

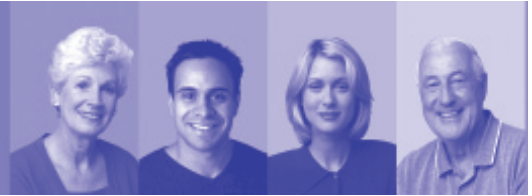
Public Services Panel Questionnaire Spring 2007



Renfrewshire
Council

CUSTOMERSMATTER

Public Services Panel Feedback Questionnaire



Thank you for being part of the Renfrewshire Public Services Panel. The panel plays an important role in our work with the community, and as a member you are part of an exciting initiative in Renfrewshire. We would be grateful if you would complete this questionnaire - it should only take a short time to complete. You will normally only need to tick a box to answer each question.

When you have completed the questionnaire, please send it back in the FREEPOST envelope provided, there is no need to put a stamp on the envelope. The more people who complete the questionnaire the better the results will be and it will ensure that the opinions of people throughout the Renfrewshire area are heard.

Should you have any questions regarding the questionnaire, please do not hesitate to contact either:

Laura McIntyre (0141 840 3530) at Renfrewshire Council or
Jeremy Quinn (0141 775 2111) at Lowland Market Research.

We look forward to receiving your completed questionnaire, thank you for being part of our Public Services Panel.

Open Space is good for you!

We are keen to find out what you think about open space across Renfrewshire. By open space, we mean anything from formal spaces like Barshaw Park in Paisley to natural woodland sites, from large golf courses to small areas of grass close to home.

Perhaps you like to enjoy the peace and quiet a riverside walk or a seat in the park can bring, or perhaps you prefer to keep fit and meet friends by playing bowls, football or tennis. Whatever types of open space you use, and for whatever purpose, whether you are a resident of, or visitor to, Renfrewshire, the Council would like to know your views and how we could improve Renfrewshire's open spaces and access to them.

I. What types of open space do you use?

- | | |
|---|--------------------------|
| Country/Regional Parks | <input type="checkbox"/> |
| Public Parks | <input type="checkbox"/> |
| School Grounds | <input type="checkbox"/> |
| Sports Facilities | <input type="checkbox"/> |
| e.g. Golf Courses,
Football Pitches,
Bowling Greens | |
| Childrens Play Areas | <input type="checkbox"/> |
| Open Countryside | <input type="checkbox"/> |
| Grassy areas close to your home (if you live in Renfrewshire) | <input type="checkbox"/> |
| Walk/Cycle ways | <input type="checkbox"/> |
| Woodlands | <input type="checkbox"/> |
| Your own garden | <input type="checkbox"/> |
| Town Squares and other Civic Spaces | <input type="checkbox"/> |
| Allotments | <input type="checkbox"/> |
| Other: Please specify | <input type="checkbox"/> |

2. How do you get there?

Walk

Cycle

Public Transport

Car

Other (please specify)

3. Are there any particular spaces that you would like to visit more but find difficult to get to? If so, please name and state reason:

4. What do you use open space for?

Stroll, Walk or Cycle

To visit a children's play area

To walk the dog

To take part in sport

To enjoy nature

To get a breath of fresh air

Other: (please specify)

5. How often do you use your open space?

Daily

At least once a week

More than once a week

2/3 times per month

Other (please specify)

6. Do you think that Renfrewshire's open spaces are:

Fine as they are

Need improving

Not sure

7. What changes, if any, would help you enjoy open space more (tick all that apply):

- Reduce dog fouling
- Reduce vandalism and graffiti
- Improve children's play areas
- Provide more seats and benches
- Provide more signs
- Reduce Litter
- Reduce unsociable behaviour and fear of crime
- Improve facilities for sport
- Plant more wildflowers/trees
- Provide more opportunities for gardening
- Other (please specify)

Renfrewshire Leisure

Renfrewshire Leisure operates the Lagoon Leisure Centre, Renfrew Leisure Centre, Renfrew Swimming Baths, Erskine Sports Centre, Erskine Swimming Pool, Linwood Sports Complex, McMaster Sports Pavillion, Elderslie Swimming Pool and Johnstone Swimming Pool.

8. How often do you participate in sport / leisure activities at your local sport / leisure centre?

- | | | | |
|-----------------------|--------------------------|-------------|--------------------------|
| More than once a week | <input type="checkbox"/> | Six Monthly | <input type="checkbox"/> |
| Weekly | <input type="checkbox"/> | Annually | <input type="checkbox"/> |
| Fortnightly | <input type="checkbox"/> | Never | <input type="checkbox"/> |
| Monthly | <input type="checkbox"/> | | |

If Never, Why?

