Ipsos MORI
Scotland

Glasgow Household Survey
Autumn 2011

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Contents

Executive Summary

This report contains the findings of the autumn 2011 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council.

Ipsos MORI interviewed a representative quota sample of 1,013 Glasgow residents (aged 16 and over) between 3rd September and 16th October 2011. All interviews were conducted face-to-face in residents' homes using Computer Assisted Personal Interviewing (CAPI).

Key findings

Satisfaction with local services

Overall satisfaction with the services provided by the Council and its partners has risen by ten percentage points since the last wave of the survey, from 63% to 73%, and there has been a corresponding decrease in dissatisfaction (21% to 12%).

The most highly regarded council services continue to be culture and leisure services, including museums and galleries (95% of those who had used these services were 'very' or 'fairly satisfied' with them); libraries (91%); sports and leisure centres (90%); and parks (86%). Lower (although improving) levels of satisfaction were recorded for some of the Council's universal services, particularly pavement maintenance (40%) and road maintenance (21%).

Museums and Galleries

Kelvingrove Art Gallery and Museum emerged as the most widely visited attraction in Glasgow (half of respondents said they had been there in the last 12 months), followed by the Riverside Museum (29%), Glasgow Science Centre (25%), the People's Palace (22%) and the Burrell Collection (21%).

Respondents who had visited at least one museum or gallery in the last 12 months were asked what would encourage them to visit such attractions more often. The most common response, given by around a quarter (26%), was new exhibitions and displays. Meanwhile, 16% said they would visit attractions more often if they had more spare time, while 10% said they would do so if they received more information about the attractions.

Respondents who had not visited any museums or galleries in the last 12 months were asked why this was the case. Around three in ten (29%) said they were not interested in visiting and a similar proportion (27%) said they didn't have enough time. Half as many said that they had already been to the attractions and so didn't need to go again (12%) or that they had a disability that made getting around difficult (12%).

The smoking ban in children's play parks

Only around a quarter (23%) of respondents were aware of the smoking ban in children's play parks. Among this group, the most common sources of information about the ban were word of mouth (mentioned by 42%), followed by the local press (25%), park signs (14%) and other media (13%).

Eighty four percent of respondents said they supported the ban while just 7% said they opposed it. While these figures are identical to the comparable result recorded in autumn 2009, the proportion of respondents who *strongly* support the ban has increased significantly, from 56% to 71%.

The Clean Glasgow Campaign

Just under two in five respondents (38%) were aware of the *Clean Glasgow* campaign, consistent with the result recorded in autumn 2010 (36%).

Dog fouling and litter were seen as the biggest environment issues in *local areas*, with 57% and 46% of respondents respectively identifying these as significant or moderate problems. The next biggest issues were chewing gum, vandalism and flytipping, each mentioned by around three in ten respondents. Over the last year the proportions of respondents identifying each of the issues as problems has increased.

In terms of environment issues in the *city centre*, chewing gum and litter emerged again as two of the biggest problems (49% and 48% respectively regarded these as problems), followed by flyposting and graffiti (44% and 28%). Dog fouling was seen as much less of an issue in the city centre than in local areas, although one in ten respondents still identified it as a significant or moderate problem. Again, all of these figures are higher than the comparable results from in autumn 2010.

Cycling in the city

Around a quarter (26%) of respondents said that they owned or had access to a bicycle; an increase of seven percentage points since spring 2007 when the question was last asked. Among these respondents, a third (33%) said that they had cycled at least once a week in the last year, while 14% said that they had done so at least once a month. Around one in five (23%) said they had used their bicycles less often than once a month and 27% said they had not cycled at all in the last 12 months.

Of those who *had* cycled in the last year, just over three in five (63%) cycled for recreational purposes, while 45% did so to keep fit. Smaller proportions said that they used their bicycles to commute, or for other everyday tasks such as shopping (18% in each case).

Respondents were also asked (unprompted) to consider what would encourage them to cycle more often or to take up cycling. The majority (53%) said they were simply not interested in cycling more than they currently do. In terms of those who *did* mention a change that would encourage them to cycle more, around one in ten mentioned improvements to on-road and off-road cycle lanes (15% and 9% respectively).

Online Council Tax and Housing Benefit services

Among those who said that their household was entitled to benefits, only around two in five (41%) were aware that they could check their entitlement to Council Tax and Housing Benefits online, and less than a third (31%) were aware that they could apply for these benefits online.

Of all those who were aware that they could check their entitlement to benefits online, only around a third (35%) had used this service. Similarly, just under a third (31%) of those who were aware that they could apply for benefits online had done so.

Electoral registration

The majority of respondents (81%) said that they had registered to vote in the 2012 local elections. Among this group, around half (51%) said that they had registered by post, a third (33%) said that they registered in person, 10% said online and 3% said by telephone.

Respondents who had *not* registered to vote were asked why this was the case. Around a third (30%) said that they did not want to register and / or vote, 20% said that they were not eligible to vote, 11% said that they did not know how to register and the same proportion said that they were not aware that they had to do so. A further 7% said that that they simply had not returned or completed the registration form yet.

All respondents, whether or not they had registered, were asked to consider what, if anything, could be done to make registration easier. As in 2010, the findings suggest that residents are broadly happy with the current process, with around three in five (63%) saying that nothing could be done to make it easier.

1 Introduction

This report contains the findings of the autumn 2011 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council. The Survey has been run biannually since 1999 and measures city residents' use and perceptions of services provided by the Council and its partners, as well as attitudes towards aspects of life in the city.

The specific topics covered in the autumn 2011 wave of the survey were:

- use of, and satisfaction with, local services
- museums and galleries in Glasgow
- the smoking ban in children's play parks
- the Clean Glasgow Campaign
- cycling in the city
- online Council Tax and Housing Benefit services
- electoral registration.

1.1 Methodology

Ipsos MORI interviewed a representative quota sample of 1,013 Glasgow residents (aged 16 and over) between 3rd September and 16th October 2011. The sample was stratified by Community Planning Areas (CPA) – with CPAs defined by postcode – to allow for a more robust analysis at the area level. Ten sampling points were selected within each of the ten CPAs.

All interviews were conducted face-to-face in residents' homes using Computer Assisted Personal Interviewing (CAPI).

The data have been weighted by age and gender, using 2010 ONS mid year estimates, and by Community Planning Area.

All aspects of the study were carried out to the international quality standard for market research, ISO 20252.

1.2 Comparative Data

Where appropriate, the report includes comparisons with earlier surveys of residents in the city, and with surveys Ipsos MORI has conducted for other local authorities in recent years (taken from the Ipsos MORI local government normative database). The latter comparisons come mainly from English authorities (robust survey research among residents remains relatively uncommon in Scotland) and we have focused on surveys conducted in larger, urban and metropolitan authorities, where some of the issues faced by Glasgow are also found. We have only included surveys conducted recently and using the same methods as those employed in the Glasgow survey.

These comparisons are intended to provide some context in which to place findings for Glasgow and to aid in the interpretation of results. However, the normative data is by no means exhaustive and is not intended to provide a league table. The normative data are the copyright of Ipsos MORI and should not be released to any third party without the written permission of Ipsos MORI.

1.3 Presentation and interpretation of the data

The survey findings represent the views of a sample of residents, and not the entire population of Glasgow, so they are subject to sampling tolerances, meaning that not all differences will be statistically significant. Throughout the report, differences between sub-groups are commented upon only where these are statistically significant i.e. where we can be 95% certain that they have not occurred by chance.

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or multiple answers. Throughout the report, an asterisk (*) denotes any value of less than half a percent and a dash (-) denotes zero.

2 Local services

2.1 Use of services provided by the Council and its partners

Once again, parks emerged as the most commonly used non-universal service, with around three in five respondents saying that they or another member of their household had used a park in the last year. Culture and leisure services – including libraries, museums, galleries and sports and leisure centres – were the next most commonly used services, followed by children's play parks, schools and social care services.

As can be seen in table 2.1, the results for this wave are very much in line with the comparable figures recorded in spring 2011.

Table 2.1: Use of services provided by the Council/ its partners

	Autumn '07	Spring '08	Autumn '08	Spring '09	Autumn '09	Spring '10	Autumn '10	Spring '11	Autumn '11
	%	%	%	%	%	%	%	%	%
Parks	37	55	49	46	39	39	28	58	**58**
Libraries	36	39	48	37	39	37	36	43	**47**
Museums & galleries	28	38	37	20	33	24	25	44	**45**
Sports & leisure centres	33	33	35	26	29	26	35	46	**43**
Children's play parks	12	16	19	10	10	11	11	21	**24**
Primary schools	15	14	16	11	12	10	13	17	**20**
Secondary schools	7	7	11	6	6	6	7	13	**15**
Social work services	6	5	10	3	4	3	3	8	**10**
Community centres	9	5	7	3	6	3	4	10	**9**
Nursery schools	7	6	10	5	6	7	9	9	**9**
Home help service	4	3	4	2	2	2	1	4	**4**
Base:	*1,020*	*1,010*	*1,002*	*1,010*	*1,010*	*1,000*	*1,002*	*1,009*	***1,013***

2.2 Overall satisfaction with council services

Overall satisfaction with the services provided by the Council and its partners has risen by ten percentage points since the last wave of the survey, from 63% to 73%, and there has been a corresponding decrease in dissatisfaction (21% to 12%). These positive findings are reflected in improved perceptions of some individual council services, as is discussed more fully in section 2.2.1 below.

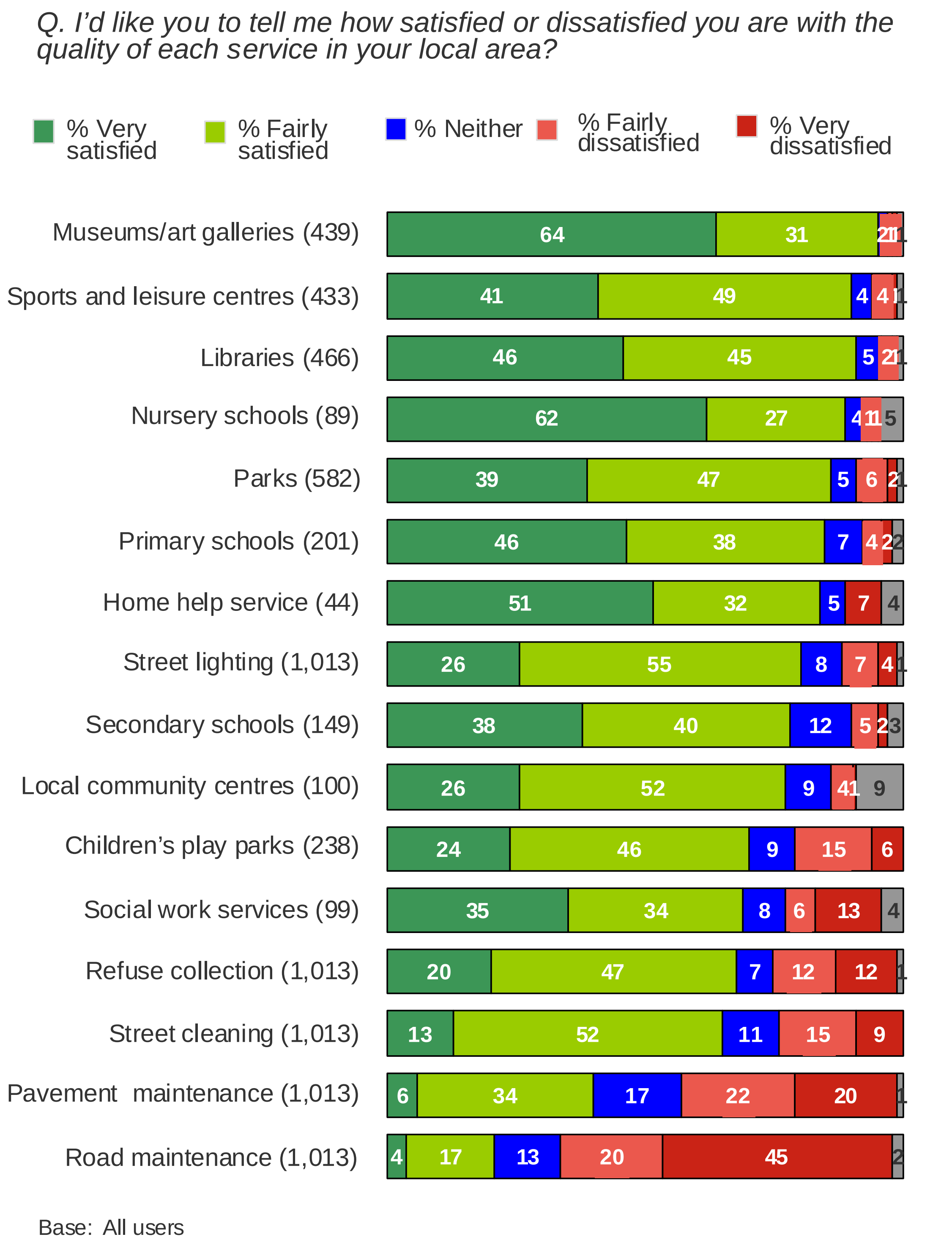
Table 2.2: Overall satisfaction with services provided by the Council/ partners

	Autumn '07	**Spring '08**	**Autumn '08**	**Spring '09**	**Autumn '09**	**Spring '10**	**Autumn '10**	**Spring '11**	**Autumn '11**
	%	%	%	%	%	%	%	%	%
Very satisfied	23	10	15	21	27	18	27	9	**13**
Fairly satisfied	57	53	61	60	56	61	52	54	**60**
Neither satisfied nor dissatisfied	16	22	9	11	11	11	13	15	**14**
Fairly dissatisfied	2	7	8	6	3	7	5	14	**8**
Very dissatisfied	1	4	4	2	2	2	3	7	**4**
Don't know	2	4	2	2	*	1	1	1	**1**
Satisfied	80	63	76	81	83	79	79	63	**73**
Dissatisfied	3	11	12	8	5	9	8	21	**12**
Base:	*1,020*	*1,010*	*1,002*	*1,010*	*1,010*	*1,000*	*1,002*	*1,009*	***1,013***

Analysis of the results by CPA area reveals that satisfaction was higher than average in the North East and in Langside & Linn (85% and 82% respectively compared with 73% overall), but lower than average in East Centre & Calton (56% compared with 73% overall).

Figure 2.1, overleaf, summarises levels of satisfaction with *individual* services provided by the Council and its partners.

Figure 2.1: satisfaction with individual services provided by the Council/partners



As in previous waves of the survey, the highest levels of satisfaction were recorded for culture and leisure services, including: museums and galleries (95% of those who had used these services were 'very' or 'fairly satisfied' with them); libraries (91%); sports and leisure centres (90%); and parks (86%). Satisfaction with nursery and primary schools, and with home help services was also relatively high (at 89%, 84% and 83% respectively).

Lower levels of satisfaction were recorded for some of the Council's universal services. Most notably, two in five (40%) respondents were satisfied with pavement maintenance and only one in five (21%) with road maintenance.

