
To: Paisley North Local Area Committee

On: 12th February, 2015

Report by: Director of Finance & Resources

**Heading: PAISLEY NORTH LOCAL AREA COMMITTEE ANNUAL
REPORT 2014/15**

1 Summary

1.1 The Paisley North Local Area Committee Annual Report 2014/15, attached as an appendix to this report, sets out a number of the LAC's key achievements over the last 12 months. In particular, it makes reference to:

- The number and level of grants awarded by the LAC
- Community Planning Partner reviews for 2014/15
- Feedback from a number of the key projects supported by the LAC

1.2 Members of the LAC are requested to note the draft annual report.

2. RECOMMENDATIONS

2.1 That the Paisley North Local Area Committee Annual Report 2014/15, attached as an Appendix to this report, be noted.

Implications of this report

- 1. Financial Implications**
None.
- 2. HR and Organisational Development Implications**
None.
- 3. Community Plan/Council Plan Implications**

Empowering our
Communities -

4. Legal Implications

None.

5. Property/Assets Implications

None.

6. Information Technology Implications

None.

7. Equality and Human Rights Implications

- (a) The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report because all venues are fully accessible and dates/times of meetings are recommended with a view to maximising attendance. If required following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. Health and Safety Implications

None.

9. Procurement Implications

None.

10. Risk Implications

None.

11. Privacy Impact

None.

List of Background Papers

None

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Paisley North Local Area Committee Annual Report 2014-15



The year in figures.....

- Over £120,000 of funding was awarded for projects and grant applicants during 2014/15
- A total of 59 grant applications were approved



No Substitute for Life Tournament

Members of the Paisley North LAC

Elected Members:

Brian Lawson
Will Mylet
Jim Sharkey (Convener)
Maureen Sharkey
Terry Kelly
Kenny McLaren
Mags MacLaren
Tommy Williams (Vice Convener)

Community Representatives

Helen Simpson
Ian Williams
Robert Craig
Margaret Dymond
Joyce Bunton
Eric Graham
Jessie James
Thomas McGowan
Ryan Morrison
Linda Mundell
Joseph Theodore
John Wilby
David Williams
Keith Mitchell
May Fernie
Ian Williams
Paul McDermid
Walter Colquhoun
John McQuade
Marie Fulton
Denzel Darku
Emma Hendrie
James Brown
Helen Dykes

Renfrewshire Community Health Partnership – LAC Annual Review 2014

In 2014, the Community Health Partnership (CHP) provided the Local Area Committees with updates on:

- Older People's Services;
- Renfrewshire Development Programme/Clinical Services Review; and
- Health and Wellbeing Survey of Secondary School Age Young People in Renfrewshire.

This report provides a further update in these three areas.

1. Older People

In October 2014, the CHP and partners hosted an event on Dementia: Mid-life Approaches to Prevention. The aim of the event was to raise awareness of the key behavioural and medical risk factors which are directly associated in delaying the onset/prevention of dementia. Feedback from the event was positive and the key message was that "What's good for your heart is good for your head". Drinking in moderation, exercise, healthy diet and stopping smoking reduce your risk of developing dementia. Community Planning Partners are keen to work towards Renfrewshire becoming a dementia friendly community.

2. Renfrewshire Development Programme/Clinical Services Review

The Renfrewshire Development Programme (RDP) is underway in Renfrewshire which sees the whole medical and social care community working together to test more effective ways to deliver care in hospitals and community settings. The RDP is already creating better links between hospital and community health and social care services. We are also ensuring that senior medical staff and a range of allied health and care at home staff are available as soon as possible after a person attends A&E or is admitted into hospital.

The project is a partnership between the Royal Alexandra Hospital (RAH), Renfrewshire Council Social Work Services, GP practices and Community Health Services. To ensure that local people and communities are engaged in the project, the team are also working closely with the third sector including Engage Renfrewshire.

Over the next 12 months local health and social care teams will be testing and developing ways to improve the provision and accessibility of community health and social care services, ensure that only people who need to attend A&E do so, prevent avoidable hospital admission and reduce the length of time a person stays in hospital.

Four of the key developments being put in place are:

Anticipatory care planning - all 13 Paisley GP practices will be working with adults and older people with long term and end of life conditions, to develop individual 'anticipatory' care plans. These plans are developed with the person and their family or carers by their GP with input from other health and social care services and sets out exactly what the person wants to happen in the event of a 'crisis' in and out of hours.