9. Which sport / leisure activity are you most likely to take part in?

- Water based (e.g. swimming)
- Racquet sport (e.g. tennis, badminton, squash etc)
- Ball sport (e.g. rugby, football etc)
- Ice based (e.g. ice-hockey, ice-skating etc)
- Aerobic/fitness (classes, gym etc)
- Athletics (jogging, running etc)
- Other (please specify)

10. How do you rate the sport/leisure service provision by Renfrewshire Leisure?

- Good
- Average
- Poor
- Don't know

11. How could sport/leisure service provision be improved to better meet your needs?

12. A new dry sports hall is being built at Paisley's Lagoon Leisure Centre. What sport/leisure activities would you support if they were included at that centre?

Financial Inclusion

Access to Financial Services

13. Do you or your partner have any of the following? (please tick all that apply)

- Bank Account
- Building Society Account
- Credit union account

14. If you don't you have a bank account, why is this?

- No money, little money to put in an account
- No bank in local area
- Have had difficulties trying to open an account
- Can't prove identity to open an account
- Have been refused access to account
- No point - on benefits/state pension
- No point - get paid cash
- Afraid I might get overdrawn
- There might be too many charges
- Prefer dealing in cash
- Religious or ethical reasons
- Other reasons (please give details)

15a. Do you have contents insurance to cover items in your home such as furniture and electrical goods etc?

Yes

No

Not sure

15b. If not, why not?

Too expensive

Can't afford it

Not got round to it

Don't bother

No need

Don't know how to access it

Refused it

Other (please specify)

16a Do you or your partner have life insurance?

Yes

No

Not sure

16 b If not, why not?

Too expensive

Can't afford it

Not got round to it

Don't bother

No need

Don't know how to access it

Refused it

Other (please specify)

17. During the last year, have you applied for any of the following financial services and what was the outcome?

	Applied and turned down	Applied and accepted	Not applied - have already,	Not applied - didn't want
Life assurance/insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A current or cheque book account with a bank or building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other type of account with a bank or building society	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A credit or store card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hire Purchase	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insurance (house, contents, car or other possessions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A loan (personal loan or mortgage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Savings

18. Do you use any of the following ways of save money? Please tick all that apply

- Bank or Building Society savings or deposit account
- Credit Union
- A Christmas Club or similar run by a local shop
- Informally with work colleagues, friends or the committee system
- Putting money in a jar or envelope
- Asking relatives or friends to save or look after money for you

19. How much roughly do you hold as savings?

- No savings at all
- Under £100
- £101 - £500
- £501 - £1,000
- £1,001 - £5,000
- More than £5,000
- Don't want to say but have savings

20. How often do you put money into a savings account or save money?

Don't save/never

I save regularly at least once a month

I save regularly less than once a month

I put money in as and when I can

Paid in money before but not in the past 12 months

Not added any money since the account was opened

Not sure

Loans and Credit

21. Do you have any of the following types of credit? (Please tick all that apply)

Mortgage

Overdraft at Bank

Hire Purchase

Interest free loan from a store

Credit card account not paid off

Store card not paid off

Loan from a bank/building society

Student loan

Credit union loan

Loan from a money lender (unlicensed)

Loan from a licensed finance company such as Provident or Home Credit where weekly repayments are made, often on the doorstep

Catalogues or book clubs

Local shops

Pawnbrokers or Cash Convertors

Cashchequers

Social Fund Loan

Loan from family

Loan from friends

None of these

22. How did you find out about these lenders?

Bank or Building Society

Credit Union

A shop or retail outlet

Advertisement in newspaper

Mail order

Advertisement on TV

Door step caller

Advertisement (through the internet)

From a family member/friend

Other (please give details)

23. If you wanted to take out a personal loan, who would you get this from? (please tick all that apply)

- Bank
- Building Society
- Credit Card
- Credit Union
- Doorstep Lender (licensed finance company)
- Moneylender (unlicensed lender)
- Family or friend
- Shop/retailer (hire purchase)
- Store Card
- Other (please specify)

Managing your money

24. At present how well do you think you manage your money?

- Managing well
- Just getting by
- Getting into difficulties
- Don't know

25. At present, how worried are you about getting into or being in debt?

- Very worried
- Fairly worried
- Not very worried
- Not at all worried
- Not sure

26. How easy would you say you find it to manage your fuel bills at the moment?

- Very easily
- Quite easily
- Have some difficulty
- Very difficult
- Not sure

27. How do you pay your fuel bills?

Card meter or card that you charge up

Key meter/token meter

Coin meter

Cash

Cheque

Direct debit/standing order

Other (please give details)

