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# RENFREWSHIRE COUNCIL RESIDENT SURVEY 2025

July 2025

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# Renfrewshire Council

## Resident Survey 2025

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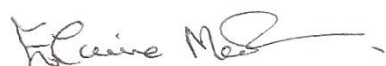
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Date: 24/07/2025

Report reviewed by: Elaine MacKinnon



Date: 24/07/2025

## EXECUTIVE SUMMARY

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### INTRODUCTION

- The 2025 Renfrewshire Residents Survey was undertaken using a mixed methodology comprising a large-scale interviewer led survey with a representative sample of 1,016 Renfrewshire residents.
- This was augmented with an online survey which was open to all Renfrewshire residents to respond to. A total of 1,029 Renfrewshire residents responded to this. This was designed to present an open opportunity to all Renfrewshire residents to participate in the research.
- This report focuses on the robust and representative interviewer led methodology. The self-completion methodology, whilst providing an open opportunity, was not demographically representative of the Renfrewshire population and is therefore reported separately from the interviewer led survey sample.
- The survey was carried out between 2<sup>nd</sup> May and 11<sup>th</sup> June 2025. Interviews were carried out using a combination of telephone and face-to-face interviews with 509 carried out by telephone and 507 carried out on a face-to-face basis.
- The survey was conducted across all areas of Renfrewshire, with the number of respondents designed to provide robust data at the overall level (+/-3% margin of error based upon a 50% estimate at the 95% level of confidence) and a pro rata spread of interviews across each Ward within Renfrewshire.
- This executive summary highlights the key findings from this programme of research.

### NEIGHBOURHOOD AND QUALITY OF LIFE

- The majority of residents (93%) rated **Renfrewshire** as a very or fairly good place to live.
- In terms of their **neighbourhood**, 95% rated their neighbourhood as a very or fairly good place to live. This is in line with the Scottish Household Survey results for Scotland overall and Renfrewshire in 2023 where 95% also stated that their neighbourhood was a very or fairly good place to live.
- When considering a range of statements about their neighbourhood:
  - 86% agree 'this is a neighbourhood where **people are kind to each other**' (85% for Scotland overall in Scottish Household Survey 2023)
  - 88% agree 'this is a neighbourhood I **feel proud to belong to**' (82% for Scotland overall in Scottish Household Survey 2023)
  - 81% agree 'this is a **clean and tidy** neighbourhood'
  - 90% agree 'this is a **safe** neighbourhood' (81% for Scotland overall in Scottish Household survey 2023).

- A number of these questions were also asked in the Scottish Household Survey. In terms of the statement 'This is a neighbourhood where people are kind to each other', the level of agreement from Renfrewshire residents is broadly in line with the Scottish and Renfrewshire averages from the Scottish Household Survey 2023 where 85% and 87% respectively stated that they agree with the statement. Agreement with 'This is a neighbourhood I feel proud to belong to' is slightly higher in Renfrewshire 2025 than for Scotland as a whole where 82% said they agree with this statement. Feeling of safety is also higher than was noted in the Scottish Household Survey.

| Percentage of adults agreeing with statements about their neighbourhood strengths, SHS 2023 |                      |                          |                                         |
|---------------------------------------------------------------------------------------------|----------------------|--------------------------|-----------------------------------------|
|                                                                                             | SHS 2023<br>Scotland | SHS 2023<br>Renfrewshire | Renfrewshire<br>Resident<br>Survey 2025 |
| This is a neighbourhood where people are kind to each other                                 | 85%                  | 87%                      | 86%                                     |
| This is a neighbourhood I feel proud to belong to                                           | 82%                  | 87%                      | 88%                                     |
| This is a safe neighbourhood (NB SHS states feel safe when walking alone after dark)        | 81%                  | 86%                      | 90%                                     |

- Demographic and ward differences were noted as:
- Older residents (65+) were most likely to rate their neighbourhood as "very good."
  - Homeowners and two-parent families reported higher satisfaction than council tenants and single adult households.
  - Bishopton, Bridge of Weir and Langbank and Houston, Crosslee and Linwood had the highest neighbourhood satisfaction.
  - Renfrew South and Gallowhill and Paisley Northwest had the lowest.

## PERCEPTIONS OF THE COUNCIL

- Survey respondents were asked to agree or disagree with various statements about how Renfrewshire Council is performing. Agreement from highest to lowest (excluding those with no opinion) was as follows:
- 62% agree Renfrewshire Council is **good at letting local people know about what services it provides.**
  - 61% agree Renfrewshire Council provides **high quality services.**
  - 58% agree Renfrewshire Council **designs its services around the needs of the people** who use them.
  - 54% agree Renfrewshire Council is **good at letting local people know how well it is performing.**
  - 54% agree Renfrewshire Council **does the best it can with the money** available.
  - 53% agree Renfrewshire Council is **addressing the key issues** affecting the quality of life in my local neighbourhood.
  - 44% agree Renfrewshire Council is **good at listening** to local people's views before it takes decisions.

- These statements were also asked in the 2023 Scottish Household Survey. The following table shows the level of agreement reported in the 2023 Scottish Household Survey for all Scottish respondents and also specifically for Renfrewshire respondents. As can be seen below, the level of agreement for the Renfrewshire Residents Survey 2025 is generally higher than the published figures for all statements when compared to the Scottish Household Survey Results for Renfrewshire residents.

| Percentage of adults agreeing with statements about their local Council, SHS 2023                |                   |                       |                                    |
|--------------------------------------------------------------------------------------------------|-------------------|-----------------------|------------------------------------|
| % strongly agree/ tend to agree                                                                  | SHS 2023 Scotland | SHS 2023 Renfrewshire | Renfrewshire Residents Survey 2025 |
| The Council provides high quality services                                                       | 42%               | 38%                   | 61%                                |
| The Council does the best it can with the money available                                        | 42%               | 41%                   | 54%                                |
| The Council is addressing the key issues affecting the quality of life in my local neighbourhood | 33%               | 34%                   | 53%                                |
| The Council is good at listening to local people's views before it takes decisions               | 23%               | 23%                   | 44%                                |
| The Council designs its services around the needs of the people who use them                     | 31%               | 35%                   | 58%                                |
| The Council is good at letting local people know how well it is performing                       | 30%               | 34%                   | 54%                                |
| The Council is good at letting people know about the kinds of services it provides               | 37%               | 45%                   | 62%                                |

- Analysis shows the following insight:
- Respondents aged 35–54 were the most positive across all council performance indicators, particularly in believing the council provides high-quality services (73%) and listens to residents (67%).
  - Disabled residents were consistently less likely to agree with positive statements about the council, especially around listening to views (41%) and addressing local issues (49%).
  - Private and housing association tenants were more likely to agree that the council designs services around users' needs (82% and 80%) than homeowners (61%).
  - Single parent families and two-parent families were more likely to feel the council communicates well and listens to residents than single adult households.
  - Economically active residents were more positive across all council performance measures than those not working or retired.
  - Paisley Northwest, Johnstone South and Elderslie, and Renfrew North and Braehead were more positive.
  - Erskine and Inchinnan, Paisley Southeast, and Renfrew South and Gallowhill were less positive.



## PERCEPTIONS OF COUNCIL SERVICES

- Respondents were asked about their usage of a range of facilities and services. **Most** likely to be **used** were **parks, gardens and open spaces** (44.5% weekly+) and **household waste recycling centres** (45% monthly+). **Least used** services were **care services** (84% no use), **Museums and galleries** (63% no use), **Community centres** (61% no use).
- All respondents were asked how satisfied or dissatisfied they were with various public services provided in Renfrewshire. The majority of respondents who were able to give an opinion (excluding don't know responses) were in general either very or fairly satisfied with the services provided, and **satisfaction** levels were highest regarding:
- **Local schools** (94% very or fairly satisfied)
  - **Children's play areas** (89%)
  - **Parks, gardens and open spaces** (88%)
  - **Libraries** (88%)
  - **Household Waste Recycling Centres** (87%).
- On the other hand, the proportion of respondents who were **dissatisfied** (either very or fairly dissatisfied) was highest with regards to:
- **Roads maintenance** (43% very or fairly dissatisfied)
  - **Street cleaning** (22%)
  - **Refuse collection** (15%)
  - **Care services** (11%).
- Compared to the Scottish Household Survey, where comparisons are available, satisfaction is slightly higher or broadly similar in the resident survey for most aspects with the exception of libraries, where satisfaction in the resident survey is lower than the SHS.

| Satisfaction with Council services, SHS 2023                                           |                   |                       |                                    |
|----------------------------------------------------------------------------------------|-------------------|-----------------------|------------------------------------|
| % strongly agree/ tend to agree                                                        | SHS 2023 Scotland | SHS 2023 Renfrewshire | Renfrewshire Residents Survey 2025 |
| Children's play areas*                                                                 | 84%               | 85%                   | 89%                                |
| Parks, gardens and open spaces                                                         |                   |                       | 88%                                |
| Local schools and nurseries                                                            | 80%               | 90%**                 | 94%                                |
| Care services***                                                                       | 63%               | 58%                   | 75%                                |
| Refuse collection                                                                      | 79%               | 74%                   | 73%                                |
| Street cleaning                                                                        | 57%               | 50%                   | 64%                                |
| Roads maintenance                                                                      | 20%               | 23%                   | 39%                                |
| Libraries (including services – access to internet, printing, classes and Skoobmobile) | 91%               | 93%                   | 88%                                |
| Swimming pools, football pitches and leisure centres                                   | 83%               | 84%                   | 84%                                |
| Museums and galleries                                                                  | 90%               | 86%                   | 84%                                |
| Community centres, halls and facilities                                                | 53%               | 64%                   | 85%                                |

\*Children's play areas included in Parks, gardens and green spaces in SHS

\*\*Renfrewshire Local Schools data from 2019

\*\*\*Care Service comparison is taken from Health Care Experience Survey 2023/24 - overall positive rating for rating help, care or support services 'Overall, how would you rate your help, care or support services? Please exclude the care and help you get from friends and family'

- Further **analysis** shows the following key insights:
- Ward level insights showed Houston, Crosslee and Linwood and Renfrew North and Braehead had high satisfaction with play areas and parks. Paisley Southeast consistently reported lower satisfaction across multiple services. Johnstone South and Elderslie showed high satisfaction across several services.
  - Younger adults (16–34) and families with children were the most frequent users and most satisfied with services like play areas, schools, and leisure facilities.
  - Disabled residents reported lower satisfaction with most services, particularly care services and access to leisure facilities.
  - RSL tenants were more satisfied with services like play areas (95%) and care services (91%) than council tenants or owner-occupiers.
  - Single pensioners and single adult households were less satisfied with refuse collection and street cleaning compared to family households.

## COUNCIL PRIORITIES AND BUDGET OPTIONS

- It was explained to respondents that the Council may need to take a different approach to help **balance its budget** in the future. They were then asked how strongly they agree or disagree that the Council should look at doing a range of things. Respondents were most likely to agree with the following:
- 47% strongly agree that Renfrewshire Council could **make better use of its buildings and properties**. Additionally, 35% tend to agree with this whereas just 4% disagreed.
  - 38% strongly agree that Renfrewshire Council could **target resources to areas and people with the greatest need**. A further 43% tended to agree with this and just 5% disagreed.
  - 25% strongly agree and 39% tend to agree that Renfrewshire Council could **deliver services in new ways**. 17% disagreed.
- On the other hand, respondents were less likely to agree, and more likely to disagree with the following:
- 7% strongly agree and 39% tend to agree that Renfrewshire Council could **identify services it could stop providing** that are not legally required. It was noted that this would not include statutory services. 35% neither agree nor disagree with this and 18% disagreed.
  - 8% strongly agree and 25% tend to agree that Renfrewshire Council could **introduce charges** for some services. 22% neither agree nor disagree and 46% disagreed.
- Of note, some areas were more positive than others with Johnstone South and Elderslie and Paisley East and Central more open to service innovation and targeting resources. Erskine and Inchinnan and Bishopton, Bridge of Weir and Langbank were more resistant to **change**.

- Finally in terms of Council and partner services, respondents were asked which services they felt should be **prioritised** in order to help inform planning and decision making. They were asked to score services on a scale of 1 to 5 where 1 was not at all important and 5 was absolutely essential. Most likely to be perceived as **absolutely essential** were:
- **Support older people** – for example, care at home and care homes (81% absolutely essential)
  - **Support vulnerable people** – for example, providing free activities to promote social interaction (77%)
  - **Support the health and wellbeing of children and families** through early intervention support (76%)
  - **Maintain and look after roads, pavements, open spaces and public places** (74%)
  - **Invest in school buildings** and our learning estate (55%).

## MONEY MATTERS

- Over half of respondents (54%) were in **employment**. Four in ten respondents (40%) were in full time employment, 12% part time employment and 2% were self-employed. Of those in employment, 7% worked for Renfrewshire Council, OneRen or Renfrewshire Health and Social Care Partnership. 31% were retired and the remaining were either unemployed, not working due to illness or disability, looking after family or a carer.
- Respondents were asked how well their household is currently **managing financially**, with 46% of respondents saying they are managing very well or quite well. 39% said they were getting by alright and 5% said they either don't manage very well, have some financial difficulties or are in deep financial trouble.
- For comparison purposes to the Scottish Household Survey, the figures have been adjusted to exclude those who said they don't know or would prefer not to answer the question in the Resident Survey. This shows that slightly fewer Renfrewshire Residents 2025 said they were managing very or quite well (48%) than the Scottish Average (52%). However, this is more in line with the Renfrewshire proportion managing very or quite well in the SHS 2023 when 47% said they were managing well.

| Household financial management, SHS 2023                                         |                   |                       |                                     |
|----------------------------------------------------------------------------------|-------------------|-----------------------|-------------------------------------|
|                                                                                  | SHS 2023 Scotland | SHS 2023 Renfrewshire | Renfrewshire Residents Survey 2025* |
| Managing very/ quite well                                                        | 52%               | 47%                   | 48%                                 |
| Getting by alright                                                               | 39%               | 41%                   | 46%                                 |
| Not managing very well/ have some financial difficulties/ deep financial trouble | 9%                | 12%                   | 4%                                  |

\* Figures have been adjusted to exclude the % who said prefer not to say and don't know

- Our analysis shows that owner-occupiers and older adults were more financially secure whereas Council tenants, private renters, single parents, and those with disabilities were more likely to report financial hardship.

# 1. INTRODUCTION, BACKGROUND AND OBJECTIVES

---

## 1.1. Background and objectives

This report represents and discusses the findings to emerge from Renfrewshire Council's 2025 Resident Satisfaction Survey which was undertaken by Research Resource.

The specific research objective of the Residents Survey was to measure residents' current perceptions and satisfaction with the Council, access new information, ideas and suggestions which will improve planning and decision making in relation to budget decisions and help shape future activities around resident needs and priorities.

## 1.2. Methodology

The 2025 Renfrewshire Residents Survey was undertaken using a mixed methodology comprising a large-scale interviewer led survey with a representative sample of 1,016 Renfrewshire residents.

This was augmented with an online survey which was open to all Renfrewshire residents to respond to. A total of 1,029 Renfrewshire residents responded to this. This was designed to present an open opportunity to all Renfrewshire residents to participate in the research.

This report focuses on the robust and representative interviewer led methodology. The self-completion methodology, whilst providing an open opportunity, was not demographically representative of the Renfrewshire population and is therefore reported separately from the interviewer led survey sample.

The survey was carried out between 2<sup>nd</sup> May and 11<sup>th</sup> June 2025. Interviews were carried out using a combination of telephone and face to face interviews with 509 carried out by telephone and 507 carried out on a face-to-face basis.

The survey was conducted across all areas of Renfrewshire, with the number of respondents designed to provide robust data at the overall level ( $\pm 3\%$  margin of error based upon a 50% estimate at the 95% level of confidence) and a pro rata spread of interviews across each Ward within Renfrewshire.

The response profile was reviewed and compared to the overall Renfrewshire population in terms of demography and geography. For geographical comparisons the postcode provided by residents within the survey data was used to identify multi member ward and also Scottish Index of Multiple Deprivation Data (SIMD) Zones.

Analysis of the profile for those who provided information on tenure and postcode revealed that respondents were broadly representative across Ward, SIMD and tenure.

The table below illustrates the final number of interviews achieved, by Ward, and the margin of error associated with the data collected:

| <b>Figure 1: Survey response profile by Electoral Ward</b> |                   |                        |                    |                                |
|------------------------------------------------------------|-------------------|------------------------|--------------------|--------------------------------|
| <b>Electoral Ward</b>                                      | <b>Population</b> | <b>% of population</b> | <b>Respondents</b> | <b>% of survey respondents</b> |
| Bishopton, Bridge of Weir and Langbank                     | 13501             | 8.8%                   | 100                | 9.8%                           |
| Erskine and Inchinnan                                      | 13820             | 9.0%                   | 62                 | 6.1%                           |
| Houston, Crosslee and Linwood                              | 13527             | 8.8%                   | 88                 | 8.7%                           |
| Johnstone North, Kilbarchan, Howwood and Lochwinnoch       | 12835             | 8.3%                   | 68                 | 6.7%                           |
| Johnstone South and Elderslie                              | 14233             | 9.2%                   | 102                | 10.0%                          |
| Paisley East and Central                                   | 11825             | 7.7%                   | 82                 | 8.1%                           |
| Paisley Northeast and Ralston                              | 9814              | 6.4%                   | 70                 | 6.9%                           |
| Paisley Northwest                                          | 16803             | 10.9%                  | 117                | 11.5%                          |
| Paisley Southeast                                          | 10193             | 6.6%                   | 62                 | 6.1%                           |
| Paisley Southwest                                          | 13300             | 8.6%                   | 87                 | 8.6%                           |
| Renfrew North and Braehead                                 | 14363             | 9.3%                   | 103                | 10.1%                          |
| Renfrew South and Gallowhill                               | 10025             | 6.5%                   | 75                 | 7.4%                           |
| <b>Renfrewshire</b>                                        | <b>154239</b>     |                        | <b>1016</b>        |                                |

| <b>Figure 2: Survey response profile by Tenure</b> |                                |                    |
|----------------------------------------------------|--------------------------------|--------------------|
| <b>Tenure</b>                                      | <b>Renfrewshire population</b> | <b>Respondents</b> |
| Owner occupied                                     | 65.73%                         | 67.1%              |
| Rented privately                                   | 10.60%                         | 7.9%               |
| Rented from housing associations                   | 9.71%                          | 10.2%              |
| Rented from local authorities                      | 13.97%                         | 14.8%              |
| <b>Total</b>                                       | <b>100.0%</b>                  | <b>100.0%</b>      |

By SIMD, 25% of our respondents live in the most deprived areas. This is in line with the overall Renfrewshire population.

The survey questionnaire was developed in partnership with Renfrewshire Council, combining Scottish Household Survey questions in order to provide national comparators along with Renfrewshire specific questions in order to reflect the current information needs of the Council. A copy of the final questionnaire is available in Appendix 1.

### 1.3. Data analysis and reporting

Data was collated and analysed in SNAP survey software. Once the data was collated, appropriate range and logic checks were applied. Data tables were then produced for the overall Renfrewshire level and then analysing results by multi member ward, SIMD, age, tenure, household composition, sex, disability and ethnicity in order that any significant differences between groups could be reported.

This report details the findings of the survey for Renfrewshire overall and includes some statistically significant differences between demographic and geographic groups.

In reading this report, a number of points should be noted:

- The findings are based upon a sample of residents, rather than the whole population of Renfrewshire being surveyed, therefore, all results are subject to sampling tolerances and not all differences will be statistically significant.
- Results have been compared to the previous Scottish Household Survey where relevant.
- When reporting the data in this document, in general, percentages in tables have been rounded to one decimal place. Columns may not add to 100% because of rounding or where multiple responses to a question are possible.
- The total number of respondents to each question is shown either as 'Base' or 'n=xxx' in the tables or charts. Where the base or 'n' is less than the total number of respondents, this is because respondents may be 'routed' past some questions if they are not applicable or respondents may not have been able to answer or chosen not to answer a particular question.
- Where categories have been added together and referenced in the text of the report, these percentages have been calculated using the counts achieved to each option rather than adding together rounded percentages and may vary by +/-1% compared to the adding of rounded percentages.

## 2. PROFILE OF RESPONDENTS

### 2.1. Introduction

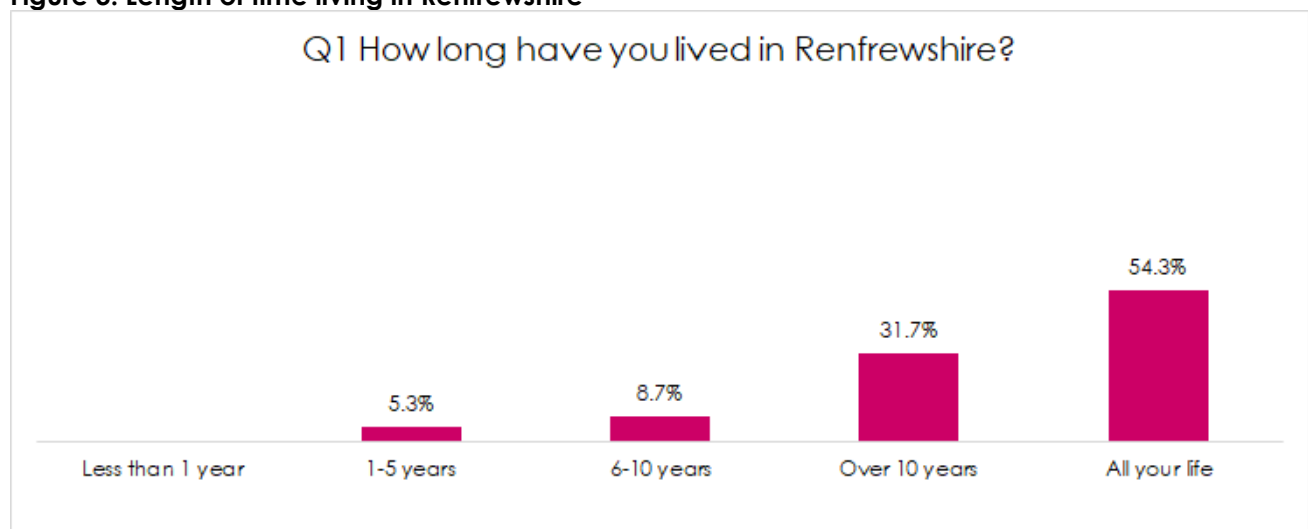
Details on the profile of Renfrewshire residents who responded to the survey are detailed below over the following topics:

- Length of time living in Renfrewshire
- Age and gender
- Household composition
- Ethnicity
- Sexual orientation
- Disability

### 2.2. Length of time living in Renfrewshire (Q1)

The majority of respondents have lived in Renfrewshire for a significant period of time, with 54% having lived there all their life and 32% having lived there for more than 10 years.

**Figure 3: Length of time living in Renfrewshire**



The proportion of respondents who have lived in Renfrewshire all their life was significantly higher in Crosslee and Linwood (72%), Renfrew and Gallowhill (69%) and Paisley North East and Ralston (61%).

Those living in the most deprived 20% areas were more likely to have lived in Renfrewshire all their life (65%) than those living in other areas (51%).

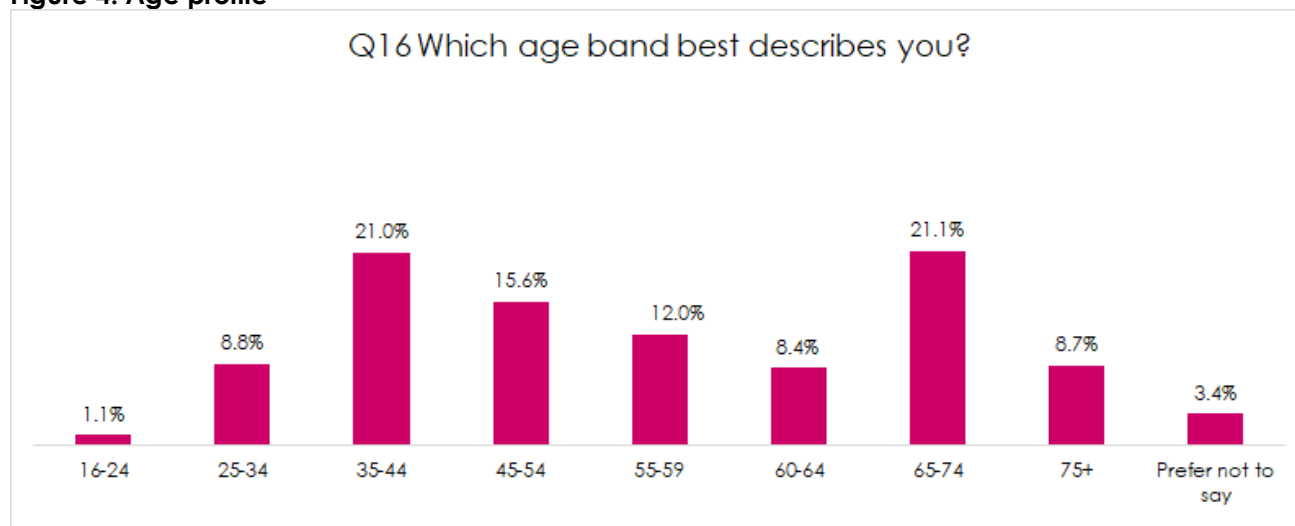
Analysis also shows that those of white Scottish/ British ethnicity were significantly more likely to have lived in Renfrewshire all their life (56%) than those of other ethnic groups (9%). Those with a disability were also more likely to have lived in Renfrewshire all their life (67%) than those without (52%).

### 2.3. Age and Sex (Q16, Q21, Q22)

Almost 6 in 10 survey respondents were female (57%), 40% were male and 3% said they would prefer not to say. Just 1% of respondents said they consider themselves to be trans, or have a trans history, 94% said they did not and 5% said they would prefer not to say

In terms of the age profile of survey respondents 10% were aged 16-34, 57% were aged 35-64 and 30% were aged 65 and over.

**Figure 4: Age profile**



Analysis by ward shows that respondents in Paisley South East (47%), Bishopton, Bridge of Weir and Langbank (41%), Erskine and Inchinnan (41%) and Johnstone North, Kilbarchan, Howwood and Lochwinnoch (41%) were more likely to have respondents aged 65 and over. On the other hand, respondents in Paisley Southwest (21%) and Houston, Crosslee and Linwood (18%) were the areas most likely to have younger respondents aged 16-34.

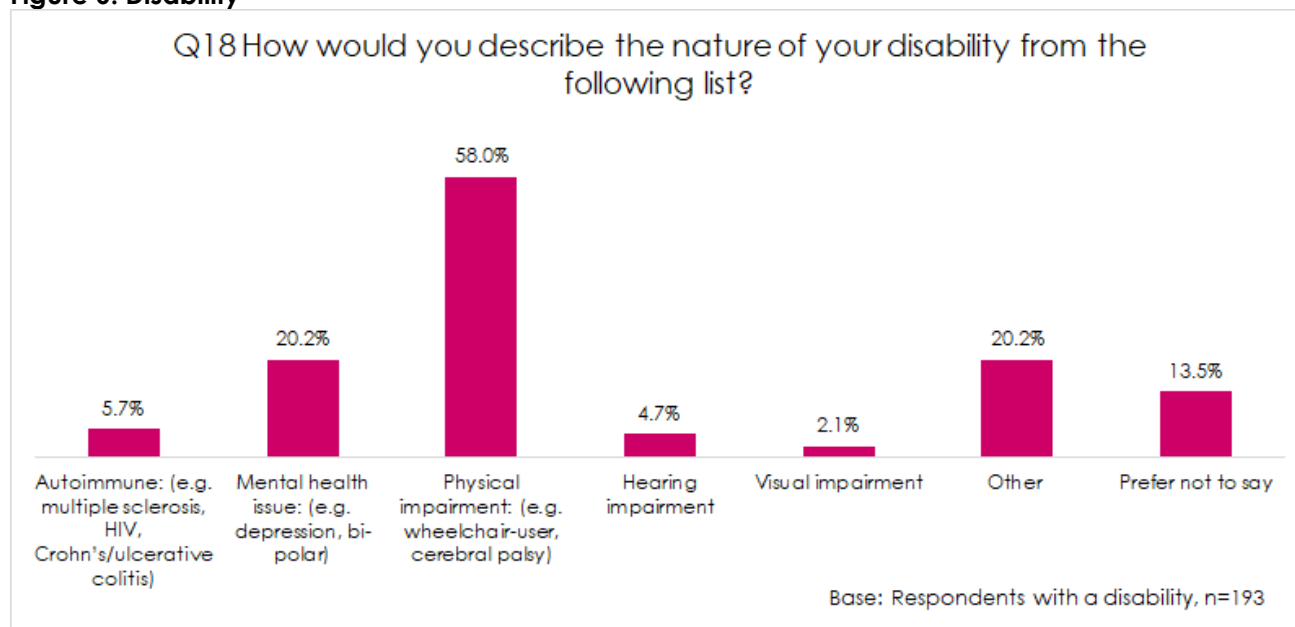
| Figure 5: Age by Ward                                       |       |       |       |       |
|-------------------------------------------------------------|-------|-------|-------|-------|
|                                                             | 16-34 | 35-54 | 55-64 | 65+   |
| Paisley Southeast (n=60)                                    | 6.7%  | 15.0% | 31.7% | 46.7% |
| Erskine and Inchinnan (n=59)                                | 6.8%  | 30.5% | 22.0% | 40.7% |
| Paisley Northeast and Ralston (n=66)                        | 9.1%  | 31.8% | 25.8% | 33.3% |
| Paisley Northwest (n=116)                                   | 6.0%  | 45.7% | 22.4% | 25.9% |
| Johnstone South and Elderslie (n=99)                        | 7.1%  | 39.4% | 25.3% | 28.3% |
| Bishopton, Bridge of Weir and Langbank (n=100)              | 4.0%  | 28.0% | 27.0% | 41.0% |
| Renfrew South and Gallowhill (n=73)                         | 16.4% | 35.6% | 23.3% | 24.7% |
| Paisley East and Central (n=78)                             | 11.5% | 39.7% | 16.7% | 32.1% |
| Houston, Crosslee and Linwood (n=85)                        | 17.6% | 41.2% | 12.9% | 28.2% |
| Renfrew North and Braehead (n=97)                           | 10.3% | 50.5% | 18.6% | 20.6% |
| Paisley Southwest (n=82)                                    | 20.7% | 48.8% | 12.2% | 18.3% |
| Johnstone North, Kilbarchan, Howwood and Lochwinnoch (n=66) | 7.6%  | 34.8% | 16.7% | 40.9% |



## 2.6 Disability (Q17, Q18)

Almost one in five respondents (19%) said that they considered themselves to have a disability. This was most commonly a physical impairment (58%) followed by mental health issues (20%) or some other kind of disability (20%). These were most typically chronic health issues such as COPD, heart disease, stroke or other long term health conditions.

**Figure 6: Disability**



Significant differences were noted with regard to age where just 8% of those aged under 35 consider themselves to have a disability, rising to 34% of those aged 65+.

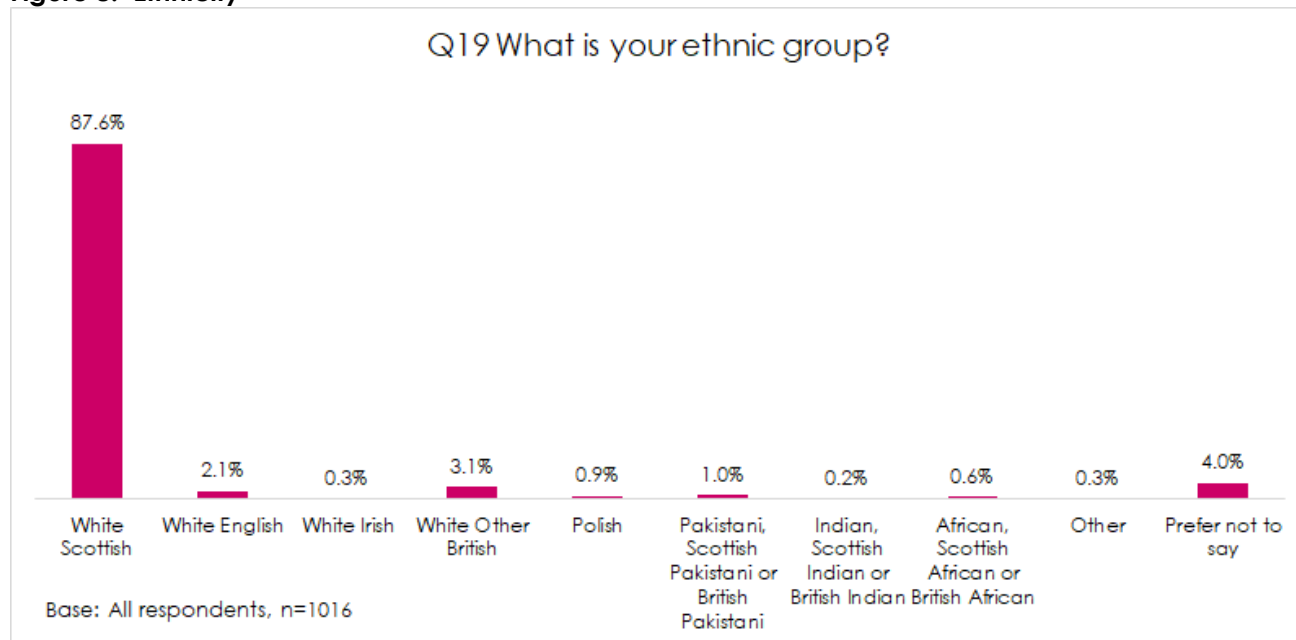
Geographical analysis shows that the greatest proportion of respondents with a disability were in Renfrew South and Gallowhill (32%), Houston, Crosslee and Linwood (31%) and Erskine and Inchinnan (31%).

| Figure 7: Disability by Ward                                |       |       |                   |
|-------------------------------------------------------------|-------|-------|-------------------|
|                                                             | Yes   | No    | Prefer not to say |
| Paisley Southeast (n=62)                                    | 19.4% | 74.2% | 6.5%              |
| Erskine and Inchinnan (n=62)                                | 30.6% | 64.5% | 4.8%              |
| Paisley Northeast and Ralston (n=70)                        | 25.7% | 65.7% | 8.6%              |
| Paisley Northwest (n=117)                                   | 16.2% | 82.9% | 0.9%              |
| Johnstone South and Elderslie (n=102)                       | 16.7% | 79.4% | 3.9%              |
| Bishopton, Bridge of Weir and Langbank (n=100)              | 12.0% | 87.0% | 1.0%              |
| Renfrew South and Gallowhill (n=75)                         | 32.0% | 58.7% | 9.3%              |
| Paisley East and Central (n=82)                             | 15.9% | 79.3% | 4.9%              |
| Houston, Crosslee and Linwood (n=88)                        | 30.7% | 64.8% | 4.5%              |
| Renfrew North and Braehead (n=103)                          | 8.7%  | 81.6% | 9.7%              |
| Paisley Southwest (n=87)                                    | 12.6% | 74.7% | 12.6%             |
| Johnstone North, Kilbarchan, Howwood and Lochwinnoch (n=68) | 17.6% | 79.4% | 2.9%              |

## 2.4. Ethnicity (Q19)

The vast majority of respondents (93%) were of White Scottish, British or Irish ethnicity. 1% were Pakistani, 1% were Polish and 1% were African. 4% said they would prefer not to say.

