

**To: Council**

**On: 5 December 2019**

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**Report by: Chief Executive**

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**Heading: Scottish Household Survey 2018**

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## **1. Summary**

- 1.1 This report provides a summary of the Scottish Household Survey (SHS) results for Renfrewshire, as agreed at the Council meeting on 26 September 2019.
- 1.2 The Scottish Household Survey is a continuous survey based on a sample of 10,500 responses from private residences across Scotland. The survey represents a core element of the Scottish Government's approach to population surveys and the gathering of population data in Scotland, and contributes to range of national datasets including the National Performance Framework. In terms of local authority level data, it is also used as a source of data for the Local Government Benchmarking Framework.
- 1.3 The survey gathers information on a range of information including travel and transport, education, demographic data, household composition, housing condition, views on public services and neighbourhood and community topics.
- 1.4 The 2018 annual report on the survey was published by the Scottish Government in September 2019, highlighting a number of findings regarding satisfaction with public services such as schools, healthcare and public transport. In October 2019, the Scottish Government published local authority level data from the Scottish Household Survey.

- 1.5 In 2018, 240 responses were recorded in Renfrewshire as part of the overall sample. This in relative terms is a very small sample size compared to some of the Council's existing survey mechanisms such as the Public Services Panel, where the response levels have typically been in the region of 1000 respondents.
- 1.6 This report seeks to provide a summary of the headline results for Renfrewshire, focusing on those areas raised at the Council meeting in September 2019 around satisfaction with public services including health, transport and education services.
- 1.6 Given both the limited sample size and the breadth of data which is available across the whole survey, it is recommended that a further, more detailed briefing is offered to elected members as part of the ongoing member development programme in order to facilitate the provision of a more comprehensive analysis.
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## **2. Recommendations**

- 2.1 Council is asked to:
- note the content of this report as requested at the Council meeting on 26 September; and
  - note that detailed briefings on the Scottish Household Survey at a national and Renfrewshire level, will be offered to all elected members as part of the ongoing development programme for members.

## **3. Background**

- 3.1 The Scottish Household Survey (SHS) is a continuous survey based on a random sample of the population in private residencies in Scotland. It is Scotland's largest random pre-selected survey and is at the centre of Scotland's evidence-based approach to policy-making.

#### The Scottish Household Survey is:

- a face-to-face survey of a sample of people in private residences in Scotland
- interviewer-administered in people's homes
- voluntary
- Scotland-wide; it covers all 32 local authorities
- three surveys in one: Transport and Travel in Scotland Survey, the Scottish House Condition Survey as well as the Scottish Household Survey
- long-running since 1999
- wide-ranging in topics covered, including evidence on the physical condition of Scotland's homes
- a provider of robust evidence on the composition, characteristics, attitudes and behaviour of private households and individuals

- 3.2 9,700 adults took part in the SHS 2018, of those 240 were from Renfrewshire. While this can give a good indication of public opinion on the various topics covered in the survey, the results may vary from the opinions of the wider population due to the relatively small sample size.
- 3.3 The data from the SHS is used across a range of different organisations to gain insight across the key themes, informing decisions and policy development. SHS data is used by the Improvement Service for the Local Government Benchmarking Framework to understand and improve local needs and circumstances and is also a key contributor to the Scottish Government's National Performance Framework.
- 3.4 The SHS is a very detailed survey which covers a vast range of themes as well as the composition, characteristics and attitudes of households. The themes surveyed include – housing, neighbourhoods and communities, economic activity, finance, internet, physical activity and sport, local services, environment, volunteering, culture and heritage and childcare.
- 3.5 There is a complex methodology used to ensure the findings are robust and reflect the wider population of Scotland but are also not overly burdensome on the participants, for example, not all households are asked the same questions at the same frequency. The survey also provides a base from which to commission more detailed follow-up surveys of sub-samples of the households in the survey.
- 3.6 The data from the SHS can be examined in many different ways, and when viewed at a local level in order to provide context and comparisons, this can result in quite a complex and lengthy output of data to digest. It is recommended that further data and analysis on the SHS findings is provided to elected members through the member development programme.
- 3.7 Some headline findings for Scotland in 2018 across the themes:
- Nine out of ten households reported that they were very or fairly satisfied with their housing

