

**SOUTH LANARKSHIRE
CITIZENS' PANEL**

**Report on Fourth
Quality Of Life Survey**

by

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Research**

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1. EXECUTIVE SUMMARY

Background and Objectives

- 1.1. South Lanarkshire Citizens' Panel was first established in 1998. At its launch it had 1,600 South Lanarkshire residents as members, with equal numbers in each of the four former council areas:
 - Clydesdale
 - East Kilbride
 - Hamilton
 - Rutherglen / Cambuslang
- 1.2. Each year a percentage of the panel stand down and new members are recruited. At the start of November the membership stood at 1,567.
- 1.3. A Steering Group drawn from partner agencies is responsible for managing the Panel. The current members of the are:
 - South Lanarkshire Council;
 - Greater Glasgow NHS;
 - Lanarkshire NHS; and
 - Communities Scotland.

Methodology

- 1.4. Craigforth Consultancy and Research undertook this fourth survey on the Quality of Life in South Lanarkshire on behalf of the steering group. It was conducted towards the end of 2002, using a similar questionnaire to the previous survey in 2000.
- 1.5. The section on health, however, asks a number of new questions on health and well being, in place of the previous ones on smoking, drinking and diet. There are also new questions on community involvement and on Panel members' use of the Internet.
- 1.6. Postal self-completion questionnaires were issued to 991 members of the panel, around two thirds of the panel membership, during November 2002. A reminder was sent. By early December a total of 858 responses had been received, or an 87% response rate. This compares favourably with the previous Quality of Life survey in 2000. Then, there was a respectable response rate of 54% of Panel members, despite no reminders being issued.

Key Findings

Neighbourhood and Local Area

- 1.7. Panel members were asked their views on the neighbourhood and the wider local area in which they live. The usual pattern in surveys is that people like their neighbourhood quite a lot and the wider local area somewhat less.

- 1.8. Accordingly, in South Lanarkshire twice as many think their neighbourhood is “very good” compared with the wider local area.

2002 Survey	Rating of Neighbourhood	Rating of Wider Local Area
Very Good	35%	17%
Fairly Good	51%	56%
Neither Good Nor Poor	8%	17%
Fairly Poor	4%	8%
Very Poor	2%	2%

- 1.9. The great majority of respondents, some 86%, saw their neighbourhood as a fairly or very good place to live. This represented an increase on the previous year, making an overall increase of 4% since the second QOL survey in 1999. As in previous years, however, most say that it is only ‘fairly good’.

Rating of Neighbourhood	All South Lanarkshire 2002	All South Lanarkshire 2000
Very Good	35%	34%
Fairly Good	51%	50%
Neither Good Nor Poor	8%	10%
Fairly Poor	4%	5%
Very Poor	2%	1%

- 1.10. People in East Kilbride were most positive about their neighbourhood, followed by residents of Clydesdale.

Rating of Neighbourhood – by Part of South Lanarkshire

Rating of Neighbourhood	Clydesdale	East Kilbride	Hamilton	Rutherglen	All South Lanarkshire
Very Good	37%	38%	34%	30%	35%
Fairly Good	50%	55%	46%	53%	51%
Neither Good Nor Poor	9%	6%	11%	5%	8%
Fairly Poor	2%	1%	6%	7%	4%
Very Poor	1%	*	2%	4%	2%

* = less than 1%

- 1.11. When it came to rating the wider local area the results in 2002 were nearly identical with the results in 2000.

Rating of Wider Local Area	All South Lanarkshire 2002	All South Lanarkshire 2000
Very Good	17%	19%
Fairly Good	56%	57%
Neither Good Nor Poor	17%	15%
Fairly Poor	8%	7%
Very Poor	2%	2%

Rating of Wider Local Area – by Part of South Lanarkshire

Rating of Wider Local Area	Clydesdale	East Kilbride	Hamilton	Rutherglen	All South Lanarkshire
Very Good	15%	23%	17%	10%	17%
Fairly Good	56%	63%	56%	49%	56%
Neither Good Nor Poor	20%	12%	16%	23%	17%
Fairly Poor	9%	2%	9%	15%	8%
Very Poor	1%	1%	2%	2%	2%

- 1.12. Again, East Kilbride residents gave their area the highest score. No fewer than 86% rated East Kilbride as very or fairly good, much higher than any other area. Some 23% said that East Kilbride was a very good area. Only 3% said that it was poor.
- 1.13. On the rating of the neighbourhood services, the education provided by South Lanarkshire's primary schools was most highly rated, with 88% saying that they are very or fairly good, followed by secondary schools, similarly rated by 82%. Post offices and general practitioner services were also rated very highly.
- 1.14. On perceived problems with the neighbourhood those living in social rented accommodation – such as council housing – tended to see more problems. There were perceived reductions in drug activity, car crimes and drinking in public compared with 2000, though to some extent this may be to do with the changing composition of the panel membership.

Home, Recycling and Community Involvement

- 1.15. Most residents expressed satisfaction with their homes. Nearly six out of ten were very satisfied with the general condition inside their home, but this dropped to just over four out of ten when commenting about the outside. Put another way, no fewer than 57% were less than entirely satisfied with the outside condition of their home.
- 1.16. This is a common research finding. Today, most homes have the basic amenities and much more. People in all forms of housing go to great lengths to create warm attractive interiors, but they may have less control over external conditions. Hence the "wee palace" in the drab looking street.
- 1.17. There were big differences by tenure. Owners were 64% very satisfied with the internal conditions of their home, compared with only 42% for those in the social rented sector and even fewer amongst those living in "other" accommodation.
- 1.18. On recycling, residents were asked how often, if at all, they made a point of recycling glass, paper or other household waste. Around half said that they never recycled glass or paper and even more, 63%, said that they never recycled other household waste.

- 1.19. Next, residents were asked how involved they felt in their local community. The findings from the Scottish Household Survey suggest that Panel members feel somewhat more, but not significantly more, involved in their community than a cross-section of the South Lanarkshire population.
- 1.20. On volunteering, however, members are considerably more involved in providing unpaid help to charities and voluntary organisations than the population of South Lanarkshire as a whole. Indeed, they are three times as likely to have volunteered.

Volunteering	2002 Panel	2000 SHS South Lanarkshire	2000 SHS Scotland
Yes	60%	19%	26%
No	37%	80%	73%
Don't know/can't remember	2%	1%	1%

Work

- 1.21. Next, residents were asked about employment prospects. Given the economic downturn, it was not surprising that only 35% saw prospects as good, compared with 40% two years ago.

Employment Prospects	2002	2000
Very good	3%	4%
Fairly good	32%	36%
Neither good nor poor	35%	36%
Fairly poor	25%	19%
Very poor	6%	5%

Use of the Internet

- 1.22. Residents were asked if, in the last 12 months, they had personally used the Internet at any of a number of listed locations. "Universal Connections" is a Council run facility for young people.
- 1.23. Home was the most common location, followed by place of work, for access to the Internet. Only a third of Panel members had not used the Internet over the past 12 months, although amongst those aged 65 and over this rose to 62%. By contrast, 85% of those under 44 had used the Internet.

Use of Internet	2002
Home	54%
Work	32%
School/college	5%
Local library	10%
Cyber café	3%
Community centre	*
Universal Connections	*
Other public place	1%
Not used the internet	34%

* = less than 1% (three people in each case)

- 1.24. Residents were next asked for which reasons they had used the Internet. Information is the most common reason use, followed by email and research. Over half said that they used the Internet to purchase something, reflecting its growing use for commercial and indeed public service transactions.

