

# Responsiveness to Communities

## Responsiveness to Communities

These pages contain a range of performance information relating to our corporate consultation activities which will allow you to assess how we are performing in this area. The performance information that is provided here comes from the following sources:

- Service key performance indicators (KPIs)
- Inverclyde Council Citizens' Panel (CP)

You can find out more about our Citizens' Panel here:

<https://www.inverclyde.gov.uk/council-and-government/citizens-panel>

If you would like to become more actively involved in what's going on in your community you can find out more information by clicking on the links below:

Community Councils - [Community Councils](#)

Community Learning & Development - [Community Learning and Development](#)

CVS Inverclyde – <http://www.cvsinverclyde.org.uk/>

If you would like further information, advice and support on anti-social behaviour please follow the link below: [Anti-social behaviour](#)

If you would like more information on how we are performing in relation to complaints, please follow the link: [Inverclyde Council complaints](#)

### Performance Overview 2017/18

The majority of the performance information shown here has been provided by the Council's own Citizens' Panel. This information is updated every 2 to 3 years, dependant on other issues that the Council's wishes to obtain the Panel's views on.

The percentage of people reporting a reduction in anti-social behaviour fell in 2018, however just under half (49%) of Citizens' Panel members said that anti-social behaviour is not an issue in their neighbourhood.

A very high proportion of residents, 86% are satisfied or very satisfied with their neighbourhood.

Collectively, the Council, HSCP and Inverclyde Leisure received and handled 351 complaints in 2017/18.

## Inverclyde Council Citizens' Panel

The Citizens' Panel is a representative population sample of 1000 Inverclyde residents and provides the Council with the opportunity to obtain the views of residents on a wide range of subjects e.g. satisfaction levels with the Council and individual services, awareness of local Council led community campaigns and more recently, to identify local priorities in service delivery which we used to inform our budget decision making process.

Questions within the survey are repeated every two to three years to allow us to measure whether we are improving. The questionnaires are subject to random error of +/- 4%.

The following performance information has been taken from a number of Inverclyde Council's Citizens' Panel Surveys that have been conducted in recent years.

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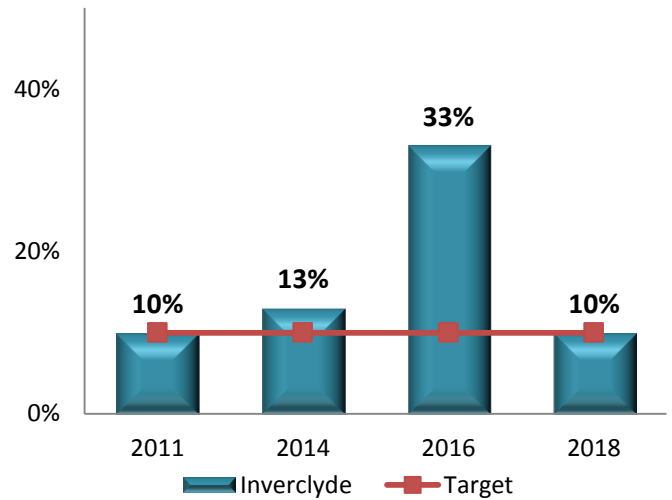
## Community Safety (Spring 2018 Citizen Panel Results)

### Reduction in anti-social behaviour

Inverclyde Council and its community safety partners aim to make Inverclyde safer by promoting safety and wellbeing and reducing crime, violence and disorder. To better understand community safety issues affecting our residents and help identify where we could improve we ask the Panel about community safety issues.

Following a significant increase between 2014 and 2016, the number of people who noticed a reduction in anti-social behaviour in the last 12 months dropped by 23% to 10% in 2018, putting performance of this measure below target. However, it should be noted that, in 2018, just under half (49%) of Citizens' Panel members said that anti-social behaviour is not an issue in their neighbourhood.

