

Glasgow Household Survey

Spring 2012

May 2012

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Executive summary

This report contains the findings of the spring 2012 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council.

Ipsos MORI interviewed a representative quota sample of 1,018 Glasgow residents (aged 16 and over). Additional 'booster' interviews were carried out among 201 residents from black and minority ethnic groups (BME), in order to identify any differences in attitudes between these groups and the wider resident population.

Fieldwork for the survey was carried out between 25 February and 22 April 2012. All interviews were conducted face-to-face in residents' homes using Computer Assisted Personal Interviewing (CAPI).

Key findings

Volunteering

Just over one in ten (14%) respondents said that they had given up their time to help others on a voluntary basis in the last 12 months. Around three in five of them had volunteered 'formally' through a charity or club, while 39% had done so 'informally'.

Almost all of those who had volunteered formally felt they had benefited personally from doing so. Specifically, around a third said volunteering had helped their personal development (35%), given them a sense of personal achievement (35%), or increased their knowledge of the local community (30%). Around a quarter (23%) said they had developed transferable skills through volunteering.

Respondents who had *not* volunteered in the last 12 months were asked why this was the case. Just under half (47%) said that they didn't have enough time, while 14% said that no one had ever asked them to volunteer and a similar proportion (12%) said that they were simply not interested in doing so.

Use of, and satisfaction with, local services

Parks continue to be the most widely-used non-universal service, with three in five (60%) respondents saying their household had used one in the last 12 months. Culture and leisure services also remain popular with over two in five respondents saying that

their households had used museums and galleries (47%), libraries (45%) and sports and leisure centres (44%).

As in previous waves of the survey, culture and leisure services and schools emerged as the most highly regarded services: Nearly all (96%) users were satisfied with museums and galleries and around nine in ten users were satisfied with libraries (92%), nursery schools (90%), sports and leisure centres (89%), primary schools (89%), and secondary schools (89%).

Lower levels of satisfaction were recorded for most of the Council's universal services: around three in five respondents were satisfied with recycling services (59%) and street cleaning (57%), 45% were satisfied with pavement maintenance and 20% were satisfied with road maintenance.

Still, seven in ten respondents said that they were satisfied overall with the services provided by Glasgow City Council and its partners, while a considerably smaller proportion (15%) reported any dissatisfaction. These results are in line with those from the last (autumn 2011) wave of the survey.

Home recycling service

Around half (55%) of respondents said that their household had access to the Council's home recycling collection service, while 44% said that this service was not available in their area.

Encouragingly, the survey suggests the service has had a positive impact on levels of recycling: The majority (78%) of those asked said that their household recycled more as a result of having access to the service, with around half (47%) saying that their household recycled *a lot* more.

Media coverage of the Council

Consistent with findings from the spring 2011 wave of the survey, just under half of respondents considered newspaper coverage of the Council to be neutral, while 18% considered it positive and a further 18% considered it negative. For TV and radio coverage of the Council, the results were very similar at 48%, 20% and 16% respectively.

Anti-social behaviour

Seven in ten respondents had been affected by some form of anti-social behaviour within the last two years; a significantly higher proportion than in autumn 2009 (39%) when the question was last asked. The most commonly experienced form of anti-social behaviour was dogs roaming, fouling and barking (mentioned by 41%), followed by street drinking (23%), noisy neighbours/parties (20%) and youth disorder (19%).

Just over half of respondents (55%) felt that at least one of form of anti-social behaviour has got worse over the last two years; almost twice as many as in 2009. Around one in five (19%) felt that dog roaming, fouling and barking had got worse, while roughly half this proportion said the same in respect of street drinking (11%) and youth disorder (10%).

Measures that respondents would most like to see introduced to tackle anti-social behaviour were more police officers on the street (mentioned by 34%), more leisure facilities for young people (21%), more training and employment opportunities (19%), increased use of CCTV (18%) and more community wardens (14%). However, demand for all of these measures is lower than in autumn 2009, which may indicate that respondents have noticed improvements in provision over recent years.

Hate crime

Asked how common they felt various forms of hate crime were in their local area, the majority of respondents tended to say these were either uncommon or did not happen at all. Still, almost one in five (17%) said that religious-based hate crime was very or fairly common and 12% said the same in respect of race-based hate crime. For hate crime on the grounds of sexual orientation, disability and transgender identity, the figures were lower, at 5%, 5% and 3% respectively.

Six per cent of respondents (63 people) had *personally* been the victim of hate crime in the last year or so. Around two-thirds of them (38 people) had been the victim of race-based hate crime, while around a third as many had experienced hate crime on the grounds of their religion (14 people), sexual orientation (10 people) or disability (11 people). Only 2 people had experienced hate crime on the grounds of their transgender identity.

Around three in five (56%) of those who had experienced hate crime said they did not report the most recent incident, while 31% said they reported it to the police, 5% said they reported it to a Housing Association and 3% to another authority.

Measures that would most encourage victims to report any future incident were, respectively: if it was possible to report it without giving a name or contact details; if more information was provided on how to report it; if more support services were available; and if more information was provided on action taken following the report.

1 Introduction

This report contains the findings from the spring 2012 wave of the Glasgow Household Survey, conducted by Ipsos MORI on behalf of Glasgow City Council. The survey has run biannually since 1999 and measures city residents' use and perceptions of services provided by the Council and its partners, as well as attitudes towards aspects of life in the city.

The specific topics covered in the spring 2012 wave of the survey were:

- volunteering
- use of, and satisfaction with, local services
- views of media coverage of the Council
- anti-social behaviour (including prostitution and hate crime).

1.1 Methodology

Ipsos MORI interviewed a representative quota sample of 1,018 Glasgow residents (aged 16 and over). The sample was stratified by Community Planning Area (CPA) – with CPAs defined by postcode – to allow for a more robust analysis at the area level. Ten sampling points were selected within each of the ten CPAs.

Additional 'booster' interviews were carried out among 201 residents from black and minority ethnic backgrounds (BME) in order to identify any differences in attitudes between this group and the wider resident population. These interviews were carried out across 29 sampling points in areas of the city with the highest penetration of BMEs.

Fieldwork for the survey was carried out between 25 February and 22 April 2012. All interviews were conducted face-to-face in residents' homes using Computer Assisted Personal Interviewing (CAPI).

The data have been weighted by age and gender, using 2011 ONS mid year estimates, and by Community Planning Area.

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

1.2 Comparative Data

Where appropriate, the report includes comparisons with earlier surveys of residents in the city, and with surveys Ipsos MORI has conducted for other local authorities in recent years (taken from the Ipsos MORI local government normative database). The latter comparisons come mainly from English authorities (robust survey research among residents remains relatively uncommon in Scotland) and we have focused on surveys conducted in larger, urban and metropolitan authorities, where some of the issues faced by Glasgow are also found. We have only included surveys conducted recently and using the same methods as those employed in the Glasgow survey.

These comparisons are intended to provide some context in which to place findings for Glasgow and to aid in the interpretation of results. However, the normative data is by no means exhaustive and is not intended to provide a league table. The normative data are the copyright of Ipsos MORI and should not be released to any third party without the written permission of Ipsos MORI.

1.3 Presentation and interpretation of the data

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

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of 'don't know' categories or multiple answers. Throughout the report, an asterisk (*) denotes any value of less than half a percent and a dash (-) denotes zero. For questions where the number of respondents is less than 30, the number of times a response has been selected (N) rather than the percentage is given.

2 Volunteering

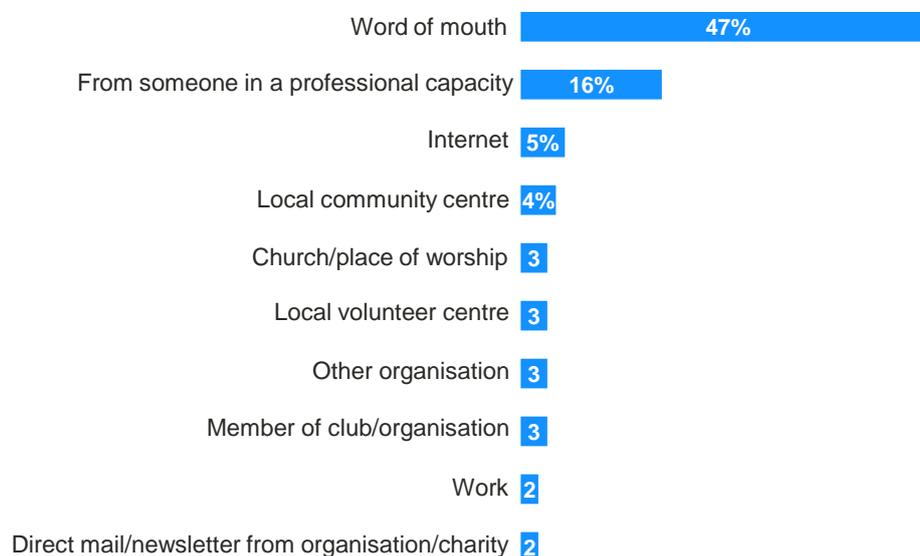
Just over one in ten (14%) respondents said that they had given up their time to help others on a voluntary basis in the last 12 months. This is slightly higher than the comparable result from the autumn 2008 survey in which 11% said that they had volunteered.

There was some variation in the results by social grade, with ABC1 respondents more likely than C2DEs to have volunteered (18% versus 12% respectively).

Around three in five (61%) respondents who had volunteered had done so 'formally' through a charity or club, while 39% had volunteered 'informally'. The former group were asked how they found out about volunteering opportunities. As shown in figure 2.1, the most common response was word of mouth (mentioned by 47%), followed by a referral from someone in a professional capacity (16%) and the internet (5%). Other sources were mentioned by fewer than five percent.

Figure 2.1: Sources of information on volunteering opportunities

Q. How did you find out about the opportunity to volunteer and contribute your time?



Base: All respondents who had undertaken formal volunteering in the last 12 months (95)

Source: Ipsos MORI

Almost all of those who had volunteered formally felt that they had benefitted personally from doing so. Specifically, around a third felt volunteering had: aided their personal development (35%); given them a sense of personal achievement (35%); or increased their knowledge of the local community (30%); while around a quarter (23%)

felt it had enable them to develop transferable skills. Smaller proportions mentioned other benefits (figure 2.2).

Figure 2.2: Personal benefits gained from volunteering

Q. What personal benefits, if any, have you gained from your involvement in volunteering?



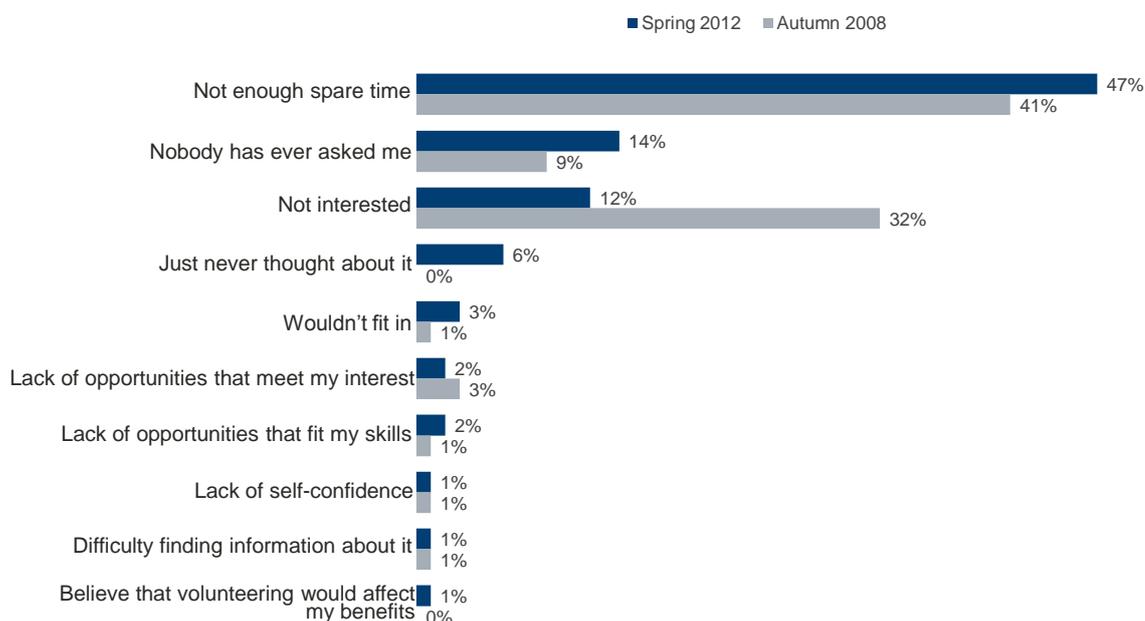
Base: All respondents who had undertaken formal volunteering in the last 12 months (95)

Source: Ipsos MORI

Respondents who had *not* volunteered in the last 12 months were asked why this was the case. Just under half (47%) said that they didn't have enough time, while 14% said that no one had ever asked them to volunteer and a similar proportion (12%) said that they were simply not interested in doing so. As can be seen from figure 2.3, these findings are generally in line with those recorded in autumn 2008, although there has been an almost three-fold decrease in the proportion saying that they are not interested in volunteering (from 32% to 12%).

Figure 2.3: Reasons for not volunteering, top ten responses

Q. *What is your main reason for not volunteering?*



Base: All respondents who had not volunteered in the last 12 months (Spring 2012: 860; Autumn 2008:889)

Source: Ipsos MORI

There were a few differences in the results by age. Specifically, those aged under 55 were more likely than older groups to cite a lack of time as their main reason for not volunteering (56% of 16 to 24 year olds; 64% of 25 to 34 year olds; and 50% of 35 to 45 years olds compared with 29% of 55 to 64 year olds and 22% of those aged 65 and over). Meanwhile, those aged 55 years or over were more likely to say that they were not interested in volunteering (25% of those aged 65 and over and 20% of 55 to 64 year olds versus 9% of 35 to 64 year olds; 4% of 25 to 34 year olds and 8% of 16 to 24 years olds).

The only other notable sub-group difference in the results was by social grade. ABC1 respondents were more likely than C2DEs to say that they didn't have enough time to volunteer (58% versus 41%). C2DEs, meanwhile, were more likely than ABC1s to say they had never been asked to volunteer (16% versus 10%) or that they were not interested in doing so (14% versus 8%).

3 Local services

3.1 Use of services provided by the Council and its partners

As shown in table 3.1, parks continue to be the most widely-used non-universal service, with three in five (60%) respondents saying their household had used one in the last 12 months. Culture and leisure services also remain popular, with over two in five saying that their households had used museums and galleries (47%), libraries (45%) and sports and leisure centres (44%). Consistent with findings from previous waves of the survey, smaller proportions had used other non-universal services.

