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Glasgow Household Survey 2023

Report by Ipsos



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Executive Summary

This report contains the findings from the 2023 wave of the Glasgow Household Survey, conducted by Ipsos on behalf of Glasgow City Council.

The topics covered in the survey were: Glasgow's hosting of the UCI Cycling World Championships; usage and perception of council services; council reputation and communication; transport and cycling; travelling to the city centre; flood management; use of parks and green spaces; the climate emergency; community sentences; and hate crime and harassment.

Ipsos interviewed a representative quota sample of 1,023 Glasgow residents (aged 16 and over) between 17th April and 9th July 2023. The vast majority of interviews were carried out face-to-face (either in respondents' homes or on their doorsteps) using Computer Assisted Personal Interviewing (CAPI), with a small number carried out using telephone interviewing.

UCI Cycling World Championships

Forty three percent (43%) of respondents were aware that Glasgow was hosting the UCI Cycling World Championships in August 2023, while 56% were unaware. Fewer than one-in-five respondents (18%) said they planned to visit the venues where sport competition was taking place, either through free to attend or ticketed sessions.

Almost three quarters (74%) thought the championships would have a positive effect on Glasgow generally. Respondents were less certain about the impacts on their local area and on themselves and their families: 43% expected a positive effect on their local area and 33% expected a positive effect on themselves and their families.

Council services

Just under half (48%) were satisfied with the services provided by Glasgow City Council and its arm's length organisations, while 32% were dissatisfied.

Levels of satisfaction with individual services varied. A majority were satisfied with the quality of: museums and galleries (93%), libraries (89%), parks (85%), home care services (84%), sports and leisure centres (82%), community centres (81%), recycling centres (76%), and nursery, primary and secondary schools (95%, 87% and 78% respectively). Three quarters were satisfied with street lighting (74%) and around two thirds with social work services (65%) refuse collection (64%), and children's play parks (64%). Lower proportions were satisfied with recycling collection (57%), street cleaning (41%), pavement maintenance (40%) and road maintenance (16%).

Council reputation and communication

Seventy percent (70%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, while 30% agreed it was addressing the key issues affecting the quality of life in their local area.

In terms of perceptions of local service standards, 38% agreed that the council designed services around the needs of people who used them, 36% that it did the best it could with the money available and 34% that it provided high quality services. A further 28% agreed that the council gave residents good value for money.

Just over a third (35%) agreed that the council was good at letting residents know about its services, 34% said they trusted the council and 25% felt it was good at letting people know how well it performed. Just over half (51%) said the council was too remote and impersonal and 41% that it rarely considered residents' views when making decisions that affected them. Forty five percent (45%) said they would like to get more involved in decisions affecting their own area.

The main factor influencing perceptions of the council was personal experiences of using services, with 81% citing this as the most important influence.

Transport and cycling

The most common modes of transport used for journeys around Glasgow were public bus (57%), walking (53%), driving (40%), train (32%), and subway (24%). Around one-in-ten (11%) cycled.

Of those that cycled and/or had access to a bicycle, 16% cycled every day, 27% at least once a week, and 14% at least once a month. The main motivation for cycling was for recreation (68%), followed by fitness (40%), commuting (34%) and transport for everyday tasks such as shopping (32%).

The main factors that would encourage more cycling were improved on-road cycle lanes (49%), improved off-road cycle lanes (41%), better road surfaces (32%), more considerate driver behaviour (21%), less or slower traffic (17%) and improved cycle parking (16%).

Travelling into the city centre

Just under half (47%) of respondents said they travelled into Glasgow city centre at least once a week during daytime hours, while 21% did so in the evening.

The top reasons for travelling into the city centre during the day were for non-food shopping (56%), restaurants (36%), visiting friends and family (34%) and work or business (27%). The main reasons for visiting in the evening were for restaurants (62%) and pubs (53%).

Respondents were asked how satisfied they were with various aspects of the public transport available in their local area for travelling into the city centre. Satisfaction was highest in relation to the safety of public transport during the day (82%), the level of comfort on board (78%), journey length (76%), and level of cleanliness (70%).

Flood management

The vast majority (95%) of respondents said that the properties they lived in had never been affected by flooding. A small proportion (3%) said they had. In those cases, the main cause of flooding had been a blocked drain or inadequate drainage.

Among those that had not been affected by flooding, the majority (93%) had never checked if their property was at risk. Of the 5% of respondents that had checked, 14% had discovered that their properties were at risk of flooding.

Among all respondents, the vast majority (94%) had taken no action to prepare their property for potential flood risk.

Parks and green spaces

Over half (58%) of respondents visited parks or green spaces at least once a week (27% three or more times a week, 31% one or two times a week). The main reasons for doing so were for fresh air (62%)

and relaxation (59%). These were followed by sport and exercise (37%), children's play or activities (28%), socialising (25%), walking pets (20%), and nature watching or conservation (14%).

Climate emergency

Respondents were asked how effective, or otherwise, they felt a range of actions were at protecting them from heat in the summer. The actions considered most effective were drinking cool fluids (94%), staying in the shade while outdoors (87%), opening windows at night or in cooler parts of the day (87%), covering skin or wearing a hat (84%), staying out of the sun between 11am and 3pm (83%) and limiting strenuous physical activity to cooler parts of the day (83%).

The most common actions respondents had taken to reduce harm to their health in hot weather were drinking cold fluids (85% always or often did this), opening windows at night or in cooler parts of the day (72%) and staying in the shade (65%).

Over half (52%) of respondents had experienced health impacts as a result of hot weather or heat in the last few years, most commonly sunburn (32%), dehydration or intense thirst (20%) and headaches (15%). Also in the last few years, 47% had found it too hot outside to carry out at least one activity, including exercise (29%), walking (24%) and using public transport (14%).

Community sentences

Over half (59%) of respondents were aware of the term "community sentence" while 38% were not. Among those that were aware of the term, three quarters (75%) said they understood it either very well (26%) or fairly well (49%).

Respondents were asked to what extent they agreed or disagreed with a list of statements related to community sentences. Participants most strongly supported two statements: "people who commit offences should be made to give something back to the communities they have harmed" (78% strongly/tended to agree) and "people who commit offences should be supported with services which aim to reduce further offending" (77%).

Almost two thirds (62%) agreed with the statement "rehabilitation is more important than punishment in stopping people committing further offences". Around half (49%) agreed that "people's background and opportunities growing up should be considered when sentencing decisions are being made".

Hate crime and harassment

Seventeen percent (17%) of respondents worried about being insulted, pestered or intimidated based on their protected characteristics.

Twelve percent (12%) had been insulted, pestered or intimidated in the last 12 months on the basis of one of those characteristics. Of those who had, 28% said this was on account of their sex, and 28% said it was because of their ethnic origin, race or nationality. A further 15% said it was motivated by their religion, 11% their sexual orientation, 11% their disability, 10% their age and 5% their gender identity.

Incidents of hate crime and harassment had most often taken place in a public space, such as a park or shopping centre (30%) and most incidents (78%) involved verbal abuse.

Among those that had been insulted, pestered or intimidated, 17% had reported the most recent incident while 79% had not. The main reason for not reporting the incident was a perception that the incident was not serious enough to report (53%).

1 Introduction and methodology

Since 1999, Glasgow City Council has measured residents' views of local services and other aspects of life in the city via the Glasgow Household Survey (GHS). This report contains the findings from the 2023 wave of the survey, conducted by Ipsos.

The specific topics covered in the 2023 wave of the survey were:

- Glasgow's hosting of the UCI Cycling World Championships
- Usage and perception of council services
- Council reputation and communication
- Transport and cycling
- Travelling to the city centre
- Flood management
- Use of parks and green spaces
- The climate emergency
- Community sentences
- Hate crime and harassment.

Methodology

Ipsos 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 in the city – North West, North East and South.

Fieldwork for the survey was carried out between 17th April and 9th July 2023.

The survey was largely carried out using face-to-face interviewing, as in previous years prior to the pandemic. However, in response to COVID-19, respondents had the opportunity to choose the method of interview that suited them best (either face-to-face in their home, face-to-face on their doorstep, or using a video or telephone interview). In total, 822 interviews were carried out face-to-face in respondents' homes, 179 were carried out face-to-face on respondents' doorsteps and 22 via telephone interview.

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

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

Presentation and interpretation of the data

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

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

2 UCI Cycling World Championships

Awareness of and engagement with the championships

Forty three percent (43%) of respondents were aware that Glasgow was hosting the UCI Cycling World Championships in August 2023, while 56% were unaware.

Fewer than one-in-five respondents (18%) said they planned to visit the venues where sport competition was taking place, either through free to attend or ticketed sessions. Three quarters (75%) said they did not intend to do so.

Likelihood of visiting the venues was higher among men (23% vs 13% of women), those aged 45-59 (26% vs 18% average), and those in social grade ABC1¹ (22% vs 15% of those in social grade C2DE).

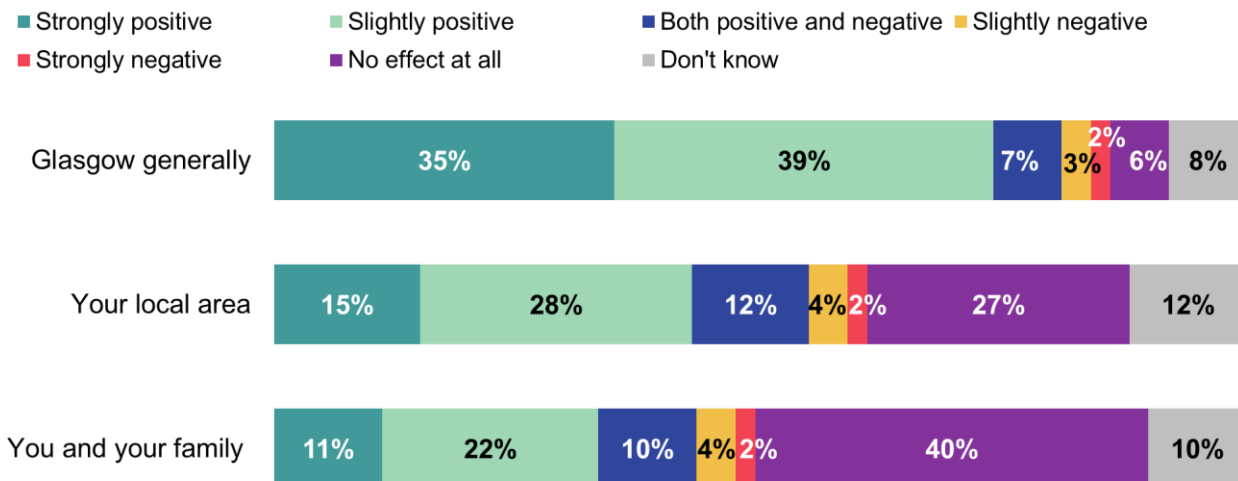
Anticipated impact of the championships

Respondents were generally positive about the anticipated impact of the championships on the city. Almost three quarters (74%) thought there would be a positive effect on Glasgow generally, while 5% expected a negative effect and 6% felt it would have no effect at all.

Respondents were less certain about the impacts on their local area and on themselves and their families: 43% expected a positive effect on their local area (while 27% anticipated no effect at all) and 33% expected a positive effect on themselves and their families (40% said no effect at all) (Figure 2.1).

Figure 2.1: Anticipated impacts of the championships

Q. Do you think Glasgow hosting the UCI Cycling World Championships will have a positive or negative impact on...



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

¹ This is a social grade classification that is commonly used in social research. Broadly speaking, the groups ABC1 correspond to professional, managerial and clerical occupations and groups C2DE refer to skilled-manual occupations, unskilled manual occupations and the economically inactive. In parts of this report they are referred to as "ABC1s" and "C2DEs".

Respondents in the North West of the city were more likely to anticipate a positive impact on their local area (50% compared to 42% in the South and 34% in the North East).

Other groups more likely to anticipate positive impacts on the local area were: 16-24 (53%) and 25-34 year olds (52%), and those in social grade ABC1 (46% compared with 39% of those in social grade C2DE).

3 Council services

Use of services provided by the council and its arm's length organisations

The most used non-universal² services in the last 12 months were parks (69% had used these), museums and galleries (47%), sports and leisure centres (40%), recycling centres (37%), libraries (36%), and children's play parks (22%). Smaller proportions had used education services, community centres, social work services and home care services (Table 3.1).

Compared with the previous wave, there was an increase in the use of sports and leisure centres (by 7 percentage points) and parks (by 5 percentage points). Use of other services was broadly in line with previous years.

Table 3.1: Use of services provided by the council and its arm's length organisations

	2013	2014	2015	2016	2017	2018	2019	2021	2022	2023
Parks	59	68	64	65	66	72	71	84	64	69
Museums & Galleries	44	51	50	50	53	59	59	28	43	47
Sports & leisure centres	40	45	43	43	43	47	48	32	33	40
Recycling centres	35	37	34	36	38	36	41	61	39	37
Libraries	46	49	44	45	46	52	52	25	33	36
Children's play parks	24	25	25	23	27	25	29	35	22	22
Primary schools	17	19	18	16	20	17	18	18	15	15
Secondary schools	13	14	14	14	13	16	12	22	15	13
Community centres	11	14	12	13	12	15	15	13	11	12
Nursery schools	10	13	10	9	11	13	12	9	10	9
Social work services	7	9	9	7	7	8	8	9	6	7
Home care service	4	3	4	5	5	6	4	6	4	4
<i>Base</i>	<i>1,024</i>	<i>1,027</i>	<i>1,021</i>	<i>1,023</i>	<i>1,045</i>	<i>1,019</i>	<i>1,065</i>	<i>1,004</i>	<i>1,032</i>	<i>1,023</i>

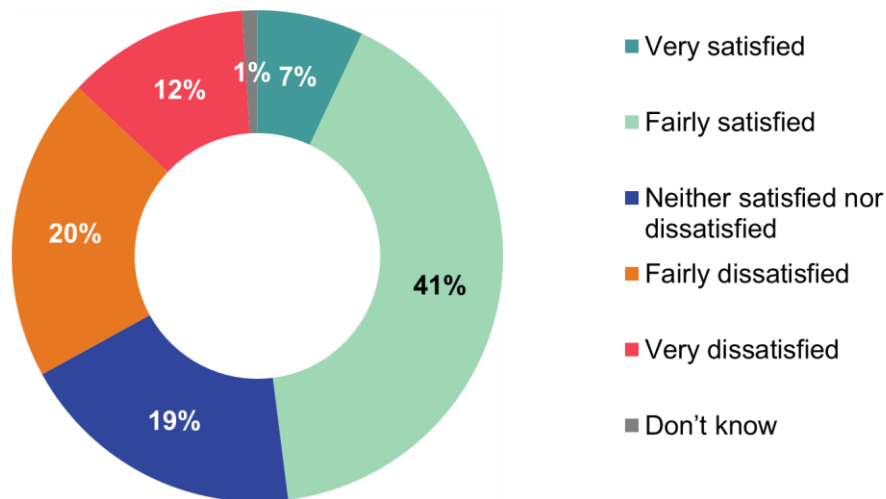
² This term refers to services that are accessed by only some residents, such as parks and schools. In contrast, universal services are those that almost all residents will use or benefit from, such as refuse collection and street lighting.

Overall satisfaction with services

Satisfaction with the services provided by the council and its arms' length organisations decreased this year: 48% were satisfied (compared with 49% in 2022), while 32% were dissatisfied (compared to 27%), and 19% were neutral in their opinion (compared to 23%) (Figure 3.1). Overall satisfaction returned to the level seen in 2021, which was the lowest since the survey began (Figure 3.2).

Figure 3.1: Overall satisfaction with services

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

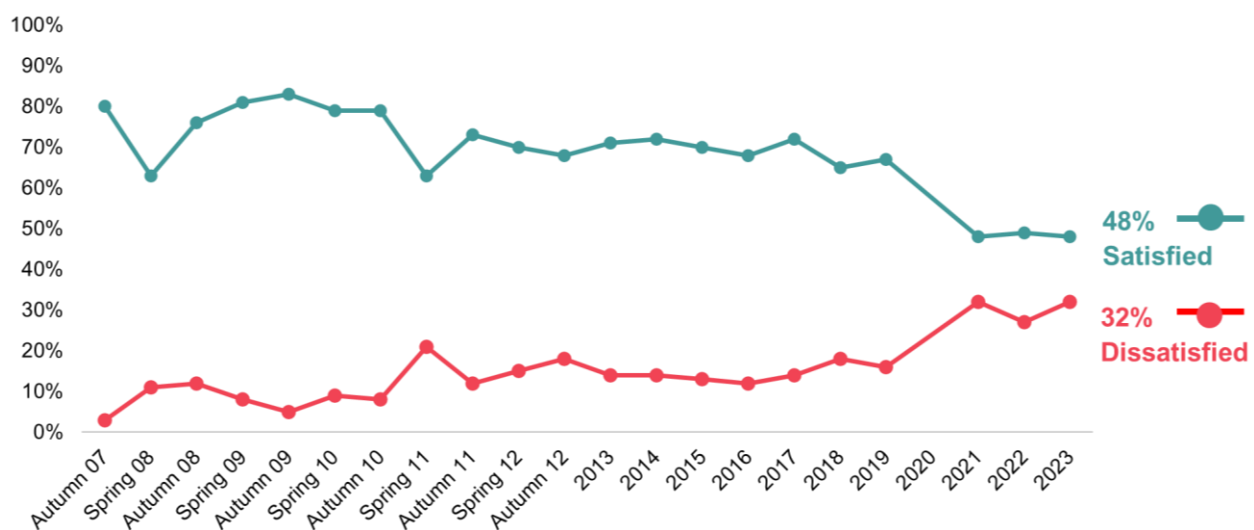


Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Figure 3.2: Trend in overall satisfaction with services

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



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Satisfaction was higher among respondents in the North West (52% satisfied) compared with those in the South (45%) of the city. Those in the North East were in line with the average (47% satisfied).

As seen in previous waves, minority ethnic³ respondents were more satisfied than white⁴ respondents (73% compared with 44%), and younger people were more satisfied than older respondents (63% of 16-24 year olds were satisfied, compared with 41% of those aged 60 and over).

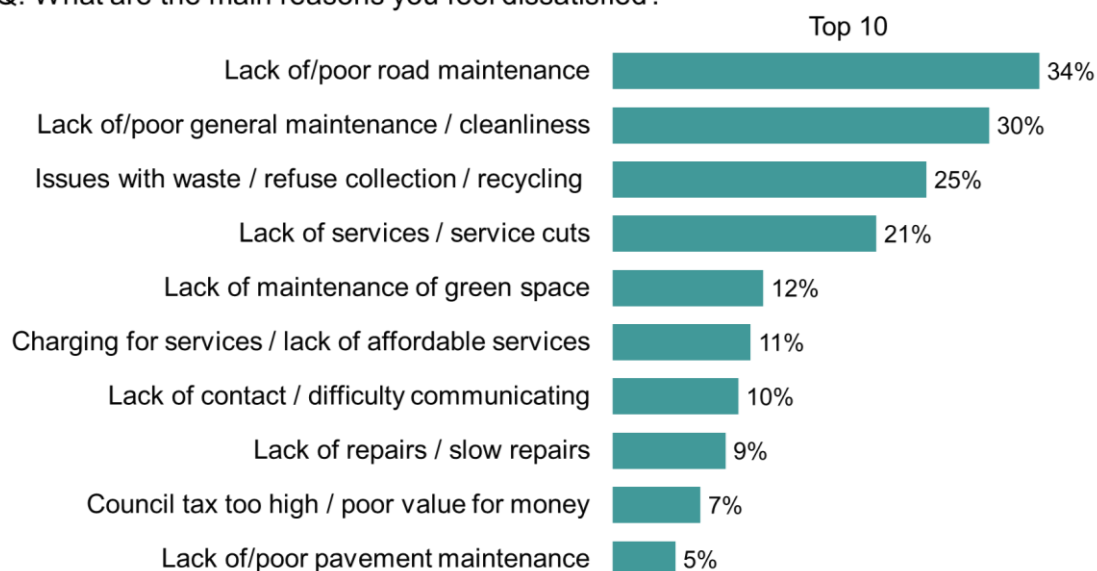
Reasons for overall dissatisfaction with services

Respondents that were dissatisfied with the services provided by the council and its arm's length organisations were asked, unprompted, their main reasons for feeling this way.