- One in five adults reported that they had experienced loneliness with the last week
  - 55% of households reported they managed well financially
  - Home internet access reached an all time high of 87% of households
  - 80% of adults had taken part in physical activity or sport in the previous four weeks
  - 52% of adults were satisfied with the three local services (local health, schools and public transport)
  - Four out of five adults felt they can't influence decisions affecting their local area
  - Two thirds of adults viewed climate change as an immediate and urgent problem
  - 48% of adults volunteered (formal and informal) in the last 12 months
  - 90% of adults were culturally engaged in 2018
  - 72% of households with children aged two to five years old said that they did not find it difficult to afford childcare
- 3.8 For the purposes of this report, the focus is on the key results in Renfrewshire as discussed at the Council meeting in September 2019 - satisfaction with public services, in particular schools, healthcare and public transport.
- 3.9 More detailed data on these areas can be found in section 4 below and in Appendix 1. An infographic showing other notable areas of interest for Renfrewshire is provided in Appendix 2.
- 3.10 Further data at local authority level can be found online in:
- the SHS local authority tables
  - the local authority services and performance dashboard
- 3.11 This can be accessed at:  
<https://www2.gov.scot/Topics/Statistics/16002/LAtables2018/Renfrewshire>

#### **4. Local Services and performance - Scotland**

- 4.1 The survey asks a range of questions about satisfaction with local services, with a focus on local health services, schools and public transport. Combined satisfaction with all three is 52%, down from a peak of 66% in 2011, mainly due to a decrease in satisfaction with local schools.
- 4.2 Adults living in urban areas were more satisfied with the quality of the three public services than those in rural areas, which is mainly due to greater satisfaction with public transport in urban areas.
- 4.3 Eight out of ten respondents across Scotland were satisfied with local health services, regardless of whether they used the service or not.

## 5. Local services and performance – Renfrewshire

### 5.1 Percentage of people very or fairly satisfied with the quality of public services delivered (local health services, local schools and public transport).

5.1.1 Satisfaction was higher in Renfrewshire than it was in Scotland for local health services and local schools. Satisfaction with local transport was in line with the Scottish findings, however Renfrewshire has previously demonstrated higher level of satisfaction than the Scottish average. The percentage satisfied with all three services was also higher in Renfrewshire than Scotland in 2018.

5.1.2 Although Renfrewshire demonstrated higher levels of satisfaction with local services than Scotland, satisfaction has declined in 3 out of 4 measures. Local schools are the only area that have seen an improvement on the 2017 survey responses. In Scotland satisfaction with local health services and public transport has declined, satisfaction with local school has increased and the percentage satisfied with all three has stayed the same.

Chart 1: Percentage of people very or fairly satisfied with the quality of public services, by year

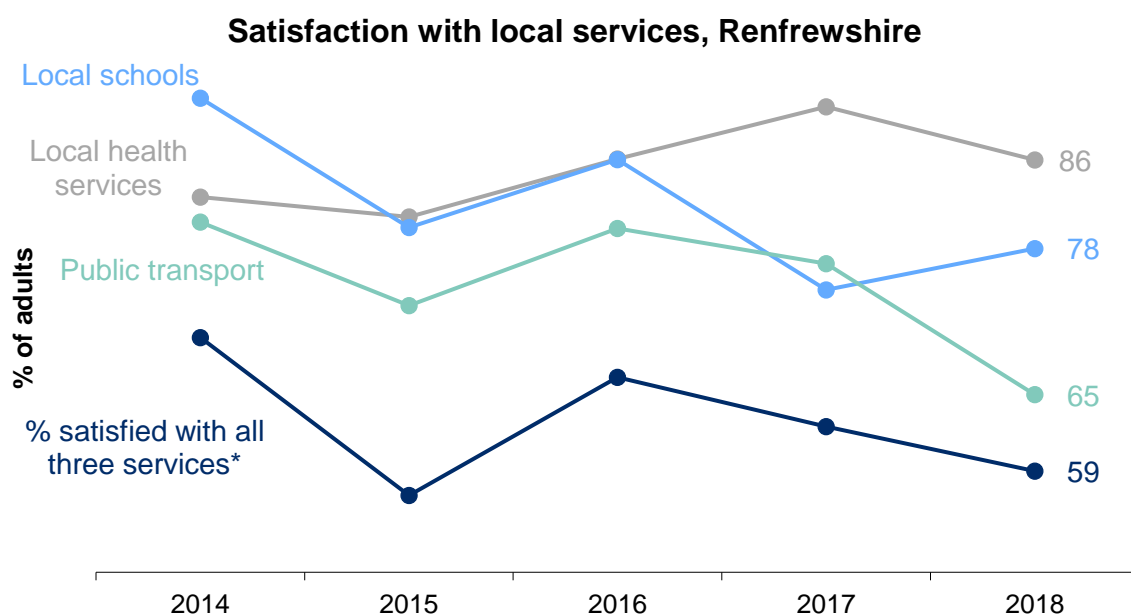
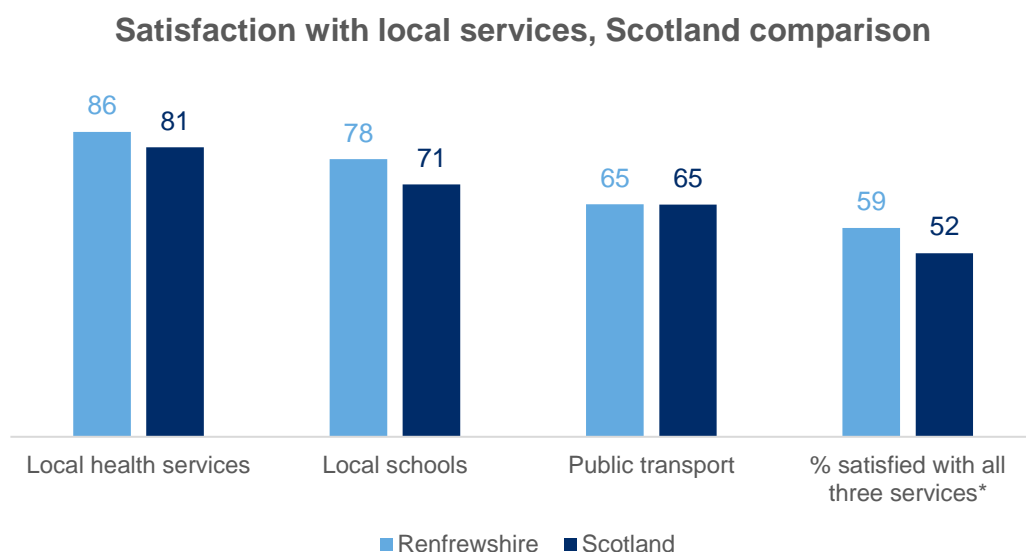