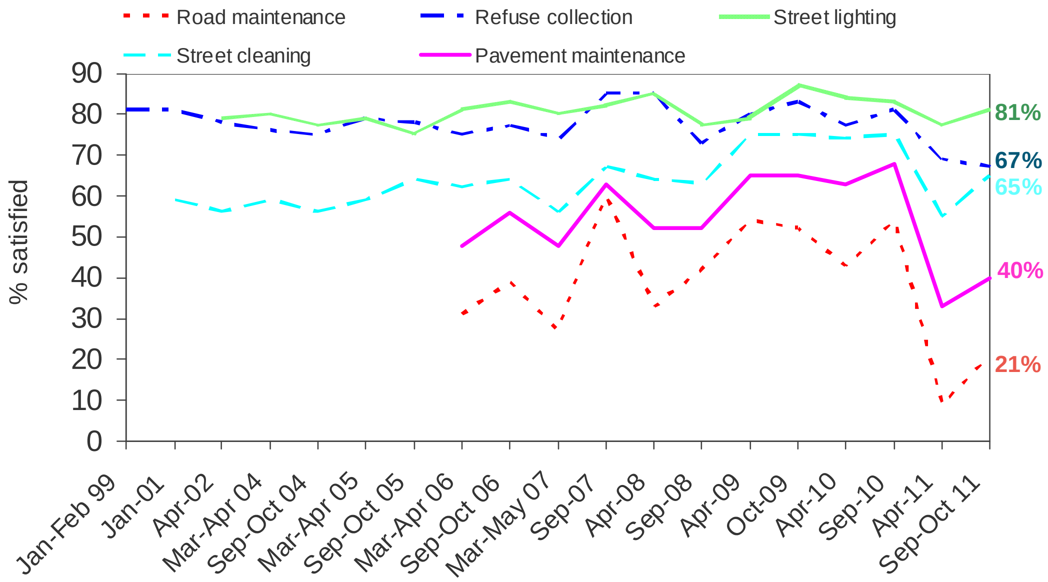
The remainder of this chapter explores perceptions of individual services in more detail.

2.2.1 Universal services

Once again, street lighting emerged as the most positively regarded universal service (81% of respondents were 'very' or 'fairly satisfied' with it), followed by refuse collection (67%) and street cleaning (65%). Levels of satisfaction with pavement maintenance and road maintenance were, as already mentioned, lower (at 40% and 21% respectively); indeed, a majority of respondents (65%) expressed *dis*satisfaction with the latter service.

Nonetheless, satisfaction with all universal services, apart from of refuse collection, has increased since the last wave of the survey. The precise scale of the increases stand at: 12 percentage points for road maintenance; 10 percentage points for street cleaning; 7 percentage points for pavement maintenance; and 5 for street lighting. In the case of refuse collection, satisfaction has remained stable (figure 2.2).

Figure 2.2: Trends in satisfaction with universal services



Base: All respondents (Jan-Feb ’99: 1,336; Jan ’01: 1,299: Apr ’02: 757; Mar-Apr ’04: 1,056; Sep-Oct ’04: 1,023; Mar-Apr ’05: 1,043; Sep-Oct ’05: 1,028; Mar-Apr ’05: 1,011; Sep-Oct ’06: 1,013; Mar-May ’07: 1,007; Sep ’07: 1,020; Apr ’08: 1,010; Sep ’08: 1,002; Apr ’09: 1,010; Oct ’09: 1,010; Apr ’10: 1,000; Oct ’10: 1,002; Apr ’11: 1,009)

As in the case of overall satisfaction, there was some variation in perceptions of universal services by CPA area. Specifically:

- dissatisfaction with road maintenance was higher than average in Greater Pollok, Newlands & Auldburn (77%), Langside & Linn (77%), Maryhill, Kelvin & Canal (76%), and Baillieston, Shettleston & Greater Easterhouse (75%); compared with an average of 65%
- dissatisfaction with pavement maintenance was higher than average in Baillieston, Shettleston & Greater Easterhouse (54%), but lower than average in Central & West (30%); compared with an average of 42%
- dissatisfaction with street cleaning was higher than average in Pollokshields & Southside Central (33%), but lower than average in Central & West (15%) and Maryhill, Kelvin & Canal (11%); compared with an average of 24%
- dissatisfaction with refuse collection was higher than average in Greater Pollok, Newlands & Auldburn (37%); compared with an average of 24%
- dissatisfaction with street lighting was higher than average in East Centre & Calton (21%); compared with an average of 11%.

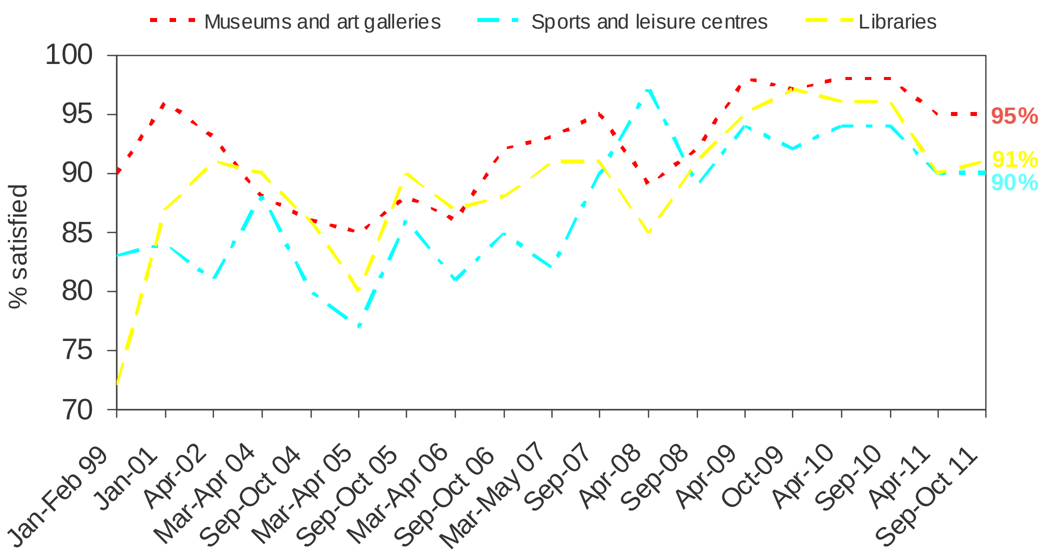
2.2.2 Non-universal services

Culture and leisure services

As already mentioned, perceptions of Glasgow's culture and leisure services were very positive, with at least nine in ten users of museums and galleries, libraries, and sports and leisure centres reporting satisfaction with these areas of provision.

Once again, levels of satisfaction with these services are stable compared to the last wave of the survey and the latest results continue to compare very favourably with those from similar local authority surveys Ipsos MORI has conducted (see tables A6 and A7 appendix A).

Figure 2.3: Trends in satisfaction with culture and leisure services

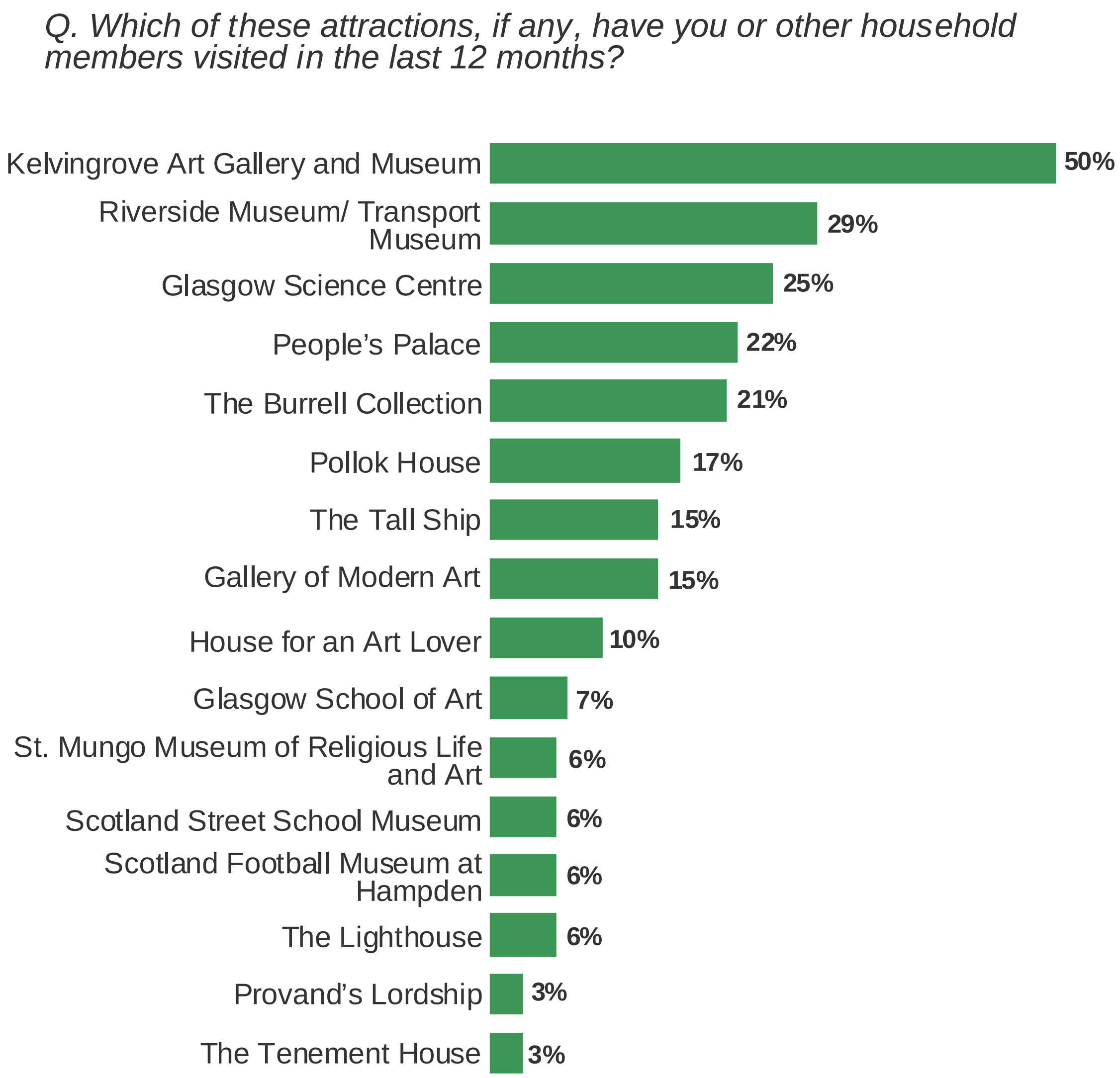


Base: All users

All respondents were asked an additional set of questions about Glasgow's museums and galleries. Specifically, they were asked which attractions they had visited in the last 12 months, what type of activities they engaged in during their visits and what would encourage them to visit museums and galleries more often.

As figure 2.4 shows, Kelvingrove Art Gallery and Museum emerged as the most widely visited attraction (half of respondents said they had been there in the last 12 months), followed by the Riverside Museum (29%), Glasgow Science Centre (25%), the People's Palace (22%) and the Burrell Collection (21%). Among the *least* popular attractions were Provand's Lordship (3%) and the Tenement House (3%). Almost a third of respondents had not visited *any* of Glasgow's museums and galleries in the last 12 months.

Figure 2.4: Museums and galleries visited in the last 12 months



Base: All respondents (1,013)

Respondents in the most deprived areas of the city were generally less likely than those in the least deprived areas to have visited the various attractions, as can be seen in table 2.3.

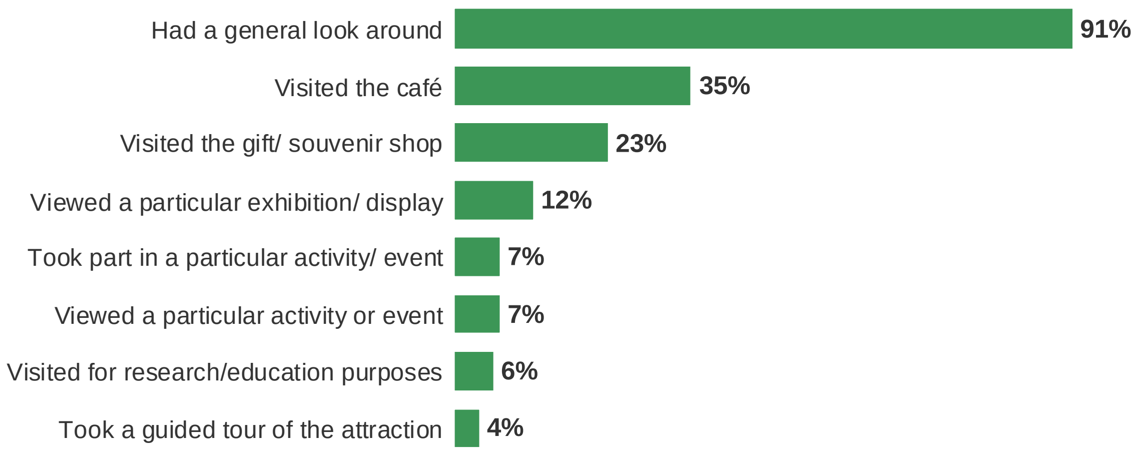
Table 2.3: Museums and galleries visited in the last 12 months, by deprivation

	Most deprived areas	Least deprived areas
	%	%
Kelvingrove Art Gallery & Museum	37	75
Riverside Museum	25	45
Glasgow Science Centre	18	31
People’s Palace	17	29
The Burrell Collection	14	29
Pollok House	12	20
Gallery of Modern Art	7	24
The Tall Ship	12	23
House for an Art Lover	5	17
Glasgow School of Art	2	7
The Hunterian	3	13
The Lighthouse	2	12
Scottish Football Museum	7	5
Scotland Street School Museum	3	7
St Mungo Museum of Religious Life & Art	5	5
Provand’s Lordship	1	3
The Tenement House	1	4
Base	*459*	*100*

In terms of the specific activities respondents engaged in during their visits to the various attractions, most said they simply had a look around (91%), while a third said they visited a café (35%) and around a quarter (23%) said they visited a gift shop. Relatively small proportions said they took part in or viewed an activity or event (7% in each case), or took a guided tour (4%).

