



Ipsos MORI
Social Research Institute

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Glasgow Household Survey 2017

Summary report for North East Sector

Community Partnership Area

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1. Introduction

Since 1999, Glasgow City Council has measured residents' views of local services and other aspects of life in the city via the Glasgow Household Survey (GHS). This report contains a selection of findings from the 2017 wave of the survey, for the North East Sector Community Partnership Area.

Methodology

Ipsos MORI interviewed a representative quota sample of 1,023 Glasgow residents (aged 16 and over). The sample was proportionately stratified by the three Sector Community Partnership Areas (SCPAs) in the city – namely, North West, North East and South. Interviews were carried out with 286 residents in the North East. Differences between the three areas are commented upon only where these are statistically significant i.e. where we can be 95% certain that they have not occurred by chance.

Fieldwork for the survey was carried out between 12th April and 8th July 2017. 'Booster' interviews were conducted with an additional 215 of the city's BEM (Black and Ethnic Minority) residents to allow sub-group analysis by ethnicity. All interviews were conducted face-to-face in respondents' homes using Computer Assisted Personal Interviewing (CAPI).

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

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

Presentation and interpretation of the data

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

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

2. Key findings

Satisfaction with council services

Just over two thirds (69%) of respondents in the North East were satisfied with the services provided by the Council Family Group, the same as that found in the South (69%) but lower than the North West (76%) (Table 1).

Table 1 – Satisfaction with services provided by the Council Family Group

	All	North East	North West	South
	%	%	%	%
Very satisfied	15	13	18	13
Fairly satisfied	57	56	59	56
Neither satisfied nor dissatisfied	14	16	11	15
Fairly dissatisfied	9	8	8	11
Very dissatisfied	4	5	4	2
Don't know/no opinion	1	1	1	1
Satisfied	72	69	76	69
Dissatisfied	14	14	12	15
<i>Base:</i>	<i>1,045</i>	<i>286</i>	<i>365</i>	<i>393</i>

Levels of satisfaction with individual services in the North East varied, but the results were mainly positive (Table 2). Museums and galleries were very highly regarded (93% were satisfied) as were libraries (92%), nursery, primary and secondary schools (97%, 86% and 83% respectively), local community centres (88%), refuse collection (85%), sports and leisure centres (84%) and recycling centres and collection (84% and 83% respectively).

For certain services, results varied between the North East and other areas. On the one hand, satisfaction with parks and playparks was lower in the North East than in the North West of the city (79% compared with 93% for parks; and 51% compared with 83% for playparks). On the other hand, satisfaction with refuse collection, recycling collection and street cleaning was higher in the North East than in the North West and South of the city:

- 85% for refuse collection, compared with 75% in the North West and 76% in the South.
- 83% for recycling collection, compared with 66% in the North West and 73% in the South.
- 64% for street cleaning, compared with 59% in the North West and 50% in the South.

Table 2 – Satisfaction with individual services

	All	North East	North West	South
	% Satisfied			
Museums and galleries	96	93	97	97
Libraries	93	92	94	92
Sports and leisure centres	88	84	90	88
Recycling centres	88	84	90	89
Nursery schools	86	97	79	85
Parks	86	79	93	83
Primary schools	84	86	86	81
Secondary schools	82	83	77	85
Refuse collection	78	85	75	76
Local community centres	78	88	83	68
Street lighting	77	77	81	73
Home Care services	76	72	84	67
Recycling collection	73	83	66	73
Children's play parks	67	51	83	66
Social work services	64	73	66	53
Street cleaning	57	64	59	50
Pavement maintenance	50	51	51	49
Road maintenance	31	33	33	28
<i>Base:</i>	<i>1,045</i>	<i>286</i>	<i>365</i>	<i>393</i>

Satisfaction with aspects of road maintenance

Respondents were asked how satisfied or dissatisfied they were with specific aspects of road maintenance – on both main and side roads in their area. Beginning with main roads, respondents in the North East were more likely than those in the North West to be *dissatisfied* with each aspect in question, namely: the speed with which defects were repaired (53% compared with 43%), the general condition of road surfaces (45% dissatisfied compared with 36%) and the quality of repairs (43% compared with 32%) (Table 3).