Table 3.1: Use of services provided by the Council/ its partners

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012
	%	%	%	%	%	%	%	%
Parks	49	46	39	39	28	58	58	60
Museums & galleries	37	20	33	24	25	44	45	47
Libraries	48	37	39	37	36	43	47	45
Sports & leisure centres	35	26	29	26	35	46	43	44
Children's play parks	19	10	10	11	11	21	24	22
Primary schools	16	11	12	10	13	17	20	17
Secondary schools	11	6	6	6	7	13	15	14
Nursery schools	10	5	6	7	9	9	9	11
Community centres	7	3	6	3	4	10	9	10
Social work services	10	3	4	3	3	8	10	8
Home help service	4	2	2	2	1	4	4	3
<i>Base:</i>	<i>1,002</i>	<i>1,010</i>	<i>1,010</i>	<i>1,000</i>	<i>1,002</i>	<i>1,009</i>	<i>1,013</i>	<i>1,018</i>

As in the spring 2010 wave of the survey (the last wave which included a BME booster sample), BME respondents were more likely than the sample as a whole to say that their household had used libraries and schools in the last year (table 3.2). These differences reflect the fact that BME households were on average more likely to contain children under the age of 16. Still, BME respondents were also on average less likely to say that they had used museums and galleries and sport and leisure centres in the last year.

Table 3.2: Use of services provided by the Council/ its partners, by ethnicity

	All respondents	BME respondents
	%	%
Parks	60	59
Museums & galleries	47	35
Libraries	45	62
Sports & leisure centres	44	35
Children's play parks	22	25
Primary schools	17	29
Secondary schools	14	24
Nursery schools	11	20
Community centres	10	14
Social work services	8	8
Home help service	3	1
<i>Base:</i>	<i>1,018</i>	<i>250</i>

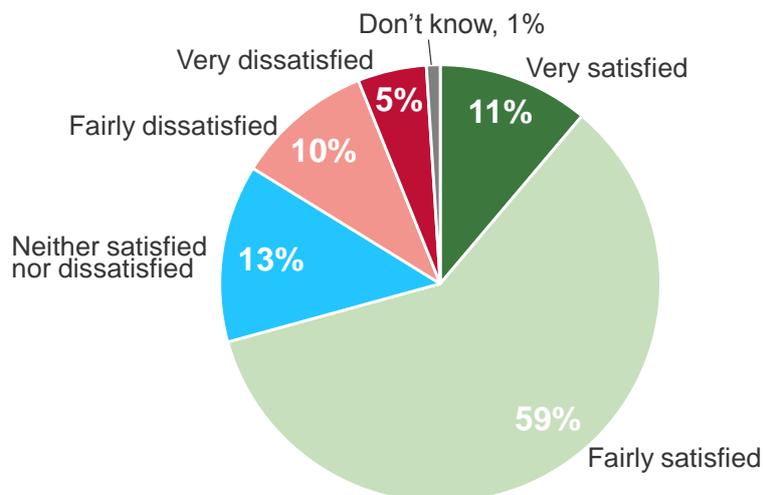
3.2 Overall satisfaction with council services

Seven in ten (70%) respondents said that they were satisfied with the services provided by Glasgow City Council and its partners, while a considerably smaller proportion (15%) reported any dissatisfaction (figure 3.1).

As can be seen from figure 3.2, these results are in line with those from the last (autumn 2011) wave of the survey.

Figure 3.1: Overall satisfaction with services provided by the Council/its partners

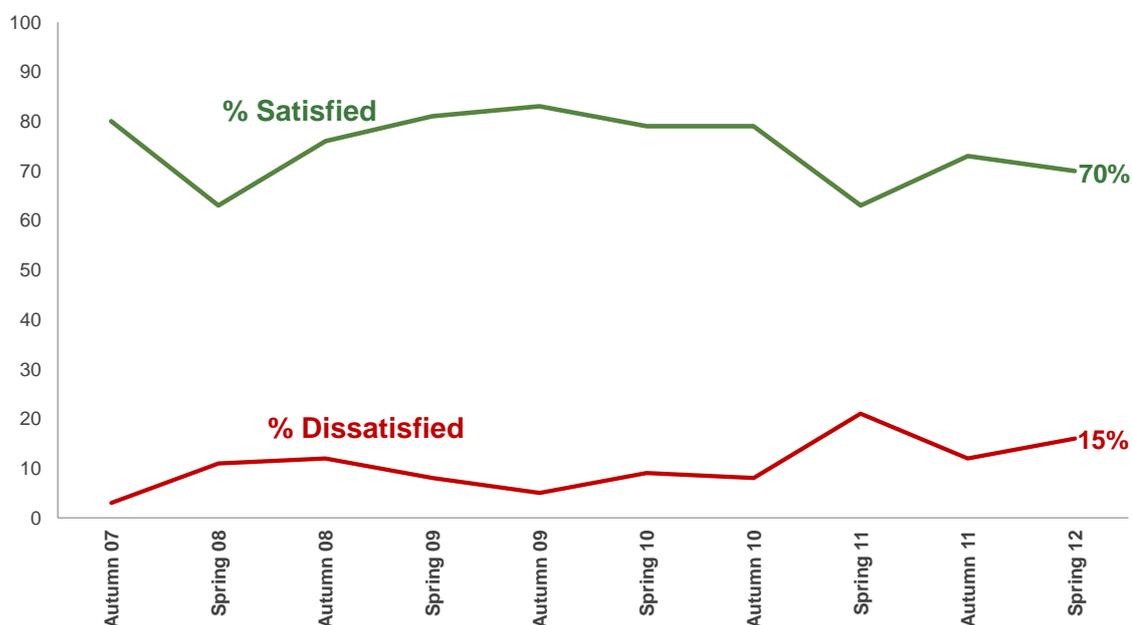
Q. Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council?



Base: All respondents (1,018)

Source: Ipsos MORI

Figure 3.2: Trends in overall satisfaction with services provided by the Council/its partners

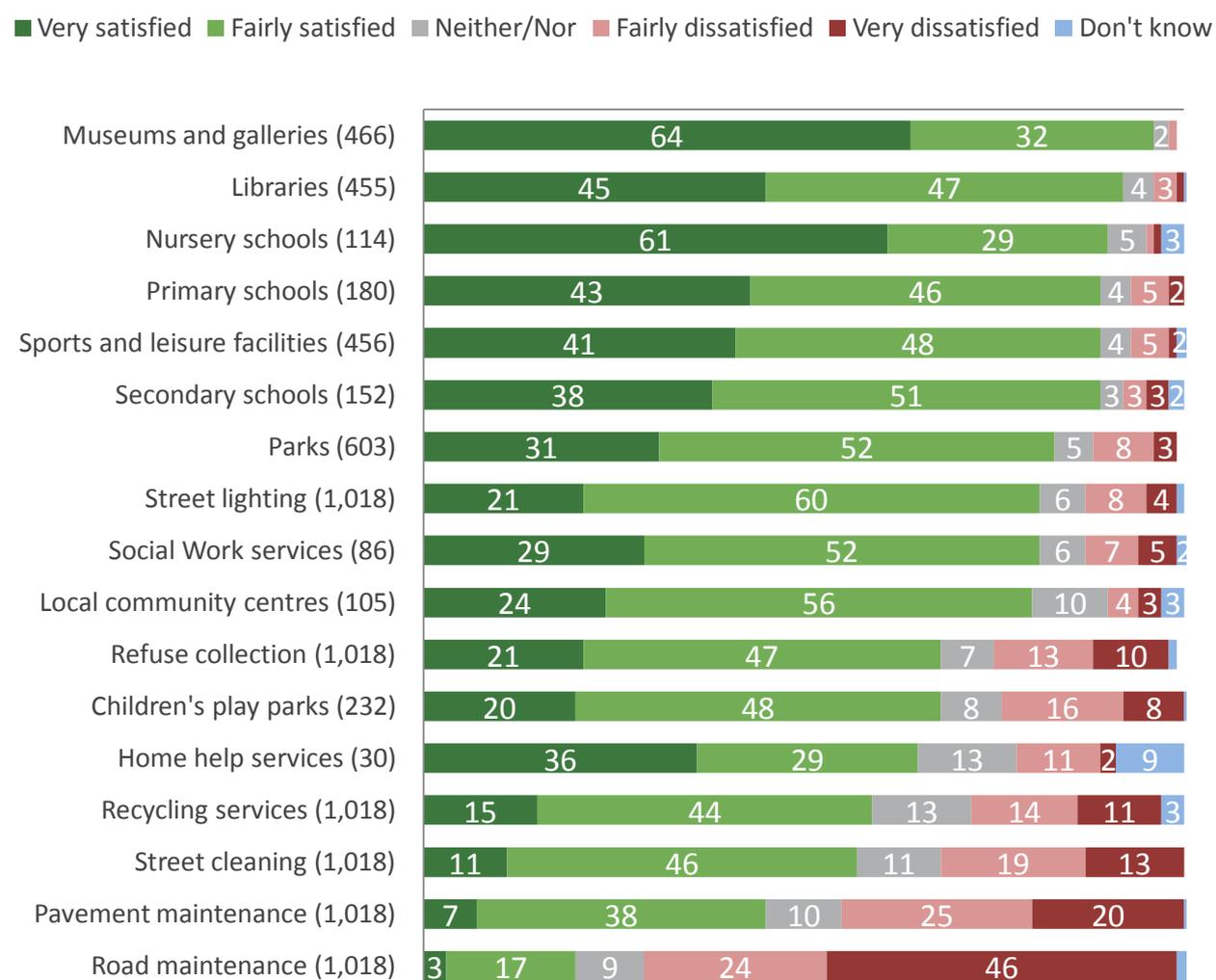


While levels of overall satisfaction with local services were broadly consistent across different sub-groups of respondents, BME respondents were almost twice as likely as the sample as a whole to say that they were very satisfied with provision (21% versus 11% overall).

Figure 3.3 summarises levels of satisfaction with *individual* services provided by the Council and its partners. As in previous waves of the survey, culture and leisure services, and schools emerged as the most highly regarded services: Nearly all (96%) users were satisfied with museums and galleries and around nine in ten users were satisfied with libraries (92%), nursery schools (90%), sports and leisure centres (89%), primary schools (89%), and secondary schools (89%).

Lower levels of satisfaction were recorded for most of the Council's universal services: around three in five respondents were satisfied with recycling services (59%) and street cleaning (57%), 45% were satisfied with pavement maintenance and 20% were satisfied with road maintenance.

Figure 3.3: Satisfaction with individual services provided by the Council/partners



The remainder of this chapter explores perceptions of individual services in more detail.

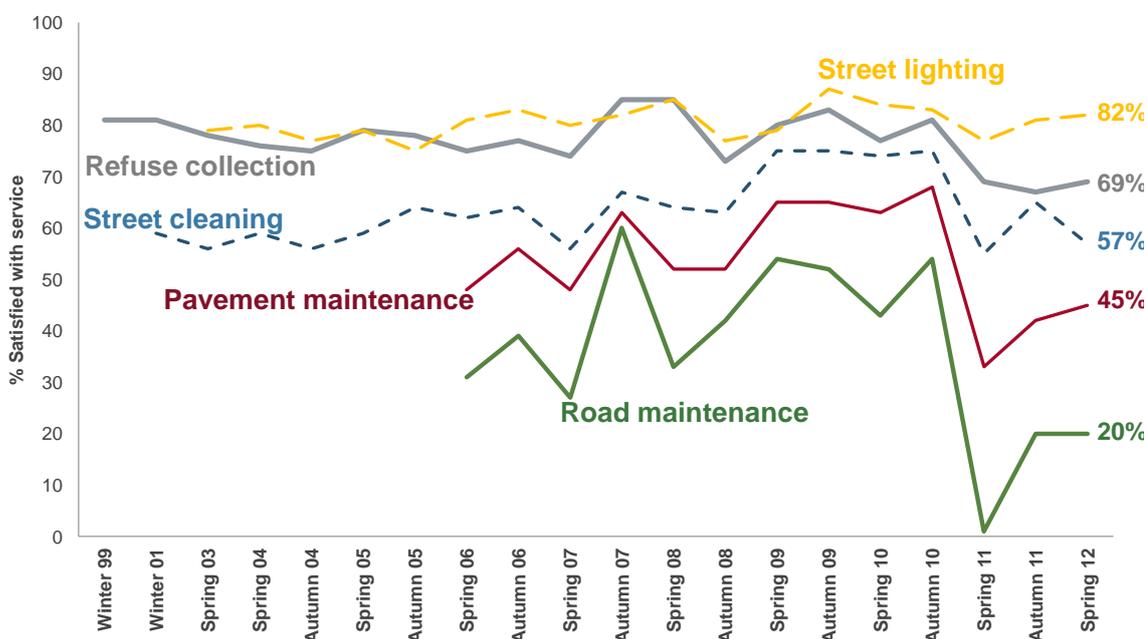
3.2.1 Universal services

Consistent with previous waves of the survey, street lighting emerged as the top performing universal service – with around four in five respondents expressing satisfaction with this area of provision – followed by refuse collection (69%) and street cleaning (57%). Satisfaction with pavement maintenance remains lower (45% expressed satisfaction with this service and an equal proportion expressing dissatisfaction), and with road maintenance, lower still (20% were satisfied and 70% were dissatisfied).

While, the figures for street lighting, refuse collection and road maintenance are in line with those recorded in the last wave of the survey, satisfaction with pavement maintenance has increased by five percentage points and satisfaction with street cleaning has *decreased* by 8 percentage points (figure 3.4).

Views of Glasgow’s recycling facilities were measured for the first time in this survey. As mentioned already, 59% of respondents were satisfied with this service while around a quarter (24%) were *dissatisfied*. (Section 3.2.2 explores perceptions of the Council’s *home* recycling service).

Figure 3.4: Trends in satisfaction with universal services



BME respondents tended to hold more positive views than the sample as a whole in respect of universal services. Specifically, they were more likely to express satisfaction with refuse collection (76% versus 69% overall), recycling services (69% versus 59%), pavement maintenance (62% versus 45%), and road maintenance (40% versus 20%).

