



To: **Safer and Stronger Renfrewshire Thematic Board**

On: **14 May 2015**

Report by:
Director of Community Resources, Renfrewshire Council

REPORT ON THE WINTER 2014 RENFREWSHIRE PUBLIC SERVICES PANEL PERCEPTION DATA

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 perception data from the results of the winter 2014 Renfrewshire Public Services Panel survey which consulted panel members on council services, anti-social behaviour and empowering communities. Section 4 of the report provides a detailed analysis on the issues which impact on the Safer and Stronger outcomes.

2. Recommendations

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

3. Background

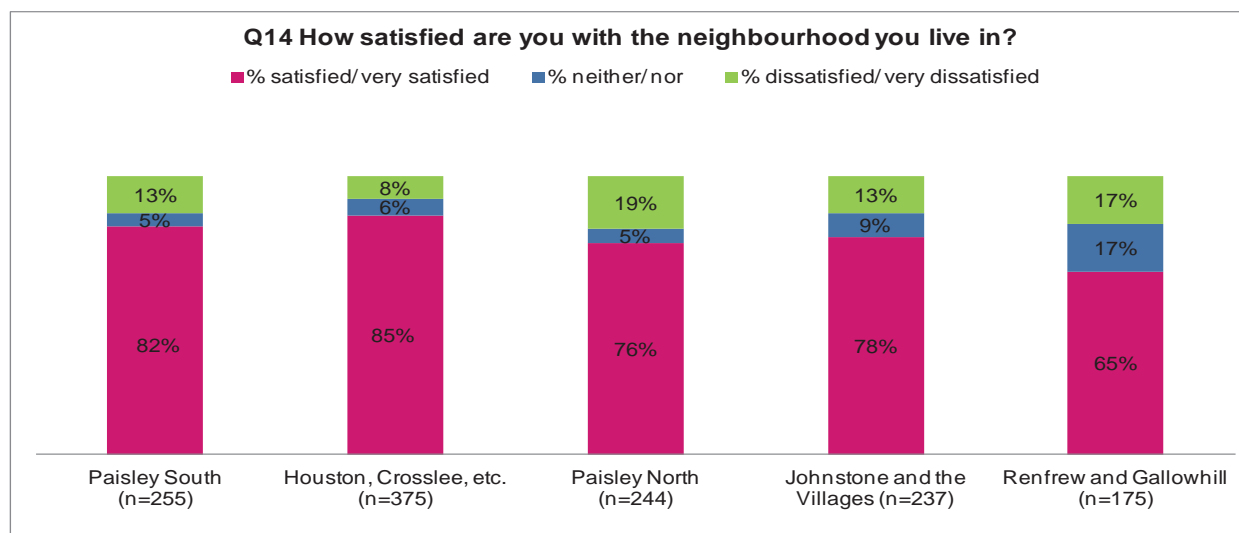
- 3.1 Renfrewshire Public Services Panel is made up of a cross-section of Renfrewshire residents. Panel members receive three or four questionnaire surveys each year, asking their views about public services in Renfrewshire. The panel is important in making sure that the opinions of Renfrewshire's residents 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 2014 consultation which affect the key outcomes of the Safer and Stronger Renfrewshire Thematic Board. The survey was sent to all 2,053 Panel members and a total of 1,315 responses were received, representing a 64% 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 ones 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 represent the Renfrewshire population as a whole.
- 3.4 The results of the public services panel surveys are reported on a Renfrewshire-wide basis as well as at Local Area Committee level.
- 3.5 A major element of the winter 2014 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 asked about their awareness of various community activities for young people and whether these have had an effect on their community.