Reasons for Internet Use	2002
Get information	92%
Do research	61%
Buy or pay for an item or for a service	55%
Play games	14%
Download or listen to music	16%
Other entertainment purposes	16%
Send or receive emails	81%
Other	8%

- 1.25. Panel members were then asked about websites visited, from a list provided. The most commonly visited were the Scottish Executive's website, and South Lanarkshire Council's.

Websites Visited	2002
NHS Lanarkshire	10%
NHS Glasgow	6%
South Lanarkshire Council	26%
Communities Scotland	3%
Scottish Enterprise Lanarkshire	4%
Scottish Executive	28%
None of the above	49%

- 1.26. Respondents who had visited these sites were invited to comment on their quality. The Scottish Executive's website was seen as the best of those considered.

Health and Wellbeing

- 1.27. Finally, Panel members were asked a series of questions about their current state of health. The questions asked in 2002 were different from previous years, so no comparisons could be made.

- 1.28. Men and women's perceptions of health were broadly similar, although there was some difference by age.

Perceptions of Health	<44	45 - 64	65>	All
Excellent	20%	10%	4%	12%
Very good	43%	32%	27%	35%
Good	25%	31%	34%	29%
Fair	7%	17%	30%	16%
Poor	5%	10%	5%	7%

- 1.29. Next, residents were asked about their health over the past four weeks. Around a third had felt calm and peaceful all or most of the time. Amongst women, this was only the case with 27%, whereas amongst men it was a striking 41%. Those aged 65 and over tended to feel calmest.
- 1.30. Just over a quarter felt that they had a lot of energy all or most of the time. Amongst women, only 21% felt this way whereas 35% of men did so. Perhaps surprisingly, younger people felt only marginally more energetic than others.
- 1.31. On feeling low, 58% said that they felt that way a little or none of the time. 54% of women felt this compared to 63% of men – and 72% of older people.

Health Over Last Four Weeks

Have You...	All Of The Time	Most Of The Time	A Good Bit Of The Time	Some Of The Time	A Little Of The Time	None Of The Time
Felt calm and peaceful	3%	30%	21%	28%	13%	3%
Had a lot of energy	4%	22%	22%	30%	14%	7%
Felt downhearted and low	2%	4%	9%	26%	39%	19%

2. INTRODUCTION

South Lanarkshire Citizens' Panel

- 2.1. South Lanarkshire Citizens' Panel was first established in 1998. At its launch it had 1,600 South Lanarkshire residents as members, with equal numbers in each of the four former council areas:
- Clydesdale
 - East Kilbride
 - Hamilton
 - Rutherglen / Cambuslang
- 2.2. Each year a percentage of the panel stand down and new members are recruited. At the start of November the membership stood at 1,567. (Since then, a further wave of recruitment has been undertaken and the Panel membership now stands at around 1,800.)
- 2.3. A group of partner agencies established the Citizens' Panel and are jointly responsible for its management. The current members of the Steering Group are:
- South Lanarkshire Council;
 - Greater Glasgow NHS;
 - Lanarkshire NHS; and
 - Communities Scotland.
- 2.4. Craigforth Consultancy and Research currently manage the Panel on behalf of the Steering Group.

Methodology

- 2.5. Craigforth undertook this fourth survey on the Quality of Life in South Lanarkshire on behalf of the steering group. It was conducted towards the end of 2002, using a similar questionnaire to the previous survey in 2000.
- 2.6. The questions were largely identical in the sections on the neighbourhood and local area, housing and recycling. The section on health, however, asks a number of different questions on health and well being in place of the previous ones on smoking, drinking and diet. There are also new questions on community involvement and on Panel members' use of the internet.
- 2.7. The research was undertaken by means of a postal self-completion survey. Questionnaires were issued to 991 members of the panel, around two thirds of the panel membership, during November 2002. By cut off in early December a total of 858 responses had been received, or an 87% response rate, of which 847 were analysable. The remaining eleven were incomplete.
- 2.8. This compares favourably with the previous Quality of Life survey, undertaken in the autumn of the year 2000. Then, there was a respectable response rate of 54% of Panel members, despite no reminders being issued to non-respondents.

“Representativeness” of the Survey

Representativeness in terms of attitude

- 2.9. Citizens Panels can be recruited to be more or less representative of the local population in terms of a number of demographic factors. This is considered below. However, people who volunteer to join Panels are not necessarily representative of the local population in terms of attitude, as was highlighted in the recent evaluation report.
- 2.10. With the development of the Scottish Household Survey (SHS) and the availability of figures by local authority area, it is increasingly possible to compare the characteristics of the Panel with the more general population. One interesting point to note is that, as the survey results below will reveal, Panel members are around three times more likely to engage in volunteering or action in their local community than the population of South Lanarkshire as a whole – 60% compared with 19%.
- 2.11. However, while Panel members are by definition volunteers, it does not follow that they are necessarily unrepresentative in other regards. Several other questions in this survey are comparable to those in the SHS, and the results are reassuringly similar.
- 2.12. For example, on the feeling of involvement in the local community, panel members feel only slightly more involved than the general population. On method of travel to work for those who are employed, panel members are somewhat more likely to travel by motor vehicle than the general working population.

Demographics

- 2.13. Turning to demographics, the Panel was recruited to have four sub-panels of equal size. For this survey, done in parallel with one on South Lanarkshire Council’s Budget for the year ahead, there was a slight over-representation of the East Kilbride area. This is illustrated in the table below.

Area	Mailed		Responded	
	No.	%	No.	%
Clydesdale	242	24.4%	211	24.9%
East Kilbride	290	29.3%	244	28.8%
Hamilton	227	22.9%	194	22.9%
Rutherglen & Cambuslang	232	23.4%	198	23.4%
Totals	991		847	

Sex

- 2.14. Some 42% of respondents were male, compared with 48.4% of the South Lanarkshire population, according to the Scottish Household Survey. This under-representation arises because of a bias in the way that recruitment to the Panel was carried out over the summer of 2002. (The under-representation of males is being addressed through additional recruitment.)
- 2.15. The response rate amongst men was in fact slightly higher than amongst women, 86% to 85%. But there were fewer men mailed. Thus, only 356 respondents were male compared to 491 female respondents.

Gender	Mailed		Responded		SHS
	No.	%	No.	%	%
Male	414	41.8%	356	42.0%	48.4%
Female	577	58.2%	491	58.0%	51.6%
Totals	991		847		

Tenure

- 2.16. The most significant way that the panel is unrepresentative however is in the relatively low proportion who live in the social rented sector – council housing and housing associations. Conversely, those who own their homes outright or are buying with a mortgage are over-represented in the Panel membership, compared with the population of South Lanarkshire as a whole according to the Scottish Household Survey.
- 2.17. According to the SHS, 28.2% of the adult population of South Lanarkshire live in social rented housing, compared with 17.7% of panel members who were sent the questionnaire and only 16.6% of respondents. See the table below.

Tenure	Mailed		Responded		SHS
	No.	%	No.	%	%
Own outright	270	27%	245	29.1%	23.3%
Buying with loan/mortgage	518	52.9%	442	52.6%	45.7%
Social rented	173	17.7%	140	16.6%	28.2%
other	19	1.9%	14	1.7%	2.7%
Totals	980*		841		

* total varies because of missing information.

- 2.18. Because of the high response rate for this survey, there are some 140 respondents who live in social rented housing, which allows some analysis of the views of respondents in this group.

Age

- 2.19. The age bands given for the SHS do not allow easy comparison, so here we refer to the 1999 figures used for the last Quality of Life Survey. This suggests that people under 45 are under-represented on the Panel and those aged between 45 and 64 are over-represented by a similar proportion. People over the age of 65 years are represented in broadly the correct proportion.

Age	Mailed		Responded		Total Population
	No.	%	No.	%	%
44 and under	367	37.4%	294	35.1%	52.2%
45-64	425	43.3%	372	44.4%	30.0%
65 and over	189	19.3%	172	20.5%	17.65
Totals	981*		838		99.8%

* total varies because of missing information.