**Figure 8: Ethnicity**



Analysis by ward shows that those living in Bishopton, Bridge of Weir and Langbank (100%) and Houston, Crosslee and Linwood (100%) were most likely to be of White Scottish or British ethnicity whereas those living in Renfrew South and Gallowhill (93%) and Renfrew North and Braehead (94%) were less likely to be White Scottish or British

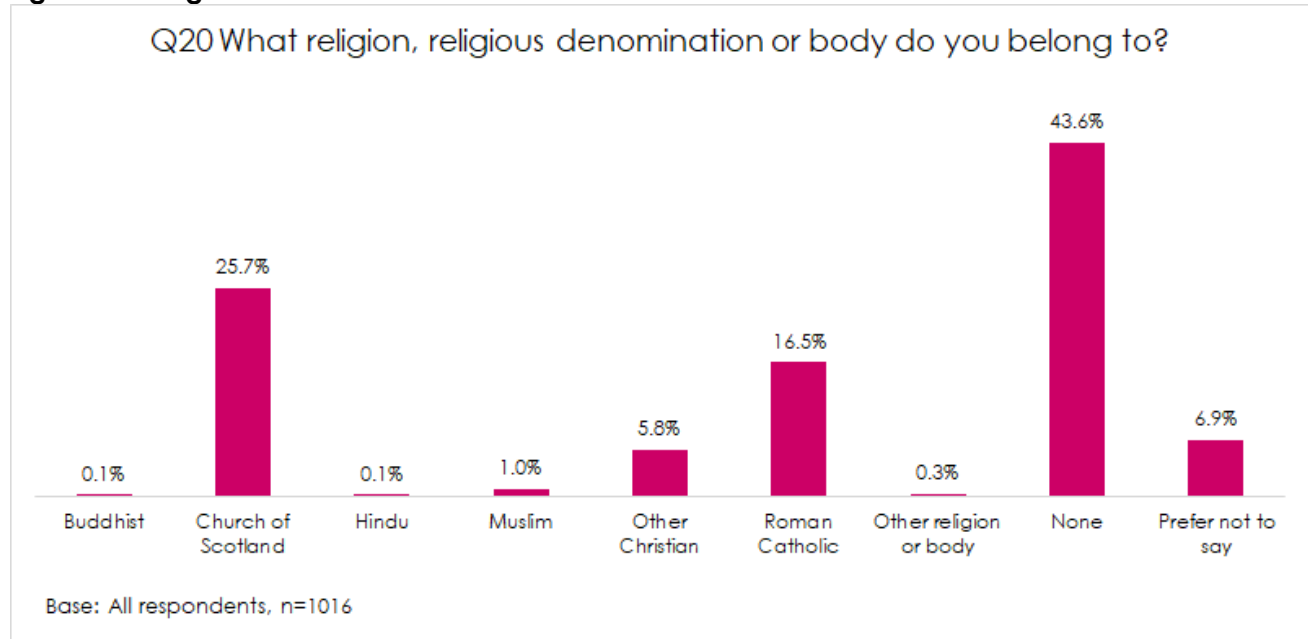
**Figure 9: Ethnic group by Ward**

|                                                             | White Scottish/<br>English/<br>other<br>British | Other ethnic origin |
|-------------------------------------------------------------|-------------------------------------------------|---------------------|
| Paisley Southeast (n=53)                                    | 94.3%                                           | 5.7%                |
| Erskine and Inchinnan (n=61)                                | 96.7%                                           | 3.3%                |
| Paisley Northeast and Ralston (n=65)                        | 98.5%                                           | 1.5%                |
| Paisley Northwest (n=116)                                   | 94.8%                                           | 5.2%                |
| Johnstone South and Elderslie (n=98)                        | 98.0%                                           | 2.0%                |
| Bishopton, Bridge of Weir and Langbank (n=100)              | 100.0%                                          | -                   |
| Renfrew South and Gallowhill (n=73)                         | 93.2%                                           | 6.8%                |
| Paisley East and Central (n=77)                             | 96.1%                                           | 3.9%                |
| Houston, Crosslee and Linwood (n=85)                        | 100.0%                                          | -                   |
| Renfrew North and Braehead (n=98)                           | 93.9%                                           | 6.1%                |
| Paisley Southwest (n=84)                                    | 95.2%                                           | 4.8%                |
| Johnstone North, Kilbarchan, Howwood and Lochwinnoch (n=65) | 98.5%                                           | 1.5%                |

## 2.5. Religion (Q20)

When asked what religion, religious denomination or body they belong to, the most common response was none, which was stated by 44% of respondents. Church of Scotland was the most common religion noted (26%) followed by Roman Catholic (17%) and then Other Christian (6%).

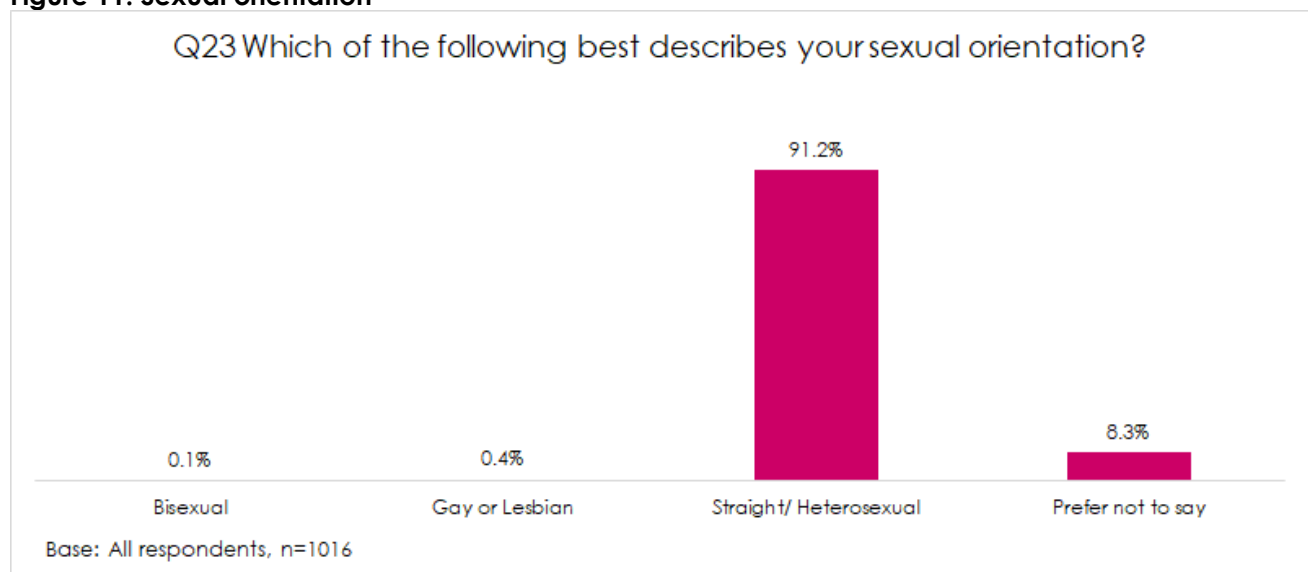
**Figure 10: Religion**



## 2.6. Sexual orientation (Q23)

The majority of respondents (91%) said that they were of heterosexual or straight sexual orientation.

**Figure 11: Sexual orientation**



### 3. NEIGHBOURHOOD AND QUALITY OF LIFE

#### 3.1. Overview

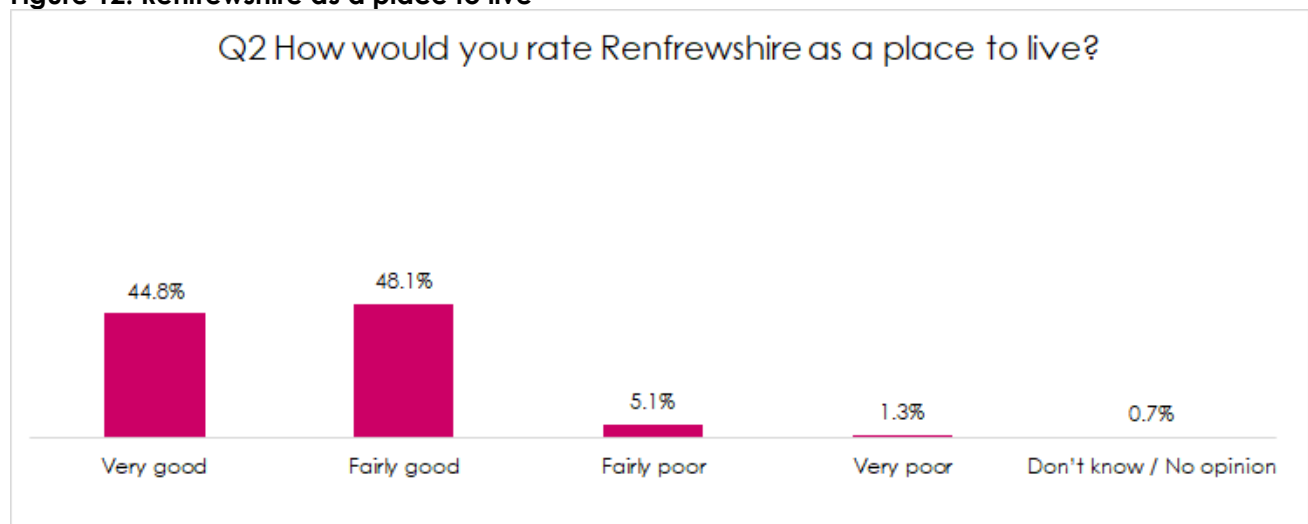
The survey began asking questions on residents' perceptions of Renfrewshire, their neighbourhood and quality of life.

Most residents (93%) rated Renfrewshire as a good place to live, with 95% feeling positively about their neighbourhood. Older adults and homeowners were more likely to express strong satisfaction, while council and private tenants were less positive. Key strengths identified included safety, pride in the community, and kindness among neighbours.

#### 3.2. Renfrewshire as a place to live (Q1)

The majority of residents (93%) rate Renfrewshire as very or fairly good as a place to live, 6% were of the opinion it was a fairly or very poor place to live and 1% had no opinion.

**Figure 12: Renfrewshire as a place to live**



Analysis of rating of the neighbourhood as a place to live shows the following key trends:

**Age:**

- Respondents aged 65+ were most likely to rate Renfrewshire as a very good place to live (52%), however those most likely to rate Renfrewshire as a very/fairly good place to live were those aged 35-54 (96.5%) and 16-34 (96%).

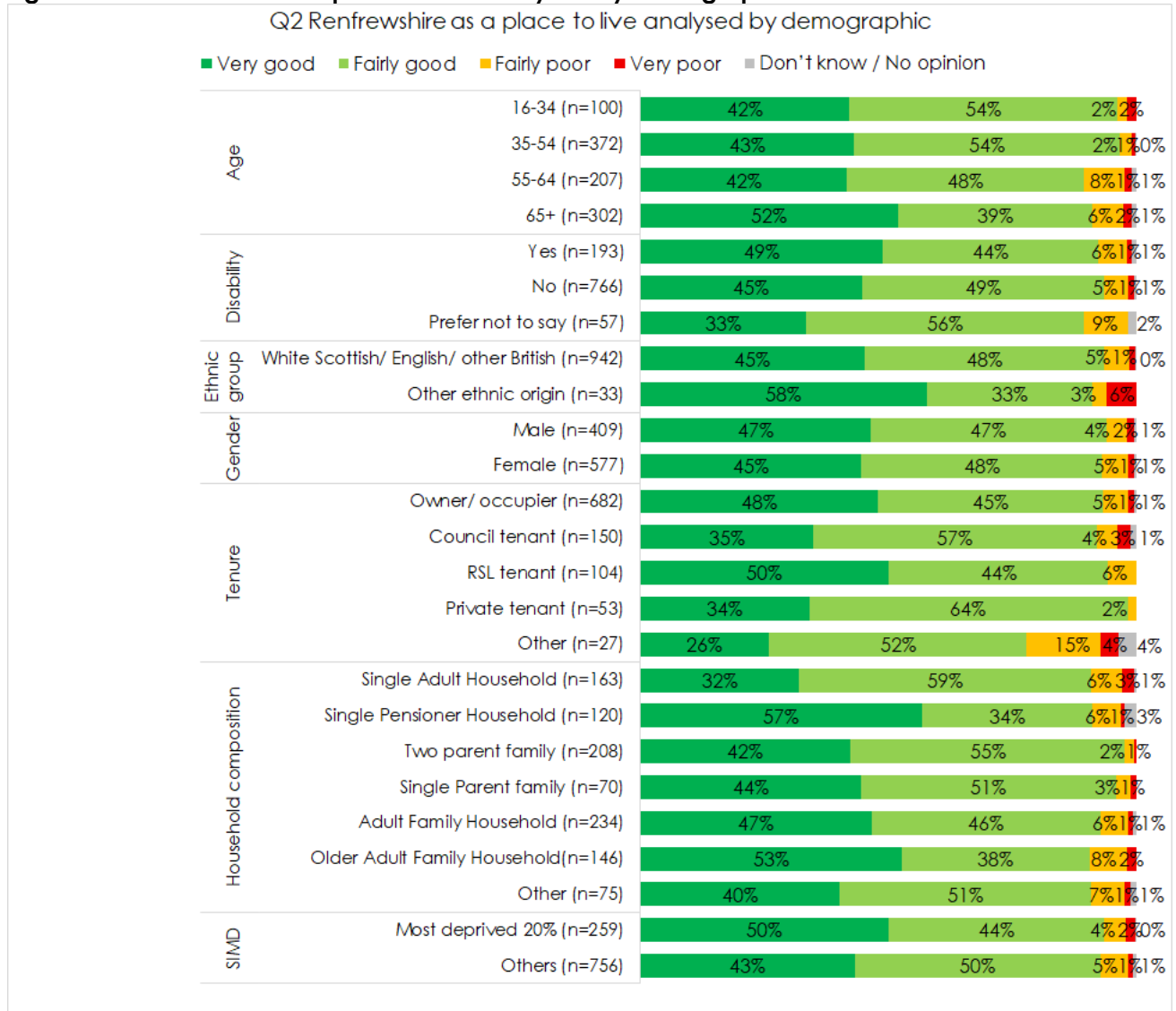
**Tenure:**

- Respondents renting their homes from a Housing Association (50%) and owner occupiers (48%) were most likely to rate Renfrewshire as a very good place to live, whereas those renting from a private landlord (34%) and those renting from the Council (35%) were less likely to do so.

**Electoral ward**

- Electoral wards where respondents were most likely to rate Renfrewshire as a fairly/very good place to live were Houston, Crosslee and Linwood (98.9%), Bishopton, Bridge of Weir and Langbank (97%), and Paisley Southwest (96.6%).

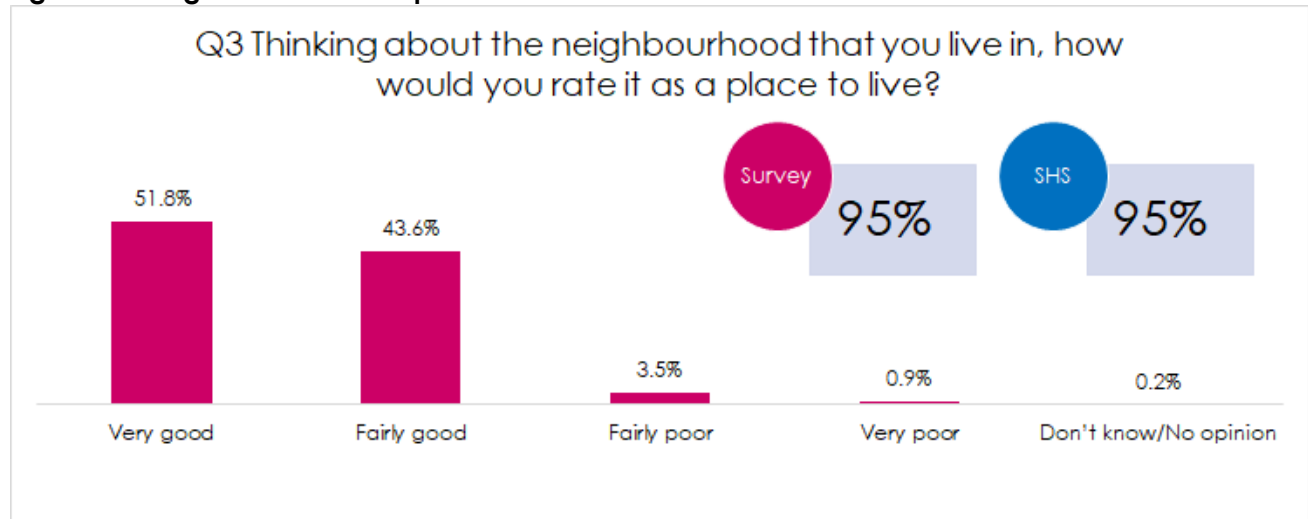
**Figure 13: Renfrewshire as a place to live analysed by demographic**



### 3.3. Neighbourhood as a place to live (Q2)

The majority of residents (95%) rate their neighbourhood as very or fairly good, 4% were of the opinion it was a fairly or very poor place to live and 0.2% had no opinion.

**Figure 14: Neighbourhood as a place to live**



This is in line with the Scottish average from the Scottish Household Survey 2023<sup>1</sup> where 95% of respondents in both Scotland overall and Renfrewshire specifically rated their neighbourhood as a very or fairly good place to live.

| Figure 15: Rating of neighbourhood as a place to live, SHS 2023 |            |            |            |              |
|-----------------------------------------------------------------|------------|------------|------------|--------------|
|                                                                 | Scotland   | Edinburgh  | Glasgow    | Renfrewshire |
| <b>Very/fairly good</b>                                         | <b>95%</b> | <b>95%</b> | <b>92%</b> | <b>95%</b>   |
| Very good                                                       | 55%        | 57%        | 37%        | 51%          |
| Fairly good                                                     | 40%        | 39%        | 55%        | 44%          |
| Fairly poor                                                     | 4%         | 4%         | 6%         | 3%           |
| Very poor                                                       | 1%         | 1%         | 2%         | 2%           |
| No opinion                                                      | 0%         | 0%         | 0%         | 0%           |

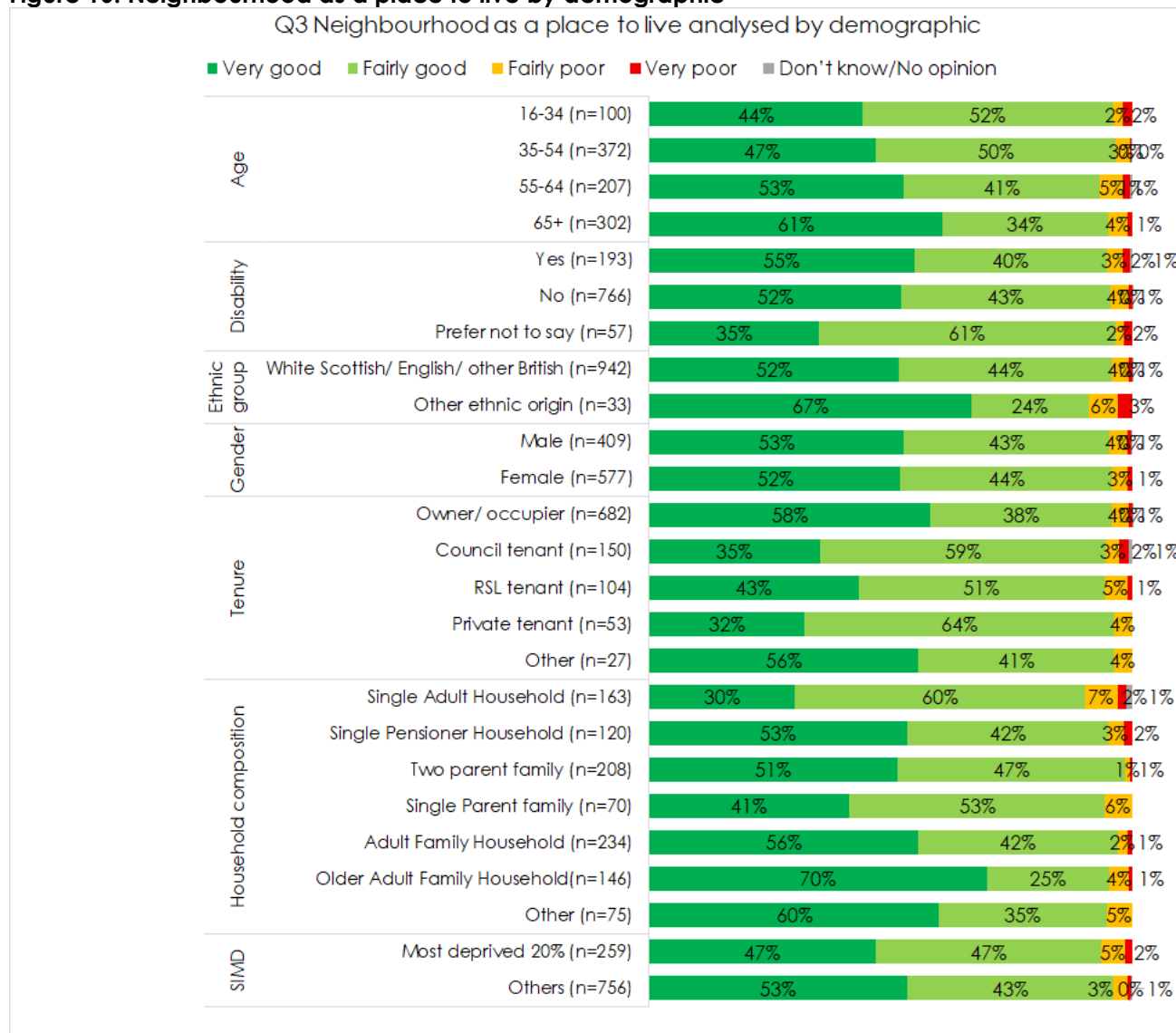
<sup>1</sup> <https://www.gov.scot/binaries/content/documents/govscot/publications/research-and-analysis/2024/12/neighbourhoods-communities-2023-findings-scottish-household-survey/documents/shs-2023-neighbourhoods-communities/shs-2023-neighbourhoods-communities/govscot%3Adocument/shs-2023-neighbourhoods-communities.ods>

Analysis shows the following key differences in rating of the neighbourhood by demographic characteristics:

#### Age

- Respondents most likely to rate their neighbourhood as a very good place to live were those aged 65+ (61%), while those aged 16-34 were least likely to rate their neighbourhood as a very good place to live (44%).

**Figure 16: Neighbourhood as a place to live by demographic**



#### Ethnic group

- White Scottish/English/Other British respondents were positive about the neighbourhood that they live in, with 44% rating their neighbourhood as a fairly good place to live, compared to 24% of those from other ethnic origins.

#### Tenure

- Homeowners were most likely to rate their neighbourhood as a very good place to live (58%). Less likely to rate their neighbourhood as a very good place to live were those renting from the council (35%) or renting from a private landlord (32%).

#### *Household type*

- Households most likely to rate their neighbourhood as a very/fairly good place to live were two parent families (99%) and adult family household with two or more adults and no dependent children (97%).
- Single adult households with no children were least likely to rate their neighbourhood as a very/fairly good place to live (90%).

#### *Electoral ward*

- Respondents most likely to rate their neighbourhood as very/fairly good were those from Bishopton, Bridge of Weir and Langbank (99%) and Houston, Crosslee and Linwood (99%).
- Respondents most likely to rate their neighbourhood as a very/fairly poor place to live were those from Renfrew South and Gallowhill (9%), and Paisley Northwest (8.5%).

#### *SIMD 2020 Quintile*

- The most deprived 20% by SIMD 2020 Quintiles were slightly more likely to rate their neighbourhood as a very/fairly poor place to live (7%), compared to other quintiles (4%).



### 3.4. Agreement with statements about the neighbourhood (Q4)

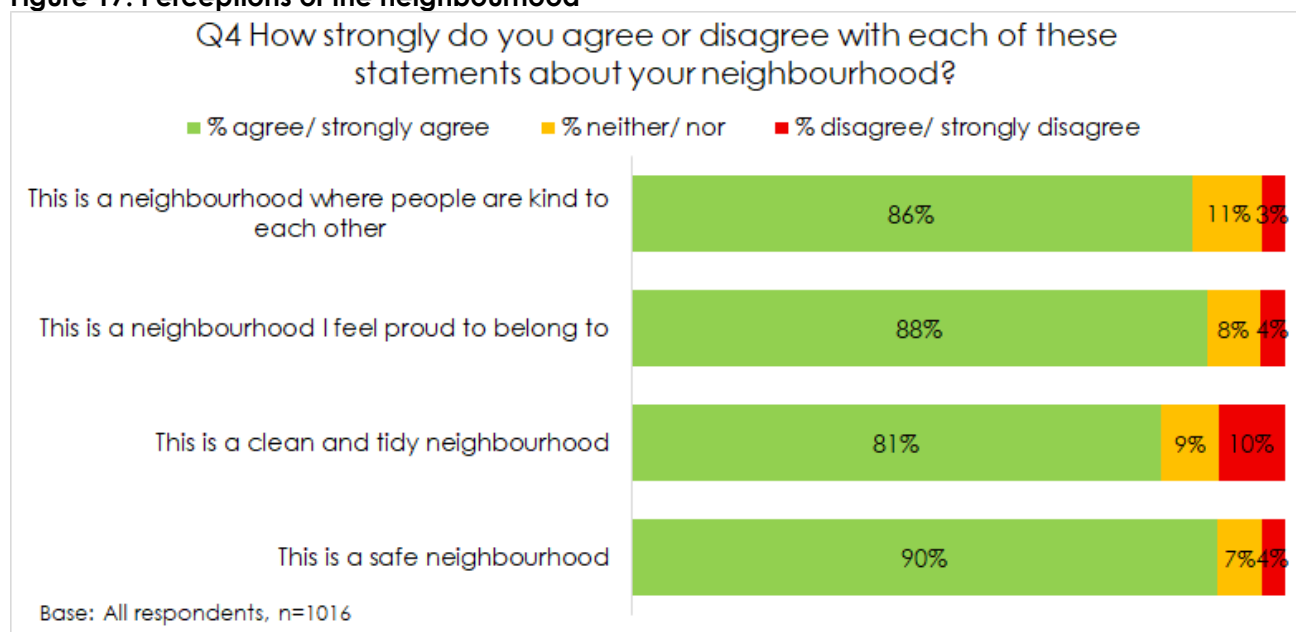
When asked the extent to which they agree with a number of statements about their neighbourhood, the highest level of agreement was with:

- This is a safe neighbourhood (90% strongly agree or agree)
- This is a neighbourhood I feel proud to belong to (88%)

Agreement was slightly lower with regard to:

- This is a neighbourhood where people are kind to each other (86%)
- This is a clean and tidy neighbourhood (81%).

**Figure 17: Perceptions of the neighbourhood**



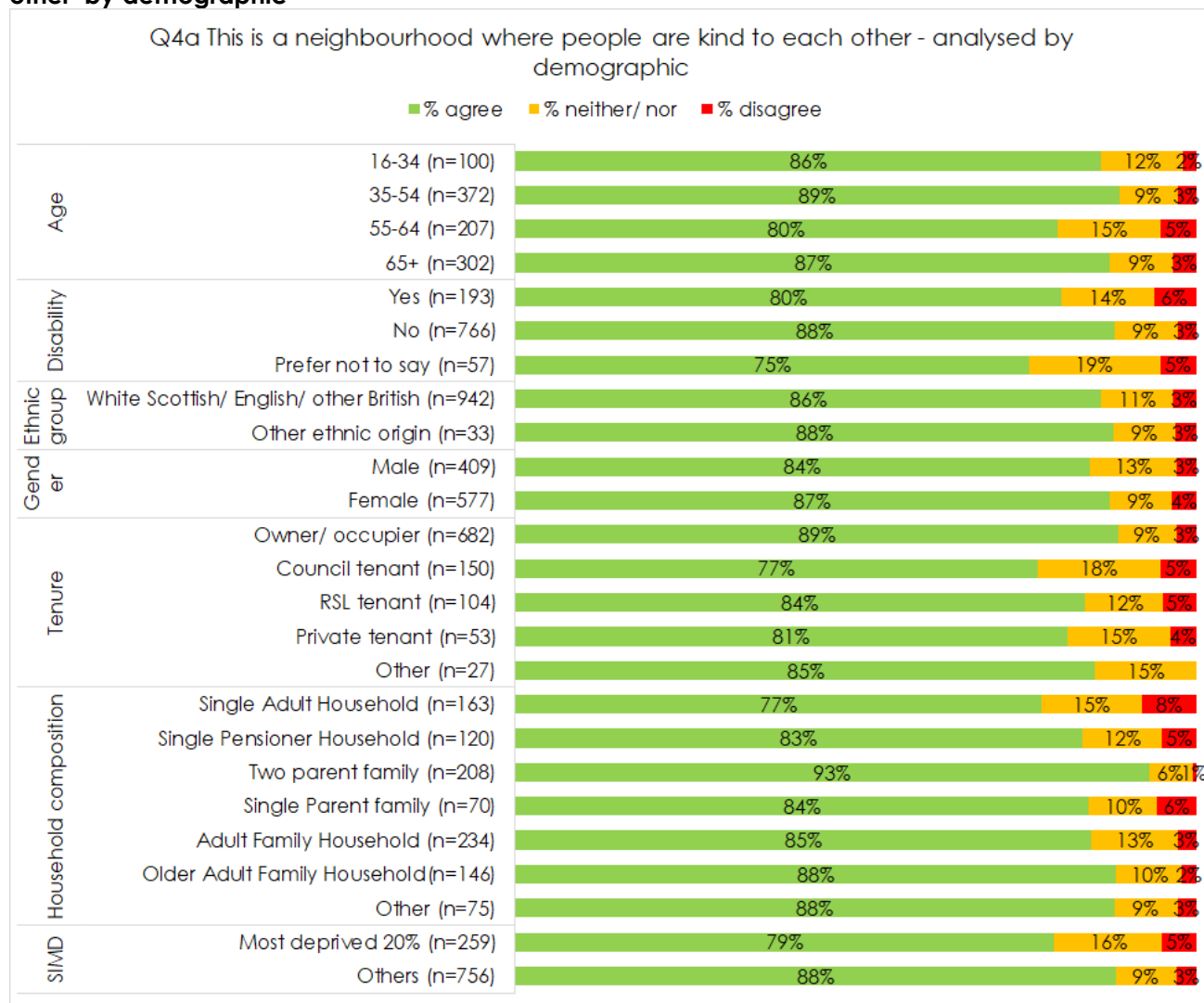
In terms of the statement 'This is a neighbourhood where people are kind to each other', the level of agreement from Renfrewshire residents is broadly in line with the Scottish average from the Scottish Household Survey 2023 where 85% stated that they agree with the statement. Agreement with 'This is a neighbourhood I feel proud to belong to' is slightly higher in Renfrewshire than for Scotland as a whole where 82% said they agree with this statement.

**Figure 18: Percentage of adults agreeing with statements about their neighbourhood strengths, SHS 2023**

|                                                                                      | SHS 2023<br>Scotland | SHS 2023<br>Renfrewshire | Renfrewshire<br>Resident<br>Survey 2025 |
|--------------------------------------------------------------------------------------|----------------------|--------------------------|-----------------------------------------|
| This is a neighbourhood where people are kind to each other                          | 85%                  | 87%                      | 86%                                     |
| This is a neighbourhood I feel proud to belong to                                    | 82%                  | 87%                      | 88%                                     |
| This is a safe neighbourhood (NB SHS states feel safe when walking alone after dark) | 81%                  | 86%                      | 90%                                     |

Analysis of agreement with the statement '**This is a neighbourhood where people are kind to each other**' showed the following:

**Figure 19: Agreement with the statement 'This is a neighbourhood where people are kind to each other' by demographic**



#### Age

- Respondents most likely to agree with the statement "this is a neighbourhood where people are kind to each other" were those aged 35-54 (89%) and 65+ (87%). 80% of respondents aged 55-64 agreed with this statement.

*Disability*

- Respondents who did not consider themselves to have a disability were more likely to agree with the statement (88%) while 80% of those with a disability agreed with this statement.

*Tenure*

- Home owners were significantly more likely to agree with this statement (89%) than those who rent from the Council (77%).

*Household demographic*

- Households most likely to agree were two parent families with two adults (non-pensioner) and at least one dependent child (93%) whereas least likely to agree were single adult households (non-pensioner) (77%).