**% respondents reporting a reduction in anti-social behaviour in the last 12 months**

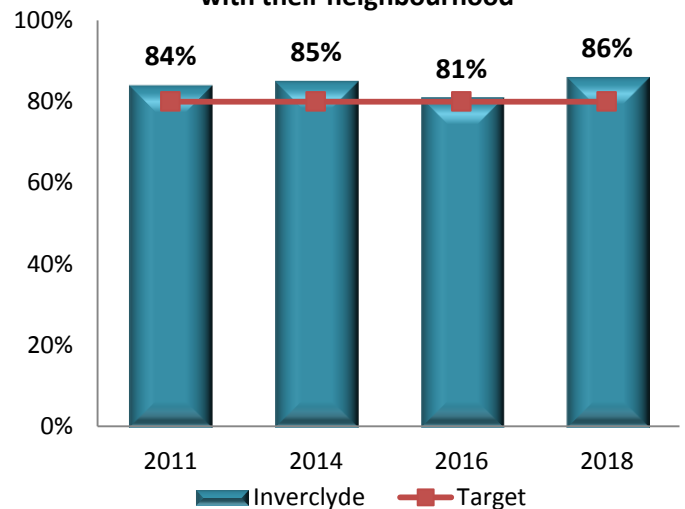


### Satisfaction with neighbourhood as a place to live

The percentage of residents satisfied with their neighbourhood as a place to live has remained fairly steady during the last five years.

It is encouraging to note that the percentage of residents satisfied with their neighbourhood as a place rose by 5% to 86% between 2016 and 2018 which meant that this indicator exceeded its target.

**% residents satisfied or very satisfied with their neighbourhood**



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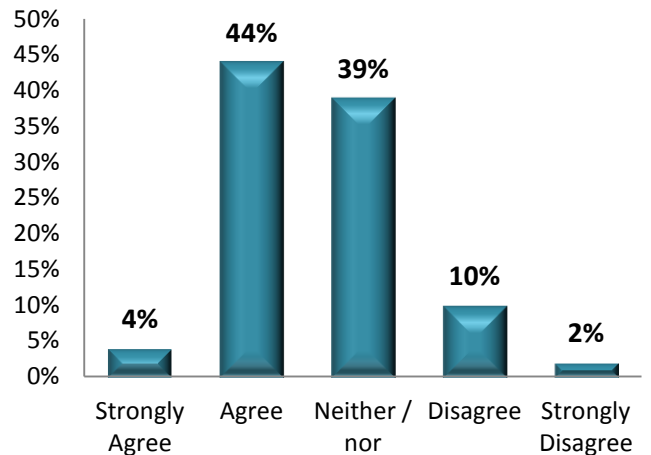
## Customer Focus (2018 Citizens' Panel Results)

48% of respondents either strongly agreed or agreed that the Council is customer focused.

12% of respondents either disagreed or strongly disagreed.

A large percentage of respondents, 39%, did not give an opinion.

The Council is customer focused



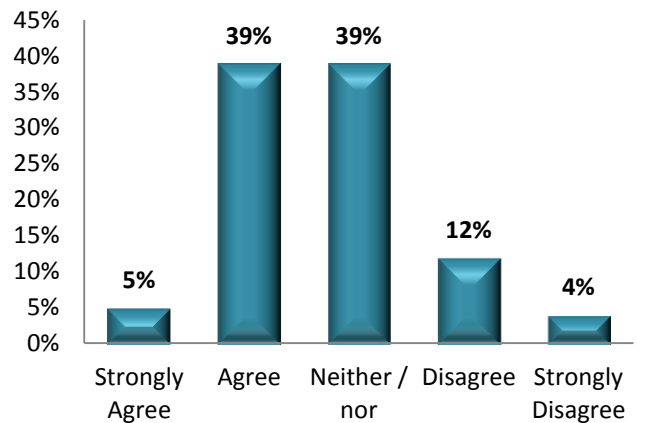
## Responsiveness to customers' needs (2018 Citizens' Panel Results)

44% of respondents either strongly agreed or agreed that the Council is responsive to customer needs.

16% of respondents either disagreed or strongly disagreed with this statement.

A large percentage of respondents, 39%, did not give an opinion.

Responsiveness to customer needs



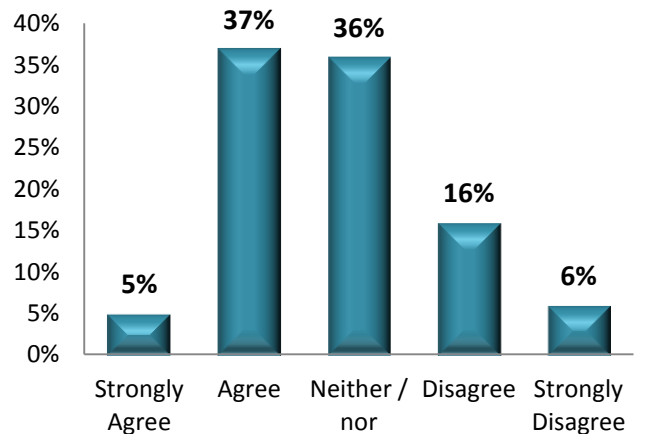
## Communicating well with our customers (2018 Citizens' Panel Results)

42% of respondents either strongly agreed or agreed that the Council communicates well with its customers.