4 Perception of anti-social behaviour in Renfrewshire

- 4.1 Respondents were asked how satisfied they were with the neighbourhood they live in with just under 8 in 10 respondents (79%) stating they were either satisfied or very satisfied with their neighbourhood as a place to live compared to 13% who were either dissatisfied or very dissatisfied. The table below shows the breakdown of this data at Local Area Committee level:

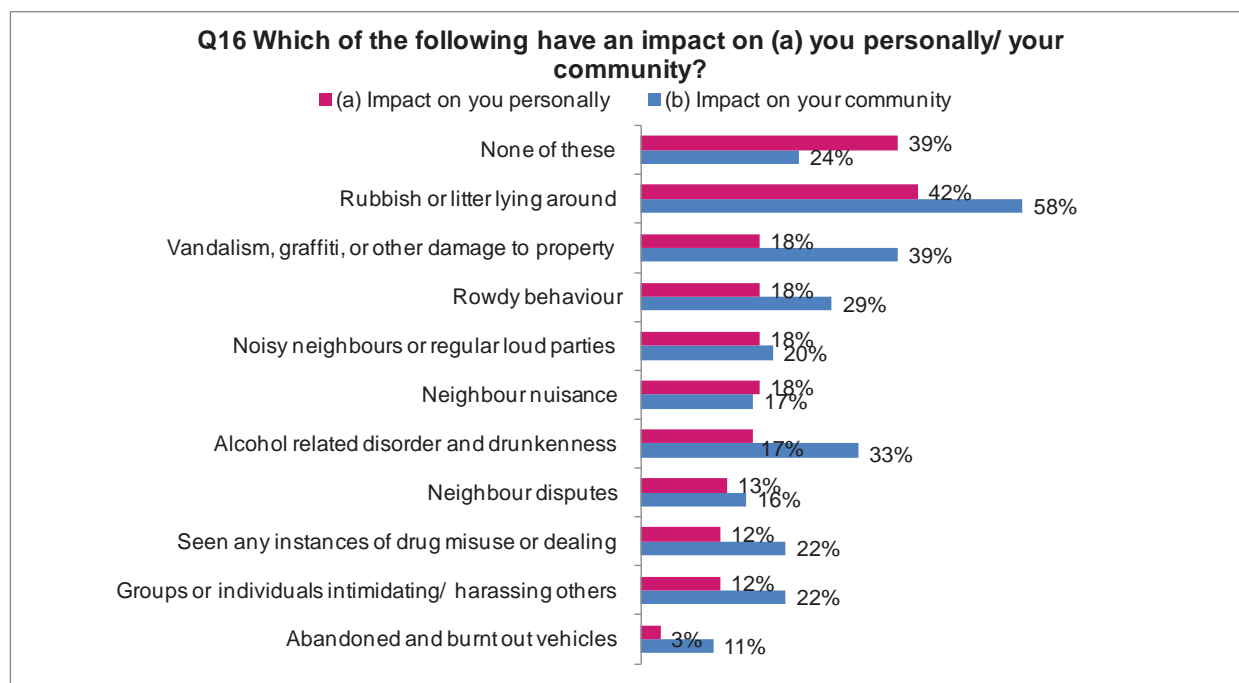




- 4.2 An integral part of the remit of the Safer and Stronger Renfrewshire Thematic Board is to ensure residents feel safe where they live. The table below compares the results from the winter 2014 survey to those from the autumn 2013 survey. The proportion of all respondents who felt the neighbourhood was a safe place to live has not changed significantly in that timescale from 83% in 2013 to 80% in 2014.

Renfrewshire as a safe place to live		
	2013	2014
Renfrewshire	83%	80%
Paisley South	83%	77%
Houston etc.	91%	88%
Paisley North	78%	73%
Johnstone and Villages	81%	78%
Renfrew and Gallowhill	79%	84%

- 4.3 When asked about factors relating to anti social behaviour which impact on respondents personally, rubbish or litter lying around had the biggest impact at 42%. This was also the major factor which was perceived as having an impact on the community (58%). The table below shows a comparison of how factors relating to anti social behaviour affect respondents personally and having an impact on the community.



- 4.4 The proportion of respondents who said they had not experienced any of the issues listed above has increased marginally from 29% in the autumn 2013 survey to 33% in the winter 2014 survey. Compared to the autumn 2013 survey there has been an increase in the proportion of respondents who said they had experienced alcohol related disorder (+8%) and rowdy behaviour (+6%). On the other hand, there has been a

