



To: Safer and Stronger Renfrewshire Thematic Board

On: 23 March 2016

Report by:

Shona MacDougall, Director of Community Resources, Renfrewshire Council

Renfrewshire Public Services Panel, Winter 2015 Report

1. Summary

- 1.1 The Safer and Stronger Thematic Board has responsibility for co-ordinating and driving multi-agency activity to ensure that we achieve our long term vision that: 'Renfrewshire is known as a safe and tolerant place where residents and visitors enjoy a high level of personal safety and public protection and are free from crime. A culture of fairness, respect and equality exists and vulnerable children and adults are well looked after and protected'.
- 1.2 This report provides an overview of results from the winter 2015/16 Renfrewshire Public Services Panel survey which consulted panel members on council services, anti-social behaviour, community pay back orders, empowering communities and adult protection. Section 4 of the report provides a summary analysis on the issues which impact on the Safer and Stronger Renfrewshire outcomes.

2. Recommendations

- 2.1 It is recommended that the Board notes the content of this report.

3. Background

- 3.1 Renfrewshire Public Services Panel is made up of a cross-section of Renfrewshire residents. Panel members receive three or four questionnaire surveys each year, asking their views about public services in Renfrewshire. The panel is important in making sure that the opinions of Renfrewshire's residents are included when taking decisions that shape services. The panel



membership is refreshed on a bi-annual basis.

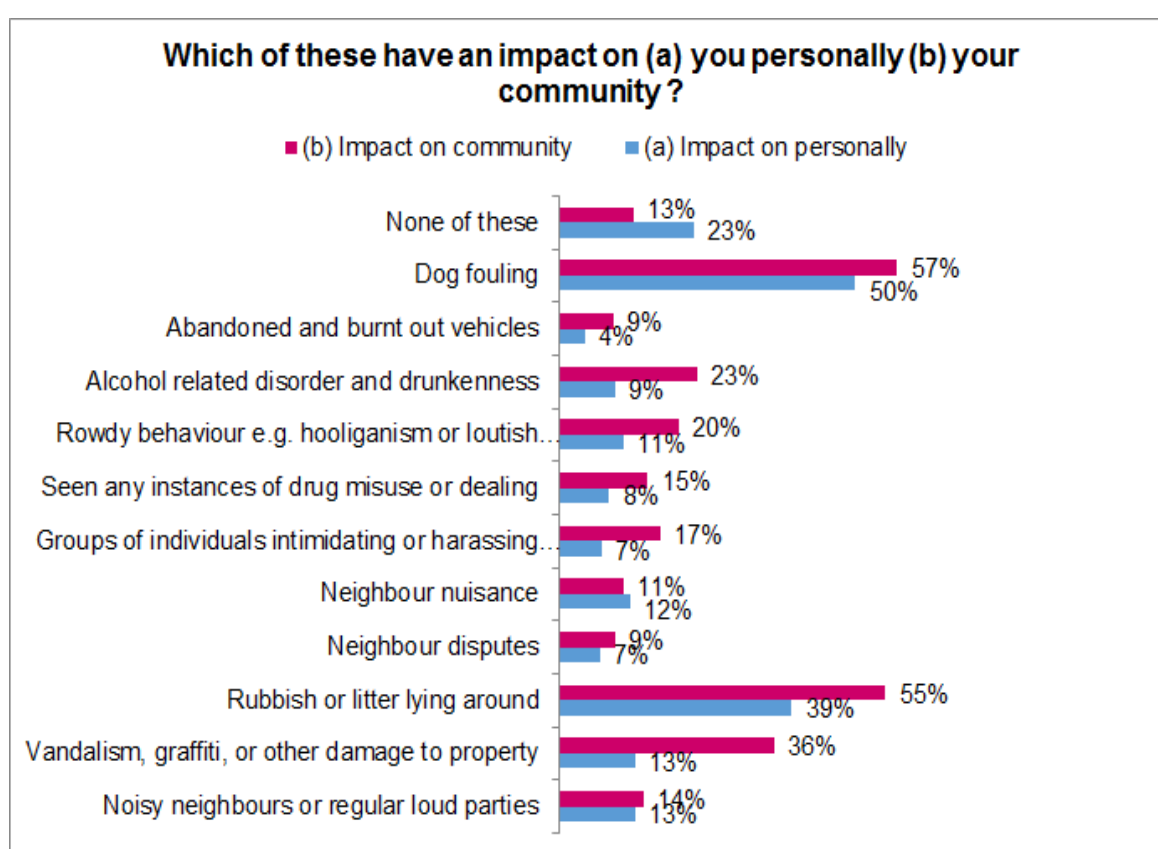
- 3.2 Research Resource was commissioned by Renfrewshire Council to manage its Public Services Panel. This report outlines the key areas of the panel's winter 2015/16 consultation which affect the outcomes of the Safer and Stronger Renfrewshire Thematic Board. The survey was sent to all 2,047 Panel members and a total of 1,080 responses were received, representing a 53% response rate.
- 3.3 The geographic response profile was representative of the overall geographic profile of Renfrewshire residents. However, demographically there were more respondents in the older age categories than younger age groups and therefore the findings are biased slightly towards perceptions of older age groups. The data was therefore weighted by age and gender to ensure that the findings reported here represent the Renfrewshire population as a whole.
- 3.4 A major element of the winter 2015/16 Public Services Panel survey concerned anti social behaviour in Renfrewshire. This section of the questionnaire asked panel members for their opinions on the factors which they feel have an impact on them personally and factors which have an impact on their community. The survey sought to find out about those who had experienced anti social behaviour and, for those who had reported this problem, who they had reported this to and for their opinions on how the query was dealt with. Finally respondents were surveyed on the issues of community payback orders, empowering communities and adult protection.

