July 2021

Glasgow Household Survey 2021

Report by Ipsos MORI

Ipsos MORI

Contents

Executive Summary

This report contains the findings from the 2021 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council.

The topics covered in the survey were: usage and perception of council services; council reputation and communication; the impact of COVID-19; the council's response to COVID-19; views on living with and emerging from lockdown restrictions; council priorities for recovery and life post COVID-10; and the United Nations Climate Change Conference (COP26).

Ipsos MORI interviewed a representative quota sample of 1,004 Glasgow residents (aged 16 and over) between 12th April and 9th June 2021. All interviews were conducted by telephone using Computer Assisted Telephone Interviewing (CATI).

Usage and perception of council services

Around half of respondents (48%) were satisfied the services provided by the Council Family Group, while one third (32%) were dissatisfied and 19% were neutral in their opinions. Overall satisfaction was lower than in the previous wave of the survey in 2019.

Levels of satisfaction with individual services provided by the Council Family Group varied. A majority were once again satisfied with: museums and galleries (88%), sport and leisure centres (82%), parks (79%), recycling centres (78%), home care services (75%), libraries (75%), street lighting (72%) and nursery, primary and secondary schools (71%, 79% and 71% respectively). Around two thirds were satisfied with local community centres (67%) and children's play parks (66%). Lower proportions were satisfied with social work services (55%), recycling collection (54%), refuse collection (48%), street cleaning (43%), pavement maintenance (39%) and road maintenance (18%).

Council reputation and communication

Most respondents agreed that the council had an important impact on the quality of local life in Glasgow (80%), while a third (34%) felt it was addressing the key issues affecting the quality of life in their local area.

In terms of perceptions of local service standards, around two in five agreed that the council did the best it could with the money available (42%), designed services around the needs of people who used them (41%) and provided high quality services (38%). A third (33%) felt it gave residents good value for money

Fewer than half said they trusted the council (42%) and fewer still agreed the council was good at letting residents know about its services (39%) and about how well it was performing (21%). Around half (52%) felt the council was too remote and impersonal and a third (33%) said it rarely considered residents' views when making decisions that affected them. Around two thirds (68%) said they would like to get more involved in decisions affecting their area.

The main factor influencing perceptions of the council was personal experiences of using services, with 53% citing this as the most important influence.

The impact of COVID-19

Almost two thirds (64%) said that they or their household had felt worried or stressed since the UK first went into national lockdown in March 2020. Over a third reported feeling lonely (39%) and experiencing a reduction in income (35%), while a fifth said they did not feel safe in the community (21%).

In terms of concerns related to the pandemic, respondents were most worried about a friend or family members' mental health (67%) and friends or family becoming seriously ill with COVID-19 (65%), followed by their own mental health (47%), their financial situation (33%) and becoming seriously ill themselves with COVID-19 (32%).

Turning to the wider impacts of the pandemic, two thirds of respondents (66%) felt that loneliness and social isolation and mental health issues had been significant or moderate problems for people they knew. Over half also felt that lack of physical exercise (61%) and physical health issues (57%) were significant or moderate problems.

While around half of respondents (51%) said they or their household did not need any support to help them respond to the impacts of the pandemic, 14% said they needed mental health support, 9% physical health support and 6% employment advice.

The council's response to COVID-19

In relation to the council's response to the pandemic, views were more positive than negative. Half of respondents said they would rate the council's response to the pandemic as good (50%), a quarter as poor (24%), and a quarter as neither good nor poor (25%).

Satisfaction with the information provided by the council throughout the pandemic varied. Levels of satisfaction were highest in relation to information provided on the Spaces for People Programme, with half (51%) saying they were very or fairly satisfied with this (25% dissatisfied). Satisfaction was mixed in relation to information on: support to individuals and households during the pandemic (41% satisfied, 32% dissatisfied); changes to council services (40% satisfied, 41% dissatisfied); volunteering opportunities (38% satisfied, 25% dissatisfied); and support available to businesses (36% satisfied, 29% dissatisfied).

Lockdown restrictions

In terms of compliance with lockdown restrictions, 39% said they followed restrictions all the time and 54% said most of the time. Much smaller proportions reported following the rules just some of the time (5%), not very often (2%), or not at all (1%).

A majority of respondents were comfortable going to their place of work (82%), while three quarters felt comfortable about taking holidays in the UK (77%) and going to their GP for issues not related to coronavirus (77%). Respondents were generally least comfortable with the prospect of going to large public gatherings (31% comfortable) and taking holidays overseas (29%).

At the time they took part in the survey, respondents generally felt comfortable about they, or their family, using services provided by the Council Family Group. More than 80% were comfortable using parks (95%), recycling centres (93%), refuse collection (89%), children's play parks (85%), primary schools (85%), nursery schools (85%) and social work services (83%).

Asked about views on a range of potential safety measures for the council to introduce to its buildings to make them COVID-19 secure, there was a high level of support for all suggested measures. There was most support for hand sanitiser stations (92%), followed by designated slots for vulnerable people (90%), contactless card payments (82%) and perspex screens to minimise contact with staff (80%).

Council priorities for recovery and life post COVID-19

Thinking about the city's recovery from the effects of the pandemic, the vast majority thought the council should prioritise helping people with mental health issues (93%), supporting businesses (92%), tackling poverty (92%) and supporting employment and training (90%).

Looking ahead to restrictions being lifted, the council services considered most important in future were refuse collection and recycling (34%) and museums, libraries and sports centres (33%). Around one in five said parks, playparks and allotments (22%), roads and pavements (22%) and environment and cleaning services (18%).

Thinking about their lifestyles going forward compared with before the pandemic, around half of respondents said they would more frequently shop online (49%), shop locally (47%), get around by walking (47%) and exercise (46%).

The United Nations Climate Change Conference (COP26)

Three quarters (76%) were aware that Glasgow was hosting the 2021 United Nations Climate Change Conference, known as COP26. Around a quarter (23%) were unaware.

Respondents were asked what effect if any, other than environmental impacts, Glasgow hosting COP26 might have on themselves and their families, their local area and Glasgow generally. Across all these areas, most people thought the impact would be positive. Three quarters (76%) of respondents thought there would be a positive effect on Glasgow generally, with 60% expecting a positive effect on themselves and their families and 57% on their local area.

1 Introduction and methodology

Since 1999, Glasgow City Council has measured residents' views of local services and other aspects of life in the city via the Glasgow Household Survey (GHS). Due to the COVID-19 pandemic and lockdown, the survey did not take place in 2020, so the most recent previous survey was in 2019. This report contains the findings from the 2021 wave of the survey, conducted by Ipsos MORI.

The specific topics covered in the 2021 wave of the survey were:

- Usage and perception of council services
- Council reputation and communication
- Impact of COVID-19
- The council's response to COVID-19
- Living with and emerging from lockdown restrictions
- Council priorities for recovery and post-COVID-19
- The United Nations Climate Change Conference (COP26)

Methodology

Ipsos MORI interviewed a representative quota sample of 1,004 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 9th June 2021.

In response to ongoing COVID-19 restrictions, interviews were not conducted face-to-face in respondents' homes as in previous years, but by telephone using Computer Assisted Telephone Interviewing (CATI).

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

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

Presentation and interpretation of the data

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

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

2 Council services

Context

As with previous waves, the 2021 survey asked about the services provided by the Council Family Group over the last 12 months. While some council services were closed or reduced during COVID-19 lockdown restrictions, each of the services asked in the survey had been operating to at least some extent at certain points over the previous 12 months. However, these findings should be interpreted in the context of the pandemic, having been captured over a period of unprecedented change and disruption both to council services and to respondents' day-to-day lives.

Further, it should be noted that the survey methodology changed for this wave. The survey is typically conducted using a face-to-face approach, but ongoing restriction meant that the survey was conducted by telephone instead. Differences in findings from this wave and previous waves may, therefore, be as a result of changes in methodology (although the number of respondents, quotas, and weighting applied to the data are all comparable with the approach used in previous waves).

Use of services provided by the Council Family Group

Use of non-universal[1] services provided by the Council Family Group changed compared to the previous wave of the survey in 2019 (Table 2.1).

There was an increase in the use of recycling centres (by 20 percentage points), parks (by 13 percentage points) and children's play parks (by six percentage points). There was a decrease in the use of museums and galleries (by 31 percentage points), libraries (by 27 percentage points) and sports and leisure centres (by 16 percentage points), reflecting the reduced opening of these types of facilities over the lockdown period. Use of education services, community centres, social work services and home care services were broadly in line with previous years.

The most used services in the last 12 months were parks (84% had used these in the last year), recycling centres (61%), children's play parks (35%), sports and leisure centres (32%). Smaller proportions had used museums and galleries, libraries, education services, community centres, social work services and home care services.

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

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

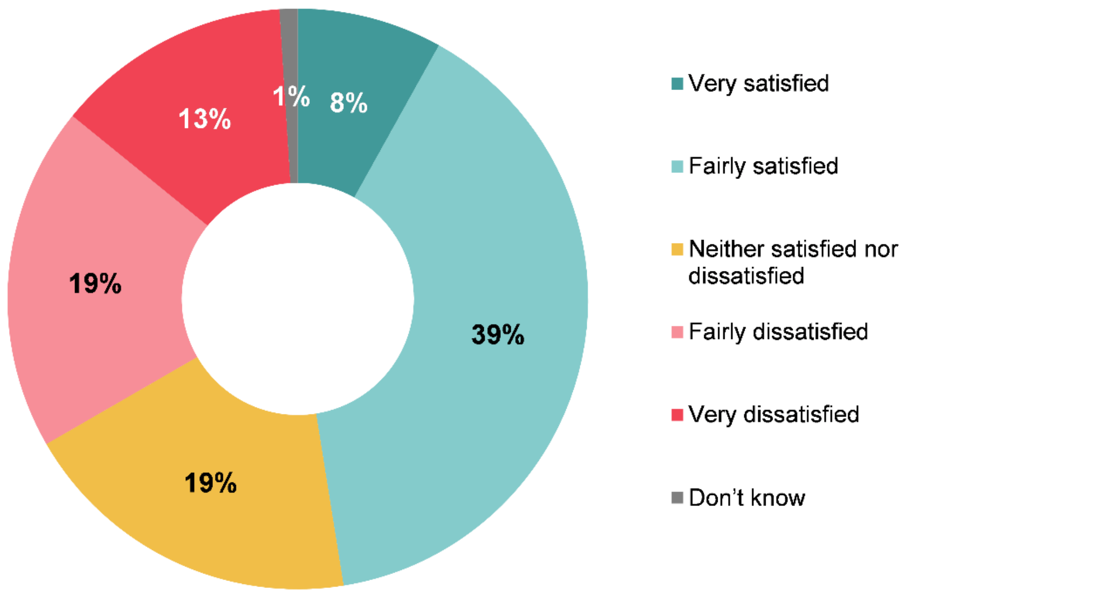
	Spring 11 (%)	Aut 11 (%)	Spring 12 (%)	Aut 12 (%)	Spring 13 (%)	2014 (%)	2015 (%)	2016 (%)	2017 (%)	2018 (%)	2019 (%)	2020 (%)	2021 (%)
Parks	58	58	60	56	59	68	64	65	66	72	71	n/a	84
Museums & Galleries	44	45	47	45	44	51	50	50	53	59	59	n/a	28
Libraries	43	47	45	45	46	49	44	45	46	52	52	n/a	25
Sports & leisure centres	46	43	44	43	40	45	43	43	43	47	48	n/a	32
Recycling centres	n/a	n/a	n/a	20	35	37	34	36	38	36	41	n/a	61
Children's play parks	21	24	22	23	24	25	25	23	27	25	29	n/a	35
Primary schools	17	20	17	15	17	19	18	16	20	17	18	n/a	18
[redacted]													
Community centres	10	9	10	13	11	14	12	13	12	15	15	n/a	13
[redacted]													
Social work services	8	10	8	10	7	9	9	7	7	8	8	n/a	9
[redacted]													
Base	*1,009*	*1,013*	*1,018*	*1,015*	*1,024*	*1,027*	*1,021*	*1,023*	*1,045*	*1,019*	*1,065*	*n/a*	*1,004*

Overall satisfaction with services provided by the Council Family Group

Overall satisfaction with the services provided by the Council Family Group decreased compared to the previous wave of the survey: 48% were satisfied (compared with 67% in 2019), while 32% were dissatisfied (compared to 16%), and 19% were neutral in their opinion (compared to 15%) (Figure 2.1). Satisfaction levels were similar across the three sector partnership areas.

