Item 2
5th November 2025

Glasgow City Council

Operational Performance and Delivery Scrutiny Committee

Report by Chief Executive

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2025 Glasgow Household Survey: Summary of Findings

Purpose of Report:

The Council has consulted its residents through a Household Survey since 1999. The survey is used to measure and track resident's usage and satisfaction with a number of key services provided directly by the Council and its arm's length organisations. The survey is also used to inform service reform, strategy and policy development, programme evaluation and the implementation of the Council Strategic Plan.

Ipsos will present the main findings from the 2025 survey to this committee. This report summarises the full report.

The full survey report is available at: Glasgow Household Survey 2025

Recommendations:

The Operational Performance and Delivery Scrutiny Committee is asked to:

i) consider this report; and
ii) note that the findings will inform Council policy and practice.

Ward No(s):	Citywide: ✓
Local member(s) advised: Yes ☐ No ☐	consulted: Yes ☐ No ☐

OFFICIAL - SENSITIVE: Operational

1.0 Background

1.1 The Council conducts a Household Survey each year. The survey is undertaken by an independent contractor (currently Ipsos) and is used to measure and track residents usage and satisfaction with a number of key services provided directly by the Council Family. The survey, a representative sample of the residents of Glasgow, is also used to inform service reform, strategy and policy development, programme evaluation and the implementation of the Council Strategic Plan.

1.2 Throughout this report key service areas will be banded under two headings; universal and non-universal services. For the purpose of this report, universal services include:

- Road Maintenance
- Pavement Maintenance
- Street Cleaning
- Street Lighting
- Refuse Collection
- Recycling Collection

Non-universal services include:

- Museums and Galleries
- Sports and Leisure Centres
- Libraries
- Nursery, Primary and Secondary Schools
- Local Community Centres
- Recycling Centres
- Parks
- Children's Play Parks
- Social Work Services
- Home Care Services

1.3 In addition to the standard usage and satisfaction questions, Services and arms-length organisations (ALEOs) are invited to submit questions which explore respondent's views and opinions towards certain aspects of their Service. They use this information to inform service reform and policy development. This survey included questions relating to:

- Council reputation and communication
- Safety / Community
- Visting the City Centre
- Tourism and Visitors
- Glasgow 850
- Commonwealth Games 2026
- Community Sentences
- Hate Crime
- Employability Skills
- Personal Finances

1.4 The survey adopts a robust and stringent methodology and is carried out to the highest standard. Main findings published are statistically accurate and reliable. All aspects of the study are carried out to the international quality standard for market research, ISO 20252. Each survey consists of 1,000 interviews, proportionately carried out across the three Sector Community Planning Partnership Areas (North East, North West and South). Ipsos interviewed a representative sample of Glasgow residents that reflects the demographic profile of the city from the latest Office for National Statistics mid-year estimates. Strict quotas were set on age, gender, working status and ethnicity to ensure the sample is representative.

1.5 The survey was largely carried out using face-to-face interviewing, using Computer Assisted Personal Interviewing (CAPI). However, in a practice in place since COVID-19, respondents had the opportunity to choose the method of interview that suited them best (either face-to-face in their home, face-to-face on their doorstep, or using a video or telephone interview).

1.6 In addition to this committee, the results of each survey are presented to the Corporate Leadership Team and the full report is given to all Services and ALEOs. Findings from the survey are also included in the Council's Annual Performance report which is the subject of a separate report to a future committee, with Services reporting the findings for their individual services in their Business Plans. A copy of the full report is also placed on the Council's website: Glasgow Household Survey 2025

1.7 This report summarises the full report produced by Ipsos on the main findings from the 2025 survey. Additional trend data has been included where available.

