



Autumn 2019 Survey

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engage
scotland

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Autumn 2019 Key Findings



95% satisfied with ER as place to live

Most choose the area for **safety, education** and **family/friends**

Main issues are **health, finances, roads, education, safety** and **housing**



71% satisfied Council services

Best ratings for **education, parks, libraries, waste & recycling**



Council staff demonstrate **trust** and **kindness**



Telephone and **website/email** the preferred means of accessing Council services



Wide interest in electronic access to report problems, book services, get updates



Half have seen no change in crime/ASB, but more likely to see increase than decrease

Most feel a **strong sense of community**, have people they can **rely on**, and think **people from different backgrounds get on well**



Nearly all taken part in cultural activities this year - reading, cinema, historic places most common



Most **taken part in sport or physical activity** in last 4 weeks, walking most common



Three quarters have volunteered – most in the last year, a quarter on a regular basis

Most feel it's **important to be able to influence local decisions**, but are less likely to feel that they can do this

Introduction

- 1.1. The East Renfrewshire Citizens' Panel continues to provide a means for residents to give their views. This report sets out findings from the 2019 Citizens' Panel survey. This survey sought Panel members' views on a range of issues affecting people and services in East Renfrewshire, focused around living in East Renfrewshire, satisfaction with local services and modernising Council services, safe and supportive communities, being active, and volunteering and contributing to decisions. Alongside the 'core' question set used to track views over time, the 2019 survey included additional questions focused on loneliness and social isolation. Key findings are summarised on the previous page and key messages highlighted at the start of each section of this report.
- 1.2. **A total of 598 survey responses were received**, equating to an overall response rate of 60.3%. All Panel members have the option to respond via websurvey and more than half of all responses were submitted online. This represents a substantial increase in recent years, from only a third of responses submitted online in 2016.
- 1.3. This is a strong response to any survey and continues the response of 60% or more seen over the last 10 surveys. The volume of response is also sufficient to permit more detailed analysis of results within specific respondent groups (e.g. ward area, broad age bands, etc). Further detail on the profile of respondents is provided in section 1 of the Technical Report.
- 1.4. The remainder of this report presents frequency results for each of the survey questions - full tabular results are provided at section 2 of the Technical Report. Survey analysis has also included cross-tabulation of results for key respondent groups such as ward area, gender, and age – ward area profiles are provided at the end of this report. We round percentages up or down to the nearest whole number; for some questions this means that percentages may not sum to 100%. Similarly, aggregate figures presented in the text (e.g. percentage of respondents answering 'strongly agree or 'agree) may not sum to results presented in figures and tables.



Living in East Renfrewshire



95%
satisfied
with ER as
place to live

Most choose the
area for **safety**,
education and
family/friends

Main issues are
health, finances,
roads, education,
safety and **housing**

- 2.1. The first part of the survey considered Panel members' views on a range of issues relating to life in East Renfrewshire. This included views on East Renfrewshire as a place to live, personal quality of life, Panel members' financial situation, priorities for Panel members' and public services, and accessibility of local facilities.

East Renfrewshire as a place to live

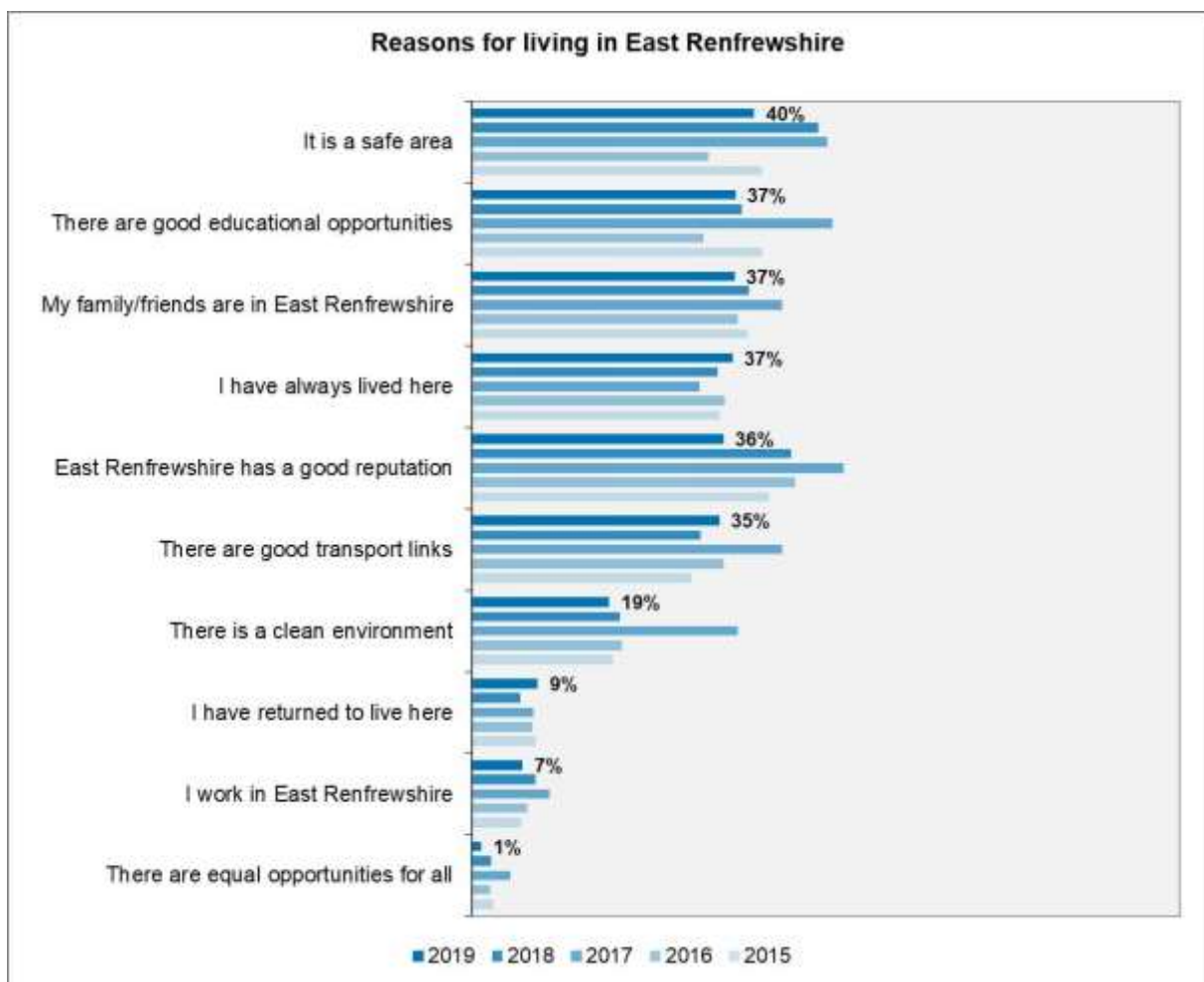
- 2.2. **Survey findings show very high levels of satisfaction with East Renfrewshire as a place to live;** 95% indicated that they are satisfied with the area as a place to live.
- 2.3. This rating was consistent across all parts of East Renfrewshire, and has remained relatively stable over recent years, in the range of 91-95% over the last five surveys. Satisfaction levels are also similar to those reported across Scotland as a whole through the Scottish Household Survey.
- 2.4. Panel members were also asked about their reasons for choosing to live in East Renfrewshire. As Figure 1 over the page shows, **East Renfrewshire's safety, good educational opportunities and location of family/friends are the most common reasons for choosing to live in the area.** Each of these options were mentioned by around 2 in 5 respondents (40%, 37% and 37% respectively). A similar proportion indicated that they had always lived in East Renfrewshire.
- 2.5. These reasons are similar to those reported by the 2018 survey, with three of the top four reasons remaining unchanged. However, there has been some change in the proportion of respondents mentioning specific reasons – most notably a reduction in those citing the area's good reputation and safety as reasons for living in East Renfrewshire.



2.6. There was some variation at ward level in reasons for living in the area. Most notably:

- Those in the Barrhead, Liboside and Uplawmoor area are less likely to mention safety and East Renfrewshire's good reputation, and are more likely to have always lived in the area;
- Clarkston, Netherlee and Williamwood respondents are more likely to mention good transport links and safety, and less likely to have always lived in the area; and
- Newton Mearns South and Eaglesham respondents are more likely to mention safety and East Renfrewshire's good reputation, and less likely to mention good transport links.

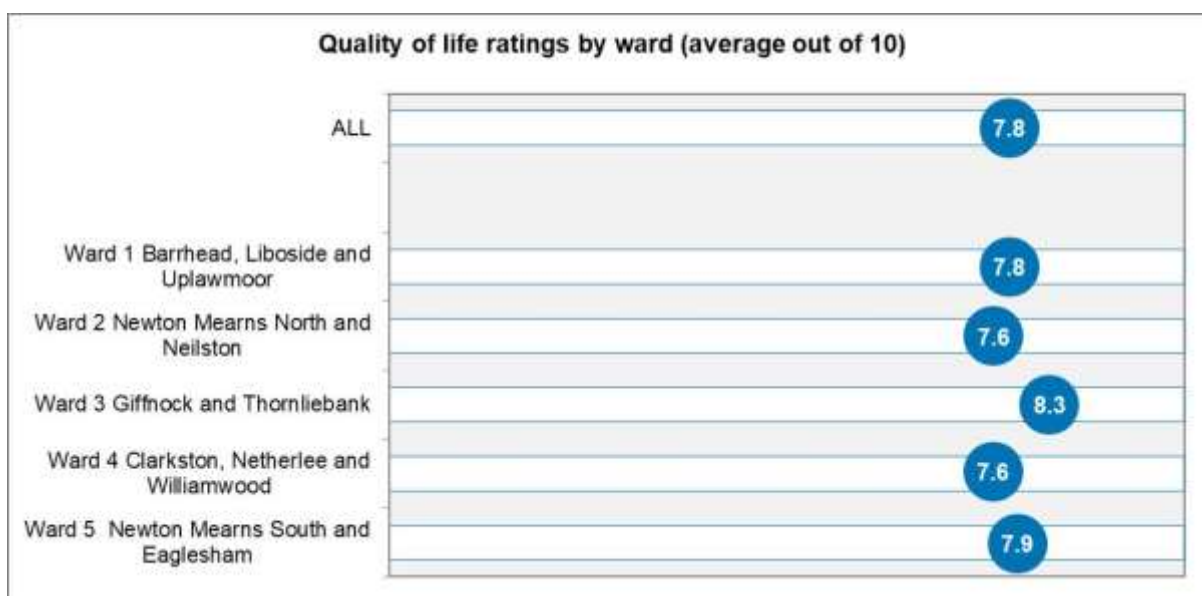
Figure 1: Reasons for living in East Renfrewshire 2015-2019



Personal quality of life

- 2.7. Panel members were asked to rate their current quality of life on a ten-point scale, from 1 being “very poor” to 10 being “very good” (Figure 2). **Most respondents are positive about their personal quality of life; more than two thirds score this at 8 or more out of 10** (69%), and few score their quality of life at less than 5 out of 10 (5%). This is reflected in the average rating of 7.8 out of 10.
- 2.8. Quality of life ratings have been consistently positive for several years, with averages in the range 7.7 to 7.9 over the last five years. There is also limited variation in ratings across ward areas, ranging from 7.6 to 8.3. However, ratings are noticeably lower for people with a disability and those who rent their home.

