east renfrewshire CITIZENS' PANEL

2022 Survey

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engage scotland

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Majority would be willing to help organisations supporting refugees coming to ER

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Relatively few are aware of local services supporting digital learning and access

Interest in digital inclusion initiatives was relatively widespread, inc virtual reality and Digital Champions

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 most recent Citizens' Panel survey, conducted in autumn 2022. This survey sought Panel members' views on Council services, the cost of living, climate change, active communities and digital inclusion.

1.2. **A total of 573 survey responses were received**, equating to an overall response rate of 61%. This is a strong response to any survey and continues the 60%+ response seen over the last 10 surveys.

1.3. The survey also indicates continued growth of web-responses with 78% of responses submitted online (up from only around half of responses to the 2019 survey). The Panel refreshment exercise carried out in 2020 appears to have contributed to this positive response, with new members showing a higher response than others.

1.4. The volume of response is also sufficient to permit more detailed analysis of results within specific respondent groups such as electoral ward area, age, gender, disability and housing tenure. Survey analysis has also considered differences in views linked to socio-economic deprivation, on the basis of 'locality planning areas' (the most disadvantaged areas within East Renfrewshire). Further detail on the profile of respondents is provided in section 1 of the Technical Report.

1.5. 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. We round percentages 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.

YOUR AREA AND LOCAL SERVICES

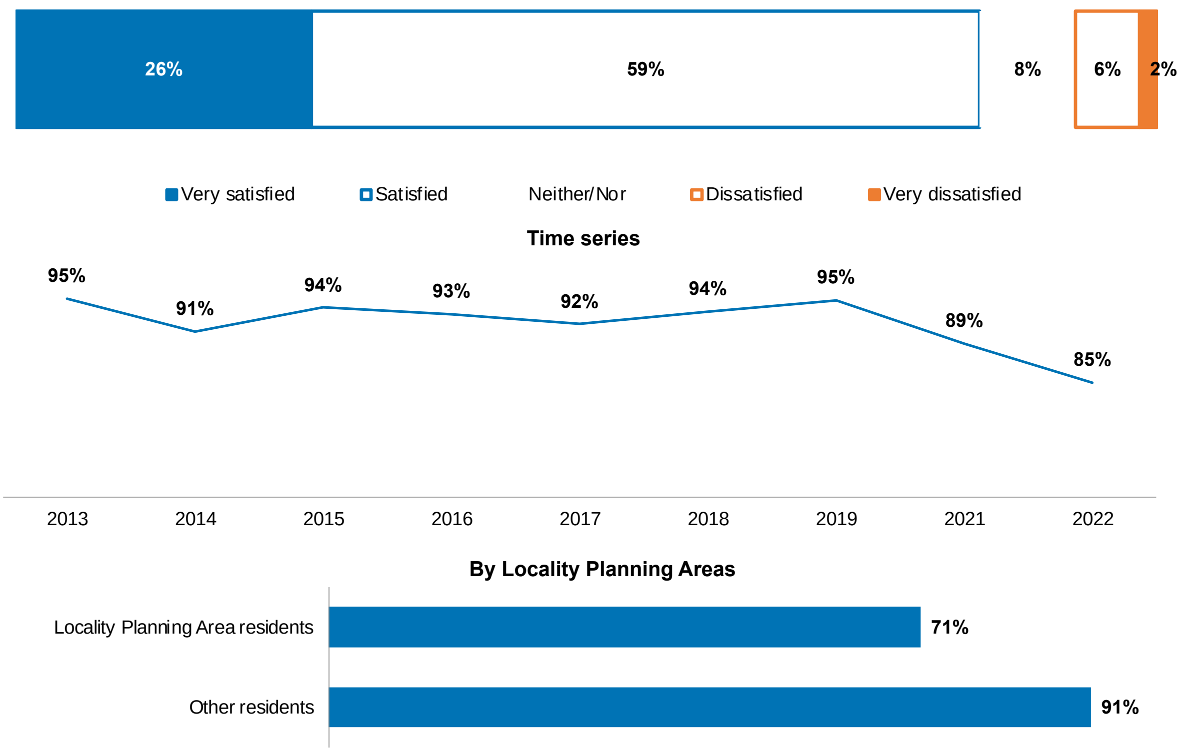
2.1. The first part of the survey sought Panel members' views on their local area, including local service provision.

East Renfrewshire as a place to live

2.2. **Survey findings show high levels of satisfaction with East Renfrewshire as a place to live**; 85% are satisfied with the area as a place to live. While this remains a strong rating, it is below satisfaction results across previous Panel surveys, which have been in the range of 89-95% since 2013. The 85% satisfaction rating is also somewhat below that reported across Scotland as a whole through the Scottish Household Survey (96%).

2.3. Survey results indicate that satisfaction levels are broadly consistent across key respondent groups, including ward areas. However, it is notable that satisfaction is lower for residents of Locality Planning Areas (areas affected by deprivation across East Renfrewshire) than for others.

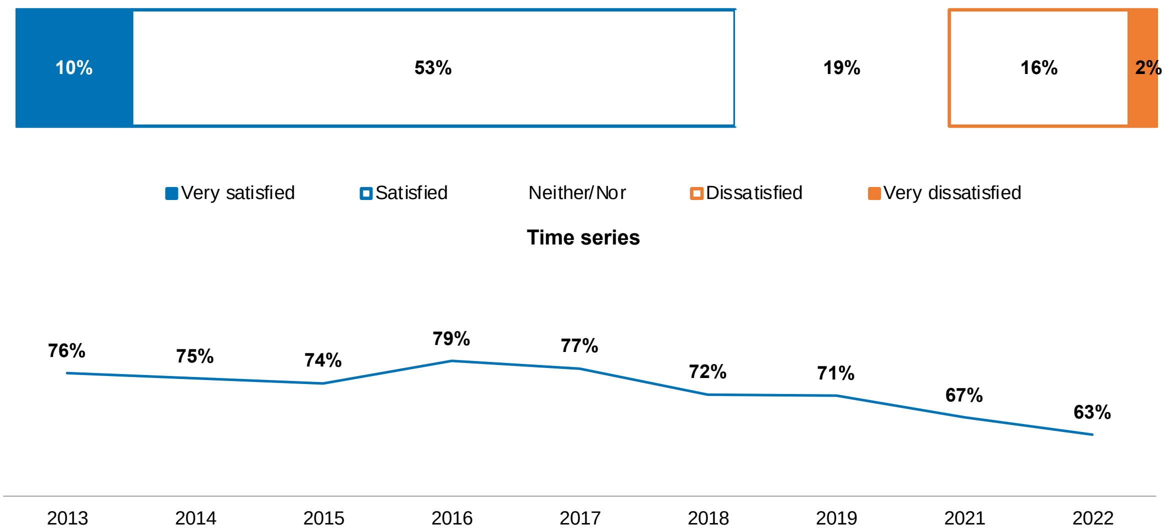
Figure 1: Satisfaction with East Renfrewshire as a place to live



Overall satisfaction with services

2.4. **A majority of respondents (63%) 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 within the range of comparator surveys for other local authorities (range of 55% to 81%). However, this does represent a small reduction in satisfaction ratings in the last year (4-points since the 2021 survey) and a 14-point reduction in satisfaction ratings since 2017.

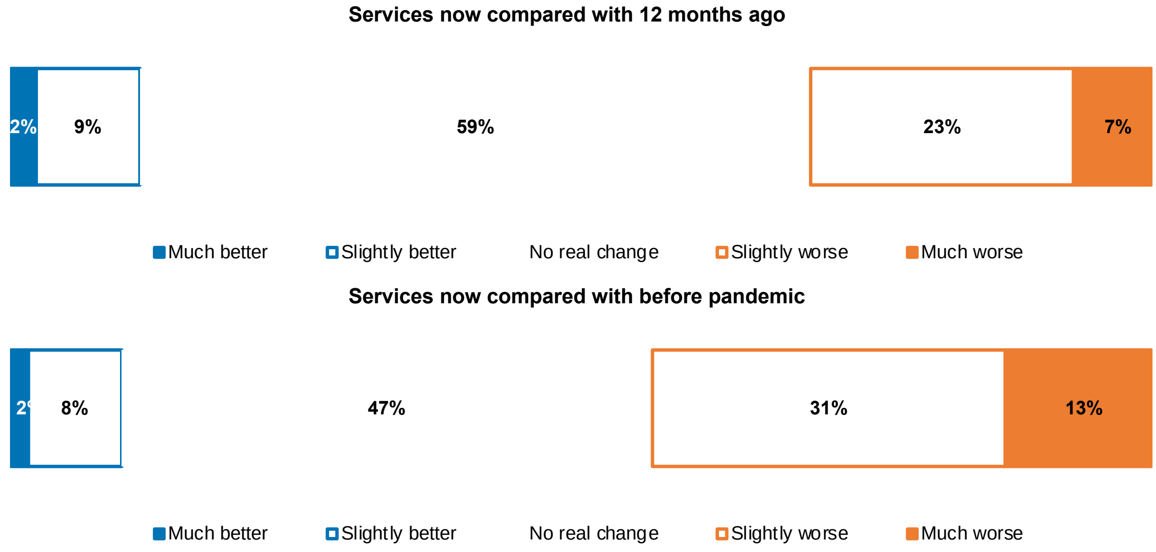
Figure 2: Satisfaction with East Renfrewshire Council services overall



2.5. 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 3) and since before the COVID-19 pandemic.

2.6. **Respondents generally feel there has been no recent change in the standard of Council services**; more than half suggested this has remained unchanged in the last year (59%). However, amongst those that had seen a change, respondents are more likely to have seen a decline in the quality of services (30%, compared to 11% who had seen an improvement). Respondents were also more likely to have seen a decline in the standard of services since before the COVID-19 pandemic; 44% felt that service standards have declined over this period.