4. Perception of anti-social behaviour in Renfrewshire

- 4.1 Renfrewshire's Public Services Panel is the main source for two of the Safer & Stronger local outcome improvement impact measures:
- Increase in the percentage of adults agreeing Renfrewshire is a safe place to live; &
 - Increase in the percentage of adults satisfied with their neighbourhood as a place to live.
- 4.2 The proportion of all respondents who felt that Renfrewshire was a safe place to live has increased from 80% in 2014 to 86% in 2015.
- 4.3 Just under 8 in 10 respondents (79%) stated that they were either satisfied or very satisfied with their neighbourhood as a place to live. This is the same level of satisfaction as reported in the equivalent survey in 2014.



- 4.4 Analysis of responses to these questions at a local area committee level indicated that the results were broadly consistent across Renfrewshire. In some areas, specific issues were raised as a concern and this information will be used to provide a targeted service delivery.
- 4.5 When asked about factors relating to anti social behaviour which impact on respondents personally, dog fouling had the biggest impact at 50%. This was also the major factor which was perceived as having an impact on the community (57%). The table below shows a comparison of how factors relating to anti social behaviour impacted on respondents personally and on their community.

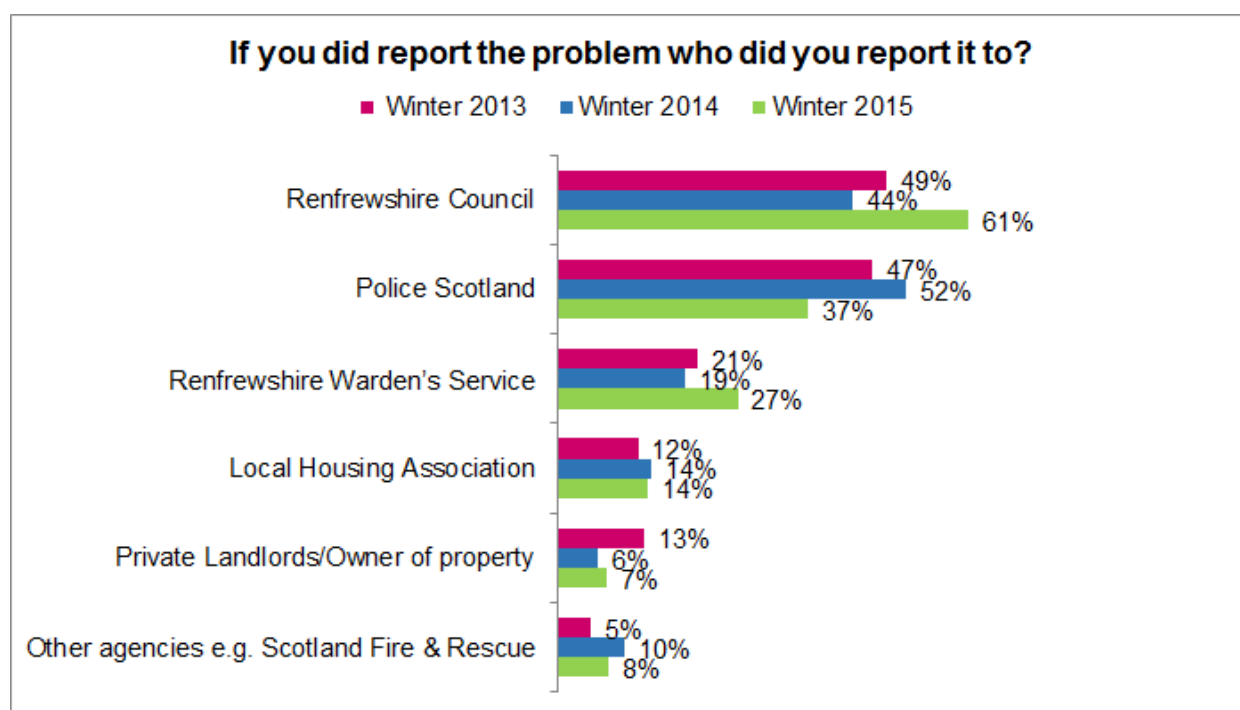


- 4.6 The proportion of respondents who said they had not experienced any of the issues listed above has decreased from 39% in the winter 2014 survey to 23% in the winter 2015 survey. This may be down to the introduction of dog fouling to the list. Compared to the winter 2014 survey the proportion of respondents who said they had experienced alcohol related disorder and drunkenness have decreased by 7% and 8% respectively.
- 4.7 Those respondents who had experienced some form of anti social behaviour were asked whether they had reported any of these problems. Just under one third of respondents (32%) said they had not reported any of these problems.