The most common answers related to perceived issues with road maintenance (34%), general maintenance and cleanliness issues (30%), waste, refuse collection and recycling (25%), and a perceived lack of or reduction in council services (21%). Other reasons included issues with maintenance of parks and green spaces (12%), criticism of services being charged for or being unaffordable (11%) and difficulties communicating with the council (10%) (Figure 3.3).

Figure 3.3: Reasons for feeling dissatisfied with services

Q. What are the main reasons you feel dissatisfied?



Base: All those who are dissatisfied with services provided by the Council Family Group (330)

Source: Ipsos for Glasgow City Council

Examples of some specific reasons for being dissatisfied with services are shown below (using respondents' verbatim comments).

- ***"There are a lot of things not getting done. The roads are in a really bad condition, potholes everywhere, the green public areas are not being attended to and bin collections are constantly being missed."***

³ Minority ethnic includes those in the ethnicity categories: Asian, Asian Scottish or Asian British; Black, Black Scottish or Black British; Chinese; Mixed; and any other ethnic background.

⁴ White includes those in the ethnicity categories: White Scottish, White British, White Irish and any other white background

- *“The lack of investment compared to years ago. There’s nothing getting done. Everything in the city centre [is] getting neglected, it is very dirty and [there is] lots of trouble in the city centre with fighting.”*
- *“The roads are horrendous. Bin collection on the southside is really poor and there is rubbish everywhere. The council tax is really high and play equipment has not been updated, the planting in the parks is outdated – from like the 1950s, if they exist at all – and public buildings are left to fall down.”*
- *“They’re not doing enough. The city centre is full of people begging. They don’t clean up the city centre. Now it’s a Low Emission Zone so it will be pedestrianised. There’s a lack of community centres or things for kids to use, and there should be more recycling centres.”*
- *“Lack of bins – this road is a mile long and there are only three bins. The roads are a shambles. Antisocial behaviour, illegal sales of vapes and cigarettes and alcohol.”*
- *“Look at the state of that park! It used to be beautiful, but look at it now, it is an absolute shambles. And there are not enough play areas and not enough children’s play parks, and what there is very poor.”*

Satisfaction with individual services

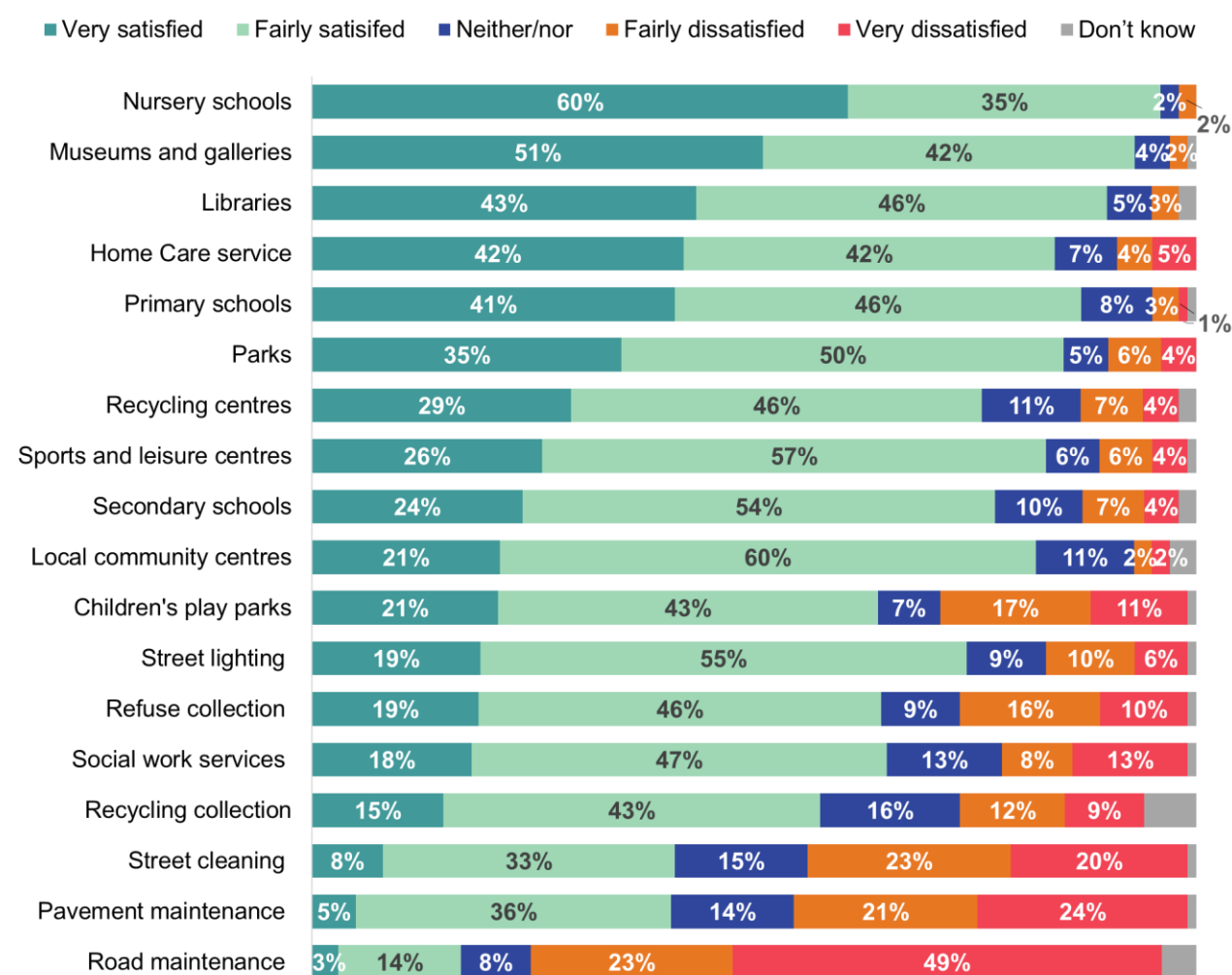
As seen in previous waves, levels of satisfaction with individual services provided by the council and its arm's length organisations varied.

As shown in Figure 3.4, a majority were once again satisfied with the quality of: museums and galleries (93%), libraries (89%), parks (85%), home care services (84%), sports and leisure centres (82%), community centres (81%), recycling centres (76%), and nursery, primary and secondary schools (95%, 87% and 78% respectively).

Three quarters were satisfied with street lighting (74%) and around two thirds were satisfied with social work services (65%) refuse collection (64%), and children's play parks (64%). Lower proportions were satisfied with recycling collection (57%), street cleaning (41%), pavement maintenance (40%) and road maintenance (16%).

Figure 3.4: Satisfaction with individual services – overview ⁵

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



Base: All who have used each service

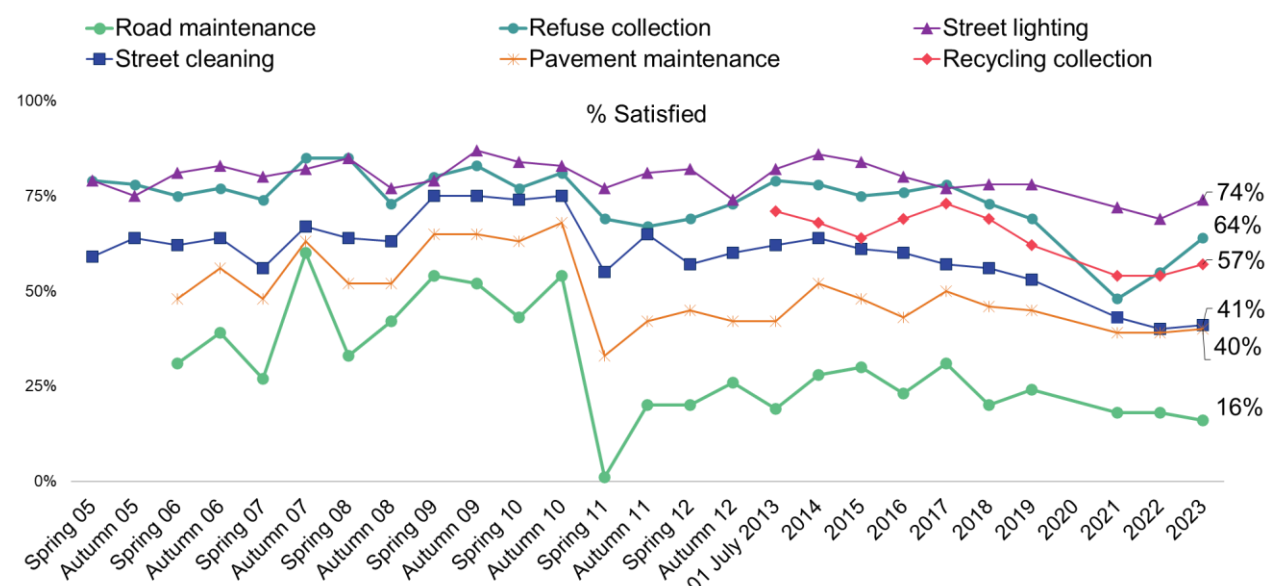
Source: Ipsos for Glasgow City Council

⁵ Figures for "don't know" are not labelled on the chart, to allow for clearer presentation of the other findings.

Satisfaction with universal services

Satisfaction with recycling collection (57%), street cleaning (41%), pavement maintenance (40%) and road maintenance (16%) were each in line with the previous wave. However, satisfaction with street lighting (74%) and refuse collection (64%) both increased (by five and nine percentage points respectively) (Figure 3.5).

Figure 3.5: Trends in satisfaction with universal services



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Those in the South were less satisfied than average with road maintenance (77% were dissatisfied, compared with 49% overall).

Older residents (60+ years old) were more dissatisfied than younger residents (16-24 years old) with road maintenance (80% dissatisfied vs 53%), pavement maintenance (63% vs 25%), street cleaning (54% vs 27%) and street lighting (20% vs 10%).

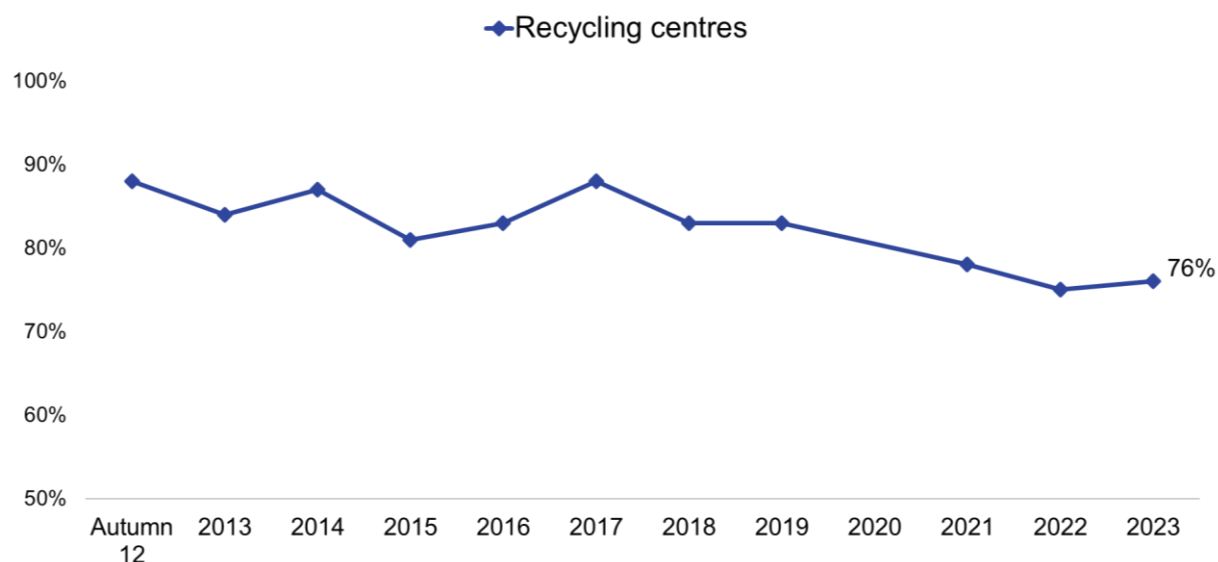
Minority ethnic respondents were more satisfied than white respondents with: refuse collection (76% satisfied vs 63%), recycling collection (66% vs 56%), street cleaning (65% vs 37%), pavement maintenance (65% vs 37%) and road maintenance (44% vs 12%).

Satisfaction with non-universal services

Recycling centres

Three quarters (76%) of respondents were satisfied with recycling centres, in line with the level seen last year (75%) (Figure 3.6).

Figure 3.6: Trends in satisfaction with recycling centres



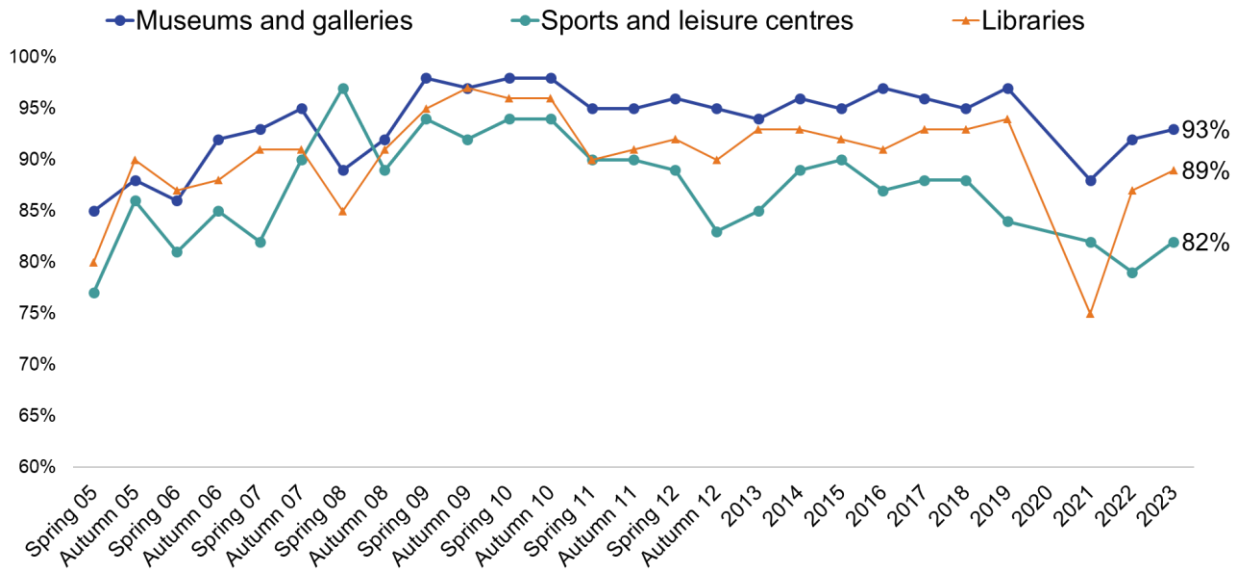
Base: Those using recycling centres (380)

Source: Ipsos for Glasgow City Council

Satisfaction with recycling centres was higher among those in social grade ABC1 (84% satisfied) than among C2DEs (70%).

Culture and leisure services

The vast majority of users were satisfied with culture and leisure services: 93% with museums and galleries, 89% with libraries and 82% with sports and leisure centres. Findings were similar to those seen in 2022 (when 92% were satisfied with museums and galleries, 87% with libraries and 79% with sports and leisure facilities) (Figure 3.7).

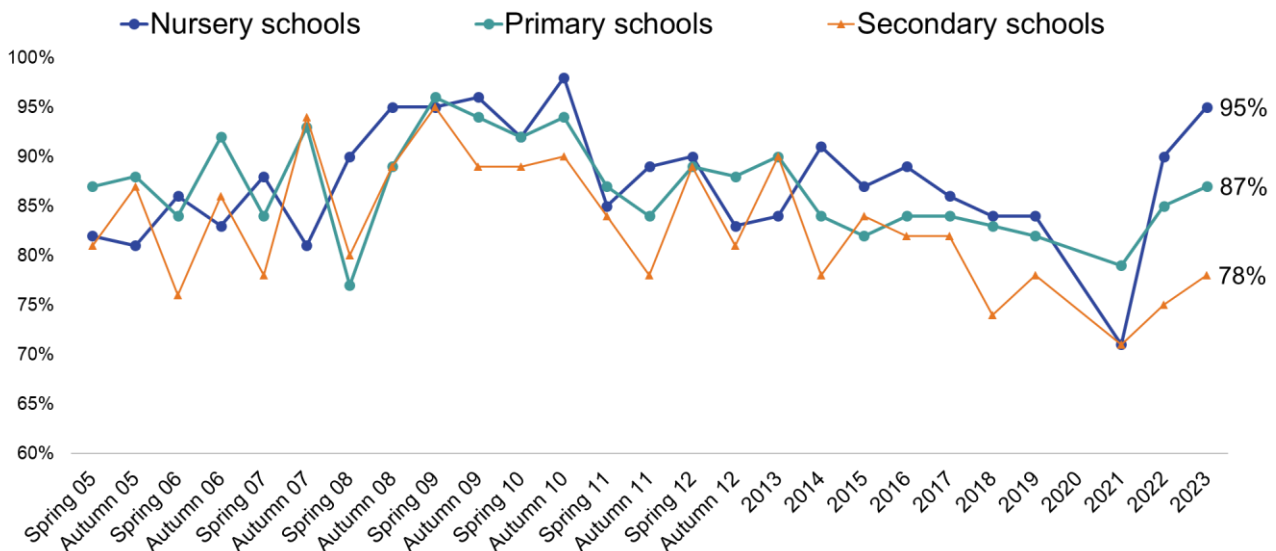
Figure 3.7: Trends in satisfaction with culture and leisure services

Base: Those using museum and galleries (480), sports and leisure centres (405), libraries (364).

Source: Ipsos for Glasgow City Council

Education services

Satisfaction with education service was high, with majorities satisfied with nursery (95%), primary (87%) and secondary (78%) schools. Satisfaction with nursery schools increased (by six percentage points), while satisfaction with primary and secondary schools were similar to the previous wave (Figure 3.8).