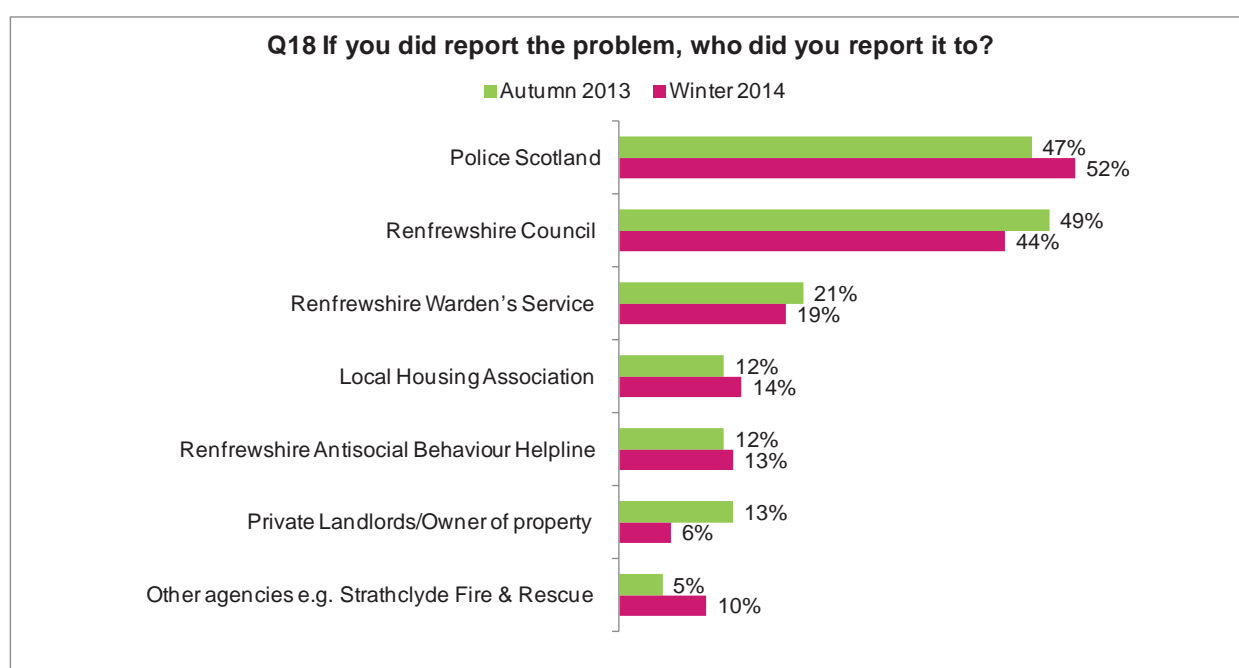


decrease in the proportion of respondents who had experienced rubbish or litter (-8%).

- 4.5 The table below provides trend information from 2011 on any anti social behaviour experienced by the respondents as well as a breakdown of winter 2014 data at Local Area Committee level.