Figure 2: Rating of personal quality of life



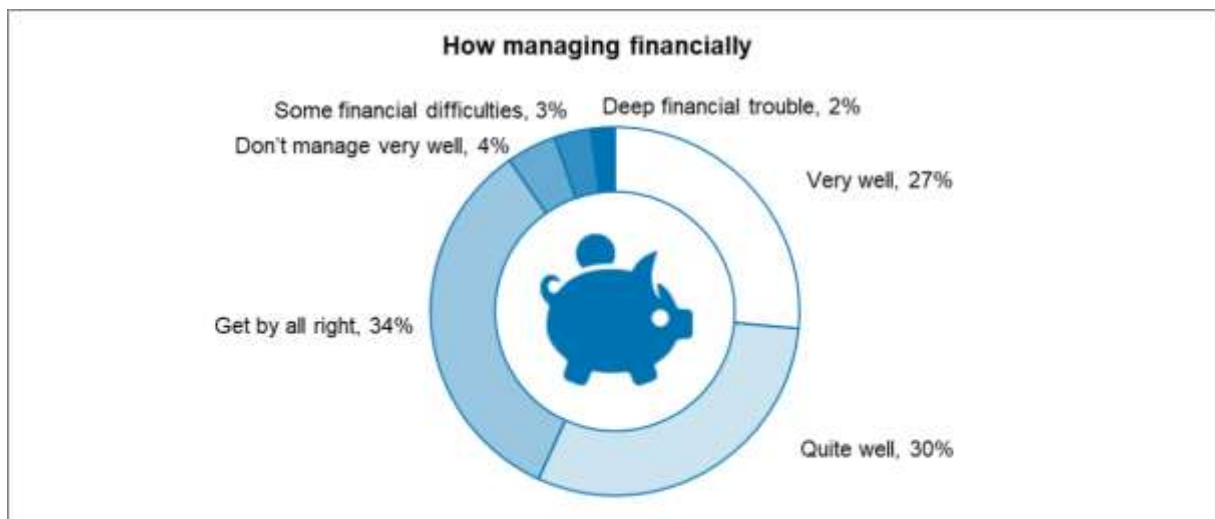
Financial situation

- 2.9. **Most respondents are managing financially fairly well at the moment;** 61% indicated that they are managing “very well” or “quite well”, and a further 30% are “getting by all right”. However, there remains 10% of respondents who indicated that they are not managing well financially at the moment. This balance of views is similar to that reported over previous surveys; while the proportion of respondents experiencing financial difficulties has increased by 6 points since 2016, this followed a reduction between 2014 and 2016.



2.10. The survey shows little variation in financial circumstances across key respondent groups. However, it is notable that those of working age (under 65) are more likely to be experiencing financial difficulties, and under 45s are less likely to be managing “very well”. Those aged 65+ are most positive about their financial circumstances.

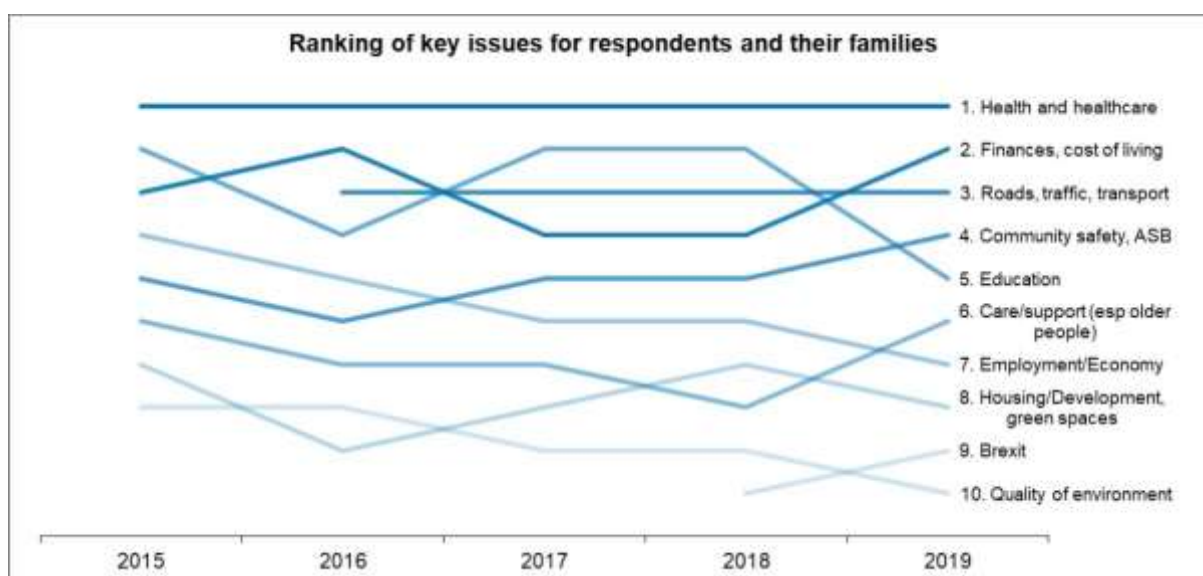
Figure 3: How managing financially these days



Issues for Panel members and their families

- 2.11. The survey gave Panel members the opportunity to raise issues affecting them and their families at present. Panel members were asked to respond using their own words, and Figure 4 summarises the main themes raised.
- 2.12. As this shows, **health/healthcare continues to be the most common issue for Panel members**. Responses suggest some change in other main issues for Panel members. This is most notably an increase in those mentioning finances/cost of living, care/support and Brexit, and a decrease in those mentioning education. However, the top five issues have remained consistent over recent years.

Figure 4: Main issues for respondents and their families at the moment 2015-2019

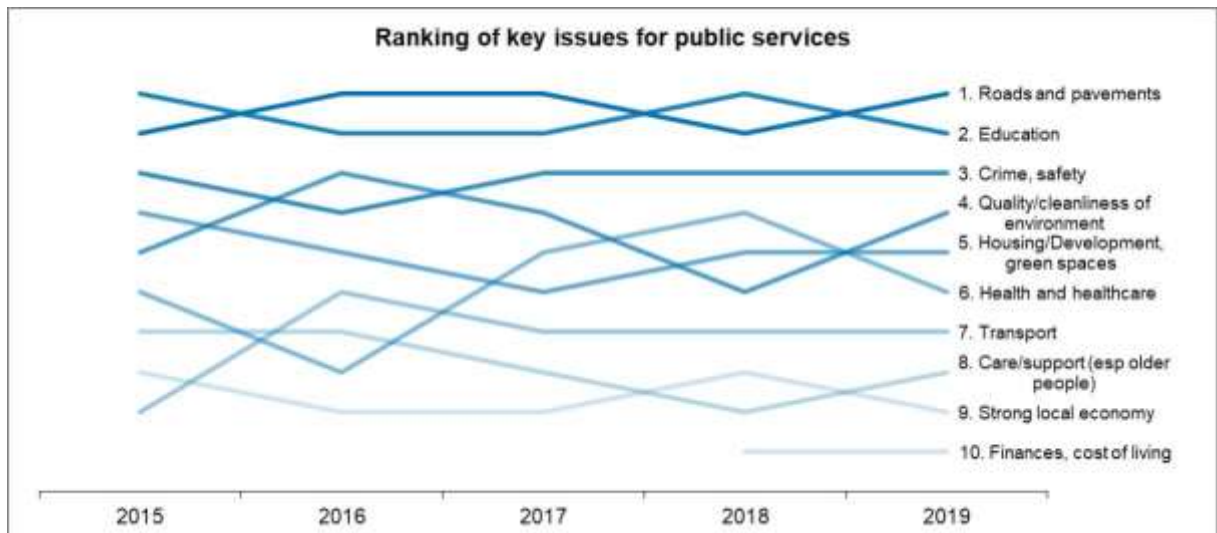


Views on priorities for the Council and partners

- 2.13. Panel members were also asked to suggest what they feel should be the main priorities for the Council and its partners. Again, members were asked to use their own words - Figure 5 over the page summarises the main priorities raised.
- 2.14. **Roads/pavements, education and crime/safety are seen as the top priorities for the Council and partners**, as has been the case in recent years. Other priorities include quality/cleanliness of the environment, housing and development (including protection of green spaces), and health and healthcare. These priorities have been broadly consistent over recent surveys, although there has been an increase in respondents highlighting the environment as a priority, and a decrease in those mentioning health and healthcare.



Figure 5: Main issues for East Renfrewshire Council and partners 2015-2018



2.15. Figure 6 summarises the main issues for Panel members, and those suggested for local services. As this indicates, there are some common themes across the two sets of issues. For example, roads and pavements, education, health and healthcare, and crime/safety are prominent issues for Panel members and their families, and for local services. There are also some differences evident in the issues highlighted, most notably that finances/cost of living is the second most commonly mentioned issue for Panel members, but was ranked as a relatively low priority for local services.

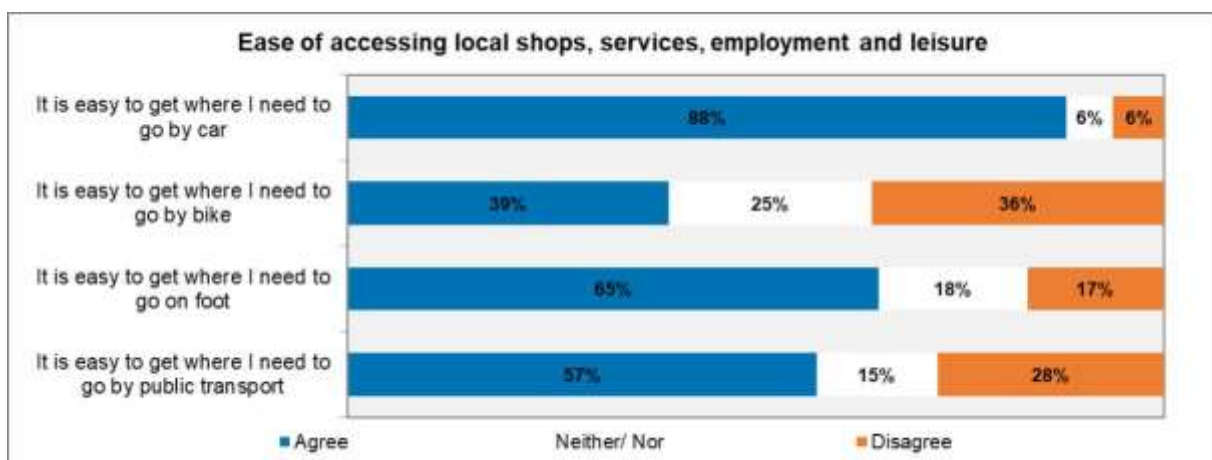
Figure 6: Comparison of main issues for Panel members and local services



Accessible places

- 2.16. **The great majority of respondents find it easy to get where they need to go by car** (88% indicated this), and **most also find it easy when travelling on foot** (65%). Views are less positive on travelling by bike or public transport; only around half find it easy to get where they need to go and a substantial proportion find it difficult (36% for bike and 28% for public transport). These findings are broadly similar to those reported in the 2018 survey, with no significant change evident in ease of accessing shops, services, etc.