Analysis by CPA area revealed further variation in the results:

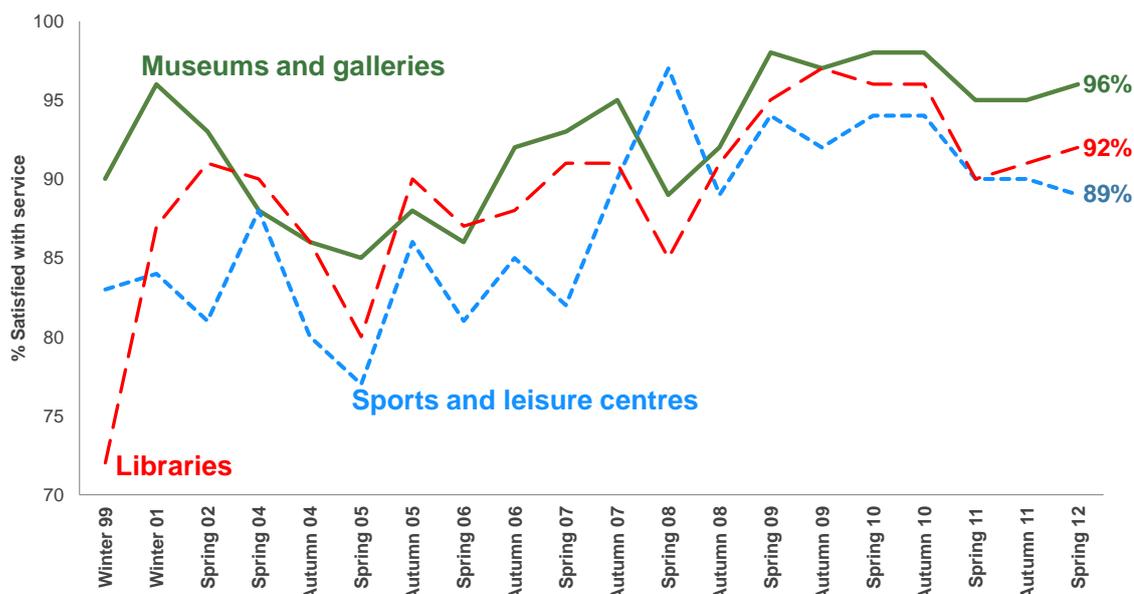
- satisfaction with street lighting was higher than average in Baillieston, Shettleston & Easterhouse (90%), and Langside & Linn (90%), but lower than average in Pollokshields & Southside Central (74%) and Maryhill, Kelvin & Canal (71%)
- satisfaction with refuse collection was higher than average in East Centre & Calton (83%), North East (82%) and Langside & Linn (82%), but lower than average in Maryhill, Kelvin & Canal (52%)
- satisfaction with recycling services was higher than average in East Centre & Calton (82%), Govan and Craighton (79%), Greater Pollok, Newlands & Auldburn (76%) and Langside & Linn (68%), but lower than average in Maryhill, Kelvin & Canal (43%) and Central & West (27%)
- satisfaction with street cleaning was higher than average in North East (72%) and West (68%)
- satisfaction with pavement maintenance was higher than average in East Centre & Calton (56%) and North East (56%), but lower than average in West (49%)
- satisfaction with road maintenance was higher than average in Maryhill, Kelvin & Canal (28%) and in East Centre & Calton (27%), but lower than average in Greater Pollok, Newlands & Auldburn (11%).

3.2.2 Non-universal services

Culture and leisure services

As already noted, culture and leisure services were among the most highly regarded services, with around nine in ten users of museums and galleries, libraries and sports and leisure centres reporting satisfaction with these areas of provision. As figure 3.5, shows, these findings remain in line with comparable findings from previous waves of the survey.

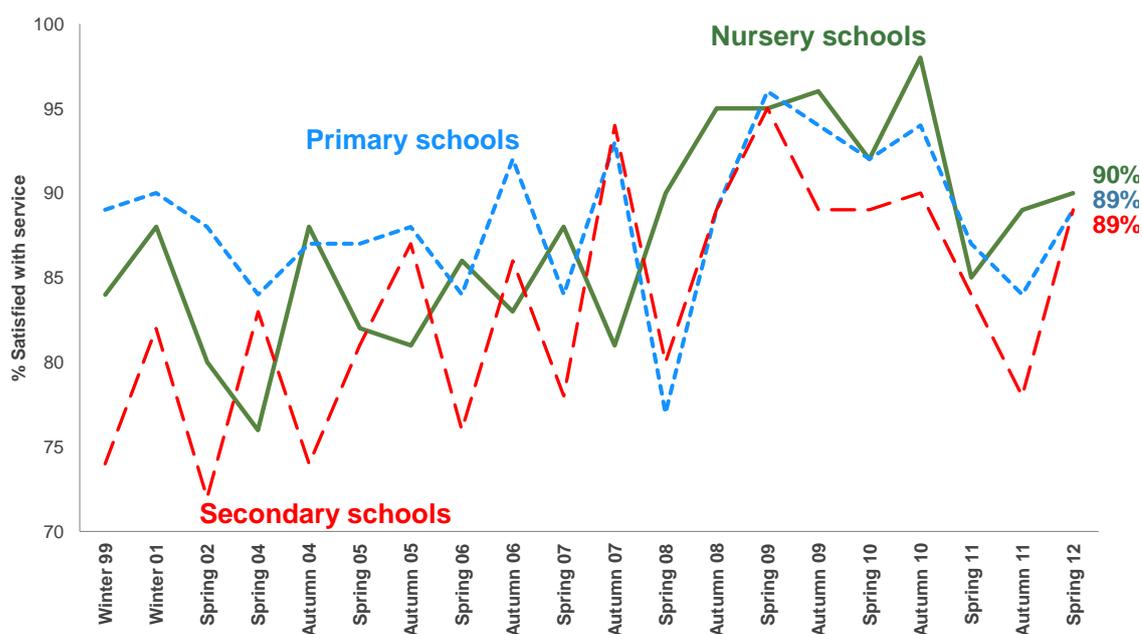
Figure 3.5: Trends in satisfaction with culture and leisure services



Education services

Nursery, primary and secondary schools in the city were similarly among the better performing areas of provision, with around nine in ten users expressing satisfaction with these. Notably, there has been an 11 point increase in satisfaction with secondary schools since autumn 2011, while levels of satisfaction with nursery and primary schools have remained stable.

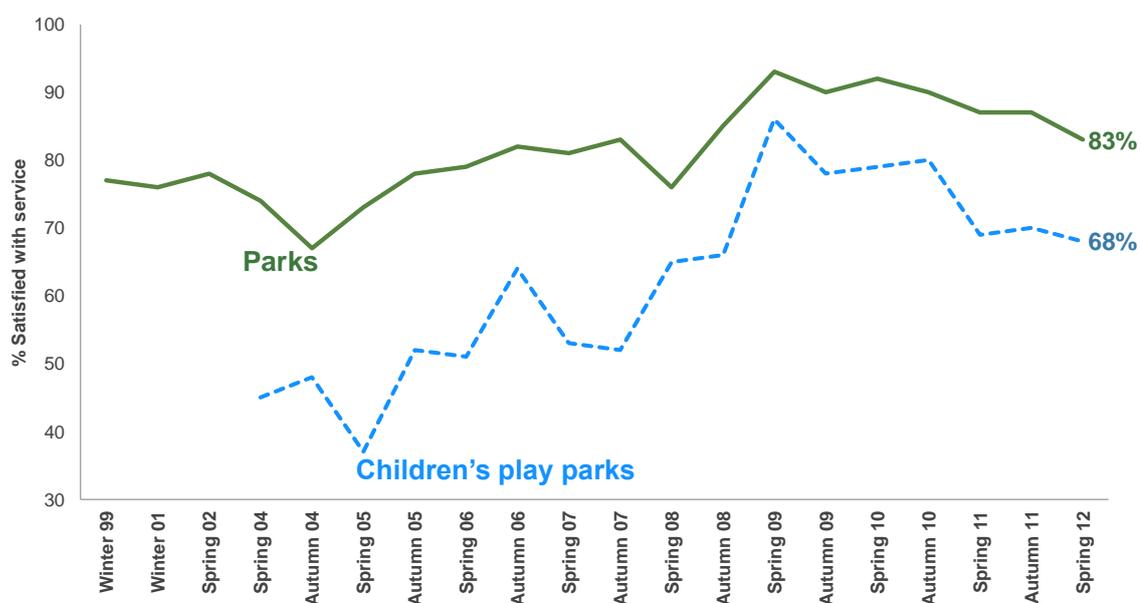
Figure 3.6: Trends in satisfaction with education services



Parks and children's play parks

High levels of satisfaction were once again recorded in respect of outdoor spaces in the city: 83% of users were satisfied with parks and 68% were satisfied with children's play parks.

Figure 3.7: Trends in satisfaction with parks and children's play parks

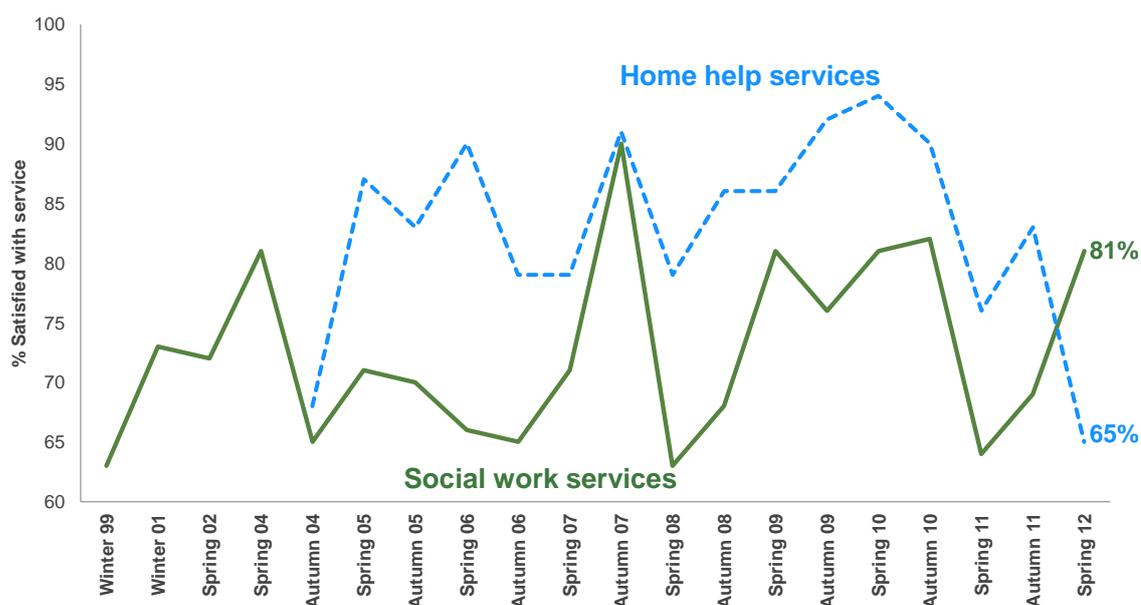


Satisfaction with parks was higher than average among users in Pollokshields & Southside Central (93%) but lower than average among those in Greater Pollok, Newlands & Auldburn (72%), Maryhill, Kelvin & Canal (71%) and North East (64%).

Social care services

Views on social care services were largely in line with those recorded in previous waves of the survey. Just over four in five users (81%) said that they were satisfied with social work services and 65% of users said the same in respect of home help services. Given the small base sizes for these services, the results should be treated as indicative rather than representative.

Figure 3.8: Trends in satisfaction with social care services



Community centres

Satisfaction with community centres has remained stable, with four in five (80%) users expressing satisfaction with this area of provision. These results too should be treated as indicative, however.

Figure 3.9: Trends in satisfaction with community centres



Home recycling service

Around half (55%) of respondents said that their household had access to the Council's home recycling collection service, while 44% said that the service was not available in their area. The former group were asked a set of questions designed to gauge awareness and perceptions of different aspects of the service.

Overall, residents with access to the service were well-informed about it: Around four in five of them said that they knew on which days their recycling and refuse is collected (77%) and that they can now recycle cardboard in their blue bin (82%). High awareness of collection dates may in part reflect the Council's recent efforts to publicise these by sending respondents a calendar. Indeed, two-thirds (68%) of those asked recalled receiving the calendar.

Reflecting high levels of awareness of the service, only a small proportion (13%) of people had used the Council website to check their collection days.

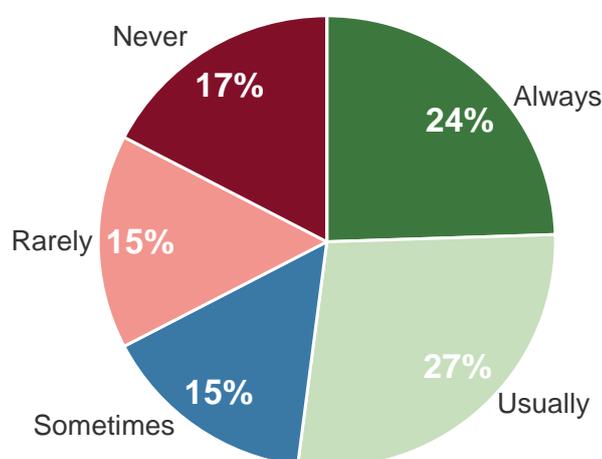
Respondents in Baillieston, Shettleston & Greater Easterhouse, and Greater Pollok, Newlands & Auldburn were generally better informed about the home recycling collection service than those in other areas. They were on average more likely to know when their collection days were (92% and 90% respectively versus 77% overall); to have received a calendar showing these days (81% and 85% respectively versus 68%

overall); and to be aware that they can now recycle cardboard in the blue bins (93% and 92% respectively versus 82% overall).

A key challenge in the provision of home recycling services is matching supply of bins to demand, and the survey suggests that the Council has work to do in this regard. While over half (51%) of respondents with access to the service said that they “always” or “usually” had enough space in their green bins for general rubbish, around a third (32%) said that they “rarely” or “never” did.

Figure 3.10: Perceived adequacy of green bins for general rubbish

Q. Excluding Christmas and New Year, how often, if at all, would you say that you have enough space in your green bin for your general rubbish?



Base: All households who have access to the home recycling collection service (577)

Source: Ipsos MORI

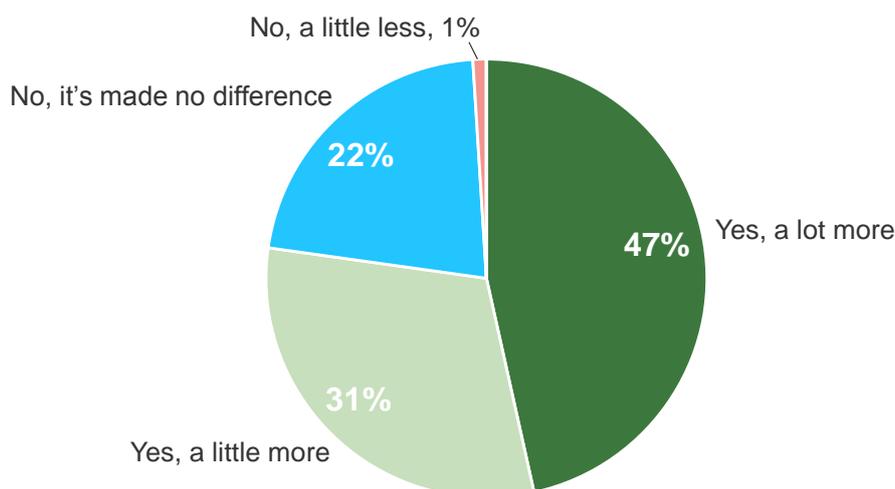
Respondents in Greater Pollock, Newlands & Auldburn were on average more likely to say that they “always” had enough space in their general waste bin (38% compared with 24% overall), which may in part reflect the finding that these respondents were more likely to know on which days their recycling and refuse was collected. Respondents in Baillieston, Shettleston & Greater Easterhouse, meanwhile, were more likely than the sample as a whole to say that they “never” had enough space (34% compared with 17% overall).

There was further variation in the results by social grade, with ABC1 respondents more likely than C2DEs to say that they “always” had enough space in their general waste bin (29% versus 20% respectively) and C2DEs more likely say that they “never” did (21% versus 12%).

