

**Glasgow City Council  
Household Survey  
Final Report  
November 2009  
IK20392**

**Prepared For:**



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## Executive Summary

This is the autumn 2009 wave of research conducted by CELLO **mruk** research, 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, usage of Council services was consistent with the April 2009 survey, but this represents a drop from 2008.

Comparisons with the Spring 2009 survey indicate an increase in the number of Glasgow residents visiting museums and art galleries and fewer using parks. Parks and libraries remain the most used services.

When citizens are asked generally how satisfied or dissatisfied they are with the services provided by Glasgow City Council, satisfaction levels continue to show an increase. Specifically, street cleaning, road and pavement maintenance have all experienced increases in satisfaction in the past year.

### Community Sentencing

Asked to spontaneously name community sentences, community service orders and anti-social behaviour were recalled by the highest proportion of residents, however, when prompted, there was also a high awareness of electronic tagging and probation.

Knowledge of community sentences differed between geographical areas, with awareness levels highest in Drumchapel / Anniesland & Garscadden / Scotstounhill and lowest in Partick West / Hillhead / Anderston & City Centre.

Only a minority of residents believed that community sentencing was effective at reducing crime. Despite this, the majority were supportive of community sentencing being used for minor crimes, and that drug users should be provided with treatment, not prison.

### Policy Consultation

A number of potential policy areas were investigated in the survey, each of which found support among the general population.

The vast majority of residents support the banning of smoking in children's play parks, the introduction of compulsory 20mph speed limits in residential areas, and a reduction in the number of Orange Walks and Catholic/Irish Republican Parades in local areas and the City Centre. There was also support for weekend domestic refuse collections.

## **Glasgow for Free**

The survey investigated awareness of the *Glasgow for Free* campaign run by Culture and Sport Glasgow.

Citizens identified word of mouth and print/media/newspapers as the most common means by which they had heard about the campaign.

Awareness of the free services listed was generally low. Even for historically free services, only 52% of respondents said that they were aware that museums and galleries were free and 50% that book borrowing from libraries. Of more recent developments, free internet access in libraries had the highest awareness level (28%).

These figures are lower, but broadly in line with the findings of the Spring 2009 survey.

## **Clean Glasgow**

Consistent with previous findings, residents identify dog fouling and littering as the most prominent cleansing issues in their local area.

In the City Centre the main problems identified were littering and chewing gum.

## **Anti-Social Behaviour**

Less than half of Glasgow residents felt they had been affected by anti-social behaviour which was more encouraging than the findings from the September 2008 survey.

The issues most likely to affect residents were youth disorder and street drinking but fewer residents reported these as problems than previously.

Youths aged 13-17 year olds were the group most likely to be seen to be responsible for anti-social behaviour by residents.

Increasing police numbers on the street continues to be the way most citizens believe the problem of anti-social behaviour can be tackled.

## **Council Tax Information Booklet**

Just over half of residents remembered receiving the Council Tax Information Booklet, and just over a third kept the booklet. Those that did remember receiving the booklet found it useful.

## **Revenue and Benefits Service**

Telephoning the Revenue and Benefits Service was the contact method favoured by the majority of residents who have recently used the service, although many preferred to contact the service in person.

The majority of respondents were not aware that the opening hours had been extended. Those who were most likely to be aware were residents looking after a disabled person, unemployed, working part-time, or looking after house/children.

The majority of residents were not aware that Council Tax and benefits transactions could now be processed by this service.

The vast majority of those who had used the service were satisfied with their experience.

## **Voter Registration**

The vast majority of respondents said that they re-register by post, but more than one in ten admitted to not being registered at all.

## 1. Introduction

This report summarises the results of Glasgow City Council's Household Survey, Autumn 2009, conducted by CELLO **mruk** research. This continues the Council's twice-yearly tracking study to investigate public attitudes towards the Council and satisfaction/dissatisfaction with a range of services. The latest wave of this project included the following topics:

- Usage and Satisfaction with Council Services
- Community Sentencing
- Policy Consultation
- Glasgow for Free
- Clean Glasgow
- Anti-Social Behaviour
- Council Tax Information Booklet
- Revenue and Benefits Service
- Voter Registration

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 as it:

- 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, 1,010 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 100 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.

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;
- calling cards which include CELLO **mruk** research'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 the Council.

Usage levels are consistent with those found in the April 2009 survey, but below the levels recorded in both 2008 surveys.

Several services received lower satisfaction scores than the April 2009 survey but overall residents were still positive about the quality of services provided.

#### 3.2 Usage of Council Services

Council services usage has remained at 71% from the April 2009 survey but this still represents a drop from 2008 where 79% (April 2008) and then 76% (Sept 2008) of residents stated either themselves or their family members had used Council services.

According to the results from the April 2009 survey, the most substantial reduction was the number of visitors to *museums and galleries*. It had fallen from 37% (Sept 2008) to just 20% in April 2008. This has almost been completely reversed, and although usage has not returned to Sept 2008 levels, it stands at 33% in Oct 2009.

Previous surveys have also shown a trend in the decline of using *parks*. The decline has continued this wave with only 39% of residents using *parks*.

All other services achieve a similar level of usage as in April 2009 as can be seen in Table 1 overleaf. The four services most used by households remain the same from the previous surveys, namely *parks* (39%), *libraries* (39%), *museums and galleries* (33%) and *sports and leisure centres* (29%).

Other services are used less by residents but continues to reflect the specific target audience for these services such as *nursery, primary and secondary schools, home help service, local community centres and social work services*.

**Table 1: Usage of Council Services**

	April '08 %	Sept '08 %	April '09 %	Oct '09 %
Parks	55	49	46	39
Libraries	39	48	37	39
Museums and Galleries	38	37	20	33
Sports and Leisure Centres	33	35	26	29
Primary Schools	14	16	11	12
Children's Play Parks	16	19	10	10
Secondary Schools	7	11	6	6
Nursery Schools	6	10	5	6
Local Community Centres	5	7	3	6
Social Work Services	5	10	3	4
Home Help Service	3	4	2	2
None of these	21	24	29	29
Don't know	1	-	*	-

\* = Less than 1%

Base: April '08: 1,010; Sept '08: 1,002; April '09: 1,010; Oct '09: 1,010 (*All respondents*)

Source: CELLO **mruk** research, November 2009

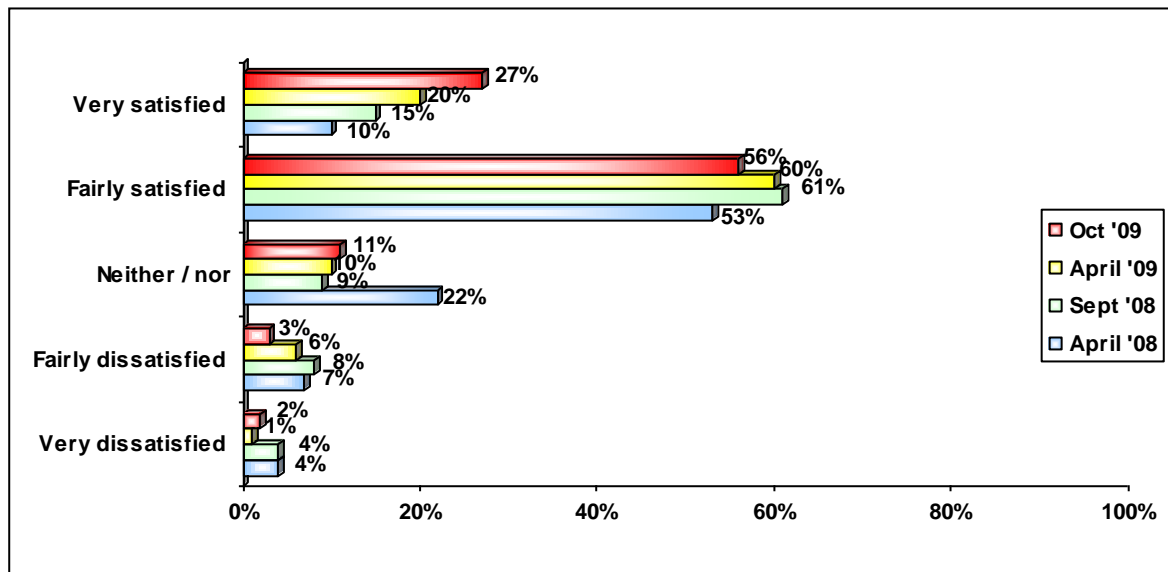
Usage patterns vary between different areas and age groups:

- Residents in Greater Pollok & Newlands / Auldburn (94%), and Drumchapel / Anniesland & Garscadden / Scotstounhill (80%) were more likely to use at least one Council service than other areas. The city average is 71%
- The main factor differentiating these two areas from the others would appear to be associated with the presence of children. These include use of *nurseries*, *primary* and *secondary schools* and *children's play parks*.
- Perhaps unsurprisingly given the previous finding, households containing those aged 35-44 made greatest use of *nurseries*, *primary* and *secondary schools* and *children's play parks*. In addition to these activities, usage of *parks*, *museums and galleries* and *sports and leisure centres* were also higher for this group.
- In contrast, those aged 75+ used Council service less than any other age group. This of course relates to the lack of child related services, but usage of *parks*, *museums & galleries* and *libraries* is also lower than for any other age group.

### 3.3 Satisfaction with Council Services

Overall satisfaction continues to increase, with 83% of residents stating that they are very or fairly satisfied with Council services. This continues the trend from previous surveys with the proportion of very or fairly satisfied residents increasing from just 63% in April 2008.

**Figure 1: Overall Satisfaction with Council Services**



Base: April '08: 1,010; Sept '08: 1,002; April '09: 1,010; Oct '09: 1,010 (All respondents)  
Source: CELLO **mr**uk research, November 2009

The results also showed high satisfaction levels with the majority of individual Council services.

The highest levels of satisfaction were recorded for *museums and galleries* (97%), *libraries* (97%), *nursery schools* (96%), and *primary schools* (94%). In addition, at least 90% of users of *sports and leisure centres*, *local community centres*, *home help service* and *parks* were satisfied with the service.

Levels of satisfaction were lowest for *pavement maintenance* (65%) and *road maintenance* (52%). Perceptions with respect to *pavement maintenance* remained consistent with April 2009. Satisfaction with *road maintenance* showed little change this survey.

At least 90% of service users were fairly or very satisfied with half of the services for which satisfaction is measured (Table 2 overleaf). Only two services, *road maintenance* (52%) and *pavement maintenance* (65%) have a satisfaction rating of less than 70%.

With regards to *pavement maintenance*, in all but one geographic area, at least 70% of residents satisfied. Only residents in Greater Pollok & Newlands / Auldburn (48%) provided a low satisfaction rating with this service.

**Table 2: Satisfaction with Council Services**

	April '08 %	Sept '08 %	April '09 %	Oct '09 %
Local Community Centres (63)	70	69	91	94
Museums and Galleries (332)	89	92	98	97
Libraries (390)	85	91	95	97
Primary Schools (120)	77	90	96	94
Nursery Schools (57)	90	95	95	96
Secondary Schools (65)	80	89	95	89
Sports and Leisure Centres (293)	97	89	94	92
Parks (392)	76	85	93	90
Street Lighting (1,010)	85	77	79	87
Home Help Service (24)	79	86	86	92
Refuse Collection (1,010)	85	73	80	83
Children's Play Parks (103)	65	66	86	78
Street Cleaning (1,010)	64	63	75	75
Social Work Services (45)	63	69	81	76
Pavement Maintenance (1,010)	52	52	65	65
Road Maintenance (1,010)	33	42	54	52

Base: Various and shown in brackets for Oct '09 (*respondents who have used the services*)

Source: CELLO **mruk** research, November 2009

### 3.4 Road Maintenance and Pavement Maintenance

Road maintenance and pavement maintenance continually score the lowest satisfaction levels of all the services measured in this way. To identify the reasons for this, those that stated they were dissatisfied were asked to explain their reasons. They were then asked to identify priority areas for the Council regarding these services.

The main reason for dissatisfaction for both Road and Pavement Maintenance was *uneven surface/potholes* cited by - 93% for roads and 91% for pavements. Other main reasons for dissatisfaction were *poor quality of (repair) work* and *patchwork appearance caused by different contractors using different types of materials*.

**Table 2: Dissatisfaction with Road Maintenance**

	%
Uneven surfaces for driving on / potholes	93
Poor quality of (repair) work	46
Patchwork appearance caused by different contractors using different types of material	30
Repeated roadworks in the same area	24
Takes too long for repairs to be completed	23
Slow response (takes too long to start repairs)	20
Delays in traffic caused by roadworks	17
Lack of notification about local works	5
Local flooding problems	5
Other	2
<b>BASE</b>	<b>294</b>

Base: 294 (Respondents dissatisfied with road maintenance)

Source: CELLO mruk research, November 2009

**Table 3: Dissatisfaction with Pavement Maintenance**

	%
Uneven surfaces for walking on / potholes	91
Poor quality of (repair) work	35
Patchwork appearance caused by different contractors using different types of material	28
Repeated pavement works in the same area	22
Inconvenience caused by pavement works	14
Lack of notification about local works	5
Local flooding problems	3
Don't know	1
Other	7
<b>BASE</b>	<b>196</b>

Base: 196 (Respondents dissatisfied with pavement maintenance)

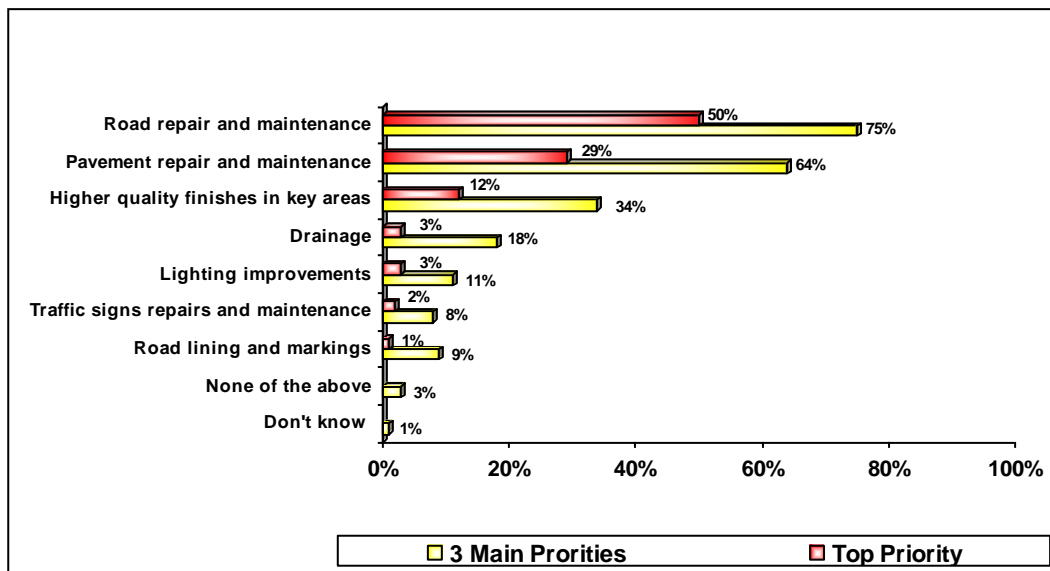
Source: CELLO mruk research, November 2009

Respondents indicating that they were dissatisfied with either Road or Pavement Maintenance were also asked to state up to three priority areas for improvement and then to state which of these should be the top priority.