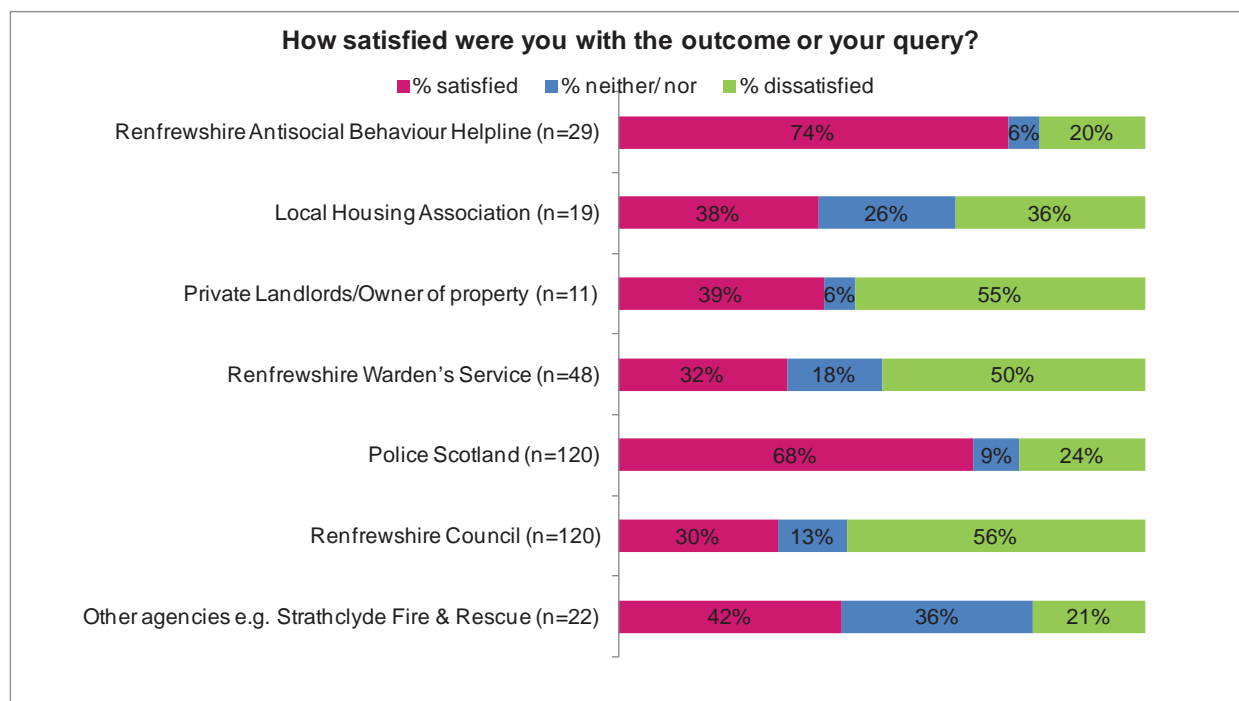
Instances of anti social behaviour experienced										
%	2011	2012	2013	2014	PAISLEY SOUTH	HOUSTON ETC	PAISLEY NORTH	JOHNSTONE & VILLAGES	RENFREW & GALLOWHILL	
Noisy neighbours or regular loud parties	22%	20%	15%	18%	18%	11%	22%	20%	23%	
Vandalism, graffiti, or other damage to property	17%	23%	18%	18%	15%	16%	20%	17%	27%	
Rubbish or litter lying around	50%	57%	56%	48%	43%	49%	58%	44%	46%	
Neighbour disputes	8%	9%	6%	11%	11%	9%	10%	14%	10%	
Neighbour nuisance	10%	15%	12%	15%	14%	10%	16%	22%	17%	
Groups or individuals intimidating or harassing others	14%	8%	7%	11%	10%	11%	12%	12%	7%	
Seen any instances of drug misuse or dealing	11%	8%	8%	12%	16%	8%	15%	14%	7%	
Rowdy behaviour e.g. hooliganism or loutish behaviour	25%	19%	14%	20%	20%	15%	25%	22%	20%	
Alcohol related disorder and drunkenness	28%	21%	15%	23%	28%	17%	30%	23%	20%	
Abandoned and burnt out vehicles	4%	1%	2%	2%	1%	1%	4%	1%	1%	
None of these	35%	28%	29%	33%	35%	37%	28%	33%	28%	

- 4.6 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 the council which is consistent with the results from autumn 2013. The chart below shows the full breakdown of how problems were reported.