Figure 2.5: Activities engaged in during visits to museums and galleries

Q. Which of these, if any, did you do during your visit to the attraction?

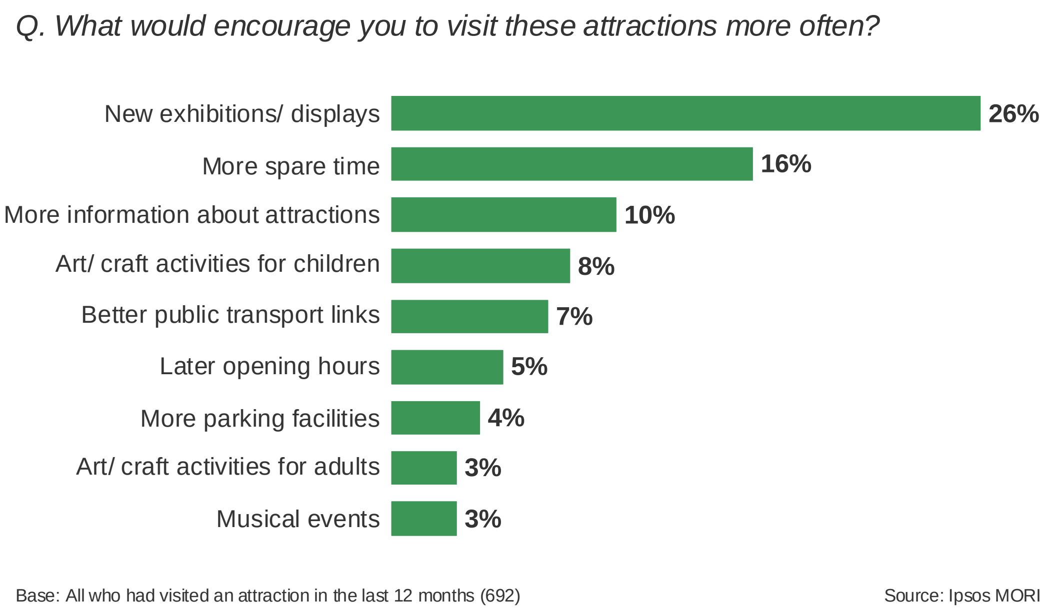


Base: All respondents who visited an attraction in the last 12 months (1,635) Source: Ipsos MORI

These findings were broadly replicated at the individual attraction level (see Appendix B). That said, visitors to the Science Centre and Scotland Street School were three times more likely than average to have taken part in an event or activity (20% and 18% compared with 7% overall). Visitors to the People's Palace and Pollok House, meanwhile, were among those most likely to have visited a café (47% and 42% compared with 35% overall).

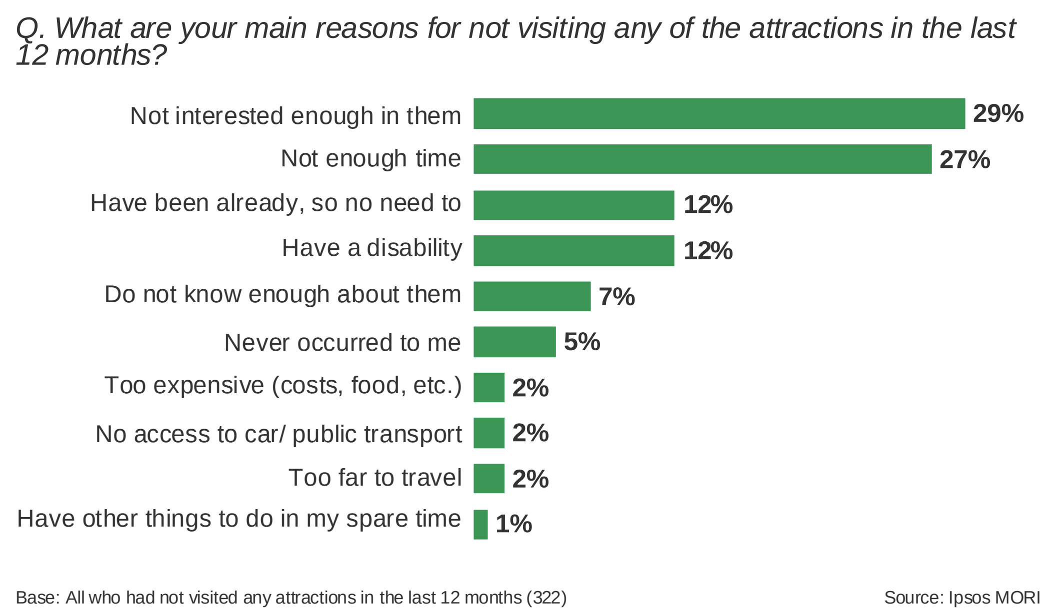
Respondents who had been to at least one of the attractions in the last 12 months were asked what would encourage them to visit museums and galleries more often. As figure 2.6 shows, the most common response, given by around a quarter (26%), was new exhibitions and displays. Meanwhile, 16% said they would visit attractions more often if they had more spare time, 10% said they would do so if they received more information about the attractions and a similar proportion (8%) said if there were more activities for children. No other single response was given by more than one in ten respondents.

Figure 2.6: "What would make you to visit these attractions more often"



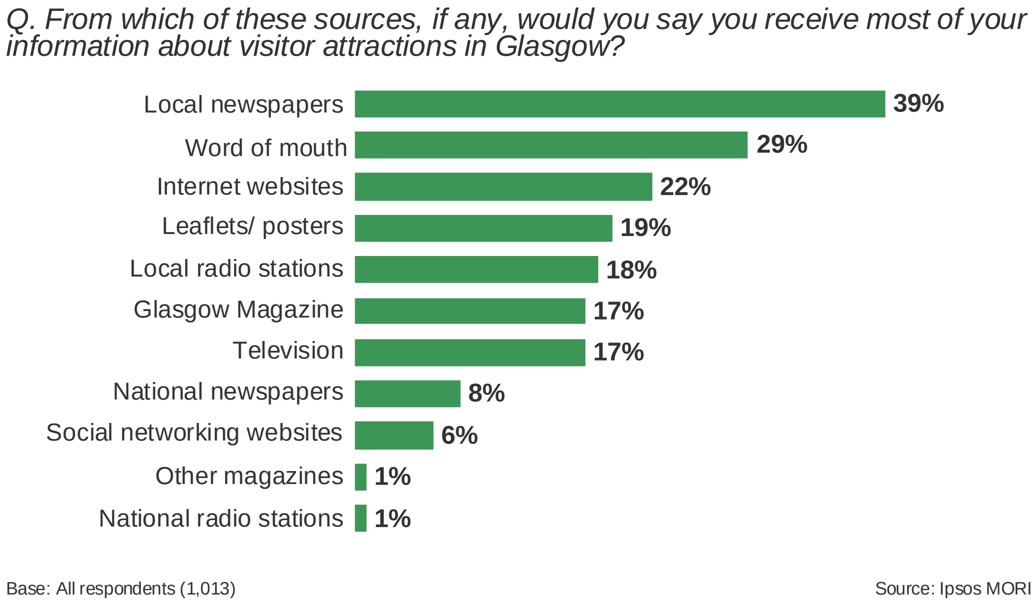
Respondents who had *not* visited any museums or galleries in the last 12 months were asked why this was the case. Around three in 10 (29%) said they were not interested in visiting and a similar proportion (27%) said they didn't have enough time. Half as many said that they had already been to the attractions and so didn't need to go again (12%) or that they had a disability that made getting around difficult (12%).

Figure 2.7: Reasons for not visiting attractions



All respondents were asked from which sources they received most of their information about visitor attractions in Glasgow. As figure 2.8 shows, the most common response was local newspapers (mentioned by 39%), followed by word of mouth (29%), internet websites (22%), leaflets and posters (19%), local radio stations (18%), the Glasgow magazine (17%) and television (17%).

Figure 2.8: Sources of information on attractions



Respondents aged 35 years and over were more likely than younger groups to mention newspapers and television, while younger groups were more likely to mention leaflets and posters, internet websites and social networking (table 2.4).

Table 2.4: Sources of information on attractions, by age

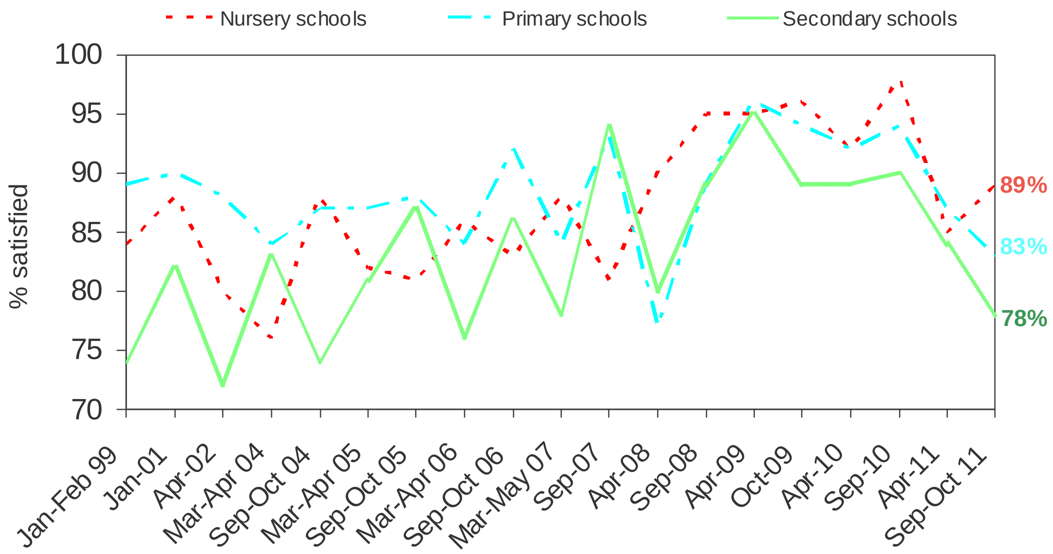
	16-24	25-34	35-54	55-64	65+
	%	%	%	%	%
Local newspapers	29	31	41	45	50
Word of mouth	23	31	29	34	28
Internet websites	33	30	20	17	5
Leaflets/posters	28	19	21	12	11
Local radio	12	19	23	14	13
TV	14	9	21	23	20
Glasgow magazine	10	16	19	12	23
National newspapers	4	6	9	11	11
Social networking	15	8	4	5	-
National radio	1	2	2	1	-
Other magazines	2	1	2	2	-
Base	*158*	*213*	*349*	*117*	*176*

There was further variation by socio-economic group: ABC1 respondents were more likely than C2DEs to say they receive their information from the Glasgow magazine (24% versus 12%), leaflets and posters (27% versus 15%), internet websites (30% versus 17%), social networking (12% versus 3%) and word of mouth (47% versus 27%). C2DE respondents, meanwhile, were more likely to say they receive their information from television (20% versus 10%).

Education services

Levels of satisfaction with nursery, primary and secondary schools were high and stable on the previous wave of the survey, despite falling slightly between autumn 2010 and the spring of this year. As such, the results continue to compare very favourably with those achieved by other city authorities recently (see tables A8 to A10 in Appendix A).

Figure 2.9: Trends in satisfaction with education services

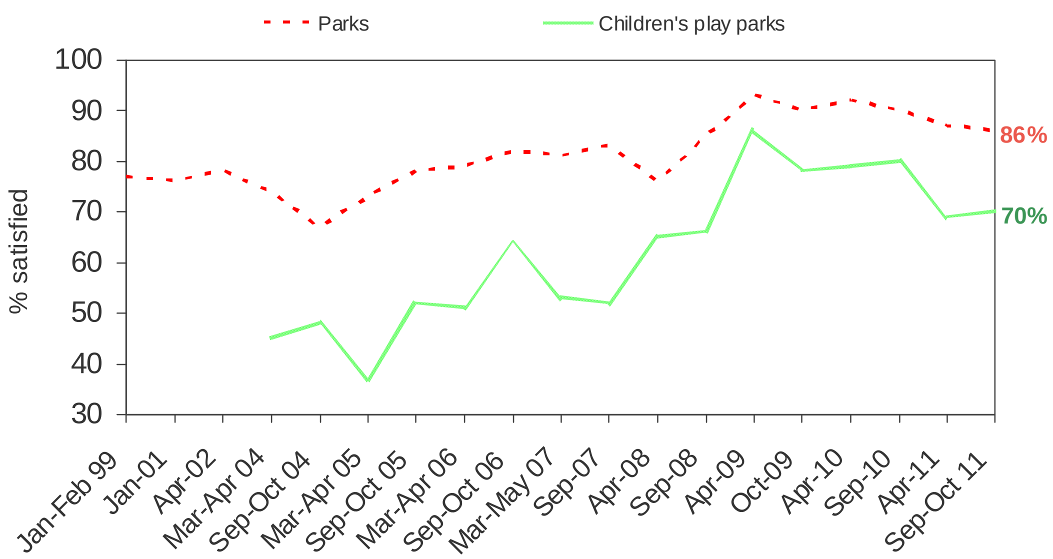


Base: All users

Parks and children's play parks

Once again, almost nine in ten users of parks and seven in ten users of children's play parks expressed satisfaction with these areas of provision. Both results are very much in line with equivalent scores recorded by Ipsos MORI in other local authority surveys (See table A11 in Appendix A).

Figure 2.10: Trends in satisfaction with parks and children's play parks



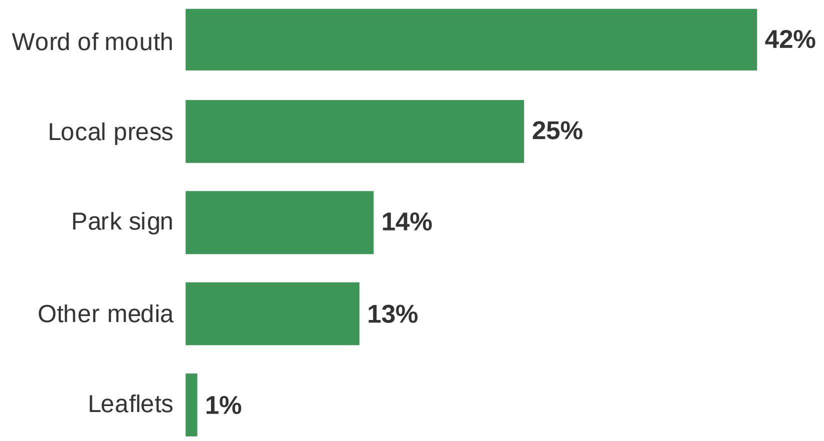
Base: All users

The Council recently introduced a ban on smoking in children's play parks as part of its drive towards a healthier Glasgow. Only around a quarter (23%) of respondents were aware of the ban. The figure was slightly higher among users of play parks (30%), compared with non-users (20%), and among residents living in the most deprived areas of the city (28%), compared with residents living in the least deprived areas (17%).

All those who were aware of the ban were asked where they had seen or heard anything about it. As figure 2.11 shows, the most common source was word of mouth (42%), followed by the local press (25%), park signs (14%), and other media (13%).

Figure 2.11: Sources of information on smoking ban in children's play parks

Q. Where have you seen or heard anything about this ban?

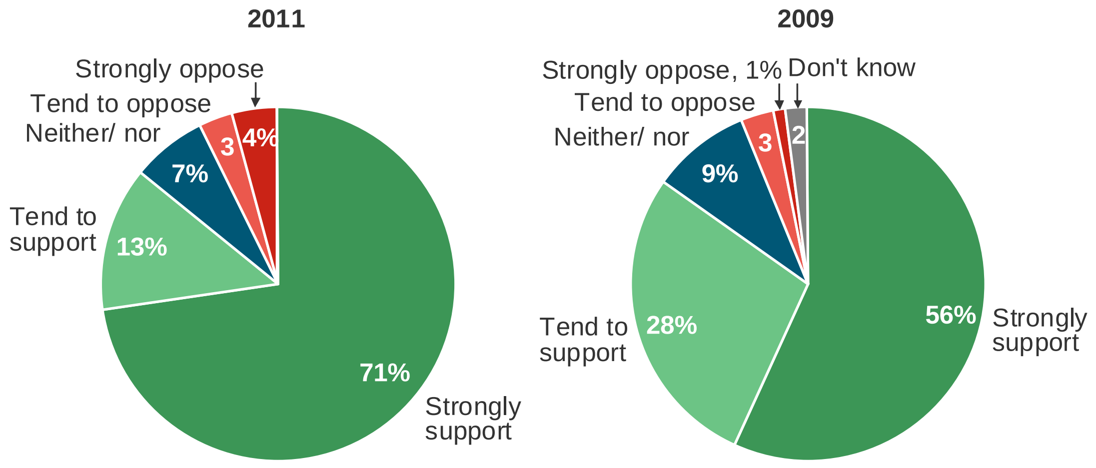


Base: All who were aware of the smoking ban in children's play parks (231) Source: Ipsos MORI

Eighty four percent of respondents said they supported the ban while just 7% said they opposed it. While these figures are identical to the comparable result recorded in autumn 2009, the proportion of respondents *strongly* supporting the ban has increased significantly, from 56% to 71% (figure 2.12).