According to these residents, the three main areas the Council should focus on were *road repair and maintenance* (75%), *pavement repair and maintenance* (64%). Other possible priorities such as *higher quality finishes in key areas* attracted significantly lower levels of support.

Unsurprisingly, considering more residents were dissatisfied with road maintenance compared with pavement maintenance, *road repair and maintenance* (50%) was the top priority for largest proportion. *Pavement repair and maintenance* was the top priority for 29% of residents.

**Figure 2: Main priority areas for Council regarding Road and Pavement Maintenance**



Base: 360 (3 main priorities – Respondents who were dissatisfied with road and/or pavement maintenance); 348 (Top priority- Respondents who stated at least one priority area regarding road and pavement maintenance)

Source: CELLO **mruk** research, November 2009

### 3.5 Summary

Overall, usage of Council services has remained consistent with the April 2009 survey, but this still represents a decrease from 2008. Usage ratings for individual Council services have also remained consistent. The only exceptions to this were increasing visitor numbers to museums and art galleries and fewer residents using parks.

The trend of satisfaction ratings with overall Council services increasing continued. Ratings for many individual services did drop slightly, but at least nine out of every ten residents were satisfied with eight of the sixteen services. Once again the lowest satisfaction ratings were for road and pavement maintenance. The main reason for dissatisfaction was uneven surfaces for driving or walking on.

## 4. Community Sentencing

### 4.1 Introduction

A series of questions were asked to examine residents' awareness of various types of non-custodial sentencing and their perception of their effectiveness. Awareness was highest for community service orders, anti-social behaviour, electronic tagging and probation. Over a half of residents do not believe community sentences were effective at reducing crime.

### 4.2 Awareness of Community Sentences

Residents were initially told that a Judge / Sheriff could send someone to prison or give them a fine if they were found guilty of a crime, and were then asked if they could think of any other types of sentencing that could be imposed.

Residents stated the first type of sentence that they could think of. From this it was clear that *Community Service Orders* (34%) and *Anti-Social Behaviour Order (ASBO)* (23%) came into their minds before any other measure.

Without prompting, residents were provided with the opportunity to mention other types of sentencing. Table 4 below shows that the highest awareness level when all of the spontaneous responses were added together remained the *Community Service Order* (56%) followed by *ASBO* (44%), *electronic tagging* (38%) and *probation* (36%). Spontaneous recall of *ASBOs*, *Compensation Order*, *deferred sentence*, and *probation* have all risen from April 2008.

All respondents were then prompted with sentences which they had not previously mentioned and they indicated which they were aware of. An overall awareness level for each sentence was calculated and is shown below. Combined spontaneous recall and prompted awareness of *Community Service Orders* (75%) remained higher than any other sentences. *Electronic tagging* (68%) and *probation* (67%) were the next highest just as in April 2008.



**Table 4: Possible Sentences when found Guilty of a Crime**

	<b>1st mention %</b>	<b>All spontaneous mentions %</b>	<b>All mentions %</b>
Community service order	<b>34</b> (40)	<b>56</b> (55)	<b>75</b> (82)
Electronic Tagging	<b>7</b> (17)	<b>38</b> (42)	<b>68</b> (80)
Probation	<b>10</b> (7)	<b>36</b> (22)	<b>67</b> (66)
Deferred Sentence	<b>1</b> (3)	<b>19</b> (9)	<b>46</b> (49)
Anti-social Behaviour Order (ASBO)	<b>23</b> (19)	<b>44</b> (31)	<b>44</b> (31)
Compensation order	<b>1</b> (2)	<b>16</b> (6)	<b>35</b> (35)
Drug Treatment and Testing Order (DTTO)	<b>*</b> (1)	<b>6</b> (4)	<b>26</b> (28)
Supervised Attendance Order (SAO)	<b>-</b> (*)	<b>3</b> (2)	<b>16</b> (17)
None	<b>15</b> (2)	<b>15</b> (2)	<b>15</b> (2)
Don't know	<b>8</b> (24)	<b>8</b> (24)	<b>8</b> (6)
Refused	<b>*</b> (*)	<b>*</b> (*)	<b>*</b> (*)
Other (please specify)	<b>-</b> (3)	<b>*</b> (4)	<b>*</b> (*)

(April '08 results shown in brackets)

\* = Less than 1%

Base: April: 1,010; Oct '09: 1,010 (*All respondents*)

Source: CELLO **mruk** research, November 2009

Awareness of available measures varies markedly by location and age:

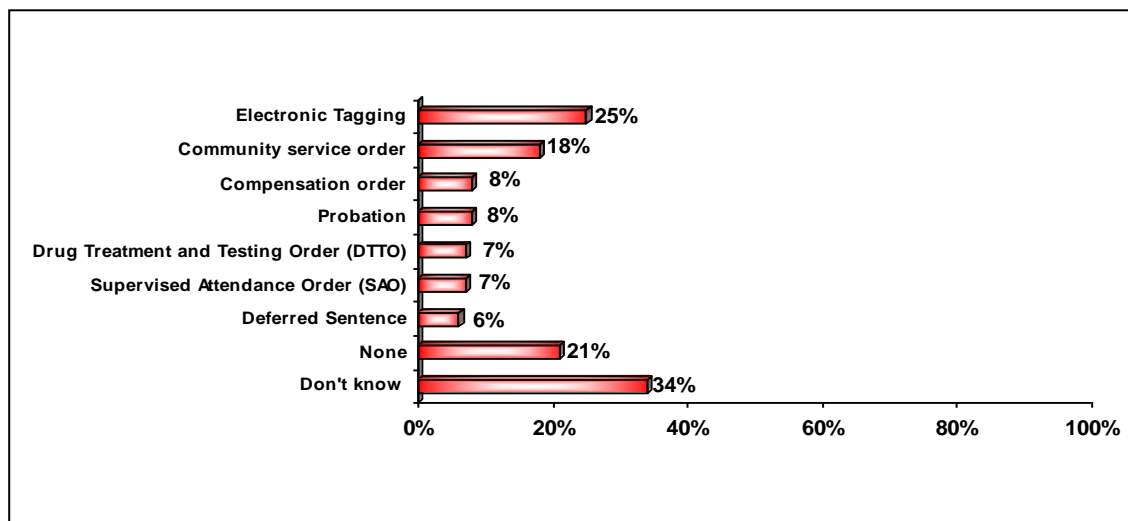
- Spontaneous recall levels of *ASBOs* was just 14% in Pollokshields East & Southside Central, but 66% in Greater Pollok & Newlands / Auldburn
- Spontaneous recall of *Community Service Orders* in Drumchapel / Anniesland & Garscadden / Scotsounhill and Partick West / Hillhead / Anderston & City Centre were 76% and 72% respectively but in East Centre & Calton it was only 33%
- This was also true of overall awareness (spontaneous and prompted responses combined). East Centre & Calton (57%) still had a lower awareness of *Community Service Orders* than those from Drumchapel / Anniesland & Garscadden / Scotsounhill (96%) and Partick West / Hillhead / Anderston & City Centre (85%)
- Generally, awareness levels amongst 16-54 year olds were much higher. Specifically, 31% of the 55+ group could not spontaneously recall any sentences compared with 21% of 16-54 year olds.

### 4.3 Effectiveness of Sentences

The perception of the effectiveness of non-custodial sentences was examined and the results were similar to the April 2008 results.

Less than half (45%) of residents believe that at least one of these sentences would make it less likely that a person would commit a crime in future. However, for most of the sentences listed less than one in ten believe they would be effective. A quarter believed that *electronic tagging* would be effective in reducing the likelihood of offending, and 18% believed a *Community Service Order* would aid the reduction in crime.

**Figure 3: Less likelihood that a person would commit a crime in the future**



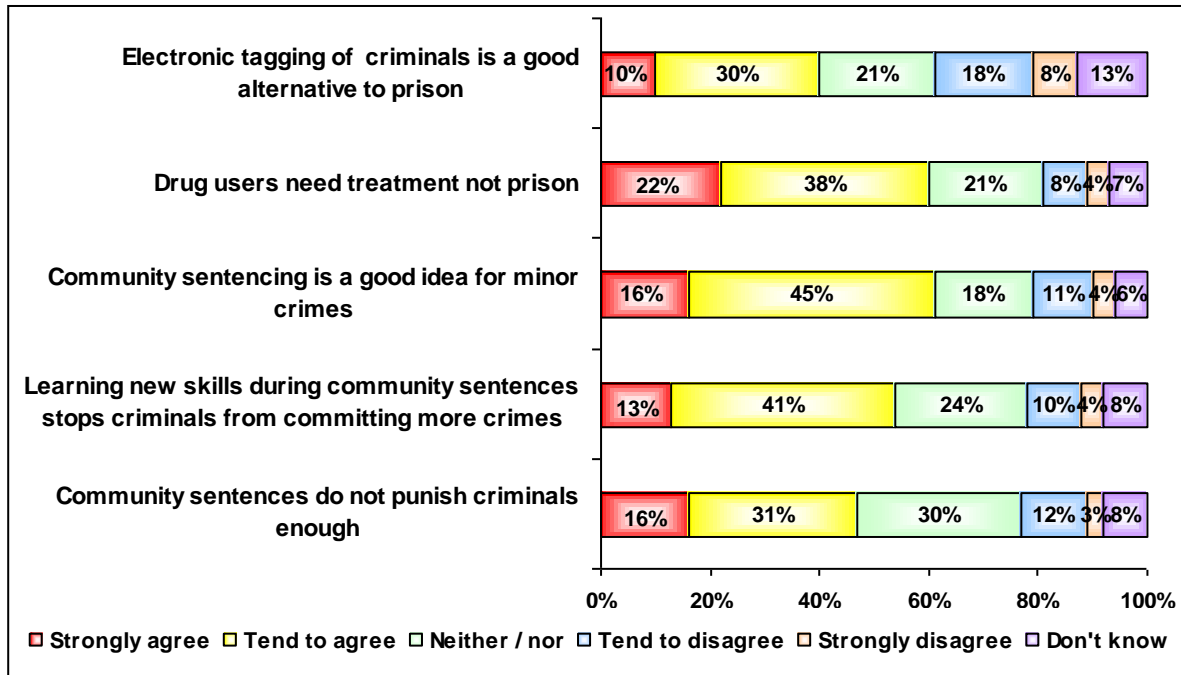
Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

Statements concerning community sentencing were then read to residents and they were invited to state their level of agreement or disagreement to each.

In a repeat of the April 2008 survey, residents were again supportive of community sentencing, particularly with the statements *community sentencing is a good idea for minor crimes* (61%) and *drug users need treatment not prison* (60%). The lowest level of support came for the statement *electronic tagging of criminals is a good alternative to prison* (41%).

**Figure 4: Sentences and Prevention**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

#### 4.4 Summary

Community Service Orders and ASBOs were recalled spontaneously by the highest proportion of residents. When prompted, a high awareness of electronic tagging and probation also existed. Knowledge of these sentences differed between geographical areas where residents from Drumchapel / Anniesland & Garscadden / Scotstounhill were more aware of Community Service Orders than those from Partick West / Hillhead / Anderston & City Centre.

Less than half of residents believed that at least one of the sentences discussed were effective at reducing crime. However, the majority were supportive of community sentencing being used for minor crimes, and that drug users need treatment and not prison.

## 5. Policy Consultation

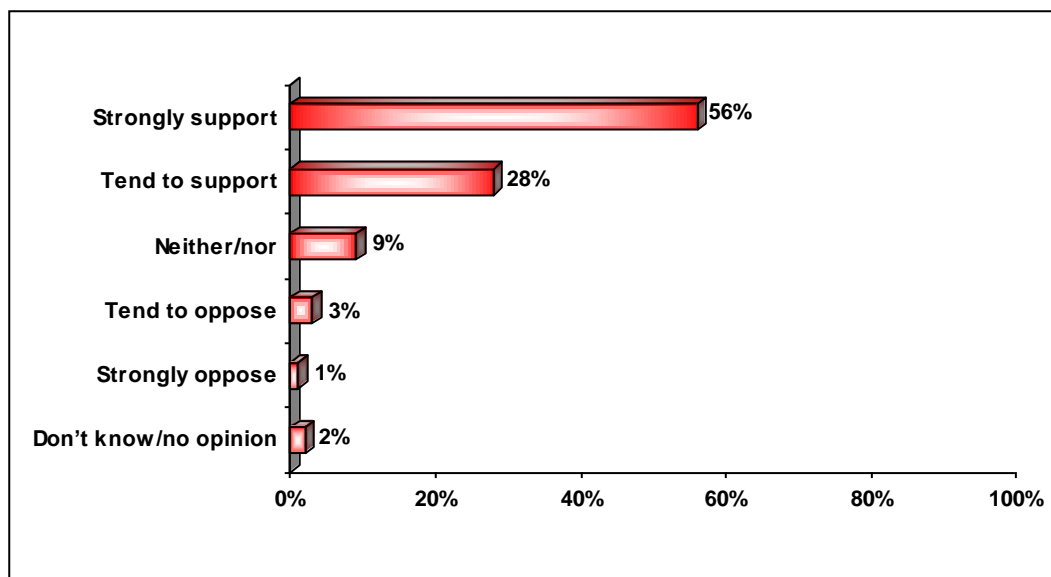
### 5.1 Introduction

A number of policy initiatives were tested to identify the level of support or opposition within the community. Generally all ideas were well supported. Introducing compulsory speed limits of 20mph and banning smoking in children’s play parks were supported by almost nine out of ten residents, and reducing the number of Orange Walks and Catholic/Irish Republican Parades was supported by around two thirds.

