

## Financial inclusion

### What you told us

#### Now Let's Talk Money

Most people (94%) have heard of the Citizens Advice Bureau. This is followed by 45% who have heard of both Advice Works and the Renfrewshire Wide Credit Union. Only 4% had heard of Now Let's Talk Money.

### What we are doing

The Now Let's Talk Money Renfrewshire Helpline and campaign launched in January 2008. The Helpline offers an initial access point for any financial worries and entry to the various financial inclusion services available in Renfrewshire.

The campaign aims to improve uptake of financial inclusion advice, improve access to information and advice on financial matters and increase the number of referrals to financial inclusion services.

The Helpline number is 0141 842 4433. Help and advice is also available at [www.renfrewshire.gov.uk/nltm](http://www.renfrewshire.gov.uk/nltm)

## Environmental Services

### What you told us

#### Trading Standards

85% of people who had used the Trading Standards Team said that they would rate the service they received as being good or excellent. Only 5% said that the service was poor.

#### Parks, Play Areas and Open Spaces

51% of people were either satisfied or very satisfied with the appearance of these amenities. 24% of people said that they were dissatisfied with the appearance of parks, play areas or open spaces.



### What we are doing

Your views will help us to improve the services we offer. We also use your comments to help monitor satisfaction levels with the services we provide.

## Education Services

### What you told us

#### School Meals

52% of parents said that they would like more information on the school meals service. Most (44%) said they would want more information on menu selections and prices, followed by healthy eating options (39%) and nutritional analysis (28%).

57% said that they were satisfied or very satisfied with the quality of food offered. Dissatisfaction was highest (27%) with the time to eat lunch.

### Your comments....

*"Our question was dealt with very politely but we were surprised to hear that large cardboard or electrical goods cannot be recycled"*

We are continuing to improve our kerbside recycling services but we are unable to uplift large cardboard boxes or electrical items. Facilities are available to recycle electrical items at all civic amenity sites and we are currently considering introducing recycling facilities for large cardboard.

### What we are doing

Your comments help us to improve and develop the services we offer. We use them to help improve current services and inform the development of new services.



# Public Services Panel Winter 2007 Newsletter



Dear Panel Member

Welcome to the Winter 2007 issue of the Public Services Panel newsletter. This newsletter gives you feedback on the results from the Autumn 2007 survey.

This included questions on customer service, contacting the council, financial advice, and environmental services.

Congratulations go to Mrs Merrifield from Paisley who was selected at random for the prize draw and 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.

We look forward to receiving your completed questionnaire. Your views and opinions help to improve public services for people in Renfrewshire - thank you!

David Martin,  
Chief Executive



## Customer Service

### What you told us

#### Customer Service

Overall just under half (49%) of panel members said that they had contacted Renfrewshire Council in the last 12 months. Of those who did 79% said they received "good" or "very good" customer service.

Most people (78%) contacted the Council by phone. This was followed by going in person to a council office (26%), email (12%), via the website (8%) and letter (6%). Satisfaction levels were highest for people visiting a council office.

89% of people who used the Customer Service Centre said that they received a friendly and polite service. Only 5% said that they did not receive a friendly and polite service.

The main improvements you noticed in the way enquiries are dealt with are: improved politeness and helpfulness of employees; increased helpfulness of information given out and better understanding of your needs.

73% of people said that, when contacting the Council, they would prefer to dial a general number and use their telephone keypad to select the service they wanted.

#### Citizens Account

Just under half (46%) said that they would register for a Citizen's Account. Most (78%) said that they would do this to get a quick and accurate response to enquires. The top 3 online services that people would access with their Citizens Account were: viewing council tax balances (46%), paying for a special uplift (44%) and ordering a library book (28%).



## Smartcard

43% of people said they would use a Smartcard to access Council and other public services in Renfrewshire. Most people would use this to access library, sport and leisure facilities (80%), to get discounted shopping through loyalty schemes (56%) and to access concessionary travel (50%).

## Video Conferencing

37% of people would use video conferencing facilities in the Customer Service Centre if it meant that their enquiry could be resolved without them having to visit another Council office or organisation.

### What we are doing

Your views will help us to plan and upgrade the services we provide and will help to inform our Customer Services Strategy.

Our new Customer Service Centre opened in August 2007. It is open from 8am to 6pm, Monday to Friday and deals with a range of enquiries. Since opening, the Centre has helped an average of 4800 customers a month.

Our Customer Contact Centre continues to expand the range of services it provides and has recently started dealing with enquiries about planning, transport, licensing and registration services.

We have recently installed an inbound and outbound Text Messaging service. This helps to give customers even more options when contacting the Council.

## Your comments....

Many of you took the time to add additional comments in the spaces provided in the last questionnaire. We would like to take the opportunity to give some feedback on these.

*"The new customer service centre is a great building to conduct business in but you should offer private facilities"*

Our Customer Services Centre has been designed to give the maximum level of privacy available in open plan settings. If you would prefer to speak to someone in more private settings you can request to use one of our 4 interview rooms.

*"I spent 5 minutes on the phone trying to get through to the council tax office. When the call was answered I was told that no one from council tax was available. The person who answered was polite and took my contact details"*

Our aim is to answer all calls within 40 seconds. During 2007 we answered nearly 70% of all calls within this time and we are continuing to improve. On busy days customers may have to wait in a queue and calls may be answered by less experienced staff. If a query cannot be resolved there and then we will arrange for someone to call you back as soon as possible.

*"What about a suggestions box? I could not spot one on my last visit"*

Comments cards are now available in the Customer Service Centre These can be filled in and given to staff.