22% of respondents either disagreed or strongly disagreed with this statement.

A large percentage of respondents, 36%, did not give an opinion.

Communicating with customers



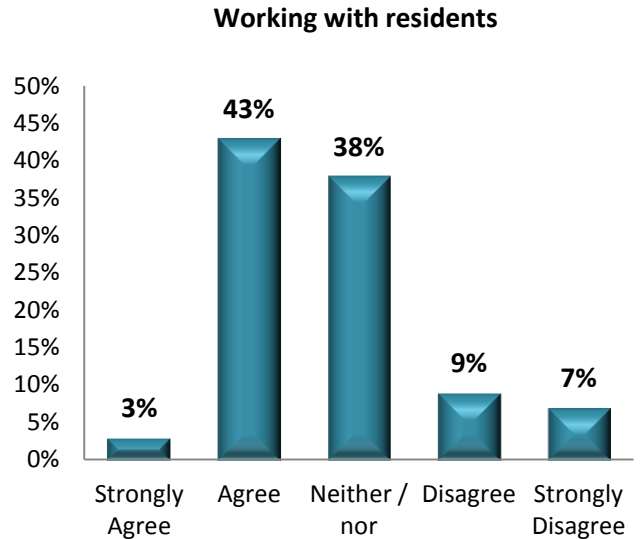
# Responsiveness to Communities

## Working with residents to solve problems (2018 Citizens' Panel Results)

46% of respondents either strongly agreed or agreed that the Council works with local residents to solve problems.

16% of respondents either disagreed or strongly disagreed with this statement.

A large percentage of respondents, 38%, did not give an opinion.

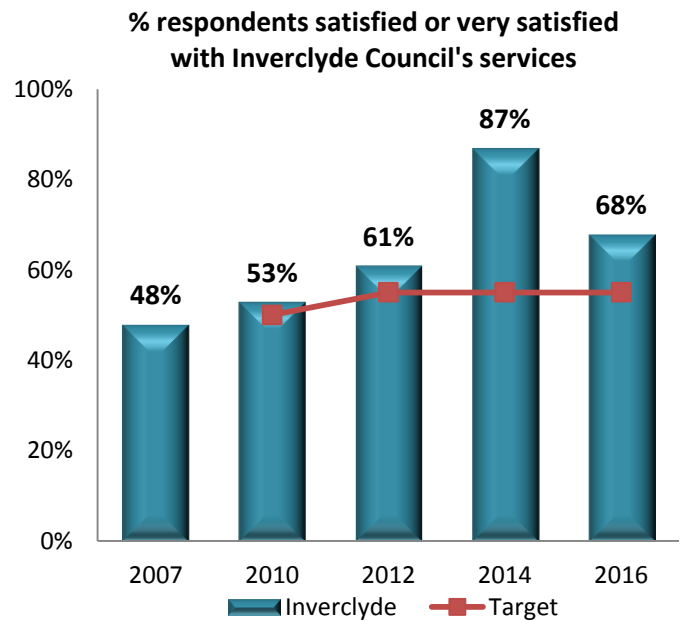


## Percentage of respondents satisfied or very satisfied with the services provided by Inverclyde Council (CP)

Our first Citizens' Panel survey was carried out in 2007 and asked panel members to rate how satisfied they were with Council services. This question will be asked again in the winter 2018 survey.

Overall, satisfaction with Council services decreased between panel surveys in 2014 and 2016 but is higher than satisfaction levels prior to this.

The Citizens' Panel Survey also asks panel members how satisfied they are with individual services. The results are fed back to services to help them identify areas for improvement.

