



New Gorbals Housing Association

Social Survey

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Prepared by:

Research Resource

Prepared for:

New Gorbals Housing Association

Contact: Lorna Shaw

Tel:
lorna.shaw@researchresource.co.uk

Contact: Christine Rothnie

Email:
christine@newgorbals.org.uk





Report written by: Rosemary Stafford

A handwritten signature in cursive script that reads 'R Stafford'.

Date: 21/03/24

Reviewed by: Elaine MacKinnon / Lorna Shaw

Two handwritten signatures in cursive script. The first signature reads 'Elaine MacKinnon' and the second reads 'Lorna A Shaw'.

Date: 21/03/24

New Gorbals Housing Association

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1. EXECUTIVE SUMMARY

INTRODUCTION

- New Gorbals Housing Association commissioned Research Resource to carry out a resident engagement survey (social survey) of residents living in the Gorbals area of Glasgow. The aim of the survey is to inform decision-making, tailored service provision, community empowerment and securing grant funding. Furthermore, by utilising the survey data effectively, the Association can continue to drive positive change, improve services and establish a strong foundation for future planning.
- A total of 740 interviews were carried out with residents of the Gorbals either on a face to face basis or online between the 19th of January and the 7th of March 2024.
- 740 interviews provides the Association with data accurate to +/-3.3%. Analysis has also been carried out by tenure relative to the overall Gorbals tenure profile and this shows that our survey sample is representative of the overall Gorbals population. This research provides robust and representative data upon which decisions can be made.
- This executive summary highlights the key findings from this programme of research.

WHO LIVES IN THE GORBALS?

- The majority of our respondents (57%) are renting from a housing association. This is significantly higher than in Scotland overall where 22% of the population rent from a housing association. The next most common tenure category was home ownership (31%) and then renting privately (11%). Our respondent profile is in line with our understanding of the resident population of the Gorbals from New Gorbals Housing Association data which indicates that 55% of the population are social rented tenants, 31% are owners and 13% private renters.
- Respondents were more likely to live in single adult households (43%) than the Scottish population as a whole, in which 37% live in single adult households. There were fewer 2 parent families in the Gorbals than in Scotland overall (11% in Gorbals vs 17% Scotland) and more single parent families (8% in Gorbals vs 5% Scotland).
- Our survey found that those living in social rented properties had different characteristics than owner occupiers and private rented tenants in the Gorbals. Mainly they were more likely to live in single adult households (51%) than owners

(37%) and private rented tenants (22%). Social rented tenants were also more likely to have a disability (43% of social rented compared to 9% of owners).

- Those living in social rented accommodation most likely to fall within the 45-64 age group (44%) whereas owners were more likely to fall into the 16-44 age group (55%).
- In terms of ethnicity, the Gorbals had a greater mix of other minority ethnic groups compared to Scotland as a whole with 18% of Gorbals respondents being from an other ethnic group compared to 4% of the Scottish population. In the Gorbals, the private rented sector were significantly more likely to be from an 'other' ethnic group (42%) than owners (12%) and social rented tenants (16%).

THE COMMUNITY

- Overall Gorbals residents are positive about the Gorbals as a place to live with 95% rating it as very or fairly good and this is in line with the Scottish average (95%). Respondents were most positive about the location, the fact it's near the city centre and amenities (46%), that there are good or friendly people and neighbours (27%) and that the area has a good sense of community or community spirit (14%). Social rented tenants in particular are positive about the sense of community or the people and the neighbours with 45% spontaneously mentioning these when asked what the best thing about living in the Gorbals was. This is distinct to owners and private rented tenants where the location and being near the centre and amenities were more likely to be mentioned. This links in with the fact that social rented respondents are more likely to have lived in the area for a greater period of time than owners and private rented tenants.
- Linked with this sense of community, our survey respondents were more likely to have contact with people outside their household on most days (65%) than for Scotland as a whole (55%). Most likely to have contact on most days were households with children (68%) and females (70%).
- In terms of feelings of loneliness, 27% of Gorbals respondents said they often or sometimes feel lonely. This is slightly higher than for Scotland overall where 23% of adults experienced feelings of loneliness in the last week. Those living in social rented accommodation were most likely to state they sometimes or often feel lonely (32%), and this was also particularly prevalent in households with people with a disability where 39% often or sometimes feel lonely.
- Social rented tenants were more likely to be aware of community activities and organisations in the Gorbals than owners and private rented tenants. However, in terms of participation it was households with children regardless of tenure who were more likely to be involved and participate in community activities.

- There was a lower level of formal volunteering noted by Gorbals respondents (11%) versus Scotland as a whole (22%). Again, households with children were most likely to volunteer and get involved (19%).
- The majority of respondents (87%) felt their neighbourhood was a safe place to live. When walking alone in neighbourhood after dark 77% felt safe, in line with the Scottish average (76%). However, when alone in their home at night feeling of safety was lower than average with 89% of Gorbals respondents feeling safe compared to 96% overall in Scotland. Social rented tenants were less likely to feel very safe both alone in their home at night and walking alone in the neighbourhood after dark. Women were also more likely than males to feel very safe in both of these circumstances.
- When asked what the main change they would like to see in the Gorbals the most common response was more facilities or activities e.g. community centres, parks and green space (16%), the area being cleaned up of litter (14%) and amenities such as shops cafes bars and schools (12%).

GETTING ONLINE

- Home internet access was slightly lower in the Gorbals (85%) than for Scotland as a whole (91%). This is lower again in the social rented sector where just 77% said they had home internet access, and 11% had no access compared to just 2% of owner occupiers and private rented tenants. Those with a disability were less likely to have access at home (72%) and, perhaps unsurprisingly, as age increases access to the internet decreases, for example 99% of respondents aged 16-44 had internet access compared to 90% of respondents aged 45-64 and 76% of respondents aged 65 and over.

CLIMATE CHANGE

- Respondents were less likely to perceive that climate change was an immediate and urgent problem (57%) than for Scotland overall (74%). Social rented tenants were least likely to believe it was an urgent and immediate problem (49%).

ECONOMIC STATUS

- The overall profile of economic activity shows a slightly lower proportion of Gorbals residents are in employment, either full time, part time or self-employed (52%) than the Scottish average (58%). We also see a higher proportion not working due to health condition in the Gorbals (15%) compared to 5% for Scotland. Social rented tenants were much less likely to be in employment (34%) than other tenures and more likely to be not working due to health condition (24%) or be unemployed (12%).

- We also found that owners and private rented tenants were more likely to be educated to a higher level than social rented tenants. For example, 49% of owners reported having a degree, postgraduate degree or professional qualification compared to 15% of social rented tenants.
- In terms of main income source, social rented tenants were much more likely to say their main income source is benefits (42%) compared to 2% of owners. Owners were more likely to note that their main income source was income from employment.
- Overall, Gorbals residents were less likely to be managing well financially (33%) than for Scotland overall (50%). There is a marked difference by tenure where just 18% of social rented tenants felt they were managing well financially compared to 58% of owners. Most likely to say they are not managing well were households with children under 16 (22%) and respondents with a disability (20%).
- The cost of domestic energy bills (43%) and the cost of food (36%) were the bills Gorbals respondents were most likely to have experienced difficulty with in the last 12 months. Social rented tenants were most likely to be experiencing difficulty with these with over half of social rented tenants stating they have had difficulty in affording the cost of domestic energy bills and 47% having difficulty in affording the cost of food.
- Our analysis of income profile also shows that social rented tenants have a much lower income than our owner occupiers.
- Social rented tenants were also most likely to taken action due to their financial situation than owners and private rented tenants. For example over half of social rented tenants (52%) have chosen not to put their heating on due to affordability concerns, 25% have chosen to miss meals because they can't afford to buy food, 17% have received support with fuel from a local organisation and 16% have received support with food from a local organisation.
- Almost one third of social rented tenants were finding electricity and gas bills difficult to afford (30%). This may be linked to the fact that 42% of social rented tenants are on pre-payment meters compared to just 3% of owners.

CONCLUSION

- Overall, the survey shows lots of positives about life in the Gorbals. The survey identified that those who live there feel there is a good sense of community and that the people are an important part of that and one of the most positive things about living in the Gorbals.
- It is clear that social rented tenants despite being in a close proximity to owner occupiers and private rented tenants show a very different profile. They are less likely to be online, less likely to be in employment, more likely to have a disability, more likely to be struggling financially and more likely to be experiencing issues with the cost of food and fuel bills.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from New Gorbals Housing Association's Social Survey 2024.

2.2 Background and objectives

NGHA exists for the benefit of the local Gorbals community. The organisation's primary focus over the years has been the physical regeneration of the Gorbals, providing high quality, well-designed new housing and environment.

Much has been achieved, with private investment coming on the back of initial successes in building housing for social rent. However, some gap sites and development opportunities remain, and the Association is determined to see through the successful re-development of the area to completion.

At the same time, as a landlord of 2,500 tenanted properties, NGHA has a strong focus on providing the best possible service to tenants and housing applicants, and on keeping their housing stock well-maintained and in a good state of repair, with rents affordable to those in low pay.

The Association also plays an important role in providing a competitively-priced property factoring service for over 1,800 privately owned properties throughout the Gorbals. NGHA is the landlord or factor of over 95% of the homes in the key Gorbals areas of Huchestown and Laurieston.

In recent years, as the local population has grown and stabilised via the new-build programme, NGHA has become increasingly involved in and committed to the wider social and economic regeneration of the Gorbals. The Association has successfully attracted significant external grant funding to support a range of local projects and activities and to fund related staff posts.

New Gorbals Housing Association's Vision is:

- To provide the highest possible quality housing, environment and services to all of our customers
- To maximise our contribution to overall regeneration of the Gorbals, address wherever possible the needs of those in the community who are disadvantaged.

The Association describes their values as being:

- Representative of, and accountable to, the local Gorbals community.
- Open and accessible.
- Fair and equitable, treating every individual with courtesy and respect.
- Innovative and creative, working in partnership with others to achieve the best possible outcomes for our tenants and local community.
- Customer-focused in delivering our services, to provide optimum quality.

In order to inform their decision-making, NGHHA required a socio-economic survey of residents living in the Gorbals to provide valuable insights for informed decision-making, tailored service provision, community empowerment and securing grant funding. Furthermore, by utilising the survey data effectively, the Association can continue to drive positive change, improve services and establish a strong foundation for future planning.

It is against this background that Research Resource were commissioned to carry out NGHHA's 2024 Social Survey.

2.3 Research Method

Interviews were carried out using a face to face interview methodology, augmented with an online survey. To maximise the response rate and ensure a representative response for the face to face survey interviewers attempted to make contact at different times and on different days of the week (i.e. weekday vs weekend).

For the online survey, this was set up by Research Resource who provided the Association with an html link and QR code which could be used to distribute the survey and invite responses e.g. via the Association's Facebook page, website and through Gorbals partner organisation communications. The QR code was promoted in community notice boards, the Association's office and at local community centres/ community groups.

2.4 Questionnaire design

After consultation with New Gorbals Housing Association's representatives, a survey questionnaire was agreed which met the information needs and requirements of the organisation. The questionnaire was circulated amongst key members of staff and Committee members for their input on the questionnaire design. A copy of the questionnaire can be found in the Appendix.

2.5 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon and to maximise the response to the survey.

A database of 4333 contacts comprising tenants of the Association, mid-market rented tenants, factored owners and shared owners was provided to Research Resource containing names, addresses, property details such as property type and tenure. A total of 403 interviews were completed with a cross section of residents on a face to face basis. Targeted quotas were set to ensure that interviews were spread across the Gorbals area and were spread across tenure.

In addition to the face to face survey, 337 responses were received to the online survey. This equated to a total of 740 interviews being completed overall and providing data accurate to $\pm 3.3\%$ based upon a 50% estimate at the 95% confidence level.

Analysis of the tenure profile of Gorbals households compared to the tenure profile of survey respondents shows that we have good representation of the housing stock in the Gorbals. The data reported is therefore unweighted.

Survey profile analysis				
	Population		Respondents	
	No.	%	No.	%
Owner	1323	31%	229	31%
Tenant	2386	55%	417	57%
Private rented	543	13%	83	11%
Other (Mid Market rent, shared ownership etc)	81	2%	7	1%
Total	4333	100%	736*	100%

* Please note 4 respondents refused to answer the tenure question.

2.6 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities.

Interviewing took place between the 19th of January 2024 and the 7th of March 2024.

2.7 Survey Analysis and Reporting

This report presents the key findings from the survey. Throughout this report the figures show the results as percentages and base numbers (the number of respondents to each question) are shown. Due to the small number of respondents, care should be taken when reading percentages.

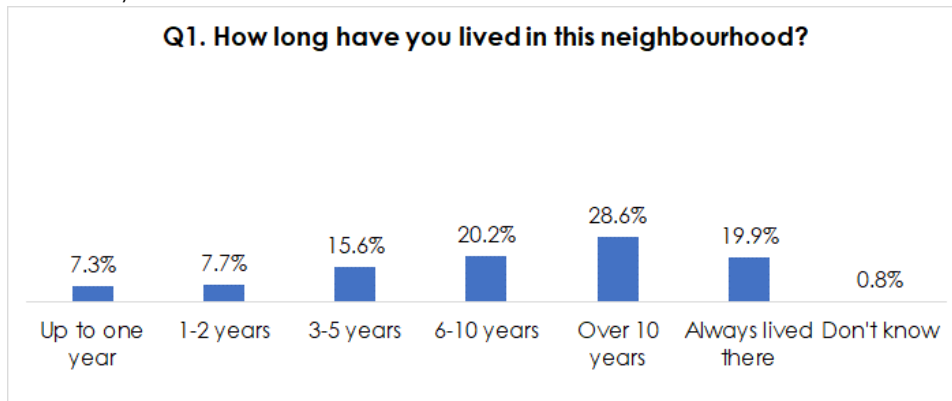
Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

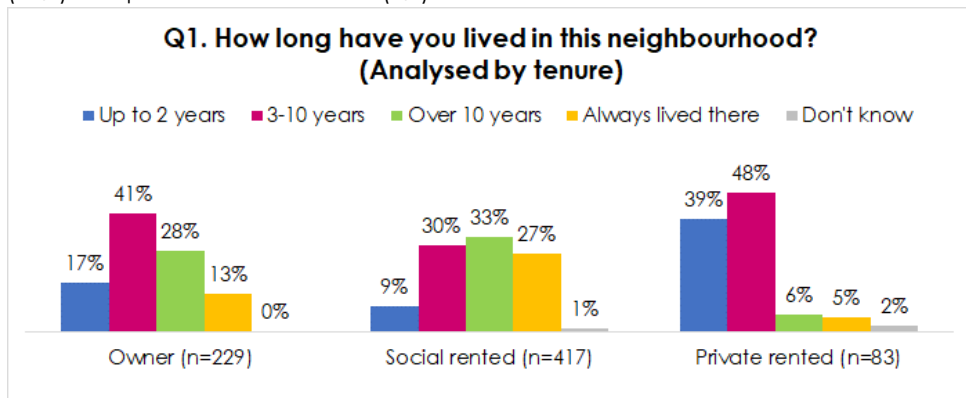
3. THE COMMUNITY

3.1 Length of stay in neighbourhood (Q1)

The survey opened by asking respondents how long they had lived in the neighbourhood. One in five respondents said they had always lived here (20%). On the other hand, 15% said they were relatively new to the neighbourhood and had lived here for 2 years or less.



Analysis by tenure reveals that tenants living in private rented accommodation were most likely to have lived in the neighbourhood for the least amount of time with 39% stating they have lived in the neighbourhood for 2 years or less compared to 17% of owners and 9% of social rented tenants. Social rented tenants on the other hand were most likely to have always lived in the neighbourhood (27%) compared to owners (13%) and private rented tenants (5%).



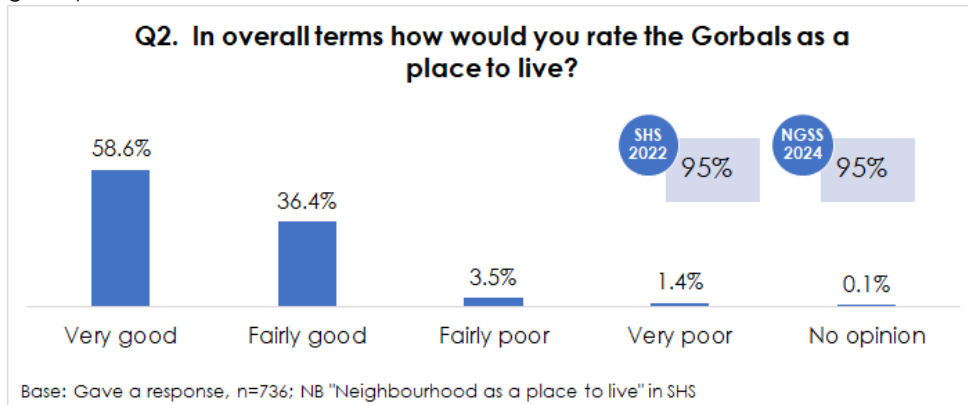
The following table analyses these results by various demographic factors. The key findings from this analysis are as follows:

- **Age:** In terms of the age profile of respondents, younger tenants aged under 16-44 were most likely to be newer to the area and lived in the neighbourhood for less than 2 years (24%) than respondents aged 45-64 (7%) and aged 65 and over (4%).
- **Household composition:** Analysis by household composition reveals that households with children under the age of 16 were less likely to have lived in the neighbourhood for over 10 years or always lived there (41%) than adult only households (51%).
- **Sex:** Females were more likely to say they had always lived in the area (27%) than males (13%).
- **Disability:** Tenants who had a disability were more likely to say they had always lived in the area (29%) than those who did not have a disability (16%).
- **Ethnicity:** Respondents who were White Scottish/ Other British or Irish were more likely to say they had always lived in the area (26%) than tenants who were of other ethnicities (1%).

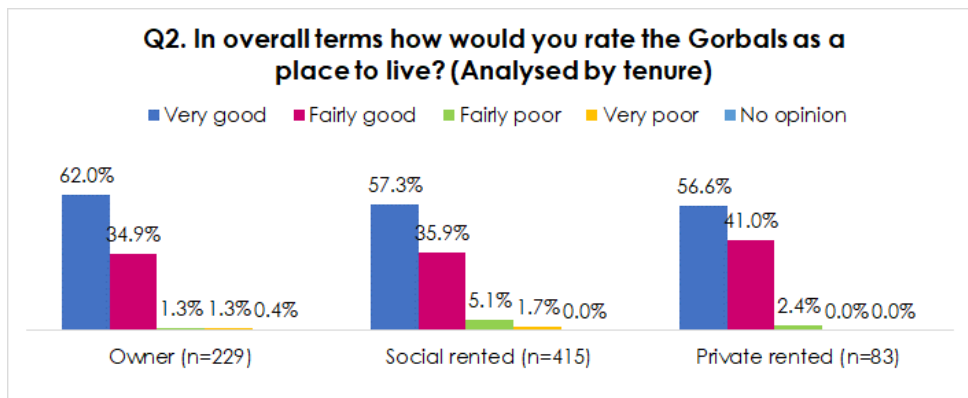
Q1. How long have you lived in this neighbourhood?							
		Base	Up to 2 years	3-10 years	Over 10 years	Always lived there	Don't know
Age	16-44	161	24%	40%	12%	22%	2%
	45-64	200	7%	29%	40%	25%	1%
	65+	115	4%	27%	45%	23%	1%
Sex	Male	336	16%	38%	32%	13%	1%
	Female	378	12%	34%	25%	27%	1%
Disability	Yes	213	7%	25%	39%	29%	0%
	No	488	19%	41%	24%	16%	1%
Household composition	Adult only household	563	15%	35%	32%	19%	0%
	Households with children under 16	143	19%	38%	17%	24%	1%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	561	10%	32%	32%	26%	1%
	Other ethnicity	125	34%	49%	15%	1%	1%

3.2 The Gorbals as a place to live (Q2)

Following on from this, respondents were asked how they would rate the Gorbals as a place to live. The Gorbals is viewed very positively by residents with 95% stating it is a very or fairly good place to live compared to 5% who said it was very or fairly poor. The results for this question are consistent with the 2022 Scottish Household Survey where the same percentage of Scottish residents said their neighbourhood was a very or fairly good place to live.



Analysis by tenure shows that owners (97%) and private rented tenants (98%) were more likely to be of the opinion the Gorbals was a good place to live than social rented tenants (93%). This was also the case in the 2022 SHS survey where 88% of social rented households said their neighbourhood was a good place to live compared to 95% of private rented households and 97% of owner occupier households.



The chart below shows that those who had lived in the Gorbals for between 3 and 10 years were most likely to rate it as a very good place to live (63%). On the other hand respondents who lived in the area for the least amount of time (less than 2 years) were least likely to rate the Gorbals a very good place to live (50%).

Q2. In overall terms how would you rate the Gorbals as a place to live?					
	Up to 2 years (n=111)	3-10 years (n=262)	Over 10 years (n=210)	Always lived there (n=147)	Don't know (n=6)
Very good	49.5%	63.0%	61.4%	54.4%	33.30%
Fairly good	45.9%	33.6%	32.9%	38.1%	66.70%
Fairly poor	3.6%	3.1%	2.4%	6.1%	
Very poor	0.9%	0.4%	2.9%	1.4%	
No opinion	-	-	0.5%	-	

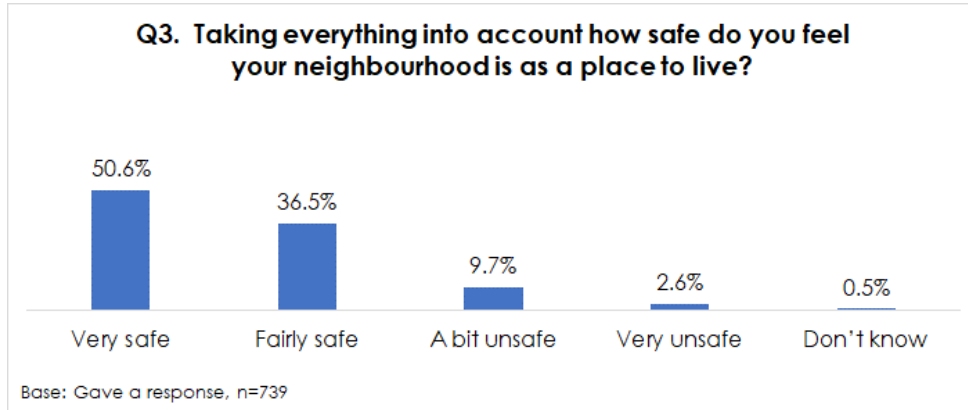
Demographic analysis shows:

- **Age:** Older respondents aged over 65 were more likely to say the Gorbals is a very good place to live (75%) than respondents aged 16-44 or aged 45-64 (both 60%).
- **Sex:** Males were more likely to say the Gorbals is a very good place to live (66%) than females (54%).
- **Disability:** Respondents who had a disability were more likely to say the Gorbals was a very or fairly poor place to live (6%) than those who did not have a disability (3%).
- **Household type:** Households with children were less likely to say the Gorbals was a very good place to live (38%) than adult only households (64%).
- **Ethnicity:** Those of White Scottish or British ethnicity were more likely to rate the area as a very good place to live (60%) than those from an 'other' ethnic group (52%).

