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<b>Report To:</b>	<b>Policy and Resources Committee</b>	<b>Date:</b>	<b>6 August 2019</b>
<b>Report By:</b>	<b>Steven McNab, Head of Organisational Development, Policy and Communications</b>	<b>Report No:</b>	<b>PR/17/19/SMcN/KB</b>
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<b>Subject:</b>	<b>Results from the Citizens' Panel Winter 2018/19 Survey</b>		

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## **1.0 PURPOSE**

- 1.1 The purpose of this report is to inform the Committee of the headline results from the Citizens' Panel Winter 2018/19 Survey. The Appendix provides more information regarding Section 8 of the report. APPENDIX

## **2.0 SUMMARY**

- 2.1 The survey focused on the following topics:

- domestic abuse
- roads and street lighting
- community justice
- Inverclyde Council's performance.

The response rate to the survey was approximately 64%.

- 2.2 Throughout the report, commentaries on the results are included from the appropriate Council Service.

- 2.3 A number of significant points emerged from the Winter 2018/19 Survey:

- more than two thirds (69%) of respondents said they or someone they know had experienced a form of violence against women;
- the number of Panel members who said they are very or fairly satisfied with the roads network in their neighbourhood doubled between 2012 and 2018/19;
- just over a fifth (21%) of respondents said they are aware of community justice; and
- more than half of carers (55%) feel they receive enough support in their role as a carer.

## **3.0 RECOMMENDATIONS**

- 3.1 It is recommended that the Committee:
- a. notes the main findings from the Citizens' Panel Winter 2018/19 Survey; and
  - b. takes account of the results when reviewing service delivery, as appropriate.

**Ruth Binks**

#### 4.0 BACKGROUND

- 4.1 The Citizens’ Panel was established in 2007 to enable the Council to regularly consult with Inverclyde residents on a wide range of issues and to obtain feedback to improve and develop services to meet the needs of local people. The Panel comprises 1,000 local residents, with membership refreshed annually by one third.
- 4.2 Overall, 637 people, approximately 64% of Panel members, responded to the Winter 2018/19 Survey.
- 4.3 All sample surveys are subject to a degree of random error. Based on the return rate for the Winter 2018/19 questionnaire, the margin of error is +/- 5%. It is important to bear this in mind when considering the results, particularly where comparative information is provided.

#### 5.0 SURVEY TOPICS, FINDINGS AND COMMENTARIES

##### 5.1 Domestic abuse

The first section of the Survey began by advising Panel members that violence against women has long-term and enduring effects on women and their children who experience it. We then explained that the vision of the Inverclyde Violence Against Women Multi-Agency Partnership is to live in an area where all individuals are equally safe and respected, women and girls live free from all forms of violence and abuse and no child or young person has to experience gender-based violence or live with its impact.

- 5.2 The first question asked the Panel what sort of issues come to mind when they hear the term *violence against women*? The top five issues that more than 70% of respondents think of in relation to violence against women were:

	%
Physical abuse, assault or physical attack by a partner or ex-partner	94
Emotional/psychological abuse; being controlled by a partner or ex-partner - threats, being denied access to money, criticised and made to feel bad, activities restricted or isolated from family and friends	83
Rape/sexual assault/sexual abuse by someone known to the victim	82
Rape/sexual assault/sexual abuse by a stranger	79
Sexual harassment, bullying and intimidation in a public or private space, including work	76.

- 5.3 The second question asked Panel members if they or anyone they know had experienced any form of violence against women. More than two thirds (69%) of respondents said they or someone they know had experienced a form of violence against women. The top five types of violence against women that Panel members or someone they know had experienced were:

	%
Emotional/psychological abuse; being controlled by a partner or ex-partner	32
Physical abuse, assault or physical attack by a partner or ex-partner	31
Stalking or harassment	14
Sexual harassment	11
Rape/sexual assault/sexual abuse by someone known to the victim	9.

- 5.4 The type of abuse that respondents or someone they know are least likely to have experienced were:

	%
Rape/sexual assault/sexual abuse by a stranger	4
Revenge pornography	2
Honour-based violence/abuse	2
Commercial sexual exploitation	2.

