

**Glasgow City Council
Household Survey
April 2008
IK20392**

Prepared For: Glasgow City Council

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Contents

	Page
Contents	0
1. Introduction	2
Summary of Findings	3
2. Council Tax	5
2.1 Ease of Understanding of Bill	5
2.2 Council Tax Payment	6
2.3 Encouragement to pay by Direct Debit	7
2.4 Awareness of Council Tax payment dates	8
3. Council Services	9
3.1 Importance of Council Services	9
3.2 Current Council Performance	9
4. Use of the City Centre	11
4.1 Frequency of activities (anywhere)	11
4.2 Residence/ work/ study in the city centre	12
4.3 Frequency of activities in the city centre	13
5. Usage and Satisfaction with Council Services	14
5.1 Satisfaction with Glasgow City Council	14
5.2 Usage of services	15

5.3 Satisfaction with services	16
6. Community Safety	17
6.1 Neighbourhood Issues	17
7. Homelessness	23
7.2 Homelessness affecting others known to respondents	24
7.3 Causes of homelessness	25
7.4 Single key factor causing homelessness	26
7.5 Attitudes to homelessness	26
8. Community Sentencing	28
8.1 Spontaneous awareness of sentencing options	28
8.2 Total prompted awareness of sentencing options	29
8.3 Effectiveness of sentencing options	29
8.4 Attitudes to treatment of offenders	30

1. Introduction

This report summarises the results of the **mruk** research spring 2008 Glasgow Household Survey, conducted for Glasgow City Council. This is the second wave 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. The latest wave of this project included the following main topic areas:

- Council Tax
- Importance/ Satisfaction of things the Council might do
- Use of City Centre
- Usage Satisfaction with Council Services
- Community Safety
- Homelessness
- Community Sentencing

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 BME residents. The results and charts in this report refer to the 1,010 "representative" interviews, with additional commentary for BME residents.

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

Summary of Findings

Council Tax

The new Council tax bill format was very well received, with almost no negative reaction. Around half of Glasgow residents felt that the new format made no difference to ease of understanding, and the vast majority of the rest felt that the new bill was clearer.

Direct debit was the most common method of payment, followed by paypoint and post office payments. Most residents who did not already pay by direct debit could not think of anything which would encourage them to do so, although a significant minority suggested a discount. Just over half of the residents were not aware that direct debits could be set up for five different dates.

Council Activities

Each of the suggested Council actions were seen as important by at least three quarters, with mixed views on the Council's performance. The key areas – high importance, but relatively low performance – related to information provision; keeping people informed about what the Council is doing, seeking people's views prior to making decisions, and telling people more about spending plans and how Council Tax is spent.

Use of City Centre

Most residents did not live, work or study in the city centre, although most regularly used the city centre for shopping or socialising, particularly younger residents.

Council Services

The majority of residents were satisfied with Council services, with only 11% dissatisfied overall. Satisfaction was highest with museums/ galleries, secondary schools, primary schools, libraries and sports/ leisure centres.

Community Cohesion

The survey found that an overwhelming majority of residents feel positively about their local area, with less than a quarter expressing any concern about each of the hate crime issues in their area.

Homelessness

Consistent with earlier research, around one in ten Glasgow residents reported having been personally affected by homelessness. Around half saw alcohol or drug abuse as a leading factor contributing to homelessness. Although just over half of the respondents felt that some people claim to be homeless in order to be housed by the Council, there was also a good deal of sympathy towards the homeless, with almost half believing people became homeless through bad luck.

Community Sentencing

The survey recorded high awareness of Community service orders, electronic tagging and probation as alternatives to prison or fines, however only a minority of residents felt that community sentencing was likely to reduce the likelihood of offending.

2. Council Tax

2.1 Ease of Understanding Bill

There was very little negative reaction to the new format for the Council Tax bill, with around 50% of citizens responding neutrally when comparing with the old format, with almost everyone else saying that the new bill is either easier or much easier to understand.

The level of approval was much lower among BME respondents, with 28% of respondents responding they didn't know and only 16% stating that the new style of bill made it clearer how the bill had been calculated. Similar trends were evident with regard to the clarity of the amount to be paid, how and where to pay the bill and who to contact if they had a query.

Table 2.1: Does the new style of bill make it easier or more difficult to understand the following aspects of the bill...

	Much Easier %	Slightly Easier %	No difference %	Slightly more difficult %	Much more difficult %	Don't know %
The amount to be paid	9	28	53	3	*	7
How the bill has been calculated	12	29	43	2	1	13
How to pay the bill	11	23	54	3	*	10
Where the bill can be paid	10	22	56	3	*	9
Who to contact if you have a query	11	24	52	2	*	10

Base: 1010

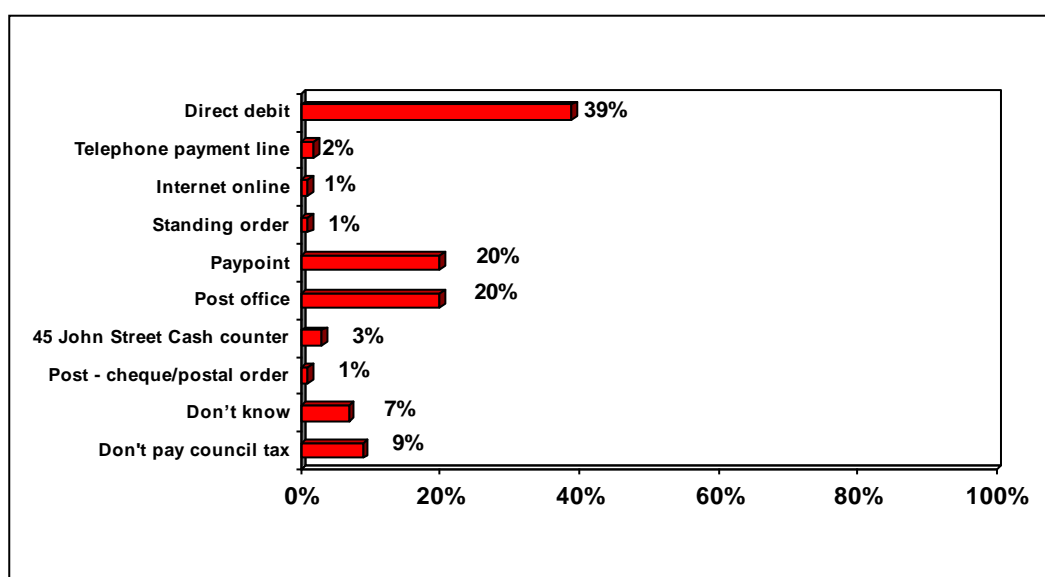
Source: **mruk** research, April 2008

2.2 Council Tax Payment

The largest proportion of (39%) of citizens pay their Council Tax by direct debit. The remainder pay either by Paypoint (20%) or at the Post Office (20%). 9% of respondents state they don't pay council tax or didn't know how their household pays it (7%).

Direct debit is used by 50% of ABC1 households against 33% of C2DEs, almost 70% of owner-occupiers said that they pay by direct debit, while only 27% of BME respondents pay in this way, with 50% choosing to pay by Paypoint (25%) or at the Post Office (25%).

Figure 2.1: How does your household currently pay your Council Tax?



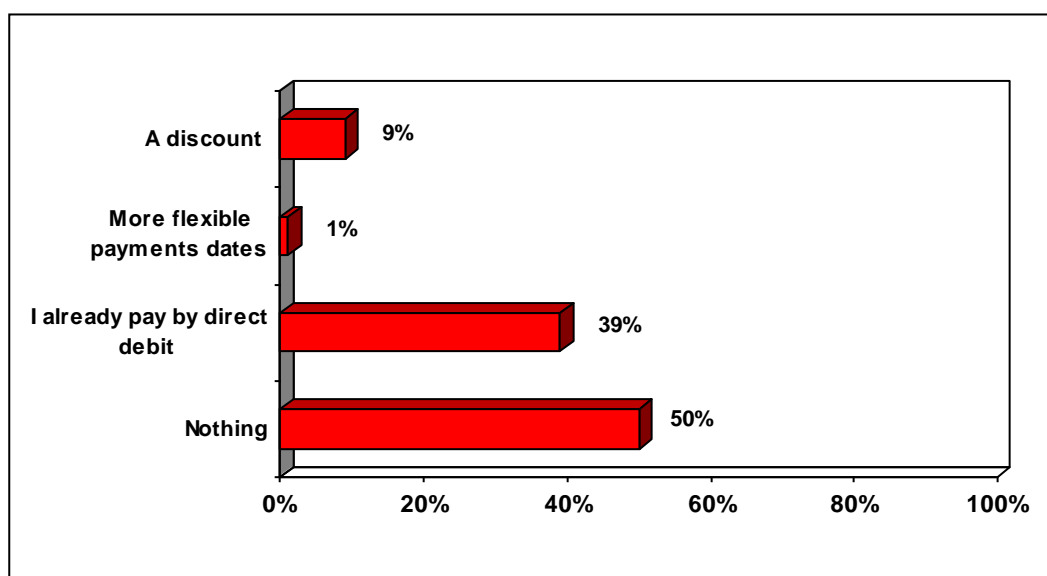
Base: 1010

Source: **mruk** research, April 2008

2.3 Encouragement to pay by Direct Debit

Half of respondents could not think of anything which would encourage them to pay by direct debit, and 39% already use that method. Most of the others (9% of all residents, and 21% of BME respondents) suggested that a discount would encourage them, and 1% wanted more flexible payment dates. Among private rental sector tenants and BME residents, 21% said that a discount would encourage them to pay their Council Tax by direct debit.

Figure 2.2: What would encourage you to pay your Council Tax by direct debit?

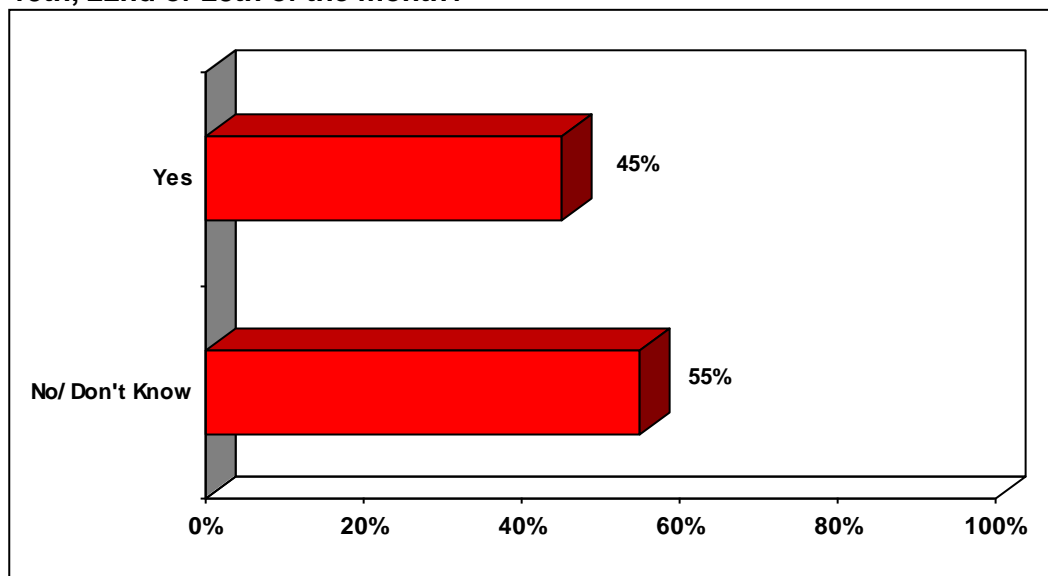


Base: 1010
 Source: **mruk** research, April 2008

2.4 Awareness of Council Tax payment dates

Just over half (55%) of the respondents were not aware that direct debits can be set up on five different dates during the month. Among ABC1 households, 51% were aware of this flexibility, but only 32% of BME residents.