A New Chest Pain Assessment Unit at the RAH - the New Chest Pain Assessment Unit is staffed by specialist cardiology nurses, with support from senior Cardiologists. The aim of the unit is to improve the journey for people for whom the initial diagnosis is not clear and ensure specialist cardiology input into their care at the very earliest opportunity, allowing a diagnosis to be made more quickly and preventing avoidable hospital admissions and follow on support.

A new Community in-reach Out of Hours service at the RAH - a new health and care at home in-reach team will be based in the RAH A&E, in the evenings and weekends. The team's role will be to prevent avoidable admission to hospital following A&E attendance by ensuring that patients receive the right community health and social care they need at home as soon as they leave hospital. For those who need it transport and settlement at home will also be provided.

A new Older Adults Assessment Unit at the RAH - the aim of this new unit is to provide a rapid care plan for older adults which takes into account all of their health and social care needs not only the medical issue which has brought them to the hospital. Through new ways of working the team can rapidly identify what community support is required and, working with colleagues in the community, can get that in place so the person can go home and be supported in a much more comfortable and familiar setting.

3. Young People's Health and Wellbeing Survey

The results of the Young People's Health and Wellbeing Survey were presented to the Local Area Committees in November 2014. The Survey was launched on 4th December 2014 with 125 attending the event. Around 70% of attendees were school pupils, a number of whom had participated in the survey. Many attendees found the session enjoyable and informative and told us the information given in the presentation was interesting; some said they were surprised at some of the results. People thought there was good representation of all age groups, backgrounds and professions at the launch and this worked well in the discussion groups.

Athletes Louise Renicks and Gregg Wylde joined us on the day and the audience appreciated this part of the session and enjoyed having the opportunity to ask Louise and Gregg questions on how they got into their particular sport and the wider discussion on health and wellbeing issues.

Looking ahead to 2015, we expect to be able to share with LACs the information on community health profiles. Some of this information is available at intermediate zone level, providing LACS with more local data.

Paisley North Local Area Committee Annual Report

1. Community Safety Summary

- 1.1 Police Scotland reports that crime has reduced this year, especially serious assault and domestic housebreakings.
- 1.2 Scottish Fire & Rescue Service reports that fires decreased, with educational activities and interventions 'Cooksafe' and 'Fire Reach' contributing to the reduction.
- 1.3 Reductions in antisocial behaviour were reinforced by Community Safety initiatives such as Safe Kids, the Festive Safety Campaign, School Talks and the Your Home, Your Street, Our Community event.
- 1.4 The success of the youth diversionary programme 'Street Stuff' continues as annual attendances are at a 6 year high which corresponds to a 6 year low in youth disorder.

2. Police Scotland

- 2.1 Police Scotland's priorities for Paisley North in 2014 were as follows:

Priorities	Ward 3	Ward 4
1	Drug Dealing / Use	Drug Dealing / Use
2	Road Safety	Assault / Violent Crime
3	Violence and ASB	Housebreaking and Other Theft
4	Housebreaking and Other Theft	Road Safety

- 2.2 In order to address these priorities the following actions have been taken:

- **Working With Partners** – Police Scotland worked closely with elected members to identify and understand emerging local issues and take robust action where necessary to prevent crime and disrupt those responsible for causing community harm.
- **Violent Crime & Antisocial Behaviour** – The focus on violent crime and anti-social behaviour has increased, particularly at key times of activity. The powers of stop search have been used to keep streets safe and arrest offenders.

