

Public Services Panel Summer/Autumn 2009 newsletter



Online surveys

In the Winter 2008/09 questionnaire we asked people who wanted to fill out future editions of Panel surveys online to write down their email address for us. Over 130 Panel members gave us their email addresses. In the last survey we asked people to email us with their email addresses. Over 60 panel members responded. This now means we have close to 200 people or 10% of the Panel who would like to receive future questionnaires by email. We will soon be emailing those Panel members who want to take part online and we are expecting to launch our "virtual" Public Services Panel in time for the Autumn/Winter Panel.

If you would like to add your name to this list and fill your questionnaire in online in the future then please send an email to office@hexagonresearch.co.uk

Up and Coming Consultations

Renfrewshire Leisure

Renfrewshire Leisure Ltd regularly consults with customers through annual satisfaction surveys and various other surveys involving specific user groups. For the latest survey information and details of how to get involved, please visit www.renfrewshireleisure.com/news. Alternatively, look out for details in any of the leisure facilities within the Renfrewshire area.

Renfrewshire Council's Petitions Procedure

The council introduced a petitions procedure in 2007. If there's something members of the public feel strongly about, they can raise a petition, either on their own behalf or on behalf of a community or voluntary group. Petitions can be about an issue of concern with the council, or about a service provided by our community planning partners such as the police or the health board. There are some issues for which petitions are not accepted (for example, planning or licensing applications for which different appeal procedures are already in place) but all petitions are considered by our director of corporate services. If a petition isn't valid, we'll contact the petitioner to explain why. Petitions are heard by our scrutiny and petitions board which is made up of elected members of the council. If a petition is valid, the petitioner is invited to attend the board meeting where it is going to be discussed, and can bring a 'supporter' along with them.

In order to improve awareness of and participation in the petitions procedure, we will be undertaking a public consultation towards the end of 2009. This will be available on the council's website. Following last year's consultation a number of changes were made to the procedure to make it more accessible. Please contact Lilian Belshaw on 0141 840 3229 if you wish to participate in the consultation or have any enquiries in relation to the petitions process.

What's next?

The latest Public Services Panel survey on Local Area Committees, health and exercise, school catering and domestic noise nuisance has been enclosed with this newsletter. Please let us hear your views by completing the enclosed survey and returning in the Freepost envelope provided.



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 Summer/Autumn 2009 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 Spring/Summer survey. This looked at whether the right financial services, advice and support are available to Renfrewshire residents. It also looked at your experiences of community safety and anti-social behaviour and the services which are available to help improve safety across Renfrewshire. 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 McSorley from Johnstone who was selected at random for the prize draw and won £100 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 – thank you.

David Martin

David Martin, Chief Executive

Financial Inclusion Services

What you told us....

93% of Panel members have a bank account and **90%** have insurance cover. Just over three quarters (**76%**) currently save through a bank or building society savings or deposit account. Nearly two thirds (**61%**) manage their money well while a further third say they are "just getting by" and **5%** are "getting into difficulties".

91% of Panel members feel confident about keeping track of their finances. **87%** said they manage their money effectively and **79%** plan ahead for their financial commitments. However, almost a third (**32%**) are not confident about choosing financial products and **29%** are not confident about staying informed about financial matters.

More than a quarter (**29%**), are worried about getting into debt. A third (**33%**) are not confident they are receiving all the tax or welfare benefits they might be entitled to.

Just over a quarter (**26%**) have difficulties managing their fuel bills. A much higher proportion of those paying by key/token meter and card meter are having difficulties (**53%** and **39%**).

In the current economic climate **47%** of Panel members are most concerned about rising food prices and **41%** about paying for energy bills.

Over half (**57%**) of all respondents have sought advice on money matters in the last year.

How we are using your feedback

The results are being used to help ensure that Renfrewshire's financial inclusion activities reflect the issues and experiences of Renfrewshire residents. Feedback will specifically shape the financial inclusion outcomes of the new Renfrewshire Anti-Poverty Strategy. This strategy's aim is to significantly reduce the number of people experiencing financial exclusion, poverty and inequality in Renfrewshire.

Did you know?

