Ipsos MORI

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Glasgow Household Survey 2015

Report for Glasgow City Council

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Executive Summary

This report contains the findings from the 2015 wave of the Glasgow Household Survey, conducted by Ipsos MORI, on behalf of Glasgow City Council.

The specific topics covered in the survey were: Glasgow 2014; volunteering; knowledge and perceptions of the council; use and perceptions of council services; age friendly cities; economic development; smoking; and hate crime.

Ipsos MORI interviewed a representative quota sample of 1,021 Glasgow residents (aged 16 and over) between 28 March and 21 June 2015. 'Booster' interviews were conducted with an additional 202 of the city's BEM (Black Ethnic Minority) residents. All interviews were conducted face-to-face in residents' homes using Computer Assisted Personal Interviewing (CAPI).

Glasgow 2014

The majority (57%) of respondents had got involved in the Commonwealth Games. Around a quarter (28%) followed the Games on television, the internet, radio or in newspapers; and a similar proportion (23%) attended a ticketed or non-ticketed sporting event. A total of 20% watched sporting or cultural events at a public live site (12%) or otherwise spent time out and about in the city experiencing the Games atmosphere (8%).

Most respondents felt the Commonwealth Games had positive impacts. Three in five felt it had impacted positively on them and their family (59%) and their local area (58%), while 91% felt it had impacted positively on Glasgow generally.

Around a third (31%) of all respondents said the Games encouraged them to make positive lifestyle changes and a quarter said it encouraged another member of their household to do so. The lifestyle changes that respondents had most commonly made were participating in more sport and physical activity (11%), walking more often (11%) and making more use of local sports facilities (8%).

Volunteering

Around one in five (19%) respondents had volunteered in the last 12 months. Of this group, 65% volunteered 'formally' through a club or charity and 27% volunteered informally. A further 7% undertook both formal and informal activities.

More than half (56%) of those who undertook formal volunteering did so at least once a week, with almost a quarter (24%) volunteering several times a week. A further 12% volunteered at least once a month and 31% did so less frequently.

Almost all (95%) those who volunteered felt they benefitted personally from doing so. Around half (52%) said the experience gave them a sense of personal achievement or accomplishment; 40% said it aided their personal development; 21% said it increased their knowledge of the local community; and 15% said it enabled them to develop transferable skills.

Knowledge and perceptions of the council

Around a third (32%) of respondents felt they knew a great deal or a fair amount about Glasgow City Council and a similar proportion (39%) said they knew a little. Twenty-eight per cent said they knew hardly anything.

Awareness of the council's main areas of responsibility was mixed. A majority knew the authority was responsible for providing refuse collection (95%); street cleaning (95%); road maintenance (82%); planning services (79%); nursery schools (71%); primary and secondary education (56%); and social work services (69%). The majority also identified the council as the main provider of services that come under the responsibility of the wider Council Family Group; namely: graffiti removal (90%); community centres (85%); sports and leisure facilities (83%); parking tickets (83%); museums and galleries (77%); housing for rent (70%); and home help services (63%). Further, over half (56%) thought the council was responsible for providing water and sewerage services.

The majority (81%) of respondents felt that the council had an important impact on the quality of life in Glasgow. Around half also felt that the council designed its services around the needs of the people who used them and did the best it could with the money available (51% and 50% respectively). At the same time, fewer than half trusted the council (47%), felt it provided high quality services (49%) or gave residents good value for money (45%). Further, 46% regarded the council as too remote and impersonal and a similar proportion felt it rarely took residents' views into account.

Use and perceptions of council services

Seven in ten (70%) respondents were satisfied overall with the services provided by the Council Family Group, in line with the figure recorded over previous waves of the survey.

Levels of satisfaction with *individual* services once again varied but, for the most part, the picture was a positive one. Culture and leisure services continued to be very highly regarded (between 90% and 95% of users were satisfied), as did parks (88%); nursery, primary and secondary schools (87%, 82% and 84% respectively); street lighting (84%); and recycling centres (81%). At least three in five respondents were also satisfied with refuse collection (75%); children's play parks (72%); community centres (72%); recycling collection (64%); the home help service (63%); and street cleaning (61%). Lower levels of satisfaction were recorded for road and pavement maintenance (30% and 48% respectively) and social work services (59%). Results relating to community centres, home help services and social work services should be treated as indicative rather than representative as the base sizes are very small.

Only around a third (35%) of respondents felt able to influence the way services were delivered to their local community and the majority wanted to have more influence. Around one in five wanted to have more influence over street cleaning, refuse collection (21%), or road maintenance (19%), and a similar proportion wanted to have more influence over NHS hospital services (15%).

Age friendly cities

Respondents were divided in their views on the media portrayal of older people (aged 60 and over). Over a quarter (28%) felt the media portrayed older people mainly positively, whereas a similar proportion (24%) felt it portrayed them mainly negatively. A further 38% felt it portrayed them both positively and negatively.

Two thirds of older respondents said they used public transport to get around. Of this group 36% said they encountered problems or difficulties when doing so. The most commonly cited problems or difficulties were unsuitable bus and train times (9%), issues getting on and off of transport (5%) and cost (4%).

Eighty-one per cent of older respondents said they had about the right amount of contact with other people, while 15% said they had less contact than they would like and 2% said they had more than they would like. Those who had less contact with others than they would like accounted for this mainly in terms of living alone (32%). Other commonly mentioned reasons included other people being too busy (14%); loss of loved ones or friends (13%); and family or friends not living close by (11%).

Economic development

Forty five percent of respondents were in work (either full time or part time), while 10% were unemployed and 45% were not working for other reasons (for example, because they were retirees, students or looking after the home). Those who were unemployed accounted for their situation mainly in terms of having health issues that prevented them from working (32%), a lack of jobs (30%) and having been out of work for a long time (13%).

A majority (65%) of all respondents were satisfied with their employment situation, while 17% were dissatisfied. Among *non-working* respondents who were dissatisfied with their situation, around a quarter were eager to get back into work (29%) and a similar proportion were having difficulty finding a job (25%). *Working* respondents who were dissatisfied with their situation explained this mainly with reference to difficulties finding better work (32%) and not being offered enough hours by their employer (16%).

Respondents' preferred measures for improving the local economy were: encouraging payment of the Living Wage (80% saw this as very important); providing services to help people find a job (77%); providing incentives to attract jobs and investment into the city (73%); encouraging businesses to end zero hours contracts (72%); and supporting businesses to grow and provide more jobs (72%).

Smoking

The majority (74%) of respondents were non-smokers. Almost half (49%) had never smoked, while a quarter (25%) had smoked in the past but did not do so anymore. This left 26% who currently smoked.

Around one in five (21%) respondents said they were exposed to other people's smoke in their day-to-day lives. The most common locations for exposure to second hand smoke were outside buildings (53%) and other open public spaces (49%), the home (21% were exposed in their own homes and 13% in other people's homes) and the workplace (10%).

Around three quarters (76%) of respondents said they would support the ban on smoking in and around children's playgrounds being extended to other council premises and facilities, with over half (55%) saying they would *strongly* support this.

Hate crime and harassment

A relatively small proportion of respondents worried about being insulted, pestered or intimidated on the basis of having protected characteristics. This included 7% who worried about sectarianism; 5% who

worried in relation to their disability, religion, ethnic origin or race; 4% who worried in relation to their gender, gender identity or age; and 2% in relation to their sexual orientation.

Twelve per cent of respondents had actually been insulted, pestered or intimidated in the past 12 months. A third of them said this had been on account of their ethnic origin or race (33%), and around a quarter said it had been on account of sectarianism (26%), or their gender or gender identity (22%). Smaller proportions had experienced hate crime on account of their age (19%), disability (15%), religion (15%) or sexual orientation (10%).

Around three quarters (74%) of those who had been insulted pestered or intimidated had not reported the incident, while 12% had reported it to the police and an equal proportion had reported it elsewhere. Almost half (47%) of all respondents were aware they could report an incident of hate crime or harassment to the Police Scotland website. Fewer (13%) knew they could report such an incident to a Third Party Reporting Centre.

1 Introduction

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). This report contains the findings from the 2015 wave of the survey, conducted by Ipsos MORI.

The specific topics covered in the 2015 wave of the survey were:

- Glasgow 2014 legacy

- volunteering

- knowledge and perceptions of the council

- use and perceptions of services

- age friendly cities

- economic development

- smoking

- hate crime and harassment

1.1 Methodology

Ipsos MORI interviewed a representative quota sample of 1,021 Glasgow residents (aged 16 and over). The sample was proportionately stratified by the three Sector Community Partnership Areas in the city; namely, North West, North East and South.

Fieldwork for the survey was carried out between 28 March and 21 June 2015. 'Booster' interviews were conducted with an additional 202 of the city's BEM (Black Ethnic Minority) residents to allow sub-group analysis by ethnicity. All interviews were conducted face-to-face in residents' homes using Computer Assisted Personal Interviewing (CAPI).

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

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

1.2 Presentation and interpretation of data

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

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or multiple answers. Throughout the report, an asterisk (*) denotes any value of less than half a percent and a dash (-) denotes zero. 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 Glasgow 2014 Legacy

2.1 Engagement with the Games

The majority (57%) of respondents had got involved in the Commonwealth Games. As Figure 2.1 shows, around a quarter (28%) followed the Games on television, the internet, radio or in newspapers; and a similar proportion (23%) attended a ticketed or non-ticketed sporting event. A total of 20% watched sporting or cultural events at a public live site (12%) or otherwise spent time out and about in the city experiencing the Games atmosphere (8%), and 7% attended the Queens Baton Rely. Fewer than one in twenty had got involved in other ways.

Figure 2.1 – Engagement with Glasgow 2014

Q In which of these ways, if any, did you get involved in the Commonwealth Games?

Watched/ listened/ read about the Games in media	28%
Attended a ticketed sporting event	14%
Watched sporting or cultural events on screen at live site	12%
Attended a non-ticketed sporting event	9%
Spent time in the city experiencing the games atmosphere	8%
Attended the Queens Baton Relay	7%
Attended the opening or closing ceremony	5%
Tried but failed to get tickets to a sporting event	5%
Went to a Games related cultural event	4%
Used a new/improved sports facility	3%
Was employed on a Games-related activity	2%
Was employed on a Games-related project	1%
Was a Games volunteer	1%
Took part in a sport/physical activity	1%
Took part in a community activity	1%

Base: All respondents (1,021)

More ABC1 than C2DE[1] respondents had got involved in the Games (61% versus 52%), and more non-BEM than BEM respondents had done so (57% versus 46%).

2.2 Perceived impact of the Games

A majority of respondents felt the Commonwealth Games had had positive impacts. Three in five felt it had impacted positively on them and their family (59%), and their local area (58%), while 91% felt it had impacted positively on Glasgow generally.

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[1] 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.

Significantly, the proportion saying the Games had impacted positively on them and their family was eight percentage points higher than the proportion who, in the spring 2014 GHS, anticipated such an impact (Table 2.1).

Table 2.1 – Anticipated and perceived impacts of Glasgow 2014 – 2014 & 2015

	Impact on you/your family		Impact on your local area		Impact on Glasgow generally	
	Spring 2014	Spring 2015	Spring 2014	Spring 2015	Spring 2014	Spring 2015
	%	%	%	%	%	%
Strongly positive	22	28	22	27	57	70
Slightly positive	29	32	34	31	31	21
Positive & negative	13	7	11	8	4	2
Slightly negative	6	1	6	3	2	1
Strongly negative	2	2	3	2	1	*
No effect	24	28	21	24	2	3
Don't know	3	2	5	6	3	3
Positive	*51*	*59*	*56*	*58*	*88*	*91*
Negative	*8*	*3*	*9*	*5*	*3*	*1*
Base:	*1,027*	*1,021*	*1,027*	*1,021*	*1,027*	*1,021*

Respondents in the North West were more likely than those in the South or North East to say the Games had impacted positively on their local area (63% versus 57% and 52% respectively) and ABC1 respondents were more likely than C2DEs to do so (67% versus 50%). ABC1s were also more likely than C2DEs to say that the Games had impacted positively on them and their family (70% versus 49%).

Around a third (31%) of all respondents said the Games had encouraged them to make positive lifestyle changes and a quarter said it had encouraged another member of their household to do so. These figures were lower than the comparable results from the spring 2014 survey, in which 42% of respondents anticipated they would make positive lifestyle changes following the Games and 32% anticipated another household member would do so (Table 2.2).

The lifestyle changes that respondents or other household members had most commonly made were participating in more sport and physical activity, walking more often and making more use of local sports facilities (Table 2.2).

Table 2.2 – Anticipated and actual lifestyle changes as a result of Glasgow 2014 – 2014 & 2015

	Respondent		Other household member	
	Spring 2014	Spring 2015	Spring 2014	Spring 2015
	%	%	%	%
Any lifestyle change	42	31	32	25
Participate in more sport/ physical activity	16	11	15	11
Make more use of local sports facilities	14	8	12	7
Improve diet	9	5	6	3
Stop smoking	2	2	1	1
Drink less alcohol	1	2	*	1
Volunteer in the local community	5	1	2	*
Volunteer in a local sports club	2	*	1	*
Use public transport more	3	3	2	1
Walk more often	13	11	10	7
Cycle more often	5	4	5	3
Take more interest in local cultural events	11	6	7	3
Become more involved in the local community	5	3	3	2
None of the above	56	68	62	73
Base:	*1,027*	*1,021*	*1,027*	*1,021*

The groups most likely to say the Games had prompted them to make positive lifestyle change were, respectively, BEM respondents (47% versus 29% of non-BEM respondents), ABC1s (35% versus 27% of C2DEs), and people aged 35-54 (35% versus 30% of those aged 55-64 and 15% of those aged 65 and over).

3 Volunteering

Around one in five (19%) respondents had given up their time to help others on a voluntary basis in the last 12 months. This represented an increase of five percentage points on spring 2012; the last occasion on which volunteering was covered in the survey. ABC1 respondents remained more likely to have volunteered than C2DEs (24% versus 16%).

Around two-third (65%) of all those who volunteered did so 'formally' through a club or charity. A further 27% volunteered informally, while 7% undertook both formal and informal activities.

Of those who volunteered formally, 40% found out about the opportunity to do so by word of mouth, while 12% found out from someone in a professional capacity and another 11% from the internet. The next most common sources were local community centres and churches, each mentioned by 5%. As Figure 3.1 shows, these results were in line with those from the 2012 survey.

Figure 3.1 – Sources of information on formal volunteering opportunities – 2012 & 2015

Q Thinking about your experience of formal volunteering, how did you find out about the opportunity to volunteer and contribute your time?

	2015	2012
Word of mouth	40%	47%
Somone in a professional capacity (e.g.GP, school)	11%	16%
Internet	10%	5%
Church/place of worship	5%	3%
Local community centre	5%	4%
Mail from organisation/charity	4%	2%
Newspaper	3%	0%
Local volunteer centre	2%	3%
Work	8%	2%
Own research	3%	0%
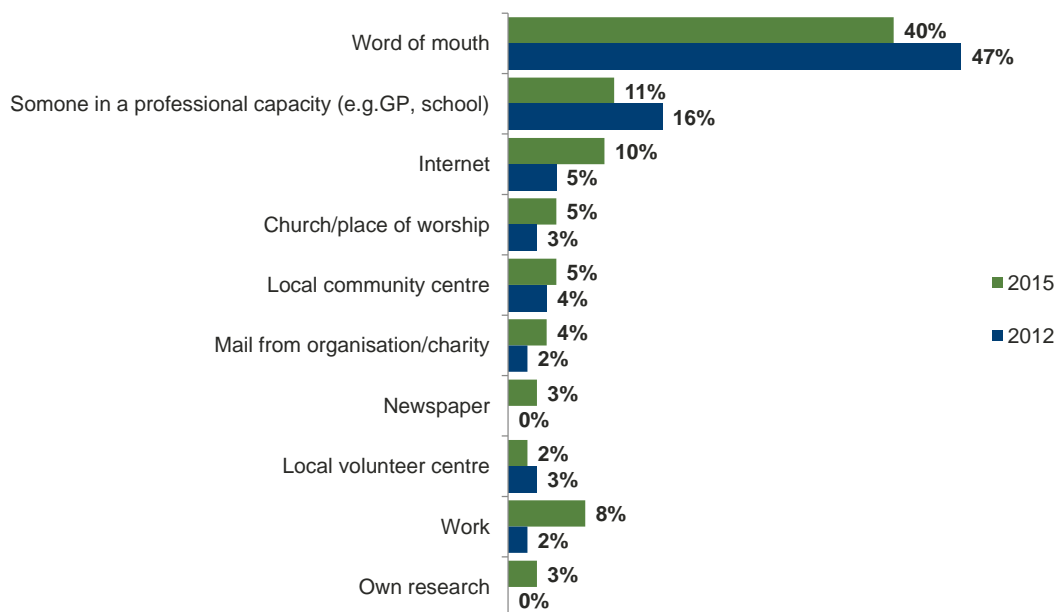
Base: All who had undertaken formal volunteering in the last 12 months (2015 – 139; 2012 – 95)

The types of groups for which respondents had most commonly volunteered were those focused on children and young people; health, disability and social welfare; religion; and local communities or neighbourhoods. This is consistent with available national level data from the Scottish Household Survey (SHS)[2] (Figure 3.2).