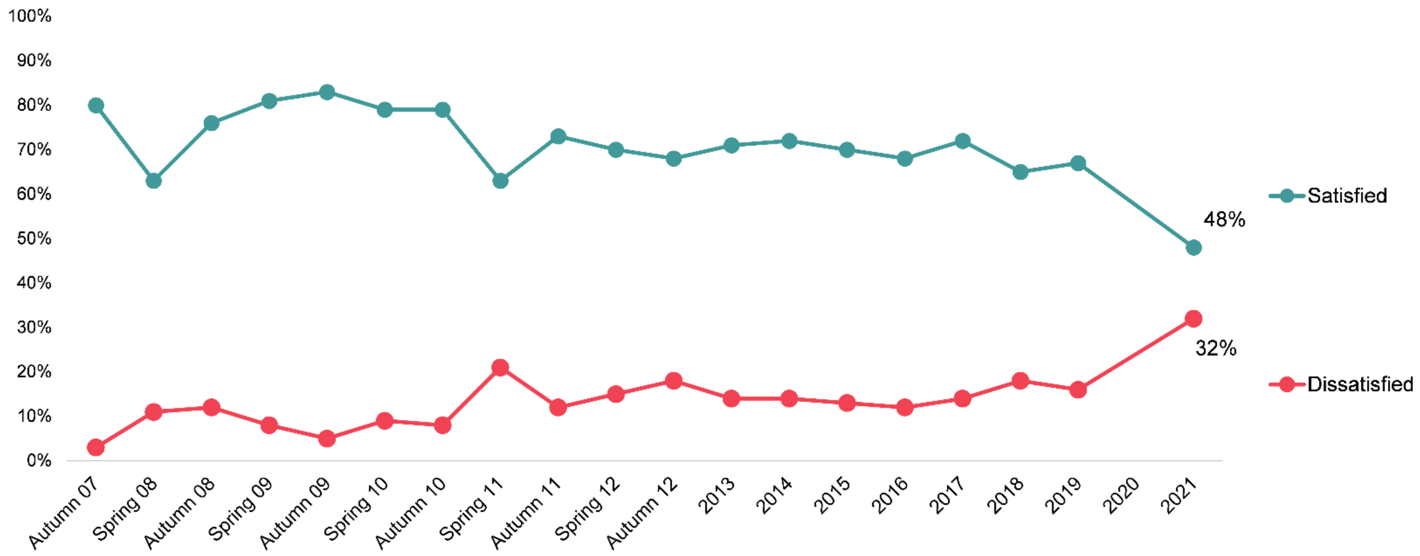
Figure 2.1 – Overall satisfaction with services provided by the Council Family Group

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 (1,004)

Figure 2.2 – Trend in overall satisfaction with services provided by the Council Family Group



Base: All respondents (1,004)

Satisfaction with individual services

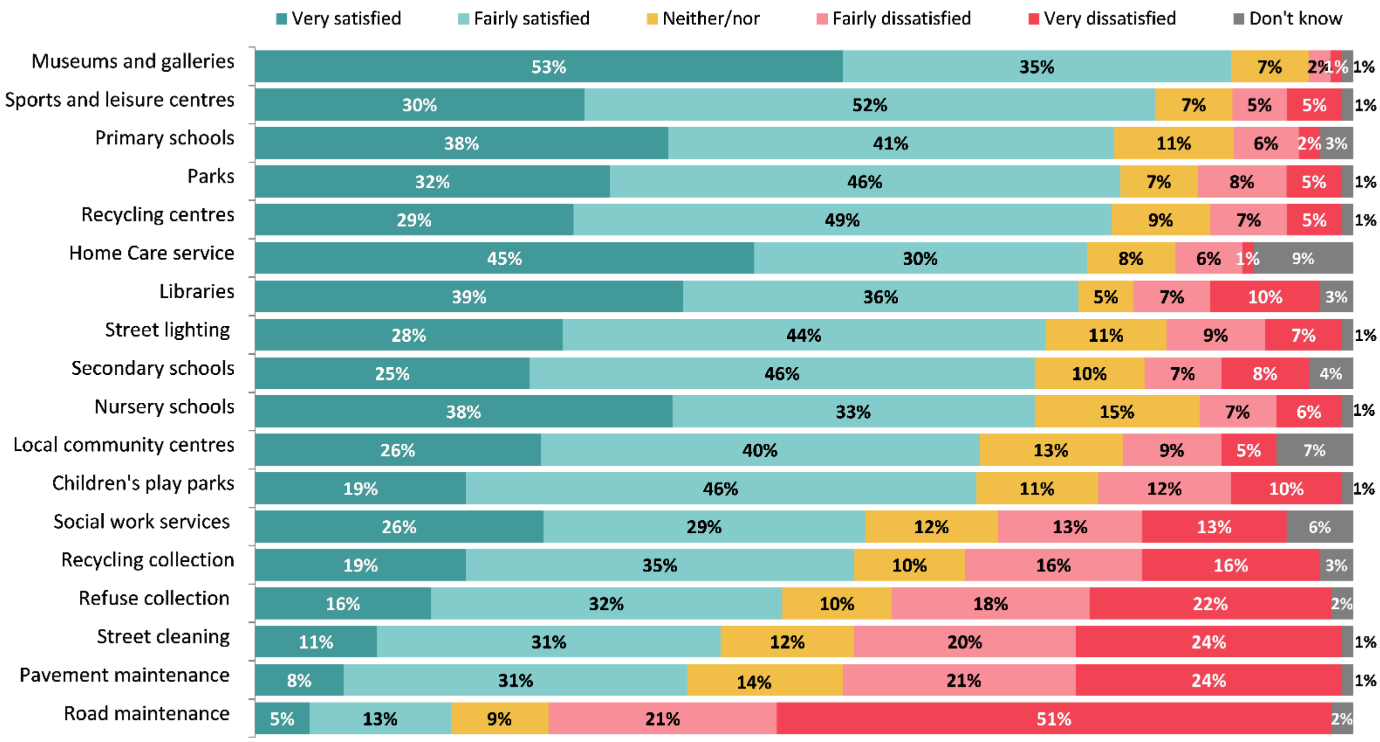
Levels of satisfaction with individual services provided by the Council Family Group varied.

As shown in Figure 2.3, a majority were once again satisfied with: museums and galleries (88%), sport and leisure centres (82%), parks (79%), recycling centres (78%), home care services (75%), libraries (75%), street lighting (72%) and nursery, primary and secondary schools (71%, 79% and 71% respectively).

Lower proportions were satisfied with local community centres (67%), children's play parks (66%), social work services (55%), recycling collection (54%), refuse collection (48%), street cleaning (43%), pavement maintenance (39%) and road maintenance (18%).

Figure 2.3 – Satisfaction with individual services – overview

Q. How satisfied or dissatisfied are you with the quality of…?

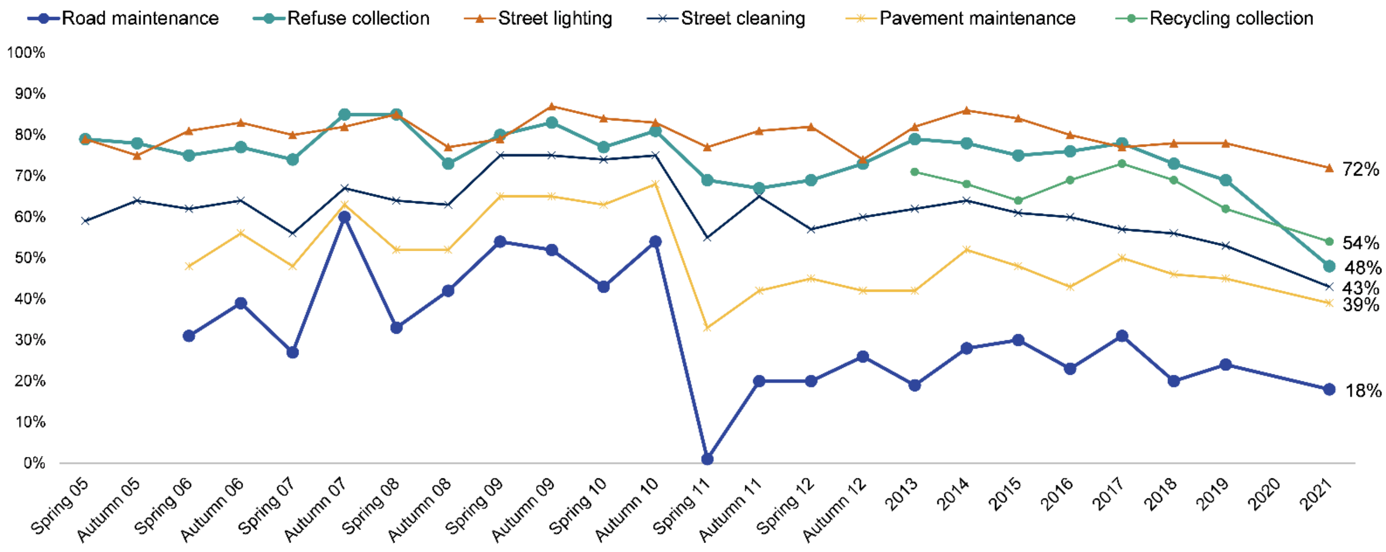


Base: All who have used each service

Satisfaction with universal services

Satisfaction with each universal service decreased compared to 2019. The largest decrease in satisfaction was with refuse collection (by 21 percentage points) followed by street cleaning (by 10 percentage points) and recycling collection (by eight percentage points). Street lighting, road maintenance and pavement maintenance all decreased in satisfaction by six percentage points (Figure 2.4).

Figure 2.4 – Trends in satisfaction with universal services



Base: All respondents (1,004)

Satisfaction with universal services varied by sector partnership area. Those in the North East were more dissatisfied with street cleaning (52% dissatisfied) than those in the North West (40%) and South (42%). There were also lower levels of satisfaction with road maintenance in both the North East (75% dissatisfied) and South (75%) than in the North West (65%).

There was further variation by ethnicity, age and working status:

- Minority ethnic[2] respondents were more satisfied than white[3] respondents with: recycling collection (68% vs 52%), refuse collection (62% vs 46%) road maintenance (36% vs 15%) and pavement maintenance (51% vs 37%).
- Older residents (55+) were more *dis*satisfied than younger residents (16-24) with road maintenance (80% dissatisfied vs 49%), pavement maintenance (60% vs 29%) and street cleaning (54% vs 33%).
- Respondents who were working were more likely to be dissatisfied with refuse collection (46% dissatisfied vs 31% of those not working) and recycling collection (36% compared to 26%).

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

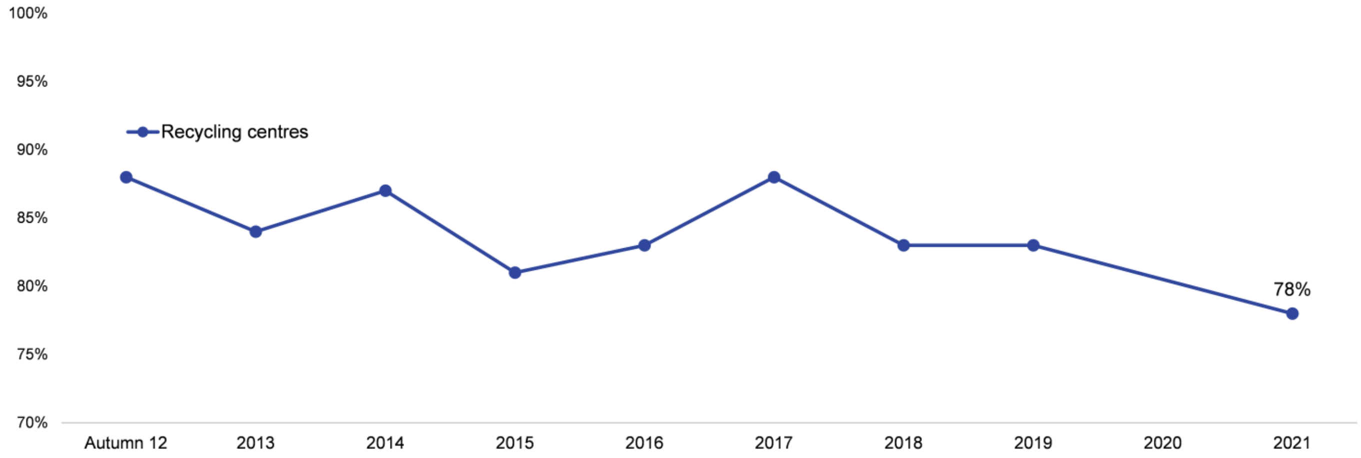
[3] White includes those in the ethnicity categories: White Scottish, White British, White Irish and any other white background

Satisfaction with non-universal services

Recycling centres

Just over three quarters (78%) were satisfied with recycling centres, a decrease of five percentage points compared to 2019 (Figure 2.5).

Figure 2.5 – Trends in satisfaction with recycling centres

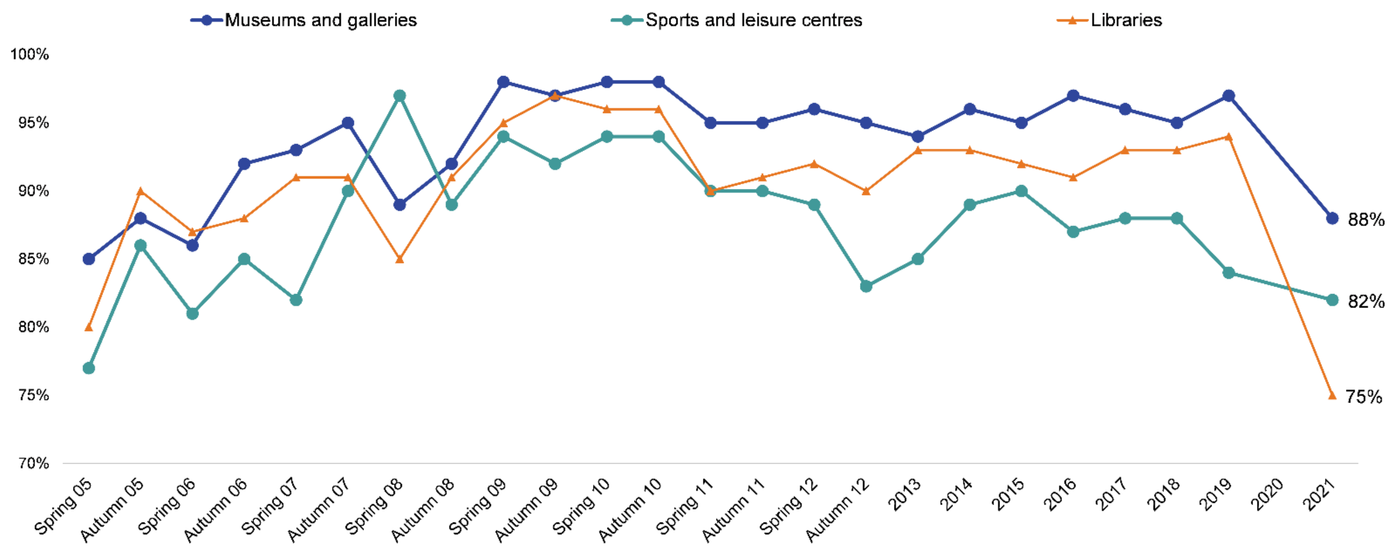


Base: All users of recycling centres (617)

Culture and leisure services

The vast majority of users were satisfied with culture and leisure services: 88% with museums and galleries, 82% with sports and leisure centres and 75% with libraries. Compared with 2019, there was a decrease in satisfaction with museums and galleries (down from 97%) and libraries (down from 94%) (Figure 2.6).

