Ipsos MORI
Social Research Institute

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Glasgow Household Survey 2018

Report for Glasgow City Council

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Contents

Executive Summary

This report contains the findings from the 2018 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council.

The topics covered in the survey were: the 2018 European Championships; living in and travelling to the city centre; transport and employment; use and perception of services; council reputation and communication; community belonging; consumption of alcohol in public places; violence against women; and fairness and equality.

Ipsos MORI interviewed a representative quota sample of 1,019 Glasgow residents (aged 16 and over) between 7th April and 9th June 2018. All interviews were conducted face-to-face in respondents' homes using Computer Assisted Personal Interviewing (CAPI).

The 2018 European Championships

Three in five respondents (60%) were aware that Glasgow will be hosting the European Championships in August 2018. Asked about their level of interest in the Championships, around a third (35%) of respondents said they intended to watch the event on television or online, while around a quarter (23%) said they would spend time in the city centre while the Championships were on, and a similar number said they would visit the live zones (21%). Around one in five respondents (18%) said they would attend a free sporting event, and one in ten planned to attend a ticketed event (10%).

Generally, respondents were positive about the likely impact of the European Championships on the city. More than nine in ten (91%) stated that they thought the Championships would have a strongly or slightly positive effect on Glasgow generally, and two thirds (66%) thought that the Championships would have a positive effect on their local area. Around half thought the event would have a positive effect on them and their family (52%).

Forty percent of participants (40%) anticipated making positive lifestyle changes as a result of Glasgow hosting the European Championship, and 28% anticipated that another member of their household might do so.

The city centre

None of this year's respondents lived in the city centre, and the majority (86%) had never previously done so either. Asked if they would ever consider living in the city centre in the future, just under a quarter (24%) said they would. Among those who said they would not consider living in the city centre, the main reasons given included a perception that the centre was too busy and crowded (41%), the fact they liked where they currently lived (31%), noise (29%), and the price of housing (19%).

Around half of all respondents who travelled into the city centre at least once a month said they regularly did so by bus (51%), while around a third said they did so by train (34%) and a quarter said they drove (23%). One in five (20%) said they regularly walked into the city centre, while just 6% said they cycled.

All respondents were asked how satisfied they were with various aspects of the public transport available in their local area for travelling into the city centre. The majority were satisfied with all of the aspects asked about. Indeed, more than seven in ten were satisfied with how safe public transport felt during the day (77%), the journey length (74%), the frequency (71%) and reliability (70%) of public transport.

Transport and employment

Just under one in ten (9%) respondents said they had had been unable to apply for, or accept, a job whilst living in Glasgow because it would have been difficult to get to or from the place the job was based. In terms of the specific factors that would have made it difficult to get to or from the place the job was based, these most commonly related to public transport; in particular, a lack of services suited to the working hours (33%); a basic absence of services (30%); or insufficient services (17%). Journey time (19%) was another factor cited by almost one in five respondents.

Only a minority (3%) of respondents had ever had to give up a job while living in Glasgow because of difficulties getting to/from their place of work. In most such cases, the main difficulties encountered again related to public transport and specifically to an absence of services, a lack of services suited to the working hours, or infrequent or unreliable services

Usage and perception of services

Overall satisfaction with the services provided by the Council Family Group was slightly down on the previous wave of the survey, from 72% to 65%. Meanwhile, 18% expressed dissatisfaction with the services, up from 14% last year, while 16% were neutral in their opinions.

Levels of satisfaction with individual services provided by the Council Family Group varied but in most cases were unchanged on 2017. Culture and leisure services were once again held in high regard (between 88% and 95% were satisfied) as were parks (87%); nursery, primary and secondary schools (84%, 83% and 74% respectively); recycling centres (83%); local community centres (81%); street lighting (78%); home care services (74%); refuse collection (73%); and children's play parks (70%). Similarly, around two-thirds of respondents were satisfied with recycling collection (69%) and social work services (62%). Levels of satisfaction were again lower for street cleaning (56%) and pavement and road maintenance (46% and 20% respectively), however.

While, in most cases, levels of satisfaction were largely unchanged on 2017, there was a decrease in satisfaction with: road and pavement maintenance (by eleven and four percentage points respectively), recycling centres (by five percentage points), and secondary schools (by eight percentages points).

Respondents identified a range of improvements they would like to see made to their local area in the event that they had the opportunity to direct some council spending accordingly. The most commonly suggested improvements were greater cleanliness (19%), better pavement maintenance (14%), more facilities for children (10%), more or better bins or recycling units (10%) and more or better public transport (7%).

Council reputation and communications

A majority (71%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, but around half as many (37%) felt it was addressing the key issues affecting the quality of life in their local area.

Similarly, around half of respondents agreed that the council made the best use of money available (49%) and provided high quality services (48%), while slightly fewer felt it gave residents good value for money (46%) and designed its services around the needs of people who used them (46%).

Fewer than half agreed that the council was good at letting residents know about its services (45%), about how well it was performing (32%), with similar proportions agreeing that the council was too remote and impersonal (41%) and that it rarely considered residents' views when making decisions that affected them (38%). Further, fewer than half (46%) said they trusted the council.

The main factor influencing perceptions of the council was personal experiences of using services. Seventy two percent of respondents cited this as important – more than twice as many as cited the next highest ranking factor; family or friends' experiences (31%).

Community belonging

Overall, respondents were positive about their place in their local community. Most agreed that if they were alone and needed help they could rely on a friend or relative in the neighbourhood to help them (84%), with over half (59%) strongly agreeing. A majority also agreed that they felt they belonged to the local area (78%) and valued as a member of their community (60%).

Consumption of alcohol in public places

The majority of respondents – almost nine in ten (87%) – were aware of the ban on the consumption of alcohol in public places in Glasgow.

Generally, respondents were supportive of the ban. Indeed, almost two thirds stated that they 'strongly' supported the ban (65%) and a further 18% percent stated that they tended to support it. Just nine percent of respondents expressed any level of opposition. Around three quarters of respondents felt the ban had had a positive effect on the city as a whole (79%) and on their local area (75%), while around two thirds felt it had impacted positively on them and their family (67%).

Respondents were asked unprompted whether they thought there should be any exceptions to the ban. A quarter said they believed there should be some such exceptions. In terms of the specific circumstances in which the ban should be waived, the most popular suggested was during large scale events, including events in parks, with 26% of respondents mentioning this. The next most common suggestions were in parks or green areas generally (18%), at controlled, well policed or stewarded events (17%) and at festivals or concerts (15%).

Violence against women

Asked unprompted what sort of issues came to mind when they heard the terms "violence against women and girls", over half (56%) of respondents said domestic abuse, while 45% mentioned rape or other forms of sexual assault and 28% mentioned other forms of physical abuse. Twenty-two percent made reference to threats of physical abuse and a similar proportion (19%) to emotional or psychological abuse.

All respondents, were asked what action, if any they thought should be taken against people caught paying for sex with a prostitute – both the first time the person was caught and in the event of repeat behaviour.

For a first offence respondents generally favoured cautionary, shorter term actions: 37% felt the person should receive a police caution, 24% thought they should be fined and 16% thought they should have to go to counselling or another type of therapy to address the causes of their behaviour. Just 8% thought they should receive a Community Payback Order and 7% a prison sentence. Sixteen percent felt that nothing should happen to the offender. For repeat behaviour, respondents favoured a more punitive approach, with 20% saying the person should be given a prison sentence and 10% saying they should have their liberty restricted. A further 26% felt they should be fined and 23% felt they should have to go to counselling.

Fairness and equality

Three quarters (76%) of respondents believed that Glasgow should do everything it could to get rid of all kinds of prejudice. Twelve percent, meanwhile, felt that sometimes there was good reason for people being prejudiced against certain groups.

Almost three-quarters of all respondents agreed that the people of Glasgow welcomed newcomers to the city (74%) and a similar proportion agreed that: the city and their local area were places where people from different backgrounds got on well together (73% and 71% respectively); and that the council supported everyone regardless of differences such as ethnicity or religion (72%). Two thirds (66%), meanwhile, agreed that people in their neighbourhood welcomed everyone, regardless of differences such as ethnicity or religion.

Seven out of ten respondents agreed that the council's services were available to everyone (73%) and that they personally were treated with respect when dealing with the council (71%). Fewer, though still a majority, agreed that the council treated everyone equally (61%) and fairly (59%).

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 2018 wave of the survey, conducted by Ipsos MORI.

The specific topics covered in the 2018 wave of the survey were:

- the 2018 European Championships
- living in and travelling to the city centre
- transport and employment
- usage of, and satisfaction with, services
- council reputation and communication
- community belonging
- consumption of alcohol in public places
- violence against women
- fairness and equality

Methodology

Ipsos MORI interviewed a representative quota sample of 1,019 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 7th April and 9th June 2018. 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 are subject to sampling tolerances, meaning that not all differences will be statistically significant. Where there are differences in findings between particular sub-groups, such as Sector Community Partnership Area or demographic group, these are highlighted and commented on in the report. 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. European Championships

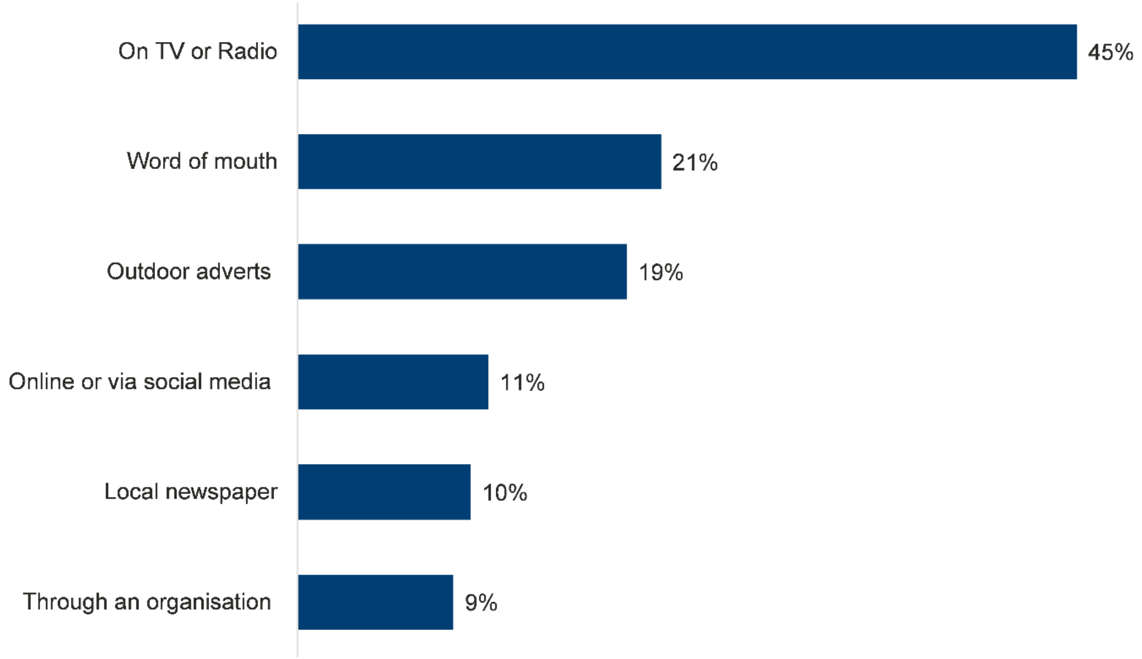
Awareness of the European Championships

Three in five respondents (60%) were aware that Glasgow will be hosting the European Championships in August 2018. Awareness was higher amongst:

- those the North East (66%) than in those the South (54%)
- older than younger people (e.g. 74% of those aged 55-64, and 69% of those over 65 compared to 44% of those aged 16-24)
- male than female respondents (66% compared to 54%).

Almost half (45%) of all those aware Glasgow will be hosting the Championships had first heard about this through TV or radio. Around a fifth had heard about it through word of mouth (21%) and a similar number through outdoor advertising (19%). Less common sources were online or via social media (11%), local newspapers (10%), and through organisations such as schools, workplaces, sports clubs and community groups (9%) (Figure 2.1).

Figure 2.1 – Sources through which respondents had heard about the European Championships

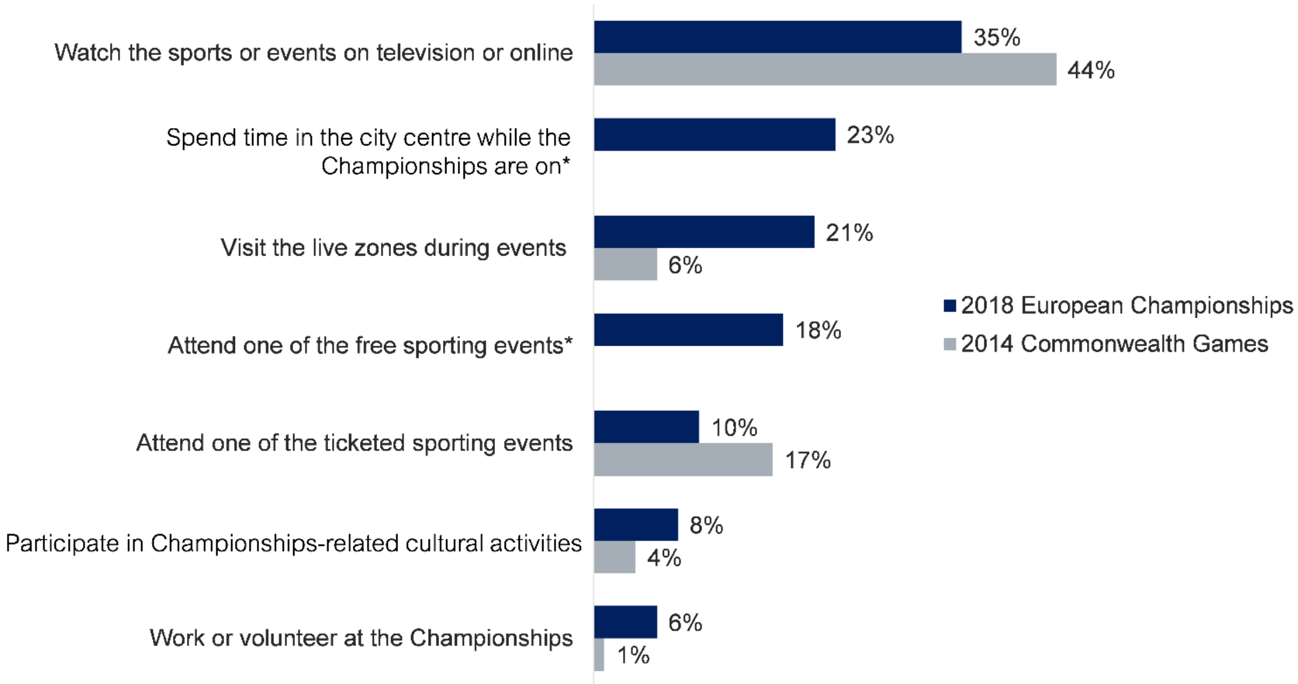


Base: All who knew Glasgow would be hosting the European Championships (614)

Engagement with the European Championships

Asked about their level of interest in the Championships, around a third (35%) of respondents said they intended to watch the event on television or online, while around a quarter (23%) said they would spend time in the city centre while the Championships were on and a similar number said they would visit the live zones (21%). Around one in five respondents (18%) said they would attend a free sporting event, and one in ten planned to attend a ticketed event (10%) (Figure 2.2). These results broadly reflect findings from past waves of the survey concerning respondents' anticipated level of involvement with the 2014 Commonwealth Games in Glasgow[1], though the proportion saying they would visit the live zones was significantly higher in relation to the Championships (21% compared with 6%).

Figure 2.2 – Planned engagement with the Championships



Base: All respondents (1,019) **these options were not included in the 2014 survey*

For certain types of engagement with the Championships, more younger than older respondents expressed an intention to get involved. For example, 16 to 24 year olds were more likely than over 65s to say they would spend time in the city when the Championships were on (31% compared with 17%), visit the live zones (24% compared with 12%), and attend one of the free events (21% compared with 10%) (Table 2.1).

