

# Report

# January 2001

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Report for

## South Lanarkshire Citizens' Panel Third Annual Quality of Life Survey

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Contract: 2048

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# 1 Executive Summary

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## 1.1 Background and Objectives

The South Lanarkshire Citizens' Panel was established in spring 1998 by five partner organisations which operate within the South Lanarkshire area. The Panel consists of 1,377 Panel members who are regularly surveyed for their views. This report details the findings of the third annual Quality of Life Survey to be conducted with the Panel. The key aim of the study was to compare results with those achieved in earlier years to try to establish trends.

## 1.2 Methodology

A full Panel postal survey was undertaken in November/early December 2000. No reminder was issued due to the tight schedule after the budget survey and prior to the Christmas period. However, a response rate of 54% was achieved, despite this. Results have been weighted by area (as the Panel is unrepresentative at a total South Lanarkshire level due to the need for robust analysis at a local level) and age to redress the disproportionate response received.

## 1.3 Key Findings

### Your Area

- The majority of respondents (84%, 619 respondents) rated their local neighbourhood as a fairly or very good place to live. This was a slight decrease (5%) from 1998.
- Similarly, three-quarters of respondents (76%, 564 respondents) perceive the wider local area in which they live to be fairly or very good. However, when considering the wider area, the dominance of the 'fairly good' option in this score is more pronounced than with the local area.
- Access to physical resources, for example, Post Offices, banking services, GPs and dentists were rated most highly.
- Maintenance of common areas and the condition of roads, pavements and street lighting rated the most low.

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- The biggest falls in perceived satisfaction of service were with cleanliness of the streets and the condition of roads and street lighting.
  - Neighbourhood related issues that have shown a year on year increase since 1998 are 'drinking in public', 'loss of woodland and open space' and 'illegal dumping of waste'.
  - There are no neighbourhood related issues that exhibit a year on year improvement.
  - Drinking in public (39%, 285 respondents) and drug activity (36%, 255 respondents) were rated as the most major problems in South Lanarkshire.
  - Just over one-third of respondents (37%, 273 respondents) stated that they always or usually make a point of recycling household waste, a slight decrease from 1999 but an increase on 1998.
  - Perceived propensity to recycle increases with age of sample.
  - Stimuli to more recycling are mainly to do with ease of access to, rather than information/education about recycling. Half of respondents stated that an increase in the number of recycling centres around South Lanarkshire would help them to recycle more often. More variety of recycling banks would also assist in this (44%, 327 respondents).

### **Your Home**

- Very high levels of satisfaction were recorded for all aspects of the home in which respondents lived.
- Those living in council rented accommodation have the least positive view of their houses.

### **Your work**

- 40% (277 respondents) stated they perceive employment prospects in South Lanarkshire to be fairly good or very good. This represents a year on year increase in respondents' positive outlook on this issue.
- Lower degrees of satisfaction around employment prospects were demonstrated by Clydesdale residents, the unemployed, and those on long term sick. Age does not seem to be a determinant of perceived employment prospects.
- Barriers to employment were headed, as in previous year, by 'wages too low', 'lack of job opportunities' and 'availability of public transport'.
- Perceived barriers seem to decrease with increasing age of respondent. The 16 – 24 age group stated they experience the greatest degree of difficulty in obtaining employment.

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- 89% would accept work within a mile of their home, whilst at least 42% indicated their willingness to work somewhere within the South Lanarkshire Council area. Acceptance of working from home was intimated by 67%.
  - Means of travelling to work was again dominated by private vehicle or motorbike (75%, 329 respondents). This shows a year on year increase since 1998.
  - 58% (263 respondents) stated they had received training directly related to their jobs over the last 12 months, a slight decrease from previous years. 21% (98 respondents) stated the training was linked to a qualification.
  - Job related training is higher with the 25 – 44 age band and with full time, rather than part time employees.
  - Only 13% (57 respondents) of those in employment stated they had undertaken non job related training or education over the last 12 months.
  - Barriers to participating in training or education is led by 'other commitments' and 'not enough time'. These barriers decrease with age.
  - 40% (296 respondents) engage in voluntary activity.

## Health

- 78% (581 respondents) perceived their health to be fairly or very good, an increase of 5% from the previous year.
- Perceived health amongst males is higher than that of females.
- Results in smoking patterns mirror previous years' data. Around one in four people smoke and a similar amount stated they have given up smoking.
- 72% (122 respondents) of smokers stated they wish to quit smoking. 'Willpower' and 'nicotine replacement therapy' were cited as the main vehicles to achieving this.
- 18% (138 respondents) claim to drink on more than 3 days a week. This is higher than 1998 and 1999 data. 9% (60 respondents) of those who drink stated they would like to cut down their alcohol intake.
- 45% (326 respondents) claim to take part in regular physical activity. Those with a higher propensity to undertake regular physical activity are the 65+ age group, males, and owner occupiers.
- 'Being too busy' and 'cost of sports/fitness activities' are the main reason given for preventing people from exercising more.
- 44% (323 respondents) consume 1 – 2 pieces of fruit per day, and 89% (656 respondents) consume one or more portions of vegetables or salad on a daily basis.

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- 'Cheaper healthy food' continues to be the main encouragement to healthier eating cited by respondents.
  - 9% of respondents made the suggestion that 'more leisure/sports facilities' was the single most important thing they would like to see done in their local area to improve the quality of life. This was the most popular answer to the question.

## **1.4 Conclusions and Recommendations**

- Overall, the Quality of Life Survey 2000 is fairly consistent with previous years. This would suggest that the frequency with which the Quality of Life survey is conducted can be reduced comfortably.
- The methodology used for each Quality of Life survey must remain constant. The 1999 survey results vary significantly from the 1998/2000 results and this can most likely be attributed to the change in approach (a 50% sample). To eliminate this variable from the equation when seeking trends, it is vital that the same approach is taken on each execution of the survey.
- Consideration should be given to composing aggregate quality of life indicators, e.g. to reflect common partner strategies.
- The definitions of some of the questions should be tightened to ensure respondents are rating the same things.

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## 2 Background & Objectives

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### 2.1 Background

The South Lanarkshire Citizens' Panel was established in spring 1998 by five partner organisations operating in the South Lanarkshire area: South Lanarkshire Council, Scottish Homes, Scottish Enterprise Lanarkshire (or the LDA as it was then), Lanarkshire Health Board and Greater Glasgow Health Board. The Citizens' Panel was set up as an efficient and co-ordinated way in which these agencies could regularly access local views on a range of issues. This was the first Citizens' Panel to be established in Scotland and it is managed by a Steering Group comprising representatives of each of the partner organisations, who also perform various management tasks to maintain the Panel as a resource.

The Panel was first established with a membership of 1,600 local people aged 16 plus. This has since been refreshed with new members to address the attrition which has occurred over time from people moving away or losing interest and also to redress the balance in terms of the "representativeness" of the Panel, as some types of people were more likely to drop out than others, e.g. Council tenants, young people. At the commencement of the project, membership of the Panel stood at 1,377.

The first survey to be undertaken with the Panel upon recruitment in 1998 was a Quality of Life Survey. This was conducted to generate a baseline of public opinion against which future surveys could then be compared to monitor any shift in views or priorities. The survey covered such key issues as rating a wide range of local services and identifying issues of importance to local people. The Quality of Life survey was repeated in autumn 1999 with a 50% sample of the Panel and the Steering Group have now commissioned a third survey for 2000.

### 2.2 Objectives

The overall aim of the project was to conduct a third quality of life survey with the Citizens' Panel. A key objective of the project was to compare the results achieved in 2000 with views in the previous two surveys which covered the same issues.

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## 3 Methodology

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### 3.1 Methodology

As with the previous two surveys, a self-completion postal survey was implemented in order to obtain the opinions of the Panel members. The questionnaire was very similar to the second annual survey, with a few additional questions to pick up on South Lanarkshire-wide ratings of Scottish Executive core indicators for comparison with SIP surveys, in particular. A copy of the questionnaire can be found in the Appendix, for information.

The questionnaire was distributed to all 1,377 members of the Panel, in early November 2000 with a letter explaining the reason for the survey and importance of participation. South Lanarkshire Citizens' Panel letterhead was used for both the questionnaire and letter. A reply-paid envelope to facilitate return of the completed questionnaire direct to FMR, was also issued to each Panel member.

A total of 746 responses were received prior to the cut off date for data-processing and analysis. A few other responses were received after this point and these have been logged on the database as having participated in the survey. The overall response rate was an encouraging 54%. No reminders were sent out to the respondents owing to the strict deadline and limited 'slot' available for the survey to take place, i.e. completion before the Christmas period and immediately after the Council budget survey. A reminder usually increases the response rate by 10 – 15%, and the response rate without a reminder compared favourably to that for the Council budget survey which had a reminder and telephone follow-up. The responses arrived at FMR over the fieldwork period as follows.



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Date	Number Received	Cumulative Total
16/11/00	1	1
17/11/00	5	6
20/11/00	194	200
21/11/00	79	279
22/11/00	0 - postal strike	279
23/11/00	138	417
24/11/00	70	487
27/11/00	80	567
28/11/00	58	625
29/11/00	44	669
30/11/00	22	691
1/12/00	12	703
4/12/00	21	724
6/12/00	10	734
7/12/00	3	737
8/12/00	7	744
11/12/00	4	748
12/12/00	5	753

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## 3.2 Profile of Respondents

The results throughout the report are weighted by area, as the Panel consists of four equally-sized mini-Panels and so is not representative of the South Lanarkshire population as a whole on this basis when unweighted. This allows comparison with the previous two surveys, which were also weighted by area for the total South Lanarkshire results. Tables have also been prepared which weight the data by age. The Panel as it stands is broadly representative by age at the quota age bands (i.e. 16-24; 25-44; 45-64; and 65+) but less so within the smaller age bands.

Total population figures have been extracted from the South Lanarkshire Mid Year Population Estimates, June 1999. (Source - Strategy & Information Team; Strategic Services).

Table 1 Place of Residence

Place of Residence	%	Base	Total Population (%)	Weighted (%)	Weighted Sample
East Kilbride	26	196	27.9	27.5	205
Rutherglen/Cambuslang	24	179	18.4	18.4	137
Hamilton	25	184	34.4	34.6	258
Clydesdale	25	187	19.2	19.4	145
Total	100	746	99.9	99.9	745

Table 2 Gender

Gender	%	Base	Total Population (%)
Male	48.7	363	48.4
Female	51.3	383	51.6

Findings reveal that there is no need to weight the results in the report by gender as the male/female breakdown from the sample is very close to the actual male/female breakdown taken from the 1999 mid year population estimates.