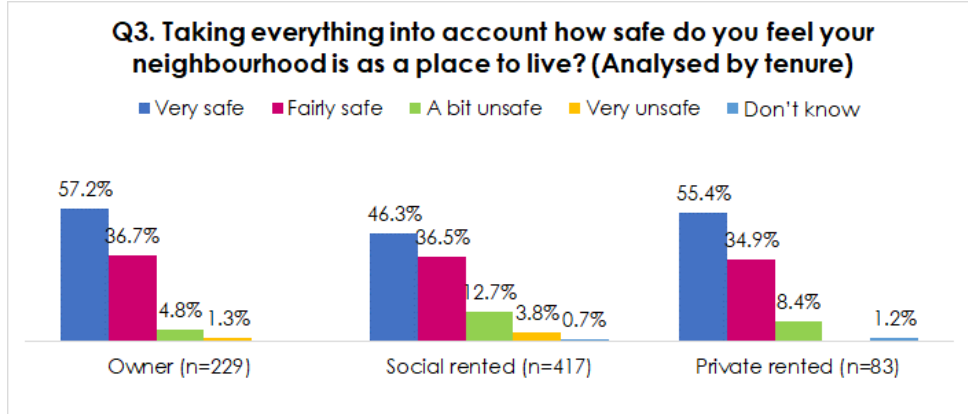
Q2. In overall terms how would you rate the Gorbals as a place to live?							
		Base	Very good	Fairly good	Fairly poor	Very poor	No opinion
Age	16-44	160	56.9%	38.1%	3.1%	1.9%	-
	45-64	199	60.3%	35.2%	4.0%	0.5%	-
	65+	115	74.8%	24.3%	0.9%	-	-
Sex	Male	335	66.3%	30.4%	3.0%	0.3%	-
	Female	377	54.4%	40.3%	3.7%	1.3%	0.3%
Disability	Yes	213	59.2%	34.7%	3.3%	2.8%	-
	No	487	59.5%	37.2%	2.9%	0.4%	-
Household composition	Adult only household	562	63.9%	32.4%	2.5%	1.1%	0.2%
	Households with children under 16	142	38.0%	53.5%	7.0%	1.4%	-
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	560	60.2%	34.8%	3.6%	1.3%	0.2%
	Other ethnicity	124	51.6%	41.9%	4.8%	1.6%	-

3.3 Neighbourhood safety (Q3/4)

Just under 9 in 10 (87%) were of the opinion that the neighbourhood was a very or fairly safe place to live compared to 12% who said it was either a bit or a very unsafe neighbourhood to live in.



Analysis by tenure indicates that tenants in social rented accommodation were less likely to find their neighbourhood a 'very safe' place to live (46%) than owners (57%) and private rented tenants (55%).



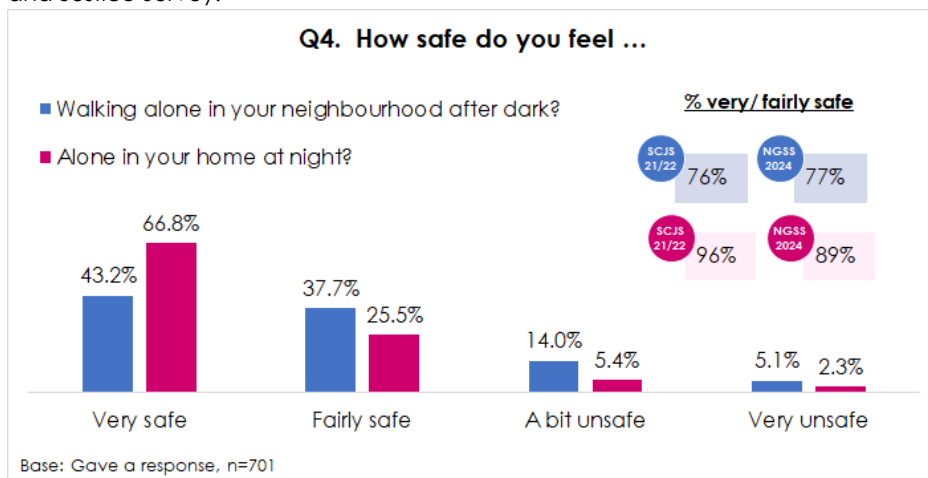
The results to this question broken down by various demographic factors is shown below. A summary of these results reveals that:

- **Age:** Respondents aged 65 and over (60%) were most likely to feel very safe in their neighbourhood, while respondents aged 45-54 were least likely to feel this way (45%).
- **Sex:** Analysis by gender indicated that males were significantly more likely to feel very safe in their neighbourhood (63%) than females (43%).
- **Disability:** In terms of disability, those with a disability were less likely to feel very safe in their neighbourhood (43%) than those who did not have a disability (55%).
- **Household type:** Those living in adult only households were more likely to feel very safe in the neighbourhood (54%) than household with children (38%).
- **Ethnicity:** There was only a marginal difference in feeling of safety by ethnicity with 53% of those of an 'other' ethnicity stating that they feel their neighbourhood is a very safe place to live compared to 50% of those of White Scottish or British ethnicity.

Q3. Taking everything into account how safe do you feel your neighbourhood is as a place to live?							
		Base	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know
Age	16-44	161	53.4%	32.3%	10.6%	3.7%	-
	45-64	200	44.5%	41.0%	13.0%	1.5%	-
	65+	115	60.0%	27.0%	9.6%	0.9%	2.6%
Sex	Male	336	62.5%	30.1%	6.0%	1.2%	0.3%
	Female	378	42.9%	40.7%	12.7%	2.9%	0.8%
Disability	Yes	213	44.6%	35.7%	14.1%	4.7%	0.9%
	No	488	54.9%	35.9%	7.8%	1.0%	0.4%
Household composition	Adult only household	563	54.0%	35.0%	8.7%	1.6%	0.7%
	Households with children under 16	143	37.8%	44.1%	14.7%	3.5%	-
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	561	49.9%	37.6%	9.1%	2.9%	0.5%
	Other ethnicity	125	52.8%	32.0%	12.8%	1.6%	0.8%

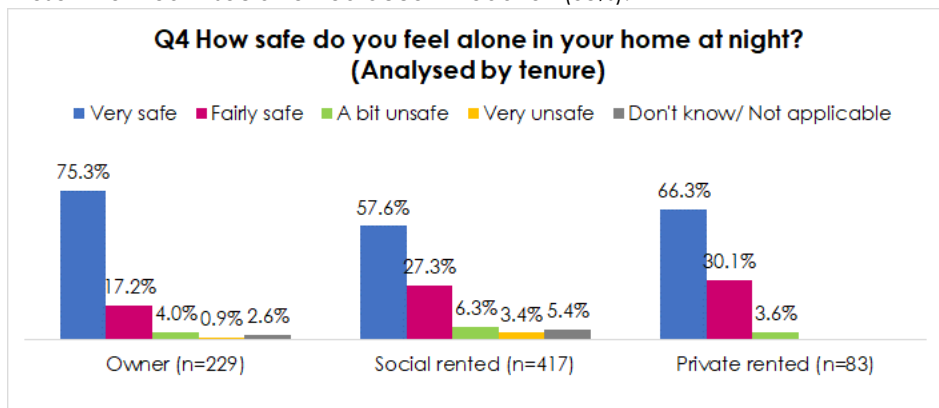
Respondents were then asked how safe they feel in different situations. Just under 8 in 10 respondents (77%) felt very or fairly safe walking alone in their neighbourhood after dark which is consistent with the Scottish average reported in the 2021/22 Scottish Crime and Justice Survey where 76% felt this way.

In terms of feeling safe alone in their home at night, respondents were less likely to feel safe alone in their home at night than in Scotland overall with 89% of our survey respondents stating that they felt very or fairly safe alone in their home at night compared to 96% of Scottish respondents overall feeling this way in the 2021/22 Crime and Justice Survey.



Alone in home at night

It is interesting to note that owners (75%) and tenants living in private rented accommodation (66%) were more likely to feel safe alone in their home at night than those who lived in social rented accommodation (58%).



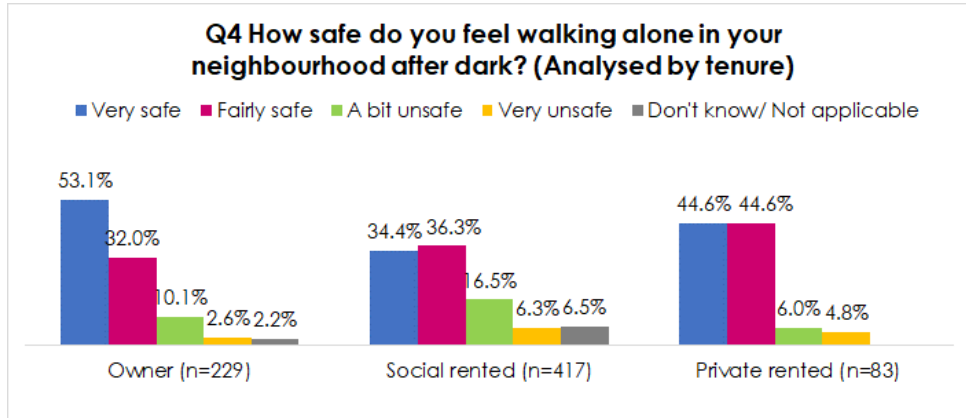
Analysis shows the following in terms of feeling safe alone in the home at night:

- **Age:** respondents aged 45-64 were marginally less likely to feel very safe (62%) than those aged 16-44 (65%) and those aged 65+ (64%).
- **Sex:** females were significantly less likely to feel very safe (57%) than males (73%).
- **Disability:** those who had a disability were also less likely to feel very safe in their home at night (57%) than those who did not have a disability (68%).
- **Household type:** those living in households with children were less likely to feel very safe alone in their home at night (48%) compared to adult only households (68%).
- **Ethnicity:** those of an 'other' ethnic group were less likely to feel very safe alone in their home at night (58%) than those of white Scottish or British ethnicity (66%).

Q4 Alone in your home at night?							
	Base	Base	Very safe	Fairly safe	A bit unsafe	Very unsafe	DK/ NA
Age	16-44	158	65.2%	22.8%	5.7%	3.8%	2.5%
	45-64	198	61.6%	29.8%	5.6%	0.5%	2.5%
	65+	112	64.3%	17.9%	3.6%	0.9%	13.4%
Sex	Male	331	73.4%	21.5%	1.5%	0.9%	2.7%
	Female	373	57.4%	26.8%	8.3%	2.4%	5.1%
Disability	Yes	209	56.9%	25.4%	6.2%	3.3%	8.1%
	No	487	67.8%	24.0%	4.7%	1.2%	2.3%
Household composition	Adult only household	559	67.6%	22.2%	4.5%	1.3%	4.5%
	Households with children under 16	139	47.5%	38.1%	8.6%	3.6%	2.2%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	554	65.5%	23.3%	5.4%	1.8%	4.0%
	Other ethnicity	123	57.7%	30.1%	6.5%	3.3%	2.4%

Walking alone in neighbourhood after dark

A similar theme occurs with regards to walking alone in the neighbourhood after dark with those living in social rented accommodation being less likely to feel very safe (34%) and owners most likely to feel very safe (53%) and owners most likely to feel very safe (53%) and owners most likely to feel very safe (53%).



Our demographic analysis shows the following with regard to feeling of safety walking alone in the neighbourhood after dark:

- **Age:** those aged 16-44 were most likely to feel very safe with 44% stating they felt very safe compared to 38% aged 45-64 and 39% aged 65+.
- **Sex:** females were significantly less likely to feel very safe (32%) than males (55%).
- **Disability:** those who had a disability were also less likely to feel very safe (35%) than those who did not have a disability (45%).
- **Household type:** those living in households with children were less likely to feel very safe (28%) compared to adult only households (47%).
- **Ethnicity:** no difference was noted in terms of ethnicity with regard to feeling very safe walking alone in the neighbourhood after dark.

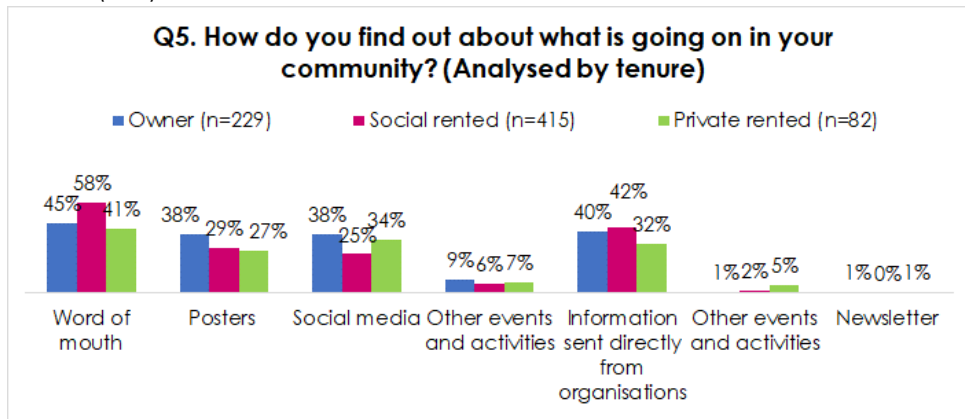
Q4 Walking alone in your neighbourhood after dark?							
	Base	Base	Very safe	Fairly safe	A bit unsafe	Very unsafe	Dk/ NA
Age	16-44	160	43.8%	35.0%	13.1%	5.6%	2.5%
	45-64	198	37.9%	37.9%	16.2%	5.1%	3.0%
	65+	113	38.9%	30.1%	12.4%	2.7%	15.9%
Sex	Male	333	55.3%	34.2%	6.0%	0.9%	3.6%
	Female	375	31.7%	36.5%	18.9%	7.5%	5.3%
Disability	Yes	209	35.4%	28.2%	18.2%	8.6%	9.6%
	No	488	45.3%	38.9%	10.9%	2.9%	2.0%
Household composition	Adult only household	559	45.6%	32.7%	12.5%	4.1%	5.0%
	Households with children under 16	142	27.5%	45.8%	19.0%	4.9%	2.8%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ British	556	42.3%	34.0%	13.3%	5.0%	5.4%
	Other ethnicity	124	41.9%	37.9%	16.1%	3.2%	0.8%

3.4 Source of awareness of what is going on in the community (Q5)

Respondents were asked about how they find about what is going on in their community. Word of mouth was the most common source of information (52%), followed by information sent directly from organisations (40%), posters in shops, libraries, community centres and schools (31%) and via social media (30%).

Q5. How do you find out about what is going on in your community? (Please tick all that apply)		
Base: Gave a response, n=736	No.	%
Word of mouth	381	51.8%
Information sent directly from organisations	296	40.2%
Posters in shops, library, community centre, shops, schools etc	231	31.4%
Social media	223	30.3%
Other events and activities	51	6.9%
Newsletter	5	0.7%
Some other method	18	2.4%

Analysis by tenure shows that word of mouth was most likely to be used by social rented tenants (58%) than private rented tenants (41%) and owners (45%). Social media was used by more owners (38%) than social rented tenants (25%). Posters were most likely to be a source for owners (38%) than social rented (29%) or private rented tenants (27%).



Analysis shows the following key trends:

- **Age:** social media was most popular amongst younger respondents aged under 45 (30%), while word of mouth was more common amongst older respondents (61%).
- **Sex:** Females were more likely to say they get information from posters (37%) and via social media (34%) than males (24% and 26% respectively).
- **Disability:** Those who had a disability were more likely to find out about things going on in the community via word of mouth (63%) than respondents who did not have a disability (47%).
- **Household type:** social media was more likely to have been selected as a source of information for those living in households with children (46%) than adult only households (25%), as were posters in shops etc (42% compared to 30% for adult only households).
- **Ethnicity:** word of mouth was much more likely to be a source of information for those of White Scottish or British ethnicity (56%) than those from an 'other' ethnic group (36%). Those from other ethnic groups were slightly more likely to find out about what is going on from information sent directly to them (44%) or via other events and activities (10%) than those of White Scottish or British ethnicity.

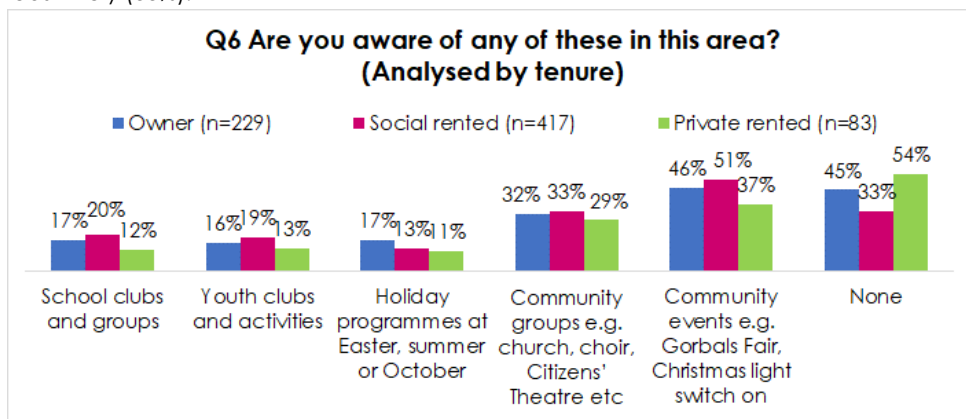
Q5. How do you find out about what is going on in your community? (Please tick all that apply)									
		Base	Word of mouth	Posters	Social media	Other events and activities	Information sent directly from organisations	Some other method	News-letter
Age	16-44	161	48%	32%	30%	6%	46%	1%	-
	45-64	198	57%	32%	24%	6%	41%	3%	1%
	65+	115	61%	24%	18%	9%	49%	2%	2%
Sex	Male	335	50%	24%	26%	7%	43%	2%	1%
	Female	376	55%	37%	34%	7%	38%	3%	1%
Disability	Yes	212	63%	25%	20%	4%	37%	3%	0%
	No	486	47%	35%	34%	7%	42%	2%	1%
Household composition	Adult only household	561	51%	30%	25%	6%	42%	3%	1%
	Households with children under 16	142	54%	42%	46%	10%	39%	-	-
Ethnicity	White Scottish/ Irish/ Other British	559	56%	32%	30%	6%	39%	3%	1%
	Other ethnicity	124	36%	34%	31%	10%	44%	2%	1%

3.5 Awareness and participation in community activities (Q6-7)

Respondents were provided with a list of community activities and organisations and asked if they were aware of any of these. Four in ten respondents were not aware of any organisations or activities (40%). Respondents were most likely to be aware of community events such as the Gorbals Fair and the Christmas light switch on (48%), and least likely to be aware of holiday programmes for Easter, Summer or October (14%).

Q6. Below are some examples of community activities and organisations. Are you aware of any of these in this area? (Please tick all that apply)		
Base: Gave a response, n=736		
	No.	%
Community events e.g. Gorbals Fair, Christmas light switch on	353	47.9%
Community groups e.g. church, choir, Citizens' Theatre etc	237	32.2%
School clubs and groups	131	17.8%
Youth clubs and activities	128	17.4%
Holiday programmes at Easter, Summer or October	104	14.1%
None	291	39.5%

Analysis by tenure reveals that private rented tenants were most likely to say they were not aware of any activities or organisations (54%), while social rented tenants were least likely (33%).

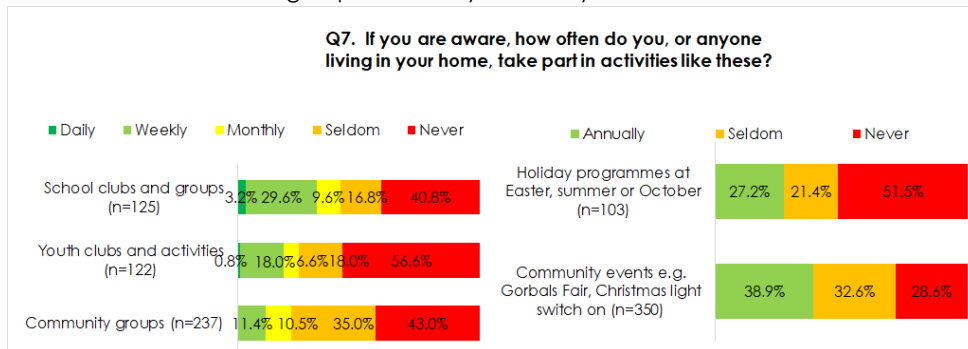


Our demographic analysis shows the following:

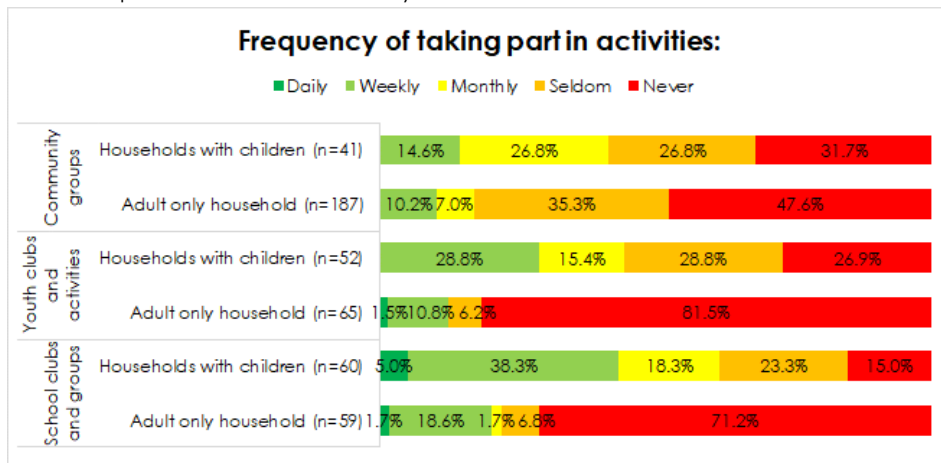
- **Age:** Respondents aged 65 and over were less likely than younger respondents to be aware of children's activities such as school clubs and groups (10%), youth clubs and activities (11%) and holiday programmes (7%). Those aged 45-64 were more likely to be aware of community groups (41%) and community events (57%), than respondents aged 16-44 (24% and 40% respectively).
- **Sex:** Females were more likely to be aware of all activities than males with 70% of females being aware of one or more activities compared to 49% of males. For example 28% of females were aware of school clubs and groups compared to 7% of males.
- **Disability:** Those who had a disability were less likely to be unaware of community activity and organisations (34%) than those who did not have a disability (43%).
- **Household type:** The results to this question vary significantly by household composition with over 4 in 10 adult households not being aware of any activities or organisations (44%) compared to 25% of respondents living in households with children under 16. Furthermore, those who lived in households with children were more likely to be aware of social clubs and groups (43%), youth clubs and activities (37%) and holiday programmes (31%) than adult only households (11%, 12% and 10% respectively).
- **Ethnicity:** Furthermore, respondents who were from an 'other' ethnic group were more likely to be unaware of activities and organisations (49%) than those who were White Scottish or British (37%).