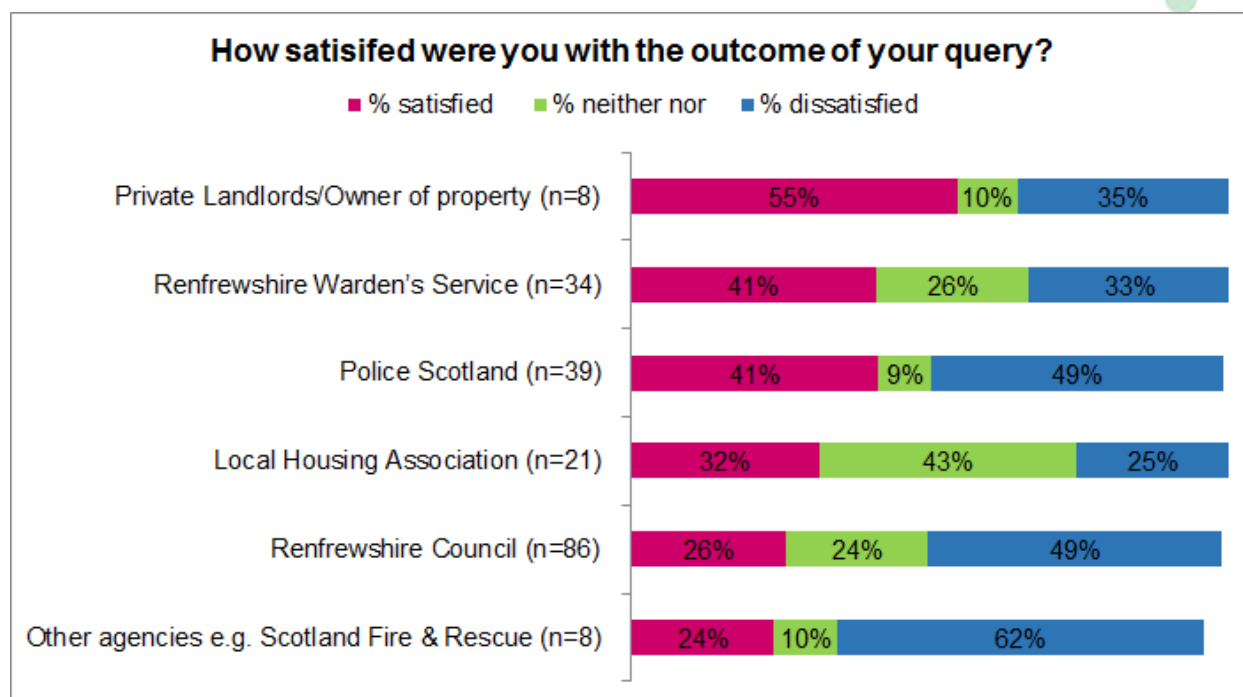


On the other hand over 29% had reported rubbish or litter lying around, 26% reported dog fouling and 18% had reported noisy neighbours or regular loud parties. With the exception of dog fouling, which was added to the list in winter 2015, these were also the most common types of anti-social behaviour to have been reported in the winter 2014 survey.

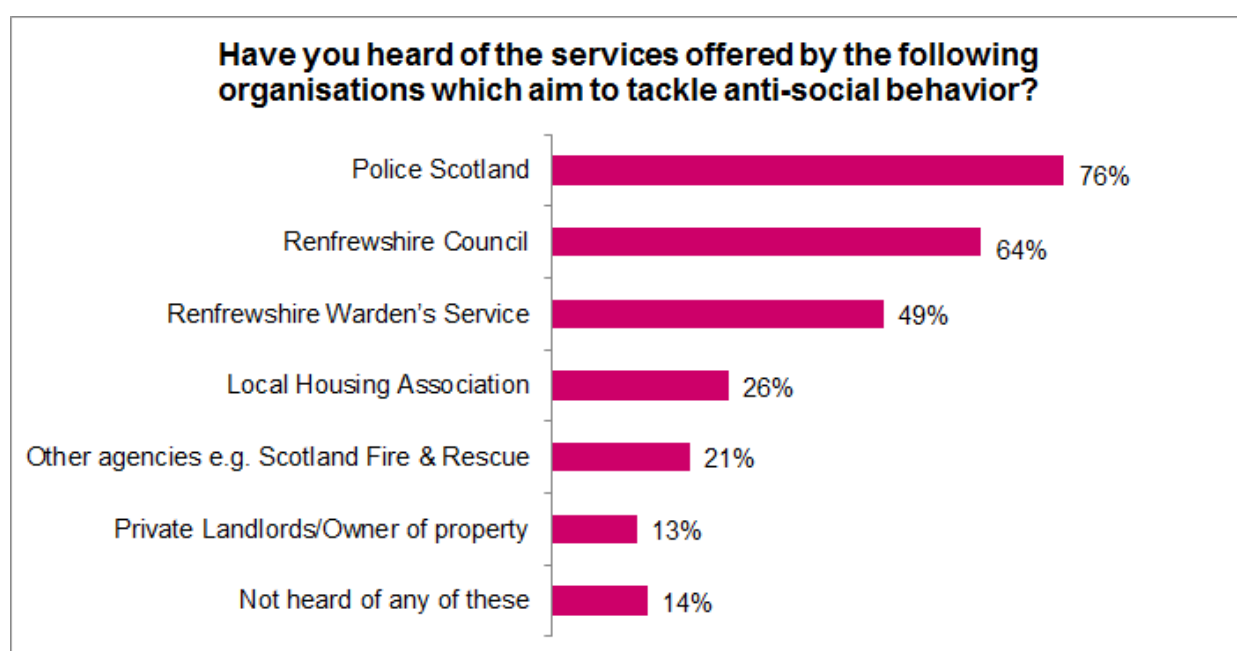
- 4.8 Respondents who had reported antisocial behaviour were asked to identify who they had reported this to. The main agencies reported to were Police Scotland and Renfrewshire Council which is consistent with the results from 2013 and 2014. However there has been a significant increase in reporting to Renfrewshire Council between 2014 and 2015. The chart below shows the full breakdown of how problems were reported.



- 4.9 Respondents were asked how satisfied they were with the outcome of their query. Satisfaction was highest amongst those who had reported the issue to the private landlord or owner of the property (55% up 16% since 2014), and to the Renfrewshire Warden's Service (41% up 9% since 2014). The table below provides more detailed information on satisfaction levels.