- 5.5 The final question in this section of the Survey asked the Panel to indicate what local services they are aware of that could provide support to women who are experiencing violence. The top five local services that respondents are aware of are:

	%
Police Scotland	88
Inverclyde Women's Aid	74
GP/Doctor	65
Victim Support	62
Social Work	58.

In contrast, the local services that Panel members are least aware of that could provide support to women who are experiencing violence were:

	%
Community Drugs Team	19
Advocacy Service	14
Housing Provider	11
Special Needs in Pregnancy Service	11
Benefits Agency	8.

### **Domestic abuse – Service commentary**

*One in five women in Scotland will experience domestic abuse at some stage in her life. Domestic abuse can affect any woman, regardless of race, class, age, religion, sexuality, ability, income, lifestyle or geographical location.*

*In 2017/18 (the most recent period for which information is available), Police Scotland recorded 894 domestic abuse incidents in Inverclyde, the equivalent of 114 incidents per 10,000 of population. More than half (54%) of local incidents involved a repeat victim or accused and the majority of incidents (88%) occurred in a home or dwelling.*

*While the vast majority of Citizens' Panel members (94%) said that they think of physical abuse, assault or physical attack by a partner or ex-partner when they hear the term violence against women, it is perhaps encouraging to note that this is closely followed by emotional/psychological abuse; being controlled by a partner or ex-partner - threats, being denied access to money, criticised and made to feel bad, activities restricted or isolated from family and friends, which 83% of respondents told us is the issue that comes to mind when they hear the term violence against women. This would suggest that the ongoing training delivered locally – which challenges stereotypical views of violence against women being primarily of a physical nature – is making an impact.*

*It is concerning to note that a significant proportion (76%) of the Panel said that,*

*when they hear the term violence against women, they think of sexual harassment, bullying and intimidation in a public or private space, including work. This demonstrates the importance of maintaining close links between violence against women and equalities with the aim of ensuring that consideration is given on how this issue can be addressed.*

*The recent legislative change, namely the introduction of The Domestic Abuse (Scotland) Act 2018 (effective from 1 April 2019), which incorporates coercive controlling behaviour, has received significant media coverage during the last few months. It would appear that the Act's high profile has contributed to public awareness of the complexity of the issue of violence against women.*

*The fact that almost 70% of Panel members said that they or someone they know had experienced a form of violence against women demonstrates that there is a continued need for the issue to be challenged in the local area, as well as in Scotland as a whole.*

*Almost 10% of Panel members said that they or someone they know experienced rape/sexual assault/sexual abuse by someone known to the victim while less than half that number (4%) said that they or someone they know had experienced rape/sexual assault/sexual abuse by a stranger. These responses are consistent with Rape Crisis Scotland reports which indicate that the majority of women affected by serious sexual assault knew the perpetrator.*

## **6.0 ROADS AND STREET LIGHTING**

6.1 We introduced the second section of the Survey by advising the Panel that, historically, the local area had a high percentage of roads, footways and street lighting which required maintenance treatment. We then went on to say that, in 2012, the Council invested £29 million in a five year improvement programme which included road and pavement resurfacing works, an extensive road patching and pothole repairs programme, street lighting replacement works and improvements to bridges. We also advised that, in the last six years, we treated and upgraded 220 km of roads and pavements which has resulted in a reduction in the number of Inverclyde's roads which require maintenance treatment.

6.2 A question on roads and pavements was last asked of the Citizens' Panel in 2012. Where comparator information is available, it is provided below.

6.3 The first question asked Panel members how satisfied they are with the roads network in their neighbourhood and in Inverclyde as a whole; the responses were:

<b>Roads</b>	<b>Very satisfied %</b>	<b>Fairly satisfied %</b>	<b>Neither/nor %</b>	<b>Fairly dissatisfied %</b>	<b>Very dissatisfied %</b>
<b>In your neighbourhood</b>	9	41	12	21	17
<b>In Inverclyde</b>	3	30	18	29	21.

