

Briefing Note: Themes for Citizen's Panel

FAO: CPP management committee

Key Points

- We are looking to develop themes for the 11th Citizen's Panel. As yet there are no concrete themes for the survey.
- The survey will include some specific service satisfaction questions as part of the Council's Best Value commitment.

Background Information

The 11th survey will be conducted in September 2006. The process of developing the themes and questions for this survey will be carried out over the next month leading to drafting work with IBP in August. The process is currently at the point of gathering ideas and developing themes for the survey questions.

Previous themes

To ensure that we do not cover issues that have been explored recently within the Citizens' Panel, it is valuable to review the themes cover in the past two years. This period includes four surveys, the most recent being the 10th survey which was conducted in April of this year. The themes explored through the Citizens' Panel over the last two years are:

7th survey February 2004

- General Service Satisfaction (all CPP)
- Issues for Argyll and Bute
- Priorities for Argyll and Bute
- The Local Housing Strategy
- Community safety

8th survey January 2005

- Personal safety
- Health and Wellbeing
- Volunteering
- Equality issues

9th survey October 2005

- Health services
- Transport and the Transport Strategy
- Delivering services
- Living Landmarks and the Marine and Coastal National Park
- Balancing the needs of Communities and the Environment
- The population of Argyll and Bute

10th survey April 2006

- Service satisfaction
- Service access

- Community safety
- The role of Strathclyde Fire and Rescue
- Community engagement

Emerging themes.

The process of gathering themes and ideas is in the early stages, however some initial suggestions are emerging.

There will be some questions around service satisfaction. At this stage these are likely to involve Community Services.

This survey could provide an opportunity to ask the panel how aware they are of the changes to the electoral system and the ward arrangements for the 2007 Council elections. Questions around the level of information which people would like to have could also be asked in this context. Asking these questions in this survey would give the council adequate time to respond to the answers prior to the elections in 2007.

The previous surveys have asked relatively little in terms of public awareness and attitudes to issues of biodiversity and environmental management. It may be useful to develop a theme which included questions about Argyll and Bute's biodiversity issues, issues of management of natural resources and conflicts which arise from these.

The timing of the survey could also be instrumental in theme choice. It may be useful and appropriate to explore summer related issues. These could include; assessing the impact of the Drivesafe initiative on road safety, looking at the impact of tourism on travel or service access.

If there are any themes which should be included or pieces of work being carried out which could benefit from Citizens' Panel input, please contact the Research and Information officer to discuss.

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Additional themes emerging/ developing

1. Coastal and Marine National Park, SNH
2. Single public service authority (health)
3. Transport strategy
4. Sustainable Development

Sustainable Development.

It would be *something along the lines of:*

The Council has drawn up some principles to ensure there's a balance between economy, environment and community in the services delivered. These principles will guide all of the Council's work.

We are interested to know what you think about these principles. Please indicate with a tick:

Excellent / Very Good / Good / Bad / Very Bad / Poor

Principle 1

Principle 2

Principle 3

Principle 4

Transport Strategy

15 questions proposed already

As previously discussed we are going to use the questions issued to the Panel in October 2001 as the basis for the September questions, so here goes !!!

Do we need to have an introduction about why we are asking these questions or is that included in the covering blurb ? (i.e. *we are currently preparing a Local Transport Strategy for Argyll and Bute and would welcome your views.*)

[How do you get about ?](#)

1. **Question 1** - stay as is.

2. **Question 2** - reword question - Do you need access to a car during the working day ?

3. **Question 3** - stay as is.

4. **New question** - same layout at question 3, i.e. yes / no / don't know

What would make you use your bicycle more often?

Dedicated cycle routes

Shower and locker facilities at work

Secure cycle storage

Shorter distances to travel

Better weather

None of the above would make me use by bike more often? (with one box beside it - like "I am not a car driver" in question 3)

Any other comments (box)

5. Another new question - same layout as question 3, i.e. yes / no / don't know

What would make you walk more often?

Safe footpaths

Not having to carry things, e.g. grocery shopping

Shorter distances to travel

Better weather

None of the above would make me walk more often? (with one box beside it - like "I am not a car driver" in question 3)

Any other comments (box)

Public Transport

6. Question 4 - stay as is.

7. Question 5 - stay as is.

Question 6 - drop.

8. Question 7 - stay as is.

9. Question 8 - stay as is.

10. Question 9 - stay as is.

Road Safety

Question 10 to 13 - drop.

Transport to Health Services

Question 14 to 20 - drop.

Road Maintenance

Question 21 - drop.

11. Question 22 - stay as is.

12. Question 23 - stay as is.

13. Question 24 - stay as is.

14. Question 25 - stay as is.

15. Question 26 - stay as is.

That's the lot ! - 15 questions in total.