Table 3 Age

Age	%	Base	Total Population (%)	Weighted (%)	Weighted Sample
16-17	2.8	21	3.3	3.3	25
18-24	6.2	46	10.7	10.6	79
25-34	13.4	100	18.4	18.4	137
35-44	28.4	212	19.8	19.8	148
45-54	20.5	153	16.6	16.6	124
55-64	12.2	91	13.4	13.4	100
65-74	13.3	99	10.6	10.6	79
75-84	3.1	23	5.6	5.6	42
85+	0.1	1	1.4	1.9	14
Total	100.0	746	99.8	100.2	748

Table 4 Tenure

Tenure	%	Base
Privately owned	74	546
Rented from Council	22	161
Rented from Housing Association	2	15
Living with relatives	1	8
Other	2	15

Three out of four respondents own their homes. A further 24% rent their homes from the Council or a Housing Association.

Table 5 Employment Status

Employment Status	%	Base
Full time employed	40.0	300
Part time employed	8.0	62
Self employed	6.0	48
Temporary contract	1.0	7
Student	6.0	42
Unemployed	5.0	35
Government training programme	0.3	3
Long term sick	6.0	42
Looking after family	6.0	44
Retired	21.0	159
Other	0.1	1

More than half of the sample are currently employed. A significant percentage of these respondents work full time hours (74%, 303 respondents). A further 22% of the sample are retired.

*Please note that throughout the report the base is reported where it is less than the total sample only. It should be noted that the base varies between the different years, e.g. 1999 survey was a 50% sample of the Panel. Both percentages and absolute respondent numbers have been reported where possible. Figures may not sum to exactly 100%, due to rounding.*

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## 4 Key Findings

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The following report summarises the results of the Third Annual Quality of Life Survey of the South Lanarkshire Citizens' Panel. Results are illustrated against those from the previous two surveys. Both weighted and unweighted data tables are appended for information and data has also been provided on disk.

The sections below follow the natural sections within the questionnaire.

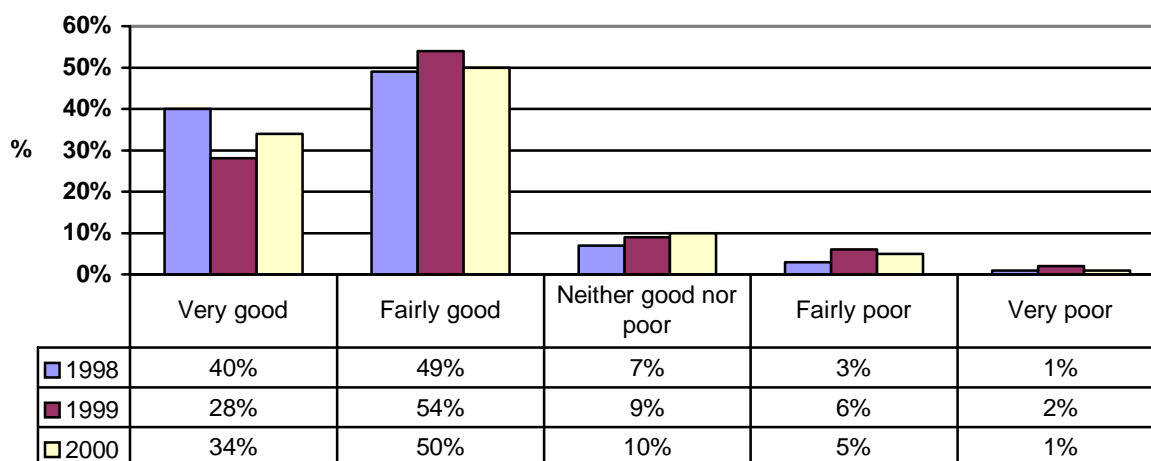
### 4.1 Your Area

The first section of the questionnaire dealt with panel members' views about the area in which they live.

#### 4.1.1 Rating of Neighbourhood

The term 'neighbourhood' in this context means their immediate orbit of activity. The majority of respondents (84%, 619 respondents) view their neighbourhood as a fairly or very good place to live. This figure represents a slight increase of 2% from 1999 and a decrease of 5% from 1998. It should be noted that, as in previous years, within this overall positiveness the 'fairly good' rather than the 'very good' element dominates.

Fig. 1 How do you rate your neighbourhood as a place to live?



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Residents of East Kilbride (91%, 187 respondents, very or fairly good) and Clydesdale (87%, 126 respondents, very or fairly good) rate their neighbourhood most positively as in each area 41% of respondents rated it as very good. In contrast, 77% of residents (105 respondents) of Rutherglen/Cambuslang rated their neighbourhood as a fairly or very good place to live and 78% (202 respondents) in Hamilton gave it this rating.

Male respondents (85%, 311 respondents) were slightly more impressed with their neighbourhood than females (81%, 308 respondents).

The data suggests that older people (65+) thought marginally more positively about their area than younger people, with 89% (119 respondents) of the 65+ age group rating their neighbourhood as a fairly or very good place to live.

Full time employed respondents were also more inclined to provide a positive rating on their neighbourhoods with 85% (253 respondents) of this sample stating fairly or very good.

A comparison of findings by tenure revealed that the Panel members living in rented accommodation [Council (69%, 111 respondents) or Housing Association (79%, 11 respondents)] were less likely to rate their neighbourhoods as very or fairly good than private owners (88%, 474 respondents) and those living in "other" types of accommodation (96%, 22 respondents).

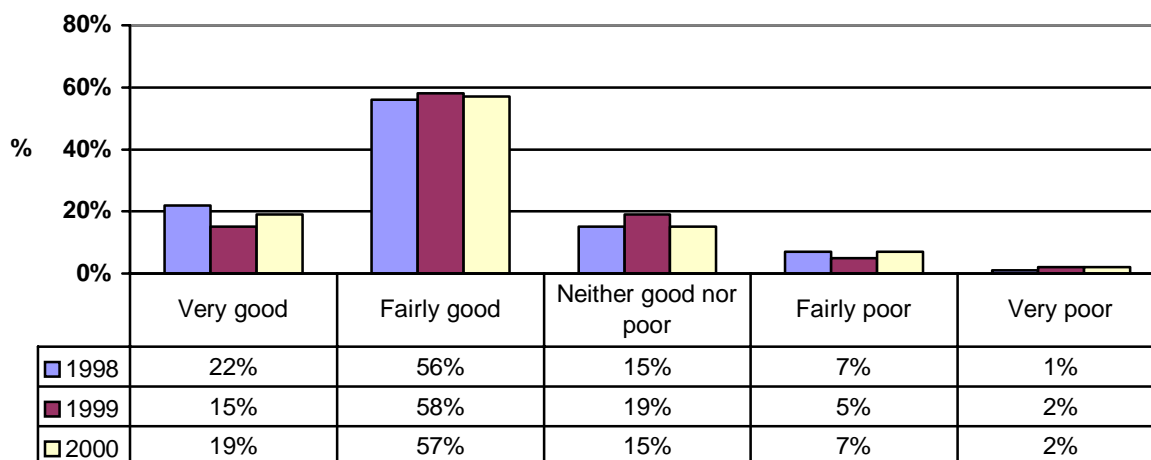
#### **4.1.2 Rating of Wider Local Area**

The term 'wider local area' was, as with neighbourhood, left to the respondent to define for themselves, but was intended to represent the town/settlement in which they live.

Three-quarters of the sample (76%, 564 respondents) perceive the wider local area in which they live to be fairly or very good. This represents a slight increase of 2% from 1999 survey results.

The data shows a greater distinction between those viewing the area as 'very good' and those seeing it as 'fairly good' than it did in the previous question on neighbourhood.

Fig.2 How would you rate your wider local area as a place to live?



As with the previous question, the Rutherglen/Cambuslang sample rated the wider local area in which they live less highly, with 15% (21 respondents) of these respondents giving fairly poor/very poor responses - 13% higher than the East Kilbride sample.

Older respondents (65+) were slightly more complimentary with the local wider area in which they live. 84% (113 respondents) of this sample gave fairly or very good responses. However, the 45-64 group was least impressed with the area in which they live, with 13% (28 respondents) stating fairly or very poor. The reason for this is not clear.

The long term sick were considerably less satisfied with the area in which they live. One-fifth of this sample (9 respondents) rated their wider local area as fairly or very poor. By contrast, the retired were most satisfied (84%, 133 respondents stating fairly or very good).

A comparison of results by tenure revealed that respondents living in "other" types of homes (91%, 21 respondents) were considerably more satisfied than the sample living in homes rented from Housing Associations (35%, 5 respondents) who were more likely to respond neither good nor poor (45%, 7 respondents).

#### 4.1.3 Rating of area by issue/service

The respondents were next asked to rate their local area in terms of a number of issues. Several issues were added to the 2000 Quality of Life survey questionnaire, and so 1999 and 1998 survey results do not exist for comparison.

The most positive ratings relate to access to physical premises. 83% (618 respondents) of the sample stated that the provision of Post Offices in South Lanarkshire was fairly or very good. Three in four respondents (561 respondents) rated access to a bank as fairly or very good. Access to GPs and dentists was also rated highly. The one access to physical premises which scored outside of this leading group was 'access to hospital', which appeared mid-table.

Cleanliness of the streets fell by 15% from 1999 and the condition of roads, pavements and street lighting also fell (by 10% from 1999). This latter issue is the one rated lowest in absolute terms by respondents. Panel members' perceptions of the safety of their property dipped in 1999 (from 68% in 1998 to 54%), but this recovered to 62% in 2000. Perception of their own safety fell by 10% between 1998 and 1999 but in 2000 remained at the 1999 level. The availability of public transport also fell from 1998 to 1999 but stabilised in 2000. Alternatively, the provision of nurseries and other services for under fives has an upward trend in the fairly/very good ratings.

An overall view shows the 65+ age group of respondents to be the most positive with respect to services.

Table 6 How do you rate your local area in terms of the following issues?

	Fairly/Very Good	1999	1998
	%		
Access to post offices	83	n/a	n/a
Access to banking services	76	n/a	n/a
Access to general practitioners	73	74	76
Access to dentists	71	70	71
The education provided by primary schools	69	n/a	n/a
The safety of your property	62	54	68
The education provided by secondary schools	61	n/a	n/a
Your own safety	59	60	70
Shopping facilities	56	59	59
Access to hospitals	51	n/a	n/a
The control & management of traffic	43	44	47
The availability of public transport	43	44	51
The cleanliness of the streets	41	56	55
The provision of nurseries & other services for the under 5's	41	39	35
The suitability of leisure facilities	41	42	41
Community spirit	40	35	45
The quality of parks and open spaces	40	44	51
The availability of suitable housing	39	36	42
Suitable places for children to play	31	28	36
The maintenance of common areas	28	n/a	n/a
The condition of roads, pavements and street lighting	23	33	37

Base: 710 to 743 (data presented in declining order of positive perception by respondents)

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An analysis of services rated 'very good' by participants reveals much the same pattern as above. The leading services were:

- Access to Post Offices 31% (233 respondents)
- Access to Banking Services 30% (223 respondents)
- Access to general practitioners 25% (188 respondents)
- The education provided by primary schools 22% (157 respondents)
- Access to dentists 20% (150 respondents)

Issues rating less strongly on the 'fairly good or very good' perception show a marked fall off in the 'very good' component. For example, the bottom four issues rated 'fairly good or very good' have only the following 'very good' component of their scores:

- The availability of suitable housing 5% (34 respondents)
- Suitable places for children to play 4% (30 respondents)
- The maintenance of common areas 3% (23 respondents)
- The condition of roads, pavements, and street lighting 1% (10 respondents)

The following table compares the results in Table 6 by place of residence. This helps illuminate the reasons why the overall perception of 'the condition of roads, pavements and street lighting', and 'the cleanliness of the streets' has declined overall between 1999 and 2000. It also demonstrates why 'access to hospitals' rates well below the other access to physical premises issues.

