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Citizens Survey Results Energy and Environment



*Working towards Glasgow's Energy
and Carbon Masterplan*



Survey Work plan



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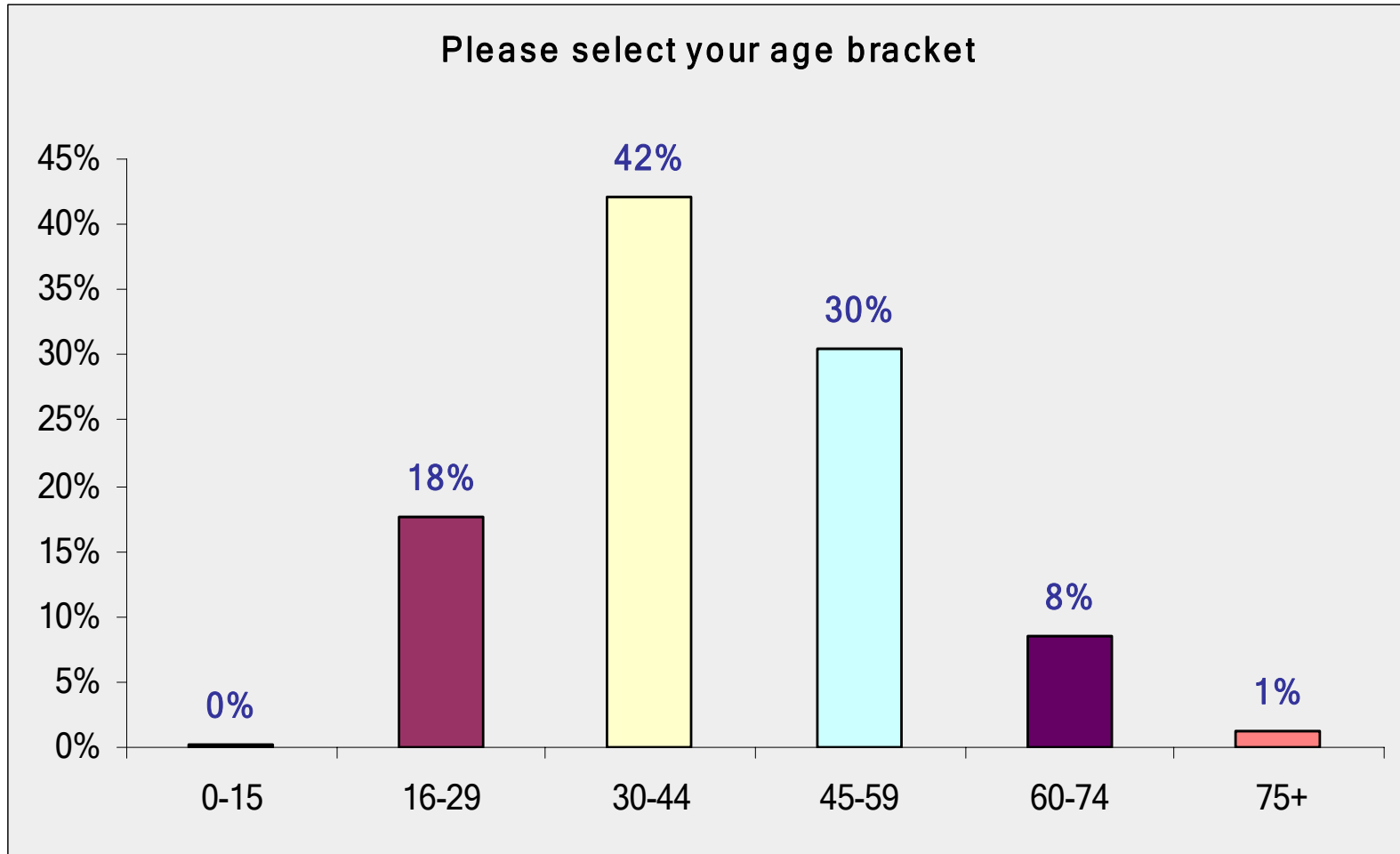
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Area	Results
Timescale for survey:	07 th March – 09 th April 2014
Personalised invitation to target audience:	Emails sent to contacts database (including private, public, academic and other organisations). Invitation was endorsed by Leader of the Council and Sustainable Glasgow Chair Cllr Gordon Matheson
Target audience:	People who live in Glasgow or have some activity in the city (i.e. work, study, business)
Survey distribution:	Internet and Social Media: - “Community Hub” on GCC website. - Articles in the main GCC website; STEP UP - Newsletters (SSN, South Seeds, Dumbarton Rd Corridor Env Trust, etc) - Twitter (GCC ; Green Glasgow ; Step Up ; Dumbarton Rd Corridor)
Results:	510 responses received and many comments received

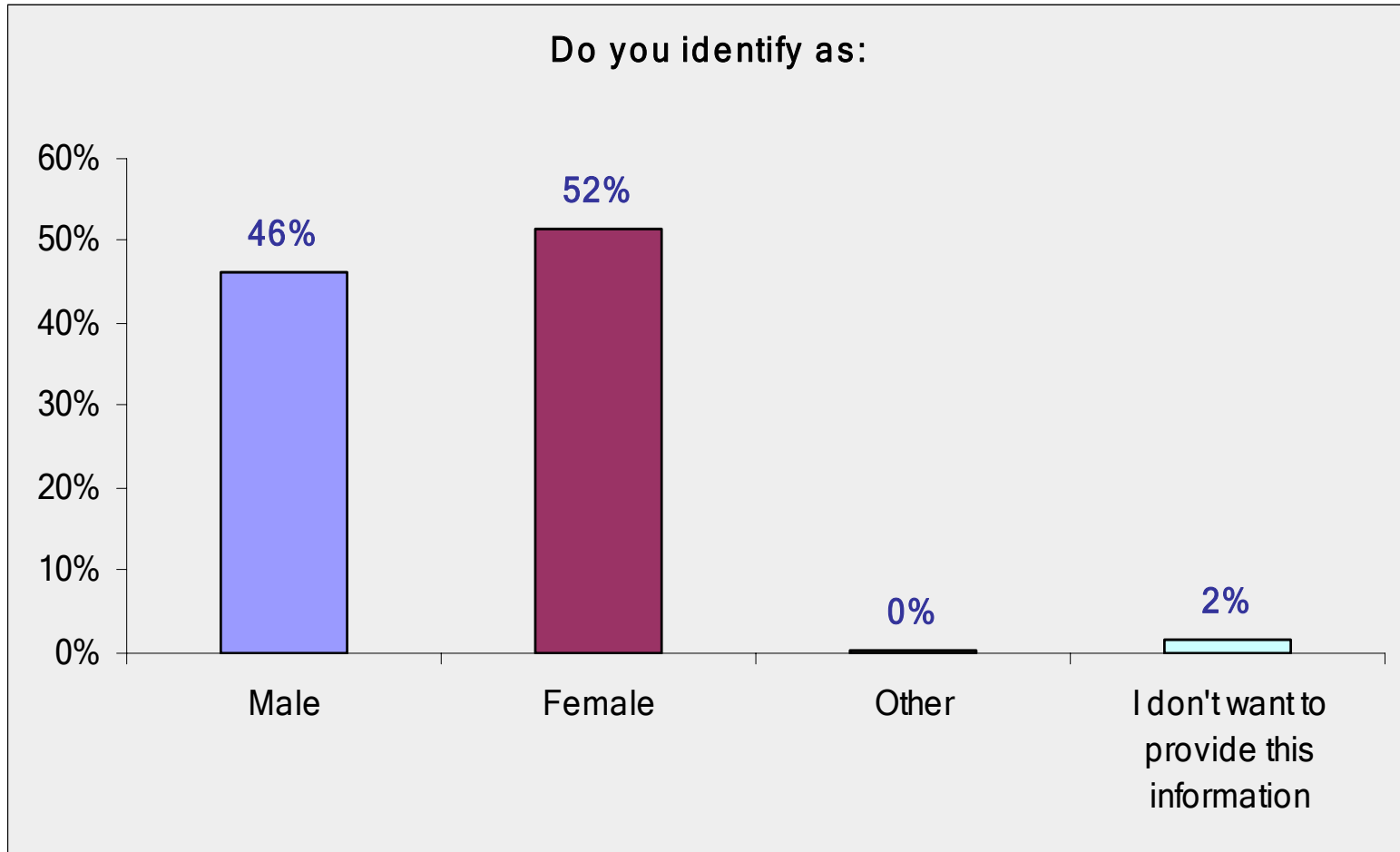
Survey communications:

The screenshot shows a Microsoft Internet Explorer browser window displaying a news article on the Glasgow South and Eastwood Extra website. The browser's address bar shows the URL <http://www.glasgowsothandeastwoodextra.co.uk/news/local-headlines/council-wants-your-views-1-3341004>. The website header includes a navigation menu with categories like News, Sport, What's On, Jobs, Directory, Motors, Property, Announcements, Deals, Shop, and More. The main article is titled "Council wants your views" and features a photo of Gordon Matheson. The article text states: "GLASGOW city council is urging residents to share their views on the city's energy and environment plans. Glasgow is striving to become one of Europe's most sustainable cities and to cut carbon emissions by 30% by 2020. It also aims to help residents access affordable energy. Examples of action taken or underway on energy in the city include the:". To the right of the article is a sidebar with a "Picks of the day" section featuring a video thumbnail for "Supporting MAKE-A-WISH" and a "Discover The Most ..." section with "Viewed" and "Discussed" buttons. The browser's taskbar at the bottom shows several open applications, including "Inbox - Microsoft Outlook", "FW: Survey Monkey - w...", "Glasgow Changing Energ...", "CITIZENS SURVEY PRES...", and "Council wants your vi...".

