cultural assets (e.g. museums, libraries, arts, sports) and/or heritage (e.g. history, places, culture)	7	3
A sense of belonging within Glasgow	19	5
Understanding of other cultures / people	25	9
Satisfaction	-	2
Other	6	5
Base: 113 (Residents who volunteer)		
Source: mruk research, September 2008		

10.4 Reasons for Not Volunteering

Those residents who replied that they had not given up any of their time in the past 12 months on a voluntary or unpaid basis were asked what their main reason for not volunteering was.

The main reason provided was that they *“Didn’t Have Enough Spare Time”* or *“Had Too Many Other Commitments To Volunteer”* (41%). Almost one third (31%) responded that their main reason was that they just *“Had No Interest In It”*. However, one reason is that some residents have *“Never Been Asked”*. This reason was provided by 9% and highlights that more residents would volunteer if they were asked in a recruitment campaign but they would not actively seek out an opportunity. The youngest age group 16-24 year olds (15%) stated this more than any other group.

10.5 Summary

Only 11% had given up time to help others on a voluntary basis in the last 12 months and were mostly recruited via word of mouth. Personal development was the benefit received most by volunteers. Other useful benefits included transferable skills, better understanding of health, environment and community safety and increased knowledge of the local community. Those who do not volunteer mostly stated that they either do not have time or interest, however almost one in ten said it was because they had never been asked.

11. Child Protection

11.1 Introduction

The aim of this section was to gauge how residents would react if they suspected a child was being treated badly at home and to establish who in the Council residents would contact regarding a child protection issue.

Residents would either contact the Police or the Council via Social Services if they had concerns about a child protection issue.

11.2 Response to Suspicion of Ill-treatment

If residents had concerns that a child in their neighbourhood was being treated badly at home most said they would either contact the Police (37%), or Contact Social Work Services (33%). Almost one fifth (18%) said they Don't Know what they would do.

Table 11.1: If you had concerns that a child in your neighbourhood might be being treated badly at home, what would you do?

	%
Contact the police	37
Contact social work services	33
Discuss it with friends/neighbours to see what they knew/thought	10
Speak to the family of the child/young person	7
Speak to a relative or someone close to the family	4
Contact the nursery or school attended by the child/young person	3
Contact a local voluntary childcare organisation	2
Contact a doctor/GP	1
Contact GHA/Local Housing Association	1
Contact a health visitor	*
Contact my local councillor	*
Nothing	3
Don't know / unsure	18
Other	2
Base: 1002	
Source: mruk research, September 2008	

11.3 Contacting the Council about Child Protection Issues

If residents wanted to raise a child protection issue with the Council there were only two main responses. A large number of residents (42%) would not know who to contact, but over half (56%) said they would contact social work services.

11.4 Summary

If there was a concern that a child was being treated badly the majority of residents would contact either the police or social work services. More than two fifths would not know who to contact in the Council about child protection issues. These findings show that residents are liable to contact either the police or the Council via the social work services suggesting there is an inconsistency in the response to this issue.

12. Commonwealth Games 2014

12.1 Introduction

Residents were asked a series of questions regarding how they felt Glasgow hosting the Commonwealth Games in 2014 would impact upon themselves, their local area and Glasgow itself.

Clearly residents are positive about the Games and believe there will be a positive impact for themselves, their families, their local area and Glasgow as a whole. The priorities for Glasgow when hosting the Games should be to improve the image of Glasgow and provide access to employment opportunities associated.

12.2 Impact of Glasgow Hosting the Commonwealth Games

Overall, half of those interviewed (50%) thought hosting the Commonwealth Games would have a positive effect on themselves and their families. Only 5% thought it would have a negative effect. Older residents (aged 75+) were more likely to believe it will have no effect at all (30%).

Over two thirds (67%) thought that it would have a positive effect on their local area. Again, those aged 75+ were not as positive with 18% not believing there would be any effect on their local area.

The response was even stronger when residents considered the effect in Glasgow overall. The vast majority (88%) thought it would have a positive effect.

Interestingly, residents living within one mile to the planned Commonwealth Games Village were less likely to believe it would have a positive effect on themselves and their family. Nevertheless, in line with Glasgow as a whole, very few thought there would be a negative impact. When their local area was considered, a higher proportion of those within one and two miles believed there would be a positive impact on their area. A total of 78% of those within one and two miles believe there would be a positive impact in their area and this compares to just 64% of residents who live outside of this radius. With regard to the impact on Glasgow, there is a widespread belief that the Games will have a positive impact upon the City but this belief is still slightly stronger in the area within 2 miles of the planned Commonwealth Games Village.

Figure 12.1: Do you think Glasgow hosting the Commonwealth Games in 2014 will have a positive or negative effect on....

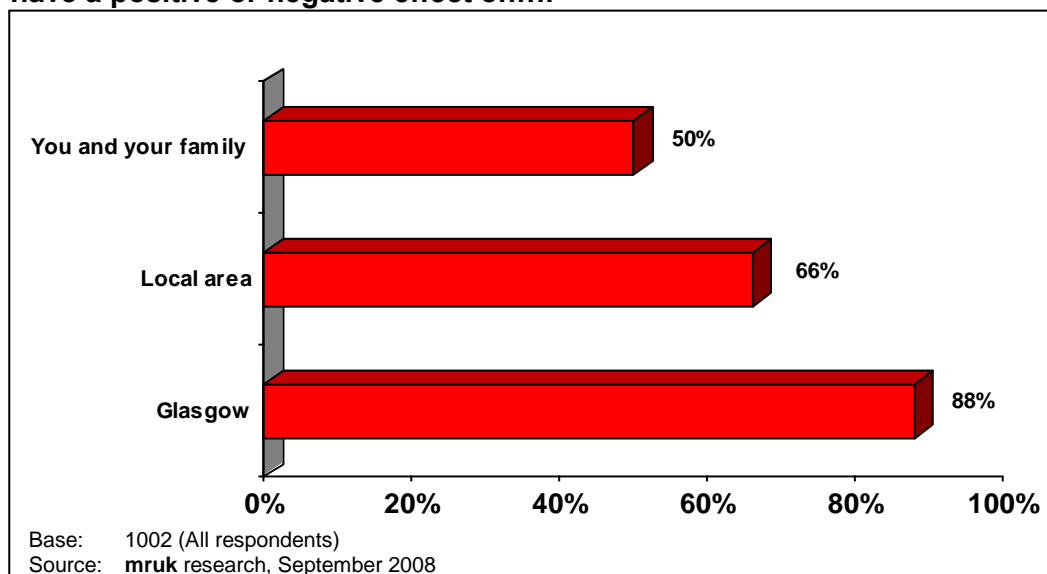
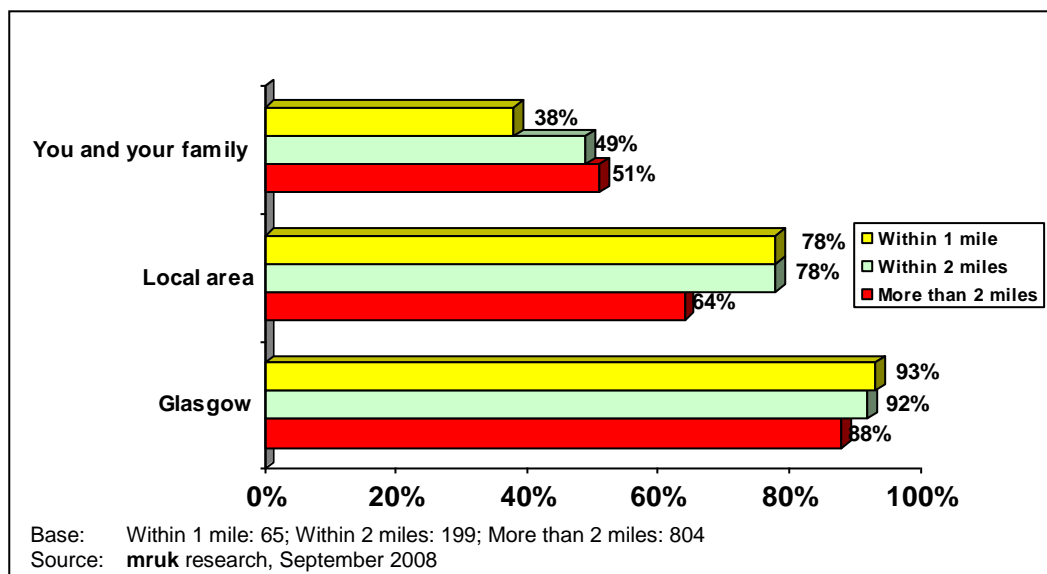


Figure 12.2: Do you think Glasgow hosting the Commonwealth Games in 2014 will have a positive or negative effect on....