The 'cleanliness of streets' appears to be the result of an overall area decline in positive perception, that (for the most part) has worsened since 1998.

The fall in positive perception towards 'the condition of roads, pavements and street lighting', whilst evident across all four areas, is equally more pronounced in East Kilbride and Clydesdale.



Table 7 How do you rate your local area in terms of the following issues? - by Area  
(percentage of respondents rating their area very good or fairly good)

	East Kilbride			Rutherglen			Hamilton			Clydesdale		
	2000	1999	1998	2000	1999	1998	2000	1999	1998	2000	1999	1998
	%											
The control and management of traffic	51	54	56	50	54	50	36	36	45	33	40	38
Suitable places for children to play	46	50	55	22	14	23	18	13	25	43	38	43
The cleanliness of streets	47	54	64	33	42	49	35	44	52	49	56	54
Your own safety	67	69	75	50	47	65	50	51	64	70	75	81
The safety of your property	70	57	76	56	49	65	56	49	55	68	68	78
The availability of suitable housing	46	40	49	34	39	39	33	29	37	46	38	45
Shopping facilities	79	78	78	36	51	57	58	57	58	35	43	35
The condition of roads, pavements and street lighting	24	38	44	25	32	33	28	35	42	12	25	20
The suitability of leisure facilities	70	71	60	11	15	17	43	38	45	25	31	29
The provision of nurseries and other services for under 5's	47	46	35	32	18	25	40	47	40	44	35	36
The quality of parks and open spaces	55	64	69	27	32	35	30	34	43	47	44	47
The maintenance of common areas	35	n/a	n/a	19	n/a	n/a	27	n/a	n/a	30	n/a	n/a
The education provided by primary schools	72	n/a	n/a	62	n/a	n/a	70	n/a	n/a	70	n/a	n/a
The education provided by secondary schools	60	n/a	n/a	48	n/a	n/a	63	n/a	n/a	66	n/a	n/a
The availability of public transport	45	52	54	62	60	58	45	43	56	19	30	27
Community spirit	42	42	54	37	24	45	36	29	37	48	45	48
Access to General Practitioners	77	78	77	69	70	73	78	75	78	65	71	72
Access to Hospitals	73	n/a	n/a	38	n/a	n/a	47	n/a	n/a	41	n/a	n/a
Access to Dentists	74	64	69	72	68	74	75	81	74	62	62	66
Access to Post Offices	87	n/a	n/a	79	n/a	n/a	86	n/a	n/a	80	n/a	n/a
Access to banking services	79	n/a	n/a	71	n/a	n/a	78	n/a	n/a	71	n/a	n/a

Weighted Base: 745 (data presented in the order questions were asked)

For residents of East Kilbride (196 respondents), the conditions of roads, pavements and street lighting (24%, 50 respondents - a drop of 14% from 1999) and the maintenance of common areas (35%, 69 respondents) were given the lowest levels of satisfaction.

However, suitable places for children to play, the cleanliness of streets, their own safety, the quality of parks and open spaces and the availability of public transport also reflected a downward trend.

Access to dentists (74%, 151 respondents) and the provision of nurseries (47%, 93 respondents) were the only issues to show an upward trend from previous surveys, although safety of property has made a slight recovery (70% in 2000, from 57% in 1999 and 76% in 1998), as has the availability of suitable housing (46% in 2000 from 40% in 1999 and 49% in 1998).

Rutherglen/Cambuslang respondents (179 respondents) expressed low levels of satisfaction towards the suitability of leisure facilities (11%, 15 respondents), the maintenance of common areas (19%, 25 respondents), suitable places for children to play (22%, 30 respondents), the condition of roads, pavements and street lighting (25%, 34 respondents),

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shopping facilities (36%, 49 respondents) and the cleanliness of the streets (33%, 45 respondents).

Access to post offices (79%, 109 respondents), dentists (72%, 97 respondents) and banking services (71%, 97 respondents) received the highest levels of satisfaction.

Only two issues received higher levels of satisfaction from those obtained in 1998. These were the provision of nurseries and other services for the under fives (from 25% to 32%, 42 respondents) and the availability of public transport (from 58% to 62%, 84 respondents).

Hamilton residents (184 respondents) were most satisfied with access to post offices (86%, 218 respondents), access to general practitioners (78%, 199 respondents), access to banking services (78%, 202 respondents) and access to dentists (75%, 189 respondents).

By contrast, Hamilton residents were less impressed with the provision of suitable places for children to play (18%, 46 respondents), the condition of roads, pavements and street lighting (28%, 73 respondents), the maintenance of common areas (27%, 69 respondents) and the quality of parks and open spaces (30%, 75 respondents).

Areas of concern that affect residents of Clydesdale (187 respondents) were the conditions of roads, pavements and street lighting (12%, 17 respondents), the availability of public transport (19%, 28 respondents), the suitability of leisure facilities (25%, 35 respondents) and the control and management of traffic (33%, 47 respondents).

Access to post offices (80%, 113 respondents), banking services (71%, 101 respondents), the education provided by primary schools (70%, 98 respondents) and their own safety (70%, 100 respondents) received the highest levels of satisfaction in Clydesdale.

#### **4.1.4 How serious would you say the following issues are in your neighbourhood?**

Respondents were then asked to rate a number of issues as major, minor or no problem at all in their neighbourhood.

Main areas of concern which have shown steady increases over the three years are 'drinking in public', 'loss of woodlands and open space' and 'illegal dumping of waste'.

The recent decrease in concern around 'drug activity', 'car crime' and 'graffiti/vandalism' should be viewed with concern, as these are not similarly reinforced by general trends over the three years.

Table 8 How serious would you say the following issues are in your neighbourhood?

	2000 Survey Results			1999 Survey Results			1998 Survey Results		
	Major	Minor	No	Major	Minor	No	Major	Minor	No
	%								
Drinking in public	39	46	15	37	51	13	32	47	21
Drug activity	36	46	17	42	43	15	27	47	26
Loss of woodlands & open spaces	35	35	30	31	36	33	25	38	37
Car crime	31	59	9	38	53	10	28	59	13
Graffiti/vandalism	28	62	10	32	60	8	23	61	16
Illegal dumping of waste	27	47	26	25	45	30	23	40	37
House breaking	25	62	13	27	59	14	23	59	18
Pollution of land and rivers	19	52	29	15	57	28	19	47	34
Threatening behavior	19	55	26	21	56	23	14	52	34
Noise pollution	16	48	36	15	48	36	14	47	39
Air pollution	12	46	42	9	48	43	11	42	48
Fire raising	7	35	58	5	40	55	3	29	68
Racial harassment	4	35	61	3	37	60	2	27	70

Base: 697 to 744 (data presented in declining perception of factor being a major issue)

A comparison of findings between male and female respondents revealed little or no difference in their responses with regard to the problems associated with each of the above issues.

Care is needed when analysing this data by age bands, due to the relatively small bases. General trends around the major issues suggest that concern increases with age around the following issues:

- drug activity;
- graffiti/vandalism; and
- illegal dumping of waste.

Other major issues such as:

- drinking in public;
- loss of woodlands and open spaces; and
- car crime

are not evidenced by age related trends.

Table 9 Comparison of results by place of residence (major problem responses only)

	Total	East Kilbride	Rutherglen/ Cambuslang	Hamilton	Clydesdale
	%				
Drinking in public	39	35	34	44	42
Drug activity	36	28	40	43	32
Loss of woodlands and open spaces	35	45	36	38	16
Car crime	31	21	36	43	20
Graffiti/vandalism	28	23	36	31	22
Illegal dumping of waste	27	18	29	32	31
House breaking	25	16	26	37	16
Threatening behaviour	19	15	21	23	13
Pollution of land and rivers	19	14	29	19	17
Noise pollution	16	14	20	16	15
Air pollution	12	8	17	14	9
Fire raising	7	4	13	8	5
Racial harassment	4	2	5	4	5

Base: 697 to 744

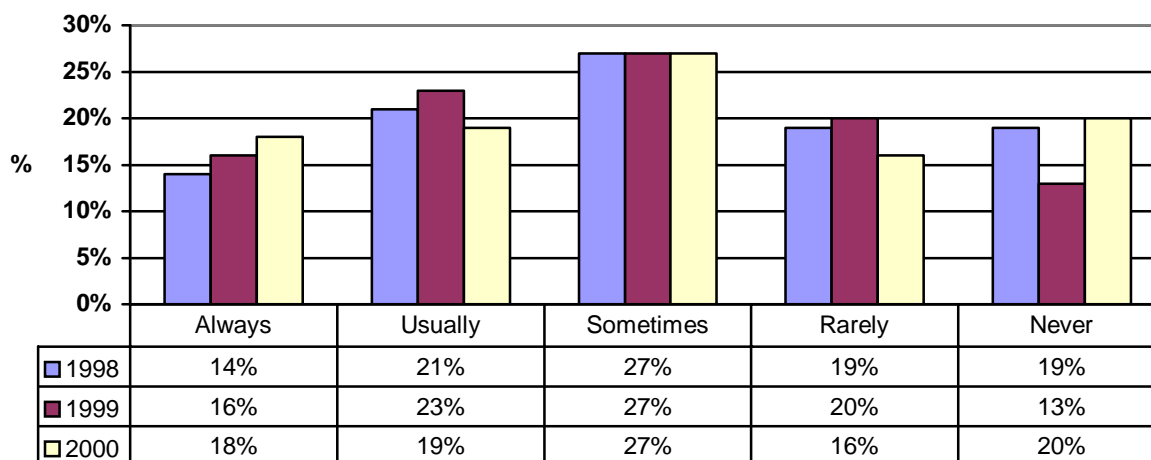
East Kilbride residents (196 respondents) consider the loss of woodlands and open spaces (45%, 90 respondents) to be their greatest area of concern. Rutherglen and Cambuslang respondents (179 respondents) are most concerned about the problems arising from drug activity in their neighbourhood (40%, 53 respondents). Whilst both the Hamilton (184 respondents) and Clydesdale (187 respondents) respondents are most concerned about drinking in public. (44%, 111 respondents and 42%, 59 respondents, respectively).