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[2] Scotland's People Annual Report: Results from the 2013 Scottish Household Survey
http://www.gov.scot/Publications/2014/08/7973/downloads#res-1

Figure 3.2 – Types of groups for which respondents had volunteered – 2015 GHS & 2013 SHS

Q Which if any of these groups have you undertaken voluntary work or given any unpaid help to at any time in the past 12 months?
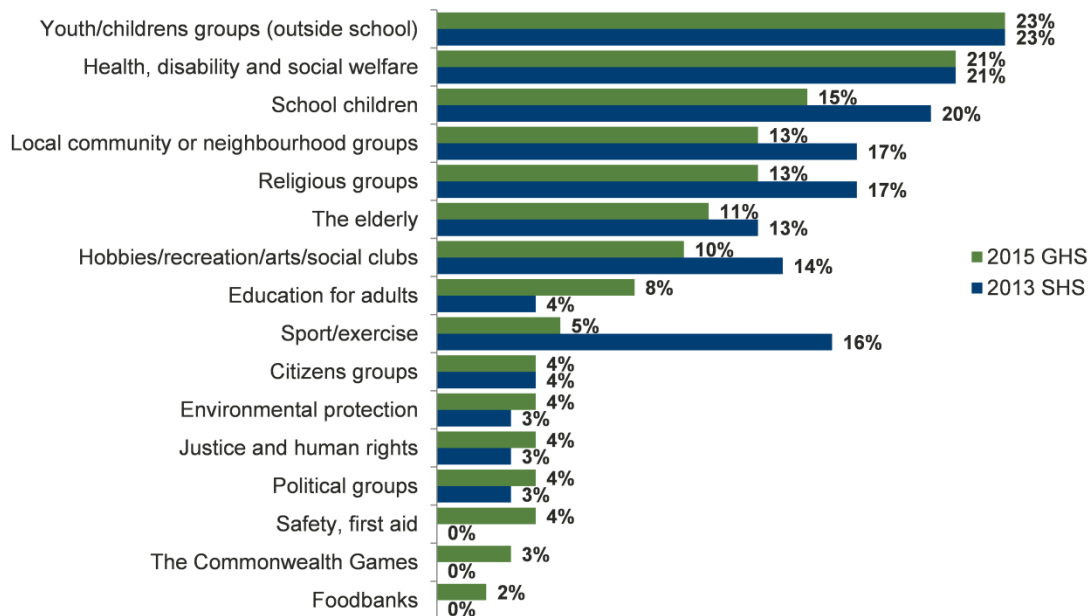
Base: All who had undertaken formal volunteering in the last 12 months (GHS – 139; SHS –2,780)

More than half (56%) of those who undertook formal volunteering did so at least once a week, with almost a quarter (24%) volunteering several times a week. A further 12% volunteered at least once a month and 31% did so less often. The proportion who volunteered at least once a week was 14 percentage points higher than the comparable national figure from the SHS (Figure 3.3).

Figure 3.3 – Frequency of volunteering – 2015 GHS & 2012 SHS

Q Thinking about all the unpaid help you give to organisations, how frequently do you do this?
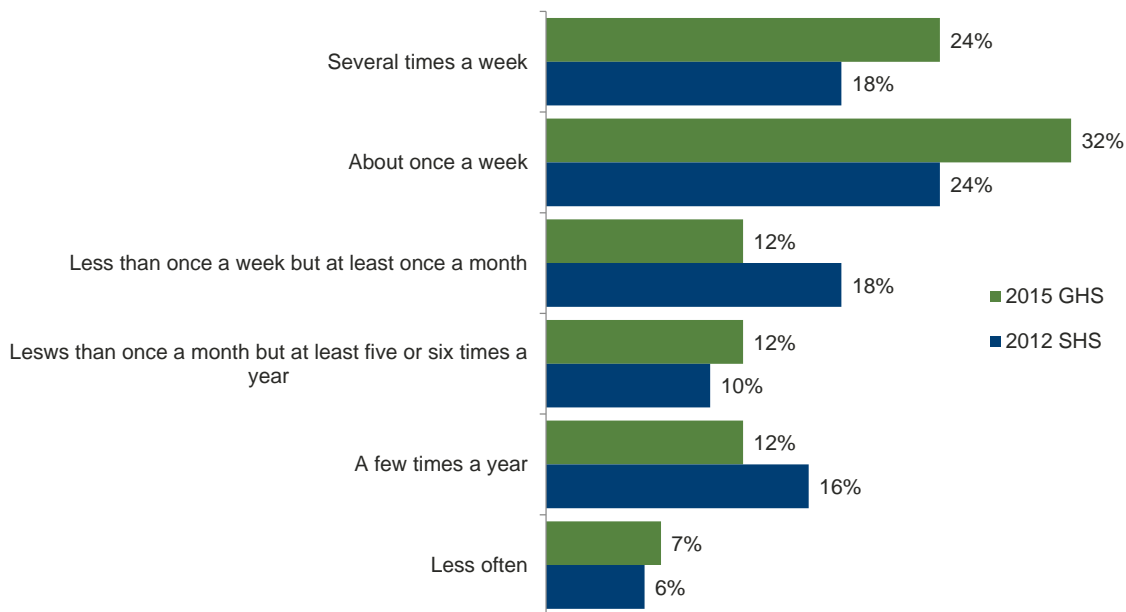
Base: All who had undertaken formal volunteering in the last 12 months (GHS – 139; SHS – 2,930)

As in 2012, almost all (95%) respondents volunteered felt they benefitted personally from doing so. Around half (52%) said the experience gave them a sense of personal achievement or accomplishment; 40% said it aided their personal development; 21% said it increased their knowledge of the local community; and 15% said it enabled them to develop transferable skills. Smaller proportions mentioned other benefits (Figure 3.4).

Figure 3.4 – Personal benefits gained from formal volunteering – 2012 & 2015

Q Which personal benefits, if any, have you gained from your involvement in volunteering?
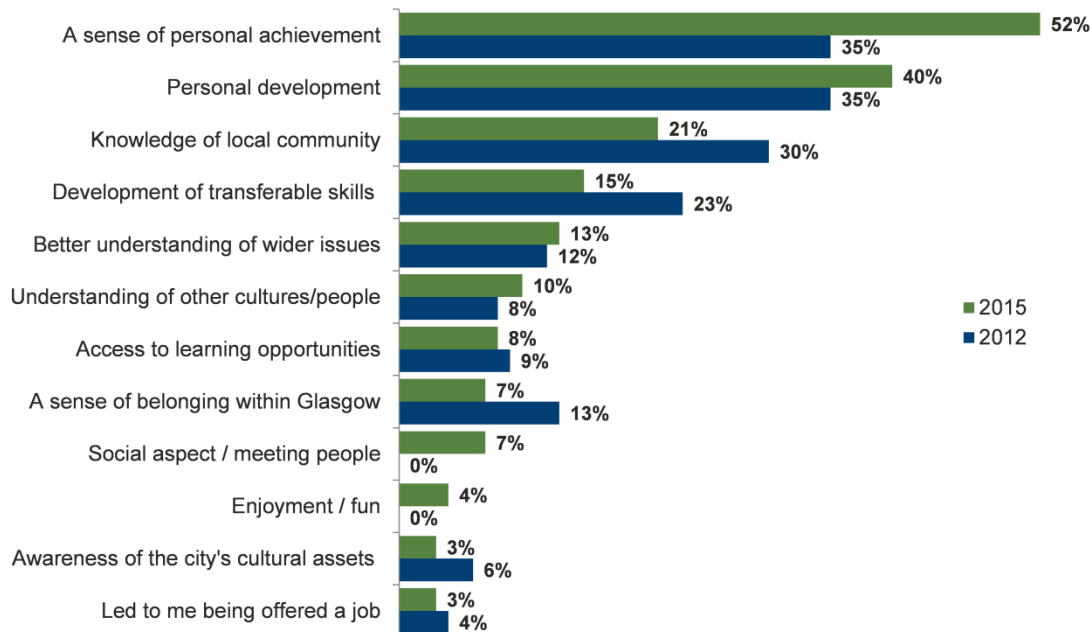
Base: All who had undertaken formal volunteering in the last 12 months - 2015 (139); 2012 (95)

Respondents who had not volunteered in the last 12 months were asked why this was the case. Over half – 57% – said they lacked the time; 10 percentage points more than in 2012. Twelve per cent said that they simply had no interest in volunteering and 10% said they had health problems that prevented them from getting involved. No other reason was given by more than one in ten respondents (Figure 3.5).

Figure 3.5 – Reasons for not volunteering

Q What is your main reason for not volunteering?
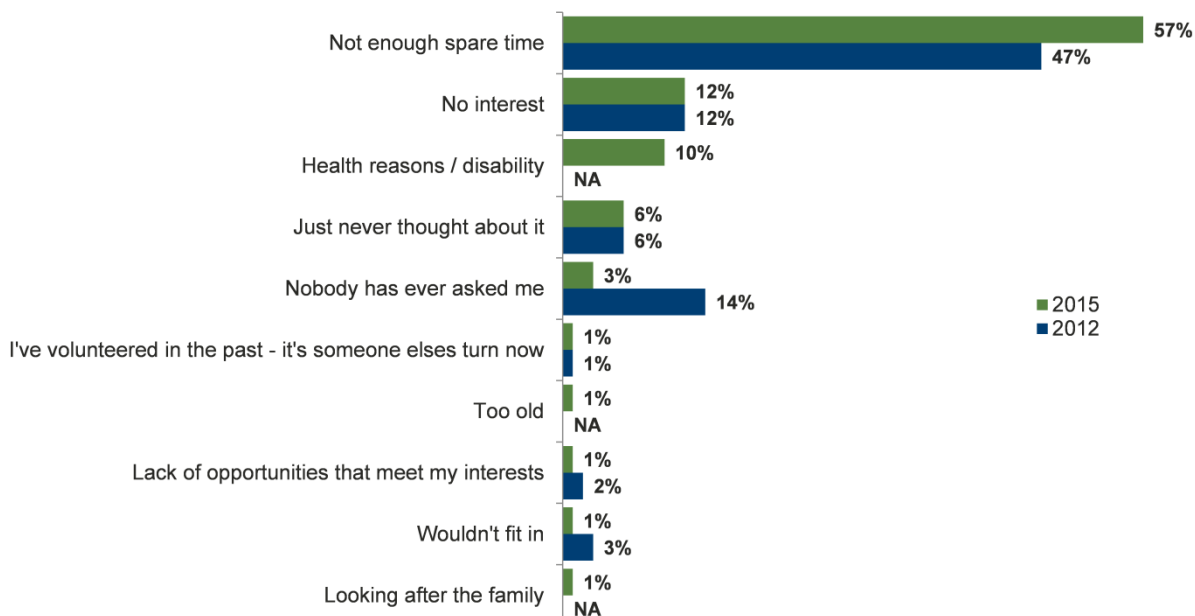
Base: All who had not volunteered in the last 12 months: 2015 – 824; 2012 – 860.

A lack of time was most commonly cited by:

- younger people (71% of those aged 16-24 and 68% of those aged 25-34 compared to 50% of those aged 55-64 and 30% of those aged 65 and over)

- ABC1s (70% compared to 47% of C2DEs)

- those living in households with children (70% compared to 53% of those in households with no children).

A lack of interest in volunteering was most commonly cited by those aged 65 and over (19% compared to 10% of those aged 16-24, 5% of those aged 25-34, 13% of those aged 35-54 and 9% of those aged 55-64) and C2DEs (14% compared to 8% of ABC1s).

4 Knowledge and perceptions of the council

Around a third (32%) of respondents said they knew a great deal or a fair amount about Glasgow City Council and a similar proportion (39%) said they knew a little. Twenty-eight per cent said they knew hardly anything.

Figure 4.1 – Self-assessed knowledge of Glasgow City Council

Q How much, if anything, do you feel you know about Glasgow City Council?
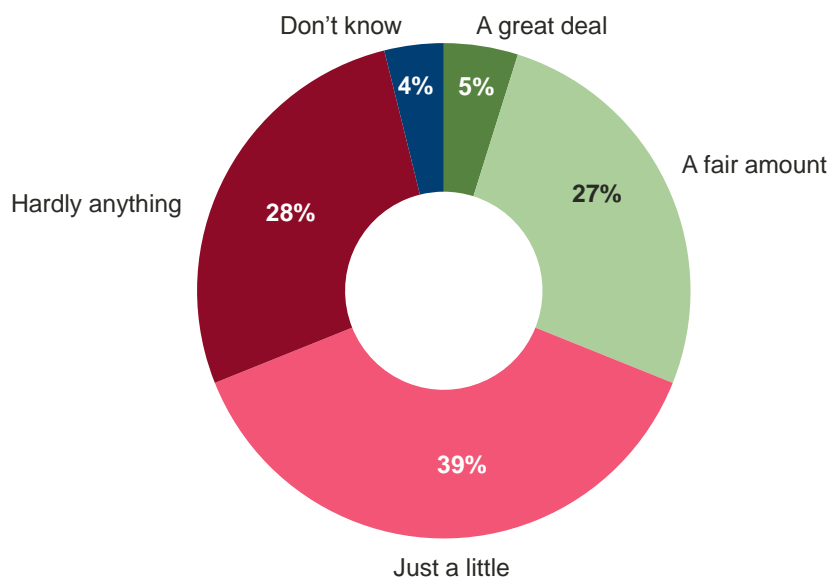
Base: All respondents (1,021)

Knowledge of the council was a little higher among ABC1s than C2DEs (36% said they knew a great deal or a fair amount versus 30%). Additionally, people who had lived in Glasgow for over 20 years tended to be more knowledgeable than those with shorter lengths of residency (36% compared to, for example, 17% of those who had lived in the city for up to one year and 17% of those who had lived there between one and five years).

Reflecting the results in Figure 4.1, awareness of the council's main areas of responsibility was mixed. A majority of respondents knew the authority was responsible for providing refuse collection (95%); street cleaning (95%); road maintenance (82%); planning services (79%); nursery schools (71%); primary and secondary education (56%); and social work services (69%). The majority also identified the council as the main provider of services that come under the responsibility of the wider Council Family Group; namely: graffiti removal (90%); community centres (85%); sports and leisure facilities (83%); parking tickets (83%); museums and galleries (77%); housing for rent (70%); and home help services (63%). Further, over half (56%) thought the council was responsible for providing water and sewerage services, and around two in five thought it provided subway and bus services (42% and 40% respectively) (Table 4.1).

Table 4.1 – Perceptions of who is responsible for providing public services

	GCC	Scottish Gov't	ALEOs	Other agency	Don't know
	%	%	%	%	%
Refuse collection	95	2	1	*	2
Street cleaning	95	2	1	*	2
Graffiti removal	90	1	2	2	5
Community centres	85	4	3	3	5
Sports and leisure facilities	83	5	6	2	4
Parking tickets	83	6	3	2	6
Road maintenance	82	9	2	3	4
Planning services	79	11	1	2	7
Museums & galleries	77	12	5	2	5
Nursery schools	71	18	2	2	7
Housing for rent	70	8	9	7	5
Social work	69	20	2	3	6
Home help service	63	12	12	7	6
Primary & secondary schools	56	39	1	1	4
Water & sewerage services	56	21	7	10	5
The subway	42	17	12	19	11
Buses	40	13	17	23	6
Fire & rescue services	25	61	1	7	6
Courts	18	73	1	3	6
Police services	12	77	1	6	4
Trains	14	33	18	26	9
National health service	7	87	*	3	3
Base: All respondents (1,021)					

4.1 Council reputation

As Table 4.2 shows, 81% of respondents felt the council had an important impact on the quality of life in Glasgow. Around half also felt that the council designed its services around the needs of the people who used them and did the best it could with the money available (51% and 50% respectively). At the same time, fewer than half trusted the council (47%), or felt it provided high quality services (49%) or gave residents good value for money (45%). Further, 46% regarded the council as too remote and impersonal and a similar proportion felt it rarely took residents' views into account.

The proportion who thought the council gave residents value for money was lower than in 2014 (by 5 percentage points), while the proportion who felt it was too remote and impersonal was higher (by 7 percentage points).

Table 4.2 – Attitudes towards the council 2013-2015

	Spring 2013		Spring 2014		2015	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
	%	%	%	%	%	%
The council has an important impact on the quality of life in Glasgow	73	12	79	9	81	8
Glasgow City Council gives residents good value for money	44	31	50	28	45	27
I trust Glasgow City Council	45	32	48	27	47	27
The council rarely takes local residents' views into account when making decisions that affect them	48	28	43	32	45	26
The council is too remote and impersonal	46	27	39	33	46	25
The council is good at letting residents know about the services it provides	-	-	-	-	48	34
The council provides high quality services	-	-	-	-	49	24
The council does the best it can with the money available	-	-	-	-	50	27
The council designs its services around the needs of the people who use them	-	-	-	-	51	25
Base	*1,024*		*1,027*		*1,021*	

C2DEs tended to view the council less favourably than ABC1s. They were less likely to trust the council (45% versus 50%); to think it provided high quality services (46% versus 52%) or to feel it designed services around the needs of the people who used them (48% versus 54%) (Table 4.3). Similarly, C2DEs were more likely than ABC1s to agree that the council rarely took residents views into account (51% C2DEs versus 38%) and was too remote and impersonal (50% versus 42%).

Table 4.3 – Attitudes towards the council by social grade

	ABC1s		C2DEs	
	Agree	Disagree	Agree	Disagree
	%	%	%	%
The council has an important impact on the quality of life in Glasgow	87	5	76	11
Glasgow City Council gives residents good value for money	47	23	44	31
I trust Glasgow City Council	50	23	45	31
The council rarely takes local residents' views into account when making decisions that affect them	38	28	51	24
The council is too remote and impersonal	42	26	50	24
The council is good at letting residents know about the services it provides	49	30	47	38
The council provides high quality services	52	18	46	28
The council does the best it can with the money available	49	24	51	29
The council designs its services around the needs of the people who use them	54	21	48	28
Base	*483*		*538*	

4.2 Perceptions of media coverage of the council

Almost half (47%) of respondents considered newspaper coverage of the council to be neutral, while 16% considered it positive and 17% considered it negative. The results for TV and radio coverage were very similar; at 48%, 19% and 17% respectively (Table 4.4).

The proportions viewing media coverage of the council as positive were slightly lower than in 2014 (by 5 percentage points in the case of newspaper coverage and 4 percentage points in the case of TV and radio coverage), while the proportions viewing coverage as neutral were higher (by 8 percentage points in both cases) (Tables 4.4).

Table 4.4 – Perceptions of media coverage of the council, 2012-2015

	Spring 2012	Spring 2013	Spring 2014	Spring 2015
	%	%	%	%
Newspaper coverage				
Positive	18	16	21	16
Neutral	46	39	39	47
Negative	18	23	19	17
Don't know	18	23	21	20
TV/radio coverage				
Positive	20	18	23	19
Neutral	48	39	40	48
Negative	16	24	19	17
Don't know	16	19	18	17
Base	*1,018*	*1,024*	*1,027*	*1,021*

5 Use and perceptions of services

5.1 Use of services provided by the Council Family Group

The survey identified very little change in usage of non-universal[3] services. As Figure 5.1 shows, parks and culture and leisure services remained the most widely used services by some way, followed by recycling centres and children's play parks. The least commonly used services were once again social work and home help services.