Residents looked at 14 possible priorities for Glasgow to get as much benefit as possible for hosting the Games, and were asked to choose 1 each as a 1st priority, 2nd priority, 3rd priority and the least priority.

Improving The Image Of Glasgow and Providing Access To Employment Opportunities Associated With The Games were clearly seen as the top priority areas. For both the first and second priorities these options were selected by more residents than any other. Those aged 55-59 (29%) were more likely to state Providing Access To Employment Opportunities as the top priority area than those age 16-34 (17%)

A quarter (25%) and 16% of residents stated that Improving The Image Of Glasgow was their 1st and 2nd priority respectively; and 17% and 13% of residents stated that Access To Employment Opportunities was their 1st and 2nd priority respectively.

Increasing Pride / Feel Good Factor Amongst Glaswegians and Bringing As Much Money Into The City As Possible were the next most popular priority areas.

Table 12.1: To ensure Glasgow gets as much benefit as possible from hosting the Commonwealth Games, what do you think the city's priorities should be?

	1st Priority %	2nd Priority %	3rd Priority %	Least Priority %
Improving the image of Glasgow	25	16	9	4
Providing access to employment opportunities associated with the Commonwealth Games	17	13	10	2
Bringing in as much money as possible to the city	10	8	9	5
Increasing Pride / Feel Good Factor amongst Glaswegians	8	10	10	7
Improving sports facilities	6	6	7	2
Better housing and regeneration	4	4	6	4
Helping to improve the overall health of Glasgow residents	4	6	6	3
Reducing crime levels	4	2	3	4
Providing access to Volunteering opportunities associated with the Commonwealth Games	3	4	5	6
Investing in Scottish athletes	3	5	6	4
Helping to improve the activity levels of Glasgow residents	2	5	5	4
Improving Community Safety	2	2	3	3
Improving Public Transport	1	3	4	4
Staging more cultural and sporting events	1	1	1	5
Don't know	11	14	17	43
Base: 1002				
Source: mruk research, September 2008				

The main priority areas of Glasgow's residents were also the main priority areas for those closest to the planned Commonwealth Games Village. Improving The Image Of Glasgow was clearly the main priority area. Just under one third (30%) of residents within a two mile radius stated this as the top priority area, and 76% within one mile and 61% within two miles ranked this in their top three priority areas. This compares with 38% of residents outside of the two mile radius.

Around one half (52% within one mile and 47% within two miles) placed Providing Access To Employment Opportunities Associated With The Commonwealth Games in their top three priority areas and this compares with 38% of those outside this area.

As well as thinking of the potential benefits of the Games residents were also invited to state any concerns that they may have. The vast majority (89%) do not have any concerns at all. The cost of staging the Games was the main issue raised but only 5% of residents mentioned this.

12.3 Summary

Residents believe the Games will have a positive affect on them, their families, their local area, and Glasgow. Perhaps surprisingly, those living closest to the planned Commonwealth Games Village are less likely to believe there will be a positive impact on themselves and their families. For Glasgow to benefit as much as possible from the Games the priorities, according to residents, should be to improve the image of Glasgow, and provide access to employment opportunities associated with the Games.

Appendix A Full Results

APPROVED BY:	Executive		Field		Computing		DATE APPROVED:	
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**Glasgow City Council Household Survey 2008
Wave 2 Questionnaire (IK20392) – Final**

OFFICE USE
Serial Number

NAME _____

ADDRESS _____

POSTCODE _____

TELEPHONE _____

INTERVIEWER ID NUMBER

--	--	--	--

QUESTIONNAIRE NUMBER

--	--	--	--

AGE

--	--

Social class	AB	1	Occupation of Chief Wage Earner: _____
	C1	2	
	C2	3	
	DE	4	

Good morning/afternoon/evening. My name is _____ from mruk research limited. We have been commissioned by _____ to carry out a survey on _____. You have been selected at random for this survey, and I wonder if I could ask you some questions? It should take approximately ____ minutes, and all the answers you give will be kept completely confidential.

This interview has been conducted within the Code of Conduct of the Market Research Society.

INTERVIEWER SIGN _____

INTERVIEWER PRINT _____

DATE OF INTERVIEW _____

--	--	--	--	--	--	--	--

**Glasgow City Council Household Survey 2008
Wave 2 Questionnaire (IK20392) – Final**

OFFICE USE				
Serial Number	(1)	(2)	(3)	(4)

**DO NOT FILL IN
RESPONDENT DETAILS
ON THIS PAGE**

FILL IN ALL OTHER INFO

THANKS

(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)				
JOB NUMBER	I	K	2	0	3	9	2	I	H	C	W	2			

(17)	(18)	(19)	(20)
INTERVIEWER ID NUMBER			

QUESTIONNAIRE NUMBER			

(21)	(22)	(23)	(24)
START TIME			

(25)	(26)	(27)	(28)
FINISH TIME			

AREA CODE (FROM COLUMN FURTHEST LEFT ON SAMPLE):

(29)	(30)	(31)

This interview has been conducted within the Code of Conduct of the Market Research Society.

INTERVIEWER SIGN _____

INTERVIEWER PRINT _____

DATE OF INTERVIEW _____

EDITED BY _____ (32) (33) CODED BY _____ (34) (35)
DATE _____ DATE _____

Q1	Gender	(36)	ROUTE
	Male	46	GO TO Q2
	Female	54	
	Base: 1002		
Q2	SHOWCARD A Age	(37)	ROUTE
	A 16-24	16	
	B 25-34	20	
	C 35-44	19	GO TO Q3
	D 45-54	14	
	E 55-59	6	
	F 60-64	6	
	G 65-74	11	
	H 75+	8	
	Refused	0	
	Base: 1002		
Q3	SHOWCARD B Working status	(38)	ROUTE
	A Working – full time (30+ hrs)	33	
	B Working – Part-time (9-29hrs)	7	
	C Unemployed	19	
	D Not working – retired	24	
	E Looking after house / children	6	GO TO Q4
	F Looking after invalid / disabled	2	
	G Student	7	
	H Other (Closed)	0	
	Refused	1	
	Base: 1002		
Q4	SEG of respondent		
	POSITION/RANK/GRADE		
	QUALIFICATIONS		
	NO. OF STAFF RESP. FOR		
	INTERVIEWER CODE:	(39)	ROUTE
	A	1	
	B	6	
	C1	23	GO TO Q4A
	C2	13	
	D	14	
	E	43	
	Base: 1002		

Q4a Respondent is... (40)