Figure 2.3: Aware that you can pay the Council Tax by direct debit on the 1st, 8th, 15th, 22nd or 28th of the month?



Base: 1010

Source: **mruk** research, April 2008

3. Council Activities

3.1 Importance of Council Activities

All of the suggested activities were regarded as important or very important by an overwhelming majority of respondents (ranging from 76% - 92%). Value for money (52%), good quality (51%), and telling people how council tax is spent (48%) were the three aspects most commonly seen as “Very important”.

3.2 Current Council Performance

As part of an exercise to understand more fully how residents view the Council and the reasons for this, a number of questions were asked of what the Council’s priorities should be and how well or badly it was doing with regard to these.

Views were mixed on the Council’s performance on each of the aspects listed , although in most cases more residents felt that the Council was doing well rather than badly. The two exceptions to this were “Seeking people’s views prior to making decisions” where

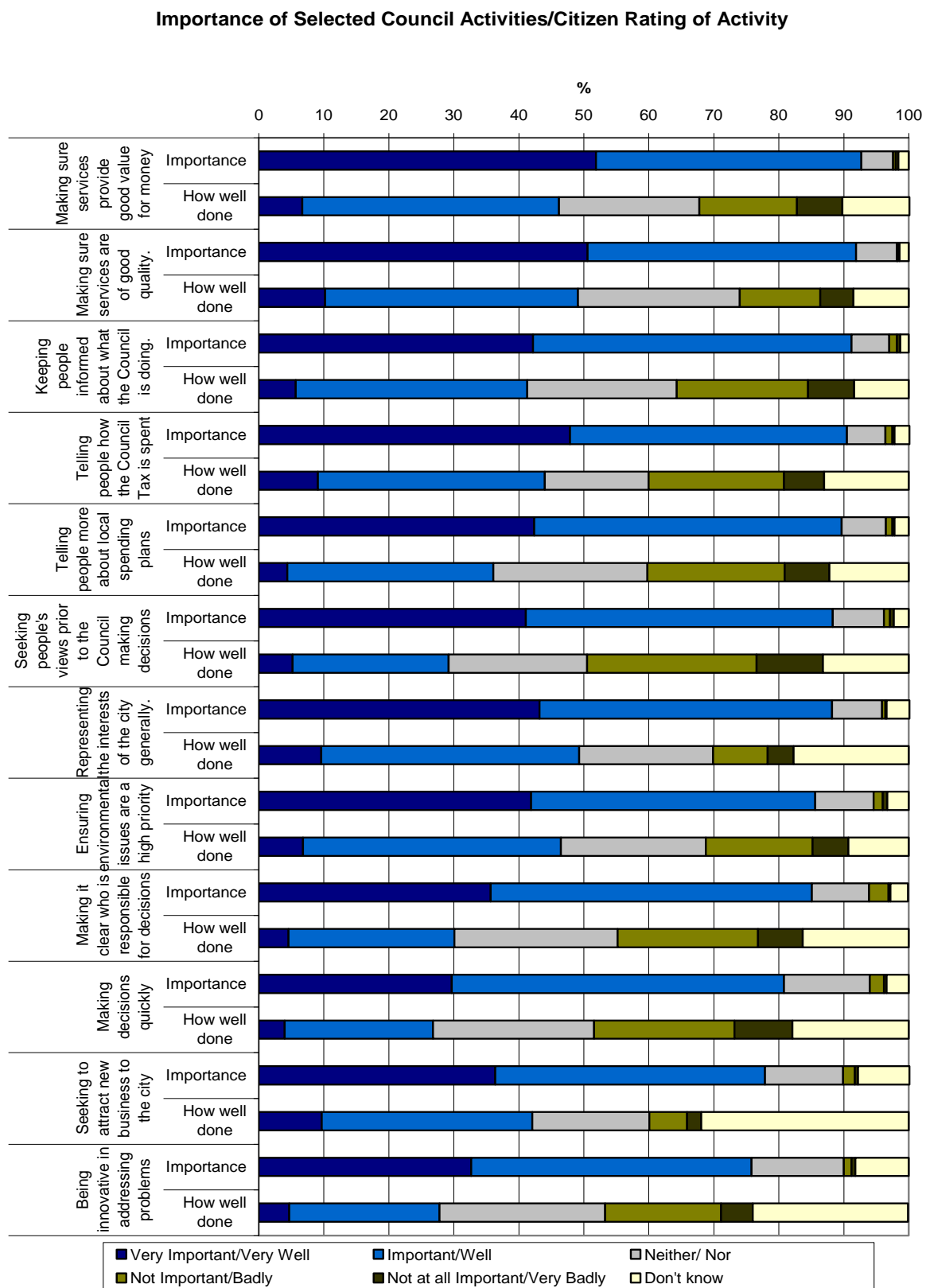
36% felt the Council was performing poorly against 29% who believed it was doing well.. Similarly with regard to “Making decisions quickly” 30%believe the Council are poor at this compared with 27% who believe it does well.

BME respondents exhibit some different trends in what they think the Council should be doing. While 87% of respondents overall state that the Council should represent the interests of the city generally, only 64% of BME respondents agree.

Regardless of ethnicity, respondents think that keeping people informed of what the Council is doing is important/very important (91% overall, 86% BME). Similar results are evident in response to telling people how the Council Tax is spent and about local spending plans.

Less than a third of respondents (29%) feel that the Council does well/ very well in seeking people’s views prior to making a decision, this drops to almost a quarter for BME citizens (27%). Among the general population, this and making decisions quickly are the only two areas where more people believe the Council performs badly than it does well.

Figure 3.1: Importance/ performance



4. Use of the City Centre

4.1 Frequency of selected activities

In order to ascertain the extent to which Glasgow residents use local shops compared with the city centre a series of questions were asked about consumption frequency and locations.

Over 50% of residents use the city centre less frequently than once every few months for advice services, health services, banking, financial, legal/ other professional services. City centre shopping for clothes is higher with 60% stating they use it every few months, however, the fact that the frequency of shopping for clothes is significantly higher indicates the importance of clothes shopping outlets outwith the city centre.

Among 16-24 year-olds, 27% shopped for clothes weekly or several times a month, compared with 17% of the over 25s. The youngest age group was also more likely to shop for other reasons, 35% weekly or several times a month, against 23% of over 25s, and to take part in entertainment./ socialising/ leisure (54% versus 31%). Health services were most commonly used by residents aged 65 or over, with 54% using them at least once a month, compared with 21% of residents aged under 65.

Table 4.1: How often do you normally carry out the following activities?

	Once a week or more %	Several times a month %	About once a month %	Once every few months %	Once or twice a year %	Less frequently %
Shopping for food	94	4	1	*	*	1
Shopping for clothes	6	12	28	28	13	13
Shopping other than for food or clothes	13	12	22	32	7	14
Banking, financial, legal/ other professional services	39	14	27	7	2	11
Entertainment/ Socialising/ Leisure	23	12	23	11	9	22
Health services	8	10	26	19	13	25
Advice services (e.g. Citizens Advice Bureau)	5	-	2	5	3	85

* = Less than 1%

Base: 943

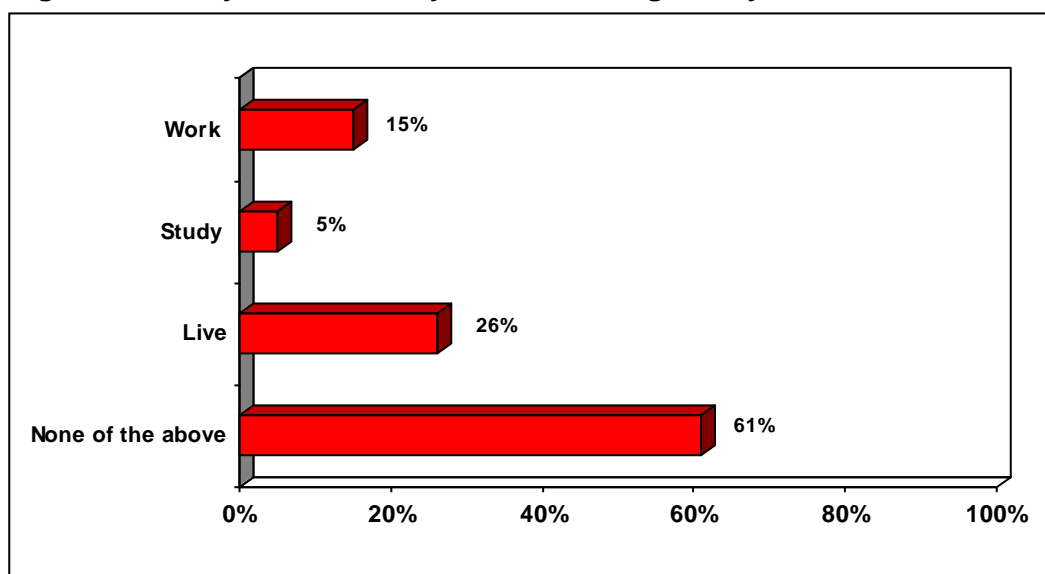
Source: **mruk** research, April 2008

4.2 Residence/ work/ study in the city centre

61% of respondents in the main survey don't work, live or study in the city centre. Of the remainder, 26% live, 15% work, and 5% study there. Although BME respondents display similar patterns of studying or living in the city centre, they are almost twice as likely to work in the city centre compared to the general population.

Of the general population, residents aged 35-54 were most likely to work in the city centre (25% versus 10% of other age groups).

Figure 4.1: Do you work, study or live in Glasgow city centre?



Base: 1010

Source: **mruk** research, April 2008

4.3 Frequency of activities in the city centre

Just over half (52%) of those interviewed shopped for food in Glasgow city centre at least once a month. The city centre is used at least once or twice a year for each of the other activities apart from advice services. Again, 16-24 year-olds were more likely than other age groups to use the city centre several times a month or more for clothes shopping (27% v 12%), to shop for other reasons (26% against 14%), or to socialise (34% v 15%). Health services were again most commonly used by residents aged 65 or over, with 31% using them at least once a month, compared with 21% of residents aged under 65.

Table 4.2: And how often do you normally use Glasgow City Centre for the purposes listed below?

	Once a week or more %	Several times a month %	About once a month %	Once every few months %	Once or twice a year %	Less frequently %
Shopping for food	28	8	16	14	5	29
Shopping for clothes	4	11	27	26	14	18
Shopping other than for food or clothes	8	8	22	25	10	27
Banking, financial, legal/ other professional services	9	7	22	13	7	44
Entertainment/ Socialising/ Leisure	10	8	19	16	11	36
Health services	3	6	14	8	8	61
Advice services (e.g. Citizens Advice Bureau)	1	*	3	5	3	88

* = Less than 1%

Base: 943

Source: **mruk** research, April 2008

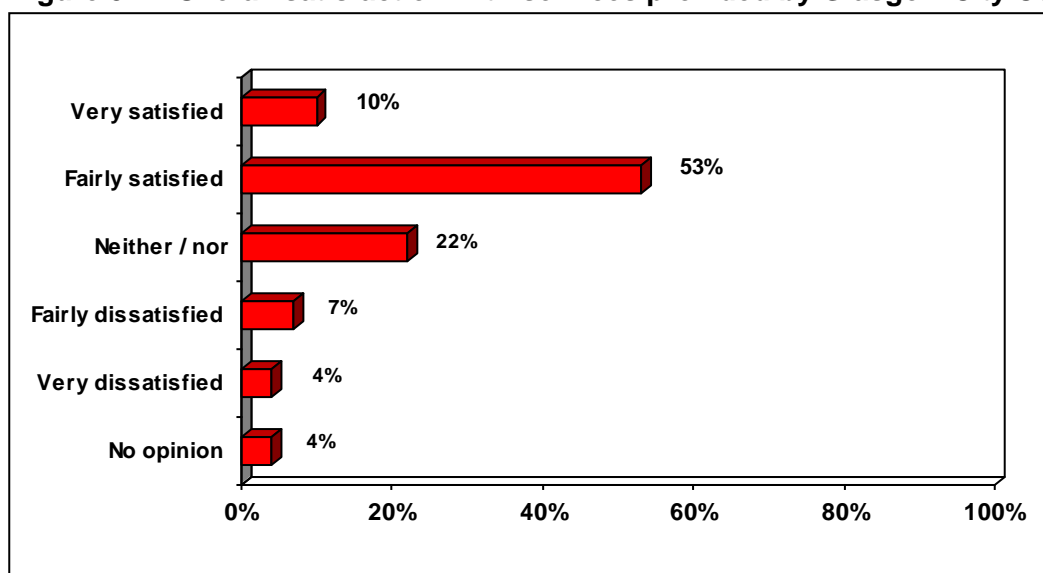
5. Usage and Satisfaction with Council Services

5.1 Satisfaction with Glasgow City Council

This section concerns residents' usage of and satisfaction with a variety of services provided by Glasgow City Council. In general, residents were positive about the quality of services provided by Glasgow City Council. When asked "How satisfied would you say you are with the services provided by Glasgow City Council?" 10% were very satisfied and 53% fairly satisfied. Residents aged 55+ tended to be slightly more satisfied, with 70% very or fairly satisfied compared with 60% of younger residents.