Table 3 – Dissatisfaction with aspects of road maintenance on main roads by area

	Scotland ¹	Glasgow – all areas	Glasgow – North East	Glasgow – North West	Glasgow – South
	% Dissatisfied				
The speed with which defects are repaired	63	51	53	43	57
The general condition of road surfaces	48	43	45	36	47
The quality of repairs	47	41	43	32	48
<i>Base</i>	<i>2,011</i>	<i>1,045</i>	<i>286</i>	<i>365</i>	<i>393</i>

¹ Figures from Trunk Road Users Survey 2016.

There was further variation in relation to side roads, between the North East and the South. Respondents in the North East were more likely than those in the South of the city to be satisfied with the quality of repairs (36% compared with 27%) and the speed with which defects were repaired (33% compared with 20%) (Table 4).

Table 4 – Satisfaction with aspects of road maintenance on side roads by area

	All areas	North East	North West	South
	% Satisfied			
The general condition of road surfaces	38	39	41	33
The quality of repairs	33	36	36	27
The speed with which defects are repaired	29	33	31	20
<i>Base</i>	<i>1,045</i>	<i>286</i>	<i>365</i>	<i>393</i>

Recycling and household waste

Turning to recycling and household waste, the majority of respondents in the North East (81%) were aware of which days of the week their bins were emptied, higher than in North West (55%).

Use of different recycling facilities provided in the North East of the city varied, but a large majority of those with access to blue, brown and purple bins used these at least most of the time (85%, 87% and 82%). In relation to blue bins specifically, respondents in the North East were more likely than those in the North West to use these at least most of the time (85% compared to 76%).

Almost two thirds (62%) of those with access to grey food waste bins used these regularly – higher than the average level of use of these facilities in the city as a whole (53%). In relation to recycling points or bins in public places, those in the North East were more likely than those in the South to use these (45% compared to 31%).

Table 5 – Use of recycling facilities by area

	All areas	North East	North West	South
	% Using them at least most of the time			
Blue bin for mixed dry recyclables	81	85	76	84
Brown bin for garden and food waste	84	87	80	85
Purple bin for glass bottles and jars	73	82	73	65
Grey bin for food waste	53	62	52	51
Recycling points or bins in public places	44	45	55	31
Recycling centres	36	35	38	34
<i>Base</i>	<i>1,045</i>	<i>286</i>	<i>365</i>	<i>393</i>