Still, the survey findings suggest that the home recycling collection service has had a positive impact on levels of recycling. The majority of those asked (78%) said that their household recycled more as a result of having access to the service, with around half (47%) saying that their household recycled *a lot* more (figure 3.11).

Figure 3.11: Impact of home recycling service on recycling behaviour

Q. Has the recycling collection service resulted in your household recycling more than it did before or has it made no difference?



Base: All households who have access to the home recycling collection service (577)

Source: Ipsos MORI

BME and younger respondents (those aged between 16 and 24 years old) were on average more likely to say that the service had *not* impacted on the amount their household recycled (33% and 32% respectively versus 22% overall).

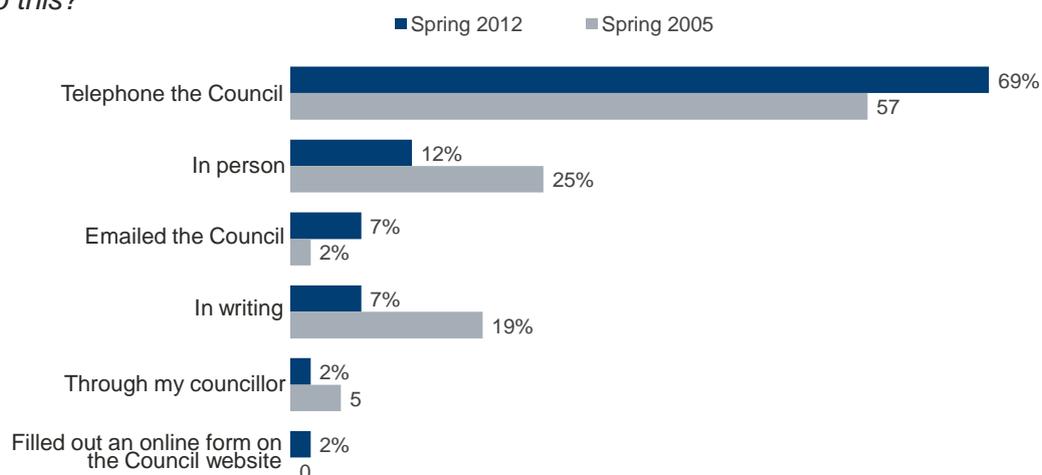
Customer services

Just over a quarter (26%) of respondents had contacted the Council in the last year in order to make a complaint. This finding is very much in line with the results from spring 2005 (26%), when the question was last asked.

The majority of those who had made a complaint (69%) had done so by telephone, while around one in ten (12%) had made their complaint in person. Smaller proportions had made their complaint via email or in writing (7% in both cases). Figure 3.12 shows that, since spring 2005, the proportions complaining in person or in writing have decreased (from 25% to 12% and from 19% to 7% respectively), while the proportions complaining by telephone or email have increased (from 57% to 69% and from 2% to 7% respectively).

Figure 3.12: Methods of making a complaint

Q. Thinking about the last time you made a complaint to the Council, how did you do this?

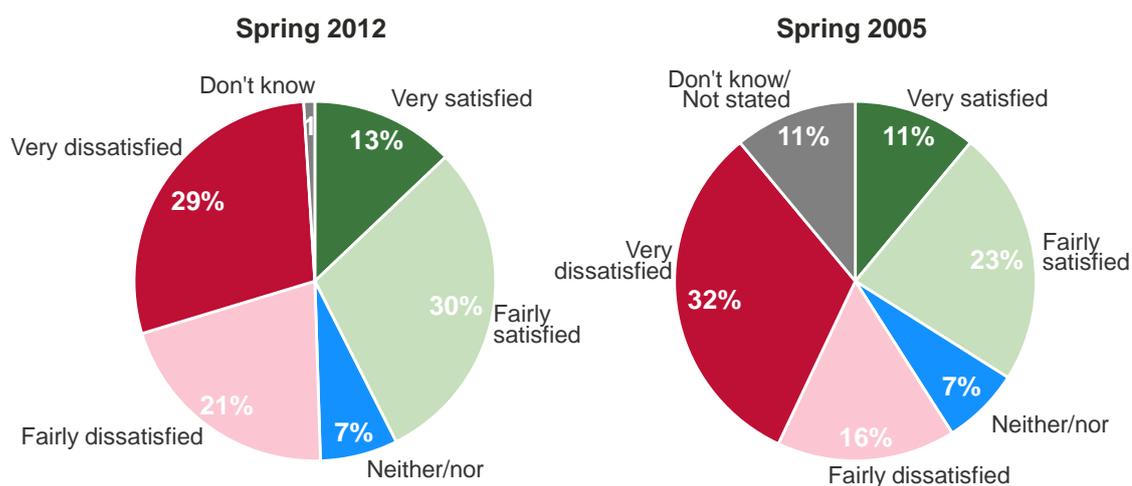


Base: All respondents who had made a complaint to the Council in the last year (Spring 2012: 260; Spring 2005: 254)
Source: Ipsos MORI

As shown in figure 3.13, views of the Council's complaints process were fairly mixed, with just over two in five (43%) complainants saying they were satisfied with it and half (50%) saying they were *dissatisfied*. Still, the current level of satisfaction is nine percentage points higher than in 2005.

Figure 3.13: Satisfaction with the Council's complaints process

Q. Overall, how satisfied or dissatisfied are you with the complaints process?



Base: All respondents (1,018)

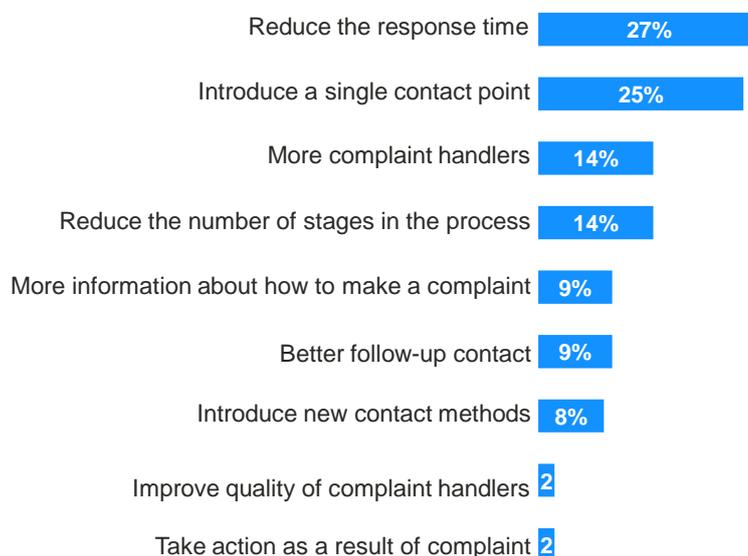
Source: Ipsos MORI

Those who were dissatisfied with the complaints process were asked to consider how it might be improved. The most commonly suggested improvements were reducing response times and introducing a single contact point (mentioned by 27% and 25%

respectively), followed by having more complaint handlers (14%), reducing the number of stages in the process (14%), providing more information about how to complain (9%) and having better follow-up contact (9%).

Figure 3.14: Suggested improvements to the complaints process

Q. What, if anything, could be done to improve the complaints process?



Base: All respondents who were dissatisfied with the complaints process (130)

Source: Ipsos MORI

Interpretation and translation services

Given that this wave of the survey included a BME boost sample, a set of questions was included to examine views of the Council's interpretation and translation services.

Among the sample as a whole, two in five (40%) respondents said that they were aware of both of these services, while 6% were aware of the interpretation service only and a further 1% were aware of the translation service only. As shown in table 3.3, the findings among BME respondents were very similar: 39% of this group were aware of both services, 7% were aware of the interpretation service only and 3% were aware of the translation service only.

Table 3.3: Awareness of the Council's interpretation and translation services

	All respondents	BME respondents
	%	%
Aware of the interpretation service only	6	7
Aware of the translation service only	1	3
Aware of the interpretation and translation service	40	39
Not aware of these services	52	50
<i>Base:</i>	<i>1,018</i>	<i>250</i>

All those who were aware of the Council's interpretation and/or translation services were asked whether they had ever used these services. As might be expected, BME respondents were on average more likely than the sample as a whole to say that they had done so (24% versus 5% respectively). The small number of non-BME respondents who had used the services were most likely members of the city's growing population of A8 nationals (table 3.4).

Table 3.4: Use of the Council's interpretation and translation services

	All respondents	BME respondents
	%	%
Used the interpretation service only	1	5
Used the translation service only	1	8
Used both services	3	11
Had not used these services	95	76
<i>Base: All who were aware of the interpretation and/or translation service</i>	<i>492</i>	<i>124</i>

Table 3.5 shows the different types of services respondents had accessed with the aid of a Council interpreter or translator. Social work services were the most commonly accessed service, followed by education services and benefits services. These findings should be treated with caution, however, as the base sizes are very small.

Table 3.5: Services accessed using the interpretation and translation services

	Interpretation service	Translation service
	%	%
Social work services	45	38
Education services	23	18
Council tax and housing benefits	15	18
Customer contact centre	3	2
<i>Base: All who had used each service</i>	<i>31</i>	<i>37</i>

Users' experiences of the interpretation and translation services were overwhelmingly positive, with 97% expressing satisfaction with the interpreting service and 89% with the translation service. Indeed, no one expressed dissatisfaction with the interpretation service and only 5% (which equates to 1 respondent) expressed dissatisfaction with the translation service. Again, however, these findings should be treated with caution.

Table 3.6: Overall satisfaction with the interpretation and translation services

	Interpretation service	Translation service
	%	%
Very satisfied	64	49
Fairly satisfied	33	40
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	-
Very dissatisfied	-	5
Don't know	3	7
<i>Base: All who had used each service</i>	<i>31</i>	<i>37</i>

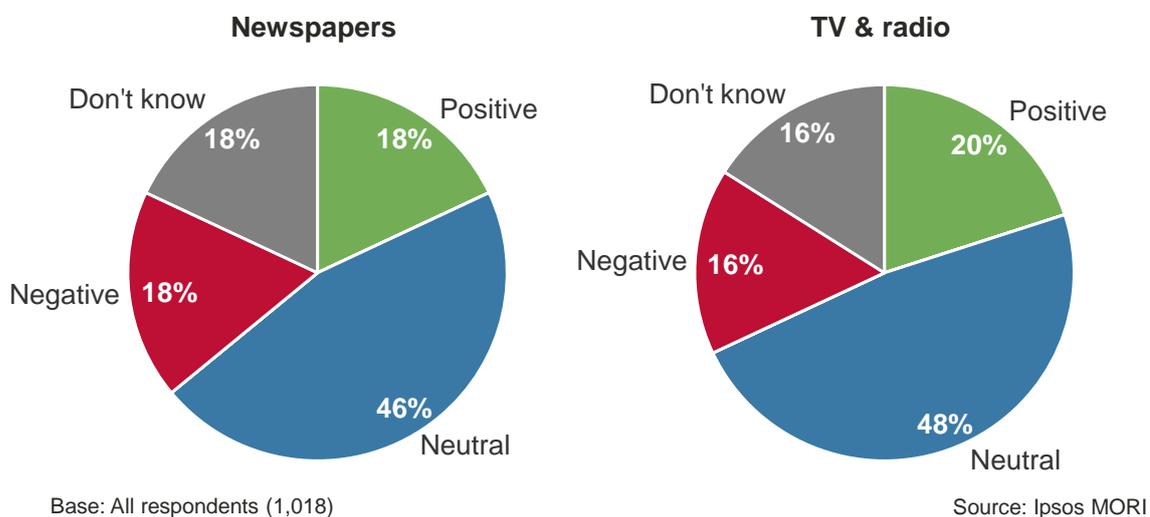
4 Media coverage of the Council

Consistent with findings from the spring 2011 wave of the survey, just under half of respondents considered newspaper coverage of the Council to be neutral, while 18% considered it positive and a further 18% considered it negative. In respect of TV and radio coverage, the results were very similar at 48%, 20% and 16% respectively (figure 4.1).

Figure 4.1: Perceived valence of media coverage of the Council

Q. Do you believe the information you read about Glasgow City Council in newspapers is...?

Q. Do you believe the information you hear about Glasgow City Council on television and radio is...?



As table 4.1 shows, lower than average proportions of BME respondents considered media coverage of the Council to be negative, but this partly reflects the fact that BMEs were also less likely than average to give an opinion either way.

Table 4.1: Perceived valence of media coverage of the Council, by ethnicity

	Newspapers		Television and radio	
	All respondents	BME groups	All respondents	BME groups
	%	%	%	%
Positive	18	17	20	18
Neutral	46	47	48	42
Negative	18	9	16	11
Don't know	18	26	16	30
<i>Base:</i>	<i>1,018</i>	<i>250</i>	<i>1,018</i>	<i>250</i>

5 Anti-social behaviour

5.1 Experience of anti-social behaviour

Seven in ten respondents said their life had been affected by some form of anti-social behaviour within the last two years; a significantly higher proportion than in autumn 2009 (39%) when the question was last asked.

As table 5.1 shows, the most commonly experienced form of anti-social behaviour was dogs roaming, fouling and barking (mentioned by 41%), followed by street drinking (23%), noisy neighbours/parties (20%) and youth disorder (19%). The high mention of dog-related issues is consistent with the finding from the last (autumn 2011) wave of the survey that dog fouling is the biggest environment issue facing local areas.

Experience of almost all of the individual forms of anti-social behaviour has increased since autumn 2009. The biggest increases are for dog roaming, fouling and barking (32 percentage points), street drinking (11 percentage points), noisy neighbours and parties (11 percentage points), anti-social neighbours (10 percentage points) and vandalism (10 percentage points).

Table 5.1: % who have been affected by anti-social behaviour in last 2 years

	Autumn 2009	Spring 2012
	%	%
Dogs roaming, fouling & barking	9	41
Street drinking	12	23
Noisy neighbours/parties	9	20
Youth disorder	17	19
Anti-social neighbours	6	16
Vandalism	6	16
Drug/alcohol/substance abuse	6	14
Damage to property	5	13
Graffiti	4	13
Damage to & theft from vehicles	4	11
Drug dealing	8	10
Verbal abuse	4	7
Personal safety and security	3	7
House break-ins/burglary	2	7
Harassment	4	5
Racial harassment	2	3
Prostitution/brothels	1	1
None	61	29
<i>Base:</i>	<i>1,010</i>	<i>1,018</i>

People living in the West of the city were more likely than average to have been affected by the various forms of anti-social behaviour; particularly: dogs roaming, fouling and barking (63%), street drinking (32%), youth disorder (27%), anti-social neighbours (27%), vandalism (24%), drug, alcohol and substance abuse (22%), graffiti (19%) and verbal abuse (14%). That said:

- dog roaming, fouling and barking, and youth disorder were also mentioned by higher than average proportions of those in Baillieston, Shettleston & Greater Easterhouse (50% and 29% respectively)

- noisy neighbours was mentioned by higher than average proportions in Central & West and North East (27% and 29% respectively)
- damage to, and theft from, vehicles was mentioned by higher than average proportions in East Centre & Calton and North East (20% and 18% respectively)

There was further variation by tenure: GHA tenants were more likely than average to have been affected by youth disorder (25%), noisy neighbours (24%), anti-social neighbours (21%), drug, alcohol and substance abuse (20%), drug dealing (16%) and vandalism (21%).