The situation among ethnic minority respondents is more complex. Although slightly less satisfied overall with 55% compared with 63%, this figure masks significantly more very satisfied respondents in the BME community (26% against 10%).

Figure 5.1: Overall satisfaction with services provided by Glasgow City Council



Base: 1010

Source: **mruk** research, April 2008

5.2 Usage of services

In terms of those most commonly used, the results are broadly consistent with the last wave of research, although there was a significant increase in the number recalling having used parks (55%). The other most commonly used services are libraries (39%), sports and leisure centres (33%) and museums and galleries (38%). ABC1 households were more likely than C2DEs to use parks (67% - 49%), museums & galleries (48% - 33%) and libraries (52% - 33%). Households living on state benefits were more likely than others to have used none of the services (25% - 19%).

BME residents were more likely to use a number of Council services, namely parks (64% compared with 55%) and libraries (56% compared with 39%), and around twice as likely to use schools – nursery (12%), primary (22%) and secondary (13%).

Table 5.1: 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?

	%
Nursery schools	6
Primary schools	14
Secondary schools	7
Parks	55
Children's Play parks	16
Museums and galleries	38
Sports and leisure centres	33
Libraries	39
Social work services	5
Local community centres	5
Home help service	3
None of these	21
Don't know	1

Base: 1010

Source: **mruk** research, April 2008

5.3 Satisfaction with services

High levels of satisfaction were recorded for most services, with 80% or more for museums/ galleries, secondary schools, primary schools, libraries, and sports/ leisure centres. The greatest level of dissatisfaction was with road maintenance (40%). Four other services were regarded as unsatisfactory by over 10% of users: street cleaning (17%), pavement maintenance (21%) and social work services (13%). Long term residents (20+ years) were more dissatisfied than others with road maintenance (42% - 30%). 50% of owner-occupiers were dissatisfied with this service.

Satisfaction levels

Table 5.2: 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 (380)	45	44	3	1	1	7
Secondary schools (73)	26	54	5	5	5	5
Primary schools (145)	24	53	8	2	2	11
Libraries (394)	29	56	6	3	-	7
Home help service (31)	48	31	5	-	5	11
Sports and leisure centres (334)	34	53	5	1	*	6
Social work services (46)	25	38	6	8	10	13
Local community centres (52)	14	56	7	7	7	9
Refuse collection	27	57	8	4	3	1
Parks (552)	26	50	11	5	2	6
Street lighting	22	63	7	4	3	1
Nursery schools (64)	41	49	-	-	-	10
Road maintenance	5	28	22	20	20	6
Children's Play parks (162)	19	46	16	8	5	7
Street cleaning	13	51	18	10	7	2
Pavement maintenance	11	41	23	11	10	3

* = Less than 1%

Base: 1010

Source: **mruk** research, January 2008

6. Community Cohesion

6.1 Neighbourhood Issues

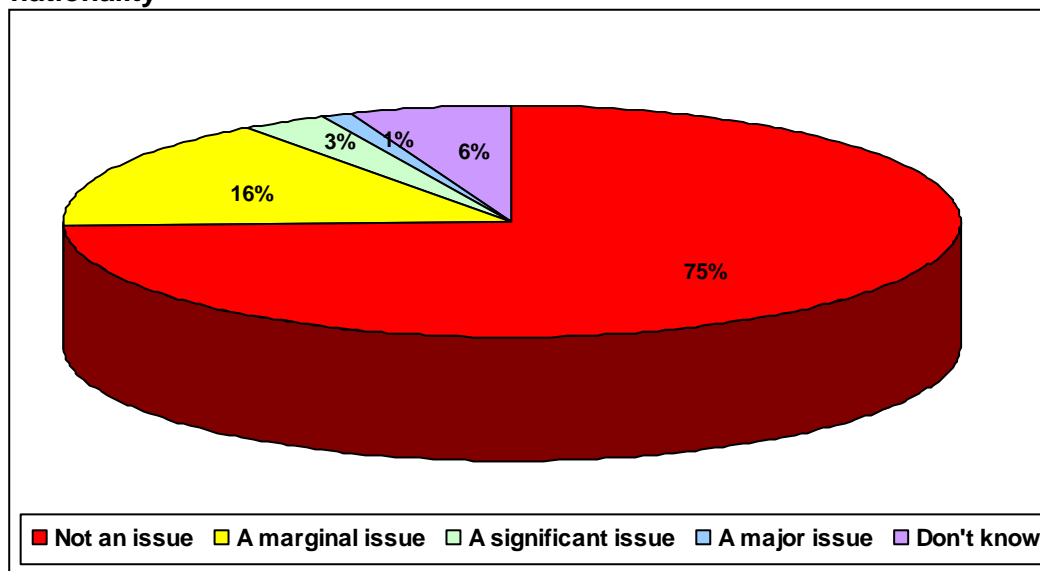
Hate crime is any criminal offence committed against a person or property that is motivated by an offender's hatred of someone because of their: race, colour, ethnic origin, nationality or national origins; religion; gender or gender identity; sexual orientation; disability.

The survey was used to establish a baseline for monitoring the measurement of the public perception of hate crime and the effectiveness of our initiatives to tackle it

Residents are generally positive about their neighbourhood, with the vast majority believing that each suggested form of hate crime is “Not an issue” in their local area. However 4% of respondents feel that it is a major or significant issue for people from minority ethnic groups or nationalities, and 16% feel that it is a marginal issue.

BME residents were slightly less sanguine, although there were still 68% believing race/ colour and ethnic origin was not an issue at all, with 24% feeling it was a marginal issue.

Figure 6.1: To what extent do you believe that this is an issue in your local area for people belonging to any of the following groups? - Race, colour, ethnic origin , nationality

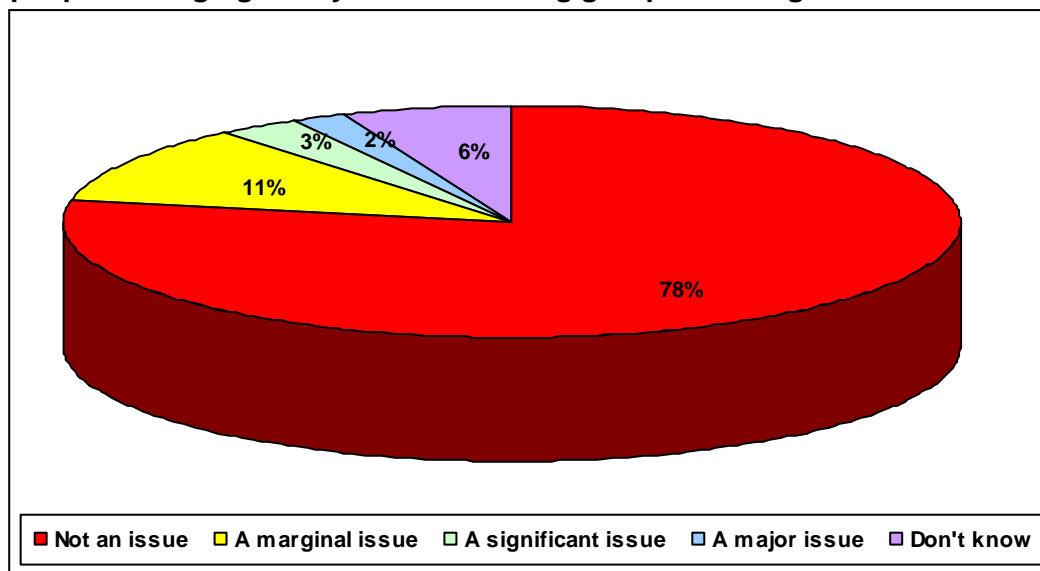


Base: 1010

Source: **mruk** research, April 2008

When it comes to religion, 5% of residents believe that this is major or significant hate crime issue in their local area and 11% feel it is a marginal one. 78% feel it is not an issue at all.

Figure 6.2: To what extent do you believe that this is an issue in your local area for people belonging to any of the following groups? - Religion

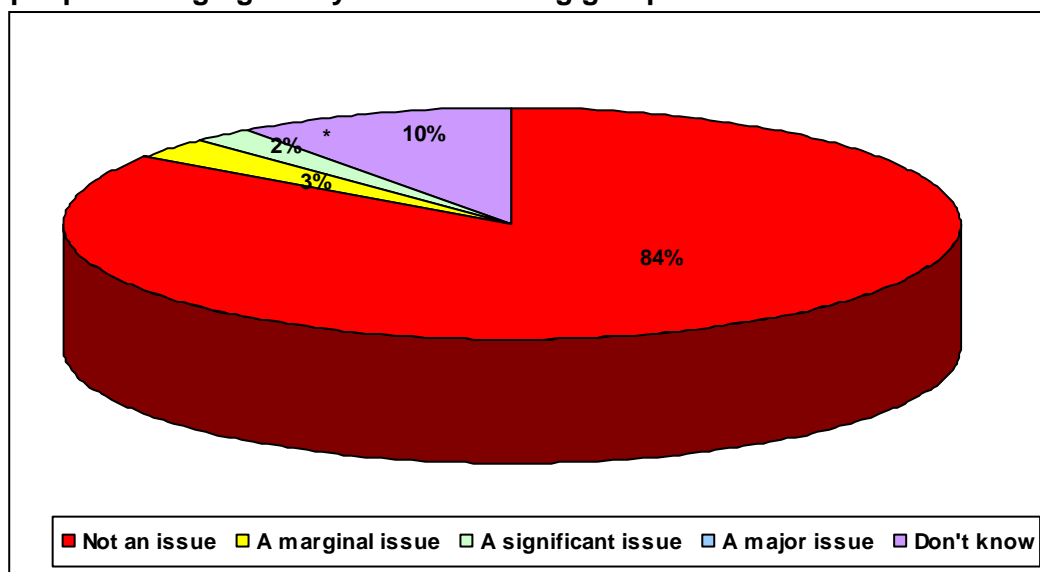


Base: 1010

Source: **mruk** research, April 2008

Gender is seen as a significant issue by just 2% of residents, and a marginal one by 3%, with 84% believing it is not an issue.