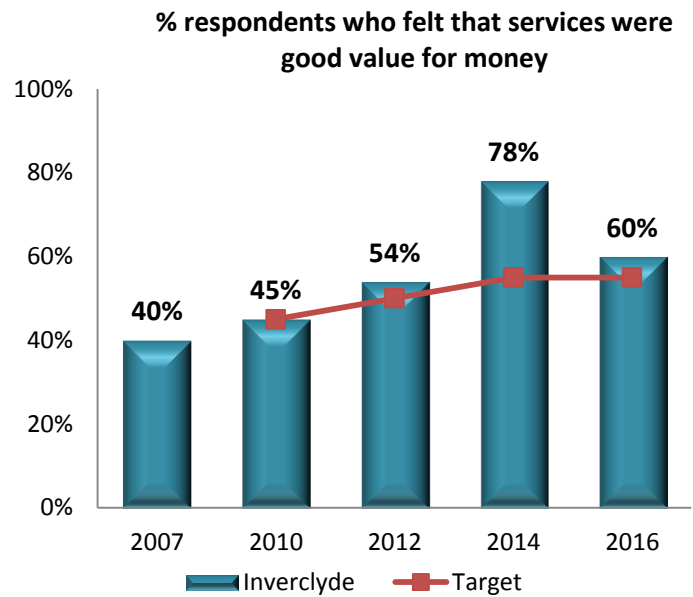


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## Percentage of residents who felt that services were good value for money (CP)

This question was also asked in the Council's first Citizens' Panel Survey. This question will be asked again in the winter 2018 survey.

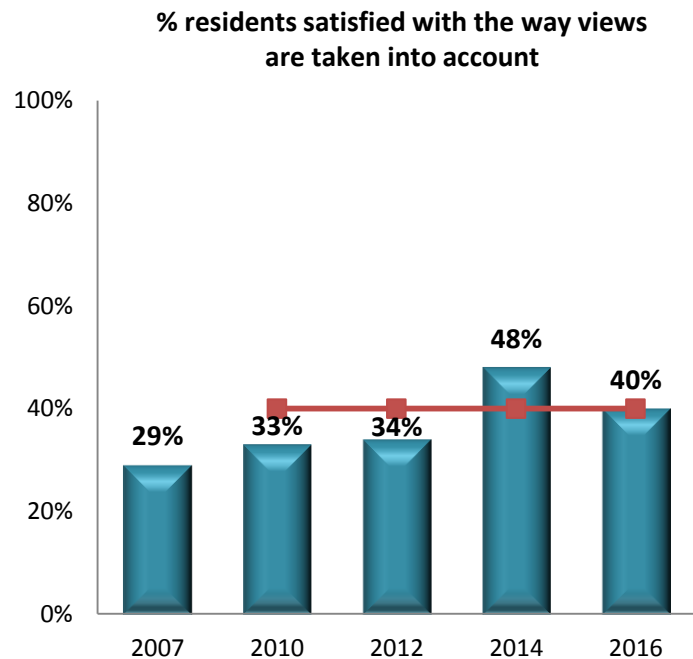
The percentage of people who think the services provided by the Council are good value for money has decreased from 78% in 2014 to 60% in 2016. The target of 55% has been exceeded.



## Percentage of residents that are satisfied with the way Inverclyde Council takes residents views into account when making decisions that affect the area (CP)

The percentage of respondents who are satisfied with the way that the Council takes residents views into account when making decisions that affect the area has decreased from 2014 levels, but is still higher than previous years. This question will be asked again in the winter 2018 survey.

A key priority for the Inverclyde Alliance and Inverclyde Council is to empower communities to enable them to have more decision making power about what goes on in their communities. We would therefore expect to see an improvement in this measure as this work progresses.



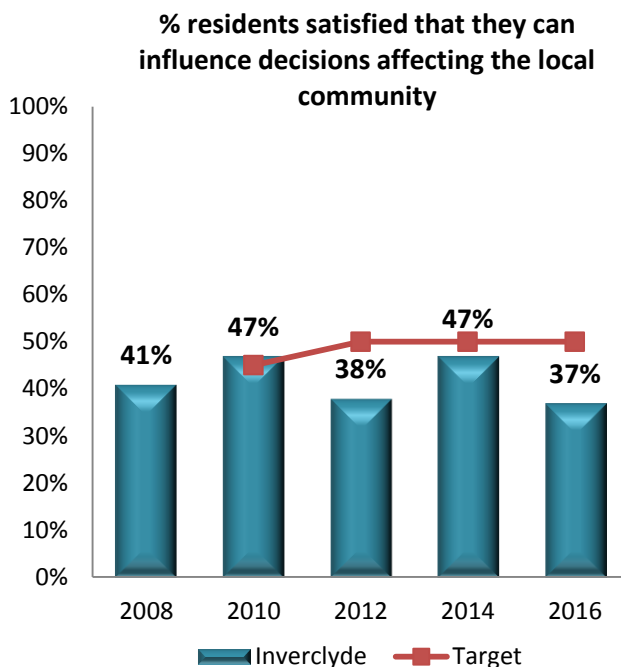
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## Percentage of residents satisfied that they can influence decisions affecting local community (CP)

The percentage of residents who are satisfied that they can influence decisions affecting the local community decreased again after a spike in 2014. Levels are similar to that in 2012. This question will be asked again in the winter 2018 survey

The Council is keen that residents feel that they have the opportunity to have their say in the decisions that affect them.