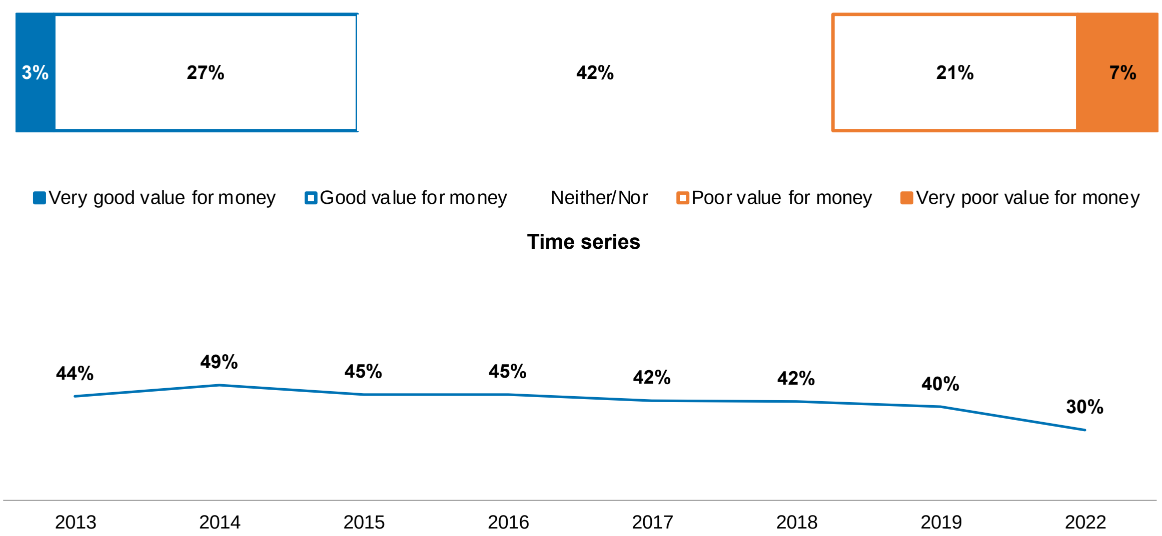
Figure 3: Views on change in standard of Council services



2.7. **Respondents are divided in their views on the extent to which Council services represent good value for money**. While the largest group of respondents selected the neutral "neither/nor" response (42%), others were fairly evenly split between those who feel that services are good value (30%) and those who feel that services represent poor value for money (28%).

2.8. This represents a 10-point reduction since 2019 in the proportion of respondents who feel that Council services are good value for money. There is little variation across key respondent groups, although those in rented housing are more likely than others to feel services are good value for money.

Figure 4: Value for money of East Renfrewshire Council services

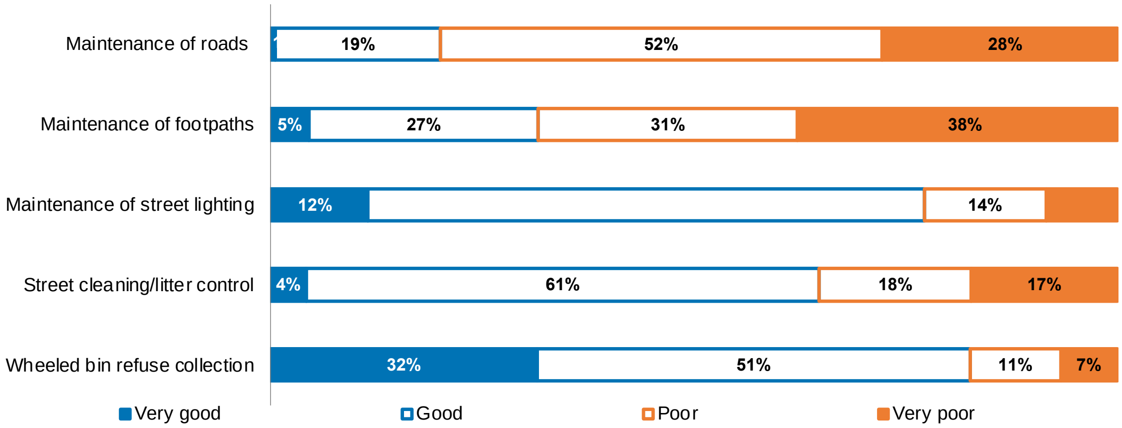


Satisfaction with specific services

2.9. 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 5 summarises views.

2.10. 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 83% 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 (80% rated roads and 68% rated footpaths as poor). The overall ranking of these services has remained largely unchanged over recent surveys.

Figure 5: Satisfaction with East Renfrewshire Council services used by all



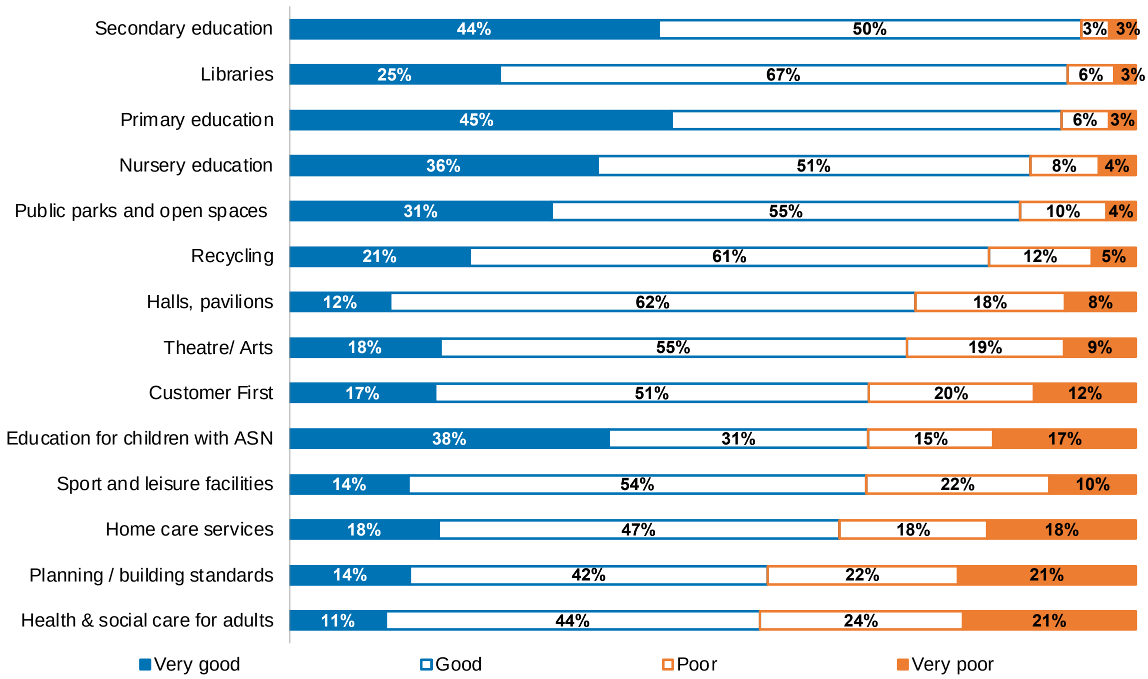
2.11. The survey also asked for Panel members' views on specific Council services that they may or may not have used over the last year. Figure 6 over the page summarises views on the quality of these services.

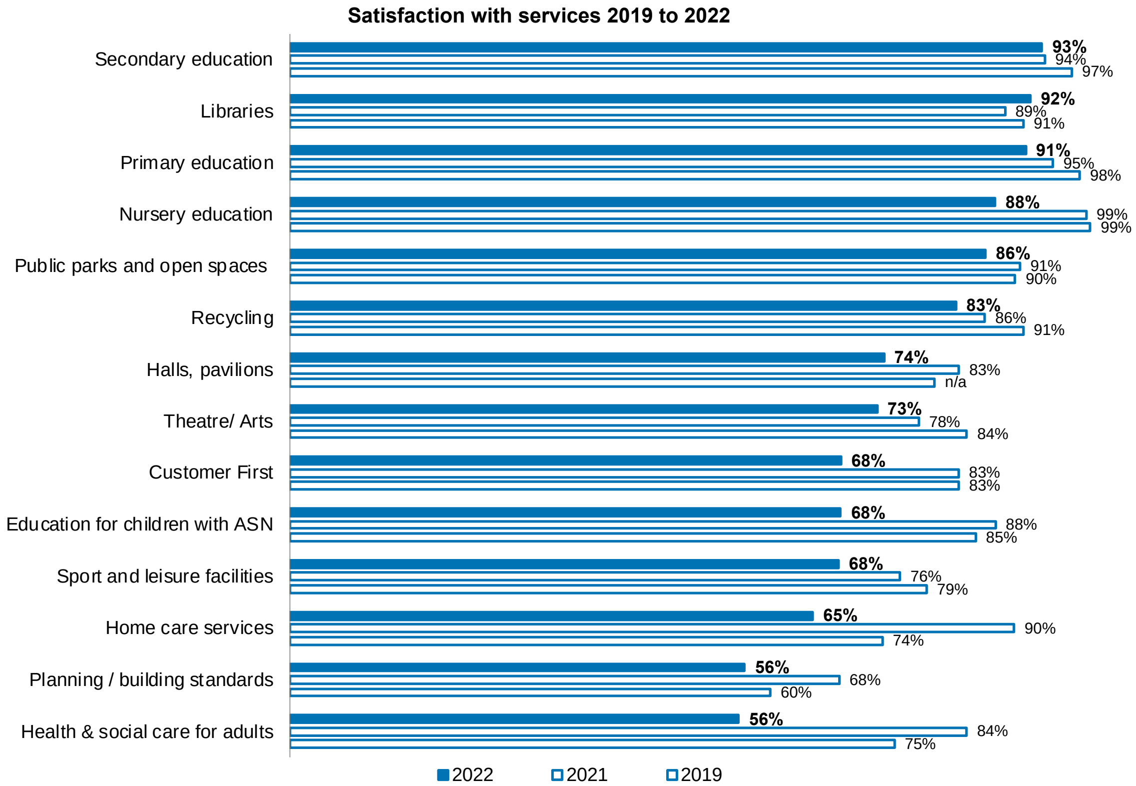
2.12. All services for which results are available received a positive rating, including some which the overwhelming majority of respondents rate as "very good" or "good". Respondents are most positive about:

- Education services - 93% rating secondary education, 91% rating primary education and 88% rating nursery education positively;
- Libraries, 92% rating positively;
- Public parks and open spaces, 86% rating positively; and
- Recycling, 83% rating positively.

2.13. The overall ranking of Council services has remained broadly consistent, with education, libraries, 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 6, and suggest that residents' views on these services in East Renfrewshire are generally similar to those across other areas.

Figure 6: Satisfaction with specific East Renfrewshire Council services





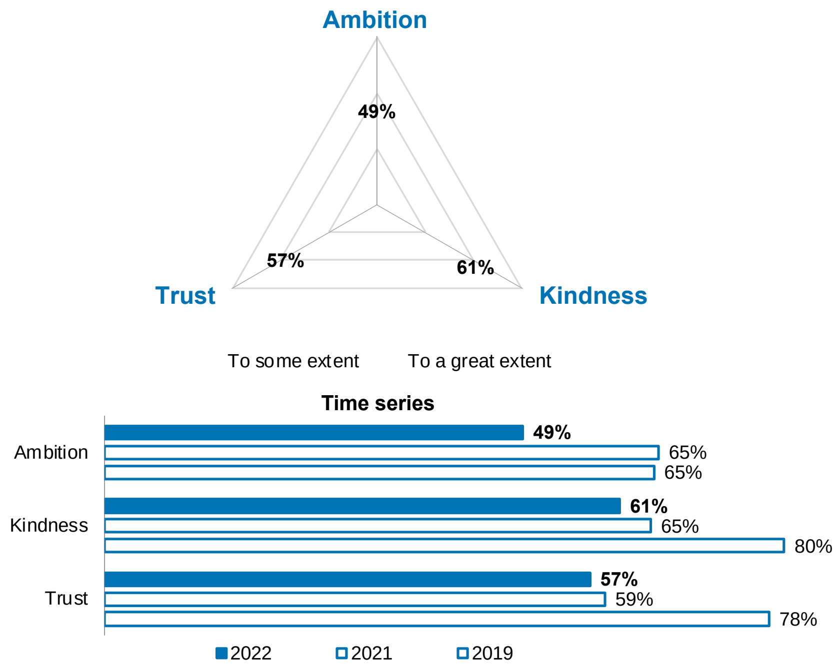
Council values

2.14. In addition to views on the quality of Council services, Panel members were also asked to consider the extent to which they feel that Council employees represent the three Council values (Figure 7), and whether the Council as an organisation represents a range of other attributes (Figure 8).

