Ipsos MORI
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Glasgow Household Survey 2017

Report for Glasgow City Council

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Contents

Executive Summary

This report contains the findings from the 2017 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council.

The topics covered in the survey were: cycling; use and perceptions of services; recycling and household waste; spending priorities for key service areas; contacting the council; council reputation and communications; performance reporting; and hate crime and harassment.

Ipsos MORI interviewed a representative quota sample of 1,045 Glasgow residents (aged 16 and over) between 12th April and 8th July 2017. 'Booster' interviews were conducted with an additional 215 of the city's BEM (Black and Ethnic Minority) residents. All interviews were conducted face-to-face in respondents' homes using Computer Assisted Personal Interviewing (CAPI).

Satisfaction with services

Overall satisfaction with the services provided by the Council Family Group was unchanged on previous waves of the survey: Around seven in ten (72%) respondents expressed satisfaction with provision, while 14% expressed dissatisfaction and a further 14% were neutral.

Levels of satisfaction with *individual* services provided by the Council Family Group varied but in most cases were unchanged on, or higher than, in 2016. Culture and leisure services once again proved to be very highly regarded indeed (between 87% and 97% were satisfied) as were parks (86%); nursery, primary and secondary schools (86%, 84% and 82% respectively); recycling centres (88%); refuse collection (78%); local community centres (78%); street lighting (77%); and home care services (76%). Similarly, around two-thirds of respondents were satisfied with children's play parks (67%) and social work services (64%). Satisfaction was somewhat lower in respect of street cleaning, at 57%, and lower still in respect of road and pavement maintenance, at 31% and 50%. The latter two figures represent an improvement on those recorded in 2016 (from 23% and 43% respectively).

Perceptions of specific aspects of road maintenance also showed some improvement on 2016. In terms of side roads, 38% of respondents were satisfied with the general conditions of these and 28% with the speed with which defects were repaired, compared with 29% and 18% respectively in 2016. Satisfaction with the quality of the repairs on side roads remained stable, at 33%. Results for main roads, also showed some improvement on 2016 with increases in satisfaction with the general condition of the roads (from 30% to 38%), the speed with which defects were repaired (from 17% to 25%) and the quality of repairs (from 28% to 35%).

Recycling and household waste

The majority (68%) of respondents said their household now recycled more than it did two to three years ago, with 42% saying it recycled a lot more.

Use of different recycling facilities provided in Glasgow varied. A large majority of respondents with access to blue, brown and purple bins used these at least most of the time (81%, 84% and 73%). In contrast, only around half (53%) of those with access to grey food waste bins used these regularly, and smaller proportions regularly used recycling points and bins in public places, or recycling centres (44% and 36%).

The main reasons respondents gave for rarely or never using these recycling facilities listed were that they used other facilities instead (38%), or that they did not have access to the facilities (20%). Other reasons given were that they did not have any or enough of the type of waste concerned (10%), they could not be bothered (9%), they had no incentive to recycle (8%) or no reason to use the facility (8%).

Spending priorities for key service areas

Most respondents said either that they did not know enough about existing community facilities to suggest improvements to these (36%) or that they did not think any changes were required (25%). Among those remaining, commonly suggested improvements were an increase in the range of classes and activities on offer (10%); better advertising or awareness raising of facilities and activities (6%); and longer opening hours (6%).

Around two thirds (63%) of respondents offered suggestions for changes to play areas, play parks and open spaces. The most common suggestion was improved cleanliness (31%), followed by improved security, though such measures as fencing, entry gates and wardens (11%).

Three-quarters of respondents suggested improvements to the look and cleanliness of their local area, with the most common suggestions being increased provision of litter bins (31%) and dog fouling bins (29%). Participants also commonly identified a need for more education in schools about the importance of respecting the local area (10%).

Thirty-nine per cent suggested improvements in the general condition and maintenance of pavements and pathways, and 21% suggested improvements to the quality of repairs or the materials used in repairs. In terms of other types of suggestions, participants reiterated their call for more litter bins (10%) and dog fouling bins (14%), and also cited a need for more dropped kerbs (10%).

Contacting the council

Respondents' preferred method of contacting the council was by telephone (55%). Indeed, almost four times as many of them mentioned this method as mentioned the council website or email, the next most common responses (15% and 14% respectively).

Still, there has been an almost three-fold increase in the proportion of respondents expressing a preference for contact via the council website since 2013 (15%, compared to 4% in 2013), perhaps reflecting an increase in access to the internet over the same period (88% said they had access to the internet in 2017, compared to 78% in 2013).

Just under half (47%) of all respondents said they had used the council website in the last 12 months. The main reasons for using the website were to make payments (23%), or to book a bulk uplift of household refuse (14%).

In terms of perceptions of the council website, around two thirds of respondents (62%) agreed they were satisfied with the overall quality of the site. Though a majority (56%) also agreed that it was easy to find what they needed on the site, a quarter (25%) disagreed.

Among those who preferred not to use the council's website, the main reasons for this were that they preferred to speak to someone (52%), they did not like using computers (13%), they found the website difficult to use (11%) or they did not have internet access (6%)

In general, respondents were positive about online services. The majority agreed that this mode of delivery saved the council money and time (79% and 74% respectively), and was easier than accessing services in person (64%).

Council reputation and communications

A majority (79%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow. Half as many (39%) agreed that it was addressing the key issues affecting the quality of life in their local area.

Around half agreed that the council provided high quality services (51%), designed services around the needs of people who used them (48%), and made the best use of money available (49%). Perhaps reflecting these findings, just two in five (42%) agreed that the council gave residents good value for money.

Further, 42% agreed that the council was too remote and impersonal, and slightly over half (53%) agreed that they would like to be more involved in the decisions the council made.

The main factor influencing perceptions of the council was personal experiences of using services. Seventy percent of respondents cited this as important - twice as many as cited family or friends' experiences (34%), the next highest ranking factor. Respondents' preferred source of information about the council was letters or leaflets delivered through the door (63%).

Performance Reporting

Almost three-quarters (74%) of those surveyed were unaware that the council published performance reports. Furthermore, almost eight in ten (79%) respondents had never looked for or read published information about the council's performance. Nonetheless, the results do suggest there is an appetite for this type of information with two-thirds (66%) of respondents saying they were very or fairly interested in how the council was performing.

Specific areas of the council's performance respondents expressed a particular interest in were roads and pavement maintenance (32%); education services (30%); council performance in local areas (29%); and street cleaning services (27%).

Cycling

For their journeys around Glasgow, around half of respondents said they regularly walked (53%), were a driver and/or passenger in a car or van (51%), or regularly used the bus (47%). Fewer than one in ten (8%) said they regularly used a bicycle.

One in five (19%) respondents owned or had access to a bicycle and almost half (48%) of these respondents cycled at least monthly, with a third cycling at least once a week, and 14% cycling daily.

Almost two-thirds of those who had cycled in the last year had done so for recreation (63%), and half (47%) had cycled to keep fit. Just over a third (35%) had cycled to work or their place of study.

Among those amenable to cycling more, the measures they said would encourage them to do so related to road and traffic conditions: Around one in ten mentioned more or better on- or off-road cycle lanes (15% and 10%, respectively), while one in twenty (5%) mentioned less or slower traffic, more considerate driver behaviour and better road surfaces.

Hate crime and harassment

A quarter (25%) of respondents worried about being insulted, pestered or intimidated based on their protected characteristics: 11% worried about sectarianism; 9% worried in relation to their ethnic origin or race; 8% in relation to their disability, gender identity or religion; 6% in relation to their age; and 5% their sexual orientation.

Fifteen per cent of respondents had been insulted, pestered or intimidated in the past 12 months on account of their protected characteristics – 12% in person and 3% by some other means. There has been a slight increase in both concern and experience of hate crime since 2015. These differences should be treated with caution however, until a more sustained trend can be discerned.

Seven out of ten respondents who had experienced hate crime or harassment had not reported the most recent incident, consistent with the 2015 result (74%). Of those remaining, 19 per cent had reported the incident to the police, and eight percent had reported it somewhere else.

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 2017 wave of the survey, conducted by Ipsos MORI.

The specific topics covered in the 2017 wave of the survey were:

- Usage and perceptions of services
- Recycling and household waste
- Spending priorities for key service areas
- Contacting the council
- Council reputation and communications
- Performance reporting
- Cycling
- Hate crime and harassment

Methodology

Ipsos MORI interviewed a representative quota sample of 1,045 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 12th April and 8th July 2017. 'Booster' interviews were conducted with an additional 215 of the city's BEM (Black and Ethnic Minority) residents to allow sub-group analysis by ethnicity. All interviews were conducted face-to-face in respondents' 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.

Presentation and interpretation of the data

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

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

denotes zero. Aggregate percentages (e.g. "very satisfied/fairly satisfied") are calculated from the absolute values. Therefore, aggregate percentages may differ from the sum of the individual scores due to rounding of percentage totals. For questions where the number of residents is less than 30, the number of times a response has been selected (N) rather than the percentage is given.

2. Usage and perceptions of services

Use of services provided by the Council Family Group

Once again, self-reported use of non-universal[1] services provided by the Council Family Group remained unchanged on previous waves of the survey. Two-thirds of respondents had used parks over the last year, while around half had used other culture and leisure services. Smaller proportions had used playparks, education services, social work services and home care services.

Table 2.1 – Use of services provided by the Council Family Group

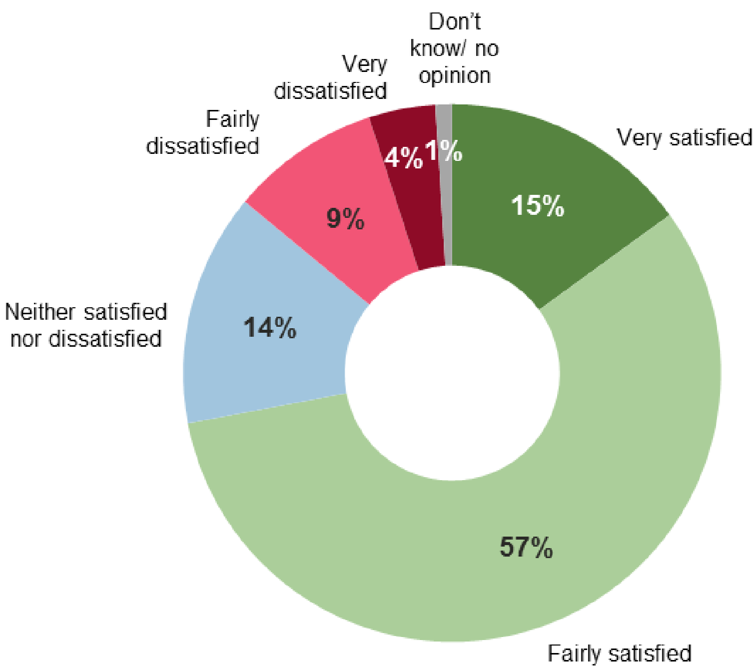
	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Spring 2014	Spring 2015	Spring 2016	Spring 2017
	%	%	%	%	%	%	%	%	%
Parks	58	58	60	56	59	68	64	65	66
Museums & Galleries	44	45	47	45	44	51	50	50	53
Libraries	43	47	45	45	46	49	44	45	46
Sports & leisure centres	46	43	44	43	40	45	43	43	43
Recycling centres	n/a	n/a	n/a	20	35	37	34	36	38
Children's play parks	21	24	22	23	24	25	25	23	27
Primary schools	17	20	17	15	17	19	18	16	20
Secondary schools	13	15	14	14	13	14	14	14	13
Community centres	10	9	10	13	11	14	12	13	12
Nursery schools	9	9	11	10	10	13	10	9	11
Social work services	8	10	8	10	7	9	9	7	7
Home care services	4	4	3	5	4	3	4	5	5
Base:	*1,009*	*1,013*	*1,018*	*1,015*	*1,024*	*1,027*	*1,021*	*1,023*	*1,045*

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

Overall satisfaction with services provided by the Council Family Group

Overall satisfaction with the services provided by the Council Family Group was similarly unchanged on previous waves of the survey. Around seven in ten (72%) respondents expressed satisfaction with provision, while 14% expressed dissatisfaction. A further 14% were neutral (Figure 2.1).

Figure 2.1 – Overall satisfaction with services provided by the Council Family Group



Base: All respondents (1,045)

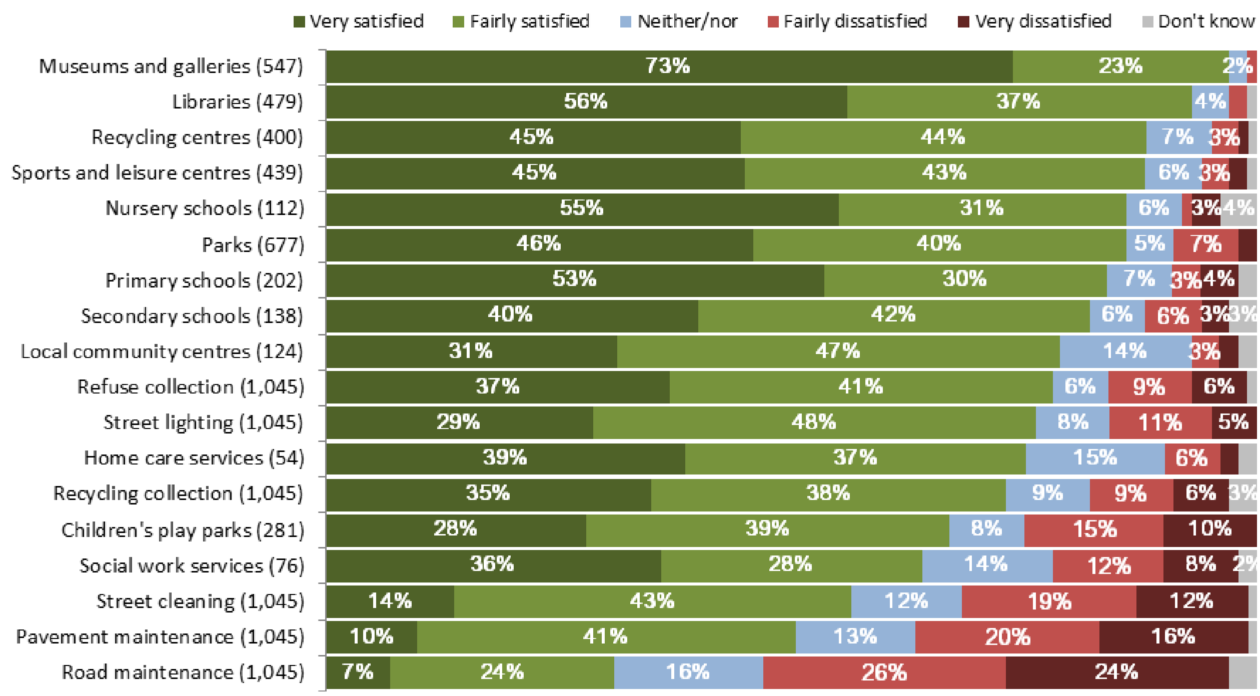
As we consistently find, BEM respondents expressed higher levels of overall satisfaction with services than non-BEM respondents (79% versus 70% respectively). There was further variation by Sector Community Partnership Area, with residents of the North West expressing higher satisfaction than those of the North East or South (76% versus 69% in each case).

Satisfaction with individual services

Levels of satisfaction with *individual* services provided by the Council Family Group once again varied but in most cases were unchanged on, or higher than, in 2016. Culture and leisure services once again proved to be very highly regarded indeed (between 87% and 97% were satisfied) as were parks (86%); nursery, primary and secondary schools (86%, 84% and 82% respectively); recycling centres (88%); refuse collection (78%); local community centres (78%); street lighting (77%); and home care services (76%). Similarly, around two-thirds of respondents were satisfied with children's play parks (67%) and social work services (64%).

Satisfaction was somewhat lower in respect of street cleaning, at 57%, and lower still in respect of road and pavement maintenance, at 31% and 50% (Figure 2.2). The latter two figures represent an improvement on those recorded in 2016 (from 23% and 43% respectively).

Figure 2.2 – Satisfaction with individual services – overview

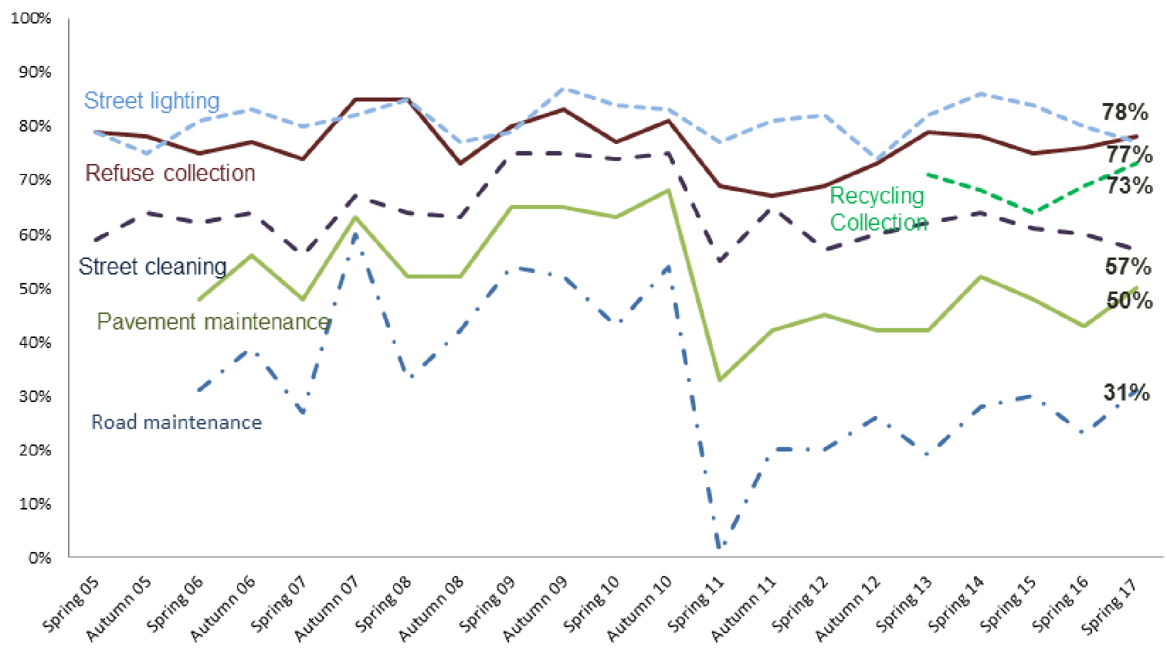


Base: All using each service

Satisfaction with universal services

Levels of satisfaction with refuse collection, street lighting, recycling collection and street cleaning were in line with those recorded in 2016; at 78%, 77%, 73% and 57% respectively. The results for road and pavement maintenance, meanwhile, were up by eight and seven points respectively – the latter increase taking the pavement maintenance score to 50% for the first time since 2014 (Figure 2.3).

