

Empowering local communities

Councillor Derek Mackay
Leader of Renfrewshire Council



Who wants to be empowered anyway?

People in Renfrewshire Do!

**NOVOTE
NO VOICE**
Be part of your future.

- ▶ Increased voter turnout
- ▶ Above national average for turnout
- ▶ Sharing responsibility
- ▶ Increased participation in community planning conferences

Reaching Renfrewshire

- ▶ Public Services Panel
- ▶ Have your say – online consultation
- ▶ Surveys conducted by services
- ▶ Community Planning conferences and fora
- ▶ Focus Groups on specific issues
- ▶ Community Councils
- ▶ Pupil Forums, Parent Councils, Tenants' and Residents' Associations

Public Services Panel

- ▶ 2000 members
- ▶ 4 questionnaires per year
- ▶ High response rate
- ▶ Consult on issues such as community safety, satisfaction with Council services, new service developments
- ▶ Work closely with community planning partners e.g. Renfrewshire Community Plan 2008–2017

Have Your Say

- ▶ Online consultation through the Council's website www.renfrewshire.gov.uk
- ▶ 71 conducted to date (July 2008)
- ▶ Range of consultations – Core Path Plans, Community Safety Strategy, School Meals to service specific, targeted consultations
- ▶ Rolled out facility to partner organisations including Renfrewshire Community Health Partnership and the voluntary sector.

Tenant satisfaction survey



- ▶ Independent survey of 1300+ tenants
- ▶ **81%** tenants are fairly or very satisfied with Council as a landlord
- ▶ **73%** satisfied with the Council in terms of taking account of their views over matters which affect them
- ▶ Identified service priorities /improvements required
- ▶ Shaping future services in order to meet the Scottish Housing Quality Standard

Gateway to the Games



From involving to empowerment

- ▶ Decentralisation – creation of 5 local area committees
- ▶ Public Petitions function
- ▶ Inquiry – Economic Development Inquiry

Local Area Committees



- ▶ Developed with local communities
- ▶ 5 local area committees
- ▶ 4 meetings per year
- ▶ 74 community representatives
- ▶ Powers to allocate grants of over £750,000 in 2008/09
- ▶ Open sessions

Bringing the Council closer to local people

Public Petitions Facility

- ▶ Launched 2007
- ▶ Allows individual members of the public to raise issues of concern with the council either as individuals or on behalf of an organisation.
- ▶ Considered by cross party Scrutiny and Petitions Board
- ▶ Petitions should be concerned with the functions of the council or issues which are of concern to some or all Renfrewshire residents.

Public Petitions Facility

- ▶ Limited number received
- ▶ Focus on shaping the future not changing the past
- ▶ Need for further promotion

Economic Development Inquiry

“ We want Renfrewshire to make a significant contribution to a modern and prosperous Scotland ”

- ▶ Key consultation with business community invited views on the delivery of economic development services
- ▶ 1st stage – 130 responses received in writing or through online consultation
- ▶ Oral evidence heard by 5 panels hosted by cross party working group
- ▶ Key priorities identified including the need to enhance the area’s tourism and events potential
- ▶ Council will support through targeted regeneration of local areas/infrastructure

How we have responded



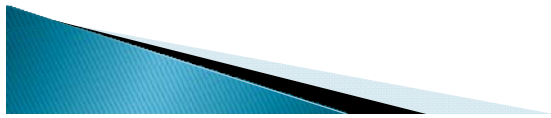
Customer Service Points



- ▶ Customer Service Centre deals with 4,800 enquiries each month on average
- ▶ Centrally located in Paisley
- ▶ Services offered developed through consultation with local people
- ▶ 84% residents fairly or very satisfied with quality of service provided by the Customer Service Centre
(Renfrewshire Public Services Panel - Autumn 2007)

Customer Service Points

- ▶ From September, we will launch seven new customer service points
- ▶ 2 new local customer service centres in Johnstone and Renfrew, and five smaller customer service points in libraries and community centres across Renfrewshire.
- ▶ Easier access to service and more convenient for people to get information and advice
- ▶ Face to Face contact and assistance at a local level
- ▶ Varied opening hours to suit local need
- ▶ Introduction of self-service kiosks for quick and easy transactions



What's next

- ▶ Taking forward Local Area Committees
- ▶ Promoting and improving participation in the Petitions Scheme
- ▶ Continuing to seize new opportunities to empower local communities

