GLASGOW CITY CENTRE

ECONOMIC HEALTH CHECK

Issue 6: DECEMBER 2011

Welcome to the sixth edition of Glasgow city centre's Economic Health check: a progress report on how the city centre is performing on a range of indicators. Its objective is to track the impact of economic conditions on the city centre, and to provide a baseline from which future performance can be benchmarked. It is produced by the City Centre Projects Team in Glasgow City Council's Development and Regeneration Services, using data collected and analysed from a variety of identified sources. Data in this issue focuses on quarter 1 April – June 2011.

Indicator	Quarterly Trend	Annual trend	Comment
Footfall	↓	↓	2.2% decline in footfall recorded from same period in 2010 – should be noted this still reflects a much more positive result than at the beginning of the recession when 7.7% decline was recorded for June 2009. Nitezone – sharp rise in May 2011 SPT – encouraging increase for both subway stations
Vacant units	↑	↑	Glasgow has less vacant units this quarter than the UK average
Cleanliness	↑	↑	Highest score yet awarded for 2010
Crime	↓	↓	Incidences of ASB higher than previous quarter Incidences of violent crime decreased
Planning	↑	↑	Planning applications up against same period last year
Building Warrants	↓	↓	Building Warrants down against same period last year
Retail Applications	↑	↑	Retail applications increased
Tourism	↑	↑	Occupancy figures up against quarter and year trends

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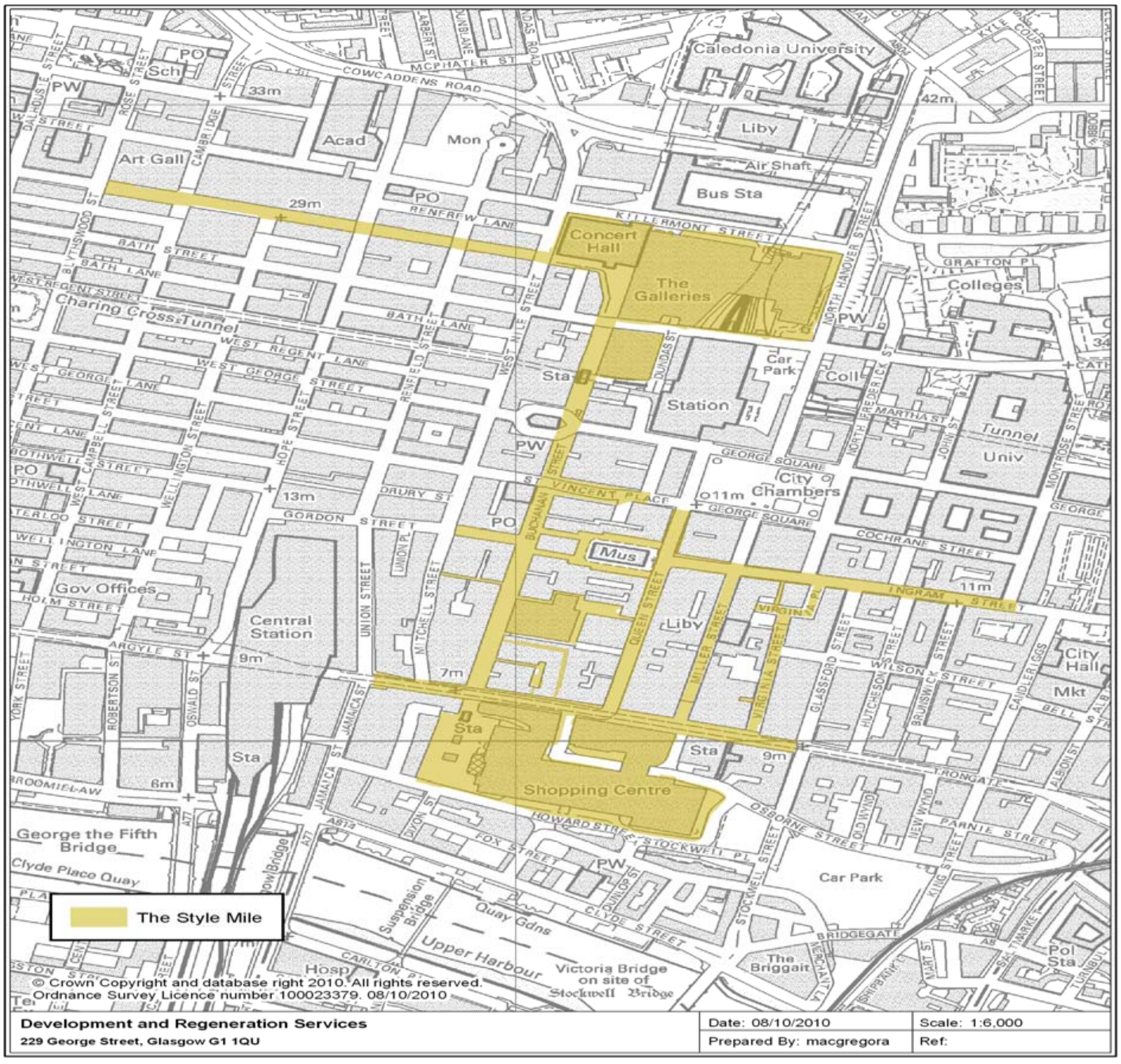
Style Mile: Background and Area Map

Over the past three years, Glasgow City Council has worked with Glasgow Chamber of Commerce and major city centre retail and leisure operators on an action plan for the principal retail district, branded "Style Mile". The Style Mile is a public private partnership initiative to promote, protect and enhance Glasgow's city centre retail offering and capitalise on the area's ranking by CACI and Experian as the UK's top retail destination outside London's West End.[1] Glasgow has also been ranked 30th best European city to locate a business today in according to the European Cities Monitor 2011[2], ahead of Edinburgh which is sitting at 31st place. The research determined the most important key factors influencing decisions on where a business should locate include 'easy access to markets, customers or clients' and 'availability of quality staff'. Transport and travel links are also scored highly in the European Cities Monitor 2011 with Glasgow ranked 18th up one position on last year and well ahead of Edinburgh which scored 25 drawing equal with Dublin and Moscow.



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1 CACI press release and full report can be found at http://www.caci.co.uk/492.aspx
Experian Definitive 2008 Retail Rankings http://press.experian.com/press_releases.cfm

2 European Cities Monitor 2011, Cushman & Wakefield (total number of cities ranked 36)
Data was based on surveying a total of 501 of Europe's largest companies from nine European countries and conducting telephone interviews with senior management or directors by telephone.

1. FOOTFALL

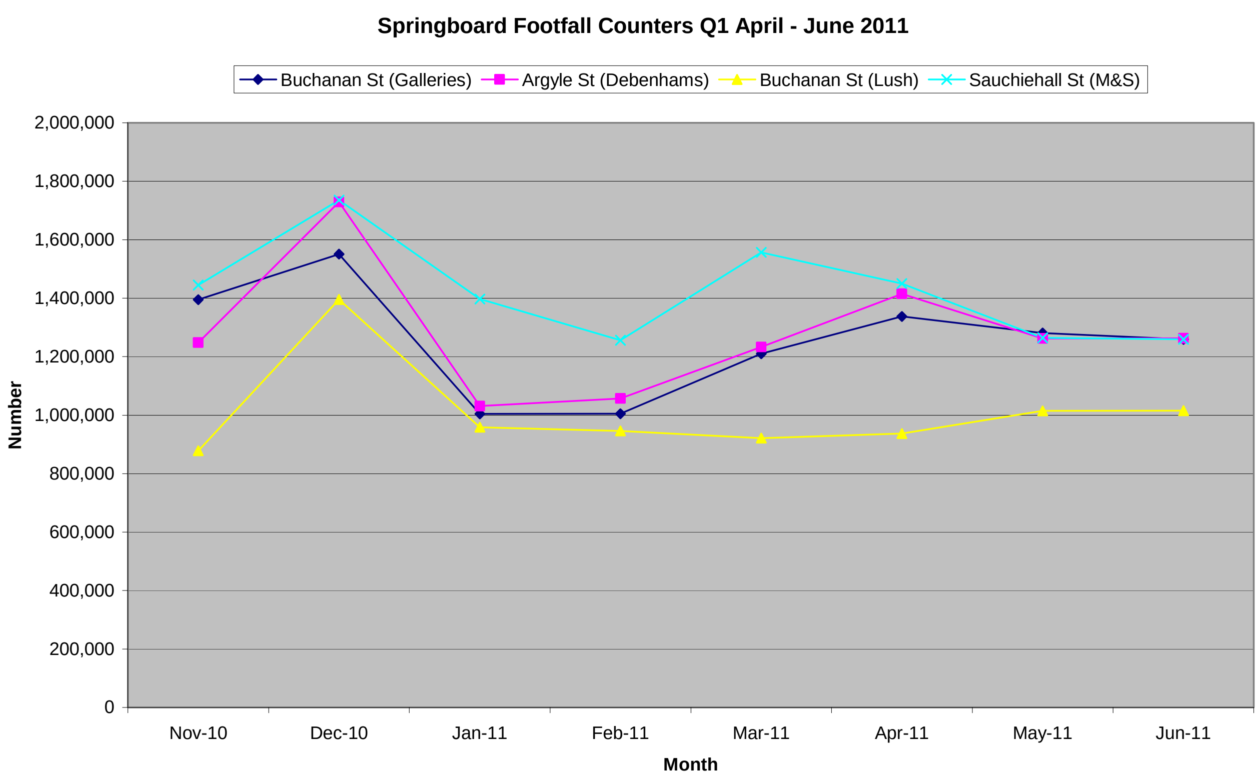
1.1 Style mile footfall

The Style Mile footfall monitor is based on statistics which Glasgow City Council accesses through Springboard's Customer Counting and Measurement system. Springboard registers foot flow at designated counters located throughout the style mile. Originally only one counter, located on Buchanan Street in May 2007 was recording data. In November 2010 an additional 3 counters were installed. These are located as follows:

Buchanan Street at Galleries (original)
Buchanan Street at Lush
Argyle Street at Debenhams
Sauchiehall Street at Marks and Spencer

Table 1a below shows data collated for quarter 1 April – June 2011 for all the counters. As anticipated the numbers decreased sharply between December and January which would be attributed to the predictable decline in shoppers following Christmas and the traditional January sales. The trend lines begin to rise again through March and April which would coincide with the arrival of spring and Easter holiday period. Sauchiehall Street has consistently had the highest footfall of all counters which is attributed to the count being taken over a 24 hour period and therefore includes numbers in night time economy at this end of town where there is a high number of pubs and nightclubs located in this area. In addition to this there are 3 theatres (Kings, Theatre Royal, and Pavilion) and the Royal Concert Hall all within close proximity of Sauchiehall Street.