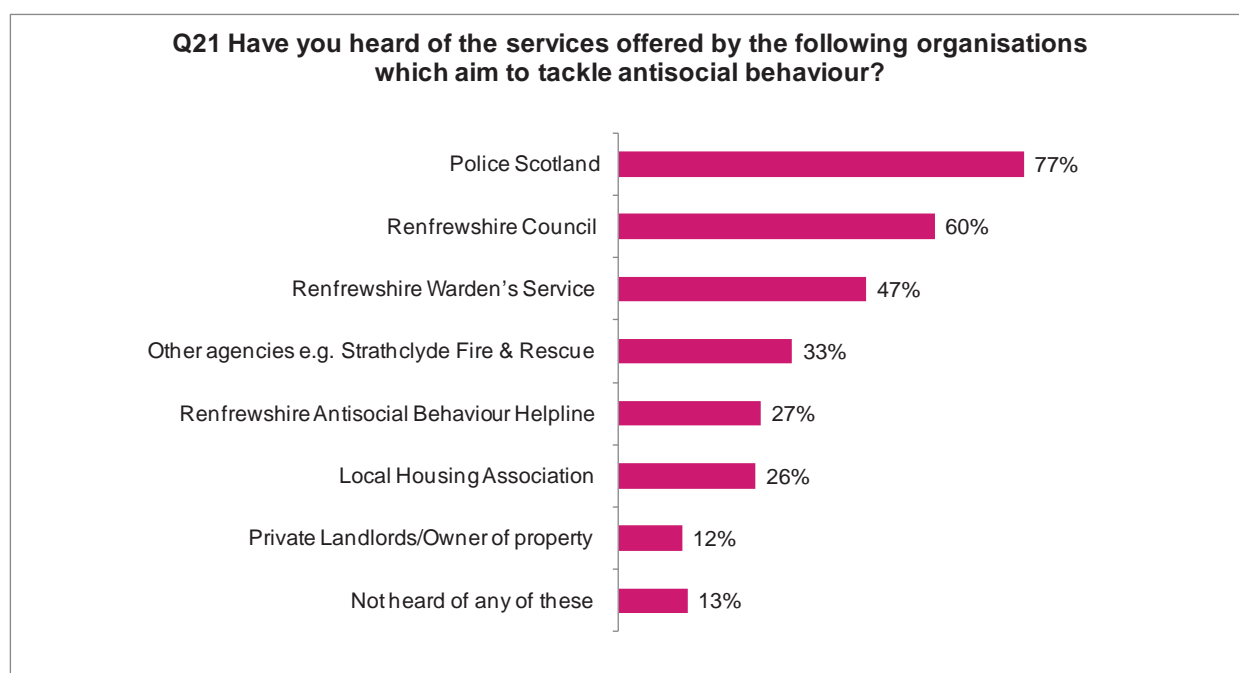




- 4.7 Respondents were asked how satisfied they were with the outcome of their query. Satisfaction was highest amongst those who had reported the issue to the Renfrewshire Antisocial Behaviour Helpline and to Police Scotland. The table below provides more detailed information on satisfaction levels.

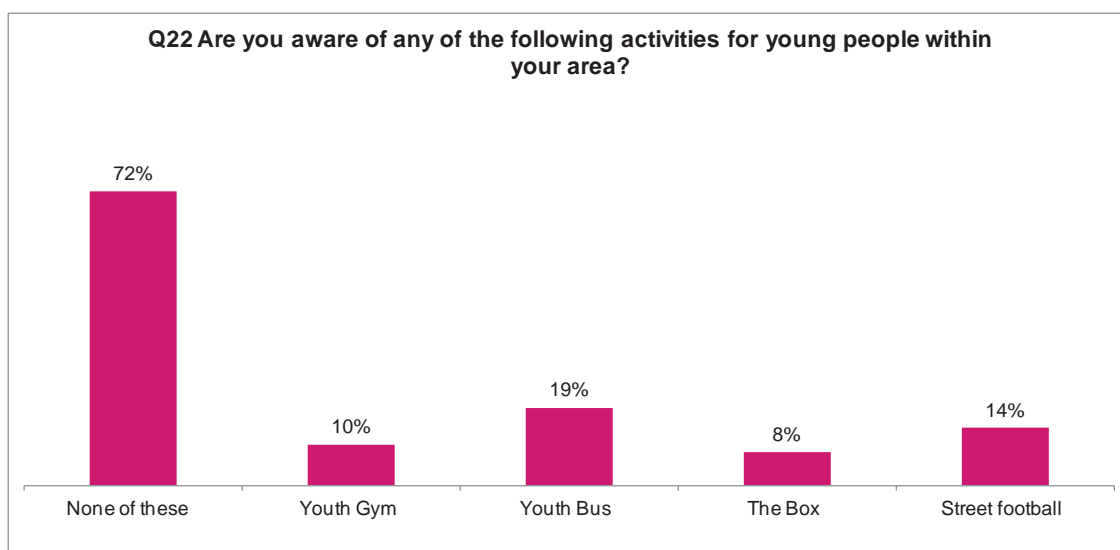


- 4.8 All respondents were asked about their awareness of various organisations which aim to tackle antisocial behaviour. Awareness levels were highest with regards to Police Scotland (77%), the Council (60%) and the Renfrewshire Warden's Service (47%). The Anti Social Behaviour Helpline was recognised by 27% of respondents.