Figure 2.6 – Trends in satisfaction with culture and leisure services



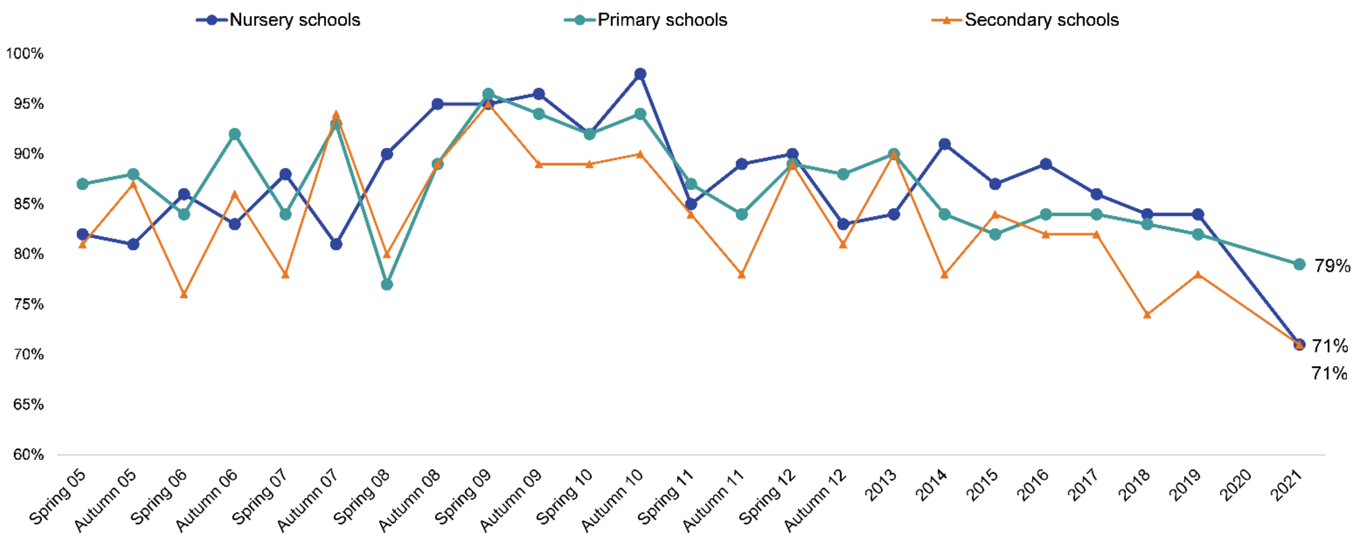
Base: All users of: museums and galleries (270); sports and leisure centres (286); libraries (246)

There was some variation in satisfaction by sector partnership area. North West residents were more likely to be satisfied with museums and galleries (94% compared with 84% in the North East and 85% in the South). Residents in the South were more likely than those in the North East to be *dis*satisfied with libraries (23% dissatisfied compared with 9%).

Education services

Satisfaction with education services remained high: 71% were satisfied with nursery schools, 79% with primary schools, and 71% with secondary schools. Satisfaction with nursery schools and secondary schools were each lower than in 2019 (by thirteen and seven percentage points respectively) (Figure 2.7). Residents in the North West were more likely than average to be dissatisfied with primary schools (15% vs 8%) and secondary schools (25% vs 15%).

Figure 2.7 – Trends in satisfaction with education services

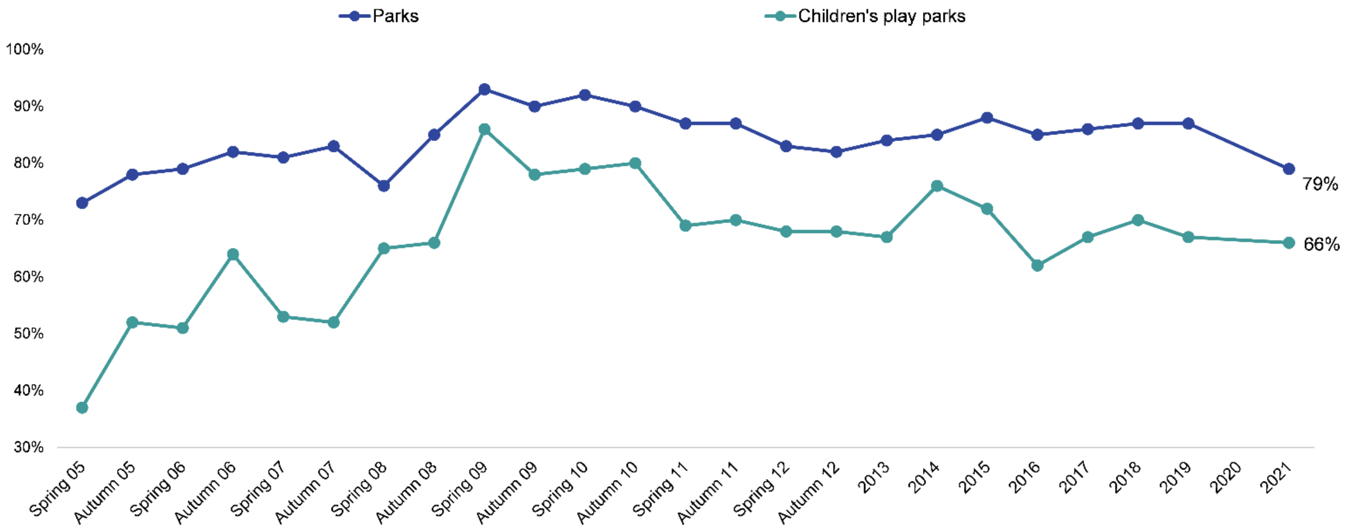


Base: All users of: nursery schools (72); primary schools (169); secondary schools (191)

Parks and children's play parks

A majority of respondents were satisfied with parks (79%, down from 87% in 2019) and children's play parks (68%). As seen in previous waves, satisfaction with play parks was lower in the North East (53% satisfied compared with 70% in the North West and 73% in the South).

Figure 2.8 – Trends in satisfaction with parks and playparks



Base: All users of: parks (831); children's play parks (343)

Social care services

Small base sizes preclude robust analysis of trends in satisfaction with social work and home care services. However, 75% of users were satisfied with home care services and 55% were satisfied with social work services (an eight and 13 percentage point decrease on 2019 respectively).

Local community centres

Around two thirds (67%) of users were satisfied with local community centres, an identical figure to 2019. Again, this should be treated as indicative due to the small base size.

3 Council reputation and communication

The council's impact on quality of life

A majority (80%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, up from 74% in 2019. A third (34%) felt it was addressing the key issues affecting the quality of life in their local area, while 44% disagreed (up from 32% who disagreed in 2019) (Table 3.1).

Table 3.1 – Perceptions of the council's impact on quality of life 2014-2021

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

There was not a great deal of variation between different types of respondent. However, younger residents (16-24) were more likely to say that the council had an important impact on quality of local life in Glasgow (87% compared to 73% of those aged 55+). Minority ethnic respondents were more likely than white respondents to say the council was addressing the issues affecting quality of life in their local area (44% vs 32%).

Local service standards

In terms of perceptions of local service standards, around two in five agreed that the council did the best it could with the money available (42%), designed services around the needs of people who used them (41%) and provided high quality services (38%). A third (33%) felt it gave residents good value for money (Table 3.2).

In comparison with 2019, there was a decrease in the proportions agreeing with each statement, with the exception of those feeling the council was doing the best it could with money available (which was unchanged).

Table 3.2 – Perceptions of the council's service standards 2014-2021

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

Those in the North East were more likely than those in other areas to disagree that the council gave residents good value for money (53% compared to 39% in the North West and 42% in the South).

There was some variation in views by ethnicity, with minority ethnic respondents more positive about certain aspects of the council's role. They were more likely to say the council gave residents good value for money (49% compared to 31% of white respondents) and that it provided high quality services (48% vs 36%).

Those who were not working were more likely than average to agree that the council gave residents good value for money (43% compared to 33% overall), provided high quality services (50% vs 38% overall) and designed services around the needs of people who use them (51% vs 41% overall).

Information provision and citizen engagement

Turning to the council's information provision and engagement with citizens, there were mixed views once again. Fewer than half said they trusted the council (42%) and fewer still agreed the council was good at letting residents know about its services (39%) and about how well it was performing (21%). Around half (52%) felt the council was too remote and impersonal and a third (33%) said it rarely considered residents' views when making decisions that affected them.

In terms of their own role, around two thirds (68%) said they would like to get more involved in decisions affecting their area (Table 3.3).

Table 3.3 – Perceptions of council information provision and citizen engagement 2014-2021

	I would like to be more involved in decisions the Council makes that affect my area		The Council is good at letting residents know about the services it provides		The council is too remote and impersonal		*Base: All*
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	
2014	n/a	n/a	n/a	n/a	39	33	*1,027*
2015	n/a	n/a	48	34	46	25	*1,021*
2016	54	26	48	32	48	26	*1,023*
2017	53	25	44	37	42	28	*1,045*
2018	49	19	45	29	41	27	*1,019*
2019	52	28	39	40	43	26	*1,065*
2020	n/a	n/a	n/a	n/a	n/a	n/a	*n/a*
2021	68	15	39	44	52	23	*1,004*

	I trust Glasgow City Council		The council rarely takes residents' views into account when making decisions that affect them		The council is good at letting people know how well it is performing		*Base: All*
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	
2014	48	27	43	32	n/a	n/a	*1,027*
2015	47	27	45	26	n/a	n/a	*1,021*
2016	46	30	45	25	n/a	n/a	*1,023*
2017	48	25	40	26	32	40	*1,045*
2018	46	23	38	25	32	34	*1,019*
2019	47	25	41	25	29	41	*1,065*
2020	n/a	n/a	n/a	n/a	n/a	n/a	*n/a*
2021	42	37	43	33	21	56	*1,004*

Those in the North East were again less favourable towards the council than those in other areas. They were more likely to disagree that the council was good at letting residents know about its services (51% compared to 40% in the North West and 43% in the South). They were also less likely to trust the council (42% disagreed vs 33% in the North West and 36% in the South).

Younger respondents (16-24) were more likely than those aged 55+ to say that they trusted the council (55% vs 35%). Older residents (55+), on the other hand, were more likely to say the council was too remote and impersonal (58% vs 39% of 16-24 year olds).

Minority ethnic respondents showed more interest in becoming involved in the decisions the council makes about their local area (79% vs 67% of white respondents).

Perceptions of the council by overall satisfaction with services

Attitudes towards the council were linked to satisfaction with services: those who were satisfied overall tended to view the council more favourably across most of these statements (Table 3.4).

Table 3.4 – Perceptions of the council by overall satisfaction with services

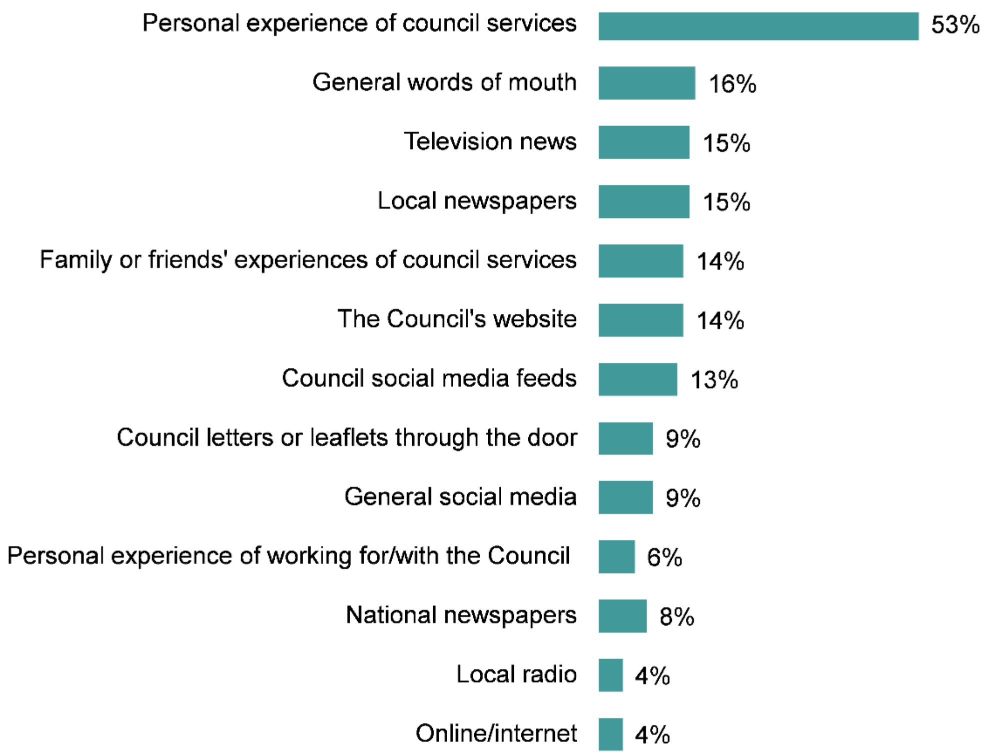
	All (% agree)	Satisfied with services	Dissatisfied with services
The Council has an important impact on the quality of local life in Glasgow	80	87	73
I would like to be more involved in decisions the council makes that affect my area	68	62	76
The Council provides high quality services	38	64	8
I trust Glasgow City Council	42	68	14
The Council designs its services around the needs of the people who use them	41	65	13
The Council is too remote and impersonal	52	41	69
The Council does the best it can with the money available	42	66	12
The Council rarely takes residents' views into account when making decisions that affect them	43	40	52
Glasgow City Council gives residents good value for money	33	55	7
The Council is good at letting residents know about the services it provides	39	59	19
The Council is addressing the key issues affecting quality of life in my local area	34	55	10
The Council is good at letting people know how well it is performing	21	32	10
Base:	*1,004*	*473*	*351*

Factors influencing opinion of Glasgow City Council

As shown in Figure 3.1, the main factor influencing perceptions of the council was personal experiences of using services, with 53% citing this as the most important influence, followed by general word of mouth (16%), television news (15%) and local newspapers (15%).