Table 1a[3]



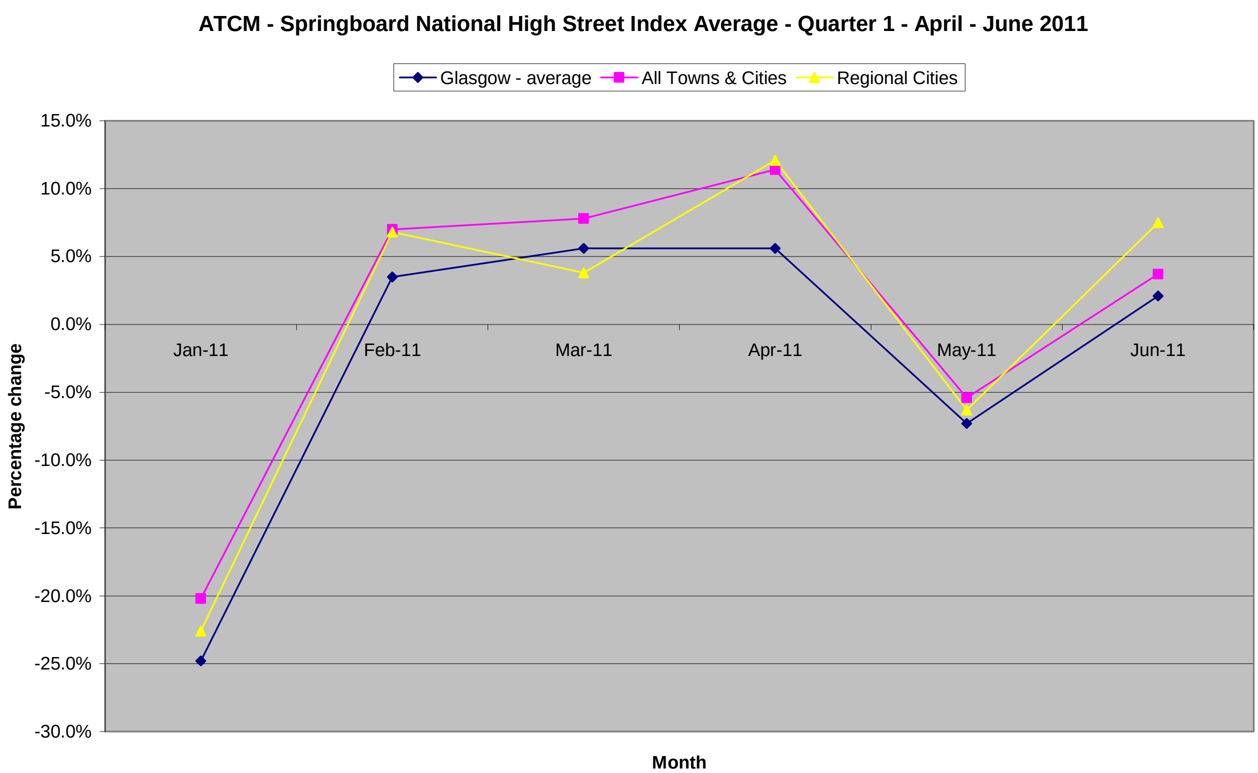
[3] Springboard Measurement & Counting September 2011

Table 1b[4] provides a detailed chart based on Association of Town Centre Management (ATCM) National High Street Index Average for Quarter 1 comparing Glasgow's average against all towns and cities and regional cities, with **Table 1c**[5] illustrating average for Buchanan Street only.

While footfall trends since the beginning of 2011 show that the Style Mile average stabilised at the start of quarter 1, a sharp decline occurred between April and May. However encouragingly this rises sharply between May and June, which should continue into quarter 2 in line with school holidays and the traditional additional spend in that period. The challenges facing town centres in today's economic climate are not just in attracting and increasing foot flow in the city but also encouraging spend, while having to compete vigorously with the out of town retail parks and shopping centres, which offer free car parking and shelter from the elements.

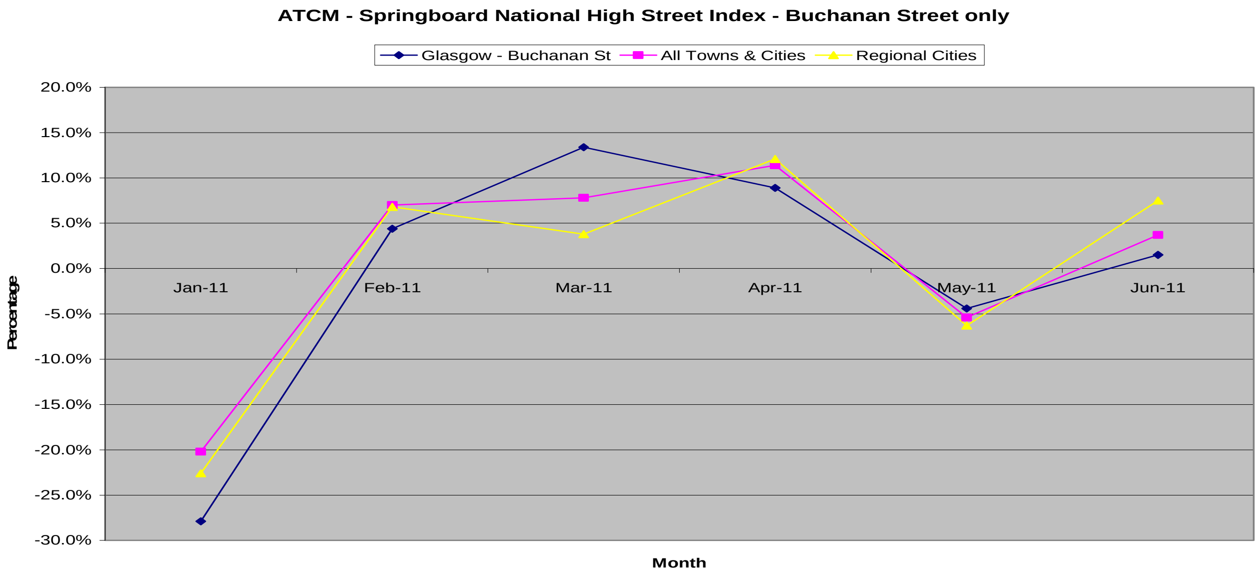
ATCM reported an increase of 3.7% for all towns and cities occurred between May and June 2011 however this was -2.2% from June 2010. It should be noted however that although there was a 2.2% decline in footfall from same period in 2010 this still reflects a much more positive result than at the beginning of the recession when 7.7% decline was recorded for June 2009.[6]

Table 1b



[4] ATCM Springboard National High Street Index – Glasgow – Average – April.pdf
[5] Ibid
[6] Ibid

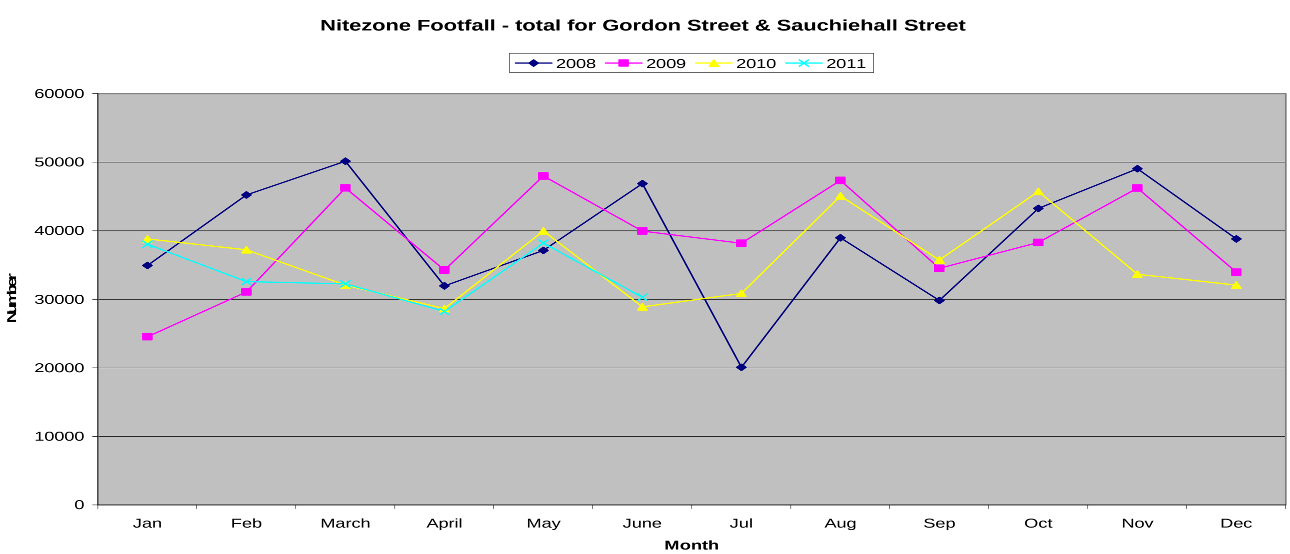
Table 1c



1.2 Nitezone footfall

Table 1d[7] illustrates comparative Nitezone footfall figures for 2008 - 2011 including quarter 1 April – June 2011. The figures are combined totals for Gordon Street and Sauchiehall Street only. Trend lines for quarter 1 are almost identical to the same quarter in 2010. The figures are collated by taxi marshals who are present at designated taxi pick up points between 10 pm and 5 am every Friday and Saturday night to ensure the efficient, safe exit out of the city for users of the night time economy. This has helped to contribute towards a decrease in crime and the fear of crime within the city centre at night particularly in and around the taxi ranks[8].