Figure 7: Ease of using various modes of transport



Key messages

Satisfaction with East Renfrewshire as a place to live is very high - 95%

East Renfrewshire's safety, good educational opportunities and location of family/friends are the main reasons for choosing to live in the area

Respondents are generally positive about their personal quality of life, and most are managing financially fairly well

Health, finances and the cost of living, roads and community safety are the main issues for respondents – there has been an increase in those mentioning care and support, the cost of living and Brexit

Roads, education, safety, environment, and housing and development are seen as the top priorities for public services – there has been an increase in those mentioning the environment as a priority



Satisfaction with Services



71%
satisfied
Council
services

Best ratings for
education, parks,
libraries, waste &
recycling



Council staff
demonstrate
trust and
kindness

- 3.1. This section considers views on the standard of Council services, and perceptions of the Council as an organisation.

Overall standard of Council services

- 3.2. **A large majority of respondents (71%) indicated that they are satisfied with Council services overall.** This is a positive overall satisfaction level, is broadly consistent across key respondent subgroups, and is in the mid-point of comparator surveys for other local authorities. While there has been a 6-point reduction in satisfaction ratings since 2017, this change is not statistically significant.
- 3.3. **Respondents are somewhat less positive on the extent to which Council services represent good value for money.** Only 2 in 5 respondents feel that Council services are good value for money (40%), although this is primarily due to respondents selecting the neutral “neither/nor” response (44%). Around 1 in 6 feel that services represent poor value for money (16%). These findings are similar to those reported by the 2017 Scottish Household Survey (39%). There is little variation in views across key respondent groups, although respondents in the Barrhead/Liboside/Uplawmoor and Newton Mearns North/Neilston areas are more likely than others to feel services are poor value for money.
- 3.4. Panel results suggest some “disconnect” between service satisfaction and views on value for money (Figure 8 over the page). Overall service satisfaction has fluctuated but shown no consistent upward or downward trend over the last five years. Over this period there has been a 9-point fall in respondents who feel that Council services offer good value for money (and a 19-point fall since 2012). That this decline in value for money ratings has not translated into a change in overall satisfaction suggests that service satisfaction is being influenced by a broad range of factors (in addition to value for money).

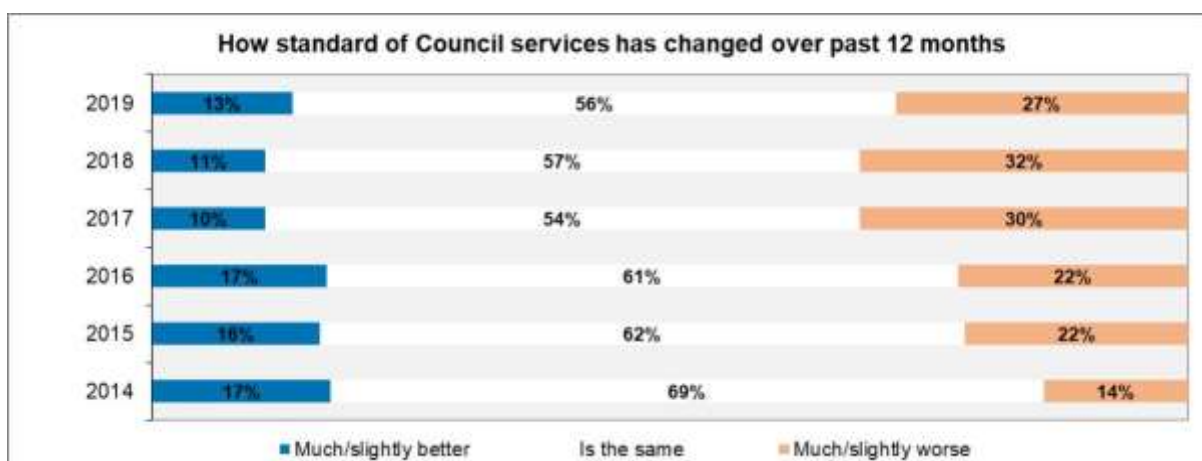


Figure 8: Satisfaction with services and views on value for money compared 2014-2018



- 3.5. In addition to tracking satisfaction over time, the survey also specifically asked Panel members about whether they feel the standard of Council services has changed over the past year (Figure 9). **Respondents generally feel there has been no recent change in the standard of Council services;** more than half suggested this has remained unchanged (56%). Amongst those that had seen a change, respondents are more likely to have seen a decline in the quality of services (25%, compared to 12% who had seen an improvement).
- 3.6. There has been a small reduction since 2018 in the proportion of respondents who feel that Council services have declined in quality in the last year, but this is not statistically significant. The 27% who perceived a decline in the quality of services remains substantially higher than that recorded in 2014, although overall service satisfaction has remained largely unchanged over this period. The only significant variation in views across key respondent groups was a more positive view amongst Council tenants, who were more likely than others to have seen an improvement in Council services.

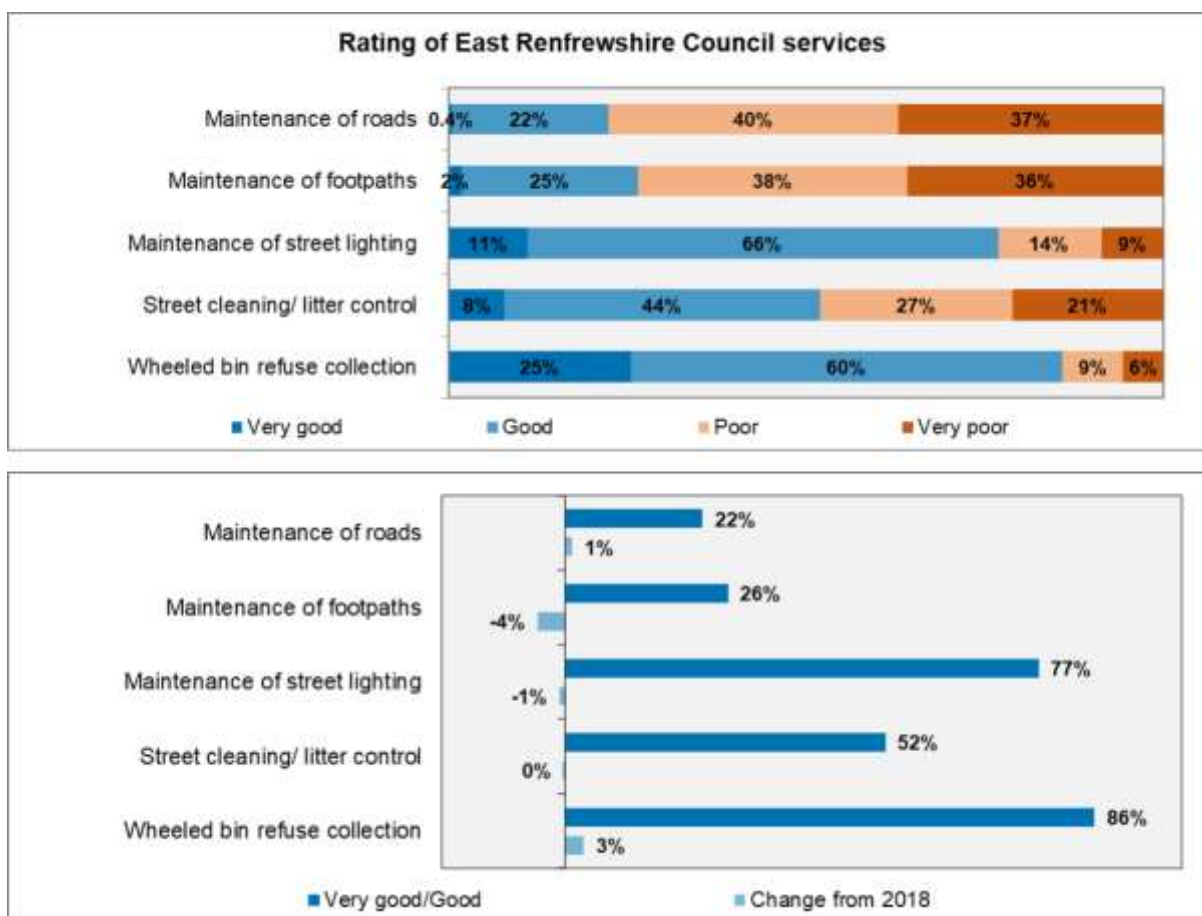
Figure 9: Whether quality of Council services changed over past year 2014-2019



Council services used by all residents

- 3.7. In terms of views on the quality of specific Council services, the survey first asked about a number of 'universal' services provided to and/or affecting all East Renfrewshire residents. Figure 10 summarises views.
- 3.8. **Ratings are most positive in relation to wheeled bin refuse collection and maintenance of street lighting, and least positive for maintenance of roads and footpaths.** Wheeled bin collection is rated as good by 86% of respondents, and maintenance of street lighting by 77%. In contrast, maintenance of roads and footpaths are the only services which a majority of respondents rated as poor or very poor (78% rated roads and 74% rated footpaths as poor).
- 3.9. The overall ranking of these services has remained largely unchanged over recent surveys. As Figure 10 shows, there has been some change in the rating of specific services but these are not statistically significant.

Figure 10: Rating of Council services provided to all residents (all respondents)



Note: "Don't know" excluded from analysis.

Council services used by some residents

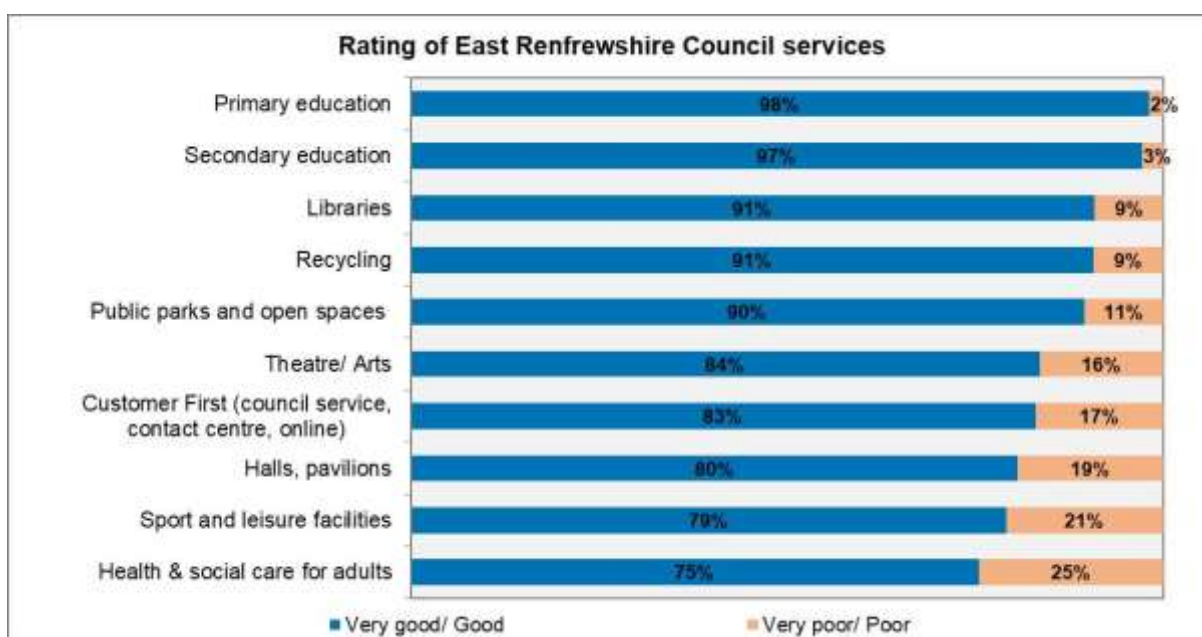
3.10. The survey also asked for Panel members' views on other Council services that they may or may not have used over the last year. Consistent with previous surveys, recycling services and public parks & open spaces are by far the most commonly used services; 85% and 82% respectively have used these in the last year.