Chart 2: Percentage of people very or fairly satisfied with the quality of public services, Scotland 2018



## 5.2 Percentage agreeing with various statements about local authority services and performance.

- 5.2.1 In 2018, the proportion of Renfrewshire respondents who agreed with various statements about local authority services and performance was, for the most part, in line with the Scottish results.
- 5.2.2 The only statement that differed significantly from the Scottish findings was 'good at communicating performance' which has been rated higher in Renfrewshire for the past nine years.

Table 1: Percentage agreeing with various statements about local authority services and performance, Renfrewshire

	Renfrewshire
Good at communicating services	46
High quality services	44
Good at communicating performance	44
Services designed for needs	33
Does its best with money	36
Addressing key issues	32
Good at listening	18
I can influence decisions	18
I want more involvement in decisions	36
<i>Base (minimum)</i>	<i>240</i>

Table 2: Percentage agreeing with various statements about local authority services and performance, Scotland

	Scotland
Good at communicating services	40
High quality services	46
Good at communicating performance	34
Services designed for needs	33
Does its best with money	43
Addressing key issues	33
Good at listening	22
I can influence decisions	20
I want more involvement in decisions	34
<i>Base (minimum)</i>	<i>9,700</i>

5.2.3 Due to the small sample size at a local level it isn't possible to segment this information for Renfrewshire further by locality, age etc.

### 5.3 Percentage of people who agree with the statement 'I can influence decisions affecting my local area.'

5.3.1 The proportion of respondents who agreed with the statement 'I can influence decisions affecting my local area' has been roughly the same for Renfrewshire and Scotland for the last five years – sitting at around 20%.

5.3.2 Within Renfrewshire's Community Plan, there is an indicator to measure perceptions of influence locally which is measured via Renfrewshire's Public Services Panel (and therefore a larger sample size). This was last measured for 2016/17 and at 24% was higher than the Scottish average.

## 6. Other satisfaction measures

6.1 Renfrewshire Council services monitor and benchmark service satisfaction against a range of indicators, such as those contained in Local Government Benchmarking Framework. Analysis of the Council's performance against these indicators is submitted to and scrutinised by the Audit Risk and Scrutiny Board on an annual basis.

6.2 The last update report considered by the board on 18 March 2019, noted a broadly positive position for the Council with 51 out of 70 available indicators improving or maintaining performance in 2017/18. The report noted that the Council is also performing at a level above the national trend for several customer satisfaction indicators in some areas, with increases in customer satisfaction relating to libraries, museums and street cleaning.

