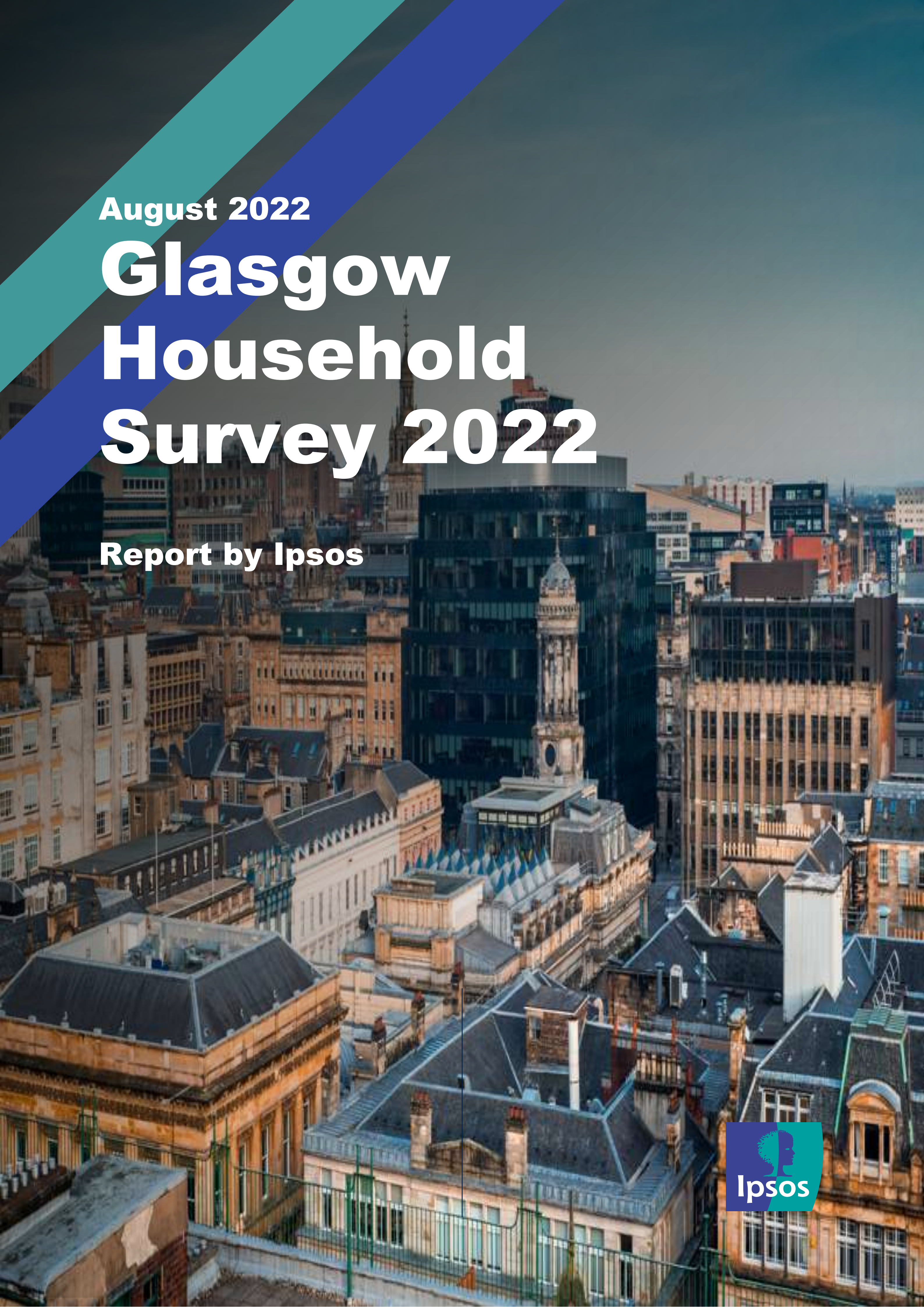
August 2022

Glasgow Household Survey 2022

Report by Ipsos



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Executive Summary

This report contains the findings from the 2022 wave of the Glasgow Household Survey, conducted by Ipsos on behalf of Glasgow City Council.

The topics covered in the survey were: perceptions of Glasgow city centre; usage and perception of council services; council reputation and communication; legacy of COP26; housing retrofit and energy efficiency; electric vehicles; tackling poverty; COVID-19 recovery and renewal; and the legacy of Transatlantic Slave Trade and Plantation Slavery.

Ipsos interviewed a representative quota sample of 1,032 Glasgow residents (aged 16 and over) between 18th April and 10th July 2022. The vast majority of interviews were carried out face-to-face (either in respondents' homes or on their doorsteps) using Computer Assisted Personal Interviewing (CAPI), with a small number carried out using telephone and video interviewing.

Perceptions of Glasgow city centre

Perceptions of Glasgow city centre were more negative than positive: 43% felt it had got worse over the last few years, 13% felt it had got better, while 33% felt it had not changed.

The most common reasons for saying the city centre had got better were: a generally improved atmosphere and overall appearance of the city centre (18%), new or restored buildings (17%), and improved maintenance, cleanliness and upkeep (16%).

The top reason for saying the city centre had got worse was a perceived lack of shops and shop closures (51%), followed by: poor maintenance, cleanliness and upkeep of the city centre (34%), increased crime and antisocial behaviour (17%), a generally poor atmosphere and appearance (12%), and homelessness (10%).

Usage and perception of council services

Around half (49%) were satisfied with the services provided by Glasgow City Council and its arm's length organisations, while around a quarter (27%) were dissatisfied.

Levels of satisfaction with individual services provided by the council and its arm's length organisations varied. A majority were once again satisfied with: museums and galleries (92%), libraries (87%), sports and leisure centres (78%), parks (75%), community centres (75%), recycling centres (75%), home care services (74%) and nursery, primary and secondary schools (89%, 86% and 75% respectively). Around two thirds were satisfied with street lighting (69%), social work services (68%) and children's play parks (62%). Lower proportions were satisfied with refuse collection (55%), recycling collection (54%), street cleaning (40%), pavement maintenance (39%) and road maintenance (18%).

Council reputation and communication

Around six in ten (61%) respondents agreed that the council had an important impact on the quality of local life in Glasgow, while over a quarter (28%) felt it was addressing the key issues affecting the quality of life in their local area.

In terms of perceptions of local service standards, 31% agreed that the council did the best it could with the money available, 32% that it designed services around the needs of people who used them, and

30% that it provided high quality services. Just over a quarter (27%) felt it gave residents good value for money.

Just over a third said they trusted the council (36%) and fewer agreed that the council was good at letting residents know about its services (31%) and about how well it was performing (23%). Just under half (47%) said the council was too remote and impersonal and 39% said it rarely considered residents' views when making decisions that affected them. Half (50%) said they would like to get more involved in decisions affecting their own area.

The main factor influencing perceptions of the council was personal experiences of using services, with 73% citing this as the most important influence.

Legacy of COP26

There were mixed views on the impact that COP26 had on the city: 37% felt it had a positive impact, 16% negative, and 20% both a positive and negative impact. However, around one in five (21%) felt that hosting COP26 had no impact on Glasgow at all.

Most respondents (90%) reported taking at least one action to help the environment. The most common actions being taken were turning of lights when leaving a room (67%), recycling (62%), walking, cycling or wheeling more (57%), using energy efficient lightbulbs (54%) and turning down the thermostat (51%). Around a quarter of respondents (27%) said they had been encouraged to take environmental actions as a result of hearing about COP26, while around three-quarters (72%) said they were not.

The majority of respondents were concerned about climate change (78%), agreed that radical changes to society were needed to tackle climate change (76%) and understood what actions people should be taking to help (80%). A further 60% agreed that recent floods in this country were due to climate change.

Housing retrofit and energy efficiency

Over half (56%) of respondents lived in properties where at least one energy efficiency improvement had been made in the last five years. A third (33%) lived in homes where no changes had been made.

In terms of future energy efficiency changes, 28% of respondents said they or the property owner were planning to take at least one action in the next five years, while 45% were not. The main reasons for respondents potentially making their homes more energy efficient were: to save money (72%), keep the home warm (49%) and to reduce carbon emissions (42%). The main barriers to making homes more energy efficient were cost (53%) and perceived lack of financial support from government (35%).

Electric vehicles

Most vehicles owned by respondents were petrol (66%) or diesel (28%). Only 5% were hybrid and 1% were electric. Around one in five (22%) respondents intended to purchase a new vehicle or replace their existing one within the next two years. Of those, 55% planned to purchase an electric (28%) or hybrid (27%) vehicle, while 22% planned to purchase a petrol vehicle and 8% a diesel one.

Around half (53%) of respondents who owned (or planned to own) an electric vehicle said they usually charged/would charge their vehicle at home. The most common barrier to charging an electric vehicle at home was the cost of electricity (38%), followed by not having a parking space outside the home (20%), and homes being located too far from the street (18%).

The main factors that might encourage respondents to reduce their overall car use included more frequent (34%), more affordable (27%) and closer or more convenient public transport (23%). Around one in five mentioned safer (21%) or more (17%) cycling or walking routes.

Tackling poverty

The majority (90%) of respondents felt there was either quite a lot (57%) or a fair amount (33%) of poverty in Glasgow.

Two in five (40%) respondents said they were living comfortably on their present income and the same proportion (40%) said they were coping. Around one in five (19%) were finding it difficult to cope on their present income. Among those that were struggling on their present income, around three quarters (74%) said they had found it difficult to pay bills and a third (32%) were in arrears with creditors. Around a quarter (27%) had been missing out on meals, 21% had been working longer than normal hours, and 11% had been working more than one job.

Among those struggling financially, their most common concern was the cost of gas and electricity (84%) followed by the cost of food (57%), rent (26%), petrol (25%) and council tax (25%).

COVID-19 recovery and renewal

Around a quarter (24%) felt that COVID-19 currently posed a high/very threat to Glasgow, 20% to their community and to their family, and 15% to themselves.

Just under half (47%) respondents said they were wearing a mask in public places to help avoid the spread of COVID-19. Other measures included: social distancing (33%), staying local (21%), avoiding foreign travel (21%), avoiding non-essential journeys (20%), avoiding non-essential use of public transport (20%) and avoiding contact with the elderly or those with existing health conditions (18%).

A majority were comfortable going to their place of work (90%), attending places of worship (88%), taking holidays in the UK (87%), going to the GP for issues not related to coronavirus (85%), seeing people from outside the city visiting the centre (83%) and visiting the city centre themselves (80%). Over three quarters (78%) were comfortable using public transport, while 71% were comfortable going to large public gatherings like sports and music events. Respondents were least comfortable taking holidays overseas (67%).

As a result of the pandemic, 40% said they were experiencing at least one financial setback or making at least one type of financial adjustment. The most common adjustments were making sure they had enough money for an emergency fund (19%) and using savings to pay bills (15%).

Legacy of the Transatlantic Slave Trade and Plantation Slavery

Around a third (34%) of respondents said they knew at least a fair amount about Glasgow's historic links with the slave trade, while 60% knew either nothing (32%) or not very much (28%) about it.

Respondents were broadly split regarding their level of interest in finding out more about Glasgow's historic links to the slave trade: 52% were interested and 44% were not. Two thirds supported teaching children in schools about these links (66%) and making educational resources available (65%), while over half supported more opportunities for the public to share their views (56%). Just over half (53%) supported the council taking steps to address historic links with the slave trade.

1 Introduction and methodology

Since 1999, Glasgow City Council has measured residents' views of local services and other aspects of life in the city via the Glasgow Household Survey (GHS). Due to the COVID-19 pandemic and lockdown, the survey did not take place in 2020, and was changed to from a face-to-face survey to a telephone survey in 2021. In 2022, it returned to being a predominantly face-to-face survey. This report contains the findings from the 2022 wave of the survey, conducted by Ipsos.

The specific topics covered in the 2022 wave of the survey were:

- Perceptions of Glasgow city centre
- Usage and perception of council services
- Council reputation and communication
- Legacy of COP26
- Housing retrofit and energy efficiency
- Electric vehicles
- Tackling poverty
- COVID-19 recovery and renewal
- Legacy of the Transatlantic Slave Trade and Plantation Slavery

Methodology

Ipsos interviewed a representative quota sample of 1,032 Glasgow residents (aged 16 and over). The sample was proportionately stratified by the three Sector Community Partnership Areas in the city – North West, North East and South.

Fieldwork for the survey was carried out between 18th April and 10th July 2022.

The survey was largely carried out using face-to-face interviewing, as in previous years prior to the pandemic. However, in response to COVID-19, respondents had the opportunity to choose the method of interview that suited them best (either face-to-face in their home, face-to-face on their doorstep, or using a video or telephone interview). In total, 300 interviews were carried out face-to-face in respondents' homes, 700 were carried out face-to-face on respondents' doorsteps, 31 via telephone interview and 1 via a video interview.

The data have been weighted by age, sex and Sector Community Partnership Area using recent Office National Statistics estimates.

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

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.

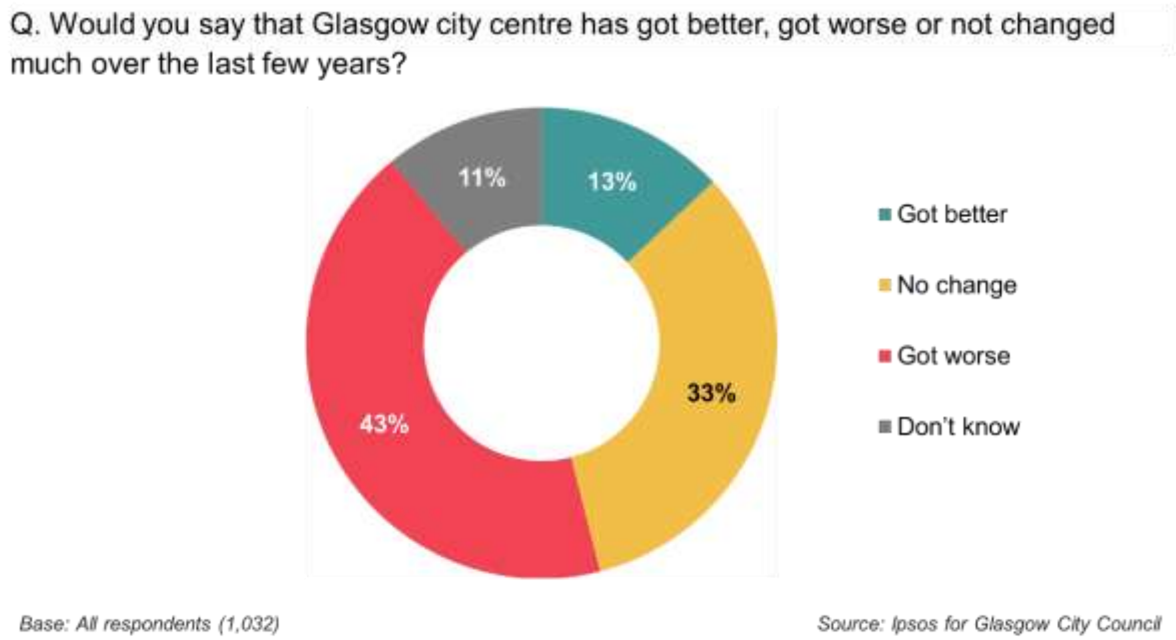
Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or questions where participants are able to provide multiple answers. Throughout the report, an asterisk (*) denotes any value of less than half a percent and a dash (-) denotes zero. Aggregate percentages (e.g. "very satisfied/fairly satisfied") are calculated from the absolute values. Therefore, aggregate percentages may differ from the sum of the individual scores due to rounding of percentage totals. For questions where the number of residents is less than 30, the number of times a response has been selected (N) rather than the percentage is given.

2 Perceptions of Glasgow city centre

Overall perceptions of Glasgow city centre

Perceptions of Glasgow city centre were more negative than positive: 43% felt it had got worse over the last few years, 13% felt it had got better, while 33% felt it had not changed (Figure 2.1).

Figure 2.1: Perceptions of Glasgow city centre



Younger respondents were more likely to have a positive view of the city centre than older respondents. Among 16-24 year olds, 20% felt the city centre had got better, while 18% said it had got worse, while among those aged 55 and over, 5% felt it had got better and 54% felt it had got worse.

Positive perceptions of Glasgow city centre

Respondents that said the city centre had got better over the last few years were asked, unprompted, why they felt this way. The most common reasons given were: a generally improved atmosphere and overall appearance of the city centre (18%), new or restored buildings (17%), and improved maintenance, cleanliness and upkeep (16%). Other positive views of the city centre included: improved restaurants or nightlife (10%), shops (10%), reduced crime (9%), and improvements to cycling infrastructure (8%), pedestrian infrastructure (7%) and public transport (7%) (Figure 2.2).

Figure 2.2: Reasons for feeling the city centre had got better

Note: only responses of 3% and over are shown in Figure 2.2 – the full responses are shown in Appendix A.

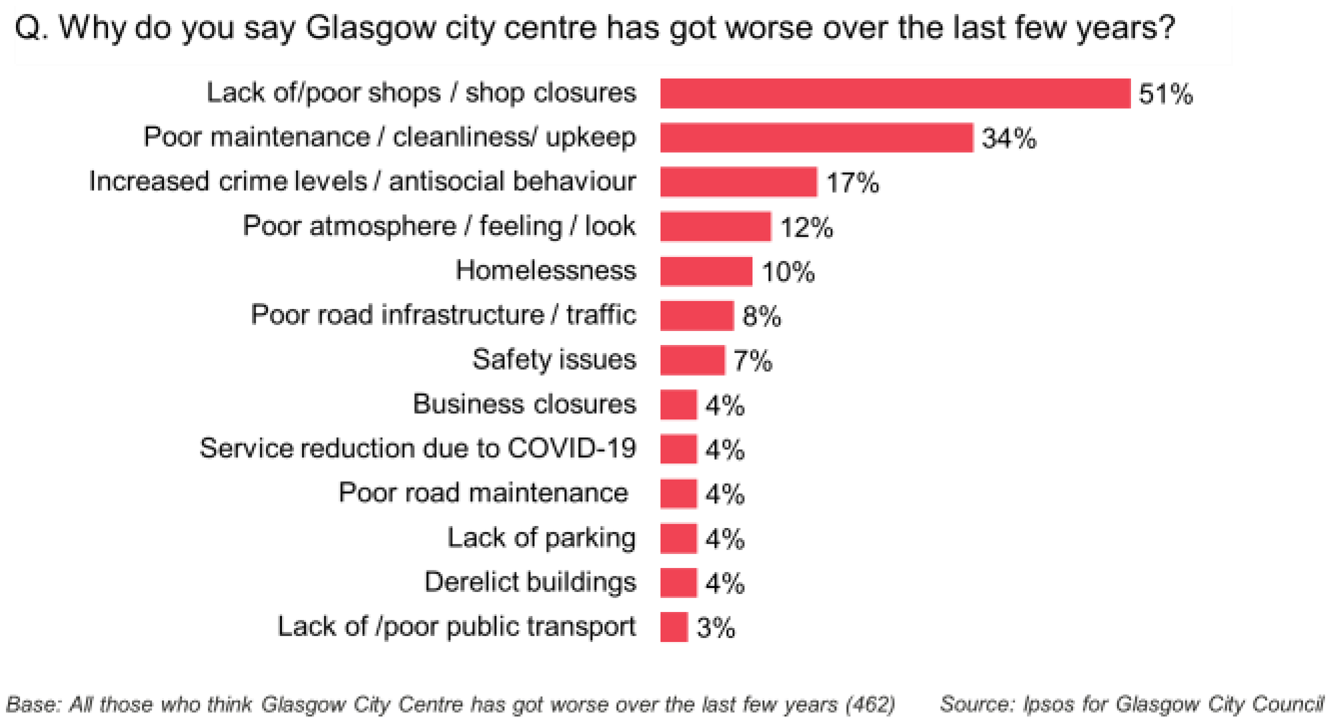
To further illustrate the findings above, examples of some specific reasons for saying the city centre had got better are shown below (using respondents' verbatim comments).

- ***"A lot of the building development work has made the city centre more appealing. There has definitely been more urban expansion, but in a good way. And I love the graffiti art now."***
- ***"There are more flower arrangements, George Square is cleaner and there is generally not as much litter compared with previous years."***
- ***"There are more things to do. Lots of restaurants and nightlife, lots of gigs. And more diversity, which is great."***
- ***"Sauchiehall Street is looking nicer, with more outdoor seating areas."***

Negative perceptions of Glasgow city centre

The most common reason for saying the city centre had got worse was a perceived lack of shops and shop closures (51%). This was followed by: poor maintenance, cleanliness and upkeep of the city centre (34%), increased crime and antisocial behaviour (17%), a generally poor atmosphere and appearance (12%), homelessness (10%), poor road infrastructure and traffic issues (8%) and not feeling safe in the city centre (7%) (Figure 2.3).

Figure 2.3: Reasons for feeling the city centre had got worse



Note: only responses of 3% and over are shown in Figure 2.3 – the full responses are shown in Appendix A

Examples of some specific reasons for saying the city centre had got worse are shown below (using respondents' verbatim comments).

- ***"I think the city centre is dying. The place is a mess. I don't go anymore, I'd rather go to Clydebank. Too many shops have shut down for good. It looks as if nobody cares anymore."***
- ***"Too many big brand shops, not enough small businesses. The road works and parking are hard to cope with. I actually avoid going there unless I really need to."***
- ***"There's more litter and it feels less safe. It had got safer twenty years ago but has got worse again. It's just got more run down, roads are worse, there's less police and more antisocial behaviour"***
- ***"It's dirtier, there's more crime in the evening, and the condition of road surfaces has got worse."***

3 Council services

Context

As with previous waves, the 2022 survey asked about the services provided by Glasgow City Council and its arm's length organisations over the last 12 months. When interpreting findings for both 2021 and 2022, it is important to note that many services were operating at reduced levels as a result of COVID-19, which may have had an impact on respondents' experiences and perceptions of those services.

It is also important to note that in 2021 the survey methodology changed in from face-to-face to telephone interviewing, due to ongoing COVID-19 restrictions. Differences between the 2021 survey findings and the other waves may, therefore, be as a result of this change in methodology.

Use of services provided by the council and its arm's length organisations

The most used non-universal[1] services in the last 12 months were parks (64% had used these), museums and galleries (43%), recycling centres (39%), libraries (33%), sports and leisure centres (33%) and children's play parks (22%). Smaller proportions had used education services, community centres, social work services and home care services (Table 3.1).

Use of some non-universal services had changed compared to the previous wave. There was an increase in the use of museums and galleries (by 15 percentage points) and libraries (by 8 percentage points), which may reflect the increased opening of these facilities following the easing of COVID-19 restrictions. There was a decrease in the use of recycling centres (by 22 percentage points), parks (by 20 percentages points) and children's play parks (by 13 percentage points). Use of other services were broadly in line with previous years.