Figure 3.8: Trends in satisfaction with education services

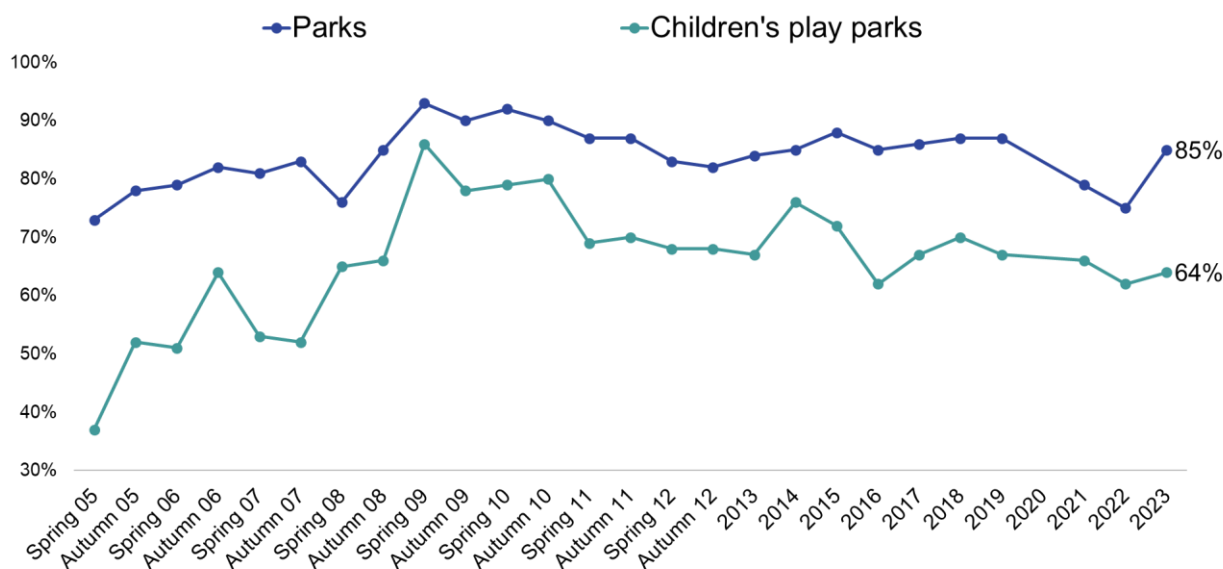
Base: Those using nursery schools (87), primary schools (158), secondary schools (133).

Source: Ipsos for Glasgow City Council

Parks and children's play parks

A majority of respondents were satisfied with parks (85%, up from 75% in 2022). Almost two thirds (64%) were satisfied with children's play parks, similar to the previous wave (Figure 3.9).

Figure 3.9: Trends in satisfaction with parks and playparks



Base: Those using parks (706), children's play parks (231).

Source: Ipsos for Glasgow City Council

Satisfaction with parks was higher than average in the North West (89% satisfied). Minority ethnic respondents were more satisfied than white respondents with children's play parks (83% vs 60%).

Social care services

Most (84%) users of home care services were satisfied and two thirds (65%) of users of social care services were satisfied. As in previous waves, small base sizes prevent robust analysis of trends in satisfaction with social work and home care services.

Local community centres

Eighty one percent (81%) of users were satisfied with local community centres, up from 75% in 2022.

4 Council reputation and communication

The council's impact on quality of life

Seventy percent (70%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, while 12% disagreed. The proportion agreeing was higher than in 2022 (by nine percentage points). Three-in-ten (30%) agreed that the council was addressing the key issues affecting the quality of life in their local area, while 39% disagreed, in line with the previous wave (Table 4.1).

Table 4.1: Perceptions of the council's impact on quality of life

	The council has an important impact on the quality of local life in Glasgow		The council is addressing the key issues affecting the quality of life in my local area		Base: All
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	
2014	79	9	n/a	n/a	1,027
2015	81	8	n/a	n/a	1,021
2016	75	9	39	31	1,023
2017	79	9	39	30	1,045
2018	71	7	37	27	1,019
2019	74	10	33	32	1,065
2021	80	11	34	44	1,004
2022	61	15	28	40	1,032
2023	70	12	30	39	1,023

Respondents in the South (74%) were more likely than average (70%) to agree that the council had an important impact on quality of life, while those in the North East were more likely to disagree (18% vs 12% overall). Those in the South were also more likely to agree that the council was addressing the key issues affecting quality of life in their area (34% vs 27% in both the North East and North West).

Minority ethnic respondents were more likely than white respondents to say the council was addressing the issues affecting the quality of life in their local area (48% vs 27%).

Local service standards

In terms of local service standards, 38% agreed that the council designed services around the needs of people who used them, 36% that it did the best it could with the money available and 34% that it provided high quality services. The proportion agreeing with each of these statements was higher than in 2022. A further 28% agreed that the council gave residents good value for money, in line with the previous wave (Table 4.2).

Table 4.2: Perceptions of the council's service standards

	The council provides high quality services		Glasgow City Council gives residents good value for money		The council designs its services around the needs of the people who use them		The council does the best that it can with the money available		Base: All
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	
2014	n/a	n/a	50	28	n/a	n/a	n/a	n/a	1,027
2015	49	24	45	27	51	25	50	27	1,021
2016	46	25	42	29	46	26	43	33	1,023
2017	51	21	42	26	48	23	49	25	1,045
2018	48	20	46	25	46	21	49	22	1,019
2019	47	24	40	29	43	27	42	27	1,065
2021	38	40	33	44	41	37	42	37	1,004
2022	30	39	27	42	32	33	31	39	1,032
2023	34	36	28	42	38	30	36	33	1,023

Minority ethnic respondents were more positive about each aspect of the council's role: providing high quality services (47% compared to 31% of white respondents), giving good value for money (49% vs 24%), designing services around the needs of people (48% vs 36%) and doing its best with the money available (45% vs 34%).

Younger respondents (16-24 years old) were more likely to agree that the council designed services around people's needs (49%) and provided high quality services (47%).

Information provision and citizen engagement

There were mixed views about the council's information provision and engagement with citizens. Just over a third (35%) agreed that the council was good at letting residents know about its services (up four percentage points since 2022), and a similar proportion (34%) said they trusted the council. A quarter (25%) felt the council was good at letting people know how well it performed (Table 4.3).

Just over half (51%) said the council was too remote and impersonal (up from 47% in 2022) and 41% said it rarely considered residents' views when making decisions that affected them. Forty five percent (45%) said they would like to get more involved in decisions affecting their own area (down from 50%) (Table 4.4).

Table 4.3: Perception of council information provision and citizen engagement

	I trust Glasgow City Council		The council is good at letting residents know about the services it provides		The council is good at letting people know how well it is performing		Base: All
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	
2014	48	n/a	n/a	n/a	n/a	n/a	1,027
2015	47	48	48	34	n/a	n/a	1,021
2016	46	48	48	32	n/a	n/a	1,023
2017	48	44	44	37	32	40	1,045
2018	46	45	45	29	32	34	1,019
2019	47	39	39	40	29	41	1,065
2021	42	39	39	44	21	56	1,004
2022	36	33	31	40	23	40	1,032
2023	34	30	35	40	25	41	1,023

Table 4.4: Perception of council information provision and citizen engagement

	The council is too remote and impersonal		The council rarely takes residents' views into account when making decisions that affect them		I would like to be more involved in decisions the Council makes that affect my area		Base: All
	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	Agree (%)	Disagree (%)	
2014	39	39	43	32	n/a	n/a	1,027
2015	46	46	45	26	n/a	n/a	1,021
2016	48	48	45	25	54	26	1,023
2017	42	42	40	26	53	25	1,045
2018	41	41	38	25	49	19	1,019
2019	43	43	41	25	52	28	1,065
2020	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2021	52	52	43	33	68	15	1,004
2022	47	18	39	25	50	24	1,032
2023	51	18	41	26	45	30	1,023

Minority ethnic respondents were more likely to trust the council (55% compared with 31% of white respondents) and to say the council was good at letting residents know about its services (44% vs 33%) and about how well it was performing (36% vs 24%).

Younger respondents (16-24) were more likely than those aged 60+ to say that they trusted the council (50% vs 29%). Older respondents (60+) were more likely to say the council was too remote and impersonal (58% vs 40% of 16-24 year olds).

Residents in the South were more likely to express interest in being more involved in council decisions affecting their area (51% vs 41% in the North East and 42% in the North West).

Perceptions of the council by overall satisfaction with services

Attitudes towards the council were once again linked to satisfaction with services: those who were satisfied overall tended to view the council more favourably across most of these statements (Table 4.5).

Table 4.5: Perceptions of the council by overall satisfaction with services

	All (% agree)	Satisfied with services	Dissatisfied with services
The council has an important impact on the quality of life in Glasgow	70	79	61
The council is too remote and impersonal	51	41	68
I would like to be more involved in decisions the council makes that affect my area	45	42	51
The council rarely takes residents' views into account when making decisions that affect them	41	37	51
The council designs its services around the needs of people who use them	38	58	15
The council does the best it can with the money available	36	53	15
The council is good at letting residents know about the services it provides	35	49	16
The council provides high quality services	34	57	11
I trust Glasgow City Council	34	57	10
The council is addressing the key issues affecting quality of life in my local area	30	47	11
Glasgow City Council gives residents good value for money	28	47	6
The council is good at letting people know how well it is performing	25	36	13
<i>Base</i>	<i>1,023</i>	<i>487</i>	<i>330</i>

Reasons for level of trust in Glasgow City Council

Those that either agreed or disagreed with the statement “I trust Glasgow City Council” were asked, unprompted, their main reasons for feeling this way.

Reasons for trusting the council

The main reasons for trusting the council were based on having had positive experiences (14%), a perception that the council provided good services and facilities (12%), feeling that the council did its best with limited resources (7%) and having no reason not to trust the council (7%). Other reasons included that the council was reliable (5%), helpful (3%) and had good communication (3%) (Figure 4.1).

Figure 4.1: Reasons for trusting the council

Q. What are the main reasons why you trust the Glasgow City Council?



Base: All those who said they trust the council (346)

Source: Ipsos for Glasgow City Council

Examples of some of the reasons respondents gave for trusting the council are shown below (using respondents' verbatim comments).

- ***“The surrounding area here [in the South] is very good. Everything is neat and clean and well maintained.”***
- ***“They come to empty the bins on the dot. The lighting was replaced in a couple of days.”***
- ***“Great sports facilities, great parks, and most services are good.”***
- ***“They are acting under financial constraints and I think they are doing the best they can.”***
- ***“Glasgow performs better than other local authorities, and I think it does the best it can with the money it is getting from Westminster.”***

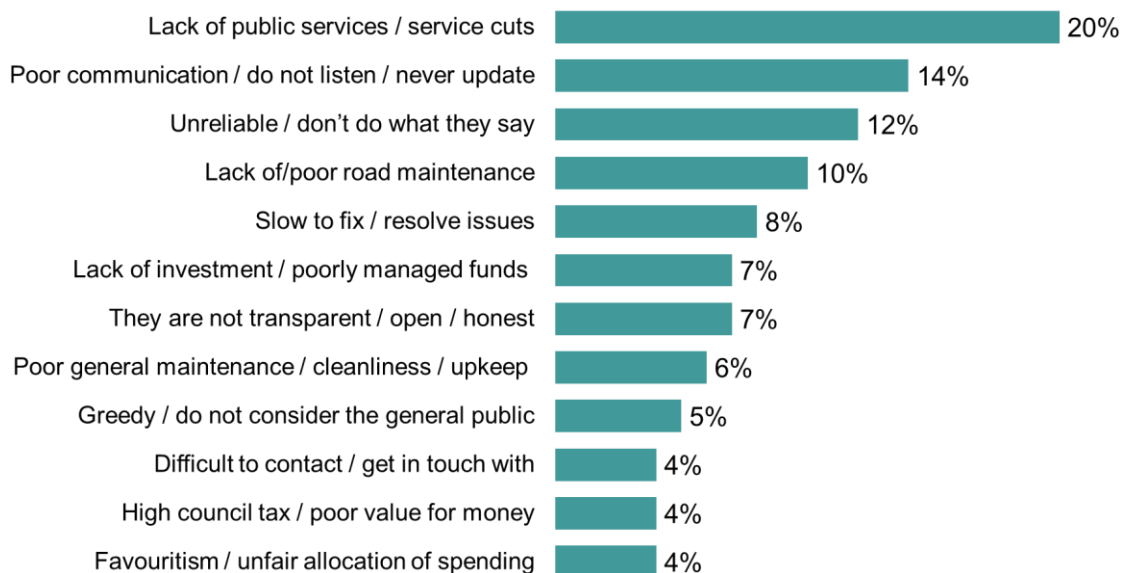
- ***“The money gets used better than in other areas. In Glasgow there is a greater emphasis on creativity and culture. I am impressed with parks. The quality of life seems to be better than a lot of other places in Scotland.”***
- ***“I have been in this country for five years and I see [the council] improving. There is still lots of work to be done, but they are getting better.”***

Reasons for not trusting the council

The main reasons given for not trusting the council were due to a perceived lack of services or cuts to services (20%), poor communication (14%), a sense that the council was unreliable (12%), and perceived issues with road maintenance (10%). Other reasons given were that the council was slow to resolve issues (8%), a lack of investment or poorly managed funds (7%) and lack of transparency (7%). The top answers given are shown in Figure 4.2.

Figure 4.2: Reasons for not trusting the council

Q. What are the main reasons why you don't trust the Glasgow City Council?



Base: All those who said they don't trust the council (310)

Source: Ipsos for Glasgow City Council

Examples of some specific reasons for not trusting the council are shown below (using respondents' verbatim comments).

- ***“Where is the money going? The council tax goes up, but budgets are being cut. You see potholes not being fixed, and so on.”***

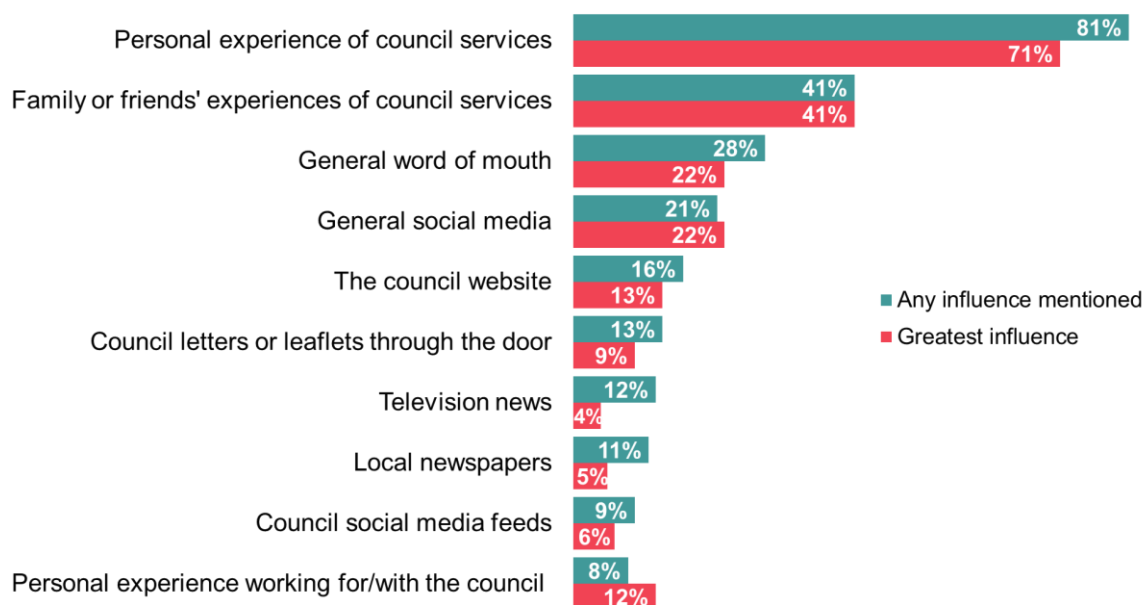
- *“They hide behind closed doors and all you hear of is [services] getting cut back and nothing moving forward.”*
- *“I feel they are not attending to the important things like road maintenance, and in general I think they are very remote. No one ever comes to my door to tell us what they are thinking of doing and to ask us about it. It’s as if they’re sitting in their ivory towers making decisions about our lives but not taking any input from residents.”*
- *“I don’t think they are transparent enough in how they use the money and how they are dealing with the city centre, for example the litter and graffiti.”*
- *“They are not available when you want to speak to them about council tax, not on the phone or on chat. They are quite unreachable.”*
- *“They say they’re going to do things and they don’t follow through. For example, there’s a waste ground near us where young kids congregate drinking and nothing gets done about it.”*
- *“Nothing is being done in the local area. They are spending money on stupid things that are no use to Glasgow, like re-doing George Square, which seems unnecessary and a total waste of time.”*

Factors influencing opinion of Glasgow City Council

The main factor influencing perceptions of the council was personal experiences of using services, with 81% naming this as the most important influence, followed by: family or friends' experiences (41%), general word of mouth (28%), social media (21%), and the council's website (16%). When asked the single greatest influence on their opinion, a similar pattern was seen (Figure 4.3).

Figure 4.3: Main factors influencing opinion of the council

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



Base: Any influence mentioned (1,023); greatest influence (250)

Source: Ipsos for Glasgow City Council

Respondents living in the North West were more likely to be influenced by personal experiences (90%, vs 76% in the North East and 75% in the South).

Younger respondents (aged 16-24) were more likely than average to be influenced by general social media (32%) and the council's own social media (14%). Older respondents (aged 60+) were more likely to say television news (17%).

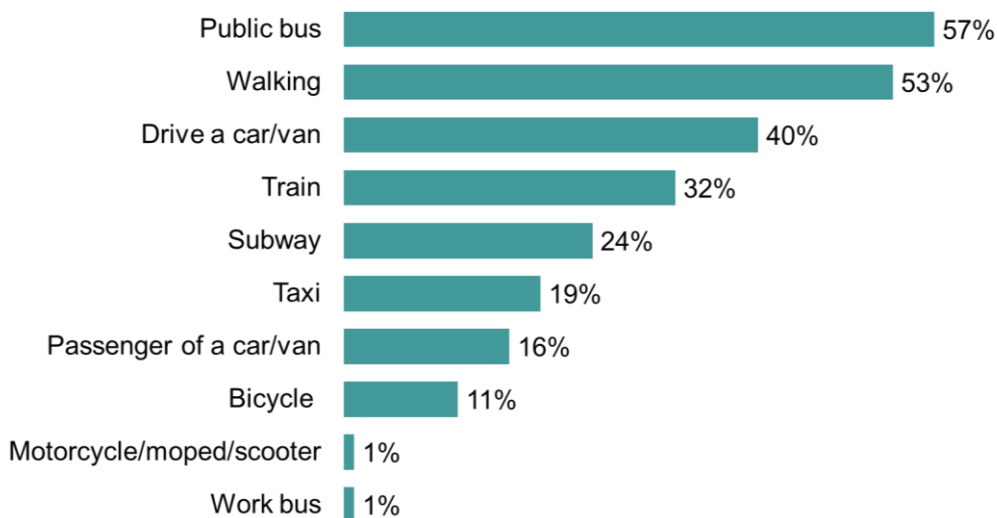
5 Transport and cycling

Modes of transport used for journeys around the city

The most common modes of transport used for journeys around Glasgow were public bus (57%), walking (53%), driving (40%), train (32%), and subway (24%). Around one-in-ten respondents (11%) cycled (Figure 5.1).

Figure 5.1: Modes of transport used

Q. Which of the following modes of transport do you use on a regular basis for journeys around Glasgow?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Cycling was more common among respondents in the North West (17% compared with 3% in the North East and 12% in the South), those aged 45-59 (20% vs 11% average), and ABC1s (16% vs 8% of C2DEs).

Those in the North West were also more likely than average to walk (63%) and travel by train (36%), while those in the South were more likely to travel by bus (62%) and by taxi (25%).