Chief income earner	76	
Not chief income earner	24	
Refused	1	

Base: 1002

GO TO Q5

Q5 Number of adults (16+) and children (under 16) in household **ROUTE**

	No of Adults (Age 16+)		No of Children (Under 16)		
	(41)	%	(42)	%	
1	38		13		(43)
2	46		11		
3	9		2		
4	4		1		
5	1		*		
6	1		-		
7	*		-		
8	-		*		
9	-		-		
10	-		-		
11	-		-		
12	-		-		
13	-		-		
14	-		-		
15	-		-		
16	-		-		
17	-		-		
18	-		-		
19	-		-		
20	-		-		
None			71		
Refused		*	2		

Base: 1002

GO TO Q6

Q6 Do you have anyone aged between 60 – 74 years old or over 75 years old in your household? **ROUTE**

	%	
None aged 60+	73	(44)
Aged 60-74	19	(45)
Aged 75+	9	(46)
Refused	*	(47)

Base: 1002

GO TO Q7

**ASK Q7 ONLY OF THOSE WHO STATE THEY HAVE 1, 2, 3 ETC UP TO 20 CHILDREN AT Q5
I.E. IF THEY HAVE 3 CHILDREN, ONLY ASK FOR AGE OF CHILD 1, CHILD 2 & CHILD 3**

Q7	Age last birthday of children under 16 in household?						ROUTE						
	CHILD 1		CHILD 2		CHILD 3		CHILD 4		CHILD 5		CHILD 6		
	(49)	%	(50)	%	(51)	%	(52)	%	(53)	%	(54)	%	
Under 1	*		-		-		-		-		-		
1	14		6		5		22		49		-		
2	7		11		9		13		-		-		
3	7		7		23		4		-		-		
4	8		12		3		-		-		100		
5	7		9		11		4		51		-		
6	6		5		1		8		-		-		
7	7		3		6		8		-		-		
8	5		10		8		16		-		-		
9	6		8		9		-		-		-		
10	4		9		13		10		-		-		
11	6		3		11		-		-		-		
12	5		7		1		4		-		-		GO TO Q8
13	2		6		-		-		-		-		
14	9		4		-		10		-		-		
15	6		*		-		-		-		-		
Base	275		142		37		13		2		1		
	CHILD 7		CHILD 8										
	(55)	%	(56)	%									
Under 1	-		-										
1	100		100										
2	-		-										
3	-		-										
4	-		-										
5	-		-										
6	-		-										
7	-		-										
8	-		-										
9	-		-										
10	-		-										
11	-		-										
12	-		-										
13	-		-										
14	-		-										
15	-		-										
Base	1		1										

Q8 **SHOWCARD C.** What is your current religion, denomination, body or faith? **ROUTE**

		%
		(57) (58)
A	None	45
B	Church of Scotland	24
C	Roman Catholic	18
D	Other Christian (59) (60)	1
E	Buddhist	*
F	Hindu	*
G	Jewish	*
H	Muslim	4
I	Pagan	*
J	Sikh	1
K	Another religion (61) (62)	*
L	Refused	7

Base: 1002

GO TO Q9

Q9 **SHOWCARD D.** Which nation or nations do you identify with most? **Multicode – please select all that apply**

	%
Scotland (63)	90
England (64)	3
Wales (65)	*
Northern Ireland (66)	1
Britain (67)	5
Republic of Ireland (68)	*
Other nation or nations (please write in) (69)	5
	(70) (71)
	(72) (73)

Base: 1002

ROUTE

GO TO Q10

Q10 **SHOWCARD E.** What is your ethnic group?

ROUTE

		(74)	%
A	White		
	Scottish	84	
	English	3	
	Welsh	*	
	Northern Irish	1	
	British	2	
	Irish	*	
	Gypsy / traveller	-	
	Polish	2	
	Other white ethnic group, please write in (75) (76)	1	
B	Mixed or Multiple Ethnic Groups		
	Any mixed or multiple ethnic groups, please write in (77) (78)	-	
C	Asian, Asian Scottish or Asian British		
	Pakistani	3	
	Indian	*	
	Chinese	*	
	Bangladeshi	*	
	Sikh	*	
	Other - please write in (79) (80)	*	
D	African, Caribbean or Black		
	African, African Scottish or African British	1	
	Caribbean, Caribbean Scottish or Caribbean British	-	
	Black, Black Scottish or Black British	*	
	Other, please write in (81) (82)	-	
E	Other ethnic group		
	Arab	*	
	Jewish	-	
	Other, please write in (83) (84)	*	
F	Refused	1	
G	Don't know	-	

Base: 1002

GO TO Q11

Q11 **SHOWCARD F.** In which band would you place your **total household income** from all sources **before** tax and other deductions? Just read out the letter that applies

ROUTE

	PER WEEK	PER YEAR	(85)	%
A	Up to £86	Under £4,500		3
B	£87-£125	£4,500-£6,499		6
C	£126-£144	£6,500 - £7,499		5
D	£145-£182	£7,500 - £9,499		5
E	£183-£221	£9,500-£11,499		4
F	£222-£259	£11,500-£13,499		5
G	£260-£298	£13,500-£15,499		3
H	£299-£336	£15,500-£17,499		3
I	£337-£480	£17,500-£24,999		4
J	£481-£576	£25,000 - £29,999		3
K	£577-£769	£30,000 - £39,999		3
L	£770-£961	£40,000 - £49,999		2
M	£962-£1,441	£50,000 - £74,999		2
N	£1,442-£1,922	£75,000 - £99,999		1
O	£1,923 or over	£100,000 +		*
P	Refused			50

GO TO Q12

Base: 1002

Q12 Can I just check, does the household have income from current employment, or does it rely entirely on pensions or social security? **SINGLE CODE ONLY.**

ROUTE

	(86)
Yes, does have income from employment	44
No, relies on pensions/social security	42
Don't know	1
Refused	13

GO TO Q13

Base: 1002

Q13 Do you own your home, or rent it? **PROBE FOR DETAIL. SINGLE CODE ONLY.**

ROUTE

	(87)	%
Owned outright	15	
Buying on mortgage	28	
Rented from Glasgow Housing Association (Ex-council)	35	
Rented from other housing association/housing co-operative	12	
Shared Ownership with Housing Association / Housing co-operative shared ownership	1	
Other (closed)	7	
Refused	2	

GO TO Q14

Base: 1002

Q14	Type of housing - Interviewer – code or ask SINGLE CODE ONLY.	(88)	(89)	ROUTE															
	Detached villa		3																
	Semi-detached villa		11																
	Bungalow		1																
	Semi-detached bungalow		2																
	Terraced house		15	GO TO Q15															
	Four-in-a-block		13																
	Tenement flat		40																
	Multi-storey flat		10																
	Maisonette		2																
	Modern apartment/loft apartment/studio/other flat		2																
	Other (closed)		*																
	Refused		*																
	Base: 1002																		
Q15	How many cars or light vans are there in the household: SINGLE CODE ONLY		(90)	ROUTE															
	1 car or light van		35																
	2 cars/light vans		10	GO TO Q16															
	3+ cars/light vans		2																
	None		53																
	Base: 1002																		
Q16	Do you have a bank or building society account, or are you a member of a credit union? MULTICODE			ROUTE															
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Yes, bank or building society account</td> <td style="padding: 2px;">(91)</td> <td style="padding: 2px;">84</td> </tr> <tr> <td style="padding: 2px;">Yes, credit union</td> <td style="padding: 2px;">(92)</td> <td style="padding: 2px;">2</td> </tr> <tr> <td style="padding: 2px;">No, none</td> <td style="padding: 2px;">(93)</td> <td style="padding: 2px;">7</td> </tr> <tr> <td style="padding: 2px;">Don't know</td> <td style="padding: 2px;">(94)</td> <td style="padding: 2px;">*</td> </tr> <tr> <td style="padding: 2px;">Refused</td> <td style="padding: 2px;">(95)</td> <td style="padding: 2px;">8</td> </tr> </table>		Yes, bank or building society account	(91)	84	Yes, credit union	(92)	2	No, none	(93)	7	Don't know	(94)	*	Refused	(95)	8		GO TO Q17
Yes, bank or building society account	(91)	84																	
Yes, credit union	(92)	2																	
No, none	(93)	7																	
Don't know	(94)	*																	
Refused	(95)	8																	
	Base: 1002																		
	<u>ASK ALL</u>																		
Q17	How long have you lived in Glasgow? SINGLE CODE ONLY		(96)	ROUTE															
	Up to five years		13																
	Over five years, up to 20 years		18																
	Over 20 years		67	GO TO Q18															
	Don't know/can't remember		2																
	Refused		*																
	Base: 1002																		
Q18	Do you or anyone in your household have any long term illness, health problem or disability which limits your activity or the work you can do? MULTI CODE			ROUTE															
		%																	
	Yes, respondent	15	(97)	GO TO Q19															
	Yes, other h/hold member	6	(98)	GO TO Q20															
	No	79	(99)	GO TO Q21															
	Refused	*	(100)																