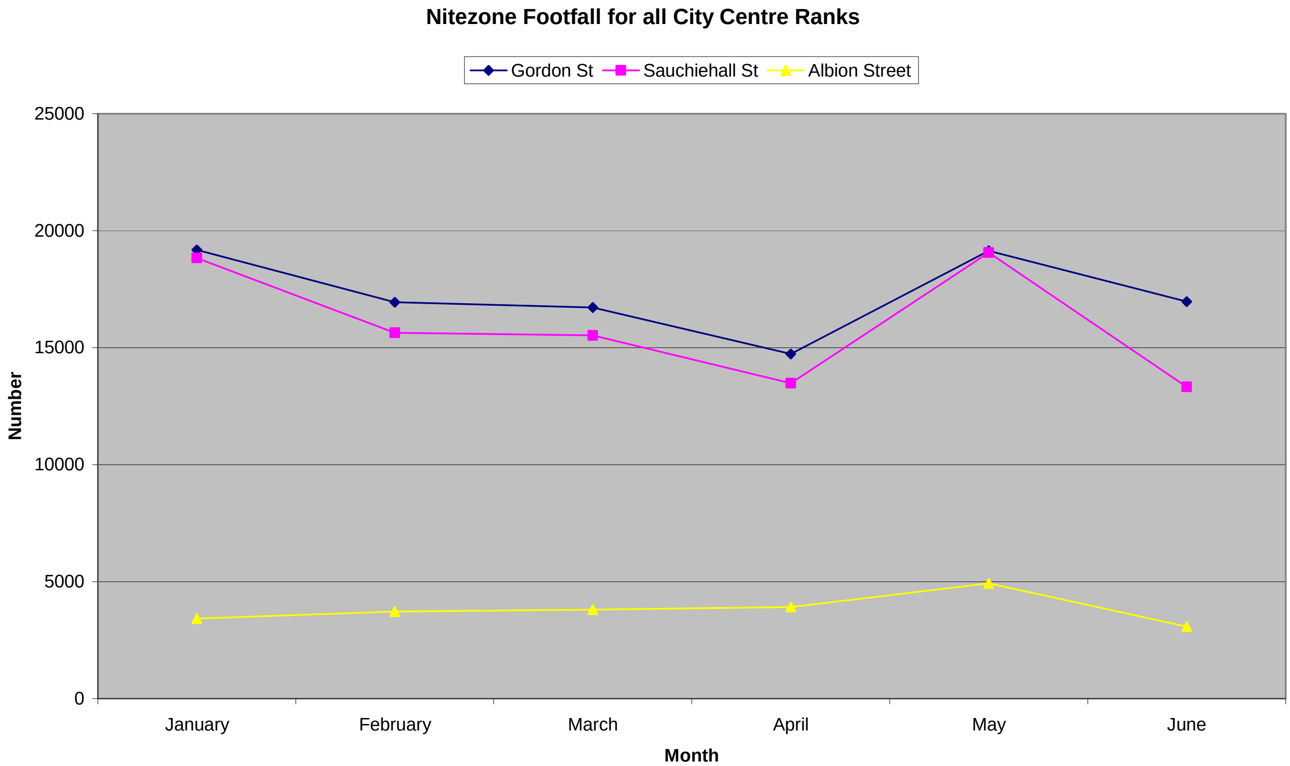
Table 1d



[7] GCSS July 2011
[8] http://www.traffcom.org/bias/niteZone.htm

Table 1e[9] illustrates the trend lines from January 2011 up to end of Quarter 1 June 2011 for all city centre Nitezones including the new resource at Albion Street in the Merchant City. The trend line indicates the figure for Albion Street has stayed fairly consistent since its introduction at this site in September 2010, with a slight peak in May. Lower figures at this site are expected given that Albion Street is on the edge of the city centre. Gordon Street and Sauchiehall Street figures also peaked in May and this peak would tie in with there being two public holiday weekends during this month.

Table 1e



1.3 ATCM Night Time Economy Index Reports

ATCM-Springboard reports on the Night Time Economy Index which records footfall in the UK's high streets during night time hours from 6 pm – 4 am. The statistics for UK's high streets this quarter illustrated an increase of 3.3% from April 2010, and a 9.4% rise in footfall from March 2011. ATCM attributed the positive figures to Easter and also the good weather. In May footfall declined for the first time in 2011 by -2.6% from the previous month, however encouragingly increased by 5.7% in June. ATCM also noted that the year to date average at +0.4% is up from the +0.2% average for the previous year.[10] Figures for Glasgow's night time economy monthly % change show an increase for April of 2.1%, -9.1% in May and -12% for June 2011.[11]

[9] GCSS, September 2011
[10] ATCM – Springboard Night Time Economy Index, April, May, June 2011
[11] Ibid

1.4 SPT Footfall

SPT have thirteen reporting periods in which they collate Subway footfall data based on numbers boarding (going through the barrier). The following tables 1f[12] and 1g[13] recorded the numbers boarding at St Enoch and Buchanan Street Subway stations for 2009/10, 2010/11 and up to Q1 April – June 2011/12. While St Enoch has shown an increase in footfall in periods 1-3 and Buchanan Street Subway station has shown an increase in period 1. St Enoch has also managed to maintain similar footfall levels in periods 2 and 3 when comparing 2011/12 with the previous 2 years. Please note that period 1 contained 24 days in 2010/11 compared with a 30 day period in 2011/12 which could account for some of the increase for both stations in period 1. Please note that 2012 is a leap year so will cover 366 days.

Table 1f

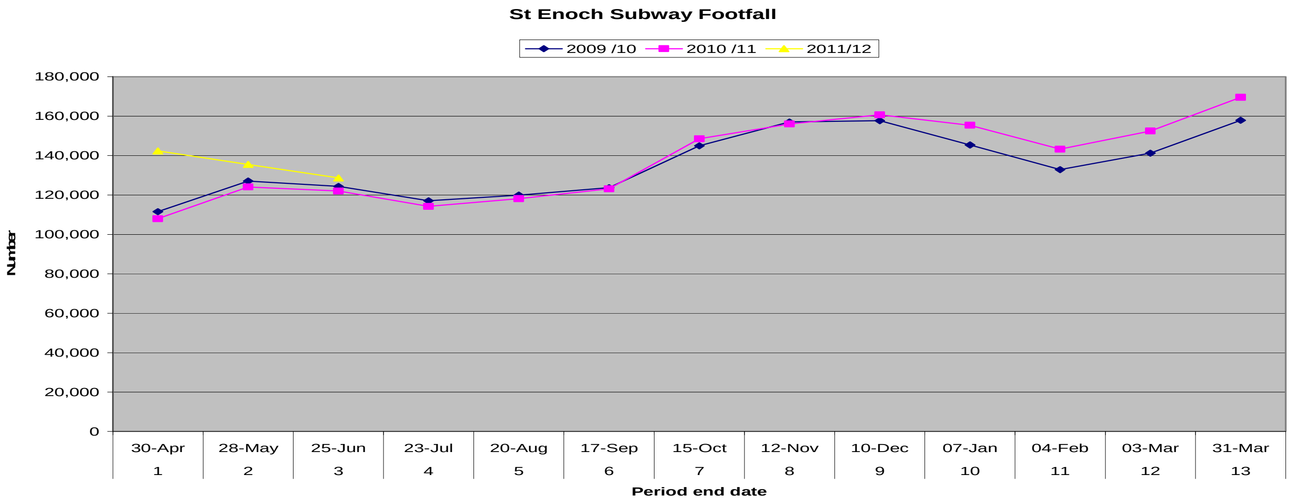
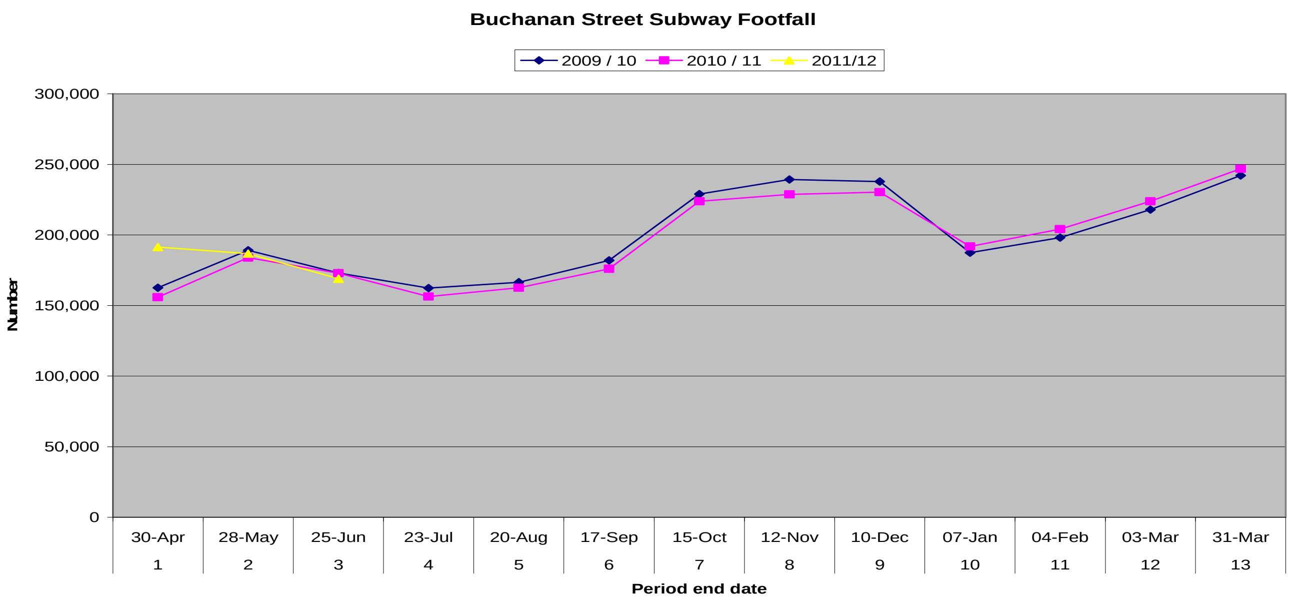