As detailed above, half (50%) of Panel members said they are very or fairly satisfied with the roads network in their neighbourhood. This is double the number of respondents (25%) who, in 2012, told us they were very or fairly satisfied with *the maintenance of roads and pavements in their neighbourhood*. Additionally, at that time, 63% of Panel members said they were fairly or very dissatisfied with the maintenance of roads and pavements in their neighbourhood; this figure dropped by 25% to 38% in response to the Winter 2018/19 Panel questionnaire.

6.4 The next question asked Panel members how satisfied they are with pavements in their neighbourhood and in Inverclyde as a whole; the responses were:

<b>Pavements</b>	Very satisfied %	Fairly satisfied %	Neither/nor %	Fairly dissatisfied %	Very dissatisfied %
<b>In your neighbourhood</b>	10	37	9	28	16
<b>In Inverclyde</b>	4	31	19	33	13.

As outlined above, almost half (47%) of Panel members said they are very or fairly satisfied with pavements in their neighbourhood, while slightly less (44%) said they are fairly or very dissatisfied with pavements in their neighbourhood.

In terms of Panel members' satisfaction with pavements in Inverclyde as a whole, more than a third (35%) of respondents said they were either fairly or very satisfied with pavements in Inverclyde and just under half (46%) of respondents said they are fairly or very dissatisfied with pavements in Inverclyde.

6.5 The next question in this part of the Survey asked about respondents' satisfaction with Inverclyde's new street lighting infrastructure. We introduced the question by advising the Panel that the Council's light-emitting diode (LED) street lighting replacement programme replaces existing lamps with much more energy efficient units, adding that around 9,000 new street lights have been installed throughout Inverclyde, together with 700 new street lighting columns. We also informed the Panel that these measures have resulted in our carbon emissions from street lighting being cut by half, alongside a similar reduction in energy costs.

The Panel members' responses to the question about satisfaction with the new street lighting infrastructure were:

	Very satisfied %	Fairly satisfied %	Neither/nor %	Fairly dissatisfied %	Very dissatisfied %
<b>In your neighbourhood</b>	29	39	15	9	9
<b>In Inverclyde</b>	20	46	20	7	7.

As outlined above, more than two thirds (68%) of Panel members said they are very or fairly satisfied with street lighting in their neighbourhood, less than a fifth (18%) of respondents told us they are fairly or very dissatisfied with street lighting in their neighbourhood, while 15% of respondents chose the *Neither/nor* option in response to this question.

In terms of Panel members' satisfaction with the new street lighting infrastructure in Inverclyde as a whole, two thirds (66%) of respondents said they were either fairly or very satisfied with street lighting in Inverclyde. A fairly small number (14%) of Panel members said they are fairly or very dissatisfied with street lighting in Inverclyde, while just under a fifth (20%) told us they are neither satisfied nor dissatisfied with street lighting in Inverclyde.

6.6 The final question in this section of the Survey asked the Panel if they had any suggestions or comments they wished to make about roads, pavements or street

lighting in Inverclyde. The responses to this question have been distributed to the appropriate Council Service for consideration and action, as appropriate.

**Roads and street lighting – Service commentary**

*The positive responses to the questions about roads and street lighting are encouraging, particularly the fact that 50% of Panel members said they are very or fairly satisfied with the roads network in their neighbourhood while a similar number (47%) indicated that they are very or fairly satisfied with the pavements in their neighbourhood. These improved satisfaction levels are welcome, especially in comparison to the responses to a similar question about roads and pavements when it was last included in a Citizens’ Panel Survey in 2012. The Panel also responded positively regarding the LED street lighting programme, with 68% of members indicating that they are very or fairly satisfied with the new street lights in their neighbourhood.*

*The Survey results indicate that Panel members recognise the network improvements that have been achieved throughout Inverclyde. The responses also confirm that the extensive £29 million improvement programme delivered during the last five years has been successful in upgrading the local roads network. Additionally, it should be noted that a further £15 million investment programme has been confirmed for delivery over the next five years and we will aim to achieve more positive results during that time.*

*The Roads Team acknowledges and welcomes the comments and suggestions from Panel members about roads, pavements and street lighting, including an ongoing demand for further action on pothole repairs, pavement resurfacing works and street lighting upgrade works.*

**7.0 COMMUNITY JUSTICE**

7.1 We introduced this section of the Survey by explaining that the Inverclyde Community Justice Partnership aims to deliver key national community justice outcomes including:

- people from local communities understand and participate in how community justice is delivered in their community;
- the agencies responsible for delivering community justice work more closely together to plan local services;
- there is a range of high quality interventions available to prevent and reduce further offending, including interventions delivered in communities and those delivered in custody; and
- people who have committed offences are able to access local services including health, housing and developing skills to secure employment opportunities.