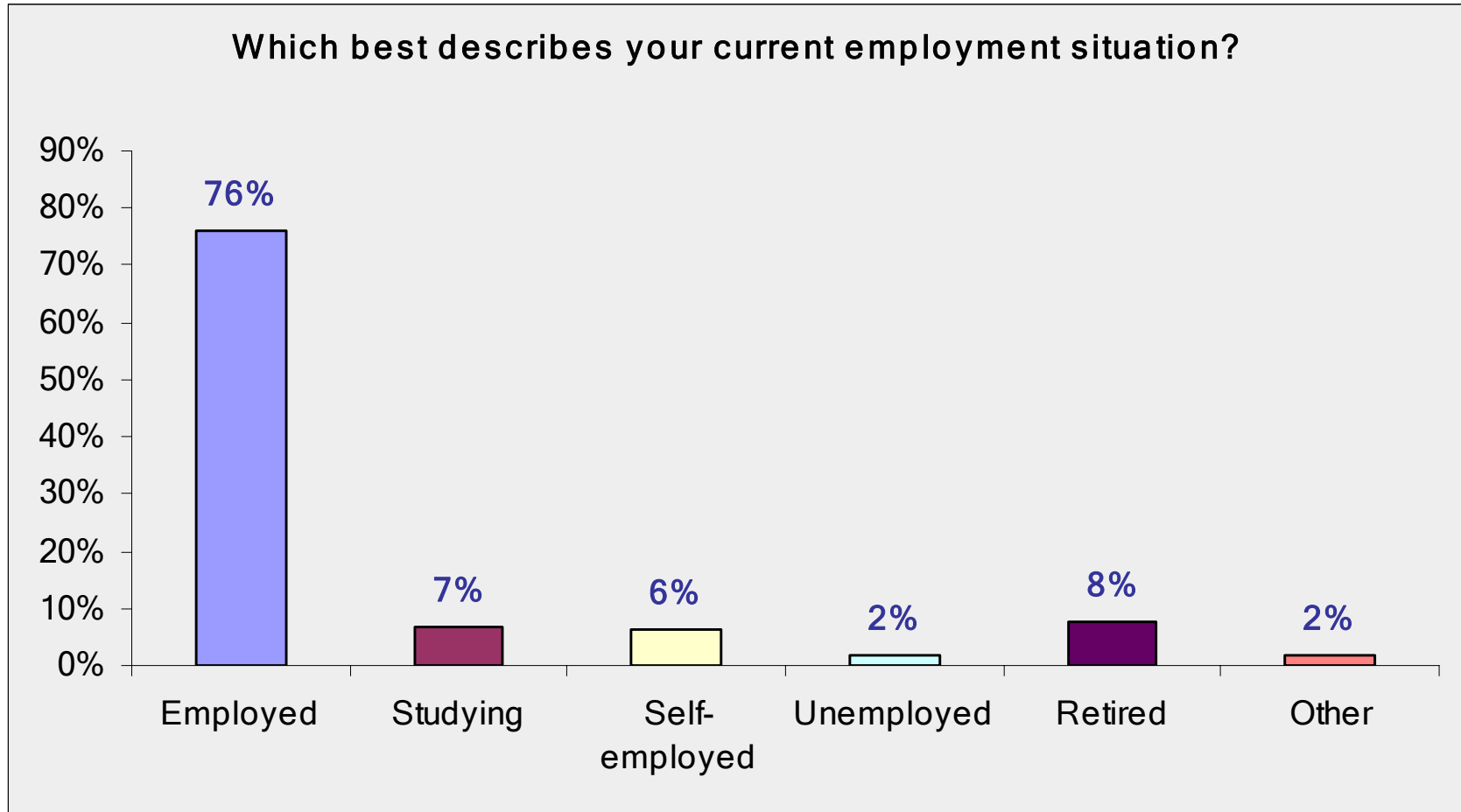
Survey Results: Q2



Survey Results: Q3

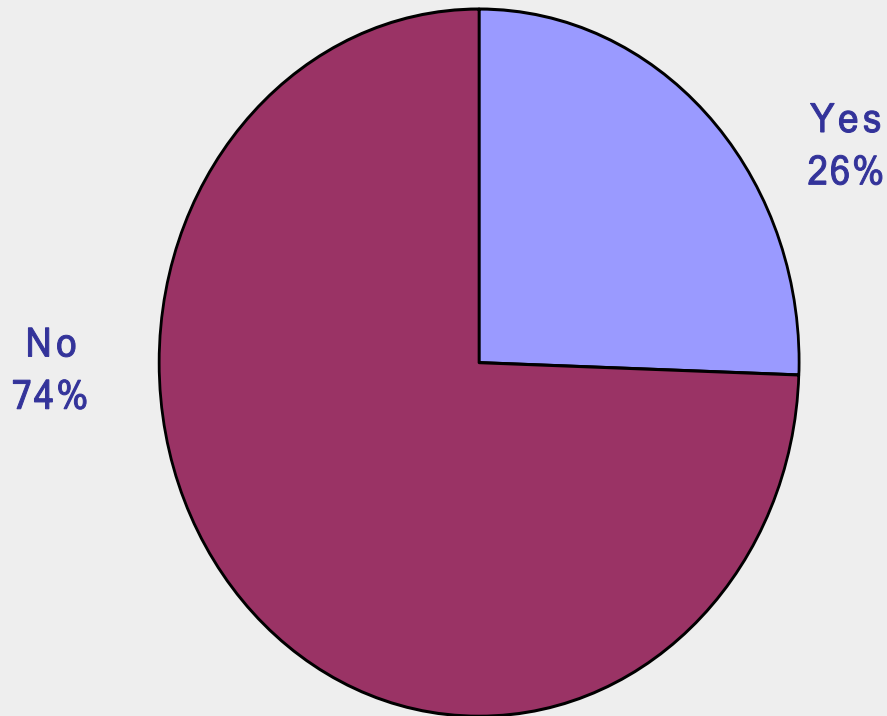


Survey Results: Q4



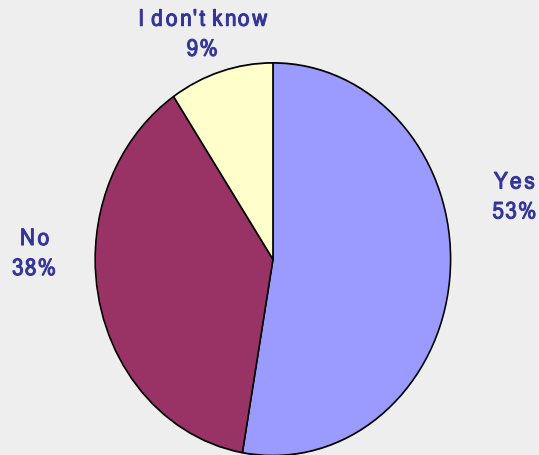
Survey Results: Q5

Are you employed by Glasgow City Council or one of its arms length organisations?

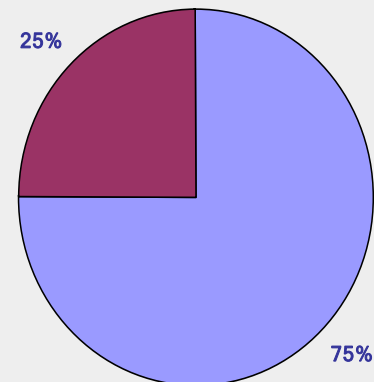


Survey Results: Q6 & Q7

Do you feel there is enough information available to you about how you can reduce your energy consumption in your home?

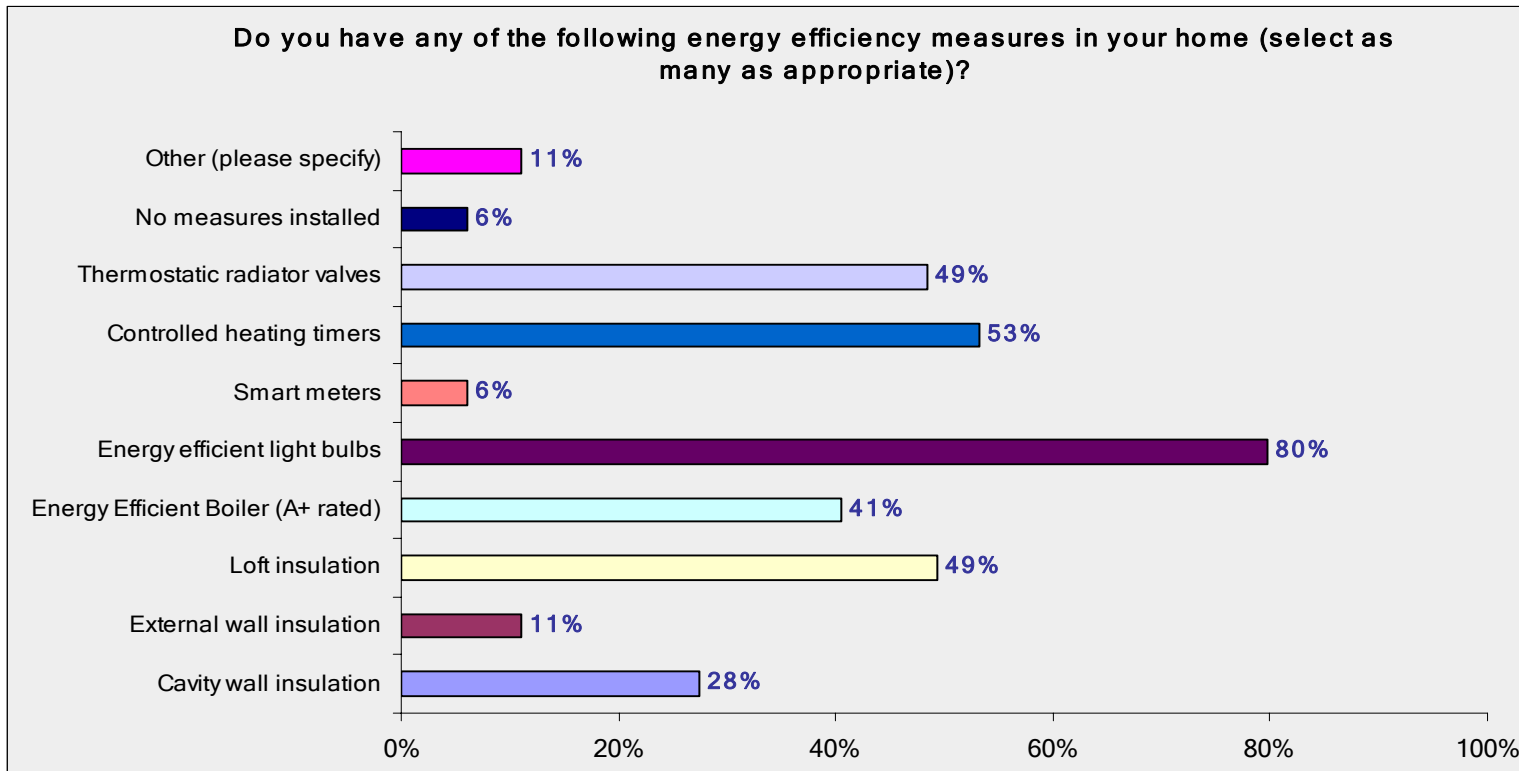


If you answered 'no' to the above question would like to receive more information?