Figure 2.12: Support and opposition for the smoking ban in children's play parks

Q. Do you support or oppose this ban on smoking in children's play parks?



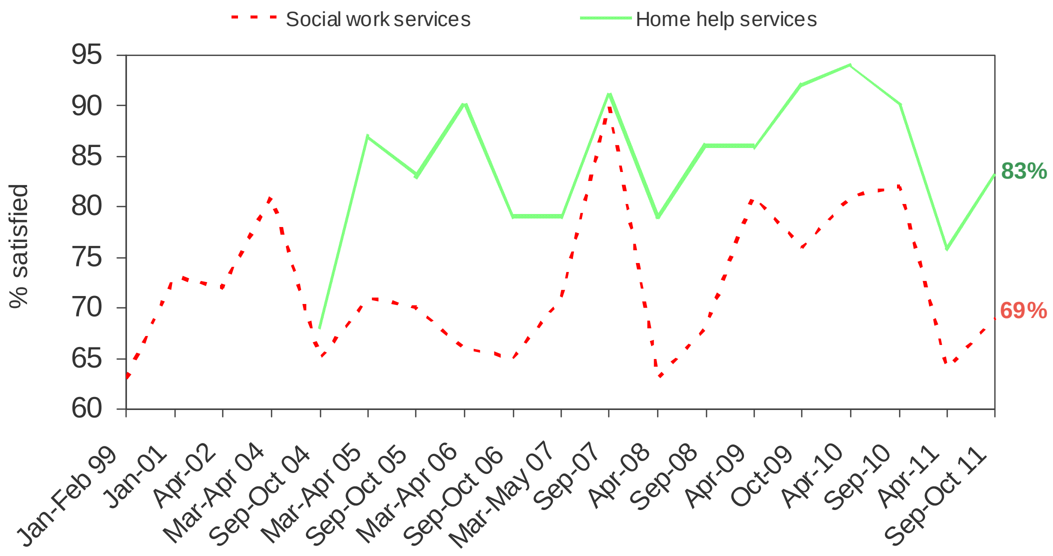
Base: All respondents (2011: 1,013; 2009: 1,010) Source: Ipsos MORI

Users of children's play parks were more likely than non-users to support the smoking ban (91% versus 84%).

Social care services

Levels of satisfaction with social work services and home help services have remained stable this wave of the survey, at 69% and 83% respectively. These figures should be treated as indicative rather than representative as the base sizes involved are very small.

Figure 2.13: Trends in satisfaction with social care services



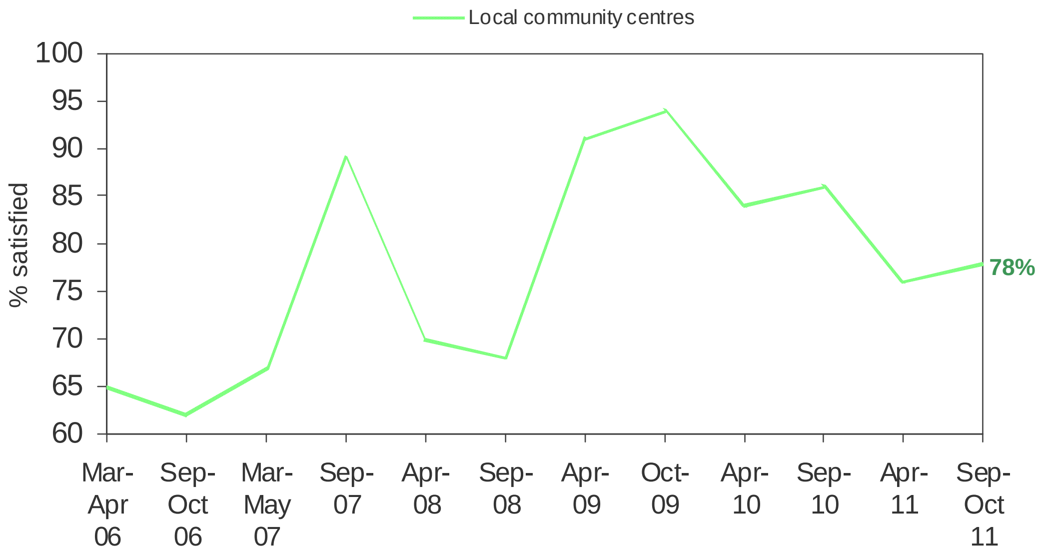
Base: All users

Ipsos MORI does not hold any recent normative data against which Glasgow's score for social work services can be benchmarked but the limited amount of data we hold for home help services suggests that Glasgow is a strong performer in this area of provision (see table A14 in Appendix A).

Community centres

Almost four in five (78%) users of community centres are happy with this area of provision, consistent with the trend established over previous waves of the survey. As in the case of social work services, however, the base size for community centres is very small and so the data should be treated with caution.

Figure 2.14: Trends in satisfaction with community centres



Base: All users

3 The Clean Glasgow campaign

The *Clean Glasgow* campaign was launched in February 2007 with the aim of making the city and every neighbourhood within it cleaner and safer.

3.1 Awareness of the campaign

Overall, just under two in five respondents (38%) said they were aware of the *Clean Glasgow* campaign. This is consistent with the result recorded in autumn 2010 (36%) when the question was last asked.

Awareness of the campaign was higher than average among:

- women (42% compared with 34% of men)
- people aged 35 to 64 years (44% compared with, for example, 32% of people aged 16 to 34 years)
- people living in the North East of the city (50% compared with, for example, 28% in Central & West were awareness was at its lowest).

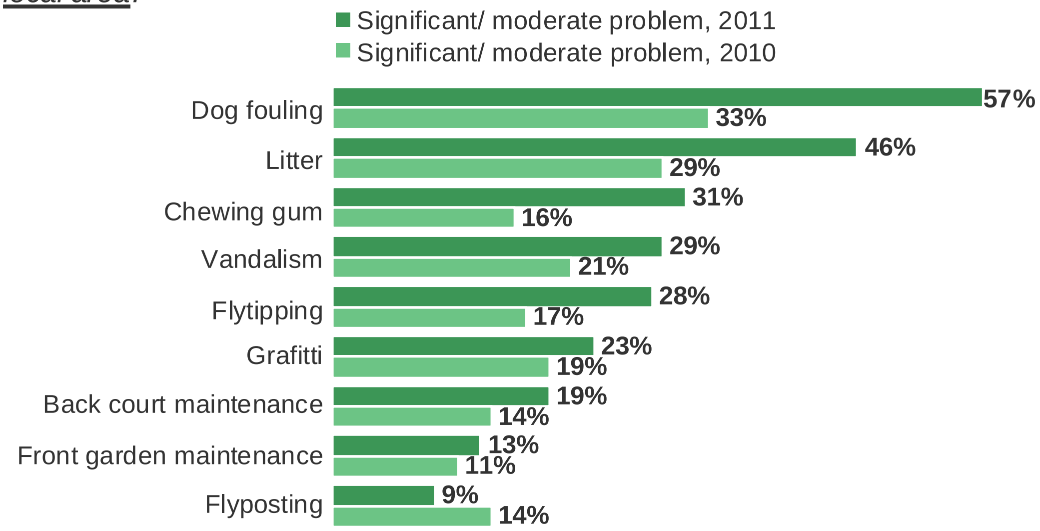
3.2 Environmental issues in the local area

To help measure the impact of the campaign, respondents were presented with a list of environmental issues and asked how much of a problem each was in their local area and whether each had improved or deteriorated over the last year.

The biggest perceived issues in local areas were dog fouling and litter, with 57% and 46% of respondents respectively identifying these as ‘significant’ or ‘moderate’ problems. The next biggest issues were chewing gum, vandalism and flytipping, each mentioned by around three in ten respondents, followed by graffiti (23%), back court maintenance (19%), front garden maintenance (13%) and flyposting (9%). While this rank ordering is the same as that observed over previous waves of the survey, there has, as figure 3.1 shows, been a general increase in the *numbers* of respondents identifying the various issues as problems.

Figure 3.1: Environmental issues in local areas, 2010 and 2011

Q. In your opinion, how much of an issue, or otherwise, are the following in your local area?



Base: All respondents (2011: 1,013; 2010: 1,002) Source: Ipsos MORI

A number of the issues were seen as more problematic in some areas than in others:

- litter was seen as a problem by a higher than average proportion of residents in Baillieston, Shettleston & Greater Easterhouse (56%), and Pollokshields & Southside Central (57%), compared with 46% overall
- flyposting was seen as a problem by a higher than average proportion of residents in East Centre & Calton (18%), compared with 10% overall
- flytipping was seen as a problem by a higher than average proportion of those in Pollokshields and Southside Central (39%), compared with 28% overall
- dog fouling was seen as problematic by a higher than average proportion of residents in Baillieston, Shettleston & Greater Easterhouse (69%), and Govan & Craigton (67%), compared with 57% overall
- back court maintenance was seen as problematic by a higher than average number of residents in East Centre & Calton (33%), Pollokshields & Southside Central (28%), and West (27%), compared with 19% overall.

However, the majority of respondents said that they had seen neither an improvement nor deterioration in the issues in their local area over the last year or so (table 3.1). The remainder of respondents were divided between viewing the problems as having improved or viewing them as having deteriorated. That said, in the case of dog fouling, over a quarter of respondents (27%) felt this had deteriorated, while just 17% felt it had improved.

Again, the results are a little less positive than those recorded in autumn 2010, when higher proportions of respondents felt that the issues of chewing gum, flyposting flytipping back court and front garden maintenance had improved in their local area (table 3.1).

Table 3.1: Perceived change in environmental problems in local areas over the last year or so, 2010 & 2011

	Significant improvement		Moderate improvement		Neither		Moderate deterioration		Significant deterioration	
	Sept '10	**Nov '11**	**Sept '10**	**Nov '11**	**Sept '10**	**Nov '11**	**Sept '10**	**Nov '11**	**Sept '10**	**Nov '11**
	%	%	%	%	%	%	%	%	%	%
Litter	1	1	19	17	53	60	8	11	3	6
Graffiti	1	2	17	15	57	68	6	8	2	2
Chewing gum	1	1	15	8	58	75	5	8	2	3
Flyposting	1	1	14	6	59	81	5	5	2	1
Flytipping	1	1	15	9	58	71	6	9	3	5
Dog fouling	1	2	15	15	53	52	10	14	4	13
Vandalism	1	1	15	15	57	67	6	8	3	4
Back court maintenance	1	2	15	8	59	63	5	6	3	5
Front garden maintenance	1	2	14	8	59	72	5	5	3	3

Base: Sept 2010: 1,002; Nov 2011 : 1,013

Looking at the results by CPA area:

- residents in Baillieston, Shettleston & Greater Easterhouse (27%), East Centre & Calton (27%) and the North East (28%) were more likely than average to say that the problem of litter had improved over the last year or so, compared with 19% overall
- residents in the North East were more likely than average to say that the problem of graffiti had improved (30% compared with 17% overall), while those in Langside & Linn were more likely to say it had deteriorated (23% compared with 10% overall)
- residents in Govan & Craigton were more likely than average to say that the problem of chewing gum had improved (15% compared with 9% overall)

- residents in Langside & Linn (11%) and Pollokshields & Southside Central (10%) were more likely than average to say that the problem of flyposting had deteriorated, compared with 6% overall
- residents in the North East were more likely than average to say that the problem of flytipping had improved (16% compared with 10% overall), while those in Pollokshields & Southside Central were more likely to say it had deteriorated (28% compared with 14% overall)
- residents in Baillieston, Shettleston & Greater Easterhouse (25%), and Maryhill, Kelvin & Canal (26%) were more likely than average to say that the problem of dog fouling had improved, compared with 17% overall. Those in the North East (41%) were more likely to say it had deteriorated, compared with 27% overall
- residents in the East Centre & Calton (26%), and North East (30%) were more likely than average to say that the problem of vandalism had improved, compared to 17% overall
- residents in the East Centre & Calton were more likely than average to say that back court and front garden maintenance had improved (19% and 21% compared with 10% and 10%), while those in Govan & Craigton were more likely to perceive deterioration (18% and 13% compared with 12% and 7%).

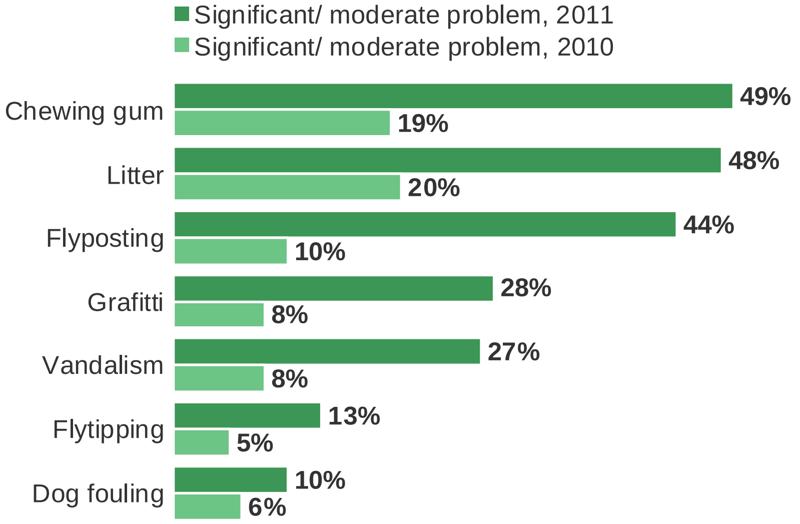
3.3 Environmental issues in the city centre

The same set of questions was put to respondents in relation to the city centre. Again, and as figure 3.2 shows, chewing gum and litter emerged as two of the most problematic issues (49% and 48% respectively regarded these are problems), followed by flyposting and graffiti (44% and 28%). Dog fouling was seen as much less of an issue in the city centre than in local areas, although one in ten respondents still identified it as a significant or moderate problem.

Compared with autumn 2010, significantly higher proportions of respondents this wave identified each of the issues as problems. The biggest increases were for flyposting, mentioned by four times as many respondents this wave (44% compared with 9%), and chewing gum, mentioned by three times as many (49% compared with 15%).