4.10 All respondents were asked about their awareness of various organisations which aim to tackle antisocial behaviour. Awareness levels were highest with regards to Police Scotland (76%, down 1% since 2014), Renfrewshire Council (64%, up 4% since 2014) and the Renfrewshire Warden's Service (49%, up 2% since 2014).

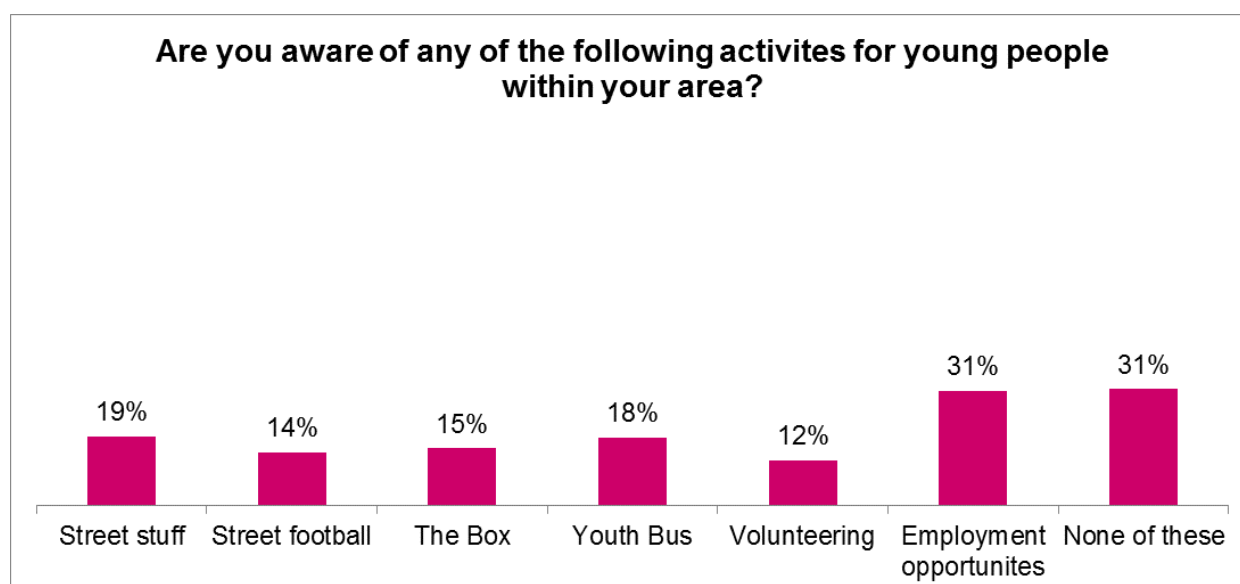




4.11 Respondents were asked whether they were aware of various activities provided for young people within their area. In 2014, 72% of respondents were not aware of any of these activities. The 2015 survey has seen a significant reduction in this category with 31% reporting that they were not aware of these activities, a decrease of 41%. Where respondents showed awareness, this tended to be:

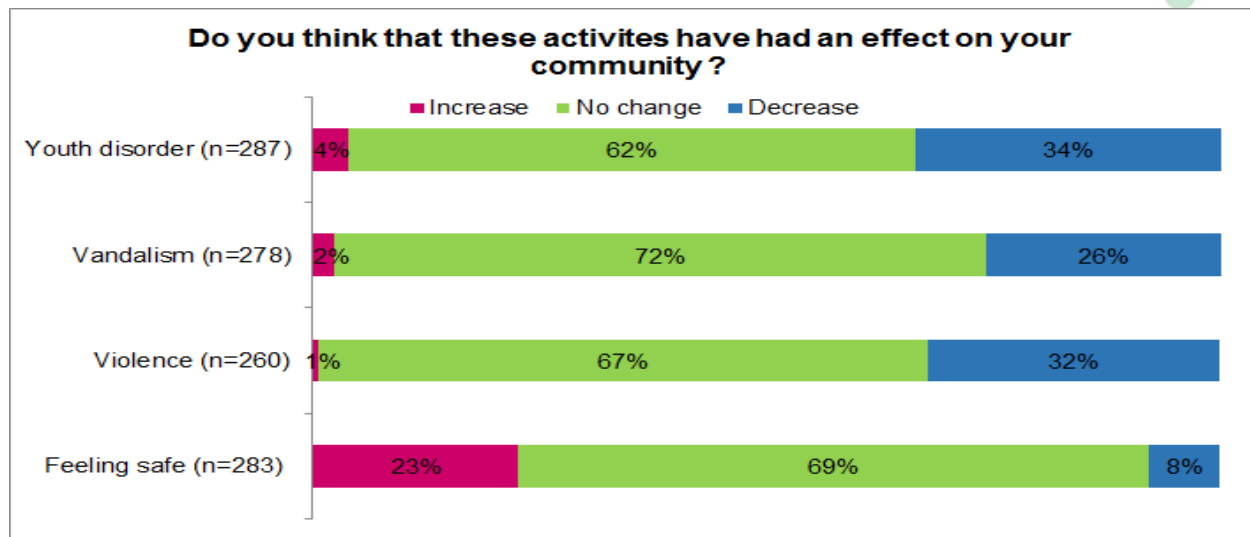
- Employment Opportunities (31%),
- Street Stuff (19%),
- Youth Bus (18% down 1% since 2014),
- The Box (15% up 7% since 2014)

It should be noted that the categories of Street Stuff, Volunteering and Employment Opportunities were only introduced to the survey in 2015.



4.12 Those respondents who were aware of the youth activities were asked if they felt the activities had had an effect on their community. This revealed that:

- 34% said youth disorder had decreased as a result of the activities (30% in 2014 and 31% in 2013);
- 32% said violence had decreased (24% in 2014 and 24% in 2013);
- 26% said vandalism had decreased (26% in 2014 and 24% in 2013); &
- 23% said the feeling of safety had increased (24% in 2014 and 10% in 2013).



5. Community Payback Orders

- 5.1 The vast majority of respondents (86%) said they were unaware of any unpaid work being carried out by offenders in Renfrewshire. Of those who knew about offenders carrying out unpaid work in Renfrewshire, 24% said they have seen them in the area, 21% said they were aware that offenders work in charity shops and 17% said they were aware they worked in gardening.
- 5.2 When asked what they felt was appropriate work for a community pay back order, 92% felt litter collection was appropriate 82% of respondents felt gardening was appropriate while 60% of respondents felt painting and decorating was appropriate unpaid work for offenders.
- 5.3 In terms of the benefits for Renfrewshire of community payback orders:
- 41% felt that they would provide a cleaner/tidier environment;
 - 18% felt they would give back to the community; &
 - 15% said it would help or improve the community.
- 5.4 When asked about the benefits to the criminal justice service participant, survey respondents were of the opinion they would include, paying back to the community (27%), giving the criminal justice participant a sense of pride, allowing participants to gain new skills (19%) and give them discipline and respect (13%).



6. Adult Protection

- 6.1 Following a recent public awareness campaign to let people know about the issues involved with Adult Protection respondents were asked to comment on how well it worked. The first question related to whether respondents remembered seeing an STV advertisement about adult protection. One quarter (25%) said they remembered the advertisement which was shown in the last two weeks of August. Recognition of the adultprotection.tv website was low with 91% of respondents saying they had not heard about it.
- 6.2 When asked who they would contact if they were concerned about an adult's welfare. The majority of respondents said they would either contact the police (50%) or social services (47%). The preferred method for reporting a concern, at 76%, was by phone. 28% of respondents said they would prefer to report their concern in person and 22% of respondents said they preferred written means of reporting their concern (15% e-mail, 7% in a letter).

7. Resources

- 7.1 The Safer and Stronger Renfrewshire Action Plan identifies the resources requirements for taking forward each individual action.

8. Prevention

- 8.1 The Action Plan framework allows the Safer and Stronger Renfrewshire Board to plan resources and direct investment towards prevention and early intervention.

9. Community Involvement/Engagement

- 9.1 The Action Plan has been developed through the Safer and Stronger Renfrewshire Board and sub groups whereby the third sector is widely represented.

Author: For more information about the report, please contact Colin Grainger, Service Planning & Policy Development Manager, Renfrewshire Council on 0141 618 7199, colin.grainger@renfrewshire.gcsx.gov.uk