Q6. Below are some examples of community activities and organisations. Are you aware of any of these in this area? (Please tick all that apply)								
		Base	School clubs and groups	Youth clubs and activities	Holiday programmes at Easter, summer or October	Community groups e.g. church, choir, Citizens' Theatre etc	Community events e.g. Gorbals Fair, Christmas light switch on	None
Age	16-44	161	20%	20%	12%	24%	40%	39%
	45-64	199	19%	20%	16%	41%	57%	34%
	65+	114	10%	11%	7%	34%	48%	39%
Sex	Male	335	7%	8%	8%	27%	40%	51%
	Female	377	28%	26%	19%	36%	54%	30%
Disability	Yes	213	14%	15%	11%	37%	53%	34%
	No	486	20%	19%	15%	30%	45%	43%
Household composition	Adult only household	562	11%	12%	10%	33%	48%	44%
	Households with children under 16	143	43%	37%	31%	29%	50%	25%
Ethnicity	White Scottish/ British/ Irish	559	18%	18%	15%	34%	52%	37%
	Other ethnicity	125	18%	14%	8%	24%	33%	49%

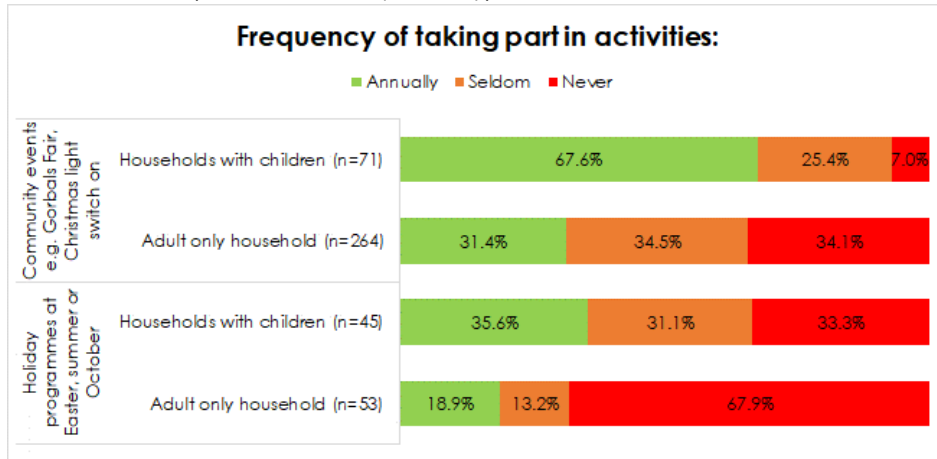
Where respondents were aware of the various activities and organisations they were asked how often or not they, or anyone in their household takes part in these types of activities. The chart below shows that over half of respondents said they never take part in holiday programmes (52%) or youth clubs and activities. On the other hand, 39% of respondents said they annually attend community events and 33% said they attend school clubs and groups on a daily or weekly basis.



Perhaps unsurprisingly households with children were more likely to take part in activities more frequently than households without children. For example, 43% of households with children take part in school clubs and activities on a daily or weekly basis compared to 20% of adult only households.



Furthermore, households with children were more likely to take part in holiday programmes (36%) and community events (68%) on an annual basis than households with no children (19% and 31% respectively).

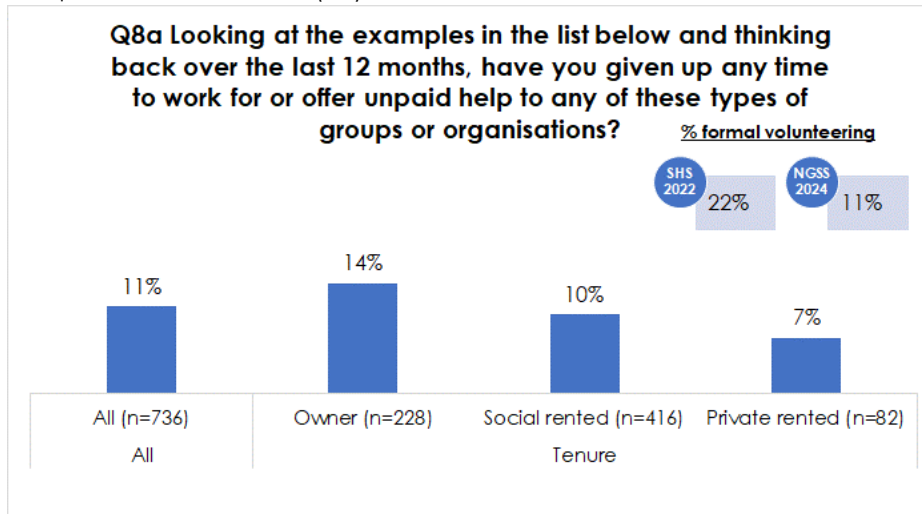


The extent to which people participate or do not participate in these did not vary significantly by tenure.

3.6 Volunteering (Q8)

It was explained to respondents the kinds of things that some people do to give up their time, without pay, to help people or for the benefit of their neighbourhood or wider area, either through organisations or acting as individuals. Respondents were asked to look at a list of examples and say whether they had given up any time to work for or offer unpaid help to any of these organisations. A lower proportion of Gorbals residents said that they undertake volunteering than in Scotland overall with 11% of respondents saying they have volunteered compared to 22% for Scotland overall as stated in the 2022 Scottish Household Survey.

Owners were more likely to have volunteered (14%) than social rented tenants (10%) and private rented tenants (7%).



Further analysis reveals that households with children under 16 (19%), and females (14%) were most likely to have volunteered. The results to this question do not vary significantly by age, disability and ethnicity.

Q8 Thinking back over the last 12 months, have you given up any time to work for or offer unpaid help to any of these types of groups or organisations?				
		Base	Yes	No
Age	16-44	161	12%	88%
	45-64	199	9%	91%
	65+	114	12%	88%
Sex	Male	334	7%	93%
	Female	377	14%	86%
Disability	Yes	213	11%	89%
	No	485	11%	89%
Household composition	Adult only household	560	9%	91%
	Households with children under 16	143	19%	81%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	558	11%	89%
	Other ethnicity	125	12%	88%

Where respondents had given up their time this was most likely to be for a local community group, neighbourhood association or community council (32%) or for hobbies, recreation, arts or social club (30%).

Q8b. Was it at:		
Base: Have offered unpaid help, n=81	No.	%
Local community group / neighbourhood association / community council	26	32.1%
Hobbies / recreation / arts / social club	24	29.6%
Church, religion or faith-based group	17	21.0%
The elderly	14	17.3%
School children e.g. school trips, sports days, discos, in the classroom	13	16.0%
Health disability or social welfare group or organisation	12	14.8%
Tenants' group / residents' association	12	14.8%
Youth groups / children's activities outside of school	11	13.6%
Children's group – e.g. playgroup, mothers and toddlers	9	11.1%
Citizen's groups	7	8.6%
Public service – e.g. school, hospital, police, local government service	6	7.4%
Coaching or organising sport or exercise	5	6.2%
Trade union activities	4	4.9%

Further analysis shows some differences by tenure and demographic, some examples of which are discussed below. However, due to small base numbers these findings are not all statistically significant and should be treated with caution:

- **Tenure:** 22% of volunteering from social rented tenants is with a tenant or resident group compared to 9% of owners and no private rented tenants.
- **Age:** Respondents aged 65 and over were most likely to volunteer with the elderly (50%) and those aged 16-44 were least likely (5%).
- **Sex:** Females were more likely to volunteer with hobbies and recreation (36%) than males (16%) and also with school children (19% versus 4% of males). However, males were more likely to volunteer with the elderly (28%) than females (11%).
- **Disability:** Those who had a disability were more likely to volunteer at health disability or social welfare groups or organisations (26%) than those who had no disability (6%).
- **Household type:** those living in households with children were more likely to volunteer with school children, for example school trips and sports days (37%) than adult only households (4%). They were also more likely to volunteer with children's groups such as playgroups, mothers and toddler groups etc (19% versus 8% of households with no children).
- **Ethnicity:** Respondents who were of 'other' ethnicities were more likely to volunteer with school children (20%) and hobbies and recreation (40%) than respondents who were White Scottish, British or Irish (11% and 28% respectively).

Data tables showing a full analysis of this question by tenure and demographic can be found in Appendix 3.

3.7 The best thing about living in the Gorbals (Q9)

The survey included an open ended question which asked respondents to provide their comments on what they believe is the best thing about the Gorbals. The open ended responses have been grouped thematically and are listed in order of frequency of response in the table below. Just under half of respondents (46%) liked the location and mentioned it being near to the centre or amenities, 27% spoke about the people or neighbours being good or friendly and 14% said there was a good sense of community or community spirit.

Q9. Overall thinking about your experience of living in the Gorbals, what is the best thing about the Gorbals?		
Base: Gave a response, n=703	No.	%
Location - near centre/ amenities	323	45.9%
Good/ friendly people/ neighbours	188	26.7%
Good sense of community/ community spirit	97	13.8%
It's a quiet area	74	10.5%
Happy here	44	6.3%
Always lived here	33	4.7%
Good transport/ transport links	29	4.1%
Safe neighbourhood/ feel safe here	21	3.0%
Good housing/ nice home	16	2.3%
No issues/ problems	15	2.1%
Good services e.g. close/ cleaning	11	1.6%
It has gone downhill	11	1.6%
Other	5	0.7%
Not sure	21	3.0%

The location was mentioned by significantly more owners (61%) and private rented tenants (58%) than social rented tenants (35%). Social rented tenants were more likely to mention good people and neighbours (31%) than private rented tenants (16%) and owners (23%).

Q9. Overall thinking about your experience of living in the Gorbals, what is the best thing about the Gorbals?			
	Owner	Social rented	Private rented
Base	216	397	80
Always lived here	3.0%	6.0%	1.0%
Location - near centre/ amenities	61.0%	35.0%	58.0%
Good sense of community/ community spirit	13.0%	14.0%	13.0%
Good/ friendly people/ neighbours	23.0%	31.0%	16.0%
Safe neighbourhood/ feel safe here	2.0%	3.0%	5.0%
Happy here	5.0%	8.0%	5.0%
It's a quiet area	14.0%	8.0%	15.0%
Good transport/ transport links	6.0%	4.0%	3.0%
Not sure	1.0%	4.0%	3.0%
No issues/ problems	1.0%	3.0%	3.0%
Other	1.0%	1.0%	-
Good services e.g. close/ cleaning	2.0%	2.0%	-
Good housing/ nice home	2.0%	3.0%	1.0%
It has gone downhill	0.0%	3.0%	-

Our demographic analysis shows:

- **Age:** Analysis by age shows that younger respondents aged 16-44 were more likely to say they liked the location (46%) than respondents aged 45-64 (38%) and aged 65 and over (33%). Younger respondents were less likely to mention good or friendly people or neighbours (22%) than those aged 45-64 (34%) and aged 65 and over (35%).
- **Sex:** The location was more likely to be the best thing for males (50%) than females (41%) whereas females were more likely to mention sense of community (17%) than males (10%).
- **Disability:** Good or friendly neighbours or people was mentioned by more respondents with a disability (35%) than did not have a disability (22%). Location was more likely to be mentioned by those without a disability (52%) than those with (33%).
- **Household type:** A good sense of community was mentioned more frequently by respondents living in households with children (22%) than adult only households (12%). Those living in adult only households were more likely to say the neighbourhood was a quiet area (12%) than those who lived in households with children (4%). Location was more likely to be mentioned by those living in adult only households (48%) than households with children (40%).
- **Ethnicity:** location was more likely to be mentioned by those from an 'other' ethnic group (51%) than those who were White Scottish or British (44%). Good/ friendly people/ neighbours was more likely to be mentioned by those of White Scottish or British ethnicity (29%) than those from an 'other' ethnic group (20%).

Q9. Overall thinking about your experience of living in the Gorbals, what is the best thing about the Gorbals?											
	Age			Sex		Disability?		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	153	193	113	316	367	206	465	543	131	533	121
Always lived here	6%	3%	11%	3%	7%	7%	4%	5%	5%	6%	1%
Location - near centre/ amenities	46%	38%	33%	50%	41%	33%	52%	48%	40%	44%	51%
Good sense of community/ community spirit	13%	13%	12%	10%	17%	13%	14%	12%	22%	15%	11%
Good/ friendly people/ neighbours	22%	34%	35%	27%	28%	35%	22%	28%	24%	29%	20%
Safe neighbourhood/ feel safe here	3%	4%	1%	3%	3%	1%	3%	3%	3%	3%	4%
Happy here	6%	8%	9%	7%	6%	9%	5%	6%	7%	6%	11%
It's a quiet area	10%	11%	6%	13%	8%	9%	12%	12%	4%	11%	8%
Good transport/ transport links	4%	4%	4%	4%	5%	4%	4%	4%	4%	5%	2%
Not sure	5%	3%	4%	3%	3%	3%	3%	3%	5%	2%	7%
No issues/ problems	3%	2%	4%	3%	2%	3%	2%	2%	-	2%	1%
Other	-	2%	-	1%	1%	2%	-	1%	-	1%	-
Good services e.g. close/ cleaning	3%	1%	-	2%	1%	1%	2%	1%	2%	1%	2%
Good housing/ nice home	3%	3%	3%	2%	2%	1%	3%	2%	2%	2%	2%
It has gone downhill	2%	3%	1%	1%	2%	3%	1%	1%	2%	2%	1%

3.8 Suggestions for changes to the Gorbals (Q10)

Following on from this, respondents were then asked to detail any changes they would like to see in the Gorbals. Over one in five respondents (21%) said there was nothing they would change or that they were happy with the area as it is. On the other hand, 16% mentioned having more facilities or activities like community centres or parks, spoke about the area being cleaned up of litter or rubbish (14%) or said they would like to see more amenities such as shops, cafes, bars or schools (12%).

Q10. What is the main change you'd like to see in the Gorbals?		
Base: Gave a response, n=703	No.	%
Nothing/ happy	144	20.5%
More facilities/ activities - e.g. community centre/ park/ more green space	115	16.4%
Area cleaned up of litter/ rubbish	95	13.5%
Amenities e.g. shops/ café/ bars/ schools	84	11.9%
Better/ more housing	53	7.5%
Improved maintenance e.g. close cleaning/ landscaping/ lighting	48	6.8%
Dealing with anti-social behaviour issues	41	5.8%
Parking	34	4.8%
Issues with roads e.g. potholes, condition of pavements, speed calming measures needed	27	3.8%
Deal with dog fouling/ more bins for dog fouling	26	3.7%
More Police presence	11	1.6%
Cheaper rents	8	1.1%
Improved public transport/ bus service	7	1.0%
Other	10	1.4%
Don't know	114	16.2%

Improved or more amenities such as shops and cafes was more likely to be mentioned by owners (16%) and private rented tenants (19%) than social rented tenants. The area being cleaned up of litter and rubbish was mentioned by 20% of owners compared to 11% of social rented tenants and 9% of private rented tenants. Better or more housing was mentioned by more social rented tenants (10%) than owners (5%).

Q10. What is the main change you'd like to see in the Gorbals?			
Respondents	Owner	Social rented	Private rented
Base	220	393	81
Amenities e.g. shops/ café/ bars/ schools	16.0%	8.0%	19.0%
Better/ more housing	5.0%	10.0%	4.0%
Improved maintenance e.g. close cleaning/ landscaping/ lighting	6.0%	8.0%	5.0%
Area cleaned up of litter/ rubbish	20.0%	11.0%	9.0%
Deal with dog fouling/ more bins for dog fouling	2.0%	4.0%	7.0%
More facilities/ activities - e.g. community centre/ park/ more green space	18.0%	17.0%	9.0%
Improved public transport/ bus service	1.0%	1.0%	4.0%
More Police presence	2.0%	2.0%	-
Cheaper rents	0.0%	1.0%	4.0%
Parking	8.0%	4.0%	1.0%
Issues with roads e.g. potholes, condition of pavements, speed calming measures needed	6.0%	2.0%	4.0%
Don't know	14.0%	17.0%	23.0%
Nothing/ happy	19.0%	20.0%	28.0%
Dealing with anti social behaviour issues	3.0%	8.0%	2.0%
Other	1.0%	1.0%	1.0%

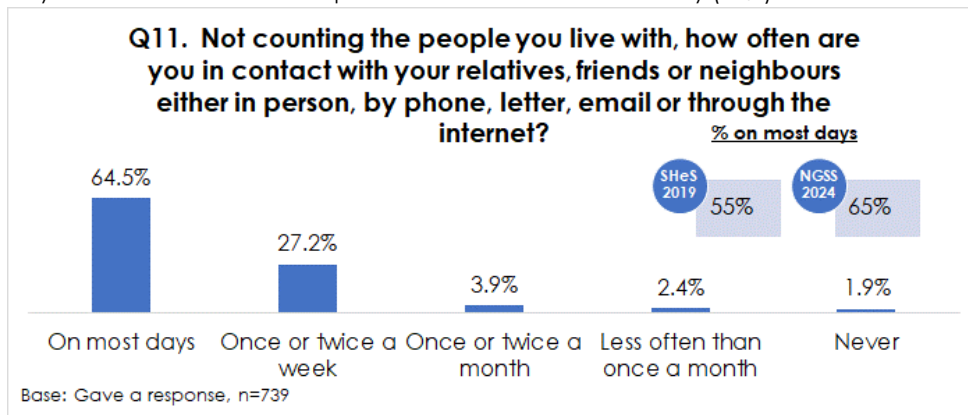
Our demographic analysis shows:

- **Age:** the greatest difference noted by age was more facilities/ activities which was noted by 23% of those aged 16-44 compared to 16% aged 45-64 and 13% aged 65+.
- **Sex:** this was also the case for females where 21% noted more facilities/ activities compared to 11% of males.
- **Disability:** Those without a disability were more likely to mention that the area needs cleaned up of litter/ rubbish (15%) than those with a disability (9%).
- **Household type:** 29% of households with children noted a desire for more facilities/ activities compared to 14% of households without children.
- **Ethnicity:** White Scottish or British respondents were more likely to note more facilities/ activities (18%) than households from an 'other' ethnic group (13%).

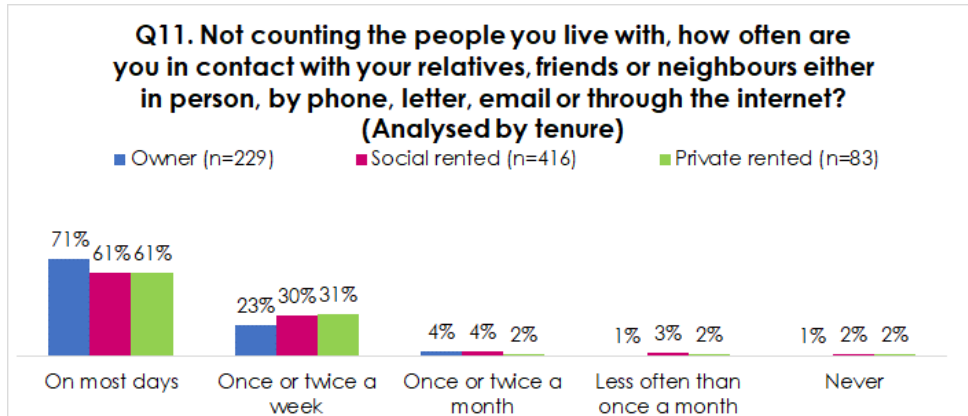
Q10. What is the main change you'd like to see in the Gorbals?											
Break %	Age			Sex		Disability?		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/ Other British/ Irish	Other ethnicity
Base	151	192	110	318	362	202	468	539	133	535	119
Amenities e.g. shops/ café/ bars/ schools	11%	12%	9%	11%	13%	11%	12%	13%	11%	13%	10%
Better/ more housing	10%	8%	6%	6%	9%	7%	7%	7%	9%	8%	5%
Improved maintenance e.g. close cleaning/ landscaping/ lighting	5%	9%	7%	6%	7%	7%	6%	7%	6%	7%	4%
Area cleaned up of litter/ rubbish	9%	13%	8%	12%	15%	9%	15%	14%	11%	14%	11%
Deal with dog fouling/ more bins for dog fouling	3%	3%	4%	3%	4%	2%	4%	3%	6%	3%	6%
More facilities/ activities	23%	16%	13%	11%	21%	15%	18%	14%	29%	18%	13%
Improved public transport/ bus service	-	2%	1%	1%	1%	2%	1%	1%	-	1%	2%
More Police presence	-	3%	1%	1%	2%	3%	1%	1%	1%	2%	-
Cheaper rents	1%	1%	-	2%	1%	0%	1%	1%	-	1%	1%
Parking	3%	5%	3%	5%	5%	2%	6%	5%	5%	5%	4%
Issues with roads	2%	4%	1%	3%	4%	3%	4%	4%	5%	4%	6%
Don't know	21%	13%	23%	19%	14%	19%	16%	16%	11%	15%	18%
Nothing/ happy	15%	20%	24%	25%	17%	18%	22%	21%	20%	19%	26%
Dealing with anti social behaviour issues	6%	9%	5%	4%	7%	8%	5%	5%	9%	5%	9%
Other	2%	3%	1%	2%	1%	2%	1%	2%	1%	1%	2%

3.9 Frequency of social interactions (Q11)

Just under two thirds of respondents said they are in contact with relatives, friends or neighbours (excluding the people they live with) either in person, by phone, letter, email or through the internet most days (65%). A further 27% are in contact once or twice a week, 4% are in contact once or twice a month, 2% said contact was less often than once a month and 2% said they never had contact with anyone outside of their household. The results reported in the Scottish Health Survey for 2019 revealed that 55% at this time said they were in contact with people outside their household most days which is less than was reported in the New Gorbals survey (65%).



Owners were more likely to say they are in contact with people outside their home on most days (71%) than those in private rented or social rented housing (both 61%).



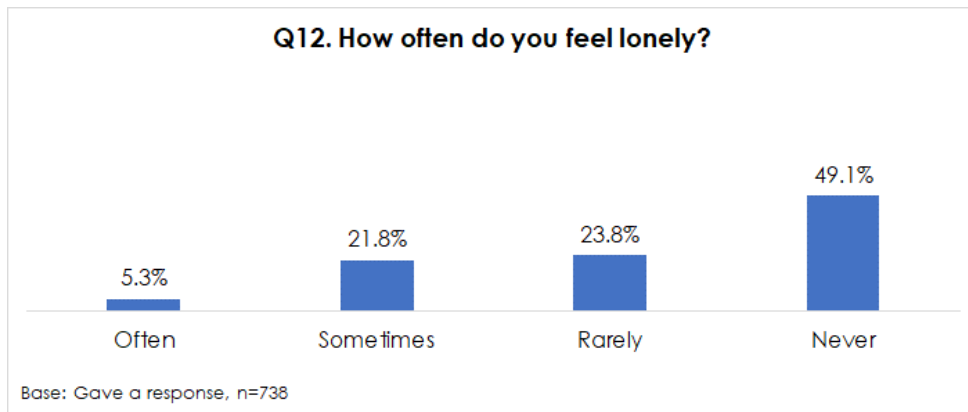
Additional analysis reveals:

- **Age:** those aged 16-44 (64%) and those aged 65+ (62%) were more likely to be in contact with others most days than those aged 45-64 (58%).
- **Sex:** females were more likely to be in contact with others most days (70%) compared to males (59%).
- **Disability:** those with a disability were less likely to be in contact with others on most days (56%) than those without a disability (69%).
- **Household type:** those living in households with children were more likely to have contact with others most days (68%) than those living in adult only households (63%).
- **Ethnicity:** those of White Scottish or British ethnicity were more likely to have contact with others on most days (66%) than those from 'other' ethnic groups (59%).

