

Citizens' Panel Feedback

April 2020

Dear Panel Member...

Thank you for the continuing strong response to our Citizens' Panel surveys. The panel allows us to hear your views and gauge what your local priorities are — this helps us continue to improve services to meet the needs of our community.

This feedback provides a summary of findings from the panel survey carried out in autumn 2019 and the work being taken forward in response to your feedback, with a particular focus on future council investment.

Find out more and read the full report at www.eastrenfrewshire.gov.uk/citizenspanel

Life in East Renfrewshire



95% satisfaction with East Renfrewshire as a place to live



Average quality of life rating of 7.8 out of 10

Priority issues for you and your family



1. Health and healthcare provision
2. Finance and cost of living
3. Roads and transport

Your priority issues for the council and partners



1. Roads and pavements
2. Education
3. Crime and anti-social behaviour

How we are responding

- We are spending almost £25m on six new nurseries in Busby, Clarkston, Cross Arthurlie, Eaglesham, Newton Mearns and Thornliebank
- We built and opened a new primary school in Maidenhill, Newton Mearns
- We are investing £30m for a new leisure and learning campus in Neilston and £26m on new leisure facilities in Eastwood Park
- We continue to support people dealing with financial issues through our Money Advice and Rights Team. The team helped residents secure overall financial gains of £6m in 2019/20.

New survey

Look out for our new survey on Climate Change. We want to hear your views on tackling climate change, what you are doing and what the priority areas are for the Council.

Council services and our values



71% satisfaction with Council services



68% said quality of service had stayed the same or improved



Almost 4 out of 5 felt the Council demonstrated the values of kindness and trust, with 65% feeling less likely the Council was 'keeping costs down'

You were most positive about ...



- Street lighting
- Cleansing / bin collection / recycling
- Education
- Parks / open spaces / libraries / theatre & arts
- Customer First

You were less positive about ...



- Roads maintenance
- Footpath maintenance

How we are responding

- We will resurface 30 roads in 2020 – the 1st year of a £15m, 5 year investment programme to maintain and improve the local road network
- We are working hard to retain our top position in Scotland for recycling. In 2019 our recycling rate was 66%, 11% above the national average.

Your local area and community



65% felt that crime had stayed the same in their neighbourhood



78% agreed they have a strong sense of belonging to their community



82% agree it is important for them to be able to influence decisions affecting their local area

Positive findings ...



- 69% have people in their community they can rely on for help
- 70% feel that people from different backgrounds get on well in their communities
- High levels of volunteering (42% volunteering in past year)

Issues to address ...



- 52% agreed their community supports older people but were less positive about whether it was easy to get information about support and services to help older people
- Less than half agreed their community supports vulnerable adults
- Over a quarter said they felt lonely at some time in the week

How we are responding

- We are spending over £1m to upgrade our telecare systems allowing older and vulnerable people to stay in their own homes
- We are holding participating budgeting events so residents can have their say on the allocation of £100,000 to local community groups in their areas
- East Renfrewshire Health and Social Care Partnership and over 40 other organisations host local Talking Points across the authority. Residents can get information, advice and support from professionals and volunteers about health and wellbeing, local groups and activities in their area. To find out more or make an appointment call 0141 800 7850, email talkingpoints@eastrenfrewshire.gov.uk or visit Talking Points on Facebook.



If you would like further information contact Strategic Services on 0141 577 3162; or go to eastrenfrewshire.gov.uk/citizenspanel