### 5.2 Smoking Ban in Children’s Play Parks

A substantial majority (84%) of residents support the idea of introducing a ban on smoking in children’s play parks. This support was replicated across all areas and all sections of society.

**Figure 5: Reaction to the idea of Banning Smoking in Children’s Play Parks**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

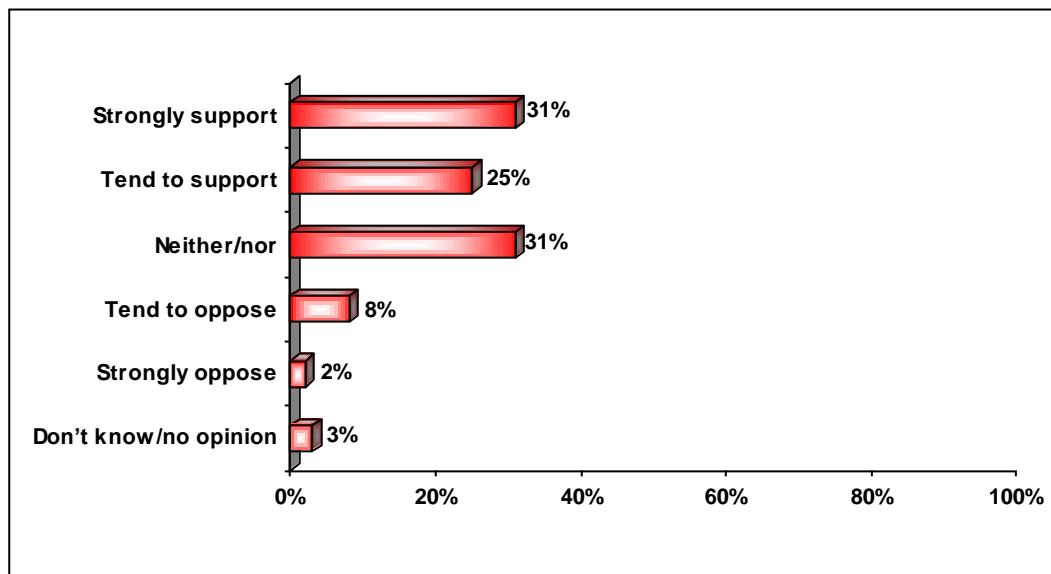
### 5.3 Refuse Collection

The Council is proposing to increase the provision of its refuse collection and bulk uplift service to a seven day service. For some residents this would result in collections taking place either on a Saturday or a Sunday.

The majority (56%) of residents indicated their support for this proposal, including 31% who stated they strongly support it. Only 10% were in opposition to it. Generally this proposal was supported across all sections of society; however residents in Greater Pollok & Newlands / Auldburn challenged this view. Only 28% stated their support for the proposal in contrast to 46% who opposed it.

Housing type does not appear to be a determinant in peoples' opinions. Only 8% of residents in tenement flats opposed the proposal which was only slightly lower than the opposition amongst residents in terraced housing (13%).

**Figure 6: Reaction to the Proposal of Introducing Weekend Domestic Refused and Recycling Collections**



Base: 1,010 (All respondents)  
Source: CELLO **mruk** research, November 2009

In line with the majority supporting the proposal, most of the comments made were also supportive. The most frequently occurring theme was that, if the proposal to fruition, it would make things better, easier, or tidier.

**Table 5: Benefits and Problems of Weekend Domestic Refuse and Recycling Collections**

	%
<b>Support Proposal</b>	
I don't mind when they collect the refuse	1 (10)
I am in favour of it / will make things better / easier / tidier for us	6 (60)
<b>Oppose Proposal</b>	
I think it may be too noisy at weekends	1 (13)
I wouldn't like / don't think there should be weekend collections	1 (7)
I think the refuse collectors make far too much mess	1 (8)
Will cost too much / more for the taxpayer	1 (8)

\* = Less than 1%

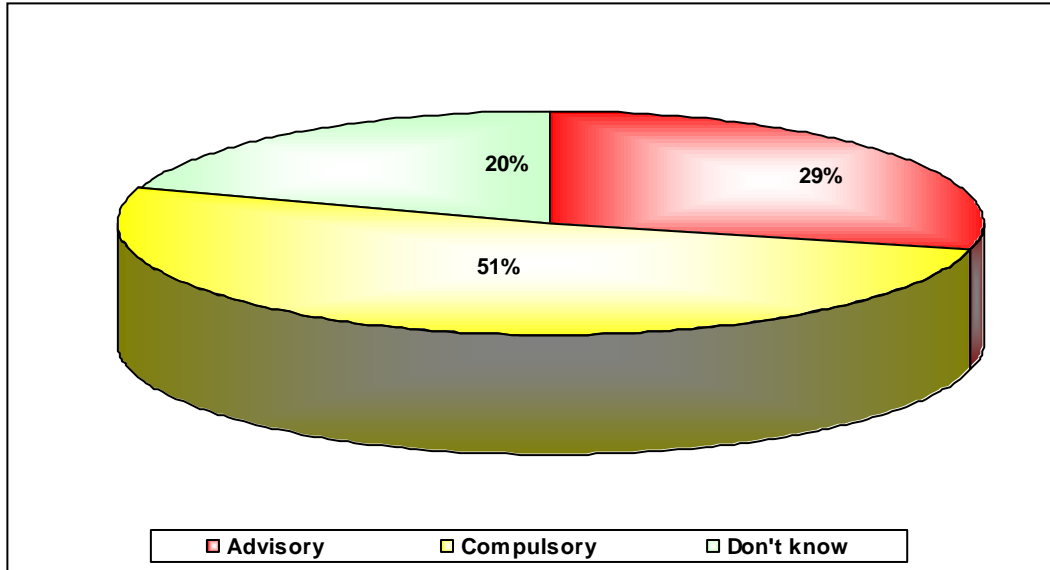
Base: 1,010 respondents (number of responses in brackets)

Source: CELLO mruk research, November 2009

## 5.4 Residential Speed Limits

The majority (51%) of residents wrongly believed that the Twenty's Plenty speed limits were *compulsory*, with only 29% correctly stating that they were *advisory*. The majority of those with 1 car/light van (54%) or 2 cars/light vans (60%) in their household believed these were *compulsory* speed limits.

**Figure 7: Twenty's Plenty Scheme: Advisory or Compulsory Speed Limits**

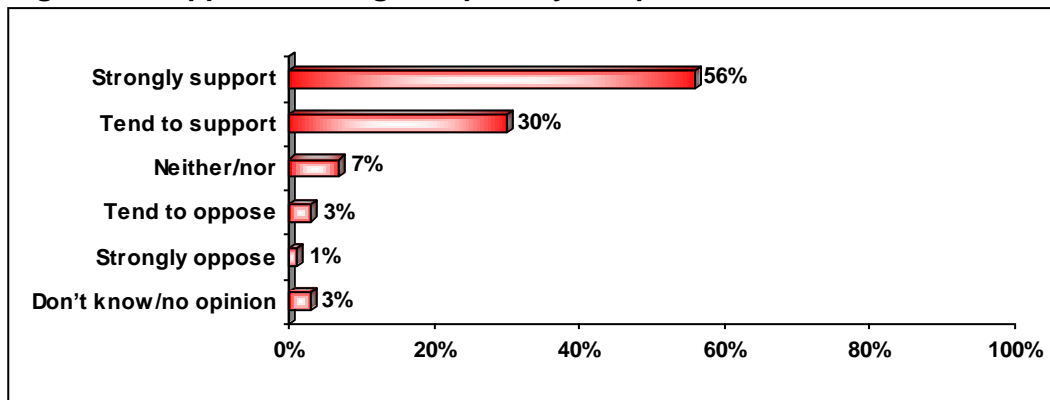


Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

After being informed that the speed limits were only advisory, the substantial majority (87%) supported the creation of compulsory 20mph zones in residential areas. This support came from all sections of society but in terms of age the support was strongest amongst the 25-34 (94%) age group and weakest with those aged 75+ (76%).

**Figure 8: Support Creating Compulsory 20mph Zones in Residential Areas**



Base: 1,010 (All respondents) Source: CELLO **mruk** research, November 2009

## 5.5 Orange Walks and Catholic/Irish Republican Parades

Another area where the Council wanted to test public opinion was the idea of reducing the number of Orange Walks and Catholic/Irish Republican Parades in local communities and in the City Centre.

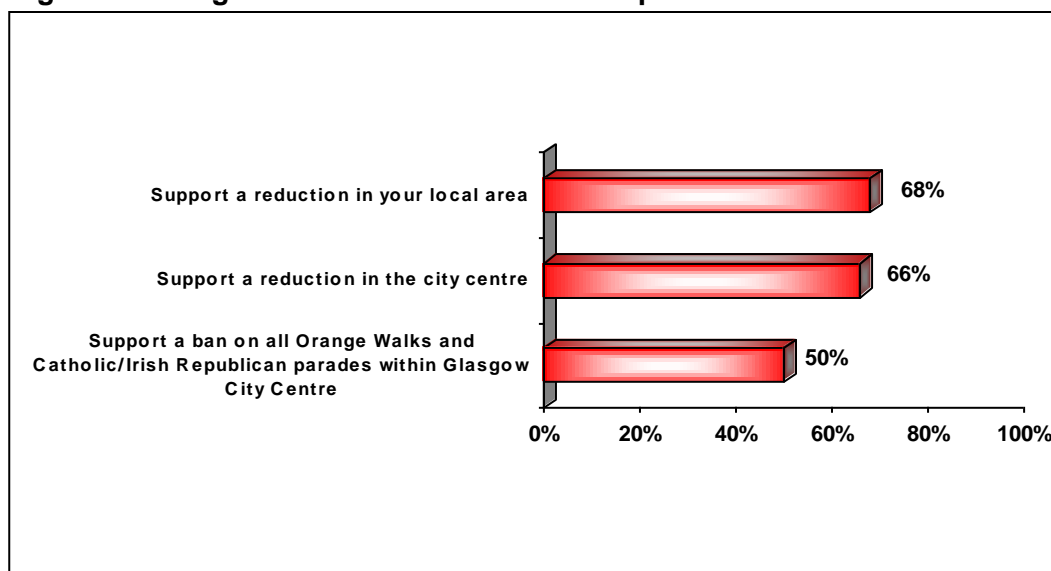
The consistent message from residents was that around two thirds support a reduction in the number of Walks and Parades in their local area (68%) and the City Centre (66%). While fewer support an outright ban on the Walks and Parades in the City Centre this was still supported by half of residents, with only 17% in opposition to such a ban. It is worth noting that in all questions associated with this issue attracted an unusually large number (in the region of 25%) of uncommitted responses, either in the form of a *neither/nor* or *don't know* response.

The largest opposition to reducing the number of walks and parades in both local areas and in the city centre were 35-44 year olds (13% local walks/parades and 15% city centre walks/parades) and those aged 75+ (12% local walks/parades and 12% city centre walks/parades).

With regard to a total ban of walks/parades in the City Centre the largest areas of opposition were in Drumchapel / Anniesland & Garscadden / Scotstounhill (29%), Maryhill / Kelvin & Canal (28%), Pollokshields East & Southside Central (28%), and Langside & Linn (25%).

Furthermore, older residents aged 65+ (24%) were more likely to oppose a ban than younger residents aged 16-34 year old (12%).

**Figure 9: Orange Walks and Catholic/Irish Republican Parades**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009



## 5.6 Summary

Strong support exists for the policy ideas tested in the survey. The vast majority of residents support the banning of smoking in children's play parks, compulsory 20mph speed limits in residential areas, and reducing the number of Orange Walks and Catholic/Irish Republican Parades in local areas and the City Centre.

Although support was not as strong for weekend domestic refuse collections or a complete ban of Walks/Parades in the City Centre the largest proportion of residents continued to support these ideas.

## 6. Glasgow For Free

### 6.1 Introduction

*Glasgow for Free* was a Culture & Sport Glasgow campaign, conducted through the summer months, it was aimed at raising awareness of free services and activities taking place in Glasgow. A number of questions were asked to gauge the success of the campaign, the awareness levels of the free services and to evaluate usage of the free services. Overall, awareness and usage was highest for museums and galleries and free book borrowing from libraries.

### 6.2 Awareness and Usage of *Glasgow for Free* Campaign

Slightly less than a quarter (24%) of residents were aware of *Glasgow for Free*, with the lowest level of awareness amongst residents in Shettleston & Baillieston & Part of Glasgow North East (9%).

The two most likely sources for hearing about the campaign were *word of mouth* (57%) and *print media/newspapers* (41%). *Word of mouth* was most prevalent with residents aged 16-44 year old (66%).

The only other sources where more than one in ten residents had heard of the campaign were through the *radio* (13%) and *local library* (13%).

Unsurprisingly considering these findings, *word of mouth* was the main source of information for 49% of residents, with 26% mainly finding information out through *print media/newspapers*.

**Table 6: Sources of Information about *Glasgow For Free***

	Sources Used %	Main Source %
Word of mouth	57	49
Print media/newspaper	40	26
Local library	13	6
Radio	13	4
Through schools	7	4
Flyers / Posters	9	3
Internet/website	6	2
E-mail newsletter/bulletin	1	-
The Grid/Wee Grid (Glasgow Young Scot Card / Kidz card magazines)	1	-
Podcasts	-	-
Scotrail website/magazine	-	-
Subway/Glasgow Underground	1	-
Dedicated information source for family related activities	-	-
Don't know / can't remember	3	-
Other	1	6
<b>BASE</b>	<b>238</b>	<b>230</b>

\* = Less than 1%

Base: Sourced used (*Respondents who had heard of Glasgow for Free*); Main Source (*Respondents who could recall the source*)

Source: CELLO **mruk** research, November 2009

Residents were read out a list of *Glasgow for Free* services and asked if they were aware that these services were free of charge.