Table 5.1 – Use of services provided by the Council Family Group

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Spring 2014	Spring 2015
	%	%	%	%	%	%	%	%	%
Parks	39	28	58	58	60	56	59	68	64
Museums & Galleries	24	25	44	45	47	45	44	51	50
Libraries	37	36	43	47	45	45	46	49	44
Sports & leisure centres	26	35	46	43	44	43	40	45	43
Recycling centres	n/a	n/a	n/a	n/a	n/a	20	35	37	34
Children's play parks	11	11	21	24	22	23	24	25	25
Primary schools	10	13	17	20	17	15	17	19	18
Secondary schools	6	7	13	15	14	14	13	14	14
Community centres	3	4	10	9	10	13	11	14	12
Nursery schools	7	9	9	9	11	10	10	13	10
Social work services	3	3	8	10	8	10	7	9	9
Home help services	2	1	4	4	3	5	4	3	4
Base:	*1,000*	*1,002*	*1,009*	*1,013*	*1,018*	*1,015*	*1,024*	*1,027*	*1,021*

5.2 Overall satisfaction with services provided by the Council Family Group

Seven in ten respondents were satisfied overall with the services provided by the Council Family Group, in line with the figure recorded over previous waves of the survey (Figure 5.1).

Satisfaction was higher among respondents living in the North West of Glasgow than among those in the South and North East (73%, compared to 70% and 65% respectively). Additionally, ABC1s were more

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

satisfied than C2DEs (74% compared to 67%), and people living in households where no one had a disability were more satisfied than those affected by disability (73% compared to 64%).

Figure 5.1 – Overall satisfaction with services

Q Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners?
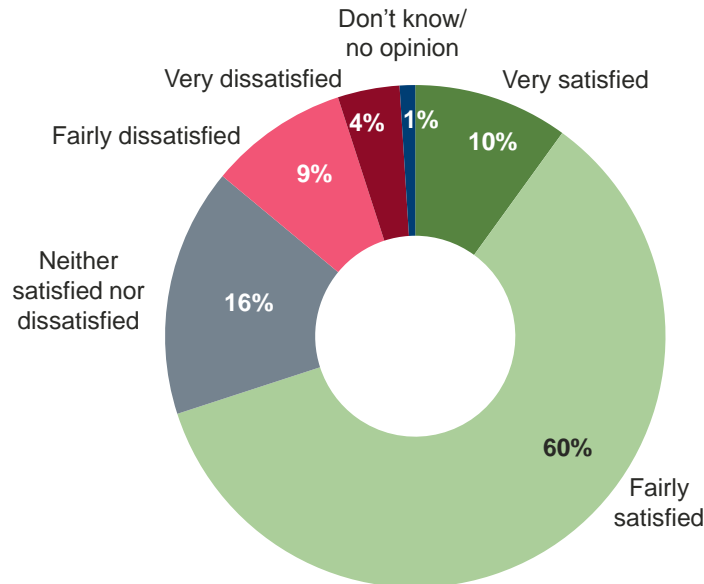
Base: All respondents (1,021)

Levels of satisfaction with *individual* services once again varied but, for the most part, the picture was a positive one. Culture and leisure services continued to be very highly regarded (between 90% and 95% of users were satisfied with these), as did parks (88%); nursery, primary and secondary schools (87%, 82% and 84% respectively); street lighting (84%); and recycling centres (81%). At least three in five respondents were also satisfied with refuse collection (75%); children's play parks (72%); community centres (72%); recycling collection (64%); the home help service (63%); and street cleaning (61%). Lower levels of satisfaction were recorded for road and pavement maintenance (30% and 48% respectively) and social work services (59%) (Figure 5.2).

Figure 5.2 – Satisfaction with individual services – overview

Q How satisfied or dissatisfied are you with the quality of…?
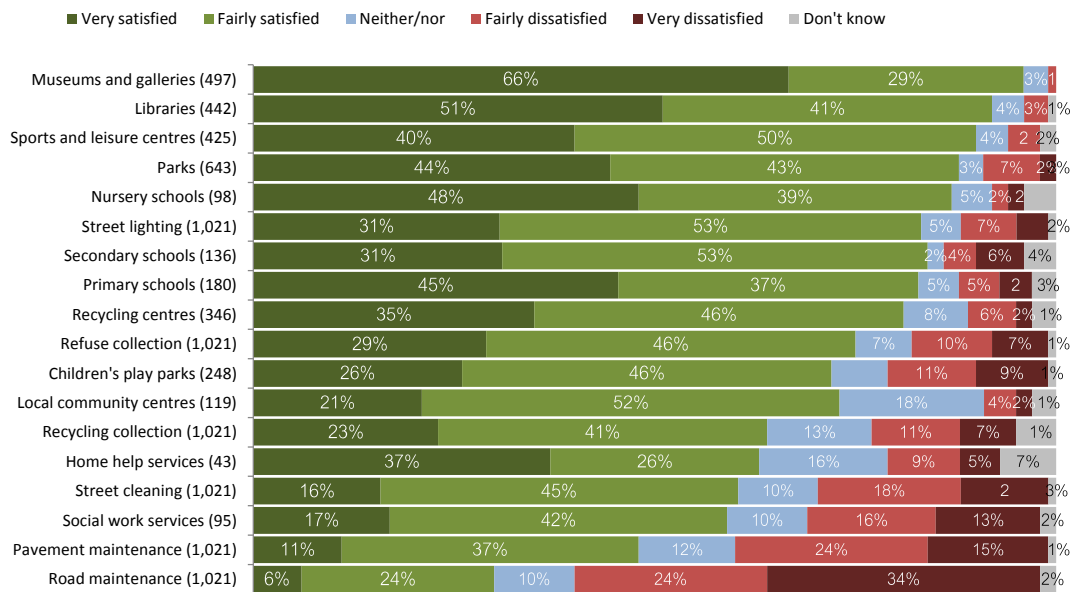
Base: All using each service

5.3 Satisfaction with universal services

Levels of satisfaction with universal services were unchanged on spring 2014. As noted above, majorities were satisfied with street lighting (84%), refuse collection (75%), recycling collection (64%) and street cleaning (61%). Fewer than half were satisfied with pavement maintenance (48%) and fewer than a third with road maintenance (30%) (Figure 5.3).

Figure 5.3 – Trends in satisfaction with universal services
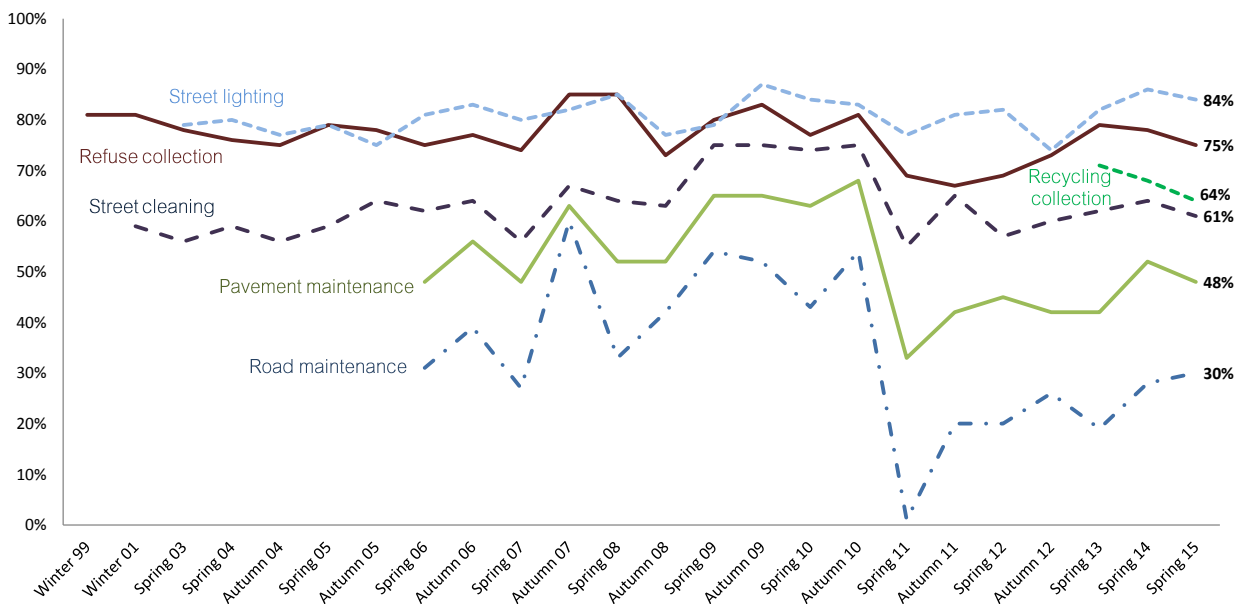
Respondents in the North East were more satisfied than those in the North West or South with refuse collection (81% versus 72% and 74% respectively); recycling collection (78% versus 58% and 59% respectively); and street cleaning (67% versus 61% and 57% respectively).

5.4 Satisfaction with non-universal services

5.4.1 Recycling centres

Despite a slight decrease since 2014 (of six percentage points), satisfaction with recycling centres remained high, at 81% (Figure 5.4).

Figure 5.4 – Trends in satisfaction with recycling centres
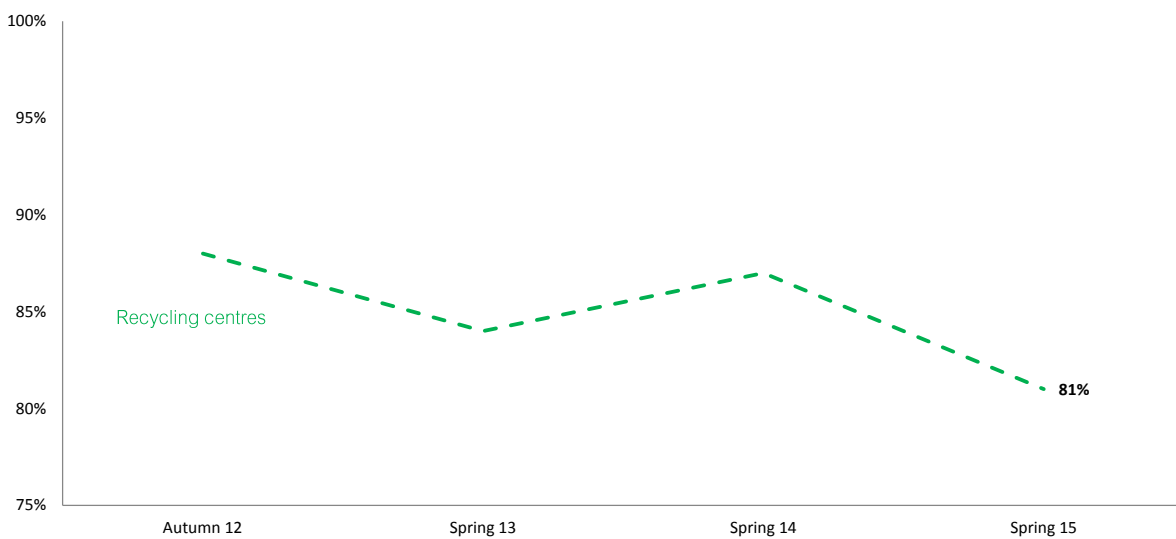
5.4.2 Culture and leisure services

Culture and leisure services once again emerged as the most highly regarded of all services provided by the Council Family Group, with the results unchanged on 2014. At least nine in ten users of museums and galleries (95%), libraries (92%), and sports and leisure centres (90%) were satisfied with these areas of provision. In the case of museums and galleries, and libraries, a majority were *very* satisfied (66% and 51% respectively) (Figure 5.5).

Figure 5.5 – Trends in satisfaction with culture and leisure services
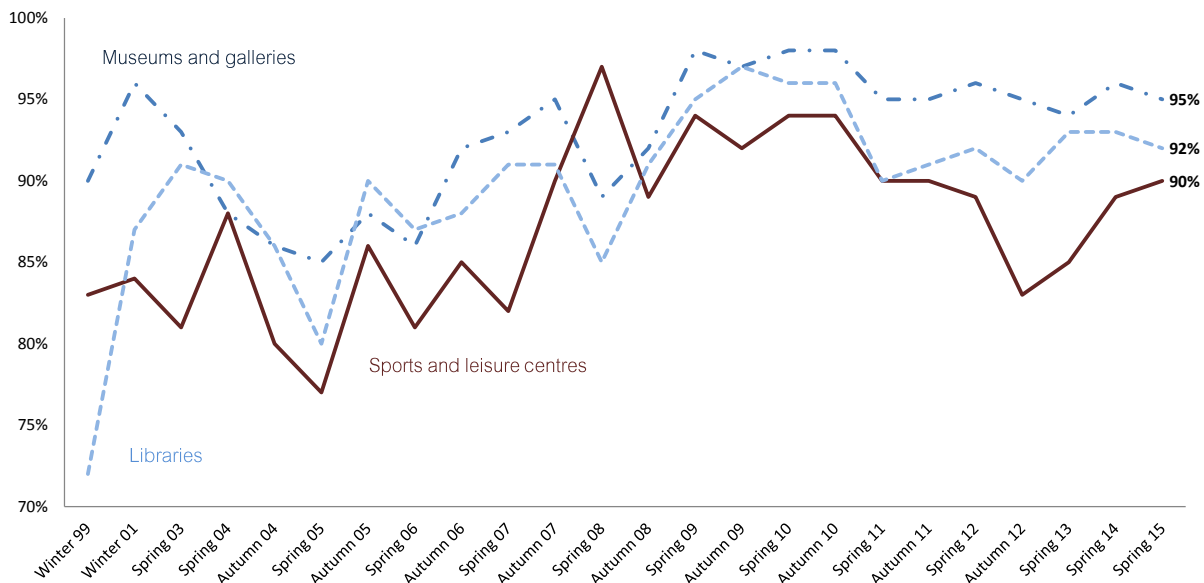
Libraries

Around half (49%) of respondents were members of Glasgow Libraries. Membership was higher than average among:

- respondents with children in their household (61% versus 44% of those without)

- BEM respondents (59% versus 48% of non-BEM respondents)

- those aged 25-34 and 35-54 (both 54% versus 43% of those aged 16-24 and 38% of those aged 65 and over)

- women (53% versus 44% of men)

Approaching half (44%) of all respondents had used library services in the last year. Forty seven per cent had visited a library in person, while 7% had used an online service and 1% had used a mobile service (Figure 5.6).

Figure 5.6 Library usage

Q You said earlier that you or your household members have/ have not used libraries in the last year. Can I just double check, which of the following, if any, have you personally done or used in the past 12 months?

None of these

52%

47% Visited a library

7%

1%

Used a mobile library service

Used an online library service
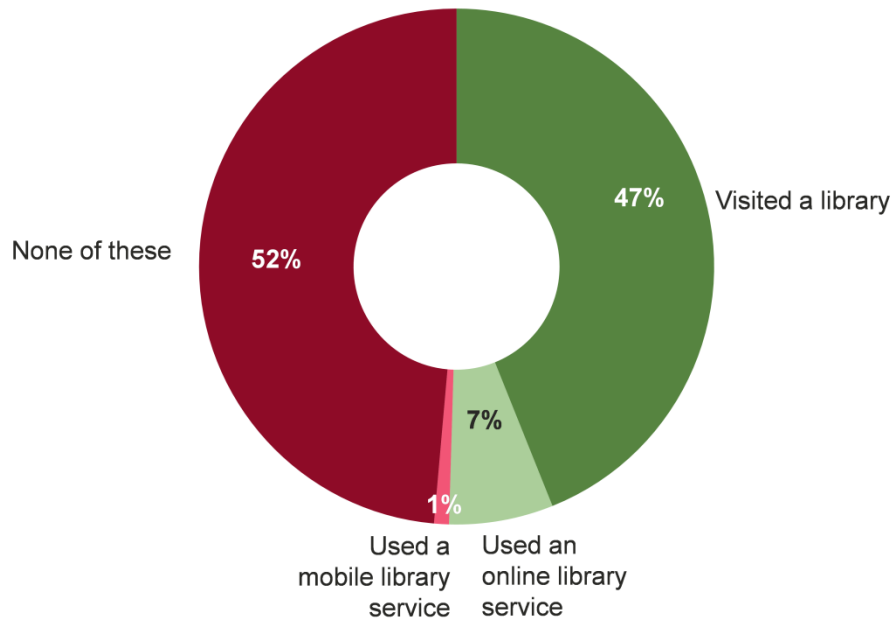
Base: All respondents (1,021)

The groups most likely to have visited a library included ABC1s (53%, compared to 42% of C2DEs), BEM respondents (69% compared to 45% of non-BEM respondents), and those with a child in their household (61% compared to 42% of those without). Those least likely to have visited a library included respondents aged 65 and over (29% compared to, for example, 51% of 16-24 year olds) and those living in households where someone had a disability (36% compared to 52% without).

As can be seen in Figure 5.7, the specific activities that respondents had most commonly undertaken in using library services were: borrowing books (66%), using a computer (including emails and the internet) (32%), browsing books (31%), and using a printer or photocopier (25%). These findings were in line with those from spring 2011, when library usage was last covered in the GHS.

Figure 5.7 Usage of specific library services

Q Which of these specific things have you done?