3.11. Figure 11 over the page summarises views on the quality of these services. All services for which results are available¹ received a positive rating, including some which the overwhelming majority of respondents rate as "very good" or "good". Respondents are most positive about:

- Education services, 98% rating primary education and 97% rating secondary education positively – note that this is also one of the most common reasons for respondents choosing to live in the area (Figure 1)
- Libraries, 91% rating positively;
- Recycling, 91%;
- Public parks and open spaces, 90%;
- Theatre/arts, 84%;
- Customer First, 83%; and
- Halls and pavilions, 80%.

3.12. The overall ranking of Council services has remained broadly consistent, with education, libraries, theatre/arts, and parks/open spaces amongst the top-rated services for a number of years. Comparator survey results are available for a small number of the services listed at Figure 11, but these suggest that residents' views on these services in East Renfrewshire are generally similar to those reported across other local authority areas.

¹ Ratings are not available for services which few respondents have used in the last year.

Figure 11: Rating of specific Council services used by respondents

"Don't know" excluded from analysis. The following services have been excluded from ratings due to the small number of service users: Adult education / learning, Education for children with additional support needs, Environmental health (food safety, public health), Health & social care for children/young people, Home care services, Local authority housing, Money Advice & Rights Team, Nursery education, Planning / building standards, Trading standards, Work EastRen Employability Service.

Perception of the Council

3.13. In addition to views on the quality of Council services, Panel members were also asked to consider the extent to which they feel that the Council represents a series of values and attributes. This related to the three new Council values launched in August 2019 (Figure 12 over the page), and to a broader set of attributes (Figure 13 over the page).

3.14. **Most respondents feel that the Council and its employees represent the three Council values to some extent.** This was particularly the case for "kindness" and "trust" – around 4 in 5 respondents felt that the Council represents each of these (80% and 78% respectively). Respondents are somewhat less likely to feel that Council employees represent "ambition", although most feel they do so to some extent (65%).

3.15. The survey shows some variation in views across key respondent groups. For example, those aged under 55 and female respondents are more likely to feel that Council employees represent ambition, kindness and trust. This is particularly the case for "ambition".

Figure 12: Extent to which Council and employees represent Council values



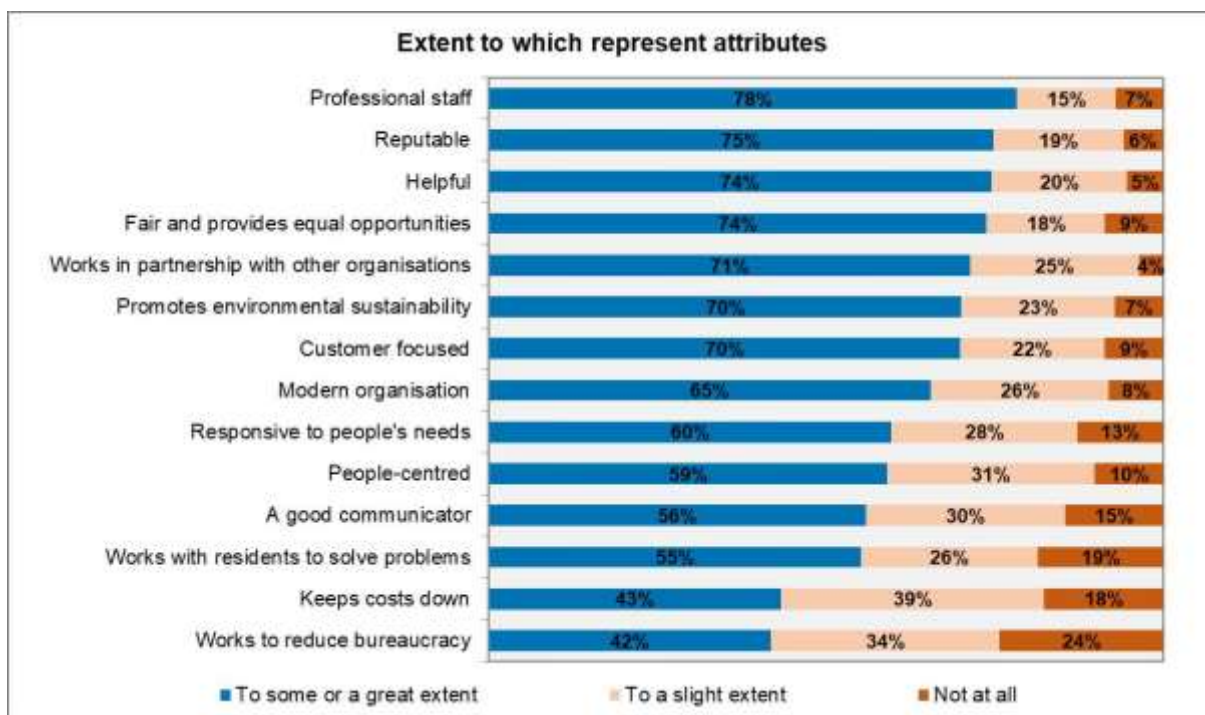
3.16. The survey also asked whether Panel members feel the Council represents the longer list of attributes presented at Figure 13 over the page. **Most respondents feel that the Council represents most of these attributes to some extent.** The attributes with which the Council is most closely associated are:

- Professional staff, 78% feel the Council represents this.
- Reputable, 75%;
- Helpful, 74%;
- Fair and provides equal opportunities, 74%;
- Works in partnership with other organisations, 71%;
- Promotes environmental sustainability, 70%; and
- Customer focused, 70%.

3.17. The Council is less likely to be associated with working to reduce bureaucracy (42%) and keeping costs down (43%).

3.18. These findings suggest that Panel members' perception of the Council has remained broadly unchanged; "professional staff", "reputable" and "helpful" have consistently been amongst those most commonly associated with the Council. The only notable change in the rating of specific attributes since the 2018 is a +10 point increase in the proportion respondents who feel that the Council promotes environmental sustainability.

Figure 13: Extent to which Council represents qualities/attributes



Key messages

The majority of respondents are satisfied with Council services – 71%

Views are most positive on education, libraries, recycling, and public parks and open spaces

Views are less positive on whether services are good value – 40%

Most feel that the Council and its employees represent the 3 Council values - particularly "kindness" and "trust"

The Council is most closely associated with "professional staff", "reputable", "helpful" and "fair and provides equal opportunities"

There has been an increase in the proportion who feel the Council promotes environmental sustainability

Modernising Council Services



Telephone and **website/email** the preferred means of accessing Council services



Wide interest in electronic access to report problems, book services, get updates

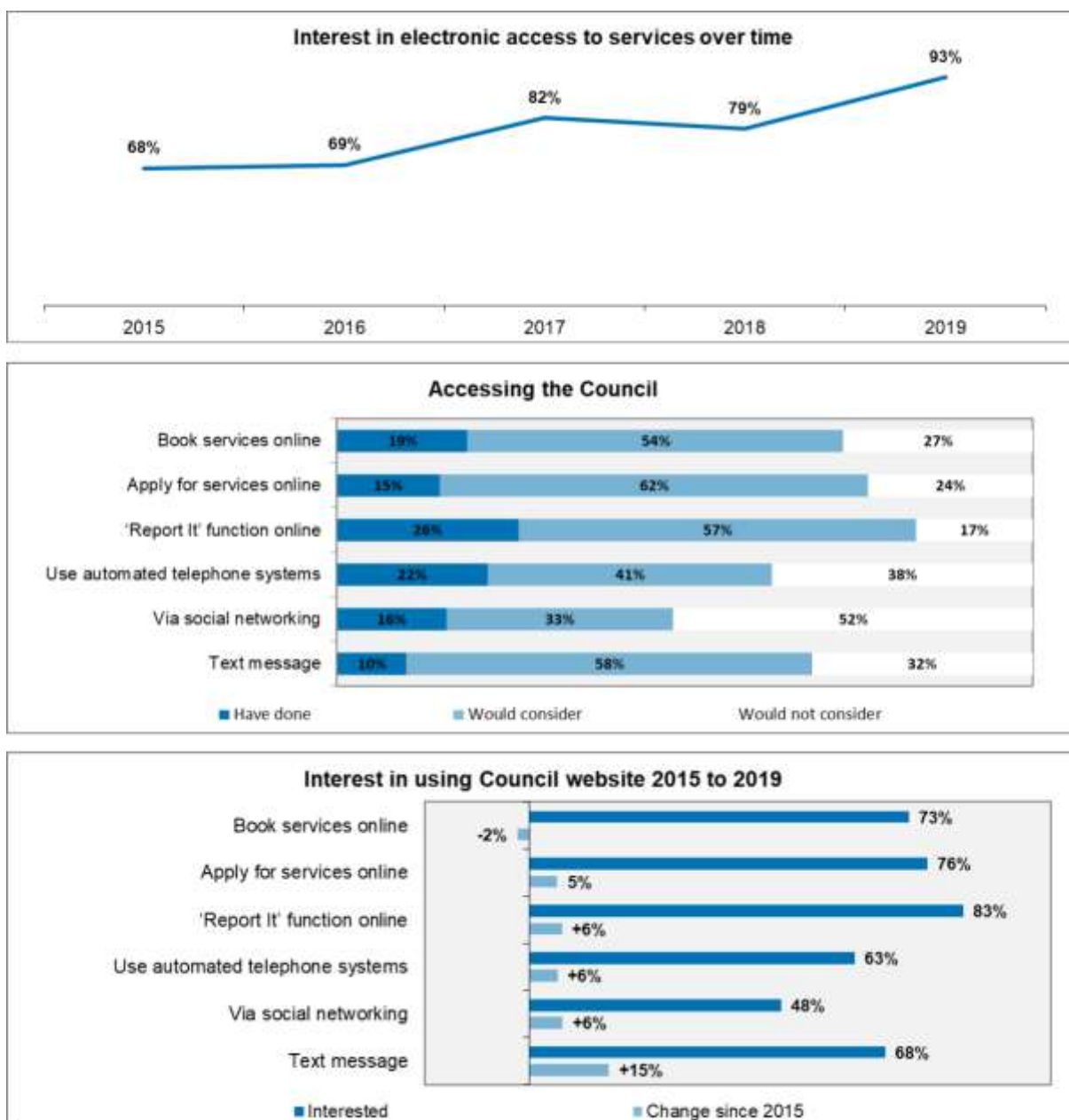
- 4.1. This section considers Panel members' experiences and preferences for contacting or accessing information on Council services.