Spending priorities for key service areas

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

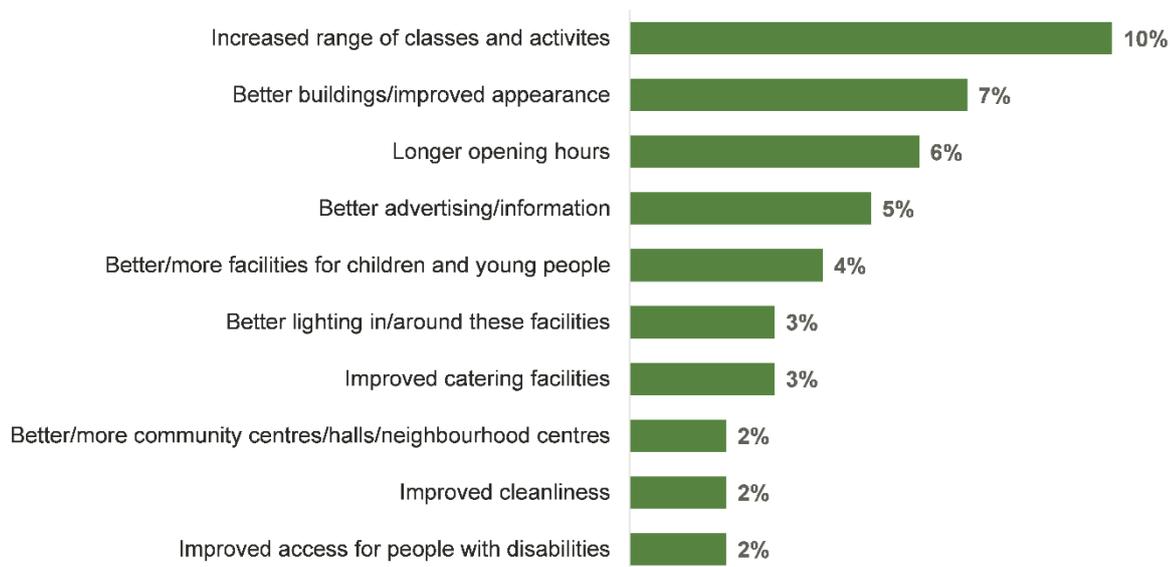
Community facilities

Most respondents in the North East said either that they did not know enough about existing community facilities to suggest improvements to these (43%) or that they did not think any changes were required (22%).

Among remaining respondents, commonly suggested improvements were in line with those for Glasgow as a whole, namely: an increase in the range of classes and activities on offer (10%); better buildings / improved appearance (7%); longer opening hours (6%); and better advertising or awareness raising of facilities and activities (5%). No other single improvement was mentioned by more than 5% (Figure 1).

Figure 1 – Priorities for spending on community facilities in the North East – top ten responses

Q. What two or three changes, if any, would most improve community facilities such as community centres, community halls or neighbourhood centres in your local area?



Base: All respondents in the North East (286)

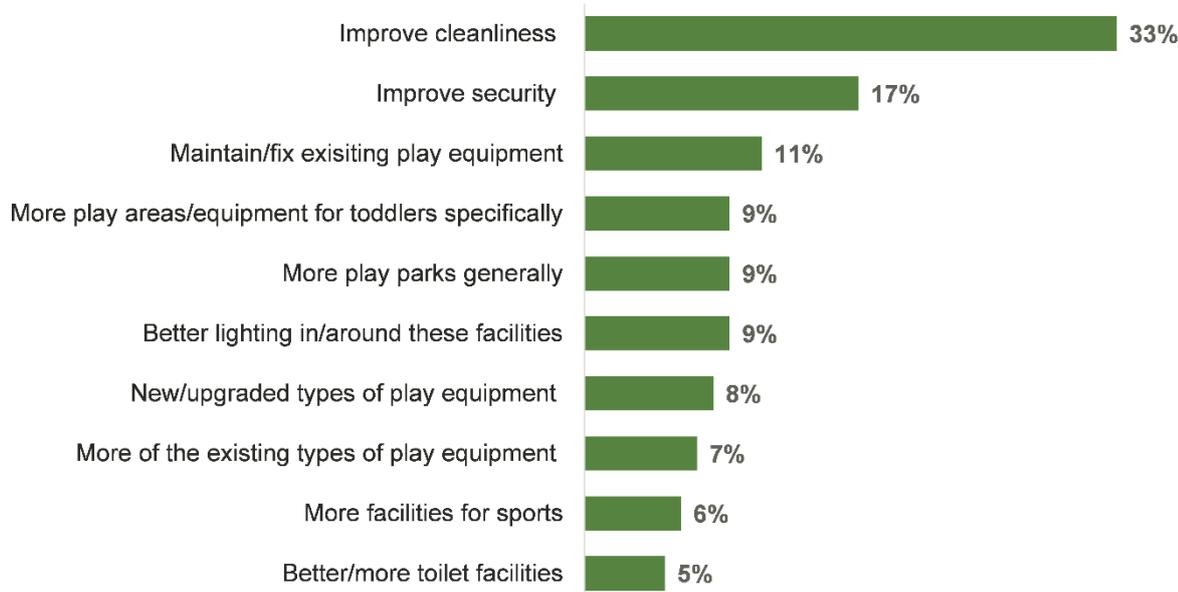
Play parks, play areas and other open spaces

The most common suggestion for changes to play areas, play parks and open spaces was improved cleanliness (33%) (Figure 2). The next most common response was improved security through such measures as fencing, entry gates and wardens – and those in the North East were more likely than average to suggest this (17% compared with 11% overall).