Service	%
Borrowed books	66%
Used PC/ email/internet for personal use	32%
Browsed books	31%
Used a printer photocopier	25%
Studied for school, college, uni	19%
Reserved books	15%
Spent time in a safe warm environment	11%
Used online library resources	10%
Used a PC/ email / internet for job search activities	10%
Attended an event (e.g author talks)	9%
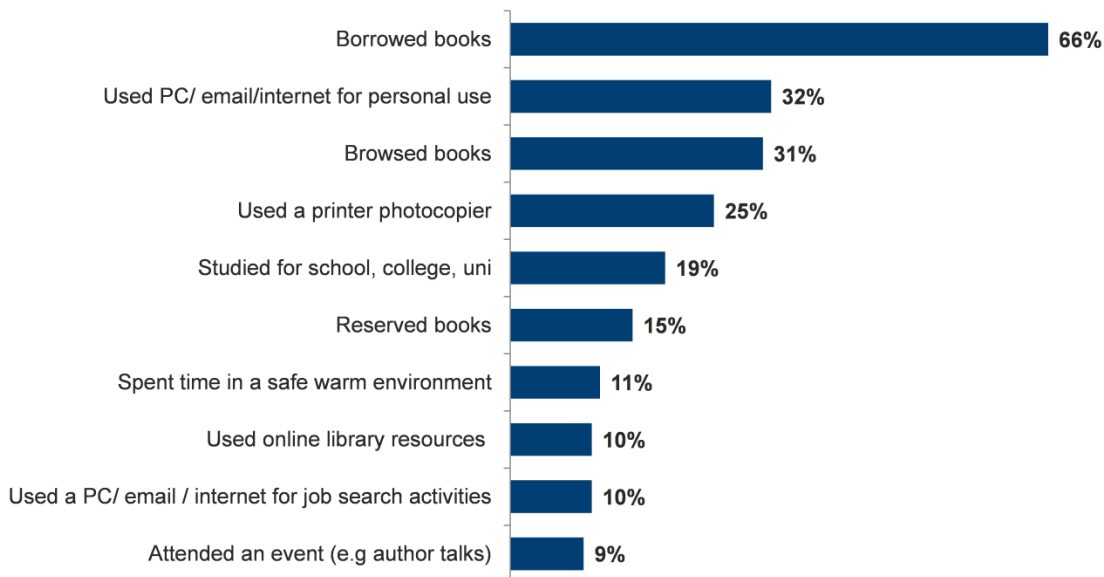
Base: All who had used a library service (479)

Of respondents who had not used library services in the last 12 months, around a third said they were simply not interested in doing so (35%). Roughly half as many said they had other ways of accessing books (16%); or they preferred e-books (14%) or did not have time to use library services (14%) (Figure 5.8). Again, these results were in line with those from spring 2011.

Figure 5.8 Reasons for not using library services

Q You said that you have not used a library services in the last 12 months. What would you say are the main reasons for this?

Reason	%
I/we aren't interested	35%
I have other access to/ prefer to buy books	16%
I/we don't have time	14%
I prefer to use ebooks	14%
Library isn't convenient to get to	6%
I/we have a disability which makes it difficult to get about	4%
They don't have books I'm interested in	3%
Use university/college/school library	3%
Use the internet	3%
No need to use libraries	2%

Base: All who had not used a library service (542)

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Reflecting membership patterns, a lack of interest in using library services was most prevalent among C2DEs (38% compared to 30% of ABC1s), men (39% versus 31% of women), and non-BEM respondents (35% versus 23% of BEM respondents).

5.4.3 Education services

As in the case of culture and leisure services, satisfaction with nursery, primary and secondary schools was high and unchanged on the 2014 wave of the survey, at 87%, 82% and 84% respectively (Figure 5.9).

Figure 5.9 – Trends in satisfaction with education services
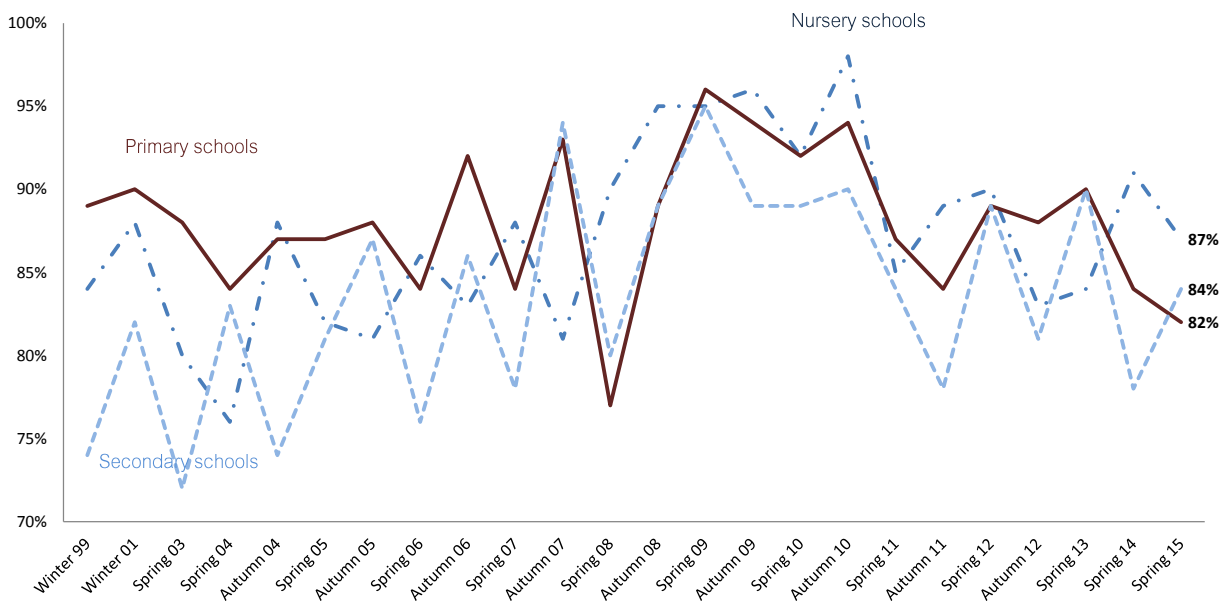
5.4.4 Parks and children's play parks

The increase in satisfaction with children's play parks, identified in the 2014 survey, held in the latest wave, at 76%. Satisfaction with parks was similarly steady, at 88% (Figure 5.10).

Respondents in the North West and South were more satisfied with parks than those in the North East (92% and 90% versus 73% respectively).

Figure 5.10 – Trends in satisfaction with parks and children's play parks
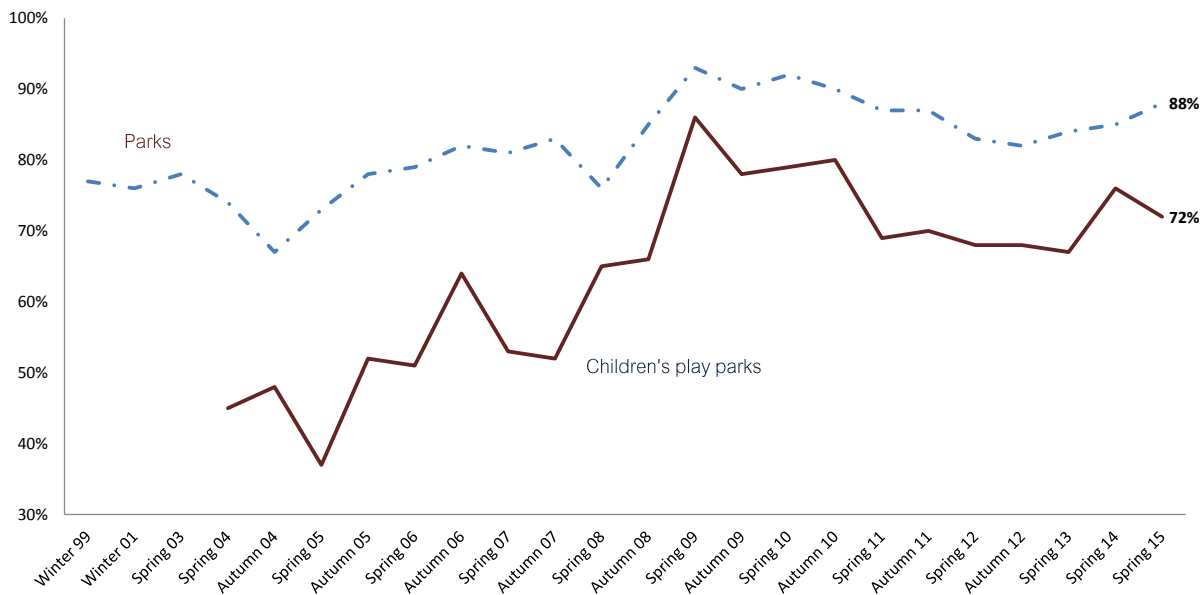
5.4.5 Social care services

There was no statistically significant shift in levels of satisfaction with social work and home help services, despite the figures being lower than in 2014. Three in five (59%) users were satisfied with social work services and a similar proportion (63%) with the home help service. These results should be treated as indicative rather than representative as the base sizes are very small.

5.4.6 Local community centres

Satisfaction with local community centres was similarly steady, at 72%. Again, this finding should be treated as indicative.

5.5 Ability to influence local service delivery

Only around a third (35%) of respondents felt able to influence the way services were delivered to their local community. This included 13% who felt able to influence the way street cleaning and refuse collection were delivered, and around one in ten who felt able to influence the delivery of road maintenance (9%), school or pre-school education (8%) and community centres (8%). These findings were broadly in line with those from autumn 2012, when the question was last asked (Table 5.2).

As in 2012, the majority of respondents wanted to have more influence over the way services were delivered. Around one in five wanted to have more influence over street cleaning, refuse collection (21%), or road maintenance (19%), and a similar proportion wanted to have more influence over NHS hospital services (15%). Additionally, around one in ten wanted to have more influence over GP or other community health services (11%); community and safety services (10%); culture, leisure and sporting facilities (10%); and housing associations (9%) (Table 5.2).

Table 5.2 – Current and desired influence over the way services are delivered

	Can currently influence		Would like more influence	
	Autumn 2012	Spring 2015	Autumn 2012	Spring 2015
	%	%	%	%
Street cleaning/refuse collection	20	13	27	21
Road maintenance	10	9	27	19
School/pre-school education services	10	8	11	13
Community centres/halls	7	8	8	8
Community & safety services	7	7	13	10
Culture leisure and sporting facilities	6	7	12	10
Community-based learning services	4	6	7	9
NHS hospital services	6	6	11	15
GHA/local housing associations	7	6	12	9
Parking & traffic management	n/a	6	n/a	12
Social work services	n/a	5	n/a	8
Home help services	n/a	5	n/a	7
GP/other community health services	5	5	8	11
Bus services	7	5	16	10
Planning services	4	4	7	7
Further education	4	4	7	8
None of these	48	59	18	36
Base: autumn 2012 – 1,015; spring 2015 – 1,021				

ABC1 respondents were more likely than C2DEs to want more influence over road maintenance (22% versus 17%), planning (10% versus 4%), schools (16% versus 11%), community and safety services (13% versus 8%), culture and leisure services (14% versus 7%) and parking (16% versus 7%).

People living in households with children were more likely than those who were not to want more influence over schools (23% versus 10%).

As Figure 5.11 shows, respondents' preferred means of influencing local service delivery were participation in public consultation (34%), contacting their local councillor (30%) and signing a petition (29%).

Figure 5.11 – Preferred means of influencing local service delivery

Q You said that you old like to have more influence over these services. In what way would you like to have more influence?
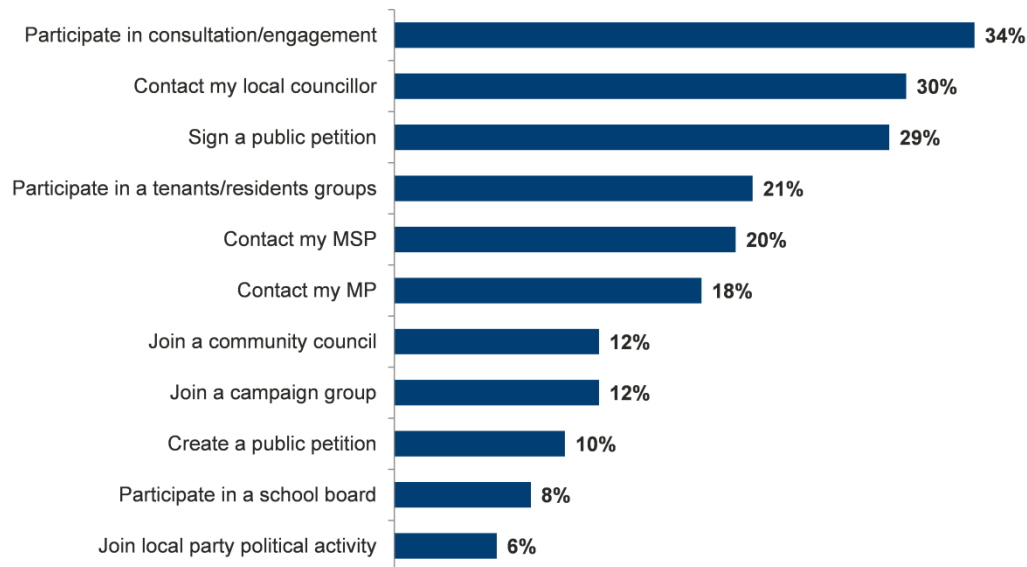
Base: All who would like to have more influence over services (612)

The three most popular means of influencing service delivery – participating in public consultation, signing a petition and contacting a councillor – were more commonly mentioned by ABC1s than C2DEs, and by non-BEM than BEM respondents. At the same time, the idea of joining a community council was more popular among BEM than non-BEM respondents (Table 5.3).

Table 5.3 – Preferred means of influencing local service delivery by social grade & ethnicity

	Social grade		Ethnicity	
	ABC1s	C2DEs	Non-BEM	BEM
	%	%	%	%
Participate in consultation	43	24	36	21
Contact my local councillor	36	23	32	21
Sign a public petition	36	22	30	18
Participate in a tenants/residents group	27	15	22	18
Contact my MSP	22	17	21	15
Contact my MP	16	20	18	20
Join a community council	12	12	12	20
Joint a campaign group	13	11	12	15
Create a public petition	12	8	9	10
Participate in a school board	8	7	8	10
Join local party political activity	7	5	6	5
Bases:	*312*	*300*	*544*	*191*

6 Age friendly cities

6.1 Perceptions of the media portrayal of older people

Respondents were divided in their views on the media portrayal of older people (aged 60 and over). As Figure 6.1 shows, over a quarter (28%) felt the media portrayed older people mainly positively, whereas a similar proportion (24%) felt it portrayed them mainly negatively. A further 38% felt it portrayed them both positively and negatively.

Figure 6.1 Perceptions of the media portrayal of older people

Q. *Overall, how do you think the media, such as newspapers, television and radio, portray older people that is, people aged 60 or over?*
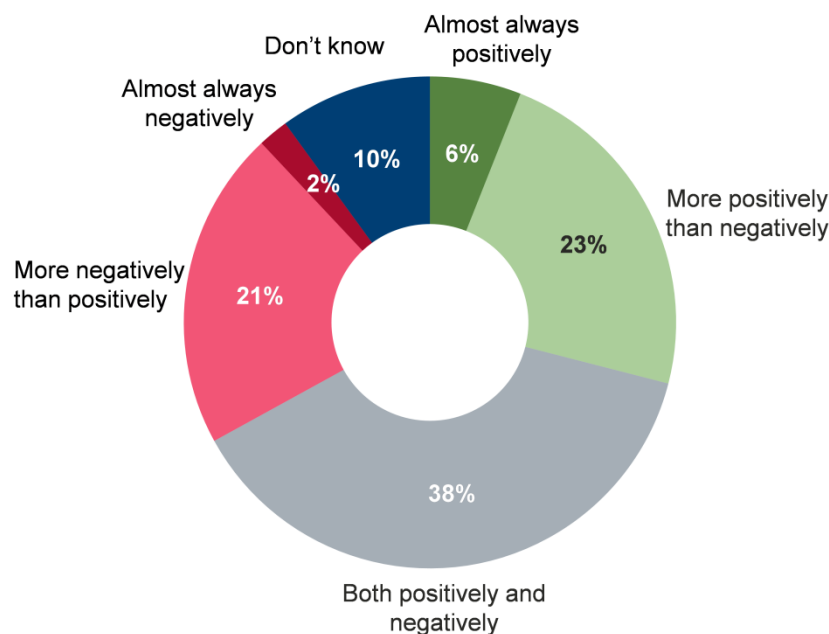
Base: All respondents (1,021)

People aged 65 and over were more likely than younger groups to think the media portrayed older people negatively (30% versus, for example, 19% of 16-24 year olds and 19% of 25-34 year olds). Further, non-BEM respondents were more likely than BEM respondents to think this (25% versus 14%).

6.2 Older people and public transport

Two thirds (66%) of older respondents (aged 60 and over) said they used public transport to get around. This included 63% who used bus services and 20% who used trains or the underground (Figure 6.2).

Figure 6.2 Older people's use of public transport

Q. Which, if any, of these forms of transport do you use to get around these days?

Bus — 63%
Car (as a driver) — 33%
Car (as a passenger) — 27%
Walking — 24%
Train/Underground — 20%
Taxi — 17%
Cycling — 3%
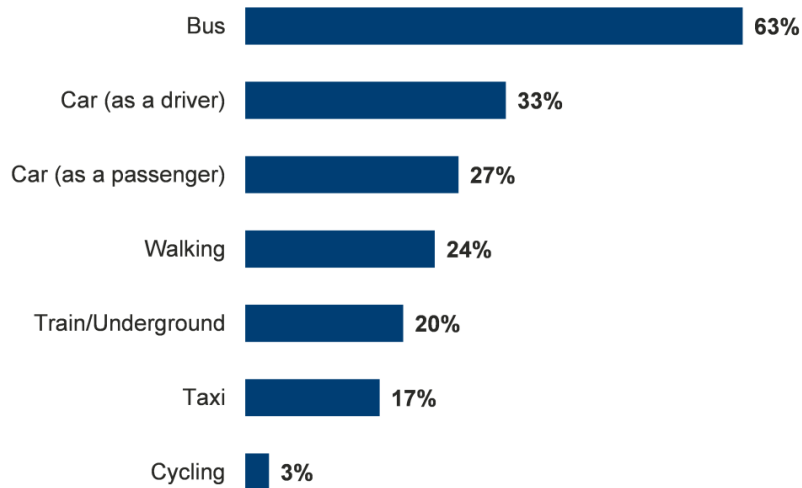
Base: All who were over 60 years of age (258)

Thirty-six per cent of older respondents who used public transport said they encountered problems or difficulties when doing so. The most commonly cited problems or difficulties were unsuitable bus and train times (9%), issues getting on and off of transport (5%) and cost (4%) (Figure 6.3).