[1] https://www.glasgow.gov.uk/CHttpHandler.ashx?id=20438&p=0

Table 2.1 – Planned engagement with the Championships, by age group

	16-24	25-34	35-54	45-54	65+
	%	%	%	%	%
Watch the sports or events on television or online	39	30	34	32	41
Spend time in Glasgow city centre while the Championships are on	31	28	18	18	17
Visit the live zones during events (e.g. George Square, Glasgow Green)	24	28	20	18	12
Attend one of the free sporting events	21	26	18	13	10
Work or volunteer at the Championships	10	6	6	1	4
Attend one of the ticketed sporting events	8	14	12	7	8
Participate in Championships-related cultural activities (e.g. Festival 2018 or Merchant City Festival)	7	8	9	10	4
Base:	*144*	*214*	*344*	*131*	*186*

There was further variation by social class, with ABC1s more likely than C2DEs to say they would spend time in the city centre during the Championships (29% compared with 17%); visit the live zones (27% compared with 15%); attend a free event (22% compared with 15%); and attend a ticketed event (13% compared with 8%).[2]

Anticipated impact of the European Championships

Generally, respondents were positive about the likely impact of the European Championships on the city. More than nine in ten (91%) stated that they thought the Championships would have a strongly or slightly positive effect on Glasgow generally, and two thirds (66%) thought that the Championships would have a positive effect on their local area. Around half thought the event would have a positive effect on them and their family (52%).

Table 2.2 – Anticipated impact of European Championships

	Glasgow generally	Your local area	You and your family
Strongly positive	68%	31%	18%
Slightly positive	23%	35%	34%
Both positive and negative	3%	10%	11%
Slightly negative	1%	3%	2%
Strongly negative	*	1%	1%
No effect at all	2%	15%	29%
Don’t know / unsure	2%	5%	5%
Positive	**91%**	**66%**	**52%**
Negative	**1%**	**4%**	**3%**
Base: All respondents (1,019)			

[2] 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.

Views on the expected impact of the Championships were similar to those seen in relation to the Commonwealth Games in 2014 (88% thought the Games would impact positively on Glasgow as a whole; 56% thought the Games would impact positively on the local area and 51% on them and their family).

Respondents living in the North West (70%) and the South (70%) were more likely than those in the North East (54%) to say the Championships would have a positive effect on their local area.

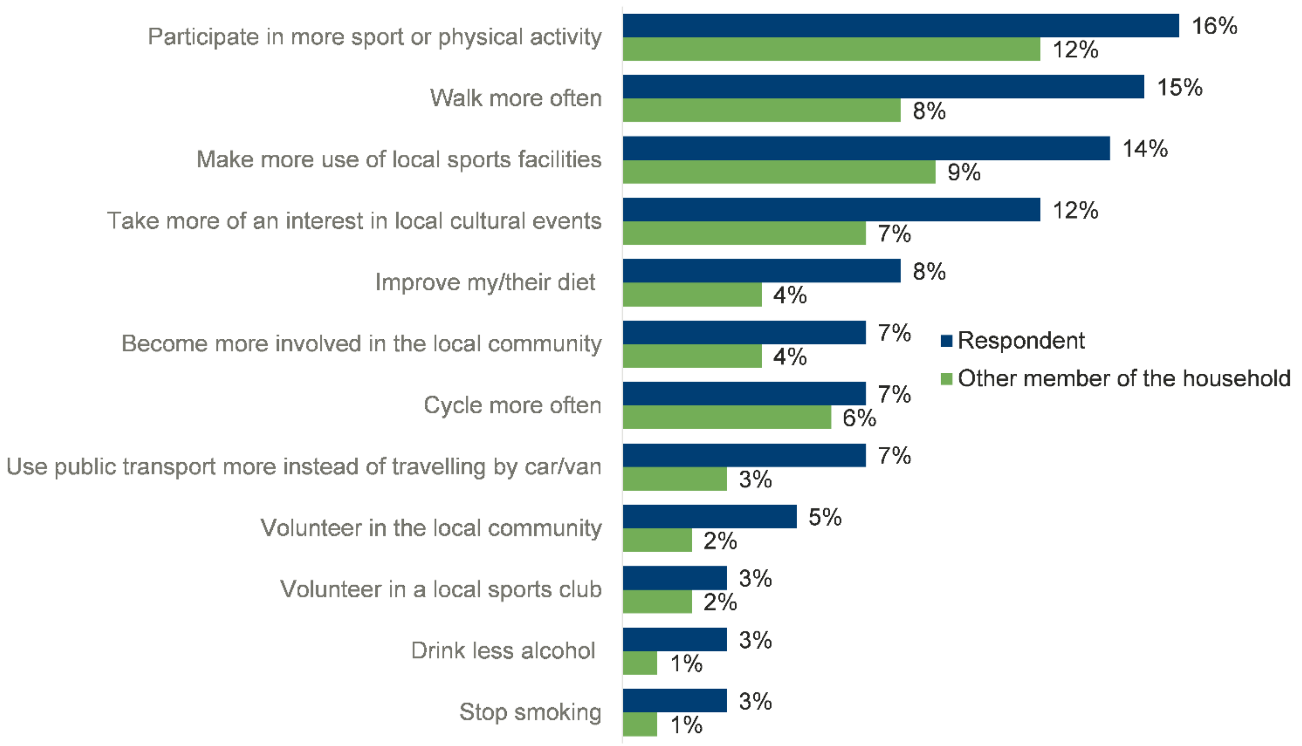
In terms of variation by age, the youngest participants (16-24 year olds) were more likely than the oldest (65+) to think the Championships would have a positive effect on them and their family (60% compared to 48%) and on their local area (72% compared to 61%).

ABC1s were more likely to think the Championships would have a positive effect on them and their family than C2DEs (56% compared to 49%).

Anticipated lifestyle changes as a result of the Championships

Forty percent (40%) of participants anticipated making positive lifestyle changes as a result of Glasgow hosting the European Championship, and 28% anticipated that another member of their household might do so. As shown in Figure 2.3, the most commonly anticipated lifestyle changes were participating in more sport or physical activity, walking more often and making more use of local sports facilities, reflecting the comparable findings for the 2014 Commonwealth Games.

Figure 2.3 - Anticipated lifestyle changes following the European Championships



Base: All respondents (1,019)

As shown in Table 2.3, the top three lifestyle changes that respondents anticipated they themselves would make were all more commonly mentioned by younger than by older respondents:

Table 2.3 – Top 3 anticipated lifestyle changes, by age group

	16-24	25-34	35-54	45-54	65+
	%	%	%	%	%
Participate in more sport or physical activity	27	22	15	7	7
Walk more often	21	17	14	8	11
Make use of local sports facilities	18	21	14	6	7

Greater participation in physical activity and use of sports facilities were also more commonly mentioned by ABC1s than C2DEs (21% and 18%, compared to 13% and 10% respectively).

3. The city centre

Living in the city centre

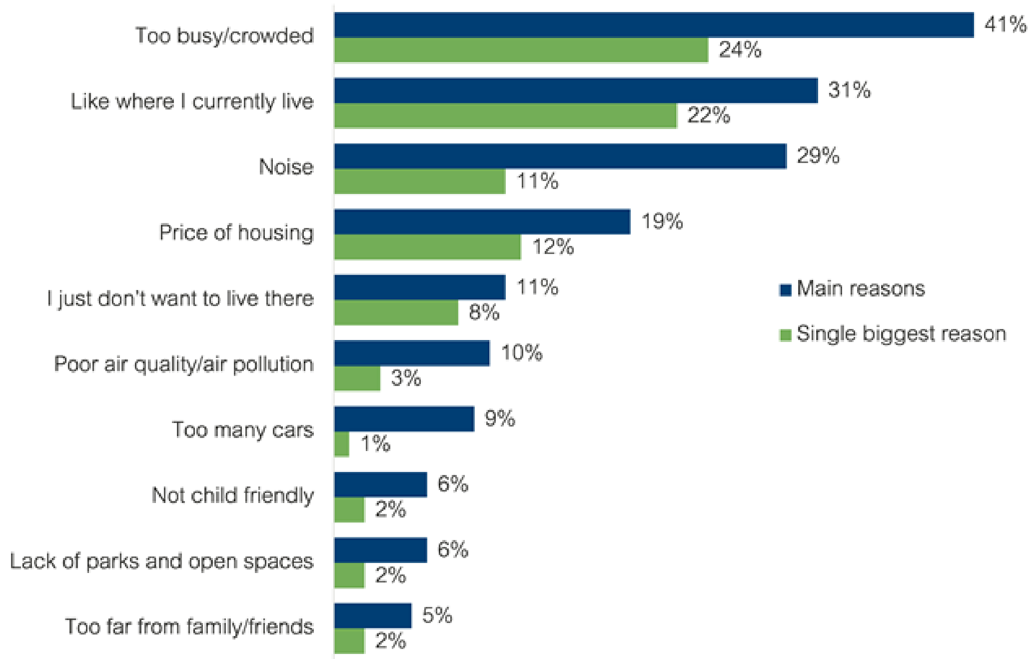
None of this year's respondents lived in the city centre[3], and the majority (86%) had never previously done so either. Asked if they would ever consider living in the city centre in the future, just under a quarter (24%) said they would.

Younger people were more likely than older people to say they would live in the city centre (for example 47% of 16 to 24 year olds and 29% of 25-34 year olds, compared with 10% of over 65s), and those without a car in the household (29%) were more likely to do so than those with a car (29% compared to 19%).

Among those who said they would *not* consider living in the city centre, the main reasons given included a perception that the centre was too busy and crowded (41%), the fact they liked where they currently lived (31%), noise (29%), and the price of housing (19%). Other less commonly mentioned reasons were: poor air quality (10%), the amount of cars (9%), a lack of parks and open spaces (6%) and a perception that the centre was not child friendly (6%) (Figure 3.1).

Looking at respondents' *single biggest* reasons for not wanting to live in the city centre, the rank ordering of responses was largely unchanged, with the top three answers being: the centre was too busy and crowded (24%), respondents liked where they currently live (22%) and the price of housing (12%).

Figure 3.1 - Reasons for not wanting to live in the city centre



Base: All who would not consider living in city centre (777)

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[3] For the purposes of this question. the city centre was defined as the area bounded by the M8 to the north, the River Clyde to the south, High Street to the East and the Kingston Bridge.

Respondents in the North West were more likely than those in the North East and South to say they would not live in the city centre due to its being too busy or noisy; house prices; poor air quality; and lack of parks and open spaces (Table 3.1).

Table 3.1 – Reasons for not wanting to live in city centre, by Community Partnership Area

	North East	North West	South
	%	%	%
Too busy/crowded	36	49	37
I like where I currently live	29	35	28
Noise	19	40	26
Price of housing	13	24	19
Just don't want to live there	18	8	9
Poor air quality/air pollution	6	17	6
Too many cars	7	12	7
Not child friendly	4	7	6
Lack of parks and open spaces	5	11	3
Too far from family/friends	6	6	4
Base: All who would not consider living in the city centre	*209*	*268*	*300*

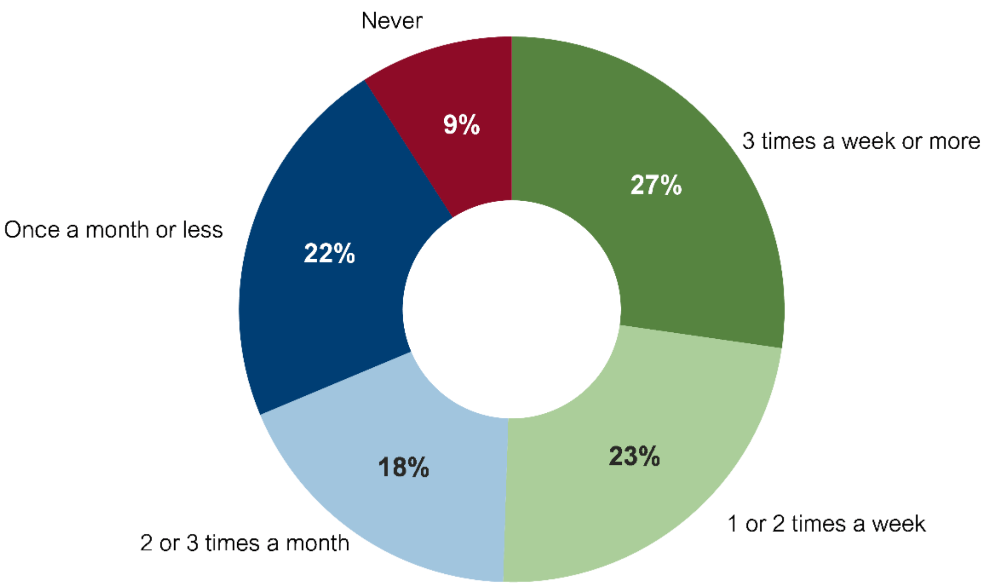
There was further variation by age, with those aged 25 to 34 more likely than average to say they would not live in the city centre because it was too busy (50% compared with 41% overall), because of house prices (26% compared with 19%), and because it was not child friendly enough (13% compared with 6%).

Travelling to the city centre

Respondents were asked how often they travelled into the city centre in the daytime (before 7pm) and in the evening (after 7pm). Half said they travelled to the centre in the daytime at least weekly – 27% did so three or more times a week, and 23% did so one or two times a week. Around one in five (18%) travelled to the centre in the daytime just two or three times a month, while almost a third did so less frequently still - indeed, one in ten (9%) *never* travelled to the centre during the day (Figure 3.2).

Figure 3.2 – Frequency of travelling into city centre – day time

Q How often, if at all , do you travel into the city centre during the day time, before 7pm?

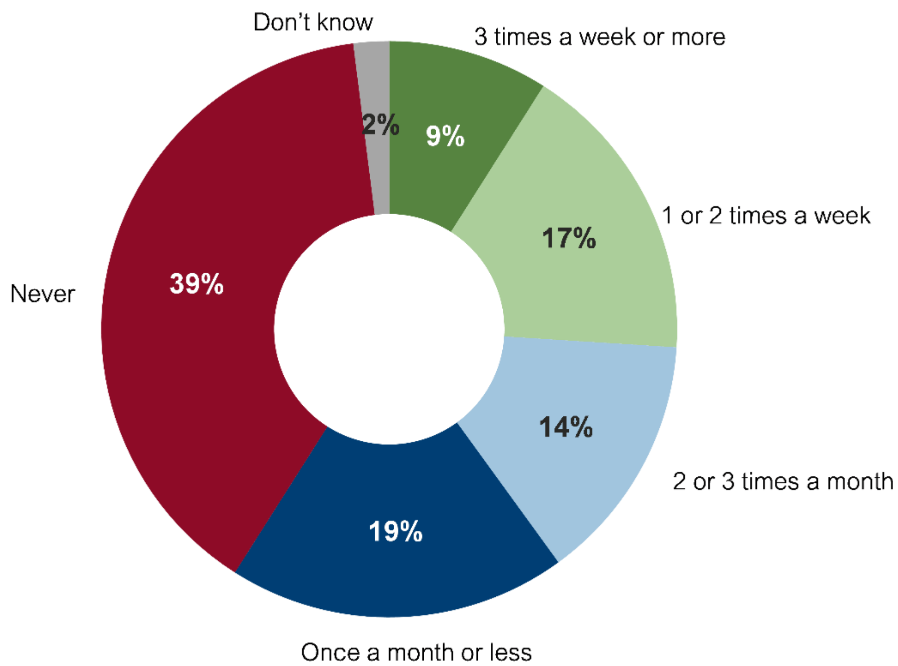


Base: All who live outside the city centre (1,019)

In terms of traveling into the centre in the evening, 39% said they never did this, leaving 26% who travelled to the centre in the evening at least weekly, 14% who did so two or three times a month and 19% who did so once a month or less.

Figure 3.3 – Frequency of travelling into city centre – evening

Q How often, if at all , do you travel into the city centre during the evening, after 7pm?



Base: All who live outside the city centre (1,019)

As Table 3.2 shows, travel into the city centre varied by both age and social class. Younger people were more likely than older people to travel into the city centre both during the day time and in the evening. Those in social classes ABC1 were more likely than C2DEs to travel into the city at both times of day.