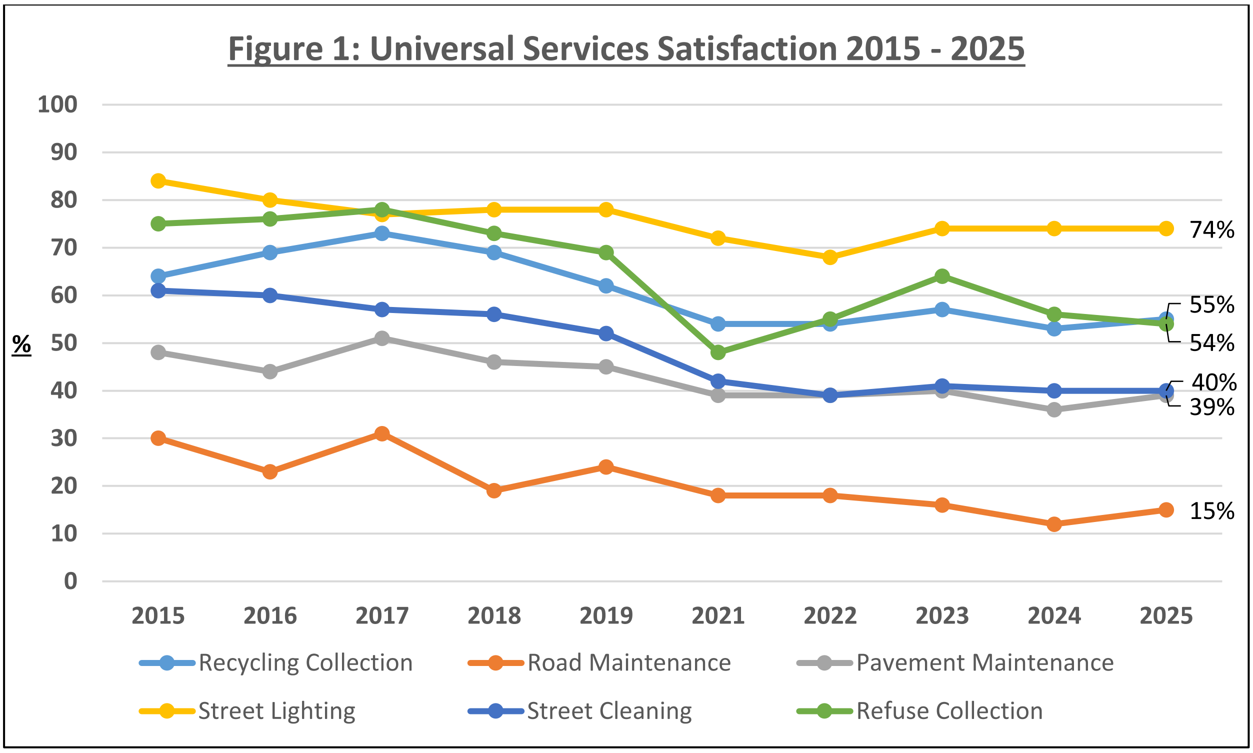
2.0 Household Survey Results: Service Use and Satisfaction

2.1 As with previous waves, the 2025 survey asked about the services provided by Glasgow City Council and its arm's length organisations over the last 12 months. Overall satisfaction with the services provided by the Council and its arms' length organisations increased this year: 44% were satisfied (compared with 40% in 2024), while 38% were dissatisfied (compared to 37%), and 17% were neutral in their opinion (compared to 21%).

2.2 Respondents that were dissatisfied with the services provided were asked, unprompted, their main reasons for feeling this way. The most common answers related to perceived issues with:

- General maintenance / cleanliness (35%)
- Waste / refuse collection / recycling (32%)
- Road maintenance (32%)
- Maintenance of parks / green spaces (15%)
- Lack of public services / poor services / reduction in council services (9%)
- Cost of council tax / increase in council tax / poor value for money (9%)
- Charging for services / lack of free / affordable services (8%)

2.3 In terms of universal services, satisfaction with street lighting (74%), recycling collection (55%), street cleaning (40%), and refuse collection (54%) were broadly in line with the previous wave. Satisfaction with pavement maintenance (39%) and road maintenance (15%) has increased slightly (by three percentage points in each case) (Figure 1).