Figure 6.3 Difficulties encountered by older people when using public transport

Q. You have said that you use public transport to get around. What, if any, problems or difficulties do you experience when using public transport?

Times of buses/trains are not suitable — 9%
Find it difficult to get on/off bus/train/underground — 5%
Cost/affordability — 4%
Irregular/inadequate bus service — 3%
Drivers/staff are unhelpful — 3%
Anti-social behaviour on buses/trains — 3%
Lack of seating at bus/train/underground stops — 2%
Nearest bus/train/underground stop is too far away — 2%
Difficult to get a seat/place for a wheelchair on bus/train — 2%
Buses are dirty — 2%
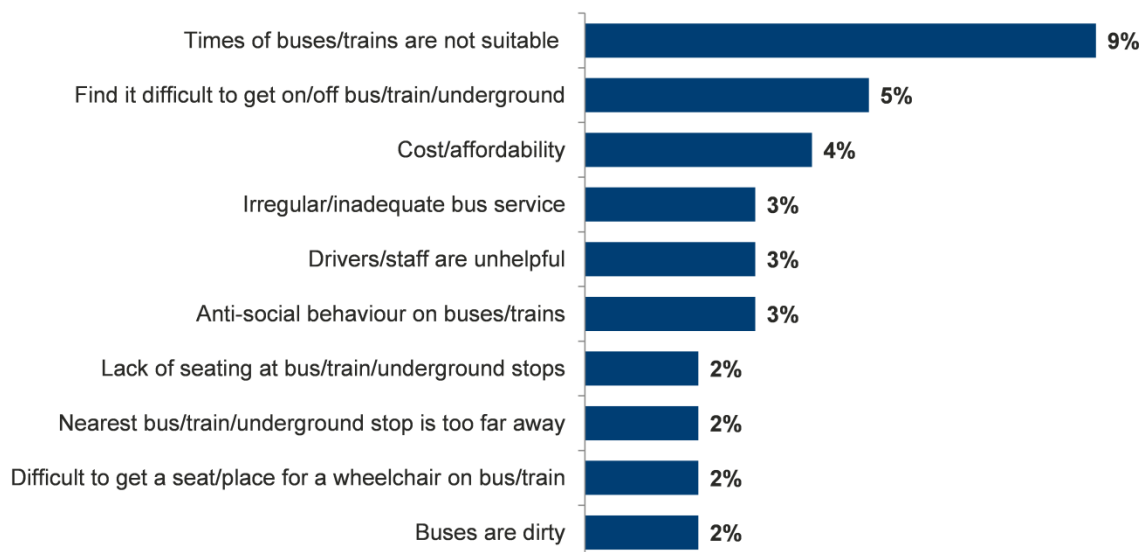
Base: All who were over 60 years of age and used public transport (189)

Women were twice as likely as men to report experiencing problems or difficulties when using public transport (50% compared to 21%).

6.3 Social isolation among older people

As shown in Figure 6.4, 81% of respondents said they had about the right amount of contact with other people, while 15% said they had less contact than they would like and 2% said they had more than they would like.

Respondents living in households where someone had a disability were more likely than average to say they had less contact with others than they would like (21% versus 11% of those in households unaffected by disability). Additionally, those without access to car were more likely than those with a car to say this (19% versus 11%).

Figure 6.4 Older people's level of contact with others

Q. In today's society people have different amounts of contact with others such as their family, friends and neighbours. Which of the following best describes your own situation?
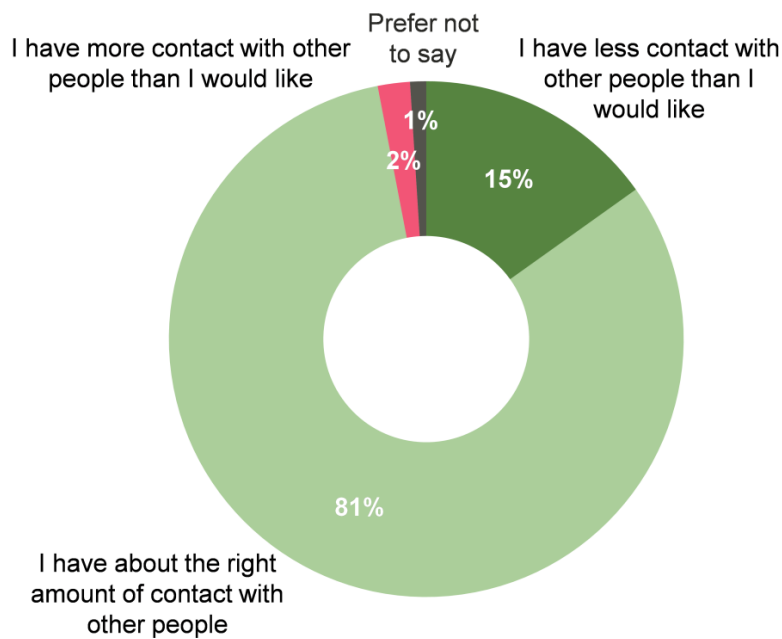
Base: All who were over 60 years of age (258)

Those who had less contact with others than they would like, accounted for this mainly in terms of living alone (32%). Other commonly mentioned reasons included other people being too busy (14%); loss of loved ones or friends (13%); and family or friends not living close by (11%) (Figure 6.5).

Figure 6.5 Reasons for having limited contact with other people

Q. What are the main reasons you have less contact with other people than you would like?

Reason	Percentage
Live alone	32%
People are too busy	14%
Loss of loved one(s)/friend(s) through death	13%
Family/friends don't live close by or visit often	11%
Retirement/not going out to work	9%
Poor physical health/lack of mobility	8%
Neighbours are unfriendly/don't speak to each other	8%
Lack of transport to get about	5%
Lack of social activities/centres in the neighbourhood	3%
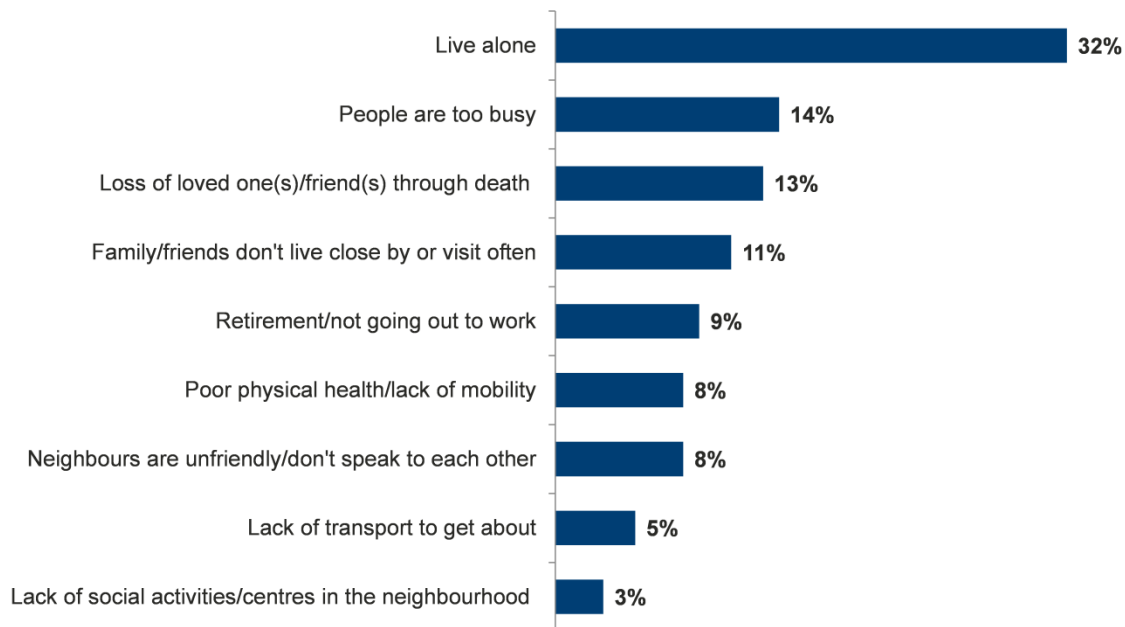
Base: All who were over 60 years of age and had less contact than they would like (40)

7 Economic development

7.1 Employment

Forty five percent of respondents were in work (either full time or part time), while 10% were unemployed and the remainder (45%) were not working for other reasons (for example, because they were retirees, students or looking after the home).

As Figure 7.1 shows, unemployed respondents accounted for their situation mainly in terms of having health issues that prevented them from working (32%), a lack of jobs (30%), and having been out of work for a long time (13%). While the findings were broadly consistent across different sub-groups of respondents it was notable that 16% of BEM respondents who were unemployed cited language barriers as a reason for not working.

Figure 7.1 – Reasons for not working

Q. Looking at this card, which statement best describes your reasons for not working?

Reason	%
Health issues	32%
A lack of jobs	30%
Been out of work for a long time	13%
Can't afford to come off benefits	7%
I do not have the skills needed	6%
Wages are too low	5%
Have caring duties	4%
I do not want a zero hours contract	4%
Language barriers	3%
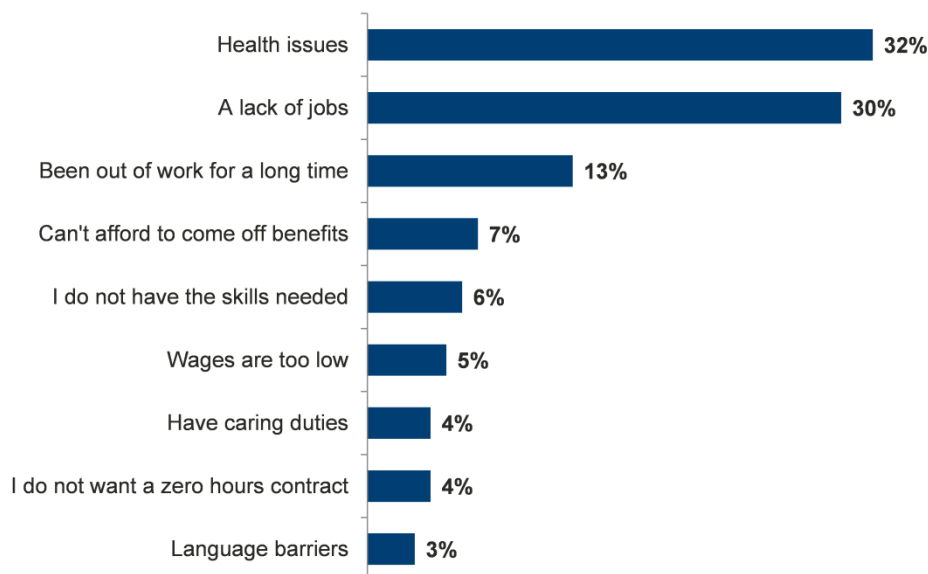
Base: All who were unemployed (98)

A majority (65%) of all respondents were satisfied with their employment situation, while 17% were dissatisfied (Figure 7.2).

Figure 7.2 – Level of satisfaction with current employment situation

Q. *How satisfied or dissatisfied would you say that you are with your current employment situation?*
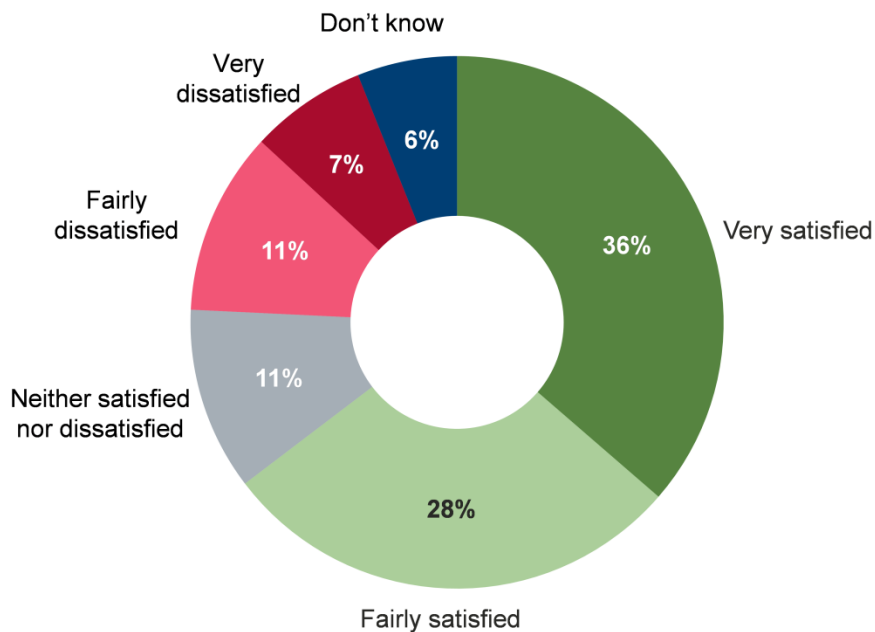
Base: All respondents (1,021)

The groups most likely to be dissatisfied with their situation were:

- those not working (32% compared to 10% who were in work)

- C2DEs (26% compared to 8% of ABC1s)

- those earning less than £5,200 and £26,000 or more (compared to 25% of those earning £5,200-£15,599 and 16% of those earning £15,600-£25,999)

Of non-working respondents who were dissatisfied with their situation, around a quarter were eager to get back into work (29%) and a similar proportion were having difficulty finding a job (25%). Twenty-one per cent had health problems that affected their ability to work (21%) (Figure 7.3).

Working respondents who were dissatisfied with their situation explained this mainly with reference to difficulties finding better work (32%) and not being offered enough hours by their employer (16%) (Figure 7.4).

Figure 7.3 – Reason for dissatisfaction among those not working

Q. You mentioned that you were dissatisfied with your current employment situation. What is the main reason for this?

Reason	%
Would like to get back to work	29%
Hard to find a job	25%
Health problems prevent me working	21%
Money issues	7%
Available jobs have low pay	4%
Lack of childcare provision	3%
Available jobs have zero hours/ temporary contracts	2%
Boredom	2%
Was made redundant	2%
Have experienced bad management/ office politics	1%
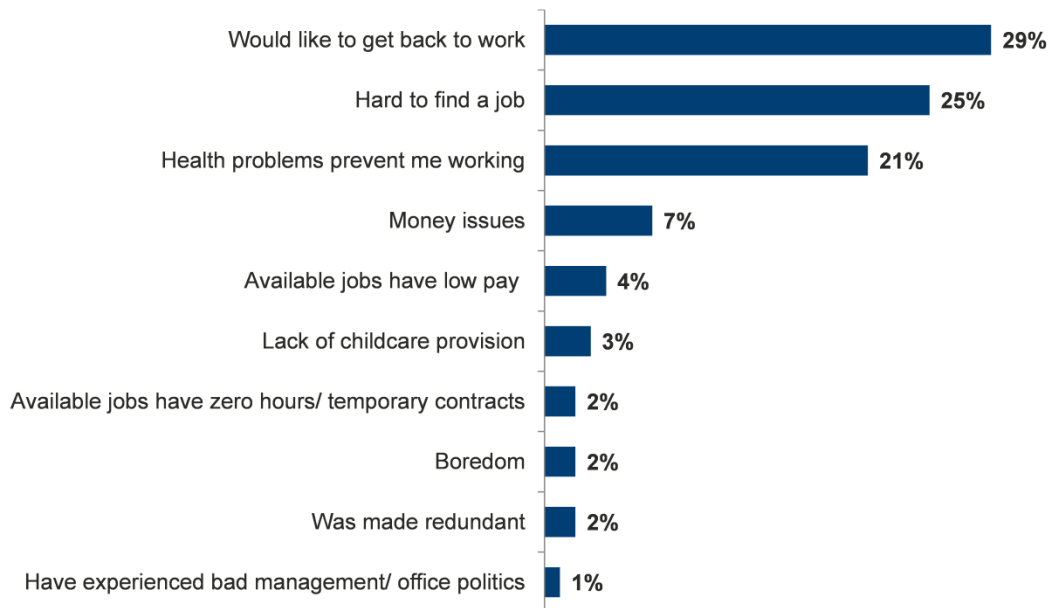
Base: All those not working who were dissatisfied with their current employment situation (132)

Figure 7.4 – Reason for dissatisfaction among those working

Q. You mentioned that you were dissatisfied with your current employment situation. What is the main reason for this?

Reason	%
Hard to find alternative jobs	32%
Not enough hours offered	16%
Low pay	11%
Bad management/ office politics	9%
Poor working environment	7%
Long hours	7%
Lack of job security	7%
Would like to get back into an alternative job	6%
On a zero hours/ temporary contract	4%
Money issues	4%
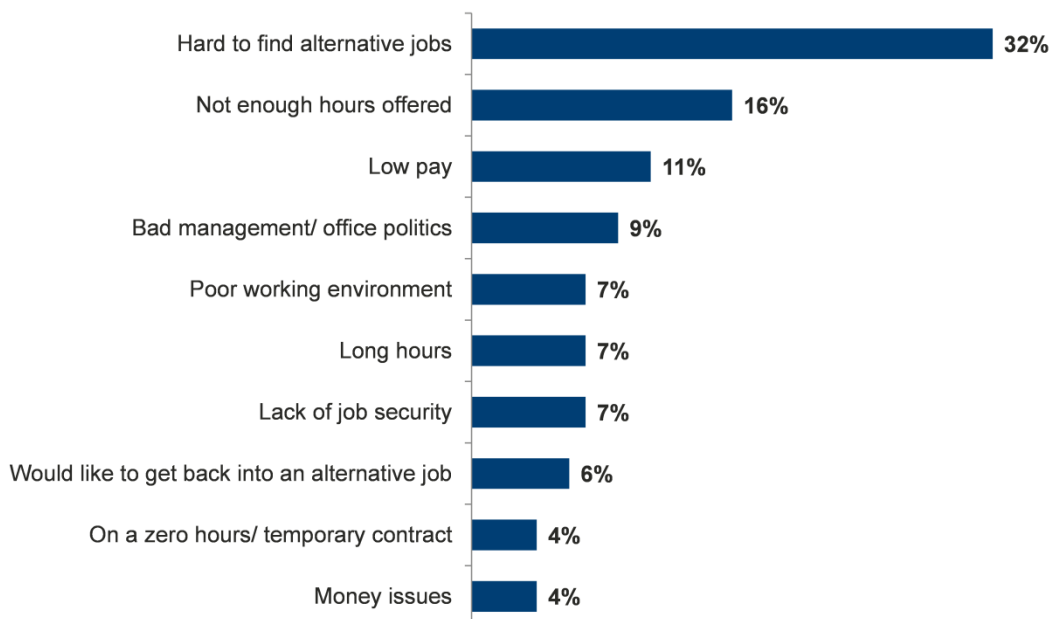
Base: All those working who were dissatisfied with their current employment situation (45)

7.2 Improving the local economy

Respondents were presented with a list of measures that might help to improve the local economy and asked to rate how important they thought each was.