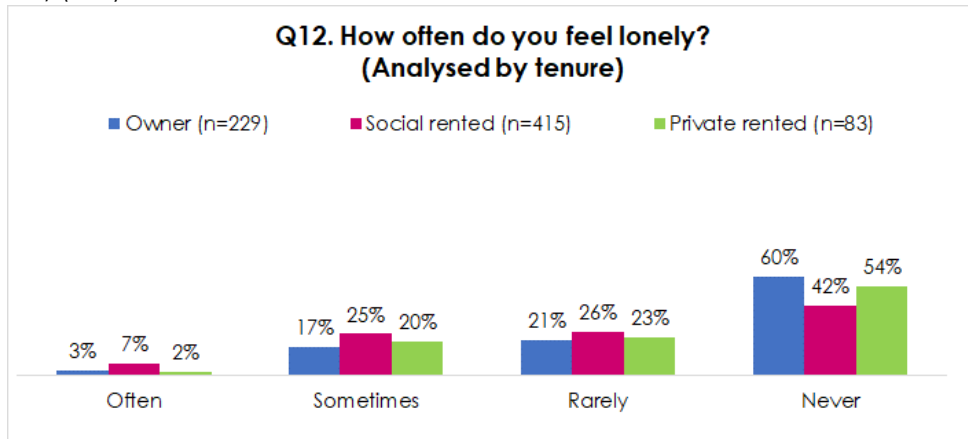
Q11. Not counting the people you live with, how often are you in contact with your relatives, friends or neighbours either in person, by phone, letter, email or through the internet?							
		Base	On most days	Once or twice a week	Once or twice a month	Less often than once a month	Never
Age	16-44	160	64%	28%	4%	3%	1%
	45-64	200	58%	32%	3%	5%	3%
	65+	116	62%	30%	5%	2%	1%
Sex	Male	337	59%	31%	5%	1%	3%
	Female	377	70%	23%	3%	3%	1%
Disability	Yes	214	56%	32%	5%	4%	2%
	No	488	69%	25%	3%	1%	2%
Household composition	Adult only household	564	63%	28%	5%	2%	2%
	Households with children under 16	142	68%	25%	2%	3%	1%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	562	66%	26%	4%	2%	2%
	Other ethnicity	124	59%	30%	6%	3%	2%

3.10 Feeling lonely (Q12)

Just under half of respondents (49%) said they never feel lonely, 24% said they rarely feel lonely and 22% said they sometimes feel lonely. On the other hand, 5% of respondents said they often feel lonely. This direct question was not asked in the 2022 Scottish Household Survey, however a similar question was included which revealed that 23% of adults in Scotland experienced feelings of loneliness in the last week.



Analysis by tenure shows that owners were most likely to say they never feel lonely (60%), while those living in social rented accommodation were least likely to feel this way (42%).



Our analysis shows:

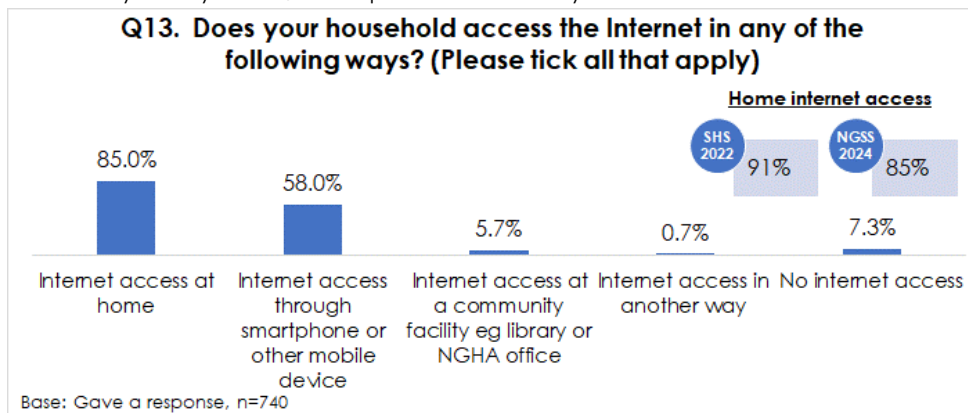
- **Age:** Analysis by age shows that respondents aged 45-64 were most likely to say they often feel lonely (10%), while those aged 65 and over were least likely to feel this way (3%).
- **Sex:** Males were more likely to say they never feel lonely (55%) than females (45%).
- **Disability:** Respondents with a disability were more likely to often feel lonely (10%) than those who did not have a disability (3%).
- **Household type:** those living in households with children were more likely to say they never feel lonely (54%) than those living in adult only households (46%).
- **Ethnicity:** no difference was noted in the extent to which respondents said they never feel lonely by ethnicity. Those of White Scottish or British ethnicity were slightly more likely to say they often feel lonely (6%) than those from 'other' ethnic groups (2%).

Q12. How often do you feel lonely?						
		Base	Often	Sometimes	Rarely	Never
Age	16-44	159	7%	23%	18%	52%
	45-64	200	10%	25%	25%	41%
	65+	116	3%	18%	33%	47%
Sex	Male	337	4%	20%	22%	55%
	Female	376	7%	23%	26%	45%
Disability	Yes	214	10%	29%	29%	32%
	No	487	3%	18%	21%	57%
Household composition	Adult only household	563	5%	24%	25%	46%
	Households with children under 16	142	5%	19%	22%	54%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	562	6%	22%	24%	48%
	Other ethnicity	123	2%	25%	24%	48%

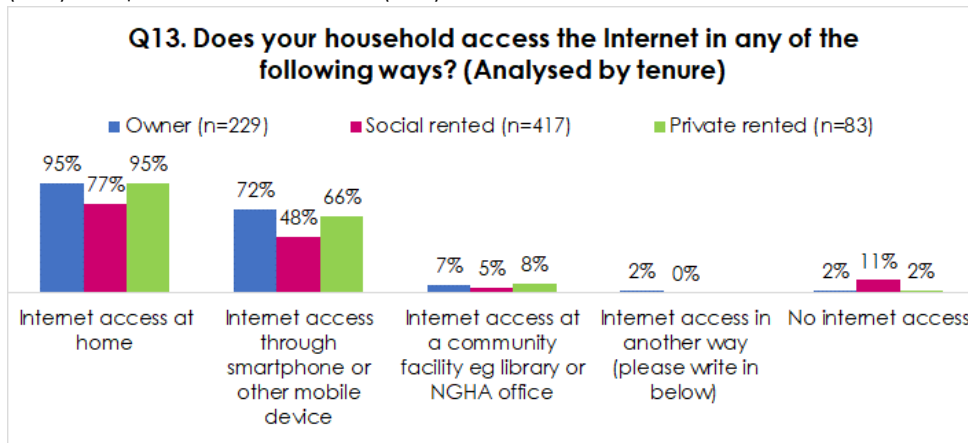
4. GETTING ONLINE

4.1 Access to the internet (Q13)

93% of Gorbals respondents had internet access in some way and 85% said they had internet access at home which is less than the Scottish average of 91% as reported in the 2022 Scottish Household Survey. A further 58% said they had internet access through a smartphone or other mobile device and 6% access the internet at a community facility. Just 7% of respondents said they had no internet access.



Social rented tenants were less likely to have home internet access (77%) than owners (95%) and private rented tenants (95%).



Further demographic analysis reveals:

- **Age:** as age increases the proportion of respondents who had no internet access also increases. For example 1% of those aged 16-44 did not have access to the internet compared to 10% of those aged 45-64 and 24% of respondents aged 65 and over.
- **Sex:** females were more likely to have internet access (95%) than males (90%).
- **Disability:** respondents who had a disability were also less likely to have internet access at home (72%) than other respondents (91%).
- **Household type:** households with children were more likely to have internet access at home (94%) than adult only households (82%).
- **Ethnicity:** respondents who were White Scottish or British were more likely to say they did not have internet access (9%) than respondents who were from an 'other' ethnic group (2%).

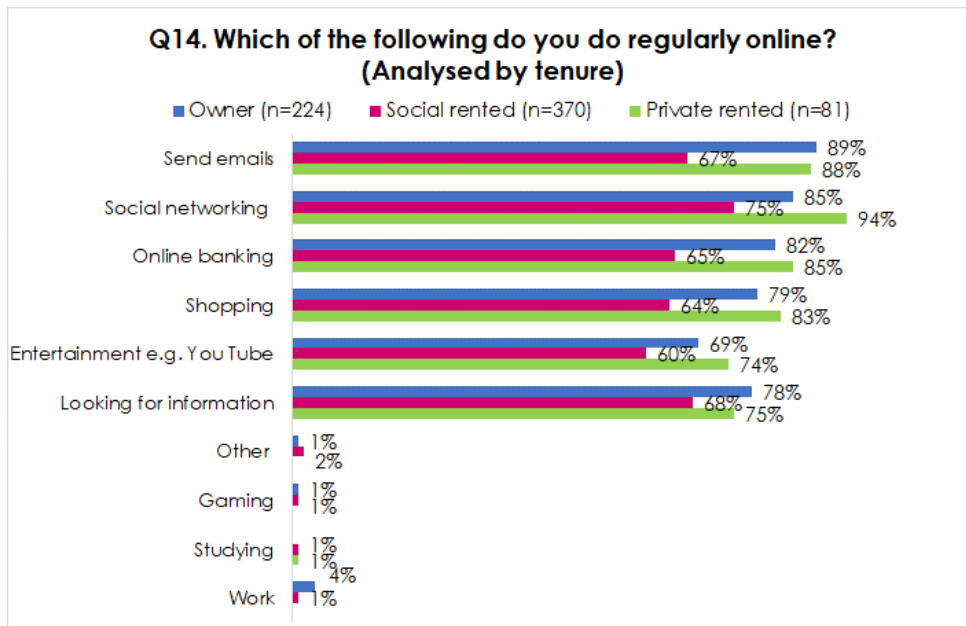
Q13. Does your household access the Internet in any of the following ways? (Please tick all that apply)							
		Base	Internet access at home	Internet access through mobile device	Internet access at a community facility	Internet access in another way	No internet access
Age	16-44	161	88%	65%	7%	-	1%
	45-64	200	81%	50%	6%	1%	10%
	65+	116	66%	37%	4%	-	24%
Sex	Male	337	80%	59%	4%	1%	10%
	Female	378	89%	58%	7%	1%	5%
Disability	Yes	214	72%	47%	7%	-	16%
	No	488	91%	64%	5%	1%	4%
Household composition	Adult only household	564	82%	57%	5%	1%	9%
	Households with children under 16	143	94%	62%	8%	1%	1%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	562	83%	57%	5%	1%	9%
	Other ethnicity	125	89%	60%	8%	-	2%

4.2 Online activities (Q14)

Those who had internet access were asked about any activities they do online. The most common online activities were social networking (81%), followed by sending emails (77%), online banking (73%) and looking for information (72%).

Q14. Which of the following do you do regularly online? [ALL THAT APPLY]		
Base: Gave a response, n=686	No.	%
Social networking e.g. Facebook, Twitter, Instagram	554	80.8%
Send emails	528	77.0%
Online banking	500	72.9%
Looking for information	494	72.0%
Shopping	489	71.3%
Entertainment e.g. You Tube	441	64.3%
Work	14	2.0%
Gaming	6	0.9%
Studying	4	0.6%
Other	8	1.2%

Analysis by tenure indicates that social rented tenants are less likely to go online for all of these things than owners and private rented tenants. For example, 67% of social rented tenants send emails compared to 89% of owners and 88% of private rented tenants.



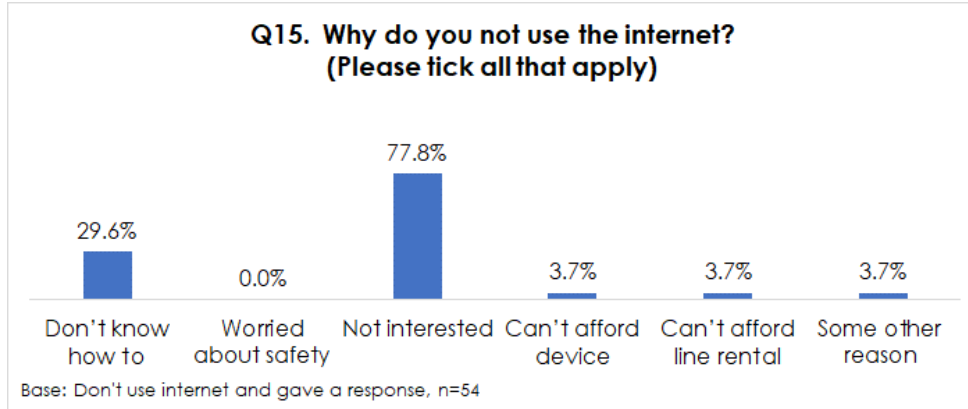
The results to this question vary significantly by age, disability, household composition and ethnicity. Some examples of these differences are discussed below:

- **Age:** those aged 16-44 were more likely to send emails (81%), use social networking (88%), online banking (76%), shopping (74%) and entertainment (77%) and the percentage of respondents who use the internet for these reasons decreases as age increases.
- **Sex:** the greatest difference noted by sex was that males were more likely to use entertainment online e.g. You Tube (67%) than females (62%).
- **Disability:** Respondents who had a disability were in general less likely to do all of these things regularly. For example, 86% of respondents who did not have a disability send emails compared to 55% of respondents who had a disability.
- **Household type:** Households with children were more likely to go online for entertainment (81%) than adult only households (59%). Furthermore, they were more likely to do online banking (82%) than adult only households (71%).
- **Ethnicity:** With regards to ethnicity, respondents who from an 'other' ethnic group were more likely to send emails (86%) and use social networking (88%) than those who were White Scottish or British (75% and 79% respectively).

Q14. Which of the following do you do regularly online? [ALL THAT APPLY]											
	Age			Sex		Disability		Household composition		Q35. What is your ethnic group?	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	160	181	88	303	359	180	469	512	141	512	123
Send emails	81%	67%	63%	79%	76%	55%	86%	77%	77%	75%	86%
Social networking	88%	75%	60%	81%	80%	68%	86%	80%	84%	79%	88%
Online banking	76%	68%	52%	73%	72%	54%	81%	71%	82%	72%	76%
Shopping	74%	66%	56%	70%	72%	62%	75%	69%	77%	71%	74%
Entertainment e.g. You Tube	77%	59%	40%	67%	62%	48%	71%	59%	81%	63%	64%
Looking for information	72%	73%	63%	74%	70%	59%	77%	72%	76%	74%	67%
Other	1%	1%	3%	2%	1%	1%	1%	1%	-	1%	2%
Gaming	1%	1%	2%	1%	1%	2%	1%	1%	-	1%	1%
Studying	1%	1%	-	1%	1%	-	1%	0%	1%	0%	2%
Work	4%	1%	-	2%	2%	-	3%	2%	1%	2%	2%

4.3 Reasons for not using the internet (Q15)

The biggest reason for not using the internet is due to a lack of interest (78%), followed by not knowing how to (30%).



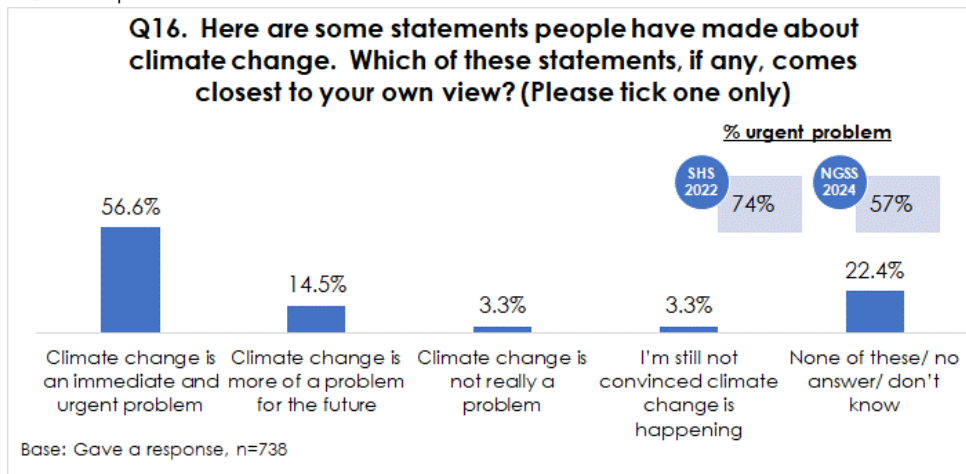
The results to this question have been analysed by demographic and the differences noted below. Care should be taken when reading these results however as due to the small base numbers these findings are not statistically significant, A full analysis of this question by demographic can be found in Appendix 3.

- **Age:** Older respondents aged 65 and over were most likely to say they were not interested in using the internet (89%) compared to 58% of respondents aged 45-64 and no respondents aged 16-44. Affordability was only mentioned by respondents aged 45-64 (11%).
- **Gender:** More females were uninterested in using the internet (100%) than males (68%). Females were less likely to say they were unsure how to use the internet (11%) than males (38%).

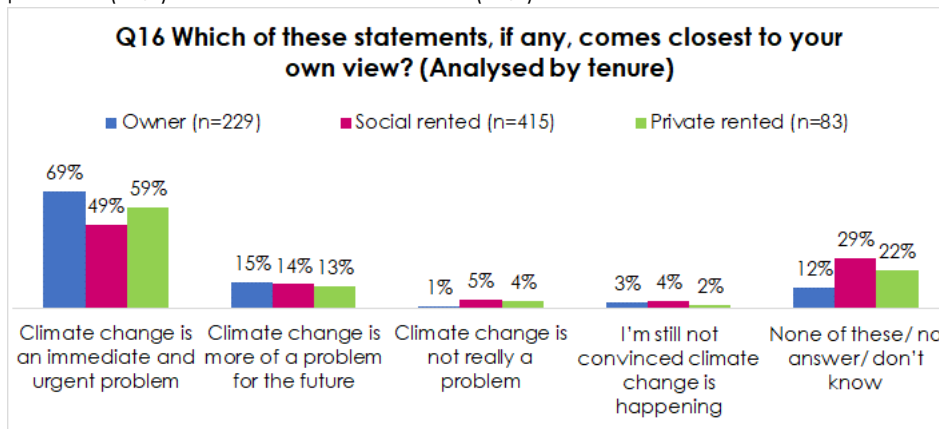
5. CLIMATE CHANGE

5.1 Opinions on climate change (Q16)

In terms of climate change, 57% of respondents were of the opinion that climate change is an immediate and urgent problem which is significantly less than for Scotland overall (74% in the 2022 Scottish Household Survey). A further 14% of our survey respondents felt it is more of a problem for the future, 3% said it is not really a problem and 3% were not convinced climate change is happening. The remaining 22% of respondents were unsure.



Owners were more likely to consider climate change to be an immediate and urgent problem (69%) than social rented tenants (49%).



Our analysis shows:

- **Age:** those aged 45-64 were more likely to say that climate change is an immediate and urgent problem (56%) than other age groups. Those aged 65+ were most likely to say none of these or that they don't know (32%).
- **Sex:** Analysis by sex does not show any significant differences in terms of attitude to climate change.
- **Disability:** Those who did not have a disability (62%) were more likely to say climate change was an immediate and urgent problem than those who had a disability (43%).
- **Household type:** Analysis by household type does not show any significant differences in terms of attitude to climate change.
- **Ethnicity:** those of white Scottish or British ethnicity were less likely to say that they believed climate change to be an immediate and urgent problem (55%) than those from an 'other' ethnic group (64%).

Q16. Here are some statements people have made about climate change. Which of these statements, if any, comes closest to your own view?							
		Base	Climate change is an immediate and urgent problem	Climate change is more of a problem for the future	Climate change is not really a problem	I'm still not convinced climate change is happening	None of these/ no answer/ don't know
Age	16-44	161	48%	16%	4%	6%	26%
	45-64	199	56%	13%	4%	4%	23%
	65+	115	48%	16%	3%	2%	32%
Sex	Male	336	54%	15%	4%	4%	23%
	Female	377	59%	14%	2%	3%	22%
Disability	Yes	214	43%	21%	3%	4%	29%
	No	486	62%	12%	3%	3%	19%
Household composition	Adult only household	563	58%	14%	3%	3%	22%
	Households with children under 16	143	55%	12%	3%	5%	24%
Ethnicity	White Scottish/ British/ Irish	560	55%	14%	4%	3%	23%
	Other ethnicity	125	64%	12%	2%	5%	18%

6. ECONOMIC STATUS

6.1 Working status and working from home (Q17-19)

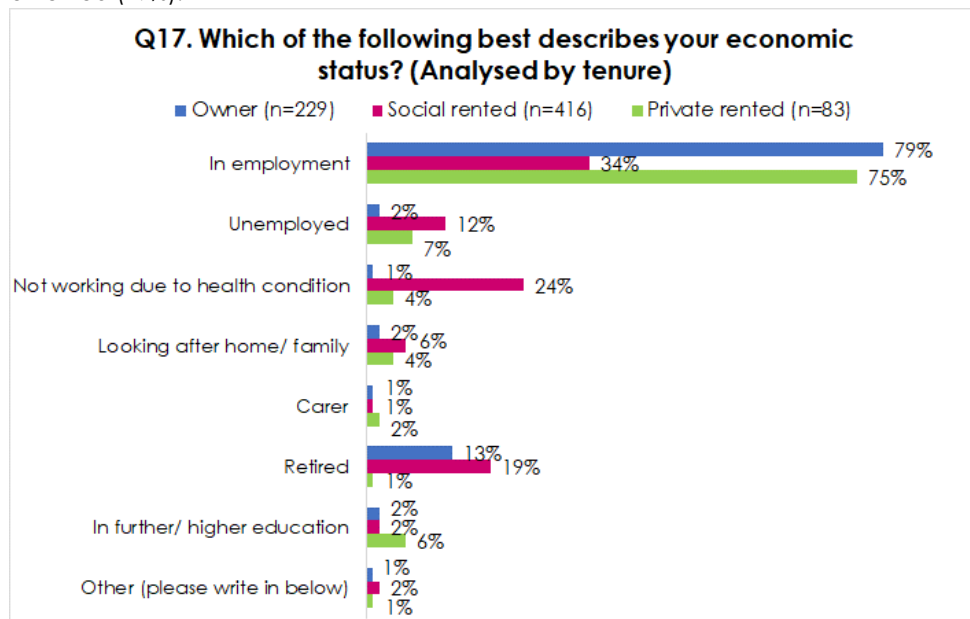
Over half of respondents were in full/ part time employment (52%), 8% were unemployed, 14% were not working due to a health condition, 4% were looking after family, 1% were carers, 2% were in further education and 15% were retired. Fewer Gorbals respondents were in employment (52%) than the Scottish average (58% reported in the 2022 Scottish Household Survey). Our survey also had fewer respondents in retirement (15%) than was reported for Scotland overall in the 2022 Scottish Household Survey (25%) and more respondents who were not working due to a health condition (14% compared to 5% in 2022 Scottish Household Survey).