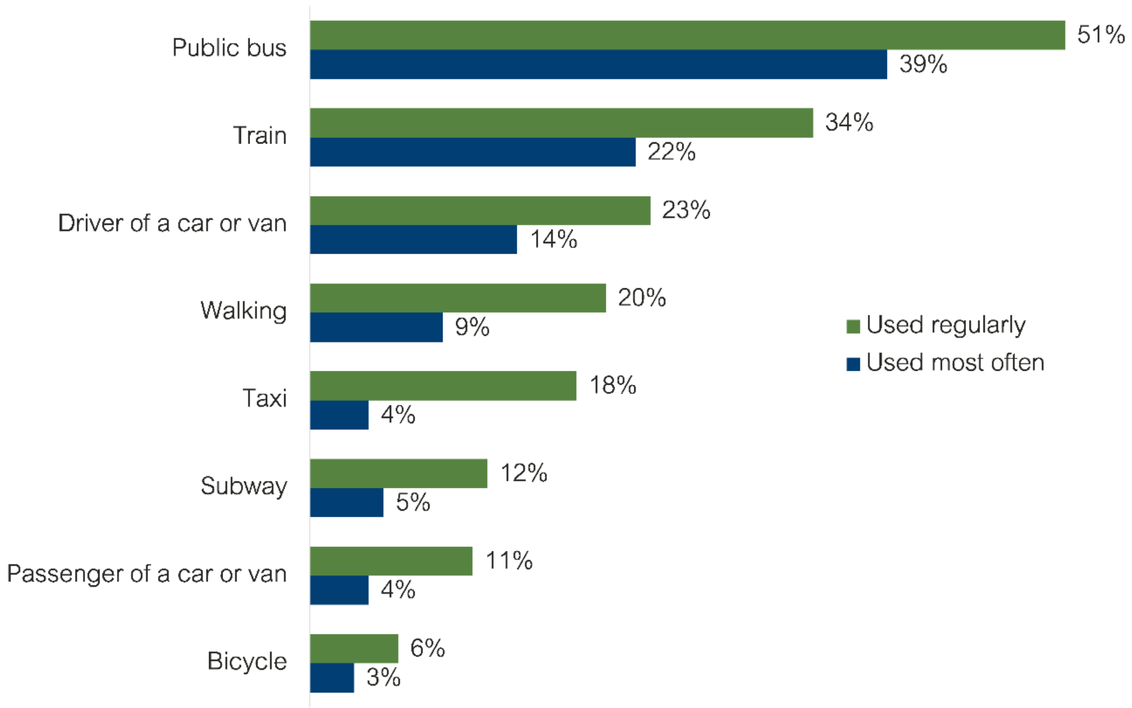
Table 3.2 – Frequency of travelling into the city centre, by sub groups

	% travelling to the city centre at least once a week		*Base*
Age	Day time	Evening	
16-24	63	40	*144*
25-34	55	36	*214*
35-54	47	24	*344*
55-64	41	16	*131*
65 and over	42	8	*186*
Social grade			
ABC1	55	35	*437*
C2DE	45	19	*582*

Around half of all respondents who travelled into the city centre at least once a month said they regularly did so by bus (51%), while around a third said they did so by train (34%) and a quarter said they drove (23%). One in five (20%) said they regularly walked into the city centre, while just 6% said they cycled.

The single mode of transport respondents used *most* often was bus (39%), followed by train (22%) and driving (14%).

Figure 3.2 – Modes of transport used regularly to travel into the city centre

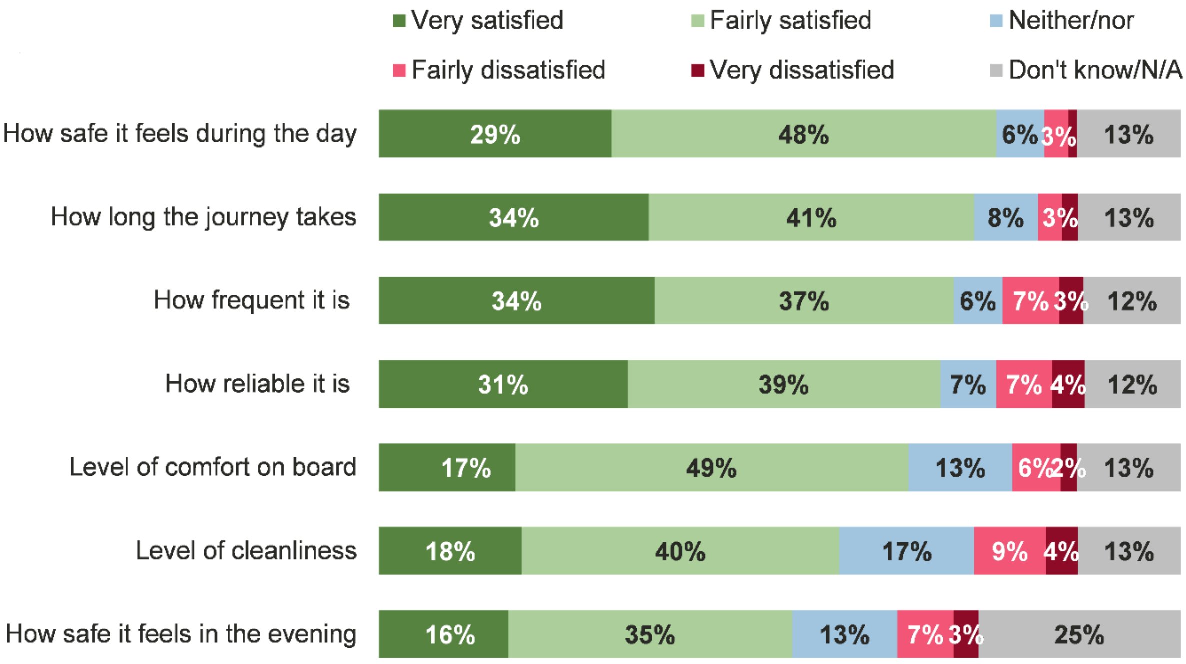


Base: All who travelled into the city centre at least once a month, in the daytime or evening (930)

Satisfaction with public transport into the city centre

All respondents were asked how satisfied they were with various aspects of the public transport available in their local area for travelling into the city centre (Figure 3.4). The majority were satisfied with all of these aspects. Indeed, more than seven in ten were satisfied with how safe public transport felt during the day (77%), the journey length (74%), and the frequency (71%) and reliability (70%) of services. Two thirds (66%) were satisfied with the level of comfort on board, while 58% were satisfied with the level of cleanliness, and around half (51%) with how safe public transport felt in the evening.

Figure 3.4 – Satisfaction with aspects of available public transport to city centre



Base: All who lived outside the city centre (1,019)

Respondents in the North West were more satisfied than average with journey time and perceived safety in the daytime, while those in the South were more satisfied than average with perceived safety in the evening, as shown in Table 3.3.

Table 3.3 – Satisfaction with public transport to city centre, by Community Partnership Area

	North East	North West	South
		% satisfied	
How safe it feels during the day	70	81	78
How long the journey takes	73	79	71
How frequent it is	65	75	72
How reliable it is	64	73	71
Level of comfort on board	61	70	66
Level of cleanliness	53	61	57
How safe it feels in the evening	40	52	58
Base:	*286*	*354*	*379*

4. Transport and employment

Just under one in ten (9%) respondents said they had had been unable to apply for, or accept, a job whilst living in Glasgow because it would have been difficult to get to or from the place the job was based. The figure was very slightly higher among those living in the North East and North West (11% and 12% compared to 5% in the South); those with children (12% compared to 8% of those with no children); and those without a car (12% compared to 7% of those with car).

In terms of the specific factors that would have made it difficult to get to or from the place the job was based, these most commonly related to public transport; in particular, a lack of services suited to the working hours (33%); a basic absence of services (30%); or insufficient services (17%). Journey time (19%) was another factor cited by almost one in five respondents (Table 4.1).

Table 4.1 – Factors that would have made it difficult to apply for/accept job

	%
Public transport	
No public transport that suited the working hours	33
No public transport available	30
Public transport too infrequent	17
Public transport too unreliable	10
Cost of public transport	7
Public transport too difficult/ complicated	3
Public transport felt unsafe	2
Journey time (general)	
Journey times were too long	19
Driving	
Did not have a car	7
Parking issues	2
Unable to get a lift	1
Other	
Health reasons (e.g. unable to walk or cycle)	1
Base: All who have been unable to apply for or accept a job	*92*

Only a minority (3%) of respondents had ever had to give up a job while living in Glasgow because of difficulties getting to/from their place of work. In most such cases, the main difficulties encountered again related to public transport and specifically to an absence of services, a lack of services suited to the working hours, or infrequent or unreliable services (Table 4.2).

Table 4.2 – Difficulties experienced getting to or from a place of work

	N[4]
Public transport	
No public transport available	11
No public transport that suited the working hours	10
Public transport too infrequent	5
Public transport too difficult/complicated	3
Public transport too unreliable	2
Cost of public transport	1
Journey time (general)	
Journey times were too long	4
Driving	
Cost of petrol	1
Unable to get a lift	1
Other	
Health reasons (e.g. unable to walk or cycle)	2
Base: All who have been unable to apply for or accept a job	*29*

[4] As the number of respondents answering this question is lower than 30, the number of responses (N) is shown rather than the percentages.

5. Usage and perceptions of services

Use of services provided by the Council Family Group

Use of non-universal[5] services provided by the Council Family Group remained largely unchanged on previous waves of the survey, with the exception of small increases in use of parks, museums and galleries and libraries (each by six percentage points). Almost three-quarters of respondents had used parks over the last year, while just over half had used cultural services and approaching half had used sports and leisure centres. Smaller proportions had used playparks, education services, social work services and home care services.

Table 5.1 – 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	Spring 2018
	%	%	%	%	%	%	%	%	%	%
Parks	58	58	60	56	59	68	64	65	66	72
Museums & galleries	44	45	47	45	44	51	50	50	53	59
Libraries	43	47	45	45	46	49	44	45	46	52
Sports & leisure centres	46	43	44	43	40	45	43	43	43	47
Recycling centres	n/a	n/a	n/a	20	35	37	34	36	38	36
Children's play parks	21	24	22	23	24	25	25	23	27	25
Primary schools	17	20	17	15	17	19	18	16	20	17
Secondary schools	13	15	14	14	13	14	14	14	13	16
Community centres	10	9	10	13	11	14	12	13	12	15
Nursery schools	9	9	11	10	10	13	10	9	11	13
Social work services	8	10	8	10	7	9	9	7	7	8
Home care services	4	4	3	5	4	3	4	5	5	6
Base:	*1,009*	*1,013*	*1,018*	*1,015*	*1,024*	*1,027*	*1,021*	*1,023*	*1,045*	*1,019*

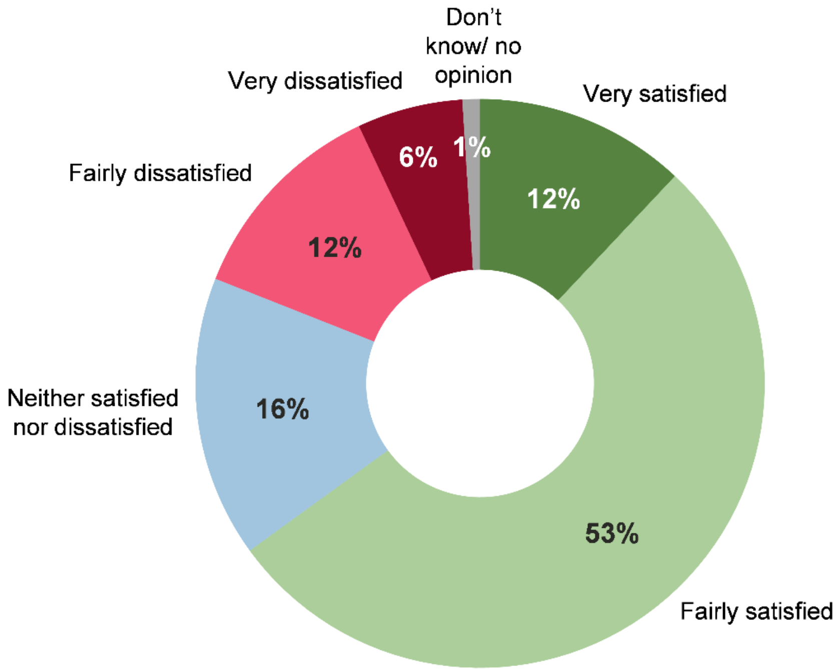
Overall satisfaction with services provided by the Council Family Group

Overall satisfaction with the services provided by the Council Family Group was slightly down on the previous wave of the survey, from 72% to 65%. Meanwhile, 18% expressed dissatisfaction with the services, up from 14% last year, while 16% were neutral in their opinions (Figure 5.1 and Figure 5.2).

[5] 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.

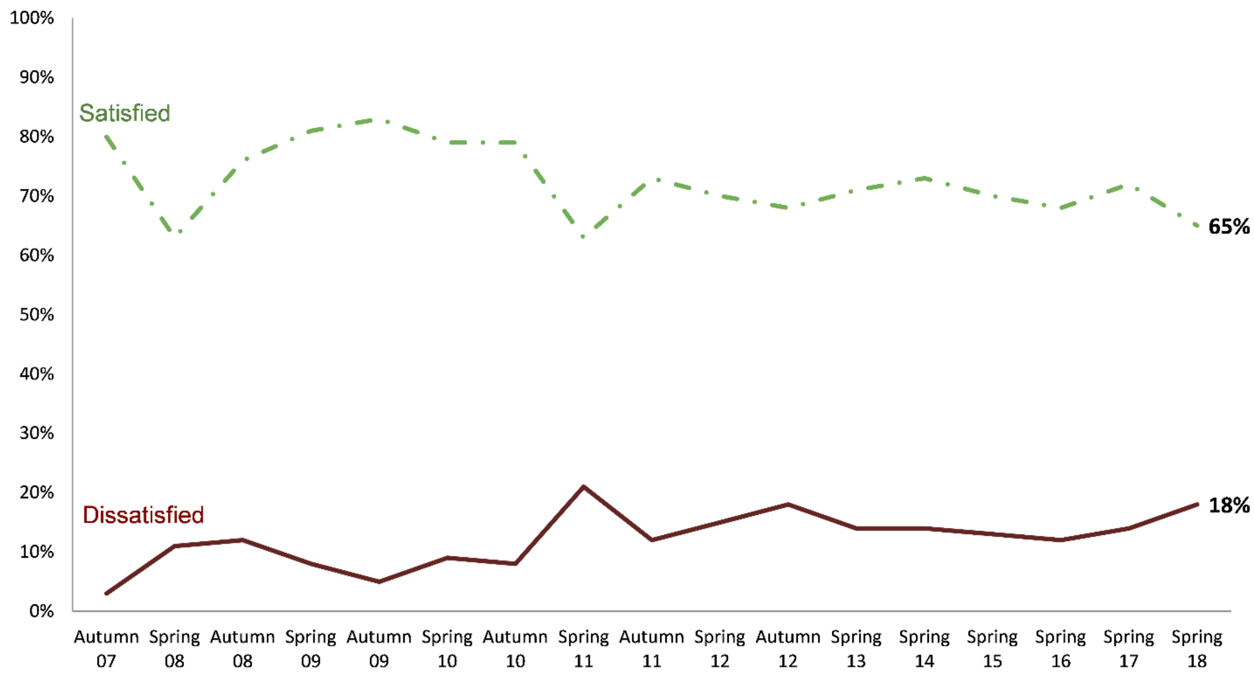
Figure 5.1 - Overall satisfaction with services provided by the Council Family Group

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



Base: All respondents (1,019)

Figure 5.2 – Trend in overall satisfaction with services provided by the Council Family Group



Base: All respondents (1,019)

The decrease in satisfaction between 2017 and 2018 was more pronounced among respondents in the North West than elsewhere (from 76% to 63%; a decrease or 13 percentage points, compared with a decrease of one and five percentages points in the North East and South respectively).

There was further variation by household income. Among those with the highest level of income (£26,000 per year or more) satisfaction decreased from 76% to 67% (compared with an increase of 71-79% among those with the lowest level of income (less than £5200)).