Figure 3.2: Environmental issues in the city centre, 2010 and 2011

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



Base: All respondents (2011: 1,013; 2010: 1,002) Source: Ipsos MORI

In terms of perceived change over the last year, again most respondents felt that the issues had neither improved nor deteriorated. Those remaining were a little more likely to say things had improved than deteriorated. The biggest perceived improvements were for litter (a total of 22% felt this has significantly or moderately improved) and graffiti (20%).

As with the findings for local areas, the results are a little less positive than in autumn 2010, when significantly more respondents perceived improvements in each of the issues and significantly fewer perceived deterioration (table 3.2).

Table 3.2: Perceived change in environmental problems in the city centre over the last the last year or so, 2010 & 2011

	Significant improvement		Moderate improvement		Neither		Moderate deterioration		Significant deterioration	
	Sept '10	**Nov '11**	**Sept '10**	**Nov '11**	**Sept '10**	**Nov '11**	**Sept '10**	**Nov '11**	**Sept '10**	**Nov '11**
	%	%	%	%	%	%	%	%	%	%
Litter	2	2	38	20	20	47	2	11	1	15
Graffiti	1	2	22	18	24	54	2	8	1	17
Chewing gum	2	1	25	16	30	52	3	9	1	17
Flyposting	3	1	26	14	32	52	2	12	1	17
Flytipping	2	1	17	8	35	65	1	5	1	18
Dog fouling	2	2	20	9	33	65	2	6	*	17
Vandalism	2	1	23	15	32	58	2	7	*	17

Base: Sept 2010: 1,002; Nov 2011 : 1,013

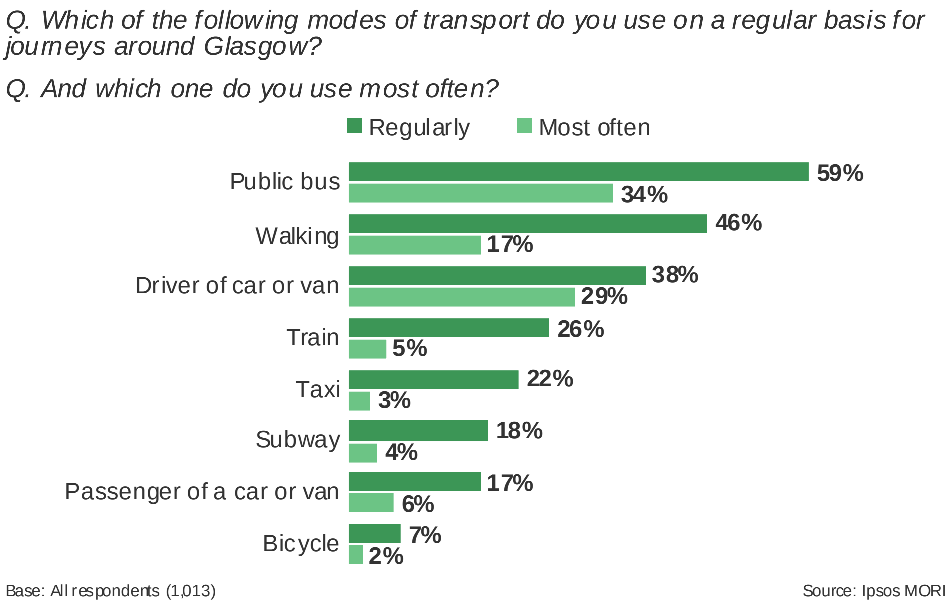
4 Cycling in the city

This section begins by looking at the different modes of transport used by residents for journeys around Glasgow, before examining their cycling behaviour in detail. Specifically, it considers how often residents cycle, their main reasons for cycling and what would encourage them to cycle more often.

4.1 Modes of transport

When asked about the modes of transport they used on a regular basis for journeys around Glasgow, the majority (59%) of respondents said that they used the bus, just under half (46%) said they made journeys on foot and 38% said they use a car or van. Around a quarter said they regularly used the train (26%) and taxis (22%), while smaller proportions said they travelled on the subway (18%) or as a passenger in a car or van (17%). Only 7% said that they cycled on a regular basis (figure 4.1).

Figure 4.1: Modes of transport used regularly for journeys around Glasgow



There has been a notable decrease in the proportion of respondents saying that they regularly travel by bus (from 70% to 59%) and taxis (from 29% to 22%) since autumn 2005, when the question was last asked. At the same time, there have been increases in the proportions saying that they walk (from 34% to 46%), use the train (from 18% to 26%) and cycle (from 4% to 7%).

There were a few differences in the results by age. Specifically:

- younger respondents (those aged between 16 and 24 years) were on average more likely to say that they walked (61% versus 46% overall) or used the subway (30% versus 18% overall)
- a higher than average proportion of those aged between 35 and 54 years said that they drove (50% versus 38% overall) or took the train (30% versus 26% overall)
- older respondents (those aged 65 and over) were on average more likely to say that they travelled by bus (72% versus 59% overall) or as a passenger in a car or van (24% versus 17%).

There was further variation in the results by socio-economic group. Those belonging to socio-economic groups C2DE were more likely than those belonging to socio-economic groups ABC1 to say that they travelled by bus on a regular basis (65% versus 51% respectively). Conversely, those belonging to socio-economic groups ABC1 were more likely than those belonging to socio-economic groups C2DE to say that they use other transport modes (table 4.1).

Table 4.1: Modes of transport used regularly, by socio-economic group

	ABC1	**C2DE**
	%	%
Public bus	51	65
Walking	53	42
Driver of a car or van	52	28
Train	36	19
Subway	28	11
Bicycle	12	4
Base	*388*	*621*

All respondents were also asked to identify the mode of transport they used *most* often. While the most common response remained the bus (mentioned by 34%), the ranking of other modes changed slightly, as figure 4.1 shows. Specifically, driving emerged as the second most common response (29%), followed by walking (17%), travelling as a passenger in a car or van (6%), the train (5%), the subway (4%), taxis (3%) and cycling (2%) respectively.

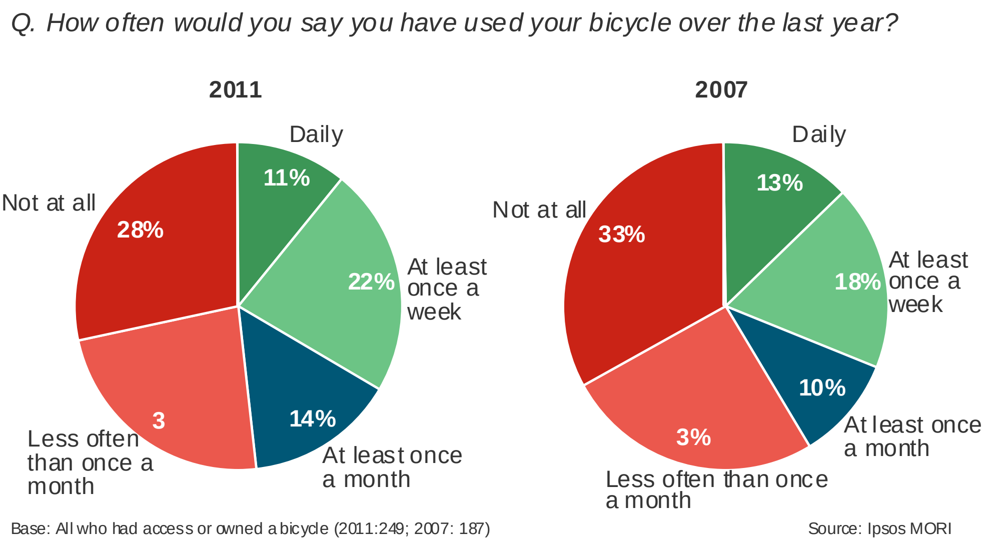
4.2 Cycling behaviour

Around a quarter (26%) of respondents said that they owned or had access to a bicycle; an increase of seven percentage points since spring 2007 when the question was last asked. Access to a bicycle was more common among:

- men (29% compared with 23% of women)
- respondents aged between 35 and 54 years (35% compared with 26% overall)
- those belonging to socio-economic groups ABC1 (37% compared with 18% of those belonging to socio-economic groups C2DE)
- those living in households with children aged under 16 (39% compared with 21% of those living in households with no children).

A third (33%) of those who had access to a bicycle said that they had cycled at least once a week in the last year, while 14% said that they had done so at least once a month. Around one in five (23%) said they had used their bicycles less often than once a month and 27% said they had not cycled at all in the last 12 months. These results are consistent with the comparable findings from 2007 (figure 4.2).

Figure 4.2: Frequency of cycling, 2007 & 2011

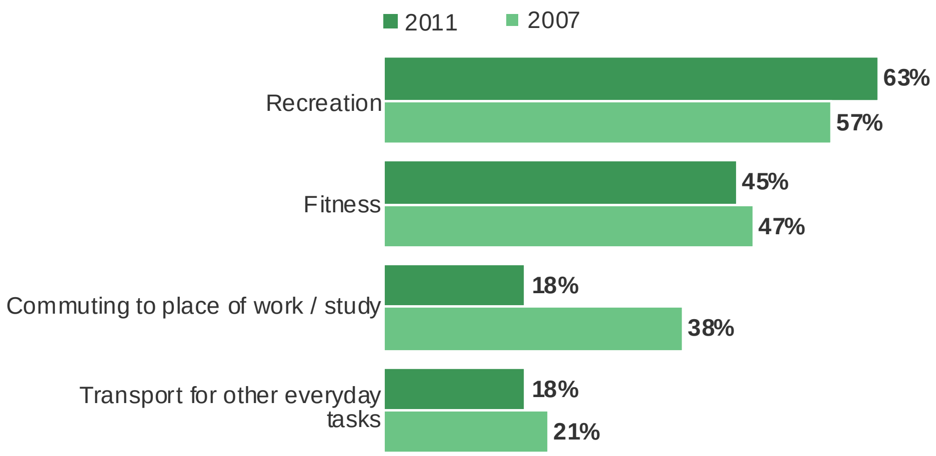


Female bicycle owners were more likely than their male counterparts to say that they had not cycled at all in the last year (34% versus 22% respectively), and those belonging to socio-economic groups C2DE were more likely to do so than those belonging socio-economic groups ABC1 (34% versus 22% respectively).

Of those who *had* cycled in the last year, just over three in five (63%) cycled for recreational purposes, while 45% did so to keep fit (figure 4.3). Smaller proportions said that they used their bicycles to commute, or for other everyday tasks such as shopping (18% in each case). These findings are broadly in line with the comparable findings from 2007, although there has been a notable decrease in the proportion saying that they *commute* by bicycle (from 38% to 18%).

Figure 4.3: Reasons for cycling, 2007 & 2011

Q. For which of these reasons do you cycle?



Base: All who had cycled in the last 12 months (2011:175; 2007:124) Source: Ipsos MORI

Those who had cycled in the last year were also asked to give their *main* reason for cycling. The most common response remained recreation (45%), followed by fitness (27%), commuting (13%) and transport for other everyday tasks (13%) respectively.

Female cyclists were more likely than their male counterparts to say that they mainly cycled for recreational purposes (57% versus 37% respectively), while male cyclists were more likely to say that they used their bicycles for everyday tasks such as shopping (18% versus 7% respectively).

4.3 Encouraging residents to cycle

All respondents were asked (unprompted) to consider what would encourage them to cycle more often or to take up cycling. The majority (53%) said they were simply not interested in cycling more than they currently do. This figure rises to 58% among women, to 61% among those who had not cycled in the last year, to 62% among those belonging to socio-economic groups C2DE and to 86% among those aged 65 and older.

In terms of those who *did* mention a change that would encourage them to cycle more, around one in ten mentioned improvements to on-road and off-road cycle lanes (15% and 9% respectively). Smaller proportions mentioned less or slower traffic (5%), more considerate driver behaviour (5%) and better road surfaces (5%) (table 4.2).

Table 4.2: Changes that would encourage residents to cycle, top ten responses

	Would encourage cycling	**Single improvement most likely to encourage cycling**
	%	%
Improvements to on-road cycle lanes	15	13
Improvements to off-road cycle lanes	9	7
Less / slower traffic	5	5
More considerate driver behaviour	5	3
Better road surfaces	5	3
Better health	3	–
Having access to a bicycle	3	3
More affordable bicycle equipment	2	2
Cycle training	2	2
Improvements to cycle parking facilities	2	1
Base: All	*1,013*	*1,013*

There were some notable differences by Community Planning Area:

- respondents in Central and West were on average more likely to mention improvements to on-road cycle lanes (27% versus 15% overall)
- those in the West were also more likely than the sample as a whole to mention improvements to off-road cycle lanes (18% versus 9% overall)
- a higher than average proportion of those in Baillieston, Shettleston & Greater Easterhouse mentioned more considerate driver behaviour (9% versus 5% overall) and better road surfaces (11% versus 5%).

As can be seen in the second column of table 4.2, when respondents were asked to identify the *single* improvement that would most encourage them to cycle more, the top 10 responses remain largely unchanged, with the exception of better health which no longer registered.

5 Online Council Tax and Housing Benefit services

The survey included a set of questions on online Council Tax or Housing Benefits services. These questions were put only to respondents who said that their household was entitled to these types of benefits (43% of the sample). A further question was placed in the survey to examine respondents' appetite for additional online services that could be provided by the Council Tax and Benefits Division. This question was asked of *all* respondents.

5.1 Awareness and use of online services

Awareness of online services provided by the Council Tax and Housing Benefits Division was generally low. Only around two in five (41%) of those asked were aware that they could check their entitlement to Council Tax and Housing Benefits online, while the majority (58%) were *un*aware of this service. Awareness of the option to apply for benefits online was lower still: less than a third (31%) of those asked were aware of this service while 68% were unaware.

As might be expected, respondents aged 65 and over were less likely than average to say that they were aware of the online facilities for checking their entitlement to benefits (24% compared with 41% overall) and for making a benefits application (14% compared with 31% overall).

Of all those who were aware that they could check their entitlement to benefits online, only around a third (35%) had used this service. Similarly, just under a third (31%) of those who were aware that they could apply for benefits online had done so.

As table 5.1 shows, the main reasons respondents gave for not using these services were that they had checked their entitlement to benefits or applied for benefits elsewhere (29% and 30% respectively) and that they preferred to access the services in person (23% in the case of checking entitlements and 29% in the case of applying for benefits). Significant proportions also said that they did not have access to the internet (28% and 19% respectively).