[1] This term refers to services that are accessed by only some residents, such as parks and schools. In contrast, universal services are those that almost all residents will use or benefit from, such as refuse collection and street lighting.

Table 3.1: Use of services provided by the council and its arm's length organisations

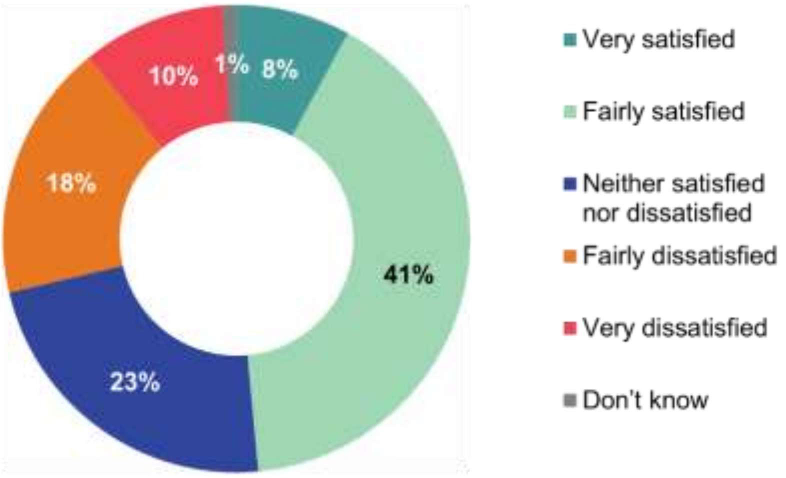
	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Parks	59	68	64	65	66	72	71	n/a	84	64
Museums & Galleries	44	51	50	50	53	59	59	n/a	28	43
Recycling centres	35	37	34	36	38	36	41	n/a	61	39
Libraries	46	49	44	45	46	52	52	n/a	25	33
Sports & leisure centres	40	45	43	43	43	47	48	n/a	32	33
Children's play parks	24	25	25	23	27	25	29	n/a	35	22
Primary schools	17	19	18	16	20	17	18	n/a	18	15
Secondary schools	13	14	14	14	13	16	12	n/a	22	15
Community centres	11	14	12	13	12	15	15	n/a	13	11
Nursery schools	10	13	10	9	11	13	12	n/a	9	10
Social work services	7	9	9	7	7	8	8	n/a	9	6
Home Care service	4	3	4	5	5	6	4	n/a	6	4
Base	*1,024*	*1,027*	*1,021*	*1,023*	*1,045*	*1,019*	*1,065*	*n/a*	*1,004*	*1,032*

Overall satisfaction with services provided by the council and its arm's length organisations

Overall satisfaction with the services provided by the council and its arms' length organisations was similar to the level seen in 2021: 49% were satisfied (compared with 48% in 2021), while 27% were dissatisfied[2] (compared to 32%), and 23% were neutral in their opinion (compared to 19%) (Figure 3.1). Satisfaction levels were at the second lowest level seen since the survey has been carried out (with 2021 being the lowest) (Figure 3.2).

Figure 3.1: Overall satisfaction with services provided by the council and its arm's length organisations

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

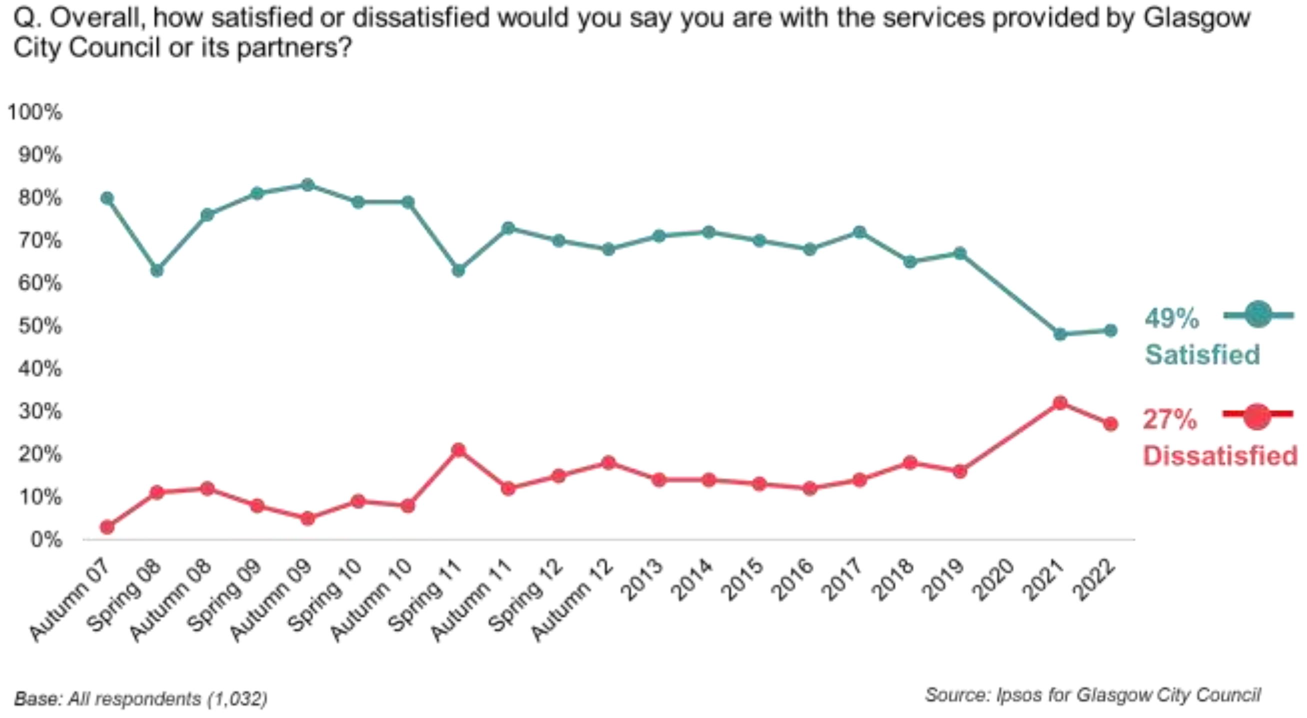


Base: All respondents (1,032)

Source: Ipsos for Glasgow City Council

[2] The overall dissatisfaction figure is slightly different than the sum of the figures for very dissatisfied and fairly dissatisfied due to rounding.

Figure 3.2: Trend in overall satisfaction with services provided by the council and its arm's length organisations



Satisfaction was higher among respondents in the North East (54% satisfied) than in the North West (49%) and South (43%) of the city.

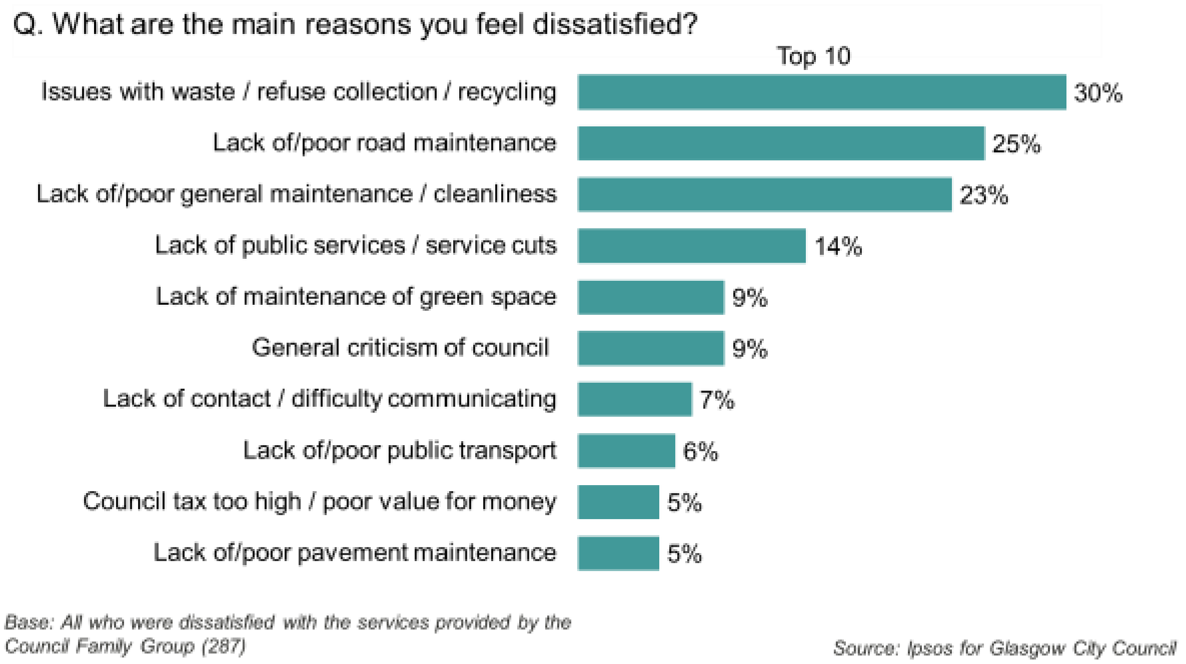
As seen in previous waves, minority ethnic[3] respondents were more satisfied than white[4] respondents (66% compared with 46%), and younger respondents were more satisfied than older respondents (59% of 16-24 year olds were satisfied, compared with 41% of those aged 55 and over).

Reasons for overall dissatisfaction with services

Those that were dissatisfied with the services provided by the council and its arm's length organisations were asked, unprompted, their main reasons for feeling this way. The most common answers related to perceived issues with waste, refuse collection and recycling (30%), road maintenance (25%) and general maintenance and cleanliness issues (23%). Other reasons included: a perceived lack of or reduction in council services (14%), issues with maintenance of parks and green spaces (9%), and general criticism of the council (9%) (Figure 3.3).

[3] Minority ethnic includes those in the ethnicity categories: Asian, Asian Scottish or Asian British; Black, Black Scottish or Black British; Chinese; Mixed; and any other ethnic background.
[4] White includes those in the ethnicity categories: White Scottish, White British, White Irish and any other white background

Figure 3.3: Reasons for feeling dissatisfied with services provided by the council and its arm's length organisations



Examples of some specific reasons for being dissatisfied with services are shown below (using respondents' verbatim comments).

- ***"Because there is too much rubbish about for the amount of Council Tax we pay, and it's a guessing game when the rubbish will get collected"***
- ***"Food recycling has stopped and there is no indication when it's going to restart. The trash around [my area] is terrible. I once spent the afternoon going round the area with a litter picker."***
- ***"Our bins get emptied rarely, food waste recycling has been discontinued, there are lots of potholes, yet the Council Tax has gone up. Library opening hours have been reduced, leisure centre facilities have been reduced to the bare minimum. Glasgow Social Work are chronically understaffed. But in general the streets around here are pretty grubby. Outside Glasgow, in other cities, you come across bins that allow separate collections in the street."***
- ***"They have made so many cutbacks, for example no more grass cutting in the park and no lights in the park either. There is no zebra crossing on this very busy road either."***
- ***"The council don't make good decisions. They let derelict buildings go unused, youth services are cut and they rely a lot on charities for things they should be funding."***

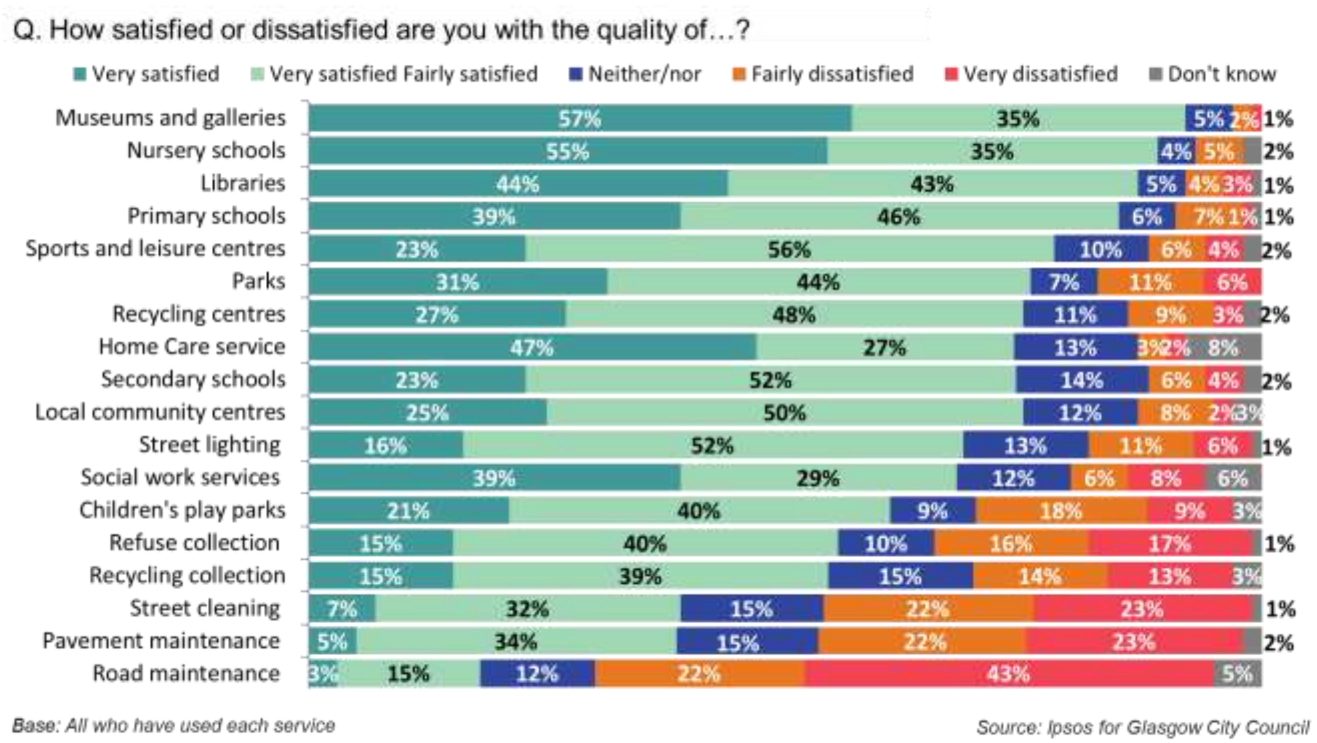
Satisfaction with individual services

As seen in previous waves, levels of satisfaction with individual services provided by the council and its arm's length organisations varied.

As shown in Figure 3.4, a majority were once again satisfied with: museums and galleries (92%), libraries (87%), sports and leisure centres (78%), parks (75%), community centres (75%), recycling centres (75%), home care services (74%) and nursery, primary and secondary schools (89%, 86% and 75% respectively).

Around two thirds were satisfied with street lighting (69%), social work services (68%) and children's play parks (62%). Lower proportions were satisfied with refuse collection (55%), recycling collection (54%), street cleaning (40%), pavement maintenance (39%) and road maintenance (18%).

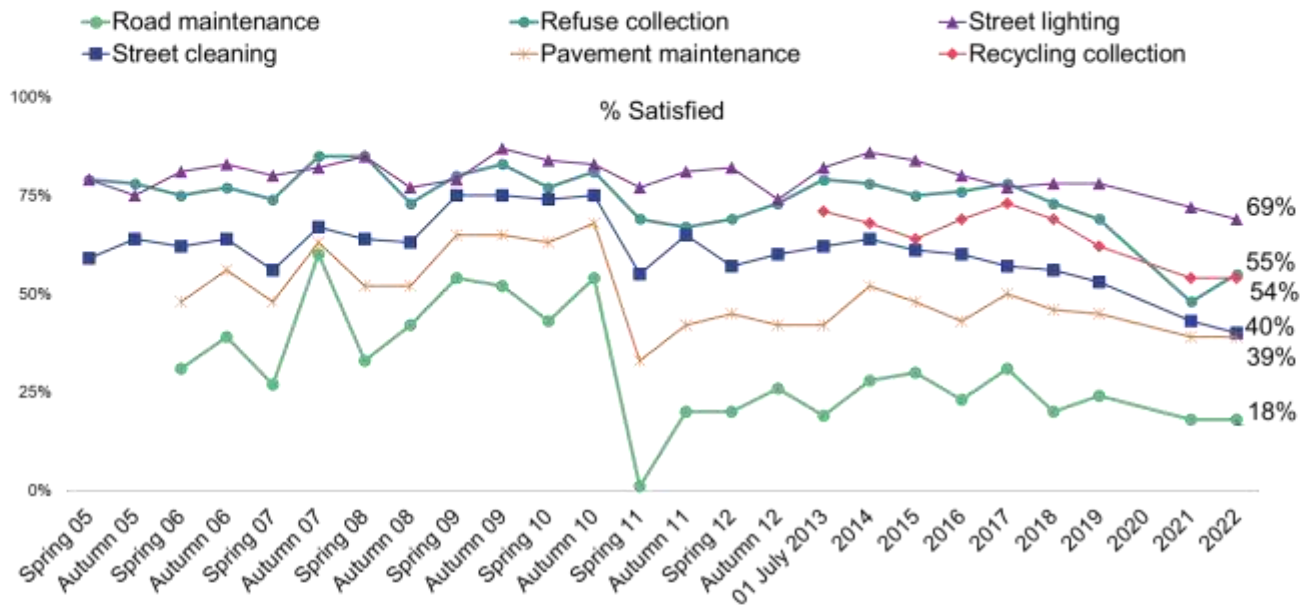
Figure 3.4: Satisfaction with individual services – overview



Satisfaction with universal services

Satisfaction with universal services was largely unchanged since the previous wave. Satisfaction with recycling collection (54%), pavement maintenance (39%) and road maintenance (18%) were each in line with the previous wave. Satisfaction with street lighting (69%) and street cleaning (40%) decreased slightly since the previous wave (by three percentage points each), while satisfaction with refuse collection (55%) increased (by seven percentage points) (Figure 3.5).

Figure 3.5: Trends in satisfaction with universal services



Base: All respondents (1,032) *Source: Ipsos for Glasgow City Council*

Those in the North East were more satisfied with recycling collection (58% compared with 52% in the North West and 54% in the South), while those in the North West were more dissatisfied with refuse collection (39% dissatisfied compared with 33% in the North East and 29% in the South.

There was further variation by ethnicity, age and social grade:

- Minority ethnic respondents were more satisfied than white respondents with: street lighting (76% compared with 67%), street cleaning (54% vs 37%), pavement maintenance (53% vs 36%) and road maintenance (34% vs 16%).
- Older residents (55+ years old) were more dissatisfied than younger residents (16-24 years old) with road maintenance (77% vs 46%), pavement maintenance (62% vs 25%) and street cleaning (49% vs 30%).
- Those in social grades ABC1 were more likely than those in social grades C2DE to be dissatisfied with refuse collection (37% vs 31%).[5]

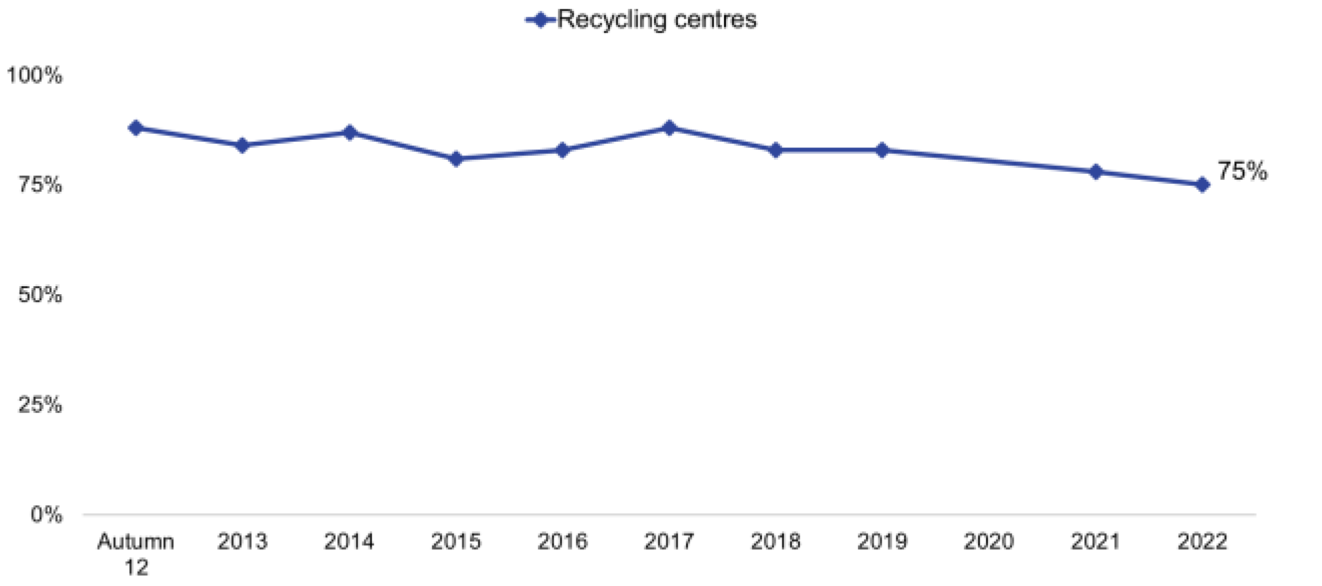
Satisfaction with non-universal services

Recycling centres

Three quarters (75%) were satisfied with recycling centres, similar to the level seen last year (78%) (Figure 3.6).

[5] This is a social grade classification that is commonly used in social research. Broadly speaking, the groups ABC1 correspond to professional, managerial and clerical occupations and groups C2DE refer to skilled-manual occupations, unskilled manual occupations and the economically inactive.