Experience of racial harassment, meanwhile was, as might be expected, higher than average among BME respondents (11%).

5.2 Perceived trends in anti-social behaviour

Just over half of respondents (55%) felt that at least one of form of anti-social behaviour had got worse over the last two years; almost twice as many as in 2009. Around one in five (19%) felt that dog roaming, fouling and barking had got worse, while roughly half this proportion said the same in respect of street drinking (11%) and youth disorder (10%). Smaller proportions felt that other forms of anti-social behaviour had got worse (table 5.2).

Table 5.2: % saying anti-social behaviour has got worse in the last two years

	Autumn 2009	Spring 2012
Dogs roaming, dog fouling, barking	5	19
Street drinking	6	11
Noisy neighbours/ parties	4	6
Youth disorder	11	10
Antisocial neighbours	2	6
Vandalism	3	4
Drug/ alcohol/ substance abuse	3	6
Damage to property	2	3
Graffiti	2	3
Damage to/theft from vehicles	2	3
Drug dealing	*	6
Verbal abuse	1	3
Personal safety and security	1	2
House break-ins/burglary	1	3
Harassment	2	2
Racial harassment	1	1
Prostitution/brothels	*	*
None	72	55
<i>Base:</i>	<i>1,010</i>	<i>1,018</i>

Again, there was notable variation by CPA, with people in the West of the city more likely than average to perceive a worsening of dogs roaming, fouling and barking (41%), street drinking (18%), youth disorder (17%), anti-social neighbours (14%), drug, alcohol and substance abuse (15%) and drug dealing (13%).

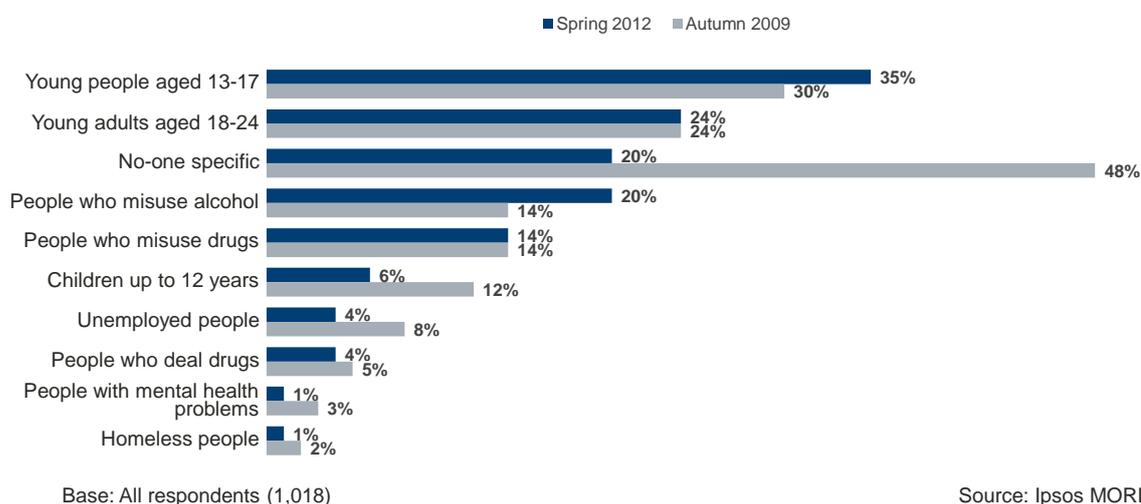
The differences by tenure, cited above, were similarly replicated for this question, with GHA tenants more likely than average to perceive a worsening of street drinking (16%), anti-social neighbours (11%), drug dealing (11%), noisy neighbours (10%) and drug, alcohol and substance abuse (8%).

5.3 Responsibility for anti-social behaviour

Asked who they felt was responsible for anti-social behaviour in their neighbourhood, around a third of respondents said young people aged 13 to 17 years, while around a quarter said young adults aged 18 to 25 years, and similar proportions said people who misuse alcohol (20%) or drugs (14%). While these results are consistent with findings from autumn 2009, there has been a notable decrease in the proportion of respondents expressing the view that “no one specific” is responsible for anti-social behaviour, as figure 5.1 shows.

Figure 5.1: perceived culpability for anti-social behaviour in neighbourhoods

Q. Which group or individuals do you think are responsible for the anti-social behaviour in your local neighbourhood?



5.4 Measures for tackling anti-social behaviour

As in previous waves of the survey, measures that respondents would most like to see introduced to tackle anti-social behaviour were more police officers on the street (mentioned by 34%), more leisure facilities for young people (21%), more training and employment opportunities (19%), increased use of CCTV (18%) and more community wardens (14%). However, demand for all of these measures is lower than in autumn 2009, which may indicate that respondents have noticed improvements in provision over recent years.

Table 5.3: Preferred measures for tackling anti-social behaviour

	Autumn 2009	Spring 2012
	%	%
More police officers on the street	53	34
More leisure facilities for young people	37	21
More training/employment opportunities	24	19
Increased CCTV provision	27	18
More community wardens/enforcement officers	21	14
More effective use of current enforcement powers	n/a	11
More support for families	10	9
Greater use of ASBOs	5	7
Make offenders face their victims	5	5
Reduce availability of alcohol	4	4
Better lit streets	6	3
Support to resolve neighbour disputes	3	3
Increase availability of treatment for drug/alcohol abuse	5	2
Increase graffiti removal	1	2
More action to reduce prostitution	2	1
<i>Base:</i>	<i>1,010</i>	<i>1,018</i>

A higher than average proportion of respondents in Baillieston, Shettleston & Greater Easterhouse said they would like to see more training and employment opportunities (43%) and more use of CCTV (27%), while a higher than average proportion of those in North East wanted to see more police officers on the street (43%). *All* of the measures listed in the table were mentioned by higher than average proportions of respondents in the West.

Demand for more police on the street, more leisure facilities for young people and more use of CCTV was also higher than average among GHA tenants (at 39%, 26% and 23% respectively).

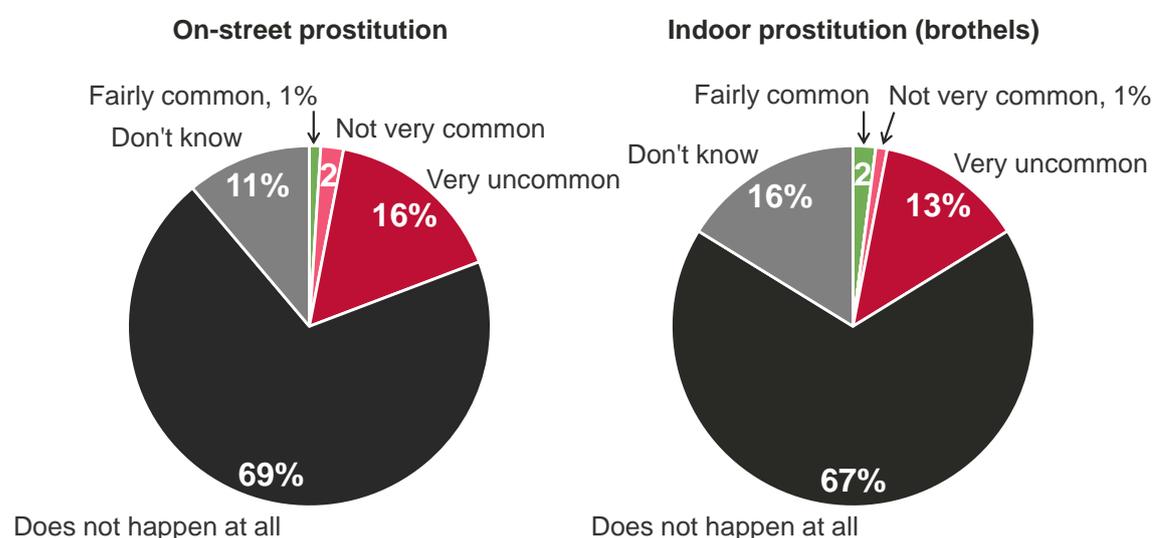
5.5 Prostitution

Respondents were asked a more detailed set of questions on the problem of prostitution; specifically, how common they felt the problem was in their area, and whether they have ever reported it.

As figure 5.2 shows, the vast majority of respondents said that both on-street and indoor prostitution were uncommon or non-existent in their area (87% and 81% respectively), while over one in ten felt unable to comment.

Figure 5.2: Perceived prevalence of prostitution

Q. How common would you say the following are in your local area?



Base: All respondents (1,018)

Source: Ipsos MORI

There were very few notable differences in the results by CPA, but people living in Pollokshields & Southside Central were more likely than average to say that both on street and indoor prostitution were very or fairly common in their area (6% and 9% respectively).

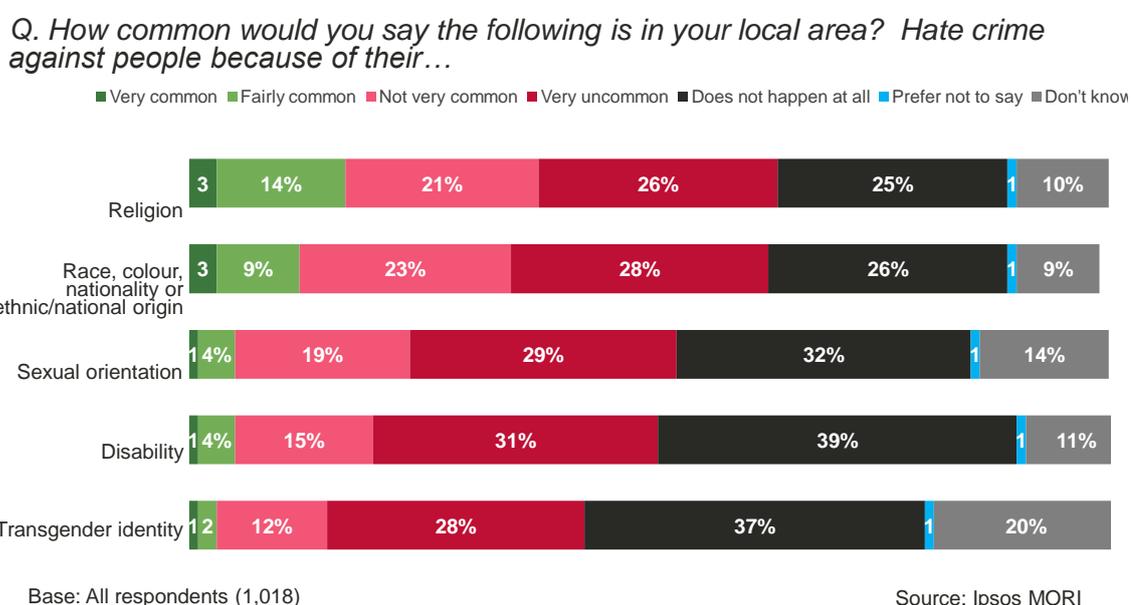
Only around one in ten (11%) of those who said that *on-street* prostitution was common in their area had reported the problem – with 8% having reported it to the Police, and 3% to the Council. For *indoor* prostitution, the figures were lower still: 8% had reported the problem; 3% to the Police, 3% to the Council and 2% to a Housing Association.

5.6 Hate crime

Perceived prevalence of hate crime

Asked how common they felt various forms of hate crime were in their local area, the majority of respondents tended to say these were either uncommon or did not happen at all (figure 5.3). Still, almost one in five (17%) said that religious-based hate crime was very or fairly common and 12% said the same in respect of race-based hate crime. For hate crime on the grounds of sexual orientation, disability and transgender identity, the figures were lower, at 5%, 5% and 3% respectively.

Figure 5.3: Perceived prevalence of hate crime



Higher than average proportions of respondent in Pollokshields & Southside Central said that race- and sexual orientation-based hate crime was very or fairly common in their area (27% and 10% respectively). BME respondents were similarly more likely than average to identify race-based hate crime as common (19%).

Experience of hate crime

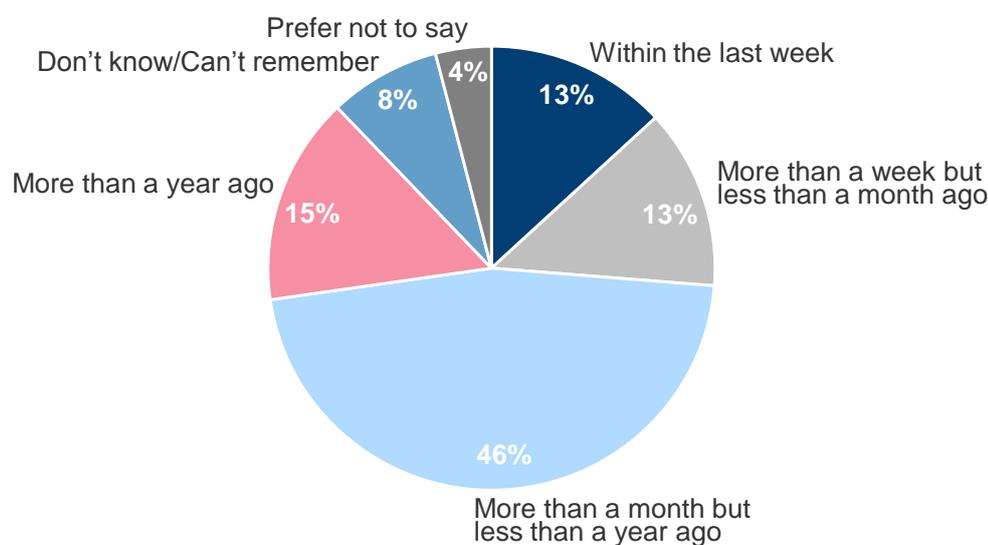
Six per cent of respondents (63 people) had *personally* been the victim of hate crime in the last year or so. Around two-thirds of them (38 people) had been the victim of race-based hate crime, while around a third as many had experienced hate crime on the grounds of their religion (14 people), sexual orientation (10 people) or disability (11

people). Only 2 people had experienced hate crime on the grounds of their transgender identity.

As figure 5.4 shows, a quarter of those who had experienced hate crime in the last year or so said that the most recent incident was within the last month, while just under half (46%) said it was more than a month ago but less than a year ago, and a further 15% said it was more than a year ago.