Figure 2.3 – Trends in satisfaction with universal services



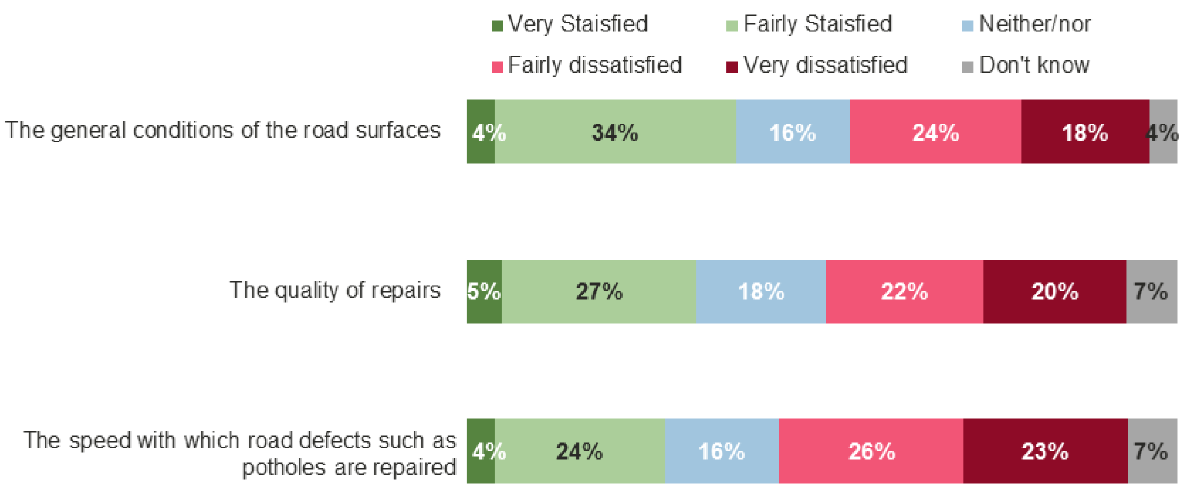
Base: All respondents (1,045)

There were some significant sub-group differences in the results for universal services; most notably:

- people in the North East expressed higher than average satisfaction with refuse collection (85% versus 75% in the North West and 76% in the South), and street cleaning (64% versus 59% in the North West and 50% in the South – 38% in the South were *dis*satisfied)
- those in the North West expressed higher than average satisfaction with street lighting (81% versus 77% in the North East and 73% in the South)
- those in the South expressed higher than average *dis*satisfaction with road maintenance (58% compared with 33% in both the North East and North West).

Still, and reflecting the overall increase in satisfaction with road maintenance, perceptions of specific aspects of road maintenance similarly showed some improvement on 2016. Beginning with side roads, 38% of respondents were satisfied with the general conditions of these, and 28% with the speed with which defects were repaired (Figure 2.4), compared with 29% and 18% respectively in 2016. Satisfaction with the quality of the repairs on side roads remained stable, at 33%.

Figure 2.4 – Satisfaction specific aspects of road maintenance – side roads



Base: All respondents (1,045)

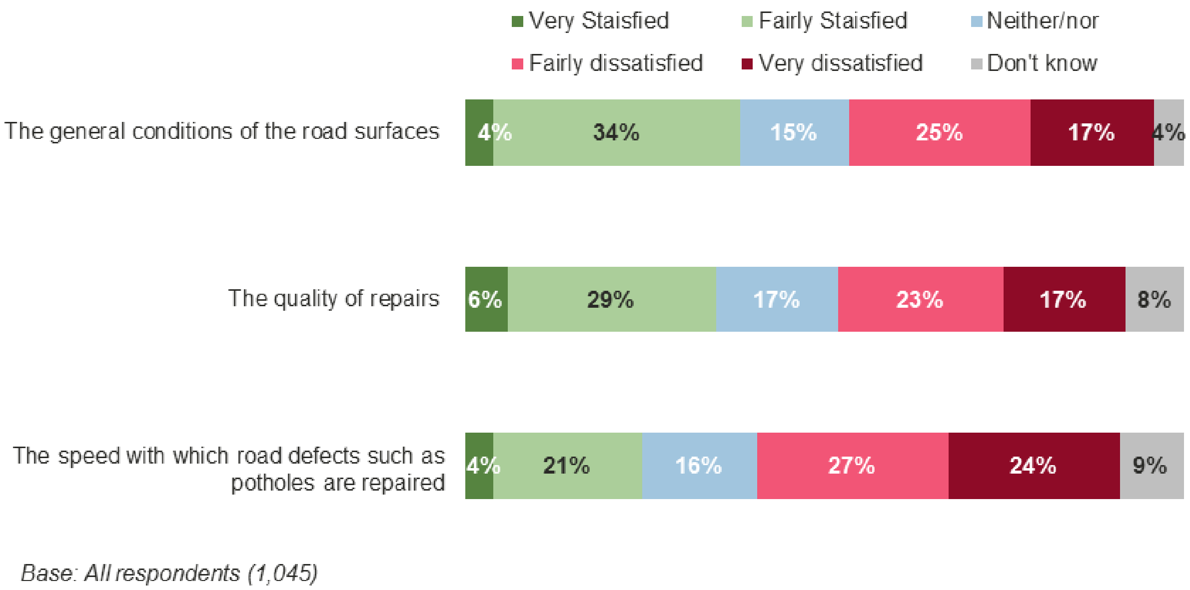
As Table 2.2 shows, fewer respondents in the South than in the North East or North West were satisfied with the general condition of side roads, the speed with which they were repaired, and the quality of repairs.

Table 2.2 – Satisfaction with aspects of road maintenance on side roads by area

	All areas	North East	North West	South
	% Satisfied			
The general condition of road surfaces	38	39	41	33
The quality of repairs	28	33	31	20
The speed with which defects are repaired	33	36	36	27
Base	*1,045*	*286*	*365*	*393*

Turning to the comparable results for *main* roads (Figure 2.5), these too showed some improvement on 2016 – in the form of an eight percentage point increase in satisfaction with both the general condition of the roads (from 30% to 38%) and the speed with which defects were repaired (from 17% to 25%), as well as a seven point increase in satisfaction with the quality of repairs (from 28% to 35%). As Table 3.3 shows, these increases brought the results very much into line with comparable national data from the latest Trunk Road Users Survey[2], which Ipsos MORI conducts annually on behalf of Transport Scotland.

Figure 2.5 – Satisfaction with aspects of road maintenance – main roads



Again respondents in the South were less likely than those elsewhere to express satisfaction with each of the specific aspects of road maintenance in question.

Table 2.3 – Satisfaction with aspects of road maintenance on main roads by area

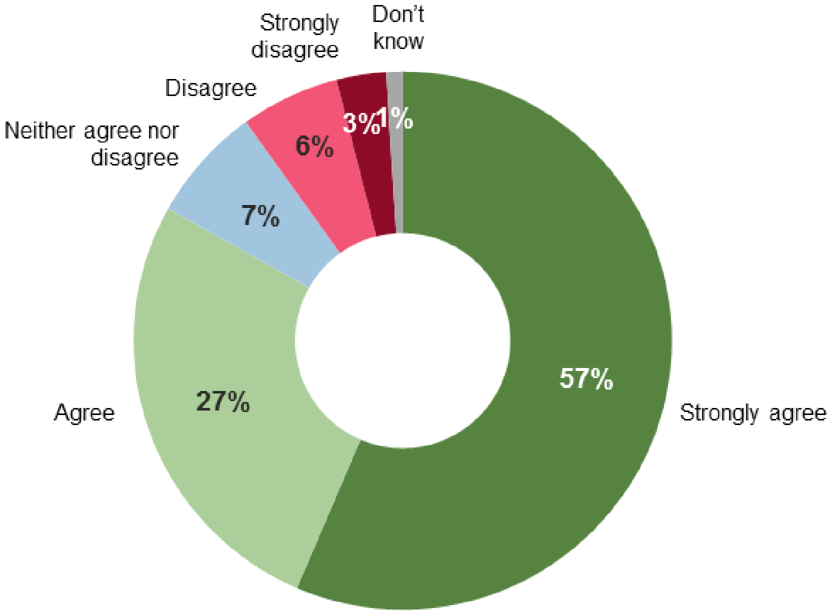
	Scotland[3]	Glasgow – all areas	Glasgow – North East	Glasgow – North West	Glasgow – South
	% Satisfied				
The general condition of road surfaces	40	38	37	43	34
The quality of repairs	25	26	26	28	21
The speed with which defects are repaired	39	36	36	38	31
Base	*2,011*	*1,045*	*286*	*365*	*393*

[2] Ipsos MORI. 2016. *Perceptions of the trunk road network in Scotland.* Research for Transport Scotland (still to be published).

[3] Figures from Trunk Road Users Survey 2016.

A new question was included in this year's survey to gauge perceptions of the speed limit of 20 miles per hour recently introduced on roads in a number of residential areas of Glasgow. As Figure 2.6 shows, views of the measure were mainly positive: 84% of respondents agreed that it had contributed to improved road safely – including 57% who agreed *strongly* – while just eight percent disagreed. The 84% figure is appreciably higher than that recorded in the 2016 Edinburgh People's Survey (59%), in which respondents were asked for their views on the rollout of a 20mph speed limit across the Capital[4].

Figure 2.6 – Perceptions of the 20mph speed limit



Base: All respondents (1,045)

There were no subgroup differences in the Glasgow results, beyond a slightly lower level of agreement among respondents with cars than among those without (81% versus 87%). In other words, the measure appears to have been met with near universal approval in the city.

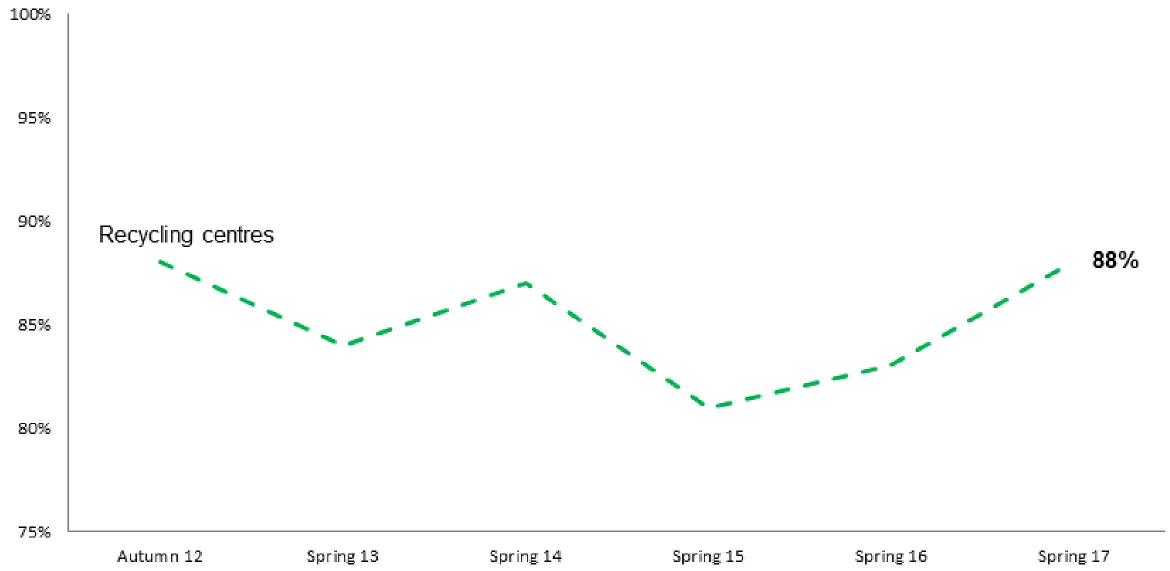
[4] Edinburgh People's Survey 2016: http://www.edinburgh.gov.uk/info/20029/have_your_say/921/edinburgh_people_survey

Satisfaction with non-universal services

Recycling centres

Satisfaction with recycling services has continued to improve and has returned to the same level as that recorded in 2012, when the service was first included in the survey (88%) (Figure 2.7).

Figure 2.7 – Trends in satisfaction with recycling centres

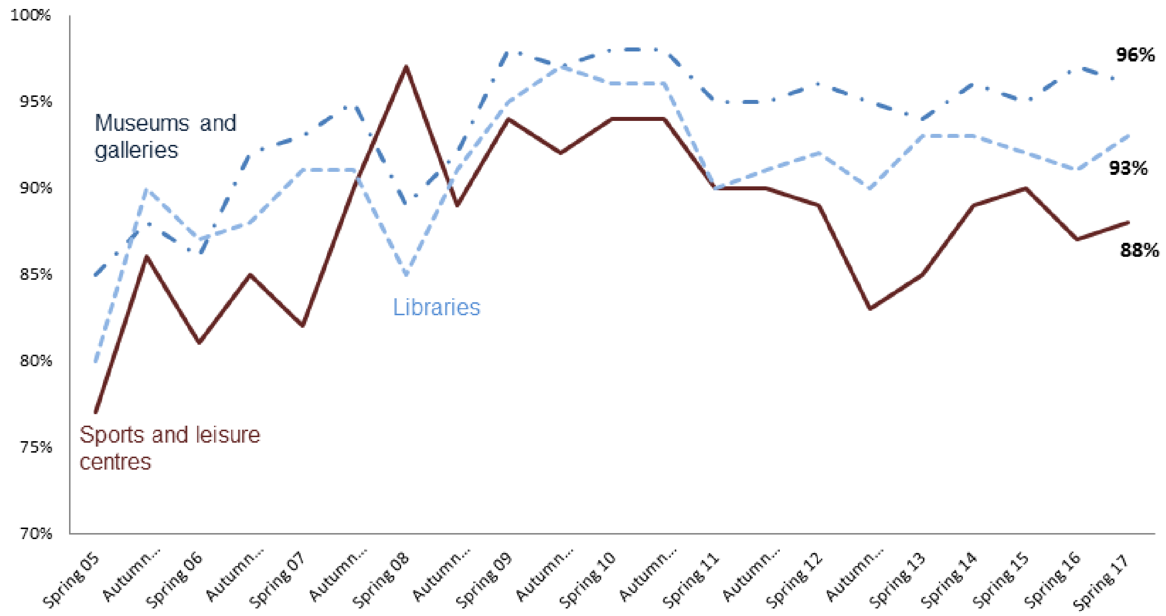


Base: All users (400)

Culture and leisure services

Once again almost all (96%) users of museums and galleries, and around nine in ten users of libraries (93%) and sports centres (88%), remained positive about these areas of provision (Figure 2.8).

Figure 2.8 – Trends in satisfaction with culture and leisure services

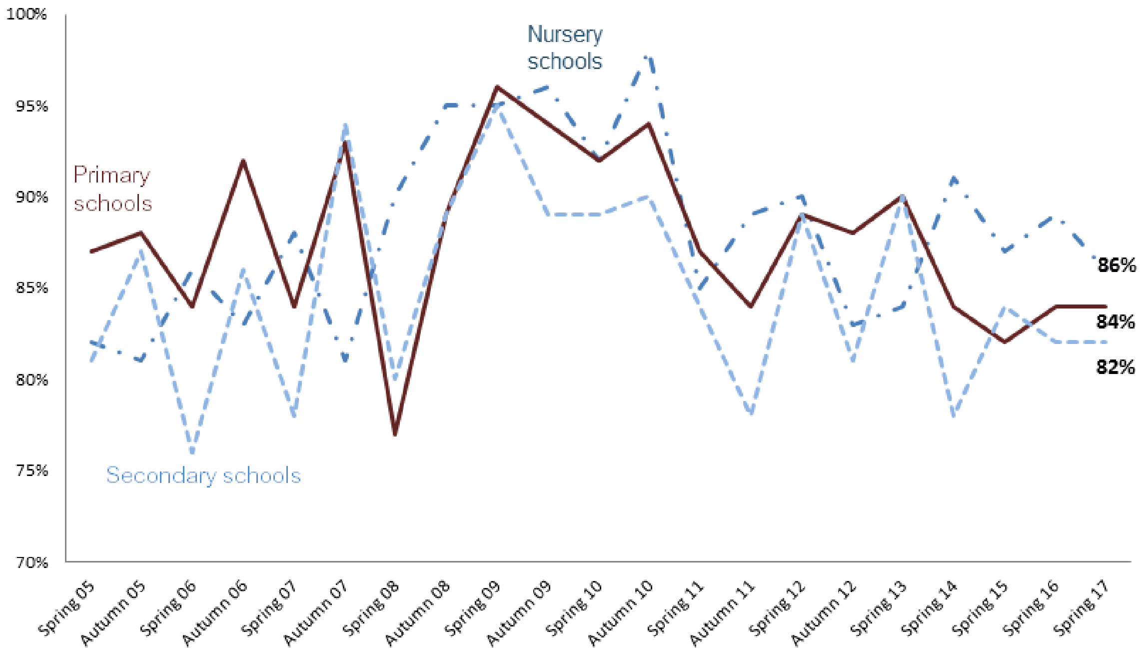


Base: Museums and galleries (547), Libraries(479), Sports and leisure centres (439)

Education services

Satisfaction with education services similarly remained overwhelmingly positive and steady on 2016. As Figure 2.9 shows, almost nine in ten users of nursery schools and over eight in ten users of primary and secondary schools expressed satisfaction with these services (86%, 84% and 82% respectively).