Figure 3.6: Trends in satisfaction with recycling centres

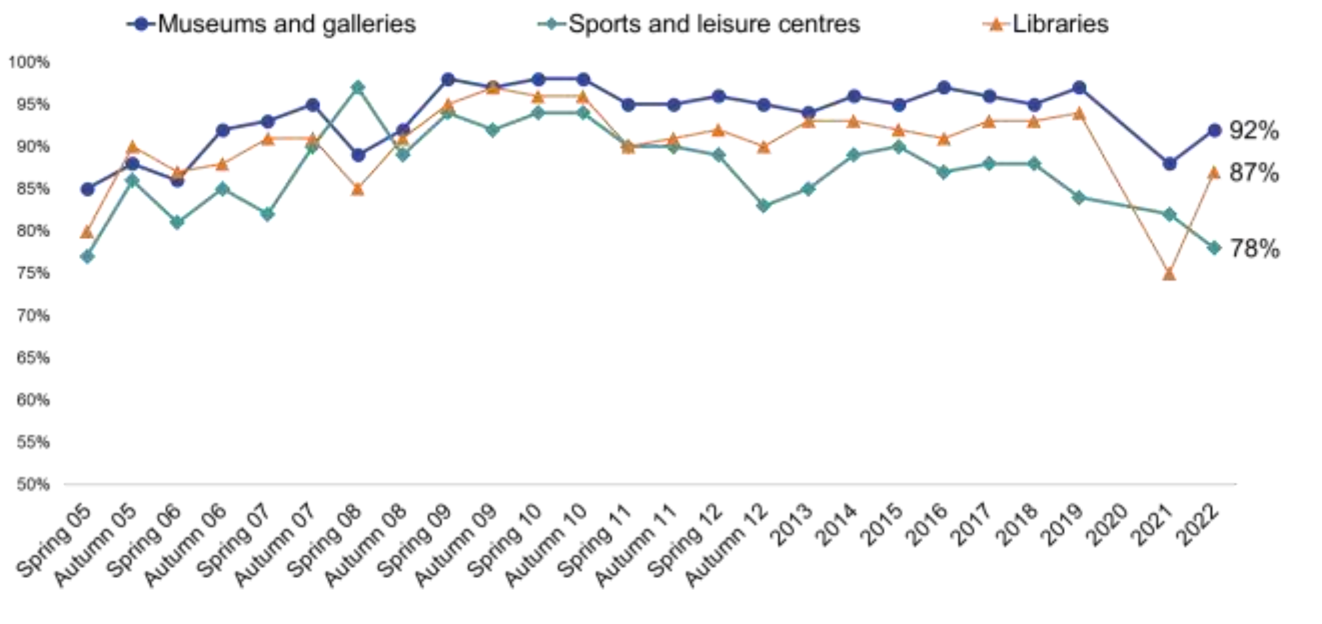


Base: All users of recycling centres (415) *Source: Ipsos for Glasgow City Council*

Culture and leisure services

The vast majority of users were satisfied with culture and leisure services: 92% with museums and galleries, 87% with libraries and 78% with sports and leisure centres. Since 2021 there was an increase in satisfaction with museums and galleries (by four percentage points) and libraries (by twelve points), but a decrease in satisfaction with sports and leisure centres (by four points) (Figure 3.7).

Figure 3.7: Trends in satisfaction with culture and leisure services

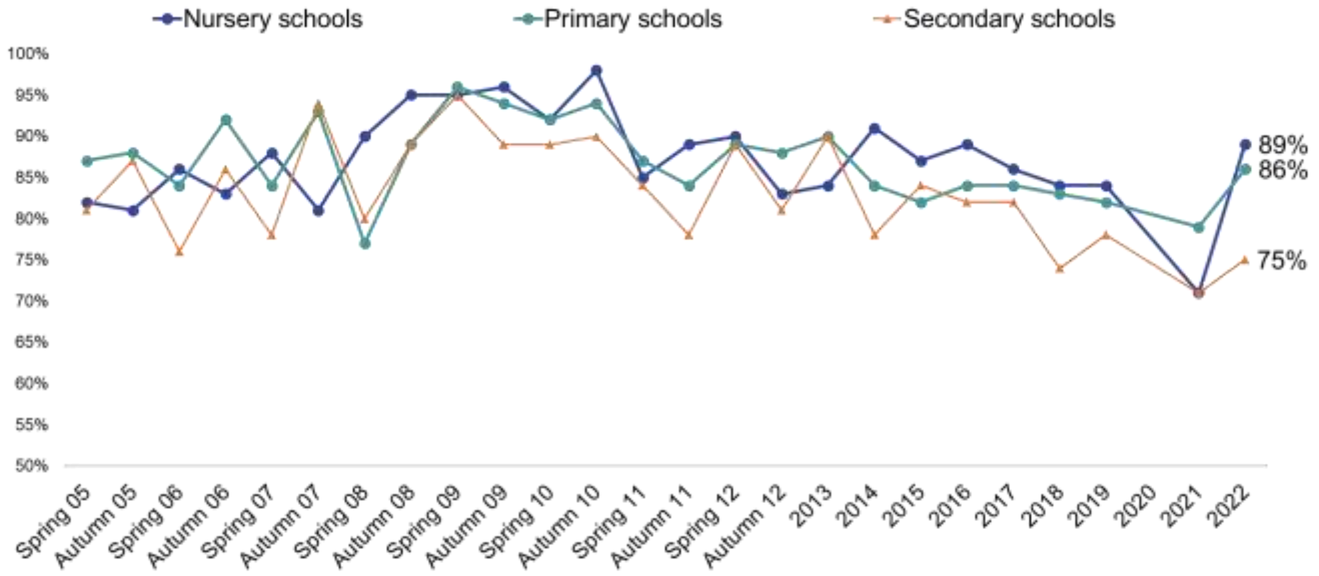


Base: All users of: museums and galleries (442); sports and leisure centres (331); libraries (338) *Source: Ipsos for Glasgow City Council*

Education services

Satisfaction with education service was high and increased on the previous wave: 89% were satisfied with nursery schools (up 18 percentage points), 86% with primary schools (up seven points), and 75% with secondary schools (up four points) (Figure 3.8).

Figure 3.8: Trends in satisfaction with education services

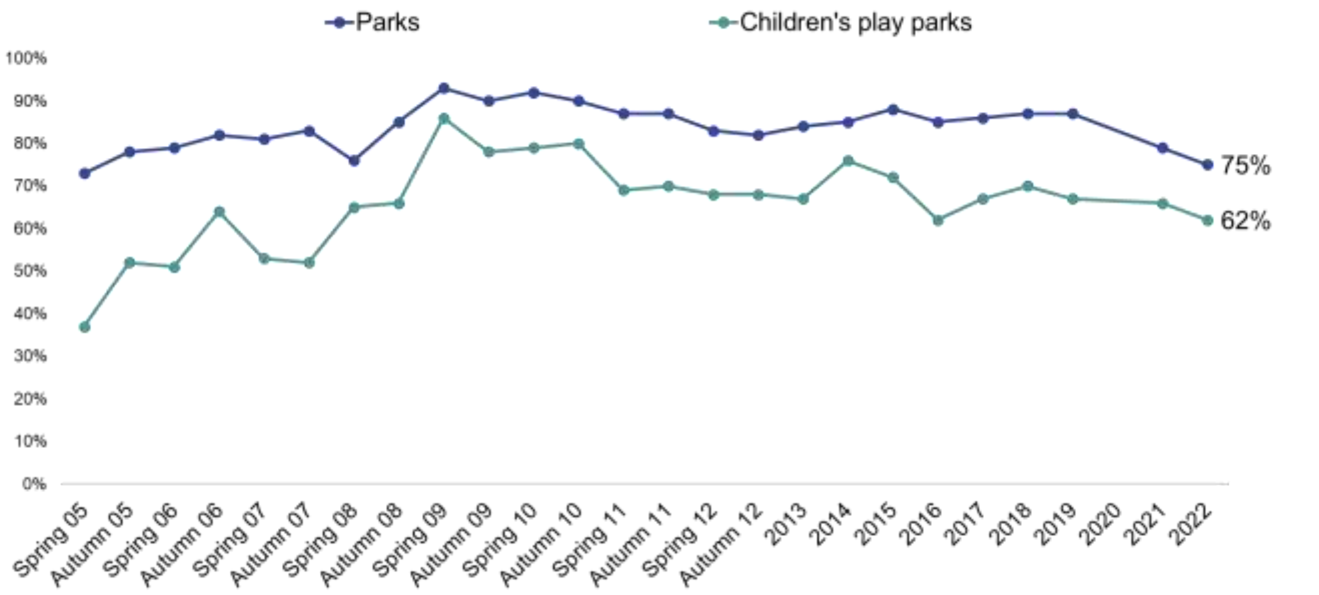


Base: All users of: nursery schools (100); primary schools (156); secondary schools (143) *Source: Ipsos for Glasgow City Council*

Parks and children's play parks

A majority of respondents were satisfied with parks (75%, down from 79% in 2021) and children's play parks (62%, down from 68%) (Figure 3.9).

Figure 3.9: Trends in satisfaction with parks and playparks



Base: All users of: parks (658); children's play parks (224) *Source: Ipsos for Glasgow City Council*

Satisfaction with play parks was higher in the North West (74%) than in the North East (61%) and South (50%).

Social care services

As in previous waves, small base sizes preclude robust analysis of trends in satisfaction with social work and home care services. However, 74% of users were satisfied with home care services (in line with 75% in 2021) and 68% were satisfied with social work services (up from 55%)

Local community centres

Three quarters (75%) of users were satisfied with local community centres, up from 67% in 2021. Again, this should be treated as indicative due to the small base size.

4 Council reputation and communication

The council's impact on quality of life

Around six in ten (61%) respondents agreed that the council had an important impact on the quality of local life in Glasgow, while 15% disagreed. Over a quarter (28%) agreed that the council was addressing the key issues affecting the quality of life in their local area, while 40% disagreed (Table 4.1). On both measures, the proportion agreeing was lower than in previous years.

Table 4.1: Perceptions of the council's impact on quality of life

	The council has an important impact on the quality of local life in Glasgow		The council is addressing the key issues affecting the quality of life in my local area		
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	*Base: All*
2014	79	9	n/a	n/a	*1,027*
2015	81	8	n/a	n/a	*1,021*
2016	75	9	39	31	*1,023*
2017	79	9	39	30	*1,045*
2018	71	7	37	27	*1,019*
2019	74	10	33	32	*1,065*
2020	n/a	n/a	n/a	n/a	*n/a*
2021	80	11	34	44	*1,004*
2022	61	15	28	40	*1,032*

Respondents in the South (68%) and ABC1s (67%) were more likely than average (61%) to agree that the council had an important impact on quality of life. Those in the North East (19%) and those aged 55+ (23%) were more likely than average (15%) to disagree.

Minority ethnic respondents were more likely than white respondents to say the council was addressing the issues affecting quality of life in their local area (40% vs 26%).

Local service standards

In terms of perceptions of local service standards, 32% agreed that the council designed services around the needs of people who used them, 31% that it did the best it could with the money available, and 30% that it provided high quality services. Just over a quarter (27%) felt it gave residents good value for money (Table 4.2). As with views on the council's impact on quality of life, the proportion of respondents agreeing with each statement was lower than that seen in previous waves.

Table 4.2: Perceptions of the council's service standards

	The council provides high quality services		Glasgow City Council gives residents good value for money		The council designs its services around the needs of the people who use them		The council does the best that it can with the money available		
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	*Base: All*
2014	n/a	n/a	50	28	n/a	n/a	n/a	n/a	*1,027*
2015	49	24	45	27	51	25	50	27	*1,021*
2016	46	25	42	29	46	26	43	33	*1,023*
2017	51	21	42	26	48	23	49	25	*1,045*
2018	48	20	46	25	46	21	49	22	*1,019*
2019	47	24	40	29	43	27	42	27	*1,065*
2020	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	*n/a*
2021	38	40	33	44	41	37	42	37	*1,004*
2022	30	39	27	42	32	33	31	39	*1,032*

Those in the North East were more likely than those in other areas to disagree that the council provided high quality services (36% compared with 27% in the North West and 28% in the South)

As seen in previous waves, minority ethnic respondents were more positive about certain aspects of the council's role. They were more likely to say it designed services around the needs of people who used them (46% compared to 30% of white respondents), gave residents good value for money (41% vs 24%) and provided high quality services (39% vs 28%).

Information provision and citizen engagement

Turning to the council's information provision and engagement with citizens, there were mixed views once again.

Just over a third said they trusted the council (36%) and fewer agreed that the council was good at letting residents know about its services (31%) and about how well it was performing (23%) (Table 4.3). Just under half (47%) said the council was too remote and impersonal and 39% said it rarely considered residents' views when making decisions that affected them. Half (50%) said they would like to get more involved in decisions affecting their own area (Table 4.4). On most of these measures, the proportion agreeing with had decreased compared with previous waves (the exception being "the council is good at letting people know how well it is performing" which was in line with the 2021 figure).

Table 4.3: Perception of council information provision and citizen engagement

	I trust Glasgow City Council		The council is good at letting residents know about the services it provides		The council is good at letting people know how well it is performing		
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	*Base: All*
2014	48	n/a	n/a	n/a	n/a	n/a	*1,027*
2015	47	48	48	34	n/a	n/a	*1,021*
2016	46	48	48	32	n/a	n/a	*1,023*
2017	48	44	44	37	32	40	*1,045*
2018	46	45	45	29	32	34	*1,019*
2019	47	39	39	40	29	41	*1,065*
2020	n/a	n/a	n/a	n/a	n/a	n/a	*n/a*
2021	42	39	39	44	21	56	*1,004*
2022	36	33	31	40	23	40	*1,032*

Table 4.4: Perception of council information provision and citizen engagement

	The council is too remote and impersonal		The council rarely takes residents' views into account when making decisions that affect them		I would like to be more involved in decisions the Council makes that affect my area		
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	*Base: All*
2014	39	39	43	32	n/a	n/a	*1,027*
2015	46	46	45	26	n/a	n/a	*1,021*
2016	48	48	45	25	54	26	*1,023*
2017	42	42	40	26	53	25	*1,045*
2018	41	41	38	25	49	19	*1,019*
2019	43	43	41	25	52	28	*1,065*
2020	n/a	n/a	n/a	n/a	n/a	n/a	*n/a*
2021	52	52	43	33	68	15	*1,004*
2022	47	18	39	25	50	24	*1,032*

Minority ethnic respondents were more likely to trust the council (48% compared with 35% of white respondents). Younger respondents (16-24) were more likely than those aged 55+ to say that they trusted the council (42% vs 31%), while older residents (55+) were more likely to say the council was too remote and impersonal (58% vs 35% of 16-24 year olds).

Perceptions of the council by overall satisfaction with services

Attitudes towards the council were once again linked to satisfaction with services: those who were satisfied overall tended to view the council more favourably across most of these statements (Table 4.5).

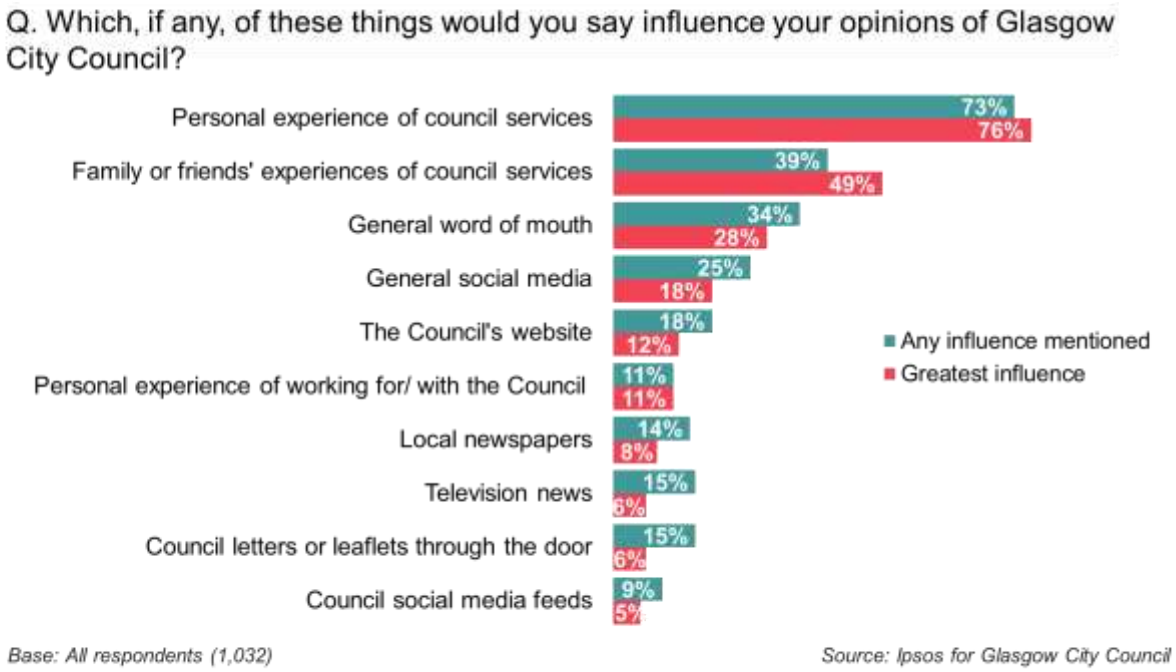
Table 4.5: Perceptions of the council by overall satisfaction with services

	All (% agree)	Satisfied with services	Dissatisfied with services
The council has an important impact on the quality of life in Glasgow	61	71	54
I would like to be more involved in decisions the council makes that affect my area	50	45	61
The council provides high quality services	30	50	5
I trust Glasgow City Council	36	58	11
The council designs its services around the needs of people who use them	32	51	8
The council is too remote and impersonal	47	38	66
The council does the best it can with the money available	31	48	10
The council rarely takes residents' views into account when making decisions that affect them	39	35	53
Glasgow City Council gives residents good value for money	27	45	7
The council is good at letting residents know about the services it provides	31	47	13
The council is addressing the key issues affecting quality of life in my local area	28	44	9
The council is good at letting people know how well it is performing	23	33	11
Base	*1,032*	*493*	*295*

Factors influencing opinion of Glasgow City Council

The main factor influencing perceptions of the council was personal experiences of using services, with 73% saying this was the most important influence, followed by: family or friends' experiences (39%), general word of mouth (34%), social media (25%), and the council's website (18%). When asked the single greatest influence on their opinion, a similar pattern was seen (Figure 4.1).

Figure 4.1: Main factors influencing opinion of the council



Respondents who had said they were dissatisfied with the services provided by the council and its arm's length organisations were more likely to say their opinion was influence by personal experience of council services (83% vs 69% of those who are satisfied).

5 Legacy of COP26

Awareness of COP26

The vast majority of respondents (92%) were aware that Glasgow had hosted the 2021 United Nations Climate Change Conference (COP26), while 7% were not.

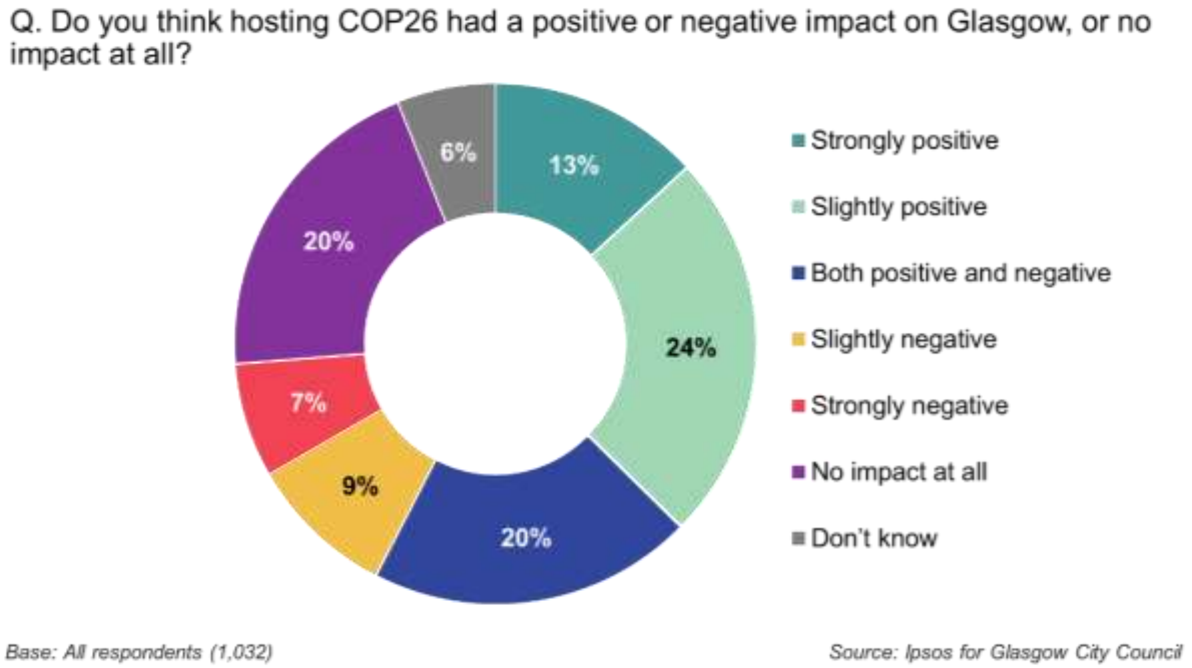
Awareness was lower among those in the North East (10% were unaware), minority ethnic residents (14%) and those in social grade C2DE (10%).

Impact of COP26

Overall impact on Glasgow

There were mixed views on the impact that COP26 had on the city: 37% felt it had a positive impact (13% strongly, 24% slightly), 16% negative (7% strongly, 9% slightly), and 20% both a positive and negative impact. However, around one in five (21%) felt that hosting COP26 had no impact on Glasgow at all (Figure 5.1).

Figure 5.1: Impact of COP26

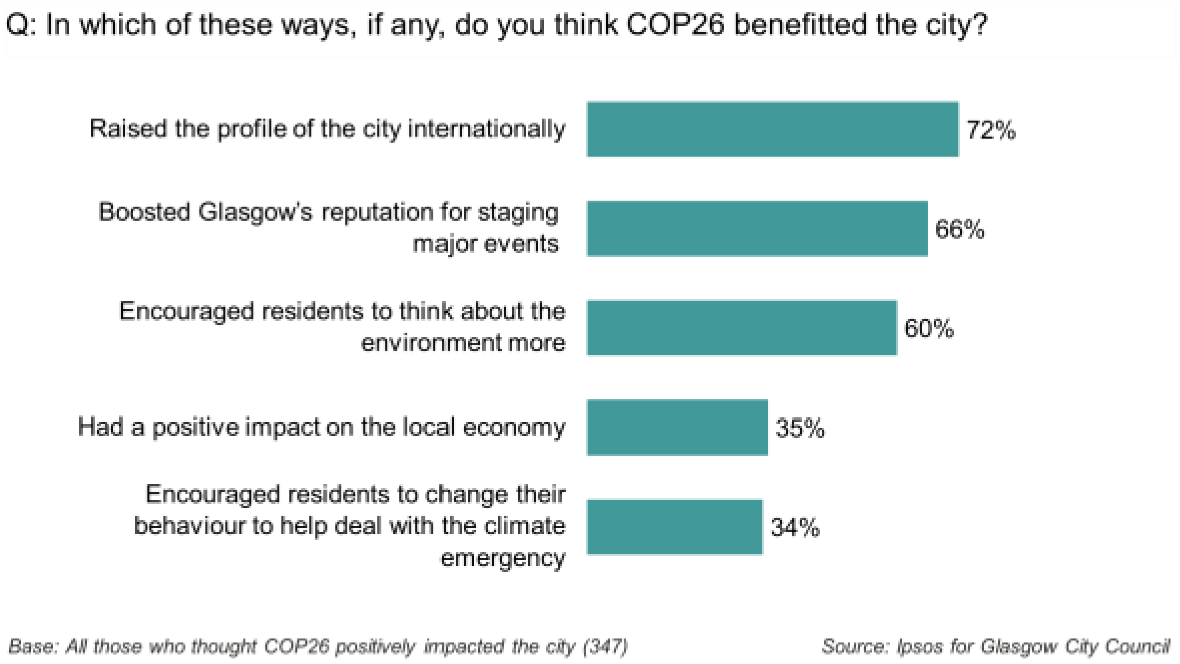


Those in social grades ABC1 were more likely than C2DEs to say COP26 had a positive impact on the city (44% vs 31%). There was also a link between perceived impact of COP26 and satisfaction with council services: those that were satisfied were more likely to say there were positive impacts than those that were dissatisfied (46% vs 25%).