- Yes - (you can contact Energy Scotland, the Scottish Government's helpline on 0808 808 2282)
- No

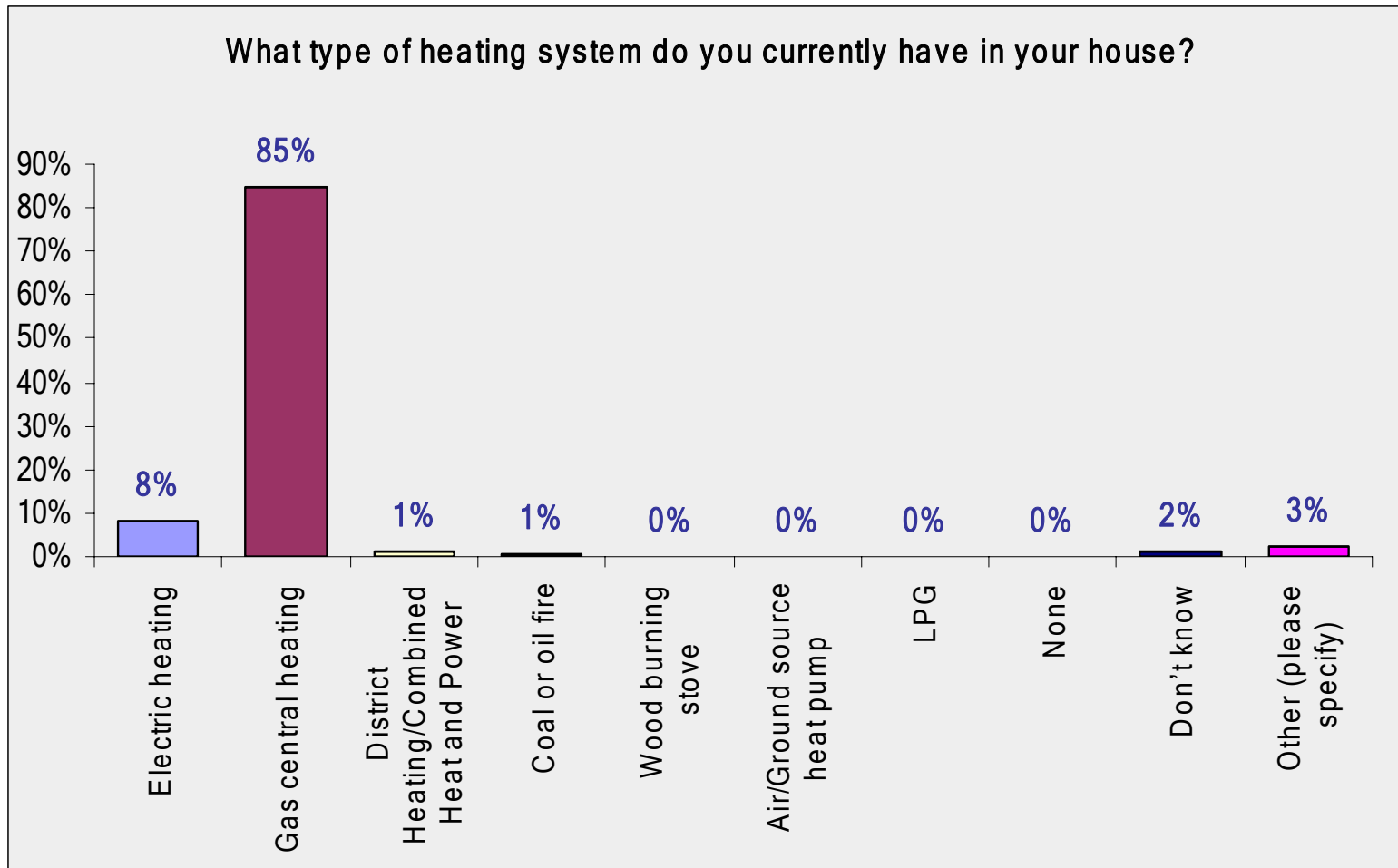
Survey Results: Q8



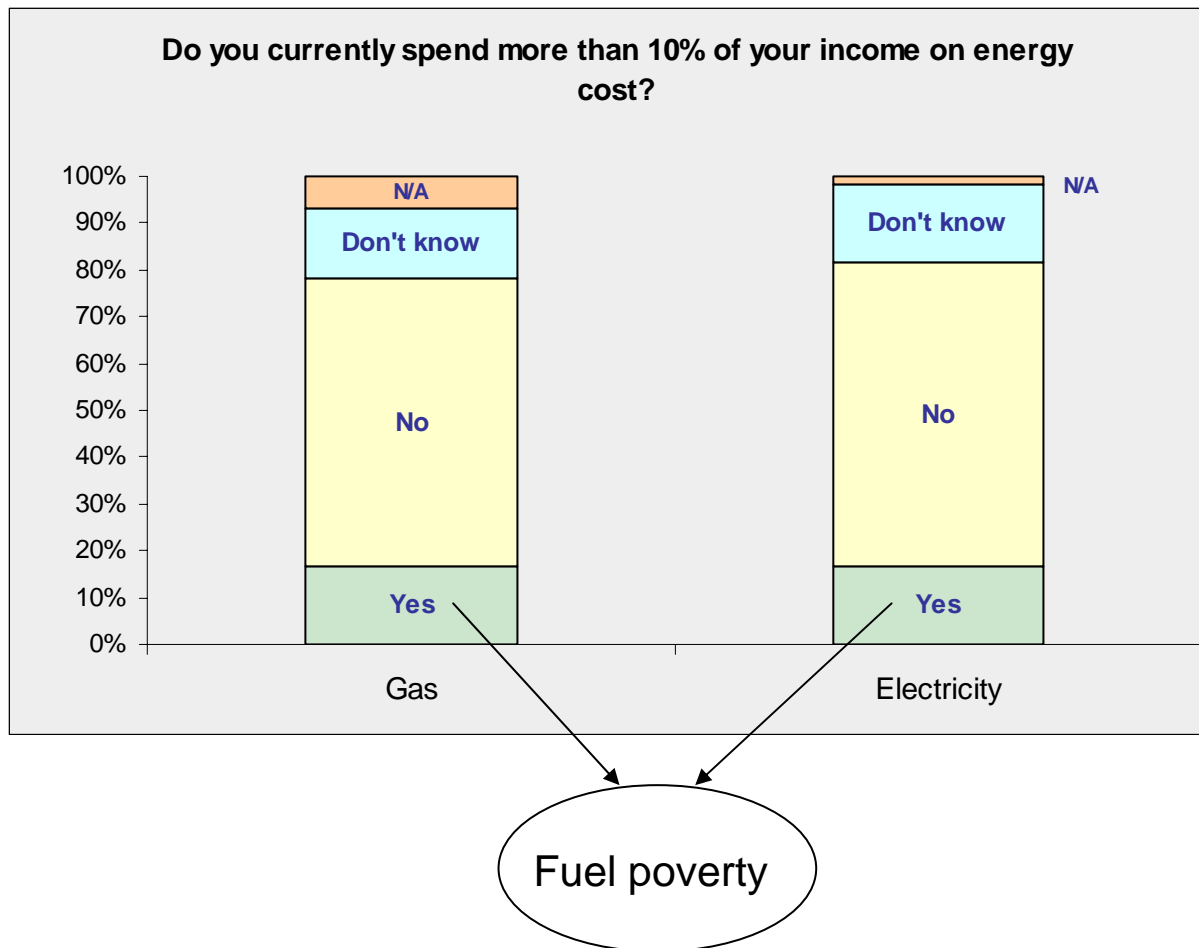
Comments: “Don’t understand smart meter.”

- “These measures should be MANDATORY in rented accommodation.
- “Too many land lords offer flats with no gas central, double glazing or insulation.”