Figure 6.3: To what extent do you believe that this is an issue in your local area for people belonging to any of the following groups? - Gender



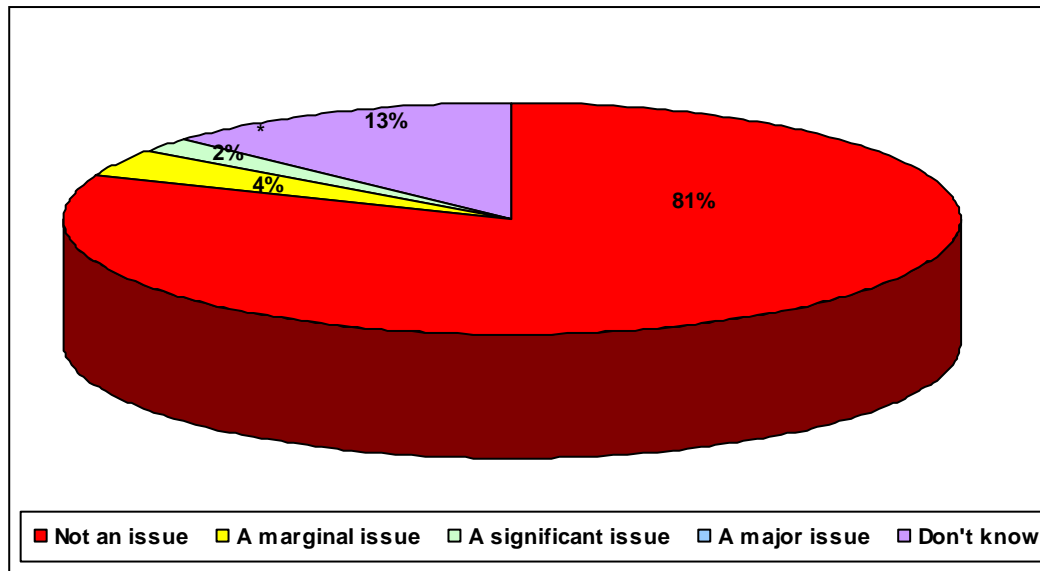
* = Less than 1%

Base: 1010

Source: **mruk** research, April 2008

2% of residents believe that sexual orientation is a significant issue, 4% a marginal issue, and 81% feel it is not an issue in their local area, although as many as 13% are not sure whether or not it is an issue.

Figure 6.4: To what extent do you believe that this is an issue in your local area for people belonging to any of the following groups? - Sexual orientation



* = Less than 1%

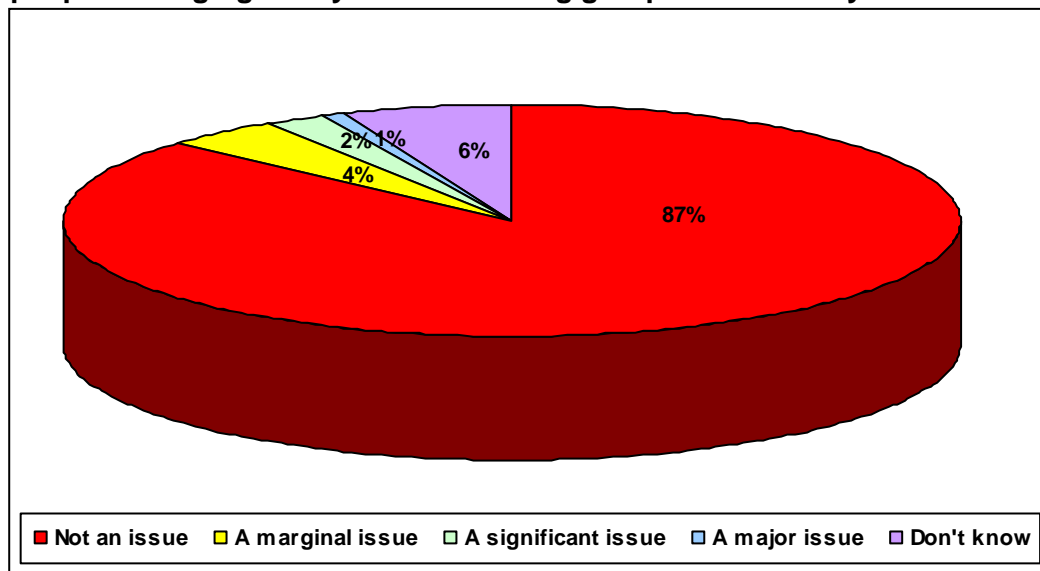
than 1%

Base: 1010

Source: **mruk** research, April 2008

3% of residents report disability as being a major or significant hate crime issue, 4% a marginal issue, and 87% do not believe it is an issue.

Figure 6.5: To what extent do you believe that this is an issue in your local area for people belonging to any of the following groups? - Disability

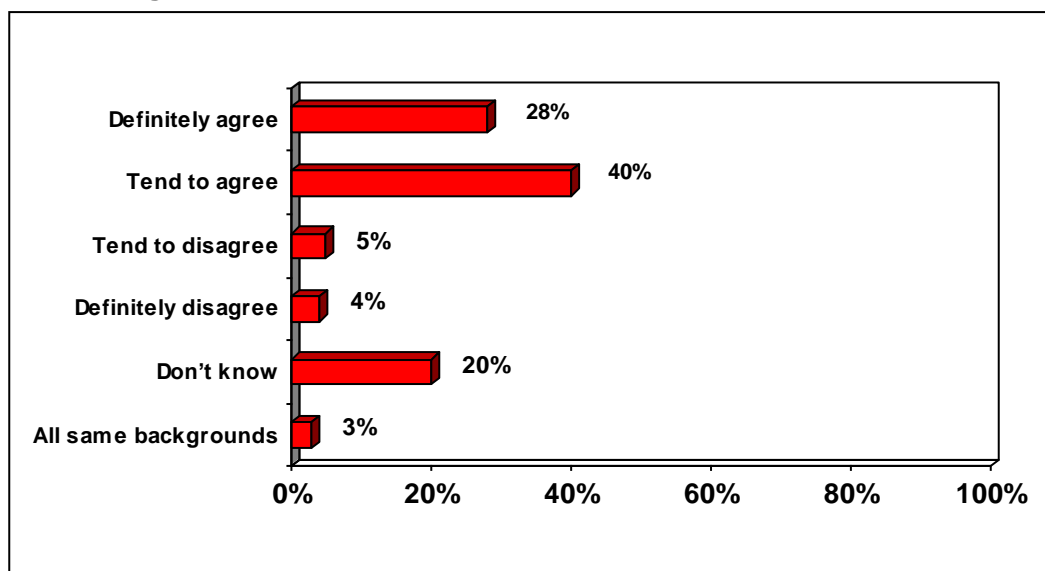


Base: 1010

Source: **mruk** research, April 2008

Overall 68% of residents feel that people from different backgrounds get on well together in their local area, and only 9% disagree. BME residents were more positive than the average, with 76% agreeing.

Figure 6.6: Agreement this is a place where people from different backgrounds get on well together?

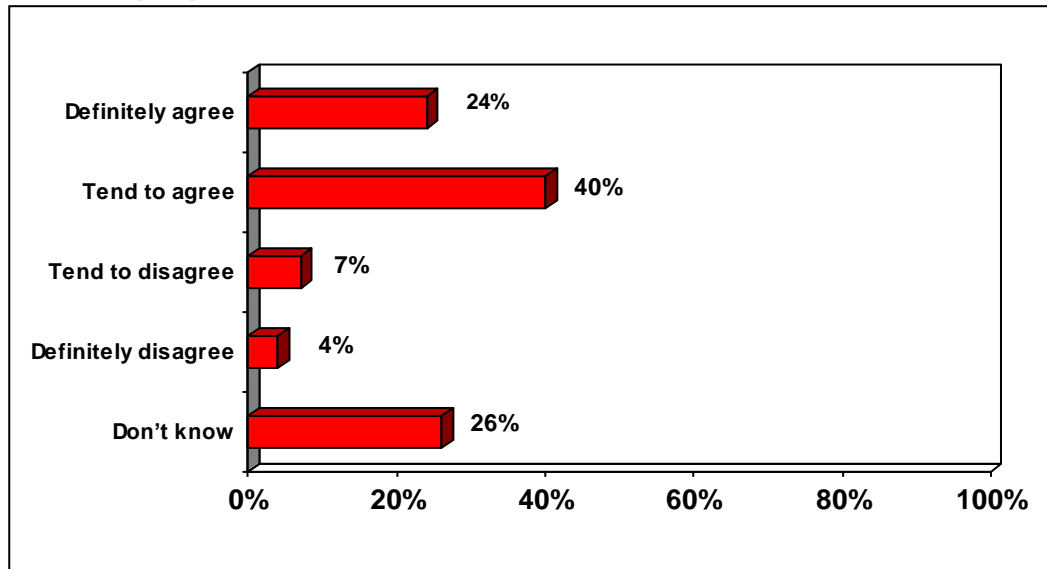


Base: 1010

Source: **mruk** research, April 2008

64% believe that ethnic differences are respected in their area, although 11% disagree.

Figure 6.7: Agreement this is a place where residents respect ethnic differences between people?

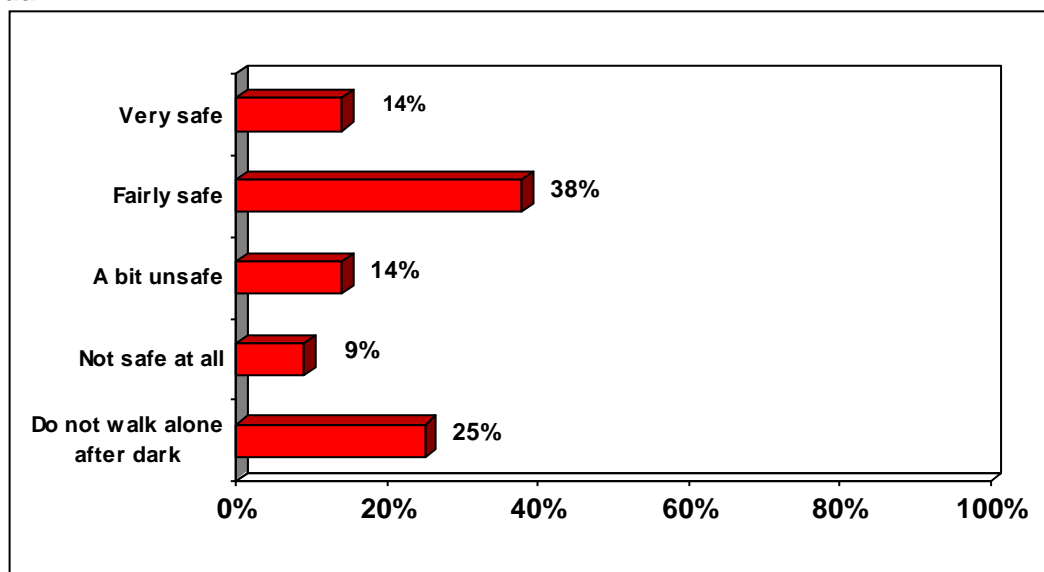


Base: 1010

Source: **mruk** research, April 2008

A significant minority (23%) of residents feel unsafe walking alone in their neighbourhood after dark, with 9% feeling not at all safe. 25% do not walk alone after dark, and just over half (52%) feel safe or very safe.

Figure 6.8: How safe do you feel walking alone in your local neighbourhood after dark?