*Electoral ward*

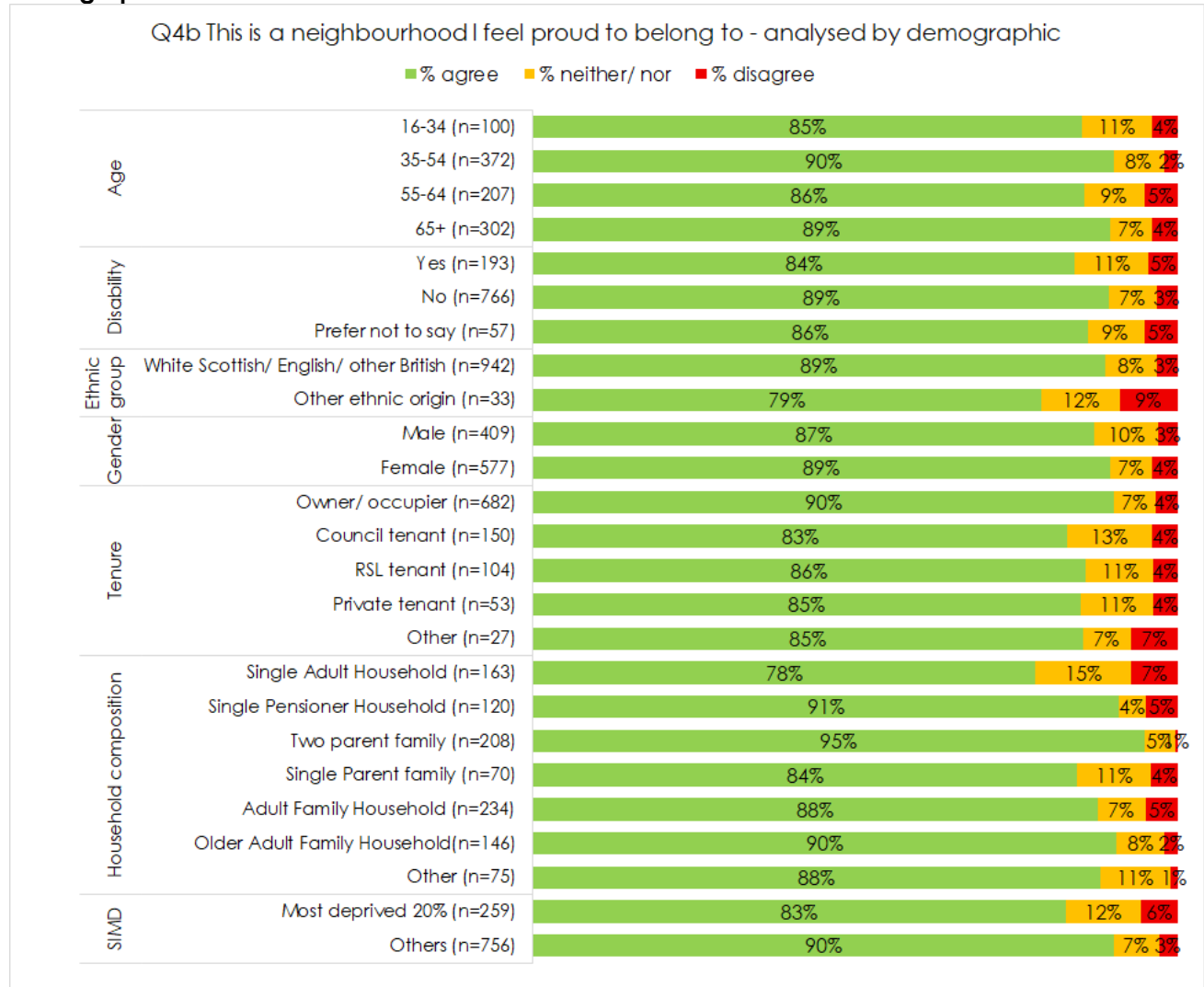
- Nearly all respondents (99%) from Bishopton, Bridge of Weir and Langbank agreed with the statement. Conversely, just over three quarters (76%) of respondents from Johnstone North, Kilbarchan, Howwood and Lochwinnoch agreed with this statement.

*SIMD 2020 Quintile*

- Significantly fewer respondents from the most deprived 20% SIMD Quintile agreed with this statement (79%) than respondents from other quintiles (88%).

Analysis of agreement with the statement **'This is a neighbourhood I feel proud to belong to'** shows no significant differences in agreement with regard to age, disability or ethnicity. Significant differences were noted with respect to the following:

**Figure 20: Agreement with the statement 'This is a neighbourhood I feel proud to belong to' by demographic**



#### Tenure

- Homeowners were significantly more likely to agree with the statement (90%), than respondents renting from the council (83%)

#### Household type

- Two parent families were most likely to agree with the statement (95%). Households least likely to agree with this statement were single adult households (non-pensioner) (78%)

#### Employment status

- Significantly more economically active respondents agreed with the statement "this is a neighbourhood I feel proud to belong to" (90%), than respondents not working/retired (86%).

### Electoral ward

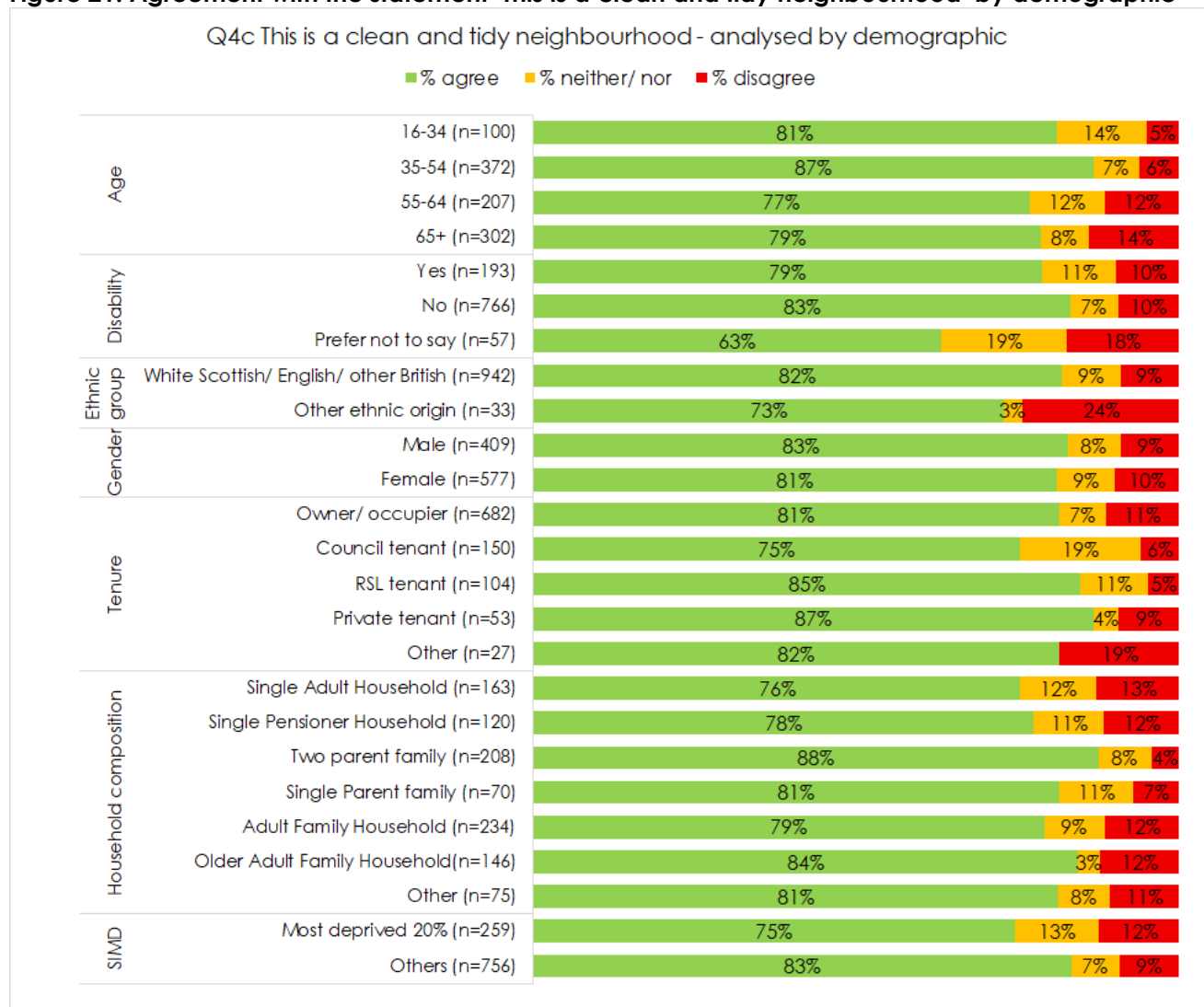
- Almost all respondents from Bishopton, Bridge of Weir and Langbank (99%) agreed with the statement “this is a neighbourhood I feel proud to belong to,” significantly more than those from Johnstone North, Kilbarchan, Howwood and Lochwinnoch (76%) and Renfrew South and Gallowhill (83%).

### SIMD 2020 Quintile

- Respondents from the most deprived 20% SIMD Quintile were less likely to agree with the statement (83%) than other respondents (90%).

In terms of the statement ‘**This is a clean and tidy neighbourhood**’, analysis shows the following:

**Figure 21: Agreement with the statement ‘This is a clean and tidy neighbourhood’ by demographic**



### Age

- Respondents most likely to agree with the statement were those aged 35-54 (87%). Those least likely to agree with this statement were those aged 55-64 (77%) and those aged 65+ (79%).

*Household type*

- Households most likely to agree with the statement were households with two parent families (88%) and older adult family households containing at least one pensioner (84%). Single adult households with no children (76%) and single pensioner households (78%) were least likely to agree with the statement.

*Employment status*

- Economically active respondents were significantly more likely to agree (86%) with the statement than those not working/retired (76%).

*SIMD 2020 Quintile*

- Respondents from the most deprived SIMD 2020 Quintile were significantly less likely to agree (75%) with the statement than respondents from other quintiles (83%).

*Electoral ward*

- Most likely to agree with the statement "this is a clean and tidy neighbourhood" were respondents in Bishopton, Bridge of Weir and Langbank (97%) and Houston, Crosslee and Linwood (91%).
- Significantly fewer respondents from Paisley Southwest (67%) and Paisley Southeast (69%) agreed with the statement "this is a clean and tidy neighbourhood".

In terms of the statement '**This is a safe neighbourhood**', analysis shows:

*Age*

- Respondents aged 35-54 were more likely to agree their neighbourhood was safe (93%) than those aged 55-64 (86%).

*Disability*

- Respondents with a disability were less likely to agree (82%) than those without a disability (92%).

*Household demographic*

- Households most likely to agree with the statement "this is a safe neighbourhood" were households with two parent families (94%). Conversely, single adult households with no children (86%) and adult family households (88%) were less likely to agree.

*Employment status*

- Economically active respondents were significantly more likely to agree (93%) than those not working/retired (86%).

*SIMD 2020 Quintile*

- Respondents from the most deprived 20% by SIMD 2020 Quintiles were significantly less likely to agree (86%) with the statement than those from other SIMD Quintiles (91%).

*Ward*

- Significantly more respondents from Bishopton, Bridge of Weir and Langbank (99%) and Paisley Northeast and Ralston (97%) agreed whereas agreement was much lower in Renfrew South and Gallowhill (79%), Johnstone North, Kilbarchan, Howwood and Lochwinnoch (83%) and Paisely Southeast (82%).

**Figure 22: Agreement with the statement 'This is a safe neighbourhood' by Ward**

## 4. PERCEPTIONS OF THE COUNCIL AND PUBLIC SERVICES

### 4.1. Overview

Respondents were then asked about their perception of the Council and public services.

Residents expressed moderate to strong agreement that the Council communicates well, provides quality services, and addresses local issues. However, fewer felt the Council listens to residents before making decisions. Perceptions varied by age, tenure, and disability status, with economically active and family households generally more positive.

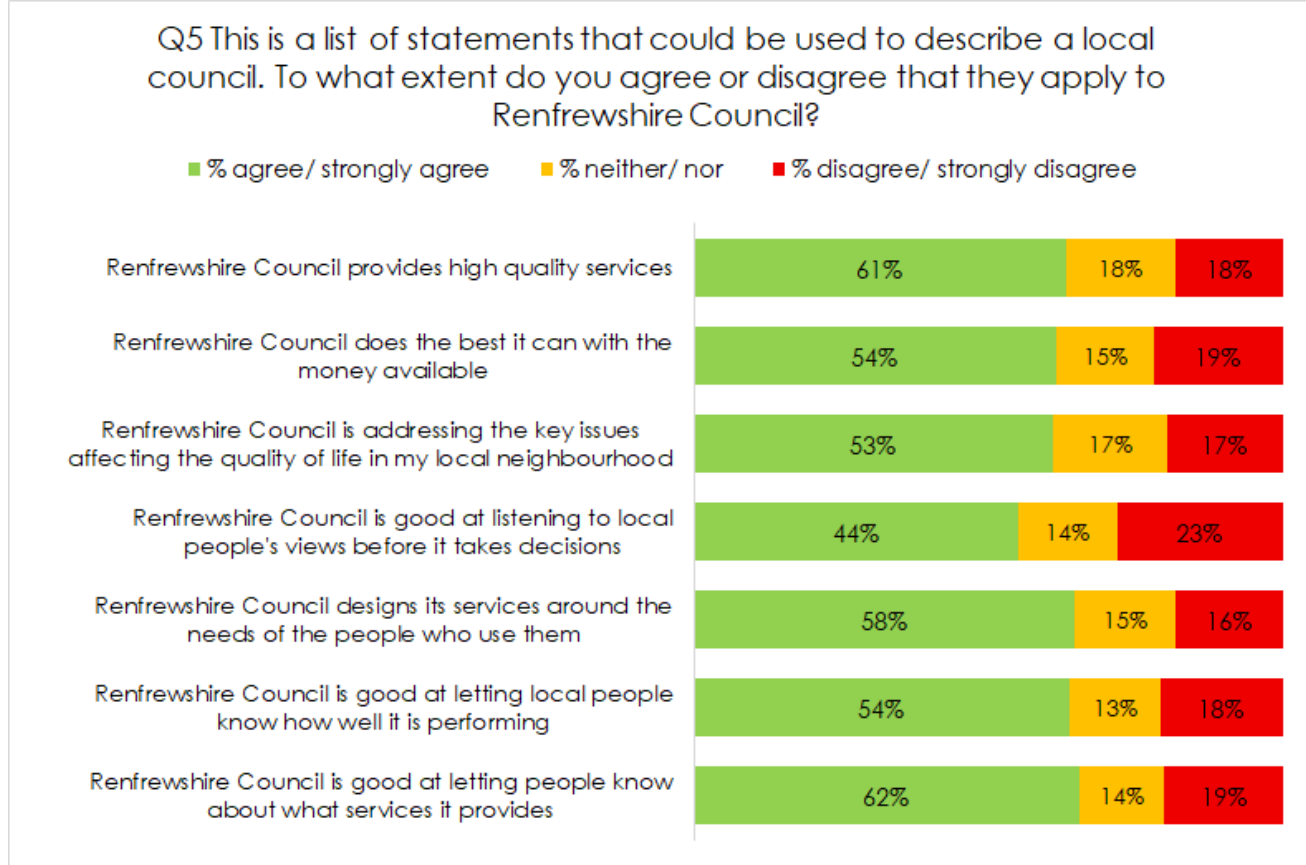
### 4.2. Opinions on Renfrewshire Council (Q5)

When asked their opinions on Renfrewshire Council, respondents were most likely to agree that:

- Renfrewshire Council is good at letting people know about what services it provides (62% strongly agree/ agree)
- Renfrewshire Council provides high quality services (61%)

Respondents least likely to agree with the statement: Renfrewshire Council is good at listening to local people's views before it takes decisions.

**Figure 23: Opinions on Renfrewshire Council**





These statements were also asked in the 2023 Scottish Household Survey. The following table shows the level of agreement reported in the 2023 Scottish Household Survey for all Scottish respondents and also specifically for Renfrewshire respondents. As can be seen below, the level of agreement for the Renfrewshire Residents Survey 2025 is generally higher than the published figures for all statements when compared to the Scottish Household Survey<sup>2</sup> Results for Renfrewshire residents.

This is most notably the case for the statement 'The Council designs its services around the needs of the people who use them', where the level of agreement in the Renfrewshire Resident survey is 27% points higher than the Scottish Household survey. It is also notable that in terms of the Scottish Household Survey, comparison of Renfrewshire results to those of Scotland overall does show higher levels of agreement with statements concerning communications such as letting people know the kind of services it provides and letting people know how well it is performing.

**Figure 24: Statements about the Council (SHS 2023 Scotland compared to Renfrewshire Resident Survey 2025)**

| % strongly agree/ tend to agree                                                                  | SHS 2023 Scotland | SHS 2023 Renfrewshire | Renfrewshire Residents Survey 2025 |
|--------------------------------------------------------------------------------------------------|-------------------|-----------------------|------------------------------------|
| The Council provides high quality services                                                       | 42%               | 38%                   | 61%                                |
| The Council does the best it can with the money available                                        | 42%               | 41%                   | 54%                                |
| The Council is addressing the key issues affecting the quality of life in my local neighbourhood | 33%               | 34%                   | 53%                                |
| The Council is good at listening to local people's views before it takes decisions               | 23%               | 23%                   | 44%                                |
| The Council designs its services around the needs of the people who use them                     | 31%               | 35%                   | 58%                                |
| The Council is good at letting local people know how well it is performing                       | 30%               | 34%                   | 54%                                |
| The Council is good at letting people know about the kinds of services it provides               | 37%               | 45%                   | 62%                                |

<sup>2</sup>

<https://www.gov.scot/binaries/content/documents/govscot/publications/statistics/2024/11/scottish-household-survey-perceptions-of-local-councils-2023/documents/scottish-household-survey-perceptions-of-local-councils-2023-tables/scottish-household-survey-perceptions-of-local-councils-2023-tables/govscot%3Adocument/Scottish%2BHousehold%2BSurvey%2B%2528SHS%2529%2B2023%2B-%2BPerceptions%2Bof%2BLocal%2BCouncils%2BTables.xlsx>

Analysis of each of these statements by demographic and geographic characteristics shows the following key differences:

### The Council provides high quality services

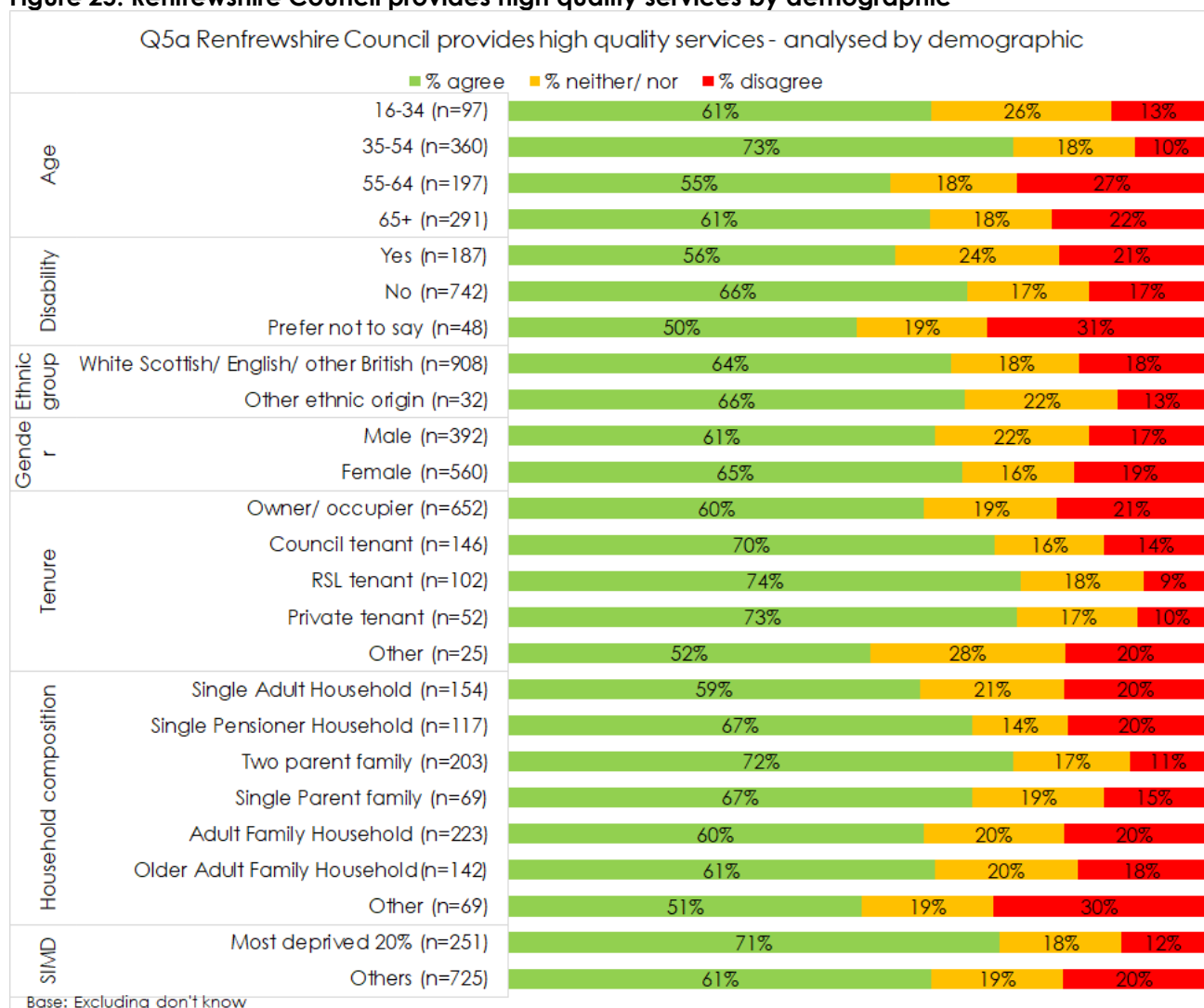
#### Age

- Almost three quarters of respondents aged 35-54 (73%) agreed with the statement "Renfrewshire Council provides high quality services," significantly more than those aged 16-34 (61%), 55-64 (55%) and 65+ (60%).

#### Disability

- Respondents without a disability were more likely to agree (66%) than those with a disability (56%).

**Figure 25: Renfrewshire Council provides high quality services by demographic**



#### Tenure

- Homeowners were less likely to agree that Renfrewshire council provides high quality services (60%) when compared to respondents renting from a Housing Association (74%) and private tenants (73%).

*Household demographic*

- Two parent family households were significantly more likely to agree that Renfrewshire council provides high quality services (72%), than single adult households (59%) and adult family households (60%).

*Employment status*

- Significantly more economically active respondents agreed that Renfrewshire council provides high quality services (68%) than those not working/retired (58%).

*SIMD 2020 Quintile*

- Respondents from the most deprived 20% SIMD quintiles were less likely to disagree that Renfrewshire council provides high quality services (12%) compared to respondents from other SIMD quintiles (20%).

*Electoral ward*

- Electoral wards where respondents were more likely to agree that Renfrewshire council provides high quality services were Paisley Northwest (77%), Johnstone South and Elderslie (74%) and Renfrew North and Braehead (73%). Least likely to agree with this statement were from electoral wards Erskine and Inchinnan (38%), Paisley Southeast (46%) and Renfrew South and Gallowhill (45%).

**The Council does the best it can with the money available***Disability*

- Respondents without a disability were more likely to agree that Renfrewshire Council does the best it can with the money available (65%) than those with a disability (49%).

*Tenure*

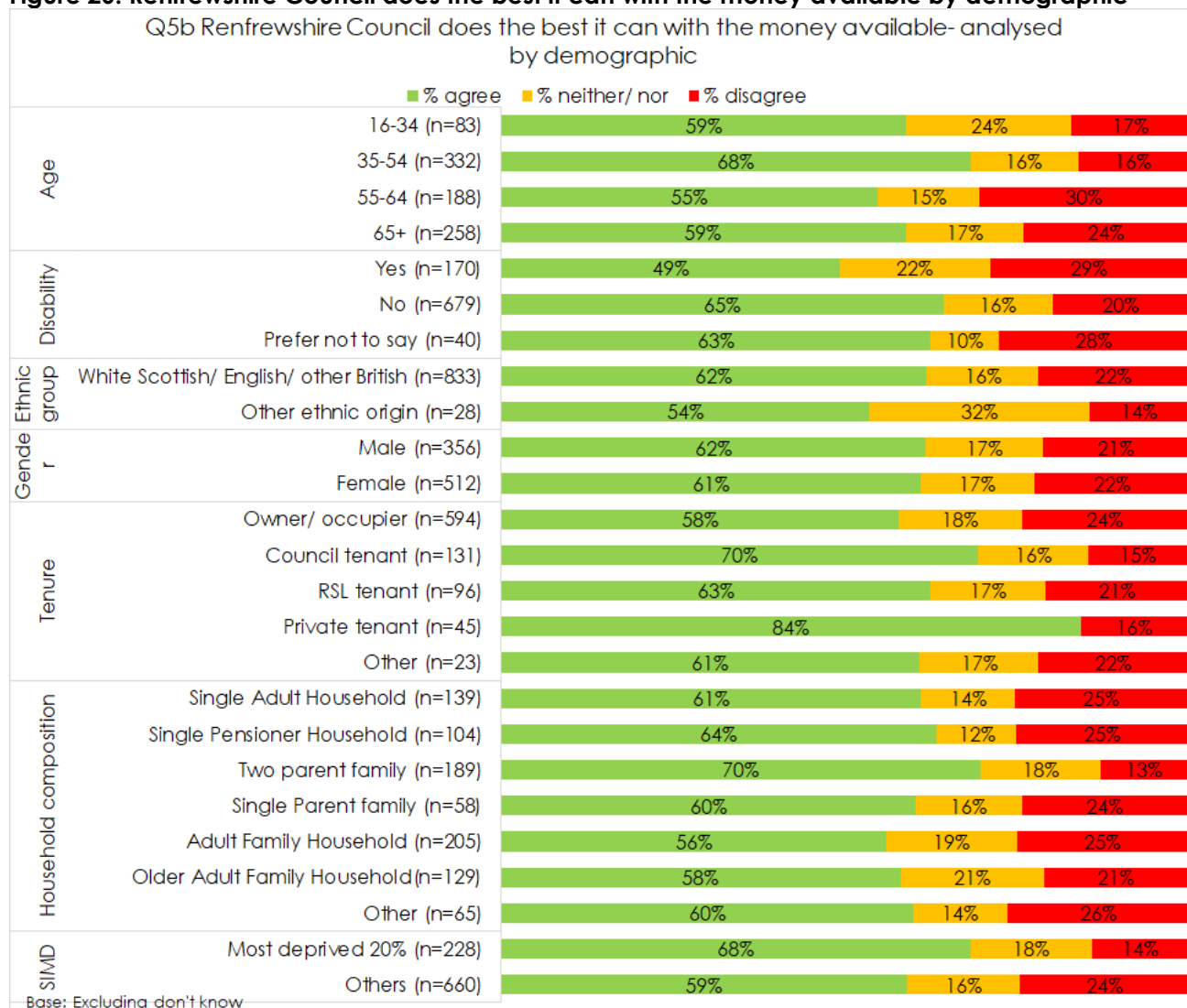
- Homeowners were significantly less likely to agree that Renfrewshire Council does the best it can with the money available (58%) and RSL tenants (63%), compared to respondents renting from a private landlord (84%).

*Household type*

- Households most likely to agree that Renfrewshire Council does the best it can with the money available were households with two parent families (70%). Conversely, older adult family households (58%) and adult family households (56%) were least likely to agree with this statement.

*Employment status*

- Significantly more economically active respondents agreed (65%), than those not working/retired (57%).

**Figure 26: Renfrewshire Council does the best it can with the money available by demographic****Electoral ward**

→ Electoral wards most likely to agree Renfrewshire Council does the best it can with the money available were Paisley East and Central (78%). Paisley Northwest (75%), Johnstone South and Elderslie (74%) and Renfrew North and Braehead (75%). Those least likely to agree were Renfrew South and Gallowhill (34%), PaisleySoutheast (40%) and Houston, Crosslee and Linwood (43%).

**SIMD 2020 Quintile**

→ Significantly more respondents from the most deprived SIMD 2020 Quintile (68%) agreed that Renfrewshire Council does the best it can with the money available than those from other SIMD Quintiles (59%).

## The Council is addressing the key issues affecting the quality of life in my local neighbourhood

### Age

- Significantly more respondents aged 35-54 agreed with this statement (72%) than those across all other age groups. Least likely to agree were those aged 55-64 (50%).

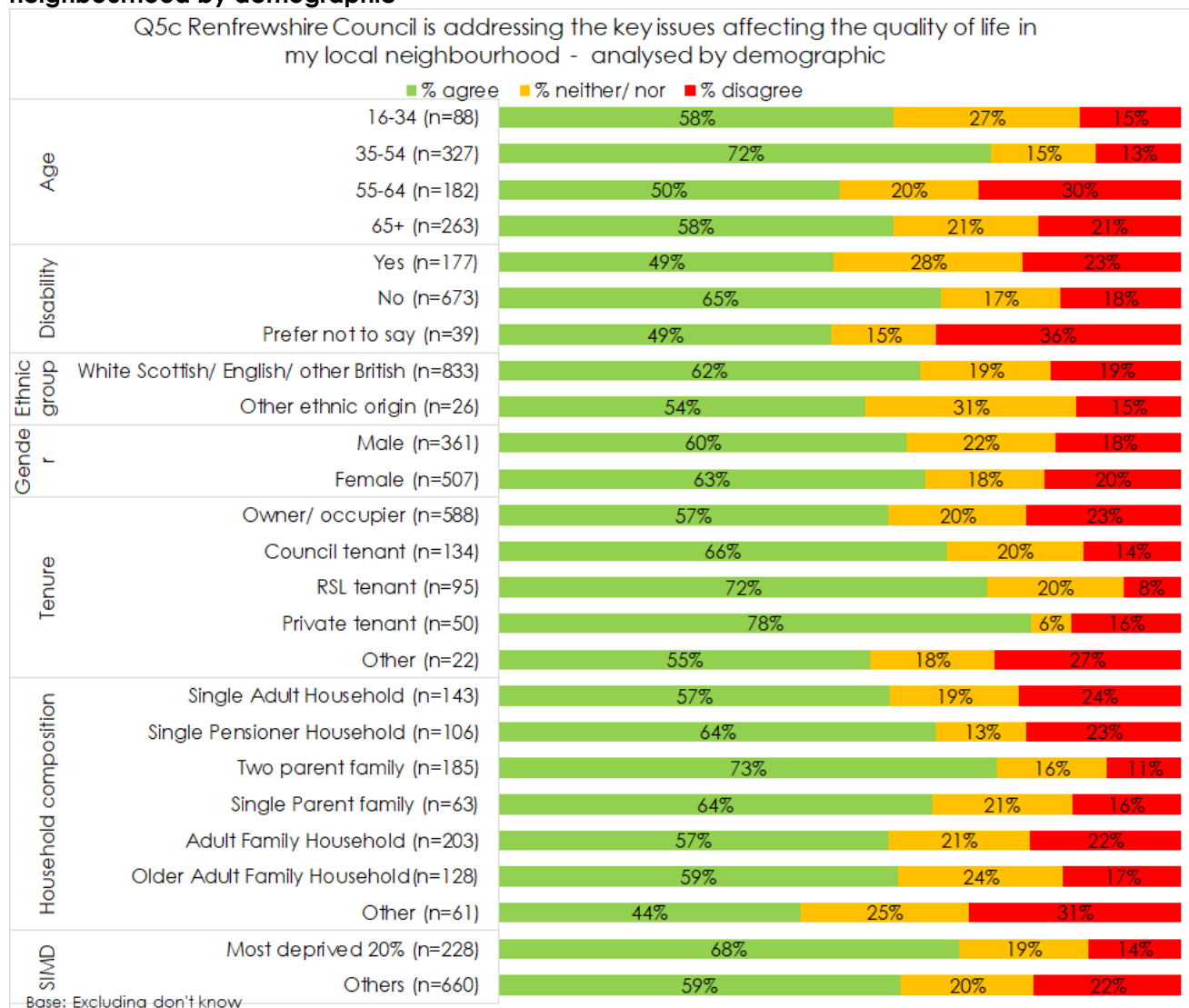
### Disability

- Respondents without a disability were significantly more likely to agree that Renfrewshire Council is addressing the key issues affecting the quality of life in their local neighbourhood (65%) than those with a disability (49%).

### Tenure

- Homeowners were significantly less likely to agree that Renfrewshire Council is addressing the key issues affecting the quality of life in their local neighbourhood (57%) than private tenants (78%) and RSL tenants (72%).

**Figure 27: Renfrewshire Council is addressing the key issues affecting quality of life in my local neighbourhood by demographic**



*Household type*

- Significantly more two parent family households (73%) agreed that Renfrewshire Council is addressing the key issues affecting the quality of life in their local neighbourhood than single adult households (57%), adult family households (57%) and older adult family households (57%).

*Employment status*

- Economically active respondents were more likely to agree that Renfrewshire Council is addressing the key issues affecting the quality of life in their local neighbourhood (67%) than those not working/retired (55%).

*Electoral ward*

- Electoral wards where respondents were more likely to agree that Renfrewshire Council is addressing the key issues affecting the quality of life in their local neighbourhood were Paisley East and Central (76%), Johnstone South and Elderslie (73%), Paisley Northwest (72%) and Renfrew North and Braehead (72%). Respondents from Paisley Southeast (42%) and Renfrew South and Gallowhill (42%) were those least likely to agree with this statement.

*SIMD 2020 Quintile*

- Significantly more respondents in the most deprived SIMD quintile (68%) agreed than respondents in other SIMD quintiles (59%).

**The Council is good at listening to local people's views before it takes decisions***Age*

- Respondents aged 35-54 were more likely to agree that Renfrewshire Council is good at listening to local people's views before it takes decisions (67%) than those aged 55-64 (43%).

*Disability*

- Respondents with a disability were less likely to agree (41%) than those without a disability (59%).

*Tenure*

- RSL tenants (71%) and private tenants (69%) were significantly more likely to agree than homeowners (50%).

*Household demographic*

- Significantly more two parent family households (70%) agreed Renfrewshire Council is good at listening to local people's views before it takes decisions compared to adult family households (48%) and older adult family households (46%).