2.15. **Most respondents feel that Council employees represent the three Council values to some extent**. This was particularly the case for "kindness" and "trust" – around 3 in 5 feel that the Council represents each of these (61% and 57% respectively) while 49% feel the Council represents "ambition".

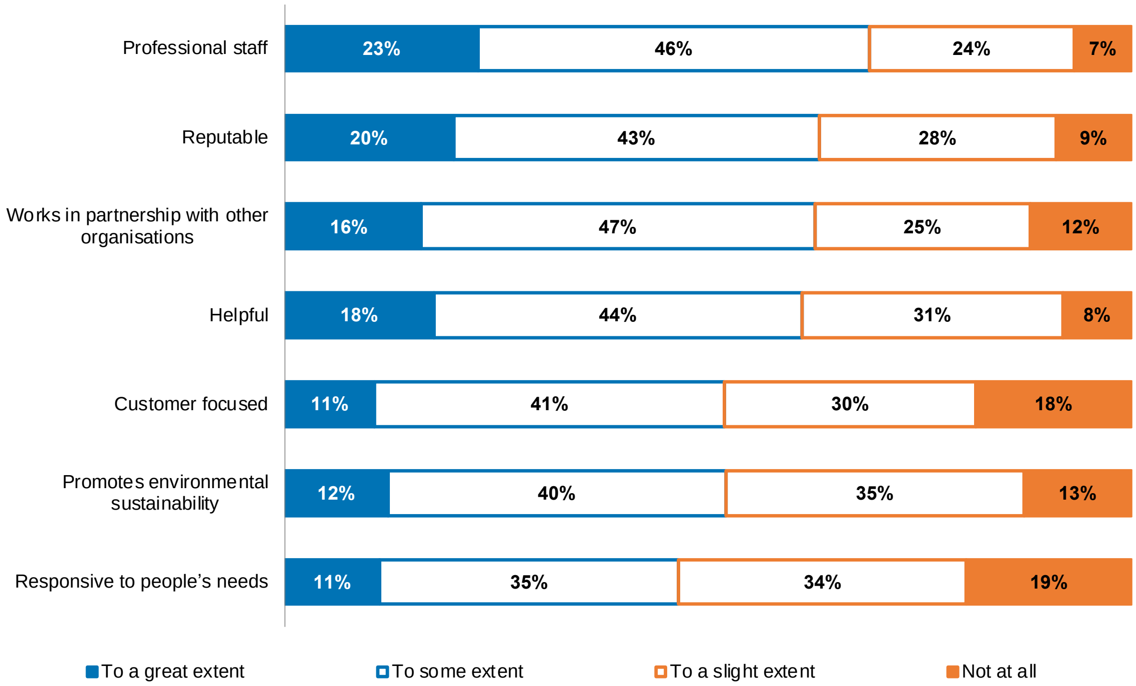
2.16. There has been a 16-point reduction since 2019 in the proportion of respondents who feel Council employees represent "ambition". There has not been any significant change in the last year to the proportion of respondents who feel that employees represent "kindness" or "trust", but both show a significant reduction since the 2019 survey (19-point and 21-point respectively).

Figure 7: Extent to which employees represent Council values



2.17. Respondents generally agree that the Council as an organisation represents the range of attributes listed at Figure 8. Views are most positive in relation to "professional staff" (69% agree with this), "reputable" (63%), "works in partnership" (63%) and "helpful" (61%). Respondents are less likely to feel that the Council is "responsive to people's needs" (47% agree). It is also notable that there has been a reduction since 2021 in the proportion of respondents who feel that the Council is customer focused, promotes environmental sustainability, and is responsive to people's needs

Figure 8: Extent to which Council represents attributes



Key messages

Survey findings show high levels of satisfaction (85%) with East Renfrewshire as a place to live.

A majority of respondents (63%) are satisfied with Council services overall, although this represents a 14-point reduction since 2017.

Respondents are divided in their views on whether Council services represent good value for money.

In terms of specific services, views are most positive in relation to education, libraries, public parks/open spaces and recycling, and least positive on roads.

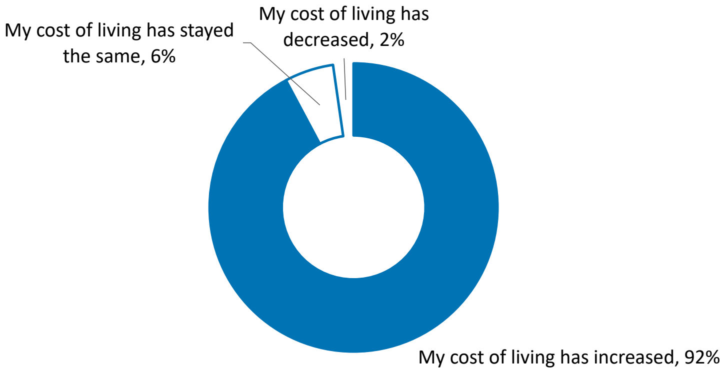
Most respondents feel that the Council and its employees represent the three Council values to some extent, particularly "kindness" and "trust". But less than half feel the Council is responsive to people's needs.

COST OF LIVING CRISIS

3.1. This section considers Panel members' experience and views in relation to the ongoing cost of living crisis (the survey was conducted in the context of ongoing high price inflation across the UK).

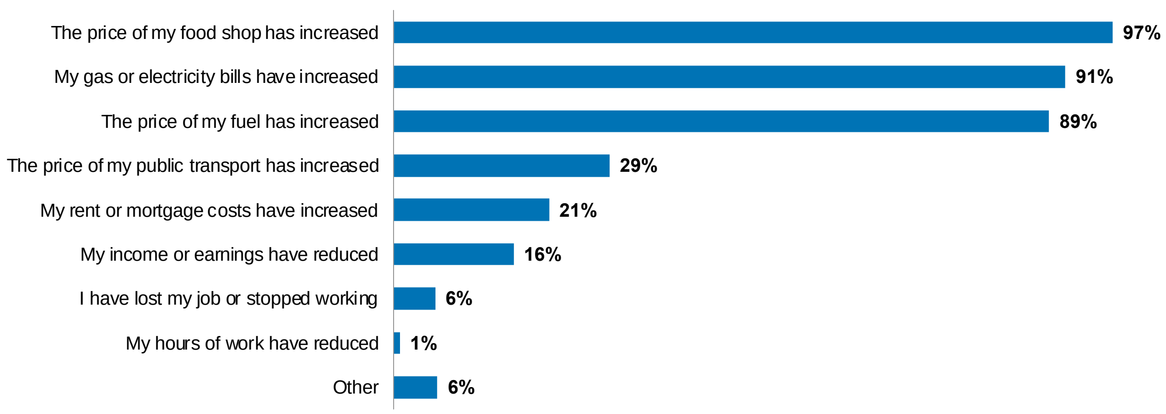
3.2. **The great majority of respondents (92%) report that their cost of living has increased over the last 12 months**. Only 8% of respondents indicate that their cost of living has remained unchanged or had decreased. This balance of views was consistent across all key respondent subgroups.

Figure 9: Change in cost of living over last 12 months



3.3. **Increases in the price of food, gas/electricity and fuel are the key factors highlighted by respondents in relation to increases in their cost of living**; these were mentioned by 97%, 91% and 89% respectively. Rising public transport and rent/mortgage costs were also mentioned, although by far fewer respondents (29% and 21% respectively).

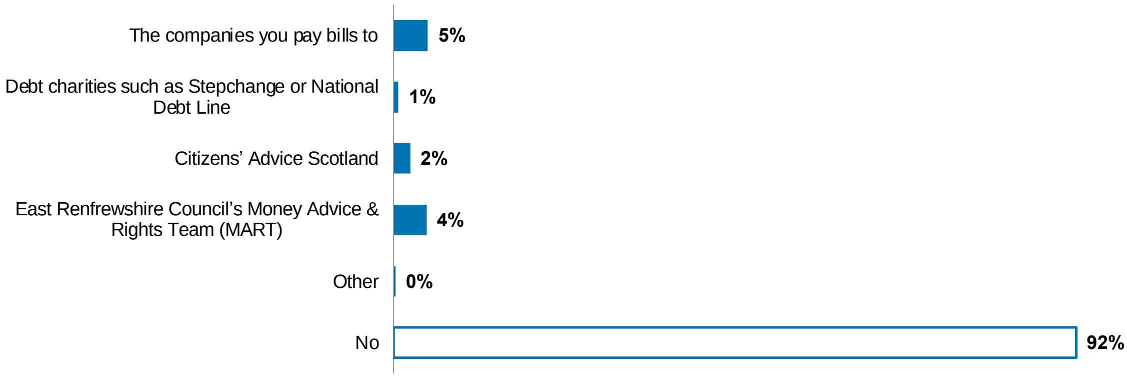
Figure 10: Factors contributing to an increase in cost of living



3.4. **Relatively few respondents (8%) have spoken to any organisations for financial help or advice**. Those who have spoken to an organisation were most likely to have been in touch with the companies they pay bills to and/or the Council's Money Advice & Rights Team (MART). These findings were consistent across most key respondent subgroups, although it is notable that those living in rented housing are more likely to have spoken to an organisation for financial help or advice (especially the Council's MART service).

3.5. Written feedback from respondents included examples of positive experiences in relation to organisations helping to reduce costs and deal with debt, including specific mention of MART and Citizens' Advice. However, some also suggested that MART services appeared to be under significant pressure, citing examples of waiting times for appointments and difficulty speaking to someone in person. Some also noted that there are limits to what organisations can do to help residents, with some indicating that they are in financial difficulty due to rising energy and other prices.