Benefits of COP26 on Glasgow

Of those who said COP26 had a positive impact on Glasgow, a majority felt it had raised the profile of the city internationally (72%), boosted Glasgow's reputation for staging major events (66%) and encouraged residents to think about the environment more (60%). Around a third felt it had a positive impact on the local economy (35%) and encouraged residents to change their behaviour to help deal with the climate emergency (34%) (Figure 5.2).

Figure 5.2: Benefits of COP26



Residents in the North East were more likely than average to say COP26 had a positive impact on the local economy (48% vs 35%), while those in the North West were less likely to say this (24%).

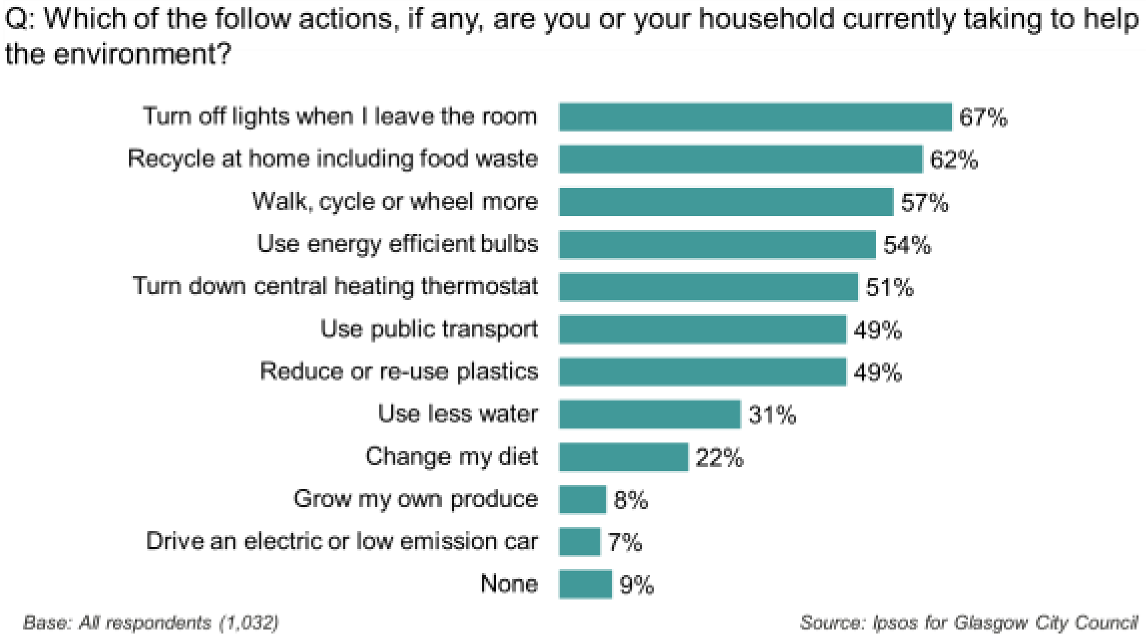
Those in social grades ABC1 were more likely than C2DEs to say COP26 had raised the profile of the city internationally (79% vs 66%) and had a positive impact on the local economy (45% vs 25%).

Climate actions

Most respondents (90%) reported taking at least one action to help the environment.

The most common actions were turning of lights when leaving a room (67%), recycling (62%), walking, cycling or wheeling more (57%), using energy efficient lightbulbs (54%) and turning down the thermostat (51%). Just under half were using public transport (49%) and reducing or re-using plastics (49%) while 37% were repairing and re-using items instead of buying new. Just under a third were using less water (31%) and around a fifth were changing their diet (22%). Fewer were growing their own produce (8%) and driving an electric or low emissions car (7%) (Figure 5.3).

Figure 5.3: Actions to help the environment



Residents in the South were more likely than average to be walking, cycling or wheeling more (64% vs 57% overall) and growing their own produce (11% vs 8%), while those in the North West were more likely to be using public transport (60% vs 49%).

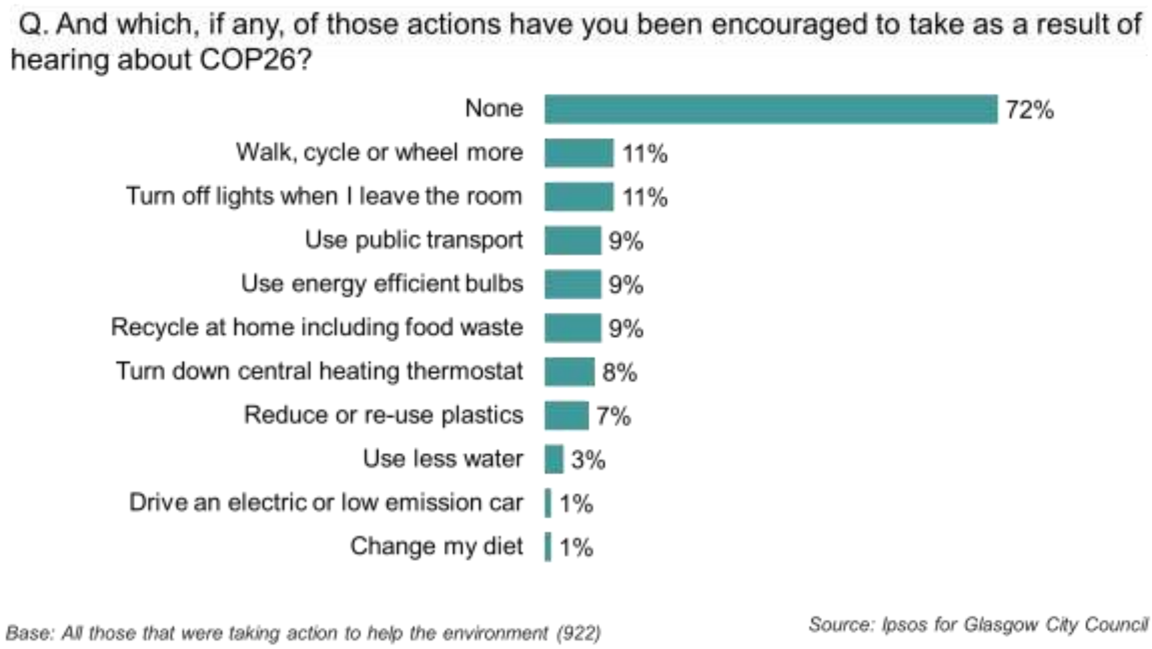
Groups that were least likely to be taking any actions were:

- respondents in the North East (13% were taking no actions, compared with 9% overall),
- those aged 55 and over (13%), and
- those in social grades C2DE (12% compared to 5% of ABC1s).

Impact of COP26 on behaviour

Around a quarter of respondents (27%) said they had been encouraged to take environmental actions as a result of hearing about COP26, while around three-quarters (72%) said they were not. Around one in ten were walking, cycling or wheeling more (11%), turning off lights (11%), using public transport (9%), using energy efficient light bulbs (9%) and recycling (9%) as a result of COP26 (Figure 5.4).

Figure 5.4: Actions to help the environment since COP26



COP26 had more of an influence on the environmental behaviours of:

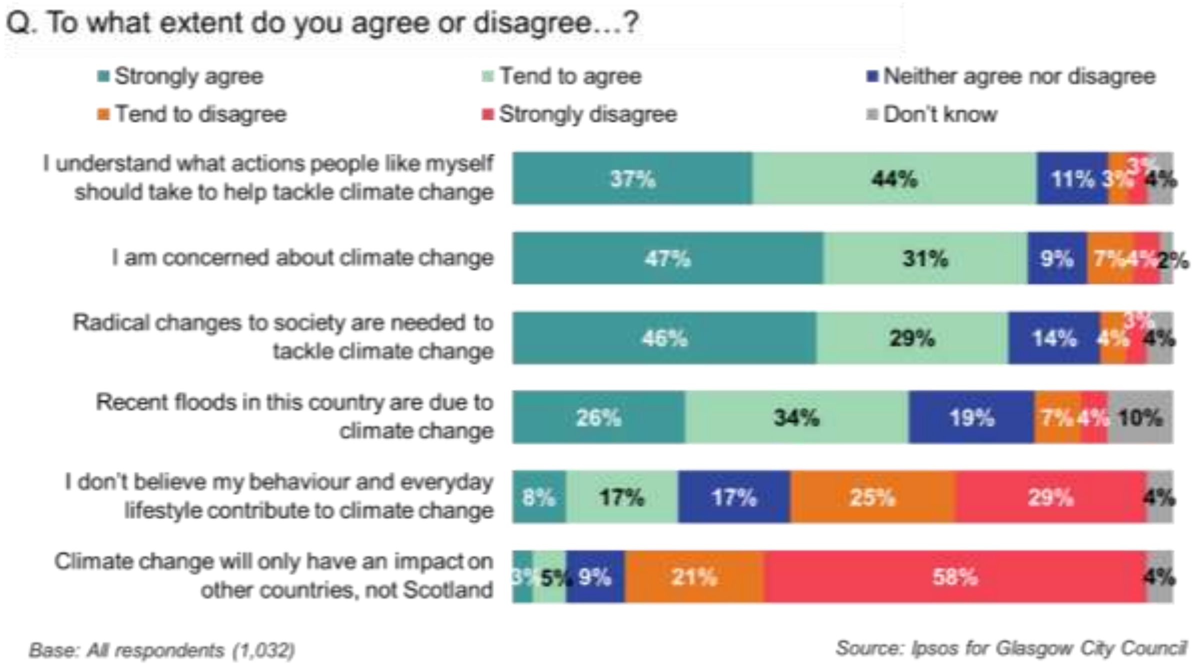
- those in the North West in relation to using public transport (15%), turning off lights (15%), using energy efficient light bulbs (14%), turning down the thermostat (12%) and recycling (12%),
- minority ethnic respondents in relation to walking, cycling and wheeling (17%) and using public transport (18%), and
- C2DEs in relation to using public transport (12%), turning off lights (13%) and recycling (10%), and ABC1s in relation to reducing or reusing plastics (10%).

Attitudes towards climate change

Concern about climate change and awareness of the need for climate action was high. The majority of respondents were concerned about climate change (78%), agreed that radical changes to society were needed to tackle climate change (76%) and understood what actions people should be taking to help (80%). A further 60% agreed that recent floods in this country were due to climate change.

A majority disagreed with the statements “climate change will only have an impact on other countries, not Scotland” (79% disagreed) and “I don’t believe my behaviour and everyday lifestyle contribute to climate change” (54%) (Figure 5.5).

Figure 5.5: Attitudes towards climate change



Concern about climate was higher among:

- those in the North West (82% agreed),
- 16-24 year olds (88%),
- those in employment (82%), and
- those in social grades ABC1 (85%).

The groups above were also more likely to agree that radical changes in society were needed to tackle climate change and to say they understood what actions people should take.

On the other hand, concern about climate change was lower among:

- those in the North East (70% agreed),
- those who were retired (72%), and
- those in social grades C2DE (72%).

6 Housing retrofit and energy efficiency

Housing retrofit target

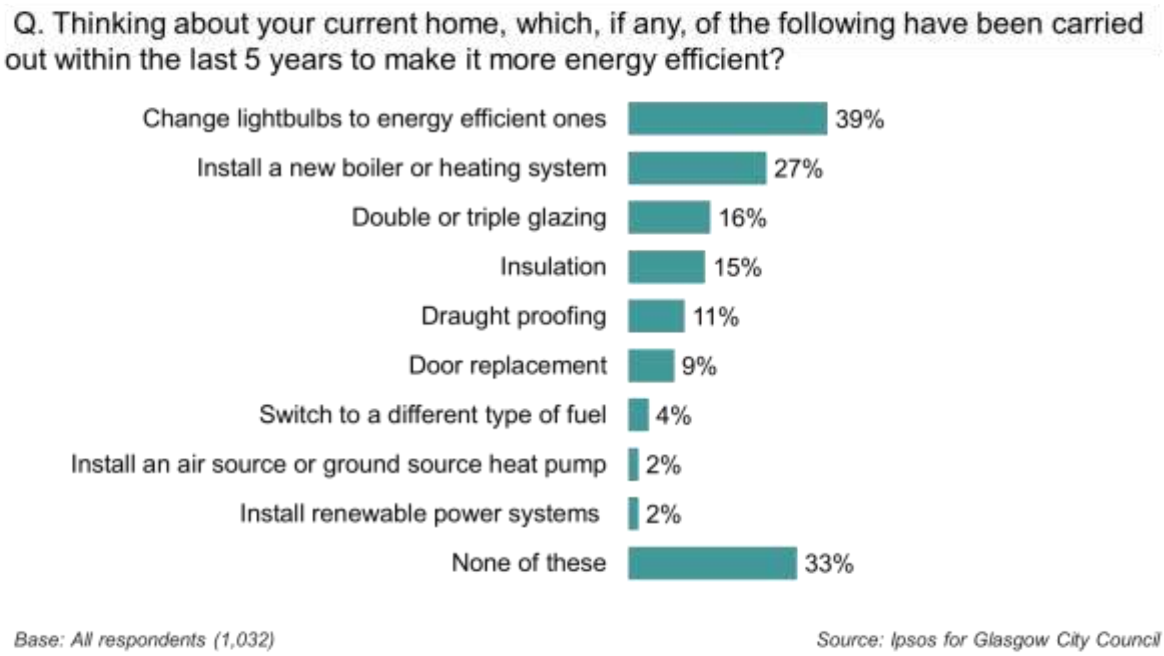
As part of Glasgow's target of net zero carbon emissions by 2030, most properties in the city need to be retrofit with home insulation and other energy efficiency improvements. Over a third (37%) of residents were aware of this, while 57% were not (the remaining 6% said don't know).

Past energy efficiency improvements

In terms of their own homes, 56% of respondents lived in properties where at least one energy efficiency improvement had been made in the last five years. A third (33%) lived in homes where no changes had been made.

The most common improvements that had already been made were: changing to energy efficient lightbulbs (39%) and installing a new boiler or heating system (27%). Other, less common, changes included: double or triple glazing (16%), insulation (15%), draught proofing (11%), and door replacement (9%) (Figure 6.1).

Figure 6.1: Home energy efficiency changes



Energy efficiency improvements were more common in the homes of:

- those in the South (60% had at least some changes made vs 56% overall),
- those in the least deprived areas[6] (75% vs 50% of those in the most deprived areas),

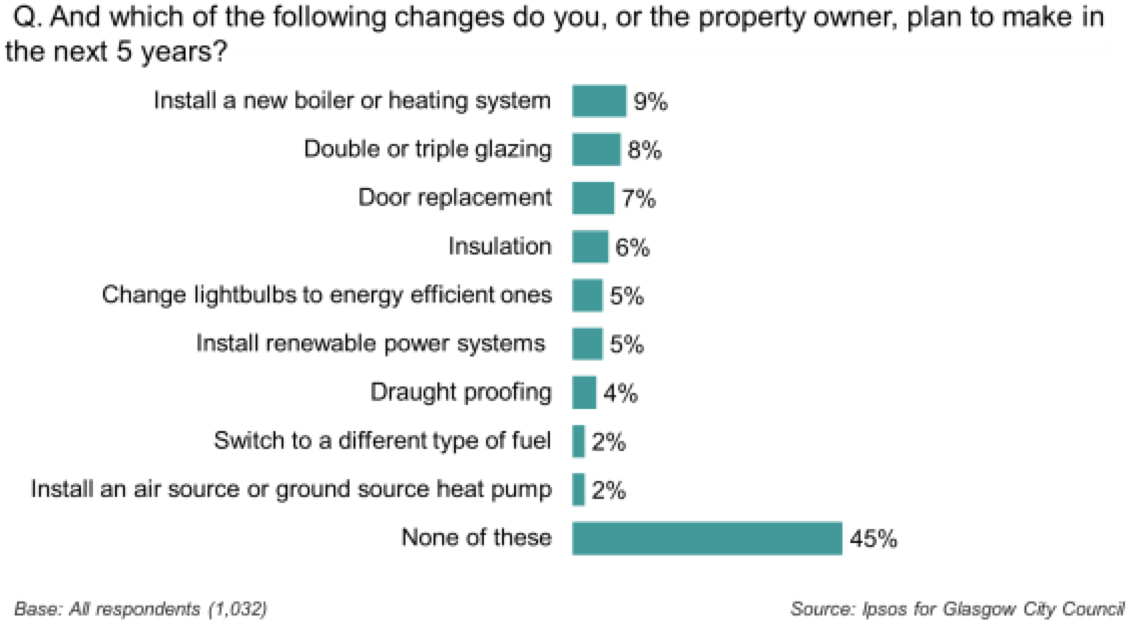
[6] Deprivation is measured using the Scottish Government's Scottish Index of Multiple Deprivation (SIMD) which measures relative deprivation of small areas (called data zones) based on income, employment, education, health, access to services, crime and housing. SIMD ranks data zones from most to least deprived.

- those aged 75 and over (64% vs 40% of 16-24 year olds), and
- white respondents (57% vs 47% of minority ethnic respondents).

Future energy efficiency improvements

In terms of future energy efficiency changes, 28% of respondents said they or the property owner were planning to take at least one action in the next five years, while 45% were not (and 27% didn't know). Specific changes planned included: installing a new boiler or heating system (9%), double or triple glazing (8%) door replacement (7%) and insulation (6%), with other changes mentioned by 5% or less (Figure 6.2).

Figure 6.2: Home energy efficiency changes within the next five years

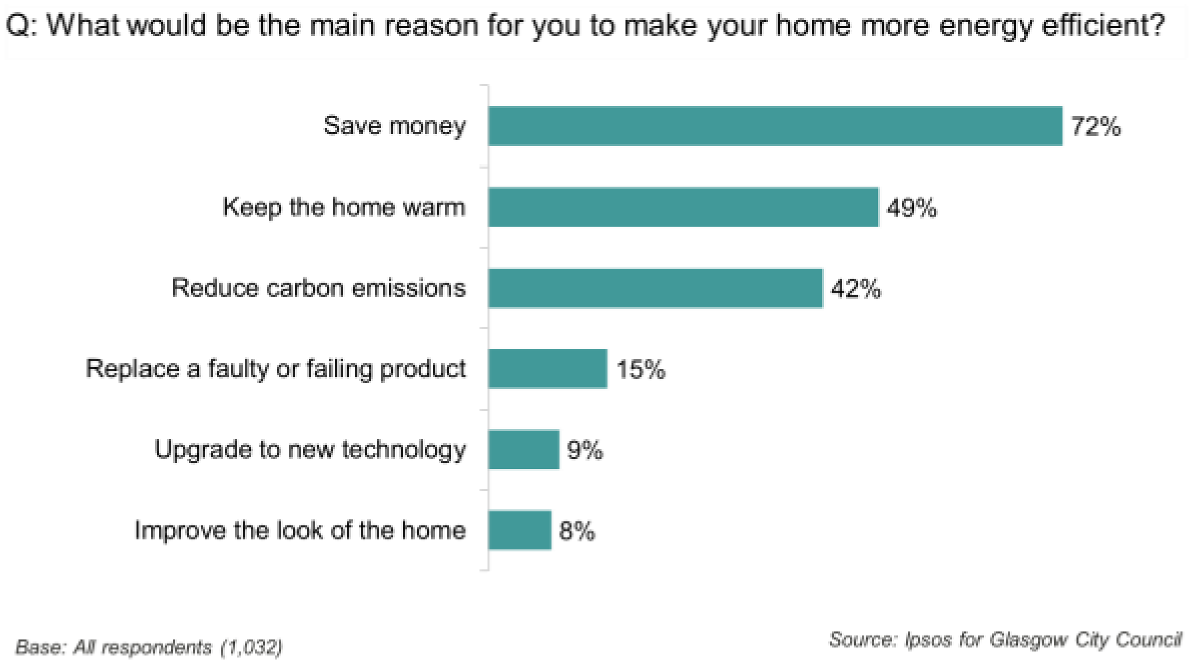


Again, residents in the South were more likely to be planning changes (34% compared to 28% overall) as were residents in the least deprived areas (42% compared to 23% in the most deprived).

Reasons for making energy efficiency changes

The main reasons for respondents potentially making their homes more energy efficient were: to save money (72%), keep the home warm (49%) and to reduce carbon emissions (42%). Fewer said their main reason was to replace a faulty or failing product (15%), upgrade to new technology (9%) and improve the look of the home (8%) (Figure 6.3).

Figure 6.3: Reasons for making the home more energy efficient



Residents in the South were more likely than average to say the main reason for making their home more energy efficient was to save money (77% vs 72%) and to keep the home warm (58% compared to 49%).

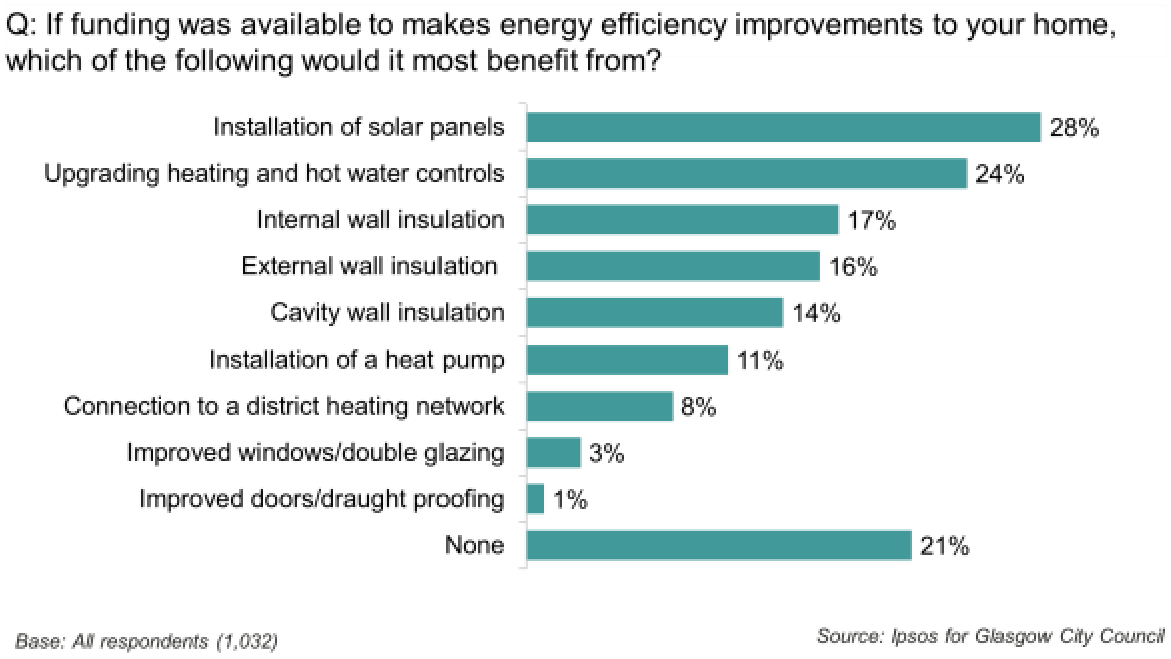
Saving money and keeping warm were greater concerns for white respondents than minority ethnic respondents (74% and 52% vs 61% and 34%).