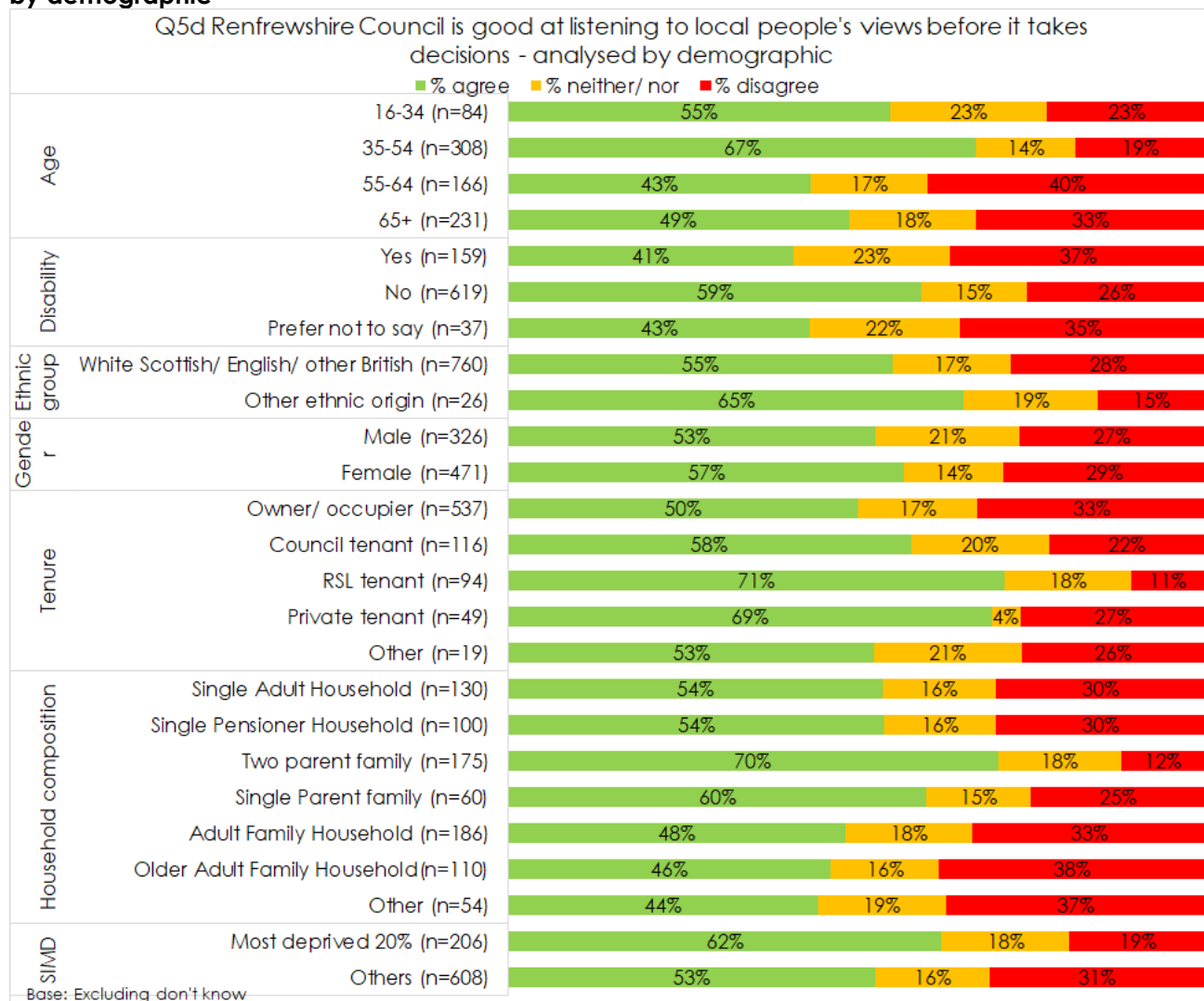
*Employment status*

- Economically active respondents were more likely to agree that Renfrewshire Council is good at listening to local people's views before it takes decisions (62%) than those not working/retired (47%).

*SIMD 2020 Quintile*

- Respondents from the most deprived SIMD quintile were significantly less likely to agree (53%) than those from other SIMD quintiles (62%).

**Figure 28: Renfrewshire Council is good at listening to local people's views before it takes decisions by demographic**



#### Electoral ward

- Significantly more respondents agreed Renfrewshire Council is good at listening to local people's views before it takes decisions in Johnstone South and Elderslie (68%), Paisley Northwest (67%) and Paisley East and Central (66%) than respondents from Paisley Southeast (24%), Erskine and Inchinnan (39%) and Renfrew South and Gallowhill (38%).



## The Council designs its services around the needs of the people who use them

### Age

- Respondents aged 35-54 were most likely to agree Renfrewshire Council designs its services around the needs of the people who use them (73%) while those aged 55-64 were least likely to agree (56%).

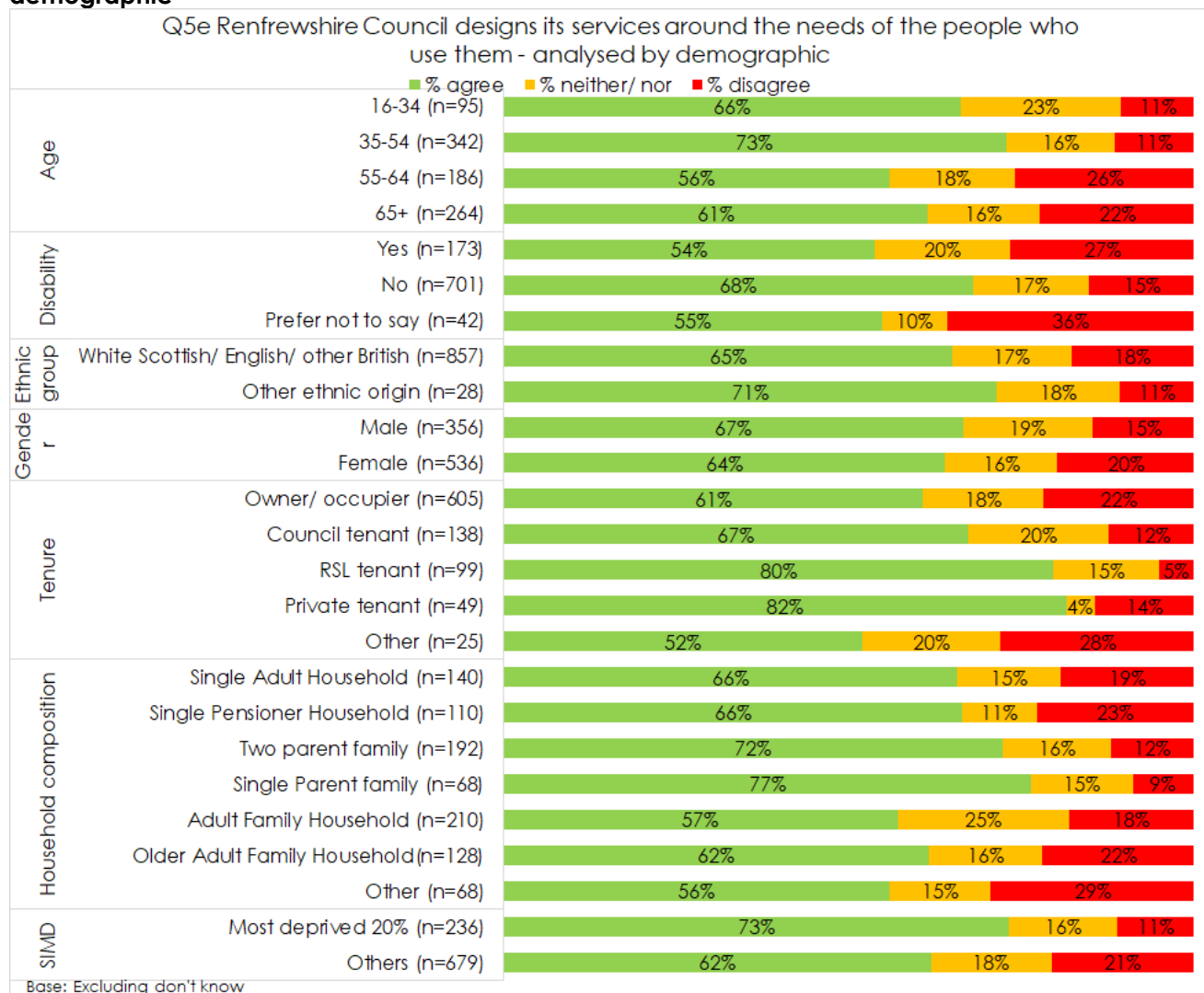
### Disability

- Fewer respondents with a disability agreed (54%) when compared to those without a disability (56%).

### Tenure

- Private tenants (82%) and RSL tenants (80%) were significantly more likely to agree Renfrewshire Council designs its services around the needs of the people who use them than homeowners (61%).

**Figure 29: The Council designs its services around the needs of the people who use them by demographic**





*Household type*

- Households most likely to agree Renfrewshire Council designs its services around the needs of the people who use them were single parent families (76%) and two parent families (72%), while adult family households (57%) were significantly less likely to agree with this statement.

*Employment status*

- Economically active respondents were significantly more likely to agree (70%) than those not working/retired (59%).

*SIMD 2020 Quintile*

- Almost three quarters (73%) of respondents from the most deprived SIMD quintile agreed compared to 62% of those from other areas.

*Electoral ward*

- Significantly more respondents from Paisley Northwest (81%) and Paisley East and Central (78%) agreed than those from Paisley Southeast (42%) and Renfrew South and Gallowhill (42%).

**The Council is good at letting local people know how well it is performing***Age*

- Respondents most likely to agree with the statement "Renfrewshire Council is good at letting local people know how well it is performing" were those aged 35-54 (72%) whereas those aged 55-64 (59%) and 65+ (59%) were less likely to agree.

*Disability*

- Respondents with a disability were significantly less likely (56%) to agree compared to those without a disability (67%).

*Tenure*

- Private tenants (78%) and RSL tenants (79%) were significantly more likely to agree than owners/occupiers (60%).

*Household demographic*

- Households most likely to agree Renfrewshire Council is good at letting local people know how well it is performing were single parent family (74%) and two parent family households (75%). Conversely, older adult family with at least one pensioner (53%) and adult family households (57%) expressed lower levels of agreement.

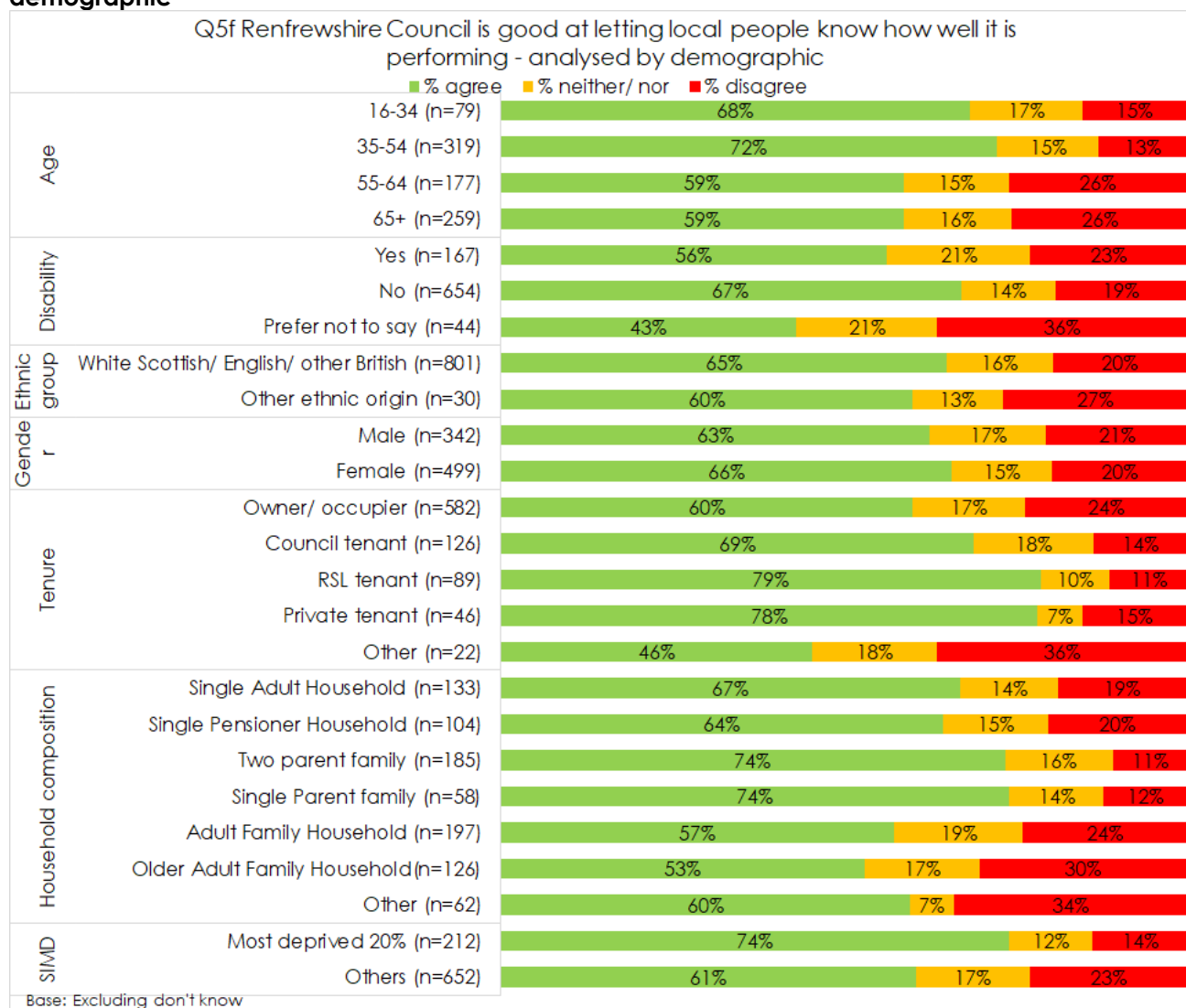
*Employment status*

- Significantly more economically active respondents agreed that Renfrewshire Council is good at letting local people know how well it is performing (69%), when compared to those not working/retired (60%)

*SIMD 2020 Quintile*

- Significantly more respondents agreed that Renfrewshire Council is good at letting local people know how well it is performing from the most deprived SIMD quintile (74%) than other SIMD quintiles (61%).

**Figure 30: Renfrewshire Council is good at letting people know how well it is performing by demographic**



#### Electoral ward

- Electoral wards most likely to agree Renfrewshire Council is good at letting local people know how well it is performing were Johnstone South and Elderslie (76%) and Paisley Northwest (80%). While only 38% of respondents from Paisley Southeast agreed with this statement.

## The Council is good at letting people know about the kinds of services it provides

### Age

- Respondents most likely to agree Renfrewshire Council is good at letting people know about what services it provides were those aged 35-54 (73%), compared to 61% of those aged 55-64, and 60% of respondents over the age of 65.

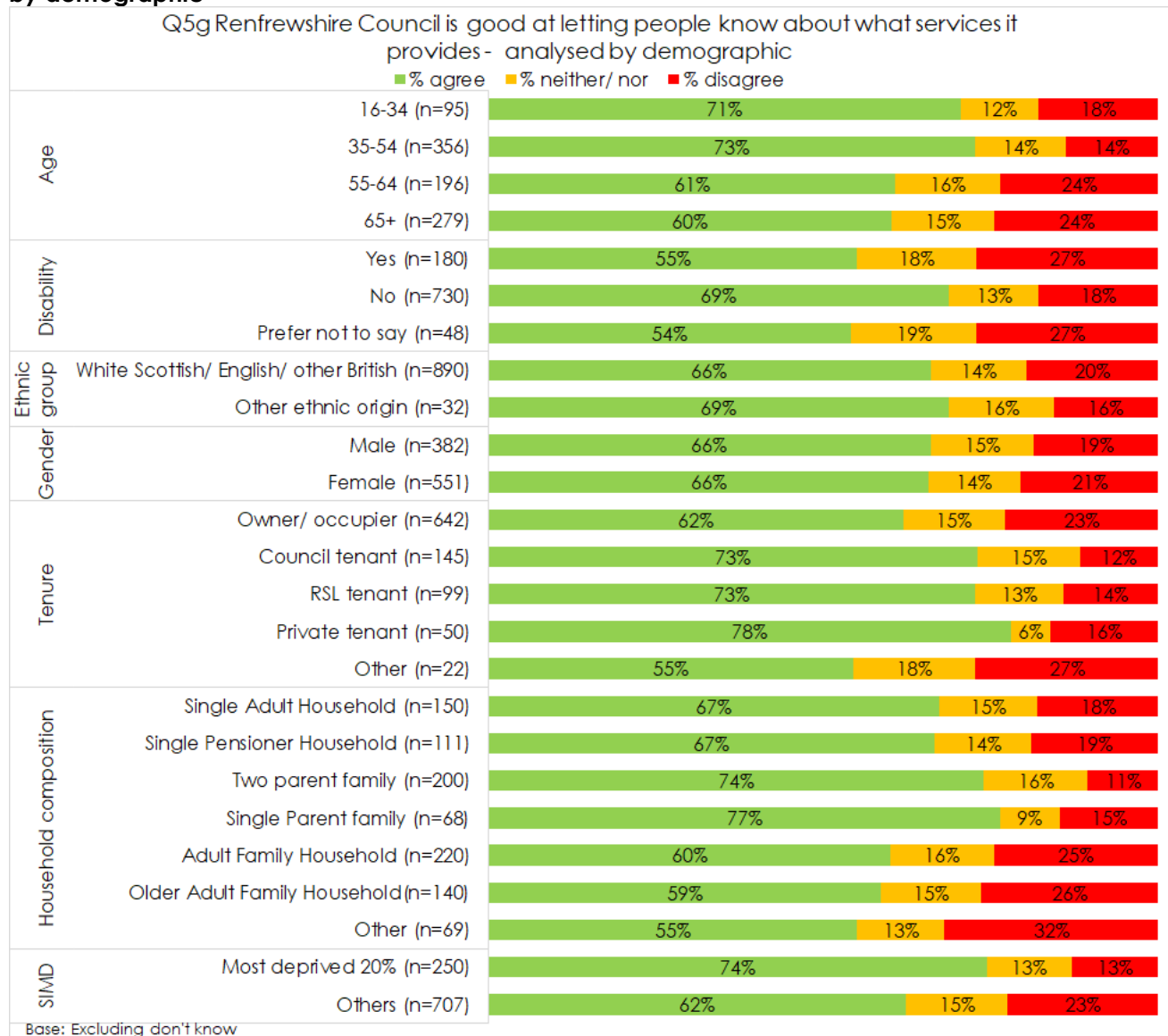
### Disability

- Significantly more respondents without a disability agreed Renfrewshire Council is good at letting people know about what services it provides (68.8%) than those with a disability (55%).

### Tenure

- Respondents most likely to agree Renfrewshire Council is good at letting people know about what services it provides were private tenants (78%) and council tenants (73%), while only 62% of owner/occupiers agreed with this statement.

**Figure 31: Renfrewshire Council is good at letting people know about the kinds of services it provides by demographic**



*Household demographic*

- Households most likely to agree Renfrewshire Council is good at letting people know about what services it provides were single parent families (77%) and two parent families (74%). 60% of older adult families with at least one pensioner and 60% of adult family households thought Renfrewshire Council is good at letting people know about what services it provides.

*Employment status*

- Significantly more economically active respondents agree Renfrewshire Council is good at letting people know about what services it provides (70%) when compared to respondents who are not working/retired (61%).

*SIMD 2020 Quintile*

- Respondents from the most deprived SIMD quintile (74%) were significantly more likely to agree Renfrewshire Council is good at letting people know about what services it provides than those from other SIMD quintiles (62%).

*Electoral ward*

- Significantly more respondents from Paisley Northwest (83%) and Johnstone South and Elderslie (81%) agreed Renfrewshire Council is good at letting people know about what services it provides than those from Paisley Southeast (49%), Paisley Southwest (51%) and Erskine and Inchinnan (52%).

### 4.3. Use of Council services (Q6)

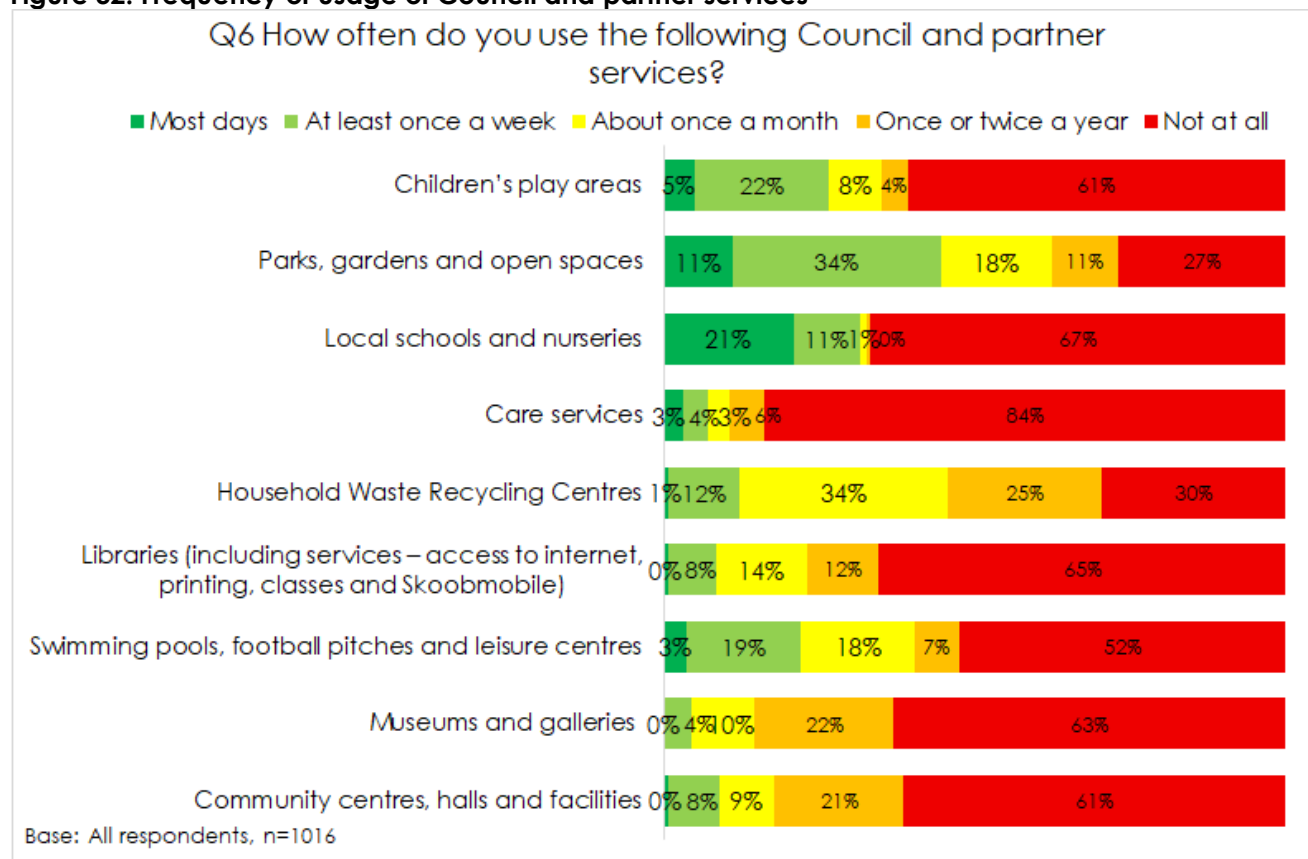
All respondents were asked how frequently they used a range of Council and partner services. Services most likely to be used were:

- Parks, gardens and open spaces (62% use at least once a month)
- Household waste recycling centres (46% use at least once a month)
- Swimming pools, football pitches and leisure centres (40% use at least once a month)
- Children's play areas (35% use at least once a month)
- Local schools and nurseries (33% use at least once a month)

Least used were:

- Libraries - including services (23% use at least once a month)
- Care services (10% use at least once a month)
- Museums and galleries (15% use at least once a month)
- Community centres, halls and facilities (Including Paisley Town Hall, Johnstone Town Hall, Paisley Arts Centre) (18% use at least once a month).

**Figure 32: Frequency of usage of Council and partner services**

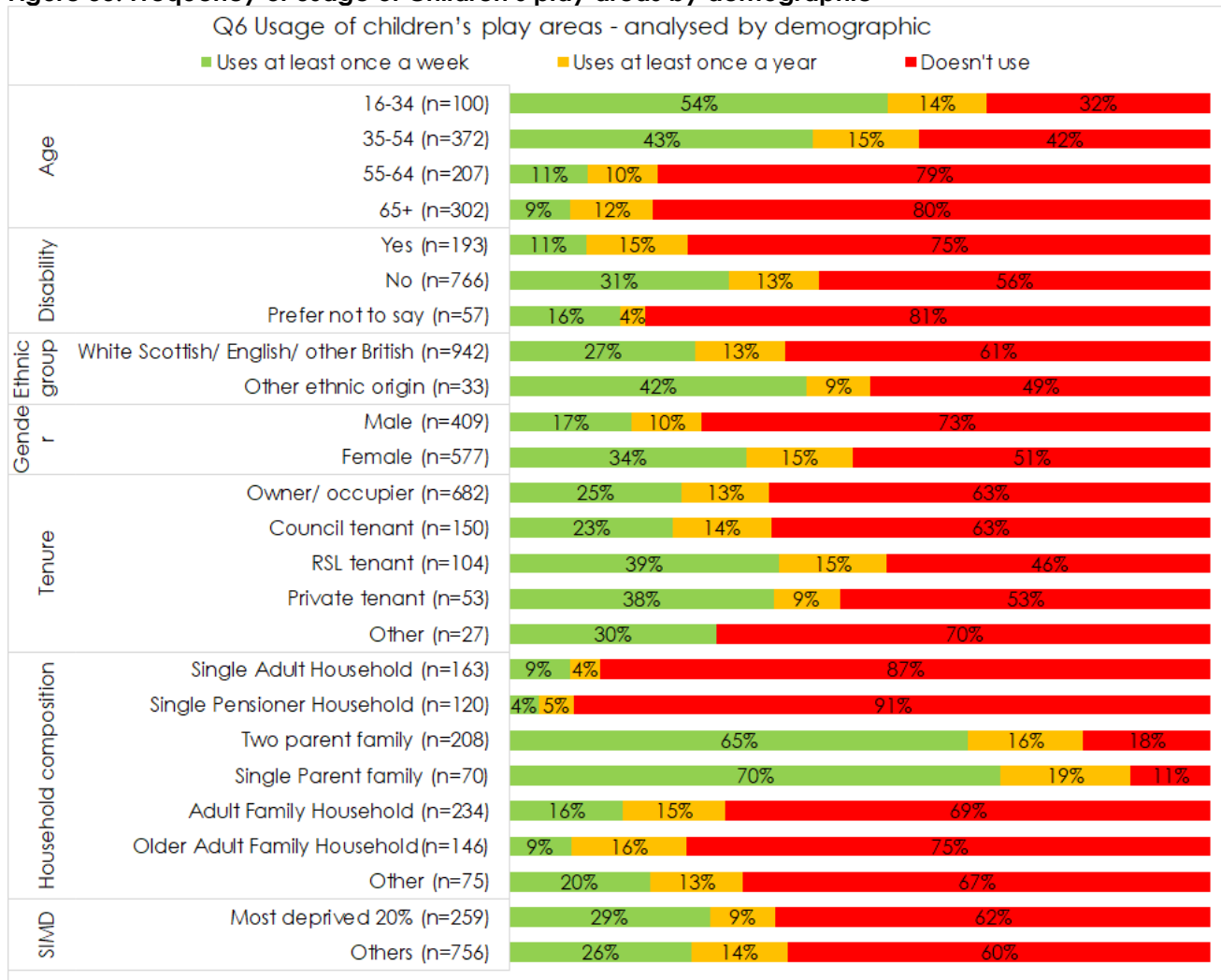


Analysis shows the following groups were most likely to have used these services:

### Children's play areas

- Respondents aged 16 to 34 (68%) and aged 35 to 54 (58%).
- Respondents without a disability (45%) were more likely to have used than those with (24%).
- Half of female respondents (49%) compared to 27% of male respondents use children's play areas.
- RSL tenants were most likely to use play areas (54%) compared to owner occupiers (37%) and Council tenants (37%)
- Families were most likely to use with 89% of single parent households and 82% of two parent family households reporting using children's play areas.
- Usage of play areas was lowest in Paisley Southeast (27%) and Erskine and Inchinnan (27%). Usage was greatest in Johnstone South and Elderslie (45%) and Paisley Southwest (49%).

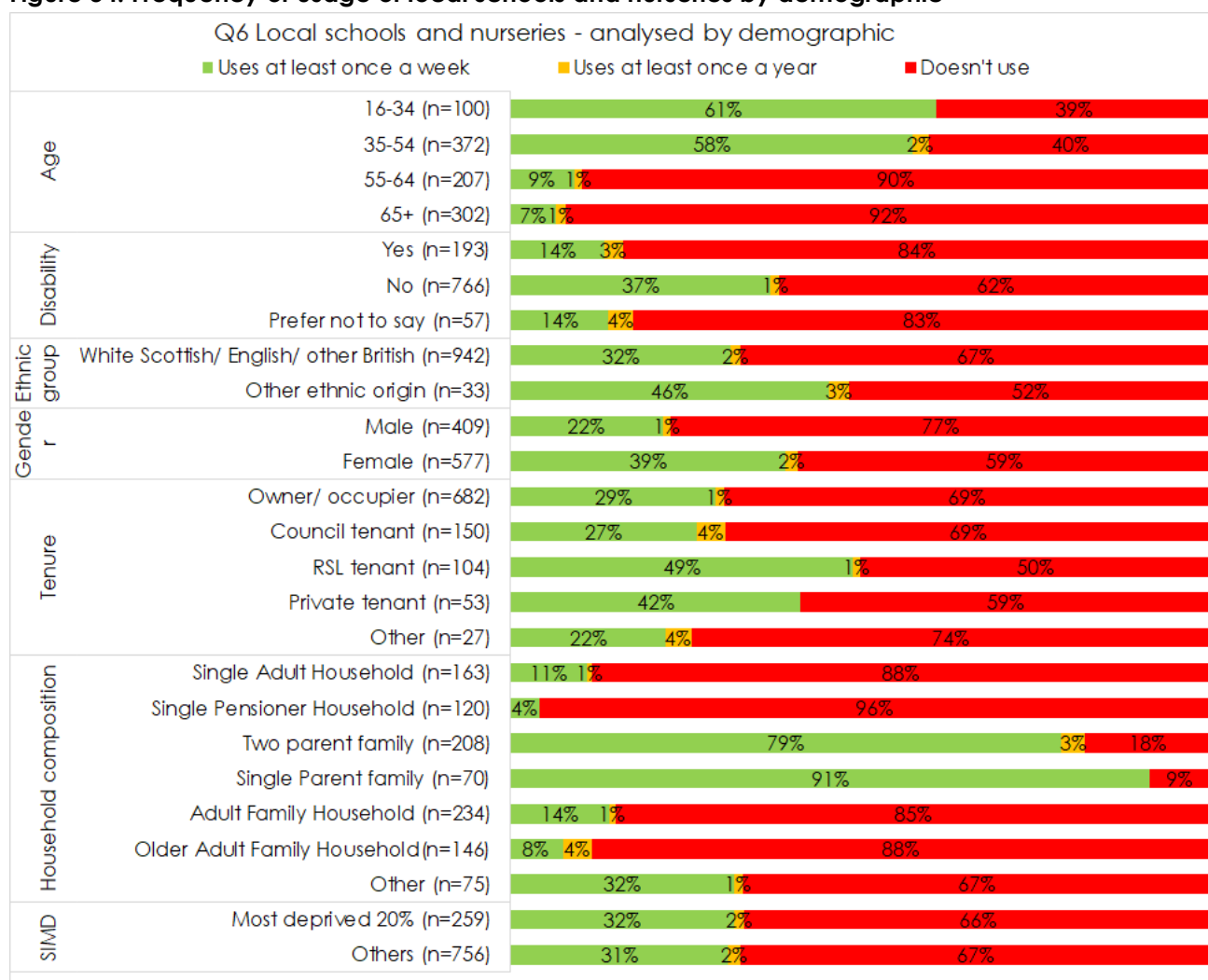
**Figure 33: Frequency of usage of Children's play areas by demographic**



### Local schools and nurseries

- A significantly greater proportion of respondents aged 16 to 34 (61%) and 35 to 54 (59.59%) use local schools and nurseries, when compared to those aged 55-64 (10.1%) and over the age of 65 (7.9%).
- Respondents without a disability (39%) were more likely to have used than those with (16%).
- Half of female respondents (41%) compared to 20% of male respondents use.
- RSL tenants were most likely to use (50%) compared to owner occupiers (31%) and Council tenants (31%) and those renting from a private landlord (42%).
- Families were most likely to use with 91% of single parent households and 88% of two parent family households reporting using.
- Usage was lowest in Paisley Southeast (21%). Usage was greatest in Johnstone South and Elderslie (40%) and Renfrew North and Braehead (42%).

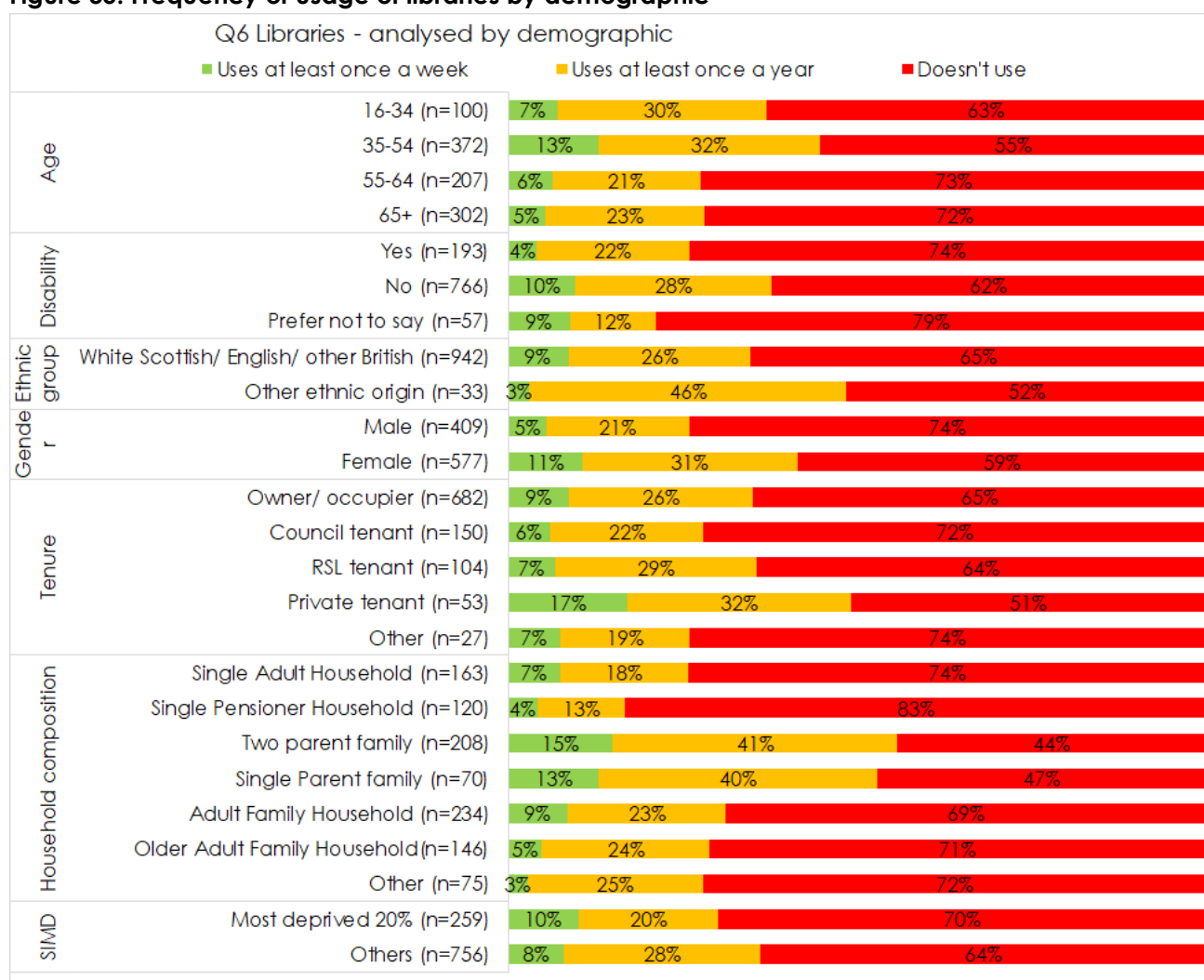
**Figure 34: Frequency of usage of local schools and nurseries by demographic**



## Libraries

- Respondents aged 35 to 54 were significantly more likely to use libraries (45%) than those aged 55 to 64 (28%) and over the age of 65 (28%).
- The proportion of respondents with a disability who use libraries (26%) was significantly less than those without a disability (38%).
- Male respondents were significantly less likely to use libraries (26%) than female respondents (41%).
- Significantly fewer council tenants reported using libraries (28%) compared to private tenants (49%).
- Over half of two parent family households (55.8%) and single parent families (53%) use libraries, which is significantly more than single pensioner households (17%).
- Almost half of respondents from Johnstone South and Elderslie use libraries (47%), which is significantly more than those from Paisley East and Central (23%) and Paisley Southwest (26%).
- Respondents from the most deprived SIMD quintile were less likely to use libraries at least once or twice a year (8%) than those from other SIMD quintiles (13%).