Figure 11:Whether spoken to organisations for financial help or advice



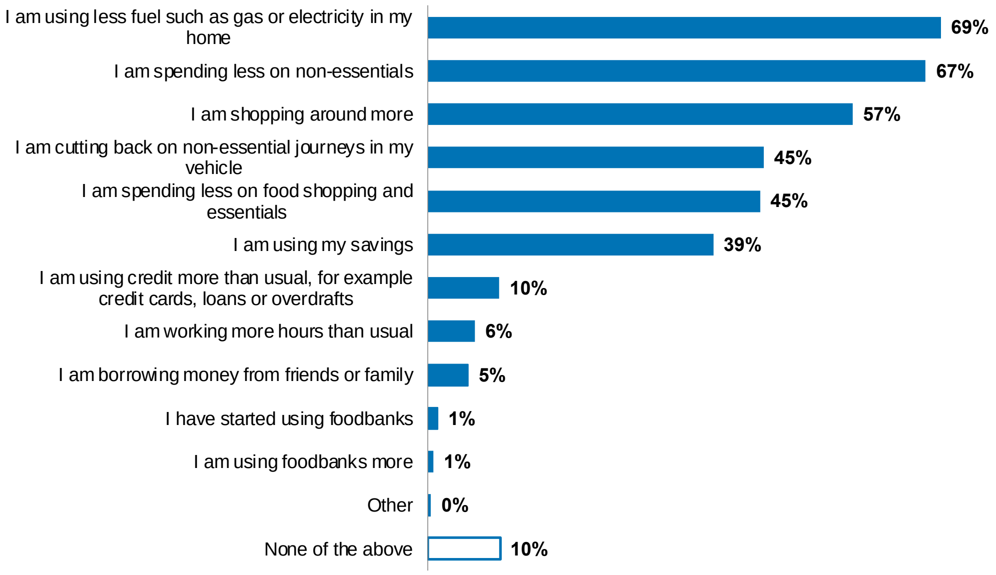
3.6. **A large majority of respondents (90%) indicated that they have made one or more changes in response to cost of living increases**. The most common changes are using less gas or electricity in the home (69% have done this), spending less on non-essentials (67%) and shopping around more (57%). A substantial proportion of respondents also mentioned spending less on food and essentials (45%).

3.7. The proportion of respondents who have made changes in response to cost of living increases is consistent across key subgroups. However, survey results show some significant variation in the specific changes being made by different respondent subgroups:

- Under 55s are more likely to be spending less on food and essentials.

- Those in LPA areas are more likely to be using less gas and electricity in the home.
- Owners are more likely to be cutting back on essentials or using their savings, while renters are more likely to have borrowed money from friends and family.

Figure 12: Changes made due to increased cost of living



3.8. A minority of respondents indicate that someone in their household is in receipt of income-related benefits; 13% report this, and 6% report that someone in their household has claimed benefits for the first time in the last year.

3.9. **A large majority of respondents (89%) feel pessimistic about their financial situation over the next 12 months**, including 60% who expect their financial situation to "get a lot worse". Only 3% of respondents expect their financial circumstances to improve in the next 12 months. These findings are consistent across key respondent subgroups.

Figure 13: Expectations for financial situation over next 12 months

Key messages

The great majority of respondents (92%) report that their cost of living has increased over the last 12 months.

Increases in the price of food, gas/electricity and fuel are the key factors contributing to increases in respondents' cost of living.

Relatively few respondents (8%) have spoken to any organisations for financial help or advice, but a large majority (90%) have made one or more changes in response to cost of living increases.

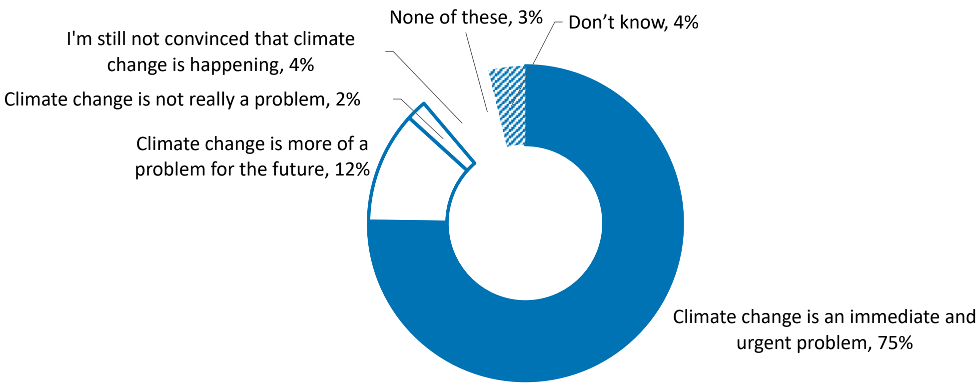
A large majority of respondents (89%) feel pessimistic about their financial situation over the next 12 months.

CLIMATE CHANGE

4.1. This section considers Panel members' views on a range of issues relating to climate change, and approaches to address the impact of climate change.

4.2. **A majority of respondents (75%) feel that climate change is an immediate and urgent problem**, and this was broadly consistent across key respondent subgroups. However, there remained nearly 1 in 5 respondents (18%) who feel that climate change is more of a problem for the future, is not a problem or is not happening. It is also notable that there has been a 9-point reduction since 2020 in the proportion of respondents who feel that climate change is an immediate and urgent problem

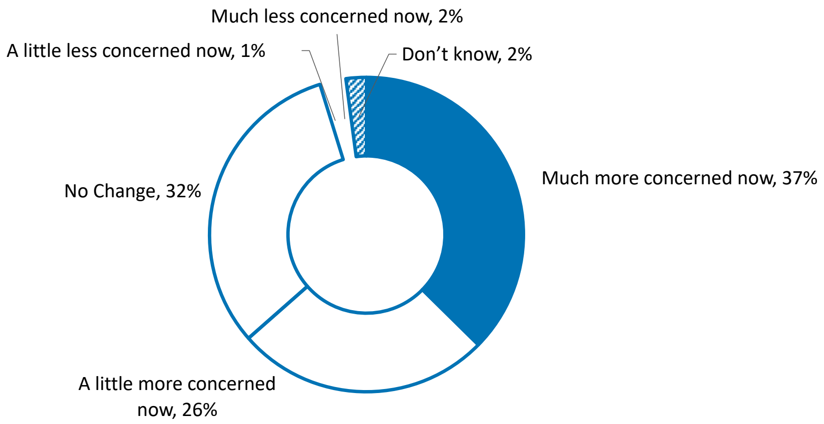
Figure 14: Personal view on climate change



4.3. **Although survey results show a reduction in the proportion of respondents who feel that climate change is an urgent problem, most respondents (64%) indicated that they are more concerned about climate change now than was the case 12 months**. This includes 37% who have become "much more concerned" over the last 12 months. Only 3% of respondents have become less concerned about climate change in the last 12 months.

4.4. Feedback suggests that the key factors that have contributed to increasing concern about climate change are news reporting (including specifically around COP26 and extreme weather events), discussion with family/friends, social media, and TV programming (especially Frozen Planet).

Figure 15: Whether personal view on climate change has changed over last 12 months

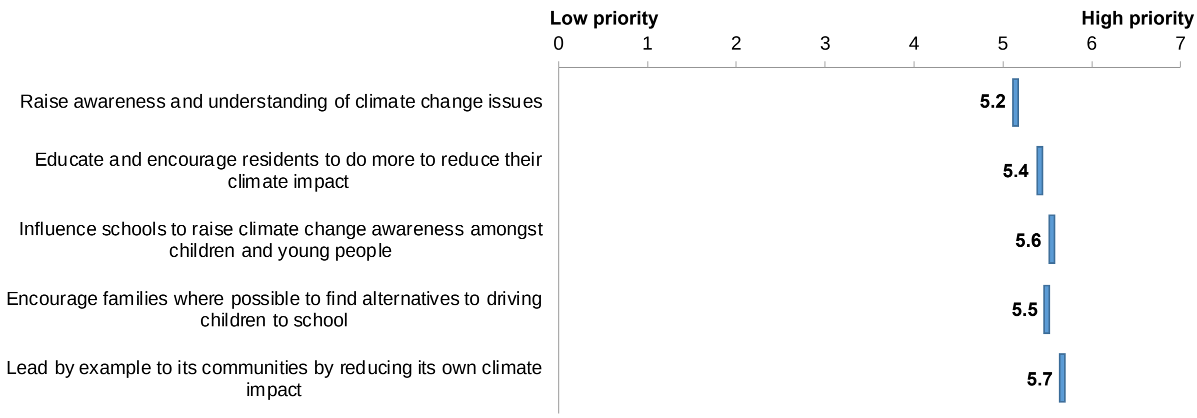


Reducing the impact of climate change

4.5. Respondents were asked to consider a range of options for the Council in relation to climate change. As Figure 16 shows, **respondents see all of these options as a priority, with reducing the Council's own climate impact and raising climate awareness through schools the highest priorities**. Survey results show some variation in views across key respondent subgroups:

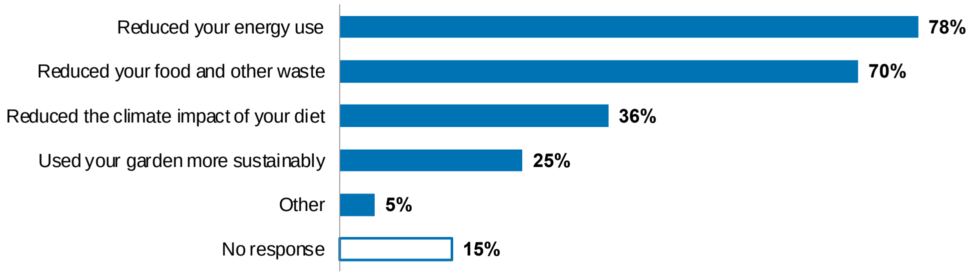
- Those aged 55+ are more likely than others to prioritise raising awareness of climate change issues.
- Those living in Locality Planning Areas are more likely than others to prioritise educating residents to help them reduce their climate impact.
- Owners are more likely than others to prioritise encouraging families to find alternatives to driving children to school, and the Council reducing its own climate impact.

Figure 16: Views on priority areas for the Council in relation to climate change



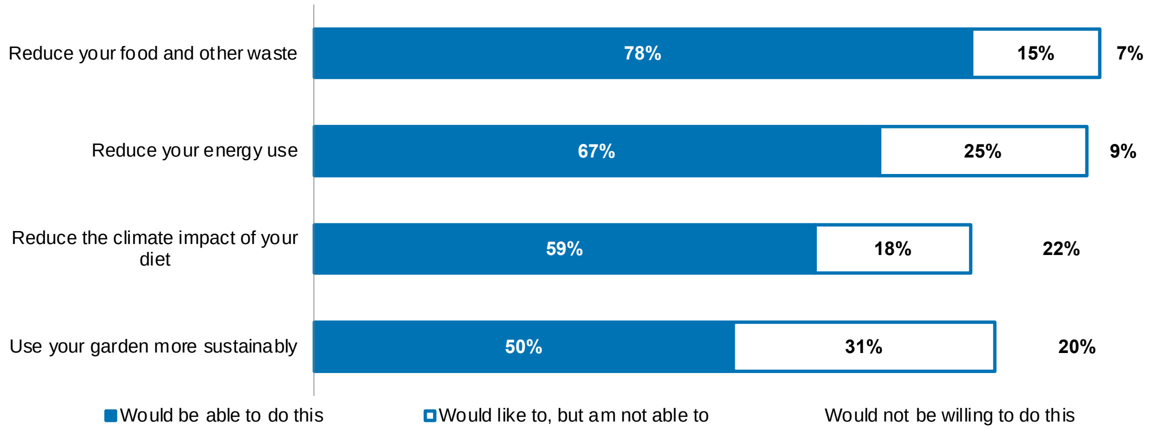
4.6. **A large majority of respondents (85%) report having made changes in the last 2 years to reduce their climate impact**. The most common changes are reducing energy use (78% have done this) and reducing food and other waste (70%). These findings are consistent across key respondent subgroups.