#### 4.1.5 Recycling

Respondents were then asked to state how often they make a point of recycling glass, paper and other household waste.

Just over one-third (37%, 273 respondents) of the Panel stated that they always or usually make a point of recycling these particular goods, representing a slight decrease of 2% from 1999 survey results. One in five Panel members (20%, 145 respondents) never recycle, representing an increase of 7% from 1999 but a return to 1998 levels.

Fig. 3 How often do you make a point of recycling glass, paper and other household waste?

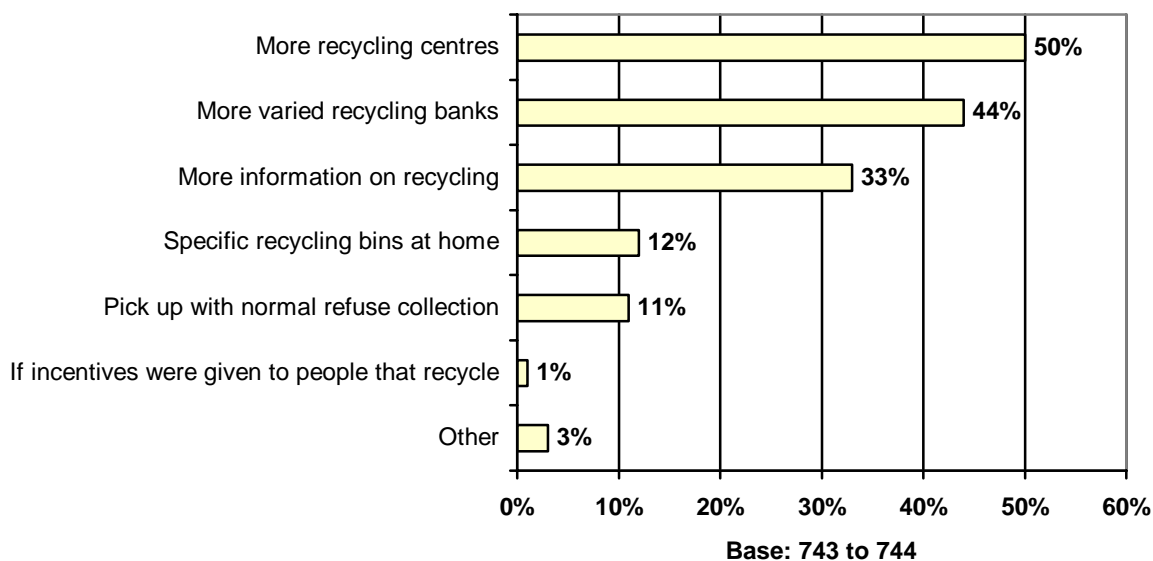


Male Panel members are less likely to recycle household waste (38%, 138 respondents stating rarely or never) than females (34%, 129 respondents). Respondents in Clydesdale (42%, 61 respondents) were found to be slightly more inclined to recycle, stating usually or always, than Panel members living in Hamilton (33%, 85 respondents) in particular.

The data shows a propensity to recycle regularly increased with age. 56% (74 respondents) of 65+ recycled always or usually compared to 21% (22 respondents) of the 16-24 age band.

When asked what would help to increase their recycling of household waste, half of the Panel (50%, 374 respondents) stated that they would recycle more often if more recycling centres were introduced in South Lanarkshire. A further 44% (327 respondents) stated that they would require more varied recycling banks in order for them to recycle more often and one in three respondents (33%, 243 respondents) thought that more information on recycling would help. Only 3% (21 respondents) of the sample gave 'other' responses. More local centres and easier accessibility were suggested most frequently here. This supports the dominance of 'accessibility' rather than 'education' as a stimulus to increase recycling – which is mirrored by the answers around the predetermined options offered to respondents in the questionnaire.

Fig. 4 What would help you to recycle more often?



## 4.2 Your Home

The next section of the questionnaire was concerned with Panel members' homes.

All residents, regardless of housing tenure, expressed high levels of satisfaction with their homes. A comparison of results with the 1999 survey reveals little change in the perceptions of South Lanarkshire residents with respect to the quality of their homes.

Table 10 How satisfied are you with the home you live in?

	Very satisfied	Fairly satisfied	Neither/Nor	Fairly unsatisfied	Very unsatisfied
	%				
General condition - inside	53	39	4	3	1
General condition - outside	40	43	7	7	3
Size of home	58	32	4	5	1
Type of home	60	31	3	3	2

Base: 700 to 739

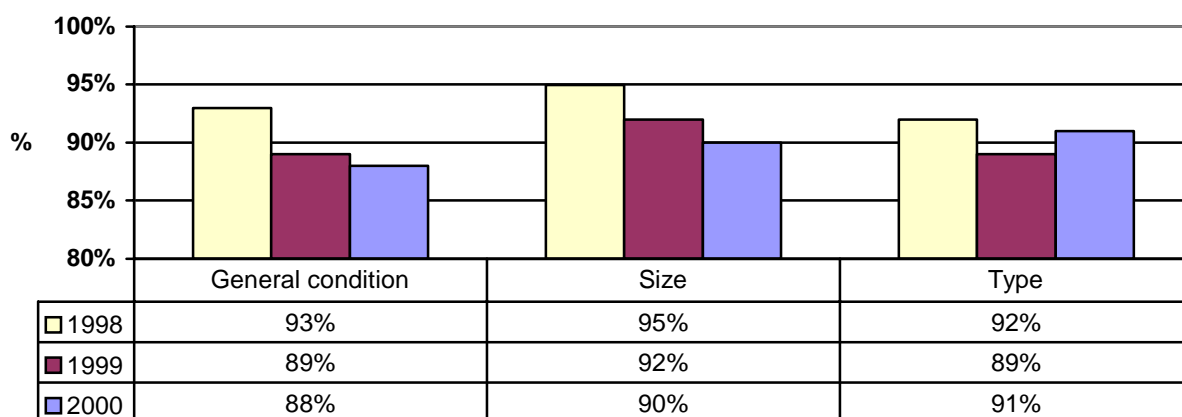
When viewed by area, the data shows that Clydesdale residents were most satisfied with the general condition of the interior of their homes, 60% (86 respondents) stating very satisfied with a corresponding lower figure in the fairly satisfied category than the other three areas. When combining very satisfied and fairly satisfied responses, results reveal no difference in the level of satisfaction between each area (92%).

Clydesdale residents were also most satisfied with the general condition of the outside of their homes, 50% (71 respondents) stating very satisfied. When combining very satisfied and fairly satisfied responses, results reveal East Kilbride (78%, 159 respondents) and Rutherglen/Cambuslang (79%, 107 respondents) respondents were slightly less satisfied with the exterior of their homes than both Clydesdale (85%, 120 respondents) and Hamilton (85%, 218 respondents) residents.

There are few differences in the Panel's level of satisfaction towards the size and type of their homes by the area in which they live. The only exception to this is the lower very satisfied rating regarding type of home from respondents in Rutherglen/Cambuslang (54%, 71 respondents) which is then balanced somewhat by the higher level of fairly satisfied respondents.

The 1999 survey did not investigate the sample's views on the outside and inside condition of their homes. In order to compare the results, an average has been taken from the findings between the satisfactory and very satisfactory responses from both condition variables. This average does not indicate a statistically precise picture, but it does give a general impression of the high perceived quality of Panel member's homes. This is shown below.

Fig. 5 How satisfied are you with the home you live in? (Very satisfied/satisfied)



Base: 701 to 739

The results show how respondents' views alter with housing tenure.

Table 11 How satisfied are you with the home you live in? (Very satisfied/satisfied)

	Owned	Council	Housing Association	Other
Base	550	159	14	23
	%			
General condition - inside	96	76	100	100
General condition - outside	90	57	90	91
Size of home	93	80	90	83
Type of home	96	77	100	81

Base: 700 to 739

Those living in Council-rented homes generally expressed lower levels of satisfaction, especially with the outside condition of their homes, than those living in other tenures. Those with 'other' tenure were only slightly more satisfied with their size and type of home than Council tenants, however. Other respondents expressed very high levels of satisfaction with their homes.

A comparison of results between survey findings reveals that in most cases the levels of satisfaction have remained very consistent over the past three years. Again, an average has been taken from the findings between the satisfactory and very satisfactory responses from both general condition (outside and inside) variables.

Table 12 How satisfied are you with the home you live in by year? (Very satisfied/satisfied)

	Privately Owned			Rented from Council			Rented from Housing Association		
	2000	1999	1998	2000	1999	1998	2000	1999	1998
	%								
General condition	93	95	96	67	74	81	95	100	93
Size of home	93	93	94	80	89	87	93	100	97
Type of home	96	92	94	77	84	83	100	100	87

Base: 700 to 739

To compound the finding that those living in Council-rented homes are typically the least satisfied with their property, residents living in Council homes have expressed consistently poorer levels of satisfaction since 1998.

When viewed by age, the data shows that across three of the aspects tested, the degree of those 'very satisfied' with their home increases from the 25-44 band through to the 65+ group. However, the youngest age band (16-24) demonstrate a higher degree of being 'very satisfied' than the age band immediately above them (25-44). The exception to this is size of home, where satisfaction decreases with age.



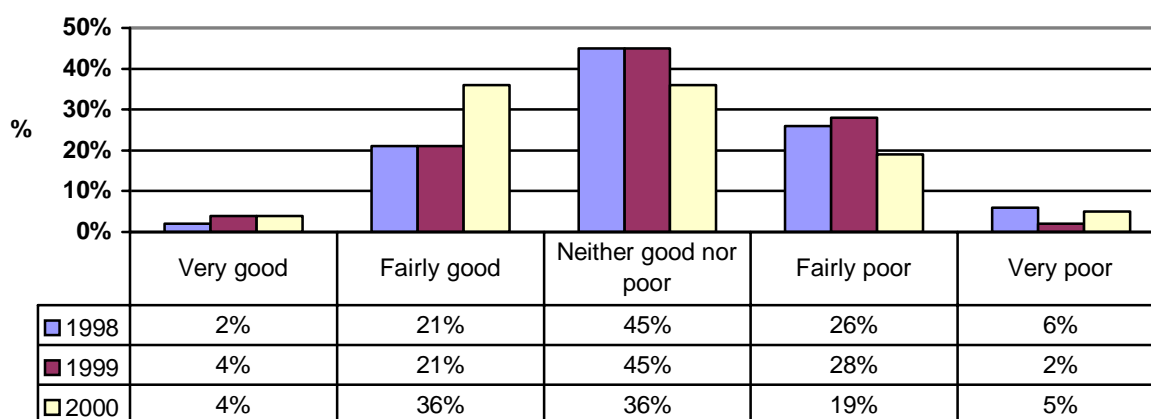
## 4.3 Work

The next section of the survey was concerned with respondents' work.

