

Briefing Note: Review of Citizen's Panel surveys and themes for the 10th survey

FAO: CPP management committee

Key Points

- A review of past surveys
- Report on the 9th Citizen's Panel survey.
- We are looking to develop themes for the 10th Citizen's Panel. Some themes have been suggested.
- Feedback from the 9th survey suggests that we limit the number and complexity of questions and themes to improve response rates.
- Current suggestions for themes

A review of the Citizen's Panel: 2001 to 2005.

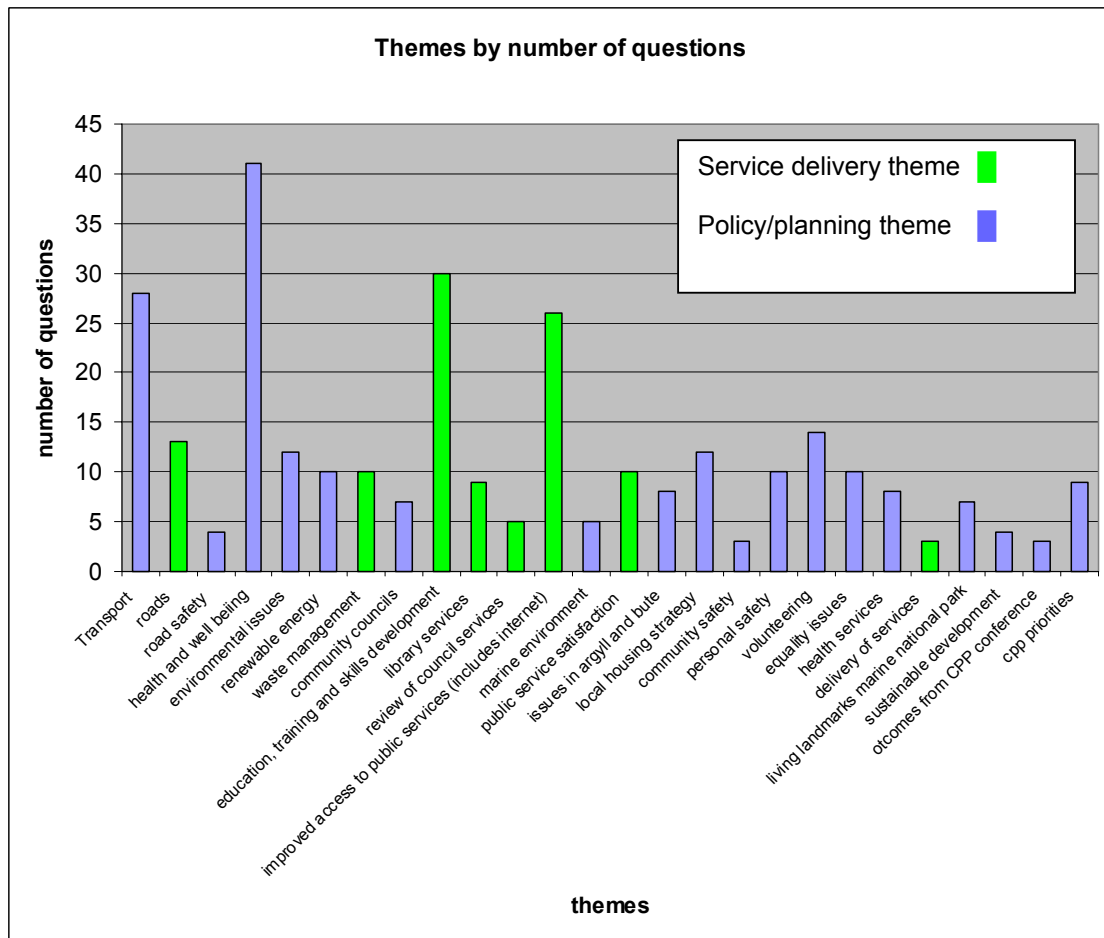
There have been 9 completed surveys since 2001. They have covered a broad range of themes with some re-visiting of certain themes to track changes over time. This section highlights this range of themes and the range of input from the CPP partners. There is also an examination of the nature of the themes, whether these are focused on questions of service delivery or on testing corporate strategies.

Key points

- There have been 9 surveys covering 26 distinct themes.
- Across all surveys there is a bias toward policy/planning style themes rather than service delivery themes.
- There have been lower numbers of questions that are attributed to specific, non Council partners.

The range of themes.

There have been 26 distinct themes explored over the nine surveys. These have been mainly policy or planning in nature. The graph below shows the distribution of these themes by the number of questions asked around them. These figures are amalgamated over several surveys where the same theme has been explored more than once. In terms of volume of questions asked, *health and well being* has been the largest single theme, with *transport, access to public services* and *education, training and skills development* being similarly high. The *transport* theme has been explored in two surveys as a tracking exercise asking broadly similar questions.



There is a bias toward policy/planning related themes rather than service delivery themes. There is a higher level of input from the Council than from other CPP partners.

Policy/planning style questions from community planning partners.

There have been a limited number of policy/planning related questions that can be attributed to specific community planning partners excluding the council. These are:

- SNH have asked questions around the environment theme in survey 3, including questions beaver re-introduction and general biodiversity.
- NHS Argyll and Clyde, in survey 6 asked questions around health services in remote and rural areas.
- Strathclyde Police asked questions concerning community safety issues for Argyll and Bute in survey 7.

There have, however, been a number of themes of a corporate nature which have originated from the CPP in general with significant input from all partners.

Report on 9th survey results

The results of the 9th citizen's panel are now available. These expand upon the presentation given at the CPP meeting on the 11th of November 2005 by IBP.

The response rate for the 9th Citizen's Panel survey was 52%. This is lower than the previous surveys where response rates have been over 60%. Some feedback from panellists has suggested that the length and complexity of the questionnaire was an issue and may have contributed to the lower response rate.

IBP have analysed the responses and compiled a full report. This report is available on the Community Planning Partnership website.

The raw data gathered from the 9th survey is available and some analysis is being undertaken by Argyll and Bute Council Research and Information team. Due to the size of the Citizen's Panel and the number of responses there are limits to the level and type of statistical analysis that can be performed.

The *transport and roads* questions have allowed useful comparisons to be made between the results from this survey and those from the 2nd survey, carried out in October 2001.

The Newsletter which summarises the findings of the 9th survey has been finalised and sent out to the panellists.

Themes for 10th survey.

The 10th Citizen's Panel survey will go to the panellists at the beginning of March. The questionnaire will be developed during February from the themes that are agreed by the CPP. To address the issue of low response rates, the size and complexity of the next questionnaire should be kept to a minimum. A total of no more than 30 questions examining 3 main themes would be ideal. To enable the gathering of more useful data we will endeavour to present questions with fewer options to choose from.

The following themes have been suggested:

1 Council tax levels.

1 or 2 questions around council tax increases against service cuts.

2 Community safety issues.

Some questions around ASBO and community safety/crime. Strathclyde Police have provided 4 questions around community safety in general. Argyll and Bute Council have provided 13 questions specifically on the issue of ASBO. Strathclyde Fire and Rescue have also provided 4

questions around public understanding of their role. These would sit well within this theme.

3 Service delivery/ access and community engagement.

Some questions around public access to services, including contact centres and internet/online service provision. This theme could also ask questions around local community engagement.

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