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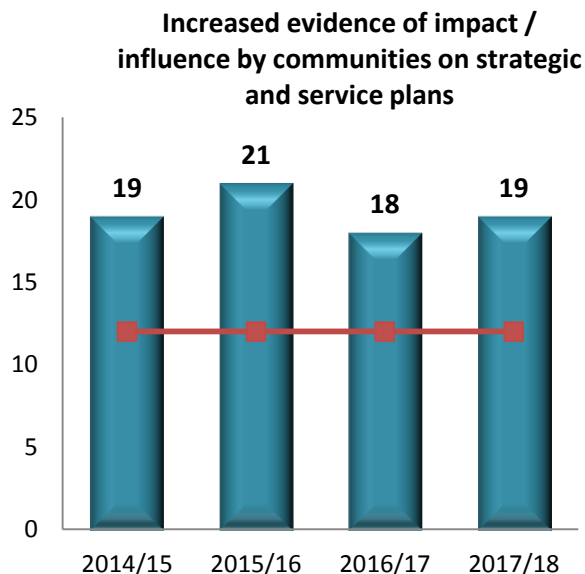


## Community Engagement Impact – Increased evidence of impact / influence by communities on strategic and service plans (KPI)

Community Learning and Development has supported a number of neighbourhood community organisations, ranging from Community Councils, Tenants and Residents and Community Associations to health and interest groups, to effect change and influence local and strategic planning.

Groups have successfully effected positive change in a numbers of ways including the development of local services and facilities, improved housing, environmental improvements in local areas such as community gardens and play parks; they have also contributed to and shaped thinking on a range of key local issues, for example, road safety and wind farms. Community groups have influenced and been involved in the service delivery of community-based adult learning and youth services. The Team has flexible methods of supporting groups, for example, by offering short-term intensive support (3-6 months) as well as longer term support.

Community groups have also influenced and been involved in the service delivery of community based adult learning, youth services. The target of 12 has been exceeded due to the service adopting more flexible methods of supporting groups, offering short term intensive support (3-6 mths) to groups as well as longer term support.



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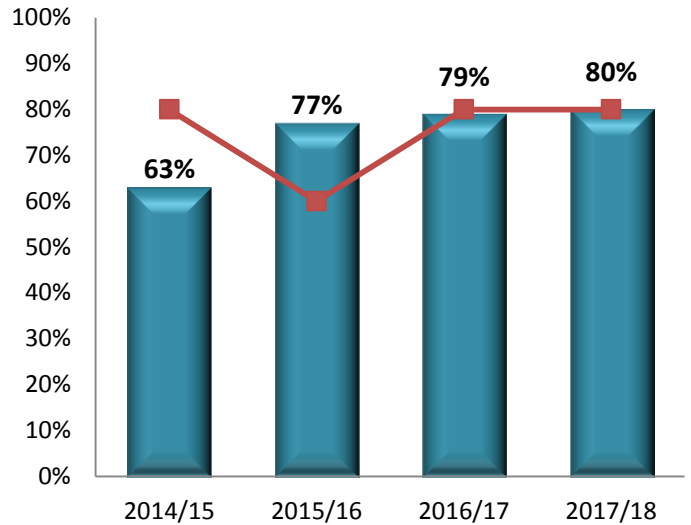
## Community Engagement – Percentage of community organisations within disadvantaged neighbourhoods and excluded groups who had increased their capacity (KPI)

In 2017/18, 80% of community organisations that Community Learning and Development worked with increased their capacity, progressing their confidence, organisational skills, equality and involvement levels through training and active learning, e.g. Committee Skills training, 1:1 support for office bearers, Youthwork legislation, improved understanding of local needs through feedback from consultation events and surveys.

The target for this indicator was reduced to 60% in 2014/15 as there were 8 new groups in that year and it was not possible to measure significant increases in capacity until 2015/16. The target was increased again in 2015/16.

Knowledge, skills and understanding of a range of specific issues/areas was also improved through increasing active participation in local developments.