Those in social grades C2DE were more likely to mention saving money (75% compared to 69% of ABC1s) while ABC1 residents more likely to mention reducing carbon emissions (50% vs 35% of C2DEs) and upgrading to new technology (12% vs 8%).

Support to make energy efficiency improvements

If support funding were available to make energy efficiency improvements, around a quarter of respondents felt their home would benefit from solar panels (28%) and upgrading heating and hot water controls (24%). Other possible benefits mentioned were internal wall insulation (17%), external wall insulation (16%), cavity wall insulation (14%), heat pumps (11%) and district heating (8%). A fifth (21%) said they did not need to make any energy efficiency improvements while 17% did not know (Figure 6.4).

Figure 6.4: Energy efficiency improvements needed

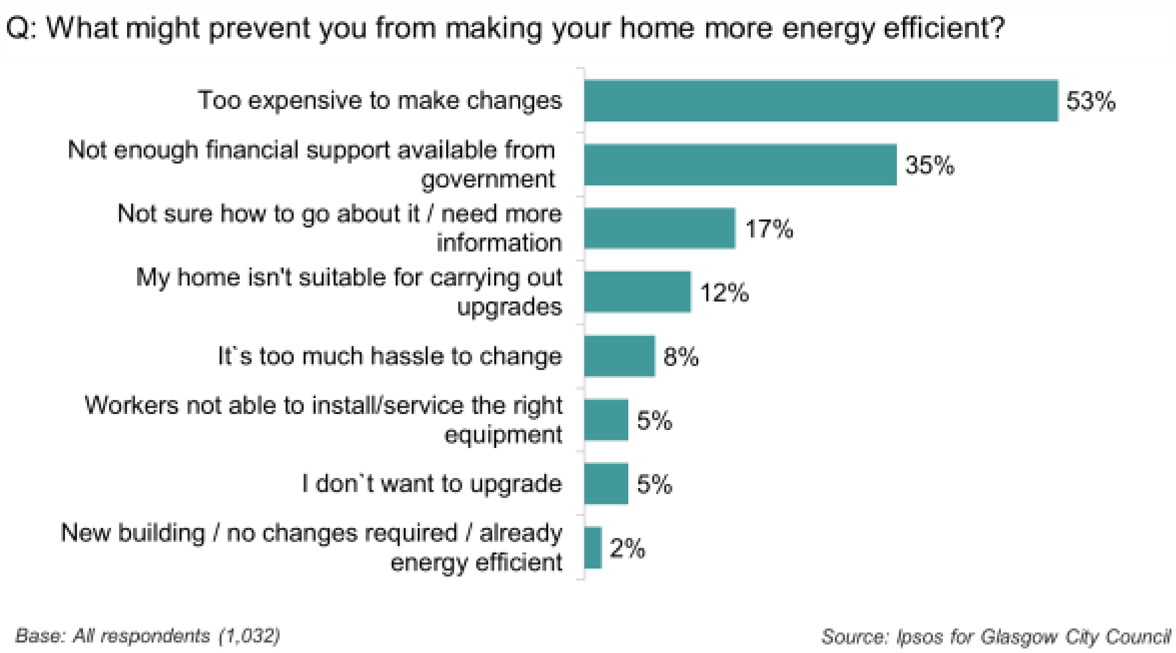


Those in social grades ABC1 were more likely to say their home would benefit from internal wall insulation (20% vs 14% of C2DEs) and a heat pump (14% vs 9%) while C2DEs were more likely to mention upgrading heating and hot water controls (29% vs 18%).

Barriers to making changes

Just over half of respondents (53%) felt that cost was a barrier to making their home more energy efficient and around a third (35%) felt there was not enough financial support from government. Other barriers included needing more information (17%) and the home not being suitable for upgrades (12%). Fewer mentioned the hassle of changing (8%), lack of workers to install or service equipment (5%), and not wanting to make upgrades (5%) (Figure 6.5).

Figure 6.5: Barriers to home energy efficiency

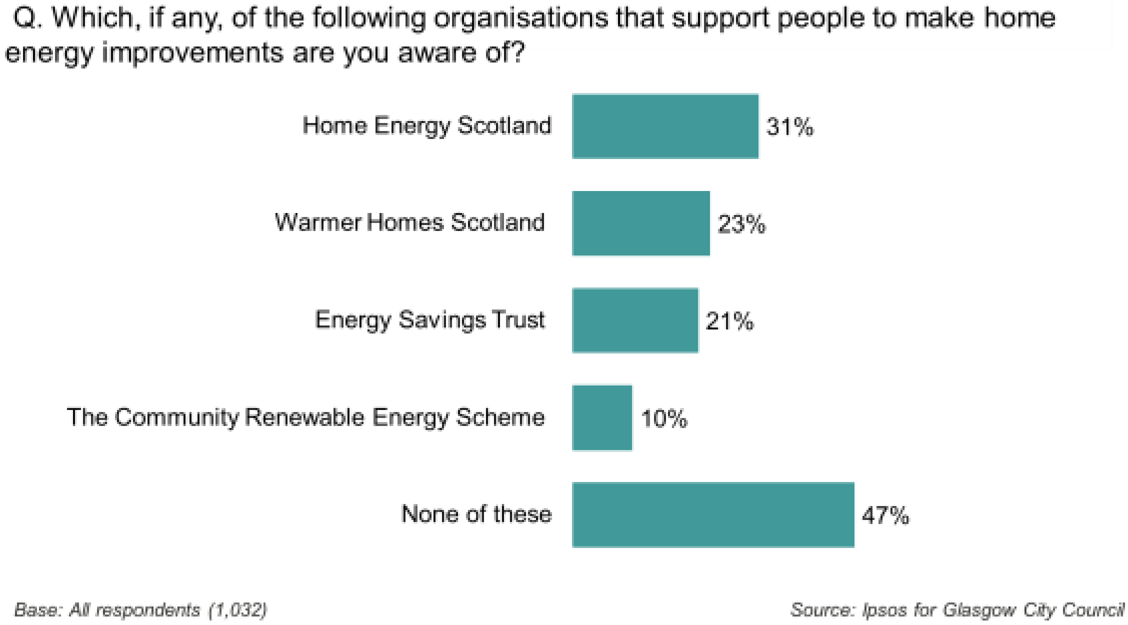


Older residents (aged 75+) were more likely than average to say that making changes was too much hassle (15% vs 8% overall) or that they did not want to upgrade (12% vs 5%).

Organisations providing support

In terms of organisations that support people to make home energy improvements, 47% of respondents were aware of at least one. The most familiar was Home Energy Scotland (31%), followed by Warmer Homes Scotland (23%), Energy Savings Trust (21%) and the Community Renewable Energy Scheme (10%). Just under half (47%) were not aware of any of these organisations (Figure 6.6).

Figure 6.6: Organisations providing support

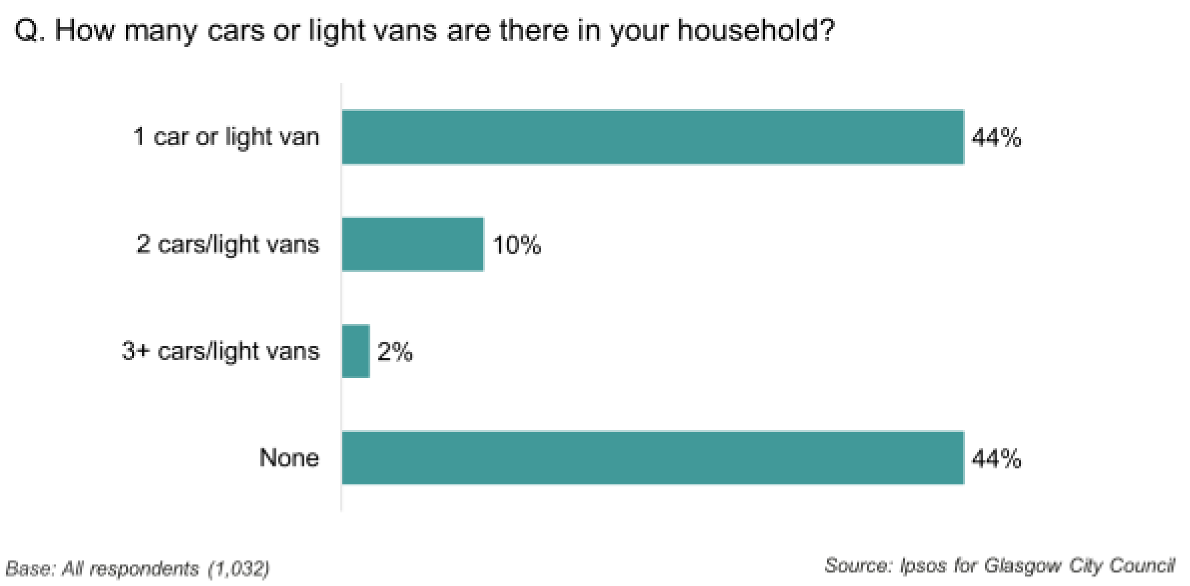


7 Electric vehicles

Number of vehicles in households

Over half (56%) of respondents had a vehicle (either car or light van) in their household: 44% had one, 10% had two, and 2% had three or more (Figure 7.1).

Figure 7.1: Number of vehicles in households



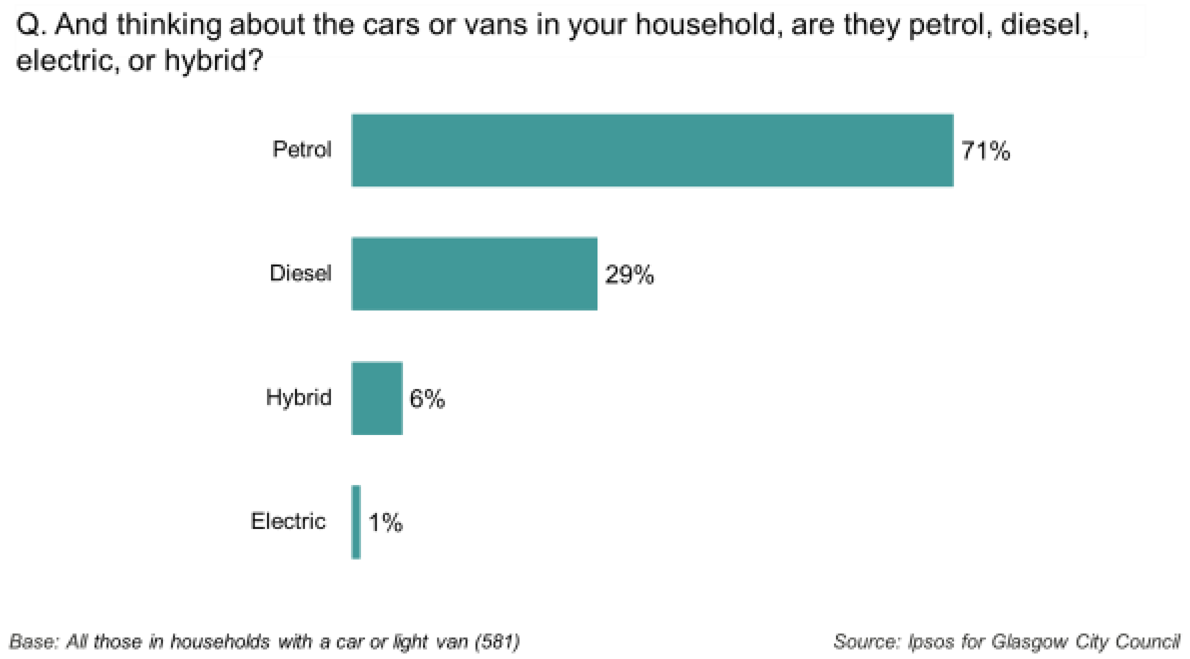
Having a vehicle in the household was more common among those in social grades ABC1 (69% vs 46% of C2DEs), those in employment (66% vs 41% of those not in work), and those aged 35-54 (61% vs 56% overall).

Having at least two vehicles was also more common among ABC1s (16% vs 9% of C2DEs) and among respondents with children in the household (17% vs 10% of those without).

Current vehicle type

Among those with a vehicle in the household, 71% had a petrol vehicle, 29% diesel, 6% hybrid and 1% electric (Figure 7.2).

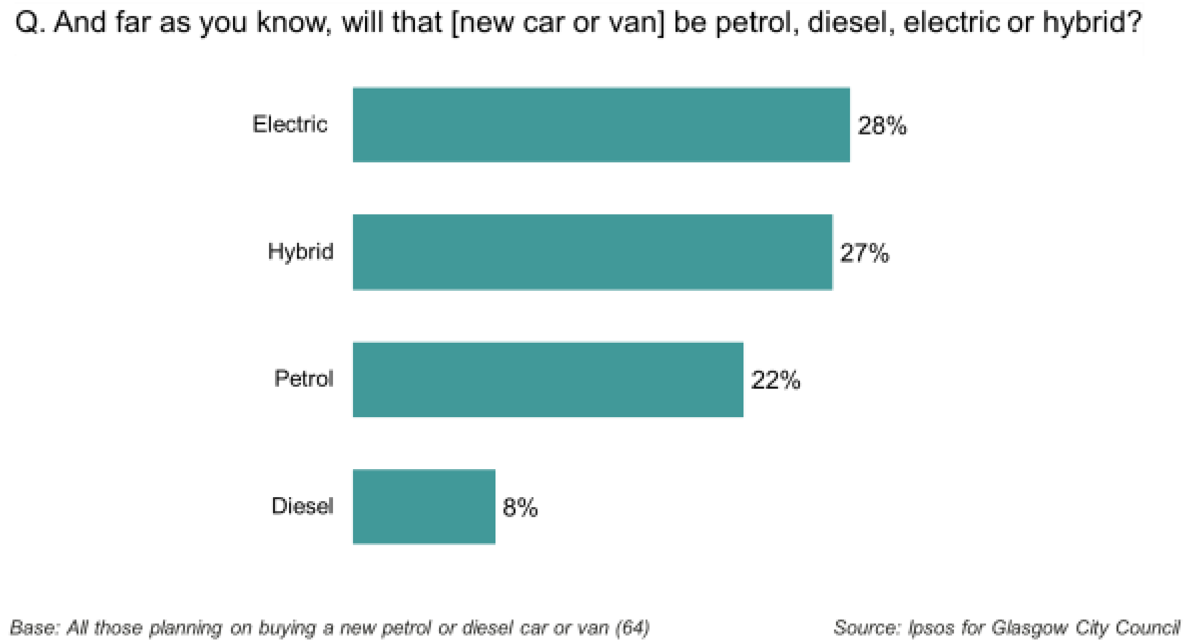
Figure 7.2: Current vehicle type



Future vehicle type

Around one in five (22%) respondents intended to purchase a new vehicle or replace their existing one within the next two years. Of those, 55% planned to purchase an electric (28%) or hybrid (27%) vehicle, while 22% planned to purchase a petrol vehicle and 8% a diesel one (Figure 7.3).

Figure 7.3: Future vehicle type

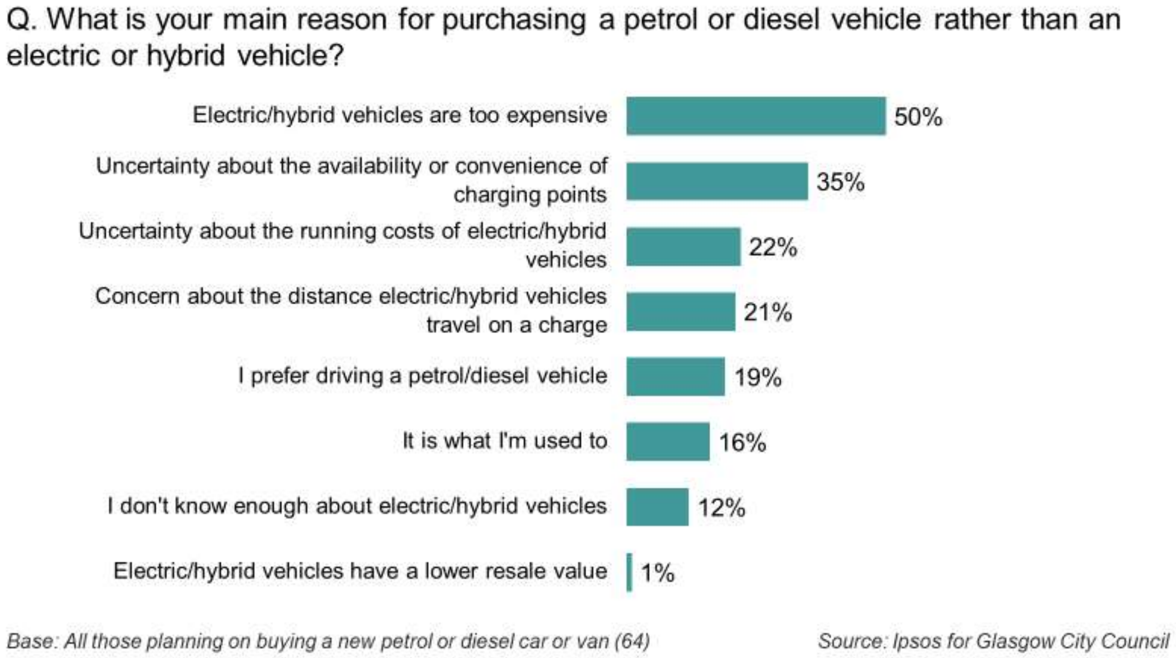


Those in social grades ABC1 were more likely to say they would purchase an electric vehicle (33% vs 20% of C2DEs).

Reasons for purchasing a petrol or diesel vehicle

The main reason for purchasing a petrol/diesel vehicle was that electric/hybrid vehicles were considered too expensive (50%). Other reasons included uncertainty about the availability and convenience of charging points (35%), uncertainty about the running costs of electric/hybrid vehicles (22%) and concern about the distance they travelled on charge (21%) (Figure 7.4).

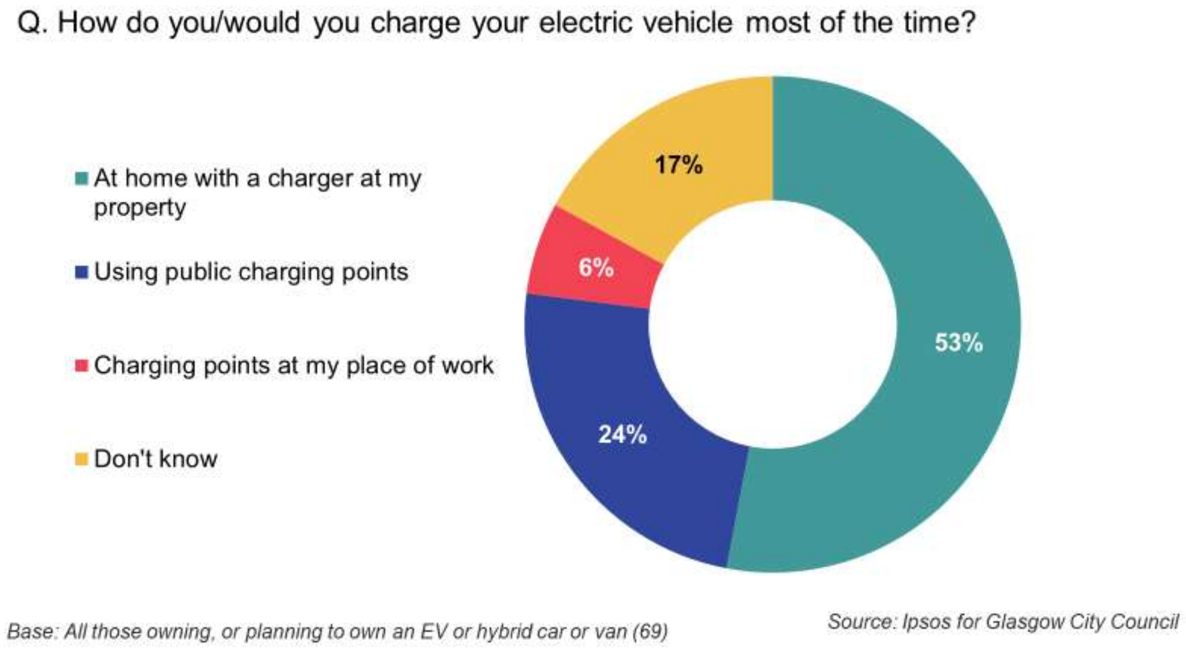
Figure 7.4: Reasons for purchasing a petrol or diesel vehicle



Charging electrical vehicles

Around half (53%) of respondents who owned (or planned to own) an electric vehicle said they usually charged/would charge their vehicle at home. Around a quarter (24%) used/would use public charging points, while 6% accessed/would access charging points at their workplace (Figure 7.3).