Base: 1002

ASK Q19 IF RESPONDENT HAS LONG TERM ILLNESS, HEALTH PROBLEM OR DISABILITY

Q19 **SHOWCARD G.** What type(s) of disability do you have? **MULTI CODE**

ROUTE

			%
A	Visual	(101)	5
B	Hearing	(102)	8
C	Learning disability	(103)	2
D	Mobility – Wheelchair user	(104)	5
E	Mobility – Other mobility impairment	(105)	40
F	Other physical impairment	(106)	9
G	Mental health problem	(107)	10
H	Long term illness	(108)	40
I	Other degenerative condition (any other)	(109)	8
	Refused	(110)	2

**GO TO
INSTRUCTION
BELOW**

Base: 153

ASK Q20 IF OTHER HOUSEHOLD MEMBER(S) HAS / HAVE LONG TERM ILLNESS, HEALTH PROBLEM OR DISABILITY

Q20 **SHOWCARD G.** What type (s) of disability do other household members have?
MULTICODE

ROUTE

			%
A	Visual	(111)	7
B	Hearing	(112)	10
C	Learning disability	(113)	5
D	Mobility – Wheelchair user	(114)	11
E	Mobility – Other mobility impairment	(115)	31
F	Other physical impairment	(116)	13
G	Mental health problem	(117)	6
H	Long term illness	(118)	39
I	Other degenerative condition (any other)	(119)	11
	Refused	(120)	5

GO TO Q21

Base: 57

Q21 **SHOWCARD H.** Which of the following apply to you and household? Do you have...
MULTI CODE

ROUTE

A	Dial Up Internet access at home	(121)	2
B	Broadband internet access at home	(122)	43
C	WiFi (wireless) Broadband internet access at home	(123)	4
	None of these	(124)	55
	Don't know	(125)	-

GO TO Q22

Base: 1002

Q1 **SHOWCARD I.** Thinking about the person in this household who has the highest level
22 of academic qualifications, please read out the letter which best matches them.

SINGLE CODE

ROUTE

		(126)
A	No formal qualifications	39
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	24
C	Group 2: Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	13
D	Group 3: HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	7
E	Group 4: First degree, Higher degree, Professional Qualification.	16
	Don't Know Refused	2

GO TO Q23

Base: 1002

MAIN SURVEY

SECTION 1: USAGE AND SATISFACTION WITH COUNCIL SERVICES

Q2 **SHOWCARD J.** Overall, how satisfied or dissatisfied would you say you are with the
23 services provided by Glasgow City Council?

ROUTE

	%	(127)
Very satisfied	15	
Fairly satisfied	61	
Neither / nor	9	
Fairly dissatisfied	8	
Very dissatisfied	4	
No opinion	2	

GO TO Q24

Base: 1002

Q24 **SHOWCARD K.** Which of these services provided by Glasgow City Council, if any, have you or any other household members used in the last year or so? Just read out the letters that apply.

ROUTE

Council run or owned :		%	
A	Nursery schools	10	(128)
B	Primary schools	16	(129)
C	Secondary schools	11	(130)
D	Parks	49	(131)
E	Children's play parks	19	(132)
F	Museums and galleries	37	(133)
G	Sports and leisure centres	35	(134)
H	Libraries	48	(135)
I	Social work services	10	(136)
J	Local community centres	7	(137)
K	Home help service	4	(138)
	None of these	24	(139)
	Don't know	*	(140)

GO TO Q25

Base: 1002

Q25 **SHOWCARD L.** I am going to read out a number of different services that are provided in this area by the Council. For each one, I'd like you to tell me how satisfied or dissatisfied you are with the quality of each in your local area.

ROUTE

		Very Satisfied	Fairly Satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Don't know		
		%	%	%	%	%	%		
A	Nursery schools	7	15	12	1	*	64	(141)	
B	Primary schools	9	21	12	1	*	57	(142)	
C	Secondary schools	6	19	13	1	*	60	(143)	
D	Parks	18	41	14	4	2	20	(144)	
E	Museums/art galleries	27	25	16	1	*	31	(145)	
F	Sports and leisure centres	14	36	13	4	1	32	(146)	
G	Libraries	21	40	12	3	*	23	(147)	
H	Children's play parks	7	20	19	6	2	46	(148)	
I	Social work services	5	12	19	2	1	62	(149)	
J	Home help service	4	8	17	1	*	70	(150)	
K	Local community centres	4	14	19	2	1	60	(151)	
L	Road maintenance	4	38	17	24	8	10	(152)	
M	Refuse collection	13	60	9	8	4	6	(153)	
N	Street lighting	12	65	11	4	2	6	(154)	
O	Street cleaning	9	54	15	12	4	6	(155)	
P	Pavement maintenance	5	47	17	18	5	7	(156)	

Base: 1002

GO TO NEXT SECTION

SECTION 2: COMMUNITY ENGAGEMENT / CITIZENSHIP

NQ26 **SHOWCARD M.** How strongly do you agree or disagree with the following statements? **READ OUT. ROTATE ORDER. SINGLE CODE FOR EACH STATEMENT**

ROUTE

		Strongly Agree	Agree	Neither/ Nor	Disagree	Strongly Disagree	Don't Know	
		%	%	%	%	%	%	
A	I feel I can influence decisions that affect my neighbourhood	2	21	20	29	15	12	(157)
B	I know how to make my comments known to the Council	10	40	16	17	6	11	(158)
C	I feel my comments would be listened to by the people who make decisions	1	20	25	25	13	16	(159)
D	I feel that decisions that affect my neighbourhood should be left to professionals	10	12	22	22	19	14	(160)

Base: 1002

GO TP NQ27A

NQ27a **SHOWCARD N.** Which of the following services do you think you can influence – in terms of how they deliver services to your local community. Just read out the letters that apply. **MULTICODE**

ROUTE

NQ27b **SHOWCARD N.** And which of these would you like to have more influence over (in terms of the way they are delivered to your local community?)