The highest awareness levels were for *museums and art galleries* (52%), and *book borrowing from libraries* (50%). These figures are lower, but broadly in line with the April 2009 survey where 66% and 57% were aware that these respective services were free.

Overall, over a third (36%) perceived *none* of the services discussed as free of charge.

The lowest level of awareness of *Glasgow for Free* was found in Shettleston & Baillieston & part of Glasgow North East. This is illustrated by the low level of awareness that *museums and art galleries* (20%) and *book borrowing from libraries* (22%) were free. The bordering area of Springburn & part of Glasgow North East also had low awareness levels compared with other areas. In these areas, only 14%, 24% and 26% believed that *internet access within libraries*, *book borrowing from libraries* or *museums and art galleries* respectively were free.

Awareness of *free swimming for under 18s* was highest amongst those who could have children under, or just over, 18 years old. Of those age 25-59 years old, 24% were aware

compared to 12% overall. Just over one fifth (22%) of those aged 60 and over were aware of *free swimming for over 60s*.

Generally, the highest awareness levels of free services was found in Pollokshields East & Southside Central, Langside & Linn, and Partick West / Hillhead / Anderston & City Centre, and among Socio Economic Grouping (SEG) ABC1s.

Of those who were aware that at least some services were free only 6% had not used a free service. This would indicate that usage could increase if awareness levels of services being free were higher. A high proportion of those aware that *book borrowing* (66%), *museums and art galleries* (64%) and the *Hidden Garden at the Tramway* (58%) were free used these services.

**Table 7: Awareness and Usage of Glasgow for Free Services**

	Awareness level %	Usage by those who were aware %
Museums and Art Galleries (522)	52	64
Free book borrowing from libraries (502)	50	66
Free internet access within libraries (281)	28	46
Free swimming for under 18s (193)	19	42
Free swimming for over 60s (140)	14	26
Hidden Garden at the Tramway (104)	10	58
Outdoor sports (pitch and putt & outdoor tennis) (68)	7	38
Arts activities (51)	5	25
Zest – holiday programme (25)	3	8
None (650)	36	6
Other (650)	*	17

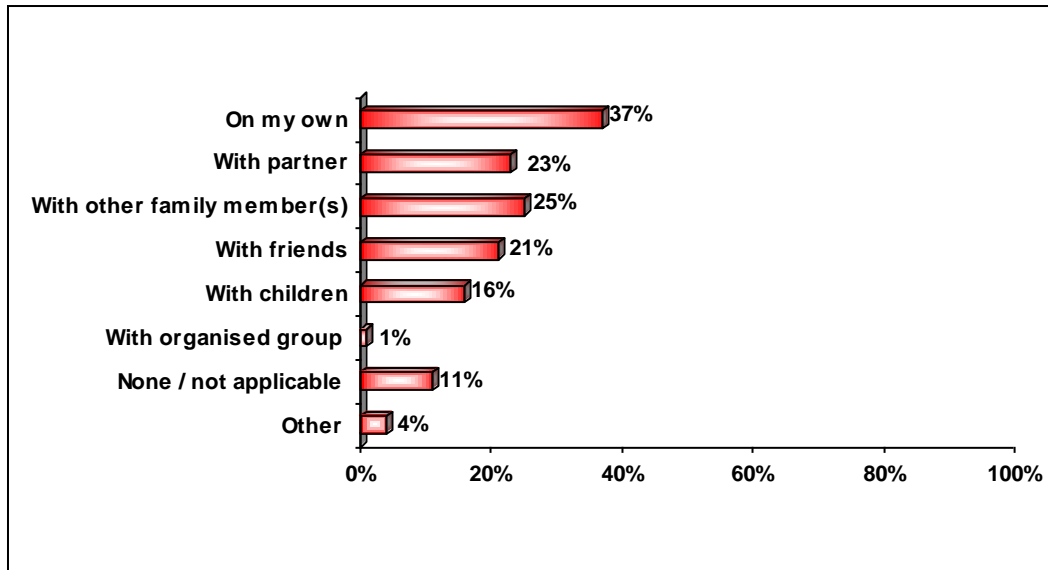
\* = Less than 1%

Base: Awareness Level: 1,010 (*All respondents*); Usage by those who were aware: varies and shown in brackets (*Respondents who were aware of a service*)

Source: CELLO **mruk** research, November 2009

When using these services residents mostly do so on their own (38%), but also frequently go *with other family members* (25%), *with partner* (23%), and *with friends* (21%).

**Figure 10: Attended Glasgow for Free Activities with Others/On Own**



Base: 614 (Respondents who have attended Glasgow for Free Activities)

Source: CELLO **mruk** research, November 2009

### 6.3 Summary

Slightly less than one quarter of residents were aware of **Glasgow for Free**. Among those that had, word of mouth and print/media/newspapers were the most effective sources of conveying information about Glasgow for Free. Overall, awareness and usage was highest for museums and galleries and free book borrowing from libraries.

## 7. Clean Glasgow

### 7.1 Introduction

The April 2008 survey evaluated the success of the Clean Glasgow Campaign by evaluating the awareness levels the campaign achieved and impact it had. This survey continued this theme by assessing the perceptions residents have with regard to cleanliness in their local area and the City Centre. Dog fouling and littering were again the most prominent problems mentioned concerning local areas. In the City Centre the main problems were littering and chewing gum.

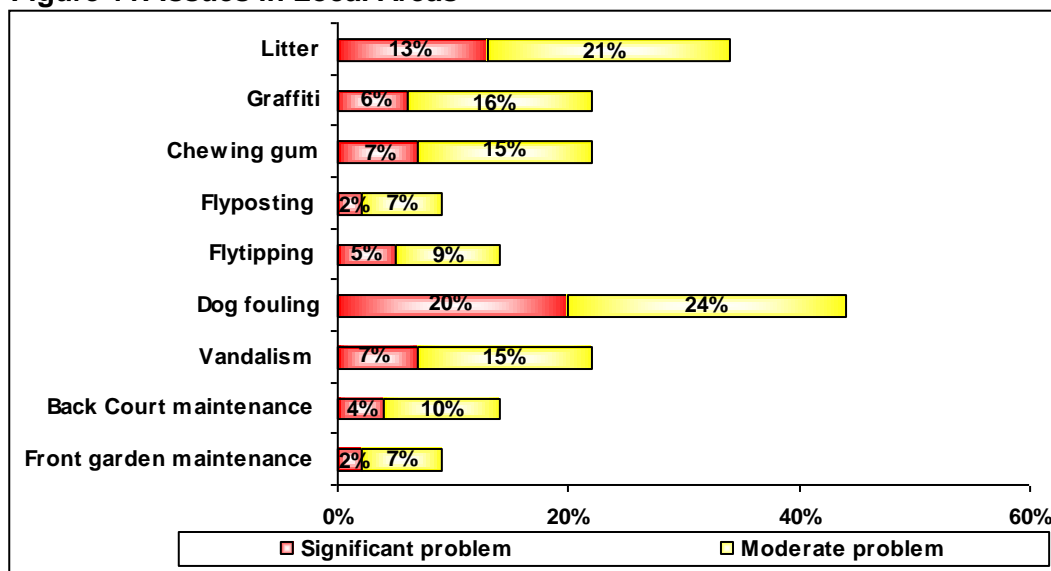
### 7.2 Issues for a Cleaner Glasgow

All respondents were read out a list of issues relating to cleanliness and asked to state how serious they thought these problems were for their local area and City Centre.

The main problem identified in local areas, as in April 2008, was *dog fouling* where 44% of residents stated this was either a significant or moderate problem. Previously it was found that 36% of residents thought this was a problem.

Around one third (34%) said *litter* was a significant or moderate problem, and 22% identified *graffiti* and *chewing gum* as significant or moderate problems.

**Figure 11: Issues in Local Areas**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

**Table 8: Issues in Local Areas**

	Sept '08 %	Oct '09 %
Dog fouling	36	44
Litter	33	34
Graffiti	25	22
Chewing gum	19	22
Vandalism	25	22
Flytipping	14	14
Back court maintenance	10	14
Flyposting	10	9
Front garden maintenance	10	9

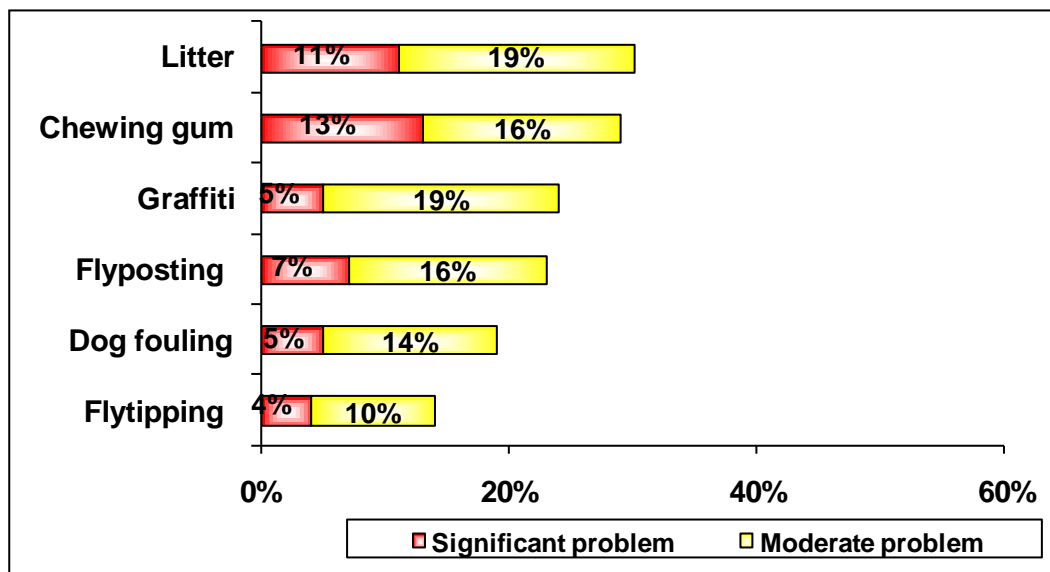
\* = Less than 1%

Base: Sept '08: 1,002; Oct '09: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

In contrast to local areas, in the City Centre, *dog fouling* was only considered a problem by 19% of residents, but *flyposting* was identified by 23%. The main problems however, were *litter* (30%) and *chewing gum* (29%).

**Figure 12: Issues in City Centre**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

### 7.3 Summary

Consistent with previous findings, dog fouling and littering were the most prominent problems mentioned concerning local areas. In the City Centre the main problems were littering and chewing gum.

## 8. Anti-Social Behaviour

### 8.1 Introduction

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

Less than half of Glasgow residents felt they had been affected by anti-social behaviour which was more encouraging than the previous findings and fewer residents than before believed this problem was worsening.

### 8.2 Experience of Anti-Social Behaviour

The number of residents in Glasgow who have been affected by anti-social behaviour has dropped from 54% in April 2009 to 39%. This indicates that anti-social behaviour in Glasgow has been reduced across the broad range of activities.

Although anti-social behaviour has been decreasing, the problems are still affecting high proportions of particular communities and sections of society:

- In Greater Pollok & Newlands / Auldburn 45% and 31% of residents have been affected by *youth disorder* and *street drinking* respectively
- Of those aged between 16-59, 19% have been affected by *youth disorder*, and a further 14% have been affected by *street drinking*
- The BME community were more likely to be victims of *verbal abuse* (8%) and *racial harassment* (10%) than the white community (3% and 1%)

Overall, fewer residents believe that anti-social behaviour has got worse. Previously, 14% of residents believed that *youth disorder* and *street drinking* had worsened over a two year period, but this has now decreased to 11% and 6% respectively. However, 26% and 20% of residents from Greater Pollok & Newlands / Auldburn believe these respective problems have got worse.



**Table 9: Anti-social Behaviour**

	Affected %		Got Worse %			Affected %		Got Worse %	
	Sept '08	Oct '09	Sept '08	Oct '09		Sept '08	Oct '09	Sept '08	Oct '09
Youth disorder	24	17	14	11	Damage to/theft from vehicle	8	4	3	2
Street drinking	24	12	14	6	Graffiti	12	4	4	2
Dogs roaming, dog fouling, barking	21	9	13	5	Personal safety and security	6	3	3	1
Noisy Neighbours/ parties	15	9	6	4	Racial harassment	2	2	2	1
Antisocial neighbours	16	6	10	2	House break-ins/burglary	4	2	1	1
Drug / alcohol / substance abuse	13	6	6	3	Prostitution/brothels	2	1	1	*
Vandalism	14	6	5	3	No/none	46	61	53	72
Drug dealing	8	5	4	2	Refused	1	*	1	*
Damage to property	9	5	3	2	Don't know	1	1	5	3
Verbal abuse	7	4	3	1	Other	1	1	*	*
Harassment	4	4	2	2					

\* = Less than 1%

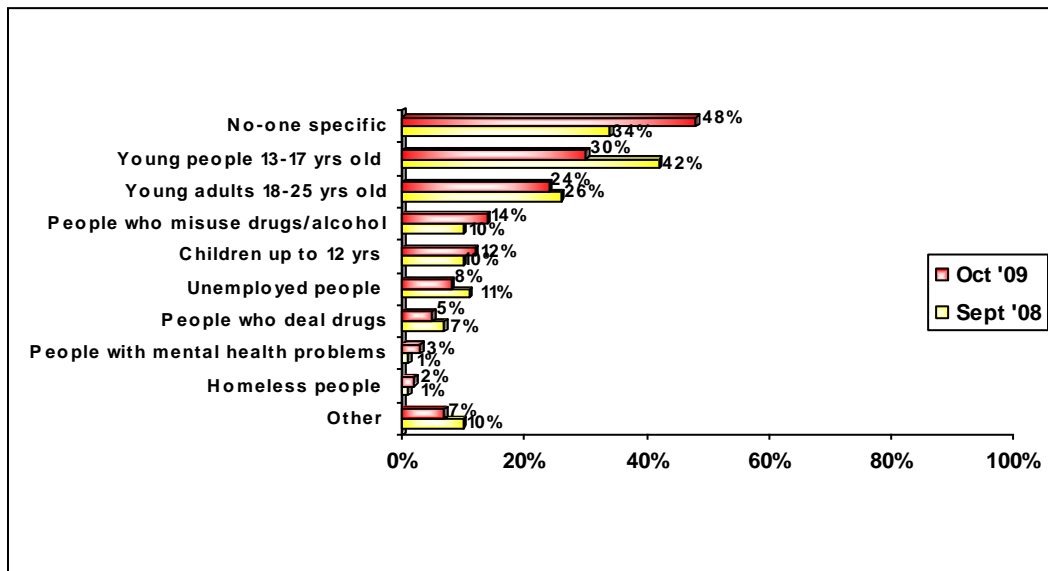
Base: Sept '08: 1,002; Oct '09: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

### 8.3 Responsibility for Anti-Social Behaviour

Youths aged 13-17 (30%) and 18-25 year olds (24%) continue to be perceived as the most likely culprits of anti-social behaviour.