As Table 7.1 shows, all but one of the measures (providing opportunities to volunteer) was seen as *very* important by a majority. Measures that ranked particularly highly were: encouraging payment of the Living Wage (80% saw this as very important); providing services to help people find a job (77%); providing incentives to attract jobs and investment into the city (73%); encouraging businesses to end zero hours contracts (72%); and supporting businesses to grow and provide more jobs (72%).

Table 7.1 – Perceived importance of measures to improve the local economy

	Very important	Fairly important	Not very important	Not at all important
	%	%	%	%
Encouraging businesses to pay the Living Wage	80	16	2	*
Providing services that help people to find a job	77	19	2	*
Providing incentives to attract jobs and investment into the city	73	21	2	1
Supporting businesses to grow and provide more jobs	72	23	2	*
Encouraging businesses to end zero hours contracts	72	16	5	1
Providing courses and other services that help people to build work skills	69	26	3	*
Improving access to childcare	68	22	4	2
Supporting businesses to provide more training and career progression opportunities for their staff	61	32	3	*
Providing services that help people manage their money and debts when returning to work and to remain in work	61	32	4	*
Offering businesses wage subsidies to employ unemployed people, young people and graduates	58	30	6	2
Providing support for people to set up their own businesses	55	36	5	1
Providing more opportunities to volunteer	36	39	17	4
Base: All respondents (1,021)				

Asked what they regarded as the *single* most important measure to help improve the local economy, respondents gave a range of views. The most popular measure was providing services that help people

find a job (19%), closely followed by encouraging businesses to pay the Living Wage (17%). The next most popular were encouraging businesses to end zero hours contracts (11%) and providing incentives to attract jobs and investment into the city (10%) (Figure 7.5).

Figure 7.5 – Perceived most important measure for improving the local economy

Q. Which measure would you say is the most important?

Providing services that help people find a job	19%
Encouraging businesses to pay the Living Wage	17%
Encouraging businesses to end zero hours contracts	11%
Providing incentives to attract jobs and investment into the city	10%
Improving access to childcare	9%
Providing courses and other services that help people to build work skills	8%
Supporting businesses to grow and provide more jobs	8%
Providing services that help people manage their money and debts when returning to work/ in work	5%
Offering businesses wage subsidies to employ unemployed people, young people and graduate	5%

Base: All respondents (1,021)

BEM respondents were more likely than non-BEM respondents to prioritise the provision of services to help people find jobs (30% versus 18%) and supporting businesses to grow and provide more jobs (12% versus 8%). Conversely, more non-BEM than BEM respondents prioritised paying the Living Wage (19% versus 8%) and ending zero hours contracts (12% versus 5%).

Respondents with a child in their household were five times more likely than those without to prioritise improving access to childcare (20% compared to 4%), and women were more likely to prioritise this than men (14% compared to 3%).

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8 Smoking

8.1 Smoking behaviour

The majority (74%) of respondents were non-smokers. As Figure 8.1 shows, almost half (49%) had never smoked, while a quarter (25%) had smoked in the past but did not do so anymore. This left 26% who currently smoked, more than was the case nationally (23%)[4].

Figure 8.1 – Smoking behaviour

Q On average, how many cigarettes would you say you smoke a day?
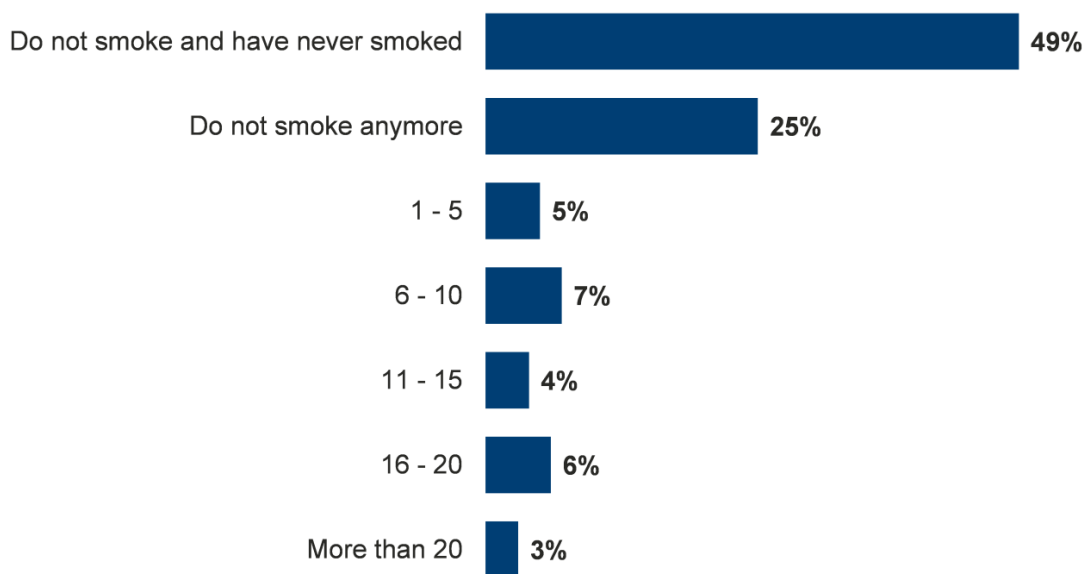
Base: All respondents (1,021)

Smoking was most prevalent among:

- 35-54 year olds (33% versus 18% of 16-24 year olds, 24% of 25-34 year olds, 30% of 55-64 year olds, and 18% of those aged 65 and over)

- C2DEs (31% versus 19% of ABC1s)

- non-BEM respondents (27% versus 12% of BEM respondents)

- residents of the North East (31% versus 24% in the South and 23% in the North West)

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[4] Scotland's People Annual Report: Results from the 2013 Scottish Household Survey
http://www.gov.scot/Publications/2014/08/7973/downloads#res-1

8.2   Exposure to other people's smoke

Around one in five (21%) respondents said they were exposed to other people's smoke a great deal or a fair amount in their day-to-day lives (Figure 8.2).

Figure 8.2 – Exposure to other people's smoke

Q To what extent, if at all, do you feel you are exposed to other people's smoke in your day-to-day life?

A great deal

A fair amount

6%

15%

Not at all

40%

38%

Not very much
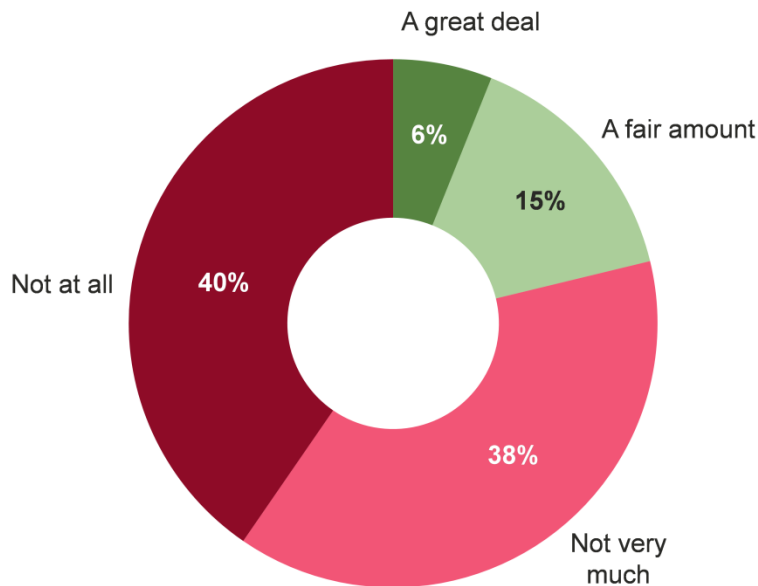
Base: All respondents (1,021)

Young people (aged 16-24) were more likely than average to be exposed to second hand smoke (39% versus 21% of all respondents), and BEM respondents were more likely to be exposed than non-BEM respondents (28% versus 20%). Additionally, exposure was more common in the North West than in other areas (26% versus 21% in the South and 16% in the North East).

The most common locations for exposure to second hand smoke were outside buildings (53%) and other open public spaces (49%), the home (21% were exposed in their own home and 13% in other people's homes) and the workplace (10%) (Figure 8.3).

Figure 8.3 – Locations of exposure to other people's smoke

Q Where would you say you are normally exposed to other people's smoke?

Outside a building **53%**

In an open public space **49%**

In your own home **21%**

In someone else's home **13%**

In the workplace **10%**

In a car or other vehicle **4%**
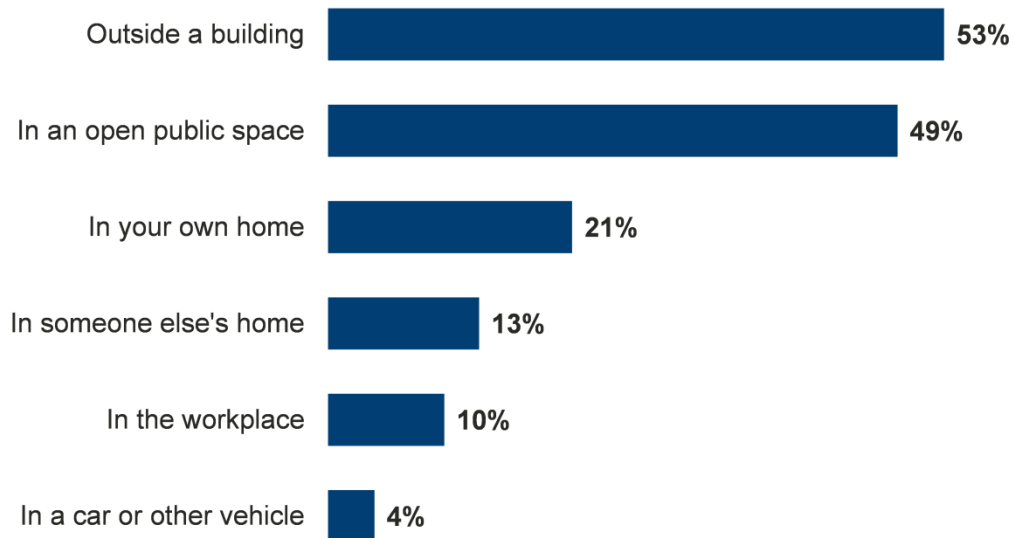
Base: All who were exposed a great deal or fair amount to other people's smoke in their day-to-day lives (210)

8.3   The council's role in promoting a smoke-free environment

Around three quarters (76%) of respondents said they would support the ban on smoking in and around children's playgrounds being extended to other council premises and facilities, with over half (55%) saying they would *strongly* support this. Fourteen per cent said they would oppose an extension to the ban and a further 10% had no feelings either way (Figure 8.4).

Figure 8.4 – Level of support for extending the ban on smoking at council premises/facilities

Q As you may know, the council has banned smoking in and around children's playgrounds. To what extent would you support or oppose this ban being extended to in or around other council premises and facilities, for example parks, Council Tax offices, or libraries?
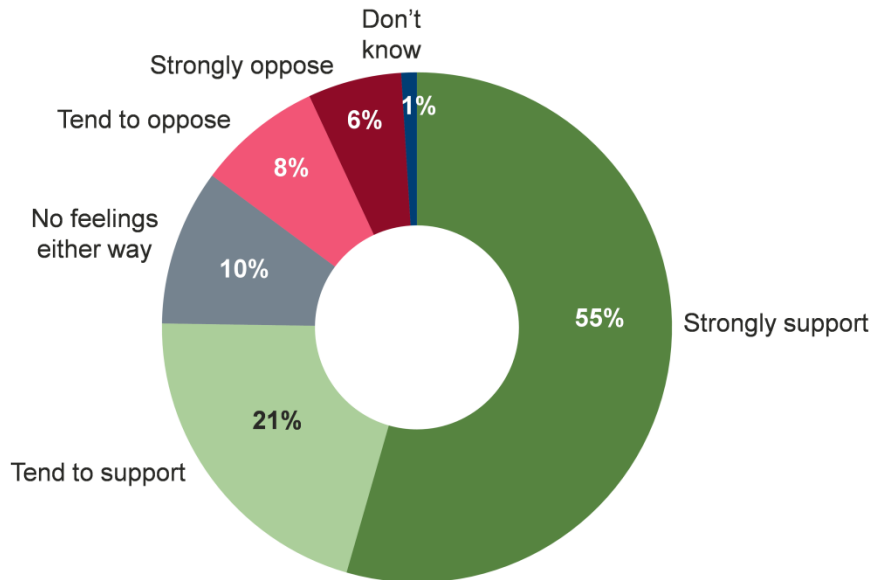
Base: All respondents (1,021)

Women were more likely than men to support the extension of the ban (79% versus 72%) and those with a child in their household were more likely to do so than those without (86% versus 72%).

Asked what more they thought the council could do to promote a smoke-free environment, respondents' suggestions centred on four main areas: banning smoking or banning the sale of cigarettes; enforcing existing laws and imposing fines; providing more designated smoking areas; and raising awareness about the risks of smoking (Table 8.1). Not all respondents felt action by the council was necessary, however: 7% felt the authority had done enough to promote a smoke-free environment and an equal proportion felt it should not try to promote a smoke-free environment.

Table 8.1 – Suggested ways the council could promote a smoke-free environment

	%
It should not try to promote a smoke free environment	7
It has done enough/ happy with what it has done	7
Ban smoking/ stop the sale of cigarettes	4
Enforce the law	4
Provide more designated smoking areas	4
Ban smoking in public places	4
More publicity/ advertising/ posters/ signage on risks	3
More health education/ inform of health risks	2
Provide help/ support for people wishing to stop smoking	2
Impose a fine/ bigger fines	2
More education in schools	1
Leave people alone/ they have a choice	1
Restrict smoking in more areas	1
Increase the price of cigarettes/ higher tax	1
Employ wardens	1
Ban smoking in cars	1
Encourage the use of electronic cigarettes	*
More cigarette disposal areas/ bins	*
Provide more incentives to give up smoking	*
Base: All respondents (1,021)	

9 Hate crime and harassment

9.1 Concern about hate crime and harassment

A relatively small proportion of respondents worried about being insulted, pestered or intimidated on the basis of having protected characteristics. This included 7% who worried about sectarianism; 5% who worried in relation to their disability, religion, ethnic origin or race; 4% who worried in relation to their gender, gender identity or age; and 2% in relation to their sexual orientation (Table 9.1). As Table 9.1 shows, these results were a little higher than comparable national averages from the Scottish Crime and Justice Survey (SCJS)[5].

Table 9.1 – Worry about being insulted, pestered or intimidated – SCJS 2013 & GHS 2015

	SCJS 2013	GHS 2015
	%	%
Sectarianism	3	7
A disability/ condition you have	2	5
Your ethnic origin or race	3	5
Your religion	2	5
Your gender/ gender identity or perceptions of it	1	4
Your age	2	4
Your sexual orientation	1	2
Base: All respondents	*6,020*	*1,021*

BEM respondents were more likely than non-BEM respondents to worry about being insulted pestered or intimidated on the basis of their ethnic origin or race (24% versus 3% of non-BEM respondents), their religion (18% versus 4%) and sectarianism (12% versus 7%).

9.2 Experience of hate crime and harassment

Twelve per cent of respondents had actually been insulted, pestered or intimidated in the past 12 months, which is consistent with the national average. Nine per cent had experienced an incident in person, while 3% had done so through some other means (Table 9.2).

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[5] Scottish Crime and Justice Survey 2012/2013 http://www.gov.scot/Publications/2014/03/9823/0

Table 9.2 – Experience of being insulted, pestered or intimidated – SCJS 2013 & GHS 2015

	SCJS 2013	GHS 2015
	%	%
Yes – in person	8	9
Yes – by some other means	2	3
No	90	88
Base: All respondents	*6,020*	*1,021*

Of those who had been insulted, pestered or intimidated, a third said this had been on account of their ethnic origin or race (33%), and around a quarter said it had been on account of sectarianism (26%), or their gender or gender identity (22%). Smaller proportions had experienced hate crime or harassment on account of their age (19%), disability (15%), religion (15%) or sexual orientation (10%) (Table 9.3). While these results were largely consistent with the SCJS data, the incidence of sectarianism in Glasgow was double the national average (Table 9.3).

Table 9.3 – Experience of being insulted, pestered or intimidated – SCJS 2013[6] & GHS 2015

	SCJS 2013	GHS 2015
	%	%
Your ethnic origin or race	33	33
Sectarianism	12	26
Your gender / gender identity or your perception of it	21	22
Your age	21	19
A disability / condition you have	8	15
Your religion	12	15
Your sexual orientation	8	10
Base: All who had been insulted, pestered or intimidated on the basis of these protected characteristics, in person or by some other means	*126*	*124*

Most (76%) of those who had been insulted, pestered or intimidated on the basis of their ethnic origin or race were BEM.

9.2.1 Locations of hate crime and harassment

The location where respondents had most commonly been insulted, pestered or intimidated was their own neighbourhood (31%), followed by their place of work (17%), a pub, bar or other licenced premise (11%),

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[6] Data from SCJS has been re-based to include only those who had been insulted, pestered or intimidated specifically on the basis of the seven categories listed (i.e. excluding those who stated "none of the above" as the reason)

and outside their home (9%). The proportion who had been victims in their own neighbourhood was higher than comparable national figure from the SCJS (31% versus 21%), while the proportions who had been victims at work, or in and around their home, were lower (17% versus 24% and 11% versus 39% respectively) (Table 9.4).