7.2 A selection of questions on community justice was last asked of the Citizens’ Panel in 2016. Where comparator information is available, it is provided below.

7.3 The first question in this part of the Survey asked Panel members about their awareness of community justice and their responses were:

	<b>2016</b> %	<b>2018/19</b> %
I am not aware of it	61	57
I think I have heard of it	23	22

I am aware of it	16	21.
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7.4 The second question asked whether respondents had seen information about community justice, for example, on the public information screens in health centres and other public service buildings. Twelve per cent of Panel members said they had seen information about community justice in these venues, down from 18% when the same question was asked in 2016.

7.5 We then asked Panel members to indicate whether they thought a list of statements were part of community justice; the responses were:

	<b>2018/19</b> %
Supporting victims and witnesses of crime	72
Recognising the impact of crime in local communities	69
Unpaid work projects in the community	66.

7.6 In 2016, when the Panel was asked to indicate whether they thought a list of statements were part of community justice, the responses were:

	<b>2016</b> %
Supporting families affected by crime (both the family of those who have committed an offence and families of victims and witnesses)	71
Improving life opportunities including housing, education, employment and health for people who have committed offences to help them move on from further offending	63
Unpaid work projects in the community	58.

7.7 In 2018, the statement that the largest number of people disagreed is part of community justice was:

- Being given a fine – 18% (this statement was not included in the 2016 question set).

Additionally, in 2016, the statement that the largest number of people disagreed is part of community justice was:

- Supporting people in custody and when they return to work – 14%.

7.8 The next question in this section of the Survey asked Panel members how confident they were that community justice will make a difference in Inverclyde; the responses were:

	<b>2016</b> %	<b>2018/19</b> %
On balance, I think it should make a difference	41	33
Not at all confident	28	33
Slightly confident	27	30
I think it will make a significant difference	4	4.

- 7.9 The last question in this section of the Survey asked Panel members in what ways they are most likely to get involved in community justice in Inverclyde; the top five responses in 2018/19 were:

	2016 %	2018/19 %
Read articles in the local media	53	51
Respond to surveys	40	48
Receive an e-newsletter	19	21
Read about it on Inverclyde Council's website	16	20
Offer support to victims and witnesses of crime	9	13.

The most likely way that respondents would get involved in community justice is through reading articles in the local media; just over half (51%) of respondents chose this option, down 2% from 53% in 2016. A similar number (48%) said their involvement would be via responding to surveys, an increase of 8% from three years ago. There was also an increase (of 2% to 21%) in the number of respondents who said they would get involved in community justice through receiving an e-newsletter.

In 2016, the number of Panel members who said they are not likely to get involved in community justice was 33%, while in 2018/19, a fifth (20%) of respondents said they are not likely to get involved in community justice.

#### **Community justice – Service commentary**

*The Inverclyde Community Justice Partnership is grateful for the opportunity to revisit the community justice questions asked of the Citizens' Panel in 2016. A key deliverable of the Partnership is to support communities to improve their understanding of, and participation in, community justice. The results from the latest Survey will be shared with the Inverclyde Community Justice Partners with a view to assessing how the Partnership will move forward to improve understanding of, and promote participation in, community justice. Of particular note is the moderate downward shift in terms of both awareness of and confidence in community justice to make a difference.*

*The Inverclyde Community Justice Partnership is a new arrangement that assumed its full responsibilities in April 2017. As such, the primary focus has been on establishing the Partnership and building the framework to strengthen and develop collaborative working. The results of the Citizens' Panel survey will be helpful in informing the direction and action needed to take forward the areas of communication and participation, as well as supporting their prioritisation.*

*In addition, the Partnership is currently undertaking a Strategic Needs Assessment and the responses from the Panel will be included in that process. One theme being considered is the ripple effect of crime, with a view to exploring this further as part of a community conversation approach.*

## **8.0 INVERCLYDE COUNCIL'S PERFORMANCE**

- 8.1 The final part of the Survey included questions about some areas that the Council measures its performance against. Panel members' responses are outlined below, together with the results from when the questions were asked in 2014 and



2016.