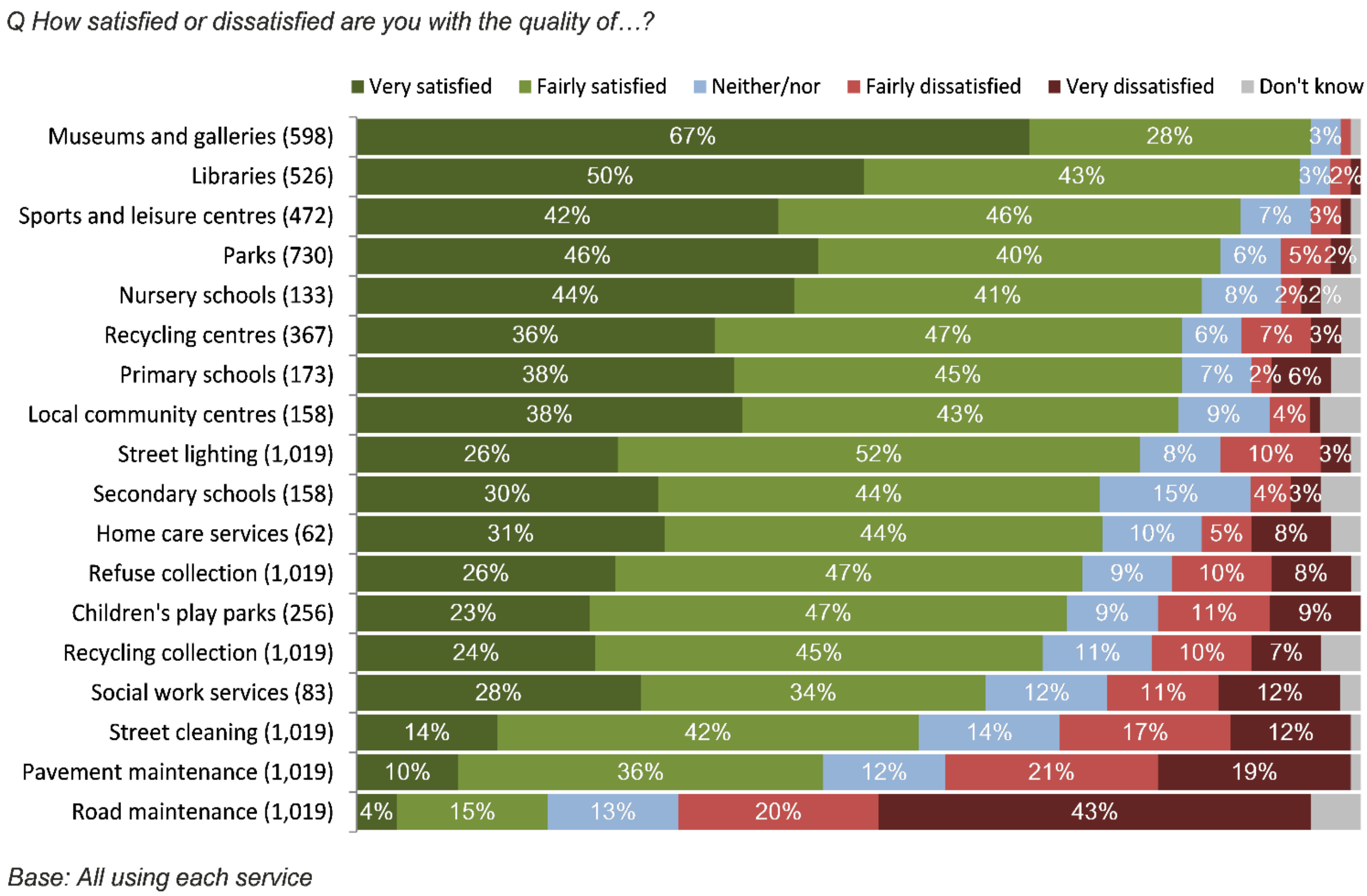
These changes notwithstanding, BEM respondents continued to express higher levels of overall satisfaction with services than non-BEM respondents (73% versus 64% respectively), echoing findings from previous waves.

Satisfaction with individual services

Levels of satisfaction with *individual* services provided by the Council Family Group varied but in most cases were unchanged on 2017. Culture and leisure services were once again held in high regard (between 88% and 95% were satisfied) as were parks (87%); nursery, primary and secondary schools (84%, 83% and 74% respectively); recycling centres (83%); local community centres (81%); street lighting (78%); home care services (74%); refuse collection (73%); and children's play parks (70%). Similarly, around two-thirds of respondents were satisfied with recycling collection (69%) and social work services (62%).

Levels of satisfaction were again lower for street cleaning (56%) and pavement and road maintenance (46% and 20% respectively), however (Figure 5.3).

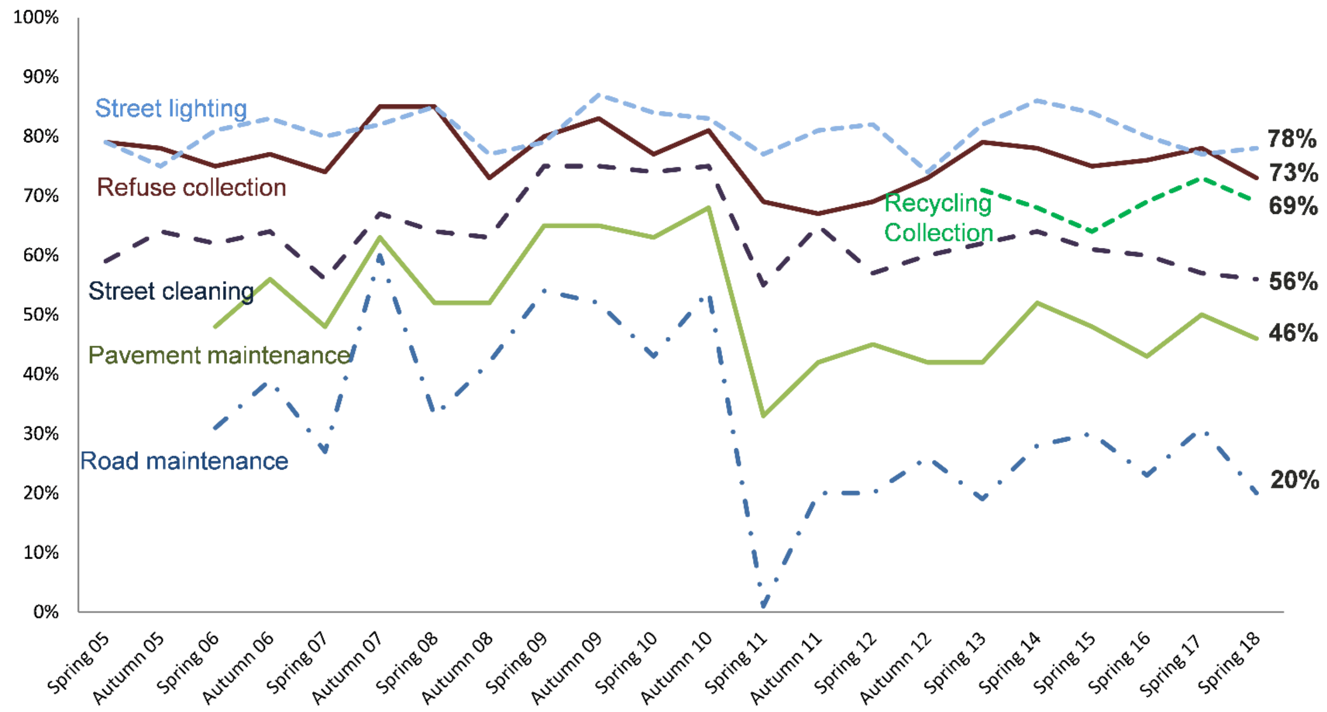
Figure 5.3 – Satisfaction with individual services – overview



Satisfaction with universal services

Levels of satisfaction with street lighting, refuse collection, and recycling collection remained high and in line with those recorded in previous waves; at 78%, 73% and 69% respectively. However, levels of satisfaction with road and pavement maintenance were *lower* than that in 2017 (by eleven and four percentage points respectively). (Figure 5.4).

Figure 5.4 – Trends in satisfaction with universal services



Base: All respondents (1,019)

Satisfaction with refuse collection, recycling collection and street cleaning was higher in the North East (79%, 74% and 62% respectively) than in the North West (70%, 66% and 58%) and the South (72%, 68% and 51%).

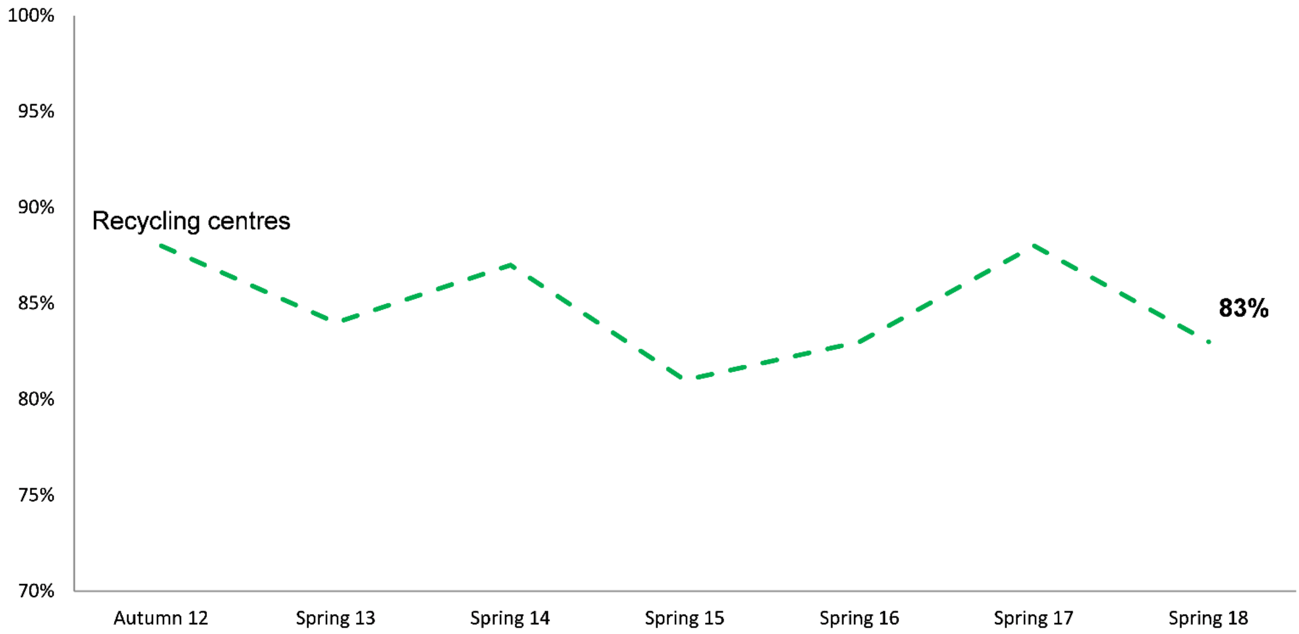
The decrease in satisfaction with both road and pavement maintenance was seen across the city, and was not specific to one Community Partnership Area. That said, those in the South continued to express higher than average *dis*satisfaction with road maintenance (68% compared with 61% in the North East and 60% in the North West).

Satisfaction with non-universal services

Recycling centres

Levels of satisfaction with recycling centres remained high (83%), despite a five percentage point decrease from the level recorded in 2017 (Figure 5.5).

Figure 5.5 – Trends in satisfaction with recycling centres

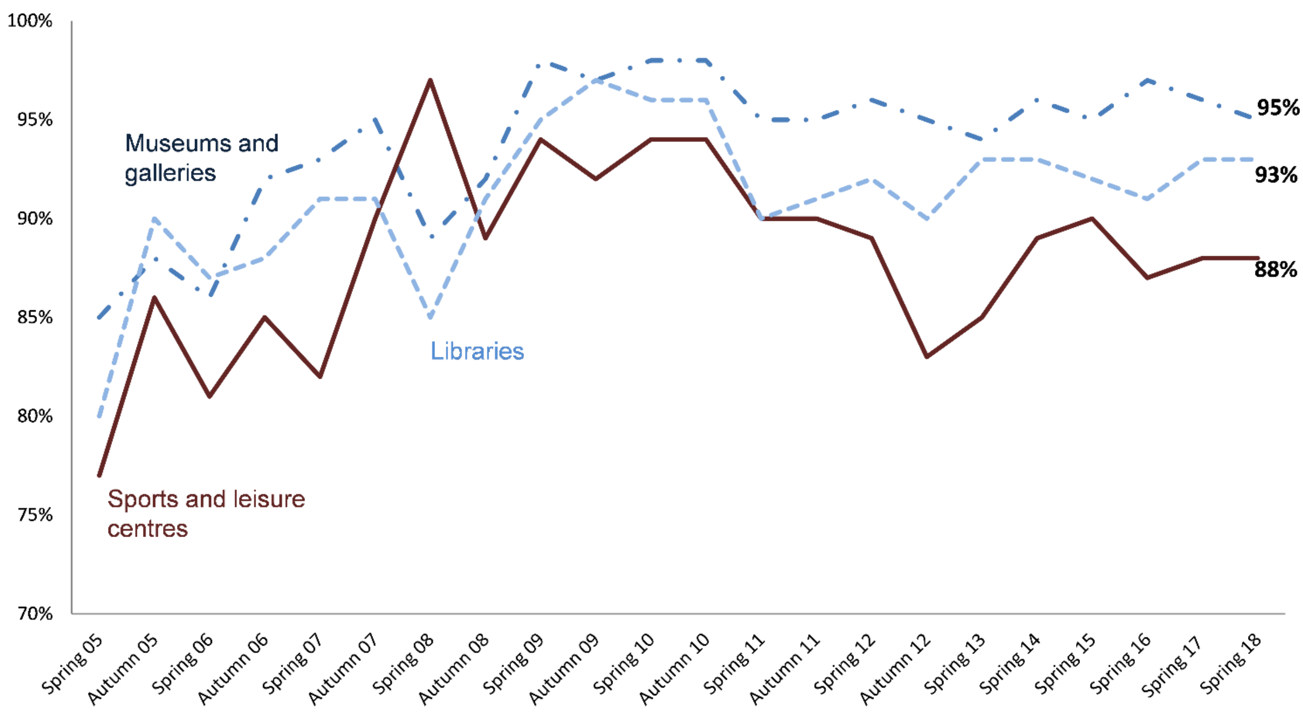


Base: All users (367)

Culture and leisure services

Levels of satisfaction with culture and leisure services similarly remained high: a vast majority of users of museums and galleries (95%), libraries (93%) and sports centres (88%) remained positive about these areas of provision (Figure 5.6).

Figure 5.6 – Trends in satisfaction with culture and leisure services

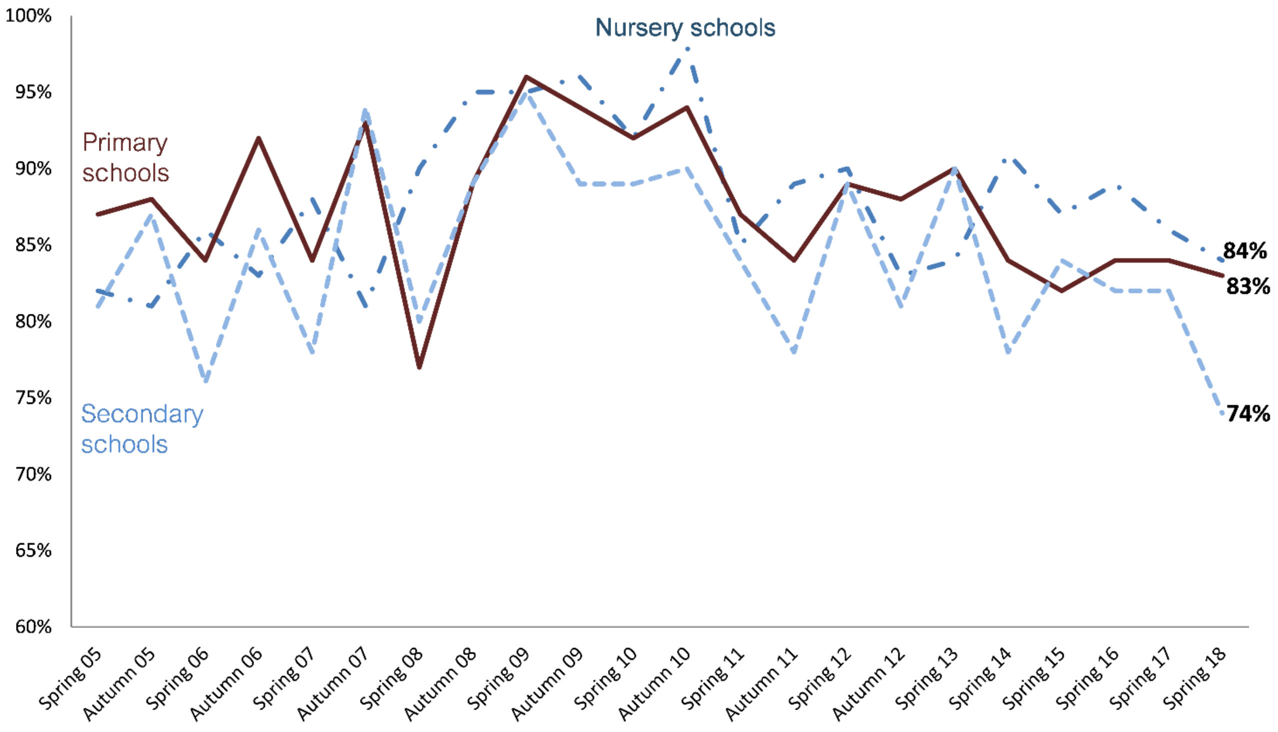


Base: Museums and galleries (598), Libraries(526), Sports and leisure centres (472)

Education services

As Figure 5.7 shows, satisfaction with nursery schools and primary schools also remained high, at 84% and 83% respectively. While satisfaction with secondary schools was at its lowest level since the survey began, and eight percentage points lower than 2017, it nonetheless remained high at 74%.