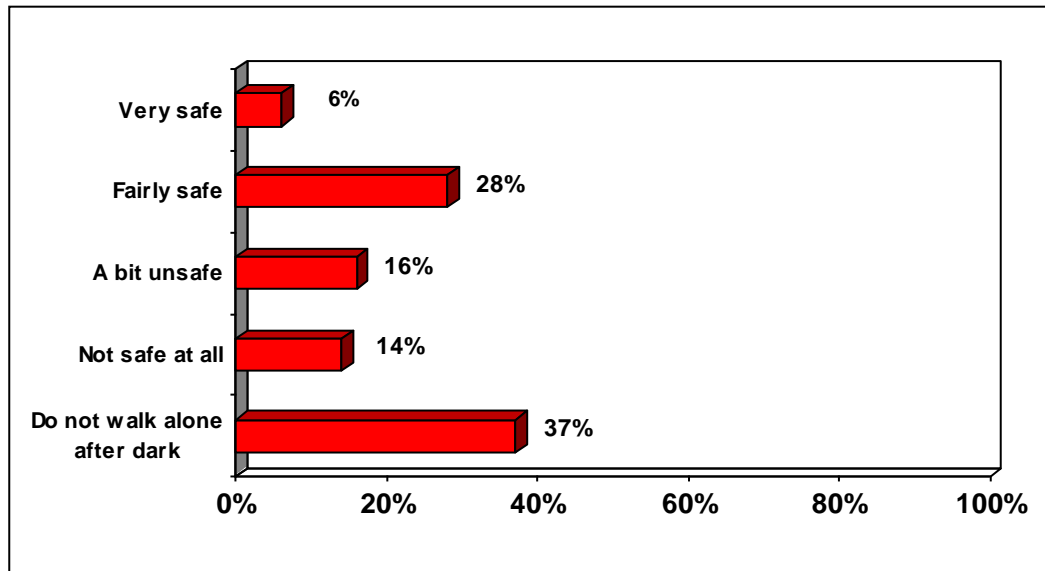


Base: 1010

Source: **mruk** research, April 2008

The city centre is regarded as more dangerous, with 30% feeling unsafe walking there after dark and only 34% feeling safe. 37% never walk alone after dark in the city centre.

Figure 6.9: How safe do you feel walking alone in the city centre after dark?

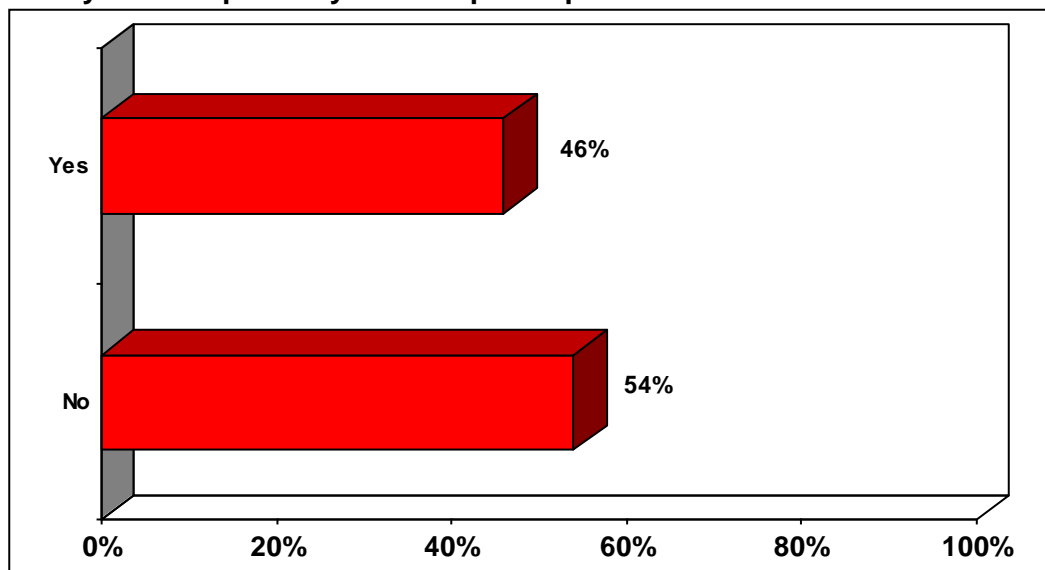


Base: 1010

Source: **mruk** research, April 2008

Residents are fairly evenly divided in their awareness of new laws banning the purchase of sex in public places, with 46% saying they have heard of this ban.

Figure 6.10: Were you aware that new laws now make it illegal to buy or attempt to buy sex in a public place?



Base: 1010

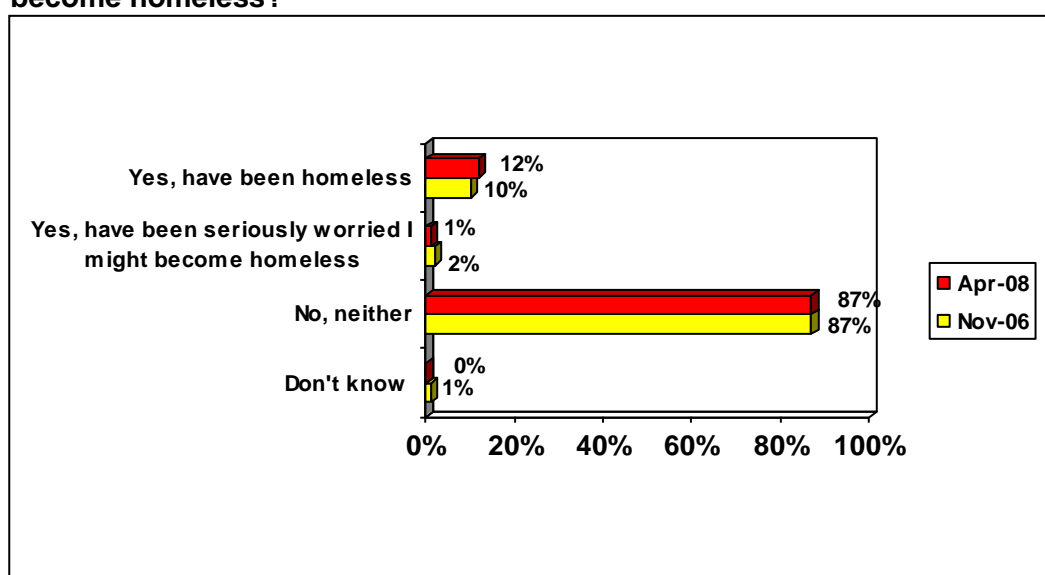
Source: **mruk** research, April 2008

7. Homelessness

7.1 Personal experience of homelessness

A significant number of residents (12%) have been homeless at some point in their lives, and another 1% have been seriously concerned that they may become homeless. The figures for BME residents were almost identical.

Figure 7.1: Have you ever been homeless or been seriously worried you might become homeless?



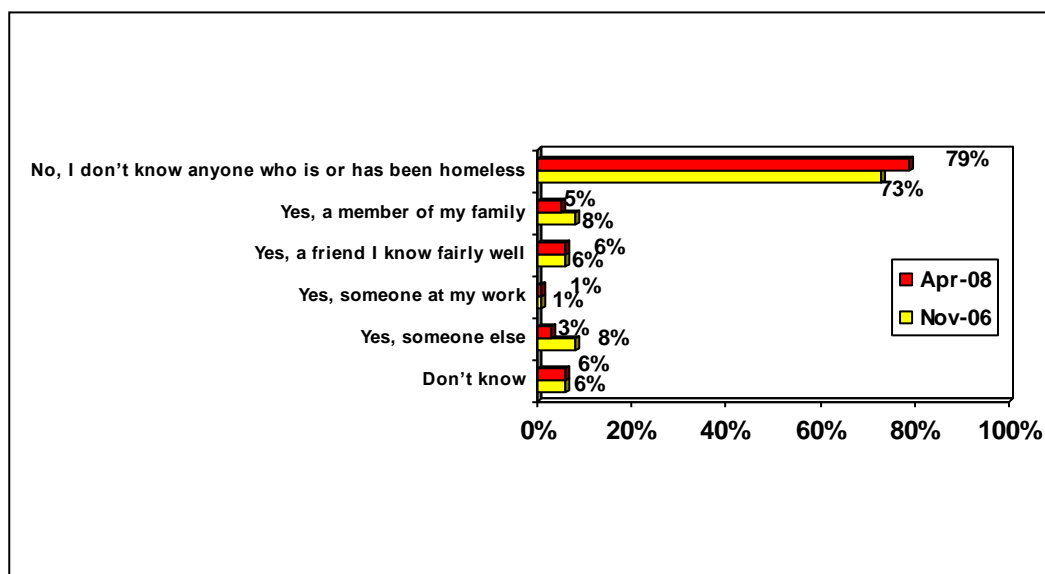
Base: April '08: 1010; Nov '06: 1013

Source: **mruk** research, April 2008

7.2 Homelessness affecting others known to respondents

Fifteen per cent of residents know someone else who has been homeless, including friends (6%), family members (5%) or other people (4%). Only 6% of residents aged 55+ knew someone who had been homeless, compared with 19% of residents under 55. In common with actual experience of homelessness, there is little difference between BME and other citizens.

Figure 7.2: Do you know anyone who is or has been homeless?



Base: April '08: 1010; Nov '06: 1013
 Source: **mruk** research, April 2008

7.3 Causes of homelessness

Almost half (49%) of residents blame drug or alcohol problems for homelessness, followed by relationship or financial problems (each cited by 28%). A significantly higher percentage of BME residents cited a wider range of causal factors, including: marital/relationship problems (47%), financial problems (42%), loss of job/earnings (43%), shortage of available housing (42%) and moving to Scotland from outside the UK (40%). In contrast, among non ethnic respondents, no other causal factor was selected by more than 28%.

Table 7.1: What do you consider to be the main reasons for homelessness?

	Nov '06 %	April '08 %		Nov '06 %	April '08 %
Drug or alcohol problems	56	49	Young person leaving a children's home	9	3
Marital/relationship problems	32	28	Leaving prison	7	3
Financial problems	32	28	Moving to Scotland from outside the UK	6	2
Young people forced to leave family home	28	11	Bereavement	3	*
Loss of job/earnings	20	12	Fire, flood or similar emergencies	3	1
Victim of domestic abuse	18	14	Leaving hospital	1	*
Shortage of available housing	15	11	None	-	*
Mental health problems	13	8	Don't know	-	13
Eviction	10	3	Other	6	2

* = Less than 1%

Base: April '08: 1010; Nov '06: 1013

Source: mruk research, April 2008

7.4 Single key factor causing homelessness

Drug or alcohol abuse is seen as the major contributory factor by 40%, with 16% mentioning financial problems and 12% relationship breakdowns. Loss of job/earnings (16% v 4%) and moving to Scotland from outside the UK (9% v 0%) featured much higher on the single most important list of factors identified by BME citizens.

Table 7.2: What do you consider to be the main reason for homelessness?

	Nov '06 %	April '08 %		Nov '06 %	April '08 %
Drug or alcohol problems	38	40	Young person leaving a children's home	1	*
Marital/relationship problems	8	12	Leaving prison	1	*
Financial problems	8	16	Moving to Scotland from outside the UK	1	*
Young people forced to leave family home	8	5	Bereavement	*	*
Loss of job/earnings	3	4	Fire, flood or similar emergencies	-	*
Victim of domestic abuse	5	2	Leaving hospital	-	-
Shortage of available housing	6	5	None	n/a	1
Mental health problems	3	2	Don't know	n/a	12
Eviction	1	1	Other	1	*

* = Less than 1%

Base: April '08: 1010; Nov '06: 1013

Source: **mruk** research, April 2008

7.5 Attitudes to homelessness

Although there is some cynicism, with 53% believing that people claim to be homeless in order to be housed by the Council, more sympathetic attitudes are also evident, with significant sections of residents believing homeless people have been unlucky in life (44%), that many become homeless through no fault of their own (46%), or have the right to a house (75%). BME citizens are significantly less likely to agree with this sentiment, with only 25% either agreeing or strongly agreeing that this is the case.

Although only 8% of citizens generally, feel that homeless people cause trouble in their local area, twice this percentage of 16-24 year-old residents believe that they do. Less than a quarter (24%) of long term residents felt that homeless people often bother passers-by on the street, compared with 44% of those who have lived in Glasgow for under 20 years.