Figure 2.9 – Trends in satisfaction with education services

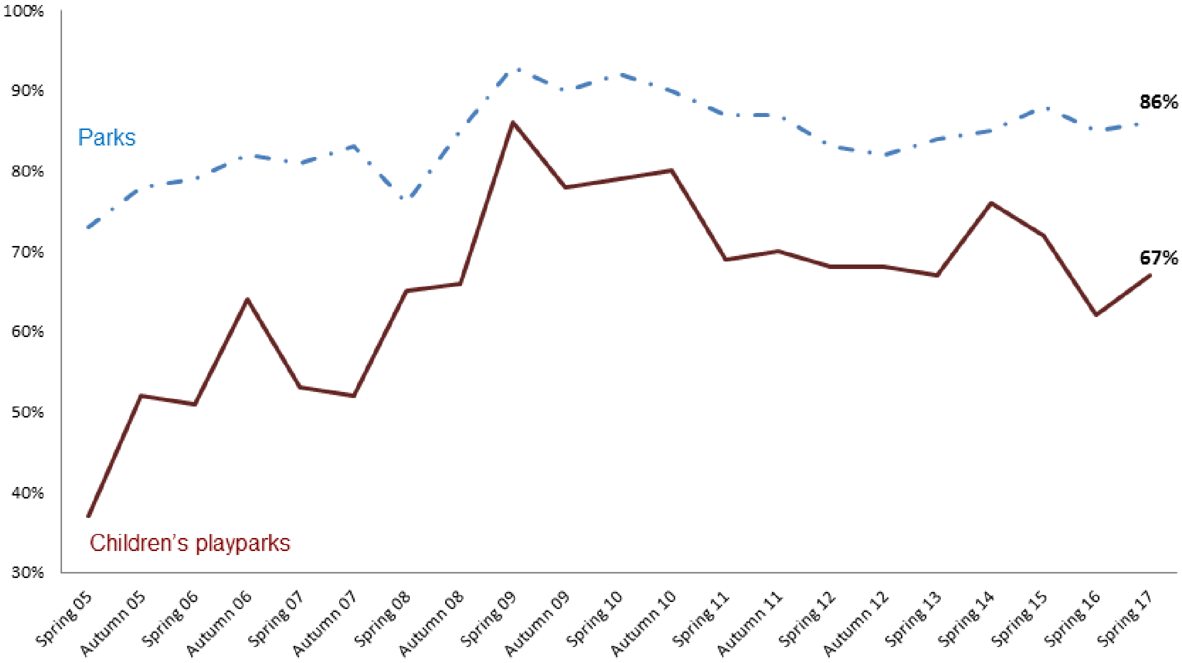


Base: Nursery schools (112), Primary schools (202), Secondary schools (138)

Parks and children's play parks

Around nine in ten (86%) park users, and around two thirds (67%) of playpark users remained satisfied with these areas of provision (Figure 2.10). Once again, however, the figures were lower in the North East, at 79% and 51% respectively.

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



Base: Parks (677); Children's play parks (281)

Social care services

Small base sizes preclude robust analysis of trends in satisfaction with social work and home care services. However, as we consistently find, around two thirds (64%) of those who had used social work services were satisfied with these. A slightly higher proportion – 76% – were satisfied with home care services.

Local community centres

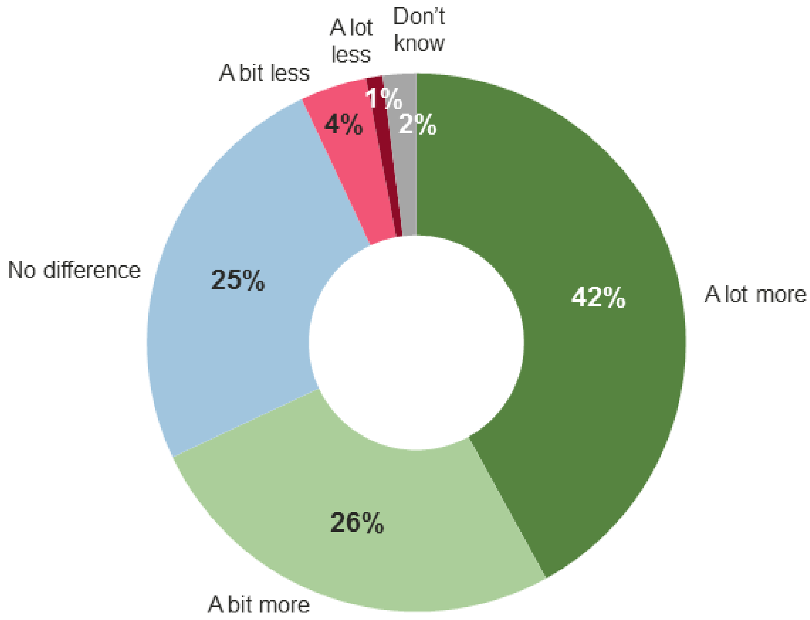
Seventy-eight per cent of those who used local community centres were satisfied with these which, again, was in line with previous years' results. This finding too though should be treated as indicative only due to the small base size.

3. Recycling and household waste

Frequency of recycling

The majority (68%) of respondents said their household now recycled more than it did two to three years ago, with 42% saying it recycled a *lot* more. A quarter (25%) said there was no difference in how often they recycled, while only 5% of respondents said their household now recycled less than it did two to three years ago (Figure 3.1).

Figure 3.1: Frequency of household recycling compared to two to three years ago



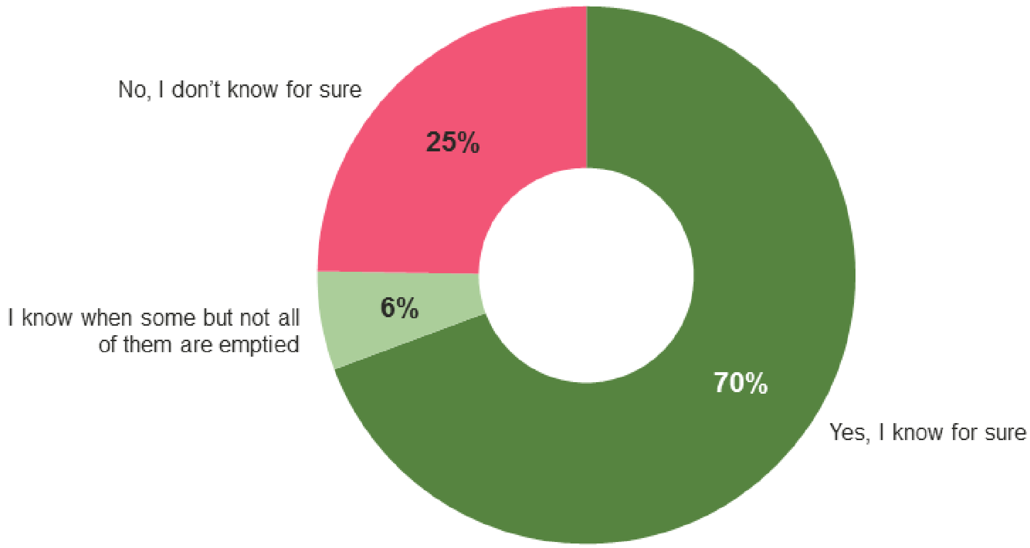
Base: All respondents (1,045)

More non-BEM than BEM respondents said they now recycled more than they did two to three years ago (69%, compared to 62%), and more of those from households with an annual income of at least £15,600 did so (75%) compared to those from households with an income below this (63%).

Awareness of collections days

The majority (70%) of respondents said they knew for sure which days of the week their bins were emptied and 6% said they knew when some, but not all, of them were emptied. A quarter (25%) said they did not know for sure when any of their bins were emptied (Figure 3.2).

Figure 3.2: Awareness of bin collections days



Base: All respondents (1,045)

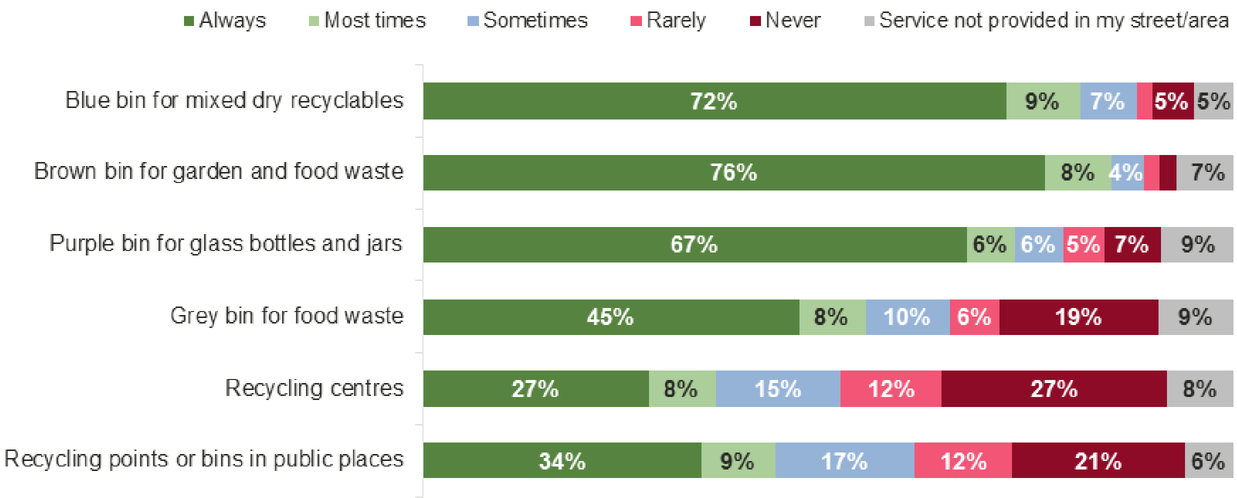
Awareness of bin collection days was lower than average among:

- respondents in the North West (55% were sure of their collection days, compared to 81% and 77% in the North East and South)
- men (66%, compared to 73% of women)
- respondents aged under 35 (49%, compared to 82% of those aged 35 and over)
- ABC1s (65%, compared to 75% of C2DEs)
- BEM respondents (58%, compared to 71% of non-BEM respondents).

Use of recycling facilities

As shown in Figure 3.3, use of different recycling facilities provided in Glasgow varied. A large majority of those with access to blue, brown and purple bins used these at least most of the time (81%, 84% and 73%). In contrast, only around half (53%) of those with access to grey food waste bins used these regularly, and smaller proportions used recycling points and bins in public places, or recycling centres (44% and 36%). It is important to note that for each of the different facilities, around one in ten respondents said the service was not provided in their street/area.

Figure 3.3: Use of recycling facilities



Base: All with access to each service

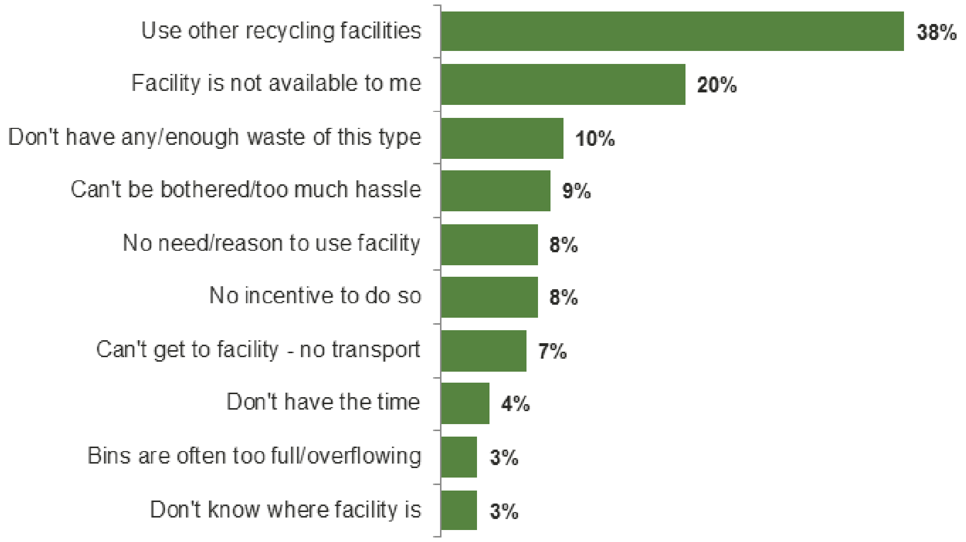
Respondents in the North East and South were more likely than those in the North West to use blue bins at least most of the time (85% and 84%, compared to 76%). Those in the North East and North West were more likely than those in the South to use recycling points or bins in public places (45% and 55%, compared to 31%).

Perhaps reflecting this variation to an extent, respondents in the least deprived areas were more likely than those in the most deprived to use their blue and brown bins, and recycling centres at least most of the time (90%, 95% and 45%, compared to 70%, 78% and 28%, respectively).

Reasons for not using recycling facilities

The main reasons respondents gave for rarely or never using the recycling facilities listed were that they used other facilities instead (38%), or that they did not have access to the facilities (20%). Other reasons given were that they did not have any or enough of the type of waste concerned (10%); they could not be bothered (9%); they had no incentive to recycle (8%); or no reason to use the facility (8%).

Figure 3.4: Reasons for not using recycling facilities – top ten responses



Base: All respondents who rarely or never used a recycling facility (628)

Table 3.1 below provides a breakdown of the reasons respondents gave for not using recycling facilities by facility type. Among the most notable findings were that:

- a lack of availability of facilities was most commonly cited in relation to blue or brown bins (15% and 10%)
- not having enough of the type of waste concerned was most commonly cited in relation to purple, brown or grey bins (41%, 19% and 12%)
- a perception that facilities were too dirty and/or attracted flies was most commonly cited in relation to grey bins (11%).

Table 3.1: Reasons for not using recycling facilities by facility type[5]

	Blue bin	Brown bin	Purple bin	Grey bin	Recycling centres	Recycling points/bins
	%	%	%	%	%	%
This facility isn't available to me	15	10	5	7	15	18
Can't be bothered/too much hassle	11	11	3	14	7	8
Use other recycling facilities	8	15	17	5	33	37
No incentive to do so	6	7	3	6	6	5
The bins are often too full/overflowing	6	-	-	3	2	3
Don't have the time	5	4	1	3	4	3
Don't have any/enough material of this type	4	19	41	12	4	3
Don't have enough space for/don't like storing waste in home	3	-	5	7	-	-
Bin is too dirty/attracts flies	1	-	-	11	-	-
No need/reason to use facility	-	11	6	-	6	8
Can't get to the location of the facility – no transport	-	-	-	-	10	2
Don't know where facility is	-	-	-	-	4	2
Base: All who rarely or never used facility	*70*	*27*	*67*	*120*	*406*	*349*

[5] If respondents said they rarely or never used more than one of the household waste facilities (e.g. blue, brown, purple or grey bins) they were randomly asked their reason for rarely or never using just one of them.

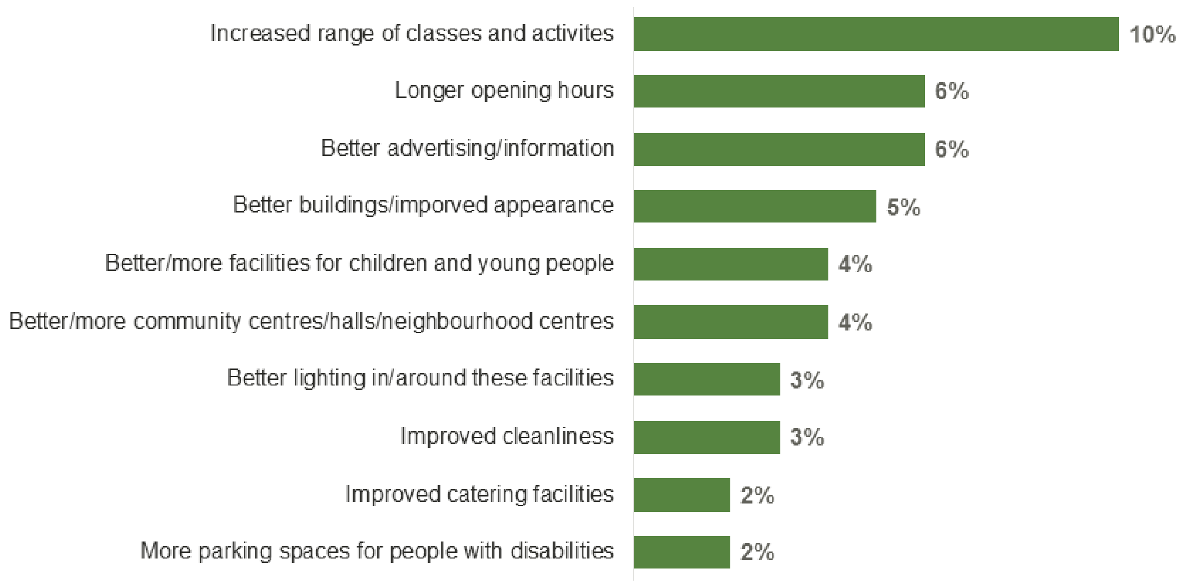
4. Spending priorities for key service areas

In light of resident feedback collected in 2016, the council has allocated additional spending to a number of key service areas; namely: community facilities; play parks, play areas and other open spaces; local area cleanliness; and pavements and pathways. The 2017 GHS provided an opportunity to gather feedback on how this additional funding might best be spent, through asking respondents what changes they would most like to see made to each of the four services areas.