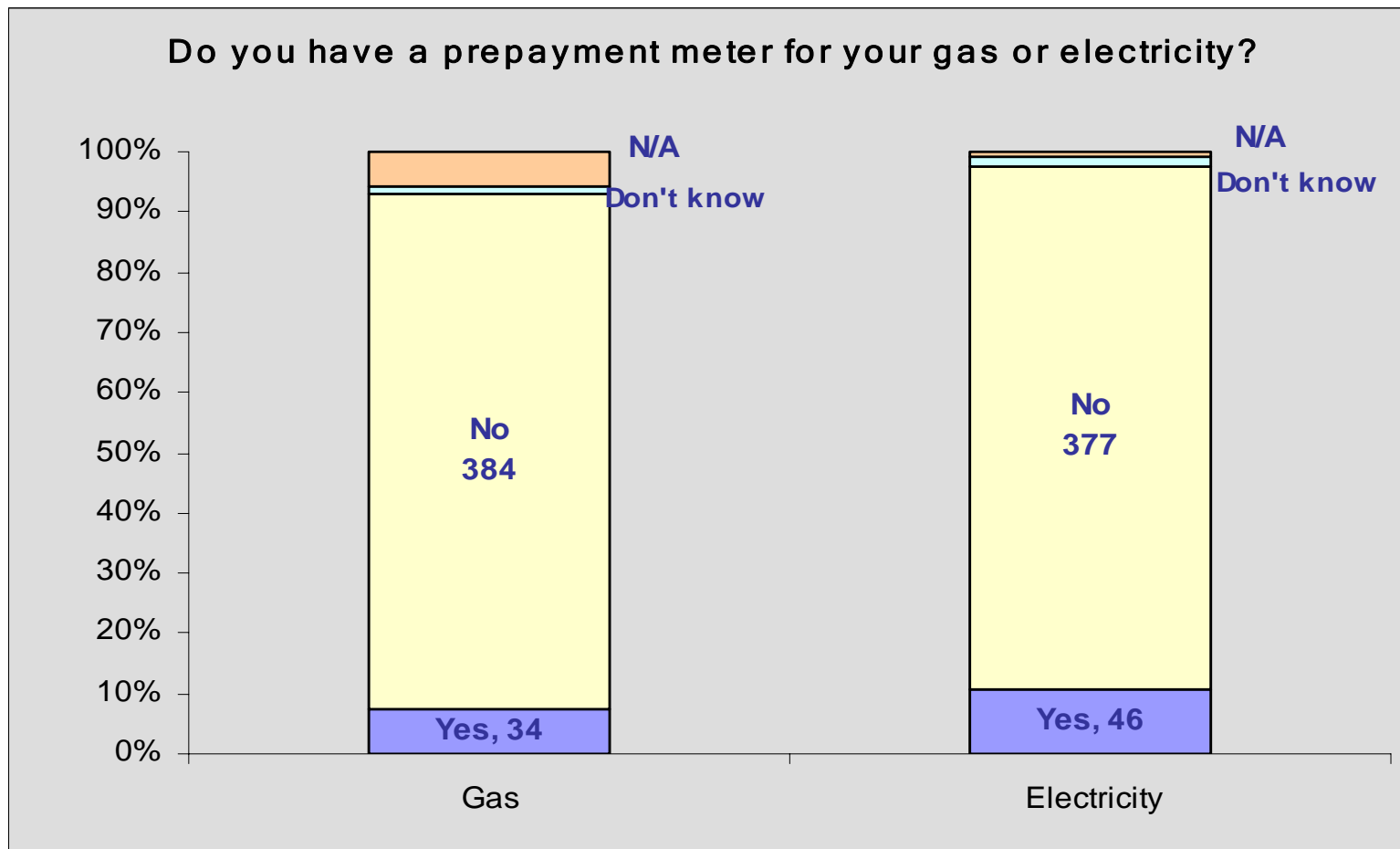
Survey Results: Q9



Survey Results: Q10

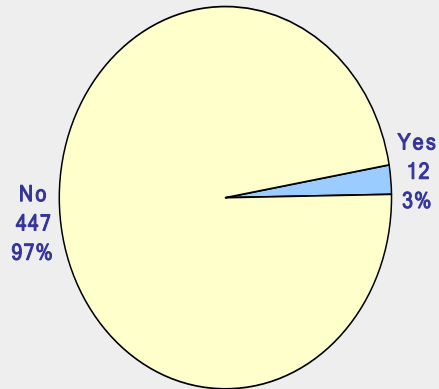


Survey Results: Q11



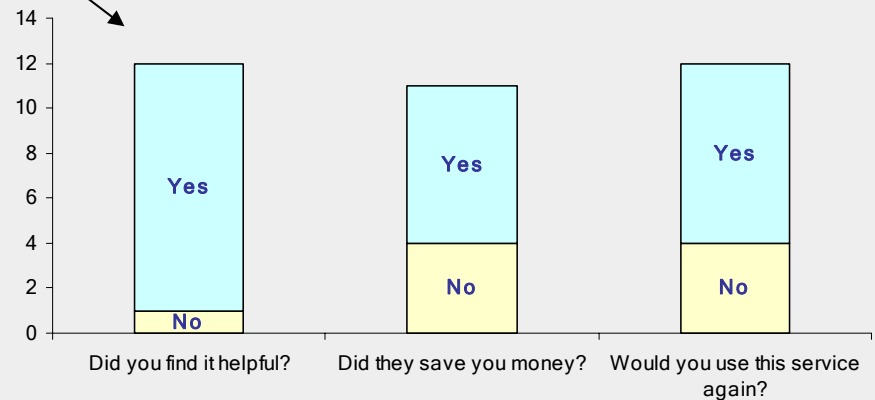
Survey Results: Q12 & Q13

Have you ever used the G-HEAT (Glasgow Home Energy Advice Team) service?