		NQ27A		NQ27B	
		%		%	
A	Police	(161)	6	(162)	13
B	NHS Hospital Services	(163)	6	(164)	11
C	GP or other community health services	(165)	5	(166)	8
D	Local job agencies	(167)	2	(168)	6
E	Community based housing association	(169)	3	(170)	4
F	Glasgow Housing Association	(171)	4	(172)	9
G	Local Housing Organisation	(173)	4	(174)	7
H	Further Education (i.e. colleges/universities)	(175)	2	(176)	4
I	Community based learning services	(177)	2	(178)	4
J	Culture, Leisure and sporting facilities	(179)	2	(180)	7
K	Social care services	(181)	2	(182)	6
L	Bus services	(183)	6	(184)	10
M	Train services	(185)	2	(186)	6
N	Fire and Rescue services	(187)	2	(188)	3
O	Community & Safety services	(189)	3	(190)	5
P	Subway	(191)	1	(192)	3
Q	School or pre-school education services	(193)	4	(194)	7
R	Planning services	(195)	2	(196)	7
S	Street cleaning/refuse collection etc.)	(197)	7	(198)	13
T	Roads	(199)	3	(200)	10
	None	(201)	48	(202)	35
	Don't know	(203)	27	(204)	22
	Other (please specify) – NQ27A	(205)	-		
		(207)	(208)	(206)	
	Other (please specify) – NQ27B		(209)	(210)	*

GO TO NQ28

Base: 1002

NQ28 **SHOWCARD O.** How effective do you think each of the following are in influencing how services are delivered to your local community? **READ OUT. ROTATE ORDER.**
TICK START SINGLE CODE FOR EACH

ROUTE
GO TO NQ29

		Very effective	Effective most of the time	Effective	Ineffective most of the time	Never effective	Don't know	
		%	%	%	%	%	%	
A	Participating in local community council	4	11	33	17	5	30	(211)
B	Contacting your local councillor	5	20	35	13	6	21	(212)
C	Contacting your local MSP (Member of the Scottish Parliament)	7	19	25	15	6	29	(213)
D	Contacting your local MP (Member of Parliament)	7	19	23	14	6	30	(214)
E	Campaigning/petitioning	3	9	27	20	6	34	(215)
F	Taking part in a public consultation exercise (<i>public meeting/focus group/on-line discussion forum/written response</i>)	2	10	26	18	5	37	(216)
G	Participating in school board	4	12	25	6	4	49	(217)
H	Participating in your tenants/residents group	3	14	27	14	5	37	(218)
I	Local party political activity	2	9	25	13	6	44	(219)
J	Participating in your local Community Planning Partnership structures	3	9	22	11	5	51	(220)

Base: 1002

NQ29 **SHOWCARD P.** Overall, how involved do you feel in your local community?
SINGLE CODE ONLY ROTATE ORDER

ROUTE

	(221)
Very involved	2
Fairly involved	13
Not very involved	29
Not at all involved	56
Don't know	1

GO TO NQ30A

Base: 1002

NQ30a **SHOWCARD Q.** Which of the following operate in your local area? **MULTICODE** **ROUTE**

NQ30b **SHOWCARD Q.** And which of them, if any, have you been involved with in the last 12 months? **READ OUT. MULTICODE**

		Operate in Area NQ30A		Involved with NQ30B		
		%		%		
A	Community Council	(222)	11	(223)	2	
B	Area Committees	(224)	3	(225)	*	
C	Tenants/Residents Group	(226)	18	(227)	4	
D	Community Reference Group or Forum	(228)	1	(229)	1	
E	Neighbourhood Watch	(230)	9	(231)	2	
F	Crime Prevention Panel	(232)	2	(233)	*	
G	Public Participation Forums (PPFs)	(234)	1	(235)	*	
H	Key Individual Networks (KINs)	(236)	1	(237)	*	
I	Church group/Charity	(238)	17	(239)	8	
J	Youth group/youth organisation	(240)	8	(241)	2	
K	Local Housing Organisation/ Community based Housing Association	(242)	11	(243)	2	
	Other Community Group or Voluntary Group (PLEASE WRITE IN)	(244)	1 (245)			
				(246)	(247)	
	None of these	(248)	24	(249)	62	GO TO NQ31A
	Don't know	(250)	33	(251)	21	

GO TO NQ32

Base: 1002

GO TO NQ32

NQ31a Why are you not involved with local community groups? **DO NOT PROMPT.**
MULTICODE

ROUTE

NQ31b And (of these) what is the single main reason you are not more involved with local community groups? **SINGLE CODE ONLY.**

		NQ31A		NQ31B	
			%	(252)	%
A	No personal interest / don't want to	(253)	48		45
B	Don't have the time	(254)	44		32
C	They are dominated by small groups of activists	(255)	3		1
D	I don't like formal group structures	(256)	2		*
E	I don't understand how they work or operate	(257)	3		1
F	It's a waste of time because my views won't be acted upon	(258)	7		2
G	I don't know what's going on – e.g. where and when meetings take place	(259)	5		4
H	A lack of childcare facilities	(260)	1		*
I	Meeting times don't suit	(261)	1		*
J	Too much jargon involved in these groups	(262)	3		1
K	No need for involvement – I am happy with the job they do	(263)	6		3
	Other Community Group (PLEASE WRITE IN)		2		
	None of these	(264)	5		5
	Don't know	(265)	3		3

**GO TO
NQ32**

Base: 1002

NQ32 **SHOWCARD R.** How would you prefer to be kept informed about issues that affect your local community? **MULTICODE**

ROUTE

		%	
A	Local newsletter or magazine	(266)	72
B	Public meetings	(267)	7
C	Information in local press	(268)	22
D	Information on local radio	(269)	10
E	Email	(270)	8
F	Website	(271)	9
G	Information in local place of worship	(272)	3
H	Information in community centre, library, housing office, leisure or sports facility	(273)	12
I	Leaflets/posters in other languages	(274)	6
J	Posters in shop windows or other prominent public places	(275)	12
K	Local Advocates / Information officers	(276)	1
L	Do not want information	(277)	2
	Other (PLEASE WRITE IN)		2
	None of these	(278)	5
	Don't know	(279)	5

GO TO NQ33

Base: 1002

SECTION 3: ANTI-SOCIAL BEHAVIOUR

NQ33 **SHOWCARD S.** Within the last two years have you or anyone in your household personally been affected by any of the following? **MULTICODE**

ROUTE

		%	
A	Antisocial neighbours	16	(280)
B	Noisy Neighbours/ parties	15	(281)
C	Youth disorder	24	(282)
D	Street drinking	24	(283)
E	Drug dealing	8	(284)
F	Drug/ alcohol/ substance abuse	13	(285)
G	Verbal abuse	7	(286)
H	Racial harassment	2	(287)
I	Harassment	4	(288)
J	Personal safety and security	6	(289)
K	Damage to property	9	(290)
L	Damage to/theft from vehicle	8	(291)
M	Vandalism	14	(292)
N	Graffiti	12	(293)
O	Dogs roaming, dog fouling, barking	21	(294)
P	House break-ins/burglary	4	(295)
Q	Prostitution/brothels	2	(296)
	No/None	46	(297)
	Refused	1	(298)
	Don't know	*	(299)
	Other (please specify)	1	(300)
		(301)	(302)

GO TO NQ34

Base: 1002

NQ34 **SHOWCARD T.** From your experience, which, if any, have got worse in this neighbourhood in the last two years? **MULTICODE**

ROUTE

		%	
A	Antisocial neighbours	10	(303)
B	Noisy Neighbours/ parties	8	(304)
C	Youth disorder	14	(305)
D	Street drinking	14	(306)
E	Drug dealing	4	(307)
F	Drug/ alcohol/ substance abuse	8	(308)
G	Verbal abuse	3	(309)
H	Racial harassment	1	(310)
I	Harassment	2	(311)
J	Personal safety and security	3	(312)
K	Damage to property	3	(313)
L	Damage to/theft from vehicle	3	(314)
M	Vandalism	5	(315)
N	Graffiti	4	(316)
O	Dogs roaming, dog fouling, barking	13	(317)
P	House break-ins/burglary	1	(318)
Q	Prostitution/brothels	1	(319)
	No/None	53	(320)
	Refused	1	(321)
	Don't know	5	(322)
	Other (please specify)	-	(323)
		(324)	(325)