Community facilities

Most respondents said either that they did not know enough about existing community facilities to suggest improvements to these (36%) or that they did not think any changes were required (25%). Among those remaining, commonly suggested improvements were an increase in the range of classes and activities on offer (10%); better advertising or awareness raising of facilities and activities (6%); and longer opening hours (6%). No other single improvement was mentioned by more than 5% (Figure 4.1)

Figure 4.1: Priorities for spending on community facilities – top 10 responses



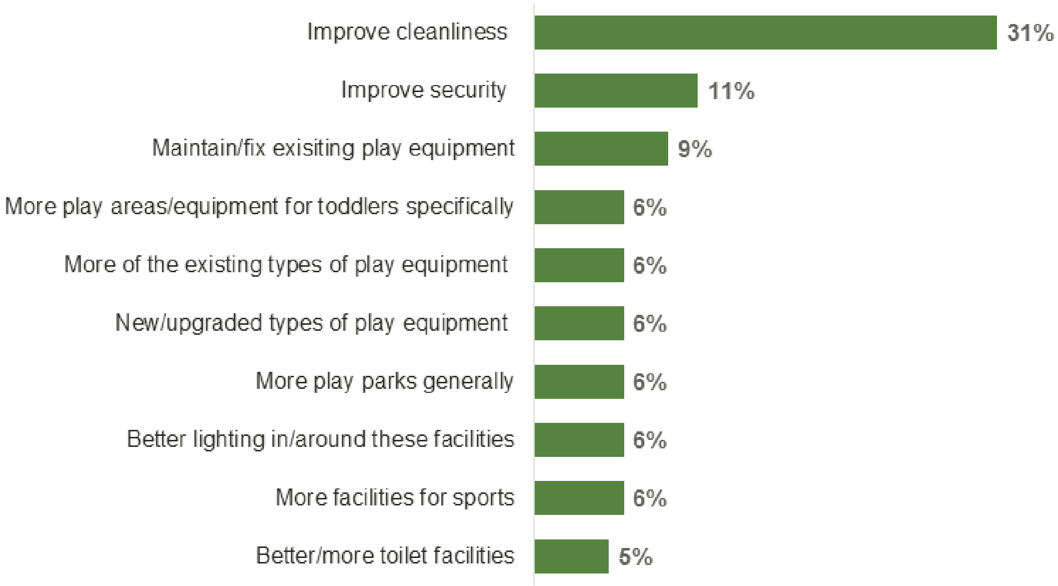
Base: All respondents (1,045)

Play parks, play areas and other open spaces

Around two thirds (63%) of respondents offered suggestions for changes to play areas, play parks and open spaces. As Figure 4.2 shows, the most common suggestion – mentioned by around a third – was improved cleanliness (31%) and specifically the removal of litter and dog mess, and the introduction of measures aimed at tackling these problems (e.g. more public notices, more bins). The next most common response was improved security though such measures as fencing, entry gates and wardens (11%).

Beyond these responses, many of the next most commonly suggested improvements related to the play equipment provided in parks and playparks – in terms of the basic amount of equipment (6%), its general quality (6%) and its state of repair (6%).

Figure 4.2: Priorities for spending on play parks, play areas and other open spaces – top 10 responses

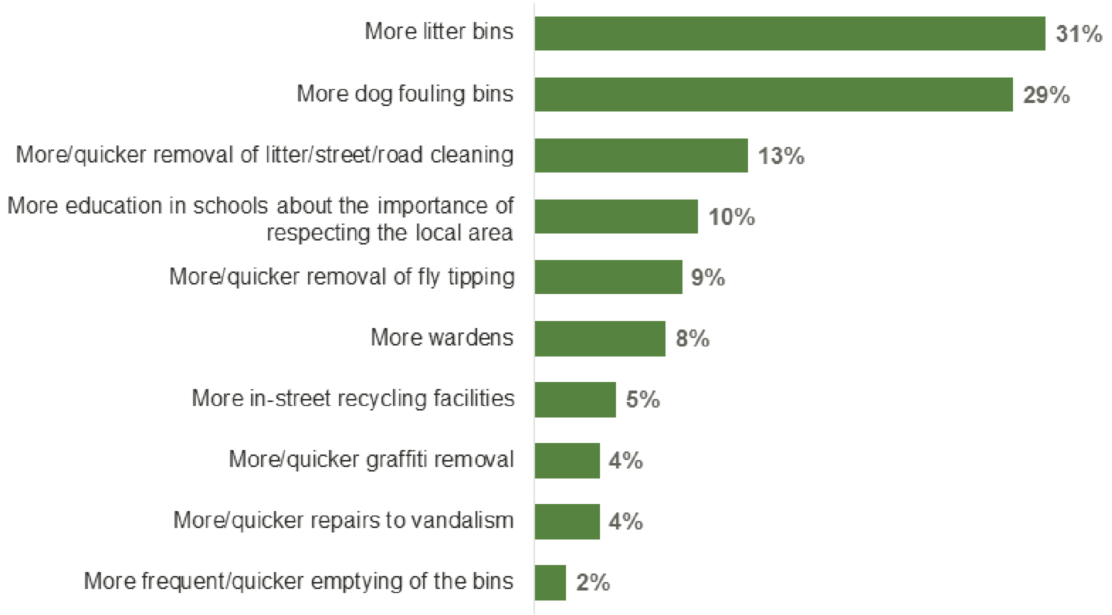


Base: All respondents (1,045)

The look and cleanliness of local areas

Three-quarters of respondents suggested improvements to the look and cleanliness of their local area, with the most common suggestions being increased provision of litter bins (31%) and dog fouling bins (29%) (Figure 4.3). Participants also commonly identified a need for more education in schools about the importance of respecting the local area (10%).

Figure 4.3: Priorities for spending on the look and cleanliness of local areas – top 10 responses

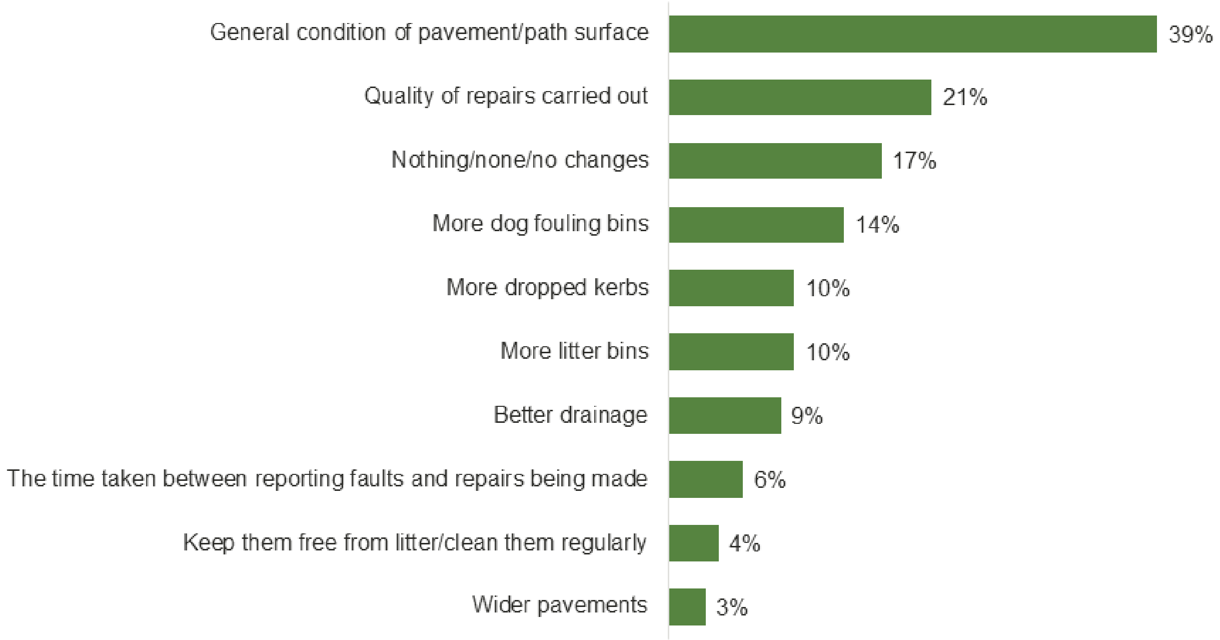


Base: All respondents (1,045)

Pavements and pathways

A similarly high proportion of respondents offered suggestions for improving pavements and pathways. Thirty-nine per cent suggested improvements in the general condition and maintenance of these facilities, and 21% suggested improvements to the quality of repairs or the materials used in repairs. In terms of other types of suggestions, participants reiterated their call for more litter bins (10%) and dog fouling bins (14%), and also cited a need for more dropped kerbs (10%) (Figure 4.4).

Figure 4.4: Priorities for spending on pavements and pathways – top 10 responses



Base: All respondents (1,045)

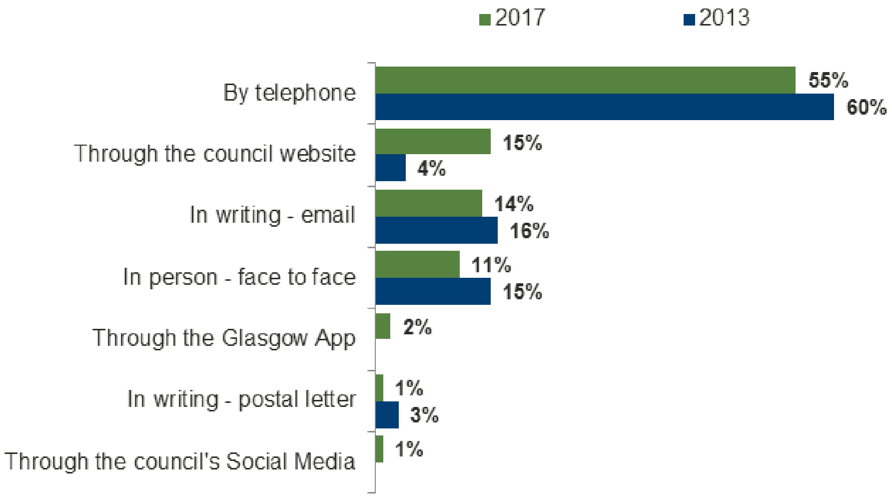
5. Contacting the council

Preferred methods of contacting the council

Respondents' preferred method of contacting the council was by telephone (55%). Indeed, almost four time as many of them mentioned this method as mentioned the council website or email, the next most common responses (15% and 14% respectively).

Still, and as Figure 5.1 shows, there has been an almost three-fold increase in the proportion of respondents expressing a preference for contact via the council website since 2013[6] (15%, compared to 4% in 2013). There has been a slight decrease in the proportions preferring face to face contact (11%, compared to 15% in 2013).

Figure 5.1: Preferred methods of contacting the council – 2013 & 2017



Base: All respondents (2017:1,045; 2013: 1,024)

[6] Asked as 'Through the council website' in 2017 and 'By filling out a contact form on the Council website' in 2013.

As we consistently find, there were some notable differences in the results by age: older respondents were more likely than younger people to say they preferred to contact the council by phone, while younger respondents were more likely to express a preference for electronic methods; in particular, the website and email (Table 5.1).

Table 5.1 – Preferred methods of contacting the council by age

	16-24	25-34	35-54	55-64	65 or over
	%	%	%	%	%
By telephone	42	47	56	66	68
Through the council website	17	18	17	9	6
In writing – by email	29	15	10	12	7
In person – face to face	7	14	10	9	13
Through the Glasgow app	1	2	4	1	*
Base	*163*	*198*	*344*	*138*	*202*

ABC1 respondents were similarly more likely to prefer electronic methods of contact – 20% mentioned the council website and 18% mentioned email, compared to 9% of C2DEs in each case. C2DE respondents were more likely to prefer more personal methods of contact, such as telephone (62%, compared to 49%) and face to face (16%, compared to 6%).

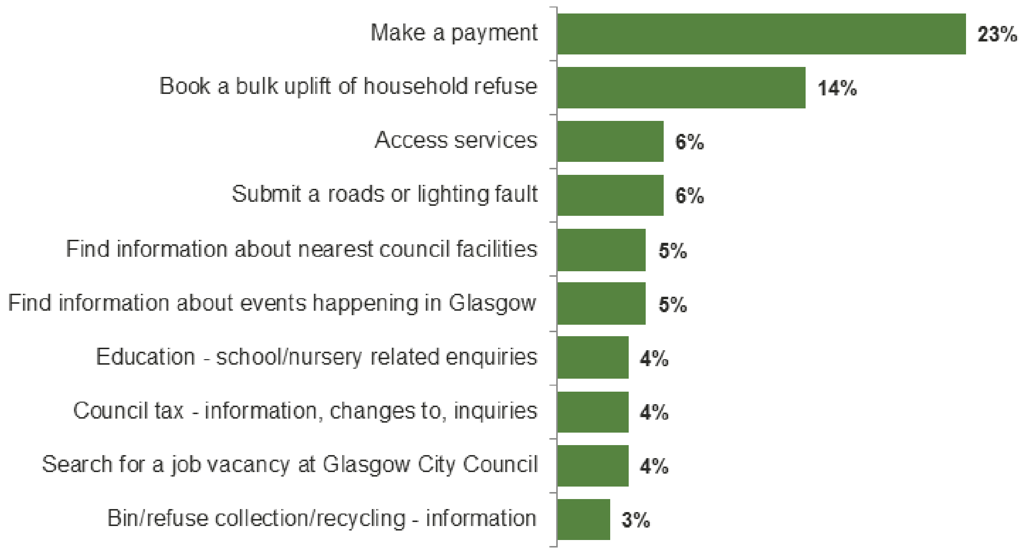
There were further differences by ethnicity: non-BEM respondents were more likely than BEMs to prefer using the council website (15%, compared to 9%), while BEMs were more likely to prefer face to face contact (19%, compared to 10%).

Using the council website

Just under half (47%) of all respondents said they had used the council website in the last 12 months. The figure rose to 52% among those aged 65 and under, and to 60% among ABC1s, but fell to 39% among BEMs, 32% among C2DEs and 24% among those aged over 65.

The main reasons respondents had used the council website were to make payments (23%), or to book a bulk uplift of household refuse (14%) (Figure 5.2). Smaller proportions had used the website for other reasons, such as to access services (6%), submit a roads or lighting fault (6%) or find information about nearest council facilities (5%).

Figure 5.2: Reasons for having used the council website – top ten responses

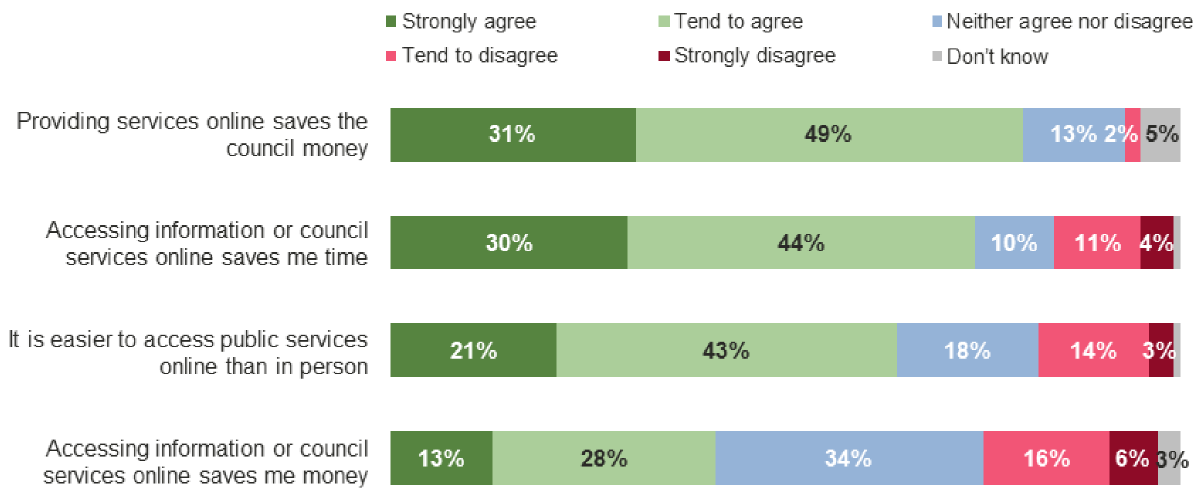


Base: All respondents who had used the website in the last 12 months (482)

Reflecting their greater use of the website generally, respondents aged under 35 were more likely than older groups to have used it to make payments (34%, compared to 15%), and ABC1s were more likely to have done so than C2DEs (27%, compared to 15%).

In general, respondents were positive about online services. As shown in Figure 5.3, the majority agreed that this mode of delivery saved the council money (79%), saved them time (74%) and was easier than accessing services in person (64%). A smaller proportion, (41%), agreed that accessing information or council services online saved them money.