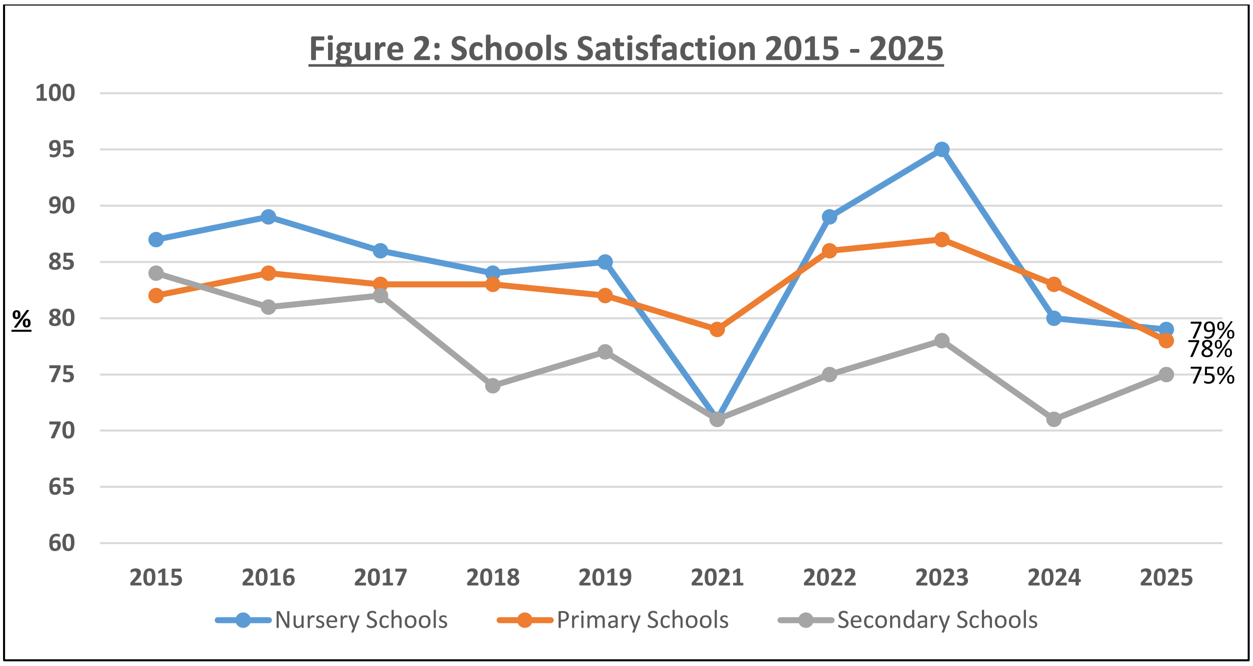


2.4 Self-reported usage of non-universal services provided by Glasgow City Council and its arm's length organisations was broadly in line with 2024. Although, there was an increase in the use of recycling centres (by 6 percentage points).

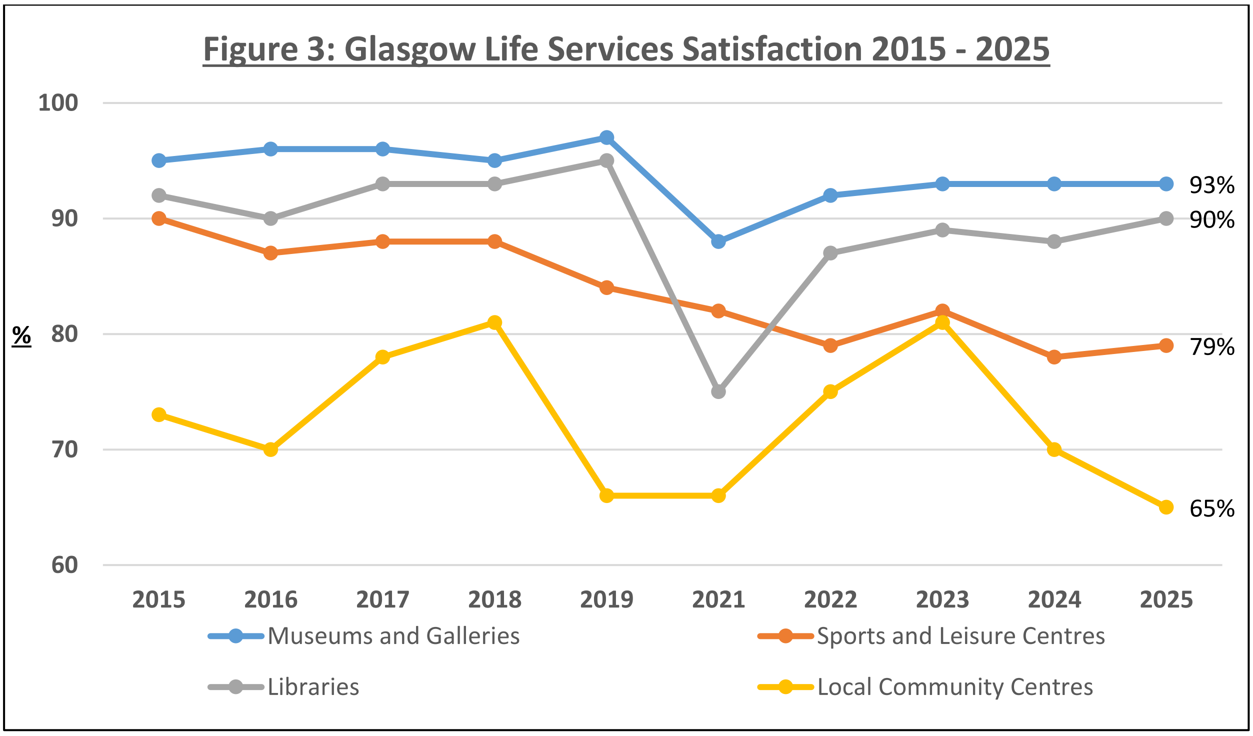
The services most used by households in the last 12 months were:

- parks (72%)
- museums and galleries (55%)
- recycling centres (44%)
- sports and leisure centres (40%)
- libraries (38%)
- children's play parks (22%)

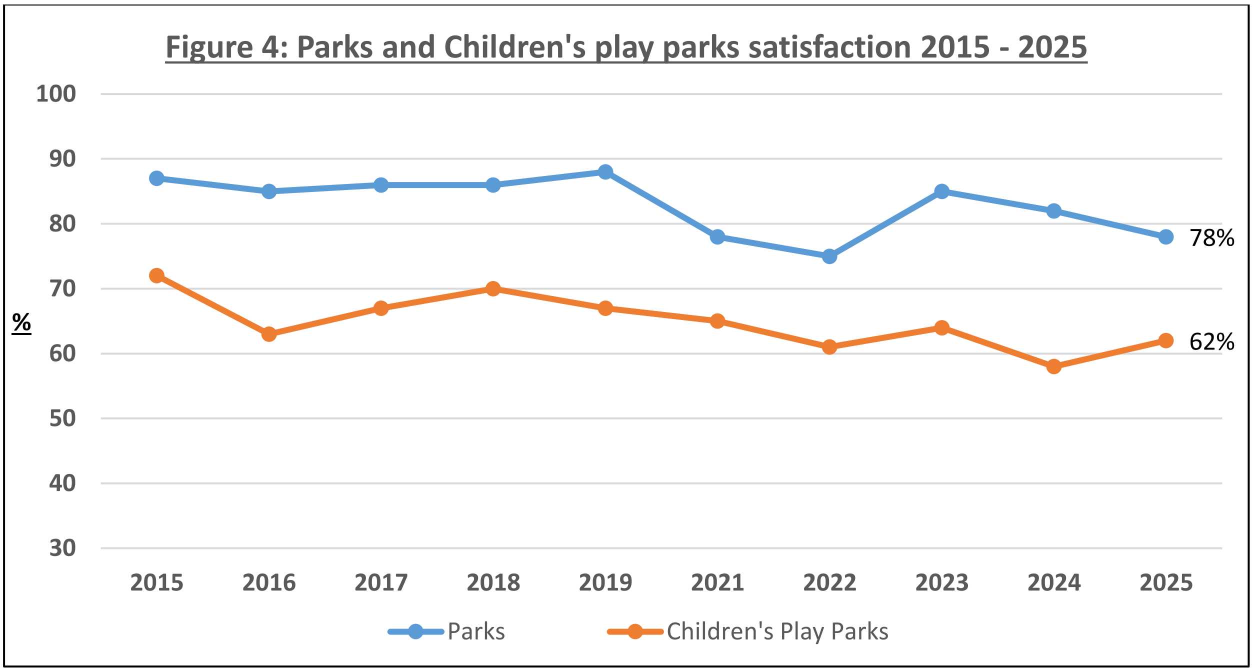
2.5 A majority of users were satisfied with nursery (79%), primary (78%) and secondary (75%) schools. Compared with the previous wave in 2024, satisfaction with primary schools fell by 5 percentage points and satisfaction with secondary schools increased by 4 percentage points (Figure 2).



2.6 The vast majority of users were satisfied with culture and leisure services: 93% with museums and galleries, 90% with libraries and 79% with sports and leisure centres. These levels of satisfaction were similar to those seen in the previous wave of the survey. Two thirds (65%) of users were satisfied with local community centres, down from 70% in 2024. (Figure 3).



2.7 Satisfaction with parks fell to 78%, compared with 83% in 2024. Around six in ten (62%) were satisfied with children's play parks, compared with 58% in 2024 (Figure 4).



2.8 As in previous waves, small base sizes preclude robust analysis of trends in satisfaction with social work and home care services. However, 76% of users were satisfied with home care services (up from 70% in 2024), and 66% were satisfied with social work services, up from 61% in the previous wave.

3.0 Council Reputation and Communications

3.1 Three quarters (77%) of respondents agreed that the council had an important impact on the quality of local life in Glasgow, while 10% disagreed. Three in ten (30%) agreed that the council was addressing the key issues affecting the quality of life in their local area, while 43% disagreed. Findings for both these statements are in line with the previous wave.

3.2 In terms of council service standards, around a third (36%) agreed that the council designed services around the needs of people who used them. However, almost as many (33%) disagreed. A third (32%) agreed that it did the best it could with the money available, while 40% disagreed. Similarly, a third (34%) felt that it provided high quality services while 42% disagreed. The highest level of disagreement was with the statement ‘Glasgow City Council gives residents good value for money’ (47% disagreed, while 31% agreed). The pattern of agreement/disagreement with each of these statements was broadly in line with the last wave in 2024.