Although most of the results were broadly consistent with the Autumn 2006 survey, there has been a significant decrease in the percentage of residents who agreed that "Most homeless people end up sleeping rough at some point", from 72% to 42%.

Table 7.3: Agreement with following statements

	Strongly Agree %		Tend to Agree %		Neither / nor %		Tend to Disagree %		Strongly Disagree %		Don't know %	
	Nov '06	Apr '08	Nov '06	Apr '08	Nov '06	Apr '08	Nov '06	Apr '08	Nov '06	Apr '08	Nov '06	Apr '08
People say they are homeless just to try and get a house from the Council or Housing Association.	8	13	33	40	14	10	21	18	13	3	11	17
Most homeless people have just been unlucky in their lives.	9	8	46	36	16	19	19	21	6	2	5	14
Homeless people often bother passers-by on the street	7	6	31	22	18	17	32	38	7	5	5	12
Lots of people become homeless through no fault of their own.	15	11	50	35	15	20	11	17	4	2	4	15
Homeless people often cause trouble in this area.	1	2	15	6	7	10	35	47	44	25	7	9
Homeless people have a right to a house.	26	28	55	47	12	13	4	6	1	2	2	4
Most homeless people could find somewhere to live if they really tried.	9	8	31	30	16	17	26	22	9	5	9	19
Most homeless people end up sleeping rough at some point.	21	14	51	28	12	18	4	13	1	1	11	24

Base: April '08: 1010; Nov '06: 1013

Source: **mruk** research, April 2008

8. Community Sentencing

8.1 Awareness of sentencing options

A series of questions were asked in order to provide Glasgow’s Criminal Justice Authority with baseline information of public awareness of the range and perceived effectiveness of non-custodial sentences.

When asked without prompting, the most commonly mentioned form of sentence was the community service order (40%) followed by electronic tagging (17%) Although not an aspect of the criminal justice system, anti-social behaviour orders were mentioned by 19% of respondents.

Table 8.1: Sentences other than fines or prison – 1st mention

	%
Community service order	40
Compensation order	2
Deferred Sentence	3
Electronic Tagging	17
Probation	7
Drug Treatment and Testing Order (DTTO)	1
Supervised Attendance Order (SAO)	*
None	2
Don't know	24
Other	3

* = Less than 1%

Base: 1010

Source: **mruk** research, April 2008

Community service orders were mentioned spontaneously by 55% of residents, electronic tagging by 42%, followed by probation (22%).

Table 8.2: Sentences other than fines or prison – all mentions

	%
Community service order	55
Compensation order	6
Deferred Sentence	9
Electronic Tagging	42
Probation	22
Drug Treatment and Testing Order (DTTO)	4
Supervised Attendance Order (SAO)	2
None	2
Don't know	24
Other	4

* = Less than 1%

Base: 1010
 Source: **mruk** research, April 2008

8.2 Total prompted awareness of sentencing options

When shown a list of sentences, about four out of five residents were aware of Community service orders (82%) and Electronic tagging (80%).

Table 8.3: Sentences other than fines or prison – prompted mentions

	%
Community service order	82
Compensation order	35
Deferred Sentence	49
Electronic Tagging	80
Probation	66
Drug Treatment and Testing Order (DTTO)	28
Supervised Attendance Order (SAO)	17
None	2
Don't know	6

* = Less than 1%

Base: 1010
 Source: **mruk** research, April 2008

8.3 Effectiveness of sentencing options

60% of residents either thought that none of these sentences would reduce the likelihood of offending, or were not sure which of them would. The sentences attracting the highest level of support were electronic tagging (17%), and Community service orders (12%).

BME citizens were much more likely to respond don't know in answer to this question. Largely as a result of this, only 5% supported electronic tagging and community service offers – the most popular option with this group being deferred sentences (6%).

Table 8.4: Which, if any of the following, do you think would make it less likely that the person would commit a crime in the future?

	%
Community service order	12
Compensation order	5
Deferred Sentence	4
Electronic Tagging	17
Probation	6
Drug Treatment and Testing Order (DTTO)	3
Supervised Attendance Order (SAO)	1
None	30
Don't know	30
Refused	*

* = Less than 1%

Base: 1010

Source: **mruk** research, April 2008

8.4 Attitudes to treatment of offenders

Almost 40% felt that tagging was a viable alternative to prison, including 51% of residents aged 16-24. This age group was also most likely to support treatment for drug users (67%) and community sentencing for minor crimes (75%).

Table 8.5: Agreement with following statements

	Strongly Agree %	Tend to Agree %	Neither / nor %	Tend to Disagree %	Strongly Disagree %	Don't know %
Electronic tagging of criminals is a good alternative to prison	11	29	13	21	10	16
Drug users need treatment not prison	21	36	15	13	6	9
Community sentencing is a good idea for minor crimes	19	45	13	8	4	11
Learning new skills during community sentences stops criminals from committing more crimes	19	32	17	15	6	11
Community sentences do not punish criminals enough	16	38	20	13	2	11
Community sentences are a soft option	19	37	20	12	2	10

Base: 1010

Source: **mruk** research, April 2008

Although community sentences were seen as a “soft option” by the majority of citizens (56%), this is not the overwhelming view as a large minority are either equivocal, disagree or don’t know.

Appendix A Full Results

APPROVED BY:	Executive		Field		Computing		DATE APPROVED:	
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Final



Glasgow City Council Household Survey
2008 Wave One Questionnaire (IK20392)
Topline

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 One Questionnaire (IK20392)
Version 3

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

FILL IN ALL OTHER INFO

THANKS

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

INTERVIEWER SIGN _____

INTERVIEWER PRINT _____

DATE OF INTERVIEW _____

EDITED BY _____ (26) (27)
 DATE _____

CODED BY _____ (28) (29)
 DATE _____

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

	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
JOB NUMBER	I	K	2	0	3	9	2		

	(14)	(15)	(16)	(17)
INTERVIEWER ID NUMBER				

QUESTIONNAIRE NUMBER				
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	(18)	(19)	(20)	(21)
START TIME				

	(22)	(23)	(24)	(25)
FINISH TIME				

Q1 Gender

	Main	BME
	%	%
Male	46	59
Female	54	41

Base: 1010: Main; 249: BME

Q2 **SHOWCARD A** Age

	Main	BME
	%	%
A 16-24	16	22
B 25-34	20	29
C 35-44	19	23
D 45-54	14	13
E 55-59	6	5
F 60-64	6	3
G 65-74	11	2
H 75+	8	1
Refused	-	-

Base: 1010: Main; 249: BME

Q3 **SHOWCARD B** Working status

	Main	BME
	%	%
A Working – full time (30+ hrs)	40	47
B Working – Part-time (9-29hrs)	5	5
C Unemployed	15	19
D Not working – retired	24	7
E Looking after house / children	7	8
F Looking after invalid / disabled	3	1
G Student	6	13
H Other (Closed)	*	-
Refused	*	-

Base: 1010: Main; 249: BME

Q4	SEG of respondent	Main %	BME %
	POSITION/RANK/GRADE		
	QUALIFICATIONS		
	NO. OF STAFF RESP. FOR		
	INTERVIEWER CODE:		
	A	2	*
	B	6	3
	C1	22	31
	C2	20	19
	D	7	12
	E	41	35
	Base: 1010: Main; 249: BME		

Q4a	Respondent is...	Main %	BME %
	Chief income earner	82	69
	Not chief income earner	18	31
	Refused	*	*
	Base: 1010: Main; 249: BME		

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

	No of Adults (Age 16+)		No of Children (Under 16)	
	Main %	BME %	Main %	BME %
1	44	26	15	20
2	44	49	10	15
3	8	11	3	5
4	2	9	*	4
5	*	3	*	1
6	-	*	-	*
7	*	1	-	-
8	*	-	-	-
9	-	-	-	-
10	-	-	-	-
11	-	-	-	-
12	-	-	-	-
13	-	-	-	-
14	-	-	-	-
15	-	-	-	-
16	-	-	-	-
17	-	-	-	-
18	-	-	-	-
19	-	-	-	-
20	-	-	-	-
None			71	54
Refused	1	1	*	*

Base: 1010: Main; 249: BME

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

	Main %	BME %
None aged 60+	74	92
Aged 60-74	18	7
Aged 75+	8	1
Refused	1	*

Base: 1010: Main; 249: BME

**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?											
	CHILD 1		CHILD 2		CHILD 3		CHILD 4		CHILD 5		CHILD 6	
	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
Under 1	5	4	1	2	6	-	22	-	26	-	-	-
1	11	15	16	14	23	4	27	15	*	25	-	100
2	7	5	9	8	7	-	-	15	26	25	-	-
3	8	10	3	6	*	11	-	8	-	25	-	-
4	7	8	7	4	4	8	-	-	-	-	-	-
5	6	3	11	8	5	8	19	-	-	-	-	-
6	6	4	6	6	4	8	-	-	-	-	-	-
7	6	7	8	6	4	9	12	15	48	*	-	-
8	6	3	7	3	3	7	10	15	-	-	-	-
9	6	6	5	13	9	19	*	8	-	25	-	-
10	4	6	5	6	11	11	*	8	-	-	-	-
11	6	7	7	*	6	-	*	15	-	-	-	-
12	6	5	2	8	*	8	-	-	-	-	-	-
13	3	4	7	8	7	4	-	-	-	-	-	-
14	7	7	4	6	6	-	-	-	-	-	-	-
15	7	9	1	2	7	4	11	-	-	-	-	-
BASE	287	114	133	65	36	26	8	13	3	4	-	1

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

		Main %	BME %
A	None	40	10
B	Church of Scotland	29	2
C	Roman Catholic	21	10
D	Other Christian – please write in	2	3
E	Buddhist	-	-
F	Hindu	1	9
G	Jewish	-	-
H	Muslim	3	56
I	Pagan	-	-
J	Sikh	*	2
	Another religion - please write in	*	3
	Refused	3	5

Base: 1010: Main; 249: BME

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

	Main %	BME %
Scotland	88	36
England	2	6
Wales	*	-
Northern Ireland	*	-
Britain	5	5
Republic of Ireland	*	1
Pakistani	1	32
India	1	5
Other nation or nations (please write in)	4	20

Base: 1010: Main; 249: BME

Q9a **INTERVIEWER ONLY – DO NOT ASK RESPONDENT THIS QUESTION
THIS IS NOT TO PROBE ON THE RESPONDENT'S ANSWER TO Q9**

Please write in below any comments made by the respondent relating to Q9 (National Identity) regarding difficulty / feedback they offer on question structure, phrasing, terms used etc

	Main %	BME %
Don't understand what 'national identity' means	6	19
No comments made	93	81
Other (please write in)	1	-

Base: 1010: Main; 249: BME

GO TO Q10

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

		Main %	BME %
A	White		
	Scottish	86	-
	English	2	-
	Welsh	*	-
	Northern Irish	*	-
	British	4	-
	Irish	*	-
	Gypsy / traveller	-	-
	Polish	1	-
	Other white ethnic group, please write in	1	-
B	Mixed or Multiple Ethnic Groups		
	Any mixed or multiple ethnic groups, please write in	-	2
C	Asian, Asian Scottish or Asian British		
	Pakistani	2	49
	Indian	1	13
	Chinese	1	3
	Bangladeshi	*	1
	Sikh	*	*
	Other - please write in	*	4
D	African, Caribbean or Black		
	African, African Scottish or African British	1	6
	Caribbean, Caribbean Scottish or Caribbean British	-	2
	Black, Black Scottish or Black British	-	1
	Other, please write in	*	1
E	Other ethnic group		
	Arab	1	2
	Jewish	-	-
	Other, please write in	1	5
	Refused	*	11
	Don't know	*	1