Q17. Which of the following best describes your economic status? (Please tick one only)			
Base: All respondents, n=740	No.	%	SHS 2022
Full time employment (more than 35 hrs pw)	303	41.0%	41%
Part time employment (16-34 hrs pw)	68	9.2%	10%
Part time employment (under 16 hrs pw)	18	2.4%	
Self employed		*	7%
Unemployed/Seeking Work	30	4.1%	2%
Unemployed/Not seeking work	32	4.3%	
Not working due to health condition	107	14.5%	5%**
Looking after home/ family	31	4.2%	3%
Carer	10	1.4%	n/a
Retired	113	15.3%	25%
In further/ higher education	18	2.4%	6%
Other	10	1.4%	0%

*No self employed option on questionnaire

** Permanently sick or disabled/ short term illness or injury in 2022 SHS

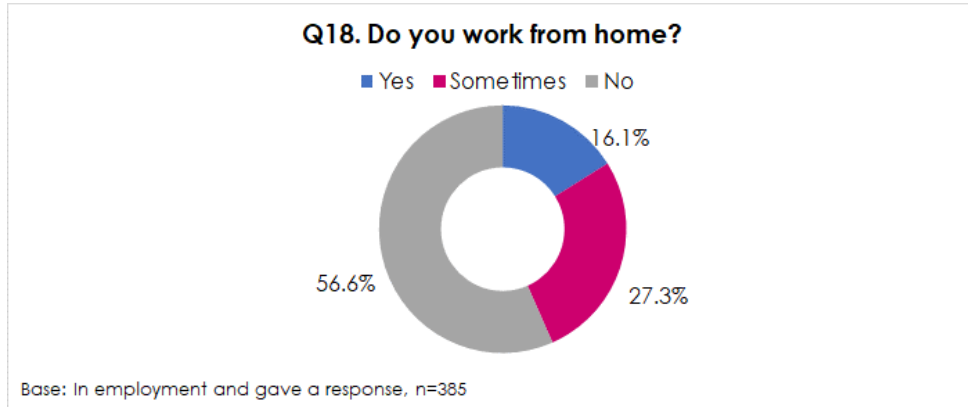
Social rented tenants were less likely to be in employment (34%) than owners (79%) and private rented tenants (75%). Social rented tenants had a higher proportion of respondents who were unemployed (12%, not working due to a health condition (24%) or retired (19%).



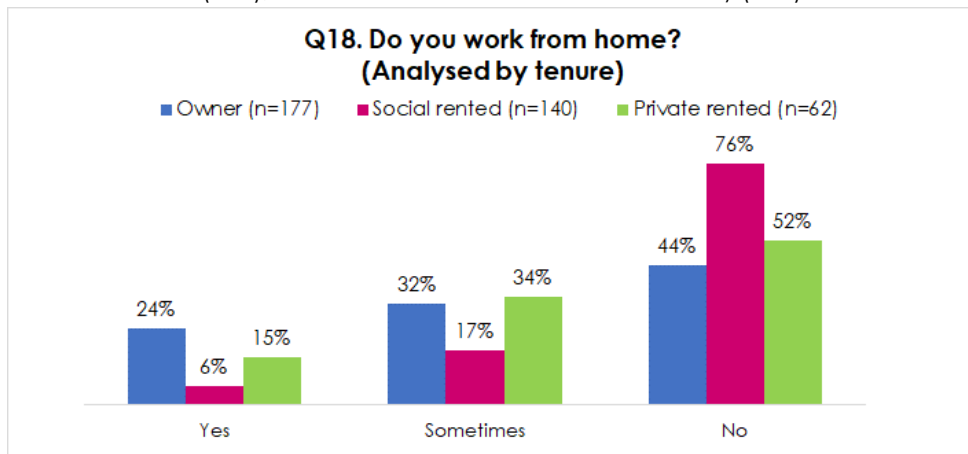
A comparison with the 2022 Scottish Household survey reveals that social rented tenants living in the Gorbals are less likely to be in employment (34%) than Scottish social rented tenants overall (44%). Social rented tenants in Gorbals were more likely to be unemployed (12% vs 7% of Scottish social rented tenants) and not working due to a health condition (24% vs 18% of Scottish social rented tenants).

Q17. Which of the following best describes your economic status? (SOCIAL RENTED TENANTS ONLY)		
Base: All respondents, n=740	New Gorbals	SHS 2022
Full time employment (more than 35 hrs pw)	20.4%	28%
Part time employment (16-34 hrs pw)	13.2%	12%
Part time employment (under 16 hrs pw)		
Self employed		4%
Unemployed/Seeking Work	5.8%	7%
Unemployed/Not seeking work	6.5%	
Not working due to health condition	24.3%	18%
Looking after home/ family	5.5%	7%
Carer	1.4%	n/a
Retired	19.2%	21%
In further/ higher education	1.9%	4%
Other	1.7%	0%

Of those who are in employment, 16% said they work from home, and a further 27% said they sometimes work from home. The majority (57%) do not work from home.



Analysis by tenure shows that owners are most likely to be working from home all or some of the time (56%), while social rented tenants are least likely (23%).



This question does not vary significantly by age, gender, disability, household composition or ethnicity.

Just over 1 in 10 respondents in employment said they had taken on an extra job to help with household bills (11%). Further analysis reveals that:

- **Tenure:** Social rented tenants (18%) were more likely to have taken on extra jobs than private rented tenants (3%) and owners (8%).
- **Sex:** Females were more likely to have taken on extra jobs (17%) than males (5%).
- **Age:** No respondents aged 65 and over said they had taken on extra jobs to help with household bills.
- The results do not vary significantly by disability, household type or ethnicity.

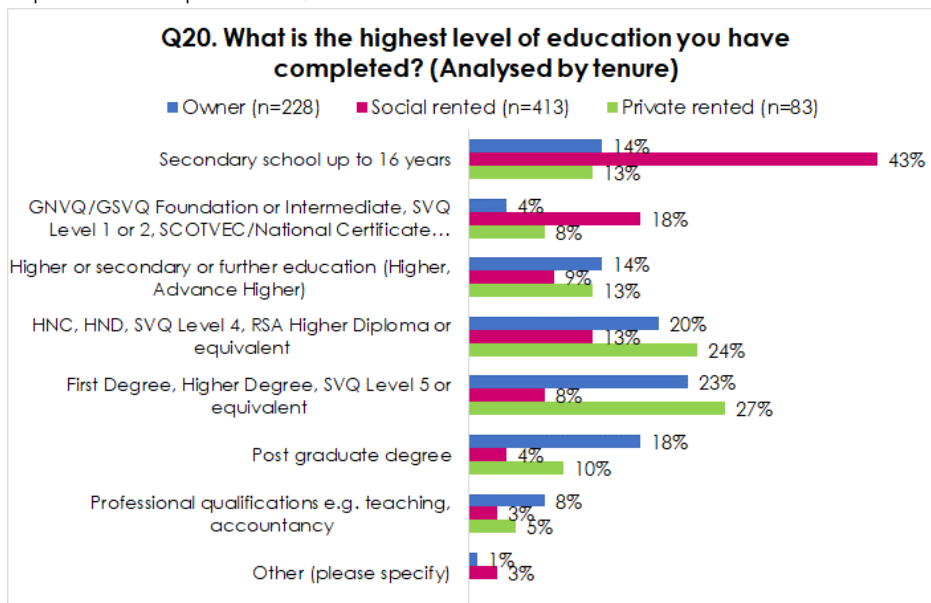
Q19. Have you taken on an extra job to help with household bills?				
		Base	Yes	No
Tenure	Owner	176	8%	92%
	Social rented	140	18%	82%
	Private rented	62	3%	97%
Sex	Male	174	5%	95%
	Female	196	17%	83%
Disability	Yes	32	13%	88%
	No	336	10%	90%
Age	16-44	95	15%	85%
	45-64	85	19%	81%
	65+	14	-	100%
Household type	Adult only household	279	10%	90%
	Households with children under 16	90	17%	83%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	277	12%	88%
	Other ethnicity	74	7%	93%

6.2 Highest level of education (Q20)

In terms of highest level of education, 3 in 10 respondents (30%) said they had completed secondary school up to 16 years which is higher than was reported for Scotland overall in the 2022 Scottish Surveys Core Questions (17%). It is interesting to note that the proportion of Gorbals respondents with a degree, professional qualification or above (29%) is lower than for Scotland overall (37%).

Q20. What is the highest level of education you have completed? (Please tick one only)		
Base: Gave a response, n=734	No.	%
Secondary school up to 16 years	219	29.8%
GNVQ/GSVQ Foundation or Intermediate, SVQ Level 1 or 2, SCOTVEC/National Certificate Module, City and Guilds Craft, RSA Diploma or equivalent	91	12.4%
Higher or secondary or further education (Higher, Advance Higher)	80	10.9%
HNC, HND, SVQ Level 4, RSA Higher Diploma or equivalent	119	16.2%
First Degree, Higher Degree, SVQ Level 5 or equivalent	110	15.0%
Post graduate degree	66	9.0%
Professional qualifications e.g. teaching, accountancy	34	4.6%
Other	15	2.0%

Those living in social rented accommodation were most likely to say their highest level of education was secondary school (43%) compared to 14% of owners and 13% of private rented tenants. Owners and private rented tenants were more likely to have undertaken further education than social rented tenants. For example, 23% of owners and 27% of private rented tenants had a first degree, higher degree of SVQ level 5 or equivalent compared to 8% of social rented tenants.



Our demographic analysis shows that:

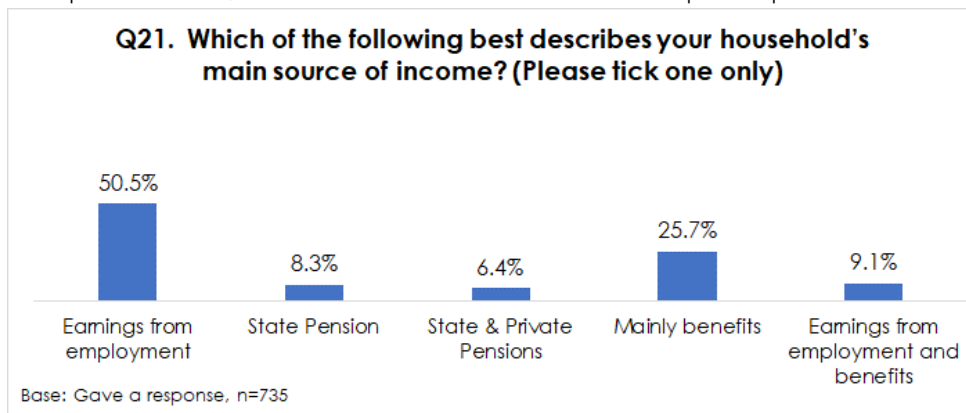
- **Age:** Respondents aged 16-44 were more likely to say they had a degree (23%) than those aged 45-64 (8%) and aged 65 and over (7%).
- **Sex:** No significant differences were noted by age.
- **Disability:** Those who had a disability were less likely to have a degree (5%) than those who did not have a disability (19%).
- **Household Type:** Analysis by household composition indicates that households with children were more likely to have degrees (21%) than adult only households (14%).
- **Ethnicity:** Respondents of other ethnicities (20%) were more likely to have degrees than those who were White Scottish or British (13%).

Q20. What is the highest level of education you have completed?										
		Base	Secondary school up to 16 years	GNVQ/ GSVQ/ Foundation etc	Higher /secondary /further education	HNC, HND, SVQ Level 4 etc	First Degree, Higher Degree, SVQ Level 5 or equivalent	Post graduate degree	Professional qualifications	Other
Age	16-44	159	21%	18%	8%	16%	23%	7%	3%	4%
	45-64	197	38%	17%	13%	15%	8%	5%	3%	3%
	65+	116	56%	14%	6%	10%	7%	3%	3%	2%
Sex	Male	337	29%	10%	12%	18%	16%	8%	3%	3%
	Female	373	31%	14%	11%	15%	13%	9%	6%	1%
Disability	Yes	213	52%	16%	11%	9%	5%	3%	2%	1%
	No	485	20%	11%	11%	20%	19%	12%	5%	2%
Household composition	Adult only household	560	33%	12%	11%	15%	14%	9%	4%	2%
	Households with children under 16	142	20%	15%	10%	19%	21%	8%	6%	1%
Ethnicity	White Scottish/ English/ British	559	35%	13%	11%	16%	13%	7%	4%	2%
	Other ethnicity	124	15%	10%	11%	18%	20%	16%	6%	4%

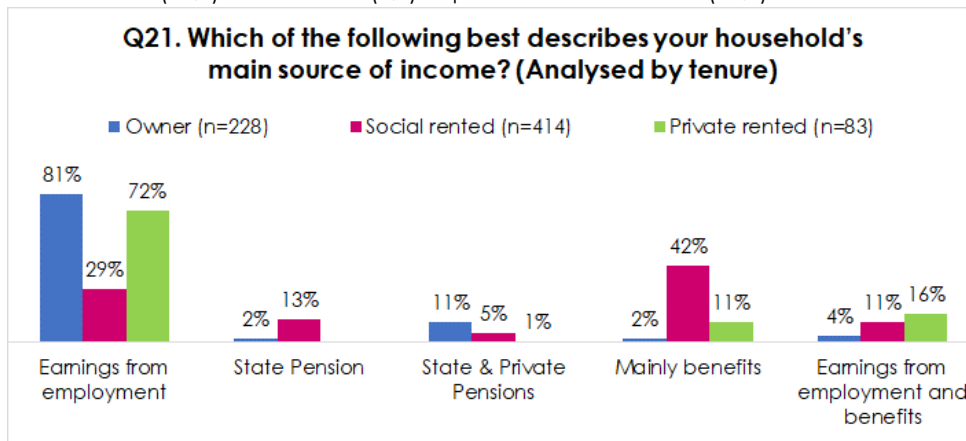
7. HOUSEHOLD FINANCES

7.1 Main source of income (Q21)

Half of respondents (50%) said the household's main source of income was earnings from employment which is marginally lower than was reported for Scotland overall in the 2022 Scottish Household Survey (54%). A further 26% said it was mainly benefits (29% in 2022 SHS), 9% said it was earnings from employment and benefits, 8% said it was state pension and 6% said it was a combination of state and private pension.



The responses to this question vary significantly by tenure. For example, 81% of owners and 72% of private rented tenants said their main source of income was from earnings from employment compared to just 29% of social rented tenants. On the other hand, social rented tenants were more likely to say their main source of income was mainly from benefits (42%) than owners (2%) or private rented tenants (11%).



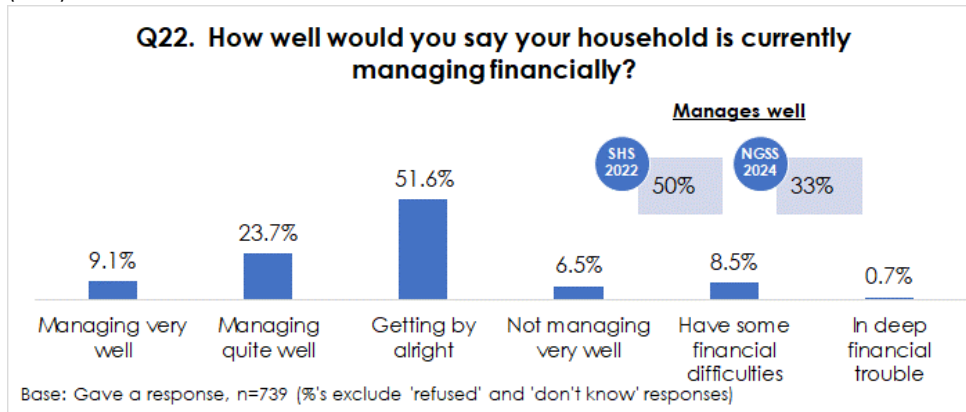
Analysis by demographic reveals that:

- **Age:** unsurprisingly, respondents aged 16-44 were most likely to state that their main source of income was employment (54%) whereas those aged 65+ were most likely to state that their main source of income was state pension (46%) or state and private pension (20%).
- **Sex:** No significant differences were noted by sex.
- **Disability:** Respondents with a disability were significantly less likely to state that they had income from employment (13%) than those without a disability (67%). Those with a disability were more likely to state that their main source of income was from benefits (54%) compared to those with no disability (13%).
- **Household type:** Households with children were more likely to state that their main source of income was earnings from employment (61%) than adult only households (48%).
- **Ethnicity:** a greater proportion of respondents from 'other' ethnic groups noted that their main source of income was earnings from employment (61%) than those from White Scottish or British ethnic groups (48%).

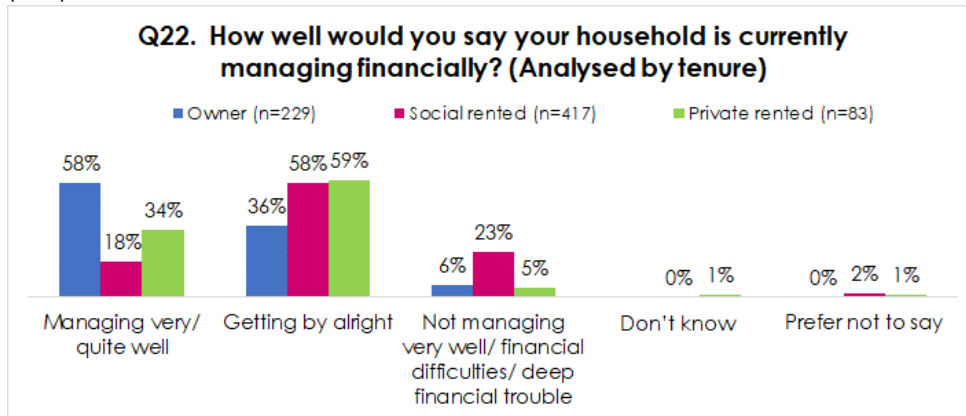
Q21. Which of the following best describes your household's main source of income?											
	Age			Gender		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	159	199	116	336	375	213	485	561	142	560	123
Earnings from employment	54%	40%	9%	51%	49%	13%	67%	48%	61%	48%	61%
State Pension	1%	1%	46%	10%	8%	16%	5%	10%	1%	10%	4%
State & Private Pensions	1%	1%	20%	6%	7%	8%	6%	8%	1%	8%	1%
Mainly benefits	32%	48%	20%	26%	25%	54%	13%	26%	25%	27%	22%
Earnings from employment and benefits	12%	11%	6%	7%	11%	8%	9%	8%	13%	8%	12%

7.2 Financial management (Q22)

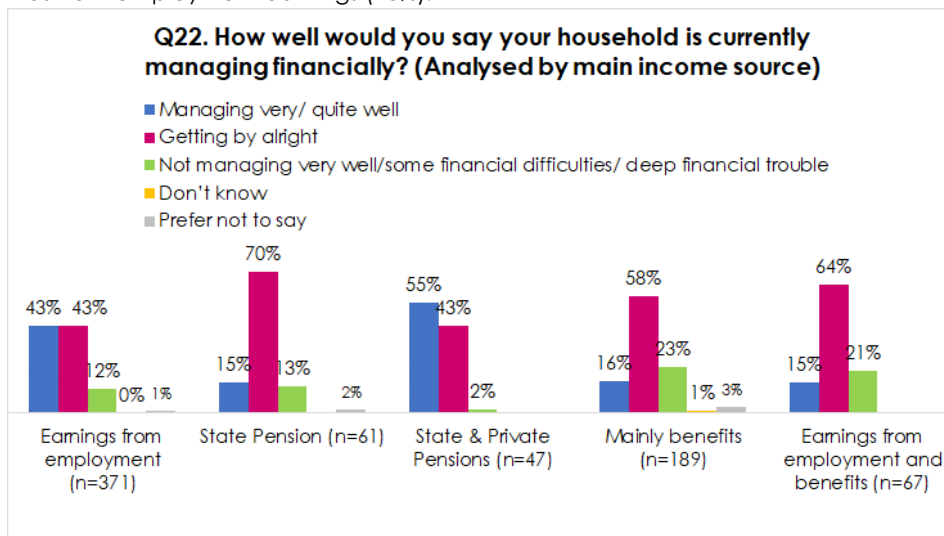
One third of respondents were of the opinion their household is currently managing very or quite well financially, compared to 52% who said they were getting by alright and 15% who said they were not managing very well, had some financial difficulties or were in deep financial trouble. The proportion of respondents who were managing well is lower for respondents than was reported in the 2022 Scottish Household Survey (50%).



Analysis by tenure reveals that owners were most likely to be managing very or quite well (58%). On the other hand, social rented tenants were most likely to say they were not managing well, were in financial difficulty or deep financial trouble (23%). This was also the case in the 2022 Scottish Household Survey where 61% of owners were managing well financially compared to households from the social rented sector (24%).



Households whose income was mainly from benefits were most likely to say they were not managing well financially (23%) compared to 2% of respondents who were in receipt of state and private pensions, 13% who relied on state pensions only and 12% whose main income was earnings from employment. Most likely to be managing well were those who received state and private pensions (55%) and whose main income was from employment earnings (43%).



Further analysis by demographic shows significant differences in terms of:

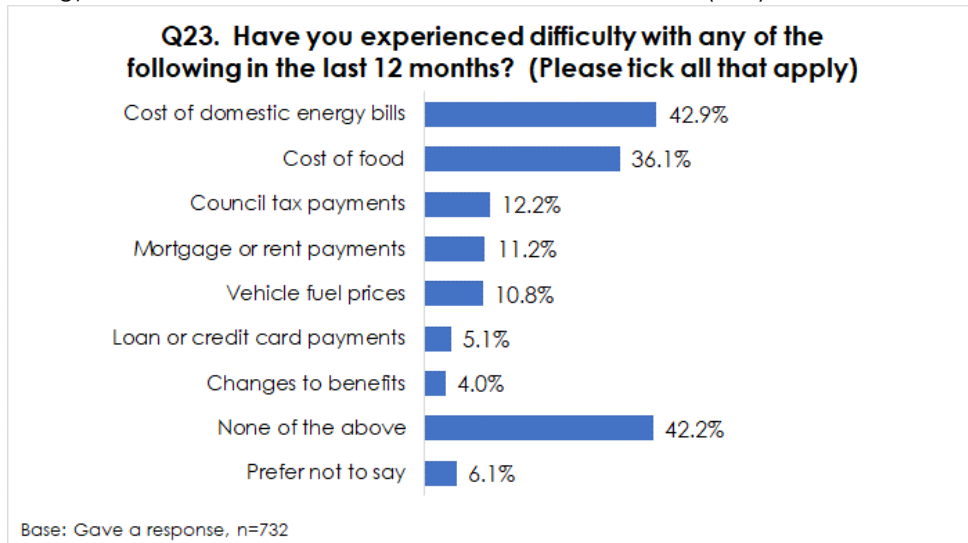
- Age:** The proportion of respondents who were not managing well or experiencing financial difficulties decreases with age, from 24% for those aged 16-44 to 20% for those aged 45-64 and 6% for respondents aged 65 and over.
- Sex:** Males (38%) were more likely than females (28%) to say they were managing well financially. A higher proportion of females (18%) than males (11%) said they were not managing well financially.
- Disability:** Those who had a disability were more likely to say they were not managing well financially (20%) than those who did not have a disability (11%). They were also less likely to say they were managing well financially (15%) than those who did not have a disability (41%).
- Household type:** Adult only households were more likely to say they were managing very or quite well (34%) than those living in households with children (25%). Those living in households with children were more likely to say they were not managing very well, had some financial difficulties or were in deep financial trouble (22%) than those who lived in adult only households (14%).

- **Ethnicity:** Scottish/ British or Irish respondents were less likely to say their household was managing well financially (31%) than respondents who were non White Scottish, British or Irish (40%).