Figure 5.7 – Trends in satisfaction with education services

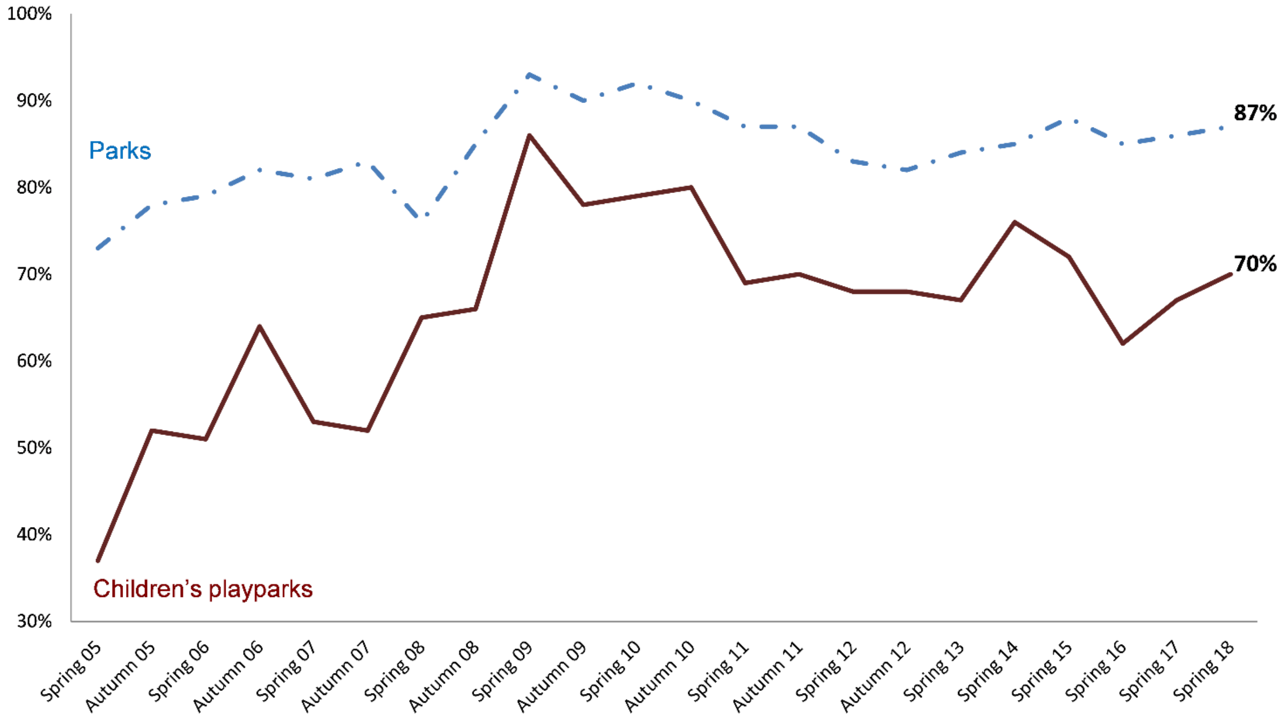


Base: Nursery schools (133), Primary schools (173), Secondary schools (158)

Parks and children's play parks

Around nine in ten (87%) park users, and seven in ten (70%) playpark users were satisfied with these areas of provision (Figure 5.8). As in previous years, however, the figures were significantly lower in the North East than in the North West of the city (84% compared with 91% for parks; and 62% compared with 80% for playparks)

Figure 5.8 – Trends in satisfaction with parks and playparks



Base: Parks (730); Children's play parks (256)

Social care services

Small base sizes preclude robust analysis of trends in satisfaction with social work and home care services. However, three quarters (74%) of those who had used home care services and almost two thirds (62%) of those who had used social work services were satisfied with this provision, in line with the results from previous waves of the survey.

Local community centres

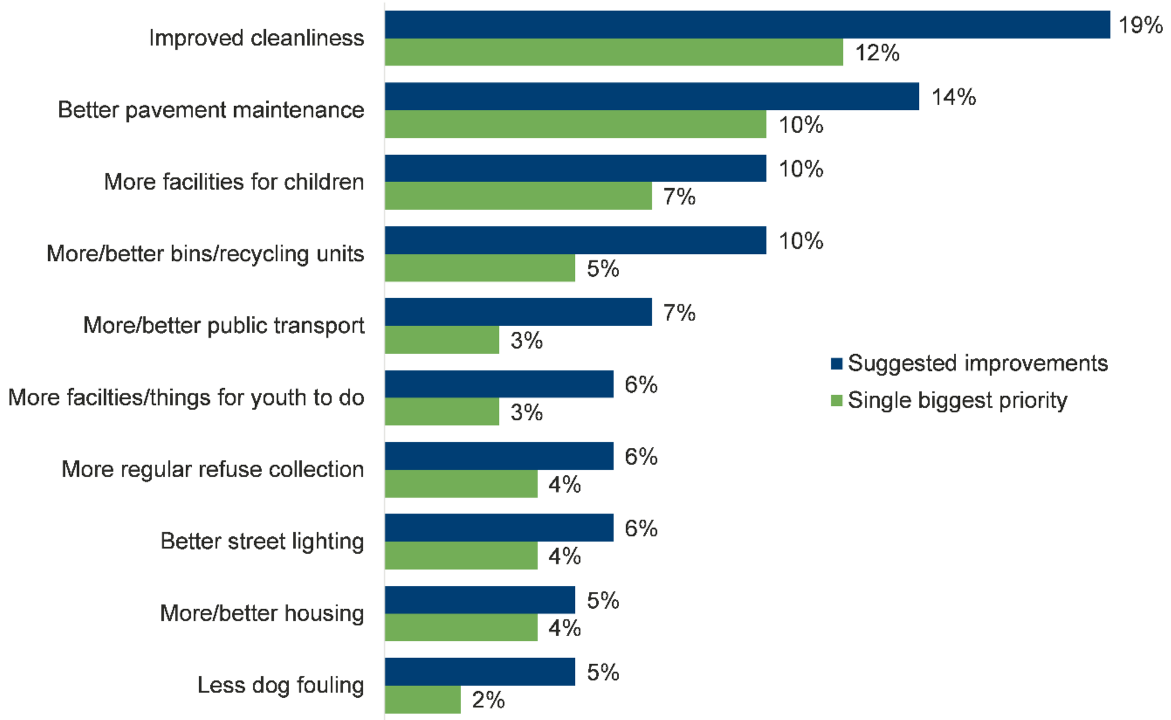
Eight in ten (81%) users of local community centres were satisfied with these, in line with the previous year's results. Again, this finding should be treated as indicative due to the small base size.

Suggested improvements to local area

Respondents identified a range of improvements they would like to see made to their local area in the event that they had the opportunity to direct some council spending accordingly. The most commonly suggested improvements were greater cleanliness (19%), better pavement maintenance (14%), more facilities for children (10%), more or better bins or recycling units (10%) and more or better public transport (7%).

When respondents were asked what their *single* biggest priority would be, the rank ordering of improvements remained the same (Figure 5.9), though the gap between the top two responses (cleanliness and pavement maintenance) narrowed to just two percentage points.

Figure 5.9 - Priority improvements to the local area



Base: All respondents (1,019)

Respondents in the North West were more likely than those in the North East and South to suggest more or better bins and recycling units (13% compared with 7% and 8% respectively); more or better public transport (11% compared with 5% and 5%); more regular refuse collection (9% compared with 4% and 4%); and less dog fouling (7% compared with 3% and 4%).

6. Council reputation and communications

Echoing findings from previous waves of the survey, while a majority (71%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, around half as many (37%) felt it was addressing the key issues affecting the quality of life in their local area (Table 6.1).

Table 6.1 – Perceived impact of the council 2014-2018

	Spring 2014		2015		2016		2017		2018	
	Agree	**Disagree**	**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	71	7
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	37	27
Base: All	*1,027*		*1,021*		*1,023*		*1,045*		*1,019*	

In terms of perceptions of local service standards, around half of respondents agreed that the council made the best use of money available (49%) and provided high quality services (48%), while slightly fewer felt it gave residents good value for money (46%) and designed its services around the needs of people who used them (46%). These findings too are broadly consistent with previous waves of the survey, notwithstanding a slight (four percentage point) increase since 2017 in the proportion saying the council gave residents value for money (Table 6.2).

Table 6.2 – Perceptions of the council 2014-2018

	Spring 2014		2015		2016		2017		2018	
	Agree	**Disagree**	**Agree**	**Disagree**	**Agree**	**Disagree**	**Agree**	**Disagree**	**Agree**	**Disagree**
	%	%	%	%	%	%	%	%	%	%
The council provides high quality services	n/a	n/a	49	24	46	25	51	21	48	20
Glasgow City Council gives residents good value for money	50	28	45	27	42	29	42	26	46	25
The council designs its services around the needs of the people who use them	n/a	n/a	51	25	46	26	48	23	46	21
The council does the best it can with the money available	n/a	n/a	50	27	43	33	49	25	49	22
Base:	*1,027*		*1,021*		*1,023*		*1,045*		*1,019*	

Views on the council's information provision and the extent to which it engaged with citizens were similar to those seen in recent waves. Fewer than half of respondents agreed that the council was good at letting residents know about its services (45%), and about how well it was performing (32%), with similar proportions agreeing that the council was too remote and impersonal (41%) and that it rarely considered residents' views when making decisions that affected them (38%). Perhaps reflecting this, fewer than half (46%) said they trusted the Council and 49% said they would like to be more involved in the decisions affecting their local area. (Table 6.3).

Table 6.3 – Perceptions of council information provision and citizen engagement 2014-2018

	Spring 2014		2015		2016		2017		2018	
	Agree	**Disagree**	**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	49	19
The council is good at letting residents know about the services it provides	n/a	n/a	48	34	48	32	44	37	45	29
The council is too remote and impersonal	39	33	46	25	48	26	42	28	41	27
I trust Glasgow City Council	48	27	47	27	46	30	48	25	46	23
The council rarely takes residents' views into account when making decisions that affect them	43	32	45	26	45	25	40	26	38	25
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	32	34
Base:	*1,027*		*1,021*		*1,023*		*1,045*		*1,019*	

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 – Perceptions of the council by overall satisfaction with services

	All (% agree)	Satisfied with services	Dissatisfied with services
	%	%	%
The council has an important impact on the quality of local life in Glasgow	71	77	60
The council does the best it can with the money available	49	62	19
I would like to be more involved in decisions that affect my area	49	47	61
The council provides high quality services	48	63	15
Glasgow City Council gives residents good value for money	46	58	15
I trust Glasgow City Council	46	60	18
The council designs its services around the needs of the people who use them	46	57	17
The council is good at letting residents know about the services it provides	45	53	26
The council is too remote and impersonal	41	35	61
The council rarely takes residents' views into account when making decisions that affect them	38	33	58
The council is addressing the key issues affecting quality of life in my local area	37	47	16
The council is good at letting people know how well it is performing	32	37	18
Base:	*1,019*	*658*	*186*

Respondents in the North West were more likely than average to say the council had an important impact on the quality of local life (76% compared with 71% overall), and that it was good at letting residents know about services (49% compared with 45%). Those in the North East were more likely than average to agree that the council rarely took residents views into account when making decisions (45% compared with 38%).

In terms of other sub-group differences, women were more likely than men to *disagree* that the council:

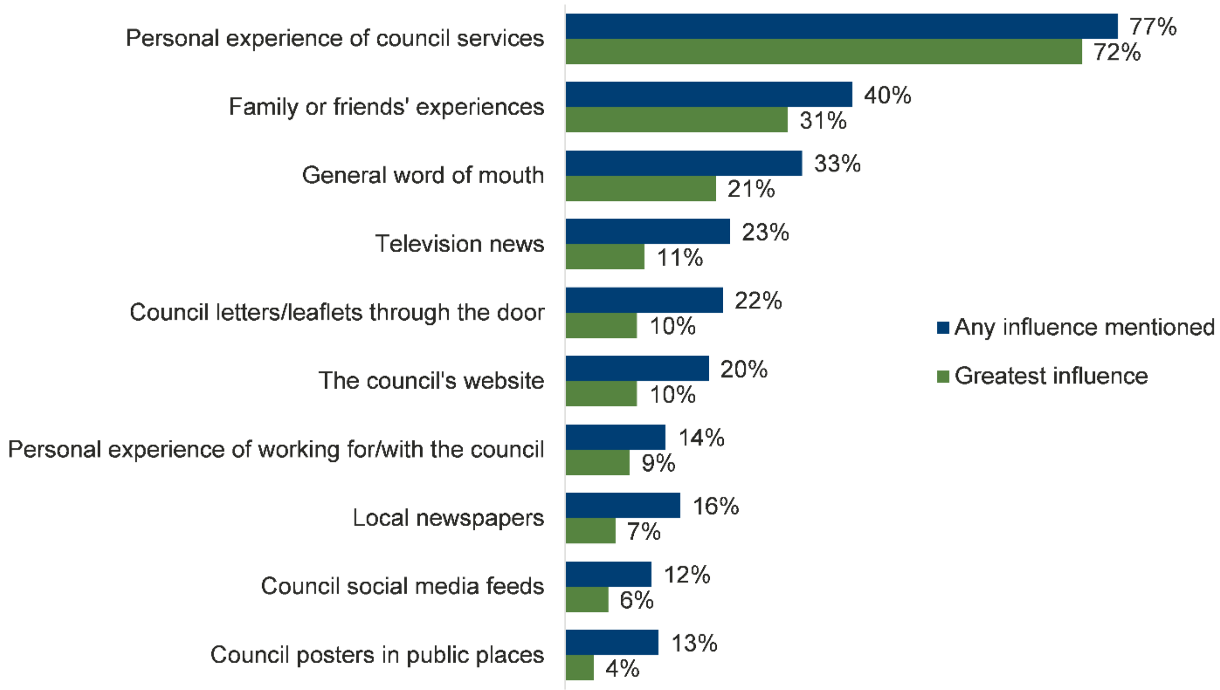
- was good at letting residents know about the services it provided (33% compared with 25%);
- was addressing the key issues affecting the quality of life in their local area (31% compared with 24%);
- gave residents good value for money (30% compared with 21%);
- designed services around the needs of people who used them (25% compared with 16%);

Looking at the results by social grade more C2DEs than ABC1s *disagreed* that they trusted the council (26% compared with 19%) and that the council provided high quality services (24% compared with 16%).

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 two percent of respondents cited this as important – more than twice as many as cited the next highest ranking factor; family or friends' experiences (31%). Other factors mentioned by more than one in ten respondents were word of mouth (21%), television news (11%), council letters or leaflets (10%), and the council website (10%). These results were broadly consistent with those from 2017.