Table 9.4 – Locations of hate crime or harassment – SCJS 2013 & GHS 2015

	SCJS 2013	GHS 2015
	%	%
In your local neighbourhood	21	31
At your place of work	24	17
In or around a pub/bar or other licenced premise	n/a	11
Directly outside your own home	21	9
At a sporting event	3	6
On public transport	n/a	6
Glasgow city centre	n/a	4
In a shop	n/a	3
At a march or parade	n/a	2
In your own home	18	2
In or around your place of worship	n/a	1
Base: SCJS: All who had been insulted, pestered or intimidated, in person or by some other means, for any reason; GHS: All who had been insulted, pestered or intimidated in person on the basis of protected characteristics	*524*	*92*

9.2.2 Reporting hate crime and harassment

Of those who had experienced hate crime or harassment, around three quarters (74%) had not reported the incident; an increase from 56% in 2012 (Figure 9.1). Twelve per cent had reported the incident to the police – 19 percentage points fewer than in 2012 – and an equal proportion had reported it elsewhere.

Figure 9.1 – Reporting hate crime or harassment– 2012[7] & 2014

Q And still thinking about the most recent incident, did you report the incident to…?
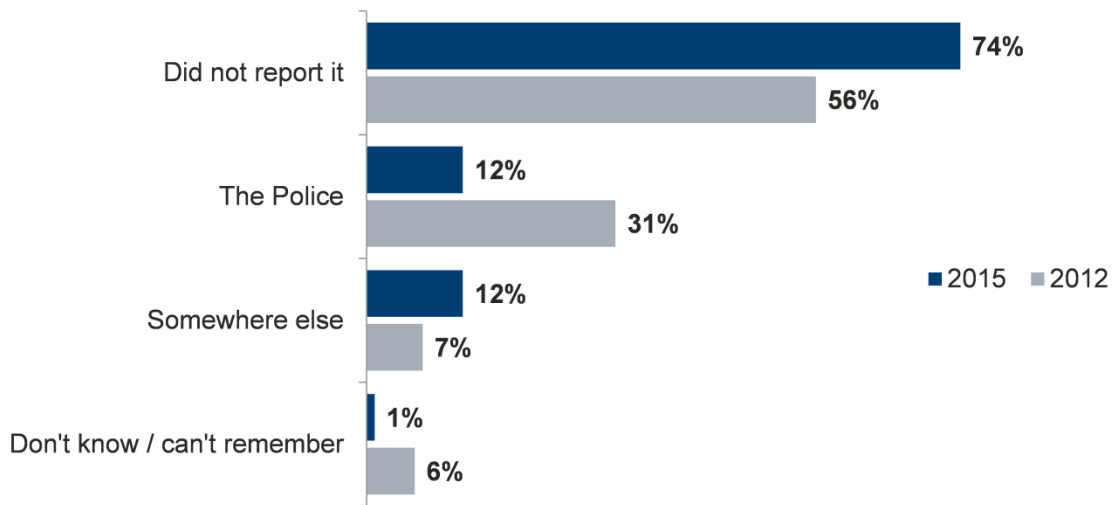
Base: 2015: All who had been insulted, pestered or intimidated in person (92); 2012: All who said that they had been a victim of hate crime (63)

Almost half (47%) of all respondents were aware they could report an incident of hate crime or harassment to the Police Scotland website. Fewer (13%) were aware they could report such an incident to a Third Party Reporting Centre, although the figure was higher among BEM than non-BEM respondents (18% versus 14%).

Figure 9.2 – Awareness of Police Scotland website and Third Party Reporting Centres

Q Were you aware that if you are insulted, pestered or intimidated in any of the ways I have mentioned, you can report it to the police through…
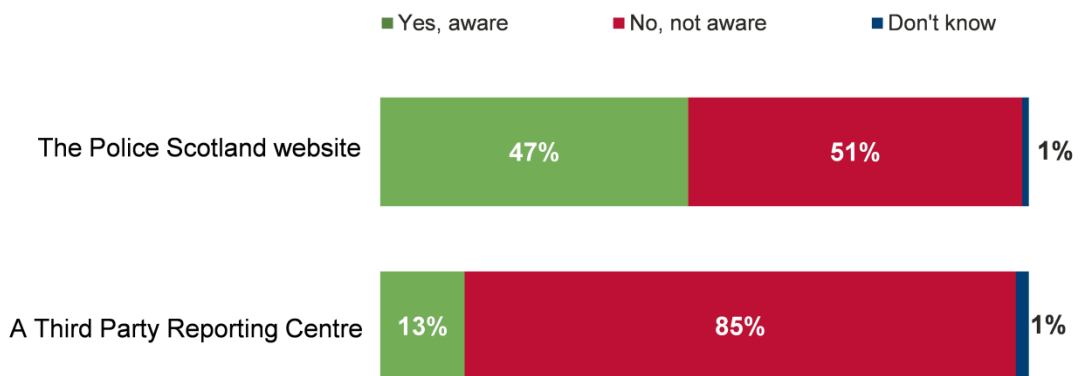
Base: All respondents (1,021)

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[7] Wording of 2012 question was "And still thinking about the most recent time you were the victim of a hate crime or incident, did you report it to….?"

Appendix A: Topline Results

2015 Glasgow Household Survey
TOPLINE RESULTS

Technical details

- This document comprises topline results from the 2015 Glasgow Household Survey
- Results are based on a survey of 1,021 respondents (adults aged 16+) conducted in-home, face-to-face
- Fieldwork dates: 28th March – 21st June 2015
- Data are weighted by: age, sex and Sector Community Partnership Area
- Through 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 (1,021) unless otherwise stated.

COMMONWEALTH GAMES LEGACY

Q1 **In which of these ways, if any, did you get involved in the Commonwealth Games? Just read out the letters than apply**

	Base: All	%
A	I attended the Queen's Baton Relay as it passed through the city	7
B	I attended the opening or closing ceremony	5
C	I attended a ticketed Games sporting event	14
D	I tried but failed to get tickets to a Games sporting event	5
E	I attended a non-ticketed Games sporting event (e.g. the road race or marathon)	9
F	I went to a Games related cultural event (e.g. Big Big Sing, New Music Biennial, The East End Social, The Wee House)	4
G	I watched Games sporting or cultural events on screen at one or more of the public live sites (e.g. at Glasgow Green, Kelvingrove Band Stand, George Square or BBC @ The Quay)	12
H	I did not attend any sporting or cultural events but spent time out and about in the city to experience the Games atmosphere	8
I	I did not attend any sport or cultural events but watched or listened to the Games on television, the internet or radio, or read about them in the paper	28
J	I was a Games volunteer (e.g. Clydesider, City Volunteer or cast volunteer at the opening or closing ceremony)	1
K	I was employed on a Games-related activity at Games-time (e.g. working at a venue)	2
L	I was employed on a Games-related project (e.g. building a new venue)	1
M	I took part in a Games related community event or activity (e.g. local street party, local sport day, bell ringing etc.)	1
N	I took part in a Games related sports or physical activity	1
O	I have used a new or improved sports facility linked to the Games	3
	None of these	43
	Don't know	*

Q2 **Do you think Glasgow hosting the Commonwealth Games in 2014 has had a positive or negative effect on…**

a) you and your family?
b) your local area?
c) Glasgow generally?

	a	b	c
Base: All	%	%	%
Strongly positive	28	27	70
Slightly positive	32	31	21
Both positive and negative	7	8	2
Slightly negative	1	3	1
Strongly negative	2	2	*
No effect at all	28	24	3
Don't know / unsure	2	6	3

Q3 **Do you think that Glasgow hosting the Commonwealth Games has encouraged you or other members of your household to do any of the following? Just read out the letters that apply.**

a)   Respondent
b)   Other member of the household

		a	b
	Base: All	%	%
A	Participate in more sport or physical activity	11	11
B	Make more use of local sports facilities	8	7
C	Improve my/their diet	5	3
D	Stop smoking	2	1
E	Drink less alcohol	2	1
F	Volunteer in the local community	1	*
G	Volunteer in a local sports club	*	*
H	Use public transport more instead of travelling by car/van	3	1
I	Walk more often	11	7
J	Cycle more often	4	3
K	Take more of an interest in local cultural events	6	3
L	Become more involved in the local community	3	2
	Something else	*	-
	None of the above	68	73
	Don't know	*	2

VOLUNTEERING

Q4 **During the last 12 months, have you given up any time to help others on a voluntary/unpaid basis?** *(this may include charities, clubs, school boards or helping someone in your community)*

	%
Base: All	
Yes	19
No	80
Don't know/Can't remember	*

Q5   **Was this….**

Base: All those who had volunteered in the last 12 months (194)

	%
<u>Formal</u> volunteering (i.e. it was undertaken through an organisation, charity or club)	65
Or <u>Informal</u> volunteering (i.e. giving unpaid help as an individual to people who are not relatives, a neighbour for example)	27
Both formal and informal volunteering	7
Don't know/Can't remember	1

Q6   **Thinking about your experience of *formal* volunteering, how did you find out about the opportunity to volunteer and contribute your time?**

Base: All who had undertaken formal volunteering in the last 12 months (139)

	%
Word of mouth	40
Received information / was referred by someone in a professional capacity (e.g. GP, school)	12
Local Community Centre	5
Local volunteer centre	2
Direct mailing/newsletter from organisation / club / charity	4
Internet	11
Radio	1
Television	-
Newspaper	3
Telephone call from voluntary/community organisation	1
Poster/leaflet	-
Other	10
Don't know/Can't remember	1

Q7   **Which if any of these groups have you undertaken voluntary work or given any unpaid help to at any time in the past 12 months?**

Base: All who had undertaken formal volunteering in the last 12 months (139)

		%
A	School children, for example, school trips, sports days, discos, in the classroom etc.	15
B	Youth/children's groups (outside school)	23
C	Education for adults	8
D	The Commonwealth Games	3
E	Other sport/exercise (coaching or organising)	5
F	Religious groups	13
G	Political groups	4
H	The elderly	11
I	Health, disability and social welfare	21
J	Safety, first aid	4
K	Environmental protection	4
L	Justice and human rights	4
M	Local community or neighbourhood groups	13
N	Citizens' groups	4
O	Hobbies/recreation/arts/social clubs	10
P	Trade union activities	1
Q	Wildlife protection	1
R	Domestic animal welfare	-
	Other	4
	None	1
	Don't know	1

Q8 **Thinking about all the unpaid help you give to organisations, how frequently do you do this?**

Base: All who had undertaken formal volunteering in the last 12 months (139) %

Several times a week	24
About once a week	32
Less than once a week but at least once a month	12
Less than once a month but at least five or six times a year	12
A few times a year	12
Less often	7
Never	1
Don't know	1

Q9 **What personal benefits, if any, have you gained from your involvement in volunteering?**

Base: All who had undertaken formal volunteering in the last 12 months (139)
%

Personal development (e.g. increased confidence or self-esteem)	40
Sense of personal achievement/accomplishment	52
Knowledge of local community	21
Development of transferable skills (e.g. communication, time management, leadership)	15
Understanding of wider issues (e.g. health, environment, community safety)	13
A sense of belonging within Glasgow	7
Understanding of other cultures / people	10
Access to learning opportunities	8
Led to me being offered a job	3
Awareness of the city's cultural assets (e.g. museums, libraries, arts, sports) and/or heritage (e.g. history, places, culture)	3
Other (please specify)	5
No personal benefits	3
Don't know/Can't remember	1

Q10 **What is your main reason for NOT volunteering?**

Base: All those who had not volunteered in the last 12 months (820)
%

Not enough spare time / too many other commitments	57
Nobody has ever asked me	3
No interest	12
Just never thought about it	6
Wouldn't fit in / be accepted	1
Lack of opportunities that meet my interests	1
Lack of opportunities that fit my skills / knowledge /experience	*
Difficulty finding information about volunteering opportunities	1
Lack of self-confidence	1
Believe it would affect my benefits	*
I've volunteered in the past – it's someone else's turn now	1
It will cost me money (e.g. travel, childcare)	*
Too much paperwork (e.g. Disclosure checks)	*
Bad / negative experience of volunteering in the past	-
Other (please specify)	1
Don't know/Can't remember	2

COUNCIL SERVICES

Q12 **How much, if anything, do you feel you know about Glasgow City Council?**

Base: All	%
A great deal	5
A fair amount	27
Just a little	39
Hardly anything	28
Don't know	*

Q13 **I am going to read out a number of services. For each one, I'd like you to tell me who you think is mainly responsible for providing the service**

	Glasgow City Council	Scottish Government	Arm's Length External Organisations - previous Council services now independent	Other public agency	Don't know
Base: All	%	%	%	%	%
Water and sewerage services	56	21	7	10	5
Fire and Rescue services	25	61	1	7	6
Primary and secondary school Education	56	39	1	1	4
Social work	69	20	2	3	6
Street cleaning	95	2	1	*	2
National Health Service	7	87	*	3	3
Parking tickets	83	6	3	2	6
Local community centres	85	4	3	3	5
Home help service	63	12	12	7	6
Sports and leisure facilities	83	5	6	2	4
Graffiti removal	90	1	2	2	5
Police service	12	77	1	6	4
Road maintenance of city streets	82	9	2	3	4
Nursery schools	71	18	2	2	7
Museums and galleries	77	12	5	2	5
Courts	18	73	1	3	6
Housing for rent	70	8	9	7	5
Refuse/Bin collection	95	2	1	*	2
Planning services	79	11	1	2	7
Buses	40	13	17	23	6
The Subway	42	17	12	19	11
Trains	14	33	18	26	9

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Q14a **Which of the following, if any, do you feel you are able to influence in terms of the way they deliver services to your local community? Just read out the letters that apply.**

Q14b **And which of these would you like to have more influence over in terms of the way they deliver services to your local community? Just read out the letters that apply.**

		Q14a	Q14b
	Base: All	%	%
A	Street cleaning/refuse collection services	13	21
B	Road maintenance services	9	19
C	Planning services	4	7
D	Community centres/halls	8	8
E	School or pre-school education services	8	13
F	Community & Safety services	7	10
G	Social work services	5	8
H	Home help services	5	7
I	Community-based learning services	6	9
J	Police	3	9
K	Culture, leisure and sporting facilities	7	10
L	NHS Hospital Services	6	15
M	GP or other community health services	5	11
N	Bus services	5	10
O	Glasgow Housing Association/Local Housing or community based housing association	6	9
P	Further Education (i.e. colleges/universities)	4	8
Q	Parking and traffic management	6	12
	None of these	59	36
	Don't know	6	4

Q15 **You said that you would like to have more influence over these services. In what way would you like to have more influence? Just read out the letters that apply.**

	Base: All who would like to have more influence over services (812)	
A	Participate in consultation/engagement	34
B	Create a public petition	10
C	Sign a public petition	29
D	Contact my local councilor	30
E	Contact my MSP	20
F	Contact my MP	18
G	Participate in a school board	8
H	Join a community council	12
I	Participate in a tenants/residents groups	21
J	Join local party political activity	6
K	Join a campaign group	12
L	Other	3
M	Don't know	7
N	None of these	8

USAGE AND SATISFACTION WITH SERVICES

Q16 **Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners?**

Base: All

Very satisfied	10
Fairly satisfied	60
Neither satisfied nor dissatisfied	16
Fairly dissatisfied	9
Very dissatisfied	4
Don't know	1

Q17 **Which of these services provided by Glasgow City Council, or its partners, if any, have you or any other household members used in the last year or so? Just read out the letters that apply.**
Recycling centres: The Council operates four recycling centres for residents to dispose their general household waste or bulky items free of charge. This includes items such as books, clothes, electrical appliances and rubble. The recycling centres are located in Dawsholm, Easter Queenslie, Polmadie & Shieldhall.

Base: All

		%
A	Nursery schools	10
B	Primary schools	18
C	Secondary schools	14
D	Parks	64
E	Children's play parks	25
F	Museums and galleries	50
G	Sports and leisure centres	43
H	Libraries	44
I	Social work services	9
J	Local community centres	12
K	Home help service	4
L	Recycling centres	34
	None of these	10
	Don't know	1

Q18 **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.**

		Base n	Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable
			%	%	%	%	%	%
a	**Nursery schools**	98	48	39	5	2	2	4
b	**Primary schools**	180	45	37	5	5	4	3
c	**Secondary schools**	136	31	53	2	4	6	4
d	**Children's play parks**	248	26	46	7	11	9	1
e	**Social work services**	95	17	42	10	16	13	2
f	**Local community centres**	119	21	52	18	4	2	3
g	**Home help service**	43	37	26	16	9	5	7
h	**Parks**	643	44	43	3	7	2	*
i	**Museums and galleries**	497	66	29	3	1	*	*
j	**Sports and leisure centres**	425	40	50	4	*	*	2
k	**Libraries**	442	51	41	4	3	*	1
l	**Recycling centres**	346	35	46	8	6	2	3
m	**Recycling collection**	1,021	23	41	13	11	7	5
n	**Road maintenance**	1,021	6	24	10	24	34	2
o	**Refuse collection**	1,021	29	46	7	10	7	1
p	**Street lighting**	1,021	31	53	5	7	4	1
q	**Street cleaning**	1,021	16	45	10	18	11	1
r	**Pavement maintenance**	1,021	11	37	12	24	15	1

COUNCIL REPUTATION AND MEDIA COVERAGE

Q19a **Do you believe the information you <u>read</u> about Glasgow City Council in newspapers is:**

Q19b **Do you believe the information you <u>hear</u> about Glasgow City Council on television and radio is:**

	Q19a	Q19b
Base: All	%	%
Positive	16	19
Negative	17	17
Neutral	47	48
Don't know	20	17

Q20   **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 agree nor disagree	Tend to disagree	Strongly disagree	Don't know
	Base: All	%	%	%	%	%	%
a)	**Glasgow City Council gives residents good value for money**	8	38	22	18	10	6
b)	**The Council rarely takes local residents' views into account when making decisions that affect them**	16	28	21	22	4	8
c)	**The Council is too remote and impersonal**	14	32	22	21	4	6
d)	**The Council has an important impact on the quality of local life in Glasgow**	36	45	9	6	2	2
e)	**I trust Glasgow City Council**	8	39	22	15	12	3
f)	**The Council is good at letting residents know about the services it provides**	8	41	14	25	9	4
g)	**The Council provides high quality services**	7	43	25	17	7	2
h)	**The Council does the best it can with the money available**	9	41	17	18	9	6
i)	**The Council designs its services around the needs of the people who use them**	6	44	19	17	8	5