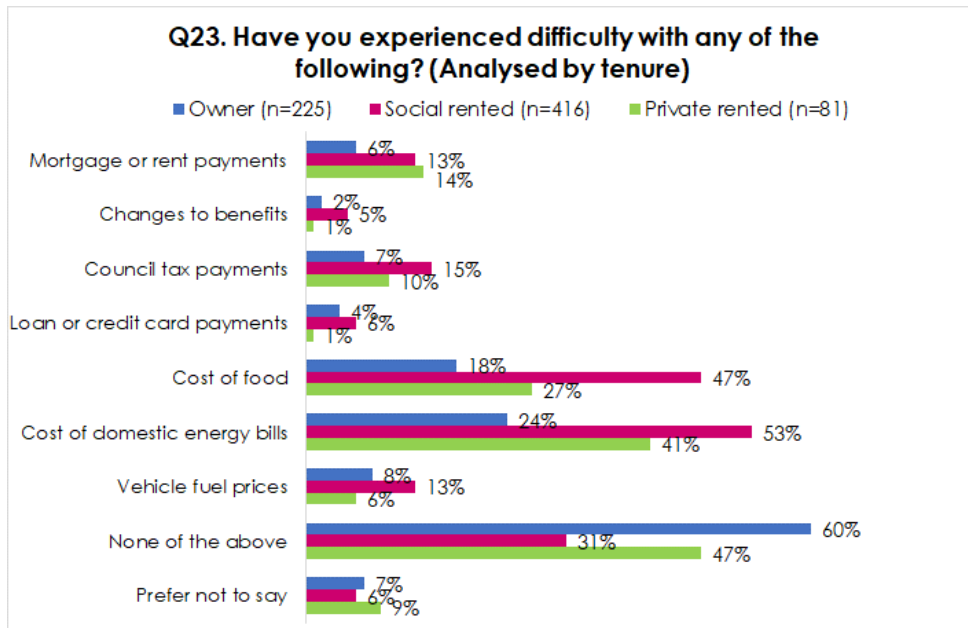
Q22. How well would you say your household is currently managing financially?							
		Base	Managing very/ quite well	Getting by alright	Not managing very well/some financial difficulties/ deep financial trouble	Don't know	Prefer not to say
Age	16-44	161	26%	48%	24%	-	1%
	45-64	200	25%	54%	20%	1%	2%
	65+	116	24%	68%	6%	-	2%
Sex	Male	337	38%	50%	11%	1%	1%
	Female	378	28%	52%	18%	-	2%
Disability	Yes	214	15%	61%	20%	0%	3%
	No	488	41%	47%	11%	0%	0%
Household composition	Adult only household	564	34%	50%	14%	0%	1%
	Households with children under 16	143	25%	52%	22%	-	1%
Ethnicity	White Scottish/ British/ Irish/	562	31%	52%	15%	0%	1%
	Other ethnicity	125	40%	43%	16%	-	1%

7.3 Financial difficulties (Q23)

Respondents were asked about any financial difficulties they may have experienced in the last 12 months. Over 4 in 10 respondents (42%) said they had not experienced any financial difficulties and further 6% of respondents refused to answer. On the other hand, 43% of respondents had experienced difficulty in affording the cost of domestic energy bills and 36% found it difficult to afford the cost of food (36%).



The chart below shows that social rented tenants were significantly most likely to be struggling with the cost of food (47%) and the cost of domestic energy bills (53%). Owners were most likely to say they were not experiencing any of these financial difficulties (60%) while social rented tenants were least likely to have this opinion (31%).



Analysis by demographic is discussed below:

- **Age:** Mortgage and rent payments were more likely to be experienced by respondents aged 16-44 (16%) than respondents aged 65 and over (3%), as were loan or credit card payments (8% versus 2% for respondents aged 65 and over). The cost of food was more of an issue for respondents aged 45-64 (47%) than respondents aged 65 and over (34%).
- **Sex:** Males were more likely to say they weren't experiencing any financial difficulties (52%) than females (35%). Females were more likely to experiencing difficulty paying mortgage or rent payments (13%), loan or credit card payments (7%), cost of food (41%), cost of domestic energy bills (48%) and vehicle fuel prices (14%) than males.
- **Disability:** Those who do not have a disability were more likely to say they were not facing any financial difficulties (49%) than those who had a disability (32%). Those who had a disability were more likely to find it difficult to afford the cost of food (53%) and the cost of domestic energy bills (53%) than those who did not have a disability (31% and 37% respectively).

- **Household type:** Adult only households were more likely to say they had not experienced any financial difficulties (47%) than households with children (29%).
- **Ethnicity:** The results to this question do not vary significantly by ethnicity.

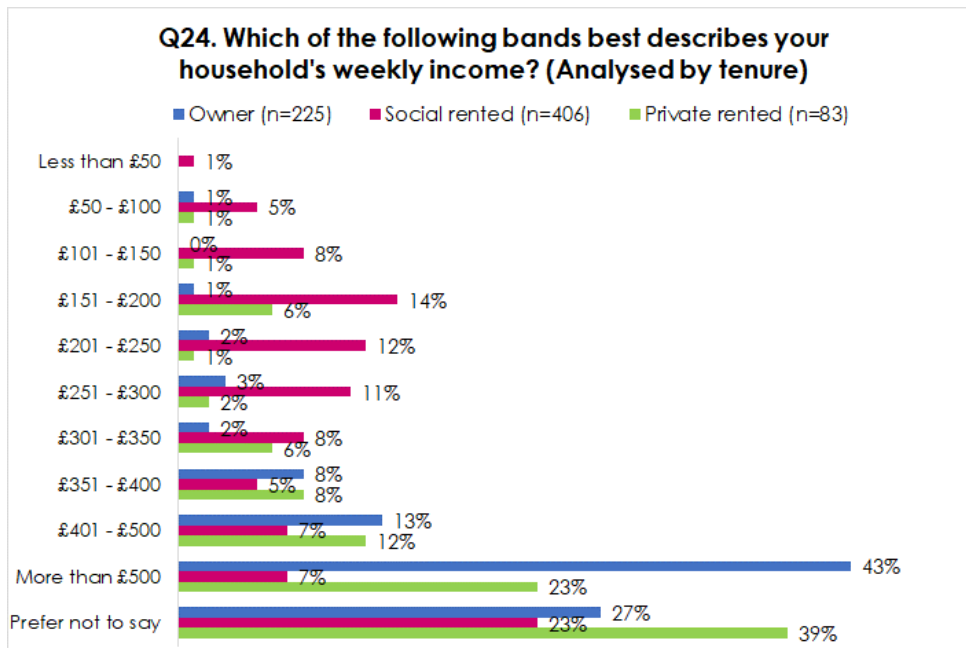
Q23. Have you experienced difficulty with any of the following?											
	Age			Sex		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/ Irish	Other ethnicity
Base	160	200	115	333	376	213	483	560	141	557	123
Mortgage or rent payments	16%	12%	3%	8%	13%	9%	11%	10%	16%	11%	11%
Changes to benefits	8%	4%	3%	3%	5%	6%	3%	3%	6%	4%	6%
Council tax payments	14%	13%	7%	10%	13%	12%	11%	9%	21%	12%	11%
Loan or credit card payments	8%	6%	2%	2%	7%	5%	5%	4%	9%	5%	7%
Cost of food	41%	47%	34%	29%	41%	46%	31%	33%	44%	37%	34%
Cost of domestic energy bills	50%	49%	44%	35%	48%	53%	37%	40%	53%	44%	39%
Vehicle fuel prices	11%	11%	5%	6%	14%	10%	10%	8%	21%	11%	11%
None of the above	35%	36%	46%	52%	35%	32%	49%	47%	29%	42%	46%
Prefer not to say	3%	8%	5%	5%	7%	7%	5%	5%	7%	6%	6%

7.4 Net weekly income (Q24/25)

In terms of net weekly income, over a quarter of respondents (26%) refused to provide this information. On the other hand, 17% said their household's weekly income was less than £200 per week, 15% said it was between £201-£300, 13% said it was between £301-£400 and 30% said it was over £400.

Q24. Which of the following bands best describes your household's weekly income?		
Base: Gave a response, n=719	No.	%
Less than £50	4	0.6%
£50 - £100	23	3.2%
£101 - £150	33	4.6%
£151 - £200	65	9.0%
£201 - £250	55	7.6%
£251 - £300	51	7.1%
£301 - £350	44	6.1%
£351 - £400	47	6.5%
£401 - £500	68	9.5%
More than £500	145	20.2%
Prefer not to say	184	25.6%

Further analysis reveals that owners (43%) were most likely to have a weekly income of more than £500 compared to 23% of private rented tenants and just 7% of social rented tenants.

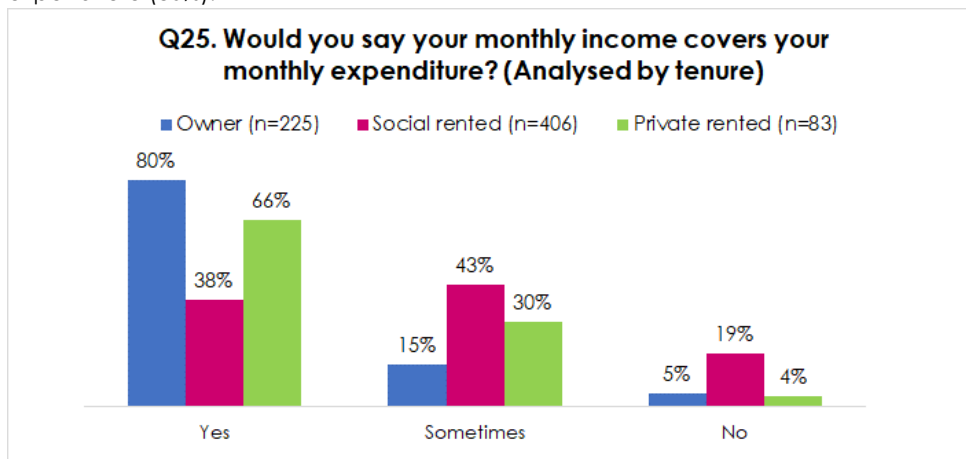


Analysis by demographic reveals that:

- **Age:** Younger respondents aged 16-44 were more likely to say their weekly income is over £500 (19%) than respondents aged 65 and over (9%).
- **Sex:** Males were more likely to say they had a weekly income of more than £500 (25%) than females (16%).
- **Disability:** Those who did not have a disability were more likely to say their income was more than £500 per week (27%) than those who had a disability (7%).
- **Household type:** More respondents who lived in households with children (16%) said they had an income of between £401-500 than adult only households (7%).
- **Ethnicity:** Those who were of 'other' ethnicities were more likely to have an income of between £401-500 (15%) than adult only households (8%).

Q24. Which of the following bands best describes your household's weekly income?											
	Age			Sex		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	158	193	115	335	366	209	477	550	139	546	123
Less than £50	1%	1%	1%	1%	0%	1%	0%	1%	-	1%	-
£50 - £100	6%	5%	-	4%	2%	4%	2%	3%	4%	3%	4%
£101 - £150	3%	8%	7%	3%	5%	8%	3%	5%	4%	5%	2%
£151 - £200	6%	11%	17%	9%	9%	21%	4%	10%	5%	10%	7%
£201 - £250	9%	11%	10%	6%	9%	13%	5%	8%	6%	8%	6%
£251 - £300	11%	9%	5%	4%	9%	9%	6%	7%	8%	6%	11%
£301 - £350	8%	5%	10%	4%	8%	6%	6%	6%	6%	6%	7%
£351 - £400	6%	8%	1%	6%	7%	3%	8%	6%	9%	6%	10%
£401 - £500	11%	8%	3%	7%	12%	1%	13%	7%	16%	8%	15%
More than £500	19%	12%	9%	25%	16%	7%	27%	20%	25%	21%	20%
Prefer not to say	20%	22%	37%	30%	22%	27%	26%	28%	16%	25%	20%

Over half of respondents (54%) said their monthly income covers their monthly expenditure, one third said their income sometimes covers their expenditure and 13% said that it does not cover their expenditure. Analysis by tenure reveals that those in social rented accommodation were most likely to say their income does not cover their expenditure (19%), while the vast majority of owners said it does cover their expenditure (80%).



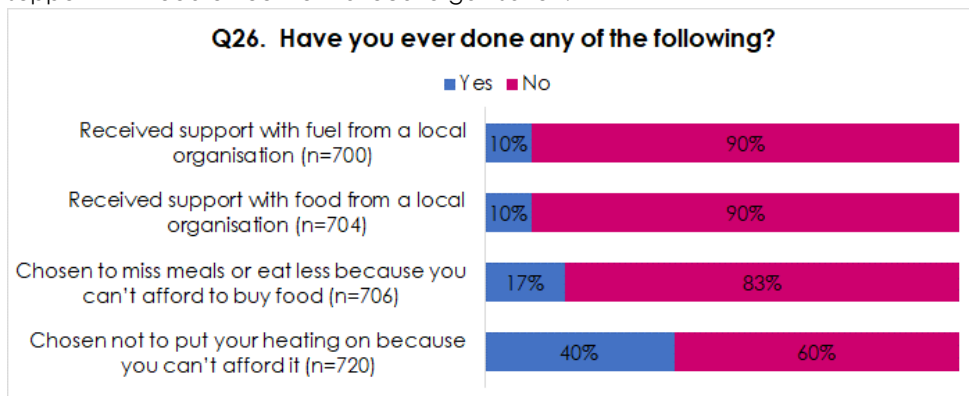
Further demographic analysis reveals:

- **Age:** Respondents aged under 65 were more likely to say their monthly income does not cover their monthly income (18%) than respondents aged 65 and over (6%).
- **Sex:** Males were more likely to agree that their monthly income covers their expenditure (63%) than females (48%).
- **Disability:** Those who had a disability were less likely to answer 'yes' that their income covers their expenditure (40%) than those who did not have a disability (62%).
- **Household type:** Households with children were also less likely to answer yes (44%) to this question than households with no children (56%).
- **Ethnicity:** Those who were non White Scottish, British or Irish (63%) were more likely to say their income covers their expenditure than White Scottish, British or Irish respondents (53%).

Q25 Would you say your monthly income covers your monthly expenditure?											
	Age			Sex		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	158	193	115	335	366	209	477	550	139	546	123
Yes	43%	39%	64%	63%	48%	40%	62%	56%	44%	53%	63%
Sometimes	39%	42%	30%	27%	38%	43%	27%	32%	39%	34%	25%
No	18%	18%	6%	10%	14%	16%	11%	12%	17%	13%	12%

7.5 Actions to help financially (Q26)

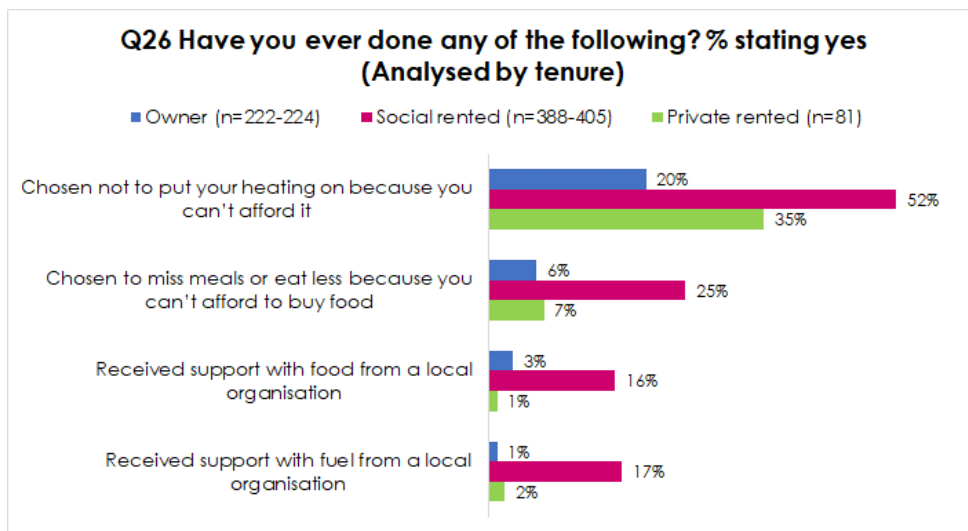
With regards to actions to save money or receive support financially, 4 in 10 respondents said they have chosen not to put their heating on due to affordability issues (40%). Furthermore, 17% of respondents have chosen to miss meals or eat less due to not being able to afford to buy food, and 10% equally have either received support with food or fuel from a local organisation.



Social rented tenants were most likely to have answered yes to these questions as illustrated below:

- **Chosen not to put heating on because can't afford it:** Social rented tenants were most likely to have answered yes (52%), and owners least likely (20%).
- **Chosen to miss meals or eat less because they can't afford to buy food:** Social rented tenants were more likely to have answered yes (25%) than owners (6%) and private rented tenants (7%).
- **Received support with food from a local organisation:** 16% of social rented tenants have received support with this compared to 3% of owners and 1% of private rented tenants.

- **Received support with fuel from a local organisation:** 17% of social rented tenants have received support with this compared to 1% of owners and 2% of private rented tenants.



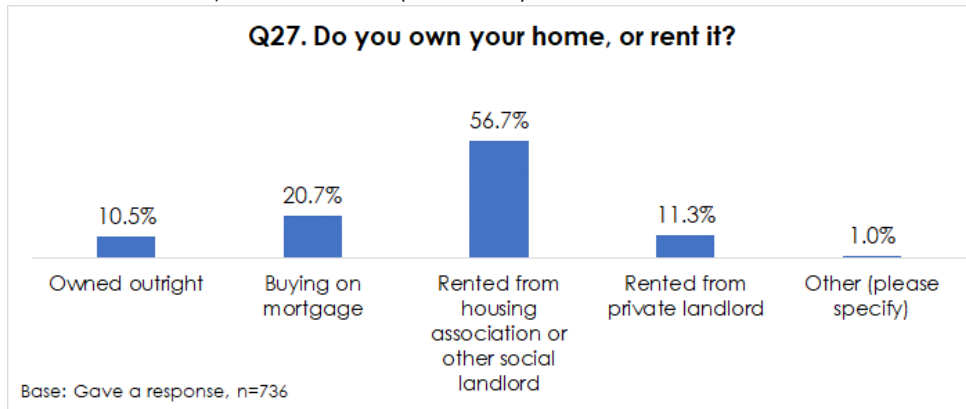
Our analysis shows that:

- **Age:** In all instances, respondents aged 45-64 were most likely to have done these things and tenants aged 65 and over were least likely. For example, 52% of respondents aged 45-64 had chosen not to put their heating on because they couldn't afford it compared to 38% of respondents aged 65 and over.
- **Sex:** Females were more likely to have answered yes to all statements than males, for example 46% of females had chosen not to put their heating on due to not being able to afford it compared to 32% of males.
- **Disability:** Respondents who had a disability were also more likely to answer yes to these statements than those who did not have a disability. For example 26% had chosen to miss meals or eat less because you can't afford to buy food compared to 11% of respondents who did not have a disability.
- **Household composition:** Households with children were more likely to have received help with food or fuel than households with only adults (15% vs 9% in both instances).
- **Ethnicity:** Respondents who were White Scottish, British or Irish were more likely to have done all of these things than respondents of other ethnicities.

Q26 Have you ever done any of the following? % stating yes											
	Age			Sex		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
	153	187	105	318	359	198	473	536	134	533	119
Chosen not to put your heating on because you can't afford it	41%	52%	38%	32%	46%	52%	34%	39%	47%	41%	35%
Chosen to miss meals or eat less because you can't afford to buy food	17%	26%	9%	12%	19%	26%	11%	16%	20%	20%	8%
Received support with food from a local organisation	13%	17%	6%	7%	13%	18%	6%	9%	15%	11%	7%
Received support with fuel from a local organisation	13%	18%	10%	8%	13%	17%	8%	9%	15%	11%	7%

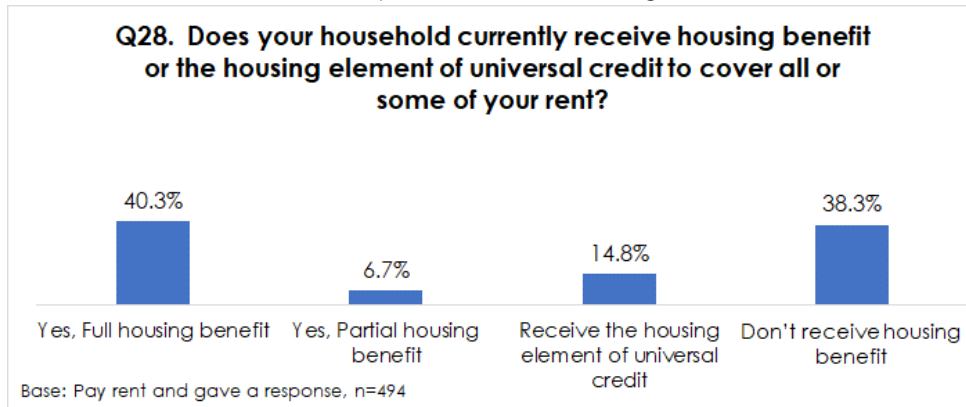
7.6 Tenure (Q27)

Just under 6 in 10 respondents (57%) rented their home from a housing association or other social landlord, which is more than the Scottish average reported in the 2022 Scottish Household Survey (22%) . Furthermore, 21% were buying their home with a mortgage (28% in SHS), 10% owned their home outright (36% in SHS) and 11% rented their home from a private landlord (13% in SHS).

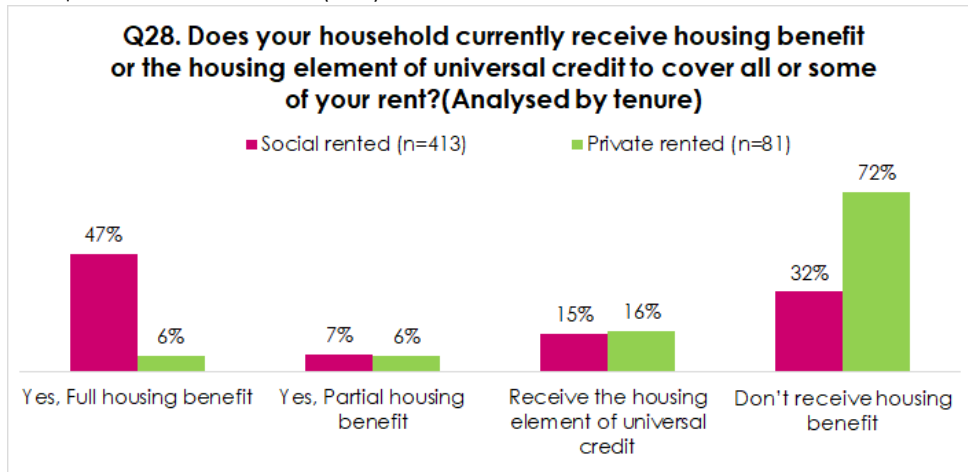


7.7 Housing benefit/ Universal Credit (Q28)

Four in ten respondents who paid rent said they were in receipt of full housing benefit (40%), 7% received partial housing benefit, 15% received the housing element of Universal Credit and 38% said they did not receive housing benefit.



Social rented tenants were more likely to receive help towards paying their rent (68%) than private rented tenants (28%).