Figure 17: Changes made in last 2 years to help reduce climate impact



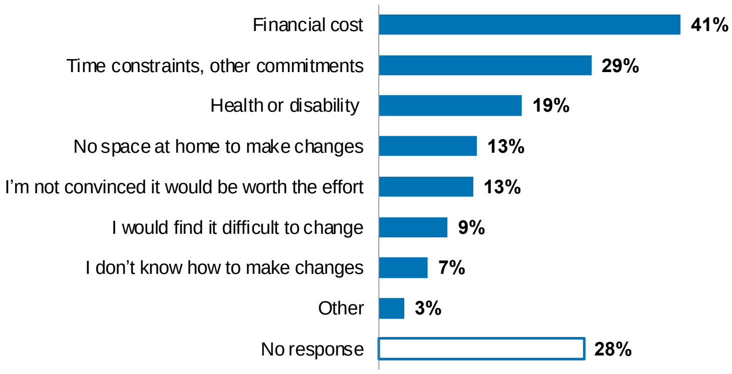
4.7. **A large majority of respondents (88%) feel that they would be able to make one or more of the changes listed at Figure 18 to reduce their climate impact**. Respondents are most likely to feel able to reduce their food and other waste (78% indicated this), or reduce their energy use (67%). These findings are broadly consistent across respondent subgroups.

Figure 18: Willingness to make changes to reduce climate impact over next 12 months



4.8. **Most respondents (72%) feel that there are barriers limiting the changes they can make to reduce their climate impact**. The most commonly identified barrier is financial cost, mentioned by 41%. Respondents also referred to time constraints (29%), health or disability (19%), not having space to make changes (13%) and not being convinced that change would be worth the effort (13%). This mix of barriers to making change is very similar to that reported in the 2020 Panel survey, with financial cost and time constraints consistently the most significant barriers.

Figure 19: Barriers preventing individuals from making changes to reduce climate impact



Key messages

A majority of respondents (75%) feel that climate change is an immediate and urgent problem.

Most respondents (64%) indicated that they are more concerned about climate change now than was the case 12 months ago.

Respondents rated reducing the Council's climate impact and raising climate awareness through schools as top priorities for the Council.

A large majority of respondents (85%) report having made changes in the last 2 years to reduce their climate impact, and most feel able to make changes over the next 12 months.

COMMUNITY AND VOLUNTEERING

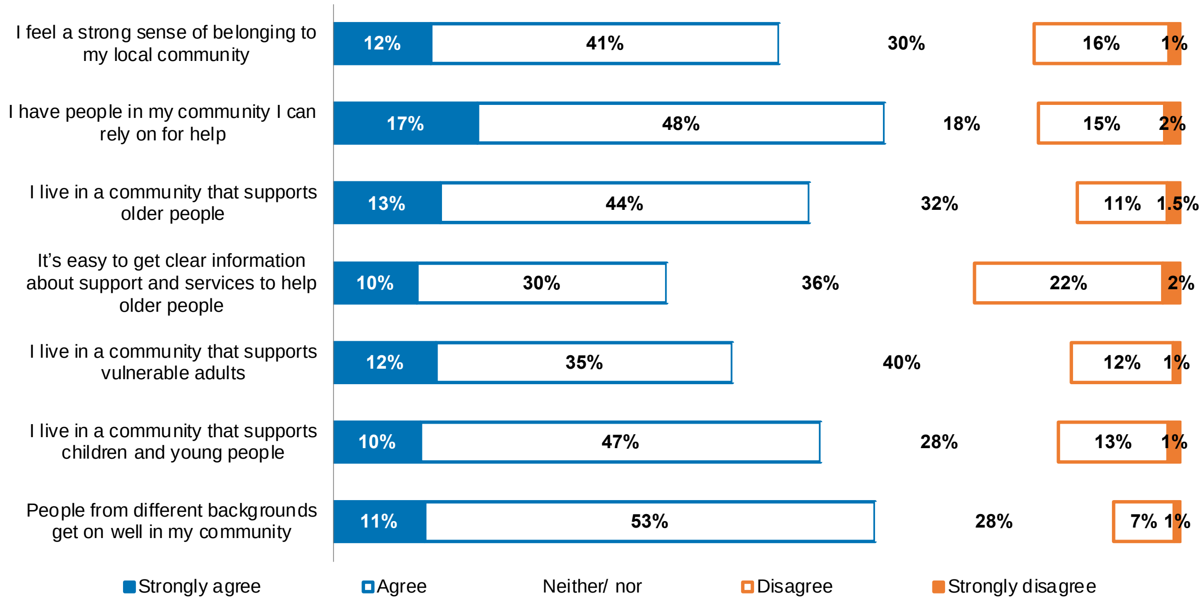
5.1. This section considers Panel members' views on their local community, and involvement in volunteering activity.

Sense of community

5.2. 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 their 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**:

- Around half of respondents have a strong sense of belonging to their community (53% agreed, an 11-point decrease since 2018), and most have people in their community they can rely on for help (65% agreed, similar to previous surveys). Women are more likely than men to feel a strong sense of community. Those in minority ethnic groups are less likely than others to feel they have people they can rely on for help.
- Most respondents feel that people from different backgrounds get on well in their community (64% agreed, 8% disagreed).
- Respondents generally feel that their community supports older people (56% agreed, 12% disagreed), but are less positive on whether it is easy to get information about support and services to help older people (39% agreed, but 24% disagreed).
- Most respondents feel that their community supports children and young people (58% agreed, a 10-point decrease since 2018, and 14% disagreed).
- Around half of respondents feel that their community supports vulnerable adults (47% agreed, 13% disagreed).

Figure 20: Views on how people get on with and support each other



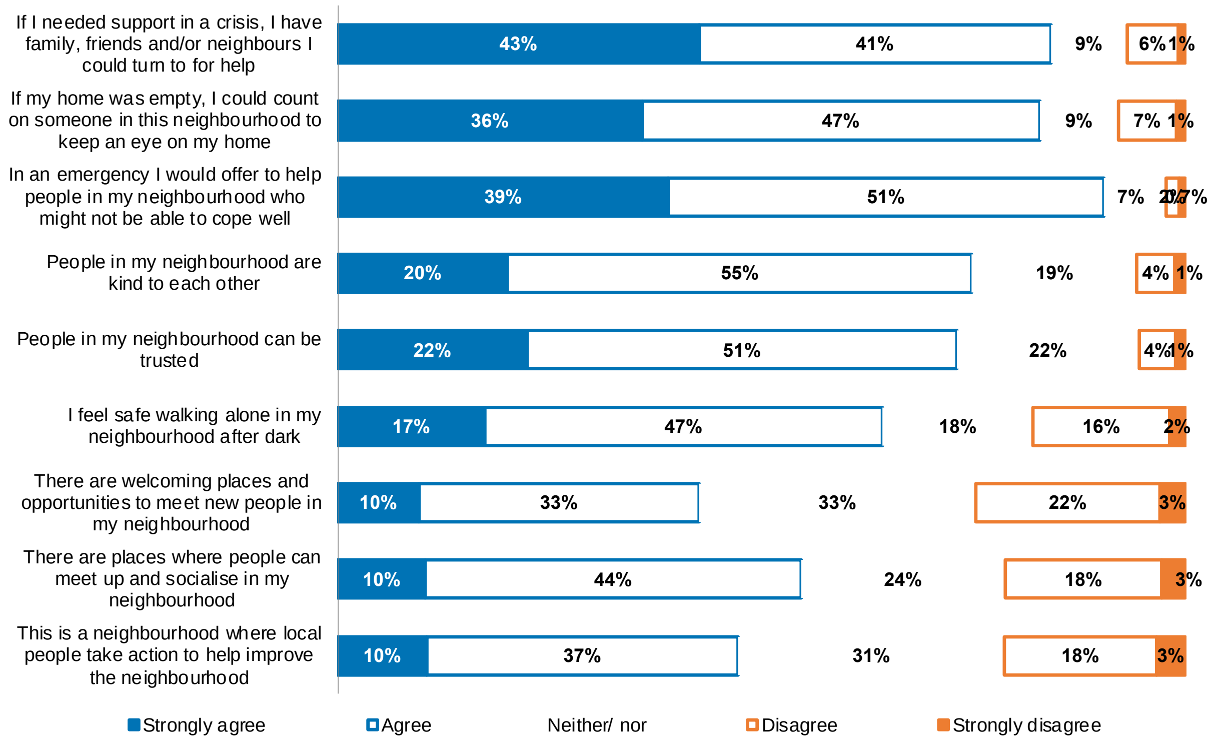
Notes: "Don't know" excluded from analysis

Safe and supportive communities

5.3. Panel members were also asked for their views on a range of statements related to feeling safe and supported in their community. **Most respondents have people they can turn to in a crisis and feel that people in their community are kind and trustworthy, but are less positive about having opportunities to meet new people**:

- A large majority have people they can turn to for help; 84% have people to provide support in a crisis, and 83% could count on someone to watch their home if it was empty. The great majority (90%) would offer help to people in their neighbourhood in an emergency. Those in minority ethnic groups are less likely than others to have people they can turn to.
- Most respondents feel that people in their neighbourhood are kind to each other (75% agree) and can be trusted (73%).
- Most respondents feel safe walking alone in their neighbourhood after dark (64%) although 18% disagree. Women are less likely than men to feel safe walking alone in their neighbourhood after dark.
- More than half agree that there are places in their neighbourhood where people can socialise (55%), but a smaller proportion feel there are welcoming opportunities to meet new people (43%).
- Less than half feel that people in their neighbourhood take action to help improve things (47%).

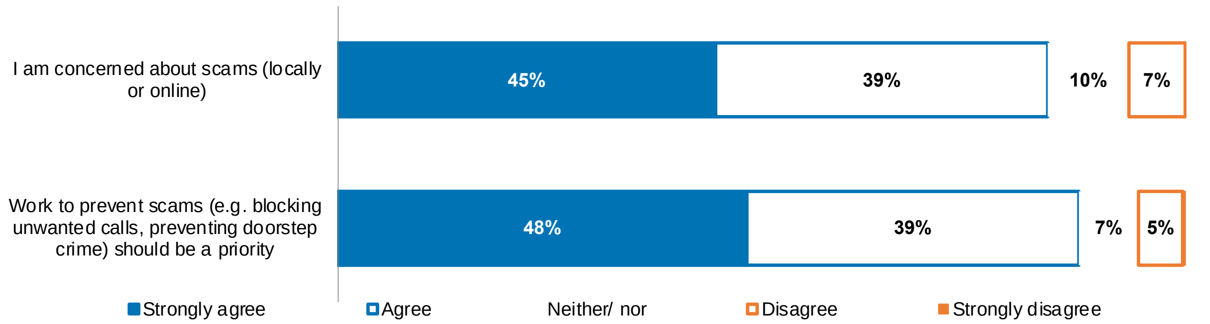
Figure 21: Views on feeling safe and supported



Notes: "Don't know" excluded from analysis

5.4. A large majority of respondents are concerned about local or online scams (84%), and feel that work to prevent scams should be a priority (87%). Those in the Newton Mearns South/Eaglesham and Giffnock/Thornliebank areas are more likely than others to be concerned about scams.