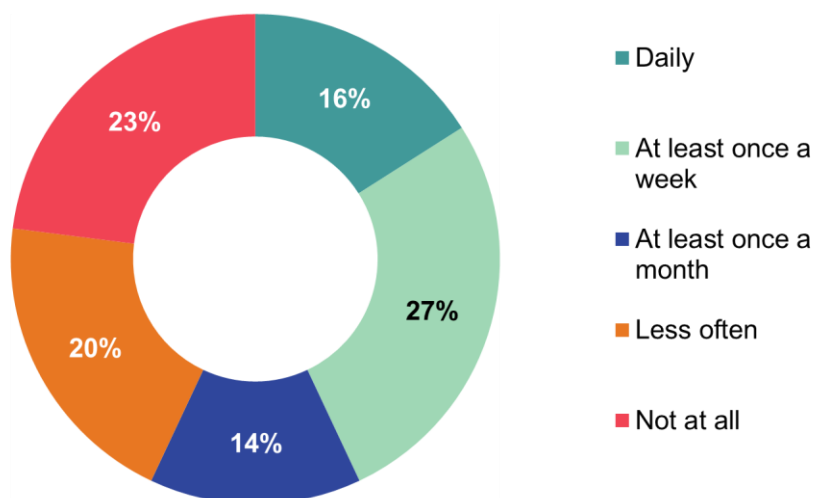
Frequency of cycling

Among those that did not cycle regularly, 16% had access to a bicycle. This was higher among those in the South (20%), 16-24 year olds (23%), 45-59 year olds (23%), and ABC1s (22%).

Of those that cycled and/or had access to a bicycle, 16% cycled every day, 27% at least once a week, and 14% at least once a month. One-in-five (20%) cycled less often than once a month, while 23% never cycled (Figure 5.2).

Figure 5.2: Frequency of cycling

Q. How often would you say you have used your bicycle over the last year?



Base: All those who do cycle on a regular basis and have access to a bike (256)

Source: Ipsos for Glasgow City Council

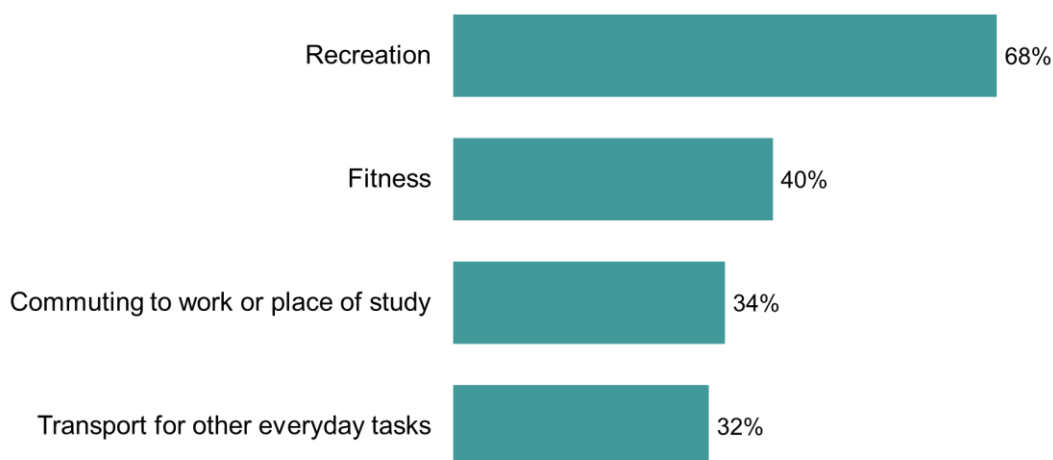
Daily cycling was more common among 35-44 year olds (26%), while cycling at least once a month was higher among 25-34 year olds (24%). Those that had access to a bike but never cycled were more likely to be women (31% vs 19% of men) and those aged 45-59 (33%).

Reasons for cycling

The main motivation for cycling was for recreation (68%), followed by fitness (40%), commuting (34%) and transport for everyday tasks such as shopping (32%) (Figure 5.3).

Figure 5.3: Reasons for cycling

Q. For which of these reasons do you cycle?



Base: All those who have cycled in the last year (195)

Source: Ipsos for Glasgow City Council

Cycling for recreation and for fitness were both higher than average among 45-59 year olds (84% and 53% respectively). Cycling for recreation was also higher among those with a child in the household (79% compared with 64% of those without children).

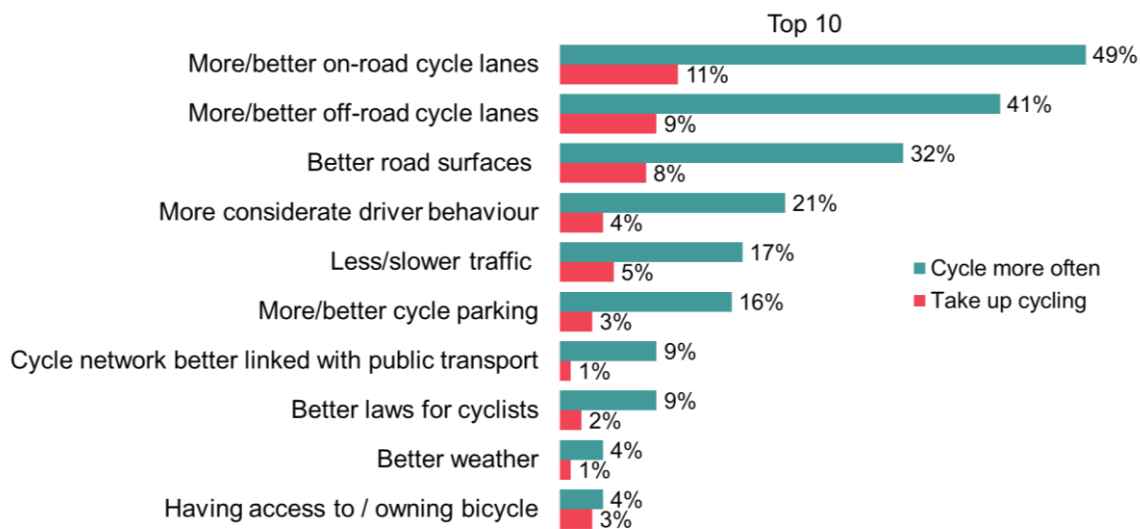
Encouraging more cycling

Among those that had cycled in the past year, half (49%) said that improved on-road cycle lanes would encourage them to cycle more often. Other factors that would encourage more cycling were improved off-road cycle lanes (41%), better road surfaces (32%), more considerate driver behaviour (21%), less or slower traffic (17%) and improved cycle parking (16%) (Figure 5.4).

Among those that had not cycled in the past year, two thirds (66%) said they were not interested in doing so. For those that were, improvements to cycle lanes and road surfaces were the top factors that would encourage them to take up cycling (Figure 5.4).

Figure 5.4: Factors that would encourage more cycling / uptake in cycling

Q. What, if anything, would encourage you to cycle more often?



Base: All those who have cycled in the last year (195);
All those who have not cycled in the last year (828)

Source: Ipsos for Glasgow City Council

6 Travelling into the city centre

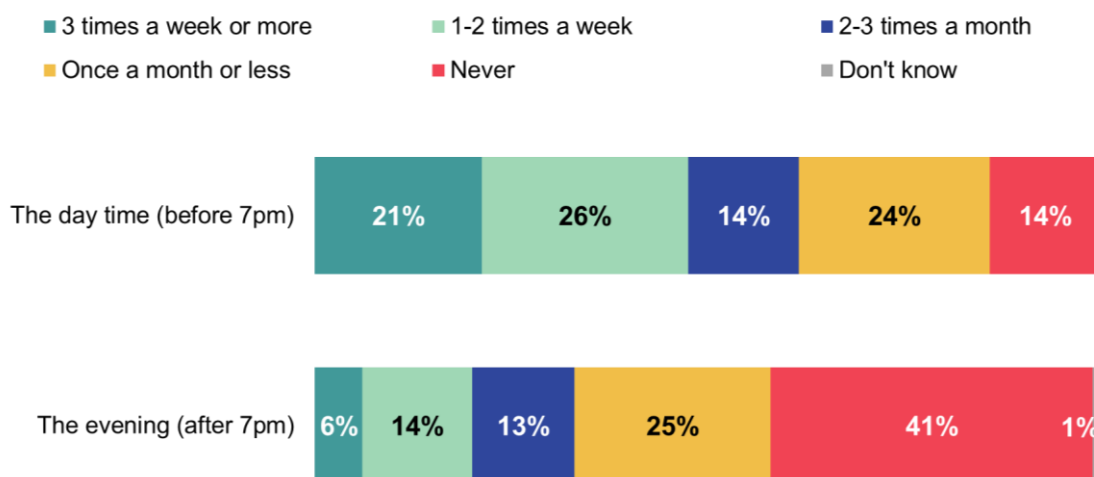
Frequency of travelling into the city centre

Just under half (47%) of respondents said they travelled into Glasgow city centre at least once a week during daytime hours (before 7pm) – 21% three or more times a week and 26% once or twice a week. Fourteen percent (14%) travelled into the centre in the daytime two or three times per month, and 24% once a month or less. The remaining 14% said they never travelled into the centre during the day.

Around one in five (21%) respondents travelled into the centre during the evening (after 7pm) at least once a week, while 13% did so two or three times a month and 25% once a month or less. Two in five (41%) never travelled into the centre during the evening (Figure 6.1).

Figure 6.1: Frequency of travel into Glasgow city centre (daytime and evening)

Q. How often, if at all, do you travel into Glasgow City Centre during...



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Regular travel into the city centre during the day was more common among men (50% went at least once a week vs 44% of women); 16-24 (68%) and 25-34 year olds (57% vs 47% average); minority ethnic respondents (66% vs 44% white respondents); and those in social grade ABC1 (53% vs 41% of C2DEs).

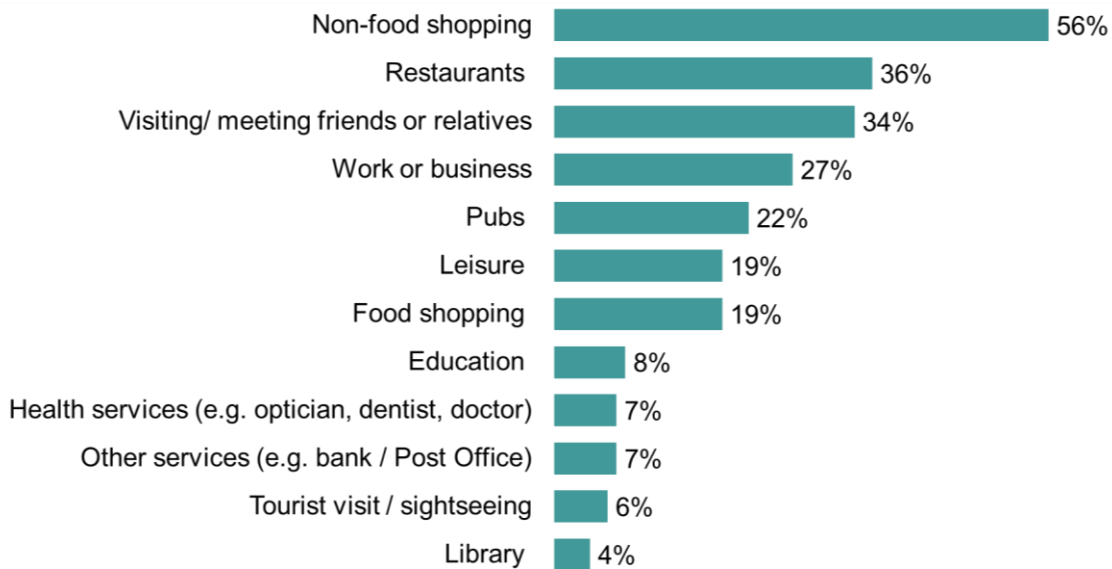
In the evening, the groups most likely to visit at least once a week were men (26% vs 16% of women); 16-24 year olds (42%) and 25-34 year olds (30% vs 21% average).

Main reasons for travelling to the city centre

The top reason for travelling into Glasgow city centre during the day was for non-food shopping (56%). Just over a third travelled into the centre to go to restaurants (36%) or visit friends and family (34%). Other reasons included work or business (27%), pubs (22%) leisure (such as sports, entertainment or museums) (19%) and food shopping (19%) (Figure 6.2).

Figure 6.2: Reasons for travelling into Glasgow city centre during daytime hours.

Q. What are your main reasons for travelling to the city centre in the daytime?



Base: All those who visit the city centre in daytime (873)

Source: Ipsos for Glasgow City Council

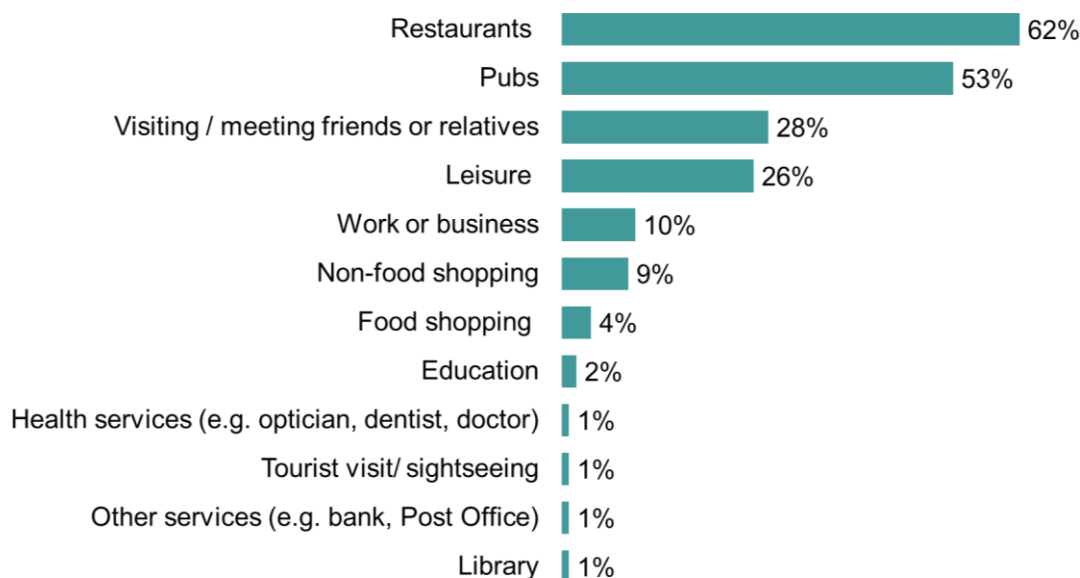
Reasons for traveling into the city centre during the day varied between the following groups:

- Women were more likely to visit for non-food shopping (61% vs 50% of men) or visiting friends and family (37% vs 31%). Men were more likely to visit for work (32% vs 22% of women) or leisure (22% vs 16%).
- Minority ethnic respondents were more likely than white respondents to visit for food shopping (31% vs 16%) and for education (16% vs 6%).
- Those in social grade ABC1 were more likely than C2DEs to visit the centre for restaurants (44% vs 30%) work (34% vs 20%) or the pub (28% vs 17%).
- Those in the South were more likely to visit for work (35%), while those in the North East were more likely to visit for food shopping (26%).

The main reasons for travelling to the city centre in evening were for restaurants (62%) and pubs (53%). Over a quarter visited to see friends or relatives (28%) or for other forms of leisure (26%). Around one in ten said they travelled into the city at night for work (10%) or non-food shopping (9%) (Figure 6.3).

Figure 6.3: Reasons for travelling into Glasgow city centre during the evening.

Q. And what are your main reasons for travelling to the city centre in the evening?



Base: All those who visit the city centre in the evening (586)

Source: Ipsos for Glasgow City Council

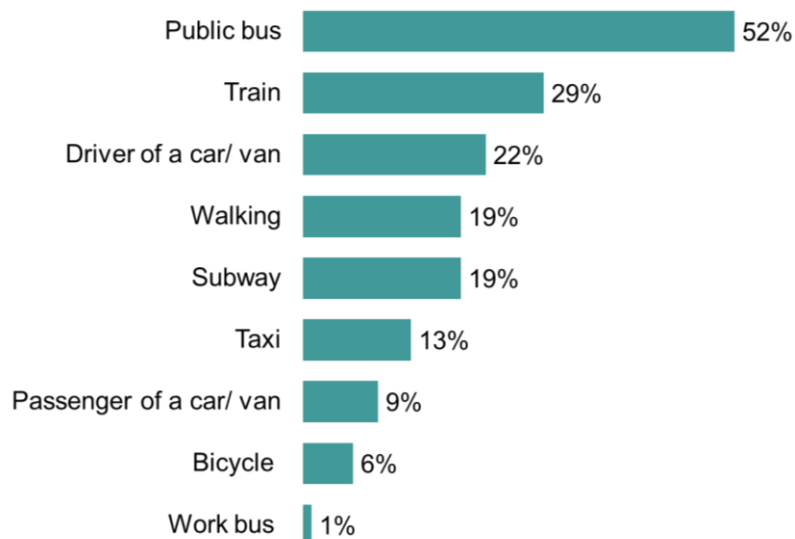
Those in the South were more likely than average visit the city centre in the evening for restaurants (67%) and leisure (33%). Visiting the centre to go to pubs was more common among 16-24 and 25-34 year olds (62% and 64%), and ABC1s (57% vs 49% C2DEs).

Modes of transport used to travel into the city centre

The most common method of transport used to travel into the city centre was a public bus (52%), followed by train (29%), driving (22%), walking (19%) and the subway (19%) (Figure 6.4).

Figure 6.4: Modes of transport used to travel into Glasgow city centre.

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



Base: All those who visit the city centre (898)

Source: Ipsos for Glasgow City Council

Respondents in the North-West were more likely than average to use the subway (30%), while those in the South were more likely to travel by bus (58%), train (34%), taxi (17%) or by driving (26%).

Those from social group ABC1 were more likely to use the train (36% vs 23% of C2DEs), subway (27% vs 12%) or to drive (25% vs 19%). C2DEs were more likely to take the bus (61% vs 42% of ABC1s).

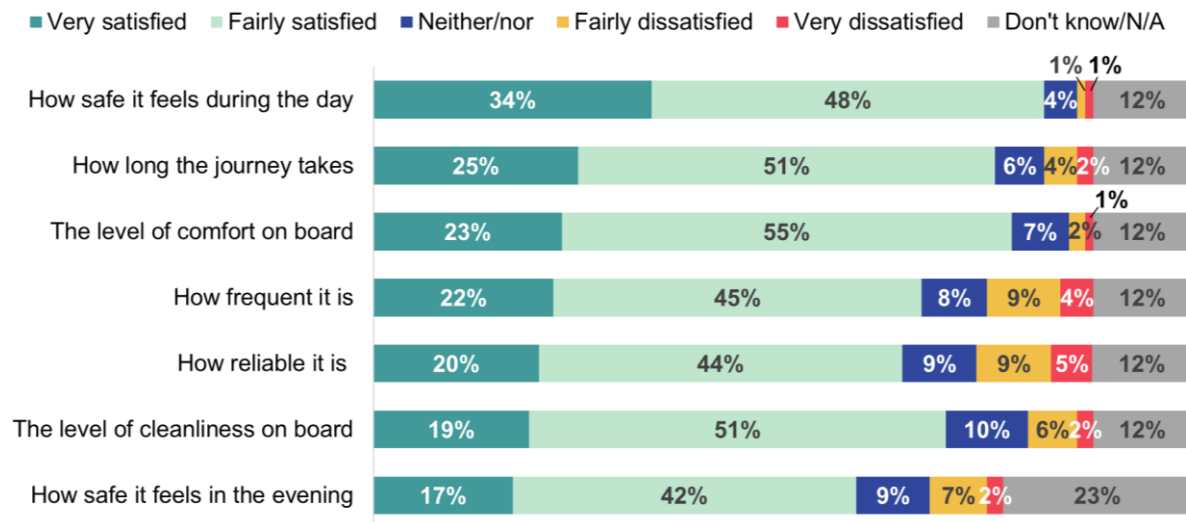
Satisfaction with public transport into the city centre

Respondents were asked about their level of satisfaction with different aspects of public transport available in their local area for travelling into the city centre.