Accessing Council services

- 4.2. **Telephone and the Council's website are the most commonly used means of accessing Council services;** around two thirds of respondents contact the Council by phone (64%), and half use the Council's website (50%). These are also the options which respondents typically prefer to use – telephone is preferred by 35% of respondents, the Council's website 23% and email 21%.
- 4.3. Telephone and the Council's website have remained the most popular contact options over the last 3 surveys. The survey shows some variation across ward areas and age groups in communication preferences. For example, those in the Barrhead/Liboside/Uplawmoor area are more likely than others to prefer in-person contact. In terms of age, older respondents (aged 65+) are more likely than others to prefer telephone or in-person contact, while under 55s are more likely to prefer web-based options.
- 4.4. As Figure 14 over the page indicates, **a large majority of respondents are interested in using electronic communication to interact with the Council.** More than 9 in 10 respondents were interested in or had already used at least one of these options (93%, a +14 point increase on 2018).
- 4.5. Interest is most widespread in relation to the Council's "report it" function, with 83% having used this or expressing an interest in using the function. Respondents also show interest in applying for and booking services online (76% and 73% respectively). Respondents are less likely to be interested in updates or contacting the Council via social networking; 48% had used or would be interested in using this option.

4.6. Interest in these options has increased over the last 5 years, most notably interest in use of text message (+14 points since 2014) and social networking (+12 points). It is also notable that under 55s are more likely than others to express an interest in booking or applying for services, or using the “report it” function online. Those aged under 45 are more likely than others to express an interest in using social networking or text messages to access services.

Figure 14: Use of and interest in electronic access to specific Council services



The Council website

- 4.7. The survey also asked Panel members about the range of tasks for which they might use the Council's website (Figure 15). **Respondents are most likely to be interested in using the Council website as a means of finding information, asking a question, making a complaint, or accessing services.** Around 3 in 5 respondents expressed interest in each of these options. A substantial proportion also expressed interest in downloading forms, reading Council news and finding information on local community groups.
- 4.8. Survey results indicate an increase over recent years in interest in more "interactive" ways of using the Council website. This is particularly in relation to participating in a discussion forum/consultation (+21 points since 2015), giving a compliment/feedback (+18 points), and making a payment (+17 points).
- 4.9. Survey results also show that interest in using the Council website is most common amongst younger age groups. This is particularly the case in relation to accessing services online, giving a compliment/feedback and participating in a discussion forum/consultation. However, it should be noted that most respondents aged 65+ expressed some interest in using the Council website.

Figure 15: Reasons might use Council website

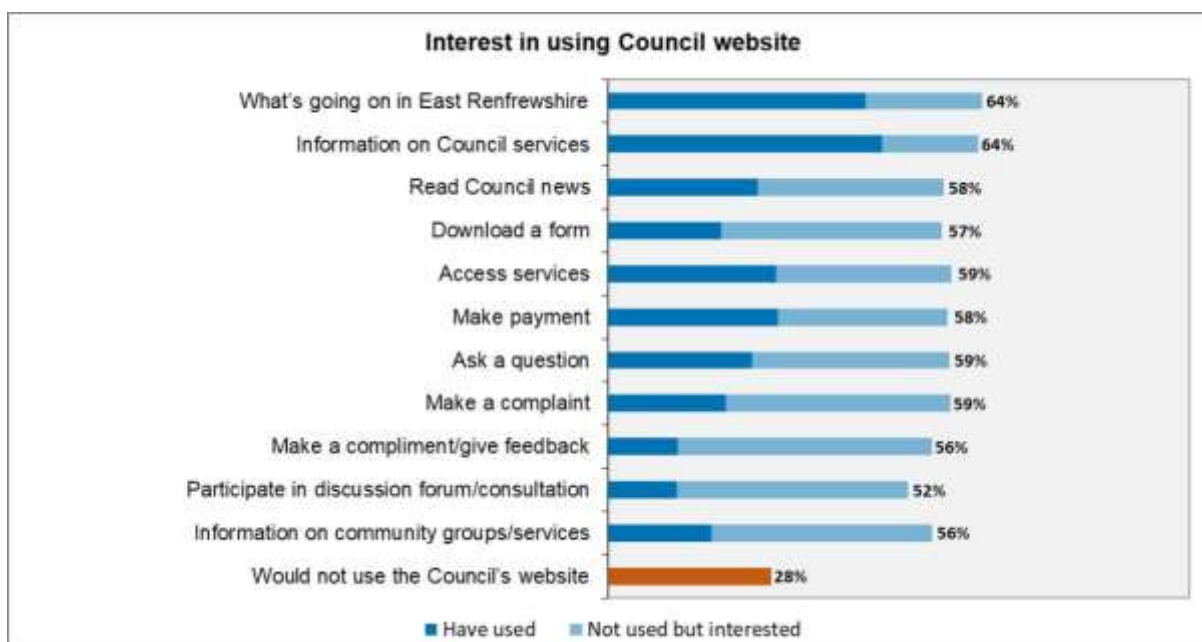
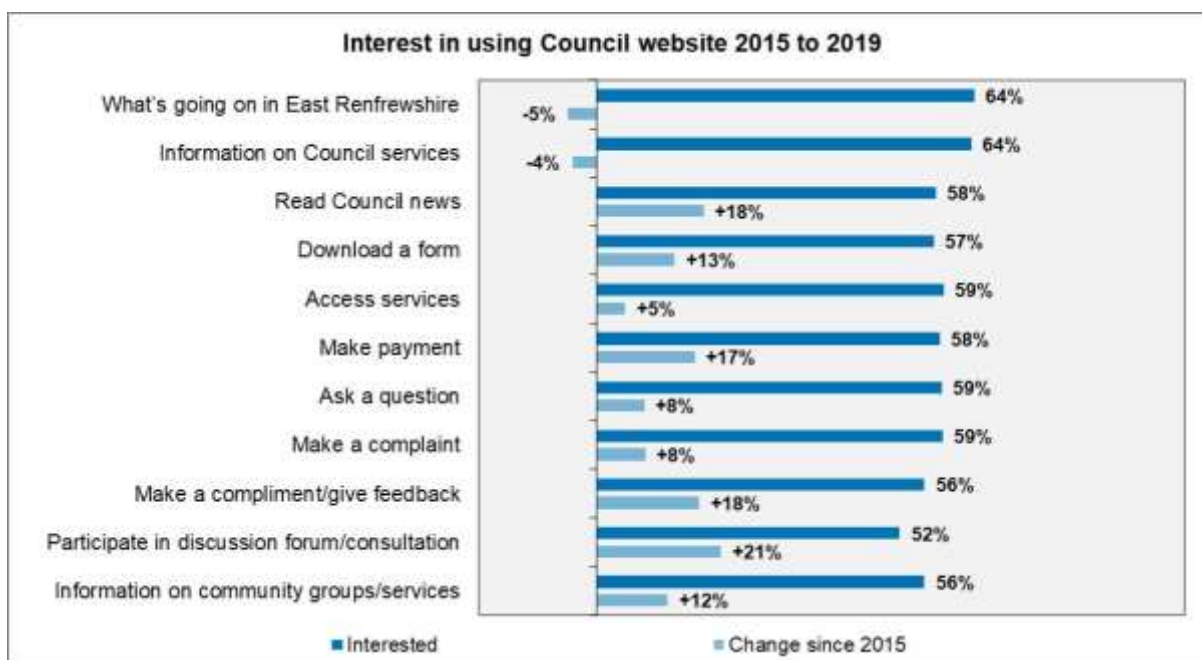


Figure 15: Reasons might use Council website



Getting information on Council services

4.10. **The Council's website and the local newspaper are the most commonly used means of accessing information on Council services**, by 66% and 37% respectively. The Council's website is also by far the most commonly preferred option – 46% of respondents chose this as their preferred contact method, compared to 1 in 10 preferring local newspapers (10%). It is also notable that 1 in 5 (22%) prefer to use email, but only a little more than half of these already use email to access information on Council services. This balance of preferences has remained largely unchanged over recent surveys.

4.11. The survey also asked specifically about Panel members' preferences for accessing information on the Council's performance.

4.12. **A little less than half of those offering a view feel that the Council provides enough information on its performance** (45%), similar to the 2018 survey. Younger respondents are generally more positive; more than half of those aged under 45 feel the Council provides enough performance information, compared to only a little more than a third of those aged 45+.

4.13. The Council's website is the most common preference for performance information; 53% indicated this, a +15 point increase since 2017. Email, Council Tax mailings and local newspapers were also suggested (by 25%, 22% and 20% respectively). The overall balance of preferences has remained broadly similar.

Key messages

Telephone and the Council's website are the most commonly used (and preferred) means of accessing Council services and information

Under 55s are more likely to prefer web-based options and those aged 65+ are more likely to prefer telephone or in-person contact

A large majority are interested in using electronic options to interact with the Council – 93%

Interest in the Council website is typically focused finding information, asking a question, making a complaint, or accessing services

A little less than half of those offering a view feel that the Council provides enough information on its performance

Safe, Supportive Communities



Half have seen no change in crime/ASB, but more likely to see increase than decrease

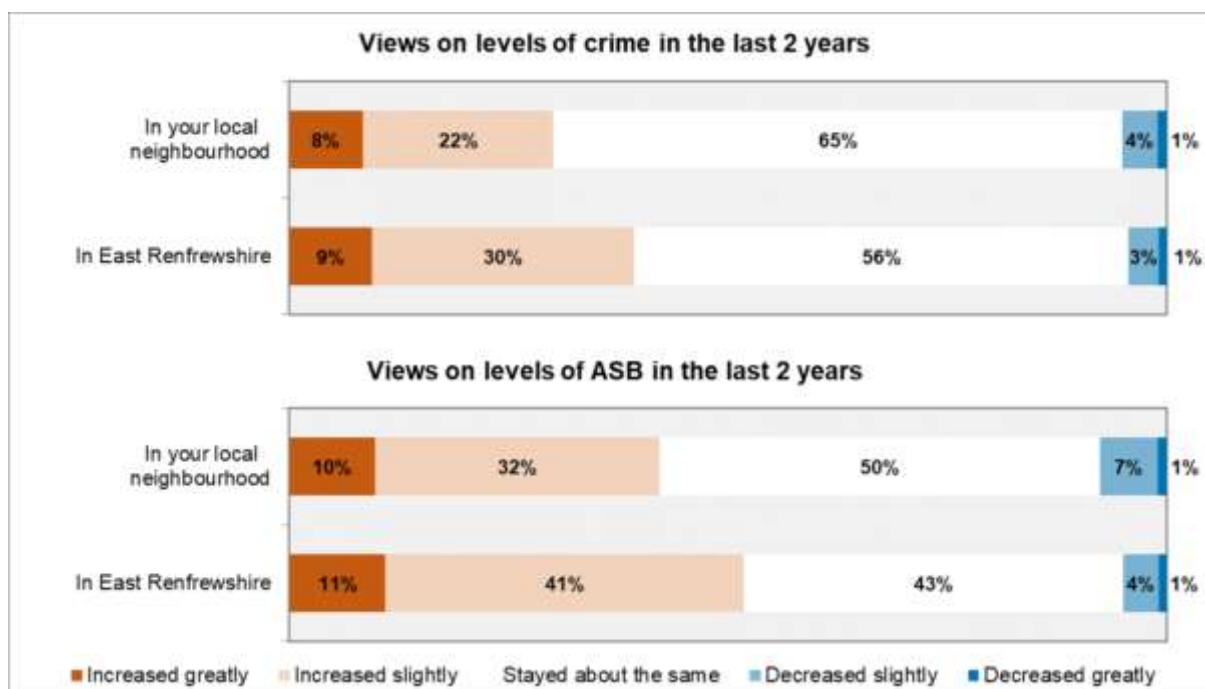
Most feel a **strong sense of community, have people they can rely on,** and think **people from different backgrounds get on well**

- 5.1. This section sets out Panel members' views on levels of crime and antisocial behaviour (ASB) in their area, on the work of the Council and partners to tackle community safety issues, the extent to which they feel that they live in a supportive community, and a series of newly introduced questions around loneliness/social isolation and support networks.

