



Mount Florida Community Council

Hampden survey - 2017 analysis

The survey was completed 114 times in 2017 by residents following matches and events at Hampden. There were numerous positive comments about the helpfulness of the police and about residents being able to access information in advance of events.

However, in common with previous years, there were still many of reports of antisocial behaviour and complaints about traffic and parking restrictions.

RESULTS

% of respondents agreeing with the statement		2015	2016	2017
General	Hampden Park is generally a positive asset for my neighbourhood	67%	64%	50%
Information	Sufficient information about the event was available sufficiently early	50%	59%	56%
EDPZ	I knew in advance when event day parking restrictions would be in force.	68%	73%	67%
	I know how to get replacement or additional event day residents permits	60%	52%	63%
	The event day parking restrictions were enforced fairly and consistently near my home	44%	35%	34%
Anti-social	I and my household did not suffer from any significant event-related anti-social behaviour	65%	35%	27%
Litter, manure	Litter near my home was cleaned up within 24 hours of the event	65%	36%	22%
	Police horse manure near my home was cleaned up within 24 hours of the event	51%	36%	17%
Businesses	I was able to access local businesses and services	58%	57%	41%
Number of responses		377	231	114

Certain events raised more issues than others. The Stone Roses concert, for example, was highlighted by many residents as having particularly anti-social crowd, and less visible police presence than most football matches.

Some examples of the specific complaints include:

“This was the second time football fans left a knife in our garden -- slipping it across the wall in the garden, probably to pick up later. We have the same issue with food packaging that is left on the wall while supporters are waiting for the stadium to open, and then falls into the garden for us to clear up. It would be nice to have event bins right outside our gardens on Somerville Drive.”

“Multiple vehicles without permits parked on Ballogie Road which were not ticketed.”

“Public urination into front gardens as early as 3 hours before kick-off. Extensive littering (buckfast bottles...) although Council do a good job clearing up later. Supporters buses blocking cycle lanes far up Aikenhead Rd towards Cathcart Rd.”

Top issues and action plan

MoFloCoCo intends to continue to work with authorities to improve the experience of residents when Hampden is in use. MoFloCoCo requests that a single council officer be appointed by the Area Partnership to co-ordinate execution.

The top issues and proposed actions are as follows:

Top Problems	Recent issues	Requested Action	Responsible
Parking Residents unable to park near their homes	Fans travelling by private car.	Set an ambition of 'zero private transport' for fans. Celebrate excellent public transport links	AP chair – Anna Richardson
		Request Ed Sheeran promoter be required to inform fans of parking restrictions as license condition	MFCC
	Emergency routes and no parking areas are unclear.	Area Partnership to require emergency services and LES to revise/ confirm the emergency routes	AP chair – Anna Richardson
	'No waiting' cones on Carmunnock (3 Bridges) and Cathcart Roads (QP Recs) the night before events for 'traffic hub', eliminating parking spaces for longer.	LES to challenge if this is necessary.	LES – name TBC
	Concert equipment vehicles parked in Park & Ride	Request that event vehicles be banned from Park & Ride as condition of license for Ed Sheeran events.	MFCC
Parking Perception of unfair or inconsistent EDPZ enforcement		Explore with Scottish Government in more detail the option to increase fixed penalty charge for parking violations.	TBC\
Anti-social behaviour Fans urinate in streets, gardens, closes.	Public toilets at Hangingshaw Place is often out of order.	Repair the public toilets and ensure they are maintained in good order ongoing.	LES – name TBC
		Request support from Community Safety Glasgow	MFCC
Litter and Police horse manure in public areas more than 24 hours after.		Continue to monitor and report issues to Environmental Task Force	Residents
Idling engines from buses and cars waiting to pick up.	Large number of parents expected to be waiting and picking up children after Ed Sheeran events in June.	Request provision of a pick up area and enforcement of parking restrictions to be conditions of license for Ed Sheeran events.	MFCC