Satisfaction was highest in relation to the safety of public transport during the day (82%), the level of comfort on board (78%), journey length (76%), and level of cleanliness (70%). Around two thirds were satisfied with the frequency (67%) and reliability (64%) of services, while 59% were satisfied with levels of safety in the evening (Figure 6.5).

Figure 6.5: Satisfaction aspects of public transport into Glasgow city centre

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



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Respondents in the South were more satisfied than average with the safety of public transport during the day (86% satisfied), but less satisfied with how frequent it was (19% dissatisfied).

Women were less satisfied with the safety of public transport into the city centre in the evening (13% dissatisfied vs 5% of men).

Young respondents (16-24 years) were more satisfied than average with frequency (78%), reliability (74%), journey length (85%), comfort on board (87%), safety during the day (90%) and in the evening (74%). Older respondents (60+) were less satisfied with the reliability (19% dissatisfied) and frequency (19%) of public transport.

Finally, minority ethnic respondents were more satisfied with reliability (75% vs 63% of white respondents) comfort (88% vs 77%) and safety during the day (89% vs 81%) and in the evening (67% vs 57%).

7 Flood management

Experience of flooding

The vast majority (95%) of respondents said that, as far as they were aware, the property they currently lived in had never been affected by flooding. A small proportion (3%) said their properties had been affected by flooding. As this represents fewer than 50 respondents, the number of times a response has been selected (N) is given rather than the percentage.

Among those that had been affected by flooding, about half of respondents (15) said the property had been flooded once, while 14 had been flooded twice or more, with 5 of those having been flooded more than four times.

The main cause of flooding was a blocked drain or inadequate drainage (13 respondents). Other causes, mentioned by fewer respondents, were water coming from a neighbouring property (4), a leaky roof (3) and a river or burn overflowing (3) (Table 7.1).

Table 7.1: Main causes of flooding

Main cause of flooding	Number of respondents
A blocked drain or inadequate drainage	13
Water coming in from a neighbouring property	4
Leaky roof	3
A river or burn overflowing / bursting its banks	3
Water flowing from fields or other open ground	2
Water coming out of a sewer manhole	2
Water from a leaking home appliance	2
Water flowing from the street	1
<i>Base: Those that had been affected by flooding</i>	32

Of the 32 respondents that had been affected by flooding, only five had been aware that there was a flood risk to the property (either when purchasing or renting the property, through word of mouth, or through other means).

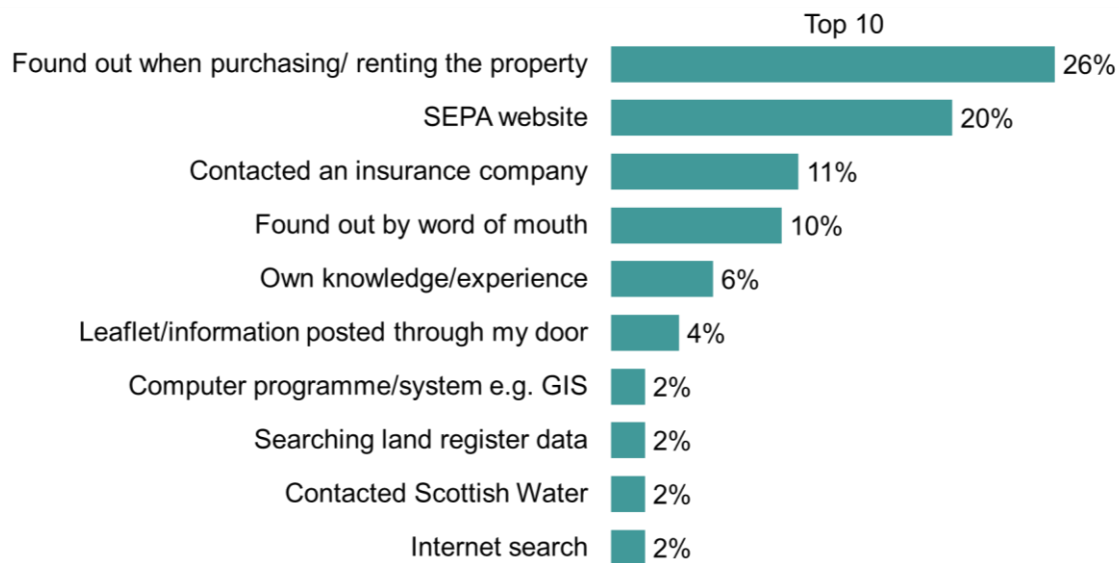
Checking for flood risk

Among those that had not been affected by flooding, the majority (93%) had never checked if their property was at risk. Of the 5% of respondents that had checked, 14% had discovered that their properties were at risk of flooding.

For those that had checked for flood risk, a quarter (26%) had done this when purchasing or renting the property, while 20% had used the Scottish Environmental Protection Agency (SEPA) website, 11% had contacted an insurance company and 10% found out by word of mouth (Figure 7.1).

Figure 7.1: Ways of checking property flood risk

Q. How did you check whether or not your property is at risk of flooding?



Base: All those who had not been affected by flooding but checked if their property was at risk (50)

Source: Ipsos for Glasgow City Council

Preparing for floods

The vast majority (94%) of respondents had taken no action to prepare their property for potential flood risk. Any actions that had been taken were mentioned by small proportions of respondents, including: identifying how to turn off utilities (2%), preparing a plan for how to react (1%), having a list of emergency numbers (1%) and raising electric sockets higher up the wall (1%).

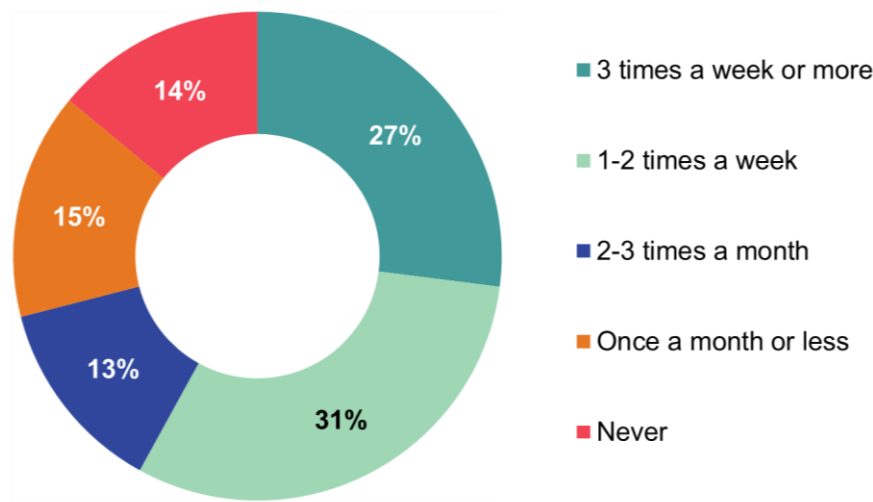
8 Parks and green spaces

Frequency of visits to parks and green spaces

Over half (58%) of respondents visited parks or green spaces at least once a week (27% three or more times a week, 31% one or two times a week). A further 13% visited them two or three times a month, 15% did so once a month or less, and 14% never visited. (Figure 8.1).

Figure 8.1: Frequency of visits to parks or green spaces

Q. How often do you visit parks or green spaces?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

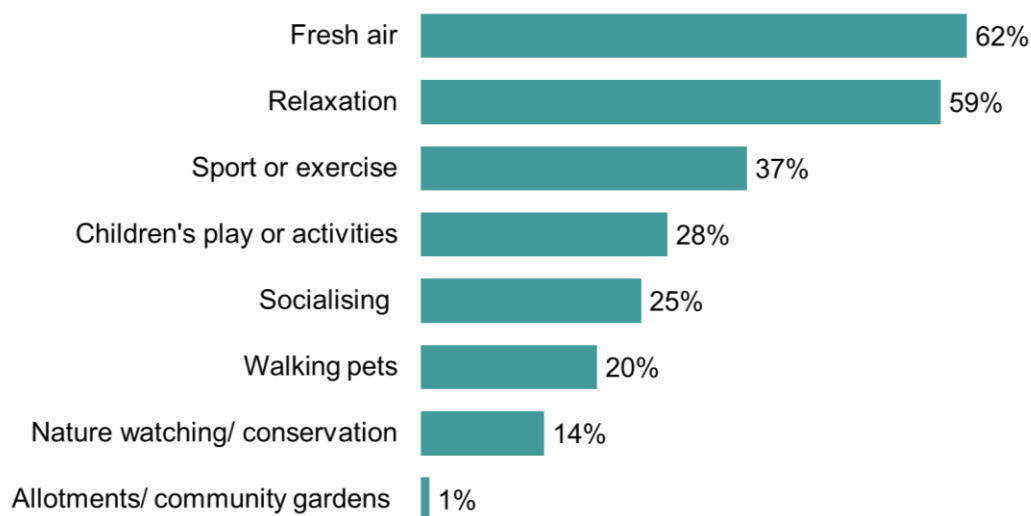
Visits to parks or green spaces were more common among respondents in the North West (63% visited at least once week, compared with 48% in the North East and 61% in the South) and among ABC1s (69% compared with 49% of C2DEs). Younger people visited more regularly than older people – 67% of 16-24 and 68% of 25-34 year olds visited at least once a week, compared with 38% of 60+ year olds.

Reasons for visiting parks and green spaces

The main reasons for visiting parks or green spaces were for fresh air (62%) and relaxation (59%). These were followed by sport and exercise (37%), children's play or activities (28%), socialising (25%) walking pets (20%), and nature watching or conservation (14%) (Figure 8.2).

Figure 8.2: Reasons for visiting parks or green spaces

Q. What are your reasons for visiting parks or green spaces?



Base: All those who have visited green spaces (879)

Source: Ipsos for Glasgow City Council

Younger respondents (16-24 years) were more likely to visit parks or green spaces to socialise (39%), while 35-44 years olds were more likely to do so for children's play or activities (49%).

9 Climate emergency

Protecting from heat in the summer

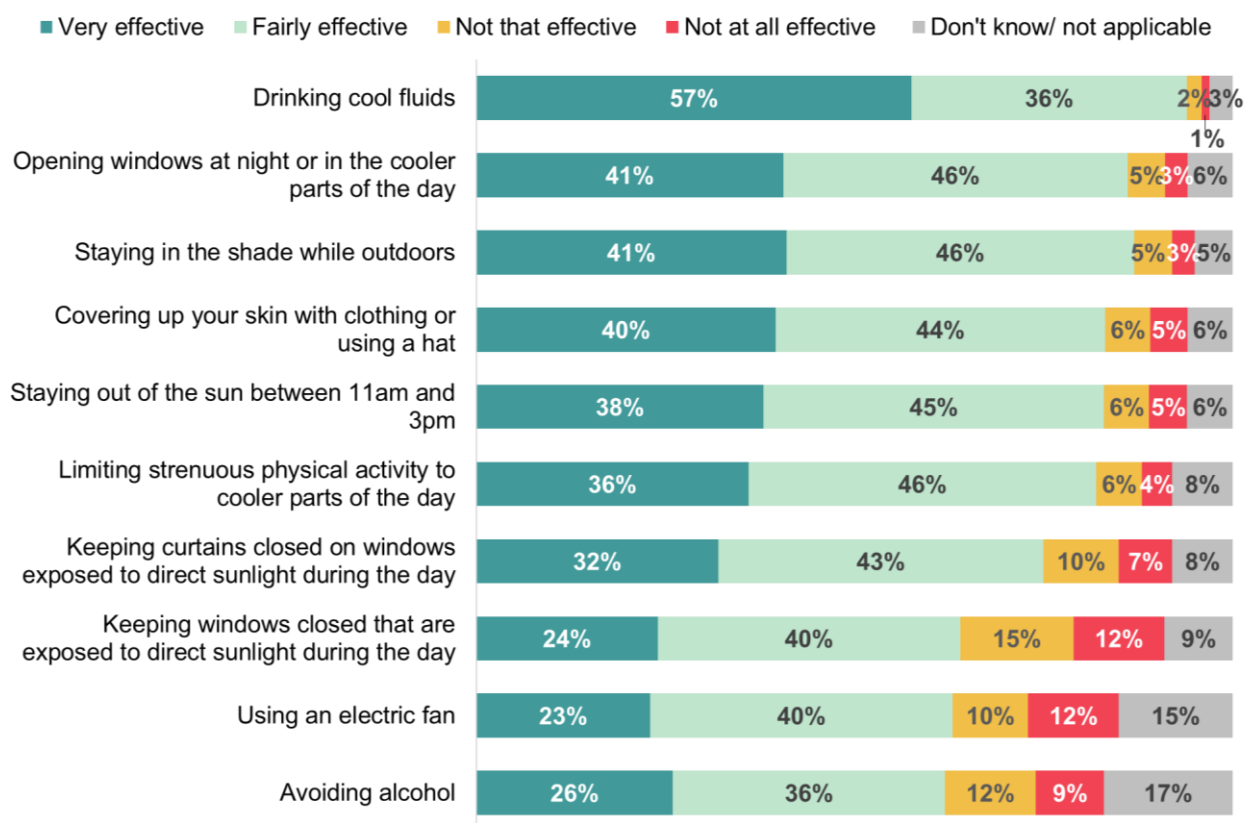
Respondents were asked how effective, or otherwise, they felt a range of actions were at protecting them from heat in the summer.

Each of the actions was considered effective by a majority of respondents. The actions considered most effective were drinking cool fluids (94% said this was very or fairly effective), staying in the shade while outdoors (87%), opening windows at night or in cooler parts of the day (87%), covering skin or wearing a hat (84%), staying out of the sun between 11am and 3pm (83%) and limiting strenuous physical activity to cooler parts of the day (83%) (Figure 9.1).

Actions considered least effective were keeping windows that were exposed to sunlight closed (27% said not that/not at all effective), using an electric fan (22%) and avoiding alcohol (21%).

Figure 9.1: Effectiveness of actions to protect from heat in summer

Q. How effective or otherwise, do you think the following actions are at protecting you from heat in the summer?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Younger respondents (16-24 years old) were less likely to consider the following actions to be effective: avoiding alcohol (28% said this was not effective), covering up skin or wearing a hat (17%), and limiting strenuous activity (16%).

Reducing harm to health during hot weather

Actions taken by respondents to protect themselves

Respondents were asked how often they took actions that could reduce harm to their health in hot weather. The most common actions were those that respondents had already said were most effective at protecting from heat: drinking cold fluids (85% always or often did this), opening windows at night or in cooler parts of the day (72%) and staying in the shade (65%).

Over half said they covered up skin with clothing or wore a hat (61%), limited strenuous physical activity to cooler parts of the day (61%), kept curtains on windows exposed to direct sunlight closed (56%) and stayed out of the sun during 11am and 3pm (56%).

Actions taken least often were seeking professional health advice (59% rarely or never did this), using an electric fan (40%), keeping windows exposed to direct sunlight closed (24%) and avoiding alcohol (21%) (Table 9.1).

Table 9.1: Frequency of taking actions to reduce harm to health

Q. During hot weather how often, if at all, do you take the following actions to reduce harm to your health?							
Action	Always/ often	Always	Often	Occas- ionally	Rarely	Never	Don't know/ N/A
Drink cold fluids	85	46	39	5	1	1	8
Open windows at night or in cooler parts of the day	72	32	40	11	4	5	9
Stay in the shade	65	23	42	19	5	4	8
Cover up your skin with clothing or wear a hat	61	25	36	16	6	8	8
Limit strenuous physical activity to the cooler parts of the day	61	22	39	16	6	5	12
Keep curtains closed on windows exposed to direct sunlight during the day	56	21	35	14	9	11	10
Stay out of the sun between 11am and 3pm	56	20	36	19	10	7	9
Keep windows closed that are exposed to direct sunlight during the day	53	20	33	14	10	14	10
Avoid alcohol	42	18	24	19	10	11	18
Use an electric fan	34	11	23	13	9	31	12
Seek professional health advice	20	7	13	8	14	45	14

Base: All respondents (1,023)

Women and those aged over 75 were both more likely to: stay out of the sun between 11am and 3pm (60% and 67% respectively always or often did this), stay in the shade (70% and 82%) and cover up their skin (65% and 78%). Over 75s were also more likely to drink cold fluids (94%).

Actions taken by respondents to protect others

In terms of protecting others (including children, older people, and those with an illness), the most common actions respondents had taken were similar to those taken for themselves: ensuring they had cool fluids to drink (47% always or often did this), covering up their skin with clothing or a hat (43%), ensuring they stayed in the shade (42%), and opening windows at night or in cooler parts of the day (41%) (Table 9.2).

Table 9.2: Frequency of taking action to reduce harm to others' health

Q. And during hot weather how often, if at all, do you take the following actions to reduce harm to the health of others, including children, older people and those with an illness?							
Action	Always/ often	Always	Often	Occasi onally	Rarely	Never	Don't know/ N/A
Ensure they have cool fluids to drink	47	30	17	2	1	5	46
Cover up their skin with clothing or a hat	43	23	20	3	2	6	46
Ensure they stay in the shade	42	20	22	5	2	5	46
Open windows at night or in cooler parts of the day	41	20	21	5	2	6	46
Ensure they limit strenuous physical activity to the cooler parts of the day	39	19	20	5	3	7	46
Ensure they stay out of the sun between 11am and 3pm	39	19	20	8	2	5	46
Keep curtains closed on windows exposed to direct sunlight during the day	37	18	19	6	3	8	46
Keep windows closed that are exposed to direct sunlight during the day	36	17	19	5	4	9	46
Avoid providing alcohol	30	18	12	4	3	7	56
Use an electric fan	24	10	14	6	6	16	48
Seek professional health advice	20	11	9	6	8	18	48

Base: All respondents (1,023)

Respondents with children in the household were more likely than average to have (always or often) taken each of the actions listed.