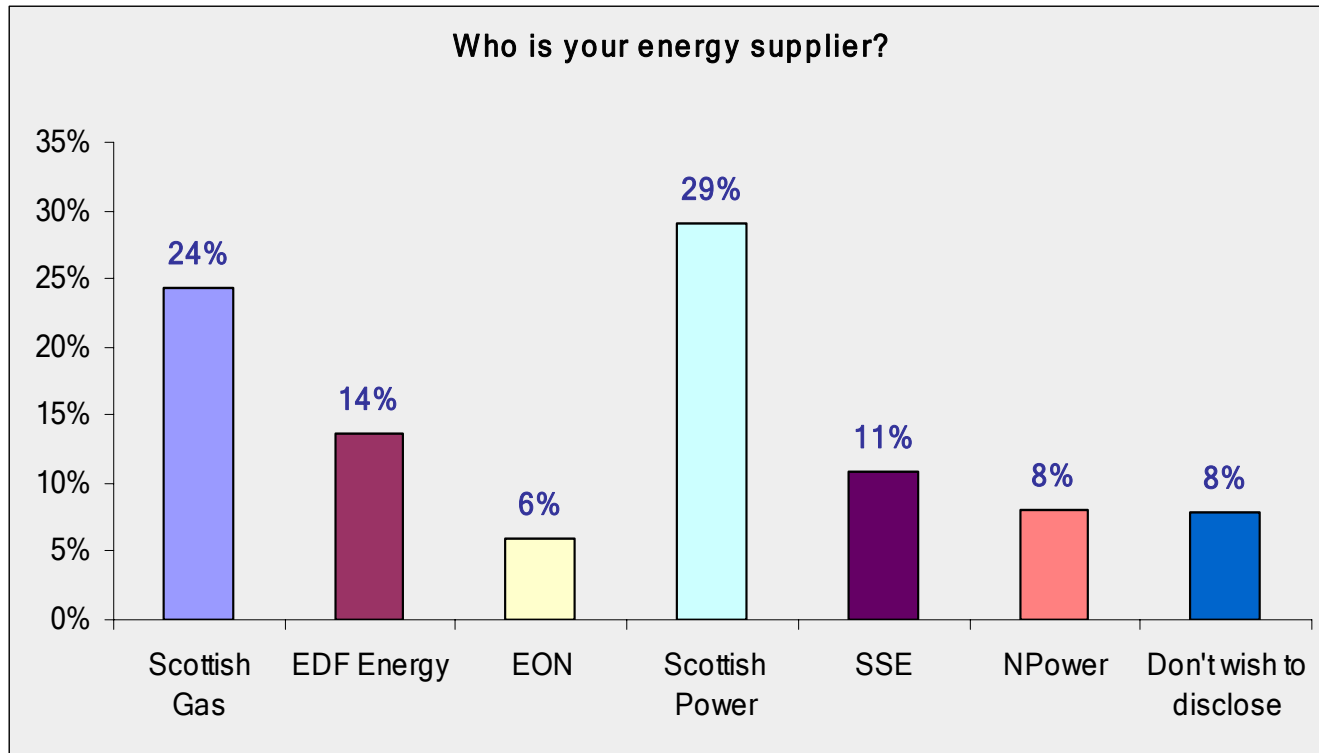


- G-Heat – Good feedback
- Very low usage...
- Improve info and access to G-Heat

If you answered yes to the above question

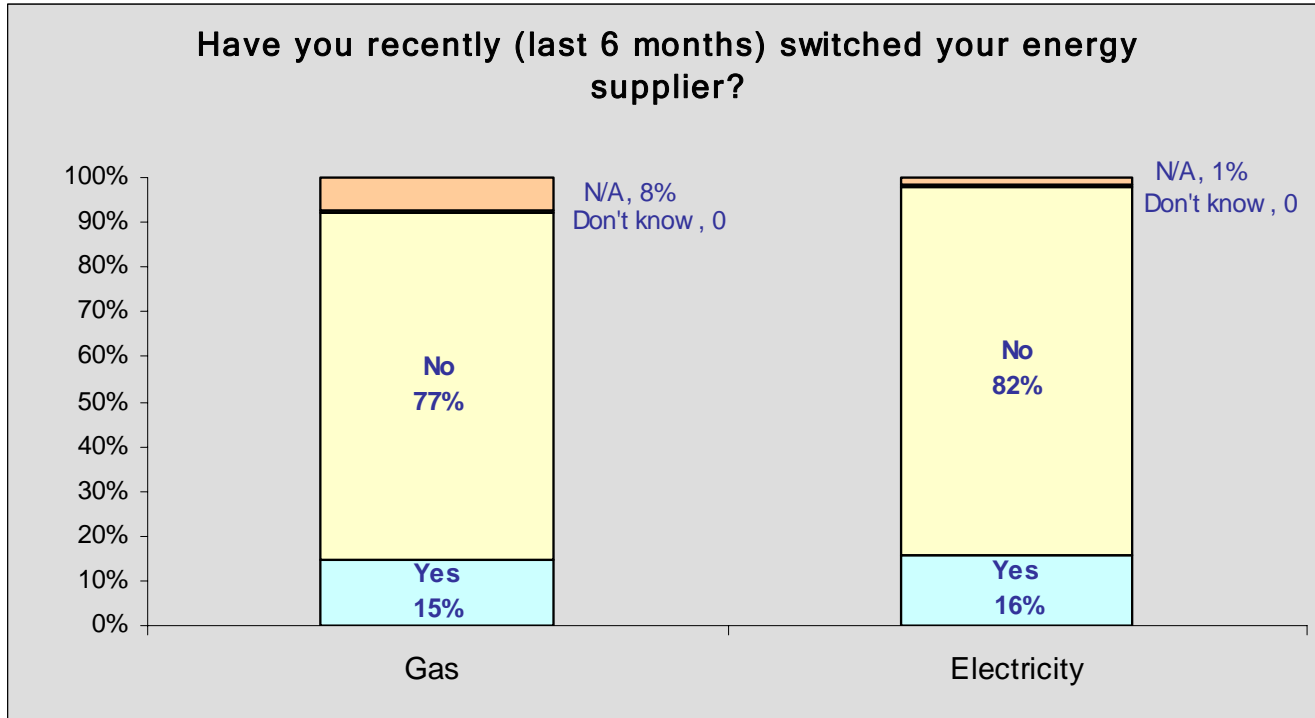


Survey Results: Q14



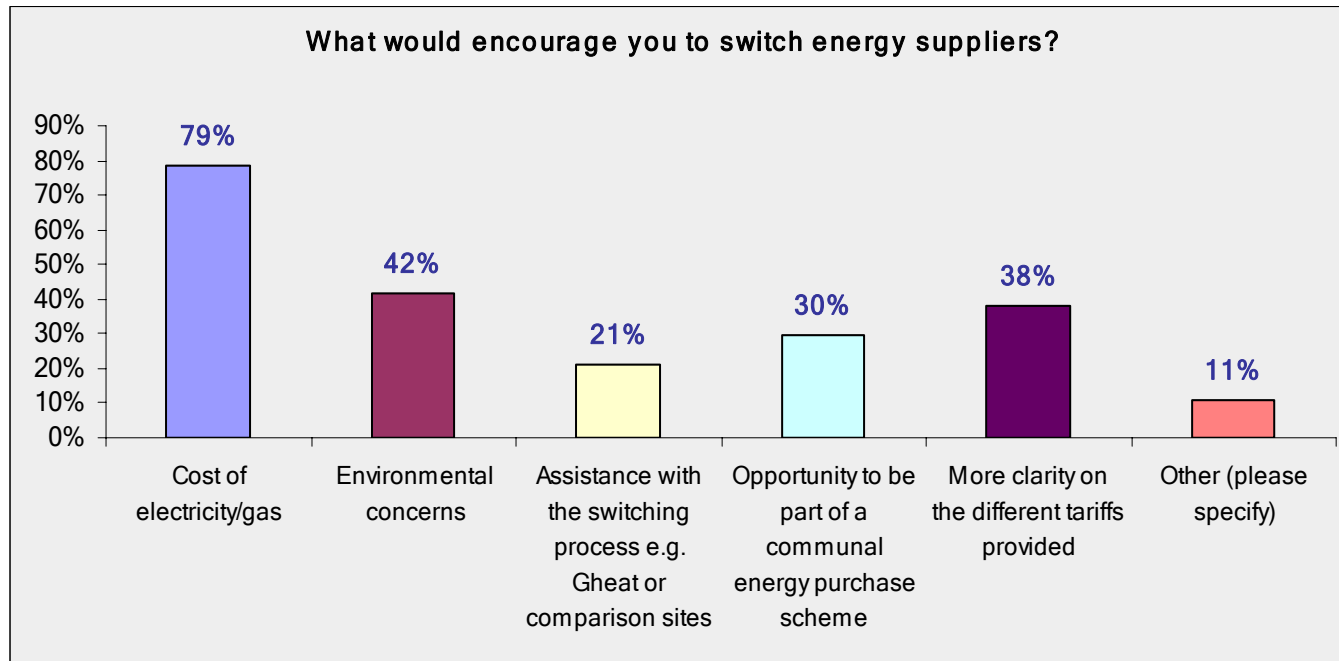
- Scottish Power and Scottish Gas are main suppliers amongst the participants (53%)

Survey Results: Q15



- Approx 80% of participants have not switched energy suppliers recently

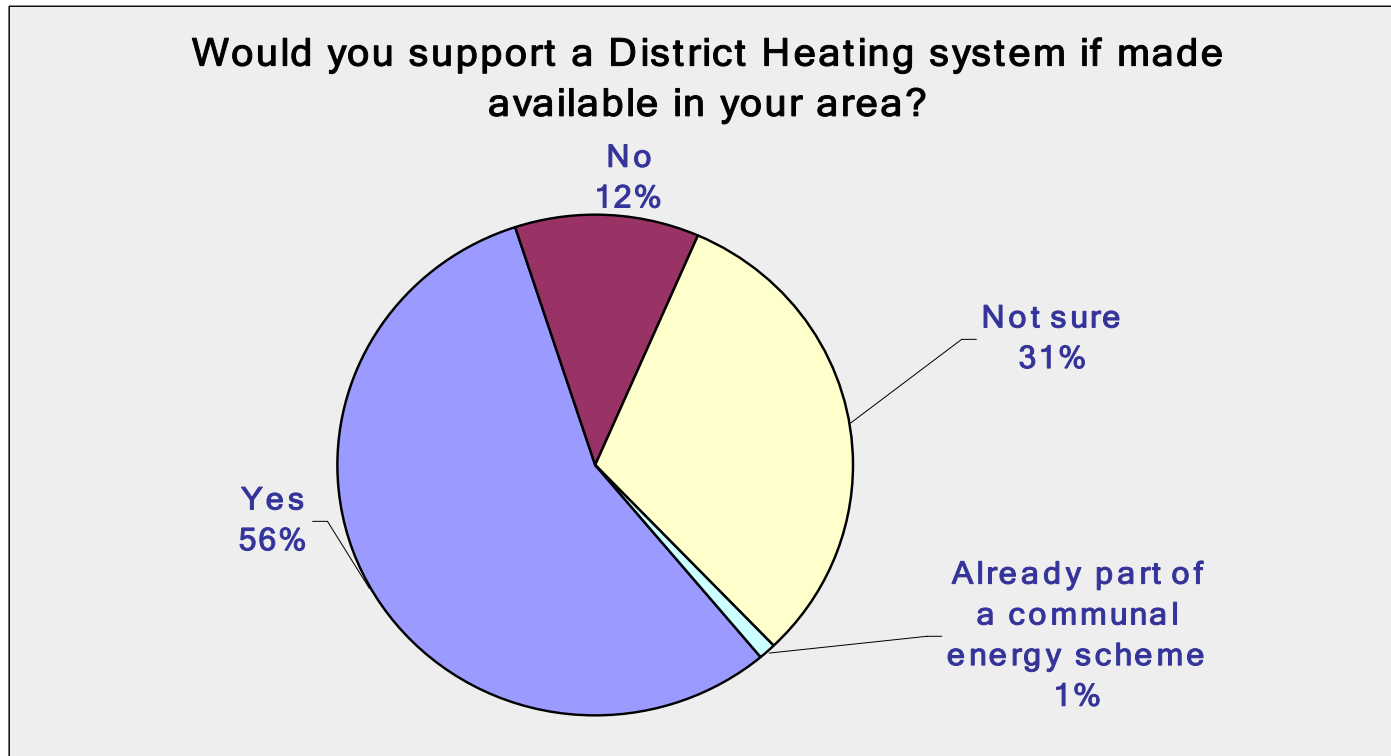
Survey Results: Q16



Comments: “Cannot emphasise enough the muddle and fudge that prevails around pricing of energy.”

- “Previous experience of switching was terrible so unlikely to repeat unless major environmental or cost benefits.”
 - “Ethical supplier rather than the big six.”
 - “Easy online account system “

Survey Results: Q17

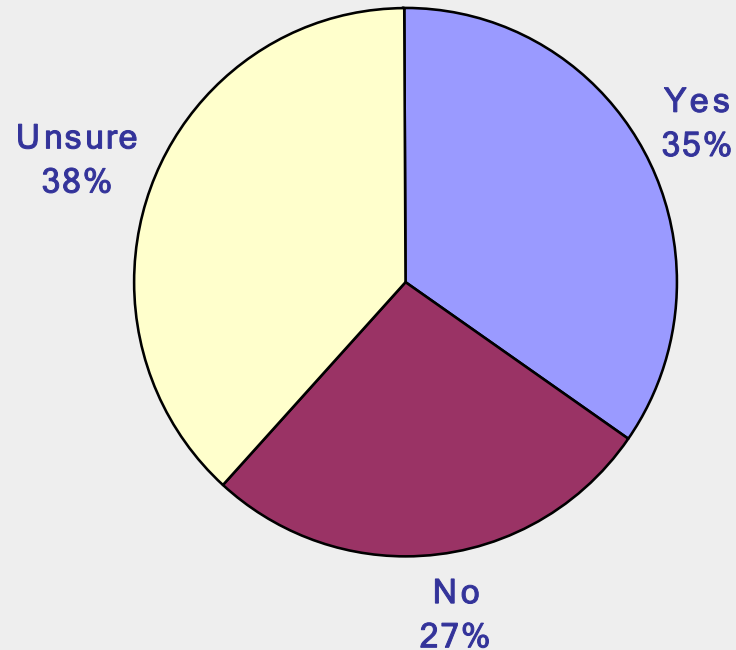


Comments: “No track record.”

- “Generally "yes" - but would need more info first about the practical effects on day to day living before committing.”

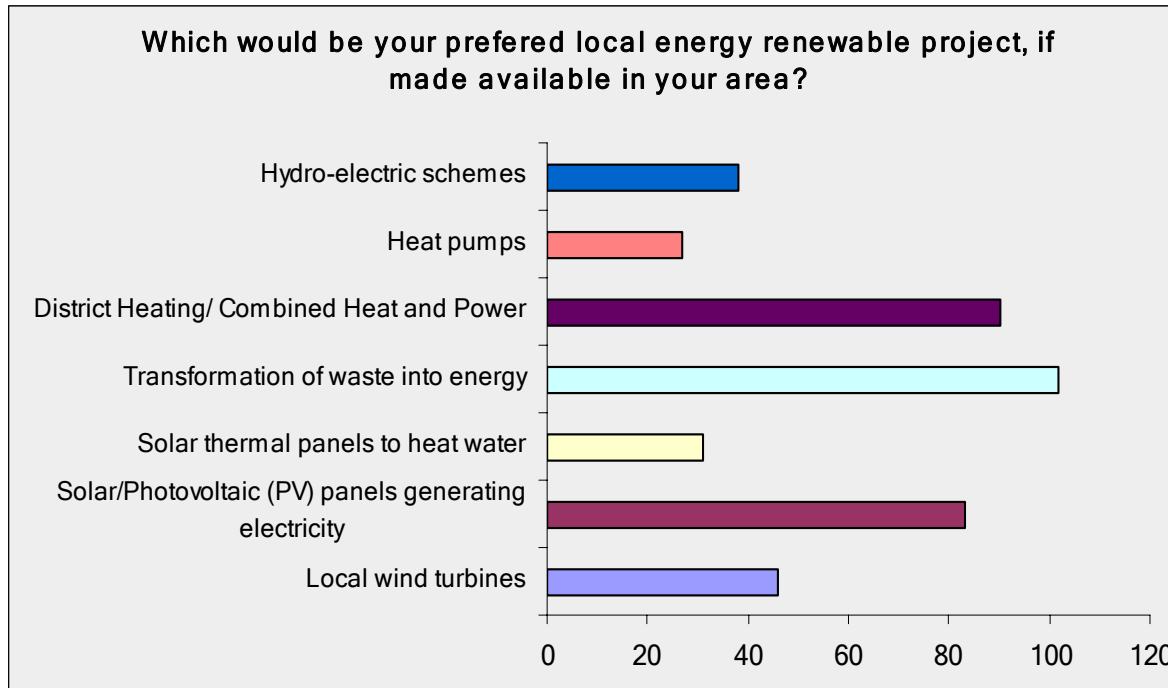
Survey Results: Q18

Are you aware if your energy supplier purchases energy from any renewable energy (e.g wind power) sources?