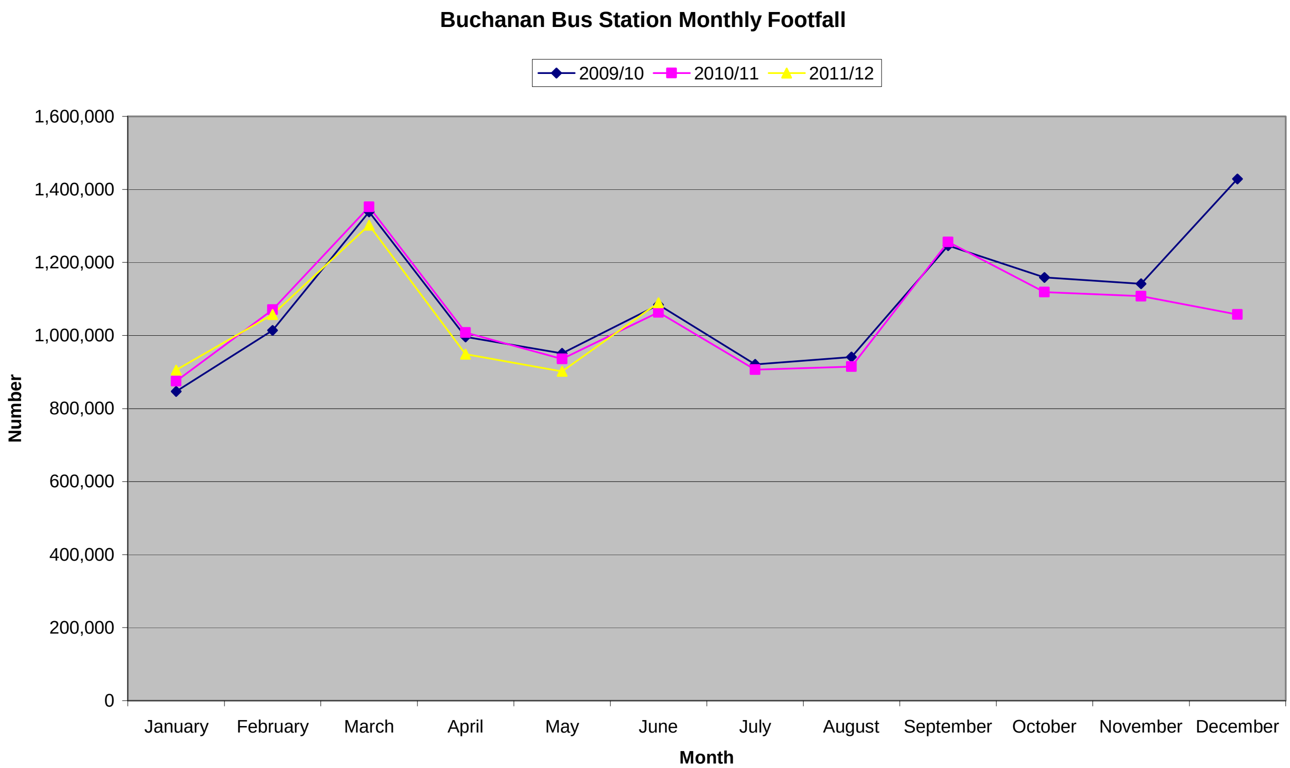
Table 1g



[12] SPT November 2011
[13] Ibid

Table 1h illustrates the footfall at Buchanan Bus Station. The trend line for 2011/12 up to the end of quarter 1 almost reflects an identical trend line to the last two years.

Table 1h[14] Footfall: Buchanan Bus Station



[14] Ibid

2. VACANT UNITS (STYLE MILE)

Table 2a [15] and **Table 2b**[16] have been included to show some earlier comparable figures which were collected on an ad-hoc basis from 2004 - the year in which the lowest number of vacant units were recorded. It is encouraging to note that despite the current economic climate the number of vacant units at street level within the style mile have continued to drop since their peak in November 2010. The vacant unit charts do not include the malls.

Table 2a

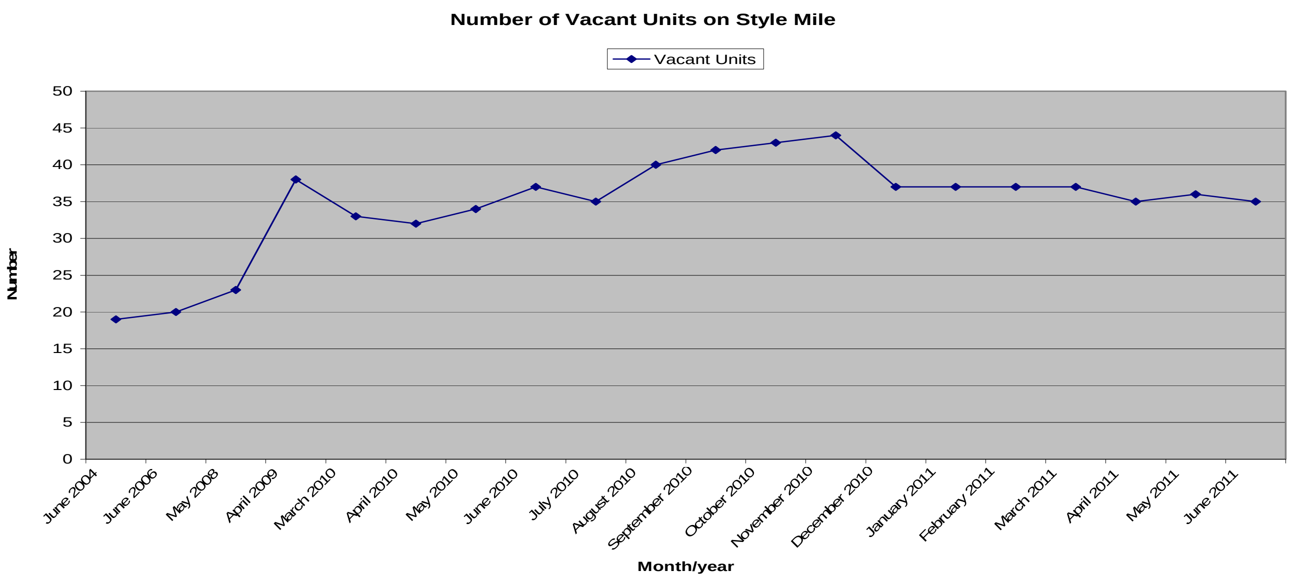


Table 2b

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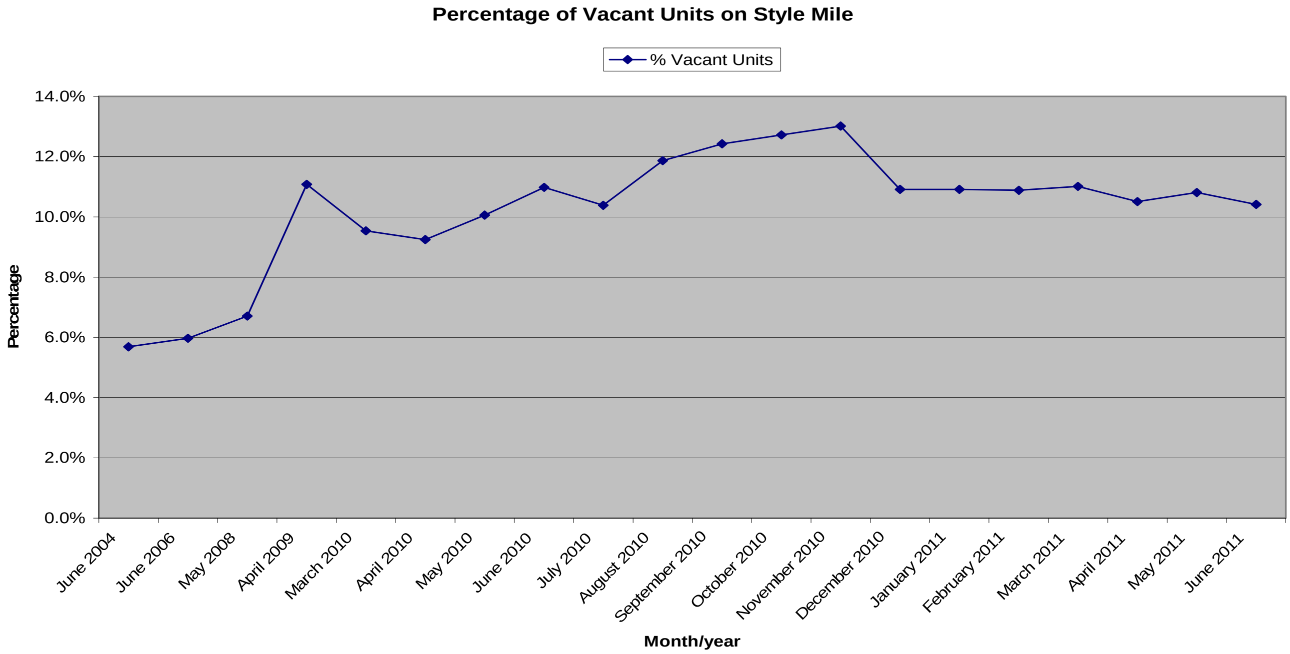
[15] GCC September 2011

[16] Ibid



According to a recent Shop Vacancy Report produced by the Local Data Company[17] (LDC) empty shop units on the High Street in the UK in June had reached a level of 14.5%. The Style Mile vacancy rates for Quarter 1 April – June were at 10.5%, 10.8% and 10.4% respectively. These figures are an improvement on the previous quarter where the figure had remained static at 10.9%. It is encouraging to note that even at their peak of 13% recorded in November 2010 the figure still sits below the UK's average of 14.6%. The LDC also commented that whilst vacant units on the High Street are a problem independent retailers are the key to success in filling these units[18].

Also interesting to note is that vacancy rates in Glasgow, including all street level units as well as the shopping malls have fallen from 12.7% recorded in January/February 2011 to a current 8.9% count taken in November 2011[19] - an impressive result given the current economic climate.