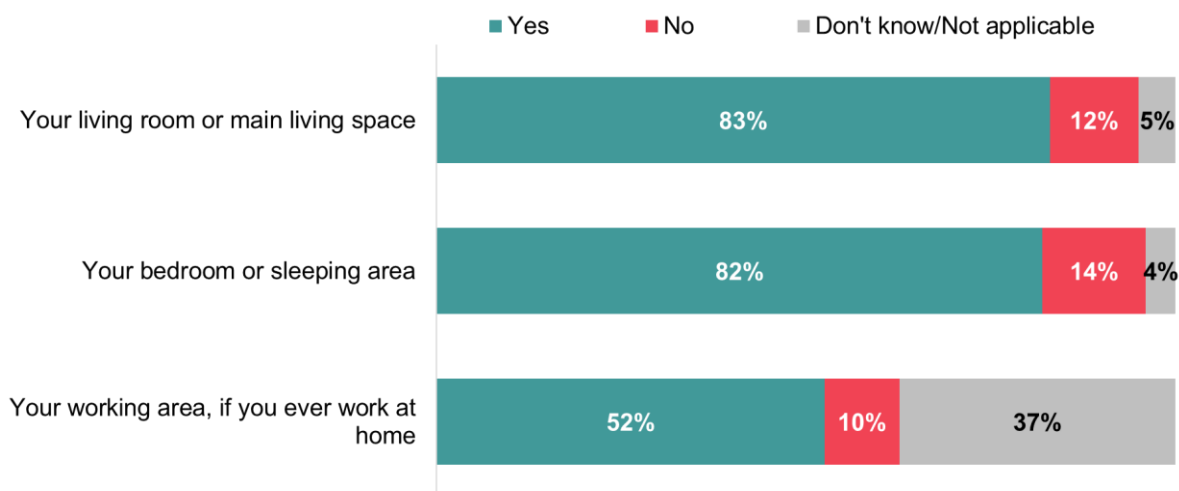
Keeping homes cool in hot weather

Ability to keep rooms cool

Most respondents said they were able to keep their living room (83%) and their bedroom (82%) cool during hot summer weather. Just over half (52%) said they could keep their working area cool (37% said don't know or not applicable, suggesting they did not have such an area in their homes) (Figure 9.2).

Figure 9.2: Ability to keep rooms cool

Q. Are you able to keep the following rooms cool during hot summer weather?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Keeping rooms cool was more difficult for those living in households where someone had a disability – they were more likely to say they could not keep bedrooms (17%) or living areas (16%) cool (compared with 12% and 11% among those without disabilities).

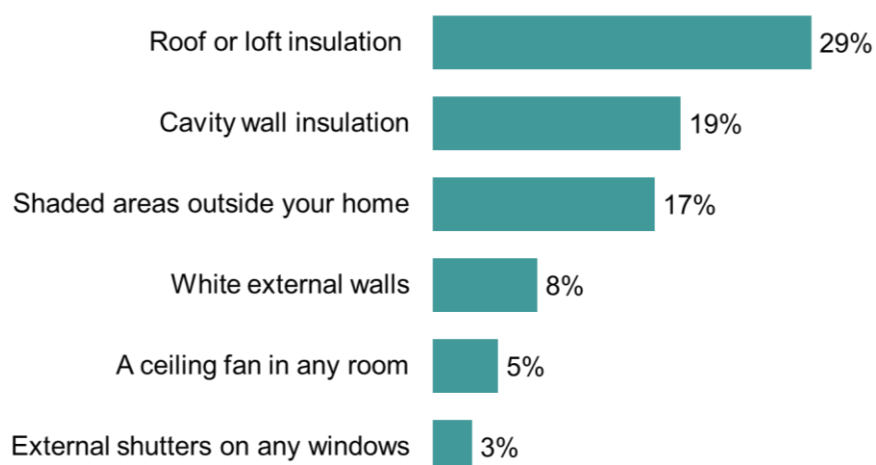
Those with a child in household were also more likely to struggle to keep bedrooms cool (17% were unable to vs 12% of those without children).

Measures in place to keep homes cool

To help keep their homes cool, 29% of respondents had roof or loft insulation, while 19% had cavity wall insulation and 17% had shaded areas outside their home, such as awnings or trees. Fewer than one-in-ten said they had white external walls (8%), ceiling fans (5%), or external shutters on windows (3%) (Figure 9.3).

Figure 9.3: Measures in place to keep homes cool

Q. Which, if any of the following, does your home have to help keep it cool?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Certain measures were more common among respondents living in the less deprived parts of the city⁶. Those in the least deprived areas were more likely than average to have roof or loft insulation (49%), shaded areas outside the home (33%), and external shutters on windows (8%).

⁶ References to most and least deprived are based on the Scottish Government's Scottish Index of Multiple Deprivation (SIMD). SIMD looks at the extent to which an area is deprived across measures including income, employment, education, health, access to services, crime and housing.

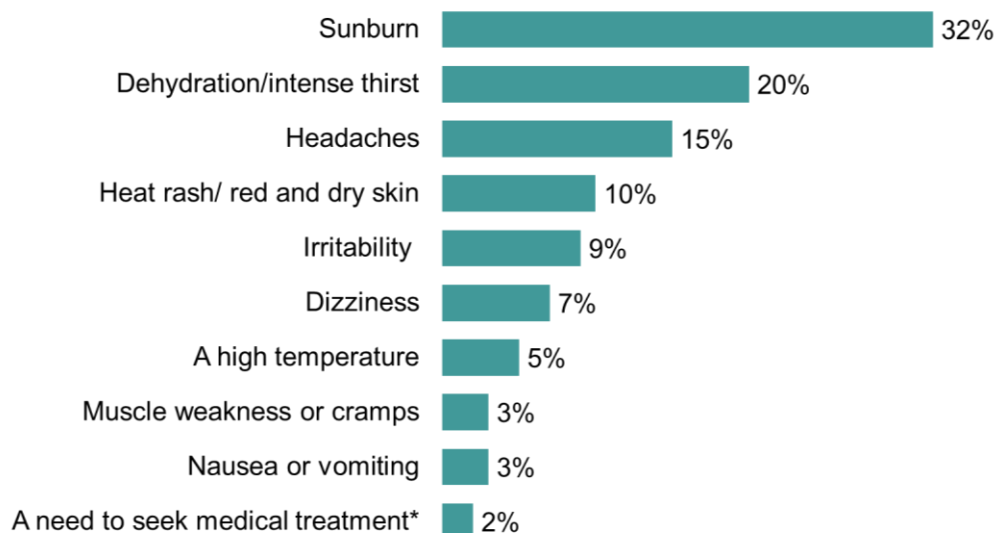
Impacts of hot weather

Health impacts

Over half (52%) of respondents had experienced health impacts as a result of hot weather or heat in the last few years. The most common impacts were sunburn (32%), dehydration or intense thirst (20%) and headaches (15%). Around one-in-ten had experienced a heat rash or red and dry skin (10%) and irritability (9%) (Figure 9.4).

Figure 9.4: Experience of health impacts from hot weather or heat⁷

Q. Over the last few years which, if any, of the following have you experienced as result of hot weather or heat?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Experience of sunburn was more common among 16-24 (44%) and 25-34 year olds (42%). Headaches and dizziness were also higher than average among 16-24 year olds (23% and 13%).

Respondents in households with a disability were more likely to have experienced headaches (21%), heat rash (13%), irritability (13%), dizziness (12%), nausea or vomiting (7%) and a need to seek medical treatment (7%).

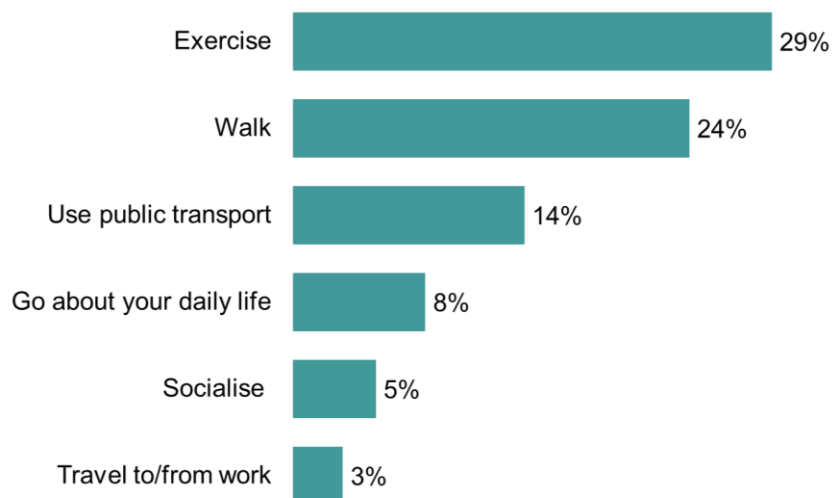
Disruption to activities

In the last few years, under half (47%) of respondents had found it too hot outside to carry out at least one activity. The activities most impacted were exercise (29%) and walking (24%), followed by using public transport (14%), going about daily life (8%), socialising (5%) and travelling to and from work (3%) (Figure 9.5).

⁷ The full wording used in the answer was "A need to contact a GP or NHS 111, call an ambulance, or go to hospital or Accident & Emergency."

Figure 9.5: Activities that have been restricted by hot weather

Q. Over the last few years which, if any, of the following have you found it too hot outside to do?



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

As seen earlier in relation to heat impacts, households with a disability were more likely to have experienced disruption. Respondents in these households were more likely to have found it too hot to walk (35%), go about daily life (14%) and socialise (10%). Those aged 75 and over were also more likely to say heat had prevented them from walking outside (38%).

10 Community sentences

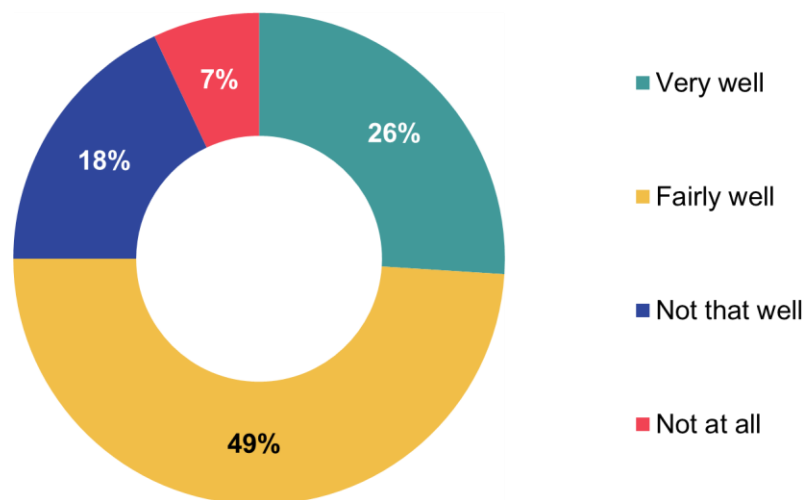
Awareness and understanding of community sentences

Over half (59%) of respondents were aware of the term “community sentence” while 38% were not.

Among those that were aware of the term, three quarters (75%) said they understood it either very well (26%) or fairly well (49%). Eighteen percent (18%) said they understood it not that well and 7% not at all (Figure 10.1).

Figure 10.1: Understanding of the term “Community sentence”.

Q. Before today, how well did you understand the term Community Sentence?



Base: All those aware of the term Community Sentences (603)

Source: Ipsos for Glasgow City Council

Perceptions of community sentences

Respondents were asked to what extent they agreed or disagreed with a list of statements related to community sentences.

Participants most strongly supported two statements: “people who commit offences should be made to give something back to the communities they have harmed” (78% strongly/tended to agree) and “people who commit offences should be supported with services which aim to reduce further offending” (77%) (Figure 10.2).

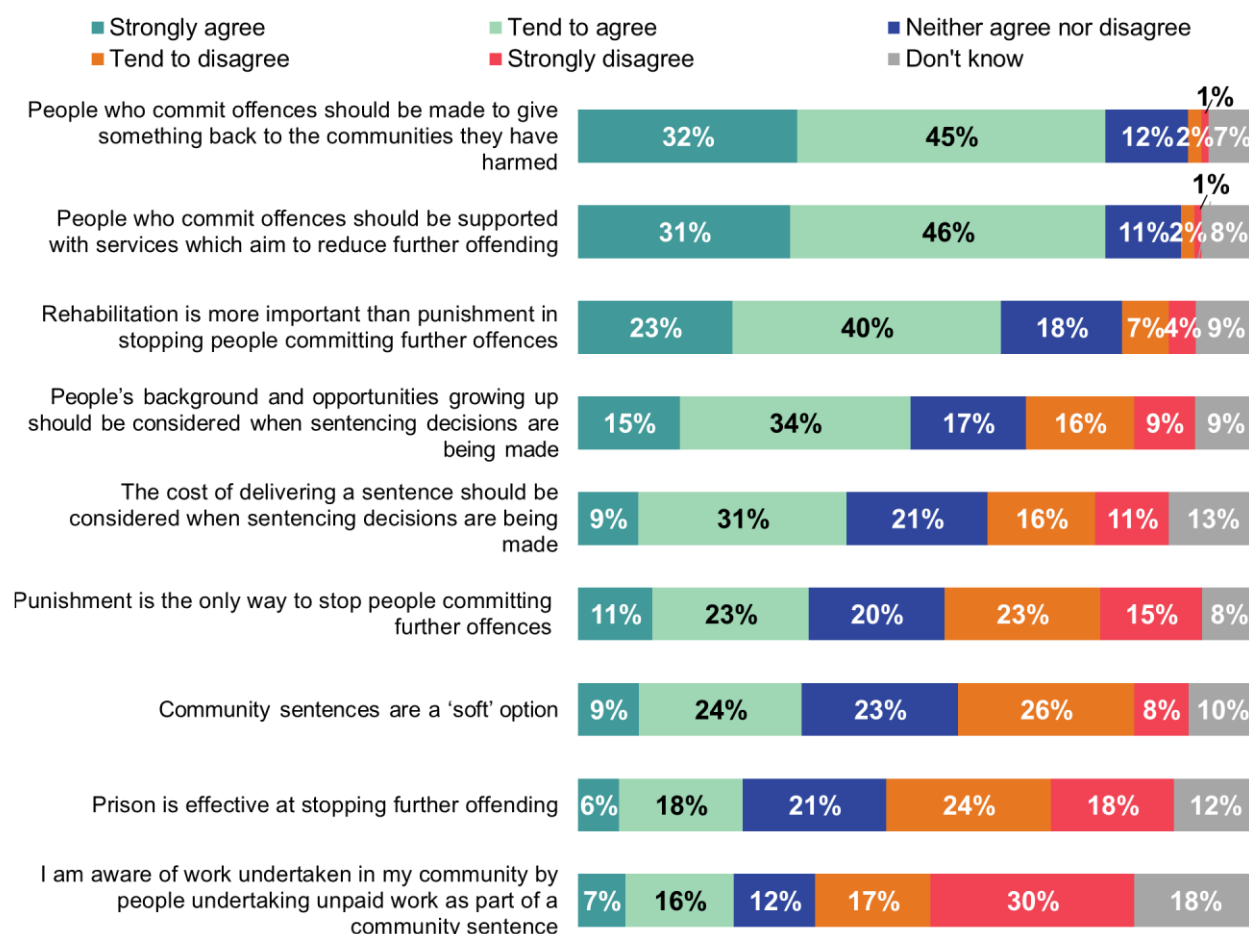
Almost two thirds (62%) agreed with the statement “rehabilitation is more important than punishment in stopping people committing further offences”. Around half (49%) agreed that “people’s background and opportunities growing up should be considered when sentencing decisions are being made”.

A further 40% of respondents agreed that “the cost of delivering a sentence should be considered when sentencing decisions are made” and 34% agreed that “punishment is the only way to stop people committing further offences”. A third (33%) of respondents agreed that “community sentences are a ‘soft’ option” and around one in four (24%) agreed that “prison is effective at stopping further offending”.

Finally, 23% agreed with the statement “I am aware of work undertaken in my community by people undertaking unpaid work as part of a community sentence”.

Figure 10.2: Level of agreement with statements related to community sentences.

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



Base: All respondents (1,023)

Source: Ipsos for Glasgow City Council

Significant differences were seen between those living in South and the North East, as well as by age and social grade (Table 10.1.)

Those in the South, ABC1s and younger respondents tended to agree with statements that were supportive of rehabilitation and the provision of support services aimed at reducing reoffending. Those in the North East, ABC1s and older respondents tended to agree with statements that favoured punishment, the use of prison, and were more critical of community sentences.

Table 10.1: Variation in levels of agreement with statements related to community sentences

Action	More likely to agree (%)	More likely to disagree (%)
People who commit offences should be made to give something back to the communities they have harmed.	South (83)	
People who commit offences should be supported with services which aim to reduce further offending.	South (86) ABC1 (83)	
Rehabilitation is more important than punishment in stopping people committing further offences.	South (72) ABC1 (69) 25-34 years (73)	C2DE (14) 60+ years (21)
People's background and opportunities growing up should be considered when sentencing decisions are being made.	South (60) ABC1 (53)	North East (31) C2DE (29)
The cost of delivering a sentence should be considered when sentencing decisions are being made.	South (47)	
Punishment is the only way to stop people committing further offences.	North East (44) C2DE (41) 60+ (44)	South (45) ABC1 (50)
Community sentences are a 'soft' option.	North East (41) C2DE (36) 60+ (46)	South (42) ABC1 (43) 25-34 (40)
Prison is effective at stopping further offending.	North East (35) C2DE (28)	ABC1 (48)
I am aware of work undertaken in my community by people undertaking unpaid work as part of a community sentence.	North East (28) C2DE (27)	ABC1 (57)

11 Hate crime and harassment

Worry about hate crime or harassment

Seventeen percent (17%) of respondents worried about being insulted, pestered or intimidated based on their protected characteristics. This was lower than the levels seen in 2019 (22%) and 2017 (25%) – but comparisons with previous years should be treated with caution, due to changes in the way the question was asked⁸.

In terms of specific characteristics, 8% worried being insulted, pestered or intimidated in relation to their sex, 7% in relation to their ethnic origin, race or nationality, 5% in relation to their religion or their disability, and 4% in relation to their age, their sexual orientation, or their gender identity (Table 11.1).

Levels of concern about hate crime and harassment have remained similar to those seen in 2019. Comparison with previous years is not possible in relation to sex and gender identity, as these were asked about differently in this wave.

Table 11.1: Worry about being insulted, pestered or intimidated – 2015-2023

Characteristic	2015	2017	2019	2023
Your sex	-	-	-	8
Your ethnic origin, race or nationality	5	9	6	7
A disability or condition you have, including learning disabilities or mental health conditions	5	8	6	5
Your religion	5	8	6	5
Your age	4	6	4	4
Your sexual orientation	2	5	3	4
Your gender identity, including transgender or non-binary identities	-	-	-	4
<i>Base: All respondents</i>	<i>1,021</i>	<i>1,045</i>	<i>1,065</i>	<i>1,023</i>

Almost a third (31%) of minority ethnic respondents were concerned about hate crime or harassment due to ethnic origin, race or nationality (compared with 3% of white respondents). Minority ethnic respondents were also more likely to worry in relation to their religion (19% vs 3%), sex (13% vs 7%) and age (10% vs 4%).

Women were more worried than men about hate crime or harassment based on sex (13% vs 2%).

⁸ In 2019, the list of possible characteristics that respondents might be worried about included "sectarianism", "gender", and "trans status including non-binary identities". In 2023, the question did not include "sectarianism", and included the options of "sex" and "gender identity include any trans or non-binary status" which differed from 2019.

Experience of hate crime and harassment

Twelve percent (12%) of respondents had been insulted, pestered or intimidated, by someone who was not a member of their household, on the basis of one of the characteristics outlined above. This was in line with the national-level figure of 13% reported in the Scottish Crime and Justice Survey (SCJS) in 2019/2020⁹. The proportion experiencing hate crime and harassment this year was lower than in the 2019 (15%) and 2017 (15%) Glasgow Household Surveys, but those comparisons should again be treated with caution due to changes in the way the question was asked¹⁰.

Experience of hate crime and harassment was higher among minority ethnic respondents (23% compared with 11% of white respondents) and was higher than average among 16-24 year olds (20%).

Of those that had experienced hate crime or harassment, 28% said this was on account of their sex, and 28% said it was because of their ethnic origin, race or nationality. A further 15% said it was motivated by their religion, 11% their sexual orientation, 11% their disability, 10% their age and 5% their gender identity (Table 11.2).