GO TO NQ35

Base: 1002

NQ35 Which kinds of groups or individuals do you think are responsible for Anti Social Behaviour in your neighbourhood? **READ OUT. MULTICODE.**

ROUTE

		%	
	Children up to 12 years	10	(326)
	Young people 13-17 yrs old	42	(327)
	Young adults 18-25 yrs old	26	(328)
	Unemployed people	11	(329)
	People with mental health problems	1	(330)
	People who misuse drugs/alcohol	19	(331)
	People who deal drugs	7	(332)
	Homeless people	1	(333)
	No-one specific	34	(334)
	Other (please specify)	10	(335)
		(335)	(336)

GO TO NQ36

Base: 1002

NQ36 Why do you say this? **MULTICODE**

ROUTE

	%	
Things I have seen going on around the local area	65	(337)
Things other people say	32	(338)
Reports in the papers	7	(339)
Reports on TV/radio	3	(340)
Crimes committed against me	4	(341)
Crimes committed against people I know	4	(342)
Government statistics	*	(343)
Other (please specify)	20	(345)
	(344)	(345)

GO TO NQ37

Base: 1002

NQ37 What measures would you most like to see the Council and its partners introduce to tackle antisocial behaviour? **DO NOT PROMPT. MULTICODE**

ROUTE

	%	
More leisure facilities for young people	38	(346)
More training/employment opportunities	29	(347)
More support for families	11	(348)
More police officers on the street	54	(349)
Make offenders face their victims (restorative justice)	7	(350)
More action to reduce prostitution	1	(351)
Increased CCTV provision	17	(352)
Increased Community Wardens/enforcement officers	12	(353)
Increased availability of treatment for drug/alcohol abuse	6	(354)
Better lit streets	3	(355)
Increased graffiti removal	3	(356)
Support to resolve neighbour disputes	4	(357)
Greater use of ASBOs/other legal action	10	(358)
Reduce availability of alcohol	8	(359)
Increase price of alcohol	16	(360)
Other (please specify)	16	(362)
	(361)	(362)

GO TO NQ38

Base: 1002

SECTION 4: CCTV

NQ38 Are you aware of any CCTV cameras installed in public areas in your local community (e.g. street corners, outside shops, in play parks)? **SINGLE CODE** (363)

Yes	45	GO TO NQ39
No	50	GO TO NQ41
Don't know	5	

Base: 1002

NQ39 **SHOWCARD U.** In your experience, how effective or ineffective has the introduction of CCTV cameras into your local area been in: (364)

		Highly effective	Fairly effective	Neither / nor	Fairly ineffective	Highly ineffective	Don't know	
		%	%	%	%	%	%	
A	Tackling crime	7	33	13	22	11	15	(364)
B	Tackling anti-social behaviour	8	33	13	20	12	14	(365)

Base: 1002

NQ40 **SHOWCARD V.** In your opinion, has the introduction of CCTV into your local area increased or reduced your: (366)

		Significantly increased	Slightly increased	Neither / nor	Slightly decreased	Significantly decreased	Don't know	
		%	%	%	%	%	%	
A	Fear of crime	4	7	49	23	3	14	(366)
B	Fear of anti-social behaviour	4	7	50	22	3	14	(367)

Base: 1002

NQ41 **SHOWCARD W.** Would you support or oppose the introduction of new or additional CCTV cameras in your local area? (368)

Strongly support	41	
Support	31	
Neither / nor	17	GO TO NQ42
Oppose	7	
Strongly oppose	2	
Don't know	2	

Base: 1002

SECTION 5: CITY CENTRE

NQ42 **SHOWCARD X.** How often, if ever, do you go out in Glasgow City Centre after 10 in the evening during the week, on a Monday to Thursday? **SINGLE CODE**

**ROUTE
GO TO NQ43**

NQ43 **SHOWCARD X.** And how often do you go out in Glasgow City Centre after 10 in the evening on a weekend, that is, Friday to Sunday? **SINGLE CODE**

	Mon-Thur		Fri-Sun	
	(369)	%	(370)	%
Never	67		59	
Once a month or less	19		23	
2-3 times a month	6		10	
1-2 times a week	5		7	
3 times a week or more	3		2	

GO TO NQ44

Base: 1002

NQ44 **SHOWCARD Y.** I'm going to read out some statements about Glasgow City Centre after 10 in the evening and I'd like you to tell me to what extent you feel each is the case? If you don't use the city centre in the evening, we'd still like to know what you think. **READ OUT. ROTATE ORDER.**

**ROUTE
GO TO NQ45**

		Always the case	Generally the case	Sometimes the case	Generally not the case	Never the case	Don't know	
		%	%	%	%	%	%	
A	The streets are safe	2	37	26	14	6	15	(371)
B	Bars and pubs are safe	3	39	27	8	4	19	(372)
C	Nightclubs are safe	3	31	22	9	4	31	(373)
D	Shops refuse alcohol to drunk and under-age people	2	27	29	9	4	28	(374)
E	Pubs, bars and clubs refuse alcohol to drunk and under-age people	3	29	28	8	4	27	(375)
F	There is a good range of things to do	9	39	18	6	2	25	(376)
G	There are enough taxis in the City Centre	8	37	19	7	4	24	(377)
H	Street lighting in the City Centre is good	14	47	18	2	1	18	(378)
I	The City Centre looks nice	16	40	22	4	1	17	(379)

Base: 1002

NQ45 What improvements, if any, would make Glasgow City Centre a better place to be after 10pm? **DO NOT PROMPT. MULTICODE**

ROUTE

	%	
Better late night public transport into/out of the City Centre	22	(380)
More Taxis	13	(381)
More wardens on duty at taxi ranks and bus stops	11	(382)
Better street lighting	4	(383)
More Police presence	46	(384)
Shops and cafes open later	3	(385)
Clean up City Centre / less litter	8	(386)
Deal with drunkenness on the street	19	(387)
Fewer pubs and clubs	1	(388)
Wider range of things to do	5	(389)
Better pubs and clubs	3	(390)
Stop groups of young people hanging around	16	(391)
Fewer beggars	8	(392)
More restrictions on underage drinking	13	(393)
None of these	2	(394)
Don't know	32	(395)
Not stated	1	(396)
Other (please specify)	2	(397)
	(397)	(398)

GO TO NQ46

Base: 1002

NQ46 Are you aware of the Nite Zone Initiative?

ROUTE

	(399)
Yes	17
No	81
Don't know	2

GO TO NQ47
GO TO INSTRUCTION BEFORE NQ48

Base: 1002

NQ47 If yes, do you think the Nite Zone has made Glasgow city centre a safer place to be after 10pm at weekends

ROUTE

	(400)
Yes	59
No	13
Don't know	28

GO TO INSTRUCTION

Base: 167

INSTRUCTION: ONLY ASK IF CODED '2', '3', '4' OR '5' AT NQ43, ALL OTHERS GO TO NQ50

NQ48 Within the past year, have you experienced any of these things in the city centre after 10 in the evening? **MULTICODE**

ROUTE

NQ49 Thinking about these incidents, which, if any do you feel were at least partly caused by alcohol? **MULTICODE**

		Seen / Experienced NQ48		Alcohol Related NQ49	
		%		%	
A	Seen an assault	(401)	29	(402)	28
B	Seen behaviour that scared or intimidated me	(403)	24	(404)	22
C	Seen an accident resulting in injury	(405)	11	(406)	9
D	Been the victim of an assault	(407)	6	(408)	4
	None of these	(409)	58	(410)	59
	Not stated	(411)	1	(412)	2

GO TO NQ50

Base: 415

SECTION 6: CLEAN GLASGOW

NQ50	Are you aware of the Clean Glasgow Campaign?	(413)	ROUTE
	Yes	57	GO TO NQ51
	No	43	GO TO NQ52
	Base: 1002		