LIBRARIES

Q21   **Are you a member of Glasgow Libraries?**

Base: All	%
Yes	49
No	51
Don't know/Cannot remember	1

Q22   **You said earlier that you or your household members have used libraries in the last year. Can I just check, which of the following, if any, have you personally done or used in the past 12 months?**

Q22   **You said earlier that you or your household members have not used libraries in the last year. Can I just double check if you personally have done or used any of the following in the past 12 months?**

Base: All	%
Visited a library	47
Used an online library service	7
Used a mobile library service	1
None of the above	52

Q23 **Which of these specific things have you done? Just read out the letters that apply.**

Base: All who used a library service (479)

		%
A	Borrowed books	66
B	Reserved books	15
C	Browsed books	31
D	Studied for school, college or university	19
E	Used PC, internet or email for personal use	32
F	Used PC, internet or email for job search activities	10
G	Used PC, internet or email to check benefits entitlement/information	5
H	Taken a computer course	3
I	Hire a CD	3
J	Hire a DVD	5
K	Used a printer/photocopier	25
L	Spent time in a safe warm environment	11
M	Used online bookings/renewals facility	6
N	Used online library resources (e.g. reference and genealogy services)	10
O	Attended an event (e.g. author talks and homework clubs)	9
P	Taken part in a book group	2
Q	Looked at the family history archives	2
R	Accessed business support	*
S	Accessed career support	1
	Other	4
	None of these	2
	Don't know	*

Q24 **You said that you have not used library services in the last 12 months. What would you say are the main reasons for this?**

Base: All who had not used a library service (542)

	%
I/We are not interested	35
I have other access to/prefer to buy books	16
The library is not convenient to get to	6
I/We don't have time	14
I/We have a disability or infirmity which makes it difficult to get about	4
I prefer to use e-books	14
Opening hours don't suit me/us	1
I/We Don't know what services are available	*
I/We have outstanding fines	*
They don't have books I'm interested in	3
I don't know where the nearest library is	1
Accessibility/can't get around easily inside these facilities	1
I/We have difficulty reading	1
I didn't think that non-members could access libraries	*
English is not my/our first language	1
Other	1
Don't know	3

AGE FRIENDLY CITIES

I now like to ask you some questions relating to people aged 60 and over…

Q25 **Overall, how do you think the media, such as newspapers, television and radio, portray older people; that is, people aged 60 and over?**
Base: All

	%
Almost always positively	6
More positively than negatively	23
Both positively and negatively	38
More negatively than positively	21
Almost always negatively	2
Don't know	10

Q26 **Which, if any, of these forms of transport do you use to get around these days?**
Base: All aged over 60 (258)

	%
Car (as a driver)	33
Car (as a passenger)	27
Bus	63
Train/underground	20
Taxi	17
Walking	24
Cycling	3
Don't know	1

Q27 **You have said that you use public transport to get around. What, if any, problems or difficulties do you experience when using public transport.**
Base: All aged over 60 and use public transport (189)

	%
Cost/affordability	3
Nearest bus/train/underground stop is too far away	3
Times of buses/trains aren't suitable	9
Find it difficult to access/understand timetables or route information	1
Find it difficult to access train/subway platforms	2
Find it difficult to get on/off bus/train/underground	5
Lack of seating at bus/train/underground stops	2
Find it difficult to get a seat/place for a wheelchair on bus/train	3
I don't feel safe waiting at bus/train stops	1
I don't feel safe on buses/trains	1
Anti-social behaviour on buses/trains	3
Driver/staff are unhelpful	3
Driver/staff are impatient	1
Other passengers are unhelpful	-
Other passengers are impatient	1
Other	3
Don't know	5
Prefer not to say	2
Don't have any difficulties using public transport	56

Q28 **In today's society people have different amounts of contact with others such as their family, friends and neighbours. Which of the following best describes your own situation?**
Base: All aged over 60 (258)

	%
I have less contact with other people than I would like	15
I have about the right amount of contact with other people	81
I have more contact with other people than I would like	2
Don't know	*
Prefer not to say	1

Q29 **What are the main reasons you have less contact with other people than you would like?**
Base: All aged over 60 and had less contact than they would like (40)

	%
Live alone	32
Loss of loved one(s)/friend(s) through death	13
Family/friends don't live close by or visit often	11
Don't get on with/have close ties to family	-
Have caring responsibilities	-
Lack of transport to get about	5
Retirement/not going out to work	9
Lack of social activities/centres in the neighbourhood	3
Poor physical health/lack of mobility	8
Because I have a mental health problem (e.g. depression or anxiety)	-
Don't feel safe out and about during the day	-
Don't feel safe out and about after dark/lack of street lighting	3
Lack of money to do things	2
Poor road and pavement conditions (e.g. uneven surfaces)	-
Lack of road crossings, dropped kerbs	-
High population turnover in the area so don't get to know the neighbours	-
Neighbours are unfriendly/don't speak to each other	8
I have just moved into the area	-
Language or cultural barriers	-
Lack of public toilets when out and about	-
Other	2
Don't know	14

ECONOMIC DEVELOPMENT

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

		%
	Working	
A	Full time (30+ hrs)	36
B	Part time (9-29 hrs)	8
	Not working	
C	Unemployed	10
D	Retired	20
E	Looking after house / children	6
F	Disabled	3
G	Have long term illness	4
H	Student	11
	Other	*
	Refused	-

Q30 **Looking at this card, which statement best describes your reasons for not working?**
Base: All who are unemployed (98)

		%
A	I cannot afford to come off benefits	7
B	Wages are too low	5
C	I do not want a zero hours contract	4
D	I do not have the skills needed for work	6
E	I have been out of work for a long time	13
F	Cost of childcare is too high	1
G	Lack of availability of suitable childcare	-
H	Health issues prevent me from working	32
I	Language barriers prevent me from working	3
J	There are no jobs	30
	Other	11
	Refused	3

Q31 **How satisfied or dissatisfied would you say you are with your current employment situation?**
Base: All

	%
Very satisfied	36
Fairly satisfied	28
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	11
Very dissatisfied	7
Don't know/No opinion	6

Q32 **You mentioned that you were dissatisfied with your current employment situation. What is the main reason for this?**

Base: All who were dissatisfied with their current employment situation (179)

	%
Hard to find a job / less job opportunities	26
Would like to get back to work / back into an alternative job	23
Health problems prevent me working	16
Money issues	6
Low pay	6
Not enough hours offered	4
Have experienced bad management / working politics	3
Zero hours contract / temporary contract	3
Boredom	2
Lack of job security	2
Lack of childcare provision	2
Long hours	2
Poor working environment	2
Was made redundant	1
Too stressful	1
Visa rules / immigration laws	*
Other	9
Don't know	4

Q33 **I am going to read out a list of measures that might be taken to help improve the local economy. For each one, I'd like you to tell me how important or unimportant you think it is.**

	Very important	Fairly Important	Not very important	Not at all important	Don't know
Base: All	%	%	%	%	%
A Providing services that help people to find a job	77	19	2	*	2
B Providing courses and other services that help people to build work skills	69	26	3	*	2
C Providing services that help people manage their money and debts when returning to work and to remain in work	61	32	4	*	3
D Providing support for people to set up their own business	55	36	5	1	3
E Providing more opportunities to volunteer	36	39	17	4	5
F Improving access to childcare	68	22	4	2	5
G Supporting businesses to grow and provide more jobs	72	23	2	*	2
H Offering businesses wage subsidies to employ unemployed people, young people and graduates	58	30	6	2	4
I Encouraging businesses to pay the Living Wage	80	16	2	*	2
J Encouraging businesses to end zero hours contracts	72	16	5	1	5
K Supporting businesses to provide more training and career progression opportunities for their staff	61	32	3	*	3
L Providing incentives to attract jobs and investment into the city	73	21	2	1	3

Q34 **And which <u>one</u> would you say is the most important?**

Base: All

	%
Providing services that help people to find a job	19
Providing courses and other services that help people to build work skills	8
Providing services that help people manage their money and debts when returning to work and to remain in work	5
Providing support for people to set up their own business	2
Providing more opportunities to volunteer	*
Improving access to childcare	9
Supporting businesses to grow and provide more jobs	8
Offering businesses wage subsidies to employ unemployed people, young people and graduates	5
Encouraging businesses to pay the Living Wage	17
Encouraging businesses to end zero hours contracts	11
Supporting businesses to provide more training and career progression opportunities for their staff	2
Providing incentives to attract jobs and investment into the city	10
None of these	1
Don't know	2

TOBACCO

Q35   **The next question asks about whether you smoke tobacco cigarettes. When answering this question please do not include cigarettes that contain no tobacco or electronic cigarettes.**
On average, how many cigarettes would you say you smoke a day? Just read out the letter that applies.

	Base: All	%
A	1-5	5
B	6-10	7
C	11-15	4
D	16-20	6
E	More than 20	3
F	Do not smoke and have never smoked	49
G	Do not smoke anymore	25
	Don't know	-
	Refused	-

Q36   **To what extent, if at all, do you feel you are exposed to other people's smoke in your day-to-day life?**

Base: All	%
A great deal	6
A fair amount	15
Not very much	38
Not at all	40
Don't know	*
Refused	*

Q37   **Where would you say you are normally exposed to other people's smoke?**

	Base: All who were exposed a great deal or a fair amount to other people's smoke (210)	%
A	In your own home	21
B	In someone else's home (e.g. friend or family)	13
C	In a car or other vehicle	4
D	In my workplace	10
E	Outside a building (e.g. pub/bars, train stations, office buildings, etc.)	53
F	In an open public space (e.g. on the street, in parks)	49
	Other	1
	Don't know	1
	Refused	-

Q38   **As you may know, the Council has banned smoking in and around children's playgrounds. To what extent would you support or oppose this ban being extended to in or around other Council premises and facilities, for example parks, Council Tax offices, or libraries.**

Base: All	%
Strongly support	55
Tend to support	21
No feelings either way	10
Tend to oppose	8
Strongly oppose	6
Don't know	1

Q39   **What more do you think the Council could do to promote a smoke-free environment?**
Base: All

	%
It should not try to promote a smoke free environment	7
It has done enough/ happy with what it has done	7
Ban smoking/ stop the sale of cigarettes	4
Enforce the law	4
Provide more designated smoking areas	4
Ban smoking in public places	4
More publicity/ advertising/ posters/ signage on risks	3
More health education/ inform of health risks	2
Provide help/ support for people wishing to stop smoking	2
Impose a fine/ bigger fines	2
More education in schools	1
Leave people alone/ they have a choice	1
Restrict smoking in more areas	1
Increase the price of cigarettes/ higher tax	1
Employ wardens	1
Ban smoking in cars	1
Encourage the use of electronic cigarettes	*
More cigarette disposal areas/ bins	*
Provide more incentives to give up smoking	*
Other	3
Nothing	7
Don't know	51

HATE CRIME AND HARRASSMENT

Now, on a different subject again…

Q40 SHOWCARD W (R) **How much, if at all do you personally worry about being insulted, pestered or intimidated on the basis of the following. This question is being asked of everyone to see how common these issues are.**

ASK IF NECESSARY: **How worried are you about being insulted, pestered or intimidated on the basis of:**

Firstly…

	Very worried	Fairly worried	Not very worried	Not at all worried	Don't know	Refused
Base: All	%	%	%	%	%	%
Your ethnic origin or race	1	3	12	82	1	*
Your religion	1	3	13	81	1	*
Sectarianism	2	5	14	77	2	*
Your sexual orientation	1	1	8	88	1	1
Your gender/gender identity or perception of this	1	3	9	86	1	*
A disability/condition you have	2	4	8	85	1	*
Your age	1	3	12	83	1	*

Q41 **And in the last 12 months have you been insulted, pestered or intimidated in any way by anybody who is not a member of your household, either in person or by some other means (such as in writing or through electronic communications) because of**

Firstly…

	Yes – in person	Yes – by some other means	No	Don't know	Refused
Base: All	%	%	%	%	%
Your ethnic origin or race	3	1	95	1	*
Your religion	1	1	97	1	*
Sectarianism	2	1	96	1	*
Your sexual orientation	1	1	98	1	*
Your gender/gender identity or perception of this	2	1	96	1	*
A disability/condition you have	1	1	97	1	*
Your age	2	1	97	*	*

Q42   **Thinking about the most recent incident], where did the incident it take place?**
*Base: All who had been insulted, pestered
or humiliated (92)*

		%
A	In your own home	2
B	Directly outside your own home	9
C	In your local neighbourhood	31
D	At your place of work	17
E	At a sporting event	6
F	At a march or parade	2
G	In or around your place of worship	1
H	In or around a pub/bar or other licenced premise.	11
	Other	6
	Don't know/can't remember	1
	Refused	-

Q43   **And still thinking about the most recent incident, did you report the incident to….**

*Base: All who had been insulted,
pestered or humiliated (92)*

	%
The Police	12
Somewhere else	12
Or did you not report it	74
Don't know/can't remember	1
Refused	1

Q44   **Were you aware that if you are insulted, pestered or intimidated in any of the ways I have mentioned, you can report it to the police through…**

	Yes, aware	No, not aware	Don't know
Base: All	%	%	%
The Police Scotland website	47	51	1
A Third Party Reporting Centre	13	85	2

DEMOGRAPHICS

SEX

Base : All   %

Male	48
Female	52

AGE

Base : All   %

16-24	17
25-34	20
35-44	16
45-54	17
55-59	7
60-64	6
65-74	10
75+	7
Refused	-

SOCIAL GRADE

Base : All   %

A	2
B	13
C1	32
C2	15
D	20
E	17

QC   **Respondent is…**

Base : All   %

Chief income earner	70
Not chief income earner	30
Refused	*

QD   **NUMBER OF ADULTS IN HOUSEHOLD**

Base : All   %

1	36
2	45
3	12
4	5
5+	2
Refused	-

QE   **NUMBER OF CHILDREN IN HOUSEHOLD**

Base : All   %

0	73
1	14
2	9
3	3
4	1
5+	*
Refused	4

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

Base : All　　　　　　　　　　%

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?**

Base : All　　　　　　　　　　%

WHITE	88
Scottish	70
British	12
Irish	2
Any other white background	5
MIXED	1
Any mixed background	1
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH	6
Indian	1
Pakistani	3
Bangladeshi	*
Any other Asian background	1
BLACK, BLACK SCOTTISH OR BLACK BRITISH	2
Caribbean	-
African	2
Any other black background	-
CHINESE AND ANY OTHER ETHNIC BACKGROUND	2
Chinese	1
Any other background	2

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

Base : All　　　　　　　　　　%

Yes, does have income from employment	60
No, relies on pensions/social security	37
Don't know/refused	3

QI   **DWELLING TYPE**

Base : All   %

	%
Detached villa	3
Semi-detached villa	14
Bungalow	*
Semi-detached bungalow	2
Terraced house	15
Four-in-a-block	9
Tenement flat	41
Multi-storey flat	9
Maisonette	1
Modern apartment/loft apartment/studio/other flat	5
Other	*

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

Base : All

	%
1 car or light van	38
2 cars/light vans	14
3+ cars/light vans	2
None	46
Refused/don't know	*

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

Base : All

	%
Up to one year	5
Over one year, up to five years	12
Over five years, up to 20 years	18
Over 20 years	64
Don't know/can't remember	*
Refused	-

QL   **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?**

Base : A

	%
Yes, respondent	21
Yes, other household member	8
No	72
Refused/don't know	*

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

Base: All with a disability (225)   %

A	Visual	4
B	Hearing	6
C	Learning disability	3
D	Mobility – Wheelchair user	7
E	Other mobility impairment	36
F	Other physical impairment	17
G	Mental health problem	16
H	Long term illness	35
I	Other degenerative condition	13
	Refused	2

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

Base: All with another household   %
members with a disability (79)

A	Visual	6
B	Hearing	7
C	Learning disability	12
D	Mobility – Wheelchair user	10
E	Other mobility impairment	19
F	Other physical impairment	19
G	Mental health problem	17
H	Long term illness	42
I	Other degenerative condition	14
	Refused	2

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

		%
A	No formal qualifications	28
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	16
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	14
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	12
E	First degree, higher degree, professional qualification.	29
	Don't Know	1
	Refused	*

QP **Which methods do you normally use to access the internet for personal use?**
   Base: All   **%**

A	Personal computer or laptop	67
B	Smart phone	57
C	Tablets (e.g. iPad, Kindle, etc)	40
D	Games console	11
E	Digital, cable or satellite TV	15
F	I do not have access to the internet	16
	Other	1
	Don't know	1

QQ **Which of these best describes your use of the internet? Please include all use of the internet, including sending and receiving emails.**

Base : All who have internet access at home (828)   *%*

Several times a day	78
Around once a day	13
4 or 5 times a week	2
2 or 3 times a week	4
Around once a week	2
2 or 3 times a month	*
Around once a month	*
Less than around once a month	*
Never but I have access	1

QS **Which of these accounts, if any, do you have?**
   Base: All

	%
Bank Account	88
Building Society Account	9
Credit Union Account	6
Post Office Account	7
Other, please type in	*
None of these	2
Prefer not to say	4
Don't know	1

QT **What is your current religion, denomination, body or faith?**
Base: All

	%
No religion	38
Church of Scotland	22
Roman Catholic	23
Other Christian, please type in	5
Buddhist	*
Hindu	1
Jewish	*
Muslim	5
Pagan	*
Sikh	1
Another religion	1
Prefer not to say	5

QU **Which of the options below best describes how you think of yourself?**
Base: All

	%
Heterosexual/straight	91
Gay/lesbian	2
Bisexual	1
Other	1
Prefer not to say	5

QV **What is your household's total income from all sources over the last 12 months?**
Base: All

Per Week	Per Year	%
Less than £100	Less that £5,200	6
£100 to £199	£5,200 to £10,399	14
£200 to £299	£10,400 to £15,599	12
£300 to £499	£15,600 to £25,999	13
£500 to 699	£26,000 to 36,399	8
£700 to £949	£36,400 to £49,399	5
£950 to £1,199	£49,400 to £62,399	5
£1,200 to £1,499	£62,400 to £77,999	2
£1,500 or more	£78,000 or more	2
	Prefer not to say	22
	Don't know	12

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