Figure 22: Views on online and in-person scams

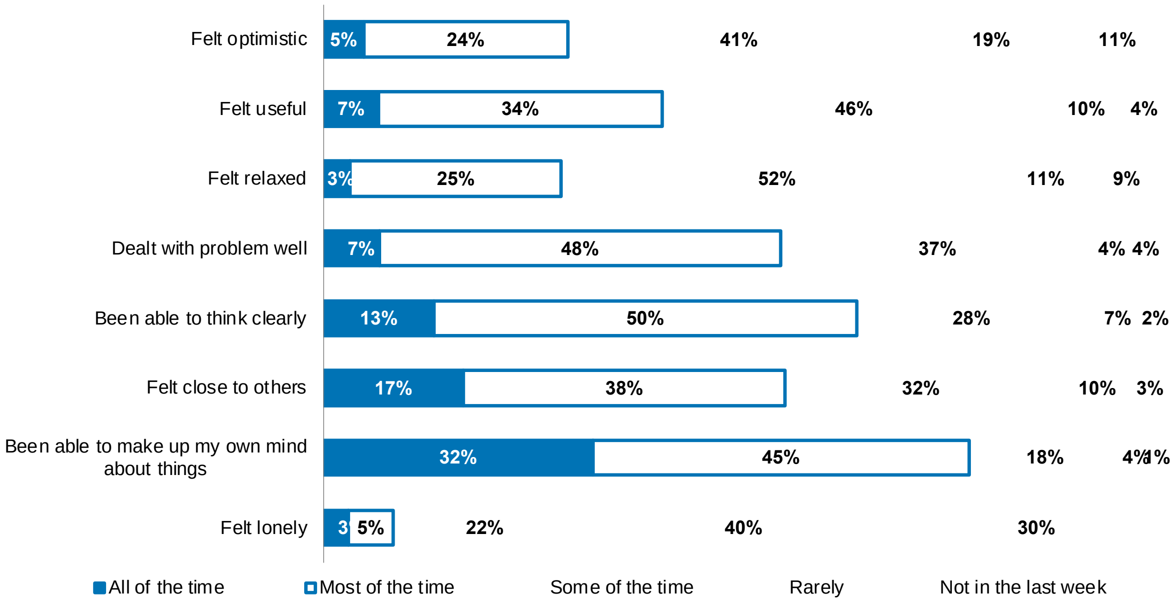


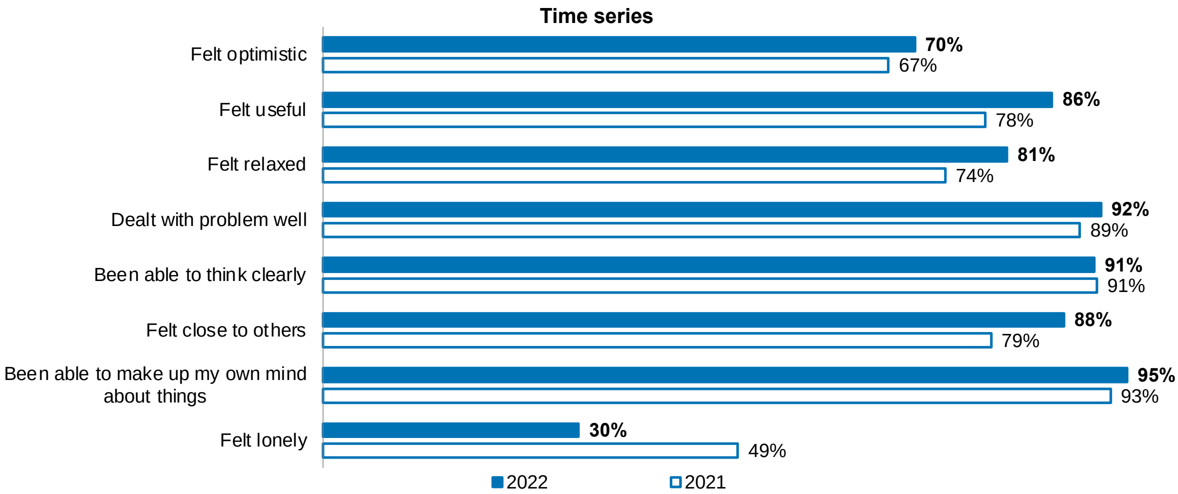
Emotional and physical health

5.5. As Figure 23 shows, **respondents were generally positive about their recent mental and emotional wellbeing**, particularly in relation to being able to make up their own mind about things, thinking clearly and dealing with problems.

- The majority of respondents have felt optimistic, useful and relaxed at least some of the time in the last week (70%, 86% and 81% respectively). Those with a disability were less likely than others to have felt optimistic and relaxed.
- A large majority have felt able to deal with problems well, to think clearly, and to make up their own mind over the last week (92%, 91% and 95% respectively).
- A large majority have felt close to others most of the time in the last week (88%). Those with a disability and renters were less likely than others to have felt close to others.
- Nearly a third (30%) have felt lonely at least some time in the week prior to the survey, including nearly 1 in 10 (8%) who felt lonely most or all of the time during. It is also notable that those in rented housing and those with a disability are more likely than others to have felt lonely in the last week. This balance of views indicates that the proportion of respondents experiencing loneliness has returned to that reported in the 2019 survey, after a peak of 49% in the 2021 survey conducted during ongoing restrictions to control the spread of COVID-19.

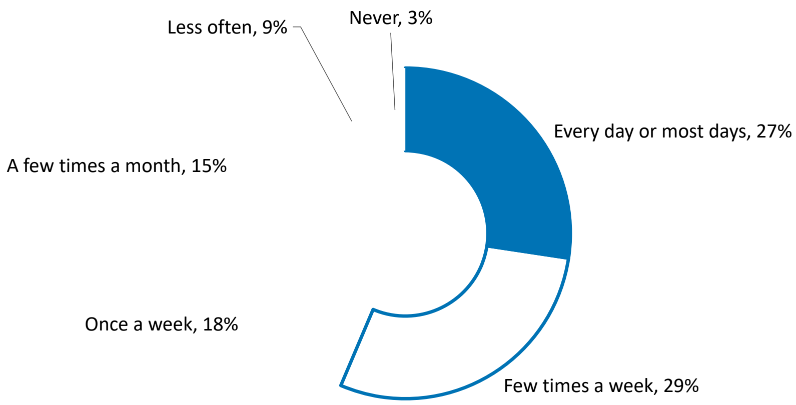
Figure 23: Mental and emotional wellbeing in the last week





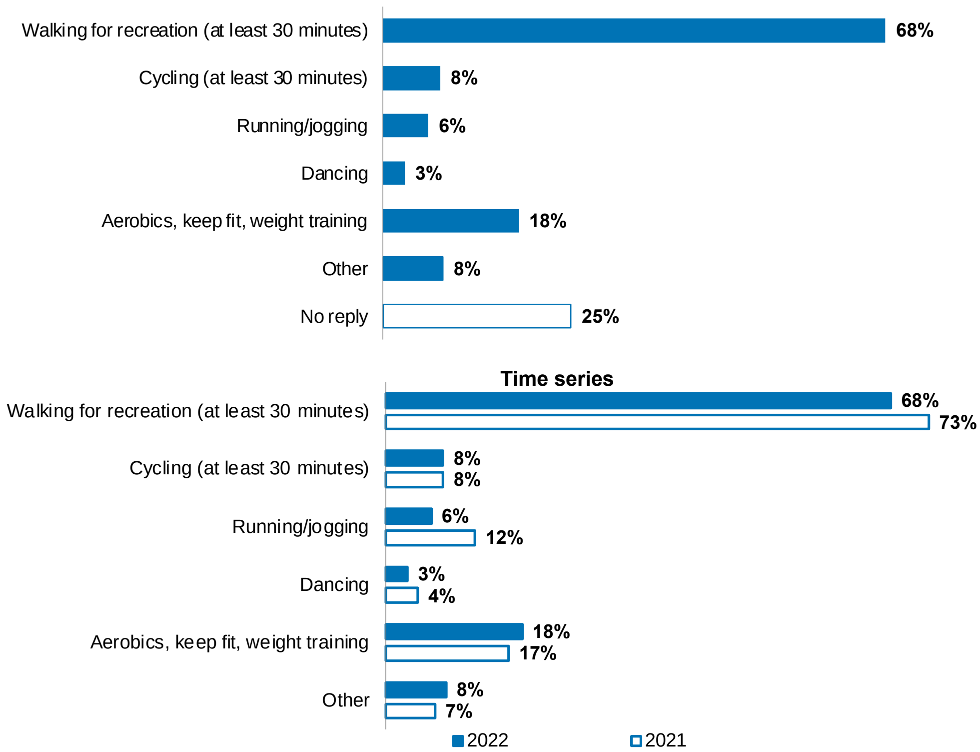
5.6. **Around three quarters of respondents (74%) have met with family, friends or neighbours at least once a week in the last year**. This includes more than a quarter (27%) who met socially every day or most days. However, there remains a similar proportion (26%) who met socially no more than a few times a month. It is notable that those in rented housing are less likely to have met socially with family and friends at least once a week.

Figure 24: How often met socially with family, friends, neighbours in the last 12 months



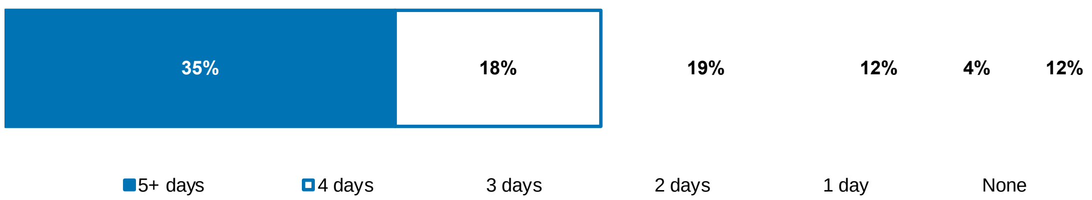
5.7. **A large majority of respondents have taken part in some sport or physical activity in the last 4 weeks** (75%), below the level reported by the Scottish Household Survey (86%). Physical activity most commonly involved walking for recreation (68% having walked for at least 30 minutes in the last 4 weeks). The profile of physical activity has remained largely unchanged over the last three years, and is consistent across key respondent subgroups.