**Figure 35: Frequency of usage of libraries by demographic**

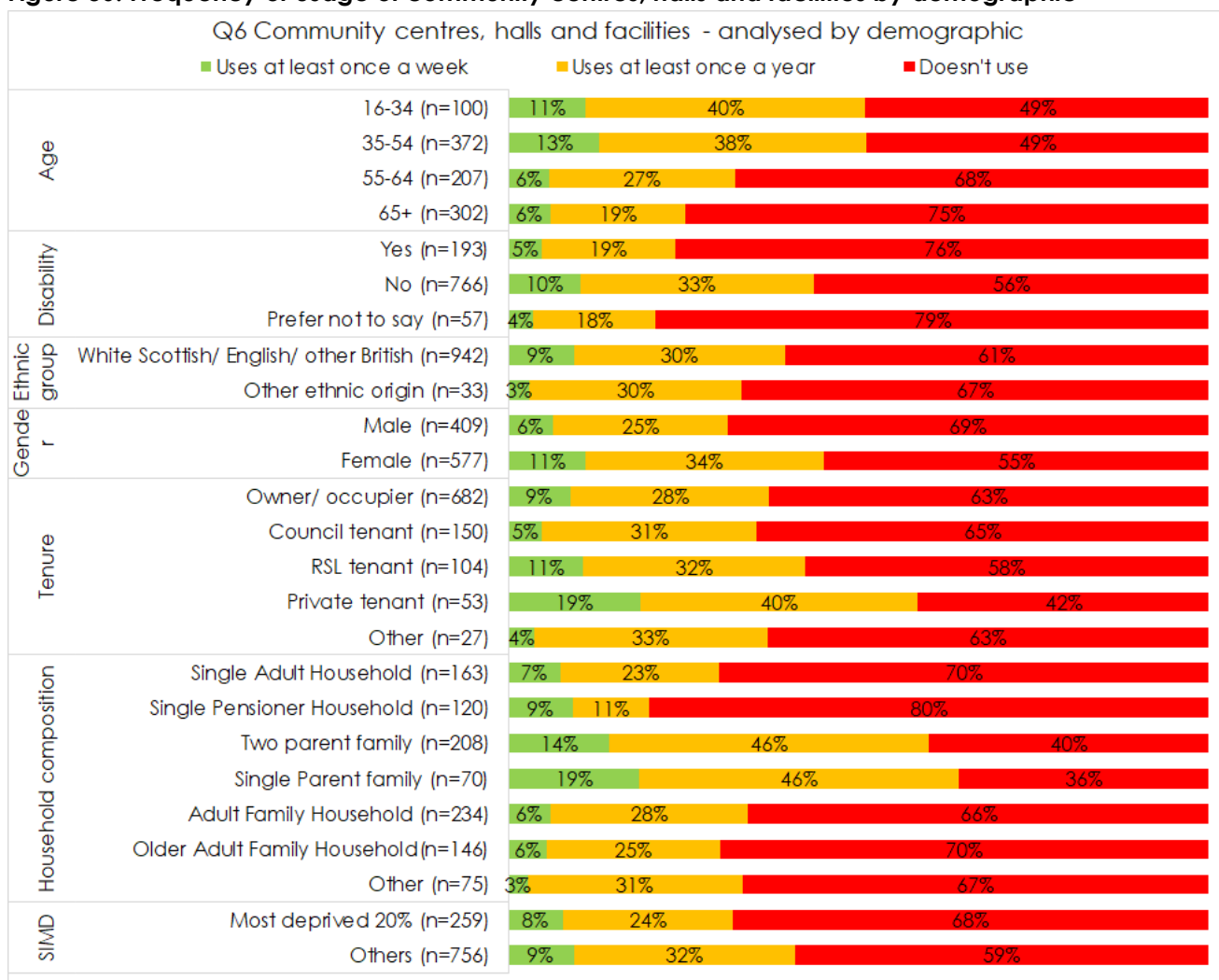




### Community centres, halls and facilities

- Over half of respondents aged 16 to 34 (51%) and 35-54 (51%) use community centres, halls and facilities, which is significantly more than those aged 55 to 64 (32%) and those over the age of 65 (25%).
- Significantly more respondents without a disability use community centres, halls and facilities (44%) than those without a disability (24%).
- Only a third of male respondents (31%) use community centres, halls and facilities, which is significantly less than female respondents (45%).
- The proportion of two parent family (60%) and single parent family households (64%) who use community centres, halls and facilities is significantly more than single adult (30%), single pensioner (20%) and older adult family households with at least one pensioner (30%).
- Around half of respondents from Johnstone South and Elderslie (55%) and Bishopton, Bridge of Weir and Langbank (50%) use community centres, halls and facilities. This is significantly more than those from Paisley Southeast (18%) and Paisley Southwest (24%).
- Respondents from the most deprived SIMD quintile use community centres, halls and facilities significantly less (32%) than those from other SIMD quintiles (41%).

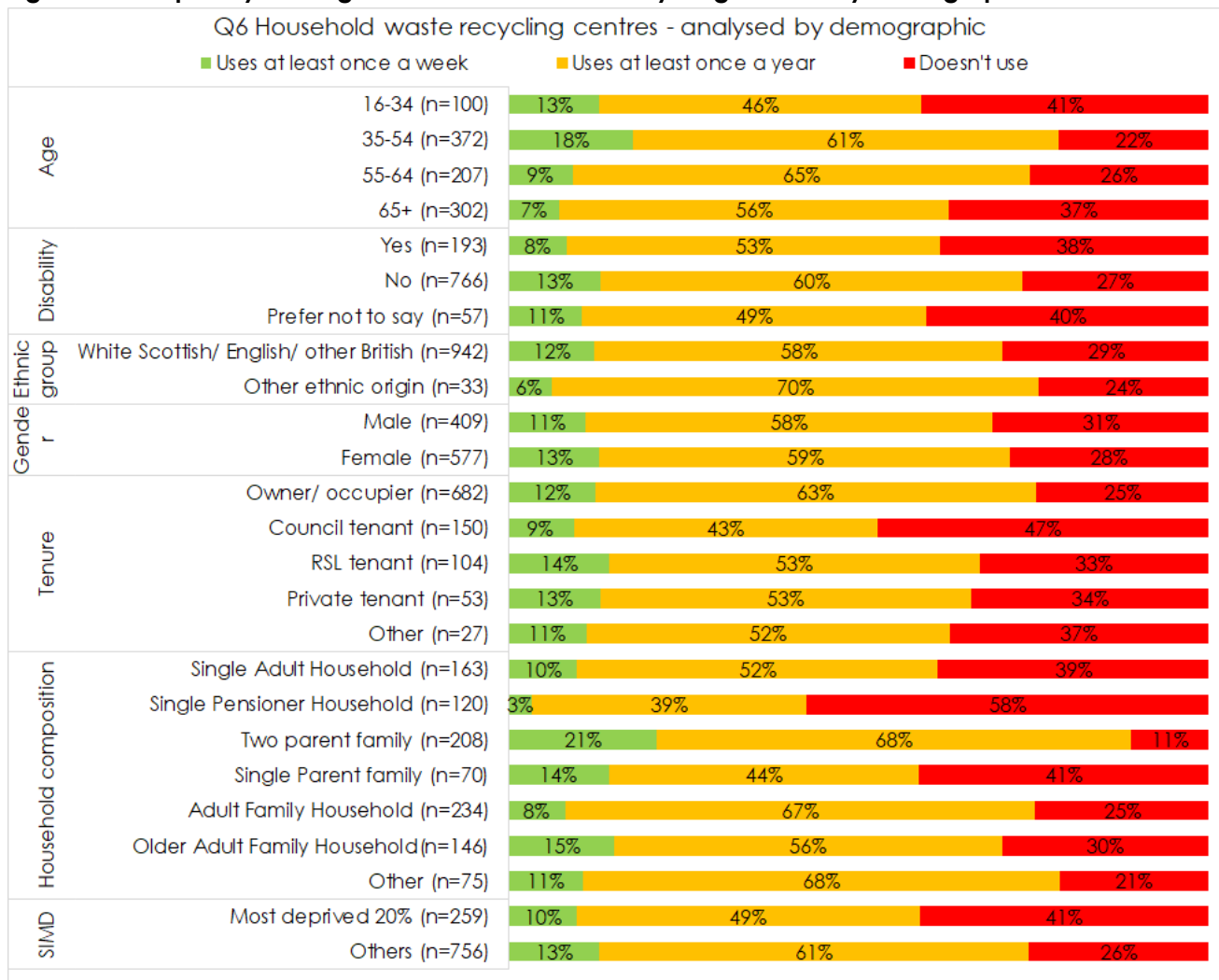
**Figure 36: Frequency of usage of community centres, halls and facilities by demographic**



## Household Waste Recycling Centres

- Fewer respondents aged 16 to 34 (59%) and over the age of 65 (63%) use household waste recycling centres than those aged 35 to 54 (79%) and 55 to 64 (74%).
- Fewer respondents with a disability reported using household waste recycling centres (62%) than those without a disability (73%).
- The proportion of council tenants who use household waste recycling centres (53%) was significantly lower than owner/occupiers (75%) and RSL tenants (67%).
- Significantly fewer single pensioner (43%) and single parent family households (59%) use than two parent family (89%) and adult family households (75%).
- Around half of respondents from Paisley Northwest (57%) and Paisley East and Central (60%) use household waste recycling centres. This is significantly less than those from Bishopton, Bridge of Weir and Langbank (86%) and Renfrew South and Gallowhill (85%).
- Significantly fewer respondents use household waste recycling centres from the most deprived SIMD quintile (59%), than those from other SIMD quintiles (74%).

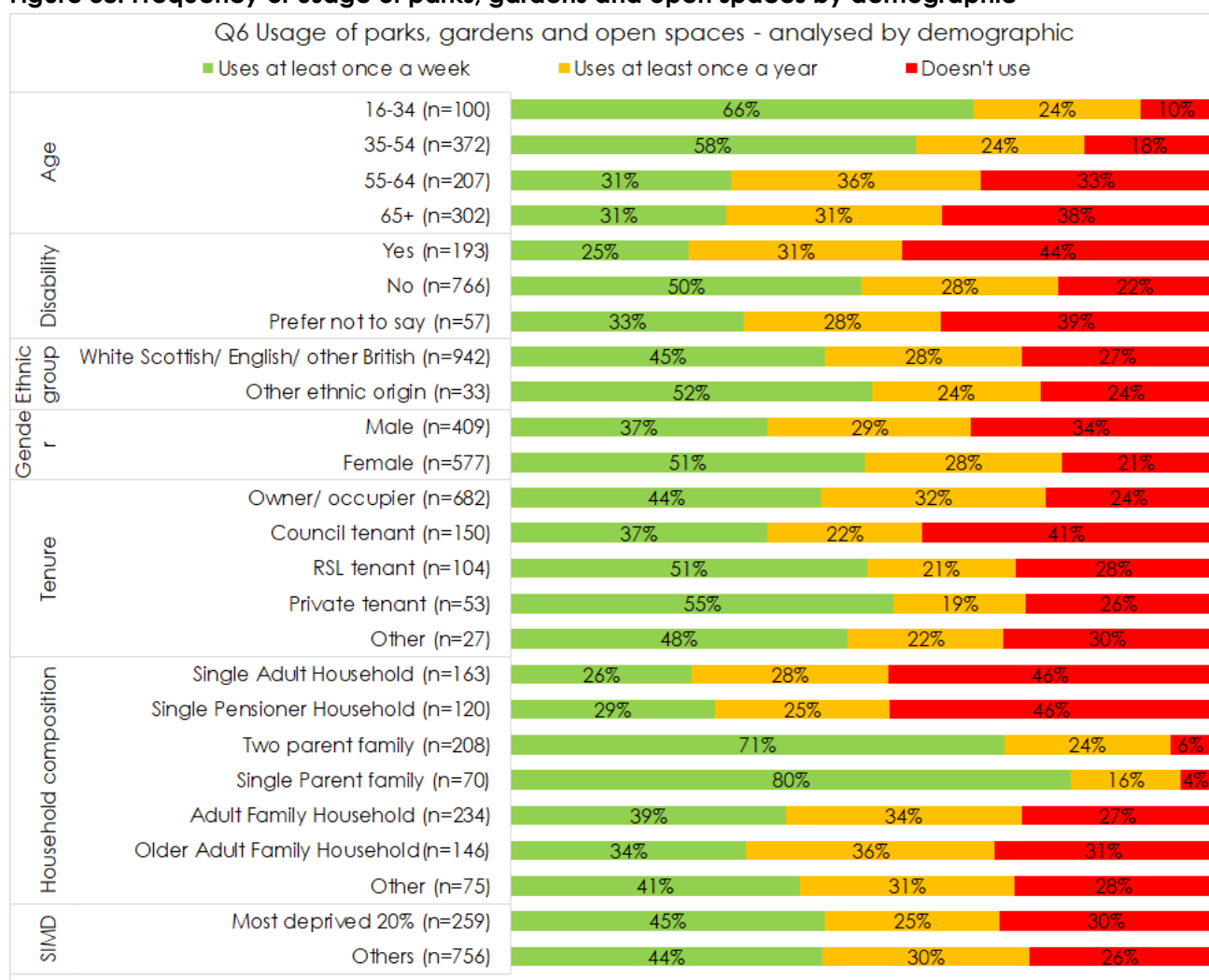
**Figure 37: Frequency of usage of household waste recycling centres by demographic**



## Parks, gardens and open spaces

- Respondents aged 55-64 (67%) and 65+ (62%) who reported using parks, gardens and open spaces was significantly less than those aged 16 to 34 (90%) and those aged 35 to 54 (82%).
- Over half of respondents with a disability (56%) reported using parks, gardens and open spaces, which is significantly less than those without a disability (78%).
- The proportion of male respondents (66%) who use parks, gardens and open spaces was significantly less than female respondents (79%).
- Owner/occupiers (76%) and RSL tenants (72%) were significantly more likely to use park, gardens and open spaces than council tenants (59%).
- Most likely to use parks, gardens and open spaces were two parent family households (94%) and single parent family households (96%).
- 77% of respondents from Renfrew North and Braehead and 79% in Paisley Southeast reported using parks, gardens and open spaces, compared to 70% of respondents from Johnstone South and Elderslie.
- Only 7% of respondents from the most deprived SIMD quintile reported using parks, gardens and open spaces most days, compared to 12% of respondents from other SIMD quintiles.

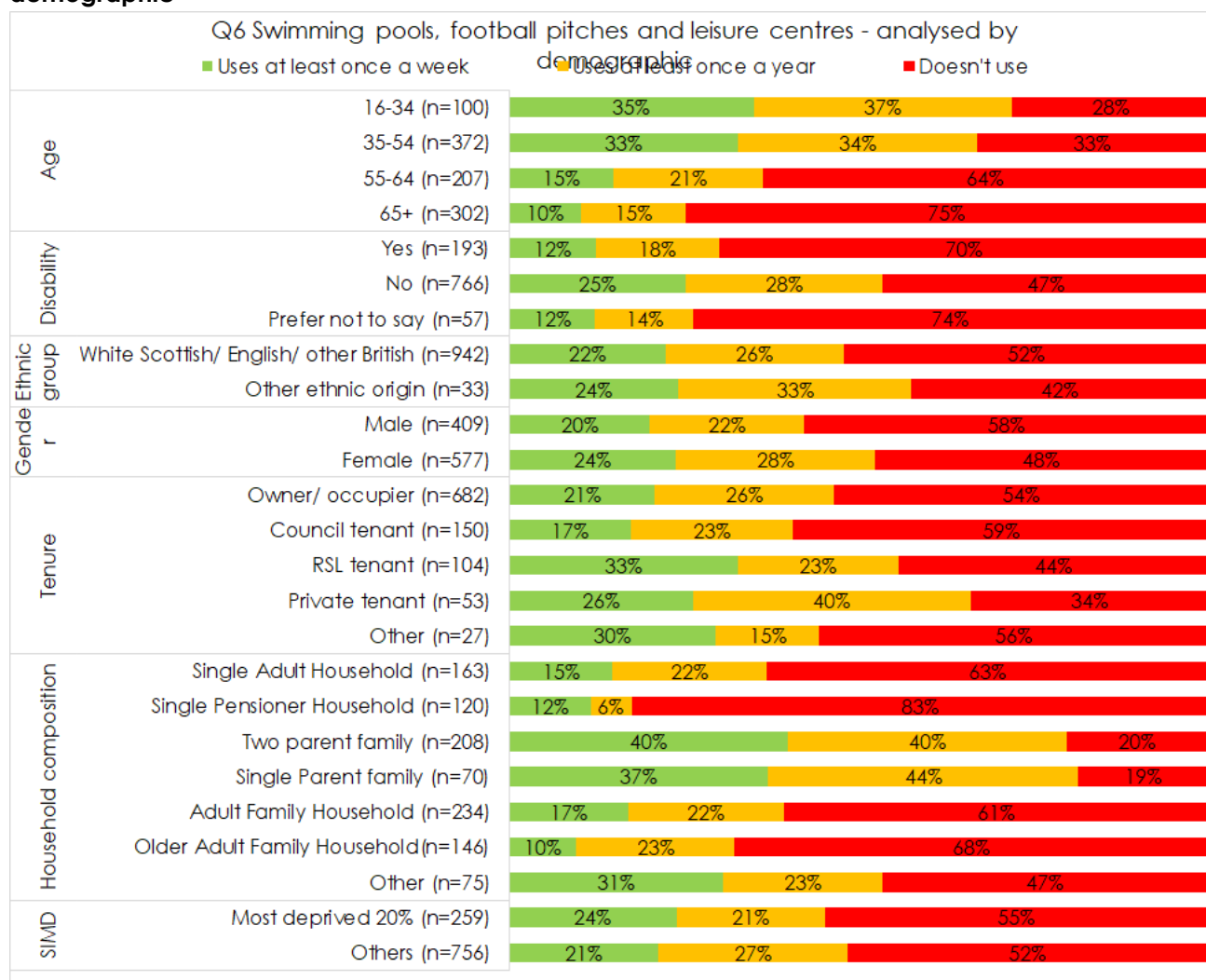
**Figure 38: Frequency of usage of parks, gardens and open spaces by demographic**



### Swimming pools, football pitches and leisure centres

- Respondents most likely to use swimming pools, football pitches and leisure centres were those aged 16 to 34 (72%) and 35-54 (67%).
- Respondents with a disability were significantly less likely to use swimming pools, football pitches and leisure centres (30%) than those without a disability (54%).
- Female respondents were significantly more likely to use swimming pools, football pitches and leisure centres (52%) than male respondents (42%).
- Single parent family (81%) and two parent family households (80%) were more likely to use swimming pools, football pitches and leisure centres than single pensioner (18%) and older adult family households (32%).
- Respondents from Paisley Southeast (32%), Paisley Southwest (35%) and Johnstone North, Kilbarchan and Lochwinnoch (37%) were significantly less likely to use swimming pools, football pitches and leisure centres than those from Johnstone South and Elderslie (57%), Houston, Crosslee and Linwood (59%) and Renfrew North and Braehead (26%).

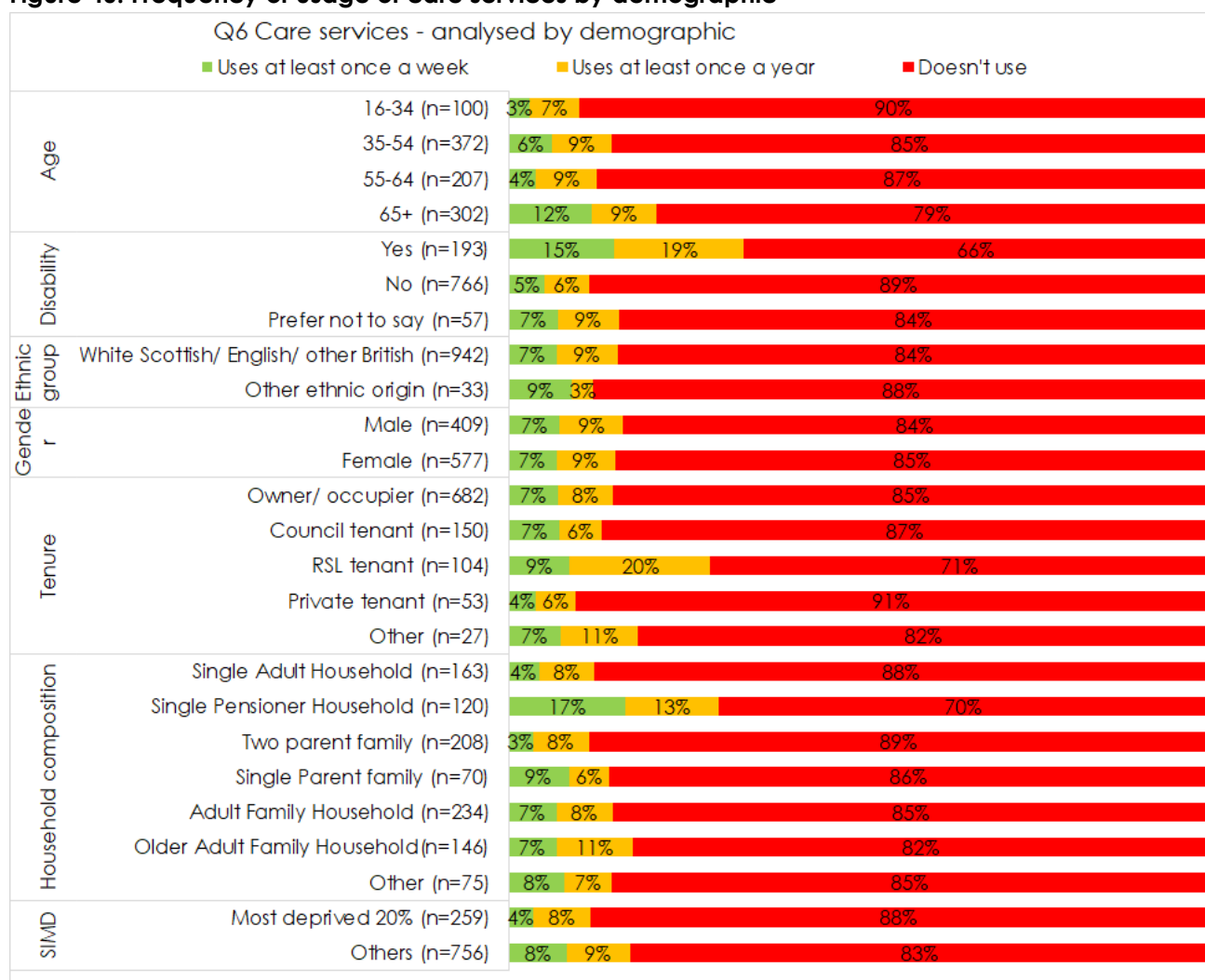
**Figure 39: Frequency of usage of swimming pools, football pitches and leisure centres by demographic**



## Care services

- Fewer respondents aged 16-24 use care services (10%) than those over the age of 65 (15%).
- The proportion of respondents with a disability who use care services (34%) was significantly more than those without a disability (12%).
- Significantly more RSL tenants reported using care services (29%), when compared to owner/occupiers (15%), council tenants (13%) and private tenants (9%).
- Respondents from Houston, Crosslee and Linwood were significantly more likely to use care services (38%) than those from Johnstone South and Elderslie (8%), Bishopton, Bridge of Weir and Langbank (7%) and Paisley Southwest (6%).
- Respondents from the most deprived SIMD quintile (12%) use care services less than other SIMD quintiles (18%).

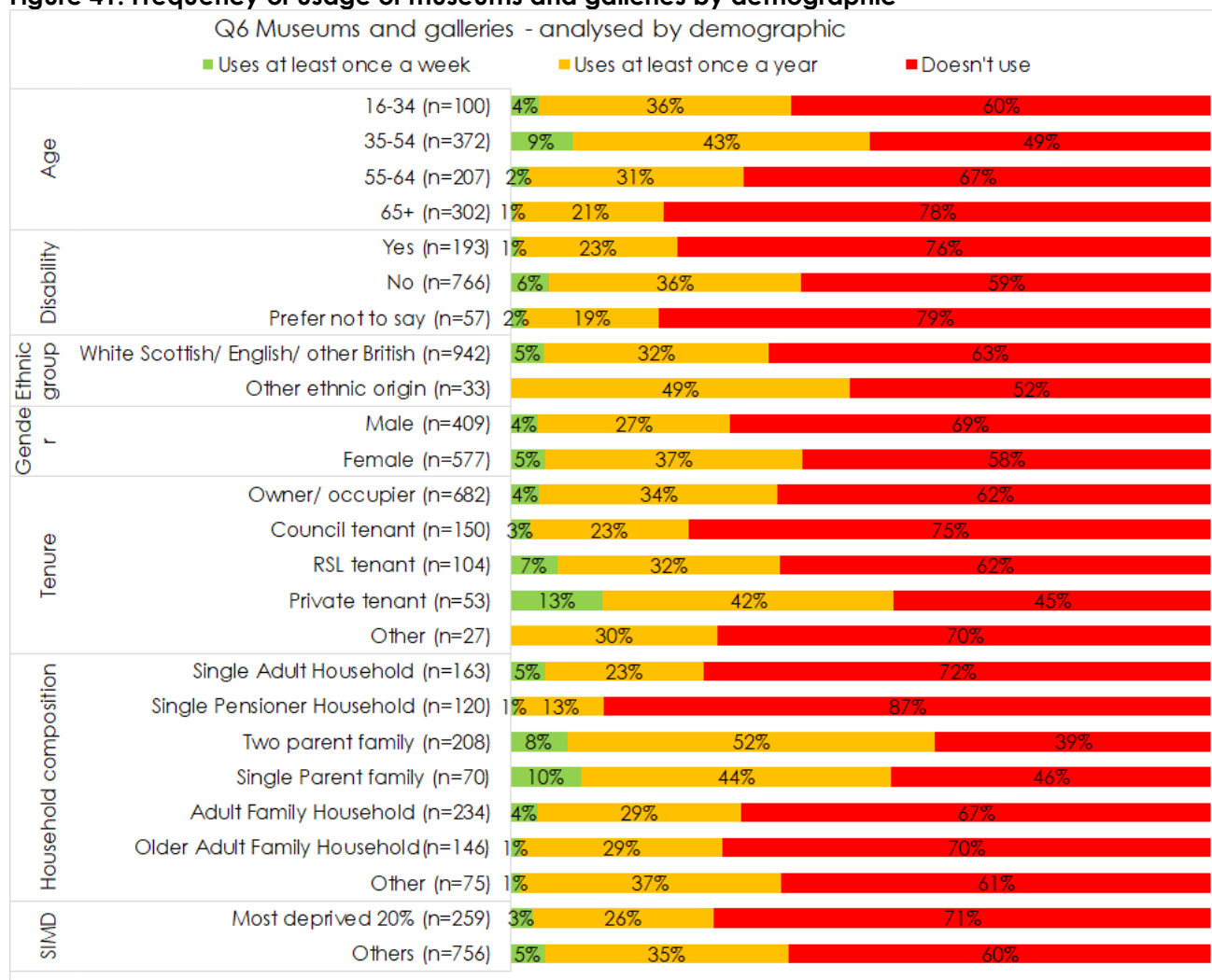
**Figure 40: Frequency of usage of care services by demographic**



## Museums and galleries

- The age group most likely to use museums and galleries were age 35-54 (51%).
- Respondents with a disability were significantly less likely to use museums and galleries (24%) than those without a disability (41%).
- Females were significantly more likely to use (42%) than male respondents (31%).
- Over half of private tenants (55%) used museums and galleries, which is significantly more than owner/occupiers (38%) and council tenants (26%).
- Two parent family (61%) or single parent family households (54%) were more likely to use museums and galleries than other household types.
- Economically active respondents were significantly more likely to use museums and galleries (47%) than those not working/retired (25%).
- Around half of respondents from Bishopton, Bridge of Weir and Langbank (48%) and Johnstone South and Elderslie (50%) use museums and galleries. This is significantly more than those from Paisley Southeast (27%), Erskine and Inchinnan (29%), Kilbarchan, Howwood and Lochwinnoch (29%) and Paisley Southwest (24%).
- Significantly fewer respondents from the most deprived SIMD areas use museums and galleries (29%) than those from other SIMD areas (40%).

**Figure 41: Frequency of usage of museums and galleries by demographic**

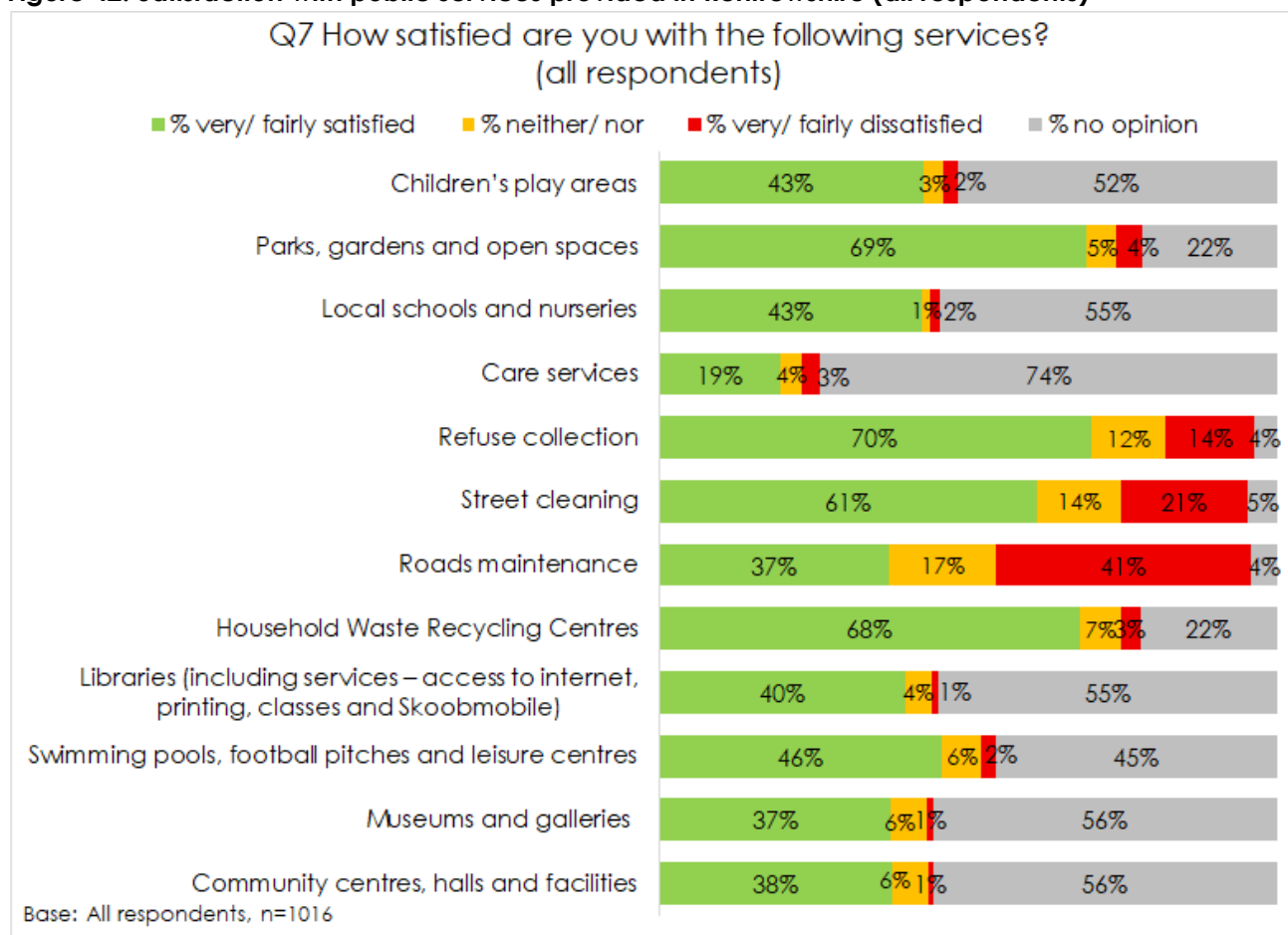


#### 4.4. Satisfaction with Council services (Q7)

All respondents were asked how satisfied or dissatisfied they were with various public services provided in Renfrewshire. Satisfaction levels were highest regarding:

- Refuse collection (70% very/ fairly satisfied)
- Parks, gardens and open spaces (69%)
- Household waste recycling centres (68%).

