



Public Services Panel Winter 2016/17 newsletter



Inside

What you told us about:

- Cultural Engagement and Participation
- Volunteering
- Digital Participation and Inclusion

What's next?

The latest Public Services Panel survey on Satisfaction with Public Services, Public Performance Reporting and Anti-Social Behaviour has been enclosed with this newsletter. Please let us have your views by completing the enclosed survey and returning in the freepost envelope provided.

Online surveys

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

A new service offered by Research Resource is an online questionnaire. If you would like to respond to the questionnaire in this way, please write 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 Winter 2016/17 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 Summer 2016 survey, which looked at your views about cultural engagement and participation, volunteering and digital participation and inclusion. Details of how we are using the results can be found in the "How we are using your feedback" section of this newsletter.

We look forward to receiving your completed Winter 2016/17 survey form, which covers a number of topics. The first section looks at Satisfaction with Public Services. The middle section then covers Public Performance Reporting and the final section looks at Antisocial Behaviour.

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

S. Black.

Sandra Black, Chief Executive

Cultural Engagement and Participation

What you told us

We opened the survey by asking if you had visited any of the places or events listed: **75%** of you had visited the cinema at least once in the last **12** months; **71%** had visited a Historic Place; and **71%** had visited a Museum. The places you were least likely to have visited were: archive or records office (**11%**); and book festival or reading group (**14%**).

The main barriers for not attending the events or places listed were: found it difficult to find the time (**33%**); not really interested (**33%**); and not enough information about what is on (**27%**).

Most of you said that you engaged or participated in activities in Renfrewshire (**78%**). In terms of the programme of cultural events in Renfrewshire, **68%** of you said the number of events was about right, **30%** agreed there should be more events and **2%** said there were too many events.

As a result of a successful UK City of Culture year, **26%** of you said you would like to see improvements to the town centre as a long term benefit; **26%** of you would like to see economic growth, increased employment and investment as a result.

How we are using your feedback

Your responses to the survey are contributing towards our understanding of culture within Renfrewshire. This will help us to develop our bid for UK City of Culture.

Volunteering

What you told us

- **19%** of you have undertaken work or unpaid help with school children, with **16%** of you having worked with elderly people. **11%** of you provide this help several times a week whilst **12%** of you provide unpaid help about once a week.
- **35%** of you said you do not carry out any work or activities with groups or organisations. **24%** of you generally help out whilst **22%** of you help to raise money.
- We asked how you would help support Paisley's bid for UK City of Culture 2021: **28%** of you will support it by telling at least 10 people about the bid; **27%** will use #paisley2021 to support the bid on social media; and **23%** of you will sign up to the newsletter or by using the Paisley 2021 website.

Financial Behaviour

What you told us

We asked you to rate your ability to use the internet, just over half of you (**52%**) rated your ability as excellent. **86%** of you agreed that the internet helps you perform daily tasks better and **94%** of you agreed that it makes life easier. In terms of barriers to using the internet, **42%** of you agreed that slow speed was the biggest barrier, with **19%** of you saying it was cost.

We asked you how you find out about what is on in Renfrewshire: **88%** of you use an online search facility like Google; **87%** of you said you find out by word of mouth; and **76%** of you mentioned posters. **36%** of you said you would like the Council to tell you about events via website or email, with **26%** of you saying social media would be the best way.

How we are using your feedback

We have recently launched our Digital Strategy: Digital Renfrewshire and your feedback will be used to shape the strategy implementation and provide us an ongoing local measure of how you're using technology and how we can improve our digital offer.

Did you know?

Technology isn't just for young people. Renfrewshire Council in partnership with ROAR (Connections for Life) has been delivering introduction to tablet classes for older adults. The classes have been majorly oversubscribed with very limited promotion. Older people in Renfrewshire are keen to embrace technology.

Did you know?

You can find out about our bid for UK City of Culture and how you can get involved on the Paisley 2021 website: www.paisley2021.co.uk