Figure 3.1 – Main factors influencing opinion of the council

Q. What sources of information would you say influence your opinions of Glasgow City Council?



Base: All respondents (1,004)

Respondents who had said they were dissatisfied with the services provided by the Council Family Group were more likely to say their opinion was influence by personal experience of council services (68% vs 44% of those who are satisfied).

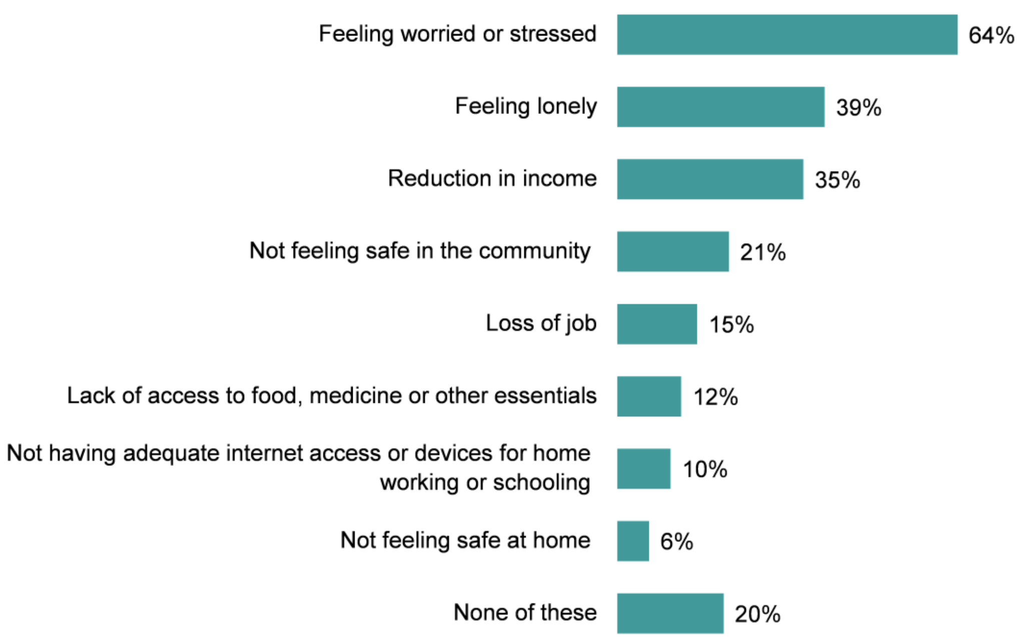
4 Impacts of COVID-19

Wellbeing since lockdown

Almost two thirds (64%) said that they or their household had felt worried or stressed since the UK first went into national lockdown in March 2020. Over a third reported feeling lonely (39%) and experiencing a reduction in income (35%), while a fifth said they did not feel safe in the community (21%). Lower proportions said that they or their household had lost a job (15%), lacked access to food, medicine or other essentials (12%), did not have adequate internet access or devices (10%) or did not feel safe at home (6%). (Figure 4.1).

Figure 4.1 - Experiences since March 2020

Q. The UK first went into national lockdown in March 2020. Since then, which of the following have you or your household experienced at any point?



Base: All respondents (1,004)

There was some variation in experiences of wellbeing by health condition, working status, gender, age, and ethnicity:

- Those with a long-term illness, health problem or disability in the household were more likely than those without to have felt worried or stressed (69% vs 61%), lonely (47% vs 35%), unsafe in the community (32% vs 16%), lacked access to essentials (20% vs 8%), and unsafe at home (10% vs 3%).
- Those who were not working were more likely to say their household had felt worried or stressed (81% vs 63% of those in work), lonely (58% vs 34% overall), and had a lack of access to essentials (18% vs 11%).

- Women were more likely than men to say they had felt worried or stressed (72% compared to 56%), lonely (42% vs 36%) and unsafe in the community (26% vs 17%).

- Younger people (16-24 years old) were more likely than older (55+) to say their household had experienced losing a job (28% vs 8%) and feeling worried or stressed (79% vs 47%).

- Minority ethnic respondents were more likely to say they had experienced a reduction in income (49% compared to 33% of white respondents) and a lack of access to essentials (23% vs 12%).

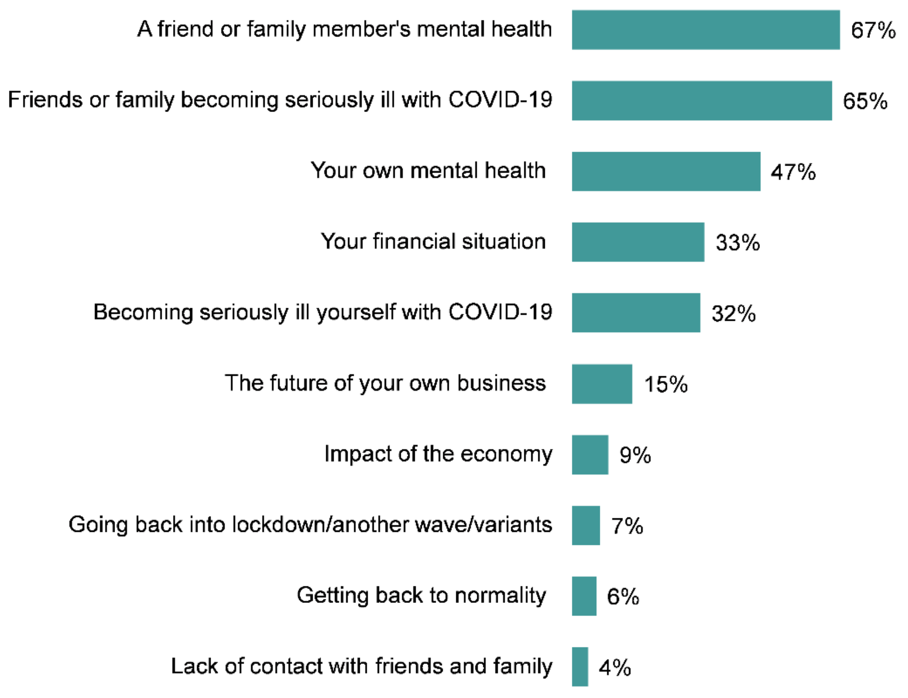
Concerns in relation to COVID-19

In terms of concerns related to the pandemic, respondents were most worried about friend or family members' mental health (67%), friends or family becoming seriously ill with COVID-19 (65%), their own mental health (47%), followed by their financial situation (33%) and becoming seriously ill themselves with COVID-19 (32%) (Figure 4.2).

These overall findings can be compared to the most recent wave[4] of the study of the impact of COVID-19 on wellbeing in Scotland, where the top five worries for Glasgow residents match Scotland as a whole. The biggest worry across Scotland was friends or family becoming seriously ill with COVID-19 (56%), followed by friend or family member's mental health (43%), becoming seriously ill yourself (24%), your own mental health (26%) and your financial situation (21%).

Figure 4.2 – Major worries in relation to the COVID-19 pandemic

Q. The pandemic has affected people in different ways. Which, if any, of the following things, are major worries for you at the moment?



Base: All respondents (1,004)

[4] Wave three fieldwork 5-12 March 2021. Base 1,000 adults in Scotland aged 16+ https://www.ipsos.com/ipsos-mori/en-uk/study-impact-covid-19-wellbeing-scotland

Similar to the experiences of wellbeing outlined above, concerns about COVID-19 also varied by health condition, working status, gender, age, and ethnicity:

- Those with a long-term illness, health problem or disability in the household were more likely than those without to be concerned about: a friend or family member's mental health (73% vs 63%), friends or family becoming seriously ill (72% vs 61%), their own mental health (56% vs 41%), own financial situation (39% vs 30%), and becoming seriously ill with COVID-19 (41% vs 27%).

- Mental health and finances were also more likely to be concerns for those who were not working than for those in work (67% vs 44%, and 48% vs 33%).

- Women were more likely than men to be worried about a friend or family member's mental health (73% vs 60%), friends or family becoming seriously ill with COVID-19 (69% vs 60%) and their own mental health (53% vs 40%).

- Younger respondents (16-24) were more likely than older respondents (55+) to be worried about friend or family member's mental health (78% vs 50%), friends or family becoming seriously ill (77% vs 58%), their own mental health (60% vs 30%) and own financial situation (43% vs 22%).

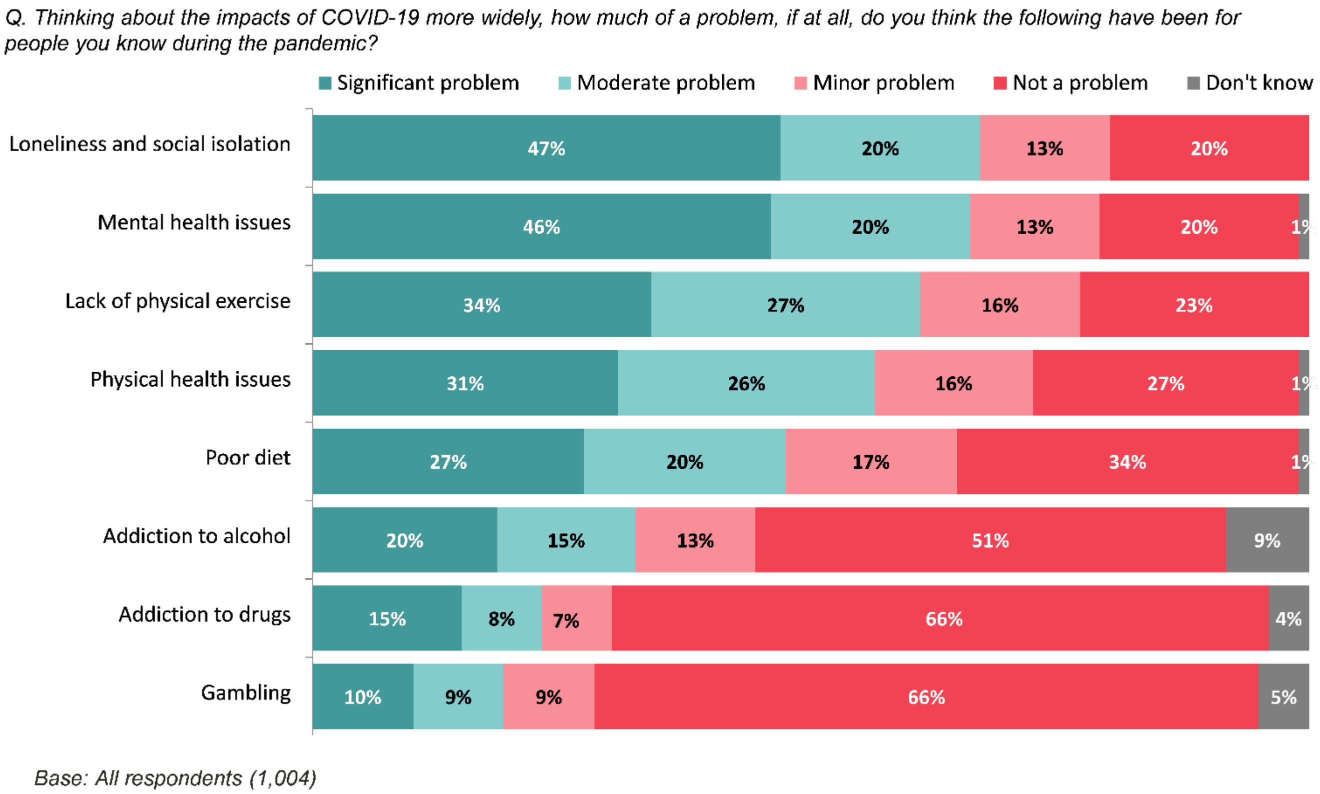
- Minority ethnic respondents were more likely than white respondents to say they were worried about friends or family becoming seriously ill (79% vs 63%), their own mental health (58% vs 45%) and own their financial situation (49% vs 30%).

Wider impacts of the pandemic

Turning to the wider impacts of the pandemic, two thirds of respondents (66%) felt that loneliness and social isolation and mental health issues had been a significant or moderate problem for people they knew (Figure 4.3). Over half also felt that lack of physical exercise (61%) and physical health issues (57%) were significant or moderate problems.

Just under half (48%) thought poor diet was a significant/moderate problem, followed by addiction to alcohol (35%), addiction to drugs (23%) and gambling (20%).

Figure 4.3 – Perceptions of problems during the pandemic



Residents living in the North East were more likely to say that people they knew had problems with physical health issues (63% vs 57% in the North West and 52% in the South) and lack of exercise (68% vs 64% in the North West and 52% in the South).

Continuing the pattern seen earlier, a number of these issues were more likely to be described as a problem by those living in household with a long-term illness, health problem or disability: mental health issues (72% vs 64% those without), lack of physical exercise (68% vs 58%), physical health issues (63% vs 55%), and gambling (24% vs 18%).

Those aged 25-34 and 35-54 were more likely than average to say the following issues were problems for people they knew: mental health (77% and 73% vs 66% overall), addiction to alcohol (47% and 41% vs 35% overall), addiction to drugs (34% and 27% vs 23% overall), poor diet (65% and 52% vs 48% overall) and loneliness and social isolation (75% and 72% vs 66% overall).

Support needed

While around half of respondents (51%) said they or their household did not need any support to help them respond to the impacts of the pandemic, 14% said they needed mental health support, 9% physical health support and 6% employment advice (Table 4.1).

Table 4.1 – Support needed to help respond to the impacts of the pandemic

	%
Mental health support	14
Physical health support	9
Employment advice/services	6
Befriending/loneliness support	4
Information on physical exercise	3
Lifting restrictions	3
Financial help/support	3
None	51
Other	6
Don't know	7

Base: All respondents (1,004)

Those not working, and those with a long-term illness, health problem or disability in the household were more likely to say they needed mental health support (21% and 19% compared to 14% overall). Those with a long-term illness, health problem or disability in the household were also more likely to say they needed physical health support (13% vs 9% overall).