**Figure 42: Satisfaction with public services provided in Renfrewshire (all respondents)**



On the other hand, the proportion of respondents who were dissatisfied (either very or fairly dissatisfied) was highest with regards to:

- Road maintenance (41% very or fairly dissatisfied)
- Street cleaning (21%)
- Refuse collection (14%)

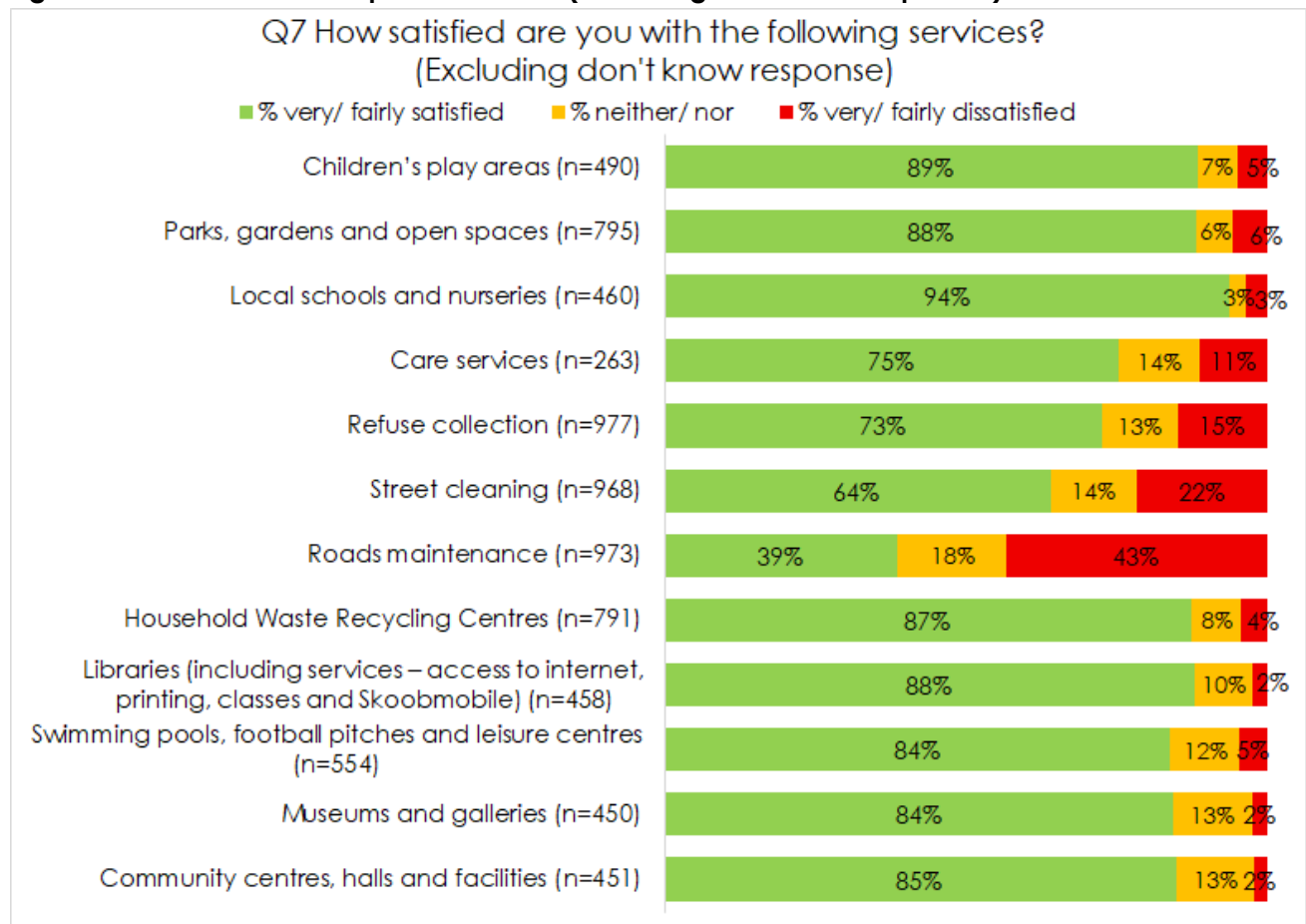


The results to this question have then been analysed excluding the proportion of respondents who answered 'don't know' for each service, highlighting satisfaction for those that have an opinion on the service, either through usage of the service or knowledge of others experience of the service.

This shows that satisfaction is significantly higher where don't know responses are taken out. The highest level of satisfaction was with regard to:

- Local schools and nurseries (94% very/ fairly satisfied)
- Children's play areas (89%)
- Parks, gardens and open spaces (88%)
- Libraries (including services – access to internet, printing, classes and Skoobmobile) (88%).

**Figure 43: Satisfaction with public services (excluding don't know responses)**



On the other hand, the proportion of respondents who were dissatisfied (either very or fairly dissatisfied) was highest with regards to:

- Road maintenance (43% very or fairly dissatisfied)
- Street cleaning (22%)
- Refuse collection (15%).



Compared to the Scottish Household Survey, where comparisons are available, satisfaction is slightly higher or broadly similar in the resident survey for most aspects with the exception of libraries, where satisfaction in the resident survey is lower than the SHS.

**Figure 44: Satisfaction with Council services (SHS 2023 Scotland compared to Renfrewshire Resident Survey 2025)**

| % Very or Fairly satisfied excluding no opinion                                        | SHS 2023 Scotland | SHS 2023 Renfrewshire | Renfrewshire Residents Survey 2025 |
|----------------------------------------------------------------------------------------|-------------------|-----------------------|------------------------------------|
| Children's play areas*                                                                 | 84%               | 85%                   | 89%                                |
| Parks, gardens and open spaces                                                         |                   |                       | 88%                                |
| Local schools and nurseries                                                            | 80%               | 90%**                 | 94%                                |
| Care services***                                                                       | 63%               | 58%                   | 75%                                |
| Refuse collection                                                                      | 79%               | 74%                   | 73%                                |
| Street cleaning                                                                        | 57%               | 50%                   | 64%                                |
| Roads maintenance                                                                      | 20%               | 23%                   | 39%                                |
| Household waste recycling centre                                                       | Not available     | Not available         | 87%                                |
| Libraries (including services – access to internet, printing, classes and Skoobmobile) | 91%               | 93%                   | 88%                                |
| Swimming pools, football pitches and leisure centres                                   | 83%               | 84%                   | 84%                                |
| Museums and galleries                                                                  | 90%               | 86%                   | 84%                                |
| Community centres, halls and facilities                                                | 53%               | 64%                   | 85%                                |

\*Children's play areas included in Parks, gardens and green spaces in SHS

\*\*Renfrewshire Local Schools data from 2019

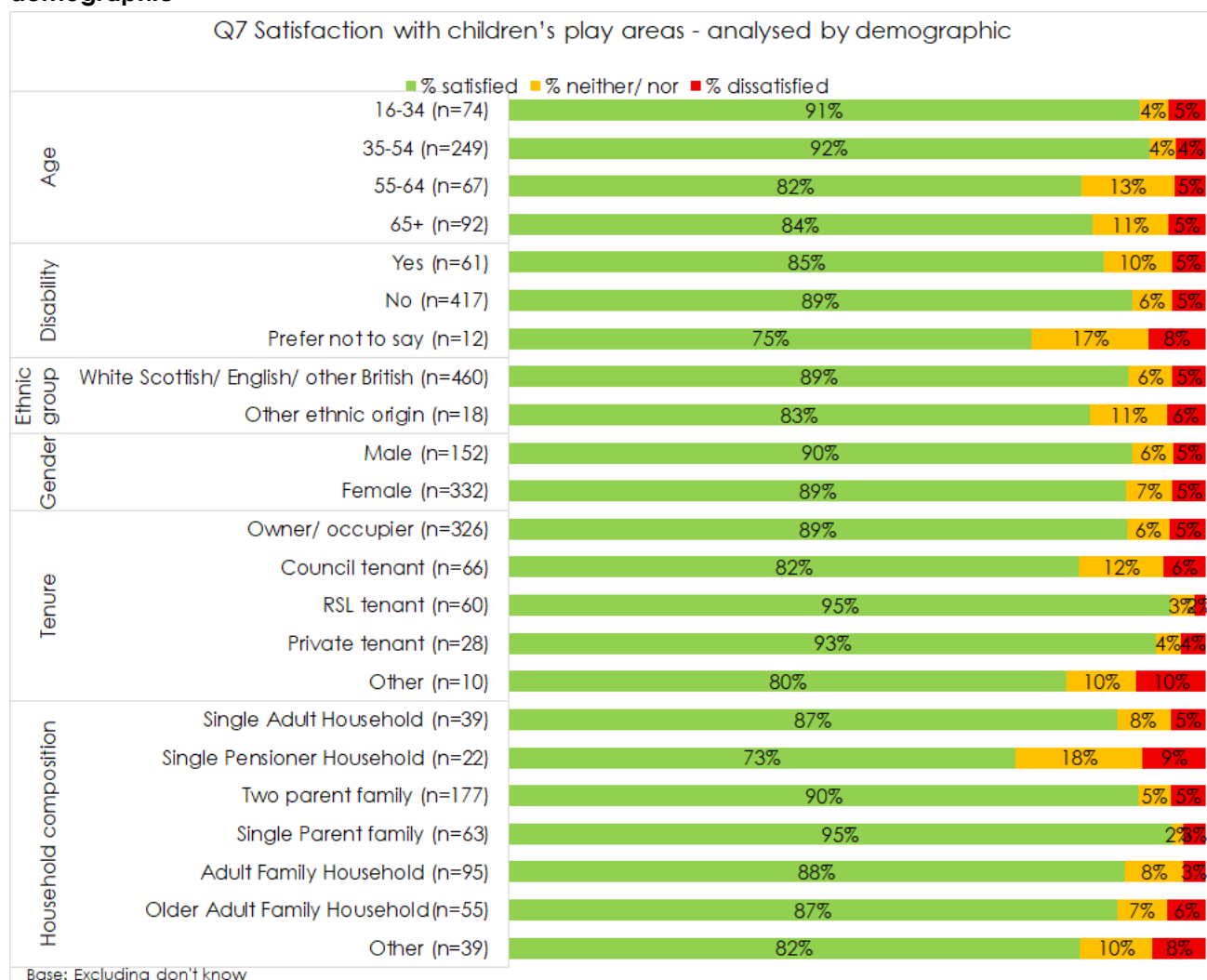
\*\*\*Care Service comparison is taken from Health Care Experience Survey 2023/24 - overall positive rating for rating help, care or support services 'Overall, how would you rate your help, care or support services? Please exclude the care and help you get from friends and family'

The charts shown below show analysis by demographic characteristics in order to provide an indication of where higher or lower levels of satisfaction are reported. Please note that for this analysis, the number of respondents in some characteristics for some services are very small therefore this analysis should be treated with caution. Analysis by ward has also been carried out.

Please note that for both demographic and ward analysis only statistically significant differences are reported.

## Children's play areas

**Figure 45: Satisfaction with children's play areas (excluding don't know responses) analysed by demographic**



### Age

- Respondents aged 35 to 54 were significantly more satisfied (92%) with children's play areas than those aged 55 to 64 (82%) and over the age of 65 (84%).

### Tenure

- RSL tenants had a significantly higher satisfaction rate (95%) regarding children's play areas than council tenants (82%).

### Household demographic

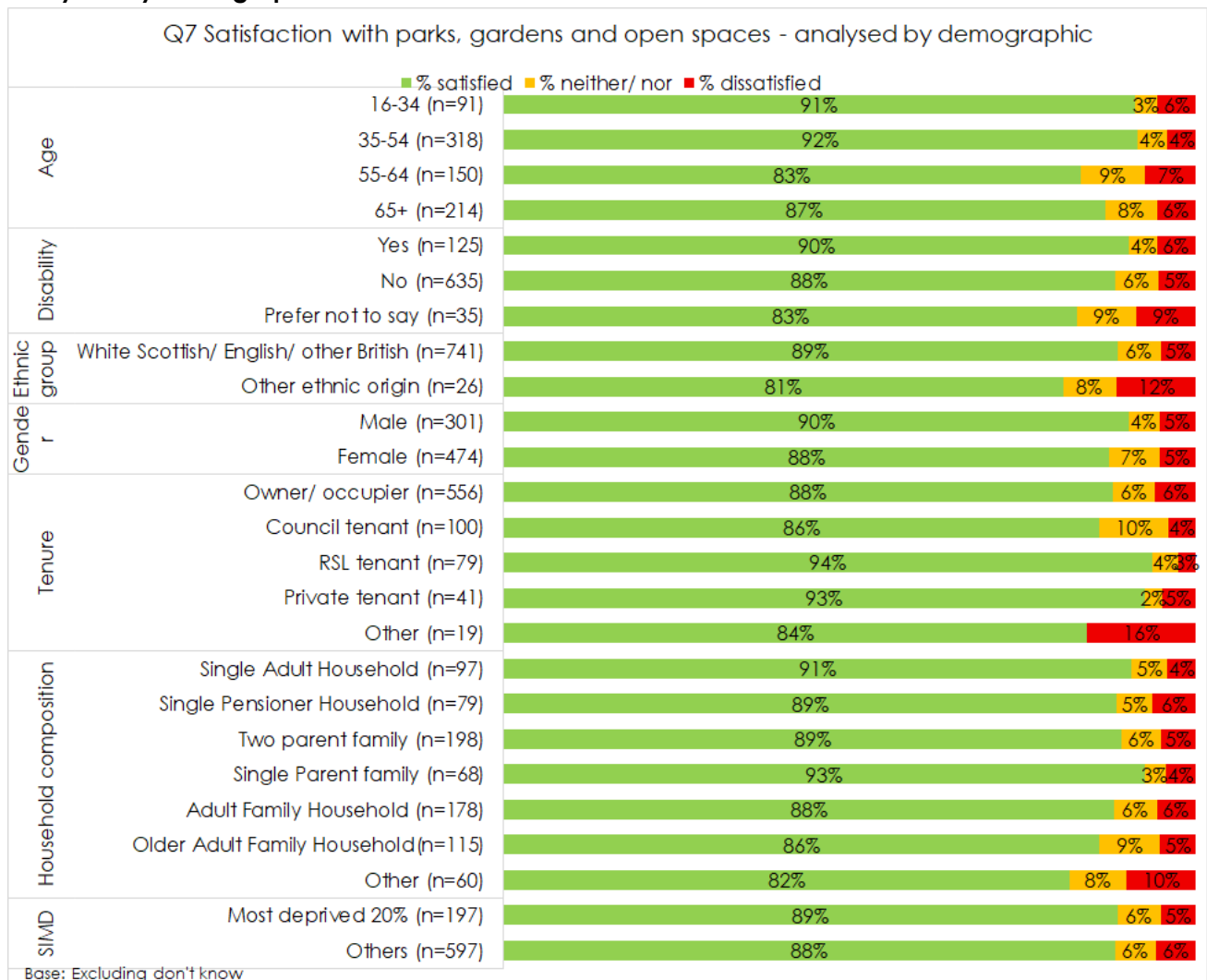
- The satisfaction rate for children's play areas was significantly lower for single pensioner households (73%) than two parent family (90%) and adult family households (95%).

### Electoral ward

- Respondents from Houston, Crosslee and Linwood (100%) and Renfrew North and Braehead (96%) were significantly more satisfied with children's play areas than those from Paisley Southeast (68%).

## Parks, gardens and open spaces

**Figure 46: Satisfaction with parks, gardens and open spaces (excluding don't know responses) analysed by demographic**



### Age

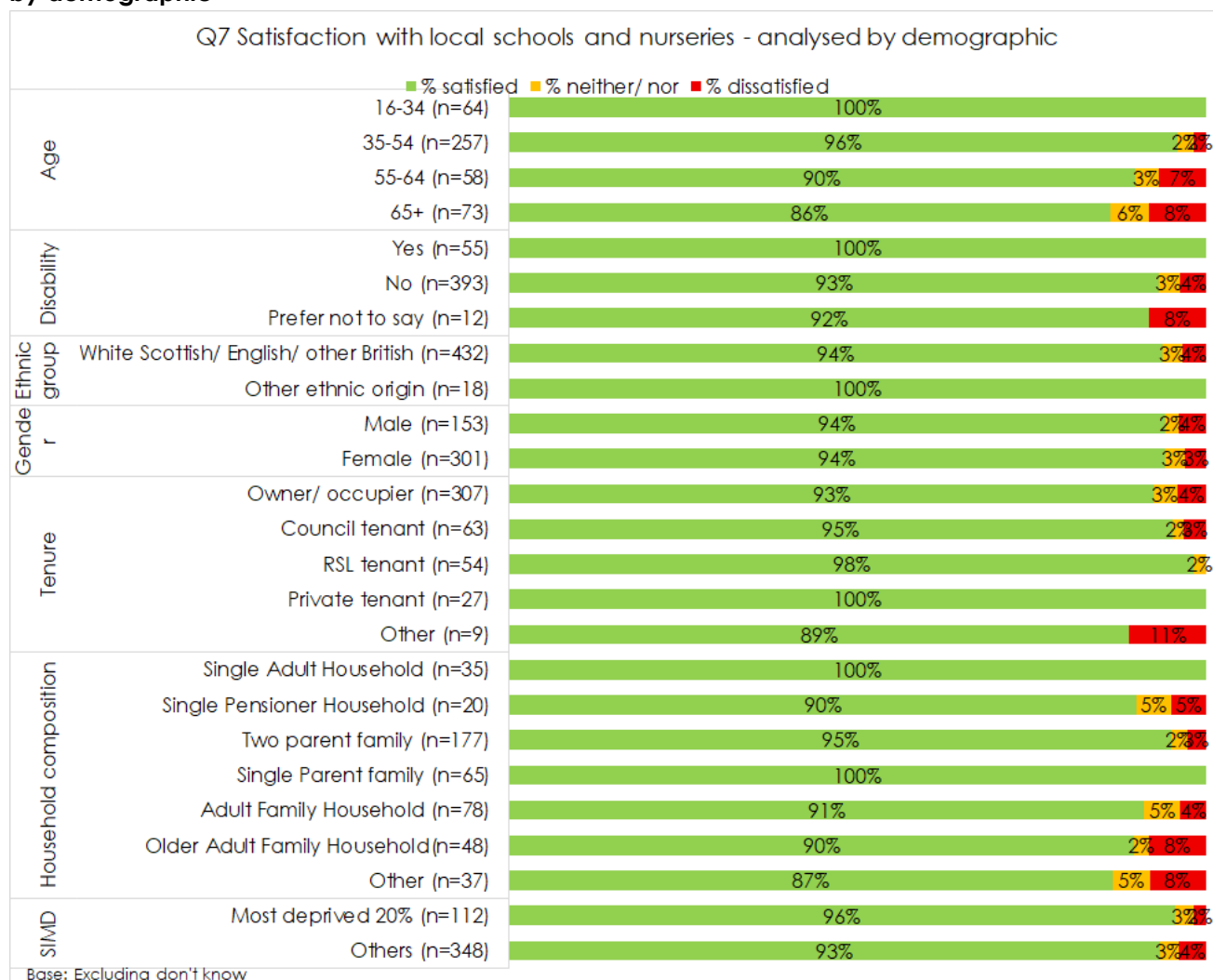
- Respondents aged 35 to 54 were significantly more satisfied with parks, gardens and open spaces (92%) than those aged 55 to 64 (83%).

### Electoral ward

- The satisfaction rate for parks, gardens and open spaces was significantly lower for respondents from Paisley Southeast (70%) when compared to those from Johnstone South and Elderslie (94%), Houston, Crosslee and Linwood (97%) and Paisley Southwest (94%).

## Local schools and nurseries

**Figure 47: Satisfaction with local schools and nurseries (excluding don't know responses) analysed by demographic**



### Age

- All respondents aged 16 to 34 reported that they were satisfied with local schools and nurseries, compared to only 86% of those over the age of 65.

### Household demographic

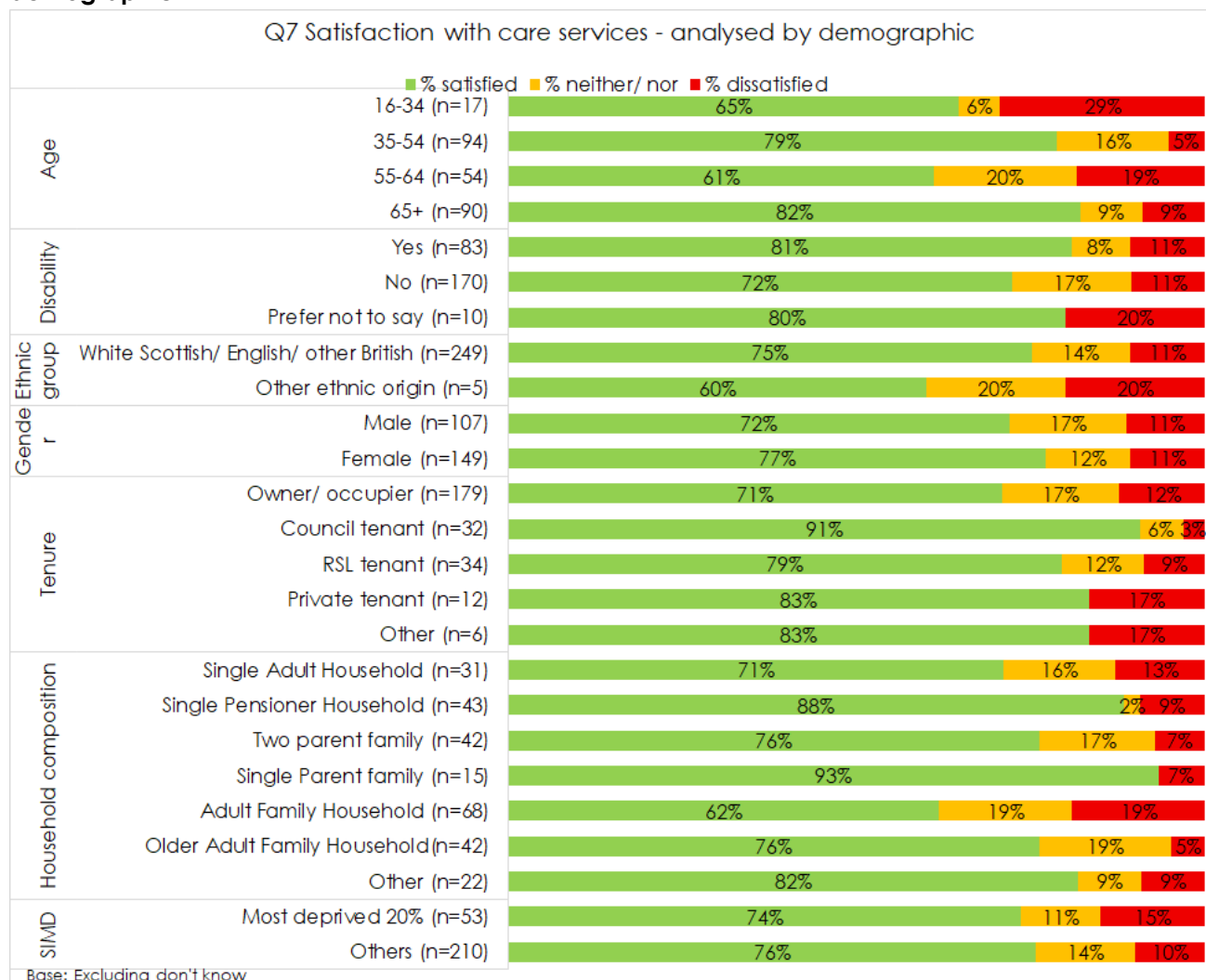
- All respondents from single adult households and single parent households reported that they were satisfied with local schools and nurseries, compared to only 90% of older adult family households and 95% of two parent family households.

### Electoral ward

- All respondents from Johnstone South and Elderslie, Renfrew South and Gallowhill, Houston, Crosslee and Linwood reported that they were satisfied with local schools and nurseries.
- Fewer respondents from Paisley Northeast and Ralston (84%) and Johnstone North, Kilbarchan, Howwood and Lochwinnoch (82%) were satisfied with local schools and nurseries.

## Care services

**Figure 48: Satisfaction with care services (excluding don't know responses) analysed by demographic**



### Age

- More respondents aged 35-54 (79%) and aged 65+ (82%) reported that they were satisfied with care services than those aged 16 to 34 (65%) and 55-64 (61%).

### Tenure

- Council tenants had a significantly higher satisfaction rate for care services (91%) than owner occupiers (71%).

### Household demographic

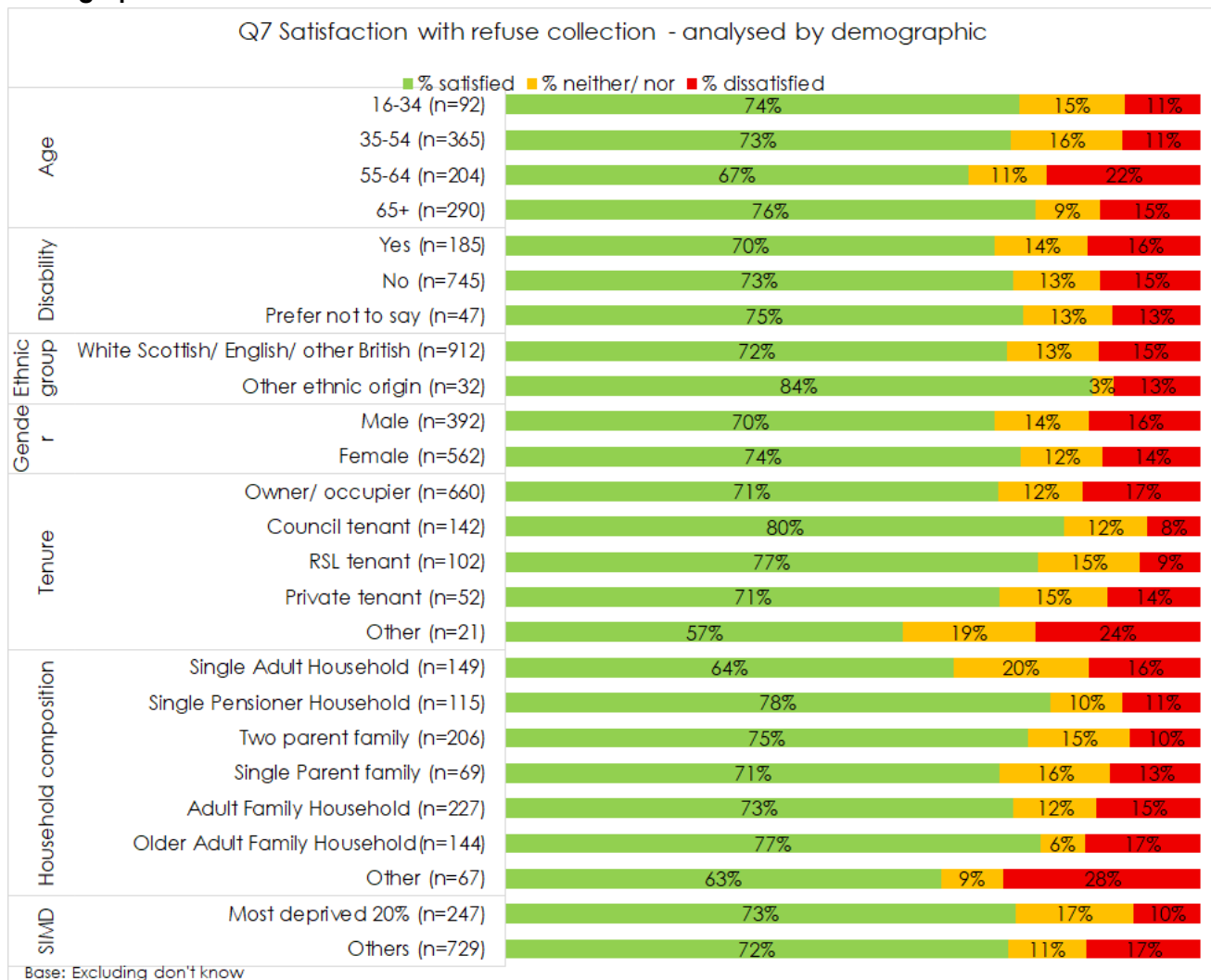
- Significantly fewer adult family households were satisfied with care services (62%) than single pensioner (88%) and single parent family households (94%).

### Electoral ward

- The satisfaction rate for care services was significantly lower for respondents from Paisley Northeast and Ralston (59%), Renfrew South and Gallowhill (48%) and Houston, Crosslee and Linwood (62%) compared to those from Paisley Northwest (93%), Johnstone South and Elderslie (93%) and Renfrew North and Braehead (90%).

## Refuse collection

**Figure 49: Satisfaction with refuse collection (excluding don't know responses) analysed by demographic**



### Age

- The lowest level of satisfaction was amongst respondents aged 55 to 64 (67%). Those aged 65+ were most likely to be satisfied (76%).

### Tenure

- Dissatisfaction was significantly higher among owner occupiers (17%) than council tenants (8%).

### Household demographic

- Fewer single adult households were satisfied with refuse collection (64%) than single pensioner (78%) and older adult family households (77%).

### Electoral ward

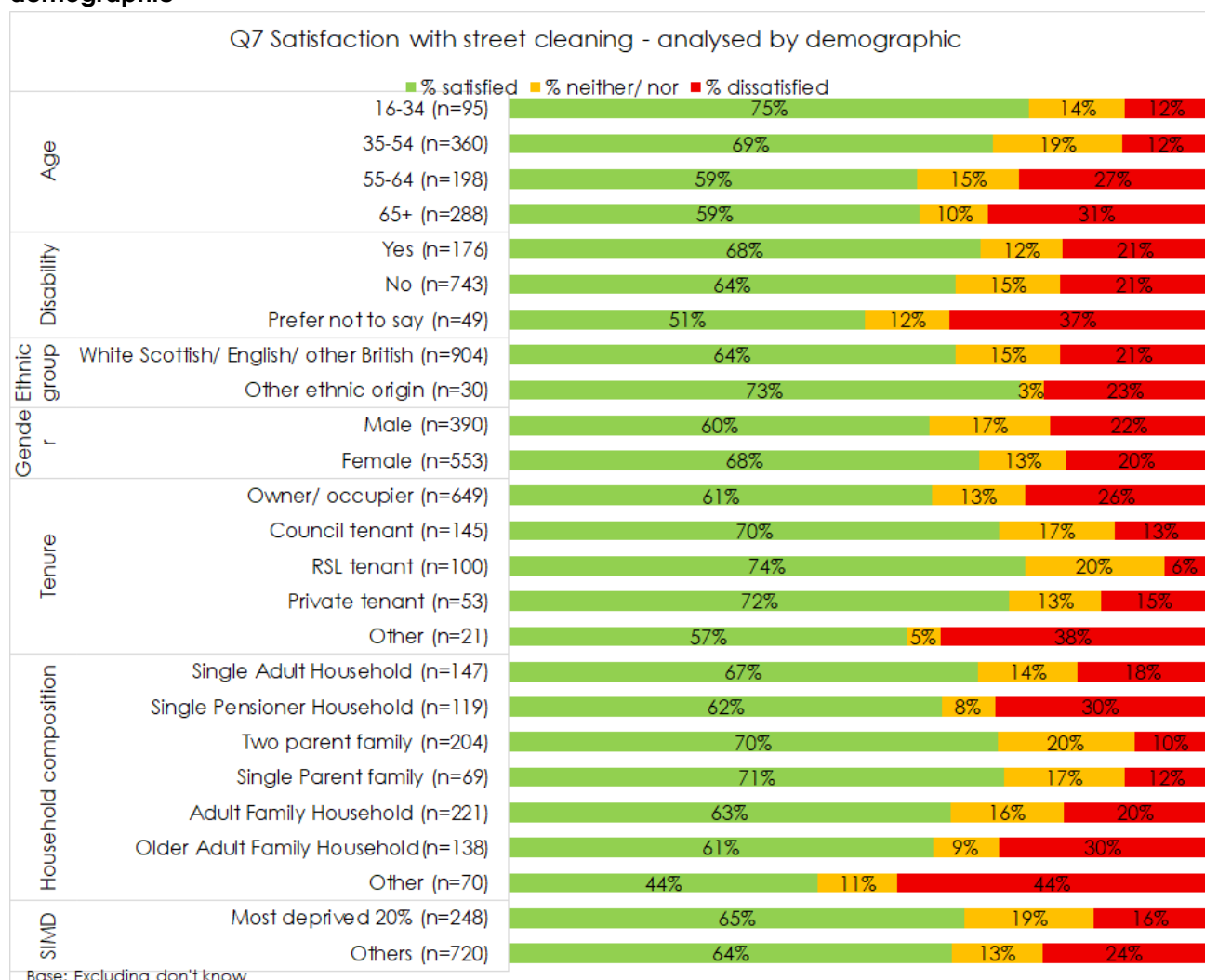
- Satisfaction was lowest among respondents from Paisley Southeast (57%), and Erskine and Inchinnan (56%). It was highest in Paisley Southwest (84%).

### SIMD 2020 Quintile

- Respondents from the most deprived SIMD quintile reported a lower dissatisfaction rate for refuse collection (10%) than those from other SIMD quintiles (16%).

## Street cleaning

**Figure 50: Satisfaction with street cleaning (excluding don't know responses) analysed by demographic**



### Age

- Satisfaction with street cleaning was highest for those aged 16-34 (75%) and lower for those aged 55-64 (59%) and those aged 65+ (59%).

### Sex

- Fewer male respondents were satisfied with street cleaning (60%) than female respondents (67%).

### Tenure

- Owner/occupiers were less likely to be satisfied with street cleaning (61%) than council tenants (70%) and RSL tenants (74%).

### Electoral ward

- Around half of respondents from Erskine and Inchinnan (51%) and Bishopton, Bridge of Weir and Langbank (49%) were satisfied with street cleaning, which is significantly less than respondents from Paisley Northwest (69%), Johnstone South and Elderslie (80%) and Renfrew North and Braehead (72%).



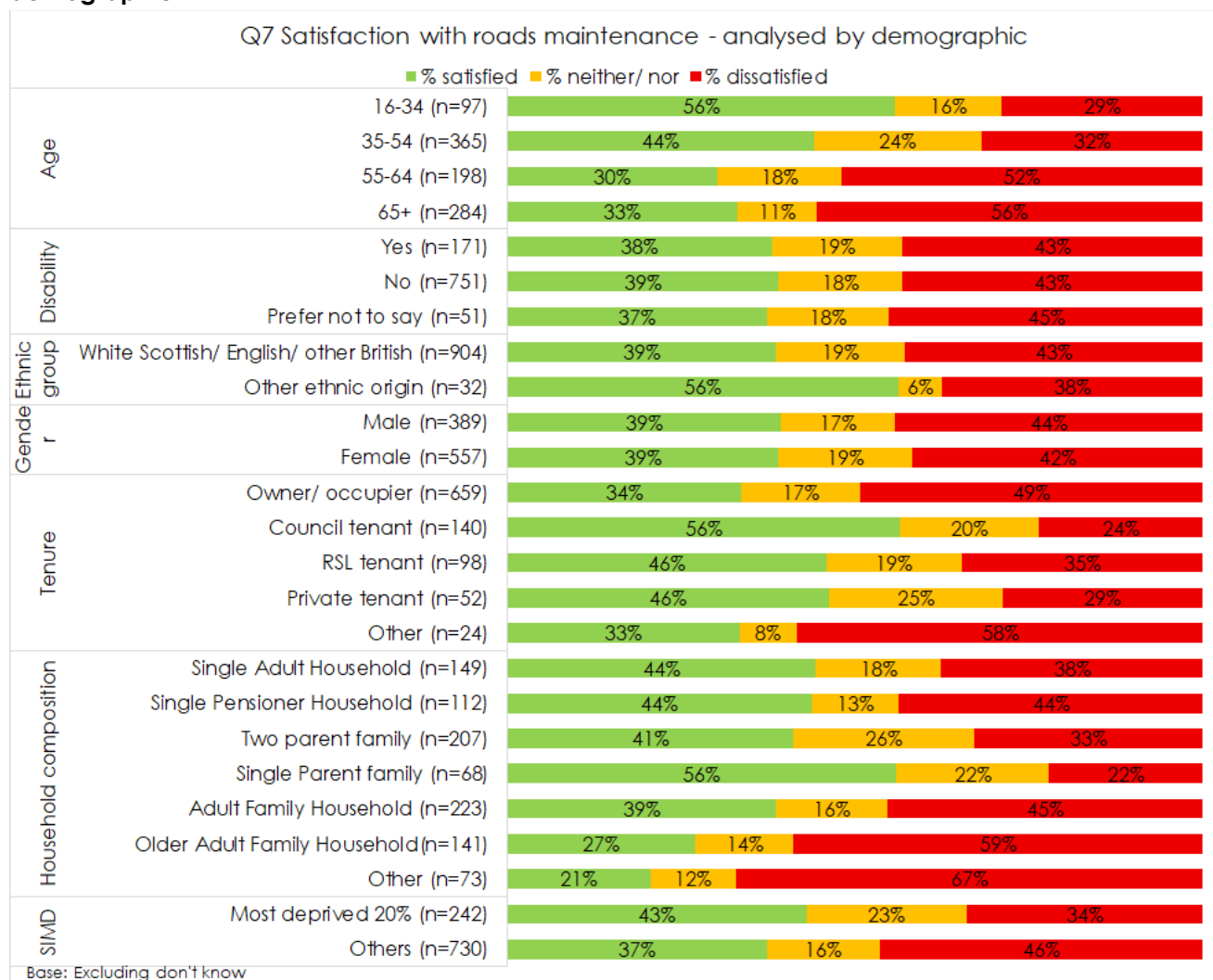
- Nearly half of respondents from Paisley Southeast (42%) and Bishopton, Bridge of Weir and Langbank (42%) were dissatisfied with street cleaning.