## 8.2 Council services

**Overall, how satisfied are you with the services provided by the Council?**

	<b>Very or fairly satisfied %</b>
2014	87
2016	68
2018	69.

**Overall, do you think the services are good value for money?**

	<b>Very or fairly good value for money %</b>
2014	78
2016	60
2018	55.

## 8.3 Influencing decisions

**How satisfied are you with the way Inverclyde Council takes residents' views into account when making decisions that affect the local area?**

	<b>Very or fairly satisfied %</b>
2014	48
2016	40
2018	40.

**I can influence decisions affecting my local area.**

	<b>Strongly agree or agree %</b>
2014	47
2016	37
2018	30.

**By working together, local people can influence decisions that affect the local area.**

	<b>Strongly agree or agree %</b>
2014	74
2016	72
2018	67.

## 8.4 Carers

**Do you look after, or give any help or support to family members, friends, neighbours or others because of long term physical or mental ill health or disability, or problems related to old age?**

	<b>Yes %</b>
2014	41
2016	34
2018	30.

**Do you feel you receive enough support in your role as a carer?**

	<b>Yes %</b>
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2014	53
2016	46
2018	55.

### ***Inverclyde Council's performance – Service commentary***

#### *Council services*

*Following a peak in 2014, the number of Panel members who are satisfied with the Services provided by the Council has returned to almost the same as the 2016 figure (69%).*

*More than half of respondents (55%) think Council services are good value for money, down slightly (by 5% from 60%) since 2016.*

*In the interests of taking a balanced view, it may be helpful to consider these results alongside those included in the Local Government Benchmarking Framework (LGBF) 2017/18, a report on which was considered by the Committee in March 2019. As outlined at that time, our position in the national rankings improved for more than half (55.56%) of the satisfaction measures included in the Framework 2017/18. Additionally, for every satisfaction measure, our performance during the respective time period was comfortably above 70%. As detailed in the Appendix, the local range for the satisfaction indicators was 72.67%-90% which means that, in every instance, the majority of those questioned said they were satisfied with a range of services provided by the Council including, for example, local schools, libraries, refuse collection, and street cleaning.*

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APPENDIX

*Inverclyde's performance in terms of satisfaction measures is particularly pleasing given that, as highlighted in the Improvement Service's LGBF National Benchmarking Overview Report 2017/18, during the eight year period for which data is included in the Framework 2017/18, the total revenue funding for local authorities decreased by 8.3% in real terms.*

*Members will note that the report at item 12 on today's agenda - entitled Local Governance Review: an analysis of responses to Democracy Matters – outlines the key themes arising from the recent Democracy Matters engagement process. Officers have considered the contents of that report which may be helpful in understanding the reasons for the decrease in the number of Panel members who feel they can influence local decision-making, as outlined in section 8.3 above. Additionally, a number of improvement actions are being considered with the aim of strengthening that understanding, including, for example, the facilitation of focus groups alongside the work currently taking place around the devising of Locality Plans for the three Localities in the Local Outcomes Improvement Plan 2017/22.*

#### *Influencing decisions and customer feedback*

*We have maintained our performance in terms of the number (40%) of Panel members who said they are very or fairly satisfied with the way the Council takes residents' views into account when making decisions that affect the local area. In terms of the number of people who feel they can influence decisions affecting their local area, the figure of 30% is 7% less than three years ago.*

*It is encouraging, however, to note that more than two thirds (67%) of Panel members think that, by working together, local people can influence decisions that affect the local area.*