Beyond these responses, those in the North East were also more likely to suggest more play areas and equipment for toddlers, better lighting and more play parks generally (9% for each compared with 6% for each overall).

Figure 2 – Priorities for spending on play parks, play areas and other open spaces in the North East – top ten responses

Q. What two or three changes, if any, would most improve play parks, play areas and other open spaces in your local area?



Base: All respondents in the North East (286)

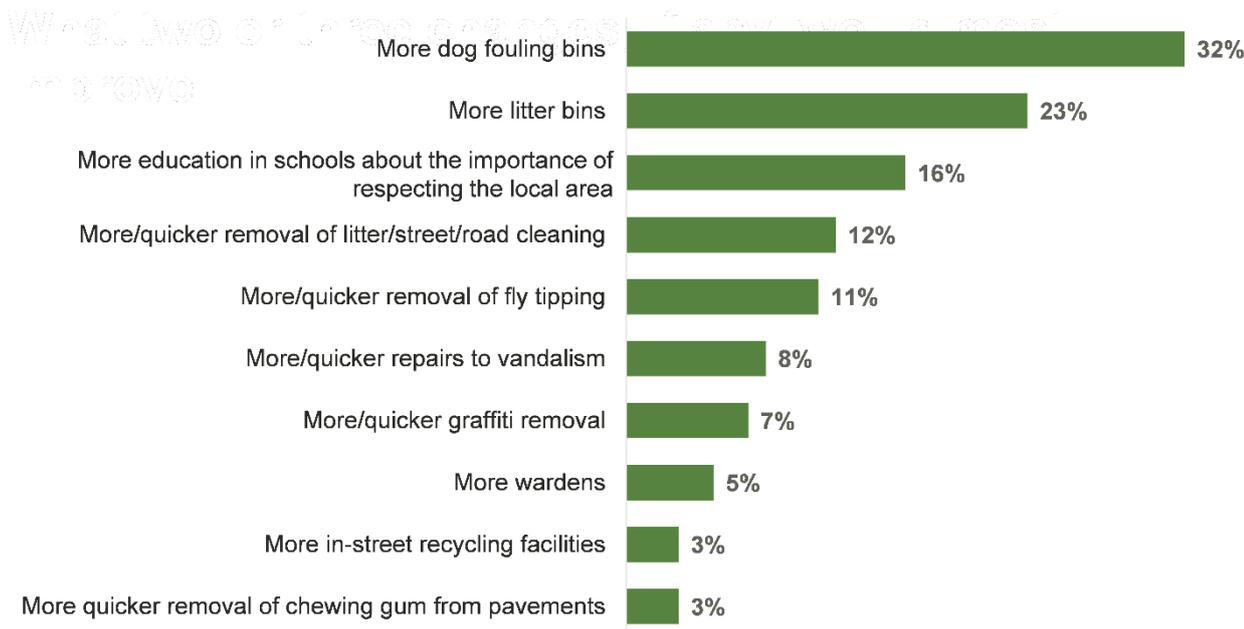
The look and cleanliness of local areas

The most common suggestions for improving the look and cleanliness of local areas were increased provision of dog fouling bins (32%) and litter bins (23%). (Figure 3). Suggestions for more dog fouling bins were higher in the North East (32%) than in the North West (24%).

Participants in the North East were more likely than average to suggest a need for more education in schools about the importance of respecting the local area (16% compared with 10% overall), quicker repairs to vandalism (8% compared with 4%) and quicker graffiti removal (7% compared with 4%).