Minority ethnic respondents, and those aged 25-34 were more likely to say they needed employment advice (13% and 10% compared to 6% overall).

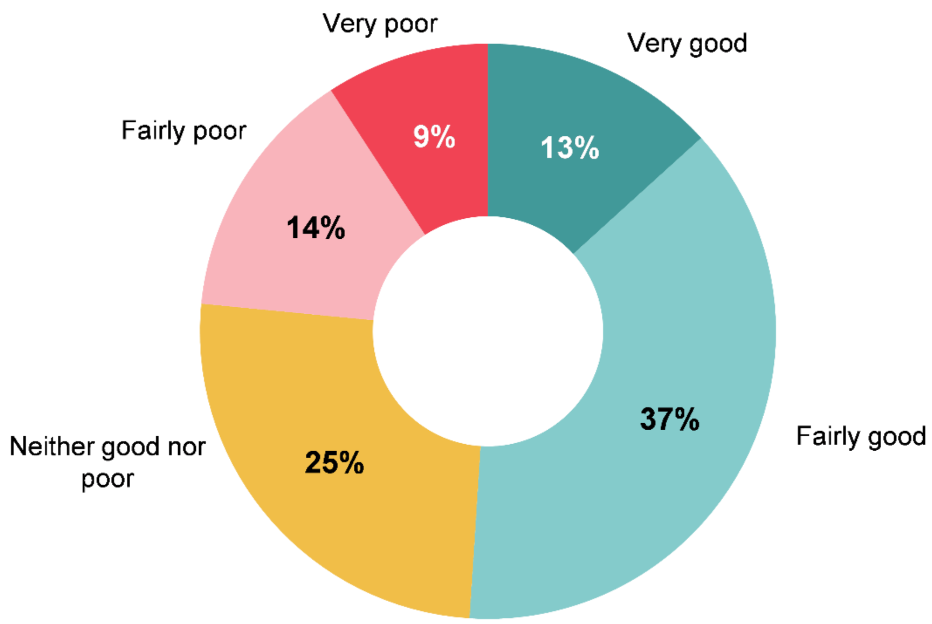
5 Council response to COVID-19

Satisfaction with Glasgow City Council's response to the pandemic

Turning to the council's response to the pandemic, views were more positive than negative. Half of respondents (50%) said they would rate the council's response to the pandemic as very good or fairly good, and a quarter (24%) as very or fairly poor. A further quarter (25%) said they would rate it as neither good nor poor. (Figure 5.1)

Figure 5.1: Satisfaction with the council's response to the pandemic

Q Overall, how would you rate Glasgow City Council's response to the pandemic?



Base: All respondents (1,004)

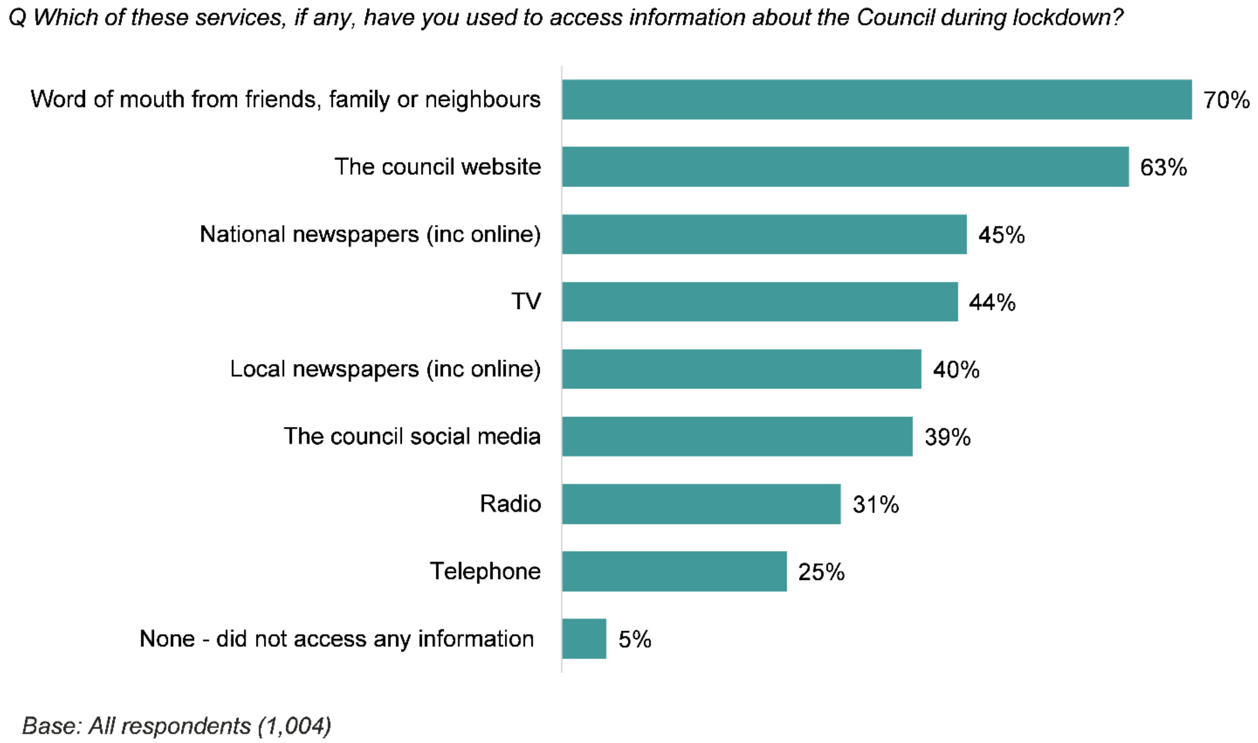
The groups most dissatisfied with the council's response to the pandemic were:

- those generally dissatisfied with the services provided by the Council Family Group (48% said it was poor vs 24% average)
- those aged 35-54 (29% vs 24% overall)
- minority ethnic respondents (35% vs 22% of white respondents)

Sources of information during lockdown

Word of mouth from friends, family or neighbours (70%), the council website (63%), and national newspapers (both on- and off-line) (45%) were the most commonly reported sources used to access information about the council during lockdown.

Figure 5.2: Sources of information about the council



There was some variation in sources used by age, gender and ethnicity:

- Younger respondents (16-24) were more likely than average to have received information through word of mouth (86% compared with 70% on average). Older respondents (aged 55+) were less likely than average to have accessed information about council services through the council website (55% vs 63% overall).
- Male respondents were more likely than female respondents to have accessed information about the council from national newspapers (49% vs 41%), local newspapers (44% vs 36%) and radio (35% vs 28%).
- White respondents were more likely than minority ethnic respondents to have heard information through word of mouth (72% vs 60%).

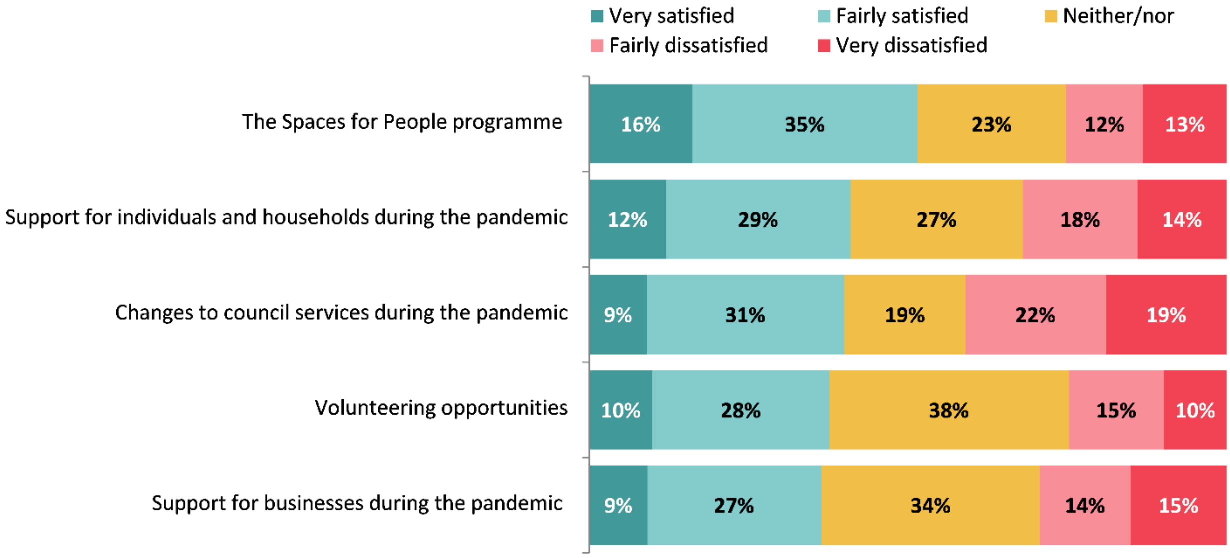
Views on information provision during lockdown

Among those that had accessed information about the council during lockdown, satisfaction with the information provided varied. Levels of satisfaction were highest in relation to information provided on the Spaces for People Programme, with half (51%) saying they were very or fairly satisfied with this (25% dissatisfied).

Views were mixed in relation to information on: support to individuals and households during the pandemic (41% satisfied, 32% dissatisfied); changes to council services (40% satisfied, 41% dissatisfied); volunteering opportunities (38% satisfied, 25% dissatisfied); and support available to businesses (36% satisfied, 29% dissatisfied) (Figure 5.3).

Figure 5.3: Satisfaction with information provided by the council during lockdown[5]

Q How satisfied or dissatisfied are you with the information provided by the council during lockdown on the following?



Base: All who have accessed information about the council (951)

Dissatisfaction with information about changes to council services was highest among:

- respondents in the North East (48% dissatisfied vs 40% in the North West and 36% in the South),
- female respondents (45% vs 36% of male respondents), and
- 35-54-year olds (49% vs 41% overall).

[5] The figures in this section have been calculated excluding respondents who answered "Don't know" at this question

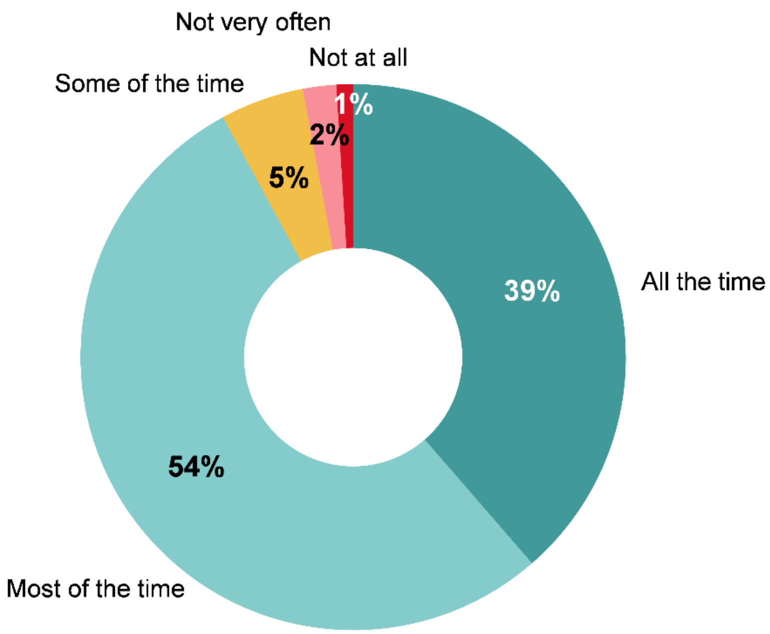
6 Lockdown restrictions

Reported compliance with lockdown restrictions

Two in five (39%) respondents said they followed the lockdown restrictions all the time, with just over half saying the followed the rules most of the time (54%). Much smaller numbers of respondents reported following the rules just some of the time (5%), not very often (2%), and not at all (1%).

Figure 6.1: Self-reported compliance with restrictions

Q Not everyone finds lockdown restrictions easy to stick to all the time. Would you say you are following the rules…?



Base: All respondents (1,004)

Self-reported compliance with the rules <u>all the time</u> was highest amongst:

- older respondents (49% of those aged 55+ vs 39% average), and
- those with a long-term illness, health problem or disability in their household (47%).

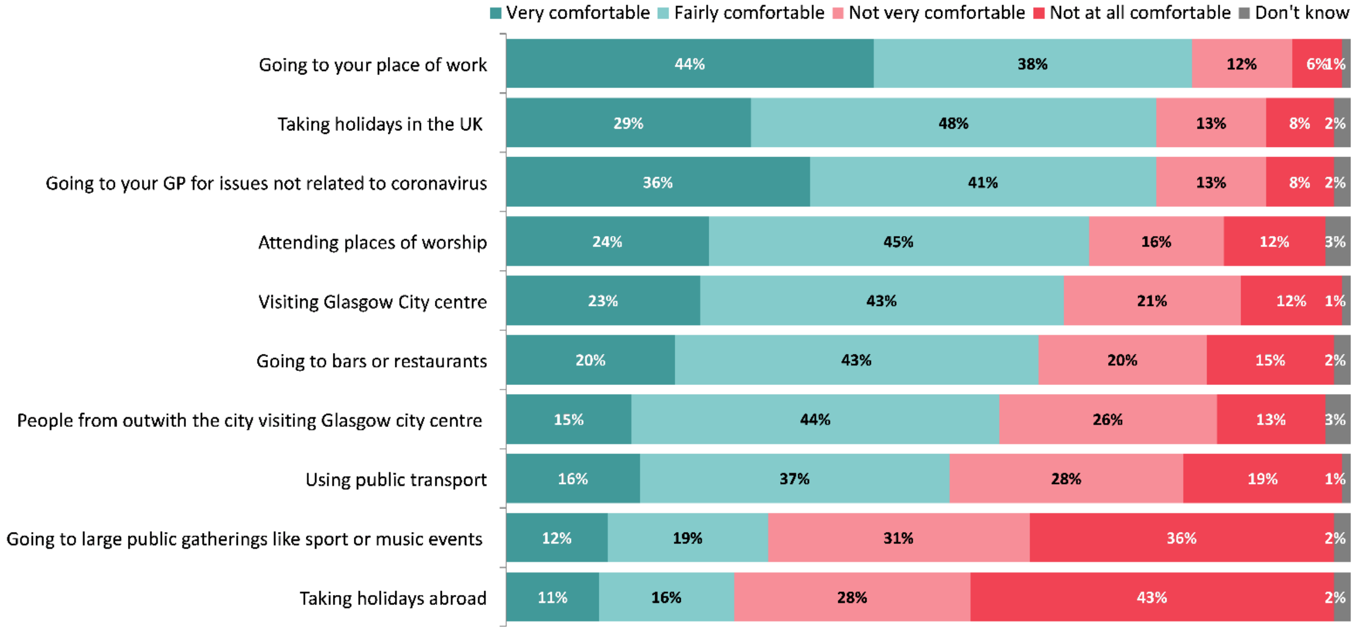
Levels of comfort with range of actions impacted by lockdown

Respondents were asked how comfortable they felt about taking certain actions, including those that had been impacted by lockdown restrictions. It is worth noting that the survey took place between April and early June 2021, during which Glasgow was still subject to restrictions that would have impacted on some of these (e.g. Glasgow was in Level 3 until 5 June, meaning that until that point alcohol sales were not permitted indoors or outdoors).