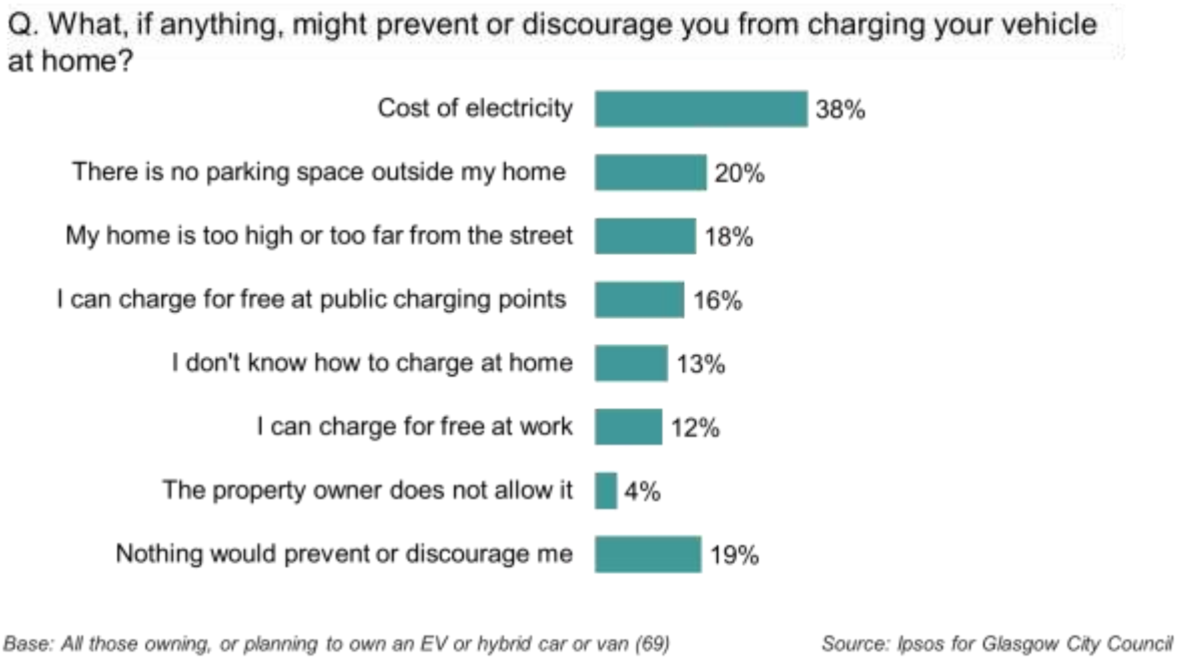
Figure 7.5: Charging electrical vehicles



Barriers to charging electrical vehicles at home

The most common barrier to charging an electric vehicle at home was the cost of electricity (38%). Further barriers included not having a parking space outside the home (20%), homes being located too far from the street (18%), being able to charge for free at public charging points (16%) or at work (12%), and not knowing how to charge vehicles at home (13%). Around one in five (19%) said nothing would prevent them from charging their vehicles at home (Figure 7.6).

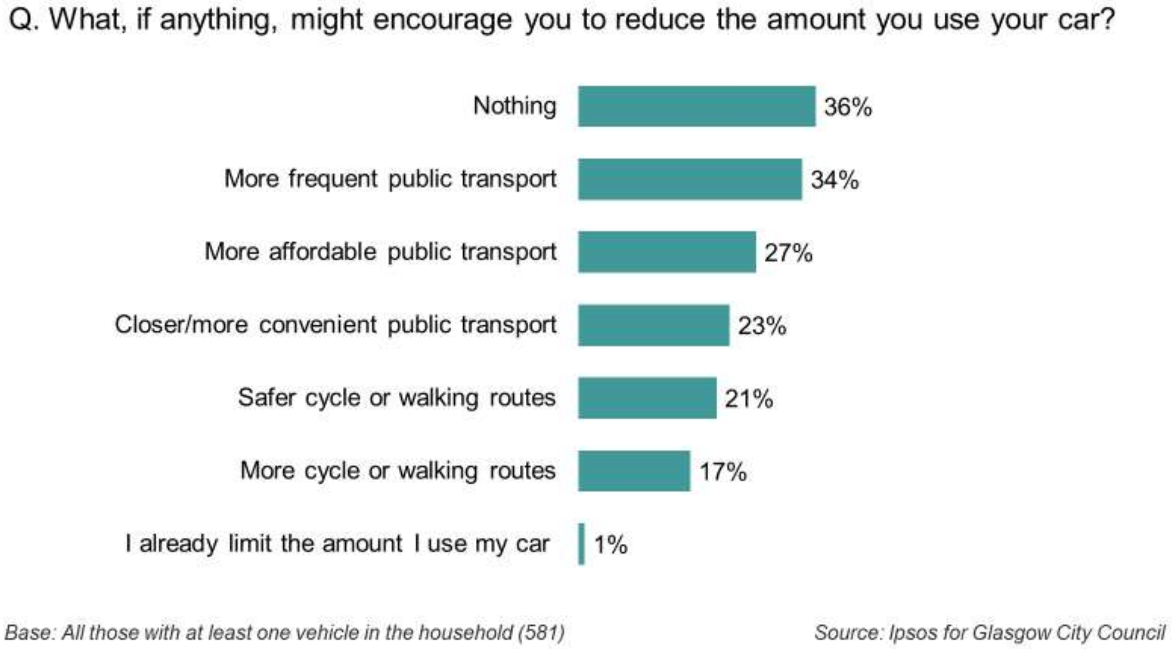
Figure 7.6: Barriers to charging electrical vehicles at home



Encouraging a reduction in car use

The main factors that might encourage respondents to reduce their car use included more frequent (34%), more affordable (27%) and closer or more convenient public transport (23%). Around one in five mentioned safer (21%) or more (17%) cycling or walking routes. Just over a third (36%) said that nothing would encourage them to reduce the amount they used their car (Figure 7.7).

Figure 7.7: Factors encouraging a reduction in car use



There was variation in response by area, age and deprivation level:

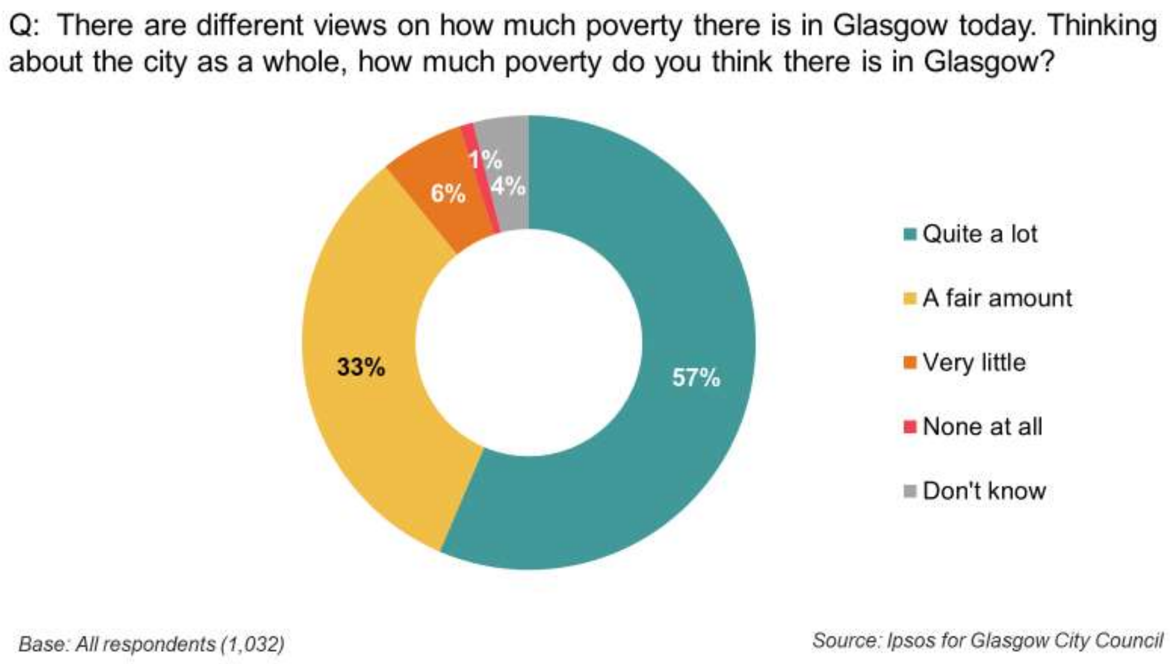
- Respondents in the North West were more likely than average to mention more frequent public transport (40% compared with 34% overall).
- 25-34 year olds were more likely than average to mention more affordable public transport (36% compared with 27% overall) and safer cycling or walking routes (28% vs 21%), while older respondents (75+) were more likely to say nothing would encourage them to reduce their car use (56% vs 36% overall).
- Those in the least deprived areas were more likely than those in the most deprived areas to suggest each of the measures listed.

8 Tackling poverty

Perceptions of poverty in Glasgow

The majority (90%) of respondents felt there was either quite a lot (57%) or a fair amount (33%) of poverty in Glasgow. A minority felt there was very little (6%) or no poverty at all (1%) (Figure 8.1).

Figure 8.1: Perceived amount of poverty in Glasgow



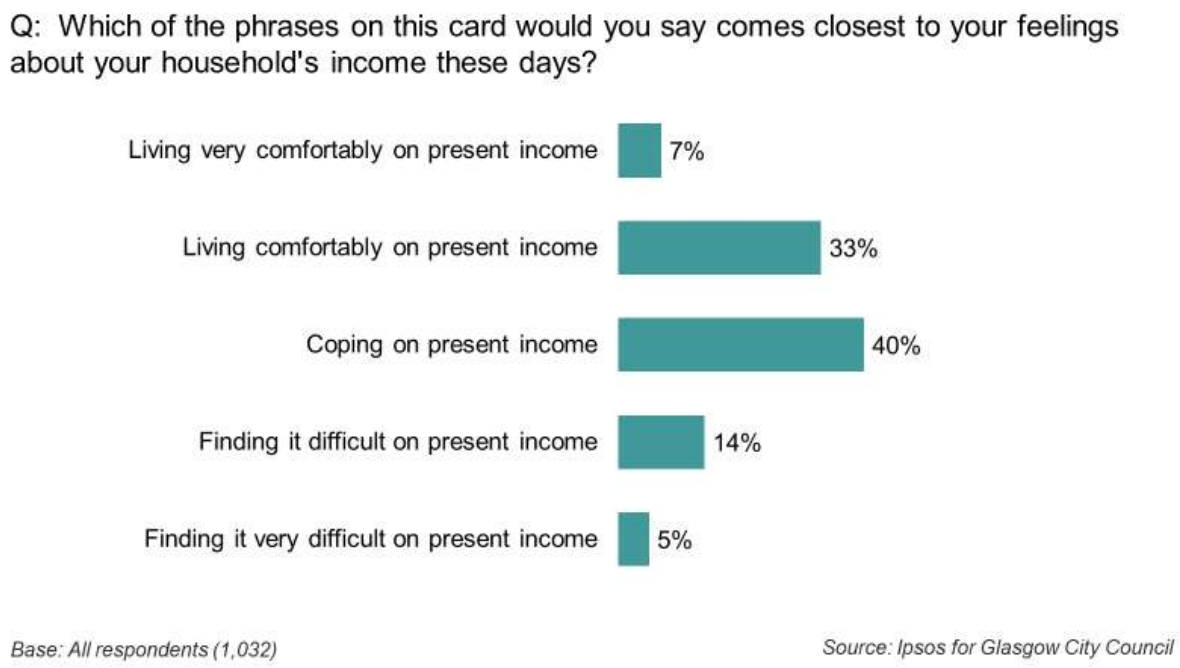
Perceived levels of poverty were higher among:

- women (63% said there was quite a lot compared with 50% of men),
- white respondents (60% vs 35% of minority ethic respondents), and
- those that were dissatisfied with council services (72% vs 46% of those that were satisfied).

Personal finances

Two in five (40%) respondents said they were living comfortably on their present income and the same proportion (40%) said they were coping. Around one in five (19%) were finding it difficult to cope on their present income: 14% said it was difficult and 5% said it was very difficult (Figure 8.2).

Figure 8.2: Personal finances



The proportion that were finding it difficult was slightly higher than that recorded in 2016 and more in line with the previous figure recorded in 2014 (Table 8.1).

Table 8.1: Personal finances – 2014-2022

	2014	2016	2022
Living very comfortably on present income	8	11	7
Living comfortably on present income	31	31	33
Coping on present income	41	43	40
Finding it difficult on present income	13	11	14
Finding it very difficult on present income	5	2	5
Living comfortably	**39**	**42**	**40**
Finding it difficult	**18**	**13**	**19**
Base	*1,027*	*1,023*	*1,032*

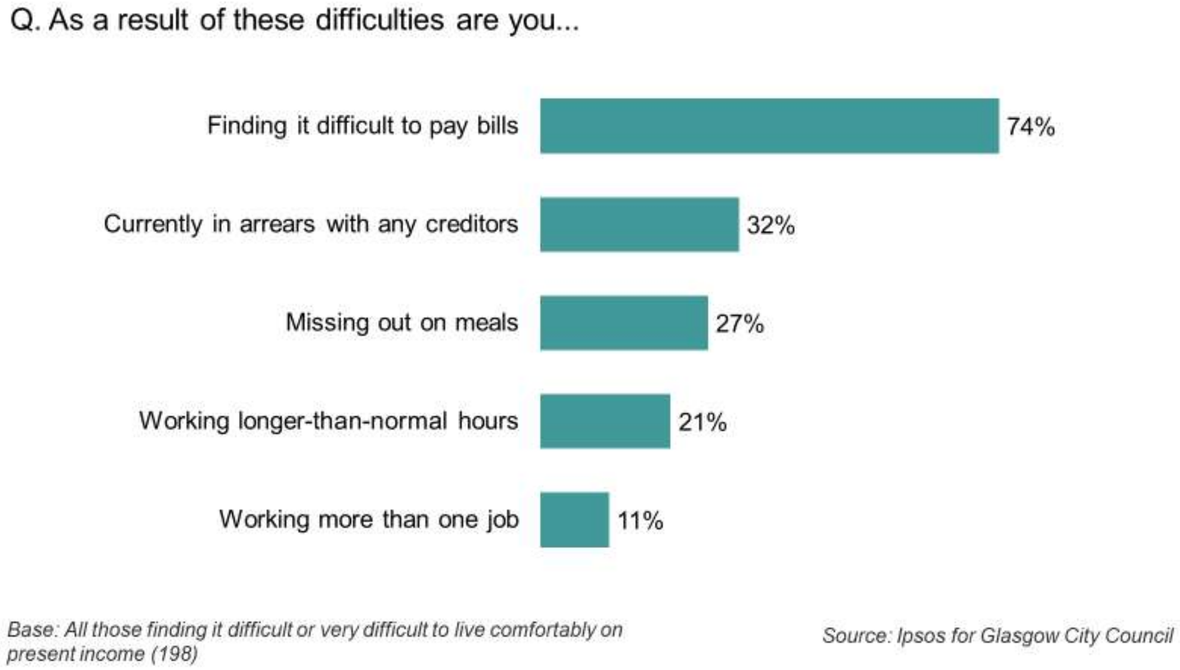
Those most likely to say they were finding it difficult to cope on their income were:

- not working (31% compared to 15% of those in employment),
- in social grades C2DE (25% compared to 11% of ABC1s),
- in households with one or more children (26% compared to 17% of those without children), and
- in households with a disability or health condition (31% compared with 14% of those without)

Impact of financial difficulties

Among those that were struggling on their present income, around three quarters (74%) said they had found it difficult to pay bills and a third (32%) were in arrears with creditors. Around a quarter (27%) had been missing out on meals, 21% had been working longer than normal hours, and 11% had been working more than one job (Figure 8.3).

Figure 8.3: Impact of financial difficulties



The proportion experiencing each of these impacts was higher than that recorded in 2016 (Table 8.2).

Table 8.2: Impact of financial difficulties

	2014	2016	2022
Finding it difficult to pay bills	69	63	74
Currently in arrears with any creditors	36	22	32
Missing out on meals	n/a	17	27
Working longer than normal hours	n/a	17	21
Working more than one jobs	n/a	6	11
Base	*191*	*134*	*198*

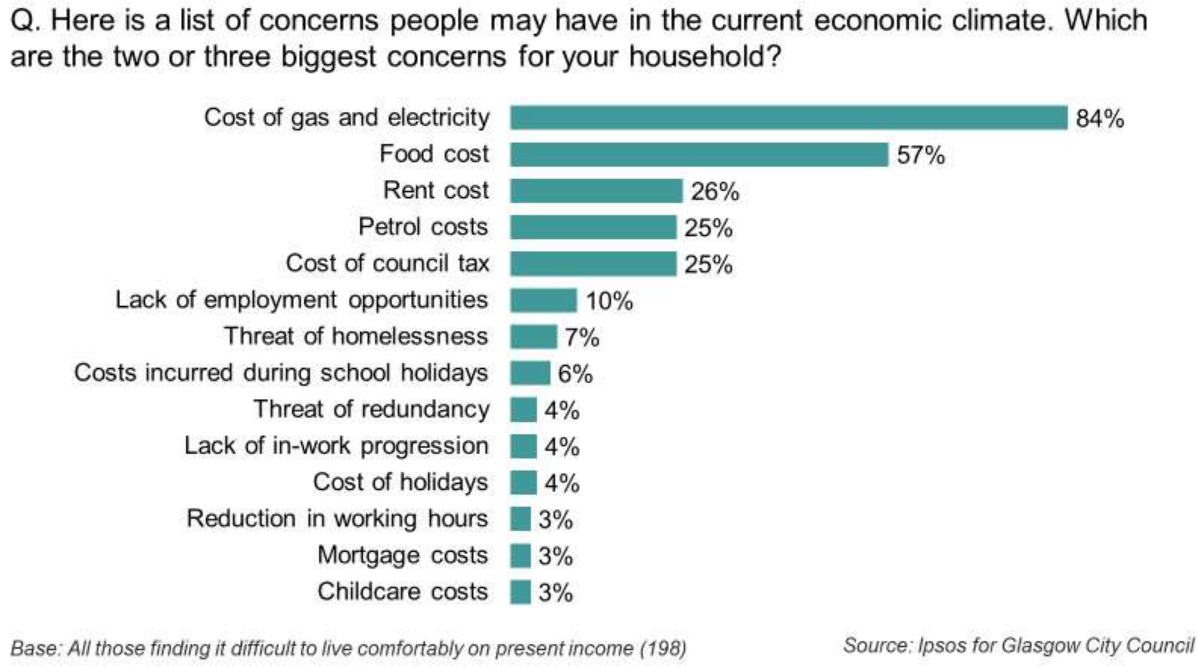
Respondents living in a household with a disability or health condition were more likely than average to have difficulties paying bills (81% vs 74%) and to be in arrears with creditors (41% vs 23%).

Those in social grades C2DE were more likely to face difficulties paying bills (78% vs 63% of ABC1s). ABC1s, however, were more likely to be working more than one job (23% vs 7%) and longer than normal hours (41% vs 15%).

Household financial concerns

Those that were struggling on their present income were asked to identify the two or three biggest concerns for their household. The most common concern was the cost of gas and electricity (84%) followed by the cost of food (57%), rent (26%), petrol (25%) and council tax (25%) (Figure 8.4). The cost of gas and electricity was also identified as the *single biggest* concern facing households (by 56%), followed by food cost (13%), and rent cost (10%).

Figure 8.4: Household financial concerns



The proportion identifying cost of gas and electricity was much higher than in 2016 (Table 8.3). There were also increases in the proportions mentioning cost of food and petrol.

Table 8.3: Most common household financial concerns 2014-2022

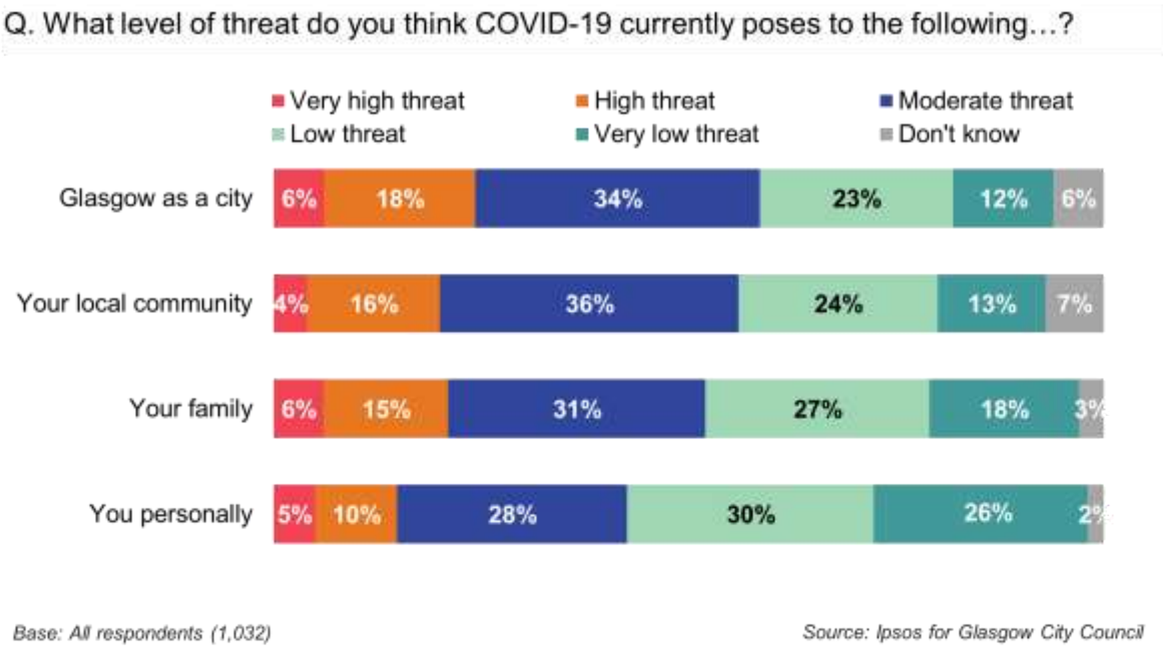
	2014	2016	2022
Cost of gas and electricity	64	46	84
Food cost	48	32	57
Rent cost	27	37	26
Petrol cost	11	11	25
Cost of council tax	34	20	25
Lack of employment opportunities	n/a	26	10
Threat of homelessness	10	10	7
Base	*191*	*134*	*198*

9 COVID-19 recovery and renewal

Level of perceived threat from COVID-19

Respondents generally felt that COVID-19 posed either a moderate, low or very low threat to Glasgow (69%), their community (73%), their family (76%) or themselves (84%). However, around a quarter (24%) felt it posed a high/very threat to Glasgow, 20% to their community and to their family, and 15% to themselves (Figure 9.1).

Figure 9.1: Level of perceived threat of COVID-19



The perceived personal threat of COVID-19 was highest among:

- those with a disability or long term health condition in the household (28% said high/very threat compared with 9% of those without),
- those aged 45-54 (24% vs 15% average),
- minority ethnic respondents (20% compared with 14% of white respondents), and
- those in the most deprived areas (20% compared with 11% of those in the least deprived).