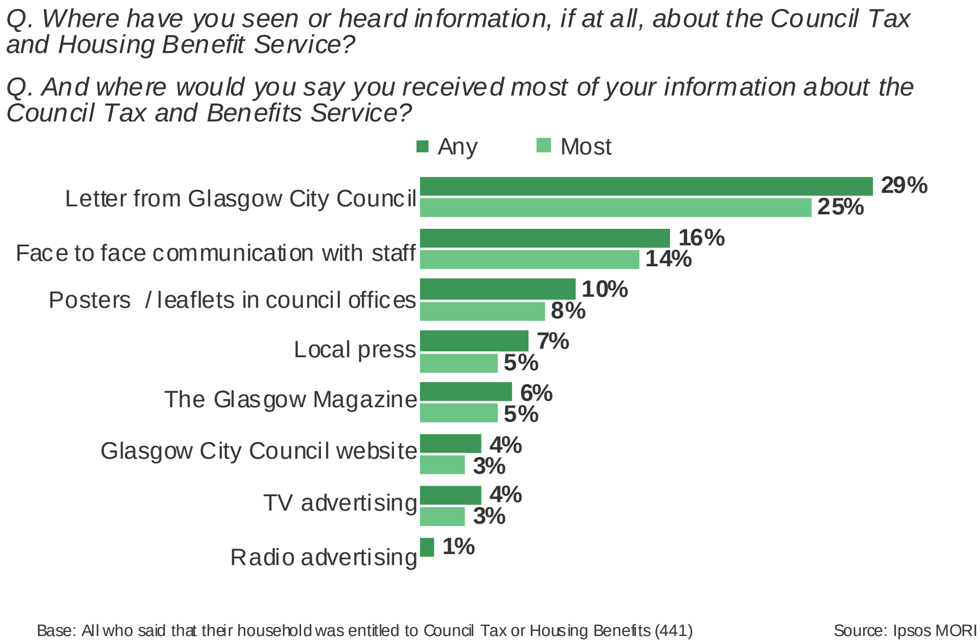
Table 5.1: Reasons given for not using online services

	Checking entitlement to benefits	Applying for benefits
	%	%
Checked my entitlement to / applied for benefits elsewhere	29	30
Prefer to visit the office	23	29
No internet access	28	19
No need to	4	5
Base: All who were aware of the service but had not used it	*116*	*95*

5.2 Sources of information

All respondents who said that their household was entitled to Council Tax or Housing Benefits were also asked from which sources they received information about the Council Tax and Housing Benefits Division. As figure 5.1 shows, the most common sources were letters from the Council (mentioned by 29%), face-to-face communication with staff (16%) and posters or leaflets in Council offices (10%). No other single source was mentioned by more than one in ten respondents.

Figure 5.1: Sources of information about the Council Tax and Housing Benefits Division, top responses

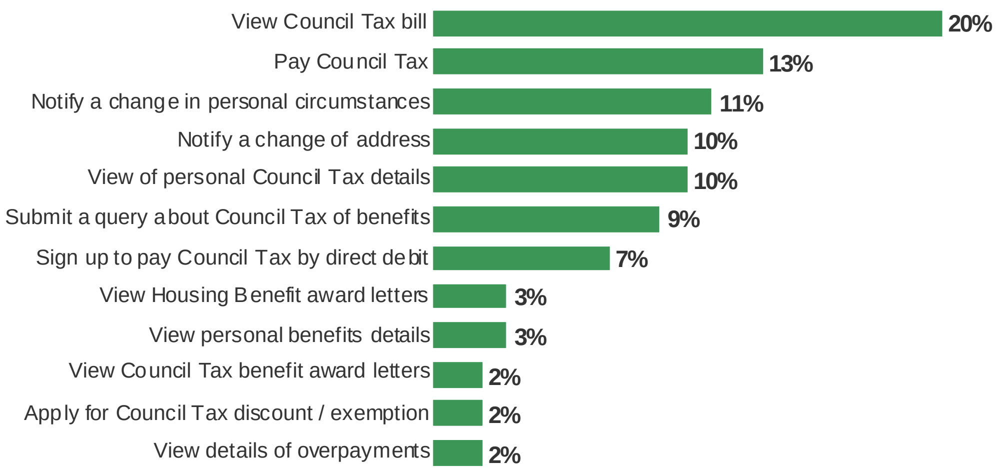


5.3 Future online services

All respondents were asked to identify, from a pre-defined list[1], the two or three services that they would most like to access online. As figure 5.2 shows, the most common response was a facility to view Council Tax bills online (mentioned by 20%), followed by online facilities for paying Council Tax (13%), notifying the Council of a change in personal circumstances (11%) or address (10%) and viewing personal Council Tax details (10%).

Figure 5.2: Appetite for new online services that could be provided by the Council Tax and Housing Benefits division

Q. Which two or three services, if any, would you like to access online?



Base: All respondents (1,013) Source: Ipsos MORI

[1] The list varied depending on whether or not the respondent said that their household was entitled to Council Tax or Housing Benefits. Those who said that their household *was* entitled to these benefits were presented with the full list of potential services, while those who said that their household was not entitled were presented with a shorter list that excluded services relating to benefits.

6 Electoral registration

This final section of the report examines the proportion of respondents who were registered to vote in the 2012 local council elections and the methods they used to register. It also looks at why some residents have not registered and whether any improvements could be made to the registration process.

6.1 Electoral registration

While the majority of respondents (81%) said that they had registered to vote in the 2012 local elections, around one in ten (15%) said that they had not. As table 6.1 shows, these findings are very much in line with the comparable results from 2010, when the same question was asked in relation to the 2011 Scottish Parliament election.

Table 6.1: Electoral registration, 2010 & 2011

	Spring 2010	Autumn 2010	Autumn 2011
% registered to vote	80	79	81
% not registered to vote	19	20	15
Base: All respondents	*1,000*	*1,002*	*1,013*

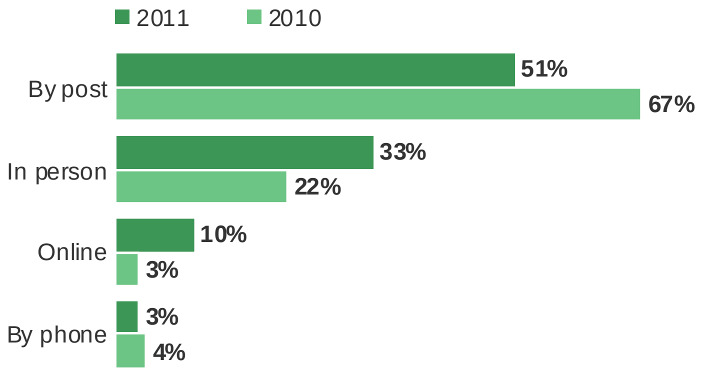
As in 2010, the following groups of respondents were *less* likely than average to say that they had registered:

- those aged 34 and under (61% compared with 94% of those aged 35 and over)
- those who lived in the most deprived areas in the city (79% compared with 95% of those who lived in the least deprived areas)
- people belonging to BME groups (50% compared to 81% of the sample as a whole).

Respondents who *had* registered were asked about the methods they used to do this. Around half (51%) said that they had registered by post, while a third (33%) said that they registered in person, 10% said online and 3% said by telephone. Since autumn 2010, there has been a decrease in the proportion saying by post and increases in the proportions saying in person or online (figure 6.1).

Figure 6.1: Methods used to register to vote, 2010 & 2011

Q. Which of these methods did you use to register to vote?



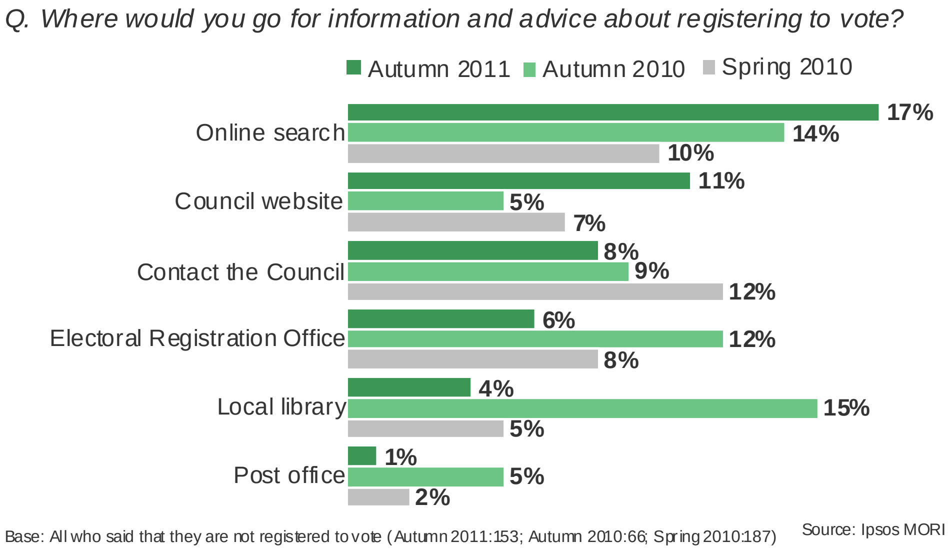
Base: All who said that they are registered to vote (2011: 826; 2010: 793) Source: Ipsos MORI

There was some variation in the results by socio-economic group: Respondents belonging to socio-economic groups C2DE were more likely than those belonging to socio-economic groups ABC1 to say that they had registered by post (57% versus 43% respectively), while ABC1s were more likely to say that they had used the online method (16% versus 5%).

Respondents who had *not* registered to vote were asked why this was the case. Around a third (30%) said that they did not want to register and / or vote, 20% said that they were not eligible to vote, 11% said that they did not know how to register and the same proportion said that they were not aware that they had to do so. A further 7% said that that they simply had not returned or completed the registration form yet. Other reasons were mentioned by less than 5% of respondents.

These respondents were also asked where they would go if they required information and advice on how to register. Almost a third (29%) said that they would not require such information, while around a quarter (23%) said that they would not know where to go. Meanwhile, 17% mentioned the internet and 11% mentioned the Council's website specifically. No other response was given by more than one in ten respondents. Compared with the autumn 2010 findings, there has been a notable decrease in the proportion saying that they would seek information from a local library (4% compared with 15%) (figure 6.2).

Figure 6.2: Sources of information on registering to vote, 2010 & 2011



6.2 Improvements to the registration process

All respondents, whether or not they had registered, were asked to consider what, if anything, could be done to make registration easier. As in 2010, the findings suggest that residents are broadly happy with the current process, with around three in five (63%) saying that nothing could be done to make it easier. Meanwhile, the most commonly suggested improvement was online registration (mentioned by 6%). Other suggestions were made by 1% of respondents or fewer.

Appendix A: Normative data

Universal services

Refuse Collection

Table A1: Satisfaction with refuse collection – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-July 2010	91	5
Brent	May-Aug 2009	86	7
Westminster	Nov 2009-Feb 2010	85	4
Sutton	Oct-Nov 2009	80	9
Glasgow	*Sept-Oct 2011*	*67*	*24*

Road maintenance

Table A2: Satisfaction with road maintenance – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Westminster	Nov 2009-Feb 2010	69	14
Sutton	Oct-Nov 2009	53	30
Sunderland	May-July 2010	51	37
Glasgow	*Sept-Oct 2011*	*21*	*65*

Pavement maintenance

Table A3: Satisfaction with pavement maintenance – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Westminster	Nov 2009-Feb 2010	70	16
Sunderland*	May-July 2010	59	30
Sutton	Oct-Nov 2009	50	29
Glasgow	*Sept-Oct 2011*	*40*	*42*

**This survey asked about ‘footpaths’ rather than ‘pavements’*

Street cleaning

Table A4: Satisfaction with street cleaning – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Westminster*	Nov 2009-Feb 2010	88	5
Brent*	May-Aug 2009	79	12
Sunderland	May-July 2010	74	19
Sutton	Oct-Nov 2009	70	16
Glasgow	*Sept-Oct 2011*	*65*	*24*

**These surveys asked about 'street sweeping' rather than 'street cleaning'*

Street lighting

Table A5: Satisfaction with street lighting – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-July 2010	92	5
Brent	May-Aug 2009	85	8
Westminster	Nov 2009-Feb 2010	84	8
Sutton	Oct-Nov 2009	81	7
Glasgow	*Sept-Oct 2011*	*81*	*11*

Non universal services

Libraries

Table A6: Satisfaction with libraries – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Glasgow	*Oct-Nov 2011*	*91*	*3*
Westminster	Nov 2009-Feb 2010	88	3
Sutton	Oct-Nov 2009	88	3
Brent	May-Aug 2009	84	8

Sports and leisure centres

Table A7: Satisfaction with sports and leisure centres – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Glasgow	*Sept-Oct 2011*	*90*	*5*
Westminster*	Nov 2009-Feb 2010	80	7
Sunderland**	May-July 2010	76	13
Brent	May-Aug 2009	71	15

**The Westminster survey asked about 'swimming pools and sports facilities'*

***The Sunderland survey asked about 'leisure centres'*

Nursery schools

Table A8: Satisfaction with nursery schools – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Glasgow	*Sept-Oct 2011*	*89*	*2*
Brent*	May-Aug 2009	73	12
Westminster	Nov 2009-Feb 2010	70	9

**This survey asked about 'children's centres and nurseries'*

Primary schools

Table A9: Satisfaction with primary schools – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-July 2010	91	3
Glasgow	*Sept-Oct 2011*	*84*	*6*
Westminster	Nov 2009-Feb 2010	87	9
Brent	May-Aug 2009	79	10

Secondary schools

Table A10: Satisfaction with secondary schools – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-July 2010	87	9
Glasgow	*Sept-Oct 2011*	*78*	*10*
Westminster	Nov 2009-Feb 2010	81	12
Brent	May-Aug 2009	70	16

Parks

Table A11: Satisfaction with parks – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sutton*	Oct-Nov 2009	89	5
Westminster*	Nov 2009-Feb 2010	89	5
Glasgow	*Sept-Oct 2011*	*86*	*8*
Brent	May-Aug 2009	86	6
Sunderland	May-July 2010	74	19

** These survey asked about parks and open spaces*

Children's play parks

Table A12: Satisfaction with play parks – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Glasgow	*Sept-Oct 2011*	*70*	*21*
Sunderland*	May-July 2010	59	30

**This survey asked about children's playgrounds*

Home help services

Table A14: Satisfaction with home help services – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Glasgow	*Sept-Oct 2011*	*83*	*7*
Sunderland*	May-July 2010	73	11
Brent**	May-July 2010	43	13

**This survey asked about 'services that help disabled or frail adults at home'*
***This survey asked about 'home helps and home care'*

Appendix B: Activities engaged in by visitors to Glasgow's museums/galleries

	Kelvingrove	Riverside	Science Centre	People's Palace	Burrell	Pollok House	GOMA	Tall Ship	Football Museum	House for an Art lover	St Mungo	Scotland St School	Hunterian	GSA	The Lighthouse	Provand's Lordship	Tenement House
	%	%	%	%	%	%	%	%	%	%	%	%	%	N	N	N	N
Had a general look around	95	97	92	93	90	87	89	93	83	74	97	82	89	23	20	15	12
Viewed a particular exhibition / display	13	11	14	8	12	10	17	12	18	4	12	15	18	6	4	-	-
Took part in an activity or event	3	3	20	3	5	12	4	8	4	4	6	18	6	4	1	1	2
Viewed a particular activity or event	7	5	13	5	4	3	6	3	12	2	6	14	8	2	6	-	-
Visited for research / education purposes	4	3	11	6	8	7	4	4	10	6	3	8	12	2	2	1	-
Visited the café	37	34	37	47	39	42	23	19	33	65	44	19	15	7	7	-	2
Visited the gift / souvenir shop	26	25	25	24	31	29	16	22	23	29	18	12	11	2	1	1	1
Took a guided tour of the attraction	2	3	5	5	4	9	-	2	17	4	-	11	3	1	1	-	-
Other	-	-	-	-	-	-	-	-	3	2	-	-	-	1	-	-	-
Don't know	-	-	-	-	1	-	-	-	-	2	-	-	-	-	-	-	-
Base: All who had visited the attraction in the last 12 months	*379*	*197*	*175*	*163*	*140*	*106*	*95*	*91*	*49*	*47*	*41*	*38*	*32*	*29*	*24*	*15*	*12*

Appendix C: Topline results

- Results are based on a survey of 1,013 Glasgow residents conducted face-to-face, in home between 3rd September and 16th October 2011.
- Data are weighted by age, gender and CPA area using 2010 ONS mid-year estimates.
- An asterisk (*) indicates a percentage of less that 0.5% but greater than zero. Where percentages do not add up to 100, this may be due to computer rounding, multiple responses, or the exclusion of don't know categories.
- All figures are percentages based on the total sample (1,013) unless otherwise stated.
- For questions where the number of respondents is less than 30 the number of respondents (N) rather than the percentage is given.