Conclusion on demographics of respondents

- 2.20. The very high response rate achieved in this survey reduces significantly any **respondent** bias, and 87% is very high by any standard. There is however the separate issue of **membership** bias, that is the Panel membership as a whole being not entirely representative of the population of South Lanarkshire. While on many counts the panel is broadly representative, it currently has too few tenants and, to a lesser extent, too few men.
- 2.21. There is a case for focusing further recruitment on boosting representation from tenants in the social rented sector, to bring the proportion closer to the 28% in the Scottish Household Survey. It may be possible to undertake recruitment through the Council's housing service and through other local landlords.
- 2.22. However, it should be noted that any recruitment through social landlords would tend to over-recruit females rather than males. This is for two reasons. First, it is because there are more households headed by females in the social rented sector, such as amongst older people where females live longer or amongst single parent households, where the parent is usually female.
- 2.23. Secondly, women rather than men tend to take the lead on matters relating to the home, and tend to respond to contacts from the landlord. We estimate that a random recruitment exercise amongst tenants would probably attract 60% of the responses from females.
- 2.24. Thus, a recruitment drive to address the shortage of tenants might increase the disproportionate female membership on the Panel.
- 2.25. This highlights the challenge of achieving a fully "representative" Panel.

Impact of Scottish Household Survey on Quality of Life Research

- 2.26. When the first Quality of Life Survey was undertaken amongst members of the South Lanarkshire Citizens' Panel, the aim was to establish a baseline of public opinion, against which future surveys could be compared in order to monitor any shift in views and priorities.
- 2.27. Since that time, the Scottish Household Survey has been established. This is undertaken on an almost continuous basis and gathers information on many of the issues covered by the Quality of Life Survey. It does this through a very rigorous sampling process and in-household interviews.
- 2.28. Results are now available for individual local authority areas. This forms a statistically reliable method of monitoring changes over time on the issues covered in that survey. (Not all the issues in the QOL are covered in the same detail in the SHS.)
- 2.29. In this most recent Quality of Life Survey, some questions were drafted using identical wording to that used in the SHS. This allows comparisons to be made between Panel members and the population as a whole of South Lanarkshire.
- 2.30. It may be sensible for the Steering Group to revisit the original aims of the Quality of Life Surveys, when considering this report.

Overview

- 2.31. The findings from the 2002 survey are very similar to those from the 2000 survey, where the same questions were asked. There is relatively little trend information.
- 2.32. It is encouraging to note, however, that perceptions of drinking in public as a major problem continue to decline in South Lanarkshire.

3. NEIGHBOURHOOD AND LOCAL AREA

- 3.1. This section deals with Panel members' views about their neighbourhood and the wider local area in which they live. The usual pattern in such surveys is that people tend to like their neighbourhood quite a lot and the wider local area somewhat less.
- 3.2. This is followed here. The differences are particularly striking when one focuses on the "top box", in this case "very good". Twice as many think their neighbourhood is "very good" compared with their wider local area.

2002 Survey	Rating of Neighbourhood	Rating of Wider Local Area
Very Good	35%	17%
Fairly Good	51%	56%
Neither Good Nor Poor	8%	17%
Fairly Poor	4%	8%
Very Poor	2%	2%

- 3.3. This section now examines the neighbourhood findings in greater detail, followed by the wider area and neighbourhood issues and services.

Rating of Neighbourhood

- 3.4. No definition of "neighbourhood" was offered to respondents. People are usually able to judge what they mean by their neighbourhood. However, one person's judgement may not be the same as their next door neighbour's judgement. However, this same question has been asked in succeeding years, so there is likely to be reasonable consistency over time even if individuals may make different judgements.
- 3.5. The great majority of respondents, some 86%, saw their neighbourhood as a fairly or very good place to live. This represented an increase on the previous year, making an overall increase of 4% since the second QOL survey in 1999. It should be noted that, as in previous years, within this overall positiveness the 'fairly good' rather than the 'very good' element dominates.

Rating of Neighbourhood	All South Lanarkshire 2002	All South Lanarkshire 2000
Very Good	35%	34%
Fairly Good	51%	50%
Neither Good Nor Poor	8%	10%
Fairly Poor	4%	5%
Very Poor	2%	1%

Rating of Neighbourhood – by Part of South Lanarkshire

Rating of Neighbourhood	Clydesdale	East Kilbride	Hamilton	Rutherglen	All South Lanarkshire
Very Good	37%	38%	34%	30%	35%
Fairly Good	50%	55%	46%	53%	51%
Neither Good Nor Poor	9%	6%	11%	5%	8%
Fairly Poor	2%	1%	6%	7%	4%
Very Poor	1%	*	2%	4%	2%

* = less than 1%

- 3.6. Residents of East Kilbride and Clydesdale tended to rate their neighbourhood more positively than the other two areas, as in the last survey, with 91% of East Kilbride residents saying that their area was very or fairly good, and 87% of Clydesdale residents saying likewise. Only 3% in Clydesdale thought that their area was at all poor, while in East Kilbride barely more than 1% agreed.
- 3.7. In comparison, 11% of residents of Rutherglen and Cambuslang rated their neighbourhood as a fairly or very poor place to live and 8% in Hamilton gave the same judgement.
- 3.8. In contrast with the last survey, there was no significant difference in views between male and female respondents.
- 3.9. However, using the “top box” method of analysis, there were significant differences in views according to age, which was referred to in the previous survey. For purposes of analysis, the panel members were divided into those aged 44 and under, those aged 45 to 64 and then those aged 65 and over.
- 3.10. Older people, aged 65 and over, were by far the most positive about their neighbourhood. Some 47% thought that it was very good, more than the 43% who thought that it was fairly good. This contrasted with the 38% of the middle-aged who thought that their neighbourhood was very good, and only 26% of the younger age group who saw it as very good. See the table.

Rating of Neighbourhood by Age Group	Very Good
44 and Under	26%
45 to 64	38%
64 and Over	47%

- 3.11. It is possible that many older people **do** live in what might be seen as “better” neighbourhoods, having taken trouble to move to such neighbourhoods as their lives have progressed. It is often the case that people of all social backgrounds spend their younger years of adulthood living in less than ideal neighbourhoods, while getting households or careers started. As incomes and families expand, people tend to move if they can.
- 3.12. However, it is also the case that younger people tend to be generally less easy to satisfy than older people. So this difference in the rating of the neighbourhood may also to some extent reflect the perceptions of the age groups as much as the reality of the neighbourhoods.

- 3.13. A further comparison was made by tenure. (There were 683 home-owners and 140 tenants of the Council or housing associations, but only 14 whose housing tenure was "other".) This analysis revealed that the Panel members living in social rented accommodation were less likely to rate their neighbourhoods as very good than home-owners. Only 26% of tenants did so, compared to 37% of owners.
- 3.14. Moreover, this difference was continued amongst those who thought their neighbourhood was fairly good. In all, 91% of home-owners found their neighbourhood very or fairly good, compared with just 69% of social rented tenants. No fewer than 21% of these tenants thought that their neighbourhood was fairly or very poor, compared with only 2% of owners.
- 3.15. This difference is confirmed in the Scottish Household Survey findings for South Lanarkshire.

Rating of Wider Local Area

- 3.16. The term 'wider local area' was, as with the definition of neighbourhood, left to the respondent to define for themselves. But it was intended to represent the town or settlement in which they lived. Since the term encompasses a larger area than neighbourhood, there is scope for an even wider variation in definitions to have been adopted by Panel members.
- 3.17. The results in 2002 were nearly identical with the results in 2000.