Base: 1010: Main; 249: BME

Q10a **INTERVIEWER ONLY – DO NOT ASK RESPONDENT THIS QUESTION
THIS IS NOT TO PROBE ON THE RESPONDENT’S ANSWER TO Q10**

Please write in below any comments made by the respondent relating to Q10 (Ethnicity) regarding any difficulty / feedback they offer on question structure, phrasing, terms used etc

	Main %	BME %
Doesn't understand what ethnic group means	3	4
Doesn't understand only one choice allowed	*	-
Can't find an appropriate choice	3	2
Don't like use of colour labels i.e. White or Black	1	3
Don't like Sikh choice on the ethnic group questions	*	-
Don't know whether to tick 'Indian' or 'Sikh' tick box	-	-
Don't like category lettering A to E	-	-
No comments made	92	91
Other (please write in)	*	*

Base: 1010: Main; 249: BME

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

			Main %	BME %
	PER WEEK	PER YEAR		
A	Up to £86	Under £4,500	5	4
B	£87-£125	£4,500-£6,499	13	12
C	£126-£144	£6,500 - £7,499	7	5
D	£145-£182	£7,500 - £9,499	3	3
E	£183-£221	£9,500-£11,499	5	6
F	£222-£259	£11,500-£13,499	4	5
G	£260-£298	£13,500-£15,499	3	5
H	£299-£336	£15,500-£17,499	2	3
I	£337-£480	£17,500-£24,999	2	*
J	£481-£576	£25,000 - £29,999	1	2
K	£577-£769	£30,000 - £39,999	1	*
L	£770-£961	£40,000 - £49,999	1	-
M	£962-£1,441	£50,000 - £74,999	1	*
N	£1,442-£1,922	£75,000 - £99,999	*	-
O	£1,923 or over	£100,000 +	-	-
	Refused		53	54

Base: 1010: Main; 249: BME

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.**

	Main %	BME %
Yes, does have income from employment	53	63
No, relies on pensions/social security	45	29
Don't know	*	3
Refused	2	4

Base: 1010: Main; 249: BME

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

	Main	BME
	%	%
Owned outright	13	10
Buying on mortgage	22	28
Rented from Glasgow Housing Association (Ex-council)	40	24
Rented from other housing association/housing co-operative	15	7
Rented from private landlord	9	29
Housing Association / co-operative shared ownership	*	-
Other (closed)	*	-
Refused	1	2

Base: 1010: Main; 249: BME

Q14 Type of housing - **Interviewer – code or ask SINGLE CODE ONLY.**

	Main	BME
	%	%
Detached villa	2	2
Semi-detached villa	8	9
Bungalow	*	*
Semi-detached bungalow	1	*
Terraced house	13	6
Four-in-a-block	7	2
Tenement flat	48	34
Multi-storey flat	9	14
Maisonette	1	-
Modern apartment/loft apartment/studio/other flat	12	31
Other (closed)	1	*
Refused	*	1

Base: 1010: Main; 249: BME

Q15 How many Cars or light vans are there in the household: **SINGLE CODE ONLY**

	Main	BME
	%	%
1 car or light van	37	48
2 cars/light vans	5	6
3+ cars/light vans	*	1
None	58	46

Base: 1010: Main; 249: BME

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

	Main	BME
	%	%
Yes, bank or building society account	89	80
Yes, credit union	1	1
No, none	7	10
Don't know	*	-
Refused	4	10

Base: 1010: Main; 249: BME

ASK ALL

Q17 How long have you lived in Glasgow? **SINGLE CODE ONLY**

	Main	BME
	%	%
Up to five years	7	27
Over five years, up to 20 years	10	34
Over 20 years	81	39
Don't know/can't remember	*	-
Refused	*	1

Base: 1010: Main; 249: BME

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**

	Main	BME
	%	%
Yes, respondent	17	8
Yes, other h/hold member	4	3
No	80	88
Refused	1	1

Base: 1010: Main; 249: BME

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**

	Main	BME
	%	%
A Visual	9	5
B Hearing	9	-
C Learning disability	3	-
D Mobility – Wheelchair user	1	-
E Mobility – Other mobility impairment	34	31
F Other physical impairment	11	40
G Mental health problem	14	*
H Long term illness	29	34
I Other degenerative condition (any other)	9	5
Refused	3	5

Base: 171 Main; 20: BME

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

		Main %	BME %
A	Visual	4	-
B	Hearing	2	-
C	Learning disability	6	-
D	Mobility – Wheelchair user	2	-
E	Mobility – Other mobility impairment	35	51
F	Other physical impairment	3	-
G	Mental health problem	8	-
H	Long term illness	49	58
I	Other degenerative condition (any other)	10	-
	Refused	4	14

Base: 39: Main; 7: BME

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

		Main %	BME %
A	Dial Up Internet access at home	2	2
B	Broadband internet access at home	35	41
C	WiFi (wireless) Broadband internet access at home	6	8
D	None of these	56	49
E	Don't know	1	-

Base: 1010: Main; 249: BME

NQ22 **SHOWCARD I** Thinking about the person in this household who has the highest level of academic qualifications, please read out the letter which best matches them.

SINGLE CODE

		Main %	BME %
A	No formal qualifications	41	40
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	26	21
C	Group 2: Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	11	8
D	Group 3: HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	8	9
E	Group 4: First degree, Higher degree, Professional Qualification.	12	19
F	Don't Know Refused	1	3

Base: 1010: Main; 249: BME

MAIN SURVEY

Council Tax

- NQ23 **SHOWCARD J** Glasgow City Council changed the format and layout of the Council Tax Bill for 2008/2009. In your opinion, does the new style of bill make it easier or more difficult to understand the following aspects of the bill:

		Much easier		Slightly easier		No difference		Slightly more difficult		Much more difficult		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	The amount to be paid	9	4	28	15	53	52	3	4	*	2	7	23
B	How the bill has been calculated	12	7	29	20	43	41	2	1	1	1	13	30
C	How to pay the bill	11	7	23	19	54	47	3	2	*	*	10	25
D	Where the bill can be paid	10	8	22	19	56	48	3	1	*	*	9	25
E	Who to contact if you have a query	11	7	24	18	52	43	2	3	*	*	10	28

Base: 1010: Main; 249: BME

- NQ24 Is there anything on the bill that you do not understand?

	Main %	BME %
No	91	76
Don't know	8	22
Other	2	2

Base: 1010: Main; 249: BME

- NQ25 Is there anything else you would like to see on the bill or in the accompanying information?

	Main %	BME %
No	87	73
Don't know	10	25
Other	3	3

Base: 1010: Main; 249: BME

Council Tax Direct Debit

NQ26 **SHOWCARD K** How does your household currently pay your Council Tax?

	Main	BME
	%	%
Direct debit	39	27
Telephone payment line	2	1
Internet online	1	2
Standing order	1	-
Paypoint	20	22
Post office	20	22
45 John Street Cash counter	3	2
Post - cheque/postal order	1	1
Don't Know/	7	7
Don't pay council tax	9	15

Base: 1010: Main; 249: BME

NQ27 What, if anything, would encourage you to pay your Council Tax by direct debit?
DO NOT PROMPT – MULTICODE

	Main	BME
	%	%
A discount	9	21
More flexible payment dates	1	3
I already pay by Direct Debit	39	27
Nothing	50	49
Other (write in)	2	-

Base: 1010: Main; 249: BME

NQ28 Were you aware that you can pay the Council Tax by direct debit on the 1st, 8th, 15th, 22nd or 28th of the month?

	Main	BME
	%	%
Yes	45	32
No	45	39
Don't know	10	29

Base: 1010: Main; 249: BME

NQ29 SHOWCARD L & M

a) Now I would like you to think about the Council as a whole. I am going to read out a number of things the Council might do. Taking each one in turn, please tell me how important or unimportant you think each one is – regardless of what you think the council does at the moment.

ROTATE ORDER AND SINGLE CODE FOR EACH ITEM

		Very Important		Important		Neither / nor		Not Important		Not at all Important		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Keeping people informed about what the council is doing.	42	51	49	37	6	6	1	1	1	*	1	4
B	Representing the interests of the city generally.	43	32	45	40	8	22	*	*	*	-	3	5
C	Making sure services are of good quality.	51	40	41	34	6	18	*	-	*	*	1	7
D	Seeking to attract new business to the city	36	32	42	33	12	20	2	1	*	*	8	14
E	Seeking people's views prior to the Council making decisions	41	31	47	38	8	19	1	-	1	-	2	11
F	Making decisions quickly	30	32	51	34	13	21	2	1	*	-	3	12
G	Being innovative in addressing problems	33	33	43	32	14	20	1	*	1	-	8	14
H	Making sure services provide good value for money	52	39	41	40	5	13	*	*	*	-	2	8
I	Ensuring environmental issues are a high priority	42	34	44	35	9	20	1	1	1	-	3	11
J	Making it clear who is responsible for decisions	36	31	49	37	9	21	3	1	*	-	3	9
K	Telling people how the Council Tax is spent	48	56	43	32	6	7	1	1	*	-	2	3
L	Telling people more about local spending plans	42	49	47	37	7	7	1	1	*	-	2	5

Base: 1010: Main; 249: BME

NQ29 **SHOWCARD L & M**

b) And how well do you think the Council currently does this?

ROTATE ORDER AND SINGLE CODE FOR EACH ITEM

		Very Well		Well		Neither/ Nor		Badly		Very Badly		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Keeping people informed about what the council is doing.	6	10	36	31	23	24	20	18	7	7	8	11
B	Representing the interests of the city generally.	10	5	40	33	21	27	8	8	4	1	18	26
C	Making sure services are of good quality.	10	7	39	34	25	28	12	10	5	2	8	19
D	Seeking to attract new business to the city	10	10	32	27	18	21	6	2	2	*	32	39
E	Seeking people's views prior to the Council making decisions	5	3	24	25	21	20	26	17	10	4	13	31
F	Making decisions quickly	4	2	23	27	25	28	22	13	9	4	18	26
G	Being innovative in addressing problems	5	4	23	28	26	22	18	11	5	3	24	32
H	Making sure services provide good value for money	7	7	39	36	22	25	15	14	7	3	10	15
I	Ensuring environmental issues are a high priority	7	6	40	29	22	27	16	12	6	2	9	24
J	Making it clear who is responsible for decisions	5	3	25	24	25	24	22	18	7	4	16	27
K	Telling people how the Council Tax is spent	9	11	35	31	16	20	21	22	6	7	13	8
L	Telling people more about local spending plans	4	8	32	33	24	20	21	22	7	5	12	12

Base: 1010: Main; 249: BME

NQ30 SHOWCARD N How often do you normally carry out the following activities?

		Once a week or more		Several times a month		About once a month		Once every few months		Once or twice a year		Less frequently	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Shopping for food	94	90	4	8	1	1	-	*	-	-	1	2
B	Shopping for clothes	6	4	12	10	28	46	28	29	13	7	13	6
C	Shopping other than for food or clothes	13	7	12	6	22	13	32	39	7	9	14	27
D	Banking, financial, legal/ other professional services	39	22	14	21	27	22	7	11	2	2	11	23
E	Entertainment/ Socialising/ Leisure	23	13	12	11	23	25	11	15	9	8	22	28
F	Health services	8	3	10	2	26	32	19	19	13	6	25	37
G	Advice services (e.g. Citizens Advice Bureau)	5	2	-	-	2	3	5	4	3	3	85	88

Base: 943: Main; 242: BME

Use of the city centre.

NQ31 Do you work, study or live in Glasgow city centre? By city centre, I mean the area shown on this map – **SHOW CITY CENTRE MAP**

MULTICODE – CODE ALL THAT APPLY

	Main %	BME %
Work	15	28
Study	5	11
Live	26	35
None of the above	61	44

Base: 1010: Main; 249: BME

NQ32 SHOWCARD O And how often do you normally use Glasgow City Centre for the purposes listed below? (i.e. using the city centre as a destination in its own right, not just passing through?).