Table 11.2: Experience of being insulted, pestered or intimidated – 2015-2023

Characteristic	2015	2017	2019	2023
Your sex	-	-	-	28
Your ethnic origin, race or nationality	33	27	22	28
Your religion	15	23	13	15
Your sexual orientation	10	6	9	11
A disability or condition you have, including learning disabilities or mental health conditions	15	18	13	11
Your age	19	17	7	10
Your gender identity, including transgender or non-binary identities	-	-	-	5
<i>Base: All who had been insulted, pestered or intimidated in the past 12 months</i>	124	155	155	127

Certain groups were more likely to have experienced hate crime and harassment motivated by particular characteristics. Experience of hate crime and harassment on account of ethnic origin, race or nationality was higher among minority ethnic respondents (75% compared with 11% of white respondents). Incidents motivated by sex were higher among women (46% vs 2% of men) and those motivated by disability were higher among respondents with a disability in the household (27% vs 2% of those without).

⁹ Findings from the SCJS are available on the Scottish Government website at this link <https://www.gov.scot/publications/scottish-crime-justice-survey-2019-20-main-findings/pages/14/>

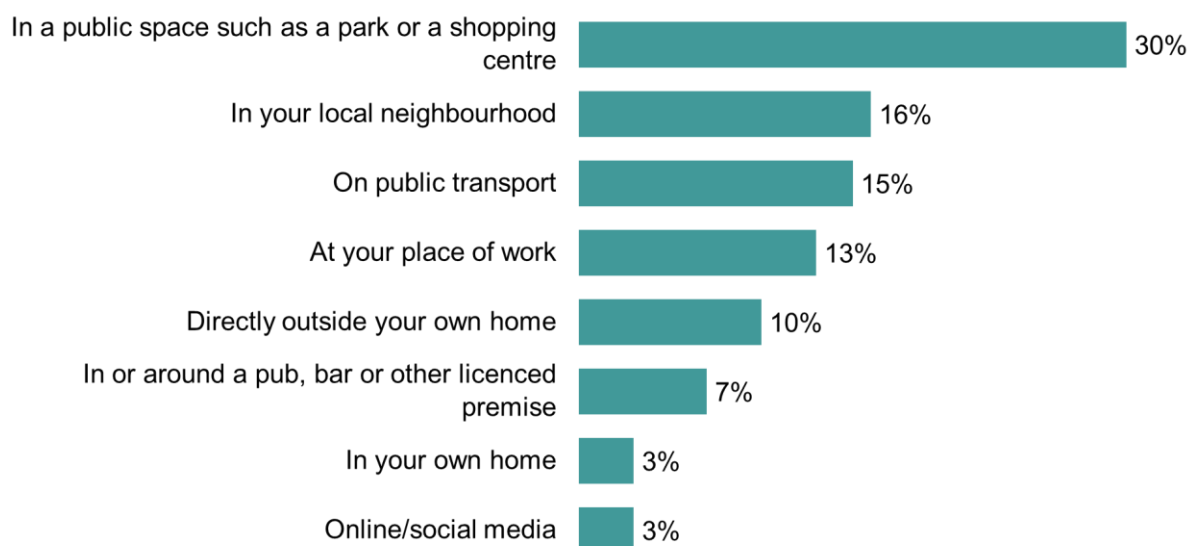
¹⁰ This year respondents were asked if they had been insulted, pestered or intimidated based on any of the characteristics they had been shown in the previous question. As those characteristics were different, for example excluding "sectarianism" this year, (see footnote 7) the findings are not directly comparable.

Location and nature of hate crime and harassment

Incidents of hate crime and harassment had most often taken place in a public space, such as a park or shopping centre (30%), followed by in respondents' local neighbourhood (16%), on public transport (15%), at their place of work (13%), and directly outside their own home (10%) (Figure 11.1).

Figure 11.1: Location of hate crime or harassment incident

Q. Thinking about the most recent incident, where did the incident it take place?

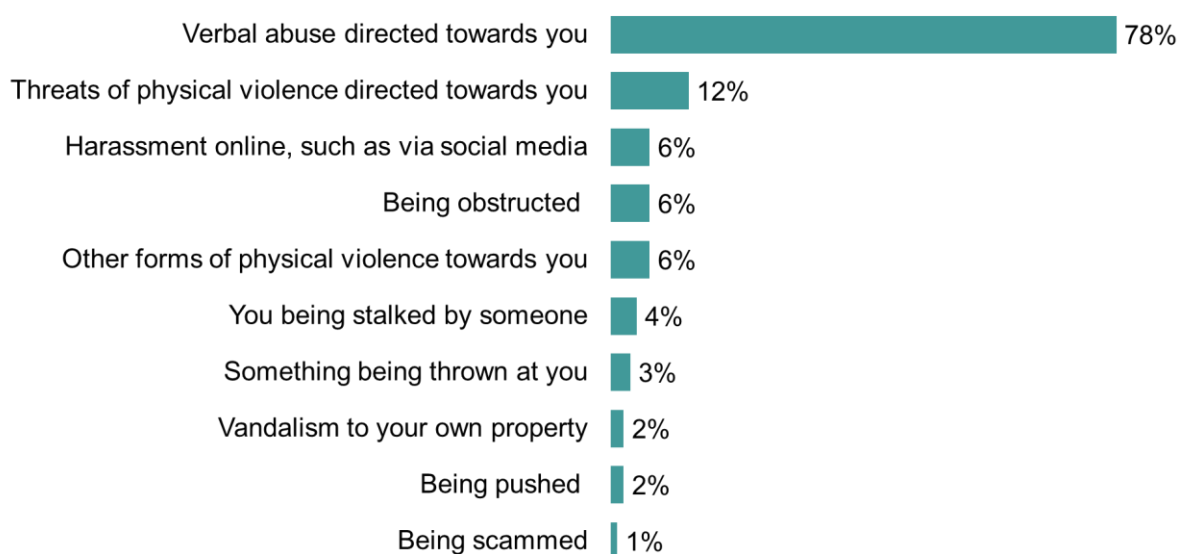


Base: All those who have been insulted, pestered or intimidated in the last 12 months (127) Source: Ipsos for Glasgow City Council

Most incidents (78%) involved verbal abuse. Around one in ten (12%) had experienced threats of physical violence, while 6% had experienced harassment online, being obstructed, and other forms of physical violence (Figure 11.2).

Figure 11.2: Nature of hate crime and harassment experienced

Q. Thinking about the most recent incident, did it involve any of the following types of behaviour?



Base: All those who have been insulted, pestered or intimidated in the last 12 months (127) Source: Ipsos for Glasgow City Council

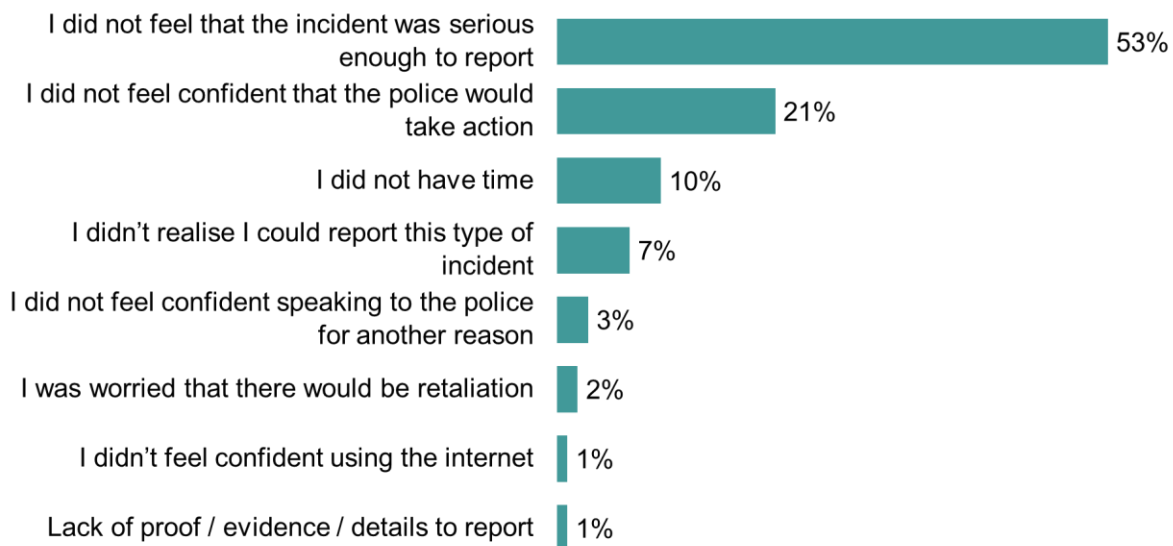
Reporting hate crime and harassment

Among those that had been insulted, pestered or intimidated, 17% had reported the most recent incident – 12% had reported it to the police, and 5% somewhere else. Most (79%) had not reported the incident. This was similar to the findings in 2019 (when 76% did not report).

The main reason for not reporting hate crime and harassment was a perception that the incident was not serious enough to report (53%). One in five (21%) did not feel confident that the police would take action, while 10% said they did not have time and 7% did not realise they could report that type of incident (Figure 11.3).

Figure 11.3: Reasons for not reporting hate crime and harassment incidents

Q. If you didn't report the most recent incident, why not?



Base: All those who did not report the incident (99)

Source: Ipsos for Glasgow City Council

Sixty-one percent (61%) of respondents were aware they could report an incident of hate crime or harassment to the Police Scotland website (the same proportion as in 2019), while 18% were aware they could report it to a Third Party Reporting Centre (down from 23% in 2019).

Appendix A 2023 Glasgow Household Survey Topline

- This appendix comprises topline results from the 2023 Glasgow Household Survey
- Results are based on a survey of 1,023 respondents (adults aged 16+) mainly conducted in-home, face-to-face
- Fieldwork dates: 17 April – 9 July 2023
- Data are weighted by: age, sex and Sector Community Partnership Area
- A dash (-) denotes zero and an asterisk (*) denotes <0.5%
- Where results do not sum to 100%, this may be due to computer rounding, multiple responses, or the exclusion of “don’t know” categories
- Results are based on all respondents (1,023) unless otherwise stated.

2023 UCI Cycling World Championships

Q1 Are you aware that Glasgow will be hosting the 2023 UCI Cycling World Championships in August 2023?

	%
Yes	43
No	56
Don't know	1

Q2 Do you plan to visit any of the venues where sport competition is taking place either through free to attend or ticketed sessions?

	%
Yes	18
No	75
Don't know	7

Q3 Do you think Glasgow hosting the UCI Cycling World Championships will have a positive or negative impact on...

	Strongly positive	Slightly positive	Both positive and negative	Slightly negative	Strongly negative	No effect at all	Don't know
	%	%	%	%	%	%	%
A) You and your family	11	22	10	4	2	40	10
B) Your local area	15	28	12	4	2	27	12
C) Glasgow generally	35	39	7	3	2	6	8

USAGE AND SATISFACTION WITH COUNCIL SERVICES

Q4 Overall, how satisfied or dissatisfied would you say you are with the services provided by Glasgow City Council or its partners?

	%
Very satisfied	7
Fairly satisfied	41
Neither satisfied nor dissatisfied	19
Fairly dissatisfied	20
Very dissatisfied	12
Don't know	1

Q5. You said that you were dissatisfied with the services provided by the Council or its partners. What are the main reasons why you feel dissatisfied?

	%
Lack of/poor road maintenance	34
Lack of/poor general maintenance / cleanliness / upkeep	30
Issues with waste / bin collection / recycling	25
Lack of public services / poor services/ services being cut	21
Lack of/poor maintenance of green space / parks	12
Charging for services / lack of free / affordable services	11
Lack of contact / difficulty communicating / slow response	10
Lack of/poor repairs / slow repairs	9
Council tax is too high / poor value for money	7
Lack of/poor maintenance of pavements	5
Safety issues / do not feel safe	5
Lack of/poor maintenance of street lighting	4
General criticism of council / government	3
Lack of/poor public transport	3
Lack of investment / poorly managed funds	3
Poor management of vermin / pests	3
Lack of /poor housing repairs	3
Poor parking infrastructure	3
Lack of/poor maintenance of cycle paths	1
Issues with fly tipping	1
Issues created by COVID-19 / pandemic	1

Base: All those saying they were dissatisfied (330)

Q6. 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?

	%
Nursery schools	9
Primary schools	15
Secondary schools	13
Parks	69
Children's play parks	22
Museums and galleries	47
Sports and leisure centres	40
Libraries	36
Social work services	7
Local community centres	12
Home Care service	4
Recycling centres	37
None of these	9
Don't know	-

Q7 I am going to read out a number of different services that are provided in this area by the Council, or its partners. For each one, I'd like you to tell me how satisfied or dissatisfied you are with the quality of each in your local area.

		Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable
		%	%	%	%	%	%
A	Nursery schools	60	35	2	2	-	-
B	Primary schools	41	46	8	3	1	1
C	Secondary schools	24	54	10	7	4	2
D	Children's play parks	21	43	7	17	11	1
E	Social work services	18	47	13	8	13	1
F	Local community centres	21	60	11	2	2	3
G	Home Care service	42	42	7	4	5	-
H	Parks	35	50	5	6	4	*
I	Museums and galleries	51	42	4	2	*	1
J	Sports and leisure centres	26	57	6	6	4	1
K	Libraries	43	46	5	3	*	2
L	Recycling centres	29	46	11	7	4	2
M	Recycling collection	15	43	16	12	9	6
N	Road maintenance	3	14	8	23	49	4
O	Refuse collection	19	46	9	16	10	1
P	Street lighting	19	55	9	10	6	1
Q	Street cleaning	8	33	15	23	20	1
R	Pavement maintenance	5	36	14	21	24	1

Base: All those that had used each service

COUNCIL REPUTATION AND COMMUNICATIONS

Q8 I'm going to read out some statements that people have made about Glasgow City Council. I would like you to tell me from this card how strongly you agree or disagree with each.

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know %
a) Glasgow City Council gives residents good value for money	3	24	24	25	18	6
b) The Council rarely takes local residents' views into account when making decisions that affect them	14	27	23	19	7	10
c) The Council is too remote and impersonal	17	34	22	14	4	9
d) The Council has an important impact on the quality of local life in Glasgow	27	43	13	7	5	4
e) I trust Glasgow City Council	8	26	31	15	14	5
f) The Council is good at letting residents know about the services it provides	5	29	21	24	16	5
g) The Council provides high quality services	4	30	27	22	14	3
h) The Council does the best it can with the money available	6	30	23	21	12	8
i) The Council designs its services around the needs of the people who use them	5	33	23	19	11	9
j) The Council is addressing the key issues affecting the quality of life in my local area	3	26	24	25	14	8
k) I would like to be more involved in the decisions the Council makes that affect my area	13	31	22	19	12	3
l) The Council is good at letting people know how well it is performing	4	21	25	24	17	9

Q9a. You said that you don't trust Glasgow City Council. What are the main reasons why you don't trust them?

	%
Lack of public services / poor services / services being cut	20
Poor communication / do not listen / never update	14
Unreliable / don't keep promises / don't do what they say	12
Lack of/poor road maintenance	10
Slow to fix / resolve issues	8
Lack of investment / poorly managed funds / wasting money	7
They are not transparent / open / honest	7
Lack of/poor general maintenance / cleanliness / upkeep	6
Greedy / out for themselves / do not consider the general public	5
Difficult to contact / get in touch with	4
Tax is too high / increase in council taxes / poor value for money	4
Favouring certain groups / unfair allocation of spending	4
Corruption / abuse of power	3
Charging for services / lack of free / affordable services	3
Poor collaboration / consulting with locals	3
Lack of/poor maintenance of green space / parks	3
Issues with waste / bin collection / recycling	3
Poor staff / lack knowledge / need training	3
Lack of/poor maintenance of pavements	3
Lack of repairs / slow repairs	3
Don't know / no opinion	11

Base: All those that don't trust the council (310)

Q9b. You said that you trust Glasgow City Council. What are the main reasons why you trust them?

	%
Good experiences / no issues / complaints	14
Good public services / good services / facilities	12
Doing their best with limited resources	7
No reason not to trust them	7
Reliable / keep promises / do what they say	5
They are helpful	3
Good communication / they listen / keep us updated	3
Good maintenance / upkeep of the area	2
Easy to contact / get in touch with	2
Good with waste / bin collection / recycling	2
They fix / resolve issues	2
Don't know / no opinion	28

Base: All those that trust the council (351)

Q10a **Which, if any, of these things would you say influence your opinions of Glasgow City Council?**

Q10b **And which, two or three would you say have the greatest influence on your opinions of the Council?**

	10a	10b
	%	%
Personal/proxy experience/word of mouth		
A Personal experience of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	81	71
B Family or friends' experiences of council services (e.g. schools, social work, local roads refuse collection, recycling etc.)	41	41
C General words of mouth (e.g. from friends, family or colleagues)	28	22
D Personal experience of working for/with the Council	8	12
Media		
E Local newspapers	11	5
F National newspapers	7	3
G Television news	12	4
H Other television programmes	3	*
I Local radio	8	7
J National radio	2	3
K Social Media (e.g. Facebook, Twitter, Instagram, etc)	21	22
Council provided information		
L The Council's website	16	13
M Council social media feeds (e.g. its Facebook or Twitter page)	9	6
N Council letters or leaflets through the door	13	9
O Council posters in public places (e.g. bus stops, subway stations etc.)	9	4
None of these	3	-
Don't know	1	1

TRANSPORT IN GLASGOW

Q11 Which of the following modes of transport do you use on a regular basis for journeys around Glasgow?

	%
Public bus	57
Walking	53
Driver of a car/van	40
Train	32
Subway	24
Taxi	19
Passenger of a car/van	16
Bicycle	11
Motorcycle/moped/scooter	1
Work bus	1
School bus	1
Other	*
Don't know	*
Refused	-

CYCLING

Q12 Do you currently own or have access to a bicycle?

	%
Yes	16
No	84
Don't know	*

Q13 How often would you say you have used your bicycle over the last year?

	%
A Daily	16
B At least once a week	27
C At least once a month	14
D Less often	20
E Not at all	23
Don't know	-

Base: All those who cycle or have access to a bicycle (256)

Q14 For which of these reasons do you cycle?

	%
A Recreation	68
B Commuting to work / place of study	34
C Transport for other everyday tasks (e.g. shopping)	32
D Fitness	40

Base: All those have cycled in the last year (195)

Q15a What, if anything, would encourage you to cycle more often?

Q15b What, if anything, would encourage you to take up cycling?

	15a	15b
	%	%
More/ better on-road cycle lanes	49	11
More/ better off-road cycle lanes	41	9
Better road surfaces	32	8
More considerate driver behaviour	21	4
Less / slower traffic	17	5
More/ better cycle parking	16	3
Better laws for cyclists	9	2
Cycle network better linked with public transport	9	1
Having access / owning a bicycle	4	3
Better weather	4	1
Increased confidence	3	2
More affordable bicycles / equipment	3	3
Less car parking spaces at my destination	3	1
Having shorter journeys to make	2	*
Cycle training	2	2
Changing facilities at my destination	2	*
Someone to cycle with me	1	*
Not interested in cycling more	10	66
Don't now	4	2

Base: 15a: All those have cycled in the last year (195)

15b: All those have not cycled in the last year (828)

TRAVELLING TO THE CITY CENTRE AND PUBLIC TRANSPORT

Q16 How often, if at all, do you travel into Glasgow City Centre during...

a) the day time, before 7pm?

b) in the evening, after 7pm?