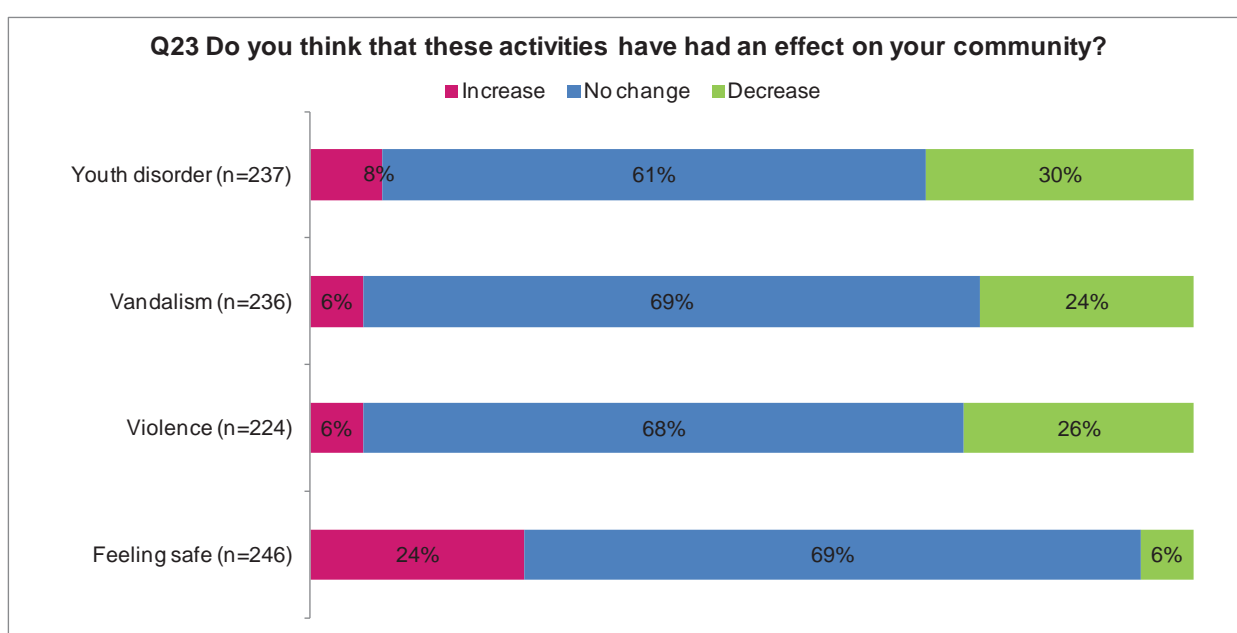




- 4.9 Respondents were asked whether they were aware of various activities provided for young people within their area. The vast majority (72%) were not aware of any of these activities. Where respondents showed awareness, this tended to be regarding the youth bus (19%) and street football (14%). Respondents in Paisley South were least likely to have said they were not aware of any of these activities (67%) while those who lived in Houston and in Paisley North were most likely (75%). It should be highlighted that the majority of respondents are of the older age categories and may not have any reason to be aware of youth activities.



- 4.10 Those respondents who were aware of the youth activities were asked if they felt the activities had made an effect on their community. This revealed that 24% of respondents felt safer in their communities as a result of these activities. The table below provides the comprehensive results.





5. Resources

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

6. Prevention

The work undertaken through the Safer and Stronger Renfrewshire Thematic Board helps to plan resources and direct investment towards prevention and early intervention. An example of an early intervention programme is Street Stuff which provides quick response to hot spot areas which are identified through collaborative working between Renfrewshire Community Safety Wardens and Police Scotland. Being evidence led, and by responding early, the service is able to divert young people effectively from anti social activities.

7. Community Involvement/Engagement

Renfrewshire Council's Public Services Panel consists of a cross-section of around 2,000 of Renfrewshire's residents. Survey questionnaires are issued throughout the year covering a variety of council services. Other examples of community involvement and engagement include "signal interviews" which were carried out in the Johnstone and Ferguslie Park communities. There are also plans to run localised versions of the successful "Your Home, Your Street, Our Community" event run in the Paisley Town Hall as part of a wider consultation and community engagement exercise.

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