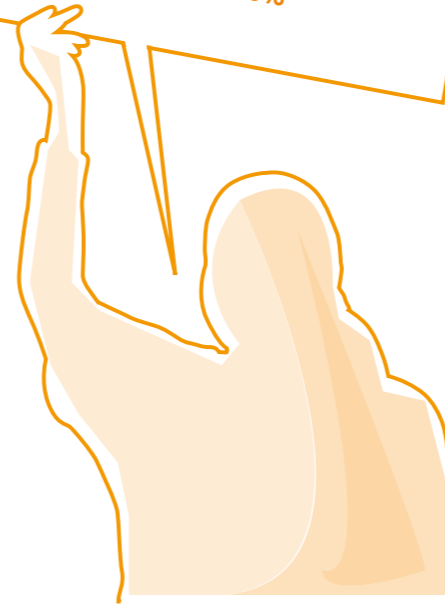
In 2008/09, Renfrewshire's financial inclusion services supported 14,301 clients, generated £6,957,348 in income and put £17,908,759 of debt under management.

Renfrewshire Council's Advice Works service assisted 6,200 clients generating an income of £3.7m for local people and managing £11.6m of new debt in 2008/09.

Did you know?

In 2008/09

Antisocial Behaviour reduced by **3.5%**
The number of drug supply detections by the Police increased by **67%**
There was a **17%** reduction in fires.
The number of children killed or seriously injured on roads decreased by **56%**



Community Safety

What you told us....

Panel members had mixed views on how satisfied they were with what the council and partners had done to tackle community safety, **33%** were satisfied and **24%** dissatisfied.

61% have seen little or no improvement in community safety in Renfrewshire in the last year.

77% agree that they are satisfied with their neighbourhood as a place to live.

Groups of young people hanging around in the street was raised by **51%** of respondents as something that made them or their family feel unsafe. This is followed by **41%** referring to antisocial behaviour and **37%** who were concerned about crime and criminal activities.

74% said they are not afraid to go out at night in their own neighbourhood. This figure drops to **66%** for those living in Paisley North.

Between 1st December 2007 and 1st December 2008, **38%** of Panel respondents said they were a victim of a crime, with the largest group (**12%**) having their car or vehicle damaged by vandals and **9%** having their house or property damaged.

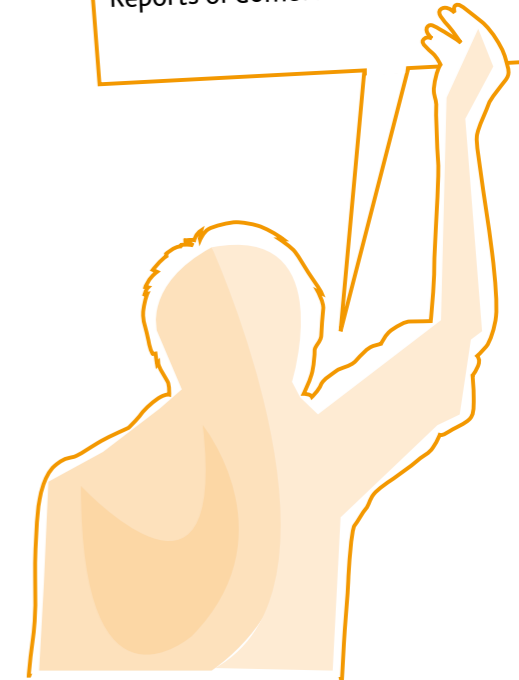
But

Violent crime increased by **20%** but has fallen substantially in the last five months

The number of people killed or seriously injured on roads increased by **7%**

There was a **5%** increase in the number of hospital admissions due to falls in the home

Reports of domestic violence increased by **9%**



On road safety, traffic travelling too fast was identified as the biggest road safety problem with **51%** of respondents thinking this.

Nearly two thirds (**64%**) of people responding to the survey identified fires as their main home safety concern. The vast majority (**95%**) of Panel members have a smoke alarm.

How we are using your feedback

Results from this Public Services Panel will help to ensure that the activities of the Safer Renfrewshire Strategy reflect the issues and experiences of Renfrewshire residents. In 2009, feedback will focus on outcomes within the Safer Renfrewshire Strategy - continuing our commitment to:

- reduce violence and antisocial behaviour in our communities and town centres.
- increase reporting of domestic abuse, until a general confidence in reporting is achieved and repeat victimisation is reduced.
- reduce the number of injuries and deaths due to accidents in the home and roads.
- a reduction in the harm caused by those engaged in illegal drug activity.
- a reduction in alcohol related crime/disorder and underage drinking.