- Roughly even response (Yes, No, Unsure) on participants' knowledge of energy sources.

Survey Results: Q19

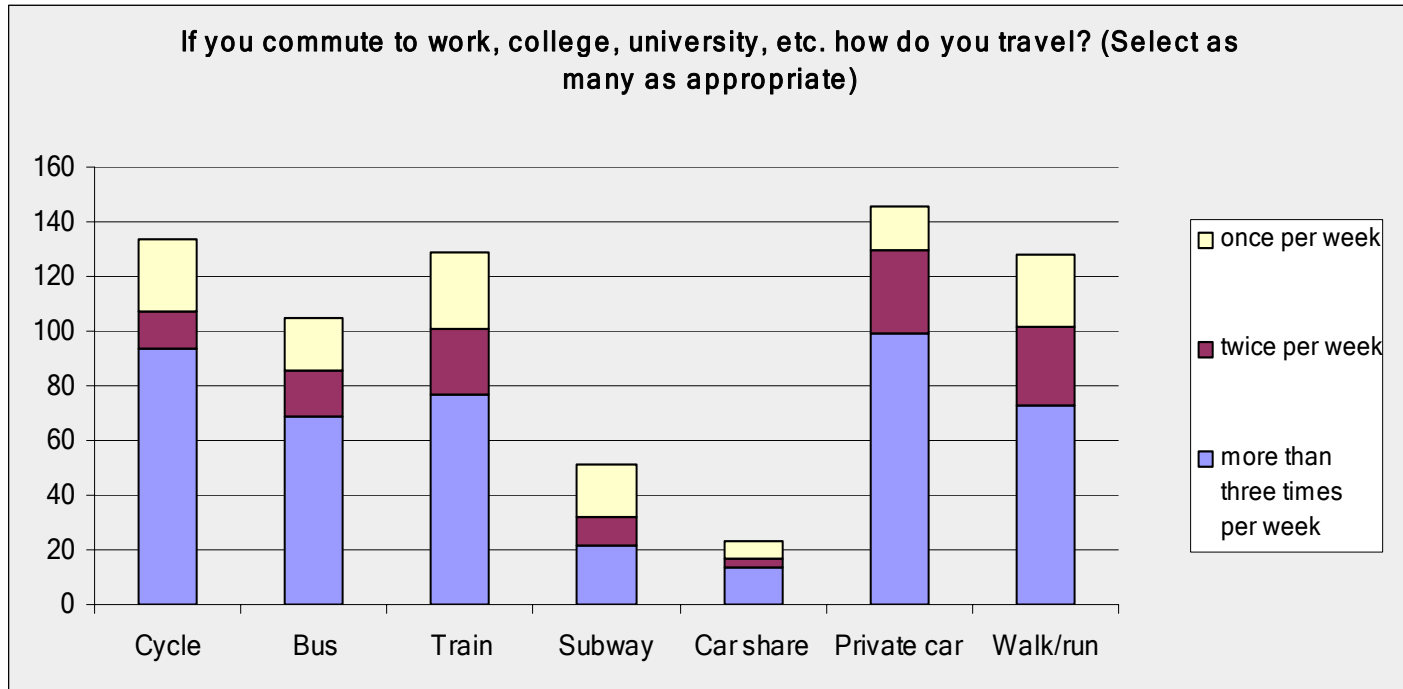


Comments: “Would rather see a stronger emphasis on reducing unnecessary energy consumption than proposals for innovative ways to keep lights on unnecessarily.”

•“Combination of all!”

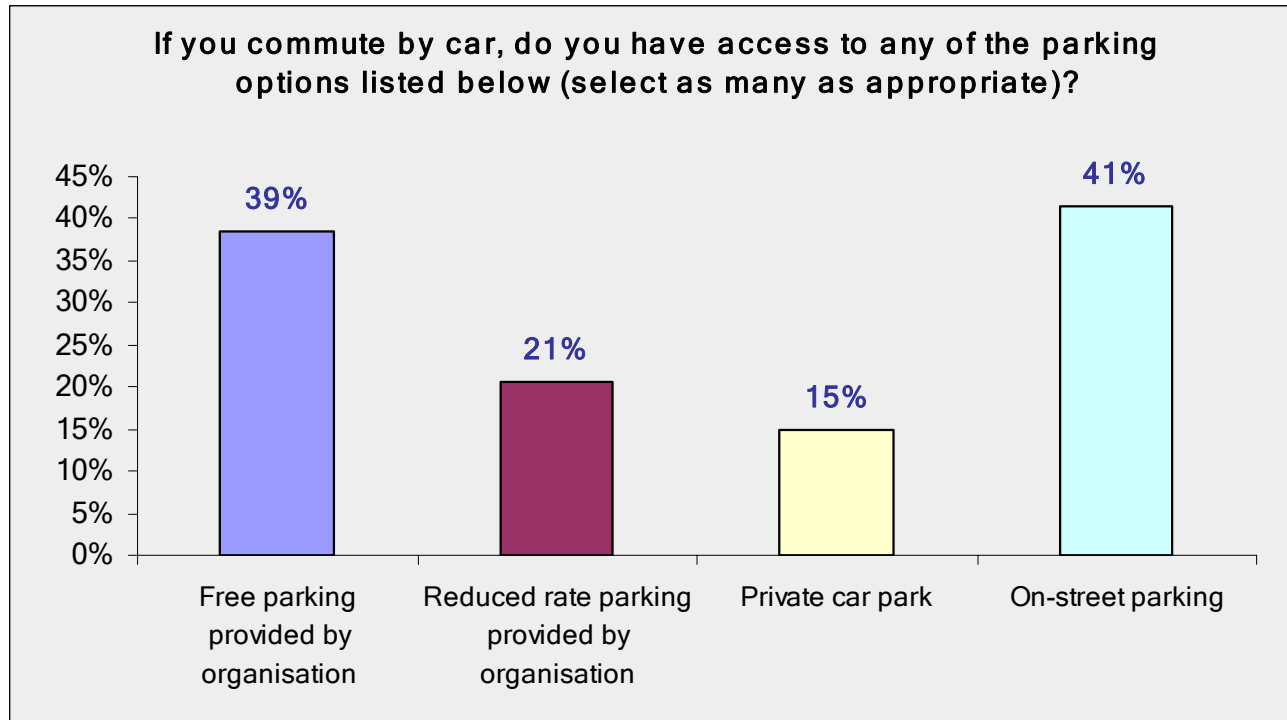
•“Local micro hydro scheme preferred”

Survey Results: Q20



- Most common commuter transport mode was **private car - (1/4 approx),**
- Cycling/walking/bus roughly equal - (1/5 each approx)

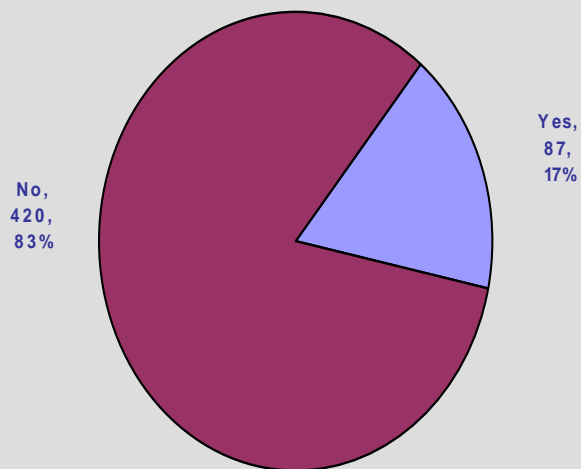
Survey Results: Q21



- On-street parking (41%)
- Free parking provided by their organisation(39%)

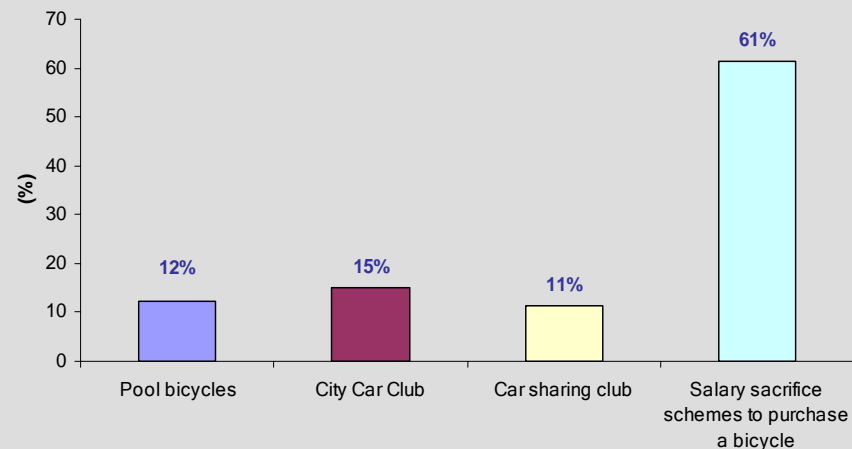
Survey Results: Q22

Have you ever used any of the below active travel schemes?



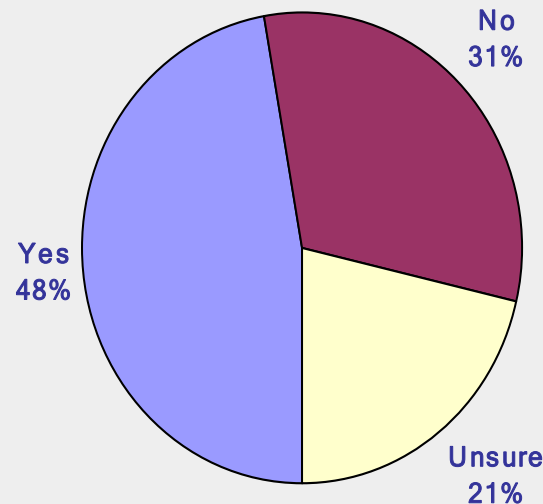
- Only 17% used travel schemes
- Cycle to work - most popular scheme

What active travel schemes from the list below have you used?