- 6.3 At a local level, Renfrewshire's schools collate satisfaction data which broadly indicates a high level of satisfaction. For example, as part of the recent Attainment Challenge inspection a survey of parents was carried out, with parental satisfaction with local schools rated at 91%.
- 6.4 Officers are currently refreshing Renfrewshire's Public Services Panel, which involves in the region of 2000 local people. The panel members are asked to rate their satisfaction with services and with their community. At times the number of respondents in the Scottish Household Survey may only be in the region of 200-300, whereas each panel survey typically receives about 1000 responses, therefore providing a more robust sample. The panel has been retendered, is being refreshed and a survey will be distributed before the end of the financial year.
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### **Implications of the Report**

1. **Financial** – none.
2. **HR & Organisational Development** – none
3. **Community Planning** – none.
4. **Legal** - none
5. **Property/Assets** – none
6. **Information Technology** – None
7. **Equality & Human Rights** - 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 it is for noting only. 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 & Safety** – none
9. **Procurement** – none
10. **Risk** – none
11. **Privacy Impact** – none

12. **COSLA Policy Position** – none
  13. **Climate Risk** – note in appendix 2 the first infographic relating to the importance of the climate emergency to respondents.
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**List of Background Papers:**           None

## Appendix 1 – Detailed Tables

**Key:**

	Significantly greater than Scotland 2018
	Significantly lower than Scotland 2018

*Table 1: Percentage of people very or fairly satisfied with the quality of public services delivered by year*

	2014	2015	2016	2017	2018
<b>Renfrewshire</b>					
Local health services	83	81	86	90	86
Local schools	91	80	86	74	78
Public transport	80	73	80	77	65
% satisfied with all three services*	70	57	67	63	59
<i>Base (minimum)</i>	140	180	150	120	130
<b>Scotland</b>					
Local health services	86	83	83	82	81
Local schools	79	74	73	70	71
Public transport	75	74	72	69	65
% satisfied with all three services*	62	57	56	52	52
<i>Base (minimum)</i>	5,720	5,790	6,130	6,260	5,780

*Table 2: Percentage agreeing with various statements about local authority services and performances*

	Renfrewshire	Scotland
Good at communicating services	46	40
High quality services	44	46
Good at communicating performance	44	34
Services designed for needs	33	33
Does its best with money	36	43
Addressing key issues	32	33
Good at listening	18	22
I can influence decisions	18	20
I want more involvement in decisions	36	34
<i>Base (minimum)</i>	240	9,700

Table 3: Percentage agreeing with various statements about local authority services and performances, by year

	2014	2015	2016	2017	2018
<b>Renfrewshire</b>					
Good at communicating services	61	50	49	58	46
High quality services	42	41	42	41	44
Good at communicating performance	51	51	51	48	44
Services designed for needs	45	43	40	39	33
Does its best with the money	45	43	46	50	36
Addressing key issues	47	35	34	39	32
Good at listening	28	23	23	19	18
I can influence decisions	23	24	21	24	18
I want greater involvement in decisions	32	30	34	35	36
<i>Base (minimum)</i>	250	290	270	220	240
<b>Scotland</b>					
Good at communicating services	49	46	45	43	40
High quality services	47	46	45	41	46
Good at communicating performance	41	38	37	34	34
Services designed for needs	41	40	40	37	33
Does its best with the money	41	41	41	39	43
Addressing key issues	37	36	36	33	33
Good at listening	26	25	25	24	22
I can influence decisions	23	24	23	23	20
I want greater involvement in decisions	34	34	34	33	34
<i>Base (minimum)</i>	9,800	9,410	9,640	9,810	9,700

Table 4: Percentage agreeing with various statements about local authority services and performances, by age

	16-39	40-64	65+	All
<b>Renfrewshire 2018</b>				
Good at communicating services	43	45	52	46
High quality services	48	37	49	44
Good at communicating performance	31	49	57	44
Services designed for needs	26	35	43	33
Does its best with the money	25	39	49	36
Addressing key issues	27	35	36	32
Good at listening	17	18	21	18
I can influence decisions	19	18	18	18
I want greater involvement in decisions	39	37	30	36
<i>Base</i>	80	90	70	240

<b>Scotland 2018</b>				
Good at communicating services	38	40	45	40
High quality services	46	44	50	46
Good at communicating performance	28	35	42	34
Services designed for needs	31	32	37	33
Does its best with the money	36	45	52	43
Addressing key issues	30	32	40	33
Good at listening	21	22	26	22
I can influence decisions	20	20	20	20
I want greater involvement in decisions	38	37	22	34
<i>Base</i>	<i>2,700</i>	<i>3,900</i>	<i>3,100</i>	<i>9,700</i>

*Table 5: The percentage of people who agreed with the statement “I can influence decisions affecting my local area”*

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Renfrewshire	23	24	21	24	18
Scotland	23	24	23	23	20

## Appendix 2 – Other Notable Results