#### SIMD 2020 Quintile

- Respondents from the most deprived SIMD quintile (16%) were less likely to be dissatisfied with street cleaning dissatisfaction than those from the other SIMD quintiles (23.5%).

### Roads maintenance

**Figure 51: Satisfaction with roads maintenance (excluding don't know responses) analysed by demographic**



#### Age

- Respondents aged 16-34 (56%) and those aged 35-54 (44%) were more likely to be satisfied with road maintenance than those aged 55-64 (30%) and 65+ (33%).

#### Tenure

- Nearly half of owner/occupiers (49%) reported that they were dissatisfied with road maintenance, which is significantly more than council tenants (24%), RSL tenants (35%) and private tenants (29%).



### Electoral ward

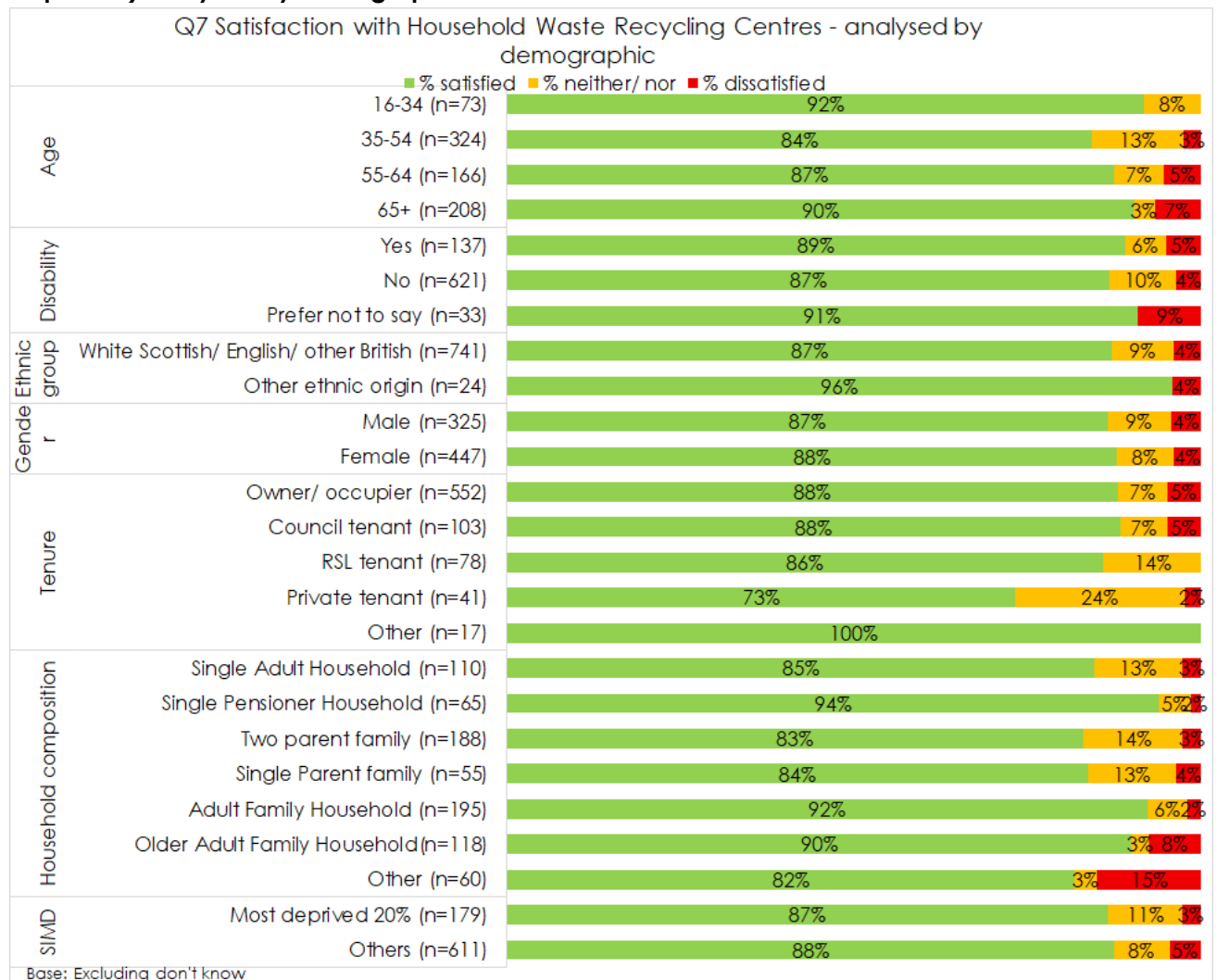
- The dissatisfaction rate for road maintenance was significantly higher among respondents from Paisley Southeast (75%) and Bishopton, Bridge of Weir and Langbank (71%). Conversely, only 11% of respondents from Johnstone South and Elderslie, reported that they were dissatisfied with road maintenance.

### SIMD 2020 Quintile

- A third of respondents from the most deprived SIMD quintile (34%) were dissatisfied with road maintenance, which is significantly less than respondents from the other SIMD quintiles (46%).

## Household waste and recycling centres

**Figure 52: Satisfaction with Household waste and recycling centres (excluding don't know responses) analysed by demographic**



### Age

- Satisfaction with household waste recycling centres was highest for those aged 16-34 (92%) and aged 65+ (90%) and was lower than for those aged 35-64 (84%) and those aged 55-64 (87%).

### Tenure

- Fewer private tenants were satisfied with household waste recycling centres (73%) than owner/occupiers (88%) and council tenants (88%).

### Household demographic

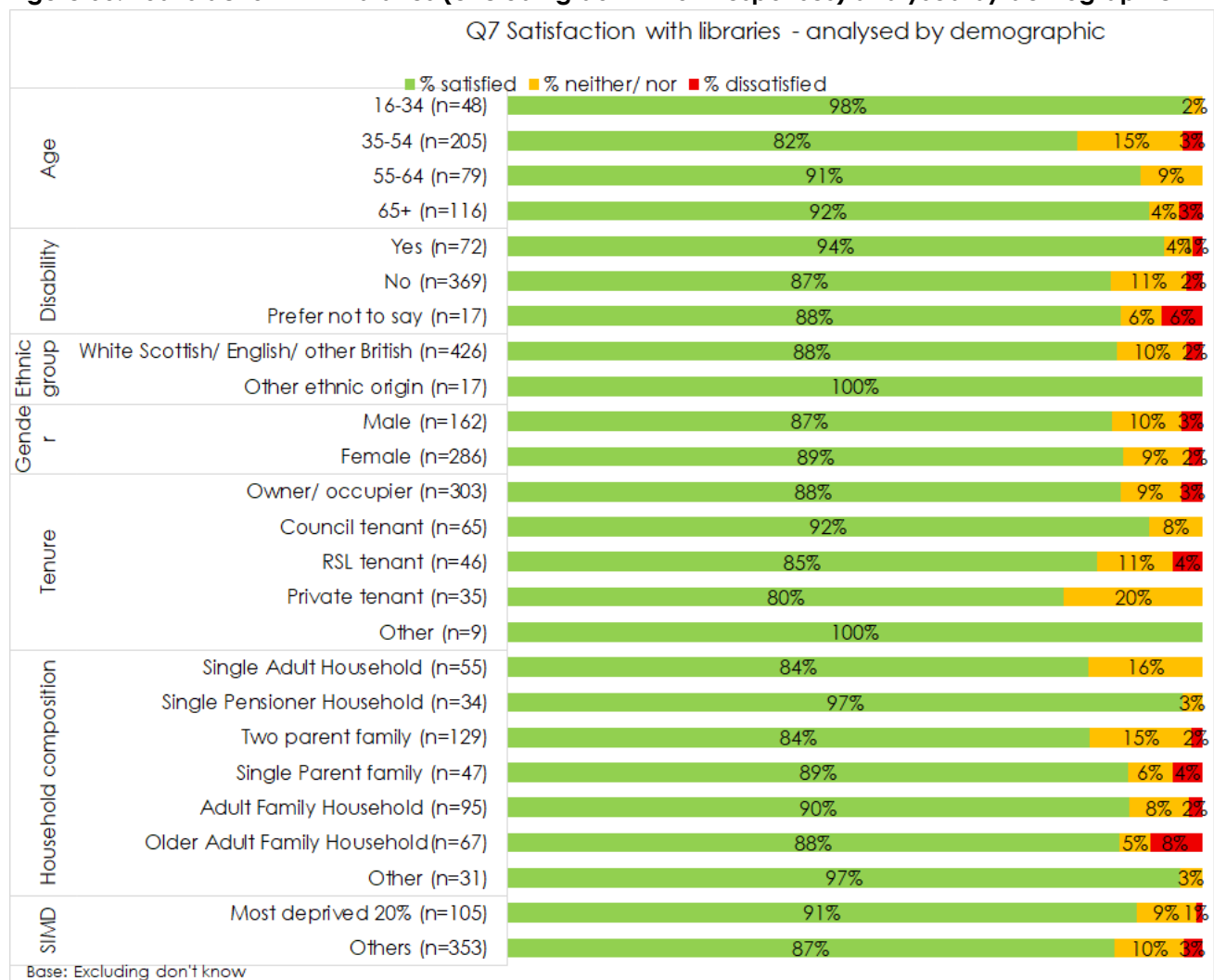
- Two parent families were significantly less satisfied with household waste recycling centres (83%) when compared to adult family households (92%).

### Electoral ward

- Satisfaction with household waste recycling centres was greatest for respondents from Erskine and Inchinnan (94%), Paisley Northeast and Raiston (95%) and Renfrew South and Gallowhill (95%). Satisfaction was lower in Paisley Northwest (83%), Johnstone South and Elderslie (81%) and Johnstone North, Kilbarchan, Howwood and Lochwinnoch (77%).

## Libraries

**Figure 53: Satisfaction with libraries (excluding don't know responses) analysed by demographic**



### Age

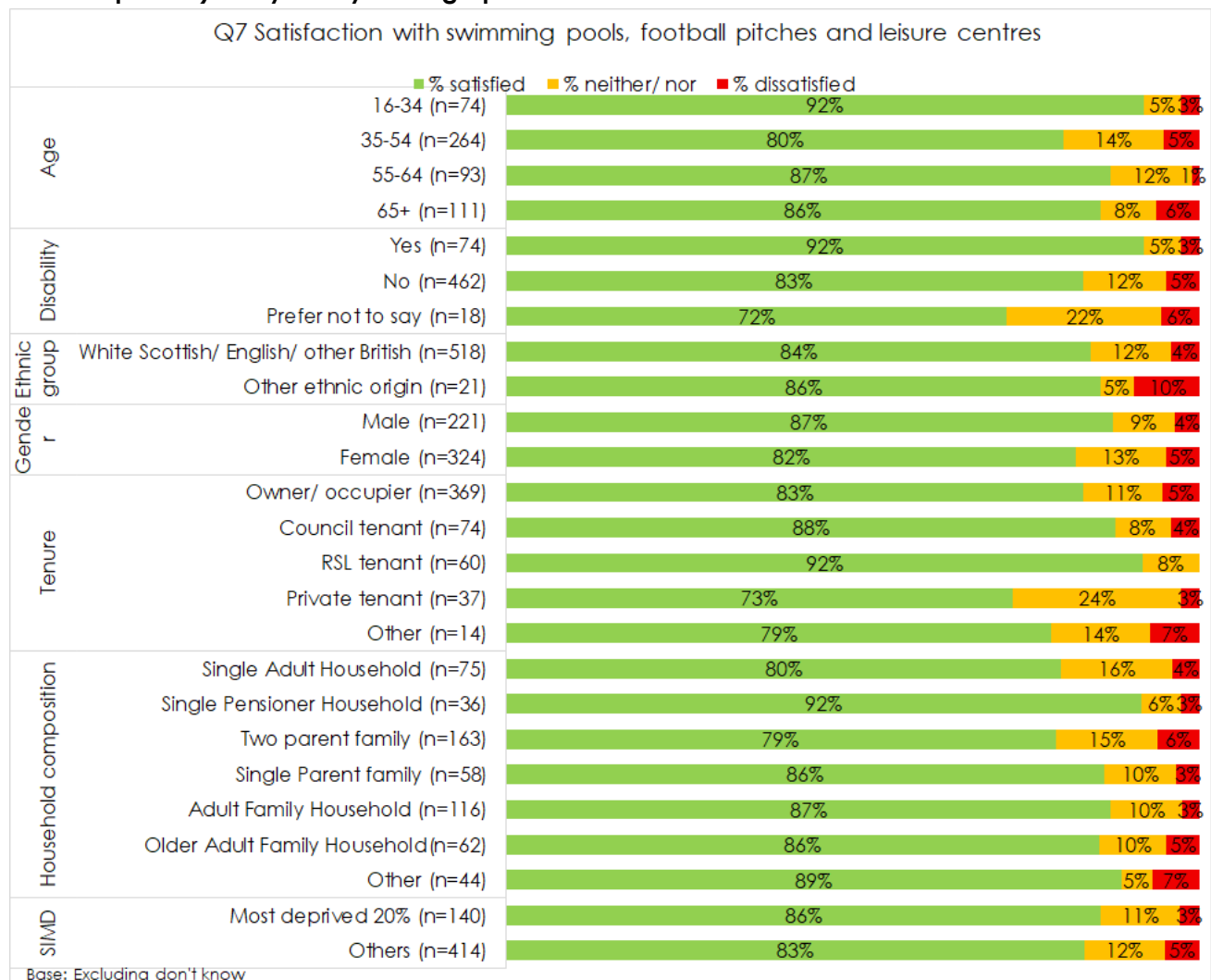
- Significantly fewer respondents aged 35-54 were satisfied with libraries (82%) than those aged 16-24 (98%) and those over the age of 65 (92%).

### Electoral ward

- Respondents from Johnstone North, Kilbarchan, Howwood and Lochwinnoch had the lowest satisfaction rate for libraries (63%). This was followed by Paisley East and Central (80%)
- All respondents from Houston, Crosslee and Linwood were satisfied with libraries. Satisfaction was also incredibly high in Paisley Northeast and Ralston (97%), Paisley Southeast (96%) and Erskine and Inchinnan (95%).

### Swimming pools, football pitches and leisure centres

**Figure 54: Satisfaction with swimming pools, football pitches and leisure centres (excluding don't know responses) analysed by demographic**



### Age

- The satisfaction rate for swimming pools, football pitches and leisure centres was significantly lower among respondents aged 35 to 54 (80%) than those aged 16 to 34 (92%).

### Tenure

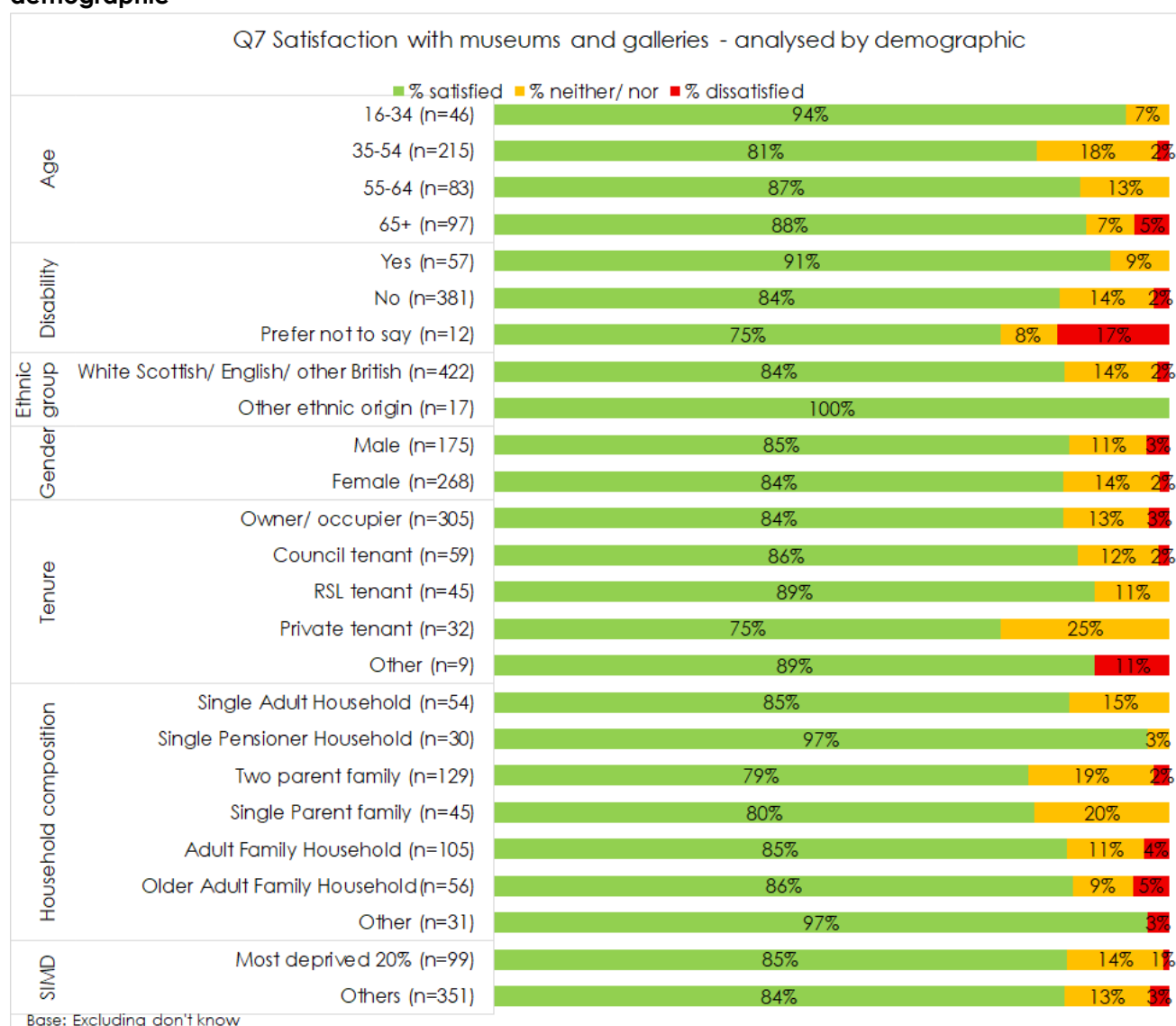
- RSL tenants were significantly more satisfied with swimming pools, football pitches and leisure centres (90%) than private tenants (73%).

### Electoral ward

- Respondents most dissatisfied with swimming pools, football pitches and leisure centres were those from Paisley Southeast (16%) and Erskine and Inchinnan (20%).
- Satisfaction was greatest in Paisley Northeast and Ralston (95%), Houston, Crosslee and Linwood (95%) and Renfrew North and Braehead (91%).

### Museums and galleries

**Figure 55: Satisfaction with museums and galleries (excluding don't know responses) analysed by demographic**



### Household demographic

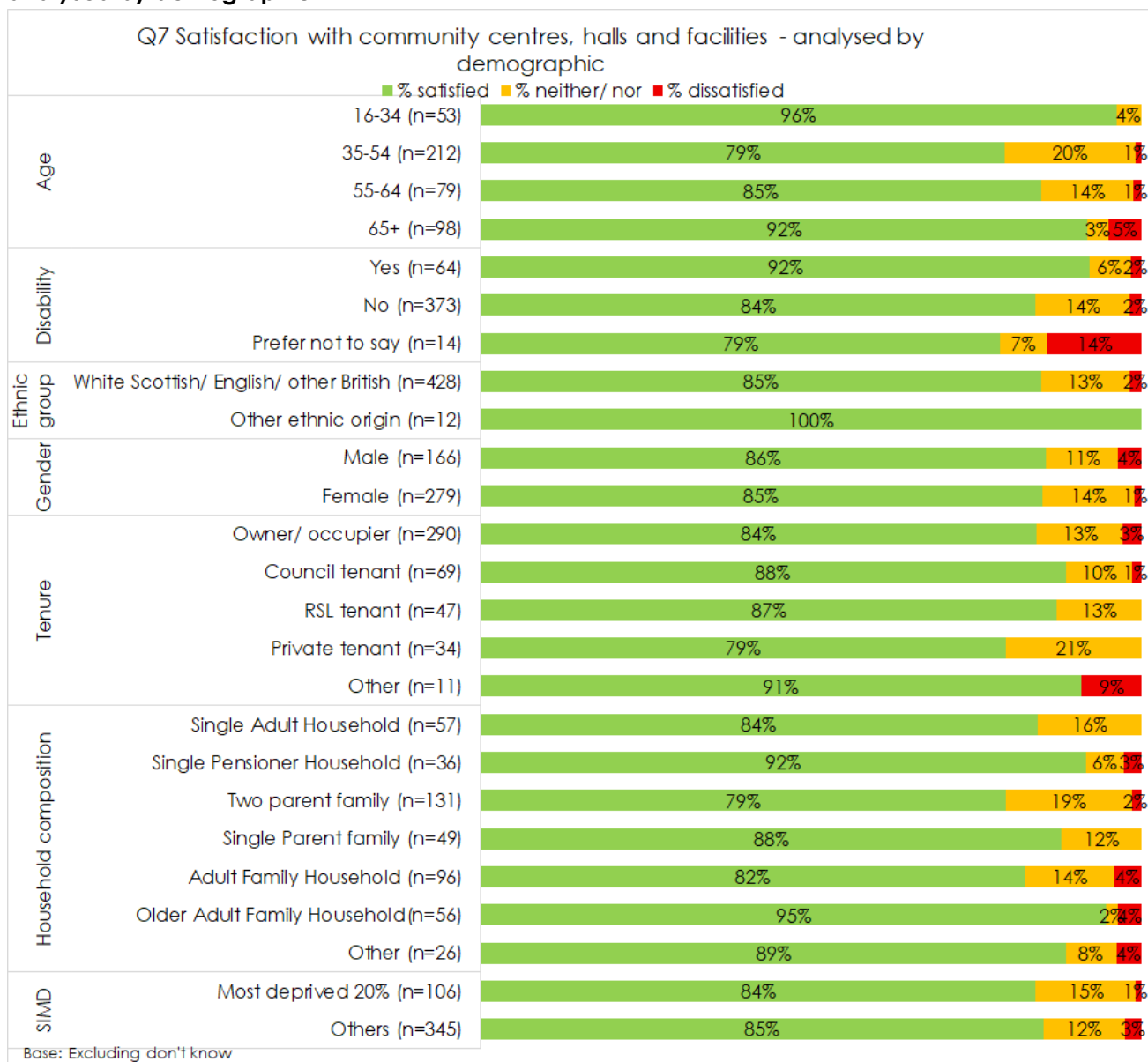
- Single pensioner households were significantly more satisfied with museums and galleries (97%) than two parent family households (79%).

### Electoral ward

- The highest satisfaction rate for museums and libraries was among respondents from Renfrew South and Gallowhill (96%), Houston, Crosslee and Linwood (98%) and Renfrew North and Braehead (93%).

## Community centres, halls and facilities

**Figure 56: Satisfaction with community centres, halls and facilities (excluding don't know responses) analysed by demographic**



### Age

- Satisfaction was highest among those aged 16-34 (96%) and over the age of 65 (92%), and lowest for those aged 35 to 54 (79%).

### Household demographic

- Older adult family households were most satisfied with community centres, halls and facilities (95%), and lowest for two parent family households (79%).

### Electoral ward

- Less than half of respondents from Johnstone North, Kilbarchan, Howwood and Lochwinnoch were satisfied with community centres, halls and facilities (41%), compared to those from Renfrew South and Gallowhill (96%) and those from Houston, Crosslee and Linwood (98%).

## 5. COUNCIL PRIORITIES AND BUDGET OPTIONS

### 5.1. Overview

The survey then went on to ask about Council priorities and potential options to help the Council balance its budget in the future.

Residents supported the Council making better use of buildings (82%) and targeting resources to those in greatest need (81%). There was less support for introducing service charges or stopping non-statutory services. Priorities included supporting older and vulnerable people, maintaining infrastructure, and investing in children and families.

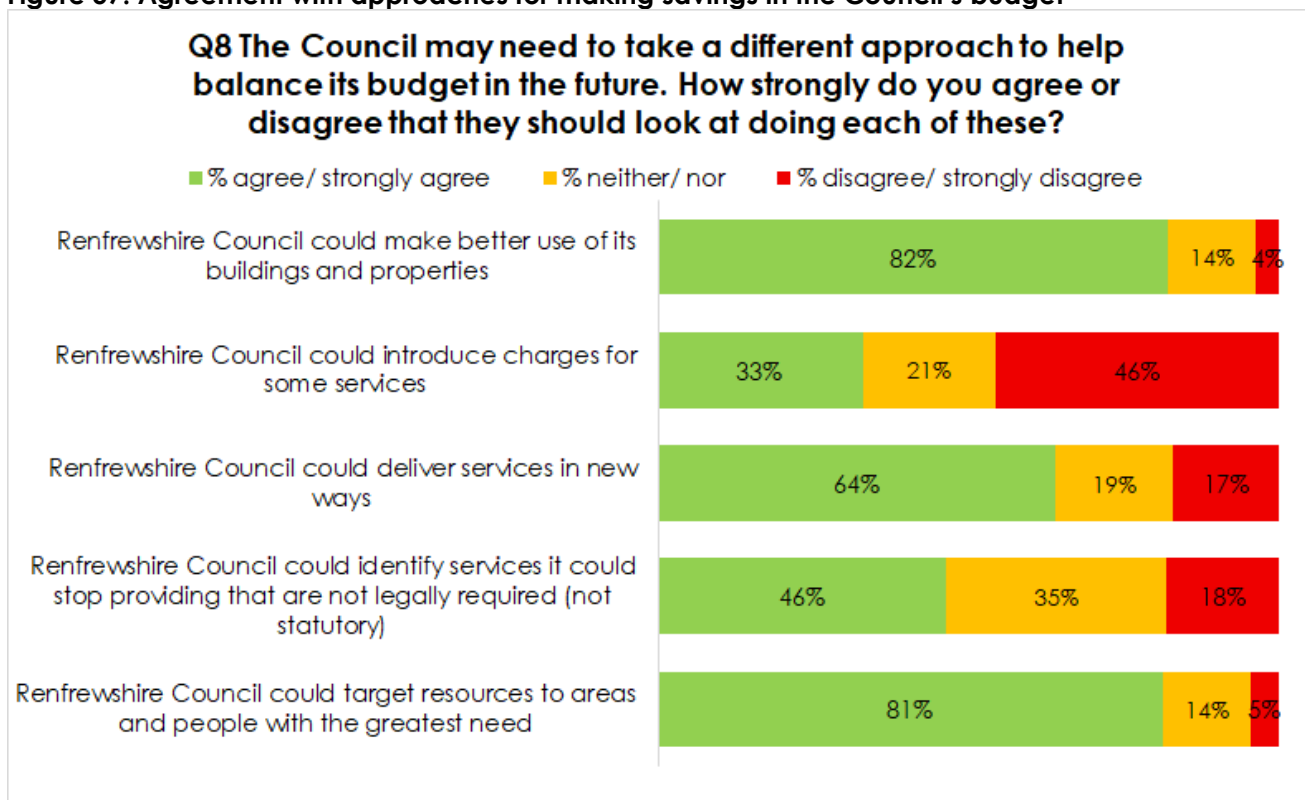
### 5.2. Making savings in the Council's budget (Q8)

Respondents were told that the Council may need to take a different approach to help balance its budget in the future. They were then asked how strongly they agreed or disagreed that the Council should look at doing a range of things.

Respondents were most likely to agree that the Council should look at:

- Renfrewshire Council could make better use of its buildings and properties (82% strongly agree/ agree)
- Renfrewshire Council could target resources to areas and people with the greatest need (81%)
- Renfrewshire Council could deliver services in new ways (64%).

**Figure 57: Agreement with approaches for making savings in the Council's budget**



On the other hand, options which had the highest proportions stating they were unacceptable were:

- Renfrewshire Council could identify services it could stop providing that are not legally required (46%)
- Renfrewshire Council could introduce charges for some services (33%).

Analysis by ward reveals that the biggest differences can be seen regarding the following:

- **The Council could make better use of its buildings and properties:** The proportion of respondents from Johnstone South and Elderslie (61%) and Renfrew South and Gallowhill (60%) who strongly agreed that Renfrewshire Council could make better use of its buildings and properties was significantly higher than Erskine and Inchinnan (18%) and Bishopton, Bridge of Weir and Langbank (35%).
- **Renfrewshire Council could introduce charges for some services:** The proportion of respondents from Johnstone South and Elderslie (24.5%) who strongly agreed Renfrewshire Council could introduce charges for some services was significantly greater than Paisley Southeast (1%), Erskine and Inchinnan (0%), Paisley Northeast and Ralston (1%) and Bishopton, Bridge of Weir and Langbank (1%).
- **Renfrewshire Council could deliver services in new ways:** Significantly more respondents from Paisley East and Central (43%), Renfrew North and Braehead (42%) and Johnstone North, Kilbarchan Howwood and Lochwinnoch (37%) strongly agreed that Renfrewshire Council could deliver services in new ways, compared to Erskine and Inchinnan (3%) and Bishopton, Bridge of Weir and Langbank (6%).
- Of note, respondents aged 35-54 were most likely to strongly agree that Renfrewshire Council could deliver services in new ways (37%), compared to 15% of those above the age of 65.
- **Renfrewshire Council could identify services it could stop providing that are not legally required (not statutory):** No respondents from Erskine and Inchinnan and only 1% from Paisley East and Central strongly agreed that Renfrewshire Council could identify services it could stop providing that are not legally required (not statutory). Significantly more respondents from Paisley Southeast (11%) and Paisley Southwest (17%) strongly agreed with this statement.
- **Renfrewshire Council could target resources to areas and people with the greatest need:** The proportion of respondents from Johnstone South and Elderslie (55%) and Paisley East and Central (56%) who strongly agreed that Renfrewshire Council could target resources to areas and people with the greatest need was significantly higher than Erskine and Inchinnan (8%) and Bishopton, Bridge of Weir and Langbank (21%).
- Respondents from the most deprived SIMD quintile were significantly more likely to strongly agree that Renfrewshire Council could target resources to areas and people with the greatest need (46%) than those from other SIMD quintiles (36%).