[17] http://www.localdatacompany.com/news.php?page=3

[18] Ibid

[19] GCC November 2011

3. VACANT SITES (CITY CENTRE)

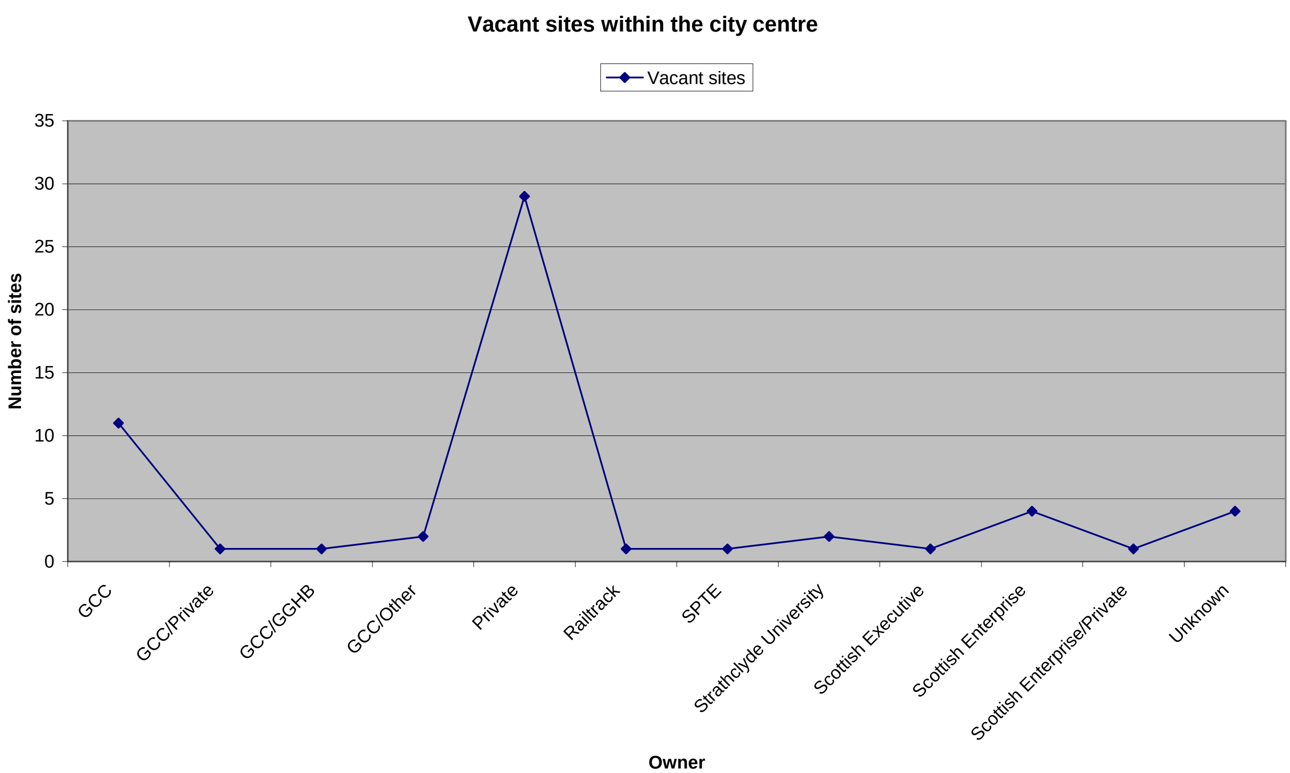
Table 3a[20] provides an outline of city centre vacant sites and derelict land, and their specified ownership. The following definitions apply:

- **Derelict land**: is land which has been so damaged by previous uses that it is incapable of sustaining new development without requiring some measure of remediation work
- **Vacant land**: generally includes unused or unsightly land which would benefit from development, improvement etc

All sites between Kingston Bridge and High Street should be included in the graph. In total there are 58 identified sites.

As the graph below indicates, the majority of sites are privately owned. Their potential land use is a mix of uses from residential to office, retail, civic and mixed use. The majority of sites appear to have had planning consents granted or are in the process of undertaking pre-application work. A number of sites have a temporary use, predominantly car parking, and various others have been temporarily landscaped. However the churn rate tends to be slow because of the nature, scale and complexity of vacant sites, as well as the impact of the current global economic environment. The figures show 1 site less than those recorded in 2010.

Table 3a: Vacant sites (City Centre) Quarter 1: March/April – June 2011



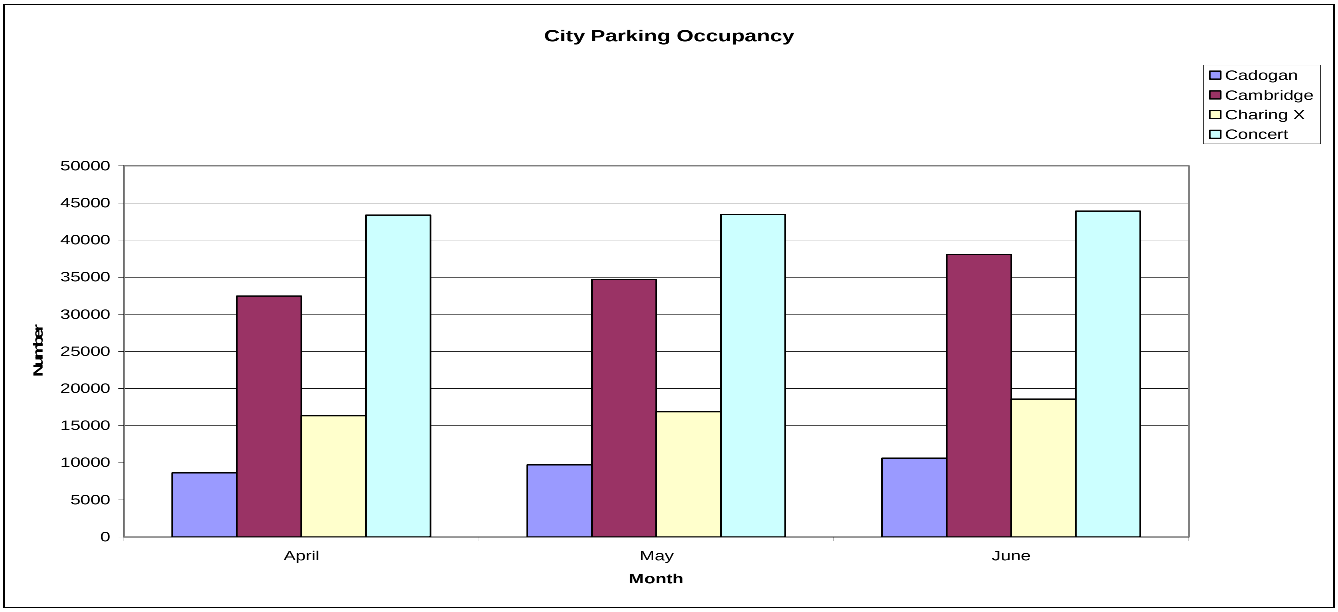
[20] GCC December 2011

4. CAR PARKING

City Parking (Glasgow) LLP is an Arms Length Organisation, owning Cambridge Street, Cadogan Square, Charing Cross and Concert Square car parks which sit within the boundary of the city centre. City Parking has increased their portfolio with the recently added Albion Street which is a small outdoor car park, although there are currently no statistics available for the Albion Street site at the moment.

Table 4a illustrates occupancy rates based on the total number of vehicles per site per month from April 2011 – June 2011. Concert Square is the most utilised which would be expected given its proximity to Buchanan Street and the Royal Concert Hall, with Cadogan Street showing the lowest occupancy rates as it is located on the edge of the city centre.

Table 4a[21]: City Parking Occupancy



[21] City Parking (Glasgow) LLP, August 2011

5. ENVIRONMENTAL INDICATORS AND CITY CENTRE INFORMATION

5.1 Street Cleanliness

Since Clean Glasgow was launched by Glasgow City Council in February 2007, independent street cleanliness surveys of the city centre have been commissioned by the Clean Glasgow team each year. These independent surveys are undertaken by the national environment agency, Keep Scotland Beautiful (KSB).

The area surveyed consists of approximately 167 street sites and the survey reflects the standard of cleanliness of these areas, achieved at the time of the survey and assessed in accordance with the Environmental Protection Act 1990 and its attendant Code of Practice on Litter and Refuse (Scotland) 2006. Criteria assessed include the general standard of cleanliness, sources of litter, types of litter, and Adverse Environmental Quality Indicators (AEQIs). The city centre is disaggregated into two zones: premier and outlying, and separately scored. Thereafter the scores are accumulated to produce the overall cleanliness index.

These are the overall cleanliness index scores for the **city centre** to date:
- **66** in November 2011
- **66** in November 2010
- **64** in November 2009
- **66** in November 2008
- **66** in September 2007
- **62** in March 2007 (when Clean Glasgow was launched).

All areas have shown an almost stable score for city centre cleanliness other than the survey in November 2009 which unfortunately demonstrated a fall in performance. This was attributed to the impact of two periods of industrial action, and the worst winter weather in several decades.

2011 results for **city-wide** cleanliness awarded the highest ever rating of 70, with zero tolerance on littering, graffiti, dog fouling, fly tipping, fly posting, chewing gum and cigarette butts being thrown onto the pavements. It also is encouraging noting that despite fewer Community Enforcement Officers covering the city centre due to limited resources; the score has well exceeded the previous city-wide scores.

5.2 Key Performance Indicators (KPIs)

Various indicators are collected by Glasgow Community Safety Services (GCSS). These form part of their strategic vision and are grouped under three key headings, **Safer, Cleaner, Better.** Below is a summary of those KPIs relevant to the city centre, and covering Quarter 1 April – June 2011. As a comparator quarter 1 figure for 2009/10 have also been included. Please note that figures collated are for the entire ward 10 which incorporates Partick West, Hillhead and Anderston City as well as the city centre[22].

	Q1 2010/11	**Q1 2011/12**
• Square meterage of graffiti removed	5166	3056
• Square meterage of flyposting removed	90	78
• Fixed penalty notices issued (includes flytipping, dog fouling, & litter)	1701	4617
• Number of school, community and business clean-ups undertaken	18	31
• Number of volunteers actively engaged with GCSS through ECAT[23]	412	523

The figures for this quarter reflect an overall improvement in keeping the city **safer, cleaner, and better,** with the number of volunteers and clean-ups considerably higher than 2010/11. In terms of graffiti, 1047 incidences were removed out of which 32 were deemed "offensive" and these were dealt with within 2 working days from reporting[24].