**Figure 13: Groups or Individuals Responsible for Anti-social Behaviour**



Base: Sept '08: 1,002; Oct '09: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

In Greater Pollok & Newlands / Auldburn, more residents than elsewhere believe the problems of anti-social behaviour is getting worse. Although most blame is apportioned to 13-17 year olds, there is a perception that other age groups are also responsible.

- Children up to 12 years (53%)
- Young people 13-17 years old (71%)
- Young adults 18-25 years old (54%)

Similarly, as with the previous findings, witnessing activities (*things I have seen*: 62%) was the main reason for residents forming opinions regarding who has been responsible for anti-social behaviour, whereas another 30% rely on *things other people say*.

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.

## 8.4 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* (53%). The strongest support for this comes from residents from Greater Pollok & Newlands / Auldburn (76%) and Drumchapel / Anniesland & Garscadden / Scotstounhill (71%).

Other popular suggestions focused on providing activities and opportunities for people. Young people in particular supported *more leisure facilities* for themselves (37%) and 24% wanted *more training / employment opportunities*. Measures that concentrated on deterrents such as *increased CCTV provision* (27%), and *increased Community Wardens* (21%) were supported by more residents than previously in September 2008.

**Table 10: Measures to Tackle Anti-social Behaviour**

	Sept '08 %	Oct '09 %
More police officers on the street	38	53
More leisure facilities for young people	29	37
Increased CCTV provision	11	27
More training/employment opportunities	53	24
Increased Community Wardens/enforcement officers	7	21
More support for families	1	10
Better lit streets	17	6
Make offenders face their victims (restorative justice)	11	5
Increased availability of treatment for drug/alcohol abuse	6	5
Greater use of ASBOs/other legal action	3	5
Reduce availability of alcohol	3	4
Support to resolve neighbour disputes	4	3
Increase price of alcohol	10	3
More action to reduce prostitution	7	2
Increased graffiti removal	17	1
Other	17	9

\* = Less than 1% Base: Sept '08: 1,002; Oct '09: 1,010 (*All respondents*) Source: CELLO **mruk** research, November 2009

## 8.5 Summary

Less than half of Glasgow residents felt they had been affected by anti-social behaviour. This represents an improvement from the September 2008 survey.

The issues most likely to affect residents were youth disorder and street drinking, but fewer residents reported this as a problem than previously. The highest proportion of residents viewed youths aged 13-17 year olds as most responsible for anti-social behaviour. Increasing numbers on police on the street was viewed as the way to tackle anti-social behaviour.

## 9. Council Tax Information Booklet

### 9.1 Introduction

This year, a new Council Tax Information Booklet which was sent out with Council Tax bills. The booklet contained a range of information on Council Tax and on-domestic rates including how it was calculated, how it could be paid, and how it contributes to the services provided by the Council.

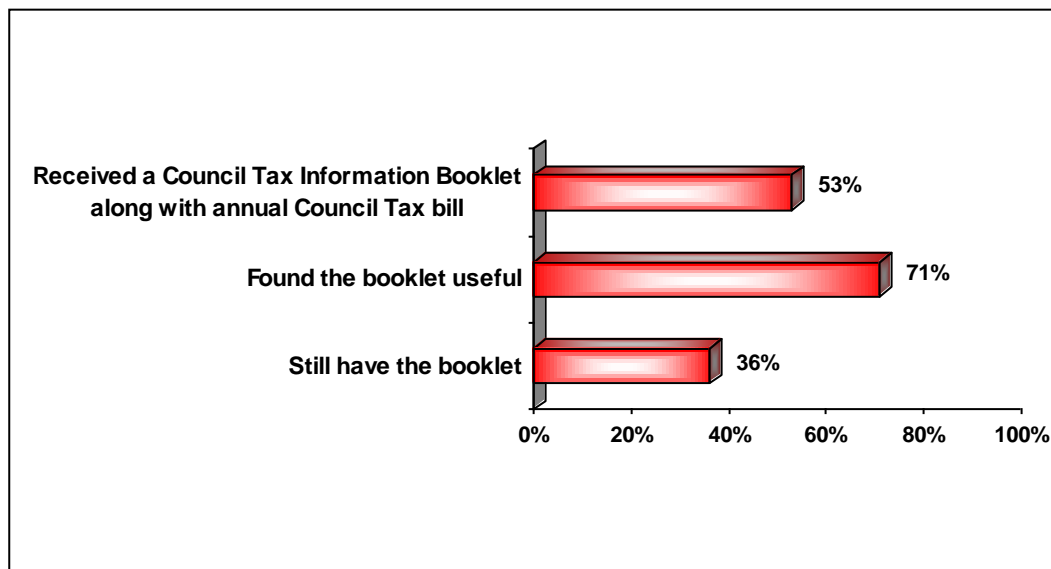
Generally, those that could remember receiving the booklet found it to be useful.

### 9.2 Council Tax Information Booklet

Only 53% of residents could remember receiving the Council Tax Information Booklet alongside their bill. Just over one in ten (13%) were confident that they had not received one, with 34% responding that they did not know. Recall of receiving the booklet was highest in East Centre & Calton (71%) and lowest in Greater Pollok & Newlands / Auldburn (30%). There was also a difference in recall between ABC1s (59%) and C2DEs (49%)

Encouragingly, of those that did remember receiving the booklet, 71% found it *useful* - particularly those aged 16-44 years old (79%). However, only 36% *still have the booklet*.

**Figure 14: Council Tax Information Booklet**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

Only half a dozen residents made suggestions with regard to what additional information could be included in future booklets. These suggestions focused on where Council Tax revenue was being spent and specific information relating to the householder.

### **9.3 Summary**

Just over half of residents could remember receiving the Council Tax Information Booklet, and just over a third kept the booklet. Those that did remember receiving the booklet were likely to have found it useful.

## **10. Revenue and Benefits Service**

### **10.1 Introduction**

The Council's Revenue and Benefits Service has extended its opening hours and Council Tax and benefits transactions can now be processed at any Council Tax & Housing Benefit Centre. Questions were framed to ascertain awareness of these changes.

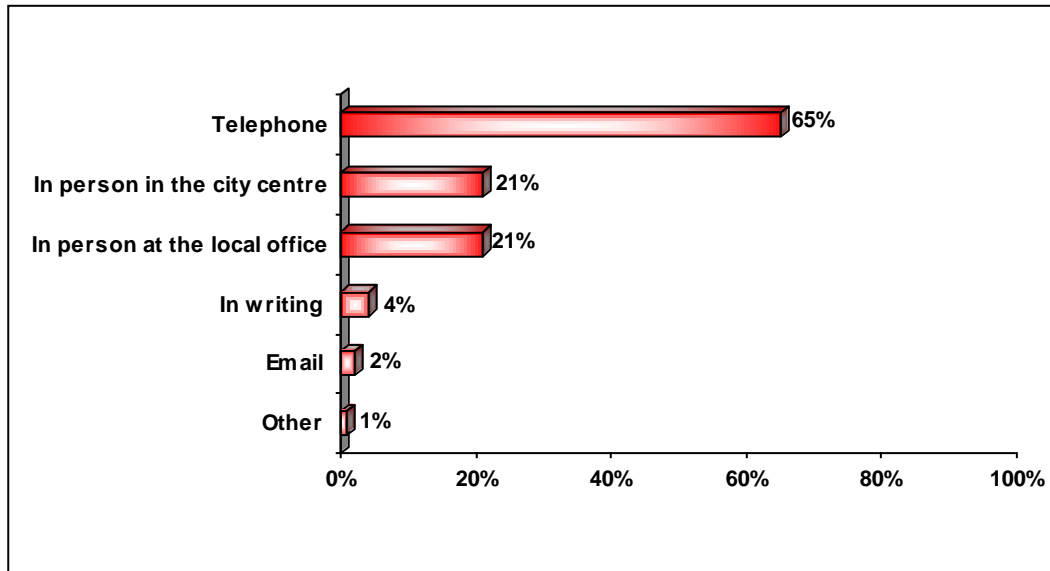
The majority of residents were not aware that the opening hours had been extended or that Council Tax and benefits transactions could now be processed at any centre. Positively however, the vast majority of those who had used the service were satisfied with their experience.

## 10.2 Contacting the Revenue and Benefits Service

More than a quarter of residents (28%) have contacted the Revenue and Benefits Service in the last two years. Residents in Drumchapel / Anniesland & Garscadden / Scotstounhil (41%) and Maryhill / Kelvin & Canal (38%) were most likely to contact the Service than residents of other areas. Those from Springburn & Part of Glasgow North East (18%) and East Centre & Calton (19%) were the least likely to contact the Service.

The main method used to contact the service was *telephone* (65%). Contacting the service *in person* was also used by many with 21% contacting their *local office* and a further 21% contacting the *City Centre* office this way.

**Figure 15: Methods used to Contact the Council Tax and Housing Benefit Centre**



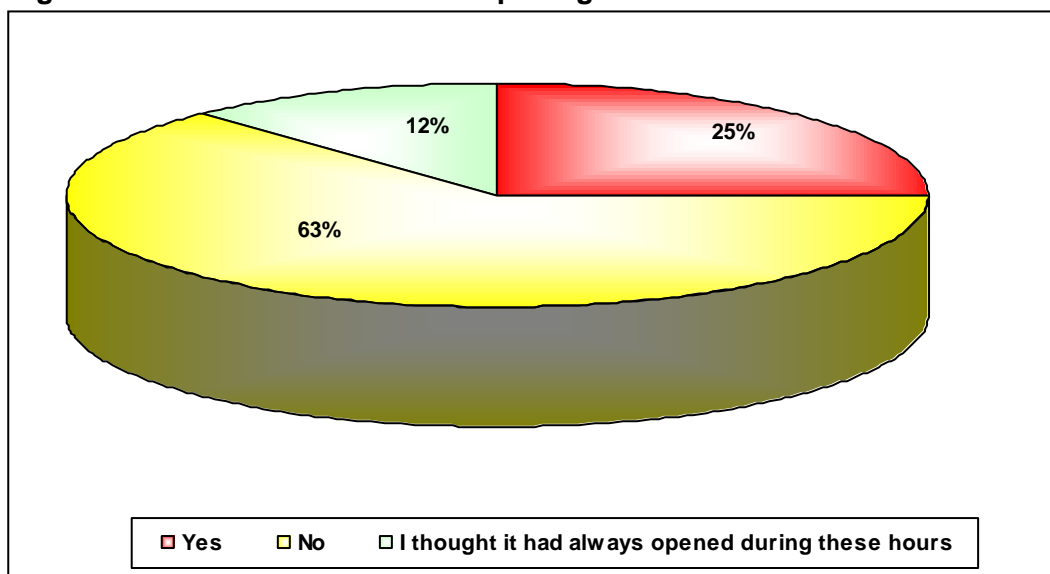
Base: 282 (All respondents who have contacted the Council Tax and housing benefit centre)  
Source: CELLO **mruk** research, November 2009

### 10.3 Opening Hours and Transactions

The Housing Benefit Centre opening hours are now from 9am – 4.30pm (Mon – Fri) and open until 5.30pm on Thursdays, but 63% of those who have contacted the service in the last two years were not aware of this. A quarter was aware the hours had been extended and 12% *thought it had always been opened during these hours*.

Those who were looking after a disabled person (39%), unemployed (38%), working part-time (38%), and looking after house/children (38%) were most aware of the changes.

**Figure 16: Aware of Extension of Opening Hours**



Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

As well as the opening hours being extended it is now possible to make Council Tax and benefits transactions at any Council Tax & Housing Benefit Centre but the majority (59%) of residents were not aware of this.

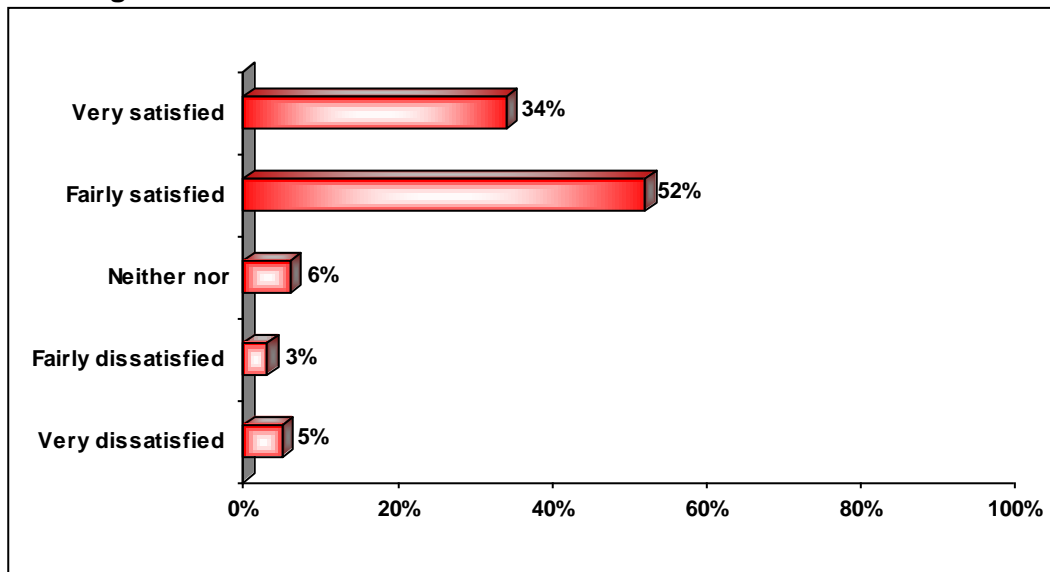


## 10.4 Satisfaction with the Revenue and Benefits Service

Those who had contacted the Revenue and Benefits Service in the last two years were asked to rate their satisfaction with the service they received.