Survey Results: Q23

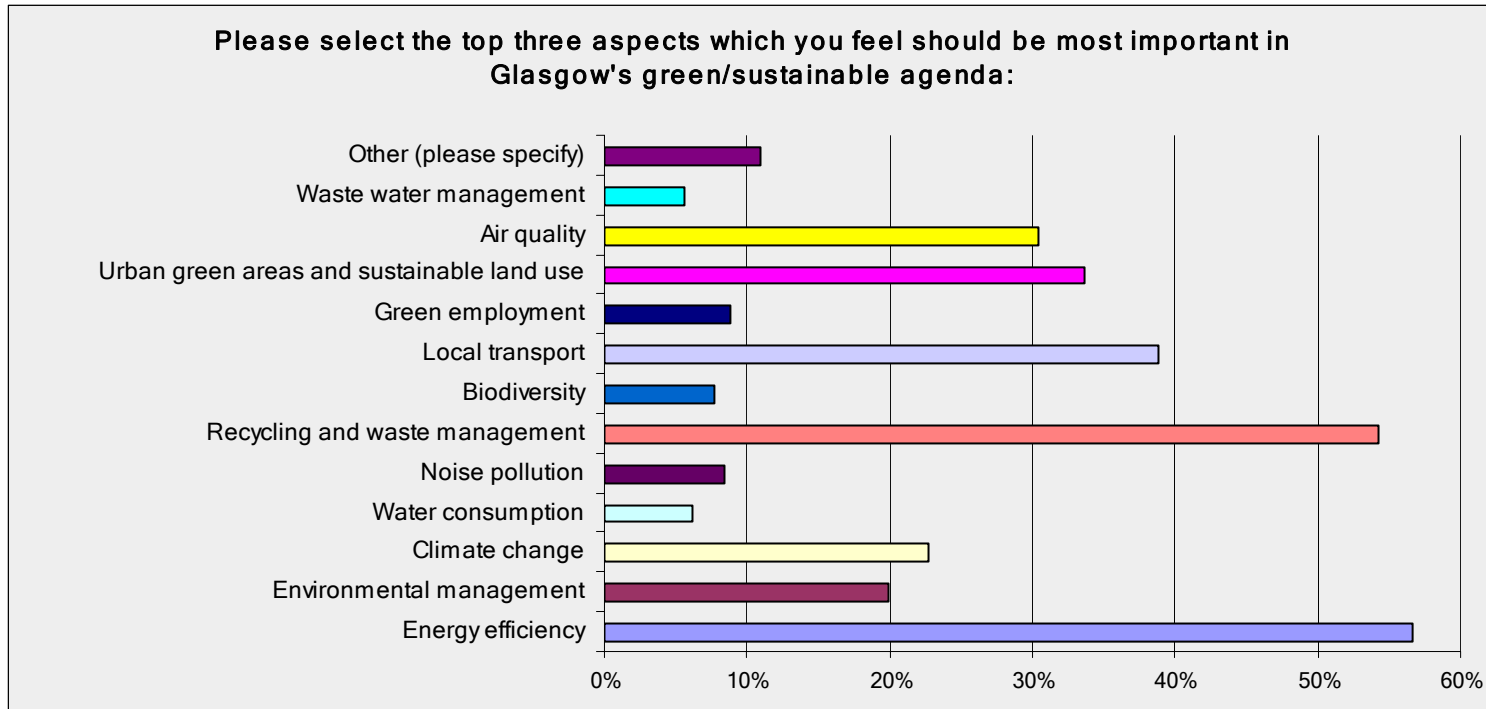
If there was a frequent ferry service on the river Clyde, which was priced similarly to alternative public transport, would you use it?



Comments: “The waterfront is fantastic. Regular water bus and taxi service essential to growth and regeneration of the river in the city.”

- “I’ve always thought that Glasgow doesn’t make enough of its river.”
- The river should be brightly lit. We should have river taxis, cafe’s etc.”
- “This is a great idea and would be attractive tourists as well as locals.”

Survey Results: Q24



Top 3 aspects participants feel should be most important in Glasgow's green agenda:

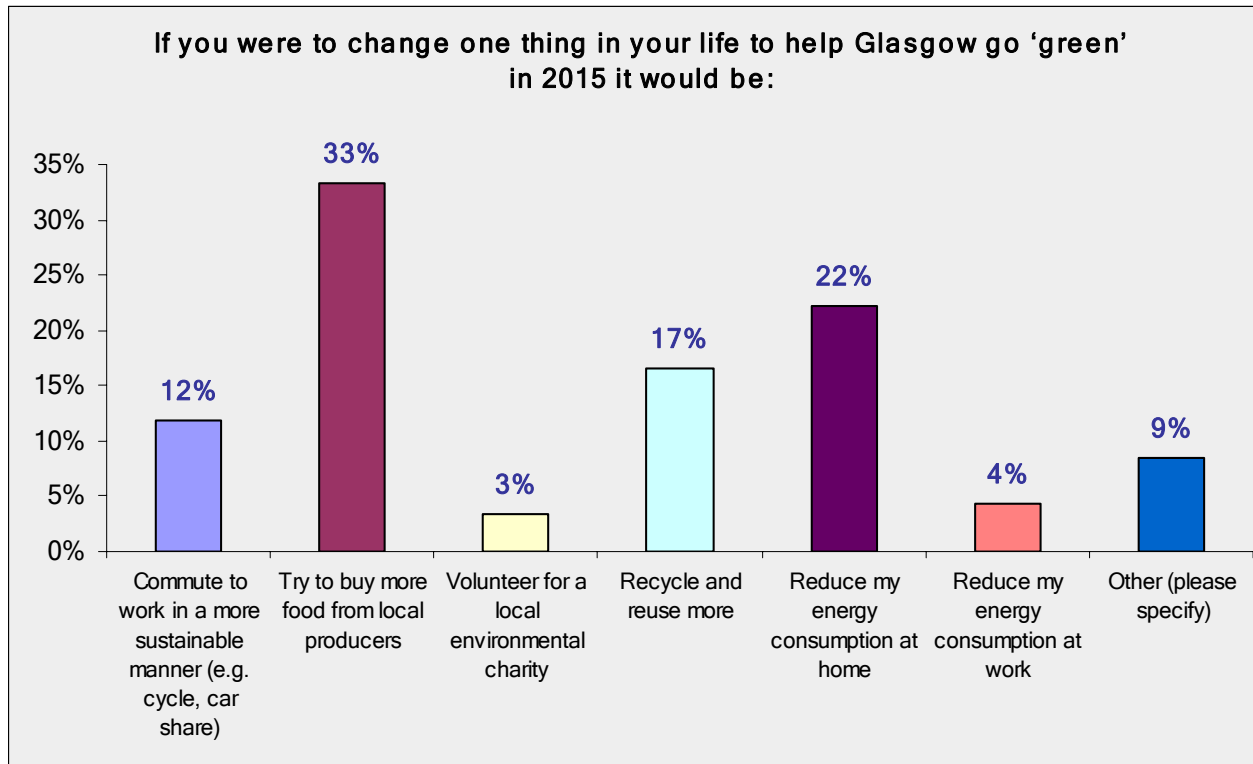
- 1 - Energy efficiency
- 2 - Recycling and waste
- 3 - Local Transport

Survey Results: Q24

Comments:

- “Behavioural change. We currently take energy for granted and we consume it without even acknowledging it. We need to learn to disengage ourselves from this modern and ultimately unsustainable paradigm.”
- “Projects such as Glasgow Bike Station and Woodlands Community Garden are worth advocating.”
- “Cycling infrastructure. Again these things cannot be reduced to three priorities. All are important and inter-related”

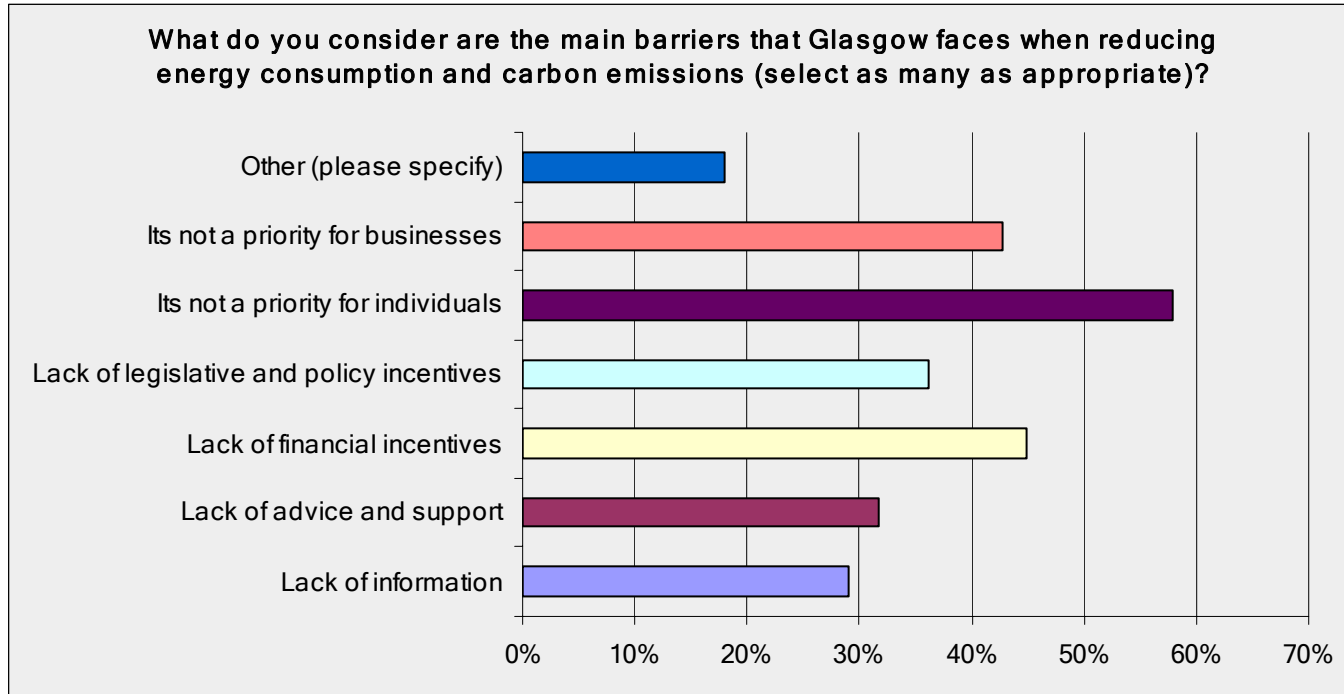
Survey Results: Q25



Comments: “Get a compost bin for tenement garden for everyone to use. “

- “Complain that recycling rubbish is almost always collected at the same time and in the same lorry as regular rubbish.”