- **Visibility** - To increase public confidence Police Scotland has increased its visibility in the community and made the best use of resources to target the right people, at the right place and the right time.
- **Intelligence & Partnerships** – Police Scotland has cultivated, developed and acted on community intelligence, particularly in relation to drug dealing and has taken swift action to arrest offenders and take them to court. Effective partnership working arrangements to ensure evictions and antisocial behaviour orders are pursued where possible.
- **Housebreaking, Acquisitive and Bogus Crime** – Police Scotland constantly review their approach to tackling housebreaking, acquisitive and bogus crime and ensure that crime prevention advice is provided to protect the most vulnerable, improve property security and deter offenders.
- **Road Safety** – Division wide roads safety initiatives have been introduced focussing on education and the enforcement of road traffic legislation - in particular speeding, insurance, mobile phone and vehicle defect offences.
- **Alcohol Abuse** - Alcohol abuse has been targeted through the use of test purchase agents and the identification of local retailers who fail to comply with licensing laws. In partnership with divisional and council licensing enforcement departments, identified premises have been robustly dealt with and prosecuted where appropriate.
- **Intelligence and Forensic Opportunities** - Best use has been made of forensic opportunities to identify offenders and focus attention on compliance regimes within second hand dealers and retail premises - as well as increasing intelligence on those suspected of resetting stolen property.
- **Road Safety** – Police Scotland focus on roads safety and use specialist resources to patrol high risk areas of concern and target speeding and dangerous motoring. Partnership working with Renfrewshire Community Safety Wardens has tackled dangerous and unlawful parking.

2.3 So far this year within Paisley North, incidents of violent crime have reduced by around 37%. This amounts to 35 fewer victims than during the corresponding period last year. There were also four fewer victims of robbery, and a 28% reduction in the number of individuals charged with possession of an offensive weapon.

3. **Scottish Fire & Rescue Service**

3.1 The Local Fire & Rescue Plan for Renfrewshire (2014-17) identifies the priorities for Renfrewshire as:

- Local risk management and preparedness;
- Reduction of accidental dwelling fires;
- Reduction in fire casualties and fatalities;
- Reduction of deliberate fire setting;
- Reduction of fires in non-domestic property;
- Reduction in casualties from non-fire emergencies;
- Reduction of unwanted fire alarm signals.

3.2 As part of the vision to make our communities a safer place to live, Scottish Fire & Rescue Service (SF&RS) offer free home fire safety visits to everyone in the area. There were 72 Home Fire Safety visits carried out by the Paisley Fire Station between Apr-Dec 2014.

3.3 Fire incidents within Paisley North local area committee area are shown below:

	Apr-Dec 2013	Apr-Dec 2014	Variance
Fires Involving Domestic Property	85	55	-30
Secondary Fires	119	120	+1
Deliberate Fire Setting	152	143	-9

3.3 Overall fires have reduced significantly in Apr-Dec 2014 when compared to the corresponding period in 2013, with a particularly significant reduction in fires involving domestic property. The overall decline reflects the picture across Renfrewshire. SF&RS educational activities and interventions contributed to this decrease:

- **The Fire Reach Programme**– Delivered by SF&RS and the Renfrewshire Community Safety Youth Team, this targets young people who had come to the attention of the Community Safety Hub for fire related offences. This intensive course is focussed on raising the awareness of the impact of deliberate fire raising, antisocial behaviour and team building.
- **Bonfire/ Fireworks Campaign** – SF&RS, alongside Police Scotland and Renfrewshire Community Safety Youth Team, delivered safety presentations to all S1 pupils in Renfrewshire High Schools. As part of a

partnership approach to prevent and reduce the number of unauthorised bonfire sites in Renfrewshire. This included Renfrewshire Wardens' presence at fire stations on Bonfire Night.

- **Cooksafe** – SF&RS deliver the Cooksafe programme throughout Renfrewshire to ensure safe cooking and fire safety information is available for vulnerable groups within the community.

4. **Renfrewshire Community Safety Services**

4.1 Community safety partners meet on a daily basis to ensure that early intervention strategies are used to tackle issues relating to youth disorder, anti social behaviour and crime. Incidents are discussed at the daily tasking meeting to determine behaviour which interventions are most appropriate for (ie early intervention from the noise teams, Youth Team and Housing, etc). This has contributed considerably to the reductions in antisocial behaviour and youth disorder in 2014. Renfrewshire Community Safety Partners have also implemented several initiatives to help reduce antisocial behaviour, including:

- **Safe Kids** – This multi-agency experiential learning programme aims to reduce the number of accidents in young people, promote positive behaviour and eliminate risks. The Safe Kids programme has been running in Renfrewshire for more than 10 years, and has proven to be very successful. Every primary 6 pupil within Renfrewshire has the opportunity to learn vital life skills through participation in a variety of safety workshops delivered by Community Safety Partners, including Police Scotland, SF&RS, Community Safety Team, Renfrewshire Alcohol & Drugs Partnership (RADAR) and St Mirren. Last year's workshops focused on physical safety and online safety.
- **The Festive Safety Campaign** – This campaign was delivered in Paisley town centre, featuring a Safe Bus in New Street/High Street at peak dates and times over the festive period. A police officer, warden and paramedics were available at the bus for anyone who was injured, felt threatened or needed safety advice. Taxi marshalling also took place at County Square, organised by Renfrewshire Wardens, who along with police colleagues, also increased their patrols in the town centre.
- **School Talks** - Following on from Safe Kids talks delivered to P6 pupils, the Community Safety Youth Team deliver talks to Primary 7 and First Year pupils about antisocial behaviour in the community, including environmental crime.

