



## Public Services Panel Spring 2010 newsletter



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### What's next?

The latest Public Services Panel survey on community safety and the council's budget has been enclosed with this newsletter. Please let us hear your views by completing the enclosed survey and returning in the freepost envelope provided.

### Consultation on Renfrewshire's Cultural Strategy

Renfrewshire has a tremendously rich cultural life - from wonderful writers and artists to local dance schools; from talented crafts-people to festivals and choirs.

Renfrewshire Council has prepared a draft cultural strategy and we would like your views on this. The strategy takes the starting point that we all want to celebrate and develop our local culture to help enhance the quality of life in the area and make Renfrewshire more prosperous. We would very much like your views on how we can make this happen.

You can look at the draft cultural strategy at [www.renfrewshire.gov.uk/culturalstrategy](http://www.renfrewshire.gov.uk/culturalstrategy) and you can leave your thoughts and suggestions at [www.renfrewshire.gov.uk/haveyoursay](http://www.renfrewshire.gov.uk/haveyoursay).

### Online surveys

We are still collecting email addresses if you would like to take part online in the future. We now have close to 150 panel members wanting to fill in their surveys over the internet but we need to have 200 members requesting to take part in this way to offer the service.

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 Spring 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/Winter survey. This looked at community policing, adult protection, the reporting of Council performance, recycling facilities and the wardens service. 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 Mr Murney of Johnstone and Mrs McAllister of Lochwinnoch 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 R Martin*

David Martin, Chief Executive

## Community Policing

### What you told us...

Less than one in ten of Panel members felt their concerns about local policing issues were always acted upon, while another **45%** said they were acted upon 'sometimes'. However, one in five panel members felt their concerns were not acted upon.

Awareness of dedicated Community Policing Teams to police the local area is fairly low (**41%**). Of those aware of the service, more than two thirds said they would not know how to contact them.

### How we are using your feedback

Strathclyde Police will revise their media and communications plan and will actively inform residents about their Community Policing Teams and how to contact them.

## Adult Protection

### What you told us....

**30%** of Panel members said they had seen advertising about 'Adult Protection', with this rising slightly, to **36%**, when they were able to see examples of recent advertisements.

### How we are using your feedback

The information will be used to assess which advertising techniques are most cost effective and to build up a picture of the print media that our target audience reads. The survey information will also be presented to education inspectors as evidence of the work that the Renfrewshire Adult Protection Committee has been doing to raise public awareness about Adult Protection issues.

### Did you know?

Recent figures for Renfrewshire and Inverclyde show violent crime at it's lowest level in ten years with a **29%** drop between April **2009** - March **2010**.

In **2009**, Renfrewshire became the first area in Scotland where both the police and wardens wear body mounted cctv cameras.

## Reporting Council Performance

### What you told us...

Almost three quarters of Panel members (**71%**) agreed they were kept informed by the Council on its performance, with only **8%** disagreeing

Panel members provided a very positive view of how easy it was to understand the performance information in the Annual Report, with **80%** 'strongly agreeing' or 'agreeing'. Conversely, only **3%** disagreed it was easy to understand

Panel members expressed an interest in a wide range of information on how the Council delivers services and how well it performs, with the greatest interest being expressed in how the money is spent (**83%**) and what the Council's main priorities are (**79%**).

### How we are using your feedback

We regularly report on our performance, and this feedback on what you're most interested in and your favoured formats is very useful to us. This will help us develop next year's annual report and also our Renfrewshire Performs website section.

## Recycling Facilities

### What you told us....

**(82%)** of Panel members use the Council's household waste recycling centres. The vast majority of Panel members (**90%**) said they were able to recycle all their household materials at the recycling centres and **90%** are satisfied with the household waste recycling centres, with **39%** 'very satisfied'.

### How we are using your feedback

Thank you for your feedback on our Household Waste Recycling Centres. We are pleased to note that 90% of panel members were satisfied or very satisfied with the Household Waste Recycling Centres located across Renfrewshire. The survey findings will be made available to staff at our sites to advise them of your views on the service that they deliver.

### Did you know?

During **2009/10**, over **37%** of the waste collected by the Council was recycled. We aim to recycle over **40%** of municipal household waste collected in **2010** to meet zero waste targets.

## Renfrewshire Wardens' Service

The Renfrewshire Wardens Service provides enforcement and community education activities which support the Clean Renfrewshire campaign. In addition to litter, dog fouling and fly tipping enforcement, the Renfrewshire Wardens now also undertake trade waste, abandoned vehicles, parking enforcement and community engagement activities.

### What you told us...

**77%** of Panel members are aware of the Renfrewshire Wardens' Service. Support for the Wardens' role in helping to keep Renfrewshire clean is very high (**90%**)

Awareness of the services and functions carried out by the service is mixed. More than half of Panel members are aware the service deals with anti social behaviour (**61%**), litter (**56%**) and dog fouling (**54%**). However, only approximately one in five are aware the service conducts educational talks (**19%**), deals with trade waste (**19%**), fly posting (**20%**) and the prohibition of smoking (**22%**) and also conducts community clean ups (**22%**)

One in five of you have contacted the service and in the vast majority of cases (**79%**), the response to their request for help was within a satisfactory timescale. However, mixed views were recorded in relation to being advised of the outcome of their request; just over half (**52%**) were advised of the outcome but **48%** were not.

### How we are using your feedback

Thank you for your feedback on the Renfrewshire Wardens Service. Your comments identified some areas for improvement that will assist us as we continue to develop the service. We were pleased to note that the majority of panel members knew about the Renfrewshire Wardens Service and support their role. However, it was clear from survey findings that not all panel members were aware of the services provided and activities undertaken and we are reviewing alternative communication activities to publicise the role of the Renfrewshire Wardens Service.

### Did you know?

In April 2010, Strathclyde Police Traffic Wardens transferred to Renfrewshire Council, and the Parking Attendants are now integrated within the Renfrewshire Wardens Service.

Service provision is now across all areas of Renfrewshire and over **1000** fixed penalty notices have been issued for littering, dog fouling and smoking in public places.