

Cancer & Palliative Care Patients and Families

A dedicated Income Advisor can provide support for cancer and palliative care patients and their families. Advice on benefits and maximising income can help minimise the impact of the financial stress at a time of illness.

- Advice Works, Renfrew
Telephone: 0141 885 1188

Council Tax Advice

Renfrewshire Council has a team of advisors who can give you advice on a range of solutions if you are struggling to pay your Council Tax.

- Telephone: 0141 842 4411
or email: counciltax.finit@renfrewshire.gov.uk

Renfrewshire Wide Credit Union

A non-profit financial co-operative offering high quality, affordable saving and borrowing services to its members.

- 39 High Street, Paisley
- 52 High Street, Renfrew
- Telephone: 0141 889 7442 or email:
renfrewshirewidecreditunion@hotmail.co.uk

(Opening Times: Paisley, Monday - Friday 9.30am - 12.30pm and 1.30pm - 4.30pm, Saturday 10.00am - 12.00pm. Renfrew, Monday - Saturday 10.00am - 12.00pm and 2.00pm - 4.00pm)

Financial Education

Renfrewshire Council's Financial Education Advisor can help groups of local people aged 14 upwards to develop their understanding of financial services and to learn how to budget, save and manage their own money.

- Advice Works, Paisley
Telephone: 0141 887 7632

Parental involvement

What you told us

- 22% respondents have a child at a nursery or a school in Renfrewshire.
- 63% of respondents feel involved in their child's education
- some of the ideas that you gave for improving parents' involvement in the education of their child were:
 - Info evenings at school
 - Open days
 - Greater utilisation of communications via the internet
 - Newsletters
 - Pupil diaries

What we will do

The Scottish Schools (Parental Involvement) Act 2006 recognises parents have a vital role to play in their children's education. Under the act we have a duty to promote parents' involvement and your views will be fed into our approach to doing this.

Environmental Services Department

We asked you several questions about the services provided by the department. Key results were:

- The services which you feel are most important for us to provide are:
 - Fly tipping removal (59%)
 - Recycling facilities/services (59%)
 - Town centre cleansing (58%)
- The services which people are most satisfied with are as follows.
 - Refuse Collection (83%)
 - Household waste (68%)
 - Recycling centre facilities (67%)
 - Kerbside recycling service (67%)



Public Services Panel Summer 2007 Newsletter





Dear Panel Member

Welcome to the Summer 2007 issue of our Public Services Panel newsletter. This newsletter gives you feedback on the results from the Spring 2007 survey which included questions on financial inclusion, open spaces and Renfrewshire Leisure amongst others. A gentleman from Paisley was selected at random for 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 which 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:

- Renfrewshire's community plan
- Our website

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.

David Martin,
Chief Executive

Open Spaces

You told us...

The most common types of space that you use are:

- Your own garden (78%)
- Public parks (62%)
- Country/regional parks (54%)

The main reasons that you gave for using open space are:

- to get a breath of fresh air (71%)
- to stroll, walk or cycle (69%)
- to enjoy nature (50%)

57% of you feel that Renfrewshire's open spaces need improving. The main changes that could be made to make you enjoy open space more would be by:

- Reducing vandalism and graffiti (77%)
- Reducing dog fouling (71%)
- Reducing litter (68%)

What we did....

Your views will contribute to the development of an Open Space Strategy for Renfrewshire and we will provide you with an update on the strategy in a future newsletter.

Renfrewshire Leisure

What you told us

Renfrewshire Leisure operate a number of sports and leisure facilities across Renfrewshire. We asked you a number of questions about the facilities that they provide and the sports that you participate in. Key results were:

- 69% of you rate the service provided by Renfrewshire Leisure as being good or average
- 45% of panel members never participate in sport/leisure activities at a local leisure centre whilst 30% go along weekly or more than once per week.
- The most common activities that are undertaken at these centres are swimming (42%) or aerobics/fitness classes (22%)

What we will do

Your views will help us to plan the activities offered at our sports and leisure facilities and to monitor user's satisfaction.

Financial Inclusion

What you told us

We asked you a number of questions about access to, and knowledge of, financial services across Renfrewshire. We received several calls and comments from members saying that they felt the questions were inappropriate and also that they didn't like to write down this information when their details were stuck to the front of the questionnaires. We accept this and will no longer put your personal details on the front of the questionnaire.

The results of these questions are very important to the work being undertaken by the Council and all those organisations that are involved in Renfrewshire's Financial Inclusion Strategy, as they help us to determine where action needs to be targeted. However, we would never ask Panel members to answer questions that make them feel uncomfortable, and we will therefore also provide an opportunity for panel members to opt out of these questions if they are asked again next year. The key results were:

- 64% of panel members feel that they manage money well whilst 25% are very or fairly worried about getting in to debt
- The main factors that you think can cause financial difficulty are unemployment, redundancy, short time working (31%), that income is not enough to cover all expenses (26%) and Ill Health/Disabilities (21%)
- The issues that people would be interested in receiving advice on were:
 - Advice on welfare benefits (32%)
 - More information about financial matters (23%)
 - Advice about money matters (22%)
 - Somewhere to take out credit or loan at reasonable interest (9%)

If you, or someone you know, has money problems or just need some advice, here are some of the Renfrewshire organisations or initiatives that can help.

Advice Works

Renfrewshire Council's independent service for advice on money, debt and benefit issues.

- 42 High Street, Paisley
Telephone: 0141 887 7632
- 8 Collier Street, Johnstone
Telephone: 01505 382328
- 7 Dunlop Crescent, Renfrew
Telephone: 0141 885 1188

(Opening Times : Monday 10.00am - 4.45pm,
Tuesday - Thursday 8.45am - 4.45pm, Friday 8.45am
- 3.55pm)

Renfrewshire Citizens Advice Bureau

Money, debt and consumer rights advice from specialist advisors.

- 45 George Street, Paisley
Telephone: 0141 889 2121

(Opening Times: Monday - Friday 10.00am - 3.30pm
[Thursday - telephone enquiries and appointments only])

Renfrewshire Association for Mental Health

As part of Renfrewshire Association for Mental Health's welfare rights service, a full time income advisor can help people with mental health difficulties to claim benefits and help them through the process. The income advisor can also direct clients to other appropriate services.

- Telephone: 0141 889 6104 or
email: welfarerights@ramh.org