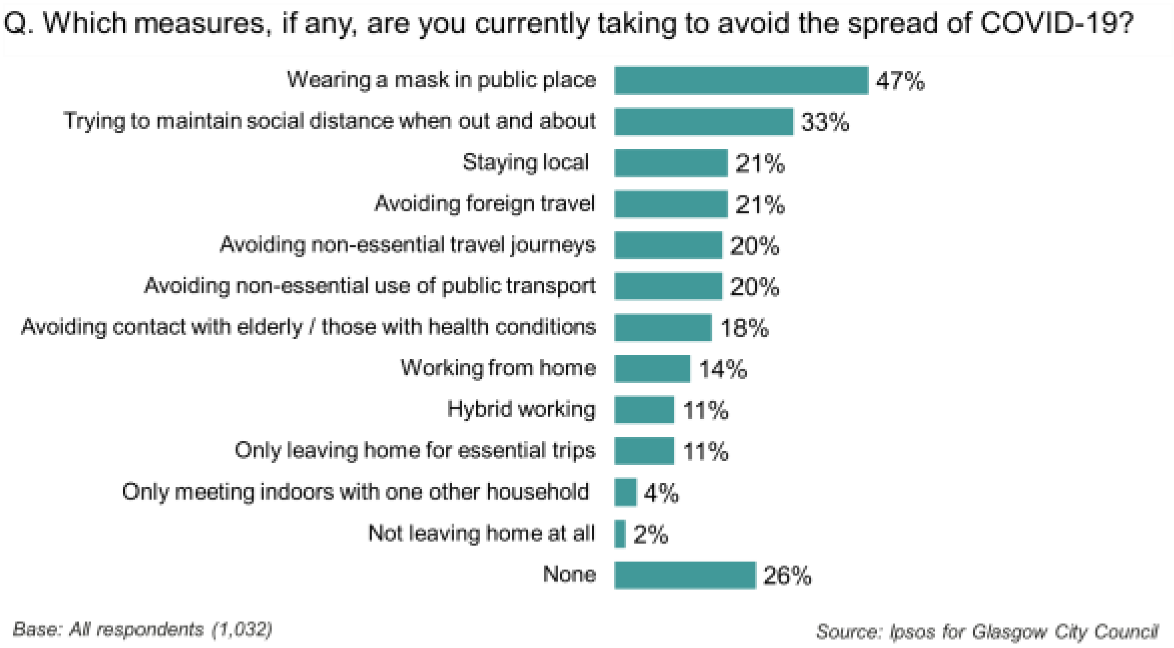
Those with a disability or long term health condition in the household were also more likely to say COVID-19 posed a high/very high threat to their family (32% compared with 15% of those without).

Measures to avoid the spread of COVID-19

Just under half (47%) respondents said they were wearing a mask in public places[7] to help avoid the spread of COVID-19. This finding was similar to that seen in Scottish Government polling in June 2022 which found that 45% were wearing face masks when they were out of the house or in public places[8].

Other measures being taken included: social distancing (33%), staying local (21%), avoiding foreign travel (21%), avoiding non-essential journeys (20%), avoiding non-essential use of public transport (20%) and avoiding contact with the elderly or those with existing health conditions (18%) (Figure 9.2).

Figure 9.2: Measures being taken to avoid the spread of COVID-19



Changes to working practices were more common among 25-34 year olds, both in terms of hybrid working (24%) and working from home (21%). ABC1s were also more likely to be working from home (23% vs 8% of C2DEs) and hybrid working (21% vs 5%).

A number of measures were more common among groups that may have been classed as higher risk from COVID-19, specifically:

- Those with a disability or long term health condition, who were more likely to be: social distancing (37%), staying local (30%), avoiding non-essential travel (27%) foreign travel (26%) and public transport (25%), and only leaving home for essential trips (22%).

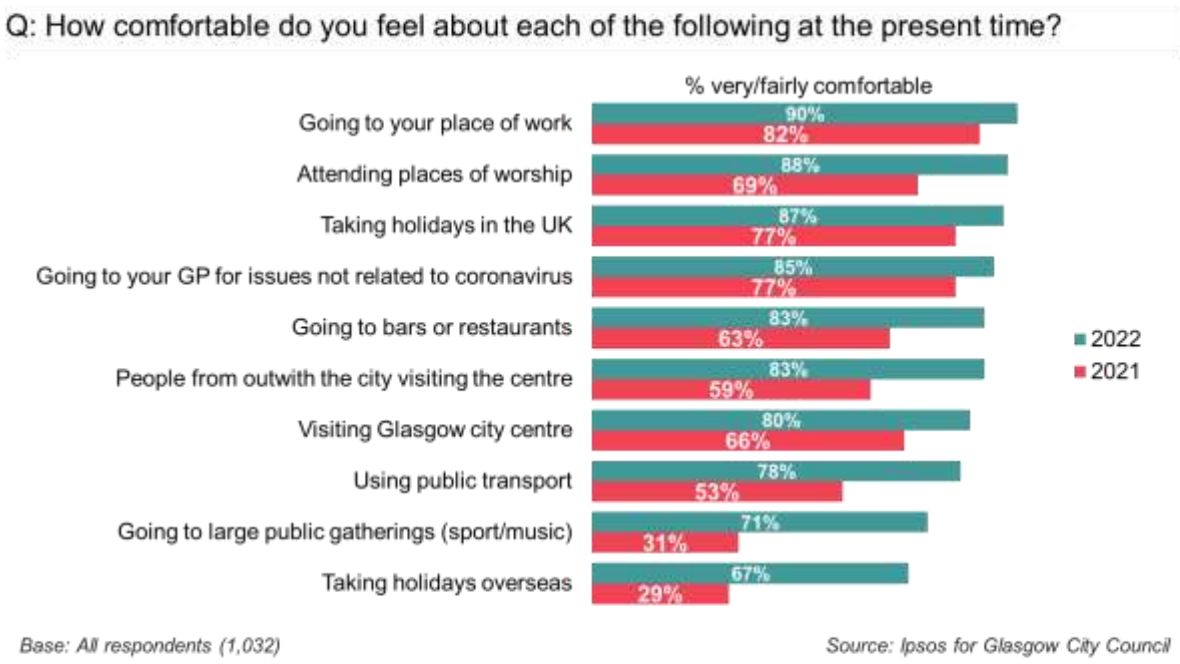
- Those aged 75 and over, who were more likely to be: wearing a face mask in public (64%) and avoiding foreign travel (41%) and non-essential travel (30%).

[7] The legal requirement to wear face masks in Scotland was lifted on 18 April, the same day that fieldwork for this survey started.
[8] Scottish Government polling on Public Attitudes to Coronavirus tracker available here https://www.gov.scot/publications/public-attitudes-to-coronavirus-tracker-waves-data-tables/

Levels of comfort with range of measures impacted by COVID-19

Respondents were asked how comfortable they felt about taking certain actions, including those that had been impacted by COVID-19 and lockdown restrictions (Figure 9.3). Respondents were broadly comfortable with most measures, and more comfortable than in 2021 when this question was last asked.

Figure 9.3: Level of comfort with range of actions



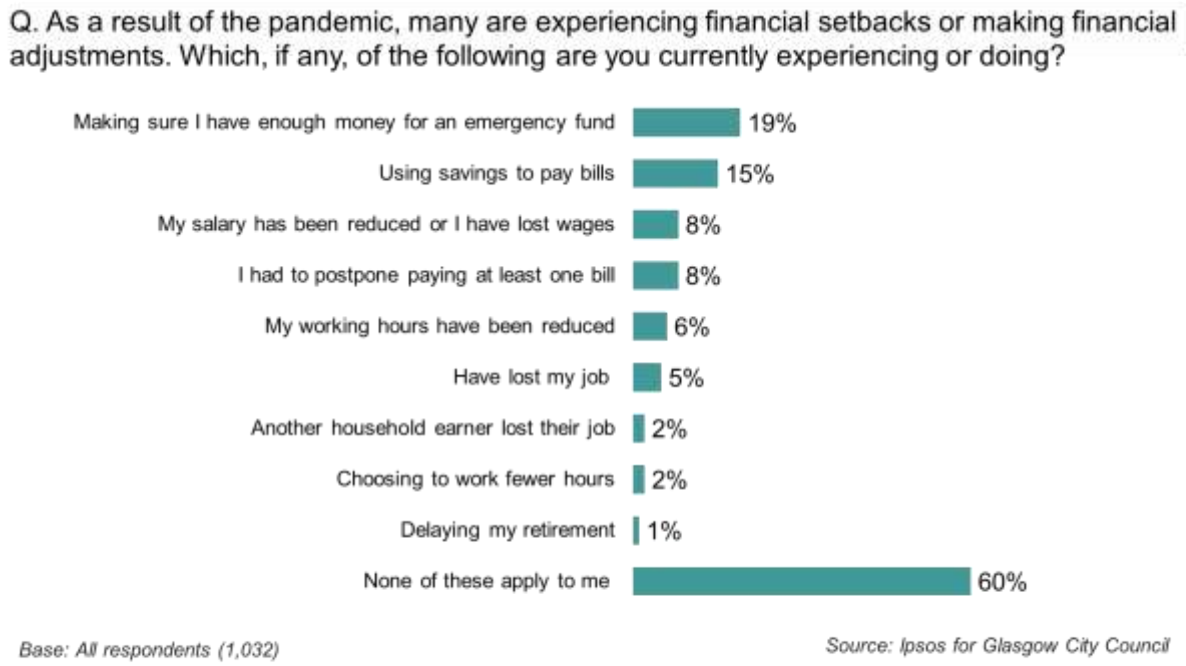
A majority of respondents were comfortable going to their place of work (90%), attending places of worship (88%), taking holidays in the UK (87%), going to the GP for issues not related to coronavirus (85%), going to bars or restaurants (83%), seeing people from outside the city visiting the centre (83%) and visiting the city centre themselves (80%).

Over three quarters (78%) were comfortable using public transport, while 71% were comfortable going to large public gatherings like sports and music events. Respondents were least comfortable taking holidays overseas (67%) but this was still more than double the amount (29%) that said they were comfortable in 2021.

Financial impacts of COVID-19

When asked about the potential financial impacts of the pandemic, 40% said they were experiencing at least one financial setback or making at least one type of financial adjustment. The most common adjustments were making sure they had enough money for an emergency fund (19%) and using savings to pay bills (15%). Other, less common, impacts included: salary reductions (8%), postponing paying at least one bill (8%), reducing in working hours (6%) and loss of job (5%) (Figure 9.4).

Figure 9.4: Financial impacts of COVID-19



As well as being more likely to struggle on their present income (see chapter 8), those with a disability or health condition were also more likely to have used savings to pay bills (22% vs 15% overall) or to have postponed paying at least one bill (14% vs 8% overall) as a result of the pandemic.

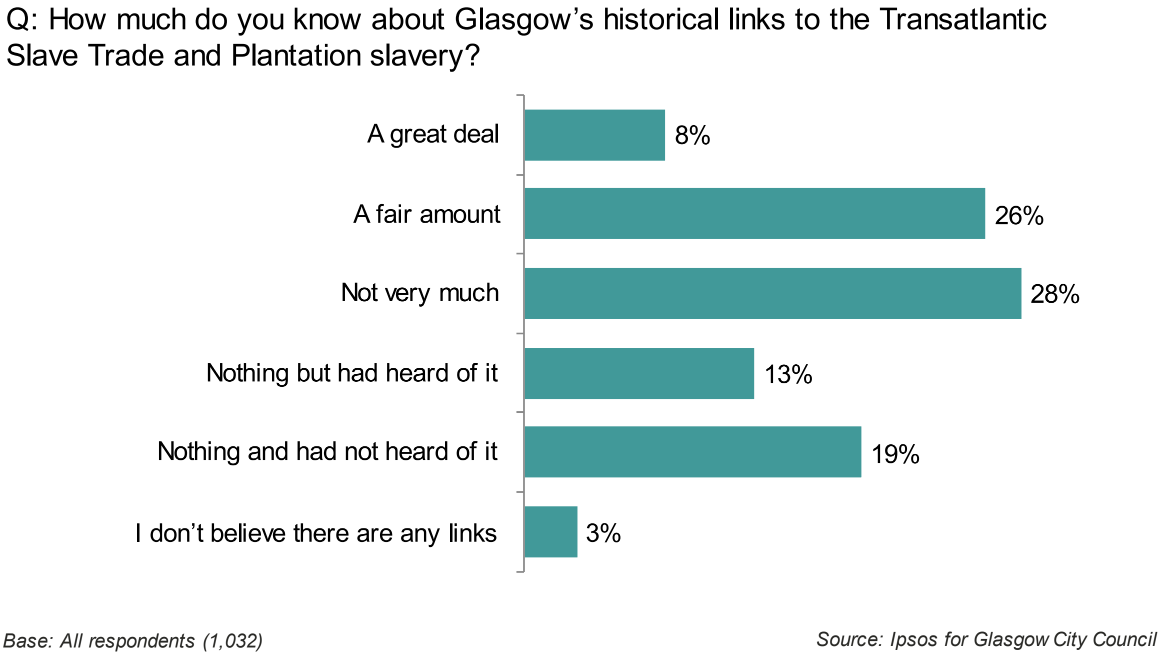
10 Legacy of the Transatlantic Slave Trade and Plantation Slavery

Knowledge about Glasgow's historic links to the Transatlantic Slave Trade and Plantation Slavery

Overall knowledge

Knowledge of Glasgow's historic links with the Transatlantic Slave Trade and Plantation Slavery (hereafter referred to as "the slave trade") was generally low. Around a third (34%) of respondents knew at least a fair amount, whereas 60% knew either nothing (32%) or not very much (28%) about it. Very few respondents denied the existence of such links (3%) (Figure 10.1).

Figure 10.1: Knowledge of the city's historic links with the slave trade



Knowledge of Glasgow's historic links to the slave trade was higher among those in the least deprived parts of the city (52% knew at least a fair amount) compared with those in the most deprived areas (25%).

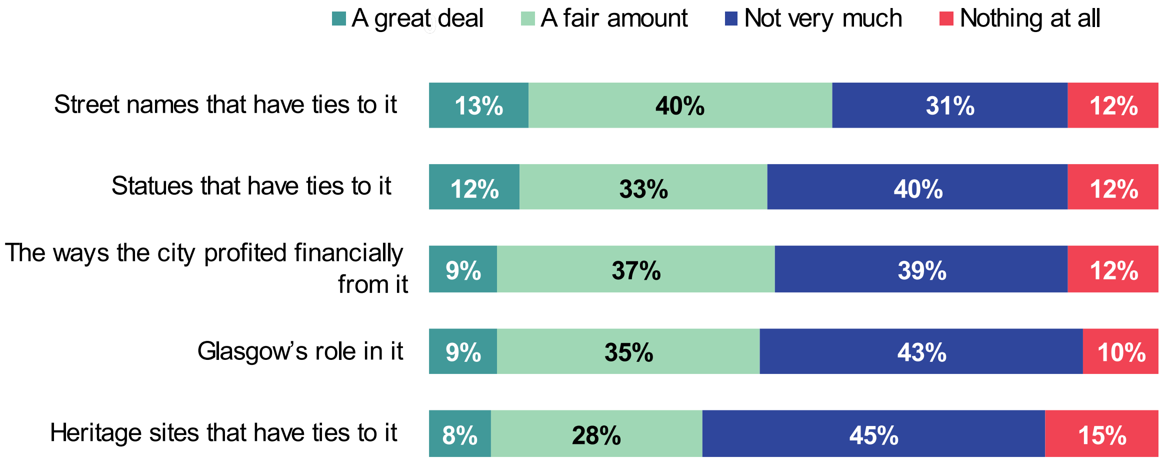
Minority ethnic respondents were less likely than white respondents to have heard about the city's historic links to the slave trade (31% said they had never heard of it, compared with 17% of white respondents).

Knowledge of specific aspects

The most well-known aspect of the city's connections to the slave trade was the association with street names (53% knew at least a fair amount about this), followed by: the way the city profited financially (46%), the ties with statues (45%), and Glasgow's role in the slave trade (44%). Respondents knew least about heritage sites with ties to slavery (36%) (Figure 10.2).

Figure 10.2: Knowledge about aspects of the city's historic links with the slave trade

Q: Specifically, how much, if anything, do you know about these aspects of the Transatlantic Slave Trade and Plantation slavery?



Base: All those who have at least heard of Glasgow's involvement in the Transatlantic Slave Trade and Plantation slavery (780)

Source: Ipsos for Glasgow City Council

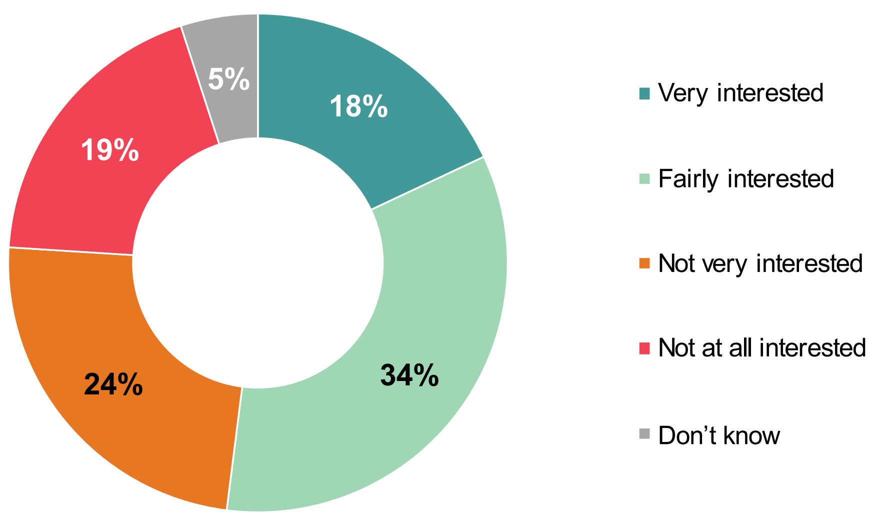
Those not in work, those living in the most deprived areas and those in social grades C2DE were less likely to know about each of the specific aspects of Glasgow's links to the slave trade.

Learning more about Glasgow's historic links to the slave trade

Respondents were broadly split regarding their level of interest in finding out more about Glasgow's historic links to the slave trade: 52% were interested and 44% were not (Figure 10.3).

Figure 10.3: Interest in learning more about the city's historic links with the slave trade

Q: How interested, if at all, are you in finding out more about Glasgow's links to the Transatlantic Slave Trade and Plantation slavery?



Base: All excluding those who don't believe there are any links (1,000)

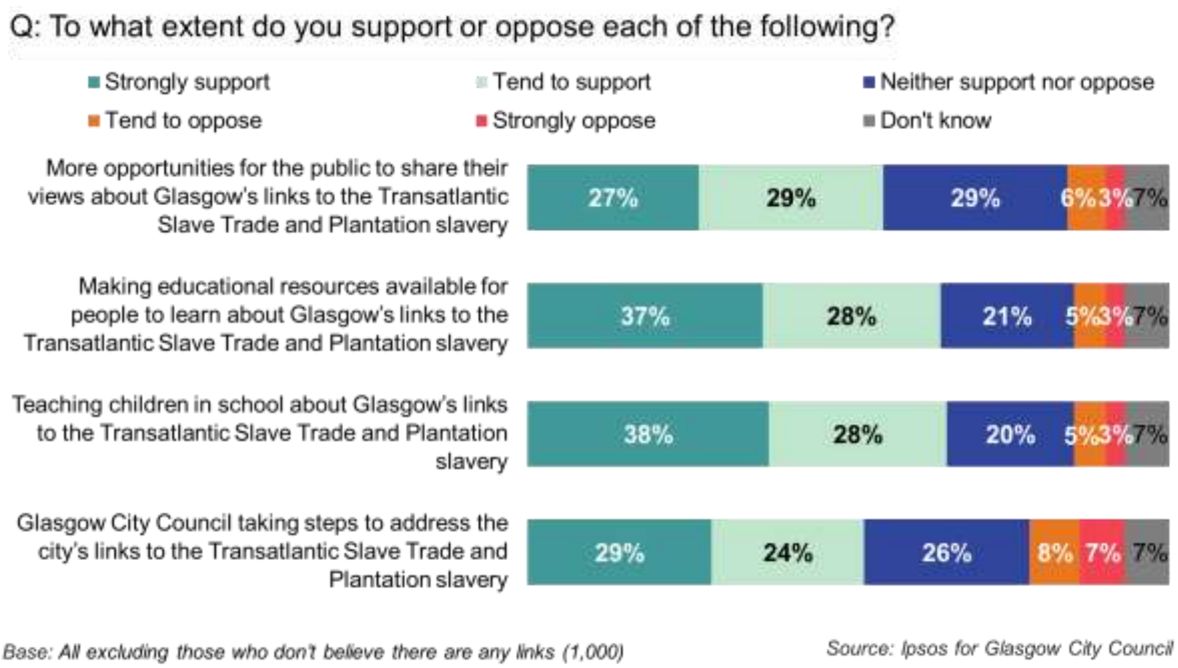
Source: Ipsos for Glasgow City Council

The groups most interested in learning more were those aged 16-24 (60% very/fairly interested) and 25-34 (63%) and those in the least deprived areas (69%). Those least likely to be interested were those aged over 75 (63%) and those in the most deprived areas (51%).

Support for initiatives to encourage understanding of the city's links with the slave trade

Respondents were generally supportive of initiatives that sought to enhance understanding of Glasgow's historic links with the slave trade. Two thirds supported teaching children in schools about these links (66%) and making educational resources available (65%), while over half supported more opportunities for the public to share their views (56%). Just over half (53%) supported the council taking steps to address historic links with the slave trade (Figure 10.4).

Figure 10.4: Support for actions to improve awareness of historic links with the slave trade



Support for these initiatives tended to be higher among: younger age groups (16-24 and 25-34 years), ABC1s, and those in employment. Those opposed to these initiatives tended to be older (65-74 and 75+) and in social grades C2DE.

Appendix A 2022 Glasgow Household Survey Topline

- This appendix comprises topline results from the 2022 Glasgow Household Survey
- Results are based on a survey of 1,032 respondents (adults aged 16+) conducted in-home, face-to-face
- Fieldwork dates: 18 April – 10 July 2022
- Data are weighted by: age, sex and Sector Community Partnership Area
- Throughout the topline a dash (-) denotes zero and an asterisk (*) denotes <0.5%
- Where results do not sum to 100%, this may be due to computer rounding, multiple responses, or the exclusion of “don’t know” categories
- Results are based on all respondents (1,032) unless otherwise stated.

GLASGOW CITY CENTRE

Q1. **Would you say that Glasgow city centre has got better, got worse, or not changed much over the last few years?**

	%
Got better	13
No change	33
Got worse	43
Don’t know	11

Q2. **Why do you say Glasgow city centre has got better over the last few years?**

	%
Better atmosphere / feeling / look	18
New buildings / restoration / building works	17
Improved maintenance / cleanliness / general upkeep	16
Improved restaurants / nightlife	10
Improved shopping experience / more shops	10
Reduced crime levels / improved safety	9
Improved cycling infrastructure / cycle paths	8
Improved pedestrian infrastructure / access	7
Improved public transport	7
Improvements to Queen Street Station	6
Generally better / improved	6
Improved traffic / congestion	5
Improved road maintenance	3
Improved council services / branches / more staff	2
Improved tourism / visitors	2
Improved public services - general / unspecified	2
Improved parking infrastructure	1
Safer roads	1
Other	19

Base: All those saying the city centre had got better (124)

Q3 Why do you say Glasgow city centre has got worse over the last few years?