Figure 5.4: Timings of most recent experiences of hate crime

Q. Thinking about the most recent time you were the victim of a hate crime or incident, was this...?



Base: All who said they had been a victim of hate crime in the last year (63)

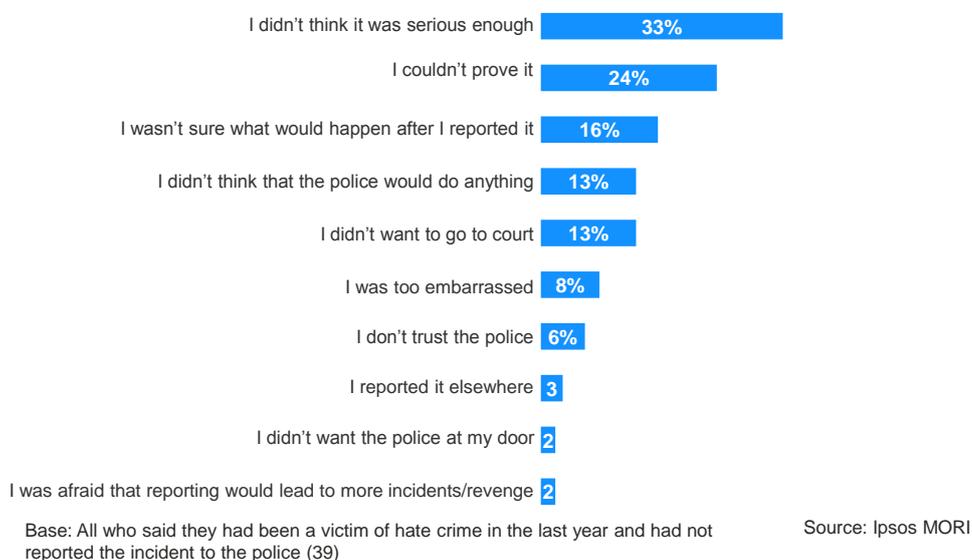
Source: Ipsos MORI

Around three in five (56%) of those who had experienced hate crime said that they did not report the most recent incident. Meanwhile, 31% said they reported it to the police, 5% said they reported it to a Housing Association and 3% to another authority.

The main reasons victims gave for *not* reporting incidents to the police were that: they felt the incident wasn't serious enough (33%); they couldn't prove it (24%); they weren't sure what would happen if they did report it (16%); they didn't think anything would be done; and they didn't want to go to court (13%).

Figure 5.5: Reasons for not reporting hate crime to the police

Q. You said that you did not report the incident to the police. Why was that?



All those who had not reported the incident were asked what, if anything, would most encourage them to report any future incident. As table 5.5 shows, the most common responses were, respectively: if it was possible to report it without giving a name or contact details; if more information was provided on how to report it; if more support services were available; and if more information was provided on action taken following the report. One in five victims said that *nothing* would make them more likely to report an incident in the future.

Table 5.4: Measures that would most encourage victims to report a future hate crime

	All measures mentioned that would increase reporting	Single measure that would <i>most</i> increase reporting
	%	%
If I could report it without giving my name or contact details	23	19
If I was given more information about how to report it	21	8
If there were services to support me after I reported it	17	12
If I received information on what action was taken	15	5
If I had more information on what a hate crime is	13	9
If I could report it without having the police at my door	12	2
If I could report it without going to a police station	11	3
If someone else could report it to the police for me	7	3
If information on how to report it was in an appropriate language/format	4	4
Nothing would make me more likely to report it	19	19
<i>Base: All who had experienced a hate crime and not reported it to the police (39)</i>		

Appendix A: Normative data

Universal services

Table A1: Satisfaction with refuse collection – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-Jul 2010	91	5
Sutton	Oct-Nov 2011	88	5
Westminster	Nov 2009-Feb 2010	85	4
Outer London borough	Oct-Dec 2011	82	11
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	69	23

Table A2: Satisfaction with road maintenance – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Westminster	Nov 2009-Feb 2010	69	14
Sutton	Oct-Nov 2011	56	26
Outer London borough	Oct-Dec 2011	54	29
Sunderland	May-July 2010	51	37
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	19	70

Table A3: Satisfaction with pavement maintenance – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Westminster	Nov 2009-Feb 2010	70	16
Sutton	Oct-Nov 2011	62	22
Sunderland*	May-July 2010	59	30
Outer London borough	Oct-Dec 2011	52	33
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	45	45

**This survey asked about 'footpaths' rather than 'pavements'*

Table A4: Satisfaction with street cleaning – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Westminster*	Nov 2009-Feb 2010	88	5
Sutton	Oct-Nov 2011	74	16
Sunderland	May-July 2010	74	19
Glasgow	Feb-Apr 2012	57	32

**The Westminster survey asked about 'street sweeping' rather than 'street cleaning'*

Table A5: Satisfaction with street lighting – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-July 2010	92	5
Outer London borough	Oct-Dec 2011	85	8
Sutton	Oct-Nov 2011	84	7
Westminster	Nov 2009-Feb 2010	84	8
Glasgow	Feb-Apr 2012	82	12

Table A6: Satisfaction with recycling – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sutton	Oct-Nov 2011	83	7
Glasgow	Feb-Apr 2012	59	24

Non universal services

Table A7: Satisfaction with libraries – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Glasgow	Feb-Apr 2012	92	4
Westminster	Nov 2009-Feb 2010	88	3
Sutton	Oct-Nov 2011	85	3
Outer London borough	Oct-Dec 2011	83	7

Table A8: Satisfaction with museums and galleries – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	96	2
Outer London borough	Oct-Dec 2011	44	38

Table A9: Satisfaction with sports and leisure centres – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	89	6
Outer London borough***	Oct-Dec 2011	81	10
Westminster*	Nov 2009-Feb 2010	80	7
Sunderland**	May-July 2010	76	13
Sutton***	Oct-Nov 2011	66	17
<p><i>*The Westminster survey asked about 'swimming pools and sports facilities'</i></p> <p><i>**The Sunderland survey asked about 'leisure centres'</i></p> <p><i>***The Sutton survey asked about 'sports and swimming facilities'</i></p> <p><i>****This survey asked about "leisure centres and swimming pools"</i></p>			

Table A10: Satisfaction with nursery schools – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	90	1
Westminster	Nov 2009-Feb 2010	70	9

Table A11: Satisfaction with primary schools – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland	May-July 2010	91	3
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	89	7
Sutton	Oct-Nov 2011	89	7
Westminster	Nov 2009-Feb 2010	87	9
Outer London borough	Oct-Dec 2011	79	12

Table A12: Satisfaction with secondary schools – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	89	6
Sunderland	May-July 2010	87	9
Westminster	Nov 2009-Feb 2010	81	12
Outer London borough	Oct-Dec 2011	76	15
Sutton	Oct-Nov 2011	75	13

Table A13: Satisfaction with parks – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sutton*	Oct-Nov 2011	89	4
Westminster*	Nov 2009-Feb 2010	89	5
Outer London borough*	Oct-Dec 2011	84	9
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	83	11
Sunderland	May-July 2010	74	19

* *These surveys asked about parks and open spaces*

Table A14: Satisfaction with play parks – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sutton**	Oct-Nov 2011	75	9
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	68	23
Sunderland*	May-Jul 2010	59	30

**This survey asked about children's playgrounds*

***This survey asked about playgrounds*

Table A15: Satisfaction with home help services – normative data

Authority	Fieldwork	% Satisfied	% Dissatisfied
Sunderland*	May-July 2010	73	11
<i>Glasgow</i>	<i>Feb-Apr 2012</i>	65	13

**This survey asked about 'services that help disabled or frail adults at home'*

Appendix B: Topline results

Glasgow Household Survey Spring 2012 Topline results (weighted)

- Results are based on a survey of 1,018 Glasgow residents and a BME booster of 201 interviews conducted face-to-face, in home between 25 February and 22 April 2012.
- Data are weighted by age, sex and CPA area based on the latest available census data for the city.
- All figures are percentages based on the total sample (1,018) for the main and the total BME sample (250 – booster and BME respondents in the main sample) unless otherwise stated.
- An asterisk (*) indicates a percentage of less than 0.5% but greater than zero. Where percentages do not add up to 100, this may be due to computer rounding, multiple responses, or the exclusion of don't know categories.
- For questions where the number of respondents is less than 30 the number of respondents (N) rather than the percentage is given.

Volunteering

I'd like to begin by asking you a few questions about volunteering.

- Q1. **During the last 12 months, have you given up any time to help others on a voluntary/unpaid basis? (this may include charities, clubs, school boards or helping someone in your community)**

	Total (%)	BME (%)
Yes	14	14
No	85	86
Don't know/Can't remember	*	0

- Q2. **Was this....**

	Total (%)	BME (%)
<u>Formal</u> volunteering (i.e. it was undertaken through an organisation, charity or club)	61	69
Or <u>Informal</u> volunteering (i.e. giving unpaid help as an individual to people who are not relatives, a neighbour for example)	39	28
Don't know/Can't remember	0	3
<i>Base: All who had volunteered in the last 12 months</i>	154	35

Q3 **How did you find out about the opportunity to volunteer and contribute your time?**

	Total (%)	BME (N)
Word of mouth	46	9
Received information / was referred by someone in a professional capacity (e.g. GP, school)	16	2
Internet	5	1
Local Community Centre	4	4
Local volunteer centre	3	1
Direct mailing/newsletter from organisation / club / charity	2	2
Radio	2	0
Telephone call from voluntary/community organisation	2	0
Poster/leaflet	2	0
Newspaper	0	0
Television	0	0
Other (specify)	20	3
Don't know/Can't remember	3	3
<i>Base: All who had undertaken formal volunteering in the last 12 months</i>	95	24

Q4 **What personal benefits, if any, have you gained from your involvement in volunteering?**

	Total (%)	BME (N)
Personal development (e.g. increased confidence or self-esteem)	35	5
Sense of personal achievement/accomplishment	35	4
Knowledge of local community	30	4
Development of transferable skills (e.g. communication, time management, leadership)	23	3
Understanding of wider issues (e.g. health, environment, community safety)	12	2
A sense of belonging within Glasgow	13	2
Understanding of other cultures / people	8	4
Access to learning opportunities	9	3
Led me to being offered a job	4	3
Awareness of the city's cultural assets (e.g. museums, libraries, arts, sports) and/or heritage (e.g. history, places, culture)	6	0
No personal benefits	11	2
Other (specify)	9	4
Don't know/Can't remember	0	1
<i>Base: All who had undertaken formal volunteering in the last 12 months</i>	95	24

Q5 What is your main reason for NOT volunteering?

	Total (%)	BME (%)
Not enough spare time / too many other commitments	47	56
Nobody has ever asked me	14	10
No interest	12	6
Just never thought about it	6	7
Wouldn't fit in / be accepted	3	1
Lack of opportunities that meet my interests	2	1
Lack of opportunities that fit my skills / knowledge /experience	2	3
Difficulty finding information about volunteering opportunities	1	3
Lack of self-confidence	1	1
Believe it would affect my benefit	1	*
I've volunteered in the past – it's someone else's turn now	1	0
It will cost me money (e.g. travel, childcare)	*	0
Too much paperwork (e.g. Disclosure checks)	*	0
Bad / negative experience of volunteering in the past	*	0
Other (specify)	8	7
Don't know/Can't remember	1	2
<i>Base: All who had not volunteered in the last 12 months</i>	<i>860</i>	<i>214</i>

Use and satisfaction with council services

I'd now like to ask you some questions about your opinions of services provided by the Council and its partners.

Q6 Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council?

	Total (%)	BME (%)
Very satisfied	11	21
Fairly satisfied	59	53
Neither satisfied nor dissatisfied	13	12
Fairly dissatisfied	10	9
Very dissatisfied	5	3
Don't know/Can't remember	1	1

- Q7 Which of these services provided by Glasgow City Council, or its partners, if any, have you or any other household members used in the last year or so? Just read out the letters that apply.

	Total (%)	BME (%)
Nursery schools	11	20
Primary schools	17	29
Secondary schools	14	24
Parks	60	59
Children's play parks	22	25
Museums and galleries	47	35
Sports and leisure centres	44	35
Libraries	45	62
Social work services	8	8
Local community centres	10	14
Home help service	3	1
None of these	14	9
Don't know	*	*

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Nursery schools

	Total (%)	BME (%)
Very satisfied	61	59
Fairly satisfied	29	30
Neither satisfied nor dissatisfied	5	4
Fairly dissatisfied	1	0
Very dissatisfied	1	4
Don't know/not stated	3	4
<i>Base: All users</i>	<i>114</i>	<i>51</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Primary schools

	Total (%)	BME (%)
Very satisfied	43	54
Fairly satisfied	46	37
Neither satisfied nor dissatisfied	4	1
Fairly dissatisfied	5	5
Very dissatisfied	2	0
Don't know/not stated	0	3
<i>Base: All users</i>	<i>180</i>	<i>73</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Secondary schools

	Total (%)	BME (%)
Very satisfied	38	42
Fairly satisfied	51	38
Neither satisfied nor dissatisfied	3	10
Fairly dissatisfied	3	5
Very dissatisfied	3	2
Don't know/not stated	2	3
<i>Base: All users</i>	<i>152</i>	<i>61</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Children's play parks

	Total (%)	BME (%)
Very satisfied	20	30
Fairly satisfied	48	41
Neither satisfied nor dissatisfied	8	12
Fairly dissatisfied	16	11
Very dissatisfied	8	3
Don't know/not stated	1	2
<i>Base: All users</i>	<i>232</i>	<i>63</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Parks

	Total (%)	BME (%)
Very satisfied	31	44
Fairly satisfied	52	44
Neither satisfied nor dissatisfied	5	6
Fairly dissatisfied	8	5
Very dissatisfied	3	1
Don't know/not stated	*	0
<i>Base: All users</i>	<i>603</i>	<i>148</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Museums and galleries

	Total (%)	BME (%)
Very satisfied	64	67
Fairly satisfied	32	29
Neither satisfied nor dissatisfied	2	1
Fairly dissatisfied	1	1
Very dissatisfied	*	1
Don't know/not stated	*	0
<i>Base: All users</i>	<i>466</i>	<i>89</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Sports and leisure centres

	Total (%)	BME (%)
Very satisfied	41	51
Fairly satisfied	48	37
Neither satisfied nor dissatisfied	4	3
Fairly dissatisfied	5	7
Very dissatisfied	1	1
Don't know/not stated	2	1
<i>Base: All users</i>	<i>456</i>	<i>86</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Libraries

	Total (%)	BME (%)
Very satisfied	45	54
Fairly satisfied	47	40
Neither satisfied nor dissatisfied	4	2
Fairly dissatisfied	3	2
Very dissatisfied	1	0
Don't know/not stated	1	1
<i>Base: All users</i>	<i>455</i>	<i>156</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Social work services

	Total (%)	BME (N)
Very satisfied	29	3
Fairly satisfied	52	11
Neither satisfied nor dissatisfied	6	2
Fairly dissatisfied	7	0
Very dissatisfied	5	0
Don't know/not stated	2	2
<i>Base: All users</i>	<i>86</i>	<i>20</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Local community centres

	Total (%)	BME (%)
Very satisfied	24	39
Fairly satisfied	56	42
Neither satisfied nor dissatisfied	10	11
Fairly dissatisfied	4	3
Very dissatisfied	3	3
Don't know/not stated	3	3
<i>Base: All users</i>	<i>105</i>	<i>36</i>

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Home help service

	Total (%)	BME (N)
Very satisfied	36	1
Fairly satisfied	29	1
Neither satisfied nor dissatisfied	13	0
Fairly dissatisfied	11	0
Very dissatisfied	2	0
Don't know/not stated	9	1
<i>Base: All users</i>	30	3

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Road maintenance

	Total (%)	BME (%)
Very satisfied	3	10
Fairly satisfied	17	30
Neither satisfied nor dissatisfied	9	10
Fairly dissatisfied	24	19
Very dissatisfied	46	29
Don't know/not stated	3	2

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Refuse collection

	Total (%)	BME (%)
Very satisfied	21	29
Fairly satisfied	47	46
Neither satisfied nor dissatisfied	7	8
Fairly dissatisfied	13	11
Very dissatisfied	10	5
Don't know/not stated	1	1

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Street lighting

	Total (%)	BME (%)
Very satisfied	21	30
Fairly satisfied	60	48
Neither satisfied nor dissatisfied	6	9
Fairly dissatisfied	8	10
Very dissatisfied	4	3
Don't know/not stated	1	1

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Street cleaning

	Total (%)	BME (%)
Very satisfied	11	20
Fairly satisfied	46	35
Neither satisfied nor dissatisfied	11	11
Fairly dissatisfied	19	20
Very dissatisfied	13	13
Don't know/not stated	*	*

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Pavement maintenance

	Total (%)	BME (%)
Very satisfied	7	16
Fairly satisfied	38	46
Neither satisfied nor dissatisfied	10	10
Fairly dissatisfied	25	15
Very dissatisfied	20	12
Don't know/not stated	1	1

- Q8 I am going to read out a number of different services that are provided in this area by the Council. 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.