Very few were dissatisfied with the service received, with 86% declaring their satisfaction.

**Figure 17: Satisfied with Service Received when last Contacted a Council Tax Housing Benefit Centre**



Base: 282 (All respondents who have contacted the Council Tax and housing benefit centre)  
Source: CELLO **mruk** research, November 2009

## 10.5 Summary

Telephoning the Revenue and Benefits Service was the contact method favoured by the majority of residents who have contacted the service within the last two years, although a substantial minority still prefer to contact them the service in person.

The majority of residents were not aware that the opening hours had been extended. Residents most likely to be aware, were those looking after a disabled person, unemployed, working part-time, or looking after house/children. Furthermore, the majority of residents were not aware that their Council Tax and benefits transactions could now be processed by any Council Tax & Housing Benefit Centre.

The vast majority of those who had used the service were satisfied with their experience.

## 11. Voter Registration

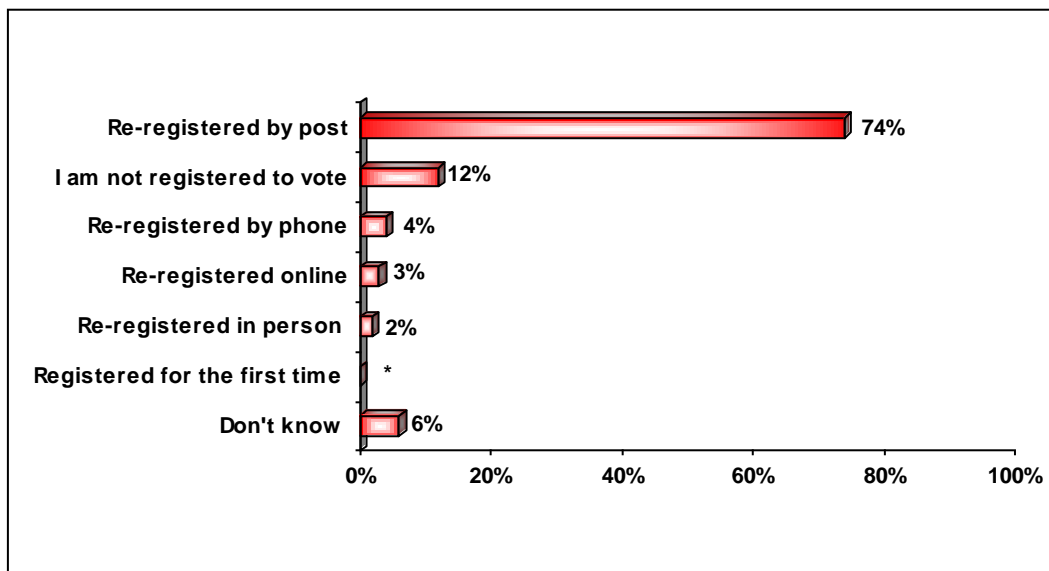
### 11.1 Introduction

The final section of the survey wanted to establish the methods residents used when registering to vote, and it was found that re-registering by post was the preferred method.

### 11.2 Methods Used when Registering to Vote

Almost three quarters (74%) of residents *re-registered by post*. Other methods were used by very few residents. Twelve percent of respondents stated that they were *not registered to vote*. Those not registered to vote were mainly 16-24 year olds (28%) and 25-34 year olds (17%).

**Figure 18: Methods used to Register to Vote**



\* = Less than 1% Base: 1,010 (All respondents)

Source: CELLO **mruk** research, November 2009

Very few suggestions were made to make the process easier with 97% stating that *nothing* could make the process easier or *don't know*.

### 11.3 Summary

The vast majority of residents re-register by post, but more than one in ten stated that they had not registered at all.

## Appendix A Topline Questionnaire

### CAPI Questionnaire/Script Template

APPROVED BY:	Executive	Field	Analysis	Client	DATE FINAL APPROVED:
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**IK20392IHC04**  
**GLASGOW CITY COUNCIL**  
**HOUSEHOLD SURVEY**  
**WAVE 4 PART 4**  
**CAPI IN-HOME**



Good morning/afternoon/evening. My name is \_\_\_\_\_ from CELLO **mruk** research limited. We have been commissioned by Glasgow City Council to carry out a survey about the services it provides to Glasgow's residents. You have been selected at random for this survey, and I wonder if I could ask you some questions? It should take approximately 20 minutes, and all the answers you give will be kept completely confidential.

**RE-ASSURE FURTHER IF NECESSARY:**

This interview will be conducted within the Code of Conduct of the Market Research Society. This guarantees your anonymity. You will not be approached to buy anything as a result of taking part in this research. It is only your opinion we want to understand.

All the answers you give will be added with 1,000 others and only presented in statistical format.

AREA CODE (FROM COLUMN C ON


SAMPLE):

SAMPLE POINT (FROM COLUMN B ON


SAMPLE):

SAMPLE REFERENCE NUMBER


(FROM COLUMN A ON SAMPLE):

**ASK ALL**

Q1. Q1 Gender

**INTERVIEWER INSTRUCTION. SINGLE CODE**

*single response	%
0 Male	46
0 Female	54

**ASK ALL**

Q2. Q2 Age

**INTERVIEWER INSTRUCTION. SINGLE CODE**

**SHOWCARD A**

*single response	%
0 a. 16-24	16
0 b. 25-34	20
0 c. 35-44	19
0 d. 45-54	14
0 e. 55-59	6
0 f. 60-64	6
0 g. 65-74	11
0 h. 75+	8
0 Refused	-

**ASK ALL**

Q3. Q3 Working status

**INTERVIEWER INSTRUCTION. SINGLE CODE**

**SHOWCARD B**

*single response	%
0 a. Working – full time (30+ hrs)	36
0 b. Working – Part-time (9-29hrs)	9
0 c. Unemployed	14
0 d. Not working – retired	24
0 e. Looking after house / children	6
0 f. Looking after invalid / disabled	1
0 g. Student	10
0 h. Other (Closed)	*
0 Refused	*

**ASK ALL**

Q4A. Q4A SEG

**INTERVIEWER INSTRUCTION. DON'T READ OUT, RECORD VERBATIM, PROBE FOR OCCUPATION OF CHIEF INCOME EARNER**

\*open

**ASK ALL**

Q4B. Q4B SEG

INTERVIEWER INSTRUCTION. DON'T READ OUT, RECORD VERBATIM, PROBE FOR **POSITION / RANK / GRADE** OF CHIEF INCOME EARNER

\*open

---

**ASK ALL**

Q4C. Q4C SEG

INTERVIEWER INSTRUCTION. DON'T READ OUT, RECORD VERBATIM, PROBE FOR **QUALIFICATIONS** OF CHIEF INCOME EARNER

\*open

---

**ASK ALL**

Q4D. Q4D SEG

INTERVIEWER INSTRUCTION. DON'T READ OUT, RECORD VERBATIM, PROBE FOR **NUMBER OF STAFF RESPONSIBLE FOR** (OF CHIEF INCOME EARNER

\*open

---

**ASK ALL**

Q4E. Q4E SEG

**INTERVIEWER INSTRUCTION CODE AS APPROPRIATE**

*single response	%
0 A	1
0 B	9
0 C1	26
0 C2	15
0 D	14
0 E	35
0 Refused	*
0 Unknown	-

**ASK ALL**

Q4F. Q4F Respondent is...

**INTERVIEWER INSTRUCTION. SINGLE CODE**

*single response	%
0 Chief income earner	81
0 Not chief income earner	19
0 Refused	*

**ASK ALL**

Q5a. Q5a Number of adults (16+) in household

**INTERVIEWER INSTRUCTION. SINGLE CODE**

*single response	%
0 1	38
0 2	51
0 3	7
0 4	3
0 5	1
0 6	*
0 7	-
0 8	-
0 9	-
0 10	-
0 11	-
0 12	-
0 13	-
0 14	-
0 15	-
0 16	-
0 17	-
0 18	-
0 19	-
0 20	-
0 None	-
0 Refused	*

**ASK ALL**

Q5b. Q5b Number of children (under 16) in household

**INTERVIEWER INSTRUCTION. SINGLE CODE**

*single response	%
0 1	16
0 2	8
0 3	2
0 4	*
0 5	*
0 6	-
0 7	-
0 8	-
0 9	-
0 10	-
0 11	-
0 12	-
0 13	-
0 14	-
0 15	-
0 16	-
0 17	-
0 18	-
0 19	-
0 20	-
0 None	74
0 Refused	*

**ASK ALL**

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

**INTERVIEWER INSTRUCTION. SINGLE CODE**

**SHOWCARD C**

*single response	%
0 None aged 60+	73
0 Aged 60-74	18
0 Aged 75+	8
0 Refused	-

**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. Q7 Age last birthday of children under 16 in household?

**SINGLE CODE ONLY**

\*items popup

	<b>Under 1</b>	<b>02</b>	<b>03</b>	<b>04</b>	<b>05</b>	<b>06</b>	<b>07</b>	<b>08</b>
! Child 1	13	9	8	3	4	4	5	6
! Child 2	10	5	10	8	8	7	10	6
! Child 3	17	12	4	4	5	18	13	-
! Child 4	56	-	24	-	20	-	-	-
! Child 5	-	100	-	-	-	-	-	-
	<b>09</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	
! Child 1	4	7	4	5	5	8	7	
! Child 2	6	5	7	7	3	3	2	
! Child 3	4	15	5	-	-	-	-	

**ASK ALL**

Q8. Q8 What is your current religion, denomination, body or faith?

**INTERVIEWER INSTRUCTION. SINGLE CODE**

**SHOWCARD D**

\*single response

	<b>%</b>
0 a. None	35
0 b. Church of Scotland	34
0 c. Roman Catholic	21
0 d. Other Christian	1
0 e. Buddhist	1
0 f. Hindu	1
0 g. Jewish	-
0 h. Muslim	3
0 i. Pagan	-
0 j. Sikh	*
0 k. Another religion	*
0 l. Refused	3

**ASK IF ANSWERED OPTION D 'OTHER CHRISTIAN'. OTHERWISE GO TO Q8B**

Q8A. Q8A Please specify what religion?

**[RECORD VERBATIM-]**

\* open

**ASK IF ANSWERED OPTION K 'ANOTHER RELIGION'. OTHERWISE GO TO TQ10**

Q8B. Q8B Please specify what religion?

**[ RECORD VERBATIM ]**

\* open



**ASK ALL**

TQ10. TQ10 What is your ethnic group?

**INTERVIEWER INSTRUCTION. SINGLE CODE**

**SHOWCARD E**

*single response	%
0 Scottish	84
0 English	2
0 Welsh	-
0 Northern Irish	1
0 British	2
0 Irish	*
0 Gypsy / traveller	-
0 Polish	1
0 Other white ethnic group	*
0 Any mixed or multiple ethnic groups	-
0 Pakistani, Pakistani Scottish, or Pakistani British	4
0 Indian, Indian Scottish, Indian British	1
0 Bangladeshi, Bangladeshi Scottish or Bangladeshi British	*
0 Chinese, Chinese Scottish or Chinese British	1
0 Other	-
0 African, African Scottish or African British	1
0 Caribbean, Caribbean Scottish or Caribbean British	*
0 Black, Black Scottish or Black British	*
0 Other	-
0 Arab	*
0 Other	*
0 Refused	1

**ASK IF ANSWERED TQ10 OPTION 9 'OTHER WHITE ETHNIC GROUP'. OTHERWISE GO TO Q10B**

Q10a. Q10a Please specify what religion?

**[ RECORD VERBATIM ]**

\* open

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**ASK IF ANSWERED TQ10 OPTION 10 'ANY MIXED OR MULTIPLE ETHNIC GROUPS'. OTHERWISE GO TO Q10C**

Q10b. Q10b Please specify what religion?

**[ RECORD VERBATIM ]**

\* open

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**ASK IF ANSWERED TQ10 OPTION 15 'OTHER'. OTHERWISE GO TO Q12**

Q10c. Q10c Please specify what religion?

**[RECORD VERBATIM]**

\* open

---

**ASK IF ANSWERED TQ10 OPTION 19 'OTHER'. OTHERWISE GO TO Q12**

Q10d. Q10d Please specify what religion?

**[RECORD VERBATIM]**

\* open

---

**ASK IF ANSWERED TQ10 OPTION 21 'OTHER'. OTHERWISE GO TO Q12**

Q10e. Q10e Please specify what religion?

**[RECORD VERBATIM]**

\* open

---

**ASK ALL**

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

**INTERVIEWER INSTRUCTION. SINGLE CODE**

**SHOWCARD F**

*single response	%
0 Yes, does have income from employment	52
0 No, relies on pensions/social security	46
0 Don't know	*
0 Refused	2

**ASK ALL**

Q13. Q13 Do you own your home, or rent it?

**INTERVIEWER INSTRUCTION. PROBE FOR DETAIL. SINGLE CODE ONLY.**

**SHOWCARD G**

*single response	%
0 a. Owned outright	13
0 b. Buying on mortgage	29
0 c. Rented from Glasgow Housing Association (Ex-council)	30
0 d. Rented from other housing association/housing co-operative	26
0 e. Shared Ownership with Housing Association / Housing co-operative shared ownership	1
0 Other (closed)	1
0 Refused	1

**ASK ALL**

Q14. Q14 Type of housing

**INTERVIEWER INSTRUCTION. CODE OR ASK SINGLE CODE ONLY.**

**SHOWCARD H**

*single response	%
0 Detached villa	5
0 Semi-detached villa	5
0 Bungalow	*
0 Semi-detached bungalow	2
0 Terraced house	18
0 Four-in-a-block	8
0 Tenement flat	41
0 Multi-storey flat	8
0 Maisonette	2
0 Modern apartment/loft apartment/studio/other flat	11
0 Other (closed)	-
0 Refused	-

**ASK ALL**

Q15. Q15 How many cars or light vans are there in the household:

**INTERVIEWER INSTRUCTION. SINGLE CODE ONLY. DO NOT PROMPT**

*single response	%
0 1 car or light van	42
0 2 cars/light vans	8
0 3+ cars/light vans	*
0 None	50

**ASK ALL**

Q16. Q16 Do you have a bank or building society account, or are you a member of a credit union?