Rating of Wider Local Area	All South Lanarkshire 2002	All South Lanarkshire 2000
Very Good	17%	19%
Fairly Good	56%	57%
Neither Good Nor Poor	17%	15%
Fairly Poor	8%	7%
Very Poor	2%	2%

Rating of Wider Local Area – by Part of South Lanarkshire

Rating of Wider Local Area	Clydesdale	East Kilbride	Hamilton	Rutherglen	All South Lanarkshire
Very Good	15%	23%	17%	10%	17%
Fairly Good	56%	63%	56%	49%	56%
Neither Good Nor Poor	20%	12%	16%	23%	17%
Fairly Poor	9%	2%	9%	15%	8%
Very Poor	1%	1%	2%	2%	2%

- 3.18. As with the of the local neighbourhood, discussed above, East Kilbride residents gave their area the highest score for the wider local area. No fewer than 86% rated East Kilbride as very or fairly good, much higher than any other area. Some 23% said that East Kilbride was a very good area. Only 3% said that it was poor.

- 3.19. In contrast, over 10% of respondents in the three other areas said that the wider local areas were very or fairly poor – 17% in the case of Rutherglen and Cambuslang. Rutherglen and Cambuslang also had the lowest percentage of respondents saying that the area was very or fairly good, at 59%. Clydesdale and Hamilton achieved a combined score of 71% and 73% respectively.
- 3.20. It should be observed that East Kilbride is a relatively compact area, whereas the other three subdivisions of South Lanarkshire each have more than one local centre or settlement. It is more than possible that within these other parts of South Lanarkshire there were considerable variations, depending on exactly where respondents lived.
- 3.21. Older respondents were once again somewhat more positive about the wider local area than other age groups - 79% said it was fairly or very good. As in the previous survey, middle aged people were the least positive, for reasons that are not readily apparent.
- 3.22. Female respondents were somewhat more likely to consider the wider area to be poor than males – 11% compared to 8%. It should be noted that the positive assessments were almost identical for men and women. Men were more likely to be neutral than negative.
- 3.23. Analysis by housing tenure revealed that home owners were somewhat more likely than respondents living in the social rented sector to say that the wider local area was either very or fairly good.

Rating of Area by Issue or Service

- 3.24. Respondents were next asked to rate their local area in terms of a number of issues. The issues asked about were identical to the 2000 Quality of Life survey questionnaire.
- 3.25. The table below compares the findings from Questions 5 and 6 from this year's survey with findings from the 2000 survey, in terms of those who said that the services were very or fairly good.
- 3.26. It should be noted that on the one hand many of the “universal” services (the ones that just about everybody uses) have very similar findings to last time. (A few that have seen changes are discussed below.)
- 3.27. On the other hand there have been some major changes in the scores of services used by only some of the population, because Craigforth has eliminated the non-respondents from the calculations. The biggest changes are in the findings for schools and nurseries, where many respondents felt unable to offer a view – an entirely reasonable attitude.
- 3.28. We believe that this is a more accurate way to compare perceptions of services. If a third or more feel unable to comment on any service, it may appear that fewer people are satisfied with that service even though those able to comment are in fact happier with that than with other services.

3.29. The findings are presented by service, in descending order of rating.

Rating of Neighbourhood by Issues & Services	All South Lanarkshire 2002 Very/ Fairly Good	All South Lanarkshire 2000 Very/ Fairly Good
Education provided by primary schools	88%*	69%
Education provided by secondary schools	82%*	61%
Access to post offices	78%	83%
Access to general practitioners	77%	73%
Access to banking services	72%	76%
Access to dentists	71%	71%
Provision of nurseries & other services for under 5s	64%*	41%
Safety of your property	61%	62%
Your own safety	61%	59%
Availability of public transport	50%*	43%
Shopping facilities	50%	56%
Access to hospitals	49%	51%
Availability of suitable housing	47%*	39%
Cleanliness of the streets	42%	41%
Suitability of leisure facilities	41%	41%
Community spirit	38%*	40%
Quality of parks & open spaces	37%	40%
Maintenance of common areas	35%*	28%
Control & management of traffic	34%	43%
Suitable places for children to play	28%	31%
Condition of roads, pavements & street lighting	23%	23%

* affected by change in method of calculation: "no responses" have been eliminated

- 3.30. It should be noted in passing that one issue related to services or facilities for young people that nearly all feel competent to comment upon is "suitable places for children to play". Past research suggests that there are mixed reasons for seeing play provision as poor. For parents of children it may represent a straightforward aspiration for improved facilities whereas for many older people the provision of "suitable places" can sometimes imply the removal of children and young people from unsuitable places.
- 3.31. Of the services that have been largely unaffected by the method of calculation, some have nevertheless seen changes since 2000. There have been small declines in the percentages of respondents who think that access to banks and post offices are good – services that have seen reductions in branch networks nationwide.
- 3.32. There has been a similar increase in those who think access to GP services is good. Despite the controversy about future provision of hospitals in Glasgow, the overall score is little changed, though the findings for Rutherglen and Cambuslang are very different from South Lanarkshire as a whole (see below).

- 3.33. It should be mentioned in passing that except for very few the provision of hospital services, as commonly understood, is rarely local, in contrast to most of the other health services mentioned. Therefore, when people are asked to judge "access" to any more services it may be the case that consideration is primarily given to the availability of public transport or the frequency of traffic jams on the route rather than to the services themselves. (Indeed, much of the public discussion about the configuration of A & E services in Glasgow has been about traffic.)
- 3.34. The biggest reduction in ratings, by 9%, has been on the control and management of traffic, down from 43% to 34%.
- 3.35. Ratings for roads, pavements and lighting continue to be the lowest of any service. They merit priority for action, particularly **local** roads, pavements and lighting. Visible changes in the local environment are noticed. People will change their opinions if the evidence before their eyes also changes.

"Very Good" compared to "Fairly Good": Top Box Analysis

- 3.36. So far, the analysis has focused on the overall percentages saying that a service is good, with the "very" and "fairly" categories combined. It is however helpful to separate the top category (very) from the lower category (fairly). When people say that they are only "fairly satisfied" or something is "fairly good", they usually have at least one major reservation about it. The combination of the top two categories can be misleading if service providers come to believe that both responses mean the same.
- 3.37. Focus on the highest score is sometimes called "Top Box Analysis". The table below compares the findings by the top two categories, disaggregating the scores for 2002 in the table above.
- 3.38. It is notable that the lowest scoring services also tend to have the lowest ratio of respondents saying they are "very good". (The two safety issues are an exception to that.)
- 3.39. Conversely, the more highly rated services and facilities tend to have higher proportions of those who say they are very good.
- 3.40. Thus, the differences between the highest and lowest rated services are stark when attention is focused on those saying "very good".

Rating of Issues & Services	All South Lanarkshire 2002	
	Very Good	Fairly Good
Education provided by primary schools	29%	60%
Education provided by secondary schools	25%	58%
Access to post offices	27%	51%
Access to general practitioners	30%	47%
Access to banking services	30%	42%
Access to dentists	21%	50%
Provision of nurseries etc for under 5s	16%	48%
Safety of your property	8%	53%
Your own safety	10%	51%
Availability of public transport	13%	37%
Shopping facilities	13%	37%
Access to hospitals	13%	36%
Availability of suitable housing	8%	39%
Cleanliness of the streets	6%	36%
Suitability of leisure facilities	9%	33%
Community spirit	6%	32%
Quality of parks and open spaces	8%	28%
Maintenance of common areas	8%	27%
Control & management of traffic	4%	30%
Suitable places for children to play	4%	24%
Condition of roads, pavements, street lighting	2%	21%

Analysis by area

- 3.41. Now the findings are presented by each of the four areas. The “top box” of very good is used for this comparison.
- 3.42. Many issues and services showed little or no variation amongst the four areas, though there were some differences.
- 3.43. Clydesdale residents had the highest feeling of personal safety, the lowest access to public transport, and the lowest opinion of local shopping and leisure facilities. However, they felt that their access to post offices and banks was good. People in Clydesdale also shared with East Kilbride residents a very low opinion of road maintenance and street lighting.
- 3.44. East Kilbride residents felt that they had the best access to hospital services, which is not surprising, and they also had by far the most positive views on shopping and leisure facilities and, to a lesser extent, parks and open spaces.
- 3.45. Hamilton residents shared with East Kilbride residents the highest opinion of services for the under 5 year olds and had the second highest ratings for public transport and shopping facilities.
- 3.46. Rutherglen and Cambuslang had the highest opinion of access to GP services and the lowest of access to hospital services. Residents believed that they had relatively good access to public transport.