### 4.3.1 Employment prospects in South Lanarkshire

In total, 40% (277 respondents) of the sample indicated that they perceive employment prospects in South Lanarkshire to be fairly or very good, a considerable increase from both 1999 and 1998 survey results. One in four respondents (24%, 171 respondents) rate them as unsatisfactory to one degree or another, but the remaining 36% did not have a view one way or another.

Fig. 6 Overall, how do you rate employment prospects in South Lanarkshire?



Base: 701

Clydesdale respondents (43%, 58 respondents rating them as unsatisfactory) were considerably less satisfied with the current availability of employment opportunities in South Lanarkshire than respondents living elsewhere.

As might be expected, unemployed respondents (58%, 19 respondents), those on long term sickness (43%, 18 respondents) and those looking after their families (32%, 13 respondents) were found to be least satisfied with the availability of employment opportunities in the area. The data shows little distinction between age and the issue of employment prospects.

Housing association residents (45%, 6 respondents) and Council tenants (39%, 60 respondents) believed employment prospects to be poorer than those living in other tenures.

The results reveal that male Panel members (42%, 146 respondents) view access to employment opportunities slightly more positively than females (36%, 131 respondents).

### 4.3.2 Barriers to employment in South Lanarkshire

Panel members were next asked to state whether or not they have experienced any barriers to getting a job in South Lanarkshire.

The top three barriers have remained constant for the past three years. One in four (24%, 182 respondents) of the respondents stated that low wages are a barrier to getting a job in South Lanarkshire. A further one in five (20%, 150 respondents) stated there is a current lack of job opportunities in the area, whilst 17% (125 respondents) believe that the availability of public transport, or unavailability of it, affects their ability to find a job.

Table 13 Have you experienced any barriers to employment in South Lanarkshire?

	2000	1999	1998
		%	
Wages too low	24	26	28
Lack of job opportunities	20	21	25
Availability of public transport	18	19	19
Travel costs	16	15	16
Lack of information about job opportunities	13	16	14
Lack of computer skills	11	11	11
Caring for children	11	12	12
Lack of experience	11	17	13
Long term sickness or disability	10	5	9
Lack of skills in general	7	9	8
Time needed for education or training	7	10	8
Caring for a dependent adult relative	4	6	4
Age barriers	4	n/a	n/a
Other	2	n/a	n/a
Never applied for job in South Lanarkshire	1	n/a	n/a

Base: 745 (results presented in declining order of issue)

Clydesdale respondents were most inclined to state that they had experienced barriers to employment as a result of the availability of public transport in the area (30%, 43 respondents) and the cost of travel (24%, 34 respondents). This could be anticipated given the location of Clydesdale in relation to the main employment centres. Hamilton, East Kilbride and Rutherglen/Cambuslang residents stated that they had experienced barriers to employment as a result of poor wages and lack of job opportunities, which Clydesdale residents also cited.

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When examining results by employment status, it is clear that the unemployed sample believe low wages (45%, 16 respondents), lack of job opportunities (45%, 16 respondents), travel costs (38%, 13 respondents) and lack of information about job opportunities (32%, 11 respondents) to be greatest barriers to employment in South Lanarkshire. Those who are looking after the family also rate these factors more highly than the rest of the sample. Full time employees rate low wages (28%, 83 respondents), lack of opportunities (21%, 63 respondents) and availability of public transport (18%, 54 respondents) to be the greatest barriers to employment in South Lanarkshire.

Typically, perceived barriers to employment seem to decrease with age. The 16-24 year old respondents stated they experienced the greatest degree of employment barriers across the age range. The order mirrors the overall results (see Table 13) but the degree to which each is an issue is higher (see below):

- Low wages (38%, 39 respondents);
- Availability of public transport (27%, 28 respondents);
- Lack of job opportunities (26%, 27 respondents);
- Lack of experience (23%, 24 respondents);
- Travel costs (22%, 23 respondents); and
- Lack of information about job opportunities (21%, 22 respondents).

The 25-44 year old sample demonstrate similar barriers to employment, albeit to a lesser degree. Caring for children commitments (20%, 57 respondents), becomes an issue for this age band. The data shows 'caring for a dependent adult/relative' is a very minor issue for all age groups.

### **4.3.3 Willingness to work in different locations**

A comparison of result reveals that the pattern of responses around willingness to work in different locations has not significantly changed since 1998.

Results reveal that residents are more willing to accept work if it is in close proximity to their homes. 89% (469, from a base of 525 respondents) of the respondents stating that they would definitely be willing to work within a mile from home. A further 67% (348, from a base

of 519 respondents) stated that they would definitely be willing to work within their own homes. The main centres within South Lanarkshire achieved at least a response of two in five respondents stating they would definitely work there.

Table 14 In which of the following locations would you be willing to work if a suitable job was available?

		2000			1999			1998		
		Definitely	Perhaps	Never	Definitely	Perhaps	Never	Definitely	Perhaps	Never
	Base	%								
Own home	519	67	23	10	71	24	5	63	28	9
Within a mile from home	525	89	8	2	86	11	3	88	10	2
East Kilbride	530	61	25	14	59	27	14	60	29	11
Hamilton	523	58	30	11	51	34	15	60	29	11
Rutherglen/Cambuslang	519	44	34	22	34	45	21	48	31	21
Lanark/Clydesdale	513	42	33	25	27	36	37	33	34	33
North Lanarkshire	511	38	45	17	27	44	30	30	44	26
Glasgow	524	52	34	14	40	41	19	48	31	21

Base: 511 to 528

Enthusiasm for working outside of the areas shown in Table 14 was low. Responses to the proposition of working in Edinburgh, 30 miles radius from home, England, and the UK were, to a very high degree, unforthcoming or negative.

Age did not appear a major determinant in the preparedness to travel to work.

#### 4.3.4 Those in paid employment

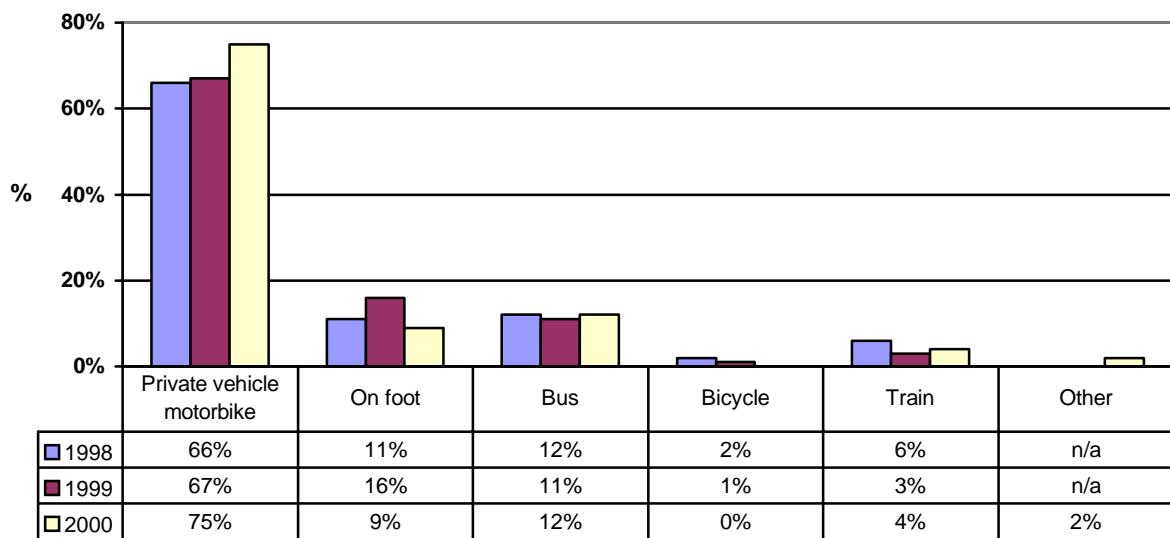
The survey revealed more than half of the respondents (60%) were in paid employment. This question was primarily included as a routing aid for respondents. There was little difference in levels of paid employment by area, but younger respondents were most likely to be in paid employment than older respondents, as a general rule.

A comparison of results between the tenancy status revealed that Council tenants (31%, 50) and housing association tenants (12%, 2 respondents) are considerably less likely to be working than those living in privately owned accommodation (68%, 374 respondents).

### 4.3.5 Travel to work

Working respondents (60%, 445 respondents) were asked to state their main method of travel to work. Results reveal that three-quarters of employed respondents (75%, 329 respondents) usually travel to work by private motor vehicle, an increase of 9% from 1998. 2% (7 respondents) of the sample stated that they use 'other' methods of travel. All of these respondents work from home.

Fig. 7 How do you usually travel to work?



Base: 442

Working males (79%, 180 respondents) are more likely to drive to work than working females (69%, 149 respondents), whilst Council tenants (28%, 15 respondents) are considerably more likely to take the bus to work. The mid age range (25-64 years) dominate travelling to work by private vehicle or motorbike.

### 4.3.6 Recent education or training

Respondents were then asked to state if they had undertaken any education or training during the past year.

More than half of the employed respondents (58%, 263 respondents) stated that they had received training directly related to their jobs over the last 12 months, a slight decrease from

1999 and 1998 survey results. 21% (98 respondents) of these respondents stated that this training will lead or had led to a qualification.

Table 15 Have you undertaken any education or training during the past year? - Directly related to your job

	2000	1999	1998
	%		
Yes – leading to a qualification	13	14	12
Yes – not leading to a qualification	37	46	46
Yes – both	8	6	4
No	41	34	37

Base: 442

Results reveal that the 25-44 year old sample were much more likely to have undertaken training or education related to their job over the past 12 months (65%, 143 respondents), 8% higher than the 16-24 year old age group. However, it has emerged that the 16-24 year old age group (41%, 34 respondents) were most likely to have obtained a qualification as a result of this training, 20% higher than the 25-44 year old sample. Although more than half of the 45-64 year old sample (54%, 69 respondents) received training or education in the past 12 months, 68% (47 respondents) of this sample did/will not obtain a qualification.

Part time employees (55%, 31 respondents) were found to be less likely to receive job-related training than the sample who work full time (64%, 189 respondents).

Findings are similar between male (58%, 134 respondents) and female (60%, 129 respondents) respondents with regards to job-related training.

Table 16 Have you undertaken any education or training during the past year? - Not related to your job

	2000	1999	1998
	%		
Yes – leading to a qualification	7	12	12
Yes – not leading to a qualification	5	9	11
Yes – both	1	4	1
No	87	75	76

Base: 442

Only 13% (57 respondents) of the respondents stated that they had undertaken training during the past 12 months that was not related to their jobs, representing a decrease of 12%

from 1999. Young people and students were, as would be anticipated, more likely to have undertaken training in the previous year than older Panel members.