Figure 6.1 – Main factors influencing opinion of the council

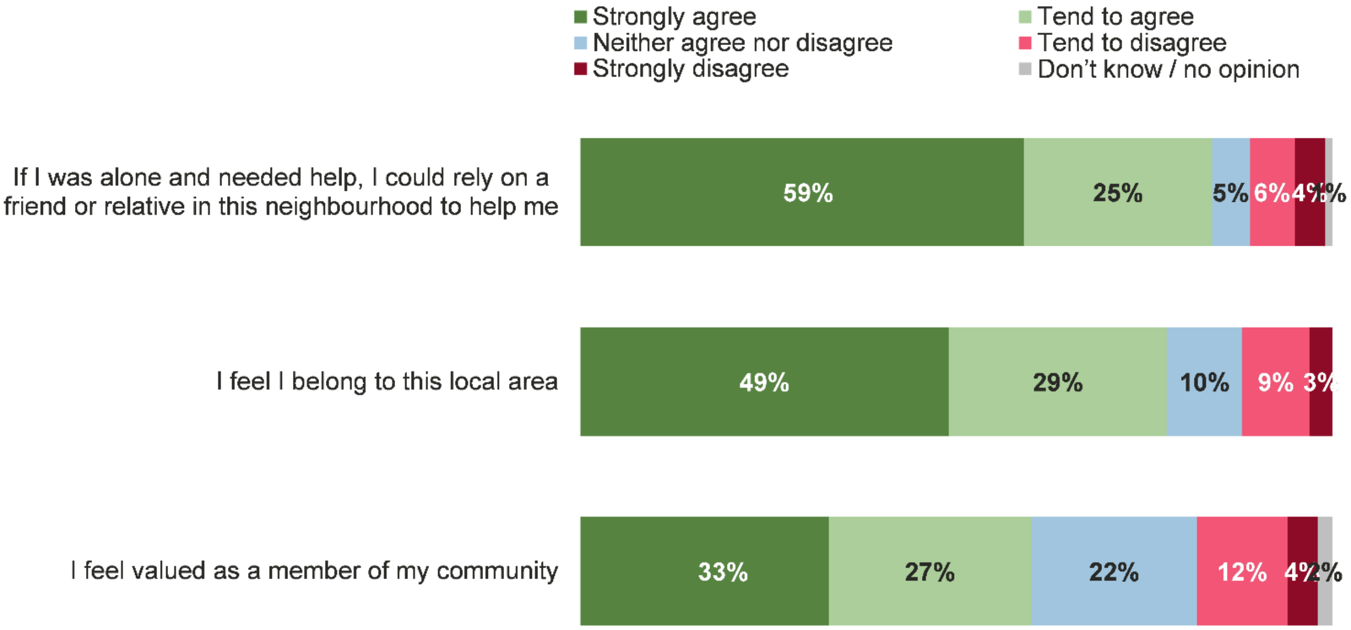


Base: All respondents (1,019)

7. Community belonging

Overall, respondents were positive about their place in their local community. Most agreed that if they were alone and needed help they could rely on a friend or relative in the neighbourhood to help them (84%), with over half (59%) *strongly* agreeing. A majority also agreed that they felt they belonged to the local area (78%) and valued as a member of their community (60%).

Figure 7.1 – Community belonging



Base: All respondents (1,019)

Attitudes to the first two statements were in line with those recorded in the 2016 GHS results (the last time these questions were asked) though a little lower than the most recent results from the Scottish Household Survey[6]. (No comparable data is available for the third statement, "I feel valued as a member of my community.")

[6] http://www.gov.scot/Resource/0052/00525075.pdf

Table 7.1 – Community belonging - comparisons with 2016 Survey and Scottish Household Survey

	2016 Scottish Household Survey	2016 Glasgow Household Survey	2018 Glasgow Household Survey
	% agree		
If I was alone and needed help, I could rely on one of my friends or relatives in this neighbourhood to help me	90%	84%	84%
I feel I belong to this local area[7]	77%	68%	78%

Respondents in the North East were less likely than those in the North West and South to feel that they belonged to their local area (73% compared with 81% and 79%) and to feel valued as a member of the community (56% compared with 62% and 61%).

C2DEs, meanwhile, were *more* likely than ABC1s so say that they felt they belonged to the local area (84% compared with 70%) and felt valued (66% compared with 52%).

Generally, older respondents tended to have more positive views about community belonging than younger respondents, (Table 7.2).

Table 7.2– Community belonging by age

	16-24	25-34	35-54	55-64	65+
	% agree				
I could rely on a friend or relative in this neighbourhood to help me	87%	80%	83%	85%	90%
I feel I belong to this local area	71%	69%	81%	82%	89%
I feel valued as a member of my community	54%	52%	63%	56%	74%

[7] In GHS 2016, wording of this statement was "I feel part of the community in which I live"; SHS wording of this statement was "I feel a very or fairly strong sense of belonging to this neighbourhood

8. Consumption of alcohol in public places

Awareness of the alcohol consumption ban

Since 1996, there has been a ban on the consumption of alcohol in public places in Glasgow, including streets and parks. The majority of respondents – almost nine in ten (87%) – were aware of the ban.

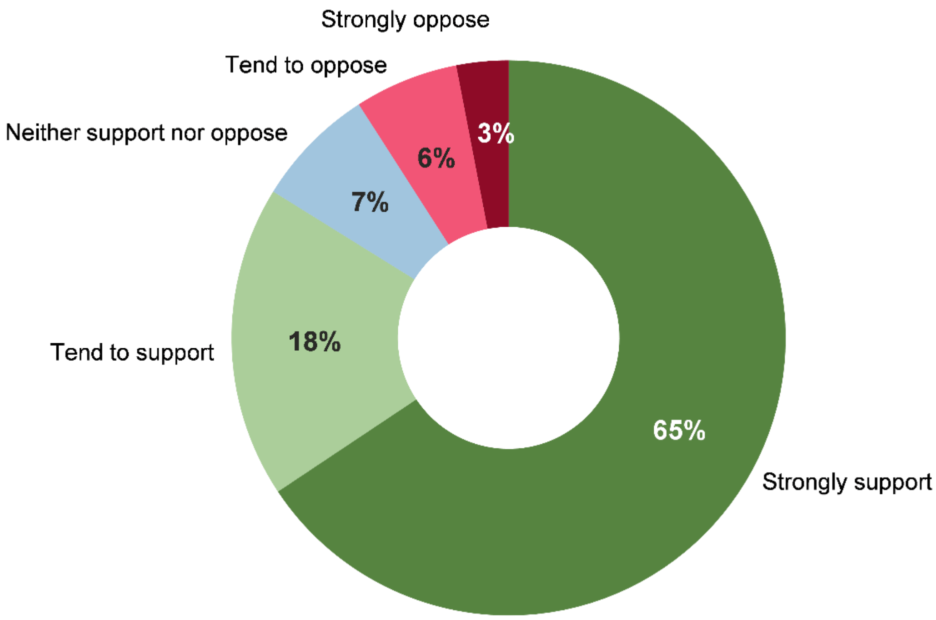
Levels of awareness varied by region, age and ethnicity, however. Respondents in the North East were more likely to know about it than those in the North West (91% compared to 85%, and 87% in the South). And older respondents were more likely to do so than younger respondents (95% of 55-64 year olds, compared to 82% of 16-24 year olds). In terms of ethnicity, 90% of non-BEM respondents knew about the ban, compared to a notably lower 61% of BEM respondents.

Attitudes towards the ban

Generally, respondents were supportive of Glasgow's ban on the consumption of alcohol in public places, as shown in Figure 8.1 below. Indeed, almost two thirds stated that they *'strongly'* supported the ban (65%) and a further 18% percent stated that they *tended* to support it. Just nine percent of respondents expressed any level of opposition.

Figure 8.1 – Level of support for the ban on consuming alcohol in public places

Q To what extent would you say you support or oppose the ban?



Base: All respondents (1,019)

Perceived effects of the ban

The ban was generally perceived positively by respondents. Around three quarters felt it had had a positive effect on the city as a whole (79%) and on their local area (75%), while around two thirds felt it had impacted positively on them and their family (67%).

Table 8.1 – Perceived effects of the ban on consuming alcohol in public places

	Glasgow generally	Your local area	You and your family
Very positive	49%	40%	36%
Fairly positive	30%	35%	32%
Both positive and negative	12%	14%	18%
Fairly negative	4%	5%	4%
Very negative	2%	1%	1%
Don't know	3%	4%	9%
Prefer not to say	*	*	*
Positive	**79%**	**75%**	**67%**
Negative	**5%**	**6%**	**5%**
Base: All respondents (1,019)			

Respondents in the South tended to be most positive about the effects of the ban, with 83% saying it had had a positive effect on Glasgow generally (compared to 77% in both the North East and the North West) and 80% saying it had had a positive effect in their local area, compared to 70% in the North East (while the figure was 73% in the North West).

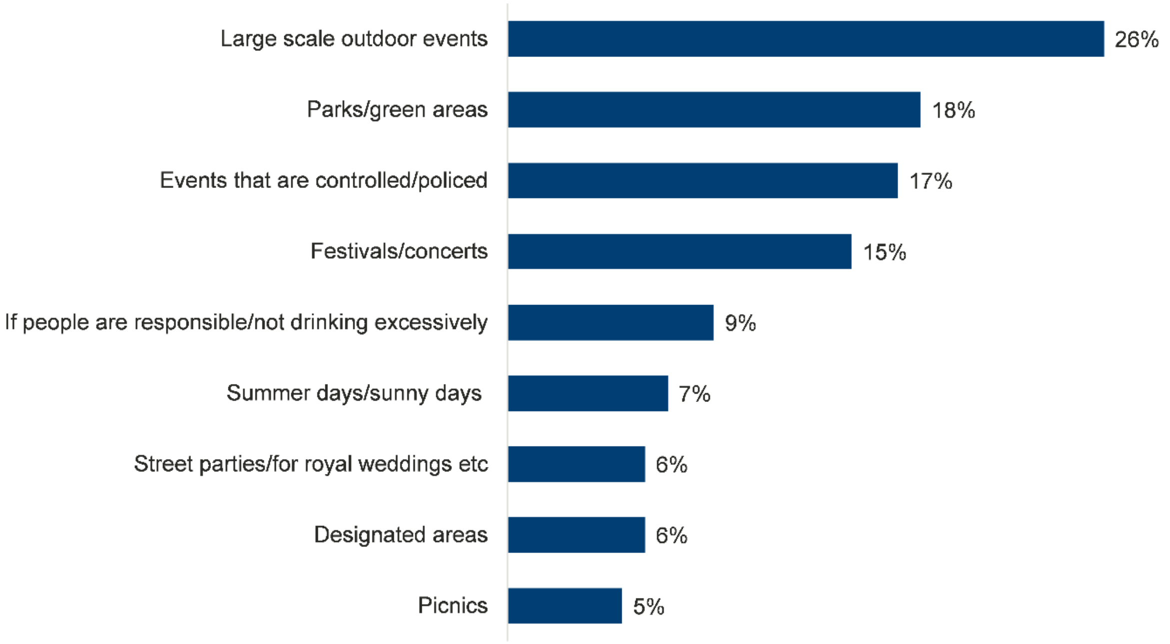
C2DEs were more positive than ABC1s about the effects of the ban with 53% stating that the effect on Glasgow generally had been 'very positive', compared to 45% of ABC1s. Further, while 71% of C2DEs felt the effect had been positive on their family, that figure was lower among ABC1s (at 63%).

Views on exceptions to the ban on consuming alcohol in public places

Respondents were asked (unprompted) whether they thought there should be any exceptions to the ban. A quarter said they believed there *should* be some such exceptions. The figure rose to 31% among 16-24 year olds and 36% among 25-34 year olds (compared to just 15% among those aged 65 and over); and to 37% among ABC1s (compared to just 16% of C2DE).

In terms of the specific circumstances in which it was felt the ban should be waived, the most popular suggested was during large scale events, including events in parks, with 26% of respondents mentioning this. The next most common suggestions were in parks or green areas generally (18%), at controlled, well policed or stewarded events (17%) and at festivals or concerts (15%) (Figure 8.2).

Fig 8.2– Suggested exceptions to the ban on the consumption of alcohol in public places



Base: All saying there should be exceptions to the ban (249)

9. Violence against women

Perceptions of violence against women and girls

Asked unprompted what sort of issues came to mind when they heard the terms "violence against women and girls", over half (56%) of respondents said domestic abuse, while 45% mentioned rape or other forms of sexual assault and 28% mentioned other forms of physical abuse. Twenty-two percent made reference to threats of physical abuse and a similar proportion (19%) to emotional or psychological abuse. Other issues, mentioned by fewer respondents, including stalking or harassment (13%); controlling behaviour by a partner, relative or other known person (11%); people trafficking (8%); the sharing of intimate images without consent (6%); prostitution (5%); forced marriage (5%); and Female Genital Mutilation (4%) (Table 9.1).

Table 9.1 – Issues associated with violence against women and girls

	%
Domestic abuse (physical or emotional)	56
Rape/other forms of sexual assault	45
Other forms of physical abuse e.g. being hit, punched or kicked	28
Threats of physical abuse	22
Emotional/psychological abuse e.g. being repeatedly criticised and made to feel bad	19
Stalking or harassment	13
Controlling behaviour by a partner/relative/other known person	11
Human/people trafficking	8
The sharing of intimate images online/by phone without consent	6
Prostitution	5
Forced marriage	5
Female Genital Mutilation	4
Base:	*1,019*

Action against those caught paying for sex

All respondents, regardless of whether or not they identified prostitution as a form of violence against women and girls, were asked what action, if any, they thought should be taken against people caught paying for sex with a prostitute – both the first time the person was caught and in the event of repeat behaviour.

For a first offence respondents generally favoured cautionary, shorter term actions: 37% felt the person should receive a police caution, 24% thought they should be fined and 16% thought they should have to go to counselling or another type of therapy to address the causes of their behaviour. Just 8% thought they should receive a Community Payback Order and 7% thought they should receive a prison sentence. Sixteen percent felt that nothing should happen to the offender (Table 9.2).

For repeat behaviour, respondents favoured a more punitive approach, with 20% saying the person should be given a prison sentence and 10% saying they should have their liberty restricted. A further 26% felt they should be fined and 23% felt they should have to go to counselling. Fewer suggested a police caution (14%) or a Community Payback Order (11%) and, once again, 15% felt that nothing should happen to the offender.

Table 9.2 – Action that should be taken against people caught paying for sex

	First offence	Repeat behaviour
	%	%
They should be given a police caution	37	14
They should be fined	24	26
They should have to go to counselling or another type of therapy	16	23
Nothing should happen to them	16	15
They should receive a Community Payback Order	8	11
They should be given a prison sentence	7	20
They should be publicly identified	5	7
They should have their liberty restricted (e.g. electronic tag or curfew)	4	10
Base: All agreeing to give an answer (923)		

For both scenarios, males were almost three times more likely than females to say that *nothing* should happen to the person: 23% in relation to being caught for a first offence (compared with 9% of females), and 22% in relation to being caught repeatedly (compared with 8% of females).

Females, on the other hand, were more likely to suggest that those caught the first time should receive a fine (29% compared with 19% of males) or counselling (19% compared with 13%). They were also more likely to suggest that those caught repeatedly should be given a prison sentence (25% compared with 15% of males), or have their liberty restricted (13% compared with 8%).