- 4.2 Renfrewshire Community Safety Services, working with partners, continued to win awards in 2014. For the third year running they were successful in winning the Community Risk category of the National ALARM Risk Management Awards.

5. **Street Stuff**

- 5.1 Street Stuff is a diversionary programme aimed at young people between the ages of 10 and 18 diverting them away from antisocial behaviour into more meaningful activities. Street Stuff is managed and coordinated by Renfrewshire Council's Community Resources and delivered in partnership with St Mirren FC, Police Scotland, Scottish Fire & Rescue Service, Engage Renfrewshire and other Council departments.

- 5.2 Street Stuff is anticipating their best year ever. Projected annual attendances are at a 6 year high which corresponds to a 6 year low in youth disorder and antisocial behaviour. During Apr-Dec 2014, over 20,000 young people participated - which is already more than the total attendance for the whole of last year 2013/14. Projected 2014/15 youth disorder statistics indicate an average reduction of around 75% across Renfrewshire since the project began in 2009.

Year	2013/14	Apr-Dec 2014
Street Stuff Attendance	20,164	20,916
Youth disorder Incidents	1393	1028
% change previous year	↓34%	-

Education and Leisure Services

Education and Leisure Services in 2014 included library services, arts and museum services, youth and sport services and the adult learning and literacies services.

This report details the key successes achieved by these services and future developments during 2014 which ensure that the communities of Renfrewshire are experiencing and engaging in high quality initiatives.

Key highlights for services in 2014 include: free wi-fi in all libraries; e-books & e-audio books available to download; introduction of self-service library kiosks; developing skills for learning, life & work, for young people; provision of quality youth information; development of Sports Hubs to increase participation in sports locally; involvement of school pupils across Renfrewshire in over 190,000 visits to Active Schools supported sport and physical activity sessions.

Youth Services

Community based youth provision includes the Beechwood youth club, Ferguslie Awards Group based at the library, Project Z (a graphic novel youth project) and Ferguslie after school group. Two youth clubs for young people with additional support needs also meets every week at Kersland and Mary Russell School. Youth Services also work closely with Mary Russell School, Castlehead High School, Paisley Grammar and St Andrew's Academy, focussing particularly on young people in need of additional help. A new digital project has started at Castlehead High School where young people learn how to use ipads, laptops, cameras and other digital technology. The group are exploring how digital media and apps can be used help to improve youth information for the pupils at the school.

Sports Services

The Active School and Sports Development Team's are continuing to support and develop the recruitment of volunteers, supporting young coaches. Provide opportunities for young people to participate in sport in breakfast, lunchtime, after schools clubs and evening community sport clubs.

- 11 schools are within this LAC – 2 high schools and 10 primary schools
- 20 breakfast clubs, 288 lunchtime clubs and 386 afterschool clubs were available January – June 2014
- 91,070 participant sessions were delivered within the schools in this area with 43,110 being female only participant sessions.
- 28,991 male participant sessions took place in the primary schools and 18,969 in the secondary schools. Similarly the female sessions were 32,402 and 10,708 respectively.
- There were 16 different activities available to pupils
- 6,050 sessions were delivered by unpaid coaches and 1,980 sessions delivered by paid coaches.
- 11 school club links were established
- 541 males and 527 females participated.

Adult Learning/ Literacies

Glenburn and Foxlea Learning Centres continue to offer a wide range of community based learning opportunities for adults. Courses include Literacies, English of Learners of Other Languages (ESOL), Workclubs and Employability Classes, Computing and IT Skills, Gaelic Men's Group, a PC Workshop as well as Parenting and Health and Wellbeing Programmes.