### 5.3. Perceptions of Council priorities (Q9)

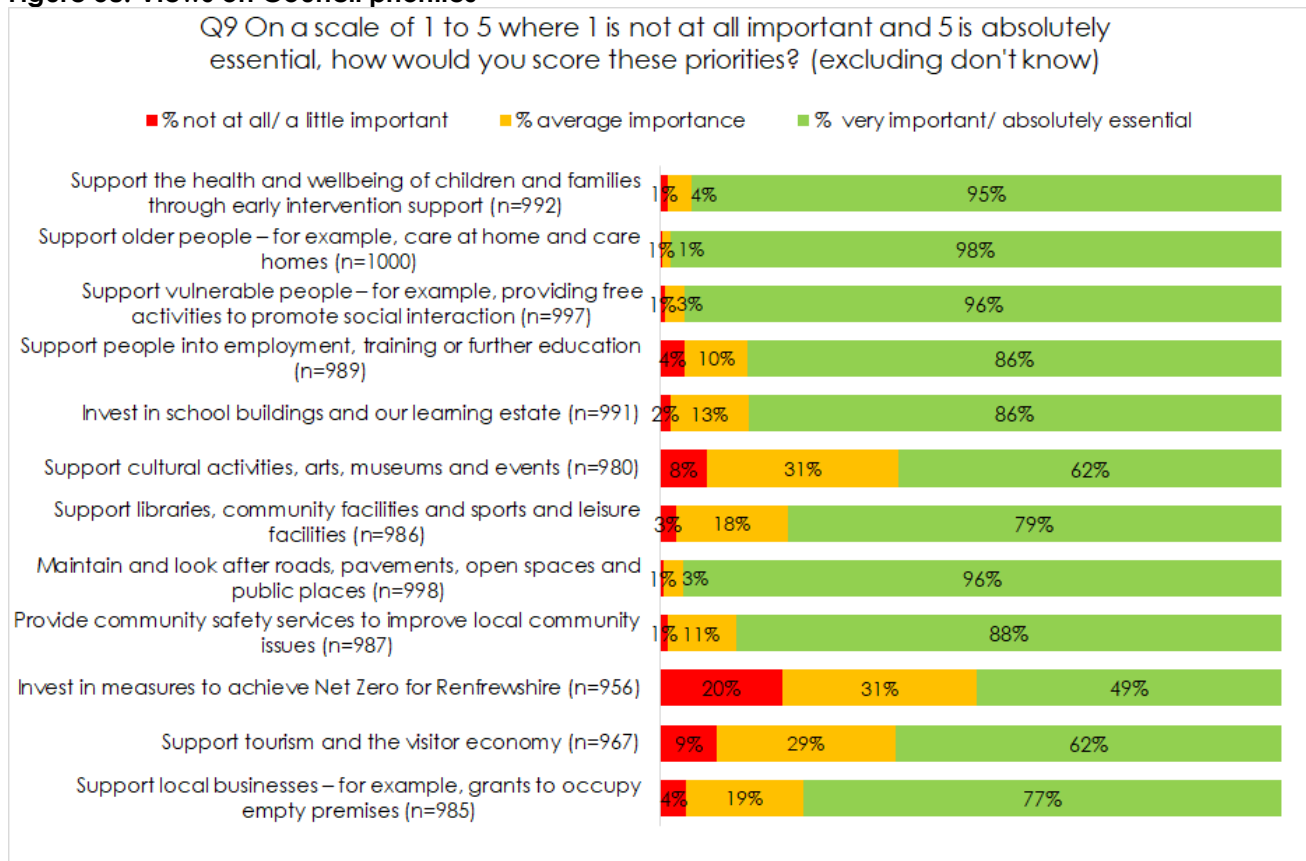
When asked to rate a range of Council services on a scale of 1 to 5 where 1 is not at all important and 5 is absolutely essential, most likely to be considered as absolutely essential/very important were:

- Support older people – for example, care at home and care homes (97%)
- Maintain and look after roads, pavements, open spaces and public places (96%)
- Support vulnerable people – for example, providing free activities to promote social interaction (96%)
- Support the health and wellbeing of children and families through early intervention support (95%)

On the other hand, less likely to be perceived as absolutely essential/very important were:

- Support tourism and the visitor economy (62%)
- Support cultural activities, arts, museums and events (62%)
- Invest in measures to achieve Net Zero for Renfrewshire (49%)

**Figure 58: Views on Council priorities**





## 6. MONEY MATTERS

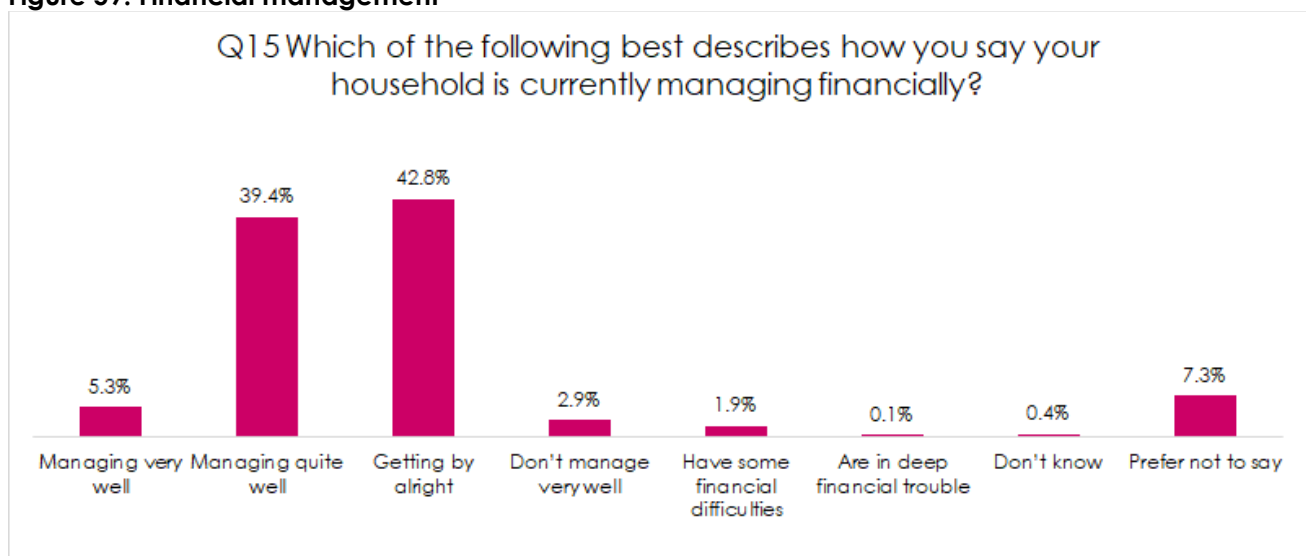
### 6.1. Overview

Respondents were asked about their financial management. While 45% of residents reported managing well financially, 5% were experiencing financial difficulties. Owner-occupiers were most financially secure, while council tenants and single-parent households were more likely to report hardship. Younger adults and those with disabilities were also more likely to face financial challenges.

### 6.2. Financial management (Q15)

Respondents were asked how well their household is currently managing financially, with 45% of respondents saying they are managing very well or quite well. 43% said they were getting by alright. On the other hand, 5% of respondents said they were not managing very well, had some financial difficulties or were in deep financial trouble.

**Figure 59: Financial management**



The table below shows the results for the 2025 Resident Survey compared to the 2023 Scottish Household Survey. For comparison purposes the figures have been adjusted to exclude those who said they don't know or would prefer not to answer the question in the Resident Survey. This shows that slightly fewer Renfrewshire Residents 2025 said they were managing very or quite well (48%) than the Scottish Average (52%). However, this is more in line with the Renfrewshire proportion managing very or quite well in the SHS 2023 when 47% said they were managing well.

**Figure 60: Household financial management (SHS Scotland 2023 compared to Renfrewshire Resident Survey 2025)**

|                                                                                  | SHS 2023 Scotland | SHS 2023 Renfrewshire | Renfrewshire Residents Survey 2025* |
|----------------------------------------------------------------------------------|-------------------|-----------------------|-------------------------------------|
| Managing very/ quite well                                                        | 52%               | 47%                   | 48%                                 |
| Getting by alright                                                               | 39%               | 41%                   | 46%                                 |
| Not managing very well/ have some financial difficulties/ deep financial trouble | 9%                | 12%                   | 4%                                  |

\* Figures have been adjusted to exclude the % who said prefer not to say and don't know

Demographic analysis shows the following significant differences:

#### Age

- Respondents aged 16-34 (23%) were the age group least likely to state that they were managing very or quite well. Respondents in all other age groups were more likely to state that they were managing very or quite well with 46% aged 35-54, 50% aged 55-64 and 51% aged 65+ stating this.

#### Disability

- Respondents with a disability were significantly more likely to state that they were having financial difficulties (11%) than those without a disability (4%).

#### Tenure

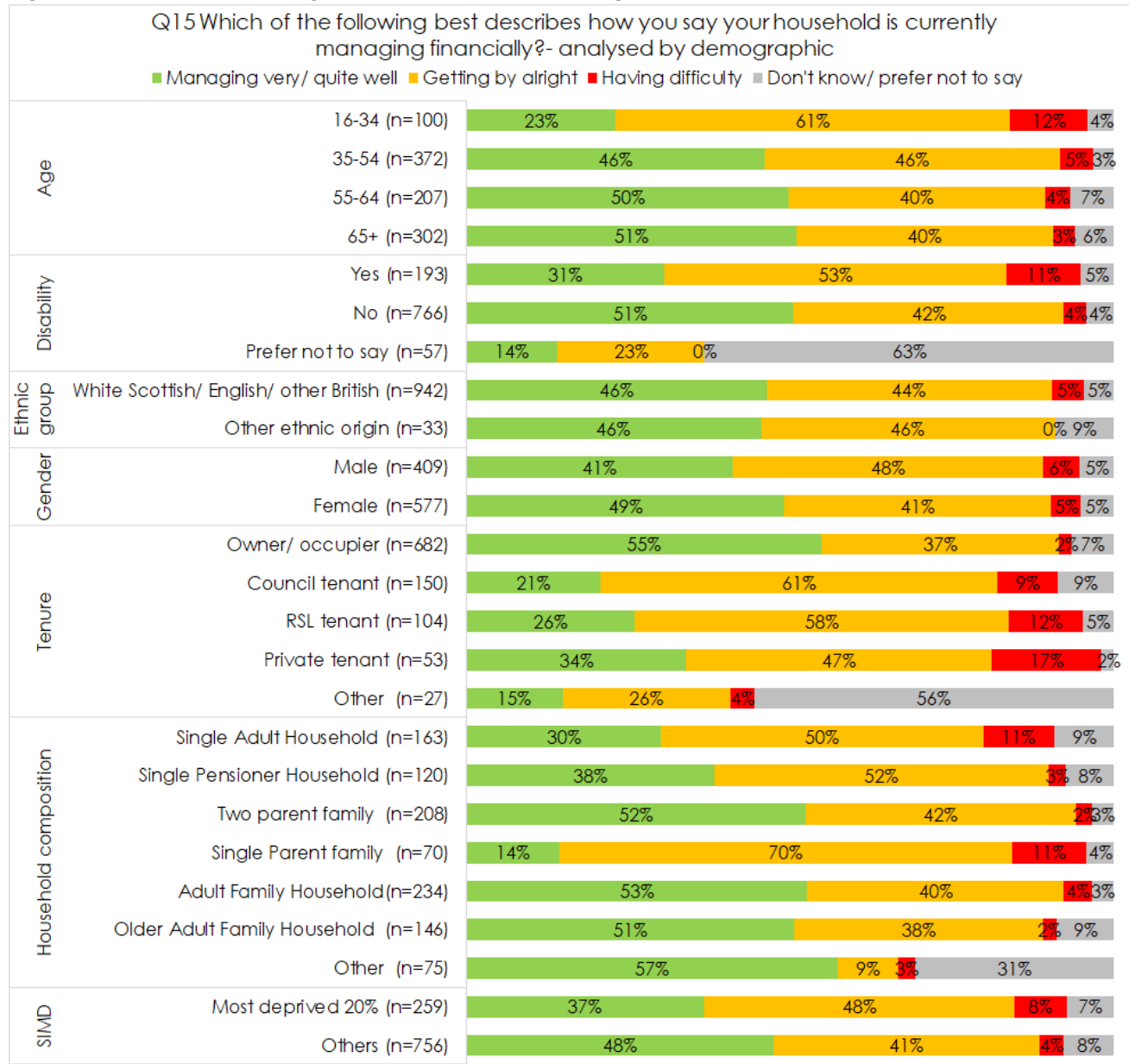
- Owner/ occupiers were most likely to state that they were managing very or quite well financially (55%) whereas tenants were all much less likely. Least likely to state that they were managing well were Council tenants (21%).
- Private tenants were most likely to state that they were having financial difficulties (17%).

#### Household demographic

- Two parent families (52%), adult family household (53%), older adult family households (51%) and other household types (57%) were most likely to state that they are managing well.
- Single parent families were significantly less likely to state they were managing well (14%) and more likely to state that they are having financial problems (11%). Single adult households were also most likely to state they are having financial problems (11%).

#### SIMD

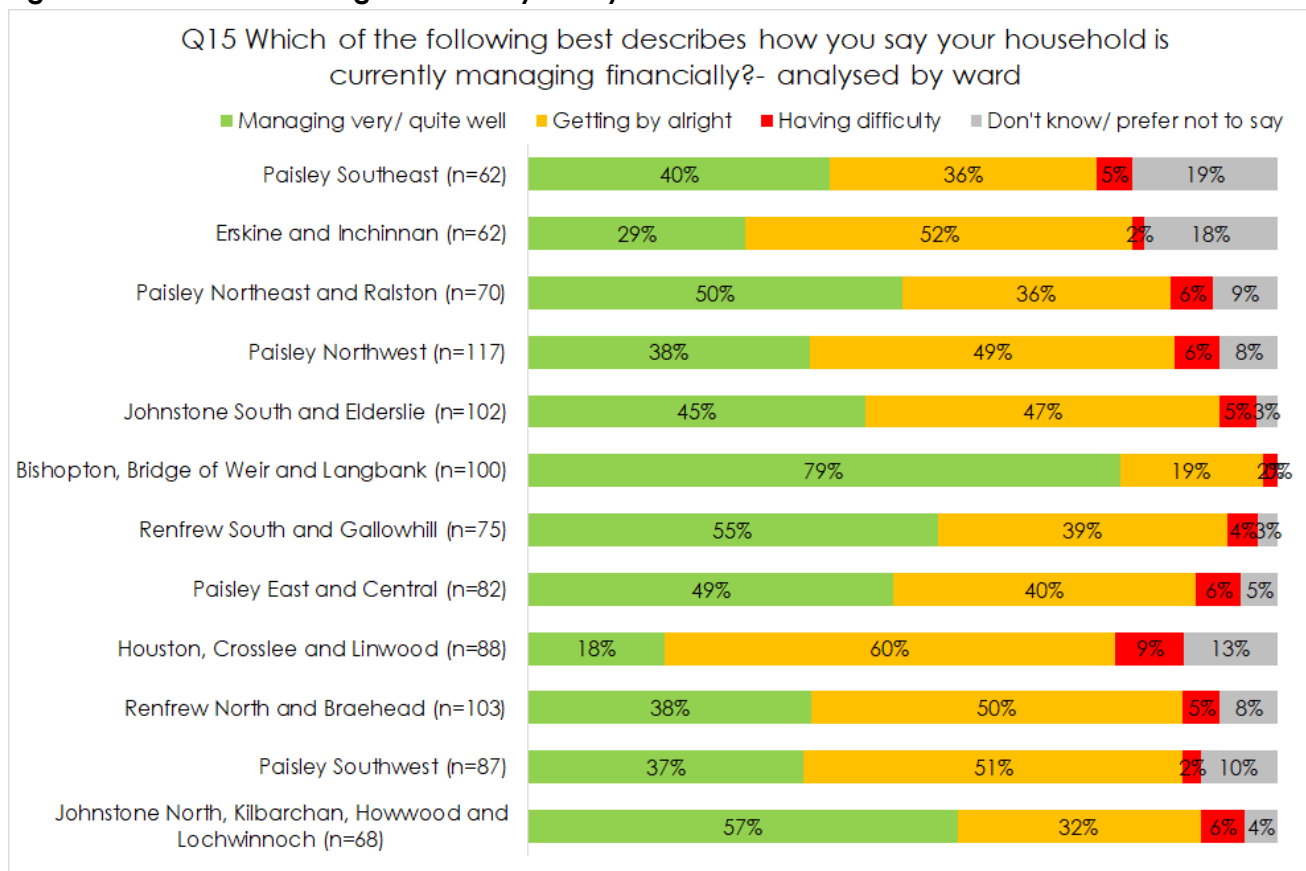
- Those living in the most deprived 20% were more likely to state that they were having financial difficulties (8%) than those living in other areas (4%).

**Figure 61: Financial management analysed by demographic**

Analysis by ward indicates that:

- Respondents in Houston, Crosslee and Linwood were least likely to state that they were managing very or quite well (18%) whereas those living in Bishopton, Bridge of Weir and Langbank were most likely to say they were managing very or quite well (79%).
- The greatest proportion of respondents stating they were having some financial difficulties was in the Houston, Crosslee and Linwood area (9%) followed by Johnstone North, Kilbarchan, Howwood and Lochwinnoch (6%), Paisley Northwest (6%) and Paisley Northeast and Ralston (6%).

**Figure 62: Financial management analysed by ward**



## **Appendix 1**

### **Survey Questionnaire**

**RENFREWSHIRE AS A PLACE TO LIVE**

We would like to begin by asking about your neighbourhood and Renfrewshire as a place to live.

**1. How long have you lived in Renfrewshire? (RC)**

|                  |   |
|------------------|---|
| Less than 1 year | 1 |
| 1-5 years        | 2 |
| 6-10 years       | 3 |
| Over 10 years    | 4 |
| All your life    | 5 |
| Don't know       | 6 |

**2. How would you rate Renfrewshire as a place to live? RC**

|                         |   |
|-------------------------|---|
| Very good               | 1 |
| Fairly good             | 2 |
| Fairly poor             | 3 |
| Very poor               | 4 |
| Don't know / No opinion | 5 |

**3. How strongly do you feel that you belong to Renfrewshire? RC**

*If asked prompt – i.e. how comfortable, connected, and accepted do you feel?*

|                        |   |
|------------------------|---|
| Very strongly          | 1 |
| Fairly strongly        | 2 |
| Not very strongly      | 3 |
| Not at all strongly    | 4 |
| Don't know/ no opinion | 5 |

**YOUR NEIGHBOURHOOD**

Now I'd like to ask about your neighbourhood and the community you live in.

*Prompt – if-asked - Your neighbourhood is typically defined as nearby streets, parks, schools, shops, or shared spaces within 15-minute walk from your home.*

**4. Thinking about the neighbourhood that you live in, how would you rate it as a place to live? SHS**

|                       |   |
|-----------------------|---|
| Very good             | 1 |
| Fairly good           | 2 |
| Fairly poor           | 3 |
| Very poor             | 4 |
| Don't know/No opinion | 5 |

**5. How strongly do you agree or disagree with each of these statements about your neighbourhood? SHS**

|                                                             | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree |
|-------------------------------------------------------------|----------------|---------------|----------------------------|------------------|-------------------|
| This is a neighbourhood where people are kind to each other | 1              | 2             | 3                          | 4                | 5                 |
| This is a neighbourhood I feel proud to belong to           | 1              | 2             | 3                          | 4                | 5                 |
| This is a clean and tidy neighbourhood                      | 1              | 2             | 3                          | 4                | 5                 |
| This is a safe neighbourhood                                | 1              | 2             | 3                          | 4                | 5                 |

**COUNCIL SERVICES**

The next few questions are about Council services.

6. This is a list of statements that could be used to describe a local council. To what extent do you agree or disagree that they apply to Renfrewshire Council? SHS

|                                                                                                           | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree | No opinion |
|-----------------------------------------------------------------------------------------------------------|----------------|---------------|----------------------------|------------------|-------------------|------------|
| Renfrewshire Council provides high quality services                                                       | 1              | 2             | 3                          | 4                | 5                 | 6          |
| Renfrewshire Council does the best it can with the money available                                        | 1              | 2             | 3                          | 4                | 5                 | 6          |
| Renfrewshire Council is addressing the key issues affecting the quality of life in my local neighbourhood | 1              | 2             | 3                          | 4                | 5                 | 6          |
| Renfrewshire Council is good at listening to local people's views before it takes decisions               | 1              | 2             | 3                          | 4                | 5                 | 6          |
| Renfrewshire Council designs its services around the needs of the people who use them                     | 1              | 2             | 3                          | 4                | 5                 | 6          |
| Renfrewshire Council is good at letting local people know how well it is performing                       | 1              | 2             | 3                          | 4                | 5                 | 6          |
| Renfrewshire Council is good at letting people know about what services it provides                       | 1              | 2             | 3                          | 4                | 5                 | 6          |

7. How often do you use the following Council and partner services? SHS

|                                                                                                                    | Most days | At least once a week | About once a month | Once or twice a year | Not at all |   |
|--------------------------------------------------------------------------------------------------------------------|-----------|----------------------|--------------------|----------------------|------------|---|
| Children's play areas                                                                                              | 1         | 2                    | 3                  | 4                    | 5          |   |
| Parks, gardens and open spaces                                                                                     | 1         | 2                    | 3                  | 4                    | 5          |   |
| Local schools and nurseries                                                                                        | 1         | 2                    | 3                  | 4                    | 5          |   |
| Household Waste Recycling Centres                                                                                  | 1         | 2                    | 3                  | 4                    | 5          |   |
| Libraries<br>(including services – access to internet, printing, classes and Scoobmobile)                          | 1         | 2                    | 3                  | 4                    | 5          |   |
| Swimming pools, football pitches and leisure centres                                                               | 1         | 2                    | 3                  | 4                    | 5          |   |
| Museums and galleries<br>(including Heritage Centre and archives, Renfrew Museum and Paisley Museum development)   | 1         | 2                    | 3                  | 4                    | 5          |   |
| Community centres, halls and facilities<br>(Including Paisley Town Hall, Johnstone Town Hall, Paisley Arts Centre) | 1         | 2                    | 3                  | 4                    | 5          | 6 |

**8. How satisfied are you with the following services? SHS**

|                                                                                                                    | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | No opinion |
|--------------------------------------------------------------------------------------------------------------------|----------------|------------------|------------------------------------|---------------------|-------------------|------------|
| Children's play areas                                                                                              | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Parks, gardens and open spaces                                                                                     | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Local schools and nurseries                                                                                        | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Refuse collection                                                                                                  | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Street cleaning                                                                                                    | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Roads maintenance                                                                                                  | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Household Waste Recycling Centres                                                                                  | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Libraries<br>(including services – access to internet, printing, classes and Skoobmobile)                          | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Swimming pools, football pitches and leisure centres                                                               | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Museums and galleries<br>(including Heritage Centre and archives, Renfrew Museum and Paisley Museum development)   | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Community centres, halls and facilities<br>(Including Paisley Town Hall, Johnstone Town Hall, Paisley Arts Centre) | 1              | 2                | 3                                  | 4                   | 5                 | 6          |

**9. The Council may need to take a different approach to help balance its budget in the future. I'm going to read out some options they could consider. How strongly do you agree or disagree that they should look at doing each of these?**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Strongly agree | Tend to agree | Neither agree nor disagree | Tend to disagree | Strongly disagree |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|----------------------------|------------------|-------------------|
| <b>Renfrewshire Council could make better use of their buildings and properties</b><br><br><i>If-asked prompt- For example, they could:</i> <ul style="list-style-type: none"> <li>• Move public services into modern, shared spaces—like schools, health centres, or other community hubs</li> <li>• Stop using buildings that are old, underused, expensive to run, or bad for the environment</li> <li>• Transfer buildings or land to local community groups to use and run</li> </ul> | 1              | 2             | 3                          | 4                | 5                 |



|                                                                                                                                                                                                                                                                                                                                       |   |   |   |   |   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|
| <b>Renfrewshire Council could introduce charges for some services.</b><br><br><i>If-asked prompt</i><br><br>E.g In April 2025, a non-residential social care charging policy was introduced for Day Services, Community Meals and Community Alarms. Discounts may still be provided for some people following a financial assessment. | 1 | 2 | 3 | 4 | 5 |
| <b>Renfrewshire Council could deliver services in new ways</b><br><br><i>If-asked prompt– e.g. Encourage people to use the website to find and pay for council services online.</i>                                                                                                                                                   | 1 | 2 | 3 | 4 | 5 |
| <b>Renfrewshire Council could identify services it could stop providing that are not legally required</b>                                                                                                                                                                                                                             | 1 | 2 | 3 | 4 | 5 |
| <b>Renfrewshire Council could target resources to areas and people with the greatest need</b>                                                                                                                                                                                                                                         | 1 | 2 | 3 | 4 | 5 |

**10. The Council and partners want to know which services residents want to prioritise to help inform planning and decision making. On a scale of 1 to 5 where 1 is not at all important and 5 is absolutely essential, how would you score these priorities?**

|                                                                                                                                              | 1 – not at all important | 2 – of little importance | 3 – of average importance | 4 – very important | 5 – Absolutely essential |
|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|---------------------------|--------------------|--------------------------|
| <b>Supporting people and communities</b><br><br>Support the health and wellbeing of children and families through early intervention support | 1                        | 2                        | 3                         | 4                  | 5                        |
| Support older people – for example, care at home and care homes                                                                              | 1                        | 2                        | 3                         | 4                  | 5                        |
| Support vulnerable people – for example, providing free activities to promote social interaction                                             | 1                        | 2                        | 3                         | 4                  | 5                        |
|                                                                                                                                              |                          |                          |                           |                    |                          |
| <b>Employment, education and skills</b><br><br>Support people into employment, training or further education                                 | 1                        | 2                        | 3                         | 4                  | 5                        |

|                                                                           |   |   |   |   |   |
|---------------------------------------------------------------------------|---|---|---|---|---|
| Invest in school buildings and our learning estate                        | 1 | 2 | 3 | 4 | 5 |
|                                                                           |   |   |   |   |   |
| <b>Community life and wellbeing</b>                                       |   |   |   |   |   |
| Support cultural activities, arts, museums and events                     | 1 | 2 | 3 | 4 | 5 |
| Support libraries, community facilities and sports and leisure facilities | 1 | 2 | 3 | 4 | 5 |
|                                                                           |   |   |   |   |   |
| <b>Places and infrastructure</b>                                          |   |   |   |   |   |
| Maintain and look after roads, pavements, open spaces and public places   | 1 | 2 | 3 | 4 | 5 |
| Provide community safety services to improve local community issues       | 1 | 2 | 3 | 4 | 5 |
|                                                                           |   |   |   |   |   |
| <b>Economy and environment</b>                                            |   |   |   |   |   |
| Invest in measures to achieve Net Zero for Renfrewshire                   | 1 | 2 | 3 | 4 | 5 |
| Support tourism and the visitor economy                                   | 1 | 2 | 3 | 4 | 5 |
| Support local businesses – for example, grants to occupy empty premises   | 1 | 2 | 3 | 4 | 5 |

## ABOUT YOU AND YOUR HOUSEHOLD

**The final questions are about you and will help Renfrewshire Council understand the profile of its residents. Please be assured the questions are completely confidential and will only be used for analysis purposes to see if there are differences in the views between different types of household or resident.**

These additional questions are voluntary. If there are any questions you do not want to answer, please just move on to the next one.

**11. So that we can check we are getting responses from the right people, can you provide your postcode. This will allow us to check that you live in the Renfrewshire area**

|                            |  |
|----------------------------|--|
| POSTCODE<br>(ensure space) |  |
|----------------------------|--|

**12. Do you own your home, or rent it?**

|                                                 |   |
|-------------------------------------------------|---|
| I own my home – owner/ occupier                 | 1 |
| I rent from the Council – Council tenant        | 2 |
| I rent from a Housing Association – RSL tenant  | 3 |
| I rent from a private landlord – private tenant | 4 |
| Other (please specify)                          | 5 |

**13. What best describes your household?**

|                                                                                 |   |
|---------------------------------------------------------------------------------|---|
| Single Adult Household (non-pensioner) and no children                          | 1 |
| Single Pensioner Household                                                      | 2 |
| Two parent family - two adults (non pensioner) and at least one dependent child | 3 |
| Single Parent family - one adult any age and at least one dependent child       | 4 |
| Adult Family Household with two or more adults and no dependent children        | 5 |
| Older Adult Family Household contains at least one pensioner                    | 6 |
| Other (please specify)                                                          | 7 |

**14. Which of the following best describes your employment status? [ONE ONLY]**

|                                                    |    |           |
|----------------------------------------------------|----|-----------|
| Full time employment (more than 30 hrs pw)         | 1  | Go to Q15 |
| Part time employment (less than 30 hrs pw)         | 2  |           |
| Self employed                                      | 3  |           |
| Unemployed/Seeking Work                            | 4  | Go to Q16 |
| Unemployed/Not seeking work                        | 5  |           |
| Not working due to long term illness or disability | 6  |           |
| Looking after home/ family                         | 7  |           |
| Carer                                              | 8  |           |
| Retired                                            | 9  |           |
| Studying at school, college or university          | 10 |           |
| Other (please write in below)                      | 11 |           |

**15. Do you work for Renfrewshire Council, One Ren or Renfrewshire Health and Social Care Partnership?**

|                           |   |
|---------------------------|---|
| Yes, Renfrewshire Council | 1 |
| Yes, OneRen               | 2 |
| Yes, Renfrewshire HSCP    | 3 |
| No                        | 4 |

**16. Which of the following best describes how you say your household is currently managing financially? RC PSP/ SHS Question**

|                                  |   |
|----------------------------------|---|
| Managing very well               | 1 |
| Managing quite well              | 2 |
| Getting by alright               | 3 |
| Don't manage very well           | 4 |
| Have some financial difficulties | 5 |
| Are in deep financial trouble    | 6 |
| Don't know                       | 7 |
| Prefer not to say                | 8 |

**17. Which age band best describes you?**

|                   |   |
|-------------------|---|
| 16-24             | 1 |
| 25-34             | 2 |
| 35-44             | 3 |
| 45-54             | 4 |
| 55-59             | 5 |
| 60-64             | 6 |
| 65-74             | 7 |
| 75+               | 8 |
| Prefer not to say | 9 |

**18. Do you consider yourself to have a disability?**

|                   |   |           |
|-------------------|---|-----------|
| Yes               | 1 | Go to Q19 |
| No                | 2 | Go to Q20 |
| Prefer not to say | 3 |           |

**19. How would you describe the nature of your disability from the following list?**

|                                                                          |   |
|--------------------------------------------------------------------------|---|
| Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)   | 1 |
| Learning difficulties: (e.g. Down's Syndrome)                            | 2 |
| Mental health issue: (e.g. depression, bi-polar)                         | 3 |
| Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia) | 4 |
| Physical impairment: (e.g. wheelchair-user, cerebral palsy)              | 5 |
| Hearing impairment                                                       | 6 |
| Visual impairment                                                        | 7 |
| Other (please specify)                                                   | 8 |
| Prefer not to say                                                        | 9 |

**20. What is your ethnic group? Choose ONE section from A-F, then tick ONE box which best describes your ethnic group or background.****A White**

|                   |   |
|-------------------|---|
| Scottish          | 1 |
| English           | 2 |
| Welsh             | 3 |
| Irish             | 4 |
| Other British     | 5 |
| Polish            | 6 |
| Gypsy / Traveller | 7 |
| Roma              | 8 |

**B Mixed or multiple ethnic groups**

|                                                      |   |
|------------------------------------------------------|---|
| Any mixed or multiple ethnic groups, please write in | 9 |
|------------------------------------------------------|---|

**C Asian**

|                                                          |    |
|----------------------------------------------------------|----|
| Pakistani, Scottish Pakistani or British Pakistani       | 10 |
| Indian, Scottish Indian or British Indian                | 11 |
| Bangladeshi, Scottish Bangladeshi or British Bangladeshi | 12 |
| Chinese, Scottish Chinese or British Chinese             | 13 |
| Other Asian background, please write in:                 | 14 |

**D African**

|                                              |    |
|----------------------------------------------|----|
| African, Scottish African or British African | 15 |
| Other African background, please write in    | 16 |

**E Caribbean or Black**

|                                                    |    |
|----------------------------------------------------|----|
| Caribbean, Caribbean Scottish or Caribbean British | 17 |
| Black, Black Scottish or Black British             | 18 |

|                                                      |    |
|------------------------------------------------------|----|
| Other Caribbean or Black background, please write in | 19 |
|------------------------------------------------------|----|

**F Other ethnic group**

|                        |    |
|------------------------|----|
| Other, please write in | 20 |
| Prefer not to say      | 21 |

**21. What religion, religious denomination or body do you belong to?**

|                        |    |
|------------------------|----|
| Buddhist               | 1  |
| Church of Scotland     | 2  |
| Hindu                  | 3  |
| Jewish                 | 4  |
| Muslim                 | 5  |
| Other Christian        | 6  |
| Pagan                  | 7  |
| Roman Catholic         | 8  |
| Sikh                   | 9  |
| Other religion or body | 10 |
| None                   | 11 |
| Prefer not to say      | 12 |

**22. What is your sex?**

|                   |   |
|-------------------|---|
| Male              | 1 |
| Female            | 2 |
| Prefer not to say | 3 |

**Q1****23. Do you consider yourself to be trans, or have a trans history?**

|                   |   |
|-------------------|---|
| Yes               | 1 |
| No                | 2 |
| Prefer not to say | 3 |

**24. Which of the following best describes your sexual orientation?**

|                        |   |
|------------------------|---|
| Bisexual               | 1 |
| Gay or Lesbian         | 2 |
| Straight/ Heterosexual | 3 |
| Other                  | 4 |
| Prefer not to say      | 5 |

**Future engagement and consultation**

Research Resource will be organising six focus group sessions to explore the answers and key themes of this survey in more detail. These will take place in August. The focus groups are an opportunity for you to discuss your answers in more detail, telling us more specifically about the impact Council services have on your life and the areas you would like to see change or improve.

- 25. Are you potentially interested in taking part in the focus groups? If you say yes, Research Resource will get in touch with more details about the focus groups and you can decide at that time if you are willing and able to take part?**

|                                                                         |   |
|-------------------------------------------------------------------------|---|
| Yes (please record respondent name, email address and telephone number) | 1 |
| No                                                                      | 2 |

**INTERVIEWER READ OUT**

**Thank you very much for taking the time to answer these questions. Your answers will be reported back to Council officers and Elected Members. A survey report will be available on the council website from October 2025.**

**Would you like to take a note of our website address where you can read our privacy notice and find out more about how we use the data you provide?**

## **Appendix 2**

### **Technical Report Summary**



## TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

|                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Project name</b>                                                             | <b>Renfrewshire Council Resident Survey 2025</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Project number</b>                                                           | <b>P1483</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Objectives of the research</b>                                               | The specific research objective of the 2025 Residents Survey is to provide the Council information on local residents' experience and perceptions across a range of topics with regard to living in Renfrewshire and Council and public services.                                                                                                                                                                                                                                                                                                            |
| <b>Target population</b>                                                        | Renfrewshire residents                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Description of sample frame/ source and validation methods if applicable</b> | A database was procured with a representative cross section of 5,000 Renfrewshire residents for the telephone research methodology.<br>This was then augmented with face to face interviews going door to door within geographical areas.                                                                                                                                                                                                                                                                                                                    |
| <b>Sampling method (probability or non probability) and quotas used</b>         | A quota based approach to sampling was used targeting sub groups geographically by ward and tenure.                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Sample units drawn</b>                                                       | A database was procured with a representative cross section of 5,000 Renfrewshire residents for the telephone research methodology.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Target sample size</b>                                                       | 1000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Achieved sample size and reasons if target not achieved</b>                  | 1,016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Date of fieldwork</b>                                                        | 2 <sup>nd</sup> May and 11 <sup>th</sup> June 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Data collection method</b>                                                   | The 2025 Renfrewshire Residents Survey was undertaken using a mixed methodology comprising a large-scale interviewer led survey with a representative sample of 1,016 Renfrewshire residents. 509 carried out by telephone and 507 carried out on a face-to-face basis.<br><br>This was augmented with an online survey which was open to all Renfrewshire resident to respond to. A total of 1,029 Renfrewshire residents responded to this. This was designed to present an open opportunity to all Renfrewshire residents to participate in the research. |
| <b>Response rate and definition and method of how calculated</b>                | Not applicable for face to face interviews<br>10% for telephone interviews (509 interviews out of our procured sample of 5,000 residents)                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Questionnaire length</b>                                                     | c. 10-15 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Any incentives?</b>                                                          | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Number of interviewers</b>                                                   | 13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |



|                                                                                  |                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Interview/ self completion validation methods</b>                             | Interviews were validated using a combination of remote listening for telephone interviews and respondent recontact for face to face interviews.<br>Online interviews were validated using the full respondent postcode. |
| <b>Showcards or any other materials used?</b>                                    | None.                                                                                                                                                                                                                    |
| <b>Weighting procedures (if applicable)</b>                                      | None                                                                                                                                                                                                                     |
| <b>Estimating and imputation procedures (if applicable)</b>                      | Not applicable                                                                                                                                                                                                           |
| <b>Reliability of findings and methods of statistical analysis if applicable</b> | +/-3% for Renfrewshire overall based upon a 50% estimate at the 95% confidence level                                                                                                                                     |

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.