#### *Carers*

*On a further positive note, it is pleasing that more than half of carers (55%) feel they receive enough support in their role as a carer, an increase of 9% since 2016. We would expect the performance of this indicator to improve again following Inverclyde's early response to the implementation of The Carers (Scotland) Act 2016.*

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## 9.0 IMPLICATIONS

### 9.1 Financial implications - one-off costs:

Cost centre	Budget heading	Budget year	Proposed spend this report	Virement from	Other comments
n/a	n/a	n/a	n/a	n/a	n/a

### Financial implications - annually recurring costs/(savings):

Cost centre	Budget heading	With effect from	Annual net impact	Virement from	Other comments
n/a	n/a	n/a	n/a	n/a	n/a

9.2 Human Resources: There are no direct human resources implications arising from this report.

9.3 Legal: There are no direct legal implications arising from this report.

9.4 Equalities: There are no direct equalities implications arising from this report.

9.5 Repopulation: Provision of Council Services which are subject to close scrutiny with the aim of delivering continuous improvement for current and potential citizens of Inverclyde support the Council's aim of retaining and enhancing the area's population.

## 10.0 CONSULTATION

10.1 The appropriate Council Services were consulted on the development of the Citizens' Panel Winter 2018/19 Survey. Commentaries on the results of Survey from the respective Council Services are included in this report.

## 11.0 CONCLUSION

11.1 The results of the Citizens' Panel Winter 2018/19 questionnaire are presented for the Committee's consideration, with the recommendation that they are taken into account when reviewing service delivery, as appropriate.

## 12.0 BACKGROUND PAPERS

12.1 Citizens' Panel Winter 2018/19 Survey results.

## SOLACE Improving Local Government Benchmarking Framework 2017/18

### Comparison of local performance 2015/16-2017/18 Change in position in the national rankings 2016/17-2017/18

	2015/16	2016/17	2017/18	Rank			Change in position in the national rankings 2016/17-2017/18	
				2015/16	2016/17	2017/18		
<b>Children's services</b>								
CHN 10: % of Adults satisfied with local schools	2013/16 87.33%	2014/17 89.33%	2015/18 86.33%	2013/16 4th	2014/17 2nd	2015/18 4th	●	red - declined
<b>Adult social care</b>								
SW 4a: % of Adults receiving any care or support who rate it as excellent or good	83.68%	-	83.46%	9th	-	8th	●	green - improved
SW 4b: % of Adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	88.39%	-	76.56%	4th	-	25th	●	red - declined
<b>Culture and leisure services</b>								
C&L 5a: % of Adults satisfied with libraries	2013/16 80.67%	2014/17 79.33%	2015/18 78.67%	2013/16 15th	2014/17 13th	2015/18 9th	●	green - improved
C&L 5b: % of Adults satisfied with parks and open spaces	2013/16 85.33%	2014/17 87.67%	2015/18 88.33%	2013/16 18th	2014/17 15th	2015/18 10th	●	green - improved
C&L 5c: % of Adults satisfied with museums and galleries	2013/16 82%	2014/17 79.67%	2015/18 72.67%	2013/16 7th	2014/17 8th	2015/18 10th	●	red - declined

## SOLACE Improving Local Government Benchmarking Framework 2017/18

### Comparison of local performance 2015/16-2017/18 Change in position in the national rankings 2016/17-2017/18

	2015/16	2016/17	2017/18	Rank			Change in position in the national rankings 2016/17-2017/18	
				2015/16	2016/17	2017/18		
C&L 5d: % of Adults satisfied with leisure facilities	2013/16 88%	2014/17 89.67%	2015/18 87%	2013/16 3rd	2014/17 3rd	2015/18 3rd	●	amber - performance maintained
<b>Environmental services</b>								
ENV 7a: % of Adults satisfied with refuse collection	2013/16 93%	2014/17 91.33%	2015/18 90%	2013/16 2nd	2014/17 2nd	2015/18 3rd	●	red - declined
ENV 7b: % of Adults satisfied with street cleaning	2013/16 78.67%	2014/17 75.67%	2015/18 73.33%	2013/16 11th	2014/17 13th	2015/18 13th	●	amber - performance maintained