Libraries

Staff in the Heritage Centre, Paisley Central library as part of commemoration of the centenary of the start of the First World War, have been working with members of the Renfrewshire Family History Society on 'Paisley's Fallen in the War' trying to ensure that a complete record is held of men killed during the First World War. In Ferguslie library, Project Z, a partnership involving library staff, Arts and Museums staff and other colleagues continues to work with a group of young people developing a range of skills in the use of technology, team building, and graphic

design.

Arts & Museums

A key objective during 2014 was to improve access to the museum and art galleries. The Victorian building has public areas on a number of different levels which in the 21st century have resulted in significant access issues. Capital works to the building have resulted in improved DDA access to the key exhibition spaces in the museum and art galleries. The work has improved visitor experiences and there has been positive feedback from customers.

Grant Applicant feedback



I Am Me Project

We have greatly relied on the LAC funding and from the £17,000 we received this year we have worked closely with PACE Theatre Co to design a hard hitting DVD based on the live I Am Me performance that has toured across Scotland. The funding was over 50% of the total we needed to raise to fund this project (other funders were BAA, ScotRail, Foundation Scotland, Co-op, Police Scotland & awards for all)

Once developed, the film will be available as a free resource for any group or school to use. In addition to the film, we have worked closely with a large steering group (Police Scotland, Social Work, Community Resources, Education, Housing, Crown Office & Procurator Fiscal Office, Capability Scotland, Quarriers and 8 young people from Castlehead High School). This steering group is working to design a training pack which will accompany the DVD.

Please find attached a link for the DVD

<https://vimeo.com/111655897>

In the last year the project has been finalised for an NDA award in London (National Diversity Award)

Won the public safety award (Police Scotland)

Finalised for ROCCO Award

We are also preparing the Keep Safe for national delivery (already going live in the Borders, Ayrshire and Dundee)

We have also secured funding for an Intern post through Invest in Renfrewshire. We have recently chosen a successful candidate and they will be based in the community safety team and supervised by Police Scotland.

Carol Burt
I Am Me Project
Awarded

St James Orchestra

It's been an exciting year for St James Orchestra, celebrating our Golden Jubilee.

The first major event was a tour to Germany in July, performing in three concerts in the Düsseldorf area. The first concert coincided with the World Cup match between Germany and France, resulting in a small audience in spite of the venue showing the match on a large screen to attract as many people as possible. The other two concerts, however, attracted large audiences and Paisley's own amateur orchestra were rewarded with standing ovations.

On November 1st Provost Anne Hall hosted a Civic Reception to mark our 50 years of making music in Paisley, and our Jubilee Dinner and Ceilidh followed this. This was an opportunity for members and friends from long ago to meet up with the present membership on a wonderful social occasion. A number of people who played in the very first concert were present, including four who are still involved in the orchestra today.

November 22nd was the date of our Jubilee Concert. The LAC funding made it possible for us to hold this in Paisley Town Hall, a wonderful venue for such an occasion. A large and appreciative audience heard us perform a programme of

popular classics and pieces connected to the history of the orchestra.



St James Orchestra

No Substitute for Life

The LAC funding supported the annual 'No Substitute for Life' Memorial Football Event held in Ferguslie. The project was lead by members of the community who had lost loved ones to suicide and it aimed to:

- Educate and raise public awareness of suicide prevention
- Deliver prevention and intervention actions
- Provide practical support to those affected by suicide
- Work with a wide range of partners to ensure that suicide prevention is everyone's business
- Training the general public and key professional groups in suicide awareness and intervention skills.

Activities of the day of the tournament included the football tournament itself, information stands including stress management, alcohol and drugs and national helplines, memorial balloon release, diversionary activities, stress management taster sessions, creative workshops for under-16s, gym bus to promote healthier lifestyles and smoothie bikes to promote healthy eating.

The event attracted a record number of attendees with numbers significantly up on the 500-600 people who attended the first tournament in 2012.

Since the event, RAMH have been contacted by the Scottish Government (Mental Health Division) who are looking for examples of good practice, as Scottish contributions to a pan European report on Innovation in Mental Health. No Substitute for Life is one of the 5 issues selected in Scotland. As well as the positive impact of the event in the community a number of negative impacts were requested by the Scottish Government as part of their study. RAMH identified these as sustainability / funding; emotional impact and associated vulnerability of participants (bringing back distressing memories); and preparation and developing resilience prior to events (you need to prepare people for something as emotionally challenging).