	%
Poor shopping experience / shop closures	51
Poor maintenance / cleanliness / general upkeep	34
Increased crime levels / antisocial behaviour	17
Poor atmosphere / feeling / look	12
Homelessness / people on the street	10
Poor road infrastructure / traffic / road works / road closures	8
Safety issues / do not feel safe	8
Business closures / lack of support for new businesses	4
Issues created by Covid-19	4
Poor road maintenance	4
Poor parking infrastructure	4
Poor restoration / building works / derelict buildings	4
Poor public services - general / unspecified	2
Poor public transport	3
Lack of facilities / leisure facilities / things to do	2
Poor maintenance / cleanliness / upkeep of George Square	2
Fire damage	2
General closures / unspecified / empty properties	2
Lack of accessibility for people with disabilities	1
Lack of funding / investment	1
Lack of green areas / open space	1
Lack of policing	1
Poor cycling infrastructure / cycle paths	1
Poor dining / nightlife experience / restaurant / bar closures	1
Poor pedestrian access / infrastructure	1
Lack of tourism / visitors	1
Other	7

Base: All those saying the city centre had got worse (462)

USAGE AND SATISFACTION WITH SERVICES

Q4 **Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners?**

	%
Very satisfied	8
Fairly satisfied	41
Neither satisfied nor dissatisfied	23
Fairly dissatisfied	18
Very dissatisfied	10
Don’t know	1

Q5. **You said that you were dissatisfied with the services provided by the Council or its partners. What are the main reasons why you feel dissatisfied?**

	%
Issues with waste / bin collection / recycling	30
Lack of/poor road maintenance	25
Lack of/poor general maintenance / cleanliness / upkeep	23
Lack of public services / services being cut	14
Lack of/poor maintenance of green space / parks	9
General criticism of council / government	9
Lack of contact / difficulty communicating / slow response	7
Lack of/poor public transport	6
Council tax is too high / poor value for money	5
Lack of/poor maintenance of pavements	5
Lack of investment / poorly managed funds	4
Charging for services / lack of free / affordable services	3
Poor management of vermin / pests	3
Lack of/poor maintenance of street lighting	3
Lack of/poor repairs / slow repairs	2
Lack of/poor maintenance of cycle paths	2
Issues with fly tipping	2
Lack of /poor housing repairs	2
Poor parking infrastructure	2
Poor shopping experience / shop closures / retail decline	1
Issues created by COVID-19 / pandemic	1
Other	12

Base: All those saying they were dissatisfied (287)

Q6. **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?**

		%
A	Nursery schools	10
B	Primary schools	15
C	Secondary schools	15
D	Parks	64
E	Children’s play parks	22
F	Museums and galleries	43
G	Sports and leisure centres	33
H	Libraries	33
I	Social work services	6
J	Local community centres	11
K	Home Care service	4
L	Recycling centres	39
	None of these	12
	Don’t know	-

Q7 **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.**

		Very satisfied %	Fairly satisfied %	Neither/ not %	Fairly dis-satisfied %	Very dis-satisfied %	Don't know/ not applicable %
A	**Nursery schools**	55	35	4	5	0	2
B	**Primary schools**	39	46	6	7	1	1
C	**Secondary schools**	23	52	14	6	4	2
D	**Children's play parks**	21	40	9	18	9	3
E	**Social work services**	39	29	12	6	8	6
F	**Local community centres**	25	50	12	8	2	3
G	**Home Care service**	47	27	13	3	2	8
H	**Parks**	31	44	7	11	6	0
I	**Museums and galleries**	57	35	5	2	1	0
J	**Sports and leisure centres**	23	56	10	6	4	2
K	**Libraries**	44	43	5	4	3	1
L	**Recycling centres**	27	48	11	9	3	2
M	**Recycling collection**	15	39	15	14	13	3
N	**Road maintenance**	3	15	12	22	43	5
O	**Refuse collection**	15	40	10	16	17	1
P	**Street lighting**	16	52	13	11	6	1
Q	**Street cleaning**	7	32	15	22	23	1
R	**Pavement maintenance**	5	34	15	22	23	2

COUNCIL REPUTATION AND COMMUNICATIONS

Q8 **I'm going to read out some statements that people have made about Glasgow City Council. I would like you to tell me from this card how strongly you agree or disagree with each.**

		Strongly agree %	Tend to agree %	Neither %	Tend to disagree %	Strongly disagree %	Don't know %
a)	**Glasgow City Council gives residents good value for money**	5	22	26	23	19	6
b)	**The Council rarely takes local residents' views into account when making decisions that affect them**	15	24	26	17	8	9
c)	**The Council is too remote and impersonal**	17	30	28	13	5	7
d)	**The Council has an important impact on the quality of local life in Glasgow**	25	36	19	8	7	5
e)	**I trust Glasgow City Council**	7	29	26	16	17	5
f)	**The Council is good at letting residents know about the services it provides**	5	26	23	25	15	6
g)	**The Council provides high quality services**	5	25	27	22	17	4
h)	**The Council does the best it can with the money available**	5	26	21	22	17	8
i)	**The Council designs its services around the needs of the people who use them**	4	28	27	18	15	7
j)	**The Council is addressing the key issues affecting the quality of life in my local area**	4	24	24	23	17	8
k)	**I would like to be more involved in the decisions the Council makes that affect my area**	20	30	22	13	11	4
l)	**The Council is good at letting people know how well it is performing**	5	18	28	24	16	9

Q9a Which, if any, of these things would you say influence your opinions of Glasgow City Council?

Q9b And which, two or three would you say have the greatest influence on your opinions of the Council?

		9a	9b
	Personal/proxy experience/word of mouth	%	%
A	Personal experience of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	73	76
B	Family or friends' experiences of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	39	49
C	General words of mouth (e.g. from friends, family or colleagues)	34	28
D	Personal experience of working for/with the Council	11	11
	Media		
E	Local newspapers	14	8
F	National newspapers	8	3
G	Television news	15	6
H	Other television programmes	3	1
I	Local radio	7	3
J	National radio	4	1
K	Social Media (e.g. Facebook, Twitter, Instagram, etc)	25	18
	Council provided information		
L	The Council's website	18	12
M	Council social media feeds (e.g. its Facebook or Twitter page)	9	5
N	Council letters or leaflets through the door	15	6
O	Council posters in public places (e.g. bus stops, subway stations etc.)	11	4
	Other	0	0
	None of these	4	0
	Don't know	2	0

COP26 LEGACY

Q10. Did you know that Glasgow hosted the 2021 United Nations Climate Change Conference, also known as 'COP26'?

	%
Yes	92
No	7
Don't know	-

Q11. Do you think hosting CO26 had a positive or negative impact on Glasgow, or no impact at all?

	%
Strongly positive	13
Slightly positive	24
Both positive and negative	20
Slightly negative	9
Strongly negative	7
No impact at all	21
Don't know	6

Q12. **In which of these ways, if any, do you think COP26 benefitted the city?**

		%
A	Boosted Glasgow's reputation for staging major events	66
B	Raised the profile of the city internationally	72
C	Encouraged residents to think about the environment more	60
D	Encouraged residents to change their behaviour to help deal with the climate emergency	34
E	Had a positive impact on the local economy	35
	Other	3
	Don't know	3

Q13a **Which of the follow actions, if any, are you or your household currently taking to help the environment?**

Q13b **And which, if any, of those actions have you been encouraged to take as a result of hearing about COP26?**

		A %	B %
A	Walk, cycle or wheel more	57	11
B	Drive an electric or low emissions car	7	1
C	Use public transport	49	9
D	Grow my own produce	8	0
E	Reduce or re-use plastics	49	7
F	Turn off lights when I leave a room	67	11
G	Use energy efficient bulbs	54	9
H	Use less water	31	3
I	Turn down central heating thermostat	51	8
J	Recycle at home, including food waste	62	9
K	Change my diet	22	1
L	Repair and re-use items instead of buying new	37	3
	Other	1	0
	None of these	9	72
	Don't know	1	1

Q14. **For each of these, please tell me to what extent you agree or disagree?**

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to dis-agree %	Strongly dis-agree %	Don't know %
I am concerned about climate change	47	31	9	7	4	2
Climate change will only have an impact on other countries, not Scotland	3	5	9	21	58	4
I don't believe my behaviour and everyday lifestyle contribute to climate change	8	17	17	25	29	4
I understand what actions people like myself should take to help tackle climate change	37	44	11	3	3	4
Radical changes to society are needed to tackle climate change	46	29	14	4	3	4
Recent floods in this country are due to climate change	26	34	19	7	4	10

HOUSING RETROFIT

Q15 **Before today, were you aware that most properties in Glasgow need to be retrofit for the city to meet its target of net zero carbon emissions by 2030?**

	%
Yes	37
No	57
Don't know	6

Q16a **Thinking about your current home, which, if any, of the following have been carried out within the last 5 years to make it more energy efficient**?

Q16b **And which of the following changes do you, or the property owner, plan to make in the next 5 years?**

		A	B
		%	%
A	Double or triple glazing	16	8
B	Door replacement	9	7
C	Insulation	15	6
D	Draught proofing	11	4
E	Switch to a different type of fuel	4	2
F	Install a new boiler or heating system	27	9
G	Install an air source or ground source heat pump	2	2
H	Install renewable power systems such as solar panels or thermal energy stores	2	5
I	Change lightbulbs to energy efficient ones	39	5
	None of these	33	45
	Don't know	11	27
	Prefer not to say	-	-

Q17 **What would be the main reason for you to make your home more energy efficient?**

		%
A	Save money	72
B	Reduce carbon emissions	42
C	Replace a faulty or failing product	15
D	Upgrade to new technology	9
E	Improve the look of the home	8
F	Keep the home warm	49
	Other, please specify	2
	Don't know	12
	Prefer not to say	1

Q18 **If funding was available to makes energy efficiency improvements to your home, which of the following would it most benefit from?**

		%
A	External wall insulation	16
B	Cavity wall insulation	14
C	Internal wall insulation	17
D	Installation of solar panels	28
E	Connection to a district heating network	8
F	Upgrading heating and hot water controls	24
G	Installation of a heat pump	11
	Other, please specify	4
	None - I don't need to make energy efficient improvements	21
	Don't know	17
	Prefer not to say	-

Q19 **What might prevent you from making your home more energy efficient?**

		%
A	Too expensive to make changes	53
B	Not enough financial support available from government	35
C	Workers not available to install/service the right equipment	5
D	My home isn't suitable for carrying out upgrades	12
E	Not sure how to go about it / need more information	17
F	It's too much hassle to change	8
G	Don't want to upgrade	5
	Other, please specify	9
	Don't know	16
	Prefer not to say	-

Q20. **Which, if any, of the following organisations that support people to make home energy improvements are you aware of?**

		%
A	Energy Savings Trust	21
B	Home Energy Scotland	31
C	Warmer Homes Scotland	23
D	The Community Renewable Energy Scheme	10
	None of these	47
	Other, please specify	-
	Don't know	6
	Prefer not to say	-

ELECTRIC VEHICLES

Q21 **How many cars or light vans are there in your household?**

	%
1 car or light van	44
2 cars/light vans	10
3+ cars/light vans	2
None	44
Refused/don't know	-

Q22**. And thinking about the cars or vans in you households, are they petrol, diesel, electric, or hybrid?**

	Vehicle 1	Vehicle 2	Vehicle 3
	%	%	%
Electric	1	2	-
Hybrid	5	3	-
Petrol	69	52	38
Diesel	24	41	62
Don't know	2	1	-

Q23. **Do you intend to purchase a new, or replace your existing, car or van within the next 2 years?**

	%
Yes	22
No	70
Don't know	8

Q24**. And far as you know, will that be petrol, diesel, electric or hybrid?**

	Car	Van
	%	%
Electric	27	8
Hybrid	25	8
Petrol	21	4
Diesel	6	3
Don't know	19	8
Other	1	1

Q25**. What is your main reason for purchasing a petrol or diesel vehicle rather than an electric or hybrid vehicle? Just read out the letters that apply**

		%
A	It is what I am used to	16
B	I prefer driving a petrol/diesel vehicle	19
C	I don't know enough about electric/hybrid vehicles	12
D	Electric/hybrid vehicles are too expensive	50
E	Concern about the distance electric/hybrid vehicles travel on a charge	21
F	Uncertainty about running costs of electric/hybrid vehicles	22
G	Uncertainty about the availability or convenience of charging points	35
H	I don't like the size or look of electric/hybrid vehicles	-
I	Electric/hybrid vehicles have a lower resale value	1
	Other	9
	Don't know	3

Q26. **How <do you>/<would you> charge your electric vehicle most of the time?**

	%
At home with a charger at my property	53
Using public charging points	24
Charging points at my place of work	6
Don’t know	17

Q27. **What, if anything, might prevent or discourage you from charging your vehicle at home?**

		%
A	Cost of electricity	38
B	I can charge for free at public charging points	16
C	I can charge for free at work	12
D	There is no parking space outside my home	20
E	My home is too high or too far from the street	18
F	The property owner does not allow it	4
G	I don’t know how to charge at home	13
H	Nothing would prevent or discourage me	19
	Other, please specify	4
	Don’t know	3

Q28. **What, if anything, might encourage you to reduce the amount you use your car?**

		%
A	More frequent public transport	34
B	Closer / more convenient public transport	23
C	More affordable public transport	27
D	More cycle or walking routes	17
E	Safer cycle or walking routes	21
F	Nothing	36
	Other, please specify	3
	Don’t know	5

TACKLING POVERTY

Q29. **Thinking about the city as a whole, how much poverty do you think there is in Glasgow?**

	%
Quite a lot	57
A fair amount	33
Very little	6
None at all	1
Don’t know	4

Q30 **Which of the phrases on this card would you say comes closest to your feelings about your household's income these days?**

	%
Living very comfortably on present income	7
Living comfortably on present income	33
Coping on present income	40
Finding it difficult on present income	14
Finding it very difficult on present income	5
Don’t know	1
Refused	-

Q31 **As a result of these difficulties are you…**

	"Yes"
	%
Finding it difficult to pay bills?	74
Currently in arrears with any creditors?	32
Working more than one job?	11
Working longer than normal hours?	21
Missing out on meals?	27

Base: All those finding it difficult/very difficult on present income (198)

Q32a: **Which are the two or three biggest concerns for your household?**

Q32b: **And, of these concerns that you have mentioned, which is the single biggest concern for your household?**

	A: 2-3 biggest concerns	**B: single biggest concern**
	%	%
Cost of gas and electricity	84	56
Food cost	57	13
Rent cost	26	10
Petrol costs	25	2
Cost of Council Tax	25	4
Lack of employment opportunities	10	1
Threat of homelessness	7	2
Cost incurred during school holidays	6	1
Threat of redundancy	4	-
Lack of in-work progression	4	1
Cost of holidays	4	1
Reduction in working hours	3	1
Mortgage costs	3	-
Child Care costs	3	1
None of these	2	1
Bereavement costs	2	-
Loss of interest in savings account(s)	2	1
Value of property	1	-
Drop in share values	-	-
Don't Know	1	1
Refused	-	-

Q33 **What level of threat do you think COVID-19 currently poses to each of the following…?**

	Very high threat %	High threat %	Moderate threat %	Low threat %	Very low threat %	Don't know %
You personally	5	10	28	30	26	2
Your family	6	15	31	27	18	3
Your local community	4	16	36	24	13	7
Glasgow as a city	6	18	34	23	12	6

Q34**.** **Which measures, if any, are you currently taking to avoid the spread of COVID-19?**

	%
Wear a mask in a public place (transport, shops etc.)	47
Trying to maintain social distancing when out and about	33
Avoiding foreign travel	21
Staying local (not travelling too far from home)	21
Avoiding non-essential travel journeys	20
Avoiding non-essential use of public transport	20
Avoiding contact with elderly or those with existing health conditions	18
Working from home	14
Hybrid working (mix of working from home and usual place of work)	11
Only leaving home for essential trips (to buy food and medicine)	11
Only meeting indoors with one other household	4
Not leaving home at all	2
None of the above	26

Q35 **How comfortable do you feel about each of the following at the present time?**

	Very comfortable %	Fairly comfortable %	Not very comfortable %	Not at all comfortable %	Don't know %	N/A %
Visiting Glasgow city centre	40	37	12	7	1	4
People from out with the city visiting the city centre	40	41	9	5	3	3
Using public transport	35	38	13	7	1	5
Going to your GP for issues not related to coronavirus	43	38	7	5	3	4
Going to your place of work	37	23	4	2	1	34
Attending places of worship	25	19	3	2	1	50
Going to bars or restaurants	35	35	9	5	1	15
Going to large public gatherings like sport or music events	29	29	12	11	2	18
Taking holidays in the UK	38	36	6	4	1	16
Taking holidays overseas	28	26	13	12	2	20

Q36. **As a result of the pandemic, many are experiencing financial setbacks or making financial adjustments. Which, if any, of the following are you currently experiencing or doing?**

	%
Making sure I have enough money for an emergency fund	19
Using savings to pay bills	15
My salary has been reduced or I have lost wages	8
I had to postpone paying at least one bill	8
My working hours have been reduced	6
Have lost my job	5
Another household earner lost their job	2
Choosing to work fewer hours	2
Delaying my retirement	1
None of these apply to me	60
Don't know	1

SLAVERY LEGACY

Q37. **How much do you know about Glasgow's historical links to the Transatlantic Slave Trade and Plantation slavery?**

	%
A great deal	8
A fair amount	26
Not very much	28
Nothing but had heard of it	13
Nothing and had not heard of it	19
I don't think there are any links	3
Don't know	3

Q38 **And specifically, how much, if anything, do you know about these aspects of the Transatlantic Slave Trade and Plantation slavery?**

	A great deal %	A fair amount %	Not very much %	Nothing at all %	Don't know %
Glasgow's role in it	9	35	43	10	3
The ways the city profited financially from it	9	37	39	12	3
Street names that have ties to it	13	40	31	12	3
Statues that have ties to it	12	33	40	12	3
Heritage sites that have ties to it	8	28	45	15	4

Base: All who have at least heard of Glasgow's links to the transatlantic slave trade and plantation slavery (780)

Q39. **How interested, if at all, are you in finding out more about Glasgow's links to the Transatlantic Slave Trade and Plantation slavery?**

	%
Very interested	18
Fairly interested	34
Not very interested	24
Not at all interested	19
Don't know	5

Q40 **To what extent do you support or oppose each of the following?**

	Strongly support %	Tend to support %	Neither/ nor %	Tend to oppose %	Strongly oppose %	Don't know %
More opportunities for the public to share their views about Glasgow's links to the Transatlantic Slave Trade and Plantation slavery	27	29	29	6	3	7
Making educational resources available for people to learn about Glasgow's links to the Transatlantic Slave Trade and Plantation slavery	37	28	21	5	3	7
Teaching children in school about Glasgow's links to the Transatlantic Slave Trade and Plantation slavery	38	28	20	5	3	7
Glasgow City Council taking steps to address the city's links to the Transatlantic Slave Trade and Plantation slavery	29	24	26	8	7	7

Base: All respondents, excluding those who do not think there are historical links (1,000)

DEMOGRAPHICS

QA **How would you describe your gender identity ?**

		%
A	Male	48
B	Female	51
C	In another way	*

QAGE **What is your age?**

	%
16-24	16
25-34	23
35-44	17
45-54	15
55-59	6
60-64	6
65-74	10
75+	8

QWORK **Looking at this card, which option best describes your current situation? Just read out the letter that applies**

	Working	%
A	Full time (30+ hrs)	39
B	Part time (9-29 hrs)	13
	Not working	
C	Unemployed	7
D	Retired	18
E	Looking after house / children	4
F	Disabled	4
G	Have long term illness	4
H	Student	10
	Other	1
	Refused	-

QB OCCUPATION OF CHIEF INCOME EARNER

	%
A	2
B	15
C1	26
C2	19
D	21
E	16
Refused	1

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

	%
None aged 60 and over	74
Aged 60-74	18
Aged over 75	8
Refused	*

QG. To which of the groups on this card do you consider you belong?

		%
WHITE		
A	Scottish	63
B	British	13
C	Irish	2
D	Any other white background	7
MIXED		
E	Any mixed background	1
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH		
F	Indian	2
G	Pakistani	3
H	Bangladeshi	-
I	Any other Asian background	2
BLACK, BLACK SCOTTISH OR BLACK BRITISH		
J	Caribbean	-
K	African	4
L	Any other black background	1
CHINESE AND ANY OTHER ETHNIC BACKGROUND		
M	Chinese	1
N	Any other background	1
Refused		-

QH **For each of the languages I am going to read out, please look at this card and tell me which of these you can do.**

	English	**Scottish Gaelic**	**Sco%ts**
	%	%	
Understand	5	3	12
Speak	2	1	5
Read	2	1	4
Writ	2	-	1
All of these	94	1	9
None of these	1	95	78

QI **At home do you use British Sign Language, or any other language other than English?**

	%
Yes – British Sign Language	2
Yes – Other	7
No	92
Don’t know	-

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

	%
Yes, does have income from employment	67
No, relies on pensions/social security	31
Don’t know/refused	2

QK **Which of these best describes the ownership of your home? Please read out the letter that applies.**

		%
A	Owned outright (including leasehold)	20
B	Buying on mortgage	21
C	Rented from private landlord	17
D	Rented from Glasgow Housing Association (Ex-council)	21
E	Rented from other housing association	18
F	Shared ownership with housing association/housing co-operative shared ownership	-
	Don’t know	1
	Refused	1

QL **How long have you lived in Glasgow?**

	%
Up to one year	5
Over one year, up to five years	14
Over five years, up to 20 years	25
Over 20 years	56

QM **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?**

	%
Yes, respondent	21
Yes, other household member	12
No	70

QN **What type(s) of disability do you have?**

		%
A	Visual	7
B	Hearing	6
C	Learning disability	6
D	Mobility – Wheelchair user	6
E	Other mobility impairment	24
F	Other physical impairment	20
G	Mental health problem	31
H	Long term illness	39
I	Other degenerative condition	16
	Refused	2

QO **What type(s) of disability do other household members have?**

		%
A	Visual	5
B	Hearing	11
C	Learning disability	19
D	Mobility – Wheelchair user	13
E	Other mobility impairment	19
F	Other physical impairment	15
G	Mental health problem	18
H	Long term illness	34
I	Other degenerative condition	-
	Refused	4

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

		%
A	No formal qualifications	19
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	14
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	12
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	13
E	First degree, higher degree, professional qualification.	38
	Don’t Know	4
	Refused	1

QQ **Which methods do you normally use to access the internet for personal use?**

		%
A	Personal computer or laptop	64
B	Smart phone	84
C	Tablets (e.g. iPad, Kindle, etc)	49
D	Games console	23
E	Digital, cable or satellite TV	36
F	I do not have access to the internet	8
	Other	-

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