Community safety

- 5.2. The survey first asked for Panel members' views on whether crime and ASB levels had changed over the last two years. **Respondents are most likely to feel that there has been no change in crime or antisocial behaviour in their local neighbourhood** (Figure 16 over the page). Around two thirds of respondents suggested that crime levels had remained about the same, and half felt that levels of antisocial behaviour had remained unchanged.
- 5.3. For those who have seen a change, this is most likely to be a perceived increase in crime and antisocial behaviour. Nearly a third of respondents feel there has been an increase in crime in their neighbourhood (30%), and a little more than 2 in 5 an increase in antisocial behaviour (42%). This represents an increase in the proportion of respondents who feel that levels of crime or antisocial behaviour have increased, from around 20-25% in 2016 to around 30-40% currently.

Figure 16: Views on trends in crime and antisocial behaviour over last 2 years



Note: "Don't know" excluded from analysis.

- 5.4. **A little less than half of those with a view on how the Council and partners are tackling community safety issues are satisfied with this work (45%), and nearly a quarter are dissatisfied (23%).** This represents a +8 point increase in the proportion of dissatisfied respondents since 2016.

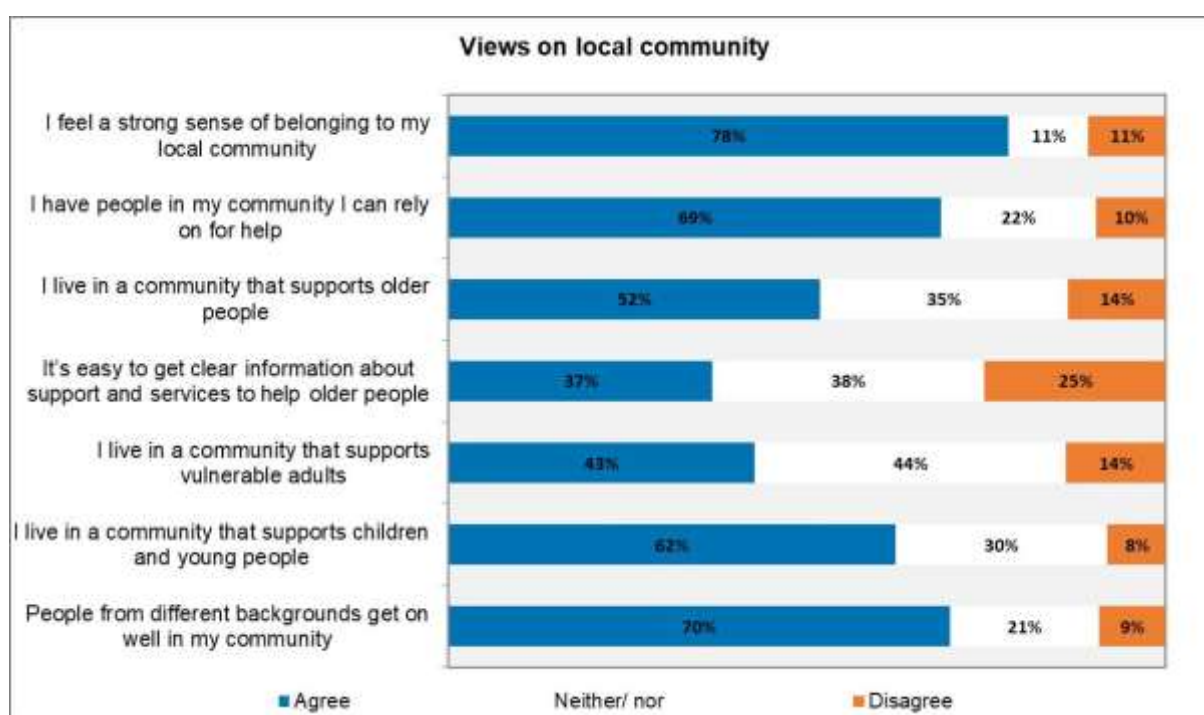
Supportive communities

- 5.5. Panel members were asked for their views on a range of statements related to diversity and how different people get on with each other in the community.
- Respondents generally feel a strong sense of community and that people from different backgrounds get on well, but are more mixed in their views on how well their community supports specific groups:**
- Most respondents have a strong sense of belonging to their community (78% agreed, 11% disagreed), and have people in their community they can rely on for help (69% agreed, 10% disagreed);
 - Most respondents feel that people from different backgrounds get on well in their community (70% agreed, 9% disagreed) – respondents in the Newton Mearns North/Neilston area are less likely than others to feel that people from different backgrounds get on well;
 - Respondents generally feel that their community supports older people (52% agreed, 14% disagreed), but are less positive on whether it is easy

to get information about support and services to help older people (37% agreed, but 25% disagreed);

- Most respondents feel that their community supports children and young people (62% agreed, 8% disagreed);
- Less than half of respondents feel that their community supports vulnerable adults (43% agreed), and 14% feel that their community does not support vulnerable adults.

Figure 17: Views on supportive communities



Notes: "Don't know" excluded from analysis

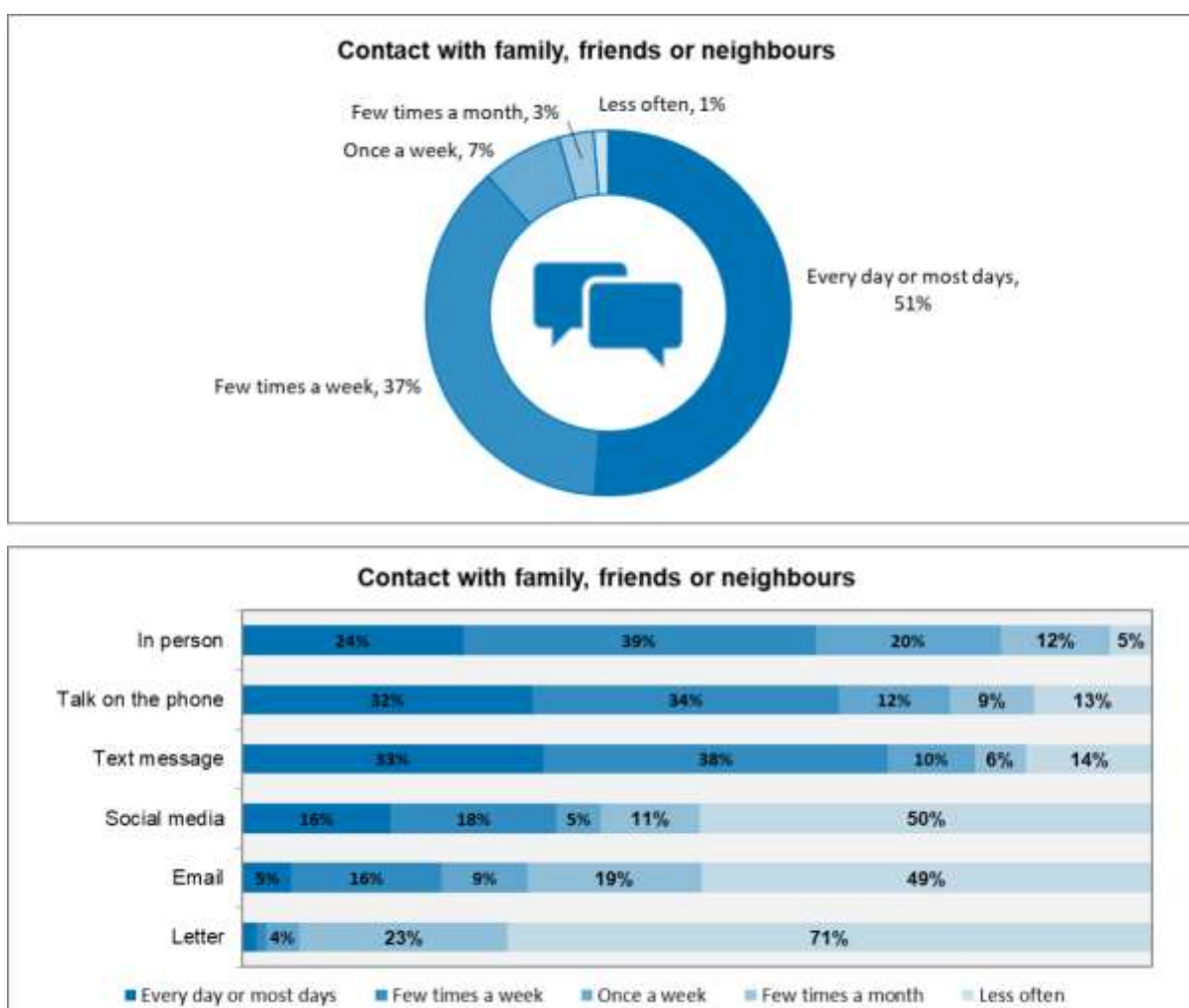
Support networks

- 5.6. The survey included a series of questions around the frequency of Panel members' contact with family and friends, and whether they feel they have a network of people able to provide support if needed. These were newly introduced for the present survey.
- 5.7. As Figure 18 over the page shows, **a large majority of respondents have contact with family, friends or neighbours at least a few times a week;** nearly 9 in 10 (89%) indicated this, including around half who have contact most days. This contact is most commonly by text message (71% have text message

contact at least a few times a week), talking on the phone (66%) or in person (63%).

- 5.8. The frequency of contact with family, friends or neighbours is consistent across key respondent groups. However, there is some variation in how respondents keep in touch. For example, older respondents (aged 65+) typically keep in touch by talking on the phone, while under 45s are most likely to use text message.