28. How do you pay your other bills?

Cash

Cheque

Direct debit/standing order

Other (please give details)

29. In the past have you had financial difficulties for any of the following reasons?

Unemployment, redundancy, short time working

Gained Employment

Retirement

Ill health/Disabilities

Bereavement

Having children

Family break up

Relationship breakdown

Income is not enough to cover all expenses

Unable to keep up-to-date with repayments

Problems managing money

Taken on first home/tenancy

Delays/Errors in Benefits

Business Related Problems

Other (please say what)

30. Which debts do you consider to be the most important to deal with?

- | | | | |
|---|--------------------------|---|--------------------------|
| Personal/unsecured Loan (eg. Bank loan) | <input type="checkbox"/> | Other Consumer Debt | <input type="checkbox"/> |
| Cash Loan (Doorstep loan, family loan) | <input type="checkbox"/> | Credit Union | <input type="checkbox"/> |
| Secured Loan | <input type="checkbox"/> | Student Debt | <input type="checkbox"/> |
| Moneylender (unlicensed lender) | <input type="checkbox"/> | Council Tax | <input type="checkbox"/> |
| Hire Purchase Agreement | <input type="checkbox"/> | Utilities | <input type="checkbox"/> |
| Overdraft | <input type="checkbox"/> | Social Fund | <input type="checkbox"/> |
| Credit Card | <input type="checkbox"/> | Repayment of Benefit/Tax Credit Overpayment | <input type="checkbox"/> |
| Store Card | <input type="checkbox"/> | Rent Arrears | <input type="checkbox"/> |
| Catalogue | <input type="checkbox"/> | Mortgage Arrears | <input type="checkbox"/> |

Other (please say what)

Financial Information and Advice

31. Over the past couple of years, have you been anywhere for advice about money matters?

- | | |
|--|--------------------------|
| No, nowhere | <input type="checkbox"/> |
| Citizens Advice Bureau | <input type="checkbox"/> |
| Advice Works (Renfrewshire Council) | <input type="checkbox"/> |
| Renfrewshire Council - Housing and/or Benefits staff | <input type="checkbox"/> |
| Other advice centre in local area | <input type="checkbox"/> |
| Bank | <input type="checkbox"/> |
| Building Society | <input type="checkbox"/> |
| Financial Advisor | <input type="checkbox"/> |
| DSS | <input type="checkbox"/> |
| Social Worker | <input type="checkbox"/> |
| Solicitor | <input type="checkbox"/> |
| Paisley Law Centre | <input type="checkbox"/> |
| Credit Union | <input type="checkbox"/> |
| Place of Worship | <input type="checkbox"/> |
| Family member or friend | <input type="checkbox"/> |
| Other (please specify) | <input type="checkbox"/> |

32. How interested would you be in any of the following....

- Advice on welfare benefits
- Advice about money matters
- Advice about managing debts
- Somewhere to take out credit or loan at reasonable interest
- Somewhere local to save small amounts of money
- Somewhere local to cash a cheque
- Bill paying services
- Insurance Cover - home and life
- Savings accounts for children
- More information about financial matters

33. Which of the following services would you like to be provided at a local level? (please tick all that apply)

- Advice on financial management
- Bill paying services
- Convenient savings facilities
- Financial Services for low income levels
- Loans at a reasonable cost
- Short term/crisis loans
- Non contributory savings and loan insurance
- Volunteering opportunities
- Access to insurance products
- Money advice and debt counselling
- Other (please specify)

Housing

34. Social rented housing (i.e. Council or housing association rented accommodation) is a more attractive housing option than it was 5 years ago. Do you...

- Strongly Agree
- Agree
- Neither/Nor
- Strongly Disagree
- Disagree

Our Grounds Maintenance Service maintains parks, cemeteries, play areas and open spaces and undertakes work on behalf of others, including working in the Council housing estate. The Grounds Maintenance Service carries out grass cutting, weed control and shrub and tree maintenance work as well as providing floral displays throughout Renfrewshire.

42. Within our existing resources, what do you think are the key priorities for the Grounds Maintenance Service? Please prioritise in order of priority with 1 being the priority that you consider the most important.

Maintain parks, cemeteries and open spaces

Common maintenance

Weed control

Garden assistance

Tree, bedding and shrub work

Floral displays

Other

We encourage reducing, reusing and recycling waste to reduce the amount of waste sent to landfill and to help sustain our environment. We have invested in the civic amenity sites, now called household waste recycling centres, to expand and improve recycling facilities. In addition to this, we also provide recycling kerbside collections.

43. Can you think of any other ways that we could improve recycling?

Tell us what you think about the Panel

44. Do you have any other comments about this questionnaire, if so, please use the space below.