NQ51	Have you seen any advertising for the Clean Glasgow Campaign? If so, where? DO NOT PROMPT. MULTICODE		ROUTE
		%	
	Adverts on cigarette bins	9 (414)	GO TO NQ52
	Adverts in bars and pubs	5 (415)	
	Posters	29 (416)	
	Evening Times	24 (417)	
	Banners on bin lorries	31 (418)	
	Charters delivered to your home/business	3 (419)	
	Radio	8 (420)	
	Daily Record/The Sun	11 (421)	
	No, none	12 (422)	
	Other (please specify)	12 (423) (424)	

Base: 574

NQ52	SHOWCARD Z. In your opinion, how much of an issue, or otherwise, are the following in YOUR LOCAL AREA? READ OUT		ROUTE				
			GO TO NQ53				
		Significant problem	Moderate problem				
		Minor problem	Not a problem				
		Don't know					
		%	%				
A	Litter	12	21	28	38	1	(425)
B	Graffiti	6	19	25	47	2	(426)
C	Chewing gum	7	12	20	57	3	(427)
D	Flyposting	2	8	16	69	5	(428)
E	Flytipping	6	9	15	65	5	(429)
F	Dog fouling	17	19	25	37	2	(430)
G	Vandalism	8	17	26	46	2	(431)
H	Back Court maintenance	5	5	14	64	12	(432)
I	Front garden maintenance	4	6	12	66	12	(433)

Base: 1002

NQ53 **SHOWCARD AA.** To what extent would you say that the following have improved or deteriorated **IN YOUR LOCAL AREA** since Clean Glasgow was launched in February 2007? **READ OUT**

**ROUTE
GO TO NQ54**

		Significant Improvement	Moderate Improvement	Neither / nor	Moderate Deterioration	Significant Deterioration	Don't know	
		%	%	%	%	%	%	
A	Litter	3	27	49	7	2	13	(434)
B	Graffiti	2	21	56	6	1	14	(435)
C	Chewing gum	1	16	62	4	1	16	(436)
D	Flyposting	1	14	62	3	1	20	(437)
E	Flytipping	2	13	61	4	1	20	(438)
F	Dog fouling	2	15	52	12	5	14	(439)
G	Vandalism	1	19	56	7	1	15	(440)
H	Back Court maintenance	1	10	60	4	1	23	(441)
I	Front garden maintenance	1	11	60	4	1	24	(442)

Base: 1002

NQ54 **SHOWCARD AB.** To what extent would you say that the following have improved or deteriorated **IN THE CITY CENTRE** since Clean Glasgow was launched in February 2007? **READ OUT**

**ROUTE
GO TO NQ55**

		Significant Improvement	Moderate Improvement	Neither / nor	Moderate Deterioration	Significant Deterioration	Don't know	
		%	%	%	%	%	%	
A	Litter	5	40	20	2	1	32	(443)
B	Graffiti	5	35	24	2	1	34	(444)
C	Chewing gum	4	27	30	3	1	35	(445)
D	Flyposting	3	25	32	2	1	38	(446)
E	Flytipping	3	17	35	1	1	43	(447)
F	Dog fouling	5	19	33	2	*	40	(448)
G	Vandalism	4	24	32	2	*	38	(449)

Base: 1002

NQ55 Has Clean Glasgow campaign encouraged you to keep Glasgow clean?

**ROUTE
GO TO NQ56**

(450)
Yes 64
No 36

Base: 1002

NQ56 **SHOWCARD AC.** To what extent do you believe the following Clean Glasgow initiatives have been successful or unsuccessful? **READ OUT**

**ROUTE
GO TO NQ57**

		Very Successful	Successful	Unsuccessful	Stayed the same	Don't know / unsure	
		%	%	%	%	%	
A	Litter Wardens	4	40	13	8	36	(451)
B	Fixed Penalty fines	7	36	13	7	37	(452)
C	Graffiti and flyposting removal teams	4	41	6	9	39	(453)
D	Environmental Community Action Teams	3	30	6	9	52	(454)
E	Schools projects	5	28	4	5	58	(455)
F	Business Charter	1	13	4	7	75	(456)
G	Programme of new bins and anti-dog fouling signage across city	5	34	6	9	46	(457)
H	PR campaign in <i>Evening Times</i> and all local press	4	28	4	7	57	(458)

Base: 1002

NQ57 Do you know who to contact about Environmental issues? If yes, who?

ROUTE

	%	
City Council	28	(459)
Environmental Health Department	49	(460)
Local Housing Association	3	(461)
Local Councillor	1	(462)
Clean Glasgow website	1	(463)
Clean Glasgow freephone number	1	(464)
No	21	(465)
Other	*	(466)
	(466)	(467)

GO TO NQ58

Base: 1002

NQ58 In the last year, have you ever seen discarded syringes/ hypodermic needles.....

**ROUTE
GO TO NQ59**

	YES	NO	
	%	%	
In your local area	10	90	(468)
In the city centre area	5	95	(469)

Base: 1002

SECTION 7: LAND AND ENVIRONMENTAL QUESTIONS

NQ59 **SHOWCARD AD.** Which of the following recyclable products does the Council uplift from your property in addition to the normal refuse collection? **ENTER IN COLUMN A**

**ROUTE
GO TO NQ60**

NQ60 **SHOWCARD AD.** And how often do you put the following out for collection? **ENTER IN COLUMN B**

GO TO NQ61

NOTE TO INTERVIEWERS: PAPERS, PLASTIC BOTTLES AND CANS ARE COLLECTED IN BLUE BINS/BAGS. GARDEN WASTE COLLECTED IN BROWN.

		NQ56 COLUMN A		NQ60 COLUMN B				
				Regularly (Once a fortnight/once every 4 weeks)	Sometimes (once every few months)	Rarely (Once or twice a year)	No/ Never	
		%		%	%	%	%	
A	Papers	(470)	78	65	7	1	27	(471)
B	Plastic bottles	(472)	77	64	7	1	28	(473)
C	Cans	(474)	75	62	8	1	30	(475)
D	Garden waste	(476)	44	28	11	3	58	(477)
	None	(478)	19					(479)

Base: 1002

NQ61 **SHOWCARD AE.** Do you recycle at any of the Council's civic amenity sites or at other local recycling facilities (e.g. Dawsholm, Polmadie, Shieldhall, or Queenslie)? If so, which of the following?

READ OUT

**ROUTE
GO TO NQ62**

		Regularly (Once a fortnight/once every 4 weeks)	Sometimes (once every few months)	Rarely (Once or twice a year)	No/ Never	
		%	%	%	%	
A	Papers	6	2	1	90	(480)
B	Plastic bottles	6	2	2	90	(481)
C	Cans	6	1	2	91	(482)
D	Garden waste	3	4	3	90	(483)
E	Glass	10	4	3	83	(484)
F	Cardboard	4	3	3	90	(485)
G	Wood	2	2	7	90	(486)
H	Scrap metal	1	2	5	92	(487)
I	Textiles	2	2	5	92	(488)
J	Rubble	1	2	5	93	(489)
K	No	2	*	*	97	(490)

Base: 1002

NQ62 What improvements would you like to see made to Glasgow City Council recycling services?