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[22] Glasgow Community Safety Services, September 2011
[23] ECAT stands for Environmental Community Action Team
[24] Glasgow Community Safety Services, September 2011

5.3 Crime and antisocial behaviour

Table 5a[25] provides some information on crime, incidents and antisocial behaviour (ASB) during the first quarter April – June 2011. It should be noted that the data collated is for the City Centre & Merchant City neighbourhood. There is not a huge change in figures recorded April 2011 - Jun 2011 compared to previous year. The change in relation to the previous quarter is mainly down to seasonal fluctuations whereby ASB/ violence rates are lowest in the November – February period and peak in April – August period predominantly due to lighter nights/warmer climate, which can see more incidents occur with more people out on the street.

Table 5a: Crime/ASB indicators, Quarter 1 City Centre/Merchant City neighbourhood

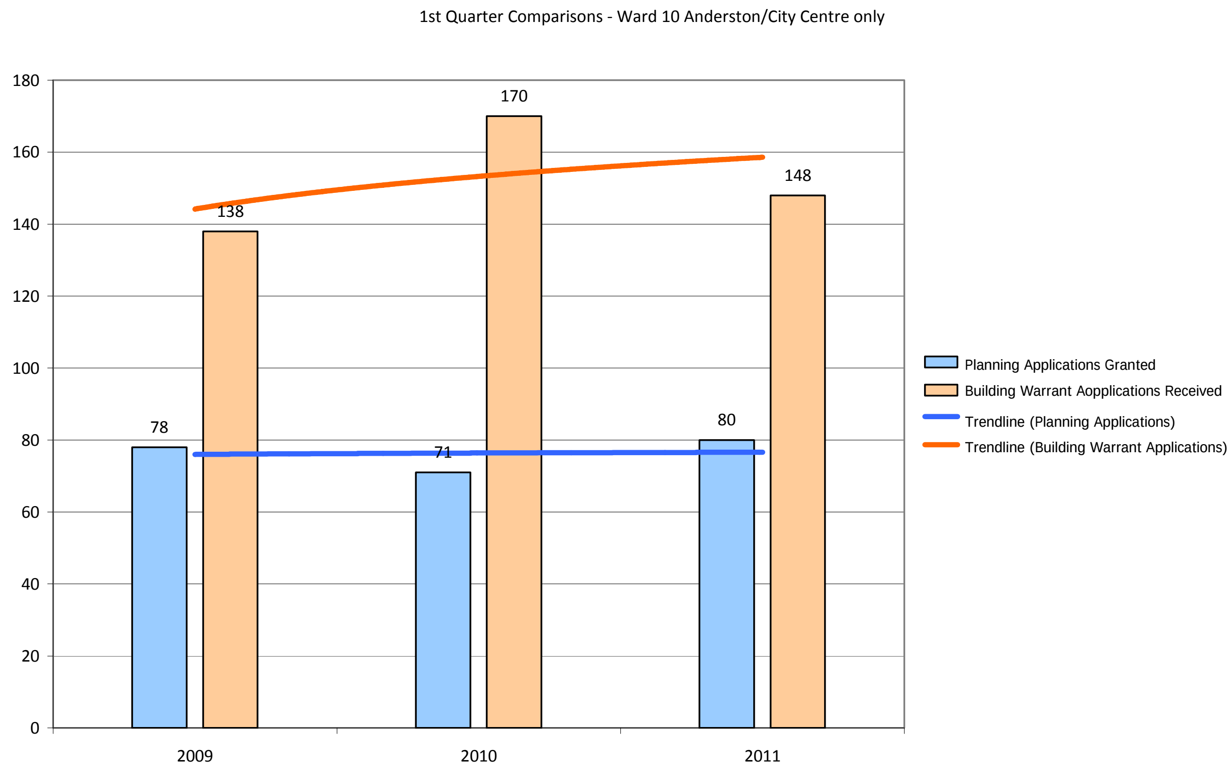
KPI Type	**Quarter 1 2011/12 (Apr - Jun)**	Quarter 4 2010/11 (Jan – Mar)	+/-	% change	Quarter 1 2010/11 (April – June)	+/-	% change
ASB INCIDENTS	**2177**	2060	117	6%	2139	38	2%
YOUTH DISORDER	**128**	95	33	35%	144	-16	-11%
ASB CRIME	**2273**	2044	229	11%	2247	26	1%
VIOLENT CRIME	**609**	649	-40	-6%	597	12	2%

[25] Source: Strathclyde Police Corporate Crime/STORM Analysts Database

6. PLANNING AND DEVELOPMENT

6.1 **Table 6a**[26] provides a comparison on planning applications granted and building warrant applications received on a Ward 10 Anderston/City centre only basis for the quarter 1 April – June 2011. Planning applications granted is up 9 against same period in 2010, while Building Warrants received is 22 less.

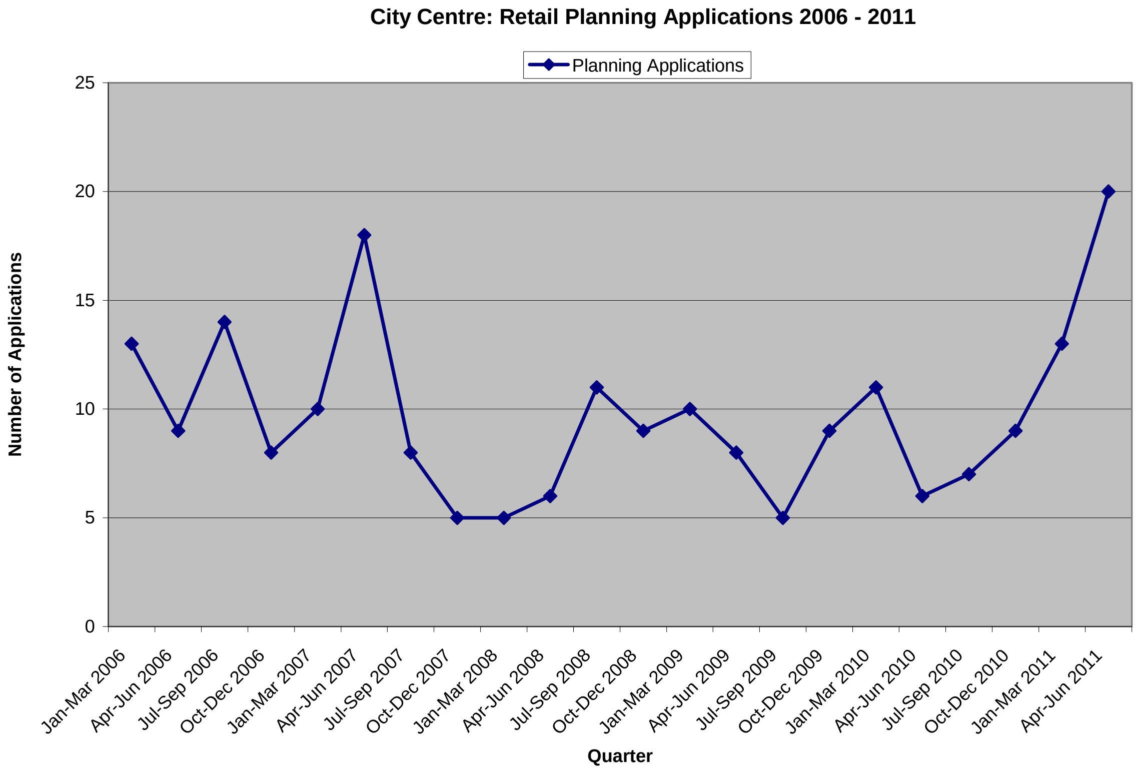
Table 6a: Planning applications granted and building warrants received, Quarter 1 April – June 2010/11 & 2011/12 – Ward 10 Anderston/City Centre



[26] GCC October 2011

6.2 City Centre Retail Planning Applications

Table 6b[27] tracks the quarterly numbers of retail planning applications approved since January 2006 - June 2011. The number of retail planning applications has increased from this quarter from 9 to 13 which despite the current economic climate suggests a comparable level of activity to the same quarter of 2006 pre-recession. It is encouraging to note that while numbers dipped quite dramatically in Q1 2010, since then they have shown a steady continuous increase in the trend line which perhaps reflects more confidence in market stability and development with the current number of applications sitting higher than the last peak in June 2007.



[27] Ibid

7. TOURISM

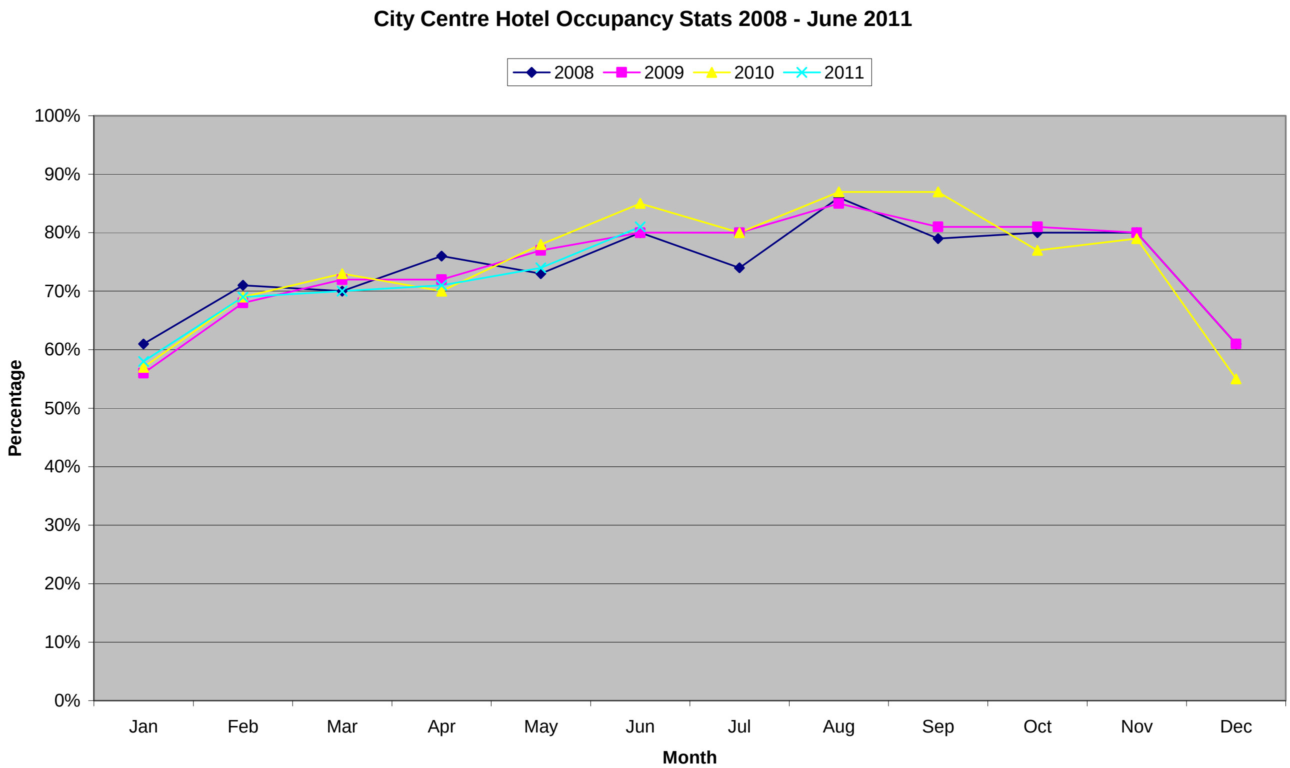
7.1 Glasgow Hotel Occupancy Rates: January 2008 to June 2011