Figure 18: Frequency of contact with family, friends or neighbours

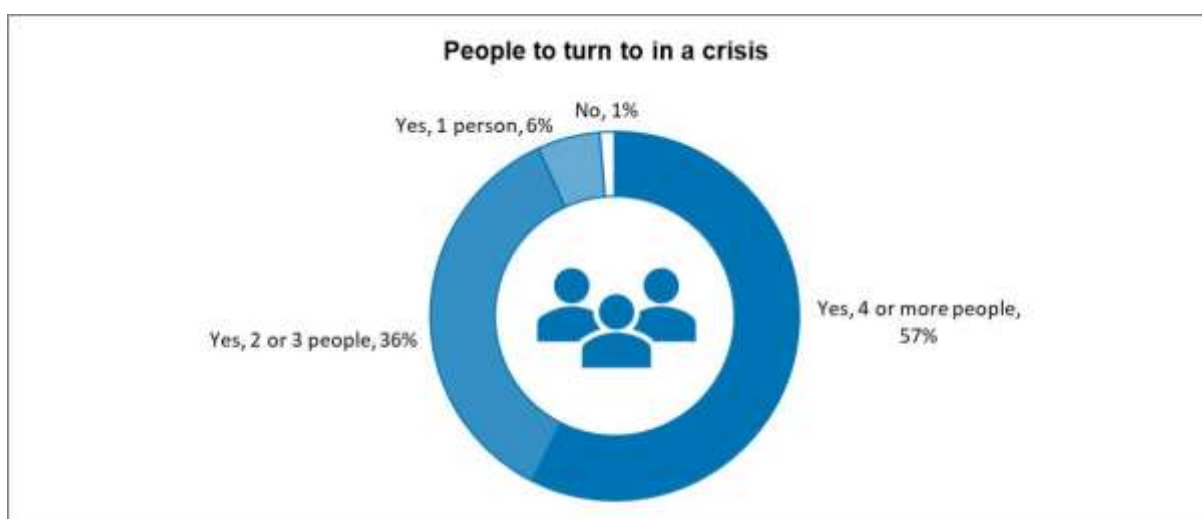


Notes: "Don't know" excluded from analysis

- 5.9. As Figure 19 over the page shows, **nearly all respondents have family, friends and/or neighbours they could turn to for support in a crisis**; 99% indicated this, including more than half (57%) who have four or more people they could turn to for support.

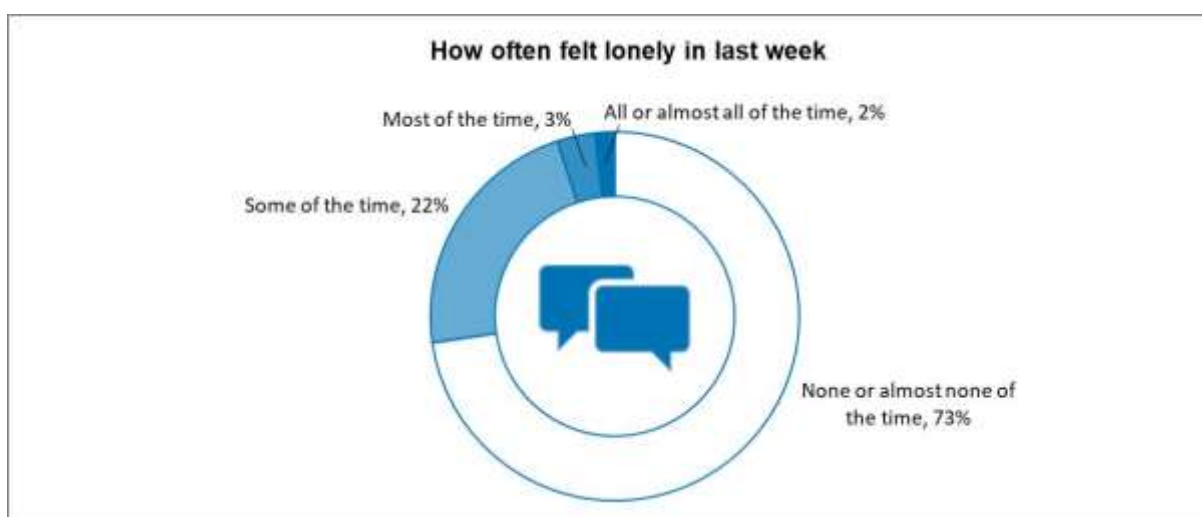
5.10. Across all key respondent groups, the great majority of respondents have multiple people they can turn to in a crisis. However, survey findings indicate that some respondent groups feel they have a smaller support network; those aged 45+, those with a disability and those in rented housing are less likely than others to have four or more people they can turn to.

Figure 19: Whether have family, friends and/or neighbours can turn to in a crisis



5.11. **Just over a quarter (27%) of respondents had felt lonely at least some of the time in the week prior to completing the survey.** This included 1 in 20 (5%) who indicated that they felt lonely most or all of the time during the last week. These findings are broadly consistent across age groups, genders and geography, but it is notable that those with a disability and those in rented housing are significantly more likely than others to have felt lonely in the last week.

Figure 20: How often felt lonely in the last week



- 5.12. Panel members were asked to rate their current job on a ten-point scale, from 1 being “not stressful” to 10 being “very stressful”. **Most of those with jobs rated them as at least moderately stressful**; nearly two thirds (63%) rated their job at 6 or more out of 10, including 2 in 5 (39%) who rated their job at 8 or more out of 10. This is reflected in the average rating of 6.0 out of 10.

Key messages

Respondents are most likely to feel there has been no change in crime or antisocial behaviour - but those who have seen a change are more likely to have seen an increase

A little less than half of those with a view on how the Council and partners tackle community safety issues are satisfied with this work

Respondents generally feel a strong sense of community and that people from different backgrounds get on well, but are more mixed in their views on how well their community supports specific groups

A large majority have regular contact with family, friends or neighbours, and nearly all have people they could turn to in a crisis

Around a quarter had felt lonely at least some time in the last week

Being Active



Nearly all taken part in cultural activities this year - reading, cinema, historic places most common



Most **taken part in sport or physical activity** in last 4 weeks, walking most common

- 6.1. This section considers Panel members' engagement in cultural events and activities, and in physical activity.
- 6.2. **Nearly all respondents have attended a cultural event and/or taken part in cultural activities in the last year** (97%). This is similar to the 2018 result and is broadly consistent across ward areas.
- 6.3. **A large majority of respondents have attended a cultural event and/or place of culture in the last year** (89%), most commonly visits to a cinema (60% attended in the last year), historic place (54%), museum (50%), library (48%), or theatre/dance show (48%). Less commonly mentioned activities included book festivals (5%), street art (15%) and culturally specific festivals (17%).
- 6.4. This profile of cultural activity is broadly similar to that reported in the 2017 Scottish Household Survey which found cinema, live music and theatre the most common. Survey data suggests some significant variation across wards and age groups. For example, those in the Clarkston/Netherlee/Williamwood and Newton Mearns South/Eaglesham areas are more likely than others to have visited a historic place, museum or exhibition. Barrhead/Liboside/Uplawmoor and Newton Mearns North/Neilston respondents are less likely to have visited these cultural places. The most notable age variation is under 55s being more likely than others to have attended cinema, live music events and historic places.
- 6.5. **A large majority of respondents have taken part in one or more cultural activities in the last year** (87%), higher than reported by the 2017 Scottish Household Survey (78%). Reading a book for pleasure is by far the most common cultural activity (mentioned by 83%). Respondents have also taken part in dancing (19%), crafts such as knitting or pottery (14%), and making art/photography/film (11%).

- 6.6. This balance of activities has remained broadly similar over the last three years. In contrast with attendance at cultural events or places, there is little variation across respondent groups in participation in cultural activities. The only significant difference is female respondents being more likely than males to have read for pleasure or taken part in crafts.
- 6.7. **A large majority of respondents have taken part in some sport or physical activity in the last 4 weeks** (87%), above the level reported by the 2017 Scottish Household Survey (81%). Physical activity has most commonly involved walking for recreation (81% having walked for at least 30 minutes in the last 4 weeks). In terms of other activities, the most commonly mentioned were gym/aerobics/keep fit/weights (28%), swimming (24%), golf (15%) and cycling (10%). The profile of physical activity has remained largely unchanged over the last three years.
- 6.8. Most respondents report taking physical activity on a relatively frequent basis; more than two thirds (69%) of all respondents had taken 30+ minutes of exercise on at least 3 days a week over the last four weeks. This included around 2 in 5 (38%) respondent who had taken 30+ minutes of exercise on at least 5 days a week. The survey indicates some age variation in frequency of physical activity, with those aged 45-64 most likely to take exercise on five or more days a week (around half had done so, compared to around a third of those aged under 45 or 65+).

Figure 21: Frequency of physical activity in the last 4 weeks



Key messages

Nearly all respondents have attended a cultural event and/or taken part in a cultural activity in the last year – cultural participation is above the national average

Reading, cinema, historic places, museums, libraries, and theatre/dance are the most common cultural activities

A large majority of respondents have taken part in some sport or physical activity in the last 4 weeks, most commonly walking