3.3 Views about the council’s information provision and engagement with citizens remained mix. A third (33%) said they trusted the council while 38% disagreed. Almost a third (30%) said the council was good at letting residents know about its services but 47% disagreed. One in five (21%) felt the council was good at letting people know how well it performed, while half (50%) disagreed. Again, these figures were broadly in line with 2024.

3.4 For those respondents who stated that they trust Glasgow City Council, the main reasons cited for feeling this way were:

- having generally positive experiences when dealing with the council (13%)
- council provided good services and facilities (12%)
- council was helpful (8%)
- did its best with limited resources (6%)

3.5 For those respondents who stated that they do not trust Glasgow City Council, the main reasons cited for feeling this way were:

- lack of investment / poorly managed funds (20%)
- poor communication (16%)
- council was unreliable (15%)
- greedy and do not consider the general public (8%)

3.6 More than half (54%) of respondents said the council was too remote and impersonal (in line with the 56% who agreed in 2024) and 45% said it rarely considered residents' views when making decisions that affected them (46% in 2024). More than half (56%) said they would like to get more involved in decisions affecting their own area (up from 48% in 2024).

4.0 Safety / Community

4.1 Most respondents (94%) said they felt safe walking alone in their local area during daylight hours, while only 5% felt unsafe. Smaller proportions (64%) said they felt safe walking alone after dark, while around a third (35%) felt unsafe. This is below the national average measured in the Scottish Crime and Justice Survey (SCJS) 2023/24, where 75% of adults in Scotland said they felt safe walking alone after dark in their local area.

4.2 Over two-thirds (69%) of respondents agreed they felt proud of their local area, while 14% disagreed. When asked if they felt they could influence decisions affecting their local area, a quarter (26%) agreed while almost half (48%) disagreed.

4.3 Four in five (79%) respondents felt a strong sense of belonging to their local area. This finding is broadly in line with the national level findings from a similar question on the Scottish Household Survey (SHS) 2023, where 82% of adults said they felt a strong sense of belonging to their community.

4.4 When shown a list of activities that people may get involved in within their local area, just under two-thirds (64%) stated they had not participated in any of these in the last 12 months. The most common activities respondents had been involved in were contacting an MP, MSP, or Local Councillor about local public services (16%), helping out at a local charity (15%), attending a local community group (14%), or taking part in a consultation or survey to improve local services (13%) (Table 1).

Table 1: Have you personally done any of the following in the past 12 months?	
Contacted an MP, MSP or Local Councillor about local public services	16%
Helped out at a local charity or other local organisation	15%
Attended a local community group	14%
Taken part in a consultation or a survey to help improve local public services	13%
Attended a public meeting/community council meeting to help improve local public services	8%
Been involved with a local interest group or campaign to help improve public services	7%
None of these	64%
Base: All respondents (1,031)	

5.0 Visiting the city centre

5.1 The majority of respondents indicated that they travelled into Glasgow city centre during the day (before 7pm), or in the evening (after 7pm) at some point during their everyday lives (Table 2).

Table 2: How often, if at all, do you travel into Glasgow City Centre during…….		
	During the day (Before 7 pm)	**In the evening (After 7pm)**
3 times a week or more	20%	7%
1 – 2 times a week	20%	12%
2 – 3 times a month	18%	17%
Once a month or less	28%	27%
Never	14%	38%
Don't know	-	-
Base: All respondents (1,031)		

5.2 The main reasons for travelling into the city centre during the day and in the evening are listed below (Table 3).

Table 3: Main reasons for travelling into the city centre during the day and at night.		
	During the day (Before 7 pm)	**In the evening (After 7pm)**
Non-food shopping	53%	8%
Visiting / meeting friends or relatives	40%	43%
Restaurants	38%	63%
Leisure (e.g. sports / entertainment / museums etc.)	23%	35%
Work or business	23%	8%
Food shopping	21%	6%

Pubs	21%	51%
Other services (e.g. bank / post office / hairdresser etc.)	10%	1%
Health services (e.g. optician, dentist, doctor)	8%	1%
Education (University / College	8%	1%
Tourism visit / sightseeing	6%	3%
Library	5%	1%
Giving someone a lift / dropping someone off	1%	1%
Train / bus station / onward travel	1%	1%
Baser: All who have used the city centre during the day (874) and in the evening (629)		

5.3 The most common method of transport used to travel into the city centre was a public bus (52%), followed by train (32%), driving (21%), walking (21%), subway (15%), taxi (14%), passenger of a car/van (8%) and by bicycle (6%).