Figure 6.2 shows how comfortable respondents said they felt about a range of different actions or situations, ranked from those with highest levels of comfort to those with the lowest. The data excludes respondents who said that these situations were not applicable to them.

Figure 6.2: Level of comfort with range of actions impacted by lockdown

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



Base: All who each situation applied to

A majority of respondents were comfortable going to their place of work (82%), while three quarters felt comfortable about taking holidays in the UK (77%) and going to their GP for issues not related to coronavirus (77%).

Around two thirds said they felt comfortable attending places of worship (69%), visiting Glasgow city centre (66%) and going to bars and restaurants (63%). Views were more mixed in relation to people from outside Glasgow visiting the city centre (59% comfortable, 39% not) and with using public transport (53% comfortable, 47% not). Respondents were generally least comfortable with the prospect of going to large public gatherings (31% comfortable) and taking holidays overseas (29%).

Younger people were more likely to say they were comfortable with some of the situations than older respondents, but male respondents were typically more comfortable with situations than female respondents (Table 6.1).

Table 6.1: Levels of comfort by gender and age 16-24 vs 55+

	Male % comfortable	Female % comfortable	16-24% comfortable	55+ % comfortable
Visiting Glasgow city centre	76	57	76	58
Using public transport	60	46	70	51
Going to bars or restaurants	66	57	78	56
People out with the city centre visiting Glasgow City centre	66	52		
Taking holidays overseas	34	20		
Going to large public gatherings	41	65		
Going to large public gatherings	39	25		

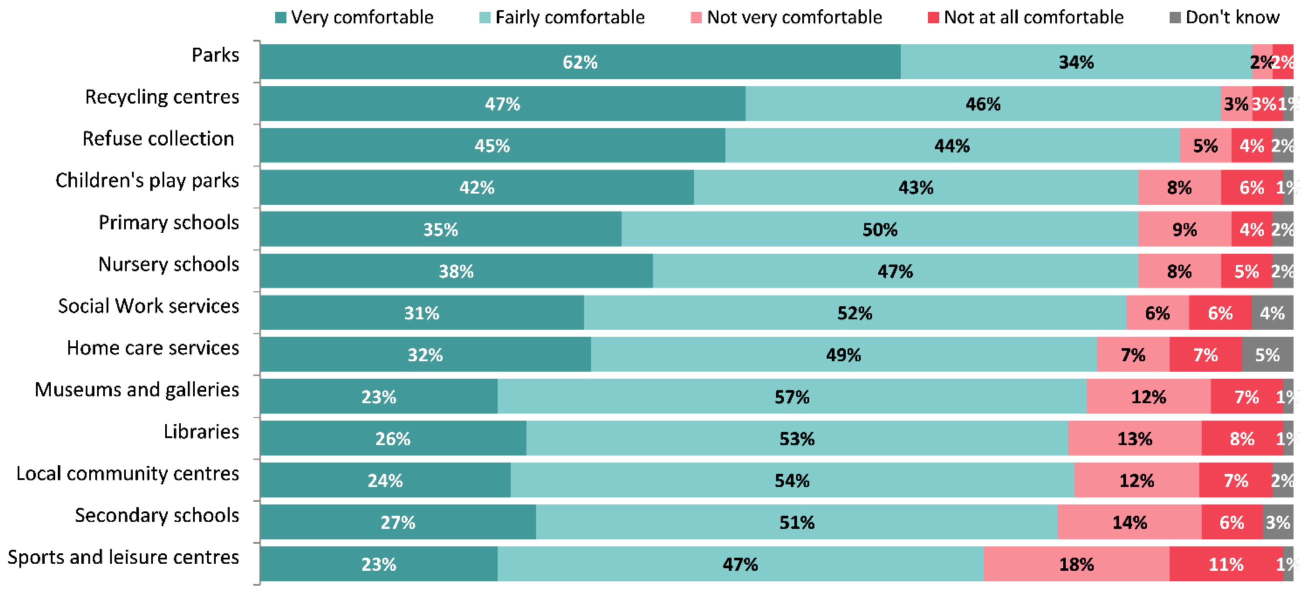
Levels of comfort with using council services

At the time they took part in the survey, respondents generally felt comfortable about they, or their family, using services provided by the Council Family Group. More than 80% were comfortable using parks (95%), recycling centres (93%), refuse collection (89%), children's play parks (85%), primary schools (85%), nursery schools (85%) and social work services (83%).

Around three quarters were comfortable using: libraries (79%), local community centres (78%) and secondary schools (77%), with slightly fewer saying they were comfortable using sports and leisure centres (70%).

Figure 6.3: Levels of comfort using council services

Q And how comfortable do you feel about you or your family using the following at the present time?



Base: All who each service was relevant to

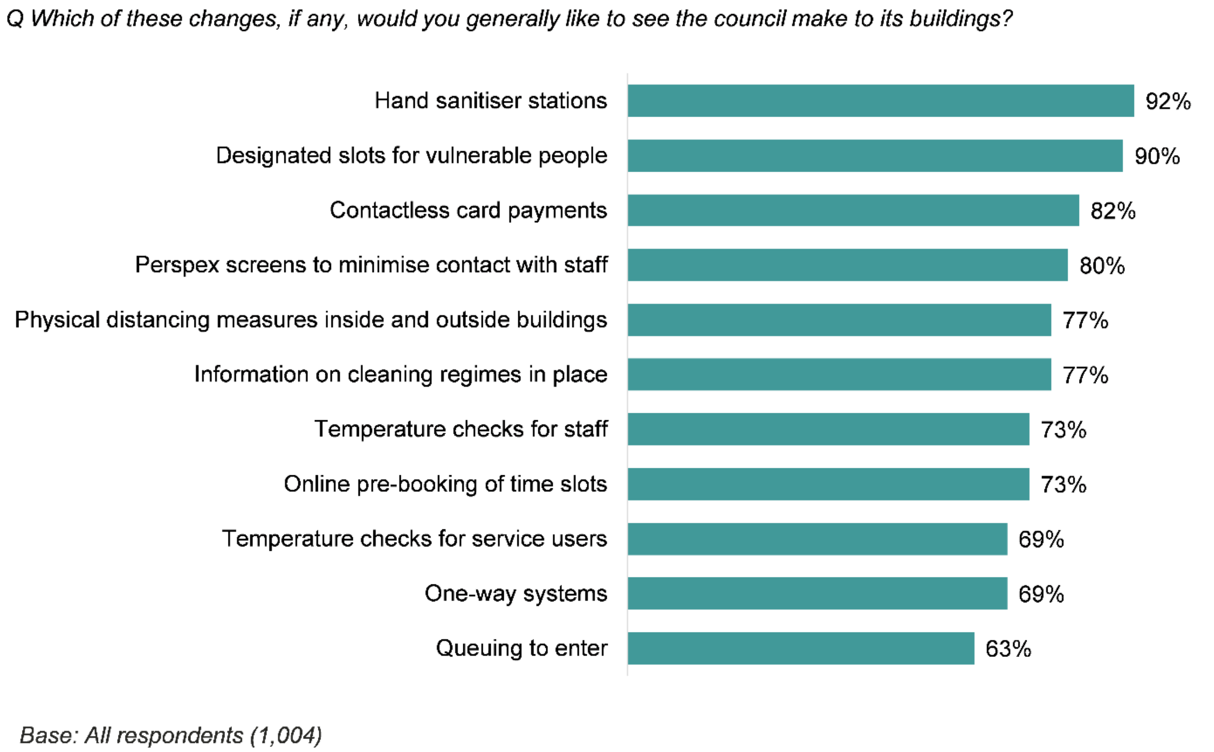
Younger respondents (16-24) were more likely than older respondents (55+) to say they felt comfortable using libraries (89% vs 72%), museums and galleries (88% vs 77%), local community centres (85% vs 65%) and sports and leisure centres (80% vs 60%).

Views on potential safety measures in council buildings

Asked about views on a range of potential safety measures to make council buildings COVID-19 secure, there was a high level of support for all suggested measures. A majority of respondents were supportive of every measure – each are listed in figure 6.4.

There was most support for hand sanitiser stations (92%), followed by designated slots for vulnerable people (90%), contactless card payments (82%) and perspex screens to minimise contact with staff (80%).

Figure 6.4: Support for potential safety measures for council buildings



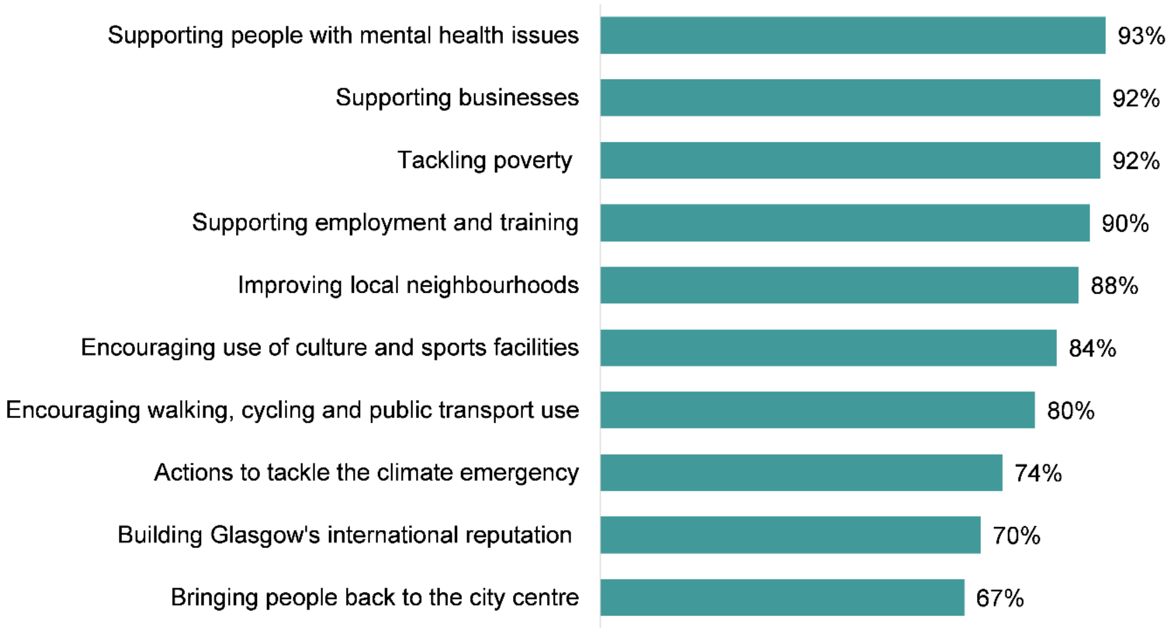
7 Council priorities for recovery and life post COVID-19

Priorities for recovering from the pandemic

Thinking about the city's recovery from the effects of the pandemic, there was high level of support for a number of the measures that were suggested as priorities for the council. The vast majority thought the council should prioritise helping people with mental health issues (93%), supporting businesses (92%), tackling poverty (92%) and supporting employment and training (90%) (Figure 7.1). These were amongst the top four priorities across all age groups and all sector partnership areas.

Figure 7.1: Priorities for recovery from the pandemic

Q Which, if any, of the following do you think the council should prioritise to help the city recover from the effects of the pandemic?