Survey Results: Q26



Main barriers participants feel Glasgow faces:

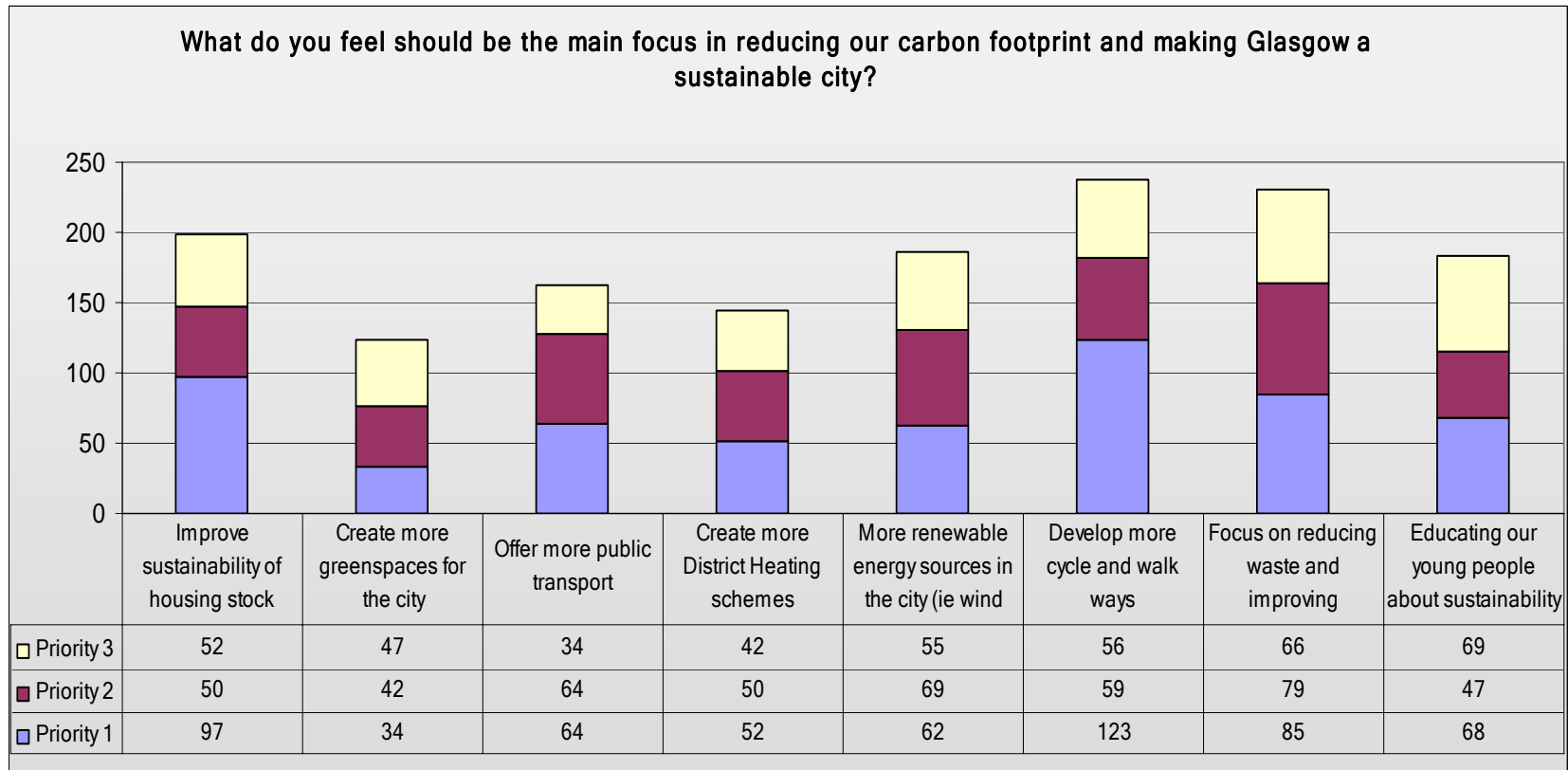
- 1 – Not a priority for individuals
- 2 -Lack of financial incentives
- 3 – Not a priority for businesses

Survey Results: Q26

Comments:

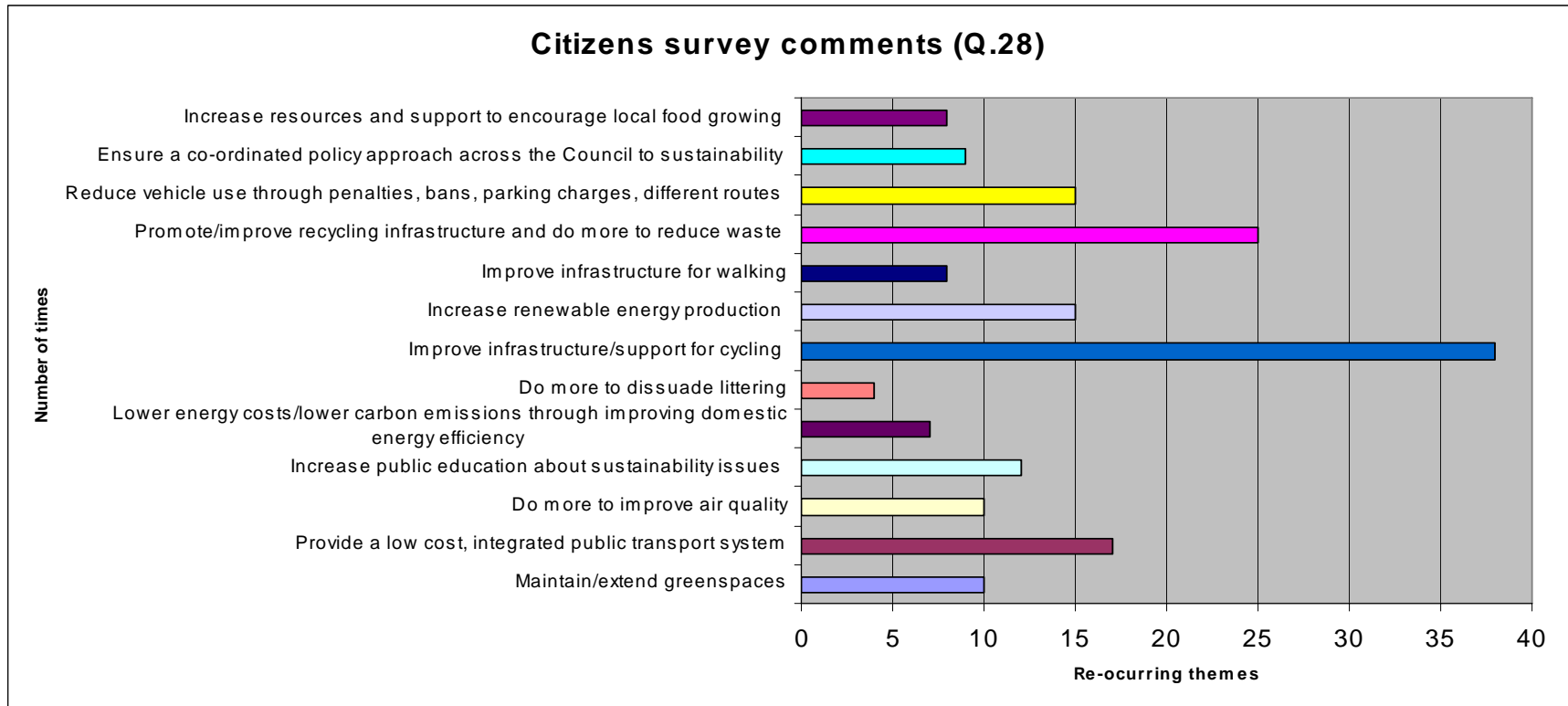
- *“It should be compulsory for shops selling fruit & veg to **recycle all their green waste**. What amazing compost we could all have if that was the case!”*
- *“Glasgow is at the **mercy of privatised public transport**. Scotrail and bus companies should be better employed to provide a more customer-friendly public transport service. Lower costs; more reliability; better service.”*
- *“I feel that **Glasgow government is fearful** of introducing appropriate measures such as congestion charges. A more aggressive stance against private use of vehicles (exceptions for disabled and elderly, of course) should be taken. This is vital to reducing vehicles on roads. There should also be compulsory introduction of car-free days.”*
- *“If Glasgow is ever to be environmentally sustainable it must completely **change its approach to car use**. Pedestrians, bikes, buses and trains should be the priority not just for individuals but for road development.”*
- *“Landlords should also be **encouraged/obliged** to put **double glazing** into rented flats.”*

Survey Results: Q27



Main focus should be:

- 1 – Develop more cycle and walkways
- 2 – Focus on reducing waste & improving recycling
- 3 – Improve sustainability of housing stock



Recurring themes in citizens' comments:

- 1 – Improve infrastructure/support for cycling
- 2 – Improve recycling infrastructure and do more to reduce waste
- 3- Provide low cost, integrated public transport system



How will the survey results inform the Energy and Carbon Masterplan?



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- The survey results were discussed in workshops on energy efficiency, district heating, transport and waste and recycling at a stakeholder event on May 12th 2014.
- The results of the survey, comments and suggestions from the stakeholder event will help inform the development of the new Energy and Carbon Masterplan.
- Report from stakeholder event is available on STEP UP website www.stepupsmartcities.eu
- For more information or if you want to be involved - please contact: stepup@glasgow.gov.uk