**INTERVIEWER INSTRUCTION. MULTICODE. DO NOT PROMPT**

*multi response	%
0 Yes, bank or building society account	86
0 Yes, credit union	1
0 No, none	4
0 Don't know	-
0 Refused	11

**ASK ALL**

Q17. Q17 How long have you lived in Glasgow?

**INTERVIEWER INSTRUCTION. SINGLE CODE ONLY. READ OUT**

*single response	%
0 Up to five years	10
0 Over five years, up to 20 years	17
0 Over 20 years	72
0 Don't know/can't remember	*
0 Refused	-

**ASK ALL**

Q18. 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?

**INTERVIEWER INSTRUCTION. MULTI CODE. PROMPT**

	%	
* single response	%	
0 Yes, respondent	11	Go to Q19
0 Yes, other h/hold member	5	Go to Q20
0 No	84	Go to Q21
0 Refused	*	

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

Q19. Q19 What type(s) of disability do you have?

**INTERVIEWER INSTRUCTION. MULTICODE.**

**SHOWCARD I**

	%
*multi response	%
0 a. Visual	8
0 b. Hearing	5
0 c . Learning disability	3
0 d. Mobility – Wheelchair user	5
0 e. Mobility – Other mobility impairment	52
0 f. Other physical impairment	17
0 g. Mental health problem	15
0 h. Long term illness	18
0 i. Other degenerative condition (any other)	11
0 Refused	1

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

Q20. Q20 What type (s) of disability do other household members have?

**INTERVIEWER INSTRUCTION. MULTICODE.**

**SHOWCARD I**

	%
*multi response	%
0 a. Visual	-
0 b. Hearing	1
0 c . Learning disability	8
0 d. Mobility – Wheelchair user	8
0 e. Mobility – Other mobility impairment	32
0 f. Other physical impairment	16
0 g. Mental health problem	14
0 h. Long term illness	30
0 i. Other degenerative condition (any other)	10
0 Refused	2

**ASK ALL**

Q21. Q21 Which of the following apply to you and your household? Do you have...

**INTERVIEWER INSTRUCTION. MULTICODE.**

**SHOWCARD J**

*multi response	%
0 a. Dial Up Internet access at home	3
0 b. Broadband internet access at home	47
0 c. WiFi (wireless) Broadband internet access at home	8
0 None of these	47
0 Don't know	*

**ASK ALL**

Q22. Q22 Thinking about the person in this household who has the highest level of academic qualifications, please read out the letter which best matches them.

**INTERVIEWER INSTRUCTION. SINGLE CODE.**

**SHOWCARD K**

*single response	%
0 a. No formal qualifications	36
0 b. 'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	22
0 c. Group 2: Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	19
0 d. Group 3: HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	11
0 e. Group 4: First degree, Higher degree, Professional Qualification.	12
0 Don't Know / Refused	1

**MAIN SURVEY**

**SECTION 1: USAGE AND SATISFACTION WITH COUNCIL SERVICES**

**ASK ALL**

Q23. Q23 Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council?

**INTERVIEWER INSTRUCTION. SINGLE CODE.**

**SHOWCARD L**

*single response	%
0 Very satisfied	27
0 Fairly satisfied	56
0 Neither / nor	11
0 Fairly dissatisfied	3
0 Very dissatisfied	2
0 No opinion	*

**ASK ALL**

Q24. Q24 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.

**INTERVIEWER INSTRUCTION. MULTICODE.**

**SHOWCARD M**

*multi response	%
0 A. Nursery schools	6
0 B. Primary schools	12
0 C. Secondary schools	6
0 D. Parks	39
0 E. Children's play parks	10
0 F. Museums and galleries	33
0 G. Sports and leisure centres	29
0 H. Libraries	39
0 I. Social work services	4
0 J. Local community centres	6
0 K. Home help service	2
0 None of these	29
0 Don't know	-

**ONLY ASK Q25 A, B, C, D, E, F, G, H, I, J, and K IF RELEVANT OPTION IS USED / SELECTED AT Q24. ONLY ASK Q25A IF Q24A WAS SELECTED.**

**ASK ALL**

Q25. Q25 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.

**INTERVIEWER INSTRUCTION. SINGLE CODE.**

**SHOWCARD N**

\*items popup

	Very Satisfied	Fairly Satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Don't know
0 a. Nursery schools	57	39	-	-	4	-
0 b. Primary schools	44	50	3	1	3	-
0 c. Secondary schools	24	66	7	-	3	-
0 d. Parks	40	50	4	4	1	*
0 e. Children's play parks	26	51	10	5	7	-
0 f. Museums and galleries	60	37	2	1	-	*
0 g. Sports and leisure centres	46	46	4	2	1	*
0 h. Libraries	56	42	1	1	-	1
0 i. Social work services	41	34	7	5	13	-
0 j. Local community centres	62	31	7	-	-	-
0 k. Home help service	57	34	-	9	-	-
0 l. Road maintenance	18	34	15	14	15	3
0 m. Refuse collection	33	50	8	5	4	*
0 n. Street lighting	30	57	8	4	2	-
0 o. Street cleaning	27	48	11	10	4	*
0 p. Pavement maintenance	20	45	15	12	8	*

**ASK IF FAIRLY OR VERY DISSATISFIED WITH ROAD MAINTENANCE**

AQ26a. AQ26a Why do you say that you are dissatisfied with road maintenance?

**INTERVIEWER INSTRUCTION. MULTICODE. DO NOT PROMPT**

*multi response	%
0 Uneven surfaces for driving on / potholes	93
0 Poor quality of (repair) work	46
0 Slow response (takes too long to start repairs)	20
0 Takes too long for repairs to be completed	23
0 Patchwork appearance caused by different contractors using different types of material	30
0 Repeated roadworks in the same area	24
0 Delays in traffic caused by roadworks	17
0 Lack of notification about local works	5
0 Local flooding problems	5
0 Don't know	-
0 Other – please specify	2

**ASK IF FAIRLY OR VERY DISSATISFIED WITH PAVEMENT MAINTENANCE**

AQ26b. AQ26b Why do you say that you are dissatisfied with pavement maintenance?

**INTERVIEWER INSTRUCTION. MULTICODE. DO NOT PROMPT**

*multi response	%
0 Uneven surfaces for walking on / potholes	91
0 Poor quality of (repair) work	35
0 Patchwork appearance caused by different contractors using different types of material	28
0 Repeated pavement works in the same area	22
0 Inconvenience caused by pavement works	14
0 Lack of notification about local works	5
0 Local flooding problems	3
0 Don't know	1
0 Other – please specify	7

**ASK IF FAIRLY OR VERY DISSATISFIED WITH ROAD MAINTENANCE OR PAVEMENT MAINTENANCE**

AQ26c. AQ26c What do you think should be the three main priority areas for the Council regarding road and pavement maintenance?

**INTERVIEWER INSTRUCTION. PLEASE SHOW RESPONDENT THE SCREEN. MULTICODE. SELECT 3 MOST IMPORTANT. ROTATE THE ORDER OF THE RESPONSES**

*multi response	%
0 Drainage	18
0 Higher quality finishes in key areas (e.g. stone slabs in prominent pedestrian areas)	34
0 Lighting improvements	11
0 Pavement repair and maintenance	64
0 Road repair and maintenance	75
0 Traffic signs repair and maintenance	8
0 Road lining and markings	9
0 None of the above	3
0 Don't know	1

**ASK IF FAIRLY OR VERY DISSATISFIED WITH ROAD MAINTENANCE OR PAVEMENT MAINTENANCE**

AQ26d. AQ26d Which of these 3 areas should be the top priority for the council ?

**INTERVIEWER INSTRUCTION. PLEASE SHOW RESPONDENT THE SCREEN. SINGLECODE. ONLY THE 3 OPTIONS SELECTED FROM AQ26c SHOULD BE SHOWN**

* single response	%
0 Drainage	3
0 Higher quality finishes in key areas (e.g. stone slabs in prominent pedestrian areas)	12
0 Lighting improvements	3
0 Pavement repair and maintenance	29
0 Road repair and maintenance	50
0 Traffic signs repair and maintenance	2
0 Road lining and markings	1

**COMMUNITY SENTENCING**

**ASK ALL**

Q47a. Q47a When a judge or sheriff finds someone guilty in Scotland they can give them one of several types of sentences - for example, they can give someone a fine or they can send them to prison.

Apart from these two options can you think of any other ways that are currently used to deal with people who are found guilty of a crime?

**INTERVIEWER INSTRUCTION. SINGLE CODE. DO NOT PROMPT**

*single response	%
0 Anti-social Behaviour Order (ASBO)	23
0 Community service order	34
0 Compensation order	1
0 Deferred Sentence	1
0 Electronic Tagging	7
0 Probation	10
0 Drug Treatment and Testing Order (DTTO)	*
0 Supervised Attendance Order (SAO)	-
0 None	15
0 Don't know	8
0 Refused	*
0 Other (please specify)	-



**ASK ALL**

Q47b. Q47b When a judge or sheriff finds someone guilty in Scotland they can give them one of several types of sentences - for example, they can give someone a fine or they can send them to prison.

Apart from these two options can you think of any other ways that are currently used to deal with people who are found guilty of a crime?

**INTERVIEWER INSTRUCTION. SINGLE CODE. DO NOT PROMPT**

*single response	%
0 Anti-social Behaviour Order (ASBO)	16
0 Community service order	19
0 Compensation order	7
0 Deferred Sentence	8
0 Electronic Tagging	18
0 Probation	10
0 Drug Treatment and Testing Order (DTTO)	1
0 Supervised Attendance Order (SAO)	*
0 None	9
0 Don't know	13
0 Refused	-
0 Other (please specify)	*

**ASK ALL**

Q48. Q48 When a judge or sheriff finds someone guilty in Scotland they can give them one of several types of sentences - for example, they can give someone a fine or they can send them to prison.

Apart from these two options can you think of any other ways that are currently used to deal with people who are found guilty of a crime?

Probe: and what others?

**INTERVIEWER INSTRUCTION. MULTICODE. DO NOT PROMPT**

*multi response	%
0 Anti-social Behaviour Order (ASBO)	16
0 Community service order	13
0 Compensation order	16
0 Deferred Sentence	20
0 Electronic Tagging	29
0 Probation	32
0 Drug Treatment and Testing Order (DTTO)	9
0 Supervised Attendance Order (SAO)	5
0 None	6
0 Don't know	17
0 Refused	-
0 Other (please specify)	-

**ASK ALL**

Q49. Q49 And which of these other ways of dealing with people who have been found guilty of a crime have you heard of before now?

**INTERVIEWER INSTRUCTION. SHOW SCREEN – ONLY DISPLAYING THOSE NOT MENTIONED AT Q47 AND Q48. MULTICODE**

	%
*multi response	19
0 Community service order	19
0 Compensation order	26
0 Deferred Sentence	30
0 Electronic Tagging	30
0 Probation	20
0 Drug Treatment and Testing Order (DTTO)	13
0 Supervised Attendance Order (SAO)	13
0 None	23
0 Don't know	1
0 Refused	

**ASK ALL**

Q50. Q50 Which, if any, do you think would make it less likely that the person would commit a crime in the future?

**INTERVIEWER INSTRUCTION. READ OUT. MULTICODE**

**SHOWCARD O**

	%
*multi response	18
0 Community service order	8
0 Compensation order	6
0 Deferred Sentence	25
0 Electronic Tagging	8
0 Probation	7
0 Drug Treatment and Testing Order (DTTO)	7
0 Supervised Attendance Order (SAO)	21
0 None	34
0 Don't know	*
0 Refused	

**ASK ALL**

Q51. Q51 The ways of dealing with people who have been found guilty of committing a crime that we have just been talking about are called community sentences.

I would now like to read you some statements that other people made about community sentencing in general. Please tell me how much you agree or disagree with each statement

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

**SHOWCARD P**

\*items popup

	<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Neither / nor</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
0 Electronic tagging of criminals is a good alternative to prison	10	30	21	18	8	13
0 Drug users need treatment not prison	22	38	21	8	4	7
0 Community sentencing is a good idea for minor crimes	16	45	18	11	4	6
0 Learning new skills during community sentences stops criminals from committing more crimes	13	41	24	10	4	8
0 Community sentences do not punish criminals enough	16	31	30	12	3	8

**POLICY CONSULTATION**

**ASK ALL**

AQ27. AQ27 The council is considering implementing a ban on smoking in children's playparks.

Do you support or oppose the council in seeking to ban smoking in children's playparks?

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

**SHOWCARD Q**

*single response	%
0 Strongly support	56
0 Tend to support	28
0 Neither/nor	9
0 Tend to oppose	3
0 Strongly oppose	1
0 Don't know/no opinion	2

## Refuse Collection

Interviewer instruction: Read out

Glasgow City Council is currently proposing to increase the efficiency of its refuse collection and bulk uplift service by the provision of a 7 day service, Monday through to Sunday. Uplifts will still be made on a weekly basis but this could involve some domestic collections taking place on Saturdays and/or Sundays.

### ASK ALL

AQ28. AQ28 How strongly do you support or oppose the Council introducing weekend domestic refuse and recycling collections

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

#### SHOWCARD Q

*single response	%
0 Strongly support	31
0 Tend to support	25
0 Neither/nor	31
0 Tend to oppose	8
0 Strongly oppose	2
0 Don't know/no opinion	3

### ASK ALL

AQ29. AQ29 Are there any specific benefits, problems, or comments you would like to make on these proposals (please specify)

**INTERVIEWER INSTRUCTION. PROMPT. RECORD VERBATIM]**

\* open

## Residential Area Speed Limits

### ASK ALL

AQ30. AQ30 Do you believe that the Twenty's Plenty schemes have advisory or compulsory speed limits?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. OUT SINGLE CODE**

*single response	%
0 Advisory	29
0 Compulsory	51
0 Don't know	20

### ASK ALL

AQ31. AQ31 The existing Twenty's Plenty schemes have advisory speed limits only. Do you support or oppose the creation of compulsory 20mph zones in residential areas?

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

#### SHOWCARD Q

*single response	%
0 Strongly support	56
0 Tend to support	30
0 Neither/nor	7
0 Tend to oppose	3
0 Strongly oppose	1
0 Don't know/no opinion	3

**Interviewer instruction: Read out**

To save money and to reduce disruption, Glasgow City Council is considering reducing the number of Orange Walks and Catholic/Irish Republican parades that take place each year by up to 90%.