Top Box Rating of Issues & Services	Analysis by Area 2002 - % Very Good			
	Clydesdale	East Kilbride	Hamilton	Rutherglen & Cambuslang
Health Services				
Access to hospitals	11%	22%	12%	7%
Access to GPs	28%	29%	30%	33%
Access to dentists	18%	21%	23%	25%
General Services and Facilities				
Access to post offices	32%	25%	25%	26%
Access to banking services	36%	25%	31%	28%
Shopping facilities	3%	23%	15%	10%
Suitability of leisure facilities	2%	18%	10%	2%
Quality of parks and open spaces	5%	13%	10%	4%
Services for Children				
Provision of nurseries etc for the under 5's	12%	20%	21%	10%
Education provided by primary schools	33%	28%	28%	24%
Education provided by secondary schools	28%	23%	27%	20%
Suitable places for children to play	4%	7%	3%	2%
Safety				
Your own safety	16%	9%	8%	8%
Safety of your property	10%	9%	7%	7%
Transport and Roads				
Control & management of traffic	2%	3%	3%	6%
Availability of public transport	7%	11%	17%	19%
Condition of roads, pavements, street lighting	0%	1%	5%	2%
Cleanliness of the streets	7%	5%	5%	6%
Community spirit				
Community spirit	8%	6%	4%	5%
Housing				
Availability of suitable housing	7%	9%	10%	7%
Maintenance of common areas	8%	8%	9%	8%

People's Perceptions of the Seriousness of Neighbourhood Problems

- 3.47. Respondents were next asked to rate a number of issues or problems as "major", "minor" or "no problem at all" in their neighbourhood. These are compared with findings in the last survey.
- 3.48. First, comparisons are made between findings for major problems.

How serious are the following neighbourhood issues? Comparison over time

Major Problem	2002	2000
Graffiti/vandalism	30%	28%
Car crime	24%	31%
Threatening behaviour	18%	19%
Drug activity	31%	36%
Drinking in public	35%	39%
Fire raising	7%	7%
Racial harassment	4%	4%
House breaking	19%	25%
Illegal dumping of waste	25%	27%
Air pollution	10%	12%
Pollution of land and rivers	15%	19%
Noise pollution	16%	16%
Loss of woodland/ open space	26%	35%
Problems with Neighbours	7%	N/A

- 3.49. There have been reductions in the perceived incidence of drug activity and drinking in public. There has also been a further perceived drop in car crime as a major problem. This may be as a result of the enhanced security features of cars produced in recent years. It is less clear what might have caused the even larger drop concerning loss of woodland and open spaces.
- 3.50. Again, many of the following problems with the neighbourhood are more commonly reported by Panel members living in the social rented sector rather than the owner occupied sector. This is confirmed by the findings of the Scottish Household Survey for South Lanarkshire.
- 3.51. It is interesting to note that only 4% of respondents mention racial harassment as a major problem in 2002, the same proportion as in 2000, with a further 28% saying it is a minor problem. This conceals as much as it reveals. For whilst amongst white members of the panel the great majority see this problem as either no problem or a little problem, those few panel members who are members of ethnic minorities see racial harassment as a problem - either a major or minor one.
- 3.52. Members of ethnic minorities are also more likely to report threatening behaviour as a problem. However, they are less likely than others to report problems with neighbours or with noise, no doubt reflecting their experience predominantly as home owners. The racial harassment reported is thus not a problem with neighbours.

3.53. The overall findings for 2002 are as follows.

How serious are the following neighbourhood issues?

All South Lanarkshire 2002	Major Problem	Minor Problem	No Problem
Graffiti/vandalism	30%	57%	12%
Car crime	24%	60%	10%
Threatening behaviour	18%	48%	30%
Drug activity	31%	40%	20%
Drinking in public	35%	42%	19%
Fire raising	7%	31%	56%
Racial harassment	4%	28%	60%
House breaking	19%	59%	17%
Illegal dumping of waste	25%	42%	30%
Air pollution	10%	36%	48%
Pollution of land and rivers	15%	44%	36%
Noise pollution	16%	44%	36%
Loss of woodland/ open space	26%	33%	36%
Problems with Neighbours	7%	26%	64%

Issues and Problems by Area

- 3.54. Clydesdale and East Kilbride residents tended to report fewer neighbourhood problems than those living in Hamilton and Rutherglen & Cambuslang.
- 3.55. However, some reported issues such as drug activity and drinking in public were reported across the four areas. Hamilton had the highest reported incidence of the problems. East Kilbride panel members were the least likely to mention drug activity.

Major Problem By Area

	Clydesdale	East Kilbride	Hamilton	Rutherglen & Cambuslang
Graffiti/vandalism	25%	23%	35%	38%
Car crime	18%	18%	35%	30%
Threatening behaviour	13%	14%	23%	23%
Drug activity	33%	22%	41%	32%
Drinking in public	32%	36%	42%	32%
Fire raising	3%	5%	10%	12%
Racial harassment	1%	3%	5%	7%
House breaking	11%	14%	30%	21%
Illegal dumping of waste	29%	14%	27%	30%
Air pollution	5%	10%	11%	14%
Pollution of land and rivers	9%	12%	17%	23%
Noise pollution	11%	15%	22%	18%
Loss of woodland/ open space	8%	33%	34%	29%
Problems with Neighbours	7%	5%	8%	10%

- 3.56. Few land related issues were salient in Clydesdale, such as loss of woodland.
- 3.57. House breaking was most commonly mentioned in Hamilton, followed by Rutherglen and Cambuslang.
- 3.58. Men tended to see car crimes, threatening behaviour, racial harassment, illegal dumping of waste and pollution of land and rivers as somewhat bigger problems than women.

Ideas on How to Improve the Area

- 3.59. Lastly, Panel members were 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 below illustrates their responses, which were coded from the written in comments. In many cases, the respondents gave more than one answer. A full list of responses is provided in the Appendix.
- 3.60. Increased police presence was the most commonly mentioned. After that, many of the suggestions related to traffic and road issues and things for young people to do.

Suggestions to Improve Quality of Life in Neighbourhood

Increase police presence	28%
Better control/management of traffic	22%
Improve roads/pavements	20%
Provide more/improve leisure and/or sports facilities	19%
Provide more/improve places for teenagers/young people to meet	18%
Provide more/improve places for children to play	17%
Improve availability and quality of public transport	16%
Provide more/improve shopping facilities	10%
Improve housing services/property (including garages and gardens)	9%
Improve open spaces	8%
Provide more/improve car parking	7%
Better street lighting	6%
Remove dog dirt	6%
More community events	4%
More help for disabled/elderly	4%
Upgrading of schools	2%
Stopping/removal of graffiti	2%
Local advice and support centre	2%
Family friendly licensing hours	1%
Other	55%
Base	847

See Appendix for literal comments in full.