Stephen McLellan
Chief Executive, RAMH
(Awarded £1,000 by this LAC towards the cost of the project)

Forever Young

Forever Young is a constituted group made up of tenants from various Sheltered Housing complexes. The tenants were wanting to take part in a variety of activities

within their own complexes and decided to form this group so they could apply to the Local Area Committees for funding to put their projects into practice. All the projects that were started were all based around bringing tenants together to socialise and help one another to prevent isolation and be good for each and everyone's health and wellbeing. This we can be proud of as with your help and funding every project we have started this has happened, tenants have been brought together, to socialise and have fun and in doing so been physically and mentally active.

Singing Through the Ages (Renfrew & Gallowhill LAC only)

Last June Active Communities were able to receive funding from Renfrew Common Good fund to set up a community choir Monkdyke Sheltered housing were lucky to be part of this project. Every Sunday we met in the lounge to sing. Charlene Gordon a local vocal coach came along to train us and keep us in tune.

Unfortunately the money came to an end and we wondered what can we do to keep this going. This is where Forever Young (our Sheltered Housing constituted group) came in we were able to apply to the Renfrew Common Good Fund again for some money to keep this going. In doing this we have had many Gigs!! We were approached by the Renfrew Senior Forum to sing in the Town Hall. We sang at the Soopir Day (Strengthening Opportunities for Older People In Renfrewshire) that was in the Bield hall. We sang again in the Paisley town hall for Mental Health Awareness week. We were one of the acts singing in the Spiegel Tent at the Spree. Just recently we have been working on an Intergenerational singing project with p6 children from Newmains Primary and held a showcase of our work in Newmains assembly where we invited our local area councillors to attend to see how their money has been spent.

Young @ Heart (Renfrewshire-wide)

Young@Heart is a project that we have started up in partnership with Renfrewshire Leisure. We are working alongside the Council Care sector as well as the private care homes to provide a variety of activities. This included gentle exercise to promote health and wellbeing as well as social activities. So far we have run 3 sessions Summer, Autumn and Winter, this has been very successful with an average of 35 residents and tenants attending. The next session is in place and during January we are hoping that by sending out flyers to local clubs we that we can attract people from the community.

Operation Techno (Renfrew & Gallowhill only)

Tablets are Good For You" sessions. Moving on with the times we were asked by some tenants if we could show them how to use ipads and tablets. We partnered up with the libraries and they came along to show everyone how easy it is to use an IPAD/TABLET and all the different things you can do with it from taking pictures,

reading the news and even watching your favourite soaps and tv programmes.

There were around 45 tenants at the event and some tenants had said they enjoyed having the opportunity to meet new people.

Everyone had a great time, 64% said they would attend another ipad session in their complex and 41% said they would consider buying one of their own.

Exercise R Us

As part of our Health and Wellbeing programme we partnered up with Active communities to do gentle exercise with all the complexes. The tenants are loving this during their sessions they have become more agile and their muscles have become a bit stronger and this is great as it prevents trip and falls. The exercises are all based on strengthening the muscles especially wrists like for opening jars.



Looking forward

We are looking to do more with the choir Singing through the Ages perhaps with another school to make it intergeneration and involve the community. Ideally what we talked about was putting on a show perhaps in the Town Hall, Paisley and bringing all the choirs in the area together and doing a joint performance how fantastic would that be. So we will just have to see where we go from here.

We hope that this report will have shown you how your grant money has been used and how it has benefited our tenants. Bearing in mind some of these tenants have been isolated for so long and now they have been gifted with social activity and interaction.

Sally Logan

Forever Young

LAC Grant applications

The five LACs made a total of 284 awards to grant applicants during 2014/15. In terms of feedback, against a target of 90%, 97.78% of applicants were either very satisfied or satisfied with the information they received; 98.44% were either very satisfied or satisfied with the way they were treated; 98.44% were either very satisfied or satisfied with the helpfulness of staff; 98.44% were either very satisfied or satisfied with the knowledge of staff; and 98.44% were either very satisfied or satisfied with the time they waited for a response. The overall satisfaction rating for the LAC grant application process was 98.31%.

For further information, please contact Dave Low, Senior Committee Services Officer (LACs) – 0141 8403399