

Public Services Panel

Summer 2016 newsletter

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What's next?

The latest Public Services Panel survey on our UK City of Culture Bid has been enclosed with this newsletter.

Please give us your views by completing the survey and returning in the freepost envelope provided.

Online surveys

Did you know that you can now fill in the questionnaire online?

If you would like to respond to the questionnaire in this way, please provide your email address in the space provided on the front page of the survey.

For more information and for copies of Panel newsletters and questionnaires please visit:
www.renfrewshire.gov.uk/haveyoursay and click on Public Services Panel



Dear Panel Member

Welcome to the Spring 2016 issue of the Public Services Panel newsletter.

Thank you for taking the time to participate in the Panel; we appreciate your feedback and you can, and do, make a real difference to public services across Renfrewshire.

This newsletter summarises the results from the Winter 2015 survey which asked for your views about antisocial behaviour, empowering communities, community payback orders and adult protection.

Details of how we will use results are in the "How we are using your feedback" section of this newsletter.

We look forward to receiving your completed Spring 2016 survey form, which only covers one topic this time round. We are looking for your views on our UK City of Culture Bid.

Your views and opinions help to improve public services for people across Renfrewshire—thank you.

S. Black.

Sandra Black

Chief Executive

Antisocial Behaviour

What you told us

79% of you told us that you were satisfied or very satisfied with your neighbourhood as a place to live.

86% of you also felt that Renfrewshire is a safe place to live—an increase from the last time this question was asked, when the figure was **80%**.

When asked about antisocial behaviour that affects you personally, the three main concerns raised were dog fouling; rubbish and litter lying around; and vandalism and graffiti. These concerns have changed slightly since the Winter 2014 survey, with the addition of dog fouling as an issue.

We asked whether those of you who had experienced antisocial behaviour had reported this to any agencies. The majority of you had not reported this to anyone.

Of those who reported antisocial behaviour, satisfaction with the outcome of this reporting was highest amongst those reporting issues to the Private Landlord or owner of the property (**55%**) and Renfrewshire Wardens Service (**41%**). More respondents were dissatisfied with the outcome when they reported the issue to the Council or Police Scotland.

How we are using your feedback

Satisfaction with your neighbourhood as a place to live is a key measure for Renfrewshire's Community Plan. The survey results will be used by the Safer and Stronger board to monitor this and other key performance impacts.

As part of our approach to addressing antisocial behaviour, we will be playing an active role in Renfrewshire's recently formed Building Safer Greener Communities Task Group.

The task group is a partnership between local community planning partners and local communities experiencing high levels of antisocial behaviour and environmental crime. The group will work together over a six week period to make improvements in local areas that help build community capacity, promote feelings of safety and security and create environmental improvements.

We are also working with partners to develop a strategy for responsible dog ownership. The results of this survey will help shape our strategy and address concerns raised about dog fouling. The focus of the strategy will be on tackling persistent dog fouling offenders and improving enforcement procedures.

Adult Protection

What you told us

We asked you if you remember seeing an STV advertisement about adult protection—only **25%** of you remembered seeing this advert. When asked who you would contact if you were concerned about an adult's welfare, **50%** would contact the police and **47%** would contact social services. The majority of you would prefer to report your concern about an adult by telephone (**76%**).

Community Payback Orders

What you told us

The vast majority of you were unaware of any unpaid work being carried out by offenders in Renfrewshire (**86%**). We asked what you felt would be appropriate work for a community payback order, and the most commonly mentioned were: litter collection (**92%**); gardening (**82%**); and painting and decorating (**60%**).

The benefits of Community Payback Orders for Renfrewshire were seen to be: they would provide a cleaner/tidier environment (**41%**); they give back to the community (**18%**); and they help or improve the community (**15%**).

Did you know?

The new Renfrewshire Community Safety Partnership Hub was officially opened in January 2016. The Hub brings together Renfrewshire's Community Safety services which include; public space CCTV, Wardens Service, Investigation, Mediation and Youth Teams, into one single location. This improves information sharing and ensures an earlier intervention in resolving cases of antisocial behaviour and persistent offending.

Empowering Communities

What you told us

When it comes to influencing decisions about public services or other issues of public interests, voting or contacting the media were seen as being most likely to be of influence (**31%** and **30%** respectively). **36%** of you felt that protesting or demonstrating were the least effective way to influence.

67% of you were very or fairly satisfied with all public services in Renfrewshire.

Satisfaction was highest for the following services: Health (**78%**); Waste Collection (**71%**); and Education (**70%**). You were most dissatisfied with: Transport (**26%**); Looking after the Environment (**26%**); and Planning (**21%**).

We asked you to describe your involvement in community or voluntary groups. **20%** of you are currently actively involved; **15%** have previously been active; **21%** of you are interested in becoming involved; and **45%** of you have no plans to become involved.

How we are using your feedback

This feedback helps us see where support is needed within communities. We use this information as evidence in our annual performance reports and also use it to discuss how we can target some of our services to respond to the issues raised.

Did you know?

If you think someone is being harmed or is in danger of being harmed, you can call 0300 300 1199 for advice.