5.4 Respondents were asked if they thought Glasgow city centre had got better or worse over the last few years. Just over half (55%) thought it had got worse, with fewer than one in five (17%) thinking it had got better, while 22% thought it had stayed the same. The proportion of respondents who thought the City Centre had got worse has increased since 2022, when this question was last asked when 43% felt this way.

5.5 The most common reasons given by those who felt the city centre had got better included:

- Development of streets / buildings / construction work (25%)
- More / better shops / restaurants / pubs (19%)
- Improved maintenance / cleanliness / upkeep (18%)
- More things to do / events / activities (12%)
- General improvments (8%)
- Improved safety / increased police presence (8%)

5.6 The most common reasons given by those who felt the city centre had got worse included:

- Poor shopping experience / shop closures / retail decline (40%)
- Poor maintenance / cleanliness / general upkeep (37%)
- Safety issues / crime / anti social behaviour (26%)
- Homelessness / beggars (20%)
- Waste / litter / rubbish (12%)
- Too many road works (9%)
- Drug / alcohol use / addicts (9%)

6.0 Tourism and visitors

6.1 When presented with a selection of statements about tourism and visitors coming to the city, respondents were generally positive. The majority agreed that Glasgow was a welcoming place for visitors (91%) and a great place to visit (82%).

6.2 The majority of respondents also agreed that tourism improved the local economy (93%), that they like to see visitors in Glasgow (90%) and that they would like to see more visitors coming to the city (84%).

6.3 Respondents felt the most important aspects of Glasgow that should be promoted to visitors were as follows:

- Museums and Art Galleries (69%)
- History and heritage (66%)
- Architecture and design (56%)
- Friendliness of people (54%)
- Live music / music venues (51%)
- Restaurants / food and drink scene (48%)
- Parks and open spaces (47%)
- Theatres (40%)

7.0 Glasgow 850

7.1 Around a third (35%) of respondents were aware that the Glasgow 850 celebrations are taking place in 2025. Among those who were aware of the celebrations, a quarter (25%) said they knew either a great deal or a fair amount about the celebrations. However, most respondents (75%) said they knew a little or nothing at all about them, despite being aware they were taking place.

7.2 Respondents were generally positive about the anticipated impact of the Glasgow 850 celebrations on the city. Most (71%) of those who knew at least something about the event thought the celebration year would have a positive impact on the city, while only 3% anticipated a negative impact, and 12% thought it would have no effect at all.

7.3 Respondents were less positive about the impact of the Glasgow 850 celebrations on themselves and their family and on their local area. Just under half (45%) of respondents thought the celebrations would have a positive impact on themselves or their family, while slightly fewer (38%) anticipated a positive impact on their local area. In both cases, just over a third of respondents expected no effect at all – 39% expected no effect on themselves or their family and 36% on their local area.

7.4 Among those who knew something about the Glasgow 850 celebrations, 17% had attended a Glasgow 850 event this year. However, a majority (82%) had not attended any events. When asked whether they would be likely to attend a

Glasgow 850 event during the rest of the year, half (52%) said they would be likely to do so, while 41% said they would be not likely to.

8.0 Commonwealth Games 2026

8.1 Respondents were generally positive about the impact of hosting the Commonwealth Games in 2026 would have on Glasgow. Most (80%) thought the Games would have a positive impact, with only 5% anticipating a negative impact on Glasgow.

8.2 Respondents were less positive about the effect of hosting the Commonwealth Games on their local area – less than half (44%) anticipated a positive impact, while 6% expected a negative impact and nearly a third (31%) said it would have no effect at all. Similarly, 43% of respondents expected the Commonwealth Games to have a positive impact on themselves and their family, while 7% anticipated a negative impact and 33% expected no effect.

8.3 To gauge public priorities for the Commonwealth Games, respondents were asked to rate the importance of six potential factors. The table below shows that most respondents thought that each of the factors listed were important (Table 4).

Table 4: Thinking about the potential impacts of the Commonwealth Games on the city, how important, if at all, do you think the following aspects are?		
	Important	**Not Important**
Managing traffic and transportation	88%	5%
Economic benefits	88%	6%
Improvements to infrastructure	86%	6%
Opportunities for local people to participate	84%	8%
Social benefits	84%	9%
The cultural and sporting legacy of the games	79%	13%
Base: All respondents (1,031)		

9.0 Community Sentences

9.1 When asked about their awareness of the term ‘community sentence**’** almost two thirds of respondents (62%) were aware of the term, while 37% were not. These findings were similar to those seen in 2023, when the question was last asked (59% had heard of the term and 38% had not in 2023).