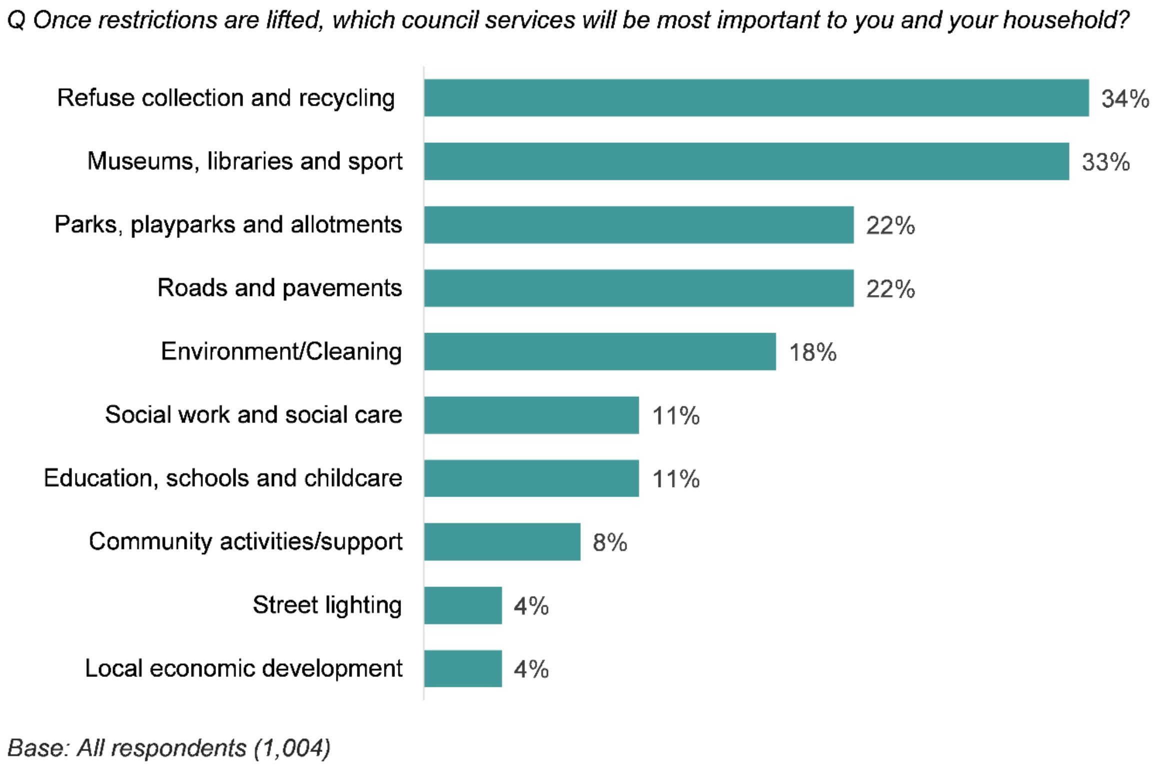


Base: All respondents (1,004)

Most important council services going forward

Looking ahead to restrictions being lifted, the council services considered most important in future were refuse collection and recycling (34%) and museums, libraries and sports centres (33%). Around one in five said parks, playparks and allotments (22%), roads and pavements (22%) and environment and cleaning services (18%). Figure 7.2 below shows the top 10 service areas by relative perceived importance.

Figure 7.2: Council services of important post-lockdown



There was some variation in responses by sector partnership, age, working status and gender.

- Those in the North West were more likely to say that museums, libraries and sports centres would be most important to them and their households (38% compared with 29% of those in the North East and 31% in the South).

- The oldest respondents (aged 55+) were more likely than younger respondents (16-24) to prioritise refuse collection and recycling (42% vs 16%) and roads and pavements upkeep (27% vs 6%).

- Working respondents were more likely than non-working respondents to identify refuse and recycling as important (37% vs 24%), as well as museums, libraries and sports facilities (33% vs 27%) and parks, playparks and allotments (26% vs 17%).

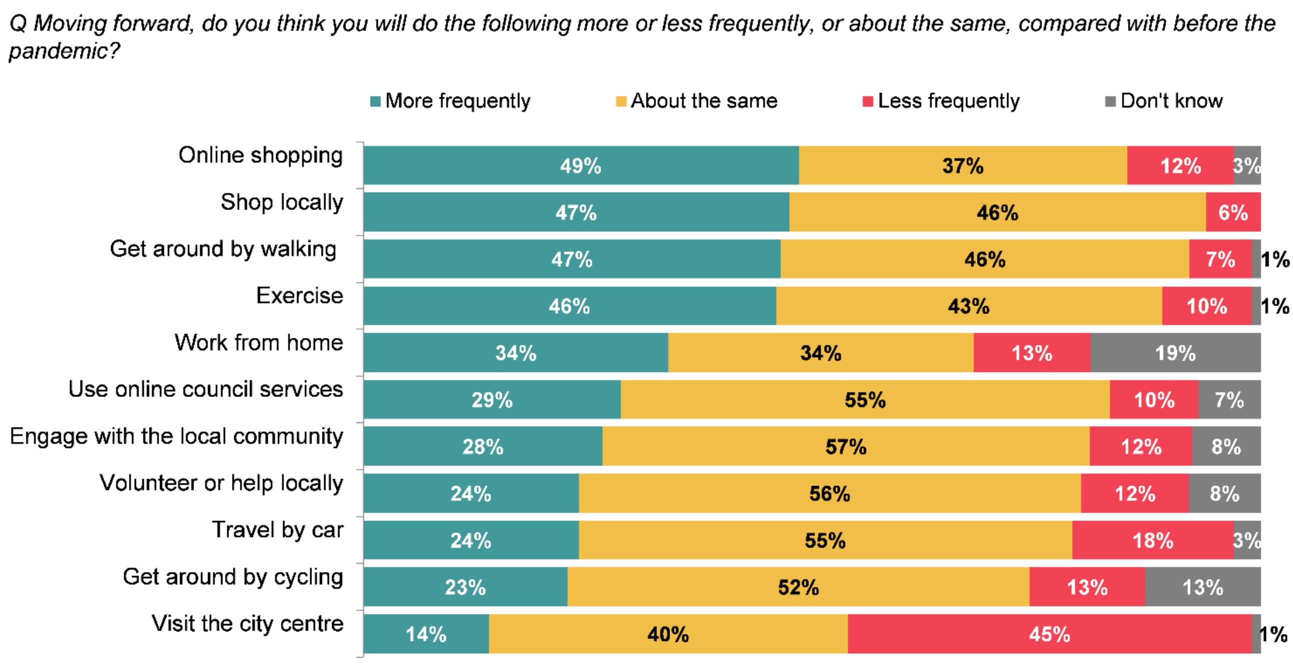
- Women were more likely than men to identify social work and social care services as most important than men (14% vs 8%).

Lifestyle changes post-COVID-19

Thinking about their lifestyles going forward compared with before the pandemic, around half of respondents said they would more frequently: shop online (49%), shop locally (47%), get around by walking (47%) and exercise (46%). In each case this was more than four times the number who anticipated doing these less frequently, as shown in figure 7.3 below.

Of all the activities covered, respondents were least likely to say that they would visit the city centre more frequently (14%). Indeed, nearly half of respondents (45%) anticipated doing this less frequently than they did before the pandemic - higher than for any other activity.

Figure 7.3: Anticipated lifestyle changes going forward



Base: All respondents (1,004)

There was some variation in responses by sector partnership area, age and gender:

- Those in the North West were more likely to say they expected to shop locally more often (54% vs 47% overall), and to visit the city centre less often (49% vs 45%). Those in the South were more likely to say they would get around by cycling more frequently (27% vs 23% overall).

- The youngest respondents (16-24) were more likely than average to say they would exercise more frequently (63% vs 46% overall). Meanwhile, older respondents (aged 55+) were most likely to say they expected to visit the city centre less frequently (52% vs 45% overall).

- Women were more likely than men to say they expected to shop locally more frequently (53% vs 41%), but visit the city centre less frequently (52% vs 38%).

8 COP26

Awareness of COP26

Three quarters of respondents (76%) were aware that Glasgow was hosting the 2021 United Nations Climate Change Conference, known as COP26. Less than a quarter (23%) said they did not know this.

There were higher levels of awareness of COP26 amongst:

- those in the North West (82% vs 72% in the North East and 74% in the South)
- male respondents (80% vs 73% of female respondents)
- older respondents (89% of those aged 55+ vs 54% of those aged 16-24)
- white respondents (81% vs 50% of minority ethnic respondents)
- respondents without a long-term illness, disability or health problem in their household (79% vs 72%)
- those with internet access (77% vs 61% without).

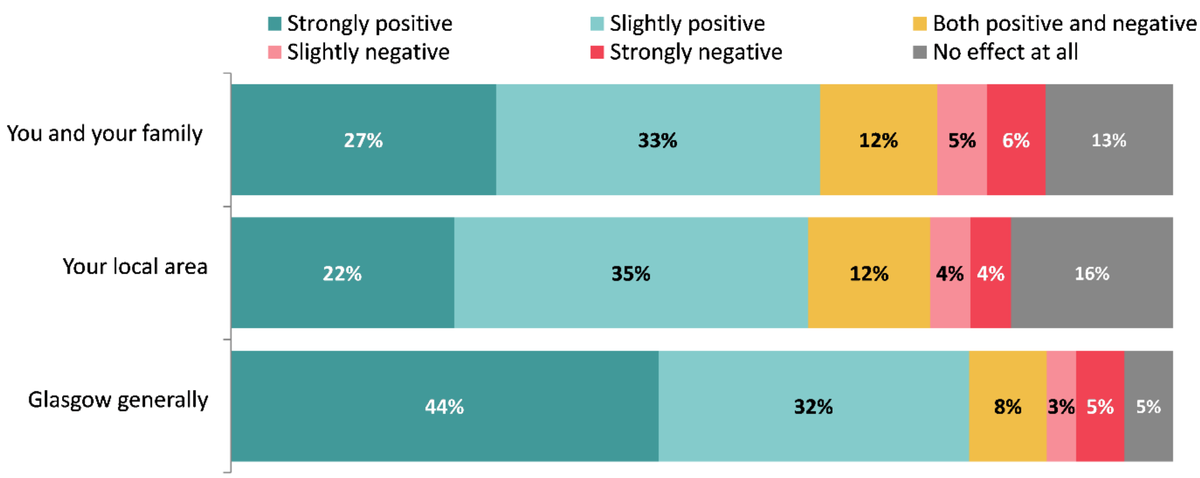
Impact of Glasgow hosting COP26

Respondents were asked what effect if any, other than environmental impacts, Glasgow hosting COP26 might have on themselves and their families, their local area and Glasgow generally.

Across all these areas, most people thought the impact would be positive. Three quarters (76%) of respondents thought there would be a positive effect on Glasgow generally, with 60% expecting a positive effect on themselves and their families and 57% on their local area (Figure 8.1).

Figure 8.1: Anticipated impact of Glasgow hosting COP26

Q Other than environmental impacts, do you think Glasgow hosing COP26 will have a positive or negative effect on…?



Base: All respondents (1,004)

Younger respondents (16-24) were more likely to expect a positive effect of COP26 on

- themselves and their families (77% vs 56% of 55+ year olds)
- their area (82% vs 50%)
- Glasgow (87% vs 73%)

Those not working were more likely to expect a positive effect on

- themselves and their families (68% vs 57% of working respondents)
- their local area (67% vs 55% of working respondents).

Appendix A 2021 Glasgow Household Survey Topline

- This section comprises topline results from the 2021 Glasgow Household Survey
- Results are based on a survey of 1,004 respondents (adults aged 16+) conducted by telephone
- Fieldwork dates: 12th 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 (1,004) unless otherwise stated.

Council Services

Q1 **Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners? Would you say you are…**

Very satisfied	8%
Fairly satisfied	39%
Neither satisfied nor dissatisfied	19%
Fairly dissatisfied	19%
Very dissatisfied	13%
Don’t know	1%

Q2 **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? Please say yes or no for each.**

Parks	84%
Recycling centres	61%
Children’s play parks	35%
Sports and leisure centres	32%
Museums and galleries	28%
Libraries	25%
Secondary schools	22%
Primary schools	18%
Local community centres	13%
Social work services	9%
Nursery schools	9%
Home Care service	6%
None of these	5%
Don’t know	-

Q3 **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	Base
A	**Nursery schools**	38%	33%	15%	7%	6%	1%	72
B	**Primary schools**	38%	41%	11%	6%	2%	3%	169
C	**Secondary schools**	25%	46%	10%	7%	8%	4%	191
D	**Parks**	32%	46%	7%	8%	5%	1%	831
E	**Children's play parks**	19%	46%	11%	12%	10%	1%	343
F	**Museums and galleries**	53%	35%	7%	2%	1%	1%	270
G	**Sports and leisure centres**	30%	52%	7%	5%	5%	1%	286
H	**Libraries**	39%	36%	5%	7%	10%	3%	246
I	**Social work services**	26%	29%	12%	13%	13%	6%	93
J	**Local community centres**	26%	40%	13%	9%	5%	7%	120
K	**Home Care service**	45%	30%	8%	6%	1%	9%	58
L	**Recycling centres**	29%	49%	9%	7%	5%	1%	617
M	**Recycling collection**	19%	35%	10%	16%	16%	3%	1004
N	**Road maintenance**	5%	13%	9%	21%	51%	2%	1004
O	**Refuse collection**	16%	32%	10%	18%	22%	2%	1004
P	**Street lighting**	28%	44%	11%	9%	7%	1%	1004
Q	**Street cleaning**	11%	31%	12%	20%	24%	1%	1004
R	**Pavement maintenance**	8%	31%	14%	21%	24%	1%	1004

Base: A-L asked only if respondent used these services at Q2

Council Reputation

Q4 **I'm going to read out some statements that people have made about the council. Please tell me 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/ No opinion
a)	**Glasgow City Council gives residents good value for money**	7%	26%	19%	19%	24%	4%
b)	**The Council rarely takes local residents' views into account when making decisions that affect them**	20%	23%	20%	19%	13%	4%
c)	**The Council is too remote and impersonal**	23%	30%	19%	16%	7%	6%
d)	**The Council has an important impact on the quality of local life in Glasgow**	46%	34%	7%	5%	6%	2%
e)	**I trust Glasgow City Council**	12%	30%	19%	16%	20%	2%
f)	**The Council is good at letting residents know about the services it provides**	12%	26%	15%	26%	18%	2%
g)	**The Council provides high quality services**	10%	28%	21%	19%	21%	2%
h)	**The Council does the best it can with the money available**	12%	30%	16%	16%	20%	6%
i)	**The Council designs its services around the needs of the people who use them**	9%	31%	19%	17%	19%	4%
j)	**The Council is addressing the key issues affecting the quality of life in my local area**	7%	26%	18%	23%	21%	4%
k)	**I would like to be more involved in the decisions the Council makes that affect my area**	34%	34%	15%	11%	4%	2%
l)	**The Council is good at letting people know how well it is performing**	8%	13%	18%	32%	24%	5%

Q5 **What sources of information would you say influence your opinions of Glasgow City Council?**