	%	
None	44	(491)
Don't know	33	(492)
Other (please specify)	23	
	(493)	(494)

ROUTE

GO TO NQ63

Base: 1002

SECTION 8: VOLUNTEERING

NQ63	During the last 12 months, have you given up any time to help others on a voluntary/unpaid basis, <i>(this may include charities, clubs, school boards, helping someone in your community?)</i>	(495)	ROUTE
	Yes	11	GO TO NQ64
	No	89	GO TO NQ68
	Base: 1002		

NQ64	If YES, was this:	(496)	ROUTE
	<u>Formal</u> volunteering <i>(i.e. undertaken through an organisation, charity or club)</i> Or	56	GO TO NQ65
	<u>Informal</u> volunteering <i>(i.e. giving unpaid help as an individual to people who are not relatives – e.g. helping a neighbour?)</i>	44	
	Base: 113		

NQ65	SHOWCARD AF. If YES, how did you hear about the opportunity to volunteer/contribute your time?	%	ROUTE
	Word of mouth	75 (497)	
	Local volunteer centre	8 (498)	
	Received information / was referred by someone in a professional capacity (e.g. GP, school)	14 (499)	
	Direct mailing/newsletter from organisation / club / charity	7 (500)	
	Newspaper	- (501)	GO TO NQ66
	Internet	* (502)	
	Radio	5 (503)	
	Television	* (504)	
	Other (please specify)	7 (505) (506)	
	Base: 113		

NQ66 **SHOWCARD AG.** What personal benefits have you gained from your involvement in volunteering? **MULTICODE**

ROUTE

NQ67 And which of these has brought you the greatest benefit? **SINGLE CODE .**

		NQ66		NQ67	
		%		%	
A	Access to learning opportunities	(507)	16	(508)	8
B	Development of transferable skills (e.g. communication, time management, leadership)	(509)	27	(510)	12
C	Personal development (e.g. increased confidence or self-esteem)	(511)	52	(512)	26
D	Route into employment	(513)	5	(514)	2
E	Knowledge of local community	(515)	27	(516)	13
F	Understanding of wider issues (e.g. health, environment, community safety)	(517)	36	(518)	15
G	Awareness of the city's cultural assets (e.g. museums, libraries, arts, sports) and/or heritage (e.g. history, places, culture)	(519)	7	(520)	3
H	A sense of belonging within Glasgow	(521)	19	(522)	5
I	Understanding of other cultures / people	(523)	25	(524)	9
	Other (please specify)	(525)	6	(526)	2

GO TO NQ69

Base: 113

If NO, what is your main reason for NOT volunteering?

NQ68

ROUTE

	(527)	(528)
Difficulty finding information about volunteering opportunities	1	
Nobody has ever asked me	9	
Lack of opportunities that meet my interests	3	
Lack of opportunities that fit my skills / knowledge /experience	1	
Not enough spare time / too many other commitments	41	
Believe it would affect my benefit	*	
Lack of self-confidence	1	
Wouldn't fit in / be accepted	1	
Too much paperwork (e.g. Disclosure checks)	-	
It will cost me money (e.g. travel, childcare)	*	
Bad / negative experience of volunteering in the past	*	
I've volunteered in the past – it's someone else's turn now	2	
No interest	32	
Other (please specify)	9	

GO TO NQ69

Base: 889

SECTION 8: CHILD PROTECTION

NQ69 If you had concerns that a child in your neighbourhood might be being treated badly at home, what would you do? **DO NOT PROMPT - MULTICODE**

ROUTE

	%	
Speak to the family of the child/young person	7	(529)
Speak to a relative or someone close to the family	4	(530)
Discuss it with friends/neighbours to see what they knew/thought	10	(531)
Contact the nursery or school attended by the child/young person	3	(532)
Contact social work services	33	(533)
Contact a local voluntary childcare organisation	2	(534)
Contact the police	37	(535)
Contact a doctor/GP	1	(536)
Contact a health visitor	*	(537)
Contact GHA/Local Housing Association	1	(538)
Contact my local councillor	*	(539)
Nothing	3	(540)
Don't know / unsure	18	(541)
Other (please specify)	2	(542)
	(542)	(543)

GO TO NQ70

Base: 1002

NQ70 If you wanted to raise a child protection issue with the Council, do you know which department to contact?

ROUTE

DO NOT PROMPT. SINGLE CODE ONLY

	(544)	(545)
No	42	
Social work services	56	
Education service/schools	1	
GHA/Local Housing Association	*	
Local councillor	*	
Visit City Chambers	-	
Call access centre/switchboard	1	
Other (please specify)	*	

GO TO NQ71

Base: 1002

SECTION 9: COMMONWEALTH GAMES 2014

NQ71A **SHOWCARD AH.** Do you think Glasgow hosting the Commonwealth Games in 2014 will have an positive or negative effect on you and your family?

ROUTE

NQ71B **SHOWCARD AI.** Do you think Glasgow hosting the Commonwealth Games in 2014 will have a positive or negative effect on your local area?

NQ71C **SHOWCARD AJ.** Do you think hosting the Commonwealth Games in 2014 will have an positive or negative effect on Glasgow generally?

GO TO NQ72

	NQ71A On you and Family		NQ71B Local Area		NQ71C On Glasgow	
	(546)	%	(547)	%	(548)	%
Strongly positive	22		30		61	
Reasonably positive	28		36		27	
Neither / nor	26		14		5	
Reasonably negative	3		2		1	
Strongly negative	2		1		1	
Don't know / unsure	6		8		4	
No effect at all	13		8		1	

Base: 1002

NQ72 **SHOWCARD AK.** To ensure Glasgow gets as much benefit as possible from hosting the Commonwealth Games, what do you think the city's priorities should be?

	1 st Priority		2 nd Priority		3 rd Priority		Least Priority	
	(549)	%	(550)	%	(551)	%	(552)	%
A	Improving the image of Glasgow	25	16	9	4			
B	Providing access to employment opportunities associated with the Commonwealth Games	17	13	10	2			
C	Providing access to Volunteering opportunities associated with the Commonwealth Games	3	4	5	6			
D	Increasing Pride / Feel Good Factor amongst Glaswegians	8	10	10	7			
E	Helping to improve the overall health of Glasgow residents	4	6	6	3			
F	Helping to improve the activity levels of Glasgow residents	2	5	5	4			
G	Improving sports facilities	6	6	7	2			
H	Bringing in as much money as possible to the city	10	8	9	5			
I	Investing in Scottish athletes	3	5	6	4			
J	Better housing and regeneration	4	4	6	4			
K	Improving Public Transport	1	3	4	4			
L	Improving Community Safety	2	2	3	3			
M	Reducing crime levels	4	2	3	4			
N	Staging more cultural and sporting events	1	1	1	5			
	Don't Know	11	11	17	43			

Base: 1002

NQ73	Do you have any concerns about Glasgow hosting the Commonwealth Games?	%		ROUTE
	No	89	(553)	GO TO NQ74
	Yes (please specify)	11	(554) (555)	
<hr/>				
	Base: 1002			
NQ74	<p>Because your views are important, mruk are taking the details of Glasgow residents willing to be contacted again for research purposes.</p> <p>At most, you would be invited once a year, to give your views on local issues, including how the city could be improved.</p> <p>These events help the Council to plan for the future and deliver its services more effectively.</p> <p>Your contact details and demographic information will only be held by mruk and will not be passed on to anyone else, including the Council, without your permission.</p>			
	Is it ok if we contact you again?	(556)		ROUTE
	Yes	1	(556)	DECLARATION
	No	2	(556)	THANK & CLOSE
<hr/>				
	* = less than 1%			

NQ75 Record respondent details?
Name: _____ (557) **ROUTE**
GO TO NQ76
You must enter the full name with whom the survey was completed.

NQ76 Record respondent details?
Address

(558) (559) **ROUTE**
(560) (561) **GO TO NQ77**
(562) (563)

You must enter the full address

NQ77 Postcode **ROUTE**

e.g. : (564) (565) (566) (567) (568) (569) (570)

 E H 4 7 5 D U

THANK RESPONDENT & CLOSE