	16a	16b
	%	%
3 times a week or more	21	6
1 – 2 times a week	26	14
2 – 3 times a month	14	13
Once a month or less	24	25
Never	14	41
Don't know	*	*

Q17a What are your main reasons for travelling to the city centre in the day time?

Q17b And what are your main reasons for travelling to the city centre in the evening?

	17a	17b
	%	%
Non-food shopping	56	9
Restaurants	36	62
Visiting / meeting friends or relatives	34	28
Work or business	27	10
Pubs	22	53
Food shopping	19	4
Leisure (sports / entertainment / museums etc.)	19	26
Education (e.g. University / College)	8	2
Health services (e.g. optician, dentist, doctor)	7	1
Other services (e.g. bank / Post Office / hairdresser)	7	1
Tourist visit / sightseeing	6	1
Library	4	1
Other	3	2

Q18 Which of the following modes of transport do you use on a regular basis to travel into Glasgow city centre?

	%
Public bus	52
Train	29
Driver of a car/van	22
Walking	19
Subway	19
Taxi	13
Passenger of a car/van	9
Bicycle	6
Work bus	1
Motorcycle/moped/scooter	*
School bus	*
Other	*
Don't know	*

Q19 Thinking about the public transport available in your local area for travelling into Glasgow city centre, how satisfied or dissatisfied are you with...

	Very Satisfied	Fairly Satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable
	%	%	%	%	%	%
How frequent it is	22	45	8	9	4	12
How reliable it is	20	44	9	9	5	12
How long the journey takes	25	51	6	4	2	12
The level of cleanliness on board	19	51	10	6	2	12
The level of comfort on board	23	55	7	2	1	12
How safe it feels during the day	34	48	4	1	1	12
How safe it feels in the evening	17	42	9	7	2	23

FLOOD MANAGEMENT

Q20 As far as you are aware, has the property you currently live in ever been affected by flooding?

	%
Yes	3
No	95
Don't Know/can't remember	2

Q21 How many times has your property been flooded since you have lived in it?

	N
Once	15
Twice	4
Three times	3
Four times	2
More than four times	5
Don't know/can't remember	3

Base: Those that have been affected by flooding (32)

Q22 Thinking about the most recent occasion on which the property was affected by flooding, what was the main cause of the flooding?

	N
A blocked drain or inadequate drainage	13
Water coming in from a neighbouring property	4
Leaky roof	3
A river or burn overflowing / bursting its banks	3
Water flowing from fields or other open ground	2
Water coming out of a sewer manhole	2
Water from a leaking home appliance	2
Water flowing from the street	1
Don't know/can't remember	3

Base: Those that have been affected by flooding (32)

Q23 Prior to this occasion of flooding, had you been aware that there was a flood risk to the property?

	N
Yes	5
No	25
Don't Know/can't remember	2

Base: Those that have been affected by flooding (32)

Q24 And how did you first become aware of this?

	N
When purchasing / renting the property	2
By word of mouth (e.g. from neighbours, friends, relatives)	1
Other	2
Don't know/can't remember.	-

Base: Those affected by flooding and who were aware of flood risk (5)

Q25 Have you ever checked whether or not your property is at risk of flooding?

	%
Yes	5
No	93
Don't know/can't remember	2

Base: Those not affected by flooding (991)

Q26 And is your property at risk of flooding?

	%
Yes	14
No	84
Don't Know/can't remember	2

Base: Those not affected by flooding and who have checked for flood risk (50)

Q27 How did you check whether or not your property is at risk of flooding?

	%
Found out when purchasing / renting the property	26
The website of the Scottish Environmental Protection Agency (SEPA)	20
Contacted an insurance company	11
Found out by word of mouth (e.g. from neighbours, friends, relatives etc.)	10
Own knowledge / experience	6
The website of Glasgow City Council	4
Contacted Glasgow City Council to ask	4
Found out from a leaflet/ information that was posted through my door	4
Contacted the Scottish Environmental Protection Agency (SEPA) to ask	2
Found out from a newspaper/ news website/ television news item	2
Searching land register	2
Using a computer programme / system	2
Contacted Scottish Water	2
Internet search	2
Other	-
Don't know/can't remember.	7

Base: Those not affected by flooding and who have checked for flood risk (50)

Q28 Which of these actions, if any, have you taken to prepare your property for potential flooding?

	%
Nothing	94
Identified how to turn off utilities (e.g. gas and electricity)	2
Prepared a plan of how to react	1
Have a list of emergency numbers	1
Raised electric sockets higher up wall	1
Created a list of items to move to a higher level	*
Identified where to move car to / higher level	*
Installed additional drainage around property	*
Sandbags	*
Air brick covers	*
Installed resilient kitchen units	*
Floor barriers for doorways	-
Flood door	-
Installed tiled floors	-
Other – please specify	-
Don't know / not applicable	3

CLIMATE EMERGENCY

Q29 How effective or otherwise, do you think the following actions are at protecting you from heat in the summer?

	Very effective	Fairly effective	Not that effective	Not at all effective	Don't know/ Not applicable
	%	%	%	%	%
Staying out of the sun between 11am and 3pm	38	45	6	5	6
Drinking cool fluids	57	36	2	1	3
Covering up your skin with clothing or using a hat	40	44	6	5	6
Limiting strenuous physical activity to cooler parts of the day	36	46	6	4	8
Using an electric fan	23	40	10	12	15
Keeping curtains closed on windows exposed to direct sunlight during the day	32	43	10	7	8
Keeping windows closed that are exposed to direct sunlight during the day	24	40	15	12	9
Opening windows at night or in the cooler parts of the day	41	46	5	3	6
Staying in the shade while outdoors	41	46	5	3	5
Avoiding alcohol	26	36	12	9	17

Q30 Are you able to keep the following rooms cool during hot summer weather?

	Yes	No	Don't know/Not applicable
	%	%	%
a) Living room or main living space	83	12	5
b) Your bedroom or sleeping area	82	14	4
c) Your working area, if you ever work at home	52	10	37

Q31 Which, if any of the following, does your home have to help keep it cool?

	%
Roof or loft insulation	29
Cavity wall insulation	19
Shaded areas outside your home (such as awnings or trees)	17
White external walls	8
A ceiling fan in any room	5
External shutters on any windows	3
Other	5
Don't know	43

Q32a During hot weather, how often, if at all, do you take the following actions to reduce harm to your health?

	Always	Often	Occasionally	Rarely	Never	Don't know/Not applicable
	%	%	%	%	%	%
Stay out of the sun between 11am and 3pm	20	36	19	10	7	9
Drink cool fluids	46	39	5	1	1	8
Stay in the shade	23	42	19	5	4	8
Cover up your skin with clothing or a hat	25	36	16	6	8	8
Limit strenuous physical activity to the cooler parts of the day	22	39	16	6	5	12
Use an electric fan	11	23	13	9	31	12
Keep curtains closed on windows exposed to direct sunlight during the day	21	35	14	9	11	10
Keep windows closed that are exposed to direct sunlight during the day	20	33	14	10	14	10
Open windows at night or in the cooler parts of the day	32	40	11	4	5	9
Avoid alcohol	18	24	19	10	11	18
Seek professional health advice	7	13	8	14	45	14

Q32b And during hot weather, how often, if at all, do you take the following actions to reduce harm to the health of others, including children, older people or those with an illness?

	Always	Often	Occasionally	Rarely	Never	Don't know/Not applicable
	%	%	%	%	%	%
Ensure they stay out of the sun between 11am and 3pm	19	20	8	2	5	46
Ensure they have cool fluids to drink	30	17	2	1	5	46
Ensure they stay in the shade	20	22	5	2	5	46
Cover up their skin with clothing or a hat	23	20	3	2	6	46
Ensure they limit strenuous physical activity to the cooler parts of the day	19	20	5	3	7	46
Use an electric fan	10	14	6	6	16	48
Keep curtains closed on windows exposed to direct sunlight during the day	18	19	6	3	8	46
Keep windows closed that are exposed to direct sunlight during the day	17	19	5	4	9	46
Open windows at night or in the cooler parts of the day	20	21	5	2	6	46
Avoid providing alcohol	18	12	4	3	7	56
Seek professional health advice	11	9	6	8	18	48

Q33 Over the last few years which, if any, of the following have you experienced as result of hot weather or heat?

	%
Sunburn	32
Dehydration/intense thirst	20
Headaches	15
Heat rash/red and dry skin	10
Irritability	9
Dizziness	7
A high temperature	5
Nausea or vomiting	3
Muscle weakness or cramps	3
A need to contact a GP or NHS 111, call an ambulance, or go to hospital or Accident & Emergency	2
Other	7
None of these / nothing	22
Don't know	18

Q34 Over the last few years which, if any, of the following have you found it too hot outside to do?

	%
Exercise	29
Walk	24
Use public transport	14
Go about your daily life (Shopping etc.)	8
Socialise	5
Travel to /from work	3
Other	8
None of these / nothing	21
Don't know	23

Q35 How often do you visit parks or green spaces?

	%
3 times a week or more	27
1 – 2 times a week	31
2 – 3 times a month	13
Once a month or less	15
Never	14
Don't know / No Opinion	-

Q36 What are your reasons for visiting parks or green spaces?

	%
Fresh air	62
Relaxation	59
Sport or exercise	37
Children's play or activities	28
Socialising	25
Walking pets	20
Nature watching/conservation	14
Allotments/community gardens	1
Other (please specify).	1

Base: Those that have visited green spaces (879)

COMMUNITY SENTENCES

A *Community Sentence* is a Court Order given as an alternative to prison, carried out under supervision in the community. Its requirements include unpaid work, professional supervision or treatment, and keeping a curfew.

Q37 Before speaking to me today, were you aware of the term Community Sentences?

	%
Yes	59
No	38
Don't know/ No opinion	3

Q38 Before today, how well did you understand the term Community Sentence?

	%
Very well	26
Fairly well	49
Not that well	18
Not at all	7
Don't know	-

Q39 To what extent do you agree or disagree with the following statements

	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Don't know/No opinion %
a) Punishment is the only way to stop people committing further offences	11	23	20	23	15	8
b) Community sentences are a 'soft' option	9	24	23	26	8	10
c) People who commit offences should be made to give something back to the communities they have harmed	32	45	12	2	1	7
d) People who commit offences should be supported with services which aim to reduce further offending	31	46	11	2	1	8
e) Rehabilitation is more important than punishment in stopping people committing further offences	23	40	18	7	4	9
f) People's background and opportunities growing up should be considered when sentencing decisions are being made	15	34	17	16	9	9
g) The cost of a delivering a sentence should be considered when sentencing decisions are being made	9	31	21	16	11	13
h) I am aware of work undertaken in my community by people undertaking unpaid work as part of a community sentence	7	16	12	17	30	18
i) Prison is effective at stopping further offending	6	18	21	24	18	12

HATE CRIME AND HARASSMENT

These next questions are being asked of everyone to see how common these issues are, and the topics may or may not be relevant to you personally.

Q40 How worried, if at all, are you personally about being insulted, pestered or intimidated on the basis of:

	Very worried	Fairly worried	Not very worried	Not at all worried	Don't know	Refused
	%	%	%	%	%	%
Your ethnic origin, race, or nationality	2	5	12	78	2	*
Your religion	1	5	12	79	3	*
Your sexual orientation	1	3	12	80	4	*
Your sex	2	6	13	76	2	*
Your gender identity, including transgender or non-binary identities	1	3	11	78	6	1
A disability or condition you have, including learning disabilities or mental health conditions	2	3	11	76	8	1
Your age	*	4	12	81	2	*

Q41 In the last 12 months, have you been insulted, pestered, or intimidated in any way by anybody who is not a member of your household for what you believe to be one or more of the bases outlined above?

	%
Yes	12
No	87
Don't know	*
Refused	*

Q42 Thinking about the occasions when you were insulted, pestered or intimidated in the last 12 months, what were those incidents motivated any of the factors listed?

	%
Your sex	28
Your ethnic origin, race, or nationality	28
Your religion	15
Your sexual orientation	11
A disability or condition you have, including learning disabilities or mental health conditions	11
Your age	10
Your gender identity, including transgender and non-binary identities	5
Something else	18
Don't know	2
Refused	2

Base: Those who have been insulted, pestered or intimidated (127)

Q43 Thinking about the most recent incident, where did the incident it take place?

	%
In a public space such as a park or a shopping centre	30
In your local neighbourhood	16
On public transport	15
At your place of work	13
Directly outside your own home	10
In or around a pub, bar or other licenced premise.	7
In your own home	3
Online/social media	3
At a sporting event	1
At a march or parade	-
In or around your place of worship	*
Other	1
Don't know/cant remember	-
Refused	2

Base: Those who have been insulted, pestered or intimidated (127)

Q44 Thinking about the most recent incident, did it involve any of the following types of behaviour?

	%
Verbal abuse directed towards you	78
Threats of physical violence directed towards you	12
Being obstructed	6
Other forms of physical violence toward you	6
Harassment online, such as via social media	6
You being stalked by someone	4
Something being thrown at you	3
Being pushed	2
Vandalism to your property	2
Being scammed	1
Other (please specify)	3
Don't know/Cannot remember	2
Refused	2

Base: Those who have been insulted, pestered or intimidated (127)

Q45 And still thinking about the most recent incident, did you report the incident to...

	%
the Police?	12
somewhere else?	5
or did you not report it?	79
Don't know/can't remember	4
Refused	-

Base: Those who have been insulted, pestered or intimidated (127)

Q46 If you didn't report the most recent incident, why not?

	%
I did not feel that the incident was serious enough to report	53
I did not feel confident that the police would take action	21
I did not have time	10
I didn't realise I could report this type of incident	7
I did not feel confident speaking to the police for another reason	3
I was worried that there would be retaliation	2
I didn't feel confident using the internet	1
Other	-
Don't know/ can't remember	2
Refuse	-

Base: Those who have been insulted, pestered or intimidated and didn't report it (99)

Q47 Were you aware that if you are insulted, pestered or intimidated in any of the ways I have mentioned, you can report it to the police through...

	Yes, aware	No, not aware	Don't know
	%	%	%
The Police Scotland website	61	37	2
A Third Party Reporting Centre	18	77	5

DEMOGRAPHICS

QA How would you describe your gender identity ?

	%
Male	49
Female	51
In another way	*

QAGE What is your age?

	%
16-24	14
25-34	25
35-44	16
45-59	20
60-74	17
75+	8

QWORK Which of these best describes you?

Working	%
Full time (30+ hrs)	37
Part time (9-29 hrs)	11
Not working	
Unemployed	8
Retired	19
Looking after house / children	4
Disabled	3
Have long term illness	5
Student	12
Other	1
Refused	*

SOCIAL CLASS (Coded based on series of questions based on occupation)

	%
A	3
B	14
C1	27
C2	21
D	19
E	12
Unknown	3

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

	%
None aged 60 and over	72
Aged 60-74	19
Aged over 75	9
Refused	*

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

	%
WHITE	
Scottish	66
British	12
Irish	1
Any other white background	7
MIXED	
Any mixed background	1
ASIAN, ASIAN SCOTTISH, OR ASIAN BRITISH	
Indian	2
Pakistani	3
Bangladeshi	*
Any other Asian background	2
BLACK, BLACK SCOTTISH OR BLACK BRITISH	
Caribbean	*
African	4
Any other black background	*
CHINESE AND ANY OTHER ETHNIC BACKGROUND	
Chinese	1
Any other background	1

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

	English	Scottish Gaelic	Scots
	%	%	%
A Understand	7	2	11
B Speak	4	1	7
C Read	3	1	5
D Write	3	*	1
All of these	92	2	7
None of these	-	95	78

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

	%
Yes, does have income from employment	64
No, relies on pensions/social security	32
Don't know/refused	4

QJ Which of these best describes the ownership of your home?

	%
A Owned outright (including leasehold)	23
B Buying on mortgage	20
C Rented from private landlord	18
D Rented from Glasgow Housing Association (Ex-council)	23
E Rented from other housing association	10
F Shared ownership with housing association/housing co-operative shared ownership	1
Other	1
Don't know	2
Refused	1

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

	%
1 car or light van	40
2 cars/light vans	10
3+ cars/light vans	3
None	46
Refused/don't know	*

QL How long have you lived in Glasgow?

	%
Up to one year	4
Over one year, up to five years	14
Over five years, up to 20 years	21
Over 20 years	60
Don't know/can't remember	-
Refused	*

QM Do you or anyone in your household have any long-term illness, health problem or disability which limits your daily activities or the work you can do?

	%
Yes, respondent	21
Yes, other household member	9
No	70
Refused/don't know	1

QN What type(s) of disability do you have?

		%
A	Visual	5
B	Hearing	43
C	Learning disability	9
D	Mobility – Wheelchair user	31
E	Other mobility impairment	26
F	Other physical impairment	25
G	Mental health problem	25
H	Long term illness	32
I	Other degenerative condition	13
	Refused	3

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

		%
A	Visual	6
B	Hearing	4
C	Learning disability	2
D	Mobility – Wheelchair user	11
E	Other mobility impairment	28
F	Other physical impairment	12
G	Mental health problem	20
H	Long term illness	32
I	Other degenerative condition	15
	Refused	7

QP Thinking about the person in this household who has the highest level of academic qualifications, please read out the letter which best matches them.

		%
A	No formal qualifications	22
B	'O' Grade, GCSE, Standard Grade, Intermediate 1, Intermediate 2, City and Guilds Craft, SVQ level 1 or 2, or equivalent.	15
C	Higher Grade, A Levels, CSYS, ONC, OND, City and Guilds Advanced Craft, RSA Advanced Diploma, SVQ level 3 or equivalent.	15
D	HND, HNC, RSA Higher Diploma, SVQ level 4 or 5, or equivalent.	13
E	First degree, higher degree, professional qualification.	36
	Don't Know	2
	Refused	1

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

	%
A Personal computer or laptop	64
B Smart phone	87
C Tablets (e.g. iPad, Kindle, etc)	45
D Games console	18
E Digital, cable or satellite TV	31
F I do not have access to the internet	7
Other	1
Don't know	1

QR Which of these best describes your use of the internet?

	%
Several times a day	80
Around once a day	8
4 or 5 times a week	1
2 or 3 times a week	1
Around once a week	*
2 or 3 times a month	*
Around once a month	*
Less than around once a month	1
Never but I have access	1

QS Which of these accounts, if any, do you have?

	%
Bank Account	87
Building Society Account	8
Credit Union Account	5
Post Office Account	2
Other, please type in	*
None of these	1
Prefer not to say	10
Don't know	1

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

	%
No religion	50
Church of Scotland	16
Roman Catholic	19
Other Christian	4
Buddhist	*
Hindu	2
Jewish	*
Muslim	5
Pagan	*
Sikh	*
Another religion, please type in	1
Prefer not to say	3

QU Which of the following best describes your sexual orientation?

	%
Heterosexual/straight	89
Gay/lesbian	3
Bisexual	2
Other	1
Prefer not to say	5

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

Per Week	Per Year	%
Less than £100	Less than £5,200	1
£100 to £199	£5,200 to £10,399	8
£200 to £299	£10,400 to £15,599	11
£300 to £499	£15,600 to £25,999	12
£500 to £699	£26,000 to £36,399	11
£700 to £949	£36,400 to £49,399	8
£950 to £1,199	£49,400 to £62,399	5
£1,200 to £1,499	£62,400 to £77,999	3
£1,500 or more	£78,000 or more	5

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



ISO 20252

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



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ISO 9001

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



ISO 27001

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



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