4. HOME, RECYCLING AND COMMUNITY INVOLVEMENT

- 4.1. This section looks at Panel members' views on their own home, their attitude and behaviour on recycling and levels of involvement in the community, including volunteering.

Home

- 4.2. The majority of residents expressed satisfaction with their homes. Nearly six out of ten were very satisfied with the general condition inside their home, but this dropped to just over four out of ten when commenting about the outside of their property.
- 4.3. While relatively few expressed outright dissatisfaction with any aspect – 8% in the case of the external condition - it should be noted that those who say that they are merely “fairly satisfied” with anything have at least one significant reservation about it. Put another way, no fewer than 57% were less than entirely satisfied with the outside condition of their home.
- 4.4. This is a common finding in such studies. In recent years, most homes have the basic amenities and much more inside the property. People in all forms of housing go to great lengths to create warm attractive interiors, but they may have less control over external conditions. Hence the “wee palace” in the drab looking street.
- 4.5. There were big differences by tenure. Owners were 64% very satisfied with the internal conditions of their home, compared with only 42% for those in the social rented sector and even fewer amongst those living in “other” accommodation.
- 4.6. On external conditions the difference was even more stark. While some 49% of owners were very satisfied with the external conditions, only 21% of those in the social rented sector were similarly satisfied. In other words, nearly eight out of ten tenants were less than entirely satisfied with the external conditions of their home. Amongst the eight out of ten owners who had bought on the open market, as opposed to buying their council or development corporation house, levels of satisfaction were even higher.
- 4.7. As the previous Quality of Life study reported in 2000, “*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.*”
- 4.8. (Poor external conditions and other neighbourhood factors, indeed, are known to have a major impact on demand for social rented housing. Craigforth interviewed a number of people who had recently left areas of housing that had become “difficult to let”, elsewhere in West-Central Scotland. All the interviewees liked their homes, in terms of the inside of their property, but a number of external problems to do with common areas and neighbourhood issues had caused them to move out, never to return.)

- 4.9. Satisfaction with size and type of home was generally high in comparison. Moreover, the contrast between owners and tenants was much less pronounced. Sixty eight percent of owners were very satisfied with the size of their home, compared to 58% of tenants in the social rented sector. The gap was somewhat wider on satisfaction with the type of home - 70% of owners were very satisfied compared to 54% of tenants.
- 4.10. People were asked "How satisfied are you with the home you live in?" and the responses were as follows.

All South Lanarkshire 2002	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly unsatisfied	Very unsatisfied
General condition - inside	59%	35%	2%	2%	1%
General condition - outside	43%	41%	5%	5%	3%
Size of home	64%	27%	2%	3%	1%
Type of home	63%	26%	4%	1%	1%

- 4.11. The changes over time are shown in the following table. The differences are likely to be accounted for by the increase in the proportion of owners in this year's survey.

Very Satisfied With Home	2002	2000
General condition - inside	59%	53%
General condition - outside	43%	40%
Size of home	64%	58%
Type of home	63%	60%

- 4.12. Next, findings are presented for each of the four areas in South Lanarkshire.

Very Satisfied With Home - By Area	Clydesdale	East Kilbride	Hamilton	Rutherglen & Cambuslang
General condition - inside	60%	61%	60%	53%
General condition - outside	46%	42%	43%	39%
Size of home	67%	62%	63%	63%
Type of home	69%	61%	62%	60%

- 4.13. When analysed by area, Rutherglen & Cambuslang residents were least satisfied with the general condition of the interior of their homes, with only 53% very satisfied compared to 60% or over elsewhere.
- 4.14. Clydesdale residents were the most satisfied with the general condition of the outside of their homes, 46% very satisfied. Rutherglen and Cambuslang respondents were slightly less satisfied with the exterior of their homes than residents of other areas.
- 4.15. Clydesdale residents also tended to be somewhat more satisfied with the size and type of their homes. The other areas had broadly similar findings.

Recycling

- 4.16. Panel members were asked how often, if at all, they made a point of recycling glass, paper or other household waste. The answers are in the following table. Around half said that they never recycled glass or paper and even more, 63%, said that they never recycled other household waste. (Comparisons with the previous study cannot be made.)

Recycling 2002	Always	Usually	Sometimes	Rarely	Never
Glass	21%	12%	17%	17%	31%
Paper	17%	10%	19%	19%	33%
Other household waste	7%	9%	18%	22%	41%

- 4.17. Respondents were then asked what would help them to recycle household waste more often. The findings are compared with the previous study. The views given are very similar.

Ideas to Help Recycling	2002	2000
More recycling centres	59%	50%
More varied/wider range of recycling banks in one place	53%	44%
More information on recycling	40%	33%
Other	39%	N/A
Base		

See Appendix for literal comments in full.

Community Involvement

- 4.18. Next, Panel members were asked how involved they felt in their local community. The results are given in the table below. The findings from the Scottish Household Survey for those saying that they were involved a great deal or a fair amount is given alongside. The same question was asked.

Level of Community Involvement	2002 Panel	2000 SHS South Lanarkshire	2000 SHS Scotland
A great deal	5%	29%	26%
A fair amount	29%		
Not very much	50%		
Not at all	16%		
Don't know	*		

* = less than 1%

- 4.19. These findings suggest that Panel members feel somewhat more, but not significantly more, involved in their community than a cross-section of the South Lanarkshire population.

Volunteer Activity

- 4.20. The questionnaire next asked Panel members about volunteering for charities and local groups. A different question was asked this time, in line with changes in the Scottish Household Survey. Therefore comparisons can be made with the SHS but not with past Panel surveys.

- 4.21. The question asked was “Thinking back over the last 12 months have you given up any time to help clubs, charities, campaigns or organisations, in an unpaid capacity?” The results were as follows, which can be compared with the SHS findings for the population of South Lanarkshire as a whole.

Volunteering	2002 Panel	2000 SHS South Lanarkshire	2000 SHS Scotland
Yes	60%	19%	26%
No	37%	80%	73%
Don't know/can't remember	2%	1%	1%

- 4.22. This shows that Panel members are not typical of the general population, since they are three times as likely to have volunteered. This is consistent with their volunteering to join the Panel, so it should not come as a surprise. Volunteering is somewhat lower in South Lanarkshire than in the whole of Scotland.
- 4.23. Those who volunteer were next asked if that was for one particular club or charity etc or for more than one. About half said that it was for one organisation (48%) with the other half saying more than one.

5. WORK

- 5.1. The next part of the survey asked about respondents' work and training.

Employment Prospects in South Lanarkshire

- 5.2. A slightly different question was asked about employment prospects. In the present survey Panel members were asked "Overall, how do you rate employment prospects in this part of Scotland?" compared with a question in 2000 about employment prospects in South Lanarkshire. Being situated where it is, South Lanarkshire is a far from self-contained labour market, and significant numbers of residents are employed in Glasgow, North Lanarkshire or elsewhere.

Employment Prospects	2002	2000
Very good	3%	4%
Fairly good	32%	36%
Neither good nor poor	35%	36%
Fairly poor	25%	19%
Very poor	6%	5%

- 5.3. Despite the change in wording, however, the results are very similar, if somewhat more pessimistic. This is hardly surprising, given a number of economic difficulties over the past two years. Nevertheless, those who saw prospects as good reduced from 40% to 35%, which is not very large in the circumstances.
- 5.4. Women were somewhat more positive than men about employment prospects.
- 5.5. Residents of East Kilbride were by far the most optimistic, with exactly half of respondents considering employment prospects to be good. In contrast, in Clydesdale and Rutherglen & Cambuslang residents were much less optimistic, at 27% and 28% respectively. (Clydesdale residents were the most pessimistic group in the 2000 research.)
- 5.6. Hamilton residents were marginally more optimistic, at 33% who thought prospects were good.

