

## **Briefing Note: Outline for 11<sup>th</sup> Citizen's Panel**

**FAO:** CPP management committee

### **Key Points**

- We are developing the themes for the 11<sup>th</sup> Citizen's Panel into a draft questionnaire.
- The questionnaire will be kept to a maximum of 30 questions to improve response rates.

### **Background Information**

The 11<sup>th</sup> survey will be conducted in September 2006. The process of developing the themes and questions for this survey is being carried out. The process is currently at the point of drafting the survey questionnaire. IBP will help to develop the questionnaire and the layout. The layout is likely to change slightly from previous surveys, specifically in that there will no longer be a diagonal skew to the first page as this was highlighted as being difficult to read.

### **The questionnaire outline**

There has been less input of themes for this survey than previously. However enough themes have been gathered to formulate a questionnaire. The intention is to continue with questionnaire lengths of less than 30 questions in an attempt to address the issue of response rates.

It may be worth considering a refresh of the panel after this survey. IBP refreshed one third of the panel on commencement of their contract. A total of four surveys have been conducted since that refresh. It would be useful to perform another panel refresh to help with response rates and to introduce new perspectives. IBP would charge around £4500 to perform the panel refresh.

Having received a range of suggested themes, the research team have compiled an outline structure for the questionnaire, given below. The precise wording and order of the question will be liable to change, but this provides an indication of the general areas of questioning that will be used.

<b>Theme</b>	<b>Question focus</b>
Service satisfaction	<ul style="list-style-type: none"><li>• Testing Council roads and amenities service provision of street cleaning and repairs service.</li><li>• Testing support for a "street scene" concept</li></ul>
Electoral change	Questions to gain an understanding of information needs regarding the changes to the electoral system for 2007.

	<ul style="list-style-type: none"> <li>• Level of awareness of the changes</li> <li>• Information needs in terms of; 3 member ward, ward boundaries, single transferable vote.</li> </ul>
Biodiversity and natural resources	<ul style="list-style-type: none"> <li>• Awareness of biodiversity initiatives</li> <li>• Awareness of role of public bodies; SNH, Council, Forestry</li> <li>• Suggested priorities</li> <li>• Managing conflict around natural resources</li> </ul>
Road safety	<ul style="list-style-type: none"> <li>• Current views on road safety</li> <li>• Has this changed</li> <li>• Awareness of Drivesafe</li> <li>• Has Drivesafe helped to improve road safety</li> <li>• Relate to this summer</li> </ul>
Police questions	<p>Which of these policing issues do you think are of concern in the area that you live</p> <p>(1) Anti social behaviour - Very concerned, quite concerned, not very concerned, not concerned at all</p> <p>(2) Crimes of violence - As above</p> <p>(3) Housebreaking - As above</p> <p>(4) Vehicle Crime - As above</p> <p>(5) Vandalism - As above</p> <p>(6) Road Traffic Issues - As above</p> <p>(7) Drugs - As above</p> <p>(8) Licensed Premises - As above</p>

	<p>(9) Racist Incidents - As above</p> <p>If you have had contact with your local police during the last 12 months, how satisfied were you?</p> <ul style="list-style-type: none"><li>• Very satisfied</li><li>• Fairly satisfied</li><li>• Neither satisfied or dissatisfied</li><li>• Fairly dissatisfied</li><li>• Very dissatisfied</li></ul>

If you would like to make any changes or additions to the proposed outline, please contact Andy McKay Hubbard, Research and Information Officer.

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