Figure 5.3: Perceptions of online services



Base: All respondents who had used the website in the last 12 months (482)

There was some variation in results by age and social grade:

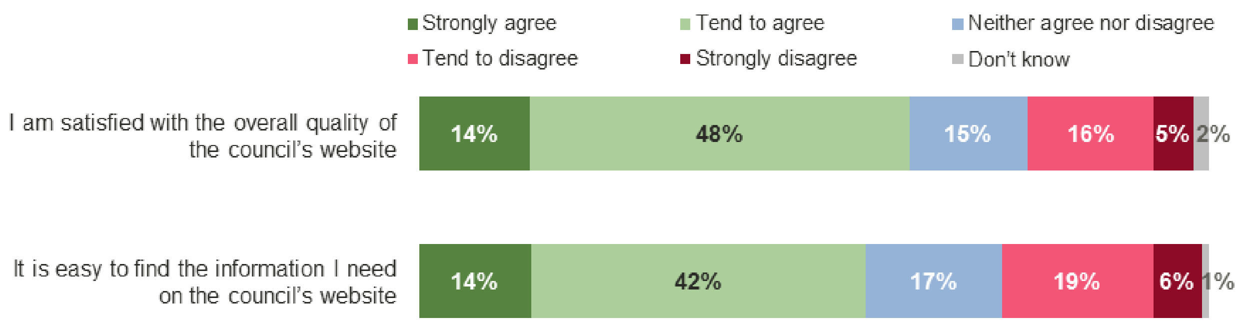
- respondents aged under 25 were more likely than average to say that accessing information or council services online saved them time (79% compared to 74%), and that it was easier to access public services online than in person (77% compared to 64%).

- ABC1s were similarly more likely to say accessing services online was easier (68%, compared to 55% of C2DEs). They were also more likely to say that online services saved the council money (83%, compared to 71% of C2DEs).

- C2DEs, meanwhile, were more likely to say that accessing services online saved them money (49%, compared to 37%).

In terms of perceptions of the council website, around two thirds of respondents (62%) agreed they were satisfied with the overall quality of the site (Figure 5.4). Though a majority (56%) also agreed that it was easy to find what they needed on the site, a quarter (25%) disagreed.

Figure 5.4: Perceptions of the council website

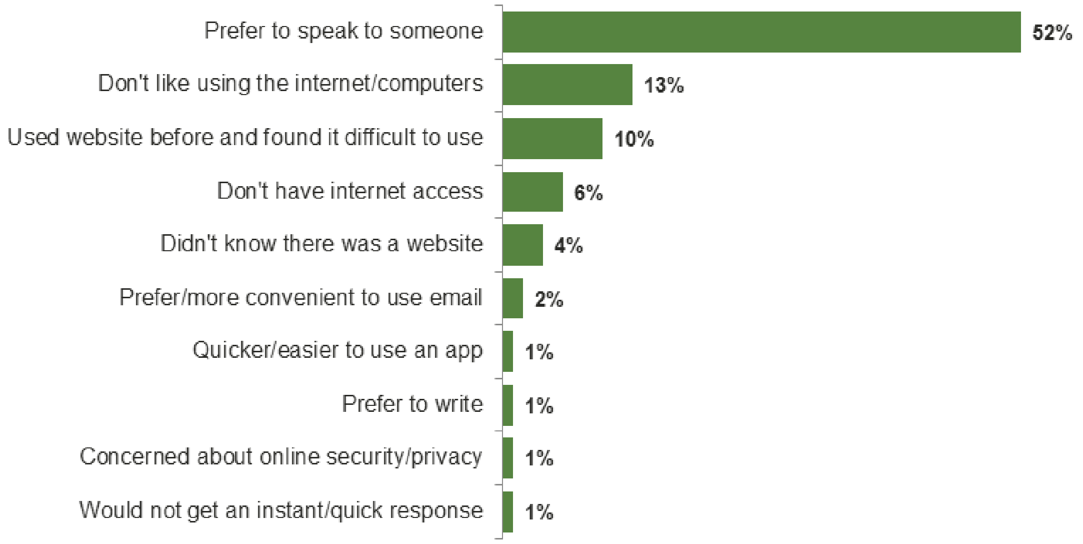


Base: All respondents who had used the website in the last 12 months (482)

Reasons for not using the council website

Among those who preferred not to use the council's website, the main reasons for this were: that they preferred to speak to someone (52%); they did not like using computers (13%); they found the website difficult to use (11%); or they did not have internet access (6%) (Figure 5.5).

Figure 5.5: Reasons for not using the council website



Base: All respondents who would not use the council's website (882)

Respondents aged 55 and over were more likely than younger respondents to say that they did not like using computers (25%, compared to 8%) or they had no access to the internet (13%, compared to 3%), as were C2DEs in comparison to ABC1s (21%, compared to 6%; and 9%, compared to 3%)

6. Council reputation and communications

Perceptions of the council

General Perceptions

While a majority (79%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, half as many (39%) agreed that it was addressing the key issues affecting the quality of life in their local area (Table 6.1). This was consistent with the previous waves of the survey.

Table 6.1 – General perceptions of the council 2013-2017

	Spring 2014		2015		2016		2017	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
	%	%	%	%	%	%	%	%
The council has an important impact on the quality of local life in Glasgow	79	9	81	8	75	9	79	9
The council is addressing the key issues affecting quality of life in my local area	n/a	n/a	n/a	n/a	39	31	39	30
Base: All	*1,027*		*1,021*		*1,023*		*1,045*	

Services

Perceptions around the extent to which the council was addressing the quality of life locally were closely tied to perceptions of local service provision. Only around half agreed that the council provided high quality services (51%), made the best use of money available (49%), and designed services around the needs of people who used them (48%). Perhaps reflecting these findings, just two in five (42%) agreed that the council gave residents good value for money.

Still, there has been a slight increase, since 2016 in the proportion saying that the council provides high quality services (up five percentage points) and made the best use of money available (up six percentage points) (Table 6.2).

Table 6.2 –Attitudes towards council services 2013-2017

	Spring 2014		2015		2016		2017	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
	%	%	%	%	%	%	%	%
The council provides high quality services	n/a	n/a	49	24	46	25	51	21
Glasgow City Council gives residents good value for money	50	28	45	27	42	29	42	26
The council designs its services around the needs of the people who use them	n/a	n/a	51	25	46	26	48	23
The council does the best it can with the money available	n/a	n/a	50	27	43	33	49	25
Base:	*1,027*		*1,021*		*1,023*		*1,045*	

Information provision and citizen involvement

Two in five respondents agreed that the council was too remote and impersonal (42%) and that it rarely considered residents' views when making decisions that affected them (40%). The same proportion *dis*agreed that the council was good at letting people know about the services it provided or how well it was performing (Table 6.3).

Perhaps reflecting these perceptions, fewer than half (48%) said they trusted the council, and just over half (53%) said they would like to be more involved in the decisions affecting their local area.

Again, however comparison with the 2016 results reveals some improvements in perceptions; specifically, there has been a decrease in the proportion saying that the council was too remote and impersonal (six percentage points), and rarely took residents' views into account when making decisions (five percentage points).

Table 6.3 – Attitudes towards information provision and citizen involvement 2013-2017

	Spring 2014		2015		2016		2017	
	Agree	Disagree	Agree	Disagree	Agree	Disagree	Agree	Disagree
	%	%	%	%	%	%	%	%
I would like to be more involved in decisions that affect my area	n/a	n/a	n/a	n/a	54	26	53	25
The council is good at letting residents know about the services it provides	n/a	n/a	48	34	48	32	44	37
The council is too remote and impersonal	39	33	46	25	48	26	42	28
I trust Glasgow City Council	48	27	47	27	46	30	48	25
The council rarely takes residents' views into account when making decisions that affect them	43	32	45	26	45	25	40	26
The council is good at letting people know how well it is performing	n/a	n/a	n/a	n/a	n/a	n/a	32	40
Base:	*1,027*		*1,021*		*1,023*		*1,045*	

There was a strong correlation between overall satisfaction with services provided by the Council Family Group, and attitudes towards the authority: those who were satisfied overall tended to view the council more favourably across most of the statements (Table 6.4).

Table 6.4 – Attitudes towards the council by overall satisfaction with services

	All (% agree)	Satisfied with services	Dissatisfied with services
	%	%	%
The council has an important impact on the quality of local life in Glasgow	79	84	62
The council is too remote and impersonal	42	38	62
I trust Glasgow City Council	48	59	16
The council rarely takes residents' views into account when making decisions that affect them	40	35	60
Glasgow City Council gives residents good value for money	42	51	13
The council is good at letting residents know about the services it provides	44	50	26
The council provides high quality services	51	61	18
The council designs its services around the needs of the people who use them	48	56	22
The council does the best it can with the money available	49	57	23
I would like to be more involved in decisions that affect my area	53	52	56
The council is addressing the key issues affecting quality of life in my local area	39	47	18
The council is good at letting people know how well it is performing	32	36	19
Base:	*1,045*	*747*	*146*

There was further variation by social grade: More C2DEs than ABC1s *disagreed* that the council:

- provided high quality services (25% compared with 18%);
- designed services around the needs of people who used them (26% compared with 19%);
- was addressing the key issues affecting the quality of life locally (33% compared with 27%).

There were further variations by gender, with women more likely than men to *disagree* that the council designed services around the needs of people who used them (26% compared with 19%); was good at letting residents know about the services they provided (42% compared with 31%); and did the best it could with the money available (28% compared with 22%).

In contrast, BEM respondents were more likely than non-BEM respondents to view the council favourably across a number of statements; in particular, those related to services, trust in the council, and financial management (Table 6.5).

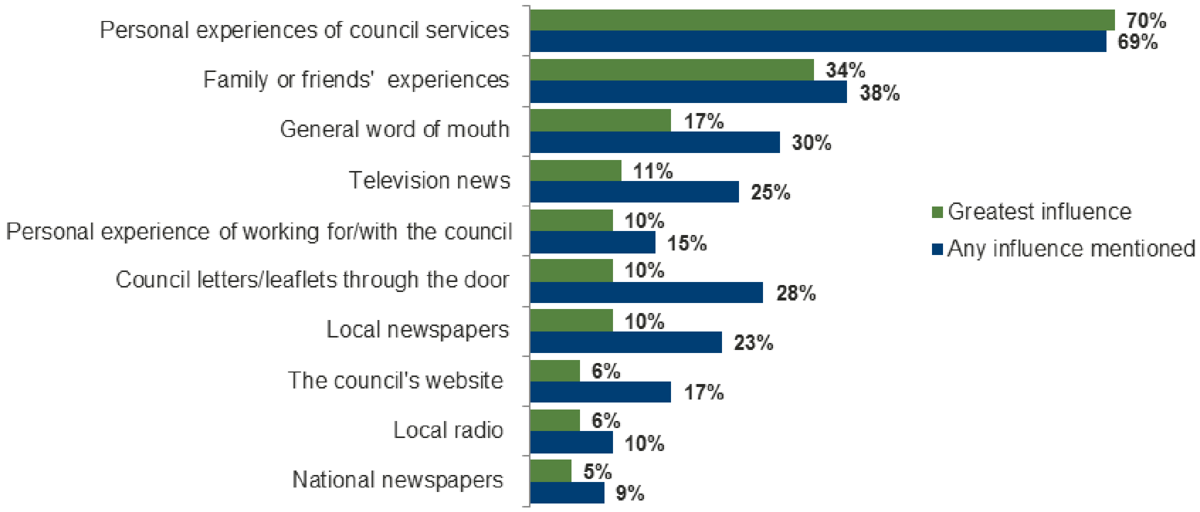
Table 6.5 – Attitudes towards the council by ethnicity

	All (% agree)	Non-BEM	BEM
	%	%	%
The council has an important impact on the quality of local life in Glasgow	79	80	79
The council is too remote and impersonal	42	43	38
I trust Glasgow City Council	48	45	72
The council rarely takes residents' views into account when making decisions that affect them	40	41	38
Glasgow City Council gives residents good value for money	42	41	49
The council is good at letting residents know about the services it provides	44	43	57
The council provides high quality services	51	49	60
The council designs its services around the needs of the people who use them	48	47	60
The council does the best it can with the money available	49	48	52
I would like to be more involved in decisions that affect my area	53	51	67
The council is addressing the key issues affecting quality of life in my local area	39	36	53
The council is good at letting people know how well it is performing	32	31	46
Base:	*1,045*	*927*	*333*

Factors influencing opinion of Glasgow City Council

As Figure 6.1 shows, the main factor influencing perceptions of the council was personal experiences of using services. Seventy percent of respondents cited this as important – twice as many as cited the next highest ranking factor: family or friends' experiences (34%). The only other factors mentioned by more than one in ten respondents were word of mouth (17%) and television news (11%). These results were broadly consistent with those from 2016.

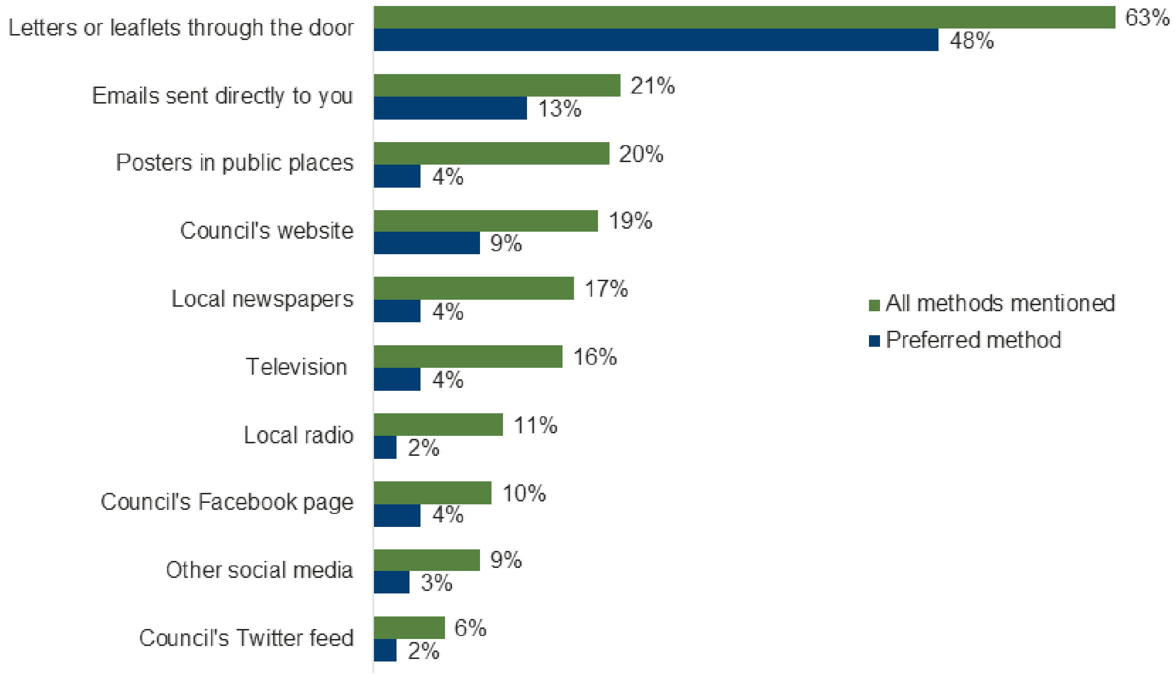
Figure 6.1 – Main factors influencing opinion of the council



Preferred sources of information about the council

Respondents' preferred source of information about the council was letters or leaflets delivered through the door (63%). Indeed, three times as many expressed a preference for this method than for the next highest ranking methods: direct emails (21%), posters in public places (20%) and the council's website (19%). There remained comparatively little appetite for information via social media channels like Twitter (Figure 6.2). Again, these results were broadly consistent with those recorded in 2016.

Figure 6.2 – Preferred sources of information about the council



Base: All respondents (1,045)

Preference for letters or leaflets through the door increased with age from 47% among those aged 16-24 to 74% among those aged 65 or over. The inverse was true in respect of social media which was preferred by most younger groups (Table 6.6).

Table 6.6 - Preferred sources of information about the council by age

	All	16-24 years	25-34 years	35-54 years	55-64 years	Over 65 years
	%	%	%	%	%	%
Letters or leaflets through the door	63	47	59	64	73	74
Emails sent directly to you	21	20	31	21	18	9
Posters in public places	20	20	21	20	23	16
On the council's website	19	22	24	22	14	8
In local newspapers	17	15	15	15	19	21
On television	16	18	8	14	26	18
On local radio	11	7	5	13	16	13
The council's Facebook page	10	25	13	7	6	-
On other social media	9	18	14	6	4	2
The council's Twitter feed	6	15	8	6	1	-
National newspapers	4	2	4	3	12	5
Base:	*1,045*	*163*	*198*	*344*	*138*	*202*

ABC1s were more likely than C2DEs to express a preference for:

- emails sent directly to them (28% compared with 12%);
- posters in public places (22% compared with 17%);
- the council's website (23% compared with 14%);
- and, other non-council social media (12% compared with 5%);

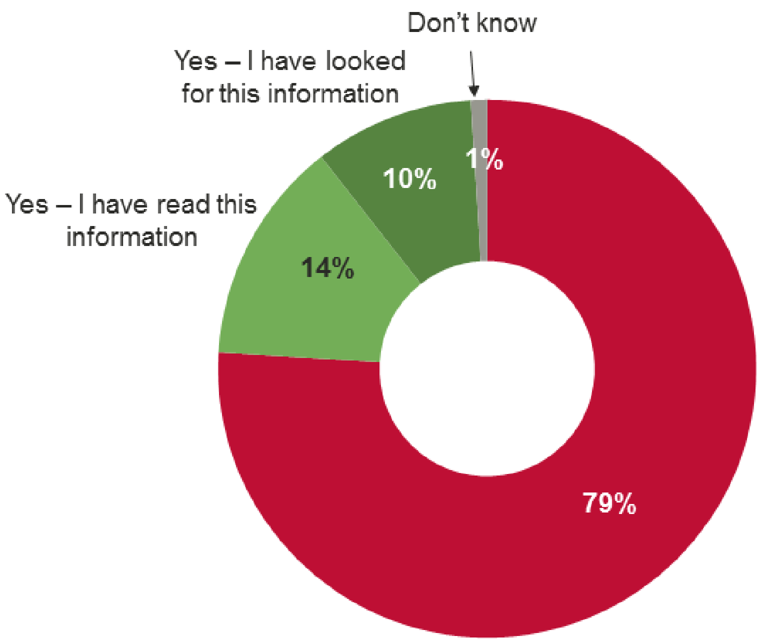
In contrast, C2DEs were more likely to report a preference for letters and leaflets through the door (70% compared with 57% among ABC1) and information in local newspapers (19% compared 14% among ABC1).