Figure 25: Physical activity in the last 4 weeks



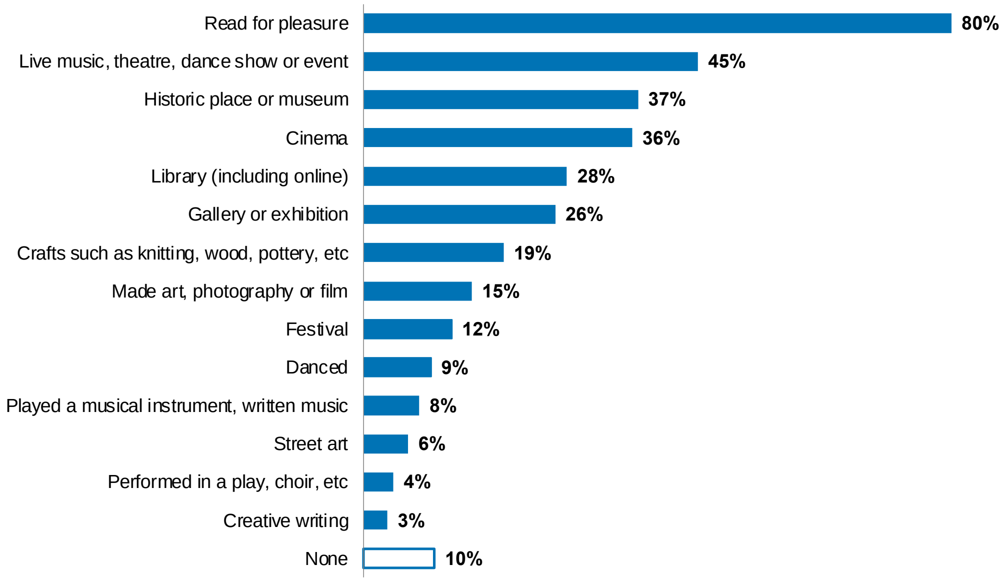
5.8. Most respondents report taking physical activity on a relatively frequent basis; nearly three quarters (72%) of all respondents had taken 30+ minutes of exercise on at least 3 days a week over the last four weeks. This included more than a third (35%) who had taken 30+ minutes of exercise on at least 5 days a week. Survey results indicate that those with a disability and those aged 65+ are less likely than others to take exercise on three or more days a week.

Figure 26: Frequency of physical activity in the last 4 weeks



5.9. **A large majority of respondents have participated in cultural events or activities in the last year** (90%). This has most commonly involved reading for pleasure (80%), live music/theatre/dance (45%), historic place or museum (37%) or cinema (36%). Less commonly mentioned activities included performing (4%), creative writing (3%) and street art (6%).

Figure 27: Participation in cultural activities over the last 12 months



5.10. A quarter of respondents (25%) would like to attend other types of activity or event if they were available in East Renfrewshire. Written comments from respondents suggest that interest is most widespread in:

- Community events including farmer's markets/street food festivals, art/craft fairs, open air events, etc.
- Activities for families and children, including sport and leisure facilities.
- Live events including music, theatre and entertainment.
- Community food production and allotments.
- Events or groups for specific age groups, including older people and those of working age.

Volunteering

5.11. As Figure 28 indicates, **three quarters of respondents have volunteered to help clubs, charities or other organisations** (75%). This includes around 2 in 5 of all respondents (38%) who have volunteered in the last year, and a quarter who do so regularly (27% at least once a month). The level of volunteering has been consistent across previous surveys, and is higher than the national average reported in the Scottish Household Survey (which found 26% had volunteered in the last year).

5.12. Respondents have given up time for a range of types of organisation. The most common are religious groups (28% of those who have volunteered), local community groups (22%), older people's groups (19%), recreation or social clubs (19%), children's activities linked to schools (16%) and other youth/children's groups (15%).

Figure 28: Whether given up unpaid time in the last 12 months

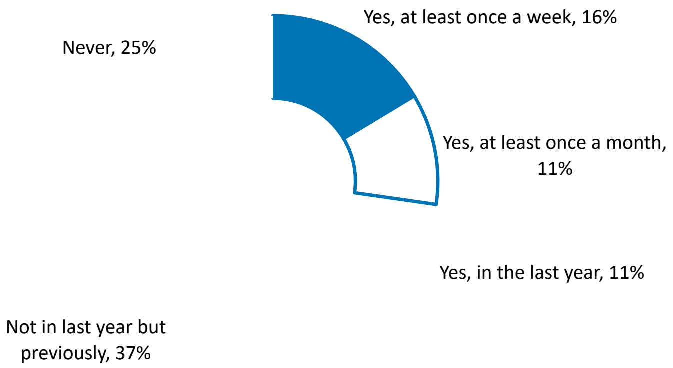
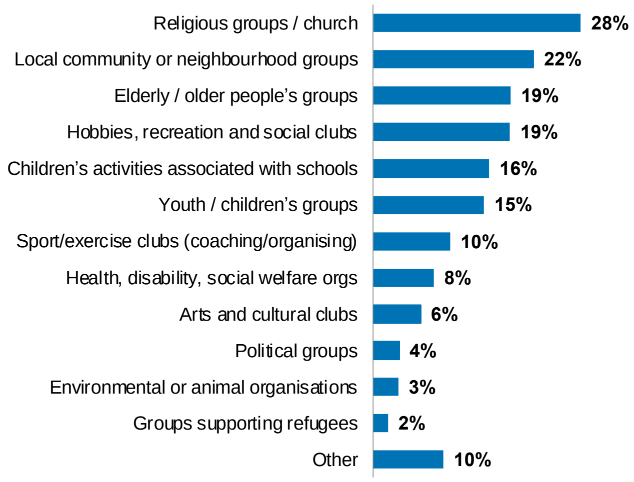


Figure 29: Types of organisation given up time for

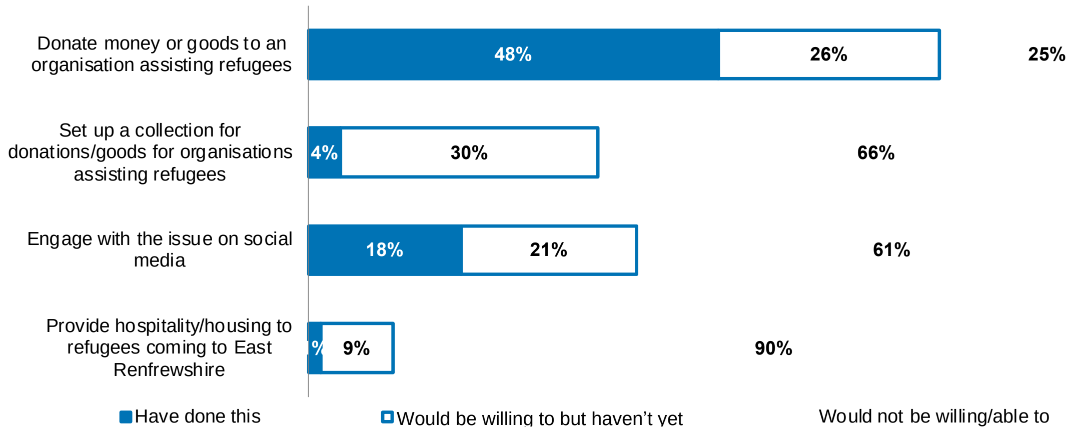


5.13. Around 1 in 5 respondents have stopped volunteering in the last 2 years. This was most commonly due to family or other time commitments; nearly half of those who had stopped volunteering mentioned this. Respondents also referred to work commitments and the group having stopped operating.

5.14. Panel members were also asked specifically about their willingness to help refugees moving to East Renfrewshire. As Figure 30 shows, **a large majority (79%) of respondents would be willing to help organisations supporting refugees in the area**. This is most commonly in relation to donating money or goods; 75% would be willing to do this, including nearly half of all respondents (48%) who have already done so.

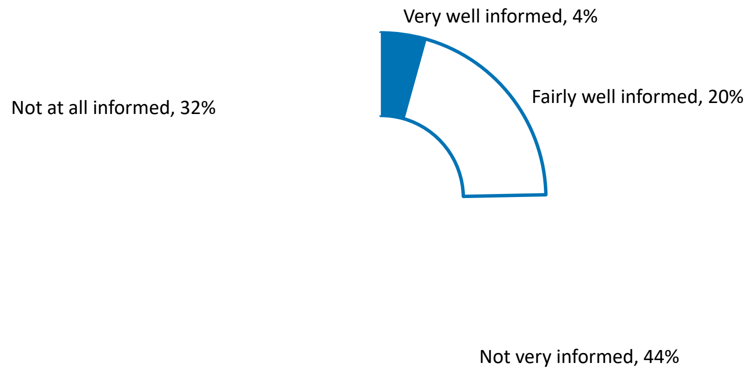
5.15. In terms of more pro-active involvement in supporting refugees, around 2 in 5 would be willing to engage with this on social media (39%, including 18% who have already done so) and more than a third would be willing to set up a collection for refugees (34%). Around 1 in 10 respondents (10%) would be willing to provide hospitality or housing for refugees.

Figure 30: Willingness to help refugees moving to East Renfrewshire



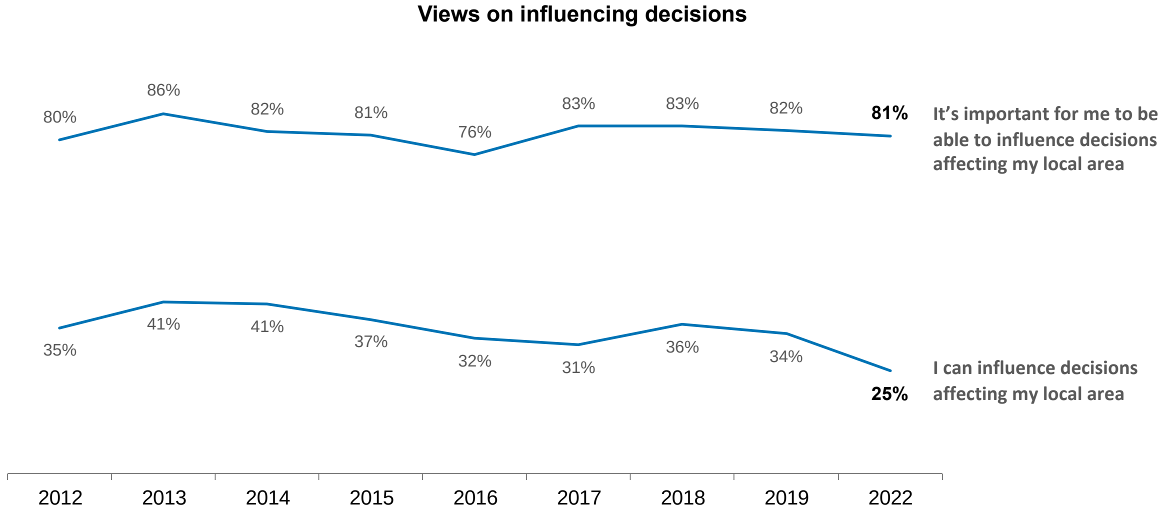
5.16. **Panel members generally do not feel well informed about volunteering opportunities in East Renfrewshire**. As Figure 31 shows, three quarters (75%) do not feel well informed about volunteering opportunities. Around a quarter (24%) of respondents feel well informed about volunteering opportunities. This is very similar to the 2021 survey, and the balance of views was broadly consistent across key respondent groups.