Personal experience of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	53%
General words of mouth (e.g. from friends, family or colleagues)	16%
Local newspapers	15%
Television news	15%
Family or friends' experiences of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	14%
The Council's website	14%
Council social media feeds (e.g. its Facebook or Twitter page)	13%
General social media	9%
Council letters or leaflets through the door	9%
National newspapers	8%
Personal experience of working for/with the Council	6%
Local radio	4%
Online/internet	4%
Lack of information/communication	2%
National radio	2%
Other television programmes	2%
Phone calls	1%
Other online	1%
Council posters in public places (e.g. bus stops, subway stations etc.)	1%
Council meetings	*
Other	8%
None of these	2%
Don't know	5%

Impacts of COVID-19

Q6 **The UK first went into national lockdown in March 2020. Since then, which of the following have you or your household experienced at any point?**

Feeling worried or stressed	64%
Feeling lonely	39%
Reduction in income	35%
Not feeling safe in the community	21%
Loss of job	15%
Lack of access to food, medicine or other essentials	12%
Not having adequate internet access or devices for home working or schooling	10%
Not feeling safe at home	6%
None of these	20%
Don't know	*

Q7 **The pandemic has affected people in different ways. Which, if any, of the following things, are major worries for you at the moment?**

A friend or family member's mental health	67%
Friends or family becoming seriously ill with COVID-19	65%
Your own mental health	47%
Your financial situation	33%
Becoming seriously ill yourself with COVID-19	32%
The future of your own business	15%
None of these	14%

Q8 **Are you seriously worried about anything else in relation to the pandemic?**

Impact on the economy	9%
Going back into lockdown/another wave or variant	7%
Getting back to normality	6%
Lack of contact with friends and family	4%
Physical and mental health	3%
Impact on education/schools/universities	3%
Supporting friends or family who need help	3%
Impact on NHS/health services	3%
Safety of the vaccine	2%
The future/uncertainty	2%
Lack of compliance with Covid restrictions	2%
Travelling abroad	2%
Availability of the vaccine	2%
Poorly managed by government/s	2%
Working from home long term	1%
Long term impact of lockdown	1%
Travel restrictions	1%
Access to leisure/arts/sport	1%
Concerns about the effectiveness of the vaccine	*
Lack of information	*
Other	10%
Nothing else	52%

Q9 **Thinking about the impacts of COVID-19 more widely, how much of a problem, if at all, do you think the following have been for people you know during the pandemic?**

	Significant problem	Moderate problem	Minor problem	Not a problem	Don't know
Gambling	10%	9%	9%	66%	5%
Mental health issues	46%	20%	13%	20%	1%
Physical health issues	31%	26%	16%	27%	1%
Addiction to alcohol	20%	15%	13%	51%	1%
Addiction to drugs	15%	8%	7%	66%	4%
Poor diet	27%	20%	17%	34%	1%
Lack of physical exercise	34%	27%	16%	23%	*
Loneliness and social isolation	47%	20%	13%	20%	*

Q10 **Bearing in mind the types of issues we've been discussing so far, what types of support, if any, do you or your household need to help respond to the impacts of the pandemic?**

Mental health support	13%
Physical health support	9%
Employment advice / services	6%
Befriending/loneliness support	4%
Information on physical exercise	3%
Lifting of restrictions	3%
Financial help/support	3%
Communication/updates around Covid	2%
Debt and benefit advice	2%
Addictions advice (drugs/alcohol)	2%
Advice on diet/eating habits	2%
Childcare services	2%
Help with shopping/prescriptions	1%
Help with internet / IT	1%
Help using online council services	1%
Information on changes to council services	1%
Support with education/school	1%
Open up sports clubs/gyms	1%
Support for business and self employed	1%
Community support/centres	1%
Social/community activities	1%
Caring and special needs support	1%
Support/services for children and young people	1%
Housing	1%
Social services/social worker	1%
Food banks	*
Legal advice and information	*
Domestic abuse services	*
Sexual violence services	*
Support for gambling issues	*
Other	6%
Don't know	7%

Council's response to COVID-19

Q11 **Which of these sources, if any, have you used to access information about the council during lockdown?**

Word of mouth from friends, family or neighbours	70%
The council website	63%
National newspapers (either online or paper)	45%
TV	44%
Local newspapers (either online or paper)	40%
The council social media	39%
Radio	31%
Telephone	25%
Internet	1%
Letters	1%
Leaflets	1%
Council app on phone	1%
Email	1%
Other	6%
None – did not access any information	5%

Q12 **How satisfied or dissatisfied are you with the information provided by the council during lockdown on the following?**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
a) **Changes to council services during the pandemic**	9%	31%	19%	22%	19%
b) **Support available to individuals and households during the pandemic**	12%	29%	27%	18%	14%
c) **Support available to businesses during the pandemic**	9%	27%	34%	14%	15%
d) **Volunteering opportunities**	10%	28%	38%	15%	10%
e) **The Spaces for People programme**	16%	35%	23%	12%	13%

Base: all who have accessed information about the council excluding those who responded "don't know" (905)

Q13 **Overall, how would you rate the council's response to the pandemic? Would you say…**

Very good	13%
Fairly good	37%
Neither good nor poor	25%
Fairly poor	14%
Very poor	9%
Don't Know	1%

Q14 **Not everyone finds lockdown restrictions easy to stick to all the time. Would you say you are following the rules…**

All the time	39%
Most of the time	54%
Some of the time	5%
Not very often	2%
Not at all	1%
Don't know	-
Prefer not to say	-

Q15 **How comfortable do you feel about each of the following at the present time?**

	Very comfortable	Fairly comfortable	Not very comfortable	Not at all comfortable	Don't know/ no opinion
Visiting Glasgow city centre	23%	43%	21%	12%	1%
People from out with the city visiting the city centre	15%	44%	26%	13%	3%
Using public transport	16%	37%	28%	19%	1%
Going to your GP for issues not related to coronavirus	36%	41%	13%	8%	2%
Going to your place of work	44%	38%	12%	6%	1%
Attending places of worship	24%	45%	16%	12%	3%
Going to bars or restaurants	20%	43%	20%	15%	2%
Going to large public gatherings like sport/music events	12%	19%	31%	36%	2%
Taking holidays in the UK	29%	48%	13%	8%	2%
Taking holidays overseas	11%	16%	28%	43%	2%

Base: All excluding those who responded with "not applicable"

Q16 **And how comfortable do you feel about you or your family using the following at the present time?**

	Very comfortable	Fairly comfortable	Not very comfortable	Not at all comfortable	Don't know/ no opinion
Museums and galleries	23%	57%	12%	7%	1%
Libraries	26%	53%	13%	8%	1%
Parks	62%	34%	2%	2%	*
Children's play parks	42%	43%	8%	6%	1%
Nursery schools	38%	47%	8%	5%	2%
Primary schools	35%	50%	9%	4%	2%
Secondary schools	27%	51%	14%	6%	3%
Sports and leisure centres	23%	47%	18%	11%	1%
Recycling centres	47%	46%	3%	3%	1%
Refuse collection	45%	44%	5%	4%	2%
Home care services	32%	49%	7%	7%	5%
Social work services	31%	52%	6%	6%	4%
Local community centres	24%	54%	12%	7%	2%

Base: All excluding those who responded with "not applicable"

Q17 **Moving forward, do you think you will do the following more or less frequently, or about the same, compared with before the pandemic?**

	More frequently	About the same	Less frequently	Don't know
Get around by walking	47%	46%	7%	1%
Get around by cycling	23%	52%	13%	13%
Travel by car	24%	55%	18%	3%
Work from home	34%	34%	13%	19%
Exercise	46%	43%	10%	1%
Visit the city centre	14%	40%	45%	1%
Shop locally	47%	46%	6%	*
Use online council services	29%	55%	10%	7%
Volunteer or help locally	24%	56%	12%	8%
Engage with the local community	28%	57%	12%	3%
Online shopping	49%	37%	12%	3%

Q18 **Which of these changes, if any, would you generally like to see the council make to its buildings?**

Hand sanitiser stations	92%
Designated slots for vulnerable people	90%
Contactless card payments.	82%
Perspex screens to minimise contact with staff	80%
Physical distancing measures	77%
Information on cleaning regimes in place	77%
Online pre-booking of time slots	73%
Temperature checks for staff	73%
One-way systems	69%
Temperature checks for service users	69%
Queuing to enter	63%
None of these	2%
Don't know	1%

Council priorities for recovery and post-COVID-19

Q19 **Which if any, of the following do you think the council should prioritise to help the city recover from the effects of the pandemic?**

Supporting people with mental health issues	93%
Tackling poverty	92%
Supporting businesses	92%
Supporting employment and training	90%
Improving local neighbourhoods	88%
Encouraging use of culture and sport facilities	84%
Encouraging walking, cycling and public transport use	80%
Actions to tackle the climate emergency	74%
Building Glasgow's international reputation	70%
Bringing people back to the city centre	67%
Other	*
Don't know	1%

Q20 **Once restrictions are lifted, which council services will be most important to you and your household?**

Refuse collection	30%
Sport and leisure centres	24%
Road maintenance	21%
Parks	20%
Recycling collection / centres	14%
Libraries	12%
Street cleaning	12%
General cleanliness	11%
Museums and galleries	9%
Pavement maintenance	8%
Education (generally)	6%
Mental health services	6%
Public transport	6%
Litter / fly-tipping	6%
Community centres	5%
Schools (generally)	4%
Street lighting	4%
Grass cutting / gardening	4%
Playparks	4%
Support for business	3%
Social work / social care (generally)	3%
Community safety	2%
Property / building maintenance / repairs	2%
Environmental health	2%
Primary schools	2%
Secondary schools	2%
Youth clubs / facilities	2%
Other community mentions	2%
Road gritting	2%
Services for vulnerable groups / those with special needs	2%
Medical/health services	2%
Support for people looking for work	2%
Support on housing and homelessness	2%
Addressing anti-social behaviour	1%
Care in the community	1%
Care / day care for the elderly	1%
Home help / care services for the elderly	1%
Care / day care for other adults (e.g. disabled)	1%
Planning	1%
Community enforcement officers	1%
Nursery schools	1%
Childcare service	1%
Cycle lanes	1%
Reduction in council tax	1%
Theatre/arts/culture	1%
Hospitality industry	1%
Shopping/shops	1%
Child protection	*
Other	7%
None of them	5%
Don't know	8%

COP-26

Q21 **Did you know that Glasgow will be hosting the 2020 United Nations Climate Change Conference, also known as 'COP26', in November?**

Yes	76%
No	23%
Don't know	*

Q22 **Other than environmental impacts, do you think Glasgow hosting COP26 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	27%	22%	44%
Slightly positive	33%	35%	32%
Both positive and negative	12%	12%	8%
Slightly negative	5%	4%	3%
Strongly negative	6%	4%	5%
No effect at all	13%	16%	5%
Don't know/no opinion	5%	6%	4%

DEMOGRAPHICS

AGE: **Please could you tell me your age at your last birthday?**

16-24	16%
25-34	23%
35-44	11%
45-54	21%
55-64	15%
65-74	10%
75+	4%

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

Male	48%
Female	52%
Or in another way	-

WORK **And are you…?**

Working	
Full time (30+ hours)	46%
Part time (9-29 hrs	12%
Not working	
Looking after home	2%
Unemployed	5%
Unemployed (not registered but seeking work)	2%
Retired	17%
student	12%
Other (including sick or disabled)	5%

Q23 **How long have you lived in Glasgow?**

Up to one year	1%
Over one year, up to five years	5%
Over five years, up to 20 years	22%
Over 20 years	72%
Don’t know/can’t remember	-
Refused	1%

Q24 **What is your ethnic group?**

WHITE	
Scottish	62%
British	15%
Irish	2%
Any other white background	7%
MIXED	
Any mixed background	2%
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH	
Indian	1%
Pakistani	5%
Bangladeshi	-
Any other Asian background	1%
BLACK, BLACK SCOTTISH OR BLACK BRITISH	
Caribbean	*
African	1%
Any other black background	*
CHINESE AND ANY OTHER ETHNIC BACKGROUND	
Chinese	1%
Any other background	1%
Refused	2%

Q25 **What is your current religion, denomination, body or faith?**

No religion	38%
Church of Scotland	15%
Roman Catholic	24%
Other Christian, please type in	7%
Buddhist	*
Hindu	*
Jewish	*
Muslim	6%
Pagan	*
Sikh	*
Another religion	5%
Prefer not to say	3%

Q26 **Which of these options best describes how you think of yourself?**

Heterosexual/straight	90%
Gay/lesbian	4%
Bisexual	3%
Other	1%
Prefer not to say	2%

Q27 **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	19%
Yes, other household member	17%
No	66%
Refused/don't know	1%

Q28 **I am going to read out the names of three languages. For each one, please tell me if you understand, speak, read, and write it.**

	English	Scottish Gaelic	Scots
A Understand	33%	8%	28%
B Speak	34%	4%	16%
C Read	33%	3%	18%
D Write	33%	2%	11%
All of these	65%	2%	15%
None of these	*	86%	50%

Q29 **Which methods do you normally use to access the internet for personal use?**

Smart phone	81%
Personal computer or laptop	60%
Tablets (e.g. iPad, Kindle, etc)	31%
Digital, cable or satellite TV	5%
Games console	3%
I do not have access to the internet	3%
Other	1%
Don't know	1%

Q30 **And how often do you use the internet? Would you say…**

Daily	92%
At least once a week	3%
Never	3%
At least once a month	1%
Less than once a month	1%

Our standards and accreditations

Ipsos MORI's standards and accreditations provide our clients with the peace of mind that they can always depend on us to deliver reliable, sustainable findings. Our focus on quality and continuous improvement means we have embedded a "right first time" approach throughout our organisation.

ISO 20252

This is the international market research specific standard that supersedes BS 7911/MRQSA and incorporates IQCS (Interviewer Quality Control Scheme). It covers the five stages of a Market Research project. Ipsos MORI was the first company in the world to gain this accreditation.

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ISO 9001

This is the international general company standard with a focus on continual improvement through quality management systems. In 1994, we became one of the early adopters of the ISO 9001 business standard.

ISO 27001

This is the international standard for information security, designed to ensure the selection of adequate and proportionate security controls. Ipsos MORI was the first research company in the UK to be awarded this in August 2008.

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