Barriers to Employment in South Lanarkshire

- 5.7. Panel members were next asked to say if they have experienced any barriers to getting a job. The responses are in the table below, with comparable findings for 2000. They are presented by order of frequency.
- 5.8. The top three "barriers" are the same as last year. Indeed, they have remained the same for the past four years. However, the percentage mentioning each of these has gone down. It should be noted that the findings have been presented in the same way as in 2000, as a percentage of all respondents to the questionnaire and not as a percentage of those answering this question.

Barriers to employment experienced	2002	2000
Wages too low	16%	24%
Lack of job opportunities	12%	20%
Availability of public transport	12%	18%
Caring for children	10%	11%
Travel costs	9%	16%
Lack of computer skills	11%	11%
Lack of information about job opportunities	8%	13%
Lack of experience	8%	11%
Long term sickness	7%	10%
Disability	6%	
Time needed for education or training	6%	7%
Lack of skills in general	5%	7%
Caring for a dependent adult relative	5%	4%
Discrimination	5%	N/A
Age barriers	N/A	4%
Physical accessibility	1%	N/A
Other	7%	2%
Never experienced any of above	42%	N/A

- 5.9. Clydesdale respondents were again the most likely to say that they had experienced barriers to employment as a result of the availability of public transport in the area, 22%, and the cost of travel, 17%. This is not surprising, given the geography of Clydesdale and the location of the centres of employment.

Willingness to Work in Different Locations

- 5.10. Willingness to work in different locations has not changed significantly since 2000, or indeed since the first survey in 1998.
- 5.11. Again, residents are more willing to accept work if it is close to their homes: 87% would definitely be willing to work within a mile from home, and a further 61% would definitely be willing to work within their own homes. The two main centres in South Lanarkshire, East Kilbride and Hamilton, had around six out of ten respondents saying they would definitely work there.

Locations where willing to work in suitable job	2002				2000		
	Base	Definitely	Perhaps	Never	Definitely	Perhaps	Never
Own home	553	61	29	10	67	23	10
Within a mile from home	539	87	11	2	89	8	2
East Kilbride	524	63	23	14	61	25	14
Hamilton	522	58	29	13	58	30	11
Rutherglen/ Cambuslang	512	46	30	24	44	34	22
Lanark/Clydesdale	503	36	33	31	42	33	25
North Lanarkshire	487	32	43	25	38	45	17
Glasgow	510	45	33	22	52	34	14
Elsewhere	228	30	30	40	N/A	N/A	N/A

Base: 511 to 528

People in Paid Employment and Travel to Work

- 5.12. Those in paid employment, some 58% of respondents, were more likely to be younger and living in owner occupied homes. They were asked about their methods of travel to work.

Travel to work

- 5.13. Working respondents were asked to give their main method of travel to work. More than three-quarters of employed Panel members 79% usually travel to work by private motor vehicle, an increase of 4% from 2000, which was in turn an increase of 9% from 1998.
- 5.14. Some of this change may be to do with changes in Panel membership, and in terms of Panel composition the relative increase in the proportion of owners compared to tenants.
- 5.15. The table below also gives the travel to work data from the Scottish Household Survey, for both South Lanarkshire and Scotland as a whole, for comparison.

Travel to Work	2002	SHS South Lanarkshire	SHS Scotland
Private motor vehicle/motorbike	74%	71%	63%
On foot	7%	11%	15%
Bicycle	1%	*	2%
Bus	9%	13%	15%
Train	3%	4%	3%
Other	4%	2%	3%

* = less than 1%

- 5.16. Panel members who are in paid employment are more likely to travel to their jobs by car and less likely to travel on foot or by bus than the employed population of South Lanarkshire as a whole. The steady decline in travel to work by bicycle is reflected here. As the roads get busier with motor vehicles, people cycle less.
- 5.17. Car use is greater in parts of Scotland like South Lanarkshire than in the major cities, where it is more feasible for a larger percentage of the working population to walk to work or to take the bus.

Recent Education or Training

- 5.18. Respondents were next asked if they had undertaken any education or training during the past year. Panel members were first asked if they had received training directly related to their jobs. There was a decrease from 2000 in each category, particularly in training that does not lead to a qualification.

Training directly related to job	2002	2000
Yes – leading to a qualification	11%	13%
Yes – not leading to a qualification	23%	37%
Yes – both	4%	8%

- 5.19. There were no differences between men and women in regard to job related training.
- 5.20. Next people were asked about training not related to their job. Again they were asked if they undertaken any such education or training during the past year. The responses are set out in the table below

Training not related to job	2002	2000
Yes – leading to a qualification	3%	7%
Yes – not leading to a qualification	3%	5%
Yes – both	*	1%

- 5.21. Again, levels of training were lower than in 2000.
- 5.22. Finally, those who were not in paid employment were asked if they had undertaken any education or training during the past year. Reported levels of training were once again lower than in 2000.

Training - not in paid employment	2002	2000
Yes – leading to a qualification	8%	11%
Yes – not leading to a qualification	6%	7%
Yes – both	4%	2%

Barriers to Training Opportunities in South Lanarkshire

- 5.23. The main perceived barriers to taking up learning and training opportunities were similar to those identified in 2000. However, in 2002 fewer people mentioned each of these barriers.

Barriers to taking up training opportunities	2002	2000
Other commitments	32%	35%
Not enough time		33%
Lack of information about opportunities	21%	29%
Lack of finance	19%	26%
Lack of guidance/advice about opportunities	15%	18%
Courses not available for what you want to do	14%	16%
Not interested	9%	8%
Disability	7%	N/A
The colleges/training facilities are not user friendly	2%	6%
Not eligible for the course you want to do	3%	5%
Poor health	N/A	1%
Other	9%	2%

- 5.24. Men were more likely than women to mention the non-availability of courses for what they wanted to do and disability. Women were more likely to mention lack of finance.
- 5.25. Residents of Rutherglen & Cambuslang were again more likely to mention lack of information about opportunities than were residents of other areas.

6. USE OF THE INTERNET

6.1. For the first time a number of questions were asked about use of the Internet. When members of the panel were recruited or renewed their membership details during 2002 they were invited to give their email address either at home or at work or educational institution if they could use email for personal purposes there.

6.2. The following information was gathered on use of email, though it almost certainly understates use of email away from the home. The figures are percentages of the total membership rather than those sent the Quality of Life questionnaire, though the ratios will be nearly the same.

- Access to internet at home: 27.8%
- "Other" access to internet: 4.7%
- Access to either(total reach): 30.4%
- Access to both: 1.9%

6.3. Nearly a third of the panel membership have their own email address, therefore. As the following figures show, access to the Internet is even wider.

Use of Internet

6.4. First, respondents were asked if, in the last 12 months, they had personally used the internet at any of a number of locations. Most of these are self explanatory, but "Universal Connections" is a Council run facility for young people.

Use of Internet	2002
Home	54%
Work	32%
School/college	5%
Local library	10%
Cyber café	3%
Community centre	*
Universal Connections	*
Other public place	1%
Not used the internet	34%

* = less than 1% (three people in each case)

6.5. Home was the most common location, followed by place of work, for access to the Internet. Only a third of Panel members had not used the Internet over the past 12 months, although amongst those aged 65 and over this rose to 62%. By contrast, 85% of those under 44 had used the Internet.

6.6. Access to the Internet is likely to be higher amongst Panel members than amongst the Scottish population as a whole. Internet use is lower in Scotland than in London and the South East of England.

Reasons for Use of Internet

- 6.7. Respondents were next asked for which reasons they had used the Internet. The reasons are set out below.