Table 17 Have you undertaken any education or training during the past year? - Panel members who are not in paid employment

	%	303
Yes – leading to a qualification	11	34
Yes – not leading to a qualification	7	20
Yes – both	2	5
No	80	244

Base: 303

It emerged that one in five (59 respondents) respondents who are not in paid employment had undertaken some form of training within the last 12 months. The majority of this group were aged less than 45.

#### 4.3.7 Barriers to taking up training opportunities in South Lanarkshire

The main barriers to taking up learning and training opportunities reflect the 1998 distribution of perceived barriers fairly closely.

Table 18 Which of the following do you think are barriers to you taking up training opportunities in South Lanarkshire?

	2000	1999	1998
	%		
Other commitments	35	33	36
Not enough time	33	36	35
Lack of information about opportunities	29	27	36
Lack of finance	26	33	31
Lack of guidance/advice about opportunities	18	17	23
Courses not available for what you want to do	16	24	22
Not interested	8	8	11
The colleges/training facilities are not user friendly	6	3	5
Not eligible for the course you want to do	5	5	6
Poor health	1	n/a	n/a
Other	2	7	10
Age	1	n/a	n/a

Base: 746

Those based in Rutherglen/Cambuslang were more likely than the norm to cite lack of information about opportunities (35%, 48 respondents), as were younger age groups. A lack of time was particularly common amongst the 25-44 age group (51%, 145 respondents), i.e.

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those most likely to have young families, and they were also most likely to cite other commitments (47%, 133 respondents).

#### **4.3.8 Volunteer activity**

Two in five (40%, 296 respondents) respondents currently spend time as a volunteer or as an unpaid organiser for charities, clubs or organisations.

Nearly half of the sample interviewed in Hamilton (45%, 114 respondents) currently spend time as a volunteer or as an unpaid organiser for charities, clubs and organisations, 10% higher than respondents in East Kilbride. Each age group has a fairly high proportion of respondents involved in the community, ranging from 35% to 45% of the respondents, from the youngest to the oldest age group.

Self employed respondents (59%, 28 respondents) claimed to be most proactive in their community. By contrast, only one in five (20%, 7 respondents) unemployed respondents stated that they volunteer or organise for charities clubs or organisations.

### **4.4 Health**

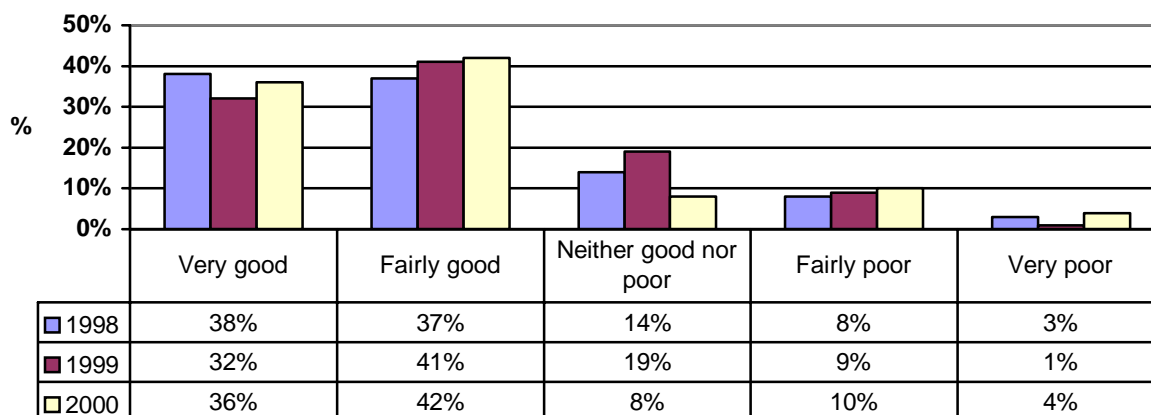
The Panel were next asked a series of questions about their current state of health.

#### **4.4.1 General rating of health**

The majority of respondents (78%, 581 respondents) perceive their health to be fairly good or very good, an increase of 5% from 1999 survey results. However, a higher proportion also rated their health as poorer than in previous years as fewer rated it as neither good nor poor.



Fig. 8 Over the past 12 months, how would you say your health has been?



Base: 701

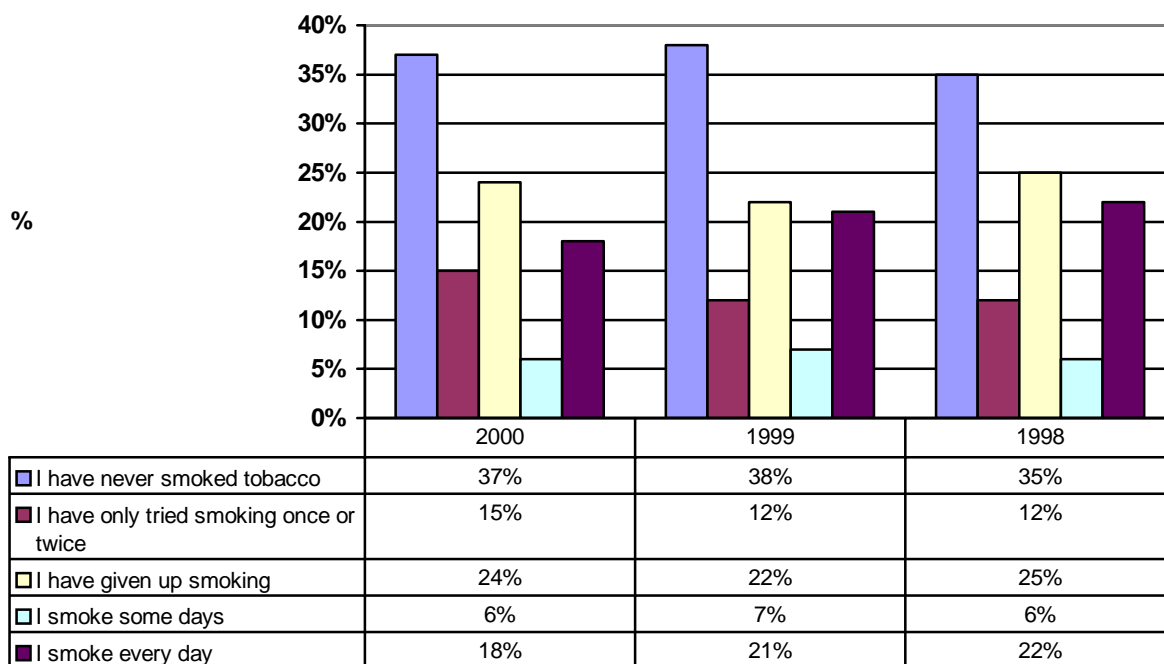
Perception of one's own wellbeing seems to reduce slightly with age. 89% (92 respondents) of the 16-24 year old sample stated that their health has been fairly or very good over the past 12 months. This is 17% higher than the 65+ sample (96 respondents).

Male respondents (82%, 299 respondents) perceived their health to be slightly better than females (74%, 284 respondents).

#### 4.4.2 Smoking

Results reveal that one in four (24%, 175 respondents) respondents currently smoke, representing a slight decrease of 4% from 1998 and 1999 survey findings. A further 24% (176 respondents) of respondents stated that they have given up smoking. Generally, there has been little shift in smoking patterns within the Panel in the past three years.

Fig. 9 Which of the following statements best describes you at present?



Base: 746

Smoking on a daily basis is higher for those living in Rutherglen/Cambuslang (20%, 28 respondents) and Hamilton (20%, 50 respondents), those who are 45-64 years of age (23%, 51 respondents), Council tenants (32%, 52 respondents) and Panel members who are long term sick (52%, 22 respondents). Male (18%, 65 respondents) and female (18%, 69 respondents) respondents show an equal propensity to smoke on a daily basis. Smoking daily falls rapidly by 11% (14 responses) of those aged 65+.

The 175 respondents who smoke were then asked to state the number of cigarettes they smoke on a daily basis. (It should be noted that the base size has decreased from 175 to 159, as some Panel members who smoke did not complete this question.) Results indicate a very sharp increase (13%), from 1999 survey findings, in the number of respondents who smoke more than 19 cigarettes a day, but this is only an increase of 5% over 1998 figures.

Table 19 How many cigarettes do you smoke on average per day?

	2000	1999	1998
	%		
1	5	2	3
2 to 4	11	10	7
5 to 9	12	21	16
10 to 14	19	25	30
15 to 19	27	28	22
20 to 29	21	9	18
30 to 39	4	4	3
40 or more	2	1	1

Base: 159

Nearly three quarters (72%, 122 respondents) of the sample stated they intend to give up smoking.

Those who are most likely to wish to quit smoking live in Hamilton (78%, 45 respondents) or Clydesdale (76%, 25 respondents), are 25-44 years old (77%, 52 respondents), work part time (87%, 5 respondents), and are homeowners (72%, 74 respondents).

Those intending to quit smoking were asked when they intended to do so. Results reveal that 9 out of 10 smokers (108 respondents) intend to kick the habit within six months or earlier. 43% (51 respondents) stated that they would quit smoking after the New Year.

Table 20 When do you think you might try to quit smoking? (Question asked in mid November)

	%	120
Within the next month	19	23
After New Year	43	51
Within the next six months	29	34
Longer	10	12

Base: 122

These respondents (120) were then asked to identify the methods which they would prefer to use to assist them to quit smoking. The following table illustrates their responses.

Table 21 Which of the following ways to quit smoking would you prefer to use?