- Recycling services

	Total (%)	BME (%)
Very satisfied	15	23
Fairly satisfied	44	46
Neither satisfied nor dissatisfied	13	15
Fairly dissatisfied	14	9
Very dissatisfied	11	5
Don't know/not stated	3	3

Recycling

Since last August, the Council has introduced a recycling collection service in certain parts of the city. Households in these areas are provided with a number of bins – a green one, a blue one, a brown one and purple one – for different types of rubbish.

- Q9 Is this service available in your area?
SINGLE CODE.

	Total (%)	BME (%)
Yes	53	38
No	44	57
Don't know	1	5

- Q10 SHOWCARD D (R) **Has the recycling collection service resulted in your household recycling more than it did before or has it made no difference?**
Please just read out the letter that applies from this card.
SINGLE CODE

	Total (%)	BME (%)
A Yes, a lot more	47	40
B Yes, a little more	31	22
C No, it's made no difference	22	33
D No, a little less	1	3
E No, a lot less	*	0
Don't know	*	1
<i>Base: All who receive the Council recycling collection service</i>	577	97

- Q11 **Do you know on which days your recycling and refuse is collected?**
SINGLE CODE.

	Total (%)	BME (%)
Yes	77	67
No	19	25
Don't know/Can't remember	4	9
<i>Base: All who receive the Council recycling collection service</i>	577	97

- Q12 **Have you received a calendar from the Council showing your recycling and refuse collection days?**
SINGLE CODE.

	Total (%)	BME (%)
Yes	68	39
No	26	57
Don't know/Can't remember	6	4
<i>Base: All who receive the Council recycling collection service</i>	577	97

- Q13 **And have you ever used the Council website to check your recycling or refuse collection days?**
SINGLE CODE.

	Total (%)	BME (%)
Yes	13	6
No	86	94
Don't know/Can't remember	1	0
<i>Base: All who receive the Council recycling collection service</i>	577	97

- Q14 **Are you aware that you can now recycle cardboard in your blue bin?**
SINGLE CODE.

	Total (%)	BME (%)
Yes	82	63
No	16	32
Don't know	2	5
<i>Base: All who receive the Council recycling collection service</i>	577	97

- Q15 **SHOWCARD E (R) Excluding Christmas and New Year, how often, if at all, would you say that you have enough space in your green bin for your general rubbish? That is your general waste, not your recycling.**
SINGLE CODE.

	Total (%)	BME (%)
Always	24	24
Most of the time	27	28
Sometimes	15	15
Rarely	15	14
Never	17	15
Don't know	2	4
<i>Base: All who receive the Council recycling collection service</i>	577	97

Customer Services

ASK ALL

Moving on slightly, the next few questions are about contacting the Council regarding a complaint.

- Q16 **First, can I just check whether you have ever made a complaint to the Council in the last year or so?**

SINGLE CODE.

	Total (%)	BME (%)
Yes	26	11
No	74	89
Don't know/Can't remember	*	0

ASK ALL WHO SAID THAT THEY HAD MADE A COMPLAINT AT Q17 (CODE 1)
OTHERS GO TO Q20

- Q17 **Thinking about the last time you made a complaint to the Council, how did you do this?**
SINGLE CODE.

	Total (%)	BME (N)
In person	12	1
In writing (letter)	7	0
Filled out an online form on the Council website	2	1
Emailed the Council	7	0
Telephone the Council	69	18
Through my councillor/councillors surgery	2	2
Other write in	*	0
Don't know/Can't remember	*	3
<i>Base: All who had made a complaint to the Council</i>	260	28

- Q18 **SHOWCARD F (R) Overall, how satisfied or dissatisfied were you with the complaints process?**
SINGLE CODE.

	Total (%)	BME (N)
Very satisfied	13	2
Fairly satisfied	30	4
Neither satisfied nor dissatisfied	7	3
Fairly dissatisfied	21	7
Very dissatisfied	29	9
Don't know	1	0
<i>Base: All who had made a complaint to the Council</i>	260	28

- Q19 **What, if anything, could be done to improve the process?**
MULTICODE OK

	Total (%)	BME (N)
Introduce new contact methods	8	1
Reduce the response time	26	5
Reduce the number of stages in the process	14	2
Introduce a single contact point/details	25	5
More information about how to make a complaint	9	1
More complaint handlers	14	4
Other write in	25	4
Nothing could be done	6	1
Don't know	3	0
<i>Base: All who were dissatisfied with the complaints process</i>	130	18

Translation and Interpreting Service

ASK ALL

On a different subject...

- Q20 **The Council provides interpretation and translation services for residents who do not use English as a first language to help them access services. Were you aware of the Council's interpretation and translation services before this interview?**

SINGLE CODE.

	Total (%)	BME (%)
Yes, aware of the interpretation service only	6	7
Yes, aware of the translation service only	1	3
Yes, aware of both services	40	39
Not aware of these services	52	50
Don't know	1	1

ASK ALL WHO WERE AWARE OF THE SERVICES AT Q20 (CODES 1, 2 OR 3)
OTHERS GO TO Q27

- Q21 **Have you ever used the interpretation or translation services?**

SINGLE CODE.

	Total (%)	BME (%)
Yes, used the interpretation service only	1	5
Yes, used the translation services only	1	8
Yes, used both services	3	11
Have not used these services	95	76
Don't know	0	0
<i>Base: All who were aware of the Council's interpretation and translation service</i>	492	124

- Q22 **SHOWCARD G (R) For which of these services have you used the interpretation service?**

MULTICODE OK

	Total (N)	BME (N)
Council Tax and Housing Benefits	3	4
Education Service	4	4
Social Work Service	9	7
Customer Contact Centre	1	1
Other, please specify	4	6
Don't know	0	1
<i>Base: All who had used the Council's interpretation service</i>	16	19

- Q23 SHOWCARD G (R) AGAIN **For which of these services have you used the translation service?**
MULTICODE OK

	Total (N)	BME (N)
Council Tax and Housing Benefits	4	4
Education Service	3	4
Social Work Service	10	6
Customer Contact Centre	1	0
Other, please specify	2	4
Don't know	2	5
<i>Base: All who had used the Council's translation service</i>	21	23

- Q24 SHOWCARD H (R) **Overall, how satisfied or dissatisfied were you with the interpretation service you received?**
SINGLE CODE.

	Total (N)	BME (N)
Very satisfied	9	14
Fairly satisfied	7	3
Neither satisfied nor dissatisfied	0	0
Fairly dissatisfied	0	0
Very dissatisfied	0	0
Don't know	0	1
<i>Base: All who had used the Council's interpretation service</i>	16	19

- Q25 SHOWCARD H (R) AGAIN **Overall, how satisfied or dissatisfied were you with the translation service you received?**
SINGLE CODE.

	Total (N)	BME (N)
Very satisfied	10	16
Fairly satisfied	8	3
Neither satisfied nor dissatisfied	0	0
Fairly dissatisfied	0	0
Very dissatisfied	1	0
Don't know	1	2
<i>Base: All who had used the Council's translation service</i>	21	23

- Q26 **You said that you were dissatisfied with the [FOR THOSE WHO CODE 4 OR 5 AT Q24 ONLY INSERT "interpretation service"/FOR THOSE WHO CODE 4 OR 5 AT Q25 ONLY INSERT "translation service"/FOR THOSE WHO CODE 4 OR 5 AT Q24 AND 4 OR 5 AT Q25 INSERT "interpretation and translation services"].**

What, if anything, could be done to improve the service(s)?
PROBE FULLY AND WRITE IN

TO BE CODED

Media Coverage

ASK ALL

On a different subject...

Q27A Do you believe the information you read about Glasgow City Council in newspapers is:

READ OUT. SINGLE CODE

Q27B Do you believe the information you hear about Glasgow City Council on television and radio is:

READ OUT. SINGLE CODE

	Q27A		Q27B	
	Total (%)	BME (%)	Total (%)	BME (%)
Positive	18	17	20	18
Neutral	46	47	48	42
Negative	18	9	16	11
Don't know	18	26	16	30

Anti-social behaviour

Q28A SHOWCARD I (R) Within the last two years have you or anyone in your household personally been affected by any of the following? Please just read out the letters that apply.

MULTICODE OK

Q28B SHOWCARD I (R) AGAIN And from your experience, which, if any, have got worse in your local neighbourhood in the last two years? Again, please just read out the letters that apply.

MULTICODE OK

	Q28A		Q28B	
	Total (%)	BME (%)	Total (%)	BME (%)
A Antisocial neighbours	16	13	6	5
B Noisy Neighbours/ parties	20	27	6	9
C Youth disorder	19	21	10	8
D Street drinking	23	26	11	6
E Drug dealing	10	7	6	4
F Drug/ alcohol/ substance abuse	14	11	6	4
G Verbal abuse	7	10	3	4
H Racial harassment	3	11	1	1
I Harassment	5	4	2	1
J Personal safety and security	7	8	2	1
K Damage to property	13	12	3	3
L Damage to/theft from vehicle	11	16	3	4
M Vandalism	16	14	4	4
N Graffiti	13	10	3	4
O Dogs roaming, dog fouling, barking	41	28	19	12
P House break-ins/burglary	7	6	3	4
Q Prostitution/brothels	1	2	*	1
Other	1	*	1	0
No/None	29	30	55	52
Refused	0	0	0	0
Don't know	*	2	3	9

Q29 Which groups or individuals do you think are responsible for the anti-social behaviour in your local neighbourhood?

MULTICODE OK

	Total (%)	BME (%)
Children up to 12 years	6	5
Young people 13-17 yrs old	35	29
Young adults 18-25 yrs old	24	27
Unemployed people	4	4
People with mental health problems	1	1
People who misuse drugs	14	6
People who misuse alcohol	20	13
People who deal drugs	4	3
Homeless people	1	1
No-one specific	20	13
Other WRITE IN	6	6
Don't know/No opinion	12	11
Refused	7	11

Q30 What measure(s) would you most like to see the Council and its partners introduce to tackle antisocial behaviour?

DO NOT PROMPT MULTICODE OK

	Total (%)	BME (%)
More leisure facilities for young people	21	15
More training/employment opportunities	19	7
More support for families	9	5
More police officers on the street	34	24
Make offenders face their victims (restorative justice)	5	2
More action to reduce prostitution	1	2
Increased CCTV provision	18	16
Increased Community Wardens/enforcement officers	14	13
Increased availability of treatment for drug/alcohol abuse	2	2
Better lit streets	3	3
Increased graffiti removal	2	1
Support to resolve neighbour disputes	3	2
Greater use of ASBOs/other legal action	7	4
Reduce availability of alcohol	4	7
Use current enforcement powers more effectively	11	9
Other (please specify)	7	6
None	16	17
Don't know	13	19

Prostitution

Q31 How common would you say the following are in your local area? By local area we mean the area within 15 minutes walk from here.

- On-street prostitution

	Total (%)	BME (%)
Very common	*	2
Fairly common	1	2
Not very common	2	3
Very uncommon	16	7
Does not happen at all	69	67
Don't know	11	18
Refused	*	*

Q31 How common would you say the following are in your local area? By local area we mean the area within 15 minutes walk from here.

- Indoor prostitution (brothels)

	Total (%)	BME (%)
Very common	*	1
Fairly common	2	1
Not very common	1	2
Very uncommon	13	6
Does not happen at all	67	64
Don't know	16	26
Refused	0	*

Q32A ASK ALL WHO SAY ON-STREET PROSTITUTION IS AT LEAST NOT VERY COMMON AT Q31, STATEMENT A (CODES ONE 1 TO 3)
SHOWCARD K (R) **Have you ever reported on-street prostitution in your local area to any of the following? Please just read out the letters that apply.**
MULTICODE OK

Q32B ASK ALL WHO SAY INDOOR PROSTITUTION IS AT LEAST NOT VERY COMMON AT Q31, STATEMENT B (CODES ONE 1 TO 3)
SHOWCARD K (R) AGAIN **Have you ever reported indoor prostitution (brothel) in your local area to any of the following? Please just read out the letters that apply.**
MULTICODE OK

		Q32A		Q32B	
		Total (%)	BME (N)	Total (%)	BME (N)
A	Police	8	3	3	1
B	Community Wardens	0	0	0	0
C	Glasgow City Council	3	0	3	0
D	Housing Association	0	0	2	0
E	Community Group	0	0	0	0
F	Religious Group	0	0	0	0
	Other, WRITE IN	0	0	0	0
	No, I've never reported it to anyone	90	14	95	7
	Don't know/Can't remember	2	1	0	1

<i>All who said prostitution was at least not very common in their area</i>	38	21	37	10
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Hate crime

ASK ALL

For the next few questions, I'd like you to answer these yourself on the computer. These are a bit more private so you may feel more comfortable filling these in yourself.

The next few questions are about hate crime and incidents

A hate crime or incident is any crime or incident that has been motivated by prejudice or hostility towards someone's race, disability, religion or sexual orientation. It can take a number of forms; for example, physical assault, verbal assault, damage to property, intimidating or threatening behaviour and or offensive literature.

Q33 How common would you say each of the following are in your local area.

Hate crime or incidents against people because of their....:

Please selection one option only.

- Race, colour, ethnic origin, nationality or national origin

	Total (%)	BME (%)
Very common	3	6
Fairly common	9	13
Not very common	23	30
Very uncommon	28	17
Does not happen at all	26	25
Don't know	9	9
Refused	1	1

Q33 How common would you say each of the following are in your local area.

Hate crime or incidents against people because of their....:

Please selection one option only.

- Religion

	Total (%)	BME (%)
Very common	3	4
Fairly common	14	13
Not very common	21	20
Very uncommon	26	19
Does not happen at all	25	34
Don't know	10	8
Refused	1	2

Q33 How common would you say each of the following are in your local area.

Hate crime or incidents against people because of their.....:

Please selection one option only.