Figure 31: Whether feel informed about volunteering opportunities in East Renfrewshire



5.17. As Figure 32 shows, **respondents are clear in their view that it is important for them to be able to influence decisions affecting their local area**; 81% agree with this, and only 6% disagree. Views are divided on the extent to which respondents can in fact influence decisions; only a quarter feel they can do this (25%), and 39% feel they cannot influence decisions. The proportion of respondents who feel able to influence local decisions shows a 9-point decrease since 2019, and has fallen below that reported by the Scottish Household Survey (31% of Scottish households feel they can influence local decisions).

Figure 32: Views on influencing local decisions



Key messages

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 have people they can turn to for support in a crisis, and most feel that people in their community are trustworthy. Respondents are less positive about opportunities to meet new people.

Respondents were generally positive about their recent mental and emotional wellbeing, and there has been a significant decrease in the proportion who have felt lonely in the last week (from 49% to 30%).

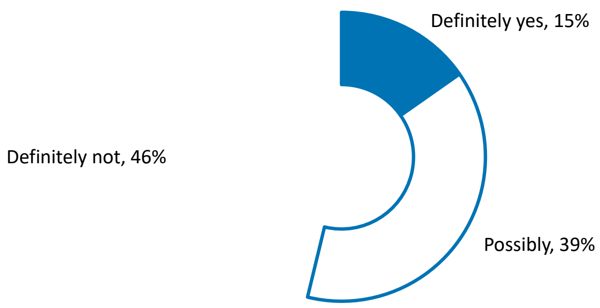
Three quarters of respondents (75%) have volunteered to help clubs, charities or other organisations, but most do not feel well informed about local volunteering opportunities.

DIGITAL INCLUSION

6.1. The final part of the survey considered Panel members' views in relation to digital inclusion.

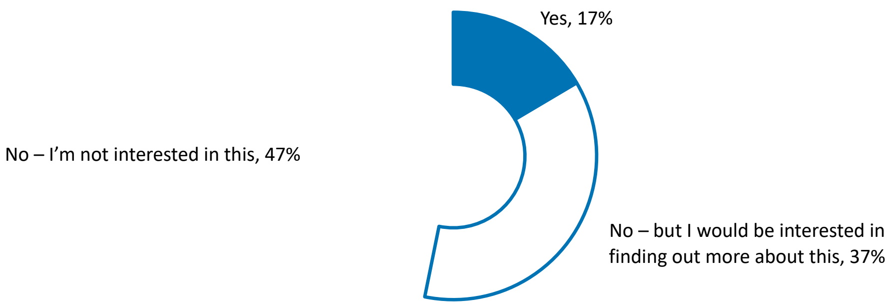
6.2. Panel members were first asked about potential for the Council to use virtual reality headsets to show residents how doing some activities digitally or online can support health and wellbeing – for example, demonstrating the benefits of community alarms or relaxation techniques. As Figure 33 shows, **more than half of respondents (54%) are interested in finding out more about virtual reality headsets**, including 15% who are "definitely" interested.

Figure 33: Interest in virtual reality headsets



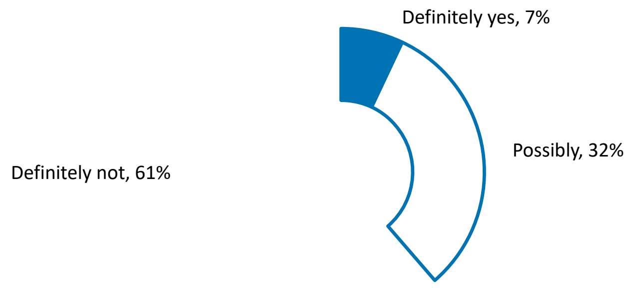
6.3. **Relatively few respondents (17%) are aware of local services providing support and information on digital learning and access**. Survey results suggest that a substantial proportion of respondents (37%) would be interested in finding out more about these services – especially those aged 45+.

Figure 34: Interest in local services around digital learning and access



6.4. **Around 2 in 5 respondents (39%) might be interested in becoming a "Digital Champion"** to help people who lack the confidence or ability to use the internet. However, a relatively small proportion of these (7% of all respondents) would "definitely" be interested. Survey results indicate that those aged under 55 are most likely to be interested in becoming a Digital Champion.

Figure 35: Interest in becoming Digital Champion



6.5. Written comments from respondents also included the following suggestions for other ways in which the Council can promote digital inclusion in East Renfrewshire:

- Digital inclusion initiatives such as improving access to and the quality of free public wifi, provision of devices and classes for those who are not confident using the internet, advice to help people get online at home (at a reasonable cost) and longer library opening hours.
- Expanding self-service facilities, including those available through MyEastRen. This included suggestions for more research to make sure residents have access to the digital services they need.
- Improving the standard of computers and wifi in schools.

Key messages

More than half of respondents (54%) are interested in finding out more about virtual reality headsets.

Relatively few (17%) are aware of local services providing support on digital learning and access, but 37% would like to find out more.

Around 2 in 5 respondents (39%) might be interested in becoming a "Digital Champion".

CONCLUDING REMARKS

7.1. This report has provided an overview of results from the latest East Renfrewshire Citizens' Panel survey, conducted in autumn 2022 with a focus on Council services, the cost of living, climate change, active communities and digital inclusion. More detailed findings are provided in the Technical Report.

7.2. **The level of survey response achieved for the current survey suggests a strong level of engagement from Panel members**, with 61% responding and an increasing proportion taking part online. The Panel refreshment exercise carried out in 2020 appears to have contributed to this positive response, and suggests a continuing strong level of engagement across the membership.

7.3. The statistical reliability of survey results is determined primarily 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, and are sufficient to support robust detailed survey analysis.

7.4. 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. Continuing use of the Panel to consider views on new survey topics should support strong ongoing engagement.

7.5. 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 (at www.eastrenfrewshire.gov.uk/citizenspanel).

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 consideration of trend results across the last three surveys – arrow icons indicate whether results for the ward are higher than (↑), lower than (↓) or similar to (↔) the comparator.. Due to the relatively small sample sizes involved, **comparison with East Renfrewshire and previous surveys are indicative only**.

Ward 1 Barrhead, Liboside and Uplawmoor

Life in in East Renfrewshire and local services	± ER average	3 year trend
84% satisfied with East Renfrewshire as a place to live	⇔	⇔
68% satisfied with Council services	⇔	⇔
42% feel Council services are good value for money	⇧	⇔

Safe and supportive communities

65% feel a sense of community	⇧	⇔
86% have people they can turn to for support in a crisis	⇔	n/a
35% felt lonely in the last week	⇔	⇔
70% given unpaid help, 43% in last year	⇔	⇔

Being active

74% taken part in sport/physical activity	⇔	⇔

Climate change

67% have become more concerned about climate change in the last 12 months	⇔	n/a

Cost of living

88% seen increased cost of living, 90% expect things to get worse in the next 12 months	⇔	n/a
88% have made changes to cope with cost of living increases	⇔	n/a

Ward 2 Newton Mearns North and Neilston

Life in in East Renfrewshire and local services	± ER average	3 year trend
81% satisfied with East Renfrewshire as a place to live	⇔	⇩
62% satisfied with Council services	⇔	⇔
31% feel Council services are good value for money	⇔	⇔
Safe and supportive communities		
64% feel a sense of community	⇧	⇔
85% have people they can turn to for support in a crisis	⇔	n/a
31% felt lonely in the last week	⇔	⇔
72% given unpaid help, 23% in last year	⇩	⇩
Being active		
67% taken part in sport/physical activity	⇔	⇩
Climate change		
52% have become more concerned about climate change in the last 12 months	⇩	n/a
Cost of living		
96% seen increased cost of living, 88% expect things to get worse in the next 12 months	⇔	n/a
85% have made changes to cope with cost of living increases	⇔	n/a

Ward 3: Giffnock and Thornliebank

Life in in East Renfrewshire and local services	± ER average	3 year trend
90% satisfied with East Renfrewshire as a place to live	⇔	⇩
64% satisfied with Council services	⇔	⇩
29% feel Council services are good value for money	⇔	⇩
Safe and supportive communities		
50% feel a sense of community	⇔	⇩
76% have people they can turn to for support in a crisis	⇩	n/a
37% felt lonely in the last week	⇧	⇔
80% given unpaid help, 36% in last year	⇔	⇔
Being active		
76% taken part in sport/physical activity	⇔	⇩
Climate change		
67% have become more concerned about climate change in the last 12 months	⇔	n/a
Cost of living		
89% seen increased cost of living, 90% expect things to get worse in the next 12 months	⇔	n/a
87% have made changes to cope with cost of living increases	⇔	n/a

Ward 4 Clarkston, Netherlee and Williamwood

Life in in East Renfrewshire and local services	± ER average	3 year trend
80% satisfied with East Renfrewshire as a place to live	⇔	⇩
62% satisfied with Council services	⇔	⇩
33% feel Council services are good value for money	⇔	⇔
Safe and supportive communities		
48% feel a sense of community	⇔	⇩
87% have people they can turn to for support in a crisis	⇔	n/a
23% felt lonely in the last week	⇩	⇔
74% given unpaid help, 39% in last year	⇔	⇔
Being active		
73% taken part in sport/physical activity	⇔	⇩
Climate change		
60% have become more concerned about climate change in the last 12 months	⇔	n/a
Cost of living		
94% seen increased cost of living, 89% expect things to get worse in the next 12 months	⇔	n/a
93% have made changes to cope with cost of living increases	⇔	n/a

Ward 5 Newton Mearns South and Eaglesham

Life in in East Renfrewshire and local services	± ER average	3 year trend
87% satisfied with East Renfrewshire as a place to live	⇔	⇩
59% satisfied with Council services	⇔	⇩
23% feel Council services are good value for money	⇩	⇩

Safe and supportive communities	± ER average	3 year trend
47% feel a sense of community	⇔	⇔
84% have people they can turn to for support in a crisis	⇔	n/a
25% felt lonely in the last week	⇔	⇔
77% given unpaid help, 40% in last year	⇔	⇔

Being active	± ER average	3 year trend
76% taken part in sport/physical activity	⇔	⇩

Climate change	± ER average	3 year trend
66% have become more concerned about climate change in the last 12 months	⇔	n/a

Cost of living	± ER average	3 year trend
93% seen increased cost of living, 89% expect things to get worse in the next 12 months	⇔	n/a
93% have made changes to cope with cost of living increases	⇔	n/a