Figure 3 – Priorities for spending on the look and cleanliness of local areas in the North East – top ten responses

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



Base: All respondents in the North East (286)

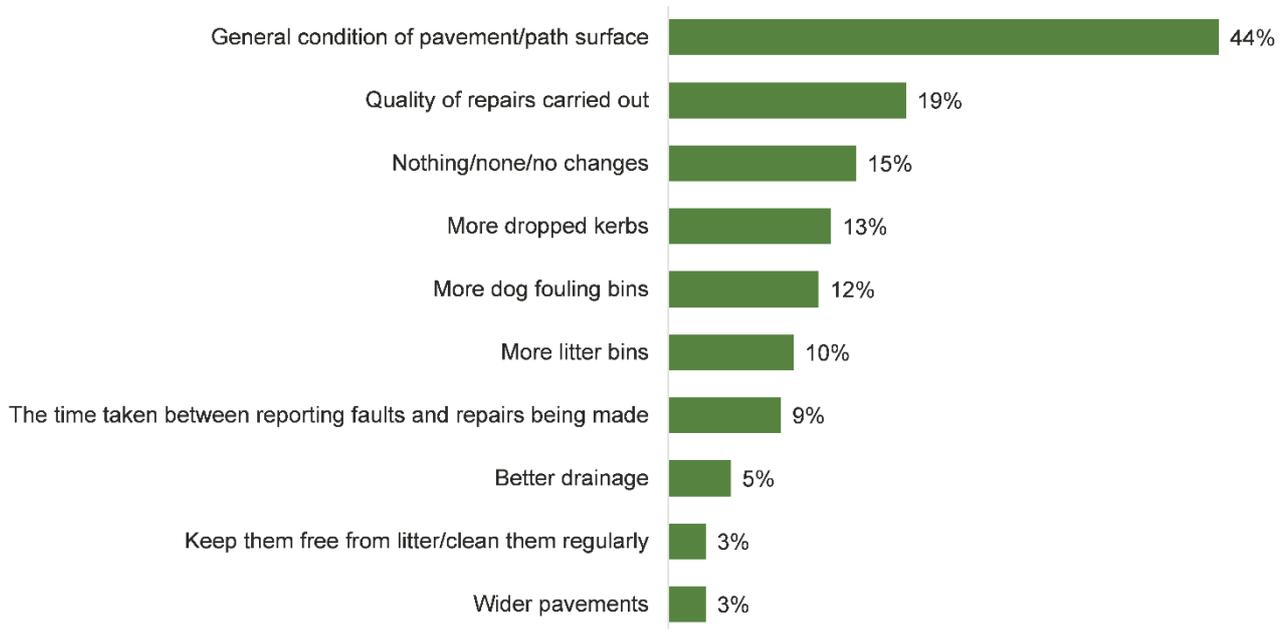
Pavements and pathways

In relation to pavements and pathways, 44% suggested improvements in the general condition and maintenance of these facilities, and 19% suggested improvements to the quality of repairs or the materials used in repairs. In terms of other types of suggestions, participants cited a need for more dropped kerbs (13%), and reiterated their call for more dog fouling bins (12%), litter bins (10%) (Figure 4).

Respondents in the North East were more likely than average to suggest improvements to the time taken between reporting faults and repairs being made (9% compared with 6% overall).

Figure 4 – Priorities for spending on pavements and pathways in the North East – top ten responses

Q. What 2 or 3 changes, if any, would most improve pavements and pathways in your local area?



Base: All respondents in the North East (286)

Cycling

In the North East, 15% of respondents said that they owned or had access to a bicycle.

All respondents were asked what would encourage them to cycle more or take up cycling. Just over half (56%) said they were not interested in cycling any more than they currently did. Among those amenable to cycling more, the measures they said would encourage them to do so related to road and traffic conditions, including: better on- or off-road cycle lanes (17% and 14%, respectively), more considerate driver behaviour (10%) and better road surfaces (6%).

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

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