Volunteering & Contributing to Decisions

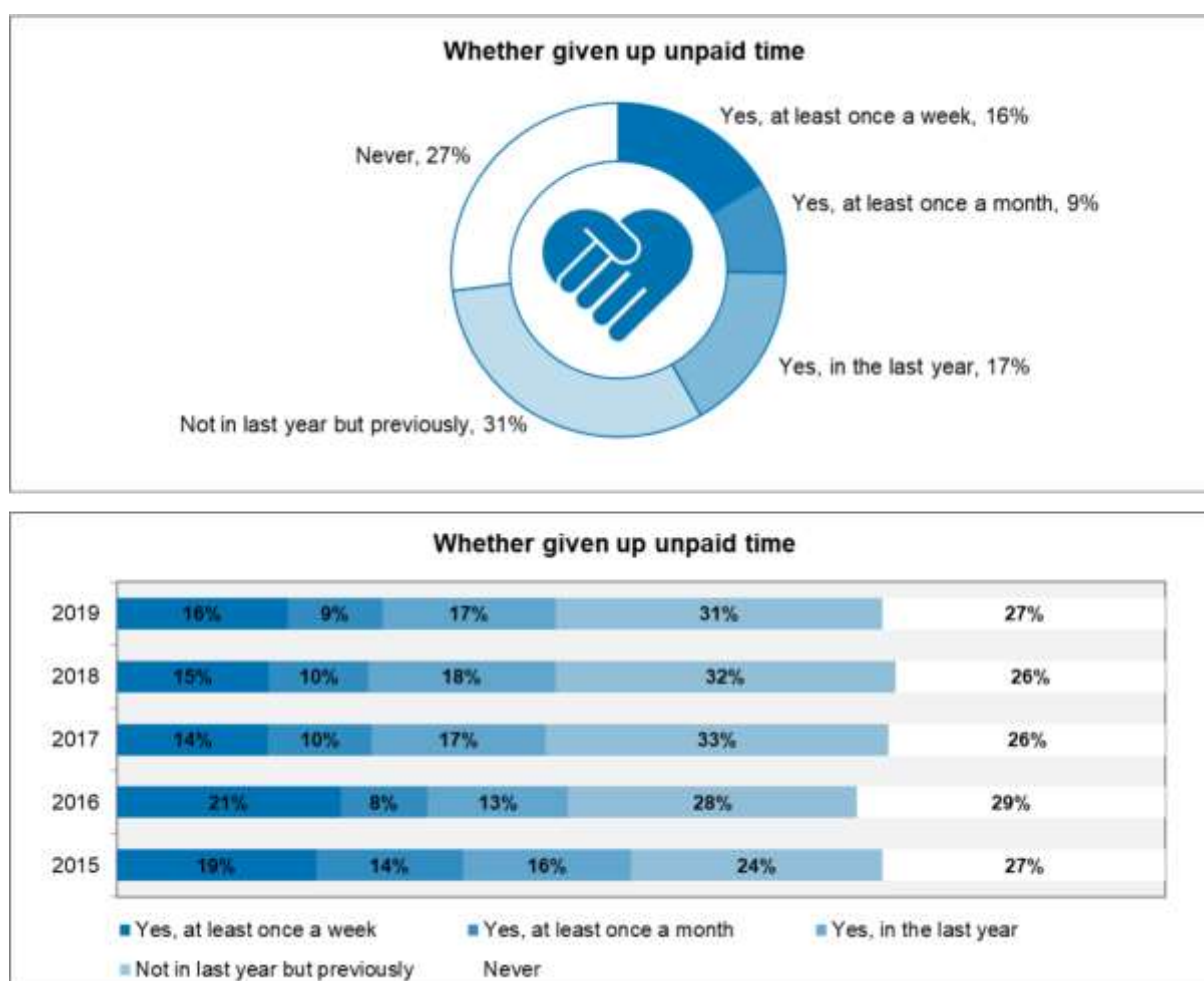


Three quarters have volunteered – most in the last year, a quarter on a regular basis

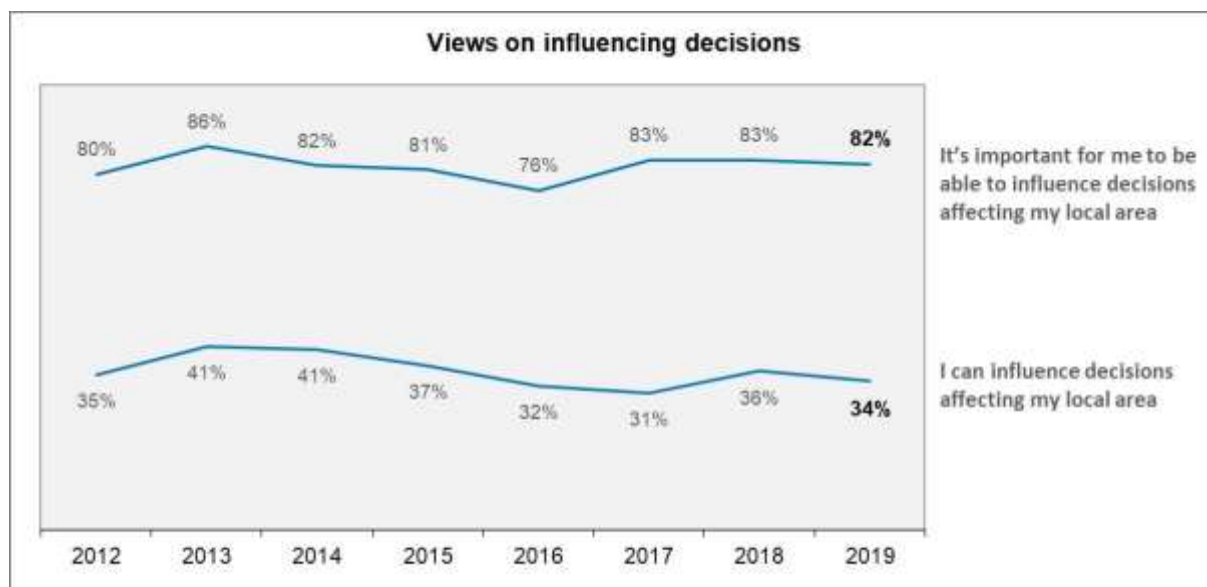
Most feel it's **important to be able to influence local decisions**, but are less likely to feel that they can do this

- 7.1. This final section considers Panel members' involvement in volunteering activity, and views on influencing decisions that affect their local area.
- 7.2. As Figure 22 over the page indicates, **around three quarters of respondents have volunteered to help clubs, charities or other organisations (73%)**. This includes around 2 in 5 of all respondents (42%) who have volunteered in the last year, and a quarter who do so regularly (25% at least once a month). The level of volunteering reported is similar to previous surveys, but is higher than the national average reported in the 2017 Scottish Household Survey (which found 28% had volunteered in the last year).
- 7.3. Respondents mentioned giving up time for a range of types of organisation. The most common were religious groups (35% of those who have volunteered), children's activities linked to schools (22%), other youth/children's groups (20%) and health/disability organisations (17%).

Figure 22: Whether given up unpaid time to help clubs, charities, etc



- 7.4. As Figure 23 over the page shows, **respondents are clear in their view that it is important for them to be able to influence decisions affecting their local area**; 82% agreed with this, and only 1% disagreed. Views are divided on the extent to which respondents can in fact influence decisions; only a little more than a third feel they can do this (34%), and 30% feel they cannot influence decisions. Nevertheless, these views remain more positive than those reported by the 2017 Scottish Household Survey (23% of Scottish households feel they can influence local decisions). This profile of views is broadly similar across the respondent groups.

Figure 23: Views on influencing decisions that affect local area

Key messages

Around three quarters have volunteered to help clubs, charities or other organisations – most have done so in the last year

Respondents are clear in their view that it is important for them to be able to influence decisions affecting their local area, but are more divided on whether they can in fact influence decisions

Concluding Remarks

- 8.1. This report has provided an overview of results from the 2019 survey of the East Renfrewshire Citizens' Panel, including consideration of trends in Panel members' views over time. Further detail is provided in the Technical Report.
- 8.2. **The level of survey response achieved for the current survey suggests a strong level of engagement from Panel members**, with 60% responding and an increasing proportion taking part online. This is a strong response to any survey, and suggests a continuing strong level of engagement across the Panel membership.
- 8.3. The statistical reliability of survey results is determined by the number of survey responses achieved, and **the strong response from Panel members has produced a robust set of survey results**. These provide an accurate representation of the views of East Renfrewshire residents, are sufficient to support robust detailed survey analysis, and build on previous surveys to provide robust longitudinal data over an 8+ year period.
- 8.4. A key focus for the ongoing Panel programme will be to maintain – and where possible improve – Panel member engagement. This is key to ensuring that consultation results continue to provide a robust and reliable resource for the Council and partners. New questions around social isolation and support networks were added to the survey this year. However, this is the third year where the autumn core survey remains largely unchanged and, while response rates remain positive, there has been some reduction in the Panel membership over the last year. A promotion-based recruitment drive around the Autumn 2019 survey is yet to replace all of these members. As such, there is likely to be a need for larger scale Panel refreshment in the short to medium term if engagement levels are to be maintained.
- 8.5. Meaningful feedback of consultation findings is an important factor in maintaining Panel members' engagement. This is provided via feedback to Panel members, and online publication of survey reports.

Ward profiles

Summary findings for each ward area are provided over the following pages. These include comparison of results for each ward with the East Renfrewshire average and results from the 2018 survey. Due to the relatively small sample sizes involved, **comparison with East Renfrewshire and 2018 are indicative only.**
































Ward 1 Barrhead, Liboside and Uplawmoor

Living in East Renfrewshire		± ER average	± 2018 survey
	90% satisfied with East Renfrewshire as a place to live	↓	↓
	Quality of life rating (out of 10)	↔	↔
Satisfaction with services			
	69% satisfied with Council services	↔	↓
	Council most closely associated with "kindness" and "trust"	↔	n/a
Modernising Council services			
	Telephone and email the preferred means of accessing Council services	↔	n/a
	Interest in electronic access to services similar to ER average	↔	↑
Safe, supportive communities			
	41% saw an increase in crime/ASB	↓	↑
	74% feel a sense of community	↔	↔
Being active			
	79% attended cultural places this year	↓	↔
	77% taken part in sport/physical activity	↓	↔
Volunteering and contributing to decisions			
	71% given unpaid help, 41% in last year	↔	↔






Ward 2 Newton Mearns North and Neilston

Living in East Renfrewshire		± ER average	± 2018 survey
	94% satisfied with East Renfrewshire as a place to live		
	Quality of life rating (out of 10)		
Satisfaction with services			
	62% satisfied with Council services		
	Council most closely associated with "kindness" and "trust"		n/a
Modernising Council services			
	Telephone the preferred means of accessing Council services		n/a
	Interest in electronic access to services similar to ER average		
Safe, supportive communities			
	53% saw an increase in crime/ASB		
	72% feel a sense of community		
Being active			
	82% attended cultural places this year		
	85% taken part in sport/physical activity		
Volunteering and contributing to decisions			
	69% given unpaid help, 43% in last year		






Ward 3: Giffnock and Thornliebank

Living in East Renfrewshire		± ER average	± 2018 survey
	94% satisfied with East Renfrewshire as a place to live		
	Quality of life rating (out of 10)		
Satisfaction with services			
	79% satisfied with Council services		
	Council most closely associated with "kindness" and "trust"		n/a
Modernising Council services			
	Website, telephone and email the preferred means of accessing Council services		n/a
	Interest in electronic access similar to ER average		
Safe, supportive communities			
	41% saw an increase in crime/ASB		
	78% feel a sense of community		
Being active			
	89% attended cultural places this year		
	91% taken part in sport/physical activity		
Volunteering and contributing to decisions			
	73% given unpaid help, 35% in last year		

Ward 4 Clarkston, Netherlee and Williamwood

Living in East Renfrewshire		± ER average	± 2018 survey
	96% satisfied with East Renfrewshire as a place to live		
	Quality of life rating (out of 10)		
Satisfaction with services			
	66% satisfied with Council services		
	Council most closely associated with "kindness" and "trust"		n/a
Modernising Council services			
	Telephone and website the preferred means of accessing Council services		n/a
	Interest in electronic access similar to ER average		
Safe, supportive communities			
	51% saw an increase in crime/ ASB		
	82% feel a sense of community		
Being active			
	95% attended cultural places this year		
	94% taken part in sport/physical activity		
Volunteering and contributing to decisions			
	78% given unpaid help, 42% in last year		

Ward 5 Newton Mearns South and Eaglesham

Living in East Renfrewshire		± ER average	± 2018 survey
	96% satisfied with East Renfrewshire as a place to live		
	Quality of life rating (out of 10)		
Satisfaction with services			
	77% satisfied with Council services		
	Council most closely associated with "kindness" and "trust"		n/a
Modernising Council services			
	Telephone, website and email the preferred means of accessing Council services		n/a
	Interest in electronic access similar to ER average		
Safe, supportive communities			
	45% saw an increase in crime and/or ASB		
	82% feel a sense of community		
Being active			
	96% attended cultural places this year		
	90% taken part in sport/physical activity		
Volunteering and contributing to decisions			
	75% given unpaid help, 50% in last year		