	%	120
Willpower	62	75
Nicotine replacement therapy	41	49
Stop smoking group	8	10
Zyban	7	8
Telephone helpline	7	8
Other	5	6
Laser Therapy	2	2

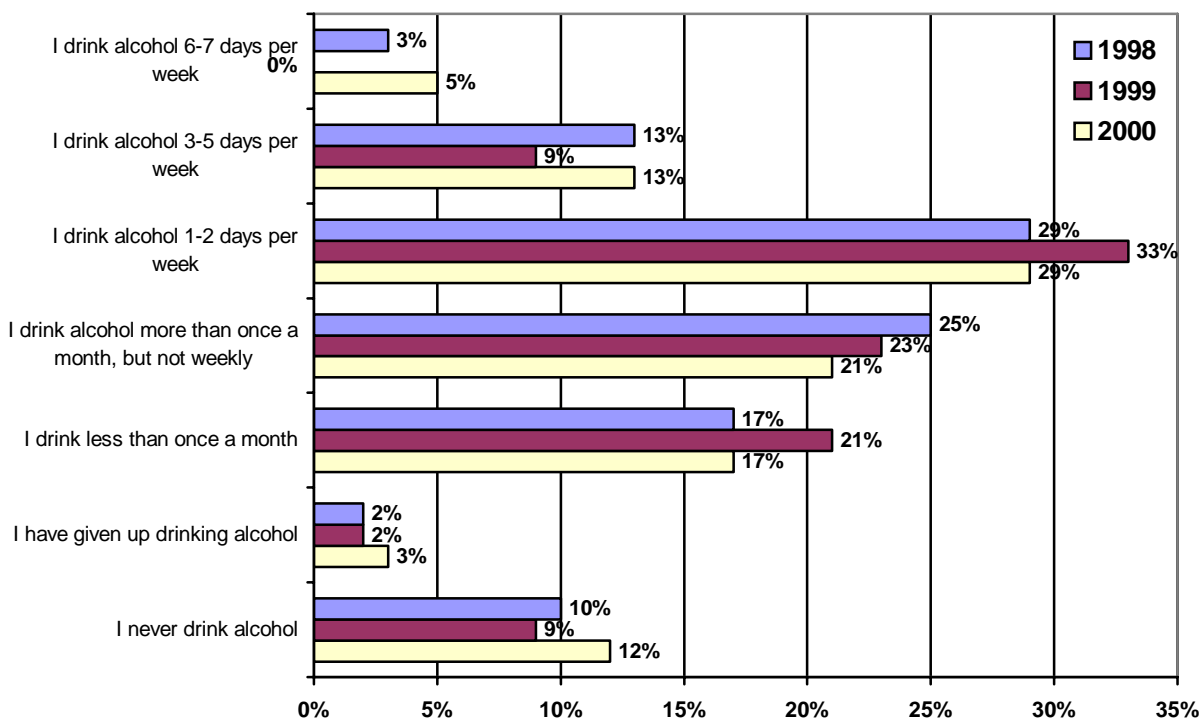
Base: 120

By far the most popular quit smoking technique was willpower (62%, 75 respondents). Nicotine replacement therapy (41%, 49 respondents) ranked second in popularity. Other responses include hypnosis, and "anything"! Male respondents were slightly more likely to cite willpower than nicotine replacement therapy, which was more favoured by female respondents.

#### 4.4.3 Alcohol Consumption

The respondents were next asked to state the regularity with which they drink alcohol. 18% (138 respondents) claim to drink on more than 3 days a week, an increase of 7% from 1999, and 2% from 1998. However, results do reveal similar drinking patterns between the three surveys. Figure 11 illustrates their responses.

Fig.10 Which of the following statements best describes you at present?



Alcohol drinkers (638 respondents) were then asked if they would like to cut down their alcohol intake.

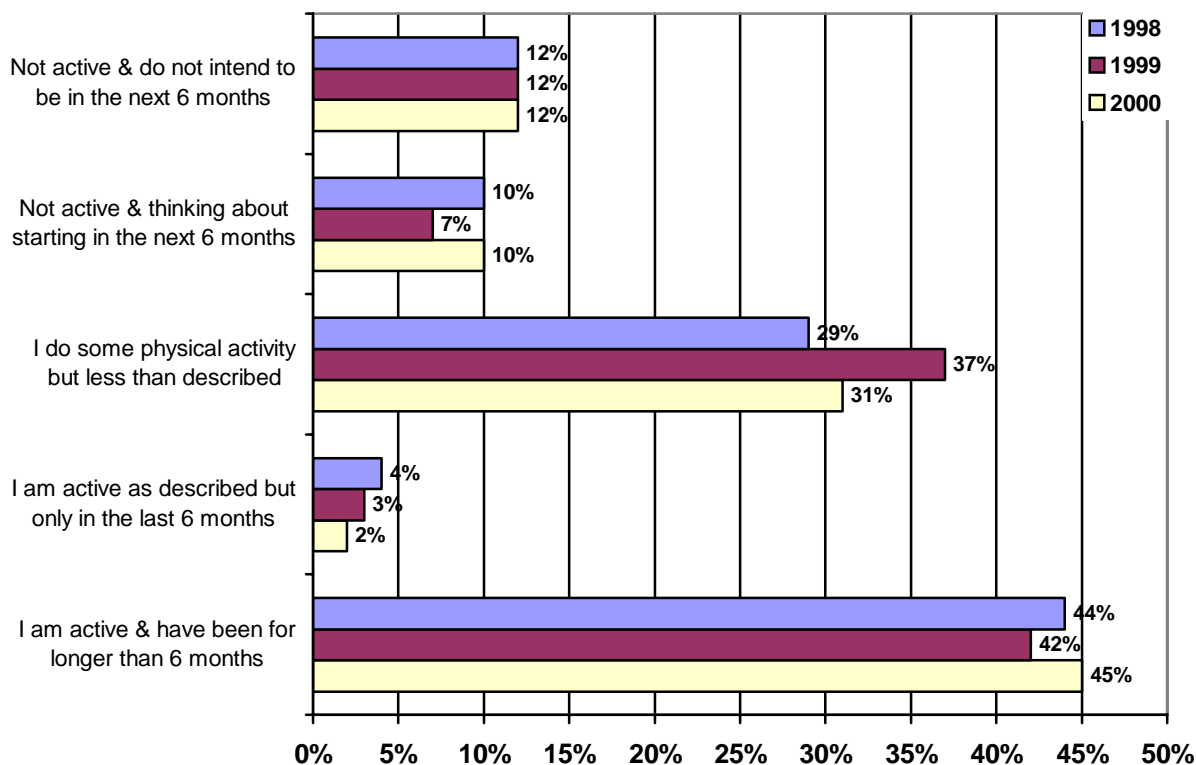
9% (60 respondents) stated that they would like to cut down their alcohol intake. However, it emerged that the sample who drink frequently (6 - 7 times per week) were significantly less likely to wish to cut their alcohol intake (15%, 9 respondents) than the sample who drinks 3 - 5 times per week (33%, 19 respondents) or once or twice per week (33%, 20 respondents). The difficulty with this question is that we have no way of knowing how much alcohol each person is consuming per day – consumption of a glass of wine every evening with dinner has been shown to have beneficial effects, whilst binge drinking at the weekend can cause serious health and social problems.

#### 4.4.4 Physical Activity

Respondents were next asked to comment upon their physical activities. 45% (326 respondents) of the sample claim to take part in regular physical activity (defined as *taking exercise, sport or heavy work 2 – 3 times a week or walking for at least 20 minutes on four or more days a week*) and have done so for longer than 6 months. A further 31% (225

respondents) claim to participate in some physical activity but less than 2 - 3 times per week. 22% (161 respondents) of the sample do not participate in any physical activities whatsoever. More than half of these respondents (90 respondents) have no intention of doing so.

Fig. 11 Which of these statements best describes you at present?



Those with a propensity to participate in regular activities are 65 years of age or older (57%, 70 respondents), male (52%, 188 respondents) and owner-occupiers (47%, 256 respondents). A comparison of results by place of residence revealed little difference in frequency of participation in regular activity.

Respondents were then asked to state the factors that prevent them from exercising more often. The top four factors that prevent increased physical activity are respondents being too busy (42%, 312 respondents), the cost of sports/fitness activities (24%, 178 respondents), medical reasons (22%, 164 respondents) and lack of sports/fitness facilities (15%, 109 respondents). This was a similar profile to the results from the previous two surveys.

Table 22 Which of the following factors do you think prevent you from exercising more often?

	2000	1999	1998
	%		
I am too busy	42	44	40
The cost of sports/fitness activities	24	29	27
Medical reasons	22	23	18
Lack of sports/fitness activities	15	14	20
I am too lazy	12	10	13
No interest	5	9	6
Exercise enough	2	n/a	n/a
No crèche facilities	2	n/a	n/a
Access to sports facilities	1	n/a	n/a
Age	1	n/a	n/a
Other	1	n/a	7

Base: 746

Rutherglen/Cambuslang (33%, 45 respondents) and Clydesdale (23%, 32 respondents) respondents were considerably more likely to state that the lack of sports/fitness facilities directly affected their decisions to participate in regular physical activity. Hamilton (48%, 121 respondents) and East Kilbride (44%, 89 respondents) samples were more likely to state that they were too busy to take part in physical activity.

A comparison of findings by age, revealed that the 65+ sample (9%, 11 respondents) were considerably less likely to state that they were too busy to take part in physical activity than their younger counterparts. This reason for non participation is highest with the 16-24 age group (62%, 65 responses) and falls in accordance with increasing age. The cost of sports facilities was seen as a far greater factor to the 16-24 year old age group (50%, 52 respondents) and falls with age group until it is not an issue to 10% (13 respondents) of the 65+ age group.

#### 4.4.5 Fruit Consumption

Panel members were asked about their fruit consumption.

Three quarters (561 respondents) of respondents consume one or more pieces of fresh fruit per day, which is not significantly different from previous years.

Table 23 On average how many pieces of fresh fruit do you eat each day?

	2000	1999	1998
	%		
None	24	25	24
1	19	18	22
2	25	26	32
3	19	18	14
4	8	6	5
5	4	5	2
6	1	1	1
7	*	0	0

Base: 746

\* Less than 1%

With regards to age, the data suggest the least likely fruit consumers to be in the age 25-44 age group.

#### 4.4.6 Vegetables and Salad Consumption

Nine out of ten respondents (656 respondents) consume one or more portions of vegetables or salad on a daily basis. 64% eat two or more portions. Current results are again very similar to those of previous survey findings.

Table 24 On average how many portions of vegetables or salad do you eat each day?

	2000	1999	1998
	%		
None	11	13	11
1	25	27	27
2	36	38	39
3	20	16	18
4	5	2	3
5	3	2	1

Base: 746

Female respondents (93%, 352 respondents), private homeowners (91%, 496 respondents), and part time employees (95%, 59 respondents) are most likely to consume vegetables on a daily basis. A similar percentage of residents from each area as well as each age group consume at least one portion of vegetables on a daily basis.

Council house tenants (20%, 31 respondents) and long term sick (30%, 13 respondents) were found to be least likely to consume vegetables or salad.