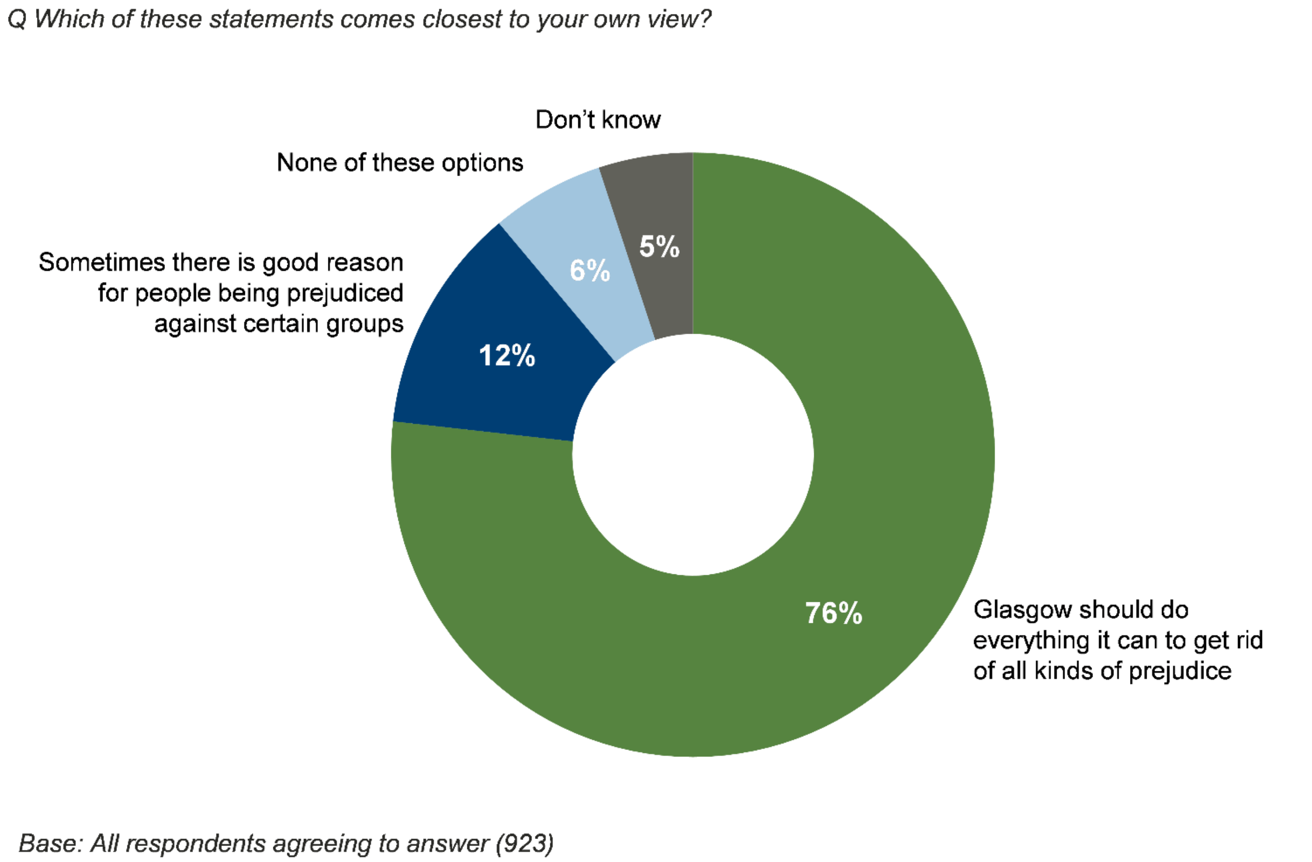
In both scenarios, ABC1s were more likely than C2DEs to suggest that those caught paying for sex should receive counselling: 22% the first time (compared with 12% of C2DEs), and 30% for those caught repeatedly (compared with 17%).

10. Fairness and equality

Attitudes towards prejudice

Three quarters (76%) of respondents believed that Glasgow should do everything it could to get rid of all kinds of prejudice. Twelve percent, meanwhile, felt that sometimes there was good reason for people being prejudiced against certain groups (Figure 8.1).

Figure 10.1 – Attitudes towards prejudice



Views on these statements were somewhat changed since 2016, when the question was last asked. The proportion saying that Glasgow should do everything it could to get rid of all kinds of prejudice was higher than in 2016, and higher than the comparable national level finding from the Scottish Social Attitudes Survey (SSA) 2015[8], (Table 10.1). Correspondingly, the proportion saying there was sometimes good reason for people being prejudiced was lower than in 2016 and than in both of those other studies.

[8] Scottish Social Attitudes Survey 2015: Attitudes to Discrimination and Positive Action http://www.ssa.natcen.ac.uk/media/38903/attitudes-to-discrimination-and-positive-action-2015.pdf

Table 10.1 – Attitudes towards prejudice, SSA 2015 and GHS 2016-18

	SSA 2015	GHS 2016	GHS 2018
	%	%	%
Scotland/Glasgow[9] should do everything it can to get rid of all kinds of prejudice	69	64	76
Sometimes there is good reason for people being prejudiced against certain groups	22	20	12
Base:	*1,495*	*1,023*	*923*

As in 2016, ABC1 respondents were more likely than C2DEs to say that Glasgow should do everything it can to get rid of all kinds of prejudice (81% compared with 73%). That said, it was among C2DEs that the more notable positive shift since 2016 was evident (the proportion saying they agreed increased by 15 percentage points, compared with 10 percentage points among ABC1s).

A more positive shift still was evident among those aged 55 to 64: the proportion of this group agreeing that Glasgow should do everything it can to get rid of prejudice was up by 23 percentage points (in comparison with an overall increase of 12 percentage points).

In relation to the other statement, non-BEM respondents were more likely than BEMs to think that sometimes there was good reason for people being prejudiced against certain groups (13% compared with 5%) and this was consistent with the findings from 2016.

Community cohesion

Almost three-quarters of all respondents agreed that the people of Glasgow welcomed newcomers to the city (74%) and a similar proportion agreed that: the city and their local area were places where people from different backgrounds got on well together (73% and 71% respectively); and the council supported everyone regardless of differences such as ethnicity or religion (72%) (Table 8.2). Two thirds (66%), meanwhile, agreed that people in their neighbourhood welcomed everyone, regardless of differences such as ethnicity or religion. These findings were in line with those seen in 2016.

ABC1 respondents were more likely than C2DEs to agree with each of the statements (Table 10.2). BEM respondents meanwhile were more likely than non-BEMs to agree that Glasgow and their local areas were places where people from different backgrounds got on well together (84% and 82%, compared to 72% and 71%, respectively), and that people in their neighbourhood welcomed everyone (84%, compared to 65%).

[9] In the SSA survey, the question focused on Scotland, while in the GHS the focus was on Glasgow.

Table 10.2 – Perceptions of community cohesion by social grade and ethnicity

	All	ABC1	C2DE	Non-BEM	BEM
	% Agreeing				
The people of Glasgow welcome newcomers to the city	74	79	70	74	80
Glasgow is a place where people from different backgrounds generally get on well together	73	81	66	72	84
The council supports everyone no matter their ethnicity, religion, gender, age, sexual orientation, etc.	72	77	69	71	82
This local area is a place where people from different backgrounds get on well together	71	78	66	71	82
The people in my neighbourhood welcome everyone no matter their ethnicity, religion, gender, age, sexual orientation, etc.	66	72	61	65	84
Base:	*923*	*417*	*506*	*66*	*852*

The council's treatment of residents

Seven out of ten respondents agreed that the council's services were available to everyone (73%) and that they personally were treated with respect when dealing with the council (71%) (Table 10.3). Fewer, though still a majority, agreed that the council treated everyone equally (61%) and fairly (59%). For all the statements, perceptions had improved since 2016 (Fig 8.4).

Table 10.3 – Perceptions of the council's treatment of residents

	2016	2018
	%	%
The council's services are available to everyone	69	73
I am treated with respect when dealing with the council	64	71
The council treats everyone equally	53	61
The council treats everyone fairly	49	59
Base:	*1,023*	*923*

Those in the North East were more likely than average to *dis*agree that the council treated everyone equally (22% compared with 17% overall) and fairly (21% compared with 17%), and that council services were available to everyone (15% compared with 11%).

C2DEs were more likely than ABC1s to *dis*agree that everyone was treated equally (20% compared with 15%) and fairly (20% compared with 13%) by the council, and females were more likely to do so than males (21% and 20% compared with 14% and 14% respectively). Those with a disability in their household were more likely than those without to disagree that the council treated everyone equally (25% compared with 15%).

Appendix: Topline Results

2018 Glasgow Household Survey
Topline V1

- This document comprises topline results from the 2018 Glasgow Household Survey
- Results are based on a survey of 1019 respondents (adults aged 16+) conducted in-home, face-to-face
- Fieldwork dates: 7th April to 9th June
- Data are weighted by: age, sex and Sector Community Partnership Area
- Throughout the topline a dash (-) denotes zero and an asterisk (*) denotes <0.5%
- Where results do not sum to 100%, this may be due to computer rounding, multiple responses, or the exclusion of "don't know" categories
- Results are based on all respondents (1019) unless otherwise stated.

EUROPEAN CHAMPIONSHIPS

I'd like to begin with some questions about an event taking place in the city this summer

Q1. **Did you know that Glasgow will be hosting the European Championships in August 2018?**

Yes	60%
No	40%
Don't know	*

Q2. **How did you first hear about Glasgow hosting the European Championships 2018?**

On TV or radio	45%
Word of mouth	21%
Outdoor adverts (e.g. billboards, or posters at bus stops, on buses or taxis)	19%
Online or via social media (e.g. Facebook, twitter, Instagram, snapchat)	11%
Local newspaper	10%
Through an organisation (school, nursery, workplace, sports club, community group)	9%
Via a newsletter/email from Glasgow 2018	2%
In another way	-
Don't know can't remember	2%

Q3. **There are a number of ways that Glasgow residents might get involved in the European Championships. Are you intending to do any of the following?**

Work or volunteer at the Championships	6%
Attend one of the ticketed sporting events	10%
Attend one of the free sporting events (e.g. Cycling road race and time-trial, Mountain Biking, Open Water Swimming, Rowing or Triathlon)	18%
Spend time in Glasgow city centre while the Championships are on	23%
Visit the live zones during events (e.g. George Square, Glasgow Green)	21%
Participate in Championships-related cultural activities (e.g. Festival 2018 or Merchant City Festival)	8%
Take part in Championships-related events at sports clubs, schools or community groups	3%
Watch the sports or events on television or online	35%
Other	11%
Don't know	33%

Q4 **Do you think Glasgow hosting the European Championships will have a positive or negative effect on…..**

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

	a	b	c
Strongly positive	18%	31%	68%
Slightly positive	34%	35%	23%
Both positive and negative	11%	10%	3%
Slightly negative	2%	3%	1%
Strongly negative	1%	1%	*
No effect at all	29%	15%	2%
Don't know / unsure	5%	5%	2%

Q5 **Do you think that Glasgow hosting the European Championships will encourage you or other members of your household to do any of the following?**

a) Respondent
b) Other member of the household

		a	b
A	Participate in more sport or physical activity	16%	12%
B	Make more use of local sports facilities	14%	9%
C	Improve my/their diet	8%	4%
D	Stop smoking	3%	1%
E	Drink less alcohol	3%	1%
F	Volunteer in the local community	5%	2%
G	Volunteer in a local sports club	3%	2%
H	Use public transport more instead of travelling by car/van	7%	3%
I	Walk more often	15%	8%
J	Cycle more often	7%	6%
K	Take more of an interest in local cultural events	12%	7%
L	Become more involved in the local community	7%	4%
	Something else PLEASE SPECIFY	*	*
	None of the above	53%	63%
	Don't know	7%	9%

THE CITY CENTRE

Moving on to a different subject, I'd now like to ask you some questions about Glasgow city centre. When I say Glasgow city centre, I mean the area bounded by the M8 to the north, the River Clyde to the south, High Street to the east and the Kingston Bridge.

Q6. **Have you ever lived in Glasgow city centre?**

Yes	14%
No	86%
Don't know	-

Q7. **Would you ever consider living in Glasgow city centre?**
Would you ever consider living in Glasgow city centre again?

Yes	24%
No	75%
Don't know	1%

Q8a **What are your main reasons for not considering living in the city centre?**

Q8b **And what is your single main reason for not considering living in the city centre?**

	(a)	(b)
Price of housing	19%	12%
Low/lower quality housing	1%	*
Housing is too small	2%	*
Schooling reasons (e.g. reluctance/inability to change schools)	1%	1%
Lack of parks and open spaces	6%	2%
Poor air quality/air pollution	10%	3%
Noise	29%	11%
Lack of local community facilities (community centres, youth clubs etc.)	2%	*
Lack of community spirit / feeling	3%	1%
Not child friendly	6%	2%
Too busy / crowded	41%	24%
Not close enough to family and friends / no family ties	5%	2%
Safety fears	4%	2%
Too many pubs / clubs	4%	1%
Too many cars	9%	1%
I like where I currently live	31%	22%
Just don't want to live in the city centre (not specified further)	11%	8%
Have never thought about it	4%	3%
Other	1%	*
Don't know	1%	1%

Q9 **I am interested in how often you travel into Glasgow city centre, for example to meet family and friends, go shopping, for entertainment or to use services like banking. How often, if at all, do you travel into the city centre during…**

a) the day time, before 7pm?
b) in the evening, after 7pm?

	a	b
3 times a week or more	27%	9%
1 -2 times a week	23%	17%
2 – 3 times a month	18%	14%
Once a month or less	22%	19%
Never	9%	39%
Don't know	*	2%

Q10 **Which of the following modes of transport do you use on a regular basis to travel into Glasgow city centre?**

A	Walking	20%
B	Driver of a car/van	23%
C	Passenger of a car/van	11%
D	Motorcycle/moped/scooter	*
E	Bicycle	6%
F	Public bus	51%
G	Work bus	*
H	School bus	*
I	Train	34%
J	Subway	12%
K	Taxi	18%
	Other PLEASE WRITE IN	*
	Don't know	-
	Refused	-

Q11 **And which one do you use most often?**

A	Walking	9%
B	Driver of a car/van	14%
C	Passenger of a car/van	4%
D	Motorcycle/moped/scooter	-
E	Bicycle	3%
F	Public bus	39%
G	Work bus	*
H	School bus	*
I	Train	22%
J	Subway	5%
K	Taxi	4%
	Other PLEASE WRITE IN	-
	Don't know	*
	Refused	-

Q12 **Thinking about the public transport available in your local area for travelling into Glasgow city centre, how satisfied or dissatisfied are you with…**

	Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable
How frequent it is	34%	37%	6%	7%	3%	12%
How reliable it is	31%	39%	7%	7%	4%	12%
How long the journey takes	34%	41%	8%	3%	2%	13%
The level of cleanliness on board	18%	40%	17%	9%	4%	13%
The level of comfort on board	17%	49%	13%	6%	2%	13%
How safe it feels during the day	29%	48%	6%	3%	1%	13%
How safe it feels in the evening	16%	35%	13%	7%	3%	25%

TRANSPORT AND EMPLOYMENT

Now moving on…

Q13**.** **While living in Glasgow, have you ever been unable to apply for a job or accept a job offer because it would have been difficult to get to or from the place the job was based?**

Yes	9%
No	90%
Don't know/can't remember	1%

Q14. **And what specifically would have made it difficult to get to or from the place the job was based**

Public transport	
No public transport available	30%
No public transport that suited the working hours	33%
Public transport too infrequent	17%
Public transport too unreliable	10%
Cost of public transport	7%
Public transport felt unsafe	2%
Public transport too difficult/complicated	3%
Driving	
Did not have a car	7%
Parking issues	2%
Unable to get a lift	1%
Cost of petrol	-
General	
Journey times were too long	19%
Other	
Health reasons (e.g. unable to walk or cycle)	1%
Other	-
Don't know	2%
Refused	-

Base: 92

Q15. **And while living in Glasgow have you ever had to give up a job because of difficulties getting to or from your place of work?**

Yes	3%
No	96%
Don't know	1%

Q16. **And what were the main difficulties you were experiencing?**

Public transport	N
No public transport available	11
No public transport that suited the working hours	10
Public transport too infrequent	5
Public transport too difficult/complicated	3
Public transport too unreliable	2
Cost of public transport	1
Public transport felt unsafe	-
Driving	
Cost of petrol	1
Did not have a car/no longer had a car	-
Unable/no longer able to get a lift	1
General	
Journey times were too long	-
Other	
Health reasons (e.g. unable to walk or cycle)	2
Other	-
Don't know	-
Refused	-

Base: 29

USAGE AND SATISFACTION WITH SERVICES

Moving on to a different topic…

Q17 **Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners?**

Very satisfied	12%
Fairly satisfied	53%
Neither satisfied nor dissatisfied	16%
Fairly dissatisfied	12%
Very dissatisfied	6%
Don't know	1%

Q18 **Which of these services provided by Glasgow City Council, or its partners, if any, have you or any other household members used in the last year or so?**

