

Reporting our performance - what you told us

We report how well we are performing as a Council in a number of ways, and in the last survey we asked you a number of questions about how useful this information is to you. You told us that:

- we keep you informed about how well we are performing (60%)
- the performance we provide you with is easy to understand (62%)
- the traffic light system of reporting our performance is easy to understand (76%)
- the most important information that we provide is about
 - How money is spent (85%)
 - The kind of services that we provide (81%)
 - What our main priorities are (74%)

85% of you also think that it is important that the information we provide you with about our performance is in Plain English.

What we will do

We are pleased that the traffic light system of reporting performance is easy to understand and we will continue to use this in future editions of the Renfrewshire Magazine and our annual report. We are currently working on new ways of reporting our performance, to ensure that we provide the right information, to the right people, at the right time.

Renfrewshire Leisure - what you told us

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. In the last Panel survey we asked you a number of questions about the sporting activities you take part in and your views on the leisure facilities provided by Renfrewshire Leisure.

The sporting activities which you do most are:

- Walking (61%)
- Swimming (22%)
- Going to the gym (12%)

59% of panel members never visit a local sports/leisure facility, whilst 19% visit weekly. In addition, 80% rate sports provision in Renfrewshire as being good or very good.

What we will do

Renfrewshire Leisure Ltd relies on market research and feedback from the community to help us to develop programmes and services that best suit the wants and needs of the people in Renfrewshire. Learning the forms of sport and leisure people feel most comfortable with will allow us to work towards meeting this demand and helping more people to enjoy fitness and health.



Public Services Panel Summer 2006 Newsletter



CUSTOMERSMATTER



Dear Panel Member

Welcome to the Summer 2006 issue of our Public Services Panel newsletter.

This newsletter gives you feedback on the results from the Spring 2006 survey which included questions on the Public Services Panel itself, how we tell you about our performance, our community website, healthy eating and sports/leisure facilities run by Renfrewshire Leisure.

Thank you to all of you who returned questionnaires. Margaret Montgomery was selected at random as the winner of the prize draw and has won £100. If you want to be in with a chance of winning our next prize draw please ensure that you complete and return the enclosed questionnaire.

The Summer 2006 questionnaire is included with this newsletter and contains questions about a number of different areas that we are keen to get your views on. For example:

- Libraries
- Antisocial behaviour
- Child protection
- Knife crime
- The use of smartcards to access council services

We look forward to receiving your completed questionnaire and thank you for continuing to be involved with this initiative. Remember - your views can and do make a difference.

Tom Scholes,
Chief Executive

Public Services Panel - what you told us

We asked you a number of questions about the Public Services Panel - particularly what you think about the questionnaires and newsletters that we send to you, and how you would like to know about the difference which your views have made.

75% of you stated that you were satisfied with the questionnaire that you receive. The key things that you told us were:

- the number of questionnaires that we send you is just right (73% of panel members)
- the questions we ask are easy to understand (88%) as is the newsletter (93%)
- the layout of the questionnaire is easy to follow (90%)
- the topics covered within the questionnaires are usually of interest to you. (64%)
- the newsletter provides enough detail about the results of the last Panel (83%)
- the newsletter lets you know how your views have been used (78%)
- the length of the questionnaire is just right (60%)

The main ways in which you want us to tell you how your views have been used are through the newsletter, through articles in the Renfrewshire Magazine and through an annual report to panel members.

What we will do

40% of panel members told us that the panel questionnaires are too long, and we are aware that the Winter questionnaire had an unusually large number of questions along with an additional questionnaire. You will notice that we have kept the Summer 2006 questionnaire as short as we possibly can, and we will try to ensure that we minimise the number of questions being asked in the future.

A number of you mentioned that you would like us to look at the questions we ask more closely and not repeat the same ones time and time again. In many cases we repeat questions each year to see how the views of panel members have changed and to see what difference any changes to services have made. You can tell us which issues you would like us to cover by answering the relevant question in the Summer 2006 survey which is enclosed.

We will also continue to provide you with information through the newsletter about how your views have been used, and look out for a one-off newsletter that will be sent to you after the summer which will provide an update of all this information.

Access to Internet

We asked you a number of questions about your use of the internet:

- 64% of panel members have access to a computer at home
- 65% have access to the internet at home or somewhere else
- The most common places that people access the internet are at home (87%), work (38%) or in a library (12%).
- 86% of panel members use the internet one or more times a week.
- The main things that people use the internet for are e-mail (87%), finding out information about goods and services (81%), buying things over the internet (57%), and entertainment, hobbies or interests (57%)

Remember that all public libraries in Renfrewshire offer free use of computers including broadband Internet connection, popular software packages, electronic information services, e-learning opportunities and help from trained staff to get you started.

Our community website - what you told us

We launched our community website in October 2005. Its not just a council website - it has been designed to let you access all local public services in Renfrewshire from a single website. 64% of you are aware of the site and 30% have actually visited this website. Those who have visited think its pretty good too. For example:

- 75% of panel members that have visited our website stated that it was easy to find information
- 74% are satisfied with the clarity of information provided on the website
- 70% are satisfied with the quality of information provided on the website.

The most common reasons you gave for accessing our website are:

- To look for a job/apply for a job (23%)
- To get local news (21%)
- For information on refuse and recycling (20%)
- For information on schools (19%)

The three most useful features on the site were local news and events (69%), vacancies (39%) and online services (36%), whilst the three features that you would like to see more of are:

- More on local people, history and heritage (57%)
- More local news and events (54%)
- More online services (41%)

What we will do

- the **vacancies** site area is to be enhanced by the addition of an online job application form which can be sent directly to the Council, which will replace the need to print out and then post application forms.
- The **local news and events** section is to be extended to include an online news archive.
- The **history and heritage** section is under development and new content will appear here very shortly.
- The **Online services** section of the portal will be developed to provide users with online access to a wide range of council services before the end of 2006.

The views expressed in this survey are important and we will use them to shape the future content and priorities for the website.



CUSTOMERSMATTER