9.2 Among those who were aware of the term, seven in ten (69%) said they understood it either very (22%) or fairly well (47%). Three in ten (30%) said they understood it not that well or not at all. In comparison to 2023, understanding of community sentences had decreased slightly (75% said they understood it either very or fairly well in 2023).

9.3 In terms of whether they agreed or disagreed with a number of statements specifically relating to community sentences, respondents were most likely to agree with the statements: ‘people who commit offences should be made to give something back to the communities they have harmed’ (80%) and ‘people who commit offences should be supported with services which aim to reduce further offending’ (77%).

9.4 Six in ten (60%) agreed that ‘rehabilitation is more important than punishment in stopping people committing further offences’ and 45% agreed that ‘people’s background and opportunities growing up should be considered when sentencing decisions are being made’.

9.5 A further 38% of respondents agreed that ‘the cost of delivering a sentence should be considered when sentencing decisions are made’ and 34% agreed that ‘punishment is the only way to stop people committing further offences’. A third (33%) of respondents agreed that ‘community sentences are a ‘soft’ option’ although a similar number (31%) disagreed with this.

9.6 Agreement was lowest with the statements: ‘prison is effective at stopping further offending’ (22%) and ‘I am aware of work undertaken in my community by people undertaking unpaid work as part of a community sentence’ (21%).

9.7 Views on community sentences have remained largely unchanged since 2023, with the 2025 results showing no significant changes in opinion on each of these statements.

10.0 Hate Crime

10.1 The majority of respondents (87%) said they were aware of the term ‘hate crime’, while 13% were not. Three quarters (76%) of those who were aware of the term said they understood it either very (30%) or fairly well (46%). A quarter (23%) said they understood it not that well or not at all.

10.2 Respondents were shown a list of aspects of a person’s identity and asked which of these they thought were covered by the Scottish Government’s definition of hate crime. A majority correctly identified that religion (82%), race or colour (78%), sexual orientation (72%), nationality, ethnic or national origin (69%), disability (63%) and transgender identity (61%) were covered. Around four in ten also correctly thought that variations in sex characteristics (42%) and age (41%) were covered in the definition.

10.3 In terms of the other aspects on the list, not covered by the definition of hate crime, 62% incorrectly thought that gender and 34% the ability to speak English were both covered. A further 28% incorrectly thought homelessness was covered, while around a fifth (22%) thought social class was included.

10.4 A quarter of respondents (26%) said they worried about being insulted, pestered or intimidated based on their protected characteristics. Overall, concern about this has increased since 2023, when 17% of respondents said they were worried.

10.5 In terms of specific characteristics, around one in ten said they worried about being insulted, pestered or intimidated in relation to their ethnic origin, race or nationality (11%) or their sex (10%). A further 8% in relation to a disability or condition, 7% in relation to their religion, 5% in relation to their age and 4% in relation to their sexual orientation or gender identity. Concern about being insulted, pestered or intimidated in relation to ethnic origin and a disability or condition has increased slightly since 2023 (Table 5).

Table 5: Worry about being insulted, pestered or intimidated 2015-2025

	2015	2017	2019	2023	2025
Your ethnic origin, race or nationality	5%	9%	6%	7%	11%
Your sex	-	-	-	8%	10%
A disability or condition you have including learning disabilities or mental health conditions	5%	8%	6%	5%	8%
Your religion	5%	8%	6%	5%	7%
Your age	4%	6%	4%	4%	5%
Your sexual orientation	2%	5%	3%	4%	4%
Your gender identity, including transgender or non-binary identities	-	-	-	4%	4%
Base: All respondents	1,021	1,045	1,065	1,023	1,031

10.6 In total, 16% of respondents said they had been insulted, pestered or intimidated by someone who was not a member of their household in the last 12 months, on the basis of one of the characteristics outlined above. The proportion experiencing hate crime and harassment had increased in comparison to 2023 (12%), although it was similar to the national level findings from the Scottish Crime and Justice Survey (SCJS) 2023/2024, where 14% of adults said that they had been insulted, pestered or intimidated in the previous year.

10.7 Among respondents who had experienced hate crime and harassment in the last 12 months, around a third said they had been harassed on account of their sex (34%) or ethnic origin, race, or nationality (32%). Seventeen percent said it was motivated by their disability or condition, 12% their sexual orientation or religion, 8% their age and 6% their gender identity (Table 6).