		Once a week or more		Several times a month		About once a month		Once every few months		Once or twice a year		Less frequently	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Shopping for food	28	16	8	16	16	24	14	10	5	4	29	30
B	Shopping for clothes	4	3	11	16	27	28	26	23	14	8	18	21
C	Shopping other than for food or clothes	8	3	8	6	22	12	25	21	10	8	27	50
D	Banking, financial, legal/ other professional services	9	6	7	8	22	11	13	10	7	2	44	63
E	Entertainment/ Socialising/ Leisure	10	7	8	10	19	21	16	15	11	3	36	43
F	Health services	3	1	6	1	14	15	8	9	8	2	61	71
G	Advice services (e.g. Citizens Advice Bureau)	1	1	*	-	3	3	5	4	3	1	88	91

Base: 943: Main; 242: BME

Usage and Satisfaction with Council Services

Q30 SHOWCARD P Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council?

	Main %	BME %	
Very satisfied	10	26	
Fairly satisfied	53	33	
Neither / nor	22	21	GO TO Q31
Fairly dissatisfied	7	12	
Very dissatisfied	4	2	
No opinion	4	6	

Base: 1010: Main; 249: BME

Q31 **SHOWCARD Q** 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.

Council run or owned :		Main %	BME %
A	Nursery schools	6	12
B	Primary schools	14	22
C	Secondary schools	7	13
D	Parks	55	64
E	Children's play parks	16	29
F	Museums and galleries	38	39
G	Sports and leisure centres	33	40
H	Libraries	39	54
I	Social work services	5	7
J	Local community centres	5	7
K	Home help service	3	1
L	None of these	21	12
	Don't know	1	4

GO TO Q32

Base: 1010: Main; 249: BME

Q32 **SHOWCARD R1** 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.

		Very Satisfied		Fairly Satisfied		Neither sat / nor dissat		Fairly dissatisfied		Very dissatisfied		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Nursery schools	41	45	49	48	-	-	-	3	-	-	10	3
B	Primary schools	24	36	53	57	8	2	2	4	2	-	11	2
C	Secondary schools	26	26	54	52	5	6	5	6	5	-	5	10
D	Parks	26	20	50	59	11	8	5	3	2	1	6	8
E	Museums/art galleries	45	38	44	42	3	16	1	-	1	-	7	3
F	Sports and leisure centres	34	27	53	45	5	21	1	-	-	2	6	7
G	Libraries	29	45	56	44	6	4	3	2	-	-	7	4
H	Children's play parks	19	15	46	46	16	10	8	4	5	4	7	21
I	Social work services	25	18	38	23	6	29	8	-	10	-	13	29
J	Home help service	48	50	31	-	5	-	-	-	5	-	11	50
K	Local community centres	14	21	56	37	7	12	7	-	7	-	9	31
L	Road maintenance	5	6	28	34	22	11	20	25	20	12	6	12
M	Refuse collection	27	26	57	56	8	4	4	6	3	3	1	4
N	Street lighting	22	22	63	63	7	5	4	4	3	2	1	4
O	Street cleaning	13	14	51	45	18	11	10	22	7	4	2	5
P	Pavement maintenance	11	9	41	48	23	17	11	18	10	4	3	4

Base: 1010: Main; 249: BME or those respondents using services at Q31

Community Safety

NQ36 **SHOWCARD S** Hate crime is an attack on people, or property belonging to them, because of the group to which they belong. To what extent do you believe that this is an issue in your local area for people belonging to any of the following groups?

		Not an issue		A marginal issue		A significant issue		A major issue		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Race, colour, ethnic origin , nationality	75	68	15	24	3	5	1	2	6	1
B	Religion	78	77	11	15	3	5	2	1	6	2
C	Gender	84	89	3	5	2	2	*	-	10	4
D	Sexual orientation	81	86	4	6	2	1	*	-	13	6
E	Disability	87	89	4	4	2	2	1	-	6	4

Base: 1010: Main; 249: BME

NQ37 **SHOWCARD T** To what extent do you agree or disagree that this local area (within 15/20 minutes walking distance) is a place where people from different backgrounds get on well together?

	Main %	BME %
Definitely agree	28	37
Tend to agree	40	40
Tend to disagree	5	8
Definitely disagree	4	2
Don't know	20	13
All same backgrounds	3	1

Base: 1010: Main; 249: BME

NQ38 **SHOWCARD U** To what extent do you agree or disagree that this local area (within 15/20 minutes walking distance) is a place where residents respect ethnic differences between people?

	Main %	BME %
Definitely agree	24	26
Tend to agree	40	50
Tend to disagree	7	6
Definitely disagree	4	2
Don't know	26	16

Base: 1010: Main; 249: BME

NQ39 **SHOWCARD V** How safe do you feel walking alone in your local neighbourhood after dark?

	Main %	BME %
Very safe	14	15
Fairly safe	38	44
A bit unsafe	14	21
Not safe at all	9	12
Do not walk alone after dark	25	8

Base: 1010: Main; 249: BME

NQ40 **SHOWCARD V** How safe do you feel walking alone in the city centre after dark?

	Main %	BME %
Very safe	6	7
fairly safe	28	35
a bit unsafe	16	16
not safe at all	14	13
Do not walk alone after dark	37	29

Base: 1010: Main; 249: BME

NQ41 Were you aware that new laws now make it illegal to buy or attempt to buy sex in a public place?

	Main %	BME %
Yes	46	29
No	54	71

Base: 1010: Main; 249: BME

I'm now going to ask you some questions relating to homelessness

NQ42 **SHOWCARD W** Have you ever been homeless (that is, lost your home with no alternative accommodation to go to) or been seriously worried you might become homeless?

MULTICODE

	Main %	BME %
Yes, have been homeless	12	11
Yes, have been seriously worried I might become homeless	1	2
No, neither	87	87

Base: 1010: Main; 249: BME

NQ43 **SHOWCARD X** Do you know anyone who is or has been homeless?

MULTICODE

	Main %	BME %
No, I don't know anyone who is or has been homeless	79	48
Yes, a member of my family	5	3
Yes, a friend I know fairly well	6	6
Yes, someone at my work	1	1
Yes, someone else	3	5
Don't know	6	37

Base: 1010: Main; 249: BME

NQ44 What do you consider to be the main reasons for homelessness?

DO NOT PROMPT – MULTICODE

	Main	BME
	%	%
Drug or alcohol problems	49	48
Marital/relationship problems	28	38
Financial problems	28	39
Young people forced to leave family home	11	22
Loss of job/earnings	12	34
Victim of domestic abuse	14	28
Shortage of available housing	11	32
Mental health problems	8	24
Eviction	3	4
Young person leaving a children's home	3	11
Leaving prison	3	9
Moving to Scotland from outside the UK	2	32
Bereavement	*	2
Fire, flood or similar emergencies	1	1
Leaving hospital	*	*
None	*	-
Don't know	13	19
Other (Write in)	2	2

Base: 1010: Main; 249: BME

NQ45 **SHOWCARD Y** And now, looking at this list, what do you consider is the main reason for homelessness?

SINGLE CODE

	Main	BME
	%	%
Drug or alcohol problems	40	22
Marital/relationship problems	12	8
Financial problems	16	13
Young people forced to leave family home	5	4
Loss of job/earnings	4	13
Victim of domestic abuse	2	3
Shortage of available housing	5	3
Mental health problems	2	3
Eviction	1	1
Young person leaving a children's home	*	-
Leaving prison	*	-
Moving to Scotland from outside the UK	*	7
Bereavement	-	-
Fire, flood or similar emergencies	*	-
Leaving hospital	-	-
None	1	-
Don't know	12	22
Other	*	*

Base: 1010: Main; 249: BME

NQ46 **SHOWCARD Z** Here are some things people might say about homeless people.
Please indicate to what extent you agree or disagree with each of them?

		Strongly agree		Tend to agree		Neither / nor		Tend to disagree		Strongly disagree		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	People say they are homeless just to try and get a house from the Council or Housing Association.	13	4	40	27	10	13	18	12	3	2	17	41
B	Most homeless people have just been unlucky in their lives.	8	8	36	30	19	14	21	12	2	2	14	31
C	Homeless people often bother passers-by on the street	6	4	22	22	17	16	38	20	5	7	12	31
D	Lots of people become homeless through no fault of their own.	11	9	35	30	20	18	17	10	2	1	15	31
E	Homeless people often cause trouble in this area.	2	-	6	11	10	11	47	37	25	22	9	19
F	Homeless people have a right to a house.	28	34	47	42	13	10	6	5	2	-	4	10
G	Most homeless people could find somewhere to live if they really tried.	8	2	30	23	17	21	22	14	5	3	19	37
H	Most homeless people end up sleeping rough at some point.	14	10	28	23	18	17	13	9	1	1	24	40

Base: 1010: Main; 249: BME

COMMUNITY SENTENCING

NQ47A 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.

ROUTE

NQ47B 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? **DO NOT PROMPT**

NQ48 Probe: and what others? **CODE FIRST SPONTANEOUS MENTION SEPARATELY**

	Q47a 1 ST Mention		Q47b 2 nd Mention		Q48 Other Mentions	
	Main %	BME %	Main %	BME %	Main %	BME %
Anti-social Behaviour Order (ASBO)	19	9	7	8	5	3
Community service order	34	38	15	8	6	5
Compensation order	1	*	2	5	3	2
Deferred Sentence	3	7	2	-	4	3
Electronic Tagging	10	6	21	15	11	10
Probation	5	3	7	7	10	8
Drug Treatment and Testing Order (DTTO)	1	*	1	1	3	1
Supervised Attendance Order (SAO)	*	-	*	1	1	1
None	2	*	5	5	14	8
Don't know	23	35	39	51	52	65
Refused	*	*	*	*	*	1
Other (please specify)	2	1	1	-	1	*

Base: 1010: Main; 249: BME

NQ49 **SHOWCARD 1** And which of these other ways of dealing with people who have been found guilty of a crime have you heard of before now?

MULTICODE

	Main %	BME %
Community service order	67	48
Compensation order	32	25
Deferred Sentence	46	31
Electronic Tagging	67	37
Probation	58	27
Drug Treatment and Testing Order (DTTO)	26	15
Supervised Attendance Order (SAO)	16	8
None	4	3
Don't know	10	32
Refused	*	1

Base: 1010: Main; 249: BME

NQ50 Which, if any of the following, do you think would make it less likely that the person would commit a crime in the future?

SHOW SCREEN – MULTICODE

	Main %	BME %
Community service order	12	5
Compensation order	5	3
Deferred Sentence	4	5
Electronic Tagging	17	8
Probation	6	3
Drug Treatment and Testing Order (DTTO)	3	2
Supervised Attendance Order (SAO)	1	1
None	30	9
Don't know	30	68
Refused	*	2

Base: 1010: Main; 249: BME

NQ51 **SHOWCARD 2** 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

		Strongly agree		Tend to agree		Neither / nor		Tend to disagree		Strongly disagree		Don't know	
		Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %	Main %	BME %
A	Electronic tagging of criminals is a good alternative to prison	11	7	29	23	13	19	21	16	10	8	16	27
B	Drug users need treatment not prison	21	26	36	36	15	10	13	12	6	3	9	13
C	Community sentencing is a good idea for minor crimes	19	11	45	39	13	16	8	6	4	6	11	22
D	Learning new skills during community sentences stops criminals from committing more crimes	19	14	32	31	17	17	15	4	6	4	11	30
E	Community sentences do not punish criminals enough	16	11	38	38	20	17	13	8	2	2	11	24
F	Community sentences are a soft option	19	12	37	38	20	19	12	7	2	1	10	24

Base: 1010: Main; 249: BME

NQ52 What, if anything, would you like to see done to make community sentences more effective?

	Main	BME
	%	%
None	24	31
Don't know	63	62
Tougher sentences	4	2
More community projects	2	1
Other	1	1