7. Performance reporting

Reinforcing the finding that only around a third of respondents felt the council was good at letting people know how it was performing, almost three-quarters (74%) of those surveyed were unaware that it published performance reports. The figure was higher still among those living in the most deprived areas of the city, at 83% (compared with 72% of those in the least deprived areas).

As Figure 7.1 shows, almost eight in ten (79%) respondents had never looked for or read published information about the council's performance, with the figure increasing to almost nine in ten (87%) among those aged 16-24 (in comparison with 79% of those aged 35-54, 72% of those aged 55-64, and 75% of those aged 65+).

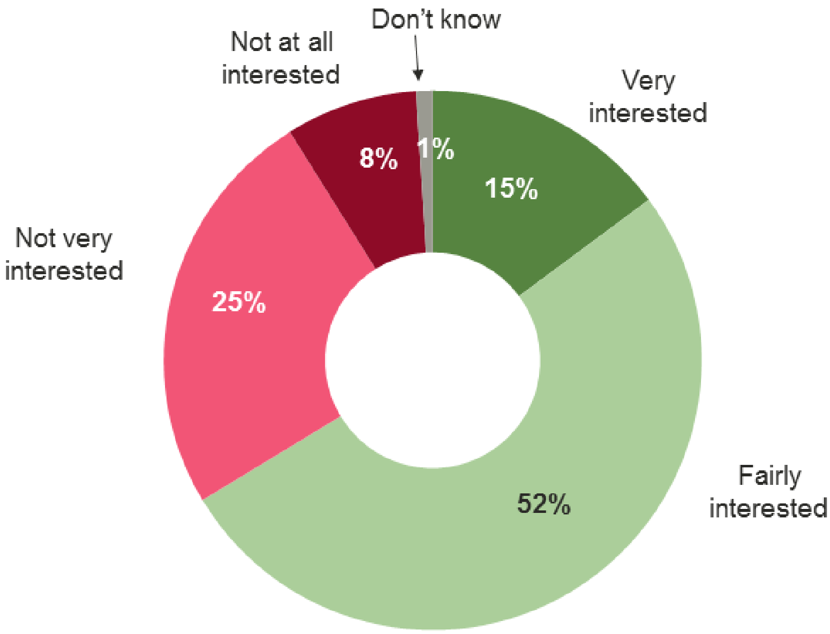
Figure 7.1 – Engagement with published information on the council's performance



Base: All respondents (1,045)

Nonetheless, the results do suggest there is an appetite for this type of information, with two-thirds (66%) of respondents saying they were very or fairly interested in how the council was performing (Figure 7.2).

Figure 7.2 – Interest in the council's performance

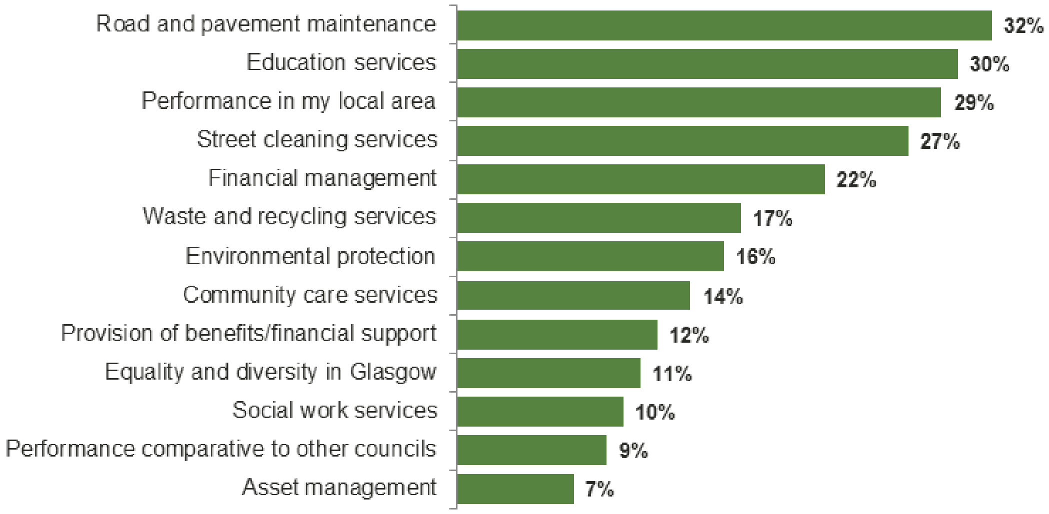


Base: All respondents (1,045)

ABC1s were more likely than C2DEs to express an interest in the council's performance (73% compared with 59%) and, those living in the least deprived areas were more likely to do so than those in the most deprived (77% compared with 63%).

Specific areas of the council's performance respondents expressed a particular interest in were roads and pavement maintenance (32%); education services (30%); council performance in local areas (29%); and street cleaning services (27%). These areas were followed by financial management (22%); waste and recycling services (17%); and environmental protection 16%). (Figure 7.3).

Figure 7.3 – Interest in specific areas of council performance



Base: All who were very or fairly interested in how the council is preforming (694)

There were several notable sub-group differences in the results, reflecting respondents' varying circumstances and priorities. BEM respondents and those with a child in their household were more likely than average to be interested in the council's performance in respect of education services (40%, and 50% respectively, compared with 30% overall). Meanwhile, BEM respondents and those aged 16-24 were almost two times more likely than average to be interested in the council's performance in terms of promoting equality and diversity in Glasgow (21% and 20% respectively compared with 11% overall).

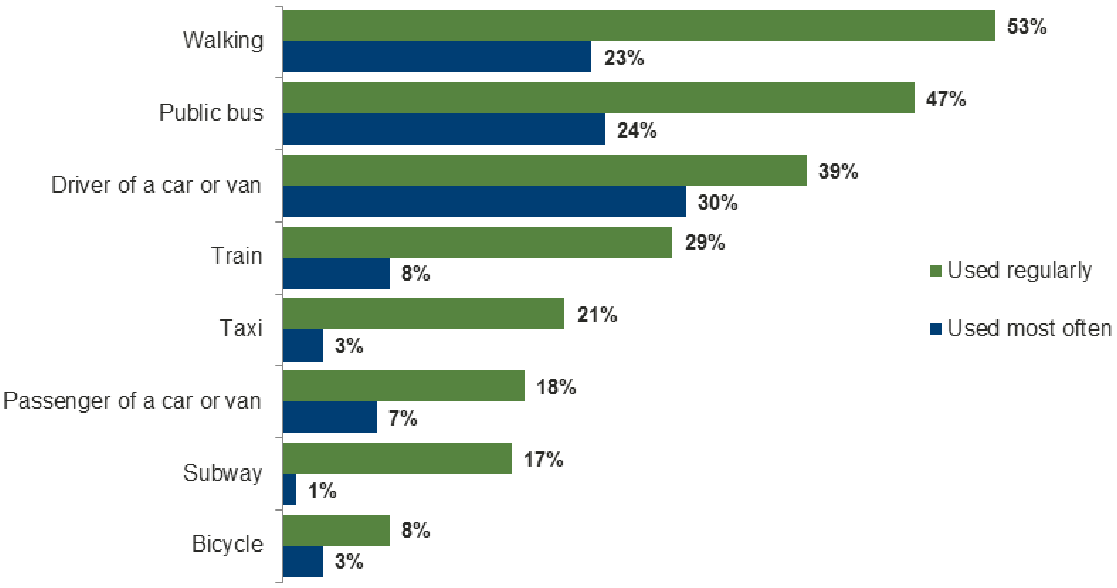
8. Cycling

Modes of transport used for regular journeys around Glasgow

For their journeys around Glasgow, around half of respondents said they regularly walked (53%) or were a driver and/or passenger in a car or van (51%). Just under half (47%) regularly used the bus. Twenty-nine per cent regularly used the train, while a similar proportion, around one in five, regularly travelled by taxi (21%) or the subway (17%). Fewer than one in ten (8%) said they regularly used a bicycle (Figure 8.1).

The single mode of transport respondents used *most* often was driving (30%), followed by the bus (24%) and walking (17%). Just 3% said cycling was the mode of transport they used most often.

Figure 8.1: Modes of transport used regularly for journeys around Glasgow



Base: All respondents (1,045)

Since 2016, there has been a decrease in the proportion of respondents saying they regularly used the bus (47%, compared to 57%)[7]. Usage of all other modes of transport was unchanged (Table 8.1).

Table 8.1 – Modes of transport used regularly for journeys around Glasgow – 2016 & 2017

	2016	2017
	%	%
Walking	55	53
Public bus	57	47
Driver of a car or van	40	39
Train	25	29
Taxi	21	21
Passenger in a car or van	17	18
Subway	17	17
Bicycle	8	8
Base: All	*1,023*	*1,045*

Transport use varied by age:

- two thirds (68%) of 16-24 year olds regularly walked and a quarter (27%) regularly used the subway, compared to 37% and 12% of those aged 65 and over.
- respondents aged 65 or over were more likely than younger respondents to use the bus regularly (61%, compared to 45% aged 64 and under)
- those aged 35 to 64 were more likely than average to regularly drive a car or van (49%, compared to 39%)
- those aged 35 to 54 were more likely than average to regularly cycle (11%, compared to 8%).

[7] The reason for this significant difference is unclear – it may reflect the distribution of the interview sample points in 2017 compared with 2016..

As shown in Table 8.2, there was also variation by socio-economic group. C2DEs[8] were more likely than ABC1s to travel by bus or taxi on a regular basis, while ABC1s were more likely to walk, drive, take the train or cycle.

Table 8.2 – Modes of transport used regularly by socio-economic group

	ABC1	C2DE
	%	%
Walking	56	50
Public bus	40	56
Driver of a car or van	48	29
Train	35	21
Taxi	19	24
Passenger in a car or van	17	18
Subway	19	13
Bicycle	12	3
Base: All	*553*	*492*

Cycling behaviour

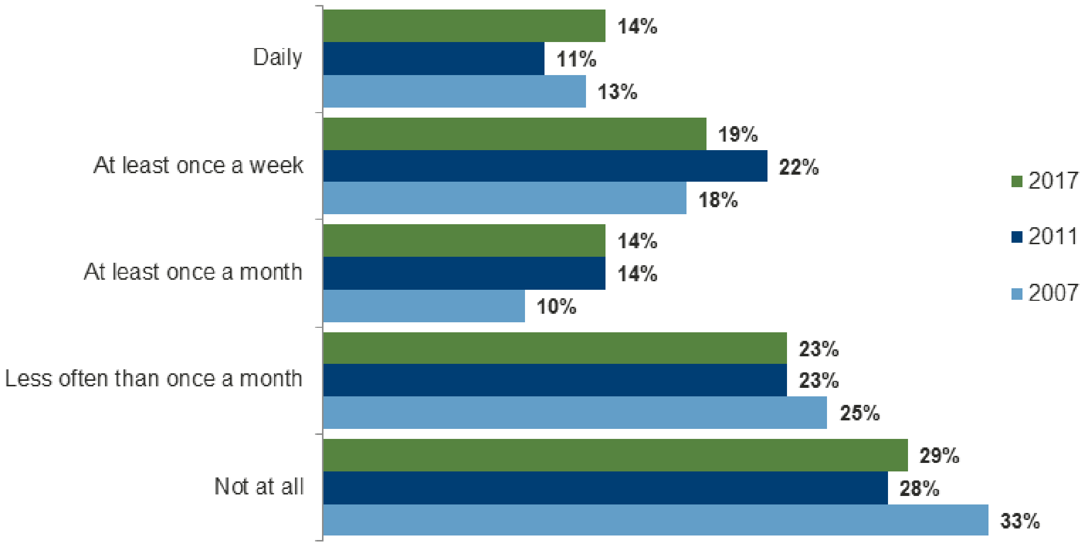
One in five (19%) respondents said that they owned or had access to a bicycle; fewer than in 2011 (26%) when the question was last asked. Ownership or access to a bicycle remained most common among:

- men (23%, compared to 16% of women)
- respondents aged 35 to 54 (27%, compared to 22% of those aged 18-24, 16% of those aged 25-34, 19% of those aged 55-64 and 7% of 65s and over)
- ABC1s (25%, compared to 13% of C2DE)
- households with children (24%, compared to 17% of households without children).

[8] 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.

Almost half of respondents (48%) who owned or had access to a bicycle cycled at least monthly, with a third cycling at least once a week, and 14% cycling daily. These results were broadly consistent with those from 2011 (Figure 8.2).

Figure 8.2: Frequency of cycling



Base: All respondents who had access to or owned a bicycle (2017: 263; 2011: 249; 2007:187)

As shown in Table 8.3, almost two-thirds of those who had cycled in the last year said they had done so for recreation (61%), and under half (44%) said they had cycled to keep fit. Just over a third (35%) had cycled to work or their place of study and just under a quarter (23%) to carry out other everyday tasks, such as shopping. While most of the figures were consistent with those from previous years, there has been a doubling since 2011 in the percentage using their bike to commute (from 18% to 35%).

Table 8.3 – Trends in reasons for cycling

	2007	2011	2017
	%	%	%
Recreation	57	63	61
Fitness	47	45	44
Commuting to work/place of study	38	18	35
Transport for other everyday tasks	21	18	23
Base: All who had cycled in last year	*124*	*175*	*183*

Looking at respondents' single *main* reason for cycling in 2017 the top answer was again recreation (39%), followed by commuting (25%), fitness (24%) and transport for everyday tasks (12%).

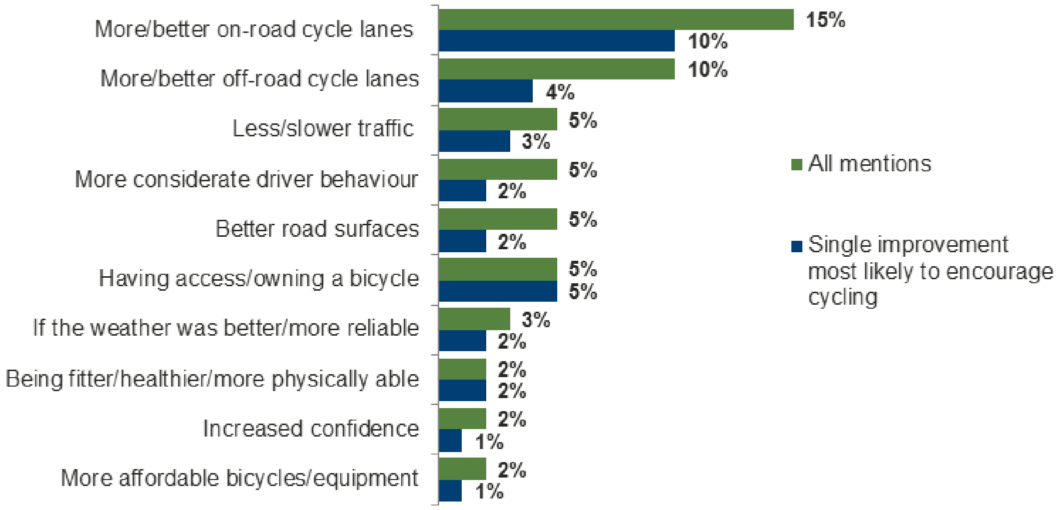
Encouraging residents to cycle more

All respondents were asked what would encourage them to cycle more or take up cycling. Consistent with the findings from 2011, just over half (52%) said they were not interested in cycling any more that they currently did, with the figure rising to 69% among respondents aged 55 and over, and 65% among C2DEs.

Among those amenable to cycling more, the measures they said would encourage them to do so related to road and traffic conditions: Around one in ten mentioned more or better on- or off-road cycle lanes (15% and 10%, respectively), while one in twenty (5%) mentioned less or slower traffic, more considerate driver behaviour and better road surfaces.

When respondents were asked to identify the single measure that would *most* encourage them to cycle more, the rank order of responses was largely unchanged, with improved on- and off-road cycle lanes remained the priorities (10% and 4%) (Figure 8.3).

Figure 8.3: Measures that would encourage residents to cycle – top ten responses



Base: All respondents (1,045)

Respondents in the North East were more likely than those elsewhere to perceive a need for more or better off-road cycle lanes (14%, compared to 11% in the North West and 7% in the South) and more considerate drivers (10%, compared to 3% in the North West and 4% in the South).

9. Hate crime and harassment

A quarter (25%) of respondents worried about being insulted, pestered or intimidated based on their protected characteristics. Eleven percent worried about sectarianism; 9% worried in relation to their ethnic origin or race; 8% in relation to their disability, gender identity or religion; 6% in relation to their age; and 5% their sexual orientation.

As can be seen in Table 9.1, there has been a slight increase in concern about hate crime and harassment since 2015, including in relation to sectarianism, ethnicity and, gender. Furthermore, the results are slightly higher than comparable national averages from the Scottish Crime and Justice Survey (SCJS) 2012/13[9] (Table 9.1). Still, it is important to note that the differences, though significant, are relatively small and caution should be exercised in drawing inferences from the data until a more sustained trend can be detected.