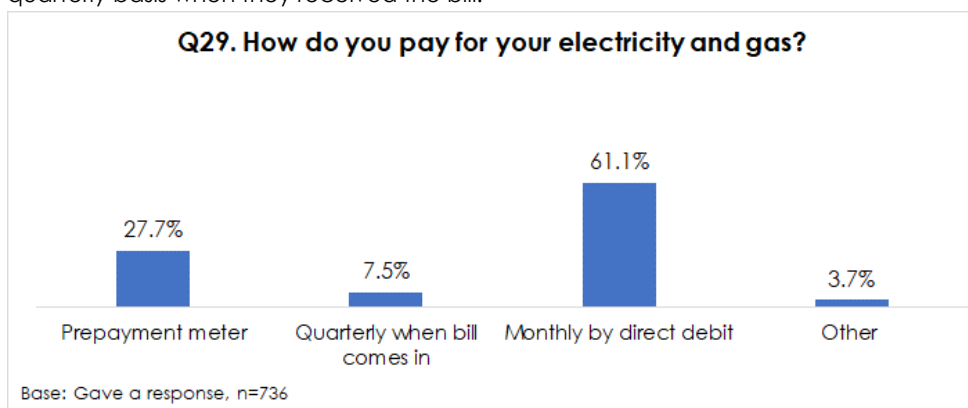
Further analysis shows that:

- **Age:** Respondents aged 65 and over were more likely to receive housing benefit or the household element of universal credit (83%) than those aged 16-44 (61%) and aged 45-64 (63%).
- **Sex:** The results to this question do not vary significantly by gender.
- **Disability:** Those who had a disability 87% were more likely to receive help towards their rent than those who did not have a disability (46%).
- **Household composition:** Just under two thirds of adult only households received help towards their rent (64%) compared to 56% of households with children.
- **Ethnicity:** Those who were White Scottish, British or Irish were more likely to receive help with their rent (68%) than other ethnicities (43%).

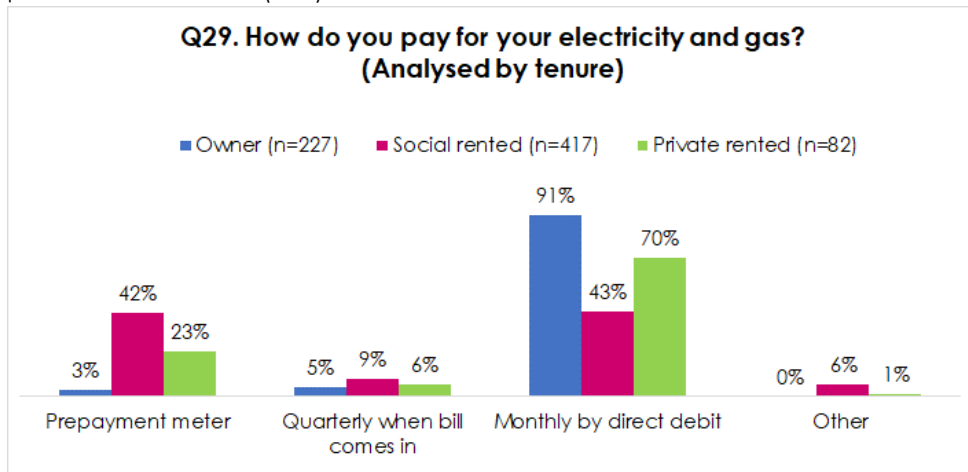
Q28. Does your household currently receive housing benefit or the housing element of universal credit to cover all or some of your rent?											
	Age			Sex		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	123	175	105	209	270	186	281	362	108	364	93
Yes, Full housing benefit	30%	47%	64%	43%	39%	71%	20%	44%	31%	47%	23%
Yes, Partial housing benefit	5%	5%	11%	4%	8%	4%	9%	7%	6%	7%	2%
Receive the housing element of universal credit	26%	11%	8%	13%	16%	12%	18%	13%	19%	14%	18%
Don't receive housing benefit	39%	37%	17%	40%	36%	13%	54%	36%	44%	32%	57%

7.8 Electricity and gas bills (Q29/30)

The majority of respondents pay for their electricity and gas bills on a monthly basis by direct debit (61%), 28% pay via a prepayment meter and 8% pay their bills on a quarterly basis when they received the bill.



Analysis by tenure reveals that owners were more likely to pay for their electricity and gas bills on a monthly basis via direct debit (91%) than social rented tenants (43%) and private rented tenants (70%).

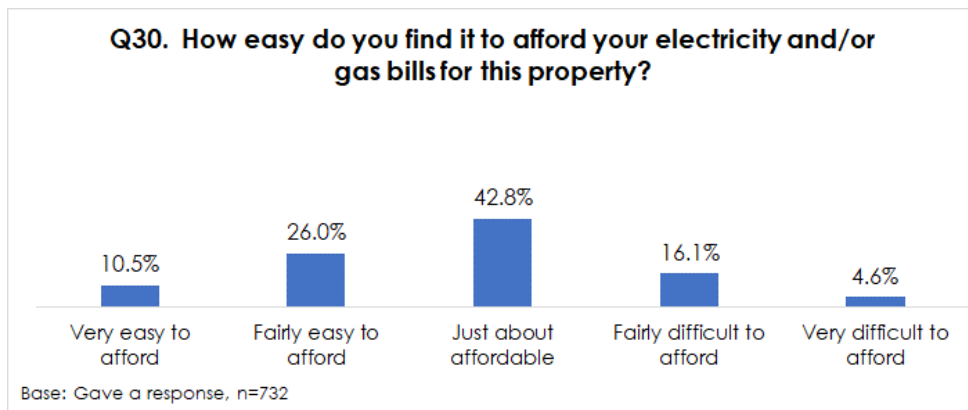


Further analysis indicates that:

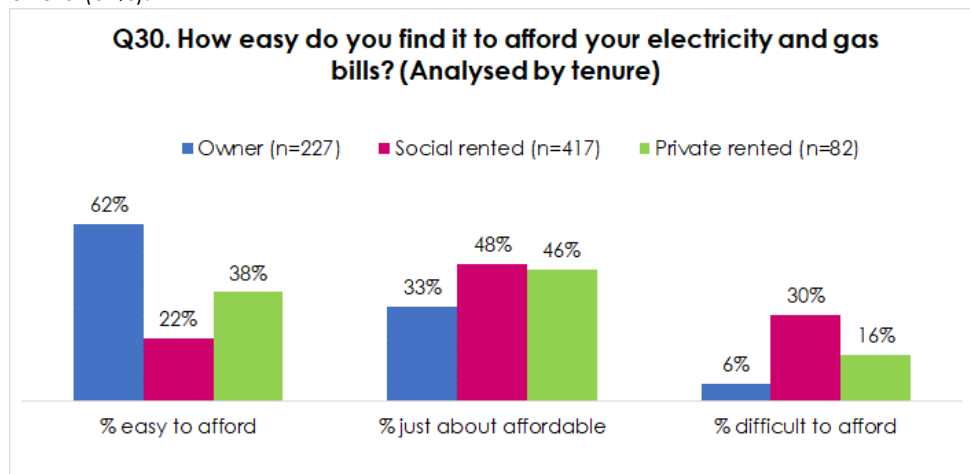
- **Age:** Respondents aged 45-64 were more likely to pay for their gas and electricity bills via a prepayment meter (43%) than respondents aged 65 and over (29%).
- **Sex:** This question does not vary significantly by sex.
- **Disability:** Respondents who had a disability (43%) were more likely to use a prepayment meter versus those who did not have a disability (22%). Those who did not have a disability were more likely to pay for their bills via Direct Debit (69%) than those who had a disability (43%).
- **Household type:** This question does not vary significantly by household type.
- **Ethnicity:** This question does not vary significantly by ethnicity.

Q29. How do you pay for your electricity and gas?												
	Age			Sex		Disability		Household composition		Ethnicity		
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/ British/ Irish	Other ethnicity	
Base	161	200	116	337	376	214	486	562	142	560	125	
Prepayment meter	34%	43%	29%	26%	30%	43%	22%	27%	33%	28%	30%	
Quarterly when bill comes in	7%	6%	15%	8%	7%	7%	7%	8%	6%	7%	10%	
Monthly by direct debit	54%	46%	54%	63%	59%	43%	69%	62%	59%	61%	59%	
Other	5%	7%	2%	3%	4%	7%	2%	4%	2%	4%	2%	

All respondents were asked how easy or difficult they find it to afford the electricity and/ or gas bills for their property. Just over a third of respondents (36%) said their electricity/ gas bills were easy to afford compared to 43% who said they were just about affordable and 21% who said they were difficult to afford. Interestingly, those who pay on a monthly basis by Direct Debit were most likely to find their energy bills easy to afford (45%), while those who pay via a prepayment meter were least likely to find it easy to afford (21%).



Those who rent their home from a social landlord were least likely to find their gas and electricity bills easy to afford (22%), while owners were most likely to find them easy to afford (62%).



Further analysis of this question by demographic is discussed below:

- **Age:** Respondents aged 45-64 were significantly more likely to find their electricity and gas bills difficult to afford (30%) than respondents aged 65 and over (16%).
- **Sex:** Males were more likely to say their bills were easy to afford (45%) than females (30%).
- **Disability:** Those who had a disability were more than twice as likely to find their electricity and gas bills difficult to afford (31%) than those who did not have a disability (14%).
- **Household type:** Respondents who lived in adult only households (40%) were more likely to find their bills easy to afford than respondents who lived in households with children (26%).
- **Ethnicity:** The results to this question do not vary significantly by ethnicity.

Q30. How easy do you find it to afford your electricity and gas bills for this property?											
	Age			Sex		Disability		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	159	199	116	337	372	212	485	559	141	558	124
% easy to afford	29%	26%	33%	45%	30%	21%	45%	40%	26%	36%	42%
% just about affordable	48%	45%	52%	38%	47%	48%	40%	40%	50%	41%	42%
% difficult to afford	23%	30%	16%	17%	23%	31%	14%	20%	24%	22%	16%

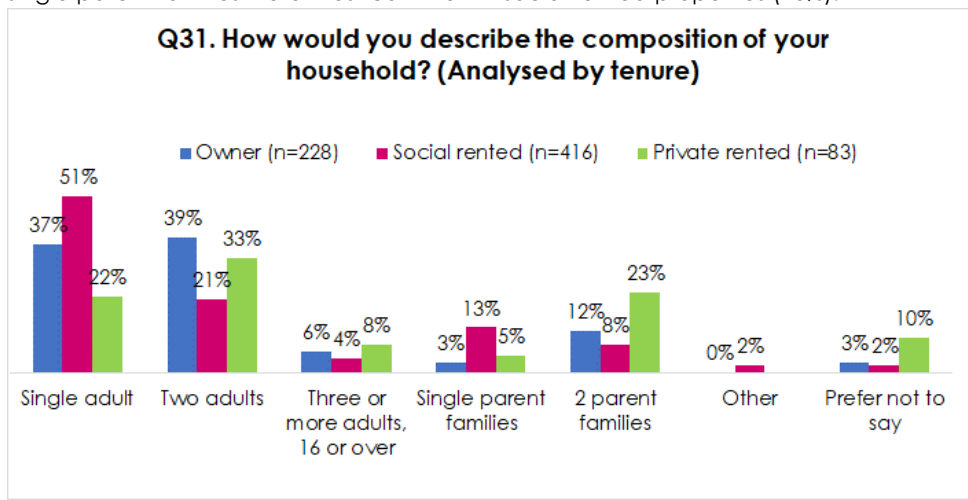
8. PROFILE

8.1 Household composition (Q31)

More than 4 in 10 respondents lived as a single adult (43%), 28% were two adult households, 5% were 3 or more adult households, 8% were 1 parent families and 11% were 2 parent families. Compared to the 2022 Scottish Household Survey, our respondent base in the Gorbals has more single adult households (43%) than Scotland overall (37%) and fewer 2 parent households (11% for Gorbals versus 17% for Scotland).

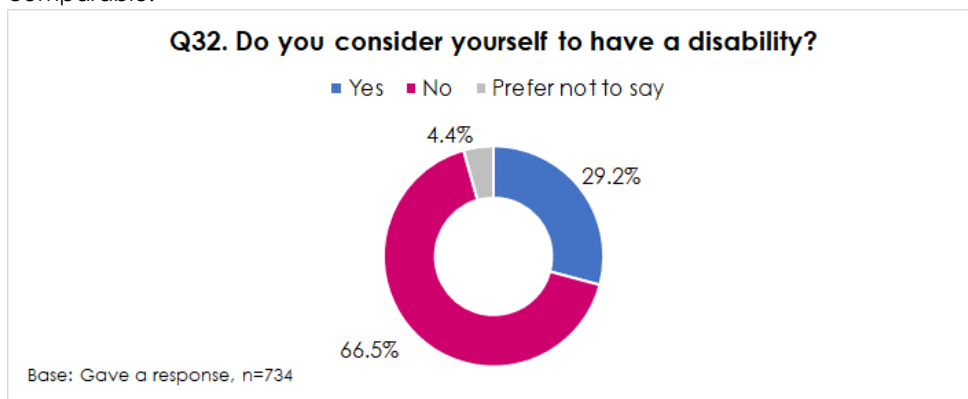
Q31. How would you describe the composition of your household?			
Base: Gave a response, n=719	No.	%	Scottish Household Survey 2022
Single adult	319	43.3%	37%
Two adults	207	28.1%	33%
Three or more adults, 16 or over	38	5.2%	9%
1 parent family with 1 child under 16	28	3.8%	5%
1 parent family with 2 children under 16	22	3.0%	
1 parent family with 3 or more children under 16	12	1.6%	
2 parent family with 1 child under 16	34	4.6%	17%
2 parent family with 2 children under 16	34	4.6%	
2 parent family with 3 or more children under 16	13	1.8%	
Other	8	1.1%	-
Prefer not to say	22	3.0%	-

Those in social rented properties were more likely to describe the composition of their household as a single adult household (51%) than owners (37%) and those living in private rented properties (22%). Two adult households were more common in owner occupied (39%) and private rented properties (33%) than social rented properties (21%). Two parent families were most common in private rented properties (23%), while single parent families were most common in social rented properties (13%).

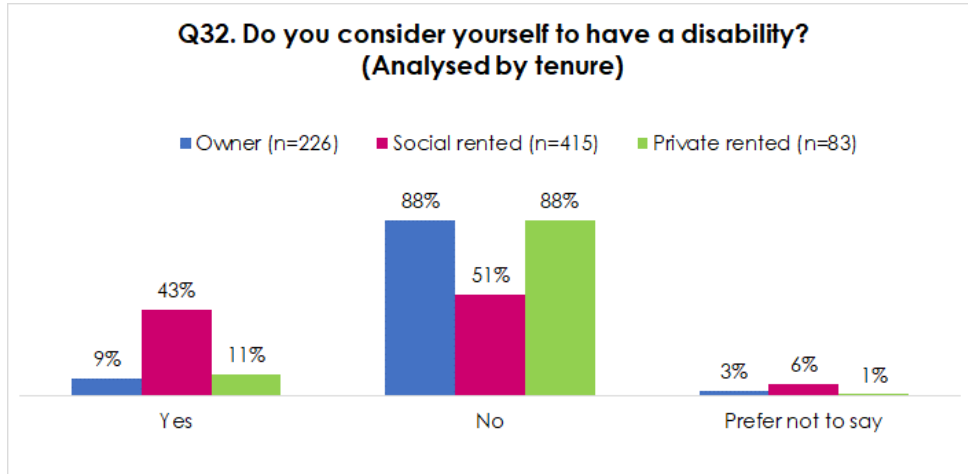


8.2 Disability (Q32/33)

Just under 3 in 10 respondents (29%) considered themselves to have a disability, 67% said they did not and 4% refused to answer. The 2022 Scottish Household Survey reveals that 40% said either they or someone in household had a long term physical or mental health condition or illness. Please note that the New Gorbals questionnaire asked only about the respondent and not the rest of the household, so this question is not directly comparable.



Over 4 in 10 social rented tenants (43%) considered themselves to have a disability compared to 9% of owners and 11% of private rented tenants.



Analysis by demographic reveals that as age increases, the proportion of respondents with a disability also increases. For example, from 18% for those aged 16-44 to 53% for respondents aged 65 and over. Respondents living in adult only households were also more likely to have a disability (34%), as were White Scottish, British or Irish respondents (35%).

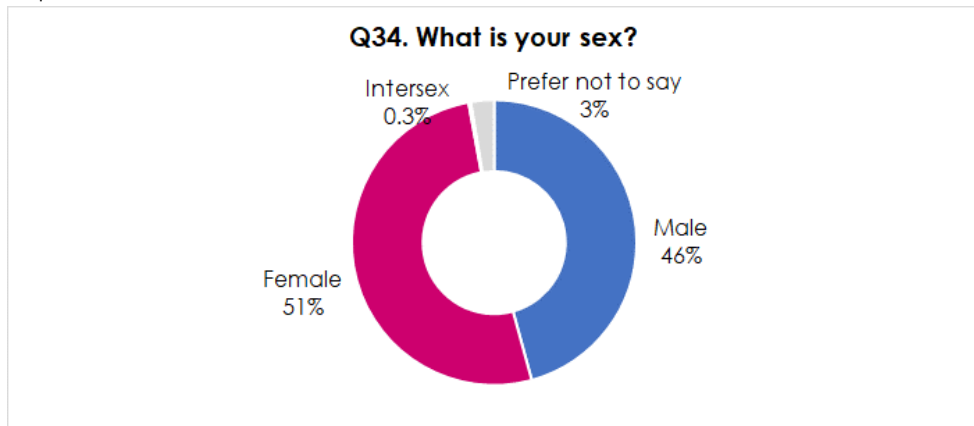
Q32. Do you consider yourself to have a disability?									
	Age			Sex		Household composition		Ethnicity	
	16-44	45-64	65+	Male	Female	Adult only household	Households with children under 16	White Scottish/British/Irish	Other ethnicity
Base	159	199	116	337	372	559	141	558	124
Yes	18%	47%	53%	27%	31%	34%	12%	35%	10%
No	79%	50%	45%	68%	65%	62%	86%	62%	89%
Prefer not to say	4%	4%	2%	4%	3%	4%	2%	4%	2%

Where respondents said they had a disability, this was most likely to be a mental health issue (41%) or a physical impairment (29%).

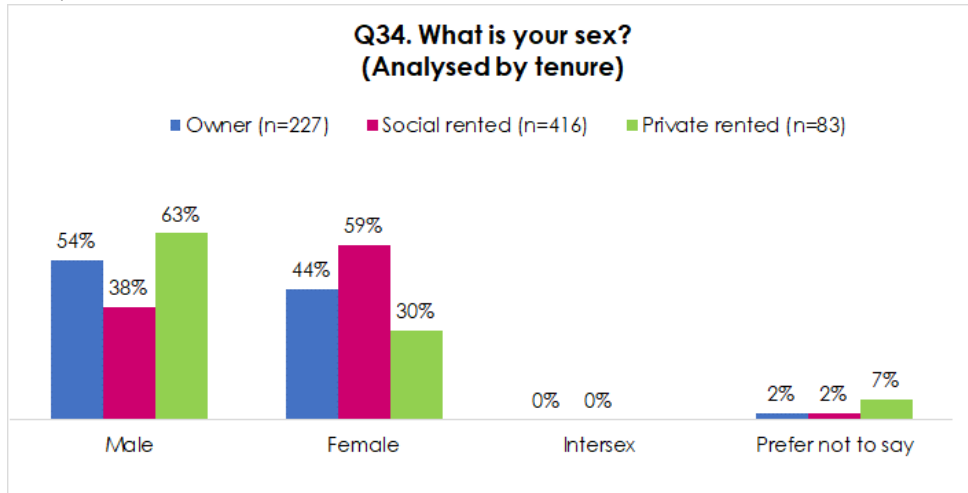
Q33. How would you describe the nature of your disability from the following list?		
Base: Have a disability and gave a response, n=214	No.	%
Mental health issue: (e.g. depression, bi-polar)	88	41.1%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	62	29.0%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	29	13.6%
Prefer not to say	24	11.2%
Long term illness, disease or condition	22	10.3%
Mobility issues	21	9.8%
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	14	6.5%
Hearing impairment)	11	5.1%
Visual impairment	11	5.1%
Learning difficulties: (e.g. Down's Syndrome)	4	1.9%
Other	1	0.5%

8.3 Gender (Q34)

Over 4 in 10 respondents (46%) were male, 51% were female, 0.3% (2 respondents) described themselves as intersex and 3% refused to say. These findings are in line with the results reported from the Scottish Core Questions for 2022 where 48% of respondents were male and 52% were female.



More respondents were male than female for owners (54%) and private rented tenants (63%) that responded to the survey. For social rented respondents 38% were male compared to 59% who were female.



8.4 Age profile

The table below shows the age profile of survey respondents where this data was available compared to the 2022 results as reported in the Scottish Core Questions for 2022. This shows that 15% of respondents who we held age data for were age 16-34 compared to 61% who were aged 35-64 and 24% who were aged 65 and over.

Age profile			
	New Gorbals Survey 2024 (n=477)		Scottish Core Questions 2022
	No.	%	%
16-34	72	15%	29%
35-64	177	61%	48%
65+	116	24%	24%

Analysis by tenure is shown in the table below and indicates that.

- **Tenure:** Over half of owners were aged 16-44 (55%) compared to 30% of social rented tenants. Social rented tenants were most likely to be aged 45-64 (44%).
- **Sex:** Females were more likely to be aged 16-44 (38%) than males (27%).
- **Disability:** Those who had a disability were more likely to be older and aged over 65 (34%) than respondents who were not disabled (19%).
- **Household type:** Those who lived in adult only households were less likely to be aged 16-44 (24%) than households with children (77%).
- **Ethnicity:** Respondents who were 'other ethnicities' were more likely to be younger and aged 16-44 (62%) than White Scottish, British or Irish respondents (26%).

Age profile analysis					
		Base	16-44	45-64	65+
Tenure	Owner	67	55%	33%	12%
	Social rented	388	30%	44%	26%
	Private rented	19	37%	32%	32%
Sex	Male	204	27%	45%	28%
	Female	268	38%	40%	22%
Disability	Yes	184	15%	51%	34%
	No	276	45%	36%	19%
Household composition	Adult only household	373	24%	47%	29%
	Households with children under 16	88	77%	17%	6%
Ethnicity	White Scottish/ English/ Irish/ Welsh/ Other British	371	26%	46%	28%
	Other ethnicity	82	62%	26%	12%

Commented [RS1]: @Lorna Shaw Is this what you mean?

Commented [LS2R1]: Yes, but does that look suspicious? What do you think? Maybe if it was smaller? @Rosemary Stafford

Commented [LS3R1]: Or an idea @Rosemary Stafford what about the table with ethnicity, gender, tenure, disability and sex?

Commented [LS4R1]: Less obvious and we can have bullet points

Commented [LS5R1]: This might be a good way to give an overview of all characteristics?

Commented [RS6R1]: Good idea I will do that! I'll be back on later!

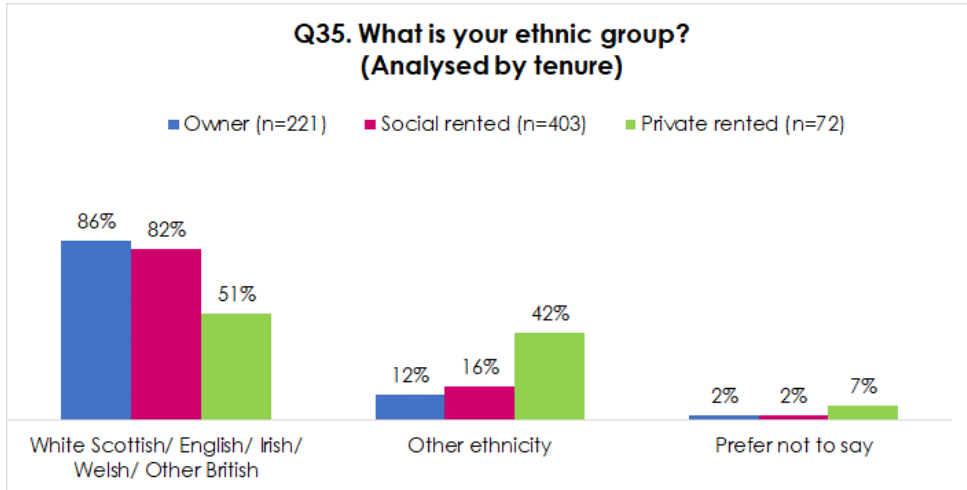
Commented [RS7R1]: @Lorna Shaw does this look any better?