Please note that data collated is based on 22 city centre hotels. Table 6a illustrates the hotel occupancy rates from 2008 up to June 2011. The 2011 trend line follows a similar pattern to the previous 3 years. Looking at the average figures again it is encouraging that they have continued to rise slightly each year.

Averages

2008	**2009**	**2010**
74.3%	74.4%	74.7%

Table 7a[28]: Hotel Occupancy rates



[28] GGHA City of Glasgow Forecaster – Zone A (provided by GCMB April 2011)

7.2 Tourist Survey

Around 400 people are surveyed per quarter and they are carried out by Lynn Jones Forecasting using the Visitract online survey system. The email addresses are taken from visitors and then followed up with an online questionnaire. The addresses are captured from visitors in different locations throughout the city and these tend to be city centre and west end because the majority of visitor attractions are located there, however, the results can't be tied strictly to city centre only.

The following statistics were collated based on the online survey.[29] It should be noted that a score which is below 8 is considered to be below standard. The first column focuses on period 1 April – 30 June 2011 and the second column shows the average scores for the whole of 2010. Most of the ratings for this quarter are up on the annual average for 2010 with the exception of value for money, customer service in the performing arts, and customer service in transport. 3% more visitors stayed in 5 star accommodation in quarter 1.

	1/4/11-30/6/11	**1/1/10 – 31/12/10**
No. of nights	Ave. 2.74 nights	Ave 2.54 nights
Quality rating of accommodation	32% 3 star 31% 4 star 14% didn't know 9% 5 star	32% 3 star 30% 4 star 19% didn't know 6% 5 star
Rating of customer service in visitor attractions	Ave. 8.55	Ave 8.43
Rating of customer service in restaurants/cafes	Ave. 8.34	Ave 8.21
Rating of customer service in pubs	Ave. 8.29	Ave 7.94
Rating of customer service in Visitor Info Centre	Ave. 8.42	Ave 8.23
Rating of customer service in shops	Ave. 8.29	Ave 8.23
Rating of customer service in transport	Ave. 7.86	Ave. 8.27
Rating of customer service in accommodation	Ave. 8.38	Ave 8.34
Rating of customer service in performing arts venues	Ave. 8.41	Ave. 8.45
Rating of cleanliness	Ave. 7.23	Ave. 7.01
Rating of safety	Ave. 7.58	Ave. 7.45
Rating of value for money	Ave. 7.40	Ave. 7.55
Rating of Glasgow overall	Ave. 8.24	Ave. 8.22

[29] Lynn Jones Forecasting figures provided by GCC December 2011

7.3 Glasgow International Airport: Passenger Numbers

Table 7b[30] illustrates the trend and average data from the following comparator cities which include Birmingham, Bristol, Cardiff, Edinburgh, Gatwick, Heathrow, Leeds, Liverpool, London City, London Luton, Manchester, Newcastle, Norwich and Stansted. The figures are based on the number of terminal passengers and the table charts from quarter 1 April 2009 – June 2011.

Table 7b: Glasgow Airport Passenger Numbers

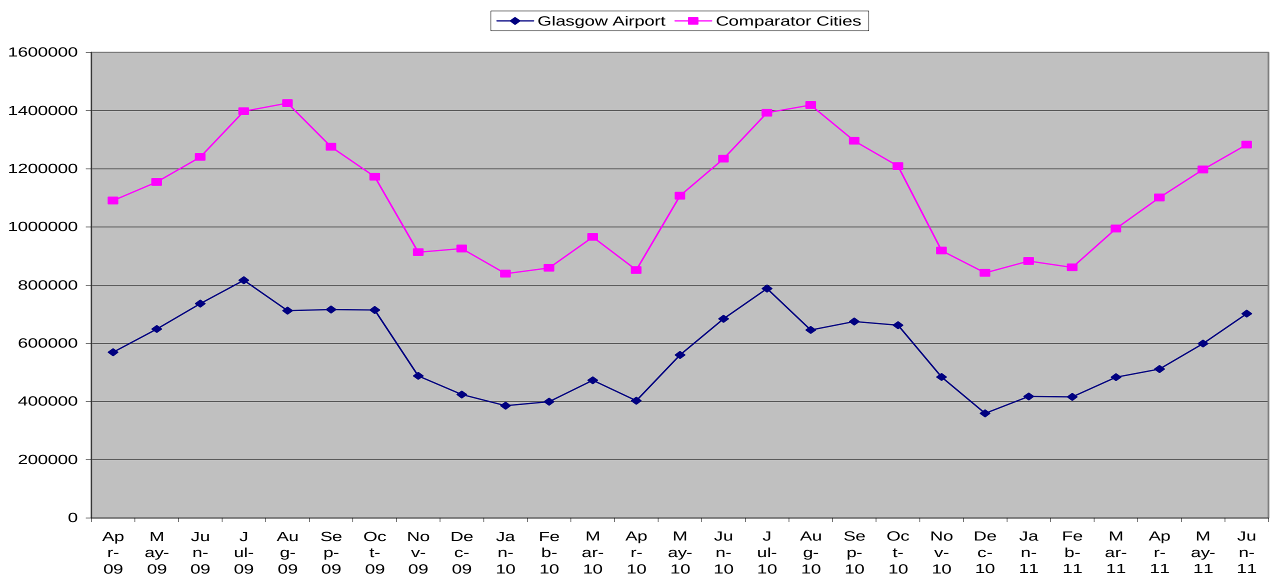
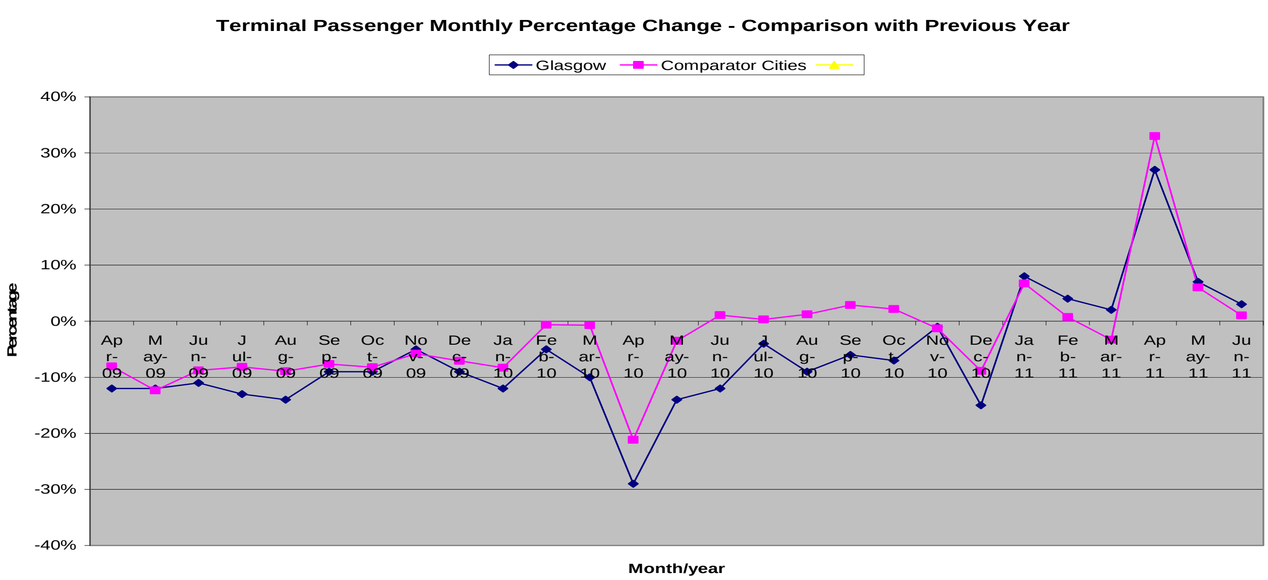


Table 7c[31] shows the chart for terminal passenger figures as the annual percentage change on previous two years. The huge dip in figures recorded in April 2010 was attributable to the Icelandic ash cloud which resulted in massive disruption to flights and many cancellations for passenger safety reasons.