A	Nursery schools	13%
B	Primary schools	17%
C	Secondary schools	16%
D	Parks	72%
E	Children's play parks	25%
F	Museums and galleries	59%
G	Sports and leisure centres	47%
H	Libraries	52%
I	Social work services	8%
J	Local community centres	15%
K	Home Care service	6%
L	Recycling centres	36%
	None of these	5%
	Don't know	-

Q19 **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.**

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		Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable	*Base*
a	**Nursery schools**	44%	41%	8%	2%	2%	4%	*133*
b	**Primary schools**	38%	45%	7%	2%	6%	3%	*173*
c	**Secondary schools**	30%	44%	15%	4%	3%	4%	*158*
d	**Children's play parks**	23%	47%	9%	11%	9%	*	*256*
e	**Social work services**	28%	34%	12%	11%	12%	2%	*83*
f	**Local community centres**	38%	43%	9%	4%	1%	4%	*158*
g	**Home Care service**	31%	44%	10%	5%	8%	3%	*62*
h	**Parks**	46%	40%	6%	5%	2%	1%	*730*
i	**Museums and galleries**	67%	28%	3%	1%	*	1%	*598*
j	**Sports and leisure centres**	42%	46%	7%	3%	1%	1%	*472*
k	**Libraries**	50%	43%	3%	2%	1%	*	*526*
l	**Recycling centres**	36%	47%	6%	7%	3%	2%	*367*
m	**Recycling collection**	24%	45%	11%	10%	7%	4%	*1,019*
n	**Road maintenance**	4%	15%	13%	20%	43%	5%	*1,019*
o	**Refuse collection**	26%	47%	9%	10%	8%	1%	*1,019*
p	**Street lighting**	26%	52%	8%	10%	3%	1%	*1,019*
q	**Street cleaning**	14%	42%	14%	17%	12%	1%	*1,019*
r	**Pavement maintenance**	10%	36%	12%	21%	19%	1%	*1,019*

COUNCIL REPUTATION AND COMMUNICATIONS

Q20 **I'm going to read out some statements that people have made about Glasgow City Council. I would like you to tell me from this card how strongly you agree or disagree with each**

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
a)	**Glasgow City Council gives residents good value for money**	6%	39%	24%	18%	8%	5%
b)	**The Council rarely takes local residents' views into account when making decisions that affect them**	8%	29%	28%	21%	4%	9%
c)	**The Council is too remote and impersonal**	11%	29%	27%	23%	4%	5%
d)	**The Council has an important impact on the quality of local life in Glasgow**	28%	43%	19%	5%	2%	3%
e)	**I trust Glasgow City Council**	8%	38%	26%	13%	10%	4%
f)	**The Council is good at letting residents know about the services it provides**	6%	38%	22%	22%	8%	4%
g)	**The Council provides high quality services**	8%	41%	29%	14%	6%	2%
h)	**The Council does the best it can with the money available**	7%	42%	23%	16%	6%	6%

i)	**The Council designs its services around the needs of the people who use them**	6%	40%	28%	15%	6%	5%
j)	**The Council is addressing the key issues affecting the quality of life in my local area**	6%	31%	30%	18%	9%	6%
k)	**I would like to be more involved in the decisions the Council makes that affect my area**	16%	33%	30%	14%	5%	3%
l)	**The Council is good at letting people know how well it is performing**	5%	26%	28%	25%	8%	6%

Q21a **Which, if any, of these things would you say influence your opinions of Glasgow City Council? Just read out the letters that apply**

Q21b **And which, two or three would you say have the greatest influence on your opinions of the Council?**

		21a	**21b**
	Personal/proxy experience/word of mouth		
A	Personal experience of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	77%	72%
B	Family or friends' experiences of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	40%	31%
C	General words of mouth (e.g. from friends, family or colleagues)	33%	21%
D	Personal experience of working for/with the Council	14%	9%
	Media		
E	Local newspapers	16%	7%
F	National newspapers	6%	1%
G	Television news	23%	11%
H	Other television programmes	4%	1%
I	Local radio	9%	2%
J	National radio	4%	1%
	Council provided information		
K	The Council's website	20%	10%
L	Council social media feeds (e.g. its Facebook or Twitter page)	12%	6%
M	Council letters or leaflets through the door	22%	10%
N	Council posters in public places (e.g. bus stops, subway stations etc.)	13%	4%
	Other	*	*
	None of these	3%	-
	Don't know	1%	*

COMMUNITY PARTICIPATION

I'd now like to ask you some questions about your local area, by which I mean the area within a 15 minute walk from your home.

Q22a **If you were given the opportunity to direct some Council spending towards improving your local area, what improvements would you most like to see?**

Q22b **And of these improvements you mentioned, which is your single biggest priority?**

	22a	22b
Cleanliness/tidiness		
Improved cleanliness (cleaner, tidier, less litter)	19%	12%
Less dog fouling	5%	2%
More flowers/shrubs/greenery	2%	1%
Less vandalism/graffiti	1%	-
More/better bins/recycling units	10%	5%
More regular refuse collection	6%	4%
Transport/roads		
Better pavement maintenance	14%	10%
More/better public transport	7%	3%
Better/more car parking	4%	3%
Better road maintenance	3%	8%
Reduce congestion/improve traffic control	2%	-
Facilities		
More for children to do/facilities	10%	7%
More facilities/things for youth to do (youth clubs)	6%	3%
More facilities for the local community	4%	1%
More/better sports and leisure centres	4%	2%
More parks/open spaces	3%	1%
Better/more shops	2%	1%
More/better libraries	1%	1%
Safety		
Better street lighting	6%	4%
Improved safety	3%	3%
More/better policing	2%	1%
Less anti-social behaviour	1%	*
Less drinks/drugs	1%	-
Other		
More/better housing	5%	4%
More/better care services for the elderly	1%	2%
More/better schools	1%	*

Q23 **I would now like to ask some other questions about how you feel about your local area. 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 disagree	Don't know / no opinion
A	**If I was alone and needed help, I could rely on a friend or relative in this neighbourhood to help me**	59%	25%	5%	6%	4%	1%
B	**I feel I belong to this local area**	49%	29%	10%	9%	3%	*
C	**I feel valued as a member of my community**	33%	27%	22%	12%	4%	2%

CONSUMPTION OF ALCOHOL IN PUBLIC PLACES

Moving on to a different subject, the consumption of alcohol in public places has been banned in Glasgow since 1996. The ban covers virtually all public spaces, including streets and parks.

Q24. **Were you aware that the consumption of alcohol in public places, including streets and parks, was banned?**

Yes	87%
No	13%
Don't know	*

Q25. **To what extent would you say you support or oppose the ban?**

Strongly support	65%
Tend to support	18%
Neither support nor oppose	7%
Tend to oppose	6%
Strongly oppose	3%
Don't know	*
Prefer not to say	-

Q26. **And, overall, to what extent do you think the ban has a positive or negative affect, on each of the following:**

a) You and your family
b) Your local area
c) Glasgow generally

	a	b	c
Very positive	36%	40%	49%
Fairly positive	32%	35%	30%
Both positive and negative	18%	14%	12%
Fairly negative	4%	5%	4%
Very negative	1%	1%	2%
Don't know	9%	4%	3%
Prefer not to say	*	*	*

Q27. **In your opinion, should there be any exceptions to the ban?**

Yes	25%
No	73%
Don't know	2%

Q28. **What exceptions do you think there should be?**

Large scale outdoor events	26%
Parks/green areas	18%
Events that are controlled/policed	17%
Festivals/concerts	15%
If people are responsible/not drinking excessively	9%
Summer days/sunny days	7%
Street parties/royal weddings etc	6%
In designated areas	6%
Picnics	5%

FINANCE

Q29 **Which of the phrases on this card would you say comes closest to your feelings about your household's income these days?**

A	Living very comfortably on present income	9%
B	Living comfortably on present income	38%
C	Coping on present income	36%
D	Finding it difficult on present income	11%
E	Finding it very difficult on present income	4%
	Don't know	1%
	Refused	1%

VIOLENCE AGAINST WOMEN

Q30. **There is a lot of talk these days about violence against women and girls and Glasgow is committed to tackling it.**
When you hear the terms violence against women and girls, what sorts of issues come to mind?

Domestic abuse (Physical or emotional)	56%
Rape/other forms of sexual assault	45%
Other forms of physical abuse – e.g. being hit, punched or kicked	28%
Threats of physical abuse	22%
Emotional/psychological abuse – e.g. being repeatedly criticised and made to feel bad	19%
Controlling behaviour by a partner/relative/other known person (e.g. being denied access to money, prevented from seeing friends)	11%
Stalking or harassment (e.g. being followed, receiving unwanted gifts, attention, phone calls, texts, etc.)	13%
The sharing of intimate images of a women online/by phone/in social media without her consent (revenge porn)	6%
Female Genital Mutilation (FGM)	4%
Prostitution	5%
Forced marriage	5%
Human/people trafficking	8%
Other	3%
Don't know	14%
Prefer not to say	5%

Q31. **What action, if any, do you think should be taken against people who are caught paying for sex with a prostitute the first time they are caught?**

They should be given a police caution	37%
They should be publicly identified	5%
They should receive a Community Payback Order (sometimes known as community service)	8%
They should be fined	24%
They should have their liberty restricted (e.g. through an electronic tag or curfew)	4%
They should have to go for counselling or another type of therapy to address the causes of their behaviour	16%
They should be given a prison sentence	7%
Nothing should happen to them	16%
Don't know	9%
Prefer not to say	2%

Base: 923

Q32. And what action, if any, do you think should be taken against people who are caught paying for sex repeatedly?

They should be given a police caution	14%
They should be publicly identified	7%
They should receive a Community Payback Order (sometimes known as community service)	11%
They should be fined	26%
They should have their liberty restricted (e.g. through an electronic tag or curfew)	10%
They should have to go for counselling or another type of therapy to address the causes of their behaviour	23%
They should be given a prison sentence	20%
Nothing should happen to them	15%
Don't know	11%
Prefer not to say	3%

Base: 923

FAIRNESS AND EQUALITY

Q33. Which of these statements comes closest to your own view?

Glasgow should do everything it can to get rid of all kinds of prejudice	76%
Sometimes there is good reason for people being prejudiced against certain groups	12%
None of these options	6%
Don't know	5%
Refused	*

Base: 923

Q34. And to what extent do you agree or disagree with the following statements?

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
This local area is a place where people from different backgrounds get on well together. By local area I mean within 15 minutes walking distance.	20%	51%	15%	9%	2%	2%
Glasgow is a place where people from different backgrounds generally get on well together	18%	55%	15%	8%	3%	2%
The people in my neighbourhood welcome everyone no matter their ethnicity, religion, gender, age, sexual orientation, etc.	21%	45%	16%	10%	3%	4%
The council supports everyone no matter their ethnicity, religion, gender, age, sexual orientation, etc.	25%	47%	14%	6%	3%	5%
The people of Glasgow welcome newcomers to the city	25%	49%	16%	6%	2%	2%

Base: 923

Q35. **To what extent do you agree or disagree with the following statements?**

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Not applicable
The council treats everyone fairly	16%	43%	20%	13%	4%	4%	-
The council's services are available to everyone	24%	49%	13%	8%	3%	3%	-
The council treats everyone equally	18%	43%	17%	13%	5%	4%	-
I am treated with respect when dealing with the council	24%	47%	18%	5%	3%	4%	-

Base: 923

DEMOGRAPHICS

Q36 **Firstly which of these accounts, if any, do you have?**
Please select all that apply

Bank Account	91%
Building Society Account	10%
Credit Union Account	10%
Post Office Account	4%
Other, please type in	1%
None of these	1%
Prefer not to say	4%
Don't know	*

Base: 923

Q37 **What is your current religion, denomination, body or faith?**

No religion	49%
Church of Scotland	16%
Roman Catholic	20%
Other Christian, please type in	5%
Buddhist	1%
Hindu	*
Jewish	*
Muslim	4%
Pagan	*
Sikh	*
Another religion, please type in	2%
Prefer not to say	3%

Base: 923

Q38 **Which of the options below best describes how you think of yourself?**

Heterosexual/straight	91%
Gay/lesbian	4%
Bisexual	2%
Other	*
Prefer not to say	3%

Base: 923

Q39 **What is your household's total income from all sources over the last 12 months?**
Please select one answer only

Per Week	Per Year	
Less that £100	Less that £5,200	5%
£100 to £199	£5,200 to £10,399	12%
£200 to £299	£10,400 to £15,599	16%
£300 to £499	£15,600 to £25,999	16%
£500 to 699	£26,000 to 36,399	9%
£700 to £949	£36,400 to £49,399	7%
£950 to £1,199	£49,400 to £62,399	3%
£1,200 to £1,499	£62,400 to £77,999	3%
£1,500 or more	£78,000 or more	4%

Base: 923

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

A	Male	48%
B	Female	52%
C	In another way	-

QAGE **WRITE IN & CODE EXACT AGE**

16-24	16%
25-34	23%
35-44	15%
45-54	17%
55-59	6%
60-64	6%
65-74	11%
75+	6%

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

	Working	
A	Full time (30+ hrs)	38%
B	Part time (9-29 hrs)	10%
	Not working	
C	Unemployed	7%
D	Retired	19%
E	Looking after house / children	5%
F	Disabled	3%
G	Have long term illness	6%
H	Student	11%
	Other (PLEASE SPECIFY)	1%
	Refused	*

QB: **OCCUPATION OF CHIEF INCOME EARNER: CODE CLASS**

A	2%
B	14%
C1	27%
C2	16%
D	20%
E	20%
Refused	-

QC Respondent is…

Chief income earner	77%
Not chief income earner	22%
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	74%
Aged 60-74	19%
Aged over 75	7%
Refused	*

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

WHITE	
Scottish	69%
British	13%
Irish	1%
Any other white background	6%
MIXED	
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH	
Indian	1%
Pakistani	2%
Bangladeshi	*
Any other Asian background	1%
BLACK, BLACK SCOTTISH OR BLACK BRITISH	
Caribbean	*
African	3%
Any other black background	-
CHINESE AND ANY OTHER ETHNIC BACKGROUND	
Chinese	1%
Any other background	*

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

	English	Scottish Gaelic	Scots
A Understand	52%	3%	29%
B Speak	52%	2%	15%
C Read	52%	1%	15%
D Write	52%	1%	9%
All of these	47%	1%	10%
None of these	1%	94%	58%

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

Yes, does have income from employment	61%
No, relies on pensions/social security	37%
Don't know/refused	2%

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

A	Owned outright (including leasehold)	21%
B	Buying on mortgage	20%
C	Rented from private landlord	20%
D	Rented from Glasgow Housing Association (Ex-council)	22%
E	Rented from other housing association	15%
F	Shared ownership with housing association/housing co-operative shared ownership	*
	Other	1%
	Don't know	1%
	Refused	*

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

1 car or light van	39%
2 cars/light vans	12%
3+ cars/light vans	3%
None	46%
Refused/don't know	*

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

Up to one year	4%
Over one year, up to five years	13%
Over five years, up to 20 years	23%
Over 20 years	59%
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	7%
No	73%
Refused/don't know	1%

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

A	Visual	8%
B	Hearing	5%
C	Learning disability	3%
D	Mobility – Wheelchair user	7%
E	Other mobility impairment	32%
F	Other physical impairment	23%
G	Mental health problem	19%
H	Long term illness	36%
I	Other degenerative condition	12%
	Refused	2%

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

A	Visual	6%
B	Hearing	7%
C	Learning disability	20%
D	Mobility – Wheelchair user	6%
E	Other mobility impairment	30%
F	Other physical impairment	19%
G	Mental health problem	23%
H	Long term illness	37%
I	Other degenerative condition	11%
	Refused	1%

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	25%
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	19%
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	14%
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	15%
E	First degree, higher degree, professional qualification.	31%
	Don't Know	2%
	Refused	1%

ASK ALL

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

MULTICODE OK

A	Personal computer or laptop	64%
B	Smart phone	70%
C	Tablets (e.g. iPad, Kindle, etc)	43%
D	Games console	16%
E	Digital, cable or satellite TV	25%
F	I do not have access to the internet	11%
	Other PLEASE WRITE IN	1%
	Don't know	1%

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

Several times a day	84%
Around once a day	8%
4 or 5 times a week	3%
2 or 3 times a week	2%
Around once a week	1%
2 or 3 times a month	1%
Around once a month	1%
Less than around once a month	1%
Never but I have access	1%

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