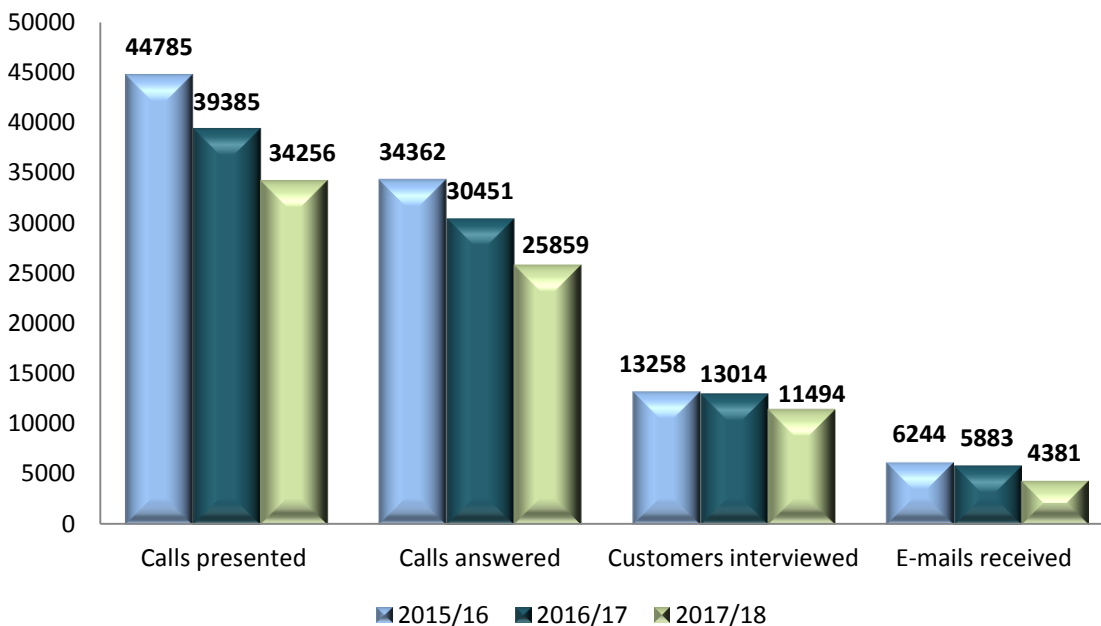
Community organisations with increased capacity



## Revenues & Benefits Customer Services Performance 2017/18

In 2017/18, there were 41,734 contacts made to the Revenues and Benefits Service compared to 49,348 in 2016/17. Between 2016/17 and 2017/18:

- The number of calls presented decreased by 13%
- 75% of revenues and benefits calls were answered
- The number of customers interviewed decreased by 1,520
- The number of e-mails received decreased by 26%. This is to be expected with the full UC roll out.
- Total contacts has decreased by 18%.



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The average time that customers had to wait for their call to be answered remained static in 2017/18, at just over two minutes. The number of customers interviewed decreased by 12% which was due to the roll out of Universal Credit. Email contact to the R&B team has also decreased by 26%, which again is largely contributed due to the roll out of UC. The total contacts to the R&B team are expected to reduce further year on year as the Housing Benefit caseload drops until the full migration of Housing Benefit to UC which is due by 2023.

Customer Services targets for 2018/19 around compliments and complaints have been agreed. These are:

- To have fewer than 20% abandoned R&B telephone calls
- To have fewer than 7% abandoned general calls
- To receive no more than 20 complaints – 14 were received in 2017/18
- To receive in excess of 63 compliments – 81 were received in 2017/18

### Complaint Handling Performance 2017/18

2017/18 was the first year that Inverclyde Council complaint handling performance included Inverclyde Council, Inverclyde Leisure and the HSCP. From 1 April 2018 to 31 March 2019, Riverside Inverclyde will be included in the statistical reporting.

The total number of complaints received for all three organisations in 2017/18 was 351. Of this number, 288 complaints were received by Inverclyde Council.

#### Stage 1 complaints

On average, 80.8% of stage 1 complaints met the timescale of 5 working days with the average age of cases being 4.4 days.

#### Stage 2 complaints

On average, 77.5% of stage 2 complaints met the timescale of 20 working days with the average age of cases being 15.5 days.

85.7% of complaints met the timescale for response.

Closed complaint breakdown by investigation stages						
	No of frontline resolution stage 1		No of complaint investigations stage 2		No of escalated investigations stage 2	
	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17
Inverclyde Council	225	121	17	23	21	7
HSCP	33	31	26	25	0	0
Inverclyde Leisure	7	1	0			

For more information on complaints performance, please click on the link below:

<https://www.inverclyde.gov.uk/council-and-government/complaint>