8.5 Ethnicity (Q35)

The vast majority of respondents described their ethnicity as White Scottish (71%) which is consistent with the 2022 Scottish Household Survey where 75% of Scottish respondents overall described themselves as White Scottish. Gorbals had a higher proportion of minority ethnic groups compared to Scotland overall with 18% of Gorbals residents being from other minority ethnic groups compared to 4% of the Scottish population overall in the 2022 Scottish Household Survey.

Q35. What is your ethnic group?		
Base: Gave a response, n=737	No.	%
White Scottish	520	70.6%
White English	15	2.0%
White Welsh	3	0.4%
White Irish	13	1.8%
Other British	11	1.5%
White Polish	20	2.7%
White Gypsy / Traveller	-	-
White Roma	1	0.1%
Any mixed or multiple ethnic groups, please specify:	7	0.9%
Pakistani, Scottish Pakistani or British Pakistani	26	3.5%
Indian, Scottish Indian or British Indian	31	4.2%
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	1	0.1%
Chinese, Scottish Chinese or British Chinese	5	0.7%
Other Asian background, please specify:	2	0.3%
African, Scottish African or British African	22	3.0%
Other African background, please specify:	1	0.1%
Caribbean, Caribbean Scottish or Caribbean British	1	0.1%
Black, Black Scottish or Black British	3	0.4%
Other Caribbean or Black background, please specify:	-	-
Other, please specify:	37	5.0%
Prefer not to say	18	2.4%

Those living in private rented accommodation were most likely to be non White Scottish/ other British or Irish (42%).



9. CHARACTERISTICS OF HOUSEHOLDS BY TENURE

9.1 Owner occupiers

- Over half (58%) contained adults who had lived in the Gorbals for 10 years or less.
- Just under 4 in 10 owners described their household as a 2 adult household (39%) and 37% said they lived alone. Owners were least likely of all tenures to have children in their household (15%).
- Just 9% of owners considered themselves to have a disability.
- Over half of owners were male (54%) and 44% were female.
- Just under 9 in 10 owners described themselves as White Scottish/ Other British or Irish (86%).
- The vast majority of owners had internet access (95%).
- The majority of owners were in employment (79%).
- Just under half had a degree, post graduate degree or professional qualification (49%) and this was more than could be seen for other tenures.
- Over 8 in 10 owners said their household's main source of income was from earnings from employment (81%), and again this was higher than for other tenures.
- The majority of owners stated they were managing well financially, a higher proportion than all other tenures (58%).
- A higher proportion of owners than all other tenures said their household's annual weekly income was more than £500, and they were also more likely to say their monthly income covers their monthly expenditure (80%).
- Over 6 in 10 owners said they find it easy to afford their electricity and gas bills (62%).

9.2 Social rented tenants

- Six in ten social rented tenants contained adults who had lived in the neighbourhood for 10 years or more (60%).
- More than half of social rented tenants lived alone, considerably higher than all other tenures. Social rented properties were also most likely to comprise single parent families (13%) than other tenures.
- Significantly more social rented tenants than other tenures considered themselves to have a disability (43%).
- Over half of social rented tenants were female (59%) and 38% were female. The remaining respondents refused to answer this questions or described themselves as being intersex.
- Just over 8 in 10 social rented tenants described themselves as White Scottish/ Other British or Irish (82%).
- The majority of social rented tenants had internet access (89%). However they were least likely of all tenures to have access to the internet.
- Social rented tenants were significantly less likely to be in employment (34%) than all other tenures, and had higher proportions of unemployment (12%), individuals who were not working due to a health condition (24%) and retired respondents (19%).
- Over 4 in 10 social rented tenants said their highest level of education was secondary school up to 16 years (43%). Social rented tenants were less likely than all other tenures to have a degree, post graduate degree or professional qualification (15%).
- Over 4 in 10 social rented tenants said their household's main source of income was mainly from benefits (42%), significantly higher than for all other tenures. Just 29% of social rented tenants said their main source of income was from earnings from employment.
- Just 18% of social rented tenants stated they were managing well financially, significantly less than other tenures.
- A lower proportion of social rented tenants than all other tenures said their household's annual weekly income was more than £500 (7%). Those in social rented accommodation were least likely to say their monthly income covers their monthly expenditure (38%).
- Social rented tenants had a higher proportion of respondents who find it difficult to afford their electricity and gas bills (30%) than find it easy (22%). Significantly more social rented tenants said their bills were difficult to afford than all other tenures.

9.3 Private rented tenants

- The vast majority of private rented tenants had lived in the neighbourhood for less than 10 years (87%) and were more likely than other tenures to have lived in the neighbourhood for less than 2 years (39%).
- Private rented properties were most likely to contain 2 adults (33%), single adults (22%) or 2 parent families (23%). 2 adult households and 2 parent families were more likely in private rented households than owned or social rented properties.
- Just over 1 in 10 private rented households considered themselves to have a disability (43%).
- Over 6 in 10 private rented tenants were male (63%) and 30% were female. The remaining respondents refused to answer this question or described themselves as being intersex.
- Just over half of private rented respondents described themselves as White Scottish/ Other British or Irish (51%). Those living in private rented accommodation were most likely to be non White Scottish/ British or Irish (42%).
- The majority of private rented tenants had internet access (95%).
- Three in four private rented tenants were in employment (75%).
- Over 4 in 10 private rented tenants had a degree, post graduate degree or professional qualification (41%).
- Over 7 in 10 private rented tenants said their household's main source of income was from earnings from employment (72%).
- Just over a third of private rented tenants stated they were managing well financially (34%).
- Just under 1 in 4 private rented tenants said their household's annual weekly income was more than £500 (23%). Private rented tenants were most likely to have refused to answer this question (39%). 38% of private rented tenants said their monthly income covers their monthly expenditure, 43% said this happens sometimes and 19% said it does not.
- Just under 2 in 5 private rented tenants (38%) said their electricity and gas bills are easy to afford, 46% said they are just about affordable and 16% said they are difficult to afford.

Appendix 1
Survey Questionnaire

Understanding your needs

What are we asking of you?

New Gorbals Housing Association are carrying out research to help understand the profile and needs of the community in the Gorbals. This will be used to help understand who lives in the Gorbals and help the Association, and partner organisations, look at how they better support residents and identify any barriers or obstacles customers may experience in accessing services.

Completing this survey

We have asked Research Resource, an independent research organisation, to manage this survey on our behalf. We'd be grateful if you could complete this survey **by ******.

Provide your answers in confidence

You might think that some survey questions are sensitive in nature. Please be assured that your responses are **completely confidential** and held securely by New Gorbals Housing Association in line with the Data Protection Act 2018. We will use your answers to help improve the services and support given to you. Please do not answer any questions you feel uncomfortable with. The results of the survey will only be published as overall and not individual results.

Thank you for your help and co-operation.

YOUR COMMUNITY

We would like to begin by asking about your community, the Gorbals area.

1) How long have you lived in this neighbourhood?

Up to one year	1
1-2 years	2
3-5 years	3
6-10 years	4
Over 10 years	5
Always lived there	6
Don't know	7

2) In overall terms how would you rate the Gorbals as a place to live?

Very good	1
Fairly good	2
Fairly poor	3
Very poor	4
No opinion	5

3) Taking everything into account how safe do you feel your neighbourhood is as a place to live?

Very safe	1
Fairly safe	2
A bit unsafe	3
Very unsafe	4
Don't know	5

4) How safe do you feel ...

	Very safe	Fairly safe	A bit unsafe	Very unsafe	Don't know/ Not applicable
Walking alone in your neighbourhood after dark?	1	2	3	4	5
Alone in your home at night?	1	2	3	4	5

5) How do you find out about what is going on in your community? ALL THAT APPLY

Word of mouth	1
Posters in shops, library, community centre, shops, schools etc	2

Social media	3
Other events and activities	4
Information sent directly from organisations	5
Some other method (please write in below)	6

6) Below are some examples of community activities and organisations. Are you aware of any of these in this area? ALL THAT APPLY

School clubs and groups	1	Go to Q7
Youth clubs and activities	2	
Holiday programmes at Easter, summer or October	3	
Community groups e.g. church, choir, Citizens' Theatre etc	4	
Community events e.g. Gorbals Fair, Christmas light switch on	5	
None	6	Go to Q8

7) If you are aware, how often do you, or anyone living in your home, take part in activities like these?

	Daily	Weekly	Monthly	Seldom	Never
School clubs and groups	1	2	3	4	5
Youth clubs and activities	1	2	3	4	5
Community groups	1	2	3	4	5
			Annually	Seldom	Never
Holiday programmes at Easter, summer or October			1	2	3
Community events e.g. Gorbals Fair, Christmas light switch on			1	2	3

8) The next question is about the kinds of things that some people do to give up their time, without pay, to help people or for the benefit of their neighbourhood or a wider area, and either through organisations or acting as individuals. Looking at the examples in the list below and thinking back over the last 12 months, have you given up any time to work for or unpaid help to any of these types of groups or organisations?

Yes	1
No	2

Children's group – e.g. playgroup, mothers and toddlers
School children e.g. school trips, sports days, discos, in the classroom
Youth groups / children's activities outside of school
Coaching or organising sport or exercise
Church, religion or faith-based group
The elderly
Health disability or social welfare group or organisation
Local community group / neighbourhood association / community council

Tenants group / residents' association
Trade union activities
Public service – e.g. school, hospital, police, local government service
Hobbies / recreation / arts / social club
Citizen's groups

9) Overall thinking about your experience of living in the Gorbals, what is the best thing about the Gorbals?

10)What is the main change you'd like to see in the Gorbals?

11)Not counting the people you live with, how often are you in contact with your relatives, friends or neighbours either in person, by phone, letter, email or through the internet?

On most days	1
Once or twice a week	2
Once or twice a month	3
Less often than once a month	4
Never	5

12)How often do you feel lonely?

Often	1
Sometimes	2
Rarely	3
Never	4

GETTING ONLINE

13) Does your household access the Internet in any of the following ways? [ALL THAT APPLY]

Internet access at home	1	Go to Q14
Internet access through smartphone or other mobile device	2	
Internet access at a community facility e.g. library or NGHA office	3	
Internet access in another way (please write in below)	4	
No internet access	5	Go to Q15

14) Which of the following do you do regularly online? [ALL THAT APPLY]

Send emails	1	Go to Q16
Social networking e.g. Facebook, Twitter, Instagram	2	
Online banking	3	
Shopping	4	
Entertainment e.g. You Tube	5	
Looking for information	6	
Other (please write in below)	7	

15) Why do you not use the internet? [ALL THAT APPLY]

Don't know how to	1
Worried about safety	2
Not interested	3
Can't afford device	4
Can't afford line rental	5
Some other reason (please write in below)	6

CLIMATE CHANGE

16) Here are some statements people have made about climate change. Which of these statements, if any, comes closest to your own view? [ONE ONLY]

Climate change is an immediate and urgent problem	1
Climate change is more of a problem for the future	2
Climate change is not really a problem	3
I'm still not convinced climate change is happening	4
None of these/ no answer/ don't know	5

YOUR ECONOMIC STATUS**17)Which of the following best describes your economic status? [ONE ONLY]**

Full time employment (more than 35 hrs pw)	1	Go to Q18
Part time employment (16-34 hrs pw)	2	
Part time employment (under 16 hrs pw)	3	
Unemployed/Seeking Work	4	Go to Q20
Unemployed/Not seeking work	5	
Not working due to health condition	6	
Looking after home/ family	7	
Carer	8	
Retired	9	
In further/ higher education	10	
Other (please write in below)	11	

18)Do you work from home?

Yes	1
Sometimes	2
No	3

19)Have you taken on an extra job to help with household bills?

Yes	1
No	2

20)What is the highest level of education you have completed? [choose one only]

Secondary school up to 16 years	1
GNVQ/GSVQ Foundation or Intermediate, SVQ Level 1 or 2, SCOTVEC/National Certificate Module, City and Guilds Craft, RSA Diploma or equivalent	2
Higher or secondary or further education (Higher, Advance Higher)	3
HNC, HND, SVQ Level 4, RSA Higher Diploma or equivalent	4
First Degree, Higher Degree, SVQ Level 5 or equivalent	5
Post graduate degree	6
Professional qualifications e.g. teaching, accountancy	7
Other (please specify)	8

HOUSEHOLD FINANCES

New Gorbals Housing Association are concerned how residents are managing financially and are keen to support where there is a need

**21)Which of the following best describes your household's main source of income?
[ONE ONLY]**

Earnings from employment	1
State Pension	2
State & Private Pensions	3
Mainly benefits	4
Earnings from employment and benefits	5

22)How well would you say your household is currently managing financially?

Managing very well	1
Managing quite well	2
Getting by alright	3
Not managing very well	4
Have some financial difficulties	5
In deep financial trouble	6
Don't know	7
Prefer not to say	8

23)Have you experienced difficulty with any of the following in the last 12 months?

Mortgage or rent payments	1
Changes to benefits	2
Council tax payments	3
Loan or credit card payments	4
Cost of food	5
Cost of domestic energy bills	6
Vehicle fuel prices	7
None of the above	8
Prefer not to say	9

**24) Which of the following bands best describes your household's weekly income?
When thinking about your income, think about your net income which is your take home pay. Please also include income from pensions or benefits.**

Less than £50	1
£50 - £100	2
£101 - £150	3
£151 - £200	4
£201 - £250	5
£251 - £300	6
£301 - £350	7
£351 - £400	8
£401 - £500	9
More than £500	10

25) Would you say your monthly income covers your monthly expenditure?

Yes	1
Sometimes	2
No	3

26) Have you ever done any of the following?

	Yes	No
Chosen not to put your heating on because you can't afford it	1	2
Chosen to miss meals or eat less because you can't afford to buy food	1	2
Received support with food from a local organisation	1	2
Received support with fuel from a local organisation	1	2

27) Do you own your home, or rent it?

Owned outright	1
Buying on mortgage	2
Rented from housing association or other social landlord	3
Rented from private landlord	4
Other (please specify)	5

28) Does your household currently receive housing benefit or the housing element of universal credit to cover all or some of your rent?

Yes, Full housing benefit	1
Yes, Partial housing benefit	2
Receive the housing element of universal credit	3
Don't receive housing benefit	4

29)How do you pay for your electricity and gas?

Prepayment meter	1
Quarterly when bill comes in	2
Monthly by direct debit	3
Other (specify)	4

30)How easy do you find it to afford your electricity and/or gas bills for this property?

Very easy to afford	1
Fairly easy to afford	2
Just about affordable	3
Fairly difficult to afford	4
Very difficult to afford	5

EQUALITIES

The final questions are about you and your household.

Please be assured that the questions are completely confidential and they will only be used for analysis purposes to see if there are differences in the views between different types of household.

Equality is not always about treating everyone the same – it is about recognising our differences and treating people accordingly so that the outcome for each person is the same. It is about giving everyone – no matter their gender identity, race, religion, age, disability or sexual orientation – the same chance to get the same opportunities. To help us understand the differences in our tenants, please complete the following information.

These additional questions are voluntary. If there are any questions you do not want to answer, please just move on to the next one.

31) How would you describe the composition of your household?

Single adult	<input type="checkbox"/>
Two adults	<input type="checkbox"/>
Three or more adults, 16 or over	<input type="checkbox"/>
1 parent family with 1 child under 16	<input type="checkbox"/>
1 parent family with 2 children under 16	<input type="checkbox"/>
1 parent family with 3 or more children under 16	<input type="checkbox"/>
2 parent family with 1 child under 16	<input type="checkbox"/>
2 parent family with 2 children under 16	<input type="checkbox"/>
2 parent family with 3 or more children under 16	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

32) Do you consider yourself to have a disability?

Yes	<input type="checkbox"/>	Go to Q33
No	<input type="checkbox"/>	Go to Q34

33)How would you describe the nature of your disability from the following list?

Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	<input type="checkbox"/>
Learning difficulties: (e.g. Down's Syndrome)	<input type="checkbox"/>
Mental health issue: (e.g. depression, bi-polar)	<input type="checkbox"/>
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	<input type="checkbox"/>
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	<input type="checkbox"/>
Hearing impairment)	<input type="checkbox"/>
Visual impairment	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

34)What is your sex?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Intersex	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

35) What is your ethnic group? Choose ONE section from A-F, then tick ONE box which best describes your ethnic group or background.

A White

Scottish	1
English	2
Welsh	3
Irish	4
Other British	5
Polish	6
Gypsy / Traveller	7
Roma	8

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups, please write in:	9
---	---

C Asian

Pakistani, Scottish Pakistani or British Pakistani	10
Indian, Scottish Indian or British Indian	11
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	12
Chinese, Scottish Chinese or British Chinese	13
Other Asian background, please write in:	14

D African

African, Scottish African or British African	15
Other African background, please write in	16

E Caribbean or Black

Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other Caribbean or Black background, please write in	19

F Other ethnic group

Other, please write in	20
------------------------	----

36)So that we can check we are getting responses from the right people, can you provide your postcode and surname name. This will allow us to check that you live in the Gorbals area and validate responses. It will not be associated with any of your answers and will not be passed to New Gorbals Housing Association

POSTCODE	
SURNAME	2

Thank you very much for taking the time to answer these questions.

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P1387
Project name	New Gorbals Social Survey
Objectives of the research	The aim of the research was to conduct a social survey in the Gorbals and to help the Association understand the profile and needs of the community in the Gorbals. This will be used to help understand who lives in the Gorbals and help the Association, and partner organisations, look at how they better support residents and identify any barriers or obstacles customers may experience in accessing services.
Target group	Residents living in the Gorbals
Description of sample frame/ source and validation methods if applicable	N/A No sample drawn.
Sampling method (probability or non probability) and quotas used	The face to face survey was undertaken using a quota based approach with quotas set by street and tenure.
Sample units drawn	N/A No sample drawn.
Target sample size	The aim was to maximise the response rate.
Achieved sample size and reasons if target not achieved	A total of 740 interviews were achieved.
Date of fieldwork	Interviewing took place between the 19 th of January and the 7 th of March 2024.
Data collection method	Face to face interviews were undertaken with residents by face. All responses were recorded electronically on tablet, entered directly into our SNAP survey software package. 403 interviews were completed face to face and 337 interviews were completed online
Response rate and definition and method of how calculated	N/A
Questionnaire length	15 minutes
Any incentives?	No
Number of interviewers	7 interviewers were working on this.

Interview/ self completion validation methods	10% of each face to face interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	Data accurate overall to +/-3.3% based upon a 50% estimate at the 95% confidence level.

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.

Appendix 3

Data Tables

Q8b Volunteering activities analysed by demographic

Break % Respondents	Total	Age			Q34. What is your sex?		Q32. Do you consider yourself to have a disability?		Q31. How would you describe the composition of your hous...		Q35. What is your ethnic group?	
		16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/ English/ Irish/ Welsh/ Other British	Other ethnicity
Base	81	19	18	14	25	53	23	51	51	27	61	15
Q8b. Was it at:												
Children's group – e.g. playgroup, mothers and toddlers	11%	16%	6%	-	8%	13%	4%	12%	8%	19%	8%	20%
School children e.g. school trips, sports days, discos, in the classroom	16%	16%	11%	7%	4%	19%	22%	10%	4%	37%	11%	20%
Youth groups / children's activities outside of school	14%	26%	6%	14%	8%	17%	13%	12%	12%	19%	15%	13%
Coaching or organising sport or exercise	6%	5%	-	7%	12%	4%	-	8%	4%	11%	5%	13%
Church, religion or faith-based group	21%	16%	22%	21%	28%	19%	17%	22%	22%	15%	20%	27%
The elderly	17%	5%	17%	50%	28%	11%	22%	12%	20%	7%	18%	20%
Health disability or social welfare group or organisation	15%	26%	11%	29%	16%	15%	26%	6%	18%	11%	15%	7%
Local community group / neighbourhood association / community council	32%	37%	33%	43%	36%	32%	35%	31%	31%	37%	34%	33%
Tenants group / residents' association	15%	21%	17%	14%	12%	17%	22%	10%	16%	15%	15%	20%
Trade union activities	5%	5%	6%	-	8%	2%	-	4%	6%	4%	3%	7%
Public service – e.g. school, hospital, police, local government service	7%	11%	11%	-	8%	8%	9%	2%	8%	7%	8%	7%
Hobbies / recreation / arts / social club	30%	32%	22%	43%	16%	36%	26%	27%	33%	26%	28%	40%
Citizen's groups	9%	11%	11%	-	4%	9%	9%	8%	12%	4%	8%	7%

Q8b Volunteering activities analysed by tenure

Break % Respondents	Total	Q27. Do you own your home, or rent it?		
		Owner	Social rented	Private rented
Base	80	33	41	6
Q8b. Was it at:				
Children's group – e.g. playgroup, mothers and toddlers	11%	12%	10%	17%
School children e.g. school trips, sports days, discos, in the classroom	16%	12%	17%	33%
Youth groups / children's activities outside of school	14%	9%	15%	33%
Coaching or organising sport or exercise	6%	6%	5%	17%
Church, religion or faith-based group	21%	30%	17%	-
The elderly	18%	9%	24%	17%
Health disability or social welfare group or organisation	15%	15%	17%	-
Local community group / neighbourhood association / community council	33%	24%	39%	33%
Tenants group / residents' association	15%	9%	22%	-
Trade union activities	4%	3%	5%	-
Public service – e.g. school, hospital, police, local government service	8%	6%	10%	-
Hobbies / recreation / arts / social club	29%	27%	32%	17%
Citizen's groups	8%	9%	7%	-

Q15 Reasons for not using the internet analysed by demographic

Break % Respondents	Q15 Reasons for not using the internet analysed by demographic											
	Total	Age			Q34. What is your sex?		Q32. Do you consider yourself to have a disability?		Q31. How would you describe the composition of your hous...		Q35. What is your ethnic group?	
		16-44	45-64	65+	Male	Female	Yes	No	Adult only household	Households with children under 16	White Scottish/ English/ Irish/ Welsh/ Other British	Other ethnicity
Base	54	1	19	28	34	19	34	19	52	2	50	2
Q15. Why do you not use the internet? (Please tick all that apply)												
Don't know how to	30%	100%	42%	25%	38%	11%	29%	32%	29%	50%	28%	50%
Worried about safety	-	-	-	-	-	-	-	-	-	-	-	-
Not interested	78%	-	58%	89%	68%	100%	74%	84%	79%	50%	80%	50%
Can't afford device	4%	-	11%	-	6%	-	6%	-	4%	-	4%	-
Can't afford line rental	4%	-	5%	4%	6%	-	6%	-	4%	-	4%	-
Some other reason (please write in below)	4%	-	11%	-	6%	-	6%	-	4%	-	4%	-