**ASK ALL**

AQ32a. AQ32a Would you support or oppose such a reduction in your local area?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

**SHOWCARD Q**

*single response	%
0 Strongly support	43
0 Tend to support	25
0 Neither/nor	17
0 Tend to oppose	5
0 Strongly oppose	4
0 Don't know/no opinion	8

**ASK ALL**

AQ32b. AQ32b Would you support or oppose such a reduction in the city centre?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

**SHOWCARD Q**

*single response	%
0 Strongly support	41
0 Tend to support	25
0 Neither/nor	16
0 Tend to oppose	51
0 Strongly oppose	4
0 Don't know/no opinion	9

**ASK ALL**

AQ32c. AQ32c Would you support or oppose a ban on all Orange Walks and Catholic/Irish Republican parades within Glasgow City Centre?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

**SHOWCARD Q**

*single response	%
0 Strongly support	32
0 Tend to support	18
0 Neither/nor	20
0 Tend to oppose	11
0 Strongly oppose	6
0 Don't know/no opinion	13

**GLASGOW FOR FREE**

Interviewer instruction: Read out

Glasgow for Free was a campaign conducted through the summer months that was aimed at raising awareness of free services and activities taking place in Glasgow.

**ASK ALL**

AQ33. AQ33 Have you heard of Glasgow For Free?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

*single response	%
0 Yes	24
0 No	76

**ASK IF SELECTED OPTION 1 (YES) AT AQ33**

AQ34a. AQ34a A number of methods were used to advertise the Glasgow for Free campaign.

From which of the following sources would you say you received your information about Glasgow For Free?

**INTERVIEWER INSTRUCTION. READ OUT . MULTICODE**

**SHOWCARD R**

*multi response	%
0 Word of mouth	57
0 Print media/newspaper	40
0 Radio	13
0 Local library	13
0 Internet/website	6
0 E-mail newsletter/bulletin	1
0 The Grid/Wee Grid (Glasgow Young Scot Card / Kidz card magazines)	1
0 Through schools	7
0 Podcasts	-
0 Scotrail website/magazine	-
0 Subway/Glasgow Underground	1
0 Flyers / Posters	9
0 Dedicated information source for family related activities	-
0 Don't know / can't remember	3
0 Other (please specify)	1

**ASK IF SELECTED AT LEAST ONE OF OPTIONS 1-13 AT AQ34a**

AQ34b. AQ34b What was your main source of information?

**INTERVIEWER INSTRUCTION. PLEASE SHOW RESPONDENT THE SCREEN. ONLY SHOW RESPONSES SELECTED AT AQ33a. SINGLE CODE**

	%
*single response	%
0 Word of mouth	49
0 Print media/newspaper	26
0 Radio	4
0 Local library	6
0 Internet/website	2
0 E-mail newsletter/bulletin	-
0 The Grid/Wee Grid (Glasgow Young Scot Card / Kidz card magazines)	-
0 Through schools	4
0 Podcasts	-
0 Scotrail website/magazine	-
0 Subway/Glasgow Underground	-
0 Flyers / Posters	3
0 Dedicated information source for family related activities	-
0 Don't know / can't remember	-
0 Other (please specify)	6

**ASK ALL**

AQ35a. AQ35a Glasgow for Free promotes many free activities and services across the city for people of all ages.

Which, if any, of the Glasgow for Free services and activities are you/or members of your family aware of?

**INTERVIEWER INSTRUCTION. READ OUT. MULTICODE SHOWCARD S**

	%
*multi response	%
0 Museums and Art Galleries	52
0 Free book borrowing from libraries	50
0 Free internet access within libraries	28
0 Hidden Garden at the Tramway	10
0 Outdoor sports (pitch and putt & outdoor tennis)	7
0 Free swimming for under 18s	19
0 Free swimming for over 60s	14
0 Zest – holiday programme	3
0 Arts activities	5
0 None	36
0 Other (please specify)	*

**ASK IF SELECTED OPTIONS 1-9 OR 11 AT AQ35A**

AQ35b. AQ35b Which, if any, of the Glasgow For Free services and activities have you/or members of your family used?

**INTERVIEWER INSTRUCTION. PLEASE SHOW RESPONDENT THE SCREEN. ONLY SHOW RESPONSES SELECTED AT AQ34a. PROMPT. MULTICODE**

*multi response	%
0 Museums and Art Galleries	64
0 Free book borrowing from libraries	66
0 Free internet access within libraries	46
0 Hidden Garden at the Tramway	58
0 Outdoor sports (pitch and putt & outdoor tennis)	38
0 Free swimming for under 18s	42
0 Free swimming for over 60s	26
0 Zest – holiday programme	8
0 Arts activities	25
0 None	6
0 Don't know	17

**ASK IF SELECTED OPTIONS 1-9 OR 11 AT AQ35B**

AQ36. AQ36 Please indicate, who if anyone, you attended Glasgow for Free activities with?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. MULTICODE**

**SHOWCARD T**

*multi response	%
0 On my own	37
0 With partner	23
0 With other family member(s)	25
0 With friends	21
0 With children	16
0 With organised group (e.g. play-scheme, scouts, school outing etc.)	1
0 Other (please specify)	15

**ASK ALL**

NQ52. NQ52 In your opinion, how much of an issue, or otherwise, are the following in YOUR LOCAL AREA?

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

**SHOWCARD U**

\*items popup

	Significant problem	Moderate problem	Minor problem	Not a problem	Don't know
0 a. Litter	13	21	32	34	*
0 b. Graffiti	6	16	28	49	1
0 c. Chewing gum	7	15	21	56	2
0 d. Flyposting	2	7	20	69	2
0 e. Flytipping	5	9	21	64	1
0 f. Dog fouling	20	24	21	35	*
0 g. Vandalism	7	15	28	49	*
0 h. Back Court maintenance	4	10	17	63	6
0 i. Front garden maintenance	2	7	16	64	10



**ASK ALL**

AQ37. AQ37 In your opinion, how much of an issue, or otherwise, are the following in the city centre?

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

**SHOWCARD V**

\*items popup

	Significant problem	Moderate problem	Minor problem	Not a problem	Don't know
0 a. Litter	11	19	24	40	6
0 b. Graffiti	5	19	21	49	7
0 c. Chewing gum	13	16	16	45	9
0 d. Flyposting	7	16	15	50	11
0 e. Flytipping	4	10	14	60	12
0 f. Dog fouling	5	14	20	52	10

**ANTI-SOCIAL BEHAVIOUR**

**ASK ALL**

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

**INTERVIEWER INSTRUCTION. READ OUT. MULTICODE**

**SHOWCARD W**

\*multi response

	%
0 a. Antisocial neighbours	6
0 b. Noisy Neighbours/ parties	9
0 c. Youth disorder	17
0 d. Street drinking	12
0 e. Drug dealing	5
0 f. Drug/ alcohol/ substance abuse	6
0 g. Verbal abuse	4
0 h. Racial harassment	2
0 i. Harassment	4
0 j. Personal safety and security	3
0 k. Damage to property	5
0 l. Damage to/theft from vehicle	4
0 m. Vandalism	6
0 n. Graffiti	4
0 o. Dogs roaming, dog fouling, barking	9
0 p. House break-ins/burglary	2
0 q. Prostitution/brothels	1
0 No/None	61
0 Refused	*
0 Don't know	1
0 Other (please specify)	*

**ASK ALL**

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

**INTERVIEWER INSTRUCTION. READ OUT. MULTICODE**

**SHOWCARD W**

	%
*multi response	%
0 a. Antisocial neighbours	2
0 b. Noisy Neighbours/ parties	4
0 c. Youth disorder	11
0 d. Street drinking	6
0 e. Drug dealing	2
0 f. Drug/ alcohol/ substance abuse	3
0 g. Verbal abuse	1
0 h. Racial harassment	1
0 i. Harassment	2
0 j. Personal safety and security	1
0 k. Damage to property	2
0 l. Damage to/theft from vehicle	2
0 m. Vandalism	3
0 n. Graffiti	2
0 o. Dogs roaming, dog fouling, barking	5
0 p. House break-ins/burglary	1
0 q. Prostitution/brothels	*
0 No/None	72
0 Refused	*
0 Don't know	3
0 Other (please specify)	*

**ASK ALL**

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

**INTERVIEWER INSTRUCTION. READ OUT. MULTICODE**

**SHOWCARD X**

	%
*multi response	%
0 Children up to 12 years	12
0 Young people 13-17 yrs old	30
0 Young adults 18-25 yrs old	24
0 Unemployed people	8
0 People with mental health problems	3
0 People who misuse drugs/alcohol	14
0 People who deal drugs	5
0 Homeless people	2
0 No-one specific	48
0 Other (please specify)	7

**ASK ALL**

NQ36. NQ36 Why do you say this?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. MULTICODE**

*multi response	%
0 Things I have seen going on around the local area	62
0 Things other people say	30
0 Reports in the papers	5
0 Reports on TV/radio	3
0 Crimes committed against me	5
0 Crimes committed against people I know	2
0 Government statistics	*
0 Other (please specify)	17

**ASK ALL**

NQ37. NQ37 What measures would you most like to see the Council and its partners introduce to tackle antisocial behaviour?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. MULTICODE**

*multi response	%
0 More leisure facilities for young people	37
0 More training/employment opportunities	24
0 More support for families	10
0 More police officers on the street	53
0 Make offenders face their victims (restorative justice)	5
0 More action to reduce prostitution	2
0 Increased CCTV provision	27
0 Increased Community Wardens/enforcement officers	21
0 Increased availability of treatment for drug/alcohol abuse	5
0 Better lit streets	6
0 Increased graffiti removal	1
0 Support to resolve neighbour disputes	3
0 Greater use of ASBOs/other legal action	5
0 Reduce availability of alcohol	4
0 Increase price of alcohol	3
0 Other (please specify)	9

**New Council Tax Information Booklet**

Interviewer instruction: Read out

In March this year, the council issued a Council Tax information booklet along with your annual bill. The booklet contained a range of information on your Council Tax and non-domestic rates including how it is calculated, how it can be paid and how it contributes to the Services provided.

**ASK ALL**

AQ38. AQ38 Did you receive a Council Tax information booklet along with your annual Council Tax bill?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

*single response	%
0 Yes	53
0 No	13
0 Don't know	33

**ASK IF SELECTED OPTION 1 (YES) AT AQ38**

AQ39. AQ39 Did you find the booklet useful?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

*single response	%
0 Yes	71
0 No	20
0 Don't know	10

**ASK IF SELECTED OPTION 1 (YES) AT AQ38**

AQ40. AQ40 Do you still have the booklet?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

*single response	%
0 Yes	36
0 No	19
0 Don't know	44

**ASK IF SELECTED OPTION 1 (YES) AT AQ38**

AQ41. AQ41 Is there any additional information that you would like to see in future booklets?

**INTERVIEWER INSTRUCTION. PROBE RESPONDENT TO IDENTIFY WHAT INFORMATION THEY WOULD LIKE TO SEE. RECORD VERBATIM**

\* open

**Revenue and Benefits Service**

**ASK ALL**

AQ42. AQ42 Have you contacted the Council Tax and Housing Benefit Centre in the last two years?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

*single response	%
0 Yes	28
0 No	66
0 Don't know / can't remember	6

**ASK IF SELECTED OPTION 1 (YES) AT AQ42**

AQ43. AQ43 How did you contact them?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. MULTICODE**

*multi response	%
0 Telephone	65
0 In writing	4
0 In person in the City Centre	21
0 In person at a local office	21
0 Email	2
0 Don't know	-
0 Other, please specify	1

**ASK ALL**

AQ44. AQ44 Are you aware that the opening hours of Council Tax & Housing Benefit Centres have been extended? They are now open from 9am – 4.30pm (Mon-Fri) and open until 5.30pm on Thursday.

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

**SHOWCARD Y**

*single response	%
0 Yes	25
0 No	63
0 I thought it had always opened during these hours	12

**ASK ALL**

AQ45. AQ45 Did you know that you can now undertake Council Tax and benefits transactions at any Council Tax & Housing Benefit Centre?

**INTERVIEWER INSTRUCTION. DO NOT PROMPT. SINGLE CODE**

*single response	%
0 Yes	41
0 No	59

**ASK IF SELECTED OPTION 1 (YES) AT AQ42**

AQ46. AQ46 How satisfied or dissatisfied were you with the service you received when you last contacted a Council Tax & Housing Benefit Centre?

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

**SHOWCARD Z**

*single response	%
0 Very satisfied	34
0 Fairly satisfied	52
0 Neither nor	6
0 Fairly dissatisfied	3
0 Very dissatisfied	5
0 Don't know	-

**Electoral Registration**

**ASKALL**

AQ47. AQ47 With a General Election to be held within the next year, the Electoral Registration Office wants to ensure that all eligible residents are registered to vote so they can have their say on polling day.

Which, if any, of the following methods did you use to register to vote?

**INTERVIEWER INSTRUCTION. READ OUT. SINGLE CODE**

**SHOWCARD AA**

*single response	%
0 Registered for the first time	*
0 Re-registered by post	74
0 Re-registered by phone	4
0 Re-registered online	3
0 Re-registered in person	2
0 I am not registered to vote	12
0 Don't know	6

**ASK ALL**

AQ48. AQ48 What, if anything, could be done to make it easier for you to register to vote?

**INTERVIEWER INSTRUCTION. RECORD VERBATIM]**

\* open

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**DO NOT READ OUT**

LANGUAGE. What language was the interview conducted in?

**\*single response**

0 English

0 Another Lanuage (please specify)

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May we take your name, address and telephone number. This is for validation purposes only, you may receive a call just to confirm that the interview took place.

\*no question

**ASK ALL**

FULLNAME. Respondent's full name with whom the survey was completed

\* open

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**ASK ALL**

ADDRESS. Respondent's full address (excluding postcode)

\* open

---

**ASK ALL**

POSTCODE. Respondent's full postcode

\* open

---

**ASK ALL**

TELEPHONE. Respondents telephone number

\* open

---

INTNAME. Interviewer – please record **YOUR** full name

\* open

---

INTID. Interviewer – please record **YOUR** mruk ID number

\* numeric

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**THANK AND CLOSE**