Table 9.1- Worry about being insulted, pestered, or intimidated – SCJS 2012/13 and GHS 2015 & 2017

	SCJS 2012/13	GHS 2015	GHS 2017
	%	%	%
Sectarianism	3	7	11
Your ethnic origin or race	3	5	9
A disability/condition you have	2	5	8
Your religion	2	5	8
Your gender/gender identity or perceptions of it	1	4	8
Your age	2	4	6
Your sexual orientation	1	2	5
Base: All respondents	*6,020*	*1,021*	*1,045*

BEM respondents were seven times more likely than non-BEM respondents to express concern about hate crime and harassment in relation to their ethnic origin or race (38% compared with 5%), and six times more likely to do so in relation to their religion (31% compared with 5%). Women were twice as likely as men to express concern in relation to their gender/gender identity or perceptions of it (11% compared with 4%), or their age (8% compared with 4%). C2DEs were twice as likely as ABC1s to be worried about harassment because of a disability or condition (11% compared with 5%).

At the same time, the results also highlighted the crosscutting nature of hate crime and harassment issues, with some sub-groups expressing concern about multiple forms of hate crime and harassment. For instance, it was not only women who were more likely than average to be concerned in relation to their gender/gender identity or perception of it but also BEM respondents, and those aged 16-24 (11% and 16% respectively compared with 8% overall). These results are consistent with findings from recent qualitative research carried out by Ipsos MORI for the council, as well as with UK-wide research we have carried out[10.]

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[9] Scottish Crime and Justice Survey 2013 http://www.gov.scot/Publications/2014/03/9823/0 ; Note that data from 2013 and 2014 SCJS are used in this section, depending on which year the relevant question was asked.

[10] Chakraborti. N et.al (2017) 'Understanding experiences of hate crime victimisation and expectations of criminal justice responses.' http://reshare.ukdataservice.ac.uk/851570/

Experience of hate crime and harassment

Fifteen per cent of respondents had been insulted, pestered or intimidated in the past 12 months on account of their protected characteristics – 12% in person and 3% by some other means. These figures too were slightly higher than those recorded in both the 2015 GHS and the SCJS 2014/15[11] (Table 9.2). While the findings should again be interpreted with caution at this stage, they are nonetheless consistent with wider research[12] showing a recent increase in the prevalence of hate crime, particularly post-Brexit.

Table 9.2 – Experience of being insulted, pestered or intimidated – SCJS 2014/15 and GHS 2015 & 2017

	SCJS 2014/15	GHS 2015	GHS 2017
	%	%	%
Yes – in person	8	9	12
Yes – by some other means	1	3	3
No	91	88	87
Base: All respondents	*6,020*	*1,021*	*1,045*

Of all those who had been pestered or intimidated in the last 12 months, 27% said this had been on account of their ethnic origin or race and an equal proportion said it has been on account of their gender identity or perceptions of this. A similar proportion (23%) said it has been on account of their religion; while 20% cited sectarianism; 18% cited their disability; and 17% their age. A smaller proportion (6%) said they had experienced hate crime and harassment on account of their sexual orientation (Table 9.3).

Table 9.3 – Experience of being insulted, pestered or intimidated – SCJS 2012/13 and GHS 2015 & 2017

	SCJS 2013	GHS 2015	GHS 2017
	%	%	%
Your ethnic origin or race	32	33	27
Your gender/gender identity or your perception of it	19	22	27
Your religion	12	15	23
Sectarianism	12	26	20
A disability/condition you have	8	15	18
Your age	21	19	17
Your sexual orientation	8	10	6
Base: All who had been insulted, pestered or intimidated in person or by some other means	*126*	*124*	*155*

[11] Scottish Crime and Justice Survey 2014/15 http://www.gov.scot/Publications/2014/03/9823/0 ; Note that data from 2013 and 2014 SCJS are used in this section, depending on which year the relevant question was asked.

[12] Equality and Human Rights Commission (2016) 'The causes and motivations of hate crime' https://www.equalityhumanrights.com/en/publication-download/research-report-102-causes-and-motivations-hate-crime Also see 'Is Britain Fairer? – the state of equality and human rights' (2015) http://www.internationalhatestudies.com/wp-content/uploads/2015/11/EHRC-IBF-2015-cover.jpg

Locations of hate crime and harassment

The location where respondents had most commonly been insulted, pestered or intimidated was their own neighbourhood (28%) or directly outside their home (15%). However, more than one in ten mentioned another location; specifically, in or around a pub or bar (13%), at their place of work (11%), or in a shop (8%). These results were broadly consistent with the 2015 results, as well as with comparable national averages from the SCJS 2013 (Table 9.4).

Table 9.4 – Locations of hate crime or harassment – SCJS 2012/13 and GHS 2015&2017[13]

	SCJS 2012/13	GHS 2015	GHS 2017
	%	%	%
In your local neighbourhood	21	31	28
Directly outside your own home	21	9	15
In or around a pub/bar or other licensed premise	n/a	11	13
At your place of work	24	17	11
In your own home	18	2	8
In a shop	n/a	3	8
At a sporting event	3	6	4
On public transport	n/a	6	2
At a march or parade	n/a	2	2
Glasgow city centre	n/a	4	-
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 their protected characteristics	*524*	*92*	*118*

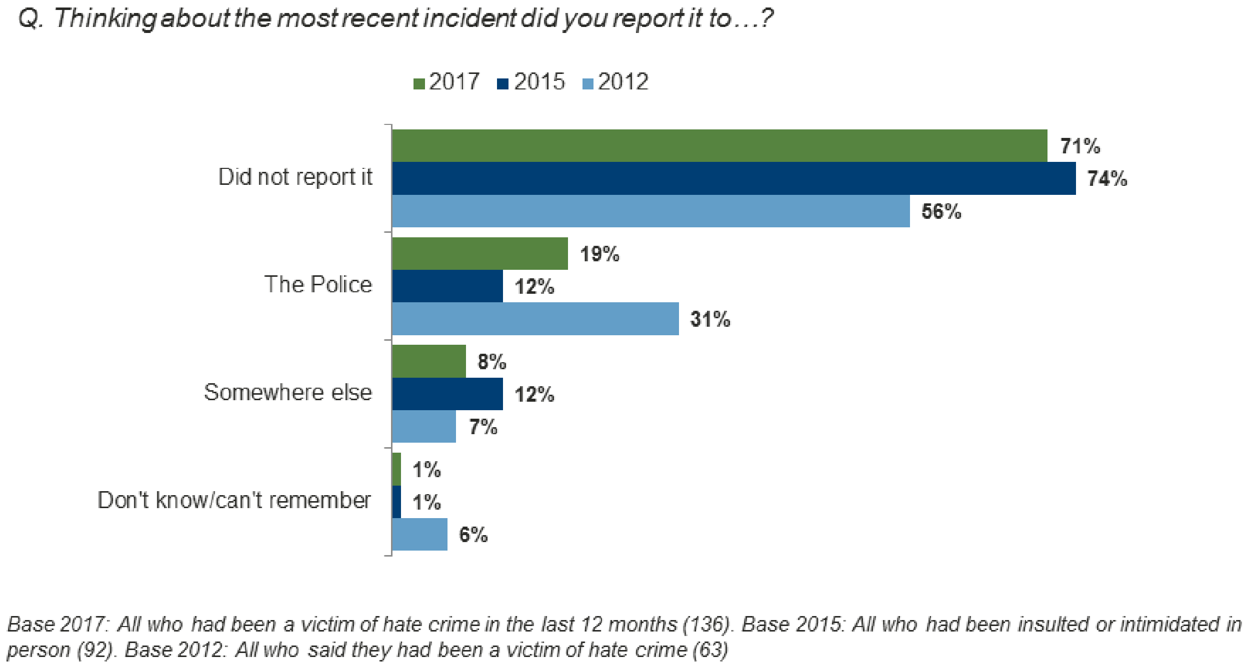
Women were more likely than men to indicate that they had been a victim of hate crime in their local neighbourhood (32% compared with 16% respectively), whereas men were more likely than women to indicate that they had experienced an incident in or around a pub or bar (22% compared with 6%).

[13] Small base sizes preclude significance testing for more detailed comparison between years, and with the national average. These results are for broad comparison only.

Reporting hate crime and harassment

Seven out of ten respondents who had experienced hate crime or harassment had not reported the most recent incident, consistent with the 2015 result (71%). Of those remaining, 19% had reported the incident to the police, and 8% had reported it somewhere else (Figure 9.1).

Figure 9.1 – Reporting hate crime and harassment 2012[14], 2015 & 2017

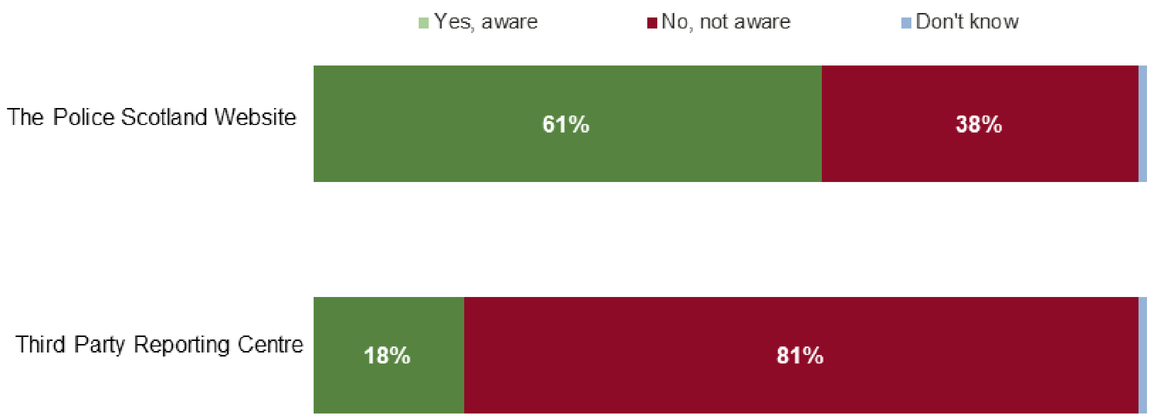


Non-BEM respondents were less likely than BEM respondents to have reported the incident (76% compared with 62% among non-BEM respondents).

[14] 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….?"

Three in five (61%) respondents were aware they could report an incident of hate crime or harassment to the Police Scotland website (Figure 9.2).; an increase of 14 percentage points since 2015 (from 47%). The proportion who were aware they could report an incident to a Third Party Reporting Centre was also up on 2015 (by five percentage points) though remained relatively low overall, at 18%

Figure 9.2 – Awareness of ways to report hate crime and harassment



Base: All respondents (1,045)

Those aged 55-64 were more likely than younger groups to say that they were aware that could report an incident of hate crime or harassment to the Police Scotland Website and to a Third Party Reporting Centre (78% compared with 63%; and 31% compared with 11% respectively).

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Appendix: Topline Results

2017 Glasgow Household Survey
Topline V1

- This document comprises topline results from the 2017 Glasgow Household Survey
- Results are based on a survey of 1,045 respondents (adults aged 16+) conducted in-home, face-to-face
- Booster' interviews were conducted with an additional 216 of the city's BEM (Black Ethnic Minority) residents – this data is not included in the topline results but will be used for sub-group analysis by ethnicity
- Fieldwork dates: 15th April - 8st July 2017
- 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 (1,045) unless otherwise stated.

CYCLING

Q1 **Which of the following modes of transport do you use on a regular basis for journeys around Glasgow?**
Q2 **And which one do you use most often?**

	Q1	Q2
	%	%
Walking	53	23
Public Bus	47	24
Driver of a car/van	39	30
Train	29	8
Taxi	21	3
Passenger of a car/van	18	7
Subway	17	1
Bicycle	8	3
Motorcycle/moped/scooter	*	*
Work bus	*	-
School bus	*	-
Other	*	*
Don't know	-	1
Refused	-	-

Q3 **And do you currently own or have access to a bicycle?**
Base: all who do not cycle on a regular basis (964)

	%
Yes	19
No	81
Don't know	-

Q4 **How often would you say you have used your bicycle over the last year?**
Base: all who cycle on a regular basis or have access to a bicycle (263)

	%
Daily	14
At least once a week	19
At least once a month	14
Less often	23
Not at all	29
Would never consider cycling	1
Don't know	-

Q5a **For which of these reasons do you cycle?**
Base: all who cycled in the last year (183)

	%
Recreation	61
Fitness	44
Commuting to work / place of study	35
Transport for other everyday tasks (e.g. shopping)	23
Other	-

Q5b **And which one would you say is your main reason for cycling?**
Base: all who cycled in the last year (183)

	%
Recreation	39
Commuting to work / place of study	25
Fitness	24
Transport for other everyday tasks (e.g. shopping)	12
Other	-

Q6a **What, if anything, would encourage you to cycle more often? /What, if anything, would encourage you to take up cycling?**

Q6b **And of the things you just mentioned, which one is most likely to Encourage you to cycle more often/take up cycling?**

	6a	6b
	%	%
More/better on-road cycle lanes	15	10
More/better off-road cycle lanes	10	4
Less/ slower traffic	5	3
More considerate driver behaviour	5	2
Better road surfaces	5	2
Having access/ owning a bicycle	5	5
Increased confidence	2	1
More affordable bicycles/ equipment	2	1
Having shorter journeys to make	2	1
Cycle network better linked with public transport	1	*
Better laws for cyclists	1	*
Someone to cycle with me	1	1
Cycle training	1	1
More/better cycle parking	1	*
Changing facilities at my destination	*	*
Less car parking spaces at my destination	*	*
Other	1	1
Not interested in cycling more	52	52
Don't know	2	2

USAGE AND SATISFACTION WITH SERVICES

Q7 **Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners?**

	%
Very satisfied	15
Fairly satisfied	57
Neither satisfied nor dissatisfied	14
Fairly dissatisfied	9
Very dissatisfied	4
Don't know	1

Q8 **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?**

	%
Parks	66
Museums and galleries	53
Libraries	46
Sports and leisure centres	43
Recycling centres	38
Children's play parks	27
Primary schools	20
Secondary schools	13
Local community centres	12
Nursery schools	11
Social work services	7
Home Care service	5
None of these	8
Don't know	*

Q9 **I am going to read out a number of different services that are provided in this area by the Council, or its partners. For each one, I'd like you to tell me how satisfied or dissatisfied you are with the quality of each in your local area.**

	Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable
	%	%	%	%	%	%
Nursery schools	55	31	6	1	3	4
Primary schools	53	30	7	3	4	2
Secondary schools	40	42	6	6	3	3
Children's play parks	28	39	8	15	10	-
Social work services	36	28	14	12	8	2
Local community centres	31	47	14	3	2	2
Home Care service	39	37	15	6	2	2
Parks	46	40	5	7	2	*
Museums and galleries	73	23	2	1	*	*
Sports and leisure centres	45	43	6	3	2	1
Libraries	56	37	4	2	*	1
Recycling centres	45	44	7	3	1	1
Recycling collection	35	38	9	9	6	3
Road maintenance	7	24	16	26	24	3
Refuse collection	37	41	6	9	6	1
Street lighting	29	48	8	11	5	*
Street cleaning	14	43	12	19	12	1
Pavement maintenance	10	41	13	20	16	1

ROADS

Q10a **Firstly I'd like you to think about the <u>main roads</u> in your local area. How satisfied or dissatisfied are you with ….**

	Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable
	%	%	%	%	%	%
The general condition of road surfaces	4	34	15	25	17	4
The speed with which road defects such as potholes are repaired	4	21	16	27	24	9
The quality of repairs	6	29	17	23	17	8

Q10a **Now thinking about the <u>side roads</u> in your area. How satisfied or dissatisfied are you with ….**

	Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/not applicable
	%	%	%	%	%	%
The general condition of road surfaces	4	34	16	24	18	4
The speed with which road defects such as potholes are repaired	4	24	16	26	23	7
The quality of repairs	5	27	18	22	20	7

Q11 **The council has introduced a speed limit of 20 miles per hour in a number of residential areas of the city. To what extent do you agree or disagree that a 20mph limits contributes to improved road safety.**

	%
Strongly agree	57
Tend to agree	27
Neither agree nor disagree	7
Tend to disagree	6
Strongly disagree	3
Don't know	1

RECYCLING AND HOUSEHOLD WASTE

Q12. TYPE OF HOUSING		%
Detached villa	(Blue / Brown / Purple)	6
Semi-detached villa		13
Bungalow		1
Semi-detached bungalow		1
Terraced house		16
Four-in-a-block		15
Tenement flat	(Blue / Grey)	26
Multi-storey flat		7
Maisonette		1
Modern apartment/loft apartment/studio/other flat		13
Other		1

Q13. **Glasgow City Council provides a number of different recycling facilities for residents. I am going to read out some of these facilities and, for each one, I'd like you to tell me to what extent you use it when you have the option to do so.**

	Base	Always %	Most times %	Sometime %	Rarely %	Never %	Service not provided %	Don't know %
Blue bin for dry mixed recyclables	*1,045*	72	9	7	2	5	5	*
Brown bin for garden and food waste	*563*	76	8	4	2	2	7	*
Purple bin for glass bottles and jars	*563*	67	6	6	5	7	9	*
Grey bin for food waste	*482*	45	8	10	6	19	9	2
Recycling centres	*1,045*	27	8	15	12	27	8	2
Recycling points or bins in public places	*1,045*	34	9	17	12	21	6	1

Q14. **Overall, would you say that your household now recycles more, less or about the same than it did 2 to 3 years ago?**

	%
Recycle a lot more	42
Recycle a bit more	26
No difference	25
Recycle a bit less	4
Recycle a lot less	1
Don't know	2
Refused	-