Use and satisfaction with council services

Q1 SHOWCARD A (R) **Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council?**
SINGLE CODE.

	%
Very satisfied	13
Fairly satisfied	60
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	8
Very dissatisfied	4
Don't know	1

1.

Q2 SHOWCARD B (R) **Which of these services provided by Glasgow City Council, or its partners, if any, have you or any other household members used in the last year or so? Just read out the letters that apply.**
MULTICODE.

		%
A	Nursery schools	9
B	Primary schools	20
C	Secondary schools	15
D	Parks	58
E	Children's play parks	24
F	Museums and galleries	45
G	Sports and leisure centres	43
H	Libraries	47
I	Social work services	10
J	Local community centres	9
K	Home help service	4
	None of these	13
	Don't know	-

2.

ONLY SHOW CODES A-G IF RESPONDENT HAS USED THESE SERVICES AT Q2 (CODES 1-11)

Q3 SHOWCARD C (R) **I am going to read out a number of different services that are provided in this area by the Council, or its partners. 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.**
READ OUT. RANDOMISE ORDER. SINGLE CODE EACH ROW.

	Base: All who had used service in the last year	Very Satisfied	Fairly Satisfied	Neither sat nor dissat	Fairly dissatisfied	Very dissatisfied	Don't know
		%	%	%	%	%	%
a	Nursery schools (89)	62	27	4	1	1	5
b	Primary schools (201)	46	38	7	4	2	2
c	Secondary schools (149)	38	40	12	5	2	3
d	Children's play parks (238)	24	46	9	15	6	-
e	Social work services (99)	35	34	8	6	13	4
f	Local community centres (100)	26	52	9	4	1	9
g	Home help service (44)	51	32	5	-	7	4
h	Parks (582)	39	47	5	6	2	1
i	Museums and galleries (439)	64	31	2	1	1	1
j	Sports and leisure centres (433)	41	49	4	4	1	1
k	Libraries (466)	46	45	5	2	1	1
	Base: All respondents (1,013)						
l	Road maintenance	4	17	13	20	45	2
m	Refuse collection	20	47	7	12	12	1
n	Street lighting	26	55	8	7	4	1
o	Street cleaning	13	52	11	15	9	*
p	Pavement maintenance	6	34	17	22	20	1

Visitor attractions

ASK ALL

The next few questions are about attractions in Glasgow.

Q4 SHOWCARD D (R) **Which of these attractions, if any, have you or other household members visited in the last 12 months?**
MULTICODE.

	%
Kelvingrove Art Gallery and Museum	50
Riverside Museum / Transport Museum	29
The Burrell Collection	21
St Mungo Museum of Religious Life and Art	6
Scotland Street School Museum	6
Provand's Lordship	3
Gallery of Modern Art	15
People's Palace	22
Glasgow Science Centre	25
The Hunterian	7
The Tall Ship	15
The Tenement House	3
Pollok House	17
Scottish Football Museum at Hampden	6
Glasgow School of Art	7
The Lighthouse	6
House for an Art Lover	10
Other PLEASE WRITE IN	*
None of these	30
Don't know	*

Q5 SHOWCARD E (R) **Which of these, if any, did you do during your visit to** [INSERT NAME OF ATTRACTION CODED AT Q4]**? Please just read out the letters that apply.**
MULTICODE.

Base: All respondents who answered this question in relation to any attraction (1635)

		%
A	Had a general look around	91
B	Viewed a particular exhibition / display	12
C	Took part in an activity or event	7
D	Viewed a particular activity or event	7
E	Visited for research / education purposes	6
F	Visited the café	35
G	Visited the gift / souvenir shop	23
H	Took a guided tour of the attraction	4
	Other PLEASE SPECIFY	*
	Don't know	*

Q6 SHOWCARD F (R) **And what would encourage you to visit these attractions more often?**
DO NOT PROMPT. MULTICODE.

Base: All who had visited at least one attraction in the last 12 months (692)

	%
New exhibitions / displays	26
Art / craft activities for children	8
Art / craft activities for adults	3
Musical events	3
Later opening hours	5
More information about attractions / what is on	10
More spare time	16
Better public transport links	7
More parking facilities	4
Other PLEASE WRITE IN	8
Don't know	33

ASK ALL WHO HAVE NOT VISITED ANY OF THE ATTRACTIONS AT Q4 (CODES 18 - 20). OTHERS GO TO Q8.

Q7 **What are your main reasons for not visiting any of the attractions in the last 12 months?**
DO NOT PROMPT. MULTICODE.

Base: All who had not visited any attractions in the last 12 months (322)

	%
Do not know enough about them / what's on / where they are	7
Have been to them already, no need to go again	12
Not enough time	27
Not interested enough in them	29
Have other / better things to do in my spare time	1
Never occurred to me	5
Too expensive (eg costs, food etc)	2
No access to car / public transport to get to them	2
Too far to travel	2
Have a disability which makes travelling or getting about in attractions difficult	12
Other PLEASE WRITE IN	8
Don't know	3

ASK ALL

Q8 SHOWCARD G (R) **From which of these sources, if any, would you say you receive most of your information about visitor attractions in Glasgow? Please just read out the letters that apply.**
CODE UP TO 3 MAX.

		%
A	Local newspapers	39
B	National newspapers	8
C	Glasgow Magazine	17
D	Other magazines	1
E	Local radio stations	18
F	National radio stations	1
G	Television	17
H	Leaflets / posters	19
I	Internet website PLEASE SPECIFY	22
J	Social networking websites	6
K	Word of mouth / personal recommendations	29
	Other PLEASE SPECIFY	2
	Don’t know	8

Smoking ban in children’s play parks

Moving on to a different service area…

Q9 **Glasgow City Council has imposed a ban on smoking in a number of children’s play parks across the city. Were you aware of this ban before this interview?**
SINGLE CODE.

	%
Yes	23
No	77
Don’t know	*

ASK ALL WHO SAY THAT THEY ARE AWARE OF BAN AT Q9 (CODE 1). OTHERS GO TO Q11.

Q10 **Where have you seen or heard anything about this ban?**
DO NOT PROMPT. MULTICODE.

Base: All who are aware of the ban (231)

	%
Local press	25
Other media	13
Park sign	14
Word of mouth	42
Leaflets	1
Other PLEASE WRITE IN	8
Don’t know	4

ASK ALL

Q11 SHOWCARD H (R) **Do you support or oppose this ban on smoking in children's play parks? Please select your answer from this card.**
SINGLE CODE

	%
Strongly support	71
Tend to support	13
Neither support nor oppose	7
Tend to oppose	3
Strongly oppose	4
Don't know	*
No opinion	1

Transport

The next few questions are about transport in Glasgow.

Q12a SHOWCARD I (R) **Which of the following modes of transport do you use on a regular basis for journeys around Glasgow? Please read out all the letters that apply.**
MULTICODE.

ASK ALL WHO MENTION MORE THAN ONE MODE OF TRANSPORT AT Q12A, CAPI SCREEN SHOULD ONLY SHOW MODES CODED AT Q12A. OTHERS GO TO Q13.

Q12b SHOWCARD I AGAIN (R) **And which one do you use most often?**
SINGLE CODE.

		12a %	12b %
A	Walking	46	17
B	Driver of a car / van	38	29
C	Passenger of a car / van	17	6
D	Motorcycle / moped / scooter	*	-
E	Bicycle	7	2
F	Public bus	59	34
G	Work bus	*	*
H	School bus	*	*
I	Train	26	5
J	Subway	18	4
K	Taxi	22	3
	Other PLEASE WRITE IN	*	-
	Don't know	*	*
	Refused	*	-

Q13 **And do you currently own or have access to a bicycle?**
SINGLE CODE.

	%
Yes	26
No	74
Don't know	*

ASK ALL WHO CYCLE ON A REGULAR BASIS AT Q12A (CODE 5) AND THOSE WHO HAVE ACCESS TO A BICYLE AT Q13 (CODE 1). OTHERS GO TO Q16A.

Q14 SHOWCARD J (R) **How often would you say you have used your bicycle over the last year? Please just read out the letter that applies.**
SINGLE CODE

Base: All who said that they own or have access to a bicycle (249)

		%
A	Daily	11
B	At least once a week	22
C	At least once a month	14
D	Less often	23
E	Not at all	27
	Would never consider cycling	1
	Don't know	-

ASK ALL WHO HAVE CYCLED IN THE LAST YEAR AT Q14 (CODES 1-4). OTHERS GO TO Q16A.

Q15a SHOWCARD K (R) **For which of these reasons do you cycle? Just read out the letters that apply.**
MULTICODE.

ASK ALL WHO MENTIONED MORE THAN ONE REASON AT Q15A, CAPI SCREEN SHOULD ONLY SHOW REASONS CODED AT Q15A. OTHERS GO TO Q16A.

Q15b SHOWCARD K AGAIN (R) **And which one would you say is your main reason for cycling?**
SINGLE CODE.

Base: All who had cycled in the last year (175)

		15a %	15b %
A	Recreation	63	45
B	Commuting to work / place of study	18	13
C	Transport for other everyday tasks (e.g. shopping)	18	13
D	Fitness	45	27
	Other PLEASE WRITE IN	2	2
	Don't know	-	*

ASK ALL BUT VARY QUESTION BASED ON PREVIOUS ANSWERS

Q16a ALL WHO HAVE CYCLED IN THE LAST YEAR AT Q15 (CODES 1-4) ASK:
What would encourage you to cycle more often?
DO NOT PROMPT. MULTICODE.

ALL OTHERS ASK:
What would encourage you to take up cycling?
DO NOT PROMPT. MULTICODE.

ASK ALL WHO HAVE CODED MORE THAN ONE ANSWER AT Q16A, CAPI SCREEN SHOULD ONLY SHOW ANSWERS CODED AT Q16A AND VARY QUESTION WORDING BASED ON PREVIOUS ANSWERS OTHERS GO TO Q17.

Q16b ALL WHO HAVE CYCLED IN THE LAST YEAR AT 15 (CODES 1-4) ASK:
And of the things you just mentioned, which one is most likely to encourage you to cycle more often?
SINGLE CODE.

ALL OTHERS ASK:
And of the things you just mentioned, which one is most likely to encourage you to take up cycling?
SINGLE CODE.

	16a %	16b %
Less / slower traffic	5	5
More considerate driver behaviour	5	3
Less car parking spaces at my destination	*	*
Better laws for cyclists	1	1
More/ better on-road cycle lanes	15	13
More/ better off-road cycle lanes	9	7
More/ better cycle parking	2	1
Cycle network better linked with public transport	1	*
Better road surfaces	5	3
Having shorter journeys to make	*	*
Having access / owning a bicycle	2	3
Cycle training	2	2
Someone to cycle with me	1	1
Changing facilities at my destination	1	1
Increased confidence	1	1
More affordable bicycles / equipment	2	2
Other (please specify)	1	1
Not interested in cycling more	53	53
Don’t now	3	3
Base: All respondents	*1,013*	*1,013*

Clean Glasgow Campaign

ASK ALL

On a different subject…

Q17 **Are you aware of the Clean Glasgow Campaign?**
SINGLE CODE.

	%
Yes	38
No	62
Don't know	*

Q18 SHOWCARD L (R) **In your opinion, how much of an issue, or otherwise, are the following in <u>your local area</u>? Please select your answer from this card.**
READ OUT. RANDOMISE ORDER. SINGLE CODE EACH ROW.

		Significant problem	Moderate problem	Minor problem	Not a problem	Don't know
		%	%	%	%	%
a	Litter	21	25	26	27	*
b	Graffiti	10	13	27	50	*
c	Chewing gum	15	16	20	47	2
d	Flyposting	3	6	20	69	2
e	Flytipping	14	14	17	54	1
f	Dog fouling	35	22	23	20	1
g	Vandalism	13	16	27	44	1
h	Back court maintenance	10	9	9	57	15
i	Front garden maintenance	6	7	14	65	8

Q19 SHOWCARD M (R) **To what extent would you say that the following have improved or deteriorated <u>in your local area</u> in the last year or so? Please select your answer from this card.**
READ OUT. RANDOMISE ORDER. SINGLE CODE EACH ROW.

		Significant improvement	Moderate improvement	Neither improved nor deteriorated	Moderate deterioration	Significant deterioration	Don't know
		%	%	%	%	%	%
a	Litter	1	17	60	11	6	4
b	Graffiti	2	15	68	8	2	4
c	Chewing gum	1	8	75	8	3	5
d	Flyposting	1	6	81	5	1	6
e	Flytipping	1	9	71	9	5	5
f	Dog fouling	2	15	52	14	13	4
g	Vandalism	1	15	67	8	4	4
h	Back court maintenance	2	8	63	6	5	16
i	Front garden maintenance	2	8	72	5	3	11

Q20 SHOWCARD N (R) **In your opinion, how much of an issue, or otherwise, are the following in the <u>city centre</u>? Please select your answer from this card.**
READ OUT. RANDOMISE ORDER. SINGLE CODE EACH ROW.

		Significant problem	Moderate problem	Minor problem	Not a problem	Don't know
		%	%	%	%	%
a	Litter	21	27	20	19	12
b	Graffiti	8	20	27	30	15
c	Chewing gum	28	21	18	19	15
d	Flyposting	22	22	16	25	15
e	Flytipping	4	9	21	48	18
f	Dog fouling	2	8	22	54	14
g	Vandalism	7	20	26	30	17

Q21 SHOWCARD O (R) **To what extent would you say that the following have improved or deteriorated <u>in the city centre</u> in the last year or so? Please select your answer from this card.**
READ OUT. RANDOMISE ORDER. SINGLE CODE EACH ROW.

		Significant improvement	Moderate improvement	Neither improved nor deteriorated	Moderate deterioration	Significant deterioration	Don't know
		%	%	%	%	%	%
a	Litter	2	20	47	11	5	15
b	Graffiti	2	18	54	8	2	17
c	Chewing gum	1	16	52	9	5	17
d	Flyposting	1	14	52	12	5	17
e	Flytipping	1	8	65	5	2	18
f	Dog fouling	2	9	65	6	2	17
g	Vandalism	1	15	58	7	2	17

Council tax and housing benefits

Moving on to a different subject…

Q22 **As far as you are aware, is your household entitled to housing or council tax benefits?**
SINGLE CODE.