Table 25 Total quantity of fruit & vegetables eaten on a daily basis

Portions	%	746
0	9	64
1	9	66
2	14	103
3	16	117
4	16	119
5	16	117
6	12	87
7	4	31
8	3	21
9	1	9
10	1	7
11	*	1
12	*	1
13	*	0
14	*	2

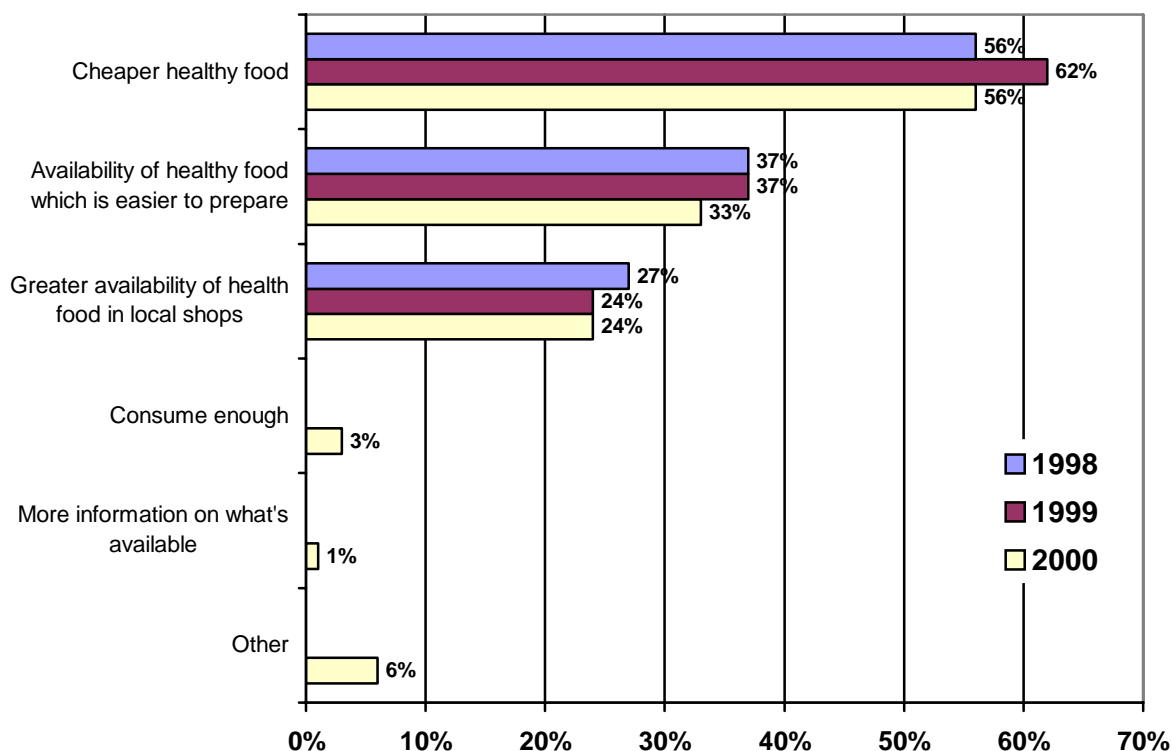
Base: 746

\* Less than 1%

Table 28 illustrates the combined daily consumption of fruit and vegetables. 37% (276 respondents) of the sample consume at least the daily recommended allowance of five portions. One in eleven respondents (9%, 64 respondents), however, do not eat any fruit or vegetables at all.

The respondents were next asked to state in what ways they could be encouraged to eat more healthily. Results reveal very similar findings to those obtained from previous surveys. More than half of the respondents (56%, 410 respondents) would consume more healthy food if it were cheaper. A further 33% (242 respondents) stated that they would consume more healthy food if it were easier to prepare. One in four respondents (24%, 178 respondents) said improved availability within local shops would help and 6% (42 respondents) of the sample provided other responses. These were "more time needed", "provide advice on preparation", "improve the taste", "change attitude" and "increase shopping hours".

Fig. 12 Which of the following do you think would encourage you to eat more healthily?



Females (58%, 219 respondents) were slightly more inclined towards the provision of cheaper health food, as were 45 - 64 year olds (60%, 131 respondents), unemployed (78%, 27 respondents), and housing association residents (71%, 11 respondents).

Hamilton respondents (38%, 97 respondents), students (44%, 19 respondents), 16-24 year olds (45%, 47 respondents), and Council house residents (43%, 68 respondents) would consume more healthy food if it were easier to prepare.

#### 4.6 General Comments

Lastly, the Panel was asked to comment on the single most important thing they would like to see done to improve the quality of life in their local area. The table on the following page illustrates their responses. In many cases, the respondents gave more than one answer.

A full list of responses is provided in the Appendix.

Table 26 What single thing would you like to see done in order to improve the quality of life in your area?

	2000	1999	1998
	%		
More leisure/sports facilities	9	6	4
Improve police presence	8	8	11
More facilities/activities for younger people	7	8	9
Improve roads/pathways	7	-	6
Improve public transport	6	5	6
Traffic control/calming measures	6	11	7
Tackle crime/vandalism in area	4	-	-
Tackle drink problem in public spaces	4	-	-
Improve children's play areas	3	-	6
Other	22	-	-
No reply	17	-	-

Base: 746

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## 5 Recommendations and Conclusions

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This final section of the report is concerned with overall recommendations and conclusions. The focus is on the overview of the project rather than the detail of the results. These form the bulk of the previous section and the executive summary at the start of the report.

The overview of the findings leads to FMR making the following recommendations and concluding comments.

- Overall, the 2000 survey continues to build the picture of perceived quality of life in South Lanarkshire. No single issue has moved significantly. To date, Quality of Life surveys have been conducted annually. Given the minor shifts in opinion, it may be more appropriate to conduct these every second year or so. This would also assist in addressing the feeling of 'déjà vu' some Panel members must feel when every third or fourth questionnaire they complete is virtually identical.
- Some of the issues surveyed show a year on year trend, but the most striking aspect of the data is the distinctiveness of the 1999 information. On many issues, the 1999 data seems inconsistent with that of 1998 and 2000. Concerns over the 1999 information emphasise the importance of longitudinal research to apply reliable methodology. Shortcomings in this area in any year will obscure the values of the survey in being able to illuminate trends.
- It may be beneficial for work to be applied in determining aggregate quality of life indicators. These indicators will each combine several of the individual issues probed. The partners may wish to construct indicators in line with common strategic themes, e.g. Community Planning.
- This research is largely based on respondents' own perceptions, and as such exhibits limitations associated with its use. Some of the questions used in the survey are loosely defined to the point where the way in which the respondent interprets the question becomes an issue. However, any ambiguity this introduces needs to be tolerated, as changes to the questions may threaten the continuity of data studies such as this seek to achieve. This may be assisted by the inclusion of a definition in the question.

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- The research illuminates possible areas for action. We suspect these may already be known or revealed in further depth by other research methods. These areas include:
    - council tenants consistently rated many issues more negatively than other tenures. This was with regard to both general quality of life issues and those questions pertaining to the home in which they lived;
    - cleanliness of streets and the condition of roads, pavements and street lighting are perceived to have deteriorated;
    - the maintenance of common areas and suitable places for children to play were also not rated highly;
    - the availability of suitable housing was also perceived to be a problem, which the relevant partners may be in a position to address;
    - drinking in public, drug activity and the loss of woodlands and open spaces are all seen to be increasingly important problems in South Lanarkshire; and
    - the barriers to employment remain constant – any work done by the partners to address the issues in the past few years has not been recognised by local people or just maintained the status quo;
    - behaviour which impacts on health has not altered substantially in the last three years.

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## Appendices

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Appendix 1: Letter and questionnaire sent to Panel members

Appendix 2: Other literal responses (Q30)

Appendix 3: Data tables (under separate cover)

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## Appendix 1

### Letter and Questionnaire sent to Panel members

# Is South Lanarkshire changing? let's take a closer look...



This is the **third** annual 'Quality of Life' Survey to be run with the South Lanarkshire Citizens' Panel. It asks how you would rate your area for a number of different local services and explores issues such as health, work and training and your home.

If you are new to the Panel, we would like to hear your views, and if you have already completed a similar survey – we would still like to hear what you have to say! It is really important that you complete the survey if you have been on the Panel for a while so that we can see if things are improving, staying the same or getting worse.

As usual, all replies will be treated as strictly confidential. The findings will be used by the Panel partners to ensure their services meet local people's needs.

Please take a few minutes to complete the booklet and return it in the reply-paid envelope by **Friday, 1<sup>st</sup> December 2000**. If you have any questions, call Nikki Ulijn at FMR Market Research on 0141 332 2647.

Thank you for your help.

## Appendix 2

### Q30 – Other Literal Responses

	<b>170</b>
No further encroachment on green areas	15
A greater pride in community	12
CCTV cameras	5
Council needs to listen to residents about potential problems in area	5
Curfew for children on streets at night	5
Cinema	4
Council should be tougher on problem families	4
More stringent controls on new home development	4
Provide recycling bins for each household	4
Affordable access to sports centres	4
More attention to the needs of the elderly in the area	4
Improved pollution control	4
Improved health facilities	4
Clean up local environment	3
Cut fuel tax	3
Eliminate fly tipping in area	3
More cycle paths	3
Improved support for rural areas	3
More funding for local area	3
Improving housing allocation	3
General help with garden maintenance	3
More activities in general	3
Build M8 extension	2
More information on available facilities in area	2
More neighbourhood watch schemes	2
Affordable childcare facilities.	2
Improved collection of rubbish from flats	2
Adult taking more responsibility for their actions	1
After school clubs for school age children	1
Allow tenants to get more say in the factoring of their flats	1
Alternative therapies to people on benefits	1
Any scheme that provides free education/training to all people irrespective of ability to pay	1
Ban parking on residential streets	1
Buy & develop Dungavel	1
Cheaper prices in supermarkets	1
Coherent public transport policy - extending current service to main employment centres in the various industrial estates.	1
Continued regard for buildings of historical distinction	1
Council should provide transport for disabled	1
Curb smoking in public areas	1
Different approach to local government	1
Do not build a prison in our backyard	1
Drama club to allow interaction between adults and children	1
Enforce laws	1



Enforce noise levels from places providing public entertainment	1
Fencing off garden areas around flats	1
Gas supply installed in home	1
General all round improvements needed	1
General painting of street furniture	1
Get rid of gangs off streets	1
Get rid of off license	1
get rid of smell coming from Dalmarnock sewage system	1
Have a dietician in the local community hall	1
Help drug users	1
Hold open days,	1
Home delivery service from supermarkets	1
Improve housing conditions for disabled	1
Improve local common areas	1
Improve quality of school meals	1
Improved attitude towards housing repairs	1
Improved parking facilities for tenants	1
Improved relationship between police & residents	1
Install secure entrances to closes	1
Introduce industry of all kinds	1
Investment	1
Larger post officer	1
Less apathy	1
Library	1
Limit sale of alcohol to 21 years of age +	1
Maintenance of trees and bushes on sides of streets	1
More effective community action on priority issues	1
More encouragement given to youth workers from NMSP's & local councilors	1
More healthier restaurants	1
One stop shop for benefit services/job centre, education	1
Plant more trees in residential areas	1
Preserve all sandstone buildings	1
Redevelopment of Lanark race course	1
Reduction of rates of small business. Full time police station needed	1
Reduction of tax	1
Reduction of TV viewing	1
Reeducate male population who think aggression is cool	1
Regenerate "Top Scheme"	1
Remove asbestos from homes	1
Retail Park in Cambuslang	1
Return control of EK to development corporation	1
Ski slopes	1
SLC to shut down Stonelaw High school playing fields at night & weekends	1
Small industrial units available to rent locally	1
Social evening for adults and children	1
Traffic lights for pedestrians	1
Vote out our councillors	1