Q15. **Do you know on which days of the week your bins get emptied?**

	%
Yes, I know for sure	70
I know when some but not all of them are emptied	6
No, I don't know for sure	25

Q16. **You said that you rarely or never use the recycling bin available to you. What would you say are the main reasons for this?**

	Blue bin for dry mixed recyclables	Brown bin for garden and food waste	Purple bin for glass bottles and jars	Grey bin for food waste	Recycling centres	Recycling points or bins in public places
	%	%	%	%	%	%
Base:	*70*	*27*	*67*	*120*	*406*	*349*
I use other recycling facilities instead	8	15	17	5	33	37
I don't have any/enough of this kind of waste to recycle	4	19	41	12	4	3
I can't be bothered/it's too much hassle	11	11	3	14	7	8
This facility isn't available to me	15	10	5	7	15	18
I don't have the time	5	4	1	3	4	3
Other people don't use it so why should I	3	-	-	-	*	1
I don't have enough space in my home to store things for recycling	3	-	5	2	1	2
I don't like storing waste in my home for recycling	3	-	-	7	1	-
I don't like/want to wash items before recycling them	-	-	-	-	*	-
I don't understand what can be recycled/put in the different bins	-	-	-	1	1	1
The bins are often too full/overflowing	6	-	-	3	2	3
I'm not interested in doing things to help the environment	-	-	-	1	-	-
I have no incentive to do so	6	7	3	6	6	5
My bin was stolen and I haven't requested a new one	1	-	1	-	-	-
Other	1	12	3	3	*	1
Don't know	4	7	-	2	5	6
Refused	-	-	-	-	-	-

BUDGET CONVERSATION AND COMMUNITY FACILITIES

Q17. **What two or three changes, if any, would most improve in your local area?**

a. **Community facilities, such as community centres, community halls or neighbourhood centres.**

A.	**%**
Increased range of classes/activities	10
Better advertising / awareness raising	6
Longer opening hours	6
Better buildings / improved appearance	5
Better / more community halls / centres generally	4
Better / more facilities for young people	4
Better lighting in/around these facilities	3
Improve cleanliness eg removing litter, graffiti, dog fouling	3
Improved access for people with disabilities	2
More parking spaces for people with disabilities	2
Better / more toilet facilities	2
Improved catering facilities	2
Improve security eg wardens	2
Warmer/better heating	1
Other	1
I don't feel any changes are needed/fine as they are	25
Don't know/I am not familiar enough with existing facilities to comment	36

b. **Play parks, play areas and other open spaces this includes informal open spaces in your local area, for example a wood, canal path, informal kick-about areas, or community gardens**

B.	**%**
Improve cleanliness eg removing litter, graffiti, dog fouling	31
Improve security eg fences, entry gates, wardens to stop teenagers/other adults from hanging around	11
Maintain/fix existing play equipment	9
Provide more facilities for sports eg outdoor gym, tennis courts, football pitches, basketball courts	6
More play parks generally	6
New/upgraded types of play equipment e.g. climbing walls, obstacle courses	6
Better lighting in/around these facilities	6
More signs to stop dog fouling/littering	6
More of the existing types of play equipment eg slides, swings, seesaws	6
More play areas / equipment for toddlers specifically	6
Better/more toilet facilities	5
Safer equipment/facilities eg soft surfaces, structures that are not too high	3
More signs to stop people from smoking	1
More signs to stop people from vandalism/graffiti	1
More signs to inform people how they can report a fault	1
Longer opening hours	1
Improved wheelchair access	1
More parking spaces for people with disabilities	1
Other	1
I don't feel any changes are needed/fine as they are	26
Don't know/I am not familiar enough with existing facilities to comment	11

Q18. What, if anything, would most improve the look and cleanliness of your local area?

	%
More litter bins	31
More dog fouling bins	29
More/quicker removal of litter/street/road cleaning	13
More education in schools about importance of respecting the local area	10
More/quicker removal of flytipping	9
More wardens	8
More in-street recycling facilities	5
More/quicker graffiti removal	4
More/quicker repairs to vandalism	4
More/quicker emptying of bins	2
More/quicker removal of flyposting	1
Other	3
I don't think any of these are needed	25
Don't know	2

Q19. And what 2 or 3 changes, if any, would most improve pavements and pathways in your local area?

	%
General condition of pavement/path surface	38
Quality of repairs carried out	21
More dog fouling bins	14
More dropped kerbs (that is when the edge of the pavement is lowered to help with crossing the road)	10
More litter bins	10
Better drainage	9
The time taken between reporting faults and repairs being made	6
Keep them free from litter / clean them	4
Improved positioning of pavement furniture (benches, sign posts, etc.)	1
Wider pavements	3
More lighting	3
More pavements	1
More/quicker removal of chewing gum	*
More guard railing	*
Nothing / no changes	17
Other	2

WEBSITE AND CONTACTING THE COUNCIL

Q20 If you needed to contact Glasgow City Council, which of these methods would you prefer to use?

	%
By telephone	55
Through the council website	15
In writing – email	14
In person – face to face	11
Through the Glasgow App	2
In writing – postal letter	1
Through the council's Social Media e.g. Twitter / Facebook	1
Wouldn't contact the Council	1
Don't know	*

Q21. Thinking about your previous answer, why would you not use the Council's website?
Base: All who would not use the council's website (882)

	%
Prefer to speak to someone	52
I don't like using the internet or computers	13
I've used the website before and it was difficult to use	10
I don't have internet access	6
I didn't know they had a website	4
I am concerned about online security / privacy	1
Other	1
Don't know	3

Q22. In the last 12 months, have you been on the Glasgow City Council website for any reason?

	%
Yes	47
No	53
Don't know/Cannot remember	*

Q23. What was your main reason for using the website?
Base: All who used the council's website in the past 12 months (482)

	%
Make a payment (council tax etc.)	23
Book a bulk uplift of household refuse	13
Access services like report a fault, renew library books, planning applications	6
Submit a roads or lighting fault	6
Find information about events happening in Glasgow	5
Find information about nearest council facilities	5
Education – school/nursery related inquiries	4
Council tax inquiries	4
Inform Council of a change of address	1
Search for a job vacancy at Glasgow City Council.	4
Bin/ refuse collection/ recycling inquiries	3
Report graffiti, litter, dog fouling, fly tipping or another environmental issue.	3
Pay a parking charge notice	3
Apply for benefits (council benefit, housing etc.)	3
Participate in a consultation.	1
Browse the Library Catalogue	1
Apply for/find information about Kidzcard	*
Use the benefits calculator	*
Fill in a carers request form	-
Other	3
Don't know/Cannot remember	2

Q24. To what extent do you agree or disagree with each of the following statements?

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagreed %	Don't know %
Accessing information or council services online saves me time	30	44	10	11	4	1
Accessing information or council services online saves me money	13	28	34	16	6	3
Providing services online saves the council money	31	49	13	2	*	5
It is easier to access public services online than in person	21	43	18	14	3	1
It is easy to find the information I need on the council's website	14	42	17	19	6	1
I am satisfied with the overall quality of the council's website	14	48	15	16	5	2

COUNCIL REPUTATION AND COMMUNICATIONS

Q25 **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 %
a)	**Glasgow City Council gives residents good value for money**	6	36	27	19	7	5
b)	**The Council rarely takes local residents' views into account when making decisions that affect them**	11	29	25	23	4	8
c)	**The Council is too remote and impersonal**	10	32	26	24	4	4
d)	**The Council has an important impact on the quality of local life in Glasgow**	35	45	10	8	2	1
e)	**I trust Glasgow City Council**	9	38	24	15	10	2
f)	**The Council is good at letting residents know about the services it provides**	7	36	18	29	8	2
g)	**The Council provides high quality services**	9	42	26	16	5	2
h)	**The Council does the best it can with the money available**	9	39	22	17	8	5
i)	**The Council designs its services around the needs of the people who use them**	7	41	25	18	5	4
j)	**The Council is addressing the key issues affecting the quality of life in my local area**	6	33	28	22	8	4
k)	**I would like to be more involved in the decisions the Council makes that affect my area**	13	40	21	19	6	1
l)	**The Council is good at letting people know how well it is performing**	6	26	24	32	8	4

Q26a **Which, if any, of these things would you say influence your opinions of Glasgow City Council?**

Q26b **And which two or three would you say have the greatest influence on your opinions of the Council?**

	Q26a %	Q26b %
Personal/proxy experience/word of mouth		
Personal experience of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	69	70
Family or friends' experiences of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	38	34
General words of mouth (e.g. from friends, family or colleagues)	30	17
Personal experience of working for/with the Council	15	10
Media		
Television news	25	11
Local newspapers	23	10
Local radio	10	6
National newspapers	9	5
Other television programmes	3	1
National radio	3	2
Council provided information		
Council letters or leaflets through the door	28	10
The Council's website	17	6
Council posters in public places (e.g. bus stops, subway stations etc.)	14	3
Council social media feeds (e.g. its Facebook or Twitter page)	7	4
Other	*	-
None of these	2	-
Don't know	*	1

Q27a **Through which, if any, of these methods would you prefer the Council to keep you informed about what it is doing?**

Q27b **And which one of these methods would be your preferred method?**

	Q27a %	Q27b %
In letters or leaflets through the door	63	48
In emails sent directly to you	21	13
On posters in public places (e.g. bus stops, subway stations etc.)	20	4
On the Council's website	19	9
In local newspapers	17	4
On television	16	4
On local radio	11	2
On the Council's Facebook page	10	4
On other social media	9	3
On the Council's Twitter feed	6	2
In national newspapers	4	1
On national radio	2	*
Prefer all equally/can't choose between them	*	4
I don't want the Council to keep me informed	1	1
Don't know	1	1

PERFORMANCE REPORTING

Glasgow City Council regularly publishes information to let people know how it is performing. This information includes things like the numbers of people using local services like sports and leisure centres, the number of women in top council jobs, and the amount of Council Tax that has gone unpaid.

Q28. **Were you aware that the council publishes this type of information about how it is performing?**

	%
Yes	26
No	74

Q29. **Have you ever looked for or read information published by the council on how it is performing?**

	%
Yes – I have looked for this information	10
Yes – I have read this information	14
No – neither of these	79
Don't know	1

Q30. **How would you describe your level of interest in how the council is performing?**

	%
Very interested	15
Fairly interested	52
Not very interested	25
Not at all interested	8
Don't know	1

Q31. **The council is currently reviewing the type of information it publishes on its performance. Which two or three of the following areas of performance, if any, would you be most interested in knowing about?**

	%
Roads and pavement maintenance (repairs, street lighting faults etc.)	32
Education services	30
How the Council is performing in my local area	29
Street cleaning services	27
Financial management (e.g. the cost of providing different services)	22
Waste and recycling services	17
Environmental protection (e.g. sustainability, carbon emissions)	16
Community care services (Care at home services, residential care, etc.)	14
Provision of benefits/ other financial support for residents	12
Equality and diversity in Glasgow (e.g. equal opportunities, tackling prejudice)	11
Social work services (offenders, children, older people)	10
How the Council is performing compared with other councils	9
Planning services	7
Procurement (e.g. the goods and service it buys from other organisations)	7
Consumer protection (environmental health, trading standards, etc.)	5
Workforce information (e.g. sickness absence, staff turnover, etc.)	3
None of these / I have no interest in this type of information	1
Other	1
Don't know	*

HATE CRIME AND HARASSMENT

Q32 **How much, if at all do you personally worry about being insulted, pestered or intimidated on the basis of the following.**

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

	Very worried %	Fairly worried%	Not very worried %	Not at all worried %	Don't know %	Refused %
Your ethnic origin or race	3	6	15	76	-	*
Your religion	3	5	15	77	*	*
Sectarianism	3	7	19	69	1	*
Your sexual orientation	1	4	15	80	*	-
Your gender/gender identity or perception of this	2	5	16	76	*	-
A disability/condition you have	3	5	14	78	*	-
Your age	2	5	`6	78	*	-

Q33 **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**

	Yes – in person %	Yes – by some other means %	No %	Don't know %	Refused %
Your ethnic origin or race	4	1	95	*	*
Your religion	3	1	96	*	-
Sectarianism	2	1	97	*	-
Your sexual orientation	1	*	98	*	-
Your gender/gender identity or perception of this	3	1	96	*	-
A disability/condition you have	2	1	97	*	-
Your age	2	1	97	*	-

Q34 **Thinking about the most recent incident, where did it take place?**
Base: All who have been a victim of hate crime/harassment in past 12 months (155)

	%
In your local neighbourhood	28
Directly outside your own home	15
In or around a pub/bar or other licenced premise.	13
At your place of work	11
In your own home	8
At a sporting event	4
At a march or parade	2
In or around your place of worship	-
Other	3
Don't know/can't remember	2
Refused	-

Q35 **And still thinking about the most recent incident] did you report the incident to….**

Base: All who have been a victim of hate crime/harassment in past 12 months (155)

	%
The Police	19
Somewhere else	8
Or did you not report it	71
Don't know/can't remember	1
Refused	-

Q36 **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 %
The Police Scotland website	61	38	1
A Third Party Reporting Centre	18	81	1

DEMOGRAPHICS

SEX

	%
Male	48
Female	52

AGE

	%
16-24	17
25-34	22
35-44	14
45-54	18
55-59	7
60-64	5
65-74	11
75+	6
Refused	-

WORKING STATUS

Working	%
Full time (30+ hrs)	38
Part time (9-29 hrs)	9
Not working	
Unemployed	9
Retired	20
Looking after house / children	3
Disabled	3
Have long term illness	4
Student	12
Other	2
Refused	*

SOCIAL GRADE

	%
A	3
B	20
C1	30
C2	18
D	15
E	13
Refused	-

QC Respondent is…

	%
Chief income earner	69
Not chief income earner	30
Refused	-

QD NUMBER OF ADULTS IN THE HOUSEHOLD (16 AND OVER)

	%
1	30
2	48
3	12
4	5
5+	3
Refused	*

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

	%
None aged 60 and over	75
Aged 60-74	19
Aged over 75	7
Refused	*

QF NUMBER OF CHILDREN IN THE HOUSEHOLD

	%
None	65
1	18
2	12
3	3
4	1
5+	1
Refused	-

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

	%
WHITE	**89**
Scottish	64
British	16
Irish	1
Any other white background	7
MIXED	**-**
Any mixed background	-
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH	**6**
Indian	2
Pakistani	3
Bangladeshi	*
Any other Asian background	1
BLACK, BLACK SCOTTISH OR BLACK BRITISH	**1**
Caribbean	-
African	1
Any other black background	*
CHINESE AND ANY OTHER ETHNIC BACKGROUND	**2**
Chinese	2
Any other background	*
Refused	*

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

	%
Yes, does have income from employment	61
No, relies on pensions/social security	37
Don't know	1
Refused	1

QI. TYPE OF HOUSING	%
Detached villa	6
Semi-detached villa	13
Bungalow	1
Semi-detached bungalow	1
Terraced house	16
Four-in-a-block	15
Tenement flat	26
Multi-storey flat	7
Maisonette	1
Modern apartment/loft apartment/studio/other flat	13
Other	1

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

	%
1 car or light van	39
2 cars/light vans	16
3+ cars/light vans	4
None	41
Refused/don't know	*

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

	%
Up to one year	5
Over one year, up to five years	12
Over five years, up to 20 years	22
Over 20 years	60
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?**

	%
Yes, respondent	20
Yes, other household member	9
No	72
Don't know	*
Refused	-

QM **What type(s) of disability do you have?**
Base: 219

		%
A	Visual	4
B	Hearing	6
C	Learning disability	2
D	Mobility – Wheelchair user	7
E	Other mobility impairment	32
F	Other physical impairment	21
G	Mental health problem	24
H	Long term illness	41
I	Other degenerative condition	13
	Refused	1

QN **What type(s) of disability do other household members have?**
Base: 97

		%
A	Visual	7
B	Hearing	5
C	Learning disability	15
D	Mobility – Wheelchair user	7
E	Other mobility impairment	23
F	Other physical impairment	23
G	Mental health problem	15
H	Long term illness	41
I	Other degenerative condition	10
	Refused	-

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.**

		%
A	No formal qualifications	20
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	12
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	17
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	13
E	First degree, higher degree, professional qualification.	39
	Don't Know	2
	Refused	*

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

		%
A	Personal computer or laptop	62
B	Smart phone	68
C	Tablets (e.g. iPad, Kindle, etc)	41
D	Games console	13
E	Digital, cable or satellite TV	18
F	I do not have access to the internet	12
	Other	*
	Don't know	*

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 (890)

	%
Several times a day	80
Around once a day	10
4 or 5 times a week	3
2 or 3 times a week	3
Around once a week	1
2 or 3 times a month	1
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?**

	%
Bank Account	88
Building Society Account	11
Credit Union Account	7
Post Office Account	5
Other, please type in	*
None of these	2
Prefer not to say	6
Don't know	*

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

	%
No religion	42
Church of Scotland	17
Roman Catholic	24
Other Christian	4
Buddhist	*
Hindu	1
Jewish	-
Muslim	6
Pagan	*
Sikh	*
Another religion	1
Prefer not to say	5

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

	%
Heterosexual/straight	89
Gay/lesbian	2
Bisexual	2
Other	1
Prefer not to say	6

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

Per Week	**Per Year**	%
Less that £100	Less that £5,200	8
£100 to £199	£5,200 to £10,399	15
£200 to £299	£10,400 to £15,599	11
£300 to £499	£15,600 to £25,999	13
£500 to 699	£26,000 to 36,399	10
£700 to £949	£36,400 to £49,399	5
£950 to £1,199	£49,400 to £62,399	4
£1,200 to £1,499	£62,400 to £77,999	4
£1,500 or more	£78,000 or more	6
	Prefer not to say	24

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