

## Public Services Panel Winter 2010 newsletter



### Up and Coming Consultations

#### Housing and Property Services

Housing and Property Services consults with its customers whenever we are looking to introduce new strategies and policies. Currently we are working on two documents which we would like your views on.

#### Customer Engagement strategy

This sets out who Housing and Property Services will consult with and how we plan to do it. The document sets out how we plan to expand our consultation and engagement to involve as many of our customers as we can. When developing this strategy, it is vital that we have the input of as wide a range of our customers as possible, in order for us to understand how people want to engage with us.

This document can be viewed on our website, [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk), under the 'Features' section.

There is also a brief feedback questionnaire on our website, which can be filled in to let us know your views on this document.

Alternatively, please contact us on **0141 840 3670** for a paper copy of the document, and a feedback form, so you can let us know what you think of it, and how we can improve it.

We will be collecting feedback on our Customer Engagement Strategy until Monday 12 April.

#### Scheme of Assistance for Private Home Owners

This sets out how the Council will prioritise particular types of information, advice, practical support and financial assistance to private home owners in relation to works carried out to their homes.

We have already begun consulting on this document, and if you would like to contribute, the document and feedback questionnaire can be found at [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk) – the home page of our website.

If you prefer, a paper copy can be sent to you. Please contact Laura Anderson on **0141 840 3531**.

We will be collecting feedback on this consultation exercise until Friday 19 March.

### Opportunity to take part in the Repairs Development Group

This group is open to tenants of Renfrewshire Council and it has been heavily involved in shaping the repairs and maintenance service. It also plays an important role in evaluating new initiatives and practices.

If you are a Renfrewshire Council tenant and you would like to help introduce changes that will make a real difference to all tenants you can find out more about joining this group by contacting Gayle Campbell, Client and Development Officer on **0141 887 3512**.

#### What's next?

The latest Public Services Panel survey on community policing issues, adult protection, recycling facilities, the performance of Renfrewshire Council and the Renfrewshire Wardens Service has been enclosed with this newsletter. Please let us hear your views by completing the enclosed survey and returning in the freepost envelope provided.

#### Online surveys

Many of you have requested to take part in future Panel surveys online. For this to happen we need to have 200 people or 10% of the Panel wanting to take part in this way. Online questionnaires are similar to the existing paper based surveys but are easier and quicker to fill in.

We now have over 100 Panel members who have confirmed their details for us and their preference for completing online surveys. If you would like to add your name to the list then please email [office@hexagonresearch.co.uk](mailto:office@hexagonresearch.co.uk) and confirm both your name and postal address.

For more information and for copies of Panel newsletters and questionnaires please visit:  
**[www.renfrewshire.gov.uk/haveyoursay](http://www.renfrewshire.gov.uk/haveyoursay)** and click on Public Services Panel



Dear Panel Member

Welcome to the Winter 2010 issue of the Public Services Panel newsletter. I hope you enjoyed filling in the last questionnaire that was sent out. We appreciate your feedback and you can and do make a real difference to public services across Renfrewshire.

This newsletter summarises the results from the autumn survey. This looked at Local Area Committees, health, school catering and domestic noise nuisance. Details of how we are using the results can be found in the "How we are using your feedback" sections of this newsletter.

Congratulations go to Mrs McIlveen and Mr Green both from Paisley who were selected at random for the prize draw and each won £50 in Braehead vouchers. If you want to be in with a chance of winning our next prize draw please complete and return the enclosed questionnaire, and remember to include your phone number. We look forward to receiving your completed survey form. Your views and opinions help to improve public services for people across Renfrewshire.

David Martin, Chief Executive

## Health

### What you told us...

**55%** of Panel members said they have never smoked. **52%** of Panel members said that they have been eating more fruit and vegetables and **50%** eating less fat.

Between a third and a half of panel members focused on the following barriers to them being more physically active; lack of time due to other commitments (**59%**), lack of suitable local facilities (**52%**), the weather (**47%**) and a lack of money (**42%**).

**19%** of Panel members said they feel isolated from friends and family. Perceptions of the local area and the sense of community cohesion are mixed. **61%** of Panel members said the friendships and associations they have with other people in their local area mean a lot. **62%** felt they belong to their local area. Only **33%** agreed that they feel valued as a member of their community and **36%** agreed that if they had a problem there is always someone to help them.

### How we are using your feedback

The Healthier Renfrewshire Community Planning Group aims for Renfrewshire's population to live longer, healthier lives. We want to ensure that our residents have improved levels of health; that partners work together to promote healthy life-styles and services are available to support the changing needs of Renfrewshire's population. You have told us that mental health and wellbeing are important and this is a priority for us.

## School catering

### What you told us...

**69%** of Panel members with school age children said their children use the school catering service at least on an occasional basis.

Of those whose children do not use the catering service the majority (**66%**) take a packed lunch while another **24%** buy from local shops.

Attitudes to the school catering service are generally positive. **68%** of Panel members with school age children said each of

### Did you know?

The school catering service serves about **1.4** million school meals each year  
The price of a school meal in **2009/10** is **£1.70** for primary **1** pupils, **£1.75** for primary **2** to primary **7** pupils and **£1.80** for secondary school children.

five aspects of the service (quality of food, value for money, menu options available, dining surroundings and customer service) are good.

### How we are using your feedback

Thank you for your feedback on the school catering service which we will build into our service delivery plan for next year. We were pleased to note the positive feedback about the service, particularly, in respect of the quality of food, dining surroundings and our customer service. We will continue to work with colleagues and partners to raise awareness about the extension to entitlement of free school meals and to encourage free meal uptake and usage of the school catering service.

### Did you know?

In **2008/09** the council's Noise Enforcement Service dealt with nearly **1000** domestic noise complaints that required attendance on site.

## Domestic Noise Nuisance

### What you told us...

More than a quarter (**28%**) of Panel members have been affected by domestic noise in the last year. Less than a third (**31%**) of those affected by domestic noise in the last year reported the problem. In most cases (**60%**) the problem was reported to the Police. **33%** reported the problem to the council Noise Enforcement Service and **31%** to a housing office.

**72%** of Panel members affected by noise are aware of the Noise Enforcement Service.

### How we are using your feedback

Thank you for your feedback on our domestic noise service. Your responses indicated that some of you had been affected by domestic noise problems, however, domestic noise problems are not always reported; this was highlighted particularly by panel members who were unaware of the noise enforcement service. We will take your feedback on board in the development of our service delivery plan for next year and include actions to raise awareness about the domestic noise enforcement service.

### Did you know?

Almost **£1.5** million has been distributed to grant applicants and local projects since the Local Area Committees were introduced in **2008**.

The LACs meet every **3** months and over **100** community representatives are involved in these meetings.



## Local Area Committees

### What you told us...

Almost two years after the initial public meetings, awareness of the Local Area Committees is modest with only **32%** of Panel members aware of their introduction.

Policing emerged as the greatest issue of importance to local communities with **44%** of Panel members identifying this as their preference. The provision of facilities for young people was seen as the top priority for **13%** of Panel members. This was followed by town centre improvements and litter which were identified as the priority for **8%** of Panel members.

### How we are using your feedback

Feedback from the last Panel survey is being used by the Local Area Committees to help develop local action plans for the **5** LAC areas across Renfrewshire. These action plans will set out local priorities in terms of LAC projects and grant allocation. Already the LACs have promoted a number of high profile local projects. This includes the "pensioners playground" in Brodie Park, the new skate park at Robertson Park in Renfrew and the refurbishment of Johnstone Bandstand.