Reasons for Internet Use	2002
Get information	92%
Do research	61%
Buy or pay for an item or for a service	55%
Play games	14%
Download or listen to music	16%
Other entertainment purposes	16%
Send or receive emails	81%
Other	8%

- 6.8. Information is the most common reason for use, followed by email and research. However, over half said that they used the Internet to purchase something, reflecting the growing use of the medium for commercial or indeed public service transactions.

Websites Visited

- 6.9. Panel members were then asked about websites visited, from a list provided. The most commonly visited were the Scottish Executive's website, visited by 158 Panel members, and South Lanarkshire Council's website, visited by 144 members. These are sufficiently well visited for comments on them to be meaningful.
- 6.10. Comments on the other websites are indicative rather than statistical. The following websites were visited.

Websites Visited	2002
NHS Lanarkshire	10%
NHS Glasgow	6%
South Lanarkshire Council	26%
Communities Scotland	3%
Scottish Enterprise Lanarkshire	4%
Scottish Executive	28%
None of the above	49%

- 6.11. Respondents who had visited these sites were invited to comment on the quality of them. The full results are given in the table below, presented as percentages, even though most are not statistically significant. The indicative figures are in *Italics*. The more meaningful findings are presented in **bold**.
- 6.12. It is clear from these figures that the Scottish Executive's website is seen as the best of those considered. Three quarters of Panel members saw it as of good quality, and only one in twenty thought it was poor.

- 6.13. In contrast, only one in three thought that the South Lanarkshire Council website was of good quality and nearly as many thought it was poor. The other websites were assessed as somewhere between the two most visited ones, though the numbers for Communities Scotland and Scottish Enterprise Lanarkshire in particular were very low.

Quality Of Websites Visited	Very Good	Fairly Good	Neither/ Nor	Fairly Poor	Very Poor	Base
NHS Lanarkshire	14%	45%	24%	16%	2%	58
NHS Glasgow	11%	42%	31%	14%	3%	36
South Lanarkshire Council	5%	30%	35%	24%	6%	140
Communities Scotland	14%	29%	57%	0%	0%	21
Scottish Enterprise Lanarkshire	12%	46%	27%	8%	8%	26
Scottish Executive	21%	54%	21%	5%	0%	155

7. HEALTH AND WELLBEING

- 7.1. Finally, Panel members were asked a series of questions about their current state of health. The questions asked in 2002 were entirely different from previous years, so no comparisons can be made.

General Rating of Health

- 7.2. There is no difference between men and women in people's perception of health, although there was some difference by age. Respondents were asked to grade their health using the categories in the table below.

Perceptions of Health	<44	45 - 64	65>	All
Excellent	20%	10%	4%	12%
Very good	43%	32%	27%	35%
Good	25%	31%	34%	29%
Fair	7%	17%	30%	16%
Poor	5%	10%	5%	7%

Health over last four weeks

- 7.3. Next, panel members were asked about their health over the past four weeks. Around a third had felt calm and peaceful all or most of the time. Amongst women, this was only the case with 27% of Panel members, whereas amongst men it was a striking 41%. ("Please pass me my slippers, dear.") Those aged 65 and over tended to feel calmest.
- 7.4. Just over a quarter felt that they had a lot of energy all or most of the time. Amongst women, only 21% felt this way whereas 35% of men did so. ("I'll grab another round of golf while you get the kids to bed.") Perhaps surprisingly, younger people felt only marginally more energetic than others.
- 7.5. On feeling downhearted and low, 58% said that they felt that way a little or none of the time. Some 54% of women felt this compared to 63% of men. Older people were least likely to be downhearted – 72% of them felt that way a little or none of the time.

Health Over Last Four Weeks

Have You...	All Of The Time	Most Of The Time	A Good Bit Of The Time	Some Of The Time	A Little Of The Time	None Of The Time
Felt calm and peaceful	3%	30%	21%	28%	13%	3%
Had a lot of energy	4%	22%	22%	30%	14%	7%
Felt downhearted and low	2%	4%	9%	26%	39%	19%

- 7.6. A similar scale was used to ask how much of their time over the last 4 weeks their health or emotional problems had interfered with their social activities. On this indicator, 10% said that they had been affected all or most of the time. In this instance, however, men were somewhat more likely to be affected, 12%, than women, 9%. Surprisingly, the oldest were marginally less affected.

Health over last four weeks

Have You	All Of The Time	Most Of The Time	A Good Bit Of The Time	Some Of The Time	A Little Of The Time	None Of The Time
Have health or emotional problems interfered with your social activities	4%	6%	2%	18%	17%	52%

Availability of Support

- 7.7. Next, respondents were asked whether, if they felt the need, they had somebody they could approach for emotional support.

Know someone who...	Definitely	Probably	Not sure	Probably not	Definitely not
will listen	71%	20%	3%	3%	2%
will help in crisis	71%	19%	3%	2%	1%
you can relax with	71%	17%	5%	3%	1%
really appreciates you	65%	21%	6%	3%	2%
you can count on to comfort you	71%	17%	5%	3%	2%

- 7.8. On each indicator, women were more likely to say that they definitely had somebody to whom they could turn than men, usually by 10% or more. The only issue on which the gap was close was "knowing someone who really appreciates you", where 67% of women and 62% of men responded "definitely". The middle-aged were marginally less likely to be positive.

People's Feelings About Life

- 7.9. Then a question was asked about how respondents felt about life "just now". They were given a series of opposites, such as "boring" and "interesting" and were asked about how they felt on a five-point scale.

Feeling about life just now	Very Much The Former	A Bit The Former	Neither Nor	A Bit The Latter	Very Much The Latter
Interesting / Boring	30%	25%	23%	12%	3%
Enjoyable / Miserable	35%	31%	16%	9%	3%
Free / Tied down	17%	16%	28%	22%	9%
Full / Empty	37%	26%	21%	7%	2%
Easy / Hard	12%	19%	34%	21%	6%
Fulfilling / Frustrating	17%	26%	20%	22%	7%
Full of fun / No fun at all	11%	39%	32%	9%	3%
Successful / Unsuccessful	18%	37%	25%	9%	2%
Happy / Unhappy	31%	33%	18%	10%	2%

- 7.10. Responses by men and women to these were remarkably similar. There were some differences by age. Older people felt life was more enjoyable, free, somewhat fuller, very much easier, and more successful and happier than other age groups. Middle aged people found life most interesting and younger people found it more boring and harder.

Work and Health

- 7.11. Finally, Panel members were asked a few questions about work and health.
- 7.12. First, respondents in paid employment were asked if they had a health problem they thought was caused or made worse by the work that they do. Nearly one in five, or 18%, said that they believed they had such a problem, while 82% of those in work did not.
- 7.13. Next, they were asked if, during the past 4 weeks, they had seen a doctor or other health professional about a health problem that had been caused or made worse by work. In response to this 16% said that they had done so.
- 7.14. Those who had had a medical consultation were then asked which of the following best described their condition.

Medical Condition	2002
Accident at work	6%
Muscle, bone or joint problem	28%
Hearing problem	5%
Skin condition	6%
Respiratory condition	12%
Mental health	24%
Infectious disease	2%
Possible exposure to toxic substances	2%
Vibration white finger	0%
Other	14%

Conclusion to Quality of Life Survey

- 7.15. This concludes the 2002 Quality of Life Survey, the fourth such survey since the South Lanarkshire Citizens' Panel was founded.
- 7.16. The next Quality of Life Survey will be undertaken in two years' time. This follows the recommendation of the external Evaluation Of The South Lanarkshire Citizens' Panel, undertaken in 2001, that this research should be carried out every second year.
- 7.17. The Panel continues to participate in a number of other quantitative surveys and consultations. A programme of research for the coming year is in preparation.

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