Table 6: Experience of being insulted, pestered or intimidated 2015-2025					
	2015	**2017**	**2019**	**2023**	**2025**
Your sex	-	-	-	28%	34%
Your ethnic origin, race or nationality	33%	27%	22%	28%	32%
A disability or condition you have including learning disabilities or mental health conditions	15%	18%	13%	11%	17%
Your sexual orientation	10%	6%	9%	11%	12%
Your religion	15%	23%	13%	15%	12%
Your age	19%	17%	7%	10%	8%
Your gender identity, including transgender or non-binary identities	-	-	-	5%	6%
Base: All who had been insulted, pestered or intimidated in the past 12 months	124	155	155	127	158

10.8 When asked where the most recent incident had taken place, respondents indicated the following:

- In a public place such as a park or a shopping centre (28%)
- In your local neighbourhood (17%)
- At your place of work (13%)
- In or around a pub, bar or other licensed premise (11%)
- On public transport (10%)
- Directly outside your own home (8%)

10.9 Most incidents of hate crime or harassment involved verbal abuse, which was experienced by 86% of respondents, with smaller proportions experiencing behaviour such as threats of physical violence (15%), obstruction (9%), other types of physical violence (9%) or something being thrown at them (7%).

10.10 Among those that had been insulted, pestered or intimidated, one in five (20%) said they had reported the most recent incident – 10% had reported it to the police and 10% had reported it somewhere else. However, three quarters (74%) said they had not reported the most recent incident, similar to the findings in 2023, when 79% did not report.

10.11 The main reasons for not reporting hate crime and harassment was a perception that the incident was not serious enough to report (43%) or that they did not feel confident that the police would take action (42%). While a further 10% did not feel confident speaking to the police, followed by 5% who did not have the time or realise they could report this type of incident. Four percent (4%) stated they were worried about retaliation.

11.0 Employability Skills

11.1 Just over half (52%) of all respondents stated they were working, with 39% working full-time and 13% working part-time. Around three in ten (29%) were not working – 10% were students, 8% were unemployed, 6% were disabled or had a long-term illness, and 4% were looking after the home / caring for children. A further 19% of respondents were retired.

11.2 In terms of those respondents who were working, the majority were largely satisfied with different aspects of their job, with 79% satisfied that their job was making best use of their skills and abilities, 77% with job security and 76% with their working hours and its impact on their work-life balance. Three quarters (75%) were satisfied with the benefits, 72% with pay, 70% with training and development opportunities and 69% with opportunities for flexible working.

11.3 Among working respondents, 13% indicated they were looking for a new job, while around a quarter (24%) of those who were not working were looking for paid work.

11.4 For those who were looking for work, the main perceived barrier to finding a job was a lack of relevant work experience, cited by a third (34%) of respondents. Other perceived barriers included gaps in employment history (16%), age (16%), health issues (13%), a disability (13%) or transportation issues (12%). Around one in five (18%) said there were no barriers to them finding a job.

12.0 Personal Finances

12.1 More than half of respondents (56%) said it would be a problem for their household to find £1,000 to deal with an unexpected expense, while a third (32%) said it would be no problem.

12.2 When asked how their household would be placed to find £100 to cover an unexpected expense, a quarter (25%) said it would be a problem to find this amount, while 62% said it would be no problem.

12.3 Just over a third (36%) of respondents said their household was living comfortably on its present income, while 42% said they were coping, with 15% finding it difficult to cope. Since 2024, there has been a notable decrease in those who said they were living comfortably (from 52% to 36%) and an increase in those who said they were finding it difficult (from 11% to 15%).

12.4 Among those finding it difficult to cope on their present income, most said they were cutting back expenditure on food and / or other essentials (79%) or struggling to pay their bills (68%). Approaching one in three (28%) said they were missing out on meals, while 24% were in arrears with creditors. Smaller proportions said they were working longer than normal hours (18%), were in arrears with rent or mortgage (16%), or working more than one job (10%).

13.0 Policy and Resource Implications

Resource Implications:

Financial:	None
Legal:	None
Personnel:	None
Procurement:	None
Council Strategic Plan:	Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities. Fight the climate emergency in a just transition to a net zero Glasgow.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.	Yes, by gathering residents' views and opinions about equalities issues this report seeks to assist in increasing knowledge and providing data about Equality and Fairness which supports the Equality Outcomes.
What are the potential equality impacts as a result of this report?	No EQIA carried out as the report does not relate to a new service, policy, strategy plan or significant change to a review of a service, policy strategy or plan. However, the equality results and profile will inform future policies and support.
Please highlight if the policy/proposal will help address socio-economic disadvantage.	N/A

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:	No
What are the potential climate impacts as a result of this proposal?	None
Will the proposal contribute to Glasgow's net zero carbon target?	No

Privacy and Data Protection Impacts:	Data collated with be handled in accordance with the General Data Protection Regulation.

Recommendations

The committee is asked to note this report and to:

i) consider this report; and
ii) note that the findings will inform Council policy and practice.