Table 7c



[30] CAA website accessed September 2011

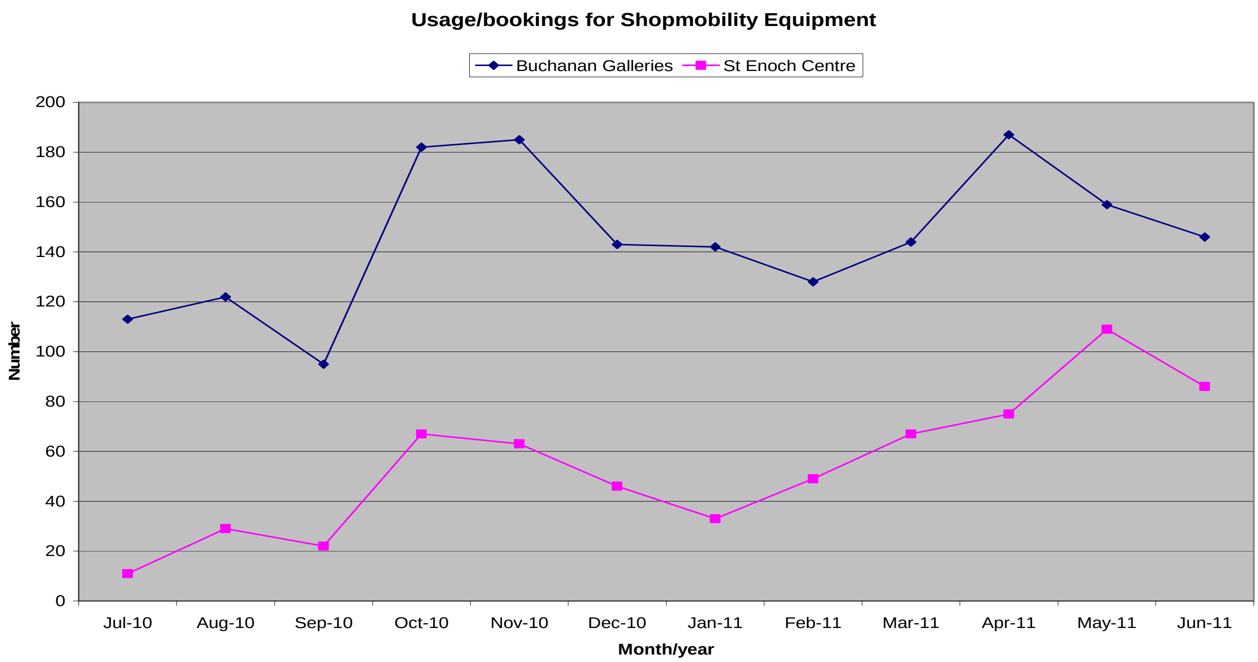
[31] Ibid

8. SHOPMOBILITY

Glasgow Shopmobility supports people with mobility issues to be able to shop in Glasgow city centre. The service is free to use, all you need to do is register first. Shopmobility provides a range of powered scooters/wheelchairs and other mobility equipment for use. The facility was available in Buchanan Galleries and St Enoch's Shopping Centre until 30th November 2011. Due to a funding shortfall, a reduced service is currently operating in St Enoch's Shopping Centre and Debenhams until further notice. Shopmobility is located on the ground level at the Customer Service Desk in the St Enoch Centre, Argyle Street, Glasgow, and is available from 10am - 5pm.

The statistics below include figures for both shopping centres up to June 2011.

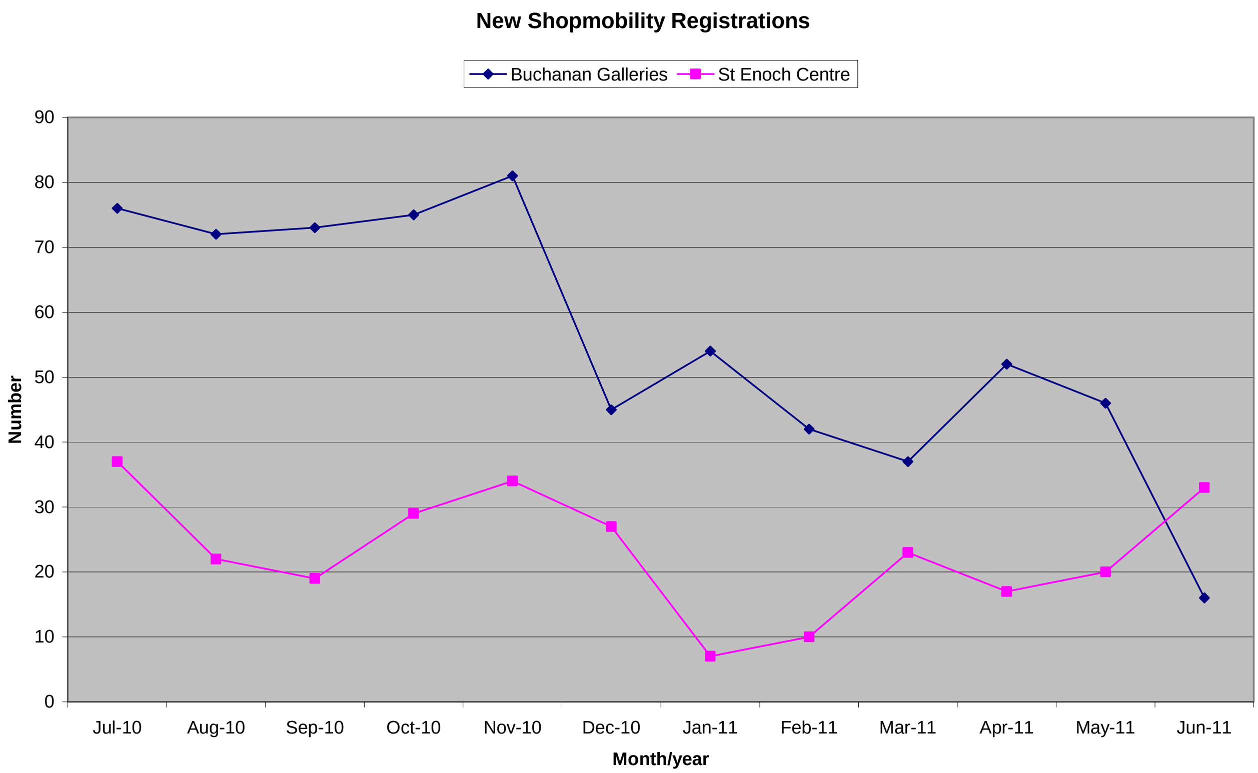
8.1 Table 8a[32] shows the numbers using/booking shopmobility equipment within Buchanan Galleries and the St Enoch Centre for the period July 2010 to June 2011, with both recording their highest figure in May which may be attributed to holiday weekends and more favourable weather. Similarly both show a slight decline in June at the end of quarter 1, this was possibly due to the poorer weather experienced that month and the start of the school holidays.



[32] Shopmobility, October 2011

Table 8b[33] shows the number of new registrations in quarter 1. Registrations at Buchanan Galleries have tailed off significantly, however there has been a rise in new registrations within the St Enoch's centre.

Table 8b



[33] Shopmobility, October 2011

9. "Good News" stories relating to Glasgow City Centre

The latest Global Financial Centres Index, which covers 75 financial centres around the world, has confirmed that Glasgow has moved 13 places up the global ranking from 46th to 33rd place. It has also entered the top ten in Europe for the first time, ahead of competitor cities such as Amsterdam, Oslo, Vienna, Brussels, Madrid and Milan.In the last 18 months alone, a number of major financial companies have announced the creation of almost 2,000 new jobs between them. These include: Barclays, Santander, NFU Mutual, Scottish Friendly, Tesco Bank, HSBC and Morgan Stanley among others.

Other news such as the approved plans for the £10m Broomielaw Quay project (new restaurant and leisure quarter in the IFSD), and the Scottish Government's approved contribution to Fastlink are all good news for the IFSD too.[34]
http://www.glasgow.gov.uk/en/Business/Inwardinvestment/internationalfinancialservicesdistrict+ifsdglasgow.htm

Land Securities, UK's largest commercial property developer has now commenced work on the new £70m 'Atlas Development' which is located at the top of Buchanan Street opposite Buchanan Galleries. The development is expected to be completed in 2013 and will comprise shopping and housing complex. The US fashion chain Forever 21 will occupy a 60,000sq ft store, Paperchase and GAP have also committed to taking stores in the new development.
http://www.landsecuritiesretail.com/portfolio/185-221-Buchanan-Street

Liam Gallagher has recently announced his intention to apply for a permanent lease for his Pretty Green retail store housed within the former GPO building in Ingram Street.
http://www.heraldscotland.com/news/home-news/liam-gallagher-signs-new-lease-on-city-centre-pretty-green-store.14781041

Current new openings include Browns Restaurant in George Square, Gio Goi's first stand alone store in Buchanan Street, Nike's flagship store also in Buchanan Street, Footlocker in Argyle Street. Specsavers and Ladbrokes took over vacant units in Sauchiehall Street, whilst Antonio Carluccio has opened his first Scottish outlet in West Nile Street which as well as a restaurant, it also offers the retailer the chance to buy products in the shop.
http://www.heraldscotland.com/life-style/food-drink/antonio-carluccio-interview.15922886

University of Glasgow has attained 59th position in the latest QS World University Rankings - up 18 places from last year and their best ever performance. You can read more at
http://www.gla.ac.uk/news/headline_210099_en.html.

According to a recent article in a Rough Guides article published in September 2011 entitled "Cities which aren't a capital – but should be"[35] the publication suggests:

"Instead of hitting Edinburgh yet again for its castle, its festivals and its not-much-else, we suggest Glasgow as a warmer, less expensive alternative. This is where most Scots head, after all. Its once-dark reputation gave way in the 90s to decades of regeneration, and the derelict shipyards have been replaced with gleaming science centres and museums. The west end has long been one of the artiest places in Europe and you can get all the way from the centre of the city through its bohemian quarters and out into the country purely by walking through gigantic, colourful Victorian parks. As you'd expect in the UK's third biggest city, shopping and nightlife are busy throughout the week and the architecture draws art students from all over the world. Well, that and the beer."
http://www.roughguides.com/website/Travel/SpotLight/ViewSpotLight.aspx?spotLightID=557

According to a recent article published in the Glasgow Herald (29th November 2011) regarding a global survey of leading cities Glasgow had been ranked one of the best city in the UK in terms of personal safety. The survey was conducted by a company called Mercer and involved 221 cities with Glasgow ranking joint 44th with Aberdeen in terms of safety. The full article can be read via the link http://www.heraldscotland.com/news/home-news/glasgow-safest-city-in-uk.15975565

[34] information collated by the IFSD Team (Scottish Enterprise/GCC) from press releases

[35] Rough Guides website accessed December 2011

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