- Sexual orientation

	Total (%)	BME (%)
Very common	1	3
Fairly common	4	2
Not very common	19	16
Very uncommon	29	18
Does not happen at all	32	39
Don't know	14	21
Refused	1	1

Q33 How common would you say each of the following are in your local area.

Hate crime or incidents against people because of their.....:

Please selection one option only.

- Disability

	Total (%)	BME (%)
Very common	1	1
Fairly common	4	3
Not very common	15	17
Very uncommon	31	18
Does not happen at all	39	46
Don't know	11	14
Refused	1	2

Q33 How common would you say each of the following are in your local area.

Hate crime or incidents against people because of their.....:

Please selection one option only.

- Transgender identity

	Total (%)	BME (%)
Very common	1	2
Fairly common	2	2
Not very common	12	13
Very uncommon	28	15
Does not happen at all	37	42
Don't know	20	25
Refused	1	2

- Q34 **In the last year or so, have you personally been the victim of a hate crime or incident because of your... ?**
Please selection one option only.
 SINGLE CODE EACH ROW

	Yes		No		Don't know/Can't remember		Prefer not to say	
	Total (%)	BME (%)	Total (%)	BME (%)	Total (%)	BME (%)	Total (%)	BME (%)
Race, colour, ethnic origin, nationality or national origin	4	17	94	73	2	7	1	2
Religion	1	7	97	86	1	4	1	3
Sexual orientation	1	0	98	96	*	2	*	2
Disability	1	1	98	95	*	2	1	2
Transgender identity	*	*	99	96	*	2	*	2

ASK ALL WHO SAID THAT THEY HAD BEEN A VICTIM AT Q34 (AT LEAST ONE CODE 1 AT ANY STATEMENT)

OTHERS GO TO QU

- Q35 **And in the last year or so, how many times have you been the victim of a hate crime or incident?**

Please type in a number using the numeric keyboard.

WRITE IN NUMBER

	Total (%)	BME (%)
1	38	27
2	1	19
3	7	13
4	2	6
5	4	0
6	4	6
7	0	0
8	2	5
9	0	0
10+	18	4
Prefer not to say	2	6
Don't know	20	13

- Q36 **Thinking about the most recent time you were the victim of a hate crime or incident, was this.....?**

Please select one answer only.

SINGLE CODE

	Total (%)	BME (%)
Within the last week	13	8
More than a week ago but less than a month ago	13	11
More than a month ago but less than a year ago	46	39
More than a year ago	15	33
Don't know/can't remember	8	6
Prefer not to say	4	2
<i>Base: All who said that they had been a victim of hate crime</i>	63	45

Q37 **And still thinking about the most recent time you were the victim of a hate crime or incident, did you report it to....?**

Please select all that apply.

MULTICODE OK

	Total (%)	BME (%)
The police	31	26
Somewhere else	7	11
I did not report this	56	59
Don't know/can't remember	6	2
Prefer not to say	2	4
<i>Base: All who said that they had been a victim of hate crime</i>	63	45

ASK ALL WHO SAID THAT THEY REPORTED IT SOMEWHERE ELSE AT Q37 (CODE 2)
OTHERS GO TO Q38B

Q38A **You said that you reported it somewhere else. Where was this?**

Please select all that apply.

ROTATE ORDER

	Total (N)	BME (N)
Housing Association	3	0
Landlord	0	0
Concierge/building caretaker	0	1
School, teacher, or other education service	0	1
Health service organisation or staff (e.g. health visitor, or doctor)	0	1
Social Work Services	0	2
Church or religious leader	0	0
Community warden	0	0
Other organisation / person PLEASE SPECIFY	2	0
Don't know/can't remember	0	0
Refused	0	0
<i>Base: All who had reported the hate crime they were a victim of to an organisation other than the police</i>	5	5

Q38B **You said that you did not report the incident to the police. Why was that?**

Please select all that apply.

ROTATE ORDER

MULTICODE OK

	Total (%)	BME (%)
I didn't know I could	0	3
I didn't think it was serious enough	33	10
I couldn't prove it	24	26
I was too embarrassed	8	6
Language or other communication difficulties	0	6
I don't trust the police	6	3
I didn't want the police at my door	2	6
I didn't want to go to court	13	6
I reported it elsewhere	3	3
I was afraid that reporting would lead to more incidents/vengeance	2	16
I wasn't sure what would happen after I reported it	16	13
I didn't think that the police would do anything	13	19
Other reason PLEASE SPECIFY	5	13
Don't know/can't remember	3	0
Prefer not to say	3	0
<i>Base: All who said that they had not reported to the police the hate crime they were a victim of</i>	39	30

Q39A **Which, if any, of the following would make you more likely to report a hate incident if it happened again?**

Please select all that apply.

MULTICODE OK

ROTATE ORDER

	Total (%)	BME (%)
If I was given more information about how to report it	21	10
If information on how to report it was provided in appropriate language/format	4	13
If I had more information on what a hate crime incident is.	13	10
If someone else could make the report to the police for me	7	6
If I could report it without going into a police station	11	3
If I could report it without having the police at my door	12	16
If I could report it without giving my name or contact details	23	19
If there were services to support me after I reported it	17	16
If I received information on what action was taken after I reported it	15	26
Something else PLEASE SPECIFY	2	6
Nothing would make me more likely to report it	19	20
Don't know	2	3
Prefer not to say	9	0
<i>Base: All who said that they had not reported to the police the hate crime they were a victim of</i>	39	30

Q39B IF MORE THAN ONE RESPONSE GIVEN IN Q39AS ASK:
And which one of these would most make you report a hate incident if it happened again?
Please select one option only.
 ONLY SHOW OPTIONS CODED AT Q39A
 SINGLE CODE

	Total (%)	BME (%)
If I was given more information about how to report it	8	6
If information on how to report it was provided in appropriate language/format	4	9
If I had more information on what a hate crime incident is.	9	0
If someone else could make the report to the police for me	3	6
If I could report it without going into a police station	3	3
If I could report it without having the police at my door	2	13
If I could report it without giving my name or contact details	19	13
If there were services to support me after I reported it	12	6
If I received information on what action was taken after I reported it	5	13
Something else PLEASE SPECIFY	2	6
Nothing would make me more likely to report it	19	20
Don't know	4	3
Prefer not to say	9	0
<i>Base: All who said that they had not reported to the police the hate crime they were a victim of</i>	39	30

ASK ALL

QU **And which of the following options best describes how you think of yourself?**
Please select one answer only.

	Total (%)	BME (%)
Heterosexual/straight	92	87
Gay/lesbian	1	0
Bisexual	1	*
Other	1	3
Prefer not to say	5	10

Thank you for completing this section. Please return the computer to the interviewer.

Demographics

ASK ALL

QA CODE RESPONDENTS SEX
 SINGLE CODE

	Total (%)	BME (%)
Male	48	53
Female	52	47

QAGE Age

	Total (%)	BME (%)
16-24	16	23
25-34	22	37
35-44	15	19
45-54	18	9
55-59	6	5
60-64	6	2
65-74	10	4
75+	6	1
Refused	0	0

QB SHOWCARD L (R) **Looking at this card, which option best describes your current situation? Just read out the letter that applies.**
SINGLE CODE

	Total (%)	BME (%)
Working		
A Full time (30+ hrs)	34	29
B Part time (9-29 hrs)	8	9
Not working		
C Unemployed	15	10
D Retired	19	8
E Looking after house / children	7	18
F Disabled	5	1
G Have long term illness	4	2
H Student	8	24
Other (PLEASE SPECIFY)	*	0
Refused	0	0

QSO CODE CLASS:
C SINGLE CODE

	Total (%)	BME (%)
A	1	2
B	11	9
C1	27	35
C2	18	17
D	23	17
E	20	19
Refused	*	1

QD Respondent is...
SINGLE CODE

	Total (%)	BME (%)
Chief income earner	73	57
Not chief income earner	27	43
Refused	*	*

QE Number of adults (16 and over) in the household
SINGLE CODE

	Total (%)	BME (%)
1	37	16
2	48	46
3	10	14
4	3	11
5+	2	13
Refused	0	0

QF Number of children (under 16) in the household
SINGLE CODE

	Total (%)	BME (%)
0	70	49
1	15	14
2	10	21
3	4	11
4	*	4
5+	1	1
Refused	0	0

ASK ALL WHO HAVE AT LEAST ONE CHILD IN HOUSEHOLD AT QG

QG Age of child/ren at last birthday

	Total (%)	BME (%)
Under 1	3	3
1-2	15	8
3-4	12	19
5-6	11	7
7-8	9	9
9-10	9	10
11-12	14	13
13-14	17	18
15	10	13
Refused	0	0

ASK ALL

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

MULTICODE.

	Total (%)	BME (%)
None aged 60 and over	77	86
Aged 60-74	17	11
Aged 75 and over	6	3
Refused	0	0

QI SHOWCARD M To which of the groups on this card do you consider you belong? Please just read out the letter that applies. SINGLE CODE.

		Total (%)	BME (%)
WHITE			
A	Scottish	82	0
B	Other British	6	0
C	Irish	1	0
D	Gypsy / Traveller	0	0
E	Polish	2	0
F	Any other white background PLEASE WRITE IN	4	0
MIXED			
G	Any mixed or multiple ethnic groups PLEASE WRITE IN	*	1
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH			
H	Pakistani, Pakistani Scottish or Pakistani British	1	47
I	Indian, Indian Scottish or Indian British	*	11
J	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	1
K	Chinese, Chinese Scottish or Chinese British	1	12
L	Any other Asian background PLEASE WRITE IN	1	9
AFRICAN			
M	African, African Scottish or African British	1	9
N	Any other African background PLEASE WRITE IN	1	4
CARIBBEAN OR BLACK			
O	Caribbean, Caribbean Scottish or Caribbean British	0	0
P	Black, Black Scottish or Black British	0	0
Q	Other Caribbean or black background PLEASE WRITE IN	0	*
OTHER ETHNIC BACKGROUND			
R	Arab, Arab Scottish or Arab British	*	4
S	Any other background PLEASE WRITE IN	*	2

QJ Can I just check, does the household have income from employment, or does it rely entirely on pensions or social security? SINGLE CODE.

	Total (%)	BME (%)
Yes, does have income from employment	55	66
No, relies on pensions/social security	43	31
Don't know/refused	2	3

QK SHOWCARD N (R) Which of these best describes the ownership of your home? Please read out the letter that applies.

SINGLE CODE.

	Total (%)	BME (%)
A Owned outright (including leasehold)	17	19
B Buying on mortgage	23	19
C Rented from private landlord	16	25
D Rented from Glasgow Housing Association (Ex-council)	36	27
E Rented from other housing association	8	6
F Shared ownership with housing association/housing co-operative shared ownership	*	0
Other	1	2
Don't know	1	1
Refused	0	*

QL TYPE OF HOUSING (ASK OR CODE) SINGLE CODE.

	Total (%)	BME (%)
Detached villa	2	4
Semi-detached villa	12	3
Bungalow	1	0
Semi-detached bungalow	2	0
Terraced house	19	7
Four-in-a-block	9	1
Tenement flat	34	59
Multi-storey flat	16	23
Maisonette	1	0
Modern apartment/loft apartment/studio/other flat	3	2
Other	1	1

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

SINGLE CODE

	Total (%)	BME (%)
1 car or light van	37	35
2 cars/light vans	9	15
3+ cars/light vans	2	4
None	52	46
Refused/don't know	0	0

QN How long have you lived in Glasgow?

SINGLE CODE

	Total (%)	BME (%)
Up to one year	2	9
Over one year, up to five years	11	23
Over five years, up to 20 years	18	34
Over 20 years	68	34
Don't know/can't remember	*	0
Refused	0	0

QO **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?**
MULTICODE

	TOTAL (%)	BME (%)
Yes, respondent	19	13
Yes, other household member	8	11
No	74	77
Refused/don't know	1	1

ASK ALL WHO HAVE A DISABILITY AT QO (CODE 1) OTHERS GO TO QQ.

QP SHOWCARD O (R) **What type(s) of disability do you have? Please just read out the letters that apply.**
MULTICODE

	Total (%)	BME (%)
A Visual	8	21
B Hearing	6	6
C Learning disability	4	6
D Mobility – Wheelchair user	9	0
E Other mobility impairment	31	33
F Other physical impairment	27	27
G Mental health problem	22	12
H Long term illness	24	33
I Other degenerative condition	8	3
Refused	1	0
<i>Base: All respondents who have a disability</i>	196	33

ASK ALL WHO SAY THAT SOMEONE ELSE IN HOUSEHOLD HAS DISABILITY AT QO (CODE 2). OTHERS GO TO QR.

QQ SHOWCARD O (R) AGAIN **What type(s) of disability do other household members have? Please just read out the letters that apply.**
MULTICODE

	Total (%)	BME (N)
A Visual	2	2
B Hearing	5	0
C Learning disability	8	0
D Mobility – Wheelchair user	14	1
E Other mobility impairment	34	6
F Other physical impairment	27	9
G Mental health problem	12	1
H Long term illness	23	13
I Other degenerative condition	10	1
Refused	4	0
<i>Base: All respondents who live with someone who has a disability</i>	86	27

ASK ALL

QR SHOWCARD P (R) **Thinking about the person in this household who has the highest level of academic qualifications, please read out the letter which best matches them.**
SINGLE CODE

		Total (%)	BME (%)
A	No formal qualifications	34	28
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	18	13
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	13	11
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	12	8
E	First degree, higher degree, professional qualification.	22	34
	Don't Know	2	5
	Refused	*	1

QINT SHOWCARD Q (R) **Which of the following, if any, apply to you and your household? Please just read out the letters that apply.**
MULTICODE

		Total (%)	BME (%)
A	Internet access at home via modem	9	12
B	Broadband internet access at home	43	53
C	WiFi (wireless) Broadband internet access at home	33	35
D	Mobile WiFi (wireless) Broadband (dongle)	7	3
E	Internet access through mobile phone/tablet	22	22
F	Internet access through a games console (e.g. PSP, Xbox, Wii etc.)	10	7
	None of these	25	13
	Don't know	*	*

QS SHOWCARD R (R) **Which of these accounts, if any, do you have? Again, please just read out the letters that apply**
MULTICODE

		Total (%)	BME (%)
A	Bank Account	89	85
B	Building Society Account	11	7
C	Credit Union Account	4	1
D	Post Office Account	7	1
	Other, please type in	0	0
	None of these	2	5
	Prefer not to say	4	7
	Don't know	*	1

QT SHOWCARD S (R) **What is your current religion, denomination, body or faith? Please just read out the letter that applies.**
SINGLE CODE

		Total (%)	BME (%)
A	No religion	37	12
B	Church of Scotland	24	3
C	Roman Catholic	30	4
D	Other Christian, please type in	3	5
E	Buddhist	1	4
F	Hindu	*	8
G	Jewish	*	0
H	Muslim	2	59
I	Pagan	*	0
J	Sikh	*	4
	Another religion, please type in	1	1
	Prefer not to say	1	*

END OF QUESTIONNAIRE