	%
Yes	43
No	51
Don't know	6

ASK ALL WHO ARE ENTITLED TO HOUSING OR COUNCIL TAX BENEFITS AT Q22 (CODE 1). OTHERS (INCLUDING DKS) GO TO Q29.

Q23 **And are you aware that you can check your entitlement to housing and council tax benefits online?**
SINGLE CODE.

Base: All who said that their household is entitled to benefits (441)

	%
Yes	41
No	58
Don't know	1

ASK ALL WHO ARE AWARE OF THE ONLINE SERVICE AT Q23 (CODE 1). OTHERS GO TO Q26.

Q24 **Have you used this online service?**
SINGLE CODE.

Base: All who were aware of this online service (176)

	%
Yes	35
No	64
Don't know	1

ASK ALL WHO HAVE NOT USED THE ONLINE SERVICE AT Q24 (CODE 2). OTHERS GO TO Q26.

Q25 **And why have you not used this service?**
DO NOT PROMPT. MULTICODE.

Base : All who were aware of the online service but had not used it (116)

	%
Checked my entitlements elsewhere	29
Prefer to visit the office	23
No internet access	28
No need to	4
Other PLEASE SPECIFY	7
Don't know	8

ASK ALL WHO ARE ENTITLED TO HOUSING OR COUNCIL TAX BENEFIT AT Q22 (CODE 1).

Q26 **You can also apply for housing and council tax benefits online. Were you aware of this service before this interview?**
SINGLE CODE.

Base: All who said that their household is entitled to benefits (441)

	%
Yes	31
No	68
Don't know	1

ASK ALL WHO ARE AWARE OF THE ONLINE SERVICE AT Q26 (CODE 1). OTHERS GO TO Q29.

Q27 **Have you used this online service?**
SINGLE CODE.

Base: All who were aware of this online service (134)

	%
Yes	31
No	69
Don’t know	-

ASK ALL WHO HAVE NOT USED THE ONLINE SERVICE AT Q27 (CODE 2). OTHERS GO TO Q29.

Q28 **And why have you not used this service?**
DO NOT PROMPT. MULTICODE

Base : All who were aware of the online service but had not used it (95)

	%
Applied for my benefits elsewhere	30
Prefer to visit the office	29
No internet access	19
No need to	5
Other PLEASE SPECIFY	8
Don’t know	9

ASK ALL BUT VARY QUESTION WORDING BASED ON ANSWERS TO Q22.

Q29 FOR THOSE WHO ARE ENTITLED TO COUNCIL TAX AND HOUSING BENEFIT AT Q22 (CODE 1) ASK:
SHOWCARD P1 (R) **Here is a list of other services which could be provided online by the Council. Which two or three things, if any, would you like to access online?**
CODE UP TO 3.

FOR ALL OTHERS ONLY SHOW OPTIONS A-D THEN J-L AND ASK:
SHOWCARD P2 (R) **Here is a list of services which could be provided online by the Council. Which two or three things, if any, would you like to access online?**
CODE UP TO 3.

		%
	COUNCIL TAX	
A	View Council Tax bill	20
B	Pay Council Tax	13
C	Sign up to pay Council Tax by direct debit	7
D	View personal Council Tax details	10
	BENEFITS	
E	View Housing Benefit award letters	3
F	View Council Tax Benefit award letters	2
G	View personal Housing/Council Tax Benefit details	3
H	Apply for Council Tax discount / exemption	2
I	View details of benefit overpayments	2
	OTHER	
J	Notify of a change of address	10
K	Notify of a change in personal circumstances	11
L	Submit a query about council tax or benefits	9
	Other PLEASE SPECIFY	1
	None of these	50
	Don’t know	6

ASK ALL WHO ARE ENTITLED TO HOUSING OR COUNCIL TAX BENEFIT AT Q22 (CODE 1). OTHERS GO TO Q31.

Q30a **The Council Tax and Housing Benefit Service uses various methods to let people know about the services available. Where have you seen or heard information, if at all, about the Council Tax and Housing Benefit Service?** MULTICODE.

ASK ALL WHO MENTION MORE THAN ONE SOURCE OF INFORMATION AT Q30A. OTHERS GO TO Q31

Q30b **And of the things you just mentioned, where would you say you have received most of your information about the Council Tax and Benefit Service?** SINGLE CODE

Base: All who said that their household is entitled to benefits (441)

	30a %	30b %
TV advertising	4	3
The Glasgow Magazine	6	5
Local Press	7	5
Radio advertising	1	*
Poster / Leaflets in Council offices	10	8
By letter from Glasgow City Council	29	25
Glasgow City Council website	4	3
Face to face communication with staff	16	14
Other (please specify)	11	9
Have not received any information	18	18
Don't know	11	11

Electoral Registration

Moving on to a different subject…

Q31 **Are you currently registered to vote in the 2012 Local Council Elections?** SINGLE CODE.

	%
Yes	81
No	15
Don't know	3

ASK ALL WHO ARE NOT CURRENTLY REGISTERED TO VOTE AT Q31 (CODE 2). OTHERS GO TO Q34.

Q32 **And why is that?**
DO NOT PROMPT. MULTICODE.

Base: All who said that they were not registered to vote (153)

	%
Not aware that I had to register	11
Do not know how to register	11
Do not think that I can / am eligible to register / vote	17
Do not want to register / vote	28
Other PLEASE SPECIFY	24
Don't know	9

ASK ALL WHO ARE NOT CURRENTLY REGISTERED TO VOTE AT Q31 (CODE 2). OTHERS GO TO Q34.

Q33 **Where would you go for information and advice about registering to vote?**
DO NOT PROMPT. MULTICODE.

Base: All who said that they were not registered to vote (153)

	%
Local library	4
Mitchell library	-
Council website	11
Look online / other website	17
Contact the Council	8
Electoral Registration office	6
Post Office	1
Other PLEASE SPECIFY	3
Do not require / would not look for any information	29
Don't know	23

ASK ALL WHO ARE CURRENTLY REGISTERED TO VOTE AT Q31 (CODE 1). OTHERS GO TO Q35.

Q34 SHOWCARD Q (R) **Which of these methods did you use to register to vote in the 2012 Local Council elections?**
SINGLE CODE.

Base: All who said that they were registered to vote (826)

	%
By post	51
By phone	3
Online	10
In person	33
Other PLEASE SPECIFY	1
Don't know / Can't remember	3

ASK ALL

Q35 **What, if anything, could be done to make it easier for you to register to vote? What else?**

	%
Online registration	6
Letters / reminders	1
More awareness / publicity	1
By post	1
By phone / text messages	*
More information on how to register	*
Clearer / easier to understand information	*
Leaflets / flyers	*
Other	2
Nothing	63
Don’t know / Refused	26

Demographics

ASK ALL

QA CODE RESPONDENTS SEX
SINGLE CODE

	%
Male	48
Female	52

QAG AGE

	%
16-24	16
25-34	23
35-44	13
45-54	20
55-59	5
60-64	6
65-74	9
75+	8
Refused	-

QB SHOWCARD R (R) **Looking at this card, which option best describes your current situation? Just read out the letter that applies.**
SINGLE CODE

		%
	Working	
A	Full time (30+ hrs)	34
B	Part time (9-29 hrs)	7
	Not working	
C	Unemployed	13
D	Retired	21
E	Looking after house / children	8
F	Disabled	3
G	Have long term illness	4
H	Student	9
	Other (PLEASE SPECIFY)	*
	Refused	-

QSO SOCIO-ECONOMIC GROUP

	%
A	1
B	11
C1	28
C2	19
D	18
E	22
Refused	*

QD Respondent is…
SINGLE CODE

	%
Chief income earner	74
Not chief income earner	25
Refused	*

QE WRITE IN NUMBER OF ADULTS IN THE HOUSEHOLD (16 AND OVER)

	%
1	33
2	47
3	12
4	7
5+	2
Refused	*

QF WRITE IN NUMBER OF CHILDREN IN THE HOUSEHOLD (UNDER 16)

	%
0	72
1	14
2	9
3	4
4	1
5+	*
Refused	*

ASK ALL WHO HAVE AT LEAST ONE CHILD IN HOUSEHOLD AT QF

QG WRITE IN AGE AT LAST BIRTHDAY FOR EACH CHILD
CAPI SCREEN TO SHOW NUMBER OF CHILDREN BASED ON RESPONSES AT QF

	%
Under 1	4
1 - 2	14
3 - 4	9
5 - 6	13
7 - 8	11
9 - 10	9
11 - 12	13
13 - 14	17
15	10

ASK ALL

QH **Do you have anyone aged between 60 and 74 years old or 75 years old and over in your household?**
MULTICODE.

	%
None aged 60 and over	77
Aged 60-74	15
Aged 75 and over	9
Refused	-

QI SHOWCARD S (R) **To which of the groups on this card do you consider you belong? Please just read out the letter that applies.** SINGLE CODE.

		%
	WHITE	
A	Scottish	83
B	Other British	6
C	Irish	1
D	Gypsy / Traveller	-
E	Polish	1
F	Any other white background PLEASE WRITE IN	2
	MIXED	
G	Any mixed or multiple ethnic groups PLEASE WRITE IN	*
	ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH	
H	Pakistani, Pakistani Scottish or Pakistani British	2
I	Indian, Indian Scottish or Indian British	1
J	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-
K	Chinese, Chinese Scottish or Chinese British	1
L	Any other Asian background PLEASE WRITE IN	1
	AFRICAN	
M	African, African Scottish or African	*
N	Any other African background PLEASE WRITE IN	*
	CARIBBEAN OR BLACK	
O	Caribbean, Caribbean Scottish or Caribbean British	-
P	Black, Black Scottish or Black British	*
Q	Other Caribbean or black background PLEASE WRITE IN	-
	OTHER ETHNIC BACKGROUND	
R	Arab, Arab Scottish or Arab British	*
S	Any other background PLEASE WRITE IN	*

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

	%
Yes, does have income from employment	53
No, relies on pensions/social security	46
Don’t know/refused	2

QK SHOWCARD T (R) **Which of these best describes the ownership of your home? Please read out the letter that applies.**
SINGLE CODE.

		%
A	Owned outright (including leasehold)	17
B	Buying on mortgage	28
C	Rented from private landlord	14
D	Rented from Glasgow Housing Association (Ex-council)	29
E	Rented from other housing association	9
F	Shared ownership with housing association/housing co-operative shared ownership	*
	Other	1
	Don't know	*
	Refused	*

QL TYPE OF HOUSING (ASK OR CODE) SINGLE CODE.

	%
Detached villa	8
Semi-detached villa	14
Bungalow	*
Semi-detached bungalow	1
Terraced house	10
Four-in-a-block	14
Tenement flat	38
Multi-storey flat	12
Maisonette	1
Modern apartment/loft apartment/studio/other flat	2
Other	*

QM **How many cars or light vans are there in your household?**
SINGLE CODE

	%
1 car or light van	38
2 cars/light vans	11
3+ cars/light vans	4
None	47
Refused/don't know	-

QN **How long have you lived in Glasgow?**
SINGLE CODE

	%
Up to one year	4
Over one year, up to five years	10
Over five years, up to 20 years	16
Over 20 years	70
Don't know/can't remember	*
Refused	-

QO **Do you or anyone in your household have any long-term illness, health problem or disability which limits your daily activities or the work you can do?**
MULTICODE

	%
Yes, respondent	20
Yes, other household member	7
No	73
Refused/don't know	1

ASK ALL WHO HAVE A DISABILITY AT QO (CODE 1) OTHERS GO TO QQ.

QP SHOWCARD U (R) **What type(s) of disability do you have? Please just read out the letters that apply.**
MULTICODE

Base: All who had a disability (216)

		%
A	Visual	7
B	Hearing	5
C	Learning disability	2
D	Mobility – Wheelchair user	4
E	Other mobility impairment	34
F	Other physical impairment	24
G	Mental health problem	18
H	Long term illness	31
I	Other degenerative condition	9
	Refused	*

ASK ALL WHO SAY THAT SOMEONE ELSE IN HOUSEHOLD HAS DISABILITY AT QO (CODE 2). OTHERS GO TO QR.

QQ SHOWCARD V (R) **What type(s) of disability do other household members have? Please just read out the letters that apply.**
MULTICODE

Base: All who lived with someone who had a disability (74)

		%
A	Visual	3
B	Hearing	8
C	Learning disability	13
D	Mobility – Wheelchair user	9
E	Other mobility impairment	24
F	Other physical impairment	22
G	Mental health problem	17
H	Long term illness	39
I	Other degenerative condition	9
	Refused	1

ASK ALL

QR SHOWCARD W (R) **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

		%
A	No formal qualifications	30
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	21
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	14
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	10
E	First degree, higher degree, professional qualification.	22
	Don’t Know	2
	Refused	*

QINT SHOWCARD X (R) **Which of the following, if any, apply to you and your household? Please just read out the letters that apply.**
MULTICODE

		%
A	Internet access at home via modem	11
B	Broadband internet access at home	46
C	WiFi (wireless) Broadband internet access at home	26
D	Mobile WiFi (wireless) Broadband (dongle)	9
E	Internet access through mobile phone/tablet	15
F	Internet access through a games console (e.g. PSP, Xbox, Wii etc.)	6
	None of these	27
	Don't know	-

QS SHOWCARD Y (R) **Which of these accounts, if any, do you have? Again, please just read out the letters that apply**
MULTICODE

		%
A	Bank Account	88
B	Building Society Account	14
C	Credit Union Account	6
D	Post Office Account	9
	Other, please type in	-
	None of these	2
	Prefer not to say	4
	Don't know	*

QT SHOWCARD Z (R) **What is your current religion, denomination, body or faith? Please just read out the letter that applies.**
SINGLE CODE

		%
A	No religion	34
B	Church of Scotland	27
C	Roman Catholic	27
D	Other Christian, please type in	3
E	Buddhist	1
F	Hindu	1
G	Jewish	*
H	Muslim	3
I	Pagan	*
J	Sikh	*
	Another religion, please type in	1
	Prefer not to say	3

For the last question, I'd like you to answer this yourself on the computer. It is a bit more private so you may feel more comfortable filling these in yourself.

If you have any questions while you complete the section please let me know. When you get to the end, please tell me. I'd like to remind you that all the information you give us in this interview is completely confidential and will not be shared with anyone outside the research team.

QU **Which of the following options best describes how you think of yourself? *Please select one answer only***

	%
Heterosexual/straight	92
Gay/lesbian	1
Bisexual	*
Other	1
Prefer not to say	6

Thank you for completing this section. Please return the computer to the interviewer.

Finally, because your views are important, Ipsos MORI may want to carry out follow-up research among particular groups of Glasgow residents. The follow up research may be carried out by phone, email or postal questionnaire and will explore local issues, including how the city could be improved. These exercises will help the Council to plan for the future and deliver its services more effectively.

Please be assured that any information you provide for this purpose will be securely held by Ipsos MORI only and will not be passed on to anyone else, including the Council.

QREC **Would you be willing to be re-contacted sometime in the next 18 to 24 months for this follow up research?**

	%
Yes	79
No	21